

Elevator Safety Guide

While elevators are considered to be the safest of all transportation modes, operational failures do occasionally occur, causing cabs to stop between floors.

Here's what to do if you find yourself stuck:

Remain calm and don't panic. Instead:

- Locate the elevator stop button/switch on the main panel (commonly located about 35 inches above floor level)
- Activate the switch by pushing or pulling, and wait 10 seconds
- Reset the switch and attempt to either push a floor button or the door-open button

In most cases, this will reset the elevator system and allow you to either go to your desired floor or exit the car if it is level with a floor.

If not:

- Locate the emergency phone button, either on the main panel or adjacent to it (some phones are located behind a closed door on the panel)
- Press the button once and listen for the auto-dialer
- Wait for the emergency dispatcher to give you directions, and be prepared to state the building address)

If the elevator does not reset or the phone is not operational:

- Use your mobile phone to dial 911 and be prepared to state the building address to assist the emergency service to locate you

If the above steps fail:

- Press the alarm button located adjacent to the stop switch. This will create an audible signal heard throughout much of the building and draw attention to your situation.

Wait for assistance – do not try to climb out of the car on your own!