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.