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**DEPARTMENT OF PUBLIC SAFETY
DIVISION OF FIRE SAFETY**

**MEMORANDUM 014
OTISLINE
Emergency Communications**

Date: March 2, 2022
To: Inspectors and Inspection Companies
From: Gus Guadamuz
Re: Emergency Communications

On December 8, 2022, The Elevator Safety Board reviewed the Otisline (IVR) Emergency Communications system as outlined below. It was confirmed and determined that the present answering system is not acceptable and is not in compliance with Section 2.27.1.1.3(h).

A17.1-2016 Section 2.27.1.1.3(h) The two-way communications shall not be transmitted to an automated answering system. The call for help shall be answered by authorized personnel.

OTISLINE Interactive Voice Response (IVR)

- The IVR is a software based system initiated once the elevator connects to OTISLINE, the system prompts the user with a list of standard questions in order to prioritize the call and route it appropriately.
- Listens for a limited number of prompted words when spoken & appropriately routes the call when it understands these words;
 - (Emergency, Help, Urgent, Immediate Assistance, Disregard, Disregard call, Mistake, False Alarm, Test, Testing, Testing Elevator, Programming, Repeat, Inspector)
- If any words, sounds, noises other than those specified above, or there is no voice (absolute silence) detected within the elevator car, the call will be terminated;
 - Logs (ANI) for terminated calls are captured any subsequent call from that number within 30 minutes is immediately routed to an OTISLINE operator

Section 2.27.1.1.3 (h) violation is not subject to a re-inspection and a Red Tag Immediate Revocation Order. The violation may be self-certified by the owner upon compliance.

Gus Guadamuz

Deputy Chief Elevator Inspector