

Record created by Facilities Management to respond to ATIPP Request [File # 004-21-01-26].

Date: February 16, 2026

Requests for service of University Centre elevators after unplanned outages in the past 5 years:
168 requests for service of the University Centre Elevators.

Notifications and/or reports of outages to facman in the past 5 years (Amount of times):
168 notifications/reports to Facilities Management. This Includes times when multiple requests were received for one issue (the difference from requests for service and calls attended below).

Notifications sent to student body about University Centre elevator outages reported through MUNSAFE app in the past 5 years (Amount of times):
43 MUNSafe notifications issued to the University community since late 2022 when this process was put in place.

Maintenance calls for elevators in the University Centre attended to (Someone dispatched to fix) in the past 5 years:
158 attended requests calls to the University Centre Elevators.

Amount of times elevators in the University Centre were fixed in the past 5 years:
158 times the Elevators in the University Centre were fixed, including when responders reported elevator working when call attended.

Length of time between request for service and service rendered of University Centre elevator outages in the past 5 years (How long it took the elevators to get fixed after a call or maintenance request was sent in):
This information is not tracked by Facilities Management. Rather, Facilities Management tracks when a request is made and when the Work Order is finished/closed. It is important to note, however, that a Work Order may remain open for multiple days to ensure the Elevator is properly fixed or while waiting on invoices before closing it.

The company contracted or companies contracted to fix the elevators in the University Centre:
The company TK Elevators (TKE) is the current Service and Maintenance Contractor for all University Centre Elevators.

Cost of maintenance if eligible to disclose when services were rendered or cost of contract to retain maintenance workers for the purpose of building and elevator services:

The 5-year service and maintenance cost were \$12,831.49 plus \$36,000 annual contract for all three elevators in the University Centre.

How and what level of priority elevators are given within the maintenance system. How elevator maintenance is classified and if the priority level of the University Centre elevators has impacted the timing of which elevators get fixed?

With the maintenance system, Facilities Management have elevator calls as a high priority and are addressed as soon as possible. TKE has advised that their priority for elevator service calls is as follows:

- 1) Entrapments,
- 2) Health Care Facilities,
- 3) All other facilities.