



MEMORANDUM

MEETING TYPE: Board of County Commissioners Regular Meeting

MEETING DATE: April 8th, 2024

ITEM NAME: EM Update

SUBMITTED BY: Brittney Ciarlo, Emergency Manager

SUMMARY: On Friday, April 5th around 3:30pm I received a text from the Pueblo County Sheriff's office regarding an EOC activation Level 1. After speaking to their EM, it was requested for all hands on deck. I was able to assist in their EOC for the Evraz and Vision Hills fires. All three fire districts from our county sent one tender and one-two staff to assist at Evraz. The decision to move to a skeleton crew was made at noon on Saturday, April 6th.

Around 1am on April 7th, the Communications Center was notified that AT&T callers could not make calls to 911. This is an "environmental" issue per AT&T affecting Colorado and Nebraska. Automatic updates are being received in Dispatch that there is still not an estimated time of repair.

At 6:00 am, Sunday April 7th, a ticket was created for a Lumen outage. 911 calls were being routed to Trinidad. Dispatch was able to communicate with Trinidad and have calls transferred back from Trinidad to the non-emergency line. At 12:23pm, Lumen called and stated that the trunk from La Veta to Trinidad was down so none of the calls made from La Veta would go to Trinidad to be rerouted. Raquel and I spoke regarding our options. We decided to send out a CodeRED to the entire county and share via social media that 911 was experiencing an outage and the non-emergency line should be used for any calls to Dispatch. At 3:00 pm Lumen sent an update that the cause was a 144-count fiber had been split by trees falling and 6000 ft of cable had been ordered. Cable expected to be delivered on Monday.

April 8th update was that techs are in the area and working to resolve the issue. We don't have a definite time of repair.