



# Colorado Springs Police Department

## General Order

### 1901 Computer Aided Dispatch

#### Section 1900 – Operational Technology Systems

Active Date: 11/8/2024

Supersedes Date: 8/12/2024

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## **.01 Purpose**

The purpose of this procedure is to establish overall policy guidelines for the Colorado Springs Police Department's (CSPD) Computer Aided Dispatch (CAD) system.

## **.02 Cross Reference**

[GO 1900 Operational Technology Systems](#)

[DL-1901-01 CAD Alerts](#)

## **.03 Discussion**

A well-managed and uniform system of dispatching police and fire resources helps ensure public and employee safety, effective resource allocation, and timely response to incidents occurring within our jurisdiction. The Colorado Springs Police Department's Computer Aided Dispatch system provides this functionality to our community and organization.

## **.04 Policy**

All employees are required to maintain the appropriate level of operational knowledge of CAD and related systems commensurate with their assigned position, and to follow all laws, regulations, and policies regarding system use.

## **.05 Definitions**

*Automatic Person Locator (APL):* Technology that allows near real-time tracking of an individual's geographic location.

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

*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.

*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.

*Mobile Data Computer (MDC):* a laptop computer issued by the department and assigned to department personnel for use in the field.

*Qualified Resource:* Any unit that meets the necessary attributes for a call for service based on programming and unit status.

*Unit Status:* A unit's availability to respond to calls for service. See CSPD CAD Unit Status Attachment.

## **.10 Structure of Computer Aided Dispatch System**

Computer Aided Dispatch (CAD) is used by Communications Center personnel to intake citizen calls for service, dispatch police and fire services in the field, and manage on-duty resource allocation across the city. The system has various other functions, including use as an analytical and discovery tool, etc.

Because the department has many different functions, different levels of knowledge are required depending on job assignment. All employees are required to maintain the appropriate level of operational knowledge of CAD and related systems commensurate with their assigned position.

### *Pulsiam CAD*

Communications Center personnel are required to use Pulsiam CAD for intaking all citizen and officer calls for service, for dispatching police, fire, and related personnel throughout the city, and for any related Communications Center job tasks.

### ***Pulsiam Mobile/Mobile Insight***

Pulsiam's mobile CAD products (computer, cellular telephone, and other mobile devices) are applications that provide CAD access and information to field personnel. This information includes

details on dispatched calls for service, officer-initiated activities, NCIC/LERMS information, case reporting, and other functions.

While on duty, all sworn personnel, community service officers (CSO), community service representatives (CSR) will use these applications as required for their specific positions.

Personnel assigned to specialized units will log into CAD mobile products when conducting field operations. Units not listed in this policy will follow guidance given by their chain of command.

#### *Compliance with CALEA Requirements*

The CAD system will maintain compliance with applicable CALEA standards.

At a minimum, the CAD system will have the ability to document:

- the date and time a call for service is created;
- the name, address, and telephone number of the reporting party, if known;
- the type of incident being reported;
- the location of the incident;
- resources assigned to the incident;
- time of dispatch;
- time of resource response and arrival;
- the time resources concluded the incident response; and
- the incident's disposition status.

## **.20 Use of Computer Aided Dispatch System**

Use of CAD and any associated mobile products will comply with applicable laws, regulations, policies, and training.

All sworn personnel in a uniformed assignment at or below the rank of lieutenant, Community Service Officers, and Community Service Representatives, will log into the computer-based and mobile CAD programs at the start of their shift and remained logged in throughout their tour of duty. Patrol officers, patrol sergeants and lieutenants, and Community Service Officers will log into the mobile application at the beginning of their shift. Users will log out of these systems at the end of their workday.

Sworn personnel assigned to specialized, non-uniformed units will log into the mobile CAD application when conducting field operations.

Data within the CAD system is the sole property of CSPD and will not be disseminated to any member of the public, media, or any other entity outside of established records release policies.

Users will maintain accurate unit status to allow for appropriate resource management.

Misuse, tampering, or unauthorized access to the CAD system and the data within may result in a personnel, and/or criminal investigation.

Records provided by NCIC and/or CCIC are not considered property of CSPD and therefore will not be copied into call narratives.

Any discoverable information attached to a call for service or disseminated via the CAD system (e.g., photographs used to identify a suspect, etc.) must be documented in a case report and submitted to the appropriate evidence system, if applicable.

## **.30 Location Based Dispatching**

### **Active Call Sign Requirement**

CAD keeps certain signs available at all times. Personnel with permanently assigned call signs can log into CAD at any time, subject to policy for off-duty work activity. Personnel conducting extra duty, special event, special work assignments, etc., will contact the Communications Center for a temporary call sign.

Additionally, users are required to complete fields that will aid in identifying them (e.g., radio number, vehicle number, etc.) when logging into the system.

### **CAD System Dispatching Recommendations**

When logged in, CSPD's CAD product will automatically deliver geographic updates for the user's location to the CAD server.

Recommendations are configured to consider a unit's qualifications, location, and status. Personnel conducting field operations will maintain accurate unit status at all times.

### **Dispatch Process**

The Communications Center will use CAD recommendations to generate the fastest and most appropriate response to a call for service. Recommendations are designed to assist, not replace, the judgment of dispatchers. Dispatchers will use discretion when deciding whether to accept the CAD

recommendations, taking into consideration the totality of the overall circumstances in their area command and/or the city (e.g., type of call, available resources, pending calls for each area command, etc.).

The dispatcher may disregard the recommendations based on the existence of calls for service that present an active danger to a person's safety or Priority One (P1) calls for service. When multiple Priority One calls for service are pending and are competing for the available resources, the dispatchers responsible for the area commands will use their discretion to coordinate a response that includes dispatching a qualified resource assigned to a different area command. If the dispatcher believes such a response is necessary, they will communicate that information to the affected dispatcher to coordinate the dispatch process.

## **.40 System Administration**

Administration of the CAD system is a joint responsibility of the Management Services Division and Communications Center. The MSD Commander and Communications Center Manager are responsible for identifying those personnel needed to administer the system, and for ensuring it is administered properly.

Requested changes, updates, upgrades, or other services to the CAD system will be presented for review to the Operations Technology Committee, as outlined in [GO 1900 Operational Technology Systems](#).

### **Attachments**

[CAD Unit Statuses](#)