



<b>Document Number</b>	<b>SOP Title: Elevator Outage Communication, D.40.01</b>
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<b>Effective Date:</b>	April 21,2021
<b>Last Revised/Reviewed:</b>	June 28, 2021
<b>Related Policies and Procedures</b>	

### 1. Purpose/Introduction

To establish a standard operating practice to communicate with the campus community regarding an elevator outage and repair status.

### 2. Definitions

If a building with only one elevator or a building with multiple elevators that are all down and will stay down overnight, please send this notification as soon as the issue is known, but not later than 4:00 PM, unless the issue is reported after the mentioned time.

### 3. Procedural Steps

3.1 The Elevator Contract Administrator or the Buildings & Trades Manager will prepare the outage notification using the Elevator Outage Notification template.

3.2 After the notification is ready an email will be sent to the Customer Service Center (CSC) at (fowork@uncg.edu) requesting the Elevator Outage Notification to be sent out to the contacts listed in the notification document. Please make sure to attach the notification in Word document.

3.3 If the CSC is not available, please see the Business Manager to make sure the notification is sent out.

3.4 The Elevator Outage Notification email should be sent out as followed:  
(See attachment **A** for current email addresses)

**For Academic and Administration Buildings Send Email To:** Building contact of the affected building.

**CC:** Director of Facilities Operations, Associate Vice Chancellor for Facilities, Facilities Operations Business Manager, B&T Manager, FCAP Manager, Utilities Manager, Assistant Director for Facilities Services, Campus Mechanical Engineer, Assistant Director for Grounds, Facilities Service Supervisors,

B&T Supervisors, Zone Supervisors, Utilities Supervisors, OARS, Registrar Office, OSUP, Campus Police, EH&S, and FDC Director.

**For HRL Building Send Email To:** HRL Associate Director for Housing Facilities, HRL Assistant Director for Facilities, and HRL Maintenance Supervisor.

**CC:** Director of Facilities Operations, Facilities Operations Business Manager, B&T Manager, FCAP Manger, Utilities Manager, Electric Supervisor, Life Safety Shop Team Leader, OARS, Campus Police, and EH&S.

**Subject:** Elevator Outage Notification for XXXXX Building

**Example for the body of the notification**

What: Elevator #XX is Out of Service

Where: Affected Building

When: \_\_/\_\_/20\_\_ at X:XX AM/PM

Elevator #XX in XXX Building is currently OUT OF SERVICE. The elevator service company has been contacted by UNCG Facilities Operations and they are working to get the unit back in service as soon as possible.

Students affected by the elevator outage are encouraged to contact their professors and let them know about the issue, so accommodations can be made.

Affected Faculty and Staff please contact your immediate Supervisor.

Faculty and Staff with affected students or employees, please feel free to contact Space Utilization and Planning at [osm@uncg.edu](mailto:osm@uncg.edu) or at 336-256-0467 if you need assistance with accommodations for students or employees.

Facilities Operations will send a follow up email after the elevator is back in service and daily updates for any elevator repair taking longer than 24 hrs.

Contact: For questions or concerns, please contact our Customer Service Center at 336-334-5684 or Cristian Rodriguez at 336-256-0102 / [c\\_rodrig@uncg.edu](mailto:c_rodrig@uncg.edu) or Bob Woods at 336-334-3363 / [rawoods@uncg.edu](mailto:rawoods@uncg.edu).

Thank you,

UNCG Facilities Operations

#### 4. Revision Table

<b>Revision #</b>	<b>Section #</b>	<b>Summary of Changes</b>	<b>Approval Date</b>
D.40.02	N/A	Policy Established	April 21, 2021

## **Attachment A**

Attachment A is stored on line , please follow the link below to view and/or edit the list of email recipients:

<https://uncg.box.com/s/nd9dq7l4j5u2jq4a5s80d1px8crdz7q4>