

Elevator Problems

Although elevators are one of the safest forms of transportation available, following these simple guidelines can help ensure passenger safety.

If There is a Fire or Power Outage

- **Never try to use an elevator if a fire alarm is sounding.**
- Most **elevators will** automatically **go to a designated floor** and stop working.
- **Elevators are likely to be out of service** in the event of a power failure.
- **Emergency lighting will come on** inside an elevator if there is a power failure.

If Trapped in an Elevator

- **Do not panic.** There is plenty of air in the elevator. **Don't pry open closed doors** to attempt to climb out.
- **Call for help.** The elevator will have an emergency "phone" panel. Inside will be either a **phone or a button which will automatically call** for help, usually to UWPD.
- **If the emergency phone does not work,** contact UWPD by **cell phone** at 206-685-8973. If your signal is weak, try to **text a friend** and ask them to call UWPD. UWPD cannot receive texts.
- **Push the "bell" or "alarm" button** to alert people outside that there is a problem.
- On the Seattle campus, **FOMS** (Facility Operations Maintenance Specialists) are **available** to assist trapped individuals **24 hours a day**, and will attempt to reset elevator controls to return them to normal functioning.

If Others are Trapped in an Elevator

- **Call 911** and provide the following information:
 - Your name
 - Building name
 - Details known about the problem, including how many people are trapped
- **Notify the building coordinator** or call Facilities Services at 206-685-1411.
- **Reassure the people who are trapped** that help is on the way.

If an Elevator has Stopped Working (no passengers)

- **Notify the Building Coordinator** or call Facilities Services at 206-685-1411.
- **Report the location and status,** let them know there is no emergency, unless the outage is preventing those with limited mobility from exiting the building.