



COREFORCE

Western Kentucky University Police Cuts Investigation Time by 40%

COREFORCE CASE STUDY



WKU Police Cuts Complaint Investigation Time by 40% with CAD-Activated BodyWorn Cameras.

Western Kentucky University (WKU) Police serves a busy campus environment with a lean team of approximately 15 officers. Like many campus agencies, WKU Police operates under growing expectations for transparency, professionalism, and fast documentation. The department needed these improvements without adding end-of-shift administrative work.

WKU needed a modern, low-burden approach to capturing clear evidence, resolving complaints quickly, and strengthening reports without slowing officers down in the field.

The Challenge

Before adopting Coreforce, WKU Police did not have a BodyWorn camera program or a digital evidence management system in place. That created a gap in documentation and incident review, especially when responding to complaints, confirming event details, and ensuring accurate reporting. With limited staffing, WKU needed a solution that would:

- Support consistent video evidence capture during campus calls.
- Improve report accuracy and investigative clarity.
- Reduce risk from complaints, disputes, and conflicting narratives.
- Maintain accountability without adding administrative workload.

The question became: How do you strengthen transparency and evidence handling without adding extra steps for officers?





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The Solution

WKU Police implemented **Coreforce BODYWORN™ Cameras** and **Coreforce Digital Evidence Management System (DEMS)** with CAD-activated recording and automatic uploads. This allowed the department to capture critical interactions hands-free, securely manage evidence, and streamline review without relying on officers to manually start recordings or remember end-of-shift uploads. **That meant:**



CAD-ACTIVATED
RECORDING

Recordings start and stop automatically based on dispatch activity, so officers stay focused on the call, not the camera.



STREAMLINED OFFICER
WORKFLOW

Automatic uploads reduce missed or delayed evidence transfer. This minimizes manual steps and end-of-shift burden.



VIDEO THAT SUPPORTS
REPORT ACCURACY

Officers can reference footage while writing reports. This improves detail, sequence, and overall clarity.



TRUSTED EVIDENCE FOR
COMPLAINT REVIEW

Supervisors can quickly review video, confirm facts, and resolve complaints confidently with objective documentation.



“The biggest compliment that I’ve had from the officers is that it’s a one and done deal. You turn it on and that’s it-It’s CAD activated. You go to a call and CAD activation begins recording; you clear the call CAD turns it off.”

Captain Paul Burden,
Western Kentucky University Police

The Results

Since deploying Coreforce BodyWorn cameras and DEMS, WKU Police reported clear operational benefits. These improvements were especially noticeable around complaint reduction, faster incident review, and stronger report quality.



COMPLAINTS DROPPED SIGNIFICANTLY

Individuals were less likely to escalate disputes once they realized the interaction was recorded and reviewable.



40% FASTER COMPLAINT INVESTIGATIONS

WKU Police estimates Coreforce BodyWorn cameras reduced complaint investigation time by at least 40%. That cut a typical review from 8 hours to under 5, saving just over 3 hours per complaint.



FASTER, CLEARER COMPLAINT RESOLUTION

Leadership could quickly access footage to confirm facts and close out complaints with confidence. Complaints were dismissed when video confirmed appropriate officer conduct.



STRONGER, MORE DEFENSIBLE REPORTS

Officers used video to confirm key details and timelines, improving report accuracy and making documentation easier to complete.

Example: Complaint review resolved with video

In one instance, an excessive force complaint was escalated to the county attorney. After reviewing BodyWorn camera footage, they confirmed officers acted professionally and determined there was no complaint.

WKU Police implemented BodyWorn cameras and digital evidence management to strengthen accountability and documentation.

"One of the biggest things that I've noticed is our complaints has went way down. Not that we had a whole lot of complaints in the past, but it just seems like when people realize that we have body cameras... and you can't manipulate it."

Captain Paul Burden,
Western Kentucky University Police

CAD activation and automatic uploads helped reduce manual workload and support consistent evidence capture.

The department reported fewer complaints, faster resolution through video review, and more accurate reporting supported by recorded evidence.

