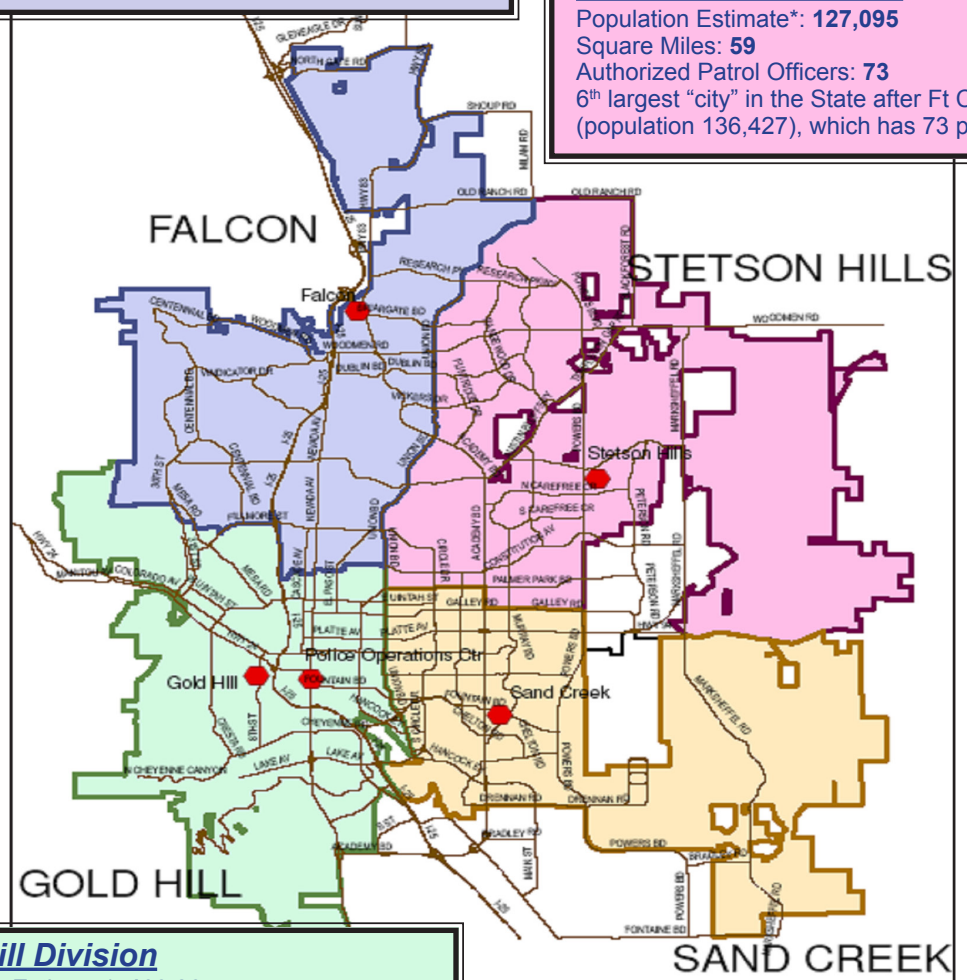


CSPD Patrol Divisions Boundaries

Falcon Division
 Population Estimate*: 97,830
 Square Miles: 46
 Authorized Patrol Officers: 60
 14th largest "city" in the State after Boulder
 (population 100,418), which has 93 patrol officers

Stetson Hills Division
 Population Estimate*: 127,095
 Square Miles: 59
 Authorized Patrol Officers: 73
 6th largest "city" in the State after Ft Collins
 (population 136,427), which has 73 patrol officers



Gold Hill Division
 Population Estimate*: 103,265
 Square Miles: 44
 Authorized Patrol Officers: 91
 11th largest "city" in the State after Pueblo
 (population 106,765), which has 107 patrol officers

Sand Creek Division
 Population Estimate*: 89,886
 Square Miles: 43
 Authorized Patrol Officers: 93
 16th largest "city" in the State after Greeley
 (population 93,698), which has 78 patrol officers.
 In 2008 Greeley had a serious crime rate of 42.8 per
 1000 people compared to Sand Creek's 63.4 **

* Population Estimates for the City of Colorado Springs are based on City Budget Office Population Forecast of 418,076 for 2010. Population Figures for other Colorado cities are based on State Demography Office Population Estimates from July 2008.
 ** Serious crimes include murder, forcible rape, robbery, aggravated assault, burglary and motor vehicle theft

Victim's Case Information

Case Number: _____
 Call Screen Number: _____
 Case Heading: _____
 Location: _____
 Date of Offense: ____ / ____ / ____
 Officer: _____

Important Contacts Patrol Divisions

Falcon.....	444-7240
Gold Hill.....	385-2100
Sand Creek.....	444-7270
Stetson Hills.....	444-3140

Other Important Contacts

Emergency Dispatch.....	911
Non-emergency Dispatch.....	444-7000
Crime Stoppers.....	634-STOP
Dispatch.....	444-7000
Drug Hotline (Narcotics Tips).....	444-3111
Evidence/Found Property.....	444-7744
Impound Lot.....	667-2777



FDS-3.2010-0042



**Colorado Springs
Police
Department**
**Our Service Delivery:
A Community
Challenge**



Fellow Citizens of Colorado Springs,

A few years ago, we published a brochure to explain why your Police Department was sometimes not meeting the community's expectations on service delivery due to resource issues. We received positive response from you, as well as our employees. We find ourselves having to revisit this issue in light of unprecedented challenges to local government, and further limits to our response capabilities.

In the two years preceding 2010, the Police Department experienced about \$6 million in budget reductions. As a result, we have reduced both employees and services. However, we also have embraced the need to re-prioritize and structure our service delivery in a way that focuses us on those highest-demand and most critical services.

All across the United States, other communities are going through similar challenges, and we're applying "best practices" and studying what works not only here in Colorado Springs, but in many other cities. As we prepare for 2011, with the potential of even more significant budget cuts, we've implemented alternative means to deliver service. Our goal is to ensure we have available a rapid response capacity for the most urgent of emergency situations, and the investigative resources to resolve violent crimes. To do this, we've shifted some of the requests for service away from our uniformed patrol officers on the street to alternative reporting methods. We're exploring ways to divert police service requests to other agencies better suited to assist customers. And, we're confronting the reality that we cannot be all things to all people, and simply need to decline to provide some historical services.

Please know that these decisions are not easy, nor made lightly. And, especially, they are not the fault of the Police Department employee that has been assigned to assist you. We employ dedicated men and women who believe in "doing the right thing" as well as "doing things right". We will continue to do the best we can with what we have to work with; that is our commitment to you.

Inside you will find more information about our alternative response strategies, and as always, if you desire more information, please feel free to contact us at 444-7410.

Richard W. Myers
Chief of Police



Quick Facts

- Colorado Springs population 2006: 390,581
Colorado Springs population 2009: 409,387
Colorado Springs population 2010: 418,076
- Budgeted Patrol Officers 2006: 293
Budgeted Patrol Officers 2009: 326
Budgeted Patrol Officers 2010: 317
- Total Sworn Officers 2006: 688
Total Sworn Officers 2009: 679
Total Sworn Officers 2010: 647
- Calls For Service 2006: 251,746
Calls For Service 2009: 300,133

Why is no one available to respond to my call right away?

Too frequently, when a citizen calls for police assistance all police officers are busy with other calls. The percentage chance that no patrol units will be available to handle an incoming call for service is called the "Probability All Units Busy". If the new call is an emergency an officer will have to cut their time short with another citizen to respond. Lower priority calls must sometimes wait for a response until an officer is finished with an earlier call.

As the number of calls for services increases, without an increase in the number of officers, the "probability all units busy" rate will continue to grow. In 2006 the average rate was 7.9% and so far in 2010 it is 23.41%.

How long does it normally take to respond to a call?

Your Police Department strives to balance fast response time with high quality service. We respond more quickly to life threatening emergencies. Currently our average response time to emergency (Priority One) calls is approximately 10 minutes and 26 seconds.

Response time is not always the best measure of quality police services. In fact, response time is only relevant when the police are responding to "in progress" types of incidents. However, historically citizens measure police effectiveness on how rapidly an officer responds to their request for service.

At CSPD, we are attempting to ensure rapid response to true emergency, "life or death" situations. To do this, we often delay responses to incidents that are not in progress, what we call "cold" incidents. If you are requesting service for a lower priority call, it may result in a delayed response. For example, we typically won't arrive at a "cold" burglary call for over an hour.

Why does this happen?

Simply put, we do not have enough officers to keep pace with the workload. Another contributing factor is that our City is very spread out, so we have to patrol larger areas with fewer officers. Over the past four years we have lost 41 officer positions, despite our population increasing by approximately 27,495 people and our calls for service increasing by approximately 48,484 calls. The map on the back of this page gives you some idea of how our patrol divisions compare with other cities in Colorado.

What are you doing about this?

As a department we have had to be creative and find new ways to do business. We now handle many of the non-emergent calls for service over the phone or using the internet so an officer does not have to respond in person. We have also pulled officers from specialized assignments such as property crimes, juvenile offenders and the air support unit and moved them to patrol; however, we can only reassign so many officers. We have also had to reduce the services that are offered to our citizens. Unless you are in danger, the crime you are reporting involves domestic violence or you are reporting a burglary you could be asked to respond to a police station in order to have a report taken.

Why does the police department seem to be running short on money?

Like the rest of the City, the Police Department relies upon sales tax revenues to fund most of its operations. When the local economy slows, so does our revenue stream. That means not only can we not hire new officers or purchase new equipment but we have also had to cut many positions. To add to our revenue challenges, local and state TABOR (Tax Payer Bill of Rights) legislation restricts the amount of revenue we can legally collect and use. Even when the economy picks up, we are forced to base our budgets on lower income levels and return tax dollars to taxpayers. When we are eventually able to hire additional officers it can take up to 12 months until they are working by themselves on patrol.

Are you placing a higher priority on writing tickets to make up for the revenue shortfall?

No! Police officers write traffic tickets to enforce traffic regulations that protect public safety not to generate revenue. As a matter of fact there are only 23 officers out of 647 who have traffic enforcement as their primary duty. The number of traffic tickets written has dropped from 89,926 in 2006 to 61,090 in 2009. The average patrol officer has little time to do proactive policing, including traffic enforcement, and on average each officer writes approximately one traffic ticket per shift.

The officers assigned to traffic duty primarily handle school zones, neighborhood speeding enforcement and "top crash site" enforcement. Traffic accidents involving injuries have increased from 2,064 in 2008 to 2,159 in 2009.

How do I get more information?

For more information please contact: AskCSPD@SpringsGov.com or the Community Relations Office at 444-7410.

Please follow us on Twitter at CSPDPIO and on Facebook.