


DPS STANDARD OPERATING PROCEDURE			
	<b>SUBJECT:</b>	<b>SECTION(S):</b>	<b>DISTRIBUTION:</b>
	<b>ELEVATOR MALFUNCTION</b>  <b>DPS SOP 2007-41</b>	ALL	ALL PERSONNEL
<b>ISSUING AUTHORITY:</b>		<b>EFFECTIVE DATE:</b>	<b>SUPERSEDES:</b>
ROBERT MALDONADO CHIEF OF PUBLIC SAFETY (ELECTRONICALLY SIGNED)		OCTOBER 5, 2007  <b>REVISED DATE:</b> February 05, 2016	IACLEA & Duties of ECC, Assigned Patrols

## **Elevator Malfunction**

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**NO IACLEA STANDARDS**

**NO CALEA STANDARDS**

## REFERENCES:

- SOP 2011-53 Emergency & Incident Notification /Other University Departments
- SOP 2011-07 Emergency, Disaster Response – Mobilization
- *Elevator List by Building* (provided by Physical Plant) Forms folder on “G” Drive

## ATTACHMENTS:

- Elevator Quick Reference Sheet for ECC

**I. APPLICABILITY:** This Standard Operating Procedure is applicable to all Syracuse University Department of Public Safety (DPS) employees.

**II. PURPOSE:** The purpose of this policy is to establish protocols and guidelines for responding to elevator malfunctions both routine and those requiring an emergency response.

**III. POLICY:** It is the policy of DPS to respond to elevator malfunctions and to assist other responding agencies and departments with the safe and timely removal of people who may be entrapped on the elevator, and assist the University with elevator safety and maintenance.

## IV. PROCEDURES: Elevator Malfunctions

**General Procedural Guidelines:** The Procedure regarding elevator calls with people trapped/stuck inside is that any time there is an elevator call with people trapped/stuck inside that the DPS will dispatch a DPS Officer, a Safety Officer, a maintenance person and notify the elevator company to respond. The Syracuse Fire Department may also be notified depending on the circumstances and the amount of time it will take to have the elevator company respond and remove people from the elevator.

It is also the policy of the DPS for the responding DPS Officer to obtain the names of all people trapped inside an elevator for any amount of time which are then to be added to the CAD system. If there are injuries involved, physical or emotional conditions involved (such as claustrophobia) or the people are trapped/stuck for an extended period of time and have to be rescued then an Investigative Report with the names of all people involved is to be completed.

This information must be available to DPS and the University to deal with the responsibilities associated with these incidents.

### **A. Duties and Responsibilities of Communications Officers: (02/05/16)** **(See attached Chart of ECC Procedures/Actions Re Elevator Malfunctions :)**

1. Upon receipt of an Elevator Malfunction Complaint with Trapped Passengers, after elevator company's hours of operation (4:30 p.m. to 6:30 a.m. Monday – Friday and on weekends and holidays), the Communications Officers will:
  - a. Determine the location, elevator number, floor number, how many individuals are on the elevator and if any of the occupants are in distress.
    - i. Inform the occupants that if conditions change in the elevator, they will need to push the emergency call button to activate the phone again, as DPS cannot call them.

- ii. Dispatch a DPS Officer/CSO to the location.
  - b. Notify the Fire and Life Safety Services office to respond to the location.
  - c. Contact the 911 Center and request the Syracuse Fire Department be dispatched to the location of the elevator malfunction.
  - d. Then notify the Elevator Company (OTIS Elevator) and elevator maintenance personnel will be dispatched to the location of the elevator malfunction. **(02/05/16)**
  - e. Refer to the Elevator Service Call Reference Sheet (in Forms Folder- G Drive).
  - f. Make CAD entries relevant to the names of all persons trapped in stalled elevators, notifications, responding departments, cause of malfunction and whether elevator was left in service, returned to service or shut down by elevator maintenance personnel.
  - g. Notify the Patrol Shift Supervisor and if instructed, the Duty Officer of the Incident.
2. Upon the receipt of an Elevator Malfunction Complaint **with Trapped Passengers, during Elevator Company hours of operation (6:30 a.m. to 4:30 p.m. Monday – Friday)** the Communications Officers will: **(02/05/16)**
- a. Determine the location, elevator number, floor number, how many individuals are on the elevator and if any of the occupants are in distress.
  - b. Inform the occupants that if they need additional help or information to push the emergency call button to activate the phone again, and that DPS cannot initiate a call to them.
  - c. Dispatch a DPS Officer/CSO to the location.
  - d. Notify the Fire and Life Safety Services (FLSS) to respond.
  - e. Then notify the Elevator Company (OTIS Elevator) and elevator maintenance personnel will be dispatched to the location of the elevator malfunction. **(02/05/16)**
  - f. Refer to the Elevator Service Call Reference Sheet (in Forms Folder- G Drive).
  - g. If trapped passenger is in distress or is injured contact the 911 Center and request the Syracuse Fire Department be dispatched.
  - h. Make CAD entries including the names of all persons trapped in stalled elevators, notifications, responding departments, cause of malfunction and whether elevator was left in service, or shut down by elevator maintenance personnel. **(02/05/16)**
  - i. Notify the Patrol Shift Supervisor and if instructed, the Duty Officer of the Incident.
3. Upon the receipt of an elevator malfunction complaint with **no trapped passengers**, the Communications Officer will: **(02/05/16)**
- a. During University business hours, contact the Elevator Service Company directly.

- b. After business hours notify the Elevator Company on call service and request elevator maintenance personnel to respond.
  - c. Refer to the Elevator Service Call Reference Sheet (in Forms Folder- G Drive).
  - d. Make CAD entries relevant to all notifications.
- 4. Upon the receipt of a complaint of property (such as keys, ID cards, wallets) being dropped down the elevator shaft the Communications Officer will:  
**(02/05/16)**
  - a. Make an entry into CAD including the complainant's name, address, phone number, building location, elevator number and a description of what was dropped down the elevator shaft.
  - b. During the contract elevator service company's hours of operation, notify them to dispatch elevator maintenance personnel as soon as possible and attempt to retrieve the lost property.
  - c. After the Elevator Company's hours of operation advise the complainant that the elevator maintenance personnel will respond during the next business hours when elevator maintenance personnel are working on campus to attempt to retrieve the lost property.
    - j. Communications personnel will then make note to notify the Elevator Service Company during their hours of operation.
- 5. Current Elevator Service Contract: The University awards service contracts for multiple year periods. The current Elevator Service Company is Otis Elevator. The contact notification and access information has a single number **1-800-233-6847** during and after business hours. Some related service contract specifics are as follows: **(02/05/16)**
  - a. Regular Hours of Operation: 6:30 a.m. to 4:30 p.m. During the hours of 8:00 a.m. to 2:30 p.m. the contractor maintains full staffing of two mechanics on campus.
  - b. From 2:30 p.m. to 8:00 a.m. and from 2:30 p.m. to 4:30 p.m. the contractor is permitted to reduce staffing to one mechanic.
  - c. The service contractor shall make every effort to perform maintenance and/or repairs prior to 8:00 a.m. whenever possible.

**B. Duties and Responsibilities of Assigned Public Safety Officers and Community Service Officers:**

- 1. Upon receipt of the complaint of an elevator malfunction with **people trapped inside** the elevator, the Public Safety Officer (PSO) or Community Service Officer (CSO) will do the following:
  - a. Respond directly and promptly to the scene in a safe manner.
  - b. Verify the specifics of the complaint.
  - c. Advise the Emergency Communications Center, other responding emergency departments and elevator maintenance personnel of:

- i. The elevator number
    - ii. Location of the elevator
    - iii. Number of people trapped inside.
    - iv. Any medical emergencies and
    - v. Any other pertinent information relevant to the incident to include any other notifications to other personnel required on the scene.
  - d. Conduct a full investigation of the incident.
  - e. Secure the scene for the safety of those trapped in the elevator, emergency responders, elevator maintenance personnel and any bystanders.
  - f. Remain at the scene until trapped people are released and either the elevator is repaired and returned to service, or the elevator is shut down by the appropriate responding maintenance department.
  - g. The responding DPS Officer is to obtain the names of all people trapped inside an elevator for any amount of time which are then to be added to the CAD system
  - h. Reporting Requirement: If there are injuries involved, physical or emotional conditions involved (such as claustrophobia) for the people are trapped/stuck for an extended period of time and had to be rescued then an Investigative Report with the names of all people involved is to be completed.
  - i. The Investigative Report detailing the incident to include the following:
    - i. Names of all people trapped on the elevator.
    - ii. Names and Departments of all responding emergency responders and elevator maintenance personnel.
    - iii. Cause of the elevator malfunction (if known).
    - iv. Any injuries sustained or other associated problems.
    - v. How the rescue/release was accomplished and the associated facts of the rescue.
    - vi. Whether the elevator was repaired and returned to service or shut down by appropriate elevator maintenance personnel.
    - vii. Officers should never attempt to open (force) elevator doors, turn on or off elevators, or attempt to rescue/release trapped people by themselves.
2. Upon receipt of the complaint of an elevator malfunction with **no people trapped** inside the Public Safety Officer (PSO) or Community Service Officer (CSO) will do the following:
- a. They are to respond directly and promptly to the scene in a safe manner.
  - b. Verify the specifics of the complaint.

- c. Advise the ECC, other responding emergency departments and elevator maintenance personnel of:
  - i. The elevator number,
  - ii. Location of the elevator, and
  - iii. Any other pertinent information relevant to the incident to include any other notifications to other personnel required on the scene.
- d. Secure the scene for the safety of emergency responders, elevator maintenance personnel and any bystanders.
- e. Make sure there are no open elevator doors and open shafts.
- f. If there are no injuries to report, no signs of criminal mischief and no circumstances that would dictate a report to be written, then no report is required.
- g. The incident can be cleared assist to other department/agency.
- h. Name of elevator maintenance personnel notified and responding to the scene should be called into the ECC to be entered into CAD.

**C. Duties and Responsibilities of the Patrol Supervisor:**

- 1. If circumstances dictate, respond to the scene in a prompt and safe manner to determine the nature of response required to handle the incident.
- 2. Coordinate the response and access of other service and emergency agencies to the scene with the assigned Officer and/or CSO.
- 3. Assist in the investigation and handling of the incident.
- 4. Notify the Duty Officer if there are injuries, or any facts that make this event a serious threat to life, property or an interruption of service that is likely to cause significant disruption of access to or from a building or event.

**D. Duties and Responsibilities of the Duty Officer**

- 1. Subsequent to a notification of a serious incident involving an elevator malfunction the Duty Officer, depending on the seriousness of the incident, will be responsible to:
  - a. Respond immediately to the scene of an emergency or serious incident.
  - b. Determine the existing danger level relating to building access, or disruption of service relating to an event on campus.
  - c. If the ramifications of the incident are serious enough to warrant the implementation of the Incident Command System (ICS) begin and oversee that process as set forth in SOP 2011-07 Emergency & Disaster Response and Mobilization (46.1.2)
  - d. Insure that the injured are receiving medical attention.
  - e. Assume control and maintain the integrity of the scene until properly relieved.

- f. Assist the involved officer(s).
- g. Oversee the preliminary field investigation.
- h. Render supervisory assistance to assigned personnel.
- i. Ensure a cooperative effort with other University departments, outside agencies, and other law enforcement entities.
- j. Ensure that the following internal notifications have been made as required:
  - i. Chief
  - ii. Deputy Chief of Law Enforcement & Community Policing
  - iii. Patrol Commander
  - iv. Lieutenant of Investigations
  - v. In the event of a significant incident the Duty Officer will ensure that all requisite statements and reports are completed and approved. All necessary paperwork will be completed prior to the completion of the involved officer's tour of duty.
- k. Notify and continually update department superiors and University hierarchy as required in SOP 2011-53 Emergency and Incident Notification of Other University Departments, and SOP 2011-46 Duty Officer.

### **POLICY REVISION HISTORY**

<b>NO</b>	<b>SECTION REVISED</b>	<b>DATE ISSUED</b>
1	Procedures pgs. 2,3,4	1/20/12
2	Reviewed and Revised re titles and format	3/06/13
3	Reviewed/Revised re IACLEA	02/05/16
4		
5		

**Attachment Re ECC Protocols Begins on Following Page**

# Elevator Quick Reference Sheet for the E.C.C.

## Elevator Call with Entrapment

## / Elevator Call No Entrapment

Other (Nights, Weekends, Holidays)

Business Hours: Mon-Fri 06:30-16:30

1. Determine building, floor & elevator number if possible.
2. Dispatch 1 officer (PSO or CSO) & 1 Fire Life Safety unit.
3. Notify 911
4. Notify Otis Elevator **1-800-233-6847**
5. If asked to update Otis or notify another elevator company, make that notification.
6. Make sure to have the following in CAD before clearing:
  - a. Name of person(s) stuck on elevator
  - b. Responding Agencies/Depts.
  - c. Cause of malfunction if known
  - d. Any other Pertinent Info
7. Make sure 9700 is notified of call

1. Send an Officer to verify whether the elevator is or is not working properly
2. Notify OTIS on-call personnel to respond. (When they ask if you approve overtime, tell them yes you do.) **1-800-233-6847**
3. Make CAD entries relevant to all notifications.

1. Determine building, floor & elevator number if possible.
2. Dispatch 1 Officer & 1 FLSS Officer.
3. Notify OTIS to have maintenance personnel dispatched to the scene.
4. If there is a distressed passenger notify 911 to have SFD respond.
5. If notified to update Otis or call another elevator company, make that notification. **1-800-233-6847**
6. Make sure to have the following in CAD before clearing:
  - a. Name of person(s) stuck on elevator
  - b. Responding Agencies/Depts.
  - c. Cause of malfunction if known
  - d. Any other pertinent info
7. Make sure 9700 is notified of call

1. Send an Officer to verify whether the elevator is or is not working properly.
2. Notify OTIS to have the elevator maintenance personnel on-campus dispatched. **1-800-233-6847**
3. Make CAD entries relevant to all notifications.

*Lost Articles in Elevator Shaft: If keys or ID cards are dropped down elevator shaft during business hours, call OTIS. If it is after hours, make a note and make sure OTIS and the RP are called back during business hours to set up a meeting between the two.*