Facilities After Hours Contact Procedures
Updated 9/24/18

The intent of these after-hours contact procedures is to get maximum service to customers on campus after 4:30 M-F while limiting the callbacks to campus by the Facilities Management staff.

Guiding Principles

There are many instances where a facility emergency can be handled by staff already on campus instead of needing to call someone in from home. In nearly every instance, the first call should be to someone on campus. The first responder (normally someone from custodial or the heat plant) will determine if the situation warrants being remedied immediately and if it can be remedied immediately. If the first responder determines that immediate remediation is needed but cannot handle the situation on their own, then the first responder will call other facility staff who can correct the issue. In emergencies, it is always a good idea to call Public Safety as they always have someone on duty.

Attached at the end of this document is a list of common things that both first responders should ask and that callers should give in way of information about the incident. It would be a good idea to keep this list handy for use for calls during odd hours so that information is clear and nothing is forgotten.

First Responder Contact Information

Public Safety:
Normal Hours 303-273-3333
After Hours 303-384-8045 Golden Dispatch
Pat Bahl 303-513-9126 Sergeant
Dave Cillessen 303-524-2844 Interim Director

Snow Removal:
Public Safety 303-273-3333
Jerry Nonko 303-549-4485
Tom Garza 303-887-4789

Custodial:
Jesse Vigil (After Hours Manager) 720-666-7369 Shift: Sunday – Thursday 2:30 p.m. – 11:00 p.m.
Jon Barton 720-329-2222 Shift: Monday – Friday 5:00 a.m. – 1:30 p.m.
Bonnie Shaw 720-569-9566 Shift: Monday – Friday 5:00 a.m. – 1:30 p.m.
Steve Wenglasz 720-261-0871 Shift: Monday – Friday 6:30 a.m. - 3:00 p.m.
Jun Cui 720-737-8942 Shift: Saturday - Tuesday 6:30 a.m. - 5:00 p.m.
Victor Morote 801-707-3883 Shift: Tuesday - Saturday 4:00 p.m. - 12:30 a.m.
Dai Le 303-513-3678 Shift: Sunday – Thursday 5:00 p.m. – 1:30 a.m.
Eric Googins  720-289-0621  Shift: Monday – Thursday 9:00 p.m. – 7:30 a.m.
Teresa Hall  303-619-1544  If unable to reach first responders on duty

Heating Plant:
Controllers Room 303-273-3057  If unable to reach Custodial responders on duty

Event Support & Moving Services:
Scott Acker  303-748-1025  First contact for after-hours event setup issues

Mines Park Staff (Respond to Mines Park Issues ONLY)
  • Community Assistant (Student Staff) - 303-808-2446 –Available between 5pm-8am (Monday thru Thursday) and 24 hours/day (Friday thru Sunday).
  • Residence Life Coordinator (Professional Staff) –303-384-2199- Available 24/7.

Common After-Hours Events that First Responders Should Investigate

Plumbing:
  • Leaks
  • Minor plumbing problems

Mechanical:
  • Leaks
  • Strange noises
  • Equipment failures (may just need to push a reset button)

Electrical
  • Loss of power (may just be a breaker tripped)

Elevators
  • Loss of power
  • Something binding doors
  • Elevator issues (may just need to flip a breaker or reset something)

Structural Trades/Access Services
  • Roof leaks
  • Minor lock issues (can’t get a door to open)
  • BlasterCard issues

Fire Alarm
  • Public Safety is the first responder for all fire alarm issues

Order of Contact for FM Response

Plumbing Issues
  1. Custodial First Responder or Mines Park First Responder
  2. Craig Crow  303-421-0832
  3. Bob Slavik  303-885-8557
  4. Sam Crispin  720-220-1184
Mechanical Issues
1. Custodial First Responder or Mines Park First Responder
2. Michael Snead 720-224-5965
3. Mike Willey 303-589-0353
4. Trent Wolf 303-725-6657
5. Sam Crispin 720-220-1184

Electrical/Elevators
1. Custodial First Responder or Mines Park First Responder
2. Edward Brown 562-572-5704
3. Mike Willey 303-589-0353
4. Sam Crispin 720-220-1184

Structural Trades/Access Services
1. Custodial First Responder or Mines Park First Responder
2. Eric Sturm 720-253-9069
3. Chad Christian 720-965-5948
4. Brent Dickman (lock issues) 303-885-8546
5. Tom Garza 303-887-4789
6. Sam Crispin 720-220-1184

Fire Alarm
1. Normal Hours 303-273-3333
2. After Hours Golden Dispatch 303-384-8045
3. Pat Bahl 303-513-9126 Sergeant
4. Dave Cillessen 303-524-2844 Interim Director

For reference, the following numbers are provided that can be tried if none of the above numbers answer after several tries:

Mechanical
• Bob Slavik 303-885-8557

Electrical
• Bob Slavik 303-885-8557

Structural Trades/Access Services
• Jonathan Richards 720-439-0660

Grounds Shop (For main line sprinkler breaks, etc.)
• Jerry Nonko 303-549-4485

Student Life Emergency Contact Numbers
• Residence Life Coordinators (RLC) 24x7 On-Call Number 303-384-2199
• Amy Baccei 720-276-8899 Associate Director of Residence Life
• Mary Elliott 303-437-1633 Director of Residence Life
• Lisa Goberis 303-884-7279 Director of Student Life Business Administration
  (Student Center & Dining facilities)
• Michael McMillan 303-619-8952 Green Center Events
• Jenny Graser 303-273-3353 Campus Events
  (Green Center, Student Center, Summer Conferences)
• Rebecca Flintoft 303-396-7905 AVP of Student Life
  (all Student Life areas, except Athletics)
Customer Identifies Issue

Is the issue fire alarm or safety related?

Yes

Call Public Safety x 3333
Or Golden Dispatch 303-384-8045

No

Customer calls custodial or heat plant first responder

If at Mines Park call the Residence Life Coordinator On-Call Number

Mines Park staff investigates

Custodial or heat plant first responder responds and looks at problem

Can the situation wait until next working day?

Yes

Custodial or heat plant first responder creates work order and emails shop supervisor with details of event

No

Can the custodial or heat plant first responders fix the problem

Yes

Shop supervisor is emailed what was fixed

No

First responder calls down the list of the proper trade until someone answers and gives the shop supervisor the information on the Critical Information Sheet

Shop supervisor dispatches someone to fix the problem. First responder gives customer status update
<table>
<thead>
<tr>
<th>AFTER-HOURS ISSUE CRITICAL INFORMATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>DATE</td>
</tr>
<tr>
<td>TIME</td>
</tr>
<tr>
<td>CALLER’S NAME</td>
</tr>
<tr>
<td>CALLER’S PHONE #</td>
</tr>
<tr>
<td>BUILDING NAME</td>
</tr>
<tr>
<td>ISSUE</td>
</tr>
<tr>
<td>LOCATION OF ISSUE</td>
</tr>
<tr>
<td>INJURIES OR SAFETY CONCERNS</td>
</tr>
<tr>
<td>IS ISSUE GETTING WORSE</td>
</tr>
<tr>
<td>IS IMMEDIATE RESPONSE REQUIRED</td>
</tr>
<tr>
<td>OTHER INFORMATION</td>
</tr>
</tbody>
</table>