



Colorado Springs Police Department

Standard Operating Procedure

DL-1097-01 POC Duty Desk Responsibilities

Section 1000 – Patrol Functions

Effective Date: 5/11/2022

Supersedes Date: N/A

.01 Purpose

The purpose of this procedure is to define the responsibilities assigned to the Police Operations Center (POC) duty desk officer.

.02 Cross-Reference

[GO 190 Direct Line Reporting \(DLR\) & Internet Crime Reporting \(ICR\)](#)

[GO 1070 Offense Reports](#)

[GO 1071 Missing Persons Reports](#)

[GO 1097 Duty Desk Assignment](#)

.03 Definitions

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.04 Procedure

In addition to the security responsibilities, officers serving as the POC Duty Desk Officer will handle specific calls for service related to missing persons, escapes, and direct line reporting (DLR).

Report Prioritization

POC Duty Desk Officers will proactively monitor pending calls for service. Utilizing the below prioritization, they will place themselves on calls for service and process the call accordingly. The Communications Center may also call the duty desk to advise the officer of pending calls or dispatch them to pending calls via the MDC.

If a missing persons report that qualifies for assignment to the POC duty desk officer or a Community Service Representative (CSR) is initiated through a call for service (CFS) received by the Communications Center, an MDC message will be sent from the Communications Center to

the POC Duty Desk Officer(s), the Duty Lieutenant, and any Community Service Representatives (CSR) on duty advising them of the pending CFS.

Call Response Prioritization

The POC Duty Desk Officer will handle calls for service in the following order:

1. Juvenile missing persons calls for service not requiring an in-person response, including runaways
2. Adult missing persons calls for service
3. Escape calls for service
4. All other DLR calls

POC Duty Desk Officers will originate offense, incident, and accident reports on matters that come to their attention through walk-ins, telephone calls, or other means. The Duty Desk Officer will be proactive in assigning themselves to calls for service requiring police assistance. Situations that will require immediate field follow-up may be deferred to officers on regular patrol duties; however, Duty Desk Officers will, whenever practical, take the preliminary information and prepare a written report. Cases requiring further follow-up by patrol officers or specialized units may be initiated by duty desk officers and forwarded to the responsible unit, when appropriate.