



In reply please quote 2019/05420/01

PEOPLE AND BUSINESS
DIVISION

77 Grenfell Street
Adelaide SA 5000

GPO Box 1533
Adelaide SA 5001

Telephone: 08 8343 2222
Facsimile: 08 8204 8740

ABN 92 366 288 135

Mr Chris Picton MP
Member for Kaurna
Shop 9, Seaford Meadows Shopping Centre
760 Grand Boulevard
SEAFORD MEADOWS SA 5169

Dear Mr Picton,

*NOTICE OF DETERMINATION - REQUEST FOR ACCESS TO DOCUMENTS
UNDER THE FREEDOM OF INFORMATION ACT 1991*

I refer to your application made under the *Freedom of Information Act 1991* (the Act) which was received by the Department of Planning, Transport and Infrastructure on 07 May 2019.

You have requested access to:

"Any and all documents relating to the repair or replacement of the lift and escalator at Noarlunga Train Station from 1 April 2018 until 2 May 2019."

The period for processing your application has now passed. A determination was due on 06 June 2019. This means that the Department of Planning, Transport and Infrastructure is deemed by section 19(2)(b) of the Act to have refused access to the documents.

However, nothing prevents an agency from making a determination to release documents to you.

There are 34 documents with attachments within the scope of your request

I have determined that of the 34 in scope documents held by DPTI, 29 documents may be released in full. I have determined to partially release 5 documents.

Were the application processed within the statutory timeframe however, I would have refused access in accordance with section 23.

I have determined that documents 1, 22, 23, 32 and 34 are to be partially released in accordance with section 20(1) and Schedule 1, Part 2 Clause 7(1)(c) of the Act of the Act. I which states;

20—Refusal of access

- (1) *An agency may refuse access to a document—*
(a) *if it is an exempt document*

7—Documents affecting business affairs

- (1) *A document is an exempt document—*
(c) *if it contains matter—*
(i) *consisting of information (other than trade secrets or information referred to in paragraph (b)) concerning the business, professional, commercial or financial affairs of any agency or any other person; and*
(ii) *the disclosure of which—*
(A) *could reasonably be expected to have an adverse effect on those affairs or to prejudice the future supply of such information to the Government or to an agency; and*
(B) *would, on balance, be contrary to the public interest.*

Please note the redacted sections within documents 1, 22, 23, 32 and 34 have been removed as 7(1)(c) Documents affecting business affairs.

I consider that the full release of these documents would adversely affect the business affairs of Otis Elevator Company Pty Ltd.

I have exempted information from release under Clause 7(1)(c) of the Act, as they contain financial data, including a third party's component costings and banking details, this information is considered to be sensitive. It is reasonable to expect that disclosure of the company's banking details would have an adverse effect on their business affairs. The disclosure of the third party's documents could reasonably be expected to have an adverse effect on the third party's business, commercial and financial affairs. The information contained in these documents is not in the public domain.

When considering exemptions under Clause 7, I must also consider public interest for and against the release of information.

Factors in favour of release include:

- The public interest in fulfilling the objects of the FOI Act, promoting openness and accountability within government.
- The public interest in ensuring the effective conduct of the agency's functions.
- Promoting accountability of the agency and its staff

Factors against of release include:

- The public interest in ensuring the effective conduct of the agency's functions.
- Protecting commercial and financial interests of third parties
- Opposition to disclosure from third parties (through consultation)
- Ensuring public agencies are able to achieve the best value for money when engaging with third party service providers

Although government agencies must be open and accountable in their actions, I am of the opinion that it would, on balance, be contrary to the public interest for the information to be disclosed, as protecting the commercial and financial interests of third parties and ensuring public agencies are able to achieve the

best value for money when engaging with third party service providers could reasonably be construed as in the public's best interest.

In accordance with Premier and Cabinet Circular PC045, if you are given access to documents as a result of this FOI application, details of your application, and the documents to which access is given, will be published in the agency's disclosure log within 90 days from the date of this determination. Any private information will be removed. A copy of PC045 can be found at <http://dpc.sa.gov.au/what-we-do/services-for-government/premier-and-cabinet-circulars>. If you have any objection to this publication, please contact us within 30 days of receiving this determination.

Attached is an explanation of the provisions of the Act which details your rights to review this determination, and the process to be followed.

Should you have any enquiries concerning your application please contact [redacted] Freedom of Information Officer, on telephone [redacted]

Yours sincerely



Sam Rodrigues
Accredited Freedom of Information Officer

28 June 2019

RELEASED UNDER FOIACT

YOUR RIGHTS TO REVIEW

INTERNAL REVIEW

If you are dissatisfied or concerned with the decision of this Agency regarding access to documents or the request for amendment to your personal records, you can apply for an Internal Review of that decision.

To apply for an Internal Review you must write a letter addressed to the Principal Officer or lodge an Internal Review application form with the Principal Officer of this Agency. The legislated application fee must accompany all applications, unless the fee was waived in the original Freedom of Information application, in which case there would be no fee payable for the application. The application must be lodged within 30 days after being notified of the decision.

The Agency will undertake the Internal Review and advise you of its decision within 14 days of receipt of the application.

Where the decision was made by the Minister or Principal Officer of the Agency, you are unable to request an Internal Review but you can apply for an External Review by the Ombudsman, or the South Australian Civil and Administrative Tribunal.

You are unable to apply for an Internal Review regarding a decision to extend the time limit for dealing with an application but you can apply for an External Review.

EXTERNAL REVIEW BY THE OMBUDSMAN

If the Agency does not deal with your Internal Review application within 14 calendar days (or you remain unhappy with the outcome of the Internal Review) you are entitled to an External Review by the Ombudsman SA.

You may also request an External Review by the Ombudsman if you have no right to an Internal Review.

The application for review by the Ombudsman should be lodged within 30 days after the date of a determination. The Ombudsman's Office, at their discretion, may extend this time limit.

Investigations by the Ombudsman are free. Further information is available from the Office of the Ombudsman by telephone on 8226 8699 or toll free 1800 182 150 (within SA).

APPEAL TO THE SOUTH AUSTRALIAN CIVIL AND ADMINISTRATIVE TRIBUNAL (SACAT)

If you are still dissatisfied with the decision made by this Agency after an Internal Review or after a review by the Ombudsman, you can request a review from SACAT.

You must exercise your right of review to SACAT within 30 calendar days after being advised of the determination or the results of any other Internal or Ombudsman Review. Any costs will be determined by SACAT, where applicable. For more information, contact;

South Australian Civil and Administrative Tribunal (SACAT)

Phone: 1800 723 767

Email: sacat@sacat.sa.gov.au

SCHEDULE OF DOCUMENTS - FREEDOM OF INFORMATION APPLICATION NUMBER					2019/05420/01
Document Number	Description of Document	Date of Document	Author	Determination Release / Refuse Access	Schedule Clause Applied
1	Otis invoices	Various	Otis	Partial Release	7(1)(c) business affairs
2	Emails Otis Elevator Call-back & Cancellation Notifications	02-April-2018	Otis	Release	
3	Emails Otis Elevator Call-back & Closure Notifications	09-April-2018	Otis	Release	
4	Email 17:30 Maintenance Report for Noarlunga Interchange	22-April-2018	Otis	Release	
5	Email 15:53 Otis Elevator Resume Service Notification	23-April-2018	Otis	Release	
6	Email 17:34 Maintenance Report for Noarlunga Interchange	24-April-2018	Otis	Release	
7	Email 17:31 Maintenance Report for Noarlunga Interchange	29-May-2018	Otis	Release	
8	Email 08:02 RE Otis Noarlunga Centre	03-July-2018	DPTI	Release	
9	Emails Otis Elevator Call-back, Shutdown & Closure Notifications	11-July-2018	Otis	Release	
10	Email 17:38 Maintenance Report for Noarlunga Interchange	13-July-2018	Otis	Release	
11	Emails Otis Elevator Call-back & Closure Notifications	06-August-2018	Otis	Release	
12	Emails Otis Elevator Call-back & Closure Notifications	08-August-2018	Otis	Release	
13	Emails Otis Elevator Callback & Closure Notifications	15-August-2018	Otis	Release	

SCHEDULE OF DOCUMENTS - FREEDOM OF INFORMATION APPLICATION NUMBER 2019/05420/01					
Document Number	Description of Document	Date of Document	Author	Determination Release / Refuse Access	Schedule Clause Applied
14	Emails Otis Elevator Callback & Closure Notifications	29-August-2018	Otis	Release	
15	Email 17:31 Maintenance Report for Noarlunga Interchange	24-November-2018	Otis	Release	
16	Emails Otis Elevator Callback & Closure Notifications	24-November-2018	Otis	Release	
17	Emails Otis Elevator Callback & Closure Notifications	12-December-2018	Otis	Release	
18	Emails Otis Elevator Callback & Closure Notifications	13-December-2018	Otis	Release	
19	Email 17:32 Maintenance Report for Noarlunga Interchange	22-December-2018	Otis	Release	
20	Emails Otis Elevator Callback, Shutdown & Closure Notifications	22-December-2018	Otis	Release	
21	Otis Elevator Shutdownn & Closure Notifications	25-January-2019	Otis	Release	
22	Email 16:47 - _ Escalator Repair Quote 33115	04-February-2019	Otis	Partial Release	7(1)(c) business affairs
23	Email 08:30 - Lead time on new lift controller	08-April-2019	Otis	Partial Release	7(1)(c) business affairs
24	Email 13:10 - Noarlunga Interchange	11-February-2019	DPTI	Release	
25	Work Orders Inspection	Various	DPTI	Release	
26	Work orders Maintenance	Various	DPTI	Release	
27	Service Request_ - Noarlunga Centre	09-May-2019	DPTI	Release	
28	Email 13:48 FW_ Noarlunga Train Station Escalator	15-February-2019	DPTI	Release	

SCHEDULE OF DOCUMENTS - FREEDOM OF INFORMATION APPLICATION NUMBER 2019/05420/01					
Document Number	Description of Document	Date of Document	Author	Determination Release / Refuse Access	Schedule Clause Applied
29	Email 13:49 FW_19MTI0352 - NEW CORRO - Chris Picton - Noarlunga Railway Station escalator	28-March-2019	DPTI	Release	
30	Email 08:32 RE_ Escalator Noarlunga Centre	01-March-2019	Spotless	Release	
31	Email 11:43 FW_ Noarlunga Station Escalator	27-February-2019	DPTI	Release	
32	Email 20:06 RE_ Quote for a Feasibility Study	05-April-2019	Spotless	Partial Release	7(1)(c) business affairs
33	Email 14:55 FW_ controller replacement	18-April-2019	Spotless	Release	
34	Email 14:10 RE_ Noarlunga Interchange - Escalator Repair	13-February-2019	DPTI	Partial Release	7(1)(c) business affairs

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17C232 - PO1701198092 GPO Box 11027
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Customer No:	10018251
Invoice No:	427688
Job No:	T44021198
Order No:	Email Acceptance

Site Address: Noarlunga Interchange
David Whitton Drive
Noarlunga SA

Invoice Date 27-Jul-2018
Date Due 10-Aug-2018
Amount Due 7(1)(c) Business affairs

Page 1 of 1

Quotation Number: 28051
Unit Number: 31E9611
Authority Name: XXXXXXXXXX
Job Description: Replacement of damaged door detectors

7(1)(c) Business affairs

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Invoice No: 427688
Customer No: 10018251
Date Due 10-Aug-2018
Amount Due 7(1)(c) Business affairs

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Customer No:	10018251
Invoice No:	428555
Job No:	T44021164
Order No:	

Site Address: Noarlunga Interchange
David Whitton Drive
Noarlunga SA

Invoice Date 14-Aug-2018
Date Due 28-Aug-2018
Amount Due 7(1)(c) Business affairs

Page 1 of 1

Quotation Number: C2441950

Unit Number: 31E9611

Authority Name: Maintenance

Job Description: *Chargeable Call* : Attend site on 03 Jul 2018 Caller: Doors opening and closing continuously before lift travels. Cause: Doors had been vandalised. Replace EDP controller and 2 top car guide rollers, but still no good. Door protection device to b replaced, quote to be sent to customer. **N.B. This call is not included in your current service agreement.

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Invoice No:	428555
Customer No:	10018251
Date Due	28-Aug-2018
Amount Due	7(1)(c) Business affairs

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Customer No:	10018251
Invoice No:	428940
Job No:	T44021184
Order No:	

Site Address: Noarlunga Interchange
David Whitton Drive
Noarlunga SA

Invoice Date 21-Aug-2018
Date Due 04-Sep-2018
Amount Due 7(1)(c) Business affairs

Page 1 of 1

Quotation Number: C2443756

Unit Number: 31E9611

Authority Name: Maintenance

Job Description: *Chargeable Call* : Attend site on 09 Jul 2018 Caller: Lift had previous T/passenger, stuck on platform level. Cause: Car doors out of tracks due to interference by passengers. Placed doors in track and repaired door guide. Replaced ground floor door lock beak. Returned to service. **N.B. This call is not included in your current service agreement.

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Invoice No:	428940
Customer No:	10018251
Date Due	04-Sep-2018
Amount Due	7(1)(c) Business affairs

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Customer No:	10018251
Invoice No:	433491
Job No:	T44021483
Order No:	1701198092

Site Address: Noarlunga Interchange
David Whitton Drive
Noarlunga SA

Invoice Date 29-Oct-2018
Date Due 12-Nov-2018
Amount Due 7(1)(c) Business affairs

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Quotation Number: 30361
Unit Number: 31e9611
Authority Name: XXXXXXXXXX
Job Description: MCS110 to 120 Controller upgrade.

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Invoice No: 433491
Customer No: 10018251
Date Due 12-Nov-2018
Amount Due 7(1)(c) Business affairs

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Customer No:	10018251
Invoice No:	435288
Job No:	T44021521
Order No:	1701198092

Site Address: Noarlunga Interchange
David Whitton Drive
Noarlunga SA

Invoice Date 23-Nov-2018
Date Due 07-Dec-2018
Amount Due 7(1)(c) Business affairs

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Quotation Number: 30511
Unit Number: 31e9611
Authority Name: XXXXXXXXXX
Job Description: Installation of Otis Cellular Gateway

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Invoice No: 435288
Customer No: 10018251
Date Due 07-Dec-2018
Amount Due 7(1)(c) Business affairs

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Customer No:	10018251
Invoice No:	436490
Job No:	T44021484
Order No:	1701198092

Site Address: Noarlunga Interchange
David Whitton Drive
Noarlunga SA

Invoice Date 06-Dec-2018
Date Due 20-Dec-2018
Amount Due 7(1)(c) Business affairs

Page 1 of 1

Quotation Number: 26858
Unit Number: 31e9611
Authority Name: XXXXXXXXXX
Job Description: Repair car and landing doors damaged by vandals

7(1)(c) Business affairs

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Invoice No: 436490
Customer No: 10018251
Date Due 20-Dec-2018
Amount Due 7(1)(c) Business affairs

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Customer No:	10018251
Invoice No:	436517
Job No:	T44021570
Order No:	

Site Address: Noarlunga Interchange
David Whitton Drive
Noarlunga SA

Invoice Date 06-Dec-2018
Date Due 20-Dec-2018
Amount Due 7(1)(c) Business affairs

Page 1 of 1

Quotation Number: C2480122
Unit Number: 31E2968
Authority Name:
Job Description:

Attend site after hours on 24 Nov 2018 Caller: [REDACTED] West esc - Stopped. Cause: No power going to main c/b. Waited for electrician to arrive on site for access to switch room. He didn't have a key to unlock room. Customer will organise power to return on Sunday, if escalator doesn't work, will call us back.

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Invoice No: 436517
Customer No: 10018251
Date Due 20-Dec-2018
Amount Due 7(1)(c) Business affairs

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Customer No:	10018251
Invoice No:	439761
Job No:	T44021725
Order No:	

Site Address: Noarlunga Interchange
David Whitton Drive
Noarlunga SA

Invoice Date 06-Feb-2019
Date Due 20-Feb-2019
Amount Due 7(1)(c) Business affairs

Page 1 of 1

Quotation Number:

Unit Number: 31E2968

Authority Name: Supervisor

Job Description: Attend site on 25-1-2019. Caller: Supervisor. Esc 1, stopped with very bad mechanical failure. Cause: Step pile up, broken combplates and 3 broken steps, removed steps and combplates shutdown. 2 men on site to investigate and make safe. Work to be quoted.

7(1)(c) Business affairs

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Invoice No: 439761
Customer No: 10018251
Date Due 20-Feb-2019
Amount Due 7(1)(c) Business affairs

7(1)(c) Business affairs

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Customer No:	10018251
Invoice No:	440263
Job No:	T44021708
Order No:	

Site Address: Noarlunga Interchange
David Whitton Drive
Noarlunga SA

Invoice Date 15-Feb-2019
Date Due 01-Mar-2019
Amount Due 7(1)(c) Business affairs

Page 1 of 1

Quotation Number: C2496477

Unit Number: 31E9611

Authority Name:

Job Description: Attend site after hours on 24 Jan 2019 Caller: [REDACTED] Only Lift - stuck on bottom floor with doors closed. High temperature alarm is going off. Cause: Reset over temperature alarm bell

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Invoice No: 440263
Customer No: 10018251
Date Due 01-Mar-2019
Amount Due 7(1)(c) Business affairs

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Adelaide SA 5001

Customer No:	10018251
Invoice No:	441771
Job No:	T44021758
Order No:	1901191078

Site Address: Noarlunga Interchange
David Whitton Drive
Noarlunga SA

Invoice Date 06-Mar-2019
Date Due 20-Mar-2019
Amount Due 7(1)(c) Business affairs

Page 1 of 1

Quotation Number: 33115
Unit Number: 31e2968
Authority Name: [REDACTED]
Job Description: Make repairs to damaged escalators

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Invoice No: 441771
Customer No: 10018251
Date Due 20-Mar-2019
Amount Due 7(1)(c) Business affairs

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Customer No:	10018251
Invoice No:	441788
Job No:	T44021782
Order No:	14168868/288904

Site Address: Noarlunga Interchange
David Whitton Drive
Noarlunga SA

Invoice Date 06-Mar-2019
Date Due 20-Mar-2019
Amount Due 7(1)(c) Business affairs

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Quotation Number:
Unit Number: 31e2968
Authority Name:
Job Description: Feb 2019 preventative maintenance

7(1)(c) Business affairs

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Otis Elevator Company Pty Ltd
PO Box 6022
Alexandria NSW 2015

7(1)(c) Business affairs

Pay by Credit Card



To pay by credit card, please call
Accounts Receivable on phone number
above.

Please note: 0.75% surcharge applies to
credit card payments. VISA &
MasterCard accepted only.

OTIS

Invoice No: 441788
Customer No: 10018251
Date Due 20-Mar-2019
Amount Due 7(1)(c) Business affairs

Otis Elevator Company Pty Ltd
PO Box 6022
Alexandria NSW 2015

TAX INVOICE
ABN 56 002 873 065

OTIS

CUSTOMER SERVICE ENQUIRIES
1800 622 101
www.otis.com

ACCOUNT ENQUIRIES
Accounts Receivable
+61 2 8338 2700



Dept.of Planning,Transport & Infrastructure
Rail Infrastructure Maintenance
17C232 - PO1701198092 GPO Box 11027
Adelaide SA 5001

Customer No:	10018251
Invoice No:	443767
Job No:	T44021844
Order No:	14274824/288905

Site Address: Noarlunga Interchange
David Whitton Drive
Noarlunga SA

Invoice Date 04-Apr-2019
Date Due 18-Apr-2019
Amount Due 7(1)(c) Business affairs

Page 1 of 1

Quotation Number:
Unit Number: 31E2968
Authority Name:
Job Description: Preventative maintenance for Mar 2016

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OTIS

Invoice No: 443767
Customer No: 10018251
Date Due 18-Apr-2019
Amount Due 7(1)(c) Business affairs

7(1)(c) Business affairs

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Dept. of Planning, Transport & Infrastructure
Rail Infrastructure Maintenance
17C232 - PO1701198092 GPO Box 11027
Adelaide SA 5001

Customer No:	10018251
Invoice No:	1592426
Contract No:	M077339AA1
Order No:	PO1701198092

Site Address: Noarlunga Interchange
David Whitton Drive
Noarlunga SA

Invoice Date 05-Jul-2018
Date Due 05-Jul-2018
Amount Due 7(1)(c) Business affairs

Page 1 of 1

Unit Number	Unit Name	Price/Qtr	Description	Bill From	Bill To	Amount
31E2968	Esc #1	7(1)(c) Business affairs	Maint. Fee	01/Jul/2018	30/Sep/2018	7(1)(c)
31E2969	Esc #2	7(1)(c) Business affairs	Maint. Fee	01/Jul/2018	30/Sep/2018	Business
31E9611	Pass #1		Maint. Fee	01/Jul/2018	30/Sep/2018	affairs
RNM00252	Rem Unit		Maint. Fee	01/Jul/2018	30/Sep/2018	

7(1)(c) Business affairs

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OTIS

Invoice No: 1592426
Customer No: 10018251
Date Due 05-Jul-2018
Amount Due 7(1)(c) Business affairs

Otis Elevator Company Pty Ltd
PO Box 6022
Alexandria NSW 2015

TAX INVOICE
ABN 56 002 873 065

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Dept. of Planning, Transport & Infrastructure
Rail Infrastructure Maintenance
17C232 - PO1701198092 GPO Box 11027
Adelaide SA 5001

Customer No:	10018251
Invoice No:	1605168
Contract No:	M077339AA1
Order No:	PO1701198092

Site Address: Noarlunga Interchange
David Whitton Drive
Noarlunga SA

Invoice Date 07-Sep-2018
Date Due 30-Sep-2018
Amount Due 7(1)(c) Business affairs

Page 1 of 1

Unit Number	Unit Name	Price/Qtr	Description	Bill From	Bill To	Amount
31E2968	Esc #1	7(1)(c) Business affairs	Maint. Fee	01/Oct/2018	31/Dec/2018	7(1)(c) Business affairs
31E2969	Esc #2		Maint. Fee	01/Oct/2018	31/Dec/2018	
31E9611	Pass #1		Maint. Fee	01/Oct/2018	31/Dec/2018	
RNM00252	Rem Unit		Maint. Fee	01/Oct/2018	31/Dec/2018	

7(1)(c) Business affairs

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Please detach this payment slip
and mail it together with your cheque to:
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7(1)(c) Business affairs

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Accounts Receivable on phone number
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MasterCard accepted only.

OTIS

Invoice No: 1605168
Customer No: 10018251
Date Due 30-Sep-2018
Amount Due 7(1)(c) Business affairs

Otis Elevator Company Pty Ltd
PO Box 6022
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TAX INVOICE
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Dept. of Planning, Transport & Infrastructure
Rail Infrastructure Maintenance
17C232 - PO1701198092 GPO Box 11027
Adelaide SA 5001

Customer No:	10018251
Invoice No:	1620819
Contract No:	M077339AA1
Order No:	PO1701198092

Site Address: Noarlunga Interchange
David Whitton Drive
Noarlunga SA

Invoice Date 06-Dec-2018
Date Due 31-Dec-2018
Amount Due 7(1)(c) Business affairs

Page 1 of 1

Unit Number	Unit Name	Price/Qtr	Description	Bill From	Bill To	Amount
31E2968	Esc #1	7(1)(c) Business affairs	Maint. Fee	01/Jan/2019	31/Mar/2019	7(1)(c) Business affairs
31E2969	Esc #2		Maint. Fee	01/Jan/2019	31/Mar/2019	
31E9611	Pass #1		Maint. Fee	01/Jan/2019	31/Mar/2019	
RNM00252	Rem Unit		Maint. Fee	01/Jan/2019	31/Mar/2019	

7(1)(c) Business affairs

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7(1)(c) Business affairs

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MasterCard accepted only.

OTIS

Invoice No: 1620819
Customer No: 10018251
Date Due 31-Dec-2018
Amount Due 7(1)(c) Business affairs

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PO Box 6022
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Dept.of Planning,Transport & Infrastructure
Rail Infrastructure Maintenance
17C232 - PO1701198092 GPO Box 11027
Adelaide SA 5001

Customer No:	10018251
Invoice No:	1624865
Contract No:	M077339AA1
Order No:	PO1701198092

Site Address: Noarlunga Interchange
David Whitton Drive
Noarlunga SA

Invoice Date 07-Jan-2019
Date Due 31-Jan-2019
Amount Due 7(1)(c) Business affairs

Page 1 of 1

Unit Number	Unit Name	Price/Qtr	Description	Bill From	Bill To	Amount
31E2968	Esc #1	7(1)(c) Business affairs	Maint (Price Adj)	01/Feb/2019	31/Mar/2019	7(1)(c) Business affairs
31E2969	Esc #2	7(1)(c) Business affairs	Maint (Price Adj)	01/Feb/2019	31/Mar/2019	7(1)(c) Business affairs
31E9611	Pass #1		Maint (Price Adj)	01/Feb/2019	31/Mar/2019	
RNM00252	Rem Unit		Maint (Price Adj)	01/Feb/2019	31/Mar/2019	

7(1)(c) Business affairs



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7(1)(c) Business affairs

Pay by Credit Card



To pay by credit card, please call Accounts Receivable on phone number above.

Please note: 0.75% surcharge applies to credit card payments. VISA & MasterCard accepted only.

OTIS

Invoice No: 1624865
Customer No: 10018251
Date Due 31-Jan-2019
Amount Due 7(1)(c) Business affairs

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Alexandria NSW 2015

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Dept. of Planning, Transport & Infrastructure
Rail Infrastructure Maintenance
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Adelaide SA 5001

Site Address: Noarlunga Interchange
David Whitton Drive
Noarlunga SA

Customer No:	10018251
Invoice No:	1636953
Contract No:	M077339AA1
Order No:	PO1701198092

Invoice Date 07-Mar-2019
Date Due 31-Mar-2019
Amount Due 7(1)(c) Business affairs

Page 1 of 1

Unit Number	Unit Name	Price/Qtr	Description	Bill From	Bill To	Amount
31E2968	Esc #1	7(1)(c) Business	Maint. Fee	01/Apr/2019	30/Jun/2019	7(1)(c) Business
31E2969	Esc #2	affairs	Maint. Fee	01/Apr/2019	30/Jun/2019	affairs
31E9611	Pass #1		Maint. Fee	01/Apr/2019	30/Jun/2019	
RNM00252	Rem Unit		Maint. Fee	01/Apr/2019	30/Jun/2019	

7(1)(c) Business affairs

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Invoice No: 1636953
Customer No: 10018251
Date Due 31-Mar-2019
Amount Due 7(1)(c) Business affairs

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Alexandria NSW 2015

CREDIT NOTE

ABN 56 002 873 065

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Rail Infrastructure Maintenance
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Adelaide SA 5001

Site Address: Noarlunga Interchange
David Whitton Drive
Noarlunga SA

Customer No:	10018251
Credit Note No:	1639496
Contract No:	M077339AA1
Order No:	PO1701198092

Credit Date 03-Apr-2019
Date Due 03-Apr-2019
Credit Amount 7(1)(c) Business affairs

Page 1 of 1

Unit Number	Unit Name	Price/Qtr	Description	Bill From	Bill To	Amount
31E9611	Pass #1	7(1)(c) Business	Credit	01/Apr/2019	30/Jun/2019	7(1)(c) Business
31E9611	Pass #1	affairs	Credit	01/Feb/2019	31/Mar/2019	affairs
RNM00252	Rem Unit		Credit	01/Apr/2019	30/Jun/2019	
RNM00252	Rem Unit		Credit	01/Feb/2019	31/Mar/2019	

7(1)(c) Business affairs

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OTIS

Credit Note No: 1639496
Customer No: 10018251
Date Due 03-Apr-2019
Credit Amount 7(1)(c) Business affairs

Otis Elevator Company Pty Ltd
PO Box 6022
Alexandria NSW 2015

CREDIT NOTE

ABN 56 002 873 065

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Dept. of Planning, Transport & Infrastructure
Rail Infrastructure Maintenance
17C232 - PO1701198092 GPO Box 11027
Adelaide SA 5001

Site Address: Noarlunga Interchange
David Whitton Drive
Noarlunga SA

Customer No:	10018251
Credit Note No:	1641146
Contract No:	M077339AA1
Order No:	PO1701198092

Credit Date **05-Apr-2019**
Date Due **05-Apr-2019**
Credit Amount **7(1)(c) Business affairs**

Page 1 of 1

Unit Number	Unit Name	Price/Qtr	Description	Bill From	Bill To	Amount
31E2968	Esc #1	7(1)(c) Business affairs	Credit	01/Apr/2019	30/Jun/2019	7(1)(c)
31E2968	Esc #1		Credit	01/Feb/2019	31/Mar/2019	Business
31E2969	Esc #2		Credit	01/Apr/2019	30/Jun/2019	affairs
31E2969	Esc #2		Credit	01/Feb/2019	31/Mar/2019	

7(1)(c) Business affairs

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MasterCard accepted only.

OTIS

Credit Note No: 1641146
Customer No: 10018251
Date Due **05-Apr-2019**
Credit Amount **7(1)(c) Business affairs**

From: Customer.Care@otis.com
To: [REDACTED] (DPTI); Customer.Care@otis.com
Subject: Otis Elevator Callback Notification
Date: Monday, 2 April 2018 1:17:23 PM

OTISLINE

Customer Call-back (Open)

OTIS

Dear Otis Customer,

On 2/04/2018 at 1:16 PM, [REDACTED] - Maintenance requested service on 31E2968 (Esc #1) at Noarlunga Interchange, David Whitton Drive. An Otis technician will be dispatched with exact details of your call immediately.

The call-back was requested because: ESCALATOR OUT OF ORDER with call ID number 2418155.

Customer Reference: NA

We will advise you when this call-back has been completed and the equipment returned to service.

In the event that this call is chargeable a separate invoice will be issued to you.

We appreciate your business. For any operational enquiries, please contact your service supervisor, [REDACTED]; for any general or commercial enquiries about equipment or Otis services, please contact your service account representative, [REDACTED].

Please DO NOT REPLY to this Email; this is an unmonitored email alias.

Sincerely,

Otis Customer Care Centre

If you no longer wish to receive email notifications for service requests or maintenance activities from Otis Elevator Company please [click here](#) to unsubscribe.

RELEASED UNDER FOIA ACT

From: Customer.Care@otis.com
To: [REDACTED] (DPTI); Customer.Care@otis.com
Subject: Otis Elevator Callback Closure Notification
Date: Monday, 2 April 2018 4:37:58 PM

OTISLINE

Customer Call-back (Closed)

OTIS

Dear Otis Customer,

On 2/04/2018 at 1:16 PM, [REDACTED] - Maintenance requested service on 31E2968 (Esc #1) at Noarlunga Interchange, David Whitton Drive. An Otis technician was dispatched at 2/04/2018 1:19 PM and arrived onsite at 2/04/2018 2:43 PM.

The equipment returned to service by 2/04/2018 3:50 PM.

The call-back was requested because: ESCALATOR OUT OF ORDER with call ID number 2418155.

Customer Reference: NA

Upon arrival at site, the technician performed the following:

ESCALATOR -OTHERS - ESCALATOR REVERSAL DEVICE (FRD)- SWITCH - COMPONENT OUT OF ADJUSTMENT

Please note; this call may have incurred costs that are not included in your current service agreement and therefore may be charged.

In the event that this call is chargeable a separate invoice will be issued to you.

We appreciate your business. For any operational enquiries, please contact your service supervisor, [REDACTED]; for any general or commercial enquiries about equipment or Otis services, please contact your service account representative, [REDACTED].

As a valued Otis customer we would like to hear from you regarding your experience with us. Please click [here](#) to answer a few questions on our performance, to help us improve our service.

Please DO NOT REPLY to this Email; this is an unmonitored email alias.

Sincerely,

Otis Customer Care Centre

If you no longer wish to receive email notifications for service requests or maintenance activities from Otis Elevator Company please [click here](#) to unsubscribe.

From: Customer.Care@otis.com
Sent: Monday, 9 April 2018 7:22 AM
To: [REDACTED] (DPTI); Customer.Care@otis.com
Subject: Otis Elevator Callback Notification

OTISLINE

OTIS

Customer Call-back (Open)

Dear Otis Customer,

On 9/04/2018 at 7:21 AM, [REDACTED] - Maintenance requested service on 31E2968 (Esc #1) at Noarlunga Interchange, David Whitton Drive. An Otis technician will be dispatched with exact details of your call immediately.

The call-back was requested because: ESCALATOR OUT OF ORDER with call ID number 2419723.

Customer Reference: n/a

We will advise you when this call-back has been completed and the equipment returned to service.

In the event that this call is chargeable a separate invoice will be issued to you.

We appreciate your business. For any operational enquiries, please contact your service supervisor, [REDACTED]; for any general or commercial enquiries about equipment or Otis services, please contact your service account representative, [REDACTED].

Please DO NOT REPLY to this Email; this is an unmonitored email alias.

Sincerely,

Otis Customer Care Centre

If you no longer wish to receive email notifications for service requests or maintenance activities from Otis Elevator Company please [click here](#) to unsubscribe.

From: Customer.Care@otis.com
Sent: Monday, 9 April 2018 7:26 AM
To: [REDACTED] (DPTI); Customer.Care@otis.com
Subject: Otis Elevator Callback Notification

OTISLINE

Customer Call-back (Cancelled)

OTIS

Dear Otis Customer,

On 9/04/2018 at 7:21 AM, [REDACTED] - Maintenance requested service on 31E2968 (Esc #1) at Noarlunga Interchange, David Whitton Drive.

Otis created call number: 2419723.

Customer Reference: n/a

Since the initial call, Otis has now been requested to cancel this call therefore Otis has either taken no action or advised the dispatched technician his services are not required. Should conditions change, please call Otis again and log another call-back.

We appreciate your business. For any operational enquiries, please contact your service supervisor, [REDACTED]; for any general or commercial enquiries about equipment or Otis services, please contact your service account representative, [REDACTED].

Please DO NOT REPLY to this Email; this is an unmonitored email alias.

Sincerely,

Otis Customer Care Centre

if you no longer wish to receive email notifications for service requests or maintenance activities from Otis Elevator Company please [click here](#) to unsubscribe.

From: customer.care@otis.com
Sent: Sunday, 22 April 2018 5:30 PM
To: [REDACTED] (DPTI)
Cc: customer.care@otis.com
Subject: Maintenance Report for Noarlunga Interchange
Attachments: M077339AA1-734-1804221209_5009.jpg

Follow Up Flag: FollowUp
Flag Status: Flagged

OTIS

Dear Otis Customer,

We are pleased to advise that we have completed our scheduled maintenance on your equipment today.

Details of the location and works completed are provided below:

Date : 22/04/2018
Contract: M077339AA1
Building Name: Noarlunga Interchange
Address: David Whitton Drive, Noarlunga, SA
Reference: M077339AA1-734-1804221209

Unit No: 31E2968

Unit Name: Esc #1

Task completed:

- * Check all step & chain rollers, replace as Req
- * Complete Job Hazard Analysis
- * Contact site rep, Ride, Floor Lvl, Noise, Aesthetics
- * Engineering Performance Enhancement
- * Esc Check, clean tension carriage & pit equip

- Operations

NSA

If you have any questions about the maintenance on your equipment please contact [REDACTED]
Thank you for choosing Otis, we are moving with you.

Sincerely,

Otis Customer Care Centre

If you no longer wish to receive email notifications for service requests or maintenance activities from Otis Elevator Company please [click here](#) to unsubscribe.

From: Customer.Care@otis.com
Sent: Monday, 23 April 2018 3:53 PM
To: [REDACTED] (DPTI); Customer.Care@otis.com
Subject: Otis Elevator Resume Service Notification

OTISLINE

OTIS

Customer Call-back (Resume Service)

Dear Otis Customer,

On 21/04/2018 at 6:16 PM, [REDACTED] - Operations requested service on 31E2968 (Esc #1) at Noarlunga Interchange, David Whitton Drive.

An Otis technician was dispatched yet the equipment was shutdown as a result of additional works being required. These works have now been completed and your equipment has been returned to service.

The call-back was requested because: OUT OF ORDER with call ID number 2423409.

We appreciate your business. For any operational enquiries, please contact your service supervisor, [REDACTED]; for any general or commercial enquiries about equipment or Otis services, please contact your service account representative, [REDACTED].

As a valued Otis customer we would like to hear from you regarding your experience with us. Please click [here](#) to answer a few questions on our performance, to help us improve our service.

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Sincerely,

Otis Customer Care Centre

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From: customer.care@otis.com
Sent: Tuesday, 24 April 2018 5:34 PM
To: [REDACTED] (DPTI)
Cc: customer.care@otis.com
Subject: Maintenance Report for Noarlunga Interchange
Attachments: M077339AA1-734-22341-0_5618.jpg

OTIS

Dear Otis Customer,

We are pleased to advise that we have completed our scheduled maintenance on your equipment today.

Details of the location and works completed are provided below:

Date : 23/04/2018
Contract: M077339AA1
Building Name: Noarlunga Interchange
Address: David Whitton Drive, Noarlunga, SA
Reference: M077339AA1-734-22341-0

Unit No: 31E9611

Unit Name: Pass #1

Task completed:

- * Buttons, Indicators, Fire Serv. - Test/ Repair
- * Car Op. Panel & Indicators - check, replace
- * Complete Job Hazard Analysis
- * Contact site rep, Ride, Floor Lvl, Noise, Aesthetics
- * Emerg. Lighting, Alarms, Communication Check
- * Motor Room - Clean and Check Ventilation

[REDACTED] - Maintenance

NSA

If you have any questions about the maintenance on your equipment please contact [REDACTED]
Thank you for choosing Otis, we are moving with you.

Sincerely,

Otis Customer Care Centre

If you no longer wish to receive email notifications for service requests or maintenance activities from Otis Elevator Company please [click here](#) to unsubscribe.

From: customer.care@otis.com
Sent: Tuesday, 29 May 2018 5:31 PM
To: [REDACTED] (DPTI)
Cc: customer.care@otis.com
Subject: Maintenance Report for Noarlunga Interchange
Attachments: M077339AA1-739-1805280924_29525.jpg

OTIS

Dear Otis Customer,

We are pleased to advise that we have completed our scheduled maintenance on your equipment today.

Details of the location and works completed are provided below:

Date : 29/05/2018
Contract: M077339AA1
Building Name: Noarlunga Interchange
Address: David Whitton Drive, Noarlunga, SA
Reference: M077339AA1-739-1805280924

Unit No: 31E9611
Unit Name: Pass #1
Task completed:

- * Clean Lift Pit
- * Complete Job Hazard Analysis
- * Contact site rep, Ride, Floor Lvl, Noise, Aesthetics
- * Emerg. Lighting, Alarms, Communication Check

Unit No: 31E2969
Unit Name: Esc #2
Task completed:

- * Complete Job Hazard Analysis
- * Contact site rep, Ride, Floor Lvl, Noise, Aesthetics
- * Esc Check, clean tension carriage & pit equip
- * Handrails Clean Newels and tracks as req

Unit No: 31E2968
Unit Name: Esc #1
Task completed:

- * Complete Job Hazard Analysis
- * Contact site rep, Ride, Floor Lvl, Noise, Aesthetics
- * Escalator General Maintenance/ Minor Repairs
- * Handrails Clean Newels and tracks as req

[REDACTED] - Operations



If you have any questions about the maintenance on your equipment please contact [REDACTED]
Thank you for choosing Otis, we are moving with you.

Sincerely,
Otis Customer Care Centre

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RELEASED UNDER FOI ACT

From: [REDACTED]
Sent: Tuesday, 3 July 2018 8:02 AM
To: [REDACTED] (DPTI); [REDACTED] (DPTI)
Cc: [REDACTED] (DPTI)
Subject: RE: Otis Noarlunga Centre
Attachments: 17C232 - Lift Maintenance at Noarlunga Train Station - Contract extension

Hi [REDACTED]

See email attached, this shouldn't be the case Otis has kindly agreed to continue services until 31/01/2019.

Regards,

[REDACTED]
Contract Manager
Procurement and Contracting
Department of Planning, Transport and Infrastructure

[REDACTED]
77 Grenfell Street Adelaide SA 5000 • www.dpti.sa.gov.au



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We acknowledge and respect Aboriginal peoples as South Australia's first peoples and nations, we recognise Aboriginal peoples as traditional owners and occupants of land and waters in South Australia and that their spiritual, social, cultural and economic practices come from their traditional lands and waters; and they maintain their cultural and heritage beliefs, languages and laws which are of ongoing importance; We pay our respects to their ancestors and to their Elders.

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From: [REDACTED] (DPTI)
Sent: Tuesday, 3 July 2018 6:43 AM
To: [REDACTED] (DPTI); [REDACTED] (DPTI)
Cc: [REDACTED] (DPTI)
Subject: Otis Noarlunga Centre

[REDACTED]

I tried to have a tech dispatched this morning and they have informed me there is a hold on the contract. Can we please discuss.

Regards

[REDACTED]
Civil Works Team Leader
Rail Infrastructure Maintenance
Asset Management Directorate | Safety and Service Division
Department of Planning, Transport and Infrastructure

[REDACTED]
71 Richmond Road Mile End SA 5031 • PO Box 1533 Adelaide SA 5001 • www.dpti.sa.gov.au



collaboration . honesty . excellence . enjoyment . respect

We acknowledge and respect Aboriginal peoples as South Australia's first peoples and nations, we recognise Aboriginal peoples as traditional owners and occupants of land and waters in South Australia and that their spiritual, social, cultural and economic practices come from their traditional lands and waters; and they maintain their cultural and heritage beliefs, languages and laws which are of ongoing importance; We pay our respects to their ancestors and to their Elders.

Information contained in this email message may be confidential and may also be the subject of legal professional privilege or public interest immunity. Access to this email by anyone else is unauthorised. If you are not the intended recipient, any use, disclosure or copying of this document is unauthorised and may be unlawful.

RELEASED UNDER FOI ACT

From: Customer.Care@otis.com
Sent: Wednesday, 11 July 2018 5:52 PM
To: [REDACTED] (DPTI); Customer.Care@otis.com
Subject: Otis Elevator Callback Notification

OTISLINE

OTIS

Customer Call-back (Open)

Dear Otis Customer,

On 11/07/2018 at 5:50 PM, [REDACTED] - Shift Mgr requested service on 31E9611 (Pass #1) at Noarlunga Interchange, David Whitton Drive. An Otis technician will be dispatched with exact details of your call immediately.

The call-back was requested because: OUT OF ORDER with call ID number 2444440.

Customer Reference: n/a

We will advise you when this call-back has been completed and the equipment returned to service.

In the event that this call is chargeable a separate invoice will be issued to you.

We appreciate your business. For any operational enquiries, please contact your service supervisor, [REDACTED]; for any general or commercial enquiries about equipment or Otis services, please contact your service account representative, [REDACTED].

Please DO NOT REPLY to this Email; this is an unmonitored email alias.

Sincerely,

Otis Customer Care Centre

If you no longer wish to receive email notifications for service requests or maintenance activities from Otis Elevator Company please [click here](#) to unsubscribe.

From: Customer.Care@otis.com
Sent: Wednesday, 11 July 2018 7:10 PM
To: [REDACTED] (DPTI); Customer.Care@otis.com
Subject: Otis Elevator Shutdown Notification

OTISLINE

OTIS

Customer Call-back (Unit Shutdown)

Dear Otis Customer,

On 11/07/2018 at 5:50 PM, [REDACTED] - Shift Mgr requested service on 31E9611 (Pass #1) at Noarlunga Interchange, David Whitton Drive. An Otis technician was dispatched and the equipment was shut down as a result of works being required that was not possible at the time as additional materials and/or labour was required to perform the required task.

The call-back was requested because: OUT OF ORDER with call ID number 2444440.

Our Service Operations department will contact you shortly to organise a suitable time to carry out the required works to return the equipment back to service as soon as practicable.

We appreciate your business. For any operational enquiries, please contact your service supervisor, [REDACTED]; for any general or commercial enquiries about equipment or Otis services, please contact your service account representative, [REDACTED].

Please DO NOT REPLY to this Email; this is an unmonitored email alias.

Sincerely,

Otis Customer Care Centre

If you no longer wish to receive email notifications for service requests or maintenance activities from Otis Elevator Company please [click here](#) to unsubscribe.

From: Customer.Care@otis.com
Sent: Wednesday, 11 July 2018 7:10 PM
To: [REDACTED] (DPTI); Customer.Care@otis.com
Subject: Otis Elevator Callback Closure Notification

OTISLINE

OTIS

Customer Call-back (Closed)

Dear Otis Customer,

On 11/07/2018 at 5:50 PM, [REDACTED] - Shift Mgr requested service on 31E9611 (Pass #1) at Noarlunga Interchange, David Whitton Drive. An Otis technician was dispatched at 11/07/2018 6:07 PM and arrived onsite at 11/07/2018 6:41 PM.

The equipment returned to service by 11/07/2018 7:00 PM.

The call-back was requested because: OUT OF ORDER with call ID number 2444440.

Customer Reference: n/a

Upon arrival at site, the technician performed the following:

DOORS/GATES - ELECTRONIC CAR DOOR PROTECTION - BROKEN

Please note; this call may have incurred costs that are not included in your current service agreement and therefore may be charged.

In the event that this call is chargeable a separate invoice will be issued to you.

We appreciate your business. For any operational enquiries, please contact your service supervisor, [REDACTED]; for any general or commercial enquiries about equipment or Otis services, please contact your service account representative, [REDACTED].

As a valued Otis customer we would like to hear from you regarding your experience with us. Please click [here](#) to answer a few questions on our performance, to help us improve our service.

Please DO NOT REPLY to this Email; this is an unmonitored email alias.

Sincerely,

Otis Customer Care Centre

if you no longer wish to receive email notifications for service requests or maintenance activities from Otis Elevator Company please [click here](#) to unsubscribe.

From: customer.care@otis.com
Sent: Friday, 13 July 2018 5:38 PM
To: [REDACTED] (DPTI)
Cc: customer.care@otis.com
Subject: Maintenance Report for Noarlunga Interchange
Attachments: T44021198-745-22341_5618.jpg

OTIS

Dear Otis Customer,

We are pleased to advise that we have completed our scheduled maintenance on your equipment today.

Details of the location and works completed are provided below:

Date : 13/07/2018
Contract: M077339AA1
Building Name: Noarlunga Interchange
Address: David Whitton Drive, Noarlunga, SA
Reference: T44021198-745-22341
Unit No: 31E9611
Unit Name: Pass #1
Task completed:

* Complete Job Hazard Analysis

VSA

If you have any questions about the maintenance on your equipment please contact [REDACTED]
Thank you for choosing Otis, we are moving with you.

Sincerely,
Otis Customer Care Centre

if you no longer wish to receive email notifications for service requests or maintenance activities from Otis Elevator Company please [click here](#) to unsubscribe.

From: Customer.Care@otis.com
Sent: Monday, 6 August 2018 12:27 PM
To: [REDACTED] (DPTI); Customer.Care@otis.com
Subject: Otis Elevator Callback Notification

OTISLINE

OTIS

Customer Call-back (Open)

Dear Otis Customer,

On 6/08/2018 at 12:23 PM, [REDACTED] - Shift Mgr requested service on 31E2968 (Esc #1) at Noarlunga Interchange, David Whitton Drive. An Otis technician will be dispatched with exact details of your call immediately.

The call-back was requested because: ESCALATOR OUT OF ORDER with call ID number 2451144.

Customer Reference: n/a

We will advise you when this call-back has been completed and the equipment returned to service.

In the event that this call is chargeable a separate invoice will be issued to you.

We appreciate your business. For any operational enquiries, please contact your service supervisor, [REDACTED]; for any general or commercial enquiries about equipment or Otis services, please contact your service account representative, [REDACTED].

Please DO NOT REPLY to this Email; this is an unmonitored email alias.

Sincerely,

Otis Customer Care Centre

If you no longer wish to receive email notifications for service requests or maintenance activities from Otis Elevator Company please [click here](#) to unsubscribe.

RELEASED UNDER FOIA ACT

From: Customer.Care@otis.com
Sent: Monday, 6 August 2018 5:00 PM
To: [REDACTED] (DPTI); Customer.Care@otis.com
Subject: Otis Elevator Callback Closure Notification

OTISLINE

OTIS

Customer Call-back (Closed)

Dear Otis Customer,

On 6/08/2018 at 12:23 PM, [REDACTED] - Shift Mgr requested service on 31E2968 (Esc #1) at Noarlunga Interchange, David Whitton Drive. An Otis technician was dispatched at 6/08/2018 12:28 PM and arrived onsite at 6/08/2018 2:29 PM.

The equipment returned to service by 6/08/2018 4:45 PM.

The call-back was requested because: ESCALATOR OUT OF ORDER with call ID number 2451144.

Customer Reference: n/a

Upon arrival at site, the technician performed the following:

ESCALATOR -OTHERS - CIRCUIT BREAKER - TEMPORARY REPAIR

Please note; this call may have incurred costs that are not included in your current service agreement and therefore may be charged.

In the event that this call is chargeable a separate invoice will be issued to you.

We appreciate your business. For any operational enquiries, please contact your service supervisor, [REDACTED]; for any general or commercial enquiries about equipment or Otis services, please contact your service account representative, [REDACTED].

As a valued Otis customer we would like to hear from you regarding your experience with us. Please click [here](#) to answer a few questions on our performance, to help us improve our service.

Please DO NOT REPLY to this Email; this is an unmonitored email alias.

Sincerely,

Otis Customer Care Centre

if you no longer wish to receive email notifications for service requests or maintenance activities from Otis Elevator Company please [click here](#) to unsubscribe.

From: Customer.Care@otis.com
Sent: Wednesday, 8 August 2018 2:13 PM
To: [REDACTED] (DPTI); Customer.Care@otis.com
Subject: Otis Elevator Callback Notification

OTISLINE

OTIS

Customer Call-back (Open)

Dear Otis Customer,

On 8/08/2018 at 2:10 PM, [REDACTED] - shift manager requested service on 31E2968 (Esc #1) at Noarlunga Interchange, David Whitton Drive. An Otis technician will be dispatched with exact details of your call immediately.

The call-back was requested because: ESCALATOR OUT OF ORDER with call ID number 2451784.

Customer Reference: n/a

We will advise you when this call-back has been completed and the equipment returned to service.

In the event that this call is chargeable a separate invoice will be issued to you.

We appreciate your business. For any operational enquiries, please contact your service supervisor, [REDACTED]; for any general or commercial enquiries about equipment or Otis services, please contact your service account representative, [REDACTED].

Please DO NOT REPLY to this Email; this is an unmonitored email alias.

Sincerely,

Otis Customer Care Centre

If you no longer wish to receive email notifications for service requests or maintenance activities from Otis Elevator Company please [click here](#) to unsubscribe.

From: Customer.Care@otis.com
Sent: Wednesday, 8 August 2018 4:41 PM
To: [REDACTED] (DPTI); Customer.Care@otis.com
Subject: Otis Elevator Callback Closure Notification

OTISLINE

OTIS

Customer Call-back (Closed)

Dear Otis Customer,

On 8/08/2018 at 2:10 PM, [REDACTED] - shift manager requested service on 31E2968 (Esc #1) at Noarlunga Interchange, David Whitton Drive. An Otis technician was dispatched at 8/08/2018 2:46 PM and arrived onsite at 8/08/2018 3:29 PM.

The equipment returned to service by 8/08/2018 4:35 PM.

The call-back was requested because: ESCALATOR OUT OF ORDER with call ID number 2451784.

Customer Reference: n/a

Upon arrival at site, the technician performed the following:

ESCALATOR -OTHERS - ESCLATOR COMBPLATE - COMPONENT REPLACED

Please note; this call may have incurred costs that are not included in your current service agreement and therefore may be charged.

In the event that this call is chargeable a separate invoice will be issued to you.

We appreciate your business. For any operational enquiries, please contact your service supervisor, [REDACTED]; for any general or commercial enquiries about equipment or Otis services, please contact your service account representative, [REDACTED].

As a valued Otis customer we would like to hear from you regarding your experience with us. Please click [here](#) to answer a few questions on our performance, to help us improve our service.

Please DO NOT REPLY to this Email; this is an unmonitored email alias.

Sincerely,

Otis Customer Care Centre

if you no longer wish to receive email notifications for service requests or maintenance activities from Otis Elevator Company please [click here](#) to unsubscribe.

From: Customer.Care@otis.com
Sent: Wednesday, 15 August 2018 7:32 AM
To: [REDACTED] (DPTI); Customer.Care@otis.com
Subject: Otis Elevator Callback Notification

OTISLINE

OTIS

Customer Call-back (Open)

Dear Otis Customer,

On 15/08/2018 at 7:29 AM, [REDACTED] - civil worker requested service on 31E2968 (Esc #1) at Noarlunga Interchange, David Whitton Drive. An Otis technician will be dispatched with exact details of your call immediately.

The call-back was requested because: ESCALATOR NOISY with call ID number 2453442.

Customer Reference: n/a

We will advise you when this call-back has been completed and the equipment returned to service.

In the event that this call is chargeable a separate invoice will be issued to you.

We appreciate your business. For any operational enquiries, please contact your service supervisor, [REDACTED]; for any general or commercial enquiries about equipment or Otis services, please contact your service account representative, [REDACTED].

Please DO NOT REPLY to this Email; this is an unmonitored email alias.

Sincerely,

Otis Customer Care Centre

If you no longer wish to receive email notifications for service requests or maintenance activities from Otis Elevator Company please [click here](#) to unsubscribe.

From: Customer.Care@otis.com
Sent: Wednesday, 15 August 2018 4:20 PM
To: [REDACTED] (DPTI); Customer.Care@otis.com
Subject: Otis Elevator Callback Closure Notification

OTISLINE

OTIS

Customer Call-back (Closed)

Dear Otis Customer,

On 15/08/2018 at 7:29 AM, [REDACTED] - civil worker requested service on 31E2968 (Esc #1) at Noarlunga Interchange, David Whitton Drive. An Otis technician was dispatched at 15/08/2018 8:04 AM and arrived onsite at 15/08/2018 8:32 AM.

The equipment returned to service by 15/08/2018 11:32 AM.

The call-back was requested because: ESCALATOR NOISY with call ID number 2453442.

Customer Reference: n/a

Upon arrival at site, the technician performed the following:

ESCLATOR CONTROLLER - RELAY COIL - COMPONENT REPLACED

Please note; this call may have incurred costs that are not included in your current service agreement and therefore may be charged.

In the event that this call is chargeable a separate invoice will be issued to you.

We appreciate your business. For any operational enquiries, please contact your service supervisor, [REDACTED]; for any general or commercial enquiries about equipment or Otis services, please contact your service account representative, [REDACTED].

As a valued Otis customer we would like to hear from you regarding your experience with us. Please click [here](#) to answer a few questions on our performance, to help us improve our service.

Please DO NOT REPLY to this Email; this is an unmonitored email alias.

Sincerely,

Otis Customer Care Centre

if you no longer wish to receive email notifications for service requests or maintenance activities from Otis Elevator Company please [click here](#) to unsubscribe.

From: Customer.Care@otis.com
Sent: Wednesday, 29 August 2018 3:02 PM
To: [REDACTED] (DPTI); Customer.Care@otis.com
Subject: Otis Elevator Callback Notification

OTISLINE

OTIS

Customer Call-back (Open)

Dear Otis Customer,

On 29/08/2018 at 2:59 PM, [REDACTED] - Shift manager requested service on 31E2968 (Esc #1) at Noarlunga Interchange, David Whitton Drive. An Otis technician will be dispatched with exact details of your call immediately.

The call-back was requested because: ESCALATOR NOISY with call ID number 2457429.

Customer Reference: n/a

We will advise you when this call-back has been completed and the equipment returned to service.

In the event that this call is chargeable a separate invoice will be issued to you.

We appreciate your business. For any operational enquiries, please contact your service supervisor, [REDACTED]; for any general or commercial enquiries about equipment or Otis services, please contact your service account representative, [REDACTED].

Please DO NOT REPLY to this Email; this is an unmonitored email alias.

Sincerely,

Otis Customer Care Centre

If you no longer wish to receive email notifications for service requests or maintenance activities from Otis Elevator Company please [click here](#) to unsubscribe.

From: Customer.Care@otis.com
Sent: Wednesday, 29 August 2018 5:01 PM
To: [REDACTED] (DPTI); Customer.Care@otis.com
Subject: Otis Elevator Callback Closure Notification

OTISLINE

OTIS

Customer Call-back (Closed)

Dear Otis Customer,

On 29/08/2018 at 2:59 PM, [REDACTED] - Shift manager requested service on 31E2968 (Esc #1) at Noarlunga Interchange, David Whitton Drive. An Otis technician was dispatched at 29/08/2018 3:03 PM and arrived onsite at 29/08/2018 3:49 PM.

The equipment returned to service by 29/08/2018 4:49 PM.

The call-back was requested because: ESCALATOR NOISY with call ID number 2457429.

Customer Reference: n/a

Upon arrival at site, the technician performed the following:

ESCALATOR -OTHERS - ESCLATOR COMBPLATE - TEMPORARY REPAIR

Please note; this call may have incurred costs that are not included in your current service agreement and therefore may be charged.

In the event that this call is chargeable a separate invoice will be issued to you.

We appreciate your business. For any operational enquiries, please contact your service supervisor, [REDACTED]; for any general or commercial enquiries about equipment or Otis services, please contact your service account representative, [REDACTED]

As a valued Otis customer we would like to hear from you regarding your experience with us. Please click [here](#) to answer a few questions on our performance, to help us improve our service.

Please DO NOT REPLY to this Email; this is an unmonitored email alias.

Sincerely,

Otis Customer Care Centre

if you no longer wish to receive email notifications for service requests or maintenance activities from Otis Elevator Company please [click here](#) to unsubscribe.

Harris, Sue (DPTI)

From: oaupysql <otausminsms@otis.com>
Sent: Saturday, 24 November 2018 5:31 PM
To: [REDACTED] (DPTI)
Cc: customer.care@otis.com
Subject: Maintenance Report for Noarlunga Interchange
Attachments: C2480122_5799.jpg

OTIS

Dear Otis Customer,

We are pleased to advise that we have completed our scheduled maintenance on your equipment.

Details of the location and works completed are provided below:

Date : Nov 24 2018
Contract: M077339AA1
Building Name: Noarlunga Interchange
Address: David Whitton Drive, Noarlunga, SA
Reference: C2480122

Unit No: 31E9611
Unit Name: Pass #1
Task completed:

- * Buttons, Indicators, Fire Serv. - Test/ Repair
- * Car Op. Panel & Indicators - check, replace
- * Complete Job Hazard Analysis
- * Door Protection - Clean, Test, Adjust
- * Motor Room - Clean and Check Ventilation

Unit No: 31E2968
Unit Name: Esc #1
Task completed:

- * Complete Job Hazard Analysis
- * Contact site rep, Ride, Floor Lvl, Noise, Aesthetics
- * Controller - Check, Clean, Test, Replace as Req.

[REDACTED] Shift manager



If you have any questions about the maintenance on your equipment please contact [REDACTED] on [REDACTED]
Thank you for choosing Otis, we are moving with you.

Sincerely,
Otis Customer Care Centre

if you no longer wish to receive email notifications for service requests or maintenance activities from Otis Elevator Company please [click here](#) to unsubscribe.

[REDACTED] (DPTI)

From: Customer.Care@otis.com
Sent: Saturday, 24 November 2018 10:13 AM
To: [REDACTED] (DPTI); Customer.Care@otis.com
Subject: Otis Elevator Callback Notification

OTISLINE

OTIS

Customer Call-back (Open)

Dear Otis Customer,

On 24/11/2018 at 10:11 AM, [REDACTED] Shift manager requested service on 31E2968 (Esc #1) at Noarlunga Interchange, David Whitton Drive. An Otis technician will be dispatched with exact details of your call immediately.

The call-back was requested because: OUT OF ORDER with call ID number 2480122.

Customer Reference: n/a

We will advise you when this call-back has been completed and the equipment returned to service.

In the event that this call is chargeable a separate invoice will be issued to you.

We appreciate your business. For any operational enquiries, please contact your service supervisor, [REDACTED]; for any general or commercial enquiries about equipment or Otis services, please contact your service account representative, [REDACTED].

Please DO NOT REPLY to this Email; this is an unmonitored email alias.

Sincerely,

Otis Customer Care Centre

If you no longer wish to receive email notifications for service requests or maintenance activities from Otis Elevator Company please [click here](#) to unsubscribe.

From: Customer.Care@otis.com
Sent: Saturday, 24 November 2018 4:52 PM
To: [REDACTED] (DPTI); Customer.Care@otis.com
Subject: Otis Elevator Callback Closure Notification

OTISLINE

OTIS

Customer Call-back (Closed)

Dear Otis Customer,

On 24/11/2018 at 10:11 AM, [REDACTED] Shift manager requested service on 31E2968 (Esc #1) at Noarlunga Interchange, David Whitton Drive. An Otis technician was dispatched at 24/11/2018 10:17 AM and arrived onsite at 24/11/2018 11:55 AM.

The equipment returned to service by 24/11/2018 2:50 PM.

The call-back was requested because: OUT OF ORDER with call ID number 2480122.

Customer Reference: n/a

Upon arrival at site, the technician performed the following:

CONTROLLER - CIRCUIT BREAKER - POWER FAILURE/PHASE DOWN

Please note; this call may have incurred costs that are not included in your current service agreement and therefore may be charged.

In the event that this call is chargeable a separate invoice will be issued to you.

We appreciate your business. For any operational enquiries, please contact your service supervisor, [REDACTED]; for any general or commercial enquiries about equipment or Otis services, please contact your service account representative, [REDACTED].

As a valued Otis customer we would like to hear from you regarding your experience with us. Please click [here](#) to answer a few questions on our performance, to help us improve our service.

Please DO NOT REPLY to this Email; this is an unmonitored email alias.

Sincerely,

Otis Customer Care Centre

if you no longer wish to receive email notifications for service requests or maintenance activities from Otis Elevator Company please [click here](#) to unsubscribe.

From: Customer.Care@otis.com
Sent: Wednesday, 12 December 2018 10:10 AM
To: [REDACTED] (DPTI); Customer.Care@otis.com
Subject: Otis Elevator Callback Notification

OTISLINE

OTIS

Customer Call-back (Open)

Dear Otis Customer,

On 12/12/2018 at 10:06 AM, [REDACTED] - Shift manager requested service on 31E9611 (Pass #1) at Noarlunga Interchange, David Whitton Drive. An Otis technician will be dispatched with exact details of your call immediately.

The call-back was requested because: OUT OF ORDER with call ID number 2485028.

Customer Reference: n/a

We will advise you when this call-back has been completed and the equipment returned to service.

In the event that this call is chargeable a separate invoice will be issued to you.

We appreciate your business. For any operational enquiries, please contact your service supervisor, [REDACTED] for any general or commercial enquiries about equipment or Otis services, please contact your service account representative, [REDACTED].

Please DO NOT REPLY to this Email; this is an unmonitored email alias.

Sincerely,

Otis Customer Care Centre

If you no longer wish to receive email notifications for service requests or maintenance activities from Otis Elevator Company please [click here](#) to unsubscribe.

From: Customer.Care@otis.com
Sent: Wednesday, 12 December 2018 6:17 PM
To: [REDACTED] (DPTI); Customer.Care@otis.com
Subject: Otis Elevator Callback Closure Notification

OTISLINE

OTIS

Customer Call-back (Closed)

Dear Otis Customer,

On 12/12/2018 at 10:06 AM, [REDACTED] - Shift manager requested service on 31E9611 (Pass #1) at Noarlunga Interchange, David Whitton Drive. An Otis technician was dispatched at 12/12/2018 10:44 AM and arrived onsite at 12/12/2018 11:17 AM.

The equipment returned to service by 12/12/2018 1:00 PM.

The call-back was requested because: OUT OF ORDER with call ID number 2485028.

Customer Reference: n/a

Upon arrival at site, the technician performed the following:

CAR OPERATING PANEL - BUTTONS - COMPONENT STICKING CORRECTED

Please note; this call may have incurred costs that are not included in your current service agreement and therefore may be charged.

In the event that this call is chargeable a separate invoice will be issued to you.

We appreciate your business. For any operational enquiries, please contact your service supervisor, [REDACTED]; for any general or commercial enquiries about equipment or Otis services, please contact your service account representative, [REDACTED].

As a valued Otis customer we would like to hear from you regarding your experience with us. Please click [here](#) to answer a few questions on our performance, to help us improve our service.

Please DO NOT REPLY to this Email; this is an unmonitored email alias.

Sincerely,

Otis Customer Care Centre

if you no longer wish to receive email notifications for service requests or maintenance activities from Otis Elevator Company please [click here](#) to unsubscribe.

From: Customer.Care@otis.com
Sent: Thursday, 13 December 2018 8:37 AM
To: [REDACTED] (DPTI); Customer.Care@otis.com
Subject: Otis Elevator Callback Notification

OTISLINE

OTIS

Customer Call-back (Open)

Dear Otis Customer,

On 13/12/2018 at 8:34 AM, [REDACTED] - shift manager requested service on 31E9611 (Pass #1) at Noarlunga Interchange, David Whitton Drive. An Otis technician will be dispatched with exact details of your call immediately.

The call-back was requested because: OTHER with call ID number 2485301.

Customer Reference: n/a

We will advise you when this call-back has been completed and the equipment returned to service.

In the event that this call is chargeable a separate invoice will be issued to you.

We appreciate your business. For any operational enquiries, please contact your service supervisor, [REDACTED]; for any general or commercial enquiries about equipment or Otis services, please contact your service account representative, [REDACTED].

Please DO NOT REPLY to this Email; this is an unmonitored email alias.

Sincerely,

Otis Customer Care Centre

If you no longer wish to receive email notifications for service requests or maintenance activities from Otis Elevator Company please [click here](#) to unsubscribe.

From: Customer.Care@otis.com
Sent: Thursday, 13 December 2018 5:42 PM
To: [REDACTED] (DPTI); Customer.Care@otis.com
Subject: Otis Elevator Callback Closure Notification

OTISLINE

OTIS

Customer Call-back (Closed)

Dear Otis Customer,

On 13/12/2018 at 8:34 AM, [REDACTED] - shift manager requested service on 31E9611 (Pass #1) at Noarlunga Interchange, David Whitton Drive. An Otis technician was dispatched at 13/12/2018 8:39 AM and arrived onsite at 13/12/2018 9:34 AM.

The equipment returned to service by 13/12/2018 11:34 AM.

The call-back was requested because: OTHER with call ID number 2485301.

Customer Reference: n/a

Upon arrival at site, the technician performed the following:

DOORS/ENTRANCES - DOOR PANEL - COMPONENT OUT OF ADJUSTMENT

Please note; this call may have incurred costs that are not included in your current service agreement and therefore may be charged.

In the event that this call is chargeable a separate invoice will be issued to you.

We appreciate your business. For any operational enquiries, please contact your service supervisor, [REDACTED]; for any general or commercial enquiries about equipment or Otis services, please contact your service account representative, [REDACTED].

As a valued Otis customer we would like to hear from you regarding your experience with us. Please click [here](#) to answer a few questions on our performance, to help us improve our service.

Please DO NOT REPLY to this Email; this is an unmonitored email alias.

Sincerely,

Otis Customer Care Centre

if you no longer wish to receive email notifications for service requests or maintenance activities from Otis Elevator Company please [click here](#) to unsubscribe.

From: oaupysql <otausminsms@otis.com>
Sent: Saturday, 22 December 2018 5:32 PM
To: [REDACTED] (DPTI)
Cc: customer.care@otis.com
Subject: Maintenance Report for Noarlunga Interchange
Attachments: C2488230_30536.jpg

OTIS

Dear Otis Customer,

We are pleased to advise that we have completed our scheduled maintenance on your equipment.

Details of the location and works completed are provided below:

Date : Dec 22 2018 ~Dec 22 2018
Contract: M077339AA1
Building Name: Noarlunga Interchange
Address: David Whitton Drive, Noarlunga, SA
Reference: C2488230
Unit No: 31E9611
Unit Name: Pass #1
Task completed:

- * Buttons, Indicators, Fire Serv. - Test/ Repair
- * Car Door Operation - Check, Lube, Replace as req
- * Car Op. Panel & Indicators - check, replace
- * Complete Job Hazard Analysis
- * Contact site rep, Ride, Floor Lvl, Noise, Aesthetics
- * Controller - Clean, Test, Replace parts as req.
- * Door Operator - Clean, Lube, Adjust, Parts as req
- * Door Protection - Clean, Test, Adjust
- * Hoistway Doors - Clean, Lube, Adj, Parts as req
- * Motor Room - Clean and Check Ventilation

[REDACTED] - shift manager



If you have any questions about the maintenance on your equipment please contact [REDACTED] on [REDACTED]
Thank you for choosing Otis, we are moving with you.

Sincerely,
Otis Customer Care Centre

if you no longer wish to receive email notifications for service requests or maintenance activities from Otis Elevator Company please [click here](#) to unsubscribe.

From: Customer.Care@otis.com
Sent: Saturday, 22 December 2018 7:21 AM
To: [REDACTED] (DPTI); Customer.Care@otis.com
Subject: Otis Elevator Callback Notification

OTISLINE

OTIS

Customer Call-back (Open)

Dear Otis Customer,

On 22/12/2018 at 7:19 AM, [REDACTED] - shift manager requested service on 31E9611 (Pass #1) at Noarlunga Interchange, David Whitton Drive. An Otis technician will be dispatched with exact details of your call immediately.

The call-back was requested because: DOORS FAILING TO CLOSE with call ID number 2488230.

Customer Reference: NA

We will advise you when this call-back has been completed and the equipment returned to service.

In the event that this call is chargeable a separate invoice will be issued to you.

We appreciate your business. For any operational enquiries, please contact your service supervisor, [REDACTED]; for any general or commercial enquiries about equipment or Otis services, please contact your service account representative, [REDACTED]

Please DO NOT REPLY to this Email; this is an unmonitored email alias.

Sincerely,

Otis Customer Care Centre

If you no longer wish to receive email notifications for service requests or maintenance activities from Otis Elevator Company please [click here](#) to unsubscribe.

From: Customer.Care@otis.com
Sent: Saturday, 22 December 2018 1:57 PM
To: [REDACTED] (DPTI); Customer.Care@otis.com
Subject: Otis Elevator Shutdown Notification

OTISLINE

OTIS

Customer Call-back (Unit Shutdown)

Dear Otis Customer,

On 22/12/2018 at 7:19 AM, [REDACTED] - shift manager requested service on 31E9611 (Pass #1) at Noarlunga Interchange, David Whitton Drive. An Otis technician was dispatched and the equipment was shut down as a result of works being required that was not possible at the time as additional materials and/or labour was required to perform the required task.

The call-back was requested because: DOORS FAILING TO CLOSE with call ID number 2488230.

Our Service Operations department will contact you shortly to organise a suitable time to carry out the required works to return the equipment back to service as soon as practicable.

We appreciate your business. For any operational enquiries, please contact your service supervisor, [REDACTED]; for any general or commercial enquiries about equipment or Otis services, please contact your service account representative, [REDACTED].

Please DO NOT REPLY to this Email; this is an unmonitored email alias.

Sincerely,

Otis Customer Care Centre

If you no longer wish to receive email notifications for service requests or maintenance activities from Otis Elevator Company please [click here](#) to unsubscribe.

From: Customer.Care@otis.com
Sent: Saturday, 22 December 2018 1:57 PM
To: [REDACTED] (DPTI); Customer.Care@otis.com
Subject: Otis Elevator Callback Closure Notification

OTISLINE

OTIS

Customer Call-back (Closed)

Dear Otis Customer,

On 22/12/2018 at 7:19 AM, [REDACTED] - shift manager requested service on 31E9611 (Pass #1) at Noarlunga Interchange, David Whitton Drive. An Otis technician was dispatched at 22/12/2018 9:28 AM and arrived onsite at 22/12/2018 9:55 AM.

The equipment returned to service by 22/12/2018 1:48 PM.

The call-back was requested because: DOORS FAILING TO CLOSE with call ID number 2488230.

Customer Reference: NA

Upon arrival at site, the technician performed the following:

DOORS/ENTRANCES - CONTROLLER OTHERS - COMPONENT DAMAGED

Please note; this call may have incurred costs that are not included in your current service agreement and therefore may be charged.

In the event that this call is chargeable a separate invoice will be issued to you.

We appreciate your business. For any operational enquiries, please contact your service supervisor, [REDACTED]; for any general or commercial enquiries about equipment or Otis services, please contact your service account representative, [REDACTED].

As a valued Otis customer we would like to hear from you regarding your experience with us. Please click [here](#) to answer a few questions on our performance, to help us improve our service.

Please DO NOT REPLY to this Email; this is an unmonitored email alias.

Sincerely,

Otis Customer Care Centre

if you no longer wish to receive email notifications for service requests or maintenance activities from Otis Elevator Company please [click here](#) to unsubscribe.

From: Customer.Care@otis.com
Sent: Friday, 25 January 2019 4:51 PM
To: [REDACTED] (DPTI); Customer.Care@otis.com
Subject: Otis Elevator Shutdown Notification

OTISLINE

OTIS

Customer Call-back (Unit Shutdown)

Dear Otis Customer,

On 25/01/2019 at 7:57 AM, [REDACTED] - Supervisor requested service on 31E2968 (Esc #1) at Noarlunga Interchange, David Whitton Drive. An Otis technician was dispatched and the equipment was shut down as a result of works being required that was not possible at the time as additional materials and/or labour was required to perform the required task.

The call-back was requested because: ESCALATOR OUT OF ORDER with call ID number 2496588.

Our Service Operations department will contact you shortly to organise a suitable time to carry out the required works to return the equipment back to service as soon as practicable.

We appreciate your business. For any operational enquiries, please contact your service supervisor, [REDACTED]; for any general or commercial enquiries about equipment or Otis services, please contact your service account representative, [REDACTED].

Please DO NOT REPLY to this Email; this is an unmonitored email alias.

Sincerely,

Otis Customer Care Centre

If you no longer wish to receive email notifications for service requests or maintenance activities from Otis Elevator Company please [click here](#) to unsubscribe.

From: Customer.Care@otis.com
Sent: Friday, 25 January 2019 4:51 PM
To: [REDACTED] (DPTI); Customer.Care@otis.com
Subject: Otis Elevator Callback Closure Notification

OTISLINE

OTIS

Customer Call-back (Closed)

Dear Otis Customer,

On 25/01/2019 at 7:57 AM, [REDACTED] - Supervisor requested service on 31E2968 (Esc #1) at Noarlunga Interchange, David Whitton Drive. An Otis technician was dispatched at 25/01/2019 10:47 AM and arrived onsite at 25/01/2019 11:32 AM.

The equipment returned to service by 25/01/2019 2:32 PM.

The call-back was requested because: ESCALATOR OUT OF ORDER with call ID number 2496588.

Customer Reference: n/a

Upon arrival at site, the technician performed the following:

ESCALATOR -OTHERS - ESCLATOR COMBPLATE - BROKEN

Please note; this call may have incurred costs that are not included in your current service agreement and therefore may be charged.

In the event that this call is chargeable a separate invoice will be issued to you.

We appreciate your business. For any operational enquiries, please contact your service supervisor, [REDACTED]; for any general or commercial enquiries about equipment or Otis services, please contact your service account representative, [REDACTED].

As a valued Otis customer we would like to hear from you regarding your experience with us. Please click [here](#) to answer a few questions on our performance, to help us improve our service.

Please DO NOT REPLY to this Email; this is an unmonitored email alias.

Sincerely,

Otis Customer Care Centre

if you no longer wish to receive email notifications for service requests or maintenance activities from Otis Elevator Company please [click here](#) to unsubscribe.

[REDACTED]

From: [REDACTED]
Sent: Monday, 4 February 2019 4:47 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Noarlunga Escalator Repair
Attachments: Escalator Repair Quote 33115.pdf

Good Afternoon [REDACTED]

Please see in the attachment our quotation for the repairs on the escalator.

If you have any questions, please contact me.

Thank You.

Kind Regards,

[REDACTED]
Service Account Representative

[REDACTED]
Otis Line: 1800 626 847

Otis Elevator Company Pty Ltd

8 Hamra Drive

Adelaide Airport, SA 5950

Australia

otis.com | [Twitter](#) | [Facebook](#) | [YouTube](#) | [LinkedIn](#)

RELEASED UNDER FOI ACT



Otis Elevator Company Pty Ltd.
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www.otis.com

04/02/2019

[REDACTED]
Noarlunga Interchange, David Whitton Drive, Noarlunga
SA, 5168

Dear [REDACTED]

Re: Service Works Proposal – Escalator Repair

Thank you for the opportunity to provide a cost proposal for the service works on the equipment located at Noarlunga Interchange. In accordance with your request, we submit the following Quotation No.33115 to carry out works as detailed in the attached proposal.

Acceptance of this proposal can be made by signing where indicated within the document or by providing a Purchase Order Number (if applicable). Please return the same to our office via email, fax or post, where we will commence processing the work request.

Please note this proposal is valid for 30 days and therefore we would appreciate it if you could notify us of your intentions within this time frame.

Should you require further information on any aspect of this proposal, please kindly contact the undersigned on one of the means below.

Yours Sincerely

Otis Elevator Company Pty Ltd

[REDACTED]
Service Account Representative
[REDACTED]



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SERVICE WORKS PROPOSAL Scope of Works & Pricing

Escalator Repair

- Supply replacement steps for the escalator that has smashed steps.
- Supply replacements for all step comb-plates that have been damaged.
- On arrival of the above parts, attend site and changeover all parts.
- Quotation includes all freight costs for the parts.
- There is a minimum of 40 days for delivery of the parts from receipt of an order.


7(1)(c) Business affairs

Escalator Repair 42802

Price/unit

Total Price (Ex. GST):

Quotation Number: 33115

Accepted on Behalf of Noarlunga Interchange ('Customer')	Accepted on Behalf of Otis Elevator Company Pty Ltd('OTIS')
Name:	
Signature:	Signature:
Title:	Service Account Representative
Purchase Order Number (If Applicable):	



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Terms and Conditions:

All works will be carried out during normal working hours: 7:30am and 4:00pm Monday to Friday (public holidays gazetted by the relevant State or Territory government excepted) ('Regular Working Hours') with unrestricted access (including noise); any variation to perform said works will be considered a variation to the scope of work/s.

Our quote for this work is based on the use of certain standard materials and on the condition of the equipment at today's date. Should this material be unavailable at the time the work is to be carried out, or should additional work become necessary the quotation is subject to revision. All material removed or unused or not required in reconstruction will become the property of Otis Elevator Company and we reserve the right to remove and retain it.

Payment Schedule:

Payment shall be due in full on completion of the work.

We reserve the right to suspend our work at any time until payments shall have been made as agreed and we are provided with satisfactory assurance that subsequent payments will be made as they fall due.

SERVICE WORKS CONTRACT – GENERAL CONDITIONS

1 Acceptance

- 1.1 The Effective Date of this Agreement is 04/02/2019. This Agreement applies to all Works carried out by Otis on or after the Effective Date. The Works will be undertaken as set out in the Service Works Proposal ("Proposal").
- 1.2 The Customer accepts this Agreement by:
 - (a) issuing a purchase order or any notice or correspondence referencing this Agreement ("Acceptance Notice");
 - (b) the contract price stated in the Proposal is disclosed or referred to in the Acceptance Notice; and
 - (c) the Acceptance Notice is addressed to Otis at Otis' address as set in the Proposal.Or
 - (d) signing the Proposal
- 1.3 The parties acknowledge and agree that any terms and conditions attached to the Acceptance Notice (apart from the information disclosed in clause 1.2(a) to (c)) are hereby excluded and do not form the Customer's acceptance of this Agreement.
- 1.4 The parties acknowledge and agree that a binding contract is formed upon Otis' receipt of the Acceptance Notice in accordance with the provisions of clause 1.2.
- 1.5 The parties acknowledge and agree that as a subsidiary of United Technologies Corporation ("UTC"), a corporation based in the United States, Otis is required to ensure that it does not cause UTC to be in breach of the United States law. Within 5 days of the execution of this Agreement, Otis shall conduct checks to satisfy itself that the Customer is not a person UTC would be prohibited from transacting with under US law. Should such checks fail to satisfy Otis in this regard, Otis shall notify the Customer, and the Agreement shall be considered void, with no right of redress for the Customer.
- 1.6 The Agreement is subject to satisfactory credit assessment by Otis. Within 5 days of the execution of this Agreement, Otis shall conduct assess the credit worthiness of the Customer. In the event that Otis determines, in its sole discretion, that the credit check on the Customer is not satisfactory, Otis shall notify the Customer and the Agreement shall be considered void, with no right of redress for the Customer.

2 Variation to Works

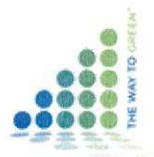
- 2.1 Otis may propose, or the Customer may request, that Otis perform additional works to those contained in the Proposal. In this event, Otis will forward to the Customer a quotation for the additional works. Upon the Customer accepting the quotation, Otis will perform the additional works and the additional works shall be incorporated in the Proposal.
- 2.2 The price for additional works accepted pursuant to clause 2.1 will be added to the contract price stated in the Proposal.

3 Fee and payment

- 3.1 All amounts due and payable under this Agreement shall be due and payable within 14 days of the issue date of the invoice.
- 3.2 If the Customer requests, and Otis agrees, to perform the Works outside of Regular Working Hours, Otis shall be entitled to charge the Customer Otis' overtime labour rates prevailing from time to time, and Otis will include the additional monies payable in the next invoice payable as set out in the Payment Schedule. If all invoices set out in the Payment Schedule have been issued, Otis shall be entitled to issue a further invoice.



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- 3.3 In addition to the Fee, if the Customer does not pay the tax invoice when due and payable in accordance with clause 3.1, the Customer shall pay a Late Payment Fee of \$AUD 30.00 inclusive of GST. The Late Payment Fee shall be payable for each and every tax invoice or any part of the tax invoice is not paid when due and payable in accordance with the provisions of clause 3.1, except where the Customer has notified Otis of a dispute within 7 days of receiving an invoice, in accordance with clause 11. To avoid doubt, if Works are subject to an insurance claim by the Customer, the Customer shall not withhold payment for the Works pending the Customer's insurance claim settlement. If the Customer withholds payment on the grounds that an insurance claim relating to the Works has not been settled, this clause 3.3 and clause 3.6 apply.
- 3.4 In addition to paying the Fee or other amounts due under this clause 3, the Customer must pay an amount equal to any goods and service tax pursuant to the "A New Tax System (Goods and Services) Act (Cth) 1999 ("GST") payable on any supply by Otis under or in connection with this Agreement, without deduction or set-off of any other amount, at the same time and in the same manner as the Fee, or any part of it, must be paid.
- 3.5 If a party has a claim under or in connection with this Agreement for a cost on which that party must pay GST, the claim is for the cost plus GST.
- 3.6 Any payment not made in accordance with clause 3.1 shall bear interest calculated at the 30 Day Westpac Bank Limited's Bank Bill Swap Rate-Average Bid plus 2% (applicable on the day interest is charged), from the first day after the due date of payment until date that payment is actually received by Otis, unless the Customer has notified Otis of a dispute within 7 days of receiving an invoice in accordance with clause 11. Otis may issue to the Customer at any time after the due date for payment a notice specifying the amount of interest that is due and payable pursuant to this clause. The parties agree that the amount specified in the Interest Notice is a debt owed to Otis and shall be due and payable 7 days from the date specified on the Interest Notice.
- 3.7 Subject to clause 3.6, any costs incurred by Otis in the enforcement of monies due and payable under the Contract to Otis is a debt owed to Otis and shall be due and payable 30 days from the date such debt is notified by Otis to the Customer.
- 3.8 Title in the parts supplied for the works shall remain vested in Otis until payment in full for all monies due and payable under this Agreement is received by Otis.
- 3.9 Invoices issued by Otis pursuant to this Contract are progress payments for the purposes of:
- Building and Construction Industry (Security of Payment) Act 2009 (ACT) s10;
 - Building and Construction Industry Security of Payment Act 1999 (NSW) s4;
 - Building and Construction Industry Security of Payments Act 2004 (Qld) Schedule 2;
 - Building and Construction Industry Security of Payments Act 2009 (SA) s4;
 - Building and Construction Industry Security of Payment Act 2009 (Tas) s4;
 - Building and Construction Industry Security of Payment Act 2002 (Vic) s4; or
 - Construction Contracts Act 2004 (WA) Schedule 1.
- 3.10 In the event that the Customer fails to make any payment that is due to Otis under the Contract by the due date set out in this clause 3, Otis may, without limiting any other rights it may have at law, equity or under statute:
- suspend the Works until all payments which are due and payable under the Contract but not made by the Customer, are paid in full; and
 - exercise any right it may have under any of the legislation set out in clause 3.9 of the Contract.

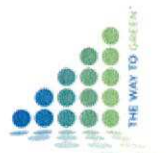
4 Customer's other obligations

The Customer must, in addition to paying the Fee and other amounts due under clause 3:

- provide all necessary site conditions required to provide a safe workplace in accordance with the provisions of clause 5, such as, but not limited to, lighting to stairways and machine rooms, appropriate ventilation, hatches, trap doors and guards, or other modifications;
- provide all necessary means for the removal and installation of equipment to enable Otis (to the extent necessary) to carry out the Works;
- where the equipment was not originally manufactured or supplied by Otis, provide Otis with all necessary information and documentation, to enable Otis to, as may be required in order to perform the Works, access, set, re-set or adjust the equipment which includes, but is not limited to, passwords and access codes; and
- provide all power and other utilities as is necessary to enable Otis to carry out the Works.



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5 Occupational Health and Safety

- (a) The Customer must:
- (i) ensure safe, proper and timely access by Otis to the premises and the equipment and any other area to which Otis reasonably requires access to carry out or perform the Works, including to machine and switch rooms and stairways;
 - (ii) provide a safe workplace for Otis employees, subcontractors, agents or other persons performing work on behalf of Otis (collectively "Otis Personnel") to carry out the Works, including by complying with all obligations imposed on the Customer by law (including any relevant occupational health and safety laws) in respect of the premises;
 - (iii) immediately inform Otis, and inform relevant authorities as required by law, in the event of death or injury, or risk to safety, to Otis Personnel arising out of or in connection with the performance of the Works and the use of the equipment; and
- (b) Otis must:
- (i) ensure that Otis Personnel are adequately trained and qualified to perform the Works;
 - (ii) ensure that Otis Personnel performing the Works are suitably trained in safety procedures specific to the tasks to be performed and as detailed in applicable safe work method statements, as defined in relevant legislation and regulations;
- (c) Otis and the Customer agree:
- (i) if prior to the commencement of Works, the premises are not, in the reasonable opinion of Otis, safe, then Otis shall be entitled to suspend the Works until the premises are, in the reasonable opinion of Otis, safe; and
 - (ii) if Works have commenced and the premises, in the reasonable opinion of Otis, become unsafe, Otis shall be entitled to suspend the Works until the premises are safe.
 - (iii) Otis may decline to comply with any direction of the Customer which in its opinion may result in an increased risk of accident, or injury to any person working on or using the equipment.

6 Insurance and Indemnity

6.1 Indemnity by Otis

Otis is liable for and indemnifies the Customer against all liabilities resulting from personal injury or the death of any person, or loss or damage to property, caused by a breach of this Agreement or negligent act or omission of Otis, its servants and agents, except to the extent that such injury or death to persons arises from any act or omission, or a breach of this Agreement by Customer, its servants and agents.

6.2 Survival of indemnity

The indemnity provided by Otis in clause 6 is a continuing obligation and shall survive the expiration or termination of this Agreement.

6.3 Types of insurance

Otis must maintain the following policies of insurance: public liability insurance in the name of Otis for not less than \$AUD 10 million for any single event; and workers' compensation and employer's liability insurance in accordance with applicable awards or legislation.

6.4 Evidence of insurances

When requested by the Customer, Otis shall provide evidence, in the form of certificates of currency, of the policy of insurance set out in clause 6.3.

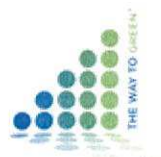
7 Liability of Otis

7.1 Otis acknowledges that the Customer may be a consumer for the purposes of applicable State or Federal law, with the consequence that certain guarantees may be conferred on the Customer and certain rights and remedies may be conferred on Customer, which cannot be excluded, restricted or modified. If so, then to the maximum extent permitted by law, Otis' liability to the Customer is limited at Otis' option to:

- (a) in the case of goods:
 - (i) replacement of the goods or the supply of equivalent goods;
 - (ii) repair of the goods;
 - (iii) payment of the cost of replacing the goods or of acquiring equivalent goods; or
 - (iv) payment of the cost of having the goods repaired, and
- (b) in the case of services:
 - (i) resupply of the services; or



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- (ii) payment of the cost of resupplying the services.
- 7.2 To the maximum extent permitted by law and subject to clause 7.1, Otis excludes all conditions, representations, warranties and guarantees, whether express or implied, by statute, trade or otherwise, and Otis shall not be liable under this Agreement for any special, indirect, consequential or pure economic loss, including but not limited to, loss of profit, loss of rental, or loss of income, loss of interest or loss of reputation.
- 7.3 Notwithstanding anything else in this Agreement, to the extent permitted by law, the aggregate liability of Otis to the Customer, whether in contract, tort (including negligence) or otherwise, will be limited to \$1,000,000.
- 7.4 To the maximum extent permitted by law and subject to clause 7.1, Otis excludes liability under this Agreement, either liquidated or otherwise, for any damages arising out of any failure by Otis to complete the Works by the date provided for in the Agreement.

8. Notices

A notice, consent or other communication under this Agreement is only effective if it is in writing, signed and either left at the addressee's address or sent to the addressee by mail or fax. If it is sent by mail, it is taken to have been received 3 working days after it is posted. If it is sent by fax, it is taken to have been received when the addressee actually receives it in full and in legible form. A person's address and fax number are those set out in the Proposal, or as the person notifies the sender.

9. General

- 9.1 The laws of the State or Territory where the premises are located govern this Agreement. Each party submits to the exclusive jurisdiction of the courts of the State or Territory where the premises are located, and any court that may hear appeals from any of those courts, for any proceedings in connection with this Agreement, and waives any right it might have to claim that those courts are an inconvenient forum.
- 9.2 Where parts of the equipment are not manufactured by Otis, then subject to the Customer's rights at law, the Customer shall only be entitled to the benefit of any warranties provided by the manufacturer.
- 9.3 Except where otherwise defined in this Agreement and/or the Proposal, capitalised terms in this Agreement shall have the meaning prescribed for same under the maintenance agreement between the parties, where such currently exists.
- 9.4 Force Majeure
Otis shall not be in breach of the Agreement or be liable to the Customer if Otis fails to perform or delays the performance of an obligation as a result of an event beyond its reasonable control, including, but not limited to, strikes, industrial disputes, fire, flood, act of God, war, insurrection, vandalism, sabotage, invasion, riot, national emergency, piracy, hijack, acts of terrorism, embargoes or restraints, extreme weather or traffic conditions, temporary closure of roads, legislation, regulation, order or other act of any government or government agency.

10. Existing Maintenance

If Otis has an existing maintenance contract with the Customer and the Works result in a change in the programmed maintenance procedures, the parties shall promptly negotiate, in good faith, a change in the maintenance contract fee. Until an agreement is reached on the new maintenance contract fee, Otis shall have no obligation to perform any form of maintenance on the Works.

11. Disputes

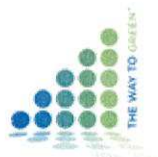
If a difference or dispute ("Dispute") arises in connection with the subject matter of this Agreement, then either party shall give to the other party a written notice of dispute ("Dispute Notice") adequately identifying and providing details of the Dispute. The Dispute Notice will be addressed to the address set out in the Schedule of Information.

Within 14 days of the addressee receiving the Dispute Notice, the representatives of the parties shall meet to discuss in good faith negotiations for the purpose of resolving the Dispute ("Dispute Negotiation"). The parties may agree to continue the Dispute Negotiation at another time and place for the purposes of continued negotiations intended to resolve the Dispute. If the parties are unable to resolve the Dispute, either party may institute proceedings to have the matter determined by the Courts pursuant to clause 9.1.

Nothing in this clause shall prejudice the right of a party to institute proceedings to enforce payment under the Agreement where there is a right at law to do so, or to seek injunctive or urgent declaratory relief from the courts.



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[REDACTED]

From: [REDACTED]
Sent: Monday, 8 April 2019 8:30 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Lead-time on New Lift Controller

Good Morning [REDACTED]

Responding to the email below, I provide the following information –

- The order for the new controller has been actioned and this is currently being manufactured.
- Each controller is made to the specifics of the site involved, as such there is not a controller simply waiting to be freighted.
- The lead time for this controller was estimated as mid July 2019.
- Otis was contacted to see what cost would be involved and what reduction in lead time would be achieved if air freight was allowed for.
- The information that I provided to [REDACTED] last week relates to indicative lead time changes and costs if air freight is used.
- What we are waiting for is confirmation of a revised delivery date and accurate cost, based on air freight.
- As soon as we receive this we will forward on to all parties.

Thank You.

Kind Regards,

[REDACTED]
Service Account Representative

[REDACTED]
Otis Line: 1800 626 847

Otis Elevator Company Pty Ltd

8 Hamra Drive
Adelaide Airport, SA 5950
Australia

otis.com | [Twitter](#) | [Facebook](#) | [YouTube](#) | [LinkedIn](#)

From: [REDACTED]
Sent: Sunday, 7 April 2019 7:25 PM
To: [REDACTED]

Subject: [External] Re: Leadtime on New Lift Controller

Appreciate the update however I find it unacceptable that we can not confirm that the order for the new electrical controller has been secured. This issue has now been lingering for close to 2 years without any urgency from Otis. Can we please meet this week with yourself and a senior rep from Otis to further discuss and agree on timelines.

Regards

Sent from my iPad

On 5 Apr 2019, at 8:11 pm, [REDACTED] wrote:

Hi [REDACTED]

Again I have spoken to Otis this afternoon, about the following matters:

1. Cost for Airfreight for the Electrical Controller – Budget estimate is
2. This would allow the delivery of the Electrical controller to be five weeks earlier once order has been confirmed.
3. But we are still waiting on the USA Supplier to confirm the availability.
4. Even though we have had a total commitment from DPTI we are still waiting.

7(1)(c) Business affairs

If I can be of further assistance please do not hesitate to contact me

Regards,

[REDACTED]
Agency Operations Manager

L1 115 Sherriff Street, Underdale SA 5032
[REDACTED]

<image004.png>

INTEGRATED FACILITIES SERVICES

- Facility Management • Asset Maintenance & Management
- Catering & Hospitality • Cleaning • Utility Support Services
- Security & Alarm Services • Laundry Management

A Downer Company

<image003.gif>

From: [REDACTED]
Sent: Sunday, 10 February 2019 2:37 PM
To: [REDACTED]

Subject: Re: Leadtime on New Lift Controller

Thanks [REDACTED]

Please note this work is HIGH priority for DPTI can you please update progress later this week. Also note [REDACTED] is our contact for the delivery of the work.

Thanks

[REDACTED]
Manager Rail Maintenance

Sent from my iPad

On 8 Feb 2019, at 7:52 pm, [REDACTED] wrote:

Hi Team,

I would appreciate a update early next week.

If I can be of further assistance please do not hesitate to contact me

Regards,

[REDACTED]
Operations Manager – Corporate Agencies
FMS Contract - Government Sector
Level 1, 115 Sherriff Street
Underdale
SA 5032
[REDACTED]

<image001.gif>

From: [REDACTED]
Sent: Friday, 8 February 2019 3:27 PM
To: [REDACTED]

Cc: [Redacted]
Subject: Leadtime on New Lift Controller

Good Afternoon [Redacted]

I have not yet been able to get an ETA on the delivery of the new lift controller.

As I explained to you yesterday, I will be away from work until Friday next week, however I have forwarded my emails to [Redacted] who will forward any information to you, prior to my return.

Thank You

Kind Regards,
[Redacted]

Service Account Representative



Otis Line: 1800 626 847

Otis Elevator Company Pty Ltd
8 Hamra Drive
Adelaide Airport, SA 5950
Australia
otis.com | [Twitter](#) | [Facebook](#) | [YouTube](#) | [LinkedIn](#)

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From: [REDACTED] (DPTI)
Sent: Monday, 11 February 2019 1:10 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Noarlunga Interchange

[REDACTED], please be advised that PO for OTIS is 1701198092 for the Noarlunga Interchange repair .
Thanks, [REDACTED]

From: [REDACTED]
Sent: Monday, 11 February 2019 12:56 PM
To: [REDACTED]
Subject: FW: Noarlunga Interchange

GA Team,

Please confirm that WO has been raised so we can order the Parts.

If I can be of further assistance please do not hesitate to contact me

Regards,

[REDACTED]
Operations Manager – Corporate Agencies
FMS Contract - Government Sector
Level 1, 115 Sherriff Street
Underdale
SA 5032



From: [REDACTED]
Sent: Friday, 8 February 2019 10:42 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Noarlunga Interchange

Hi [REDACTED]

I received this email yesterday about the Noarlunga Escalator repairs and the necessary requirement to raise a WO to cover the works.

Two items outlined in Red show the commitment by OTIS to be engaged under the current Spotless/AGFMA Contract.

I look forward to the WO be raised as a P5 – Att OTIS - Repairs to Escalator as quoted.

If I can be of further assistance please do not hesitate to contact me

Regards,

[REDACTED]
Operations Manager – Corporate Agencies
FMS Contract - Government Sector
Level 1, 115 Sherriff Street
Underdale
SA 5032



From: [REDACTED]

Sent: Thursday, 7 February 2019 3:20 PM

To: [REDACTED]

Subject: RE: Noarlunga Interchange

Good Afternoon [REDACTED]

In the attachment above you will see the quotation that was sent to [REDACTED] for the escalator repair. We cannot order any parts until we receive a PO for this.

There has been a delay in the supply of the replacement lift controller, due to an error in the request documents that were submitted.

This is being rectified at present, and we expect to have a delivery date by tomorrow afternoon. As soon as we have this date, we will forward this to all parties.

As this delay causes inconvenience to some parties, Otis will provide service on this lift at no charge, from present time until the changeover has been completed.

In addition to this, our State Manager [REDACTED] has offered an extended warranty on the new controller from 12 months to 60 months, as long as Otis is the service provider.

Please contact me if you have any further questions.

Thank You.

Kind Regards,

[REDACTED]
Service Account Representative

[REDACTED]
Otis Line: 1800 626 847

Otis Elevator Company Pty Ltd

8 Hamra Drive

Adelaide Airport, SA 5950

Australia

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From: [REDACTED]
Sent: Thursday, 7 February 2019 1:10 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: [External] RE: Noarlunga Interchange

Good Afternoon [REDACTED]

Could you confirm where we are with the Escalator Repair timeframes.

Secondly can we confirm when the outstanding Electrical Upgrade for the Noarlunga Lift is programmed and will be completed as a matter of urgency!

The costing provided for the PR works for the Noarlunga Lift was higher than the other Service providers and DPTI Rail has accepted Spotless recommendations and would appreciate some prompt responses from OTIS.

If I can be of further assistance please do not hesitate to contact me

Regards,

Operations Manager – Corporate Agencies
FMS Contract - Government Sector
Level 1, 115 Sherriff Street
Underdale
SA 5032



From: [REDACTED]
Sent: Friday, 1 February 2019 3:00 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Noarlunga Interchange

Hi [REDACTED]

I just wanted to send you an email with an update on the escalator at Noarlunga Interchange. Last Friday, we were called out as there were 5 broken steps and comb plates due to vandalism. Due to the age of the escalators the lead time for the steps is 40 days from when the order is placed they need to be manufactured and come from Germany. We are just waiting on the quote to come back from the supplier which we are expecting today and [REDACTED] will send a quote through for the repairs.

The attached work order is for the escalators only, could you please advise what will be happening with the lift?

Please let me know if you require any further information.

Kind Regards,

[REDACTED]
Account Representative, Service, Adelaide



Otis Australia
Adelaide Office
8 Hamra Drive
Adelaide Airport, 5950
Australia

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RELEASED UNDER FOIA ACT



WORK ORDER - "1370537" (SR - N/A)							
Work Order Details							
Owner Group:	CVL_INSP	Class:	ACTIVITY	Status:	CLOSE		
Priority:	1	Inspection Speed Restriction					
Inspection Priority:		Work Speed Restriction					
Details:	Short Description STATIONS/STOPS - Check lifts and pedestrian overpass bridges and ramps.						
	Long Description Follow Checklist for Bridge Inspection						
Work Type:	PI	SR Number:		Inspected By:			
Asset Information							
Asset:	40133	Description:	Corridor - Seaford				
Corridor:	SEAF	Common Name:	Seaford Corridor				
Start Measure:		Offset		End Measure:		Offset	
Start Ref Point:				End Ref Point:			
Incident Type:	null \ null						
Failure Class:	HRAIL-F001	PROBLEM: CAUSE: REMEDY:					
Note: Refer to PCR template to select correct failure codes.							
Features				Attributes			
Name	Label	Start	End	Name	Label	Start	End
Multi Assets							
Sequence	Asset #		Description			Progress	
Scheduling Information							
Target Start:	8/06/18	Sched Start:		Actual Start:	7/06/18		
Target End:	8/06/18	Sched End:		Actual End:	7/06/18		
Child Workorders							
Planned Tasks							
Additional Tasks							
#	Task Description	Actual Start	Actual End	Duration(hrs)	Worker		
1							
2							
3							
4							
5							
Coordinator							
#	Name	Workers Required			Hours per worker		
1							



Labor				
#	Name	Actual Start	Actual End	Duration(hrs)
1	-----	-----	-----	-----
2	-----	-----	-----	-----
3	-----	-----	-----	-----
4	-----	-----	-----	-----
5	-----	-----	-----	-----
Work Log				
Create Date	Display Name	Description	Long Description	
-----	-----	-----	-----	
Comments				

RELEASED UNDER FOIACT



WORK ORDER - "1370562" (SR - N/A)

Work Order Details

Owner Group: CVL_INSP	Class: ACTIVITY	Status: CLOSE
Priority: 1	Inspection Speed Restriction	
Inspection Priority:	Work Speed Restriction	
Details:	Short Description STATIONS/STOPS - Check lifts and pedestrian overpass bridges and ramps.	
	Long Description Follow Checklist for Bridge Inspection	
Work Type: PI	SR Number:	Inspected By:

Asset Information

Asset: 40133	Description: Corridor - Seaford	
Corridor: SEAF	Common Name: Seaford Corridor	
Start Measure: Offset	End Measure: Offset	
Start Ref Point:	End Ref Point:	
Incident Type: null \ null		
Failure Class: HRAIL-F001	PROBLEM: CAUSE: REMEDY:	

Note: Refer to PCR template to select correct failure codes.

Features

Attributes

Name	Label	Start	End	Name	Label	Start	End
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Multi Assets

Sequence	Asset #	Description	Progress
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Scheduling Information

Target Start: 8/06/18	Sched Start:	Actual Start: 8/06/18
Target End: 8/06/18	Sched End:	Actual End: 12/06/18

Child Workorders

Planned Tasks

Additional Tasks

#	Task Description	Actual Start	Actual End	Duration(hrs)	Worker
1					
2					
3					
4					
5					

Coordinator

#	Name	Workers Required	Hours per worker
1			



Labor				
#	Name	Actual Start	Actual End	Duration(hrs)
1	-----	-----	-----	-----
2	-----	-----	-----	-----
3	-----	-----	-----	-----
4	-----	-----	-----	-----
5	-----	-----	-----	-----
Work Log				
Create Date	Display Name	Description	Long Description	
-----	-----	-----	-----	
Comments				

RELEASED UNDER FOIACT



WORK ORDER - "1370587" (SR - N/A)

Work Order Details

Owner Group: <u>CVL_INSP</u>	Class: <u>ACTIVITY</u>	Status: <u>CLOSE</u>
Priority: <u>1</u>	Inspection Speed Restriction: _____	
Inspection Priority: _____	Work Speed Restriction: _____	
Details: Short Description <u>STATIONS/STOPS - Check lifts and pedestrian overpass bridges and ramps.</u>		
Long Description <u>Follow Checklist for Bridge Inspection</u>		
Work Type: <u>PI</u>	SR Number: _____	Inspected By: _____

Asset Information

Asset: <u>40133</u>	Description: <u>Corridor - Seaford</u>	
Corridor: <u>SEAF</u>	Common Name: <u>Seaford Corridor</u>	
Start Measure: _____ Offset	End Measure: _____ Offset	
Start Ref Point: _____	End Ref Point: _____	
Incident Type: <u>null \ null</u>		
Failure Class: <u>HRAIL-F001</u>	PROBLEM: _____ CAUSE: _____ REMEDY: _____	

Note: Refer to PCR template to select correct failure codes.

Features

Attributes

Name	Label	Start	End	Name	Label	Start	End
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Multi Assets

Sequence	Asset #	Description	Progress
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Scheduling Information

Target Start: <u>8/06/18</u>	Sched Start: _____	Actual Start: <u>18/06/18</u>
Target End: <u>8/06/18</u>	Sched End: _____	Actual End: <u>18/06/18</u>

Child Workorders

Planned Tasks

Additional Tasks

#	Task Description	Actual Start	Actual End	Duration(hrs)	Worker
1	_____	_____	_____	_____	_____
2	_____	_____	_____	_____	_____
3	_____	_____	_____	_____	_____
4	_____	_____	_____	_____	_____
5	_____	_____	_____	_____	_____

Coordinator

#	Name	Workers Required	Hours per worker
1	_____	_____	_____



Labor				
#	Name	Actual Start	Actual End	Duration(hrs)
1	-----	-----	-----	-----
2	-----	-----	-----	-----
3	-----	-----	-----	-----
4	-----	-----	-----	-----
5	-----	-----	-----	-----
Work Log				
Create Date	Display Name	Description	Long Description	
-----	-----	-----	-----	
Comments				

RELEASED UNDER FOIA ACT



WORK ORDER - "1370612" (SR - N/A)

Work Order Details

Owner Group: <u>CVL_INSP</u>	Class: <u>ACTIVITY</u>	Status: <u>CLOSE</u>
Priority: <u>1</u>	Inspection Speed Restriction: _____	
Inspection Priority: _____	Work Speed Restriction: _____	
Details: Short Description <u>STATIONS/STOPS - Check lifts and pedestrian overpass bridges and ramps.</u>		
Long Description <u>Follow Checklist for Bridge Inspection</u>		
Work Type: <u>PI</u>	SR Number: _____	Inspected By: _____

Asset Information

Asset: <u>40133</u>	Description: <u>Corridor - Seaford</u>	
Corridor: <u>SEAF</u>	Common Name: <u>Seaford Corridor</u>	
Start Measure: _____ Offset	End Measure: _____ Offset	
Start Ref Point: _____	End Ref Point: _____	
Incident Type: <u>null \ null</u>		
Failure Class: <u>HRAIL-F001</u>	PROBLEM: _____ CAUSE: _____ REMEDY: _____	

Note: Refer to PCR template to select correct failure codes.

Features

Attributes

Name	Label	Start	End	Name	Label	Start	End
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Multi Assets

Sequence	Asset #	Description	Progress
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Scheduling Information

Target Start: <u>8/06/18</u>	Sched Start: _____	Actual Start: <u>19/06/18</u>
Target End: <u>8/06/18</u>	Sched End: _____	Actual End: <u>19/06/18</u>

Child Workorders

Planned Tasks

Additional Tasks

#	Task Description	Actual Start	Actual End	Duration(hrs)	Worker
1	_____	_____	_____	_____	_____
2	_____	_____	_____	_____	_____
3	_____	_____	_____	_____	_____
4	_____	_____	_____	_____	_____
5	_____	_____	_____	_____	_____

Coordinator

#	Name	Workers Required	Hours per worker
1	_____	_____	_____



Labor				
#	Name	Actual Start	Actual End	Duration(hrs)
1	-----	-----	-----	-----
2	-----	-----	-----	-----
3	-----	-----	-----	-----
4	-----	-----	-----	-----
5	-----	-----	-----	-----
Work Log				
Create Date	Display Name	Description	Long Description	
-----	-----	-----	-----	
Comments				

RELEASED UNDER FOIA ACT



WORK ORDER - "1370637" (SR - N/A)

Work Order Details

Owner Group: <u>CVL_INSP</u>	Class: <u>ACTIVITY</u>	Status: <u>CLOSE</u>
Priority: <u>1</u>	Inspection Speed Restriction: _____	
Inspection Priority: _____	Work Speed Restriction: _____	
Details: Short Description <u>STATIONS/STOPS - Check lifts and pedestrian overpass bridges and ramps</u>		
Long Description <u>Follow Checklist for Bridge Inspection</u>		
Work Type: <u>PI</u>	SR Number: _____	Inspected By: _____

Asset Information

Asset: <u>40133</u>	Description: <u>Corridor - Seaford</u>
Corridor: <u>SEAF</u>	Common Name: <u>Seaford Corridor</u>
Start Measure: _____ Offset	End Measure: _____ Offset
Start Ref Point: _____	End Ref Point: _____
Incident Type: <u>null \ null</u>	
Failure Class: <u>HRAIL-F001</u>	PROBLEM: _____ CAUSE: _____ REMEDY: _____

Note: Refer to PCR template to select correct failure codes.

Features

Attributes

Name	Label	Start	End	Name	Label	Start	End
------	-------	-------	-----	------	-------	-------	-----

Multi Assets

Sequence	Asset #	Description	Progress
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Scheduling Information

Target Start: <u>8/06/18</u>	Sched Start: _____	Actual Start: <u>19/06/18</u>
Target End: <u>8/06/18</u>	Sched End: _____	Actual End: <u>21/06/18</u>

Child Workorders

Planned Tasks

Additional Tasks

#	Task Description	Actual Start	Actual End	Duration(hrs)	Worker
1	_____	_____	_____	_____	_____
2	_____	_____	_____	_____	_____
3	_____	_____	_____	_____	_____
4	_____	_____	_____	_____	_____
5	_____	_____	_____	_____	_____

Coordinator

#	Name	Workers Required	Hours per worker
1	_____	_____	_____



Labor				
#	Name	Actual Start	Actual End	Duration(hrs)
1	-----	-----	-----	-----
2	-----	-----	-----	-----
3	-----	-----	-----	-----
4	-----	-----	-----	-----
5	-----	-----	-----	-----
Work Log				
Create Date	Display Name	Description	Long Description	
-----	-----	-----	-----	
Comments				

RELEASED UNDER FOIA ACT



WORK ORDER - "1370662" (SR - N/A)

Work Order Details

Owner Group: <u>CVL_INSP</u>	Class: <u>ACTIVITY</u>	Status: <u>CLOSE</u>
Priority: <u>1</u>	Inspection Speed Restriction: _____	
Inspection Priority: _____	Work Speed Restriction: _____	
Details:	Short Description <u>STATIONS/STOPS - Check lifts and pedestrian overpass bridges and ramps.</u>	
	Long Description <u>Follow Checklist for Bridge Inspection</u>	
Work Type: <u>PI</u>	SR Number: _____	Inspected By: _____

Asset Information

Asset: <u>40133</u>	Description: <u>Corridor - Seaford</u>	
Corridor: <u>SEAF</u>	Common Name: <u>Seaford Corridor</u>	
Start Measure: _____ Offset _____	End Measure: _____ Offset _____	
Start Ref Point: _____	End Ref Point: _____	
Incident Type: <u>null \ null</u>		
Failure Class: <u>HRAIL-F001</u>	PROBLEM: _____ CAUSE: _____ REMEDY: _____	

Note: Refer to PCR template to select correct failure codes.

Features

Attributes

Name	Label	Start	End	Name	Label	Start	End
------	-------	-------	-----	------	-------	-------	-----

Multi Assets

Sequence	Asset #	Description	Progress
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Scheduling Information

Target Start: <u>8/06/18</u>	Sched Start: _____	Actual Start: <u>22/06/18</u>
Target End: <u>8/06/18</u>	Sched End: _____	Actual End: <u>22/06/18</u>

Child Workorders

Planned Tasks

Additional Tasks

#	Task Description	Actual Start	Actual End	Duration(hrs)	Worker
1	_____	_____	_____	_____	_____
2	_____	_____	_____	_____	_____
3	_____	_____	_____	_____	_____
4	_____	_____	_____	_____	_____
5	_____	_____	_____	_____	_____

Coordinator

#	Name	Workers Required	Hours per worker
1	_____	_____	_____



Labor				
#	Name	Actual Start	Actual End	Duration(hrs)
1	-----	-----	-----	-----
2	-----	-----	-----	-----
3	-----	-----	-----	-----
4	-----	-----	-----	-----
5	-----	-----	-----	-----
Work Log				
Create Date	Display Name	Description	Long Description	
-----	-----	-----	-----	
Comments				

RELEASED UNDER FOIACT



WORK ORDER - "1370662" (SR - N/A)

Work Order Details

Owner Group: <u>CVL_INSP</u>	Class: <u>ACTIVITY</u>	Status: <u>CLOSE</u>
Priority: <u>1</u>	Inspection Speed Restriction: _____	
Inspection Priority: _____	Work Speed Restriction: _____	
Details: Short Description <u>STATIONS/STOPS - Check lifts and pedestrian overpass bridges and ramps.</u>		
Long Description <u>Follow Checklist for Bridge Inspection</u>		
Work Type: <u>PI</u>	SR Number: _____	Inspected By: _____

Asset Information

Asset: <u>40133</u>	Description: <u>Corridor - Seaford</u>	
Corridor: <u>SEAF</u>	Common Name: <u>Seaford Corridor</u>	
Start Measure: _____ Offset	End Measure: _____ Offset	
Start Ref Point: _____	End Ref Point: _____	
Incident Type: <u>null \ null</u>		
Failure Class: <u>HRAIL-F001</u>	PROBLEM: _____	
	CAUSE: _____	
	REMEDY: _____	

Note: Refer to PCR template to select correct failure codes.

Features

Attributes

Name	Label	Start	End	Name	Label	Start	End
------	-------	-------	-----	------	-------	-------	-----

Multi Assets

Sequence	Asset #	Description	Progress
----------	---------	-------------	----------

Scheduling Information

Target Start: <u>8/06/18</u>	Sched Start: _____	Actual Start: <u>22/06/18</u>
Target End: <u>8/06/18</u>	Sched End: _____	Actual End: <u>22/06/18</u>

Child Workorders

Planned Tasks

Additional Tasks

#	Task Description	Actual Start	Actual End	Duration(hrs)	Worker
1	_____	_____	_____	_____	_____
2	_____	_____	_____	_____	_____
3	_____	_____	_____	_____	_____
4	_____	_____	_____	_____	_____
5	_____	_____	_____	_____	_____

Coordinator

#	Name	Workers Required	Hours per worker
1	_____	_____	_____



Labor				
#	Name	Actual Start	Actual End	Duration(hrs)
1
2
3
4
5
Work Log				
Create Date	Display Name	Description	Long Description	
.....	
Comments				
.....				
.....				
.....				

RELEASED UNDER FOIA ACT



WORK ORDER - "1431532" (SR - N/A)

Work Order Details

Owner Group: <u>CVL_INSP</u>	Class: <u>ACTIVITY</u>	Status: <u>CLOSE</u>
Priority: <u>1</u>	Inspection Speed Restriction: _____	
Inspection Priority: _____	Work Speed Restriction: _____	
Details: Short Description <u>STATIONS/STOPS - Check lifts and pedestrian overpass bridges and ramps.</u>		
Long Description <u>Follow Checklist for Bridge Inspection</u>		
Work Type: <u>PI</u>	SR Number: _____	Inspected By: _____

Asset Information

Asset: <u>40133</u>	Description: <u>Corridor - Seaford</u>	
Corridor: <u>SEAF</u>	Common Name: <u>Seaford Corridor</u>	
Start Measure: _____ Offset _____	End Measure: _____ Offset _____	
Start Ref Point: _____	End Ref Point: _____	
Incident Type: <u>null \ null</u>		
Failure Class: <u>HRAIL-F001</u>	PROBLEM: _____	
	CAUSE: _____	
	REMEDY: _____	

Note: Refer to PCR template to select correct failure codes.

Features

Attributes

Name	Label	Start	End	Name	Label	Start	End
------	-------	-------	-----	------	-------	-------	-----

Multi Assets

Sequence	Asset #	Description	Progress
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Scheduling Information

Target Start: <u>7/09/18</u>	Sched Start: _____	Actual Start: <u>14/09/18</u>
Target End: <u>7/09/18</u>	Sched End: _____	Actual End: <u>18/09/18</u>

Child Workorders

Planned Tasks

Additional Tasks

#	Task Description	Actual Start	Actual End	Duration(hrs)	Worker
1	_____	_____	_____	_____	_____
2	_____	_____	_____	_____	_____
3	_____	_____	_____	_____	_____
4	_____	_____	_____	_____	_____
5	_____	_____	_____	_____	_____

Coordinator

#	Name	Workers Required	Hours per worker
1	_____	_____	_____



Labor				
#	Name	Actual Start	Actual End	Duration(hrs)
1
2
3
4
5
Work Log				
Create Date	Display Name	Description	Long Description	
.....	
Comments				
.....				
.....				
.....				

RELEASED UNDER FOIA ACT



WORK ORDER - "1431557" (SR - N/A)

Work Order Details

Owner Group: <u>CVL_INSP</u>	Class: <u>ACTIVITY</u>	Status: <u>CLOSE</u>
Priority: <u>1</u>	Inspection Speed Restriction: _____	
Inspection Priority: _____	Work Speed Restriction: _____	
Details: Short Description <u>STATIONS/STOPS - Check lifts and pedestrian overpass bridges and ramps.</u>		
Long Description <u>Follow Checklist for Bridge Inspection</u>		
Work Type: <u>PI</u>	SR Number: _____	Inspected By: _____

Asset Information

Asset: <u>40133</u>	Description: <u>Corridor - Seaford</u>	
Corridor: <u>SEAF</u>	Common Name: <u>Seaford Corridor</u>	
Start Measure: _____ Offset _____	End Measure: _____ Offset _____	
Start Ref Point: _____	End Ref Point: _____	
Incident Type: <u>null \ null</u>		
Failure Class: <u>HRAIL-F001</u>	PROBLEM: _____	
	CAUSE: _____	
	REMEDY: _____	

Note: Refer to PCR template to select correct failure codes.

Features

Attributes

Name	Label	Start	End	Name	Label	Start	End
------	-------	-------	-----	------	-------	-------	-----

Multi Assets

Sequence	Asset #	Description	Progress
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Scheduling Information

Target Start: <u>7/09/18</u>	Sched Start: _____	Actual Start: <u>13/09/18</u>
Target End: <u>7/09/18</u>	Sched End: _____	Actual End: <u>14/09/18</u>

Child Workorders

Planned Tasks

Additional Tasks

#	Task Description	Actual Start	Actual End	Duration(hrs)	Worker
1	_____	_____	_____	_____	_____
2	_____	_____	_____	_____	_____
3	_____	_____	_____	_____	_____
4	_____	_____	_____	_____	_____
5	_____	_____	_____	_____	_____

Coordinator

#	Name	Workers Required	Hours per worker
1	_____	_____	_____



Labor				
#	Name	Actual Start	Actual End	Duration(hrs)
1	-----	-----	-----	-----
2	-----	-----	-----	-----
3	-----	-----	-----	-----
4	-----	-----	-----	-----
5	-----	-----	-----	-----
Work Log				
Create Date	Display Name	Description	Long Description	
-----	-----	-----	-----	
Comments				

RELEASED UNDER FOIA ACT



WORK ORDER - "1431582" (SR - N/A)

Work Order Details

Owner Group: <u>CVL_INSP</u>	Class: <u>ACTIVITY</u>	Status: <u>CLOSE</u>
Priority: <u>1</u>	Inspection Speed Restriction: _____	
Inspection Priority: _____	Work Speed Restriction: _____	
Details: Short Description <u>STATIONS/STOPS - Check lifts and pedestrian overpass bridges and ramps.</u>		
Long Description <u>Follow Checklist for Bridge Inspection</u>		
Work Type: <u>PI</u>	SR Number: _____	Inspected By: _____

Asset Information

Asset: <u>40133</u>	Description: <u>Corridor - Seaford</u>	
Corridor: <u>SEAF</u>	Common Name: <u>Seaford Corridor</u>	
Start Measure: _____ Offset _____	End Measure: _____ Offset _____	
Start Ref Point: _____	End Ref Point: _____	
Incident Type: <u>null \ null</u>		
Failure Class: <u>HRAIL-F001</u>	PROBLEM: _____ CAUSE: _____ REMEDY: _____	

Note: Refer to PCR template to select correct failure codes.

Features

Attributes

Name	Label	Start	End	Name	Label	Start	End
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Multi Assets

Sequence	Asset #	Description	Progress
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Scheduling Information

Target Start: <u>7/09/18</u>	Sched Start: _____	Actual Start: <u>11/09/18</u>
Target End: <u>7/09/18</u>	Sched End: _____	Actual End: <u>13/09/18</u>

Child Workorders

Planned Tasks

Additional Tasks

#	Task Description	Actual Start	Actual End	Duration(hrs)	Worker
1	_____	_____	_____	_____	_____
2	_____	_____	_____	_____	_____
3	_____	_____	_____	_____	_____
4	_____	_____	_____	_____	_____
5	_____	_____	_____	_____	_____

Coordinator

#	Name	Workers Required	Hours per worker
1	_____	_____	_____



Labor				
#	Name	Actual Start	Actual End	Duration(hrs)
1	-----	-----	-----	-----
2	-----	-----	-----	-----
3	-----	-----	-----	-----
4	-----	-----	-----	-----
5	-----	-----	-----	-----
Work Log				
Create Date	Display Name	Description	Long Description	
-----	-----	-----	-----	
Comments				

RELEASED UNDER FOIA ACT



WORK ORDER - "1431607" (SR - N/A)

Work Order Details

Owner Group: <u>CVL_INSP</u>	Class: <u>ACTIVITY</u>	Status: <u>CLOSE</u>
Priority: <u>1</u>	Inspection Speed Restriction: _____	
Inspection Priority: _____	Work Speed Restriction: _____	
Details: Short Description <u>STATIONS/STOPS - Check lifts and pedestrian overpass bridges and ramps</u>		
Long Description <u>Follow Checklist for Bridge Inspection</u>		
Work Type: <u>PI</u>	SR Number: _____	Inspected By: _____

Asset Information

Asset: <u>40133</u>	Description: <u>Corridor - Seaford</u>	
Corridor: <u>SEAF</u>	Common Name: <u>Seaford Corridor</u>	
Start Measure: _____ Offset _____	End Measure: _____ Offset _____	
Start Ref Point: _____	End Ref Point: _____	
Incident Type: <u>null \ null</u>		
Failure Class: <u>HRAIL-F001</u>	PROBLEM: _____	
	CAUSE: _____	
	REMEDY: _____	

Note: Refer to PCR template to select correct failure codes.

Features

Attributes

Name	Label	Start	End	Name	Label	Start	End
------	-------	-------	-----	------	-------	-------	-----

Multi Assets

Sequence	Asset #	Description	Progress
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Scheduling Information

Target Start: <u>7/09/18</u>	Sched Start: _____	Actual Start: <u>11/09/18</u>
Target End: <u>7/09/18</u>	Sched End: _____	Actual End: <u>11/09/18</u>

Child Workorders

Planned Tasks

Additional Tasks

#	Task Description	Actual Start	Actual End	Duration(hrs)	Worker
1	_____	_____	_____	_____	_____
2	_____	_____	_____	_____	_____
3	_____	_____	_____	_____	_____
4	_____	_____	_____	_____	_____
5	_____	_____	_____	_____	_____

Coordinator

#	Name	Workers Required	Hours per worker
1	_____	_____	_____



Labor				
#	Name	Actual Start	Actual End	Duration(hrs)
1	-----	-----	-----	-----
2	-----	-----	-----	-----
3	-----	-----	-----	-----
4	-----	-----	-----	-----
5	-----	-----	-----	-----
Work Log				
Create Date	Display Name	Description	Long Description	
-----	-----	-----	-----	
Comments				

RELEASED UNDER FOIA ACT



WORK ORDER - "1431632" (SR - N/A)

Work Order Details

Owner Group: <u>CVL_INSP</u>	Class: <u>ACTIVITY</u>	Status: <u>CLOSE</u>
Priority: <u>1</u>	Inspection Speed Restriction: _____	
Inspection Priority: _____	Work Speed Restriction: _____	
Details: Short Description <u>STATIONS/STOPS - Check lifts and pedestrian overpass bridges and ramps.</u>		
Long Description <u>Follow Checklist for Bridge Inspection</u>		
Work Type: <u>PI</u>	SR Number: _____	Inspected By: _____

Asset Information

Asset: <u>40133</u>	Description: <u>Corridor - Seaford</u>	
Corridor: <u>SEAF</u>	Common Name: <u>Seaford Corridor</u>	
Start Measure: _____ Offset _____	End Measure: _____ Offset _____	
Start Ref Point: _____	End Ref Point: _____	
Incident Type: <u>null \ null</u>		
Failure Class: <u>HRAIL-F001</u>		

PROBLEM: _____
CAUSE: _____
REMEDY: _____

Note: Refer to PCR template to select correct failure codes.

Features

Attributes

Name	Label	Start	End	Name	Label	Start	End
------	-------	-------	-----	------	-------	-------	-----

Multi Assets

Sequence	Asset #	Description	Progress
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Scheduling Information

Target Start: <u>7/09/18</u>	Sched Start: _____	Actual Start: <u>7/09/18</u>
Target End: <u>7/09/18</u>	Sched End: _____	Actual End: <u>7/09/18</u>

Child Workorders

Planned Tasks

Additional Tasks

#	Task Description	Actual Start	Actual End	Duration(hrs)	Worker
1	_____	_____	_____	_____	_____
2	_____	_____	_____	_____	_____
3	_____	_____	_____	_____	_____
4	_____	_____	_____	_____	_____
5	_____	_____	_____	_____	_____

Coordinator

#	Name	Workers Required	Hours per worker
1	_____	_____	_____



Labor				
#	Name	Actual Start	Actual End	Duration(hrs)
1	-----	-----	-----	-----
2	-----	-----	-----	-----
3	-----	-----	-----	-----
4	-----	-----	-----	-----
5	-----	-----	-----	-----
Work Log				
Create Date	Display Name	Description	Long Description	
-----	-----	-----	-----	
Comments				

RELEASED UNDER FOIA ACT



WORK ORDER - "1431657" (SR - N/A)

Work Order Details

Owner Group: <u>CVL_INSP</u>	Class: <u>ACTIVITY</u>	Status: <u>CLOSE</u>
Priority: <u>1</u>	Inspection Speed Restriction: _____	
Inspection Priority: _____	Work Speed Restriction: _____	
Details: Short Description <u>STATIONS/STOPS - Check lifts and pedestrian overpass bridges and ramps.</u>		
Long Description <u>Follow Checklist for Bridge Inspection</u>		
Work Type: <u>PI</u>	SR Number: _____	Inspected By: _____

Asset Information

Asset: <u>40133</u>	Description: <u>Corridor - Seaford</u>	
Corridor: <u>SEAF</u>	Common Name: <u>Seaford Corridor</u>	
Start Measure: _____ Offset	End Measure: _____ Offset	
Start Ref Point: _____	End Ref Point: _____	
Incident Type: <u>null \ null</u>		
Failure Class: <u>HRAIL-F001</u>	PROBLEM: _____ CAUSE: _____ REMEDY: _____	

Note: Refer to PCR template to select correct failure codes.

Features

Attributes

Name	Label	Start	End	Name	Label	Start	End
------	-------	-------	-----	------	-------	-------	-----

Multi Assets

Sequence	Asset #	Description	Progress
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Scheduling Information

Target Start: <u>7/09/18</u>	Sched Start: _____	Actual Start: <u>10/09/18</u>
Target End: <u>7/09/18</u>	Sched End: _____	Actual End: <u>10/09/18</u>

Child Workorders

Planned Tasks

Additional Tasks

#	Task Description	Actual Start	Actual End	Duration(hrs)	Worker
1	_____	_____	_____	_____	_____
2	_____	_____	_____	_____	_____
3	_____	_____	_____	_____	_____
4	_____	_____	_____	_____	_____
5	_____	_____	_____	_____	_____

Coordinator

#	Name	Workers Required	Hours per worker
1	_____	_____	_____



Labor				
#	Name	Actual Start	Actual End	Duration(hrs)
1	-----	-----	-----	-----
2	-----	-----	-----	-----
3	-----	-----	-----	-----
4	-----	-----	-----	-----
5	-----	-----	-----	-----
Work Log				
Create Date	Display Name	Description	Long Description	
-----	-----	-----	-----	
Comments				

RELEASED UNDER FOIA ACT



WORK ORDER - "1489787" (SR - N/A)

Work Order Details

Owner Group: <u>CVL_INSP</u>	Class: <u>ACTIVITY</u>	Status: <u>CLOSE</u>
Priority: <u>1</u>	Inspection Speed Restriction: _____	
Inspection Priority: _____	Work Speed Restriction: _____	
Details: Short Description <u>STATIONS/STOPS - Check lifts and pedestrian overpass bridges and ramps.</u>		
Long Description <u>Follow Checklist for Bridge Inspection</u>		
Work Type: <u>PI</u>	SR Number: _____	Inspected By: _____

Asset Information

Asset: <u>40133</u>	Description: <u>Corridor - Seaford</u>	
Corridor: <u>SEAF</u>	Common Name: <u>Seaford Corridor</u>	
Start Measure: _____ Offset _____	End Measure: _____ Offset _____	
Start Ref Point: _____	End Ref Point: _____	
Incident Type: <u>null \ null</u>		
Failure Class: <u>HRAIL-F001</u>	PROBLEM: _____ CAUSE: _____ REMEDY: _____	

Note: Refer to PCR template to select correct failure codes.

Features

Attributes

Name	Label	Start	End	Name	Label	Start	End
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Multi Assets

Sequence	Asset #	Description	Progress
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Scheduling Information

Target Start: <u>7/12/18</u>	Sched Start: _____	Actual Start: <u>10/12/18</u>
Target End: <u>7/12/18</u>	Sched End: _____	Actual End: <u>10/12/18</u>

Child Workorders

Planned Tasks

Additional Tasks

#	Task Description	Actual Start	Actual End	Duration(hrs)	Worker
1	_____	_____	_____	_____	_____
2	_____	_____	_____	_____	_____
3	_____	_____	_____	_____	_____
4	_____	_____	_____	_____	_____
5	_____	_____	_____	_____	_____

Coordinator

#	Name	Workers Required	Hours per worker
1	_____	_____	_____



Labor				
#	Name	Actual Start	Actual End	Duration(hrs)
1	-----	-----	-----	-----
2	-----	-----	-----	-----
3	-----	-----	-----	-----
4	-----	-----	-----	-----
5	-----	-----	-----	-----
Work Log				
Create Date	Display Name	Description	Long Description	
-----	-----	-----	-----	
Comments				

RELEASED UNDER FOIA ACT



WORK ORDER - "1489812" (SR - N/A)

Work Order Details

Owner Group:	CVL_INSP	Class:	ACTIVITY	Status:	CLOSE
Priority:	1	Inspection Speed Restriction	-----		
Inspection Priority:	-----	Work Speed Restriction	-----		
Details:	Short Description STATIONS/STOPS - Check lifts and pedestrian overpass bridges and ramps.				
	Long Description Follow Checklist for Bridge Inspection				
Work Type:	PI	SR Number:	-----	Inspected By:	-----

Asset Information

Asset:	40133	Description:	Corridor - Seaford
Corridor:	SEAF	Common Name:	Seaford Corridor
Start Measure:	----- Offset	End Measure:	----- Offset
Start Ref Point:	-----	End Ref Point:	-----
Incident Type:	null \ null		
Failure Class:	HRAIL-F001	PROBLEM:	-----
		CAUSE:	-----
		REMEDY:	-----

Note: Refer to PCR template to select correct failure codes.

Features

Attributes

Name	Label	Start	End	Name	Label	Start	End
------	-------	-------	-----	------	-------	-------	-----

Multi Assets

Sequence	Asset #	Description	Progress
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Scheduling Information

Target Start:	7/12/18	Sched Start:	-----	Actual Start:	10/12/18
Target End:	7/12/18	Sched End:	-----	Actual End:	10/12/18

Child Workorders

Planned Tasks

Additional Tasks

#	Task Description	Actual Start	Actual End	Duration(hrs)	Worker
1	-----	-----	-----	-----	-----
2	-----	-----	-----	-----	-----
3	-----	-----	-----	-----	-----
4	-----	-----	-----	-----	-----
5	-----	-----	-----	-----	-----

Coordinator

#	Name	Workers Required	Hours per worker
1	-----	-----	-----



Labor				
#	Name	Actual Start	Actual End	Duration(hrs)
1	-----	-----	-----	-----
2	-----	-----	-----	-----
3	-----	-----	-----	-----
4	-----	-----	-----	-----
5	-----	-----	-----	-----
Work Log				
Create Date	Display Name	Description	Long Description	
-----	-----	-----	-----	
Comments				

RELEASED UNDER FOIACT



WORK ORDER - "1489837" (SR - N/A)

Work Order Details

Owner Group:	CVL_INSP	Class:	ACTIVITY	Status:	CLOSE
Priority:	1	Inspection Speed Restriction			
Inspection Priority:		Work Speed Restriction			
Details:	Short Description STATIONS/STOPS - Check lifts and pedestrian overpass bridges and ramps.				
	Long Description Follow Checklist for Bridge Inspection				
Work Type:	PI	SR Number:		Inspected By:	

Asset Information

Asset:	40133	Description:	Corridor - Seaford
Corridor:	SEAF	Common Name:	Seaford Corridor
Start Measure:	Offset	End Measure:	Offset
Start Ref Point:		End Ref Point:	
Incident Type:	null \ null		
Failure Class:	HRAIL-F001	PROBLEM:	
		CAUSE:	
		REMEDY:	

Note: Refer to PCR template to select correct failure codes.

Features

Attributes

Name	Label	Start	End	Name	Label	Start	End
------	-------	-------	-----	------	-------	-------	-----

Multi Assets

Sequence	Asset #	Description	Progress
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Scheduling Information

Target Start:	7/12/18	Sched Start:	Actual Start:	11/12/18
Target End:	7/12/18	Sched End:	Actual End:	11/12/18

Child Workorders

Planned Tasks

Additional Tasks

#	Task Description	Actual Start	Actual End	Duration(hrs)	Worker
1					
2					
3					
4					
5					

Coordinator

#	Name	Workers Required	Hours per worker
1			



Labor				
#	Name	Actual Start	Actual End	Duration(hrs)
1	-----	-----	-----	-----
2	-----	-----	-----	-----
3	-----	-----	-----	-----
4	-----	-----	-----	-----
5	-----	-----	-----	-----
Work Log				
Create Date	Display Name	Description	Long Description	
-----	-----	-----	-----	
Comments				

RELEASED UNDER FOIACT



WORK ORDER - "1489862" (SR - N/A)

Work Order Details

Owner Group:	CVL_INSP	Class:	ACTIVITY	Status:	CLOSE
Priority:	1	Inspection Speed Restriction			
Inspection Priority:		Work Speed Restriction			
Details:	Short Description STATIONS/STOPS - Check lifts and pedestrian overpass bridges and ramps.				
	Long Description Follow Checklist for Bridge Inspection				
Work Type:	PI	SR Number:		Inspected By:	

Asset Information

Asset:	40133	Description:	Corridor - Seaford
Corridor:	SEAF	Common Name:	Seaford Corridor
Start Measure:	Offset	End Measure:	Offset
Start Ref Point:		End Ref Point:	
Incident Type:	null \ null		
Failure Class:	HRAIL-F001	PROBLEM:	
		CAUSE:	
		REMEDY:	

Note: Refer to PCR template to select correct failure codes.

Features

Attributes

Name	Label	Start	End	Name	Label	Start	End
------	-------	-------	-----	------	-------	-------	-----

Multi Assets

Sequence	Asset #	Description	Progress
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Scheduling Information

Target Start:	7/12/18	Sched Start:	Actual Start:	12/12/18
Target End:	7/12/18	Sched End:	Actual End:	12/12/18

Child Workorders

Planned Tasks

Additional Tasks

#	Task Description	Actual Start	Actual End	Duration(hrs)	Worker
1					
2					
3					
4					
5					

Coordinator

#	Name	Workers Required	Hours per worker
1			



Labor				
#	Name	Actual Start	Actual End	Duration(hrs)
1	-----	-----	-----	-----
2	-----	-----	-----	-----
3	-----	-----	-----	-----
4	-----	-----	-----	-----
5	-----	-----	-----	-----
Work Log				
Create Date	Display Name	Description	Long Description	
-----	-----	-----	-----	
Comments				

RELEASED UNDER FOIACT



WORK ORDER - "1489887" (SR - N/A)

Work Order Details

Owner Group: <u>CVL_INSP</u>	Class: <u>ACTIVITY</u>	Status: <u>CLOSE</u>
Priority: <u>1</u>	Inspection Speed Restriction: _____	
Inspection Priority: _____	Work Speed Restriction: _____	
Details:	Short Description <u>STATIONS/STOPS - Check lifts and pedestrian overpass bridges and ramps.</u>	
	Long Description <u>Follow Checklist for Bridge Inspection</u>	
Work Type: <u>PI</u>	SR Number: _____	Inspected By: _____

Asset Information

Asset: <u>40133</u>	Description: <u>Corridor - Seaford</u>	
Corridor: <u>SEAF</u>	Common Name: <u>Seaford Corridor</u>	
Start Measure: _____ Offset _____	End Measure: _____ Offset _____	
Start Ref Point: _____	End Ref Point: _____	
Incident Type: <u>null \ null</u>		
Failure Class: <u>HRAIL-F001</u>	PROBLEM: _____ CAUSE: _____ REMEDY: _____	

Note: Refer to PCR template to select correct failure codes.

Features

Attributes

Name	Label	Start	End	Name	Label	Start	End
------	-------	-------	-----	------	-------	-------	-----

Multi Assets

Sequence	Asset #	Description	Progress
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Scheduling Information

Target Start: <u>7/12/18</u>	Sched Start: _____	Actual Start: <u>13/12/18</u>
Target End: <u>7/12/18</u>	Sched End: _____	Actual End: <u>13/12/18</u>

Child Workorders

Planned Tasks

Additional Tasks

#	Task Description	Actual Start	Actual End	Duration(hrs)	Worker
1	_____	_____	_____	_____	_____
2	_____	_____	_____	_____	_____
3	_____	_____	_____	_____	_____
4	_____	_____	_____	_____	_____
5	_____	_____	_____	_____	_____

Coordinator

#	Name	Workers Required	Hours per worker
1	_____	_____	_____



Labor				
#	Name	Actual Start	Actual End	Duration(hrs)
1	-----	-----	-----	-----
2	-----	-----	-----	-----
3	-----	-----	-----	-----
4	-----	-----	-----	-----
5	-----	-----	-----	-----
Work Log				
Create Date	Display Name	Description	Long Description	
-----	-----	-----	-----	
Comments				

RELEASED UNDER FOIACT



WORK ORDER - "1489912" (SR - N/A)

Work Order Details

Owner Group:	CVL_INSP	Class:	ACTIVITY	Status:	CLOSE
Priority:	1	Inspection Speed Restriction			
Inspection Priority:		Work Speed Restriction			
Details:	Short Description STATIONS/STOPS - Check lifts and pedestrian overpass bridges and ramps.				
	Long Description Follow Checklist for Bridge Inspection				
Work Type:	PI	SR Number:		Inspected By:	

Asset Information

Asset:	40133	Description:	Corridor - Seaford
Corridor:	SEAF	Common Name:	Seaford Corridor
Start Measure:	Offset	End Measure:	Offset
Start Ref Point:		End Ref Point:	
Incident Type:	null \ null		
Failure Class:	HRAIL-F001	PROBLEM:	
		CAUSE:	
		REMEDY:	

Note: Refer to PCR template to select correct failure codes.

Features

Attributes

Name	Label	Start	End	Name	Label	Start	End
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Multi Assets

Sequence	Asset #	Description	Progress
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Scheduling Information

Target Start:	7/12/18	Sched Start:	Actual Start:	19/12/18
Target End:	7/12/18	Sched End:	Actual End:	19/12/18

Child Workorders

Planned Tasks

Additional Tasks

#	Task Description	Actual Start	Actual End	Duration(hrs)	Worker
1					
2					
3					
4					
5					

Coordinator

#	Name	Workers Required	Hours per worker
1			



Labor				
#	Name	Actual Start	Actual End	Duration(hrs)
1	-----	-----	-----	-----
2	-----	-----	-----	-----
3	-----	-----	-----	-----
4	-----	-----	-----	-----
5	-----	-----	-----	-----
Work Log				
Create Date	Display Name	Description	Long Description	
-----	-----	-----	-----	
Comments				

RELEASED UNDER FOIACT



WORK ORDER - "1549010" (SR - N/A)

Work Order Details

Owner Group: <u>CVL_INSP</u>	Class: <u>ACTIVITY</u>	Status: <u>COMP</u>
Priority: <u>1</u>	Inspection Speed Restriction: _____	
Inspection Priority: _____	Work Speed Restriction: _____	
Details:	Short Description <u>STATIONS/STOPS - Check lifts and pedestrian overpass bridges and ramps.</u>	
	Long Description <u>Follow Checklist for Bridge Inspection</u>	
Work Type: <u>PI</u>	SR Number: _____	Inspected By: _____

Asset Information

Asset: <u>40133</u>	Description: <u>Corridor - Seaford</u>	
Corridor: <u>SEAF</u>	Common Name: <u>Seaford Corridor</u>	
Start Measure: _____ Offset _____	End Measure: _____ Offset _____	
Start Ref Point: _____	End Ref Point: _____	
Incident Type: <u>null \ null</u>		
Failure Class: <u>HRAIL-F001</u>	PROBLEM: _____ CAUSE: _____ REMEDY: _____	

Note: Refer to PCR template to select correct failure codes.

Features

Attributes

Name	Label	Start	End	Name	Label	Start	End
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Multi Assets

Sequence	Asset #	Description	Progress
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Scheduling Information

Target Start: <u>8/03/19</u>	Sched Start: _____	Actual Start: <u>4/03/19</u>
Target End: <u>8/03/19</u>	Sched End: _____	Actual End: <u>21/03/19</u>

Child Workorders

Planned Tasks

Additional Tasks

#	Task Description	Actual Start	Actual End	Duration(hrs)	Worker
1	_____	_____	_____	_____	_____
2	_____	_____	_____	_____	_____
3	_____	_____	_____	_____	_____
4	_____	_____	_____	_____	_____
5	_____	_____	_____	_____	_____

Coordinator

#	Name	Workers Required	Hours per worker
1	_____	_____	_____



Labor				
#	Name	Actual Start	Actual End	Duration(hrs)
1	-----	-----	-----	-----
2	-----	-----	-----	-----
3	-----	-----	-----	-----
4	-----	-----	-----	-----
5	-----	-----	-----	-----
Work Log				
Create Date	Display Name	Description	Long Description	
-----	-----	-----	-----	
Comments				

RELEASED UNDER FOIACT



WORK ORDER - "1549035" (SR - N/A)

Work Order Details

Owner Group:	<u>CVL_INSP</u>	Class:	<u>ACTIVITY</u>	Status:	<u>COMP</u>
Priority:	<u>1</u>	Inspection Speed Restriction	-----		
Inspection Priority:	-----	Work Speed Restriction	-----		
Details:	Short Description <u>STATIONS/STOPS - Check lifts and pedestrian overpass bridges and ramps.</u>				
	Long Description <u>Follow Checklist for Bridge Inspection</u>				
Work Type:	<u>PI</u>	SR Number:	-----	Inspected By:	-----

Asset Information

Asset:	<u>40133</u>	Description:	<u>Corridor - Seaford</u>
Corridor:	<u>SEAF</u>	Common Name:	<u>Seaford Corridor</u>
Start Measure:	----- Offset	End Measure:	----- Offset
Start Ref Point:	-----	End Ref Point:	-----
Incident Type:	<u>null \ null</u>		
Failure Class:	<u>HRAIL-F001</u>	PROBLEM: ----- CAUSE: ----- REMEDY: -----	

Note: Refer to PCR template to select correct failure codes.

Features

Attributes

Name	Label	Start	End	Name	Label	Start	End
------	-------	-------	-----	------	-------	-------	-----

Multi Assets

Sequence	Asset #	Description	Progress
----------	---------	-------------	----------

Scheduling Information

Target Start:	<u>8/03/19</u>	Sched Start:	-----	Actual Start:	<u>19/03/19</u>
Target End:	<u>8/03/19</u>	Sched End:	-----	Actual End:	<u>27/03/19</u>

Child Workorders

Planned Tasks

Additional Tasks

#	Task Description	Actual Start	Actual End	Duration(hrs)	Worker
1	-----	-----	-----	-----	-----
2	-----	-----	-----	-----	-----
3	-----	-----	-----	-----	-----
4	-----	-----	-----	-----	-----
5	-----	-----	-----	-----	-----

Coordinator

#	Name	Workers Required	Hours per worker
1	-----	-----	-----



Labor				
#	Name	Actual Start	Actual End	Duration(hrs)
1
2
3
4
5
Work Log				
Create Date	Display Name	Description	Long Description	
.....	
Comments				
.....				
.....				
.....				

RELEASED UNDER FOIACT



WORK ORDER - "1549060" (SR - N/A)

Work Order Details

Owner Group:	<u>CVL_INSP</u>	Class:	<u>ACTIVITY</u>	Status:	<u>COMP</u>
Priority:	<u>1</u>	Inspection Speed Restriction	-----		
Inspection Priority:	-----	Work Speed Restriction	-----		
Details:	Short Description <u>STATIONS/STOPS - Check lifts and pedestrian overpass bridges and ramps.</u>				
	Long Description <u>Follow Checklist for Bridge Inspection</u>				
Work Type:	<u>PI</u>	SR Number:	-----	Inspected By:	-----

Asset Information

Asset:	<u>40133</u>	Description:	<u>Corridor - Seaford</u>
Corridor:	<u>SEAF</u>	Common Name:	<u>Seaford Corridor</u>
Start Measure:	----- Offset	End Measure:	----- Offset
Start Ref Point:	-----	End Ref Point:	-----
Incident Type:	<u>null \ null</u>		
Failure Class:	<u>HRAIL-F001</u>	PROBLEM: ----- CAUSE: ----- REMEDY: -----	

Note: Refer to PCR template to select correct failure codes.

Features

Attributes

Name	Label	Start	End	Name	Label	Start	End
------	-------	-------	-----	------	-------	-------	-----

Multi Assets

Sequence	Asset #	Description	Progress
----------	---------	-------------	----------

Scheduling Information

Target Start:	<u>8/03/19</u>	Sched Start:	-----	Actual Start:	<u>1/04/19</u>
Target End:	<u>8/03/19</u>	Sched End:	-----	Actual End:	<u>5/04/19</u>

Child Workorders

Planned Tasks

Additional Tasks

#	Task Description	Actual Start	Actual End	Duration(hrs)	Worker
1	-----	-----	-----	-----	-----
2	-----	-----	-----	-----	-----
3	-----	-----	-----	-----	-----
4	-----	-----	-----	-----	-----
5	-----	-----	-----	-----	-----

Coordinator

#	Name	Workers Required	Hours per worker
1	-----	-----	-----



Labor				
#	Name	Actual Start	Actual End	Duration(hrs)
1	-----	-----	-----	-----
2	-----	-----	-----	-----
3	-----	-----	-----	-----
4	-----	-----	-----	-----
5	-----	-----	-----	-----
Work Log				
Create Date	Display Name	Description	Long Description	

Comments				

RELEASED UNDER FOIACT



WORK ORDER - "1549085" (SR - N/A)

Work Order Details

Owner Group:	<u>CVL_INSP</u>	Class:	<u>ACTIVITY</u>	Status:	<u>COMP</u>
Priority:	<u>1</u>	Inspection Speed Restriction	-----		
Inspection Priority:	-----	Work Speed Restriction	-----		
Details:	Short Description <u>STATIONS/STOPS - Check lifts and pedestrian overpass bridges and ramps.</u>				
	Long Description <u>Follow Checklist for Bridge Inspection</u>				
Work Type:	<u>PI</u>	SR Number:	-----	Inspected By:	-----

Asset Information

Asset:	<u>40133</u>	Description:	<u>Corridor - Seaford</u>
Corridor:	<u>SEAF</u>	Common Name:	<u>Seaford Corridor</u>
Start Measure:	----- Offset	End Measure:	----- Offset
Start Ref Point:	-----	End Ref Point:	-----
Incident Type:	<u>null \ null</u>		
Failure Class:	<u>HRAIL-F001</u>	PROBLEM:	-----
		CAUSE:	-----
		REMEDY:	-----

Note: Refer to PCR template to select correct failure codes.

Features

Attributes

Name	Label	Start	End	Name	Label	Start	End
------	-------	-------	-----	------	-------	-------	-----

Multi Assets

Sequence	Asset #	Description	Progress
----------	---------	-------------	----------

Scheduling Information

Target Start:	<u>8/03/19</u>	Sched Start:	-----	Actual Start:	<u>1/04/19</u>
Target End:	<u>8/03/19</u>	Sched End:	-----	Actual End:	<u>1/04/19</u>

Child Workorders

Planned Tasks

Additional Tasks

#	Task Description	Actual Start	Actual End	Duration(hrs)	Worker
1	-----	-----	-----	-----	-----
2	-----	-----	-----	-----	-----
3	-----	-----	-----	-----	-----
4	-----	-----	-----	-----	-----
5	-----	-----	-----	-----	-----

Coordinator

#	Name	Workers Required	Hours per worker
1	-----	-----	-----



Labor				
#	Name	Actual Start	Actual End	Duration(hrs)
1	-----	-----	-----	-----
2	-----	-----	-----	-----
3	-----	-----	-----	-----
4	-----	-----	-----	-----
5	-----	-----	-----	-----
Work Log				
Create Date	Display Name	Description	Long Description	
-----	-----	-----	-----	
Comments				

RELEASED UNDER FOIACT



WORK ORDER - "1549110" (SR - N/A)

Work Order Details

Owner Group: CVL_INSP Class: ACTIVITY Status: COMP
 Priority: 1 Inspection Speed Restriction _____
 Inspection Priority: _____ Work Speed Restriction _____
 Details: Short Description STATIONS/STOPS - Check lifts and pedestrian overpass bridges and ramps.
 Long Description Follow Checklist for Bridge Inspection
 Work Type: PI SR Number: _____ Inspected By: _____

Asset Information

Asset: 40133 Description: Corridor - Seaford
 Corridor: SEAF Common Name: Seaford Corridor
 Start Measure: _____ Offset _____ End Measure: _____ Offset _____
 Start Ref Point: _____ End Ref Point: _____
 Incident Type: null \ null
 Failure Class: HRAIL-F001
 PROBLEM: _____
 CAUSE: _____
 REMEDY: _____

Note: Refer to PCR template to select correct failure codes.

Features

Attributes

Name	Label	Start	End	Name	Label	Start	End
------	-------	-------	-----	------	-------	-------	-----

Multi Assets

Sequence	Asset #	Description	Progress
----------	---------	-------------	----------

Scheduling Information

Target Start: 8/03/19 Sched Start: _____ Actual Start: 25/03/19
 Target End: 8/03/19 Sched End: _____ Actual End: 25/03/19

Child Workorders

Planned Tasks

Additional Tasks

#	Task Description	Actual Start	Actual End	Duration(hrs)	Worker
1	_____	_____	_____	_____	_____
2	_____	_____	_____	_____	_____
3	_____	_____	_____	_____	_____
4	_____	_____	_____	_____	_____
5	_____	_____	_____	_____	_____

Coordinator

#	Name	Workers Required	Hours per worker
1	_____	_____	_____



Labor				
#	Name	Actual Start	Actual End	Duration(hrs)
1	-----	-----	-----	-----
2	-----	-----	-----	-----
3	-----	-----	-----	-----
4	-----	-----	-----	-----
5	-----	-----	-----	-----
Work Log				
Create Date	Display Name	Description	Long Description	
-----	-----	-----	-----	
Comments				

RELEASED UNDER FOIACT



WORK ORDER - "1549135" (SR - N/A)

Work Order Details

Owner Group:	<u>CVL_INSP</u>	Class:	<u>ACTIVITY</u>	Status:	<u>COMP</u>
Priority:	<u>1</u>	Inspection Speed Restriction	-----		
Inspection Priority:	-----	Work Speed Restriction	-----		
Details:	Short Description <u>STATIONS/STOPS - Check lifts and pedestrian overpass bridges and ramps.</u>				
	Long Description <u>Follow Checklist for Bridge Inspection</u>				
Work Type:	<u>PI</u>	SR Number:	-----	Inspected By:	-----

Asset Information

Asset:	<u>40133</u>	Description:	<u>Corridor - Seaford</u>
Corridor:	<u>SEAF</u>	Common Name:	<u>Seaford Corridor</u>
Start Measure:	----- Offset	End Measure:	----- Offset
Start Ref Point:	-----	End Ref Point:	-----
Incident Type:	<u>null \ null</u>		
Failure Class:	<u>HRAIL-F001</u>	PROBLEM: ----- CAUSE: ----- REMEDY: -----	

Note: Refer to PCR template to select correct failure codes.

Features

Attributes

Name	Label	Start	End	Name	Label	Start	End
------	-------	-------	-----	------	-------	-------	-----

Multi Assets

Sequence	Asset #	Description	Progress
----------	---------	-------------	----------

Scheduling Information

Target Start:	<u>8/03/19</u>	Sched Start:	-----	Actual Start:	<u>22/03/19</u>
Target End:	<u>8/03/19</u>	Sched End:	-----	Actual End:	<u>25/03/19</u>

Child Workorders

Planned Tasks

Additional Tasks

#	Task Description	Actual Start	Actual End	Duration(hrs)	Worker
1	-----	-----	-----	-----	-----
2	-----	-----	-----	-----	-----
3	-----	-----	-----	-----	-----
4	-----	-----	-----	-----	-----
5	-----	-----	-----	-----	-----

Coordinator

#	Name	Workers Required	Hours per worker
1	-----	-----	-----



Labor				
#	Name	Actual Start	Actual End	Duration(hrs)
1	-----	-----	-----	-----
2	-----	-----	-----	-----
3	-----	-----	-----	-----
4	-----	-----	-----	-----
5	-----	-----	-----	-----
Work Log				
Create Date	Display Name	Description	Long Description	
-----	-----	-----	-----	
Comments				

RELEASED UNDER FOIACT



WORK ORDER - "1499008" (SR - N/A)							
Work Order Details							
Owner Group:	SIGNALS	Class:	WORKORDER	Status:	CLOSE		
Priority:	4	Inspection Speed Restriction					
Inspection Priority:		Work Speed Restriction					
Details:	Short Description Up Escalator Not Operational						
	Long Description						
Work Type:	UI	SR Number:		Inspected By:			
Asset Information							
Asset:	41388	Description:	Station : Noarlunga Interchange				
Corridor:	SEAF	Common Name:	Noarlunga Interchange				
Start Measure:	30.003	Offset		End Measure:	30.6	Offset	
Start Ref Point:				End Ref Point:			
Incident Type:	null \ null						
Failure Class:	HRAIL-F004	PROBLEM:	SIG-P029				
		CAUSE:	SIG-C008				
		REMEDY:	SIG-R014				
Note: Refer to PCR template to select correct failure codes.							
Features				Attributes			
Name	Label	Start	End	Name	Label	Start	End
LANDMARKS	41388 LANDMARKS	79935 30.003	30.6				
LANDMARKS	41388 LANDMARKS	79966 30.003	30.6				
LANDMARKS	41388 LANDMARKS	79967 30.003	30.6				
Multi Assets							
Sequence	Asset #	Description				Progress	
Scheduling Information							
Target Start:		Sched Start:		Actual Start:	24/11/18		
Target End:		Sched End:		Actual End:	24/11/18		
Child Workorders							
Planned Tasks							
Additional Tasks							
#	Task Description	Actual Start	Actual End	Duration(hrs)	Worker		
1							
2							
3							
4							
5							
Coordinator							



#	Name	Workers Required	Hours per worker	
1	-----	-----	-----	
Labor				
#	Name	Actual Start	Actual End	Duration(hrs)
1	-----	24/11/18	-----	02:00
2	-----	24/11/18	-----	02:00
3	-----	-----	-----	-----
4	-----	-----	-----	-----
5	-----	-----	-----	-----
6	-----	-----	-----	-----
7	-----	-----	-----	-----
Work Log				
Create Date	Display Name	Description	Long Description	
24/11/2018 4:45 pm	-----	-----	Attended after Shift Manager reported UP Escalator not working. Found Circuit breaker tripped. Reset and NOS onsite used key to return Escalator back to normal operation. Left working OK	
Comments				



WORK ORDER - "1427409" (SR - 58556)

Work Order Details

Owner Group:	<u>CVL_MTCE</u>	Class:	<u>WORKORDER</u>	Status:	<u>CLOSE</u>
Priority:	<u>5</u>	Inspection Speed Restriction	-----		
Inspection Priority:	-----	Work Speed Restriction	-----		
Details:	Short Description <u>STATION/DEPOT ESCALATORS - Centre platform escalators not working</u>				
	Long Description <u>Centre platform escalators not working OTIS advised</u>				
	Vehicle#: ----- From: To: ----- Location: <u>NOAR CENT STATION</u> Employee#: -----				
Work Type:	<u>UM</u>	SR Number:	<u>58556</u>	Inspected By:	-----

Asset Information

Asset:	<u>41388</u>	Description:	<u>Station : Noarlunga Interchange</u>		
Corridor:	<u>SEAF</u>	Common Name:	<u>Noarlunga Interchange</u>		
Start Measure:	<u>30.003</u> Offset	End Measure:	<u>30.6</u> Offset	-----	
Start Ref Point:	-----	End Ref Point:	-----		
Incident Type:	<u>CIVIL INSPECTION FAULTS \ LIFTS</u>				
Failure Class:	<u>HRAIL-F004</u>	PROBLEM:	-----		
		CAUSE:	-----		
		REMEDY:	-----		

Note: Refer to PCR template to select correct failure codes.

Features

Attributes

Name	Label	Start	End	Name	Label	Start	End
LANDMARKS	41388 LANDMARKS	79935	30.003 30.6				
LANDMARKS	41388 LANDMARKS	79966	30.003 30.6				
LANDMARKS	41388 LANDMARKS	79967	30.003 30.6				

Multi Assets

Sequence	Asset #	Description	Progress

Scheduling Information

Target Start:	-----	Sched Start:	<u>7/08/18</u>	Actual Start:	<u>6/08/18</u>
Target End:	-----	Sched End:	<u>7/08/18</u>	Actual End:	<u>6/08/18</u>

Child Workorders

Planned Tasks

Additional Tasks



#	Task Description	Actual Start	Actual End	Duration(hrs)	Worker
1
2
3
4
5

Coordinator

#	Name	Workers Required	Hours per worker
1

Labor

#	Name	Actual Start		Actual End		Duration(hrs)
1	6/08/18	07:00	6/08/18	07:30	00:30
2	6/08/18	07:00	6/08/18	07:30	00:30
3	6/08/18	07:30	6/08/18	08:30	01:00
4	6/08/18	07:30	6/08/18	08:30	01:00
5
6
7
8
9

Work Log

Create Date	Display Name	Description	Long Description
-------------	--------------	-------------	------------------

Comments

.....
.....
.....
.....



WORK ORDER - "1528502" (SR - 64294)

Work Order Details

Owner Group: <u>CVL MTCE</u>	Class: <u>WORKORDER</u>	Status: <u>CLOSE</u>
Priority: <u>5</u>	Inspection Speed Restriction: _____	
Inspection Priority: _____	Work Speed Restriction: _____	
Details: Short Description <u>western side lift malfunctioning doors not closing fully and when lower level doors (Otis)</u> Long Description <u>western side lift malfunctioning doors not closing fully and when lower level doors not shutting OTIS advised 0721hrs</u>		
Vehicle#: _____ From: <u>SEAFORD</u> To: <u>ADELAIDE STATION</u> Location: <u>NOAR GENT STATION</u> Employee#: _____		
Work Type: <u>UM</u>	SR Number: <u>64294</u>	Inspected By: _____

Asset Information

Asset: <u>41388</u>	Description: <u>Station : Noarlunga Interchange</u>
Corridor: <u>SEAF</u>	Common Name: <u>Noarlunga Interchange</u>
Start Measure: <u>30.003</u> Offset	End Measure: <u>30.6</u> Offset
Start Ref Point: _____	End Ref Point: _____
Incident Type: <u>LIFTS \ DOORS</u>	
Failure Class: <u>HRAIL-F004</u>	PROBLEM: _____ CAUSE: _____ REMEDY: _____

Note: Refer to PCR template to select correct failure codes.

Features				Attributes			
Name	Label	Start	End	Name	Label	Start	End
LANDMARKS	41388 LANDMARKS	79935 30.003	30.6				
LANDMARKS	41388 LANDMARKS	79966 30.003	30.6				
LANDMARKS	41388 LANDMARKS	79967 30.003	30.6				

Multi Assets

Sequence	Asset #	Description	Progress

Scheduling Information

Target Start: _____	Sched Start: <u>17/01/19</u>	Actual Start: <u>17/01/19</u>
Target End: _____	Sched End: <u>17/01/19</u>	Actual End: <u>17/01/19</u>

Child Workorders

Planned Tasks

Additional Tasks



#	Task Description	Actual Start	Actual End	Duration(hrs)	Worker
1
2
3
4
5
Coordinator					
#	Name	Workers Required	Hours per worker		
1		
Labor					
#	Name	Actual Start	Actual End	Duration(hrs)	
1	22/12/18	00:00	
2	
3	
4	
5	
6	
Work Log					
Create Date	Display Name	Description	Long Description		
17/01/2019 2:24 pm	redate to sign off		
Comments					
.....					
.....					
.....					

RELEASED UNDER FOIA ACT



WORK ORDER - "1556889" (SR - 68493)

Work Order Details

Owner Group: <u>CLEANING</u>	Class: <u>WORKORDER</u>	Status: <u>COMP</u>
Priority: <u>5</u>	Inspection Speed Restriction: _____	
Inspection Priority: _____	Work Speed Restriction: _____	
Details: Short Description <u>Noarlunga Station - Graffiti vandal observed tagging the lift</u>		
Long Description <u>Noarlunga Station - Graffiti vandal observed tagging the lift on platform 3. Offender left before we were notified of the incident. Logged with VandalTrak Noarlunga Station - Graffiti vandal observed tagging the lift on platform 3. Offender left before we were notified of the incident. Logged with VandalTrak See attached file</u>		
Vehicle#: _____ From: To: _____ Location: <u>NOAR CENT STATION</u> Employee#: <u>234265</u>		
Work Type: <u>UM</u>	SR Number: <u>68493</u>	Inspected By: _____

Asset Information

Asset: <u>41388</u>	Description: <u>Station : Noarlunga Interchange</u>
Corridor: <u>SEAF</u>	Common Name: <u>Noarlunga Interchange</u>
Start Measure: <u>30.003</u> Offset _____	End Measure: <u>30.6</u> Offset _____
Start Ref Point: _____	End Ref Point: _____
Incident Type: <u>LIFTS \ GRAFFITI</u>	
Failure Class: <u>HRAIL-F004</u>	PROBLEM: _____ CAUSE: _____ REMEDY: _____

Note: Refer to PCR template to select correct failure codes.

Features				Attributes			
Name	Label	Start	End	Name	Label	Start	End
LANDMARKS	41388 LANDMARKS	79935	30.003 30.6				
LANDMARKS	41388 LANDMARKS	79966	30.003 30.6				
LANDMARKS	41388 LANDMARKS	79967	30.003 30.6				

Multi Assets

Sequence	Asset #	Description	Progress

Scheduling Information

Target Start: _____	Sched Start: <u>18/02/19</u>	Actual Start: <u>18/02/19</u>
Target End: _____	Sched End: <u>18/02/19</u>	Actual End: <u>18/02/19</u>

Child Workorders

Planned Tasks

Additional Tasks



#	Task Description	Actual Start	Actual End	Duration(hrs)	Worker
1
2
3
4
5
Coordinator					
#	Name	Workers Required	Hours per worker		
1		
Labor					
#	Name	Actual Start	Actual End	Duration(hrs)	
1	18/02/19 10:58	18/02/19 11:32	00:34	
2	
3	
4	
5	
6	
Work Log					
Create Date	Display Name	Description	Long Description		
Comments					
.....					
.....					
.....					
.....					

RELEASED UNDER FOIA ACT



WORK ORDER - "1311963" (SR - 45918)

Work Order Details

Owner Group:	<u>CVL_MTCE</u>	Class:	<u>WORKORDER</u>	Status:	<u>CLOSE</u>
Priority:	<u>5</u>	Inspection Speed Restriction	-----		
Inspection Priority:	-----	Work Speed Restriction	-----		
Details:	Short Description <u>STATION/DEPOT ESCALATORS - NOS 2 advised eastern escalator is not working at NC, cannot be restarted</u> Long Description <u>NOS 2 advised eastern escalator is not working at NC, cannot be restarted advised Civil works</u> Vehicle#: <u>From: SEAFORD To: ADELAIDE STATION</u> <u>Location: NOAR CENT STATION</u> <u>Employee#:</u> -----				
Work Type:	<u>CM</u>	SR Number:	<u>45918</u>	Inspected By:	

Asset Information

Asset:	<u>41388</u>	Description:	<u>Station : Noarlunga Interchange</u>		
Corridor:	<u>SEAF</u>	Common Name:	<u>Noarlunga Interchange</u>		
Start Measure:	<u>30.003</u> Offset	End Measure:	<u>30.6</u> Offset	-----	
Start Ref Point:	-----	End Ref Point:	-----		
Incident Type:	<u>null \ null</u>				
Failure Class:	<u>HRAIL-F004</u>	PROBLEM:			
		CAUSE:			
		REMEDY:			

Note: Refer to PCR template to select correct failure codes.

Features

Attributes

Name	Label	Start	End	Name	Label	Start	End
LANDMARKS	41388 LANDMARKS	79935	30.003 30.6				
LANDMARKS	41388 LANDMARKS	79966	30.003 30.6				
LANDMARKS	41388 LANDMARKS	79967	30.003 30.6				

Multi Assets

Sequence	Asset #	Description	Progress

Scheduling Information

Target Start:	-----	Sched Start:	<u>4/02/18</u>	Actual Start:	<u>5/02/18</u>
Target End:	-----	Sched End:	-----	Actual End:	<u>5/02/18</u>

Child Workorders

Planned Tasks

Additional Tasks



#	Task Description	Actual Start	Actual End	Duration(hrs)	Worker
1
2
3
4
5

Coordinator

#	Name	Workers Required	Hours per worker
1

Labor

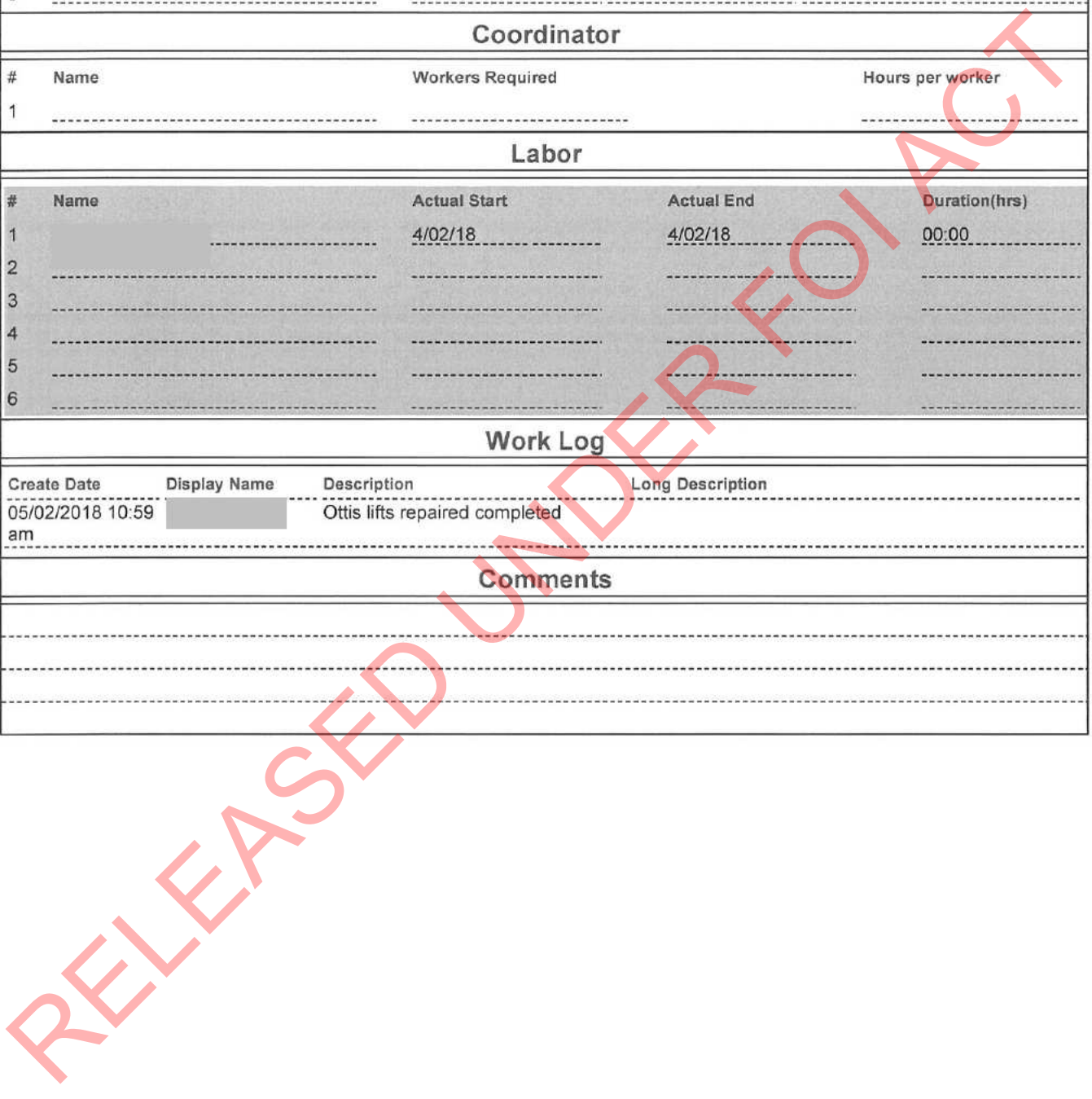
#	Name	Actual Start	Actual End	Duration(hrs)
1	4/02/18	4/02/18	00:00
2
3
4
5
6

Work Log

Create Date	Display Name	Description	Long Description
05/02/2018 10:59 am	Ottis lifts repaired completed

Comments

.....
.....
.....
.....



Service Requests

Find Service Ri [search icon] [print icon] [refresh icon] [back icon] [forward icon] [help icon]

List View Service Request Related Records Log Specifications Service Address

Service Request: 50620 Site: HRAIL Owner: Owner Group: CVL_MTCE Status: CAN Attachments: [icon]
Feature Class: Supervisor: [arrow]

Address Information

Service Address: 10093 Station: Noarlunga Interchange City: NOARLUNGA CENTRE
Formatted Address: Station: Noarlunga Interchange (X) State/Province:
Street Address:

User Information

Recorded By: [redacted] Affected Person: NO DATA
Name: [redacted] Name: No Name Given
Phone: Phone:
E-mail: E-mail:

Service Request Details

Summary: STATION/DEPOT ESCALATORS - Security guard advised a
Details:

Font [] Size [] Format None
Security guard advised a foreign object on the up escalator had jammed the escalator resulting in an audible bang and the escalator stopping
Ots advised and requested their attendance
Vehicle#:

External System: TPS
External Record#: 1251589
Priority: 5
Estimated Workers Required:

RELEASED UNDER FOIA ACT

Service Requests

Find Service Rq: [Search Icon] [Print Icon] [Refresh Icon] [Home Icon] [Back Icon] [Forward Icon] [Help Icon]

List View Service Request Related Records Log Specifications Service Address

Service Request: 49996
 Site: HRAIL
 Owner: [Field]
 Owner Group: CVL_MTCE
 Status: CAN
 Attachments: [Icon]
 Feature Class: [Field]
 Supervisor: [Field]

Address Information

Service Address: 10093 Station : Noarlunga Interchange
 City: NOARLUNGA CENTRE
 Formatted Address: Station : Noarlunga Interchange (x)
 State/Province: [Field]
 Street Address: [Field]

User Information

Reported By: [Field] Affected Person: [Field]
 Name: [Field] Name: [Field]
 Phone: [Field] Phone: [Field]
 E-mail: [Field] E-mail: [Field]

Service Request Details

Summary: STATION/DEPOT ESCALATORS - NOS 2 reported unable ti
 Details: [Field]
 Font: [Field] Size: [Field] Format: None
 NOS 2 reported unable to reset lift
 0720hrs NOS 2 called back and has fixed the issue, no technician required
 Vehicle#: [Field]
 External System: TPS
 External Record#: 1247513
 Priority: 5
 Estimated Workers Required: [Field]

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Service Requests

Find Service Ri [search icon] [refresh icon] [print icon] [back icon] [forward icon] [help icon]

List View Service Request Related Records Log Specifications Service Address

Service Request: 49991 Site: HRAIL Owner: Owner Group: CVL_MTCE Status: CAN Attachments
Feature Class: Supervisor:

Address Information

Service Address: 10093 Station: Noarlunga Interchange City: NOARLUNGA CENTRE
Formatted Address: Station: Noarlunga Interchange (x) State/Province:
Street Address:

User Information

Reported By: Affected Person:
Name: Name:
Phone: Phone:
E-mail: E-mail:

Service Request Details

Summary: STATION/DEPOT ESCALATORS - Western side escalator n
Details: Font Size Format None
Western side escalator not working
Vehicle#: External System: TPS External Record#: 1247388 Priority: 5 Estimated Workers Required:

RELEASED UNDER FOIA ACT

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Noarlunga Train Station Escalator
Date: Friday, 15 February 2019 1:48:44 PM

Hi [REDACTED]

Where are we at with these escalators ?

[REDACTED]

From: Kaurna EO [mailto:kaurna@parliament.sa.gov.au]
Sent: Wednesday, 13 February 2019 9:24 AM
To: DPTI:Minister Knoll <MinisterKnoll@sa.gov.au>
Cc: Kaurna EO <kaurna@parliament.sa.gov.au>
Subject: Noarlunga Train Station Escalator

Dear Minister

I write in regard to the escalator at Noarlunga Train Station.

This escalator has been out of order for weeks. While understanding that it is an old escalator, it doesn't appear that any maintenance has happened on the escalator.

The escalator is largely used by commuters when leaving the train after returning from the city. On that platform there is no lift available, so people are forced to use a very long ramp which is difficult for people with mobility issues.

Last night when I returned home via the train and saw the escalator was still out of service I foreshadowed on Facebook that I would be raising this subject with you this morning. The post is here:

<https://www.facebook.com/pictonlabor/photos/a.390156501107479/1928347970621650/>

As you can see in the comments there are many concerned residents about this issue. Including a resident who is heavily pregnant and one with a back issue who are finding it difficult using the ramp.

I hope that you will urgently look into this issue and make sure that maintenance happens immediately to reopen the escalator for the use of commuters.

Yours sincerely

Chris Picton MP
Member for Kaurna

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From: [REDACTED] (DPTI)
To: [REDACTED] (DPTI)
Subject: FW: 19MTI0352 - NEW CORRO - Chris Picton - Noarlunga Railway Station escalator
Date: Thursday, 28 March 2019 1:49:44 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[Letter from Chris Picton MP - Minister Knoll - Chris Picton.pdf](#)

From: Kurna EO [<mailto:kurna@parliament.sa.gov.au>]
Sent: Wednesday, 27 March 2019 10:51 AM
To: DPTI:Minister Knoll <MinisterKnoll@sa.gov.au>
Cc: Kurna EO <kurna@parliament.sa.gov.au>
Subject: 19MTI0352 - NEW CORRO - Chris Picton - Noarlunga Railway Station escalator

Good Morning,

Please find attached a letter from Chris Picton MP, Member for Kurna.

Kind Regards,

[REDACTED]
Chris Picton MP
T (08) 8327 0900 • E kurna@parliament.sa.gov.au
Seaford Meadows Shopping Centre 760 Grand Boulevard, Seaford Meadows SA 5169 •
www.chrispicton.com.au



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Chris Picton MP

Member for Kaurna

Phone 08 8327 0900 | chrispicton.com.au | [Facebook.com/PictonLabor](https://www.facebook.com/PictonLabor) | [Twitter @PictonChris](https://twitter.com/PictonChris)



Hon Stephan Knoll MP
Minister for Transport, Infrastructure and Local Government
MinisterKnoll@sa.gov.au

26. March 2019

Dear Minister,

I write in relation to your response to my email regarding the Noarlunga railway station escalator.

I understand that since I received your letter, the parts for the escalator have arrived and the escalator is now functioning.

However, given that the escalator is over 25 years old and requires parts to be manufactured overseas, the Government should consider investigating replacing the escalator with a new model given the number of residents who use Noarlunga railway station.

I trust you will consider this matter and investigate the replacement of the escalator. I look forward to your reply.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'Chris Picton', written over a large red watermark.

Chris Picton MP
Member for Kaurna

19MTI0352



Government
of South Australia

The Hon Stephan Knoll MP
Member for Schubert

Mr Chris Picton MP
Member for Karna
Seaford Meadows Shopping Centre
Shop 9, 760 Grand Boulevard
SEAFORD MEADOWS SA 5169

Dear Mr ^{Chris} Picton

Thank you for your email regarding the escalator at the Noarlunga railway station.

I am advised by the Department of Planning, Transport and Infrastructure (DPTI) that the escalator was damaged mid-January and unfortunately, as the escalator is over 25 years old, there are no spares in Australia.

The particular part that is required to fix the escalator is currently being manufactured in Germany and is expected to arrive in Australia in mid-March. Until then, the escalator will remain out of order.

DPTI regrets any inconvenience to customers, however please be assured that the escalator is regularly inspected and was also subject to a significant overhaul just under 12 months ago.

I trust this information is of assistance.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Stephan Knoll', written over a large red watermark that says 'RELEASED UNDER FOIA ACT'.

HON STEPHAN KNOLL MP
MINISTER FOR TRANSPORT, INFRASTRUCTURE AND LOCAL GOVERNMENT
MINISTER FOR PLANNING

3 March 2019

Minister for Transport, Infrastructure and Local Government
Minister for Planning

Roma Mitchell House Adelaide SA 5000 | GPO Box 1533 Adelaide SA 5001 DX 171
Tel 08 7109 8430 | Email ministerknoll@sa.gov.au



From: [REDACTED]
To: [REDACTED] (DPTI)
Cc: [REDACTED] (DPTI)
Subject: RE: Escalator Noarlunga Centre
Date: Friday, 1 March 2019 8:32:44 AM
Attachments: [image003.gif](#)
[image002.png](#)

GM [REDACTED]

It appears we have a main line relay malfunction – open circuit on the coil, they are chasing now for a replacement and will advise accordingly.

I have ask the question about who lodge the request.

If I can be of further assistance please do not hesitate to contact me

Regards,

[REDACTED]
[REDACTED]

Agency Operations Manager
L1 115 Sherriff Street, Underdale SA 5032

[REDACTED]
[REDACTED] | www.spotless.com.au

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[2018_Email_Winner_Excellence \(002\)](#)



From: [REDACTED] (DPTI)
Sent: Friday, 1 March 2019 7:32 AM
To: [REDACTED] (DPTI)
Subject: Re: Escalator Noarlunga Centre
Does that mean that a call wasn't made to the Hotline yesterday?

[REDACTED]
Sent from my iPhone

On 1 Mar 2019, at 6:57 am, [REDACTED] wrote:

GM [REDACTED]

Sorry no WO raised in the system.

If I can be of further assistance please do not hesitate to contact me

Regards,

Agency Operations Manager
L1 115 Sherriff Street, Underdale SA 5032

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From: [Redacted]

Sent: Thursday, 28 February 2019 8:43 PM

To: [Redacted]

Cc: [Redacted]

Subject: Escalator Noarlunga Centre

Hello [Redacted]

I heard a whisper this afternoon that the escalator at Noarlunga Centre had failed again and that a call had been made to the Hotline. Are you able to advise if this is correct and if so what was the outcome of the callout?

Regards

[Redacted]
A/Unit Manager, Track, Civil & Infrastructure
Public Transport Services Division
Department of Planning, Transport and Infrastructure

71 Richmond Road, Mile End SA 5031 • PO Box 1533 Adelaide SA 5000 • DX 171 • www.dpti.sa.gov.au

(I work Compressed Hours Monday to Thursday)

MON	TUE	WED	THU	FRI

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We acknowledge and respect Aboriginal peoples as South Australia's first peoples and nations, we recognise Aboriginal peoples as traditional owners and occupants of land and waters in South Australia and that their spiritual, social, cultural and economic practices come from their traditional lands and waters; and they maintain their cultural and heritage beliefs, languages and laws which are of ongoing importance; We pay our respects to their ancestors and to their Elders.

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From: [redacted] (DPTI)
To: [redacted]
Cc: [redacted]
Subject: FW: Noarlunga Station Escalator
Date: Wednesday, 27 February 2019 11:43:49 AM
Attachments: [image001.gif](#)
[image002.gif](#)
[image003.gif](#)
[image004.gif](#)
[image005.gif](#)

All,
Please note email below confirming that the escalator at Noarlunga Centre was back in operation as of yesterday.

Regards

[redacted]
A/Unit Manager, Track, Civil & Infrastructure
Public Transport Services Division
Department of Planning, Transport and Infrastructure

[redacted]
71 Richmond Road, Mile End SA 5031 • PO Box 1533 Adelaide SA 5000 • DX 171 •
www.dpti.sa.gov.au

(I work Compressed Hours Monday to Thursday)

MON	TUE	WED	THU	FRI
✓	✓	✓	✓	



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From: [redacted]
Sent: Wednesday, 27 February 2019 11:37 AM
To: [redacted]
Cc: [redacted]
Subject: RE: Noarlunga Station Escalator

GM Team,
News is that the escalator was back in operation yesterday.
If I can be of further assistance please do not hesitate to contact me
Regards,

[redacted]
Operations Manager – Corporate Agencies
FMS Contract - Government Sector
Level 1, 115 Sherriff Street
Underdale
SA 5032
[redacted]

2018_Email_Winner_Excellence (002)



From: [Redacted]

Sent: Monday, 25 February 2019 3:06 PM

To: [Redacted]

Cc: [Redacted]

Subject: RE: Noarlunga Station Escalator

[Redacted]

[Redacted] Once complete let us know.

[Redacted] - Can you give Ops the heads up.

Cheers

[Redacted]

From: [Redacted]

Sent: Monday, 25 February 2019 12:41 PM

To: [Redacted]

Cc: [Redacted]

Subject: Noarlunga Station Escalator

GA Team,

Some excellent news that the new steps for the Noarlunga Station Escalator have arrived and will be installed tomorrow.

If I can be of further assistance please do not hesitate to contact me

Regards,

[Redacted]

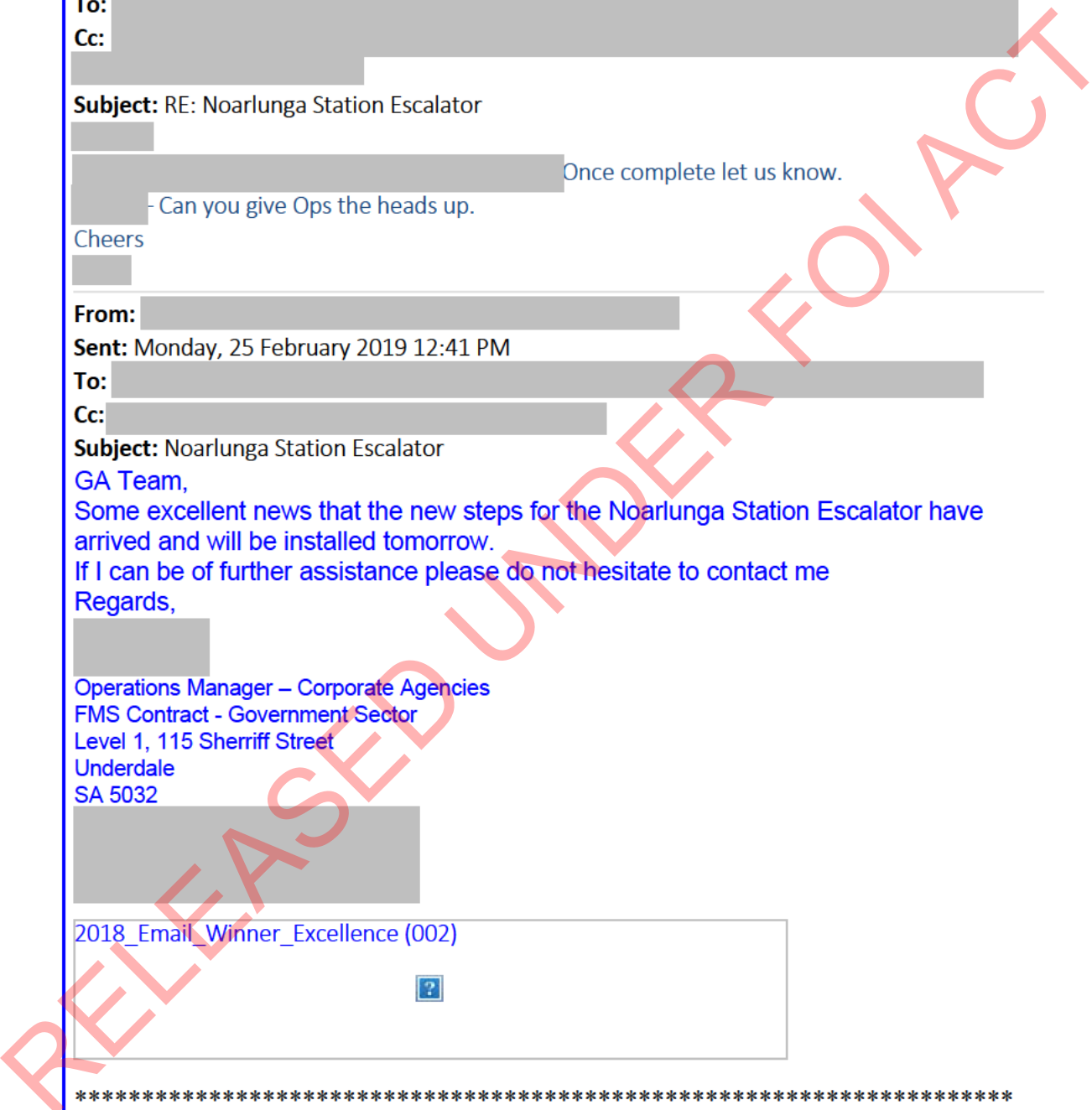
Operations Manager – Corporate Agencies
FMS Contract - Government Sector
Level 1, 115 Sherriff Street
Underdale
SA 5032

[Redacted]

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From: [redacted]
To: [redacted]
Cc: [redacted]
Subject: RE: Quote for a Feasibility Study
Date: Friday, 5 April 2019 8:06:22 PM
Attachments: [image003.gif](#)
[image004.png](#)

Hi Team,
Apologies first week back, [redacted].
[redacted] the anticipated cost for the Escalators replacement – Budget Estimate is
7(1)(c) Business affairs

[redacted] Lift Modernisation could be undertaken with
budget cost being provided. – Budget Estimate is **7(1)(c) Business affairs**
I have follow up with a [redacted] who have happy to provide firstly a
Budget Estimate for the for the replacement of the Escalators with Stairs if we wish to proceed
down this avenue.

They would them proceed to undertake to provide a Consultancy Fee for the Design &
Documentation for the replacement of the Escalators with Stairs

If I can be of further assistance please do not hesitate to contact me
Regards,

[redacted]
[redacted]
Agency Operations Manager
L1 115 Sherriff Street, Underdale SA 5032

[redacted] | www.spotless.com.au

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From: [redacted]
Sent: Friday, 5 April 2019 6:05 PM
To: [redacted] (DPTI)
Cc: [redacted]
Subject: Re: Quote for a Feasibility Study

Yes we did! I gave approval for the feasibility study to proceed several weeks ago.

[redacted]

Sent from my iPhone

On 5 Apr 2019, at 6:03 pm, [REDACTED] > wrote:

Hi [REDACTED] did we get a response to this?

From: [REDACTED] (DPTI)
Sent: Friday, 22 February 2019 3:05 PM
To: [REDACTED]
[REDACTED]
[REDACTED]

Subject: Quote for a Feasibility Study
[REDACTED]

Further to our meeting yesterday can you please provide a cost for the following:

Escalator at Noarlunga Centre Station

The escalator is circa 30yrs old and is prone to regular failures. Parts are difficult to source therefore ongoing reliability is compromised. I would like to know some options with a ball park cost estimate to replace with new, replace with a lift or remove and replace with a set of stairs.

Lift at Noarlunga Centre Station

The lift is circa 25yrs old and is prone to failure. I would like a cost estimate to replace the lift. Look forward to your proposal.

Cheers

[REDACTED]
[REDACTED]
Manager

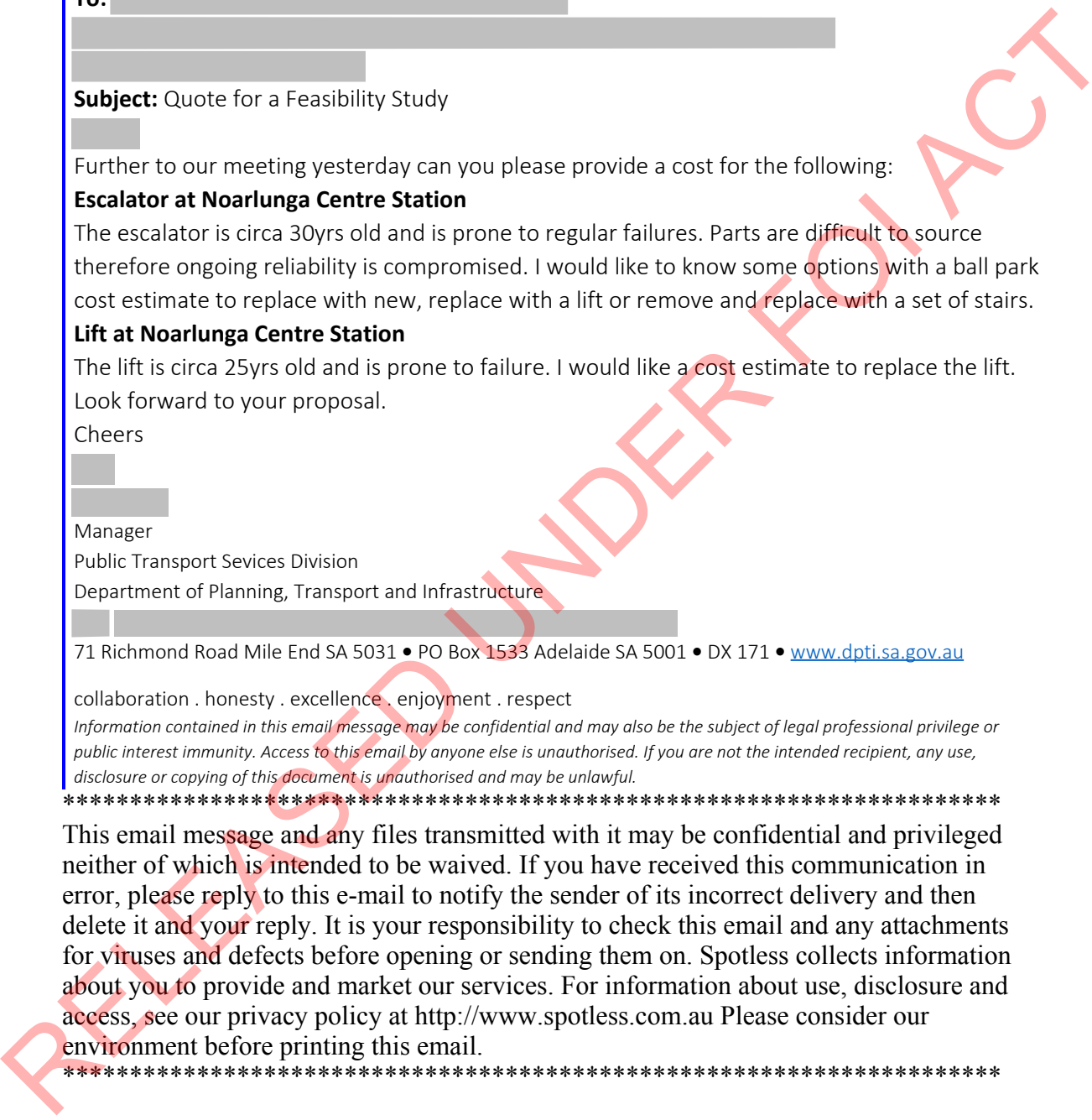
Public Transport Services Division
Department of Planning, Transport and Infrastructure

[REDACTED]
71 Richmond Road Mile End SA 5031 • PO Box 1533 Adelaide SA 5001 • DX 171 • www.dpti.sa.gov.au

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From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: controller replacement
Date: Thursday, 18 April 2019 2:55:42 PM
Attachments: [image003.gif](#)
[image004.png](#)
[18042019133425-0001.pdf](#)

Hi [REDACTED]
Latest on our Noarlunga Lift Controller.
If I can be of further assistance please do not hesitate to contact me
Regards,

[REDACTED]
[REDACTED]
Agency Operations Manager
L1 115 Sherriff Street, Underdale SA 5032

[REDACTED] | www.spotless.com.au

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[2018_Email_Winner_Excellence \(002\)](#)



From: [REDACTED]
Sent: Thursday, 18 April 2019 1:37 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: controller replacement

Hi [REDACTED]
In the attachment you will find the SWMS, which includes the methodology for the controller changeover at Noarlunga Interchange as requested.
Please contact me if you require more information.
I can also confirm to you that the air freight option has been actioned, and we now are waiting for the formal confirmation and delivery dates to be sent to us.
We will forward this to you when we receive them.
There will only be a skeleton staff working next week, and I will be on leave, however I will be monitoring emails and phone calls.
Thank You
Kind Regards,.
[REDACTED]

Service Account Representative



Otis Line: 1800 626 847

Otis Elevator Company Pty Ltd

8 Hamra Drive

Adelaide Airport, SA 5950

Australia

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ABN 56 002 87 3065
41 Pentex Street Salisbury 4107 Qld

JOB HAZARD ANALYSIS STANDARD WORK ACTIVITY

File 2019/05420/01 - Document 033a

- | | |
|--|---|
| <input type="checkbox"/> Installation | <input checked="" type="checkbox"/> Repairs |
| <input type="checkbox"/> Modernisation | <input type="checkbox"/> SPW |
| <input type="checkbox"/> Service | <input type="checkbox"/> Office |

Site Name and Address:		Unit ID	
Job / Activity: Removal & Replacement of Controller		No of Employees	Various
Scope of Work: Remove & Replace Controller			
PERSONNEL DETAILS		EQUIPMENT DETAILS	
Occupation : Trades/Skills/ Work Teams Lift Mechanic – Electrician, fitter Experienced Technical Assistant		Handtools & Welding Equipment: General hand tools as required,	
Qualifications: Licenses/ Permits Trade Qualified – Electrical Licence Rigger / Basic scaffolder, Fitter,		Lifting Equipment: As appropriate to support loads being lifted	
Training: Completed and/or required Working @ Height Otis Safety Induction, Site Safety Induction		Safety / Emergency Equipment: Otis PPE bag Otis Safety Bag, Refer to PPE register on site Protective Clothing.	
Daily SWMS Review: Daily review of relevant sections of SWMS required prior to commencement of work. All personnel on project to sign of JHA Log Sheet Daily -		Audits and Inspection: All Otis and subcontract personnel are required to be audited 2 times annually by an authorised Otis auditor. Audit criteria include, Fall Protection, Control of the elevator, Control of Energy & High Hazard Operations.	
Special Conditions			
This work has been identified as a high risk activity			
HAZARDOUS SUBSTANCES TO BE BROUGHT TO AND / OR PRESENT ON SITE			
Product Name:		Hazardous Substance Register	
REVIEW / SIGN OFF			
SWMS Prepared By:	Name		Date: 15/05/2018
Review By EHS Manager	Name	Sign	Date: 18/4/19.
Personnel Consulted in SWMS Preparation	Name	Sign	Date: 18/04/2019.
Site Registers in Blue Safety Folder – Site Induction, Skills/Competency, Electrical Equipment, Hazardous Substance, Lifting Gear, Plant ID			

APPENDIX A – REFERENCE INFORMATION

REFERENCE DOCUMENTS

HIERARCHY OF RISK CONTROLS

Listed from MOST to LEAST Effective. May require a combination of approaches to achieve effective control.

- ELIMINATE**(remove the hazard)
- SUBSTITUTE** (replace with a lesser risk hazard)
- ENGINEER** (eg, redesign, safety devices, etc)
- ISOLATE** (separate the person from the hazard)
- ADMINISTRATE** (apply procedures)
- PPE** (use PPE only as a last resort)

RISK RANKING TABLE

	Very likely Could happen anytime	Likely Could happen sometime	Unlikely Could happen but very rarely	Very unlikely Could happen but probably never will
Kill or cause permanent disability or ill health Permanent environmental impact Business loss (>\$1,000,000)	1	1	2	3
Long term illness or serious injury Long term environmental impact Business loss (\$100,000 - \$1,000,000)	1	2	3	4
Medical attention and days off work Moderate environmental impact Business loss (\$25,000 - \$100,000)	2	3	4	5
First Aid needed Contained, minor environmental impact Business loss (<\$25,000)	3	4	5	6

MOST COMMON HAZARD TYPES

1. Caught in or between moving objects
2. Contact with a harmful energy source
3. Struck by a moving object or hit an object
4. Slip, trip, loss of balance or fall
5. Over-exertion / straining whilst doing tasks
6. Exposure to harmful substances or conditions

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JOB HAZARD ANALYSIS

BASIC JOB STEPS	POTENTIAL HAZARDS	HAZARD RISK SCORE	CONTROLS	CONTROL RISK SCORE	ACTION BY
1. Advise customer	<ul style="list-style-type: none"> Unauthorised persons switching on or using elevators or entering work area 	1	<ul style="list-style-type: none"> Prior communication to occupants of building of nature and duration of work to be conducted. On arrival to site contact building management and advise of specific work to be completed. Erect warning notices and barriers and ensure these are maintained through-out the work. 	6	Repair Mechanics
2. Prepare the site – Unload equipment from vehicles and transport to the storage area	<ul style="list-style-type: none"> Restricted Access for materials 	4	<ul style="list-style-type: none"> Survey the site Identify access and egress routes Safety signage 	5	Repair Mechanics
	<ul style="list-style-type: none"> Hand injuries, sharp edges and Nip points - crushing 	4	<ul style="list-style-type: none"> Wear suitable gloves PPE PROCEDURE – p 135 Otis Employee Safety Handbook 	6	Repair Mechanics
	<ul style="list-style-type: none"> Muscular skeletal injury when lifting and handling 	3	<ul style="list-style-type: none"> Regular manual handling toolbox training All tasks need to be assessed taking into account. <ul style="list-style-type: none"> The task. The load. (determine weight of object). The individual's capabilities. The working environment Use trolleys to move equipment Use correcting lifting techniques when manually handling equipment 	6	Repair Mechanics
	<ul style="list-style-type: none"> Damage to floor coverings 	3	<ul style="list-style-type: none"> Protect furnishes and ensure protection does not cause any tripping (secure covering) 	6	Repair Mechanics
	<ul style="list-style-type: none"> Poor Housekeeping – slip and trip hazards, sharp edges etc. 	3	<ul style="list-style-type: none"> Ensure a clean work area prior to commencing maintenance tasks. Be aware of unmovable trip hazards eg. Pipes, ducting, beams. Be aware of sharp edges / protrusions. Wear gloves and long sleeves when working with / near sharp objects. 	5	Repair Mechanics
	<ul style="list-style-type: none"> Poor Lighting. 	2	<ul style="list-style-type: none"> Use temporary lighting where required ensuring connection via RCD. 	6	Repair Mechanics

JOB HAZARD ANALYSIS

BASIC JOB STEPS	POTENTIAL HAZARDS	HAZARD RISK SCORE	CONTROLS	CONTROL RISK SCORE	ACTION BY
	<ul style="list-style-type: none"> Contact with harmful electrical energy source 	1	<ul style="list-style-type: none"> All wiring terminations done by qualified electrician Lockout and tag equipment when power is not required to perform the task. "Test & Verify" when locking out to determine that a circuit is de energised. 	6	Repair Mechanics
	<ul style="list-style-type: none"> Uncontrolled Lift Movement 	2	<ul style="list-style-type: none"> Use of support brackets e.g. Pit Props to be used if scope of works will take longer than 15 minutes. 	6	Repair Mechanics
3. Isolate lift from public use	<ul style="list-style-type: none"> Public access 	1	<ul style="list-style-type: none"> Ensure all passengers have alighted from the lift. Place barricades & signs at entrances to restrict public access. Ensure lift doors remain closed when landing is unattended. Apply procedure in Safety Handbook section on Elevator Cardinal Rules. 	6	Repair Mechanics
	<ul style="list-style-type: none"> Contact with harmful electrical energy source 	1	<ul style="list-style-type: none"> All wiring terminations done by qualified electrician Lockout and tag equipment when power is not required to perform the task. Test & Verify" when locking out to determine that a circuit is de energised. When the equipment must remain energised, effective insulation and safe electrical working practices must be used. (e.g.; rubber gloves, rubber mats on floor, use insulating plastic sheet, use insulated tools, avoid grounding yourself). Wear approved protective eye wear Remove jewellery, do not use metal framed glasses, stand facing away and operate the Isolator with the hand that puts you in the safest position, use fuse pullers if required to remove live fuses). 	6	Electrician

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JOB HAZARD ANALYSIS

BASIC JOB STEPS	POTENTIAL HAZARDS	HAZARD RISK SCORE	CONTROLS	CONTROL RISK SCORE	ACTION BY
	<ul style="list-style-type: none"> Contact with harmful electrical energy source (cont) 	1	<ul style="list-style-type: none"> Proper warning signs shall be posted and maintained so as to warn of the hazards of contact with any exposed or concealed high voltage electrical power circuit. Avoid leaning on or otherwise touching the normally grounded parts of such equipment while it is operating. It is always possible that grounding circuitry may have become disconnected Only adequately insulated tools may be used 	6	Electrician
4. Take control of lift car	<ul style="list-style-type: none"> Trapped passenger 	3	<ul style="list-style-type: none"> Call lift to top floor to confirm it is empty. Place out of service signs. Erect barrier / barricade 	6	Repair Mechanics
5. Working in Motor room general	<ul style="list-style-type: none"> Exposure to unguarded equipment – live controllers etc. 	1	<ul style="list-style-type: none"> Unguarded equipment to be isolated. LOTO or temporary guarding utilised whenever required to work within 1.5m of unguarded equipment. 	6	Repair Mechanics
	<ul style="list-style-type: none"> Fall Hazards – eg trap doors, secondary motor rooms, roofs, ladders etc. 	1	<ul style="list-style-type: none"> Ensure all traps are closed when not in use. Guard rails to be installed around edges where there exists a potential to fall. Always secure ladders where these are required for access. 	6	Repair Mechanics
	<ul style="list-style-type: none"> Noise – operating equipment generating excessive noise. 	3	<ul style="list-style-type: none"> Hearing protection to be worn when noisy equipment in operation. 	6	Repair Mechanics
	<ul style="list-style-type: none"> Poor Housekeeping – slip and trip hazards, sharp edges etc. 	3	<ul style="list-style-type: none"> Ensure a clean work area prior to commencing maintenance tasks. Be aware of unmovable trip hazards eg. Pipes, ducting, beams. Be aware of sharp edges / protrusions. Wear gloves and long sleeves when working with / near sharp objects. 	6	Repair Mechanics
	<ul style="list-style-type: none"> Poor Lighting. 	2	<ul style="list-style-type: none"> Use temporary lighting where required ensuring connection via RCD. 	6	Repair Mechanics

JOB HAZARD ANALYSIS

BASIC JOB STEPS	POTENTIAL HAZARDS	HAZARD RISK SCORE	CONTROLS	CONTROL RISK SCORE	ACTION BY
	<ul style="list-style-type: none"> Overhead obstructions or low clearance – potential impact eg. Low beams, trap doors etc. 	3	<ul style="list-style-type: none"> Be aware of low clearance in work vicinity. Always secure trapdoors. Wear hard hat if required to work immediately adjacent to overhead hazard. 	6	Repair Mechanics
	<ul style="list-style-type: none"> Asbestos materials 	2	<ul style="list-style-type: none"> Review site asbestos register to identify asbestos present in building and / or equip't. Inspect equipment for potential asbestos containing components that may not be identified in asbestos register. Where identified follow procedures for handling asbestos components including PPE and disposal. 	6	Repair Mechanics
6. Drive lift car to required position from motor room	<ul style="list-style-type: none"> Inspection only working in one direction. 	2	<ul style="list-style-type: none"> Verify inspection directions and common button works (down direction first). 	6	Repair Mechanics
	<ul style="list-style-type: none"> Uncontrolled lift car movement. 	2	<ul style="list-style-type: none"> Use stop button when car is not required to be moving 	6	Repair Mechanics
7. Lockout and tag circuit breaker	<ul style="list-style-type: none"> Uncontrolled lift car movement 	2	<ul style="list-style-type: none"> Use lockout tag procedure. 	6	Electrician
8. Remove Old Controller	<ul style="list-style-type: none"> Muscular skeletal injuries, lifting / handling equipment 	2	<ul style="list-style-type: none"> Use mechanical lifting aides to remove ram components. Chain blocks, etc. Use correct manual handling procedures when lifting / handling equipment 	5	Repair Mechanics
	<ul style="list-style-type: none"> Hand injuries – Crush / Cut 	3	<ul style="list-style-type: none"> Wear suitable gloves for the task Use mechanical lifting aides to remove sheave. Chain blocks, etc. 	5	Repair Mechanics
	<ul style="list-style-type: none"> Tripping 	2	<ul style="list-style-type: none"> Secure temporary floor protection so it does not cause additional trip hazard. Maintain good housekeeping 	6	Repair Mechanics

JOB HAZARD ANALYSIS

BASIC JOB STEPS	POTENTIAL HAZARDS	HAZARD RISK SCORE	CONTROLS	CONTROL RISK SCORE	ACTION BY
	<ul style="list-style-type: none"> Portable power tools 	1	<ul style="list-style-type: none"> Ensure leads are not placed in wet areas All electrical equipment tested and tagged Bare wires not visible at appliance or plug end The cable covering is not The plug is in good condition i.e. the casing is not cracked, the pins are not bent or the key way Use 10mA RCD with all Power tools and hand lamps 	6	Repair Mechanics
9. Install Controller	<ul style="list-style-type: none"> Muscular skeletal injuries, lifting / handling equipment 	2	<ul style="list-style-type: none"> Use mechanical lifting aides to remove ram components. Chain blocks, etc. Use correct manual handling procedures when lifting / handling equipment 	5	Repair Mechanics
	<ul style="list-style-type: none"> Hand injuries – Crush / Cut 	3	<ul style="list-style-type: none"> Wear suitable gloves for the task Use mechanical lifting aides to remove sheave. Chain blocks, etc. 	5	Repair Mechanics
	<ul style="list-style-type: none"> Tripping 	2	<ul style="list-style-type: none"> Secure temporary floor protection so it does not cause additional trip hazard. Maintain good housekeeping 	6	Repair Mechanics
	<ul style="list-style-type: none"> Portable power tools 	1	<ul style="list-style-type: none"> Ensure leads are not placed in wet areas All electrical equipment tested and tagged Bare wires not visible at appliance or plug end The cable covering is not The plug is in good condition i.e. the casing is not cracked, the pins are not bent or the key way Use 10mA RCD with all Power tools and hand lamps 	6	Repair Mechanics
10. Power up machine	<ul style="list-style-type: none"> Unplanned car movement 	1	<ul style="list-style-type: none"> Ensure car in on inspection mode prior to start task Communicate to all personnel the planned actions Use two redundant means to isolate the car from moving 	5	Electrician
	<ul style="list-style-type: none"> Being struck by moving object or hit by an object 	2	<ul style="list-style-type: none"> Ensure all equipment, tools material are clear. 	6	Repair Mechanics
	<ul style="list-style-type: none"> Tripping hazards 	3	<ul style="list-style-type: none"> Maintain clean work area 	5	Repair Mechanics

JOB HAZARD ANALYSIS

BASIC JOB STEPS	POTENTIAL HAZARDS	HAZARD RISK SCORE	CONTROLS	CONTROL RISK SCORE	ACTION BY
11. Remove / clean equipment	<ul style="list-style-type: none"> Hand injuries – Crush / Cut 	3	<ul style="list-style-type: none"> Wear suitable gloves for task Use appropriate tools for task Use PPE provided 	5	Repair Mechanics
	<ul style="list-style-type: none"> Muscular skeletal injuries lifting / carrying 	3	<ul style="list-style-type: none"> All tasks need to be assessed taking into account. <ul style="list-style-type: none"> The task. The load. (determine weight of object). The individual's capabilities. The working environment Use trolleys to move equipment Use correcting lifting techniques when manually handling equipment 	6	Repair Mechanics
12. Test run car on inspection full length of shaft	<ul style="list-style-type: none"> Unauthorised use of lift 	2	<ul style="list-style-type: none"> Place car on independent service 	6	Repair Mechanics
13. Clean up the site, return lift to normal service	<ul style="list-style-type: none"> Hand injuries – Crush / Cut 	3	<ul style="list-style-type: none"> Wear suitable gloves for task Use appropriate tools for task Use PPE provided 	5	Repair Mechanics
	<ul style="list-style-type: none"> Solvents 	2	<ul style="list-style-type: none"> Check MSDS prior to using any cleaning agents Wear PPE indicated on MSDS 	5	Repair Mechanics
	<ul style="list-style-type: none"> Muscular skeletal injuries lifting / carrying 	3	<ul style="list-style-type: none"> All tasks need to be assessed taking into account. <ul style="list-style-type: none"> The task. The load. (determine weight of object). The individual's capabilities. The working environment Use trolleys to move equipment Use correcting lifting techniques when manually handling equipment 	6	Repair Mechanics
	<ul style="list-style-type: none"> Inform customer of completion of works 		<ul style="list-style-type: none"> Remove signage & barricades and advise customer 		

RELEVANT OTIS PROCEDURES	RELEVANT OTIS TOOLBOX TALKS
<ul style="list-style-type: none"> • Elevator Safety – Cardinal Rules • Use of Fall protection • LOTO Procedure • Employee Hand tools • Machine Room hazards • Taking Control of Elevators • Communication Procedure 	<ul style="list-style-type: none"> • TBT17 – Fall Restraints • TBT18 – Otis Lock and Tag Procedure • TBT44 – Manual Handling • TBT13 – Eye Protection • TBT14 – Taking Control of Elevators • TBT20 – Working in Elevator Motor Rooms • TBT37 – Personal Hand Protection

REVIEW / SIGN OFF					
<p>The following workers and Safety representatives have been consulted in the development of this SWMS. By signing below, the workers undertaking the works confirm they have read and understood the SWMS and its contents. In inducting the workers in this SWMS, the Employer confirms the worker qualifications and experience component to complete the prescribed tasks. Where additional verification of competency is required this will be attached e.g. Verification of Competency (VOC) form.</p>					
Name	Sign	Date	Name	Sign	Date

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From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Noarlunga Interchange - Escalator Repair
Date: Wednesday, 13 February 2019 2:10:31 PM

[REDACTED] please change the P/T 621 65795 10008 169.
Thank you and sorry for not checking correctly in the first place.

From: [REDACTED] (DPTI)
Sent: Wednesday, 13 February 2019 1:05 PM
To: [REDACTED] (DPTI)
Cc: [REDACTED]
Subject: RE: Noarlunga Interchange - Escalator Repair

Hi [REDACTED] can you please confirm the P/T?
I don't think it is the correct one.
Thanks,
[REDACTED]

From: [REDACTED] (DPTI)
Sent: Wednesday, 13 February 2019 1:01 PM
To: [REDACTED]
Cc: [REDACTED]
[REDACTED]

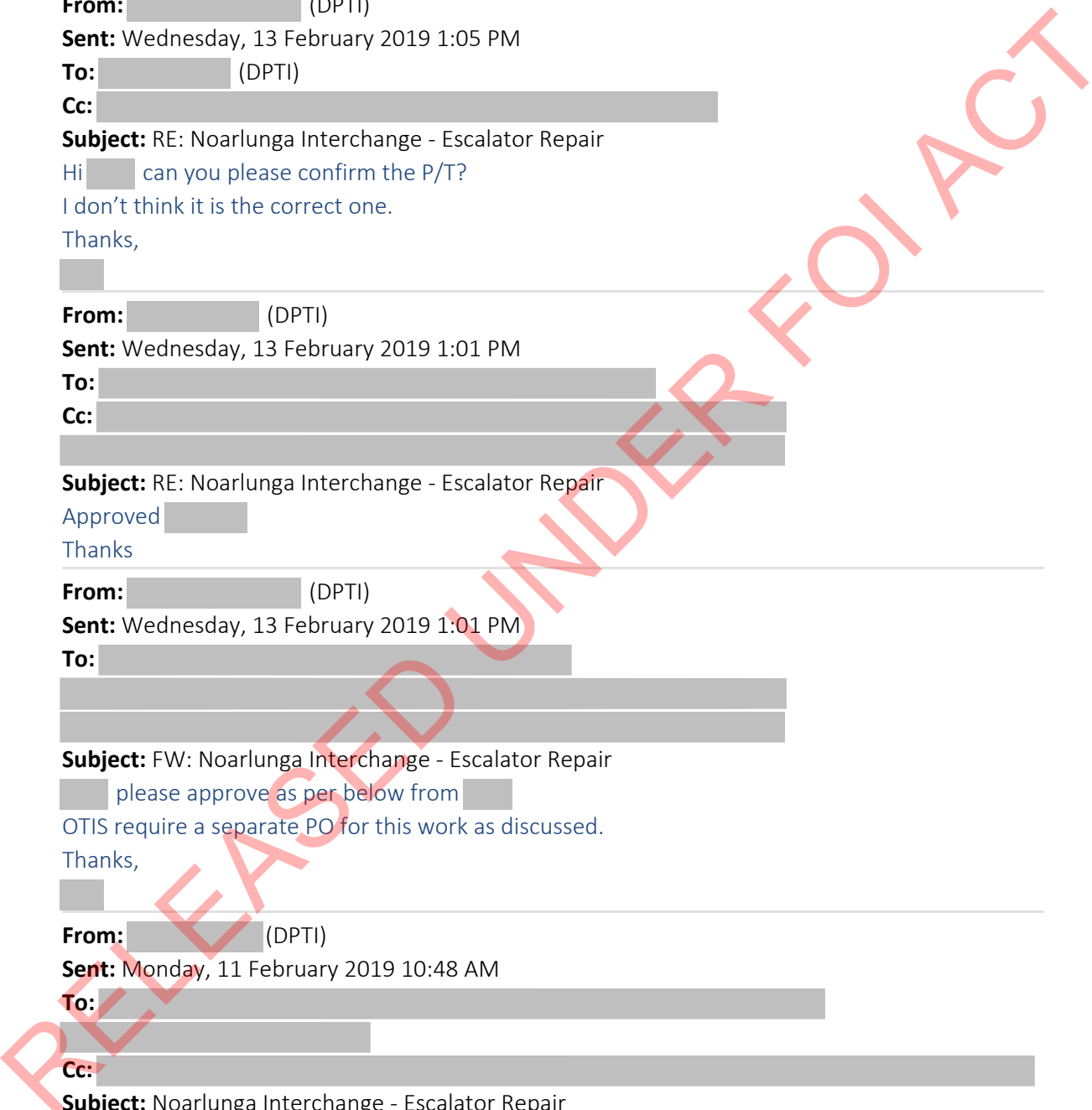
Subject: RE: Noarlunga Interchange - Escalator Repair
Approved [REDACTED]
Thanks

From: [REDACTED] (DPTI)
Sent: Wednesday, 13 February 2019 1:01 PM
To: [REDACTED]
[REDACTED]
[REDACTED]

Subject: FW: Noarlunga Interchange - Escalator Repair
[REDACTED] please approve as per below from [REDACTED]
OTIS require a separate PO for this work as discussed.
Thanks,
[REDACTED]

From: [REDACTED] (DPTI)
Sent: Monday, 11 February 2019 10:48 AM
To: [REDACTED]
[REDACTED]
Cc: [REDACTED]

Subject: Noarlunga Interchange - Escalator Repair
[REDACTED]
Please approve as per details below.
A proposed purchase procurement and financial approval in accordance with PR221 please:
COMPANY: **OTIS ELEVATOR COMPANY**
COMPANY FIN YR SPEND TO DATE: ?
WHAT: : **PURCHASE ORDER NEEDED FOR CONTRACTOR TO SUPPLY MATERIALS AND LABOUR FOR MAINTENANCE OF BROKEN ESCALATOR.**



WHY: **PUBLIC SAFETY AND COMFORT.**

STORES CHECK: **N/A**

REQUIRED BY DATE: **15/02/2019**

BUDGET REFERENCE # (AS PER RIM Budget): **169**
7(1)(c) Business affairs

FREIGHT: \$ (ex GST): **N/A**

Project/Task: **62165795-10002-169**

PAYMENT METHOD: **PO**

ATTACHMENTS: **QUOTATION ATTACHED**

RECOMMENDATIONS FOR FUTURE: **TBA**

ADDITIONAL INFO / PURCHASE HISTORY:

NOTE - There is a minimum of 40 days for delivery of the parts.

[REDACTED]
Team Leader, Maintenance Planning and Scheduling
Department of Planning, Transport and Infrastructure

[REDACTED]
71 Richmond Rd Mile End SA 5031 • www.dpti.sa.gov.au

collaboration . honesty . excellence . enjoyment . respect

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