



STATE OF  
COLORADO

Garza - CDLE, Candace <candace.garza@state.co.us>

## Fwd: FW: [External] Security issue

**Knight - CDLE, David** <davidj.knight@state.co.us>

Wed, Sep 8, 2021 at 4:35 PM

To: Candace Garza - CDLE <candace.garza@state.co.us>, Greg Johnson - CDLE <greg.johnson@state.co.us>, Scott Narreau <Scott.Narreau@state.co.us>, "Sohl - CDLE, Leslie" <leslie.sohl@state.co.us>

Please read.

----- Forwarded message -----

From: **Robert Glassmire** <[rglassmire@garfield-county.com](mailto:rglassmire@garfield-county.com)>

Date: Wed, Sep 8, 2021 at 4:21 PM

Subject: FW: [External] Security issue

To: Matt Jenness <[mjenness@garcosheriff.com](mailto:mjenness@garcosheriff.com)>, Megan Alstatt ([malstatt@garcosheriff.com](mailto:malstatt@garcosheriff.com))

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<[davidj.knight@state.co.us](mailto:davidj.knight@state.co.us)>

Hello Everyone,

I wanted to share with both of your agencies the following contact I had with [REDACTED] earlier today at about 12:19pm. [REDACTED] called our office and left a message, but it was if [REDACTED] didn't realize [REDACTED] was leaving a message because [REDACTED] just said hello several times and disconnected. I called back from my cell phone and got a generic voicemail. [REDACTED] called back shortly after and spoke with [REDACTED] briefly. [REDACTED] told me that [REDACTED] visited the Caverns in 2019 and had an incident where [REDACTED] rode the Mine Drop, sat on the seatbelt, and the operator buckled the belt while [REDACTED] was sitting on it. [REDACTED] told me that it took persistence to get the operator to realize the belt was not fastened around [REDACTED]

[REDACTED] told me [REDACTED] had sent the Caverns an email in 2019 explaining [REDACTED] concern and experience. [REDACTED] said [REDACTED] never heard back from the Caverns. Today at 3:44 [REDACTED] forwarded the email to me. The entire email conversation is below.

Please let me know if you need anything else from me. I will be including my interaction and this email in our coroner's office report.

-Rob

Robert M. Glassmire

Garfield County Coroner

Cell: [REDACTED]

**From:** Robert Glassmire

**Sent:** Wednesday, September 8, 2021 4:03 PM

**To:** [REDACTED]

**Subject:** RE: [External] Security issue

Thank you [REDACTED] I am going to forward your email and phone number to the state investigators and the sheriff's office investigators. I expect that someone will reach out to you soon. In the meantime, please do not hesitate to contact me if you have any questions. Thank you very much for your courage in contacting me and sharing your email and experience.

Robert M. Glassmire

Garfield County Coroner

Cell: [REDACTED]

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**From:** [REDACTED]  
**Sent:** Wednesday, September 8, 2021 3:44 PM  
**To:** Robert Glassmire <[rglassmire@garfield-county.com](mailto:rglassmire@garfield-county.com)>  
**Subject:** Fwd: [External] Security issue

Hello Rob,

I hope you are doing well. I am reaching out to you today to call your attention to an incident that happened to me that I think has bearing on an investigation you are conducting.

Below is an email that I wrote in 2019 to Glenwoods Caverns concerning a security issue that happened to me when I visited their park that year. As you will read in the details below, this was a serious problem that they needed to address.

unfortunately I heard nothing back from them, and no one reached out to me to ask me what happened on that ride.

Please let me know if you need any further information from me, you can reach me both via email or phone.

Thank you,

[REDACTED]

----- Forwarded message -----

**From:** [REDACTED]  
**Date:** Thu, Aug 15, 2019 at 1:15 PM  
**Subject:** Security issue  
**To:** <[info@glenwoodcaverns.com](mailto:info@glenwoodcaverns.com)>

Hello,

I am writing you today because of a serious security issue I experienced at the adventure park. Yesterday while my family and I were getting seated to ride the Mine Drop, everyone was getting strapped in their seats. [REDACTED] came around and was buckling-in people, when it came to my turn [REDACTED] bucked- in my seat belt...but my belt was not around my waist. I called [REDACTED] attention to this ( I was sitting on the belt and [REDACTED] didn't even give me a chance to get up and put the belt around me) and said I'm not buckled in, [REDACTED] disputed this and said no I've buckled it in. I said no again its not, [REDACTED] pulled on it not bothering to check if it is indeed around my waist, and then said see its secure. I told [REDACTED] that the strap was underneath me, [REDACTED] response was "oh that's awkward" and then went back to unlock the buckles and re buckled me in. During the whole ride all I could think of was what if I didn't insist on [REDACTED] checking again? I had no idea what the ride was, I didn't know that the floor was going to drop. This could have ended in tragedy for everyone. We were the last ones on the ride before the park closed.

Another incident worth mentioning is that while my [REDACTED] was waiting to go on the same ride earlier that day [REDACTED] was sitting on floor waiting to go in, [REDACTED] had his head back on the wall and [REDACTED] eyes closed. A [REDACTED] tapped him on the shoulder and said to [REDACTED] " please check your own seat belts because the [REDACTED] inside is not doing a good job checking the seat belts and you could fall". [REDACTED] also mentioned that [REDACTED] almost had a similar experience but my bro [REDACTED] could not remember exactly what it was. Needless to say, the fact it was a recurring theme was disturbing.

I urge you to look into this, otherwise you could have customers who will get seriously injured or even worse, dead. Safety is and should always be the prime objective of any work place and I have serious reservations about your park. Staff who take these issues lightly reflects on management and the owner.

I think a person like [REDACTED] should not be working machines like this, [REDACTED] displayed complete indifference to the safety of customers as well as incompetence when it comes to [REDACTED] job. In addition, all your rides have safety measures in place to prevent such mistakes (e.g. the canyon swing and cliff hanger). I suggest you alter your equipment as a mitigation to human error.

I would like to hear back from you about the steps you have/are taking to ensuring this does not happen again, and hope to see the results next time I am there. I am not looking for any monetary gain or refunds, I simply want to make sure no one ever gets hurt during these rides.

If you need to contact me my email is a good way to do so.

Thank you for your attention to this matter.

Sent from my iPad



**VoiceMessage.wav**

86K