



OPERATING POLICIES


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		<h1>Larimer Emergency Telephone Authority</h1>	
Policy Number 1.1	Policy Title Safety	Reference LETA Staff & Board	
Date Prepared 02/03/2021	Reviewed By LETA Staff 11/11/23	Date Issued 02/03/2021	
Date Revised 11/11/23	Approved By LETA Authority Board	Date Effective 02/03/2021	

Policy: Larimer Emergency Telephone Authority (LETA) will promote a safe environment for employees, citizens, and government partners that visit LETA. The Chief Executive Officer (CEO) for LETA shall be considered LETA’s Safety Coordinator.


Procedure:

I. Communication

- A. LETA’s CEO will regularly communicate with the Board of Directors about any safety issues identified during LETA’s daily operations.
- B. LETA’s CEO will make recommendations to improve the safety concerns identified and present the recommendations to the LETA Board of Directors for consideration.
- C. When needed, LETA’s CEO will seek safety guidance and support from CIRSA.

II. Compliance

- A. LETA staff and LETA’s Board of Directors, if applicable, will watch CIRSA safety videos during the annual retreat.
- B. LETA’s CEO will comply with all CIRSA audit requests and will adopt all recommendations made by CIRSA during the audit process.
- C. Any audit credits received for good safety scores will be applied as a credit towards the next year's insurance premium.


		<h2>Larimer Emergency Telephone Authority</h2>	
Policy Number 1.2	Policy Title Records Retention	Reference LETA Staff & Board	
Date Prepared 02/03/2021	Reviewed By LETA Staff 11/11/23	Date Issued 02/03/2021	
Date Revised 11/11/23	Approved By LETA Authority Board	Date Effective 04/06/2022	

Policy: Larimer Emergency Telephone Authority (LETA) shall maintain records regarding the administration of emergency telephone service and emergency notification service for Larimer County. LETA is approved by the Colorado State Archives to use its Special Districts Records Management Manual. LETA approves for use and adopts the schedules in the Special Districts Records Management Manual specifying the retention periods for various records. LETA’s Chief Executive Officer (CEO) is considered LETA’s Record Custodian.

Procedure:

I. Records Management Compliance

- A. LETA’s CEO shall adhere to and direct all staff to adhere to the schedules in the Special Districts Records Management Manual.
- B. LETA’s CEO shall conduct annual staff training on record retention.
- C. The Special Districts Records Management Manual can be found by contacting the Colorado State Archives. It may also be found at <https://archives.colorado.gov/records-management/special-districts-records-management>

		<h1>Larimer Emergency Telephone Authority</h1>	
Policy Number 1.3	Policy Title Investments	Reference LETA Staff & Board	
Date Prepared 02/03/2021	Reviewed By LETA Staff 11/11/23	Date Issued 02/03/2021	
Date Revised 11/11/23	Approved By LETA Authority Board	Date Effective 02/03/2021	

Policy: Larimer Emergency Telephone Authority (LETA) will establish investment practices that safeguard 9-1-1 surcharge revenue with primary objectives, in priority order, of investment activities shall be safety, liquidity, and yield.

Procedure:

I. Safety

Safety of principals is the foremost objective of the investment program. Investments shall be undertaken in a manner that seeks to ensure the preservation of capital in the overall portfolio and in full accordance with Colorado law. The objective will be to mitigate credit and interest rate risk.

A. Credit Risk

LETA will minimize credit risk, the risk of loss due to the failure of the security issuer or backer, by:

- Limiting investments to the safest types of securities
- Pre-qualifying the financial institutions, broker/dealers, intermediaries, and advisers with which LETA will do business.
- Diversifying the investment portfolio so that potential losses on individual securities will be minimized.

B. Interest Rate Risk

LETA will minimize the risk that the market value of securities in the portfolio will fall due to changes in general interest rates, by:

- Structuring the investment portfolio so that securities mature to meet cash requirements for ongoing operations, thereby avoiding the need to sell securities on the open market prior to maturity.
- Investing operating funds primarily in shorter-term securities, money market mutual funds, or similar investment pools.

II. Liquidity

The investment portfolio shall remain sufficiently liquid to meet operating requirements that may be reasonably anticipated. This is accomplished by structuring the portfolio so that securities mature concurrent with cash needs to meet anticipated demands (static liquidity). Furthermore, since all possible cash demands cannot be anticipated, the portfolio should consist largely of securities with active secondary or resale markets (dynamic liquidity). A portion of the portfolio also may be placed in money market mutual funds or local government investment pools, which offer same-day liquidity for short-term funds.

III. Yield

The investment portfolio shall be designed with the objective of attaining a market rate of return throughout budgetary and economic cycles, considering the investment risk constraints and liquidity needs. Return on investment is of secondary importance compared to the safety and liquidity objectives described above. The core of investments is limited to relatively low-risk securities in anticipation of earning a fair return relative to the risk being assumed. Securities shall not be sold prior to maturity with the following exceptions:

- A security with declining credit may be sold early to minimize loss.
- A security swap would improve the quality, yield, or target duration in the portfolio.
- Liquidity needs of the portfolio require that the security be sold.

IV. Standards of Care

A. Prudence

The standard of prudence to be used by investment officials shall be the "prudent person" standard and shall be applied in the context of managing an overall portfolio. Investment officers acting in accordance with written procedures and this investment policy and exercising due diligence shall be relieved of personal responsibility for an individual security's credit risk or market price changes, provided deviations from expectations are reported in a timely fashion and the liquidity and the sale of securities are carried out in accordance with the terms of this policy. Investments shall be made with judgment and care, under circumstances then prevailing, which persons of prudence, discretion, and intelligence exercise in the management of their own affairs, not for speculation, but for investment, considering the probable safety of their capital as well as the probable income to be derived.

B. Ethics and Conflicts of Interest

Officers and other LETA officials involved in the investment process shall refrain from personal business activity that could conflict with the proper execution and management of the investment program, or that could impair

their ability to make impartial decisions. Investment officials shall disclose any material interests in financial institutions with which they conduct business. They shall further disclose any personal financial/investment positions that could be related to the performance of the investment portfolio. Officers and other LETA officials shall refrain from undertaking personal investment transactions with the same individual with whom business is conducted on behalf of LETA.

C. Delegation of Authority

Authority to manage the investment program is granted to the Chief Executive Officer upon direction and instruction of the LETA Board of Directors and for the purposes of this policy, the Chief Executive Officer shall be designated as the investment officer.

V. Safekeeping and Custody

A. Authorized Financial Dealers and Institutions

A list will be maintained of financial institutions authorized to provide investment services. In addition, a list will also be maintained of approved security broker/dealers selected by creditworthiness. These may include "primary" dealers or regional dealers that qualify under Securities and Exchange Commission (SEC) Rule 15C3-1. As of the date of the adoption of this Investment Policy, the First National Bank of Fort Collins, Colorado, is the only financial institution authorized to provide investment services to LETA.

B. Internal Controls


The investment officer is responsible for establishing and maintaining an internal control structure designed to ensure that the assets of LETA are protected from loss, theft, or misuse. The internal control structure shall be designed to provide reasonable assurance that these objectives are met. The concept of reasonable assurance recognizes that (1) the cost of a control should not exceed the benefits likely to be derived and (2) the valuation of costs and benefits requires estimates and judgments by management. Accordingly, the investment officer shall establish a process for an annual independent review by an external auditor to assure compliance with policies and procedures. The internal controls shall address the following points:

- Control of collusion
- Separation of transaction authority from accounting and record-keeping
- Custodial safekeeping
- Avoidance of physical delivery securities
- Clear delegation of authority to subordinate staff members

- Written confirmation of transactions for investments and wire transfers
- Development of a wire transfer agreement with the lead bank and third-party custodian

C. Delivery vs. Payment

All trades, where applicable, will be executed by delivery vs. payment (DVP) to ensure that securities are deposited in an eligible financial institution prior to the release of funds. Securities will be held by a third-party custodian as evidenced by safekeeping receipts.

		<h2>Larimer Emergency Telephone Authority</h2>	
Policy Number 1.4	Policy Title Travel	Reference LETA Staff & Board	
Date Prepared 02/03/2021	Reviewed By LETA Staff 11/11/23	Date Issued 02/03/2021	
Date Revised 11/11/23	Approved By LETA Authority Board	Date Effective 02/03/2021	

Policy: Larimer Emergency Telephone Authority (LETA) Board of Directors or staff members, if required to travel on LETA’s behalf for conferences or executive development opportunities, will make travel arrangements at the most reasonable cost possible.

Procedure:

I. Expenses/Reimbursement

- A. Travel arrangements shall be made as far in advance as possible to assure favorable rates.
- B. Travel expenses will be submitted at least two weeks prior to the expected departure date.
- C. All cash advances for per diem will follow the federal per diem rates for government travel. www.gsa.gov
- D. Reimbursement for travel expenses will be made if the traveler did not request a cash advance for their travel expenses.
- E. Meal expenses will be determined by the federal per diem rates.
- F. To claim reimbursement for breakfast, the traveler must depart prior to 9 am. To claim reimbursement for dinner, the traveler must return after 5 pm.

II. Other approved expenditures for travel

- A. Air travel: nonstop, business class is allowed. Many airlines charge for luggage, one baggage fee is an allowable expense.


- B. Mileage reimbursement at the current government rate for use of a personal vehicle outside of Larimer County if a LETA vehicle is not available for use.
- C. Mileage reimbursement is disallowed if the amount of such reimbursement exceeds the cost of travel by air.
- D. Car rental. If a car is rented, it must be the most practical means of transportation available. The rental car should be an economy or midsize vehicle. In the event a rental is intended for multiple travelers, a vehicle of sufficient size to accommodate such travelers will be approved. To fully protect LETA and the vehicle lessee, the daily Collision Damage Waiver insurance (CDW) will be an approved expenditure. Operations of rental vehicles must be in accordance with the rental agreement to avoid potential personal exposure for damages under the terms of the agreement.
- E. Regarding all reimbursable vehicle usage under this Travel Policy, the use of car-pooling shall be strongly encouraged.
- F. Lodging. Actual cost of reasonable accommodations will be allowed. Conference hotel is allowed even if the cost is greater than other nearby lodging. Employees may reserve single rooms and are not required to stay in a double occupancy room even if traveling together.
- G. Registration. Costs for the conference or training registrations fees will be paid for in full.
- H. Parking fees, receipt required.
- I. Toll road charges

III. Non reimbursable expenses


- A. Alcohol and entertainment
- B. Personal expenses
- C. Travel insurance
- D. Traffic and parking fines

IV. Accompaniment of a Spouse

A spouse may accompany a traveler; however, the employee will pay for all additional expenses attributable to the spouse for meals, transportation, lodging, etc.

		<h2>Larimer Emergency Telephone Authority</h2>	
Policy Number 1.5	Policy Title Financial Reserves	Reference LETA Staff & Board	
Date Prepared 02/03/2021	Reviewed By LETA Staff 11/11/23	Date Issued 02/03/2021	
Date Revised 11/11/23	Approved By LETA Authority Board	Date Effective 02/03/2021	

Policy: Larimer Emergency Telephone Authority (LETA) shall provide adequate reserves of both operating funds and capital outlay funds. As part of the annual budgeting process, the LETA Board of Directors shall place in a reserve account an amount equal to the two-year average of LETA’s operating expenses. In no case should the amount in reserve and the emergency funds fall below the highest projected operating costs in the next two years.

		<h1>Larimer Emergency Telephone Authority</h1>	
Policy Number 1.6	Policy Title Competitive Bidding	Reference LETA Staff & Board	
Date Prepared 02/03/2021	Reviewed By LETA Staff 11/11/23	Date Issued 02/03/2021	
Date Revised 11/11/23	Approved By LETA Authority Board	Date Effective 02/03/2021	

Policy: Larimer Emergency Telephone Authority (LETA) shall follow the competitive bidding process for contracts for the procurement of services, equipment, and supplies.

Procedure:

I. Duties and Authorities of the Purchasing Agent

- A. LETA’s Chief Executive Officer (CEO) shall serve as the Purchasing Agent for LETA and shall be responsible for oversight and administration of the procurement of all material and services for LETA, which are governed by the terms of this policy.
- B. Unless otherwise addressed herein, the Purchasing Agent may establish purchasing procedures consistent with these policies upon the written approval of the LETA Board of Directors.
- C. The Purchasing Agent is authorized to make non-capital and capital purchases that have been approved through the LETA budget process without the supplemental approval of the LETA Board of Directors.

II. Procedures

- A. Request for Proposal (RFP), Invitation to Bid (IFB)
 - i. Goods and services that exceed two hundred and fifty thousand dollars (\$250,000) are subject to an RFP or IFB.
 - ii. Procurements accomplished pursuant to this policy shall be awarded to the most suitable bidder. An invitation for bids shall be issued and shall include specifications for all contractual terms and conditions applicable to the procurement.

- iii. The amount of each bid and such other relevant information as the Purchasing Agent deems appropriate, together with the name of each bidder, shall be recorded. Thereafter, the record of bids and each bid shall be available for public inspection in the office of the Purchasing Agent in the same manner as other public records.
- iv. Bids shall be accepted without alteration or correction, except as may be authorized by this policy. Bids shall be evaluated based on the requirements set forth in the invitation for bids, which may include criteria and/or processes for determining acceptability, such as inspection, provision of sample materials, testing, quality, workmanship, delivery, experience, and suitability for a particular project. The invitation for bids shall set forth all evaluation criteria.

B. Correction or withdrawal of bids

Correction or withdrawal of erroneous bids, or cancellation of awards or contracts based on bid mistakes, may be authorized when deemed appropriate by the Purchasing Agent. Mistakes discovered before bid opening may be corrected or withdrawn in writing by the bidder prior to the time established for the opening of bids.

After the bid opening, the following provisions shall apply:

- i. A low bidder alleging a material mistake of fact may be permitted by the Purchasing Agent to correct its bid if the mistake is evident on the face of the bid document and the intended correct bid is similarly evident.
- ii. A low bidder alleging a material mistake of fact may be permitted by the Purchasing Agent to withdraw its bid (1) if the mistake is evident on the face of the bid but the intended correct bid is not similarly evident, or (2) if the mistake is not evident on the face of the bid but the bidder submits evidence to the Purchasing Agent that clearly and convincingly demonstrates that a mistake was made, in which case the bidder must show the nature of the mistake and the bid price actually intended.
- iii. No changes in bid prices or other provisions of bids prejudicial to the interests of LETA or fair competition shall be permitted. All decisions to permit the correction or withdrawal of bids or to cancel awards or contracts based on bid mistakes will be supported by a written determination made by the Purchasing Agent.

C. Acceptance and rejection of bids

The contract shall be awarded with reasonable promptness by written notice to the most responsible bidder whose bid meets the requirements and criteria set

forth in the invitation for bids. If the most responsible bid exceeds budgeted funds, and either time constraints or economic considerations preclude re-solicitation of work of a reduced scope, the Purchasing Agent is authorized to negotiate an adjustment of the bid price with the most responsible bidder or to modify the scope of the work, so as to bring the bid within the amount of available funds.

In addition to the authority for rejection found elsewhere in this policy, the Purchasing Agent shall have the authority to reject all bids or proposals or any portions thereof when the interests of LETA will be served thereby. All such decisions will be supported by a written determination made by the Purchasing Agent.

D. Qualifications of bidders

In determining whether a bidder is acceptable for a contract award, the following shall be considered:

- i. The ability, capacity, and skill of the bidder to perform the contract or provide the services required.
- ii. Whether the bidder can perform the contract or provide the service promptly and within the time specified without delay or interference.
- iii. The character, integrity, reputation, judgment, experience, and efficiency of the bidder.
- iv. The quality of the bidder's performance of previous contracts or services.
- v. The sufficiency of the financial resources and ability of the bidder to perform the contract or provide the service.
- vi. The quality, availability and adaptability of the materials and services to the particular use required.
- vii. The ability of the bidder to provide future maintenance and service for the use of the subject of the contract; and
- viii. Any other circumstances which will affect the bidder's performance of the contract.

- E. The Purchasing Agent is authorized to establish rules and procedures for the pre-qualification of bidders upon such terms as may permit fair consideration of bids received under this policy.

- F. No LETA contract shall be awarded to any bidder who is in default on the performance of any other contract with LETA. The Purchasing Agent may refuse to award a contract to any bidder who is or previously had been in default on the performance of any contract or who is in default on any taxes, licenses or other monies due to any person or entity.

III. Exemptions to use of competitive bidding

The following transactions shall be exempt from competitive bidding:

A. Exempt purchases

- i. The Purchasing Agent shall have the power to negotiate without formal competition for the purchase of any materials, services, or capital purchases not exceeding a cost of Fifty Thousand Dollars (\$50,000.00), so long as such purchases are deemed reasonable, prudent and necessary.

B. Emergency purchases

- i. In the case of an apparent emergency requiring the purchase of material or services the Purchasing Agent shall be authorized to secure the necessary items in the open market regardless of the amount of the expenditure. In the case of an emergency purchase, the contract price shall not exceed commercially reasonable prices. A full written report of the circumstances of all emergency purchases over Fifty Thousand Dollars (\$50,000.00) shall be made by the Purchasing Agent to the LETA Board of Directors within thirty (30) days of each emergency purchase. The report shall be received by the LETA Board of Directors in an open meeting and shall be open to public inspection.


C. Small Purchases

- i. Small purchases that range from fifty thousand to two hundred and fifty thousand do not require a competitive bid. A documented quote is required and is subject to inspection. The quote must be deemed and reasonable fair market cost.

D. Miscellaneous exemptions

- i. A contract for materials or services may be awarded without competition after the Purchasing Agent first submits a justification statement to the LETA Board of Directors, who shall approve the procurement upon a determination that one or more of the following conditions exists:
 - a. Purchase of equipment that provides an update to existing LETA equipment.

- b. There exists only one (1) responsible source.
- c. Although there exists more than one responsible source, a competitive process cannot reasonably be used or, there are limited vendors in good standing with like services provided, or if used, will result in a substantially higher cost to LETA, will otherwise injure LETA's financial interests or will substantially impede LETA's administrative functions or the delivery of services to the public.
- d. A particular material or service is required to maintain interchangeability or compatibility as a part of an existing integrated system.
- e. The material is perishable.
- f. A particular material is required to enable use by a specific individual.
- g. Contracts for professional services shall not be subject to the provisions of this policy and may be entered into by the Purchasing Agent upon such terms as may be necessary.

		<h2>Larimer Emergency Telephone Authority</h2>	
Policy Number 1.7	Policy Title Open Records	Reference LETA Staff & Board	
Date Prepared 02/03/2021	Reviewed By LETA Staff 11/11/23	Date Issued 02/03/2021	
Date Revised 04/06/2022	Approved By LETA Authority Board	Date Effective 04/06/2022	

Policy: Larimer Emergency Telephone Authority (LETA) will make public records within LETA’s possession and control available for public inspection at reasonable times in accordance with the Colorado Open Records Act, C.R.S. §§ 24-72-200.1 through 205.5, as amended (“the Act”). This policy summarizes LETA’s practices and procedures with regard to fulfilling its obligations under the Act and other applicable federal or state laws, such as the Colorado Criminal Justice Records Act, C.R.S. §§ 24-72-301 through 309, as amended. LETA must make a good faith effort to respond to requests to inspect records while at the same time ensuring that private, confidential, protected, excepted, or exempted records or portions thereof are redacted or withheld.

Procedure:

I. Requests

- A. LETA’s Chief Executive Officer shall be the official custodian of LETA’s public records.
- B. Citizens may make written requests to the official custodian for copies of LETA’s public records. A form that may be used to make a request is attached.
- C. The Act does not require LETA to create records in response to a request or to manipulate or to analyze information in a new way in order to respond to a request.
- D. LETA will respond to requests in the order in which they are received.
- E. LETA may consolidate duplicative requests, as it deems reasonable.
- F. LETA shall review records in light of the Act and other applicable federal and state law and withhold records that contain private, confidential, protected, excepted, or exempted information.

- G. LETA is not required to black out or "redact" portions of a record that contain private, confidential, protected, excepted, or exempted information.
- H. LETA shall follow any applicable court rules and court orders.
- I. The official custodian may confer with legal counsel before responding to a request.
- J. Broad, general requests may be costly to the requestor because of the staff time required to fulfill these requests, resulting in Charges as outlined below.
- K. LETA may contact the requestor in an attempt to clarify or narrow a request. If the requestor agrees to narrow a request, then LETA will ask the requestor to re-submit the request in writing and the calculation of Deadlines as outlined below will begin again.
- L. LETA is not required to respond to harassing or abusive communications or to waive Charges as outlined below.
- M. LETA will produce records in electronic format, when possible.

VIII. Deadlines

- A. LETA will make a good-faith effort to respond to a request within three working days, per the Act. LETA may use the extension of time allowed, in which case, LETA has an additional seven business days to respond to a request, per the Act. If the nature of the request requires more time than set out in the Act, LETA will notify the requestor.
- B. LETA will make a good faith effort to process a request as promptly as is feasible considering relevant factors, such as:
 - The size and scope of the request.
 - The volume of records needing LETA's review.
 - The workload of the official custodian and LETA staff.
 - The appropriate management of LETA staff workloads to avoid interference with the performance of other duties.
 - The need for input from legal counsel (if applicable).
 - Other prior requests.
 - Whether records are in active use, in storage, or otherwise not readily available.
- C. When calculating deadlines, LETA applies the following guidelines:
 - The day the request is received is not counted.

- If a request is received after 5:00 p.m., it is considered received the next business day.
- Weekends and legal holidays do not count as a business day.
- For broad requests, LETA may put the timeframe for completion of the request on hold while LETA attempts to clarify or narrow the request.
- For requests that require a deposit or pre-payment of Charges as outlined below, LETA may put the timeframe for completion of the request on hold until payment is received.

III. Charges

- A. After the first hour, LETA charges the maximum hourly fee permitted by the Act for research, retrieval, and review. Under the Act, the fee increased from \$30.00 to \$33.58 as of July 1, 2019, and the fee may increase every five years.
- B. LETA shall keep a time log describing the time spent responding to a request after the first hour.
- C. After the first hour, LETA may require that the requestor approve a cost estimate and make a deposit before LETA does more work to respond to the request.
- D. Reasonable charges shall be made for any copies requested. Such charges shall be reflective of the actual costs of reproduction. Reproduction costs shall not exceed the maximum amount set forth in the Colorado Open Records Act.
- E. The Authority does not charge for requests from official representatives of the signatories to the Intergovernmental Agreement for the Establishment of LETA.

IV. Construction and Interpretation

All questions about this policy should be directed to LETA's Chief Executive Officer.

Larimer Emergency Telephone Authority

Request for Information

Pursuant to the Colorado Open Records Act

DATE OF REQUEST:

TIME:

NAME:

ADDRESS:

TELEPHONE NUMBER:

EMAIL ADDRESS:

DESCRIPTION OF THE INFORMATION DESIRED:

RESPONSE DATE:

RESPONSE TIME:

(Receipt of this request by the Board is determined by the date/time stamp on the section.)


METHOD OF DELIVERY:

NUMBER OF PAGES:

AMOUNT PAID:

BY TITLE:

DENIAL OF REQUEST AND BASIS FOR DENIAL:

		<h2 style="text-align: center;">Larimer Emergency Telephone Authority</h2>	
Policy Number 1.8	Policy Title Anti-Discrimination and Anti-Harassment	Reference LETA Staff & Board	
Date Prepared 02/03/2021	Reviewed By LETA Staff 06/14/23	Date Issued 02/03/2021	
Date Revised 11/11/23	Approved By LETA Authority Board	Date Effective 02/03/21	

Policy: All employees of Larimer Emergency Telephone Authority (“LETA”) are entitled to work in an environment free of unlawful discrimination and harassment, which is defined below as “Prohibited Harassment”. Each employee shall assist in promoting a workplace environment free of Prohibited Harassment, supporting these objectives, and implementing this policy. This policy applies to all terms and conditions of employment, including but not limited to hiring, promotion, termination, lay-off, leaves of absence, and compensation. LETA’s Equal Employment Opportunity Coordinator ("EEO Coordinator") shall be the Chief Executive Officer. This policy applies to all LETA employees as well as non-employees, such as members of LETA’s Board of Directors, volunteers, vendors, contractors, consultants, and guests. All employees shall sign an acknowledgment of this policy.

Procedure:

I. Employee Action

- A. Any employee who believes that the employee is being subjected to Prohibited Harassment should give notice to the person responsible for the conduct that such conduct is unwelcome and plainly request that it stop immediately.
- B. The employee shall also promptly give notice to the EEO Coordinator. The notification may be in the form chosen by the employee. The employee is encouraged to put the notification in writing.
- C. No employee shall be subjected to intimidation, coercion, reprisal, retaliation, or harassment (“Retaliation”) for giving notice of Prohibited Harassment. The employee should immediately report to the EEO Coordinator any incidents of Retaliation.

II. EEO Action/Investigation

- A. The EEO Coordinator is available to directly receive any claim of Prohibited Harassment or Retaliation.
- B. The EEO Coordinator shall promptly initiate or undertake an investigation of all claims and complaints of Prohibited Harassment and Retaliation. For purposes of the investigation, in the exercise of discretion, the EEO Coordinator may retain an outside human resources consultant or legal advisor. The complaining employee, the individual accused, and any witnesses may be interviewed separately to establish the facts of the situation. If the notice concerns sexual harassment, the employee may request that a person of the same gender be designated to conduct the interview.
 - i. If the CEO is the subject of a claim or is making a claim, in which case, the claim shall be directed to the “EEO Alternate,” which is either the Chair of the LETA Board of Directors or Legal Counsel to the LETA Board.
 - ii. As used in this policy, the EEO Coordinator means either the CEO or the EEO Alternate, as the circumstances require.
- C. The complaining employee will be notified of the results of the investigation.
- D. To the extent possible, complaints and investigations will be handled in a confidential manner but disclosed to those with a “need to know.”
- E. After the facts have been determined, the complaining employee and the individual accused will be advised of the results of the investigation. If the investigation substantiates the complaint, the accused employee shall be subject to corrective and/or disciplinary action by the appropriate supervisor. That action may include verbal or written reprimand, suspension, or discharge as determined appropriate based on the findings of the investigation.
- F. No employee shall make a false report of Prohibited Harassment or Retaliation. Appropriate action will be taken if an investigation substantiates a false report.

III. Definitions

The following definitions shall be governed by applicable law, which may change from time to time.

- A. "Age harassment" means harassment because an individual is 40 years of age or older.

- B. "Disability harassment" means harassment because of an individual's physical or mental impairment that substantially limits one or more of the individual's major life activities, because the individual has a record of such impairment, or because the individual is regarded as having such impairment. "Disability" does not include current illegal or legal use of drugs or impairment on the job by alcohol.
- C. "Gender harassment" means harassment because of an individual's gender.
- D. "Marital or family status harassment" means harassment because an individual is a parent or non-parent, married, single, divorced, separated, or widowed.
- E. "National origin harassment" means harassment because of an individual's ancestor's place of origin or because an individual has the physical, cultural, or linguistic characteristics (such as language, accent, or manner of speaking) of a national origin group. Examples of "national origin groups" include but is not limited to Hispanic (i.e., persons of Mexican, Puerto Rican, Cuban, Central or South American or other Spanish culture or origin), Pacific Islander, Asian, Eastern, Middle Eastern, and Southern European origin.
- F. "Prohibited Harassment" means unwelcome conduct, including physical, verbal, or written conduct, that constitutes race/color harassment, national origin harassment, gender harassment, sexual harassment, sexual orientation harassment, religious harassment, disability harassment, age harassment, or marital/family status harassment, or that constitutes harassment based on other status under the equal employment opportunity laws. It also includes protection for activities such as opposing a practice made unlawful by an equal employment opportunity law or participation in an investigation or other proceeding under the equal employment opportunity laws, or association with a protected individual.
- i. Examples of "Prohibited Harassment" include but are not limited to: slurs, jokes, degrading comments, degrading pictures, degrading symbols, or other written, verbal, or physical conduct, based on race/color, national origin, gender, sex, religion, disability, age, or marital/family status, which has the purpose or effect of unreasonably interfering with an individual's work performance, creates an intimidating, hostile or offensive work environment, results in a tangible employment action, or is sufficiently severe or pervasive to alter the conditions of employment.
 - ii. In addition, examples of prohibited conduct that constitutes "sexual harassment" include but are not limited to sexual advances, requests for sexual favors, or other physical, verbal, or written conduct of a sexual nature, when submission to the conduct is made either explicitly or implicitly a term or condition of an individual's


employment, submission to or rejection of the conduct by an individual is used as the basis for employment decisions affecting that individual, or submission to or rejection of the conduct by an individual otherwise results in a tangible employment action.

- G. "Race/color harassment," means harassment because of an individual's race or skin color. Examples of "race" include, but are not limited to, African American/Black, Caucasian/White, Asian/Pacific Islander, Hispanic, Latino, and Native American.
- H. "Religious harassment," means harassment because of an individual's traditional religious views or moral or ethical beliefs as to what is right and wrong, which beliefs are sincerely held with the strength of traditional religious views.
- I. "Sexual harassment" means harassment because of an individual's biological or anatomical identity as male or female.
- J. "Sexual orientation harassment," means harassment because of an individual's physical, romantic, and/or emotional attraction to people of the same and/or different gender.

Employee acknowledges that Employee has read and understands this Anti-Discrimination and Anti-Harassment Policy Statement and agrees to comply with its terms. Employee further understands that nothing in this policy is intended to alter the Employee's at-will employment status.

NAME (PRINT): _____ **DATE:** _____

EMPLOYEE SIGNATURE: _____

		<h2>Larimer Emergency Telephone Authority</h2>	
Policy Number 1.9	Policy Title Vehicle Use	Reference LETA Staff & Board	
Date Prepared 02/03/2021	Reviewed By LETA Staff 11/11/23	Date Issued 02/03/2021	
Date Revised 11/11/23	Approved By LETA Authority Board	Date Effective 02/03/2021	

Policy: Larimer Emergency Telephone Authority (LETA) shall assure the safety of staff in all vehicles owned, leased, or rented by LETA, LETA contractors or LETA employees. This also applies to the operation of privately owned or other vehicles if used on duty.

Procedure:

I. Eligibility

- A. To be eligible to drive LETA’s vehicles, employees must provide a copy of their driver’s license which must be valid and must have a clear driver’s history.
- B. A clear driver’s history means the employee has not been arrested for a violation of the vehicle and traffic laws in the last 2 years.
- C. LETA may, at its discretion, assign, and revoke the access of LETA’s vehicles at any time.
- D. LETA personnel will have their driver’s history checked every 2 years thereafter, to ensure that no violations have occurred.
- E. Employees who take medications that affect their sense of orientation, vision, or reflexes may not be permitted to drive LETA’s vehicles.

II. Seat Belt/Restraint Use

- A. LETA personnel shall use the seat belts installed by the vehicle manufacturer. The seat belt shall be worn properly adjusted and securely fastened when operating or riding in any vehicle, so equipped if used on LETA business.

- B. The driver of the vehicle is responsible for ensuring compliance by all occupants of the vehicle they are operating. Approved child safety restraints shall be used for all children of age, size, or weight for which such restraints are prescribed by law.
- C. No person shall modify, remove, deactivate, or otherwise be transported in a seating position in which the safety restraint is not properly used.
- D. Tampering with the vehicle safety belts except for vehicle maintenance and repair without the express authorization from the proper authority is prohibited.

III. Cell Phone Use

- A. While operating a vehicle, LETA employees shall not use their cell phones to send personal or work-related text messages. LETA employees shall not read personal or work-related text messages while operating a vehicle.
- B. It is recommended that all employees use a hands-free device when making and receiving cell phone calls while operating a vehicle.

IV. Prohibited Behavior

The following is prohibited behavior:

- A. Driving while intoxicated, tired, or under the influence of drugs.
- B. Smoking in LETA's vehicles.
- C. Renting, selling, or lending LETA's vehicles.
- D. Violation of distracted driving laws.
- E. Allowing unauthorized drivers to use a LETA vehicle except in an emergency.
- F. Double-parking, blocking entrances, and engaging in other traffic violations that may result in fines.
- G. Leaving LETA's vehicles unlocked.


V. Accident

In the unfortunate event LETA staff is involved in an accident while on duty and operating a vehicle, LETA staff must adhere to the following:

- Follow all laws to immediately report the accident.
 - Notify their immediate supervisor.
 - If medical treatment is needed, administer emergency medical treatment.
 - Take photos of the accident.
 - Prepare a written statement of the accident to be provided to immediate supervisor.
- A. All employees involved in an injury traffic accident will be required to undergo blood/breath test for alcohol or drugs. For any property damage accident breath / blood test may be requested by the officer handling the report or by LETA supervisory staff or the Board of Directors.
- B. All employees involved in preventable accidents will need to complete focused driving training with a partner agency or other assigned training as determined by the employee's supervisor within 30 days of the accident. The focused driving training will need to be completed prior to the employee being allowed to operate LETA's vehicles.

VI. Driving Complaints

- A. Any driving complaints will be investigated by the employee's immediate supervisor.

		<h2>Larimer Emergency Telephone Authority</h2>	
Policy Number 1.10	Policy Title Complaints	Reference LETA Staff & Board	
Date Prepared 02/03/2021	Reviewed By LETA Staff 11/11/23	Date Issued 02/03/2021	
Date Revised 11/11/23	Approved By LETA Authority Board	Date Effective 02/03/2021	

Policy: Larimer Emergency Telephone Authority (LETA) is committed to high standards of conduct, ensuring accountability, and providing excellent public service. As used in this policy, “the Investigator” means either the CEO or the Chair, as the circumstances require. Complaints involving discrimination or harassment shall be handled pursuant to LETA’s separate anti-discrimination and anti-harassment policy.

Procedure:

I. Verbal Complaints

- A. The Investigator shall promptly assess a verbal complaint and, in light of the nature of the complaint, either (a) request the complainant immediately make a written complaint, or (b) undertake an investigation.
- B. After an investigation of a verbal complaint, the complainant will be advised orally or in writing of the result of the investigation and, if permitted by law, any appropriate action taken. The Investigator shall also inform the complainant that, if dissatisfied with the response, the complainant may promptly file a written complaint.


II. Written Complaints

- A. Unless the complainant was anonymous, after an investigation, the complainant will be advised in writing of the result of the investigation and, if permitted by law, any appropriate action taken. The Investigator shall also inform the complainant that, if dissatisfied with the response, the complainant may ask that the written complaint be placed on a future Board of Directors agenda for further discussion by the Board of Directors.
- B. The Investigator shall notify LETA’s Board of Directors of a written Complaint at the next regularly scheduled Board meeting or at a Special

Meeting called for that purpose, and the Investigator shall share the contents of the investigation and the resolution, subject to any limits in applicable law.

III. Investigation

- A. LETA's Chief Executive Officer (CEO) shall investigate and respond to each complaint, unless the complaint involves the CEO. If the complaint involves the CEO or the CEO is making the complaint, then the complaint shall be referred to the Chair of LETA's Board of Directors to investigate and respond. If the CEO is the subject of the complaint, then, in the sole exercise of the Chair's discretion, the Chair may create a personnel subcommittee of LETA Board of Directors to review the complaint and make a recommendation to the Board.
- B. The Investigator shall refer complaints involving action taken by another government agency the other agency for investigation and response. The Investigator shall inform the complainant what agency has been asked to investigate and respond to the complaint and the point of contact at that agency.
- C. The Investigator shall handle all complaints promptly, whether the complaint is oral or written, with a goal of providing the complainant with a response within 14 days.
- D. All complaints should be handled in accordance with applicable law, including Colorado's Open Meetings Law and Open Records Act, as amended.

		<h2>Larimer Emergency Telephone Authority</h2>	
Policy Number 1.11	Policy Title Budget Philosophy	Reference LETA Staff & Board	
Date Prepared 11/11/2023	Reviewed By LETA Staff 11/11/23	Date Issued 11/11/23	
Date Revised	Approved By LETA Authority Board	Date Effective 12/6/23	

Policy: The Larimer Emergency Telephone Authority (LETA) operates as an emergency telephone authority pursuant to the provisions of C.R.S. § 29-1-203, *et seq.*, with specific and assumed oversight authority as provided in fourth Amended Intergovernmental Agreement dated 11/01/2023. The LETA Board of Directors conducts an annual review of the fiscal projects, the surcharge revenue along with any anticipated unfunded mandates, tariff filings or anticipated tariff filings, or increases in surcharge collections.

Procedure:

I. Funding Mechanisms

The Colorado General Assembly has created three funding mechanisms for emergency telephone service. The funding mechanisms are:

- A. The Emergency Telephone Charge (ETC) under C.R.S. § 29-11-102
 - i. The ETC is set annually by each Governing Body to meet the needs within its jurisdiction. The ETC is an amount charged per month per 911 access connection on the phone bill of each service user whose address is in the Governing Body's jurisdiction, excluding local or state government. Carriers remit the ETC directly to each Governing Body.

- B. The wireless surcharge (“Prepaid Charge”) under C.R.S. § 29-11-102.5
 - i. The Prepaid Charge is set annually by the Public Utilities Commission (PUC).
- C. The statewide 911 surcharge (“Statewide Surcharge”) under C.R.S. § 29-11-102.3.
 - i. The Statewide Surcharge is set annually by the Public Utilities Commission (PUC).

II. Restrictions on use of charges

When the first funding mechanism was created in 1981, the Colorado General Assembly placed limitations on how the revenue could be used. *See* C.R.S. § 29-11-104. The Per amendments effective on July 10, 2020, the charges can be used *solely* to pay for:

- A. Costs associated with the lease or purchase, installation, engineering, programming, maintenance, monitoring, security, planning, and oversight of equipment, facilities, hardware, software, and databases used to receive and dispatch 911 calls.
- B. Charges of basic emergency service providers (BESPs) for the provision of basic emergency service.
- C. Costs related to the provision of the emergency notification service and emergency telephone service, including costs associated with total implementation of both services by emergency service providers, including costs for programming, emergency medical services provided by telephone, radio equipment within the PSAP, and training for PSAP personnel.
- D. Costs associated with the operation of emergency telephone service and emergency notification service, including recordkeeping, administrative, and facilities costs, whether the facilities are leased or owned.
- E. Membership fees for state or national industry organizations supporting 911.
- F. Other costs directly related to the continued operation of the emergency telephone service and the emergency notification service.

C.R.S. § 29-11-104(2)(a)(I)(A)-(F). LETA uses the revenue from charges to make purchases consistent with the above portion of the statute based on the needs and desires of this local jurisdiction as established by the LETA Board of Directors.

The current statute further states that *if* money is available after the expenses set forth in Section 104(2)(a)(I) are fully paid in a given year, *then* revenue from the Charges *may* be expended for:

- A. Public safety radio equipment outside the PSAP or
- B. Personnel expenses necessarily incurred for a PSAP or the governing body in the provision of emergency telephone service.

III. Misuse of Charges

If the FCC concludes that a state or local government has used 9-1-1 revenue for purposes other than 9-1-1, it declares the state ineligible for federal grant funding, which is a costly penalty. The issue of proper use of funds is so important to the FCC that, in 2021, the FCC created a limited-term entity known as “The Ending 9-1-1 Fee Diversion Now Strike Force” to advise the FCC on the issue.

IV. LETA Funded Programs/Technology


- Emergency Medical Dispatch program
- Emergency alert program
- Emergency Telecommunicator Course
- Provides funding per an algorithm for LETA PSAPs to purchase noncapital items through a purchasing card
- 911 related training
- 911 phone system and 911 applications that enhance the call flow
- GIS programs and products for 911 dataset management
- GIS CAD / MDT/ RMS updates
- First responder applications that are used for responding to 911 calls for service
- Voice logging program
- CAD interfaces that pertain to programs funded by LETA
- Countywide imagery
- 911 network
- 911 tariff fees
- Field and community emergency tactical communication tools and programs
- 911 public education program
- First Responder Trauma Counselors

VI. Surcharge Changes

- A. A Governing Body must give all carriers at least 60 days' notice of an ETC change, and an ETC change can only go into effect twice a year (February 1 and June 1). The ETC threshold is usually adjusted for inflation each year.

- B. LETA shall consider increasing the local surcharge if LETA is not able to adequately fund projects, capital replacement equipment, staff, and facilities while maintaining a reserve balance as outlined in policy 1.5.

- C. LETA shall consider decreasing the local surcharge if LETA is able to adequately fund projects, capital replacement equipment as budgeted for five years, staff, and facilities while exceeding a reserve balance as outlined in policy 1.5.

		<h2>Larimer Emergency Telephone Authority</h2>	
Policy Number 1.12	Policy Title Ethics Conflict of Interest	Reference LETA Staff & Board	
Date Prepared 02/03/2021	Reviewed By LETA Staff 11/11/23	Date Issued 02/03/2021	
Date Revised 02/03/2021	Approved By LETA Authority Board	Date Effective 02/03/2021	

Policy: The Larimer Emergency Telephone Authority (LETA) operates as an emergency telephone authority pursuant to the provisions of C.R.S. § 29-1-203, *et seq.*, and that certain Fourth Amended Intergovernmental Agreement dated November 1, 2021. The within policy provides a code of ethics and standards of conduct for LETA operations and addresses procedures for recusal in the event of a conflict of interest.


Procedure:

I. Adoption of C.R.S. 24-18-101, *et seq*

By action of the LETA Board of Directors taken in a regular meeting held on June 6, 2012, it shall be LETA policy that the code of ethics and standards of conduct set forth in C.R.S. 24-18-101, *et seq.*, shall govern the operations of LETA to the extent that section is deemed applicable to emergency telephone authorities in Colorado. All actions taken by LETA employees, appointed officials, and LETA Board Members shall be governed by this policy. Counsel to the LETA Board shall assist in the administration of this policy and shall, upon request, advise employees, appointed officials, and Board Members with regard to this policy.

II. Conflict of Interest

When a conflict of interest involving an employee, appointed official or Board Member is identified, pursuant to the provisions of C.R.S. 24-18-101, *et seq.*, the Board of Directors shall promptly be informed of the nature of the conflict of interest and the response thereto, both for the protection of the conflicted employee, appointed official or Board Member and the LETA Board of Directors.

		<h2>Larimer Emergency Telephone Authority</h2>	
Policy Number 1.13	Policy Title Emergency Notification System	Reference LETA Staff & Board	
Date Prepared 02/03/2021	Reviewed By LETA Staff 11/11/23	Date Issued 02/03/2021	
Date Revised 11/11/23	Approved By LETA Authority Board	Date Effective 02/03/2021	

Policy: Larimer Emergency Telephone Authority (LETA) is the emergency alerting authority for Larimer County and all 31 partner agencies. LETA shall provide an Emergency Notification System (ENS) for the purpose of alerting citizens and visitors of Larimer County, Jackson County, and the Windsor-Severance Fire District. The 9-1-1 database, citizen data provided during an opt-in process for 9-1-1 notifications, LETA/NOCOALERT keywords, and IPAWS, shall only be used when sending an emergency notification. Emergency notifications are sent for imminent threats to life events.

Other tools may be used for communicating with the public outside of imminent threat to life. Those tools include event specific keywords, citizen opt in groups, ReachWell, AHAS, and social media.

LETA is responsible for procuring the tools necessary to support a complete emergency notification system. LETA shall budget funds to support the system, as well as on-going maintenance costs, and external training costs.

Procedure:

I. Objective

- A. LETA’s Chief Executive Officer (CEO) shall be the oversight authority for the ENS in Larimer County, Jackson County, and the Windsor-Severance Fire District. This oversight shall include establishing individuals authorized to use the ENS tools, establishing policy for proper usage, training, routine testing of the notification systems and constant evaluation of the success of the ENS.
- B. The CEO shall maintain and distribute to appropriate parties, status reports regarding the usage and testing of the system.
- C. The CEO shall establish usage, training, and testing requirements for emergency notification.

II. Administration

- A. All agencies that have individuals approved for sending emergency notifications shall adopt written internal policies which include the following components:
 - i. The names and positions of all persons in the agency that are authorized to initiate emergency alerts, community alerts, and internal department alerts.
 - ii. Procedures for notifying the CEO if employment of an authorized person with the agency ends, or usage violations occur.
 - iii. Establishing that emergency alerts will be for imminent threat to life and should only be used when those threats occur.
 - iv. Acknowledging that training requirements established by the CEO will be followed for all authorized users.
- B. The CEO may revoke the authority of any agency or individual should LETA determine that the procedures and requirements established by the CEO are being disregarded or abused by any such agency or individual operator.
- C. The CEO may direct, guide, authorize, or revoke authorization of sending ENS during any incident or complex event.
- D. GIS Data
 - i. The ENS will receive monthly updates on GIS data which provides updates to address points, centerline files, and common names.
 - ii. The GIS data is used as the foundation for citizen opt in accounts to geo verify their address in the Everbridge System. If the address is not located, the address will generate a GIS error. The error shall be resolved and corrected in the citizen record and / or the GIS data.
 - iii. Non geocoded address reports are reviewed weekly, and all GIS issues are resolved. If a citizen creates a citizen opt in account and fails to provide an address, their record type should be changed to no address. This citizen will receive all emergency alerts in Larimer County until they update their account to provide an address.
 - iv. During an active emergency event, all GIS errors must be resolved within 30 minutes of the report. If the GIS issue cannot be resolved the citizen must be placed in the no address record type so they

receive all emergency alerts regardless of their location.

E. 9-1-1 ALI DATA Extract (ADE)

- i. The ENS will receive monthly updates on the 9-1-1 ALI Data Extract (ADE).
- ii. LETA purchases a monthly extract of the 9-1-1 database from the State 9-1-1 provider. Comcast maintains their 9-1-1 records in a separate database. As such, LETA has a separate contract with Comcast and receives the 9-1-1 ADE from Comcast monthly.
- iii. Once the ADE is received from both providers, LETA geocodes the data imports the data into the EAS. This update shall occur monthly.
- iv. LETA believes the best practice for emergency alerts is to add data into the system as such LETA has requested municipal broadband customer data from their government partners. The municipal broadband data would be geocoded and added into the 911 emergency alert database.

F. Social Media

- i. Emergency Alerts will be pushed to social media to increase citizen awareness. LETA's website, Facebook, and X accounts are preconfigured in every template.
- ii. LETA's partners are encouraged to work with LETA on configuring social media channels for each notification template. LETA has found that social media is an effective emergency alert tool and captures a large audience that might not otherwise receive the emergency notification.

G. Live Monthly Tests

- i. LETA staff are responsible for sending live monthly tests in the system.
- ii. Live test alerts will follow the standard test language as created in the test template.
- iii. Live test alert locations will be random locations distributed throughout the County.
- iv. Each IPAWS certified employee shall conduct a monthly IPAWS test alert. The test alert shall be viewed in the IPAWS test

environment, and the report saved in the Everbridge/IPAWS folder.

H. Monthly Test Alerts

- i. Every user that is authorized to send an ENS must complete a test scenario in the training organization. The test scenario will be generated by LETA and published to the users.
- ii. If the user does not complete a monthly test alert, they will be placed on suspension warning. Failure to complete a monthly test alert in the following 30 days, the individual will have their access to the system suspended and their supervisor will be notified. The user must complete training.
- iii. LETA has migrated to LMS365 for training. Authorized users might be assigned quizzes and other thought-provoking training material for Everbridge. The information posted through LMS365 accounts for the monthly training requirement and engagement is tracked through LMS365.

I. Annual in-person training

- i. Every authorized sender must attend a 2 hour in person hands-on refresher training at LETA. Failure to attend the training could result in access being suspended until the training is completed. In person training is offered quarterly to accommodate schedules.

III. Citizen Opt-In

- A. The ENS system allows citizens to create accounts and add multiple addresses and additional contact paths to their alerting profile. This data is created by the citizens and added immediately into the ENS.
 - i. If a citizen enters an address and the address is not located, the ENS generates a geo coding error report. It is LETA's responsibility to update and correct the geo coding error reports on a weekly basis. This responsibility is delegated to the LETA Operations team.
 - ii. If active alerts have occurred, LETA must update the geo coding error database on an hourly basis during business hours. This should include the ENS extension at LETA that citizens may use to register or update their account. This responsibility is delegated to the LETA Operations Administrators and the LETA GIS Analyst. They should work in tandem to accomplish this task.
 - iii. If Larimer County is experiencing a large-scale disaster event with

pending or active evacuations, LETA staff will update geo-coding errors every 30 minutes on a 24-hour basis. This responsibility is considered an all-hands event and will be managed by all LETA Staff and coordinated accordingly.

B. Weather Alerts

- i. LETA's ENS has a direct interface with NOAA and allows for configurable weather alerts.
- ii. Citizens, when signing up for ENS, may sign up to receive weather alerts. LETA has selected the following weather alerts as significant threats and an automatic ENS would be sent if the following weather event is issued by NOAA:
 - a. Tornado watch
 - b. Tornado warning
 - c. Flood warning
 - d. Flash Flood warning
 - e. Blizzard warning

C. Key Word Registrations

- i. The ENS is equipped with a key word registration to allow citizens to quickly sign up for countywide emergency alerts by texting the keyword NOCOALERT to 888777 for alerts in Larimer County and JALERTS to 888777 for Jackson County.
- ii. Additional keywords may be established for emergency events. LETA is responsible for creating all key words and assigning key words for the event. LCEVAC is an established key word that is used on all evacuation alerts.
- iii. Agencies receive one keyword in their dedicated organization. Additional keywords can be established by request to LETA.

D. Language Translation/Accessible Alerts

- i. Emergency alerts will be pushed to the ReachWell App to provide language translation in over 100 languages for those community members that have opted in.
- ii. Emergency alerts will be pushed to Deaf Link to provide translation of alerts to American Sign Language and send the alerts to internet capable braille devices. These accessible alerts shall be sent by Deaf Link within 15 minutes of the initial alert.

IV. NOCOALERT webpage

- A. LETA established www.nocoalert.org as a website dedicated to emergency notifications.
- B. NOCOALERT webpage will display the emergency notification polygon, the text of the emergency message, and any other relevant information.
- C. It is the responsibility of LETA staff to update the NOCOALERT map immediately following the emergency alert.
- D. As an emergency event unfolds, LETA will populate the NOCOALERT map with helpful and essential information for the event. This additional information could be any of the following:
 - Road closures
 - Burn area
 - Evacuation sites
 - Evacuation orders

V. IPAWS

- A. IPAWS is the integrated public alert warning system. The IPAWS system contains the Broadcaster's Emergency Alert System (EAS), Wireless Emergency Alerts (WEA), and National Weather Service and NOAA Weather Radios (NWS).
 - i. LETA has paid for an IPAWS integration in the Everbridge System.
 - ii. LETA has four users authorized through FEMA for including IPAWS in emergency alerts.
 - iii. Sending an IPAWS alert requires a two-person verification process. As one person enters the IPAWS information in the Everbridge system, a separate person must verify the entry. Once verification is complete, the user may send the IPAWS alert.
- B. Emergency Alerts are dynamic in nature. IPAWS is a tool that should be evaluated during every emergency alert.
- C. Government Partners of LETA can request an IPAWS alert. To request an IPAWS alert, the requesting agency should contact LETA directly or through their Communications Center. The agency will need to provide the following information:
 - i. Nature of the event

ii. Requested action for citizens to take to protect life.

D. LETA has determined IPAWS may be used for:

i. Imminent threat to life including;

- Mandatory Evacuations
- Confirmed Child Abduction
- Natural disasters
- Escalating Police situations requiring a broader audience to be reached.
- Wildfire
- Urban fire
- Flooding

ii. LETA has an MOU with Weld County and Jackson County that allows IPAWS alerting across county lines. LETA has added the Weld and Jackson County FIPS Code into the LETA Everbridge System which will allow LETA to push the IPAWS alert to cell towers within those county boundaries.

VI. Cross County Alerting

A. LETA is the alerting authority for Jackson County; therefore giving LETA staff and trained senders throughout Larimer County the authority to send emergency alerts in Jackson County at their request.

i. LETA has Jackson County's FIPS Code in the Everbridge system which will allow LETA to push IPAWS alerts to cell towers within Jackson County.

B. An IGA between LETA and Windsor-Severance Fire District extends the ENS to areas within Weld County, including the Windsor-Severance Fire District, the Town of Windsor, and the Town of Severance.

i. LETA staff and trained senders are authorized to send emergency alerts in these areas at the request of the agency.

VII. Community Alerts

A. An agency may submit a formal request to LETA to use the Everbridge system for community alerts.

B. Community alerts are public facing communication from our government partners about community events or essential community information, i.e. West Nile Virus Spraying.

C. Community alerts require citizens to opt in, just as they do for

emergency alerts. During the registration, agencies can provide options for community alert categories that citizens can choose to receive alerts.

- i. If an agency requests LETA to configure the ENS for community alerts through citizen opt ins or through a dedicated key word, the agency must establish an internal policy on parameters for sending alerts and internal training for authorized users.
- ii. All community alerts must follow best practices for citizen communication and clearly identify the agency sending the alert and the action, if any, being requested of the citizen.
- iii. Community alerts will not include the 911 database, the citizen opt in database for emergency alerts, or the IPAWS channels.

VIII. Internal Alerts | Community Alerts through Private Organization

- A. All government partners may request a dedicated organization within the ENS contract to configure for internal notification of employees, work groups, or for citizen community outreach.
- B. ReachWell
- C. Keywords

VIII. Private EAS Organization for non-government partners.

- A. Emergency Services
Agencies that further emergency service response in Larimer County and Jackson County will be considered for a private organization and usage at no cost.
- B. Private nonprofit agency, schools, or special districts
Agencies may be considered for a private organization at a standard cost for configuration and administration of the system and their usage.
- C. For profit agency
LETA is unable to provide access to the alert system for their usage.

EMERGENCY ALERT WORKSHEET


Use the worksheet below to gather all information necessary to send an accurate emergency notification to residents.

SHOULD AN EMERGENCY NOTIFICATION BE SENT?

Imminent Threat Is there an imminent threat to life and/or property? <i>If immediate action is not taken, lives could be lost.</i>	
Incident Command Does Incident Command or Joint Incident Command know that you are sending an alert? (Law/Fire)	

WHAT INFORMATION DOES DISPATCH NEED?

Type of emergency Example: evacuation, take place and shelter, missing child alert	
Alert area Provide boundaries by using street names in all directions. Do not use radiuses! If the affected area is largely populated, consider alerting by target zones as to not overwhelm the phone system.	
Message What do you want the message to say? Evacuations - where should residents evacuate to? Is there a specific evacuation route they should take? Shelter in Place – when can residents expect an update?	
Attachments Consider providing a photo or map if available.	

		<h2>Larimer Emergency Telephone Authority</h2>	
Policy Number 1.14	Policy Title Tuition Reimbursement	Reference LETA Staff & Board	
Date Prepared 02/03/2021	Reviewed By LETA Staff 06/14/23	Date Issued 02/03/2021	
Date Revised 02/03/2022	Approved By LETA Authority Board	Date Effective 02/03/2021	

Policy: Larimer Emergency Telephone Authority (LETA) will encourage employee development and support employees through educational advancements.


Procedure:

I. Requesting Reimbursement

- A. Employees that are obtaining higher education degrees or formal certifications may request tuition support by submitting a letter of request to LETA’s Chief Executive Officer (CEO).
- B. If approved, the employee shall provide LETA with the institution and classes enrolled.

II. Receiving Reimbursement

- A. Upon completion of the course, the final grade earned, and proof of payment shall be provided to the LETA CEO.
- B. LETA will reimburse the employee up to \$3,000.00 per calendar year for approved educational advancements that receive a passing grade of 70% or higher.

		<h1>Larimer Emergency Telephone Authority</h1>	
Policy Number 1.15	Policy Title Emergency Medical Dispatch	Reference LETA Staff & Board	
Date Prepared 02/03/2021	Reviewed By LETA Staff 11/11/23	Date Issued 02/03/2021	
Date Revised 11/11/23	Approved By LETA Authority Board	Date Effective 02/03/2021	

Policy: Larimer Emergency Telephone Authority (LETA) shall fund and support an Emergency Medical Dispatch Program (EMD), to include hardware, software, maintenance, training, and accreditation.

Procedure:

I. Oversight

- A. LETA’s Chief Executive Officer (CEO) or their designee shall be the oversight authority for the EMD program in Larimer and Jackson Counties. This oversight shall include policy creation, training, hardware, and software upgrades.
- B. The CEO shall ensure all contracts adhere to the scope of their contract.


II. Committees

The CEO or their designee shall administer all meetings to include:

- A. Critical Deviation Committee
- B. Steering Committee
- C. Medical Dispatch Review Committee (MDRC)

III. Reporting

The CEO shall report to the LETA Board of Directors the health of the EMD program to include, meeting attendance, compliance in protocol administration, accreditation status, and continuing education opportunities.

		<h2>Larimer Emergency Telephone Authority</h2>	
Policy Number 1.16	Policy Title Public Education – Cell Phone Sally	Reference LETA Staff &	
Date Prepared 02/03/2021	Reviewed By LETA Staff 06/14/23	Date Issued 02/03/2021	
Date Revised 02/03/2021	Approved By LETA Authority Board	Date Effective 02/03/2021	

Policy: Larimer Emergency Telephone Authority (LETA) shall set event guidelines for the safety of all Cell Phone Sally appearances.

Procedure:

I. Program Structure

- A. The use and maintenance of the Cell Phone Sally mascot is the responsibility of LETA’s Operations Manager.
 - i. LETA’s Operations Manager will schedule requests for Cell Phone Sally with priority given to public safety events.
 - ii. The Operations Manager, or their designee, must accompany the Cell Phone Sally mascot to all events.

II. General Event Guidelines


- A. A “spotter” will accompany Cell Phone Sally at every event. Therefore, two people are required strictly for the use of Cell Phone Sally.
- B. A clean, private changing area is required for the performer and spotter to change and take breaks.
- C. Performance time is 30-45 minutes in costume and 15 minutes out of costume and on break when the temperature is less than 80 degrees. When the temperature is over 80 degrees, performance time in costume is restricted to 20 minutes with 15 minutes out of costume and on break.
- D. Cell Phone Sally should not be worn in the rain, snow, high wind, or on days with extreme heat alerts.

III. Cell Phone Sally “Performer”

- A. Always change in a private area. A private changing area is required to attend a community outreach event.
- B. Stay in character and always be professional as you are representing LETA.
- C. Do not speak or make noises while in the costume.
- D. Let children come to you so they do not get frightened.
- E. Be bigger than life by exaggerating your movements, i.e., big waves when saying hello, open arms wide to hug, walk with a bounce, shake hands, give high fives, thumb up, pats on the back and pose for pictures. No other physical contact is allowed.

IV. Cell Phone Sally “Spotter”

- A. Assist the performer getting in and out of the costume and navigating around the event. Help guide the mascot through crowds, doors, and other obstacles.
- B. Due to lack of vision, movement, and communication, the spotter must be the mascot’s eyes, ears, and voice. Advise the performer of any approaching children or dangers.
- C. Do not leave the mascot’s side at any time unless it is to take a picture or get the performer something. Let the performer know if you are leaving their side, even for a moment.
- D. Wear a Cell Phone Sally t-shirt provided by LETA or your agency t-shirt.
- E. Bring a watch or cell phone to keep track of the time the performer has been in the costume.

		<h1>Larimer Emergency Telephone Authority</h1>	
Policy Number 1.17	Policy Title Electronic Use	Reference LETA Staff	
Date Prepared 02/03/2021	Reviewed By LETA Staff 06/14/23	Date Issued 02/03/2021	
Date Revised 02/06/2023	Approved By LETA CEO	Date Effective 02/03/2021	

Policy: Larimer Emergency Telephone Authority (LETA) prohibits staff from the use of personal social media during work hours or while performing duties associated with their position.

Procedure:

I. Social Media

Employees should not be engaged in personal social media usage during normal work hours or while performing duties associated with their position.


- A. Social media broadly includes blogs, wikis, message boards, Facebook, twitter, chat rooms, online forums, social networking sites, and online shopping (eBay, Craigslist, etc.).
- B. Employees should not identify their employer on their social media profile to ensure social media statements are not misconstrued to be positions of LETA or the LETA Board.
- C. LETA’s mission, vision, value statement applies off and on duty to all LETA employees. Employees engaging in a social media presence that impacts LETA’s ability to support our government partners and our community, shall be considered a terminable offense.
- D. Any social media presence that impacts LETA’s public position or jeopardizes LETA’s credibility shall be considered a terminable offense.

II. Streaming Media

Employees can passively listen to work appropriate news stations, radio, podcasts, or other streaming media. Employees should refrain from actively watching or actively listening to streaming audio or video that would distract from their job duties.

III. LETA Devices

- A. All computers, phones, tablets, or other devices provided by LETA to the employees are property of LETA. Privacy on those devices should not be assumed and all devices are subject to search, tracking, and open records.
- B. Employees are not allowed to log in or download TikTok on any LETA provided devices.

		<h2 style="text-align: center;">Larimer Emergency Telephone Authority</h2>	
Policy Number 1.18	Policy Title Violence in the Workplace	Reference LETA Staff & Authority Board	
Date Prepared 02/03/2021	Reviewed By LETA Staff 06/14/23	Date Issued 02/03/2021	
Date Revised 02/03/2021	Approved By LETA Authority Board	Date Effective 02/03/2021	

Policy: Larimer Emergency Telephone Authority (LETA) shall ensure a safe work environment for all employees, including the LETA Board of Directors, government partners, contractors, visitors, and anyone else who employees meet during work. A prompt investigation of all claims and complaints of violence shall be undertaken according to the procedure outlined below.

Procedure:

I. Notification

- A. Any employee who believes that he or she is being subjected to workplace violence should inform the person responsible for the conduct that such conduct is unwelcome and plainly request that it stop immediately.
- B. The employee shall inform LETA of prohibited workplace violence by notifying his/her immediate supervisor. In the event, the alleged workplace violence involves the LETA Chief Executive Officer, notification shall be given to the Chairman of the LETA Board of Directors or Legal Counsel to the LETA Board. The notification may be in the form chosen by the employee; the employee is encouraged to put the notification in writing.

II. Reprisal/Retaliation

- A. No employee shall be subjected to reprisal or retaliation for making a notification of workplace violence. The employee should report immediately any incidents of reprisal, retaliation, or harassment, which occurs because of making such a notification.
- B. No employee shall make a false report of workplace violence.

III. Investigation

- A. Upon notification, an investigation will be undertaken promptly. Disciplinary

and/or corrective action will be taken by the appropriate supervisor when determined to be warranted pursuant to the investigation. The complaining employee will be notified of the results of the investigation.

- B. To the extent possible, complaints and investigations will be handled in a confidential manner.


IV. Disciplinary Action

- A. If it is determined that any employee's conduct constitutes workplace violence, the employee shall be subject to corrective and/or disciplinary action by the appropriate supervisor. That action may include verbal or written reprimand, suspension, discharge, or criminal charges, as determined appropriate based on the findings of the investigation.

V. Definitions

The following definitions shall be governed by applicable law, which may change from time to time.

- A. "Workplace Violence" refers to physical acts of violence or threats to harm a person or property. Abusive behaviors, whether verbal, psychological or physical, are also considered violence. More specifically:
 - B. Verbal abuse can be using unwelcome, embarrassing, offensive, threatening or degrading language.
 - C. Psychological abuse is an act which provokes fear or diminishes a person's dignity or self-esteem.
 - D. Sexual abuse is any unwelcome verbal or physical assault.

		<h2>Larimer Emergency Telephone Authority</h2>	
Policy Number 1.19	Policy Title Treasurer Duties	Reference LETA Staff & Board	
Date Prepared 02/03/2021	Reviewed By LETA Staff 06/14/23	Date Issued 02/03/2021	
Date Revised 02/03/2021	Approved By LETA Authority Board	Date Effective 02/03/2021	

Policy: Larimer Emergency Telephone Authority (LETA) shall protect public funds remitted for the administration of 9-1-1. The LETA Board elects a treasurer at the annual LETA business meeting. The LETA Treasurer is a critical position with specific duties and responsibilities for the accountability of LETA funds.

Procedure:


I. Administration

- A. Monthly, the Treasurer shall review all bank statements for LETA’s checking and investment accounts.
 - i. The Treasurer shall review for accuracy and consistency between the bank statements mailed directly to the Treasurer from the bank with finance reports prepared by LETA’s Chief Executive Officer (CEO).
 - ii. Inaccuracies or inconsistencies shall be discussed with LETA’s CEO and if needed, the banking institute.
 - iii. Any inaccuracies or inconsistencies that are unable to be corrected, shall be reported to the Chair of the LETA Board.

II. Responsibilities

- A. The Treasurer shall be available to meet with LETA’s financial auditor and as necessary to review LETA’s financial status and LETA’s compliance with applicable accounting standards.
- B. Sign checks as requested by LETA CEO.
- C. Review the annual audit report prior to the audit presentation to the LETA Board of Directors.

- D. As needed, assist in the review of the ten-year financial plan, prepared by LETA's auditing firm.
- E. Perform such other duties as an officer of the LETA Board of Directors as may be set forth in the LETA Intergovernmental Agreement and Bylaws adopted in accordance therewith, as well as lawful directives from the LETA Board of Directors.

		<h2>Larimer Emergency Telephone Authority</h2>	
Policy Number 1.20	Policy Title Internal Financial Controls	Reference LETA Staff & Board	
Date Prepared 02/03/2021	Reviewed By LETA Staff 06/14/23	Date Issued 02/03/2021	
Date Revised 11/11/2023	Approved By LETA Authority Board	Date Effective 02/03/2021	

Policy: Larimer Emergency Telephone Authority (LETA) shall provide emergency telephone service to Larimer and Jackson County residents. LETA shall also provide funding for equipment, programs, and maintenance to the six Public Safety Answering Points (PSAPs) throughout the counties. LETA is directed by a board of directors consisting of seven members of the government partners that formed LETA. LETA has hired a Chief Executive Officer (CEO) and has delegated operational and financial authority to the CEO.

Procedure:

I. Cash Disbursements

All cash disbursements are made by LETA’s CEO.

- A. LETA’s CEO receives invoices and prepares a check for payment.
- B. The Board Treasurer, Secretary, CEO, and LETA’s Operations Manager, are authorized signers on the checking account and the check stock is held by the CEO. LETA’s Operations Manager must have two signers on all checks.
- C. The Board packet shall contain the following reports:
 - i. Budget to actual statements
 - ii. Deposits
 - iii. Checks
 - iv. Trial balance

II. Report Review

Each Board member should review the financial statements prior to the board meeting.

III. Approved Contracts

Projects with associated contracts that were approved by the budget process and through public discussion may be signed by the LETA CEO. The LETA CEO may draft and approve any personnel or professional service contracts to include any personnel contracts associated with the internship program.

IV. Deposits

All telecommunications carriers must remit a 9-1-1 surcharge.

- A. All new telephone and cell phone providers are required to contact LETA and notify LETA that they are providing phone service in LETA's jurisdiction.
- B. Once the contact is made, the carrier is provided with a letter that advises the carrier of the local 911 surcharge remittance information.
- C. LETA's surcharge is \$1.10 per line per month.
- D. Deposits are sent directly to the Bank of Colorado lockbox with a statement from the phone company stating how many customers they have and the total deposit amount.
- E. The LETA CEO or their designee reviews the remittance monthly to verify that LETA is receiving deposits for every phone company.
- F. The LETA CEO or their designee reviews the deposits made every month with the bank reconciliations and makes the appropriate journal entries into Quick Books based on the deposits on the bank statements.
- G. The local 9-1-1 surcharges are based on the number of customers the phone company has, which fluctuates monthly, LETA has no exact knowledge of how much the surcharge revenue is going to be each month for each company.
- H. In January of 2011, prepaid wireless phone retailers were required by law to remit 9-1-1 surcharge to the Department of Revenue (DOR) based on a percentage of the prepaid minutes sold. The PUC sets the annual prepaid surcharge rate and communicates any changes to the rate to the retailers.
 - 1. DOR will automatically deposit prepaid revenue into LETA's checking account based on an annual average call volume of wireless 9-1-1 calls which are statistics prepared by the PUC.

V. State 9-1-1 Surcharge


- A. The State adopted a statewide 9-1-1 surcharge that is a secondary 9-1-1 surcharge placed on every phone line in Colorado.
- B. The PUC annually sets the state surcharge rate.
- C. The state surcharge is dispersed to each 9-1-1 Authority based on the number of SIP Sessions (simultaneous 9-1-1 calls).

VI. Financial Accounts

- A. LETA maintains several bank accounts, a commercial checking account / lock box, a custom account with First National, a savings account with COLOTRUST and two accounts with PNC
- B. Transfers from checking to the custom account can be made by the LETA CEO. If the LETA CEO requests a transfer of funds from the custom account to checking, the Board Treasurer must be included in the request.

VII. Fixed Assets/Capital Expenditures

- A. All capital expenditures greater than or equal to \$5,000.00 are capitalized.
- B. All expenditures less than \$5,000.00 are expensed.
- C. All equipment placed in the PSAPs are insured by the agency where the physical equipment is located, but the equipment is owned by LETA.
- D. All equipment is maintained by LETA even if the equipment is physically located at a PSAP.
- E. Major capital equipment maintenance costs are paid for by LETA. LETA maintains an inventory of the equipment and places a LETA tag on any new equipment.
- F. Annually LETA reviews the previous year's asset listing for additions and deletions. Assets belong to LETA until the board decides that it does not need them anymore. The property is then either transferred to the PSAPS, sold, or donated to a nonprofit organization.

		<h2>Larimer Emergency Telephone Authority</h2>	
Policy Number 1.21	Policy Title 9-1-1 Call Routing 9-1-1 Overflow 9-1-1 Backup	Reference LETA Staff & Board	
Date Prepared 01/27/2021	Reviewed By LETA Staff	Date Issued 02/03/2021	
Date Revised 11/11/2023	Approved By LETA Authority Board	Date Effective 02/03/2021	

Policy: It shall be the policy of the Larimer Emergency Telephone Authority (LETA) to determine 9-1-1 Call Routing for Larimer County. LETA has a 3-tiered 9-1-1 call routing decision matrix that is followed for all 9-1-1 call routing in Larimer County. LETA will assign an emergency service number to addresses based on the first responder's legal jurisdiction including any subsequent MOU/IGA or official agreement that modifies the response. The decision matrix emergency service zone assigned to a location routes the 9-1-1 call to the proper public safety answering point (PSAP) and displays a code pertaining to the legal response for Law, Fire, and EMS.

Procedure:

I. 9-1-1 Call Routing

LETA routes 9-1-1 calls based on the following 3-tiered priority for response agency:

- A. Fire jurisdiction boundary
- B. EMS boundary
- C. Law boundary

When fire boundaries cross county lines, LETA will only route the 9-1-1 calls that fall within Larimer County to a Larimer County PSAP. At no time should calls that reside in Larimer County be routed to a neighboring jurisdiction upon initial configuration.

II. Colorado State University PSALI Only PSAP

CSU PSAP is a PSALI only PSAP. This means the CSU PSAP only handles 911 calls from the campus phone system. All wireless 911 calls that originate on or around campus will route to FC911 due to the 911 call routing matrix which routes 911 calls based on fire dispatch as the 1st priority.

III. Cell Tower Configurations

Cell Towers are based on jurisdictional boundaries and routing priorities. LETA will assign the cell tower an ESN based on the 3-tiered priority routing. LETA will review all cell tower sectors and assign each sector according to the appropriate 9-1-1 call routing matrix.

IV. Cellular Providers

Cellular providers have deployed location-based call routing (LBR). LBR requires PSAP boundaries to be used to route the 911 call based on the physical GPS of the 911 caller's cell phone device. LETA is live with LBR with the following carriers:

- A. T-Mobile
- B. AT&T
- C. Verizon

V. Text 911 calls

The deployment of Text to 9-1-1 was completed by LETA in 2014. Text to 9-1-1 is managed by a Text Control Center (TCC) and is based on a separate PSAP Boundary kept on file by the TCC's. There are two TCC's in the Nation. LETA uses Intrado as their designated TCC.

- A. Every PSAP, including CSU will receive Text to 9-1-1 calls based on the location of the caller when the text is placed.
- B. The PSAP has the ability to transfer text messages to other PSAPs in Larimer County and to PSAPs outside of Larimer County that are also live with Text to 911 services.
- C. The routing of text to 911 calls is based on the same 3 tiered matrix except for 911 texts that are received on CSU Campus. CSU Campus has Text to 911 calls routed to their PSAP.

VI. CSU Hughes Stadium Macro Cell Routing

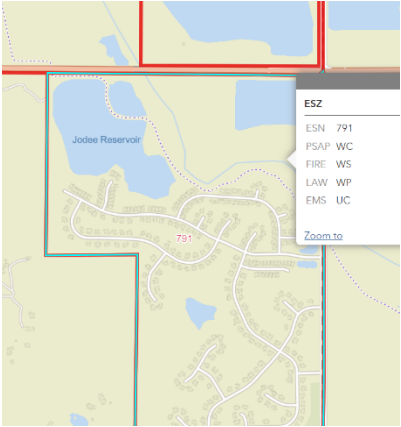
Cell companies have installed macro cells throughout Hughes Stadium on CSU Campus. The macro cell routing allows 911 calls to be routed to the CSU PSAP that are specific to the stadium and connected through the macro cell.


VII. [Kari's Law | Ray Baums Act](#)

Kari's law and Ray Baums Act is a federal law requiring Multi Line Telephone Systems to be able to dial 911 or 9-911. Ray Baums Act requires a dispatchable location to be included with the 911 call from a MLTS.

VIII. 911 calls routing outside of Larimer County

- A. In a few small section of Larimer County, FIRE/EMS/Law are dispatched by a neighboring county PSAP. In the case that all three first responder agencies are dispatched by a PSAP outside of Larimer or Jackson Counties, LETA may consider routing 9-1-1 calls to the neighboring PSAP.
- B. The below are in Larimer County has been configured to route to Weld County PSAP due to Weld providing dispatch services for all emergency responders.



		<h2>Larimer Emergency Telephone Authority</h2>	
Policy Number 1.22	Policy Title Street Naming and Addressing Standards	Reference: LETA Staff and Board	
Date Prepared 02/02/2022	Reviewed By 06/14/23 LETA Staff GIS Partners	Date Issued 02/02/2022	
Date Revised	Approved By LETA Authority Board	Date Effective 02/02/2022	

Policy: This document’s purpose is to detail existing street naming and addressing standards in Larimer County and cities/towns/villages within to prevent any duplicate street naming or confusing addressing that could negatively impact timely emergency response. The guidelines in this document are meant to be minimum standards for each Municipality and the County. The main objective is to provide clear street names and addressing for citizens; and for emergency dispatch and to minimize the possibility of emergency personnel being unable to find a location. Nothing in this document is intended to limit any Municipality or the County from developing more extensive street naming or addressing guidelines.

Procedure:

Section 1 - Street Naming Standards

- These rules apply to new roads and are not meant to be retroactive.
- Road names should be unique and not repeated in the County, with the exception of continuation of existing streets.
- Within the Growth Management Area (GMA) around each Municipality, roads will be named using city/town names, not County road numbers. Outside of the GMA boundary, County road numbers will be used. Street names, rather than County road numbers, will be used for internal roads in County subdivisions and 35 acre developments.
- In unincorporated areas, any road that serves as an access to multiple properties must be named.
- Continuous roads should have continuous names. Names should not change except at the GMA boundary; however, names are not required to change at the GMA boundary.
- Road names must be simple to pronounce, in the opinion of the review jurisdiction.
- Cardinal directions cannot be used in the name. Directions are used only to designate the portion of an existing road. (Not acceptable – North Rd, East Fort Rd, Northstar Dr, etc.)
- No curse words or derogatory terms shall be used for road names.
- All names shall be of the commonly acceptable spelling.

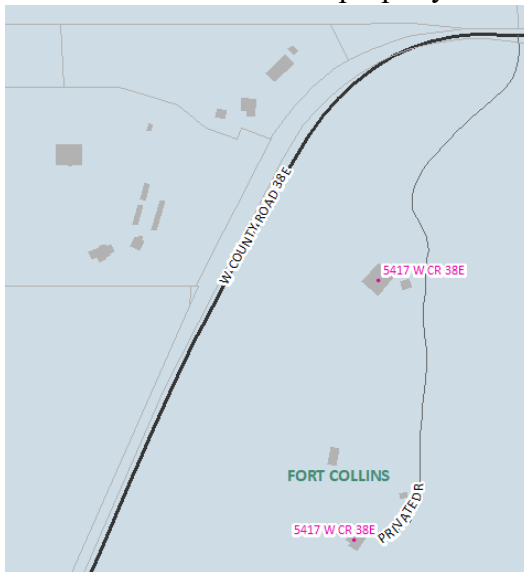
- Street names cannot contain any punctuation or special characters. Only alphabetical symbols A through Z, and numbers 0 through 9 and blank spaces may be used in street names.
- Any time a street makes a directional change of approximately ninety degrees, the street name shall change. A directional change of approximately ninety degrees shall mean a horizontal curve where a reduction in the design speed is required (i.e. a sharp turn vs. a sweeping curve). Jurisdictions may use their discretion in cases where the **majority** of the road runs in one direction while having a directional change along it.
- Existing street names shall continue across intersections and roundabouts.
- Any combination of words that can be homonyms with acceptable suffixes are not allowed. For example, Park Way or High Way
- Abbreviations for all acceptable suffixes shall be those abbreviations adopted by the US Postal Service, see USPS Postal Addressing Standards, Appendix C, section C1.
- Jurisdictions should consider neighboring jurisdictions' addressing schemes and naming conventions for border roads to avoid any overlaps or parity issues, which would create emergency dispatch confusion and delays. We encourage that an effort be made to keep street naming and addressing consistent as a road cross jurisdictional boundary.

Section 2 - Addressing Standards

- Multiple properties accessing of a single point from a rural County Road may not use the single access point as a common address. House numbers must be unique; by house number or by house number and unit. This also applies to high-density or commercial properties.



5417 W CR 38E on same property

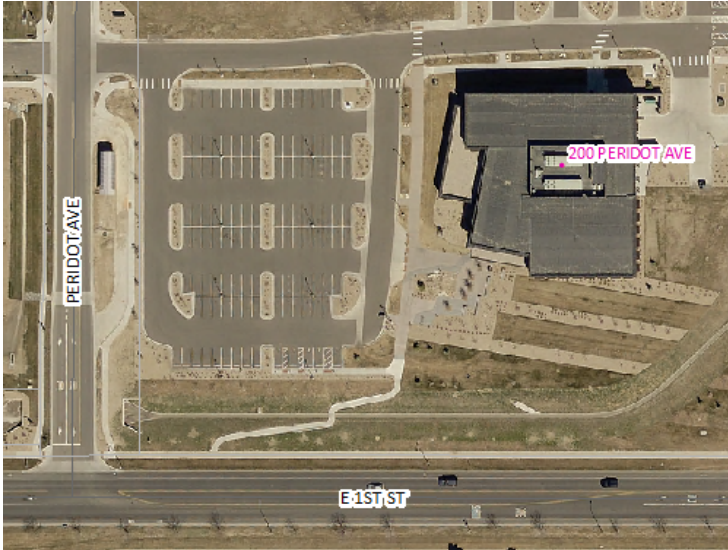


- House number and road name should be from the addressed road that intersects the access point to the structure, not the nearest addressed road. Commercial and high-density areas should make an effort to follow this guidance. If the property is large and

has several access points from different addressed roads (i.e. shopping centers) the addressing should imply which access point is closest to the addressed structure.



200 Peridot Ave



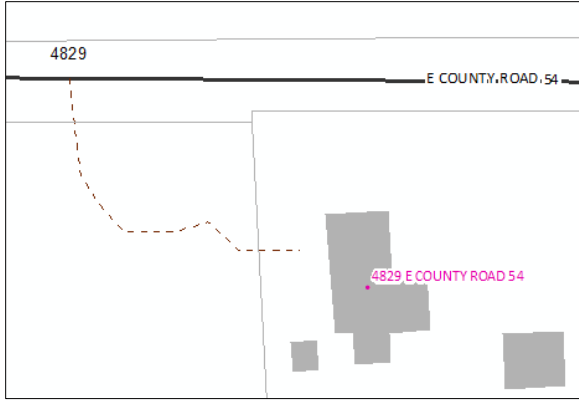
2189 E 1ST St



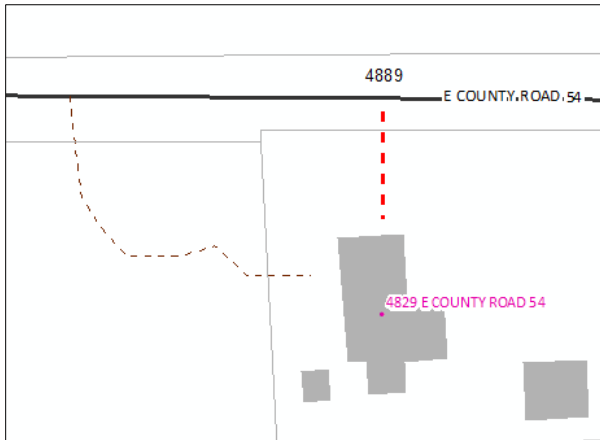
- For rural addressing the house number should reflect the access point from the addressed road to the addressed structure rather than the shortest distance between the addressed structure and its addressed road. In municipalities and high density areas this guidance would be subjective; its main goal to ensure the addressing conforms to some standard which implies easiest access to the structure(s).



4829 E CR 54, driveway meets road at 4829.



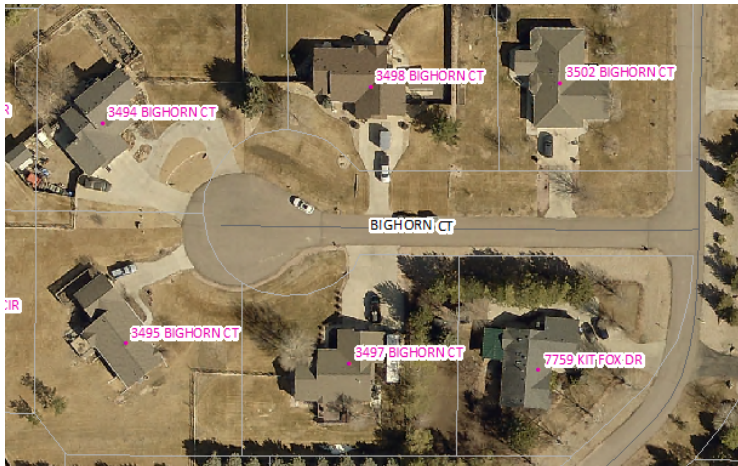
4889 E CR 54, shortest distance from road to structure meets at 4889.



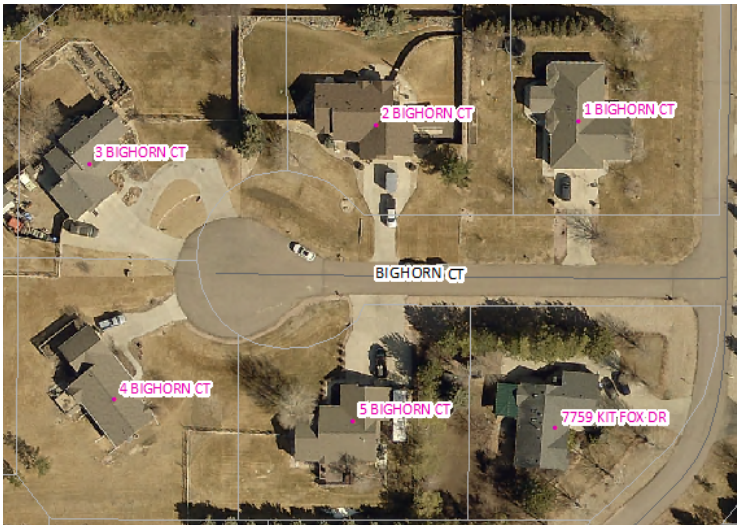
- There should be consistent address parity on an addressed road i.e. odds on one side and evens on the other.



Evens on North side, Odds on South.



Odds and evens on same side of road.



- Address number must be an integer, no alphanumeric characters or symbols allowed. Characters are allowed as address number suffixes and or unit values.



601 Gait Cir



601B Gait Cir



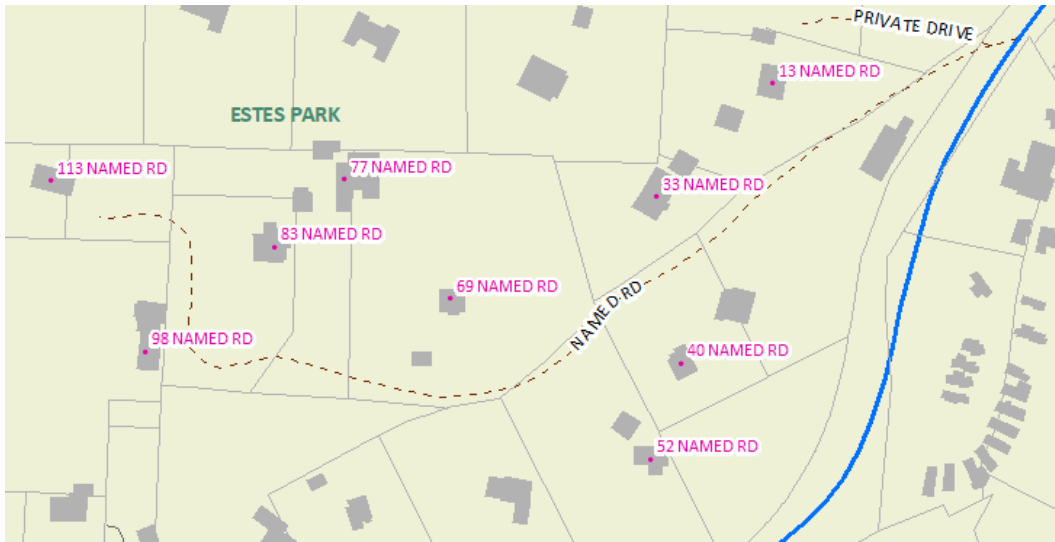
- A private road providing access to 3 or more addressed structures must be named and those addressed structures must be readdressed from the private road.



10 structures accessed from a private drive addressed off of Highway 66.



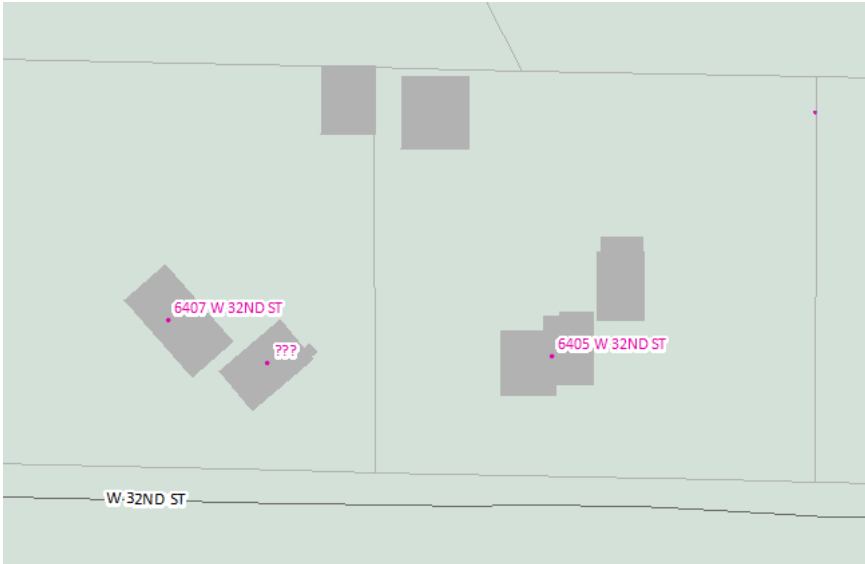
Private drive renamed and structures readdressed.



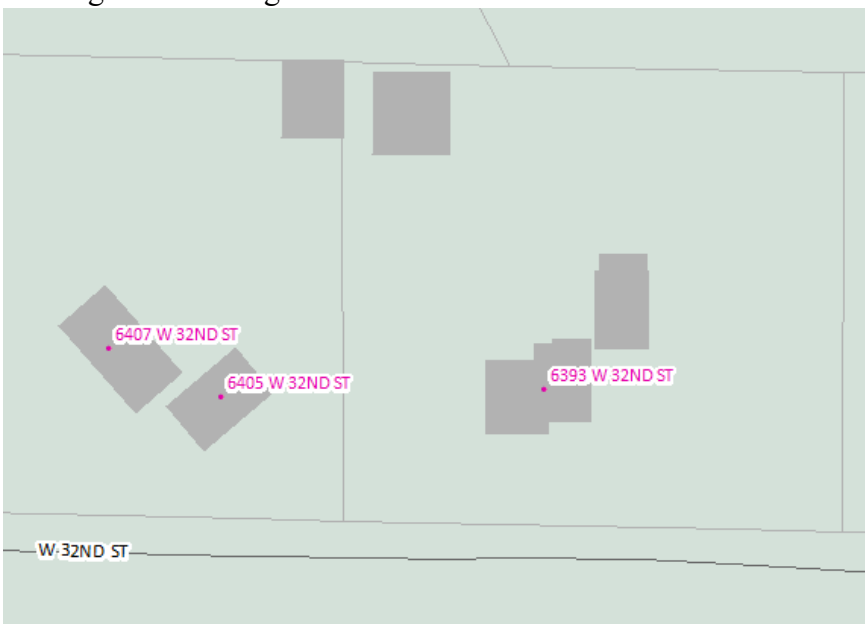
- Large facilities with multiple structures are encouraged to address each structure uniquely rather than each structure sharing the same primary address. At minimum, these facilities should uniquely identify the separate structures by alpha-numeric identifiers (building numbers/letters) i.e. A, B, 1, 2, etc.
- Unincorporated roads must conform to surrounding addressing scheme; if this cannot be determined 1,000 address numbers per mile for new unincorporated roads starting at the number 1 and increasing 1,000 (500 each side) address numbers every mile.
- Municipal address grids should be utilized.
- Address ranges should **not** have mixed parity. i.e. only evens on one side and odd on the opposite side.
- House numbers between two separate addressed parcels should have an address gap greater than 2 to accommodate for accessory dwelling addressing or sub-divided parcels.



Eastern structure addressed 6405 W 32nd St. Western address is 6407. No address available if structure ??? needs an address.



Eastern structure addressed 6393 W 32nd St. Western address is 6407. New structure needing address assigned house number of 6405.



- Streets with directional prefix/suffixes in their names should reflect the street's location within the addressing grid. I.e. N Main St implies that it is the northern-most section of Main St within the jurisdiction.




W Coy Dr and E Coy Dr in the Western-most quadrant of the jurisdiction.

Exhibit A - Suffix Standardizations

Any suffixes **NOT** on this list are also not acceptable.

Street Suffix	USPS Standard Abbreviation	Usage
Alley	ALY	NOT an acceptable suffix.
Avenue	AVE	A roadway or thoroughfare that is continuous and not limited to a single subdivision.
Bend	BND	NOT an acceptable suffix.
Boulevard	BLVD	Street with a landscaped median dividing the roadway.
Canyon	CYN	NOT an acceptable suffix.
Causeway	CSWY	NOT an acceptable suffix.
Circle	CIR	Discouraged but allowed, at the discretion of the local jurisdiction. Specifically, a looped street that terminates on the same road at two points is discouraged, particularly in situations where confusion may arise to emergency responders due to duplicate intersection descriptions.
Course	CRSE	NOT an acceptable suffix.
Court	CT	Permanently dead-end street or terminating in a cul-de-sac.
Cove	CV	NOT an acceptable suffix.
Crescent	CRES	NOT an acceptable suffix.
Crossing	XING	NOT an acceptable suffix.
Drive	DR	A curvilinear street.
Expressway	EXPY	NOT an acceptable suffix.
Freeway	FWY	NOT an acceptable suffix.
Highway	HWY	Used to designate State or Federal roads only.
Landing	LNDG	NOT an acceptable suffix.
Lane	LN	Minor street within a subdivision.
Loop	LOOP	NOT an acceptable suffix.
Mall	MALL	Reserved for non-motorized areas and paths.
Meadows	MDWS	NOT an acceptable suffix.
Park	PARK	NOT an acceptable suffix.
Parkway	PKWY	A thoroughfare designated as a collector or arterial, with a

		median reflecting the parkway character implied in the name.
Pass	PASS	NOT an acceptable suffix.
Path	PATH	NOT an acceptable suffix.
Place	PL	Permanently dead-end street, terminating in a cul-de-sac, or short through street.
Plaza	PLZ	Reserved for non-motorized areas and paths.
Point	PT	NOT an acceptable suffix.
Road	RD	A designated thoroughfare.
Run	RUN	NOT an acceptable suffix.
Spur	SPUR	NOT an acceptable suffix.
Square	SQ	Reserved for non-motorized areas and paths.
Street	ST	The common or default suffix.
Terrace	TER	NOT an acceptable suffix.
Trail	TRL	A winding thoroughfare.
Turnpike	TPKE	NOT an acceptable suffix.
View	VW	NOT an acceptable suffix.
Walk	WALK	Reserved for non-motorized areas and paths.
Way	WAY	A curvilinear street.

	<h2>Larimer Emergency Telephone Authority</h2>	
Policy Number 1.23	Policy Title Vehicle Maintenance and Inspection	Reference LETA Staff
Date Prepared 10/01/2021	Reviewed By LETA Staff 06/14/23	Date Issued 10/03/2021
Date Revised 11/11/2023	Approved By LETA CEO	Date Effective 10/03/2021

Policy: Larimer Emergency Telephone Authority (LETA) employees shall ensure the proper, adequate, and cost-effective maintenance of LETA’s vehicles through a vehicle inspection and preventative maintenance program, that will extend the safety, quality, and longevity of LETA’s vehicles.

Definitions:

Vehicle Inspection Checklist: A checklist utilized once per month and kept on file with LETA’s Executive Director.

LETA Truck Tracker: An app that is utilized by individuals both before and after each vehicle use, to track mileage and state/appearance of vehicle.

Vehicle Maintenance Form: A form that is to be filled out by an individual when maintenance work is required, or when parts or supplies are needed for use in the maintenance of vehicles.

Procedure:

I. Required Equipment

All LETA owned vehicles shall be equipped with the following equipment:

- A. First Aid Kit
- B. Fire Extinguishers (ABC type)
- C. Ice/Snow scraper
- D. Road hazard light or flare

II. Vehicle Inspection Checklist

A Vehicle Inspection Checklist (Appendix A) shall be utilized by LETA's Chief of Staff or their designee once per month for the LETA Trucks and LETA's CEO will complete a monthly vehicle inspection on LETA'S Explorer. Properly completed checklists shall be submitted to LETA's CEO to be kept on file for the life of the vehicle.

III. Truck Tracker APP

With each use of the LETA vehicle, individuals shall log into the PowerApps Truck Tracker and document the appearance of the vehicle as well as track mileage.

IV. Preventative Maintenance Schedule

LETA's CEO will be responsible for following and delegating responsibility of ensuring LETA's vehicles follow a Preventative Maintenance Schedule (Appendix B). Whenever preventative maintenance is performed, the maintenance will be documented, and records maintained.

V. Non-Routine Maintenance

In the event maintenance needs arise outside the Preventative Maintenance Schedule, the following procedure shall be followed:

- A. A quote for the work will be obtained and once approved by LETA's fiscal agent, the work can proceed.
- B. All records pertaining to work performed must be maintained.

APPENDIX A: VEHICLE INSPECTION CHECKLIST

Date	
Vehicle	
Odometer	
Employee	

	Engine
	Transmission
	Steering Mechanism
	Horn
	Windshield Wipers/Washer
	Parking brake
	Tires
	Tire Inflation
	Wheels and Rimes
	Emergency Equipment
	Brakes
	Other:

APPENDIX B

VEHICLE MAINTENANCE FORM

DATE: _____

VEHICLE: _____


MILEAGE: _____

MAINTENANCE REPAIR DESCRIPTION:				
SUPPLIES:				
QTY	PART NUMBER	COST EACH	TOTAL	COMMENTS
TOTAL PARTS COSTS:				

Repaired By:	Total Parts:
Labor Hours:	Total Labor:
Labor Rate:	Total Repair Cost:

APPROVAL TO CONDUCT REPAIRS: _____
CEO

AUTHORIZED REPAIRS COMPLETE: _____
Operations Manager

		<h2>Larimer Emergency Telephone Authority</h2>	
Policy Number 1.24	Policy Title Credit Card Usage and Process	Reference: LETA Staff	
Date Prepared 6/29/2022	Reviewed By LETA Operations Manager	Date Issued 6/29/2022	
Date Revised 11/11/2023	Approved By LETA CEO 06/14/23	Date Effective 6/29/2022	

Policy: It is the policy of LETA to provide each government partner, employee, or individual on a personnel services contract, with a LETA purchasing card. The LETA purchasing card may be used by LETA staff and LETA personnel contractors when purchases are approved by LETA’s Purchasing Agent. Emergency communications center personnel may use LETA’s purchasing cards for purchases pre-approved by the LETA Board at the amounts established in LETA’s annual budget process. LETA’s Purchasing Agent will determine who is eligible for a LETA purchasing card. LETA’s Purchasing Agent is responsible for ordering the purchasing card from LETA’s financial institution, providing instruction to the individual receiving the purchasing card, and oversee all purchases to ensure the purchases follow approved expenditures as established by LETA’s budget process.

Procedure:

I. LETA Staff Purchasing Card

LETA Staff must receive preapprovals for all charges made on LETA’s purchasing cards. Approval may occur in the budget process as identified for a specific project or internal process or by LETA’s Purchasing Agent.

II. Emergency Communication Center Purchasing Card

In LETA’s budgeting process, LETA establishes an algorithm for providing funding approvals for each Emergency Communications Center (ECC). The intent of the funding program is to allow ECC’s to manage their noncapital and budget approved expenditures.

A. ECC’s have pre-approved expenditures are that are set in the annual LETA Budget Process. The pre-approved expenditures are divided into an algorithm based on consoles and staffing.

Category	Description
Headset	½ number of dispatchers @\$100
Headset Base	½ of the number of consoles \$450 a piece
Base batteries	Double the number of base stations @\$70 a piece
Handsets + Cords	Total number of dispatch consoles @\$50 a piece
Spare remote - PPT	½ of the number of consoles at \$210 a piece
Chairs	½ of the number of consoles @\$1000 a piece
Training	Total number of dispatchers, supervisors, manager, and director @\$1000 a person
EMD Incentives	Total number of dispatchers and supervisors @\$20 a person

- B. ECCs are not authorized to overspend in their budget categories. If overspending occurs LETA will invoice the agency and suspend the purchasing card until further action is determined by LETA’s Purchasing Agent.
- C. If the ECC does not spend the money in its pre-approved budget, the funds are not encumbered or carried over to the next budget cycle.
- D. If the ECC provides a gift card to an employee, the employee must sign a document certifying they received the gift card and the purpose and amount of the gift card must be recorded. The spreadsheet must be turned into LETA for the previous fiscal year by January 15th.
- E. Once a purchase is made using the LETA’s purchasing card, the purchaser has 10 business days to upload the receipt into the banking system to verify their purchase. If the receipt is not loaded within 10 business days, LETA’s Purchasing Agent may suspend the purchasing card until further action is determined. If LETA’s staff fails to provide receipts or demonstrate prudence in their purchasing processes, LETA’s CEO may consider termination of employment.


This policy requires all recipients of a LETA purchasing card to sign a copy of the policy which indicates understanding of the process and responsibilities.

Name

Agency

Signature

Date

		<h1>Larimer Emergency Telephone Authority</h1>	
Policy Number 1.25	Policy Title Compact Rapid Deployable	Reference LETA Staff	
Date Prepared 07/25/2022	Reviewed By LETA Staff 06/14/23	Date Issued 08/01/2022	
Date Revised 10/5/2022	Approved By LETA Board	Date Effective 10/5/2022	

Policy: Larimer Emergency Telephone Authority (LETA) shall provide LETA’s partner agencies with access to emergency communications during an emergency event. The Compact Rapid Deployable (CRD) can provide communications when there is a lack of infrastructure, damaged infrastructure, or a need for dedicated public safety infrastructure.

Procedure:

I. Specifications

A. LETA’s CRD is a rapid deployable communications system that is all inclusive with:

- ViaSat satellite system
- Cradle point router
- Spare fuel
- UPS
- Verizon Network
- AT&T First Net Network
- AT&T Commercial Communications

B. The CRD rides on the hitch of a vehicle and approximately weighs 500 pounds.

II. Training

A. LETA will designate authorized training personnel.

- i. LETA’s authorized training personnel will conduct training on LETA’s CRD including proper transport, deployment, demobilization, and rehabilitation of the CRD. Personnel trained in the CRD can be trained in different aspects of the CRD program. i.e., some personnel may be comfortable with transport/ demobilization / rehabilitation of the CRD but not the full deployment of the unit. Other personnel

might be trained in deploying the CRD but not transporting the unit to or from an incident command post.

ii. Once training is complete, the trained personnel will be recorded as qualified in the CRD program, and their contact information will be placed in a group within Everbridge.

B. Every trained employee must complete annual refresher training on the CRD to include hands-on practical training.

C. Each partner agency is encouraged to have a minimum of one employee who is trained to transport, deploy, and demobilize the CRD.

II. Resource Request | Emergency Deployment

A. LETA or a trained employee from a partner agency, will provide the transportation, deployment, management, demobilization, and usage of the CRD at no cost to the partner agency.

B. When the CRD is requested, LETA will attempt to fill the request from LETA staff or from LETA's partner agencies using the staff notification tool located in the Everbridge System.

i. LETA will log staff availability, deployment time of the CRD, time to be fully operational at the incident command post, demobilization, and rehab of the CRD. Once rehab is complete, the CRD will be placed back in service.

ii. If LETA receives multiple requests for the CRD, LETA's CEO, or their designee, will work with the incident commander to determine communication requests in the area and will coordinate with other resources to fulfill each request.

o Mobile communication tools are available through the wireless carriers including additional CRD's, SPOTS, COLTS and COWS.

iii. When extra communication tools arrive on scene, LETA's CRD will be placed back in service at the discretion of LETA staff, in coordination with the ordering agency's Incident Commander or Emergency Manager.

III. Resource Request | Special Event

A. Partner agencies are eligible to request the CRD to support communications during a special event. Every attempt will be made to use the event as a

training opportunity and an opportunity to explore additional communication opportunities in various areas of Larimer County. To support a special event the following must occur:

- i. Acknowledgement by the requesting agency that if the CRD is needed for an emergency event, the CRD will be reallocated.
- ii. Availability of trained personnel to support the event without placing undue burden on LETA's operation.
- iii. If the special event charges a ticket fee, entrance fee or the like to the community, LETA will charge \$1750 a day for use of the CRD.


III. Resource Request | Outside Agency

A. Emergency Request

- i. Outside government agencies may request usage of the CRD for an emergency event. If the CRD is available LETA will attempt to fill the request with trained personnel.
- ii. LETA can provide the CRD for the 1st operational period while working on backfilling communications through various carrier options.

B. Event Request

- i. The CRD is not available for outside government agencies for special events.

		<h1>Larimer Emergency Telephone Authority</h1>	
Policy Number 1.26	Policy Title Prepared Live	Reference LETA Staff Board	
Date Prepared 07/06/2022	Reviewed By LETA Staff 06/14/23	Date Issued 07/06/2022	
Date Revised	Approved By LETA Authority Board	Date Effective 08/01/2022	

Policy: Larimer Emergency Telephone Authority (LETA) will provide Prepared Live Video Technology (Video Technology) to all Emergency Communications Centers (ECC) and partner agencies in Larimer and Jackson Counties. Emergency Telecommunicators (ETC) and partner agencies will have access to use the Video Technology resources to obtain a live video feed of incident information and to help improve situational awareness for responding units.

Procedure:

I. Training

- A. All authorized users that have access to communicate with the public (text or video) must complete Video Technology training prior to utilizing the tool.
- B. First Responders that have access to be conferenced into a video session for viewing purposes only are not required to complete training.


II. Call Processing

- A. ETCs have access to the Video Technology through RapidSOS or by directly logging into the Video Technology platform. It is recommended that ETC’s log into RapidSOS and Video Technology at the start of their shift.
- B. Video Technology, when used, should be utilized in conjunction with any protocol software and only when it is safe for the caller to use. Video Technology can be used during the following “In-Progress” calls but is not limited to:
 - i. Active shooter
 - ii. 911 hang ups
 - iii. Lost hikers
 - iv. Fire calls
 - v. Person crimes

- vi. Property crimes
- C. Video Technology can also be used for any situation where information can be captured prior to the first responders arriving on scene or anytime an ETC/First Responder believes the technology will assist them in their duties.
- D. ETCs will follow appropriate internal protocols and procedures in gathering incident information.
- E. When a video link is sent, ETCs shall notify the caller that they are sending a link to the caller's mobile device.
- F. ETCs must instruct the caller to click on the link and point their camera at the incident to allow the Video Technology to record the incident.
 - i. ETCs are not required to view the video and may blur the video at any time.
 - ii. If the caller is in immediate danger, the ETC can black out the caller's screen, so the phone does not appear to be on or recording.
 - iii. If the caller refuses to provide a live video feed, refusal will be documented in the Computer Aided Dispatch (CAD) system.
- G. ETCs may attempt to use the texting and canned message features in incidents where live video cannot, or should not, be used.
- H. ETCs must document the use of Video Technology in CAD and notify responding units.
- I. ETCs must end the live feed once all necessary information has been obtained or according to agency policy.
- J. Supervisors will have the ability to access all incidents countywide. To access another agency's live video, permission from the receiving ECC or incident commander must be obtained.
 - i. First Responders will have the ability to access all incidents within their agency instance of Video Technology
 - ii. If First Responders need access to an incident outside of their agency's jurisdiction, they will need to contact LETA to receive emergency credentials.

III. Evidence & Confidentiality

- A. ECCs must follow agency policy as it pertains to downloading videos, photos, and text for evidentiary purposes.
- B. Citizens requesting video or text obtained through Video Technology must be referred to the agency's Records Division. The Records Division must follow their department policy and procedure when releasing information to the public.
- C. Once the live feed has concluded, ETCs will not view video footage unless required to do so as a condition of their official duties.
- D. Video and text data may not be published or displayed to the internet or social media sites unless the publishing or displaying is conducted under agency policy.

	<h2>Larimer Emergency Telephone Authority</h2>	
Policy Number 1.27	Policy Title Building Security	Reference LETA Staff & Authority Board
Date Prepared 11/04/2022	Reviewed By LETA Staff	Date Issued 06/14/2023
Date Revised	Approved By LETA CEO	Date Effective 06/14/2023


Policy: Larimer Emergency Telephone Authority (LETA) provides critical services and supports life safety infrastructure for Larimer County. LETA’s facility is a secure facility for authorized visitors, employees, and government partners.

Procedure:

I. Building Access

- A. LETA’s main doors always remain locked. Cameras are in the upstairs lobby, outside the east and west doors, as well as in the technical room. Doors may not be propped for any reason.

- B. The following shall have assigned access to the LETA facility:
 - Dispatch Managers, Supervisors, and Committee Members
 - Technical personnel from partner agencies that co-locate equipment in LETA’s backroom.
 - LETA Board Chair, LETA Attorney
 - LETA Vendors that are CJIS certified
 - Vendor Card that can be checked out for work that does not need to be supervised
 - Temporary door access for a specific date/time assigned to the partner agency using LETA’s facility for an event.

		<h1>Larimer Emergency Telephone Authority</h1>	
Policy Number 1.28	Policy Title Call Box Master Plan	Reference LETA Staff	
Date Prepared 11/11/2023	Reviewed By LETA Board	Date Issued 12/04/2023	
Date Revised	Approved By LETA Board	Date Effective 12/04/2023	

Policy: Larimer Emergency Telephone Authority (LETA) shall maintain emergency callboxes in Larimer and Jackson Counties. Emergency callboxes are placed in strategic areas with no other means of communication.

Procedure:

I. Project

The project scope includes seeking input from LETA’s Government Partners, Stakeholders, and Community Members to help identify the callboxes to be included in the Callbox Master Plan and the priority for installations.

A. LETA will present the Callbox Master Plan to the LETA Board of Directors for approval. Each new callbox installation will be assigned a priority and as the budget allows, LETA will install new callboxes until the master plan of installations is complete. The installation of a callbox includes the following:

- Road sign indicating the location of the callbox.
- Callbox pole for mounting the callbox.
- Callbox sign
- Callbox
- Service plan to support the callbox.
- Concrete base to support callbox.
- Ongoing maintenance, repair, and 24/7/365 monitoring of the callbox’s health.

B. To request an amendment to the callbox master plan LETA’s partner agencies should email LETA’s CEO with the following information:

- Amendment request

- Justification of the request
- Supporting material to help explain the request

II. High-Level Requirements

- A. For a callbox to be installed the following requirements must be met:
- No cellular service available in the area
 - A good line of sight for satellite connection, this is determined during a site feasibility review.
 - No repeated callbox vandalism that has historically required the callbox to be removed.
- B. Public access to the callbox is required. Exceptions may be granted by LETA's CEO based on disaster-related infrastructure damage.

III. Exclusions


LETA will not fund any additional equipment or add on to the emergency callbox. For example, medical equipment, fire extinguishers, water source, extra power sources, or infrastructure improvements to support an emergency callbox.

IV. Implementation Plan

- A. LETA will develop a Callbox Master Plan. The draft Callbox Master Plan will be provided to LETA's Government Partners, Stakeholders, and Community Members for review, input, and consideration of the proposed callbox locations.
- https://www.google.com/maps/d/u/1/edit?mid=1n04hz7x3LAHpkzTO55S38HmV_AaGJfk&usp=sharing
- B. LETA will review the feedback received and compile a final list of proposed callbox locations. LETA will ask the Government Partners, Stakeholders, and Community Members to rank each proposed callbox based on their perception of the importance of installation.
- C. LETA will review the results and develop a list of priority installations for each callbox. LETA's budget will be established to support installations of callboxes on the Callbox Master Plan. The number of callboxes that will be installed in a budget cycle will be contingent on the cost of callbox equipment, availability of callbox equipment, partnerships that will share in ongoing costs for the callbox, and other

factors that can impact the callbox budget including upgrades or damage to existing callboxes that require repair.

- D. The callbox map and LETA's website will be updated annually with the installations occurring on the Callbox Master Plan.
- E. LETA will install callboxes based on the approved master callbox plan and will reserve the right to cancel / modify the master callbox plan based on information received from their government partners.

		<h1>Larimer Emergency Telephone Authority</h1>	
Policy Number 1.29	Policy Title CRISP Access	Reference LETA Staff	
Date Prepared 09/19/2024	Reviewed By	Date Issued 10/02/2024	
Date Revised	Approved By	Date Effective 10/02/2024	

Policy: Larimer Emergency Telephone Authority (LETA) shall have rights to access various CRISP managed public safety software and hardware as a supporting government partner to the Combined Regional Information Systems Project (CRISP).

Procedure:

I. CRISP

CRISP is owned by Larimer County, the City of Fort Collins, and the City of Loveland, and overseen by the CRISP Sponsors.

CRISP is a consortium that shares public safety software and hardware including Computer Aided Dispatch (“CAD”), records management system (“RMS”), jail management system (“JMS”), and other ancillary systems within Larimer County.

II. LETA Access

To maintain their access to CRISP managed public safety software and hardware, LETA is required to follow all approved processes, accessible on the CRISP SharePoint site. LETA’s current *rights of access* and administration in the CRISP environment are solely for the purpose of:

- A. Operating and maintaining LETA’s backup Public Safety Answering Point (PSAP) as a “hot standby” or an “always ready” PSAP.
- B. Ensuring the accuracy of the data programmed into the 911 systems. The 911 systems include but are not limited to:
 - i. Master Street Address Guide (“MSAG”)
 - ii. Automatic Location Information (“ALI”)
 - iii. PSAP Boundaries ESInet

- C. Follow common practices for sensitive public safety data, to include regular maintenance and upkeep of GIS data. LETA's GIS team will be notified of discrepancies possibly related to GIS data, troubleshoot and provide appropriate update/correction based on urgency requested by CRISP members.
 - i. Jurisdictional changes affect the 911 network and any software consuming the data and LETA should be notified as soon as agencies are aware of changes.
 - ii. LETA should reconcile discrepancies between data programmed into the 911 systems and data entered within shared systems.
- D. Maintaining situational awareness of emergency activity and events in LETA's authority area.
- E. Assist with troubleshooting on hardware or system issues. Troubleshooting should be done in conjunction with appropriate CRISP members.
- F. Any system wide configuration changes (e.g. recommend software configuration change by a vendor within CAD, network switch configuration) or server access should be discussed with appropriate members of the CRISP IT Administration prior to implementing any changes that may affect production operations.


III. CJIS Compliance

LETA employees with CRISP access must remain compliant as a CJIS vendor and follow the federal and state laws set forth for all software and hardware within LETA facilities, specifically the CJIS security policy.

IV. Standard Operating Procedures

LETA's rights of access includes any technical need required to perform standard operating procedures. Access will follow the CJIS fundamental principal of Rule of Least Privilege. The CRISP Standard Operating Procedures shall be maintained on the CRISP SharePoint site. Drafts should be made in collaboration with effected CRISP members, and then approved by a member of the LETA executive team and the designated CRISP personnel.

LETA shall follow all CRISP processes documented and approved within the CRISP SharePoint site. LETA will assist in maintaining updated processes that are within the [10 LETA](#) folder and the [02 Addressing and Maps](#) folder (for GIS items). LETA will also assist in providing necessary training materials related to their primary process guides for distribution and use by CRISP agencies.

		<h1>Larimer Emergency Telephone Authority</h1>	
Policy Number 1.30	Policy Title Language Translation	Reference LETA PSAPs	
Date Prepared 09/19/2024	Reviewed By LETA Board	Date Issued 10/02/2024	
Date Revised	Approved By	Date Effective 10/02/2024	

Policy: Larimer Emergency Telephone Authority (LETA) has contracted vendor services for language translation, which may only be used by Emergency Telecommunicators in Larimer and Jackson counties to communicate with callers who do not speak English.

Procedure:


I. Language Translation Vendor Use

- A. The Emergency Telecommunicator may use language translation services to communicate with callers in languages other than English, for the intent of determining if the caller needs emergency assistance.
- B. Agency first responders or administrative personnel who wish to use language translation services for investigation purposes, whether during an active incident or as follow-up, must do so under their agency translation service contract.
- C. A contact for the language translation vendor is accessible in the VIPER phone system.
 - i. If an agency has their own account with the same translation vendor, the contact will be set up to clearly distinguish between the two accounts.
- D. Prepared may be used as a free language translation alternative and may be used for emergency or non-emergency situations.

III. Billing & Audit

- A. LETA is billed monthly for the services used and audits all calls for policy compliance.

- B. Any call found to have used LETA's language translation services for first responder use, as described above, will result in the agency being billed for duration of that call.
 - i. Calls are billed at \$0.69 per minute. That cost is subject to change based on the vendor's rate.

	<h2>Larimer Emergency Telephone Authority</h2>	
Policy Number 1.31	Policy Title Emergency Processes – Bordering Counties	Reference LETA Staff & Board
Date Prepared 09/19/2024	Reviewed By LETA Board	Date Issued 10/02/2024
Date Revised	Approved By	Date Effective 10/02/2024

Policy: Larimer Emergency Telephone Authority (LETA) is the emergency alerting authority for Larimer and Jackson counties; including all 31 partner agencies. It is the responsibility of LETA to properly notify and work closely with neighboring counties when emergency alerts impact, or could impact, their jurisdictions.

Procedure:

I. Initial Notification

Notification will be made when an emergency is near a bordering county or when emergency alerts/WEA have been, or will be issued in Larimer or Jackson County, that may need to extend to residents in neighboring counties.

Initial notification should include the location of the emergency, whether emergency alerts have been sent, and the offer to provide the bordering county with a zip file containing the emergency alert polygon, if necessary.

- A. Boulder County, CO
LETA will contact the Boulder County Sheriff’s Office Communications Manager during business hours. After hours, LETA will contact the Communications Center directly, at 303-441-3600.
- B. Weld County, CO
LETA will contact the Weld County Regional Communications Center at 970-350-9600.
- C. Jackson County, CO
LETA will contact the Jackson County Sheriff’s Office at 970-723-4242.
- D. Routt County, CO
LETA will contact the Routt County Communications Center at 970-879-1110.

E. Albany County, WY

LETA will contact the LARC (Laramie Albany County Records and Communications Center) at 307-721-2526.

II. TEAMS Channel

LETA will add bordering county personnel to the Large Event Management TEAMS channel. The TEAMS channel will serve as a communications channel, situational awareness platform, and a file sharing location. All emergency communication should be made through the preferred means of the agencies involved.

III. Alert Language

All counties may use different language when communicating to the public in emergency situations. LETA will remain consistent with the emergency alert language set forth by its government partners in Larimer and Jackson Counties and will not make changes to the language.

- A. If the emergency event starts in Larimer County and causes pre-evacuations for Boulder County, Boulder County will use Larimer County language in their alert.

IV. IPAWS Alerts

IPAWS alerts must only be sent within Larimer and Jackson counties, unless an Intergovernmental Agreement (IGA) is in place with a bordering county and that county's FIPS code is available in Everbridge. IPAWS alerts sent in a county where LETA does not have a FIPS code will fail to send.

LETA will follow the notification process outlined above before sending an IPAWS alert. LETA has authority to send IPAWS alerts in the following jurisdictions:

- Larimer County, CO
- Jackson County, CO
- Weld County, CO

V. Pre-Planned Polygons

Pre-planned polygons may help bordering counties understand evacuation areas in relation to their own jurisdiction and should be available before emergency

events take place.

- A. Each neighboring county that has pre-planned polygons will have their own folder within LETA's Everbridge Shape Library. All pre-planned polygons for that county will be loaded into the appropriate folder and referenced during emergencies.
- B. LETA will provide Larimer County pre-planned polygons to bordering counties at their request.