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November 4, 2024

Dear Councilor Ed Flynn,

Thank you for your interest in the Boston Housing Authority's elevator portfolio, which is a vital component of how the BHA serves our residents, including elders and people with disabilities.

Transmitted with this letter, please find an overview presentation delivered by BHA staff to the Architectural Access Board on September 9th, 2024. Please also find a copy of the BHA's "Elevator Down" protocols.

As you know, the provisions of City Charter section 17F are as follows:

"SECTION 17F. Requests for Specific Information. The city council at any time may request from the mayor specific information on any municipal matter within its jurisdiction, and may request [her] presence to answer written questions relating thereto at a meeting to be held not earlier than one week from the date of the receipt of said questions, in which case the mayor shall personally, or through a head of a department or a member of a board, attend such meeting and publicly answer all such questions. The person so attending shall not be obliged to answer questions relating to any other matter. The mayor at any time may attend and address the city council in person or through the head of a department, or a member of a board, upon such subject as he may desire." [Acts of 1951, c. 376, s. 1.17F]

As Administrator of the Boston Housing Authority, I will be available on behalf of the Mayor to answer your questions at the noticed hearing on Docket 1298 at November 22, 2024 at 10AM. Per the provisions of Section 17F, please submit any questions in writing at least 7 days in advance of that hearing.

Sincerely,

A handwritten signature in black ink, appearing to read "Kenzie Bok", written over a horizontal line.

Kenzie Bok

Administrator & CEO
Boston Housing Authority



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Elevator Out of Service Protocol

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Elevator Out of Service Protocols

Introduction

The BHA recognizes an elevator shutdown as an emergency and begins its response immediately upon notification that an elevator is out of service.

The emergency response will take place immediately after the initial service call. The Director of ERS or supervisor on duty will be responsible for initiating the emergency response at the appropriate time.

Redundant Elevator Response Time

If nobody is trapped and a redundant elevator (the elevator is one of a pair of side by side elevators) is out of service, the elevator contractor shall respond within 2 hours between the hours of 8am and 12am. Overtime shall be approved for the hours from 4pm to 12am.

If a redundant elevator is out of service between the hours of 12am and 8am and no one is trapped in the elevator, a service call will be placed to the elevator contractor at 8am.

Site staff will post signage around the elevator to mark that the elevator is currently out of service.

Non-Redundant Elevator Response Time

If the elevator is non-redundant (the elevator is the only elevator servicing the building), the elevator contractor shall be contacted as soon as the elevator is verified as out of service. The elevator must be verified as out of service by the Resident Custodian or Special Assignment Laborer in order to make a call from 12am to 8am. The expected contractor response time for a non-redundant elevator is within one hour of the call.

Under normal circumstances, sites are staffed with a manager and/or a management aide from 9 am – 5 pm Monday through Friday. Each site also has a live in resident custodian (elderly/disabled sites) or a Special Assignment Laborer (family sites). Some elderly/disabled sites also have safety officer present during certain hours. Residents may reach out to their management office staff during normal business hours

Staff Communication during an Elevator Outage

Site staff will confirm the elevator outage and any other information needed, such as the floor where the car rests alarms present, etc.). Staff will relay this information to the Supervisor on Duty, who will then contact the elevator company. Site staff must conduct a well-being check for any resident who calls the work order number. If the resident is experiencing a life safety or medical emergency, he or she should call 911 at all times.

Resident Communication during an Elevator Outage

All Residents should call the work order number (617-988-4357) if they are in need of assistance during an elevator outage. If the resident is experiencing a life safety or medical emergency, they should call 911 at all times.

BHA is willing and interested, if resident(s) are in agreement, to employ volunteer resident floor captains during an elevator shut down. Resident volunteers will receive a stipend for their assistance during an elevator shutdown and would be notified on an on-call

basis when a shutdown occurs. Residents who are interested in working as a floor captain for their floor should contact their manager directly. BHA will also dispatch tenant coordinators to assist with elevator outages when available.

Upon notification of an Elevator outage, BHA staff will initiate a message that will be sent by Text or Phone and Email to residents impacted by the outage. BHA staff will confirm the outage and determine the floor where the elevator is parked, and report back to the Supervisor on Duty. Messages will be sent between the hours of 7am and 10pm, outages occurring after 10pm will be sent at 7am the following morning if the Elevator Cab(s) remain out of service over night.

Standard Procedures for Out of Service Elevators

Entrapments

Entrapments can be reported by Security officers, residents, or via the entrapped individual(s) utilizing elevator phones. Upon notification the following steps should occur:

- Safety officers will contact 911 as first call for BFD to respond to entrapment. A second call will be made to the Emergency Response Operator (617-988-HELP) to notify the Elevator Contractor, place a work order to record the time of the entrapment.
- Call comes into Emergency Response Operator either by residents, staff, of passenger WOC operator contacts 911, then Elevator Contractor (617-988-HELP), and then SAL/RC
- SAL/RC will report back to Emergency Response Operator if the car has been damaged during the entrapment rescue, and whether we will need to revert to one of the protocols above.

Residents in Lobby When Entrapment Occurs

If there are residents located in the lobby when elevator is down then the following steps should occur:

- Staff should be present in the lobby to assist residents if elevator has been reported out of service.
- If during off-hours, residents should notify work order center. Work Order Center must notify Duty Officer to coordinate hotel stay.
- Duty Officer must have access to a BHA credit card and the ability to reserve a hotel.
- If during business hours, residents should notify work order center. Work Order Center must notify ADPM and site manager to coordinate response.

Redundant Elevator Out of Service During BHA Business Hours (9-5, Monday-Friday)

- Site staff or Work Order Center will immediately contact the elevator company for service (the elevator repair company is required to arrive on-site within two hours or less). Prior to contacting the elevator company, a work order must be created to provide reference number to the elevator company. The Work Order Center may also receive the information directly from a resident. Work order center will verify elevator status with the on-site contact.

- Site staff will alert the Work Order Center to send a One Call Now Message.
- The Work Order Center will note the time of the original request on the shift log and follow up by entering a work order for the call to the Elevator Contractor.

Site staff will immediately post “Elevator Out Of Order” on each elevator lobby floor to specified cab(s). BHA will confirm the Community Room and public bathrooms are open and bathrooms are clean and stocked. Staff will place folding chairs as necessary on each floor location for rest stops for residents.

- Upon arrival and diagnostics, elevator contractor will immediately attempt to restore cab(s) to service or inform management of anticipated down time.
- If the elevator is projected to be out of service for three or more hours, site staff will immediately contact all residents by phone or by knocking on doors at the affected address. If available, assigned floor captains and or Tenant Coordinators will also perform door knocks.

Site staff will immediately monitor activity in the lobby and determine resident needs. Residents shall be assisted as necessary.

- Site staff will also provide additional seating in lobby/1st floor area-and other locations throughout the building. Site staff will also conduct a visual check of each floor’s elevator lobby.
- Site staff and the maintenance crew will minimize the use of the working elevator for non-emergency work order and maintenance work
- Bottled water and snacks will be provided as needed. Staff will also provide assistance to get any medications from apartments as needed.
- Staff will contact EMS if medical service if required.

Redundant Elevator Out of Service during Non-BHA Business Hours, Weekends, and Holidays

- The Safety Officer (if at a development and is notified there is a problem) or Resident Custodian, or Special Assignment Laborer will immediately contact BHA Work Order Center upon an elevator shut down – the elevator company will then be notified immediately to come to the site.
- Residents may also contact the Work Order Center upon learning that the elevator is down. Work Order Center notifies the elevator contractor immediately upon notification by staff or residents. Work order center will note the time of the original request on the

shift log, and follow up with entering a work order for the call to the Elevator contractor. Work Order Operator will monitor the time from the call, and report to the Supervisor on Duty if the Contractor fails to respond within the required time frame in the current contract.

- The Work Order Center notifies the Director of ERS or supervisor on duty that there is an elevator down (if between midnight and 6 am, Work Order Center notifies the Director of ERS or supervisor on duty only if the elevator is a non-redundant elevator and otherwise will notify at 6 am).
- The Work Order Center will send out One Call Now Message to the appropriate residents.
- BHA staff will immediately post "Elevator Out Of Order" on each elevator lobby floor to specified cab(s). Staff will insure Community Room and public bathrooms are open and bathrooms are clean and stocked (Elderly / disabled).
- Family Sites may need to open community spaces or management offices for those who cannot climb stairs.
- Upon arrival and diagnostics, the elevator contractor will work to immediately restore cab(s) to service or inform Duty Officer and Work Order Center of anticipated down time.
- In the case a FIRE ALARM is tripped and Fire Department has cleared the property the Fire Alarm panel must be reset prior to the elevator being restored to service. A separate call needs to be made to the Fire Alarm contractor to reset the alarm (Family sites only).
- ONLY ONE elevator will operate when the emergency power generator is engaged (loss of power to buildings)
- If the total elevator down time is projected to be three or more hours, management staff will be called in. Management staff will proceed to call/contact all households at the address being serviced by the elevator and check in with residents. Management staff will also initiate any temporary relocation required for longer-term shut-downs.
- The Resident Custodians or other assigned staff will immediately monitor activity in the lobby and determine if any resident(s) have any specific needs and report it to the Duty Officer. ***** Duty Officer will also call in additional staff to assist with resident needs based on situation.**
- Site staff and maintenance crew will minimize use of the working elevator for any non-emergency work orders and maintenance work. Also staff will monitor outside service

providers, so they do not place chairs or other objects to hold open elevator doors. Residents should be allowed to board elevators first when space is limited on the single operational car.

- If needed and/or possible, staff will assist resident(s) to Community Spaces or Management offices. In addition, staff will prepare additional seating in lobby/1st floor area, and on each floor of the building for those who can climb the stairs.
- Staff will provide bottled water and snacks as needed. Staff will provide assistance to get any medications from apartment as requested and approved by resident.
- Staff will notify EMS if any additional medical service is required.

Non-Redundant Elevators

- Management/additional staff will be called in immediately if both of the elevators or the single elevator in a building is shut down outside of regular M-F, 9-5 hours; staff will remain on site until at least one of the elevators is operational again.
- Work order center will note the time of the original request on the shift log, and follow up with entering a work order for the call to the Elevator contractor.
- Management staff will remain on site if both elevators remain shut down beyond regular hours on a weekday until at least one of the elevators is operational again. At least one staff person should be stationed in the lobby to provide assistance.
- Management/site staff will conduct well-being checks on frail residents in the event both elevators are shut down.
- In the event an outage is projected to last in excess of 48 hours and **no elevator services** are available, management will contact residents to determine if they have any medical or grocery needs and whether they have friends or family they may be able to reside with for a short period. Management will speak with all house bound and mobility impaired residents who may wish to be placed with family or friends for the duration of the outage. Hotel stays will be provided as an option for mobility impaired residents while elevators are down for extended periods of time. Managers should work with Duty Officer (off hours) or ADPM (business hours) to determine hotel stays.
- BHA will contact vendors and provide transportation from the resident's unit to the hotel, or other destination. Upon elevator service restoration those transportation services will also provide a return trip to the resident's building.
- BHA will employ floor captains or tenant coordinators for additional posts to assist residents as available. BHA will communicate to residents the hours that the additional staff will be available via email, voice and text, along with hand delivered flyers. The

communication will include the individuals name the hours of service and phone number of each person employed.

- Staff and tenant coordinators will assist in retrieving mail, packages and deliveries while the elevators are not operational,
- BHA will provide daily updates and have staff check in with each resident in the affected building via in-person or electronic communications during the outage.

During this service outage, residents who feel ill and need medical attention should call 911,

Service Restoration

Upon full restoration of services the following steps shall be taken:

1. A One Call Now message will be sent to residents in the building that had the service outage.
2. Staff will be dispatched to remove all signage documenting the outage and knock on resident doors to inform residents that the outage is over.
3. All staff including public safety, maintenance, and management staff shall be notified that elevator service has been restored.

Instructions for Residents

- If you observe an issue with an elevator at your site please contact the Work Order Center
- If you experience an elevator entrapment, please contact 911

Standard Flyer Contents

1. Elevator down and information about where to call for assistance.
2. Items related to resident behavior such as whether elevator has capacity.
3. BHA is looking for tenant coordinators.