



Santa Cruz Consolidated Emergency Communications Center

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9-1-1 FIRE
POLICE
MEDICAL

COMMUNICATIONS OPERATIONS MISCELLANEOUS POLICY/PROCEDURE

Policy No.: 7420
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APPROVED: 
General Manager, SCCECC

SUBJECT: ELEVATOR ALARMS

1.0 Purpose

- 1.1 To provide a process for handling incoming elevator alarms.
- 1.2 To provide specific, consistent responses elevator alarms.

2.0 Maintaining Locations

- 2.1 All elevator alarms ring in on E9-1-1 lines.
 - 2.1.1 The Systems Coordinator will maintain elevator location information in the E9-1-1 data base. Information will include the address and specific location of the elevator as well as a responsible party to contact.

3.0 Alarm Calls

- 3.1.1 An alarm call from an elevator will be handled as a fire rescue. The dispatcher receiving the initial call will include the E9-1-1 data base information in the incident.
- 3.2 Elevator repair or mechanical services will be contacted upon request by fire personnel.