

**OPERATIONS MANUAL**  
**FOR THE**  
**POLICE DEPARTMENT**  
**OF THE CITY AND COUNTY**  
**DENVER, COLORADO**



**Approved by the  
Manager of Safety**

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**Issued To**

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**Serial Number**

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## 2001 THROUGH 2009 REVISIONS TO THE OPERATIONS MANUAL

The purpose of this page is to assist all department members in maintaining a current Operations Manual.

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# OPERATIONS MANUAL

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## INTRODUCTION

TO: All Members of the Police Department:

The canons defined by the Law Enforcement Code of Ethics, rules, regulations and duties contained in this manual are published for the information and guidance of each member of the Denver Police Department. Rules and Regulations must be adhered to at all times. The duties and procedures are not intended to cover every situation which may arise in the course of one's career. There will be times when officers will have to rely solely upon their discretion and experience in order to be effective. In fact, the officers' value to the citizens and to the Department will be gauged not only by compliance with the instructions contained in this manual, but also by demonstrations of good judgment, zeal and performance under widely variant conditions. It is incumbent upon all officers to familiarize themselves with the contents of this Operations Manual so that they may know their duties and perform them properly.

### AUTHORITY

By virtue of the authority vested in me as Chief of Police of the City and County of Denver, I hereby prescribe and adopt the following as a Manual of Operations for the Police Department of the City and County of Denver. This Operations Manual, as it hereafter is to be known, shall be the standard by which the actions of all officers in the Department of Police are to be measured.

In accordance with the Denver City Charter, all amendments to the Rules and Regulations as set forth in the Appendix must have the approval of the Manager of Safety.

The duties and procedures will change as needed by the Chief of Police with the concurrence of the Manager of Safety and their revisions issued after this date are to be prepared and distributed as appropriate. This Operations Manual shall replace and supersede the Procedure Manual and all Orders of this Department inconsistent herewith issued prior to August 1, 1977.

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Alvin J. LaCabe, Jr.  
Manager of Safety

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Gerald R. Whitman  
Chief of Police



# DENVER POLICE DEPARTMENT

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## MISSION

*TO DELIVER HIGH QUALITY PUBLIC SAFETY SERVICES SO ALL PEOPLE MAY SHARE A SAFE AND HEALTHY ENVIRONMENT*

## VISION

THE DEPARTMENT, IN PARTNERSHIP WITH THE COMMUNITY, WILL ENDEAVOR TO ACHIEVE OUR MISSION BY:

- **Creating powerful crime prevention and reduction strategies**
- **Structuring the organization to promote professional, creative, well-trained, ethical, and accountable employees**
- **Utilizing the most modern and effective practices and methods**

## VALUES

IN ORDER TO ACCOMPLISH OUR MISSION, WE VALUE AND PROMOTE:

- **Justice** *Use of authority to uphold what is right, just and lawful*
- **Equity** *Fair, impartial and equitable treatment of all people*
- **Integrity** *Faithful performance of our duties and always doing the right thing for the right reason*
- **Honesty** *Incorruptible character and truthfulness*
- **Accountability** *Demonstrating responsibility in all activities*
- **Respect** *Treating others as we would like to be treated*
- **Diversity** *Encouraging the participation of all people and the inclusion of diverse points of view*
- **Teamwork** *Achieving more through partnerships*
- **Innovation** *Encouraging creativity in the performance of our duties*
- **Customer Service** *Exceeding our customers' expectations*

## DEPARTMENT OBJECTIVE

The main objective of the Denver Police Department is to meet its responsibilities to the citizens of this community by providing the best professional law enforcement attainable.

In order to accomplish this objective, members of the Denver Police Department must make an organizational effort toward the betterment of communications and the encouragement of individual initiative.

The duties of each assignment shall be made known to all throughout this organization. Lines of communication are shown on the Organization Chart. It should be possible for anyone in this organization to contact the proper authority for action or decision on any problem.

It is believed that in order to fulfill this basic objective, it is necessary to create and maintain a sound organization through which the Denver Police Department can be easily and effectively directed and controlled. This does not imply disregard for the rights or abilities of the individual but rather a structuring of the human efforts concerned with carrying out the everyday activities in the operation of this department.

Consideration is given in the organizing process to greater personal satisfaction through more effective use of human talents and the attainment of individual as well as departmental goals.

## ORGANIZATION POLICIES

To provide a guide for future action in organization planning, the following policies are stated:

### **Fixed Responsibility**

It is the policy of the Denver Police Department to fix responsibility for each function. The manner in which such responsibility has been fixed is set forth in this manual.

### **Discretion**

It is the policy of the Denver Police Department that in any situation for which there is no formal departmental rule or procedure, officers shall take the least stringent action which will be in the best interest of the public, resulting in equitable enforcement of the law and reflecting positively on the Denver Police Department.

### **Delegation of Authority**

It is the policy of the Denver Police Department to delegate authority for decision making and action to the lowest level possible.

### **Organization Structure**

It is the policy of the Denver Police Department to describe lines of authority and such functional and advisory relationships as are necessary to the conduct of good law enforcement and by means of an Organization Chart. This chart shows supervisory relationships, areas of activities, relations with other divisions, districts, bureaus, sections and units, and direct and indirect lines of authority.

### **Span of Control**

It is the policy of the Denver Police Department to limit the number of subordinates reporting to any one supervisor. The limiting condition is that a supervisor must be able to give proper attention to the duties of his/her position in the organizational structure and follow the lines of authority and communication shown on the Organization Chart.

### **Communications and Lines of Authority**

It is the policy of the Denver Police Department to have established lines of authority followed in all routine matters. It is not the purpose of this policy, however, to put an end to the "open-door" policy of command officers. Under exceptional circumstances and when normal lines of authority do not suffice, persons may seek advice and discuss problems with higher authority.

### **Organization Changes**

It is the policy of the Denver Police Department to make basic changes in the described organization structure only after full consideration by the Manager of Safety, Chief of Police and by their respective executive staffs.

### **The Organization Chart**

The Organization Chart shows in graphic form the overall organization structure, management position in the structure, and the flow of authority and accountability. The chart, however, is only a tool. It solves no problems by itself. It takes people to make an organization complete and functional. Coupled with the position guides, the Organization Chart forms the basis for communicative decision-making and general management action necessary to the most efficient conduct of this Department.

### **Common Responsibilities**

It should be noted that there are many responsibilities common to all management positions. It would be repetitious to state these for each position, yet they are so fundamental to good management practice that they should be brought to everyone's attention. For example, in addition to the duties performed in directing a designated division, district, bureau, section or unit, each supervisory officer has the function of advising and acting for the Chief of Police in promoting coordination and cooperation in matters of department-wide concern. Other common responsibilities that should be the concern of all officers are:

1. Keeping current about developments of all kinds affecting their area of specialization and making use of such knowledge as will render maximum benefit to the Department.
2. Cooperate actively with their associates for the best attainment of department objectives.
3. Interpret approved policies and plans to their unit and to act as liaison in transmitting of information from top to bottom and vice versa.
4. Plan for both long and short-range objectives and policies for their assignment.
5. Participate in joint action with other divisions, districts, bureaus, sections, units and assignments where concerted action is needed for the solution of a problem.
6. Establish, maintain and administer procedures necessary for the efficient operation of this Department.
7. Administer and control expenditures of manpower, materials and other cost elements which could materially affect the operations of this Department.

### **Operations Manual**

This Operations Manual, established as a result of these policies, will be the official guide to this department's organization and operation.

**LAW ENFORCEMENT  
CODE OF ETHICS**

As a Law Enforcement Officer, my fundamental duty is to serve mankind, to safeguard lives and property, to protect the innocent against deception, the weak against oppression or intimidation, and the peaceful against violence or disorder; and to respect the Constitutional rights of all men to liberty, equality and justice.

I will keep my private life unsullied as an example to all; maintain courageous calm in the face of danger, scorn or ridicule; develop self-restraint and be constantly mindful of the welfare of others. Honest in thought and deed in both my personal and official life, I will be exemplary in obeying the laws of the land and the regulations of my department. Whatever I see or hear of a confidential nature or that is confided to me in my official capacity will be kept ever secret unless revelation is necessary in the performance of my duty.

I will never act officiously or permit personal feelings, prejudices, animosities or friendships to influence my decisions. With no compromise for crime and with relentless prosecution of criminals, I will enforce the law courteously and appropriately without fear or favor, malice or ill will, never employing unnecessary force or violence and never accepting gratuities.

I recognize the badge of my office as a symbol of public faith, and I accept it as a public trust to be held so long as I am true to the ethics of the police service. I will constantly strive to achieve these objectives and ideals, dedicating myself before God to my chosen profession...law enforcement.

**POLICE OFFICER'S  
OATH  
City and County of Denver  
State of Colorado**

I do solemnly swear by the ever-loving God that I will support the Laws and Constitution of the United States and of the State of Colorado, and the Charter and Ordinances of the City and County of Denver; and that I will faithfully perform the duties of the office of Police Officer of the City and County of Denver, to which I have been appointed.

Denver Police Department

## ORGANIZATIONAL DEFINITIONS

The following definitions will govern the forthcoming discussion defining the organizational structure of the Denver Police Department and functions of each organic unit. They are presented here to provide uniformity and clarification of terminology.

### ADMINISTRATION

The general administration of the Police Department is vested in the Manager of Safety who shall be in full charge and control over the Police Department.

Reference: Charter of the City and County of Denver  
Article IX, Section A9.I.

The Chief of Police is the chief executive officer of the department and the departmental authority in all matters of policy, operation and discipline. He exercises all lawful power of his office, and issues such lawful orders as are necessary to assure the effective performance of the police operation.

Through the Chief of Police, the department is responsible for the enforcement of all laws and ordinances coming within its purview.

The rules governing the conduct of members of the classified service in the police department shall be set forth as written rules and regulations by the Chief of Police with the approval of the Manager of Safety provided, however, that such rules and regulations shall not contain any political or religious qualifications or disqualifications. Any member of the classified service shall be subject to discharge, reduction in grade, fine and suspension for a violation of such rules and regulations.

Reference: Charter of the City and County of Denver  
Chapter C, Miscellaneous Article C5.73.

### Department

The Denver Police Department.

### Division

The first subordinate organization unit within the department usually comprised of two or more bureaus and under the command of a Division Chief.

### Bureau

A unit having jurisdiction-wide authority for the accomplishment of specific responsibilities. The bureaus may or may not be subordinate to a division. When not subordinate to a division, it will be accountable directly to the Chief of Police.

### Section

A functional unit which may be a sub-unit of a bureau or division, or under the immediate direction of the Chief of Police.

### Unit

Any number of officers or employees of the department regularly grouped together under one head to accomplish a police purpose.

**Official Duty**

That time when an officer is on duty formally and engaged in an official capacity.

**District**

A geographical area administratively designated for purposes of command, supervision, investigation or patrol.

**Precinct**

A geographical area of varying size within a district to which one or more officers are specifically assigned for patrol purposes.

**Pre-Arrest Detention Center**

City Jail located at police headquarters.

**PERSONNEL DEFINITIONS**

**Chief of Police**

The Office of the Chief of Police shall be filled by a person selected for that position and appointed by the Mayor. The Chief of Police shall be the executive of the Police Department.

**Deputy Chief of Police**

The position of Deputy Chief is the highest appointive rank of officers in the classified service. The Deputy Chief is appointed from the rank of Captain and serves at the pleasure of the Chief of Police.

**Division Chief**

The Division Chiefs are members of the Police Department in the classified service. They are appointed from the rank of Captain and/or Lieutenant and serve at the pleasure of the Chief of Police.

**Commanding Officer**

Any officer in charge of an organic unit.

**Captain**

A Captain is a member of the Police Department in the classified service, next in rank to the Division Chief of Police. This rank is attained by promotion from an eligible list established by competitive promotional examination from the rank of Lieutenant.

**Lieutenant**

A Lieutenant is a member of the Police Department in the classified service next in rank to a Captain. This rank is attained by promotion from an eligible list by competitive promotional examination.

**Supervisory Officer**

Officers assigned to positions requiring the exercise of immediate supervision over the activities of other officers and employees.

**Sergeant**

A Sergeant is a member of the Police Department in the classified service next in rank to a Lieutenant. This rank is attained by promotion from an eligible list established by competitive promotional examination.

**Detective – Technician**

A Detective or Technician as provided by the City Charter, is a patrol officer assigned by the Chief of Police to Detective or Technician duty. Appointed officers retain their rating under the classified service. This assignment is not a permanent promotion and the officer so assigned serves at the pleasure of the Chief of Police.

**Officer**

Any person appointed to the department as a full time regularly salaried peace officer. An officer is the basic individual unit of the Police Department from the ranks of which all assignments and promotions are made. They attain this rank by appointment from an eligible list established by a competitive examination in the classified service.

**Superintendent of Radio Engineers**

The Superintendent of Radio Engineers is a member of the Police Department in the classified service who shall attain their rank by promotion from an eligible list established by competitive examination among the qualified Radio Engineers.

**Radio Engineer**

Radio Engineers are members of the Police Department in the classified service, but are eligible for promotion only to the rank of Superintendent of Radio Engineers within the Police Department. Radio Engineers shall not be eligible to transfer to any other rank within the classified service.

**Legal Coordinator**

The Legal Coordinator shall be a practicing Attorney at Law. Responsibilities shall be to: Act as a liaison between the Department and the Courts, advise the Chief on legality changes and restrictions, accompany officers on investigations when required, lecture at the Police Academy and present pertinent roll-call training.

**Employee**

Every person other than officers appointed or assigned to the police department in any permanent or temporary classification.

