



ST. TAMMANY PARISH

MICHAEL B. COOPER
PARISH PRESIDENT

December 11, 2025

Please find the following addendum to the below-mentioned RFP.

Addendum No.: 2
RFP#: 25-12-3
Project Name: Elevator Maintenance
RFP Due Date: Tuesday, December 16, 2025

QUESTIONS & ANSWERS:

Question 1. Where on this RFP does the Proposer add the Hourly Rate?

Answer 1. The Parish is only requesting the annual cost as outlined in Attachment A.

Question 2. Under the scope of work there is no schedule of frequency on maintenance visits as stated. How often are we expected to be on site to perform preventive maintenance? Monthly? Quarterly?

Answer 2. The maintenance frequency should be determined in accordance with applicable building codes and the equipment manufacturer's recommended service intervals.

Question 3. Same for call out coverage. what type of call out covered is requested? 24 hours? Regular time?

Answer 3. Please reference Part II: Scope of Work/Services, Section 2.1, Item II. - Responsiveness of the RFP package.

Question 4. We have a question regarding the Proposal Pricing Sheet in Attachment A and the Attachment B Sample Contract for Essential Services.

Attachment A includes Facilities, Equipment and Annual Cost for each.



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But Attachment A does not include any area for adding a Cost Per Hour (Hourly Rate) for work not included in the contract.

Attachment B, 8 Payment of Invoices

E. Other than the fee schedule herein, there will be absolutely no additional fees due Provider to cover its overhead costs, general expenses, capital expenses, expenses for principal/branch/ field offices, employee salaries, direct and indirect costs, additional costs or profit of any nature whatsoever in excess of the previously agreed hourly rate. **Does STP want to include the Hourly Rate for non-contractual work? If so, where on this RFP does the proposer add the Hourly Rate?**

Answer 4. An hourly rate for non-contractual work is not being requested. The Parish is only requesting the annual cost as outlined in Attachment A. The language in Attachment B referring to a “previously agreed hourly rate” is standard boilerplate contract language and does not apply to this RFP.

Question 5. 5. Contractor’s Professional Liability/Errors and Omissions insurance is included in the RFP #25-12-3.

This additional policy is typically added if the work includes design or engineering responsibility. This RFP includes maintenance and repair services, where the contractor is required to maintain the existing design, not re-engineer or change the existing system. Elevator Service Providers are not engineers or architects, there are no design duties included in the scope of work. Previous RFP documents issued by STP Government, dating back to 2011, did not require this additional policy as part of the RFP. **Due to the fact that including this policy will drive up the annual cost to the Parish, please confirm if this is actually needed as part of this Maintenance & Service Contract or was this just an oversight when producing the RFP.**



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Answer 5. The insurance requirement is for Errors & Omissions liability coverage. It's not E&O coverage for design.

This insurance protects against claims of professional negligence, errors, or oversights that could cause the Parish a financial loss. Given the complex nature of elevator mechanics and safety codes (such as ASME A17.3), E&O is highly recommended to cover professional mistakes not covered by a general liability policy.

Question 6. Can STP provide confirmation and documentation of the annual safety testing that was completed not only at the Towers Building, but for all facilities, for each of the past 4 years?

Answer 6. Refer to Attachment No. 1 – Service Reports

Question 7. Can the Parish explain the intent of the Waiver of Protest Rights and under what circumstances can one protest an award regardless of whether or not they included the notarized Attachment C?

Answer 7. Request for Proposals for maintenance and services do not follow Public Bid law which allows for Protest. However, the Parish forwards all complaints regarding procurement processes to the Civil Division of the District Attorney's Office, which considers and responds to the complaint.

ATTACHMENTS:

1. Service Reports

End of Addendum # 2



Contracts : 129629

Otisline No -

English: 800-233-6847 Français:

800-238-6847

Buildings: 5

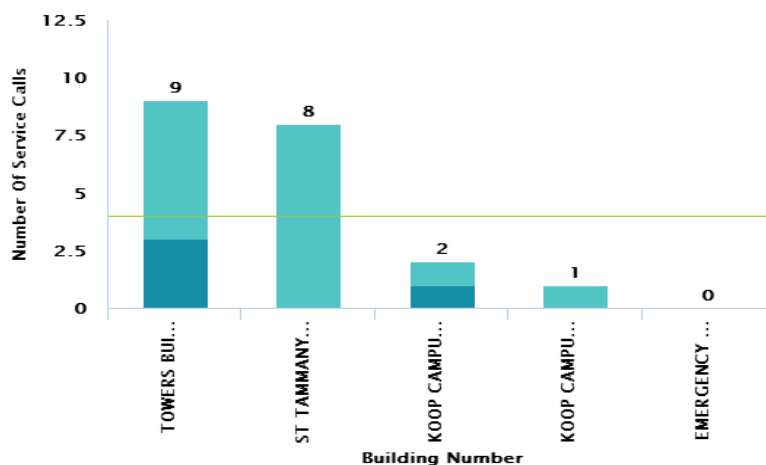
Units: 20

Contracts: 129629

Service Call

A service call is defined as a request from a customer or Otis REM® expert for an unscheduled service visit. A service call is closed once the work is reported as completed by the Otis mechanic.

Building Number	Building
TOWERS BUILDING	TOWERS BUILDING
ST TAMMANY JUSTICE CTR	ST TAMMANY JUSTICE CTR
KOOP CAMPUS BLDG C	KOOP CAMPUS BLDG C
KOOP CAMPUS BLDG B	KOOP CAMPUS BLDG B
EMERGENCY OP CENTER	EMERGENCY OP CENTER



Equipment

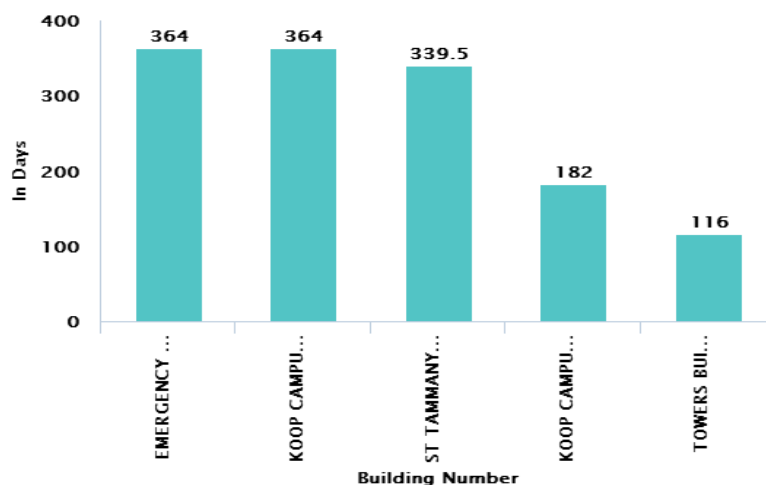
Others

Emergency

Mean Time between Service Calls(in Days)

The Mean Time Between Service Call Report represents in days, the average time between customer or REM expert service requests. Mean time between service calls for a unit = (time period selected – time elevator out of service) / number of service requests for the unit. Time elevator out of service = sum (service call closed time - service call placed time) This information is also available at the building and contract level, substituting building or contract for unit

Building Number	Building
EMERGENCY OP CENTER	EMERGENCY OP CENTER
KOOP CAMPUS BLDG B	KOOP CAMPUS BLDG B
ST TAMMANY JUSTICE CTR	ST TAMMANY JUSTICE CTR
KOOP CAMPUS BLDG C	KOOP CAMPUS BLDG C
TOWERS BUILDING	TOWERS BUILDING



Availability %

Availability is the percentage of time an elevator/escalator is available to passengers over a selected time period. Availability % = (time period selected – time elevator out of service)/time period selected * 100 Time elevator out of service = sum (service call closed time - service call placed time) This information is also available at the building and contract level, substituting building or contract for unit.

Building Number	Building
EMERGENCY OP CENTER	EMERGENCY OP CENTER
KOOP CAMPUS BLDG B	KOOP CAMPUS BLDG B
KOOP CAMPUS BLDG C	KOOP CAMPUS BLDG C
ST TAMMANY JUSTICE CTR	ST TAMMANY JUSTICE CTR
TOWERS BUILDING	TOWERS BUILDING



Response Time (in minutes)

The Response Time Report represents the time between a service call being placed and the arrival of a mechanic on site. Note: The time for deferred service requests is included in the calculation. i.e. service request placed at 6:00pm Friday and deferred until 8:00am Monday includes the 62 hours of deferred time. Avg response time (in hrs) for a unit = (mechanic arrival time – service call placed time) / number of service requests for the unit This information is also available at the building and contract level, substituting building or contract for unit.

Service Call

A service call is defined as a request from a customer or Otis REM® expert for an unscheduled service visit. A service call is closed once the work is reported as completed by the Otis mechanic.

EP - Equipment Problem CP - Other: Vandalism, water damage, etc. IN - Investigation FD - Flexibility Demand Calls

Building: KOOP CAMPUS BLDG B TN 394167

Caller	Placed	Unit ID Unit Name	Type	Service Call	Mechanic	Dispatched	Arrived	Closed	Resolution
James Dewitt	09/19/2022 08:00:00	456573/KOOP CAMPUS B	EP	Unit S/D *Rtcb Tdy* Elevator Is Not Working. It Still Has Power, Butwill Not Operate.	Eric Hager	09/19/2022 08:13:00	09/19/2022 09:23:00	09/19/2022 10:09:00	TROUBLESHOOT GROUP CONTROLLER - PC BOARD, PROCESSOR

Building: KOOP CAMPUS BLDG C TN 523317

Caller	Placed	Unit ID Unit Name	Type	Service Call	Mechanic	Dispatched	Arrived	Closed	Resolution
James Ford	12/28/2022 12:28:00	F57726/KOOP CAMPUS C	CP	Unit S/D *Rtcb Nxt Bd* Elevator Out Of Service And Not Operating	Eric Hager	12/28/2022 12:46:00	12/28/2022 13:44:00	12/28/2022 13:57:00	TROUBLESHOOT CAR DOOR - DOOR CONTROL BOX
Tom Harper	12/05/2022 08:18:00	F57726/KOOP CAMPUS C	EP	Rtcb Tdy - Koop Campus C, Stk @ Unk Flr, Oos, No Pass, Nfi	Eric Hager	12/05/2022 08:27:00	12/05/2022 09:32:00	12/05/2022 12:32:00	TROUBLESHOOT CAR DOOR - DOOR CONTROL BOX

Building: ST TAMMANY JUSTICE CTR TN 414621

Caller	Placed	Unit ID Unit Name	Type	Service Call	Mechanic	Dispatched	Arrived	Closed	Resolution
Julian Landry	10/19/2022 08:54:00	510554/ELV 9	EP	Rtcb Tdy, Elv 9, Button For Grnd Flr Inside Elv, Is Not Lighting Up/Working	Eric Hager	10/19/2022 09:03:00	10/19/2022 12:51:00	10/19/2022 13:21:00	REPLACED CAR - BUTTON
Stacy Miller	09/06/2022 14:08:00	H01401/GRG ELV #1	EP	Rtcb Wednesda Elv Kone 3 Is Oos. Need Mech To Repair Elv Is Not Calling. Stk On 1	Scott Glass	09/06/2022 17:12:00	09/07/2022 08:40:00	09/07/2022 10:30:00	REPLACED CAR CONTROLLER- POWER SUPPLY/RECTIFIER/TRANSFORMER
Stacy Miller	08/23/2022 16:39:00	460387/ELV 1	EP	Rtcb Wed 2Nd Flr Call Button Not Working	Eric Hager	08/24/2022 07:31:00	08/24/2022 09:20:00	08/24/2022 10:01:00	REPLACED HALL FIXTURE - BUTTON
Stacy Miller	08/17/2022 08:18:00	H01400/SOUTH KONE #1	EP	Rtcb Tdy: Kone Elv 2, Elv Stk On 1St Flr, Drs Clsd, No Pass. (2 Of 2).	Eric Hager	08/17/2022 09:16:00	08/17/2022 10:12:00	08/17/2022 10:21:00	ADJUSTED CAR DOOR - VANE / CLUTCH
Stacy Miller	08/17/2022 08:16:00	H01399/SOUTH KONE #2	EP	Rtcb Tdy: Kone Elv 1, Elv Stk On 1St Flr, Drs Clsd, No Pass.	Eric Hager	08/17/2022 08:37:00	08/17/2022 09:25:00	08/17/2022 09:45:00	ADJUSTED NOT EQUIPMENT RELATED - VANE BEHIND ROLLER
Stacy Miller	05/25/2022 09:04:00	510556/ELV 8	EP	Rtcb Tdy,Elv 8 Dr Mkg A Popping Sound When Opening On 3Rd Flr.	Dennis Gennaro	05/25/2022 09:26:00	05/25/2022 13:03:00	05/25/2022 14:13:00	CLEAN AND ADJUSTED HOISTWAY DOORS - DOOR LOCK/BELL CRANK/MECHANICAL
Stacy Miller	05/11/2022 14:00:00	H01400/SOUTH KONE #1	EP	Rtcb Thurs, Wont Reset, Showing Lift In Fault, Stk On 2Nd Flr W/Drs Clsd, No Pass, 2 Of 2	Eric Hager	05/12/2022 08:12:00	05/12/2022 14:23:00	05/12/2022 14:25:00	TROUBLESHOOT CAR DOOR - DOOR CONTROL BOX
Stacy Miller	05/11/2022 13:59:00	H01399/SOUTH KONE #2	EP	Rtcb Thurs, Stk On Grnd Flr, Drs Opning/Clsing, Nt Responding, 1 Of 2	Eric Hager	05/12/2022 08:12:00	05/12/2022 11:20:00	05/12/2022 14:22:00	CLEAN AND ADJUSTED CAR DOOR - DETECTOR / LAMBDA / ETC.

Building: TOWERS BUILDING TN 523305

Caller	Placed	Unit ID Unit Name	Type	Service Call	Mechanic	Dispatched	Arrived	Closed	Resolution
Allen Addison	09/14/2022 12:29:00	F57719/TWR 1	EP	Rtcb Tdy- Rush-Nd Eta-Elv 1 In Svc But Is Mkg Noise As It Travels Up & Dn	Eric Hager	09/14/2022 13:03:00	09/14/2022 15:22:00	09/14/2022 16:51:00	REPLACED CAR CONTROLLER - RELAY
Allen Addison	08/24/2022 13:22:00	F57720/TWR 2	EP	Rtcb Tdy/Thursday-- Elv 2, Low On Hydro Oil, Having Trouble Travelingnear 5Th Flr, Still In Svc, Nfi	Eric Hager	08/24/2022 14:54:00	08/25/2022 09:54:00	08/25/2022 10:35:00	INSTALLED HYDRAULIC MACHINE - OIL / TANK / HEATER
Allen Addison	08/01/2022 11:24:00	F57720/TWR 2	CP	Rtcb-Rush, Twr 2, In Svc After Resetting, Low On Oil, Other Elv Is Oos,	Troy Caron	08/01/2022 11:40:00	08/01/2022 12:40:00	08/01/2022 13:07:00	REPLACED PIT - EMPTY PIT CAN
Allen Addison	08/01/2022 09:13:00	F57719/TWR 1	CP	Rtcb Tdy, Elv 1 Is Oos, Tried Resetting It Keeps Going Out	Troy Caron	08/01/2022 12:34:00	08/01/2022 13:08:00	08/01/2022 13:46:00	CLEAN AND ADJUSTED MAIN MACHINE - BRAKE SWITCH
Allen Addison	05/12/2022 12:08:00	F57719/TWR 1	EP	Rtcb Tdy, Elv Twr 1, Oos, Stk ? Flr, Drs Opn, No Pass, Had Svc Beforepls Ck Deeper	Eric Hager	05/12/2022 13:00:00	05/13/2022 08:43:00	05/13/2022 09:45:00	ADJUSTED MAIN MACHINE - BRAKE SWITCH
Allen Addison	05/06/2022 11:38:00	F57719/TWR 1	EP	Rtcb Mon, Twr 1 Reoccurring Issue, Stk On 5 No Pass	Eric Hager	05/09/2022 08:50:00	05/09/2022 12:20:00	05/09/2022 14:58:00	REPAIRED MAIN MACHINE - BRAKE SWITCH
Allen Addison	04/29/2022 13:39:00	F57719/TWR 1	CP	Twr 1 Elv, Recurring Issue, Down Again, Not Working Rtcb Today	Edward Flair	04/29/2022 14:09:00	04/29/2022 20:34:00	04/29/2022 20:38:00	ADJUSTED MAIN MACHINE - BRAKE SWITCH
Allen Addison	04/27/2022 06:28:00	F57719/TWR 1	EP	Rtcb-Tdy, Twr 1, Oos Again, Stk On 5, Drs Clsd,No Pass	Chad Smith	04/27/2022 14:46:00	05/04/2022 10:13:00	05/04/2022 10:14:00	CHECKED OPERATION STANDBY
Allen Addison	04/25/2022 06:25:00	F57719/TWR 1	EP	Rtcb Tdy - Twr 1 Oos On ? Flr - No Pass - Down Since The 14 - Nds Svctdy	Chad Smith	04/25/2022 10:06:00	04/25/2022 11:00:00	04/25/2022 12:54:00	REPLACED HOISTWAY DOORS - INTERLOCK/ELECTRICAL

Emergency

The Emergency Service Call Report represents the number of times during a selected time period that a service call was designated as an emergency service request (trapped passenger, multiple unit shutdowns etc.) For example, if a service request was originally called in as a passenger being trapped, but Otisline was later notified that the passenger was out and service was still needed, then Otisline will change the status to a regular service call in order to notify the mechanic that emergency service is no longer needed.

EP - Equipment Problem CP - Other: Vandalism, water damage, etc. IN - Investigation FD - Flexibility Demand Calls

There is no data to display for this time period. This is not a system error.

Maintenance & Procedures

These records are being provided to you in accordance with the latest elevator code and it is the building's responsibility to retain a copy of these records. The Preventative Maintenance & Procedure Report represents all the preventative maintenance, repair work and service call work done by unit. It provides the date the work was completed as well as a brief description of the procedure.

Building: EMERGENCY OP CENTER TN 508285

Type	Unit ID Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Supplementary Maintenance - Hydro	F38192/EOC	08/05/2022	MASON, KEITH	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Supplemented the regularly scheduled maintenance with additional cleaning, adjusting, or replacing as needed.
No Access to Unit	F38192/EOC	07/11/2022	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Attempted to perform scheduled maintenance, but there was no access to the unit.

Building: KOOP CAMPUS BLDG B TN 394167

Type	Unit ID Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
General Maintenance Procedure for Hydro: Machine Room/Pit	456573/KOOP CAMPUS B	12/28/2022	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Performed preventative maintenance on machine room and pit components – cleaning, lubricating or adjusting as needed. A17.1: 8.6.1.6.3, 8.6.4.4, 8.6.4.7, 8.6.4.8, 8.6.4.13 @, 8.6.4.13.2, 8.6.4.15, 8.6.4.16, 8.6.5.4, 8.6.5.5, 8.6.5.6, 8.6.5.7, 8.6.5.9, 8.6.5.11, 8.6.5.12, 8.6.5.13, 8.6.5.17
General Maintenance Procedure for Hydro: Hoistway/Car	456573/KOOP CAMPUS B	12/05/2022	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Performed preventative maintenance on hoistway and cab components, including door system and door operator – cleaning, lubricating or adjusting as needed. A17.1: 8.6.4.3, 8.6.4.7, 8.6.4.9, 8.6.4.13.1(a, b, d, e, f, g, h, i, j, k, l), 8.6.4.14
Scheduled Unit Visit	456573/KOOP CAMPUS B	12/05/2022	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Annual Firefighters Service	456573/KOOP CAMPUS B	07/11/2022	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Tested the Fire Service Operation Phase 1 and Phase 2 for proper operation.

Building: KOOP CAMPUS BLDG B TN 394167

Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
CAT1 for Hydro	456573/KOOP CAMPUS B		07/11/2022	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Performed CAT1 (annual) test of the elevator in accordance with A17.1/CSA B44 code.
Confined Space Verification	456573/KOOP CAMPUS B		07/11/2022	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Verified the confined space requirements per OSHA guidelines
Scheduled Unit Visit	456573/KOOP CAMPUS B		07/11/2022	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.

Building: KOOP CAMPUS BLDG C TN 523317

Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Annual Firefighters Service	F57726/KOOP CAMPUS C		07/11/2022	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Tested the Fire Service Operation Phase 1 and Phase 2 for proper operation.
CAT1 for Hydro	F57726/KOOP CAMPUS C		07/11/2022	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Performed CAT1 (annual) test of the elevator in accordance with A17.1/CSA B44 code.
Confined Space Verification	F57726/KOOP CAMPUS C		07/11/2022	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Verified the confined space requirements per OSHA guidelines
Scheduled Unit Visit	F57726/KOOP CAMPUS C		07/11/2022	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.

Building: ST TAMMANY JUSTICE CTR TN 414621

Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
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Building: ST TAMMANY JUSTICE CTR TN 414621

Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Annual Firefighters Service	H01398/GRG ELV # 2	12/09/2022	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Tested the Fire Service Operation Phase 1 and Phase 2 for proper operation.	
Confined Space Verification	H01398/GRG ELV # 2	12/09/2022	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Verified the confined space requirements per OSHA guidelines	
Annual Firefighters Service	H01399/SOUTH KONE # 2	12/09/2022	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Tested the Fire Service Operation Phase 1 and Phase 2 for proper operation.	
Confined Space Verification	H01399/SOUTH KONE # 2	12/09/2022	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Verified the confined space requirements per OSHA guidelines	
Annual Firefighters Service	H01400/SOUTH KONE # 1	12/09/2022	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Tested the Fire Service Operation Phase 1 and Phase 2 for proper operation.	
Confined Space Verification	H01400/SOUTH KONE # 1	12/09/2022	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Verified the confined space requirements per OSHA guidelines	
Annual Firefighters Service	H01401/GRG ELV # 1	12/09/2022	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Tested the Fire Service Operation Phase 1 and Phase 2 for proper operation.	
Confined Space Verification	H01401/GRG ELV # 1	12/09/2022	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Verified the confined space requirements per OSHA guidelines	
General Maintenance Procedure for Traction: Machine Room	510556/ELV 8	11/03/2022	HAGER, ERIC	Customer Problem Description, : NA Procedure: ● Performed preventative maintenance on machine room components including machine and brake – cleaning, lubricating or adjusting as needed. ● A17.1: 8.6.1.6.3, 8.6.4.6, 8.6.4.8, 8.6.4.12, 8.6.4.17, 8.6.4.21, 8.6.4.22, 8.6.4.23	

Building: ST TAMMANY JUSTICE CTR TN 414621

Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Annual Firefighters Service	510553/ELV 10		10/19/2022	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Tested the Fire Service Operation Phase 1 and Phase 2 for proper operation.
Confined Space Verification	510553/ELV 10		10/19/2022	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Verified the confined space requirements per OSHA guidelines
Scheduled Unit Visit	510553/ELV 10		10/19/2022	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Annual Firefighters Service	510554/ELV 9		10/19/2022	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Tested the Fire Service Operation Phase 1 and Phase 2 for proper operation.
Confined Space Verification	510554/ELV 9		10/19/2022	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Verified the confined space requirements per OSHA guidelines
Scheduled Unit Visit	510554/ELV 9		10/19/2022	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Annual Firefighters Service	510555/ELV 7		10/19/2022	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Tested the Fire Service Operation Phase 1 and Phase 2 for proper operation.
Confined Space Verification	510555/ELV 7		10/19/2022	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Verified the confined space requirements per OSHA guidelines
Scheduled Unit Visit	510555/ELV 7		10/19/2022	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.

Building: ST TAMMANY JUSTICE CTR TN 414621

Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Annual Firefighters Service	510556/ELV 8		10/19/2022	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Tested the Fire Service Operation Phase 1 and Phase 2 for proper operation.
Confined Space Verification	510556/ELV 8		10/19/2022	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Verified the confined space requirements per OSHA guidelines
Scheduled Unit Visit	510556/ELV 8		10/19/2022	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510553/ELV 10		08/16/2022	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510554/ELV 9		08/16/2022	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510555/ELV 7		08/16/2022	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510556/ELV 8		08/16/2022	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
CAT1 for Hydro	460393/ELV 11		08/05/2022	MASON, KEITH	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Performed CAT1 (annual) test of the elevator in accordance with A17.1/CSA B44 code.
Scheduled Unit Visit	460393/ELV 11		08/05/2022	MASON, KEITH	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.

Building: ST TAMMANY JUSTICE CTR TN 414621

Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
CAT1 for Hydro	H01398/GRG ELV # 2	08/04/2022	MASON, KEITH	Customer Problem Description, : NA Procedure: ● Performed CAT1 (annual) test of the elevator in accordance with A17.1/CSA B44 code.	
Scheduled Unit Visit	H01398/GRG ELV # 2	08/04/2022	MASON, KEITH	Customer Problem Description, : NA Procedure: ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.	
CAT1 for Hydro	H01399/SOUTH KONE # 2	08/04/2022	MASON, KEITH	Customer Problem Description, : NA Procedure: ● Performed CAT1 (annual) test of the elevator in accordance with A17.1/CSA B44 code.	
Scheduled Unit Visit	H01399/SOUTH KONE # 2	08/04/2022	MASON, KEITH	Customer Problem Description, : NA Procedure: ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.	
CAT1 for Hydro	H01400/SOUTH KONE # 1	08/04/2022	MASON, KEITH	Customer Problem Description, : NA Procedure: ● Performed CAT1 (annual) test of the elevator in accordance with A17.1/CSA B44 code.	
Scheduled Unit Visit	H01400/SOUTH KONE # 1	08/04/2022	MASON, KEITH	Customer Problem Description, : NA Procedure: ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.	
CAT1 for Hydro	H01401/GRG ELV # 1	08/04/2022	MASON, KEITH	Customer Problem Description, : NA Procedure: ● Performed CAT1 (annual) test of the elevator in accordance with A17.1/CSA B44 code.	
Scheduled Unit Visit	H01401/GRG ELV # 1	08/04/2022	MASON, KEITH	Customer Problem Description, : NA Procedure: ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.	
CAT1 for Hydro	460389/JAIL ELV 3	08/03/2022	MASON, KEITH	Customer Problem Description, : NA Procedure: ● Performed CAT1 (annual) test of the elevator in accordance with A17.1/CSA B44 code.	

Building: ST TAMMANY JUSTICE CTR TN 414621

Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Scheduled Unit Visit	460389/JAIL	ELV 3	08/03/2022	MASON, KEITH	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
CAT1 for Hydro	460390/JAIL	ELV 4	08/03/2022	MASON, KEITH	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Performed CAT1 (annual) test of the elevator in accordance with A17.1/CSA B44 code.
Scheduled Unit Visit	460390/JAIL	ELV 4	08/03/2022	MASON, KEITH	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
CAT1 for Hydro	460391/JAIL	ELV 5	08/03/2022	MASON, KEITH	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Performed CAT1 (annual) test of the elevator in accordance with A17.1/CSA B44 code.
Scheduled Unit Visit	460391/JAIL	ELV 5	08/03/2022	MASON, KEITH	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
CAT1 for Hydro	460392/JAIL	ELV 6	08/03/2022	MASON, KEITH	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Performed CAT1 (annual) test of the elevator in accordance with A17.1/CSA B44 code.
Scheduled Unit Visit	460392/JAIL	ELV 6	08/03/2022	MASON, KEITH	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
CAT1 for Hydro	460387/ELV	1	08/01/2022	MASON, KEITH	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Performed CAT1 (annual) test of the elevator in accordance with A17.1/CSA B44 code.
Scheduled Unit Visit	460387/ELV	1	08/01/2022	MASON, KEITH	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.

Building: ST TAMMANY JUSTICE CTR TN 414621

Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
CAT1 for Hydro	460388/ELV 2		08/01/2022	MASON, KEITH	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Performed CAT1 (annual) test of the elevator in accordance with A17.1/CSA B44 code.
Scheduled Unit Visit	460388/ELV 2		08/01/2022	MASON, KEITH	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.

Building: TOWERS BUILDING TN 523305

Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Scheduled Unit Visit	F57719/TWR 1		11/16/2022	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	F57719/TWR 1		10/11/2022	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	F57720/TWR 2		10/11/2022	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Unit visited as scheduled by usage, calendar and/or contract calculations. Checked general operation of unit. ASME CODE A17.1 or ASME Code B20 as applicable
Scheduled Unit Visit	F57719/TWR 1		09/12/2022	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	F57720/TWR 2		09/12/2022	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Unit visited as scheduled by usage, calendar and/or contract calculations. Checked general operation of unit. ASME CODE A17.1 or ASME Code B20 as applicable

Building: TOWERS BUILDING TN 523305

Type	Unit ID Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Supplementary Maintenance - Other	F57720/TWR 2	09/12/2022	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Supplemented the regularly scheduled maintenance with additional cleaning, adjusting, or replacing as needed.
Scheduled Unit Visit	F57719/TWR 1	08/17/2022	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Annual Firefighters Service	F57719/TWR 1	07/19/2022	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Tested the Fire Service Operation Phase 1 and Phase 2 for proper operation.
Confined Space Verification	F57719/TWR 1	07/19/2022	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Verified the confined space requirements per OSHA guidelines
Scheduled Unit Visit	F57719/TWR 1	07/19/2022	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Confined Space Verification	F57720/TWR 2	07/19/2022	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Verified the confined space requirements per OSHA guidelines
General Maintenance Procedure for Dumbwaiter: Hoistway	F57720/TWR 2	07/19/2022	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Performed preventative maintenance on hoistway and cab components including door system and door operator, cleaning, lubricating, or adjusting as needed.
General Maintenance Procedure for Dumbwaiter: Machine Room	F57720/TWR 2	07/19/2022	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Performed preventative maintenance on machine room and pit components, cleaning, lubricating, or adjusting as needed.

Building: TOWERS BUILDING TN 523305

Type	Unit ID Unit Name	Date	Mechanic Name	Customer Problem Description,/Procedure
Scheduled Unit Visit	F57720/TWR 2	07/19/2022	HAGER, ERIC	<p>Customer Problem Description, :</p> <p>NA</p> <p>Procedure:</p> <ul style="list-style-type: none"> ● Unit visited as scheduled by usage, calendar and/or contract calculations. ● Checked general operation of unit. ● ASME CODE A17.1 or ASME Code B20 as applicable

Repair

A preventive maintenance procedure is defined as a task or groups of tasks performed on units or components. An Otis mechanic utilizing standard work procedures, materials and tooling completes these tasks. This report shows maintenance procedures completed, per unit/building/contract and over a 12-month period. This report provides comprehensive information on both planned and unplanned repairs performed on the unit. The mechanic initiates unplanned repairs as a result of a callback or after finishing a maintenance visit - without a signed offer from the customer. The customer of the elevator agrees that the repair will be immediately executed. Planned repairs, on the other hand, are initiated by an offer and a signed contract.

Building: KOOP CAMPUS BLDG B TN 394167

Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Repair	456573/KOOP CAMPUS B		10/07/2022	GENNARO, DENNIS	Customer Problem Description, : NA Procedure: ● REPLACED CAR CONTROLLER - DIRECT DRIVE/STARTER/REGULATOR

Building: ST TAMMANY JUSTICE CTR TN 414621

Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Repair	H01400/SOUTH KONE #1		11/03/2022	HAGER, ERIC	Customer Problem Description, : NA Procedure: ● REPLACED CAR DOOR - DOOR CONTROL BOX
Repair	H01399/SOUTH KONE #2		05/20/2022	HAGER, ERIC	Customer Problem Description, : NA Procedure: ● REPLACED CAR DOOR - DETECTOR / LAMBDA / ETC.
Repair	510556/ELV 8		04/28/2022	HAGER, ERIC	Customer Problem Description, : NA Procedure: ● SURVEY CONSULTANT SURVEY

Building: TOWERS BUILDING TN 523305

Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Repair	F57720/TWR 2		11/16/2022	HAGER, ERIC	Customer Problem Description, : NA Procedure: ● INSTALLED HYDRAULIC MACHINE - OIL / TANK / HEATER
Repair	F57719/TWR 1		06/13/2022	HAGER, ERIC	Customer Problem Description, : NA Procedure: ● CHECKED OPERATION MAIN MACHINE - BRAKE

Building: TOWERS BUILDING TN 523305

Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Repair	F57719/TWR 1		05/11/2022	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● REPAIRED MAIN MACHINE - BRAKE
Repair	F57719/TWR 1		05/11/2022	NUNEZ,KELLY	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● TESTED MOTOR - ENCODER/COUPLING

Building Info Header

Building Id	Building Name	House No	Street	City	Postal Code	StateProvince
TN 414621	ST TAMMANY JUSTICE CTR	-	701 N COLUMBIA ST	COVINGTON	70433-2760	Louisiana
TN 508285	EMERGENCY OP CENTER	-	510 E BOSTON ST	COVINGTON	70433-2945	Louisiana
TN 394167	KOOP CAMPUS BLDG B	-	21454 KOOP DR	MANDEVILLE	70471-7513	Louisiana
TN 523305	TOWERS BUILDING	-	520 OLD SPANISH TRL	SLIDELL	70458-4047	Louisiana
TN 523317	KOOP CAMPUS BLDG C	-	21410 KOOP DR	MANDEVILLE	70471-7506	Louisiana



Contracts : 129629

Otisline No -

English: 800-233-6847 Français:
800-238-6847

Buildings: 5

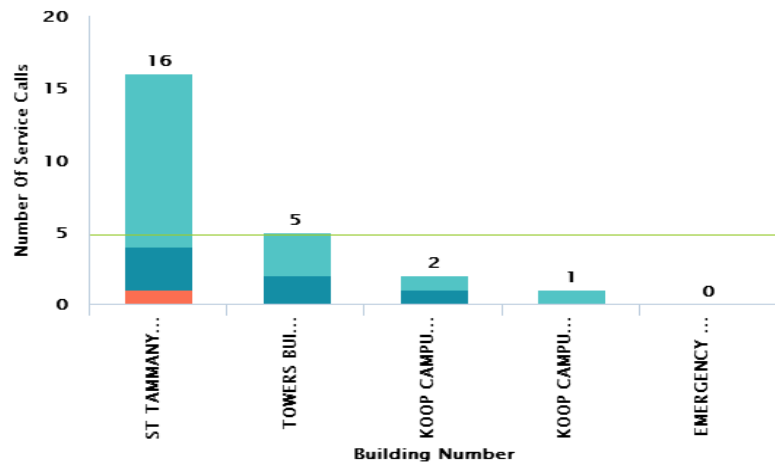
Units: 20

Contracts: 129629

Service Call

A service call is defined as a request from a customer or Otis REM® expert for an unscheduled service visit. A service call is closed once the work is reported as completed by the Otis mechanic.

Building Number	Building
ST TAMMANY JUSTICE CTR	ST TAMMANY JUSTICE CTR
TOWERS BUILDING	TOWERS BUILDING
KOOP CAMPUS BLDG C	KOOP CAMPUS BLDG C
KOOP CAMPUS BLDG B	KOOP CAMPUS BLDG B
EMERGENCY OP CENTER	EMERGENCY OP CENTER

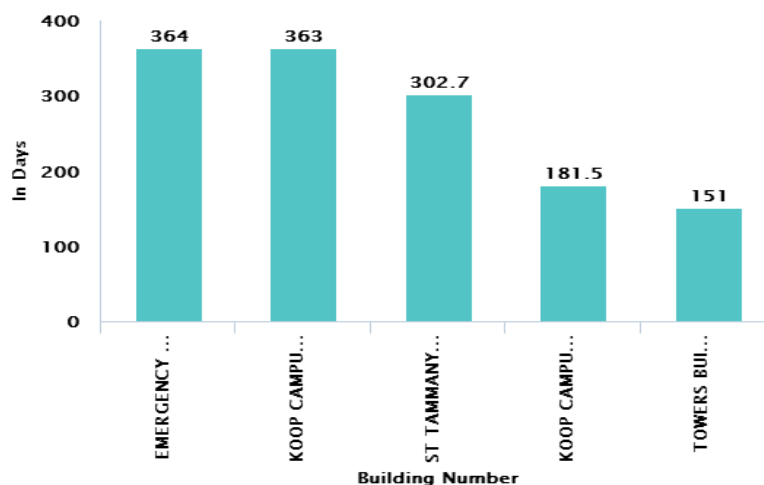


Equipment Others Emergency

Mean Time between Service Calls(in Days)

The Mean Time Between Service Call Report represents in days, the average time between customer or REM expert service requests. Mean time between service calls for a unit = (time period selected – time elevator out of service) / number of service requests for the unit. Time elevator out of service = sum (service call closed time - service call placed time) This information is also available at the building and contract level, substituting building or contract for unit

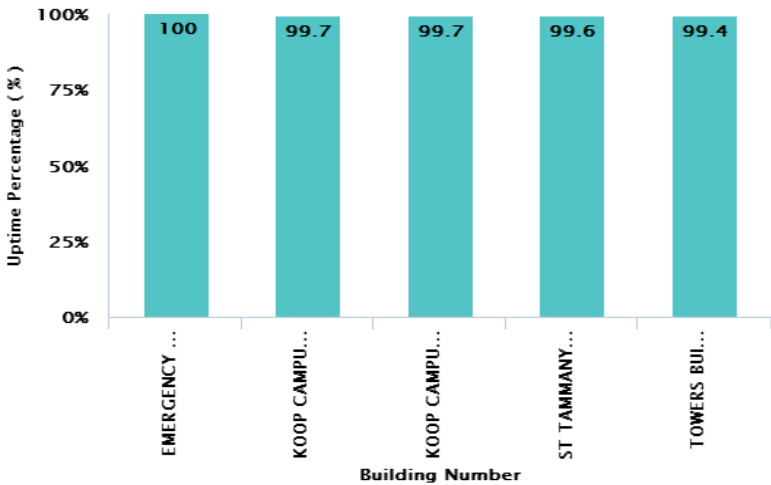
Building Number	Building
EMERGENCY OP CENTER	EMERGENCY OP CENTER
KOOP CAMPUS BLDG B	KOOP CAMPUS BLDG B
ST TAMMANY JUSTICE CTR	ST TAMMANY JUSTICE CTR
KOOP CAMPUS BLDG C	KOOP CAMPUS BLDG C
TOWERS BUILDING	TOWERS BUILDING



Availability %

Availability is the percentage of time an elevator/escalator is available to passengers over a selected time period. Availability % = (time period selected – time elevator out of service)/time period selected * 100 Time elevator out of service = sum (service call closed time - service call placed time) This information is also available at the building and contract level, substituting building or contract for unit.

Building Number	Building
EMERGENCY OP CENTER	EMERGENCY OP CENTER
KOOP CAMPUS BLDG B	KOOP CAMPUS BLDG B
KOOP CAMPUS BLDG C	KOOP CAMPUS BLDG C
ST TAMMANY JUSTICE CTR	ST TAMMANY JUSTICE CTR
TOWERS BUILDING	TOWERS BUILDING



Response Time (in minutes)

The Response Time Report represents the time between a service call being placed and the arrival of a mechanic on site. Note: The time for deferred service requests is included in the calculation. i.e. service request placed at 6:00pm Friday and deferred until 8:00am Monday includes the 62 hours of deferred time. Avg response time (in hrs) for a unit = (mechanic arrival time – service call placed time) / number of service requests for the unit This information is also available at the building and contract level, substituting building or contract for unit.

Service Call

A service call is defined as a request from a customer or Otis REM® expert for an unscheduled service visit. A service call is closed once the work is reported as completed by the Otis mechanic.

EP - Equipment Problem CP - Other: Vandalism, water damage, etc. IN - Investigation FD - Flexibility Demand Calls

Building: KOOP CAMPUS BLDG B TN 394167

Caller	Placed	Unit ID Unit Name	TypeService Call	Mechanic Dispatched	Arrived	Closed	Resolution
Tom Harper	08/17/2023 14:33:00	456573/KOOP CAMPUS B	EP Rtcb Tdy/Fri, Koop Campus B, 2Nd Flr Hall Cl Bttns Oos, Elv Still In Svc	Eric Hager 08/17/2023 16:51:00	08/18/2023 08:17:00	08/18/2023 08:57:00	REPLACED HALL FIXTURE - BUTTON PC BOARD

Building: KOOP CAMPUS BLDG C TN 523317

Caller	Placed	Unit ID Unit Name	Type	Service Call	Mechanic	Dispatched	Arrived	Closed	Resolution
Tom Harper	11/01/2023 08:58:00	F57726/KOOP CAMPUS C	EP	Rtcb Today, Koop Campus C Elv, Making Grinding Noise While Traveling	Eric Hager	11/01/2023 09:07:00	11/01/2023 10:39:00	11/01/2023 10:56:00	LUBRICATED HOISTWAY - RAILS
Tom Harper	05/08/2023 09:22:00	F57726/KOOP CAMPUS C	CP	Only Elv Stk On 1St Flr, Drs Clsd, No Pass, Has Error Code Of 1004	Keith Mason	05/08/2023 09:26:00	05/09/2023 09:52:00	05/09/2023 09:54:00	TROUBLESHOOT CAR CONTROLLER - PC BOARD, PROCESSOR

Building: ST TAMMANY JUSTICE CTR TN 414621

Caller	Placed	Unit ID Unit Name	Type	Service Call	Mechanic	Dispatched	Arrived	Closed	Resolution
Stacy Miller	12/07/2023 14:56:00	510555/ELV 7	EP	Rtcb Tdy/Fri, Elv 7 Cop 3Rd Flr Bttn Nt Working Intermittently, Elv Stl In Svc,	Eric Hager	12/07/2023 15:04:00	12/08/2023 08:45:00	12/08/2023 10:46:00	REPLACED CAR - BUTTON
Julian Landry	10/12/2023 12:56:00	510554/ELV 9	EP	Rtcb Tdy: Elv 9, Elv Stk On Basement Flr, Drs ???, No Pass. Elv Getting Stk And Not Working Properly.	Eric Hager	10/12/2023 13:25:00	10/13/2023 08:55:00	10/13/2023 11:17:00	ADJUSTED CAR DOOR - VANE / CLUTCH
Stacy Miller	09/14/2023 16:16:00	510556/ELV 8	EP	Rtcb-Fri,Elv 8,Stk On 2,Drs Opn,Wl Not Reset,Eta Ndd	Eric Hager	09/15/2023 07:11:00	09/18/2023 07:50:00	09/18/2023 08:30:00	CHECKED OPERATION CAR DOOR - VANE / CLUTCH
Stacy Miller	09/07/2023 15:00:00	H01399/SOUTH KONE #2	EP	Rtcb Fri, Elv 1 At Parking Grg Oos On 2Nd,Drs Opn,No Pass	Eric Hager	09/07/2023 18:34:00	09/11/2023 10:20:00	09/11/2023 10:21:00	CHECKED OPERATION CAR DOOR - DETECTOR / LAMBDA / ETC.
Stacy Miller	08/24/2023 13:15:00	460388/ELV 2	EP	Rtcb Tdy Kone #2, Drs Cycle Several Times Before Clsg	Eric Hager	08/24/2023 13:28:00	08/25/2023 08:33:00	08/25/2023 08:50:00	CLEANED CAR DOOR - DETECTOR / LAMBDA / ETC.
Stacy Miller	08/02/2023 09:38:00	510554/ELV 9	CP	Rtcb Tdy, Elv 9 Is Making Noise & Light Are Flickering, Stl In Svc	Eric Hager	08/02/2023 09:44:00	08/02/2023 14:12:00	08/02/2023 14:30:00	CHECKED OPERATION CAR - CAR GUIDES
Stacy Miller	08/02/2023 09:27:00	460388/ELV 2	CP	Rtcb Wed= Grg 2 Elv, Out Of Service, Doors Open, Unresponsive.	Eric Hager	08/02/2023 09:43:00	08/02/2023 14:46:00	08/02/2023 16:11:00	TROUBLESHOOT CAR DOOR - DETECTOR / LAMBDA / ETC.
Julian Landry	05/25/2023 13:37:00	H01399/SOUTH KONE #2	EP	Rtcb Tdy/Fri, Kone Elvs 1 & 2 Oos, Stk On Unknown Flr, Drs?, No Pass,Cust States 2Nd Flr Bttn Inside Elv Not Lighting	Eric Hager	05/25/2023 15:02:00	05/26/2023 10:16:00	05/26/2023 11:43:00	REPLACED CAR - BUTTON
Stacy Miller	05/17/2023 09:32:00	H01398/GRG ELV #2	CP	Rtcb Kone #2 Inside Dr Open Bttn Broken/Pushed Into Panel	Eric Hager	05/17/2023 09:43:00	05/17/2023 11:32:00	05/17/2023 12:44:00	REPAIRS DUE TO MISUSE CAR - BUTTON
Julian Landry	03/20/2023 10:58:00	510554/ELV 9	EP	Rtcb Tdy Elv 9 Drs Is Not Functionning Properly Recuring Issues Svc Ndd Eta Ndd	Eric Hager	03/20/2023 11:11:00	03/20/2023 13:14:00	03/20/2023 13:18:00	REPLACED CAR DOOR - VANE / CLUTCH
Julian Landry	03/20/2023 09:07:00	460389/JAIL ELV 3	EP	Rtcb Tdy Frt Elv,Basement Cop Bttn Is Not Working At All	Eric Hager	03/20/2023 09:10:00	03/20/2023 09:26:00	03/20/2023 10:16:00	REPLACED CAR - BUTTON
Julian Landry	03/20/2023 09:05:00	510554/ELV 9	EP	Rtcb Tdy Elv 9,Drs Not Working Properly,Cust Locked Off	Eric Hager	03/20/2023 09:10:00	03/20/2023 10:17:00	03/20/2023 10:21:00	ADJUSTED CAR DOOR - CHAIN / BELT
Stacy Miller	02/28/2023 08:50:00	510555/ELV 7	EP	Rtcb Tdy, Elv 7 Oos On Flr 2, Mis Lvled 1' Low,Drs Clsd,No Pass.	Eric Hager	02/28/2023 09:03:00	02/28/2023 10:38:00	02/28/2023 12:43:00	TROUBLESHOOT CAR CONTROLLER - DIRECT DRIVE/STARTER/REGULATOR
Stacy Miller	01/06/2023 10:23:00	510554/ELV 9	EP	Rtcb Tdy, Elv 9, Stk On Ground Flr, Drs Open, Making Buzzing Noise	Eric Hager	01/06/2023 10:29:00	01/09/2023 08:59:00	01/09/2023 09:16:00	RESET / POR CAR CONTROLLER - PC BOARD, PROCESSOR
Stacy Miller	01/06/2023 08:51:00	460388/ELV 2	EP	Rtcb Tdy- Prkg Grg Elv 2, Stk On Gmd Flr, Drs Opn, Scrolling "Overload"	Eric Hager	01/06/2023 10:30:00	01/09/2023 09:17:00	01/09/2023 09:45:00	TROUBLESHOOT CAR CONTROLLER - BATTERY CHARGER

Building: TOWERS BUILDING TN 523305

Caller	Placed	Unit ID Unit Name	Type	Service Call	Mechanic	Dispatched	Arrived	Closed	Resolution
Allen Addison	12/14/2023 10:16:00	F57719/TWR 1	EP	Rtcb-Tdy, Twr 1 , Call Button On 1St Flr, Outside Elv Is Getting Stk From Time To Time, Still In Svc	Eric Hager	12/14/2023 11:17:00	12/14/2023 14:19:00	12/14/2023 15:18:00	CLEAN AND ADJUSTED HALL FIXTURE - BUTTON
Allen Addison	11/14/2023 12:19:00	F57719/TWR 1	CP	Rtcb Tdy, Twr 1, Stk On Flr?, Dr?, No Pass.	Eric Hager	11/14/2023 12:26:00	11/14/2023 14:38:00	11/14/2023 15:16:00	TROUBLESHOOT NOT EQUIPMENT RELATED - CARD READER / SECURITY
Allen Addison	10/31/2023 12:29:00	F57720/TWR 2	CP	Rtcb Tdy-- Twr 2, Stk On 5Th Flr, Wire Hanging, Nt Responding	Keith Mason	10/31/2023 12:35:00	11/02/2023 14:53:00	11/02/2023 14:54:00	TROUBLESHOOT HOISTWAY DOORS - UNLOCKING DEVICE
Allen Addison	07/13/2023 15:07:00	F57719/TWR 1	EP	Rtcb Fri, Both Elvs, Ceiling Fans Nt Wkng	Eric Hager	07/13/2023 15:44:00	07/14/2023 09:50:00	07/14/2023 11:14:00	CHECKED OPERATION CAR - FAN
Allen Addison	03/14/2023 12:54:00	F57720/TWR 2	EP	Rtcb Tdy-Rush-Nd Eta- Twr 2 Elv In Svc But Is Mkg A Loud Grinding Noise When Traveling B/T 1, 2, & 3	Eric Hager	03/14/2023 13:14:00	03/14/2023 15:52:00	03/14/2023 17:00:00	LUBRICATED HOISTWAY - RAILS

Emergency

The Emergency Service Call Report represents the number of times during a selected time period that a service call was designated as an emergency service request (trapped passenger, multiple unit shutdowns etc.) For example, if a service request was originally called in as a passenger being trapped, but Otisline was later notified that the passenger was out and service was still needed, then Otisline will change the status to a regular service call in order to notify the mechanic that emergency service is no longer needed.

EP - Equipment Problem CP - Other: Vandalism, water damage, etc. IN - Investigation FD - Flexibility Demand Calls

Building: ST TAMMANY JUSTICE CTR TN 414621										
Caller	Placed	Unit ID Unit Name	Type	Service Call	Mechanic	Dispatched	Arrived	Closed	Resolution	
Stacy Miller	10/06/2023 09:59:00	510554/ELV 9	EP	*Emg* Elv 9, Stk On ? Flr W/ Trapped Pass, Trap Time=5-10 Mins	Eric Hager	10/06/2023 10:01:00	10/06/2023 10:57:00	10/06/2023 13:15:00	REPLACED HOISTWAY - DOOR ZONE SWITCH/CAM	

Maintenance & Procedures

These records are being provided to you in accordance with the latest elevator code and it is the building's responsibility to retain a copy of these records. The Preventative Maintenance & Procedure Report represents all the preventative maintenance, repair work and service call work done by unit. It provides the date the work was completed as well as a brief description of the procedure.

Building: EMERGENCY OP CENTER TN 508285

Type	Unit ID Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
General Maintenance Procedure for Hydro: Machine Room/Pit	F38192/EOC	10/02/2023	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Performed preventative maintenance on machine room and pit components – cleaning, lubricating or adjusting as needed. ● A17.1: 8.6.1.6.3, 8.6.4.4, 8.6.4.7, 8.6.4.8, 8.6.4.13 @, 8.6.4.13.2, 8.6.4.15, 8.6.4.16, 8.6.5.4, 8.6.5.5, 8.6.5.6, 8.6.5.7, 8.6.5.9, 8.6.5.11, 8.6.5.12, 8.6.5.13, 8.6.5.17
Scheduled Unit Visit	F38192/EOC	10/02/2023	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
General Maintenance Procedure for Hydro: Hoistway/Car	F38192/EOC	06/01/2023	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Performed preventative maintenance on hoistway and cab components, including door system and door operator – cleaning, lubricating or adjusting as needed. ● A17.1: 8.6.4.3, 8.6.4.7, 8.6.4.9, 8.6.4.13.1(a, b, d, e, f, g, h, i, j, k, l), 8.6.4.14
Scheduled Unit Visit	F38192/EOC	06/01/2023	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Annual Firefighters Service	F38192/EOC	02/09/2023	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Tested the Fire Service Operation Phase 1 and Phase 2 for proper operation.
CAT1 for Hydro	F38192/EOC	02/09/2023	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Performed CAT1 (annual) test of the elevator in accordance with A17.1/CSA B44 code.
Confined Space Verification	F38192/EOC	02/09/2023	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Verified the confined space requirements per OSHA guidelines

Building: EMERGENCY OP CENTER TN 508285

Type	Unit ID Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Scheduled Unit Visit	F38192/EOC	02/09/2023	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.

Building: KOOP CAMPUS BLDG B TN 394167

Type	Unit ID Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
General Maintenance Procedure for Hydro: Hoistway/Car	456573/KOOP CAMPUS B	11/02/2023	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Performed preventative maintenance on hoistway and cab components, including door system and door operator – cleaning, lubricating or adjusting as needed. ● A17.1: 8.6.4.3, 8.6.4.7, 8.6.4.9, 8.6.4.13.1(a, b, d, e, f, g, h, i, j, k, l), 8.6.4.14
Scheduled Unit Visit	456573/KOOP CAMPUS B	11/02/2023	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Annual Firefighters Service	456573/KOOP CAMPUS B	07/14/2023	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Tested the Fire Service Operation Phase 1 and Phase 2 for proper operation.
CAT1 for Hydro	456573/KOOP CAMPUS B	07/14/2023	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Performed CAT1 (annual) test of the elevator in accordance with A17.1/CSA B44 code.
Scheduled Unit Visit	456573/KOOP CAMPUS B	07/14/2023	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	456573/KOOP CAMPUS B	04/03/2023	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.

Building: KOOP CAMPUS BLDG C TN 523317

Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Scheduled Unit Visit	F57726/KOOP CAMPUS C		11/01/2023	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Annual Firefighters Service	F57726/KOOP CAMPUS C		07/14/2023	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Tested the Fire Service Operation Phase 1 and Phase 2 for proper operation.
CAT1 for Hydro	F57726/KOOP CAMPUS C		07/14/2023	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Performed CAT1 (annual) test of the elevator in accordance with A17.1/CSA B44 code.
Scheduled Unit Visit	F57726/KOOP CAMPUS C		07/14/2023	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
General Maintenance Procedure for Hydro: Hoistway/Car	F57726/KOOP CAMPUS C		04/12/2023	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Performed preventative maintenance on hoistway and cab components, including door system and door operator – cleaning, lubricating or adjusting as needed. ● A17.1: 8.6.4.3, 8.6.4.7, 8.6.4.9, 8.6.4.13.1(a, b, d, e, f, g, h, i, j, k, l), 8.6.4.14
General Maintenance Procedure for Hydro: Machine Room/Pit	F57726/KOOP CAMPUS C		04/12/2023	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Performed preventative maintenance on machine room and pit components – cleaning, lubricating or adjusting as needed. ● A17.1: 8.6.1.6.3, 8.6.4.4, 8.6.4.7, 8.6.4.8, 8.6.4.13 @, 8.6.4.13.2, 8.6.4.15, 8.6.4.16, 8.6.5.4, 8.6.5.5, 8.6.5.6, 8.6.5.7, 8.6.5.9, 8.6.5.11, 8.6.5.12, 8.6.5.13, 8.6.5.17
Scheduled Unit Visit	F57726/KOOP CAMPUS C		04/12/2023	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.

Building: ST TAMMANY JUSTICE CTR TN 414621

Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
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Building: ST TAMMANY JUSTICE CTR TN 414621

Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Annual Firefighters Service	460390/JAIL	ELV 4	12/08/2023	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Tested the Fire Service Operation Phase 1 and Phase 2 for proper operation.
CAT1 for Hydro	460390/JAIL	ELV 4	12/08/2023	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Performed CAT1 (annual) test of the elevator in accordance with A17.1/CSA B44 code.
Scheduled Unit Visit	460390/JAIL	ELV 4	12/08/2023	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Annual Firefighters Service	460391/JAIL	ELV 5	12/08/2023	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Tested the Fire Service Operation Phase 1 and Phase 2 for proper operation.
CAT1 for Hydro	460391/JAIL	ELV 5	12/08/2023	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Performed CAT1 (annual) test of the elevator in accordance with A17.1/CSA B44 code.
Scheduled Unit Visit	460391/JAIL	ELV 5	12/08/2023	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Annual Firefighters Service	460392/JAIL	ELV 6	12/08/2023	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Tested the Fire Service Operation Phase 1 and Phase 2 for proper operation.
CAT1 for Hydro	460392/JAIL	ELV 6	12/08/2023	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Performed CAT1 (annual) test of the elevator in accordance with A17.1/CSA B44 code.
Scheduled Unit Visit	460392/JAIL	ELV 6	12/08/2023	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.

Building: ST TAMMANY JUSTICE CTR TN 414621

Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
General Maintenance Procedure for Hydro: Hoistway/Car	460387/ELV 1		11/28/2023	HAGER, ERIC	<p>Customer Problem Description, :</p> <p>NA</p> <p>Procedure:</p> <ul style="list-style-type: none"> ● Performed preventative maintenance on hoistway and cab components, including door system and door operator – cleaning, lubricating or adjusting as needed. ● A17.1: 8.6.4.3, 8.6.4.7, 8.6.4.9, 8.6.4.13.1(a, b, d, e, f, g, h, i, j, k, l), 8.6.4.14
General Maintenance Procedure for Hydro: Hoistway/Car	460388/ELV 2		11/28/2023	HAGER, ERIC	<p>Customer Problem Description, :</p> <p>NA</p> <p>Procedure:</p> <ul style="list-style-type: none"> ● Performed preventative maintenance on hoistway and cab components, including door system and door operator – cleaning, lubricating or adjusting as needed. ● A17.1: 8.6.4.3, 8.6.4.7, 8.6.4.9, 8.6.4.13.1(a, b, d, e, f, g, h, i, j, k, l), 8.6.4.14
Scheduled Unit Visit	460388/ELV 2		11/28/2023	HAGER, ERIC	<p>Customer Problem Description, :</p> <p>NA</p> <p>Procedure:</p> <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Annual Firefighters Service	510553/ELV 10		11/28/2023	HAGER, ERIC	<p>Customer Problem Description, :</p> <p>NA</p> <p>Procedure:</p> <ul style="list-style-type: none"> ● Tested the Fire Service Operation Phase 1 and Phase 2 for proper operation.
Scheduled Unit Visit	510553/ELV 10		11/28/2023	HAGER, ERIC	<p>Customer Problem Description, :</p> <p>NA</p> <p>Procedure:</p> <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Annual Firefighters Service	510554/ELV 9		11/28/2023	HAGER, ERIC	<p>Customer Problem Description, :</p> <p>NA</p> <p>Procedure:</p> <ul style="list-style-type: none"> ● Tested the Fire Service Operation Phase 1 and Phase 2 for proper operation.
Scheduled Unit Visit	510554/ELV 9		11/28/2023	HAGER, ERIC	<p>Customer Problem Description, :</p> <p>NA</p> <p>Procedure:</p> <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Annual Firefighters Service	510555/ELV 7		11/28/2023	HAGER, ERIC	<p>Customer Problem Description, :</p> <p>NA</p> <p>Procedure:</p> <ul style="list-style-type: none"> ● Tested the Fire Service Operation Phase 1 and Phase 2 for proper operation.

Building: ST TAMMANY JUSTICE CTR TN 414621

Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Scheduled Unit Visit	510555/ELV 7		11/28/2023	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Annual Firefighters Service	510556/ELV 8		11/28/2023	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Tested the Fire Service Operation Phase 1 and Phase 2 for proper operation.
Scheduled Unit Visit	510556/ELV 8		11/28/2023	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
General Maintenance Procedure for Hydro: Hoistway/Car	H01399/SOUTH KONE #2		11/03/2023	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Performed preventative maintenance on hoistway and cab components, including door system and door operator – cleaning, lubricating or adjusting as needed. ● A17.1: 8.6.4.3, 8.6.4.7, 8.6.4.9, 8.6.4.13.1(a, b, d, e, f, g, h, i, j, k, l), 8.6.4.14
CAT1 for Hydro	460387/ELV 1		08/30/2023	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Performed CAT1 (annual) test of the elevator in accordance with A17.1/CSA B44 code.
Scheduled Unit Visit	460387/ELV 1		08/30/2023	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Annual Firefighters Service	460389/JAIL ELV 3		08/30/2023	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Tested the Fire Service Operation Phase 1 and Phase 2 for proper operation.
CAT1 for Hydro	460389/JAIL ELV 3		08/30/2023	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Performed CAT1 (annual) test of the elevator in accordance with A17.1/CSA B44 code.
Confined Space Verification	460389/JAIL ELV 3		08/30/2023	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Verified the confined space requirements per OSHA guidelines

Building: ST TAMMANY JUSTICE CTR TN 414621

Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Scheduled Unit Visit	460389/JAIL ELV 3	08/30/2023	HAGER ,ERIC	<p>Customer Problem Description, :</p> <p>NA</p> <p>Procedure:</p> <ul style="list-style-type: none">● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.	
Annual Firefighters Service	460393/ELV 11	08/30/2023	HAGER ,ERIC	<p>Customer Problem Description, :</p> <p>NA</p> <p>Procedure:</p> <ul style="list-style-type: none">● Tested the Fire Service Operation Phase 1 and Phase 2 for proper operation.	
CAT1 for Hydro	460393/ELV 11	08/30/2023	HAGER ,ERIC	<p>Customer Problem Description, :</p> <p>NA</p> <p>Procedure:</p> <ul style="list-style-type: none">● Performed CAT1 (annual) test of the elevator in accordance with A17.1/CSA B44 code.	
Confined Space Verification	460393/ELV 11	08/30/2023	HAGER ,ERIC	<p>Customer Problem Description, :</p> <p>NA</p> <p>Procedure:</p> <ul style="list-style-type: none">● Verified the confined space requirements per OSHA guidelines	
Scheduled Unit Visit	460393/ELV 11	08/30/2023	HAGER ,ERIC	<p>Customer Problem Description, :</p> <p>NA</p> <p>Procedure:</p> <ul style="list-style-type: none">● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.	
Scheduled Unit Visit	510553/ELV 10	08/30/2023	HAGER ,ERIC	<p>Customer Problem Description, :</p> <p>NA</p> <p>Procedure:</p> <ul style="list-style-type: none">● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.	
Scheduled Unit Visit	510554/ELV 9	08/30/2023	HAGER ,ERIC	<p>Customer Problem Description, :</p> <p>NA</p> <p>Procedure:</p> <ul style="list-style-type: none">● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.	
Scheduled Unit Visit	510555/ELV 7	08/30/2023	HAGER ,ERIC	<p>Customer Problem Description, :</p> <p>NA</p> <p>Procedure:</p> <ul style="list-style-type: none">● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.	
Scheduled Unit Visit	510556/ELV 8	08/30/2023	HAGER ,ERIC	<p>Customer Problem Description, :</p> <p>NA</p> <p>Procedure:</p> <ul style="list-style-type: none">● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.	

Building: ST TAMMANY JUSTICE CTR TN 414621

Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
CAT1 for Hydro	H01398/GRG ELV #2		08/16/2023	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Performed CAT1 (annual) test of the elevator in accordance with A17.1/CSA B44 code.
Scheduled Unit Visit	H01398/GRG ELV #2		08/16/2023	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
CAT1 for Hydro	H01399/SOUTH KONE #2		08/16/2023	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Performed CAT1 (annual) test of the elevator in accordance with A17.1/CSA B44 code.
Scheduled Unit Visit	H01399/SOUTH KONE #2		08/16/2023	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
CAT1 for Hydro	H01400/SOUTH KONE #1		08/16/2023	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Performed CAT1 (annual) test of the elevator in accordance with A17.1/CSA B44 code.
Scheduled Unit Visit	H01400/SOUTH KONE #1		08/16/2023	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
CAT1 for Hydro	H01401/GRG ELV #1		08/16/2023	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Performed CAT1 (annual) test of the elevator in accordance with A17.1/CSA B44 code.
Scheduled Unit Visit	H01401/GRG ELV #1		08/16/2023	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
CAT1 for Hydro	460388/ELV 2		07/20/2023	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Performed CAT1 (annual) test of the elevator in accordance with A17.1/CSA B44 code.

Building: ST TAMMANY JUSTICE CTR TN 414621

Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Confined Space Verification	460388/ELV 2		07/20/2023	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Verified the confined space requirements per OSHA guidelines
Scheduled Unit Visit	460388/ELV 2		07/20/2023	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510553/ELV 10		07/20/2023	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510554/ELV 9		07/20/2023	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510555/ELV 7		07/20/2023	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510556/ELV 8		07/20/2023	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Annual Firefighters Service	460387/ELV 1		03/20/2023	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Tested the Fire Service Operation Phase 1 and Phase 2 for proper operation.
Confined Space Verification	460387/ELV 1		03/20/2023	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Verified the confined space requirements per OSHA guidelines

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Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
General Maintenance Procedure for Hydro: Machine Room/Pit	460387/ELV 1		03/20/2023	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Performed preventative maintenance on machine room and pit components – cleaning, lubricating or adjusting as needed. A17.1: 8.6.1.6.3, 8.6.4.4, 8.6.4.7, 8.6.4.8, 8.6.4.13 @, 8.6.4.13.2, 8.6.4.15, 8.6.4.16, 8.6.5.4, 8.6.5.5, 8.6.5.6, 8.6.5.7, 8.6.5.9, 8.6.5.11, 8.6.5.12, 8.6.5.13, 8.6.5.17
Scheduled Unit Visit	460387/ELV 1		03/20/2023	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Annual Firefighters Service	460388/ELV 2		03/20/2023	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Tested the Fire Service Operation Phase 1 and Phase 2 for proper operation.
General Maintenance Procedure for Hydro: Machine Room/Pit	460388/ELV 2		03/20/2023	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Performed preventative maintenance on machine room and pit components – cleaning, lubricating or adjusting as needed. A17.1: 8.6.1.6.3, 8.6.4.4, 8.6.4.7, 8.6.4.8, 8.6.4.13 @, 8.6.4.13.2, 8.6.4.15, 8.6.4.16, 8.6.5.4, 8.6.5.5, 8.6.5.6, 8.6.5.7, 8.6.5.9, 8.6.5.11, 8.6.5.12, 8.6.5.13, 8.6.5.17
Scheduled Unit Visit	460388/ELV 2		03/20/2023	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510553/ELV 10		03/20/2023	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510554/ELV 9		03/20/2023	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510555/ELV 7		03/20/2023	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.

Building: ST TAMMANY JUSTICE CTR TN 414621

Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Scheduled Unit Visit	510556/ELV 8		03/20/2023	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.

Building: TOWERS BUILDING TN 523305

Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Scheduled Unit Visit	F57719/TWR 1		12/12/2023	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	F57720/TWR 2		12/12/2023	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Unit visited as scheduled by usage, calendar and/or contract calculations. ● Checked general operation of unit. ● ASME CODE A17.1 or ASME Code B20 as applicable
Supplementary Maintenance - Other	F57720/TWR 2		12/12/2023	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Supplemented the regularly scheduled maintenance with additional cleaning, adjusting, or replacing as needed.
General Maintenance Procedure for Traction: Machine Room	F57719/TWR 1		10/18/2023	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Performed preventative maintenance on machine room components including machine and brake – cleaning, lubricating or adjusting as needed. ● A17.1: 8.6.1.6.3, 8.6.4.6, 8.6.4.8, 8.6.4.12, 8.6.4.17, 8.6.4.21, 8.6.4.22, 8.6.4.23
Scheduled Unit Visit	F57719/TWR 1		10/18/2023	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	F57719/TWR 1		10/05/2023	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.

Building: TOWERS BUILDING TN 523305

Type	Unit ID Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
General Maintenance Procedure for Dumbwaiter: Hoistway	F57720/TWR 2	10/05/2023	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Performed preventative maintenance on hoistway and cab components including door system and door operator, cleaning, lubricating, or adjusting as needed.
Annual Firefighters Service	F57719/TWR 1	07/14/2023	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Tested the Fire Service Operation Phase 1 and Phase 2 for proper operation.
Scheduled Unit Visit	F57719/TWR 1	07/14/2023	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	F57719/TWR 1	06/13/2023	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
General Maintenance Procedure for Dumbwaiter: Hoistway	F57720/TWR 2	06/13/2023	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Performed preventative maintenance on hoistway and cab components including door system and door operator, cleaning, lubricating, or adjusting as needed.
General Maintenance Procedure for Dumbwaiter: Machine Room	F57720/TWR 2	06/13/2023	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Performed preventative maintenance on machine room and pit components, cleaning, lubricating, or adjusting as needed.
Scheduled Unit Visit	F57720/TWR 2	06/13/2023	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Unit visited as scheduled by usage, calendar and/or contract calculations. Checked general operation of unit. ASME CODE A17.1 or ASME Code B20 as applicable
Scheduled Unit Visit	F57719/TWR 1	03/08/2023	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.

Building: TOWERS BUILDING TN 523305

Type	Unit ID Unit Name	Date	Mechanic Name	Customer Problem Description,/ Procedure
Supplementary Maintenance - Other	F57720/TWR 2	03/08/2023	HAGER ,ERIC	<p>Customer Problem Description, :</p> <p>NA</p> <p>Procedure:</p> <ul style="list-style-type: none">● Supplemented the regularly scheduled maintenance with additional cleaning, adjusting, or replacing as needed.

Repair

A preventive maintenance procedure is defined as a task or groups of tasks performed on units or components. An Otis mechanic utilizing standard work procedures, materials and tooling completes these tasks. This report shows maintenance procedures completed, per unit/building/contract and over a 12-month period. This report provides comprehensive information on both planned and unplanned repairs performed on the unit. The mechanic initiates unplanned repairs as a result of a callback or after finishing a maintenance visit - without a signed offer from the customer. The customer of the elevator agrees that the repair will be immediately executed. Planned repairs, on the other hand, are initiated by an offer and a signed contract.

Building: KOOP CAMPUS BLDG C TN 523317

Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Repair	F57726	KOOP CAMPUS C	05/16/2023	HAGER,ERIC V	Customer Problem Description, : NA Procedure: ● ADJUSTED CAR CONTROLLER - PC BOARD, PROCESSOR

Building: ST TAMMANY JUSTICE CTR TN 414621

Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Repair	510556	ELV 8	11/28/2023	HAGER,ERIC V	Customer Problem Description, : NA Procedure: ● CLEANED OTHER CLEANING AND PAINTING
Repair	H01399	SOUTH KONE #2	09/25/2023	HAGER,ERIC V	Customer Problem Description, : NA Procedure: ● REPLACED CAR DOOR - DETECTOR / LAMBDA / ETC.
Repair	H01398	GRG ELV #2	09/06/2023	HAGER,ERIC V	Customer Problem Description, : NA Procedure: ● REPLACED CAR DOOR - DETECTOR / LAMBDA / ETC.
Repair	H01399	SOUTH KONE #2	08/22/2023	HAGER,ERIC V	Customer Problem Description, : NA Procedure: ● REPLACED CAR - LIGHT
Repair	H01400	SOUTH KONE #1	08/16/2023	HAGER,ERIC V	Customer Problem Description, : NA Procedure: ● REPLACED CAR DOOR - DETECTOR / LAMBDA / ETC.
Repair	H01400	SOUTH KONE #1	05/26/2023	HAGER,ERIC V	Customer Problem Description, : NA Procedure: ● REPLACED CAR CONTROLLER - PC BOARD, PROCESSOR

Building: ST TAMMANY JUSTICE CTR TN 414621

Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Repair	H01400/SOUTH KONE #1		05/12/2023	MASON,KEITH	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● TROUBLESHOOT CAR - LEVELING SWITCH/CAM/MAGNET
Repair	510555/ELV 7		03/01/2023	HAGER,ERIC V	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● ADJUSTED CAR DOOR - VANE / CLUTCH
Repair	H01400/SOUTH KONE #1		01/09/2023	HAGER,ERIC V	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● TROUBLESHOOT CAR CONTROLLER - BATTERY CHARGER

Building: TOWERS BUILDING TN 523305

Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Repair	F57720/TWR 2		11/02/2023	HAGER,ERIC V	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● REPLACED HOISTWAY DOORS - UNLOCKING DEVICE
Repair	F57720/TWR 2		11/01/2023	HAGER,ERIC V	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● REPAIRED HOISTWAY DOORS - DOOR LOCK/BELL CRANK/MECHANICAL

Building Info Header

Building Id	Building Name	House No	Street	City	Postal Code	StateProvince
TN 414621	ST TAMMANY JUSTICE CTR	-	701 N COLUMBIA ST	COVINGTON	70433-2760	Louisiana
TN 508285	EMERGENCY OP CENTER	-	510 E BOSTON ST	COVINGTON	70433-2945	Louisiana
TN 394167	KOOP CAMPUS BLDG B	-	21454 KOOP DR	MANDEVILLE	70471-7513	Louisiana
TN 523305	TOWERS BUILDING	-	520 OLD SPANISH TRL	SLIDELL	70458-4047	Louisiana
TN 523317	KOOP CAMPUS BLDG C	-	21410 KOOP DR	MANDEVILLE	70471-7506	Louisiana



Contracts : 129629

Otisline No -

English: 800-233-6847 Français:
800-238-6847

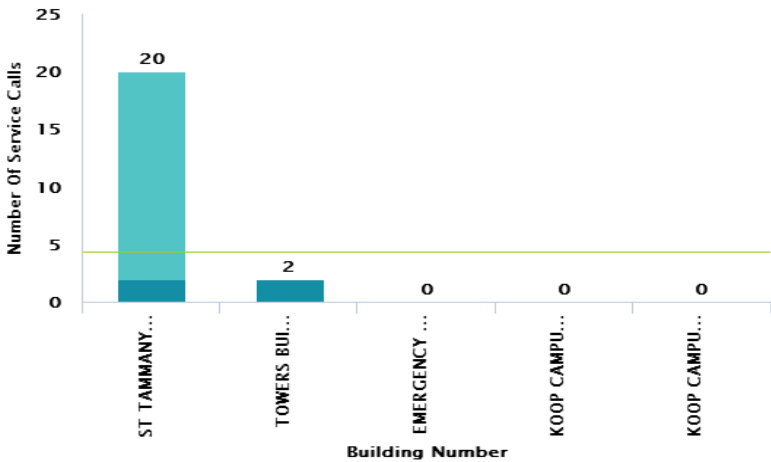
Buildings: 5
Units: 20

Contracts: 129629

Service Call

A service call is defined as a request from a customer or Otis REM® expert for an unscheduled service visit. A service call is closed once the work is reported as completed by the Otis mechanic.

Building Number	Building
ST TAMMANY JUSTICE CTR	ST TAMMANY JUSTICE CTR
TOWERS BUILDING	TOWERS BUILDING
EMERGENCY OP CENTER	EMERGENCY OP CENTER
KOOP CAMPUS BLDG B	KOOP CAMPUS BLDG B
KOOP CAMPUS BLDG C	KOOP CAMPUS BLDG C

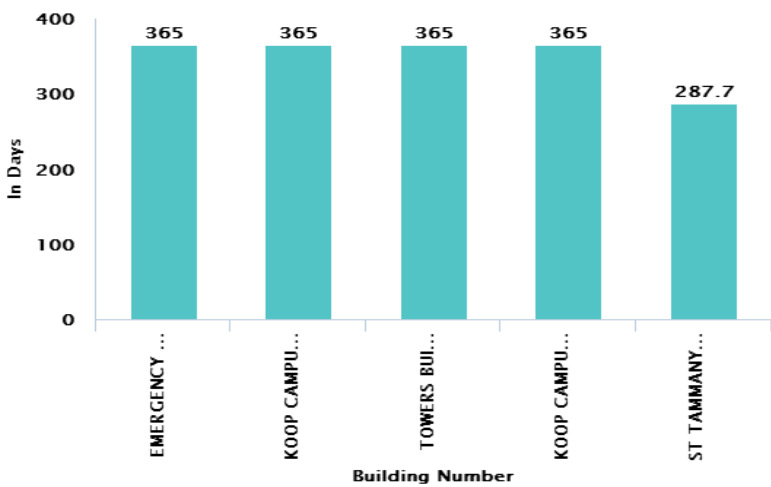


Equipment Others Emergency

Mean Time between Service Calls(in Days)

The Mean Time Between Service Call Report represents in days, the average time between customer or REM expert service requests. Mean time between service calls for a unit = (time period selected – time elevator out of service) / number of service requests for the unit. Time elevator out of service = sum (service call closed time - service call placed time) This information is also available at the building and contract level, substituting building or contract for unit

Building Number	Building
EMERGENCY OP CENTER	EMERGENCY OP CENTER
KOOP CAMPUS BLDG B	KOOP CAMPUS BLDG B
TOWERS BUILDING	TOWERS BUILDING
KOOP CAMPUS BLDG C	KOOP CAMPUS BLDG C
ST TAMMANY JUSTICE CTR	ST TAMMANY JUSTICE CTR



Availability %

Availability is the percentage of time an elevator/escalator is available to passengers over a selected time period. Availability % = (time period selected – time elevator out of service)/time period selected * 100 Time elevator out of service = sum (service call closed time - service call placed time) This information is also available at the building and contract level, substituting building or contract for unit.

Building Number	Building
EMERGENCY OP CENTER	EMERGENCY OP CENTER
KOOP CAMPUS BLDG B	KOOP CAMPUS BLDG B
KOOP CAMPUS BLDG C	KOOP CAMPUS BLDG C
TOWERS BUILDING	TOWERS BUILDING
ST TAMMANY JUSTICE CTR	ST TAMMANY JUSTICE CTR



Response Time (in minutes)

The Response Time Report represents the time between a service call being placed and the arrival of a mechanic on site. Note: The time for deferred service requests is included in the calculation. i.e. service request placed at 6:00pm Friday and deferred until 8:00am Monday includes the 62 hours of deferred time. Avg response time (in hrs) for a unit = (mechanic arrival time – service call placed time) / number of service requests for the unit This information is also available at the building and contract level, substituting building or contract for unit.

Service Call

A service call is defined as a request from a customer or Otis REM® expert for an unscheduled service visit. A service call is closed once the work is reported as completed by the Otis mechanic.

EP - Equipment Problem CP - Other: Vandalism, water damage, etc. IN - Investigation FD - Flexibility Demand Calls

Building: ST TAMMANY JUSTICE CTR TN 414621

Caller	Placed	Unit ID Unit Name	Type	Service Call	Mechanic	Dispatched	Arrived	Closed	Resolution
Stacy Miller	12/04/2024 10:00:00	460387/ELV 1	EP	Rtcb Tdy: Elv #1 Oos Stk On Ground Flr Drs Opn Oos,	Eric Hager	12/04/2024 10:08:00	12/04/2024 13:33:00	12/04/2024 14:40:00	REPLACED CAR DOOR - ROLLER
Julian Landry	11/13/2024 10:26:00	510554/ELV 9	EP	Rtcb Tdy Elv 9 Dropped A Flr With Pass Inside Has Been Having Multiple Issues With Same Elv	Eric Hager	11/13/2024 10:32:00	11/14/2024 08:04:00	11/14/2024 10:15:00	REPAIRED HOISTWAY DOORS - DOOR LOCK/BELL CRANK/MECHANICAL
Stacy Miller	11/08/2024 09:20:00	510554/ELV 9	EP	Rtcb Tdy - Elv 9, Not Leveling With Flr On Ground Flr, Had Entrapm, Pass Got Out, Unit S/D By Cust	Eric Hager	11/08/2024 09:54:00	11/12/2024 10:34:00	11/12/2024 11:13:00	CHECKED OPERATION HOISTWAY DOORS - DOOR LOCK/BELL CRANK/MECHANICAL
Julian Landry	11/07/2024 10:15:00	510554/ELV 9	EP	Rtcb Tdy, Elv 9: Elv Acting Up, Getting Stk, Previous Entrapm, Cust Put Elv Oos At Ground Flr	Michael Pittman	11/07/2024 10:20:00	11/07/2024 12:30:00	11/07/2024 14:25:00	TROUBLESHOOT CAR DOOR - PC BOARD
Stacy Miller	09/13/2024 08:10:00	460393/ELV 11	EP	Rtcb Tdy Elv 11 - Lobby Call Bttn Nt Responding, Inside Bttn Nt Responding, Stk On Grd Flr Drs Clsd No Pass	Eric Hager	09/13/2024 08:26:00	09/13/2024 10:17:00	09/13/2024 10:40:00	RESET / POR CAR CONTROLLER - PC BOARD, PROCESSOR
Stacy Miller	09/05/2024 15:24:00	510554/ELV 9	EP	Rtcb Fri,1St Am Svc Pls, Elv 9, Now Stk On Gmd Flr,10" Abv Flr Lvl, Drs Clsd,No Pass	Eric Hager	09/06/2024 06:48:00	09/06/2024 11:33:00	09/06/2024 11:40:00	TROUBLESHOOT CAR - COP (CAR OPERATING PANEL)
Stacy Miller	09/05/2024 08:55:00	510554/ELV 9	CP	Rtcb Tdy, Elv 9, Stk On Gmd Flr, Nt Responding, Drs Won'T Opn	Eric Hager	09/05/2024 09:08:00	09/05/2024 13:12:00	09/05/2024 13:47:00	REPLACED CAR CONTROLLER - RELAY
Stacy Miller	08/27/2024 13:49:00	510556/ELV 8	EP	Rtcb Tdy/Wedn , Elv 8, Getting Red Rouge Dust From Cable It On Bsmst Carpet, Furniture Walls Of Lobby , Stl Svc, Nfi 2 Of 2	Eric Hager	08/27/2024 14:50:00	08/28/2024 08:03:00	08/28/2024 09:21:00	CHECKED OPERATION HOISTWAY - ROPES: HOIST
Stacy Miller	08/27/2024 13:47:00	460387/ELV 1	EP	Rtcb Tdy/Wedn Elv 1, Ever Since Upgrade Card Reader In Car No Longerworks , Stl Svc, Nfi 1 Of 2	Eric Hager	08/27/2024 13:58:00	08/27/2024 14:00:00	08/27/2024 14:02:00	CHECKED OPERATION CAR CONTROLLER - PC BOARD, PROCESSOR
Julian Landry	08/26/2024 10:38:00	510553/ELV 10	EP	Rtcb Tdy-- Elv 10, Parked Gmd Flr, Not Leveling When Landing,	Eric Hager	08/26/2024 11:00:00	08/26/2024 11:53:00	08/26/2024 13:40:00	CHECKED OPERATION MOTOR - ENCODER/COUPLING
Stacy Miller	08/05/2024 13:57:00	460388/ELV 2	EP	Rtcb Tdy/Tues, Elv 2, Stk On Fl 2, Drs Openoos	Eric Hager	08/05/2024 14:36:00	08/05/2024 15:29:00	08/05/2024 16:26:00	TROUBLESHOOT PC SOFTWARE/REMOTE STATION & IO BOARD
Stacy Miller	07/22/2024 09:09:00	510556/ELV 8	EP	Rtcb-Tdy,Elv 8,Stk On 2,Drs Opn	Eric Hager	07/22/2024 09:18:00	07/24/2024 08:43:00	07/24/2024 10:20:00	REPLACED CAR DOOR - DOOR CHECK
Stacy Miller	06/26/2024 08:27:00	H01400/SOUTH KONE # 1	CP	Rtcb Tdy, Kone 2 /Outside Elv, One Of The Buttons Inside Elv Is Not Working	Eric Hager	06/26/2024 09:38:00	06/26/2024 12:25:00	06/26/2024 13:05:00	SURVEY CAR - KEY SWITCH
Stacy Miller	06/25/2024 09:10:00	460391/JAIL ELV 5	EP	Rtcb Tdy,Elv 5 , Stk On Bsmst Flr, Drs Clsd, No Pass, Nfi	Eric Hager	06/25/2024 09:31:00	06/25/2024 10:18:00	06/25/2024 11:52:00	CHECKED OPERATION CAR DOOR - CHAIN / BELT
Julian Landry	05/28/2024 11:21:00	H01400/SOUTH KONE # 1	EP	Rtcb-Tdy, Elv 3 ? , (Parking Grg Elv) Stk On 3Rd Flr, Drs Opening And Closing	Eric Hager	05/28/2024 12:13:00	05/29/2024 09:46:00	05/29/2024 10:06:00	CHECKED OPERATION CAR CONTROLLER - PC BOARD, PROCESSOR
Stacy Miller	04/22/2024 14:31:00	510556/ELV 8	EP	Rtcb Tues, Elv , 2Nd Flr Cr Bttn Is Nt Lighting Up Have To Push Bttn Several Times To Work	Eric Hager	04/23/2024 07:16:00	04/23/2024 07:53:00	04/23/2024 08:27:00	REPLACED CAR - BUTTON
Danny Mccartay	03/26/2024 11:01:00	510554/ELV 9	EP	Rtcb Tdy, Elv 9, Stk B/T Flrs, Dr Cl, No Pass.	Keith Mason	03/26/2024 11:11:00	03/28/2024 15:32:00	03/28/2024 15:33:00	TROUBLESHOOT MAIN MACHINE - BRAKE SWITCH
Stacy Miller	03/21/2024 08:39:00	510553/ELV 10	EP	Rtcb Tdy, Elv 10 Ceiling Lights Changed And Stl Nt Working Would Likeit Ckd,Elv Stl In Svc,	Eric Hager	03/21/2024 10:27:00	03/21/2024 11:08:00	03/21/2024 11:56:00	REPAIRED CAR - LIGHT

Building: ST TAMMANY JUSTICE CTR TN 414621

Caller	Placed	Unit ID Unit Name	Type	Service Call	Mechanic	Dispatched	Arrived	Closed	Resolution
Stacy Miller	02/02/2024 11:11:00	H01399/SOUTH KONE #2	EP	Rtcb Tdy, Kone # 1 Elv , Ups In Machine Room Is Beeping, Std Svc, Nfi	Eric Hager	02/02/2024 11:22:00	02/02/2024 13:34:00	02/02/2024 14:00:00	CHECKED OPERATION CAR CONTROLLER - BATTERY CHARGER
Stacy Miller	01/05/2024 08:42:00	510553/ELV 10	EP	Rtcb Tdy, Elv 10,The Bsmnt Bttn Inside Elv Is Nt Working,	Eric Hager	01/05/2024 08:51:00	01/05/2024 10:11:00	01/05/2024 10:29:00	REPLACED CAR - BUTTON

Building: TOWERS BUILDING TN 523305

Caller	Placed	Unit ID Unit Name	Type	Service Call	Mechanic	Dispatched	Arrived	Closed	Resolution
Allen Addison	08/19/2024 07:23:00	F57720/TWR 2	CP	Rtcb Tdy Elv Twr 2 Oos On 1St Or 4Th Flr Drs Cls No Trap Pass	Eric Hager	08/19/2024 08:17:00	08/19/2024 08:59:00	08/19/2024 10:21:00	REMOVED NOT EQUIP RELATED-DR TRACK OBSTRUCTION/WIND EFFECT
Allen Addison	07/01/2024 06:44:00	F57719/TWR 1	CP	Rtcb Tdy , Elv Twr 1 Bttn Is Pushed In The Wall , Nfi	Keith Mason	07/01/2024 07:17:00	07/01/2024 10:17:00	07/01/2024 10:18:00	REPAIRED CAR - BUTTON

Emergency

The Emergency Service Call Report represents the number of times during a selected time period that a service call was designated as an emergency service request (trapped passenger, multiple unit shutdowns etc.) For example, if a service request was originally called in as a passenger being trapped, but Otisline was later notified that the passenger was out and service was still needed, then Otisline will change the status to a regular service call in order to notify the mechanic that emergency service is no longer needed.

EP - Equipment Problem CP - Other: Vandalism, water damage, etc. IN - Investigation FD - Flexibility Demand Calls

There is no data to display for this time period. This is not a system error.

Maintenance & Procedures

These records are being provided to you in accordance with the latest elevator code and it is the building's responsibility to retain a copy of these records. The Preventative Maintenance & Procedure Report represents all the preventative maintenance, repair work and service call work done by unit. It provides the date the work was completed as well as a brief description of the procedure.

Building: EMERGENCY OP CENTER TN 508285

Type	Unit ID Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
General Maintenance Procedure for Hydro: Machine Room/Pit	F38192/EOC	10/11/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Performed preventative maintenance on machine room and pit components – cleaning, lubricating or adjusting as needed. ● A17.1: 8.6.1.6.3, 8.6.4.4, 8.6.4.7, 8.6.4.8, 8.6.4.13 @, 8.6.4.13.2, 8.6.4.15, 8.6.4.16, 8.6.5.4, 8.6.5.5, 8.6.5.6, 8.6.5.7, 8.6.5.9, 8.6.5.11, 8.6.5.12, 8.6.5.13, 8.6.5.17
Scheduled Unit Visit	F38192/EOC	10/11/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
General Maintenance Procedure for Hydro: Hoistway/Car	F38192/EOC	06/14/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Performed preventative maintenance on hoistway and cab components, including door system and door operator – cleaning, lubricating or adjusting as needed. ● A17.1: 8.6.4.3, 8.6.4.7, 8.6.4.9, 8.6.4.13.1(a, b, d, e, f, g, h, i, j, k, l), 8.6.4.14
Scheduled Unit Visit	F38192/EOC	06/14/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Annual Firefighters Service	F38192/EOC	02/05/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Tested the Fire Service Operation Phase 1 and Phase 2 for proper operation.
CAT1 for Hydro	F38192/EOC	02/05/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Performed CAT1 (annual) test of the elevator in accordance with A17.1/CSA B44 code.
Scheduled Unit Visit	F38192/EOC	02/05/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.

Building: KOOP CAMPUS BLDG B TN 394167

Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
General Maintenance Procedure for Hydro: Hoistway/Car	456573/KOOP CAMPUS B		11/04/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none">● Performed preventative maintenance on hoistway and cab components, including door system and door operator – cleaning, lubricating or adjusting as needed.● A17.1: 8.6.4.3, 8.6.4.7, 8.6.4.9, 8.6.4.13.1(a, b, d, e, f, g, h, i, j, k, l), 8.6.4.14
Scheduled Unit Visit	456573/KOOP CAMPUS B		11/04/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none">● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Annual Firefighters Service	456573/KOOP CAMPUS B		07/03/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none">● Tested the Fire Service Operation Phase 1 and Phase 2 for proper operation.
CAT1 for Hydro	456573/KOOP CAMPUS B		07/03/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none">● Performed CAT1 (annual) test of the elevator in accordance with A17.1/CSA B44 code.
Scheduled Unit Visit	456573/KOOP CAMPUS B		07/03/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none">● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
General Maintenance Procedure for Hydro: Machine Room/Pit	456573/KOOP CAMPUS B		03/05/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none">● Performed preventative maintenance on machine room and pit components – cleaning, lubricating or adjusting as needed.● A17.1: 8.6.1.6.3, 8.6.4.4, 8.6.4.7, 8.6.4.8, 8.6.4.13 @, 8.6.4.13.2, 8.6.4.15, 8.6.4.16, 8.6.5.4, 8.6.5.5, 8.6.5.6, 8.6.5.7, 8.6.5.9, 8.6.5.11, 8.6.5.12, 8.6.5.13, 8.6.5.17
Scheduled Unit Visit	456573/KOOP CAMPUS B		03/05/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none">● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.

Building: KOOP CAMPUS BLDG C TN 523317

Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
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Building: KOOP CAMPUS BLDG C TN 523317

Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
General Maintenance Procedure for Hydro: Hoistway/Car	F57726/KOOP CAMPUS C		11/04/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Performed preventative maintenance on hoistway and cab components, including door system and door operator – cleaning, lubricating or adjusting as needed. ● A17.1: 8.6.4.3, 8.6.4.7, 8.6.4.9, 8.6.4.13.1(a, b, d, e, f, g, h, i, j, k, l), 8.6.4.14
Scheduled Unit Visit	F57726/KOOP CAMPUS C		11/04/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Annual Firefighters Service	F57726/KOOP CAMPUS C		07/03/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Tested the Fire Service Operation Phase 1 and Phase 2 for proper operation.
CAT1 for Hydro	F57726/KOOP CAMPUS C		07/03/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Performed CAT1 (annual) test of the elevator in accordance with A17.1/CSA B44 code.
Scheduled Unit Visit	F57726/KOOP CAMPUS C		07/03/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	F57726/KOOP CAMPUS C		03/05/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.

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Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Scheduled Unit Visit	510553/ELV 10		12/26/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.

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Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Scheduled Unit Visit	510554/ELV 9		12/26/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Supplementary Maintenance - Traction	510554/ELV 9		12/26/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Supplemented the regularly scheduled maintenance with additional cleaning, adjusting, or replacing as needed.
Scheduled Unit Visit	510555/ELV 7		12/26/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510556/ELV 8		12/26/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Annual Firefighters Service	460390/JAIL ELV 4		12/17/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Tested the Fire Service Operation Phase 1 and Phase 2 for proper operation.
CAT1 for Hydro	460390/JAIL ELV 4		12/17/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Performed CAT1 (annual) test of the elevator in accordance with A17.1/CSA B44 code.
Confined Space Verification	460390/JAIL ELV 4		12/17/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Verified the confined space requirements per OSHA guidelines
Scheduled Unit Visit	460390/JAIL ELV 4		12/17/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Annual Firefighters Service	460391/JAIL ELV 5		12/17/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Tested the Fire Service Operation Phase 1 and Phase 2 for proper operation.

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Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
CAT1 for Hydro	460391/JAIL ELV 5	12/17/2024	HAGER ,ERIC	<p>Customer Problem Description, :</p> <p>NA</p> <p>Procedure:</p> <ul style="list-style-type: none">● Performed CAT1 (annual) test of the elevator in accordance with A17.1/CSA B44 code.	
Confined Space Verification	460391/JAIL ELV 5	12/17/2024	HAGER ,ERIC	<p>Customer Problem Description, :</p> <p>NA</p> <p>Procedure:</p> <ul style="list-style-type: none">● Verified the confined space requirements per OSHA guidelines	
Scheduled Unit Visit	460391/JAIL ELV 5	12/17/2024	HAGER ,ERIC	<p>Customer Problem Description, :</p> <p>NA</p> <p>Procedure:</p> <ul style="list-style-type: none">● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.	
Annual Firefighters Service	460392/JAIL ELV 6	12/17/2024	HAGER ,ERIC	<p>Customer Problem Description, :</p> <p>NA</p> <p>Procedure:</p> <ul style="list-style-type: none">● Tested the Fire Service Operation Phase 1 and Phase 2 for proper operation.	
CAT1 for Hydro	460392/JAIL ELV 6	12/17/2024	HAGER ,ERIC	<p>Customer Problem Description, :</p> <p>NA</p> <p>Procedure:</p> <ul style="list-style-type: none">● Performed CAT1 (annual) test of the elevator in accordance with A17.1/CSA B44 code.	
Confined Space Verification	460392/JAIL ELV 6	12/17/2024	HAGER ,ERIC	<p>Customer Problem Description, :</p> <p>NA</p> <p>Procedure:</p> <ul style="list-style-type: none">● Verified the confined space requirements per OSHA guidelines	
Scheduled Unit Visit	460392/JAIL ELV 6	12/17/2024	HAGER ,ERIC	<p>Customer Problem Description, :</p> <p>NA</p> <p>Procedure:</p> <ul style="list-style-type: none">● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.	
General Maintenance Procedure for Hydro: Hoistway/Car	460388/ELV 2	12/05/2024	HAGER ,ERIC	<p>Customer Problem Description, :</p> <p>NA</p> <p>Procedure:</p> <ul style="list-style-type: none">● Performed preventative maintenance on hoistway and cab components, including door system and door operator – cleaning, lubricating or adjusting as needed.● A17.1: 8.6.4.3, 8.6.4.7, 8.6.4.9, 8.6.4.13.1(a, b, d, e, f, g, h, i, j, k, l), 8.6.4.14	
Scheduled Unit Visit	460388/ELV 2	12/05/2024	HAGER ,ERIC	<p>Customer Problem Description, :</p> <p>NA</p> <p>Procedure:</p> <ul style="list-style-type: none">● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.	

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Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Scheduled Unit Visit	460389/JAIL ELV 3	12/05/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations. 	
General Maintenance Procedure for Hydro: Hoistway/Car	460393/ELV 11	12/05/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Performed preventative maintenance on hoistway and cab components, including door system and door operator – cleaning, lubricating or adjusting as needed. ● A17.1: 8.6.4.3, 8.6.4.7, 8.6.4.9, 8.6.4.13.1(a, b, d, e, f, g, h, i, j, k, l), 8.6.4.14 	
Scheduled Unit Visit	460393/ELV 11	12/05/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations. 	
Annual Firefighters Service	510553/ELV 10	12/05/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Tested the Fire Service Operation Phase 1 and Phase 2 for proper operation. 	
Scheduled Unit Visit	510553/ELV 10	12/05/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations. 	
Annual Firefighters Service	510554/ELV 9	12/05/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Tested the Fire Service Operation Phase 1 and Phase 2 for proper operation. 	
Scheduled Unit Visit	510554/ELV 9	12/05/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations. 	
Annual Firefighters Service	510555/ELV 7	12/05/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Tested the Fire Service Operation Phase 1 and Phase 2 for proper operation. 	

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Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Scheduled Unit Visit	510555/ELV 7		12/05/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Annual Firefighters Service	510556/ELV 8		12/05/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Tested the Fire Service Operation Phase 1 and Phase 2 for proper operation.
Scheduled Unit Visit	510556/ELV 8		12/05/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	H01398/GRG ELV #2		12/05/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	H01399/SOUTH KONE #2		12/05/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	H01400/SOUTH KONE #1		12/05/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	H01401/GRG ELV #1		12/05/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
General Maintenance Procedure for Hydro: Hoistway/Car	460387/ELV 1		12/04/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Performed preventative maintenance on hoistway and cab components, including door system and door operator – cleaning, lubricating or adjusting as needed. ● A17.1: 8.6.4.3, 8.6.4.7, 8.6.4.9, 8.6.4.13.1(a, b, d, e, f, g, h, i, j, k, l), 8.6.4.14

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Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Scheduled Unit Visit	460387/ELV 1		12/04/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510553/ELV 10		11/12/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510554/ELV 9		11/12/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510555/ELV 7		11/12/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510556/ELV 8		11/12/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510553/ELV 10		10/30/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Supplementary Maintenance - Traction	510553/ELV 10		10/30/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Supplemented the regularly scheduled maintenance with additional cleaning, adjusting, or replacing as needed.
Scheduled Unit Visit	510554/ELV 9		10/30/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.

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Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Supplementary Maintenance - Traction	510554/ELV 9		10/30/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Supplemented the regularly scheduled maintenance with additional cleaning, adjusting, or replacing as needed.
Scheduled Unit Visit	510555/ELV 7		10/30/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Supplementary Maintenance - Traction	510555/ELV 7		10/30/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Supplemented the regularly scheduled maintenance with additional cleaning, adjusting, or replacing as needed.
Scheduled Unit Visit	510556/ELV 8		10/30/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Supplementary Maintenance - Traction	510556/ELV 8		10/30/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Supplemented the regularly scheduled maintenance with additional cleaning, adjusting, or replacing as needed.
Scheduled Unit Visit	510553/ELV 10		10/08/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510554/ELV 9		10/08/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510555/ELV 7		10/08/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.

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Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Scheduled Unit Visit	510556/ELV 8		10/08/2024	HAGER ,ERIC	<p>Customer Problem Description, :</p> <p>NA</p> <p>Procedure:</p> <p>● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.</p>
Scheduled Unit Visit	H01398/GRG ELV # 2		10/08/2024	HAGER ,ERIC	<p>Customer Problem Description, :</p> <p>NA</p> <p>Procedure:</p> <p>● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.</p>
Scheduled Unit Visit	H01399/SOUTH KONE # 2		10/08/2024	HAGER ,ERIC	<p>Customer Problem Description, :</p> <p>NA</p> <p>Procedure:</p> <p>● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.</p>
Scheduled Unit Visit	H01401/GRG ELV # 1		10/08/2024	HAGER ,ERIC	<p>Customer Problem Description, :</p> <p>NA</p> <p>Procedure:</p> <p>● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.</p>
Scheduled Unit Visit	510555/ELV 7		09/06/2024	HAGER ,ERIC	<p>Customer Problem Description, :</p> <p>NA</p> <p>Procedure:</p> <p>● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.</p>
Scheduled Unit Visit	510556/ELV 8		09/06/2024	HAGER ,ERIC	<p>Customer Problem Description, :</p> <p>NA</p> <p>Procedure:</p> <p>● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.</p>
Scheduled Unit Visit	510553/ELV 10		09/05/2024	HAGER ,ERIC	<p>Customer Problem Description, :</p> <p>NA</p> <p>Procedure:</p> <p>● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.</p>
Scheduled Unit Visit	510554/ELV 9		09/05/2024	HAGER ,ERIC	<p>Customer Problem Description, :</p> <p>NA</p> <p>Procedure:</p> <p>● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.</p>

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Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
CAT1 for Hydro	460389/JAIL ELV 3	08/27/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Performed CAT1 (annual) test of the elevator in accordance with A17.1/CSA B44 code. 	
Scheduled Unit Visit	460389/JAIL ELV 3	08/27/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations. 	
CAT1 for Hydro	460393/ELV 11	08/27/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Performed CAT1 (annual) test of the elevator in accordance with A17.1/CSA B44 code. 	
CAT1 for Hydro	460387/ELV 1	08/26/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Performed CAT1 (annual) test of the elevator in accordance with A17.1/CSA B44 code. 	
Scheduled Unit Visit	460387/ELV 1	08/26/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations. 	
CAT1 for Hydro	460388/ELV 2	08/26/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Performed CAT1 (annual) test of the elevator in accordance with A17.1/CSA B44 code. 	
Scheduled Unit Visit	460388/ELV 2	08/26/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations. 	
Annual Firefighters Service	460393/ELV 11	08/26/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Tested the Fire Service Operation Phase 1 and Phase 2 for proper operation. 	
Scheduled Unit Visit	460393/ELV 11	08/26/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations. 	

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Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Scheduled Unit Visit	510553/ELV 10		08/26/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510554/ELV 9		08/26/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510555/ELV 7		08/26/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510556/ELV 8		08/26/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	H01398/GRG ELV # 2		08/26/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	H01399/SOUTH KONE # 2		08/26/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	H01401/GRG ELV # 1		08/26/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	460387/ELV 1		08/19/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.

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Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Annual Firefighters Service	460388/ELV 2		08/19/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Tested the Fire Service Operation Phase 1 and Phase 2 for proper operation.
Scheduled Unit Visit	460388/ELV 2		08/19/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Annual Firefighters Service	460389/JAIL ELV 3		08/19/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Tested the Fire Service Operation Phase 1 and Phase 2 for proper operation.
Scheduled Unit Visit	460389/JAIL ELV 3		08/19/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510553/ELV 10		08/19/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510554/ELV 9		08/19/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510555/ELV 7		08/19/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510556/ELV 8		08/19/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	H01398/GRG ELV #2		08/05/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.

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Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Scheduled Unit Visit	H01399/SOUTH KONE #2		08/05/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510553/ELV 10		07/24/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510554/ELV 9		07/24/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510555/ELV 7		07/24/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510556/ELV 8		07/24/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510553/ELV 10		07/18/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510554/ELV 9		07/18/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510555/ELV 7		07/18/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.

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Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Scheduled Unit Visit	510556/ELV 8		07/18/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	H01398/GRG ELV #2		06/26/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	H01399/SOUTH KONE #2		06/26/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	H01400/SOUTH KONE #1		06/26/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	H01401/GRG ELV #1		06/26/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510553/ELV 10		05/30/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510554/ELV 9		05/30/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510555/ELV 7		05/30/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.

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Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Scheduled Unit Visit	510556/ELV 8		05/30/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
General Maintenance Procedure for Traction: Hoistway	510553/ELV 10		05/01/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Performed preventative maintenance on hoistway components – cleaning, lubricating or adjusting as needed. ● 8.6.4.1, 8.6.4.2, 8.6.4.3, 8.6.4.10, 8.6.4.14
General Maintenance Procedure for Traction: Hoistway	510554/ELV 9		05/01/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Performed preventative maintenance on hoistway components – cleaning, lubricating or adjusting as needed. ● 8.6.4.1, 8.6.4.2, 8.6.4.3, 8.6.4.10, 8.6.4.14
Scheduled Unit Visit	510554/ELV 9		05/01/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
General Maintenance Procedure for Traction: Hoistway	510555/ELV 7		05/01/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Performed preventative maintenance on hoistway components – cleaning, lubricating or adjusting as needed. ● 8.6.4.1, 8.6.4.2, 8.6.4.3, 8.6.4.10, 8.6.4.14
Scheduled Unit Visit	510555/ELV 7		05/01/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
General Maintenance Procedure for Traction: Hoistway	510556/ELV 8		05/01/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Performed preventative maintenance on hoistway components – cleaning, lubricating or adjusting as needed. ● 8.6.4.1, 8.6.4.2, 8.6.4.3, 8.6.4.10, 8.6.4.14

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Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Scheduled Unit Visit	510556/ELV 8		05/01/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Annual Firefighters Service	460387/ELV 1		04/16/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Tested the Fire Service Operation Phase 1 and Phase 2 for proper operation.
General Maintenance Procedure for Hydro: Machine Room/Pit	460387/ELV 1		04/16/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Performed preventative maintenance on machine room and pit components – cleaning, lubricating or adjusting as needed. ● A17.1: 8.6.1.6.3, 8.6.4.4, 8.6.4.7, 8.6.4.8, 8.6.4.13 @, 8.6.4.13.2, 8.6.4.15, 8.6.4.16, 8.6.5.4, 8.6.5.5, 8.6.5.6, 8.6.5.7, 8.6.5.9, 8.6.5.11, 8.6.5.12, 8.6.5.13, 8.6.5.17
Scheduled Unit Visit	460387/ELV 1		04/16/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
General Maintenance Procedure for Hydro: Machine Room/Pit	460388/ELV 2		04/16/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Performed preventative maintenance on machine room and pit components – cleaning, lubricating or adjusting as needed. ● A17.1: 8.6.1.6.3, 8.6.4.4, 8.6.4.7, 8.6.4.8, 8.6.4.13 @, 8.6.4.13.2, 8.6.4.15, 8.6.4.16, 8.6.5.4, 8.6.5.5, 8.6.5.6, 8.6.5.7, 8.6.5.9, 8.6.5.11, 8.6.5.12, 8.6.5.13, 8.6.5.17
Scheduled Unit Visit	460388/ELV 2		04/16/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
General Maintenance Procedure for Hydro: Machine Room/Pit	460389/JAIL ELV 3		04/16/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Performed preventative maintenance on machine room and pit components – cleaning, lubricating or adjusting as needed. ● A17.1: 8.6.1.6.3, 8.6.4.4, 8.6.4.7, 8.6.4.8, 8.6.4.13 @, 8.6.4.13.2, 8.6.4.15, 8.6.4.16, 8.6.5.4, 8.6.5.5, 8.6.5.6, 8.6.5.7, 8.6.5.9, 8.6.5.11, 8.6.5.12, 8.6.5.13, 8.6.5.17

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Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
General Maintenance Procedure for Hydro: Machine Room/Pit	460393/ELV 11		04/16/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Performed preventative maintenance on machine room and pit components – cleaning, lubricating or adjusting as needed. A17.1: 8.6.1.6.3, 8.6.4.4, 8.6.4.7, 8.6.4.8, 8.6.4.13 @, 8.6.4.13.2, 8.6.4.15, 8.6.4.16, 8.6.5.4, 8.6.5.5, 8.6.5.6, 8.6.5.7, 8.6.5.9, 8.6.5.11, 8.6.5.12, 8.6.5.13, 8.6.5.17
Scheduled Unit Visit	510553/ELV 10		04/16/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510554/ELV 9		04/16/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510555/ELV 7		04/16/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510556/ELV 8		04/16/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Annual Firefighters Service	H01398/GRG ELV # 2		04/16/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Tested the Fire Service Operation Phase 1 and Phase 2 for proper operation.
General Maintenance Procedure for Hydro: Hoistway/Car	H01398/GRG ELV # 2		04/16/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Performed preventative maintenance on hoistway and cab components, including door system and door operator – cleaning, lubricating or adjusting as needed. A17.1: 8.6.4.3, 8.6.4.7, 8.6.4.9, 8.6.4.13.1(a, b, d, e, f, g, h, i, j, k, l), 8.6.4.14

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Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
General Maintenance Procedure for Hydro: Machine Room/Pit	H01398/GRG ELV #2		04/16/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none">● Performed preventative maintenance on machine room and pit components – cleaning, lubricating or adjusting as needed.● A17.1: 8.6.1.6.3, 8.6.4.4, 8.6.4.7, 8.6.4.8, 8.6.4.13 @, 8.6.4.13.2, 8.6.4.15, 8.6.4.16, 8.6.5.4, 8.6.5.5, 8.6.5.6, 8.6.5.7, 8.6.5.9, 8.6.5.11, 8.6.5.12, 8.6.5.13, 8.6.5.17
Scheduled Unit Visit	H01398/GRG ELV #2		04/16/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none">● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Annual Firefighters Service	H01399/SOUTH KONE #2		04/16/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none">● Tested the Fire Service Operation Phase 1 and Phase 2 for proper operation.
General Maintenance Procedure for Hydro: Machine Room/Pit	H01399/SOUTH KONE #2		04/16/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none">● Performed preventative maintenance on machine room and pit components – cleaning, lubricating or adjusting as needed.● A17.1: 8.6.1.6.3, 8.6.4.4, 8.6.4.7, 8.6.4.8, 8.6.4.13 @, 8.6.4.13.2, 8.6.4.15, 8.6.4.16, 8.6.5.4, 8.6.5.5, 8.6.5.6, 8.6.5.7, 8.6.5.9, 8.6.5.11, 8.6.5.12, 8.6.5.13, 8.6.5.17
Scheduled Unit Visit	H01399/SOUTH KONE #2		04/16/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none">● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Annual Firefighters Service	H01400/SOUTH KONE #1		04/16/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none">● Tested the Fire Service Operation Phase 1 and Phase 2 for proper operation.
General Maintenance Procedure for Hydro: Hoistway/Car	H01400/SOUTH KONE #1		04/16/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none">● Performed preventative maintenance on hoistway and cab components, including door system and door operator – cleaning, lubricating or adjusting as needed.● A17.1: 8.6.4.3, 8.6.4.7, 8.6.4.9, 8.6.4.13.1(a, b, d, e, f, g, h, i, j, k, l), 8.6.4.14

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Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
General Maintenance Procedure for Hydro: Machine Room/Pit	H01400/SOUTH KONE #1		04/16/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Performed preventative maintenance on machine room and pit components – cleaning, lubricating or adjusting as needed. ● A17.1: 8.6.1.6.3, 8.6.4.4, 8.6.4.7, 8.6.4.8, 8.6.4.13 @, 8.6.4.13.2, 8.6.4.15, 8.6.4.16, 8.6.5.4, 8.6.5.5, 8.6.5.6, 8.6.5.7, 8.6.5.9, 8.6.5.11, 8.6.5.12, 8.6.5.13, 8.6.5.17
Scheduled Unit Visit	H01400/SOUTH KONE #1		04/16/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Annual Firefighters Service	H01401/GRG ELV #1		04/16/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Tested the Fire Service Operation Phase 1 and Phase 2 for proper operation.
General Maintenance Procedure for Hydro: Hoistway/Car	H01401/GRG ELV #1		04/16/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Performed preventative maintenance on hoistway and cab components, including door system and door operator – cleaning, lubricating or adjusting as needed. ● A17.1: 8.6.4.3, 8.6.4.7, 8.6.4.9, 8.6.4.13.1(a, b, d, e, f, g, h, i, j, k, l), 8.6.4.14
General Maintenance Procedure for Hydro: Machine Room/Pit	H01401/GRG ELV #1		04/16/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Performed preventative maintenance on machine room and pit components – cleaning, lubricating or adjusting as needed. ● A17.1: 8.6.1.6.3, 8.6.4.4, 8.6.4.7, 8.6.4.8, 8.6.4.13 @, 8.6.4.13.2, 8.6.4.15, 8.6.4.16, 8.6.5.4, 8.6.5.5, 8.6.5.6, 8.6.5.7, 8.6.5.9, 8.6.5.11, 8.6.5.12, 8.6.5.13, 8.6.5.17
Scheduled Unit Visit	H01401/GRG ELV #1		04/16/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510553/ELV 10		02/21/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.

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Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Scheduled Unit Visit	510554/ELV 9		02/21/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510555/ELV 7		02/21/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510556/ELV 8		02/21/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
No Access to Unit	460387/ELV 1		02/19/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Attempted to perform scheduled maintenance, but there was no access to the unit.
Scheduled Unit Visit	510553/ELV 10		02/05/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510554/ELV 9		02/05/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510555/ELV 7		02/05/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510556/ELV 8		02/05/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.

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Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Scheduled Unit Visit	510553/ELV 10		01/29/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510554/ELV 9		01/29/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510555/ELV 7		01/29/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510556/ELV 8		01/29/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510553/ELV 10		01/05/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510554/ELV 9		01/05/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510555/ELV 7		01/05/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510556/ELV 8		01/05/2024	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.

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Type	Unit ID Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Scheduled Unit Visit	F57719/TWR 1	12/17/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	F57719/TWR 1	10/28/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Supplementary Maintenance - Other	F57720/TWR 2	10/28/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Supplemented the regularly scheduled maintenance with additional cleaning, adjusting, or replacing as needed.
Scheduled Unit Visit	F57719/TWR 1	10/17/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	F57720/TWR 2	10/17/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Unit visited as scheduled by usage, calendar and/or contract calculations. ● Checked general operation of unit. ● ASME CODE A17.1 or ASME Code B20 as applicable
Supplementary Maintenance - Other	F57720/TWR 2	10/17/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Supplemented the regularly scheduled maintenance with additional cleaning, adjusting, or replacing as needed.
General Maintenance Procedure for Traction: Machine Room	F57719/TWR 1	09/24/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Performed preventative maintenance on machine room components including machine and brake – cleaning, lubricating or adjusting as needed. ● A17.1: 8.6.1.6.3, 8.6.4.6, 8.6.4.8, 8.6.4.12, 8.6.4.17, 8.6.4.21, 8.6.4.22, 8.6.4.23
Scheduled Unit Visit	F57719/TWR 1	09/24/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.

Building: TOWERS BUILDING TN 523305

Type	Unit ID Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Scheduled Unit Visit	F57719/TWR 1	08/15/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Annual Firefighters Service	F57719/TWR 1	07/15/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Tested the Fire Service Operation Phase 1 and Phase 2 for proper operation.
Scheduled Unit Visit	F57719/TWR 1	07/15/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	F57719/TWR 1	07/01/2024	MASON ,KEITH	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	F57719/TWR 1	05/30/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	F57720/TWR 2	05/30/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Unit visited as scheduled by usage, calendar and/or contract calculations. ● Checked general operation of unit. ● ASME CODE A17.1 or ASME Code B20 as applicable
Scheduled Unit Visit	F57719/TWR 1	04/23/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Supplementary Maintenance - Other	F57720/TWR 2	04/23/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Supplemented the regularly scheduled maintenance with additional cleaning, adjusting, or replacing as needed.

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Type	Unit ID Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
General Maintenance Procedure for Traction: Machine Room	F57719/TWR 1	02/21/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Performed preventative maintenance on machine room components including machine and brake – cleaning, lubricating or adjusting as needed. ● A17.1: 8.6.1.6.3, 8.6.4.6, 8.6.4.8, 8.6.4.12, 8.6.4.17, 8.6.4.21, 8.6.4.22, 8.6.4.23
Monthly Firefighters Service	F57719/TWR 1	02/21/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Tested the Fire Service Operation Phase 1 and Phase 2 for proper operation.
Scheduled Unit Visit	F57719/TWR 1	02/19/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Supplementary Maintenance - Other	F57720/TWR 2	02/19/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Supplemented the regularly scheduled maintenance with additional cleaning, adjusting, or replacing as needed.
Scheduled Unit Visit	F57719/TWR 1	01/16/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	F57719/TWR 1	01/10/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	F57719/TWR 1	01/05/2024	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.

Repair

A preventive maintenance procedure is defined as a task or groups of tasks performed on units or components. An Otis mechanic utilizing standard work procedures, materials and tooling completes these tasks. This report shows maintenance procedures completed, per unit/building/contract and over a 12-month period. This report provides comprehensive information on both planned and unplanned repairs performed on the unit. The mechanic initiates unplanned repairs as a result of a callback or after finishing a maintenance visit - without a signed offer from the customer. The customer of the elevator agrees that the repair will be immediately executed. Planned repairs, on the other hand, are initiated by an offer and a signed contract.

Building: ST TAMMANY JUSTICE CTR TN 414621

Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Repair	460391/JAIL	ELV 5	12/06/2024	HAGER,ERIC V	Customer Problem Description, : NA Procedure: ● INSTALLED NOT EQUIP RELATED-ALLOW CAR TOP-PIT ACCESS-RUN CAR
Repair	510554/ELV	9	10/30/2024	HAGER,ERIC V	Customer Problem Description, : NA Procedure: ● REPLACED MAIN MACHINE - BRAKE SWITCH
Repair	H01400/SOUTH KONE #1		10/22/2024	HAGER,ERIC V	Customer Problem Description, : NA Procedure: ● REPLACED CAR DOOR - DOOR CONTROL BOX
Repair	510554/ELV	9	08/30/2024	HAGER,ERIC V	Customer Problem Description, : NA Procedure: ● REPLACED CAR CONTROLLER - RELAY
Repair	460391/JAIL	ELV 5	07/18/2024	HAGER,ERIC V	Customer Problem Description, : NA Procedure: ● INSTALLED CAR DOOR - CHAIN / BELT
Repair	460393/ELV	11	05/31/2024	GENNARO,DENNIS	Customer Problem Description, : NA Procedure: ● INSTALLED CAR CONTROLLER - PC BOARD, PROCESSOR
Repair	460388/ELV	2	05/21/2024	GENNARO,DENNIS	Customer Problem Description, : NA Procedure: ● REPLACED CAR CONTROLLER - PC BOARD, PROCESSOR
Repair	460387/ELV	1	05/20/2024	GENNARO,DENNIS	Customer Problem Description, : NA Procedure: ● REPLACED CAR CONTROLLER - PC BOARD, PROCESSOR

Building: ST TAMMANY JUSTICE CTR TN 414621

Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Repair	510554	ELV 9	04/16/2024	HAGER,ERIC V	Customer Problem Description, : NA Procedure: ● REPLACED MAIN MACHINE - BRAKE SWITCH
Repair	H01399	SOUTH KONE #2	02/21/2024	HAGER,ERIC V	Customer Problem Description, : NA Procedure: ● REPLACED CAR CONTROLLER - BATTERY CHARGER
Repair	510553	ELV 10	01/29/2024	HAGER,ERIC V	Customer Problem Description, : NA Procedure: ● CLEANED MAIN MACHINE - BRAKE SWITCH
Repair	510553	ELV 10	01/05/2024	HAGER,ERIC V	Customer Problem Description, : NA Procedure: ● REPLACED CAR DOOR - GIB

Building: TOWERS BUILDING TN 523305

Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Repair	F57719	TWR 1	10/28/2024	HAGER,ERIC V	Customer Problem Description, : NA Procedure: ● SURVEY CAR - COP (CAR OPERATING PANEL)
Repair	F57720	TWR 2	07/15/2024	HAGER,ERIC V	Customer Problem Description, : NA Procedure: ● RELOCATED PIT - EMPTY PIT CAN
Repair	F57720	TWR 2	01/05/2024	HAGER,ERIC V	Customer Problem Description, : NA Procedure: ● REPLACED CAR DOOR - GIB

Building Info Header

Building Id	Building Name	House No	Street	City	Postal Code	StateProvince
TN 414621	ST TAMMANY JUSTICE CTR	-	701 N COLUMBIA ST	COVINGTON	70433-2760	Louisiana
TN 508285	EMERGENCY OP CENTER	-	510 E BOSTON ST	COVINGTON	70433-2945	Louisiana
TN 394167	KOOP CAMPUS BLDG B	-	21454 KOOP DR	MANDEVILLE	70471-7513	Louisiana
TN 523305	TOWERS BUILDING	-	520 OLD SPANISH TRL	SLIDELL	70458-4047	Louisiana
TN 523317	KOOP CAMPUS BLDG C	-	21410 KOOP DR	MANDEVILLE	70471-7506	Louisiana



Contracts : 129629

Otisline No -

English: 800-233-6847 Français: 800-238-6847

Buildings: 5

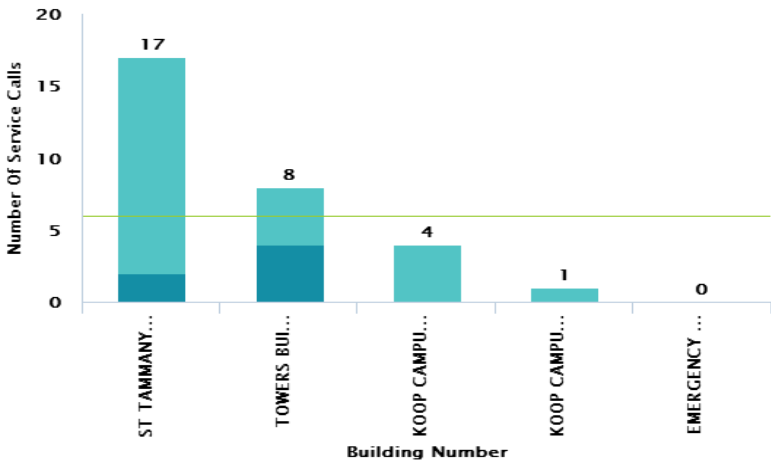
Units: 20

Contracts: 129629

Service Call

A service call is defined as a request from a customer or Otis REM® expert for an unscheduled service visit. A service call is closed once the work is reported as completed by the Otis mechanic.

Building Number	Building
ST TAMMANY JUSTICE CTR	ST TAMMANY JUSTICE CTR
TOWERS BUILDING	TOWERS BUILDING
KOOP CAMPUS BLDG C	KOOP CAMPUS BLDG C
KOOP CAMPUS BLDG B	KOOP CAMPUS BLDG B
EMERGENCY OP CENTER	EMERGENCY OP CENTER

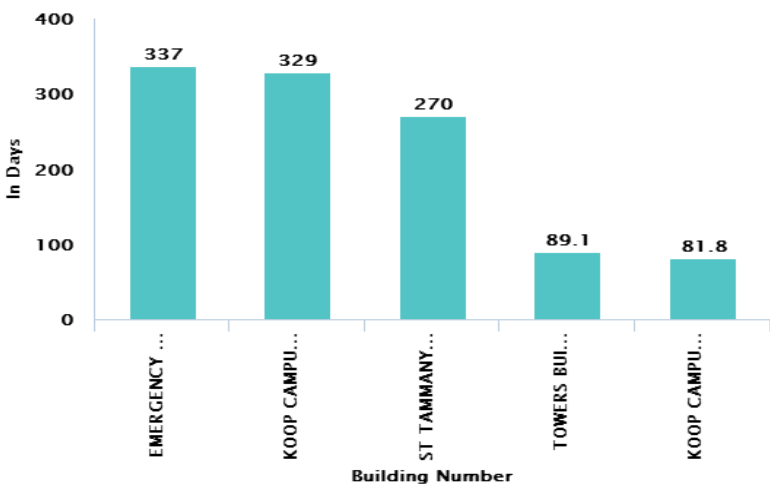


Equipment Others Emergency

Mean Time between Service Calls(in Days)

The Mean Time Between Service Call Report represents in days, the average time between customer or REM expert service requests. Mean time between service calls for a unit = (time period selected – time elevator out of service) / number of service requests for the unit. Time elevator out of service = sum (service call closed time - service call placed time) This information is also available at the building and contract level, substituting building or contract for unit

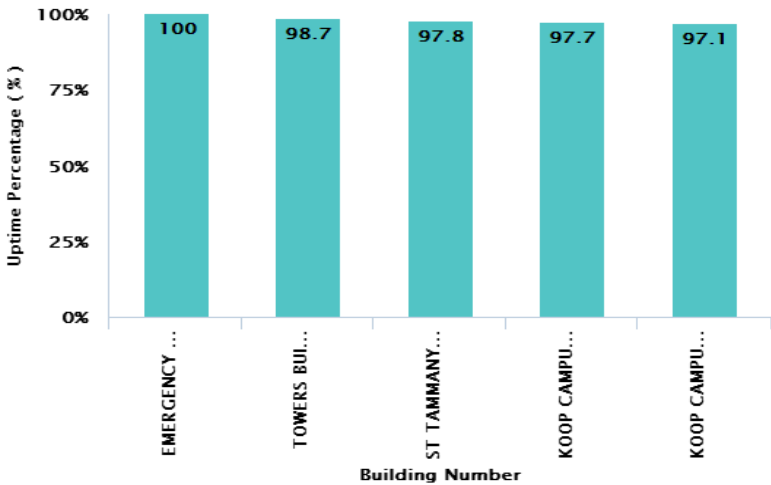
Building Number	Building
EMERGENCY OP CENTER	EMERGENCY OP CENTER
KOOP CAMPUS BLDG B	KOOP CAMPUS BLDG B
ST TAMMANY JUSTICE CTR	ST TAMMANY JUSTICE CTR
TOWERS BUILDING	TOWERS BUILDING
KOOP CAMPUS BLDG C	KOOP CAMPUS BLDG C



Availability %

Availability is the percentage of time an elevator/escalator is available to passengers over a selected time period. Availability % = (time period selected – time elevator out of service)/time period selected * 100 Time elevator out of service = sum (service call closed time - service call placed time) This information is also available at the building and contract level, substituting building or contract for unit.

Building Number	Building
EMERGENCY OP CENTER	EMERGENCY OP CENTER
TOWERS BUILDING	TOWERS BUILDING
ST TAMMANY JUSTICE CTR	ST TAMMANY JUSTICE CTR
KOOP CAMPUS BLDG B	KOOP CAMPUS BLDG B
KOOP CAMPUS BLDG C	KOOP CAMPUS BLDG C



Response Time (in minutes)

The Response Time Report represents the time between a service call being placed and the arrival of a mechanic on site. Note: The time for deferred service requests is included in the calculation. i.e. service request placed at 6:00pm Friday and deferred until 8:00am Monday includes the 62 hours of deferred time. Avg response time (in hrs) for a unit = (mechanic arrival time – service call placed time) / number of service requests for the unit This information is also available at the building and contract level, substituting building or contract for unit.

Service Call

A service call is defined as a request from a customer or Otis REM® expert for an unscheduled service visit. A service call is closed once the work is reported as completed by the Otis mechanic.

EP - Equipment Problem CP - Other: Vandalism, water damage, etc. IN - Investigation FD - Flexibility Demand Calls

Building: KOOP CAMPUS BLDG B TN 394167									
Caller	Placed	Unit ID Unit Name	Type	Service Call	Mechanic	Dispatched	Arrived	Closed	Resolution
James Dewitt	04/07/2025 15:32:00	456573/KOOP CAMPUS B	EP	Req Svc *Rtcb Nxt Bd(Tues)* All Buildings Elevator Phones Do Not Seem To Be Working According To Asme Elevator Code.	Eric Hager	04/08/2025 07:23:00	04/15/2025 08:25:00	04/15/2025 09:56:00	CHECKED OPERATION CAR CONTROLLER - WIRING CONNECTOR / PLUG

Building: KOOP CAMPUS BLDG C TN 523317

Caller	Placed	Unit ID Unit Name	Type	Service Call	Mechanic	Dispatched	Arrived	Closed	Resolution
James DeWitt	10/15/2025 08:49:00	F57726/KOOP CAMPUS C	EP	UNIT S/D *RTCB TDY* Elevator is non-operational. Doors will open but lift will not move.	ERIC V HAGER	10/15/2025 09:03:00	10/15/2025 13:04:00	10/15/2025 13:49:00	ADJUSTED SELECTOR - TAPE/CABLE/SHEAVE
James DeWitt	10/08/2025 14:33:00	F57726/KOOP CAMPUS C	EP	UNIT S/D *RTCB NXT BD* Elevator is non-operational	ERIC V HAGER	10/08/2025 14:35:00	10/09/2025 08:25:00	10/09/2025 09:25:00	INSTALLED HYDRAULIC MACHINE - OIL / TANK / HEATER
Tom Harper	06/03/2025 13:46:00	F57726/KOOP CAMPUS C	EP	Rtcb Tdy/Tues, Koop Campus C Elv, Stk On ? Flr, Drs Clsd, No Pass, Unresponsive	Eric Hager	06/03/2025 13:50:00	06/04/2025 09:02:00	06/04/2025 10:25:00	ADJUSTED HOISTWAY - SWITCH/CAM/MAGNET
James Dewitt	04/07/2025 15:33:00	F57726/KOOP CAMPUS C	EP	Req Svc *Rtcb Nxt Bd(Tues)* All Buildings Elevator Phones Do Not Seem To Be Working According To Asme Elevator Code.	Eric Hager	04/08/2025 07:24:00	04/15/2025 09:58:00	04/15/2025 10:07:00	CHECKED OPERATION CAR - PHONE/INTERCOM

Building: ST TAMMANY JUSTICE CTR TN 414621

Caller	Placed	Unit ID Unit Name	Type	Service Call	Mechanic	Dispatched	Arrived	Closed	Resolution
Casey Perez	11/06/2025 09:07:00	460387/ELV 1	EP	RTCB TDY,ELV 1,WHEN GOING TO 3RD FLR DR OPENS BUT HAS TROUBLE CLOSING,STILL IN SVC	ERIC V HAGER	11/06/2025 09:28:00	11/06/2025 14:12:00	11/06/2025 14:39:00	ADJUSTED CAR DOOR - DETECTOR / LAMBDA / ETC.
Stacy Miller	11/05/2025 08:55:00	510553/ELV 10	EP	rtcb tdy-- elv 10, stk on 2nd flr, no pass, nt responding after previous entrapment released, cust s/d	ERIC V HAGER	11/05/2025 09:39:00	11/05/2025 13:16:00	11/21/2025 11:58:00	TROUBLESHOOT CAR CONTROLLER - PC BOARD, PROCESSOR
Casey Perez	10/22/2025 09:26:00	510556/ELV 8	EP	*RTCB TDY* ELV 8, FOUND SORT OF WHEEL /ROLLER INSIDE ELV, NEED CHECK IT, SD ELV STL IN SVC	ERIC V HAGER	10/22/2025 09:29:00	10/22/2025 10:56:00	10/22/2025 11:33:00	INSTALLED CAR DOOR - DOOR CHECK
Stacy Miller	10/14/2025 13:21:00	H01400/SOUTH KONE #1	CP	RTCB TDY, OUTSIDE ELV 1: stk at ground flr, drs cycling, no pss	ERIC V HAGER	10/14/2025 13:27:00	10/15/2025 14:05:00	10/15/2025 14:20:00	REMOVED NOT EQUIP RELATED-DR TRACK OBSTRUCTION/WIND EFFECT
Stacy Miller	09/18/2025 13:53:00	460389/JAIL ELV 3	EP	Rtcb Tdy/Rtcb Fri, Jail Elv 3, On Unknown Flr, Drs Open, Belt Came Off The Pulley	Eric Hager	09/18/2025 13:57:00	09/19/2025 11:13:00	09/19/2025 12:48:00	INSTALLED CAR DOOR - CHAIN / BELT
Casey Perez	08/22/2025 15:30:00	460393/ELV 11	EP	Rtcb Mon, Elv 11, Stk On Bsmnt Flr, Drs Clsd, No Pass	Eric Hager	08/25/2025 07:47:00	08/25/2025 13:52:00	08/25/2025 14:32:00	RESET / POR CAR CONTROLLER - PC BOARD, PROCESSOR
Stacy Miller	08/22/2025 13:26:00	510555/ELV 7	EP	Rtcb Tdy/ Rtcb Monday/ Elv 7 : Oos, Stk On 3Rd Flr, Drs Open	Eric Hager	08/22/2025 13:32:00	08/25/2025 14:34:00	08/25/2025 14:40:00	CLEAN AND ADJUSTED HOISTWAY DOORS - DOOR LOCK/BELL CRANK/MECHANICAL
Stacy Miller	07/31/2025 07:53:00	H01399/SOUTH KONE #2	EP	Rtcb Tdy , Outside Elv 2 , Oos , No Pass , Nfi	Eric Hager	07/31/2025 09:23:00	07/31/2025 15:43:00	07/31/2025 16:15:00	REPAIRED HOISTWAY DOORS - DOOR/HARDWARE/ FASCIA
Stacy Miller	07/23/2025 08:33:00	510554/ELV 9	EP	Rtcb-Tdy, Elv 9, Oos, Stk On 2, Not Responding, Drs Clsd, No Pass Oxp- Gateway Disconn	Eric Hager	07/23/2025 08:36:00	07/23/2025 11:05:00	07/23/2025 13:16:00	TROUBLESHOOT CAR CONTROLLER - DIRECT DRIVE/STARTER/REGULATOR
Stacy Miller	07/09/2025 10:26:00	510554/ELV 9	EP	Rtcb-Tdy/Elv 9 , Stk On Basement Flr, Drs Clsd, No Pass,	Eric Hager	07/09/2025 10:41:00	07/10/2025 08:36:00	07/10/2025 12:06:00	TROUBLESHOOT CAR CONTROLLER - DIRECT DRIVE/STARTER/REGULATOR
Casey	07/02/2025 15:55:00	510554/ELV 9	EP	Rtcb Thurs, Elv 9, Stk @ Grnd Lvl, Drs Clsd, No Pass,	Eric Hager	07/03/2025 07:36:00	07/03/2025 09:10:00	07/03/2025 10:22:00	CLEAN AND ADJUSTED HOISTWAY DOORS - INTERLOCK/ELECTRICAL
Casey	06/30/2025 15:30:00	510556/ELV 8	EP	Rtcb Tues, Elv 8, Roller Fell Off, Elv Stl In Svc	Eric Hager	06/30/2025 19:56:00	07/01/2025 08:20:00	07/01/2025 09:01:00	REPLACED CAR DOOR - DOOR CHECK
Stacy Miller	06/20/2025 09:26:00	H01400/SOUTH KONE #1	CP	Rtcb Tdy - Outside Elv #2, Oos, No Pass - Per Cust= Eric Hager Awareof Issue	Eric Hager	06/20/2025 09:28:00	06/20/2025 09:29:00	08/27/2025 10:54:00	TROUBLESHOOT CAR DOOR - DOOR CONTROL BOX
James Dewitt	04/07/2025 15:35:00	460387/ELV 1	EP	Req Svc *Rtcb Nxt Bd(Tues) All Buildings Elevator Phones Do Not Seemto Be Working According To Asme Elevator Code.	Eric Hager	04/08/2025 07:23:00	04/09/2025 08:09:00	04/09/2025 10:31:00	RESET / POR CAR - PHONE/INTERCOM
Stacy Miller	04/01/2025 16:17:00	510554/ELV 9	EP	Rtcb Wed Elv 9 Oos On Grnd Flr , Drs Open	Eric Hager	04/02/2025 08:26:00	04/04/2025 07:55:00	04/11/2025 07:14:00	TROUBLESHOOT CAR CONTROLLER - PC BOARD, PROCESSOR
Stacy Miller	03/05/2025 08:36:00	510554/ELV 9	EP	Rtcb Tdy, Elv 9, Is Stk On Ground Flr, Drs Open	Eric Hager	03/05/2025 08:42:00	03/06/2025 09:33:00	03/06/2025 10:44:00	CHECKED OPERATION HOISTWAY DOORS - DOOR LOCK/BELL CRANK/MECHANICAL
Stacy Miller	01/14/2025 15:43:00	H01399/SOUTH KONE #2	EP	Rtcb Wed, Prkg Grg Elv 2 Stk On Ground Flr, Drs Opn, No Pass, Oxp- Gray	Eric Hager	01/15/2025 08:38:00	01/15/2025 09:11:00	01/15/2025 09:35:00	CLEANED CAR DOOR - GATE SWITCH

Building: TOWERS BUILDING TN 523305

Caller	Placed	Unit ID Unit Name	Type	Service Call	Mechanic	Dispatched	Arrived	Closed	Resolution
Allen Addison	09/11/2025 09:14:00	F57719/TWR 1	EP	Rtcb Tdy -Rush- Elv 1 In Svc But Wobbly, Rollers Supposed To Be Rplcd, Ladder Brought Stl Nt Long Enough, Since 5/8/25	Eric Hager	09/11/2025 09:19:00	09/17/2025 12:05:00	09/17/2025 14:24:00	REPLACED CAR - CAR GUIDES
Allen Addison	05/08/2025 14:36:00	F57719/TWR 1	EP	Rtcb Tdy/Friday Elv 1: Elv Is Very Bumpy While It Travels & Has Broken 1St Flr Bttn	Eric Hager	05/08/2025 15:43:00	05/09/2025 08:38:00	05/09/2025 10:16:00	SURVEY CAR - CAR GUIDES
Tom Harper	04/30/2025 10:14:00	F57720/TWR 2	CP	Rtcb Tdy, Twr 2, Cust Stated Svc Elv, Stk On Flr#1, Drs Cl, No Pass.	Eric Hager	04/30/2025 10:21:00	04/30/2025 11:26:00	04/30/2025 12:10:00	CHECKED OPERATION CAR - BUTTON
Tom Harper	04/08/2025 07:50:00	F57720/TWR 2	CP	Rtcb Tdy, Twr 2 Elv: Stk ?, Drs Clsd, No Pss, No Reseting (2/2)	Eric Hager	04/08/2025 07:52:00	04/08/2025 09:15:00	04/08/2025 09:22:00	RESET / POR NOT EQUIP RELATED-SES (FIREMAN'S SERVICE)ACTIVATED
Tom Harper	04/08/2025 07:49:00	F57719/TWR 1	CP	Rtcb Tdy, Twr 1 Elv: Stk ?, Drs Clsd, No Pss, No Reseting (1/2)	Eric Hager	04/08/2025 07:51:00	04/08/2025 08:42:00	04/08/2025 09:14:00	RESET / POR NOT EQUIP RELATED-SES (FIREMAN'S SERVICE)ACTIVATED
James Dewitt	04/07/2025 15:36:00	F57719/TWR 1	CP	Req Svc *Rtcb Nxt Bd(Tues)* All Buildings Elevator Phones Do Not Seem To Be Working According To Asme Elevator Code.	Eric Hager	04/08/2025 07:22:00	04/08/2025 09:24:00	04/08/2025 10:19:00	CHECKED OPERATION CAR - PHONE/INTERCOM
James Dewitt	02/14/2025 11:43:00	F57720/TWR 2	EP	Req Svc *Rtcb Nxt Bd* Small Hydraulic Leak In Freight Elevator. Please Contact Alan Upon Arrival 985-774-5539	Eric Hager	02/14/2025 11:53:00	02/14/2025 13:41:00	02/14/2025 13:50:00	CHECKED OPERATION HYDRAULIC MACHINE - OIL / TANK / HEATER
James Dewitt	02/14/2025 11:40:00	F57719/TWR 1	EP	Req Svc *Rtcb Tdy* Elevator Buttons Sticking When Depressed By The Public And Tenants. Please Contact Alan Upon Arrival @ 985-774-5539	Eric Hager	02/14/2025 11:52:00	02/14/2025 13:53:00	02/14/2025 14:06:00	CHECKED OPERATION HALL FIXTURE - BUTTON

Emergency

The Emergency Service Call Report represents the number of times during a selected time period that a service call was designated as an emergency service request (trapped passenger, multiple unit shutdowns etc.) For example, if a service request was originally called in as a passenger being trapped, but Otisline was later notified that the passenger was out and service was still needed, then Otisline will change the status to a regular service call in order to notify the mechanic that emergency service is no longer needed.

EP - Equipment Problem CP - Other: Vandalism, water damage, etc. IN - Investigation FD - Flexibility Demand Calls

There is no data to display for this time period. This is not a system error.

Maintenance & Procedures

These records are being provided to you in accordance with the latest elevator code and it is the building's responsibility to retain a copy of these records. The Preventative Maintenance & Procedure Report represents all the preventative maintenance, repair work and service call work done by unit. It provides the date the work was completed as well as a brief description of the procedure.

Building: EMERGENCY OP CENTER TN 508285

Type	Unit ID Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
General Maintenance Procedure for Hydro: Machine Room/Pit	F38192/EOC	10/07/2025	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Performed preventative maintenance on machine room and pit components – cleaning, lubricating or adjusting as needed. ● A17.1: 8.6.1.6.3, 8.6.4.4, 8.6.4.7, 8.6.4.8, 8.6.4.13 @, 8.6.4.13.2, 8.6.4.15, 8.6.4.16, 8.6.5.4, 8.6.5.5, 8.6.5.6, 8.6.5.7, 8.6.5.9, 8.6.5.11, 8.6.5.12, 8.6.5.13, 8.6.5.17
Scheduled Unit Visit	F38192/EOC	10/07/2025	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
General Maintenance Procedure for Hydro: Hoistway/Car	F38192/EOC	06/02/2025	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Performed preventative maintenance on hoistway and cab components, including door system and door operator – cleaning, lubricating or adjusting as needed. ● A17.1: 8.6.4.3, 8.6.4.7, 8.6.4.9, 8.6.4.13.1(a, b, d, e, f, g, h, i, j, k, l), 8.6.4.14
Scheduled Unit Visit	F38192/EOC	06/02/2025	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Annual Firefighters Service	F38192/EOC	02/19/2025	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Tested the Fire Service Operation Phase 1 and Phase 2 for proper operation.
CAT1 for Hydro	F38192/EOC	02/19/2025	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Performed CAT1 (annual) test of the elevator in accordance with A17.1/CSA B44 code.
Scheduled Unit Visit	F38192/EOC	02/19/2025	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.

Building: KOOP CAMPUS BLDG B TN 394167

Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Annual Firefighters Service	456573/KOOP CAMPUS B		11/14/2025	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Tested the Fire Service Operation Phase 1 and Phase 2 for proper operation.
Scheduled Unit Visit	456573/KOOP CAMPUS B		11/14/2025	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
CAT1 for Hydro	456573/KOOP CAMPUS B		07/03/2025	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Performed CAT1 (annual) test of the elevator in accordance with A17.1/CSA B44 code.
Scheduled Unit Visit	456573/KOOP CAMPUS B		07/03/2025	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
General Maintenance Procedure for Hydro: Hoistway/Car	456573/KOOP CAMPUS B		06/27/2025	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Performed preventative maintenance on hoistway and cab components, including door system and door operator – cleaning, lubricating or adjusting as needed. A17.1: 8.6.4.3, 8.6.4.7, 8.6.4.9, 8.6.4.13.1(a, b, d, e, f, g, h, i, j, k, l), 8.6.4.14
General Maintenance Procedure for Hydro: Machine Room/Pit	456573/KOOP CAMPUS B		03/17/2025	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Performed preventative maintenance on machine room and pit components – cleaning, lubricating or adjusting as needed. A17.1: 8.6.1.6.3, 8.6.4.4, 8.6.4.7, 8.6.4.8, 8.6.4.13 @, 8.6.4.13.2, 8.6.4.15, 8.6.4.16, 8.6.5.4, 8.6.5.5, 8.6.5.6, 8.6.5.7, 8.6.5.9, 8.6.5.11, 8.6.5.12, 8.6.5.13, 8.6.5.17
Scheduled Unit Visit	456573/KOOP CAMPUS B		03/17/2025	HAGER, ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.

Building: KOOP CAMPUS BLDG C TN 523317

Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
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Building: KOOP CAMPUS BLDG C TN 523317

Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
General Maintenance Procedure for Hydro: Hoistway/Car	F57726/KOOP CAMPUS C		11/14/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Performed preventative maintenance on hoistway and cab components, including door system and door operator – cleaning, lubricating or adjusting as needed. A17.1: 8.6.4.3, 8.6.4.7, 8.6.4.9, 8.6.4.13.1(a, b, d, e, f, g, h, i, j, k, l), 8.6.4.14
Scheduled Unit Visit	F57726/KOOP CAMPUS C		11/14/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Annual Firefighters Service	F57726/KOOP CAMPUS C		07/03/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Tested the Fire Service Operation Phase 1 and Phase 2 for proper operation.
CAT1 for Hydro	F57726/KOOP CAMPUS C		07/03/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Performed CAT1 (annual) test of the elevator in accordance with A17.1/CSA B44 code.
Scheduled Unit Visit	F57726/KOOP CAMPUS C		07/03/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
General Maintenance Procedure for Hydro: Machine Room/Pit	F57726/KOOP CAMPUS C		03/17/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Performed preventative maintenance on machine room and pit components – cleaning, lubricating or adjusting as needed. A17.1: 8.6.1.6.3, 8.6.4.4, 8.6.4.7, 8.6.4.8, 8.6.4.13 @, 8.6.4.13.2, 8.6.4.15, 8.6.4.16, 8.6.5.4, 8.6.5.5, 8.6.5.6, 8.6.5.7, 8.6.5.9, 8.6.5.11, 8.6.5.12, 8.6.5.13, 8.6.5.17
Scheduled Unit Visit	F57726/KOOP CAMPUS C		03/17/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.

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Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
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Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Scheduled Unit Visit	510553/ELV 10		11/05/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510555/ELV 7		11/05/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510556/ELV 8		11/05/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Supplementary Maintenance - Traction	510553/ELV 10		10/23/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Supplemented the regularly scheduled maintenance with additional cleaning, adjusting, or replacing as needed.
Scheduled Unit Visit	H01398/GRG ELV # 2		10/07/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	H01400/SOUTH KONE # 1		10/07/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
General Maintenance Procedure for Traction: Hoistway	H01401/GRG ELV # 1		10/07/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Performed preventative maintenance on hoistway components – cleaning, lubricating or adjusting as needed. ● 8.6.4.1, 8.6.4.2, 8.6.4.3, 8.6.4.10, 8.6.4.14
Scheduled Unit Visit	H01401/GRG ELV # 1		10/07/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.

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Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Supplementary Maintenance - Hydro	460387/ELV 1		09/29/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Supplemented the regularly scheduled maintenance with additional cleaning, adjusting, or replacing as needed.
Scheduled Unit Visit	510553/ELV 10		09/29/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510554/ELV 9		09/29/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510555/ELV 7		09/29/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510556/ELV 8		09/29/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
General Maintenance Procedure for Traction: Car, Pit	510556/ELV 8		09/25/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Performed preventative maintenance on cab and pit components and 1st floor hoistway door system – cleaning, lubricating or adjusting as needed. ● A17.1: 8.6.4.4, 8.6.4.5, 8.6.4.7, 8.6.4.13.1 (c, d) 8.6.4.13.2, 8.6.4.15, 8.6.4.16, 8.6.4.18
Annual Firefighters Service	460389/JAIL ELV 3		09/16/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Tested the Fire Service Operation Phase 1 and Phase 2 for proper operation.
CAT1 for Hydro	460389/JAIL ELV 3		09/16/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Performed CAT1 (annual) test of the elevator in accordance with A17.1/CSA B44 code.

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Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Scheduled Unit Visit	460389/JAIL ELV 3	09/16/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations. 	
Scheduled Unit Visit	510553/ELV 10	09/16/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations. 	
Scheduled Unit Visit	510554/ELV 9	09/16/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations. 	
Scheduled Unit Visit	510555/ELV 7	09/16/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations. 	
Scheduled Unit Visit	510556/ELV 8	09/16/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations. 	
CAT1 for Hydro	460387/ELV 1	08/29/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Performed CAT1 (annual) test of the elevator in accordance with A17.1/CSA B44 code. 	
Scheduled Unit Visit	460387/ELV 1	08/29/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations. 	
Annual Firefighters Service	460388/ELV 2	08/29/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Tested the Fire Service Operation Phase 1 and Phase 2 for proper operation. 	
CAT1 for Hydro	460388/ELV 2	08/29/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Performed CAT1 (annual) test of the elevator in accordance with A17.1/CSA B44 code. 	

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Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Scheduled Unit Visit	460388/ELV 2		08/29/2025	HAGER ,ERIC	<p>Customer Problem Description, :</p> <p>NA</p> <p>Procedure:</p> <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Annual Firefighters Service	460393/ELV 11		08/29/2025	HAGER ,ERIC	<p>Customer Problem Description, :</p> <p>NA</p> <p>Procedure:</p> <ul style="list-style-type: none"> ● Tested the Fire Service Operation Phase 1 and Phase 2 for proper operation.
CAT1 for Hydro	460393/ELV 11		08/29/2025	HAGER ,ERIC	<p>Customer Problem Description, :</p> <p>NA</p> <p>Procedure:</p> <ul style="list-style-type: none"> ● Performed CAT1 (annual) test of the elevator in accordance with A17.1/CSA B44 code.
CAT1 for Traction & Belted Traction	510553/ELV 10		08/28/2025	BORDELON ,JEREMY	<p>Customer Problem Description, :</p> <p>NA</p> <p>Procedure:</p> <ul style="list-style-type: none"> ● Performed CAT1 (annual) test of the elevator in accordance with A17.1/CSA B44 code.
CAT5 for Traction	510553/ELV 10		08/28/2025	BORDELON ,JEREMY	<p>Customer Problem Description, :</p> <p>NA</p> <p>Procedure:</p> <ul style="list-style-type: none"> ● Performed CAT5 (every five year) test of the elevator in accordance with A17.1/CSA B44 code.
CAT1 for Traction & Belted Traction	510554/ELV 9		08/28/2025	BORDELON ,JEREMY	<p>Customer Problem Description, :</p> <p>NA</p> <p>Procedure:</p> <ul style="list-style-type: none"> ● Performed CAT1 (annual) test of the elevator in accordance with A17.1/CSA B44 code.
CAT5 for Traction	510554/ELV 9		08/28/2025	BORDELON ,JEREMY	<p>Customer Problem Description, :</p> <p>NA</p> <p>Procedure:</p> <ul style="list-style-type: none"> ● Performed CAT5 (every five year) test of the elevator in accordance with A17.1/CSA B44 code.
CAT1 for Traction & Belted Traction	510555/ELV 7		08/28/2025	BORDELON ,JEREMY	<p>Customer Problem Description, :</p> <p>NA</p> <p>Procedure:</p> <ul style="list-style-type: none"> ● Performed CAT1 (annual) test of the elevator in accordance with A17.1/CSA B44 code.
CAT5 for Traction	510555/ELV 7		08/28/2025	BORDELON ,JEREMY	<p>Customer Problem Description, :</p> <p>NA</p> <p>Procedure:</p> <ul style="list-style-type: none"> ● Performed CAT5 (every five year) test of the elevator in accordance with A17.1/CSA B44 code.

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Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
CAT1 for Traction & Belted Traction	510556/ELV 8		08/28/2025	BORDELON ,JEREMY	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Performed CAT1 (annual) test of the elevator in accordance with A17.1/CSA B44 code.
CAT5 for Traction	510556/ELV 8		08/28/2025	BORDELON ,JEREMY	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Performed CAT5 (every five year) test of the elevator in accordance with A17.1/CSA B44 code.
CAT1 for Traction & Belted Traction	H01398/GRG ELV # 2		08/28/2025	BORDELON ,JEREMY	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Performed CAT1 (annual) test of the elevator in accordance with A17.1/CSA B44 code.
CAT5 for Traction	H01398/GRG ELV # 2		08/28/2025	BORDELON ,JEREMY	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Performed CAT5 (every five year) test of the elevator in accordance with A17.1/CSA B44 code.
CAT1 for Traction & Belted Traction	H01401/GRG ELV # 1		08/28/2025	BORDELON ,JEREMY	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Performed CAT1 (annual) test of the elevator in accordance with A17.1/CSA B44 code.
CAT5 for Traction	H01401/GRG ELV # 1		08/28/2025	BORDELON ,JEREMY	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Performed CAT5 (every five year) test of the elevator in accordance with A17.1/CSA B44 code.
Scheduled Unit Visit	460393/ELV 11		08/25/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510555/ELV 7		08/25/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510553/ELV 10		07/23/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.

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Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Scheduled Unit Visit	510554/ELV 9		07/23/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510555/ELV 7		07/23/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510556/ELV 8		07/23/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510553/ELV 10		07/03/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510554/ELV 9		07/03/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510555/ELV 7		07/03/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510556/ELV 8		07/03/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510553/ELV 10		06/27/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.

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Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Scheduled Unit Visit	510554/ELV 9		06/27/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510555/ELV 7		06/27/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
General Maintenance Procedure for Traction: Machine Room	510556/ELV 8		06/27/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Performed preventative maintenance on machine room components including machine and brake – cleaning, lubricating or adjusting as needed. ● A17.1: 8.6.1.6.3, 8.6.4.6, 8.6.4.8, 8.6.4.12, 8.6.4.17, 8.6.4.21, 8.6.4.22, 8.6.4.23
Scheduled Unit Visit	510556/ELV 8		06/27/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510553/ELV 10		06/20/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510554/ELV 9		06/20/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510555/ELV 7		06/20/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510556/ELV 8		06/20/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.

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Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
General Maintenance Procedure for Traction: Hoistway	H01398/GRG ELV #2		06/19/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Performed preventative maintenance on hoistway components – cleaning, lubricating or adjusting as needed. ● 8.6.4.1, 8.6.4.2, 8.6.4.3, 8.6.4.10, 8.6.4.14
Scheduled Unit Visit	H01398/GRG ELV #2		06/19/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	H01399/SOUTH KONE #2		06/19/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	H01400/SOUTH KONE #1		06/19/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	H01401/GRG ELV #1		06/19/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510553/ELV 10		05/16/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510554/ELV 9		05/16/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510555/ELV 7		05/16/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.

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Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Scheduled Unit Visit	510556/ELV 8		05/16/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510553/ELV 10		05/07/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510554/ELV 9		05/07/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510555/ELV 7		05/07/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510556/ELV 8		05/07/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
General Maintenance Procedure for Hydro: Machine Room/Pit	460389/JAIL ELV 3		04/23/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Performed preventative maintenance on machine room and pit components – cleaning, lubricating or adjusting as needed. ● A17.1: 8.6.1.6.3, 8.6.4.4, 8.6.4.7, 8.6.4.8, 8.6.4.13 @, 8.6.4.13.2, 8.6.4.15, 8.6.4.16, 8.6.5.4, 8.6.5.5, 8.6.5.6, 8.6.5.7, 8.6.5.9, 8.6.5.11, 8.6.5.12, 8.6.5.13, 8.6.5.17
Scheduled Unit Visit	460389/JAIL ELV 3		04/23/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510553/ELV 10		04/23/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.

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Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Scheduled Unit Visit	510554/ELV 9		04/23/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510555/ELV 7		04/23/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510556/ELV 8		04/23/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Annual Firefighters Service	460387/ELV 1		04/10/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Tested the Fire Service Operation Phase 1 and Phase 2 for proper operation.
Scheduled Unit Visit	460387/ELV 1		04/10/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
General Maintenance Procedure for Hydro: Machine Room/Pit	460388/ELV 2		04/10/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Performed preventative maintenance on machine room and pit components – cleaning, lubricating or adjusting as needed. ● A17.1: 8.6.1.6.3, 8.6.4.4, 8.6.4.7, 8.6.4.8, 8.6.4.13 @, 8.6.4.13.2, 8.6.4.15, 8.6.4.16, 8.6.5.4, 8.6.5.5, 8.6.5.6, 8.6.5.7, 8.6.5.9, 8.6.5.11, 8.6.5.12, 8.6.5.13, 8.6.5.17
Scheduled Unit Visit	460388/ELV 2		04/10/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
General Maintenance Procedure for Hydro: Machine Room/Pit	460393/ELV 11		04/10/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Performed preventative maintenance on machine room and pit components – cleaning, lubricating or adjusting as needed. ● A17.1: 8.6.1.6.3, 8.6.4.4, 8.6.4.7, 8.6.4.8, 8.6.4.13 @, 8.6.4.13.2, 8.6.4.15, 8.6.4.16, 8.6.5.4, 8.6.5.5, 8.6.5.6, 8.6.5.7, 8.6.5.9, 8.6.5.11, 8.6.5.12, 8.6.5.13, 8.6.5.17

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Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Scheduled Unit Visit	460393/ELV 11		04/10/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510553/ELV 10		04/10/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510554/ELV 9		04/10/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510555/ELV 7		04/10/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510556/ELV 8		04/10/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Annual Firefighters Service	H01398/GRG ELV # 2		04/10/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Tested the Fire Service Operation Phase 1 and Phase 2 for proper operation.
Scheduled Unit Visit	H01398/GRG ELV # 2		04/10/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Annual Firefighters Service	H01399/SOUTH KONE # 2		04/10/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Tested the Fire Service Operation Phase 1 and Phase 2 for proper operation.
Scheduled Unit Visit	H01399/SOUTH KONE # 2		04/10/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.

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Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Annual Firefighters Service	H01400/SOUTH KONE #1		04/10/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Tested the Fire Service Operation Phase 1 and Phase 2 for proper operation.
Scheduled Unit Visit	H01400/SOUTH KONE #1		04/10/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Annual Firefighters Service	H01401/GRG ELV #1		04/10/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Tested the Fire Service Operation Phase 1 and Phase 2 for proper operation.
Scheduled Unit Visit	H01401/GRG ELV #1		04/10/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Supplementary Maintenance - Traction	H01400/SOUTH KONE #1		03/31/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Supplemented the regularly scheduled maintenance with additional cleaning, adjusting, or replacing as needed.
Supplementary Maintenance - Traction	H01401/GRG ELV #1		03/31/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Supplemented the regularly scheduled maintenance with additional cleaning, adjusting, or replacing as needed.
General Maintenance Procedure for Hydro: Machine Room/Pit	460387/ELV 1		03/07/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Performed preventative maintenance on machine room and pit components – cleaning, lubricating or adjusting as needed. ● A17.1: 8.6.1.6.3, 8.6.4.4, 8.6.4.7, 8.6.4.8, 8.6.4.13 ©, 8.6.4.13.2, 8.6.4.15, 8.6.4.16, 8.6.5.4, 8.6.5.5, 8.6.5.6, 8.6.5.7, 8.6.5.9, 8.6.5.11, 8.6.5.12, 8.6.5.13, 8.6.5.17
Scheduled Unit Visit	510553/ELV 10		03/06/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.

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Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Scheduled Unit Visit	510554/ELV 9		03/06/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510555/ELV 7		03/06/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510556/ELV 8		03/06/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	H01398/GRG ELV #2		02/21/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
General Maintenance Procedure for Traction: Car, Pit	H01399/SOUTH KONE #2		02/21/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Performed preventative maintenance on cab and pit components and 1st floor hoistway door system – cleaning, lubricating or adjusting as needed. ● A17.1: 8.6.4.4, 8.6.4.5, 8.6.4.7, 8.6.4.13.1 (c, d) 8.6.4.13.2, 8.6.4.15, 8.6.4.16, 8.6.4.18
Scheduled Unit Visit	H01399/SOUTH KONE #2		02/21/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	H01400/SOUTH KONE #1		02/21/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
General Maintenance Procedure for Traction: Machine Room	H01401/GRG ELV #1		02/21/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Performed preventative maintenance on machine room components including machine and brake – cleaning, lubricating or adjusting as needed. ● A17.1: 8.6.1.6.3, 8.6.4.6, 8.6.4.8, 8.6.4.12, 8.6.4.17, 8.6.4.21, 8.6.4.22, 8.6.4.23

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Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Scheduled Unit Visit	H01401/GRG ELV # 1		02/21/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510553/ELV 10		02/19/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510554/ELV 9		02/19/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510555/ELV 7		02/19/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510556/ELV 8		02/19/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Supplementary Maintenance - Traction	H01398/GRG ELV # 2		01/23/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Supplemented the regularly scheduled maintenance with additional cleaning, adjusting, or replacing as needed.
Supplementary Maintenance - Traction	H01399/SOUTH KONE # 2		01/23/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Supplemented the regularly scheduled maintenance with additional cleaning, adjusting, or replacing as needed.
Supplementary Maintenance - Traction	H01400/SOUTH KONE # 1		01/23/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Supplemented the regularly scheduled maintenance with additional cleaning, adjusting, or replacing as needed.

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Type	Unit ID Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Supplementary Maintenance - Traction	H01401/GRG ELV # 1	01/23/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Supplemented the regularly scheduled maintenance with additional cleaning, adjusting, or replacing as needed.
Scheduled Unit Visit	510553/ELV 10	01/13/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510554/ELV 9	01/13/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510555/ELV 7	01/13/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	510556/ELV 8	01/13/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.

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Type	Unit ID Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Scheduled Unit Visit	F57719/TWR 1	11/14/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Supplementary Maintenance - Other	F57720/TWR 2	11/14/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: ● Supplemented the regularly scheduled maintenance with additional cleaning, adjusting, or replacing as needed.

Building: TOWERS BUILDING TN 523305

Type	Unit ID Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
General Maintenance Procedure for Traction: Machine Room	F57719/TWR 1	10/23/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Performed preventative maintenance on machine room components including machine and brake – cleaning, lubricating or adjusting as needed. ● A17.1: 8.6.1.6.3, 8.6.4.6, 8.6.4.8, 8.6.4.12, 8.6.4.17, 8.6.4.21, 8.6.4.22, 8.6.4.23
Scheduled Unit Visit	F57719/TWR 1	10/23/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
General Maintenance Procedure for Dumbwaiter: Machine Room	F57720/TWR 2	10/23/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Performed preventative maintenance on machine room and pit components, cleaning, lubricating, or adjusting as needed.
Scheduled Unit Visit	F57720/TWR 2	10/23/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Unit visited as scheduled by usage, calendar and/or contract calculations. ● Checked general operation of unit. ● ASME CODE A17.1 or ASME Code B20 as applicable
Supplementary Maintenance - Traction	F57719/TWR 1	09/25/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Supplemented the regularly scheduled maintenance with additional cleaning, adjusting, or replacing as needed.
Supplementary Maintenance - Other	F57720/TWR 2	09/25/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Supplemented the regularly scheduled maintenance with additional cleaning, adjusting, or replacing as needed.
General Maintenance Procedure for Traction: Machine Room	F57719/TWR 1	09/10/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Performed preventative maintenance on machine room components including machine and brake – cleaning, lubricating or adjusting as needed. ● A17.1: 8.6.1.6.3, 8.6.4.6, 8.6.4.8, 8.6.4.12, 8.6.4.17, 8.6.4.21, 8.6.4.22, 8.6.4.23

Building: TOWERS BUILDING TN 523305

Type	Unit ID Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Scheduled Unit Visit	F57719/TWR 1	09/10/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Annual Firefighters Service	F57719/TWR 1	08/27/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Tested the Fire Service Operation Phase 1 and Phase 2 for proper operation.
Scheduled Unit Visit	F57719/TWR 1	08/27/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	F57719/TWR 1	04/30/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	F57719/TWR 1	04/08/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	F57720/TWR 2	04/08/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Unit visited as scheduled by usage, calendar and/or contract calculations. ● Checked general operation of unit. ● ASME CODE A17.1 or ASME Code B20 as applicable
General Maintenance Procedure for Traction: Machine Room	F57719/TWR 1	03/18/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Performed preventative maintenance on machine room components including machine and brake – cleaning, lubricating or adjusting as needed. ● A17.1: 8.6.1.6.3, 8.6.4.6, 8.6.4.8, 8.6.4.12, 8.6.4.17, 8.6.4.21, 8.6.4.22, 8.6.4.23
Scheduled Unit Visit	F57719/TWR 1	03/18/2025	HAGER ,ERIC	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.

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Type	Unit ID Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
General Maintenance Procedure for Dumbwaiter: Machine Room	F57720/TWR 2	03/18/2025	HAGER, ERIC	<p>Customer Problem Description, :</p> <p>NA</p> <p>Procedure:</p> <ul style="list-style-type: none"> ● Performed preventative maintenance on machine room and pit components, cleaning, lubricating, or adjusting as needed.
Scheduled Unit Visit	F57719/TWR 1	02/14/2025	HAGER, ERIC	<p>Customer Problem Description, :</p> <p>NA</p> <p>Procedure:</p> <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
Scheduled Unit Visit	F57719/TWR 1	01/03/2025	HAGER, ERIC	<p>Customer Problem Description, :</p> <p>NA</p> <p>Procedure:</p> <ul style="list-style-type: none"> ● Checked general operation of elevator. Visit scheduled by usage, calendar and/or contract calculations.
General Maintenance Procedure for Dumbwaiter: Hoistway	F57720/TWR 2	01/03/2025	HAGER, ERIC	<p>Customer Problem Description, :</p> <p>NA</p> <p>Procedure:</p> <ul style="list-style-type: none"> ● Performed preventative maintenance on hoistway and cab components including door system and door operator, cleaning, lubricating, or adjusting as needed.

Repair

A preventive maintenance procedure is defined as a task or groups of tasks performed on units or components. An Otis mechanic utilizing standard work procedures, materials and tooling completes these tasks. This report shows maintenance procedures completed, per unit/building/contract and over a 12-month period. This report provides comprehensive information on both planned and unplanned repairs performed on the unit. The mechanic initiates unplanned repairs as a result of a callback or after finishing a maintenance visit - without a signed offer from the customer. The customer of the elevator agrees that the repair will be immediately executed. Planned repairs, on the other hand, are initiated by an offer and a signed contract.

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Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Repair	510554/ELV 9		11/18/2025	HAGER,ERIC V	Customer Problem Description, : NA Procedure: ● REPLACED CAR CONTROLLER - PC BOARD, PROCESSOR
Repair	460387/ELV 1		09/29/2025	HAGER,ERIC V	Customer Problem Description, : NA Procedure: ● REPAIRED CAR DOOR - VANE / CLUTCH
Repair	510555/ELV 7		09/19/2025	HAGER,ERIC V	Customer Problem Description, : NA Procedure: ● CLEANED OTHER CLEANING AND PAINTING
Repair	H01400/SOUTH KONE #1		08/29/2025	HAGER,ERIC V	Customer Problem Description, : NA Procedure: ● REPLACED CAR - LIGHT
Repair	H01400/SOUTH KONE #1		08/28/2025	HAGER,ERIC V	Customer Problem Description, : NA Procedure: ● TROUBLESHOOT CAR CONTROLLER - PC BOARD, PROCESSOR
Repair	H01400/SOUTH KONE #1		08/27/2025	HAGER,ERIC V	Customer Problem Description, : NA Procedure: ● RELOCATED CAR CONTROLLER - WIRING CONNECTOR / PLUG
Repair	H01400/SOUTH KONE #1		08/26/2025	HAGER,ERIC V	Customer Problem Description, : NA Procedure: ● INSTALLED CAR CONTROLLER - DIRECT DRIVE/STARTER/REGULATOR
Repair	H01400/SOUTH KONE #1		08/13/2025	HAGER,ERIC V	Customer Problem Description, : NA Procedure: ● TROUBLESHOOT CAR CONTROLLER - DIRECT DRIVE/STARTER/REGULATOR

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Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Repair	510553/ELV 10		08/11/2025	HUDSON,MELVIN O	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● TROUBLESHOOT CAR CONTROLLER - POWER SUPPLY/RECTIFIER/TRANSFORMER
Repair	460387/ELV 1		07/31/2025	HAGER,ERIC V	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● CHECKED OPERATION NOT EQUIPMENT RELATED - STANDBY
Repair	510556/ELV 8		06/19/2025	BADON,HUNTER C	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● REPLACED HOISTWAY - ROPES: HOIST
Repair	510554/ELV 9		04/10/2025	HAGER,ERIC V	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● REPLACED CAR CONTROLLER - PC BOARD, PROCESSOR
Repair	510554/ELV 9		03/07/2025	HAGER,ERIC V	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● SHORTENED CAR DOOR - CHAIN / BELT

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Type	Unit ID	Unit Name	Date	Mechanic Name	Customer Problem Description, / Procedure
Repair	F57720/TWR 2		08/27/2025	HAGER,ERIC V	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● RELOCATED PIT - EMPTY PIT CAN
Repair	F57719/TWR 1		04/09/2025	HAGER,ERIC V	Customer Problem Description, : NA Procedure: <ul style="list-style-type: none"> ● CHECKED OPERATION CAR - BUTTON

Building Info Header

Building Id	Building Name	House No	Street	City	Postal Code	StateProvince
TN 414621	ST TAMMANY JUSTICE CTR	-	701 N COLUMBIA ST	COVINGTON	70433-2760	Louisiana
TN 508285	EMERGENCY OP CENTER	-	510 E BOSTON ST	COVINGTON	70433-2945	Louisiana
TN 394167	KOOP CAMPUS BLDG B	-	21454 KOOP DR	MANDEVILLE	70471-7513	Louisiana
TN 523305	TOWERS BUILDING	-	520 OLD SPANISH TRL	SLIDELL	70458-4047	Louisiana
TN 523317	KOOP CAMPUS BLDG C	-	21410 KOOP DR	MANDEVILLE	70471-7506	Louisiana