# Purple text on a black background  Description automatically generated with medium confidenceElevator Failure

Elevators are one of the safest forms of transportation; however, it is important to be prepared to help ensure passenger safety in the event an elevator stops working.

*The University provides the following instructions to help UW personnel, students and visitors prepare for responding to an emergency on the Seattle campus. University units and departments can modify these instructions for their specific location(s) and add them to their Fire Safety and Evacuation Plans.*

## If There is a Fire or Power Outage

* Never use an elevator if a fire alarm has been activated.
* Most elevators will automatically go to a designated floor.
* 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 YOU ARE 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.
* **Push the “bell” or “alarm” button** to alert people outside that there is a problem.
* Use the **emergency call panel** inside the elevator to call for help.
	+ Use your cellphone to **call UW Facilities at 206-685-0200** if the emergency call panel is not working. If your signal is weak, **text a friend** and ask them to call UW Facilities.
* Call 9-1-1 *in case of fire or medical emergency only*.

## If YOU ARE HELPING Others Trapped in an Elevator

* **Listen** for a bell or alarm sound, or voices in the elevator. If you can communicate with the trapped individual(s), find out their condition.
* Call 206**-**685 0200 to reach UW Facilities **24 hours a day**.
* Reassure the people who are trapped that help is on the way.
* Call 9-1-1 *in case of fire or medical emergency only*.

## If an Elevator has Stopped Working AND no passengers are inside

* **Notify** **the building coordinator** or call UW Facilities at 206-685-0200.
	+ Provide the location and details of the issue.
	+ Let them know if the elevator outage is preventing individuals with limited mobility from exiting the building.
* Call 9-1-1 *in case of fire or medical emergency only*.