## **WMATA Accessibility Advisory Committee**

## **Monthly Synopsis of WMATA Elevator and Escalator Performance**

Reporting Date: 15 June 2015

**Subject Office of Elevator and Escalator** 

**Monthly Statistics for Period Spanning** 

16 May 2015 - 15 June 2015

From: Tiffany Stewart

Office of Elevator and Escalator

Via: Lonnie Murray, General Superintendent

Office of Elevator and Escalator

and

Mitchell Nici, Asst. General Superintendent

Office of Elevator and Escalator

To: Accessibility Advisory Committee (AAC)

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

	<u>Elevator</u>	<u>Escalator</u>
System Availability (Overall)	96.4%	93.8%
Scheduled Availability (Excludes CIP & Sch. Outages)	98.4%	97.4%
MTBF (Mean Time Between Failures) Hrs.	456.9	162.1
MTTR (Mean Time to Repair) Hrs.	7.5	4.2
Total Number of Failures	394	2,981

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									
FY 2015 Q3/Q4	<u>JAN</u>	<u>FEB</u>	MAR	<u>APR</u>	MAY	<u>JUN</u>	Avg. of Q3/Q4		
Elevators									
Sys. Avail	96.5%	97.2%	98.0%	97.4%	96.8%	96.4%	97.0%		
Sch. Avail	98.0%	98.6%	98.9%	99.0%	98.7%	98.4%	98.6%		
<b>Escalators</b>									
Sys. Avail	93.0%	93.9%	94.0%	94.0%	93.4%	93.8%	93.7%		
Sch. Avail	96.7%	97.4%	97.7%	97.8%	97.5%	97.4%	97.4%		

FY 2015 Q1/Q2	JUL	AUG	SEP	OCT	NOV	DEC	Avg. of Q1/Q2
Elevators							
Sys. Avail	96.6%	97.2%	97.0%	96.1%	96.2%	96.3%	96.6%
Sch. Avail	97.3%	98.0%	98.5%	98.0%	97.7%	98.0%	97.9%
Escalators	00.00/	00.00/	00.00/	00.40/	0.4.00/	00.00/	00.40/
Sys. Avail Sch. Avail	92.9% 96.4%	92.3% 96.3%	92.6% 96.3%	93.4% 97.2%	94.0% 97.3%	93.3% 96.8%	93.1% 96.7%
ocii. Avaii	30.470	30.370	90.570	31.270	97.570	90.070	30.1 70
FY 2014 Q3/Q4	JAN	FEB	MAR	APR	MAY	JUN	Avg. of Q3/Q4
Elevators							
Sys. Avail	97.0%	96.9%	97.0%	97.2%	97.5%	97.9%	97.3%
Sch. Avail Escalators	98.3%	98.0%	97.9%	97.8%	98.3%	98.7%	98.2%
Sys. Avail	92.0%	93.7%	93.6%	92.7%	92.7%	92.8%	92.9%
Sch. Avail	95.3%	96.8%	97.2%	96.6%	96.7%	96.9%	96.6%
FY 2014 Q1/Q2	<u>JUL</u>	<u>AUG</u>	<u>SEP</u>	<u>OCT</u>	<u>NOV</u>	DEC	Avg. of Q1/Q2
Elevators	00.40/	00.40/	07.00/	00.40/	07.00/	07.00/	00.70/
Sys. Avail Sch. Avail	96.1% 99.1%	96.4% 98.7%	97.0% 98.9%	96.4% 98.7%	97.0% 98.5%	97.3% 98.1%	96.7% 98.7%
Escalators	55.170	30.7 70	30.370	30.1 70	30.370	30.170	30.7 70
Sys. Avail	92.1%	92.9%	93.0%	92.9%	93.4%	92.3%	92.8%
Sch. Avail	95.2%	95.5%	95.3%	95.5%	95.8%	95.3%	95.4%
FY 2013 Q3/Q4	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>	<u>APR</u>	MAY	<u>JUN</u>	Avg. of Q3/Q4
Elevators Sys. Avail	97.6%	96.5%	96.4%	95.9%	95.3%	94.6%	96.1%
Sch. Avail	99.4%	98.3%	98.7%	99.1%	99.1%	94.6%	98.8%
Escalators							
Sys. Avail	90.3%	90.1%	90.9%	92.2%	91.5%	92.8%	91.3%
Sch. Avail	93.9%	93.3%	95.1%	96.2%	95.2%	95.8%	94.9%
FY 2013 Q1/Q2	<u>JUL</u>	<u>AUG</u>	<u>SEP</u>	<u>OCT</u>	NOV	DEC	Avg. of Q1/Q2
Elevators							
Elevators Sys. Avail	97.5%	97.2%	97.3%	97.5%	97.6%	97.1%	97.4%
Elevators Sys. Avail Sch. Avail							
Elevators Sys. Avail	97.5%	97.2%	97.3%	97.5%	97.6%	97.1%	97.4%
Elevators Sys. Avail Sch. Avail Escalators	97.5% 98.5%	97.2% 98.9%	97.3% 99.1%	97.5% 99.3%	97.6% 99.0%	97.1% 98.4%	97.4% 98.9%
Elevators Sys. Avail Sch. Avail Escalators Sys. Avail	97.5% 98.5% 90.2%	97.2% 98.9% 89.3%	97.3% 99.1% 87.6%	97.5% 99.3% 87.8%	97.6% 99.0% 90.2%	97.1% 98.4% 90.8%	97.4% 98.9% 89.3%
Elevators Sys. Avail Sch. Avail Escalators Sys. Avail Sch. Avail	97.5% 98.5% 90.2%	97.2% 98.9% 89.3%	97.3% 99.1% 87.6%	97.5% 99.3% 87.8%	97.6% 99.0% 90.2%	97.1% 98.4% 90.8%	97.4% 98.9% 89.3%
Elevators Sys. Avail Sch. Avail Escalators Sys. Avail Sch. Avail	97.5% 98.5% 90.2% 93.6%	97.2% 98.9% 89.3% 93.0%	97.3% 99.1% 87.6% 91.5%	97.5% 99.3% 87.8% 90.9%	97.6% 99.0% 90.2% 93.1%	97.1% 98.4% 90.8% 93.8%	97.4% 98.9% 89.3% 92.6% Avg. of Q3/Q4
Elevators Sys. Avail Sch. Avail Escalators Sys. Avail Sch. Avail  FY 2012 Q3/Q4 Elevators Sys. Avail	97.5% 98.5% 90.2% 93.6% JAN 96.0%	97.2% 98.9% 89.3% 93.0% FEB	97.3% 99.1% 87.6% 91.5% MAR 96.3%	97.5% 99.3% 87.8% 90.9% APR 96.9%	97.6% 99.0% 90.2% 93.1% MAY	97.1% 98.4% 90.8% 93.8% JUN	97.4% 98.9% 89.3% 92.6% Avg. of Q3/Q4
Elevators Sys. Avail Sch. Avail Escalators Sys. Avail Sch. Avail  FY 2012 Q3/Q4 Elevators Sys. Avail Sch. Avail	97.5% 98.5% 90.2% 93.6%	97.2% 98.9% 89.3% 93.0%	97.3% 99.1% 87.6% 91.5%	97.5% 99.3% 87.8% 90.9%	97.6% 99.0% 90.2% 93.1%	97.1% 98.4% 90.8% 93.8%	97.4% 98.9% 89.3% 92.6% Avg. of Q3/Q4
Elevators Sys. Avail Sch. Avail Escalators Sys. Avail Sch. Avail  FY 2012 Q3/Q4 Elevators Sys. Avail Sch. Avail Escalators	97.5% 98.5% 90.2% 93.6% JAN 96.0% 97.3%	97.2% 98.9% 89.3% 93.0% FEB 96.6% 98.3%	97.3% 99.1% 87.6% 91.5% MAR 96.3% 98.0%	97.5% 99.3% 87.8% 90.9% APR 96.9% 98.7%	97.6% 99.0% 90.2% 93.1% MAY 98.0% 98.7%	97.1% 98.4% 90.8% 93.8% JUN 0.0% 0.0%	97.4% 98.9% 89.3% 92.6% Avg. of Q3/Q4
Elevators Sys. Avail Sch. Avail Escalators Sys. Avail Sch. Avail  FY 2012 Q3/Q4 Elevators Sys. Avail Sch. Avail	97.5% 98.5% 90.2% 93.6% JAN 96.0%	97.2% 98.9% 89.3% 93.0% FEB	97.3% 99.1% 87.6% 91.5% MAR 96.3%	97.5% 99.3% 87.8% 90.9% APR 96.9%	97.6% 99.0% 90.2% 93.1% MAY	97.1% 98.4% 90.8% 93.8% JUN	97.4% 98.9% 89.3% 92.6% Avg. of Q3/Q4 96.3% 97.9%
Elevators Sys. Avail Sch. Avail Escalators Sys. Avail Sch. Avail  FY 2012 Q3/Q4 Elevators Sys. Avail Sch. Avail Escalators Sys. Avail	97.5% 98.5% 90.2% 93.6% JAN 96.0% 97.3%	97.2% 98.9% 89.3% 93.0% FEB 96.6% 98.3%	97.3% 99.1% 87.6% 91.5% MAR 96.3% 98.0%	97.5% 99.3% 87.8% 90.9% APR 96.9% 98.7%	97.6% 99.0% 90.2% 93.1% MAY 98.0% 98.7% 91.2%	97.1% 98.4% 90.8% 93.8% JUN 0.0% 0.0%	97.4% 98.9% 89.3% 92.6% Avg. of Q3/Q4 96.3% 97.9%
Elevators Sys. Avail Sch. Avail Escalators Sys. Avail Sch. Avail  FY 2012 Q3/Q4 Elevators Sys. Avail Sch. Avail Escalators Sys. Avail Escalators Sys. Avail Sch. Avail	97.5% 98.5% 90.2% 93.6% JAN 96.0% 97.3%	97.2% 98.9% 89.3% 93.0% FEB 96.6% 98.3%	97.3% 99.1% 87.6% 91.5% MAR 96.3% 98.0%	97.5% 99.3% 87.8% 90.9% APR 96.9% 98.7%	97.6% 99.0% 90.2% 93.1% MAY 98.0% 98.7% 91.2%	97.1% 98.4% 90.8% 93.8% JUN 0.0% 0.0%	97.4% 98.9% 89.3% 92.6% Avg. of Q3/Q4 96.3% 97.9%
Elevators Sys. Avail Sch. Avail Escalators Sys. Avail Sch. Avail  FY 2012 Q3/Q4 Elevators Sys. Avail Sch. Avail Escalators Sys. Avail Escalators Sys. Avail Sch. Avail	97.5% 98.5% 90.2% 93.6% 93.6% 96.0% 97.3% 89.0% 93.6%	97.2% 98.9% 89.3% 93.0% FEB 96.6% 98.3% 89.4% 94.3%	97.3% 99.1% 87.6% 91.5% MAR 96.3% 98.0% 89.7% 94.2%	97.5% 99.3% 87.8% 90.9% APR 96.9% 98.7% 90.3% 94.3%	97.6% 99.0% 90.2% 93.1% MAY 98.0% 98.7% 91.2% 95.1%	97.1% 98.4% 90.8% 93.8% JUN 0.0% 0.0% 0.0% 0.0%	97.4% 98.9% 89.3% 92.6% Avg. of Q3/Q4 96.3% 97.9% 89.4% 94.0%
Elevators Sys. Avail Sch. Avail Escalators Sys. Avail Sch. Avail  FY 2012 Q3/Q4 Elevators Sys. Avail Sch. Avail Escalators Sys. Avail Sch. Avail Escalators Sys. Avail Sch. Avail	97.5% 98.5% 90.2% 93.6% 93.6% 96.0% 97.3% 89.0% 93.6%	97.2% 98.9% 89.3% 93.0% FEB 96.6% 98.3% 89.4% 94.3%	97.3% 99.1% 87.6% 91.5% MAR 96.3% 98.0% 89.7% 94.2%	97.5% 99.3% 87.8% 90.9% APR 96.9% 98.7% 90.3% 94.3%	97.6% 99.0% 90.2% 93.1% MAY 98.0% 98.7% 91.2% 95.1% NOV	97.1% 98.4% 90.8% 93.8% JUN 0.0% 0.0% 0.0% 0.0% DEC	97.4% 98.9% 89.3% 92.6% Avg. of Q3/Q4 96.3% 97.9% 89.4% 94.0% Avg. of Q1/Q2
Elevators Sys. Avail Sch. Avail Escalators Sys. Avail Sch. Avail  FY 2012 Q3/Q4 Elevators Sys. Avail Sch. Avail Escalators Sys. Avail Sch. Avail FY 2012 Q1/Q2 Elevators Sys. Avail Sch. Avail	97.5% 98.5% 90.2% 93.6% 93.6% 96.0% 97.3% 89.0% 93.6%	97.2% 98.9% 89.3% 93.0% FEB 96.6% 98.3% 89.4% 94.3%	97.3% 99.1% 87.6% 91.5% MAR 96.3% 98.0% 89.7% 94.2%	97.5% 99.3% 87.8% 90.9% APR 96.9% 98.7% 90.3% 94.3%	97.6% 99.0% 90.2% 93.1% MAY 98.0% 98.7% 91.2% 95.1%	97.1% 98.4% 90.8% 93.8% JUN 0.0% 0.0% 0.0% 0.0%	97.4% 98.9% 89.3% 92.6% Avg. of Q3/Q4 96.3% 97.9% 89.4% 94.0%
Elevators Sys. Avail Sch. Avail Escalators Sys. Avail Sch. Avail  FY 2012 Q3/Q4 Elevators Sys. Avail Sch. Avail Escalators Sys. Avail Sch. Avail Escalators Sys. Avail Sch. Avail Escalators Sys. Avail Sch. Avail	97.5% 98.5% 90.2% 93.6% 94.0% 97.3% 89.0% 93.6% 96.2% 96.6%	97.2% 98.9% 89.3% 93.0% FEB 96.6% 98.3% 89.4% 94.3% AUG 94.7% 95.0%	97.3% 99.1% 87.6% 91.5% MAR 96.3% 98.0% 89.7% 94.2% SEP 95.2% 95.3%	97.5% 99.3% 87.8% 90.9% APR 96.9% 98.7% 90.3% 94.3% OCT	97.6% 99.0% 90.2% 93.1% MAY 98.0% 98.7% 91.2% 95.1% NOV	97.1% 98.4% 90.8% 93.8% JUN 0.0% 0.0% 0.0% 0.0% 0.0% 0.0%	97.4% 98.9% 89.3% 92.6% Avg. of Q3/Q4 96.3% 97.9% 89.4% 94.0% Avg. of Q1/Q2 95.8% 96.2%
Elevators Sys. Avail Sch. Avail Escalators Sys. Avail Sch. Avail  FY 2012 Q3/Q4 Elevators Sys. Avail Sch. Avail Escalators Sys. Avail Sch. Avail FY 2012 Q1/Q2 Elevators Sys. Avail Sch. Avail	97.5% 98.5% 90.2% 93.6% 93.6% 96.0% 97.3% 89.0% 93.6%	97.2% 98.9% 89.3% 93.0% FEB 96.6% 98.3% 89.4% 94.3%	97.3% 99.1% 87.6% 91.5% MAR 96.3% 98.0% 89.7% 94.2%	97.5% 99.3% 87.8% 90.9% APR 96.9% 98.7% 90.3% 94.3%	97.6% 99.0% 90.2% 93.1% MAY 98.0% 98.7% 91.2% 95.1% NOV	97.1% 98.4% 90.8% 93.8% JUN 0.0% 0.0% 0.0% 0.0% DEC	97.4% 98.9% 89.3% 92.6% Avg. of Q3/Q4 96.3% 97.9% 89.4% 94.0% Avg. of Q1/Q2
Elevators Sys. Avail Sch. Avail Escalators Sys. Avail Sch. Avail  FY 2012 Q3/Q4 Elevators Sys. Avail Sch. Avail Escalators Sys. Avail Sch. Avail Escalators Sys. Avail Sch. Avail Escalators Sys. Avail Sch. Avail	97.5% 98.5% 90.2% 93.6% 94.0% 97.3% 89.0% 93.6% 96.2% 96.6% 80.6%	97.2% 98.9% 89.3% 93.0% FEB 96.6% 98.3% 89.4% 94.3% AUG 94.7% 95.0% 82.4%	97.3% 99.1% 87.6% 91.5% MAR 96.3% 98.0% 89.7% 94.2% SEP 95.2% 95.3% 86.8%	97.5% 99.3% 87.8% 90.9% APR 96.9% 98.7% 90.3% 94.3% OCT 95.7% 96.2% 88.4%	97.6% 99.0% 90.2% 93.1% MAY 98.0% 98.7% 91.2% 95.1% NOV 96.8% 97.2% 89.5%	97.1% 98.4% 90.8% 93.8% JUN 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 88.4%	97.4% 98.9% 89.3% 92.6% Avg. of Q3/Q4 96.3% 97.9% 89.4% 94.0% Avg. of Q1/Q2 95.8% 96.2% 86.0%
Elevators Sys. Avail Sch. Avail Escalators Sys. Avail Sch. Avail  FY 2012 Q3/Q4 Elevators Sys. Avail Sch. Avail Escalators Sys. Avail Sch. Avail Escalators Sys. Avail Sch. Avail Escalators Sys. Avail Sch. Avail	97.5% 98.5% 90.2% 93.6% 94.0% 97.3% 89.0% 93.6% 96.2% 96.6% 80.6%	97.2% 98.9% 89.3% 93.0% FEB 96.6% 98.3% 89.4% 94.3% AUG 94.7% 95.0% 82.4%	97.3% 99.1% 87.6% 91.5% MAR 96.3% 98.0% 89.7% 94.2% SEP 95.2% 95.3% 86.8%	97.5% 99.3% 87.8% 90.9% APR 96.9% 98.7% 90.3% 94.3% OCT 95.7% 96.2% 88.4%	97.6% 99.0% 90.2% 93.1% MAY 98.0% 98.7% 91.2% 95.1% NOV 96.8% 97.2% 89.5%	97.1% 98.4% 90.8% 93.8% JUN 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 88.4%	97.4% 98.9% 89.3% 92.6% Avg. of Q3/Q4 96.3% 97.9% 89.4% 94.0% Avg. of Q1/Q2 95.8% 96.2% 86.0%
Elevators Sys. Avail Sch. Avail Escalators Sys. Avail Sch. Avail  FY 2012 Q3/Q4 Elevators Sys. Avail Sch. Avail Escalators Sys. Avail Sch. Avail  Ery 2012 Q1/Q2 Elevators Sys. Avail Sch. Avail Escalators Sys. Avail Sch. Avail Escalators Sys. Avail Sch. Avail Escalators Sys. Avail Escalators Sys. Avail Escalators Sys. Avail	97.5% 98.5% 90.2% 93.6% 97.3% 89.0% 93.6% 3.6% 80.6% 80.6% 85.1%	97.2% 98.9% 89.3% 93.0% FEB 96.6% 98.3% 89.4% 94.3% AUG 94.7% 95.0% 82.4% 86.4%	97.3% 99.1% 87.6% 91.5% MAR  96.3% 98.0%  89.7% 94.2%  SEP  95.2% 95.3%  86.8% 90.6%	97.5% 99.3% 87.8% 90.9% APR 96.9% 98.7% 90.3% 94.3% OCT 95.7% 96.2% 88.4% 92.0%	97.6% 99.0% 90.2% 93.1% MAY 98.0% 98.7% 91.2% 95.1% NOV 96.8% 97.2% 89.5% 93.1%	97.1% 98.4% 90.8% 93.8% JUN 0.0% 0.0% 0.0% 0.0% 0.0% 96.0% 97.0% 88.4% 92.3%	97.4% 98.9% 89.3% 92.6% Avg. of Q3/Q4 96.3% 97.9% 89.4% 94.0% Avg. of Q1/Q2 95.8% 96.2% 86.0% 89.9%
Elevators Sys. Avail Sch. Avail Escalators Sys. Avail Sch. Avail  FY 2012 Q3/Q4 Elevators Sys. Avail Sch. Avail Escalators Sys. Avail Sch. Avail  FY 2012 Q1/Q2 Elevators Sys. Avail Sch. Avail Escalators Sys. Avail Sch. Avail Escalators Sys. Avail Sch. Avail Escalators Sys. Avail Sch. Avail	97.5% 98.5% 90.2% 93.6% 97.3% 89.0% 93.6% 3.6% 80.6% 80.6% 85.1%	97.2% 98.9% 89.3% 93.0% FEB 96.6% 98.3% 89.4% 94.3% AUG 94.7% 95.0% 82.4% 86.4% FEB 96.0%	97.3% 99.1% 87.6% 91.5% MAR 96.3% 98.0% 89.7% 94.2% SEP 95.2% 95.3% 86.8% 90.6% MAR 97.2%	97.5% 99.3% 87.8% 90.9% APR 96.9% 98.7% 90.3% 94.3% OCT 95.7% 96.2% 88.4% 92.0%	97.6% 99.0% 90.2% 93.1% 98.0% 98.7% 91.2% 95.1% NOV 96.8% 97.2% 89.5% 93.1%	97.1% 98.4% 90.8% 93.8% JUN 0.0% 0.0% 0.0% 0.0% 0.0% 96.0% 97.0% 88.4% 92.3% JUN 98.0%	97.4% 98.9% 89.3% 92.6% Avg. of Q3/Q4 96.3% 97.9% 89.4% 94.0% Avg. of Q1/Q2 95.8% 96.2% 86.0% 89.9% Avg. of Q3/Q4 96.9%
Elevators Sys. Avail Sch. Avail Escalators Sys. Avail Sch. Avail  FY 2012 Q3/Q4 Elevators Sys. Avail Sch. Avail Escalators Sys. Avail Sch. Avail  FY 2012 Q1/Q2 Elevators Sys. Avail Sch. Avail Escalators Sys. Avail Sch. Avail Escalators Sys. Avail Sch. Avail Escalators Sys. Avail Sch. Avail	97.5% 98.5% 90.2% 93.6% 97.3% 89.0% 93.6% 3.6% 80.6% 80.6% 85.1%	97.2% 98.9% 89.3% 93.0% FEB 96.6% 98.3% 89.4% 94.3% AUG 94.7% 95.0% 82.4% 86.4%	97.3% 99.1% 87.6% 91.5% MAR  96.3% 98.0%  89.7% 94.2%  SEP  95.2% 95.3%  86.8% 90.6%	97.5% 99.3% 87.8% 90.9% APR 96.9% 98.7% 90.3% 94.3% OCT 95.7% 96.2% 88.4% 92.0%	97.6% 99.0% 90.2% 93.1% MAY 98.0% 98.7% 91.2% 95.1% NOV 96.8% 97.2% 89.5% 93.1%	97.1% 98.4% 90.8% 93.8% JUN 0.0% 0.0% 0.0% 0.0% 0.0% 96.0% 97.0% 88.4% 92.3%	97.4% 98.9% 89.3% 92.6% Avg. of Q3/Q4 96.3% 97.9% 89.4% 94.0% Avg. of Q1/Q2 95.8% 96.2% 86.0% 89.9%
Elevators Sys. Avail Sch. Avail Escalators Sys. Avail Sch. Avail  FY 2012 Q3/Q4 Elevators Sys. Avail Sch. Avail Escalators Sys. Avail Sch. Avail  FY 2012 Q1/Q2 Elevators Sys. Avail Sch. Avail Escalators Sys. Avail Sch. Avail	97.5% 98.5% 90.2% 93.6% 97.3% 89.0% 93.6% 3.6% 80.6% 80.6% 85.1% 96.2% 96.3%	97.2% 98.9% 89.3% 93.0% FEB 96.6% 98.3% 89.4% 94.3% AUG 94.7% 95.0% 82.4% 86.4% FEB 96.0% 96.1%	97.3% 99.1% 87.6% 91.5% MAR 96.3% 98.0% 89.7% 94.2% SEP 95.2% 95.3% 86.8% 90.6% MAR 97.2% 97.3%	97.5% 99.3% 87.8% 90.9% APR 96.9% 98.7% 90.3% 94.3% OCT 95.7% 96.2% 88.4% 92.0% APR 96.2% 96.3%	97.6% 99.0% 90.2% 93.1% MAY 98.0% 98.7% 91.2% 95.1% NOV 96.8% 97.2% 89.5% 93.1% MAY 97.8%	97.1% 98.4% 90.8% 93.8% 3.8% 90.0% 0.0% 0.0% 0.0% 0.0% 96.0% 97.0% 88.4% 92.3% 98.0% 98.1%	97.4% 98.9% 89.3% 92.6% Avg. of Q3/Q4 96.3% 97.9% 89.4% 94.0% Avg. of Q1/Q2 95.8% 96.2% 86.0% 89.9% Avg. of Q3/Q4 96.9% 97.0%
Elevators Sys. Avail Sch. Avail Escalators Sys. Avail Sch. Avail  FY 2012 Q3/Q4 Elevators Sys. Avail Sch. Avail Escalators Sys. Avail Sch. Avail  FY 2012 Q1/Q2 Elevators Sys. Avail Sch. Avail Escalators Sys. Avail Sch. Avail Escalators Sys. Avail Sch. Avail Escalators Sys. Avail Sch. Avail	97.5% 98.5% 90.2% 93.6% 97.3% 89.0% 93.6% 3.6% 80.6% 80.6% 85.1%	97.2% 98.9% 89.3% 93.0% FEB 96.6% 98.3% 89.4% 94.3% AUG 94.7% 95.0% 82.4% 86.4% FEB 96.0%	97.3% 99.1% 87.6% 91.5% MAR 96.3% 98.0% 89.7% 94.2% SEP 95.2% 95.3% 86.8% 90.6% MAR 97.2%	97.5% 99.3% 87.8% 90.9% APR 96.9% 98.7% 90.3% 94.3% OCT 95.7% 96.2% 88.4% 92.0%	97.6% 99.0% 90.2% 93.1% 98.0% 98.7% 91.2% 95.1% NOV 96.8% 97.2% 89.5% 93.1%	97.1% 98.4% 90.8% 93.8% JUN 0.0% 0.0% 0.0% 0.0% 0.0% 96.0% 97.0% 88.4% 92.3% JUN 98.0%	97.4% 98.9% 89.3% 92.6% Avg. of Q3/Q4 96.3% 97.9% 89.4% 94.0% Avg. of Q1/Q2 95.8% 96.2% 86.0% 89.9% Avg. of Q3/Q4 96.9%

FY 2011 Q1/Q2	<u>JUL</u>	<u>AUG</u>	<u>SEP</u>	<u>OCT</u>	NOV	DEC	Avg. of Q1/Q2
Elevators							
Sys. Avail	95.5%	94.6%	95.9%	96.4%	96.9%	96.6%	96.0%
Sch. Avail	95.5%	95.0%	96.8%	97.2%	97.0%	96.6%	96.3%
Escalators							
Sys. Avail	88.6%	89.4%	89.4%	87.4%	88.5%	89.4%	88.8%
Sch. Avail	91.2%	91.6%	91.3%	89.3%	90.5%	92.4%	91.0%
FY 2010 Q3/Q4	<u>JAN</u>	<u>FEB</u>	MAR	<u>APR</u>	MAY	<u>JUN</u>	Avg. of Q3/Q4
FY 2010 Q3/Q4 Elevators	<u>JAN</u>	<u>FEB</u>	MAR	<u>APR</u>	MAY	<u>JUN</u>	Avg. of Q3/Q4
	<b>JAN</b> 97.3%	<b>FEB</b> 97.8%	MAR 97.3%	<b>APR</b> 97.8%	<b>MAY</b> 97.1%	<b>JUN</b> 96.7%	Avg. of Q3/Q4 97.4%
Elevators							
Elevators Sys. Avail	97.3%	97.8%	97.3%	97.8%	97.1%	96.7%	97.4%
Elevators Sys. Avail Sch. Avail	97.3%	97.8%	97.3%	97.8%	97.1%	96.7%	97.4%

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