MEYDENBAUER CENTER

Vertical Transportation Service Agreement Addendum 01
Questions & Answers & Updated Review Schedule

Questions & Answers

Question: *Are there plans to modernize the escalators and remaining elevator that are not yet modernized.*
Answer: Yes, these projects are currently in our five-year capital plan. Work will not happen before 2028, and we will be prioritizing the escalators over the elevator.

Question: *Can you confirm the current preventative maintenance schedule for the escalators?*
Answer: They are scheduled quarterly.

Question: *Are historical callbacks and entrapments available for the past couple years?*
Answer: We have experienced several elevator entrapments over the years. Unfortunately, due to a software transition from our current service provider, we are unable to locate a comprehensive list. According to our incident report log, we had three entrapments in our passenger elevator, one of which was caused by children misusing the elevator, and three entrapments in our freight elevator.

Below is the last year's history on service requests for our equipment. There were no callbacks for either set of down escalators or the wheelchair lift.

Escalator Level 1-2 Up

Date	Description	Reason
10/19/26	Loud noise following service visit	Customer assistance
917/26	Escalator won't restart	Installation running on arrival
10/28/25	Won't restart. Main pcb control board bad.	Equipment related

Escalator Level 2-4 Up

Date	Description	Reason
1/23/26	Clunking noise. Steps are misaligned.	Equipment related
1/9/26	Escalator down. Step chain tension switch tripped.	Equipment related

Passenger Elevator 1

Date	Description	Reason
10/5/26	Stuck open on 1st floor	Equipment related
8/22/26	Stuck open on 1st floor	Equipment related

5/19/26	Stuck open on 3rd floor	Equipment related
5/14/26	Passenger entrapment	Equipment related
3/29/26	Doors won't fully shut. Stopped working on P2.	External influence
3/24/26	Noise, scraping when door open & closes. The door sticks when moving	External influence
2/21/26	Stuck open on level 1. Car not level with ground	Misuse

Passenger Elevator 2

Date	Description	Reason
3/20/26	Scraping noise when elevator is in motion.	Equipment related
2/22/26	Stuck open on 1st floor	Equipment related
1/28/26	Car door incorrectly adjusted/misaligned	Equipment related
1/25/26	Unknown issue	Equipment related
1/24/26	Elevator getting stuck on floors	Running on arrival

Freight Elevator 4

Date	Description	Reason
10/12/26	Belt squealing loudly and car vibrating	Equipment related
10/8/26	Shaking under load	Equipment related
10/5/26	Intermittently going in and out	Running on arrival
9/16/26	Entrapment	Equipment related
9/11/26	Elevator communication failure light comes on nightly at 11pm	External influence
9/8/26	Blinking red light making noise	Running on arrival
8/24/26	Stuck on 1st floor. Buttons flash on then off	Running on arrival
8/18/26	Stuck on 4th floor. Will not respond to commands	Equipment related
8/17/26	Entrapment	Running on arrival
8/14/26	Landing door components misaligned	Equipment related
8/12/26	Elevator none operational	Equipment related
8/6/26	The freight button does not call	Equipment related
8/4/26	Freight elevator nonoperational	Equipment related
7/31/26	Stuck on 4th floor.	Running on arrival
7/3/26	Entrapment	Equipment related
7/2/26	Landing door lock worn out	Equipment related
6/22/26	Stuck on 4th floor	Equipment related
5/21/26	Landing door lock worn out	Equipment related
5/14/26	Stuck on 1st floor.	Equipment related
5/11/26	Stuck on 1st floor.	Equipment related
5/7/26	Stuck halfway open on 1st floor.	Equipment related

4/28/26	Stuck open on 1st floor. Main door stuck open. Secondary door closed.	Equipment related
4/22/26	Stuck open on 4th floor.	Equipment related
4/13/26	Car down. Safety edge bumper style broken wires	Equipment related
4/11/26	Stuck open on 1st floor	Equipment related
4/9/26	Making a strange sound when it gets to the 4th floor	Equipment related
3/20/26	Significant amount of oil on the floor near drain	Equipment related
3/5/26	Not working. F1 is showing on the display & doors are opening & closing.	Equipment related
2/23/26	Stuck open on P1	Misuse
2/21/26	Slows down, rattles, grinding sound as it approachs the 4th floor. Doors open slower than normal	Equipment related
2/18/26	Stuck open on 1st floor	Equipment related
2/17/26	Elevator nonoperational	Equipment related
2/5/26	Stuck open. Door is halfway open.	Equipment related
2/4/26	Won't call to 1st floor. Call button flashing	Equipment related
2/2/26	Stuck open on P1 level	Equipment related
12/22/25	Tank/oil/tank heater or cooler failure	Equipment related

Theater Service Elevator 5

Date	Description	Reason
10/2/26	Barrel key stuck in 2R slot. Cannot unlock.	Equipment related
9/9/26	The barrel key for 4R is not working.	Equipment related
9/6/26	Fire alarm went off & elevator stuck nonoperational	External influence
5/13/26	The barrel key is stripped.	Equipment related
4/20/26	Stuck in fire mode.	Equipment related
3/18/26	Elevator will only call to level 2R & 4R.	Misuse
12/8/25	Unknown issue	Equipment related

Question: *How has the facility historically tracked response time and equipment availability?*
Answer: We have historically relied on a dashboard provided by our service provider to track response time and equipment availability.

Question: *Are there any known pending repairs, deferred maintenance items, or condition concerns that the incoming contractor would be expected to inherit upon contract start?*

Answer: Since the modernization of our freight elevator in 2021, repeated troubleshooting and repairs have been necessary. In the last six months, it seems most of the issues have been resolved; however, we have included a history of what has occurred here for reference:

Original Hydraulic Piston

It is our understanding that when the freight elevator was originally installed, the hydraulic piston required modification to fit within the available space. The piston was cut, installed, and welded back together. The piston operated in this configuration for approximately 30 years. A hydraulic leak has since developed in the area of the modified portion of the piston. This condition has been documented by Eltec.

Modernization Scope

The freight elevator modernization included:

- Replacement of the hydraulic pump and motor with larger equipment to increase elevator travel speed.
- Replacement of the hydraulic-fluid reservoir with a larger-capacity tank.
- Replacement and modification of electrical and control components.
- Installation of additional safety equipment required as part of the modernization.

We have two known current issues that have persisted on the freight elevator:

Current Door-Weight Issue

The current mechanical issue involves the weight mechanism that travels with the freight door. The weight is intended to contact a lever associated with operation of the secondary door. The weight has moved outside its intended travel path and passed the lever without making contact. When this occurs, the associated safety circuit is activated and the elevator is locked out of operation.

Fire-Service Mode

The elevator has also recently experienced instances of entering fire-service mode without an identified fire condition. When this occurs, the elevator must be returned from fire-service mode to normal operation.

Question: *Beyond the quarterly reviews required in the specification, are there specific operational metrics or executive level reports the team finds most valuable?*
Answer: We would love for our service provider to help us identify patterns of issues and clearly document the steps take to troubleshoot issues with recommendations to prevent future challenges. Including this type of forecasting in our quarterly reviews would be valuable.

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Updated Schedule

We are adjusting the schedule for reviewing proposals. The updated schedule is below. The changes are bod and italicized below.

Procurement Activity	Date
Proposals due	October 30, 2026
Evaluate Proposals	***November 2 – 9, 2026***
Conduct oral interviews with finalists, if required	***November 10-11, 2026***
Announce apparent successful Contractor(s)	***November 13, 2026***
Negotiate contract(s)	November 17 – 20, 2026
Begin contract work	January 1, 2027