

<b>Date of Incident</b>	06-03-2024
<b>Prepared By</b>	Stephen Cicala
<b>Reviewed By</b>	Incident Report was reviewed by Brian Kroker on 06-05-2024 at 11:40 AM.
<b>Property</b>	251 Dekalb
<b>Time of Incident</b>	09:30:00
<b>Location of Incident</b>	East tower 1, number 10 elevator.

<b>Report Last Updated By</b>	<b>Update Date</b>
Brian Kroker	06-05-2024
Stephen Cicala	06-04-2024

Incident Type
Misc.
Description of Incident
Elevator entrapment with a guest of a resident from the 8th floor. The resident wouldn't provide her name and maintenance didn't ask because they were working to get the guest out of the elevator. Kenny Poteat, our maintenance supervisor, informed me, Stephen Cicala, that the guest got on at the 8th floor and the elevator stopped on the 4th floor. David Beatty, from maintenance, when walking his zone, he heard the guest trapped in the elevator. David contacted Kenny, who then contacted Pincus Elevator. Kenny attempted to get the guest out of the elevator, but the emergency release wasn't functioning on the elevator door. Pincus informed Kenny that there is 2nd emergency release on the roof of the elevator. However, before Kenny knew of this information, the Upper Merion Fire Department was called and were on site within 10 minutes. The guest was in the elevator for an est. 20-30 minutes.
Corrective action taken at the time of the incident
Kenny was on the roof to disengage power to the elevator. By the time Kenny returned, the fire department already got the guest out of the elevator and he was gone.
What we have done related to Customer Service and helping the resident, if anything?
Nothing was done, please see above. Pincus completed a full evaluation of the elevator and is making repair recommendations.
Witnesses names and phone number
David Beatty and William Venable, both from maintenance were present.
Was there security camera footage of this incident?
No
Link to security footage video in Box
http://
Did this incident involve a resident?
No
Did this incident involve a Lindy team member?
No
Did this incident involve a vendor?
No
Should this incident be reported to the residents renters insurance policy?
No

