



**ADDENDUM #1
RFP NUMBER: R12-007CR
FEBRUARY 2, 2012**

NAME OF PROJECT: PATROL STAFFING & DEPLOYMENT

PROPOSAL DUE DATE REMAINS: FEBRUARY 9, 2012, 3:00 p.m.

This document shall become as fully a part of the above named RFP and Contract Documents as if included and shall take full and complete precedence over anything stated or shown to the contrary in them. Acknowledgment: Each Offeror shall indicate in the place provided acknowledgment of receipt of this Addendum. Each and every Offeror, subcontractor, and material supplier shall be responsible for reading each and every item in this Addendum to ascertain the extent and manner it affects the work in which they are interested.

The following questions have been received and answers are provided as follows:

Question: The RFP states "*Make recommendations for supplementing sworn resources with civilian resources*". Is this a recommendation for a volunteer program?

Answer: CSPD is interested in any type of civilian complement to our sworn resources. We currently have a strong volunteer program that we continue to develop and we are also in the process of expanding a Community Service Officer program from its original pilot program.

Question: The RFP states "*Provide assessment of current alternative response program and provide suggestions for improvement*". Can you provide information on what the current Response Program is and what it involves?

Answer: All calls are triaged when they are received, which determines the priority in which the department will respond to these calls. There are a number of types of calls that police officers no longer respond to in person and, in these cases, the report is taken over the phone (DLR) or the caller is requested to make a report on-line (ICR). Attached is a department bulletin that describes our current alternative response protocol.

Offeror shall acknowledge receipt of this addendum by signing below, and this addendum shall be returned as part of the proposal.

Signature

Date

Firm



COLORADO SPRINGS POLICE DEPARTMENT

BULLETIN



ORIGINATED BY: DC PETE CAREY	APPROVED BY: DC PETE CAREY <i>PC</i>	DATE ISSUED: 08-03-11	GENERAL TOPIC: ALTERNATIVE RESPONSE UPDATE	SERIAL NO: 1011-11(P)
---------------------------------	--	--------------------------	--	--------------------------

Operational Amendment to Bulletin 1003-10(P)

In order to ensure the efficiency of operations and that we are providing our citizens with the best possible service the following operational procedures will be applied to clarify and enhance the Alternative Response Delivery model.

These operational changes will take effect immediately upon issuance of this amended bulletin.

Axioms

NOTE: These axioms only apply to the calls identified in the Alternative Response Program.

The Colorado Springs Police Department defines event times as follows:

- In Progress – the event is occurring at the moment it is being reported
- Just Occurred – the event occurred 10 minutes prior to the event being reported
- Past (Cold) – the event occurred over 10 minutes prior to the event being reported
 - **NOTE:** Calls-for-service that were initially classified as in-progress that have waited in the pending queue greater than 10 minutes can be considered as past events and processed according to the Alternate Response Guidelines.

Patrol will respond to all calls-for-service that:

- Are In – Progress
- Have a suspect on scene or in custody
- Involve an immediate safety hazard to individuals or the public
- Involve parties threatening to harm themselves or others
- Have viable suspect information

In most instances, patrol will not respond to calls-for-service that have just occurred or that are cold unless there is viable suspect information. Calls of this nature will be:

- Processed using the appropriate in progress call type
 - The caller will be directed to the sub-station for a lobby report, DLR report, or ICR report depending on the circumstances of the call. The caller will be provided the call screen number.
 - Aired to on duty officers
 - Once aired the call will be canceled by the dispatcher.

The Colorado Springs Police Department defines viable suspect information as:

- The suspect can be named or identified. Identification is to include information definitive enough that could lead an investigating officer to the name and/or whereabouts of the individual.
- The suspect's vehicle can be identified. Identification is to include either a full license plate or some unique identifying marks or damage to the vehicle that could make it easily identifiable to any officer seeing the same vehicle at a later time.
- If there is a question about what qualifies as viable suspect information, a supervisor will determine the appropriate response. DLR officers may also request a patrol response.

When a supervisor, either Communications or Patrol, cancels a call-for-service they will:

- Dispatch themselves to the call-for-service
- Place an explanation in the remarks of the call-for-service as to why a response was not authorized
- Clear themselves from the call utilizing the clearance code "90 – Response Not Authorized"

It will be the responsibility of the supervisor canceling the call-for-service to call the reporting party and notify them of the non-response.

Operational Authority

A call-for-service response can only be approved or disapproved by a patrol or Communications Center supervisor. In the event of a disagreement over a call-for-service response, the patrol and communications supervisor in disagreement will have a conversation to try to resolve the issue. If an agreement cannot be reached, the duty lieutenant shall be the final deciding authority.

If a patrol officer believes that a response to a call-for-service is not needed they will address their concerns to a patrol supervisor and not to a dispatcher or call taker.

Abandoned Vehicles

Citizens will be directed to contact the Communications Center non-emergency line (444-7000) to place a call-for-service.

Patrol will respond to abandoned vehicle calls-for-service. Shift III officers will process these calls primarily between the hours of 0300 to 0600 hours. Shift I officers will process these calls primarily between 0600 hours and 0900 hours. All other shifts should handle Abandoned Vehicles calls as time permits.

Abandoned Vehicle calls will be handled in the following manner:

When a citizen calls to report an abandoned vehicle, the Emergency Response Technician will run the license plate or VIN for wants. If the vehicle is not wanted, a call-for-service will be created using the call type, "TAG". The ERT will note in the details of the call-for-service the registered owner information, if available, and that the vehicle is clear. The "TAG" call-for-service will then be displayed in the CAD "A" zone.

Officers responding to TAG calls-for-service will provide the dispatcher with a call-for-service number, and request to be assigned to the call. The officer will use their MDC to run the vehicle for wants per General Order 975. If the vehicle is wanted, the officer will process the vehicle accordingly and will advise the dispatcher of the change in call type. If the vehicle is clear, the officer will place an Abandoned Vehicle notification sticker in a prominent spot on the vehicle (drivers door window, centered) with the date and time of notification. The officer will also mark the vehicle in a manner that can be described and identified by another officer. For example, the right rear tire should be marked with yellow chalk in the 6 o'clock position and the left rear tire should be marked in the 9 o'clock position. The officer will enter the marking method in the details of the call screen.

To clear from the "TAG" call-for-service, officers will verbally provide the dispatcher with appropriate disposition information. If the officer advises the vehicle was marked for tow, the dispatcher will split the call to a new call-for-service using the call type, "ABAN". The dispatcher will schedule the Abandoned Vehicle call-for-service to reappear in CAD three days later by entering "+3" and the current time in the Schedule field. If the vehicle was not marked for tow, the call will be cleared with an appropriate disposition code. **"TAG" calls-for-service are to be cleared by the dispatcher only.**

Officers will not regularly be dispatched on abandoned vehicle calls per se; however, it will be their responsibility to check the "A Zone" pending call screen for "ABAN" calls in their sector and respond as time permits. Supervisors will make periodic checks to ensure that officers are processing the Abandoned Vehicle calls in a timely manner.

Check the Welfare Types of Calls

Communications staff will utilize the most accurate call type to build calls-for-service that can generally be described as Check the Welfare. Examples of this are:

- An immediate safety hazard to a person (CTW)
- Confirmed circumstances, such as RP on scene and can smell a bad odor (CTW)
- A threat of injury to self or others (ASLT, SUICI)
- Suspected abuse or neglect (ABUSE)
- A request by an outside agency such as DHS or EPSO (ASST, ASSTU)
- A request from an officer related to a current working call-for-service

If the call-for-service does not meet the above criteria, the Communications Center staff will attempt to provide the callers with alternate methods and suggestions to resolve their needs. If a call taker believes that a response is required, despite not meeting established criteria, a communications supervisor, patrol supervisor, or a patrol lieutenant may authorize a response.

Criminal Mischief/Damage

Patrol will respond to in-progress criminal mischief or just occurred or cold calls with viable suspect information. If the call is not in progress then the following applies:

Without viable suspect information:

- Communications Center staff will build a DLR call-for-service or direct the caller to utilize the ICR system

Fireworks Complaints

Patrol will not respond to these calls unless there is immediate danger to a person or property. The Communications Center will build these calls-for-service and air the information only.

Fraud/Identity Theft Inside CSPD Jurisdiction

If the caller does not have viable suspect information, the caller will be directed to respond to the nearest substation (other than Gold Hill) to file a lobby report.

Fraud/Identity Theft Outside CSPD Jurisdiction

Callers will be directed to utilize the ICR system first. If they do not have access to a computer, DLR may be utilized. This method of reporting will allow the reporting party to have access to a free copy of their report, which can be forwarded to the appropriate jurisdiction.

Harassment and Threats

Patrol will respond to Harassments or Threats that are in-progress. Additionally, patrol will respond to harassments or threats that have just occurred or that are cold under the following circumstances:

- An immediate life threat exists
- The harassment is domestic violence related
- Weapons are involved
- Has viable suspect information

In situations that just occurred or are cold and the caller does not have viable suspect information the caller will be referred to DLR or ICR to make a report.

Keep the Peace

A keep the peace call-for-service will be approved if one or all the following criteria are met:

1. A need to immediately retrieve medications or medical equipment
2. A need to retrieve items necessary for the care of infants or young children such as bottles, formula, clothing, etc.
3. One-time allowance by the court. (paperwork must be available for the officer to review or the caller will not be allowed to place the call-for-service)
 - a. If a court order exists, the caller will be directed to respond to the substation nearest the location of the keep the peace in order to have their paperwork reviewed by a sworn officer for validity and applicability. Once validated, the RP will re-contact the Communications Center and a call-for-service will be placed. The caller will need to provide the call taker the name of the reviewing officer.
 - b. If no court order exists or the caller's request does not meet the above criteria, the caller will be advised on alternate methods to retrieve their items (i.e. involvement of a neutral third party, utilization of an attorney, etc).

4. After hours, patrol will only respond if points 1 & 2 are applicable. Court ordered KTP calls will only be conducted between the hours of 0700 to 1900 hours. If a call taker believes that a response is required, despite not meeting established criteria, a communications supervisor, patrol supervisor, or a patrol lieutenant may authorize a response.

Littering

Patrol will not respond to this type of call unless there is an immediate hazard to the public (i.e. Meth lab trash). If the caller has viable suspect information and wishes to sign a complaint, a call-for-service will be built.

NARC Tips

Patrol will not respond to drug complaints that are not in progress or just occurred. A call-for-service will not be placed for cold narcotic violations. Callers will be referred to the Narcotics Tip Line. VNI staff will follow-up per their existing policies.

Noise Complaints/Loud Parties

Noise complaints will be handled in the following manner. Patrol will not respond if caller is not willing sign a complaint:

- Communications Center staff will build a call-for-service and air the information to on-duty patrol units
- Patrol will respond if the caller is willing to sign a complaint
- Communications Center will build a call-for-service according to established SOPs.

NOTE: Patrol will still respond to all juvenile kegger parties even if the reporting party does not wish to sign a complaint or identify themselves.

If callers do not wish to identify themselves because of a reasonable fear of retaliation a response may be authorized by a Communications Supervisor, Patrol Supervisor, or a Patrol Lieutenant.

Parking Complaints

Patrol will no longer respond to parking complaints unless the following criteria exist:

- There is a safety/traffic hazard (i.e. parked on a blind curve, sidewalk completely blocked causing children or at risk adults to walk in a roadway, etc.)
- The suspect vehicle is blocking other vehicles egress or ingress from a residence or a business

Patrol will not respond to Handicap Parking violations (on or off private property), unless the above criteria are met. Additionally patrol will not respond to vehicles parked in front of fire hydrants and vehicles parked in fire lanes.

Prostitution Complaints

Patrol will not respond to these calls-for-service. The Communications Center will:

- Direct the caller to contact Metro VNI.
- Build a call-for-service to be aired to on-duty patrol units.

Reckless Endangerment

Patrol will no longer respond to reckless endangerment calls-for-service unless there is an immediate life or significant safety threat. (i.e. stones being thrown off an overpass). Communications staff will process the information and air it to on duty patrol units.

Restraining Orders – Violations

Calls-for-service of this type will be handled by patrol

Runaways

Patrol, with the approval of a communications supervisor, patrol supervisor, or a patrol lieutenant can respond to pick-up a runaway who is not yet reported and in CCIC/NCIC/CJIS. Authority for this action is granted under:

- *CRS 26 -5.7-104* Taking youth into custody – transporting to residence or childcare facility or homeless youth shelter.

This information is in addition to and does not change the response criteria as outlined in the existing runaway policies and procedures. Callers must:

- Know the location of the runaway
- Meet the officers at a neutral location close to the runaway's location.

Exceptions under this authority may be made when exigent circumstances exist.

Speeding Reckless Driver Complaints

Patrol will not respond to these types of calls unless there is an immediate life threat (i.e. southbound car in the northbound lanes) The Communications Center will build a call-for-service and air the information to on-duty patrol officers.

If a caller desires to sign a complaint and can positively identify the driver the Communications Center staff will direct the caller to the nearest substation to make a lobby report.

Supplement to Case

Patrol officers will not respond to these types of calls-for-service. If the caller only has additional information and does not have physical evidence then:

- The Communications Center will build a DLR call-for-service.

If the caller has physical evidence then:

- The Communications Center will direct the caller to respond to the nearest substation.
 - **NOTE:** A patrol response may be sent if there is significant evidence that cannot be brought into the substation. This includes items such as illegal drugs, ammunition, explosives, and weapons.
 - **NOTE:** in instances involving identity theft, where the supplemental evidence will only be released to a law enforcement representative, a communications supervisor, patrol supervisor, or a patrol lieutenant may authorize a patrol response.

Solicitors

Patrol will respond to these types of calls if any of the following criteria are met:

- The solicitor does not provide or refuses to show believable credentials
- The solicitor is canvassing between the hours of 2100 and 0700
- The solicitor refuses to leave when asked
- The solicitor was observed acting in a suspicious in a criminal manner (i.e., trying car doors, entering backyards)
- The solicitor attempts to gain entry to the caller's residence without permission or preventing the caller from closing a door.

If a caller reports that a solicitor is canvassing and is in violation of local HOA rules then the call should be considered and evaluated as a trespass complaint.

Theft – All Types

Patrol will respond to all thefts with viable suspect information. with viable suspect information.

Theft of Rental Property (i.e. Rent-a-Center) (cold or just occurred)

- No suspect information - the caller will be directed to utilize DLR or ICR to file

Thefts of Property (cold or just occurred)

- No suspect information - the caller will be directed to utilize DLR or ICR to file their report.

Motor Vehicle Thefts (cold or just occurred)

- No suspect information - motor vehicle thefts with no suspect information will be directed to utilize DLR to file their report. Given the potential negative impact on officer safety by delaying steal information from being entered into CCIC/NCIC/CJIS; DLR will consider motor vehicle thefts a higher priority call and process them before other pending DLR calls.
 - **NOTE:** If, for some reason, DLR is not available a patrol officer will respond.

Shoplifts (cold or just occurred)

- No viable suspect information - the caller will be directed to utilize DLR or ICR to file their report.
 - **NOTE:** Patrol will not respond to just occurred shoplift call-for-service unless the suspect is in custody or is still on scene. A patrol response may be authorized if there is evidence at the location that cannot be safely brought into a sub-station. (IE Weapon or drugs)

Thefts from Vehicle (cold or just occurred)

- No suspect information - the caller will be directed to utilize DLR or ICR to file their report.

Trespass Complaints

Patrol will no longer respond on cold trespass complaints without viable suspect information. If the caller does not have viable suspect information:

- The caller will be directed to utilize DLR or ICR to file their report

In the event that a person is calling in a solicitor that is canvassing in their neighborhood in violation of local HOA rules patrol will only respond if:

- The caller must be willing and authorized to sign a complaint
- The call **MUST** be in-progress

If the suspect is no longer on scene, the caller will be directed to utilize DLR or ICR to file their report.

NOTE: Patrol will no longer respond to in progress trespass calls involving after hour usage of a hot tub or a swimming pool at apartment or condominium complexes. Callers will be referred to contact on site security or their property management company. If a call taker believes that a response is required, despite not meeting established criteria, a communications supervisor, patrol supervisor, or a patrol lieutenant may authorize a response.

Wanted Parties

When a caller is reporting the location of a possibly wanted party the Communications Center will:

- Build a call-for-service if:
 - The caller is able to reasonably articulate the location of the suspect
 - The suspect has been witnessed at the location within the last 30 minutes

- If the above criteria are met then the call taker will check the party for wants/warrants in CCIC/NCIC/CJIS based on the information provided by the caller.
 - If want/warrant information is located then the call taker will enter the information into call-for-service and officers will be dispatched according to current policy.
 - If the call taker cannot locate any want/warrant information they shall:
 - Attempt to verify the wanted parties correct information by using the multiple resources available to the Communications Center. Examples of available resources include, MNI, CAD premise history, utilities, 911 Call Databases, CRIS, DataMart CAD Search, internet search options, DOC records, and various CCIC/NCIC queries
 - If the want/warrant information still cannot be verified then the call taker will seek the approval of a patrol lieutenant, patrol supervisor, or communications supervisor.