
At the beginning of every month the administrative analyst supporting the SAVP or delegee will provide UPD dispatch an updated duty roster for that month.

FACILITIES PLANNING & MANAGEMENT

EMERGENCY CONTACT LIST

Customer Service Center

Business hours: Monday through Friday, 8 a.m. to 5 p.m.
909-869-3030

AFTER HOURS

WEEKNIGHTS 5 P.M. TO 8 A.M., WEEKENDS AND HOLIDAYS

CONTACT: UNIVERSITY POLICE DEPARTMENT DISPATCH AT 909-869-3070

In the event of a fire or explosion, call 911 then contact the [State Fire Marshal](#) at 916-323-7390

In the [event of an earthquake](#), contact campus Seismic Review Board member Barry Schindler 213-610-7559 with John A. Martin & Associates and Campus Deputy Building Official Aaron Klemm to assess the campus per [earthquake emergency response protocol](#).

FP&M's primary and secondary contacts will rotate monthly among managers.

April 2022

Primary contact: Mark Miller	909-282-7925
Secondary contact: Jhowel Mercado	562-303-6303
Level 1 escalation: Aaron Klemm, Senior Associate Vice President of FP&M & Campus Deputy Building Official	714-308-4804
Level 2 escalation: Ysabel Trinidad, Vice President of Administrative Affairs	253-279-5651

CC: University Police Department: Amanda Elias, Gary Fong, Daniel Hinojosa
police@cpp.edu

Elevator Entrapment & Conveyance Service Procedure

*Cal Poly Pomona, Facilities Planning and Management
Policies & Procedures*

Effective: 07/15/08 Revised: 11/01/21

Excerpt from "Elevator Entrapment & Conveyance Service Procedure"

1. ELEVATOR ENTRAPMENTS AND CONVEYANCE SERVICE REPAIRS AFTER BUSINESS HOURS:
 - a. UPD is made aware that a person(s) is trapped in a State building elevator, or that a conveyance system (elevator/escalator) needs service. For Non-State Buildings such as ASI, Foundation and Housing buildings, please contact their designated emergency response manager for direction.
 - ASI (Manny Gaeta, ext. 2877, building 35-1802)
 - Housing (Therese Melbar, ext. 4138, building 71-102)
 - Foundation (Randy Wallace, 979-5555, building 55)
 - b. If a person(s) is trapped in an elevator after regular business hours, UPD needs to stay with and help keep the person(s) calm until they can be extricated from the elevator.
 - c. UPD dispatcher contacts the FM primary on-call manager, per established FM emergency call-out protocol. If the FM primary manager cannot be reached, the dispatcher shall contact the backup manager. If neither of the FM managers are reachable, UPD may directly call the elevator service company to respond immediately.
 - d. For a limited time, campus has two elevator service companies. Depending on the building, FM manager shall call out one of the following elevator service companies for an immediate response to an entrapment, obtain an ETA for the elevator technician, and inform UPD with the ETA.
 - For elevators in Buildings 1, 4, 6, 8 & 94; call Amtech Elevator at 844-258-1523
 - For all other elevators in State owned Buildings; call ThyssenKrupp Elevator (TKE) at 866-634-5460
 - e. Upon arrival at campus, the elevator technician shall check in with UPD.
 - f. UPD shall escort the elevator technician to the entrapped elevator. (UPD has a master key to the elevator mechanical rooms.)
 - g. The elevator technician shall work quickly to extricate the entrapped person(s) from the elevator.
 - h. If the elevator needs to be kept out of service, the elevator technician shall lock out the elevator and install out-of-service signs near elevator doors on all floor levels.

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- i. If there is only one elevator or wheelchair lift in the building and it becomes non-operational, UPD shall locate and extract mobility-impaired individuals from the building as needed.
- j. Once all tasks are completed, the elevator technician shall contact UPD and provide the status of the elevator. (The FM manager can obtain status information by calling UPD or checking the elevator service company's online customer portal.)
- k. On the following business day, FM manager shall advise the Customer Service Center about the off-hour emergency. CSC shall open a Work Order and follow thru with the elevator company to ensure repairs are made timely.
- l. If there are serious injuries or severe property damage associated with the extraction operation, the FM manager shall immediately inform the Senior AVP of FPM, and/or the VP of Administrative Affairs.