

# Elevator Interruption / Emergency

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The Elevator Shop is responsible for elevator and escalator maintenance and repair on the Ann Arbor campus of the University of Michigan. All elevator issues can be reported to the Plant Operations Call Center 24 hours per day, 365 days per year by calling (734) 647-2059.

The University of Michigan either cooperates with or manages the following safety practices:

- The State of Michigan requires that elevators be inspected once every 90 days by a licensed elevator journeyman. These inspections are conducted by qualified University staff.
- The State of Michigan inspects all elevators on a code-required schedule and issues a Certificate of Operation to properly functioning elevators.
- The U-M Elevator Shop checks every residence hall every month (or more) for specific preventive maintenance tasks.
- Elevator accidents must be reported within forty-eight (48) hours to the State followed by proper investigation and documentation.

## **Updated**

August 8, 2011

## **Source**

University of Michigan Housing

University of Michigan Plant, Operations Facilities Maintenance, Elevator Shop

## **More Information**

<http://www.housing.umich.edu/elevator-safety>

<http://www.plantops.umich.edu/maintenance/shops/Elevator/Emergencies.html>

## **Prevention / Mitigation / Preparedness - Elevator Interruption / Emergency**

Watch your step when entering or exiting an elevator

Stand aside and allow exiting passengers to get off before entering.

Push and hold the DOOR OPEN button if doors need to be held open for someone approaching to get on; don't hold open using your arms or feet.

If there is a fire in the building or other situation that could lead to a disruption in electrical service, use the stairs. Elevator shafts are often not sealed and act as a chimney when fire is present.

Check the posted capacity of elevators and do not get onto an elevator that is already at capacity. Wait for the next elevator if the car is full or if there is not enough room to stand comfortably in the elevator cabin.

Discourage unsafe behavior by others in and around elevators.

Report elevator vandalism promptly to the Division of Public Safety & Security at (734)763-1131; reports may be submitted anonymously.

Report any elevator-related accidents promptly to the Division of Public Safety & Security at 911.

If you suspect trouble or are attacked in an elevator, push the alarm button and as many floor buttons as possible so that the elevator will stop quickly at the next floor. Don't get into an elevator with someone who makes you feel uneasy.

Don't interfere with closing doors. Wait for the next elevator.

Never attempt to pry open elevator doors.

Never attempt to enter the hoistway outside the elevator cabin.

Never jump up and down in an elevator.

Never block the doors open with any kind of equipment or box, or with your foot or arm. In newer elevators, holding the doors open will cause the elevator to "time out" and shut down as a safety feature. In that situation, a mechanic must reset the controller to re-start the elevator. Use the DOOR OPEN button on the floor selector panel to hold doors open longer than the normal timing sequence allows.

Contact the University of Michigan Plant Operations (734)647-2059 for elevator shop personnel to schedule a periodic on-site maintenance examination and required safety test.

Schedule periodic testing of the emergency push-button telephone inside the elevator to ensure it is working properly. This telephone is a direct dial to DPS 911 and will allow trapped or disabled

passengers to call for help. The telephone is a preprogrammed dial which means it will ring until a live person is reached.

Schedule periodic testing of the elevator interior emergency lights to ensure they work during a power loss.

Establish a three deep system of personnel located at the affected building and provide training on how to respond properly to an elevator problem.

Educate staff, students and faculty on what to do during an elevator entrapment /interruption to prevent panic.

## Response - Elevator Interruption / Emergency

If you are the person stuck in an elevator, there are two rules to follow:

1. Over 330 elevators on the UM-Ann Arbor campus are equipped with emergency telephones that dial directly to the Department of Public Safety. If an emergency phone is available, use it to call for help. If there is no phone, push the emergency stop switch and the emergency alarm bell buttons. You will hear an alarm bell ringing. Continue to intermittently push the alarm bell button until someone responds.
2. Stay in the elevator until a licensed professional arrives to help you out of the elevator. Do not, in any circumstance, attempt to rescue yourself. Believe it or not, the safest place to be in an elevator emergency is inside the elevator!

If someone else is stuck in an elevator, there are two rules to follow:

1. Verify that someone is trapped in the elevator. Call 911 from any campus phone and report the problem and location. In many buildings, the elevators are numbered in the upper left corner of the elevator doors. Reference that number, if available, when calling 911.
2. Attempt to calm the person trapped in the elevator by telling them that help is on the way. **DO NOT ATTEMPT TO PERFORM THE RESCUE YOURSELF! WAIT FOR THE PROFESSIONALS.** If the emergency occurs between 7 a.m. and 11 p.m. weekdays, help will be on-site in a matter of a few minutes. At other times, a response will take no longer than one hour from the time we are notified. The Department of Public Safety responds to all elevator emergencies.

To report any other elevator problem:

- Call Plant Operations at (734) 647-2059
- Provide the name of the residence hall, location of elevator, short description of problem and your name and contact number.
- The response time to a stuck elevator is normally 15 minutes or less. Elevator Shop staff and Department of Public Safety officers will respond.

## **Recovery - Elevator Interruption / Emergency**

If signs were posted that the elevator was out of service be sure the elevator shop gives the “all clear” to remove them. This will ensure all maintenance work is complete on the affected unit.

If the elevator sustained damage, contact Plant Operations (734) 647-2059 for assistance.

Contact University Risk Management (734) 764-2200 if an injury or property damage occurred so claims management and other insurance matters can be handled.