



TEXAS TECH UNIVERSITY™

Operating Policy and Procedure

OP 61.08: General and Emergency Procedures for Elevators

DATE: October 25, 2022

PURPOSE: The purpose of this Operating Policy/Procedure (OP) is to establish the procedures for reporting elevator problems and aiding or removing passengers trapped in campus elevators.

REVIEW: This OP will be reviewed in April of even-numbered years by the Associate Vice President for Operations and the Senior Managing Director of Facilities Maintenance and Construction with substantive revisions submitted to the Senior Vice President for Administration & Finance and Chief Financial Officer.

POLICY/PROCEDURE

1. Every elevator on the university campus is under a service contract to an elevator maintenance company for complete maintenance and repair. Each company is required to have qualified mechanics available 24 hours per day, 7 days per week for callback service.
2. Elevator equipment is designed to protect passengers by preventing movement of the unit when an unsafe condition exists or a malfunction occurs. The proper and safe removal of passengers from a stalled unit is of utmost importance.
3. As recommended by the National Elevator Code, evacuation of passengers from elevators should be performed under direct supervision of trained/qualified elevator personnel. This procedure not only increases the safety factor but also reduces the university's liability in case of injury. Unless there is an extreme emergency such as a fire, this procedure will be followed.
4. The responsibility of university employees in rendering aid to passengers in a stalled unit is to make certain the proper authority has been called and to talk to the passengers, reassuring and keeping them calm until the elevator mechanic arrives. In most cases, the elevator mechanic will arrive within 30 minutes. University employee(s) may aid the mechanic in removing passengers, but the actions performed will be under the direct supervision of the mechanic unless an emergency exists.
5. The procedures for reporting elevator problems are as follows:
 - a. A designated work coordinator or residence hall employee in each building will report the elevator problem to Operations Division's Work Control, 806.742.4OPS (7:45 a.m. to 4:45 p.m. weekdays), or to Emergency Maintenance, 806.742.4OPS (4:45 p.m. to 7:45 a.m. weekdays, holidays, and weekends).

- b. The Work Control or Emergency Maintenance staff will report the problem to the elevator company with the service contract on that building, noting if passengers are in the unit and the time and date of the problem.
 - (1) If there are passengers in the unit, regardless of time of day, Work Control or Emergency Maintenance will call the elevator company to dispatch a mechanic to the elevator immediately. Should the building have only one elevator or a handicapped elevator that is not functioning, the elevator company will be called immediately, regardless if passengers are on board or the time of day.
 - (2) If the problem occurs during normal business hours, the Work Control staff or Emergency Maintenance will call the elevator company to dispatch a mechanic to the elevator immediately.
 - (3) If the problem occurs after hours, the Emergency Maintenance staff will call the elevator company with the service request immediately, requesting that a mechanic be dispatched.

- c. Academic, General Services, and Auxiliary Buildings

If passengers are aboard the stalled elevator during normal hours, the Work Control/Emergency Maintenance staff will immediately dispatch a Texas Tech police officer to the elevator and immediately thereafter notify the elevator company. The university police officer will only reassure the passengers until the elevator mechanic arrives. University employee(s) will not attempt to remove the passengers but will wait for the elevator mechanic and assist if necessary.

- d. Residence Halls and Housing Facilities

Work Control/Emergency Maintenance staff will request that office personnel on duty confirm that passengers are actually on the elevator and, if so, that they are reassured that a qualified elevator mechanic(s) is en route. Most entrapment calls can be answered within 30 minutes; however, delays may be encountered due to the time of day, location, or activity of the mechanic at the time of the call.

- 6. The elevator maintenance service companies have the sole responsibility of maintaining and servicing the elevators in a safe and efficient manner. Scheduled inspections, tests, and quick response on repairs are specified in the service contracts.

- 7. **Chair Lifts**

These devices fall under the same category as elevators, with one exception. Only persons with disabilities are authorized to use chair lifts. These lifts will not be used as freight elevators or for any purpose other than the manufacturer's intended purpose. Any abuse or misuse of chair lifts will be reported to and investigated by the university elevator contract manager, and findings will be reported to the proper authorities for review and/or action.

- 8. Work Control and Emergency Maintenance staff have the responsibility of notifying the proper elevator service company when emergency service is required and in aiding the company when necessary. The university elevator contract manager is responsible for ensuring that the terms of the service contract are properly performed.

The elevator contract manager is responsible for supplying all updated administrative information/material to Work Control and Emergency Maintenance personnel when changes occur in the contract or there are changes to building listings, etc.

9. Dropped Items in Elevator Shafts

Under the current contract, individuals whose personal items drop down the elevator shaft during normal business hours may have them retrieved by the elevator company free of charge.

If items are dropped after normal business hours (5:00 p.m. to 7:59 a.m.) and must be retrieved immediately, the requestor will be charged the cost of the elevator company callback.