

**MANUAL:** Facilities Services  
**TITLE:** Procedure for Elevator Entrapment  
**RESP:** Assoc. Vice Chancellor – Facilities Services  
**REV. BY:** Director Support Services – Facilities Services

**POLICY NO:**  
**PROC. NO:** FS-PR-9.20  
**ORIG. DATE:** 12/09/2021  
**EFF. DATE:** 1/19/2022

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## **SCOPE**

This process applies to Facilities Services personnel and prescribes the details that shall be taken during an elevator entrapment event.

## **PURPOSE**

This procedure provides guidance for aiding and assisting in the removal of passengers who become entrapped in inoperable campus elevator. It also gives guidance for service to restore function and operability to elevators in the aftermath of an entrapment.

## **DEFINITIONS**

Entrapment – The event in which an elevator occupant is prevented from exiting the cab of an elevator unit.

Operability – The function and operation necessary for proper conveyance of occupants within elevator cab.

AHJ – Authority Having Jurisdiction which refers primarily to responding Fire Departments.

## **ROLES AND RESPONSIBILITIES**

The College Police Department is the primary communication authority responsible for receiving, triage, and relay of entrapment response calls.

Facilities Services is responsible for assuring operability of systems to include management and operation of infrastructure and contract services.

Facilities Services On-Call Manager is responsible for managing critical after-hours service needs.

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Contract Services Provider provides inspection, service, and repair of elevator units within the College under the direction of Facilities Services according to contract obligations.

AHJ includes Fire Department and/or Rescue Operations. These entities respond at the Police Department's request to attend to an entrapment call in the event of distressed individuals requiring lifesaving action. Note that AHJ will not extract individuals from elevator unless there is a warranted situation (life safety issue), otherwise they will wait for extraction by Elevator Contract Service Provider to respond and depart once occupant has been assessed.

## **PROCEDURES**

### Responsible Personnel

- A. Police Dispatch (PD) personnel receive emergency call from elevator phone.
  - i. Police Dispatch Officer Determines Priority.
    - a. PD Dispatch contacts Elevator Service Provider and requests response to remove entrapped persons and to secure the affected elevator. 713-472-2426 KEvans@etselevator.com
    - b. Entrapment emergency is relayed to the appropriate AHJ for response.
    - c. Entrapment emergency is relayed to Facilities Services On-Call Manager if after hours, or Facilities Support Services Leader during normal business hours.
  
- B. Facilities Services Department
  - i. Facilities Services On-Call Manager or Support Services Leader upon receiving entrapment notice will:
    - a. Confirm with Elevator Contract Services Provider for assistance.
      - 1. Facilities Services will treat every entrapment as an extraction and will ensure that the service provider has been contacted for response.
      - 2. Service Provider response should be within 30 minutes but not to exceed 45 minutes.
    - b. Operations Manager for the respective campus shall be contacted.

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1. Campus Operations Manager communicates with Administrative Dean and Director of Operations
2. Operations Manager works with elevator contract service provider to ensure extraction of occupant and communicates results. Note, this responsibility rolls to the afterhours On-Call Supervisor.
  - i. AHJ may be on site, with their main concern being life safety.
3. Operations Manager reports operability of elevator. Ensure any stated need of repair is up channeled to Contract Manager and communicates any inoperability to Administrative Dean and Director of Operations.