

<b>Committee(s):</b>	<b>Date(s):</b>
Planning and Transportation Barbican Residential Committee	17 September 2013 16 September 2013
<b>Subject:</b> <b>Management of Public Lifts and Escalators Adjoining Barbican Estate</b>	<b>Public</b>
<b>Report of:</b> <b>City Surveyor</b> (CS 291/13)	<b>For Information</b>
<b>Summary</b>	
<p>This report is to advise your Committee of the actions proposed to improve the system of performance monitoring, fault reporting, repair and maintenance and cleaning of those public lifts and escalators adjoining the Barbican Estate.</p>	
<b>Recommendation(s)</b>	
Members are asked to:	
<ul style="list-style-type: none"> <li>• Note the report</li> </ul>	

## Main Report

### Background

1. Responsibility for the management and maintenance of the public lifts and escalators within the City falls within the remit of the Planning and Transportation Committee and is exercised by City Surveyor's Department. A full list of the city's public lifts and escalators is appended to this report. (Appendix 1)
2. On behalf of the City of London Corporation I have under my responsibility some 260 lifts, escalators and cradles in Operational and Investment Properties. These include the management and maintenance of the 12 public lifts and 3 escalators which fall within the remit of the Planning and Transportation Committee.
3. The proposals contained within this report relate only to those 6 public lifts and 3 escalators adjoining the Barbican Estate (Appendix 2).
4. These installations vary in type, quality and manufacturer. Each is subject to a repair and maintenance and service contract with Apex Lifts. They each receive a monthly service programme and yearly insurance inspection and any necessary works identified are carried out.

5. The current regime for managing the lifts and escalators adjoining the Barbican Estate is by means of a corporate maintenance and service contract which commenced in July 2012 and operates for a period of 5 years, with the option of extending if the maintenance contractor, Apex Lifts, demonstrates satisfactory performance. It includes for the provision of all mandatory, statutory and safety tests and inspections and for the regular planned maintenance to all lifts and escalators.
6. The maintenance contract covers all necessary reactive repairs resulting from faults and breakdowns. Cyclical works of upgrading or improvement are planned in advance to suit the needs of the installation.
7. By nature of their location, external public lifts and escalators are subject to a more arduous environment than the general lift stock, e.g. extremes of weather, graffiti, unwanted abuse, etc. and are predominantly at unmanned locations.

### **Current Position**

8. The isolation of these lifts and escalators from the Guildhall and not having an on-site manned presence has historically made them problematical to manage and monitor.
9. Each lift and escalator is fitted with Electronic Monitoring Units (EMU's) which operate for 24 hours, 365 days and are now electronically linked to Apex Lifts who are immediately informed when a lift or escalator has suffered a failure.
10. Apex Lifts are required to respond within contracted service response times of 30 minutes for an acute call out e.g. entrapment and 2 hours for an emergency breakdown.
11. It is appreciated that lifts and escalators out of service cause great inconvenience to those less able to use stairs, particularly the elderly, those with disabilities and those with young families.
12. Members will be aware that recently a number of faults to some of these lifts and escalators have been followed by delays in attendance by the contractor to diagnose and effect the necessary remedial action. In addition the contractor has failed to erect suitable signage when attending breakdowns.
13. My Contract Management Team have met with Apex Lifts and the following actions have been agreed with Apex to improve the service:-
  - With EMU's in place, direct communication from the lift to the Apex Service Desk to speed response times via email alerts
  - Review of critical spares to increase stock levels to reduce out of service times.
  - Daily reports through to the City Surveyors Department (CSD) Property Service Desk and the CSD Technical Advisory Group highlighting any problem public lifts and escalators.

- Chasing and follow up by the Property Service Desk for any lift or escalator out of service more than 24 hours.
- Apex has new laminated notices that will be left on the lift or escalator if after a visit from an engineer the lift remains out of service.

#### 14. Contract Performance Management and Financial Deduction

- Contractor performance is monitored by the monthly measurement of 10 Key Performance Indicators (KPI's).
- For the first year of the contract the contractor has to achieve satisfactory performance against 7 of the 10 KPI's per monthly period.
- There is an improvement target in the contract and from year 2 the contractor has to achieve 8 of the 10 KPI's per monthly period and in the 3rd, 4th and final year the contractor has to achieve 10 out of 10 KPI's per monthly period.
- If the contractor fails to achieve the contracted KPI target then a performance deduction of 25% of profit is made from the payment due. If the failure continues to the next period then the performance deduction increases to 50% of profit from the payment due.
- Three consecutive periods of failure will instigate a formal "Contract Review" and a remedy open to the City of London Corporation is the right to terminate the contract.
- For the month of July 2013, period one of year 2 of the contract, Apex achieved 7 out of 10 KPI's and failed against the target of 8 out of 10 KPI's. Accordingly a performance deduction of 25% of profit was made by the City from the payment due and Apex have received a formal request to provide an action plan on how they will achieve the required target of 8 out of 10 KPI's.
- To ensure that Apex Lifts are able to satisfactorily perform the contract as required by the City, my Contract Management Team is working closely with Apex Lifts to identify their recent under performance.

#### 15. General Cleaning Regime

- To compound the problems caused by the location of the public lifts and external escalators, the area surrounding the Barbican Centre is currently subject to extensive construction works for new offices, flats and Crossrail works and this is causing additional amounts of dirt and dust.
- The current cleaning regime for the lifts and escalators is that they are cleaned on a fortnightly basis.
- Due to these circumstances described, I have instructed our cleaning contractor to instigate a weekly cleaning regime and in addition urgently undertake a deep clean of the public lifts and repeat every 6 months for the duration of these intensive construction works.

## Corporate & Strategic Implications

16. The proposals contained within this report relate to the Community Strategy in the following ways;
- Good Transport for a Thriving City – *to improve the “pedestrian experience”*
  - An Inclusive and Outward Looking City – *enhancing accessibility.*

## Implications

17. The additional weekly cleaning costs for the public lifts adjoining the Barbican Estate can be contained within my local risk budget and this will be monitored.

## Conclusion

18. The location of 12 external public lifts and 3 escalators are subject to a more arduous environment than the general lift stock, e.g. extremes of weather, graffiti, unwanted abuse etc. and are predominately at unmanned locations.
19. In addition the area surrounding the 6 public lifts and 3 external escalators surrounding the Barbican Estate is currently subject to extensive construction work which is causing cleansing challenges.
20. Members will be aware that recently a number of faults to some of these lifts and escalators have been followed by delays in attendance by our corporate contractor to diagnose and affect the necessary remedial outcome.
21. My Contract Management Team regularly meets with the contractor and have recently deducted 25% of profit due to the contractor for non-performance. In addition the Contract Management Team has instructed the contractor to provide an Action Plan on what the contractor will be doing to prevent further poor performance.
22. In order to mitigate the current problems caused to the lifts by the cleansing challenges, I have instructed our corporate cleaning contractor to increase the fortnightly cleaning regime to a weekly cleaning regime for the duration of the intensive adjacent construction works.

## **Appendices**

- Appendix 1 – City of London Corporation Public Lifts and Escalators
- Appendix 2 – City of London Corporation Public Lifts and Escalators Adjoining the Barbican Estate

## **Background Papers:**

None

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