

OFFICIAL



Lifts and Escalators handbook for Franchised Stations



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Freight and Customer
System Operator

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1. Background

Network Rail is responsible for the provision and maintenance of lifts and escalators in stations.

Lifts and escalators can greatly impact passengers as their availability and reliability may mean the difference between a smooth or stressful journey.

In support of Network Rail's Putting Passengers First programme, we are raising the profile of our lifts and escalator assets and dedicating resource to the improvement of their management to deliver a better experience for our passengers and rail colleagues by:

- delivering a great passenger experience
- enhancing safety
- improving reliability of lifts and escalators
- providing value for money.

To achieve this, we need help from Train Operating Companies (TOCs) who are the Station Facility Owners (SFO) at franchised stations. You are our eyes and ears at these locations on a day-to-day basis. TOC daily checks, regular cleaning and effective reporting are essential to keeping these assets moving, helping to enable us to meet our obligations for repairing and maintenance of lifts and escalators.

Let's work together for better accessibility at our stations for all our customers and improve the customer experience.

2. Common faults

Lift availability can be affected by all kinds of issues.

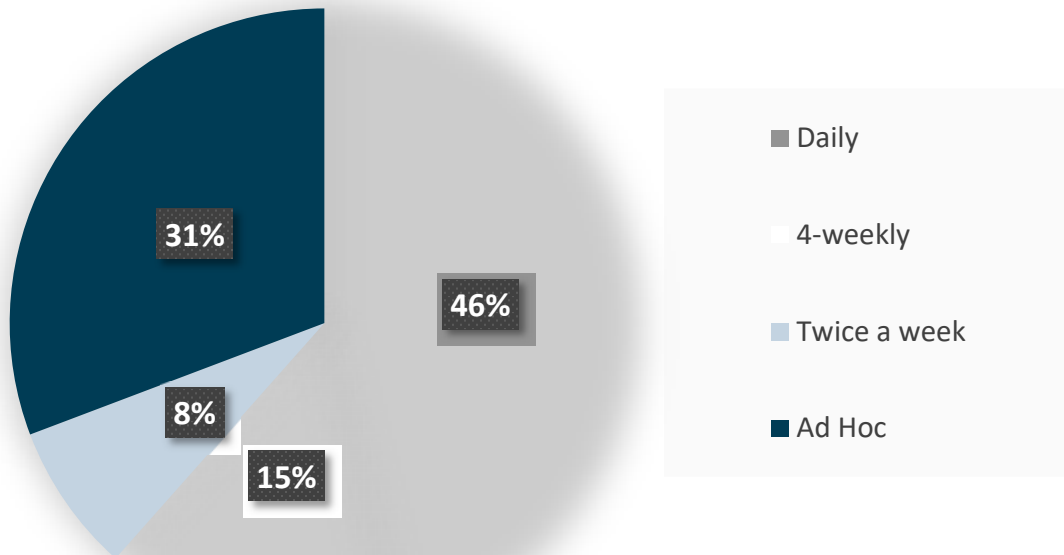
Some of these problems are mechanical or electrical issues, availability of parts and response times.

However, some of the more common faults can be easily addressed, such as:

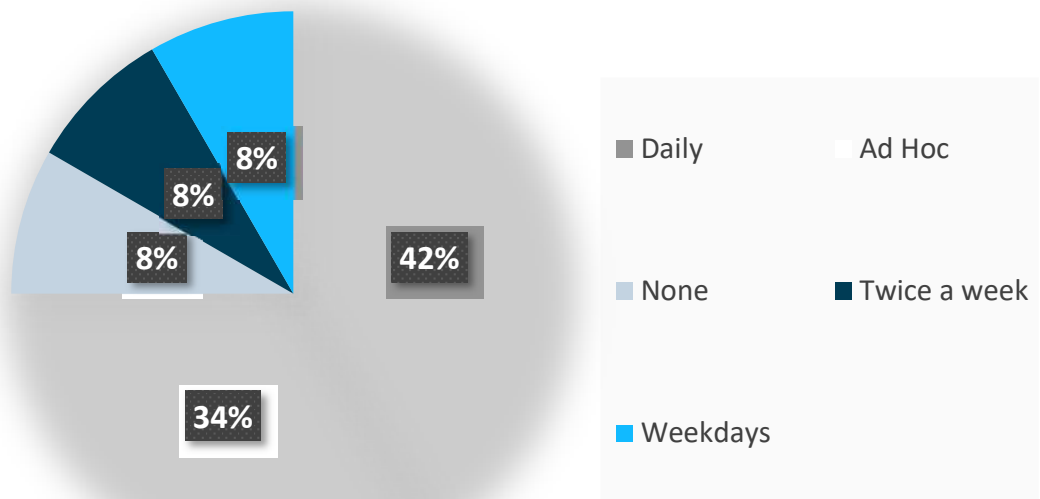
- debris in door tracks
- aborted calls
- overloading (using passenger lifts for goods)
- delays in reporting issues.

A recent survey showed there are different approaches across the portfolio:

TOC lifts and escalators asset checks



TOC lifts and escalators cleaning regime



Note: It is recognised that some of this will be due to the location or if a station is unstaffed

3. Asset responsibilities

Network Rail is responsible for maintenance, repair and renewals of lifts and escalators.

However, under the current regulatory framework and station licensing, TOCs do have obligations to clean, carry out frequent checks, report any issues and take any assets out of use if they are unsafe.

It is clear this is already happening across the portfolio, but we'd like to step it up a gear and start working closer with TOCs through:

- check lists for regular visual asset checks and cleaning
- set up lift and escalator working groups, where they aren't happening already.

Network Rail is also improving our contracts and we now have new technology for remote monitoring, live availability of assets and simpler reporting processes to support the TOCs to meet the industry's promise to our customers.

4. Looking after lifts

Daily checks of lifts are essential to identify any potential issues and report them – before the asset fails.

The following should be checked every day, ideally before a station opens (though we know this is not always possible at lower category and unstaffed stations):

- door operation
- damage to any part(s) of the asset
- clean and tracks free from debris
- buttons operate as they should and illuminate when pressed
- landing indicators illuminate
- ride quality and stopping is not abrupt at each floor
- stopping at floor level
- lighting.

In addition to this, the following general checks should be carried out frequently:

- look around the lift car and on the lift landings
- check that there are no odd noises such as knocks, bangs or scraping when the lift or the doors are moving.

Please see our handy one-page checklist on the next page.

<u>Lift Pre-Use Check Sheet</u>			
Location:			
Region:			
Date:		Time:	
1	Is the car door opening & closing speed suitable?	Yes	No
2	Does the lift car safely edge light ray re-open the door when the beam is broken by hand?	Yes	No
3	Is the safety edge clear of dirt and debris?	Yes	No
4	Is the car flooring in good condition?	Yes	No
5	Is the handrail within the lift car secure and free from damage?	Yes	No
6	Is the interior of the lift car in a good clean condition?	Yes	No
7	Does the door open button operate satisfactorily?	Yes	No
8	Is the interior of the lift car in a good clean condition?	Yes	No
9	Is the ride quality of the lift smooth and does it stop level at the floor?	Yes	No
10	Does the lift stop at floor level in a controlled manner and not abruptly?	Yes	No
11	Are all the car lift side panels secure with no gaps or sharp edges?	Yes	No
12	Are all the car lights operative?	Yes	No
13	Are the lift bottom tracks free from debris?	Yes	No
14	Are there any other defects you have noted?	Yes	No
<p>If you have any doubts, report to the Station Manager and / or Network Rail Operational Property Helpdesk (OPHD) on 08458731289 or OPHD@networkrail.co.uk</p> <p>We want the lifts to be safe, clean and functional for the public to use Putting Passengers First</p>			

How to carry out a lift inspection

1	2	3	4	5	6	7	8
9	10	11	12	13	14	15	

Is the interior of the lift car in a good clean condition?

- The alarm bell is coloured yellow and should be illuminated. If not illuminated, report.
- Press the alarm bell and hold for 5 seconds. After a short delay, a voice should answer. Firstly, assure them you are testing the alarm and are not stuck in the lift. Then ask them to confirm if “they can hear you loud and clear” and also if they can identify “which lift you are raising the alarm from?”
- If they can hear you and confirm the lift you are in, ask them to reset the alarm.
- Repeat this for the lower alarm push.
- If the ‘Voice Link Alarm’ isn’t working, the lift should be removed from service.
- If the lift is the only step-free access, the station management may risk assess and continue to use the lift with a member of station staff attending until the service provider repairs this.

5. Looking after escalators

Daily checks of escalators are essential to identify any potential issues and report them – before the asset fails.

The following should be checked every day, ideally before a station opens (though we know this is not always possible at lower category and unstaffed stations):

- smooth running and correct speed
- damage to any part(s) of the asset
- comb teeth and mechanisms free from debris
- emergency stop button and smooth stop
- tensor barriers
- safety markings
- lighting.

In addition to this, the following general checks should be carried out frequently:

- look around the escalator landings
- check that there are no undue noises such as knocks, bangs or scraping when the escalator is moving.

Please see our handy one-page checklist on the next page.

Escalator Pre-Use Check Sheet

Location:			
Region:			
Date:		Time:	
1	Is the escalator running smoothly and at the correct speed?	Yes	No
2	Does the escalator operate in reverse?	Yes	No
3	Is the handrail synchronised with the steps?	Yes	No
4	Is the handrail undamaged?	Yes	No
5	Are the comb teeth damaged - no more than one consecutive tooth missing alongside another tooth on any comb?	Yes	No
6	Are all comb teeth clear of foreign objects?	Yes	No
7	Is the alignment of the grooves in consecutive steps - teeth in line, no evidence of meshing together?	Yes	No
8	Are all of the safety signage and escalator safety markings in place and not defaced?	Yes	No
9	Do all emergency stop buttons work?	Yes	No
10	Does the emergency stop brake apply gradually and smoothly?	Yes	No
11	Are all side panels secure with no gaps or sharp edges?	Yes	No
12	Are all the tensor barriers in full working order?	Yes	No
13	Is the escalator in good clean condition?	Yes	No
14	Is there adequate lighting in the step on and off areas?	Yes	No
15	Is the escalator integrated step light working?	Yes	No
16	Is the escalator entry and exit point clear from obstruction?	Yes	No

If you have any doubts, report to the Station Manager and / or Network Rail Operational Property Helpdesk (OPHD) on 08458731289 or OPHD@networkrail.co.uk

We want the escalators to be safe, clean and functional for the public to use. Putting Passengers First

6. Recommendations

We recommend your organisation considers some of the following to help us work together better:

- Set up lift and escalator working groups – meet regularly to look at periodic lift fault and reporting, and agree how to resolve and prevent future issues
- Carry out a Diversity Impact Assessment – do you have a Plan B in place in case the lift or escalator stops working for any reason? How will disabled passengers continue their journey?
- Access for contractor responding to a fault – establish a line of communication for contractors attending each site and confirm someone will be on site when the contractor arrives

If you need any more help, guidance, or advice, or want to take forward any of the above recommendations, please contact:
lifts&escalators@networkrail.co.uk