



**UNIFIED FIRE AUTHORITY
OPERATIONAL PROCEDURES AND GUIDELINES**

Affiliation: Command Guidelines

Subject: Elevator Emergencies

Number: 450-30

Approved: 12/22/2021 By: AC Stephen Higgs

Last Reviewed: 11/17/2025 By: BC Riley Pilgrim

PURPOSE:

To provide guidelines to safely rescue occupants who have become trapped inside an elevator for any reason.

PROCEDURE:

Response

Responses to elevator emergencies shall be non-emergency unless information indicates a medical emergency, or a person trapped in the mechanism of the elevator. Any officer may, at their discretion, upgrade the response to an emergent response.

- 1.0 The Incident Commander will meet with the complainant, if possible, to determine if there is a person trapped in the stalled elevator and how many persons are affected.
- 2.0 Consider contacting an elevator repair service or building manager to respond to the incident.
- 3.0 If the elevator service is equipped with Phase I recall service, attempt to recall the elevator. If this does not free the elevator, continue as below.
 - 3.1 A UFA crew member will be sent to the elevator mechanical room and shut down the power to the effected elevator(s) through lock-out tag-out procedures. This crew member will remain in the mechanical room until instructed otherwise by command.
 - 3.2 The position of the car in the elevator shaft will be determined. It may be necessary to open the elevator shaft door to determine the cars position.
 - 3.3 The company officer will establish contact with the car's occupants, and attempt to determine if any medical conditions are present, and then advise them to do the following:
 - Sit on the floor, with you back against the wall of the elevator.
 - Stay away from the elevator doors
 - The rescue is in progress, and they are safe.
 - 3.4 Once the above has been performed, the elevator doors closest to the car will be opened using an elevator drop key.



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- 3.5 All doors opened should be blocked open using a door wedge or stop.
- 3.6 Request the occupants of the elevator car activate the car's STOP switch.
- 3.7 Only in the event of an ongoing medical emergency within the car will the door to an elevator be forced open.

Occupant Removal

- 4.0 All occupants who cannot walk without assistance will be removed with the aid of a stair chair, backboard, or stokes basket.
- 5.0 Any occupant who can walk out will be assisted to do so if the car floor is even with the floor.
- 6.0 If the car floor is not even with the floor, a crew member will board the car and the car occupants will be assisted from the car using an attic ladder with one member in the car and another at the floor level.

Termination

- 7.0 Once a rescue has been completed, the elevator doors will be closed and kept closed.
- 8.0 Any disconnected power supplies will be left off and the crew member may be released at the direction of the Incident Commander.
- 9.0 The building's representative should be advised to leave the elevator out of service until it can be repaired by an authorized service company.