



**Volume 2 - TAB F
(ELEVATOR RESPONSE PLAN)
TO
APPENDIX 8 (FACILITIES MANAGEMENT)
TO
ANNEX E (PLANNED RESPONSE ACTIVITIES-UA OPERATIONAL SUPPORT)**

OBJECTIVE

To provide information concerning procedures to be used governing elevator trouble calls during disasters or situations affecting the operation of elevators.

PROCEDURES/INSTRUCTIONS

Normal Business Hours Procedures

A. UA Police Dispatch

1. Receive call from passenger, trapped or otherwise. Information needed includes the following:
 - Location, elevator number, name, phone number (if appropriate), nature of problem.
 - Inquire as to whether or not an injury has occurred and, if so, the nature of the injury. Assure that medical rescue personnel will be contacted immediately.
 - Indicate that a mechanic will be contacted and dispatched immediately but may take up to 15 minutes to respond.
 - If time allows, keep trapped passenger on the line or request interim callbacks at passenger's preference to do so, explaining that the line must be kept free for other emergency calls.
2. If an injury is reported, an officer is dispatched to the scene and appropriate emergency personnel are contacted (i.e., Medical Rescue, etc.). No attempt will be made by UA Police Officer to release trapped passenger(s) but he/she will remain on the scene to offer solace until emergency personnel arrive to release passenger(s).
3. Contact Facilities Management Dispatch Desk indicating the nature of the problem.

4. Copy of Police Report is transferred to Risk Management by morning of next day.

B. Facilities Management Dispatch Desk

1. Receive call from campus community, AHSC Maintenance Desk or UA Police Dispatch, obtaining all information such as location, elevator number, nature of problem, name of person making the call, their phone number, and whether or not someone is trapped or injured. If injury has occurred, get further details, if possible, on nature of injury.
2. If an injury situation exists, contact UA Police at 621-8273 immediately to initiate or confirm that medical rescue operations are in progress.
3. Check elevator assignment list and page appropriate elevator mechanic.
4. Give mechanic a brief but complete message as to the location and nature of the problem. Example of message:
"FM-66, Arizona Hall, elevator #2, stopping above 2nd floor level".
If someone is trapped in the elevator, indicate this clearly by saying 10-82-"O".
Example:
"FM-66-O, Modern Language, elevator #1 stuck on 3" (meaning 3rd floor).
5. Repeat entire message once more before releasing.
6. If situation is critical such as apparent injury, fire, or major system failure initiate Emergency Notification calling beginning with Elevator Shop Supervisor, A.D. of Utilities or Director, through all available means, e.g. telephone, radio or cell phone.
7. Record time, pager or radio number and building on paper log.
8. Enter on daily log and write up service request.
9. If a second call is received for the same elevator, process is repeated only if call comes approximately ½ hour after initial call.

C. Facilities Management Elevator shop

1. When a trapped passenger trouble call is received, proceed to the site immediately. When a non-trapped passenger trouble call is received, respond to call as soon as possible. In both cases, response time is not to exceed 15 minutes.
2. If applicable, when the passenger(s) is safely out of the elevator, notify the front desk or department office that the person(s) is out of the elevator. Also notify FM Dispatch Desk.
3. If further repairs are necessary, give this information to the front desk or department office.
4. Post "Elevator Out of Service" signs on each landing by the hall push button station or, in the case of duplex or bank elevators, on the hall door of the elevator out of service and proceed with necessary repairs.
5. Upon leaving the building for any reason, notify the front desk or department office and tell them if the elevator is back in service or approximately when it will be back in service.
6. When returning to the building, check in with either the front desk or department office.
7. When elevator is back in service, notify the front desk or department office and the Dispatch Desk.
8. Remove all "Elevator Out of Service" signs.

D. UMC Security for AHSC Elevators

1. Receive call from passenger, trapped or otherwise. Information needed includes the following:
 - Location, elevator number, name, phone number (if appropriate), nature of problem.
 - Inquire as to whether an injury has occurred and if so, the nature of the injury. Assure that medical rescue personnel will be contacted immediately.
 - Indicate that a mechanic will be contacted and dispatched immediately, but may take up to 30 minutes to arrive.
 - Notify Facilities Management at 621-3000. This is a 24-hour emergency number.
 - If time allows, keep trapped passenger(s) on the line or request interim callbacks at passenger's preference to do so, explaining that the line must be kept free for other emergencies.
2. If an injury is reported, an officer is dispatched to the scene and appropriate emergency personnel are contacted (i.e., Medical

Rescue, etc.). No attempt will be made by the UMC Security officer to release trapped passenger(s) but he/she will remain on the scene to offer solace until qualified emergency personnel arrive to release passenger(s).

After Hours Procedures

A. UA Police Dispatch

1. Receive call from passenger, trapped or otherwise. Information needed includes the following:
 - Location, elevator number, name, phone number (if appropriate), nature of problem.
 - Inquire as to whether or not an injury has occurred and, if so, the nature of the injury. Assure that medical rescue personnel will be contacted immediately.
 - Indicate that a mechanic will be contacted and dispatched immediately but may take up to 30 minutes to respond.
 - If time allows, keep trapped passenger on the line or request interim callbacks at passenger's preference to do so, explaining that the line must be kept free for other emergency calls.
2. If an injury is reported an officer is dispatched to the scene and appropriate emergency personnel are contacted (i.e., Medical Rescue, etc.) No attempt will be made by UA Police Officer to release trapped passenger(s) but he/she will remain on the scene to offer solace until qualified emergency personnel arrive to release passenger(s).
3. Contact Facilities Management at 621-3000, which is a 24-hour number, indicating the nature of the problem.

B. Facilities Management Elevator Shop

1. Upon receiving the page or call, mechanic determines emergency. Respond to jobsite within 30 minutes of call:
 - If someone is stuck in the elevator.
 - If no other passenger elevators are available in the building.
 - If Police supervisor insists on immediate response.
 - If continued operation of elevator would constitute a safety hazard.
2. Sign in if required.
3. Proceed to release trapped passenger(s). If an injury situation exists, contact UA Police at 621-8273 immediately to initiate or confirm that medical rescue operations are in progress.

4. If in Step 1 it is determined not to be an emergency, advise initial caller that the elevator will be repaired first thing on the next business day.

C. UMC Security for AHSC Elevators

1. Receive call from passenger, trapped or otherwise. Information needed includes the following:
 - Location, elevator number, name, phone number (if appropriate), nature of problem.
 - Inquire as to whether an injury has occurred and if so, the nature of the injury. Assure that medical rescue personnel will be contacted immediately.
 - Indicate that a mechanic will be contacted and dispatched immediately, but may take up to 30 minutes to arrive.
 - Notify UA Facilities Management at 621-3000. This is a 24-hour emergency number.
 - If time allows, keep trapped passenger(s) on the line or request interim callbacks at passenger's preference to do so, explaining that the line must be kept free for other emergencies.
2. If an injury is reported, an officer is dispatched to the scene and appropriate emergency personnel are contacted (i.e., Medical Rescue, etc.). No attempt will be made by the UMC Security officer to release trapped passenger(s) but he/she will remain on the scene to offer solace until qualified emergency personnel arrive to release passenger(s).