Facilities Management of the University of Kentucky is made up of three Divisions, Auxiliary Services, Physical Plant Division – Campus, and Physical Plant Division – Medical Center. All elevators in each division have communications equipment to notify a central data gathering location outside the elevators. The following is standard policy of all three divisions for the extraction of trapped passengers when such an event occurs. In addition, there are special conditions for particular to each division (listed as Section C below).

The location of the Division data centers are:

Physical Plant Division – Medical Center
Chandler Hospital Room H-64
24 hour service
Phone(s) ----

A. Facilities Management Action and Responsibilities

Once alerted by a trapped passenger initiating communications with a Facilities Management Center:

Immediately, the Elevator Company holding the contract for the elevator with trapped passengers is notified and Facilities maintenance personnel are dispatched to elevator in trouble.
The Facilities Management Center shall determine if there is any physical situation with the passengers and respond accordingly i.e. contact 911 etc.
The Facilities Management Center shall maintain constant communications with the trapped passengers. Once on site the Facilities maintenance personnel shall locate the car and establish vocal communications with the passengers.
After establishing verbal contact at the site, Facilities maintenance personnel shall investigate and look for obvious reasons for the elevator stoppage i.e. doors not fully closed, debris in track jamming the doors, electrical problems, etc. to allow for a quick extraction of passengers.
Should Item 5 be unsuccessful, the Facilities management personnel, if properly trained and with prior approval, may go to the machine room, locate the main disconnect to the elevator machine, and turn the power to the machine off and back on to restart the elevator. This is to be done only for a hydraulic elevator.
If item 6 is unsuccessful, the Facilities Maintenance personnel shall maintain constant verbal contact with the trapped passengers pending arrival of the elevator service technician.

B. Elevator contractor Action and Responsibility

Once a call has been made to the elevator company’s answering service and/or technician notifying of a stalled elevator with passengers the technician shall respond to the emergency as follows:

If on campus and during the workday or on overtime, the technician shall respond within 15 minutes or less.
If the contractor has a local office, during normal working hours and not on campus, the technician shall respond within 15 minutes or less.
If the contractor has a local office, during off-hours day or night the technician shall respond within 30 minutes or less.
If the contractor does not have a local office, during normal working hours and not on campus, the technician shall respond within 30 minutes or less.
If the contractor does not have a local office, during off-hours day or night the technician shall respond within 60 minutes or less. (It is suggested that if the contractor cannot meet these last two conditions, that he contract with a local elevator company to handle such calls).

C. Special Conditions for:
Physical Plant Division – Medical Center and Hospitals