



# Colorado Springs Police Department

## General Order

### 120 Treatment of the Public

#### Section 100 – Organizational Values and Structure

Effective Date: 9/15/2022

Supersedes Date: 11/8/2021

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#### **.01 Purpose**

The purpose of this directive outlines how members of the Colorado Springs Police Department (CSPD) will treat and serve the public.

#### **.02 Cross Reference**

[GO 121 Fair & Impartial Policing](#)

[GO 1020 Routine Patrol Functions](#)

#### **.03 Discussion**

Providing public safety service by working with the public in a professional and respectful manner is a core value of CSPD. Public safety includes developing and maintaining meaningful, trusting, and respectful relationships with the community as a whole and with its individual members. CSPD is committed to providing these services **in an efficient, impartial, and courteous manner** to those who live, work, and visit the city of Colorado Springs.

The relationship between the community and CSPD is also essential to the effective deployment of police resources. Working in concert with the community, the department can further assist in preventing/deterring criminal activity while holding subjects alleged to have violated the law accountable in a court of law.

#### **.04 Policy**

It is the responsibility of every department member to contribute towards developing meaningful, harmonious, and productive relationships with the community.

Department members will serve the public by providing direction, counsel, and in any other way that does not interfere with their ability to provide services.

Department members will respect the rights of all persons and provide service to anyone who may be in danger, distress, or need of assistance.

Department members will maintain a strictly impartial attitude towards everyone they interact with, to include victims of and witnesses to crimes, subjects alleged to have committed criminal acts, and to the community as a whole.

No department member will use their position or their authority to intimidate or harass any person, to include for personal reasons.

## **.05 Definitions**

*Courtesy:* The showing of politeness in one's attitude and behavior that conveys respect towards others.

*Department Members:* Sworn, non-sworn, and volunteer members of the department.

*Impartiality:* Equal and/or fair treatment of all persons; not partial or biased.

*Professionalism:* The combination of skills that include being responsible, ethical, and team oriented while utilizing strong communication, interpersonal, and problem-solving abilities.

## **.10 Professional Courtesy**

Department members will be courteous to the public and professional in performing their assigned duties. Department members will not, use coarse, violent, profane, or insolent language or gestures when interacting with the community.

### **Restraint Application**

Officers will apply restraints (e.g., handcuffs, leg restraints, etc.) in accordance with department training. This includes ensuring all restraints are properly applied, double locked, and fitted to minimize the chance of a restrained person being injured or experiencing pain as a result of ill-fitted or the misapplication of restraints.

Any officer who is informed of ill-fitted or misapplied restraints will check the fit/application as soon as it is safe to do so. If deemed appropriate, the officer may adjust the restraints as soon as it is safe to do so, to ensure proper application and fit.

Any officer who fails to check the fit of or readjust possibly ill-fitted/misapplied restraints, when notified, will be evaluated as a possible courtesy violation, not a use of force violation. Allegations

involving the misapplication of restraints will be determined by the sworn member's supervisory team, which can include remedial training.

## **.20 Responsiveness**

Department members are expected to be responsive to the community, its individual members, and internal and external partners (e.g. – other government agencies, department members, etc.). This is accomplished by being willing to listen to others and showing genuine concern for the situations the community experiences. Additionally, department members should attempt to resolve those issues to the degree legally allowed.

If limited by the scope of law, department members should seek to identify other, non-law enforcement related resources that could assist the community in mitigating the problem (e.g., incorporating traffic design into traffic problems, neighborhood services into property that is in disrepair, etc.).

## **.25 Impartiality**

Department members will perform their duties in an impartial manner, without favor or bias regarding any involved parties.

Any allegation of a department member showing bias or discrimination involving a community member *on the basis of individual demographics* will be investigated under GO 121 Fair and Impartial Policing. Individual demographics are personal characteristics such as race, ethnicity, gender identity, disability, and others.

Any allegation of a department member showing inappropriate favor or partiality in their duties that is *not* alleged to be based on individual demographics will be investigated under this General Order.

## **.30 Procedural Justice**

The concept of procedural justice is an important component to developing and maintaining meaningful relationships with the community and its individual members. By enacting the following principles in each member's assigned responsibilities, department members can have a positive impact on those they come in contact with.

The concept of procedural justice is rooted in the following, four principles:

- Fairness
- Voice
- Transparency

- Impartiality

### Fairness

The concept of fairness is not based on outcome as much as it is about how an interaction took place. Interactions in which individuals are treated with respect often reduces the change of negative outcomes during contact with law enforcement personnel. By being courteous, responsive, and impartial, department members are more likely to be perceived as fair.

### Voice

People want and deserve the opportunity to be heard, especially when the circumstances and potential outcome affect them. By allowing citizens to have a voice, people are afforded the opportunity to have a level of control in what can otherwise be a stressful event (e.g., family disagreements, disturbances, etc.) or one they did not choose to be a part of (e.g., traffic crashes, receiving a citation, mandatory registration processes, etc.). Giving others a voice helps them feel they are being heard and their opinion matters. In addition to establishing a venue that allows others to have a voice, it is equally important their opinions be taken seriously and given some consideration when making a decision.

### Transparency

Decisions must be made and conveyed with a sense of openness and absent of secrecy or deception. The decision-making process should be exercised in a manner that allows others to understand how the decision was made. Doing so will not only allow the other person to understand the decision but to also help them be more likely to accept it. In addition, sharing information as to how a decision was made can allow others to make more informed decisions in the future, thus lessening the need for future interactions involving the same subject matter.

Although case law supports the use of deception by officers, such a technique should be reserved for investigative processes (e.g., undercover operations, suspect interviews, etc.), and not when communicating with members of the community about the services the department provides or the decisions we make in response to those services.

While transparency is an essential component to procedural justice, sworn and non-sworn personnel should and will not share law enforcement sensitive information (e.g., tactically based information, investigative techniques, classified information, etc.) with non-law enforcement personnel.

### Impartiality

In the interest of impartiality, decisions must be fact-based, supported by law/policy, and use objective evidence/available data. Decisions cannot be made using one's personal opinion, speculation, or guesswork. Once a decision is made, department personnel should take the time necessary to share their decision and the criteria they used to make it.

By enacting and practicing the principles of procedural justice, the services provided are more likely to be viewed as quality driven and less of an impersonal, quantity focused encounter. By prioritizing the quality of a service over the quantity of services provided, the department and its individual members are more likely to experience decreases in providing duplicative services and misunderstandings about the services provided by the department.