



# Administrative Procedure

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Effective:	8/16/82
Supercedes:	
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**Subject:** ELEVATOR MALFUNCTION

1.0. PURPOSE:

To establish the procedure for restoring service in a timely manner in the event of an elevator malfunction.

2.0. ORGANIZATIONS AFFECTED:

All University personnel.

3.0. REFERENCES:

N/A

4.0. POLICY:

The University Police and Plant Operations Departments shall be in readiness to provide rapid response in the event of an elevator malfunction. University personnel will not attempt to evacuate persons from an inoperative elevator except under the direct supervision of the elevator maintenance contractor.

5.0. DEFINITIONS:

5.1. Extension 3411--24 hour emergency telephone number which connects the caller to the University Police. The emergency number is to be used to report all elevator malfunctions, including the inability to move or vacate the unit.

5.2. Psychological Emergency--Those instances in which a passenger, due to fear, perceives an immediate danger to himself and/or others.

6.0. RESPONSIBILITIES:

6.1. Director of Plant Operations will:

6.1.1. Ensure that all campus elevators are routinely inspected for emergency instructions in the emergency telephone compartment.

**Approved:**

**Date:**

6.1.2. Report any problems with obtaining timely repair service from the maintenance contractor to the Director of Administrative Management and Services.

6.2. University Police will:

6.2.1. Respond immediately to the caller and remain on the line, as long as needed, explaining the steps that are being taken to remedy the problem.

6.2.2. Report the malfunction to Plant Operations or the elevator maintenance contractor without delay.

6.2.3. Provide counseling, as necessary, to the passengers of the elevator and contact the Health Center for assistance in the event of a medical or psychological emergency.

6.2.4. Notify relatives or friends of the passengers, as required.

6.3. Plant Operations will:

6.3.1. Respond immediately to the emergency and attempt to correct the situation and restore the car to normal services if it is determined that such action can be safely taken.

6.3.2. Maintain order in and around the elevator(s) in question, to prevent unnecessary mishaps.

6.3.3. Report malfunctions to the elevator maintenance contractor if the problem cannot be corrected by Plant Operations staff.

7.0. PROCEDURES:

7.1. Individuals reporting an elevator malfunction will dial extension 3411, identify themselves and provide the following information:

7.1.1. Building and floor location.

7.1.2. Nature and severity of the problem.

7.1.3. Any emergency situation (medical, psychological, or other).

- 7.2. The University Police will report the problem as follows:
  - 7.2.1. To Plant Operations from 7:00 a.m. to 4:00 p.m.
  - 7.2.2. To the elevator maintenance contractor from 4:00 p.m. to 7:00 a.m.
- 7.3. During their hours of operation, Plant Operations will attempt to correct the problem when it is safe to do so, or report the situation to the elevator maintenance contractor.
- 7.4. Where a medical or psychological problem is associated with the incident, the University Police will make the contacts required to respond to the special conditions.
  - 7.4.1. Contact the Health Center from 7:45 a.m. to 7:30 p.m. Mondays-Thursdays and 7:45 a.m. to 4:30 p.m. Fridays.
  - 7.4.2. Provide or request emergency transportation as needed. Individuals requiring emergency transportation may elect White Memorial Hospital, Garfield Hospital, or Los Angeles County-USC Medical Center. The County facility will exempt indigent persons from charges.

8.0. APPENDICES:

N/A