

SECURIT GUARD



113 West G Street
#5044
San Diego California 92101
United States of America (the)



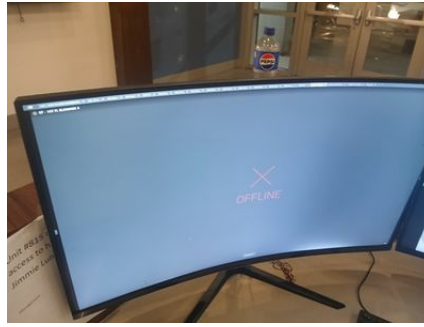
C14th & Commercial (C14)

One 14th St.
San Diego California 92101
United States of America (the)

Incident Report	
Report #	1723298
Report Date	03/01/2025
Report Time	11:53pm
Created By	Ban Bol Chuol #10969
Position	Onsite Guard x1.75
Client	C14th & Commercial (C14)

Please Choose Incident	
Elevator / Malfunction	
Please Provide In Detail What Incident Occured (Eg. WHO, WHAT, WHERE and HOW)	Elevators 1 and 3 are currently not working, Tony from maintenance has been notified and said he will contact Mitsubishi in the morning
Area Of Incident	 <p>A full resolution version of this image is included in the printed report as well as stored on the platform.</p>
Second Picture of Incident	 <p>A full resolution version of this image is included in the printed report as well as stored on the platform.</p>

Surrounding Area Of Incident



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Incident Report	
Report #	1653147
Report Date	01/11/2025
Report Time	05:28pm
Created By	Mauro Bailon #11089
Position	Onsite Guard x1.75
Client	C14th & Commercial (C14)

Please Choose Incident

Elevator / Malfunction

Please Provide In Detail What Incident Occured (Eg. WHO, WHAT, WHERE and HOW)

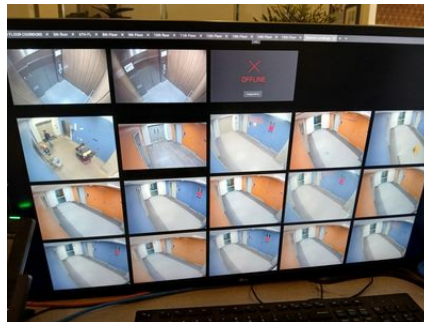
On January 11, 2025, at approximately 1700 hours, Security was notified by building tenants that the elevators were non-operational. Maintenance was promptly informed, and at approximately 1720 hours, Maintenance confirmed to Security that the elevators were operational again.

Area Of Incident



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Second Picture of Incident



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Surrounding Area Of Incident



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Incident Report	
Report #	1651150
Report Date	01/09/2025
Report Time	09:07pm
Created By	Mauro Bailon #11089
Position	Onsite Guard x1.75
Client	C14th & Commercial (C14)

Please Choose Incident

Elevator / Malfunction

Please Provide In Detail What Incident Occured (Eg. WHO, WHAT, WHERE and HOW)

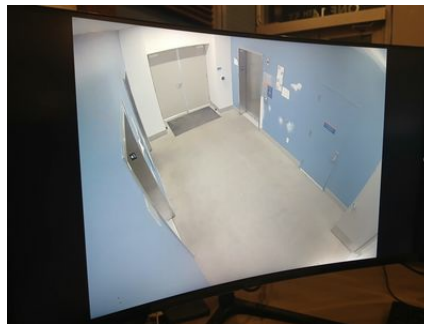
At approximately 2050 hours, security at the front desk received a call reporting that Elevator 1 on Level 6 was stuck open and not operational. Tony from maintenance reset the elevator, and it is now functioning again. Upon inspection, it was determined that the elevator had been tampered with, and it is suspected that a specific individual may be doing this intentionally. Nothing else to report at this time.

Area Of Incident



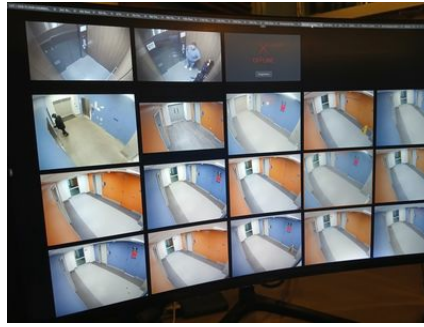
A full resolution version of this image is included in the printed report as well as stored on the platform.

Second Picture of Incident



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Surrounding Area Of Incident



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Incident Report	
Report #	1639896
Report Date	01/01/2025
Report Time	05:21pm
Created By	Faris Qari #11080
Position	Onsite Guard x1.75
Client	C14th & Commercial (C14)

Please Choose Incident

Elevator / Malfunction

Please Provide In Detail What Incident Occured (Eg. WHO, WHAT, WHERE and HOW)

The elevator has been extremely slow and got stuck more than 3 times already with tenants.

Area Of Incident



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Second Picture of Incident



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Surrounding Area Of Incident



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Tour Exception	
Report #	1618119
Report Date	12/17/2024
Report Time	04:17am
Created By	Seth Collins #10975
Position	Onsite Guard x1.75
Client	C14th & Commercial (C14)

Checkpoint	Terrace lock up
Location	
Category	Elevator / Malfunction
Exception Question	Why no tours
Exception Answer	Elevator malfunction
Comments	Stairwell requires key and front desk needs key as well to let residents in and no elevator

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Incident Report	
Report #	1591004
Report Date	11/28/2024
Report Time	02:57pm
Created By	James Hancock #10893
Position	Onsite Guard x1.75
Client	C14th & Commercial (C14)

Please Choose Incident

Elevator / Malfunction

Please Provide In Detail What Incident Occured (Eg. WHO, WHAT, WHERE and HOW)

2:50pm while monitoring security cameras I noticed thr elevator hasn't moved for quite some time. Elevator is stuck on 4th floor with residents inside. Contacting maintenance for time being.

Area Of Incident



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Second Picture of Incident



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Surrounding Area Of Incident





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OLD REPORT USE NEW REPORT!!! Incident Report - St Teresa C14	
Report #	1585528
Report Date	11/24/2024
Report Time	05:41pm
Created By	Seth Collins #10975
Position	Onsite Guard x1.75
Client	C14th & Commercial (C14)

Incident	Elevator / Malfunction
Area of incident	Elevator
TIME THAT THE INCIDENT OCCURED	
Provide detailed report of Incident and with above information (Eg. WHO, WHAT, WHEN, WHERE, HOW and UNIT NUMBER)	<p>Around 5 o'clock on November 24 the one and only working elevator went down down on floor 7 with 3 people trapped inside . Fire trucks arrived to pry door open but residents had already gotten out . Emergency maintenance was called and arrived on-site around 530 and working on it right now . Nothing further to report</p>
Area Of Incident	 <p>A full resolution version of this image is included in the printed report as well as stored on the platform.</p>
Second Picture of Incident	 <p>A full resolution version of this image is included in the printed report as well as stored on the platform.</p>

Surrounding Area Of Incident



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Incident Report	
Report #	1585512
Report Date	11/24/2024
Report Time	05:16pm
Created By	Robert Gibbs #10729
Position	Onsite Guard x1.75
Client	C14th & Commercial (C14)

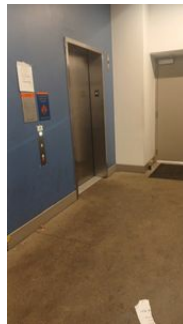
Please Choose Incident

Elevator / Malfunction

Please Provide In Detail What Incident Occured (Eg. WHO, WHAT, WHERE and HOW)

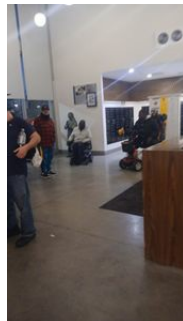
Elevator malfunction stuck on 7th floor ,called emergency maintenance and he is sending Mitsubishi team out immediately

Area Of Incident



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Second Picture of Incident



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Surrounding Area Of Incident





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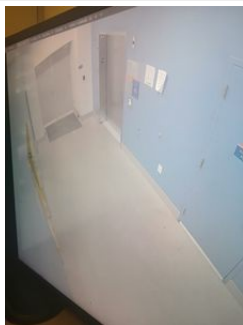


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OLD REPORT USE NEW REPORT!!! Incident Report - St Teresa C14	
Report #	1579174
Report Date	11/20/2024
Report Time	06:36pm
Created By	Philip Lawton #10931
Position	Onsite Guard x1.75
Client	C14th & Commercial (C14)

Incident	Elevator / Malfunction
Area of incident	Elevator
TIME THAT THE INCIDENT OCCURED	
Provide detailed report of Incident and with above information (Eg. WHO, WHAT, WHEN, WHERE, HOW and UNIT NUMBER)	At 4:12pm I informed Tony from maintenance that the only working elevator elevator 2 has gone out, he contacted Mitsubishi and they arrived about a hour later and did the repairs to have it working for now, he also informed me that no more than six people should use it at any given time because of how sensitive it is I'm going to make a sign to say only six at a time. His theory was that too much weight made the elevator short circuit.
Area Of Incident	 <p>A full resolution version of this image is included in the printed report as well as stored on the platform.</p>
Second Picture of Incident	 <p>A full resolution version of this image is included in the printed report as well as stored on the platform.</p>

Surrounding Area Of Incident



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Incident Report	
Report #	1577539
Report Date	11/19/2024
Report Time	09:59am
Created By	Raymond Jones #10711
Position	Onsite Guard x1.75
Client	C14th & Commercial (C14)

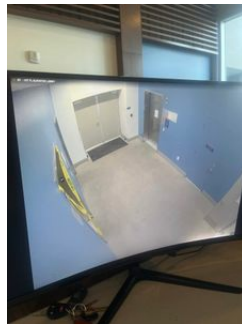
Please Choose Incident

Elevator / Malfunction

Please Provide In Detail What Incident Occured (Eg. WHO, WHAT, WHERE and HOW)

At 7:40 AM, all of the elevators were out of service. Maintenance was notified and contacted Mitsubishi for assistance. Mitsubishi arrived at 9:45 AM.

Area Of Incident



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Incident Report	
Report #	1575855
Report Date	11/18/2024
Report Time	07:56am
Created By	Raymond Jones #10711
Position	Onsite Guard x1.75
Client	C14th & Commercial (C14)


Please Choose Incident	
Elevator / Malfunction	
Please Provide In Detail What Incident Occured (Eg. WHO, WHAT, WHERE and HOW)	At 7:35 AM, security heard banging coming from the elevator lobby and went to investigate. Upon further investigation, they discovered that a person was stuck in elevator three. Security contacted maintenance to report the situation. Security then attempted to open the elevator doors and successfully freed the resident. Maintenance has contacted Mitsubishi, and a technician is on the way.
Area Of Incident	 <p>A full resolution version of this image is included in the printed report as well as stored on the platform.</p>

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OLD REPORT USE NEW REPORT!!! Incident Report - St Teresa C14	
Report #	1561377
Report Date	11/08/2024
Report Time	09:47pm
Created By	Philip Lawton #10931
Position	Onsite Guard x1.75
Client	C14th & Commercial (C14)

Incident	Elevator / Malfunction
Area of incident	8th Floor, 9th Floor
TIME THAT THE INCIDENT OCCURED	
Provide detailed report of Incident and with above information (Eg. WHO, WHAT, WHEN, WHERE, HOW and UNIT NUMBER)	At 8:14 elevator 3 started to experience stop and start movements and eventually got stuck between the 8th and 9th floors, residents from inside the elevator called the fire department before we could contact emergency Maintenance. When the fire department eventually came they where able to get the people out and shut off the non working elevator till the elevator company can come and fix it and also make sure the emergency button is working it wasn't at the time only one elevator is operational at this time.
Area Of Incident	 <p>A full resolution version of this image is included in the printed report as well as stored on the platform.</p>

Second Picture of Incident



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Surrounding Area Of Incident



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Incident Report	
Report #	1560999
Report Date	11/08/2024
Report Time	02:08pm
Created By	Raymond Jones #10711
Position	Onsite Guard x1.75
Client	C14th & Commercial (C14)

Please Choose Incident


Please Provide In Detail What Incident Occured (Eg. WHO, WHAT, WHERE and HOW)

Area Of Incident


Second Picture of Incident

Elevator / Malfunction

About 12:55 PM, a resident got stuck in elevator three. A security guard and maintenance then went up to the fifth floor to try to go help out the situation. The resident from unit 505 Russell Whiteside was stuck in the elevator. He claimed that he was stuck in the elevator for a long time. No actual time frame was given. He also claim the while stuck in the elevator, the elevator began dropping (free falling) multiple floor. It continued going up and down and just dropping. He stated that while the elevator is dropping and being stuck in there, it severely hurt his back. When he finally got out and he stated that he was going to call paramedics to go to the hospital to get checked out. He went back to his unit to wait for paramedics to arrive.



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Incident Report	
Report #	1560916
Report Date	11/08/2024
Report Time	09:06am
Created By	Raymond Jones #10711
Position	Onsite Guard x1.75
Client	C14th & Commercial (C14)

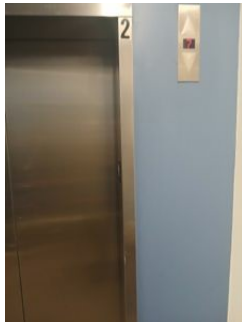

Please Choose Incident	
Elevator / Malfunction	
Please Provide In Detail What Incident Occured (Eg. WHO, WHAT, WHERE and HOW)	
At 9 AM a resident came to the front desk to report that people are stuck in elevator 3. Security went over to investigate and they could hear people stuck on the first floor in the elevator 3. Security attempted to open the doors, but was unable to. Security reached out to maintenance about the situation, and they said they'll reset the elevator to try and open it. At 9:05 AM elevator, three opened and all the residents got out safely.	
Area Of Incident	
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Incident Report	
Report #	1543611
Report Date	10/27/2024
Report Time	09:14pm
Created By	Seth Collins #10975
Position	Onsite Guard x1.75
Client	C14th & Commercial (C14)

Please Choose Incident	Elevator / Malfunction
Please Provide In Detail What Incident Occured (Eg. WHO, WHAT, WHERE and HOW)	At 830 I was informed that both elevators stopped working I then call emergency maintenance and they dispatched someone to come take a look. I opened up the stairwell and told everybody to use the stairs or remain in the lobby if they're unable to use stairs until it's fixed
Area Of Incident	 <p>A full resolution version of this image is included in the printed report as well as stored on the platform.</p>
Second Picture of Incident	 <p>A full resolution version of this image is included in the printed report as well as stored on the platform.</p>

Surrounding Area Of Incident



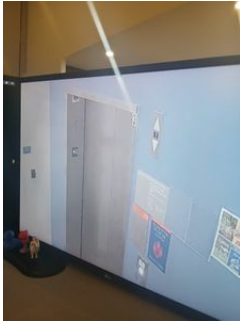
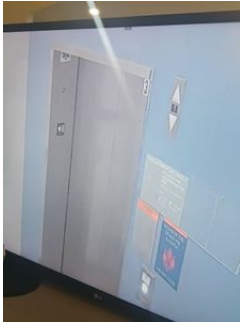
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Incident Report	
Report #	1527109
Report Date	10/17/2024
Report Time	06:40am
Created By	Delaney Gonzalez #10852
Position	Onsite Guard x1.75
Client	C14th & Commercial (C14)

<p>Please Choose Incident</p> <p>Please Provide In Detail What Incident Occured (Eg. WHO, WHAT, WHERE and HOW)</p> <p>Area Of Incident</p> <p>Second Picture of Incident</p>	<div style="background-color: #f08080; padding: 2px; margin-bottom: 5px; display: inline-block;">Elevator / Malfunction</div> <p>At 6:20am</p> <p>Cart 3 on the right side elevator is stuck again on the first floor as it appears that there's a resident inside as well we are trying to contact Tony maintenance for assist as we are also calling the emergency maintenance for help. Successfully the elevator has started to work again and the person got out on the 3rd floor safely.</p> <div style="border: 1px solid #ccc; margin: 5px 0;">  </div> <p>A full resolution version of this image is included in the printed report as well as stored on the platform.</p> <div style="border: 1px solid #ccc; margin: 5px 0;">  </div> <p>A full resolution version of this image is included in the printed report as well as stored on the platform.</p>
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Surrounding Area Of Incident



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Incident Report	
Report #	1516709
Report Date	10/12/2024
Report Time	01:13am
Created By	James Hancock #10893
Position	Onsite Guard x1.75
Client	C14th & Commercial (C14)

Please Choose Incident

Elevator / Malfunction

Please Provide In Detail What Incident Occured (Eg. WHO, WHAT, WHERE and HOW)

1:00am now other elevator (both elevators) are currently down. Maintenance is on-site and has been made aware of current issue. Currently working on fixing issue. For time being I have to stay downstairs and let residents up manually through side stairwell.

Area Of Incident



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Second Picture of Incident



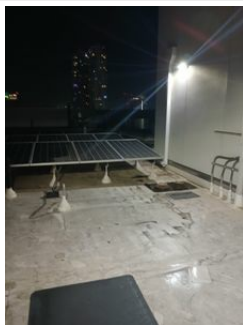
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Surrounding Area Of Incident



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Surrounding Area Of Incident



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Incident Report	
Report #	1516485
Report Date	10/11/2024
Report Time	11:38pm
Created By	James Hancock #10893
Position	Onsite Guard x1.75
Client	C14th & Commercial (C14)

Please Choose Incident

Elevator / Malfunction

Please Provide In Detail What Incident Occured (Eg. WHO, WHAT, WHERE and HOW)

11:30pm While escorting a maintenance worker on the 8th and 7th floors, I received a call from the front desk stating that some residents were stuck in the elevator on the 6th floor. I immediately notified the maintenance worker next to me, and we headed to the roof access elevator maintenance room to fix the problem.

Area Of Incident



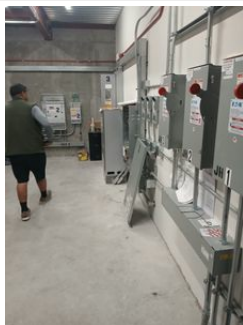
A full resolution version of this image is included in the printed report as well as stored on the platform.

Second Picture of Incident



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Surrounding Area Of Incident



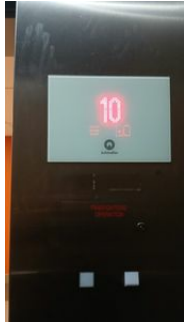


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Incident Report	
Report #	1495557
Report Date	09/30/2024
Report Time	05:32am
Created By	Brandon Wallace #10947
Position	Onsite Guard x1.75
Client	C14th & Commercial (C14)

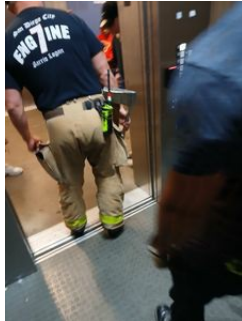


Please Choose Incident	Elevator / Malfunction
Please Provide In Detail What Incident Occured (Eg. WHO, WHAT, WHERE and HOW)	I officer Wallace, Noticed the elevator stuck on the 10th floor and the elevator is set on Earthquake mode.
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Surrounding Area Of Incident	 <p>A full resolution version of this image is included in the printed report as well as stored on the platform.</p>

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Incident Report	
Report #	1310290
Report Date	06/10/2024
Report Time	12:42am
Created By	James Hancock #10893
Position	Onsite Guard x1.75
Client	C14th & Commercial (C14)

<p>Please Choose Incident</p>	<p>Elevator / Malfunction</p>
<p>Please Provide In Detail What Incident Occured (Eg. WHO, WHAT, WHERE and HOW)</p>	<p>Fire dept arrived on scene. Woman trapped in elevator on 5th floor. Gave them access to roof. Returned to 5th floor and woman was helped out. South elevator is malfunctioning and down as of right now.</p>
<p>Area Of Incident</p>	 <p>A full resolution version of this image is included in the printed report as well as stored on the platform.</p>
<p>Second Picture of Incident</p>	 <p>A full resolution version of this image is included in the printed report as well as stored on the platform.</p>
<p>Surrounding Area Of Incident</p>	 <p>A full resolution version of this image is included in the printed report as well as stored on the platform.</p>




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Incident Report	
Report #	1310282
Report Date	06/10/2024
Report Time	12:26am
Created By	James Hancock #10893
Position	Onsite Guard x1.75
Client	C14th & Commercial (C14)




Please Choose Incident	
Elevator / Malfunction	
Please Provide In Detail What Incident Occured (Eg. WHO, WHAT, WHERE and HOW)	Elevator stuck on 5th floor. Woman is stuck in Elevator. Needs assistance. Elevator won't respond to call.
Area Of Incident	 <p>A full resolution version of this image is included in the printed report as well as stored on the platform.</p>
Second Picture of Incident	 <p>A full resolution version of this image is included in the printed report as well as stored on the platform.</p>
Surrounding Area Of Incident	 <p>A full resolution version of this image is included in the printed report as well as stored on the platform.</p>

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Incident Report	
Report #	1795143
Report Date	04/14/2025
Report Time	11:13am
Created By	Jaasiel Lopez Escobar #11056
Position	Onsite Guard x1.75
Client	C14th & Commercial (C14)

Please Choose Incident	
Elevator / Other	
Please Provide In Detail What Incident Occured (Eg. WHO, WHAT, WHERE and HOW)	Special request
Area Of Incident	 <p>A full resolution version of this image is included in the printed report as well as stored on the platform.</p>
Second Picture of Incident	 <p>A full resolution version of this image is included in the printed report as well as stored on the platform.</p>
Surrounding Area Of Incident	 <p>A full resolution version of this image is included in the printed report as well as stored on the platform.</p>

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OLD REPORT USE NEW REPORT!!! Incident Report - St Teresa C14	
Report #	1718335
Report Date	02/26/2025
Report Time	05:39pm
Created By	Michael Trejo #11125
Position	Onsite Guard x1.75
Client	C14th & Commercial (C14)

Incident Report

Incident
 Area of incident
 TIME THAT THE INCIDENT OCCURED
 Provide detailed report of Incident and with above information (Eg. WHO, WHAT, WHEN, WHERE, HOW and UNIT NUMBER)

Elevator / Other
 Lobby
 05:15pm

The elevator mechanic just left the building and he said he got 2 elevators working and they will come back tomorrow to keep working on the elevators. I asked and he said he will inform Tony the maintainance guy.

Area Of Incident



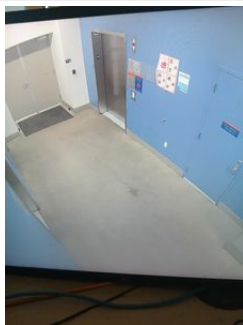
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Second Picture of Incident



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Surrounding Area Of Incident



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Incident Report	
Report #	1677399
Report Date	01/29/2025
Report Time	09:59am
Created By	Philip Lawton #10931
Position	Onsite Guard x1.75
Client	C14th & Commercial (C14)

Please Choose Incident

Elevator / Other

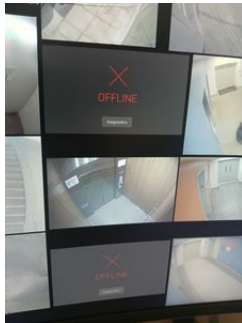
Please Provide In Detail What Incident Occured (Eg. WHO, WHAT, WHERE and HOW)

Area Of Incident


Second Picture of Incident

Surrounding Area Of Incident


Please get all three cameras back working In the elevators for tracking trespassers



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Incident Report	
Report #	1527161
Report Date	10/17/2024
Report Time	08:38am
Created By	Delaney Gonzalez #10852
Position	Onsite Guard x1.75
Client	C14th & Commercial (C14)

Please Choose Incident

Elevator / Other

Please Provide In Detail What Incident Occured (Eg. WHO, WHAT, WHERE and HOW)

At around 8:00am

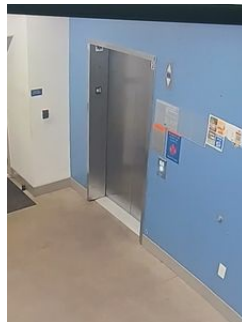
Juanita one of the cleaning ladies came down to the lobby and stated that she and her worker cleaning lady got stuck on the elevator on the cart 3 that doesn't have camera. As I didn't know because without having the camera for me to see it's hard to know when the elevator is stuck and stops working as we had many incidents with people inside waiting for help. When Juanita was inside she stated that she tried to call Tony maintenance and the front desk phone as was your inside the elevator there's bad service and calls and text don't go thru. She also stated that the elevator stopped working for 5min and started moving to the 6th and 7th floor very fast and came down fast to the 1st floor as she stated like it felt that it was going to drop the way it was going very fast. I talked to Tony that the camera needs to be fixed as that's the only way that we will be able to see the inside of the elevator and we will notice when there's an issue again.

Area Of Incident



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Second Picture of Incident



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Surrounding Area Of Incident



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Incident Report	
Report #	1515569
Report Date	10/11/2024
Report Time	01:17pm
Created By	Delaney Gonzalez #10852
Position	Onsite Guard x1.75
Client	C14th & Commercial (C14)

Incident Report

Please Choose Incident

Elevator / Other

Please Provide In Detail What Incident Occured (Eg. WHO, WHAT, WHERE and HOW)

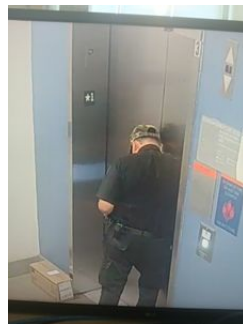
Here's a more polished version of your report:

At 12:55 PM

As I exited the bathroom and was walking toward the front desk, I heard a knocking noise. I rushed to check the cameras, as it sounded like someone might need help near the garage. Upon checking, I saw no one in the area. When I zoomed in on the elevator cameras, I noticed that the right-side elevator, Cart 3, was stuck on the first floor with the doors closed. Samuel was trying to force the doors open from the outside, but I couldn't see the computer system, as the camera for that elevator isn't working, preventing us from receiving an immediate alert.

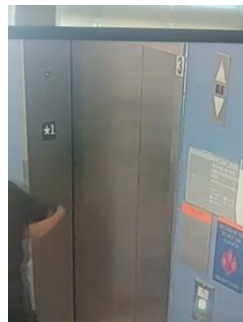
I contacted Tony from maintenance, who quickly went to the 15th floor to reset the elevator. Once reset, the elevator started moving, and I saw residents exiting on the 3rd floor. The residents are safe, and the elevator is functioning properly again. However, the camera for Cart 3 needs to be repaired, as it creates a security blind spot, making it difficult to monitor in case of future incidents.

Area Of Incident



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Second Picture of Incident



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Surrounding Area Of Incident



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Incident Report	
Report #	1472649
Report Date	09/16/2024
Report Time	09:28pm
Created By	George Guerrero #10978
Position	Onsite Guard x1.75
Client	C14th & Commercial (C14)

Please Choose Incident

Elevator / Other

Please Provide In Detail What Incident Occured (Eg. WHO, WHAT, WHERE and HOW)

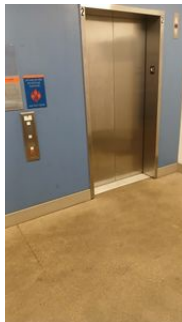
Officer owens had me to watch this drunk man to make sure hes ok.. but the gentle men so completely drunk. I yold him to leave but didn't want to. He tried to get into the elevator but he was to intoxicated he slipped n fell on the floor while officer owens was walking up to escort thee drunk man to his unit

Area Of Incident



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Second Picture of Incident



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Incident Report	
Report #	2541367
Report Date	04/02/2026
Report Time	12:11pm
Created By	Philip Lawton #10931
Position	Onsite Guard x1.75
Client	C14th & Commercial (C14)

On April 2, 2026 at approximately 11:30 AM, Onsite Guard x1.75 observed through the security cameras that two people were stuck on the 12th floor in Elevator 1. The elevator was malfunctioning and the individuals were trapped inside for around 15 minutes before the guard was able to reset the elevator on the 15th floor. The Urban Elevator Company was contacted and arrived shortly after the reset, and they informed the guard that they would monitor the elevator to ensure it was running smoothly. No further issues were reported after the elevator company's inspection.

Please Choose Incident

Elevator / Malfunction

Please Provide In Detail What Incident Occured (Eg. WHO, WHAT, WHERE and HOW)

Around 11:30 AM, while observing the cameras, I noticed that two individuals were stuck on the 12th floor in Elevator 1. They remained in the elevator for approximately 15 minutes before maintenance reset it from the 15th floor. The elevator company arrived shortly after the reset and informed us that they would monitor the elevator to ensure it was running smoothly. There was nothing further to report after the elevator company provided their update.

Area Of Incident



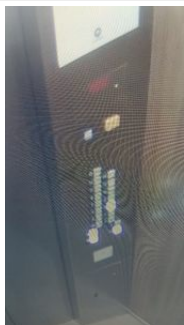
A full resolution version of this image is included in the printed report as well as stored on the platform.

Second Picture of Incident



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Surrounding Area Of Incident



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Area of Incident



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New Incident Report - C14 St. Teresa	
Report #	2481242
Report Date	03/06/2026
Report Time	11:52pm
Created By	Ban Bol Chuol #10969
Position	Onsite Guard x1.75
Client	C14th & Commercial (C14)

On March 6, 2026 at approximately 11:48 PM, an elevator malfunction occurred on the 4th floor of the C14 building. The onsite guard reported that elevator 2 stopped working and became stuck on the 4th floor. No one was trapped inside the elevator at the time. The guard immediately contacted emergency maintenance, but they indicated they would not be able to fix the issue until the following day. No property damage or injuries were reported as a result of the incident. The guard notified the dispatch and maintenance teams, and the incident is currently ongoing as the elevator remains out of service.

Incident	Elevator / Malfunction
TIME THAT THE INCIDENT OCCURRED	11:48pm
AREA OF INCIDENT	4TH FLOOR
OTHER AREA OF INCIDENT:	Elevator stuck on 4th floor
WHAT HAPPENED? (DETAILED NARRATIVE OF THE INCIDENT)	At approximately 2330 hours, Elevator 2 stopped working and was stuck on the 4th floor."
WHO WAS INVOLVED? (PRIMARY PARTY NAMES AND ROLES - VICTIM, SUSPECT, WITNESS, SECURITY, MANAGEMENT, EMERGENCY RESPONDENTS ETC)	No one was stuck
HOW DID THE INCIDENT OCCUR? (SEQUENCE OF EVENTS AND POTENTIAL CONTRIBUTING FACTORS - ALL FACTS)	Just stopped working
ACTION TAKEN BY SECURITY (IMMEDIATE ACTIONS & FOLLOW-UP ACTIONS)	Contacted emergency maintenance and theybsaid won't be able to fix till tomorrow
WITNESS STATEMENTS (IF APPLICABLE)	N/a
Property damage or loss?	No
Any injuries reported?	No
Resolution or outcome? (current status of the incident)	Contacted emergency maintenance
Notified parties. (Police, management, dispatch, other entities)	Dispatch and maintenance
Case or Police Report Number (If police arrived)	No
Will a follow-up report be required - Has the incident been resolved or is it continuing?	No

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New Incident Report - C14 St. Teresa	
Report #	2479470
Report Date	03/06/2026
Report Time	02:21am
Created By	Ban Bol Chuol #10969
Position	Onsite Guard x1.75
Client	C14th & Commercial (C14)

On March 6, 2026 at approximately 1:32 AM, a resident became stuck in an elevator on the 4th floor of the C14 building. The onsite security guard was alerted to the incident by the emergency bell. Security immediately contacted emergency maintenance and the fire department, who arrived on site. The fire department was able to reset the elevator and safely extract the resident at around 2:20 AM. However, the incident resulted in all elevators in the building becoming non-functional. Property management has been notified, and emergency services are continuing to work on resolving the issue. There were no reported injuries or property damage as a result of this incident.

Incident	Elevator / Malfunction
TIME THAT THE INCIDENT OCCURRED	01:32am
AREA OF INCIDENT	4TH FLOOR
OTHER AREA OF INCIDENT:	2nd elvator stuck on 4th floor
WHAT HAPPENED? (DETAILED NARRATIVE OF THE INCIDENT)	At around 0130 a resident got stuck in elevator on the 4th floor
WHO WAS INVOLVED? (PRIMARY PARTY NAMES AND ROLES - VICTIM, SUSPECT, WITNESS, SECURITY, MANAGEMENT, EMERGENCY RESPONDENTS ETC)	Resident
HOW DID THE INCIDENT OCCUR? (SEQUENCE OF EVENTS AND POTENTIAL CONTRIBUTING FACTORS - ALL FACTS)	At around 0130 we heard the emergency bell ringing
ACTION TAKEN BY SECURITY (IMMEDIATE ACTIONS & FOLLOW-UP ACTIONS)	We contacted emergency maintenance and they are sending help and fire department is already on site
WITNESS STATEMENTS (IF APPLICABLE)	N/A
Property damage or loss?	No
Any injuries reported?	No
Resolution or outcome? (current status of the incident)	Fire department reset the elevator and got the resident out of elevator at 0220 and now all elevators dont work emergency has been contacted
Notified parties. (Police, management, dispatch, other entities)	Dispatch and property management
Case or Police Report Number (If police arrived)	No
Will a follow-up report be required - Has the incident been resolved or is it continuing?	No

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New Incident Report - C14 St. Teresa	
Report #	2448280
Report Date	02/20/2026
Report Time	02:28am
Created By	Ban Bol Chuol #10969
Position	Onsite Guard x1.75
Client	C14th & Commercial (C14)

On February 20, 2026 at approximately 2:12 AM, a resident became stuck in Elevator 3 in the lobby of the C14 building. The onsite security guard was notified and immediately contacted emergency maintenance. The resident was safely removed from the elevator, and no further issues were reported. The incident appears to have been caused by an elevator malfunction, and no property damage or injuries were sustained.

Incident	Elevator / Malfunction
TIME THAT THE INCIDENT OCCURRED	02:12am
AREA OF INCIDENT	LOBBY
OTHER AREA OF INCIDENT:	Lobby elevator
WHAT HAPPENED? (DETAILED NARRATIVE OF THE INCIDENT)	At approximately 01:50am, a resident from unit 432 (Lenard Finley) was stuck in Elevator 3 between the 1st and 2nd floors. Elevator maintenance was contacted, and emergency maintenance was notified. The resident was safely released from the elevator, and there are no further issues at this time.
WHO WAS INVOLVED? (PRIMARY PARTY NAMES AND ROLES - VICTIM, SUSPECT, WITNESS, SECURITY, MANAGEMENT, EMERGENCY RESPONDENTS ETC)	Resident 432 (Lenard Finley), Security Officer
HOW DID THE INCIDENT OCCUR? (SEQUENCE OF EVENTS AND POTENTIAL CONTRIBUTING FACTORS - ALL FACTS)	The incident occurred when the resident became trapped in Elevator 3, which stopped between the 1st and 2nd floors, likely due to a mechanical or technical issue.
ACTION TAKEN BY SECURITY (IMMEDIATE ACTIONS & FOLLOW-UP ACTIONS)	Security promptly responded by notifying elevator maintenance and emergency maintenance. They assisted the resident while trapped, ensured their safe release, and monitored the situation to confirm that there were no further issues.
WITNESS STATEMENTS (IF APPLICABLE)	N/a
Property damage or loss?	N/a
Any injuries reported?	No
Resolution or outcome? (current status of the incident)	The resident was safely released from Elevator 3, and no further issues were reported. Elevator maintenance was notified to inspect and address the malfunction. The situation was resolved without injury or additional incidents.
Notified parties. (Police, management, dispatch, other entities)	Dispatch and Emergency maintenance
Case or Police Report Number (If police arrived)	No
Will a follow-up report be required - Has the incident been resolved or is it continuing?	No

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Incident Report	
Report #	2166269
Report Date	10/13/2025
Report Time	11:06pm
Created By	Eric Tolbert Jr #11327
Position	Onsite Guard x1.75
Client	C14th & Commercial (C14)

Please Choose Incident	
Elevator / Malfunction	
Please Provide In Detail What Incident Occured (Eg. WHO, WHAT, WHERE and HOW)	Floor 10. The elevator that is alone won't close.
Area Of Incident	 <p>A full resolution version of this image is included in the printed report as well as stored on the platform.</p>
Second Picture of Incident	 <p>A full resolution version of this image is included in the printed report as well as stored on the platform.</p>
Surrounding Area Of Incident	 <p>A full resolution version of this image is included in the printed report as well as stored on the platform.</p>

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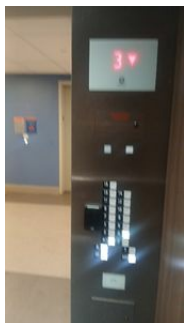
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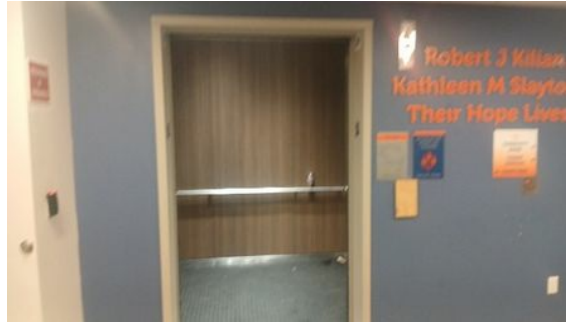
New Incident Report - C14 St. Teresa	
Report #	1965257
Report Date	07/13/2025
Report Time	11:26pm
Created By	Ban Bol Chuol #10969
Position	Onsite Guard x1.75
Client	C14th & Commercial (C14)

Incident	Elevator / Malfunction
TIME THAT THE INCIDENT OCCURRED	11:23pm
AREA OF INCIDENT	3RD FLOOR
OTHER AREA OF INCIDENT:	Elevator
WHAT HAPPENED? (DETAILED NARRATIVE OF THE INCIDENT)	At around 2320 resident from unit it 323 told front desk that elevator is stuck on 3rd floor. She accidentally hit the door with wheel chair and now won't close. Contacted emergency maintenance
WHO WAS INVOLVED? (PRIMARY PARTY NAMES AND ROLES - VICTIM, SUSPECT, WITNESS, SECURITY, MANAGEMENT, EMERGENCY RESPONDENTS ETC)	Unit 323
HOW DID THE INCIDENT OCCUR? (SEQUENCE OF EVENTS AND POTENTIAL CONTRIBUTING FACTORS - ALL FACTS)	Accident
ACTION TAKEN BY SECURITY (IMMEDIATE ACTIONS & FOLLOW-UP ACTIONS)	Contacted emergency maintenance
WITNESS STATEMENTS (IF APPLICABLE)	N/a
Property damage or loss?	No
Any injuries reported?	No
Resolution or outcome? (current status of the incident)	Contacted emergency Maintenance
Notified parties. (Police, management, dispatch, other entities)	Maintenance
Case or Police Report Number (If police arrived)	N/a
Will a follow-up report be required - Has the incident been resolved or is it continuing?	N/a
INCIDENT AREA	

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C14th & Commercial (C14)
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Incident Report	
Report #	2596190
Report Date	04/26/2026
Report Time	09:24am
Created By	Raphael Navar #11390
Position	Onsite Guard x1.75
Client	C14th & Commercial (C14)

On April 26, 2026 at 9:24 AM, Officer Raphael Navar reported an incident involving a broken elevator button at the C14th & Commercial (C14) location. The officer provided detailed photographs of the incident area, surrounding environment, and the specific issue with the elevator. According to the report, the elevator button was malfunctioning, and the officer documented this through multiple images. No further actions or emergency services were noted in the report. The incident appears to be an isolated equipment failure that the officer has documented for record.

Please Choose Incident

Elevator / Other

Please Provide In Detail What Incident Occured (Eg. WHO, WHAT, WHERE and HOW)

I Officer navar am making an incident report elevator button is Broken

Area Of Incident



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Second Picture of Incident



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Surrounding Area Of Incident



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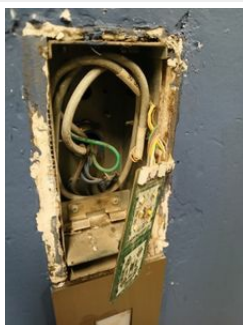
Area of Incident



Incident Area (as needed)



Incident Area (as needed)



Incident Area (as needed)



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New Incident Report - C14 St. Teresa	
Report #	2438095
Report Date	02/15/2026
Report Time	07:37pm
Created By	Michael Trejo #11125
Position	Onsite Guard x1.75
Client	C14th & Commercial (C14)

On February 15, 2026 at approximately 7:15 PM, Onsite Guard Michael Trejo responded to an incident in the C14 building lobby and management office. A towable mobility scooter belonging to Unit 650 was obstructing the elevator doors, causing them to close forcefully and resulting in a malfunction. Trejo contacted emergency maintenance personnel who were able to reset the elevator. Management has indicated they will issue a violation to the resident responsible. No injuries or property damage were reported, and the incident has been resolved.

Incident	Elevator / Other
TIME THAT THE INCIDENT OCCURRED	07:15pm
AREA OF INCIDENT	LOBBY, MANAGEMENT OFFICE
OTHER AREA OF INCIDENT:	1st Floor Elevator Lobby
WHAT HAPPENED? (DETAILED NARRATIVE OF THE INCIDENT)	During my lunch break, the dispatch center contacted me to provide assistance to the other security officer regarding the elevator. I responded promptly. Unit 650 had a towable mobility scooter that was being loaded, which was holding the elevator doors open. The elevator doors then closed forcefully and experienced a malfunction. I contacted emergency maintenance personnel to address the issue.
WHO WAS INVOLVED? (PRIMARY PARTY NAMES AND ROLES - VICTIM, SUSPECT, WITNESS, SECURITY, MANAGEMENT, EMERGENCY RESPONDENTS ETC)	The following departments were notified: management, maintenance, dispatch, unit 650, and security.
HOW DID THE INCIDENT OCCUR? (SEQUENCE OF EVENTS AND POTENTIAL CONTRIBUTING FACTORS - ALL FACTS)	A towable mobility scooter belonging to Unit 650 was being loaded, which was obstructing the elevator doors and preventing them from closing.
ACTION TAKEN BY SECURITY (IMMEDIATE ACTIONS & FOLLOW-UP ACTIONS)	I observed and documented the relevant details.
WITNESS STATEMENTS (IF APPLICABLE)	None
Property damage or loss?	None.
Any injuries reported?	None.
Resolution or outcome? (current status of the incident)	Management is going to issue a violation to the resident.
Notified parties. (Police, management, dispatch, other entities)	Management and dispatch.
Case or Police Report Number (If police arrived)	None
Will a follow-up report be required - Has the incident been resolved or is it continuing?	Resolved. Maintenance reset the elevator.

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Incident Report	
Report #	1873818
Report Date	05/30/2025
Report Time	10:21pm
Created By	Ban Bol Chuol #10969
Position	Onsite Guard x1.75
Client	C14th & Commercial (C14)

Please Choose Incident	
Elevator / Other	
Please Provide In Detail What Incident Occured (Eg. WHO, WHAT, WHERE and HOW)	
At around 2200 unit 729 Christopher Pearson dropped his ear bud inside elevator 3 shaft and he started sticking a broom inside the elevator to try and retrieve it we told him he can't do that cause u can cause possible damage to elevator and u will be held responsible for repairs resident ignored us and continued to try and retrieve his ear bud after about 10 min he stopped and went to his unit	
Area Of Incident	 <p>A full resolution version of this image is included in the printed report as well as stored on the platform.</p>
Second Picture of Incident	 <p>A full resolution version of this image is included in the printed report as well as stored on the platform.</p>

Surrounding Area Of Incident



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