University of Colorado Boulder

FACILITIES MANAGEMENT

FACILITIES OPERATIONS

BUILDING PROCTOR REFERENCE MANUAL

University of Colorado Boulder
FACILITIES MANAGEMENT
FACILITIES OPERATIONS

EMERGENCY PHONE NUMBERS

University of Colorado Police (UCPD)

- Emergencies (on campus) 911
- Non-emergencies 303-492-6666
- Fire Reports 911
- Ambulance Requests 911

Facilities Management

- Customer Service Center 303-492-5522
- Customer Service Center Fax Machine 303-492-8656
- PD&C at RL2 303-492-5511

Hazardous Materials

- Emergency 911
- Information – Environmental Health & Safety (EH&S) 303-492-6025

Radioactive Materials

- Emergency 911
- Information – EH&S 303-492-6025

Campus Closure 303-492-5500

Wardenburg

Student Health Services 303-492-5101

Night Ride 303-492-7233

Boulder City/County Police – Non-emergencies 303-441-4444

Poison Control 911

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Introduction

Congratulations on becoming a very important part of the University community. The Building Proctor Program was instituted by Facilities Management in 1979. The program is designed to provide a vital link between the campus community and Facilities Management. The entire campus benefits by your acting as the proctor for your building.

You are the liaison between the building, its' occupants and Facilities Management. You are the contact for the building occupants who need to put in work request or report maintenance issues, and the contact for the occupants in the event of an emergency.

Facilities Management will provide you with pertinent information for your building regarding outages, shutdowns, etc. It is your responsibility to disseminate this information to the building occupants, advising them of what is going on.

The guidelines in this manual are designed to help you as the building proctor when you are faced with assorted issues and/or emergencies. By reviewing and planning your response to situations, you will be able to remain in control of the situation and to act, not just react.

True emergencies; such as floods, power outages, or a fire require immediate response from Facilities Management, University of Colorado Police, Boulder Fire Department, as well as other campus and off-campus groups.

Some incidents or problems vary in the degree of severity, i.e., gas leaks, fires, asbestos exposure or hazardous material spills. As the building proctor, you will need to use good judgment on advising the appropriate authorities as well as know the appropriate action that is necessary. This *Building Proctor Manual* will help you to assess the severity of the situations you may encounter and will advise you as to what actions should be taken.

Always contact the Customer Service Center at 303-492-5522 or via e-mail, sdesk@colorado.edu regarding service requests, concerns, or comments. The Customer Service Center is here to help you.

University of Colorado Boulder
FACILITIES MANAGEMENT
FACILITIES OPERATIONS

Mission, Vision, Values

Mission

To plan for and provide a physical and operational environment that supports the University of Colorado at Boulder's mission of education, research and outreach.

Vision

To be a progressive, customer-focused organization that is recognized as a national leader in service and the stewardship of resources for the 21st century.

Values

We value our campus community, our employees and our institutional heritage.

We achieve organizational excellence through the following core values:

- A safe environment
- An engaging workplace
- Staff development
- Teamwork and partnership
- Integrity and accountability
- Open and respectful communication
- An inclusive community
- Quality, competitive, value-added services
- Innovation and continuous improvement
- Environmental sustainability

Guidelines

The guidelines found within the *Building Proctor Manual* have a variety of purposes:

- Prevent crisis whenever possible through proactive planning
- Ensure the safety and wellbeing of students, staff members and the general public
- Protect individuals and property
- Deliver factual, accurate information in a timely manner

Electronic copies of this manual can be retrieved at:

https://www.colorado.edu/fm/services/building-proctors

Facilities Management FAQ's

Facilities Operations

What does Facilities Management do?

Facilities Management's primary role includes, but is not limited to:

- Planning of facilities and campus land usage
- Maintaining, repairing and cleaning of buildings and grounds

Who or what is the Customer Service Center?

The Customer Service Center is a call center staffed 24 hours per day, seven days per week. It is the point of contact between the campus community and the Facilities Management department. Trained dispatchers staff the Customer Service Center. They are responsible for taking trouble calls, monitoring fire and environmental alarms, and dispatching the appropriate personnel to take care of problems. They are a critical link between University of Colorado Police Department, the Boulder Fire Department, Facilities Operations trade shops and the campus community in times of emergency.

Whom can I call if I do not understand the process or have a question regarding Facilities Management?

You may call the Customer Service Center at 303-492-5522. A dispatcher will be happy to help you with any questions or concerns.

What work would require a speed type and would be recharged back to the requestor?

Any work performed for a non-general fund building (auxiliary or research properties buildings, i.e., recreation center, housing, athletics, research building systems, etc.) and work performed for a department residing in general fund building that is not routine maintenance or repair of building. This work will be charged to the requestor since Facilities Management is not centrally funded for that type of work.

This includes project work, which changes the use of space in a building or the installation of specialized equipment.

Who pays for estimates of repair/ maintenance/remolding/renovation work?

Facilities Management provides free estimates for small projects, larger projects are under the control of our Planning, Design and Construction department.

Why does it seem to take so long to get things fixed?

All work requests are prioritized by the degree that its affects the building functionality. Much of Facilities Management time and resources are consumed with emergencies and time-sensitive requests. Non-emergency requests may take more time than desirable to resolve. Facilities Management often uses outside contractors to help perform campus work.

What are the various categories of maintenance?

Different kinds of work are paid for from different budget resources. The following should provide rough guidance for determining who pays for what and what has to be done to have the work completed.

Reactive Work is a response to failures in building systems and building infrastructure. Examples would be plugged toilets, broken windows, or burst pipes. These repairs are generally covered by Facilities Management allocated budgets as long as it involves a general fund supported building and equipment.

Repair Work is planned, non-recurring work. Some examples include, but are not limited to: repair broken seating or tables, repair replace card readers, replace cove base, ceiling tiles, repair damaged walls or repair door hardware, too hot/cold. These repairs are generally covered by Facilities Management allocated budgets as long as it involves a general fund supported building and equipment.

Preventive Maintenance is usually much of the invisible automatic work done by FM to keep buildings in working order. Examples include fan service and cleaning, changing fan filters, inspecting fire alarms, fire sprinklers and fire extinguishers and inspecting emergency and exit lights. FM is funded to do this work.

Deferred Maintenance describes repair and maintenance tasks that have been deferred because of lack of financial resources – i.e., repair and replacement of carpets, painting, or plastering where water has damaged walls, hardwood floors, and tiles. When regular or routine maintenance falls outside of our financial ability, it typically becomes deferred maintenance.

Capital Construction refers to major renovation and new building construction. The funds are budgeted separately through CCHE and the state legislature and involve a long approval process.

Building Remodeling is where changes are made to the configuration or uses of existing space. For example if you want to convert a classroom to an office; install a refrigerator in a laboratory or even

install a door so that the hallway space becomes office space; these are all considered " changes in use." And require a speed-type.

Where is the Office of Facilities Management located?

Facilities Operations main office is located in Folsom Stadium (corner of Folsom and Colorado Avenue) located on the lower parking lot level (under gate 9) - room 1B15.

Business Services, Planning Design and Construction and the administrative reception area is located at RL2 - 1540 30th Street, on the 3rd floor.

Distribution Services is located at 3300 Walnut Street.

How do I get on the roof or into a mechanical room of a building?

If your access needs are a result of contractual requirements with the University, you must work through the assigned project manager to arrange access.

Access to roofs and mechanical rooms are restricted. Please call our Customer Service Center at 303-492-5522 to discuss your needs. They will contact the appropriate staff member to work with you to obtain access, if appropriate.

When can I expect a PM Service done on my building?

Call the Customer Service Center at 303-492-5522 to ask for up to date information.

When does Facilities Management inspect the classrooms?

Due to weather factors, course schedules and construction the times can vary. We do schedule three inspections a year. Here is the projected schedule:

- Second Week of January
- Third week of May - may be rescheduled due to Maymester
- Third Week of August

How do I get into buildings after hours?

Please contact campus security at 303-492-6666.

Access Services

Where is Access Services (aka Lock Shop)?

Access Services is located beneath the stairs at Gate 8 on the east side of the Stadium building.

How do I get a key for a certain room?

Contact Access Services at 303-492-6609 or http://www.colorado.edu/fm/services/locks for the keys that you need. Ask if they will authorize the issuance of that key to you by filling out and authorizing a key card for that specific building and room.

What do I do if I lose my key(s)?

Make a police report about the lost key(s) then inform your Key Liaison, so they can fill out replacement key cards after the police report is made. You can also contact Access Services at 303-492-6609 or http://www.colorado.edu/fm/services/locks

Is there a replacement fee for lost keys?

Yes, there is a replacement fee for lost or stolen keys, but there is no fee for broken keys if you return the head part of the broken key.

What are the fees or deposits for a key?

Access Services has a schedule for fees and deposits, which are regularly updated. Please feel free to call 303-492-6609 or go to http://www.colorado.edu/fm/services/locks to inquire of the latest changes.

If I want a key, can I go to Access Services for it?

Without proper authorization, no keys will be issued! Access Services will help direct you to where you will need to go to get authorization.

If I am leaving my position, can I give my keys to my replacement?

No! You are responsible for the keys issued to you and you must have the keys that were issued to you returned. (Your Liaison, however, can fill out transfer key cards in some cases.)

Custodial

How often can we expect the trashcans to be emptied?

For information, regarding cleaning schedules and services provided go to http://www.colorado.edu/fm/services/cleaning-services-0

We are out of paper towels in our lab. Can you please re-stock it immediately?

We do not supply labs with paper towels. We can purchase paper towels for you via an "IN" charging your departmental account, just let us know in advance.

I accidentally spilled a cup of coffee in the hallway; can someone come over and clean it up?

If possible, place a few paper towels over the spill then contact the Customer Service Center at 492-5522; they will page someone out to the building as soon as possible.

How does the department get the carpet cleaned or the floor stripped and waxed?

Every room on campus is on a set schedule - per our current service levels. Please contact Campus Building Services main office at 303-492-0648 to find out when your room is next scheduled. Additional work/services are available please contact the main number to obtain an estimate or http://www.colorado.edu/fm/services/cleaning-services-0

Property Services

For information regarding Moving and Hauling or Furniture please contact Property Services
https://www.colorado.edu/fm/departments/distribution-center
Property Services is located at 3300 Walnut St. Unit B, 39 UCB, Phone: 303-492-6524

My classroom is short of student desks can you bring me some?

Please check to make sure the occupancy of the rooms nearby and compare that number to the number of student desks in that classroom. Sometimes desks migrate to different rooms in the building.

How can we get replacement furniture for broken desks?

Let us know how many are broken and the max seating occupancy of room. We will replace as necessary.

Special Events Set up

Does Property Services rent or loan tables, chairs, tents

We do not rent or loan furniture or tents but can arrange set up and delivery for a fee

Does Property Services rent or loan podiums or easels

We do not normally rent or loan podiums. We do supply podiums for centrally scheduled classrooms per requests from UCB central scheduling office.

Moving Services

Do we need to empty file cabinets and bookcases for moves?

Upright drawers do not need to be emptied. Both laterals and shelving units do need to be emptied.

Do we need to empty desks?

Yes, desks are turned on end to move

Can you provide moving boxes or tape?

Boxes and tape are now provided through Materiel Management.

How do I get a move done?

Fill out moving request from https://www.colorado.edu/fm/services/moving-hauling website; fax to Property Services, the date will be set for move as requested by department.

Disposal of furniture

What if furniture requested for disposal is broken?

You must check with Property Services before disposal. Please contact them at (303)492-6524 or
https://www.colorado.edu/fm/services/property-disposal-0

How do we get rid of unwanted items in our building?

Please use our on-line Surplus Property Management System https://spsweb.colorado.edu/ to register your department and create disposal requests for your unwanted items. If you have any questions please contact 303-492-6524 or https://www.colorado.edu/fm/services/property-disposal-0 for further assistance.

Disposal of Electronics

We have non-working electronics how can we dispose of them?

All electronics MUST be disposed of through Property Services and must include serial ID. Property Services ensures that all electronics are disposed of responsibly, in accordance with the highest industry standards for sustainability. 100% of the university's surplus electronics are diverted from landfill (approximately 260,000 lbs/year) by our staff.

Property Services staff screen surplus computer equipment; remove, sanitize and destroy data recording media; strip obsolete and non-working components for reclamation and recycling; and sell used computers and their components back to university departments at extremely competitive prices.

Please us our on-line Surplus Property Management at https://www.colorado.edu/fm/services/property-disposal or 303-492-6324 to register your department and create disposal requests for your unwanted items.

What if another department wants my electronics?

A transfer of property form must be filled out and approved through Property Services https://www.colorado.edu/fm/services/property-disposal or 303-492-6324

How do we get rid of working reusable electronics?

Please us our on-line Surplus Property Management System https://www.colorado.edu/fm/services/property-disposal to register your department and create disposal requests for your unwanted items.

Recycling

Where is the recycling station in my building?

A list of recycling stations and general information regarding recycling can be found at: http://recycling.colorado.edu/index.html

What is recyclable in my desk side container?

Please visit our recycling page at http://recycling.colorado.edu/index.html for more information.

We are moving out of an office and have 10 boxes of old files to recycle. How can we get these collected?

We can do a special pick up for you the next time we are in the building; call 303-492-5321 to make arrangements. Please give us your name and room number and mark the boxes "Recycle."

Vending Services

Vending Services management responsibilities have been moved the CU Book Store. Please contact Pam Mills 303-492-2506.

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Facilities Management Key Personnel

Steve Thweatt	Interim Vice Chancellor, Administration	2-7523
David Danielson	Interim Assistant Vice Chancellor, Facilities Management	5-6695
Lisa Potter	Associate Director, Facilities Operation	2-1428
Mark Rhoades	Assistant Director, Trades	5-1034
Tom Miller	Manager, Trades	2-1092
Don Inglis	Assistant Director, Outdoor Services	5-6311
Bryan Birosak	Director, Powerhouse, Utilities Services	5-4983
Bill Haverly	Director, Planning, Design, and Construction	2-7726
Ron Ried	Director, Business Services	2-1525
Tim Golden	Director, Distribution Center/Mailing Services	2-7428
Terri Willis	Director, Human Resources	2-1208
Jason Schlosser	Supervisor, Customer Service Center	2-8056

Note:

The Customer Service Center and Facilities Operations trade shops are located in the Stadium, 53 UCB

The Powerhouse personnel are located in the Powerhouse and Environmental Design building, 319 UCB

All other Facilities Management personnel, such as engineers, finance, and accounting personnel, project managers, information technology staff, human resources staff, administration, and CAD are located on the East Campus in the RL-2 building. 453 UCB

Customer Service Center Contact Procedures

The Facilities Management Customer Service Center can be reached by the following methods:

- Phone contact 2-5522 or (303-492-5522)
- Campus mail at 53 UCB
- Fax via extension 2-8656 or (303-492-8656)
- Email at sdesk@colorado.edu
- Web page at http://www.colorado.edu/fm/facilities-operations/service-center

The Customer Service Center is located in Folsom Stadium, the parking lot level under Gate 12, room 1B38.

The Customer Service Center dispatchers are available 24/7 and are responsible for receiving, prioritizing and routing of routine maintenance requests, dispatching out maintenance emergencies, and monitoring life, fire, and safety alarms.

When making service requests or when routine building maintenance needs arise, Facilities Management encourages building users to first refer the issues to the building proctor. Using the building proctor system enables us to provide better services to our customers by receiving one call from the proctor instead of potentially tying up the lines with many callers.

When I contact the Customer Service Center, what information do I need to give them?

In order to efficiently get a service request set up and to dispatch the work out, the following information is needed:

1. Building or campus area you are calling about
2. Where the problem is, specific room number and or location
   a. Often there will be a silver tag with a barcode with a string of numbers on a door, card reader, elevator or piece of equipment. If possible, please provide this equipment number to the dispatcher
3. Description of what is being requested
4. The name or contact information of the requestor
5. Time frame work can be accomplished and room available time
6. Any other information that will help

The dispatcher will also need a speed type; if applicable; so that they will know which department to charge the work to if the work is of a recharge nature. The dispatcher will also determine a priority and dispatch the work accordingly. The trade shops will then schedule the work.

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Service Requests

ONLINE SERVICE REQUEST AND BILLING LINK:

Please visit the link below to access the online request and billing form:

https://famis.colorado.edu:4444/ecfss_prod/fweb.home?p_navid=101

This screen will provide you with billing information, the ability to request services, and the ability to track your requests.

Login with your campus Identikey and password

Tabs:

a. **My Facilities**: Allows you to see, to enter service requests as well as viewing the status of any work orders you have already submitted.
   i. *My Information* – your campus contact information
   ii. *My Recent Requests* – requests that have been submitted with your name as the requestor. Click on the request or work order numbers and you will have information on your request, the status, and what work is being done.
      1. *Req Number* – service request or work order number the work order is parented to
      2. *WO Number* – work order number that work is being done under
      3. *Location* – location of the work to be done
      4. *Description* – description of the work to be done
      5. *Request Date* – date the work was requested
      6. *Comp Date* – date the work was completed
      7. *Status* – the status of the work order
      8. *Cost* – cost to complete the work (includes materials and labor)

      Note: you can also click on the request or work order number on this form for a breakdown of costs.
   iii. *Keys Issued to me*- information on what keys you currently have assigned to you, if any.
   iv. *My Buildings*- building you are assigned to
   v. *Requests in My Building*- Requests that have been made in your building, whether you are the requestor or not, or if an alternate requestor submitted a request in our building.

b. **Request Services:**
   i. *Non-emergency* – issues that are not an emergency. (Note: Please call in all emergencies to the Customer Service Center).
      1. Required Data to enter via portal request:
         a. Requestor: Your name and contact information will automatically populate

b. Alternate requestor: You may add or search for an alternate requestor
c. Building: Required Field for building that you want service in.
d. Floor and room: based on the building information you provided
e. Speed type: required field. Please see link *Who Pays for What Manual.* https://www.colorado.edu/fm/facilities-operations/maintenance-operations/who-pays-what
Do not include Speed type if you know the work is a funded service (GF work)
f. Subject/Problem: Required field – include a good description of what you are requesting service for
g. Description of work: required field. Provide more detailed information regarding the work you need done.
h. Dates cannot be done: if you know you have specific time restrictions – enter here

ii. *New sign request:* fill out as above. There is a campus standard as to the type of signs that can be produced.

iii. *Energy Conservation Request:*

c. Examples of requests
1. Delamp Request:
   a. Reduce Lighting Level
2. Water Conservation Requests:
   a. Leaks
   b. Flow Reduction
   c. One-pass Equipment Cooling
3. Heating/Cooling Conservation Requests:
   a. Temperature Control
4. Airflow
5. Night Setback

2. *Search requests* – Ability to search for work order information
   a. Enter in as much information as you can.
3. *Work order billing* – you can search by your ST and choose your time frame. This will provide you with charges that are charged to your ST in the different categories, maintenance, PM work and any material charges charged to work orders

4. *Utility Billing and Legacy Utility Billing* – These tabs are used for Utility Billing. The tab "Legacy Utility Billing" has Famis utility data through May 2011. The tab "Utility Billing" re-routes the user to EnergyCAP, the system used to track utility use since June 2011.

If you have any questions on how to fill out a form, please contact the Customer Service Center at 303-492-5522

Categories

Maintenance Requests

A maintenance request is a service request that involves maintenance or general upkeep on a building. It restores the building or facility to its prior condition. The following services are provided on General Fund account in General Fund facilities. Auxiliary accounts are charged for these services:

1. All exterior building maintenance including:
    - Snow and ice removal
    - Lawn and tree care
    - Installation of traffic and identification signs, only at the request of Facilities Planning or UCPD
    - Roofing
    - Exterior Lighting
2. Interior building, equipment, repairs and services including:
    - Heat, electricity, water and sewer
    - Electrical works, plumbing, and painting of general public areas, except as noted above
    - Light bulbs, fluorescent tubes, and normal lighting fixtures. "Normal" is defined as replacing the existing light bulbs with generally the same bulb. The normal fluorescent replacement is cool white, spec 35 types. Any change of light bulbs or special requests will require a work order and the department must pay for the bulbs or tubes.
    - Drinking fountains
    - Floor and ceiling tile, woodwork doors, paneling
    - Elevators
    - Some glass work
3. Chalkboards in central scheduled classrooms.
4. The correction of safety hazards.
5. Routine custodial and grounds maintenance.
6. Dumpster Trash disposal
7. Recycling

A department speed type account number should not be entered on the work order if the services are chargeable to Facilities Management as defined above. These are classified as general fund. You can submit requests for routine maintenance service

Note: For disposal of radioactive material, call Environmental Health & Safety (EH&S) at 303-492-6025 or http://www.colorado.edu/ehs/

Service Requests

Examples of non- general fund work requiring a speed type to pay for services:

Repairing, servicing, acquiring and installing special equipment and furnishings that have been provided for the use of a particular department (as opposed to general equipment and furnishings in common use throughout the University), such as:

- Laboratory desks, tables, sink piping, service lines and plumbing above floor level
- Drawing tables, special desktops, cabinetwork, partitioning and shelving
- Safes, special files and cabinets, refrigerators, ice machines, special motors, ovens, kilns and water heaters
- Map cases, bulletin boards, directory boards, nameplates, sign painting and floor marking
- Departmental machines, equipment, supplies and materials
- Installation and maintenance of call systems and buzzers
- Provision and maintenance of special utility services
- Room numbers, if the department is initiating the room number change
- Upholstery cleaning
- Drapery cleaning (Services will be contracted out.)
- Custodial or grounds maintenance of a non-routine function

These Facilities Management services should be requested in writing by a service request and submitted to the Customer Service Center. This can be done via the web at:
https://famis.colorado.edu:4444/ecfss_prod/fweb.home?p_navid=101

Projects

A project typically changes space or functionality of the area and is charged to the department.

Examples of projects would include:

- building renovation
- room renovation
- computer room installation

Projects must be approved by the appropriate college and submitted for the planning and construction process.

SERVICE REQUEST PRIORITY CODES

When placing a work request, please let the Customer Service Center know the priority of the work.

Priority 0=Emergency (This priority code is reserved for life, health, safety or property loss issues.)

- The service request needs to be responded to immediately.
- The service request should be initiated via phone call, not the web interface.

Priority 1=Urgent (Same Day Service as defined by individual trade shop supervisors)

- The service request needs to be responded to immediately.
- The service request should be initiated via phone call, not the web interface.
- NOTE: Shop supervisors define what falls into this category, not the dispatchers.

Priority 2=High

- Service request needs to be responded to within 1-3 days and completed within 3 days.
- Service request may be received via the web interface or phone call.
- The status shall be determined with cooperative effort between dispatcher and appropriate shop supervisor.
- The shop supervisor or Scheduler Planner to evaluate and adjust the priority code as necessary.

Priority=3

- Service request needs to be responded to within 3-5 work days and completed within 10 days
- Service request may be received via the web interface or phone call
- The shop supervisor or Scheduler Planner to evaluate and adjust the priority code as necessary

Priority 4=Low

- The service request needs to be responded to within 3-15 workdays
- The service request may be received via the web interface or phone call
- The shop supervisor or Scheduler Planner to evaluate and adjust the priority code as necessary
- NOTE: Project work requests will fall into this category

All priority 0 and 1 requests are immediately dispatched out to a shop supervisor. The scheduling of the technicians, the severity of your situation and any other campus emergencies occurring at the time, will affect the response time of personnel.

Please be patient, we realize your problem is important, but Facilities Management deals in the broad scope of the University and schedules work according to the priorities and severity of all the calls.

EXAMPLES OF PRIORITY 1

Access Services

- Locked in room (contact CUPD)
- Locked out of essential or critical room or lab (24/7)
- Exterior doors (24/7)
- Break ins, exterior door 24/7)
- Electronic door devises hot or burning odor (24/7)
- Any exterior door that is not functioning properly (24/7)
- Broken key in a cylinder(DWH)

Custodial Clusters

- Flooding causing building damage (24/7)
- Water pickups in labs and restrooms (24/7)
- Vandalism cleanup (24/7)
- Broken ceiling tiles, broken glass (24/7)
- Significant blood clean-up (24/7)
- Vomit (DWH)

Electrical

- No power to building (24/7)
- Any tripped breaker (DWH)
- No lights, room is dark, lights won't turn on (DWH)
- Something stuck in receptacle (DWH)
- Burning sparking ballast, receptacle or light switch (CONTACT FIRE DEPARTMENT)
- Electrical panel doors are left open (24/7)
- Exterior pole lights (DWH)
- String of Exterior pole lights (24/7)

Fire/Elevator Systems

Elevators: If a person is trapped in an elevator there is a direct phone line to the Service Center with two way communications. The Service Center will contact elevator personnel to get a response time, if over fifteen minutes the Boulder Fire Department and UCPD will be dispatched.

- Noticeable physical damage to the elevator (24/7)
- Noticeable oil smell (DWH))
- Grinding sound when the car is moving (DWH)
- Elevator stopping short or re-leveling at a wrong call floor (DWH)
- Elevator not responding to a call (DWH)
- Only elevator in the building not operational during an event (24/7)
- Elevator not operational in building with ADA staff (24/7)

Fire Alarms: The fire alarm system is self-monitored or all components are supervised and the system is monitored 24/7 for fire & trouble which would create the "emergency".

- Noticeable physical damage to a fire alarm device (DWH)

Fire Sprinkler: The sprinkler system is a functional part of the fire alarm system.

- Noticeable physical damage to sprinkler system component (DWH)
- Air or water discharging from the system (24/7)
- Constant running or cycling of the system air compressor (DWH)

Outdoor Services

- Tree leaning or down blocking a street or sidewalk (24/7)
- Extreme Graffiti (racist sexist, obscene) (24/7)

HVAC

- Any facility/experiment where temperature fluctuation could cause harm to the colony or the experiment (24/7)
- Any loss of air flow to fume hoods in labs where it would constitute a hazard to life (24/7)
- Any loss of MAIN control air or Andover servers to campus (24/7)
- Any CRAC units used on campus whether server rooms labs or used for process cooling (24/7)
- All cold rooms/ walk-ins freezers used for research or food storage (24/7)
- All Lab freezers -80 and above used for experiments and incubators (DWH)

IPM

- Insect infestation (24/7)
- Dead animals (24/7)
- Sick animals (24/7)
- Bees (24/7)
- Bed bugs (24/7)

Irrigation

- Irrigation system on for longer than 1 hour after initial phone call (24/7)
- Water gushing from ground, NOT a broken sprinkler head (24/7)
- Main line break will consist of large amounts of water bubbling up from ground (24/7)
- Paint Shop
- Paint spill (DWH) – NOTE: after hours contact appropriate custodial cluster
- Offensive graffiti (DWH)

Plumbing, Pipefitting and Civil Utilities

- Plugged toilet or urinal if the only one in the bldg.
- Overflowing sink (not a dripping faucet)
- Leak or flood

- Gas Leak (at the request UCPD)
- Plugged Sewer
- Manhole covers missing
- Water coming out of ground
- Any water leaks, coils, valves, piping, etc.
- Steam leak in a occupied space
- Steam relief going off

Structural

- Roof leaks (24/7)
- Things falling from rooftops (DWH)
- Broken glass in windows or doors, security issues (24/7)
- Doors that won't close or cannot be secured (24/7)
- Overhead hanging hazards in or on buildings (24/7)
- Wind related hazards (24/7)
- Overhead doors that do not close (24/7)

Solid Waste

- Damage or vandalism (DWH)
- Overflowing dumpster (DWH)

Please be patient, we realize your problem is important, but Facilities Management deals in the broad scope of the University and schedules work according to the priorities and severity of all the calls.

Emergency Procedures

Customer Service Center Responsibilities

UCPD and the Customer Service Center are notified by fire alarms. UCPD will notify the Boulder Fire Department. If there is a possible gas odor or smell of smoke the Customer Service Center will inform the caller to pull the closest fire alarm pull station and then promptly transfer the call to 911 or, have the caller hang up and immediately call 911. Interviewing the caller to determine more in-depth information would only delay the emergency response. UCPD dispatchers are trained to interview individuals to determine the relative threat to life safety, and to initiate a notification to appropriate agencies that will then proceed promptly to the scene to assess the situation.

Other Agency Responsibilities

UCPD and BFD will set up an incident command post, and determine what actions are necessary to protect the life safety of responders, building occupants, and all other personnel adjacent to the facility.

UCPD dispatchers will notify the responders including FM Customer Service Center, BFD, Xcel and Housing Department personnel that are on the call-out list and all other emergency responders based on the call-out list. UCPD will direct the Customer Service Center to notify FM responders as soon as the life safety responder protocols are initiated.

Fire Alarms

Whenever the fire alarm sounds, building occupants are required to immediately evacuate the building via the nearest safe exit (do not use elevators) and, if possible, shut down equipment, and close windows and doors. Occupants should remain a safe distance (at least 200 feet) from the building away from roads, driveways and other building accesses. They must not re-enter the building until the alarm stops and the proper authorities; i.e. Boulder Fire Department or CUPD gives an all clear.

If you discover a fire, explosion, or life/health threatening gas or chemical release:

1. Leave the hazardous area and close the door.
2. Sound the alarm to evacuate the building.
3. Evacuate the building via the shortest safe exit route. If you notice smoke, use an alternate escape route. Stay low to the ground if you have to go through smoke.
4. From the nearest phone in a safe area, call 911 to report emergency. Be prepared to give full name, exact location (building, room number, landmarks if outside) type of emergency, phone number. Do not hang up until the dispatcher has all the necessary information.
5. Arrange to meet emergency response personnel at a safe location and direct them to the scene.
6. Do no leave safe locations until released by responsible personnel.
7. Do not re-enter the hazardous area until granted permission by the Boulder Fire Department, EH&S or CUPD.

All buildings should be provided with exit maps conspicuously posted in general building areas. These maps show the locations of exits, exit paths; locations of fire alarm pull stations, and locations of fire extinguishers. Please tell building occupants to review the maps.

Many UCB buildings have smoke and heat detectors and fire sprinklers, which automatically activate the building alarm. These systems are tested regularly and are monitored 24/7.

Small-contained fires may be handled by persons trained in the use of portable fire extinguishers if it is safe to do so, and only after pulling the alarm and calling 911. Portable fire extinguishers are available for fire control in each laboratory and shop. These extinguishers are, in most cases, dry chemical, type ABC, are capable of extinguishing fires involving ordinary, combustible materials, flammable liquids, and energized electrical equipment. All extinguishers comply with National Fire Code standards for portable fire extinguishers and are inspected after each use and on a periodic basis.

Automatic Fire Sprinklers

Most campus buildings have fire suppression systems. Fire sprinklers have been proven the most effective method to protect lives and property from most fires. Sprinkler heads are set off individually by heat from the fire beneath them. Once a head is activated, it sets off the building fire alarm, initiating evacuation procedures. The building fire alarm system also summons the fire department.

It is important not to hang objects from the sprinkler heads or pipes or in any way hinder their proper operation. A minimum 18-inch clearance must be maintained from the sprinkler heads.

Fire alarms and fire suppression systems are tested annually by Facilities Management fire technicians. Only University approved personnel may work on fire alarm or fire suppression systems, disable devices, or put them back into operation.

Performance Bypass for Fire Alarms

Often the stage manager from a building (such as the Events Center, Macky, Old Main or Theatre) will contact the Customer Service Center before an event and request the fire alarm be taken "off-line" or be put into ”performance bypass.”

When the stage manager calls back after the performance to return the alarm to normal or reset the performance bypass, the Customer Service Center will verify that the building has returned to normal. Authority for using performance bypass mode must be pre-arranged through FM Fire Alarm technicians.

If the Customer Service Center receives a fire alarm during the performance, they will contact Boulder Fire Department and UCPD and report a fire alarm.

Bomb Threat

Contact UCPD at 911 immediately upon receiving a bomb threat. Do not attempt to move any unusual or suspicious objects or items you may see. Do not use radios or pagers during a bomb threat because radio emissions can detonate certain explosive devices. DO NOT call the Service Desk.

Custodial Emergencies

If you receive a request for an emergency custodial cleanup, please obtain the following information:

- The exact location of the emergency. (Room Number)
- The exact nature of the emergency or cleanup required.

You can also visit the Facilities Management web site at https://www.colorado.edu/fm/services/custodial for more information on custodial services.

Campus Emergency Closure Procedures

The Campus Emergency Campus Closure information number is 303-492-5500.

- The Chancellor makes the decision to close the campus.
- The decision to close will typically occur before 6:00am of the closure day.
- The Chancellor and the UCPD Chief will officially declare the campus closure.
- He/she will notify the Customer Service Center.
- Check the Campus website for details http://www.colorado.edu/ or call the Emergency Information line at 303-492-4636

Asbestos Emergency Procedures

Asbestos is a naturally occurring mineral that is distinguished from other minerals by the fact that its crystals form long, thin fibers. It typically has a white, chalk-like appearance but can often have different colors and textures or may be mixed into building materials and not be readily visible.

Asbestos has been used in literally hundreds of products. Many of these products are present on campus, such as wall plaster, wallboard, floor tile, ceiling tile, roofing shingles, fireproofing materials, acoustical insulation, boiler and pipe insulation, electrical insulation, window putty, blackboards, lab gloves and bench tops – the list is endless. Asbestos is of greatest concern when it is friable (capable of being crumpled, pulverized or reduced to powder by hand pressure) or physically disturbed by drilling, sanding, grinding scraping, breaking, or any other abrasive or destructive activity. This is when the asbestos has the greatest chance of becoming airborne and being inhaled by building occupants.

Please do not drill holes in walls or make other structural changes without approval from Facilities Management.

Asbestos management on campus is performed by special Environmental Health and Safety crews. For further information, visit the EH&S web site: http://www.colorado.edu/ehs/.

If asbestos contamination has occurred or is suspected, it is extremely important that you follow this procedure exactly:

- Obtain the reporting person's name and phone number.
- Record the date, time, and exact location of the suspected asbestos.
- If possible, find out what type of asbestos-containing material is involved (tiles, pipes).

Do not attempt to pick up or remove the suspected asbestos contaminated material. Secure the area if possible.

Contact Environmental Health & Safety (EH&S) at 303-492-6025.

Chemical and Radioactive Emergency Procedures

Always assume that a chemical or radioactive spill is dangerous. For both types of spills:

- Instruct the caller to keep away from the spill or the area of the spill.
- Call UCPD at 911.

Environmental Health and Safety Emergency Procedures

The Department of Environmental Health and Safety (EH&S) conducts investigations of all accidents and incidents that affect one's health and the environment (fires, occupational accidents, accidents involving hazardous materials and laboratory accidents).

The goal of EH&S is to furnish services that protect life, the environment, University property and operations, enabling faculty, staff, students and the general public to carry out the activities needed to achieve the mission of the University. For this reason a copy of all UCPD reports on such incidents should be forwarded to EH&S. You can find more information on their web site http://www.colorado.edu/ehs/

Occupational Safety/Facility-Premises Safety/Accident Investigation

Any incidents or injuries involving students, faculty, staff, visitors, property damage or any incident in a laboratory should also be called in to UCPD Dispatch at 303-492-6666 or 911.

Sanitation Safety

Notify UCPD of any incidents affecting the quality of foods and the environment in food service areas, and any incidents affecting sanitary conditions in dormitories, recreation center or football games. They will contact EH&S.

Hazardous Materials and Waste Disposal

Hazardous materials must not be poured down drains or sinks!

Disposing of any container that contains a hazardous chemical or residue in the domestic trash is prohibited and is environmentally unsound.

Individuals who willfully violate these laws will be held liable for their actions.

If you have questions whether or not substances are hazardous or if you need disposal information, please contact EH&S at 303-492-6025 or visit them at http://www.colorado.edu/ehs/

Natural Gas Emergency Procedures and Accident Prevention

Emergency Procedures

The procedure for natural gas emergencies is similar to that for fire emergencies.

Natural Gas Leak/Smell inside Buildings

Guidelines

If you smell natural gas, **PULL THE FIRE ALARM**, do not turn electrical switches on or off, do not use a phone or a cellular phone inside the building, do not use any potential ignition sources or open flames,

use common sense and never take risks that may endanger you or others, do not return to the building unless advised to do so by the BFD or UCPD. If possible, open doors and windows to ventilate the building. However, do not spend additional time opening doors or windows if there is an imminent danger of explosion or fire that would jeopardize your safety. Always leave the building quickly by the fastest possible route.

Procedures

When you suspect or detect a natural gas leak or observe a flammable material spill, follow the emergency procedures listed below regardless of intensity of odor or size of spill.

- **PULL THE FIRE ALARM.**
- Leave the area.
- Immediately evacuate the building via the shortest and safest exit route.
- Do not use elevators; always use stairs.
- Go to a safe area or to a pre-assigned exterior assembly area for your building.
- Call 911 from the nearest phone in safe area.
- Await emergency response personnel at safe location.
- If you know or suspect that someone is missing or trapped, contact the emergency personnel outside the building.
- If you are trapped during a gas release/emergency, close all doors between you and the gas leak. Stuff the cracks around the doors. Wait at a safe window and signal/call for help. If there is a phone in the room, call 911 and tell them exactly where you are.

Natural Gas Leak/Smell outside Buildings

If gas odor is sensed in any building, then the procedures summarized above apply. If gas odor is strictly limited to areas outside buildings, the Customer Service Center is still required to transfer the caller to 911 and notify all personnel in tunnels. UCPD dispatchers will notify the responders including the FM Customer Service Center, BFD, Xcel and Housing Department personnel who are on the call-out list and all other emergency responders based on the call-out list. UCPD will direct the Customer Service Center to notify FM responders as soon as the life safety responder protocols are initiated.

Procedures

Move away from the area suspected of gas leak and follow the directions given by the UCPD and BFD. If you are the person who discovered the gas smell, call 911 and follow the directions given by the 911 operator.

Customer Service Center Responsibilities

If there is a possible life safety issue (gas odor or smell of smoke) the Customer Service Center is to inform the caller to pull the closest fire alarm pull station and then promptly transfer the call to 911 or, have the caller hang up and immediately call 911. Interviewing the caller to determine more in-depth information would only delay the emergency response. UCPD dispatchers are trained to interview

individuals to determine the relative threat to life safety, and to initiate a notification to appropriate agencies that will then proceed promptly to the scene to assess the situation.

Other Agencies' Responsibilities

UCPD dispatchers will notify the responders including the FM Customer Service Center, BFD, PSCO Xcel and Housing Department personnel who are on the call-out list and all other emergency responders based on the call-out list. UCPD will direct the Customer Service Center to notify FM responders as soon as the life safety responder protocols are initiated.

Natural Gas Accident Prevention

The following safety guidelines are to be considered.

Safety Guidelines for Occupants

- A major part of any prevention program is good housekeeping practices.
- Keep all combustible materials away from the flame of your gas appliances.
- Follow manufacturer's instructions in the care and operation of gas-fired appliances.
- Don't block furnace room air vents. Gas appliances require air to burn fuel completely and operate efficiently. A yellowish flame can signal improper operation.
- If the pilot flame on a gas appliance goes out, shut off the gas supply at the appliance's valve and allow time for accumulated gas to escape before attempting to re-light pilot flame.
- Have qualified personnel handle natural gas-related repair and installation jobs.

Access Services

Please contact at 303-492-6609 or http://www.colorado.edu/fm/services/locks for further assistance

Access Requests

UCPD receives a large number of requests to open doors after hours. UCPD Campus Security Officers current policy is to verify that the persons have after-hours access by swiping their Buff One Cards. If not, then the persons may attempt to contact you, the proctor to see if the requestor has permission to gain access to the building/office. Building access should be scheduled through you prior to the access date. Your personal numbers are never given out. The Customer Service Center will not send someone out to open doors.

If you would like your phone number removed from this list, please contact UCPD at 303-492-6666. Remember, if you remove your number then no one will be granted access and will be told to visit the main office the next business day.

"C" Medeco Master Key Procedure

There are now a number of rooms on campus that have been keyed to a restricted "C" Medeco key. These rooms are intended to be high-security rooms. The only personnel that have "C" Medeco keys (other than authorized department personnel) are UCPD Officers only.

Please contact UCPD to gain access to these rooms. The Customer Service Center dispatchers will contact UCPD for maintenance access to these rooms.

Door Problems

With door or security problems, ask the reporting party if it is a door hardware problem or a lock/key problem. At the request of Access Services they may advise you to contact UCPD of the problem if after hours, holidays or on weekends, so that they may conduct directed patrols in the area.

Lock or Key Problems

Please follow the procedures below for lock or key problems:

- If the problem involves an after-hours security risk you should contact UCPD at 303-492-6666. Then contact the Customer Service Center.
- If the lock appears to have been tampered with, tell the reporting party not to touch anything and then call UCPD so that the scene can be checked.
- If a key has been broken off in a lock, this constitutes an emergency so please contact the Customer Service Center at 303-492-5522 for assistance.
- If entry is needed to high security rooms (keyed on the “C” Medeco system), please contact UCPD directly at 303-492-6666.
- If FM personnel need access to any of these rooms, the Customer Service Center will contact UCPD to arrange access.

Panic Hardware Problems

Please try to obtain the following information concerning panic hardware problems:

- Ask the reporting party if the problem is a key lock or panic hardware problem.
- If the problem is the panic hardware, try to determine if the problem is the hardware.

Request to Open Doors

If you receive a request to open a door or classroom, you should try to open the door with your set of master keys. If you find the door will not open due to a hardware problem, please contact the Customer Service Center so they may dispatch Access Services personnel.

If UCPD security receives an after-hours emergency request to open a door in your building, they will give your office or home phone number to the requester so that they may call you about opening the door. Please advise UCPD if you do not want your phone numbers released.

Security Alarms

Door Intrusion Alarms:

If you receive a call to reset a Door Intrusion Alarm, please contact the person in your building who oversees these alarms or your alarm maintenance contractor. Facilities Management does not repair or work on intrusion alarms.

Advise UCPD at 303-492-6666 of the intrusion alarm problem so they may take additional measures, if needed.

Door Alarm Not Working:

If you receive a call that a Door Alarm is not working (the type that alarms when you push the door open), you should contact the Customer Service Center with the exact location.

Architectural Floor Plans

As building proctor, you may find floor plans useful for referencing room numbers when reporting situations to the Customer Service Center. The Computer-Aided Drafting (CAD) office within the Department of Facilities Management maintains architectural floor plans for each building on the Boulder campus. Each floor level is represented on a separate sheet. Each drawing is plotted on reproducible media so those blueprints can be made upon request. All buildings are plotted to scale, usually 1/16"=1'-0", on either 18x24" or 24x36" media. The following information is included on the floor plans:

- Structural columns
- Permanent walls
- Doors showing direction of swing
- Windows at 4' above floor level
- Room numbers and assignable square footage
- Restroom fixtures
- Stairwells, stairs and elevators
- Exterior patios, docks, stairs, etc. (single line)
- North symbol
- Title block which includes:
- Building name, complex and address
- Date of drawing and date of last revision
- Drawing scale
- Drawing file name
- Sheet number and total number of sheets
- Building gross square footage
- Official building number
- Floor GSF

- Floor level designation

To request floor plans for your building, send an interdepartmental invoice (IN) to the CAD office at 453 UCB. CAD is physically located on East Campus at RL2 (1540 30th Street). The office can also be contacted via email at fmcad@colorado.edu. If you need information regarding charges for plans, please refer to the CAD web page at https://www.colorado.edu/fm/services/cad

Custodial

The Campus Building Services division cleans and sanitizes all general fund facilities and several auxiliary/self-funded facilities, provides recycling services, solid waste removal. Service areas include, but are not limited to:

- Offices, receptionist offices, receptionist/waiting areas, interview/testing rooms, mail rooms, media projection and file rooms are serviced once per week.
- Public lounges rooms, departmental lounges/break rooms/kitchens are serviced daily.
- Public area restrooms and locker rooms – serviced once daily Monday through Friday.
- Other public areas (main corridors, lobbies, entryways and elevators) – serviced four days per week Monday, Tuesday, Thursday and Fridays.
- Loading docks, shipping/receiving areas - serviced once per week.
- Classrooms and auditoriums - serviced once daily Monday through Friday.
- Conference rooms - serviced daily.
- Student practice rooms, study rooms and library Stacks – are serviced twice per week.
- Laboratories are serviced twice per week.

Elevator

Elevator Repair Procedures

For problems with elevators in your buildings, please follow the procedure listed below:

- If an elevator is not working correctly, please advise the Customer Service Center of the location of the elevator and, if known, what the problem is.
    - There is a silver equipment tag located inside and outside the elevator cab. Providing this information to the dispatcher will give better information to the elevator technician
- If someone is stuck in an elevator, the emergency phone in the elevator will connect with the Customer Service Center directly. These phones cannot dial any other telephone number so they are only useful to someone stuck in an

elevator; however, they are a two-way communication between the dispatcher and the occupant in the event of an entrapment.

Requests to open elevator room doors, retrieve keys fallen into the shaft or to help retrieve any equipment left in elevator rooms, should be called to the Customer Service Center. Please have a speed type and account number ready as this work is subject to recharge. After-hours requests for these types of problems will be held until the following business day.

Please label out-of-service elevators with an "Out of Order" sign until the Facilities Management maintenance personnel arrive.

Electrical

ELECTRIC LOAD SHED

What is electric load shed?

Situations may arise with the CU campus electric system when too little electric capacity exists to serve the campus electric load. These situations can include the loss or instability of both Xcel power electric feeders to the campus and/or the loss of campus electric generation. Problems with the production of steam and chilled water at the powerhouse can also affect the production of electricity.

When electric supply falls short of campus load, systems and buildings need to be disconnected from the electric system. The load-shed program is designed to provide a logical progression to quickly switch campus electric load off the system.

How does the electric load shed actually occur on campus?

The electric load shed occurs sequentially in three stages beginning at Level 1 and continuing up to the point at which sufficient load has been shed to accommodate the situation. The levels are as follows:

Level 1: The first level of the load shed cycles building environmental control systems such as pumps, fans, etc. Level 1 load shed is implemented through a central, computerized building control system called the Andover system. Building control systems are cycled from building to building. Approximately 1.5 mw of load will be shed at Level 1.

Level 2: The second level of the load shed isolates selected resident halls from the campus electric system. The selected halls have back-up generators. The actual list of residence halls that are affected will be changed as many of the residence halls have outgrown the size of their back-up generators. Level 2 is expected to shed approximately .8 mw of load.

Level 3: The third level of load shed disconnects groups of building on campus by tripping up to three electric distribution devices. Each device will be tripped individually until the necessary level of load shed is achieved. Approximately 3.65 mw of load will be shed at Level 1.

The campus peak campus electrical load is 21 MWs for 2002 (do you have information for 2007??). The co-generation facility has the capability of producing 15 MWs with one turbine running. Peak campus load minus one generator and both Xcel feeders mandates a load shed of 6 MWs.

Communication details:

During a situation where load shed becomes necessary, Powerhouse personnel are busy assessing the situation, therefore the Customer Service Center will become the central point of contact for communications. The Powerhouse will feed the Customer Service Center information that will be disseminated.

To speed the flow of information, having the Powerhouse know what information the Customer Service Center and other emergency response entities will likely need is desirable. Information to be provided by the Powerhouse to the Customer Service Center may include:

- Initial summary of the cause of the problem
- A list of utilities affected and the time utilities were lost
- Level of load shed implemented
- Damage assessment and estimated recovery time

Electrical Power Outages

In the event of a power outage, to minimize potential damage to expensive scientific instrumentation, and/or experiments and to avoid the creation of hazardous situations, please contact the Customer Service Center as soon as possible. Please try to obtain the following information:

- Is the entire building or only a portion of the building affected by the power outage?
- What is the room numbers of the areas involved in the outage?

As a precaution against damage to equipment, remind the requestor to shut off all electrical appliances and computers before the power comes back on.

Please contact the Customer Service Center if you would like to be added to the Proctor notification list regarding power outages on campus.

Lighting Repair Requests

Interior Light out Requests

When you contact the Customer Service Center with an interior light out or repair request, please have the following information available:

- Exact location of the light out or repair
- Is it a fluorescent or incandescent light?
- Is there a humming or buzzing coming from the light fixture?
- Is there a burning smell or is the ballast dripping a dark liquid?

- Is the entire room dark or are several lights still out?
- Lights out can also be reported via the web site at https://famis.colorado.edu:4444/ecfss_prod/fweb.home?p_navid=101
    - De-lamping requests can be made from the web site

Exterior Light out Requests

When you contact the Customer Service Center with an exterior light out or repair request please obtain the following information:

- Light pole light number or exact location of the light
- What is the exact problem with the pole light (out or flickering)?

Facilities Management strives to replace these lights as soon as possible. If the area is completely dark, contact the Customer Service Center at 303-492-5522 for assistance.

Fire-Safety and Housekeeping

Building proctors are to be responsible for fire-safety related issues and fire-related housekeeping issues within their building. These issues are to be identified and addressed as soon as possible after recognition of the problem at hand. These issues include but are not limited to:

- Storage within enclosed stairwells
- Abandoned storage in hallways
- Storage of items within a hallway that could be deemed hazardous to occupants
- Trash accumulation within hallways, i.e. boxes, packing materials*
- Occupant storage in mechanical rooms
- Blockage or propping open of fire doors, rendering them inoperable**
- Storage within hallways that obstructs egress***

You are encouraged to inspect their buildings on a weekly basis and address any issues that are found. Addressing these issues may include taking action personally or delegating responsibility to either the building occupants or the persons responsible for the violations.

The addressing of these issues is for your safety and the safety of your occupants.

If you have any questions regarding fire-safety, issues please contact the Fire and Life-Safety Group (FLS) or the Campus Fire Marshal at 303-492-4042.

*Section 304.2 of the International Fire Code (IFC) states that combustible rubbish is not to produce conditions that will create a nuisance or a hazard to the public health, safety, or welfare.

** Fire doors that are held open by magnetic holders, which are attached to the building's fire-alarm system, are allowed to remain open as long as their swing is unobstructed. If you have any questions regarding fire doors, please contact the Campus Fire Marshal.

*** Section 1003.6 of the 2003 edition of the International Building Code (IBC) states the path of egress travels along a means of egress is not to be interrupted by any building element other than a means of egress component. Obstructions are not to be placed in the required width of a means of egress. The required capacity of a means of egress system is not to be diminished along the path of egress travel.

Section 1016.2 of the IBC states that the minimum corridor width is to be as determined in Section 1005.1, but such width is not to be less than 44 inches for corridors serving an occupant load of more than 50 people and not to be less than 36 inches in width for corridors serving an occupant load of 50 or less.

Section 1027.2 of the 2003 edition of the International Fire Code (IFC) states that required exit accesses, exits or exit discharges are to be continuously maintained free from obstructions or impediments to full and instant use in the case of a fire or other emergency.

HVAC

Air Conditioner Repair

If you receive a request for the repair of a dedicated air conditioner (air conditioner used to cool a specific area vs. the "house" air conditioner), you need to obtain the following information:

- Name of the contact person and their phone number
- Location of the air conditioning unit
- Description of the work required
- Speed type account number so the work order can be processed. This work does not fall under general fund work.

Cold Room Repair Procedures

If you receive a request for the repair to a cold room or environmentally controlled room, please obtain the following information:

- Contact name and phone number
- Exact location of the cold room
- Description of the work required
- Speed type account number in order to process the work orders

Compressed Air Failure Emergency Procedure

If you receive a report that the Compressed Air has failed please try to clarify the with the reporting party if the compressed air is not working or do they mean that the building air (heating/cooling) is not working.

Computer Room Alarms

If you receive a report of a computer room alarm, please make sure the requestor provides the following:

- Contact name and phone number
- Exact location of the alarm
- Description of the problem

When a computer room alarm is received, it means that the air conditioning or humidity regulation has failed. When the air conditioning goes down, the computers may fail.

Evaporative/Swamp Cooler Repair

If you receive a call for repair to an evaporative cooler (swamp cooler), please obtain the following information:

- Location of the evaporative cooler
- Contact name and phone number
- Description of the problem or the work required
- Speed type account number, if not a General Fund building, in order to process the work order

Heating and Cooling Repair Procedures

If you receive heating and ventilation complaint of too hot, too cold or no airflow in a room or area, obtain the following information:

- What room(s) is affected
- Is the room too hot or too cold?
- Is there airflow to the room(s)?

Refrigerator / Freezer Repair Procedures

If you receive a request to repair a refrigerator or freezer, please obtain the following information:

- Contact name and phone number
- Location and type of the unit needing repair
- Description of the problem
- Speed type account number in order to process the work order (this work is not general fund work)

Warm Room Repair Procedures

If you receive a request or alarm for the repair of a warm room, please obtain the following information:

- Contact name and phone number
- Description of the problem or work required

- Location of the unit
- Are animals, experiments, or equipment in danger?
- Speed type account number in order to process the work order(this work is not general fund work)

Alarms from a warm room usually indicate a malfunction or failure in the heating system.

IPM - Integrated Pest Management

IPM is a strategy that focuses on the long-term prevention of pests through a combination of tactics, which are targeted at the specific pest. The primary goal of IPM is to minimize impact to human health, the environment, and non-target organisms by least-toxic control methods. The University is fortunate to have full-time IPM professionals, who are dedicated to reducing pesticide use and providing long-term solutions to pest problems.

Here are some preventative measures you can take to help keep the pests away:

1. Always keep your work space as clean as possible
    - If food is allowed in the area, always clean up any crumbs or drinks that might have spilled. A few crumbs on the floor or under a desk can support many roaches and can attract ants and mice.
2. Notify the Customer Service Center of any plumbing leaks.
    - Small leaks can support a wide variety of pests, especially roaches and silverfish.
3. Keep a clutter-free environment
    - Clutter provides an ideal spot for pests to hide or nest.

Report any pest problems at first sighting to the Customer Service Center for the appropriate response and treatment. There are many pesticide-free options available.

Animal Removal

If you receive a call concerning an animal inside or outside of a building (live or dead), do not attempt to remove the animal yourself. Obtain the following information and pass it on to the Customer Service Center:

- Find out what type of animal is involved
- Get the exact location of the animal

Animal carcasses shall not be placed in trashcans, dumpsters or taken to landfills for disposal. Live animals should not be handled.

Pest Problems (Insect or Animal)

When you have an insect or animal problem, please obtain the following information:

- The exact location of the problem
- The type of insect or animal that is involved
- Contact name and phone number

Contact the Customer Service Center at 303-492-5522 to set up a Service Request for an IPM professional to respond.

Outdoor Services

Irrigation / Lawn Sprinkler System Emergency Procedure

If you receive a call concerning an irrigation or lawn sprinkler problem (system running too long or flooding), please obtain the following information:

- The specific location
- Is the problem a single "geyser"?

If the problem seems to be a single geyser, then contact the Customer Service Center and advise them of the location and how big the geyser is.

Snow Removal Procedures

Facilities Management, Housing, Parking and Transportation Services and Dining Services will make an effort to remove snow and slush from campus sidewalks, outside stairs, parking lots, and paths by 7:30am, before it becomes trampled down.

The decision to call out plows and the hand snow removal crew will be made based on snow accumulations noted by the University Snow Marshall, UCPD, current weather forecasts, and first-hand visual observations. Please refer to campus closure policy and procedures located on the web at http://www.colorado.edu/safety/

All snowplows and snow equipment have a designated route, equipment operator and back up operator. Should an area need attention or you have a special request, contact the Customer Service Center at 303-492-5522.

Housing requests are handled by Housing Maintenance at 303-735-5555

ALL Parking Lots are handled by Parking & Transportation at 303-492-7384

Paint/Sign

Painting

The Paint Shop is responsible for painting all of the Main Campus areas, East Campus areas, as well as Grandview properties. They provide painting services that follow current CU campus standards.

The Paint Shop also paints all common areas on campus, some examples are:

- Halls
- Bathrooms
- Classrooms

The type of areas, they paint for campus departments include:

- Entryways
- Offices
- Meeting rooms
- Laboratories
- Graffiti removal interior and exterior (often in conjunction with Outdoor Services)

Signage

The Paint Shop also fabricates and installs all exterior building, departmental, directional, and specialty signs; some examples are:

- Name plates
- Room numbers
- ADA
- Departmental
- Specialty signs

In addition, they fabricate die cut vinyl signs for wood, metal, glass and other surfaces. They also provide layout work for sign designs and coordinate with outside vendors for work outside their shop's scope. All sign work is done to current CU Campus Standards and when necessary they work with the campus architect.

Plumbing/Steam

Boiler Emergency

If there is a problem with a boiler in your building, please obtain as much of the following information as possible:

- Exact location of the boiler (room number, etc.)
- The nature of the problem with the boiler (alarm sounding, noise, no heat, steam or water leaking from the boiler, etc.)

Building Flood Emergency Procedure

In the event of a building flood or water leak, please obtain as much of the following information as possible:

- Exact location of the flooding
- Extent of the flooding (how many rooms are involved, the room numbers)
- Any safety considerations involved (electrical panels, computers, experiments, etc.)
- The size of the flood (puddle, etc.), and exactly how much water is on the floor

Facilities Management needs to know to handle this emergency so as much information you can provide the better.

Steam Leak Procedures

In the event of a steam leak in your building, please obtain the following information:

- The room numbers or exact location where the steam is blowing or leaking
- Is the steam leak large or small?
- Is it coming from the radiator?
- Is there a large amount of noise involved?

Steam Pressure Loss Emergency Procedure

In the event of a complete loss of steam pressure at the Powerhouse, supply fans served with steam from the Powerhouse will automatically shut down to protect the systems from freezing. If the steam is going to be out for a protracted period, the Customer Service Center will contact you to let you know when the steam is expected to be restored.

Water or Sewer Line Breaks

In the event of a major water main or sewer break, please obtain the following information:

- Is it water line, sewer line, or break?
- Is the leak a small puddle, a large flood, etc.?
- Is the leak a drip, gush, or torrent?

Pull the fire alarm and evacuate the building, if you believe the leak is a safety threat to building occupants.

Preventive Maintenance

Fire Extinguishers

Each laboratory, office area and trade shop must have access to one or more properly selected fire extinguishers. The extinguishers should be located near an exit with a sign clearly showing its location, and it must be unobstructed at all times.

Unless specifically requested, class ABC fire extinguishers are the campus standard. This type of extinguisher will work on all fires (ordinary combustible, flammable liquid, electrical).Special class D extinguishers should be provided where reactive metals and metal hydrides are being used.

Please review the directions on the fire extinguishers to ensure these extinguishers are fully charged and in proper working condition. The Preventive Maintenance shop routinely checks extinguishers. They will be inspected, tested, and recharged in accordance with the requirements of NFPA-10. A low pressure or partially used extinguisher must be taken out of service immediately and replaced with a fully charged unit.

Willful tampering or unapproved removal of fire suppression equipment is a criminal offense punishable by disciplinary action, fine, or imprisonment.

Contact the Customer Service Center at 303-492-5522 to obtain new or replacement extinguishers.

Recycling/Solid Waste

Trash and Recycling Pickup on Campus

For trash pickup on campus, please obtain the following information:

- Exact location of the trash
- Type of trash to be picked up

The Solid Waste Crew empties outdoor dumpsters and the Outdoor Services Crew empties outdoor trashcans. The Custodial Crew picks up indoor trash.

Facilities Management, in partnership with the CU Environmental Center, provides recycling services campus wide. Included are bottles, cans, newspapers, office paper, cardboard, magazines, toner cartridges, etc. For more information, visit the recycling web page at https://www.colorado.edu/fm/services/recycling

Roofing/Sheetmetal

Roof Leaks

If you receive a report of a roof leak in your building, please try to determine the following information:

- Room number
- Is this leak an emergency, drip, stream, or torrent?
- Is there computer equipment or experiments that could be damaged by the leak?

Contact the Customer Service Center at 303-492-5522

Vandalism Reporting

Colorado Revised Statutes 18-8-115 Duty to Report a Crime:

It is the duty of every corporation or person who has reasonable grounds to believe that a crime has been committed to report promptly the suspected crime to law enforcement authorities

If you encounter vandalism or witness criminal mischief in a building or on campus:

- Contact UCPD at 2-6666 to report the incident. Please stay by the scene to meet the officer and file a report.
- If there is damage to campus property, please contact the Customer Service Center to start a request for repairs. The Customer Service Center will contact University Risk Management to conduct a damage assessment for repair.