



A home for every story





Introduction

AAB Complaint RE: 19 Msgr. Reynolds Way

DOCKET No.: C 23 078

David Gleich – Deputy Administrator of Housing Programs

Exhibits:

1. BHA Power Point Presentation: 19 Msgr. Reynolds Elevator
2. BHA Elevator Down Protocols



Compliance with 521 CMR

- As probably the largest entity housing people with disabilities in the City of Boston, it is an important priority to BHA to comply with 521 CMR: “to provide persons with disabilities full, free and safe use of all buildings and facilities so that all such persons may have the educational, living and recreational opportunities necessary to be as self-sufficient as possible and to assume full responsibilities as citizens.”
- BHA understands that elevators, especially those in high-rise elevator buildings, must be in working order to comply with the intent.
- Elevators may go offline from time to time for unavoidable reasons, but these outages should be less frequent and for short periods of time.
- In addition to the repairs to the elevator at 19 Msgr. Reynolds way, which is now in good working order, we are moving forward on a number of operational modifications to reduce down times.



Overview of Elevators at BHA

BHA Overall has 104 Elevators

- In the elderly/disabled portfolio:
 - 47 cabs are doubles or triples (redundant)
 - 4 cabs are singles (non-redundant); 2 of these are having redundancy added thru a current capital project at Commonwealth Elderly
- In the family housing portfolio:
 - 10 cabs are doubles (redundant) – all at Barkley
 - 37 cabs are singles (non-redundant) at 4 sites
- In the administrative buildings:
 - 4 cabs (redundant) at 52 Chauncy St
 - 4 cabs are singles (non-redundant) at 4 sites

Ruth Barkley Apartments has 15 Elevators

Address	Elevators	Stories
10 E. BROOKLINE ST	1	6
14 E. BROOKLINE ST	2	10
16 E. BROOKLINE ST	2	10
20 E. BROOKLINE ST	1	6
42 HARRISON ARCHWAY	2	13
47 HARRISON ARCHWAY	2	10
19 MSGR. REYNOLDS WAY	1	6
23 MSGR. REYNOLDS WAY	2	10
29 MGR. REYNOLDS WAY	1	6
1472 WASHINGTON ST (Administrative Building)	1	2.5
Total	15	



19 Msgr. Reynolds Elevator

- 19 Msgr. Reynolds Current Status
 - Had an extended outage last September/October (2023)
 - BHA did a full upgrade of the elevator in November/early December (2023)
 - Since BHA's last update to the AAB re: 19 Monsignor Reynolds we have only had one call for service (August 15, 2024) due to a down leveling sensor that wasn't dropping out upon arrival at the floor and so was not opening the doors for a passenger to exit. BFD and Motion both arrived promptly and Motion replaced the tape guides for the sensor. This service took 2 hours and it has run without further issue since.
 - Additionally, BHA recently had Motion Elevator replace the "packing" at this elevator.
 - **Today, September 9, the elevator passed its inspection by the State Elevator Board.**
 - Based on current status with the State and the work completed, we are requesting closure of this complaint.



Capital Projects Related to Elevators

- The BHA has \$1.5 billion in capital needs across its portfolio, but only receives about \$30 million per year to address those needs.
- BHA has a number of active or recently completed capital projects related to elevators for more than \$13.4 million, including a \$6.9 million addition of two new redundant elevators at Commonwealth Elderly (Brighton), a \$5.4 million modernization of two elevators at Torre Unidad (South End), and a just completed \$1.1 million modernization of two elevators at Hassan (Mattapan).
- This spending is in addition to ongoing maintenance and repair, including emergency upgrades conducted as part of our Operations contracts.
- BHA secured a DCAMM waiver and has a signed contract with United Elevator for upgrades to both cabs at 42 Harrison Archway (permit # ELV24-3699; fee paid; time variance application submitted to AAB).
- BHA also plans to execute upgrades at 10 and 20 E Brookline and 29 Msgr. Reynolds to match the upgrade recently completed at 19 Monsignor Reynolds (all same vintage).
- With additional capital resources recently approved (\$4 million in City Capital Budget funds; \$1 million in potential State Housing Bond Bill funds), BHA now plans to conduct an assessment of highest-priority elevator capital projects at Ruth Barkley, to ensure that it is using these dollars to commission work that will best support long-term elevator reliability at the site.



Elevator Down Protocols

- BHA Updated our "Elevator Down Protocols" in early 2024.
- Protocols were re-distributed at Spring 2024 Managers Meeting. Regular updated trainings will be planned on an annual basis.
- Protocols address details of precisely what actions BHA takes when an elevator goes down. Provides scenarios for redundant and non-redundant elevators. Provides accommodations that will be provided for residents in each scenario. Depending on the situation, can include paid helpers stationed at an entryway, chairs on landings, hotel stays, approved transfers, etc. [Protocol attached as Exhibit.]
- BHA recently reviewed these protocols with the City of Boston's Disabilities Commission, which agreed the protocols are strong and recommended further publicity about these protocols for BHA residents.
- BHA is now in process of highlighting portions of the protocols most relevant to residents and will circulate an updated flyer to increase resident awareness on BHA protocols.



Elevator Contractor Status

- BHA must comply with state procurement rules, which can prolong contracting processes.
- BHA's elevator service contracts are broken up into a number of bundles covering different sites.
- BHA's contract has lapsed at Ruth Barkley and we are currently seeking to procure a new site-wide contractor. This procurement has been extended due to lack of bidders.
- We are on good working terms with our elevator service providers and are currently operating under purchase order agreements for service and repair. Each purchase order creates a contract for that work. We are proceeding with repairs and improvements as needed.
- In the meantime, BHA is making operational changes to improve the effectiveness and attractiveness of BHA elevator contracts (see next slide).



BHA Operational Changes

- Deputy Administrator for Housing Programs (David Gleich) newly involved in elevators as priority area.
- BHA has created and filled a new Regional Manager operations position dedicated to overseeing elevator contract management.
- BHA has established new bi-weekly meetings with its elevator contractors.
- BHA has streamlined communications around elevators to ensure prompt receipt and action as related to violations, invoices, and inspections. All elevator-related communications can go to elevators@bostonhousing.org
- We anticipate better cooperation with the State Elevator Licensing Division and an improved protocol for the BHA to request inspections.
- BHA is in the process of updating internal quality controls to ensure BHA maintenance checks basic elevator functions on a routine basis.
- BHA is seeking to procure mobile phone devices for all elevator cabs, to reduce past elevator phone outage issues.



Improved Logging Procedures

- Going forward, we are requiring more precise logging when elevators go down, outside of the invoicing system. Tracking will include:
 - Time Elevator was out of service
 - Reason Elevator went down
 - Work completed to bring online
- Logs will be used for improved real-time monitoring, and to better evaluate necessary repairs or changes to internal protocols.



Reducing Fire Alarms / Vandalism

- BHA Operations are increasing daily inspections to ensure building security (especially working entrance door locks), including outside of business hours.
- BHA has a longstanding Smoke Free Housing policy; most cases of indoor smoking that trigger fire alarms are due to unauthorized individuals accessing the building.
- BHA Police and BPD have been requested to step up patrols and no-trespass unauthorized individuals accessing Ruth Barkley hallways and basements.
- With residents, BHA will continue to advise of the importance of not allowing unauthorized individuals to enter or smoke. Issues with specific households are addressed through private conferences and other lease enforcement action.
- We have begun a gradual capital project to install Butterfly MX, a Video Intercom System, at the entrances of Ruth Barkley buildings; this increases convenience for residents (who can survey the doorbell intercom through their mobile device) while reducing the likelihood of doors being propped open for guests or package delivery.



Next Steps

- BHA requests close-out today of the complaint at 19 Monsignor Reynolds
- BHA expects to imminently resolve and request close-out of AAB complaints at:
 - 16 E. Brookline
 - 20 E. Brookline
 - 47 E. Brookline
- BHA is actively receiving proposals and determining timelines needed for projects at:
 - 10 E. Brookline
 - 14 E. Brookline
 - 23 Msgr. Reynolds
- BHA expects to submit time variance applications for active elevator projects at:
 - 42 Harrison Archway (submitted; permit application #ELV24-3699 also submitted)
- BHA is happy to report back to AAB about further overall planned capital investments in elevators at Ruth Barkley once assessment is complete.
- BHA will continue to partner with the AAB, the Disabilities Commission, and the State Elevator Board to support reliability in its elevator portfolio.