

KINGS III RECOMMENDED MINIMUM STANDARDS FOR EMERGENCY ELEVATOR PHONE MONITORING

We consider the following specifications to be the minimum standard for effective elevator phone monitoring as it relates to code compliance as well as performance and safety.

A qualified monitoring entity shall meet the minimum standards and provide the services detailed below:

- a. Monitoring facility meets UL 827 specifications for monitoring and redundancies including electrical power generation with fueling capabilities for indefinite continual use as well as redundant communication pathways and data redundancy.
- b. Maintain a fully redundant back-up/disaster recovery monitoring facility with real-time data mirroring and separate/redundant communication paths.
- c. Monitoring services provider shall have the ability to name elevator owner as Additional Insured under monitoring services provider's general liability, Errors & Omissions, and excess/umbrella liability insurance policies upon elevator owner's request and at no additional cost to elevator owner.
- d. **Ability to determine elevator site location and elevator car number without requiring communication with passenger(s).**
- e. Automatically provide site address and elevator car number to emergency call operators via a minimum of two methods which may include: elevator phone digital ID transmission, elevator voice location recording, CallerID, or other means such as IP address and MAC address transmission.
- f. Capable of directly dispatching the geographically appropriate local emergency response agencies, e.g., Police, Fire, EMS, as well as, **summoning an elevator maintenance response and providing notification to elevator owner or other authorized personnel.**
- g. **Employ emergency call operators trained in elevator entrapment call handling** and certified to provide first aid instruction via telephone to lay rescuers.
- h. Emergency call operators have access, 24/7/365, to language translation in real-time, and minimum language/dialect translations to English shall be no fewer than one hundred fifty (150).
- i. Record two-way audio conversations and elevator cab video and store both for later retrieval and review with the capability to produce event reports/event logs in chronologic order with date and timestamping of each event action. Recordings and event records must be stored and retrievable for a minimum of three (3) years from date of recorded event.
- j. Recorded events, event logs/event records, and recording storage must be in compliance with state and federal data security and privacy rules for the protection of individually identifiable health information (PHI) including the Health Information Portability and Accountability Act (HIPAA) and the Health Information Technology and Clinical Health (HITECH) and include employee training. Disaster Recovery and Emergency Mode Operation plans are required to protect PHI from vandalism, natural disasters, and other security incidents.
- k. Due in part to health information and data security requirement of (j) above, it is recommended that voice, data, and video transmitted to and from an elevator only be carried on infrastructure provided/contracted by the Qualified Monitoring Entity. Elevator Owner's or property management's site computer network, IP phone network, WiFi, or Internet router equipment should not be used for this purpose.

*Highlighted text specifically addresses code.



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