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

All Facilities Management Calls can go to the Heating Plant at which time they will be triaged and forwarded:
Controllers Room 303-215-6487