

GUIDELINE 14. ELEVATOR EMERGENCIES

1.0 PURPOSE

- 1.1** To establish safety guidelines for elevator emergencies.

2.0 DEFINITIONS

- 2.1** Fire Service Key Box – a box typically located in the ground floor elevator lobby or at the building security desk that contains the elevator firefighters' service keys and elevator hoist way door key.
- 2.2** Rope Gripper – An elevator safety device installed to prevent unintended movement of a traction elevator.

3.0 RESPONSIBILITY

- 3.1** The Division of Public Safety Communications Center (PennComm) receives calls for elevator emergencies. PennComm will dispatch the required resources to manage the emergency.

4.0 INFORMATIONAL

- 4.1** All University of Pennsylvania elevators are equipped with self-diagnosing emergency phones.
- 4.2** These phones alert Information Systems and Computing (ISC) if they are not functional.
- 4.3** These phones automatically communicate to PennComm when activated, either by removing the handset from the cradle, or by pushing the emergency notification button. The location of the elevator is displayed on PennComm's Computer Assisted Dispatch screen.
- 4.4** Many University of Pennsylvania elevator emergency phones have a break-in feature, which allows emergency responders to call the elevator phone from the building lobby.
- 4.5** All University of Pennsylvania traction elevators are equipped with rope grippers to prevent unintended movement of the elevator.

5.0 PROCEDURES

- 5.1** Elevator occupants experiencing an emergency notify PennComm by using the elevator emergency phone.
- 5.1.1** PennComm will obtain information from the caller to determine the nature of the emergency and dispatch the appropriate resources.
- 5.1.2** Upon notification of a person(s) trapped in a stopped elevator, PennComm will dispatch Penn Police to the building, notify the elevator contractor for an emergency response, and notify Facilities and Real Estate Services (**FRES**) Operations Control Center (**OCC**).

- 5.1.3** PennComm will communicate with the trapped occupant(s) until the arrival of Penn Police to assure them that help is on the way, and to ascertain if there are any medical emergencies or other relevant conditions.

5.2 On arrival Penn Police will

- 5.2.1** Make contact with the trapped occupants to determine the location of the emergency, the number of occupants, and if any of the occupants has a medical condition or concern.
- 5.2.2** Inform the occupants that they are safe inside of the elevator car and the elevator will not fall or run out of air. Inform them that an elevator technician is responding to manage the incident.
- 5.2.3** Advise occupants to push a different floor button to see if elevator will go to that floor.
- 5.2.4** Depending on the condition of the occupants, other conditions in the building (e.g. fire, structural hazards, etc.), and the estimated arrival time of the elevator company, the Penn Police will determine if the Philadelphia Fire Department should be dispatched. The elevator contractor has a contractual agreement to arrive within 60 minutes of notification.

5.3 Extraction Procedures

- 5.3.1** Only experienced and qualified personnel should remove occupants from a stopped elevator car due to the complex hazards associated with stalled elevators.
- 5.3.2** The elevator technician, or in their absence the Philadelphia Fire Department shall manage and be responsible for occupant rescue operations in elevator entrapment situations.
- 5.3.3** Passengers should be directed to stay clear of the elevator door.

6.0 GENERAL REFERENCES

- 6.1** ASME A17.4-2015 Guide for Emergency Personnel

7.0 CONTACT INFORMATION

- 7.1** For question regarding this guideline contact Fire and Emergency Services at (215) 573-7857 or FES@publicsafety.upenn.edu