

# WMATA Accessibility Advisory Committee

## Monthly Synopsis of WMATA Elevator and Escalator Performance

Reporting Date: 27 May 2015

**Subject** Office of Elevator and Escalator  
 Monthly Statistics for Period Spanning  
 16 April 2015 - 15 May 2015

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 Office of Elevator and Escalator

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 Office of Elevator and Escalator  
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 Office of Elevator and Escalator

**To:** Accessibility Advisory Committee (AAC)

### Performance Synopsis for Period Spanning 16 April 2015 - 15 May 2015

|   | <u>Elevator</u> | <u>Escalator</u> |
|---|-----------------|------------------|
| System Availability (Overall)                           | 96.8%           | 93.4%            |
| Scheduled Availability<br>(Excludes CIP & Sch. Outages) | 98.7%           | 97.5%            |
| MTBF (Mean Time Between Failures) Hrs.                  | 409.1           | 175.3            |
| MTTR (Mean Time to Repair) Hrs.                         | 5.2             | 4.4              |
| Total Number of Failures                                | 418             | 2,826            |

System Availability - Availability inclusive of both scheduled and unscheduled work

Scheduled Availability - Availability exclusive of scheduled work

Scheduled work - Includes CIP's, Inspections, and similar work that is planned in advance

MTBF - Is the elapsed time between failures during a systems operating time

MTTR - Is the average time required to repair a failure

### Historical Data

| <u>FY 2015 Q3/Q4</u> | <u>JAN</u> | <u>FEB</u> | <u>MAR</u> | <u>APR</u> | <u>MAY</u> | <u>JUN</u> | <u>Avg. of Q3/Q4</u> |
|----------------------|------------|------------|------------|------------|------------|------------|----------------------|
| <b>Elevators</b>     |            |            |            |            |            |            |                      |
| <b>Sys. Avail</b>    | 96.5%      | 97.2%      | 98.0%      | 97.4%      | 96.8%      |            | 97.2%                |
| <b>Sch. Avail</b>    | 98.0%      | 98.6%      | 98.9%      | 99.0%      | 98.7%      |            | 98.6%                |
| <b>Escalators</b>    |            |            |            |            |            |            |                      |
| <b>Sys. Avail</b>    | 93.0%      | 93.9%      | 94.0%      | 94.0%      | 93.4%      |            | 93.7%                |
| <b>Sch. Avail</b>    | 96.7%      | 97.4%      | 97.7%      | 97.8%      | 97.5%      |            | 97.4%                |

| <u>FY 2015 Q1/Q2</u> | <u>JUL</u> | <u>AUG</u> | <u>SEP</u> | <u>OCT</u> | <u>NOV</u> | <u>DEC</u> | <u>Avg. of Q1/Q2</u> |
|----------------------|------------|------------|------------|------------|------------|------------|----------------------|
| <b>Elevators</b>     |            |            |            |            |            |            |                      |
| <b>Sys. Avail</b>    | 96.6%      | 97.2%      | 97.0%      | 96.1%      | 96.2%      | 96.3%      | 96.6%                |
| <b>Sch. Avail</b>    | 97.3%      | 98.0%      | 98.5%      | 98.0%      | 97.7%      | 98.0%      | 97.9%                |
| <b>Escalators</b>    |            |            |            |            |            |            |                      |
| <b>Sys. Avail</b>    | 92.9%      | 92.3%      | 92.6%      | 93.4%      | 94.0%      | 93.3%      | 93.1%                |
| <b>Sch. Avail</b>    | 96.4%      | 96.3%      | 96.3%      | 97.2%      | 97.3%      | 96.8%      | 96.7%                |

| <u>FY 2014 Q3/Q4</u> | <u>JAN</u> | <u>FEB</u> | <u>MAR</u> | <u>APR</u> | <u>MAY</u> | <u>JUN</u> | <u>Avg. of Q3/Q4</u> |
|----------------------|------------|------------|------------|------------|------------|------------|----------------------|
| <b>Elevators</b>     |            |            |            |            |            |            |                      |
| <b>Sys. Avail</b>    | 97.0%      | 96.9%      | 97.0%      | 97.2%      | 97.5%      | 97.9%      | 97.3%                |
| <b>Sch. Avail</b>    | 98.3%      | 98.0%      | 97.9%      | 97.8%      | 98.3%      | 98.7%      | 98.2%                |
| <b>Escalators</b>    |            |            |            |            |            |            |                      |
| <b>Sys. Avail</b>    | 92.0%      | 93.7%      | 93.6%      | 92.7%      | 92.7%      | 92.8%      | 92.9%                |
| <b>Sch. Avail</b>    | 95.3%      | 96.8%      | 97.2%      | 96.6%      | 96.7%      | 96.9%      | 96.6%                |

| <u>FY 2014 Q1/Q2</u> | <u>JUL</u> | <u>AUG</u> | <u>SEP</u> | <u>OCT</u> | <u>NOV</u> | <u>DEC</u> | <u>Avg. of Q1/Q2</u> |
|----------------------|------------|------------|------------|------------|------------|------------|----------------------|
| <b>Elevators</b>     |            |            |            |            |            |            |                      |
| <b>Sys. Avail</b>    | 96.1%      | 96.4%      | 97.0%      | 96.4%      | 97.0%      | 97.3%      | 96.7%                |
| <b>Sch. Avail</b>    | 99.1%      | 98.7%      | 98.9%      | 98.7%      | 98.5%      | 98.1%      | 98.7%                |
| <b>Escalators</b>    |            |            |            |            |            |            |                      |
| <b>Sys. Avail</b>    | 92.1%      | 92.9%      | 93.0%      | 92.9%      | 93.4%      | 92.3%      | 92.8%                |
| <b>Sch. Avail</b>    | 95.2%      | 95.5%      | 95.3%      | 95.5%      | 95.8%      | 95.3%      | 95.4%                |

| <u>FY 2013 Q3/Q4</u> | <u>JAN</u> | <u>FEB</u> | <u>MAR</u> | <u>APR</u> | <u>MAY</u> | <u>JUN</u> | <u>Avg. of Q3/Q4</u> |
|----------------------|------------|------------|------------|------------|------------|------------|----------------------|
| <b>Elevators</b>     |            |            |            |            |            |            |                      |
| <b>Sys. Avail</b>    | 97.6%      | 96.5%      | 96.4%      | 95.9%      | 95.3%      | 94.6%      | 96.1%                |
| <b>Sch. Avail</b>    | 99.4%      | 98.3%      | 98.7%      | 99.1%      | 99.1%      | 98.5%      | 98.8%                |
| <b>Escalators</b>    |            |            |            |            |            |            |                      |
| <b>Sys. Avail</b>    | 90.3%      | 90.1%      | 90.9%      | 92.2%      | 91.5%      | 92.8%      | 91.3%                |
| <b>Sch. Avail</b>    | 93.9%      | 93.3%      | 95.1%      | 96.2%      | 95.2%      | 95.8%      | 94.9%                |

| <u>FY 2013 Q1/Q2</u> | <u>JUL</u> | <u>AUG</u> | <u>SEP</u> | <u>OCT</u> | <u>NOV</u> | <u>DEC</u> | <u>Avg. of Q1/Q2</u> |
|----------------------|------------|------------|------------|------------|------------|------------|----------------------|
| <b>Elevators</b>     |            |            |            |            |            |            |                      |
| <b>Sys. Avail</b>    | 97.5%      | 97.2%      | 97.3%      | 97.5%      | 97.6%      | 97.1%      | 97.4%                |
| <b>Sch. Avail</b>    | 98.5%      | 98.9%      | 99.1%      | 99.3%      | 99.0%      | 98.4%      | 98.9%                |
| <b>Escalators</b>    |            |            |            |            |            |            |                      |
| <b>Sys. Avail</b>    | 90.2%      | 89.3%      | 87.6%      | 87.8%      | 90.2%      | 90.8%      | 89.3%                |
| <b>Sch. Avail</b>    | 93.6%      | 93.0%      | 91.5%      | 90.9%      | 93.1%      | 93.8%      | 92.6%                |

| <u>FY 2012 Q3/Q4</u> | <u>JAN</u> | <u>FEB</u> | <u>MAR</u> | <u>APR</u> | <u>MAY</u> | <u>JUN</u> | <u>Avg. of Q3/Q4</u> |
|----------------------|------------|------------|------------|------------|------------|------------|----------------------|
| <b>Elevators</b>     |            |            |            |            |            |            |                      |
| <b>Sys. Avail</b>    | 96.0%      | 96.6%      | 96.3%      | 96.9%      | 98.0%      | 0.0%       | 96.3%                |
| <b>Sch. Avail</b>    | 97.3%      | 98.3%      | 98.0%      | 98.7%      | 98.7%      | 0.0%       | 97.9%                |
| <b>Escalators</b>    |            |            |            |            |            |            |                      |
| <b>Sys. Avail</b>    | 89.0%      | 89.4%      | 89.7%      | 90.3%      | 91.2%      | 0.0%       | 89.4%                |
| <b>Sch. Avail</b>    | 93.6%      | 94.3%      | 94.2%      | 94.3%      | 95.1%      | 0.0%       | 94.0%                |

| <u>FY 2012 Q1/Q2</u> | <u>JUL</u> | <u>AUG</u> | <u>SEP</u> | <u>OCT</u> | <u>NOV</u> | <u>DEC</u> | <u>Avg. of Q1/Q2</u> |
|----------------------|------------|------------|------------|------------|------------|------------|----------------------|
| <b>Elevators</b>     |            |            |            |            |            |            |                      |
| <b>Sys. Avail</b>    | 96.2%      | 94.7%      | 95.2%      | 95.7%      | 96.8%      | 96.0%      | 95.8%                |
| <b>Sch. Avail</b>    | 96.6%      | 95.0%      | 95.3%      | 96.2%      | 97.2%      | 97.0%      | 96.2%                |
| <b>Escalators</b>    |            |            |            |            |            |            |                      |
| <b>Sys. Avail</b>    | 80.6%      | 82.4%      | 86.8%      | 88.4%      | 89.5%      | 88.4%      | 86.0%                |
| <b>Sch. Avail</b>    | 85.1%      | 86.4%      | 90.6%      | 92.0%      | 93.1%      | 92.3%      | 89.9%                |

| <u>FY 2011 Q3/Q4</u> | <u>JAN</u> | <u>FEB</u> | <u>MAR</u> | <u>APR</u> | <u>MAY</u> | <u>JUN</u> | <u>Avg. of Q3/Q4</u> |
|----------------------|------------|------------|------------|------------|------------|------------|----------------------|
| <b>Elevators</b>     |            |            |            |            |            |            |                      |
| <b>Sys. Avail</b>    | 96.2%      | 96.0%      | 97.2%      | 96.2%      | 97.8%      | 98.0%      | 96.9%                |
| <b>Sch. Avail</b>    | 96.3%      | 96.1%      | 97.3%      | 96.3%      | 97.8%      | 98.1%      | 97.0%                |
| <b>Escalators</b>    |            |            |            |            |            |            |                      |
| <b>Sys. Avail</b>    | 87.5%      | 87.0%      | 86.6%      | 84.6%      | 81.5%      | 83.1%      | 85.1%                |
| <b>Sch. Avail</b>    | 90.7%      | 88.3%      | 89.5%      | 86.9%      | 84.6%      | 87.3%      | 87.9%                |

| <u>FY 2011 Q1/Q2</u> | <u>JUL</u> | <u>AUG</u> | <u>SEP</u> | <u>OCT</u> | <u>NOV</u> | <u>DEC</u> | <u>Avg. of Q1/Q2</u> |
|----------------------|------------|------------|------------|------------|------------|------------|----------------------|
| <b>Elevators</b>     |            |            |            |            |            |            |                      |
| <b>Sys. Avail</b>    | 95.5%      | 94.6%      | 95.9%      | 96.4%      | 96.9%      | 96.6%      | 96.0%                |
| <b>Sch. Avail</b>    | 95.5%      | 95.0%      | 96.8%      | 97.2%      | 97.0%      | 96.6%      | 96.3%                |
| <b>Escalators</b>    |            |            |            |            |            |            |                      |
| <b>Sys. Avail</b>    | 88.6%      | 89.4%      | 89.4%      | 87.4%      | 88.5%      | 89.4%      | 88.8%                |
| <b>Sch. Avail</b>    | 91.2%      | 91.6%      | 91.3%      | 89.3%      | 90.5%      | 92.4%      | 91.0%                |

| <u>FY 2010 Q3/Q4</u> | <u>JAN</u> | <u>FEB</u> | <u>MAR</u> | <u>APR</u> | <u>MAY</u> | <u>JUN</u> | <u>Avg. of Q3/Q4</u> |
|----------------------|------------|------------|------------|------------|------------|------------|----------------------|
| <b>Elevators</b>     |            |            |            |            |            |            |                      |
| <b>Sys. Avail</b>    | 97.3%      | 97.8%      | 97.3%      | 97.8%      | 97.1%      | 96.7%      | 97.4%                |
| <b>Sch. Avail</b>    | 97.3%      | 97.8%      | 97.4%      | 97.9%      | 97.3%      | 96.7%      | 97.4%                |
| <b>Escalators</b>    |            |            |            |            |            |            |                      |
| <b>Sys. Avail</b>    | 90.0%      | 89.7%      | 89.4%      | 90.1%      | 89.8%      | 90.2%      | 89.9%                |
| <b>Sch. Avail</b>    | 92.2%      | 92.0%      | 91.8%      | 92.2%      | 92.5%      | 92.5%      | 92.2%                |

| <u>FY 2010 Q1/Q2</u> | <u>JUL</u> | <u>AUG</u> | <u>SEP</u> | <u>OCT</u> | <u>NOV</u> | <u>DEC</u> | <u>Avg. of Q1/Q2</u> |
|----------------------|------------|------------|------------|------------|------------|------------|----------------------|
| <b>Elevators</b>     |            |            |            |            |            |            |                      |
| <b>Sys. Avail</b>    | 96.6%      | 94.7%      | 93.1%      | 96.9%      | 95.8%      | 97.1%      | 95.7%                |
| <b>Sch. Avail</b>    | 96.7%      | 94.7%      | 93.1%      | 97.1%      | 95.9%      | 97.1%      | 95.8%                |
| <b>Escalators</b>    |            |            |            |            |            |            |                      |
| <b>Sys. Avail</b>    | 88.9%      | 89.9%      | 90.1%      | 90.4%      | 91.3%      | 91.8%      | 90.4%                |
| <b>Sch. Avail</b>    | 91.0%      | 92.1%      | 92.8%      | 93.4%      | 93.9%      | 94.1%      | 92.9%                |