

Committee(s): Planning and transportation committee – For Information	Dated: 01 May 2024
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 16 February 2024 to 01 May 2024. 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 **85%** 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%	99.98%	↑
SC6458959	London Wall Up Escalator	100.00%	72.00%	↑
SC6458958	London Wall Down Escalator	100.00%	75.00%	↑
SC6458962	Tower Place Public Lift	100.00%	98.50%	↑
SC6458963	Tower Place Scenic Lift	100.00%	99.85%	↑
SC6458970	Wood Street Public Lift	100.00%	85.90%	↑
SC6462771	Blackfriars Bridge	97.00%	80.37%	↑
SC6458969	Pilgrim Street Lift	95.00%	96.24%	↑
SC6458968	Moor House	90.00%	95.37%	↓
CL24	Duchess Walk Public Lift	86.00%	93.82%	↓
SC6458965	London Wall West	86.00%	80.32%	↑
SC6458967	Little Britain	68.00%	79.00%	↓
SC6459244	Glass South Tower	59.00%	79.57%	↓
SC6458964	London Wall East	51.00%	74.59%	↓
SC6462850	33 King William Street	45.00%	42.76%	↓

2. Duchess Walk downtime caused by faulty car gate which has been rectified and back in service.
3. London Wall West down time caused by difficulties arranging access to conduct insurance inspection which subsequently expired and had to be removed from service. Insurance inspection booked for 2 May 2024.
4. Glass South Tower is reporting downtime for project work being conducted on the lift car interiors in the evenings in agreement with site.
5. London Wall East downtime caused by damage to equipment caused by flooding/water ingress to the lift pit and delays to conduct insurance inspections.
6. Further to the defective power board reported at 33 King William Street at the last reporting period, during the Annual Insurance Inspection, the lift went into fault. The issue required specialist contractor attendance and requires a part on a 6 week lead time. Part expected 7 May 24.
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	3
Planned Repairs	0
Resets following emergency button press or safety sensor activation	3
Damage/misuse/vandalism	1
Autodialler faults	0
Total	17

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	160
Planned Insurance Inspections	21
Planned Repairs	27
Resets following emergency button press or safety stop equipment activation	18
Damage/misuse/vandalism	26
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
Glass South Tower	Lift Car Upgrade	In Progress	TBC