



ERIE POLICE DEPARTMENT



Written Directives

Number: 220.000

Title: Communications		Pages: 3
Effective Date: 07/08/09	Review Date: 06/01/20	Amended Date: 07/17/19

POLICY:

The Erie Police Department maintains a communications system which provides every community member the ability to easily and efficiently communicate with the department. The Erie Police Department participates and receives its emergency communications services through the Boulder County Communication Center. All employees of the Erie Police Department will communicate with the Communication Center, other emergency service providers and the general public in accordance with the policy and procedures of the Boulder County Communication Center.

DEFINITIONS:

NONE

PROCEDURES:

[CACP STANDARD 220.1](#)

I. AUTHORITY AND RESPONSIBILITIES OF PERSONNEL ASSIGNED TO THE COMMUNICATIONS COMPONENT

1. The Erie Police Department utilizes the Boulder County Communication Center for its communications component. The Communication Center is controlled by the Boulder County Sheriff's Office. The Town of Erie contracts with the Boulder County Sheriff's Office for services to the Town of Erie.
2. The Boulder County Communication Center is an Emergency Communication Center providing citizens of Boulder County and the Town of Erie with emergency communications access.
3. The Communication Center provides E-9-1-1 services to the Town of Erie.
4. The Communication Center operates 24 hours a day, seven days a week.

II. ACCESS TO LOCAL, STATE, AND FEDERAL CRIMINAL JUSTICE INFORMATION SYSTEMS.

[CACP STANDARD 220.2](#)

1. The Erie Police Department has CCIC/NCIC terminal access in the Records Section of the police department as well as on remote terminals in all patrol vehicles.
2. The Communication Center also has CCIC/NCIC terminal access.

3. All personnel assigned to access CCIC/NCIC are trained and certified to operate the system. Personnel are retrained on a periodic basis with the system.

4. When Erie Police Department Records personnel are not on duty, the Communication Center provides police personnel access to the crime information system. Officers can also access the system from the terminals in their patrol vehicles.

CACP STANDARD 220.6

5. The police department's, or the Communication Center's, CCIC/NCIC system provides back-up capability and ensures officers have 24 hour access to the criminal justice information system(s).

III. 24 HOUR TELEPHONE ACCESS

CACP STANDARD 220.3

1. The Erie Police Department provides 24-hour, free telephone access for emergency service through the Communication Center.

2. Non-emergency telephone access for service or information is provided through the police department and the Communication Center.

3. Non-emergency telephones at the police department are forwarded to the Communication Center whenever there are no Records personnel available to answer calls. This ensures all calls are answered in a timely manner.

4. All telephone and radio communications going to and coming from the Communication Center are recorded.

IV. PROCEDURES FOR PROCURING NECESSARY SERVICES EXTERNAL TO THE AGENCY.

CACP STANDARD 220.4

1. The Communication Center keeps a list of all necessary external agencies needed for specific assistance to the police department.

2. The on-duty shift supervisor has the authority to seek assistance from any source necessary to provide emergency services to alleviate a situation. In these situations, the following are required:

a. The request is made through the Communication Center;

b. The shift supervisor or Officer-in-Charge will ensure any request(s) for outside resources and the justification is included in the written incident report; and

c. The shift supervisor or Officer-in-Charge will notify a Command Staff Officer as soon as possible when outside sources have been procured according to Written Directive 030.000 Mutual Aid. This information will also be included in the Watch Log.

V. SECURITY MEASURES

CACP STANDARD 220.5

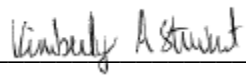
1. Only authorized personnel are allowed in the Communication Center.
2. Access to the Communication Center is controlled by the Communication Center and access is by key card or specific authorization.

RULES:

Information obtained, stored, or generated by the Communication Center is considered confidential and may only be utilized for official purposes.

REFERENCES:

NONE



Kimberly A. Stewart
Chief of Police