

# IRRIGATION, GROUNDS AND MAINTENANCE REPORTING PROTOCOL AND PROCEDURE

REVISED January 21, 2015

*If any Staff member is contacted by anyone regarding irrigation or grounds maintenance (irrigation systems, trees limbs, missing signs, dog poop stations, etc.) issues please follow the following procedures.*

1. Collect as much information as possible from the reporting party including their name, the nature of the issue and the location of the issue. Get street name and approximate intersection information and/or other land marks.
2. Try to understand how severe the issue is and whether or not it is an emergency.
3. Many reports will be regarding the **irrigation system or an irrigation ditch issue.**

## **Key Irrigation System or Ditch Questions:**

Where is the problem? Get a street address, geographic location (i.e. Orchard Park, The Ranch House etc.), a landmark or other means by determining the location.

- Determine whether the location of the problem is on **RVR/Town of Carbondale property (Note: TOC right-of-way includes parks or land that falls within 15 feet of the edge of street or land between the bike path and edge of street)**, or the location of the problem is on the Golf Course or on a private residence.
- If the problem is on the Golf Course, try to determine what golf hole it is on, near the tees or green etc. For example, "it is on golf hole #5 near the green. **"If the issue is on the golf course, please skip down to Item 6 below.**

What is the problem?

- Is water gushing and it appears to be an emergency? Is it a head just dribbling and a non-emergency?
- Are there other sprinklers on in the area or is it the only one spraying?
- Does the water stop flowing when the sprinklers go off or does it continue to leak when the other sprinklers in the area turn off?
- Is water shooting straight up or out laterally from the sprinkler head?
- Is the ground or turf starting to heave or bubbling?

How long has the problem been going on?

- How long has the water been spraying/leaking/soaking?

4. Once you understand the nature and location of the issue, and the issue is NOT on the Golf Course, follow the following procedure(s):

Call the Irrigation Master Technician Rich Myers immediately at 970.618.6341 with the details. If Rich does not answer, make sure and leave a detailed voicemail. Rich is on site typically Monday thru Thursday 6 am to 230 pm. If you have called Rich, got his voicemail and left a voicemail, proceed to Item 5 below.

5. For Irrigation Emergencies during Weekends/evenings (after 3:00pm), call:

Call Magdiel Vega first and leave a detailed voicemail if he does not answer. Magdiel's phone number is 970.618.8459. If you have tried Magdiel and left a voicemail, then call Ian Hause at 970.319.6970 and follow the same protocol. If you have attempted to contact Rich, Magdiel and Ian, and have left voice messages and have not been able to reach any of them, call Guillermo at 970.618.3255.

**After contacting the appropriate party, always call Ian on his cell at 970.319.6970 and let him know what has occurred and who is following up.**

*Then...please follow up on all weekend/evening Irrigation and other emergencies with an email to Ian ([rvrmanager@rvrcommunity.com](mailto:rvrmanager@rvrcommunity.com)) and Rich ([rvrmaintenance@rvrcommunity.com](mailto:rvrmaintenance@rvrcommunity.com)).*

6. **You have determined the irrigation issue is clearly on the GOLF COURSE.** Please follow the following process (after you have determined the location and nature of the issue to the best of your ability):

1. **Contact Golf Course Superintendent, Chad Weaber, at 717.202.5847.** If Chad does not answer, leave a detailed message and then proceed to step 2.
2. **Contact Golf Course General Manager, Alden Richards, at 970.963.3625.** If Dave does not answer, leave a detailed message and proceed to step 3.
3. **Contact Rodolfo Lopez, Golf Staff, at 970.319.7321**
4. **Contact Lew Ron Thompson, Golf Staff, at 970.379.0726 or 970.963.2772.**

Once you have contacted the golf staff referenced above, call Rich Myers and let him know what has occurred, who you contacted and what is being done to resolve the issue. Regardless of who you contact at Golf, follow up with an email to the Golf Course Superintendent, Chad Weaber, at [chad@rvrgolf.com](mailto:chad@rvrgolf.com) and copy Ian [rvrmanager@rvrcommunity.com](mailto:rvrmanager@rvrcommunity.com) and Rich [rvrmaintenance@rvrcommunity.com](mailto:rvrmaintenance@rvrcommunity.com) on that email.

THANK YOU FOR FOLLOWING THE PROTOCOL. MAKE SURE AND GET AS MANY DETAILS AS POSSIBLE WHEN A REPORT COMES IN WHETHER OR NOT THE REPORT IS MADE IN PERSON, BY PHONE CALL, OR EMAIL. TAKE WRITTEN NOTES ON THE INFORMATION YOU ARE ABLE TO GATHER. THE MORE INFORMATION WE HAVE THE BETTER AND QUICKER WE CAN ADDRESS THE ISSUE AND GET IRRIGATION BACK IN OPERATION!!!