University of Colorado Boulder
Police Department

2020 Annual Report
CONNECT WITH
CUPD

Non-Emergency 303-492-6666
Records 303-492-5115
Administration 303-492-8168
Mailing address
1050 Regent Dr.-502 UCB
Boulder, CO 80309

On social @CUBoulderPolice
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About CU Boulder Police

The University of Colorado Boulder Police Department is a full-service police agency providing community-based public safety services to a diverse community of 36,000 affiliates 24 hours a day, seven days a week, all year long. Every year, the CUPD police officers and residential service officers engage in approximately 38,000 operational activities. This includes officer initiated activities like foot patrols and directed patrols, as well as general calls for service. Patrolling the campus by foot, bicycle, motorcycle and vehicle, the CU Boulder police work diligently with the university community and surrounding agencies to ensure a prompt and coordinated law enforcement response.

Vision

The University of Colorado Boulder Police Department is committed to being a leader among university police departments.

Mission

The members of the University of Colorado Boulder Police Department (CUPD) are dedicated to providing the highest quality services in order to enhance community safety, protect life and property, and reduce crime and the fear of crime. We pledge to develop a partnership with the greater campus community and to improve the overall safety and quality of life for all CU affiliates through fair and impartial, transparent and consistent policing.

Core Values

Collaboration: We value working together to create and maintain a culture of mutual trust and optimism for the future, with a goal of shared success and accomplishment.

Competence: We are skilled professionals, exhibiting a quiet confidence in the performance of our duties; demonstrating adaptability to all situations, accompanied by a desire for continuous improvement.

Humility: We serve the university in a respectful, compassionate and non-judgmental manner; remembering that we are members of the community we serve.

Integrity: We operate in a professional, ethical and honest manner towards our work, peers and the university community.

Passion: We demonstrate a personal enthusiasm that drives focus, a desire to excel, and a commitment to support and protect one another.

Purpose

The purpose of the University of Colorado Boulder Police Department is to support the university and its mission by providing public services that meet the unique needs of its constituents.
The experiences that 2020 brought to us were unlike anything we could have imagined. The worldwide COVID-19 pandemic shut down the country, yet we were successful in adapting to the ever-changing restrictions.

Across the country, meanwhile, there were calls to defund law enforcement following the death of George Floyd. We welcomed open and honest discussions with our community about race and policing. Our officers were invited to, and participated in, several marches in the city of Boulder. We started meeting with our communities of color in open forum discussions in which tangible action items were discussed to help improve policing for the CU Boulder community.

Despite everything that we faced in 2020, our department kept progressing in a number of positive ways. We installed cameras inside all of the patrol vehicles. We joined Boulder County for the implementation of enhanced 911. We completed our own training center and were able to train our officers and others in Integrating Communications, Assessment and Tactics (ICAT). Our officers have also trained on lethality assessments for domestic violence situations.

In 2021, more is on the horizon. I am so excited for where we are as a department, and I am even more excited for where we are headed. Thank you for taking the time to read our annual report. If you have any questions or there is anything that you would like to discuss, please feel free to contact me.

Sincerely,

Doreen Jokerst, chief, CU Boulder Police
Communications

The communications center at CUPD provides a vital link between the university community and public safety services, including police, fire, ambulance, parking, security and more. The staff is dedicated to providing prompt, efficient and progressive emergency communications to the campus community. We are creative and innovative with our resources, foster a positive work environment and strive to meet the evolving challenges inherent in public safety communications. We support the goals of our department with professionalism and courtesy.

The communications center received 17,572 phone calls in 2020 for a variety of reasons. Of those, 579 calls were on 911 lines.

The dispatchers in the center are responsible for logging all calls for police, fire and medical service in the computer-aided dispatch (CAD) system and then airing that information to the officers on the street.

Dispatchers handled 7,820 calls for service for the residential service officials and 31,126 police-based calls for service, which include officer-initiated activity such as foot patrols and traffic stops.

Officer-initiated calls include such things as code 1 vehicles (a vehicle that is broken down), directed patrol (patrol of a certain area), foot patrol or a traffic stop. The center works in conjunction with the city of Boulder’s communications center for the dispatching of fire and medical. The CUPD dispatchers also dispatch for campus parking services and community safety officials (CSOs).

In addition to these day-to-day activities, the dispatchers are responsible for staffing the command post during large events. This typically includes home football games and special events that take place on campus.
Like the rest of our police department, 2020 provided our emergency management (EM) team with many challenges. For the university’s response to the pandemic, CUPD EM activated the emergency operations plan (EOP), the infectious diseases annex and the pandemic annex. Members of the CUPD EM team served on the infectious disease executive committee (IDEC) as part of the campus unified command structure, and initiated the IDEC working group to respond to the immediate issues and needs of the emerging pandemic.

From March 16 through June 4, 2020, CUPD EM activated and managed the virtual/remote emergency operation center (EOC) to coordinate campus response activities. The EOC was structured around seven categories of campus response activities: academics, business operations, student support, facilities and infrastructure, public health, research and incident support. These activities involved regular status updates and coordination of more than 20 campus departments, divisions and partners.

As a part of the Boulder community support, CUPD EM planned, coordinated and supported a drive-through COVID-19 testing site sponsored by Kroger on CU Boulder’s East Campus/Research Park. The testing site ran for a total of 12 days. In addition to that, CUPD EM planned, coordinated and supported testing for all on-campus residents at the start of the Fall 2020 semester. Over three days, the campus tested 2,195 residents and processed 3,341 residents who came to campus with recent proof of a negative test.

Finally, CUPD EM supported the state of Colorado, Boulder County Public Health and the city of Boulder with a walk-up test site in the University Hill neighborhood for CU Boulder affiliates.
Emergency Management

During a fall 2020 COVID-19 outbreak among off-campus residents, CUPD EM activated and operated in an area command organization for approximately six weeks. Activation of the area command organization included command, resource mobilization, coordinating and managing testing, containment, data management and public health enforcement activities between CU Boulder, the city of Boulder, Boulder County Public Health and the Boulder Office of Emergency Management, as well as public information messaging.

In total from March to December of 2020, CUPD EM developed and published 70 situation reports for campus and university leadership, highlighting general case updates, COVID-19 response actions across campus, planning and coordination efforts, logistical challenges and public information activities.

Members of the CUPD EM team served on COVID-19 committees and task forces, including:

- Testing
- PPE
- Mask distribution
- Facilities
- Move-in
- Vaccinations
Emergency Management

In addition to supporting the campus’s pandemic response, CUPD EM supported the campus and the greater Boulder community in many other ways.

Supported the local response and incident management of the **Calwood and Lefthand Fires** in Boulder County.

Planned and managed the installation of **additional cameras across campus**, increasing the visibility of key areas for safety and law enforcement.

Implemented and managed the **RAVE Guardian app** and led the CUPD task force in improving the physical security of the Parking/CUPD building.

In the midst of the pandemic and sudden shift to remote work for all of campus, implemented a **new continuity planning strategy and process** for campus departments.

Was one of the first local agencies to **successfully host a tabletop exercise in a 100% remote/virtual environment** – a model that has been adopted by other local agencies and partners.

Facilitated eight meetings for the **Emergency Management Operations Group (EMOG)**.

Conducted **two functional exercises, five tabletop exercises, and five training sessions** with campus partners.

Initiated CU System wide process for the **FEMA reimbursement process**.

Facilitated **13 after-action reviews** and created **11 after-action reports**.

Served on the campus committee for **door locks and physical security of classroom spaces** across campus.

Completed **54 “Phase I: Basic Continuity of Operations (COOP) Plans”** with four more in progress. Completed two **“Phase II: Advanced COOP Plans”** with eight more in progress.
Events

The Events Section within the Emergency Management division provides event security planning services to the entire CU Boulder community. They conduct event planning for large or unusual events, review all proposed campus events for security requirements and provide security for those that require it.

The Events Section is composed of a sergeant and a civilian. Typically, they evaluate over 3,000 events per year as part of a campus-wide process to assess the need for event security based on the event size, location, history, inclusion of alcohol and other factors. Each year, approximately 300 events meet the threshold for some level of security presence. When required, the Events Section generates the concept of the event plan and the Incident Command Structure Assignment List (ICS-204) forms.

Due to COVID-19 in 2020, the number of events held on campus was significantly diminished. Nonetheless, the team supported the following:

- **Election and polling centers** during the 2020 election cycle
- **32** men's and women's home basketball games
- **Four** VIP speakers
- **Seven** community events (e.g. Colorado Bar Exam, Bike Rally, Career Fairs)
- Residence hall **move-in**
- **Four** home football games

Created Campus **COVID-19 monitor training program** (curriculum and SkillSoft)

Developed **lesson plans and trained officers** using best practices for training during a pandemic

Created **Field Rush protocol** for Large Event Operations Section Chief

Completed **seven** policies or procedures

Created **position descriptions** of all major posts at large events (LE, Fire, Medical, etc)

Completed over **20 trainings** by FEMA/TEEX professional development that were specific to special events

Multiple Boulder County **wildfire shifts**

Assisted CUPD in multiple **department hiring and promotional processes**

Attended over **20 virtual conferences** and webinars that were specific to special events
Patrol

Patrol officers are the most public-facing part of any police department. In 2020, the CUPD patrol division completed many projects in addition to their day-to-day duties.

The Contact Data Project brought the police department into compliance with Colorado Senate Bill 217 the day it was signed into law. The bill enacted several police accountability measures, including the requirement that all local law enforcement agencies and the Colorado State Patrol issue body-worn cameras to their officers by July 1, 2023. The Contact Data Project culminated in an app that officers utilize on their phones.

The Watch Recap Project implemented a new daily communication and data collection project that receives input directly from the officers by use of an app on their phones. The Watch Recap app allows a streamlining of contact data, vehicle inventory lists and all activities in one place for ease of use.

Administrative Ticket Project was designed from the ground up to allow officers to keep CU student first-time offenders for lower level violations out of the court system and divert them into the Student Conduct process when appropriate. In other cases when Student Conduct would not normally take action, such as traffic violations, a nominal fine amount is associated with the ticket that is typically half the cost of a court summons.

The Bike Registration System is a new bike registration system that is a result of impounding hundreds of bikes on campus that were abandoned or had their locks cut by thieves. The new Bike Index online system was chosen for use by CUPD, the CU Environmental Center E-Center and Boulder Police Department to provide bike registration, database and theft reporting that is streamlined and universal in hopes of increased prevention and recovery of stolen bikes.
We expanded our unique TeleHealth program using iPad technology to deliver mental health support from Counseling and Psychiatric Services clinicians to community members in crisis. Our next evolution after obtaining position funding is to add an embedded licensed mental health clinician co-responder into CUPD’s Patrol division.

Patrol moved to team policing in January 2021 to align supervisors with their teams, working either Sunday to Wednesday or Wednesday to Saturday on WI, WII, WIII configurations. This further allows for an overlap Wednesday common to all patrol officers, and training is conducted with one team while the other covers calls for service.

We installed Axon in-car camera systems in 2020 to match our police department use of Axon body worn camera systems implemented in 2019. The entire system makes for a robust method of recording interactions with the community and reviewing information to ensure the best quality of service exists.

We got creative with our community engagement amid the pandemic. COVID-19 brought many challenges including typical programming that went virtual. With increased property crime and reported hostile and negative interactions being documented throughout the Boulder community in 2020, the officers of CUPD opted to become even more engaged and available to our community members by conducting over 31,126 directed and extra patrols of CU Boulder. This was a significant increase over the 12,561 conducted in 2019.
Records

The University of Colorado Boulder Police Department records section, staffed by a records manager, two records technicians and one data specialist, fulfills all of the support functions found in other fully commissioned police departments around the state of Colorado.

These include compiling, storing and disseminating the agency’s law enforcement records, submitting statistical data to the Colorado Bureau of Investigation for inclusion in the state’s annual Colorado Uniform Crime Reporting Program, and the maintenance and validation of all entries into the Colorado Crime Information Computer and the National Crime Information Computer systems (CCIC/NCIC).

Assisting a dynamic student population in the midst of a progressive city affords CUPD records the opportunity to utilize an advanced records management hardware and software system, which puts CUPD on the cutting edge of law enforcement records and statistical management.

As part of the university community, CUPD records must comply with statutory requirements as defined by the Colorado Open Records Act and additional regulatory compliance mandates issued by the United States Department of Education. This includes the Family Educational Rights and Privacy Act (FERPA), Title IX of the Education Requirements Act of 1972 (Title IX), and the Jeanne Clery Disclosure of Campus Security Policy and Crime Statistics Act (The Clery Act). The Office of Student Conduct, the Office of Victim Assistance and the Office of Institutional Equity and Compliance are just a few of the campus offices the records section works collaboratively with to ensure the needs and reporting requirements of the campus are being met.

In 2020, the records section processed 2,048 requests for reports and released 1,186 reports. They completed 214 background requests and sealed 906 records. There were a total of 16,791 body-worn camera and in-car camera videos uploaded and the records sections sent 116 videos to the Boulder Municipal Courts and the Boulder District Attorney’s Office.

Beginning in August 2020, the records section started the Body-Worn Camera Quality Assurance Program. Each month, staff would take a look at video from specific types of calls to ensure that the device was functioning properly and that the officer activated the device properly. In the last five months of the year, 72 videos were reviewed.

In addition to record/report release, records personnel process a variety of law enforcement related paperwork, offer licensure fingerprinting for the campus community and general public, and comply with various court orders, such as subpoenas to produce documentation and orders to seal records.
Property and Evidence

During 2020, the property and evidence section received and processed more than 1,100 new items, including 512 items of evidence.

The section redoubled its efforts to research and purge old evidence that is no longer needed for prosecution, resulting in an approximate 10% net decrease of property and evidence stored by CUPD.

Presently the section has approximately 4,000 items under management, over 80% of which are classified as items of evidence.

The section also completed new standard operating procedures, a packaging handbook and training manuals which align with national best practices and have allowed the section to apply for national accreditation.

For 2020:

- **512** Items of evidence processed
- **289** Items found or processed for safekeeping
- **119** Found property items
- **221** Items held for destruction
The finance unit is responsible for overseeing all funding within the department and ensuring that the budget is spent in a way that is consistent with departmental needs and university policy. This is accomplished through a review process that begins with the individuals requesting items and cycles through purchasing and/or budget officers to ensure compliance.

Like many universities and businesses around the world, CU Boulder and the CUPD faced significant budgetary challenges due to the impacts of the COVID-19 pandemic in 2020.

The department faced a 5% budget reduction for the 2020-2021 fiscal year. That equates to approximately $452,000. In addition to that reduction, CUPD saw a 71% decline in revenue collection over the previous year. This decline could largely be attributed to the lack of special events on campus due to the pandemic.

To enable the department to continue to provide high-quality police, emergency management and other public safety support services, CUPD enlisted the following finance business strategies:

- The 2020 discretionary and non-essential spend rate decrease by 3% compared to 2019.
- Recruitment for several vacant positions was postponed.
- Searched for outside funding opportunities from the Colorado Department of Local Affairs, Colorado Division of Criminal Justice, Colorado Peace Officer Standards and Training (POST), the Judge Advocate General and FEMA Public Assistance grants.

One-Time Budget Reduction  
5% or $452K

Decline in Revenue Collection  
71% or $1.2M
Community Safety Officials

The community safety official (CSO) program provides safety and security services through positive engagement with CU campus constituents and affiliates. This positive engagement between the community safety officials and the campus community focuses on education and collaboration to deter crime and the fear of crime.

Community safety officials conduct campus-wide patrols and work event security to further engage with, and serve as ambassadors to, the CU community.

CSO in 2020 activity included:

CSOs built connections and partnerships with student and campus organizations, including Staff Council, the SAFE Committee, Center for Inclusion and Social Change, the Facilities Management CAD Data Integration initiative and more.

Our unit was one of the few departments/units on campus that was still able to employ students during COVID impacts. Due to this, our student employees have gained a wealth of knowledge and experience in Emergency Management Operations.

The CSO unit was represented in many projects for COVID, as well as major campus projects, including Campus Alcohol Policy adjustments, campus COVID-19 Facilities Task Force, Access Control Working Group and campus Event Guidance Policy changes.

- **704** Calls for service responded to (open door assists, criminal mischief, trespassing, welfare checks, medical, suspicious persons)
- **43,000** Building integrity reviews conducted
- **7,813** Miles walked while patrolling campus
- **400** ADA doors audited to ensure proper function
- **276** Building integrity issues resolved with Facilities Management

COMMUNITY SAFETY OFFICIALS (CSO) PROGRAM
CUPD has a tiered approach when it comes to community safety oriented policing. The three tiers consist of fully commissioned law enforcement (CUPD officers), partially commissioned personnel (residential services officers or RSOs), and non-commissioned safety officers (community safety officials or CSOs). The RSO unit is a middle ground between the community and fully commissioned law enforcement personnel.

The residential service operations unit is a team of community oriented, safety focused and professionally trained staff within CUPD. The RSOs provide communities in CU Boulder’s residence halls with professional and compassionate public safety services that best promote the mission, vision and values of both CUPD and CU Boulder. The focus of the RSO unit is to be a visible presence supporting safety of on-campus residential communities. RSOs assist Residence Life staff in identifying and addressing policy violations along with lower level law violations through active and visible foot patrols of the residence halls. The primary goal is to remain transparent and communicative with campus partners.

RSOs receive a limited municipal commission through the City of Boulder that allows them to write misdemeanor summonses for minors in possession of alcohol and marijuana. This past academic year RSOs were additionally tasked with enforcing the public health order.

1,126
Total Citations (summons plus warnings)

654
Total Case Reports Completed

229
Drug Violations

243
Alcohol Violations

66
Noise Violations

68
Public Health Order Violations

48
Other
Getting Social

Facebook
Likes increased by about 7%.
#1 post for 2020 viewed by more than 400,000 people and shared 4,500 times.

Instagram
Gained more than 2,000 followers.

Twitter
Top 10 tweets of 2020 viewed by more than 250,000 people.
Unique impressions averaged nearly 93,000 per month.
CUPD in CUBT (CU Boulder Today)

CU police, Environmental Center partner to secure abandoned bikes on campus bit.ly/3bopySX

CUPD chief and other law enforcement officials to continue talks with students to build mutual trust and understanding bit.ly/3eDC0jI

CUPD and CU's Pride Center celebrate partnership | Police Department bit.ly/3y5peSW

CUPD officers participating in a police lab with students at CU Denver bit.ly/3f8N2wu

Meetings between CUPD and CU Boulder students continue bit.ly/3tF3wBS

CU police department seeking national accreditation | CU Boulder Today bit.ly/2SKdGEu

CUPD provides training in groundbreaking techniques | Police Department bit.ly/3uLZk4G

CUPD leads Boulder County law enforcement agencies in lethality assessment training bit.ly/2QaRVN2

CU Boulder students participating in CUPD officer hiring process bit.ly/3fee6KP

Community Safety Task Force continues its work, encourages community feedback bit.ly/3tGRp7h