



**Colorado Springs Police Department
General Order 1301**

Section 13: Treatment of the Public -- Community Involvement

Active Date: 9/10/2018
Supersedes Date: 8/4/2012
Last Review Date: 8/9/2018

.01 Purpose

To state broad guidelines for relations with the public.

.02 Cross Reference

All directives in Section 16, Professional Ethics and Discipline

.03 Discussion

Police departments and other law enforcement agencies are financed with public funds and exist in order to serve and protect the public. A community that appreciates its police agencies and cooperates with them is far easier to serve and protect than one which is resistive. Further, as police officers cannot be everywhere at once, law enforcement depends upon citizens, to a very large extent, for information necessary to prevent criminal activity and to bring criminals to justice. A primary duty, therefore, of every police employee, whether sworn or civilian, is to work toward making the agency's relationships with citizens harmonious and productive.

.04 Policy

The Colorado Springs Police Department is firmly committed to serving the public efficiently, honestly, and courteously. The guidelines in this General Order represent enduring principles that are binding upon all Department employees.

.05 Definitions

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.10 Courtesy

Department personnel will be courteous to the public and tactful in performing duties. Employees will not use coarse, violent, profane or insolent language and will not express by word or action any prejudice concerning race, color, national origin or ancestry, gender, age, religious convictions, disability, sexual orientation, genetic information or other similar personal characteristics.

.20 Responsiveness

Department personnel will be responsive to the needs and problems of the community and its members, consistent with the Department's mission. While the Department's task is governed by the law, the policies formulated to guide the enforcement of the law must include consideration of the public will. Responsiveness will be manifested, at all levels of the Department, by a willingness to listen and a genuine concern for the problems of individuals and groups. The total needs of the community will be an integral consideration in designing programs to carry out the mission of the Department.

.30 Impartiality

Employees shall serve the public by direction, counsel, and in other ways that do not interfere with the discharge of their police responsibilities. Employees shall respect the rights of all persons and be of service to anyone who may be in danger, distress, or need of assistance, regardless of race, color, national origin or ancestry, gender, age, religious convictions, disability, sexual orientation, genetic information or other similar personal characteristics. Employees shall maintain a strictly impartial attitude toward complainants, suspects, and violators, and shall not intimidate or harass any person for personal reasons under the color of authority.

.40 Discretion in Officer Involvement

When an interaction between an on-duty officer and another person results in the officer being assaulted, the officer being a victim of a crime, and/or the person experiencing serious bodily injury, the supervisor overseeing the incident should, based on available information and to the extent feasible, ensure the involved officer has no further contact with the person, to include such actions as conducting an interview, transport for medical clearance, transport to the Criminal Justice Center, conduct guard duty, etc.

A supervisor should, based on available information and to the extent feasible, curtail the role of an employee in any situation the supervisor or the employee feels may hinder the subsequent investigation, booking process, or otherwise expose the employee to allegations of misconduct based upon the employee's continuing involvement with the subject. There are some situations where this may be particularly relevant, including encounters that are highly charged, such as after a suspect is taken into custody following a pursuit, after an officer has been stuck by a needle, after a prolonged use of force encounter, and others.