



Pueblo County Sheriff's Office

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News Release

For Immediate Release
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Pueblo County Operations Impacted by Worldwide Technology Outage

Pueblo, CO: Pueblo County Government, the City of Pueblo and Colorado State Patrol experienced effects of the CrowdStrike software update that affected computer operations worldwide. County computer operations were being restored by Friday morning.

Like what was experienced globally, nearly all aspects of government services were affected by the outage. Pueblo County's redundancy plan worked flawlessly, and the Emergency Operations Center was activated in response to the incident.

"As a result of the redundancy plan, the Pueblo County Sheriff's Office's communication center continued to operate with no issues and our deputies responded to calls throughout the night," said Pueblo County Sheriff David J. Lucero. "I want to emphasize that although systems were impacted, this did not affect operations of emergency services in Pueblo County."

Sheriff Lucero maintained contact with Mayor of Pueblo Heather Graham and ensured public safety was not impacted.

The City of Pueblo's communication center went down at approximately 12:30 a.m. but operations were diverted to the Pueblo County Sheriff's Communication Center. The PCSO comm center was able to route all 9-1-1 calls back to the city comm center to dispatch responders to calls. This assistance was provided to both Pueblo Fire Department and Pueblo Police Department for their emergency calls to maintain efficiency and communication for residents seeking services. The Pueblo County Sheriff's Office took 78 emergency 9-1-1 calls from the city.

By 8:15 a.m. service was restored to the Pueblo County Sheriff's and Pueblo City communications centers. The county has a total of 2,500 computers and as of 9:30 a.m., 200 had been restored.

Pueblo County Commission Chairman Eppie Griego said it's all hands-on deck from the county IT Department. The global problem did not affect every computer, but enough for the Board of County Commissioners to close county buildings Friday. The Pueblo County Sheriff's Office and 10th Judicial District Attorney's Office remained open.



“Pueblo County Government IT department staff are rebooting computers in county buildings manually by deleting a CrowdStrike software update file that was corrupted overnight,” said Griego. “It is a tedious process, unfortunately. Each computer is different. Some take up to 10 minutes to fix and others are taking less.”

The restoration project is expected to continue throughout the day. “We apologize to the public for the inconvenience of having to close our offices today,” Griego said.

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