



Contracts : 4

Otisline No -

English 800-233-6847, Français

800-238-6847

Buildings: 23

Sales Rep:

LUCIE HUNT

Units: 127

Sales Rep Contact:

1-214-658-6900

Sales Rep Email

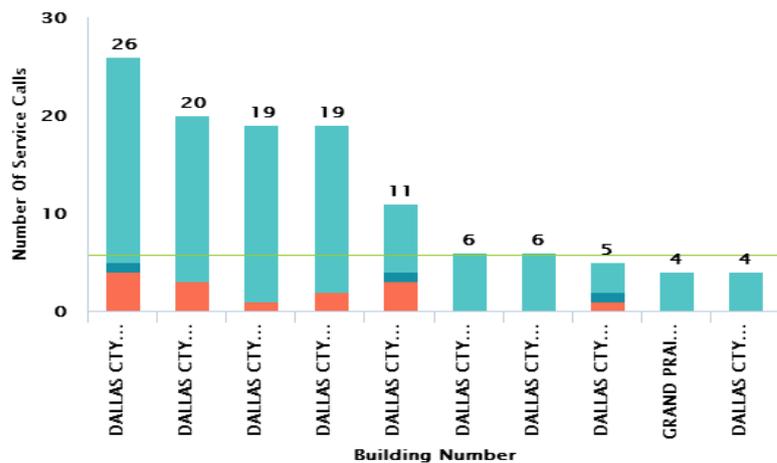
lucie.hunt@otis.com

Contracts: TD 05349, TD 05420, TD 05420A, TD 05420B

Service Call

A service call is defined as a request from a customer or Otis REM® expert for an unscheduled service visit. A service call is closed once the work is reported as completed by the Otis mechanic.

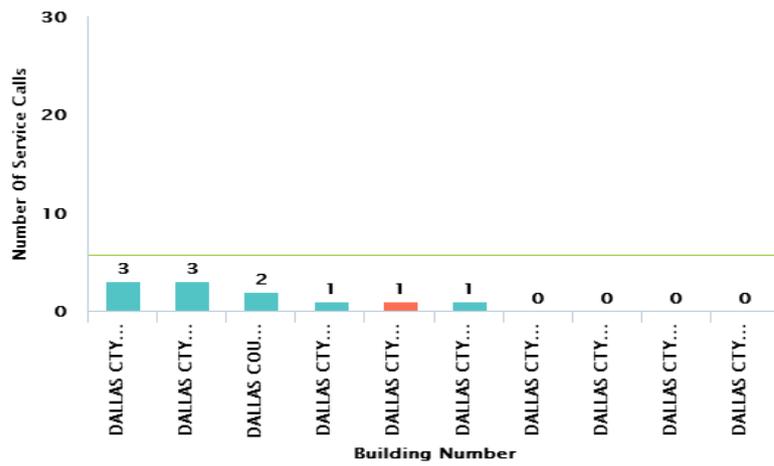
Building Number	Building
DALLAS CTY	DALLAS CTY-FRANK CROWLEY
DALLAS CTY	DALLAS CTY-NORTH JAIL TWR
DALLAS CTY	DALLAS CTY-GEO ALLEN CTS
DALLAS CTY	DALLAS CTY-HENRY WADE JJC
DALLAS CTY	DALLAS CTY-SOUTH JAIL TWR
DALLAS CTY	DALLAS CTY-LEW STERRETT A
DALLAS CTY	DALLAS CTY-JUSTICE CTR PK
DALLAS CTY	DALLAS CTY-RECRDS BLDG CO
GRAND PRAIRIE GOVERNMENT	GRAND PRAIRIE GOVERNMENT
DALLAS CTY	DALLAS CTY-ADMIN BUILDING



Equipment Others Emergency

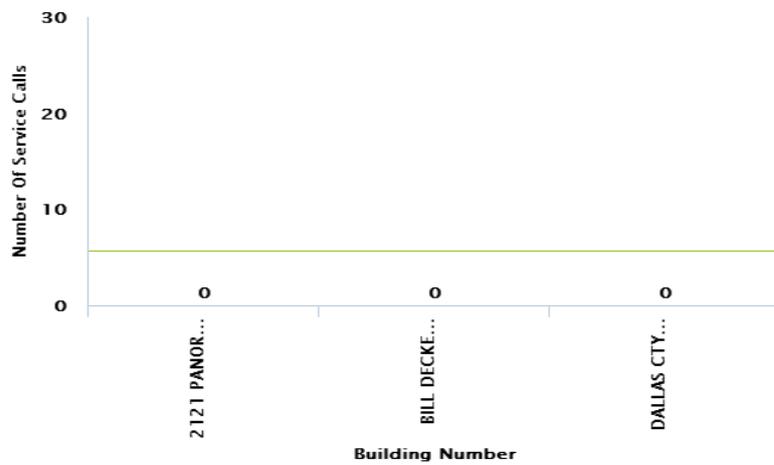
Building Number	Building
DALLAS CTY	DALLAS CTY-INVESTMENT BLG
DALLAS CTY	DALLAS CTY-UNDERGROUND GA
DALLAS COUNTY HEALTH AND	DALLAS COUNTY HEALTH AND
DALLAS CTY	DALLAS CTY-JUSTICE CTR PK
DALLAS CTY	DALLAS CTY-LEW STERRETT B
DALLAS CTY	DALLAS CTY-N DAL GOVT CTR
DALLAS CTY	DALLAS CTY-OAK CLIFF SUBC
DALLAS CTY	DALLAS CTY-OLD RED CTHSE
DALLAS CTY	DALLAS CTY-KENNEDY PK GRG
DALLAS CTY	DALLAS CTY-COOK CHILL WHS

Equipment Others



Building Number	Building
2121 PANORAMIC CIRCLE	2121 PANORAMIC CIRCLE
BILL DECKER CORECTION CTR	BILL DECKER CORECTION CTR
DALLAS CTY	DALLAS CTY-INST OF FORENS

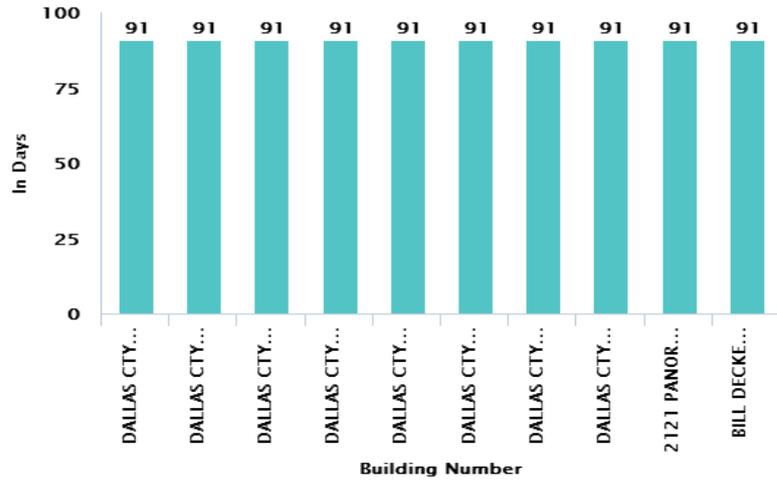
Equipment Others Emergency



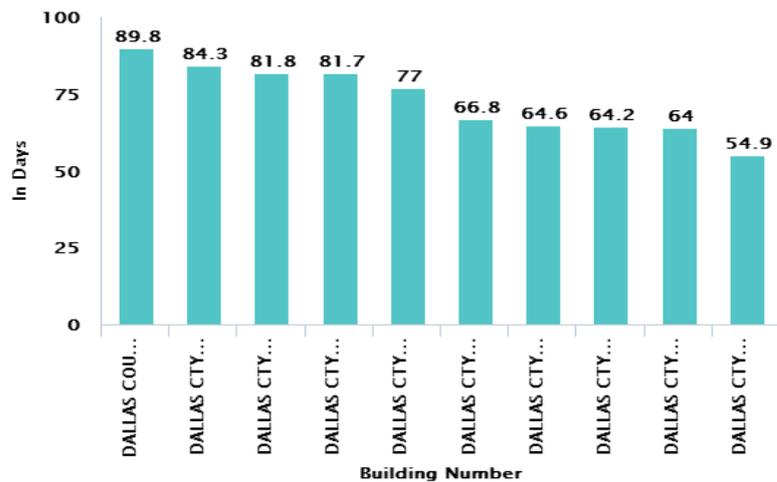
Mean Time between Service Calls(in Days)

The Mean Time Between Service Call Report represents in days, the average time between customer or REM expert service requests. Mean time between service calls for a unit = (time period selected - time elevator out of service) / number of service requests for the unit. Time elevator out of service = sum (service call closed time - service call placed time) This information is also available at the building and contract level, substituting building or contract for unit

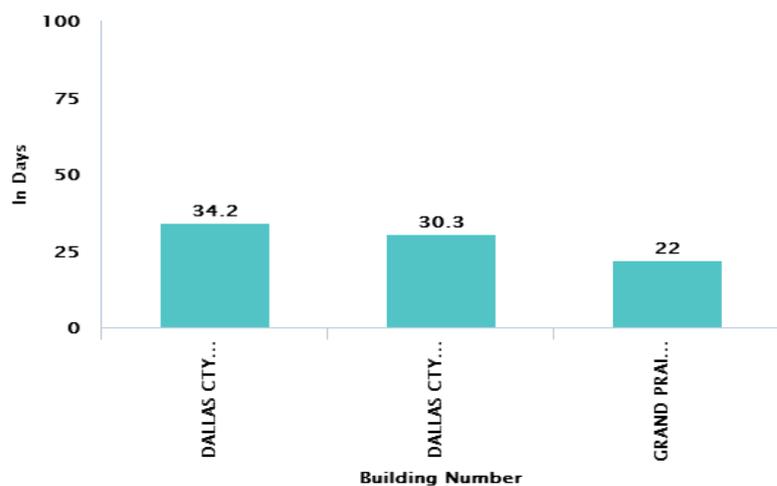
Building Number	Building
DALLAS CTY	DALLAS CTY-INST OF FORENS
DALLAS CTY	DALLAS CTY-KENNEDY PK GRG
DALLAS CTY	DALLAS CTY-JUSTICE CTR PK
DALLAS CTY	DALLAS CTY-LEW STERRETT B
DALLAS CTY	DALLAS CTY-N DAL GOVT CTR
DALLAS CTY	DALLAS CTY-OAK CLIFF SUBC
DALLAS CTY	DALLAS CTY-OLD RED CHTSE
DALLAS CTY	DALLAS CTY-COOK CHILL WHS
2121 PANORAMIC CIRCLE	2121 PANORAMIC CIRCLE
BILL DECKER CORECTION CTR	BILL DECKER CORECTION CTR



Building Number	Building
DALLAS COUNTY HEALTH AND	DALLAS COUNTY HEALTH AND
DALLAS CTY	DALLAS CTY-RECRDS BLDG CO
DALLAS CTY	DALLAS CTY-ADMIN BUILDING
DALLAS CTY	DALLAS CTY-GEO ALLEN CTS
DALLAS CTY	DALLAS CTY-FRANK CROWLEY
DALLAS CTY	DALLAS CTY-UNDERGROUND GA
DALLAS CTY	DALLAS CTY-NORTH JAIL TWR
DALLAS CTY	DALLAS CTY-LEW STERRETT A
DALLAS CTY	DALLAS CTY-SOUTH JAIL TWR
DALLAS CTY	DALLAS CTY-HENRY WADE JJC



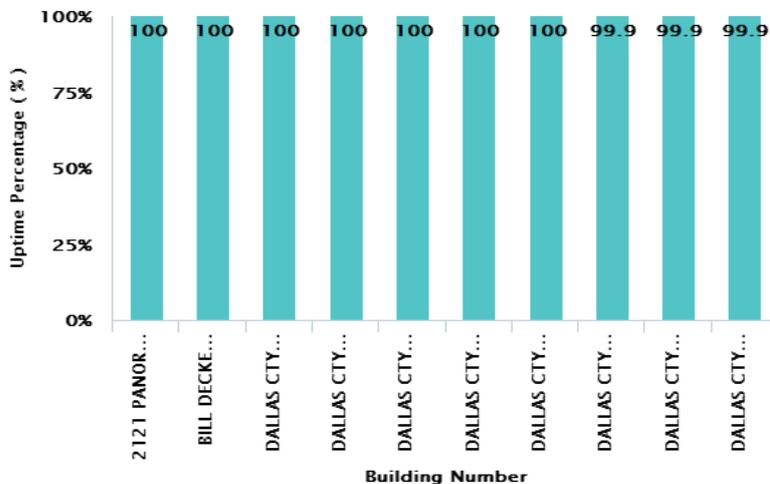
Building Number	Building
DALLAS CTY	DALLAS CTY-JUSTICE CTR PK
DALLAS CTY	DALLAS CTY-INVESTMENT BLG
GRAND PRAIRIE GOVERNMENT	GRAND PRAIRIE GOVERNMENT



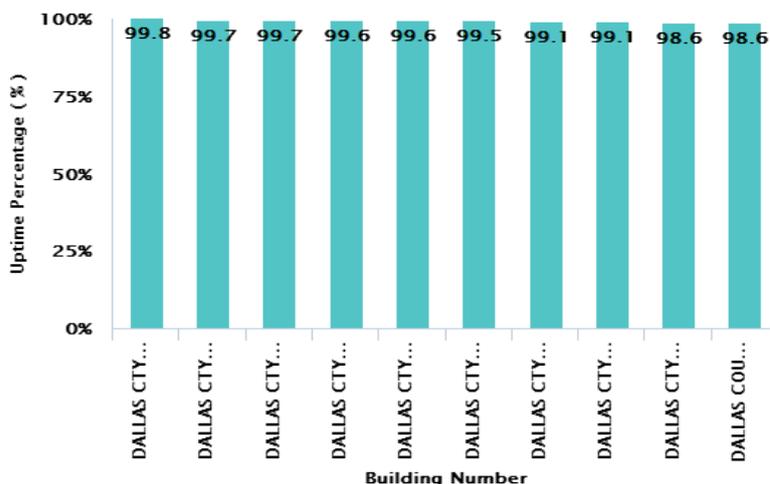
Availability %

Availability is the percentage of time an elevator/escalator is available to passengers over a selected time period. Availability % = (time period selected - time elevator out of service)/time period selected * 100
 Time elevator out of service = sum (service call closed time - service call placed time)
 This information is also available at the building and contract level, substituting building or contract for unit.

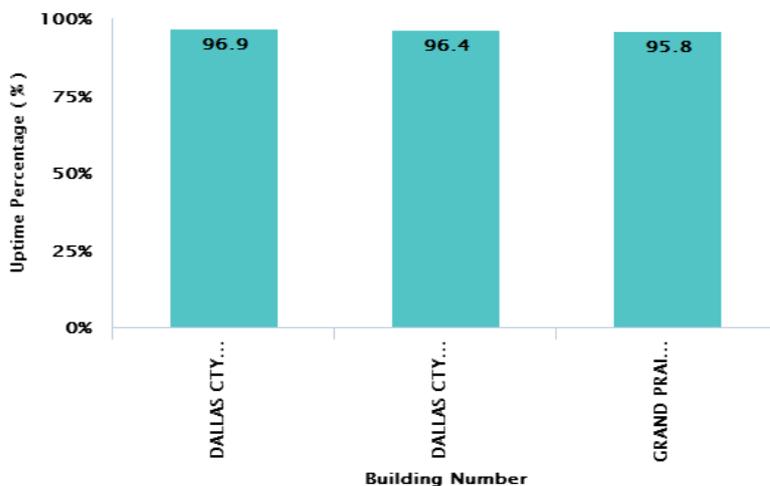
Building Number	Building
2121 PANORAMIC CIRCLE	2121 PANORAMIC CIRCLE
BILL DECKER CORECTION CTR	BILL DECKER CORECTION CTR
DALLAS CTY	DALLAS CTY-COOK CHILL WHS
DALLAS CTY	DALLAS CTY-INST OF FORENS
DALLAS CTY	DALLAS CTY-KENNEDY PK GRG
DALLAS CTY	DALLAS CTY-OAK CLIFF SUBC
DALLAS CTY	DALLAS CTY-OLD RED CTHSE
DALLAS CTY	DALLAS CTY-LEW STERRETT B
DALLAS CTY	DALLAS CTY-N DAL GOVT CTR
DALLAS CTY	DALLAS CTY-JUSTICE CTR PK



Building Number	Building
DALLAS CTY	DALLAS CTY-JUSTICE CTR PK
DALLAS CTY	DALLAS CTY-ADMIN BUILDING
DALLAS CTY	DALLAS CTY-GEO ALLEN CTS
DALLAS CTY	DALLAS CTY-FRANK CROWLEY
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DALLAS CTY	DALLAS CTY-INVESTMENT BLG
DALLAS CTY	DALLAS CTY-LEW STERRETT A
DALLAS CTY	DALLAS CTY-NORTH JAIL TWR
DALLAS CTY	DALLAS CTY-SOUTH JAIL TWR
DALLAS COUNTY HEALTH AND	DALLAS COUNTY HEALTH AND



Building Number	Building
DALLAS CTY	DALLAS CTY-HENRY WADE JJC
DALLAS CTY	DALLAS CTY-UNDERGROUND GA
GRAND PRAIRIE GOVERNMENT	GRAND PRAIRIE GOVERNMENT



Response Time (in minutes)

The Response Time Report represents the time between a service call being placed and the arrival of a mechanic on site. Note: The time for deferred service requests is included in the calculation, i.e. service request placed at 6:00pm Friday and deferred until 8:00am Monday includes the 62 hours of deferred time. Avg response time (in hrs) for a unit = (mechanic arrival time – service call placed time) / number of service requests for the unit This information is also available at the building and contract level, substituting building or contract for unit.

Building Number	Building
DALLAS CTY	DALLAS CTY-LEW STERRETT A
DALLAS CTY	DALLAS CTY-RECRDS BLDG CO
DALLAS CTY	DALLAS CTY-HENRY WADE JJC
DALLAS CTY	DALLAS CTY-ADMIN BUILDING
DALLAS CTY	DALLAS CTY-NORTH JAIL TWR
DALLAS CTY	DALLAS CTY-SOUTH JAIL TWR
DALLAS CTY	DALLAS CTY-INVESTMENT BLG
DALLAS CTY	DALLAS CTY-FRANK CROWLEY
DALLAS CTY	DALLAS CTY-UNDERGROUND GA
GRAND PRAIRIE GOVERNMENT	GRAND PRAIRIE GOVERNMENT



Building Number	Building
DALLAS CTY	DALLAS CTY-GEO ALLEN CTS
DALLAS CTY	DALLAS CTY-JUSTICE CTR PK
DALLAS COUNTY HEALTH AND	DALLAS COUNTY HEALTH AND
DALLAS CTY	DALLAS CTY-N DAL GOVT CTR
DALLAS CTY	DALLAS CTY-LEW STERRETT B
DALLAS CTY	DALLAS CTY-KENNEDY PK GRG
DALLAS CTY	DALLAS CTY-INST OF FORENS
DALLAS CTY	DALLAS CTY-COOK CHILL WHS
2121 PANORAMIC CIRCLE	2121 PANORAMIC CIRCLE



Building Number	Building
BILL DECKER CORECTION CTR	BILL DECKER CORECTION CTR
DALLAS CTY	DALLAS CTY-OAK CLIFF SUBC
DALLAS CTY	DALLAS CTY-OLD RED CTHSE

