



Colorado Springs Police Department

General Order

1097 Duty Desk Assignment

Section 1000 – Patrol Functions

Effective Date: 12/2/2024

Supersedes Date: 6/25/2013

.01 Purpose

The purpose of this directive is to describe the responsibilities of the sworn officer assigned to each patrol division's duty desk.

.02 Cross-Reference

[GO 1010 Holding Cells](#)

[GO 1072 Alternative Reporting](#)

[GO 1077 Issuing Summonses & Complaints](#)

[GO 1720 Building Security](#)

.03 Discussion

This space intentionally left blank.

.04 Policy

The police department provides law enforcement services 24 hours a day and as such, each patrol division's duty desk will be always staffed by a sworn officer.

Duty desk officers will be armed, will maintain radio contact with the Communications Center, and will situate themselves at the division's duty desk to be capable of immediate response to the telephone, as well as to the front desk and front lobby areas.

When assigned to the duty desk, light-duty and restricted duty officers will abide by their medical and work restrictions.

.05 Definitions

This space intentionally left blank.

.10 Responsibilities

The primary responsibilities of the duty desk officer are to provide security for department buildings, property, and non-sworn personnel working therein, and to act as a point of contact for on-duty patrol operations and the community.

When staffed by non-supervisory personnel, duty desk officers will also perform law enforcement, investigative, information release, and administrative functions as detailed below and as assigned by supervisory personnel.

.20 Staffing

While at the duty desk, the officer will be responsible for various law enforcement and administrative functions.

Division Commander Responsibilities

To ensure uninterrupted coverage, each division commander will establish internal methods for assigning sworn personnel to this duty, which may include:

- On-duty supervisors, with preference being given to a lieutenant
- Light or restricted duty sergeants, if possible, based on work restrictions
- Sergeants
- Patrol officers

While it is the division commander's responsibility to establish staffing procedures, shift supervisors are empowered to make appropriate adjustments for overlapping shifts, meal relief, sick time, and other unscheduled absences so long as the desk remains staffed by a sworn officer.

Staffing Preferences

Whenever practical, the duty desk will be staffed by an on-duty shift lieutenant. If no lieutenant is available, a sergeant should staff the duty desk, rather than an officer unless operational needs mandate otherwise.

Non-supervisory personnel assigned to the duty desk should not be assigned any ancillary responsibilities during the assignment (e.g., DLR, front desk coverage, etc.). The exception will be those officers working the duty desk at the POC.

Nothing in these guidelines is intended to prohibit officers assigned to the front desk or to the duty desk from assisting with the DLR function as time allows.

.30 Light Duty and Restricted Duty Officers

Before light duty or restricted duty officers are assigned to the duty desk, a lieutenant will determine the nature and degree of work restriction to ensure that a duty desk assignment is an appropriate assignment. In such a situation, the lieutenant will inform the officer that they are specifically prohibited from engaging in activities that are contrary to their work restrictions (e.g., an officer whose restriction would prohibit being involved in a forceful arrest will be directed that, regardless of the circumstances, they will not engage in a physical struggle).

Light duty and restricted duty officers assigned to the duty desk must be able to carry a firearm and must abide by their medical and work restrictions. Officers on light duty, or restricted duty status, will not engage in activities that are contrary to the work restrictions under which they have been placed, would subject them to re-injury, or would interfere with the progress of their recovery unless they or another person are in imminent danger of being killed or seriously injured. Instead, in such a situation, a light-duty or restricted duty officer should use other means in an attempt to control a situation (e.g., voice control from behind the safety glass, summoning assistance by radio, etc.).

Officers on light or restricted duty are generally used for DLR and therefore should not be used to staff the duty desk.

.40 General Assignments

Some of the duties of officers assigned to the duty desk will vary according to the division assigned. In addition to the security responsibilities referenced, officers assigned to the duty desk will be responsible for:

Prisoner Monitoring

Duty desk officers will monitor the status of prisoners being held in divisional holding cells to assure their safety and security, as well as complete the associated documentation (e.g., holding cell inspection logs, prisoner login sheets, etc.).

Completion of Police Reports

While a Community Service Representative (CSR) will serve as the primary responder for initiating offense/incident reports/supplements, non-supervisory duty desk officers, regardless of the division, will originate offense, incident, and accident reports on matters that come to their attention through walk-ins, telephone calls, MDC, the Communications Center, or other means. Additionally, non-supervisory duty desk officers will initiate preliminary (face sheet) information

in situations that are not suitable for reporting by a CSR (e.g., any case that includes known or suspected suspect information, etc.).

Situations that require immediate field follow-up may be deferred to officers on regular patrol duties; however, duty desk officers will whenever practical, initiate the face sheet. 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.

Arrests

Consistent with any applicable work restrictions, duty desk officers will serve summons and complaints and warrants. Officers will also make probable cause arrests of persons presenting themselves at the substation.

Officers who are on light-duty or restricted duty may serve and release persons on summonses or PR bond warrants only in those cases when, in their judgment, the possibility of physical confrontation is remote. When such confrontation appears possible, restricted duty officers will summon assistance from other officers.

Contact with Victims

Duty desk officers will accept signed complaints from victims who present themselves at the substation station. Officers will conduct whatever follow-up is practical from their duty station to locate the suspect, enlist the assistance of other officers, or place a pickup, in accordance with existing procedures.

Telephone Calls

Duty desk officers will be responsive to incoming telephone calls from persons requiring information or services, other than those that are appropriately handled by CSR or personnel in other assignments. Duty desk officers will address those matters that are within their area of training and competence and will refer other matters to the appropriate person.

When non-supervisory personnel receive calls from persons wishing to make complaints or commendations concerning department employees, or from persons who insist on speaking with a supervisor, they will obtain the basic information (e.g., the caller's name, a call back number, a summary of the event, etc.) and forward the information to an on-duty supervisor as soon as possible.

Maintenance and Communication of Operational Processes

Desk officers will maintain those records and files necessary to support the patrol operation, including hospital hold orders and shift call-off logs. Supervisory and non-supervisory personnel are expected to promptly advise on-coming personnel of any changes in staffing.

Duty desk personnel are expected to have a general awareness of topics affecting the department's operations (e.g., press releases, ETACS entries, officer safety information, etc.).

Information Release

The duty desk will routinely be a central point of contact for media inquiries and as such, personnel will familiarize themselves with department policies concerning what kinds of information may or may not be publicly released. While non-supervisory personnel are expected to respond to routine media inquiries, they should seek out the guidance of policy and/or supervisory approval if they are uncertain as to whether specific information should be released.

Officers may choose to verbally edit information available to them (e.g., call screens, ETACS, offense reports, etc.), to ensure that no restricted information or information that could jeopardize the integrity of an investigation is publicly released.

CSR Relief

Personnel assigned to the duty desk should relieve the assigned CSR for meal/bathroom breaks and for emergency relief of short, unanticipated absences. Officers will not be used for this purpose as a matter of routine and are discouraged from doing so for more than one shift.

In the event of an expected absence, a Community Service Officer (CSO) should be used for CSR relief, when available, before using an officer for the assignment.

Assistance with Field Operations

As time permits, duty desk officers will, to the best of their ability, assist officers in the field, supervisors, Communications Center personnel, and other department employees in those areas that are within their areas of competence and training.