
ELEVATORS

Elevator Emergencies:

Though elevator incidents are extremely rare, it is most important to prepare for them. Remember to stay calm if you are temporarily trapped in an elevator. Metropoint Staff is prepared to assist you quickly and efficiently.

All elevator cars at Metropoint have direct communication to Metropoint Security via intercom system. All elevator cars also contain an alarm button. If there is an emergency and you want the elevator car to stop you may push the ALARM button and Security will respond.

If you are in the elevator and it stops for no apparent reason, remember to remain calm. By using the call device within the cab Building Security will be alerted that the elevator is malfunctioning. The cab number and the specific floor on which it is stuck will also be identified. The Officer will establish two-way communication with occupants in the elevator until help has arrived.

In the event of a power outage, one elevator per building will continue to operate using our emergency power generator. Should an outage occur, elevator lights will remain on, but the car itself will temporarily cease moving. Each elevator will return to the lobby, their doors will open, and they will remain inoperable until the power has been restored.

Elevator Issue Response Checklist:

- Press the elevator intercom button once to communicate directly with Metropoint Security
- Stay calm and speak clearly into the intercom
- Provide the following information:
 - Building Name: 300, 400, 435, or 600
 - Elevator Car Number (located in the elevator near the push button panel)
 - Floor number (if possible)
- DO NOT leave the elevator car if the elevator stops between floors and the doors open
- DO NOT climb or jump to a floor above or below
- DO NOT pry the doors open. This may cause equipment damage and could prolong the entrapment or cause injury

IN THE EVENT OF A FIRE, ELEVATORS MUST NOT BE USED FOR EVACUATION. USE THE STAIRWELLS.

Minor Elevator Issues:

Report all minor problems related to elevator service to Metropoint Security or Management Office at 952-546-8700.