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| Document Number | Elevator Response SOP, D.24.01 |
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| Related Policies and Procedures | |

1. Purpose/Introduction

To establish a standard operating practice regarding emergency and non-emergency calls relating to elevator service and to outline the proper guidelines for servicing University elevators.

2. Definitions

- The following situations are considered emergencies:
 - Entrapment of an individual or individuals in an elevator.
 - Loss of service to the elevator in buildings having only one elevator.
 - Loss of service to all elevators in buildings with multiple elevators.
 - Other unusual situations determined by the University.
- For any authorized afterhours requested service, that are considered NON-EMERGENCY, the University will be charged, but if the call is an emergency, described by situations 1-4, please authorize the overtime.
- If a non-emergency call must be placed, please ask the Elevator Service Contractor to provide the service the next business day.

3. Procedural Steps

3.1 Entrapment calls during normal business hours:

3.1.1 Dispatch 1 officer or 1 security officer.

3.1.2 After the officer confirms the entrapment, contact Facilities Operations Customer Service Center at 336-334-5684. Let them know about elevator entrapment, Building name and elevator number, if available. Facilities will contact the Elevator Service Contractor. Also, if the elevator is in a dorm, please make sure that FIXIT is aware of the issue with the elevator and let them know that Facilities Operations has been contacted.

3.2 Entrapment calls after normal business hours, weekends and holidays:

3.2.1 Dispatch 1 officer or 1 security officer

- 3.2.2 After the officer confirms the entrapment contact the appropriate Elevator Service Contractor and let them know the call is for an entrapment. Ask for the technician's ETA.
 - 3.2.3 Contact back the officer and advise the technician's ETA.
 - 3.2.4 Enter an online service request with Facilities Operations starting with the words "ELEVATOR ENTRAPMENT" stating that you, name of the requestor, contacted the appropriate Elevator Service Contractor. Please provide some details like the name of the contacted Elevator Contractor, date, time, building name, and elevator number. This information is very important for Facilities Operations to follow up with the elevator contractor and to make sure the elevator has been repaired.
 - 3.2.5 Always document when the individual/s are freed from the elevator entrapment.
- 3.3 Non-entrapment calls during normal business hours (Residential Buildings):
- 3.3.1 During normal business hours contact Facilities Operations Customer Service Center at (336) 334-5684. Also make sure that FIXIT is aware of the issue with the elevator and let them know that Facilities Operations has been contacted.
- 3.4 Non-entrapment calls after normal business hours (Residential Buildings):
- 3.4.1 Dispatch 1 officer or 1 security officer.
 - 3.4.2 If multiple elevators in the building, ask the officer to place signs on the out of order elevator and enter an online service request with Facilities Operations. Also let FIXIT know that a work order request has been submitted with Facilities Operations.
 - 3.4.3 If the only elevator available in the building is out of order, contact the appropriate *Elevator Service Contractor to respond and enter an online service request with Facilities Operations. Please provide some details like the name of the contacted elevator company, date, time, building name, and elevator number. This information is very important for Facilities Operations to follow up with the elevator contractor and to make sure the elevator has been repaired.
- 3.5 Non-entrapment calls during normal business hours (Academic, Administrative Buildings):
- 3.5.1 During normal business hours contact Facilities Operations Customer Service Center at (336) 334-5684 and make them aware of the issue with the elevator. Facilities Operations will dispatch zone maintenance mechanic to verify and will contact the *Elevator Contractor, if necessary.
- 3.6 Non-entrapment calls after normal business hours (Academic, Administrative Buildings):
- 3.6.1 Dispatch 1 officer or 1 security officer.
 - 3.6.2 If multiple elevators in the building, ask the officer to place sign on the out of order elevator and enter an online Service Request with Facilities Operations.
 - 3.6.3 If the only elevator available in the building is out of order, contact the appropriate *Elevator Contractor, then enter the Service Request with Facilities Operations stating that you, name of the requestor, contacted the appropriate Elevator Contractor. Please provide some detail of what is wrong with the elevator, date, time, building name and elevator number. This is very important for Facilities to follow up with the contractor and to make sure the elevator has been repaired.

3.7 Please see current Elevator Service Contractor's List before placing the call to see who is servicing each elevator. If you need a current list, please contact Facilities Operation at 336-334-5684. Facilities Operations will revise the list once a year or every time a change has been made. A new list will be emailed to Campus Police after each revision or change.

4. Revision Table

| Revision # | Section # | Summary of Changes | Approval Date |
|-------------------|------------------|--|----------------------|
| D.24.01 | | Outlined guidelines for elevator requests regarding emergency or non-emergency requests. | 9/16/19 |