

Hello [GSA building manager or designated safety personnel],

In a project sponsored by the General Services Administration, the National Institute of Standards and Technology (NIST) is conducting a study of how elevators are currently used by occupants of existing multi-story buildings in the United States during fire emergencies. This research aims to summarize emergency plans and procedures from U.S. buildings that make use of one or multiple elevators from the existing elevator system (used for normal building traffic) for the evacuation of building occupants during fire emergencies. While NIST's previous research on elevators has primarily focused on the technical aspects of ensuring safe and reliable evacuation for the occupants of tall buildings and the International Code Council and the National Fire Protection Association provide requirements for the use of elevators for both occupant evacuation and fire fighter access into the building, there still is little understanding of how occupants use elevator systems during fire emergencies.

Therefore, we are writing this email to ask if you would fill out a questionnaire located here: [**insert web address**] that specifically asks about how your buildings' evacuation plans incorporate the use of the existing elevator system to evacuate occupants during fire emergencies, specifically individuals with disabilities, if at all. Completing this questionnaire is voluntary; however, your assistance would be greatly appreciated to help improve the safety of the building occupants.

If you have any questions regarding the questionnaire or your participation in this study, which is completely voluntary, please contact Erica Kuligowski, Fire Protection Engineer at the National Institute of Standards and Technology at the following: 301-975-2309 or [erica.kuligowski@nist.gov](mailto:erica.kuligowski@nist.gov).

Thank you in advance for your participation in this important study of life safety procedures.