

CPFM Department: Customer Service	SOP Number: CS-4
	Effective Date: 1/20/2026
Title: Elevator Entrapments and Breakdowns	Revision Date: 5 years
	End Date: Indefinite
Signature:	Dean Tufts, Vice President Campus Planning & Facilities Management (CPFM)

POLICY: Elevator Entrapments and Breakdowns

PURPOSE: To provide CPMF’s role in the response to elevator entrapments and breakdowns.

PROCEDURE: **IMMEDIATELY report all elevator entrapments and breakdowns to Public Safety Dispatch regardless of the time or day.**

ENTRAPMENTS

TK Elevator (TKE) provides elevator service to most CWRU-owned facilities. Working hours for TKE are defined as 7am – 5:30pm Monday through Friday. After-hours are defined as 5:30pm – 7am Monday through Friday and all-day Saturday, Sunday, and holidays.

For all reported elevator entrapments or breakdowns in CWRU-owned buildings and parking garages, Public Safety will immediately dispatch an officer. If the officer confirms an entrapment and it has occurred during TKE working hours, Public Safety Dispatch will notify CPMF Customer Service by phone or will notify TKE by radio if CPMF Customer Service is unavailable. If the entrapment occurs after-hours, Public Safety Dispatch will notify TKE directly by phone. If TKE cannot respond within an hour, Cleveland Fire will be dispatched to clear the entrapment.

There are several elevators within CWRU-owned facilities where TKE does not provide elevator service and is not responsible for after-hours entrapments. After-hours entrapments in the following buildings are handled by the Cleveland Fire Department.

- Parking Garages 17, 29, 46, 53, and 78
- Biomedical Research Building, elevators 006, 007, 008, and 009

BREAKDOWNS

Once the entrapment is cleared, CPMF will manage the resolution of the breakdown.

Aside from Residential Facilities, if the breakdown occurs in CWRU-owned facilities after-hours, the elevator will remain out of service until the next business day. At the start of the next business day, Public Safety Dispatch will report any overnight breakdowns to CPMF Customer Service, who then notifies TKE by radio.

For elevators located in residential facilities, if the breakdown occurs after-hours, the response is based on how many elevators are available in the building, resident mobility issues or events taking place within the building.

The following elevators are to receive immediate service 24/7:

Alumni #3	Hitchcock #30	Norton #56	Smith #71	Taplin #75
Cutler #16	Howe #31	Pierce #62	Staley #72	Tippit #78
Cutter #17	Kusch #37	Raymond #63	Storrs #73	Tyler #80
Glaser #25	Michelson #50	Sherman #68	Taft #74	

The following elevators are to receive immediate service only if all elevators in the building are non-operational:

Clarke Tower #12	Fayette House #150	Noyes House #148
Clarke Tower #13	Noyes House #146	Stepanie Tubbs Jones #128
Fayette House #149	Noyes House #147	Stepanie Tubbs Jones #129

The following North Residential Village (NRV) elevators are to receive service only during working hours. Since the NRV houses are connected, elevator access can be maintained during a breakdown by using an elevator in an adjacent house.

NRV House 1 #109	NRV House 2 #110	NRV House 3 #111	NRV House 3A #112
NRV House 4 #113	NRV House 5 #114	NRV House 6 #115	NRV House 7 #116

If a breakdown occurs after-hours in the Triangle Towers elevators, the Triangle Management On-Call Person will determine the appropriate response.