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POLICIES MARKED “UNCLASSIFIED//LAW ENFORCEMENT SENSITIVE” (U//LES) ARE NOT AVAILABLE FOR PUBLIC ACCESS OR REVIEW.
POLICY: The Support Services Division has established a divisional policy and procedure manual to supplement the department’s Written Directive System policy, to aid in the development, maintenance, and consistency of divisional policies and procedures. If a conflict is found to exist between a divisional and a department policy and procedure, the departmental policy and procedure shall always control and take precedence.

RELATED POLICIES:
Policy 201 – Written Directive System (Sheriff’s Policy Manual)

DEFINITIONS:
CTO/FTO Manual: A manual containing written directives, procedures, and/or checklists, utilized by a recruit-level employee throughout their new employee training. CTO/FTO manuals are specific to each job type, although some procedures may be common between programs.

Support Services Command Staff: The command management group of the Support Services Division, which includes the Communications Center Director, the SCS Manager, the Records Manager, and the Technical Services (Radio Shop) Manager, and is led by the Support Services Division Chief.

PROCEDURE:

I. Written Directive System

A. The Support Services Division shall incorporate the format and structure for divisional policies and procedures outlined in Sheriff’s Policy 201, §III, for all divisional written directives, procedures, and policies.

B. The Support Services Division Chief is the designated divisional representative responsible for the oversight, maintenance, revision, and management of the division’s policies and procedures, as required by Policy 201 §V.B.1. This includes maintenance of the master list of all divisional policies and procedures, including revision dates, and assigned policy and procedure numbers.

C. The Support Services Division maintains various CTO/FTO training manuals, which contain a number of procedures not formally codified in the division’s policy and procedure manual because the frequency of changes they undergo. These
procedures are considered written directives and have the same effect as a formal divisional procedure.

1. The Support Services command staff member with responsibility for the unit or section the training or job function procedure falls under is the approval authority for the relevant training and job-aid or workflow procedural documents, provided they conform to divisional and departmental policy.

2. It is the responsibility of the Support Services command staff member to ensure all training materials and procedural workflow job-aids document current practices and procedures for their area of responsibility. Additionally, they are responsible to publish periodic updates as needed, and ensure the documents are electronically available to their employees.

D. Decisions about policy and procedure made by the Support Services Division command staff and/or the Support Services Division Chief should be memorialized in the division’s policy and procedure manual, as both an official record and a single point of reference for divisional staff that may need to research or consult policy and procedural decisions and guidance.

E. Written directives that do not arise to a policy level may be issued by a member of the Support Services Division command staff, provided that directive is done in memorandum format, it receives a numerical number for tracking in the division’s list of directives (e.g., Support Services Directive #2020-01, etc.), and it is published on the division’s internal webpage for employee reference.

1. Written directives issued under this paragraph are effective until they are rescinded by further written order.

2. It is the responsibility of the issuing command staff member to: (a) arrange for the directive to be placed on the division’s internal webpage; (b) to distribute a copy of the written directive to the divisional command staff through the #SheriffSSCmdStaff email distribution list; and (c) upload a copy of the directive to the Sheriff’s FileNet system for archiving.

II. Policy and Procedure Process

A. Any employee of the division may propose a divisional policy, procedure, written directive, or an amendment thereof, when consistent with this policy and the departments written directive policy.
B. Prior to the implementation of a new or revised policy and procedure, subject matter experts may have an opportunity to review and comment on the proposed policy, procedure, or amendment, prior to it being forwarded for final review, absent extenuating circumstances.

1. The opportunity for review or input may be accomplished in a number of ways, including, but not limited to, a briefing or team meeting discussion, by phone or video conference, by reviewing a physical or electronic draft of the document, or any combination thereof.

C. Once impacted workgroups and subject matter experts have had a chance to provide input or comment, all proposed policy and procedures are forwarded to the Support Services Command Staff for final review, comment, and discussion, prior to the Division Chief approving the policy, absent extenuating circumstances.

D. The Support Services Division Chief is responsible for determining what, if any, proposed divisional policies or procedures or amendments—including policy statements—require the Sheriff’s, Undersheriff’s, Legal Advisor, and/or Executive Staff’s review, approval, or comment prior to implementation.

E. The Support Services Division Chief is the sole authority for issuing policies for the division.

III. Availability of Divisional Policies and Procedures

A. All current divisional policies and procedures are made available to Sheriff’s employees, unrestricted, through the Sheriff’s policy website on InsideBC.

B. Support Services Division policies and procedures are publicly available on the Sheriff’s external website (www.bouldersheriff.org), unless a determination has been made the general public disclosure would be contrary to public safety (e.g., a policy or procedure contains tactical, strategic, or operational information that is law enforcement sensitive, etc.).

1. The determination is made at the time the divisional policy or procedure is signed as to whether it should be restricted from general public access or not and is indicated on the policy below the Division Chief’s order. The decision to withhold public dissemination of a divisional policy procedure must align with the requirements of the Colorado Open Records Act and the Criminal Justice Records Act.

C. It is the responsibility of the initiating command staff member to disseminate any
new/revised policies to the impacted workgroups once a policy is signed. The Division Chief, or their designee, is responsible for entering the appropriate I.T. ticket to add the policy into the internal and/or external policy manuals, as appropriate, and uploading the official signed copy—whether an “ink” signature or electronic signature—to the Sheriff’s FileNet.

IV. Record Keeping

A. All written policies, procedures, directives, and training manuals shall be uploaded to the Sheriff’s FileNet for storage.

B. All prior versions of written policies, procedures, directives, and training manuals shall be maintained in accordance with the department’s retention schedule. The official versions of these documents shall be stored in FileNet.

By Order of the Division Chief,

Michael R. Wagner

5/13/2020

Date

ATTACHMENTS

[None]
SUBJECT: Uniforms & Dress Code

NUMBER: SS104

EFFECTIVE: January 30, 2021

SUPERSEDES: R101 & Comm 1.06

POLICY: Employees assigned to the Support Services Division shall dress in a manner which reflects and promotes public respect and a professional attitude and appearance, while allowing members to carry out their duties with ease of movement and comfort. This policy establishes and maintains a standard of dress for clothing, accessories, and the personal appearance of its members, which supplements the departmental policy. Any deviations from the requirements below as a result of physical limitations or special circumstances are at the discretion of command-level supervisor for specific cause.

RELATED POLICIES:
Policy 523 – Uniforms & Appearance

APPLICATION:

I. General Information

A. The Support Services Division is predominately composed of civilian personnel. In general, the dress code is colloquially known as business casual, unless a specific job assignment or task requires otherwise. As such, dress code determinations and decisions should be viewed in that light.

B. Uniforms and/or Sheriff’s Office Apparel

1. Civilian personnel are authorized to wear apparel emblazoned with sheriff’s office insignia when approved by their supervisor.

2. Each divisional section/unit maintains a budget to provide department-issued apparel to their staff. Civilian staff are generally provided shirts with sheriff’s office insignia and one jacket or piece of outer apparel, unless additional clothing or uniform items are provided for under sections of this policy.

   a. Uniform pants, footwear, or additional/other clothing items are generally not provided unless required for a specific job role (e.g., the Radio Shop).

   b. Any emblazoned sheriff’s office apparel should include embroidery designating the employee’s work unit/team, job title, rank or “Civilian.” Insignia that does not include this designation requires approval of the division chief.

      i. Apparel emblazoned with the Communication Center logo does
not require a specific unit/team/civilian designation.

3. Each section or unit manager/director is the approval authority for employee requested uniform apparel and must stay within their allocated budget.

4. Ending Employment

   a. Employees who separate employment in good-standing are eligible to retain their sheriff’s office emblazoned apparel, if they so choose.

   b. Employees who separate employment under terms other than in good-standing may only retain sheriff’s office emblazoned apparel with the written approval of the division chief.

C. Employee Purchases

1. Employees may elect, at their own expense, to purchase any additional authorized sheriff’s office emblazoned that may not be provided at departmental cost when approved by their supervisor.

   a. As a condition of any authorized personal purchase, employees remain subject to §I.B.4. Employees who do not separate employment in good-standing and who are not authorized to retain sheriff’s office emblazoned apparel are required to return the items and will not be reimbursed for the personal purchase amount, in whole or part.

D. General Appearance

1. In addition to the grooming and appearance guidelines required in Policy 523 – Uniforms and Appearance, the following additional guidelines apply to all sections and units in the Support Services Division:

   a. All clothing and shoes will be clean, in good condition, and without holes, patches, or excessive wear (fading).

   b. Clothing must cover undergarments at all times.

      i. The width of the shoulder material must cover undergarments on a consistent basis.

   c. Clothing must fit so that no skin is visible below the shoulders or above the ankles while sitting, standing, or stretching, unless wearing a skirt or dress in accordance with this policy. When stretching to the full extent of your reach, skin should not be visible.
i. The intent of this requirement is to exclude clothing that is low-cut or revealing, and includes halter tops, tube tops, or tops that show a bare midriff.

d. No t-shirts are to be worn, unless under vests, blazers, or shirts, unless required for a specific job task.

i. Staff assigned to the Technical Services (Radio Shop) are exempt from this section given their work conditions.

ii. Employees attending an internal training event, when approved by a supervisor, may wear a t-shirt if the training environment is conducive to such (e.g., CPR, etc.).

e. Dresses & Skirts

i. No halter, strapless, off-the-shoulder, backless, spaghetti strap, or revealing dresses are allowed.

ii. The length of a dress or skirt shall be no shorter than four (4) inches from the center of the knee.

2. Accessories or Clothing Accents

a. Any accessory or clothing accent worn that complies with policy is to be tasteful and compliment the attire/outfit.

II. Communications Section

A. Uniform Issuance

1. Personnel assigned to the Communications Center will be provided with a total of four (4) shirts at the beginning of their employment (the employee may select size, color, and shirt style/type from the authorized purchase list). Each shirt will be embroidered with the BCC logo.

2. Employees may request replacement if the garment becomes worn or there is a need for a different size.

B. Shirts

1. Button-down shirts (short-sleeve or long-sleeve)

a. Men’s button-down shirts are designed to be tucked in and shall be worn as such.
b. Women’s button-down shirts are designed to be worn outside the waistline. As such, they may be worn tucked or untucked.

2. Cotton polo shirts (short-sleeve or long-sleeve)
   a. Men’s and women’s polo shirts may be worn inside or outside the waistline.

3. Tactical polo shirts (short-sleeve only)
   a. Men’s and women’s tactical polo shirts may be worn inside or outside the waistline.

4. Undershirts
   a. Solid colored undershirts may be worn. Undershirts with a logo visible may not be worn.
   b. Undershirts are required if the color or fabric of an issued uniform shirt is semi-sheer or undergarments are visible to the slightest degree.

C. Pants/Slacks

1. Blue jeans are authorized for general wear when they meet the criteria of this policy; however, employees may, on occasion, may not be authorized to wear jeans for a specific event or purpose (e.g., a dignitary visit, scheduled tour, etc.). It is the responsibility of a Communications director to determine specific events in which jeans will not be authorized for wear and to give timely notification of such to employees scheduled to work during the impacted timeframe.
   a. In circumstances when blue jeans are not authorized for wear, any of the following pants/slacks may be worn in lieu of jeans:
      i. Business casual (khaki-style) pants
         • Cargo/BDU style pants may be worn when they meet the spirit of business casual in appearance or are of a style typically worn by public safety professionals in an on-duty capacity.
      ii. Dress pants
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D. Footwear

1. No open-toed shoes, including beach thongs, flip-flops, Crocs, or other sandals may be worn on-duty.

2. Any raised heel must be less than or equal to three (3) inches.

E. Outerwear

1. Personnel assigned to Communications are issued one piece of warm clothing with an embroidered logo, in addition to uniform shirts. This may include a fleece vest or light jacket.

F. Headwear

1. A baseball hat emblazoned with the BCSO star, BCC logo, or a user agency logo, are authorized for wear.

2. A solid-color, non-logoed baseball-style hats are authorized for wear.

III. Records Section

A. Pants/Slacks

1. Jeans

   a. Blue denim-style jeans are not authorized for any employee who has direct contact with the public, Monday – Thursday, during business hours. Blue jeans are authorized on Fridays.

      i. Blue jeans are authorized on days where snow is falling.

   b. Colored jeans (i.e., black, white, etc.) may be worn must not be faded.

2. No painter’s, cargo, sweat, nylon, spandex, or stirrup pants may be worn. Leggings may be worn under a dress or skirt.

B. Headwear

1. No baseball hats, including those emblazoned with the sheriff’s office logo, may be worn.
IV. Radio Shop

A. Pants/Slacks

1. Employees assigned to the Radio Shop are issued three pairs of BDU-style pants.

B. Outerwear / Cold-Weather Gear

1. Employees assigned to the Radio Shop are issued any cold-weather gear necessary to complete their job tasks in an outdoor environment under winter conditions. The Technical Services Manager (Radio Shop supervisor) is responsible for determining the necessity of a requested item of cold-weather gear.

By Order of the Division Chief,

[Signature]

January 30, 2021

ATTACHMENTS

[None]
SUBJECT: Sealed Records

NUMBER: SS201

EFFECTIVE: February 1, 2021

SUPERSEDES: August 26, 2010

POLICY: The Sheriff’s Office complies with all seal/expungement orders issued by a court of competent jurisdiction and shall control access to sealed/expunged information accordingly.

RELATED POLICIES:
Policy 527 – Records Inspection

DEFINITIONS:
Sealed Record: A record of a law enforcement agency that has been ordered removed from that agency’s database by a Colorado Court. Upon the entry of an order to seal the records, a criminal justice agency may properly reply, upon any inquiry in the matter, that no such records exist with respect to the person. Sealed records may be opened and inspected only (except for criminal justice agencies) upon order of the district court, (§24-72-702, C.R.S.).

PROCEDURE:

I. General Information

A. Any person in interest may petition the court to seal/expunge any arrest or criminal record information, except basic identification information, if the person in interest was not charged in the criminal case, the case was completely dismissed or the person in interest was acquitted by the court. (§24-72-308(I)(a)(2), C.R.S.).

1. Deferred Child Sex Assault cases cannot be sealed (eff. March 30, 2010).

B. Petitions to seal/expunge records that are received from other states are not valid in Colorado.

1. The Sheriff’s Office is not bound to seal a record based on another state’s order to seal/expunge and shall only seal/expunge a record upon its domestication in Colorado.

   a. Refer the individual to the 20th Judicial District Courts for the proper procedure for sealing a record in Boulder County.

II. Law Enforcement/Criminal Justice Agency Access

A. The Sheriff’s Office will allow law enforcement/criminal justice agencies to review a sealed/expunged record in the following circumstances:
1. Records pertaining to a conviction of an offense for which the factual basis involved unlawful sexual behavior, as defined in §18-3-412.5(1), C.R.S.

2. Records pertaining to arrest and criminal justice information or criminal justice records in the possession and custody of a criminal justice agency when inquiry concerning the arrest and criminal justice information, or criminal justice records is made by another criminal justice agency.

   a. This only pertains to records sealed after July 1996. Prior to this date, these records could not be reviewed by criminal justice agencies. If the case was sealed prior to July 1996, criminal justice agencies may only look at the case after obtaining a court order.

B. Law enforcement/criminal justice agencies may not review expunged records after they are processed. Expunged records are not accessible by other law enforcement agencies, based upon statute. If a record is expunged, the basic identification will remain, along with a notation, “No Such Record Exists,” and all narrative will be removed from the record.

   1. Once the record is Expunged, the only ones to have access to the record are the Courts.

By Order of the Division Chief,

Michael R. Wagner

February 3, 2021

[RESTRICT FROM GENERAL PUBLIC DISSEMINATION & PUBLICATION]

ATTACHMENTS
[None]
POLICY: The Sheriff’s Office will only request issuance of an operator security number (OSN) for employees who have a need to access to the CCIC/NCIC computer systems. All CCIC/NCIC operators must have a valid OSN to access the system and are only authorized to access the system under the OSN assigned to them. Appropriate background investigations are conducted on all operators, both through the online query transactions and through the submission of applicant fingerprint cards sent to CBI and CCIC and III searches.

RELATED POLICIES:
Policy 214 – CCIC/NCIC Guidelines & Usage

DEFINITIONS:
CCIC Coordinator: The Records Manager is appointed by the Sheriff to serve as the liaison between CBI and the Sheriff’s Office for CCIC/NCIC related matters. The CCIC coordinator is responsible for monitoring sheriff’s employee system use, enforcing system discipline, ensuring all CCIC policies and procedures are followed by sheriff’s users, and for OSN management.

Operator Security Number (OSN): A five-digit numeric identifier that allows an operator to access the CCIC system.

PROCEDURE:

I. OSN Management

A. Requests for New OSNs

1. The Personnel & Training Unit is responsible for notifying the CCIC/NCIC coordinator of a new employee whose job assignment requires CCIC system access. This is typically accomplished through the internal #SheriffEmpChanges distribution list.

2. Once notified, the CCIC coordinator is responsible to ensure the subject employee is fingerprinted and the current OSN-issuance guidelines issued by CBI are followed, including any necessary flags.

3. Once an OSN is issued by CBI, the CCIC coordinator is responsible for dissemination of the OSN to other relevant units or section in the agency who require the information for system access or configuration.
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(e.g., CAD, MDCs, etc.).

B. Termination/Suspension of System Access

1. When notified by the Personnel & Training Unit of an employee terminating employment or being placed on administrative leave, the CCIC coordinator is responsible for the prompt notification to CBI to suspend or cancel the subject employee’s OSN.

2. Upon termination of employment, any system flags for an employee shall be removed.

By Order of the Division Chief,

Michael R. Wagner

February 3, 2021

RESTRICT FROM GENERAL PUBLIC DISSEMINATION & PUBLICATION

ATTACHMENTS
[None]
SUBJECT: News Media Inquiries

EFFECTIVE: February 9, 2021

SUPERSEDES: December 2, 2012

POLICY: The Support Services Division, typically through the Communications Center, will confirm basic call information to media outlets, upon inquiry, on behalf of its user agencies, and in accordance with law. Information beyond basic call details shall be referred to the responsible law enforcement agency.

RELATED POLICIES:
Policy 219 – Public Information

PROCEDURE:

I. Media Inquiries

A. Personnel may verify the existence of an incident for which the BCC has dispatched to one of its user agencies, or of traffic crashes in unincorporated Boulder County, without releasing specific details of the incident. The basic call details that may be confirmed include:

1. Nature of the call
2. Time received
3. General address (i.e., the hundred-block of the street address)
4. Responding agencies involved

B. Incidents out of county, or with a non-BCC user agency, are referred to the appropriate jurisdiction.

C. Requests for more detailed information are referred to the on-duty supervisor of the responsible law enforcement agency or their public information officer.

D. Notwithstanding §I.A., information that would hamper an investigation or prosecution of a criminal case should never be given.
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By Order of the Division Chief,

______________________________
Michael R. Wagner

February 9, 2021
Date

☐ RESTRICT FROM GENERAL PUBLIC DISSEMINATION & PUBLICATION

ATTACHMENTS
[None]
SUBJECT: Records Inspection Procedure

NUMBER: SS401

EFFECTIVE: February 3, 2021

SUPERSEDES: September 25, 2017

POLICY: The Boulder County Sheriff’s Office allows the inspection of records pursuant to §§24-72-201 through 206, C.R.S. (Inspection, Copying or Photographing Public Records) and §§24-72-301 through 309, C.R.S. (Criminal Justice Records). This procedure establishes reasonable fees for conducting public record inquiries.

When differences exist between the Public Records statutes and the Criminal Justice Records statutes, those statutes that govern criminal justice records take precedence, due to their applicability to criminal justice agencies.

This procedure has been established to allow inspection of Sheriff’s Office records by establishing guidelines necessary for protection of the records and prevention of unnecessary interference of the Sheriff’s Office duties.

The Sheriff’s Office, pursuant to §20-1-105, C.R.S. (Duties of the District Attorney) may request from the Boulder County District Attorney, his/her opinion on questions of law related to the keeping, inspection and dissemination of records and records information. Nothing in this procedure shall preclude the seeking of advice and counsel from other sources when deemed necessary for the protection of the Sheriff’s Office and the citizens it serves.

RELATED POLICIES:
527 – Records Inspection

DEFINITIONS:
Arrest and Criminal Records Information: Information reporting the arrest, indictment or other formal filings of criminal charges against a person; the identity of the criminal justice agency taking such official action relative to an accused person; the date and place that such official action was taken relative to an accused person; the name birth date, last known address, and sex of an accused person; and one more dispositions relating to the charges brought against an accused person. C.R.S. 24-72-302(1).

Basic Identification Information: Means the name, place and date of birth, last known address, occupation and address of employment, physical description, photograph, handwritten signature, sex, fingerprints and any known aliases of any person. C.R.S. 24-72-302(2).

CCIC(CCIS)/NCIC Criminal History: Criminal history information obtained through computer systems of the Colorado Bureau of Investigation, Federal Bureau of Investigations, Department of Revenue Motor Vehicle Division, National Law Enforcement Teletype System, and any other local,
state or Federal Criminal Justice Agency.

**Tiburon™ Criminal History:** Criminal history information within the Tiburon computer system.

**Criminal Justice Agencies:** Means any court with criminal jurisdiction and any agency of the state or of any county, city, home rule city or county, town, territorial charter city, governing boards of institutions of higher education, school district, special district, judicial district, or Law Enforcement authority which performs any activity directly relating to the detection or investigation of crime; the apprehension pretrial release, post-trial release, prosecution, correctional supervision, rehabilitation, evaluation, or treatment of accused persons or criminal offenders; or criminal identification activities or the collection, storage or dissemination of arrest and criminal records information. C.R.S. 24-72-302(3).

The Colorado Attorney General has determined that any agency of the United States Government and any of the states of the United States of America and any agency of a foreign country whose duties are defined in C.R.S. 24-72-302(3) to be a criminal justice agency.

**Criminal Justice Agencies include the following:**

* If you do not see an agency listed, please contact the on-duty Supervisor to confirm whether it is a Criminal Justice Agency.

- Agencies with an ORI number
- Alcohol, Tobacco & Firearms (ATF)
- Attorney General’s Office (U.S./State)
- Colorado Bureau of Investigations
- Community Corrections
- Coroner
- Criminal Court Judges
- Defense Investigation Services (DIS)
- Department of Corrections (DOC)
- Department of Defense Investigators
- Department of Motor Vehicle – Investigators
- Department of Revenue Investigators
- District Attorney’s Office
- Colorado Parks and Wildlife-Enforcement
- Division of Mental Health-Security
- Drug Enforcement Administration
- Federal Prisons
- Federal Aviation Administration (FAA)
- Federal Drug Enforcement
- Federal Bureau of Investigations (FBI)
- Federal Aviation Administration Investigators (FAA)
- Gaming Division Investigators
- I.R.S. – Criminal Investigators
- Immigration & Naturalization (ICE)
- Judicial Districts
- Juvenile Institutions and Halls
- Lottery – Criminal Investigations
- Military Police (not recruiters)
- Muni/County/District Courts
- Muni/State/Federal Marshalls
- Muni/State/Federal Park Police
- Office of Personnel Management (OPM) – Investigators
- Parole
- Police Departments (Intervention & RMOMS)
- Railroad Investigators
- School Districts/Boards Higher Education
- Sheriff’s Departments
- Social Services/DHHS – Investigators
- State Division of Youth Services
- State Patrol
- State Police
- U.S. Customs
- U.S. Secret Services
Non-Criminal Justice Agencies include the following:
If you do not see an agency listed, please contact the on-duty Supervisor to confirm whether it is a Criminal Justice Agency.

THE FOLLOWING AGENCIES HAVE NO GREATER ACCESS THAN THE GENERAL PUBLIC:

- Alternative to Violence (ATV)
- Attorneys (excluding District Attorneys and Assistant General Attorneys)
- Bails Bondsman
- Bounty Hunters
- Chaplains
- Department of Revenue (excluding investigators)
- Department of Motor Vehicles (excluding investigators)
- General Public
- I.R.S. Non-Criminal Division
- Insurance Investigators
- Military Recruiters
- Municipal/State/Federal Governments (non-Law Enforcement)
- News Media (Papers, Television)
- Private Investigators
- Private Security Companies
- Public Defenders
- School Security (excluding School Resource Officers employed by Police or Sheriff’s Offices)
- Social Services (excluding investigators)

Criminal Justice Records: Means all books, papers, photographs, tapes, recordings, or other documentary materials, regardless of form or characteristics, that are made, maintained or kept by any criminal justice agency in the state for use in the exercise of functions required or authorized by law or administrative rule, including but not limited to the results of chemical biological substance testing to determine genetic markers conducted pursuant to sections 16-11-102.4, and 16-23-104, C.R.S. 24-72-302(4)

Custodian: The official custodian or any authorized person having personal custody and control of the criminal justice records in question. C.R.S. 24-72-302(5).

D.S.S.: Department of Social Services (aka HHS – Housing & Human Services).

Disposition: A report from the courts not to file criminal charges after arrest, the conclusion of criminal proceedings, including conviction, acquittal – the dismissal, abandonment or indefinite postponement of criminal proceedings – formal diversion from prosecution, sentencing, or correctional supervision, and release from correctional supervision, including terms and conditions thereof, outcome of appellate review of criminal proceeding, or executive clemency. C.R.S. 24-72-302(6)

Dissemination Levels: Tiburon’s ARS incident confidential levels are internal control codes selected for individual reports (originals and supplemental) by the department supervisors to control the
dissemination.

R: Top Rank: Sheriff’s Executive Staff only

T: Drug Task Force

I: Investigations

S: BCSO Supervisors: Examples would include sensitive internal information concerning specialized planning and internal affairs.

G: General BCSO Users: For Internal use by the Boulder County Sheriff’s Office only. Examples would include reports entered by officers, but not yet approved by a supervisor, disapproved report awaiting officer correction as to form, content or on-going investigation

L: Law Enforcement/Criminal Justice Agencies: Examples would include on-going case Investigation, information concerning agency security or intelligence information

D: DA Investigators

P: Public Report: Open to general inquiry unless otherwise restricted within this Procedure.

Jail Jacket: Boulder County Sheriff’s Office file folder containing documents related to a person’s arrest(s) and/or incarceration.

Official Action: An arrest, indictment, charging by information, disposition, pre-trial release from custody, judicial determination of mental or physical condition, decision to grant order or terminate probation, parole or participation in correctional or rehabilitative programs, and any decision to formally discipline, reclassify or relocate and person under criminal sentence. C.R.S. 24-72-302(7)

Official Custodian: Any officer or employee of the state or agency, institution or political subdivision thereof who is responsible for the maintenance, care and keeping of criminal justice records, regardless of whether such records are in his/her actual custody is the Support Services Records Manager/Supervisor assigned to Records or the person designated by the Sheriff to act on his/her behalf in that function. However, the Sheriff’s Office recognizes that all employees hold custodial responsibility as directed by the statutes.

Person of Interest: The person who is subject of a criminal record or any representative designated by said person, by power of attorney, or notarized authorization; except that if the subject of the
record is under legal disability, “person of interest” means and includes his/her parents or duly appointed legal representative. C.R.S. 24-72-302(10).

Person of Interest includes the following:
- Suspect – must be indexed in the report.
- Victim - must be indexed in the report.
- Complainant – must be indexed in the report.
- Witness – must be indexed in the report.
- Guardian of a juvenile suspect, victim, witness or complainant – parents, custodians, guardian ad litem.
- Attorney for the suspect, victim, complainant or witness ONLY if the attorney has been retained or is court appointed.

Primary Subject of a Criminal Record: While not statutorily defined, the Boulder County Sheriff’s Office considers suspects, defendants, witnesses and victims of criminal offenses to be primary subjects. The Boulder County Sheriff’s Office considers primary subjects as having the same rights as a person of interest, unless otherwise restricted within this procedure.

Sealed Records: Records ordered by the court sealed and removed from all access and deemed to have never occurred and that no such record exists with respect to such person. Any person of interest may petition the district court in which any arrest and criminal records information pertaining to said person of interest is located for the sealing of all said records, except for: basic identification information; if the records are a record of official actions involving a criminal offense for which said person of interest was not charged; in any case which was completely dismissed; or in any case in which said person of interest was acquitted.

Upon the entry of an order to seal the conviction records, the defendant and all criminal justice agencies may properly rely, upon an inquiry in the matter, that PUBLIC CONVICTION RECORDS DO NOT EXIST WITH RESPECT TO THE DEFENDANT. Update to the C.R.S. 24-72-703(I)(4)(b)

Sealed records may be opened and inspected only upon order of the District Court C.R.S. 24-72-702. Sealed records involve: Adults; Expunged Records involving Juveniles.

Juvenile Expungements: Juveniles may have a copy of their expunged record and the record may be released to another criminal justice agency when an inquiry concerning the arrest and criminal justice information, or criminal justice records, is made by another criminal justice agency. C.R.S. 24-72-702(II)(B)(e). This pertains only to records sealed after July 1996. (HB17-1204, effective November 1, 2017)
PROCEDURE:

I. Inspection Schedule

A. Records maintained within the Records Section are available for the general public to inspect during the posted business hours, or on an emergency basis by making arrangements with an employee assigned to the Records Section, when available.

1. Criminal Justice agency representatives may request and inspect these records on a 24-hour basis within the policies and procedures set forth in this procedure.

2. Representatives of any news media agency may request and inspect these records within the policies and procedures set forth in this procedure.

   a. All records approved for inspection are made routinely available upon request, but if it is in active use or in storage and therefore not available at the time an applicant asks to examine it, a date and time will be set if requested but no later than three (3) working days. C.R.S. 24-72-303(3).

3. Records not within immediate access (storage, micro media processing, or in the control of other Divisions or agencies, etc.) are made available for inspection as soon as physically possible. The applicant requesting the records is advised of the circumstances and notified immediately upon availability. C.R.S. 24-72-303(2).

4. Fees for searching and duplication are assessed in accordance with his procedure. C.R.S. 24-72-201 through 206.

5. Effective July 1, 2014, a custodian may impose a fee in response to a request for research and retrieval of public records. The custodian may charge a fee for the research and retrieval of public records that shall not exceed thirty (30) dollars per hour. C.R.S. 27-72-205(6)(a).

B. Records maintained by other divisions are available for inspection during weekdays. Inspections must be scheduled through the records manager or supervisor.

1. The records manager/ supervisor is responsible for scheduling approved inspections of records on behalf of the divisions within 72 hours of the request. C.R.S. 24-72-303(3).

2. Records not within immediate access (storage, micro media processing, or in the control of other divisions or agencies, etc.) are made available for inspection as soon as physically possible. The applicant requesting the records is advised of the circumstances and notified immediately upon availability. C.R.S. 24-72-303(2)
II. Rights of Inspection

A. All records inspections shall be in accordance with this procedure, the sealing of records procedure and the use of computer and teletype equipment procedure, retention schedule and any other established procedures and laws.

B. Inspection of any original record is not permitted when there are reasonable grounds to suspect the record may be damaged, destroyed, altered without authorization, or removed from the Sheriff’s Office without authorization.

C. Any division may provide for inspection a true and accurate copy of an original record. These requests must be handled by the records section. A reasonable charge not exceeding the actual costs will be assessed for the creation of the duplicate record in accordance with this procedure. C.R.S. 24-72-306

D. Any person denied the right of inspection is provided with an explanation of the grounds for denial. Upon request by the applicant, the Office will provide a written statement citing the law or regulation under which access is denied or the general nature of the public interest to be protected by denial. Any written responses are provided to the applicant within 72 hours. C.R.S. 24-72-305. Denial will be based on:

1. Inspection is contrary to any state statute
2. Prohibited by rules of the Supreme Court or order of any court
3. Disclosure is contrary to the public interest
4. Disclosure would interfere or endanger ongoing investigations
5. Disclosure of intelligence information
6. Reveal security procedures of the Sheriff, any police department, district attorney and/or any criminal justice investigatory files for any other law enforcement purpose. 24-72-204(I)
7. Report has an internal case status indicating the report is still in process
8. Electronic mail addresses provided by a person to an agency, institution, or political subdivision of the state for the purpose of future electronic communications to the person from the agency, institution or political subdivision. 24-72-204(2)(a)(VII)
9. Records will not be released when the purpose is for soliciting of business for pecuniary gain. C.R.S. 24-72-305.5
10. Trade secrets, privileged information and confidential commercial, financial, geological or geophysical data, including social security number unless disclosure of the number is required, permitted or authorized by state or federal law, or is furnished by or obtained from any person. C.R.S. 24-72-204(3)(IV). This includes FBI and SID numbers.

11. On the grounds that disclosure would be contrary to the public interest, the custodian of criminal justice records shall deny access to the results of chemical biological substance testing to determine the genetic markers conducted pursuant to sections 16-11-102.4 and 16-23-10417-2-201(5)(g)(l), and 17-22.5-202(3)(b.5)(III) and C.R.S. 24-72-305(1.5).

12. Disclosure of medical marijuana registry patient information restricted pursuant to Colorado State Constitution, Article XVIII, §14(3). Also, pursuant to C.R.S. 18-18-406.3(5), and agent of any state or local law enforcement agency, who releases or makes public any confidential record provided to or by the Marijuana Registry without authorization of the patient commits a class 1 misdemeanor.

13. Disclosure of concealed carry (CCW) permit holders shall be restricted and shall only be released by the Sheriff, upon request by another criminal justice agency, for Law Enforcement purposes. C.R.S.§ 18-12-206(3)(a).

14. Records may be redacted in the discretion of the records manager, and upon the advice of the Sheriff’s Office legal advisor at any time that is in the public interests to do so. This includes cellphone numbers, which the Sheriff’s Office deemed as not being public information.

E. Upon completion of due process, court orders supersede the policies and procedures relating to the Sheriff’s Office records.

F. Requests that consist of broad and general inspection, without reference to specifically identifiable reports, will be honored based on limitations of current retrieval technology and resource allocation. All costs, including programmer staff time required to conduct the manipulating of data, computer equipment usage costs, not to exceed actual costs, will be the responsibility of the requestor and require payment in advance. C.R.S. 24-72-205(3).

G. If the public record is a result of computer output other than word processing, the fee for a copy, printout, or photograph thereof may be based on recovery of the actual incremental costs providing the electronic services and products together with a reasonable portion of the costs associated with building and maintaining the information system. Such a fee may be reduced or waived by the custodian if the electronic services and products are to be used for a public purpose, including public agency program support, nonprofit activities, journalism, and academic research. Fee reductions and waivers shall be uniformly applied among persons who are similarly situated. C.R.S. 24-72-205(4).
H. Access and collation of information such as Uniform Crime Reports and other standard Sheriff’s reports.

I. Any record normally open for inspection may be closed to inspection should public interest and Law Enforcement needs require such action.

J. The Records Section will accept facsimile or e-mail responses are permitted on requests involving only the Records of the Boulder County Sheriff’s Office. The public is instructed to use the request form on the website, as it contains the required signature for pecuniary gains. No other records based on CCIC/NCIC information will be transmitted to the requestor. The requestor will be billed accordingly.

III. Records Open for Public Inspection

A. The following reports are considered open for public inspection unless specific exceptions or limitations are stated:

1. Arrest Reports
   a. Arrest information is posted on the Sheriff’s Office website (see Daily Booking and Listing Reports). All other arrest reports are subject to a search and duplication fee. (See §X of this procedure.)
   b. The inspection of arrest reports which may jeopardize the safety of the arrested person or would compromise security procedures related to a specific arrest are grounds for inspection denial upon arrival of the Sheriff, and member of his/her command staff, or the Records Custodian. Nothing in this procedure will deny the Sheriff’s Office from acknowledging if someone is in custody, providing the requestor can provide a full name and other identifying information. However, if the Sheriff’s Office does acknowledge the person in custody, it does not necessarily mean the report will be released.

2. Crime Reports, Incident Reports, Property Reports, Voluntary Statements, DUI Reports, Summons, Rights Advisements (subject to internal Sheriff’s Office dissemination levels.)
   a. Crime Report and Incident report base cases, which have been completed and approved, are available for review upon request. (See §X of this procedure.)
   b. Suicides are open to the public but are still subject to being redacted according to statute (e.g., mental health information). Each one is reviewed on a case-by-case basis.
c. Runaway reports are not placed on the pressboard unless there are overriding safety issues such as medications, are needed or officer judgement call after speaking with the parents.

3. Uniform Crime Reports (UCR), National Incident Based Reporting System (NIBBRS) and other Sheriff’s Office statistical reports.

4. Budget information and reports.

5. Sheriff’s Office policies and procedures.


7. Personnel schedules.

8. Vehicle maintenance reports.

9. Press releases (available online).

10. Sheriff’s Office property inventory reports.

11. Prisoner photographs (mug shots).

12. Communications tapes and Computer Aided Dispatch (CAD) records.

13. Animal Control reports, licenses, and receipt logs.

14. Civil process, files and money receipts.

15. Jail Jackets including fingerprints, photographs (mug shots), internal Jail Incident Reports, property sheets, hard cards, visitation logs, and all other internal jail documentation held in these case files. (Not to include CCIC/NCIC reports, any medical or mental health records, or Jail classifications records which are subject to C.R.S. 24-72-305.)

16. Tiburon criminal history.

17. Civil System history.

18. Domestic Violence reports, with confidential information redacted per statute, including temporary restraining orders and Tiburon or Civil System Indexes.

19. Inactive warrant information, unless limited by §II.D.
Active warrant information, verbal confirmation only. The Boulder 20th Judicial Court is the original holder of all warrant documentation. Therefore, any questions concerning active warrants are directed to their office.

21. Sex Offender Registry – The general assembly finds that persons CONVICTED of offenses involving unlawful sexual behavior have a reduced expectation of privacy because of the public’s interest in public safety. The general assembly further finds that the public must have limited access to information concerning persons convicted of offenses involving unlawful sexual behavior that is collected pursuant to this section to allow them to adequately protect themselves and their children from these persons. The general assembly declares, however, that, in making this information available on a limited basis to the public, it is not the general assembly’s intent that the information be used to inflict retribution or additional punishment on any person convicted of an offense involving unlawful sexual behavior. C.R.S. 16-22-110(6)(a).

Any person requesting information pursuant to paragraph (c) of this subsection (6) shall show proper identification. C.R.S. 16-22-110(6)(e).

Information released pursuant to subsection (6), at a minimum, shall include the name, address(es), and aliases of the registrant, the registrant’s date of birth, a photograph of the registrant if requested and readily available, and the conviction resulting in the registrant being required to register pursuant to this article. Information concerning victims shall not be released pursuant to this section. C.R.S. 16-22-110(6)(f). While information on juveniles who are registered will be released to the public, any further requests who are registrants will be subject to statute.

22. Sexual Assaults – The name and any other information that would identify any victim of sexual assault or of alleged sexual assault or attempted sexual assault or alleged attempted sexual assault shall be deleted from any criminal justice record prior to the release of such record to any individual or agency other than a criminal justice agency when such a record bears the notation “SEXUAL ASSAULT” prescribed by this subsection (4). C.R.S. 24-72-304(4).

a. The victim must receive a redacted report.

IV. Records Open Only for Inspection by Person of Interest and Criminal Justice Agencies

A. The following reports are open for inspection by persons of interest unless otherwise deemed not releasable upon review of the Sheriff’s Office. Telephone inquiries are not accepted. Requests for records involving persons of interest via mail, e-mail or facsimile must be accompanied with either an original or copy of a notarized waiver from the person of interest. If the requestor asks for the record to be sent to them by the mail, the Records Section will comply by certified mail, checking the address-only box. Records requests will not be transferred by facsimile since there is no way to guarantee the
1. Operation I.D. files (no longer held as of 2017).

2. Alcohol Recovery Center and Mental Hold Records, Attempted Suicides, Welfare Checks (these are subject to review). C.R.S. 24-72-204(3)(A)(I).

3. At Risk Adults C.R.S. 26-3.1-102(7)(a). Reports involving an at-risk adult, including the name and address of the at-risk adult, member of said adult’s family, or informant, or any other identifying information contained in such reports, shall be confidential, and shall not be public information, unless: (b) authorized by a court or if a criminal complaint, information, or indictment based on the report is filed.

4. Juvenile records (see paragraph 7).

5. Incest – In cases of incest, the victim will be considered a victim of a sex assault and the above information will apply. C.R.S. 18-6-301.

Any person who knowingly marries, inflicts sexual penetration or sexual intrusion on, or subjects to sexual contact, as defined in section 18-3-401, an ancestor or descendant, including a natural child, child by adoption, or stepchild twenty-one (21) years of age or older, a brother or sister of the whole or half blood, or an uncle, aunt, nephew, or niece of the whole or half blood commits incest, which is a class four (4) felony. For the purpose of this section only, “descendant” includes a child by adoption and a stepchild, but only if the person is not legally married to the child by adoption or the stepchild. C.R.S. 18-6-301.

A person commits aggravated incest, a class 3 felony, when he/she knowingly: (a) marries his or her natural child or inflicts sexual penetration or sexual intrusion on or subjects to sexual contact, as defined in section 18-3-401, his/her natural child, stepchild or child by adoption, but this paragraph (a) shall not apply when the person is legally married to the stepchild or child by adoption. For the purpose of this paragraph (a) only, “child” means a person under 21 years of age. (b) marries, inflicts sexual penetration or sexual intrusion on, or subjects to sexual contact, as defined in section 18-3-401, a descendent, brother or sister of whole or half blood, uncle, aunt, nephew or niece of the whole or half blood, who is under ten years of age. 18-6-302.

6. Unlawful sexual behavior is identified under 16-22-102(9) as the following:

   a. Sexual Assault in the first degree, in violation of section 18-3-402.

   b. Sexual Assault in the second degree, in violation of section 18-3-403.

   c. Sexual Assault in the third degree, in violation of section 18-3-404.
d. Sexual Assault on a child, in violation of section 18-3-405.

e. Sexual Assault on a child by one in a position of trust, in violation of section 18-3-405.3.

f. Sexual Assault on a client by a psychotherapist, in violation of section 18-3-405.5.

g. Enticement of a child, in violation of section 18-3-305.

h. Incest, in violation of section 18-6-301.

i. Aggravated incest, in violation of section 18-6-302.

j. Trafficking in children, in violation of section 18-6-402.

k. Sexual Exploitation of children, in violation of section 18-3-504(2).

l. Procurement of a child for sexual exploitation, in violation of section 18-6-404.

m. Indecent exposure, in violation of section 18-7-302.

n. Soliciting for child prostitution, in violation of section 18-7-402.

o. Pandering of a child, in violation of section 18-7-403.

p. Procurement of a child, in violation of section 18-7-403.5.

q. Keeping a place of child prostitution, in violation of section 18-7-404.

r. Pimping of a child, in violation of section 18-7-405.

s. Inducement of child prostitution, in violation of section 18-7-405.5.

t. Patronizing a prostituted child, in violation of section 18-7-406.

u. Engaging in sexual conduct in a correctional institution, in violation of section 18-7-701.

v. Wholesale promotion of obscenity to a minor, in violation of section 18-7-102(1.5).

w. Promotion of obscenity to a minor, in violation of section 18-7-102(2.5)
x. Class 4 felony internet luring of a child, in violation of section 18-3-405.4.

y. Public indecency, committed in violation of section 18-7-301(2)(b), if a second offense is committed within five (5) years of the previous offense, or a third or subsequent offense is committed.

z. Invasion of privacy for sexual gratification, in violation of section 18-3-405.6.

aa. Second degree kidnapping, if committed in violation of section 18-3-302(3)(a).

bb. Criminal attempt, conspiracy, or solicitation to commit and of the offenses specified under the statute.

cc. A deferred judgement and sentence for any of the offenses specified under the statute.

dd. An offense that has a factual basis of one of the offenses specified under the statute.

V. Records Open Only for Inspection to Criminal Justice Agencies

A. The following records are open for inspection only to representatives of criminal justice agencies.

1. CCIC/NCIC criminal histories and/or entries to include information obtained through the Department of Revenue.

2. Field Interview records.

3. Investigative supplemental report of cases that are open for continuing investigation.

4. Active arrest warrants.

5. Sex offender registration Forms.

VI. Records Closed for Inspection

A. The following records are closed for inspection unless authorized by the Sheriff, or a member of his/her Executive Staff.

1. Intelligence files.
2. Internal Affairs and Supervisory Review files.


4. Computer programming and computer system support documentation.

5. Jail Division programs and classification files.

6. Work release records pertaining to medical and/or psychological information.

7. Personal correspondence unless it is made a part of the record open to inspection.

8. Meeting notes.

9. Personal notes, notebooks, calendars, files, tape recordings and photographs.

10. Sheriff’s Office planning documentation.

11. Training records.

12. Prisoner medical histories shall be released only upon the treated prisoner’s authorization or upon court order including mental health information. C.R.S. 24-72-204(3).

13. Active arrest warrants, excluding verbal confirmation of existing warrant, to the public, including persons of interest. Active warrants are considered closed and requests for such records are referred to the issuing Court.

14. Any other record deemed not releasable upon review by the Sheriff’s Office.

VII. Juvenile Delinquency Records

A. Reports revealing any victim of sexual assault or child abuse or neglect may need further editing not indicated in this section of the Dissemination procedure. See the sex assault or child abuse or neglect sections of this procedure for editing guidelines.

B. C.R.S. 19-1-304(2)(a) states the records of Law Enforcement Officers concerning juvenile, including identifying information, shall be identified as juvenile records and shall not be inspected by or disclosed to the public, except for the following:

1. To the juvenile or the juvenile’s parent, guardian or legal custodian. In the event there are multiple juvenile suspects, all other juvenile information is redacted.
2. To other Law Enforcement agencies and to fire investigators.

3. To the victim and/or complaining party in each case, after authorization by the district attorney or prosecuting attorney.

4. When the juvenile has escaped from an institution to which such juvenile has been committed.

5. When the Court orders that the juvenile be tried as an adult criminal.

6. When there has been an adult criminal conviction and the pre-sentence investigation has been ordered by the court.

7. By court order.

8. To a Court, which has jurisdiction over a juvenile or domestic action in which the juvenile is named.

9. To any attorney of record representing the named juvenile.

10. To the state department of Human Services.

11. To any person conducting a custody evaluation pursuant to section 14-10-127 C.R.S. (This statute pertains to matters concerning child custody proceedings and the requestor must provide paperwork identifying the empowering statute as the reason for their request.)

12. To all members of the Child Protection Team.

13. To the juvenile’s guardian ad litem.

14. To any person or agency for research is employed by the state of Colorado or is under contract with the state of Colorado and is authorized by the department of Human Services to conduct research; if the person or agency conducting the research ensures that all documents containing identifying information is included in documents generated from the research conducted; and all identifying information is deleted from documents used in research when research is completed. 19-1-304(2)(a)(XIV)(A)&(B).

15. Prior to adjudication, the defense counsel, the district attorney, the prosecuting attorney, or any other party with the consent of the Court, shall have access to records, which involve a juvenile against whom criminal or delinquency charges have been filed. C.R.S. 19-1-304(3).

16. Defense counsel, district attorney and the prosecuting attorney may have access
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to juvenile records for the purpose of making recommendations concerning sentencing after an adjudication of delinquency. C.R.S. 19-1-304(4).

17. To the principal of a school, or such principal’s designee, in which the juvenile is or will be enrolled as a student and, if the student is or will be enrolled in a public school, to the superintendent of the school district in which the student is or will be enrolled, or such superintendent’s designee. C.R.S. 19-1-304(2)(a)(XV).


19. To the department of education when acting pursuant to section 22-2-119 or pursuant to the “Colorado Educator Licensing Act of 1991.”

C. Persons of interest (after redacting other juveniles mentioned) and Law Enforcement agencies may have access to juvenile records. Requestors are required to provide proof of relationship (such as same address of juvenile, birth certificate, appointment as guardian, etc.).

D. Per Sheriff’s Office Policy, names, addresses or other information concerning the identity of juveniles who are arrested or taken into temporary custody are deleted from reports disseminated to the general public, unless statute requires the release of the information.

E. Per Sheriff’s Office policy, names of juveniles who are listed as complaints, witnesses, victims, except as indicated in this procedure, are releasable. Other juvenile’s names and identifying information in the same report that are classified as suspects or arrestees will be deleted according to statute.

F. Juvenile records will be maintained separately from adult records in accordance with this procedure.

G. If a petition is filed in the Juvenile Court alleging that a child between the age of 14 and 18 has committed an offense that would constitute a crime of violence, as defined in C.R.S. 16-11-309, if committed by an adult or whenever charges are filed in District Court alleging that a juvenile has committed such an offense, then the arrest and criminal records information and juvenile’s physical description shall be made available to the public. C.R.S. 19-1-304(5)(b.5)(II)(B).

1. Crimes of Violence means any crime committed, conspired to be committed, or attempted to be committed by a person during which the person possesses and threatens with a deadly weapon, or uses a deadly weapon, or when a person causes serious bodily injury or death of another person.

2. Any unlawful sexual offense in which the defendant caused bodily injury to the victim or which the defendant used threat, intimidation, or force against the victim. “Unlawful sexual offense” shall have the same meaning as set forth in
3. Crimes of violence include:
   a. Any crime against an at-risk adult or at-risk juvenile.
   b. Murder.
   c. First or second-degree assault.
   d. Kidnapping.
   e. Sexual assault.
   f. Aggravated robbery.
   g. First degree arson.
   h. First degree burglary.
   i. Escape.
   j. Criminal extortion.
   k. First or second-degree unlawful termination of a pregnancy.

4. In such cases, the requestor must provide proof of the filing of said petition in juvenile court.

5. Provide proof that charges have been filed in District Court.

6. The Sheriff’s Office has obtained approval from the district attorney’s office and knowledge of §VII.G.2. or §VII.G.3. independent of the requestor.

7. Basic identification, along with the details of the alleged delinquent act or offense, shall be provided immediately to the school district in which the juvenile is enrolled.

H. The news media has no special access to juvenile records and shall be treated the same as the public in release matters.

I. Military recruiters have no special access to juvenile records and shall be treated the same as the public in release matters.
J. Legal actions stemming from a juvenile case remain within the restriction of the children’s code even when the juvenile has passed the age of 18 years.

VIII. Arrest Criminal Records – Certain Juveniles – Public Access – Information Limited

A. The public has access to arrest and criminal records information, as defined in section 24-72-302(1), C.R.S. and including a person’s physical description, that is in the custody of the investigation Law Enforcement agency, the agency responsible for filing a petition against the juvenile and the Court, AND

1. Concerns a juvenile who is adjudicated, a juvenile delinquent, or is subject to a revocation of probation for committing the crime of possession of a handgun by a juvenile or for committing an act that would constitute a class 1, 2, 3 or 4 felony or would constitute any crime that involves the use or possession of a weapon if such act were committed by an adult, OR

2. Is charged with the commission of any act that would constitute a class 1, 2, 3, or 4 felony or would constitute any crime that involves the use or possession of a weapon C.R.S. 19-1-304(1)(b.5)(II)(A)&(B) B. The information which shall be open to the public. Regarding a juvenile who is charged with the commission of a delinquent act shall not include records of investigation as such records are described in section 24-72-305(5), C.R.S. 19-1-304(1)(b.5) In addition, any psychological profile of any such juvenile and any intelligence test results for any such juvenile, or any information regarding whether such juvenile has been sexually abused, shall not be open to the public, unless released by an order of the Court. C.R.S. 19-1-304(1)(b.7).

B. If the records custodian denies access to any criminal justice record, the Requestor may request a written statement of the grounds for the denial, which shall be provided to the applicant within 72 hours and shall cite the law or regulation under which access is denied. C.R.S. 24-72-305(6).

IX. Child Abuse, Dependency, and Neglect Records

A. Providing there was no arrest made in the child abuse or neglect case, the name and address of any child, family, or informant, or any other identifying information contained in reports concerning child abuse, dependency or neglect, name and address of any child, family, or informant or any other identifying information contained in such reports shall be confidential and shall not be public information. C.R.S. 19-1-307(1)(a).

1. In child abuse or neglect cases where not arrest has occurred, we will release the reports, unless limited by case dissemination level or by legal authority to withhold the case on the basis that release would hamper an on-going investigation. In those cases where the case dissemination level does not permit the release of the reports, we will request that the investigator assigned to the case approve the release of the report in part or whole, and/or modify the
B. In all child abuse and/or neglect cases where an adult suspect has been arrested, the arrest report and the case report will be released after deleting the name of the victim, any identifying information and the identity of any informant(s) of the child abuse or neglect.

C. Under the Good Cause Exception, the court may give an order to release a child abuse report, in its entirety, unedited, to any person.

D. Child Victim Notification – C.R.S. 24-72-304(4)(II)(4.5)(b) The name and any other information that would identify any child victim of offenses, of alleged offenses, attempted offenses, or allegedly attempted offenses identified in paragraph (b) of this subsection (4.5) shall be deleted from any criminal justice record prior to the release of such record to any individual or agency other than criminal justice agency, or the named victim or victim’s designee, when such record bears the notation “CHILD VICTIM” required by this subsection (4.5). (b) A criminal justice agency or custodian of criminal justice records shall make the notation “CHILD VICTIM” on any record of official action on the file containing such record when the official action is related to the commission of the alleged commission of any of the offenses in the following statutes (see §§I-XIV).

E. Only the following person(s) or agencies shall be given to the identity of the victim child and/or informant of child abuse, dependency or neglect records and reports:

1. The victim’s name may be released to the Law Enforcement agency, district attorney, or county or district department of social services investigating a report of known or suspected incident of child abuse or neglect or treating a child or family which is the subject of the report. The informant’s identity can be released to the above listed parties.

2. The victim’s name may be released to any physician who has before him a child whom he reasonably suspects to be abused or neglected. The informant’s identity can be released to the above listed party if he/she is the informant.

3. The victim’s name may be released to any agency having the legal responsibility or authorization to care for, treat, or supervise a child who is the subject of a report or record, a parent, guardian, legal custodian, or other person who is responsible for the child’s health or welfare, including in the case on an anatomical gift, a coroner and a procurement organization, as those terms are defined in section 12-34-102. The informant’s identity cannot be released to the above listed parties.

4. The victim’s name may be released to any person named in the report or record who was alleged as a child to be a abused or neglected, or if the child named in the report or record is a minor or otherwise incompetent at the time of the request, to his guardian ad litem. Minors cannot obtain their own records.
pertaining to these cases. Emancipated juveniles or adults from past child abuse crimes, can obtain their reports. The informant’s identity cannot be released to the above listed party.

5. The victim’s name may be released to a parent, guardian, legal custodian or other person responsible for the health or welfare of a child named in a report, with protection for the identity of reporters or other appropriate persons. If the suspect is the parent, the name is then redacted out per statute.

6. A mandatory reporter who is and continues to be officially and professionally involved in the on-going care of the child who was the subject of the report, but only with regard to information that the mandatory reporter has a need to know in order to fulfill his or her professional and official role in maintaining the child’s safety. A county department shall request written affirmation from a mandatory reporter stating that the reporter continues to be officially and professionally involved in the on-going care of the child who was the subject of the report and describing the nature of the involvement, unless the county department has actual knowledge that the mandatory reporter continues to be officially and professionally involved in the on-going care of the child who was the subject of the report. Those individuals are:

a. Hospital personnel engaged in the admission, care, or treatment of children

b. Mental Health professionals

c. Physicians or surgeons, including physicians in training

d. Registered nurses or licensed practical nurses

e. Dentists

f. Psychologists

g. Registered psychotherapists

h. Licensed professional counselors

i. Licensed marriage and family therapists

j. Public or Private school officials or employees

k. Social workers or workers with any facility or agency that is licensed or certified pursuant to part 1 of article 6 or title 26, C.R.S.
l. Victim’s Advocates, as defined in section 13-90-107(1)(k)(II)

m. Clergy members, as defined in section 19-3-304(2)(aa)(III)

n. Educators providing services through a federal special supplemental nutrition program for women, infants, and children, as provided for in 42 U.S.C. sec. 1786; and

o. A person who is registered as a psychologist candidate pursuant to section 12-43-304(7), C.R.S., marriage and family therapist candidate pursuant to section 12-43-504(5), C.R.S. or licensed professional counselor candidate pursuant to section 12-42-603(5), C.R.S., or who is described in section 12-43-215, C.R.S. 19-1-301(2)(e.5)(A) through (O)

7. Information disclosed to a mandatory reporter is confidential and shall not be disclosed by the mandatory reporter to any other person except as provided by law.

8. The victim’s name may be released to a Court, upon its finding that access to such records may be necessary for determination of an issue before such Court, but such access shall be limited to in camera inspection, unless the Court determines that public disclosure of the information contained therein is necessary for the resolution of an issue then pending before it. The informant’s identity can be released to the above listed party.

9. The victim’s name may be released to all members of a child protection team. The informant’s identity can be released to the above listed party.

10. The victim’s name may be released to the state department or a county or district department of social services or a child placement agency investigating an applicant for a license to operate a child care facility or agency pursuant to section C.R.S. 26-6-107, when the applicant, as a requirement, of the licensing authority to obtain reports of child abuse, neglect, or sexual assault, or to review the state central registry of child protection. The informant’s identity cannot be released to the above listed parties.

11. The victim’s name may be released to the state and county departments of social services for the following purposes:

a. Screening any person who seeks employment with, is currently employed by, or who volunteers for the service with the respective departments, if such person’s responsibilities include direct contact with children. The informant’s identity cannot be released to the above listed parties.

b. Conducting custody evaluations. The informant’s identity cannot be
released to the above listed parties.

c. Screening any person who will be responsible to provide childcare pursuant to a contract with a county department for placements out of the home or private childcare. The informant’s identity cannot be released to the above listed parties.

d. Screening prospective adoptive parents. The informant’s identity cannot be released to the above listed parties.

e. To aid the state department of education in its investigation of an allegation of abuse by an employee of a school district in this state.

12. Private adoption agencies, for the purpose of screening prospective adoptive parents. The informant’s identity cannot be released to the above listed parties.

13. A person, agency or organization engaged in a bona fide research or evaluation project or audit, but without information identifying individuals name in a report, unless having said identifying information open for review is essential to the research and evaluation, in which case the executive director of the state department of social services shall give prior written approval and the child through a legal representative shall give permission to release the identifying information. The informant’s identity cannot be released to the above listed parties.

14. The governing body as defined in section 19-1-103(54) and the citizen review panels created pursuant to section 19-3-211, for the purposes of carrying out their conflict resolution duties as set forth in section 19-3-211 and rules promulgated by the state department of human services.

15. The state department of human services investigating an applicant for a supervisory employee position or an employee of a guest child care facility or a public services short-term child care facility pursuant to section 26-6-103.5, C.R.S. when the applicant or employee, as a requirement of application for employment, has given written authorization to the state department of human services to check reports of child abuse or neglect.

16. The state department of human services investigating a prospective CASA volunteer has given written authorization to the CASA program to check any records or reports of child abuse or neglect pursuant to section 19-1-205(3)(a.5).

17. State, county and local government agencies of other states and child placement agencies located in other states, for the purpose of screening prospective foster or adoptive parents.
18. The child protection ombudsman program created in section 19-3.3-102, when conducting an investigation, pursuant to article 3.3 of Title 19, C.R.S.

X. Criminal History Summary and Background Checks

A. Non-criminal justice agencies and the general public are charged a fee for each criminal summary. These fees are in accordance with the established fee schedule. C.R.S. 24-72-306.

1. The fee is paid when requesting the check, whether any actual criminal justice records are located.

B. All background requests are in writing to the Records Section.

1. The written requests and copies of information disseminated are filed in the person of record’s jail jacket (when applicable) or in a designated file.

C. Persons requesting criminal justice records about themselves are provided a Tiburon™.

D. Requests for criminal justice records from the public (including businesses) require the person’s first and last name and one other identifier, such as date of birth, date of arrest, location of arrest, address information, etc. Those records listed in section 4A cannot be released on general inquiries. CCIC/NCIC criminal justice records are not included. Responses to these requests contain only information contained within the Tiburon™ system, not any municipal, state or federal information is included.

E. Criminal justice records information is provided as follows:

1. By attaching report from the Tiburon™ system to the provided form or in lieu of the provided form, or

2. By completing a specific form provided by the requestor, if required, or

3. By typing up a letter, stating specific details, e.g. no criminal justice record exists, the information being requested is unable to be released per statute.

F. Requestors may obtain specific case reports or arrest reports by facsimile, mail, and/or in person. Requestors will be charged a pre-established fee in accordance with policy and procedures. A statement of charges will be sent by facsimile, e-mail, or mail in those cases where the report is not picked up in person.

G. Those individuals identified as victims, or their representatives, will not be charged a fee to obtain a report.
XI. News Media Access to Records

A. The Sheriff’s Office recognizes the importance of the news media and routinely provides information to media representatives. It is also clear by statute that the news media has no more or less rights to inspect records and obtain information that any other citizen.

B. The news media is required to follow the procedure outlines in this and all other records procedures.

C. The news media is responsible for all fees required of the public unless waived by personnel assigned to the Records Section, a Sheriff’s Office Supervisor, or the Records Custodian.

D. The news media has access to the Daily Booking and Listing Report for the Boulder County Jail, which is found on the Boulder County Sheriff’s Office website: https://www.bouldercounty.org/safety/sheriff/.

E. Any additional information is requested per procedure.

XII. Public Information Posting

A. The Records Section provides to the public, upon request, a viewing board containing a computerized printout of arrest, incident and criminal reports, occurring within at least 24 to 72 hours.

B. The board may not be removed from the Records Section reception area.

C. Certain reports may be placed on the board with sections deleted in conformance with statutes, as outlined in this procedure.

XIII. Victim’s Rights

A. In accordance to statute C.R.S. 24-4.1-301 to 24-4.2-304, victims are permitted to access the unedited justice records, regardless of the charge.

B. Upon written request from the victim, the Sheriff’s Office will keep confidential the victim or victim’s immediate family’s address, phone number, etc. If the victim is deceased or incapacitated, these rights are guaranteed to the victim’s spouse, parent, child, sibling, grandparent, significant other or lawful representatives.

C. Constitution of the State of Colorado and the laws of this State guarantee these rights to the victims of certain crimes.

1. Crimes means any of the following offenses, acts, and violations as defined by the statutes of the state of Colorado, whether committed by and adult or juvenile:
a. Murder in the First Degree, in violation of section 18-3-102, C.R.S.

b. Murder in the second degree, in violation of section 18-3-103, C.R.S.

c. Manslaughter, in violation of section 18-3-104, C.R.S.

d. Criminally negligent homicide, in violation of section 18-3-105, C.R.S.

e. Vehicular homicide, in violation of section 18-3-106, C.R.S.

f. Assault in the first degree, in violation of section 18-3-202, C.R.S.

g. Assault in the second degree, in violation of section 18-3-203, C.R.S.

h. Assault in the third degree, in violation of section 18-3-204, C.R.S.

i. Vehicular assault, in violation of section 18-3-205, C.R.S.

j. Menacing, in violation of section 18-3-206, C.R.S.

k. (Deleted by amendment, L. 95, p. 1256, § 22, effective July 1, 1995.)

l. First degree kidnapping, in violation of section 18-3-301, C.R.S.

m. Second degree kidnapping, in violation of section 18-3-302, C.R.S.

n. Sexual assault, in violation of section 18-3-402, C.R.S.; or Sexual assault in the first degree, in violation of section 18-3-402, C.R.S., as it existed prior to July 1, 2000;

o. Sexual assault in the second degree, in violation of section 18-3-403, C.R.S., as it existed prior to July 1, 2000;

p. Unlawful sexual contact, in violation of section 18-3-404, C.R.S.; or Sexual assault in the third degree, in violation of section 18-3-404, C.R.S., as it existed prior to July 1, 2000;

q. Sexual assault on a child, in violation of section 18-3-405, C.R.S.

r. Sexual assault on a child by one in positions of trust, in violation of section 18-3-405.3, C.R.S.

s. Sexual assault on a client by a psychotherapist, in violation of section 18-3-405.5, C.R.S.
t. Robbery, in violation of section 18-4-301, C.R.S.

u. Aggravated robbery, in violation of section 18-4-302, C.R.S.

v. Aggravated robbery of controlled substances, in violation of section 18-4-303, C.R.S.

w. Incest, in violation of section 18-6-301, C.R.S.

x. Aggravated incest, in violation of section 18-6-302, C.R.S.

y. Child abuse, in violation of section 18-6-401, C.R.S.

z. Sexual exploitation of children, in violation of section 18-6-403, C.R.S.

aa. Crimes against at-risk adults or at-risk juveniles, in violation of section 18-6.5-103, C.R.S.

bb. Any crime identified by law enforcement prior to the filing of charges as domestic violence, as defined in section 18-6-800.3 (1), C.R.S.

cc. An act identified by a district attorney in a formal criminal charge as domestic violence, as defined in section 18-6-800.3 (1), C.R.S.

dd. Any crime, the underlying factual basis of which has been found by the court on the record to include an act of domestic violence, as defined in section 18-6-800.3 (1), C.R.S., pursuant to section 18-6-801 (1), C.R.S.

ee. Stalking, in violation of section 18-9-111 (4), C.R.S.

ff. A bias-motivated crime, in violation of section 18-9-121, C.R.S.

gg. Careless driving, in violation of section 42-4-1402, C.R.S. that results in the death of another person

hh. Failure to stop at the scene of an accident, in violation of section 42-4-1601, C.R.S., where the accident results in the death of another person

ii. Any criminal attempt, as described in section 18-2-101, C.R.S., any conspiracy, as described in section 18-2-201, C.R.S., any criminal solicitation, as described in section 18-2-301, C.R.S., and any accessory to a crime, as described in section 18-8-105, C.R.S., involving any of the crimes specified in this subsection (1).
jj. Retaliation against a witness or victim, in violation of section 18-8-706, C.R.S.

kk. Intimidating a witness or a victim, in violation of section 18-8-704, C.R.S.

ll. Aggravated intimidation of a witness or a victim, in violation of section 18-8-705, C.R.S.

mm. Tampering with a witness or victim, in violation of section 18-8-707, C.R.S.

nn. Indecent exposure, in violation of section 18-7-302, C.R.S.

oo. Violation of a protection order issued under section 18-1-1001, C.R.S., against a person charged with committing sexual assault, in violation of section 18-3-402, C.R.S.; sexual assault on a child, in violation of section 18-3-405, C.R.S.; sexual assault on a child by one in a position of trust, in violation of section 18-3-405.3, C.R.S.; or sexual assault on a client by a psychotherapist, in violation of section 18-3-405.5.

pp. Human trafficking in violation of section 18-3-503 or 18-3-504, C.R.S.

qq. First degree burglary, in violation of section 18-4-202, C.R.S.

rr. Retaliation against a judge, in violation of section 18-8-615, C.R.S.; or retaliation against a juror, in violation of section 18-8-706.5, C.R.S.

ss. Child prostitution, in violation of section 18-7-401, C.R.S.; soliciting for child prostitution, in violation of section 18-7-402, C.R.S.; procurement of a child for sexual exploitation, in violation of section 18-6-404, C.R.S.; pimping of a child, in violation of section 18-7-405, C.R.S.; inducement of child prostitution, in violation of section 18-7-405.5, C.R.S.; or patronizing a prostituted child, in violation of section 18-7-406, C.R.S.

XIV. Internal Procedures

A. The Sheriff mandates the Sheriff’s Office Records Custodian assigned to the Support Services Division to establish all on-going procedures for the day-to-day management of records release and maintain the procedural changes required in response to changes in the application of the law, directed be the Colorado State Legislature.

1. The written operational procedures of the Support Services Division Records Section shall be considered public record and freely viewable. Copies of these procedures can be obtained in accordance with the fee structure established within those same procedures.
By Order of the Division Chief,

Michael R. Wagner

February 3, 2021

RESTRICT FROM GENERAL PUBLIC DISSEMINATION & PUBLICATION

ATTACHMENTS
[None]
SUBJECT: Records Inspection – Mediation for Disputed Denials

NUMBER: SS402

EFFECTIVE: February 3, 2021

SUPERSEDES: August 9, 2017

POLICY: The Boulder County Sheriff’s Office Records Custodian, upon written denial of a request to inspect records, is required to mediate any dispute arising out of such denial per Colorado Revised Statute §24-72-204(5)(a). Mediation of any dispute arising from a denial of inspection shall be resolved in accordance with this policy and procedure.

RELATED POLICIES:
527 – Records Inspection
SS401 – Records Inspection Procedure

PROCEDURE:

I. Denial of Inspection

A. A person denied the right to inspect any record may apply to the District Court of the district wherein the record is found for an order directing the custodian of such record to show cause why the custodian should not permit the inspection of such record; except that, at least fourteen (14) days prior to filing an application with the District Court, the person who has been denied the right to inspect the record informing the custodian that the person intends to file an application with the District Court.

B. During the 14-day period before the person may file, the custodian shall either meet in person or communicate on the telephone with the person who has been denied access to determine if the dispute may be resolved without filing an application with the District Court.

C. The meeting may include recourse to any method of dispute may be resolution that is agreeable to both parties.

D. If the person who has been denied access states in the required written notice to the custodian that the person needs to pursue access to the record on an expedited basis, the person must provide such written notice, including factual basis for the expedited need for the record, to the custodian at least three (3) business days prior to the date on which the person files the application with the District Court.

E. In such circumstances, no meeting to determine if the dispute may be resolved without filing an application with the District Court is required.
II. Responsibilities of the Records Custodian

A. The custodian, if proper, shall deny the request in writing and a copy of the original request to inspect records, along with a copy of the written denial shall be archived in FileNet. The requestor’s name and date of request shall be included in the document name.

B. The custodian shall schedule a time to meet or speak with the requestor upon written notice from the requestor that they intend to file an application with the District Court.

C. The custodian shall attempt, during that meeting, to mediate and resolve the issue in a manner that is agreeable to both parties.

D. If the dispute cannot be resolved, it is the responsibility of the requestor to file the application with the District Court.

E. The custodian shall consult with the legal advisor to the Boulder County Sheriff’s Office prior to the hearing on the District Court application.

By Order of the Division Chief,

Michael R. Wagner

February 3, 2021

Date
SUBJECT: Protection Order Arrests – Statutory Compliance

NUMBER: SS403

EFFECTIVE: February 3, 2021

SUPERSEDES: February 10, 2021

PROCEDURE: In order for the Boulder County Sheriff’s Office to be in compliance with C.R.S. § 18-6-803.5(3)(d) and (e)—protection order violations, the Records Section utilizes the following procedure.

RELATED POLICIES:
OP1208 – Protection Orders (Operations Division)

APPLICATION:

I. General Information and Legal Requirements

A. When a subject is arrested for violation of a protection order, the [arresting] law enforcement agency shall:

1. Make all reasonable efforts to contact the protected party upon the arrest of the restrained person. §18-6-803.5(3)(d), C.R.S.

2. Give a copy of the agency’s report, witness list, and charge list to the protected party. §18-6-803.5(3)(e), C.R.S.

II. Notification Responsibilities and Requirements

A. Probable Cause Arrests

1. Whenever a deputy or detective from the Sheriff’s Office makes a probable cause arrest for a violation of a protection order (VPO), the arresting deputy/detective is responsible to notify the victim of the arrest via telephone or personal contact and document the notification or attempted notification in their report.

   a. The arresting deputy is responsible to notify Records by email (#SheriffRecordsTechnicians) and request a copy of the entire report be sent to the victim.

B. Warrant Arrests

1. Sheriff’s Office Affidavit Warrants

   a. When a Sheriff’s Office deputy/detective (affiant) completes an arrest affidavit for charges that include violation of a protection order, the
affiant is to include a victim notification form along with the warrant and its supporting affidavit. The victim notification form shall contain the victim’s name, date of birth, home address, and telephone number.

b. When an arrest is made, the Warrants Section notifies the affiant of the arrest.

c. The affiant must ensure that the victim is notified of the arrest. This may be done in person, by telephone or by mail.

d. The affiant is responsible to notify Records by email (#SheriffRecordsTechnicians) to request a copy of the entire report be sent to the victim. When the Records Technicians receive the request, they will, once the report is approved and transferred, mail a copy of the report to the victim.

2. Outside Agency Affidavit Warrants

a. Patrol Arrests: When a deputy/detective contact and arrests someone on a warrant originating from a VPO charge (PC, FTA, or FTC) from another agency, the deputy is to request a teletype be sent to the originating agency notifying them of the arrest and requesting they notify the victim of the arrest.

b. Jail Arrests: When a deputy at the jail arrest a person on a warrant that includes a VPO charge, they will notify the Warrants Section of the arrest. The Warrants Section will then notify the victim, if the victim information is available.

III. Records Procedure

A. When an e-mail is received notifying Records of a VPO-related arrest and a request to mail a copy of the report to the victim(s), the technician (LET) retrieving the e-mail will log the request on the Protection Order log. The request will be held for processing until the report is approved by a supervisor and is set to at a releasable dissemination level.

B. Only reports that have been approved, transferred and are set to a “Public” (P) level, will be released to the victim. All appropriate statutory redactions must be made before release.

C. Once the report is available, the LET processing the request will print out the report, attach a cover letter, sign off on the log and mail the report to the victim at the appropriate address.
D. The LET will upload a copy of the cover letter into the relevant case activity file and will make the appropriate electronic record entry in the RMS management system.

IV. Logs

A. The Protection Order Log will be utilized as a tracking mechanism and will be available for viewing upon request.

By Order of the Division Chief,

Michael R. Wagner

Date

February 3, 2021

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ATTACHMENTS

SS403-A Protection Order Log (Exhibit A)
SS403-B VPO Report Cover Letter Template (Exhibit B)
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SUBJECT: NIBRS Processing & Reporting

POLICY: It shall be the responsibility of the Records Section to submit the Sheriff’s Office’s monthly crime statistics each month to the Colorado Bureau of Investigations by the 7th of the following month. Reports shall be reviewed to ensure they are in NIBRS compliance following CBI/FBI standards prior to submission.

PROCEDURE:

I. General Information

A. The Records Manager is responsible to appoint a Records LET responsible for NIBRS reporting, quality control, and monthly report submissions.

B. Quality Control

1. Prior to submission, NIBRS errors must be corrected in the database.

   a. Errors may be fixed in the RMS but is not necessary when limited to statistical classification. However, if the report is not fixed and is submitted again in a future extract, due to other modifications, the new extract will wipe out any fixes completed previously in Crime Insight.

By Order of the Division Chief,

Michael R. Wagner

February 3, 2021

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ATTACHMENTS
[None]
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POLICY: The Support Services Division has established a call-taking policy and procedure to provide uniformity for the handling of 9-1-1, emergency and administrative phone calls received in the Boulder County Communications Center. Dispatchers are expected to use their best judgment when answering phone calls, in order to maintain officer safety and to protect the lives and property of our citizens and visitors.

DEFINITIONS:

PROCEDURE:

I. Call Handling Expectations

A. All 911 phone calls should be answered before the 2\textsuperscript{nd} audible ring.

1. This guideline is based on NENA standards: “90% of all 911 calls will be answered within 10 seconds during the busy hour (the hour each day with the greatest call volume, as defined in the NENA master glossary). 95% of all 911 calls will be answered within 20 seconds.”

B. Answering incoming calls is a shared responsibility among call takers and takes precedent over any collateral project.

C. All incoming and calls on hold are to be answered using the below priority:

1. 9-1-1 Lines (including 9-1-1 re-routes)

2. Alarm Lines

3. Ring Down Lines (BPFC, LECC, BVSD, CUPD)

4. Non-Emergency Lines (x4444 Lines)

5. Administrative Lines (Fire, Supervisor, Outside)

D. Once a call is answered, it is necessary to obtain adequate information to determine the existence of unusual or exigent circumstances and properly triage calls based on their level of urgency.
1. A call received on 911 may not take precedence over another line once properly vetted and interrogated.

2. A 911 call that is deemed an urgent situation may be placed on hold once an incident has been initiated in CAD with sufficient information for dispatch in order to answer and triage other incoming calls.

E. To ensure both public and responder safety, law procedures and questioning will supersede any EMD protocol when there is a scene-safety concern.

F. The following involved factors should be considered during call-taking: Drugs, alcohol, weapons, suicidal parties, additional jurisdictions (i.e., BPD, LPD, OSMP, BCPOS), time delay, suspect or vehicle descriptions, direction of travel, specific location within a building or on a property.

G. Consider checking CAD for any previous calls (address and phone number) to determine previous history of violence or other concerns. The results may warrant additional call back attempts or further information to be relayed to field units.

H. Check for caution notes relevant to the address and confirm applicable notes are written into the comments section of the call record.

I. All parties calling BCC will be treated with respect and courtesy. Refrain from displaying annoyance, disrespect toward the caller or using profanity. In the case of an extremely abusive caller, exhaust all other resources before advising the caller that you will be terminating the call.

J. When a caller requests a response or gives an indication that one should occur, a CAD incident will be initiated with sufficient information for dispatch.

1. A dispatcher, at their discretion, may initiate a CAD incident for response regardless of a caller’s request if circumstances deem appropriate.

K. Dispatchers should control calls by directing the line of questioning, obtain pertinent information necessary to initiate a CAD incident and conclude the call in a timely manner.

1. Use proper English and avoid using slang or law enforcement terminology.
2. Appropriate interruptions may be acceptable when a specific line of questioning is needed.

L. Dispatchers shall not release any information that is confidential. This includes but not limited to:

1. CCIC/NCIC information
2. Medical information
3. Patient transport location
   a. Medical alarm companies who callback for a disposition may be provided generic information only (i.e., “the patient was transported to the hospital” or “medical personnel evaluated the patient on-scene,” etc.).
4. Incident details
   a. Dispatchers may confirm the location and nature of an incident for media inquiries. Requests for additional information will be directed to the local agency PIO or field supervisor.

M. Dispatchers are to refrain from providing legal, medical or other advice or direction to a caller that is beyond their scope of authority or job classification.

N. Dispatchers may provide reassurance by advising the caller that help will respond and arrive as soon as possible. Dispatchers should avoid providing or implying specific time frames, expectations for service or responder locations.

O. When a caller asks an employee to identify themselves, the employee should provide their first name and 1800 radio number.

II. Abandoned Calls/Disconnects

A. The dispatcher will make a minimum of one attempted call back for any abandoned or disconnected phone call, including accidental disconnects that occur during the call-taking or EMD process.

B. During call-back, if the phone goes to voicemail, a message will be left that identifies our agency (Boulder County 911), inform the caller that their phone dialed 911, and to call back if they need emergency services.
1. If/when a call back is answered, the dispatcher will interrogate the caller to determine if there is an emergency.

C. All incoming phone calls that provide a street address (landline, micro/femtocell or VOIP service) will have a CAD incident generated for response using the most appropriate call-type. This does not apply to an address provided for a cell tower.

D. In the event the call-taker determines there are exigent circumstances from a cellular call, follow the CAD incident entry procedure using UNKNOS as the call-type and describe the circumstances in the Key Details field.

1. Use the best-known address gathered from Rapid SOS or WPH2. If WPH1 is the only information provided, initiate a CAD incident with BCSO Headquarters (HQ) as the address and contact the wireless service provider to obtain the current location of the phone and subscriber information.

   a. If requested by the provider, complete and fax an Emergency Authorization form. If the address given by the service provider is outside our area, contact the applicable jurisdiction for response.

III. 911 Misdials

A. A call is considered a misdial when the caller remains on the 911 line and advises that he/she has misdialed.

B. The following, non-leading, interrogation questions may be used to verify if the call is a misdial or masked emergency:

1. The dispatcher may ask what number they were attempting to dial;

2. The dispatcher may ask the caller, “If you were in danger or needed help, would you be able to tell me?”;

3. Ask if there is anyone else present and to speak with the alternate party; and/or

4. If speaking to a child, attempt to speak to an adult, or vice versa.

All efforts should be made to properly interrogate the caller and the dispatcher should use their knowledge and experience to ask any other necessary questions based on information obtained to determine what, if any, emergency exists.
C. Street address is provided with ANI/ALI:

1. The dispatcher will verify the address and phone number, initiate a CAD incident, and follow the appropriate procedure based on the call-type.

D. Street address is not provided with ANI/ALI:

1. If the dispatcher determines there is not an emergency, no further action is required.

2. If the dispatcher determines there is an emergency, attempt to obtain an address and follow the procedure listed above in accordance with the call-taking training procedures.

IV. Silent or Open Call

A. A call is considered silent or open when there is no verbal or non-verbal communication from the caller.

1. Attempts will be made to verbally communicate with the caller to determine if they have an emergency. If the caller is physically unable to communicate, the dispatcher may use the following techniques:

   a. Provide the address displayed and ask caller to use non-verbal cues to confirm (for example: press a button on phone to confirm, press twice if incorrect, etc.).

2. The dispatcher will listen for conversation, music, or other background noises for enough time to attempt to determine if anyone is in distress.

3. If exigent circumstances are present, consider entering the phone number into the phone system’s “database request” field. This will run a query and determine if there is a landline and address associated with the phone number.

4. In compliance with the Americans with Disabilities Act of 1990, 101 P.L. 336, all silent calls will be interrogated with a TTY/TDD to determine if the caller is attempting to report an emergency using a special communications device for hearing impaired individuals.

5. After completing steps above, the dispatcher will treat the call as an abandoned/disconnected call and follow the procedures in the Abandoned Calls/Disconnect section (§II).
V. Redundant

A. Redundant calls occur when several calls have been received on the same incident.

1. The dispatcher will verify that the caller is reporting the same incident.

2. The redundant caller(s) name(s) and phone number(s) for any associated parties or witnesses will be recorded in the call.

VI. Prank

A. A call may be considered prank only after the following steps have been completed and the call taker is confident that they are able to articulate why it appears to be intentional misuse or is misleading:

1. Calls should be treated as an emergency until proven otherwise.

2. Attempts should be made to properly vet and interrogate the call.

3. Dispatchers should document concerns and observations accurately in the CAD incident.

4. Dispatchers will call back a suspected prank caller if the call is terminated.

VII. Private Emergency Call Centers (Telematics, OnStar, Apple Watches, ELT and PLB, etc.)

A. Emergency Call Centers receive information from a reporting party or location device and relays the information to a PSAP on behalf of the party.

1. Attempts should be made to communicate directly with the party involved.

2. The dispatcher should vet and triage the call accordingly.

VIII. Text-To-911

A. All text calls will be prioritized based on the nature of the call.

B. Dispatchers should generally advise field responders the call is being received via text message. The call-taker will indicate the call is a Text-To-911 in the RP Address field of the ECT.
C. When a text-to-911 is received, the first reply to the RP may be the first pre-canned text message, which reads:

“You’ve texted Boulder County 911. If you are able to safely do so, please call 911 now. If you do not have an emergency request, please call our non-emergency line at 303-441-4444. Otherwise please refrain from using slang and abbreviations.”

Additional pre-populated messages can be used at the dispatcher’s discretion.

D. If the text caller leaves Boulder County’s jurisdiction the dispatcher may transfer the session to the responsible PSAP. If the receiving agency does not have the capability of accepting text sessions or the dispatcher does not have access to the jurisdiction’s transfer information, the Sheriff’s Office will maintain the session and relay information to the appropriate agency via radio or phone.

E. Text abbreviations and slang should always be avoided. Dispatchers should ask for clarification upon receipt of any ambiguous text message whenever practicable.

F. Text callers may be provided appropriate contact information if their request is not an emergency.

G. If the safety of the caller or others would be compromised by a voice call, the dispatcher may choose to maintain the text session.

   1. If a field unit requests that the text caller be re-contacted, the attempt can be made via text message only if the session is still open. If the session has ended, attempts to reestablish contact may be attempted via a voice call.

   2. If attempting a voice call would place the caller in danger, the dispatcher should advise field units and request responders to initiate a text conversation.

H. In event of a language barrier during a text session, the dispatcher may attempt to ask the caller to dial 911. If unsuccessful, a voice call may be initiated to the originating number along with a conference call to Voiance for translation services.

   1. A third party, online translator (i.e., Google Translate) may be used to attempt to communicate with the caller of the need to call 911, where a translator can be used to communicate.

I. If EMD instructions are necessary for a text-to-911 caller, efforts will be made to have the RP call 911. If this is not possible due to safety concerns or connectivity
IX. Voiance (Phone and Video Interpretation)

A. When the dispatcher receives a call from a non-English speaking caller the dispatcher will:

1. Do their best to communicate to the caller to stay on the phone;
2. Seek assistance from another dispatcher present, that speaks the caller’s language; and
3. Place a conference call to Voiance.

   a. Provide the operator with the language needed and any required information. A brief synopsis of the situation is to be given.

   b. If the call was received on a 9-1-1 landline, a CAD incident will be initiated without delay using the ANI/ALI information provided. The call-type of UNKNOS will be used, unless a different one is more appropriate.

   c. If the call was received from a 9-1-1 mobile line, a CAD incident will be initiated using the closest intersection based on the latitude and longitude. The call-type of UNKNOS will be used, unless a different type more appropriate.

      1) The latitude and longitude will be entered in the comments field indicating how the location was determined and for use by responders with GPS capabilities.

      2) The latitude and longitude will be replaced with an accurate address as soon as it is obtained through the interpreter.

   d. “Language barrier” or “lang barrier” will be typed in the comments or key details field so the dispatcher understands and can relay to field units the delay in further information.

   e. If possible, EMD instructions should be facilitated to the caller through Voiance translation service.
X. TTY/TDD

A. The Americans with Disabilities Act (ADA) requires all Public Safety Answering Points (PSAPs) to provide direct, equal access to their services for people with disabilities who use teletypewriters (TTYs). These are also known as "telecommunications devices for the deaf (TDDs)".

B. When the dispatcher receives a TTY/TDD call, the module may automatically open on the phone system screen. In the event that the module doesn’t open, and the call-taker is presented with either TTY tones or a silent, open line, the call-taker must manually query the call with a Baudot TTY to determine if the call is a TTY call.

1. Follow the CAD incident entry procedure. A note is to be made in the comments field that the call is TTY/TDD.

2. Follow the Text-to-911 section of this procedure and incorporate the following language:

   a. “Go-Ahead” When completing a statement, type “GA” so the caller knows it is their turn to type.

   b. “Go-Ahead to Stop Keying” When you have nothing further, type “GA to SK”.

   c. “Now signing off” when ready to disconnect type “SK SK”.

By Order of the Division Chief,

Michael R. Wagner
Division Chief

November 10, 2020

[None]

RESTRICT FROM GENERAL PUBLIC DISSEMINATION / PUBLICATION

ATTACHMENTS OR ADDENDUMS:
SUBJECT: Glossary of Terms

NUMBER: SS502

EFFECTIVE: February 11, 2021

SUPERSEDES: [New]

POLICY: The following definitions are used in Boulder County Communications (BCC) documents, training materials, CTO lesson plans, and policies and procedures. If a conflict exists between a definition in a specific policy and the definition in this Glossary of Terms policy, the policy-specific definition shall control.

DEFINITIONS:

700/800 MHz DTR: Digital Trunked Radio.

9-1-1 Call(s): Any incident in which the caller dials 9-1-1 to request police, fire, or medical services.

Abandoned: When a caller disconnects prior to the PSAP answering.

Advanced Single Leave Day Request: One day of leave per month that is chosen during a Leave Bid process.

After Hours: Monday – Friday between 1745 – 0700, all day Saturday, Sunday, and Holidays. Any time coverage of CCIC/NCIC that is requested or required.

Alarm Site: Premise in which the alarm is installed. (Includes building name and address.)

Alarm System: The device, which transmits, emits or otherwise notifies communications or security of activation.

Automatic Location Identification (ALI): Location information generated by the phone company to the Public Safety Answering Point (PSAP) when a 9-1-1 call is placed.

Automatic Number Identification (ANI): Phone number information generated by the phone company that displays or captures the telephone number calling 9-1-1.

ALI Error Form: Form provided on the Invision Workstation Computer Monitor to correct any ANI/ALI errors.

BCC: Boulder County Communications (also known as BCCC, the Boulder County Communications Center).
CAD Priority: All calls requiring a response are assigned a priority by the dispatch software based on the type code and may be modified by the dispatcher.

Career Agency: Any fire/rescue/EMS agency that is dispatched by apparatus and/or maintains around-the-clock, permanent staffing at all fire stations.

CBI: Colorado Bureau of Investigation

CCIC: Colorado Crime Information Center

Comm Plan 1: A predetermined communications plan that can be requested by any field unit and implemented for an escalating incident or during initial attack. Comm Plan 1 is mostly local VHF frequencies.

Comm Plan 2: A second predetermined communications plan that can be requested by any field unit and implemented for an escalating incident if Comm Plan 1 is already in use. Comm Plan 2 contains primarily VHF national interoperable frequencies and must be approved by our Radio Techs OR the BCSO FDO prior to implementation. Prior to approval/denial, they will ensure the channels are not being utilized within the proximity of Boulder County.

ECC: Emergency Communications Center

Emergency Call(s): A situation or occurrence that requires immediate action and/or response to protect life or property.

Emergency Medical Services (EMD): Agencies and personnel that provide medical and trauma pre-hospital care.

Exigent Wireless Emergency: 9-1-1 calls received directly or from another party indicated an emergency situation and the cell phone location is not immediately available.

Extended Leave Requests: Requests that consist of two or more consecutive, scheduled workdays which are submitted during Leave Bid process.

False Alarm: A false alarm is an alarm that is not triggered by criminal or suspicious activity. Alarms triggered by weather, faulty equipment, human error, etc. are considered to be false alarms for the purpose of this policy. A false alarm is also deemed to have occurred when a responding officer is unable to determine if evidence of a criminal offense or attempted criminal offense is present because an alarm site in inaccessible.

Fire Alarm: A signal that indicates the presence of a fire or fire signature.
Go Ahead: An acronym used to indicate to a hearing-impaired party that they can reply.

Hang-up: A call received by the PSAP and the caller disconnects prior to the dispatcher obtaining additional information.

Interrogation: A process of asking specific questions to obtain specific information from the caller.

Intrusion Alarm: A signal detecting and reporting unauthorized attempted entry or entry, or property damage to real property.

Language Line: A resource provided by Qwest that provides translators for a PSAP to assist with Non-English-speaking callers.

Leave Bid Process: Process conducted to provide employees an opportunity to secure time off within a given shift bid period.

Leave Request: Time off that is submitted outside of the Leave Bid process, but before the first of the previous month. (Example: By February 1st for March)

Location: A defined, specific area within a or on site.

Magic Jack: A computer peripheral device (USB) that, in combination with telephone services provides Voice over Internet Protocol service.

Mandatory On-Call (MOC): A specific shift that is predetermined for which an employee is responsible for covering an unexpected absence.

Misdialed: Caller dialed the wrong number.

Misrouted: Any 9-1-1 call received by the wrong PSAP.

NCIC: National Crime Information Center

Non-Emergency: Any situation that does not demand immediate action or response to protect life/property.

Non-Required Training: Elective training intended to improve or expand an employee’s knowledge or skillset. Examples: NENA or Navigator Conferences; courses offered by Boulder County or any outside organizations.

Now Signing Off (SK SK) – Acronym used to indicate to a hearing-impaired party that you are disconnecting or hanging up (a single SK indicates that you have nothing further).
On-Star: Subsidiary of General Motors that provides subscription-based communications between the company and vehicle occupants.

Open Shift: A work period that is identified in Aladtec when minimum staffing requirements have not been met.

Panic Alarm: A signal generated by manual or automatic activation, intended to signal that a robbery or other type of crime is in progress and one or more persons is in need of immediate assistance in order to avoid injury, serious bodily harm or death at the hands of the perpetrator.

Patched Channels: A permanent or manual linking of VHF and 700/800 MHz DTR frequencies.

Public Safety Answering Point (PSAP): An agency or entity responsible for answering 9-1-1 calls for emergency assistance from police, fire, and medical services.

Prank: When a caller intentionally calls 9-1-1 as a practical joke.

Redundant: Several calls are received from the same incident.

Repeated Radio Frequency: The ability to transmit and receive over separate frequencies, re-transmitted from local tower(s). This may increase the coverage/capabilities of communication, depending on the geography, and is typically used to span large geographical distances or communicate with dispatch.

Required Training: Training that is necessary to maintain all required job duties. Examples: CPR Certification; CJIS Security Training; Briefings; In-Services; EMD.

Scheduling Supervisor: One member of the Management teams that is responsible for Extended Leave Bid process, Leave Requests, scheduling Hourly Employees and preparing administrative documents such as the MOC calendar.

Seniority Month: Provides the assigned Dispatcher first choice for leave requests outside of the Leave Bid process.

Sign-Up: Volunteering to cover an open shift through Aladtec™.

Silent Call: Call received by the PSAP with no audible sounds or tones detectable by the dispatcher or the TDD/TTY program.

Simplex Radio Frequency: The ability to transmit and receive over a single frequency, which is generally used for field radio-to-radio communications.
Tactical Channel: A VHF or 700/800MHz radio channel designated for on-scene tactical communications.

Telecommunications Device for the Deaf (TDD): An electronic device for text communication via a telephone line, used when one or more parties has hearing or speech impairments.

Telephone Typewriter/Teletypewriter (TTY): A device used by parties with hearing or speech impediments, in conjunction with the telephone, to communicate via typed messages.

Text to 911 (T2911): The ability to send a text message to reach 911 emergency call takers from a mobile phone or device through Enhance-911 (E-911) service capability.

Trouble Alarm: A signal generated automatically from equipment within or on the site indicating malfunction or damage.

Unintentional: Call that appears to have been placed without the callers’ knowledge.

User Agency: Any Law Enforcement Agency that contracts Dispatch services from the Communications Center through the Sheriff’s Office.

VHF: The ITU designation for very high frequency (VHF) radio waves (30 to 300 MHz).


Volunteer Agency: Any fire/rescue/EMS organization that is dispatched by agency through CAD, and does not maintain around-the-clock, permanent staffing at all fire stations.

By Order of the Division Chief,

Michael R. Wagner

February 11, 2021

RESTRICT FROM GENERAL PUBLIC DISSEMINATION & PUBLICATION

ATTACHMENTS
[None]
SUBJECT: Call Management – Law Enforcement Calls

NUMBER: SS504

EFFECTIVE: February 4, 2021

SUPERSEDES: November 28, 2012

POLICY: Calls for service will be managed based upon a priority system that designates the call as an emergency or non-emergency. Emergency calls are dispatched immediately, and non-emergency calls are dispatched as soon as possible. The call-taker and the dispatcher are expected to determine the priority of the call by relying upon the information about the call, their training and experience, and manage them accordingly.

DEFINITIONS:

Accident Alert: A specific period of time when weather conditions are so severe that a law enforcement agency has determined they are unable to respond to all reported crashes/accidents/slide-offs within their jurisdiction due to the large number of motor vehicle crashes occurring in light of their available resources.

Cold Report: A report of an incident or crime that is so delayed the involved parties have departed the scene or there is no longer a scene to respond to.

Desk Officers/Civilian Report Taker: BCC user agencies may employ civilian employees—or light-duty sworn employees—to handle select non-emergency calls. This position is generally not staffed 24/7 and therefore requires manual intervention from the law dispatcher regarding call assignment when a desk officer is on duty.

Emergency Calls: Priority 1 – 3 law calls that involve, or very recently involved, an immediate threat to life or property.

Just Occurred: A crime or incident that occurred within minutes and in which responding units may potentially encounter an involved party fleeing the area.

Mobile Data Computer (MDC): A laptop computer running an instance of mobile CAD.

Non-Emergency Calls: Priority 4 – 6 law calls.

Violent Crimes in Progress: A crime of violence against a person involving a weapon that is in-progress or just occurred.
PROCEDURE:

I. Call Priority Definitions (Law Call Types)
   
   A. **Priority 1:** Violent crimes in progress (alert tones).
   
   B. **Priority 2:** In-Progress (crimes & incidents).
   
   C. **Priority 3:** Just Occurred (warm crimes and incidents).
   
   D. **Priority 4:** Respond-in-Person (cold crimes and incidents, or an in-person response is requested by the complainant).
   
   E. **Priority 5:** Phone Call (cold crimes/incidents, or a phone call only requested by the complainant).
   
   F. **Priority 6:** Information Only/No Response (e.g., “air and clear” information).

II. Emergency Calls
   
   A. Communications will immediately dispatch emergency calls to the appropriate district officer(s) based on CAD recommendations. Emergency calls will always be dispatched as a minimum two-officer response, even if a cover officer must be requested from another jurisdiction.
   
   B. In the event that CAD recommendations are incorrect, the dispatcher may use their discretion to send the closest available officer(s).
      
      1. It is the responsibility of the assigned officer(s) or involved agency supervisor to modify the response based upon available information. Communications is responsible to update any modification to the original response in CAD.
   
   C. Call-takers are to attempt to obtain, at a minimum, the following information for all emergency calls:
      
      1. The address or location of the incident.
      
      2. The nature of the incident/event.
      
      3. Descriptions and names of any suspects, suspect vehicles, or involved parties.
4. Direction of travel of any suspect(s) or involved parties.

5. Time lapse.

6. If there were known weapons—and whether they were displayed, insinuated, or threatened—or other potential hazards to responders.

7. Name and callback number of the reporting person.

8. Current location of the reporting person.

D. Call-takers are to keep the reporting party on the phone as long as they are able in order to obtain additional information about the event or report changing conditions or circumstances, particularly those that would impact responders safety.

1. If the safety of a reporting party is compromised by remaining on the phone with the call-taker, or if it is unsafe for them to remain in the location, the call-taker may end the call.

E. Dispatchers are to air additional or supplemental information to responding units as it becomes available through the call-taker(s).

III. Non-Emergency Calls

A. General Guidelines

1. Communications will dispatch non-emergency calls to the appropriate district officer(s) based on CAD recommendations.

2. If the officer is already assigned to another call or is otherwise expected to be unable to clear for a significant period of time, Communications will air to all units that the call is holding.

   a. If no officer volunteers to take the call, it will be held until the district car is available.

   b. Communications will notify the RP if the delay is expected to be more than one (1) hour.

   c. If the district officer is engaged in a short-term activity, the
dispatcher may notify the officer of the pending call or elect to hold it until the officer is available.

3. In the event that all officers and field supervisors for the responsible agency are engaged in priority activities, Communications may elect to hold non-emergency calls if notification would create a distraction affecting officer safety. Alternatively, the dispatcher may notify next level of command depending on the urgency of those calls.

B. Dispatch Information

1. The officer/deputy will be dispatched to the address/location of the complainant, the nature of call, and whether the reporting party is requesting contact or not.
   a. Call back numbers will only be aired upon request or if a field unit is not logged into an MDC.

2. Initial information and subsequent updates are generally limited to information which would effect a change in response, responder safety, or other relevant information. If in doubt, the dispatcher is to always air on the side of providing more information than less.

3. Calls will be dispatched as phone reports when the reporting party requests phone contact only or is not available for personal contact.

C. Desk Officers/Civilian Report Takers

1. CAD
   a. Desk Officers/Civilian Report takers will be set up with their own designation in CAD. For example, BCSO Operations Service Officers CAD code is BCOSS.

2. Dispatching of Calls
   a. When a Desk Officer/Civilian Report Taker is on duty, calls which can be handled by phone or as a walk-in report at the Desk Officers/Civilian Report Taker’s current location will be dispatched to them.
   b. When a Desk Officer/Civilian Report Taker is currently handling a
call and another call handled by them comes in, communications will air that the call is holding in accordance with section III.

c. When no Desk Officers/Civilian Report Taker is on duty for a user agency, calls normally going to a Desk Officer/Civilian Report Taker will be handled according to section III.

IV. Alarm Calls

A. Verified alarms with no additional information are dispatched as a single officer/deputy response to the appropriate agency. It is up to the responding officer or their agency supervisor to modify the response based upon local knowledge or their agency policy.

B. Locations that have been placed in an alarm-response suspension status will have a premise hazard entry made flagging the address as such. The alarm company calling in the complaint shall be notified of the suspension by the call-taker and advised unless a verified unlawful entry is confirmed, there will be no law enforcement response until the suspension is lifted.

1. The call-taker should create a CAD call for the alarm to document its receipt and not the non-response.

V. Extra Patrol Requests/Vacation Checks

A. After Business Hours: The call-taker will create a CAD incident and dispatch a district deputy/officer to the request for an extra patrol or vacation check.

B. During Business Hours: A caller requesting an extra patrol or vacation check will be referred or transferred to the appropriate law enforcement agency’s Records Section.

VI. Outside Agency Requests

A. Any request for non-emergency assistance from an outside agency will be referred to a field supervisor of the requested agency to approve or deny the request prior to the resource being dispatched.

1. If an officer/deputy from another jurisdiction volunteers to respond into another jurisdiction for non-emergency cover, the law dispatcher is responsible to ensure notification of the field supervisor of the responding officer/deputy’s jurisdiction and obtain verbal acknowledgment they are
aware of the assistance.

B. Any emergency assistance needed from an outside agency may be initiated by a dispatcher to ensure the safety of the public and responding personnel prior to the approval of an assisting agency’s supervisor; however, as soon as practicable, the dispatcher must seek/receive verbal acknowledgement from the assisting agency’s supervisor.

VII. Parking Complaints

A. Parking complaints are dispatched to the appropriate code enforcement officer.

B. If no code enforcement officer is available, it will be dispatched to the district officer/deputy.

VIII. Suspicious Devices

A. In the event of a report of a suspicious devices, package, or container, an event type of SUDEVR is to be used, as it will create a fire call and an associated law event (SUDEV) for the affected law enforcement agency.

1. The fire department will be dispatched to stage until law enforcement advises further.

B. Over-the-air status checks are not done on field units on a suspicious device call, as field units will typically turn off all radios, pagers, cell phones, and/or any other personal electronic device while investigating the suspicious device/package.

C. The EOD/Bomb Team is notified for a response when requested by a field supervisor or incident command (law or fire).

IX. Traffic Crashes

A. Traffic crashes are dispatched to the appropriate law enforcement jurisdiction upon receipt. If the crash is a “cold report,” it will be dispatched as a phone report.

1. The call-taker receiving a report of a traffic crash/accident that occurs in the unincorporated area of Boulder County is to notify the Colorado State Patrol and request their response.

2. The Sheriff’s Office is the contracted municipal police department for the towns of Lyons, Nederland (2200 – 0600 only), and Superior, and handles
all motor vehicle crashes within those municipalities.

B. If the caller indicates there are no injuries and the crash only involved damaged property, the call-taker instructs the reporting party to remove the vehicles from traffic.

C. Crashes/Accidents in Unincorporated Boulder County

1. Deputies are dispatched for a response to all injury crashes/accidents that occur in the unincorporated county, or to crashes/accidents that constitute a safety-hazard (e.g., a disabled or damaged vehicle obstructing a lane of traffic, etc.).

2. Deputies are advised of property damage crashes in which the Colorado State Patrol is responding by “air and clearing” of the information.

D. Accident Alerts & Counter Reports

1. If a user agency, or the Colorado State Patrol, has gone to an “Accident Alert” status, the call-taker is to notify the caller they need to file a counter report and law enforcement will not respond.

2. Law enforcement will be still be dispatched to a crash/accident despite an “Accident Alert” status when there are injuries reported, alcohol/drugs are believed to be involved, or the damaged vehicles cannot be moved from a roadway and constitute a public safety hazard.

3. A complainant may also be advised by the call-taker to file a counter report when the affected agency directs such action occur.

X. Vehicle Lockout Assists

A. Absent a threat to safety of a person or animal, vehicle lockout assists will only be dispatched to officers from the Erie and Nederland police departments.

1. Citizens from other jurisdictions are informed they need to contact a locksmith or tow company for assistance.

B. A vehicle lockout that involves a threat to a person or animal are immediately dispatched to a district officer/deputy.

1. In cases where there is an immediate life-safety threat, the fire
XI. VIN Checks

A. VIN Inspections

1. VIN inspections require a professional certification. As such, all requests for VIN inspections are referred to the Colorado State Patrol.

B. VIN Verifications

1. Any law enforcement officer may conduct a VIN verification, which is simply verifying a VIN plate on a vehicle.

2. VIN verifications may be handled by
   a. A district/officer for a user agency
   b. Referred to the Boulder County Clerk & Recorder
   c. State emissions inspection station.

By Order of the Division Chief,

Michael R. Wagner

February 4, 2021

[None]
POLICY: It is the policy of the Boulder County Sheriff’s Office Communications Center (BCC) to assign personnel to duties and shifts based on a combination of seniority, their ability to do the job and to meet the needs and requirements of the Center, its user agencies, and the public. Due to the nature of public safety operations, employees are required, as a condition of employment, to work shifts, weekends, and holidays. Any Communications Center employee may be reassigned to a different shift other than the original bid assignments based on the Communications Centers’ operational needs.

DEFINITIONS:

Section Needs: May include but are not limited to overtime expenditures, minimum staffing requirements, and balancing each shift with experience, special skills and collateral duties.

Special Skills: Include but are not limited to CTO, second languages, and/or tactical dispatchers.

RELATED POLICIES:
Policy 304 – Conditions of Employment
SS507 – Schedule Management & Leave Requests

PROCEDURE:

I. General Information
   A. This shift bid is typically completed every six months during June and December.

II. Open Bid
   A. A specific bid date and time will be announced and posted on Aladtec™.
   B. All employees who wish to bid must be available by phone/text/online during the predetermined date/time. If an employee is unavailable or on vacation during the predetermined timeframe, they may turn in their bid to a supervisor beforehand.
   C. The open bid process will be led by a supervisor. All shifts and open positions will be displayed on a whiteboard or paper on the dispatch floor. Specific positions may be reserved for training purposes when necessary.
D. By seniority, the supervisor will call/text/remain available for each employee and inquire about their desired shift. An online version of the live-bid may be made available, or if needed, a photo of the current bids will be sent to each employee at the time of their bid.

E. The completed open bid will be approved by the management team following the process.

1. Any change to the open bid shall only be made for significant operational reasons. This may include consideration of meeting minimum staffing, balancing shifts to provide for relief factors, ensuring adequate distribution of experience, special skills, and/or collateral duties.

F. Assignments may be changed at a future date in order to accommodate staffing needs.

G. Supervisor assignments may be announced before or after the bid process.

III. Closed Bid

A. Each employee will complete and submit a bid sheet by a specified date, typically one week prior to the shift bid. If an employee is unavailable or on vacation during the predetermined timeframe, they should turn in their bid to a supervisor beforehand.

B. Bid sheets will be accepted via e-mail or printed format. Verbal commitments will not be accepted.

C. Employees should complete their bid sheet according to their preference (1st, 2nd, 3rd, 4th). All options must be completed.

D. If an employee fails to submit their bid sheet by the designated date, they will be placed at the management team’s discretion.

E. Assignment considerations:

1. Shifts will be assigned primarily by seniority.

2. Consideration may include meeting minimum staffing, balancing shifts to provide for relief factors, ensuring adequate distribution of experience, special skills, and/or collateral duties.
3. Dispatchers that are not completely trained on all four (4) positions may be placed on a shift most conducive to completion of their training.

F. Assignments may be changed at a future date in order to accommodate staffing needs.

G. Supervisor assignments may be announced before or after the bid process.

By Order of the Division Chief,

__________________________  January 28, 2021
Michael R. Wagner          _______________________

[None]
BOULDER COUNTY SHERIFF’S OFFICE
SUPPORT SERVICES DIVISION
POLICY AND PROCEDURE MANUAL

SUBJECT: Subscriber Radio Emergency Button Activations

NUMBER: SS506

EFFECTIVE: September 15, 2021

SUPERSEDES: [New]

POLICY: The BCC authorizes the programming and use of the emergency button on mobile and hand-held radios when the use of plain language over the radio is not possible or would put the public safety responder in a compromised position. This safety feature is accessible through digital radio technology. This policy sets both technical standards and outlines the procedure taken by BCC dispatchers during an emergency button activation.

DEFINITIONS:

CCNC: Consolidated Communications Network of Colorado; The organization that coordinates and supports the Colorado statewide digital trunked radio system for first responders.

Revert: Programmable feature in a land-mobile radio that automatically switches to a predetermined talkgroup upon an emergency button activation.

Talkgroup: Virtual radio channel used within a trunked radio system.

RELATED POLICIES:

SS603—Officer-Safety Management
SS701—Fire Dispatcher Responsibilities

PROCEDURE:

I. Dispatch Operational Processes
   A. Law user-agency emergency button activation
      1. When selected on a CCNC talkgroup, an emergency button activation will revert to BC DATA.
      2. BC DATA dispatcher procedure
         a. The BCC data dispatcher will acknowledge the alert on their radio console by clicking the button on the pop-up window.
         b. The data dispatcher will status the law unit that activated their emergency button.
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POLICY AND PROCEDURE MANUAL

c. If there is an emergency or the law unit is unreachable, data channel will be put down and the dispatcher will maintain direct communication with the law unit in distress.
   i. If the law unit is unreachable, the data dispatcher will continue to attempt to make contact until the law unit’s status is confirmed.

d. The data dispatcher will notify the law dispatcher that there has been;
   i. An emergency button activation by a law unit.
   ii. The name/alias information provided by the activation or direct contact.
   iii. The outcome of the initial attempted contact and the nature of the emergency.

3. BC LAW dispatcher procedure

a. In the event of an emergency button activation with no response from the unit who triggered the application;
   i. The law dispatcher will dispatch 2 units to respond to their last known location and advise the field supervisor.
   ii. If the name/alias from the emergency button activation does not match a specific deputy or officer (unassigned radio), the dispatcher will inform the field supervisor for the agency represented in the name.
   iii. The law dispatcher will conduct a roll call if there is no agency represented within the name/alias of the subscriber radio from the emergency button activation.
   iv. If the name/alias from the emergency button activation does not indicate any agency or specific user, the roll call on law channel accounts for everyone, then BCC Radio Technicians will be immediately contacted for further direction.

b. When the unit that activated the emergency button is able to verbally communicate; or it is determined through other means that there is an actual emergency with the unit who activated their emergency button, the law dispatcher will;
   i. Ensure the appropriate level of cover is responding and/or
BOULDER COUNTY SHERIFF’S OFFICE
SUPPORT SERVICES DIVISION
POLICY AND PROCEDURE MANUAL

initiate the appropriate procedure on law channel.

ii. Confirm the on-duty supervisor of the affected agency is aware.

iii. Confirm the on-duty or on-call Communications Supervisor is aware.

iv. Notify the field to stand down if an accidental activation is confirmed.

B. Fire User-Agency emergency button activation

1. When selected on a Boulder County Communications CCNC talkgroup, an emergency button activation will alert on the channel selected on the subscriber radio.

2. A BCC dispatcher will acknowledge the alert on their radio console by clicking the button on the pop-up window.

3. Dispatch Procedure

a. A BCC Dispatcher will status the unit on the talkgroup where the alert was activated.

b. If the unit is assigned to an active fire incident, the fire dispatcher will advise the incident commander (IC) of the emergency activation and facilitate any resource requests.

c. If there is an emergency related to the button activation;

i. The data channel will be put down.

ii. The data dispatcher will be reassigned as a tactical dispatcher for the Fire talkgroup with the emergency button activation. Their primary role will be maintaining direct communication with the fire unit in distress.

iii. The tactical dispatcher will log situational information received from the fire unit in the CAD incident comments field.

iv. The fire dispatcher will fulfill resource requests from IC.

v. Advise the on-duty or on-call Communications Supervisor.

vi. The duration of the reassigned dispatcher responsibilities will be dependent on staffing and IC needs.
vii. If the emergency button activation occurs on BC Fire, the Fire Dispetcher will maintain direct communication with the Fire unit in distress while dispatching emergency calls for service.

viii. Providing secondary dispatch information for unrelated incidents will be at the discretion of the Fire Dispatcher

d. In the event of an emergency button activation with no response from the unit;

i. The fire dispatcher will contact the agency’s on-duty Battalion Chief for further direction. If the agency does not have an on-duty Battalion Chief, the dispatcher may tone-alert the closest station or agency for response to their last known location.

ii. If the name/alias from the emergency button activation does not match a specific fire unit/personnel (unassigned radio), the dispatcher will inform a supervisor for the agency represented in the name.

iii. If the name/alias from the emergency button activation does not indicate any agency or specific user, BCC Radio Technicians will be immediately contacted for further direction.

By Order of the Division Chief,

Curtis Johnson
September 16, 2021

Boulder County Sheriff’s Office
Support Services Division
Policy and Procedure Manual

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BOULDER COUNTY SHERIFF’S OFFICE
SUPPORT SERVICES DIVISION
POLICY AND PROCEDURE MANUAL

Appendix A

Technical Requirements

A. BCC user-agency subscriber radios are authorized to program and transmit on any CCNC Talkgroup or legacy VHF channel listed on their Letter of Authorization.

B. Emergency Button

1. Activation programming is available on the CCNC system only.
   i. Emergency button activation while a user is selected on a VHF channel will not function.

2. Emergency buttons will be programmed for a minimum of 1.5 seconds push and hold time.

3. Law emergency button activations will be programmed to revert to Data and will not engage an open mic. If the channel is changed prior to resetting, the radio will revert to Data Channel.

4. Fire/EMS/SAR emergency button activations will alert on the talk group selected and will not engage an open mic. If the talkgroup is changed prior to resetting, the activation will alert on the newly selected channel.

5. Radio Reset process will require a 5 second press of the emergency button

C. RadioAliases – Only visible to BCC dispatchers

1. User-agencies are responsible for maintaining proper aliases with CCNC. If the BCC Radio Shop maintains user-agency radios per contractual agreement, personnel changes that dictate alias updates will be communicated to BCC Radio Technicians prior to putting the specific subscriber radio(s) into service.

2. Law Aliases
   i. Assigned:
      1. BC + 2-letter user-agency identifier + assigned radio number + user’s initials
      2. Example; Sheriff Joe Pelle, Radio Number 501
ii. Operational Position:

1. BC + 2-letter agency identifier + position or radio number
2. Example; Erie Records

iii. Unassigned:

1. BC + 2-letter agency identifier + U + numeric
2. Example: Unassigned Erie Personnel
iv. Mobile:

1. BC + 2-letter agency identifier + m + numeric (vehicle ID or maintenance number)

   a. Example: Sheriff’s Office mobile radio in vehicle 2122

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3. Fire Aliases:

   i. Assigned:

   1. BC + 2-letter agency + assigned radio number

   a. Example: Mountain View Deputy Chief

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ii. Operational Position:

1. BC + 2-letter agency + Unit + position or radio number
   
a. Example: BC MV 2204 FF1

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iii. Unassigned:

1. BC + 2-letter agency + U + numeric
   
a. Example: Mountain View unassigned (spare) radio

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iv. Mobile:

1. BC + 2-letter agency + m + numeric (vehicle ID or maintenance #)

   a. Example: Mountain View Apparatus Mobile

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   BOULDER COUNTY COMMUNICATIONS IDENTIFIER
   USER AGENCY IDENTIFIER
   MOBILE (M)
   UNIT NUMBER
BOULDER COUNTY SHERIFF’S OFFICE
SUPPORT SERVICES DIVISION
POLICY AND PROCEDURE MANUAL

SUBJECT: Schedule Management, Leave Requests & Mandatory On-Call

NUMBER: SS507

EFFECTIVE: August 3, 2021

SUPERSEDES: January 28, 2021

POLICY: The Boulder County Communications Center (BCC) is an essential function within the Support Services Division, which requires 24/7/365 coverage with minimum staffing requirements in order to meet the needs of routine business operations and ensure public safety. The enumerated procedural guidelines are used to complete the leave bid process, distribute overtime shifts, complete the monthly MOC process, approve/deny training requests, and schedule hourly dispatchers.

DEFINITIONS:

Advanced Single Leave Day Request: One day of leave per month that is chosen during a leave bid process.

Director: A sworn commander or civilian employee assigned as the “operations” director or the “administrative/technical” director in the Communications Center.

Extended Leave Requests: Requests that consist of two or more consecutive, scheduled workdays, which are submitted during the leave bid process.

Leave Bid Process: A systematic process conducted to provide employees an opportunity to secure time off within a given bid period.

Leave Request: Time off that is submitted outside of the leave bid process, but before the first of the previous month (i.e., by February 1st for March).

Mandatory On-Call (MOC): A scheduled period of time in which a staff member is assigned, whether voluntarily or involuntarily, to be the first to be notified and/or called-in in the event a call-in is required in order to maintain minimum staffing requirements.

Non-Required Training: Elective training intended to improve or expand an employee’s knowledge or skillset (e.g., NENA or Navigator Conferences, courses offered by Boulder County or other outside organizations, etc.).

Open Shift: A work period that is identified in Aladtec™ when minimum staffing requirements have not been met.

Required Training: Training that is necessary to maintain all required job duties (e.g., CPR, CJIS
security training, EMD, in-service training, etc.).

_Scheduling Supervisor:_ A designated member of the Comm Center management team responsible for conducting the leave bid process, leave requests, the scheduling of hourly employees, and the preparation of administrative processes such as MOC.

_Seniority Month:_ Provides the assigned dispatcher first choice for leave requests outside of the leave bid process for the month specified.

_Short Day:_ One day per week; consisting of 10 hours at regular pay, and 2 hours of potential overtime.

_Sign-Up:_ Volunteering to cover an open shift through _Aladtec™_.

_Supervisor On-Call (SOC):_ A scheduled period of time in which a Comm Center supervisor is assigned, whether voluntarily or involuntarily, to remain available for supervisory consultation or call-in where there is no supervisor on-duty.

**RELATED POLICIES:**
Policy 101 – Organizational Structure & General Duties  
Policy 302 – Payroll & Compensation  
Policy 304 – Conditions of Employment

**PROCEDURE:**

I. **Minimum Staffing Requirements**

   A. Minimum staffing for each operations shift is four (4) dispatchers from 0600 – 0400, and three (3) dispatchers from 0400 – 0600.

   B. Additional staffing may be required and posted in _Aladtec™_ as business needs arise (e.g., critical incidents, relieving a supervisor from console, training or project needs, etc.)

II. **Short Day Procedure**

   A. Dispatchers will have one short day built into the schedule each week in order to minimize the amount of mandatory overtime which must be worked.

      1. If a dispatcher leaving during their planned short day would put the shift below minimum staffing, the dispatcher will be required to work overtime in order to meet minimum staffing.
2. A supervisor may mandate someone stay for all 12 hours if customer service would be negatively impacted due to call volume or significant event(s) occurring.

III. Extended Leave Requests

A. Extended leave requests are reviewed and approved by the scheduling supervisor.

B. Extended leave will be distributed based on seniority of the employees assigned to a given shift within the same job classification (cf. Policy 304, §VII).

1. If two or more employees have the same position date and no other factors that determine seniority order (e.g., longevity, prior service), their order of seniority is determined by their rank-order in the hiring process determined by the oral board.

C. Consideration for all requests are based on coverage needs and in a way that ensures minimum staffing is achieved.

D. Dispatchers may select up to two (2) work weeks of extended leave during each leave bid process. These 2 work weeks are not required to be consecutive.

E. Only one extended leave week request will be approved per person, prior to proceeding to the next person in seniority. Additional requests will be approved by seniority in a rotating fashion.

F. Communications management staff may consider special circumstances for extended leave requests (e.g., family weddings, reunions, etc.).

IV. Advance Single Leave Day

A. Advance Single leave days will be distributed based on seniority of the employees assigned to a given shift.

1. Each dispatcher may secure one leave day per month during the leave bid process.

B. Advance single leave day requests are reviewed and approved/denied by the scheduling supervisor.

V. Seniority Month
A. The seniority month is distributed based on seniority, from the least senior dispatcher to the most senior dispatcher assigned to a given shift.

B. If a dispatcher has selected two or more weeks off during the same month for the extended leave request process, that month will automatically be their seniority month.

C. The assignment of seniority months is coordinated by the scheduling supervisor after completion of the leave bid process.

VI. Leave Requests

A. Extended and Advance Single Day leave requests recorded during the leave bid process take precedence over other leave requests.

B. Leave requests submitted by the 15th of the month prior to scheduling will be reviewed for assignment by the scheduling supervisor. (Ex: submit requests by June 15th for August 1-31)

C. Approval is determined by seniority month and then on a first come, first serve basis.

D. Leave requests submitted after the 15th of the month prior to scheduling will be monitored and reviewed by shift supervisors.

   a. Any leave request made after the 15th of the month prior to scheduling may be approved with additional stipulations (Ex: If a call-in is required, the leave will be revoked prior to calling in the MOC.)

E. Shift Coverage Sign-Up

   a. Shift supervisors are responsible for monitoring the schedule and ensuring minimum staffing needs are being met on their shift and to fill last minute medical leave calls they take for the adjoining shift.

   b. Employees are responsible for knowing their own schedule. Notifications for schedule modifications are available through the software application and can be set up individually in their member profile.

   c. Supervisors will notify employees of any changes to an employees’ schedule, including but not limited to; canceled overtime/training and adjusted work
hours that occur with less than 72 hours’ notice, by personal cell phone and work email

d. Dispatchers may indicate their availability and/or unavailability in Aladtec™ through the “My Schedule” link. Availability may be viewed by selecting the filter for display in Aladtec™ and considered for call-in. Availability will be confirmed with the employee by a supervisor, prior to assigning a shift.

e. Dispatchers and supervisors may sign up for open shifts through Aladtec™ for overtime (subject to the provisions of Policy 302 – Payroll & Compensation).

f. Dispatchers will be approved prior to supervisors for open shifts, except when there is not a supervisor on shift. Reasonable considerations will be made if an employee has worked numerous consecutive or days in a work week.

   i. Hourly employees will be given priority for open shifts.

g. If a requested day off is not covered by volunteers or a supervisor within two (2) weeks of the scheduled shift, the employee may be notified that their day off, if not approved during the vacation bid process is revoked due to staffing issues.

h. Supervisors may sign up for a shift to allow another supervisor time off console for training or other required assignments/tasks.

   i. Overtime will be distributed as equitably as possible, while considering the number of extra hours worked within the work week and/or period.

   j. On-duty shift supervisors will be assigned to cover console for open shifts that have not been signed up for by the 15th of the month prior.

F. Unexpected absences (sick calls, emergencies, etc.):

   a. If an employee is going to unexpectedly be absent for a shift, the employee should notify the on-duty Supervisor, in their absence, an on-duty Dispatcher in Charge or on-duty Director with a phone call as soon as possible. All medical leave notifications will be submitted through Aladtec™, either by the employee or the on-duty supervisor as soon as possible.

      i. If a supervisor is on-duty and can work console to cover the absence without negatively impacting their planned workload, the supervisor is required to work console in lieu of using the MOC or before taking any
of the following actions.

ii. If a trainee is scheduled to train, is signed off of at least two (2) positions, and the schedule permits the training day to be made up in the same work week, the trainee and trainer may be split to cover the sick call in lieu of utilizing the MOC.

1. Trainees signed-off on two or more channels may not be used to cover a sick call for more than one consecutive day without the approval of the operations director (commander).

iii. If a dispatcher is adjusted off for any portion or the entirety of their shift, an individual page will be sent to that dispatcher asking if they can cover the shift.

iv. Supervisors are afforded the latitude to cover a shift vacancy by requesting a dispatcher voluntarily stay over their shift and/or begin their shift early to cover the vacancy.

b. Going below the minimum staffing requirements outlined in §I. requires the approval of at least a director.

c. Dispatch will not drop below minimum staffing to accommodate a request for the MCP or a tactical dispatcher request prior to the MOC or SOC arriving to relieve the necessary personnel. Only a director or the division chief may approve an exception.

G. Hourly Dispatchers

a. Hourly Dispatchers are required to work a minimum of 24 hours per month and maintain proficiency on Phones and a minimum of two additional channels.

b. Hourly dispatchers will “sign up” in Aladtec™ for open shifts and post their availability through the “My Schedule” link by the 15th of the month prior.

c. Shifts will be assigned by the scheduling supervisor by the 15th of the month prior. Shifts will be distributed as equitably as possible while considering the hours assigned within the work period.

d. Additional work hours submitted by hourly dispatchers after the 15th of the
month prior will be monitored by the shift supervisors and assigned on a first-come first-served basis.

e. Hourly dispatchers may be assigned shifts that exceed minimum staffing requirements as deemed appropriate by the Management Team. This should not exceed five (5) Dispatchers to a shift without a specified event or other reason.

H. Mandatory On-Call (MOC)

a. The scheduling supervisor is responsible for posting the MOC process in Aladtec™ by the 15th of the month prior. This will include the seniority rotation and number of shifts each employee on a given shift is required to cover.

   i. The number of days required for MOC sign-up include

      1. The number of shifts in the month for the opposing team that require a designated MOC (e.g., DT1 covers scheduled days off for DT2 and vice versa).

      2. The open shifts for the opposing team a dispatcher voluntarily signed up for and was assigned prior to the 15th of the month prior.

      3. Shifts that are below minimum staffing requirements after the on-duty supervisor has been assigned to cover console.

   ii. The monthly rotation starts with the most senior dispatcher the first month of the schedule bid and descends to the least senior. The following month will start with the next senior dispatcher; the pattern continues through the schedule term.

   iii. If there are an odd number of days in the month required to be covered, the dispatcher who selects MOC days first for that month is assigned the additional day.

      1. Under no circumstance is an employee involuntarily subject to more than one additional day of MOC than another.

   iv. Supervisors are included in the MOC process, however, will not be part of the seniority rotation and will bid last each month.
b. Shift supervisors are responsible for ensuring that MOC bids have been completed and posted in Aladtec™ by the 1st of the month prior. (Ex: No later than July 31st for September).

   i. Completed MOC bids mean that each day meets minimum staffing and have an MOC assigned.

c. Although MOC signups are completed in accordance with §VI.H.i, employees are encouraged to be considerate of each other and make accommodations when needed and possible. Manipulating, coercing, intimidating or bullying to avoid MOC sign ups on certain days will not be tolerated.

d. Except under extenuating circumstances dispatchers may not sign up to work every day of their regularly scheduled days off.

e. Once a sign up for overtime or MOC has been assigned, it is the responsibility of that employee to obtain a trade or coverage should they not be able to meet the obligation.

   i. Emergencies should be reported to the on-duty or on call supervisor immediately and will be handled on a case by case basis.

I. Supervisor On-Call (SOC)

   a. Each month, the supervisors of the Communications Center share the on-call supervisor (SOC) rotation.

   b. SOC coverage is to be shared equitably amongst the supervisors and is posted in Aladtec™ in the notes of the On-Call Schedule.

J. On-Call Expectations

   a. An on-call employee signed up for a specific day will be available by pager and/or alternate means, if approved by a director.

      i. If the MOC will be unreachable (out of pager range), they will advise the on-duty/on-call supervisor that they will not be able to acknowledge the page and will provide an alternate means of communications. (i.e., call or text to a personal cell phone).

   b. If called in, the employee is expected to report to work at the beginning of the shift or other specified time.
i. If given less than two (2) hours’ notice, or there are extenuating circumstances beyond the MOC’s control, the on-duty/on-call supervisor, Director/Commander (in the case of on-call supervisor) will evaluate the circumstances and may approve a later start time.

c. While in an on-call status, the designated MOC/SOC must maintain a personal state of readiness at all times in the event they are called into work.

K. MOC Call-Out Notification/Handling

a. A call out notification will be handled by the supervisor on duty, or in their absence, the dispatcher in charge.

   i. The dispatcher in charge will not inquire about specific medical reasoning from the employee. The dispatcher in charge will page the SOC immediately and assist the SOC with scheduling/staffing information.

b. The SOC will respond within 15 minutes. If there is no response, the directors will be paged. If no response is received, the division chief shall be notified.

L. MOC Call-In Procedure

a. The following procedure will be used when the MOC is needed.

   i. There will be an opt-in paging group created for dispatchers and supervisors who want to be notified of when the MOC is subject to call in.

      1. The on-duty supervisor or dispatcher in charge will page the MOC and opt-in paging group who wants to be notified.

   ii. The MOC will acknowledge their page within 15 minutes. Failure to acknowledge within 15 minutes may result in disciplinary action.

   iii. The MOC may advise the on-duty supervisor or dispatcher-in-charge to accept an offer from another employee who volunteers to work the full or partial shift. The MOC will be notified no later than 1 hour before the shift in question about any modifications to the call-in shift.
BOULDER COUNTY SHERIFF’S OFFICE  
SUPPORT SERVICES DIVISION  
POLICY AND PROCEDURE MANUAL  

M. Emergency Recall 

a. All Comm Center employees are subject to emergency re-call (cf. Policy §101.5.F.).

b. If emergency staffing is required due to a major event (i.e., SWAT calls, plane crashes, wildland fire, shootings, weather, etc.) a “Dispatch All” page will be sent by the on-duty supervisor or dispatcher-in-charge indicating the type of incident occurring.

   i. The MOC and on-call supervisor will respond to the Comm Center without acknowledgement.

   ii. Other employees may respond if staffing needs were not specified in the page. Staffing needs may be adjusted as needed.

c. In the event that assistance is no longer needed prior to the MOC and/or SOC arriving, a page will be sent by the on-duty supervisor or dispatcher-in-charge to the “Dispatch All” pager advising that no further assistance is needed and any response can cancel.

By Order of the Division Chief,

[Signature]  Curtis Johnson  

Date  August 2, 2021

RESTRIC FROM GENERAL PUBLIC DISSEMINATION & PUBLICATION

ATTACHMENTS  
[None]
SUBJECT: Communication Training Officer (CTO) Program

EFFECTIVE: February 9, 2021

POLICY: Boulder County Communications (BCC) utilizes a communication training program to orient new dispatchers to their duties and job obligations, enhance skills and improve job performance, and ensure consistency in the quality of service provided to the citizens of Boulder County.

RELATED PROCEDURES:
Policy 306 – Recruitment & Selection
Policy 401 – Training

DEFINITIONS:

Communications Training Manual: A compendium of modules, resource lists, procedures, outlines, and other instructional materials, organized to provide the recruit dispatcher a comprehensive overview of basic job functions.

Communications Training Officer (CTO): An experienced dispatcher specifically selected and trained to act as an instructor and mentor of recruit dispatchers. The CTO is selected by virtue of exemplary performance and experience and serves as a role model and mentor for recruit dispatchers.

Communications Training Program: An organized program of specific duration and standards, designed to orient new employees to their job functions and duties through instruction, demonstration and testing.

Daily Observation Report (DOR): A report completed on a daily basis by the Communications Training Officer documenting the recruit’s activities and performance relative to departmental expectations, which are outlined in the Standard Evaluation Guidelines. The DOR also serves to document any problems and/or remedial training conducted.

Standard Evaluation Guidelines (SEGs): A rubric describing performance behaviors in various evaluation categories germane to a specific job. Descriptions of performance behaviors are provided in three categories: unacceptable, acceptable, and exceptional, and are used by CTOs to objectively rate performance and behavior.
PROCEDURE:

I. Administration

   A. The Operations Director (Commander) oversees the Communications Training Program and is assisted by the CTO coordinator(s) and the Training Office. Additionally, each operational shift supervisor is responsible for overseeing on-floor training efforts, and timely, accurate documentation of recruit training.

      1. The Operations Director is responsible for the overall administration of the Communications Training program, to include planning, budgeting, personnel selection, monitoring the performance of the recruits in training, and program review and revision.

      2. The CTO coordinator(s) (training supervisor(s)) is responsible for the assignment of the CTO’s shift and task scheduling, the review and maintenance of program records (including DOR and Weekly Evaluation Reports), coordinating meetings between CTO’s and recruits, and the periodic review and revision of lesson plans, task book, CTO manual, and instructional materials.

      3. The operational shift supervisors are responsible for the day-to-day supervision of the CTO’s and recruits assigned to their shift. The shift supervisor is expected to meet at least bi-weekly with the recruit and the CTO, both individually and collectively. The shift supervisor is to prepare a weekly summary memo describing the recruit’s overall progress in the program, and any remedial training strategies and issues being implemented.

      4. The CTO's are responsible for the instruction and supervision of the recruit and the daily evaluation of the recruit’s performance, as measured against specific standards and divisional expectations.

II. CTO Selection

   A. The CTO is an experienced employee with a minimum of two years operational experience with the BCSO, selected by virtue of their exemplary performance, status as a role model, and ability to effectively instruct recruits in the obligations and performance of their job function.

   B. Following appointment, CTOs are to receive specialized instruction in training and performance evaluation.
C. Selection of CTO’s is made by the Support Services Division Chief in consultation with the Communications Directors.

III. CTO Program

A. Prior to entering the on-floor training portion of an CTO program the recruit dispatcher must successfully complete pre-service training requirements. This is most often achieved through a “mini-academy.” The training requirements include, but are not limited to:

1. All pre-floor training requirements, as outlined in the CTO Manual, approved by the Operations Director.

2. Demonstrated knowledge of the following policies:
   a. 202- Authority & Jurisdiction;
   b. 310 – Code of Conduct; and
   c. 313 - Harassment and Discrimination.

B. The CTO on-floor training portion of the program is 30 weeks in duration, which is divided into four positions, all of which have two phases, the training phase and final evaluation phase.

C. During the training phase, the CTO is expected to cover specific topics and materials with the recruit, ensuring their understanding of the material through instruction, demonstration, and performance until proficiency is attained.

D. In the training phase, the recruit assumes greater responsibility until, during the final evaluation phase, they are acting as an autonomous employee under the watchful eye of the CTO.

E. Recruits are assigned to different shifts, environments, and activities, with exposure to different instructional styles, which is accomplished by assigning them to different CTO’s throughout the program.

F. An orientation meeting or electronic messaging precedes each change in CTO’s, during which the recruit’s progress and any performance deficiencies are discussed, so as to ensure continuity and accountability. This meeting includes the recruit, the current CTO, the upcoming CTO, the CTO coordinator, and the
affected shift supervisors.

G. Recruits meet, at a minimum, bi-weekly with a shift supervisor to discuss their performance and progress through the program. The shift supervisor will consult with the CTO coordinator and CTO to ensure that the recruit is progressing on pace through the program, and when necessary, provide guidance and suggestions to correct the recruit’s performance deficiencies.

1. The shift supervisor is responsible to document the weekly meeting and recruit’s overall progress in the program, as well as any remedial or alternative training strategies utilized. This weekly summary is distributed to all of the dispatch supervisors and is considered part of the recruit’s training record. As such, the authorizing supervisor is responsible for file an electronic copy of the weekly summary in Agency360®.

IV. Training

A. The training of recruits is documented through on-floor performance evaluation, written or scenario/simulation testing, end of phase memorandums, weekly meeting summaries, and task book or performance checklists.

1. All training checklists must, at a minimum, be discussed between the recruit and the CTO. It is acknowledged, however, that it is extremely unlikely that the recruit will have the opportunity to experience every call type prior to completing the CTO program. Proficiency must be demonstrated in high-frequency call types and all critical skill areas prior to completing the training program.

2. Written module tests are administered periodically to test retention of cognitive skills and information, as well as test application of cognitive information.

3. Failure to meet expectations and/or attain passing scores on any testing will result in remedial training. Continued or repeated failure to meet expectations, following remedial training, will result in the re-evaluation of the recruit’s ability to successfully complete the program and a review of their suitability for continued employment in their assigned capacity.

4. All recruit training classes and certifications completed, including pre-service training topics, will be recorded in the recruit’s electronic training record in the sheriff’s training database.
B. Evaluation of Recruit Performance

1. Recruits will be evaluated daily through a DOR by their CTO. DORs will include performance ratings under the SEGs as well as a narrative describing their performance.

   a. The daily DOR is to be completed by the end of each day’s shift unless approved by the shift supervisor.

   b. A recruit deputy and CTO review the daily DOR together and discuss any concerns. DORs should be reviewed and discussed on a daily basis in order to provide the most meaningful feedback to the recruit.

   c. Ratings of “1” (unacceptable) or “7” (exceptional) require articulation in the accompanying DOR narrative.

2. Upon successful completion of the training phase, the recruit will enter the final evaluation phase for each channel/position.

3. Upon completion of the evaluation phase at each channel or position, the CTO will make a written recommendation to the CTO coordinator(s) and Operations Director either:

   a. Endorsing the recruit as having successfully completed the program and having demonstrated proficiency in all critical job skills;

   b. Recommending that the recruit’s training period be extended to achieve proficiency or to demonstrate proficiency in all critical job skills on a consistent basis; or

   c. Recommending that the recruit be terminated from the program.

4. In the event that either option (b) or (c) is recommended, the Operations Director will consult with the Support Services Division Chief regarding a course of action.

C. Documentation

1. All documentation relating to the recruit’s performance during the CTO program will be preserved in the recruit’s electronic training file in
2. The recruit’s electronic training file will be available to CTOs and shift supervisors throughout the training period.

3. At the conclusion of the program, the CTO coordinator is responsible for closure of the recruit’s electronic training record and preserving it in accordance with the department retention policy and archive process.

V. CTO Evaluation and Compensation

A. Each recruit will complete a written evaluation of the CTO’s performance following the completion of each phase of the CTO program.

B. The CTO will be allowed to review the evaluations once the recruit has completed the program or has been terminated for failing to meet performance standards.

C. The CTO evaluations will be forwarded to the CTO’s working file for consideration and inclusion in their annual performance evaluation.

D. CTO’s who routinely receive substandard evaluations are subject to remedial training or removal from the program, at the discretion of the Operations Director.

E. CTO’s receive $25.00 per completed DOR, revised lesson plan, or completed policy re-write in compensation for the additional demands and expectations placed upon them. It is the obligation of the shift supervisor to enter the “FTO DOR” pay code into the FTOs timecard for each day worked (or note which dates the FTO is being compensated for in the notes section of the pay code entry if the DOR pay is being aggregated and entered as a single entry).

By Order of the Division Chief,

Michael R. Wagner

February 9, 2021

ATTACHMENTS

SS508-A Communications Standard Evaluation Guidelines (SEG)
POLICY: The purpose of this policy is to provide temporary relief for dispatchers working night shift that are pre-scheduled to cover overtime holes or as mandatory on-call dispatcher due to a sick call or emergency staffing situation by utilizing the sleep center. The intent of this policy is to minimize the disruption to their off-duty sleep schedule that normally occurs on their days off. The emergency back-up dispatcher may not utilize the sleep center for anything other than to sleep (e.g., play video games, watch movies, etc.)

RELATED POLICIES:
Policy 302 – Payroll & Compensation

DEFINITIONS:
Emergency Back-up Dispatcher: An on-call dispatcher assigned to cover a nightshift through MOC who is not immediately needed for staffing due to low call volume but who must remain available for immediate service for a given incident or event.

PROCEDURE:

I. Intent & General Guidelines
   A. In general, dispatchers assigned to nightshift are disproportionately impacted by mandatory on-call rotations when the Communications Center may not require minimum staffing due to low call volume but must be able to immediately recall a dispatcher for service for a given event or incident.
   B. A nightshift dispatcher scheduled for overtime or who has been mandated to work in order to cover a sick call may utilize the Comm Center sleep center upon approval of a supervisor, serving as an emergency back-up dispatcher.
      1. In this circumstance, the MOC dispatcher assumes the role of the emergency back-up and can be paged or called by phone to immediately respond to the dispatch center to cover console at any time.
   C. A dispatcher scheduled for nightshift overtime or who has been mandated to work due to a sick call may utilize the sleep center when:
      1. The on-duty supervisor—or in the event the shift supervisor is not on-duty, the dispatcher-in-charge—deems the call-load allows for a temporary reduction of floor staff to three (3) dispatchers.
a. If a supervisor is on-duty, a temporary reduction in floor staff may not occur until after 0000 hours.

b. If a supervisor is not on-duty, a temporary reduction in floor staff may not occur before 0200 hours.

2. The emergency back-up dispatcher may not sleep longer than two hours in any given shift.
   a. Utilization of the sleep center is only for sleep under the conditions of this policy. The sleep center, or respite afforded under this policy, may not be utilized for anything other than sleeping.

II. Expectations

A. The emergency back-up dispatcher will be paged or called by phone in the event they are needed to respond to the dispatch floor and assist with call-load or an incident. Upon notification, the dispatcher must immediately respond and assume console.

B. Bedding should be supplied by the employee. In the event an employee needs to use BCSO sheets/blankets, they are responsible for stripping the beds and notifying the division’s administrative LET of the need for laundering.

C. If this policy is utilized by the emergency back-up dispatcher, an email by the approving supervisor or dispatcher-in-charge must be sent to the management team (#SheriffCommunicationsManagement) to document the utilization of this policy. The notification should include the involved employee’s name, general circumstances, time they departed for the sleep center, time they returned, and the condition of their return (e.g., call-up, the allotted time elapsed, etc.).

By Order of the Division Chief,

______________________________
Michael R. Wagner

February 1, 2021

RESTRICT FROM GENERAL PUBLIC DISSEMINATION & PUBLICATION

ATTACHMENTS
[None]
SUBJECT: Paging

NUMBER: SS510

EFFECTIVE: February 9, 2021

SUPERSEDES: December 2, 2012

POLICY: The Communications Center is charged with notifying various agencies and individuals of the need for their response to incidents and events. Paging requests are to be handled according to this policy.

DEFINITIONS:

Attended Deaths: Deaths that occur under hospice care or under the care of a physician, which typically occurs in a hospital-based setting.

Unattended Deaths: Any death that occurs outside the parameters of an attended death.

PROCEDURE:

I. General Guidance

A. Dispatch is charged with obtaining and passing information along as quickly and accurately as possible. As such, all paging requests are to be completed as soon as possible.

B. All pages sent from the CAD system or a mobile application are to be signed with the senders name/initials and badge number.

C. Pager content may be subject disclosure under the Colorado Open Records Act.

D. Informational Requests

1. Off-Duty Resources

   a. The intent of the paging system is to provide a mechanism to alert off-duty resources of a need to respond to an on-duty event or incident. Whenever possible, user agencies are encouraged to disseminate informational items in a manner other than the paging terminal.

2. On-Duty Resources

   a. On-duty resources may be paged by dispatchers with job-relevant
information at the discretion of dispatchers and are not the intended subjects of this procedure.

E. Response Requests

1. If an on-call resource is being requested to respond to a location, the page should include the general nature of the request, the response location, the safe route in (if necessary), the name/radio number of the individual authorizing/making the request, and any special instructions, including how the page should be acknowledged with dispatch.

2. Groups will be paged for response, unless an individual resource is identified on an on-call rotation as a single-resource.

F. Acknowledgement of Pages

1. Response

   a. If a law enforcement resource is being paged to respond to a scene, they may acknowledge the page by radio or phone.

   b. If an on-call resource does not acknowledge a page within ten minutes, a second page is sent.

      i. If the second page goes un-acknowledged, the on-duty supervisor of the affected agency is notified; or, if it is a non-user agency resource, a page/phone call to the group/team supervisor or the next individual listed in the on-call rotation is initiated.

2. Information/Advisory Pages

   a. Pages that do not constitute a request for a response are considered “information only” or “advisory” and do not require an acknowledgement of receipt.

II. On-Call Resources

A. User Agencies

1. Each user agency is responsible to provide a list of on-call personnel to Communications for the agency’s designated on-call positions if they do
not wish to utilize general paging groups for on-call response (e.g., staff duty officer, on-call detective, on-call detective supervisor, etc.).

2. The dispatcher working data channel is responsible to ensure CAD reflects an accurate listing of on-call personnel for each user agency based upon shift line-ups or rosters, at the start of their shift.

B. External Resources

1. Non-user agency on-call personnel (e.g., the on-call deputy district attorney, etc.) are not entered into CAD. On-call rosters are consulted by dispatchers as needed.

III. Coroner’s Office

A. General Notifications

1. Any page sent to the on-call Coroner’s Office investigator is to include the general decedent information (if known), scene location, and any information as to the nature of the death.

2. If the death includes suspicious circumstances, the page should include the phone contact information for the lead investigator or officer-in-charge on-scene.

B. Unattended Deaths

1. When an unattended death has occurred in a jurisdiction served by the Boulder Communications Center (BCC), the Coroner’s Office will be notified only upon the request of the responding law enforcement agency.

2. The dispatcher initiating the page is responsible to ensure the notification is memorialized in the associated CAD incident.

C. Attended Deaths

1. When receiving the report of an attended death, the call-taker is to initiate a CAD event to record the details, including the reporting party’s name, phone number, decedent name, age, and nature of death, if known.

2. The dispatcher initiating the page is responsible to ensure the notification is memorialized in the associated CAD incident prior to closing the event.
D. Follow-up Requests

1. When receiving a request for contact from the Coroner’s Office after-hours, the call-taker will initiate a CAD event and page the Coroner’s group with the reporting party’s name, phone number, and nature of their follow-up request, if known.

2. The dispatcher initiating the page is responsible to ensure the notification is memorialized in the associated CAD incident prior to closing the event.

IV. Boulder County Investigation Team (BCIT)

A. Boulder County law enforcement agencies have a mutual-aid agreement to investigate critical incidents utilizing a county-wide compliment of investigators known as the Boulder County Investigation Team (BCIT).

B. By agreement, only the chief executive officer or their designee, may initiate an activation of the BCIT for response.

   1. For purposes of this policy, dispatch will not initiate a response page to the BCIT absent the request of a command-level officer from the primarily involved law enforcement agency.

      a. Absent circumstances to the contrary, it is assumed that the command-level officer is familiar with the county-wide MOU and has been designated by the CEO to initiate a request for BCIT response.

C. The dispatcher sending the page activating the BCIT is responsible to make sure the page/notification is memorialized in the associated CAD event record.

V. Command Staff Notifications

A. Sheriff’s Office Incidents

   1. Any sworn Sheriff’s Office supervisor, or on-duty dispatch supervisor, is authorized to send a notification page to the sheriff’s command/executive staff groups for an in-progress incident where a response is needed.

      a. The on-duty supervisor(s) or incident commander is responsible for requesting any updated pages or cancellation requests as needed.
2. Pages to Sheriff’s Office staff are generally limited to incidents/events where a response is required by at least one or more members of a paging group. Informational/advisory updates should be disseminated through alternative communication mediums (e.g., text message, e-mail, instant messaging platforms, etc.).

B. Non-SO Law Enforcement User Agencies

1. Any sworn supervisor of a non-SO law enforcement user agency is authorized to request/send a notification page to their agency’s supervisory/command/executive paging group(s).
   
a. The on-duty supervisor(s) or incident commander is responsible for requesting any updated pages or cancellation requests as needed.

2. Dispatchers and dispatch supervisors are not responsible for paging decisions or making proactive notifications on behalf of an agency, unless requested.

VI. All-Hazards Page

A. The Communications Center/Radio Shop maintains a paging group known as the “All Hazards Page” group to facilitate rapid dissemination of information to public safety users of the BCC enterprise.

B. An “All Hazards Page” may be sent upon the authorization of an incident commander (law or fire), or the on-duty communications supervisor when circumstances warrant, for the following event types:

1. Evacuations

2. Major flood in-progress

3. Life-threatening chemical or biological events

4. Mass casualty events

5. Natural disasters

C. Other events or advisory message types may be authorized for dissemination by a command-level officer of the Support Services or Operations divisions, or higher-
ranking sheriff’s executive staff member.

By Order of the Division Chief,

______________________________  __________________________
Michael R. Wagner               Date

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ATTACHMENTS
[None]
PROCEDURE: User agencies of the Communications Center may maintain a program titled *Colorado Life Track (COLT)*, the purpose of which is to help locate individuals who tend to wander and may not have the mental capacity to give witnesses or responders their home address.

APPLICATION:

I. Call-Taking Involving *Colorado Life Track*

A. When receiving a call for missing person who has been determined to be a participant in COLT, the following information should be obtained:

1. Frequency of the wristband
2. Location/contact of the reporting party
3. Last known location of missing person
4. Time last seen
5. Name and date of birth
6. Clothing description
7. Mental Health status
8. Medications

II. CAD Entry and Dispatcher Responsibilities

A. A CAD event is initiated using the problem nature of COLTR.

B. Dispatcher Actions

1. **Fire Dispatcher:** Tone call to the last known location as entered in the CAD call. CAD should recommend BES, LEU, and Boulder County Emergency Services.
2. **Law Dispatcher**: The event type COLTS should automatically be created. Dispatch the appropriate law enforcement agency and have an officer respond to the last known location of the missing party.

3. **Call-Taker and/or Data Dispatcher:**
   a. Run the party through CCIC to gain additional information, including a QQ history to determine if they were recently contacted/cleared.
   b. Research the COLT files for further information on the missing party which could be useful for responders and add relevant information to the CAD event.

III. **Media or Public Inquiries**

   A. Dispatchers may confirm basic information about a COLT-search if a media outlet inquires; however, the specific name and circumstances of the missing or located party may not be disclosed without authorization of the responsible law enforcement agency.

   1. Media calls beyond confirmation of basic call information are to be referred to the on-duty supervisor and/or PIO of the primary law enforcement agency responding.

   B. Questions about the COLT program are directed to the jurisdiction of the caller

By Order of the Division Chief,

Michael R. Wagner

February 4, 2021

Date

☐ RESTRICT FROM GENERAL PUBLIC DISSEMINATION & PUBLICATION

ATTACHMENTS

[None]
SUBJECT: Boulder Mountain Parks and BF02M Fire Response

NUMBER: SS512

EFFECTIVE: February 4, 2021

SUPERSEDES: September 2009

POLICY: The purpose of this policy is to clearly define the responsibilities of the Boulder County Communications (BCC) and the Boulder Police and Fire Communications (BPFC) when handling and dispatching calls that fall within the Boulder Mountain Parks/FD2M beat of CAD.

RELATED POLICIES:
SS802 – CCIC/NCIC Entries & Confirmations
SS803 – CCIC/NCIC Warrant Locates

DEFINITIONS:

Aid PSAP: The Dispatch Center that is responsible for sending mutual aid for incidents.

BF02M Area: Property that is located in unincorporated Boulder County but owned by the City of Boulder Open Space and Mountain Parks (OSMP)

Controlling PSAP: The Dispatch Center that is responsible for handling the caller and coordinating the incident through their respective radio frequencies. This includes all emergency dispatching and tactical coordination.

PROCEDURE:

I. Roles of Responding Agencies

A. City of Boulder Office of Open Space and Mountain Parks (OSMP)

1. Handles any city ordinance and park rule violations (i.e., parking, dog off leash, littering, etc.)

B. Boulder Fire Department

1. Responds to fire, medical, and search and rescue (SAR) calls.

C. Boulder County Sheriff’s Office
1. Responsible for all criminal law enforcement (crimes against a person or property such as trespass to vehicle, assault, harassment, etc.), and responds along with fire to search and rescue, fire, and medical calls.

2. The Sheriff’s Office is the primary jurisdiction responsible for all media calls and public messaging/inquiries on law enforcement, wildfire, and SAR calls occurring on OSMP properties in the unincorporated county.

   a. OSMP is the primary agency for all media calls and public messaging/inquiries on land management, natural resource, and city rule/ordinance violation incidents occurring on their properties.

II. PSAP Responsibilities

   A. The PSAP that initially answers the call is responsible for accurately determining the nature of the incident and location of the affected parties.

      1. Upon determining proper jurisdiction based on location and incident type, the call will be transferred to the controlling PSAP, as necessary.

      2. The dispatcher will announce the transfer, advise the controlling PSAP of the location and nature, and remain on the line until the controlling dispatcher indicates they can disconnect. No blind transfer may occur.

      3. The aiding PSAP should receive an auto-spawned CAD call according to the mutual aid requirements.

III. OSMP Contacts with Warrant Hits

   A. The Boulder Police and Fire Communications (BPFC) PSAP is responsible for providing primary dispatching services and resource tracking/accountability for the Boulder OSMP ranger program.

   B. OSMP rangers are POST-certified peace officers and are authorized to make arrests on municipal offenses on their properties. As such, OSMP rangers frequently clear contacted parties through CCIC/NCIC, which occurs through BPFC.

   C. If an OSMP ranger receives a Code 9 (wanted party) hit on a subject they’re in contact with on OSMP property but in unincorporated Boulder County, the OSMP ranger (or a dispatcher with BPFC) will notify BCC of the Code 9 and request a deputy respond to their location to take custody of the subject.
1. BPFC will not proceed with a warrant confirmation or locate under these circumstances.

D. Upon receipt of a request for a deputy to respond to take custody of a Code 9 subject in-contact with an OSMP ranger, the dispatcher creates (or clones) a call for the involved location and assigns the responding deputy to the incident.

1. The responding deputy is responsible to query the Code 9 hit on BCC Data Channel to confirm the warrant prior to taking arrest action (see SS802 – CCIC/NCIC Entries & Confirmations).

2. A warrant locate, if/when necessary, follows the normal protocol (see SS803 – CCIC/NCIC Warrant Locates).

By Order of the Division Chief,

Michael R. Wagner

February 4, 2021

RESTRICT FROM GENERAL PUBLIC DISSEMINATION & PUBLICATION

ATTACHMENTS
[None]
SUBJECT: Severe Weather

EFFECTIVE: February 11, 2021

POLICY: Prompt and accurate relay of information and warnings regarding the formation and movement of severe weather is necessary to assure safety to persons in the path of these fast-moving storms. Due to the serious threat to life and property of severe weather, Boulder County Communications (BCC) has established the following procedures to ensure public and first-responder safety.

DEFINITIONS:

Funnel Cloud: A violently whirling column of air extending downward from the base of a thunderstorm; a tornado aloft.

High Wind Warning: A High Wind Warning indicates sustained winds of at least forty (40) miles per hour (MPH) for at least two (2) hours, or gusts of at least fifty-eight (58) MPH.

High Wind Watch: A high wind watch is by the National Weather Service issued when weather conditions are determined to be favorable to producing high winds.

NWS: National Weather Service

Tornado: A violently whirling column of air extending downward from the base of a thunderstorm and touching the ground.

Tornado Warning: Radar or ground observations indicate that there is a tornado in the warning area.

Tornado Watch: Conditions are right for the formation of tornados, and they can be expected in the watch area.

PROCEDURE:

I. High-Wind Watches/Warnings

A. When a high-wind watch/warning has been issued by the NWS for Boulder County, a WEATHR CAD event is initiated.

B. The dispatcher receiving the issued watch/warning ensures the following steps are completed:
1. Page the County FDO and confirm acknowledgement in the CAD event record when received.

2. Air the severe weather information on BC LAW1 and BC FIRE.

3. Illuminate the "No Fire" sign on the dispatch floor to advise on-duty dispatch personnel the automatic Boulder County fire ban is in effect due to forecasted winds and note the expiration time for the watch/warning on the neighboring whiteboard.

4. Log the information in the dispatch pass-on system.

5. Print the NWS notification from CCIC, staple to the completed checklist, and file in the "Earth, Wind & Fire" notebook on the dispatch floor.

6. Upon completion of the checklist, the CAD event can be closed.

C. If an update to the watches/warnings is received, the original CAD event should be located and re-opened to note the additional information received.

II. Tornado Watches/Warnings

A. Upon receiving a NWS alert that a tornado watch/warning that includes Boulder County has been issued, the on-duty BCC supervisor or dispatcher-in-charge is responsible to ensure:

1. The Tornado (Watch/Warning) Message Checklist is completed and all notifications indicated are made.

   a. Message checklists are located in the "Earth, Wind and Fire" notebook(s) maintained on the dispatch floor.

2. Report all information regarding tornados or funnel clouds to NWS via NAWAS, or by phone is necessary at 303-494-4479.

B. Reliable Ground Observation Reports

1. Consistent citizen reports indication a funnel cloud or tornado (similar descriptions and local information), or a confirmed sighting of a funnel cloud or tornado in or approaching Boulder County, is made by a law enforcement officer, fire department official, ambulance service, rescue
BOULDER COUNTY SHERIFF’S OFFICE
SUPPORT SERVICES DIVISION
POLICY AND PROCEDURE MANUAL

personnel or a NWS trained Amateur Radio Operator (BCARES), are to be reported to the NWS by NAWAS or phone as soon as practicable.

By Order of the Division Chief,

Michael R. Wagner

February 11, 2021

Date

RESTRICT FROM GENERAL PUBLIC DISSEMINATION & PUBLICATION

ATTACHMENTS

[None]
SUBJECT: Eldora Mountain Resort Incidents

NUMBER: SS515

EFFECTIVE: February 11, 2021

SUPERSEDES: December 2012

POLICY: Boulder County Communications (BCC) is responsible for dispatching medical, fire, and law response for incidents at Eldora Mountain Resort. Given the remote nature of the ski resort and the availability of on-duty resources, the Sheriff’s Office has entered into a memorandum of understanding (MOU) for various incident types. Accordingly, the following procedures are established for incident/event response by public safety personnel.

DEFINITIONS:
Collision: Contact between two (2) or more persons resulting in injury, whether intentional or accidental.

Direct 911 Call: A call received from a non-employee at the Eldora Mountain Resort. This may include but is not limited to skiers, snowboarders, patrons, etc.

PROCEDURE:

I. EMS/Medical Calls

A. Direct 911 Call-Handling Procedure for EMS Related Calls

1. Handle the call according to BCC call-taking procedures.

2. Create a CAD incident using the EMSR problem nature.

3. Notify Eldora Ski Patrol dispatch of the medical call at (303) 258-8102.

4. If the caller cannot provide an accurate location at the ski resort, conference in Eldora Ski Patrol dispatch to the call, when possible, to assist.

B. Eldora Ski Patrol Requests for EMS Response

1. Create a CAD incident using the AMSKIR problem nature.

2. The fire dispatcher will dispatch/tone the recommended county ambulance.

3. Nederland Fire will not be toned unless requested directly from ski patrol or the responding ambulance.
BOULDER COUNTY SHERIFF’S OFFICE
SUPPORT SERVICES DIVISION
POLICY AND PROCEDURE MANUAL

a. When deemed necessary by the personnel handling the incident (Eldora or BCC dispatchers), Nederland Fire may be dispatched/tones.

b. If the county ambulance is unable to respond due to driving conditions or unusual extended response times defined by the county ambulance’s dispatch center, BCC may dispatch Nederland FD to assist with transport until the county ambulance provider can intercept the patient.

4. When deemed necessary by the personnel handling the incident (Eldora or BCC dispatchers), a medical helicopter may be put on standby or requested for response.

C. Multiple Incidents

1. If multiple accidents occur at Eldora, separate CAD incidents will be created, which will generate an ambulance response for each incident.

2. If Eldora ski patrol or a county ambulance unit on-scene determines they can double-load patients, they will advise Communications to cancel any incoming ambulance(s).

D. After Hours Incidents

1. Any medical/EMS call occurring after Eldora business hours will be handled according to normal BCC protocols and not this procedure.

E. Incidents Outside Eldora Boundaries

1. Calls from Eldora staff or citizens that relate to incidents beyond the property of the ski area will be handled under regular BCC protocols and not this procedure.

II. Law Enforcement Response to Incidents

A. Law Enforcement Calls for Service

1. All law-related incidents at Eldora Mountain Resort will be handled according to BCC law protocols.
B. EMS/Medical Calls for Service

1. A deputy will be dispatched to any call that is collision related or where serious bodily injury is suspected.

By Order of the Division Chief,

[Signature]
Michael R. Wagner

February 11, 2021

ATTACHMENTS

[None]
SUBJECT: RAVE Mobile Safety SMART 911 Software

NUMBER: SS516

EFFECTIVE: April 5, 2021

SUPERSEDES: [New]

POLICY: The Boulder County Communications Center receives emergency safety profiles submitted by members of the public through Smart911. These profiles can contain vast amounts of information voluntarily entered by the user, such as descriptions of multiple household members, pets, preferred medical transportation providers, and PDF documents created by the user. The amount of data presented could make it difficult for a dispatcher to sift through the multiple fields and uploaded documents to ascertain which ones are pertinent to the call. Dispatchers are expected to maintain their normal duties as assigned and use Smart911 as a job aid. After a profile is presented during a 911 call, Dispatchers may relay Smart911 information to field responders via CAD/MDC or radio when possible.

DEFINITIONS:

**Smart 911** – Smart 911 is a 3rd Party, secure service that enables members of the public to create an emergency safety profile which will present to Dispatch personnel when they call 911 from a phone number listed within their account. Profile information is automatically delivered to the public safety answering point (PSAP) via Rave Mobile Safety when the 911 line is answered. Smart911 is a national service that allows the users safety profile to travel with them and become visible to any participating 911 center nationwide.

**Smart 911 Chat** – A feature that gives Dispatchers the ability to initiate a two-way text messaging session with callers on a mobile phone. This feature is not utilized by BCC at this time.

RELATED POLICIES:
SS501 – Call Taking

PROCEDURE:

I. General Information Regarding Smart911

A. Smart911 profile information is only available for 45 minutes from the time the call is received.

B. Once a profile is closed it cannot be reopened.

C. Smart911 profile information may be up to six (6) months old. The date it was updated will be displayed in the profile.
D. The person calling may not have created the Smart 911 profile and may not be aware of information presented to the dispatcher (e.g. child calling on the family phone).

II. Receiving and Disseminating Smart911 Profile Data

A. Dispatchers shall verify the Rave Mobile Safety application is running on their workstation at the beginning of their shift.

B. Smart 911 profile information is secondary to the information communicated verbally by the reporting party (RP) and ANI/ALI. Every effort will be made to collect real-time situational information from the RP via a 911 phone call in accordance with Call Taking Policy SS501.

C. When a profile presents in the Smart911 software, dispatchers may document the information in the CAD comments field if applicable. This can be accomplished by copying the Smart911 information or utilizing the “copy profile” feature and pasting it into the comments field.

D. The dispatcher may notify field responders of Smart911 information by airing it directly or notifying responders Smart911 information is available in CAD notes on their MDC. If requested by field responders, the information can also be relayed using any method available to the dispatcher.

E. Profile information may be relayed to non-BCC public safety user-agencies if the information will assist with emergency response or safety of field personnel.

F. Use or dissemination of Smart911 information outside of assisting field responders is prohibited.

By Order of the Division Chief,

Curtis Johnson 
April 2, 2021

DATE

☐ RESTRICT FROM GENERAL PUBLIC DISSEMINATION & PUBLICATION

ATTACHMENTS
Attachment “A” - Smart911 Terms of use revised March 6, 2017
Terms of Use

Date of Last Revision: March 6, 2017

Rave Wireless, Inc. d/b/a Rave Mobile Safety, a Delaware company (“Rave”), welcomes you, as a Subscriber to its services. Rave provides communication related services (collectively, “Services”), which are subject to these Terms of Use (“Terms” or “Agreement”) and Privacy Policy (“Privacy Policy”). By accessing or using any of the Services, you signify that you have read, understood, and agree to be bound by these Terms, the Privacy Policy, as well as any additional terms or guidelines applicable to the specific Services you use, which shall be posted from time to time in such Services. All additional terms or guidelines applicable to the specific Services, along with the Privacy Policy, shall be incorporated into these Terms. In these Terms, you are sometimes referred to as “you” or “Subscriber”.

IF YOU DO NOT AGREE TO THESE TERMS, YOU MAY NOT USE THE SERVICES.

DESCRIPTION OF SERVICES

Services provided may vary based on specific options made available to and selected by the Subscriber through the user interface. The Services may include the following:

- Allow Subscribers to register and create an account (your “Subscriber Account”) to include all of the information pertaining to you or your household that you choose to place on Rave’s databases or otherwise provide or make available to Rave. Your Subscriber Account may also include information collected through the use of Services and dialing 9-1-1, such as the phone number placing a call into 9-1-1, and the location of a mobile phone (“Location Services”) registered with a Subscriber Account. As a Subscriber, you control the content of your Subscriber Account, and the Services you wish to participate in, through smart911.com, affiliated websites, and affiliated mobile phone applications.
- Allow Subscribers to make information about the Subscriber and/or Subscriber’s household available to participating safety and emergency response services during specific emergency incidents, including without limitation, 9-1-1 or equivalent, fire, police, emergency medical, emergency management, campus safety officials and public health services (collectively, “Emergency Service Providers”).
- Allow Subscribers to make information about the Subscriber and/or Subscriber’s household searchable to participating Emergency Service Providers for the purposes of emergency planning and/or response.
- Allow authorized users (“Users”) to send emergency and general interest notifications (“Notification Services”) to the Subscriber via various communication methods (e.g. voice calls,
text messaging, email, etc), subject to the Subscriber’s manageable notification preferences.

- Allow Subscribers to share their location and Subscriber information with Subscriber-designated individuals (“Guardians”) in the event Subscriber designated conditions are met.
- Allow Subscribers to send photo and text messages (“Tips”) to designated Emergency Service Providers.

YOU AS A SUBSCRIBER ACKNOWLEDGE AND AGREE THAT, BY REGISTERING FOR SERVICES AND/OR CREATING A SUBSCRIBER ACCOUNT, YOU PROVIDE CONSENT TO RELEASE ALL SUBSCRIBER INFORMATION ON YOUR ACCOUNT TO EMERGENCY SERVICE PROVIDERS IN ACCORDANCE WITH THE SPECIFIC SERVICES OPTED IN BY SUBSCRIBER. RAVE DOES NOT GUARANTEE DELIVERY OF MESSAGES OR SUBSCRIBER ACCOUNT DATA.

YOU UNDERSTAND AND AGREE THAT NOT ALL EMERGENCY SERVICE PROVIDERS HAVE ACCESS TO THE SERVICES AND THAT THE SERVICES MAY NOT BE UTILIZED BY EMERGENCY SERVICE PROVIDERS THAT DO HAVE ACCESS. Rave cannot control the manner in which emergency services are rendered and only select Emergency Service Providers have access to the Services, and therefore cannot guarantee that Emergency Service Providers will utilize the information provided by Subscriber.

Only authorized Users are permitted to launch messages through Rave’s Notification Services. Authorized Users may include local municipalities, schools, businesses, or organizations that contract with Rave for the ability to launch messages through Rave’s Services. You will only receive messages from Users authorized by the Emergency Service Providers associated with your Rave Services or notification preference selections.

All Users are bound by an agreement with Rave, and agree to use Rave’s Services in accordance with all applicable laws and regulations.

Subscribers include any telephone number, email address, or address which has been provided in the Subscriber Account or have been registered into any of the Notification Services. Subscribers may include: Subscribers who voluntarily enter information into one of Rave’s Services for the purpose of receiving messages from a specific User, Subscribers who are entered into the Service by use of a commercially available database, as well as those Subscribers who are entered into any Service by a User. Subscribers understand and agree that their registration into any of the Services shall connect the Subscriber with a specific User, or a specific User list, such that the Subscriber will receive messages from that User or when the User sends messages to such list. Subscribers acknowledge and agree that, by registering with any of the Notification Services; they consent to be contacted through SMS, email, or voice call via an automated dialer using a pre-recorded message, by Rave and any User. All Users acknowledge and agree that, by entering any contact information into any of the Notification Services, the Subscriber who owns such contact information has expressly authorized the User to enter such information into the Notification Services to receive pre-recorded messages from the User via an automated dialer, SMS or email.

Subscriber understands and agrees that by creating a Subscriber Account, you will periodically receive text messages. The frequency of these messages will depend on how you use this service, and how frequently Emergency Service Providers or Users send messages through this service. Message and data rates may apply.
At any time you may stop text messages from being sent to your mobile phone by simply texting STOP to number from which you are receiving messages (e.g. 22911, 67283, and/or 226787), after which time you will no longer receive text messages from the Services. Text INFO or HELP to 22911, 67283, or 226787 from your registered mobile phone and you will be sent a text message with simple instructions.

Service is compatible with the products and services provided by AT&T, Sprint, Verizon Wireless, T-Mobile, and most other mobile phone carriers. A complete list of supported carriers is displayed during phone registration.

SUBSCRIBER RESPONSIBILITIES

EACH SUBSCRIBER UNDERSTANDS AND AGREES THAT SERVICES PROVIDED BY RAVE ARE NOT AVAILABLE IN ALL AREAS. Each Subscriber understands and agrees that many of the Services provided by Rave are subscription based-services which are only available if purchased by Emergency Service Provider(s) and/or User(s).

Each Subscriber understands and agrees that you choose when and how your Subscriber Account is made available to Emergency Service Providers by choosing which locally available Service(s) to participate in, which may or may not include Notification Services.

EACH SUBSCRIBER UNDERSTANDS AND AGREES THAT PARTICIPATION IN SERVICES DOES NOT CONSTITUTE AN AGREEMENT BETWEEN YOU AND EMERGENCY SERVICE PROVIDERS, Designated Guardians or Users. Nor does it imply that all of the needs you have communicated in your Subscriber Account will be met through public assistance. You understand and agree that you will not rely on the Services as the sole means by which you will communicate information to Emergency Service Providers. You understand and agree that other methods of supplying information to Emergency Service Providers are available to you, including the verbal transmission of information over the phone when making a 9-1-1 call. The Services cannot and do not replace, and is not intended to replace, your verbal provision of your telephone number and other Subscriber Account information to Emergency Service Providers when making a 9-1-1 call or using any other communication method. Nor do the Services replace the need for you to place a call to 9-1-1 in the event of an emergency.

You understand and agree that Rave is not responsible for the actions of any designated guardians. Rave cannot guarantee delivery of any message or information to or from said guardians and is not responsible for any interaction or lack thereof between users of the System. You understand and agree that the service is provided for convenience only. The Service does not replace dialing 9-1-1 in the event you require immediate assistance. The Service and your designated guardians must not be relied upon to provide emergency response services. Such emergency response services can only be accessed by placing a call to 9-1-1.

Each Subscriber understands and agrees that Rave does not have control over the telephone service and internet service providers which may be necessary for providing the Services and that such failure shall not be deemed to be the responsibility of Rave. Each Subscriber understands and agrees that Rave reserves the right to suspend or close Subscriber Account for phone
numbers that are no longer valid. Furthermore, Rave reserves the right to suspend or immediately close any Subscriber Account whose acts or pattern of activity interferes or threatens to interfere in any manner with any Emergency Service Provider or Rave’s ability to provide Services to its Subscribers, Users or Emergency Service Providers.

You agree that you will not:

- Attempt to gain unauthorized access to any portion of the Services;
- Attempt to reverse engineer, decompile, disassemble, or otherwise decode any portion of the Services;
- Perform any actions which would interfere with the proper working of the Services;
- Knowingly restrict or inhibit any other User or Subscriber from using and enjoying the Services;
- Use the Services to send altered, deceptive or false source-identifying information;
- Copy, modify, distribute, sell, or lease any portion of the Services.

Subscriber Account Information and Maintenance

AS A SUBSCRIBER, YOU UNDERSTAND AND ACCEPT FULL LEGAL RESPONSIBILITY FOR THE CONTENT, ACCURACY, AND SUFFICIENCY OF ALL INFORMATION THAT YOU INCLUDE OR NOT INCLUDE AS PART OF YOUR SUBSCRIBER ACCOUNT. You should only provide the information you want Emergency Service Providers to have access to. All information within Subscriber Account is subject to Rave’s Privacy Policy.

YOU REPRESENT AND WARRANT THAT YOU ARE EIGHTEEN (18) YEARS OF AGE OR OLDER.

Subscriber understands and agrees that, Rave reserves the right to validate subscriptions, through means of its own choosing, which may include calling and/or sending Subscribers SMS text messages. As a Subscriber, you agree that Rave may contact you to validate the phone number(s) you register with Subscriber Account. You also agree that if another Subscriber registers and validates a phone number which you had previously registered, the phone number will be removed from your Subscriber Account and assigned to the other Subscriber.

Subscriber understands and agrees that, Rave reserves the right to contact you periodically to remind you to review and update your Subscriber Account information, through means of its own choosing, which may include calling and/or sending Subscribers SMS text messages. As a Subscriber, you agree that Rave may contact you to review and update your Subscriber Account information, via the phone number(s) you register with Subscriber Account.

IT IS YOUR RESPONSIBILITY TO CORRECT THE INFORMATION ON YOUR SUBSCRIBER ACCOUNT WHEN THE INFORMATION YOU HAVE PROVIDED IS OR BECOMES INACCURATE. CREATING AN INTENTIONALLY MISLEADING SUBSCRIBER ACCOUNT OR PROVIDING ANY INTENTIONALLY MISLEADING INFORMATION TO EMERGENCY SERVICE PROVIDERS IS POTENTIALLY A CRIME AND IS GROUNDS FOR TERMINATION OF SERVICES.

SUBSCRIBER UNDERSTANDS AND AGREES THAT THE SERVICES DO NOT VERIFY OR UPDATE YOUR SUBSCRIBER ACCOUNT FOR YOU. Subscriber must confirm, at least once every six (6) months, that the information within your Subscriber Account is accurate. Failure to do so may prevent your Subscriber Account from being provided to Emergency Service Providers or Users.

YOU AGREE YOUR SUBSCRIBER ACCOUNT WILL ONLY INCLUDE INFORMATION ABOUT ADULTS AND/OR CHILDREN FOR WHOM YOU HAVE APPROPRIATE LEGAL RESPONSIBILITY OR
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APPROPRIATE PRIOR CONSENT, AND THAT THE SUBSCRIBER ACCOUNT DOES NOT INFRINGE OR INVADE THE PRIVACY OF ANY SUCH PERSON.

Access to your Subscriber Account is password-protected. You are responsible for keeping your Subscriber Account password (“Password”) secure at all times. You understand and agree that you are the only person authorized to create or edit your Subscriber Account, unless you have authorized another person to use your Subscriber username and Password to enter or modify your Subscriber Account on your behalf. You authorize Rave to release any or all of your Subscriber Account information to any person to whom you have provided the username and Password associated with your Subscriber Account or Subscriber phone number.

You understand and agree that it is solely your responsibility to take appropriate precautions to ensure that a Subscriber phone number, username and Password for a Subscriber Account are not accessible to any unauthorized person.

You understand and agree that once the content of your Subscriber Account is made available to Emergency Service Providers, it may be transmitted over unsecured Emergency Service Provider radios or may otherwise be made accessible through unsecured communications as part of the information disseminated to or by Emergency Service Providers responding to 9-1-1 call or to an emergency. You further understand that the content of the Subscriber Account may also be stored as part of a public record associated with an emergency call if required by local statutes.

If you elect to share your Subscriber Account with designated Guardians, you understand and agree and authorize Rave to release and disclose your Subscriber Account and location information to designated Guardians where technologically possible.

YOU UNDERSTAND AND AGREE AND HEREBY AUTHORIZE RAVE TO RELEASE AND DISCLOSE YOUR SUBSCRIBER ACCOUNT TO EMERGENCY SERVICE PROVIDERS WHERE TECHNOLOGICALLY POSSIBLE.

AS PART OF YOUR SUBSCRIBER ACCOUNT, YOU MAY HAVE IDENTIFIED AN EMERGENCY CONTACT OR ADDITIONAL PERSONS IN YOUR HOUSEHOLD (“PERSONAL CONTACTS”). YOU UNDERSTAND AND AGREE THAT EMERGENCY SERVICES PROVIDERS MAY, BUT SHALL NOT, UNDER ANY CIRCUMSTANCES, HAVE ANY DUTY TO CONTACT OR TO NOTIFY ANY PERSONAL CONTACTS THAT YOU, YOUR HOUSEHOLD, OR ANY MEMBER OF YOUR HOUSEHOLD IS, MAY OR MIGHT BE INVOLVED IN ANY EMERGENCY SITUATION, WHETHER OR NOT YOU MAY HAVE CALLED 9-1-1, OTHERWISE CALLED OR CONTACTED AN EMERGENCY SERVICE PROVIDER, OR HAD YOUR SUBSCRIBER ACCOUNT PRESENTED TO EMERGENCY SERVICE PROVIDERS BY SERVICES.

You understand and agree that you may cancel your Services at any time by logging into your Subscriber Account and clicking on the “Remove Account” link within the Account Settings menu. If you cancel all or a part of your Services, or if your Service is cancelled for any other reason (including but not limited to termination of Services by Emergency Service Provider or User), then Rave will no longer provide you with Services or provide your Subscriber Account to Emergency Service Providers or Users.

Location Services and SMS TEXT Communications

YOU UNDERSTAND AND AGREE TO MANAGE YOUR TELEPHONE SERVICE PROVIDER ACCOUNT, ACCOUNT SUBSCRIPTIONS, AND SUBSCRIBER LOCATION OPT-IN STATUS AS REQUIRED TO ALLOW THE SERVICES TO LOCATE AND COMMUNICATE WITH YOUR MOBILE PHONE. THESE ACTIONS
MAY INCLUDE, BUT ARE NOT LIMITED TO, ENSURING YOU HAVE ANY NECESSARY SMS TEXT MESSAGING OR DATA PLANS ENABLED ON YOUR MOBILE TELEPHONE SERVICE PROVIDER ACCOUNT, ENSURING YOUR ACCOUNT AND MOBILE PHONE LOCATION PRIVACY OPTIONS ARE CONFIGURED TO ALLOW SERVICES TO RETRIEVE YOUR LOCATION, AND THAT ANY SOFTWARE REQUIRED TO SUPPORT LOCATION IS INSTALLED AND MAINTAINED ON YOUR MOBILE DEVICE. YOU UNDERSTAND AND AGREE THAT SERVICES CANNOT LOCATE ALL MOBILE DEVICES. FURTHERMORE, DEVICES WHICH ARE LOCATION COMPATIBLE MAY NOT BE LOCATABLE BY SERVICES OR THE TELEPHONE SERVICE PROVIDER. YOU UNDERSTAND THAT ANY LOCATION PROVIDED IS APPROXIMATE AND DOES NOT PROVIDE GUARANTEED RESULTS. A VARIETY OF FACTORS AFFECT THE AVAILABILITY OF MOBILE LOCATION. YOUR MOBILE DEVICE MUST BE TURNED ON, CHARGED AND LOCATED WITHIN A SUPPORTED MOBILE NETWORK COVERAGE AREA, AMONG OTHER FACTORS. AVAILABILITY AND ACCURACY OF ANY AVAILABLE LOCATION INFORMATION IS SUBJECT TO NETWORK CAPABILITIES, ENVIRONMENTAL CONDITIONS SUCH AS STRUCTURES, BUILDINGS, WEATHER, GEOGRAPHY, LANDSCAPE, AND TOPOGRAPHY, AVAILABLE DATA, ATMOSPHERIC CONDITIONS AND OTHER FACTORS ASSOCIATED WITH USE OF MOBILE NETWORKS, SATELLITES AND SATELLITE DATA. SERVICES CANNOT LOCATE DEVICES THAT ARE NOT IN THE UNITED STATES. AVAILABILITY, SECURITY, SPEED, TIMELINESS, ACCURACY AND RELIABILITY OF SERVICE ARE NOT GUARANTEED.

YOU UNDERSTAND AND AGREE THAT THE SERVICES, DO NOT ALLOW YOU TO INITIATE A REQUEST FOR ASSISTANCE VIA SMS TEXT MESSAGE. IN AN EMERGENCY, YOU MUST PLACE A PHONE CALL TO 9-1-1. SHOULD AN EMERGENCY SERVICE PROVIDER ATTEMPT TO COMMUNICATE WITH YOU VIA SMS TEXT MESSAGE, YOU MAY BE REQUIRED TO TERMINATE THE 9-1-1 CALL, AND TAKE THE STEPS NECESSARY TO EXIT YOUR PHONE FROM EMERGENCY MODE. REGARDLESS, ALL SMS COMMUNICATIONS ARE MADE ON AN “AS IS,” “AS AVAILABLE” AND “WITH ALL FAULTS” BASIS AND MUST NOT BE RELIED UPON AS YOUR SOLE MEANS TO COMMUNICATE WITH EMERGENCY SERVICE PROVIDERS.

LIMITATIONS

SUBSCRIBERS UNDERSTAND AND AGREE THAT RAVE, THE TELEPHONE SERVICE PROVIDER(S) FOR A SUBSCRIBER PHONE, ANY EMERGENCY SERVICE PROVIDER(S), AND ANY USER(S), (INCLUDING WITHOUT LIMITATION THE OFFICIALS, OFFICERS, DIRECTORS, EMPLOYEES, AGENTS, AFFILIATES, SUCCESSORS, ASSIGNS, AND/OR POLITICAL SUBDIVISIONS OF EACH OF THE FOREGOING), WHERE IT IS POSSIBLE TO DO SO, (A) ARE INTENDED TO BE AND SHALL BE REGARDED AS DIRECT AND/OR THIRD-PARTY BENEFICIARIES OF THIS AGREEMENT BETWEEN SUBSCRIBER AND RAVE, (B) RESERVE AND MAY ASSERT AGAINST SUBSCRIBER, THEIR RESPECTIVE HEIRS AND ASSIGNS, ALL OF THE DEFENSES, LIMITATIONS OF SERVICE, DISCLAIMERS AND LIMITATIONS OF LIABILITY, EXCLUSIONS OF DAMAGES, AND DISCLAIMERS OF WARRANTIES THAT ARE CONTAINED IN THIS AGREEMENT, AND (C) DO NOT SURRENDER OR RELINQUISH IN ANY MANNER ANY CLAIMS OR DEFENSES THEY MAY OTHERWISE BE ABLE TO ASSERT AGAINST SUBSCRIBER, THEIR RESPECTIVE HEIRS AND ASSIGNS.

ALL SUBSCRIBERS UNDERSTAND AND AGREE THAT RAVE, ALONG WITH ITS OFFICERS, MEMBERS, EMPLOYEES, AGENTS, AFFILIATES, PARENTS, SUCCESSORS AND ASSIGNS (THE “RELEASEES”) DISCLAIM ANY AND ALL LIABILITY, WHATSOEVER, WHETHER RAISED BY A THIRD PARTY OR
OTHERWISE, FOR ANY AND ALL REASONS, INCLUDING BUT NOT LIMITED TO PERSONAL INJURY, DEATH OR LOSS, INFRINGEMENT, INVASION OF PRIVACY, PROPERTY DAMAGE, AND INTERRUPTION TO BUSINESS, TO ANY SUBSCRIBER, THEIR RESPECTIVE HEIRS AND ASSIGNS, WHICH MAY RESULT FROM THE USE OR ANY ERRORS OR OMISSIONS OF THE SERVICES, OR FAILURE TO MEET ANY DUTY, INCLUDING ANY DUTY OF GOOD FAITH OR OF REASONABLE CARE OR PROVIDE ANY INFORMATION THROUGH THE SERVICES.

ALL SUBSCRIBERS UNDERSTAND AND AGREE, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, TO RELEASE, WAIVE, DISCHARGE, COVENANT NOT TO SUE, AND HOLD HARMLESS ANY AND ALL RELEASEES FROM ANY AND ALL LIABILITY, LOSS, DAMAGE OR COST OF EVERY KIND OR NATURE WHATSOEVER, WHETHER KNOWN OR UNKNOWN, AND FROM ANY AND ALL PRESENT AND FUTURE CLAIMS, DEMANDS, CAUSES OF ACTION, AND LAWSUITS THEREFOR, IN LAW OR EQUITY, BY ANY SUBSCRIBER OR BY ANY OTHER PERSON OR PERSONS CLAIMING THROUGH A SUBSCRIBER, FOR ANY LOSS, INFRINGEMENT OR INVASION OF THE RIGHT OF PRIVACY CAUSED OR CLAIMED TO HAVE BEEN CAUSED, DIRECTLY OR INDIRECTLY, BY THE DISCLOSURE OF ANY SUBSCRIBER INFORMATION.

YOU AGREE TO INDEMNIFY EACH RELEASEE FROM AND AGAINST ANY LOSSES, DAMAGES, LIABILITIES, COSTS OR EXPENSES (INCLUDING WITHOUT LIMITATION REASONABLE ATTORNEYS’ FEES AND OTHER LEGAL EXPENSES) OF ANY KIND ARISING FROM OR ATTRIBUTABLE TO (A) ANY BREACH OF THIS AGREEMENT BY YOU OR (B) ANY THIRD-PARTY CLAIM AGAINST A RELEASEE RELATING TO YOUR USE OF THE SERVICES.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL ANY RELEASEE BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE OR CONSEQUENTIAL DAMAGES WHATSOEVER (INCLUDING BUT NOT LIMITED TO LOST PROFITS, LOSS OF PRIVACY, LOSS OF CONFIDENTIAL INFORMATION, OR BUSINESS INTERRUPTION) FROM OR DUE TO THE USE, MISUSE OR INABILITY TO USE THE SERVICES, EVEN IF THE RELEASEES HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. YOU EXPRESSLY AGREE THAT THE USE OF THE SERVICES IS AT YOUR SOLE RISK AND THAT THE SERVICES ARE PROVIDED SOLELY ON AN “AS IS,” “AS AVAILABLE,” AND “WITH ALL FAULTS” BASIS.

RAVE EXPRESSLY DISCLAIMS ANY AND ALL WARRANTIES, DUTIES AND CONDITIONS OF ANY KIND, WHETHER EXPRESS, IMPLIED OR STATUTORY, INCLUDING WITHOUT LIMITATION ANY WARRANTIES, DUTIES OR CONDITIONS OF GOOD FAITH, REASONABLE CARE, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AVAILABILITY, ACCURACY.

MISCELLANEOUS PROVISIONS
You agree that any dispute arising under these Terms or the Privacy Policy shall be submitted to binding arbitration according to the rules and regulations of, and administered by, the American Arbitration Association, and that any award granted pursuant to such arbitration may be rendered to final judgment. If any dispute arises hereunder, the prevailing party shall be entitled to all costs and attorney’s fees from the losing party for enforcement of any right included in this Agreement, whether in Arbitration, a Court of first jurisdiction and all Courts of Appeal. These Terms and the Privacy Policy shall be governed under the laws of Massachusetts, without regards to conflict of law principles, and the venue for any disputes hereunder shall be in Framingham, Middlesex County, Massachusetts, or the federal courts encompassing such venue.
In the event any provision of these Terms or the Privacy Policy is determined by an arbitrator or court of competent jurisdiction to be void, the remaining provisions of this Agreement shall remain binding on the parties hereto with the same effect as though the void provision(s) had been limited or deleted, as applicable.

Any provisions of this Agreement that, by their nature, are intended to survive the termination of Services, including without limitation, the provisions of the Section above entitled “LIMITATIONS” shall survive any such termination without limitation.

Certain obligations set forth herein represent independent covenants by which you may be bound and shall remain bound regardless of any breach of these Terms and the Privacy Policy and shall survive termination of these Terms.

Rave reserves the right to modify any portion of these Terms or the Privacy Policy at any time by posting the revised Terms here. Your continued use of any of the Services following any such posting constitutes your acceptance of the revised Terms and Privacy Policy.

Rave may assign these Terms in its sole discretion. You are not permitted to assign these Terms without the prior written consent of Rave. The failure by Rave to exercise or enforce any right or provision of these Terms shall not constitute a waiver of such right or provision.

The section headings in this Terms of Use Agreement are provided solely for the convenience of the reader and do not constitute or modify the Terms of this Agreement.

You understand and agree that Rave may send you certain communications, such as announcements, newsletters, service announcements and other administrative messages, and that these communications are considered part of the Services. Your ability to opt out of these communications will be governed by applicable laws and Rave’s policies. Notices emailed to you will be deemed given and received when the email is sent. Rave has no obligation to provide notice by U.S. Mail or any other means even if its attempt to transmit such communication to a Subscriber’s electronic mail address fails for any reason.

Any notices to Rave shall be in writing, and shall be deemed delivered upon: (a) personal delivery, if delivered by hand during ordinary business hours; (b) the day of delivery if sent by U.S. Mail, postage pre-paid; (c) the day of signed receipt if sent by certified mail, postage pre-paid, or other nationally recognized carrier, return receipt or signature provided and addressed to the Rave as follows: Rave Mobile Safety, 492 Old Connecticut Path, 2nd Floor, Framingham, MA 01701, Attention: Legal Department.

For Subscribers, these Terms and the Privacy Policy, constitutes the entire agreement between you and Rave with respect to the Services and supersedes and replaces all prior or contemporaneous understandings or agreements, written or oral, regarding such subject matter. Any waiver of any provision of these Terms or Privacy Policy will be effective only if in writing and signed by Rave.
SUBJECT: Emergency Notifications to the Public

NUMBER: SS517

EFFECTIVE: April 15, 2022

SUPERSEDES: F6.3T – Citizen Notification (Everbridge)

POLICY:

BCC will maintain the ability to notify community members and visitors of threats to their safety at the request of BCC user agency field units. These notifications will include both imminent threats to life safety and critical safety information as deemed necessary by BCC user agency personnel.

RELATED POLICIES AND PROCEDURES:

OP710 – Fire Investigations

DEFINITIONS:

Emergency Notification Software: Computer based software which disseminates emergency messaging to the public via landline or an opt-in based structure, and/or imminent threat to life notifications through FEMA’s IPAWS system.

Wireless Emergency Alerts (WEA): Wireless Emergency Alerts (WEA) is a public safety system that allows customers who own compatible mobile devices to receive geographically targeted, text-like messages alerting them of imminent threats to safety in their area by their cellular phone carrier. Wireless Emergency Alerts are a part of the IPAWS system. These alerts do not require a landline and are not dependent on an opt-in/landline system.

Emergency Alert System (EAS): The Emergency Alert System is a national public warning system commonly used by state and local authorities to deliver important emergency information, such as weather and AMBER alerts, to affected communities over television and radio as a part of the IPAWS system. Radio and television broadcasters, cable systems, satellite radio and television providers, and wireline video providers deliver these state and local alerts.

Advisory: Informational message about a situation that is likely to impact one of the addresses listed in an opt-in profile or a registered landline. Advisory messages will not be disseminated on the IPAWS system by dispatch personnel.

Warning: Messaging which encourages recipients to prepare to act due to an emergency in their immediate area. Individuals needing extra time to mobilize due to animals, friends or family members with functional needs issues should consider taking immediate action when a Warning
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SUPPORT SERVICES DIVISION
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notification is issued. Warning messages will not be disseminated on the IPAWS system.

Order: Messaging intended to have the recipient take the listed required action immediately due to an imminent threat to life.

Climb to Higher Ground: Typically used for flooding emergencies, advising the recipient to climb up a hillside in the immediate vicinity to avoid active water flow.

Evacuation: Most commonly issued during wildfire but may be used for law enforcement or HAZMAT situations when public safety officials need community members and visitors to leave the area.

Shelter in Place: Messaging issued for law enforcement situations or other emergencies when public safety officials determine it is safer for the recipients to remain indoors until a situation is resolved.

Missing/Endangered Person(s): Messaging intended to notify recipients that public safety officials are needing the community to be aware of a missing or endangered person in their area and are seeking their assistance in locating them.

All Clear: A follow-up to previous messaging issued after public safety officials determine the hazard has been mitigated and no longer presents a threat to the community.

Integrated Public Alert and Warning System (IPAWS): The Integrated Public Alert & Warning System (IPAWS) is the Federal Emergency Management Authority’s (FEMA) national system for local alerting that provides authenticated emergency and life-saving information to the public through mobile phones using Wireless Emergency Alerts, to radio and television via the Emergency Alert System (EAS), and on the National Oceanic and Atmospheric Administration's (NOAA) Weather Radio.

Opt-In/Landline Alerts: A feature within the emergency notification system which allows community members to self-register landlines or cell phones to receive emergency alerts based of specific addresses. It also includes landline registration of a phone number at a physical address provided by landline phone providers.

Escalating Law Enforcement Situations: Messaging for situations which law enforcement deems appropriate for emergency notifications. These could include opt-in/landline only notifications or IPAWS notifications if there is an imminent threat to life involved and law enforcement deems an IPAWS notification is an appropriate course of action.

PROCEDURE:

I. Emergency Notification Types
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A. Advisory Emergency Notification

1. Emergency notification advisory messages are issued only to opt-in/landlines alerting customers in a specific geographic area. These may include notifications for:
   
a. Shelter in place for police activity in the area
   
b. Evacuation re-entry plans and timing
   
c. Missing or endangered person(s)
   
d. All clear notifications

B. Threat to Life Emergency Notification Warning

1. Threat to life emergency notification warnings are issued to individuals near the area of the threat, but do not rise to the level of an order. These warning notifications will be issued to opt-in/landline community members. The alert will include the action which needs to be taken immediately or prepared for. These may include notifications for:
   
a. Evacuation
   
b. Climb to higher ground
   
c. Escalating Law Enforcement Situation
   
d. Hazmat issue

C. Imminent Threat to Life Emergency Notification Order

1. The following imminent threat to life orders will be issued to opt-in/landline community members, and as IPAWS WEA and EAS alerts to those in the area. The alert will include the action which needs to be taken immediately. These may include notifications for:
   
a. Evacuation
   
b. Climb to higher ground
   
c. Escalating Law Enforcement Situations, after consideration given to
II. Emergency Notification Responsibilities

A. BCC will be responsible for issuing field requested emergency notifications from our user agencies.

1. Dispatchers will have the authority and be trained to complete emergency notification Advisory and Warning messages utilizing software specifically for the purpose.

2. Supervisors will have the authority and be trained to complete emergency notifications and imminent threat to life emergency notification orders utilizing software specifically for the purpose.

B. Imminent threat to life emergency notification order certification

1. Only those who have completed the mandatory FEMA required training may utilize the IPAWS messaging system necessary for imminent threat to life notification orders.

   a. Imminent threat to life notification order originators must send a monthly message in the FEMA IPAWS test system as required for certification.

2. When a FEMA certified originator is not on duty in the communications center, the on-call dispatch supervisor will be utilized to send the notification.

   a. In order to make sure the correct information is placed into the imminent threat to life notification the on-call supervisor who is originating the notification, will do the following when circumstances allow;

      i. Whenever possible, communicate directly with the field unit asking for the notification.

      ii. Utilize technology available to them such as Microsoft Teams screen sharing to have their work double checked by
BOULDER COUNTY SHERIFF’S OFFICE
SUPPORT SERVICES DIVISION
POLICY AND PROCEDURE MANUAL

an on-duty dispatcher or requesting field unit for accuracy prior to sending.

b. Other Boulder County dispatch centers can be utilized as backup if an alert originator is not available or the delay would be too lengthy.

III. Process for notifications

A. Field units request an emergency notification be sent out

1. A dispatcher or dispatch supervisor will work with the field unit to determine the following;

a. Emergency Notification
   i. Advisory
   ii. Warning; or

b. Imminent Threat to Life Emergency Notification
   i. Order

c. If possible, confirm need for notification message with Incident Command.

d. Physical location of threat or area of notification
   i. Verbal description of the geographical area from field unit
   ii. Specific, predetermined all-hazards or flood polygon

e. Protective action to be taken
   i. Evacuation
   ii. Shelter in place
   iii. Climb to Higher Ground

f. Entity issuing the notification
g. Geographic area the notification needs to go to

h. Where to look for updated or additional information

2. Dispatcher (emergency notification only) or dispatch supervisor (imminent life threat emergency notification order) will use the above information to craft the notification.

   a. Once completed, the person preparing the message for sending should have it reviewed for accuracy prior to sending if time permits.

3. Other communications centers in Boulder County will be automatically notified via an auto-generated email that an imminent threat to life emergency notification IPAWS was sent and the nature of the message.

   a. When an Imminent Threat to Life Emergency Notification is sent in IPAWS, the following individuals shall be automatically notified by the emergency notification software;

      i. Support Services Division Chief
      ii. Office of Disaster Management Director
      iii. BCC Communications Directors

B. Workflow job aids should be used during the notification process and are included as attachments to this policy.

By Order of the Division Chief,

______________________________  __________________________
Curtis M Johnson                  April 14, 2022

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ATTACHMENTS

Attachment A – Escalating Law Enforcement Incident IPAWS Flow Chart
Attachment B – Flooding Incident IPAWS Flow Chart
Attachment C – Wildfire Incident IPAWS Flow Chart
Attachment D – Hazmat Incident IPAWS Flow Chart
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Escalating Law Enforcement Incident Occurs

Dispatch becomes aware of a significant law enforcement event via phone calls from the public OR communication from field units

If possible confirm the need to issue an emergency warning or order with Incident Command

If confirmation is not possible, i.e. all resources are consumed by the event, discretion is used with consideration to life safety of the public and guidelines set by FEMA and the FCC
*Consideration should be given to the fact WEA notifications override some cell phone silence settings and potential victims hiding in active harm situations*

Communications Dispatch Supervisor utilizes Everbridge to send notification with IPAWS or without depending on consideration above or consultation with law enforcement

Notification and IPAWS clearly states the hazard, location, protective action, and where to find additional or updated information

Notification software automatically advises S.S. Div. Chief, ODM Director, and BCC Communications Directors when an order involving IPAWS is issued

Incident Command in requesting jurisdiction is advised of IPAWS

All Boulder County PSAPS automatically advised by software via email if an IPAWS is issued

Notification software automatically updates BCSO PIO group of IPAWS

Upon completion of incident conduct AAR with ODM
Imminent Flooding Incident Occurs

Dispatch becomes aware of a significant flooding event via NWS, or field personnel

If possible confirm the need to issue a climb to safety order with IPAWS with Incident Command

OR

User agency requests climb to safety order involving an IPAWS

If time allows, NWS is consulted via NAWAS phone, NWS WEAs, or ODM to confirm activity for the area if a warning instead of an order is involved

Dispatch Supervisor utilizes Everbridge to send order and IPAWS

Notification and IPAWS clearly states the hazard, location, protective action, and where to find updated information

Notification software automatically advises S.S. Div. Chief, ODM Director, and BCC Communications Directors when an order involving IPAWS is issued

Incident Command in requesting jurisdiction is advised of IPAWS

For Notifications Involving IPAWS:
- If a pre-drawn polygon is requested by field units, the polygon must be loaded and new polygon traced over it and the original pre-drawn polygon deleted before sending

Upon completion of incident conduct:
- AAR with ODM

Notification software automatically updates BCSO PIO group of IPAWS

All Boulder County PSAPS automatically advised by software via email if an IPAWS is issued
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Wildfire Incident Occurs

OR

Dispatch becomes aware of a significant wildfire event threatening life safety in a BCC user agency jurisdiction and an order is requested

If possible confirm the need to issue an evacuation order and IPAWS with Incident Command

OR

Incident Command Requests evacuation order and IPAWS

Dispatch Management utilizes Everbridge to initiate an evacuation order with IPAWS

Evacuation order and IPAWS messaging clearly states the hazard, location, protective action, and where to find updated information

Notification software automatically advises S.S. Div. Chief, ODM Director, and BCC Communications Directors when an order involving IPAWS is issued

Highest ranking Law Enforcement command staff and fire official in requesting jurisdiction is advised of IPAWS

All Boulder County PSAPS automatically advised by software via email if an IPAWS is issued

For Notifications Involving IPAWS:
If a pre-drawn polygon is requested by field units, the polygon must be loaded and new polygon traced over it and the original pre-drawn polygon deleted before sending

Upon completion of incident conduct AAR with ODM

Notification software automatically updates BCSO PIO group of IPAWS

SS517 Attachment "C"
Revised April 14, 2022
Hazmat Incident Occurs

Dispatch becomes aware of a significant hazmat event threatening life safety in a BCC user agency jurisdiction

If possible confirm the need to issue an order containing IPAWS with Incident Command

OR

Incident Command Requests order containing an IPAWS

NOTE

For Notifications involving IPAWS:
If a pre-drawn polygon is requested by field units, the polygon must be loaded and new polygon traced over it and the original pre-drawn polygon deleted before sending

Dispatch Management uses Everbridge to initiate order containing an IPAWS

Order and IPAWS clearly states the hazard, location, protective action, and where to find updated information

Notification software automatically advises S.S. Div. Chief, ODM Director, and BCC Communications Directors when an order involving IPAWS is issued

Incident Command in requesting jurisdiction advised of order and IPAWS

All Boulder County PSAPS automatically advised by software via email if an IPAWS is issued

Upon completion of incident conduct AAR with ODM

Notification software automatically updates BCSO PIO group of IPAWS
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SUBJECT: Emergency Cell Phone Pings & Disruption of Communications

POLICY: It is the policy of the Communications Center to comply with § 18-9-312, C.R.S., when cutting, rerouting, or diverting telephone lines, cellular or digital communications, and/or obtaining emergency cell phone location pings, at the request of a law enforcement agency during exigent circumstances. The requesting agency shall be responsible for obtaining any required court orders post-incident.

DEFINITIONS:

Disruption of Communications: Cutting, rerouting, or diverting telephone lines, cellular, or digital communication.

Law Enforcement Supervising Representative: Any law enforcement official in Boulder County designated by their agency as a supervisor (e.g., a corporal, sergeant, officer-in-charge, etc.).

Ping: Information from a telecommunications provider that includes recent or real-time device location information for a specific subscriber.

RELATED POLICIES:
[None]

PROCEDURE:

I. Statutory Requirements for Emergency Cell Phone Pings (§ 18-9-312, C.R.S.)

A. Emergency cell phone location ping requests are only authorized by Colorado law when:

1. An emergency situation exists that involves the risk of death or serious bodily injury to the affected cell phone number’s owner (account holder), or another person who the at-risk subject is with; and

2. The time required to obtain a search warrant or other court order authorizing the acquisition of the information would increase such risk.

B. Only a law enforcement agency supervisor, or acting supervisor, may request the initiation of an emergency ping to the Communications Center.
C. The information obtained from an emergency ping may only be divulged post-event to another law enforcement agency pursuant to a court order.

D. Information may be shared with outside agencies in cases where a ping initiated by the Communications Center indicates the endangered party/parties are outside of the Sheriff Office’s jurisdiction. The ping location information, and relevant information related to the ping, will be passed on to law enforcement in such jurisdiction(s) to the extent necessary to locate the endangered party or parties.

E. It is the responsibility of the agency requesting the Communications Center initiate an emergency ping or other disruptive act on their behalf to obtain the statutorily required court order.

II. Dispatch Initiated Ping Requests

A. In circumstances where Dispatch receives an emergency call that involves an unknown location or the caller is unable to give their location, a dispatch supervisor may authorize an emergency ping to determine the caller’s location and the relevant jurisdiction in order to dispatch appropriate public safety resources.

1. In the event there is no dispatch supervisor on-duty, the designated dispatcher-in-charge is authorized to approve initiating the ping. If no formal dispatcher-in-charge has been designated by the absent supervisor, the most senior dispatcher on-duty shall serve in this role for purposes of this policy.

B. The approving supervisor, or designee, who authorizes the ping is to be noted in the CAD call record.

C. The jurisdiction where the caller is determined to be calling from is to be notified of the emergency ping request so that any resulting court order(s) necessary may be obtained by the investigating law enforcement agency.

III. Field Requested Ping Requests

A. The Communications Center will initiate and maintain an emergency ping or disruption of communications request for any active CAD incident or event upon the request of a law enforcement user agency.
1. Non-emergency ping requests obtained under court order are the responsibility of the requesting agency to execute and facilitate.

B. It is not the responsibility of Communications Center staff or supervisors to determine if an emergency ping or disruption of communications request meets statutory muster when requested.

C. Prior to initiating an emergency ping or disruption of communications request, the receiving dispatcher should confirm the request is authorized with the on-duty supervisor of the requesting agency.

1. The agency supervisory approval/disapproval decision is to be logged in the corresponding CAD incident, including the name or badge number of the authorizing or declining supervisor.

D. Information required to initiate an emergency ping or disruption of communications request:

1. Approving supervisor name and title.

2. Requestor phone number.

3. Requestor email address.

E. Types of records requested, or a description of the disruptive action needed.

1. Duration of the updates.

F. Once an incident stabilizes and the requesting agency has available resources to assist with continual ping or disruption of communication updates (e.g., any time frame beyond the shift of the initiating event), a coordinated handoff for follow-up requests should be made.

IV. User Agency Ping Requests

A. User agencies are responsible to initiate emergency ping or disruption of communication requests when the request does not relate to an active call for service, or when they have sufficient staffing available and to request and receive ping updates.

B. The Communications Center will provide law enforcement user agencies with any provider’s emergency request contact information when requested.
V. Responsibilities

A. Any time that a law enforcement user agency requests an emergency ping or disruption of communications, the Communications Center shall act as that agency’s proxy. All legal obligations remain with the requesting law enforcement agency.

1. Any time the Communications Center acts as a proxy for a law enforcement agency, all records from the emergency requests shall be forwarded to the law enforcement agency for management in accordance with the applicable law(s).

2. In the event a court order is not granted to retain the information, the requesting agency should notify the Communications Center so that a flag indicating that any emergency ping or disruption of communication records or notations in a CAD record must be redacted before dissemination can be made. This notification should be made, in writing, and sent to SheriffCommunicationsManagement@bouldercounty.org. (§18-9-312(II), C.R.S.)

B. The requesting law enforcement agency is responsible to ensure notification is made to the Communications Center as soon as practicable after the resolution of the exigent circumstances so communication may be restored, or the emergency ping terminated, if a hand-off of the emergency ping or communications disruption has not occurred.

1. Upon receipt of the resolution information, the Communications Center will make notification to the affected communications or internet access provider. A record of these notifications shall be made in the corresponding CAD event by the attending dispatcher.

By Order of the Division Chief,

[Signature]

Michael R. Wagner  
10/9/2020  
Date

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ATTACHMENTS

[None]
POLICY: The Boulder County Communications Center (BCC) utilizes alert tones to notify all on-duty law enforcement units of a crime in-progress or just occurred and involves a weapon. Because the possible scenarios for this could be so broad, dispatchers will have discretion to not tone on every possible scenario since it’s not prudent in examples like those mentioned. Examples of calls a dispatcher would likely not issue an alert tone on include; complaint of illegal hunting during hunting season or a possible DUI (crime and vehicle is a weapon).

DEFINITIONS:
In-Progress: The crime is occurring at the time it is called in. Typically, this would be someone in the area witnessing the crime either audibly or visually. Could also be a live video feed or a secondhand report of a crime when the caller is in direct contact with someone who is a witness of or victim of crime.

Just Occurred: A crime or incident that occurred within minutes and in which responding units may potentially encounter an involved party fleeing the area.

PROCEDURE:

I. Call-Taking

A. The call-taker receiving a report of a crime that is either in-progress or that has just occurred and involves a weapon should obtain the following information prior to initial dispatch:
   1. The address or location of the incident, including business name, if applicable.
   2. Nature of event.
   3. A report of or confirmation of a weapon.
   4. Time lapse.

B. The call-taker should attempt to gather the following information prior to responder’s arrival or as soon as possible:
   1. Location or direction of travel of suspect(s).
   2. An initial (brief) description of suspect(s) and vehicle(s).
   3. A description of any weapon(s) used or involved.
   4. If any injuries have been sustained that will warrant toning medical/EMS for response.
C. The call-taker should attempt to keep the caller on the phone unless it is unsafe to do so in order to obtain additional information about the event and document evolving conditions, particularly those that would impact responder safety, until an officer/deputy arrives on scene of the incident and contacts or provides other directions to the reporting party.

II. Initial Dispatch

A. The law dispatcher should utilize alert tones for crimes that are in-progress or just occurred and involve a weapon. If in doubt, the law dispatcher should err on the side of utilizing the alert tone.

B. The law dispatcher may place a Code 3 on the channel after airing the initial dispatch information and ensure a minimum of two (2) field units are dispatched to respond. If a Code 3 was not placed on the channel, any field unit may request it.

   1. If the on-duty supervisor of the affected agency doesn’t acknowledge the call on their own, raise the unit and confirm they’re aware of the call.

C. When it is safe and reasonable to do so, all additional Information is to be aired.

III. Transfer of Command and Coordination

A. Field personnel of the affected agency are responsible to establish incident command and manage the response, including establishing any necessary perimeters.

   1. Absent the establishment of an incident command, the on-duty field supervisor will be consulted for coordination until an incident command is established.

B. Incident command may request dispatch aid with assigning resources during the event, including resource tracking and perimeter positions, if requested.

By Order of the Acting Division Chief,

[Signature]

March 15, 2021
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PROCEDURE: This protocol prescribes the framework for handling and dispatching animal control calls.

DEFINITIONS:

CPW: Colorado Parks and Wildlife

CSP: Colorado State Patrol

DOA: Dead on Arrival

Nuisance Wildlife: Nesting/living in/around property, getting into trash/birdfeeders, etc.

Sick Wildlife: Behavior that is abnormal, foaming at the mouth, looks “mangy,” and is suspected to have been in contact with a human or domestic pet.

APPLICATION:

I. General Information

A. General Animal Complaints

1. Sick or Injured Animals/Wildlife
   
   a. An officer/deputy should be dispatched on any animal complaint where it is believed injured wildlife may need to be euthanized.
   
   b. If the caller reports finding several dead animals—usually birds, prairie dogs, or squirrels—animal control should be dispatched to assess for any necessary disease testing.
   
      i. All other questions regarding disease are to be referred to Boulder County Public Health.

2. Cats
   
   a. Complainants of a domestic cat in-custody are referred to the local
humane society.

b. Animal control will not respond on stray or missing domestic cats, as they are considered free-roaming animals in Boulder County.

B. Wildlife Complaints

1. Wildlife nuisance complaints and sightings are referred/transferred to Colorado Parks & Wildlife (CPW).

2. In addition to initiating a local animal control call for service (CFS), the call-taker is to notify CPW of a CFS under the following circumstances:

   a. Injured, immobile, entangled or sick wildlife.

   b. In-progress wildlife violations such as poaching, illegal baiting, harassing wildlife, etc.

   c. Any suspected bite or injury to humans or domestic animals by wildlife.

   d. Any situation where wildlife is a threat to human life or domestic animal.

II. Animal Control Service Levels

A. Unincorporated Boulder County, City of Lafayette, Town of Lyons and Town of Nederland

1. After-hours calls for service involving animal complaints within these jurisdictions will only be initiated for the following animal complaints while animal control units are not on-duty:

   a. Incidents involving domestic animals that are sick, injured, or DOA.

   b. Any confirmed or suspected animal bite or injury to human or domestic animals.

   c. Injured wildlife that may need to be euthanized.

B. Town of Erie, City of Louisville, and Town of Superior
1. A call for service for any animal complaints made within city limits, regardless of time of day, are to be initiated upon the receipt of a complaint.

   a. When an animal control unit is not on-duty, calls will be dispatched to a district officer/deputy.

III. Dispatching Animal Control Calls

   A. Calls for animal control will be initiated and left in the pending queue for the law dispatcher to assign by MDC, or radio if needed.

   B. On-Duty Animal Control Units

      1. If an animal control unit is on duty, regardless of agency, all calls will be dispatched to their MDC with minimal radio traffic (i.e., “797 sent you a barking dog” or “462 sent you a phone call reference a bull snake”).

         a. In the event an officer does not have MDC connectivity, calls will be dispatched completely over the air.

   C. Animal control officers will continue to air their response status (arrival/clear) over County Law.

   D. No On-Duty Animal Control Units

      1. If there are no animal control units on duty, calls will be dispatched to district officers according to the non-emergency dispatch protocol.

By Order of the Division Chief,

Michael R. Wagner

February 9, 2021

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ATTACHMENTS
[None]
PROCEDURE: The purpose of this procedure is to define processes for dispatching resources to calls for service on open space lands.

DEFINITIONS:

**Code Enforcement Related Calls:** Reports of non-compliance to rules and regulations drafted and expected to be followed by the Parks and Open Space program

**Open Space:** Undeveloped land within that is open to the public for recreation, with rules that are enforced by rangers and/or officers/deputies.

PROCEDURE:

I. Agencies

   A. Boulder County Parks & Open Space (BCPOS) employs limited commission rangers for the enforcement of county rules on county parks and open space lands. Additionally, the Sheriff’s Office assigns deputies to county parks and open space for the enforcement of rules and enforcement/investigation of criminal statutes.

   B. The City of Louisville employs limited commission rangers/code enforcement officers for the enforcement of municipal rules on city parks and open space property.

II. Services Provided

   A. Radio & CAD statuses of ranger staff for beginning/end of watch and event/incident tracking.

   B. Dispatching rangers/code enforcement to all calls for service (CFS) on properties labeled in CAD as parks/open space, or when recognized as such by the attending dispatcher. This includes medical or search and rescue events.

      1. CFS can be sent to MDCs if the ranger/code enforcement officer’s MDC is connected and within range.
2. When connectivity is unavailable, or the incident is beyond the scope of a code enforcement issue, CFS information is aired on County Law.

C. Data channel services (i.e., tows, clearance, case numbers, misc. requests).

D. Dispatch cover by an officer/deputy if there are:

1. Safety concerns for the ranger/code enforcement officer
2. The event is a search and rescue operation in unincorporated Boulder County.
3. A criminal event occurred on open space or parks land and not a rules violation.

By Order of the Division Chief,

Michael R. Wagner

February 9, 2021

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ATTACHMENTS
[None]
PROCEDURE:  This protocol defines the processes for dispatching code enforcement calls for service to user agencies that maintain code enforcement officer programs.

DEFINITIONS:

After Hours: Any time of day where a code enforcement officer is not on-duty.

Code Enforcement Calls: Reports of non-compliance to municipal codes and ordinances within a law enforcement user agency’s jurisdiction (e.g., abandoned vehicles, parking complaints, yard/weed complaints, snow removal violations, nuisance odors, etc.).

PROCEDURE:

I. Law Enforcement User Agencies with Code Enforcement Programs
   A. Town of Erie
   B. City of Lafayette
   C. Town of Lyons (summer season only)
   D. City of Louisville

II. Services Provided
   A. On-Duty Code Enforcement Units
      1. Upon receipt of a code enforcement complaint in a jurisdiction listed in §I, the call-taker will initiate a COENFS call for service, placing the specific complaint details in the call notes.
         a. City of Lafayette Only: Lafayette PD will only handle the following code enforcement calls:
            • Business licensing complaints
            • Graffiti
2. Code enforcement CFS are placed in the pending queue and shall be held for the on-duty code enforcement officer, unless directed otherwise by the on-duty supervisor of the affected law enforcement jurisdiction.

3. Code enforcement CFS are dispatched via MDC with minimal radio traffic.
   
a. In the event a user agency is experiencing technical system issues with their MDCs, the general complaint information should be paged to the code enforcement officer. Airing the complaint information on County Law to a code enforcement officer is a last report.
      
i. If the complaint is paged to a code enforcement officer, the dispatcher ensures the action is noted in the CAD record, and the incident may be closed.

4. If a dispatcher’s assessment of a code enforcement complaint determines a law enforcement officer/deputy response is appropriate, the CFS should be noted as such and is dispatched to the district officer according to the non-emergency dispatch protocol.

B. After-Hours Complaints

1. Callers making code enforcement complaints after-hours are referred to the involved law enforcement agency’s non-emergency number—or the city/town’s planning or land use departments—to leave a message with the specific complaint, unless the complaint is criminal in nature (e.g., graffiti, noise complaints, abandoned vehicles on public property, etc.).

2. If the call-taker determines a potential hazard or public safety threat is present, a CFS is generated and dispatched to an officer/deputy of the involved agency for further investigation or assessment.

III. Direct Referrals to City/Town Planning Department

A. City of Lafayette

1. A CFS will never be generated for the following complaint types, which are
only handled by direct complaint to the City of Lafayette Planning Department:

- Junk vehicles
- Graffiti clean-up (non-criminal reporting)
- Vehicles for sale
- Weeds
- Nuisances
- Blight
- Sidewalk snow removal
- Garage sales
- Signs
- Zoning issues

By Order of the Division Chief,

[Signature]

Michael R. Wagner

February 9, 2021

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ATTACHMENTS

[None]
POLICY: It is the policy of the Boulder Communications Center (BCC) to disseminate information to field personnel in a timely manner for the purpose of officer safety, to protect the public, or assist in solving a crime.

DEFINITIONS:

Be on the Lookout (BOLO)/Broadcast: Information distributed to law enforcement agencies for persons, vehicles, or property that are wanted for further investigation or that may constitute a public or officer safety threat.

Simulcast: The process of transmitting on two (2) or more radio channels simultaneously.

PROCEDURE:

I. Simulcasts

A. An officer/deputy of any user agency of the BCC may request information pertaining to a case be disseminated via simulcast for the following types of incidents:

1. Missing or wanted person of any age who is:

   a. Under physical/mental disability,

   b. Subjecting themselves or others to immediate danger, or

   c. Circumstances indicate physical safety may be involuntary or suspicious; and

   d. Information indicates the person has been seen recently in the area.

2. Wanted or stolen property:

   a. Any vehicle, bicycle or other large identifiable item that is associated with an incident, and
B. Simulcasts will be created as an informational (INFORS) incident in CAD with “Simulcast/BOLO” in the Key Details field and all pertinent information in the Comments field for the dispatcher to disseminate.

C. Simulcast Channels

1. Simulcast transmissions shall be made on the following channels:
   a. BC LAW 1 (County Law)
   b. BC LAW 2
   c. BC LAW 3
   d. BC LTAC 1
   e. BC DATA

II. BOLO/Broadcasts

A. An officer/deputy of any user agency of the BCC may request a BOLO or Broadcast only if the information has a supported entry in CCIC/NCIC.

B. BOLOs/Broadcasts may only be sent to geographic areas or agencies that would reasonably be impacted by the information.

C. Any BOLO/Broadcast received from an adjacent agency or county, or generated by BCC should be considered for simulcast if information indicates:

   1. Officer or public safety may be at risk;
   2. The person(s) or vehicle(s) are believed to be headed toward our area; or
   3. There is potential for similar activity to occur in our area based on type and location of the crime.
By Order of the Division Chief,

Michael R. Wagner

February 9, 2021

[None]
SUBJECT: Fire Dispatcher – Role & Responsibilities

NUMBER: SS701

EFFECTIVE: October 16, 2020

SUPERSEDES: February 20, 2019

POLICY: BCCC will process incoming calls for fire, EMS and search & rescue incidents within the jurisdictional boundaries of its user-agencies and dispatch resources in accordance with response plans developed for two different dispatching methodologies: Career/Combination and Volunteer Agencies. BCCC will fulfill incoming resource orders for incidents within the boundaries of our user-agencies when the Emergency Operations Center (EOC) has not been activated.

DEFINITIONS:

Simple Mail Transfer Protocol (SMTP): An automated transmission of the initial dispatch information from CAD to cell phones.

Career/Combination Fire Agency: Agencies with 24-7, staffed apparatus. These agencies are built for apparatus-level dispatching in CAD.

Volunteer Fire Agency: Primarily staffed by volunteer responders. These agencies are built in CAD to be notified by single department tone-alert.

RELATED POLICIES:

[None]

PROCEDURE:

I. Dispatching a Fire/Rescue/EMS Emergency

A. Under normal operational conditions, response notifications are initiated through tone-alerts, proceeded by the dispatcher’s voice. Digital paging, text messaging and email response notifications are simultaneously transmitted through CAD.

B. Tone-alert the proper agency(s) on County Fire by predetermined CAD recommendation.

1. If CAD is unavailable, use the Radio console to tone alert the responsible fire jurisdiction and ambulance (if appropriate).

C. Initial dispatch information:

1. Fire district name(s) or apparatus recommended.
2. Address/building/apartment number.
3. Nature of call and/or chief complaint from patient.
4. Time of dispatch.

D. Secondary dispatch information

1. List of agencies/apparatus responding, including law and fire units in the Outside Agency Column.

2. Address update to include additional location details or corrected address/location.

3. Concise summary of critical incident information deemed necessary by the dispatcher (i.e. medical conditions, fire size-up, premise hazards, etc.).

4. Any call status changes that effect response, especially escalating incidents or staging information for law enforcement sensitive situations.

5. Dispatch will assign a tactical channel for any incident with multiple fire agencies assigned or whenever a tactical channel is requested.
   
   a. The secondary is initiated for incidents with Volunteer Agencies after the acknowledgement by one unit from the primary agency and the responding ambulance (if applicable).

   b. The secondary dispatch information is initiated for incidents with Career Agencies: After all CAD recommended units status en route by MDC or verbally over County Fire.

E. The Fire Dispatcher shall air updates that may impact safety or response.

F. Updates or scene size up information that may impact safety or response is aired by a field unit on County Fire, the dispatcher shall repeat the traffic in addition to time-stamping the transmission.

G. The Fire Dispatcher shall notify other agencies/resources, as requested (e.g., Xcel Energy, law enforcement, advocates, coroner, various fire/rescue districts, etc.).

H. Time and workload permitting, the Fire Dispatcher may assist agencies with coordination or resource requests via the assigned tactical frequency.

II. EMD Calls for Service

A. Calls for service that are processed through EMD software initiate a predetermined apparatus-specific response for Career user-agencies.
B. Responding units will receive the suggested response mode (emergency or non-emergency) via the call-type listed on their MDC or Visinet Browser.

1. If requested, the Fire Dispatcher may air the suggested response mode. AMR will receive the suggested response mode through their dispatch during the initial resource allocation process. The response modes are depicted as follows:

   EE – Engine Emergent  
   AE – Ambulance Emergent  
   EN – Engine Non-Emergent  
   AN – Ambulance Non-Emergent

III. Re-toning Calls for Service

A. Second Tones

1. **Career/Combination Agency:** After 2 minutes without acknowledgement from [at least] one unit toned.

2. **Volunteer Agency:** After 5 minutes without acknowledgement by [at least] the primary agency.

B. Third Tones

1. **Career/Combination Agency:** Failure to respond to a second tone within 2 minutes will result in a third tone that includes an additional apparatus.

2. **Volunteer Agency:** Failure to respond to a second tone request within 5 minutes will result in a third tone will be initiated that includes the next closest agency.

C. Cancelation tones will be initiated upon the request of a volunteer agency utilizing the XT CAD command.

IV. MDC Status Buttons

A. Career/Combination Agencies have the ability to control their apparatus’ statuses through the use of their MDC’s while connected with AVL. This includes Rocky Mountain Fire, Mountain View Fire, Louisville Fire, Lafayette Fire, Boulder Rural Fire and BCSO Fire Management.

B. Fire personnel are responsible for maintaining their statuses after being dispatched to an incident when connected to an MDC. The status options are:

   **En route** – Apparatus is physically moving to a call.
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Staged – Apparatus is stationary within a safe distance from the incident.

Arrival – Apparatus arrives at the dispatched incident.

Transporting to the Hospital – Ambulance is transporting a patient to a hospital.

At Destination (Hospital) – Ambulance has arrived at the hospital.

In service – Apparatus is clear of the incident, or available on scene.

In Quarters – Apparatus is back at the station.

Out of Service – Apparatus is temporarily unavailable to respond.

Out of Service-Training – Apparatus is available to respond with a 10-minute built in delay.

V. Resource Tracking

A. BCCC will maintain statuses of responding apparatus, and individual resources that utilize a radio number of xx60-69.

By Order of the Division Chief,

Michael R. Wagner  10/16/2020

[None]
POLICY: BCC call-takers will process calls for medical assistance in a standardized manner utilizing the International Academy of Emergency Dispatch (IAED) Medical Priority Dispatch System (MPDS). This systematic approach enhances responder and scene safety, facilitates appropriate and informed response, and dictates uniform, high-level patient care for the call-taking position. BCC will contract the services of a medical director to provide guidance and authority for all required Emergency Medical Dispatch (EMD) processes.

RELATED PROCEDURES:
SS501 - Call-Taking

DEFINITIONS:

cf. SS502 - Glossary and Index of Terms

Agency Cumulative Performance Value: The sum of each call-taker’s cumulative EMD performance value divided by the total number of call-takers, resulting in an average (mean) call-taker performance value.

Case Entry: The Emergency Medical Dispatcher’s primary gathering of essential information for initial processing and classification of the incident. Case Entry information includes the address of the incident and the caller’s phone number, the Chief Complaint, the patient’s age, the patient’s state of consciousness and status of breathing.

Case Entry Fast Track links: Links specific to time/life critical incidents allowing for the immediate dispatch of an Echo level Determinant Code and the corresponding response. These links may bypass additional caller interrogation, instead directing the call-taker to deliver Pre-Arrival or other critical patient and scene safety instructions.

Case Exit Instructions: Standardized call termination providing important scene preparation and patient care instructions for the caller.

Diagnostic and Instruction Tools: Specific question and/or instruction sequences used to evaluate or treat a specific condition: Contractions Monitor, Compressions Monitor, Pulse Check Tool, Breathing Verification Diagnostic, Aspirin Diagnostic and Instruction Tool, Stroke Diagnostic Tool.

Echo Level Determinant: Allows early recognition and response initiation based on extreme
conditions of consciousness and breathing, and other dire circumstances indicative of imminent death.

**Freelance Instruction:** Any instruction that is generally beyond the call-taker’s scope of practice or that contains incorrect information. Freelance instructions may harm the patient and/or have a negative impact on the caller, the scene, or the responders.

**Freelance Question:** Any question that is not in the protocol and does not provide an acceptable clarification or enhancement to a question that is in the protocol. This definition does not include appropriate questions provided to enhance responder, caller, bystander, patient, or scene safety.

**Key Details:** A one-line summary of the reported incident entered by the call-taker to the emergency call-taking screen (ECT) Key Details field. This summary may include, but is not limited to: patient age, patient gender, patient condition, vehicle description(s), suspect information, known weapons.

**Lift Assist (FIASSR):** The patient requires responder assistance in moving from one location to another. This call type may be selected after the call-taker confirms the patient is not sick or injured.

**Pre-Arrival Instructions:** Medically approved, scripted instructions for potentially life-threatening or time-critical situations including cardiac arrest (CPR and AED), complete airway obstruction (Heimlich and CPR), unconscious patient (airway maintenance), and childbirth.

**First-Party Caller:** The caller is the patient.

**Second-Party Caller:** The caller is directly involved with and/or is in immediate proximity to the patient. The second-party caller is with the patient, can get the phone next to the patient, is in contact with someone next to the patient, or has immediate knowledge of patient circumstances.

**Third-Party Caller:** The caller is not directly involved with or in immediate proximity to the patient or the incident.

**Fourth-Party Caller:** The caller is from an outside public service agency, PSAP, alarm company, OnStar, etc. They may or may not have specific information regarding the patient or incident.

**PROCEDURE:**

I. Medical Call Interrogation and Instruction

   A. BCC call-takers shall use the ProQA EMD software to interrogate and instruct callers from all user-agency jurisdictions.
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1. BCC will update to the most current ProQA software version within one year of its release.

2. The MPDS Cards sets shall be used to interrogate and instruct callers when ProQA is unavailable.

B. To ensure scene and responder safety, essential law procedures, questions and instructions may supersede or be interjected at any time before and/or during EMD direction.

1. While responder, caller, bystander, patient, and scene safety are of primary importance, preservation of a possible crime scene will remain secondary to immediate patient care when one of the BCC medical director’s definitions of “Obvious Death” has not been provided by the caller.

C. BCC call-takers shall adhere to the current IAED Universal Performance Standards.

D. The written protocol shall be read exactly as presented in the ProQA software or on the MPDS manual cards.

E. A protocol question may be omitted only if the answer has been explicitly stated or provided through a clear and direct reference to the patient and/or scene circumstances earlier in the call.

F. Call-takers shall refrain from adding freelance questions or instructions.

G. To facilitate appropriate EMD questioning and patient care instruction, the call-taker shall verify the transgender/non-binary patient’s sex as assigned at birth, e.g., “For medical purposes, what was the patient’s (your) sex assigned at birth?”

H. Should a caller refuse CPR instruction despite encouragement to proceed, the call-taker will ask if there is someone at the scene willing and able to assist. When additional bystander assistance is not available, the call-taker will confirm that the caller is refusing instruction, e.g., “I need to confirm, are you declining CPR instruction?” After receiving confirmation, the refusal shall be recorded in the CAD notes.
II. Sending the CAD Call to the Pending Queue

A. The call-taker shall complete the Key Details field using the available facts prior to sending the CAD call to the pending queue.

B. When the “Send” button is selected during the ProQA process, the call-type within the ECT automatically changes to match the Determinant Code. At this point, the call-taker shall send the CAD call to the pending queue.

   1. Per each medical response plan, the Determinant Code directs the resources and response level sent.

   2. All medical response plans are pre-approved by the respective agency fire chief and/or the agency’s medical director.

C. If a caller is unwilling or unable to follow EMD direction in a timely manner and the call-taker believes continued delay of medical dispatch could lead to patient harm, the call-taker may send the CAD call to the pending queue as an EMSR call type prior to a Determinant Code being established.

   1. The call-taker will attempt to complete the remaining EMD protocol, either with the original caller, or with someone at the scene willing and able to assist.

D. Once it is verified that a call from a TDD line or a Text to 911 is a request for medical assistance, the call-taker shall complete Case Entry and send the CAD call to the pending queue as an EMSR call type.

   1. EMD direction shall be completed, and final coding and response reconfigured as information is obtained from the TDD caller, and from the Text to 911 caller, as their cell service and battery life will allow.

E. When there is a language barrier involving a caller requesting a medical response, the CAD call shall be sent to the pending queue utilizing Chief Complaint Protocol 32 (Unknown Problem) with final coding 32-B-4: “Caller’s language not
understood (no interpreter in center)”. This shall occur prior to or simultaneous with contacting the translation service.

1. EMD direction shall be completed once a translation service has been reached.

2. Final coding and response shall be reconfigured as additional information is obtained with interpreter assistance.

III. Caller Disconnect

A. When a call is disconnected inadvertently or intentionally prior to completion of EMD direction, the call-taker will make a minimum of one attempted call back.

1. A call back is not necessary when responders arrive at the scene immediately following the call being disconnected.

IV. Caller Proximity to the Patient

A. If the caller is not with the patient and no safety risk has been stated or implied, the call-taker will ask if it is possible for the caller to safely get the phone right next to the patient.

B. When handling calls from senior care and rehabilitation facilities, nursing homes, etc., where the caller is familiar with the patient circumstances but not able to get the phone right next to the patient, the call-taker shall select the “second-party caller” option in ProQA Case Entry.

C. When a third-party caller is unable or unwilling to get the phone right next to the patient, and is unfamiliar with the patient circumstances, EMD direction will be provided under Chief Complaint Protocol 32 (Unknown Problem/Person Down).

V. Remaining on the Line

A. During Delta and Echo Determinant Level calls, additional EMD instruction may be critical. The call-taker shall not disconnect with the caller until the responders
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arrive and are with the patient but may place the caller on hold consistent with section XI below.

1. The following are examples of Delta and Echo Determinant Level calls where additional EMD instruction may be critical:

   a. Pre-Arrival instructions have been provided
   b. The caller has been instructed to retrieve an AED
   c. Uncontrolled serious bleeding
   d. Patient is unconscious or not alert (acute)
   e. Patient is having difficulty speaking or crying between breaths
   f. Patient’s condition is reported to be unstable and/or deteriorating
   g. First party caller (alone) experiencing chest pain, level of consciousness issues, breathing issues, significantly impaired mobility

B. BCC call-takers may remain on the line with the caller any time the call-taker deems it provides the best customer service or patient care.

VI. Fire Dispatch and EMD Direction

A. When the Fire Dispatcher answers a request for medical response requiring instructions for CPR, hemorrhage control, childbirth, or when the complexity of the call requires additional focus, if possible the designated call-taker or floor supervisor should take over the fire channel until the responders are with that patient.

VII. Caller Request to Cancel Response

A. When a caller requests cancellation of medical response after initial dispatch, the dispatcher shall relay the request to field units along with any pertinent
information. Cancellation of response is ultimately at the discretion of the responding field units. If the caller requests cancellation of medical response prior to initial dispatch, the CAD incident will be completed, and the cancellation request documented in the CAD notes. No medical response will be initiated.

VII. Incidents Exempt from EMD Direction

A. Public safety field-initiated medical response requests

B. Lift Assists (FIASSR) after the call-taker confirms the patient is not sick or injured

C. Requests for additional medical response from an outside agency or PSAP, including AMR releases

D. Hospice notifications of death and requests for coroner response

E. Requests for medical response from an alarm company or outside Private Emergency Call Center (Telematics, OnStar, Apple Watch, ELT or PLB, etc.)

1. The BCC call-taker shall obtain contact information for the patient involved when available. Direct communication with the patient shall be attempted after sending the CAD call to the pending queue as an EMSR call type.

   a. If contact is made and additional information is obtained from the patient, EMD direction shall be completed, and final coding and response reconfigured.

IX. MPDS Chief Complaint Protocol Exceptions

A. Due to the complexity and variance in response and the apparatus and equipment involved, BCC does not utilize Chief Complaint Protocol 22 (Inaccessible Incident/Other Entrapments), which is designed to handle structure collapse, confined space entrapment, mud slides, and avalanches.
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1. When a caller reports structure collapse or confined space entrapment, the call-taker will select the most appropriate call type for the initial dispatch (RETECR, MAACCR, etc.)

2. In the event of a mudslide or avalanche, call-takers will initiate a FISLIDR (snow or landslide) CAD incident.

B. Due to the complexity of incidents and the magnitude of responder and scene safety variables, BCC does not utilize Chief Complaint Protocol 25 (Psychiatric / Abnormal Behavior / Suicide Attempt) for suicide attempts.

   1. The call-taker will select the Law call type SUICIS for initial dispatch.

C. Due to the complexity and variance in response and the apparatus and equipment involved, BCC does not utilize Chief Complaint Protocol 29 (Traffic Transportation Issues), which is designed to handle the traffic incident scene, rather than specific injuries.

   1. The call-taker will select the most appropriate Fire or Law accident call type for initial dispatch.

D. For points A, B and C listed above, after applicable law procedures and scene safety questions are complete, the call-taker will provide EMD direction when the caller is in contact with the patient(s) and the scene is safe. If the complaint description suggests trauma, EMD direction will be provided under the Chief Complaint Protocol that best addresses the mechanism of injury. If the issue appears to be medical in nature, EMD direction will be provided under the Chief Complaint Protocol that best addresses the patient’s foremost symptom.

E. At the direction of BCC’s medical director, BCC does not utilize Chief Complaint Protocol 33 (Transfer / Interfacility / Palliative Care) or Chief Complaint Protocol 37 (Interfacility Evaluation / Transfer). EMD direction will be provided during all calls originating from a scene or location where a medical professional may be present (assisted living facilities, nursing homes, doctor or dentist offices, urgent care facilities, mental health centers, etc.)

X. EMD Direction with Primary Law Call Type
A. When EMD direction is provided during a call initiated with a primary Law call type, the call-taker shall launch ProQA from within the associated EMSR call after addressing relevant law enforcement concerns. Launching ProQA from the EMSR call rather than the Law call ensures the call-type within the ECT changes to match the Determinant Code and that the appropriate EMS response is sent.

XI. EMD Direction for Vehicle in Water - Person(s) Inside

A. In the event of a vehicle in water with a person(s) inside, call-takers will initiate a REWATR-Water Rescue incident.

1. For callers inside a vehicle located in fast-moving water such as creeks, rivers or drainage ditches, dispatchers should advise callers that instructions will be given to them by responders.

2. The ProQA Case Entry Fast Track link “Sinking Vehicle - Caller Inside” shall be used by the call-taker when the vehicle is in non-moving water such as a lake, pond or reservoir.

3. The ProQA Case Entry Fast Track link “Vehicle in Floodwater - Caller Inside” shall be used by the call-taker when the vehicle is in floodwater.

XII. EMD Protocol Suspension or Delay

A. In accordance with SS501, EMD direction may be delayed so the call-taker can triage additional incoming 911 calls.

1. The call-taker shall inform the caller that they are being placed on hold and ask that they remain on the line until the call-taker is able to return to them.

B. EMD direction may be delayed when the call-taker is also the Fire Dispatcher and is responsible for dispatching and updating responders. When possible, the caller should be informed of the impending gap in conversation and asked that they remain on the line.
C. The Support Services Division Chief, Communication Center Directors, or a Dispatch Supervisor may suspend use of the EMD protocol for extraordinary emergency circumstances such that continued attention cannot be given to patients. Such circumstances may include, but are not limited to, extremely high traffic volume generated by severe weather or a natural or man-made disaster, a major failure in radio or computer systems, the need to transfer operations to a surrogate Boulder County dispatch center.

XIII. EMD Certification

A. All dispatchers will successfully complete an IAED provided EMD Advanced Certification course and obtain BLS provider status prior to processing medical calls for service.

B. BCC personnel answering phones as a primary job function are required to maintain their EMD certification by successfully completing the required continuing education (CE) hours, the biennial Advanced EMD re-certification test and the biennial Dispatch Directed CPR course.

1. EMD certifications and recertifications are retained in the employee training files, as part of the BCSO electronic training records system.

2. CE hours are tracked and maintained by each employee through the IAED member portal.

C. Employees performing Quality Assurance (QA) for EMD will maintain their QA certification in accordance with current IAED requirements.

XIV. Quality Assurance

A. To ensure consistent compliance with the current IAED Universal Performance Standards and MPDS Protocols, BCC personnel answering phones as a primary job function will have their calls regularly evaluated by an IAED certified EMD-QA. The IAED provided AQUA software and its Incident Performance Report (IPR) format will be utilized for these reviews.
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B. EMD evaluation consistently and objectively measures system performance through random and focused case review, comparing current performance to minimum expectation.

1. Evaluation and feedback will highlight individual strengths and provide guidance where there are opportunities for improvement.

2. Consistent evaluation aids in identifying areas for center-wide continuing education and opportunities for MPDS Protocol enhancement.

C. Individual feedback will be presented along with the AQUA generated Incident Performance Report (IPR), in person and/or electronically.

1. IPRs are stored in employee working files.

D. At least once annually, the EMD performance of BCC personnel answering phones as a part of their job function will be evaluated as calculated by the AQUA generated Performance Threshold report. This evaluation will be based on a twelve-month look-back period, with only randomly selected cases considered. Each Emergency Medical Dispatcher is expected to maintain individual performance at or above the Agency Cumulative Performance Value.

1. When the Agency Cumulative Performance Value is above the Compliant Level threshold, individual dispatcher performance must meet the Compliant Level threshold as the minimum standard of performance.

XV. EMD Steering Committee

A. The EMD Steering Committee provides input and expertise focused on optimizing system wide processes for medical dispatch and medical response. The Steering Committee may use case review for discussion and provide forward-looking guidance for both field responders and dispatch personnel.

B. In addition to BCC’s Medical Director, the Committee may be comprised of the following representatives:

- BCC’s Communications Director(s)
- BCC’s EMD Program Coordinator
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- BCC’s Training Coordinator
- BCC Dispatcher and/or Supervisor
- EMS officers from BCC volunteer and career user agencies
- EMS field responders from BCC volunteer and career user agencies
- EMS field responders from the county’s contracted EMS provider(s)

By Order of the Division Chief,

Curtis M. Johnson

May 26, 2022

Date

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ATTACHMENTS
SS702-A Medical Director Authorization Form
SUBJECT: Air Ambulance Operations

NUMBER: SS703

EFFECTIVE: February 3, 2021

SUPERSEDES: September 2010

PROCEDURE: An Air Ambulance may be requested by an entity or person, including but not limited to: Boulder County Communications (BCC); responding ambulance; fire departments; rescue agency; law enforcement personnel; bystanders; the patient. All requests for an air ambulance will be honored and passed on to the Incident Commander.

The Communications Center has the responsibility to coordinate any request for an air ambulance that occurs in any jurisdiction served by BCC.

DEFINITIONS:

BCC: Boulder County Communications

Air Ambulance: There are four (4) different Air Ambulance resources that may serve Boulder County:

A. North Colorado Med Evac (1-800-247-5433)
B. Flight For Life (303-629-3900)
C. Airlife (303-360-3400)
D. AirLink (855-405-5454)

Search and Rescue Tactical Operations:

Lift Ticket Program: Personnel relay service provided by Flight for Life for specific Search and Rescue tactical operational purposes.

Avalanche Deployment Program: A specific avalanche response program that is operated by Flight for Life of Colorado (FFL). FFL will pick up and transport an Avalanche Tech and Avalanche Dog to the scene of the incident.

APPLICATION:

I. Air Ambulance Requests

A. All air ambulance requests are made through Northern Colorado Med Evac.

B. The only exception would be for Lift Ticket Program requests from BCSO Emergency Services or as stated in the Land or Snow Slide Protocol for the Avalanche Deployment Program. These tactical search and rescue functions will be requested by calling Flight for Life directly.
II. BCC Notification Actions

A. Contact Northern Colorado Med Evac’s dispatch with the following information:

1. Type of air ambulance request
   a. Chopper Go
   b. Ground Stand-by
   c. Air Stand-by
2. Location of incident
3. Location of Landing Zone
4. Nature of Problem
5. Ground Contact
   a. Preference will be given to VFIRE 21 (previously known as FERN1), or STAC-D for 800 MHz users

B. Advise the ground contact of the following information:

1. Identifier of the air ambulance
2. ETA to the scene
3. Confirm coordinating radio channel

III. Field Notifications and Requests

A. Once a request has been made for an air ambulance, responding agencies will be advised over the primary dispatch channel.

B. Cancellations

1. Any helicopter cancellations must be authorized through Incident Command.
By Order of the Division Chief,

Michael R. Wagner

February 3, 2021

Date

☐ RESTRICT FROM GENERAL PUBLIC DISSEMINATION & PUBLICATION

ATTACHMENTS
SUBJECT: Air Resource Ordering  

NUMBER: SS704  

EFFECTIVE: February 3, 2021  

SUPERSEDES: September 2010  

PROCEDURE: Multi-engine air tankers, single engine air tankers, helicopters, and other aviation resources are available for use by fire suppression forces from all levels of government that have suppression responsibilities.

APPLICATION:

I. Request Authorization

   A. All requests for use by local, non-federal suppression forces (Fire Districts) must be approved by an authorized Boulder County Sheriff’s Office representative that are listed on the Air Resource Ordering Worksheet.

      1. The Air Resource Ordering Worksheet is located in the “Earth, Wind and Fire” book on the dispatch floor.

      2. Air resources ordered by the U.S. Forest Service will be ordered through their dispatch center, not through BCC.

II. Air Resource Communication Frequencies for Ground to Air Contact

   A. The preferred frequencies are as follows in order of preference are:

      1. FERN 1 (Now VFIRE 21 for narrow banded radios)

      2. Federal, USFS, called Air to Ground

By Order of the Division Chief,

[Signature]

Michael R. Wagner  

February 3, 2021  

Date

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ATTACHMENTS

[None]
PROCEDURE: Snow and landslide events are a significant threat to life and health. Boulder County Communications (BCC) utilizes the following best practice procedures to provide the best chances of a successful outcome to protect life safety.

DEFINITIONS:
Flight for Life Avalanche Deployment: A specific avalanche response program that is operated by Flight for Life of Colorado (FFL). FFL will pick up and transport an avalanche technician and avalanche dog to the site of the incident.

RELATED POLICIES:
SS703 – Air Ambulance Operations

APPLICATION:

I. Information Gathering

A. In the event of a snow or land avalanche with people potentially trapped, the call-taker obtains the following information:

1. Location of the avalanche.

2. How many victims, if any, were wearing avalanche beacons.

3. How many, if any, victims are buried, and their last known location, including any geographical markers that are helpful for first responder orientation.

4. The location of the reporting party.

5. The best access to the avalanche site for responding personnel.

II. CAD Entry

A. The call-taker initiates a CAD incident with an FISLID(R/S)—Snow or Landslide—problem nature. These CAD incident types shall be built to include a response from:
1. A sheriff’s deputy;
2. The Sheriff’s Office Emergency Services Unit (ESU);
3. Rocky Mountain Rescue Group;
4. Front Range Rescue Dogs;
5. A single ambulance; and
6. The affected fire department or fire protection district.

III. Requesting Flight for Life’s Avalanche Deployment Program

A. A request to utilize Flight for Life of Colorado (FFL) for air insertion of rescue personnel must be authorized by a Sheriff’s Office ESU coordinator/supervisor, or a Sheriff’s Office command-level deputy.

B. Upon approval, dispatch contacts Flight for Life of Colorado directly and request an avalanche deployment for the incident location and/or field-requested pick-up location for the trained personnel and K-9 resource.

By Order of the Division Chief,

Michael R. Wagner

February 4, 2021

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ATTACHMENTS
[None]
SUBJECT: Fire Tactical Channel Assignments

NUMBER: SS706

EFFECTIVE: February 11, 2021

SUPERSEDES: September 2010

POLICY: The Boulder County Communications (BCC) provides radio communications to multiple fire agencies. This protocol outlines tactical channel distribution procedures for fire, medical and rescue calls based off primary fire jurisdiction.

DEFINITIONS:

**700/800 MHz DTR**: Digital Trunked Radio.

**Career Agency**: Any fire/rescue/EMS agency that is dispatched by apparatus and/or maintains around-the-clock, permanent staffing at all fire stations.

**Comm Plan 1**: A predetermined communications plan that can be requested by any field unit and implemented for an escalating incident or during initial attack. Comm Plan 1 is mostly local VHF frequencies.

**Comm Plan 2**: A second predetermined communications plan that can be requested by any field unit and implemented for an escalating incident if Comm Plan 1 is already in use. Comm Plan 2 contains primarily VHF national interoperable frequencies and must be approved by our Radio Techs OR the BCSO FDO prior to implementation. Prior to approval/denial, they will ensure the channels are not being utilized within the proximity of Boulder County.

**Patched Channels**: A permanent or manual linking of VHF and 700/800 MHz DTR frequencies.

**Repeated Radio Frequency**: The ability to transmit and receive over separate frequencies, re-transmitted from local tower(s). This may increase the coverage/capabilities of communication, depending on the geography, and is typically used to span large geographical distances or communicate with dispatch.

**Simplex Radio Frequency**: The ability to transmit and receive over a single frequency, which is generally used for field radio-to-radio communications.

**Tactical Channel**: A VHF or 700/800MHz radio channel designated for on-scene tactical communications.

**VHF**: The ITU designation for very high frequency (VHF) radio waves (30 to 300 MHz).

**Volunteer Agency**: Any fire/rescue/EMS organization that is dispatched by agency through CAD, and /or does not maintain around-the-clock, permanent staffing at all fire stations.
PROCEDURE:

I. Agency/Company Tactical Channels
   A. Fire/rescue/EMS agencies may use their company tactical channels for routine calls involving their own agency.
   B. If a user-agency does not have a designated company channel or there is a need for additional tactical channel(s), they can request one at any time.

II. Dispatch Assigned Tactical Channels
   A. Incident Command can request a radio channel for tactical operations during an incident or event. The IC can request a specific tactical channel for assignment or can request dispatch assign one.
      1. If a responding agency does not have access to an assigned tactical channel, a different one may be requested by IC.
   B. General Non-Requested Tactical Channel Assignments: If a specific tactical channel is not requested or the requested channel is in use, dispatchers may assign the following tactical channels, provided Comm Plan 1 or Comm Plan 2 are not in use by another incident/event:
      1. Career Agencies:
         a. FTAC 11 (Repeated 800 ONLY)
         b. FTAC 12 (Repeated 800 ONLY)
         c. FTAC 13 (Repeated 800 ONLY)
         d. FTAC 14 (Repeated 800 ONLY)
         e. FTAC 15 (Repeated 800 ONLY)
         f. FTAC 16 (Repeated 800 ONLY)
         g. FTAC 17 (Repeated 800 ONLY)
      2. Volunteer Agencies
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a. FTAC 2 (Simplex VHF ONLY)
b. FTAC 3 (Simplex VHF ONLY)
c. FTAC 4 (Simplex VHF ONLY)
d. FTAC 5 (Simplex VHF ONLY)*
e. FTAC 6 (Simplex VHF ONLY)*
f. FTAC 7 (Simplex VHF ONLY)*
g. FTAC 8 (Simplex VHF ONLY)*
h. FTAC 9 (Simplex VHF ONLY)*
i. FTAC 10 (Simplex VHF ONLY)*

3. *Comm Plan 1 frequencies that cannot be assigned when Comm Plan 1 is in use in another incident/event.

C. Specific Request Tactical Channels: The following channels may only be assigned upon specific request of the incident commander:
   a. FIRE 2 (Repeated VHF & Repeated 800 Local Permanent Patch)*
   b. RED NW (Repeated VHF & Repeated 800 Local Permanent Patch)
   c. SARCOM1 (800 ONLY; Search and Rescue Communications)
   d. SARCOM2 (800 ONLY; Search and Rescue Communications)

III. Communications Plans
A. If the Comm Plan 1 is requested for use in the field, the fire dispatcher:
   1. Approves the request over the radio.
   2. Advise the on-duty supervisor or dispatcher-in-charge.
   3. Page the radio techs and advise them Comm Plan 1 is in use.
B. If the Comm Plan 2 is requested for use in the field, complete the following:

1. Advise the on-duty supervisor or dispatcher-in-charge.

2. Page the radio techs and/or County FDO and advise them of the request to use Comm Plan 2.

3. Advise the requesting agency of the approval or denial.

IV. Law Response to Fire/EMS Calls

A. Law Enforcement may be asked to move to County Fire or the assigned fire tactical channel during any non-law-enforcement controlled event.

B. If the fire/EMS incident will impact the safety and/or security of the parties on scene or responders, the law officer will stay on the primary law enforcement channel for coordination, updates and status.

By Order of the Division Chief,

Michael R. Wagner

February 11, 2021

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ATTACHMENTS
[None]
SUBJECT: Hazardous Material Response

NUMBER: SS707

EFFECTIVE: February 11, 2021

SUPERSEDES: December 2011

POLICY: The Boulder County Communications Center (BCC) is responsible for dispatching the appropriate resources to all hazardous materials incidents throughout unincorporated Boulder County and within the City/Town limits of Lafayette, Lyons, Nederland, Superior and Ward.

DEFINITIONS:

Aiding Dispatch Center: Any emergency communications center (ECC) that is responsible for mutual or auto aid units responding to the hazmat incident.

Boulder County Hazmat Authority: A separate political subdivision that houses an agreement between all Designated Emergency Response Authorities (DERA) in the Boulder County. This agreement outlines a standard of cover for all participating response agencies and identifies cost recovery for training, equipment, vehicles and response.

Boulder County Hazmat Team: A group of firefighters and fire officers with specific hazmat training and equipment from the following fire agencies: City of Boulder, City of Longmont, Boulder Rural, Louisville, Lafayette FD and Mountain View.

Controlling Dispatch Center: The emergency communications center (ECC) responsible for processing 911 calls and dispatching the responsible law and fire agency for the affected area.

Hazmat: A shorthand reference to hazardous materials.

Hazmat Incident: Any situation that results in the need for containment or neutralization of any toxic or potentially toxic substances, regardless of how small the amount, including but not limited to: chemicals, poisons, insecticides, flammable or radioactive materials, either stored or being transported by any means, including truck, aircraft or railroad.

PROCEDURE:

I. Initial Report of Hazmat Incidents

   A. Upon receiving a call of a hazmat or potential hazmat incident, the call-taker creates a HAZMATR incident in CAD, and the attending law and fire dispatchers dispatch the calls for service as recommended by CAD.

   B. If anyone reports feeling ill, provide EMD instructions and dispatch as an EMSR call.
II. Hazmat Technician Consultation Requests

A. A member of a fire protection district or law agency representative may request a consultation from hazmat technician prior to or during an incident response. These requests may be facilitated by phone or radio.

B. Upon receipt of a consultation request, the dispatcher creates a CAD call (or modifies the existing problem nature) with a problem nature of HAZCONR.

   1. CAD should recommend a tone to an on-duty battalion chief of a career agency (Boulder Rural FPD, Lafayette FPD, Louisville FPD, or Mountain View FPD).

III. Full Hazmat Team Response Requests

A. The responsible fire protection district, law agency with jurisdiction, or consulted battalion chief (see §II.B.1.) may request a full hazmat team response.

   1. If a full response is requested, change the underlying CAD problem nature to HAZFULR (Hazmat Full Team Response).

   2. Reconfiguring the response and commit the recommended CAD units from Boulder Rural, Louisville, Lafayette and Mountain View.

   3. CAD will automatically spawn an auto-aid problem nature to Boulder Fire (BFD) and Longmont Fire (LFD).

      a. As soon as possible, call Boulder Police and Fire Communications (BPFC) and Longmont Police and Fire Communications (LPFC) to confirm the receipt of the auto-aid CAD incident for their fire department.

      b. BFD and LFD resources should status with their primary dispatch center and switch to the controlling dispatch center frequencies.

   4. If CAD is unavailable:

      a. Tone-alert the following fire agencies: Lafayette, Louisville, Mountain View, Boulder Rural and Emergency Services.

      b. Call BPFC and LPFC to request their hazmat resources.
IV. Auto-Aid CAD Incident Spawned from BPFC or LPFC

A. Upon receipt of an AAHAZR (Auto-Aid Hazmat), commit the recommended CAD units from the following fire agencies: Boulder Rural, Lafayette, Louisville and Mountain View.

B. Once a unit from each agency is en route, air the initial dispatch information and advise all units to move to the controlling dispatch center’s radio channels.

V. Request for Boulder County Hazmat Authority Response Outside of the Boundaries

A. Upon receipt of a request from a neighboring communications center for a hazmat team response, complete the following:

1. Since we may not have accurate GIS for the incident location, geo-verify the address to the closest local fire station dispatched by BCC.

2. Enter the actual incident address in the Caller Address field of the ECT.

3. Enter all pertinent information into the CAD comments according to the emergency call-taking protocol.

4. Commit the recommended CAD units from Boulder Rural, Lafayette, Louisville and Mountain View.

5. CAD will automatically spawn an auto-aid problem nature to BPFC and LPFC.

6. As soon as possible, call BPFC and LPFC to confirm the receipt of the auto-aid CAD incident for their fire department.

7. All responding resources should status with their primary dispatch center and switch to the out-of-county controlling dispatch center frequencies.

VI. Additional Informational or Consultation Resources

A. Emergency Response Guidebook.

B. Obtaining a spot weather forecast.

C. If the incident is on or involving a state or US highway, notify Colorado State
Patrol Hazmat Team through CSP Dispatch.

D. If the incident involves a railroad, notify the appropriate rail agency.

1. Burlington Northern/Santa Fe, 1-800-832-5452.

2. Union Pacific 1-888-877-7267, Option 1.

3. Amtrak 1-800-331-0008.

By Order of the Division Chief,

Michael R. Wagner

February 11, 2021

[None]
SUBJECT: Emergency Siren Alerts

NUMBER: SS708

EFFECTIVE: February 11, 2021

SUPERSEDES: September 2012

POLICY: The Communications Center (BCC) is in charge of notifying the citizens of Boulder County of impending natural disasters, such as flood and tornado. Due to the serious threat to life and property, prompt and accurate notification is necessary to enhance the safety of any person threatened by natural disaster. To accomplish this charge, Communications uses a combination of emergency sirens and tone activated voice pages to alert the public.

DEFINITIONS:

Whelen E-2010 Siren Encoder: A device located at Console 5 used to activate the County’s Outdoor warning sirens.

PROCEDURE:

I. Monthly Siren Tests

A. Testing is completed the 1st Monday of the month during flood season, from April 1 through August 31, at 1000 and 1900 hours.

B. To sound the outdoor warning sirens for an audible siren system test:
   1. Ensure display is clear – it should only say “WHELEN ENGINEERING CO.” If it is not, press the “CALL KEY CANCEL” button to the left of the display.
   2. Select Call Key “2”
   3. Verify display says “SIREN TEST READY TO SEND”
   4. Press “SEND” button on upper right front of unit. Unit will display the commands as they are sent out to the sirens. This process takes several minutes. No further action is required by the Dispatcher.

II. Live Siren Alerts

A. To sound the sirens for an actual emergency alert:
   1. Ensure display is clear – it should only say “WHELEN ENGINEERING CO”. If it does not, press the “CALL KEY CANCEL” button to the left of the display.
2. Select the desired call key from the Call Key Assignment List located at the encoder. (*Call Keys numbered 1 through 16 are direct entry keys; 17 through 56 may require you to use the up/down arrows to get the desired call key number, followed by “ENTER”.*)

3. Ensure the display corresponds to the desired warning. Display will show the selected command, followed by “READY TO SEND”.

4. Press “SEND” button on upper right side of unit. Unit will display the commands as they are sent to the sirens. This process takes approximately fifteen (15) minutes, depending on the alert. No further action is required by the Dispatcher.

   Note: Only on Call Key can be active at any one time!

B. Selection of the Wrong Siren Button but NOT Sent:

1. Press the “CALL KEY CANCEL” button to clear the encoder

C. Selection of the Wrong Siren Button and SENT:

1. Press the “CALL KEY CANCEL” button to clear the encoder.

2. Press CALL KEY #1 (ALL SIRENS OFF), followed by SEND to silence the sirens in the field. Give the encoder 15 seconds to complete the ALL SIRENS OFF command.

3. Select the correct desired Call Key and press “SEND”.

D. Using the “Live Voice” PA Features:

1. Select the appropriate “PA MESSAGE” Call Key and press “SEND” (note – there is one PA MESSAGE per city or town.)

2. Wait thirty (30) seconds for the Whelen Encoder display to say “PA ACTIVE”.

3. During this “PA ACTIVE” time, you will have 30 seconds to transmit a live message with the microphone. Be sure to press the transmit switch on the microphone when speaking.
4. After the 30-second timeout, the siren speaker in the field will rotate clockwise to a new direction and will again display “PA ACTIVE”. During this “PA ACTIVE” time, you can repeat the live message using the microphone in the new direction.

5. This sequence repeats for a total of four (4) times, for a voice message to be sent North, South, East, and West.

III. Siren Encoder Call Key Assignments

**Whelen Siren Encoder Model E-2010 - June 2011**

<table>
<thead>
<tr>
<th>Call Key</th>
<th>Location</th>
<th>Use</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>County-wide</td>
<td>All Sirens OFF</td>
<td>Silences ALL sirens</td>
</tr>
<tr>
<td>2</td>
<td>County-wide</td>
<td>Monthly Siren Test</td>
<td>(send Lafayette test thru CAD)</td>
</tr>
<tr>
<td>3</td>
<td>County-wide</td>
<td>15 minute attack tone</td>
<td>use if county is under attack</td>
</tr>
<tr>
<td>4</td>
<td>Boulder</td>
<td>IMMEDIATE FLOOD Bldr Creek</td>
<td>Boulder Creek FLASH FLOOD ZONE</td>
</tr>
<tr>
<td>5</td>
<td>Boulder</td>
<td>wide area flooding</td>
<td>all of Boulder sirens</td>
</tr>
<tr>
<td>6</td>
<td>Eldorado/ Marshall</td>
<td>S. Boulder Creek Flooding</td>
<td>Eldorado, Marshall, East Boulder only</td>
</tr>
<tr>
<td>7</td>
<td>Quadrant 1</td>
<td>Tornado</td>
<td>Boulder/Eldorado/ Marshall</td>
</tr>
<tr>
<td>8</td>
<td>Quadrant 3</td>
<td>Tornado</td>
<td>Superior/Louisville/Erie</td>
</tr>
<tr>
<td>9</td>
<td>Quad 1 &amp; 3</td>
<td>Tornado</td>
<td>Southern half of County (S of Hwy 52)</td>
</tr>
<tr>
<td>10</td>
<td>Boulder</td>
<td>Wildfire - North</td>
<td>North of Canyon Blvd</td>
</tr>
<tr>
<td>11</td>
<td>Boulder</td>
<td>Wildfire - South</td>
<td>South of Canyon Blvd</td>
</tr>
<tr>
<td>12</td>
<td>Boulder</td>
<td>PA message</td>
<td>Manual PA message</td>
</tr>
<tr>
<td>13</td>
<td>Lyons</td>
<td>Flood</td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>Lyons</td>
<td>Wildfire</td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>Jamestown</td>
<td>Flood</td>
<td></td>
</tr>
<tr>
<td>16</td>
<td>Jamestown</td>
<td>Wildfire</td>
<td></td>
</tr>
<tr>
<td>17</td>
<td>Jamestown</td>
<td>Severe Weather</td>
<td></td>
</tr>
<tr>
<td>18</td>
<td>Jamestown</td>
<td>Cancellation</td>
<td></td>
</tr>
<tr>
<td>19</td>
<td>Jamestown</td>
<td>PA message</td>
<td></td>
</tr>
<tr>
<td>20</td>
<td>Louisville</td>
<td>Flood</td>
<td></td>
</tr>
<tr>
<td>21</td>
<td>Louisville</td>
<td>Severe Weather</td>
<td></td>
</tr>
<tr>
<td>22</td>
<td>Louisville</td>
<td>Hazmat - shelter in place</td>
<td></td>
</tr>
<tr>
<td>23</td>
<td>Louisville</td>
<td>Hazmat - evacuate</td>
<td></td>
</tr>
<tr>
<td>24</td>
<td>Louisville</td>
<td>Cancellation</td>
<td></td>
</tr>
<tr>
<td>25</td>
<td>Louisville</td>
<td>PA message</td>
<td></td>
</tr>
<tr>
<td>26</td>
<td>Lyons</td>
<td>Severe Weather</td>
<td></td>
</tr>
<tr>
<td>27</td>
<td>Lyons</td>
<td>Hazmat - shelter in place</td>
<td></td>
</tr>
<tr>
<td>28</td>
<td>Lyons</td>
<td>Hazmat - evacuate</td>
<td></td>
</tr>
<tr>
<td>29</td>
<td>Lyons</td>
<td>Cancellation</td>
<td></td>
</tr>
<tr>
<td>30</td>
<td>Lyons</td>
<td>PA message</td>
<td></td>
</tr>
<tr>
<td>31</td>
<td>Marshall</td>
<td>Wildfire</td>
<td></td>
</tr>
<tr>
<td>32</td>
<td>Marshall</td>
<td>Severe Weather</td>
<td></td>
</tr>
<tr>
<td>33</td>
<td>Marshall</td>
<td>Hazmat - shelter in place</td>
<td></td>
</tr>
<tr>
<td>34</td>
<td>Marshall</td>
<td>Hazmat - evacuate</td>
<td></td>
</tr>
<tr>
<td>35</td>
<td>Eldorado/Marshall</td>
<td>Cancellation</td>
<td></td>
</tr>
<tr>
<td>36</td>
<td>Eldorado/Marshall</td>
<td>PA message</td>
<td></td>
</tr>
<tr>
<td>37</td>
<td>Superior</td>
<td>Flood</td>
<td></td>
</tr>
<tr>
<td>38</td>
<td>Superior</td>
<td>Severe Weather</td>
<td></td>
</tr>
<tr>
<td>39</td>
<td>Superior</td>
<td>Hazmat - shelter in place</td>
<td></td>
</tr>
<tr>
<td>40</td>
<td>Superior</td>
<td>Hazmat - evacuate</td>
<td></td>
</tr>
<tr>
<td>41</td>
<td>Superior</td>
<td>Cancellation</td>
<td></td>
</tr>
<tr>
<td>42</td>
<td>Superior</td>
<td>PA message</td>
<td></td>
</tr>
<tr>
<td>43</td>
<td>Erie</td>
<td>5 Minute Alert Tone</td>
<td></td>
</tr>
<tr>
<td>44</td>
<td>Elderado/Marshall</td>
<td>5 Minute Alert Tone, Boulder/Eldorado/Marshall</td>
<td></td>
</tr>
<tr>
<td>45</td>
<td>Elderado/Marshall</td>
<td>5 Minute Alert Tone, Lyons/Jamestown</td>
<td></td>
</tr>
<tr>
<td>46</td>
<td>Elderado/Marshall</td>
<td>5 Minute Alert Tone, Superior/Louisville/Erie</td>
<td></td>
</tr>
<tr>
<td>47</td>
<td>Boulder</td>
<td>5 Minute Alert Tone, City of Boulder Sirens only</td>
<td></td>
</tr>
<tr>
<td>48</td>
<td>Elderado/Marshall</td>
<td>5 Minute Alert Tone</td>
<td></td>
</tr>
<tr>
<td>49</td>
<td>Lyons</td>
<td>5 Minute Alert Tone</td>
<td></td>
</tr>
<tr>
<td>50</td>
<td>Jamestown</td>
<td>5 Minute Alert Tone</td>
<td></td>
</tr>
<tr>
<td>51</td>
<td>Louisville</td>
<td>5 Minute Alert Tone</td>
<td></td>
</tr>
<tr>
<td>52</td>
<td>Superior</td>
<td>5 Minute Alert Tone</td>
<td></td>
</tr>
<tr>
<td>53</td>
<td>Barker Dam Failure</td>
<td>Flood</td>
<td></td>
</tr>
<tr>
<td>54</td>
<td>Gross Dam Failure</td>
<td>Flood</td>
<td></td>
</tr>
</tbody>
</table>

By Order of the Division Chief,

Michael R. Wagner

February 11, 2021

RESTRICT FROM GENERAL PUBLIC DISSEMINATION & PUBLICATION

ATTACHMENTS
[None]
SUBJECT: Fire Informational Tones (FIINF)  
EFFECTIVE: February 11, 2021  
SUPERSEDES: September 2010

POLICY: The Boulder County Communications (BCC) will send informational tones at the request of a fire district or rescue organization under the circumstances enumerated below.

PROCEDURE:

I. Informational Tones

A. Communications will perform informational tones at the request of fire department or rescue personnel of a BCC user agency under the following circumstances:

1. To test equipment and announce meetings or trainings.
2. To announce unusual events or conditions occurring in a fire district or area that may affect response.
3. To announce unusual changes in apparatus status or personnel availability.
4. Informational tones are a low priority item and will be completed as time and workload permit. Communications may decline informational tones during busy period or major events.

B. Dispatch Procedure

1. A dispatcher will create a Fire Information (FIINF) CAD call using the respective FD’s station address.
2. Fire Information calls are not to be forced.
3. When activating the appropriate tone/pagers, the fire dispatcher will announce, “This is an informational tone only,” followed by a brief summary of the message.
PROCEDURE: Boulder County Communications (BCC) utilizes a structured procedure for multi-alarm structure fires.

DEFINITIONS:
2nd Tone: Term used to request additional resources from the agency initially dispatched.

2nd and 3rd Alarm: Term used by the on-scene Incident Commander to request additional resources to respond. Fire Departments currently set up for the predetermined responses are Boulder Rural, Rocky Mountain Fire, Lafayette and Louisville Fire.

“Fast Attack” or “Quick Attack”: Term used to indicate that the first unit on scene is transferring command to the next arriving unit and will be unavailable due to fire suppression.

Move Up Requests: A request made by an agency to have another agency’s apparatus move into one of their situations to assist in covering their district.

Working Structure Fire: Term used by the on-scene Incident Commander confirming the nature and magnitude of the fire.

APPLICATION:

I. Fire Dispatcher Responsibilities

A. Once a working structure fire is confirmed, the fire dispatcher is responsible to:

1. Ensure an ambulance is dispatched, if it didn’t previously occur during the initial dispatch.

2. If the incident occurs in a volunteer fire district, page Emergency Services for advisement.

3. Confirm response from appropriate Law Enforcement

4. Confirm the name of the utility company that provides gas/electric service to the structure and call that company to respond.
a. Excel Energy Company of Colorado / Electric & Gas
   303-571-7511 (business hours)

b. Excel Energy Company of Colorado / Electric
   303-571-3400 (after hours)

c. Excel Energy Company of Colorado / Gas
   303-571-3896 (after hours)

d. Poudre Valley REA
   970-226-2406

e. United Power
   303-659-0551

f. Longmont Power
   303-651-8454 (business hours) or 303-776-0011 (after hours)

5. Upon request, call the Salvation Army or American Red Cross for response.
   Salvation Army 303-296-2456
   American Red Cross 303-722-7474 (24-hour number).

6. Monitor assigned radio channel to anticipate the needs of command and
   be prepared to react to those needs.

II. Actions for 2nd & 3rd Alarm Fires

A. Open the Structure Fire incident and click the “Greater Alert” button.

B. Commit resources recommended by CAD.

C. Add any additional resources requested by Incident Command.

D. If requested, initiate a Fire Major page for information only including City/Fire
   District(s) involved, address and alarm status.
By Order of the Division Chief,

Michael R. Wagner

Date

February 11, 2021

☐ RESTRICT FROM GENERAL PUBLIC DISSEMINATION & PUBLICATION

ATTACHMENTS
[None]
SUBJECT: Flood Protocols

NUMBER: SS711

EFFECTIVE: February 11, 2021

SUPERSEDES: May 1, 2014

POLICY: The purpose of this policy is to create a consistent procedure for communications related activities and responsibilities during flooding events anywhere in Boulder County, and to identify “trigger points” and establish dispatcher duties and actions related to those trigger points.

DEFINITIONS:

Deputy Field Reports: Information gathered by BCSO Deputies and trained emergency personnel that is reported back to Dispatch over Green.

National Weather Service (NWS): Distributes the following notifications during rain events:

- **Flood Advisory**: Thunderstorms have produced heavy rainfall that may result in ponding of water on roadways and in low-lying areas, as well as rises in small stream levels, none of which pose an immediate threat to life and property.

- **Flood Watch**: Atmospheric and hydrologic conditions are favorable for long duration areal or river flooding.

- **Flood Warning**: Long duration areal or river flooding is occurring or is imminent, which may result from excessive rainfall, rapid snow melt, ice jams on rivers or other similar causes.

Trigger Point: A specific, pre-designated circumstance that identifies a response of predetermined actions

Urban Drainage and Flood Control District (UDFCD): Colorado organization that assists local governments with multi-agency jurisdictional drainage and flood control problems. This agency monitors drainages that could potentially affect the City of Boulder by sending the following notifications:

- **Message 1 (Street Flooding Potential)**: Low impact street flooding may occur later in the day. Streets, low-lying areas, normally dry gulches, small urban streams and recreational trails located along streams are areas most likely to be affected. Mud, debris and rockslides are the primary concern in the mountains and foothills. This message is comparable to a NWS Hazardous Weather Outlook concerning heavy rainfall.

- **Message 1-LI (Low Impact Flooding)**: Flooding is either imminent or occurring. Streets, low-lying areas, normally dry gulches, small urban streams, and recreational trails located along streams are areas most likely to be affected. Mud, debris and rockslides are the primary concern in the mountains and foothills.
concern in the mountains and foothills. This message is comparable to a *NWS Flood Advisory*.

**Message 2 (Flash Flood Watch):** Weather conditions are such that life-threatening flash flood may occur later in the day. Significant stream flooding and property damage is possible. This message is comparable to a *NWS Flash Flood Watch*.

**Message 3 (Flash Flood Warning):** Life-threatening flash flood is imminent or occurring. Significant stream flooding and property damage is expected. This message is comparable to a *NWS Flash Flood Warning*.

**NWS & UDFCD Translation:**

- **UDFCD M1:** NWS Hazardous Weather Outlook (*concerning heavy rainfall*)
- **UDFCD M1LI:** NWS Flood Advisory
- **UDFCD M2:** NWS Flood Watch
- **UDFCD M3:** NWS Flash Flood Warning

**Weather Spotters:** A group of citizens that have been trained by the National Weather Service to monitor weather conditions and report the data back to Communications by calling the alarm line. A multi-colored weather spotter checklist can be used to guide these trained citizens through the necessary questioning and determine any additional Dispatcher actions.

**PROCEDURE:**

**I. General Information**

A. If a notification is received from both the UDFCD and NWS determine which is more severe and use the following procedure.

**II. UDFCD Messages**

<table>
<thead>
<tr>
<th>Trigger Point</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Message 1LI</td>
<td>1. Complete the checklist for the message received</td>
</tr>
<tr>
<td>Message 2</td>
<td>2. Document any pertinent information from both NWS and UDFCD in the CAD call when received</td>
</tr>
<tr>
<td>Message 3</td>
<td></td>
</tr>
</tbody>
</table>

**II. National Weather Service Information**

<table>
<thead>
<tr>
<th>Trigger Point</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weather Advisory</td>
<td>1. Complete the checklist for the message received</td>
</tr>
<tr>
<td>Flood Watch</td>
<td>2. Document any pertinent information from both NWS and UDFCD in the CAD call when received</td>
</tr>
<tr>
<td>Flood Warning</td>
<td></td>
</tr>
</tbody>
</table>
III. Weather Spotter Activation

<table>
<thead>
<tr>
<th>Trigger Point</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weather Spotter Data</td>
<td>1. Enter all weather spotter data into the Weather CAD call</td>
</tr>
<tr>
<td>Deputy Field Reports</td>
<td>2. Use the multi-colored Weather Spotter checklist as a guideline</td>
</tr>
<tr>
<td></td>
<td>3. Complete an Everbridge checklist when necessary</td>
</tr>
<tr>
<td></td>
<td>4. Enter all weather data into the Weather CAD call</td>
</tr>
</tbody>
</table>

By Order of the Division Chief,

Michael R. Wagner

February 11, 2021

RESTRICT FROM GENERAL PUBLIC DISSEMINATION & PUBLICATION

ATTACHMENTS
[None]
SUBJECT: Water Rescues and Recoveries

NUMBER: SS712

EFFECTIVE: February 11, 2021

SUPERSEDES: September 2010

PROCEDURES: The Boulder County Communications Center (BCC) maintains a second alarm response plan for the Boulder Creek watershed.

DEFINITIONS:
Recovery – Use Fire Support (FISUPR): Recovery events in water (e.g., recovery, salvage and recovery of automobiles or boats, recovery of a victim that is deemed deceased by fire/law enforcement, etc.).

Water Rescue (REWATR): When life or major property is compromised due to any open/flat/moving water related incident (e.g., drowning in a reservoir/lake, vehicle in a reservoir/lake, humans or animals that have fallen through the ice, rescues in a creek/river/drainage ditch, vehicle in a creek/river/drainage ditch, dog that is being swept down a creek/river/drainage ditch or the sighting of an empty kayak sighted in a creel/river, etc.).

PROCEDURE:

I. Water Rescues

A. Initial Dispatch

1. The initial dispatch of a water rescue call follows standard fire/EMS response procedures using the REWATR problem nature.

B. Boulder Creek Second Alarm Response Plan:

1. This is a preprogrammed response plan that is initiated by using the greater alarm button on the ECT from a water rescue (REWATR) incident in Boulder Canyon that has already been dispatched. This response plan will generate a recommended for the following:

a. 2nd tone for the home agency.

b. 1st tone for any agency that is east (downstream) of the initial call location.

c. Spawn an auto aid call to BFD (AACREEKF).
d. Spawn an auto aid call to BPD (AACREEKB).

2. This automated response plan can be initiated by a field responder or the dispatcher anytime there is confirmed information that a person is trapped or floating down Boulder Creek.

II. Recovery Requests (FISUPR)

A. Recovery requests initiated by law enforcement or a fire department utilize the FISUPR problem nature.

B. In addition to the recommended agencies, the fire dispatcher must manually add Boulder Emergency Squad (BES) to the call prior to committing them.

C. Requests from the general public for recovery of private property may be referred to any rescue group or private business.

By Order of the Division Chief,

Michael R. Wagner  February 11, 2021
SUBJECT: Metro Fire Chiefs Response Groups

NUMBER: SS713

EFFECTIVE: February 11, 2021

SUPERSEDES: April 2012

PROCEDURE: The following protocol has been designed to deploy All Hazard Strike/Task Force Teams located in Denver Metro Area for mutual aid response. These teams have been developed to supply apparatus and personnel to a specific incident at the request of an Incident Commander during the first operational period. This response system is designed to be used within the first twelve (12) hours of an incident, when resources within the local area of the affected agency have been depleted or there is a need for additional apparatus on a specific event. If local policy allows, this system may be used by dispatch centers or EOCs at any time.

All requests for Strike Teams or Task Forces go through the primary coordinating dispatch center, MetCom 911. By determining the location of the incident, MetCom shall select the appropriate Strike Team/Task Force to respond.

Six (6) Boulder County Agencies (City of Boulder Fire, Boulder Rural Fire, Lafayette Fire, City of Longmont Fire, Mountain View Fire Rescue and Louisville Fire) participate in this operational plan. Longmont Communications is the primary contact for deploying a Boulder County Metro Fire Chiefs Response Group activation, even though the specific fire agencies involved may be dispatched by a different Communications Center. Each fire agency has committed to be en route to a pre-designated local staging area within fifteen (15) minutes of being notified by each department’s primary Dispatch Center. (Communications is not responsible for tracking this time.) Once all of the assigned Fire Department Team members are assembled, the Team Leader will notify the Longmont Communications that all departments are present at the staging area and that they are responding to the incident. The Team will respond to the incident’s pre-designated staging location and wait for further direction. Each unit assigned to this Team must be self-sufficient for a period of 12-24 hours.

DEFINITIONS:

**Engine Strike Team:** An assignment with adequate water supply and water tenders are not necessary. This configuration is used primarily for structure protection on paved or improved roads. An Engine Strike Team shall consist of five (5) Type 1 or 2 engines and a Strike Team Leader.

**Interface Task Force:** An assignment requiring apparatus to protect structures during a wildfire and assist with wildfire suppression. This task force is for operations on and off road. An Interface Task Force will consist of a compliment of one (1) Type 1 or 2 engine, three (3) Type 3 or 4 engines, preferably (Type 6 may fill this roll), one (1) Water Tender, and a Task Force Leader.

**Medic Strike Team:** An assignment of Advanced Life Support ambulances for use in multi-casualty incidents. A Medic Strike Team shall consist of five (5) ALS Ambulances and a Strike Team Leader.
Structure Engine Task Force: An assignment requiring apparatus to protect structures during a wildfire on paved or improved roads. A Structure Engine Task Force should consist of four (4) Type 1 or 2 engines, one (1) Type 2 Tender, and a Task Force Leader.

Team Leader: The fire agency that has primary contact with MetCom and the IC for the event. Longmont Fire will always be the Team Leader for Boulder County’s team. If Longmont’s Battalion Chief is not available, Mountain View will be the back-up.

Wildland Strike Team: An assignment requiring apparatus to suppress wildfires in an open area with no threat to structures or infrastructure. A Wildland Strike Team shall consist of five (5) Type 3, 4, or 6 engines and a Strike Team Leader.

Wildland Task Force: An assignment requiring apparatus to suppress wildfires in an open area with no threat to structures or infrastructure. Operation may consist of direct fire attack on or off road. A Wildland Task Force may consist of four (4) type 3, 4, or 6 engines, one (1) Type 2 Tender, and a Task Force Leader.

APPLICATION:

I. Geographical Regions

A. Participating Agency Strike Team/Task Force Designations

1. The Metro Area Strike Team/Task Force consist of six (6) geographically separated Strike Teams (Southeast, Douglas County, Denver, North, West, and Boulder). Teams are comprised of the following agencies:

   **Boulder**
   - Boulder Rural Fire
   - Boulder Fire Rescue
   - Lafayette Fire Department
   - Louisville Fire Department
   - Longmont Fire Department
   - Mountain View Fire Rescue

   **North**
   - Thornton Fire Rescue
   - Westminster Fire Rescue
   - Greater Brighton Fire Rescue
   - North Metro Fire Department
   - North Washington Fire Rescue
   - Federal Heights Fire Department
   - SW Adams County Fire Department

   **West**
   - West Metro Fire Rescue
   - Golden Fire Department
   - Arvada Fire Department
   - Fairmount Fire Department
   - Wheat Ridge Fire Department

   **Denver**
   - Denver Fire Department

   **METCOM**
   720-258-8911
II. Dispatch Procedure

A. Boulder County Deployment to an Out-of-County Incident

1. All CAD incidents will be generated from Longmont Police and Fire Communications (LPFC). It is the Team Leader’s responsibility to contact LPFC for details and ensure the resource order is properly filled.

   a. A METROR CAD incident will be spawned to Boulder County Communications (BCC) from LPFC with an address for Exempla Good Samaritan in Lafayette, the pre-defined staging location for all deployments.

   b. Enter the following information into the Key Details field:

      i. Type of response requested (Wildland, Structure, etc.).

      ii. BCMAC Local Tac Channel (Example: for Key Details Field “STRUCTURE ENGINES/BCMAC TAC”).

   c. Page/notify the on-duty or on-call BCC communications supervisor and OEM staff for advisement.

      i. Notification of a BCC supervisor is not necessary for practice drills.

   d. Tone Alert Boulder Rural Fire, Lafayette Fire, and Louisville Fire to respond to the local staging area.

      i. Example: Initial Dispatch “LAF, LOF, BRF respond with BFD, LFD, and MVF to Exempla to stage for a Metro Fire Chief’s Response Group Deployment to [Denver].”
Secondary Dispatch “2601, 2701, and 2301, I’ll show you responding to Exempla for a [structure engine] deployment, your local tac channel will be BCMAC.”

e. All units should acknowledge the tone on BC FIRE, then move to BCMAC.

B. A Request for a Metro Fire Chief’s Response Group Response for a Boulder County Event

1. Page/notify OEM staff and the on-call BCC supervisor about the specific request.

   a. Due to predefined resource ordering process, BCC will request OEM involvement any time there is a need beyond the current available resources in CAD.

   b. BCC will NOT use Metro Fire Chief’s Response Group to fill a resource order for a Boulder County incident.

      i. Current policy outlines OEM involvement if an incident grows beyond the capacity of Boulder County resources.

By Order of the Division Chief,

Michael R. Wagner

February 11, 2021

Date

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ATTACHMENTS
SUBJECT: Fire Apparatus Status, Out-of-County

EFFECTIVE: February 11, 2021

SUPERSEDES: July 2012

POLICY: Boulder County Communications (BCC) is responsible for tracking the status of all fire/rescue and EMS apparatus available for dispatch to incidents within Boulder County for its fire/rescue user agencies, including when apparatus is deployed out-of-county. Several user agencies deploy apparatus to out-of-county (or out-of-state) events for mutual aid through the USFS ROSS (Resource Ordering and Status System) database, the State Web EOC system, or upon request through a specific mutual aid agreement.

PROCEDURE:

I. Boulder County Fire Agencies Deployed Out-of-County

   A. A user agency will advise BCC anytime they deploy apparatus out-of-county for incidents that are not controlled by BCC, as well as when the apparatus returns in-county and is an available resource.

   B. When notified an apparatus is deployed out-of-county, the fire dispatcher enters the following apparatus status in CAD:

      1. Change the status of the specific unit to “Out of Service” (OOS)

      2. Create a sub-status for the specific unit of “Out of County” (OCR)

      3. Create a quick note for the specific unit stating a name of the fire or incident they are responding to.

   C. When apparatus returns, the fire dispatcher places the unit back in-service and available for dispatching.

II. Out-of-County Resources Assigned to Boulder County Incidents

   A. During large events or natural disasters, user agencies may request out-of-county resources respond into Boulder County.

   B. In circumstances where out-of-county resources are deployed within Boulder County, individual resource tracking and accountability is the responsibility of the incident management team and/or incident command, not the BCC.
1. A request for BCC to maintain status and accountability tracking for an out-of-county resource may only be granted by a BCC director/commander or the Support Services Division Chief.

By Order of the Division Chief,

Michael R. Wagner

February 11, 2021

ATTACHMENTS

[None]
SUBJECT: Wildland Fires, Smoke Reports and Task Force

EFFECTIVE: February 11, 2021

POLICY: The Boulder County Communications Center (BCC) utilizes a common procedure to facilitate the quick investigation and response of smoke reports and wildfires within the county. Additionally, Boulder County fire cooperators maintain a wildland fire task force to quickly respond to and suppress wildland fires within the county.

DEFINITIONS:

Boulder County Wildland Fire Task Force: A group of fire personnel with high level of training and wildland fire experience that responds to a request for assistance with various apparatus and/or qualified management personnel to assist any Boulder County fire jurisdiction during a wildland fire. Participating agencies include: Boulder Mountain Fire, Lefthand Fire, Fourmile Fire, City of Boulder Fire, City of Longmont Fire, Lyons Fire, Lafayette Fire, Boulder Rural Fire, and Mountain View Fire.

Fire Duty Officer (FDO): A BCSO Fire Management employee that represents the County as a liaison between the local fire district and other government entities: Boulder County Parks and Open Space, State of Colorado Division of Fire Prevention and Control, United States Forest Service, City of Boulder Open Space and Mountain Parks.

PROCEDURE:

I. Smoke Reports

A. Upon receipt of a smoke report, the call-taker shall follow the ECT protocol and gather the following information, if possible:

1. Location of the smoke.
2. Location of the RP if different than smoke location.
3. Type of smoke seen (haze, plume, color, etc.).
4. Elevation of the smoke if applicable in the mountains.
5. Direction and distance from RP.
6. Best access to the area.
II. Wildland Fires

A. Upon receipt of a reported wildland fire, the call-taker shall follow the ECT protocol and gather the following information if possible:

1. Location of the fire.
2. Size-up, including if flames are visible, and if so, approximate height and rate of spread.
3. Fuel type (grass, trees, etc.).
4. Best access.
5. If any structures are threatened.

III. Air Resource Orders

A. If air resources are requested, enter the order into CAD notes, including the authorizing official.

B. If a delegation of the fire response has occurred from the local fire district to the Sheriff’s Office, air resource orders must be approved by the County FDO, or a command-level officer of the Operations Division or greater rank.

IV. Boulder County Wildland Task Force (WTF)

A. Response within a Boulder County Communications (BCC) Jurisdiction

1. Create a WFTFR (Wildland Task Force) CAD incident to the address of the fire.
   a. CAD will auto-spawn a WFTF to BPFC (for BFD response) and a WFTD to LPFC (for LFD response).

2. The WFTFR CAD incident will recommend a WFT generic unit for response. Upon committing this unit, the following will occur:
   a. WTF Tone Alert
   b. WTF Group digital page
c. WTF SMTP notification

3. Attach all units responding for the Wildland Task Force to the WFTFR CAD incident.

4. Upon request, assign a tac channel.

5. Link all appropriate CAD calls.

B. Wildland Task Force Response to the City of Boulder or City of Longmont:

1. Upon receipt of a spawned WFTFR call from the BPFC or LPFC, CAD will recommend a WTF generic unit for response. Upon committing this unit, the following will occur:
   a. WTF Tone Alert
   b. WTF Group digital page
   c. WTF SMTP Notification

2. Attach all units responding for the Task Force to the WFTFR CAD incident.

C. Responder Procedure

1. All apparatus and personnel responding will go en route with their primary dispatch center (and the controlling dispatch center, if applicable) to advise they are “en route for the Task Force.”

2. All apparatus and personnel will switch a designated tactical frequency, if requested.

3. All apparatus and personnel will respond to a pre-designated staging location prior to driving to the scene.

4. The Team Leader will advise the controlling dispatch center when the Wildland Task Force is arrival at the incident.

V. Supporting Incident Actions to Consider

A. Tone any additional county resources requested by Incident Command.

B. Page the on-call dispatcher and/or BCC supervisor for advisement or response, if
needed.

C. Consider Everbridge notifications. If requested, follow Everbridge protocol.

D. If the incident complexity is causing an impact on the daily operations of the Comm Center, considering paging OEM for support with resource ordering.

   1. If paging OEM, advise the on-duty or on-call supervisor.

By Order of the Division Chief,

_________________________  ___________________________
Michael R. Wagner         February 11, 2021  Date

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ATTACHMENTS
[None]
SUBJECT: Water/Debris Dam Threats

NUMBER: SS716

EFFECTIVE: February 11, 2021

SUPERSEDES: May 1, 2014

PROCEDURE: Boulder County Communications (BCC) utilizes the following procedures for any reported debris damming or any threat to life or property caused by water-flow incidents throughout Boulder County.

DEFINITIONS:
Water-Related Threat/Hazard: Debris dam, riverbank overtopping, water escaping due to blow-outs or avulsions, bridge/culvert plugged, road washouts or rockslides.

PROCEDURE:

I. Water-Related Threats or Hazards

A. General Threats/Hazards

1. Upon receiving a report of a water-related threat or hazard, the call-taker creates a CAD call with a HAZARS problem nature.

2. A deputy should be dispatched to evaluate the threat potential and provide additional recommendations or requests for response, including the local fire department or public works.

B. Threat to Life or Property

1. Create a water/debris dam (WADAMR/WADAMS) CAD incident or upgrade the initial Hazard (HAZARS) CAD incident to a water/debris dam problem nature.

   a. CAD will auto-spawn a call for a BPFC if the incidents is west of the City if Boulder.

   b. CAD will automatically page the BCSO County Roads Group as soon as fire unit is dispatched onto the WADAMR call.

   c. CAD will automatically page/notify OEM.

2. Dispatch the affected fire district.
3. Log into Everbridge and prepare to send a notification.

By Order of the Division Chief,

[Signature]

Michael R. Wagner

February 11, 2021

Date

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ATTACHMENTS

[None]
PROCEDURE: This document details the general procedure for CCIC/NCIC usage by the Boulder County Sheriff’s Office Communications Center personnel. It defines the general procedures and expectations when operating the CCIC/NCIC System in adherence with CBI regulations.

CCIC/NCIC will be used in accordance with all CBI rules and regulations, which can be located at www.cjisportal.com. All transactions on the CCIC/NCIC system will be done in accordance with BCSO policies, Support Services Division policies, and CBI rules and regulations.

RELATED POLICIES AND PROCEDURES:
214 – CCIC/NCIC Guidelines & Usage
217 – Data Security, Management & Usage

DEFINITIONS:

After Hours: Monday – Friday between 1745 and 0700, all day Saturday, Sunday, and Holidays. Any time coverage of CCIC/NCIC is requested or required.

CBI: Colorado Bureau of Investigation

CCIC: Colorado Crime Information Center

NCIC: National Crime Information Center

Non-urgent: Anything that does not require immediate attention. Including but not limited to; most article entries, and repossessed or privately towed vehicles.

Urgent: Anything that requires immediate attention. Including but not limited to; confirmation requests, warrant entries, missing person entries, locates and stolen vehicles.

User Agency: Any Law Enforcement Agency that contracts dispatch services from the Boulder County Sheriff’s Office Communications Center.

APPLICATION:

I. Audits

   A. Audits of all transactions over the CCIC/NCIC terminals will be performed as needed.
B. Dispatchers will be notified of any errors or violations made and how the problem can be avoided in the future.

C. If the same error is repeated it may result in disciplinary action.

II. Requests for Confirmation

A. The Communications Center is responsible for sending a hit confirmation request using the YQ form on all wants and warrants whenever a request is received from an officer/deputy by radio or phone from any user agency.

B. All requests for confirmations from outside agencies must be received over CCIC/NCIC terminal by use of form or administrative message.

C. To ensure proper routing during normal business hours the Communications Center’s ORI will be used on the request for confirmation. After hours, the ORI of the agency making the request will be used.

III. Locates

A. The Communications Center is responsible for sending locates on all confirmations done through the Communications Center or when otherwise requested by an officer.

B. If the person is in custody at the Boulder County Jail, jail staff is responsible for sending the hit confirmation and locate if needed.

IV. After Hours Warrants and Records

A. Communications is responsible for all functions of the Records and Warrants sections after hours.

B. All BCSO Records messages received in the Communications Center will be forwarded to the BCSO Records terminal (BCS0004).

C. Copies of any after hours functions handled by the Communications Center will be forwarded to: BCSO Records Terminal (BCS0004), the Warrants terminal (BSW), and the Jail terminal (BSK), as appropriate.

D. All after hours transactions and requests will be handled in accordance with Communications policies.

E. Entries will be made using the appropriate requesting agencies’ ORI in accordance with CBI regulations.
BOULDER COUNTY SHERIFF’S OFFICE
SUPPORT SERVICES DIVISION
POLICY AND PROCEDURE MANUAL

1. All urgent entries will be made immediately barring other emergencies and checked for completeness and accuracy.

2. All non-urgent entries will be made as soon as possible, but in no circumstance will be completed later than the end of the assigned dispatcher’s shift. This includes verification checks for completeness and accuracy.
   a. Entries will be verified for completeness and accuracy by co-worker supervisor on duty prior to entry.
   b. Errors will be corrected, and notifications will be made to any effected agencies as required.

3. The dispatcher responsible for the transactions will be made to any effected agencies as required.

F. Communications will respond to all requests for hit confirmations, wants and warrants in accordance with Communications policy, BCSO policy, and CBI policies and procedures.

   1. Responses should include all pertinent information, such as CCIC/NCIC number, OCA, and identifying information for the person or property, or will have the warrant entry attached.

G. Communications is responsible for requests from user agencies to modify or cancel records in accordance with BCSO Communications Policies 2.02 and 2.04

By Order of the Division Chief,

Michael R. Wagner

January 27, 2021

Date

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ATTACHMENTS
[None]
YQ Process Flow Chart

YQ Received in Dispatch

Dispatch completes QW to Determine ORI

Boulder County or BC Courts warrants

Dispatch will Forward YQ and warrant to BSK and call Booking to notify

Booking Staff will review the Arrest Standards Flow Chart to determine if the Jail will accept

Yes

Booking Staff confirm the warrant(s)

Booking Staff sends YR

Booking Staff forwards YR and all related messages and locates to BCS0004 & BSW

No

Booking Staff sends YR

Other user-agency warrants

Dispatch processes

Dispatch forwards Locates to BCS0004 & BSW
PROCEDURE: This document details the after-hours procedure for CCIC/NCIC entries and confirmations for the user agencies of Boulder County Communications Center. It defines when CCIC/NCIC entries are to be made, and when/how the Communications Center is to confirm these entries, in adherence with CBI regulations.

RELATED POLICIES AND PROCEDURES:
214 – CCIC/NCIC Guidelines & Usage

DEFINITIONS:

After Hours: Monday – Friday between 1745 and 0700, all day Saturday, Sunday, and Holidays. Any time coverage of CCIS/NCIC may be requested or required.

CCIS: Colorado Crime Information System

CBI: Colorado Bureau of Investigation

CICJIS: Colorado Integrated Criminal Justice Information System

NCIC: National Crime Information Center

User Agency: Any Law Enforcement Agency that contracts with the Boulder County Sheriff’s Office Communications Center for dispatch services.

APPLICATION:

I. Warrants

A. CICJIS Warrants

1. Entry completed by the courts.

2. Modification done by the Warrants on the next business day.

3. Confirmation is not required if the warrant in CCIS/NCIC, falls within extradition stated in the warrant and does not request confirmation.

B. BCSO Warrants
1. Entries
   a. Felony warrants in all municipalities in Boulder County are the responsibility of the Sheriff's Office. This includes felony and misdemeanor escape warrants, and felony affidavit warrants.
      i. Enter the warrant using the Sheriff’s Office ORI
      ii. Send a copy of the entry to terminals BCS0004 and BSW
   b. All other warrants are entered by Warrants on next business day.

2. Modification
   a. The Warrants Section is responsible for modifications on the next business day.

3. Confirmations
   a. Dispatch will send confirmation requests (YQ and QW results) to the jail terminal “BSK” and follow up with a courtesy phone call to staff to confirm warrants.
   b. Send a response to requesting agency with pertinent information using the YQ form as AM with the following message:

      “The request below has been forwarded to the Boulder County Jail for confirmation. They can be reached at terminal BSK or (303) 441-4652.”

   i. Jail staff are responsible for sending the YR to the requesting agency upon receipt.

II. Send a copy to terminals BCS0004 and BSW.

A. Erie, Lafayette, Louisville, and Nederland Warrants

   1. Entry and modification
      a. The respective records department is responsible for entries and modifications.

   2. Confirmations
      a. Contact the on-duty street supervisor or officer to confirm.
b. Send a response to the requesting agency with pertinent information using the YR form.

c. Send a copy to terminal BCS0004

III. Vehicles, Missing Persons, License Plates, Guns

A. Sheriff’s Office

1. Entry and modifications

   a. Communications is responsible for any entries or modifications

   b. Send a copy to terminal BCS0004.

2. Confirmations

   a. Communications is responsible for all confirmations.

      i. Look up the case in Tiburon.

      ii. Send the appropriate response to the requesting agency with all the pertinent information.

      iii. Send a copy to terminal BCS0004.

B. Erie, Lafayette, Louisville, and Nederland

1. Entry and modifications

   a. Communications is responsible for entries

      i. Send a copy to terminal BCS0004.

      ii. Print a copy and e-mail/fax to the appropriate agency’s Records Section.

2. Confirmations

   a. Communications is responsible for confirmations.

      i. Contact the on-duty supervisor or an officer from the involved jurisdiction.

      ii. Send the appropriate response to the requesting agency with all pertinent information.
III. Articles, Securities, Economic Crime Index & Boats

A. BCSO Cases

1. Entries
   a. Communications is responsible for entries.
      i. Send a copy to terminal BCS0004.

2. Modifications
   a. Records Section is responsible for modifications on the next business day.

3. Confirmations
   a. Look up case in Tiburon.
   b. Send the appropriate response to the requesting agency with all pertinent information.
   c. Send a copy to terminal BCS0004.

B. Erie, Lafayette, Louisville, and Nederland

1. Entries
   a. Communications is responsible for entries.
      i. Send a copy to terminal BCS0004.
      ii. Print and e-mail/fax a copy to the appropriate agency’s Records Section.

2. Modifications
   a. The involved agency’s Records Section is responsible for modifications on the next business day.

3. Confirmations
   a. Contact the on-duty street supervisor or an officer.
   b. Send the appropriate response to the requesting agency with all pertinent information.
c. Send a copy to terminal BCS0004.

By Order of the Division Chief,

Michael R. Wagner

January 28, 2021

DATE

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ATTACHMENTS
SS802-A YQ Flow Chart for Booking & Dispatch
SUBJECT: Warrant Locates/Cancellations  
NUMBER: SS803

EFFECTIVE: January 28, 2021  
SUPERSEDES: December 22, 2009

PROCEDURE: The Boulder County Communications Center (BCC) locates and cancels warrant entries for its user agencies after hours. This procedure defines when a warrant is to be located and/or cancelled from CCIS/NCIC for each user agency, in adherence to CBI regulations.

DEFINITIONS:

After Hours: Monday – Friday between 1745 – 0700, all day Saturday, Sunday, and Holidays. Any time coverage of CCIS/NCIC is requested or required.

CBI: Colorado Bureau of Investigation

CCIC: Colorado Crime Information System

NCIC: National Crime Information Center

User Agency: Any Law Enforcement Agency that contracts Dispatch services from the Communications Center through the Sheriff’s Office.

APPLICATION:

I. Boulder County Warrants
   A. BCSO is the arresting agency:
      1. No locate is sent.
      2. Jail staff clears the warrant from CCIS/NCIC after completion of arrest.
   B. Any user agency other than BCSO as the arresting agency:
      1. Send locate using the ORI for the arresting agency.
      2. The Warrants Section clears the warrant from CCIC/NCIC.

II. Erie Police Department Warrants
   A. Erie PD as the arresting agency
1. No locate is sent
2. Communications clears the warrant
3. Advise on-duty sergeant and have the warrant flagged for Records.
4. Send a copy of the cancellation to BCS0004 and fax a copy to Erie Records.

B. Any user agency other than Erie PD as the arresting agency:
   1. Send locate using the ORI for the arresting agency.
   2. Warrant is cleared by the Erie Records.

III. Lafayette Police Department Warrants

A. Lafayette PD as the arresting agency:
   1. No locate is sent.
   2. Communications clears the warrant
   3. Advise the on-duty street supervisor or officer and have the warrant flagged for Records.
   4. Send copy of the cancellation to BCS0004.
   5. Fax a copy to Lafayette Records.

B. Any user agency other than Lafayette PD as the arresting agency:
   1. Send locate using the ORI for the arresting agency.
   2. Warrant is cleared by Lafayette PD Records.

IV. Louisville Police Department Warrants

A. Louisville PD as the arresting agency:
   1. No locate is sent.
   2. Communications clears the warrant.
   3. Advise on-duty sergeant and have the warrant flagged for Records.
4. Send copy of the cancellation to BCS0004.

5. Fax a copy to Louisville Records.

B. Any user agency other than Louisville PD as the arresting agency:

1. Send locate using the ORI for the arresting agency.

2. Warrant is cleared by Louisville PD Records.

V. Nederland Police Department Warrants

A. Nederland PD as the arresting agency:

1. No locate is sent.

2. Communications clears the warrant.

3. Advise on-duty sergeant and have the warrant flagged for Records.

4. Send copy of the cancellation to BCS0004.

5. Fax a copy to Nederland Records.

B. Any user agency other than Nederland PD as the arresting agency:

1. Send a locate using the ORI for the arresting agency.

2. Nederland PD Records will clear the warrant, unless a Nederland PD officer specifically requests that it be removed by Communications.

By Order of the Division Chief,

Michael R. Wagner

Date

January 28, 2021

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ATTACHMENTS
[None]
POLICY: The Boulder County Communications Center (BCC) issues report numbers for its law enforcement user agencies out of the CAD system upon request. All case report numbers related to a CAD call for service are assigned from that incident record, whether the event remains open or closed. A new CAD incident will only be generated for reports that do not relate to a previous CAD incident or call for service.

PROCEDURE:

I. Officer/Deputy Responsibilities

A. Dispatched Calls for Service

1. If it is necessary to draw a report number for a dispatched call, officers are to obtain a report number prior to clearing the assigned call.

   a. If a dispatcher determines the case report number request is for an already closed CAD-incident, they are responsible to re-open the CAD call, pull the case number(s), and re-close the call.

2. Officers/deputies must clearly state the nature and location, if different than the incident location, for each report number requested.

3. If more than one officer is assigned to a call, the first unit dispatched is considered the primary unit responsible for the report. If this changes, it is the responding unit’s responsibility to inform the dispatcher that the primary unit has changed.

B. Non-Dispatched Calls for Service

1. When calling to obtain a report number for an event or incident that does not have a prior related CAD incident, the requesting officer/deputy is to advise the dispatcher of such.

   a. If it is determined post-incident that a case report number is required but the CAD incident has been closed, the officer/deputy must provide enough information for the dispatcher to locate the CAD call, re-open it, pull the case number(s), and then re-close it.
2. When requesting a case report number for an incident or event that does not have a related CAD number, the following information must be provided by the requesting officer/deputy:
   a. Incident location
   b. Nature of the call/report
   c. Radio number of the requesting officer/deputy

II. Dispatcher Responsibilities

A. Upon receiving a request for a case number, the attending dispatcher is to determine if the report number request relates to a CAD record, whether the call is currently open or has previously been closed.

   1. If it is determined a related CAD record exists, the dispatcher must locate the call, and if necessary, re-open it, to issue a report number.

B. Confirm a case number has not already been pulled for the incident by locating the related CAD record and checking the “view case number” button to assure it is not highlighted.

   1. If it is highlighted, the dispatcher is to advise a case number pulled and confirm whether a new one is needed for an additional related report (i.e., a criminal report and a mental hold report may derive from the same incident, which would necessitate two report numbers).

   2. If additional case report numbers are requested, the dispatcher must confirm the location and nature of the second report number requested, so that they may compare the officer/deputy’s response with the information that is currently displayed by the CAD system.

      a. The dispatcher should confirm with the requesting officer/deputy the correct call type and incident address of the event. If the officer/deputy indicates the nature and address of the second report number should be the primary classification of the CAD incident, the dispatcher updates the call. If it is not, a note is added to the CAD record indicating the nature of the second case number and, if relevant, a second location.
C. If the call for service had to be re-opened to issue a report number, the dispatcher re-closes the call after issuing the report number.

By Order of the Division Chief,

________________________  _______________________
Michael R. Wagner  February 10, 2021  Date

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ATTACHMENTS
[None]
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POLICY: It is the policy of the Boulder County Communications (BCC) to enter private tow, repossession, and impound events that occur within the jurisdiction of its user agencies after-hours, when requested, and in accordance with this procedure.

DEFINITIONS:
cf. SS502 - Glossary

APPLICATION:

I. Boulder County Sheriff’s Office (BCSO) Events

A. Repossessions and Private Tows

1. Enter a call into CAD.
2. Pull a case number from the Repo/Private Tow Log.
3. Enter into CCIC using REP for repossessions and PVT for private impounds in the TYP field.
   a. Include tow company name/phone number and lien holder name/phone number in the entry.
4. Send a copy of the entry to terminal BCS0004.
5. E-mail/fax a copy of the CAD call to Records.

B. Release of Police Impound Status in CCIC

1. When notified by a deputy or detective, request the tow company fax paperwork the release paperwork to Records.
2. Cancel the entry in CCIC.
3. Send copy of the cancellations to terminal BCS0004.

II. Outside LE User Agencies

A. Repossessions, Private Tows
1. Enter call into CAD.

2. Pull a case number in CAD.

3. Enter in CCIC using REP for a repossession, and PVT for private tows in the TYP field.
   a. Include tow company name/phone number and lien holder name/phone number in the entry.

4. Send a copy of the entry to terminal BCS0004

5. E-mail/fax a copy of the CAD call to the user agency Records Section.

B. Release of Police Impound Status in CCIC

1. BCC will release police impound holds at a user agency’s request, with exception of Lafayette PD and Louisville PD, who will only release police impounds in CCIC internally during business hours.

2. Erie PD & Nederland PD
   a. Request the tow company e-mail/fax the paperwork to the user agency Records Section.
   b. Cancel the entry in CCIC.
   c. Send a copy of the cancellations to terminal BCS0004

By Order of the Division Chief,

[Signature]

January 28, 2021

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ATTACHMENTS
[None]
SUBJECT: Andover™ Alarm Monitoring

NUMBER: SS806

EFFECTIVE: January 28, 2021

SUPERSEDES: May 22, 2010

POLICY: It is the policy of the Boulder County Communications (BCC) to monitor and dispatch on all alarms at the Justice Center, Longmont Courthouse, and Boulder County Communications Center. All alarms received will be treated as a priority. Dispatch is not responsible for actively monitoring the security cameras but may access them as needed to assist in locating and identifying any security violations or officer safety concerns. It is the responsibility of a security deputy, Operations deputy or Operations supervisor to determine the appropriate response.

DEFINITIONS:
cf. SS502 - Glossary

PROCEDURE:

I. Monitoring

A. Dispatch will monitor the activation light located between consoles four (4) and five (5) and between consoles seven (7) and eight (8) at all times.

1. The Data dispatcher is responsible for handling all alarms received.

2. Any alarm received will become first priority over all radio traffic and phones.

3. Alarm incidents are to be initiated in CAD within one (1) minute of receiving the activation light and dispatched immediately.

4. If Andover™ is not accessible, an incident will be initiated. The Court Security Unit (during regular business hours), or on-duty patrol deputy in the involved district (after-hours) will be notified of an alarm activation has been received and that the system in not accessible to verify the alarm further.

II. Visual Alerting (Light)

A. The Data dispatcher is to log into Andover™ at the start of each shift.

1. Two pages are to be/remain open:

   a. Facilities Maintenance - Main Page (Blue)
   b. Communications Center - Home Page (Yellow)
B. Alarm Activation

1. From the Communications Home Page, “silence” the strobe light by clicking the “alarm silence” button.
   a. This turns the activation light off on the Dispatch floor.
   b. The activation light will reactivate every twenty (20) minutes until the alarm is cleared.

2. Do not clear an alarm prior to receiving a “Code 4” status from the responding deputy.

C. If there are any red buttons activated anywhere on the Communications Home Page, go to §V.

D. Facilities Maintenance Alarms:

1. Refer to the “Alarms” at the bottom of the page.
   a. No alarm displayed:
      i. Click “Refresh”, “Now” or
      ii. From the Communications Center Home page, click the “Alarms Last Hour”

2. Expand the “Name” field by clicking on the line bar to the right of “Name” and drag it. This allows you to see the detailed information for the location of the alarm or scroll to the right for full location description.

III. Alarms at the CJC/Longmont Courthouse

A. Upon receiving an alarm, the Data dispatcher will:

1. Initiate a call in CAD using the appropriate incident type.

2. Force the incident to BC and use the most appropriate district. (i.e. BC/5 for CJC or BC/4 for Longmont Courthouse.)

3. Return to the Facilities Maintenance Page
   a. Click on the alarm in the “Alarms” field to highlight it.
   b. Click on the “Graphics” button above the alarm.
c. Click on “Graphics” again.

i. This will open a graphic floor plan of the alarm, indicating its exact location with a red dot.

b. Be prepared to give specific directions to this location in requested by the responding deputy or officer.

B. Law Dispatcher Responsibilities

1. Business Hours

a. Dispatch the call to either “CJC Security” or “Longmont Courthouse Security” on LAW1.

i. If no response is received:

a. Call specific Security Officer on Green and send security group page (0600).

b. Attempt to call the Security Access Point desk (CJC x4738, LCC, x6815).

c. If there is still no response, page an on-duty member of the Court Security Unit at the involved site. Dispatch a district deputy—or, depending on circumstance, request a municipal police response as an agency assist—until Court Security acknowledges the alarm.

b. Advise the responding deputy of the type of alarm, the building, and the exact location inside the building.

2. After Hours

a. Dispatch the district or closest deputy on LAW1.

i. Note: The Sheriff’s Office is the primary response agency for law events for all BCSO facilities, the CJC complex, and the LCC complex.

b. Advise the deputy of the type of alarm, the building, and the exact location inside the building.

IV. All Clear
A. The responding deputy is responsible for advising the disposition for the alarm on the Law channel, which is to be recorded in the CAD record.

B. During business hours, and if Court Security is on-site, they typically advise when the alarm has been reset. Depending on circumstance, the responding CSU deputy may request the Data dispatcher to reset the alarm.

C. After hours, once a “code 4” is received from the responding deputy, the Data dispatcher is responsible to reset the alarm as follows:

   1. Click the red button located on the graphic floor plan.

      a. This will change the appearance of the Facilities Maintenance screen and provide a window that says “Value.”

         i. Change the status to “Off” and click the “Save” button
         
            ii. In the “Alarms” section at the bottom of the facilities Management Page, click “Ack.”

      b. This will both clear the alarm from the “Alarms” menu and reset it.

V. Alarms at the Communications Center

A. Alarms at the Comm Center are indicated on the yellow communications graphic by a red dot next to the Generator UPS or Building Monitor buttons. Alarms at the Comm Center are typically system alarms.

B. Silencing an alarm

   1. From the Communications Home Page, silence the visual alarm by clicking the “Alarm Silence” button.

      a. This turns the activation light off in Dispatch.

      b. The activation light will reactivate every twenty (20) minutes until the alarm is cleared.

   2. The alarm cannot be cleared until the troubled system has been restored to its normal state.

C. Locating the alarm location

   1. Click the red button to be taken to the graphic floor plan to locate the specific
alarm.

2. After determining the alarm location and equipment type, page/call the appropriate on-call person for the troubled system or equipment.

D. Once restored, the alarm activation light will turn off and the red dot will clear from the Communications Home Page.

By Order of the Division Chief,

Michael R. Wagner
January 28, 2021
Date

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ATTACHMENTS
[None]
SUBJECT: Emergency Background Checks for HHS Placements

EFFECTIVE: February 9, 2021

POLICY: It is the policy of the Boulder County Sheriff’s Office to assist the county department of Health and Human Services (HHS) in conducting after-hours background checks for emergency child placements. After-hours, the Communications Center may be called upon to assist with CCIC/NCIC background checks through Data Channel for its law enforcement user agencies.

RELATED POLICIES:
OP706 – Emergency Background Checks for HHS Placements (Operations Division)

DEFINITIONS:

Background Check: A search of the CCIC, NCIC, and sheriff’s computerized records system for a specific individual, identified by full name and date of birth (including any known aliases).


Emergency Placement: The placement of a child outside of the normal placement process.

HHS: The Boulder County Department of Health and Human Services.

Law Enforcement Agency: A state or local government agency, including the Colorado State Patrol, authorized to enforce the laws of the State of Colorado.


RMS System: The computer-based records management system utilized by the sheriff’s office.

PROCEDURE:

I. Request for Assistance

A. Calls received from HHS requesting assistance in conducting emergency background checks for child placement shall be referred to an officer/deputy in the appropriate jurisdiction to speak with the case worker prior to a background check being conducted.
B. The officer/deputy assigned to conduct the emergency background investigation for HHS is responsible to obtain the identifying information of the requestor and the associated HHS file or case number and determine if the emergency background check meets statutory muster.

II. Conducting the Background Investigation

A. The assigned officer/deputy may utilize the Communications Section to assist in completing the background investigation, if needed.

B. The background investigation shall include queries in the following systems:

1. CCIC/NCIC Systems
   a. The following queries shall be completed: QWI, QH and QR.
      i. The assigned officer/deputy shall ensure the following information will be provided in the mask fields for each query:
         (a) Purpose Code (PUR/): X
         (i) Purpose code “X” is for emergency placements by HHS, per the CCIC Training Manual.
         (b) Car Field (CAR/): Requesting officer/deputy’s badge number
         (c) Attention Field (ATTN/): “HHS” and the corresponding agency case number (i.e. “HHS 16-1500”).
   b. Sheriff’s RMS Systems
      i. An alpha name search that queries all RMS systems shall be completed (viz. CMS, RMS, ARS, Traffic Module, Special
Flags, Field Contacts, Licenses and Permits). The most comprehensive search is the system-wide alpha name search.

c. Local Jurisdiction RMS

i. The requesting law enforcement agency should be advised by the dispatcher conducting the background check that they are responsible for searching their own local records that dispatch does not have access to as part of the emergency background check.

C. Review of Records and Histories

1. The officer/deputy conducting the emergency background check is responsible to review the results of all system queries against the criteria identified in § 19-3-406(4), C.R.S., which governs emergency placements and disqualifying convictions that bar emergency placement.

2. The results of the background investigation shall be verbally provided to the HHS requestor by the investigating officer/deputy, not the dispatcher assisting in the emergency background check.

3. Under no circumstances are copies, either paper or electronic, of the CCIC/NCIC or RMS history or search results are to be provided to the HHS requestor but may be provided to the requesting officer/deputy.

By Order of the Division Chief,

Michael R. Wagner

February 9, 2021

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ATTACHMENTS
[None]