



EL PASO-TELLER COUNTY

9-1-1 AUTHORITY

POLICE · FIRE

GO

EMS · DISPATCH

Policy Manual

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Table of Contents

1. Administration	4
1.1 Mission Statement	4
1.2 Scope of the Policy Manual	4
Procedure	4
1.3 The El Paso – Teller County 911 Authority Responsibilities	4
Procedure	4
1.4 Authority Board Responsibilities	5
Procedure	5
1.5 General Policies and Procedures	6
Purpose	6
Procedure	6
Dissemination	7
1.6 Agenda and Notice Policy of the Authority	7
Procedure	7
1.7 Access to Public Records and Fee Schedule	8
Background	8
Official Custodian	9
Electronic Records and Electronic Communications	9
Fees and Charges	10
Denial of Inspection	10
1.8 Supplies and Equipment	11
Furniture	11
Headsets	11
Computer Aided Dispatch (CAD) Equipment	11
Telephone Equipment	12
Telephone and Radio Recording Equipment	13
Protocol Cardsets, Software, and Training	13
1.9 Monthly Statistical Reporting Requirements	14
Procedure	14
1.10 Organization and Conduct of Authority Committees	14
Procedure	14
1.11 Language Interpretation / Language Line	15
Procedure	15
2. Finance	16
2.1 Financial Policies and Procedures	16
Purpose and Procedure	16
Financial Reports	16
Internal Reports	16

Annual Audit	16
Banking Transactions	16
Banking Relations	16
Bank Accounts	17
Accounts Payable	17
Credit Cards	18
Authorization to Purchase	18
Reconciliation and Payment	18
Separation of Employment	18
Revenue Tracking and Recognition	18
Journal Entries	19
Accounting System and Data Security	19
Records Retention	19
Records Destruction	20
2.2 Inventory	20
Procedure for Physical Inventory	21
2.3 Disposal of Authority Property	21
Procedure / Manner of Disposition	22
2.4 PSAP Conference Funding and Travel	23
Procedure	23
2.5 Decommissioning an Out-of-Service PSAP	26
Procedure	27
3. Security	28
3.1 Weapons on Authority Property and in Vehicles	28
Procedure	28
3.2 Clear Screen – Computer Workstation Security	28
Procedure	29
3.3 NCIC – CCIC Open Fox Usage and Access	29
Procedure	29
4. QA/Training	30
4.1 Authority Provided Training for PSAP Employees	30
Procedure	30
4.2 Cardio-Pulmonary Resuscitation (CPR) Instructions	30
Procedure	31
4.3 Emergency Medical Dispatch	31
Procedure	31
4.4 Emergency Medical Dispatch Quality Assurance and Improvement Process	33
Procedure	33
4.5 Medical Director (M.D.) Emergency Medical Dispatch (EMD) Policies	35
4.6 Protocol Training and Certifications	35

Procedure	35
4.7 Procedure for Utilizing Local Agency Instructors for Protocol Instruction	36
Procedure	36
4.8 PSAP Telecommunicator Award Program	36
5. Public Education	39
5.1 911 Public Education	39
Procedure	39
5.2 911 Mobile Classroom	39
Procedure	39
5.3 9-1-1 Hero Program	40
Procedure	40
5.4 Emergency Notification System	41
Purpose	42
5.4.1 OEM Access to the Authority's Emergency Notification System (ENS)	44
6. Information Technology	47
6.1 911 Telephone Call Recording, Radio Channel Recording and Archiving	47
Procedure	47
6.2 Backup Communications Center	47
Procedure	47
6.3 Primary PSAP Alternate List	49
Procedure	49
6.4 Technical Support for Authority Provided Equipment	50
Procedure	50
6.5 Acceptable Use of Computing Resources	51
Procedure	52
7. Geographic Information System	55
7.1 Emergency Response Map Book/Wall Maps	55
Procedure	55
7.2 GIS Database Maintenance	56
Procedure	56
GIS Database Maintenance	56
GIS Database Updates	56
MSAG Maintenance	56
Appendix A	57
Duplication Fee Schedule	57
Appendix B	58
List of PSAPs	58
Need a hand?	59
Employee Handbook Acknowledgement	60

1. Administration

1.1 Mission Statement

The El Paso-Teller County 9-1-1 Authority (Authority) shall provide reliable public access to public safety agencies by managing high quality, redundant, secure, and cost-effective 9-1-1 systems and services while providing exceptional customer service to Authority stakeholders.

1.2 Scope of the Policy Manual

This manual defines the scope of work and services conducted and provided by the El Paso – Teller County 911 Authority (Authority) to support the operations of the Public Safety Answering Points (PSAPs).

Procedure

The Policies and Procedures contained in the Authority Policy Manual are limited to the following:

- Operations of the El Paso – Teller County 911 System.
- Equipment, systems, and services provided by and maintained by the Authority.
- Authority Board Members, PSAP, and Authority employee responsibilities, training and travel.
- 911 system network design, operations, and services.
- 911 call taking and dispatching responsibilities.

The Authority works to ensure compliance with standardized protocols. However, it is not the intent of the Authority to prescribe emergency communications and 911 communication center policy and procedures. The techniques and procedures used to dispatch, alert and communicate with the public, emergency public safety responders are the responsibility of local public safety agencies and PSAPs.

1.3 The El Paso – Teller County 911 Authority Responsibilities

The El Paso – Teller County 911 Authority (Authority) provides reliable equipment to the Public Safety Answering Points (PSAPs) in order to process 911 calls from the community.

Procedure

The Authority, as an organization, is responsible for the following:

The Authority staff shall be responsible for the continuous and daily operation and maintenance of the Emergency Telephone System and the Emergency Notification System. Equipment, services, and technology that may be funded by the Authority, for use by the Authority and PSAPs include, but are not limited to:

- ANI-ALI Equipment
- Telephone Equipment
- Computer Equipment
- Generators

- Uninterruptible Power Supply (UPS)
- Any other equipment, items, or supplies allowable under C.R.S. 29-11-104.

The Authority was created by an Intergovernmental Agreement (IGA) effective June 1, 1989, as thereafter amended and restated. The parties to the IGA include agencies within El Paso and Teller Counties, represented by the cities, towns, military installations, and special districts, including ambulance districts, fire protection districts, health service districts, hospital districts, metropolitan districts, regional authorities, law enforcement authorities, and other governmental entities in El Paso and Teller Counties which are primary providers of emergency firefighting, law enforcement services, ambulance, emergency medical or other emergency services who receive services from the Authority.

A comprehensive list of IGA signors can be found in the most recent Intergovernmental Agreement (IGA).

A comprehensive list of PSAPs is listed in Appendix B.

PSAPs shall operate and maintain the Authority equipment in accordance with El Paso – Teller County 911 Authority Board (Board) approved policies and procedures.

The Board organizational structure is established by the IGA and Authority Board Bylaws. By-laws can be updated at the discretion of the Board.

1.4 Authority Board Responsibilities

The mission of the El Paso – Teller County 9-1-1 Authority (Authority) Board of Directors (Board) is to ensure the Authority operates in an efficient, cost-effective, and transparent manner.

Procedure

The Authority Board is responsible for the following:

- Oversee the Authority's operations and ensure compliance with all applicable laws, rules, and regulations established by the Federal Communications Commission (FCC), the Colorado State Legislature, and the Colorado Public Utilities Commission (PUC).
- Oversee the imposition and collection of the Emergency Telephone Surcharge.
- Oversee the funding and implementation of the Emergency Telephone System and Emergency Notification System.
- Foster and build relationships with the public and private entities who have an interest in the delivery of 911 services.
- Provide broad-based education to the community regarding the proper use of 911 and its role in effective emergency services.
- Provide municipal partners, state organizations, Public Safety Answering Points (PSAPs) employees, Authority employees, the community and others with information on issues and trends that may impact the Authority's 911 systems, the delivery of 911 services, the operation of PSAPs, and make recommendations to improve the Authority's 911 systems.
- Identify, research, advocate, deploy, implement, and support innovative technologies for PSAPs that improve the Authority's 911 systems.
- In concert with Authority staff, develop and pass an annual balanced budget that properly funds the Authority and its 911 systems.

- When funds are available, and it is determined to be reasonable and appropriate, provide funding for salaries of PSAP employees in accordance with the Board-approved PSAP funding agreement.

1.5 General Policies and Procedures

It is intended that these policies and procedures will, by adoption and periodic review, provide guidance to the El Paso – Teller County 911 Authority (Authority) employees and stakeholders in their work activities, to provide excellent work products and exceptional service to the Public Safety Answering Points (PSAPs) and customers served by the Authority.

Purpose

The purpose of the Authority Policy Manual is to establish and maintain a uniform system for organizing, maintaining and managing the Authority operations; to comply with applicable State of Colorado statutes and state laws, community laws, regulations, and employment laws; to establish technical standards; to provide terms and conditions of employment; and specify a methodology for the Authority Board of Directors (Board), to provide direction to the Executive Director to establish, maintain, and operate an efficient, effective, and resilient 911 system.

Procedure

The Policies and Procedures contained in this manual are published for information and guidance to the Authority employees and stakeholders. The manual is not intended to explain each situation that may arise in the course of one's work. Rather, there will be times when employees are expected to draw upon individual experience and communication with supervisors and co-workers in order to be highly effective. The employee's value to the Authority will be gauged not only by compliance with the instructions contained within this manual, but also by the demonstration of sound judgment, excellent character, and individual performance under a wide variety of conditions.

Daily operations of the Authority 911 related systems is the responsibility of the Authority Board of Directors through the Executive Director, as outlined in the Executive Director's job description and supplemental directions from the Authority Board members.

The Executive Director shall maintain a current Policy Manual that is to be separate from the [Employee Handbook & SOP Manual](#). All policies will be stored online and will be available to all Authority employees.

The Policy Manual is indexed by category. The indexed categories are:

- Authority Administration Policies
- Fiscal Policies
- Security Policies
- Authority Training Policies
- Public Information Policies
- Information Technology Policies
- Geographic Information Policies
- PSAP Policies
- Definitions

Each Policy shall have a policy number indexed in the correct category.

The Authority's approved policy software provides the most recent published date for the policy manual. Abolished, repealed or moved policies shall be archived in the Authority Board Meeting packets with the record of resolution to provide continuity and an explanation as to why and how the business of the Authority has changed over the years.

A Table of Contents will be included in the Policy Manual.

Dissemination

All policies will be maintained online in an easy to access format.

- Paper copies of the Authority Policy Manual will not be distributed; employees shall access policies online to ensure the most current and up-to-date policy is utilized.
- The Executive Director is responsible for ensuring that all employees are aware of updated policies.
- Managers are responsible for ensuring that each employee has acknowledged access to the latest version of the Authority Policy Manual during the Authority annual evaluation review.

1.6 Agenda and Notice Policy of the Authority

This policy defines the types of agendas that will be published and under which conditions or circumstances agendas will be utilized to ensure the El Paso – Teller County 911 Authority (Authority) is compliant with Federal and State laws and rules.

Procedure

The following procedures will be followed.

- Provide a written process for the placement of items on the agenda for regular business meetings of the Authority and exceptional circumstances for changing the agenda after publication.
- Notice:** Notice of any meeting of the Authority Board of Directors (Board) shall be distributed to all Directors at least five days before any meeting, except that notice of any special meeting of the Board may be given three days prior if the notice is given by personal delivery, telephone, facsimile, electronic transmission, or by any other form of wire or wireless communication; the method of notification need not be the same to each Director. If notice of a special meeting is not given by one of the above means, it shall be delivered by first class mail postage prepaid at least five days prior to the meeting. All notices shall state the date, time and place of the meeting and shall include an agenda listing the items to be discussed. In addition, matters of budget, contracts or major policy decisions must be specified in the agenda if they are to be considered in any particular manner.
- Special Meetings – Waiver of Notice:** Any Director may waive notice of any special meeting before or after the time and date of the meeting stated in the notice of such meeting, except where a Director attends a meeting and expressly objects, on the record, to the transaction of any business because the meeting was not lawfully called or convened.
- Executive Sessions:** All official business of the Board shall be conducted at regular or special meetings. Executive sessions may be called at regular or special meetings. No adoption of any proposed policy, position, resolution, rule, regulation or formal action shall take place in an executive

session. The discussion in executive session shall be limited to the reason for which the executive session was called. An electronic record (such as an audio tape) of the actual contents of the discussion in the executive session shall be kept in accordance with records retention laws.

- Agenda for Special and Regular Meetings:** All Directors shall have the right to have items placed on the agenda. Any Director desiring to have an issue placed on the agenda must present it to the Executive Director of the Authority at least ten (10) days prior to the next meeting. Each agenda shall allow for the discussion of the other items of old and new business not specified on the agenda.

- Modifying an Agenda:** Where possible, items to be discussed should be included in the original agenda. However, the Board recognizes that at times not all topics for discussion are available for placing on the agenda ten days in advance of a meeting. When information is not available at the time of posting, the Board may consider items not included in the original agenda if any of the following circumstances apply:
 - Twenty-Four Hours in Advance:** New items may be added to the agenda of any individual or regular Board meetings up to twenty-four hours in advance of the meeting by the Chairperson, Executive Director, or any two members of the Board. The agenda shall be re-posted and redistributed to the Directors as soon as practicable after such a revision.
 - Emergency Matters:** An item may not be added to the agenda subsequent to twenty-four hours in advance of a Board meeting unless consideration of the matter could not reasonably be foreseen twenty-four hours in advance of the Board meeting, involves an emergency affecting public safety, and cannot reasonably be delayed to the next regular Board meeting. In such circumstance, the Board shall add a matter to the agenda only if approved by a majority of the Board in attendance at the meeting, if a quorum is present.
 - Reasonably Related:** So long as notice is provided in accordance with this Policy, the Board may consider and take formal action as deemed appropriate on any item not specified in the agenda but reasonably related to the subject matter indicated by the agenda.

1.7 Access to Public Records and Fee Schedule

The El Paso – Teller County 911 Authority (Authority) shall be compliant with Federal and State laws and rules related to access to public records and fee schedules.

Background

The Colorado Open Records Act (Act), section 24-72-202 (6)(a)(I) defines public records as “all writings made, maintained, or kept by the state, any agency, institution, a non-profit corporation incorporated pursuant to section 23-5-131 (2), C.R.S., or political subdivision of the state, or that are described in section 29-1-902, C.R.S., and held by any local government-financed entity for the use in the exercise of functions required or authorized by law or administrative rule or involving the receipt or expenditure of public funds.”

Additionally, section 24-72-202(7) of the Act defines writing to include “all books, papers, maps, photographs, cards, tapes, recordings, or other documentary materials, regardless of physical form or characteristics. ‘Writings’ include digitally stored data, including, with limitation, electronic mail messages, but does not include computer software.”

“Public Records” do not include certain records, including but not limited to criminal justice records or work products prepared by elected officials. However, elected officials may release all or any part of the work product prepared for them. Section 24-72-202 (6)(b), C.R.S.

The Act allows the official custodian of public records to make such rules with references to the inspection of such records as reasonably necessary to protect such records and to prevent unnecessary interference with the regular duties of the clerk. The official custodian may also charge fees for research, retrieval, and copies of public records as set forth in section 24-72-205, C.R.S., and this policy.

It shall be the policy of the Authority to make all public records available for public inspection unless such records are protected from disclosure by federal or state statute, by court order, or unless disclosure of such records would be contrary to the public interest. Thus, records, including work products of Board members and staff, regardless of the medium in which the records are kept, are potentially subject to public disclosure. In case of ambiguity or lack of a specific provision, this policy shall be interpreted consistent with the Act and federal law, so as not to broaden the availability of public records required by such laws. The purpose of this policy is to assure prompt and equitable services to citizens requesting access to public records, including those records created by electronic mail, in accordance with the requirements of the Act.

Official Custodian

The Authority Executive Director is hereby designated as the Official Custodian responsible for the maintenance, care, and keeping of all records of the Authority, except as provided herein.

The Official Custodian shall have the authority to designate such agents as deemed appropriate to perform any and all acts necessary to enforce and execute the provisions of this Policy. All requests for public records shall be made in writing to the Official Custodian. Many of these requests can be filled immediately; however, if the public records are in active use, in storage, or otherwise not readily available at the time that the request is made, the Official Custodian shall set a date at which time the records can be inspected within three working days of the date the request was made. Such period may be extended if extenuating circumstances exist, but the extension period shall not exceed seven days from the date the request was made. Extenuating circumstances cannot apply to a request that relates to a single, specifically identified document. Section 24-72-203(3)(b), C.R.S.

Electronic Records and Electronic Communications

Records stored in electronic form may be considered public records and open to disclosure. After receiving a written request for records, the Official Custodian may take any measures necessary to assist the public in locating any specific public records. Section 24-72-203(1)(b), C.R.S.

If a public record is stored in a digital format that is neither searchable nor sortable, the Official Custodian shall provide a copy of the public record in a digital format. If a public record is stored in a digital format that is searchable but not sortable, the Official Custodian shall provide a copy of the public record in a searchable format. If the public record is stored in a digital format that is sortable, the Official Custodian shall provide a copy of the public record in a sortable format. The Official Custodian is not required to produce a public record in a searchable or sortable format if producing the record in the requested format would violate the terms of any copyright or licensing agreement between the Authority and a third party or result in the release of a third party's proprietary information or, after making reasonable inquiries, it is not technologically or practically feasible to provide a copy of the record in a searchable or sortable format, or if the Official Custodian would be required to purchase software or create additional programming functionality in its

existing software to remove the information. Altering an existing public record, or excising fields of information that the Official Custodian is either required or permitted to withhold, does not constitute the creation of a new public record under the Fees and Charges portion of this policy.

Fees and Charges

The Authority may charge for copies, printouts, or photographs requested. A fee will also be charged for the manipulation of data in order to generate a record in the form not used by the Authority, and this fee shall not exceed the actual cost of manipulating said data and generating the record. People or organizations making a subsequent request for the same record shall be charged the same fee. Section 24-72-205(1) to (3), C.R.S. The Authority is in no way obligated to generate a record that is not otherwise kept, made, or maintained by the Authority

Additionally, the Authority will charge a fee when the public record is the result of computer output rather than word processing. The Official Custodian will respond to requests for access to public records stored electronically and in a computer database by providing, upon request, a copy, disk, or printout, and not by allowing access to a computer terminal or the use of a private terminal.

The exception is any public information provided by the Authority on the Internet. The fee will be based on the recovery of the actual incremental costs of providing the electronic services and products together with a reasonable portion of the cost associated with building and maintaining the information system. Such a fee may be waived by the Official Custodian if the electronic services and products are to be used for a public purpose. Section 24-72-205(4), C.R.S.

Research and retrieval fees will be imposed as set forth herein, regardless of whether the requested records are made available only for inspection, or copies, printouts or photographs are made of the records. The Official Custodian may make records available for inspection only after the requestor has paid or made arrangements for payment of all costs and fees associated with making the records available. Section 24-72-205(1) and (6), C.R.S.

Authority public records standard fees and charges are identified in Policy Manual Appendix A.

Denial of Inspection

Access to public records may be denied in accordance with the provisions of the Act. If the Official Custodian finds that, under the provisions of the Act, a particular record cannot or should not be released, the Official Custodian should consult with the Authority's legal counsel and notify the applicant. The Authority's legal counsel shall state to the applicant, in writing, the basis for the denial. Section 24-72-204(4), C.R.S.

If the Authority denies a party's request to inspect records, the Authority acknowledges that the Act provides that a party seeking relief from the District Court must provide at least fourteen days written notice prior to filing with the Court, during which time the Official Custodian who has denied access must meet or speak by telephone with the person making the request. It is the policy of the Authority that should this situation arise, the Authority personnel are encouraged to utilize all possible means to attempt to resolve the dispute during this time period and to provide a written summary of the Authority's position at the end of that period to the requestor and the Authority's Board of Directors. The Authority also acknowledges that the Act permits a requestor to state in the required written notice that the requestor needs access to the record on an expedited basis, including a factual basis of the expedited needs, and that not meeting or telephone

communication is required to determine whether the dispute may be resolved without filing an application with the District Court, in which case the written notice must be provided three business days prior to the date on which the requestor files for relief in the District Court.

1.8 Supplies and Equipment

The El Paso – Teller County 911 Authority (Authority) provides supplies and equipment to the Public Safety Answering Points (PSAPs). PSAP Managers are responsible for reviewing the equipment condition and determine whether or not to submit requests for replacement during the annual budgeting process.

This is the listing of Authority supplied equipment that will be provided by the Authority Board when funding is available, and appropriations have been made through the annual budgeting process.

Furniture

Consoles

- Communication center consoles will be replaced on a one-to-one basis as the need arises.
- Additional console positions must be justified with staff and call-volume study to demonstrate the need for other positions.
- Complete console replacement at PSAPs shall follow the rules as set forth in the Authority Purchasing Manual.

Chairs

- Chairs shall be provided based on one chair for each dispatch and call-taking position.
- Chairs will be replaced when warranty service has ended or the PSAP cannot bring the chair to a usable condition for twenty-four- hour service.
- When chairs are being replaced the Authority will donate the used chairs to the agency for use at the agency's discretion. A letter will be sent to the agency advising of the donation and that the Authority will no longer provide maintenance for chairs being removed from inventory.

Headsets

- The Authority shall provide one headset to each call-taker and dispatcher.
- The Authority will be responsible for providing a maintenance plan for the headsets. The Authority will attempt to replace defective headsets with a similar headset if the original headset cannot be replaced.
- Due to the vast number of different headsets in use, the Authority will not stock spares for all the different models.

Computer Aided Dispatch (CAD) Equipment

Computer Aided Dispatch Software

- The Authority will provide one licensed copy of CAD software for each workstation in the communication centers.
- Supervisors and direct support staff of the communication center will be provided a licensed copy of the software.
- The Authority will not be responsible for providing licensed software to other areas outside of the communications centers.

CAD Maintenance

- The Authority will pay reasonable costs for maintenance on CAD-related equipment that is being used directly in the communication centers.
- Specialty interfaces that have no direct connection to the communication center operations will not be covered under the Authority's share of the maintenance contract.

Mobile Data

- Licenses for CAD mobile, to include AVL and APL (automatic person location) will be purchased by the Authority. This means licensing of field units that would be responding to emergency calls.
- This does not include support staff, civilian employees, parking enforcement units, or any other units that do not respond to emergency 9-1-1 calls.
- Mobile license maintenance is included.

Workstations and Services

- The Authority will provide computer terminal workstations for dispatchers and call takers in the communication centers. These computer terminals will be replaced using a four-year replacement plan.
- Backroom servers and associated software will be provided as long as it relates to the direct operation of the communication centers.
- Authority servers and network equipment will be replaced at the end of the manufactures life-cycle recommendations.
- All computer and network equipment will be plugged into dedicated circuits that are protected from both power outages and electrical surges.

Printers

- The Authority shall provide one black and white printer to each agency.
- The printer shall be available on the communication center's floor for printing 911 related materials.
- Replacement cartridges for these printers will be provided by the Authority.

Telephone Equipment

Telephone Handset and Equipment

- The Authority will provide an appropriate telephone set and computer telephony software for each position in the communication centers.
- Based on NG911 technology this equipment will be Internet protocol based. Maintenance on this equipment will be provided by the Authority through a contact with the appropriate repair facility.

Telephone Switches

- Required telephone switches will be provided by the Authority based on an appropriate configuration for NG911 equipment.
- Redundancy will be a primary factor in the design of the backroom telephone switches and network configurations.

Trunk and Telephone Lines

- All trunk lines and specialty phone lines required for the operation of the 911 system shall be provided and maintained by the Authority.
- Administrative lines and other reporting telephone lines necessary for PSAP operations may be provided and maintained by the Authority.

- Tie lines and/or connections needed to allow direct dialing from the 911 call handling equipment (CPE) into another phone system may also be provided in certain circumstances.
- The Authority will not be responsible for the maintenance of telephone lines provided by the agency.

Telephone and Radio Recording Equipment

- The Authority shall provide equipment and all maintenance costs to support the recording requirements of the communication centers, specifically the recording of all 911 calls, all incoming non-emergent lines that are integrated with the 911 system, and radio channels that are present in the DTRS system and commonly used in the communication centers.
- Equipment shall be correctly sized to have expansion capability for additional lines or talk groups that the agency may want to have recorded.

Protocol Cardsets, Software, and Training

Protocol Cardsets

- The Authority shall provide cardsets to each call-taker position in the communication centers.
- These cardsets will be maintained by the Authority with the most current version of the cardsets.
- Cardsets (Police, Fire and Medical) will be provided based on which protocol the agency has determined to use.

Software

- The Authority shall provide software at each call-taker computer workstation. That software will be the most current version as determined by the protocol providers.
- The Authority will collaborate with the PSAPs to ensure any product version updates are implemented within one year of the product's release.
- Other than the training software located at the Authority, the Authority shall not be responsible for software located outside the call-taker positions.

Training

- The Authority shall provide initial certification training and testing for all protocols.
- The Authority will cover the cost of one re-test attempt if an employee does not pass the initial certification exam.
- Remedial and refresher training classes shall be provided by the Authority.
- There shall be no training, certification, or recertification costs to the agency unless an employee requires more than one re-test or their certification expires due to not completing the recertification process on time.

Quality Assurance Training and Software

- Based on the agency's arrangement with the Authority, the appropriate quality assurance software and trainer certification/recertification will be provided to the agency.
- The Authority will collaborate with the PSAPs to ensure any new performance standards are implemented within one year of the product's release.

Generators / Uninterrupted Power Supply

- The Authority will install and maintain backup Generators and Uninterruptable Power Systems (UPS) to any PSAPs that do not have adequate power and surge protection.
- This equipment will be serviced and maintained by the Authority.

1.9 Monthly Statistical Reporting Requirements

The El Paso – Teller County 911 Authority (Authority) maintains statistical data for use by Public Safety Answering Point (PSAP) managers to lead the 911 communication centers in El Paso and Teller Counties. The Authority shall provide and deliver monthly statistical reports of 911 telephone call performance to Authority stakeholders.

Procedure

The Authority shall prepare a monthly report that will be distributed to the Authority Board of Directors and PSAP managers monthly as well as posted on the Authority website and will include the following:

- Total number wireline 9-1-1 telephone calls received by each PSAP
- Total number of Voice over Internet Protocol (VoIP) 9-1-1 telephone calls received by each PSAP
- Total number of wireless 9-1-1 telephone calls received by each PSAP
- Total number of text messages to 9-1-1 messages received by each PSAP
- Total number of abandoned calls by each PSAP
- Average time to answer by each PSAP
- Average time talking by each PSAP
- Number of personnel assigned to each PSAP

1.10 Organization and Conduct of Authority Committees

El Paso – Teller County 911 Authority (Authority) Committees are subject to the Colorado Open Records Act (CORA) and must adhere to these meeting standards. This policy aims to standardize the manner in which meetings are documented.

Procedure

All committee and sub-committees working on behalf of, or for, the Authority will operate with these expectations.

Officers

- Each Authority committee and sub-committee will elect or select a chairperson to conduct the meetings and a secretary that will prepare written recordings of all of the business activities of the committees.
- A vice-chairperson will be elected or selected to conduct meetings in the absence of the chairperson.

Agendas

- The chairperson, or designee, will prepare and disseminate meeting agendas.
- All committee members will have the opportunity to place items on meeting agendas for discussion during meetings.
- Agenda items must have sufficient detail for committee members to take action on the subject.
- Agendas will be emailed to all committee members at least two working days prior to the meeting.

Meeting Minutes

- Meeting minutes must contain sufficient information that adequately represents the discussion and decisions made during the meeting.
- Minutes must be prepared that document the discussion of all items and approved by the membership during the meeting.
- Minutes shall contain a record of all votes and official actions taken by the committee during the meeting.
- Approved meeting minutes will be available to Authority Stakeholders, including, but not limited to Authority employees, PSAP employees, Authority Board of Directors, Authority Inter-governmental signors, agency leaders, and agency employees.

1.11 Language Interpretation / Language Line

The El Paso – Teller County 911 Authority (Authority) shall follow a standardized procedure for the use of language interpretation services. This police provides all public safety answering points (PSAP) personnel with an understanding of the purpose of language interpretation and when the services may be utilized by the PSAP.

Procedure

The Authority provides access to language interpretation services to be utilized by PSAP employees to assist in the processing of 911 telephone calls for service as well as non-emergency calls for service in which the call taker is unable to communicate with callers.

The language interpretation services are for PSAP personnel and may not be provided to on-scene personnel or used to conference in on-scene personnel for the questioning or interrogation of victims or suspects. Language interpretation for these purposes should be provided by the agencies.

PSAP personnel are responsible for safeguarding the language interpretation services telephone number and PSAP password.

2. Finance

2.1 Financial Policies and Procedures

The El Paso – Teller County 911 Authority (Authority) is dedicated to ensuring that all financial operations are conducted under the highest standards of integrity and ethics and in compliance with strict internal controls to safeguard the Authority's assets and maintain a strong financial status.

Purpose and Procedure

The Authority is funded by taxpayer resources in order to provide support to the PSAPs in providing excellent 911 services. The Authority's finances are managed transparently. The Authority operates on a fiscal year-end of December 31, and all financial records are maintained on an accrual basis in conformity with generally accepted accounting principles (GAAP).

Financial Reports

The Authority will report timely and accurate financial information, both internally and externally, to ensure programs are functioning as initially intended by the Board of Directors.

Internal Reports

The executive assistant shall prepare unaudited financial statements, monthly and annually, for the Executive Director and the Authority Board of Directors (Board). Financial statements are to be prepared in GAAP compliance on an accrual basis and contain budget to actual amounts and variances.

Annual Audit

The Executive Director will engage an independent certified public accountant (CPA) annually to conduct a financial audit.

Audited financial statements will be presented to the Authority Board. The annual audited financial statements are presented for acceptance to the Board by the July meeting.

Banking Transactions

All Authority funds must be received and disbursed through the Authority's checking account. Adherence to the following policies and procedures will ensure that the Authority's cash and investments are adequately controlled and safeguarded.

Banking Relations

- The Executive Director will be the Authority's primary representative in dealing with financial institutions.
- The Authority will conduct banking activity only with financial institutions that are members of the Federal Deposit Insurance Corporation (FDIC).
- The executive assistant will maintain bank account files to include correspondences and official documents relating to the opening and closing, and maintenance of all Authority bank accounts.

- From time to time it may be necessary for the Authority to open additional bank accounts, or to close existing accounts. The Executive Director will work with bank representatives to accomplish this task when approved and documented by the Board.

Bank Accounts

Persons authorized to sign on bank accounts shall be executive officers of the Authority Board. In order to maintain segregation of duties for proper control, under no circumstance shall persons selected as bank account signers have responsibility for processing checks or reconciling bank accounts.

The authorized signers on all bank and investment accounts shall be as follows:

- Chairperson
- Treasurer
- Vice-Chairperson
- Secretary

All checks must be signed by two authorized signers. When presented for signatures all checks must be accompanied by invoices, and other approved supporting documentation. Supporting documentation must indicate appropriate approval in accordance with the Authority's Purchase Approval Guidelines.

Under no circumstance will blank checks be signed. In addition, a signer cannot be the signer on a check he or she has requested.

Accounts Payable

- All expenses shall be recorded to the highest degree possible in the period they are incurred. Proper internal controls will be in place to ensure that only valid and authorized payables are recorded and paid.
- Vendors should be made aware that all invoices must be sent directly to the executive assistant.
- The executive assistant will process all vendor invoices after proper approval from the Executive Director or manager is documented.

All invoices will be reviewed to ensure:

- Proper authorization
- Calculations on the invoice should be verified.
- Appropriate budget line item assigned.
- All invoice discrepancies will be investigated prior to payment.
- Only original invoices should be processed for payment. If the original invoices are lost, the vendor should be contacted to obtain a replacement invoice.
- Checks will be printed by the executive assistant. The check stubs will subsequently be matched to the invoice and checks will be appropriately filed.

Signature authorization for signing checks

- Authorized signatures: Chairperson; Vice-Chairperson, Secretary, and Treasurer.
- Two signatures are required.
- All voided checks will have "VOID" written across them and will be filed for future reference.
- Invoices with check stubs attached are filed in the paid Accounts Payable files in the executive assistant's office.
- Checks will be prepared for mailing by the Administrative Assistant or designee.

- It is especially important to have a proper cut-off of accounts payable at the Authority's year-end. As invoices are received after year-end, close attention is given to which period of goods or services they relate to in order to ensure they are posted to the correct period and year.

Credit Cards

All uses of the Authority's credit cards must be requested and duly authorized. The purpose of using Authority credit cards is to provide a convenient method to secure catering, lodging, online purchases, gas, purchases at local stores and other vendors as needed and when working with new vendors on initial purchases where credit approval has not yet been granted.

Restrictions on use

Use of an organization credit card is subject to the following understanding:

- User acknowledges the card is intended for actual and necessary business expenses only.
- User acknowledges and agrees to abide by the program's policies and procedures.
- User acknowledges that restricted purchases are prohibited and will result in corrective action, up to and including termination.
- User agrees to reimburse all unauthorized transactions.
User agrees to surrender the card upon termination, resignation, retirement, or upon request by the Authority.
- User realizes that use of the card, once privileges have been withdrawn, is prohibited.
- User agrees to abide by card spending limits, individual and total.
- The user should be familiar with the cardholder agreement and procedures to dispute charges, return merchandise, report lost or stolen cards, or cancel card services.

Authorization to Purchase

Regular approval processes must be followed for all credit card purchases. Any single purchase over \$250.00 requires the approval of a manager or Executive Director.

Reconciliation and Payment

- Cardholders should obtain all detailed receipts including receipts for purchases made in person or delivery of goods receipt for purchases conducted by telephone.
- The executive assistant will reconcile the monthly statements to the receipts they have retained from the monthly charges. These documents are matched to the statement received, bundled into a voucher package, and paid in the same manner as other Accounts Payable invoices.

Separation of Employment

Cardholders who terminate their employment must surrender their credit card at the time of departure from the Authority. The Executive Director should then notify the banking agency and have the card deactivated immediately to prevent fraudulent use.

Revenue Tracking and Recognition

- All revenue of the Authority is to be recorded and recognized when it is earned, in accordance with Generally Accepted Accounting Principles (GAAP).
- This procedure summarizes the steps taken to ensure proper control of all cash and checks received by the Authority. These measures provide a smooth process and separation of duties.
- The administrative assistant sorts all mail coming into the building and distributes it.

- The executive assistant manages deposits of Authority income as received.

Journal Entries

- Journal entries are initiated in Quickbooks by the accountant only.
- The executive assistant is responsible for reviewing and approving all journal entries.

Accounting System and Data Security

Only authorized individuals shall have access to the financial systems and information. This policy applies to all employees who access Quickbooks.

Records Retention

The Authority will retain records in an orderly fashion for time periods that comply with legal and governmental requirements.

Record Retention Guidelines

The following holding periods will be utilized for the maintenance of the documents listed below:

Accounting Records	
Accounts Payable	7 Years
Accounts Receivable	7 Years
Asset Inventory	3 Years after disposal
Audit Reports	Permanent
Chart of Accounts	Permanent
Depreciation Schedules	Permanent
Expense Reports	7 Years
Financial Statement (Annual)	Permanent
Fixed Asset Purchases	Permanent
General Ledger and General Journal	Permanent
Loan Payment Schedules	7 Years
Purchase Orders and Correspondence	7 Years
Purchase Requests	2 Years
Tax Returns and Working Papers	Permanent
Trial Balances	Permanent

Bank Records	
Bank Reconciliations	7 Years
Bank Statements	7 Years
Cancelled Checks	7 Years
Checks for Capital Purchase and Contracts	Permanent

Electronic Payment Records	7 years
Petty Cash Vouchers	3 Years

Corporate Records	
Board Minutes	Permanent
Bylaws, Charter, and Articles of Incorporation	Permanent
Business Licenses	Permanent
Contracts – Major	Permanent
Legal and Tax Correspondence	Permanent
Contracts	Life + 4 Years
Insurance Policies, Accidents, Claims	Life + 4 Years

Employee Records	
Benefit Plans	Permanent
Employee Files (Terminated)	10 Years
Employee Applications	2 Years
Employee Taxes	7 Years

Payroll Records	
Leasehold Plans	7 Years
Lease Payment Records	Permanent

PSAP Records	
911 Call Recordings	4 Years
Computer Aided Dispatch (CAD) Records	5 Years

Records Destruction

After each year-end, a review of the physical files in storage is performed by the executive assistant and any records that fall outside the above retention schedules are destroyed. Electronic records are destroyed typically by an automatic aging process.

2.2 Inventory

It is the responsibility of the El Paso – Teller County 911 Authority (Authority) to track and inventory all equipment purchased with Authority funds for use in the Authority facility and all the Public Safety Answering Points (PSAPs). This policy provides a guideline as to how the physical inventory will be handled for all equipment that has been purchased by the Authority.

Procedure for Physical Inventory

An Authority staff member will be assigned the responsibility to physically inventory all equipment and furniture purchased with Authority funds at each of the PSAPs and the Authority. A physical inventory shall be conducted on an annual basis.

The Purpose of the Inventory

- To verify the physical count, condition, and location of inventory items and to ensure they are properly documented. To identify, document, and add items to the inventory list that are on-hand but are not currently shown in the inventory.
- To ensure that items disposed of are no longer listed in the inventory database.
- To identify any missing or damaged items that need to be located, repaired, or replaced.

Annual Audit

An Authority staff member will be designated with the responsibility to perform a physical audit of all equipment, and furniture purchased with 911 funds at each of the PSAPs and the Authority on an annual basis.

Adding New Inventory

Information Technology (I.T.) employees will be responsible for maintaining the Inventory Database.

- Unpackage each item and immediately place an Authority Inventory barcode label on the equipment where it can be easily located. Consideration should be given to barcode placement to minimize the occurrence of barcode labels being removed by staff other than I.T. support staff.
- The manufacturer, the model, serial number or service tag, the date of purchase and the cost of each item will be entered into the Inventory Database. Authority employees should enter the appropriate depreciation value for items that cost more than \$5,000.
- Once the equipment has been tagged with a barcode label and entered into the Inventory Database, it should be moved to a secure location.

Moving Inventory from Site to Site

Equipment that is being removed or moved from the Authority's inventory should be tracked to the new location in the Inventory Database.

Disposal of Equipment

Damaged equipment should be updated in the Inventory Database, the barcode sticker removed, and the equipment secured until it can be returned, recycled, or disposed of properly.

Tracking Equipment Sent for Replacement or Warranty Work

Equipment removed from use and returned to the vendor for any reason should be updated in the inventory database. Authority employees should remove the inventory barcode stickers from inventory being returned to vendors.

2.3 Disposal of Authority Property

The effective operation of the El Paso – Teller County 911 Authority (Authority) will, at times, require the disposal of obsolete or unneeded property. This policy provides guidelines for the Authority to dispose of obsolete or unneeded property.

Procedure / Manner of Disposition

Authorization

The Authority Executive Director is authorized to dispose of obsolete or unneeded property, equipment, and materials (property) by selling it at a fair price consistent with the procedures outlined in this policy. Property deemed to have little or no value may be disposed of by gifting it to member agencies of the Authority, or local emergency service organizations.

Determination of Value

For purposes of this policy, the value of any property shall be set considering the original purchase price, depreciated value, salvage value, and the cost to the Authority to dispose of the property.

Property Value Exceeding \$25,000

- If the value of the property is estimated to exceed \$25,000, sealed bids shall be solicited via a published notice in a local newspaper that is approved for legal publications. The notice shall be posted for a minimum of two weeks and will contain a description of the property, the bid deadline, a methodology to submit and open bids.
- The sale shall be awarded to the highest responsible bidder submitting a satisfactory bid. A contract evidencing the transaction shall be executed in writing and be otherwise conditioned as required by law.
- A record shall be kept of all bids, with names of bidders, amounts of proposals, and the amount the successful bidder paid.
- In the event of identical high bids from two or more bidders, the Executive Director may utilize negotiated procurement methods with the tied high bidders, providing that the price paid does not fall below the highest bid price. In the event where only a contract with the bidder providing the amount paid does not fall below the original proposal. If no satisfactory bid is received, the Executive Director may reject all bids and re-advertise.
- All bids obtained shall be retained on file for a period of at least one year following the completion of the sale.

Property Valued in Excess of \$5,000 but less than \$25,000

If the value of the property is estimated to exceed \$5,000 but not in excess of \$25,000, the sale may be made by auction after publishing a notice or by direct negotiation, by obtaining not less than two bids for the purchase. All bids obtained shall be retained on file for a period of at least one year following the completion of the sale. A contract evidencing the transaction shall be executed in writing and be otherwise conditioned as required by law.

Property Valued Less than \$5,000

If the value of the equipment or materials is estimated to be less than \$5,000, a sale may be negotiated with a single prospective purchaser without public notice or advertising. A written contract evidencing such transactions may be required depending on the nature of the property and terms of the sale. Property valued at less than \$5,000 may, with the approval of the Executive Director be deemed to have a nominal value and be gifted to the Authority member agency at which the property is currently in use, or any local emergency service organization.

Sales to Authority officials, Authority employees, and Authority contractors

No Authority property will be sold to an Authority official, Authority employee, Authority employee family member, contractor, or contractor's employee except for sale to the highest responsible bidder based on a competitive bidding procedure, or to the highest bidder at a public auction.

If deemed to be in the best interest of the Authority by the Executive Director, property estimated to be valued less than \$5,000 may be sold to the highest bidder at public auction.

2.4 PSAP Conference Funding and Travel

The El Paso – Teller County 911 Authority (Authority) shall provide funding for Public Safety Answering Points (PSAPs) to attend job-related conferences and training. The objective of PSAP employees (employee) attending conferences and training is to improve job competencies, enhance understanding of new and emerging technologies, obtain and maintain training certificates, and gain new job skills.

Procedure

The Authority will follow the procedures outlined in this policy to pay for approved conferences, training, and travel-related costs.

Travel will be conducted in the most economic and reasonable manner with employee safety in mind. Every effort should be made to book travel in advance to avoid last-minute costs.

Employee travel arrangements will be made only after the Authority has received approval from the applicable PSAP manager.

Conference Registration & Training Fees

The Authority will prepay conference registration fees and/or the cost of the training course.

Any pre- or post-conference classes must be approved by the employee's PSAP manager prior to registration.

[OUT OF STATE TRAVEL]

Transportation Fees

The Authority will pre-pay round-trip coach or economy airfare from Colorado Springs or Denver.

The Authority will not reimburse for any costs associated with travel to DIA and will not reimburse for the cost of airport parking at DIA or COS.

The Authority will pay the cost of luggage fees for either one checked bag or one carry-on. This cost will either be pre-paid by the Authority during the booking process, or the employee will be reimbursed by submitting the appropriate documentation to the Authority within 30 days of the completion of travel.

The Authority will pay for ground transportation between the destination airport and the conference hotel for employees only. The employee will be reimbursed by submitting appropriate documentation to the Authority within 30 days of the completion of travel.

Vehicle Travel

Employees who prefer to travel by vehicle rather than by air to an out-of-state conference must receive prior approval from the employees' PSAP manager.

Mileage will be reimbursed at the current Internal Revenue Service business standard mileage rate up to, but not more than, the price of a roundtrip coach or economy class airfare from Colorado Springs or Denver, whichever is less.

Lodging

The Authority will prepay lodging expenses for employees only. This includes accommodation for:

- The night before the conference or training begins, and
- The night of the final day of the event.

Only the standard room rate, required taxes, and mandatory fees will be covered. An Authority credit card will be placed on file with the hotel to streamline the check-in process.

Important: Employees may not charge any additional expenses to their room. Any incidental or personal charges (e.g., room service, parking, upgrades) will be the sole responsibility of the employee.

Per Diem

The Authority will calculate and pre-pay per diem for employees. The rate is determined by the destination city using the current year U.S. General Services Administration guideline.

<https://www.gsa.gov/travel/plan-book/per-diem-rates>

Travel days are paid at a rate of 75% of the full day Per Diem.

When possible, a per-diem check will be issued by the Authority to the employee one week prior to the scheduled travel.

If travel is not completed due to unforeseen circumstances, it is the responsibility of the employee or their agency to reimburse the Authority for the entire Per Diem.

Travel Arrangements

Employees must coordinate travel arrangements directly with the Authority-approved travel agency.

The travel agency will verify with the Executive Director that travel has been approved.

The travel agent is directed to search for the most affordable airfares, in coach or economy classes.

If an employee wishes to travel with a non-employee companion, they may either:

- Book the companion’s travel through the same agency and pay the agency directly, or
- Arrange companions travel separately outside of the agency.

Rental cars are not provided or covered by the Authority. The travel agency is prohibited from making rental car reservations.

Personal Travel Combined with Conference Travel

If an employee combines Authority-related travel with personal travel that results in an extended stay or rerouting through an additional city, all additional costs will be the responsibility of the employee.

Companion Travel Combined with Employee Travel

If an employee chooses to travel with a non-employee companion, any additional expenses incurred as a result will be the sole responsibility of the employee. This includes, but is not limited to, the cost of upgraded hotel accommodation (e.g., larger room or suite) and transportation options (e.g., UberXL or similar) chosen to accommodate the additional traveler.

To ensure accurate reimbursement, employees must submit documentation showing the cost that would have been incurred for a single traveler. Only expenses directly related to the employee’s business travel will be covered by the Authority.

Approved State and National Conferences

NENA – The National Emergency Number Association

APCO – The Association of Public Safety Communications Officials

Navigator – The International Academies of Emergency Dispatch

CAD (Pulsiam/CentralSquare) – The Public Safety Software Systems User Group

ESRI – The Geographic Information Systems User Group

Other – Training conferences approved by the Authority Executive Director

[IN STATE TRAVEL]

For in-state conferences or training, in addition to the registration fees, the Authority may pay for hotel, per diem, parking, and mileage (if needed), in the following circumstances:

- The training is a single day event held more than 125 miles from the employee’s PSAP.
- The training is a multi-day event held more than 75 miles from the employee’s PSAP.
- Unsafe travel conditions exist due to weather, road closures, or other unforeseen circumstances beyond the employee’s control.

- Mileage will be considered if the employee's agency does not have a company vehicle and the employee must use their personal vehicle.

The Authority will not cover or reimburse travel expenses for employee training organized by a PSAP. Travel costs will only be paid by the Authority for conferences or training events that are arranged directly through the Authority.

Personnel Eligible for Funding Requests

The Authority allocates funding each year to support PSAPs in sending employees to approved conferences and training opportunities. The number of attendees each PSAP can send will depend on the following factors:

- The annual budget designated for conference and training expenses, and
- The needs of individual PSAPs.

Substitution of Qualified Travelers

When unforeseen circumstances prevent a scheduled traveler from attending a conference or training, it may be necessary to make alternate arrangements to ensure that committed or expended funds are utilized.

The employee or their PSAP manager must notify the QA and Training Manager of the situation as soon as possible, so arrangements can be made to send an appropriate substitute employee.

Expense Reimbursements

Reimbursement payments will be made after receipts are received by the Authority. All receipts **must** be received within 30 days of the return from travel.

Expenses without receipts or appropriate documentation will not be reimbursed.

Funding

Conference and Training funding is intended to maximize the learning opportunities for PSAP employees, and every effort is made by the Authority to utilize the resources wisely.

The potential exists for funding to be unspent at the end of the year. PSAP managers who wish to send additional personnel to conferences or training beyond what was approved at the start of the year must complete and submit the Training Request form to the QA and Training Manager. This form will also be used for conferences or training that are not already designated as approved.

2.5 Decommissioning an Out-of-Service PSAP

The El Paso – Teller County 911 Authority (Authority) shall remove all Authority-owned equipment and terminate 911 related communication services to Public Safety Answering Points (PSAPs) when the decision to decommission a PSAP has been made and the PSAP no longer in operation. This policy provides direction for the best method to remove, dispose of, or repurpose Authority-owned equipment from a decommissioned PSAP.

Procedure

Authority-owned equipment will be removed from decommissioned PSAPs within thirty (30) days or in a timeframe that is mutually agreed upon by the agency and the Authority Executive Director.

- All Authority-owned equipment, computer hardware, computer software, and supplies will be removed from a PSAP within 30 days once it is no longer in service.
 - It may not be feasible to remove all equipment, and the Executive Director will negotiate with the agency to transfer ownership.
 - The agency may desire to retain some of the equipment in which case the Executive Director will negotiate with the agency to transfer ownership.
 - Authority-provided 911 communication services will be terminated by the Authority when the PSAP is out of service.

3. Security

3.1 Weapons on Authority Property and in Vehicles

There shall be no open carry of weapons on the El Paso – Teller County 911 Authority (Authority) property or in Authority vehicles by employees of the Authority, other than authorized law enforcement officers. This policy identifies appropriate permissions for the carrying of any weapons by Authority stakeholders and visitors.

Procedure

Authority stakeholders and visitors who possess a valid concealed handgun permit are allowed to carry concealed weapons on Authority premises only in the public areas of the Authority property. These areas are the lobby and the Boardroom. Except for authorized law enforcement officers, firearms are prohibited in all other areas of the Authority facility to include all vehicles owned and operated by the Authority. Violators will be denied entry and will be subject to prosecution.

Open Carry

- The open carry of weapons shall not be allowed on Authority property or in Authority vehicles.
- Signs posted on all entry doors shall indicate no open carry, other than by law enforcement officers.

Concealed Carry

- Concealed weapons are only authorized in public areas of the Authority building, and only individuals with a valid concealed carry permit are authorized to carry a concealed weapon. The only exception to this policy is official law enforcement officers.
 - Authority employees are authorized to secure a weapon in their personal vehicle prior to entering the Authority building or upon entering the lobby, lock their weapon in a secure lockbox prior to entering the secured areas of the building.
- Any visitor who violates this policy shall be notified of the violation and asked to comply with this policy. If the individual does not comply, an Authority employee will call the CSPD Communications Center and request that an officer is sent to the Authority building for a trespass violation. Violations of this policy may also result in the visitor being banned from future visits to the Authority building.
- Any Authority employee who violates this policy will be subject to discipline.

Law Enforcement Officers

A “law enforcement officer” is a person who is (a) an employee of a federal, state or local governmental agency, (b) authorized by law to engage in or supervise the prevention, detection, investigation, or prosecution of, or the incarceration of any person for any violation of law, and (c) authorized by such agency to carry a weapon.

Law enforcement officers are exempt from this policy and may carry open or concealed weapons on Authority property at any time.

3.2 Clear Screen – Computer Workstation Security

To improve the security and confidentiality of information, the El Paso – Teller County 911 Authority (Authority) has adopted a Clear Screen – Workstation Lockout policy for all Authority-owned devices. This policy prevents unauthorized access and viewing of potentially sensitive or confidential information on devices that are unlocked and unattended.

Procedure

This policy is an important security and privacy control, and necessary for Criminal Justice Information Services (CJIS) compliance.

Whenever an Authority-owned device with a computer screen (e.g., a computer screen, laptop, tablet, or mobile device) is unattended for any period of time, the device must be locked, and password protected.

- An Authority-approved security policy will be affected on Windows workstations to enforce an automatic screen lock after a period of thirty (30) minutes of inactivity.
 - Inactivity is defined as no keystrokes or mouse movement occurring on the device.
 - Users will be required to enter their Active Directory credentials to unlock the system.
- All employees are encouraged to manually lock their computer systems and devices when not in use or will be unattended for any period of time.
 - Examples of Microsoft Windows manual screen lock.
 - Press the Win+L key combination on the computer keyboard.
 - Press Ctrl+Alt+Del key combination and select “Lock this Computer.”

For other device manufacturers, please reference the operator’s manual.

3.3 NCIC – CCIC Open Fox Usage and Access

The El Paso – Teller County 911 Authority (Authority) provides access to the National Crime Information Center/Colorado Crime Information Center (NCIC-CCIC) system for use during Backup Communication Center activation. All NCIC-CCIC policies must be followed.

Procedure

Authority or Public Safety Answering Points (PSAP) employees using the system are required to follow all current policies and procedures that are established by the Colorado Bureau of Investigation (CBI) and the Federal Bureau of Investigation (FBI).

4. QA/Training

4.1 Authority Provided Training for PSAP Employees

The El Paso – Teller County 911 Authority (Authority) will provide training classes for Public Safety Answering Point (PSAP) employees that will improve competencies, enhance performance and augment current PSAP training programs. This policy defines the Authority's role and responsibilities for newly hired and tenured PSAP employees, supervisors, managers, and technical team members.

Procedure

The following methods will be utilized:

- Training provided by the Authority will be developed to further improve the competencies of PSAP employees.
- Training courses will include protocol certification courses, continuing dispatch education (CDE), and will include supervisory, leadership, and technical training.
- PSAP managers or designees will collaborate with the Authority training manager to schedule protocol training.
- Protocol training will coincide with the hiring timeline of PSAP academy classes.
- PSAP managers have input on start dates for newly hired employees based on the agencies' hiring needs.
- Dates are subject to change based on instructor availability.
- Student absence or tardiness will be reported to the appropriate communications center manager or supervisor.
- Disruptive or inappropriate student behavior will be reported to the appropriate communications manager or supervisor.
- Classes are taught by instructors from the Authority, PSAPs, and external and contracted resources.
- The Authority is responsible for providing adequate training facilities.
- Training may be conducted at a PSAP location when necessary.
- Tenured call takers and dispatchers are eligible to attend courses as part of their professional development and are eligible for Continuing Dispatch Education (CDE) credits. However, priority enrollment will be given to newly hired call takers and dispatchers to ensure foundational training needs are met first.
- All audit requests must be communicated in advance to the QA and Training Manager for approval. Enrollment is subject to seat availability and operational considerations.
- Employees from agencies outside El Paso or Teller counties may attend courses based on seating availability. The maximum number of students scheduled to attend training classes will not exceed the available seating capacity in the designated Authority training rooms.
 - In order to maximize the learning experience in the tiered classroom, space in each class shall be limited to the number of computers available.
 - Seating shall be limited based on the discretion of the trainer, as different training opportunities require different seating configurations and equipment.

4.2 Cardio-Pulmonary Resuscitation (CPR) Instructions

The El Paso – Teller County 911 Authority (Authority) shall offer cardio-pulmonary resuscitation (CPR) instructions to Authority staff members and Public Safety Answering Point (PSAP) employees. The Authority shall follow a standardized procedure for offering CPR classes to new and current 911 call takers and dispatchers. This provides all personnel with the necessary understanding of how the CPR program is designed.

Procedure

The Authority will provide CPR training. CPR classes will be offered on a regular basis to meet agency needs. These sessions will be scheduled to follow the new hire certification classes, ensuring timely access for both new and existing personnel.

- The Authority will pay for the cost of the CPR classes. If PSAPs elect to provide CPR classes other than those offered by the Authority, the agency will not be reimbursed.
- Instructors are expected to meet the certification training requirements.
- Each PSAP employee must re-take a CPR class and test every two years in order to maintain EMD certification.

4.3 Emergency Medical Dispatch

All El Paso – Teller County 911 Authority (Authority) Public Safety Answering Points (PSAPs) shall process all calls for medical assistance in a standardized manner, utilizing the International Academy of Emergency Dispatch (IAED), Medical Priorities Dispatch System (MPDS), and Emergency Medical Dispatch (EMD) protocol. This policy ensures a minimum standard of care for the community and that all first responders in El Paso and Teller Counties are provided standardized and appropriate information.

Procedure

All citizens calling for medical assistance are provided the same level of care as outlined in the MPDS.

All PSAPs shall be provided with the following equipment, training, and personnel by the Authority:

- An MPDS cardset/tablet and associated software (ProQA) for each licensed call taking position.
- All MPDS version updates and software updates, as they become available.
- Quality Assurance software (AQUA) for one licensed position per PSAP.
- A Medical Director (M.D.) who will provide medical direction to the

Authority, the Dispatch Steering Committee (DSC), and certified emergency

medical dispatchers.

- The Authority QA and Training Manager to serve as the liaison between the Authority M.D. and the emergency medical dispatchers.
- An IAED certified instructor will provide initial emergency medical dispatchers training and emergency medical dispatchers continuing education (CDE).

The Dispatch Review Committee (DRC) is comprised of PSAP QA Analysts (QAA), the Authority's Quality Assurance (QA) & Training team, the Authority's Executive Director, the Authority's M.D., and emergency medical services (EMS) field personnel. The objective of this committee is to ensure a compliant IAED Protocol process is provided for all emergency medical dispatchers of both counties under the IAED guidelines. The committee will focus on training, case review, field feedback forms, and recommendations for protocol changes.

The DSC is responsible for approving policies and procedures developed by the DRC. The committee is responsible for strategic planning and developing broader policy and position statements. The DSC is structurally the governing body of the IAED program. The M.D. must be a member of the committee and will provide medical oversight of the program.

If it is evident that a PSAP is not utilizing the MPDS to provide emergency medical dispatcher services, or is not complying with the recommended QA process, the Authority will no longer be obligated to continue providing fiscal support, equipment, or training to the PSAP or the emergency medical dispatchers employed by that agency. In the event an individual emergency medical dispatcher (call taker) or agency reflects a pattern of noncompliance, the Authority's M.D. will have the option of not serving as the M.D. for that individual or agency.

Certification and/or Recertification Requirements

- An IAED Certification is valid for two years unless revoked or suspended. An emergency medical dispatcher's (call taker's) continued affiliation with the IAED relies upon the support of IAED's Code of Ethics and active participation in the CDE program.
- It is the responsibility of the employee (call taker) to report a lapse in certification or expiration to his or her immediate agency supervisor, agency training coordinator or the Authority QA and Training manager.
- It is the responsibility of the PSAP Manager or their designee to notify the Authority QA & Training Manager when personnel are due for recertification. It is the responsibility of the PSAP supervisor or the agency's training coordinator to notify the Authority QA & Training manager of the expired certification immediately.
- Recertification applications may be submitted beginning six (6) months prior to the certification expiration date. Applications submitted outside of this window will not be accepted. A grace period of up to ninety (90) days post-expiration is available for eligible personnel, during which certification is considered temporarily inactive unless otherwise specified. All recertification requirements including training, documentation, and any required retesting must be completed prior to the expiration date to avoid a lapse in certification. Individuals who allow their certification(s) to lapse beyond the allowable grace period will be required to retake the full certification course(s) to regain active status.
- Military Leave and Family Medical Leave Act (FMLA) protections remain in effect for individuals who qualify during the recertification process. Reasonable accommodation will be provided in accordance with applicable laws and the agency's established policies to ensure fair and equitable treatment.
- While working under the medical direction of the approved M.D., all IAED certificates expire on the date printed on the certification. The M.D. will not support any call takers/dispatchers, or their agency if any medical calls are processed utilizing the MPDS if the employee's certification has expired.
- It is the responsibility of the PSAP manager or designee to submit verification of completed CDE training during the two-year certification period. CDE Recertification Requirements are as follows:

Certification	CDE Hours
EMD, EFD, or EPD individually	24
Combination of two certifications (i.e. EMD and EFD)	36
Combination of three certifications (i.e. EMD, EFD, and EPD)	48

- The Authority shall provide CDEs to the PSAP to assist in the completion of the annual CDE requirements.
- It is the responsibility of the PSAP to submit a copy of the emergency medical dispatcher's (call takers) current cardio-pulmonary resuscitation (CPR) card.
- The emergency medical dispatchers (call takers) must successfully complete the Academy's ProQA 50-question (re)certification exam with a minimum passing score of 80 percent.

Certification and/or Recertification Exams

- Once notification of a failed exam has been received, the M.D. will not support any call takers/dispatchers, or their agency, if any medical calls are processed utilizing the MPDS.
- Those scoring below 65% will not be allowed to retest and must take the entire 3-day certification course again.
- If an emergency medical dispatcher (call taker) scores between 65% and 79%, they are permitted to retest with the IAED.
- A retest must be taken online within 90 days of receiving a failure notice, or as early as 7 days following the completion of the original exam. A score of 90% or higher is required to pass the retest. If the emergency medical dispatcher (call taker) does not successfully pass the retest, a second retest may be taken online within 90 days and requires a score of 100% to pass.
- If the emergency medical dispatcher (call taker) is unable to pass after two retest attempts, they will need to retake the entire 3-day certification course.
- The initial IAED retest fee will be paid by the Authority. Additional retest attempts are the responsibility of the employee's agency.
- If the PSAP enrolls the emergency medical dispatcher (call taker) in a certification course not arranged by the Authority, the PSAP will incur all costs associated with the class and certification.
- Once an emergency medical dispatcher (call taker) has successfully met the IAED requirements of the "Certification/Recertification Exam Policy," he or she may begin processing medical calls utilizing the MPDS with the support of the Authority and M.D.

4.4 Emergency Medical Dispatch Quality Assurance and Improvement Process

All El Paso – Teller County 911 Authority (Authority) Quality Assurance and Improvement (QI) processes shall follow a standardized procedure utilizing the guidelines set forth by the contracted International Academies of Emergency Dispatch (IAED). This outlines the process and responsibilities of the Authority's QA & Training team and provides all parties with a standardized level of compliance.

Procedure

Medical, Fire, and Police calls processed within the Public Safety Answering Points (PSAP) shall be reviewed monthly by certified Quality Assurance Analysts (QAA) personnel adhering to the IAED's standards.

- The Authority will provide each PSAP with at least one Quality Assurance software license.
- The Authority will ensure that each PSAP has an appropriate number of trained Medical, Fire, and Police QA Analysts.
- One in-house for those PSAPs utilizing the Authority's QA & Training team to complete the Incident Performance Evaluations.
- Two in-house for those PSAPs completing their own Incident Performance Evaluations.
- The Authority will provide training opportunities for PSAP employees to maintain the appropriate certifications.
- QA training and certification is subject to availability and approval of the Authority.
- Each QA Analyst shall maintain software proficiency and QA certifications in accordance with the IAED requirements.

Authority Responsibilities

- Incident Performance Evaluations each month for Medical, Fire, and Police protocol compliance.
- The quantity of audits provided is outlined by the contracted IAED's requirements.
- Continued assistance in the planning and implementation of QA and QI programs, training, and projects.
- The Authority will provide sufficient analysts to meet the IAED QA requirements.
- The Authority's QA & Training team will serve as a resource for the PSAP, assisting with PSAP QA activities, consulting about QA issues, and providing medical, fire and police education.
- The Authority's QA & Training team will also provide education to the individual EMD or PSAP when the need for education is indicated during call review or upon request.

PSAP Responsibilities

- The PSAP QA/QI process shall follow a standardized procedure utilizing the contracted IAED's QA guidelines, with the support and direction of the Authority QAA.
- If it is evident that a PSAP is not utilizing the medical protocol as prescribed, or providing accurate QA feedback, the Authority will no longer be obligated to provide funding, equipment or training support to the PSAP or the QAs employed by that PSAP.
- PSAPs electing to complete their own Incident Performance Evaluations will provide a sampling of ten reviewed calls to the Authority's QA & Training team. The Authority's QA & Training team will review those calls and give feedback to the PSAP's QA Analyst.
- In the event the PSAP QA Analyst is found to have a pattern of noncompliance or sub-standard performance within the quality assurance process, the Authority QAA will notify the Authority QA & Training manager who will then consult with the appropriate agency's PSAP manager.
- The PSAP manager or supervisor is responsible for ensuring employees receive feedback promptly.
- The PSAP manager shall assign an individual to be the primary point of contact between the PSAP and the Authority. That point of contact will coordinate the ongoing protocol compliance program, QI programs, and oversee Continuing Dispatch Education hours.
- It is the responsibility of the PSAP, through its policies, to ensure remedial training or retraining is provided, or disciplinary action is taken.

- At the request of the PSAP manager or designee, remediation plans may be developed with the assistance of the Authority QAA.

Audit Appeals

- If an Agency QA or emergency dispatcher/call taker does not agree with an Incident Performance Report (IPR), the employee shall have the option to appeal the IPR by conferring with the PSAP training coordinator or manager.
- All appeals must be submitted directly to the QA and Training Manager using the designated appeal form. When an appeal is submitted, the Authority's QA & Training team (excluding the original reviewer) will conduct an independent and collaborative review of the call.
- The QA and Training Team will individually assess the incident, treating the appeal as a new case and approaching it without bias or prior judgment. This process is referred to as a "collaboration case."
- Upon completion of the individual reviews, the QA and Training Manager will evaluate the collective findings, including all submitted incident reports and feedback. A final determination will then be made based on a comprehensive analysis of the information and in alignment with established protocols and performance standards.
- This multi-reviewer approach is designed to uphold the integrity of the appeals process by incorporating diverse perspectives within the team. It ensures that every appeal is given a fair, balanced, and well-informed resolution.
- Ultimately, the work product belongs to the individual PSAP.

4.5 Medical Director (M.D.) Emergency Medical Dispatch (EMD) Policies

In accordance with the guidelines set forth by the International Academy of Emergency Dispatch (IAED), the El Paso – Teller County 911 Authority's Medical Director (M.D.) has authorized specific local conditions and instructions. These conditions must be documented within the [IAED Local Medical Administration Definitions / Authorization form.](#)

The QA and Training Manager is responsible for maintaining and managing this documentation to ensure accuracy, accessibility, and compliance with IAED standards and Medical Director approvals.

4.6 Protocol Training and Certifications

The El Paso – Teller County 9-1-1 Authority's (Authority) Training Manager (manager) will be responsible for coordinating initial certifications and recertification courses for communications personnel at each Public Safety Answering Point (PSAP) in El Paso and Teller Counties. This establishes a standardized process for providing training certifications.

Procedure

The Authority will provide the classroom space and coordinate the instructors for course instructions. The PSAPs will be responsible for allotting sufficient time and compensation for personnel to meet the training requirements of each course for each certification used within the PSAP. PSAP's shall assist in providing instructors when possible.

Initial Certification

- When scheduling classes, the Authority's Training Manager will consider instructor availability and the hiring schedule of each PSAP in El Paso and Teller Counties.
- Every effort will be made to accommodate requests for initial training. Scheduling of certification courses will be discussed at each Dispatch Review Committee (DRC)/PSAP manager meeting.

Update Training

The Authority shall be responsible for providing training materials for any new or updated products, which may be released from time to time.

Remedial Training

The Authority will make available classroom and "one-on-one" remedial training for anyone within the system. The PSAP manager or designee can make the request directly to the Authority's QA & Training Manager who will coordinate with the Training Coordinator.

4.7 Procedure for Utilizing Local Agency Instructors for Protocol Instruction

The El Paso – Teller County 911 Authority (Authority) shall follow a standardized procedure when using basic telecommunicator, medical, fire, and police protocol instructors when instructing Authority-sponsored classes. This provides a standardized procedure that can be followed by the Authority Training Manager and Public Safety Answering Point (PSAP) managers.

Procedure

The procedures will be as follows:

- All basic telecommunicator, medical, fire, and police protocol classes will be scheduled by the Authority Training Manager.
- Instructors from various agencies will be scheduled to instruct classes and will be on their agency time; the Authority will make no payments to the agency instructors.

In return, the Authority shall pay for all costs associated with the certification and recertification of the agency instructors, subject to the Authority's PSAP Conference Funding and Travel policy.

4.8 PSAP Telecommunicator Award Program

Public Safety Answering Point (PSAP) employees work behind the scenes on a daily basis, assisting first responders, residents, and travelers in the El Paso – Teller County 911 Authority (Authority) service area. The service performed by PSAP employees' merits recognition for the seemingly impossible tasks they perform. In recognition of this service, the Authority Board of Directors (Board) shall sponsor a recognition program for Telecommunicators, recognizing a quarterly winner and an overall yearly winner. This policy provides guidelines that will be used to operate the Telecommunicator awards program efficiently.

Procedure

Quarterly Award Process

PSAP employees may be nominated by co-workers, supervisors, managers, or agency managers by submitting a letter of nomination to the Authority QA & Training Manager, outlining the performance that warrants recognition by the Authority Board members.

Nomination letters should be submitted by the following deadlines:

- Q1: Submit by March DRC
- Q2: Submit by May DRC
- Q3: Submit by September DRC
- Q4: Submit by November DRC

Nominations submitted after the deadline has passed will be considered for Telecommunicator of the subsequent quarter.

The QA & Training Manager will forward the nomination letters to the PSAP managers who will select a telecommunicator of the quarter at the Dispatch Review Committee (DRC) meeting, by a majority vote. In the event of a tie, the Authority Executive Director will cast the deciding vote.

The award winner will be presented with a plaque honoring the contributions outlined in the nomination letter, and a fifty-dollar gift certificate.

The award will be presented by the Authority Board Chairperson during a regularly scheduled Board meeting.

Yearly Award Process

The Authority Board members shall select the annual winner from the four quarterly winners chosen in the previous year. The Executive Director shall vote only in the event of a tie.

The yearly winner shall receive a plaque and will be offered the opportunity to attend a national conference of their choice from the following conferences:

- NENA
- APCO
- Navigator
- CAD (Central Square/Pulsiam)
- Esri

The award will be presented by the Authority Board Chairperson during a regularly scheduled Board meeting.

The yearly winner shall make travel arrangements through the Authority and will adhere to the Authority's PSAP Conference Funding and Travel Policy.

5. Public Education

5.1 911 Public Education

The El Paso-Teller County 911 Authority (the Authority) offers 911 education presentations and programs to educate the community on the following topics:

- The appropriate and responsible use of the 911 system
- The emergency notification system (ENS)
- 911 accessibility features
- Advancements in 911 technology
- The role of the 911 Authority

Procedure

Public Education is the responsibility of all Authority employees and the Authority Board of Directors Members. The Public Information Manager serves as the Authority's subject matter expert in community education and is responsible for managing the public education programs. Target audiences include:

- K-12 school students
- Older adults and individuals with access and functional needs
- Civic groups
- Public safety partners and Community organizations.

School districts, public safety partners, and community members may schedule a 911 presentation by visiting the Authority website, or by calling 719-785-1900.

5.2 911 Mobile Classroom

The El Paso-Teller County 911 Mobile Classroom is designed to instruct individuals of all ages on the proper use of the 911 emergency system. The 911 Mobile Classroom promotes safety awareness and preparedness in emergency situations through interactive, scenario-based learning.

Procedure

The 911 Mobile Classroom is available upon request by visiting the Authority website or by calling 719-785-1900, and is subject to the following criteria:

- The event must support public education related to the appropriate use of 911, fire safety, or emergency preparedness.
- Priority will be given to events involving schools, public safety agencies, or community outreach efforts that promote safety awareness for individuals of all ages.

- The requesting organization must ensure the event location can accommodate the size and operational needs of the 911 Mobile Classroom.
- The deployment of the 911 Mobile Classroom is contingent upon the availability of trained Authority staff. The Authority will provide one trained staff member at each event. If additional Authority staff are available, they will attend the event to enhance the educational experience and for safety purposes.
- All requests are subject to final approval by the Public Information manager or designee.

5.3 9-1-1 Hero Program

The 911 Hero Program recognizes children 18 years or younger whose actions directly contribute to saving a life or supporting emergency response efforts by contacting 911 in an emergency.

Procedure

The Authority is committed to working with the PSAPs to identify and recognize 911 Heroes. The Authority may serve in various capacities to support the program, including:

Lead Agency Role

The Authority shall assume full responsibility for coordinating and managing all aspects of the award presentation, including planning, logistics, and communication. The award may be presented by a member of the 911 Authority or representative from a public safety organization.

Supporting Agency Role

The Authority will support the recognizing agency with event coordination, preparation of award materials, media outreach, scheduling and other functions as needed to ensure a smooth and meaningful presentation.

Eligibility Requirements

All 911 Hero nominations must meet the following criteria:

- Nominees must be 18 years old or younger at the time of the incident.
- The 911 call or text must have been initiated by the youth being nominated.
- The youth must have taken meaningful and timely action during the emergency that resulted in one or more of the following outcomes:
 - Saved or contributed to saving a life
 - Significantly minimized personal injury or property loss
 - Assisted in the apprehension of a criminal suspect
 - Disrupted or reported a criminal act in progress

Submission Options

911 Hero Award nominations can be submitted on the Authority website using the '911 Hero Submission Form' or by calling 719-785-1900 and speaking with a member of the public education team.

Review and Approval

- All nominations will be reviewed by the Public Information Manager or designee for final approval.
- Nominations that do not strictly meet criteria may still be considered for recognition at the Public Information Managers discretion, based on the merit of the youth's actions.

Award Presentation

Prior to planning a 911 Hero Award ceremony, the Authority, or lead agency must consult with the family regarding the intent to publicly recognize the 911 Hero. The preference of the family will take precedence over the plans of the Authority or nominating agency.

The Authority will provide a 911 Hero Medal and a 911 Hero certificate for the award recipient.

Presentation Settings

•During the School Year

When appropriate and with the family's approval, the award may be presented at the youth's school. Presentations may be conducted by Authority personnel, or a representative from a PSAP or partnering agency. Presentations serve to honor the 911 Hero and to educate students about the appropriate use of 911.

•Outside the School Year

If a school presentation is not an option, the award may be scheduled at a police department, fire department, community event, or a 911 Authority Board Meeting.

Involvement of First Responders and Media Inclusion

- The Authority will coordinate with the PSAP to invite first responders, emergency dispatchers, and call takers directly involved with the incident to attend the award ceremony.
- Media involvement shall be coordinated with full consideration of the family's preferences. The Authority will work with the PSAP to ensure the nominating agencies PIO has information to press release the award ceremony to the media. The Authority will assist with media notifications when requested by the nominating agency.

5.4 Emergency Notification System

The El Paso-Teller County 911 Authority (Authority) provides an Emergency Notification System (ENS) for use by all 9-1-1 Public Safety Answering Points (PSAP) within the two-county region. Additionally, the Authority provides limited access to the Office of Emergency Management (OEM) in El Paso and Teller Counties for the use of internal alerts.

The ENS shall be used by the PSAPs to send emergency alerts to the public for situations deemed an emergency by public safety officials that pose a threat to life or property.

PSAPs may also utilize the system to send internal alerts within their organization for operational needs.

Purpose

The purpose of this policy is to specify the criteria for access and use of the Emergency Notification System.

Definitions

Emergency Alert: An alert sent by a 9-1-1 Public Safety Answering Point (PSAP) using Telecom and opt-in data to inform the public of imminent threats or risks of serious injury, death, or damage, including both natural and human-made disasters that endanger lives, community safety, or property.

Community Alert: An alert sent by a PSAP to the community using opt-in data containing safety information about road closures, burn bans, smoke in the air, etc. Community alerts provide situational awareness for residents and can prevent unnecessary calls to 9-1-1 or non-emergency line. Community members must select to receive community alerts during the opt-in process.

Internal Alert: An alert that is sent within a PSAP or the Office of Emergency Management to personnel within the organization for operational needs.

Integrated Public Alert and Warning System (IPAWS): Federal Emergency Management Agency'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 (WEA), to radio and television via Emergency Alert System (EAS), and on the National Oceanic and Atmospheric Administration's (NOAA) Weather Radio.

Procedure

The Authority is the administrator for the ENS and will provide access to the system once the requirements set forth in this policy are met.

Administration

All PSAPs accessing ENS shall create written internal policies that include the following components:

- The position/title of personnel authorized to send emergency alerts or internal department alerts.
- The position/title of the person within the PSAPs or agency that can authorize an emergency alert.
- The procedure for submitting a 9-1-1 Authority Help Desk ticket to notify the Authority when authorized personnel are no longer employed by the PSAP so access can be terminated.
- The training requirements established by the Authority.

These written policies must be provided to the Authority and kept on file.

Access:

The Authority will create accounts for authorized users that allow access to send emergency alerts and internal alerts (if applicable). PSAPs will have designated personnel that request user accounts once appropriate certification and training are completed. PSAPs will designate an administrator to manage internal contacts and internal messaging templates.

All users authorized to send emergency alerts must complete the training requirements provided by the Authority and provide certifications before account access in the live environment is granted.

Training

ENS users must complete Authority-provided monthly testing scenarios to practice and prove proficiency in sending emergency alerts. The Authority will monitor the training environment to ensure all users complete the required testing.

- The PSAP manager is responsible for ensuring each user completes the required monthly test scenario provided by the Authority.
- The Authority will email PSAP managers a list of users who have not completed the required testing for the previous month.
- If a user has not completed the required monthly testing for two consecutive months, the Authority will revoke the individual user's access to send emergency alerts until the training is completed.
- Users not in compliance with required testing must email the Authority when required testing has been completed. Once verified, user access will be reinstated.

Emergency Alerts

PSAPs are tasked with sending emergency alerts to protect the safety and well-being of citizens. Approved emergency alerts include:

- Evacuation Orders
- Pre-Evacuation Warnings
- Shelter in Place
- Missing Persons
- Sexually Violent Predator (SVP) Notifications

For region-wide consistency, PSAPs will use Authority-created templates to send emergency alerts.

Community Alerts

Community alerts may be sent by the PSAPs for situational awareness purposes and may only be sent to opt-in subscribers who request to receive community alerts via email and the ENS app. Alerts not listed in this policy require approval from the Authority. Community Alerts include:

- Smoke Visible (prescribed burn, fire in another county)
- Road Closures
- Burn Bans
- Burn Restrictions

For region-wide consistency, PSAPs will use Authority-created templates to send community alerts.

Integrated Public Alert and Warning System (IPAWS)

The Authority is the signing agency for credentials to send alerts using IPAWS. The Authority will make IPAWS available on emergency alert templates where the use of IPAWS is appropriate. The PSAP will determine whether to utilize IPAWS as part of the notification. For region-wide consistency, PSAPs will use Authority-created templates to send IPAWS.

ENS System Data

The Authority is responsible for managing all 9-1-1 data from telecom agencies. 9-1-1 data from telecoms may only be used for emergency alerts.

The Authority is responsible for managing the data of citizens who opt-in for emergency alerts.

Agencies with access to ENS are responsible for managing internal contact databases used for internal department alerts.

System Monitoring

The Authority will monitor reports for emergency alerts sent by the ENS to ensure the system is operating efficiently.

Quality Assurance Review

The Authority will review all emergency alerts and provide feedback/training tips to the PSAP manager when applicable.

Testing

A 60-day notice to the Authority is required to conduct a live test of the ENS.

The Authority will work with the Office of Emergency Management and PSAPs to coordinate a live test of the ENS at least once per year.

The Authority will follow the rules of the FCC and FEMA when conducting IPAWS tests in the live environment.

Acceptable Use

Failure to comply with the Authority ENS policy may result in terminating an organization or individual's access to the ENS.

5.4.1 OEM Access to the Authority's Emergency Notification System (ENS)

The El Paso Teller County 911 Authority ("Authority") may, at its sole discretion, offer the Office of Emergency Management ("OEM") in El Paso and Teller County the option to purchase and operate a separate organization ("org") within the Authority's Emergency Notification System (ENS) account for the limited purpose of internal alerts and messaging within their respective organizations.

This option is extended as a professional courtesy, and the Authority is under no obligation to provide or continue this access.

To establish and maintain an org within the Authority's ENS account, the OEM must agree to and comply with the following terms:

Costs and Fees

The OEM shall be responsible for the full annual cost of its org, as established by the ENS vendor. The Authority may coordinate for the ENS vendor to invoice the OEM directly.

- The Authority's ENS contract includes a substantial but limited pool of messaging credits each contract year. Messaging credits are sold in blocks of 500,000, and pricing is established by the ENS vendor.
- If messaging activity by one or more OEM orgs causes the Authority to exceed its allotted annual credit pool, the OEM shall be responsible for the cost of the additional messaging credit block(s) required, as determined by the Authority based usage data.
- If more than one OEM org operates within the Authority's ENS account and additional credits are required, the cost of those additional credit blocks shall be allocated proportionally among the OEM orgs based on their respective messaging usage that contributed to the overage.
- An individual OEM org shall not be responsible for more than one additional 500,000-credit block unless its annual messaging usage exceeds 500,000 credits or otherwise necessitates the purchase of multiple blocks to cover its proportional share of the overage.

Access and Administration

- The Authority will grant one designated OEM representative administrative-level access for the limited purpose of configuring internal alerts and managing the OEM's contacts and system users.
- The OEM shall not grant administrative access, alert-sending privileges, or any other system access to individuals outside of its own organization.
- The OEM shall be fully responsible for the actions of its users within its org.

Permitted Use

- The OEM org shall be used solely for internal OEM, City, and/or County employee alert and messaging.
- The OEM shall maintain full responsibility and autonomy for the content of its internal alerts.

Prohibited Activities

The OEM is expressly prohibited from:

- Simulating, imitating, or representing alerts as originating from 9-1-1 dispatch to the public.
- Collecting, importing, uploading, storing, or using public contact data within its org for the purpose of conducting exercises, simulations, or test alerts.
- Using the system in any manner that could create confusion regarding the source or authority of a message.
- Extending access to send alerts to anyone outside of its organization.

Terms and Termination

- The OEM org will remain active on a year-to-year basis provided the OEM timely pays all required costs.
- The OEM may cancel its org at any time; however, no expended funds shall be refunded.
- In the event the Authority transitions to a different ENS vendor, continuation of the OEM's org and access under this policy shall be subject to the capabilities, technical feasibility, and cost structure of the new vendor.
- The Authority reserves the right, in its sole discretion, to suspend or terminate the OEM's access to the ENS account at any time, with or without notice, for violation of these terms, misuse of the system, non-payment, or any activity the Authority determines to be inconsistent with the intended purpose of this access or the Authority's operational interests.

Acceptance of Terms

Activation or continued use of an OEM org within the Authority's ENS account constitutes the OEM's acknowledgment and agreement to comply with these terms. Failure to comply may result in immediate revocation of access and cancellation of the OEM's org.

6. Information Technology

6.1 911 Telephone Call Recording, Radio Channel Recording and Archiving

All 911 telephone calls and specific radio channels shall be recorded on recording systems provided by the El Paso – Teller County 911 Authority (Authority). Recordings shall be available to the originating Public Safety Answering Point (PSAP).

Procedure

Recordings shall be archived on Authority systems.

Recording Security and Archiving

- Recording systems (AKA logging recorders) and the media on which recordings are stored should be kept in a secure area.
- Recordings should be archived for a period of time to be determined by each PSAP to be in compliance with state statutes, laws, governing rules, and regulations, and local policies and procedures.
- Recordings shall not be deleted, edited or altered except for necessary redactions to protect private information or as ordered by a court of law.

System access to the logging recorders is managed by the Authority. The PSAP managers shall identify PSAP personnel who require credentials to access the recording system.

- The Authority Information Technology (I.T.) department will provide credentials to individuals who have been identified as needing access by the PSAP manager.
- All persons who are granted access to the logging recorders are subject to the following:
 - Must have a permissible purpose for accessing, listening or saving recordings.
 - Are prohibited from accessing logging recorders or recordings for personal interest.
 - Must complete training prior to gaining credentials.

Requests for specific recordings from persons who do not have access should be made through the PSAP which handled the event.

Individual PSAP policies may override this policy and should be referenced, as needed.

6.2 Backup Communications Center

The El Paso – Teller County 911 Authority (Authority) provides a Backup Communications Center (Backup Center) for the Public Safety Answering Points (PSAPs) in El Paso and Teller County. The Backup Center is maintained in a ready status for all PSAPs to use.

Procedure

The Backup Center is available to any PSAP or governmental agency within the Authority system for activation when the agency dispatch center is not functional.

Two Types of Activation

There are two types of activation.

•Emergency Activation

- This type of activation will generally be due to a condition that renders the PSAP or Communication Center facility unstable. There will be no advanced notification of this type of situation. Activation of the Backup Center will occur as rapidly as possible.

○Emergency Activation of the Backup Center

- Activation begins with a telephone notification to the on-call Authority Information Technology team member who will arrange for the facility to be opened and will transfer the 9-1-1 telephone lines from the agency to the Backup Center.
- PSAP managers will provide Authority managers with planned shift times as soon as it is reasonable so that the property security gate can be opened automatically to allow facility access for all PSAP employees.

•Non-emergency/Planned Activation

- This type of activation is generally planned. The Authority requests as much notice as operationally feasible of the intent to activate the Backup Center.

Authority Responsibilities

The Authority shall be responsible for testing all systems located within the Backup Center monthly.

Testing includes:

- Radio functionality.
- 911 call handling equipment will be tested for operational functionality.
- Computers, hardware, and software will be tested for proper operation.

Activating Badges

Backup Center activation meetings for each PSAP were created in the Visitor Management System on January 1, 2020. Authority managers will check in the specific PSAP meeting associated with which agency is activating the Backup Center. This will allow the PSAP managers access into the westside employee entrance and access to the Backup Center.

PSAP managers will distribute the Backup Center credentials to the PSAP employees.

Agency Responsibilities

- While using the Backup Center, the agency employees will be treated as guests of the Authority.
- Any issues with the Backup Center shall be reported by utilizing the on-call notification process.
- Agencies shall have a process in place to call forward their non-emergency, administrative and alarm telephone calls for service from the home agency to the Backup Center.
- Agency representatives shall ensure that the required radio configurations have been programmed into the Backup Center radios.

- Agency managers or designees will assist in opening the West employee entrance door and passing out activated Backup Center credentials so PSAP employees can access the Backup Center.
- Once PSAP operations are in full swing, Authority staff members will check with PSAP managers to ensure the facility is working as expected.
- If a PSAP manager requires Authority staff assistance, they should contact the on-site Authority staff member. If no Authority staff can be located, contact on-call.

Backup Center Deactivation

Authority Responsibilities

- Clean Backup Center once PSAP has left.
- Reset Backup Center to standard, allowing use by another PSAP.
- Deactivate meeting in Visitor Management.

Agency Responsibilities

- Agencies shall have a process in place to return their call forwarding non-emergency, administrative and alarm telephone calls for service from the Backup Center to their home agency.
- Remove all equipment and documents brought over by PSAP.
- Return all credentials to the Authority administrative assistant..

6.3 Primary PSAP Alternate List

Public Safety Answering Points (PSAPs) in El Paso and Teller Counties must have the ability to transfer 911 telephone calls in the event the PSAP structure or facility is inoperable. This continuity of service depends upon the collaboration between the managers and employees of each PSAP. In the event a PSAP must be evacuated, an alternate PSAP system will be activated.

Procedure

Transfer of PSAP calls can occur in several ways.

- If the Customer Premise Equipment (CPE) or PSAP telephone equipment does not respond to technical “heartbeats” automatically generated by Lumen, PSAP employees may activate the “Make Busy Switch” which automatically transfers all PSAP 911 telephone calls to the alternate PSAP. This switch should only be activated with PSAP supervisory approval.
- For sites that do not utilize Automatic Call Distribution (ACD), after a predetermined number of telephone rings with no answer, 911 telephone calls will automatically transfer to the alternate PSAP. These conditions can be changed for each PSAP by El Paso – Teller County 911 Authority (Authority) Information Technology (I.T.) team.
- A manual transfer of ALL 911 telephone calls can occur with a request to Lumen 911 repair. This is generally a temporary situation as a result of technical problems or facility failures.
- The pre-determined transfers of services from primary PSAPs to the designated Alternate PSAPs are:
 - The Colorado Springs Police Department alternate PSAP is the El Paso County Sheriff’s Office.
 - The El Paso Sheriff’s Office alternate PSAP is the Colorado Springs Police Department.
 - The Fort Carson Fire Department alternate PSAP is the El Paso County Sheriff’s Office.
 - The Peterson Air Force Base Security Police alternate PSAP is the Colorado Springs Police Department.

- The Teller County Sheriff's Office alternate PSAP is the Woodland Park Police Department.
- The Cripple Creek Police Department alternate PSAP is the Teller County Sheriff's Office.
- The Woodland Park Police Department alternate PSAP is the Teller County Sheriff's Office.

6.4 Technical Support for Authority Provided Equipment

The El Paso – Teller County 911 Authority (Authority) shall follow a standardized procedure for providing support to the Authority Public Safety Answering Points (PSAPs).

Procedure

The Authority Information Technology (I.T.) support staff will be the initial contact for technology problems for equipment provided by the Authority. The Authority I.T. department provides support for the following:

- 911 telephone lines and telephone equipment
- Computer-aided dispatch (CAD) system, interfaces, and hardware
- Network connectivity
- Voice logging system (911 recorder)
- Mapping system
- Radio/Telephone headsets, headset interfaces, and connectors
- Console furniture
- Peripherals, including mice, keyboards, printers, and printer cartridges

Problem Prioritization

Initial responses by Authority personnel will be based upon the priority assigned by the agency.

The resolution response will be based upon the priority set by the Authority I.T. support staff. If in doubt of the event prioritization, PSAP personnel should contact Authority I.T. support staff and discuss the situation.

Event Prioritization

Critical Priority

- Technical support is available via telephone 24 hours a day, 7 days a week, 365 days a year.
- Description: A critical error, which severely impacts PSAP operations and does not have a workaround.
- Initial response: PSAP personnel can expect a call back within fifteen minutes.
- Resolution response: I.T. support staff will work continuously to provide PSAP with a workaround solution or resolve the problem.

High Priority

- Technical support is available 24 hours a day, 7 days a week, 365 days a year.
- Description: A non-critical error that does not inhibit PSAP operations, does not have a reasonable workaround, and/or impacts employee workflow.

Medium Priority

- Technical support is available during normal business hours.
- Description: A non-critical error that does not inhibit PSAP operations but does impact PSAP employee workflow and does have a reasonable workaround. These include but are not limited to:
 - Reporting errors or calculation problems.

- Questions or inquiries relating to Central Square Technologies Software functionality, system administration, or installation.
- Initial response: The Authority's I.T. support staff will respond within twenty-four hours during normal business hours, or on the next business day.
- Response resolution: Central Square Technologies will correct medium Priority errors in upcoming releases of the software or documentation.

Low Priority

- Technical support is available during normal business hours.
- Description: All other software or documentation errors not described above.
- Initial response: The Authority I.T. support staff will not respond to these items unless specifically requested to do so at the time of the notification. If a reply is requested, the Authority I.T. support staff will respond within an average of twenty-four hours during regular business hours, or on the next business day.
- Resolution response: Central Square Technologies will correct Low Priority problems in upcoming releases of the software or documentation.

Hours of Operation

The Authority's regular business hours are 8:00 AM – 4:30 PM Monday through Friday; Authority I.T. support staff are available for immediate assistance during regular business hours.

The Authority I.T. support staff are available on-call after regular business hours, evenings, nights, weekends and holidays.

Contact Information

- PSAP employees can contact the Authority I.T. support staff via the Authority's primary telephone number (719) 785-1900 24/7/365.
- During regular business hours, every attempt will be made to connect callers with an I.T. support staff member immediately.
- After-hours, weekends, and holidays, callers will be directed to the on-call I.T. support staff.
- Callers who receive the I.T. support staff's voicemail should leave a message; the on-call I.T. support staff will respond to the caller's voicemail within 15 minutes.

Notification

- Each submitted trouble ticket generates an e-mail to the on-call I.T support staff within two hours, or as soon as possible.
- The I.T. support staff will update the PSAP employee of progress frequently during the problem resolution and will provide a final report of the status of the problem once a workaround has been provided or the problem has been resolved.

6.5 Acceptable Use of Computing Resources

The El Paso – Teller County 911 Authority (Authority) provides computer systems for the use of official Authority business. Authority and Public Safety Answering Point (PSAP) employees are required to comply with all official Authority computer systems policies that apply to them as end-users, including adhering to all Information Technology (I.T.) security procedures. This ensure that all persons using computer equipment and software systems provided by the Authority understand the expectation of their usage of said equipment, software, and systems.

Procedure

The Information Technology Acceptable Use Policy (AUP) shall be used as the governing document for this policy. The following procedures apply to all persons who use Authority-owned equipment:

- The Authority provides a variety of computer systems in the delivery of 911 related services. Authority employees, PSAP personnel, vendor representatives and contractors working on behalf of the Authority are required to comply with all Authority policies that apply to them and end-users, including adhering to all I.T. security procedures.
- Unauthorized Access to Computer Resources: It is illegal to access a computing system unless authorized to do so and as such it makes the activity of "hacking" a crime. It does not matter whether the hacker is remote, working from a distance over the remote area networks, or local, such as Authority staff members, PSAP personnel, vendor representatives or consultants working on behalf of the Authority.
- All persons using computer equipment and software systems provided by the Authority must understand the expectations of the use of computer equipment, software, and systems.

Definitions

Computing Resources

Computer, network, or data equipment, and/or services, leased, owned, or contracted for or by the Authority include:

- Computer and network hardware.
- Computer software, application systems, and programs.
- Data such as records, files, logs, and images which are or have been stored electronically or transmitted using Authority property.
- Messages such as e-mail, created, stored, or viewed on such computer.
- Computer or network services, such as the Internet, intranet, e-mail systems, and other programs or applications that reside within or operate as part of the Authority's computing environment.

Approved Software

Software or programs that are:

- Approved for use by the manager of the unit.
- Approved for use in the 911 systems.

Access and Security

- The Authority reserves the right to examine, as it deems appropriate, any messages, data, internet traffic or software on or transmitted using the Authority's computing resources, including electronic logs and usage records. Employees should assume that such messages, data, or software are not private/confidential.
- The contents of computer and electronic mail are subject to the Colorado Open Records Act, court order, or a legitimate Authority business inquiry. Therefore, under certain circumstances, the Authority may disclose the contents to the public.
- At the Authority's discretion, messages, data, or software deleted from computing resources may be retrieved.
- Screen lock policies are in effect for domain level computers after a period of inactivity.

- Users are required to lock Authority-owned devices (computers, phones, etc.) when not in use or unattended for any duration.
- Users must protect sensitive data to which they are provided access.
- Users must not access or attempt to access Authority network, equipment, systems, data, or other resources to which they are not explicitly authorized to utilize or access. Unauthorized access may result in disciplinary action up to and including termination.
- Users must comply with all Authority password security requirements to protect computing resources.
- Users agree to only use approved methods of connecting remotely to the Authority network computing resources.
- Users should not open e-mails with attachments or content from unknown senders. A member of the I.T. support staff should be notified to investigate suspicious e-mails.

Misuse of Computing Resources

Users are expected to properly use the computer resources available to assist in the performance of their assigned job. Computer misuse may result in the discontinuance of system access.

Examples of misuse include, but are not limited to, the following:

Excess or Inappropriate Use

A user's access to the Internet or use of any computing resources may be terminated or limited at the discretion of the employee's immediate supervisor if the usage is interfering with the performance of duties or is determined to be inappropriate.

Offensive Material

A wide variety of materials available on the Internet or received by e-mail may be deemed offensive. These materials include, but are not limited to, sexually explicit material and material that includes racial, ethnic, religious, or sexist slurs. Users are not to use the Authority's computing resources to intentionally, view, store, print, or redistribute any such documents or graphics-related file.

Personal Economic Gain

The Authority's computing resources must not be used in any fashion for personal economic gain, including private businesses or gambling activity.

The Fair Campaign Practices Act

Provisions must not be violated through the personal use of the computer if such usage might influence the outcome of an election.

Software Usage

The installation and use of software must be approved by the immediate supervisor or the Executive Director. Use of approved software must comply with all licensing requirements.

E-mail Misuse

E-mailed chain letters, jokes, personal messages, and goods for sale should not be disseminated. Offensive and inappropriate material should not be contained in any e-mail message.

Copyright Protection

Users must respect copyrights on all materials. Users agree not to participate in peer-to-peer file sharing services or attempting to download or install music, video, or other content that may be protected by copyright. Users may be held personally responsible for any fines or penalties resulting from the misuse of protected information, software, or data files.

7. Geographic Information System

7.1 Emergency Response Map Book/Wall Maps

The effective operation of the El Paso – Teller County 911 Authority (Authority) requires the periodic publication and distribution of map products. This policy establishes guidelines for generating and printing maps for supported emergency response agencies, as well as maintenance of the GIS database.

Procedure

The Authority shall adhere to standardized procedures and industry best practices for offering emergency responder offline maps, wall maps, online maps and updates to supported emergency response agencies of El Paso and Teller County.

This document provides personnel with the necessary understanding of how the emergency responder maps are prepared, published, and updated.

All mapping applications and products include the following: “The El Paso – Teller County 911 Authority makes no warranty or guarantee as to the accuracy or reliability of the information contained herein and shall not be liable for errors or for any damages that may result from the use of the data”.

Offline Mapping Products

- The Authority provides an offline mobile mapping solution through the Esri Field Maps application, which offers offline digital access to critical geographic data.
- When requested, installation and best practice documentation will be provided to the requestor for offline mapping products.

Online Mapping Products

- The Authority provides hosted online mapping for PSAP personnel solutions through Esri Online, which offers online digital access to critical geographic data and Ani/Ali information.
- The Authority provides hosted online mapping for supported agencies personnel solutions through Esri Online, which offers online digital access to geographic and map layer data for planning and administrative purposes.
- Updates of the street centerline and other shapefile layer information will be completed at the discretion of the Authority.

Wall Map Production

- The Authority will print wall maps sized not to exceed 42 x 36 for the requesting supported agency. Maps exceeding that size may be provided digitally to the requesting supported agency for them to produce.
- Requesting agency must approve provided digital rendering prior to paper print by the Authority.
- Paper maps printed by the Authority exceeding 2 copies must receive approval from Authority management.

- Customization of requested map will be on a case-by-case basis to be discussed with the requestor.

Data Reproduction

- Any download for commercial intent or resale of the information is prohibited, except in accordance with a sublicensing agreement, and will be enforced in accordance with approved county policies and Colorado State Law.
- Disputes regarding the accuracy of the map data content will be referred to the Authority management for review.

7.2 GIS Database Maintenance

The effective operation of the El Paso – Teller County 911 Authority (the Authority) depends on the continuous maintenance and updating of its Geographic Information System (GIS) database and the Master Street Address Guide (MSAG).

Procedure

The Authority shall adhere to standardized procedures and industry best practices for updating GIS data, maintaining supported systems, and ensuring the accuracy of the MSAG.

GIS Database Maintenance

- The Authority will continuously maintain and enhance road segment and address point data to ensure spatial accuracy and support emergency response operations.
- All GIS data will be managed in alignment with the NENA NG9-1-1 GIS Data Model standards.
- The database will be validated for errors using industry standards with a goal of maintaining a 90% synchronization with the MSAG database.

GIS Database Updates

- GIS data will be updated on a regular schedule as directed by management.
- Updates will be coordinated with, and communicated to, Public Safety Answering Point (PSAP) staff and partner agencies.

MSAG Maintenance

- The Authority will maintain the MSAG database in collaboration with the different PSAPs and partner agencies to ensure accurate address data and call routing.

Appendix A

Duplication Fee Schedule

Photocopies

- 25 cents
- Per page or actual cost; if higher

Fax copies

- 25 cents
- Per page actual telephone toll charges, if any

Duplication of audio tapes

- Five dollars per tape
- NOTE: A deposit, equal to the cost of duplicating one tape, is required at the time the request is made. This deposit is applicable to the total costs of duplication.

Verbatim transcripts of proceedings

- Actual cost

Transcription

- Actual cost

Document certification

- One dollar per document

Research and retrieval

- First hour free
- Additional time \$30/hour, prorated for 10-minute increments, and subject to automatic increase pursuant to Section 24-72-205(6)(b), C.R.S.

Appendix B

List of PSAPs

- Colorado Springs Police Department
- El Paso County Sheriff's Office
- Fort Carson Fire Department
- Peterson Air Force Base Security Police
- Teller County Sheriff's Office
- Woodland Park Police Department
- Cripple Creek Police Department

Need a hand?

We're here for you! If you have questions, comments, or concerns about any of the content you see (or don't see), please reach out to a member of the management team for assistance.

management@elpasoteller911.org

Employee Handbook Acknowledgement

I understand that this Employee Handbook, which supersedes any and all prior editions, describes important information about El Paso Teller County 911 Authority and their policies, procedures, guidelines, benefits, and programs. El Paso Teller County 911 Authority has the sole discretion to alter or discontinue these policies. If this happens, I understand that although El Paso Teller County 911 Authority will try to communicate these changes to me, the changes may occur without any official notice.

This Employee Handbook is not a contract for employment, express or implied, and it does not guarantee any fixed terms and conditions of my employment. I understand that my employment is at-will, is entered into voluntarily, and that I or El Paso Teller County 911 Authority are free to end the employment relationship at any time, for any or no reason, with or without cause or advance notice unless a separate arrangement (i.e. an employment contract) with El Paso Teller County 911 Authority indicates to the contrary.

I have had an opportunity to read and will comply with both the policies contained here and any future revisions.

Signature / Date