


# Fort Collins Police Services

## Policy Manual

 <b>FORT COLLINS POLICE</b>	<b>POLICY</b>	<b>430</b>
	<b>TITLE</b>	Emergency Utility Service and Road Hazards

### 430.1 PURPOSE AND SCOPE

The Fort Collins Utilities Department has personnel available to handle emergency calls 24 hours a day, seven days a week.

Police officers encountering disruptions or hazards in utility services shall notify Dispatch. Citizens reporting disruptions during non-business hours frequently contact Dispatch as well. Requests for such service received by this Agency should be handled consistent with this policy.

#### 430.1.1 BROKEN WATER LINES

The City's responsibility for servicing clean water infrastructure ends at a residential or commercial water meter. Any break or malfunction in the water system from the water meter to the citizen's residence or business is the customer's responsibility. The Utility Department can only turn off the valve at the meter. A citizen may accomplish this to prevent water from flowing.

If a break occurs on the City side of the meter, the Utility Department or on-call emergency utility worker should be called as soon as practicable by Dispatch.

#### 430.1.2 ELECTRICAL LINES

Disruptions in electrical service, including downed power lines, can present a significant safety hazard for police officers and citizens.

When a power line or other electrical services disruption poses a hazard, an officer should be dispatched to protect against injuries to officers and citizens, and the Utility Department or on-call utility worker should be promptly notified.

#### 430.1.3 STREET FLOODING

The Utility Department maintains reservoirs and public water equipment, as well as underpass and other street drainage systems. In the event of flooding or equipment malfunctions, the Utility Department or the on-call utility worker should be called as soon as possible.

#### 430.1.4 EMERGENCY NUMBERS

A current list of emergency personnel who are to be called for municipal utility emergencies will be maintained by Dispatch.

### 430.2 TRAFFIC CONTROL DEVICES

The City of Fort Collins maintains all traffic signals within the City, other than those maintained by the Colorado Department of Transportation (CDOT).

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#### 430.2.1 OFFICERS RESPONSIBILITIES

- (a) Upon observing a damaged or malfunctioning traffic control device, the officer will advise Dispatch of the location and problem with the device. The dispatcher should make the necessary notification to the Streets Department.
- (b) Officers may override traffic control devices in order to maintain the safe and efficient flow of traffic when the need arises, and they have been properly trained.
- (c) If a traffic control device disruption causes an obvious safety hazard for citizens, officers will respond to the intersection and assist traffic flow until the safety hazard is resolved.

#### 430.3 ROAD HAZARDS

Officers will respond to the report of road hazards. Officers will call the Streets Department if the hazard cannot be safely mitigated.