



PRESS RELEASE

City of Pueblo Police Department

Pueblo Police SPIDR Tech Platform



June 29, 2021 **[FOR IMMEDIATE RELEASE]**

New technology will allow Pueblo police to notify callers on call response, report status.

Starting Thursday, July 1, 2021, Pueblo residents can receive texts with updates about reports they file. The Pueblo Police Department purchased software from SPIDR Tech, a company that designs technology for law enforcement agencies to send texts to the communities they serve.

The software provides 9-1-1 callers with text updates on their 9-1-1 calls. Callers can receive a message when an officer is on the way to respond to their call, and the city's public safety departments can view feedback if the caller chooses to provide such.

The text messages will notify the caller when the police are en route to the call along with the case report number. If the officer is diverted to a higher priority police call, the 9-1-1 caller will receive an updated text notifying them of the officer being diverted to another call.

Texts will also alert residents about their cases. Callers will receive texts with their report number and will be notified once the case has been assigned to a detective for follow-up. Residents cannot respond to the texts; rather, the texts are for alerts and notification purposes.

Some call types will not trigger a text. Dispatchers will take a call and as they gather information, they'll use the city's dispatch system to categorize the call. Calls regarding domestic disturbances, for example, won't trigger texts (to keep victims safe). Domestic disturbances, injury to a child, sexual assault, and similar calls will not trigger a text.

Residents will have the opportunity to submit feedback as well. 9-1-1 callers will receive a text at the end of the initial response asking about their overall satisfaction and timeliness of the response. This feedback will assist the police department in providing better customer service, communication, and transparency to the residents of Pueblo.

This program is another effective use of technology to provide better police service to the citizens of Pueblo.

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