



Policy Source: Gwinnett Tech	Owner: Chief of Police	Effective: 1999
Division: Technology & Operations	Reviewed: 3/2024, 2/2026 Revised: 3/2024	

7.3.6 GT **Emergency Elevator Response**

The following guidelines have been established to govern response to elevator malfunctions and emergencies involving persons trapped in elevators.

Each time a person is trapped in an elevator, a Campus Police Officer and maintenance personnel will be dispatched to check on the location.

Upon arrival, they will check the status of the person trapped.

Until the trapped person is extricated, the Police Officer will remain and call for additional help.

The maintenance personnel will either fix the problem or call an elevator service provider. If the subject is trapped the elevator 10 minutes, the local fire department will be called to assist in extricating the trapped person or persons.

Fire Department Service Personnel should only perform manual opening of the elevator doors and removing persons from within.

Trapped in an Elevator

If you are trapped in an elevator, remain calm. Use either the elevator phone or push the phone button to automatically connect to campus Police.

1. Identify the problem and the location of the elevator.
2. If the phone or phone button does not work, press the red alarm button and await assistance.
3. Do not attempt to open doors and climb out as the elevator is still capable of moving.
4. An elevator maintenance company is on call 24 hours a day. They will be notified to respond immediately. Please remain calm, sit down, and await assistance.
5. Anyone hearing the elevator alarm is to immediately notify campus Police at 678-226-7377 Lawrenceville campus 470-282-5440 Alpharetta North Fulton campus.