

33 East Main Handbook

Urban Land Interests

Urban Land Interests, LLC (ULI) is a real estate development and management company that is committed to the following mission:

ULI develops, manages, operates and invests in real estate with the perspective of long term owners committed to improving the value of every building. We build long term relationships with our tenants by providing services that anticipate and meet their needs and exceed their expectations. We create buildings of exceptional quality that provide attractive living and working environments by paying relentless attention to the details that separate good enough from outstanding.

Brad Binkowski and Tom Neujahr founded ULI in 1974. In Madison, its developments include:

- Fire Station No. 2
- Doty School Condominiums
- Lincoln School Apartments
- Tobacco Lofts Apartments
- Pinckney Row Townhomes
- 222 West Gorham Street
- American Exchange Bank renovation
- US Bank Plaza
- Tenney Plaza
- 44 East Mifflin Street office building and parking ramp, including Pinnacle Health & Fitness and UW Credit Union
- Block 89, an office and retail development which includes the 119 Martin Luther King, One East Main, 10 East Doty, and 33 East Main buildings, including Walgreens, Starbucks, Johnny Delmonicos, Marigold Kitchen, Bel Air Cantina, DLUX, Tavernakaya, Johnson Bank, and Park Bank
- 25 West Main Street (Redevelopment of the former Anchor Bank Properties)

ULI employs its own janitorial and maintenance staffs along with HVAC technicians to make sure that it delivers the highest possible quality of service to tenants.

Please contact the ULI office with any questions or concerns you may have. If you are unsure whom to contact for a specific request, the receptionist will be happy to direct your question/request to the appropriate person(s). We welcome your input.

33 East Main Handbook

Overview

Block 89 is a mixed-use project that was designed to recapture and enhance the tradition and historic scale of Madison's Capitol Square.

To preserve Capitol views, the buildings facing the square are lower than the buildings at the back of

the block and have a large roof terrace overlooking the Capitol Square on the fourth floor. A beautifully landscaped central courtyard in the middle of the block, which is available for all tenants, was designed to preserve views and light for all buildings in Block 89.

Office buildings in Block 89 include: the One East Main building, the historic Insurance Building at 119 Martin Luther King Jr. Blvd. (MLK Blvd.), the ten-story 10 East Doty building, and the nine-story 33 East Main building at the corner of Pinckney and Main Streets. One East Main was originally a J.C. Penney department store that was stripped down to its concrete structural frame, expanded and converted to office use in 1987. Its major tenants include service agencies for the State of Wisconsin legislature, which were moved out of the Capitol to accommodate the renovation of the Capitol, as well as several major law firms, Walgreens and Starbucks.

The Beavers Reserve Fund Fraternity, a fraternal insurance company that became National Mutual Benefit, built the historic Insurance Building in 1922. The ground floor of the building had a large ornate two-story Cameo Ballroom that accommodated dances and parties. The ballroom was extensively renovated and has the distinction of being perhaps the only room to house the State of Wisconsin Assembly, Senate and Supreme Court. From 1992 through 2001, the Assembly, Senate and Supreme Court in turn held sessions in the ballroom when they were moved out of the State Capitol while their permanent chambers were renovated. The Insurance Building has been completely renovated with floors that interconnect with 10 East Doty at the third through seventh floor levels.

10 East Doty is an award winning ten-story office building that was designed by Valerio Dewalt Train and constructed in 1998. Its narrow floor plates are designed to accommodate small and medium sized tenants. The building façade along Pinckney Street includes the Burrows Block, a landmark sandstone building dating back to 1850 which was painstakingly reconstructed in its original three-story form.

33 East Main is a nine-story building at the north corner of Block 89, which was constructed in 2005-2006. It features floor-to-ceiling exterior glass. The structured columns are held back from the exterior, as is the plenum for delivery of heating and cooling, so that the perimeter is transparent and unobstructed. With a floor plate of approximately 15,000 square feet, a central elevator core and windows on all four sides, the building provides an unusually large number of exterior offices and conference rooms in relation to its floor area. Designed by Valerio Dewalt Train, 33 East Main has an exterior that steps in and out, emphasizing the interior column grid.

Each of the office buildings has its own lobby entrance directly off the sidewalk. The buildings are interconnected to one another through a shared parking ramp, a shared service core above the parking ramp and on several upper floors.

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Restaurants

[Marigold Kitchen](#)

[Johnny Delmonico's](#)

[Starbucks](#)

[Tavernakaya](#)

[BelAir Cantina](#)

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Other Services

[Walgreens](#)

[Park Bank](#)

[Johnson Bank](#)

[Orange Shoe Personal Fitness](#)

[Pilates Central](#)

[Pause Therapeutic Massage & Bodywork](#)

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Building Hours

The main building lobbies and the parking elevator lobbies in Block 89 are currently open during the following normal business hours:

Monday - Friday, 7:00 a.m. - 6:00 p.m.

After normal business hours and during holidays, the entrances to all lobbies in Block 89 are locked and an authorized "C-Cure by Software House" access tag will be required to gain access. If you have a special event where guests or visitors will be arriving after normal business hours, please call the ULI office to make sure that the required entrances will be unlocked for your event. Any tenant having an after-hours function will be responsible for complying with security requirements for the building.

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Making Payments

Monthly Parking

- a. Payments can be made by ACH, Credit Card, or by Check
- b. If by ACH or Credit Card, please reach out to parking@uli.com to make these arrangements
- c. If by Check:

- Itemize payments by invoice number
- Mail payment to: 33 East Main St. Suite 251 Madison, WI 53703
- Make check payable to:

If your suite is located in:

- Insurance Building - 119 MLK Blvd.
- Ten East Doty - 10 East Doty St.
- Burrows Block - South Pinckney St.

Make your check payable to: *Insurance Building Associates Limited Partnership*

If your suite is located in:

- One East Main - 1 East Main St.

Make your check payable to: *One East Main Associates Limited Partnership*

If your suite is located in:

- 33 East Main Street

Make your check payable to: *33 East Main, LLC*

Rent Obligations and Other Services

a. Payments can be made by ACH, or by Check

b. If by ACH, please reach out to accountsreceivable@uli.com to make these arrangements

All payments for rent and other services should be mailed to:

Urban Land Interests
10 East Doty Street, Suite 300
Madison, WI 53703

***Note: It is most helpful when amounts being paid are itemized on your check stub so that it is clear to us what is being paid.**

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Building Directory

In the lobby of each Block 89 building is a directory that lists the tenants of the building. If you have changes or additional listings to include, please email your requests to maintenance@uli.com. ULI will accommodate reasonable requests. Directory strips typically take 2-3 weeks to arrive.

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Internet & TV Service Providers

Please note that ULI does not have preferred vendors and tenants may contract with whomever they choose. When preparing for any service provider to do installation, please make sure to contact ULI Maintenance prior so that we can assist if/when needed. Below is a listing of current providers that have service in the building.

33 East Main-

- AT&T COPPER/FIBER
- CHARTER SPECTRUM COAX/FIBER
- CENTRY LINK/LEVEL 3 FIBER
- SUPRANET

- TDS COPPER
- HOYOS CONSULTING

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Distributed Antenna System (DAS)

The building and ramp contain a Distributed Antenna System (DAS) which provides a dedicated carrier-grade cellular signal indoors. Multiple antennas are installed on each floor to extend cellular coverage throughout the entire facility.

Verizon and U.S. Cellular are the carriers connected to the system currently. We will provide updates as new carriers are added to the system.

No action is needed to utilize this amenity. Devices on Verizon and U.S. Cellular networks will automatically connect to the system upon entry.

If your device is on either the Verizon or U.S. Cellular network, and you experience connectivity issues within in the building, please contact maintenance@uli.com so we can troubleshoot the issue.

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Overview

The Block 89 ramp contains 5 levels of underground parking, with 743 spaces that are available on either a monthly or an hourly basis.

The entrance / exit to the Block 89 parking ramp is conveniently located on Doty Street between MLK Jr. Blvd. and South Pinckney Street, directly across the street from the Madison Municipal Building.

The first level of the parking ramp is reserved for visitors and clients of tenants in Block 89.

The lower levels of the parking ramp are for use by monthly parkers. The parking ramp is connected on every level by elevator lobbies that serve each of the buildings in Block 89.

In addition to the elevator lobbies, the ramp has three stairwells. One stairwell leads to the sidewalk level of Doty Street, one that leads to the Capitol Square and one near the bike racks that leads to the lower level of One East Main. The stairs are clearly labeled with the name of the street they exit onto.

Please note: As of September 1st, 2021 Urban Land Interests does not offer Electric Vehicle Charging

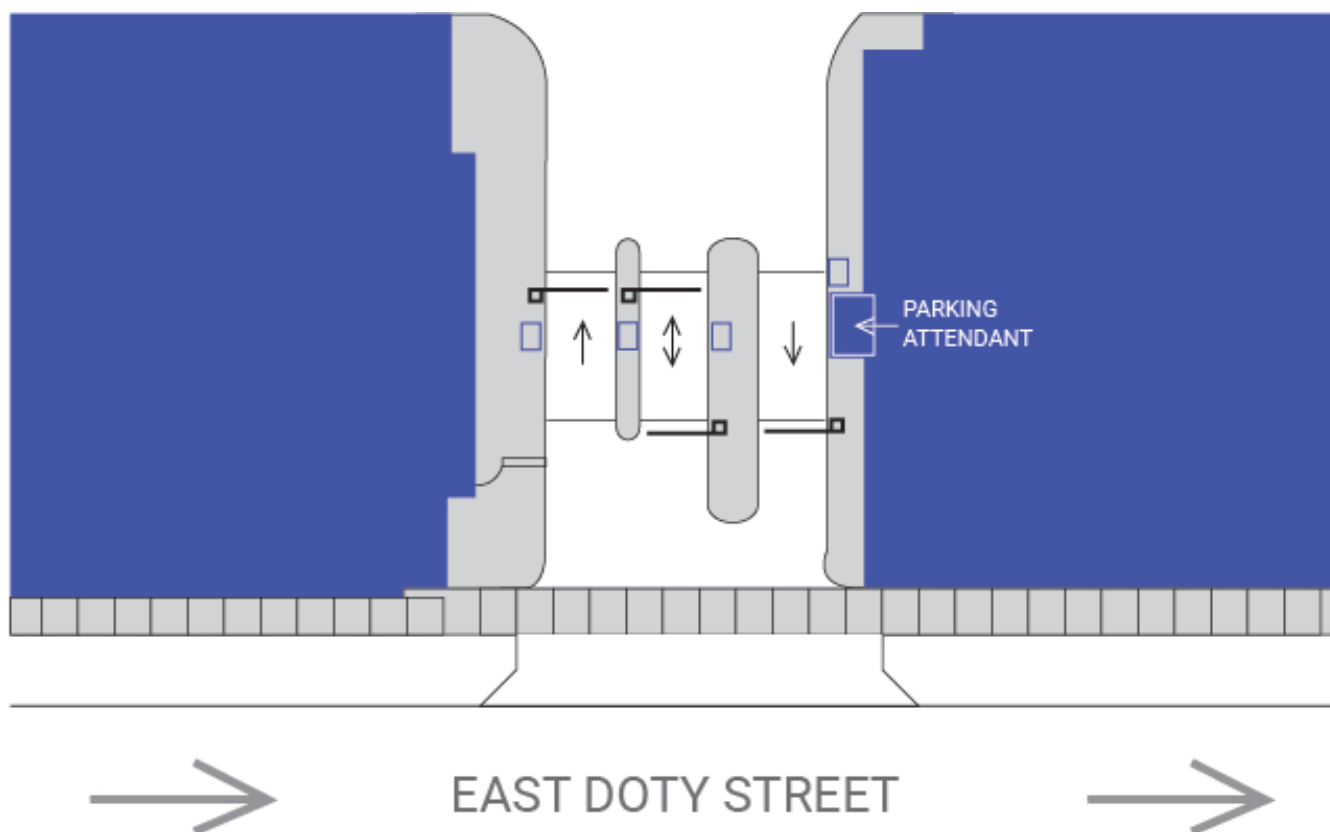
in our commercial parking spaces, though we are actively researching options to deliver this service as soon as possible. Also please be aware that outlets in the ramp are covered and not intended for parker use.

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Entering and Exiting Ramp

You will enter the ramp from the left lane on East Doty Street. The parking ramp has three traffic lanes. The first lane (as you approach the parking ramp on Doty Street) is always entrance only. This lane has a prominent overhead “ENTER” sign. In order to better accommodate peak traffic volumes, the middle lane is dual purpose. It serves as an entrance lane from 7 a.m. - 10 a.m. daily, but after 10 a.m. and for the remainder of the day, it functions as an exit lane for monthly parkers who do not require access to the parking attendant booth. The lane nearest the parking booth is a permanent exit only lane that must be used by all visitors and hourly parkers who need to transact with the booth attendant.

[Block-89-Parking-Ramp-Entrance-Park-Downtown-Capitol-Square.jpg](#)



33 East Main Handbook

Monthly Parking

To accommodate the needs of tenants, the lower four levels of the parking ramp are set aside for

monthly parking on a first-come, first-served basis. A limited number of reserved parking stalls are available on the second and third levels of the parking ramp (P-2 and P-3) at an additional charge, subject to availability.

MULTI LEVEL PARKING

To help you remember the level on which your car is parked, each level of the parking ramp is color-coded and has a distinctive graphic. Please take a moment to note the level you are on when leaving your car.

Each level of the parking ramp has elevator lobbies that serve each office building in Block 89. The office building lobbies are locked after normal business hours and require an activated "C-Cure by Software House" security tag to gain access.

CLEARANCE

P-1 can accommodate vehicles with a clearance of up to 8'2". The lower levels (P-2 through P-5) of the parking ramp are designed for a maximum clearance of 7'0". Please make sure your vehicle has a clearance of 7'0" or less to avoid damage.

APPLICATIONS

Applications for monthly parking spaces are available by contacting our parking department at Parking@uli.com or visiting uli.com/parking. Parking stalls that are on a month-to-month basis may be canceled by the user only by providing 30 days prior written notice to ULI. The terms are detailed on the monthly parking application/contract. Please make sure your parking fees are paid on time.

AUTOMATIC ACCESS

Each parker is provided with a parking access card which is their primary access to the ramp. It allows the parker to enter and exit the ramp 24 hours a day, 7 days a week by touching the card to the card readers that are affixed to the ticket spitters upon entry and pay stations upon exit. For the parker's convenience, the ramp is also equipped with License Plate Recognition (LPR), which is a system where ceiling-mounted cameras read the rear license plate of the monthly parker's vehicle upon entrance/exit and will cause the parking gates to automatically open as you slowly approach the gate area. To take advantage of this convenience, it is important that the license plates of any vehicle the monthly parker may drive at any given time are registered to their parking account. Monthly parkers can contact the parking department to add, subtract, or edit plate and vehicle information during normal business hours. The system will allow up to five (5) plates to be registered per paid parking account, however, the system will only allow one vehicle per paid account to access the ramp at a time. To make sure the rear license plate can be easily read by the system, it is important that the plate is unobstructed by dirt, snow, plate cover/frame, bike rack, spare tire, etc. It is strongly suggested that monthly parkers keep their access cards ready to be used at any given time in the event that their plate is not read by the LPR system for any reason.

TENANTS

Tenants and their employees will always be given priority for available parking. However, if spaces are available, monthly parking will be made available to non-tenants as well.

ACCESS

Each monthly parker is provided a parking access card, which allows the parker to enter and exit the ramp 24 hours a day, 7 days a week. There is a replacement fee for lost or stolen parking cards.

ACCESS PROBLEMS

If you are an authorized monthly parker and the gate does not automatically rise as you slowly approach, simply use your parking card or take a ticket from the ticket-dispensing machine, proceed to a parking space, and call the ULI office to report the incident.

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Visitor Parking

To make the Block 89 ramp as convenient as possible for your clients, customers and visitors, the top level of the ramp is set aside for short-term visitors only. The visitor parking is clearly identified and is available for use by your guests and visitors. Please make sure you do not park in visitor stalls or designated reserved stalls. Monthly parkers who park in the designated visitor parking area will be ticketed and may lose their parking privileges for repeat offenses.

We will use our best efforts to set aside enough visitor parking so that our tenants may be confident that their guests can be accommodated. If a tenant needs to schedule an event or meeting which involves a large number of visitors during normal business hours, please call the ULI office at least 24 hours before the event, and we will do our best to accommodate any special parking needs.

If at any time your visitor is unable to find available parking, please notify the ULI office immediately. If you are scheduling a special event to occur after normal business hours, you may display your event signage at the parking entrance to give your visitors directions to convenient parking. To ensure that the elevator lobby in your office building is accessible to your guests and that your event signage is properly displayed, please call the ULI office at least seven business days prior to the event.

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Accessible Parking

The visitor parking area on level P-1 can accommodate vehicles with a clearance of up to 8'2". Two van-accessible handicapped parking stalls are provided adjacent to the One East Main elevator lobby. Please let us know if you encounter a need for additional accessible parking.

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Validation of Visitor/Client Parking

Visitors or clients must take a ticket from the ticket-dispensing machine as they enter the ramp. They must either pay for the cost of parking or present a validation sticker issued from the tenant as they exit the ramp.

Tenants wanting to obtain validation stickers to validate visitor parking should contact Nick Zinser at nzins@uli.com to setup an account. An invoice will then be generated monthly for the charges the tenant has accrued. When more validation stickers are needed, contact Nick Zinser. Please allow 48 hours for processing.

If a visitor does not have a validation sticker issued by a tenant of Block 89, the visitor must pay the general public hourly parking rate when exiting the ramp. Cash and credit cards are accepted.

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Parking Management

Daily operation of the Block 89 parking ramp is managed by Urban Land Interests. ULI monitors and maintains the entry parking gates and ticket dispenser. For any maintenance needs within the ramp, e.g., broken glass, graffiti, burned-out lights, etc., please call the ULI maintenance line at (608) 251-0707 or email maintenance@uli.com.

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Liability Statement

You have sole responsibility for the protection of your automobile(s) or any other property located within the parking area. ULI is not responsible for policing or securing the parking area, and assumes no liability for theft of, or any damage to vehicles or other property located within the parking area. Please keep your vehicle locked at all times and report any incidents to the ULI office.

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Special Event Parking

A few times each year ULI will rent parking spaces to the general public for special events, such as the Art Fair on the Square and the Taste of Madison. Parking will be rented to the general public for special events only on weekends and holidays, not on weekdays during normal business hours. During these times ULI will always try to reserve adequate parking spaces for monthly parkers with a valid parking access card. Your access card entitles you to parking privileges 24 hours a day, 365 days a year.

Special event parkers (the general public) will not have access to the buildings and must use the stairs provided that lead to Doty Street and to the intersection of Main and Pinckney Streets on the Capitol Square.

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Bicycle Parking

Bicycle racks are provided for tenants of Block 89 and are located to the left as you enter the parking ramp on level P-1. Please bring a lock to secure your bicycle to the rack. ULI is not responsible for theft or any damage to your bicycle or other property resulting from the use of its bicycle facilities. Please report any incidents to ULI or to the parking attendant.

No bicycles are permitted in the building lobbies or any of the elevators. Bicycles may not be

left on sidewalks adjacent to the building entrances or in the loading docks.

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Overview

Block 89 buildings are connected and integrated through an internal “service core” which connects the lobbies of all of the buildings and is specifically designed to accommodate deliveries and service access for tenants. A service dock on MLK Blvd. will accept full-sized, 18-wheel semi-trucks. A second service dock on Pinckney Street is smaller and not suitable for semis but large enough for most other trucks. Because the larger MLK dock is used more frequently, please arrange to use the Pinckney St. dock when delivery vehicles are unloading for an extended period. There are freight elevators for each building, which are directly accessible from the service core and loading docks.

All deliveries must use the service core and freight elevators. No deliveries may go through the main building lobbies or the passenger elevators. It is each tenant’s responsibility to inform its delivery service providers of these rules. In the event that a service elevator is unavailable for use (because of maintenance or service), tenants must make special arrangements with ULI.

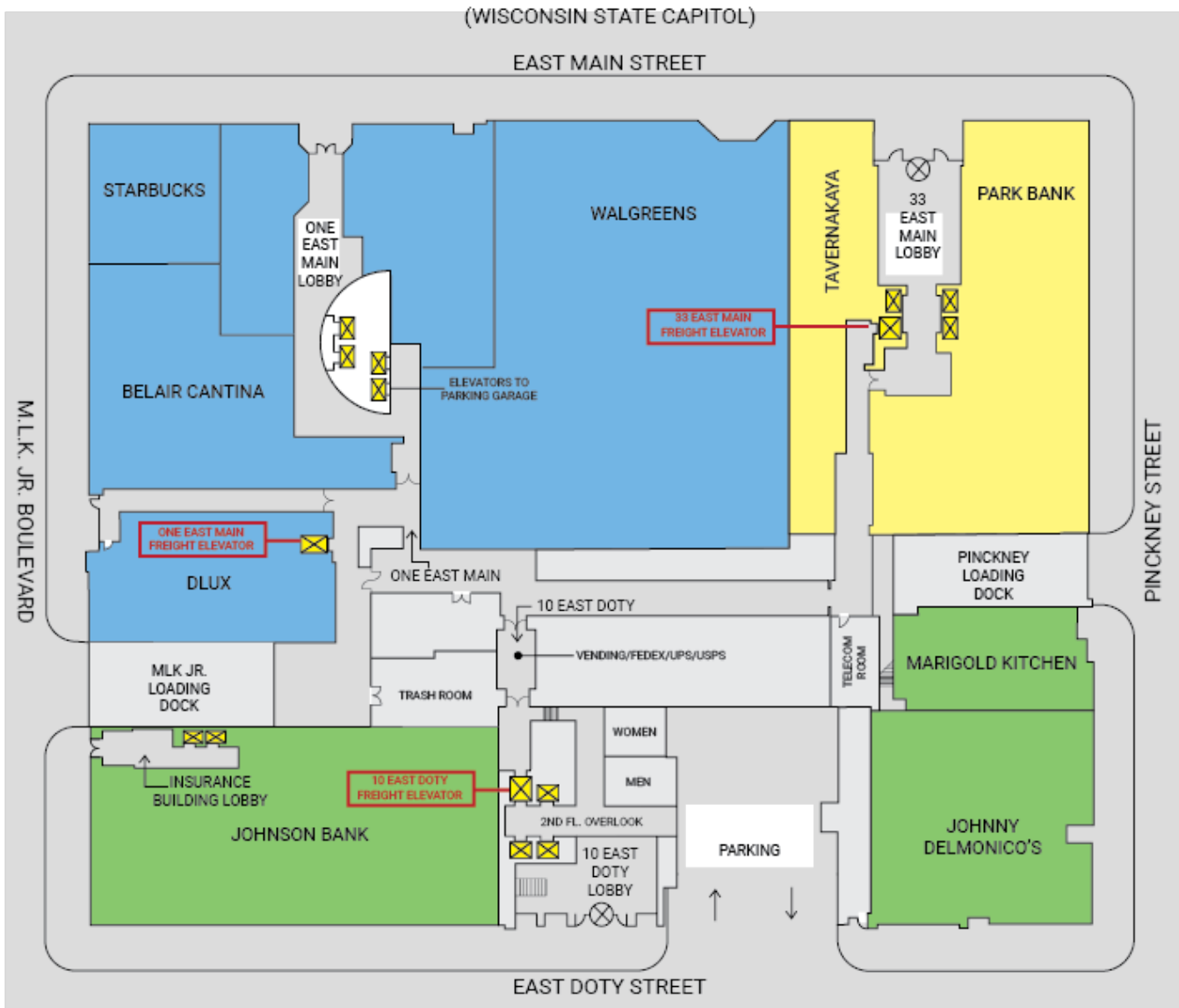
The service core allows tenants to move from building to building without exiting the complex and provides access to Park Bank, Johnson Bank, Bel Air Cantina, DLUX and Marigold Kitchen without going outdoors. The entrance to each building in Block 89 from the service core is prominently signed and self-directional maps are posted in several locations.

If you or any of your delivery services would like a tour to familiarize yourself with the service core and its facilities, ULI’s staff would be delighted to arrange one at your convenience. Call the ULI office to schedule a tour.

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Map of Service Core

[service-core-map.png](#)



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Receiving Docks

MLK LOADING DOCK

The main loading dock/receiving area for the service core is located on MLK Blvd. and can accommodate a full sized, 18-wheel semi-trailer. The MLK Blvd receiving area has a hydraulic lift to raise products from the dock floor to the level of the service core. This lift is large and acts as a receiving platform that accommodates any rear load trailer configuration. Controls are located to the left of the lift. Please use all safety equipment provided and be sure to contact Urban Land Interests directly if you note items needing repair. This loading dock has an intercom located at the sidewalk level that is connected to ULI's office in order for you to request directions or other assistance. The clearance for the overhead doors is 14'4".

PINCKNEY STREET LOADING DOCK

A second receiving dock is located at the east end of the service core on South Pinckney Street. This receiving area will accommodate medium-sized and smaller trucks. The Pinckney St. loading dock has one single-action hydraulic-leveling lift to make deliveries easier. If you are planning a large delivery, or if you will need the use of the loading dock areas for a scheduled delivery that will take longer than 45 minutes, please call the ULI office in advance to avoid scheduling conflicts. For the benefit of all tenants, no parking is permitted in the receiving docks at any time. All delivery vehicles must be attended at all times while they are being loaded or unloaded. Never leave vehicles running while located in the loading docks. The clearance for the overhead door is 14'7".

LIMITED PARKING RAMP RECEIVING AREA ON P-1

A third receiving area is located on the entrance level of the Block 89 parking ramp adjacent to the service entrance to the Ten East Doty freight elevator, which is clearly marked. This elevator offers access to the service core and hence to the balance of the block. Small delivery vans and pick-up trucks may use this designated area for short-term parking (10 minutes or less) while delivering office supplies and small packages. The height of vehicles using this service access is limited to 8'2". Deliveries entering the building through this receiving area must use only the service entrance to Ten East Doty. This service entry and freight elevator is to the left as you enter the ramp and is clearly marked. No deliveries through the lobby will be permitted.

No goods or products may be stored overnight in the service core or loading docks without prior permission from ULI.

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Trash Room

The main trash and recycling room for Block 89 is located adjacent to the MLK Blvd. dock. Tenants utilizing the trash room for waste disposal are responsible for cleaning up any messes related to their use of the trash room and the service core. While the trash room has a separate exhaust to control odors, leaving doors open will allow strong odors to contaminate the service core. Please make sure the doors to the trash room are closed at all times. Please follow the rules for disposal and recycling of waste materials, which are posted in the trash room. Items requiring special handling that cannot be placed in or around the waste and recycling dumpsters are:

- Appliances
- Batteries
- Bulky items (furniture)
- Chemical products
- Christmas trees
- Construction debris
- Electronics
- Flammables
- Fluorescent bulbs
- Hazardous waste
- Pesticides
- Liquids
- Medical waste/needles
- Tires

For information on how to properly dispose of these items, please call the ULI office.

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Telecommunications Room

The main telecommunications room for Block 89 is located off the service core near the Pinckney Street loading dock. The following vendors have equipment in this room:

[AT&T](#)

[Charter Communications](#)

[TDS Telecom](#)

[SupraNet Communications](#)

[Level 3](#)

Your lease requires you to place your company's telecommunications equipment in your leased space. If for some reason that is not possible, you and your telecommunications provider are required to receive authorization from ULI before any equipment is installed in the Block 89 telecommunications room. If you or your vendor need to arrange access to the telecommunications room, which is locked at all times, please call the ULI office.

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Vending Machines

The service core contains vending machines that offer snacks and beverages. If you experience a problem with a vending machine, please fill out one of the forms posted on the vending machine to request reimbursement.

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Mail Services

A Central Mail Facility is located in the service core across from the vending machines. Each tenant is assigned a mail box, and all mail is delivered by the U.S. Post Office to this location. If you receive a package that is too large to fit in your mail box or if you receive a registered or certified letter, the Post Office will deliver it directly to your office. There is one outgoing mail box located across the hallway from the Block 89 Central Mail Facility. This box is currently picked up at 3pm, Monday – Friday.

The Post Office Capitol Station is located at 2 East Mifflin Street, Suite 103. Currently, mail can be dropped off from 8:00 a.m. - 5:00 p.m. Monday - Friday.

FedEx and UPS drop boxes are located next to the vending machines in the service core. The pick-up times currently are:

- **FedEx** - Monday - Friday, 6:15 p.m.
- **UPS** - Monday - Friday, 6:30 p.m.

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Locker Rooms and Showers

Men's and women's locker rooms with showers are located on the lower level of One East Main. The locker rooms are secure 24 hours a day; therefore, individual access fobs will need to be programmed for access. Contact maintenance@uli.com for this service. Since locker space is very limited, all belongings must be removed after each use. Locks left on lockers overnight may be cut and the contents removed at management's discretion.

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Smoking Policy

Block 89 is a smoke-free facility in accordance with City of Madison Ordinance 23.05(6)(a). This also includes use of e-cigarettes and vaping devices. Please refrain from smoking at or within 20 feet of all entrances. The receptacles at the building entrances are there solely to extinguish and dispose of smoking materials before entering the building.

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Mother's Room

Urban Land Interests is proud to offer lactating mothers additional support with a designated lactation room. The room is located within Block 89 and is offered as an amenity to our Block 89 tenants on a first come, first serve basis.

Please contact Maintenance at maintenance@uli.com to find out more information about this amenity or to gain access to the space.

ULI is pleased to be able to support our nursing mothers and their commitment to their children and their job.

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Access Cards

The "C-Cure by Software House" access system provides after-hours access and security for all Block 89 Buildings and the Block 89 Parking Ramp. This access system replaces conventional key systems and is intended to provide greater security to tenants. Unlike conventional key systems, access tags are easily reprogrammed. The access tags for the building can be conveniently attached to your key ring.

To gain access through a locked door controlled by the "C-Cure by Software House" system, present the access tag at the front of the card reader. The card readers are small black boxes that are installed next to the doors that they control. In some areas, such as the elevators, these card readers will be installed behind a black plexiglass panel. When you present your access tag to the front of the black box or black panel, you will hear the electric strike on the door click. The lock will remain unlocked for a

few seconds to allow you access through the door.

For additional access tags or to make changes to access tags, please contact maintenance@uli.com.

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Phone Entry System

Each office building in Block 89 has an elevator lobby at each parking level which is unlocked during normal business hours. If your visitors arrive after normal business hours, when the elevator lobbies are locked, they may notify you of their presence by using the Phone Entry System.

Phone Entry Systems are at the following locations:

- the entrance to the Ten East Doty lobby within the parking ramp at the top (P-1) level of the ramp
- the entrance to the One East Main parking elevator lobby at the top (P-1) level of the ramp
- the entrance to the One East Main lobby from Main Street
- the entrance to the loading dock on MLK Blvd. (for deliveries)
- the entrance to the 33 East Main lobby from Main Street
- the entrance to the 33 East Main parking elevator lobby at the top (P-1) level of the ramp
- the entrance to the loading dock on Pinckney Street (for deliveries).

The Phone Entry System is designed for easy use.

Step 1: Press button A to scroll through company listings to find/select the desired tenant

Step 2: Press Call button and wait for someone to answer and send the prompt to unlock the door

When the phone is answered and you have identified your visitor/client, simply press "9" on your telephone keypad for a few seconds to unlock the door. This will allow your client access into the first floor lobby. It will then be necessary for someone in your office to go to the lobby to accompany your visitor to your suite. Please note that if your phone system automatically sends your caller into a voice mail directory, the Phone Entry System will not interface with it. If your phone is not currently connected to the Phone Entry System, please call the ULI office for assistance.

Loading dock Phone Entry Systems are provided to help delivery people notify you of their arrival and to help you direct deliveries to your suite. The loading dock Phone Entry Systems are also programmed to connect delivery personnel with ULI staff so that delivery persons may request assistance with the mechanical lifts. The loading dock Phone Entry Systems may only be programmed to certain tenants who regularly receive large deliveries that require the use of the loading dock.

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Keys

For additional office suite keys or key replacements, please call the ULI maintenance line at (608)251-0707 or email maintenance@uli.com. There is a fee for keys.

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Overview

Each building in Block 89 has its own passenger and service elevators. Ten East Doty and 33 East Main have high-speed passenger and freight elevators that serve all levels of the building and parking ramp. One East Main has two hydraulic elevators that connect all levels of the parking ramp with the main building lobby, where two other high-speed elevators serve the office floors.

Each building's service elevator is conveniently located adjacent to the service core and identified with signage. Service elevators are intended for anyone who is moving items, using a push cart or hand truck, or receiving deliveries of any kind. All deliveries must be made using a service elevator.

The elevators are accessible without keys or access fobs during normal business hours. After business hours, only persons with authorized access fobs may access the building lobbies and elevators. Please let your delivery people know of these restrictions on access.

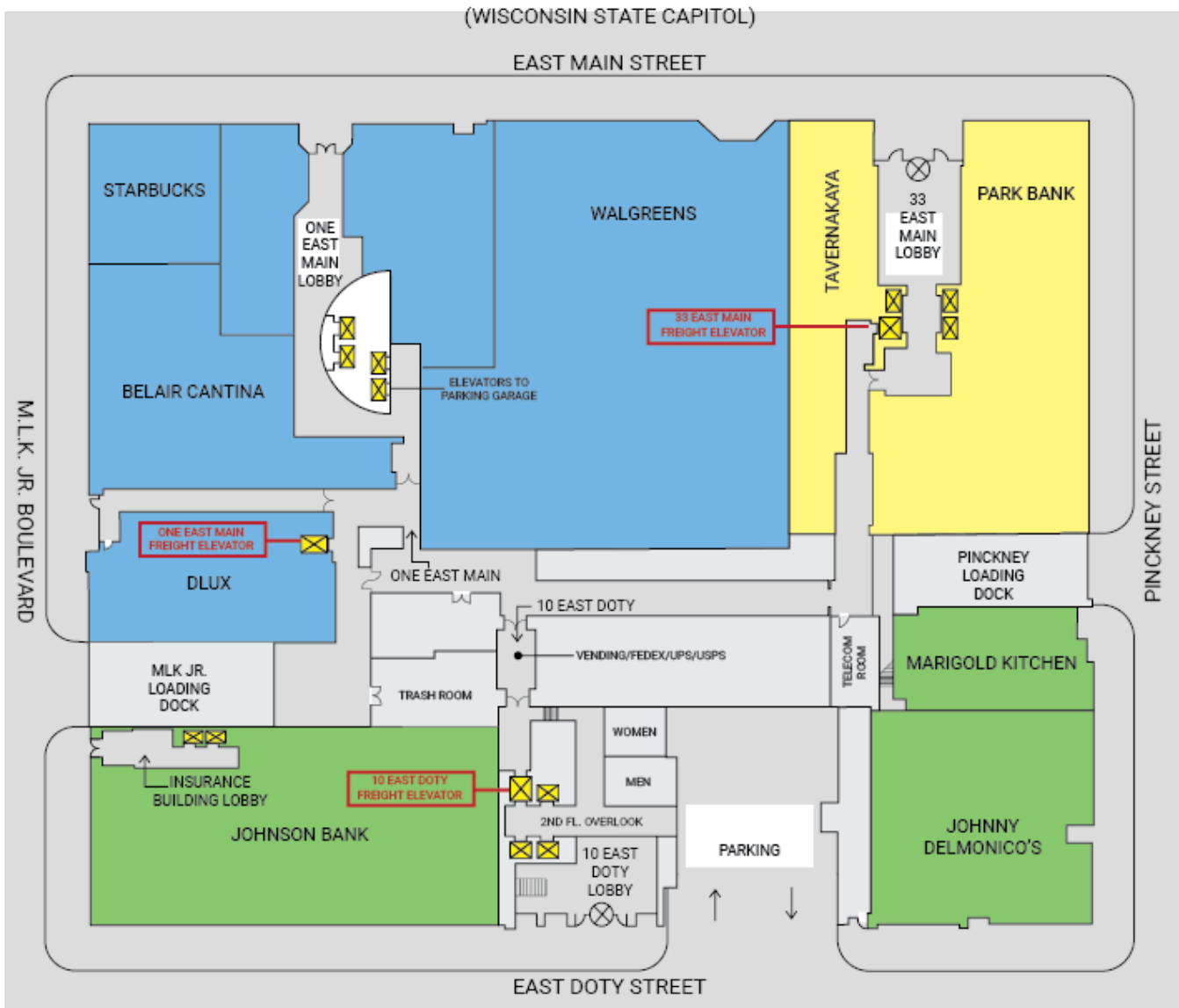
All of the elevators are connected to their respective company call centers and are monitored 24 hours a day, 365 days a year. If an elevator malfunctions for any reason, please remain calm and push the button on the car operating panel that is marked with a phone symbol. You will be automatically connected to the call center and assistance will be dispatched immediately.

Note: ULI staff is not authorized to retrieve items that fall down the elevator shaft. The elevator company will need to be contacted to provide this service, and fees may be assessed.

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Elevator Map

[service-core-map.png](#)



33 East Main Handbook

General Information

ULI has incorporated a variety of balconies and terraces as well as a large central courtyard into the Block 89 design. While many of the balconies and terraces are designed for private use, accessible only through a private tenant suite, there are two large outdoor areas - a landscaped courtyard and a rooftop terrace for all Block 89 tenants to enjoy.

The landscaped courtyard is located in the center of the block and offers beautiful landscaping as well as tables and chairs. To access the courtyard, take the 10 East Doty elevators to the third floor or the 33 East Main elevators to the 2nd floor, and follow the corridor to the courtyard. Ramp access is provided via the 33 East Main entrance.

The rooftop terrace is located at the fourth floor level of the One East Main and 33 East Main buildings.

This stunning outdoor space directly overlooks the WI State Capitol building and the Capitol Square. The terrace is landscaped and is set up with tables and chairs, but also offers space for large events with rental furniture, caterers and more. To get to this rooftop terrace, take either the One East Main or 33 East Main elevators to the fourth floor, where ramp access is provided.

Both the Courtyard and Rooftop Terrace are available for all Block 89 tenants to enjoy during standard business hours (7AM to 6PM, Monday through Friday), except when reserved for a private event. Tenants are encouraged to utilize this one-of-a-kind outdoor space for casual meetings, lunch breaks, or even just a bit of fresh air. The furniture provided offers both seating for groups up to eight or individual Adirondack chairs, which make the space useful for everyone.

Additionally, tenants may reserve both the courtyard and roof terrace for private company-sponsored events or functions. To make a reservation at either location, please call the ULI office at (608)251-0706 or email homeoffice@uli.com. Reservations are subject to availability and will be scheduled on a first-come, first-served basis. All events are subject to occupancy limits. A complete list of terrace rules and more information about reservations can be found in the following section.

We hope that you enjoy the rooftop courtyard and terrace. If you have any questions, please don't hesitate to reach out.

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Rules

It is important for all who use these outdoor areas to adhere to a few simple rules. These rules are designed to ensure that the space will be enjoyable for everyone.

General Terrace Rules

The following rules apply to all building terraces - both private and shared:

- No smoking is permitted at any time
- No glass bottles or drinking glasses are permitted on the terrace except in designated areas and subject to specific usage rules
- No grills of any kind are allowed on terraces or courtyards
- No heaters of any kind are allowed on terraces or courtyards
- Do not feed any birds or other wildlife
- Please respect the privacy of tenants in office suites that border the outdoor spaces

Private Terrace Rules

The following rule applies to private terraces, accessible through tenant space:

- Outdoor umbrellas must be closed and taken down nightly to prevent damage to pavers, windows, etc.

Shared Terrace Rules

The following rules apply to all Block 89 shared building terraces and courtyards:

- Please leave the terrace clean when you leave and take all refuse to your office for proper disposal.
- Please respect the rights of other people who may be using the terrace at the same time
- Furniture must be lifted and not dragged across the rooftop pavers. Please ensure that all furniture is returned to the original position.
- Terrace occupancy is subject to any city, county, state, or federal restrictions

Terrace Hours

- Standard Terrace / Courtyard Hours: 7AM to 6PM Monday through Friday (*except when reserved for a private, tenant-sponsored event*)
- Extended Terrace / Courtyard Hours: 7AM to 9PM Monday through Friday (*by reservation only*)
- **When the terrace doors lock, access to the building from the terrace or courtyard will be denied, which makes it possible to be locked on the terrace or in the courtyard. Please be sure to exit the terrace and courtyard before the above-stated times. If you are locked out and stuck on the terrace or in the courtyard, please call (608) 251-0707 for assistance.**

Terrace / Courtyard Reservations:

- All terrace reservations must be made and sponsored by Block 89 tenants. We are unable to provide private reservations for tenant employees or the general public.
- Exclusive use of the terrace or courtyard can only be obtained by reservation through Urban Land Interests. Reservations are available on a first-come, first-served basis, and are subject to availability.
- ULI will provide one trash and one recycling container for all reserved events.

- Tenants are required to provide proof of insurance for any vendors they work with to provide food, furniture, etc. for an event or reservation.
- The preferred furniture vendor is [Event Essentials](#)
- All items must be removed from the terrace at the end of a reservation, with the exception of rented furniture. If possible, please fold any chairs and stack them under tables.
- In the event of inclement weather, there will not be an alternate event location available
- Reservations are only allowed on standard business days (Monday through Friday) and reservations are not available on weekends or holidays.

Each office lease contains a complete list of building rules, which apply to all areas of Block 89, including the outdoor terraces.

To reserve the Block 89 Rooftop Terrace or Courtyard, or if you have any questions please contact Urban Land Interests at (608)251-0706 or homeoffice@uli.com.

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Maintenance Services Provided

To satisfy your needs and expectations, ULI employs its own maintenance staff. Each member of the maintenance staff is experienced and skilled in a variety of fields. Plumbing, painting, heating, ventilation, air-conditioning and minor electrical repair are some of the specialties handled by ULI field staff. Common maintenance requests include changing light bulbs, tightening doorknobs, hanging pictures, painting, etc. At times, it is necessary or prudent for ULI to outsource a maintenance request. Please refer to your lease to determine whether your request will result in a service fee.

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Maintenance Request During Office Hours

For maintenance requests, please call the ULI maintenance line at (608) 251-0707 or email maintenance@uli.com. Urban Land Interests office hours are Monday through Friday 8:00am to 5:00pm. A maintenance request might be anything from a tear in the wallpaper, a leaky faucet or a burned out light bulb. Anything that you feel needs attention or repair, either within your suite or in the common areas of the building, should be reported to the ULI office.

When you contact ULI with a maintenance request, please be prepared to provide the following information:

- Your company name
- The name of a contact person
- Telephone number

- Your building address
- Your suite number
- Description of the problem and its general location

Our Service Coordinator will record the information and issue a work order. Work orders are completed as quickly as possible, but in some instances they need to be prioritized. For example, water leaks or heating and cooling issues will take priority.

It is important that all maintenance requests are submitted to the ULI office, rather than directly to maintenance or Janitorial staff. Although the field staff is eager to be of service, they cannot be responsible for requests made in person. Every request must be reported to the ULI office for proper documentation and follow-up.

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Maintenance Requests After Office Hours

If you have a maintenance request to report outside of our normal business hours, please call the ULI maintenance line at (608) 251-0707. The call will be answered by our answering service, which is monitored 24 hours a day. If the situation is not an emergency, a message will be taken for the next business day, and a work order will be generated. If the situation requires immediate attention, the message will be dispatched to the appropriate on-call maintenance personnel.

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Emergencies

What constitutes an emergency, and whom should you call? Typically, any event that could endanger a person's safety or could cause damage to the building should be considered an emergency. If there is fire, smoke, running water or a threatening intruder, you should immediately call the following number(s):

- Fire - 911
- Smoke - 911
- Significant water leak or flood - (608) 251-0707
- Security issues - If life threatening - 911; otherwise, (608) 251-0707

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Indoor Air Quality

Indoor air quality is an issue important to everyone. Outside fresh air is supplied from a central "fresh air handler" to the return air plenum above the acoustical ceiling and, in some cases, to the individual heat pumps in your suite. The fans and ducts have been designed with the purpose of having the amount of fresh air being delivered to each suite exceed what is required by current building codes. If you have any concerns about the quality of air in your space, please contact the ULI office to discuss your concerns.

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Water Leaks

The potential for mold to develop in a building has received a lot of attention. Not all molds are dangerous, and molds are present all around us naturally. Mold can result from moisture being trapped in walls or above ceilings. ULI has established a system to document all water leaks reported to our office in order to provide better follow-up and monitoring. It is important that you immediately notify our office if a leak is noticed anywhere in your office space. ULI will address the water leaks by catching the water, dehumidifying the area, and investigating the source.

Please call ULI's maintenance line at (608) 251-0707 or email maintenance@uli.com whenever a leak occurs, even if you may have reported it in the past.

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Maintenance Charges

There may be a charge for certain maintenance services. If you have any questions regarding what services are included in your lease without further charge, please do not hesitate to call the ULI office.

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Moving Furniture

In an effort to keep our maintenance staff healthy and available to serve your everyday needs, we rely on professional movers to perform any heavy lifting or moving. Below is a list of vendors that are familiar with ULI's building standards and rules. Tenants are welcome to procure bids from others.

[C. Coakley Relocation Systems](#)

[Coakley Brothers](#)

[Reynolds Transfer & Storage](#)

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Services Provided

To ensure that we maintain a high standard of service, ULI employs its own custodial staff. Evening custodial services are generally scheduled after business hours from 5:00 p.m. - 11:00 p.m., Monday - Friday. We also have daytime staff who can respond to situations that need immediate attention. Offices and restrooms are serviced according to the schedule listed below. Our staff also cares for the parking facility, other common areas and the grounds.

To make a custodial request, please call the ULI maintenance line at (608) 251-0707. When you call with a request, please be prepared to provide the following information:

- Your company name

- The name of a contact person
- Telephone number
- Your building address
- Your suite number
- Description of the problem and its general location

REGULAR SERVICE

The following services can be provided Monday - Friday after normal business hours. For a more complete service schedule, please see the "Schedule of Custodial Services" that is attached to your lease.

- Waste, recyclables gathered and disposed of appropriately. (Note: Purchase of trash and recycling containers are tenant's responsibility.)
- Floors swept and treated with dust mop
- Carpets vacuumed
- Furniture properly positioned
- Spot cleaning of doors, doorframes and walls
- Drinking fountains cleaned

RESTROOM SERVICE

- Wastepaper receptacles emptied and cleaned
- Sanitary napkin disposal containers emptied and inserts replaced
- Metal and mirrors polished
- Washbasins, toilet bowls and urinals cleaned and disinfected
- Tile walls and toilet partitions spot cleaned
- Floors swept and chemically treated
- Paper hand towel and sanitary napkin dispensers refilled and maintained

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Additional Services

For services not listed above, there may be an additional charge to the tenant. If you have any questions about what services are included in your lease, please call the ULI office. Charges will reflect the cost of materials and labor. Some examples of additional services are described below.

Window washing of the exterior windows is performed a minimum of two times a year; interior windows, a minimum of once per year. Additional interior window washing may be requested at any time and will be charged to the tenant. Due to the nature of exterior window washing, it is not practical to schedule intermediate exterior washings.

Carpet cleaning can be performed by our staff and is billed to the tenant. The charge reflects the cost of materials and labor, with a minimum charge of \$25.00. The standard lease requires that carpets be cleaned not less than once per year.

Maintenance of tile floors, including stripping, coating and buffing, will be billed to the tenant. The charge reflects the costs of materials and labor, with a minimum charge of \$50.00.

Light bulb replacements are performed by ULI staff and billed to the tenant as the lease permits. There is a minimum labor charge plus materials and recycling fees for light bulb replacements.

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Recycling

ULI fully complies with the Wisconsin Waste Reduction and Recycling Law that requires building owners and occupants to recycle the following materials:

- Office Paper
- Newspapers
- Magazines
- Corrugated Cardboard
- Aluminum Containers (cans)
- Steel and Bi-Metal Containers
- Glass and Plastic Containers
- Foam Polystyrene Packaging

In order to make recycling as easy and convenient as possible, tenants should make sure their offices are furnished with the appropriate recycling containers. The major points of the recycling program are as follows:

- Employees/staff members should have a blue “Recycle” container at their desks for all recyclables
- Next to the blue “Recycle” container, each office should have another container clearly labeled “Trash Only.” This will be for all non-recyclable materials
- Each suite should have a centralized recycling area, with a blue “recycle” container clearly marked for “Co-Mingled Recyclables” (glass, paper, cardboard, metal cans, plastic, etc.)
- All cardboard to be recycled should be broken down and placed next to the suite’s central blue recycling container

In order to avoid any confusion, we highly recommend that you use appropriate containers for trash and for your recyclables.

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Disposal of Specialty Materials

To dispose of confidential documents, the following vendors offer shredding services:

[Pellitteri Waste Systems](#)

[Shred-it](#)

For proper disposal of computer equipment and small appliances:

[File 13 E-Waste Solutions](#)

For proper disposal of scrap metals and Freon containing appliances:

[Resource Solutions Corp](#)

For proper disposal of broken glass, please collect pieces in a separate bag or container and notify ULI. We ask that broken glass is not mixed with other trash or recycling, as this could be a safety concern for our staff. If large pieces of glass or windows are broken, please call the ULI maintenance line immediately at (608) 251-0707.

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Fire Protection Systems

The Block 89 office buildings, service core and parking garage are equipped with fire/smoke detection equipment and a water sprinkler system. To ensure that the equipment is functioning properly, we test our fire alarms monthly. Fire alarm testing occurs the first Friday of each month during non-business hours. An announcement will be made over the fire alarm intercom system prior to testing.

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Fire Evacuation Plan

GETTING PREPARED

Review your office for potential fire-hazards, e.g. items stored in front of exit doors, tripping hazards, burned out exit lights, power strips, etc. If a condition exists in your work area that you deem a fire hazard, contact your supervisor. If satisfactory precautions are not immediately taken to correct the hazard, call the ULI office. Know where fire extinguishers are located on your floor and know how to use them properly. Know how to evacuate your work area, i.e., Where are your exits? Where do exits lead you?

SOME HAZARDS COMMONLY FOUND ARE:

- Extension cords used as permanent wire substitutes
- Missing or inadequately charged fire extinguishers
- Blockage of fire lanes
- Exit lights burned out
- Excess trash accumulation
- Personal Space Heaters

EMPLOYEE FACT SHEET

In the event of an actual emergency, such as a fire, have a plan of action:

- Exit the building in an orderly fashion

- **Call 911** after you've reached safety. State the address, floor, and nature of the emergency (fire, ambulance, etc.)
- Immediately call the ULI office to notify us of the emergency.

If a fire or emergency does occur in your area/presence, begin evacuation of personnel. Your office should designate a person to pull the building fire alarm. If possible, isolate the fire (i.e., close the door to area or room where the fire has started).

Call 911 to report the fire. Remember that it may be appropriate to call the fire department after you have evacuated the building. Also, do not assume that someone else has reported the fire.

Remove all occupants from offices and direct them to the appropriate exit - away from any smoke. Close all doors and evacuate immediately by your primary exit (or alternate exit if your primary exit is blocked by smoke and/or flames). Meet outside the building at your designated place. Someone from your office should be designated as responsible to account for all personnel. Notify emergency personnel of anyone unaccounted for and their possible location in the building.

CAUTION: DO NOT USE ELEVATORS IN THE CASE OF A FIRE.

If you are in the elevator when a fire breaks out and the elevator stops at a floor that is not in immediate danger, exit immediately and evacuate the building by the nearest fire exit. If the elevator stops at the fire floor, exit the elevator, staying as close to the floor as possible and evacuate the building by the nearest fire exit. Remember, smoke and heat rise - stay low.

Please take time to locate all of your potential exit routes before an emergency arises. If you encounter smoke during evacuation, proceed to one of the remaining exits.

If it is impossible to reach a stairwell because of smoke and/or flames or if you are trapped in an area, go to a room as far away from the fire as possible. Ideally, the room should have a window and access to a telephone. Seal off cracks around doors and vents with a towel, or other suitable material. Soak them if water is nearby. Go to the window and signal for help. **Do not break the window.** If you have access to a telephone or cell phone, call the fire department (911) and notify them of your location, even if they are already on the scene.

ALARM

- Preservation of life is primary when a fire is discovered. Turning on the alarm is the first step.
- Sound the building alarm. Know where the alarm pull stations are located on your floor. Please take time to locate them before an emergency arises.
- Notify the fire department by **calling 911**. If no immediate danger exists, contact the fire department prior to evacuation. If you are in immediate danger, evacuate the building and then contact the fire department. Do not assume that some other tenant has contacted the fire department—there have been cases where precious time has been lost because the fire department was not notified for several minutes after the fire was discovered.
- If no immediate danger exists, call ULI and report the fire. Any fire in the building, regardless of size and duration, should be reported. Even though you have extinguished a small fire, it may be advisable to check with the fire department and have them conduct a search of the area for any sparks, smoldering areas, etc.

The building is equipped with fire extinguishers on each floor. Please take time to locate them before an emergency arises.

- Fire extinguishers should be used only for small fires.
- Do not attempt to use the fire extinguishers unless you have been instructed in their proper use.

When in doubt let the fire department extinguish the fire.

- The fire department conducts training in the proper use of fire extinguishers. You may contact them for more information regarding time and place.

ALL CLEAR SIGNAL

In the event of a fire alarm, a representative of ULI will first determine the cause of the failure. When it has been determined that absolutely no danger exists, an announcement will be made over the fire alarm public address system that it is safe to return to the building. ULI staff members will walk around the exterior of Block 89 to inform evacuated employees that it is safe to re-enter.

PLEASE NOTE: WHENEVER A FIRE ALARM SOUNDS, YOU ARE TO LEAVE THE BUILDING IMMEDIATELY!

SPECIAL HAZARDS

The building may serve a number of people who are disabled, hearing-impaired, etc. who may present evacuation challenges and will require special attention in the event of a fire.

Non-ambulatory clients and/or employees should be directed to the nearest stairwell exit. Advise them to remain on the stairwell landing until help arrives. People evacuating via the stairwells should make a note of anyone needing assistance and relay this information to ULI or emergency personnel on the grounds after evacuation.

If disabled occupants cannot reach a stairwell because of smoke and/or flames, they should be directed to a room as far away from the fire as possible and follow the recommendations as outlined above.

The name and location of any disabled personnel should be put in writing and given to ULI in advance. This information will be made available to the fire department to aid them in rescue efforts. Office staff should be aware of anyone needing special assistance and be prepared to assist in their evacuation.

BE AWARE

In the case of an emergency, stay calm and think. Remember, smoke is your worst enemy. Smoke, heat and gases can choke and kill you after a few breaths. If you are caught in smoke, get down and crawl. Also, hold your breath and close your eyes when you can.

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Severe Weather Conditions

Local weather service will issue advisories predicting areas of probable severe thunderstorm activity and the estimated duration of such activity via local radio and television stations.

TORNADOES

By definition, a tornado warning is an alert by the National Weather Service confirming a funnel cloud sighting and location. The weather service will announce the approximate time of detection and direction of movement. Wind will be 75 mph or greater. A public warning will come over the radio and TV or there will be five-minute steady blasts of sirens by the Dane County warning system.

ACTIONS TO TAKE:

- Get away from the perimeter of the building and exterior glass.
- Leave your exterior office and close the door.
- Go to the center corridor and protect yourself by putting your head as close to your lap as possible, or kneel protecting your head.
- Stairwells are safe. If crowded, move down to a lower level for shelter. Do not use the elevator!
- Do not go to the first floor lobby or outside the building.

IF YOU ARE TRAPPED IN AN EXTERIOR OFFICE:

- Seek protection under a desk.
- Keep your radio or television set turned to a local station for information.
- If possible, information and directions will be broadcast via the building public address system.
- Remain calm.

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Bomb Threat Procedure

FIRST AND FOREMOST CALL 911 AND REPORT THE BOMB THREAT TO THE POLICE!

The purpose of a bomb threat procedure is to have an orderly, safe and rapid procedure of conducting searches, providing prompt and necessary communications, rendering assistance, and evacuating and returning personnel to work afterwards.

In the event of a bomb threat against the building, either through a telephone call or by other means, follow the procedures listed below.

If you receive a call by telephone, you should attempt to attract someone's attention in the office discreetly and quietly while listening to the caller.

Try to keep the caller talking as long as possible. Ask the person to repeat parts of his message. Remain calm.

Write down the message and obtain as much relevant information as possible. Ask the bomb threat caller about the following items:

- The location of the bomb?
- Has the bomb been placed outside or inside the building?
- What does it look like? Is it incendiary or highly explosive?
- How did it get into the building (i.e., mail or hand-carried)?
- Where is the caller calling from?
- Identification of the caller.

Try to recall every statement made by the caller and find out as much as possible about the caller. For example:

- Sex
- Age
- Voice characteristics (educated, low or high-pitched, accent)

- Speech (fast, slow, nervous, slurred through alcohol or drugs)
- Manner (calm, angry, hysterical, humorous)
- Background noises (road traffic, music, giggling, aircraft)

After a bomb threat call has been received, immediately call 911 and then inform the ULI office of the full details of the call. As soon as circumstances permit, record details of the call.

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Power Failure Procedure

In the event of a power failure, the Block 89 emergency generator will activate within a few minutes. The emergency generator will provide emergency lighting in stairwells, exit lights and corridor lights.

- Raise blinds to let in outside light.
- If you are instructed to evacuate, lock all areas.
- Do not congregate in lobby areas or in the street.
- If you are so instructed, go to the designated area and remain with your group.
- Return to your building when instructed by the proper authority.

If you are trapped in an elevator during a power failure, wait for assistance (there are emergency telephones in the elevators, which are directly connected to a live 24-hour answering service). Do not force open the doors or try to escape through the roof hatch. Do not panic.

Keep an appropriate number of flashlights available for emergency use and make sure all employees know the locations.

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Staff Organization for Office Building Evacuation

We have modeled our evacuation plan after those used by the Cities of Madison and Chicago, IL. Accordingly, we have generated the following list of recommended procedures for our tenants.

Appoint an "Area Captain" for Your Office

The Area Captain is responsible for emergency coordination and reporting of any potential or actual emergency condition to ULI. The Area Captain is also responsible for organizing his/her emergency team and making sure emergency procedures are carried out. The Area Captain:

- Appoints personnel to the emergency team and fills all vacant positions.
- Maintains an updated roster of all Searchers, Stairwell Monitors, Physically Challenged and Senior Citizen Aides and alternates.
- Maintains an updated roster of emergency team member alternates. An alternate must be selected immediately in the event of sickness or vacation of a team member.
- Alerts key personnel (Assistant Area Captain, Searchers, Floor Leaders, Stairwell Monitors, Physically Challenged and Senior Citizen Aides) of potential emergencies.
- Supervises the activity and training of all key emergency team members.
- Ensures that all emergency team personnel know their assigned duties and locations in case of

an emergency.

- Informs and trains key emergency personnel and all floor personnel in emergency procedures.
- Pre-plans the handling of physically challenged and senior citizen personnel during evacuation.
- Is responsible for the evacuation of floor personnel.
- Is responsible for notifying the Elevator Monitor to evacuate.

Appoint "Searchers" for Your Office

Under the supervision of the Area Captain, Searchers are responsible for finding and evacuating all personnel from the offices, specifically from remote areas such as storerooms, file rooms, coffee areas, etc. Searchers should:

- Be responsible for checking all rooms, including restrooms, conference rooms, reception areas and remote areas, closing, but not locking, all doors behind them. Once a room has been cleared, the Searcher must place a yellow post-it note (or any color) on the door at knee level or below. This sticker will indicate to firemen that the room has been cleared of occupants.
- Advise any remaining personnel in the offices of the emergency and insist on their evacuation.
- Evacuate non-employees found in the offices.

Appoint "Stairwell Monitors" for Your Office

Under the supervision of the Area Captain, Stairwell Monitors are responsible for assigned exits and assist in the orderly evacuation of personnel. The Stairwell Monitor should:

- Inspect stairwells for possible heat and smoke conditions before evacuation.
- Take a position at his/her assigned exit and assist in the orderly evacuation of personnel.
- Instruct personnel to form single file lines into the stairwell and direct personnel to exit along the right side of the stairwell.
- Supervise and monitor evacuation flow while remaining calm and encouraging calmness and orderliness in evacuating personnel.
- Stay at the exits until Searchers have cleared all personnel from the floor.

Appoint a "Physically Challenged/Senior Citizen Aide" for Your Office

Under the supervision of the Area Captain, the Physically Challenged/Senior Citizen Aide is responsible for making sure all physically challenged and senior citizen personnel are evacuated. This aide should:

- Maintain an up-to-date list of physically challenged and senior citizen employees in the office.
- Implement a "Buddy System" in which one or two Physically Challenged/Senior Citizen Aides will be responsible for evacuating specific physically challenged and senior citizen co-workers.
- Maintain a current list of physically challenged and senior citizen employees including his/her buddy. A copy of this list should be sent to the Area Captain and to the ULI office.

Appoint an "Elevator Monitor" for Your Office

Under the supervision of the Area Captain, Elevator Monitors are responsible for making sure nobody uses the elevators. The Elevator Monitor should:

- Direct employees to the nearest stairway.
- Be familiar with the building evacuation plan and the location of all stairways.
- Stay at his/her designated post until instructed to evacuate by the Area Captain.