Milwaukee Police Department Accelerates Investigations with Babel Street

BABEL STREET INSIGHTS

Securing high-profile events from terrorism, mass shootings, or other acts of violence is a challenging and increasingly sophisticated process. Host organizations and cities need comprehensive security strategies for every type of high-profile event — from campaign rallies to sporting events to pop concerts.

Event protection starts long before the doors open, and uses Open-Source Intelligence (OSINT) solutions to monitor social media, online forums, news outlets, and other sites for indications of planned attacks or disruptive behavior targeting specific events, venues, or populations.

The Challenge

The Milwaukee Police Department (MPD) faced the monumental task of ensuring public safety during the 2024 Republican National Convention (RNC), an event that brought national attention and significant security challenges to the city. Security concerns were more heightened by the attempted assassination of former President Donald Trump a few days earlier.

With over 50,000 expected attendees, widespread protests, and a complex urban environment, MPD needed a robust, efficient, and comprehensive solution for rapidly gathering and analyzing open-source intelligence (OSINT).

Specific challenges included:

- Traditional methods in use for monitoring social media, public forums, and other online sources were time- and manpower-intensive, making it nearly impossible to proactively address threats

- Activity across diverse communities involved navigating content in multiple languages with limited multilingual resources

- With thousands of posts and data points to analyze daily, MPD needed a solution that could scale without overwhelming analysts

The Solution

MPD selected Babel Street Insights to augment their capabilities, leveraging the platform's advanced AI-driven analytics, multilingual processing, and real-time monitoring to streamline operations, enhance situational awareness, and respond effectively to emerging threats.

Insights provided a robust set of features to address the unique demands of the RNC:

- **Persistent monitoring** — enabled MPD to set up queries that continuously collected documents and automatically alerted analysts to significant developments in pre-defined geographic and thematic areas of interest.

- **Multilingual sentiment analysis and scoring** — allowed analysts to quickly gauge the tone of online discussions in over 50 languages to identify potential escalation points.

- **Network visualization and influence mapping** — pinpointed key social media influencers and mapped their networks, uncovering relationships that could indicate coordinated activities.

- **Locational intelligence** — allowed MPD to filter and prioritize online content from specific locations, focusing on areas near event venues and protest sites.

- **Dark web insights** — provided broader situational awareness by incorporating information from less accessible parts of the internet

The Results

Leading up to and during the convention, Babel Street enabled MPD investigators to significantly reduce the time required to gather and analyze an unprecedented volume of data, allowing them to shift focus from data collection to decision-making. This in turn helped MPD stay ahead of emerging incidents and address potential threats.

By combining advanced AI, multilingual capabilities, and real-time monitoring, Babel Street empowered the Milwaukee Police Department to enhance public safety, reduce investigative timelines, and respond effectively to the dynamic challenges of the 2024 Republican National Convention.

"Babel Street transformed how we handle investigations, particularly during large-scale events like the RNC. The platform's ability to deliver real-time insights and map complex networks gave us a critical advantage in maintaining public safety."

— Fusion Center Analyst, Milwaukee Police Department

Babel Street is the trusted technology partner for the world's most advanced identity intelligence and risk operations. The Babel Street Insights platform delivers advanced AI and data analytics solutions to close the Risk-Confidence Gap.

Babel Street provides unmatched, analysis-ready data regardless of language, proactive risk identification, 360-degree insights, high-speed automation, and seamless integration into existing systems. We empower government and commercial organizations to transform high-stakes identity and risk operations into a strategic advantage.

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