UTC does not have trained elevator rescue personnel. Therefore, NO university employee should attempt an elevator rescue outside the parameters of this procedure including attempts to open any inner or outer doors of the elevator.

An elevator response is required when:

a. Person is trapped  
b. Elevator doors are open and no car is present  
c. Elevator car is not level with floor when stopped  
d. Any other situation that could cause a hazard resulting in injury

UTC Campus Police should be notified immediately. They will contact the following offices and report the location of incident.

- During normal business hours – **Contact Facilities – 423-425-2254** for any non-housing buildings and the Housing office for all residence halls – **423-425-4304**.
- After normal business hours - Contact the elevator repair company – **ThyssenKrupp – 423-499-2216**

UTC Police should ascertain which car is inoperable, on what floor it has stopped, the number of occupants, and any pertinent medical conditions.

Campus police should remain at the scene and attempt to keep the occupants calm until released.

**EMERGENCY ONLY**

If an emergency exists, UTC Police should contact the Chattanooga Fire Department for response and rescue.