



Colorado Springs Police Department

Standard Operating Procedure

DL-1063-02 Timely Dispatch of Calls for Service

Section 1000 – Patrol Functions

Effective Date: 11/13/2024

Supersedes Date: 11/8/2021

.01 Purpose

The purpose of this directive is to describe the process for dispatching, responding to, and monitoring calls for service to ensure timely dispatch.

.02 Cross Reference

[GO 150 Expectations of Leadership \(Sworn and Non-Sworn\)](#)

[GO 1063 Communication Protocols](#)

[GO 1820 Work Performance](#)

[DL-1063-01 Dispatch Procedures](#)

[COM-101 Priority Code System](#)

.03 Definitions

Cross-Zone Dispatching: A practice in which units are sent outside of their assigned area command to aid other area commands.

Location Based Dispatching (LBD): The process of using the user's geographic location to provide recommendations for the closest and most appropriate response to a call for service.

Priority Code System: A system that categorizes every call for service into a priority level, based on the criticality of the incident.

.04 Procedure

Calls for service are prioritized in accordance with the criticality of the incident. Those incidents that pose a greater risk to a person's life or safety are prioritized over those incidents that do not. This system prioritizes calls for service from one to six, with priority one calls being those that pose a risk to a person's life and safety and priority six calls being largely administrative in nature.

Priority Based Dispatching

Dispatchers will dispatch priority one and priority two calls for service as soon as possible. If the resources necessary to address a situation are not immediately available, the dispatcher will air for officers to clear from calls or assignments to respond. If the necessary resources are still unavailable, the dispatcher will cross-zone dispatch and/or consider removing officers from administrative functions (e.g., meal breaks, special details, administrative meetings, etc.). **If partial resources are available to start a response, dispatchers will not delay in dispatching the call for service while attempting to fulfil the remaining resources.**

If the necessary resources are still unavailable after undertaking the above steps, the dispatcher will notify the on-duty communications supervisor, who in turn may contact the shift's duty lieutenant or on-duty patrol supervisor to request assistance in identifying personnel who could possibly be removed from an assignment for the purpose of responding to the priority one call.

When deciding which resources to send to an event, dispatchers will use the department's location-based dispatching (LBD) system to identify and send the closest available officers to respond to priority one calls.

Priority Based Responses

When a dispatcher requests an officer clear an assignment to respond to a priority call for service, officers are asked to evaluate the viability of clearing their previously assigned function. In evaluating the circumstances, officers will consider how clearing their current call could impact the quality of the service they are providing (e.g., clearing a call for service in which they are actively providing police resources to another community member) and their ability to return to the function later (e.g., administrative meeting, traffic enforcement, etc.).

Priority one calls may be dispatched to officers up to the end of their schedule shift, regardless of their off time. Supervisory approval of overtime is not required when the overage is because of an officer's response to a priority one call for service. While attempts may be made to relieve the assigned officer using an officer from a later shift, such arrangements are not guaranteed.

Priority two calls may be dispatched up to 30 minutes prior to the end of an officer's shift. Supervisory approval of overtime is required when the overage is because of an officer's response to a priority two call for service. The responsibility for requesting this approval rests with the officer.

Unless otherwise determined to be operationally necessary by the shift's duty lieutenant, officers will not be held past their assigned shift to respond to priority three, four, five, or six calls for

service. Supervisory approval of overtime is required when the overage is because of an officer's response to these priority calls. The responsibility for requesting this approval rests with the officer.

Monitoring Calls for Service

All patrol supervisors are responsible for monitoring active and pending calls for service in their respective divisions using the Computer Aided Dispatching (CAD) system for the purpose of assisting in **active call and** unit resource management.