

Elevator Emergency

Dispatchers Response

1. Obtain the caller's name and their location.
2. Obtain the reason for the call.
3. If individuals are trapped in the elevator, call Physical Plant.
4. The officer should assist if no Physical Plant unit is available or if it is after business hours (*Physical Plant Business Hours: Monday - Thursday 0700 hrs - 1600 hrs and Fridays 0700 thru 1530hrs.*)
5. If necessary call RFD.
6. If RFD is called advise the Supervisor on call.

Officers Response

1. Assist in getting the individual(s) out of the elevator, (if Physical Plant is not available).
2. Advise dispatch if RFD needs to be called. If any Emergency Service vehicles come on scene, stand by until all Emergency Personnel leave.
3. Take a report.

Dispatchers use the following example when advising Physical Plant of the problem:

“My name is _____ from LSU Security. I’m calling to advise that the elevator in _____ (provide with the building name and location of the elevator) is stuck and there is someone currently inside that needs help getting out.”

Elevators located in:

- Sierra Towers
- School of Education
- Convenience Center
- Conference Office (Do not call Physical Plant for this elevator, call RFD instead.)