

OFFERED BY COUNCILOR FLYNN



## CITY OF BOSTON IN CITY COUNCIL

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IN THE YEAR TWO THOUSAND TWENTY-SIX

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**WHEREAS:** This renewed Order follows review of the Boston Housing Authority's December 10, 2025, response submitted to the original Section 17F Order passed by the Boston City Council. Based on that review, the City Council finds that the response failed to comply with the requirements of a lawful Section 17F Order; *and*

**WHEREAS:** The original Section 17F consisted of twenty-two numbered questions, many of which were multi-part and expressly sought specific factual information, records, timelines, and identification of responsible officials. The response did not provide complete, question-by-question answers. In multiple instances, questions were not answered as asked, were answered only partially, or were addressed through generalized narrative rather than direct factual disclosure. Requests for concrete data, documentation, and identification of decision-makers were frequently met with high-level description, context, or explanation in place of the information requested; *and*

**WHEREAS:** As a result of these deficiencies, the City Council remains unable, based on the response to the original Section 17F, to determine basic and essential facts necessary to its oversight responsibilities. These include, but are not limited to: the duration and frequency of elevator outages; the management and escalation of those outages; the basis for delayed repairs; the handling of vendor payment and procurement issues; the status of outstanding complaints; the adequacy of interim and emergency access measures for residents; and the internal decision-making processes governing those matters. The absence of clear, complete, and verifiable information prevents the Council from assessing whether administrative responsibilities were fulfilled or whether failures in basic governance contributed to recurrent and prolonged loss of Access; *and*

**WHEREAS:** The renewed Section 17F Order is therefore corrective and necessary. Its expanded scope is directly responsive to the deficiencies in the initial submission. The questions in the renewed Order are functionally derivative of the original Section 17F Order and disaggregate, specify, and clarify the original questions in order to elicit the factual information, records, and decision-making details that were requested in the original Order but were not fully provided, and therefore fall squarely within the scope of the Council's original oversight inquiry. The expansion is not a new or unrelated inquiry; it is structured to obtain the information that should have been disclosed in response to the original Order but was not; *and*

**WHEREAS:** This level of detail is essential to the City Council's oversight function. Elevator access in public housing directly implicates resident safety, access to medical care, and the City's obligations to residents with disabilities, not limited to mobility impairments. Without complete and reliable information, the Council cannot evaluate the adequacy of BHA's actions, the effectiveness of its internal controls, or the need for further legislative or oversight measures; *and*

**WHEREAS:** The renewed Section 17F Order requires strict compliance. Each numbered question must be answered separately and directly. Responsive documents must be produced where requested, and responsible officials must be identified. Narrative or generalized responses that do not provide the specific information sought will not satisfy the requirements of Section 17F. Failure to provide complete and responsive answers will constitute noncompliance with a lawful Council Order; ***NOW THEREFORE, BE IT***

**ORDERED:** That under the provisions of section 1.17F of Chapter 376 of the Acts of 1951 as amended by section 16 of Chapter 190 of the Acts of 1982, and any other applicable provision of law, the Mayor, be, and hereby is, requested to obtain and deliver to the City Council, within one week of the receipt hereof, the following information relative to:

## **I. LIFE-SAFETY, EVACUATION, AND EMERGENCY RESPONSE**

### **1. Life-safety determination**

State whether the City of Boston or the Boston Housing Authority has determined that elevator outages at Ruth Barkley Apartments constitute an immediate life-safety threat under M.G.L. c. 30B §8 and 28 CFR §35.133.

If yes, identify the date and decision-maker.

If no, explain why prolonged elevator outages affecting elderly and disabled residents were not deemed life-safety emergencies.

### **2. Emergency procurement authority**

State whether emergency procurement authority was requested or exercised for Ruth Barkley elevators since January 1, 2020.

If no, identify each reason and the responsible official.

### **3. Emergency evacuation for residents who cannot use stairs**

Produce the written emergency evacuation plan for residents with mobility impairments.

If none exists, state that fact and explain why.

### **4. Emergency evacuation equipment**

State whether BHA possesses or has access to evacuation equipment (e.g., evacuation chairs, sleds).

Identify type, quantity, storage location, who can access and when, and staff training.

### **5. Same-day urgent exit during outages**

State the protocol when an elevator is out of service and a resident must leave the building immediately for medical, legal, employment, school, or caregiving obligations.

## **II. ADA CONTINUING-DUTY AND REASONABLE ACCOMMODATIONS**

### **6. ADA continuing-duty compliance**

Explain how unexpected brief and prolonged elevator outages comply with the ADA requirement to maintain accessible features in operable condition (28 CFR §35.133). Identify the responsible official for ADA compliance.

### **7. Residents unable to use stairs**

State how many Ruth Barkley residents have approved reasonable accommodations related to inability to use stairs (regardless of amount), e.g., mobility, respiratory, low vision, etc.), broken down by building.

### **8. Relocation as accommodation**

State whether relocation is treated as a primary accommodation during outages. Provide criteria, timelines, number offered relocation, and number who accepted.

## **III. MONITORING, KNOWLEDGE, AND MANAGEMENT OVERSIGHT**

### **9. Elevator outage awareness**

Explain how management becomes aware an elevator is out of service.

### **10. Common-area maintenance awareness**

Explain how management becomes aware of interior and exterior common-area maintenance issues.

### **11. Management rounds**

State whether management conducts regular physical inspections of each building. If yes, state frequency and staff titles.

### **12. Routine maintenance checks**

State whether BHA personnel perform basic maintenance checks of each building and on what schedule.

## **IV. HOUSEKEEPING AND BUILDING-LEVEL RESPONSIBILITY**

### **13. Housekeeping schedule**

Produce the housekeeping and routine maintenance schedule for each building. Note any known lapses and duration.

### **14. Named housekeeping personnel**

For each building, identify by name and title the person responsible for cleaning and the required frequency and specific housekeeping duties.

### **15. Maintenance reporting responsibility**

For each building, identify by name and title the person responsible for reporting common-area maintenance.

## **V. FIRE SAFETY AND FIRE DEPARTMENT RESPONSES**

### **16. Fire Department responses since January 1, 2019**

Produce a list of all Boston Fire Department responses to Ruth Barkley, broken down by building and reason.

### **17. Actual fires**

State how many responses involved actual fires, broken down by building, including whether elevator service was affected.

## **VI. ELEVATOR PROTOCOLS AND WORK ORDER SYSTEMS**

### **18. Elevator-down protocols**

Produce all written elevator-down protocols specific to Ruth Barkley.

### **19. Compliance with protocols**

For each outage since January 1, 2023, state whether protocols were followed explicitly.

### **20. Floor captains**

Identify floor captains by building.

**20(a).** Under the current elevator-down protocol requiring on-site maintenance checks prior to initiating a work order or performing an elevator reset, produce a complete log of all elevator reports processed under this protocol from the date the protocol was implemented to the date of response. For each report, provide:

- date and time the elevator issue was reported
- building and elevator identifier
- description of the reported issue
- name and title of the staff member who performed the initial maintenance check
- findings of that check
- whether a reset was attempted
- whether a work order was initiated
- time elapsed between report and vendor contact, if any.

**20(b).** State whether any elevator outages were resolved internally under this protocol without vendor involvement, and identify any instances where internal resolution delayed vendor dispatch or extended loss of access.

### **21. Work order numbers**

State whether staff have ever been instructed not to provide work order numbers to residents and if so, provide a rationale.

### **22. Disabled work order follow-up system**

State whether the work-order follow-up system has been nonfunctional. If so, how long, and why.

**23. Staff conduct complaints**

State whether complaints exist that work-order staff are rude or discourage reporting. Yes or no and how many complaints have been documented since January 1, 2020?

**24. Training materials**

Produce dated training materials governing staff interaction with residents during outages.

**VII. DATA INTEGRITY AND HUD REPORTING****25. Incomplete work orders**

State whether work orders were marked complete when work was not completed.

**26. HUD reporting accuracy**

State whether any work orders were reported to HUD as completed when residents disputed completion.

**27. Work order suppression**

State whether work orders were removed or suppressed to improve performance metrics.

**VIII. PROCUREMENT, PAYMENTS, AND VENDOR RELATIONS****28. Elevator vendor contracts since January 1, 2020**

Produce all contracts, amendments, scopes, and rate schedules for Schindler, United Elevator, Motion Elevator, and any other elevator vendor.

**29. After-hours response limitations**

State whether any vendor has refused after-hours service due to overtime approval or unpaid invoices.

Describe each instance and produce correspondence.

**30. Retainage records**

Produce all records of retainage withheld and released to elevator vendors.

**31. Contract close-out documents**

Produce all close-out documents for each elevator vendor contract.

If none exist, explain why.

**32. Outstanding invoices – Ruth Barkley**

State whether all invoices from Schindler, United, and Motion for Ruth Barkley have been paid to date for *all contract years in BHA history*. State whether all invoices from past vendors have been paid to date for *all contract years in BHA history*.

If not, list dates, amounts, and reasons.

**33. Outstanding invoices – all BHA properties**

State whether all invoices from those vendors have been paid across BHA properties.

## **IX. PLANNED OUTAGES, NOTICE, AND COMMUNICATION**

### **34. Planned elevator outages**

List all planned or scheduled elevator outages since January 1, 2020, by year.

### **35. Advance notice to residents**

Produce written notices provided to residents for planned outages, including notice period and method of delivery.

### **36. Maintenance obligation regardless of cause**

State whether BHA agrees that accessibility features must be operable at all times regardless of outage cause (with exception of planned outages).

### **37. Loss of access regardless of cause**

State whether BHA agrees that an outage removing access is experienced as lack of access, regardless of cause.

### **38. Apologies and rent relief**

State whether written apologies, rent reductions, or credits were issued to residents for outages.

### **39. Mischaracterizations to AAB and legislators**

State whether BHA corrected or apologized for mischaracterizations made in official correspondence, including the 11/23–11/25/25 disruption.

## **X. OCN NOTICE SYSTEM AND MESSAGE GOVERNANCE**

### **40. Units and leaseholders**

State total units and total adult leaseholders by building, and languages spoken among non-English-speaking BHA leaseholders.

### **41. OCN opt-in counts**

State how many residents, by building, are opted into OCN for each: text, email, both.

### **42. OCN marketing and notices**

Produce all resident OCN opt-in notices, marketing materials, and records of distribution, method.

### **43. Specificity of OCN outage notices**

State whether OCN messages identify specific buildings or only general complex-wide outages.

### **44. OCN message log**

Produce all OCN text, voice, and email messages related to elevator outages for the past two years.

### **45. “Back in service” messages**

Produce corresponding restoration notices with timestamps and buildings.

**46. Message authorship and approval**

Identify individuals responsible for drafting and approving OCN messages.

**47. Work Order Center training on OCN**

Produce training materials governing coordination between work orders and OCN.

**XI. RESIDENT DISPLACEMENT, RENT, AND TENANT RIGHTS**

**48. Displacement reimbursement**

State shortest and longest displacement reimbursement periods and per diem ranges per person. If per household, state calculus and rationale.

**49. Hotel placement criteria**

State whether displaced residents were placed within their neighborhood and school district. Yes or no.

**50. Non-requested removals**

State whether any residents were removed without requesting relocation. Yes or no.

**51. Constructive evictions**

State how many residents were constructively evicted in the past three years due to elevator failures they could no longer tolerate, e.g., BHA offers to move and resident requests to move tied to elevator failures.

**52. Lease enforcement by residents**

Produce lease provisions allowing residents to withhold or recover rent. If there are none, state so and describe any compensatory relief offered residents for BHA failures to uphold lease terms, expectations, and/or tenant rights.

**53. Eviction threats for administrative issues**

State whether eviction has been threatened for paperwork or administrative noncompliance.

**54. Tenant Bill of Rights**

Produce the current Tenant Bill of Rights.

**55. Resident remedies**

State what residents are instructed to do when BHA fails to uphold lease obligations.

**XII. OVERSIGHT AND ACCOUNTABILITY**

**56. ADA and 504 Coordinators**

Identify the City ADA Coordinator and BHA 504 Coordinator; provide grievance procedures and where and how they are communicated to residents.

**57. ADA self-evaluation / transition plan**

State whether a transition plan exists for vertical access barriers. Provide it.

**58. Civil rights complaints**

List all ADA, Section 504, FHA, HUD, DOJ, MCAD, and AAB complaints since January 1, 2020.

**59. Deliberate indifference**

State whether BHA acknowledges prolonged inaction after notice can constitute deliberate indifference. Yes or no answer only, no narrative.

**60. Completion timeline**

Provide a definitive timeline with milestones for elevator modernization, for each building.

**61. External oversight cooperation**

State whether BHA and the City will cooperate fully with HUD or DOJ investigations.

**62. Safe, sanitary, accessible determination**

State whether Ruth Barkley Apartments currently meet federal safe, sanitary, and accessible standards.

**XIII. ELEVATOR MODERNIZATION SCOPE, PHASING, AND REPRESENTATIONS**

**63. Basis for limiting modernization to two elevators**

BHA represented to the Massachusetts Architectural Access Board that a determination would be made as to whether **two or four elevators** would be modernized in the next phase at Ruth Barkley Apartments.

State **each legally compliant reason** that would permit BHA to elect to modernize only two elevators rather than all elevators simultaneously.

For each reason identified:

- a. identify the legal authority relied upon (statute, regulation, guidance, or contract)
- b. identify the official who made or approved the determination
- c. explain how this decision complies with the ADA continuing-duty requirement (28 CFR §35.133) and state accessibility law.

**64. Consideration of multiple vendors for simultaneous work**

State whether BHA considered engaging **multiple elevator vendors simultaneously** to modernize all elevators at Ruth Barkley without phased reduction in access.

- a. Answer yes or no
- b. If no, list **all reasons** BHA did not consider or rejected this approach
- c. Identify any procurement, contractual, staffing, or policy barriers cited
- d. Identify who made the decision.

**65. Constraints on simultaneous modernization**

Produce any written analyses, memoranda, procurement determinations, risk assessments, or internal communications evaluating:

- a. phased versus simultaneous elevator modernization
- b. impact on resident access



- c. cost, schedule, and compliance implications.
- If no such analysis exists, state that fact and explain why.

#### **XIV. COMMUNICATIONS TO RESIDENTS REGARDING ELEVATOR TIMELINES**

##### **66. Written communications to residents about repair timelines**

Produce **all written communications** provided to residents since January 1, 2020 regarding proposed or anticipated elevator repair or modernization timelines, broken down by building and elevator.

Include notices, letters, flyers, emails, OCN messages, and postings.

##### **67. Consistency of representations to residents and MAAB**

State whether the timelines communicated to residents were consistent with representations made to the MAAB.

- a. Answer yes, no, or BHA did not communicate timelines to residents.
- b. If no, identify each inconsistency and explain why differing timelines were presented.

#### **XV. PRESENTATIONS AND PUBLIC MEETINGS ON ELEVATOR TIMELINES**

##### **68. Presentations regarding elevator repair timelines**

Produce any presentations, slide decks, handouts, or visual materials used to present elevator repair or modernization timelines to residents, advocates, legislators, or oversight bodies.

##### **69. Attendance and notice for presentations**

For each presentation identified in Question 68, state:

- a. date and location
- b. purpose of the presentation
- c. number of attendees
- d. how residents were notified, and in what languages
- e. whether accommodations and language access were offered in notice or provided at meeting.

#### **XVI. PROCUREMENT FAILURE, VENDOR ENGAGEMENT, AND CONTRACT BREACH ALLEGATIONS**

##### **70. Consideration of an RFI after zero vendor responses**

State whether BHA considered issuing a **Request for Information (RFI)** or other market-sounding instrument after zero vendors responded to the RFP for elevator modernization at Ruth Barkley.

- a. Answer yes or no
- b. If yes, produce all documents reflecting that consideration and any decision made, including internal correspondence
- c. If no, explain why no RFI or alternative procurement method was pursued and identify the decision-maker.

##### **71. Correspondence with elevator vendors regarding modernization**

Produce **all correspondence** between BHA and any elevator vendor regarding elevator

modernization or billing at Ruth Barkley since January 1, 2020, including emails, letters, texts, memoranda, meeting notes, and call summaries. Include correspondence on personal cell phones and emails for official BHA business.

**72. Communications with Schindler regarding BHA contracts**

Produce **all communications** between any BHA representative and any Schindler Elevator representative regarding:

- a. consideration of BHA contracts of compliance with BHA contracts
- b. willingness to bid or perform modernization work
- c. concerns about payment, scope, staffing, overtime, or responsiveness.

Identify the BHA and Schindler participants by name and title.

**73. Alleged breach of contract during Thanksgiving week**

BHA represented to the Massachusetts Architectural Access Board that an elevator service contractor breached contract and failed to respond during Thanksgiving week.

Produce **all communications** supporting this representation, including:

- a. notices of breach
- b. cure notices
- c. internal emails between BHA and service contractor discussing the alleged breach
- d. communications to or from the vendor regarding non-response.

**74. Vendor follow-up regarding Thanksgiving-week incident**

Produce **all follow-up correspondence** from any elevator vendor to any BHA representative regarding the Thanksgiving-week incident referenced in Question 73.

For each communication, provide a description of the issue addressed and the vendor's response or explanation. If no written communication exists, provide narrative describing verbal or other communication.

**XVII. WORK ORDER CENTER CALL LOGS AND AFTER-HOURS RESPONSE**

**75. Outgoing call logs to Schindler – Nov 25-27, 2025; Dec 2026; and Jan 2026**

Produce a **direct record and phone log** of all outgoing calls dialed by the Work Order Center to Schindler Elevator Corporation during the **November 2025, December 2025, and January 2026**, including:

- a. date and time of call and languages used
- b. phone number dialed, including extension if applicable
- c. duration
- d. whether the call was answered, went to voicemail, or was not completed
- e. any call notes or ticket references.

**76. Outgoing call logs to Motion Elevator following Schindler**

Produce the same records described in Question 75 for **Motion Elevator and United Elevator** specifically identifying calls made **after or in response to unsuccessful contact with Schindler** during the same period. Describe contractor initial and subsequent responses to service requests Nov 25–27.

**77. Escalation sequence when primary vendor is unresponsive**

Produce any written protocol or guidance governing the escalation sequence when the primary elevator vendor is unresponsive, including when, how, and after how many attempts secondary vendors are contacted. Include any exceptions to the creation of a work order by BHA personnel if elevator service contractor is contacted for service. Include rationale for any refusal of BHA staff to disclose work order numbers to residents when asked.

**78. After-hours service conditions**

State whether any elevator vendor communicated conditions limiting after-hours response, including requirements for overtime pre-approval or resolution of outstanding invoices. State whether any elevator service contractor who refused service have an outstanding invoice in any amount at the time?

- a. Answer yes or no
- b. If yes, identify the vendor, date, BHA recipient(s), and produce all supporting communications and rationale.

**XVIII. Post-RFP Vendor Engagement and Procurement Continuity**

**79. Actions taken to secure Schindler, United, and Motion after nonresponse to initial RFP**

State what specific actions BHA took to secure contracts with Schindler, United Elevator, and Motion Elevator after they did not respond to the initial RFP for elevator modernization or service at Ruth Barkley. For each vendor, provide *narrative* and:

- a. dates of outreach attempts
- b. method of outreach (email, phone, meeting, written request)
- c. BHA participants (names and titles)
- d. vendor participants (names and titles)
- e. documents reflecting the outreach and responses.

**80. Outreach to other vendors and vendor list**

Identify all other elevator vendors BHA contacted regarding Ruth Barkley elevator modernization or service after the initial RFP received zero responses. Provide:

- a. vendor name
- b. date(s) and method(s) of outreach
- c. the scope presented to the vendor
- d. whether the vendor declined and why, failed to respond, or engaged in discussions and outcome.

Produce all communications.

**81. Reasons given for not bidding or not contracting**

For each vendor identified in Question 80, state the reason(s) given for not bidding or not contracting, and produce supporting communications reflecting those reasons.

**82. Periods with no contracted elevator vendor**

List all periods from January 1, 2020 to the date of the response during which Ruth Barkley had no contracted elevator vendor responsible for routine maintenance and emergency response. For each period, provide:

- a. start and end dates
- b. explanation for the gap
- c. interim measures used
- d. the official responsible for ensuring coverage.

**83. Month-to-month or interim vendor arrangements**

List all periods from January 1, 2020 to the date of the response in which elevator service or maintenance at Ruth Barkley was performed under month-to-month, holdover, interim, or otherwise nonstandard contractual arrangements. For each period, provide:

- a. vendor name
- b. start and end dates
- c. contract mechanism used
- d. scope covered
- e. rates and payment terms
- f. reason a long-form contract was not in place.

**XIX. Vendor Payment History and Timeliness**

**84. History of nonpayment or late payment to elevator vendors**

State whether BHA has a history of nonpayment or late payment to elevator vendors.

- a. Answer yes or no
- b. If yes, identify the timeframe, vendors affected, and root causes.

**85. Invoice-level payment timeliness for elevator vendors**

For each elevator vendor providing service or modernization work at Ruth Barkley from January 1, 2020 to the date of response, produce an invoice-level table (and provide corresponding source documents) that includes:

- a. vendor
- b. invoice number
- c. invoice date
- d. invoice amount
- e. contractual net due date (for example, Net 7, Net 10, Net 30, Due on Receipt)
- f. payment date
- g. number of days from invoice date to payment date
- h. number of days late relative to the contractual due date
- i. reason for any late payment or nonpayment.

**86. Payments by payment-term category**

Using the table in Question 85, state how many invoices were paid:

- a. on receipt
- b. within 7 days
- c. within 10 days
- d. within 30 days
- e. more than 30 days after invoice date
- f. more than 60 days after invoice date
- g. more than 90 days after invoice date.

**87. Dispute and documentation delays**

For each invoice paid late or unpaid, state whether the stated reason was:

- a. incomplete documentation
- b. internal approval delay
- c. scope or pricing dispute
- d. quality dispute
- e. budget limitation
- f. other (describe).

Produce all supporting communications, rejection notices, cure requests, or dispute correspondence.

**88. Controls to prevent vendor nonresponse tied to payment practices**

Produce written policies, procedures, or internal guidance that ensure payment delays, disputes, or documentation requirements do not result in reduced vendor responsiveness, including after-hours coverage, escalation protocols, and contingency arrangements.

**XX. DISPARATE IMPACT, DISCRIMINATION, AND CIVIL-RIGHTS ANALYSIS****89. Disproportionate impact on people with disabilities**

State whether BHA believes that elevator outages at Ruth Barkley Apartments disproportionately impact residents with disabilities.

- a. Answer yes or no
- b. If yes, state the factual and analytical basis for that conclusion, including any demographic analysis relied upon
- c. If no, explain why service disruption and prolonged loss of vertical access does not disproportionately burden residents with mobility, sensory, or health-related disabilities, and identify the official responsible for that position.

**90. Disproportionate impact on residents of color**

State whether BHA believes that elevator outages at Ruth Barkley Apartments disproportionately impact residents who are people of color.

- a. Answer yes or no
- b. If yes, state the factual and analytical basis for that conclusion, including any demographic analysis relied upon
- c. If no, explain why BHA believes repeated loss of access at a **predominantly non-white** public housing development does not constitute a disproportionate impact, and identify the decision-maker.

**91. Recognition of discriminatory effect**

State whether BHA recognizes that elevator outages which remove access to housing, services, and community life can constitute discrimination under federal or state civil-rights law.

- a. Answer yes or no, without narrative
- b. If yes, identify the laws BHA believes are implicated (including ADA Title II, Section 504, Fair Housing Act, Massachusetts anti-discrimination law)
- c. If no, identify the legal authority BHA relies upon to assert that such outages are not discriminatory.

**92. Internal civil-rights analysis**

State whether BHA has conducted any internal civil-rights, disparate-impact, or equity analysis related to elevator outages at Ruth Barkley.

- a. Answer yes or no
- b. If yes, produce the analysis and identify who conducted it and when
- c. If no, explain why no such analysis was undertaken despite repeated outages affecting elderly and disabled residents.

**XXI. PREVENTIVE MAINTENANCE AND BASIC OPERATIONS**

**93. Preventive maintenance schedules**

Produce the written preventive maintenance schedule for **each elevator** at Ruth Barkley Apartments in effect from January 1, 2019 to present.  
If schedules changed, produce all versions.

**94. Manufacturer-recommended maintenance requirements**

For each elevator, produce the manufacturer's recommended maintenance intervals and service requirements applicable during the same period.

**95. Compliance with preventive maintenance schedules**

For each elevator, state whether BHA complied with the preventive maintenance schedule and manufacturer recommendations for each calendar year from 2019 to present.

If no, identify each missed, deferred, or cancelled maintenance visit and the reason.

**96. Deferred or cancelled maintenance**

List all instances since January 1, 2019 where scheduled elevator maintenance was deferred or cancelled.

For each instance, state:

- a. date
- b. elevator
- c. reason
- d. who authorized the deferral
- e. whether the deferral increased outage risk.

**97. Maintenance backlog tracking**

State whether BHA maintains a backlog log or tracking system for deferred elevator maintenance.

- If yes, produce it
- If no, explain why no such system exists.

**XXII. ASSET MANAGEMENT, USEFUL LIFE, AND FORESEEABLE FAILURE**

**98. Expected useful life of each elevator**

For each elevator at Ruth Barkley, state:

- a. installation date
- b. manufacturer
- c. expected useful life (data and source to back this)
- d. date the elevator exceeded its useful life.

#### **99. Capital planning recognition of end-of-life elevators**

State when BHA first documented that each Ruth Barkley elevator was at or beyond its useful life.

Produce the capital plan, memo, report or correspondence reflecting that recognition.

#### **100. Deferral of replacement or modernization**

For each elevator that exceeded its useful life, explain why replacement or full modernization was deferred.

Identify budgetary, administrative, or policy reasons and decision-makers.

#### **101. Risk assessment of continued operation**

State whether BHA conducted any risk assessment regarding continued operation of elevators beyond their useful life.

- If yes, produce it
- If no, explain why no assessment was performed.

#### **102. Forecasting of outage risk**

State whether BHA forecasted increased outage risk due to age, deferred maintenance, or component obsolescence.

- If yes, produce forecasts
- If no, explain why foreseeable failure was not modeled.

#### **103. Emergency planning for end-of-life assets**

State whether BHA developed contingency or emergency plans specifically for elevators operating beyond useful life.

- If no, explain why.

#### **104. Executive awareness of foreseeable failure**

Identify when senior BHA leadership was first informed that Ruth Barkley elevators were operating beyond useful life and at heightened risk of failure.

Identify who was informed and what actions were taken.

#### **105. Executive failure to act to restore redundant elevator service**

For each building at Ruth Barkley Apartments with more than one elevator, identify any period from January 1, 2019 to the date of response during which a redundant elevator remained out of service for an extended or indefinite period, including but not limited to 42 Harrison Archway and others reported to MAAB.

For each such building and elevator, provide:

- a. the start and end dates the elevator was out of service
- b. the total duration of the outage
- c. the reason the elevator was not restored to service
- d. whether the outage was classified internally as temporary, long-term, or indefinite
- e. the names and titles of BHA leadership with authority to authorize repair or replacement during each period of service interruption
- f. whether authorization to repair or replace was requested, deferred, or denied, and by whom
- g. what information was communicated to residents regarding the outage, timelines, or lack thereof
- h. whether BHA evaluated the impact of prolonged loss of redundant elevator service on residents with disabilities or mobility impairments, and if so, describe how the evaluation was conducted, including the data considered, the staff or officials involved, and any conclusions or actions taken; if no such evaluation was conducted, state that fact and explain why.