

Committee(s): Planning and transportation committee – For Information	Dated: 24 November 2023
Subject: Public Lift & Escalator Report	Public
Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?	Shape outstanding Environments – Our spaces are secure, resilient, and well-maintained
Does this proposal require extra revenue and/or capital spending?	N
If so, how much?	n/a
What is the source of Funding?	n/a
Has this Funding Source been agreed with the Chamberlain’s Department?	
Report of: City Surveyor	For Information
Report author: Matt Baker – Head of Facilities Management	

Summary

This report outlines the availability and performance of publicly accessible lifts and escalators monitored and maintained by City Surveyor’s, in the reporting period 3 November 2023 to 24 November 2023. The reporting period is driven by the committee meeting cycle and the associated reporting deadlines.

In this reporting period, publicly accessible lifts and escalators were available for **86%** of the time.

A detailed summary of individual lifts/escalators performance is provided within this report along with the associated actions being undertaken to improve availability where applicable.

Main Report

1. There are 16 public lifts/escalators in the City of London portfolio, which are monitored and maintained by City Surveyor’s. Table 1.0 provides a breakdown of availability during the reporting period and the availability over the previous 12 months.

Table 1.0

Asset Reference	Name	Availability in last reporting period	12 Month Availability	Trend
SC6459146	Speed House Glass/Public Lift	100.00%	99.81%	↑
SC6458968	Moor House	100.00%	98.91%	↑
SC6458959	London Wall Up Escalator	100.00%	60.00%	↑
SC6458958	London Wall Down Escalator	100.00%	62.00%	↑
SC6458969	Pilgrim Street Lift	100.00%	86.49%	↑
SC6458964	London Wall East	100.00%	97.13%	↑
SC6458970	Wood Street Public Lift	100.00%	85.00%	↑
CL24	Duchess Walk Public Lift	100.00%	99.12%	↑
SC6458962	Tower Place Public Lift	100.00%	97.76%	↑
SC6458967	Little Britain	100.00%	96.99%	↑
SC6459244	Glass South Tower	100.00%	94.00%	↑
SC6458965	London Wall West	90.22%	80.93%	↓
SC6462850	33 King William Street	81.94%	56.04%	↓
SC6458966	Atlantic House	64.00%	83.41%	↓
SC6458963	Tower Place Scenic Lift	50.00%	97.15%	↓
SC6462771	Blackfriars Bridge	0.00%	84.19%	↓

2. London Wall West down time caused by repairs required to door detectors following a lift entrapment caused by misuse.
3. 33 King William Street required car door repairs due to vandalism.
4. The Atlantic House lift is currently under warranty with the project contractor who conducted the modernisation works in February 2023. The defect with the lift has been rectified although the project contractor is not subject to the same SLAs as the maintenance contractor which is causing delays to rectification. This issue will be raised with the projects team to ensure this is not a recurring problem.
5. Tower Place scenic lift experienced some significant flooding to the lift pit which had to be taken out of service due to safety reasons while the water is removed and the pit dries out.
6. Blackfriars bridge has a defective drive unit which has been ordered and is awaiting delivery for install.
7. It is worth noting that the industry continues to face significant challenges in the availability of and lead times on parts ordered. Previously “off the shelf” items are now on reasonably long lead times.

8. Table 3.0 categorises the causes of faults/outages in this reporting period.

Table 3.0

Category	No of call outs
External/Environmental factors	0
Equipment faults/failure	10
Planned Insurance Inspections	0
Planned Repairs	0
Resets following emergency button press or safety sensor activation	0
Damage/misuse/vandalism	3
Autodialler faults	0
Total	13

9. Table 4.0 categorises the causes of faults/outages over the last 12 months.

Table 4.0

Category	No of call outs
External/Environmental factors	20
Equipment faults/failure	139
Planned Insurance Inspections	17
Planned Repairs	26
Resets following emergency button press or safety stop equipment activation	15
Damage/misuse/vandalism	24
Autodialler faults	6

10. Projects. Table 5.0 summarises planned projects with approved funding that will support the ongoing improvement in lift & escalator availability.

Table 5.0

Lift/Escalator	Project	Status	Expected Completion
London Wall Up Escalator	Modernisation Project	Contract Awarded	Complete
London Wall Down Escalator	Modernisation Project	Contract Awarded	Complete
Pilgrim Street Lift	Modernisation Project	Complete	Complete
Little Britain Lift	Modernisation Project	Contract Awarded	Complete
Atlantic House Lift	Modernisation Project	Complete	Complete