Cal Poly Pomona

FACILITIES PLANNING & MANAGEMENT EMERGENCY CONTACT LIST

Customer Service Center

Business Hours: Monday through Friday, 8 a.m. to 5 p.m.

Phone: 909-869-3030

AFTER HOURS

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

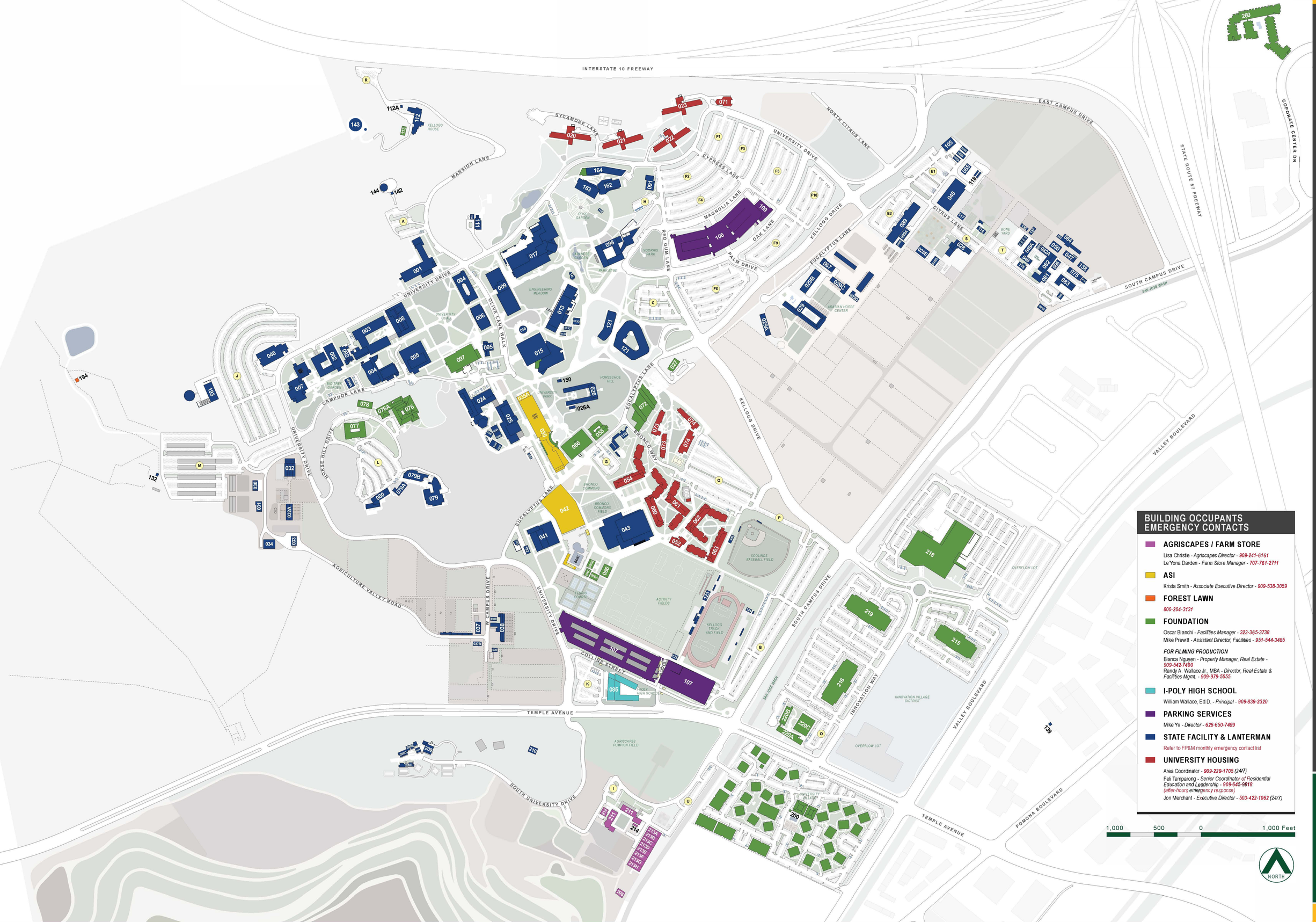
CONTACT: UNIVERSITY POLICE DEPARTMENT DISPATCH AT 909-869-3070

October 2026

Primary Contact: Brian Allen	909-630-4594
Secondary Contact: Cat Nu‘uhiwa	626-807-5018
Level 1 Escalation: Barbara Queen, Sr AVP, Facilities, Planninng & Management	805-550-9051
Level 2 Escalation: Michelle Cardona, Interim Vice President for Administrative Affairs	626-533-7993

***For Elevator Entrapments:** Contact **Victor Rios** at 909-630-6225 or 323-855-6239

Send to: Police Department Dispatchers pd_dispatchers@cpp.edu
CC: Rob Darrell Brock (University Police Department),
Gary Fong, Customer Service, and FP&M Managers on duty for the corresponding month



BUILDING OCCUPANTS EMERGENCY CONTACTS

AGRISCAPES / FARM STORE

Lisa Christie - *Agriscapes Director* - 909-241-6161
Le'Yona Darden - *Farm Store Manager* - 707-761-2711

ASI

Krista Smith - *Associate Executive Director* - 909-538-3059

FOREST LAWN

800-204-3131

FOUNDATION

Oscar Bianchi - *Facilities Manager* - 323-365-3738
Mike Prewitt - *Assistant Director, Facilities* - 951-544-3485

FOR FILMING PRODUCTION

Bianca Nguyen - *Property Manager, Real Estate* - 909-542-7400
Randy A. Wallace Jr., MBA - *Director, Real Estate & Facilities Mgmt.* - 909-979-5555

I-POLY HIGH SCHOOL

William Wallace, Ed.D. - *Principal* - 909-839-2320

PARKING SERVICES

Mike Yu - *Director* - 626-650-7499

STATE FACILITY & LANTERMAN

Refer to FP&M monthly emergency contact list

UNIVERSITY HOUSING

Area Coordinator - 909-229-1705 *(24/7)*
Feli Tamparong - *Senior Coordinator of Residential Education and Leadership* - 909-645-9818 *(after-hours emergency response)*
Jon Merchant - *Executive Director* - 503-422-1062 *(24/7)*

MAIN CAMPUS

FPM Emergency Response

SITE MAP PREPARED BY:
FPM DOCUMENT RESOURCE CENTER
DATE REVISED: **JUL 2026**

FPM SHEET 1 OF 1

CalPoly Pomona

After Hours Elevator Entrapment & Conveyance Service Procedure

Cal Poly Pomona, Facilities Planning and Management
Policies & Procedures

Effective: 07/15/08 Revised: 09/01/23

Excerpt from "Elevator Entrapment & Conveyance Service Procedure"

1. **ELEVATOR ENTRAPMENTS CALLS:**

   a. UPD is made aware that a person(s) is trapped in an elevator, or that a conveyance system (elevator/escalator) needs service.

   b. If a person(s) is trapped in an elevator after regular business hours, UPD dispatches an officer to stay with and help the person(s) stay calm until they can be extricated from the elevator. UPD dispatcher shall call out the elevator service company at one of the following numbers for an immediate response to the entrapment. Obtain an ETA and inform the responding officer and either the State or Non-State emergency contact manager(s) as noted below.
      - ThyssenKrupp Elevator (TKE) at 866-939-0888 or 323-278-9888

   c. An elevator technician upon arrival on campus, shall go directly to FM Building 81. Locate an exterior small lockbox with combo lock near the front entry door to retrieve the key to enter the building. Once inside the building, locate the large lockbox in the hallway to gather the Elevator Key Ring and then check in with UPD.

   d. UPD shall direct or escort the elevator technician to the entrapped elevator. If the elevator technician was unable to access the Elevator Key Ring, UPD should have a master key to the elevator mechanical rooms.

   e. The elevator technician shall work quickly to extricate the entrapped person(s) from the elevator.

   f. 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.

   g. If there is only one elevator or wheelchair lift in the building and it becomes non-operational, UPD shall check and locate any potential mobility-impaired individuals inside the building and help them evacuate the building.

   h. Once all tasks are completed, the elevator technician shall contact UPD and provide the status of the elevator and return all the keys to their original lockboxes. (The FM manager can obtain status information by calling UPD or checking the elevator company's online customer portal.)

   i. On the following business day, FM manager shall advise FCS about the off-hour emergency callout. FCS shall open a Work Order and follow thru with the elevator company to ensure repairs are made timely.

   j. 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.

2. NON-ENTRAPMENT SERVICE REPAIRS:

a. For non-entrapment service calls for elevator/escalator service needs in the State Buildings, UPD dispatcher shall contact 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 unreachable, dispatcher shall escalate to call Level 1 or 2 manager.

b. For elevators in Non-State Buildings such as ASI, Foundation and Housing buildings, dispatcher shall contact their designated emergency response manager as shown on the attached Facilities Maintenance & Repair Emergency Contacts map for direction.

c. For State buildings, the responding FM manager shall determine the need and urgency for an immediate response by inquiring the dispatcher for additional information regarding the elevator/escalator usage by the building occupants. Manager shall make determination to either call out the elevator service company immediately or wait until next business day. Use the following numbers to call for either an immediate service or next business day response and obtain an ETA. Provide UPD with the ETA.
   - ThyssenKrupp Elevator (TKE) at 866-939-0888 or 866-634-5460

d. For immediate service call, the elevator technician shall follow the same procedure as above.

e. For next business day service, FM manager shall inform FCS to ensure the resident elevator technician is aware of the service call and would service the elevator in a timely manner.

f. After serving the elevator/escalator, the elevator technician shall inform FSC on the repair status.