



**Campus Administrative Policy**

**Policy Title: Elevator Emergency Procedures**

Policy Number: 3005                      Functional Area: Facilities Management

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Effective: September 2004  
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Date Scheduled for Review: January 7, 2027  
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Approved by: David C. Turnquist  
Associate Vice Chancellor, Facilities Management  
Authority Having Jurisdiction for Fire and Life Safety  
Duxton Milam  
Campus Fire Marshal

Prepared by: Campus Fire Marshal  
Reviewing Office: Facilities Management  
Responsible Officer: Campus Fire Marshal

Applies to: CU Anschutz Medial Campus  
CU Denver Campus

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**A. POLICY STATEMENT**

Elevator emergencies must be coordinated, such that the safety of all persons involved is fully controlled. This document details the procedures that shall be taken during elevator entrapment and other elevator malfunctions.

NOTE: Repair and refurbishing of systems does not fall under these requirements, unless there is reason to believe that the work will leave the system unsafe. Normal, routine service and maintenance for elevators is not within the scope of the document.

The purpose of this document is to establish specific procedures for aiding and assisting in removal of passengers who become entrapped in inoperable campus elevators, and/or any elevator concern that could result in potential injury.

**B. PROCEDURE**

Elevators are designed to protect passengers by stopping or limiting movement when the elevator control systems detect unsafe conditions or malfunctions. Elevator companies report that more persons are injured as a result of improper exiting from stalled elevators, than from any elevator malfunction. Because of this concern, the procedures outlined in this document will be followed whenever persons are unable to normally exit an elevator. All staff should be cognizant of the need for safety in all aspects of elevator operations. Generally, elevator rescues should be performed under the direct supervision of the service company's elevator repair technicians. This procedure increases the safety factor, and it reduces the university's liability. During entrapment incidents, should any emergency situation develop, such as fire or emergency medical conditions for a passenger on the stalled elevator, the local fire department will be called for immediate response.

Types of elevator emergencies:

- Persons stuck in stalled elevators
- Elevator doors open on any floor without the elevator in correct position
- Any elevator condition or situation that could lead to injury.

The primary responsibility of university employees in rendering aid to passengers in a stalled elevator is to make certain that all safety considerations have been taken into account. This includes contacting the responding elevator service technicians, reassuring passengers, and assessing the situation for potential emergencies. The procedures are as follows:

1. If passengers are aboard a stalled elevator, Facilities Management personnel and University Police will be dispatched for an immediate response. University maintenance personnel will determine if the elevator car can be made operational within a short time period, and if not, they will call for the service contract personnel to respond.
2. Service contracts are in place for every elevator on campus, and maintenance and repair personnel are required to be available 24 hours per day, every day of the year.
3. If the service company is available, and can respond within 30 minutes, no attempt will be made to remove passengers, unless there is an emergency condition.
4. If the service company cannot respond within 30 minutes, university personnel may consider assisting passengers from the elevator-provided that the following safety procedures are in place:
  - a) When using the hoist way door unlocking device, open the door only enough to determine the location of the elevator. The car floor must be no more than three (3) feet above the landing, otherwise no attempt will be made to remove passengers. The "skirt" below the elevator car must be in a position to prevent

someone slipping down the elevator shaft. (Three feet is the recommended limit by elevator companies.)

- b) The elevator must have power disconnected in the control room, and the system is to be both locked-out and tagged-out, unless a Facilities Maintenance person stays in the control room to ensure that the power switches remain in the off position.
- c) Adequate numbers of personnel must be available to assist passengers out of the stalled car. If the car is more than 8 inches above the level of the floor, a stepladder must be available.
- d) Request the elevator passenger(s) to set the "Emergency Stop" switch within the car to the "stop" position (if the car is so equipped).
- e) After assisting passengers from the elevator, the elevator doors will be closed, and the elevator will be posted as out of order (unless normal function is restored).

NOTE: Not all elevator entrapment scenarios can be covered in this document. Common sense must be applied whenever attempting to rescue or assist persons in stalled elevators. If unsafe conditions exist, do not attempt to open elevator doors.

- 5. Should it be determined that there are no passengers in the stalled car, Facilities personnel will post each floor as having the elevator out of service.
- 6. Facilities employees are not to enter the elevator pits, without specific authorization and direction by the Director of Building Maintenance and Operations, or designee.
- 7. The Campus Fire Marshal shall be informed of elevator rescues, via email or campus mail, within one week of such an event.

## Notes

- 1. Dates of official enactment and amendments:  
September 2004: Associate Vice Chancellor for Facilities Management  
May 20, 2019: Modified  
January 20, 2020: Reviewed
- 2. History:  
May 20, 2019: Modified to reflect a Campus-wide effort to recast and revitalize Campus policy sites into a standardized and more coherent set of chaptered policy statements organized around the several operational divisions of the university. Article links, University branding, and formatting updated by the Provost's office.  
January 20, 2020: Editorial changes/clarifications only

3. Initial Policy Effective Date: September 2004
4. Cross References/Appendix:
  - Otis Elevator Company advisory for emergencies
  - ASME A 17.1,Elevator Standard
  - [Campus Administrative Policy 3003, Authority Having Jurisdiction for Fire Prevention and Life Safety](#)