

## Standard Operating Procedure: FM007-190827

### Title: Elevator Trouble Call Response Protocol

The following procedure shall be utilized by campus personnel and Facilities Management staff to ensure calls regarding operational issues and repairs associated with elevators are managed promptly and consistently.

- Campus personnel are directed to report all issues and concerns associated with elevators immediately and as directed below:
  - During those days the campus is open based on the “Green & Gold” calendar and Monday- Friday from 8:00 a.m.- 5:00 p.m., calls shall be directed to the Facilities Management Customer Service Center at (707) 826-4475.
  - For all other days/times, calls shall be directed to the University Police Department at (707) 826- 5555.
- Protocol When Call is Received at Facilities Management Customer Service Center
  - Information concerning the specific location and issue shall be secured along with the reporting party’s name and contact number.
  - Staff acting in the position of Service Center Coordinator shall contact the appropriate Building Service Engineer in Facilities Management or 605 in Housing to investigate.
  - The Building Service Engineer in Facilities Management or 605 in Housing shall evaluate the cause to determine whether additional assistance is required from the elevator service provider (i.e., door held open or switch turned off, etc.). If the issue persists or is believed to be due to elevator mechanical problems, the Building Service Engineer in Facilities Management or 605 in Housing shall advise the Service Center to contact the elevator service provider. See attachment entitled “Current Fiscal Year Elevator Service Provider & Elevator Data” for specific information to assist with such.
  - Upon request by the Building Service Engineer in Facilities Management or 605 in Housing, the Service Center Coordinator shall contact the elevator service provider immediately requesting service based on the information secured. The service provider shall provide an estimated time of arrival to campus for all calls received.
  - Information shall be received and logged into the Facilities Management maintenance management system.
  - The Service Center Coordinator shall customize the standard “Elevator Out of Order” signage, print and provide to the Building Service Engineer in Facilities Management or 605 in Housing who shall place the sign immediately outside of the elevator at each floor. Once the elevator is returned to service, the Building Service Engineer in Facilities Management or 605 in Housing shall remove all such signage.
  - A Work Order within the maintenance management system shall be created with all resources utilized to respond to such call tracked.

- Staff shall contact the Director of Facilities Management or their designee and convey information concerning the incident, contact with the service provider and associated work order number. The Director of Facilities Management or their designee will serve as the primary point of contact with the service provider and shall keep the Service Center Coordinator informed regarding the incident and expected repair effort/timeline.
  - The elevator service provider shall report to Facilities Management to obtain building keys and other relevant information prior to proceeding to the affected elevator. The Director of Facilities Management or their designee shall be responsible for coordinating work with the service provider and shall track hours the provider is on campus.
  - Staff shall contact the reporting party and Departments within the affected area to inform them of the incident and expected repair effort/timeline. If advised by the Director of Facilities Management or their designee, staff shall draft a more comprehensive campus message concerning the incident and expected repair effort/timeline.
- Protocol When Call is Received at the University Police Department & A Building Service Engineer in Facilities Management or 605 in Housing is On Duty
    - The Dispatcher shall secure information concerning the specific issue and location along with the reporting person's name and contact information.
    - The Dispatcher shall contact and dispatch the on-shift Building Service Engineer in Facilities Management or 605 in Housing to investigate the incident.
    - The Building Service Engineer in Facilities Management or 605 in Housing is responsible to assess the situation and form a recommendation whether or not immediate response by the elevator service provider is warranted. The Building Service Engineer in Facilities Management or 605 in Housing shall inform the Director of Facilities Management or their designee of the recommendation and sure approval to contact the service provider. If unable to contact the Director of Facilities Management or their designee, the Building Service Engineer in Facilities Management or 605 in Housing shall render a decision regarding such and proceed forward toward resolving the issue. See attachment entitled "Current Fiscal Year Elevator Service Provider & Elevator Data" for specific information to assist with such.
    - The Building Service Engineer in Facilities Management or 605 in Housing shall advise the Dispatcher as to the status of the elevator and shall coordinate the effort of the service provider (including tracking hours on campus).
    - The Building Service Engineer in Facilities Management or 605 in Housing shall place the standard "Elevator Out of Order" signage immediately outside of the elevator at each floor. Once the elevator is returned to service, the Building Service Engineer in Facilities Management or 605 in Housing shall remove all such signage.
    - All information concerning the incident shall be communicated via the Building Service Engineer in Facilities Management or 605 in Housing Duty Log and a message must be left for the Service Center Coordinator (email preferred with the Director of Facilities Management or their designee copied) of the current situation so that such may be handled properly the next regular business day. If the issue is not resolved prior to the start of the next working day, the Service Center Coordinator shall consult with the Director of Facilities Management or their designee and then contact the reporting party and Departments within the

affected area to inform them of the incident and expected repair effort/timeline. If advised by the Director of Facilities Management or their designee, the Service Center Coordinator shall draft a more comprehensive campus message concerning the incident and expected repair effort/timeline.

- Protocol When Call is Received at the University Police Department & A Building Service Engineer in Facilities Management or 605 in Housing is NOT On Duty & Facilities Management Customer Service Center is Closed
  - The Dispatcher shall secure information concerning the specific issue and location along with the reporting person's name and contact information.
  - The Dispatcher shall contact the appropriate manager based on Procedure FM001, Call Out for Off Hours Campus Emergencies. The responding manager shall be responsible to manage the issue and shall advise the Dispatcher as to the status of the elevator. See attachment entitled "Current Fiscal Year Elevator Service Provider & Elevator Data" for specific information to assist with such. In addition, the responding manager shall customize and place the standard "Elevator Out of Order" signage immediately outside of the elevator at each floor. Once the elevator is returned to service, all signage shall be removed.
  - The responding manager must inform the Service Center Coordinator (email preferred) of the issue and current status. If the issue is not resolved prior to the start of the next working day, the Service Center Coordinator shall consult with the Director of Facilities Management or their designee and then contact the reporting party and Departments within the affected area to inform them of the incident and expected repair effort/timeline. If advised by the Director of Facilities Management or their designee, the Service Center Coordinator shall draft a more comprehensive campus message concerning the incident and expected repair effort/timeline.

#### **REFERENCES**

- FM001 Call Out for Off Hours Campus Emergencies
- Current Fiscal Year Elevator Service Provider & Elevator Data

#### **PREVIOUS VERSION**

PO004-160210 – Renamed FM007-190827