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DOCUMENT ID/VERSION	MO-005 (1)	EFFECTIVE DATE: July 2, 2025
APPLIES TO	All SJSU Campus and Facilities	
SUBJECT	Elevator Shutdown	
RESPONSIBLE ADMINISTRATOR	Senior Director of Maintenance and Operations	

Purpose

This procedure aims to establish a standardized and consistent approach to elevator shutdowns. Providing clear roles and responsibilities for SJSU responses to elevator shutdowns, ensures life safety, minimizes potential damage to equipment, reduces disruption to facility operations, and ensures a more efficient and timely service restoration. Adherence to this procedure helps mitigate safety risks, improves operational continuity, and enhances overall response times in an elevator failure or emergency.

Scope

This procedure outlines the framework for responding to elevator shutdown based on the time of occurrence and the type of incident. It is organized as follows:

- Response During Normal Business Hours
- Response During After-Hours and Campus Closures

Procedure

Response During Normal Business Hours (Monday to Friday, 8:00 AM to 5:00 PM)

Entrapment

1. In the event of an elevator entrapment, the affected site(s) must report the outage to the University Police Department (UPD) dispatch at 408-924-2222
2. UPD personnel will be dispatched to the scene to verify the entrapment.
3. The affected site will then contact FD&O, who will dispatch the elevator service technician.
4. The technician will respond to resolve the entrapment and restore elevator function.
5. The elevator can only be cleared for use once the elevator technician has visited the site and verified that the elevator is safe for operation.

Elevator Malfunction

1. In the event of an elevator malfunction, the affected site(s) must report the outage to FD&O Work Control at 408-924-1990.
2. Work Control will acknowledge the report, create a Work Order (WO), and call in the elevator service provider.

3. If the malfunction results in a condition that presents a visible hazard such as the elevator door being left open, an authorized on-site representative will place appropriate signage and/or barricades to restrict access and indicate that the elevator is out of service.
4. Authorized on-site representative includes:
 - a. Residential Life Coordinator (RLC) for housing,
 - b. Departmental Representative Officer (DRO) for academic facilities
 - c. The Facilities Director at Student Union, Inc. facilities
5. The elevator service provider technician will restore the elevator.
6. The elevator may only be cleared for use after the technician has verified that it is safe for operation and reported the service restoration to work control.
7. Once cleared, an authorized on-site representative will remove the signage and/or barricades.
8. No person, upon observing that the elevator is out of service shall attempt to:
 - i. Start
 - ii. Energize
 - iii. Operate the controls.

Response During After-Hours and Campus Closures (Monday to Friday, 5:01 PM to 7:59 AM; Weekends and Campus Holidays)

Entrapment

1. In the event of an elevator entrapment, the affected site(s) must report the outage to the University Police Department (UPD) dispatch at 408-924-2222
2. UPD personnel will be dispatched to the scene to verify the entrapment.
3. The affected site will then contact FD&O after hours on call manager, who will dispatch the elevator service technician.
4. The technician will respond to resolve the entrapment and restore elevator function.
5. The elevator can only be cleared for use once the elevator technician has visited the site and verified that the elevator is safe for operation.

Elevator Malfunction

1. In the event of an elevator malfunction, the affected site must contact UPD. UPD will dispatch cadets to assess the situation and ensure safety.
2. Once safety is confirmed, UPD will notify the FD&O on-call manager to report the incident.
3. The on-call manager will acknowledge the report, dispatch the elevator technician, and create a Work Order (WO).
4. If the malfunction results in a condition that presents a visible hazard such as the elevator door being left open, an authorized on-site representative will place appropriate signage and/or barricades to restrict access and indicate that the elevator is out of service.
5. Authorized on-site representative includes:
 - a. Residential Life Coordinator (RLC) for housing,
 - b. Departmental Representative Officer (DRO) for academic facilities
 - c. The Facilities Director at Student Union, Inc. facilities

6. If all elevators in the building are out of service, the elevator service provider company will be called back. Otherwise, if one or more elevators remain in service, repairs will commence the following business day.
7. The elevator service provider technician will restore the elevator.
8. The elevator can only be cleared for use once the elevator technician has visited the site and verified that the elevator is safe for operation.
9. Once cleared, an authorized on-site representative will remove the signage and/or barricades.
10. No person, upon observing that the elevator is out of service shall attempt to:
 - i. Start
 - ii. Energize
 - iii. Operate the controls.

ASSOCIATED FORMS	
<i>Name of the Form</i>	

REFERENCE DOCUMENTS	
<i>Document Title</i>	

VERSION HISTORY		
<i>Version</i>	<i>Approved By</i>	<i>Revision Date</i>
(1) Original	Jim Kari, Sr. Director M&O	N/A

FD&O's commitment to process improvement

FD&O is committed to continuous improvement and providing facilities development & operations services to the campus. Every Administrative Directive, Standard Operating Procedure, Guideline, and Standard accepts feedback from customers, FD&O employees, and leadership to facilitate continuous improvement.

FD&O accepts feedback continuously and conducts reviews when a particular procedure receives substantial feedback and periodic reviews.

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