


# **Elevator General & Emergency Procedures Plan**



**Texas A&M University-Central Texas**

**Office of Safety & Risk Management**

**April 8, 2021**

	The Texas A&M University Central Texas		
	Emergency Management: Document and Records Control Guidance	Program:	Elevator General & Emergency Procedures Plan
		Doc. No.:	004
		Rev No:	001
	Level 2	Date:	04/08/2021
		Office:	Safety & Risk Management

## Texas A&M University – Central Texas

### Elevator General & Emergency Procedures Plan

Submitted by: Business Continuity Planning Team

#### Approval Document

\_\_\_\_\_  
Safety Coordinator

\_\_\_\_\_  
Date

\_\_\_\_\_  
Vice President for Finance and Administration

\_\_\_\_\_  
Date

\_\_\_\_\_  
Provost and Vice President for Student and Academic Affairs


\_\_\_\_\_  
Date

\_\_\_\_\_  
Vice President for Research and Economic Development

\_\_\_\_\_  
Date


\_\_\_\_\_  
President

\_\_\_\_\_  
Date

	The Texas A&M University Central Texas		
	Emergency Management: Document and Records Control Guidance	Program:	Elevator General & Emergency Procedures Plan
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## Contents

1. Elevator General & Emergency Procedures Plan.....	4
2. General/Emergency Procedures.....	4
3. All University Buildings.....	6
4. Appendices:.....	6
Appendix A: Elevator Service Contract .....	7
Appendix B: Instructions for testing elevator fire service operation.....	13


	The Texas A&M University Central Texas		
	Emergency Management: Document and Records Control Guidance	Program:	Elevator General & Emergency Procedures Plan
		Doc. No.:	004
		Rev No:	001
	Level 2	Date:	04/08/2021
		Office:	Safety & Risk Management

## 1. Elevator General & Emergency Procedures Plan

- a. The purpose of this plan is to establish the procedure for elevator maintenance and for reporting elevator problems and aiding or removing passengers trapped in campus elevators.
- b. The basic order of operational priorities is:
  - i. The safety of all passengers using elevators on campus.
  - ii. Rescue of all passengers trapped in campus elevators.
  - iii. Regular testing, inspections, service, and maintenance of all campus elevators.

## 2. General/Emergency Procedures

- a. Every elevator on the university campus is under a service contract to an elevator service company for complete maintenance, inspections, and repair. The company is required to have qualified mechanics available 24 hours per day, 7 days per week for callback services.
- b. Passenger(s) in a stalled elevator cab should push the HELP button. Pushing the HELP button will immediately connect the passenger(s) with a 911 operator and result in the dispatch of emergency response personnel.
- c. Elevator equipment is designed to protect passengers by preventing movement of the unit when an unsafe condition exists or a malfunction occurs. The proper and safe removal of passengers from a stalled unit is of utmost importance.
- d. As recommended by the National Elevator Code, evacuation of passengers from elevators should be performed under direct supervision of trained/qualified elevator personnel, or first responders such as police or fire department personnel. This procedure not only increases the safety factor but also reduces the university's liability in case of injury. Unless there is extreme emergency such as a fire, this procedure will be followed.
- e. The responsibility of university employees in rendering aid to passengers in a stalled unit is to make certain the proper authority has been called (University Police Department or Warrior Shield) and to talk to the passengers, reassuring and keeping them calm until the elevator mechanic arrives. Police and/or fire department first responders will likely arrive on site within 10 minutes. In most cases, the elevator mechanic will arrive within 45 minutes. University employee(s) may aid the mechanic in removing passengers, but the actions


	The Texas A&M University Central Texas		
	Emergency Management: Document and Records Control Guidance	Program:	Elevator General & Emergency Procedures Plan
		Doc. No.:	004
		Rev No:	001
	Level 2	Date:	04/08/2021
		Office:	Safety & Risk Management

performed will be under the direct supervision of the mechanic unless an emergency exists.

- f. Elevator Fire Service Testing will be conducted once per month to ensure proper operation under fire emergency conditions. This test will be conducted by the university's Facility Maintenance Contractor SSC and reported to the office of Safety & Risk Management.
- g. Elevators under maintenance will have signage placed on each floor indicating the elevators are closed for service.
  - i. Out of service signage will state:

**ELEVATOR MAINTENANCE IN PROGRESS**  
**For your safety and convenience PLEASE DO NOT USE**  
**This elevator will be returned to service as soon as possible**  
**For questions please contact Facility Maintenance at**  
**254-290-4587**

- h. The procedure for reporting elevator problems is as follows:
  - i. Any member of the campus community may report an elevator problem to the university police department by use of the Warrior Shield App or telephone 254.501.5805 24 hour per day, 7 days per week; Through the Facilities Office by using the Maintenance Connection App; or by calling the Office of Safety & Risk Management at 254.519.5771 during normal business hours.
  - ii. University Police will contact SSC Facility Maintenance staff who will report the problem to the elevator service contractor, noting if passengers are in the unit and the time and date of the problem.
    - 1. If there are passengers in the unit, regardless of time of day, SSC Facility Maintenance staff will contact the elevator service contractor to dispatch a mechanic to the elevator immediately. Emergency response personnel (fire department and/or police) will be notified for immediate response. Should the building have only one elevator, and that elevator is not functioning, the

	The Texas A&M University Central Texas		
	Emergency Management: Document and Records Control Guidance	Program:	Elevator General & Emergency Procedures Plan
		Doc. No.:	004
		Rev No:	001
	Level 2	Date:	04/08/2021
		Office:	Safety & Risk Management

elevator service contractor will be called immediately, regardless if passengers are on board or the time of day.


2. If the problem occurs during normal business hours, SSC Facility Maintenance staff will call the elevator service contractor to dispatch a mechanic to the elevator immediately.
3. If the problem occurs after hours, SSC Facility Maintenance staff will call the elevator service contractor requesting that a mechanic be dispatched.

### 3. All University Buildings

- a. If passengers are aboard the stalled elevator during normal hours, SSC Facility Maintenance staff will immediately request to dispatch a university police officer to the elevator and immediately thereafter notify the elevator service contractor. The university police officer will reassure the passengers, and contact emergency response personnel (fire department) to assist until the elevator mechanic arrives. University employee(s) will not attempt to remove the passengers but will wait for emergency response personnel and/or the elevator mechanic and assist as necessary.
- b. SSC Facility Maintenance staff will request that office personnel on duty confirm that passengers are actually on the elevator and, if so, that they are reassured that emergency response personnel have been notified and a qualified elevator mechanic(s) is en route. Most entrapment calls can be answered within 10 minutes by emergency response personnel and one hour by the elevator mechanic; however, delays may be encountered due to the time of day, location, or activity of the mechanic at the time of the call.

### 4. Appendices:

- a. Appendix A: Elevator Service Contract
- b. Appendix B: Instructions for testing elevator fire service operation

	The Texas A&M University Central Texas		
	Emergency Management: Document and Records Control Guidance	Program:	Elevator General & Emergency Procedures Plan
		Doc. No.:	004
		Rev No:	001
	Level 2	Date:	04/08/2021
		Office:	Safety & Risk Management

## Appendix A: Elevator Service Contract

I see the six elevators in Founders and Warrior Halls covered, but I don't see the elevator in Beck Hall Covered? I may have missed it?

***This SERVICE PLAN CONTRACT is between SSC Services and ThyssenKrupp not the university***

THIS LOCAL SERVICE AGREEMENT IS ENTERED INTO BY AND BETWEEN THYSSENKRUPP ELEVATOR AND THE COMMITTED CUSTOMER SUBJECT TO THE AGREEMENT BETWEEN THYSSENKRUPP ELEVATOR AND FOODBUI, LLC (THE "MASTER AGREEMENT") ENTERED INTO AS OF AUGUST 1, 2017 AND EFFECTIVE AS OF AUGUST 1, 2014.

**This Service Agreement ("Local Service Agreement" or "LSA")** is made and entered into this \_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_ ("Effective Date") by and between \_\_\_\_\_, "**Committed Customer**" and ThyssenKrupp Elevator Corporation, hereinafter "**ThyssenKrupp**". The terms and conditions of the Master Agreement that apply to Committed Customers are incorporated into this Local Service Agreement by reference. Should any terms and conditions of this Local Service Agreement conflict with any terms and conditions of the Master Agreement, the terms and conditions of the Master Agreement shall control.

By virtue of this Local Service Agreement, Committed Customer and ThyssenKrupp have agreed to add the following location(s) and equipment to those for which ThyssenKrupp has agreed to provide certain Services to the Committed Customer as part of the Master Agreement:

Committed Customer is a hospitality management company and manages the Locations through separate agreement between the Committed Customer and/or its affiliates and the Location: YES ☐ NO ☐

**Name of Location(s) included within this Local Service Agreement** (expand as necessary):


**Address of Location(s)** (expand as necessary):

**Start Date:** November 1, 2019

**End Date:** October 31, 2022 (subject to early termination provisions of this Local Service Agreement)

**Description of Vertical Transportation Equipment** (expand as necessary):



	The Texas A&M University Central Texas		
	Emergency Management: Document and Records Control Guidance	Program:	Elevator General & Emergency Procedures Plan
		Doc. No.:	004
		Rev No:	001
	Level 2	Date:	04/08/2021
		Office:	Safety & Risk Management

Building Name	Unit Name	Unit Serial Number	Oem Unit	Factory Serial Number	Item Description	Speed	Capacity	Floors Total	Number Of Front Openings	Controller Manufacturer	Controller Model Name
TAMU HERITAGE HALL	CAR 1	US709231	OTIS	643959	EL MACHINE ROOMLESS	200	5000	NULL	4	Otis	Gen2 GCS
TAMU-CENTRAL TX	1	US102228	TKE USA	CAX145	EL MR MED	350	3500	4	4	thyssenkrupp Elevator	TAC50
TAMU-CENTRAL TX	3	US102230	TKE USA	CAX147	EL MR MED	350	3500	4	4	thyssenkrupp Elevator	TAC50
TAMU-CENTRAL TX	2	US102229	TKE USA	CAX146	EL MR MED	350	3500	4	4	thyssenkrupp Elevator	TAC50
TAMU-CENTRAL TX LIBRARY	1	US170913	TKE USA	CBR884	EL MR MED	200	3500	4	4	thyssenkrupp Elevator	TAC50 04 32 Bit
TAMU-CENTRAL TX LIBRARY	2	US170914	TKE USA	CBR885	EL MR MED	200	3500	4	4	thyssenkrupp Elevator	TAC50 04 32 Bit
TAMU-CENTRAL TX LIBRARY	3	US170915	TKE USA	CBR886	EL MR MED	200	3500	4	4	thyssenkrupp Elevator	TAC50 04 32 Bit

## **SERVICE PLAN PRICE**

In consideration for the Services to be provided by ThyssenKrupp as set forth in the Master Agreement and as set forth herein as Attachment "A", Scope of Services with respect to the above-referenced location and equipment, Committed Customer agrees to pay ThyssenKrupp the monthly fee outlined below. In the event the Committed Customer identifies itself above as a hospitality Management Company for the Locations, the Locations where the Local Service Agreement Services are provided is liable for payment of any monthly fees and for any early termination penalties and that the Committed Customer is not liable for any such amounts:

**Service Plan Monthly Fee (inclusive of Foodbuy 7.5% program discount1): \$ 3,681.15**


**Service Plan Monthly Fee (inclusive of Foodbuy 8.5% program discount2): \$ NA**

**Service Plan Coverage (indicate Platinum Premier, Platinum, or Gold): Platinum**

### **Platinum Premier Coverage includes:**

- Comprehensive preventive maintenance: examine, lubricate, adjust and document
- FULL COVERAGE parts replacement
- Callback service requests (defined as minor adjustments or emergency entrapments) during Normal Business Hours (Monday through Friday 8:00 AM to 4:30 PM, excluding scheduled holidays) shall be performed at no additional charge.



	The Texas A&M University Central Texas		
	Emergency Management: Document and Records Control Guidance	Program:	Elevator General & Emergency Procedures Plan
		Doc. No.:	004
		Rev No:	001
	Level 2	Date:	04/08/2021
		Office:	Safety & Risk Management

- Labor for after-hours Callback service requests and any other work requests involving one mechanic, shall be performed at no additional charge including travel time.

**Platinum Coverage includes:**

- Comprehensive preventive maintenance: examine, lubricate, adjust and document
- FULL COVERAGE parts replacement
- Callback service requests (defined as minor adjustments or emergency entrapments) during Normal Business Hours (Monday through Friday 8:00 AM to 4:30 PM, excluding scheduled holidays) shall be performed at no additional charge.
- Labor for after-hours Callback service requests and any other work requests involving one mechanic, shall be billed at the difference between straight time labor rate and overtime labor rate, including travel time.


**Gold Coverage includes:**

- Comprehensive preventive maintenance: examine, lubricate, adjust and document
- FULL COVERAGE parts replacement
- Callback service requests (defined as minor adjustments or emergency entrapments) during Normal Business Hours (Monday through Friday 8:00 AM to 4:30 PM, excluding scheduled holidays) shall be performed at no additional charge.
- Labor for after-hours Callback service requests and any other work requests involving one mechanic, shall be billed at the straight time labor rate, including travel time.

The monthly fee includes all costs and expenses incurred by ThyssenKrupp in the performance of its obligations under the Master Agreement for the remaining term of this Local Service Agreement.

<sup>1</sup>Applies to existing equipment only and requires a Local Service Agreement minimum term of thirty six (36) months.

<sup>2</sup>Applies to new or modernized equipment only which is purchased from and installed by ThyssenKrupp and requires a Local Service Agreement term of thirty six (months).

	The Texas A&M University Central Texas		
	Emergency Management: Document and Records Control Guidance	Program:	Elevator General & Emergency Procedures Plan
		Doc. No.:	004
		Rev No:	001
	Level 2	Date:	04/08/2021
		Office:	Safety & Risk Management

## OUT OF SCOPE LABOR

Labor for any Services performed outside of the scope of any Service Plan shall be discounted at a minimum discount rate of twenty percent (20%) off of the then current ThyssenKrupp branch's standard labor rates.

## OUT OF SCOPE PARTS

Parts required for repair or replacement that are not covered under an active Service Plan shall be priced to Committed Customer based on ThyssenKrupp's net part cost plus a markup of not to exceed thirty percent (30%).

## SERVICE PLAN PRICE ADJUSTMENT

Pricing for Service Plans under a Local Service Agreement with a term of thirty six (36) months may be subject to adjustment upon each anniversary date of this Local Service Agreement in accordance with the terms of the Master Agreement.

Pricing for Service Plans under a Local Service Agreement term with a term of sixty (60) months may be subject to adjustment upon the second anniversary date of this Local Service Agreement and each successive anniversary date thereafter in accordance with the terms of the Master Agreement.

In the event of an upward price adjustment to Service Plan pricing, such adjustment shall not exceed three percent (3%) of the then current Service Plan price for any given adjustment period.

## SERVICE LEVEL AGREEMENT

Response Time – On-Site

### Normal Business Hours

**Emergency (ex. passenger entrapment):** One (1) hour


**Non-Emergency:** Four (4) hours

### After Hours

**Emergency (ex. passenger entrapment):** Two (2) hours

**Non-Emergency:** Eight (8) hours

In the event that Seller does not meet the above Service Levels, Seller shall waive any travel charges that would normally be associated with the Service visit in accordance with Committed Customer's Service Plan Coverage Level. The Seller shall not be obligated to meet

	The Texas A&M University Central Texas		
	Emergency Management: Document and Records Control Guidance	Program:	Elevator General & Emergency Procedures Plan
		Doc. No.:	004
		Rev No:	001
	Level 2	Date:	04/08/2021
		Office:	Safety & Risk Management


the above Response Times due to a Force Majeure Event as defined in Section 30 of the Master Agreement.

**Uptime Guarantee.** The Seller guarantees that for each Committed Customer location, the equipment covered under an active Gold, Platinum or Platinum Premier Service Plan shall be fully functional and operational no less than ninety five percent (95%) of the total minutes in any given calendar month ("Measurement Period"). Downtime as a result of regularly scheduled preventive maintenance and repair work performed under an active Service Plan and/or Out of Scope Services requested by Committed Customer shall be excluded from any Uptime Guarantee calculation. Seller and Committed Customer shall mutually agree on any remedies for Committed Customer as a result of Seller's failure to meet the Uptime Guarantee in a given measurement period and agree to outline such remedies in the Local Service Agreement between the Seller and Committed Customer. Notwithstanding the foregoing, if an elevator or escalator is shut down for more than seventy two (72) continuous hours (subject to the exclusions noted in this section), the maintenance billing for that elevator or escalator shall be suspended until the unit is restored to service.

**Additional Remedy to Committed Customer by Seller for Failure to Meet Uptime Guarantee as mutually agreed between Committed Customer and ThyssenKrupp Elevator Branch is as follows: [Expand space as necessary]**

#### **TERMINATION DUE TO BREACH OF SERVICE WARRANTY**

ThyssenKrupp represents, warrants and covenants that (a) ThyssenKrupp shall (i) perform the Services in a diligent and first class manner consistent with industry ASME 17 codes and standards, applicable laws and the requirements of the Master Agreement and this Local Service Agreement; (ii) use as part of the Services, quality supplies, materials, equipment and workmanship; (iii) minimize the possibility of any annoyance, interference, or disruption to tenants or other occupants of the Property and their invitees; and (iv) use suitably qualified personnel who are legally permitted to work in the United States. ThyssenKrupp further represents and warrants that the Services will conform in all material respects with the descriptions set forth in the Master Agreement, this Local Service Agreement and any agreed upon specifications for such Services. If any warranty in this Section is breached, then ThyssenKrupp shall promptly remedy the problem that caused the breach to the reasonable satisfaction of Foodbuy or the Committed Customer. If ThyssenKrupp is unable to provide such remedy within ten (10) business days of notice of breach, or if more than three (3) breaches of warranty occur during any twelve (12) month period, the Committed Customer shall be entitled

	The Texas A&M University Central Texas		
	Emergency Management: Document and Records Control Guidance	Program:	Elevator General & Emergency Procedures Plan
		Doc. No.:	004
		Rev No:	001
	Level 2	Date:	04/08/2021
		Office:	Safety & Risk Management

to receive a refund of all fees paid for such non-conforming Service in addition' to any other rights or remedies available to it at law or in equity. Upon the termination of this Local Service Agreement, the warranty shall be deemed null and void.

#### **TERMINATION DUE TO CHANGE OF OWNERSHIP OR MANAGEMENT OF PREMISES**

If during the term of this Local Service Agreement, ownership or management of the Location where the equipment is located and/or the services are provided is transferred to a party other than the Committed Customer, the Committed Customer shall advise ThyssenKrupp in writing of said transfer and thereafter have the right to terminate the Location from this Local Service Agreement upon thirty (30) days prior written notice to ThyssenKrupp without penalty or cost.

#### **THYSSENKRUPP ELEVATOR BRANCH**

The ThyssenKrupp Elevator Branch that is responsible for providing the Services set forth in the Master Agreement and this Local Service Agreement for the location and equipment listed herein:

#### **ThyssenKrupp Elevator Corporation**

**Contact:** Michelle Hagaman

**Street Address:** 1905 RAMCON ST

**City, State, Zip:** TEMPLE, TX 76504

**Telephone:** 512-964-9832

**Remainder of page left blank, signatures follow**

**In witness whereof, the parties hereto and by their duly authorized agents have executed this Local Service Agreement as of the Effective Date written above.**

#### **COMMITTED CUSTOMER**


#### **THYSSENKRUPP ELEVATOR CORPORATION**

Signature: \_\_\_\_\_ Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_ Print Name: \_\_\_\_\_

Title: Title: \_\_\_\_\_ Title: National Title Executive

Date: \_\_\_\_\_ Date: \_\_\_\_\_

	The Texas A&M University Central Texas		
	Emergency Management: Document and Records Control Guidance	Program:	Elevator General & Emergency Procedures Plan
		Doc. No.:	004
		Rev No:	001
	Level 2	Date:	04/08/2021
		Office:	Safety & Risk Management

## Appendix B: Instructions for testing elevator fire service operation

### Instructions for testing elevators for “Fire Service”

#### Hall Instructions

##### Phase I

Insert Fire Service Key in red HALO Fire Switch in Hall Panel.

Turn to “ON” position.

Elevator will come to Phase I floor (first floor) and the doors will open.

#### Car Instructions

##### Phase II

Inside elevator, insert Fire Service Key in red HALO switch in car panel.

Turn to “ON” position.

Press the desired floor button (Any floor other than “Phase I” floor).

When the elevator stops, press and hold “DOOR OPEN” button until doors fully open.

Press and hold “DOOR CLOSE” button until door fully close.

Press desired floor button (“Phase I” operation floor).

When elevator stops, press and hold “DOOR OPEN” button until doors fully open.

#### To return to normal operation

##### Clear “Phase II” Operation:

Turn key to “OFF” position in car.

##### Clear “Phase I” operations:

To return elevator to normal operation, turn key in hall panel to “BYPASS”, wait for 3 seconds, then turn to “OFF” position.

*Test monthly and keep a log in elevator machine room reflecting date, name of person performing the test, and successful completion.*

*\*This test does NOT address the proper functioning of the smoke detectors.*