



Centered in Care
Powered by Pride

1500 South Main Street
Fort Worth, Texas 76104

phone 817-702-3431

JPShealthnet.org

February 13, 2019

Via Certified Mail and E-Mail

Via Email: peter.engwer@thyssenkrupp.com

Peter Engwer, Regional President
ThyssenKrupp Elevator Corporation
15141 E. Whittier Blvd.
Whittier, California 90603

Re: Elevator Incident on January 20, 2019 at John Peter Smith Hospital which is a part of Tarrant County Hospital District d/b/a JPS Health Network ("JPS")

Dear Mr. Peter Engwer:

I have come to the sad conclusion that your company does not understand what your disregard for urgency is doing to JPS.

Allow me to be clear about the importance of the elevators at JPS that ThyssenKrupp Elevator Corporation is responsible for maintaining. Twenty-four hours a day, 365 days of the year, the elevators are needed to move patients, food, laundry, medicine, equipment and the employees who provide care to people and families who depend on us.

Properly functioning elevators are critical to our very existence as our community's healthcare system. Your company has portrayed itself to be the expert in elevator service, maintenance and repair. That is why ThyssenKrupp was hired.

JPS does not employ elevator experts. ThyssenKrupp does. Your website claims you are "customer focused," you "aim to be the best in class" and you provide "service you can count on and people you trust."

Since Jan. 20, 2019, after one of our team members was seriously injured in an elevator incident, I have witnessed little evidence of that.

Every member of our JPS family should feel safe and confident about stepping into any of the 47 elevators maintained by your company. We should not come to work only to face yet another day of eight elevators out of service. We should not have to call your 24-hour service line and get no help. We should not have to deal with six elevators down at 7 a.m. and by 4 p.m. the same day we experience eight non-working elevators – after your team drove away from our property at 3:30 p.m. because their work day was done. At 9 a.m. the following day, we still had eight elevators down.



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The safety of our JPS family and the people we care for is not a 7 a.m. to 3:30 p.m. concern. It is a 24/7 promise. What will it take to make JPS a priority to your company? In September 2018, JPS signed an agreement and paid your company \$150,000 as down payment – representing half the project's cost -- to fix two elevators in our parking garages with an anticipated start time of December 2018. Last week we discovered that, five months after signing the agreement and paying the \$150,000, you have not even ordered the parts for this project. It's difficult to consider that "customer focused."

On Feb. 12, 2019, an elevator in the green bank was taken out of service by technicians based on their safety concerns with the brakes. I remind you that the green elevators are the only elevators available to serve the 11-story Patient Care Tower. This same elevator was inspected Jan. 20, 2019, at the request of JPS, after the incident that injured our team member. At that time, it was deemed safe for operation. A mere 23 days later, it was taken out of service by TKE technicians.

Mr. Engwer, you may not fully grasp the hardships your company is putting us through. It might alter your perspective and re-engage your commitment to "service you can count on" if you spent time talking with our team members about the challenges they face and the lack of confidence they have in what your company is supposed to be doing.

It concerns me greatly that your company does not seem to appreciate the severity and the breadth of the hardship your elevators are causing at JPS. I doubt you walked into your office building today to find six inoperable elevators. Nor do I think you anticipate that another two will be down when it's time for you to head home. That is not your world. Unfortunately, it is mine. And my world includes a team member whose life will never be the same. I'm disappointed that you have not done what you are contractually obligated to do for JPS.

Sincerely,

Robert Earley, president and CEO
JPS Health Network

cc:

David Johnston, Branch Manager
Luke Harrison, Branch Manager
Mr. Alan L. Rucker

Via Email: david.johnston@thyssenkrupp.com

Via Email: luke.harrison@thyssenkrupp.com

Via Email: arucker@mayerllp.com