



Colorado Springs Police Department

General Order

1900 Operational Technology Systems

Section 1900 – Operational Technology Systems

Active Date: 8/12/2024

Supersedes Date: 2/1/2024

.01 Purpose

The purpose of this policy is to provide high-level knowledge of and guidance on the operational and technological systems in use by the Colorado Springs Police Department (CSPD).

.02 Cross Reference

[GO 1901 Computer Aided Dispatch System](#)

[GO 1903 Body Worn Camera](#)

[DL-1502-01 Location-Based Dispatching](#)

.03 Discussion

Technology systems are critical to law enforcement and overall public safety functions. This directive is designed to serve as an overall description of major systems used by the department, and to provide usage guidelines for employees.

Major technology systems are the responsibility of the Management Services Division.

.04 Policy

The Colorado Springs Police Department has adopted several technology systems to aid department functions. Employees are required to adhere to all laws, regulations, and policies regarding their use. Misuse, tampering, or unauthorized access to the technology systems may result in a personnel and/or criminal investigation.

.05 Definitions

Computer Aided Dispatch (CAD): A computer-based system that captures information and helps to manage and assign police resources.

Mobile CAD: A subsystem of the CAD product used by field personnel on computers, phones, and tablets. This application has many uses, including assignment of employees, completing offense and traffic crash reports, and related field functions.

Law Enforcement Records Management System: A records management system utilized by CSPD for case management, case assignment, discovery, calculation of clearance rates, data entry, and other case and data tracking purposes.

.10 Computer Aided Dispatch System

Computer Aided Dispatch (CAD) is used by the department to intake citizen calls for service, dispatch police and fire services in the field, and manage on-duty resource allocation across the city.

Oversight of the system is the dual responsibility of the Management Services Division (MSD) and Communications Center. Command-level administration of the system is a collaborative effort of the MSD commander and Communications Center manager.

.20 Law Enforcement Records Management System

The Law Enforcement Records Management System (LERMS) is the official records management system of the CSPD. The system is used to intake cases, track investigative assignments, complete statistical and other analyses of police action, and conduct data entry.

CSPD also manages the regional LERMS system used by our department, the El Paso County Sheriff's Office, the Fountain Police Department, the Monument Police Department, and the Calhan Police Department.

The Mobile Field Reporter (MFR) application is a subset of LERMS used by department personnel to complete case reports, supplements, and other law enforcement documents.

Operational program oversight of LERMS and MFR is the responsibility of the LERMS administrator, who is assigned to MSD.

The MSD Commander is the coordinator of the LERMS and MFR programs.

.30 Body Worn Camera Program

The Body Worn Camera (BWC) program provides Body Worn Cameras to all CSPD police officers and provides technological support for the system and its requirements.

The MSD Commander is the coordinator of the BWC program.

.80 Operational Technology Committee

The Operational Technology Committee is responsible for assessing all upgrades, updates, design changes, and other requests related to these systems. The committee is comprised of the following permanent positions:

- Management Services Division commander (committee chair)
- Communications Center manager
- MSD Technological Services Section manager (MSD)
- MSD Technological Services project manager
- MSD Records Section manager
- MSD Project Manager
- MSD LERMS Administrator
- CAD Administrator – Communications Center
- Crime Analysis Unit manager – Metro Division

The Operational Technology Committee meets at least once per month on a schedule determined by the MSD Commander. Additional personnel may be assigned to the committee at the discretion of the MSD Commander or Communications Center manager.

.85 Systems Access Levels

Employees will only be granted access to those systems required for the employee's position and work requirements. Once granted, employees will be given the least level of access required to facilitate completion of their assigned duties.

Employees will not request access to systems they do not have an operational need for.

.90 System Change Requests

Employees requesting any changes or updates to these systems must send a memorandum to the Technological Services Section manager, outlining the following:

1. The requested change;
2. The reason the change is requested, and what benefit it will provide the community or department;
3. A brief description of any other systems, processes, or practices affected by the request;

4. Approval for the request, through the submitting employee's chain of command up to their commander.

Once the Operational Technology Committee receives the memorandum, the committee will review and act on the request. The submitting employee will be notified of the outcome via e-mail from the Technological Services Sections manager.

The MSD Commander is the final authority on all requests made to the Operational Technology Committee.