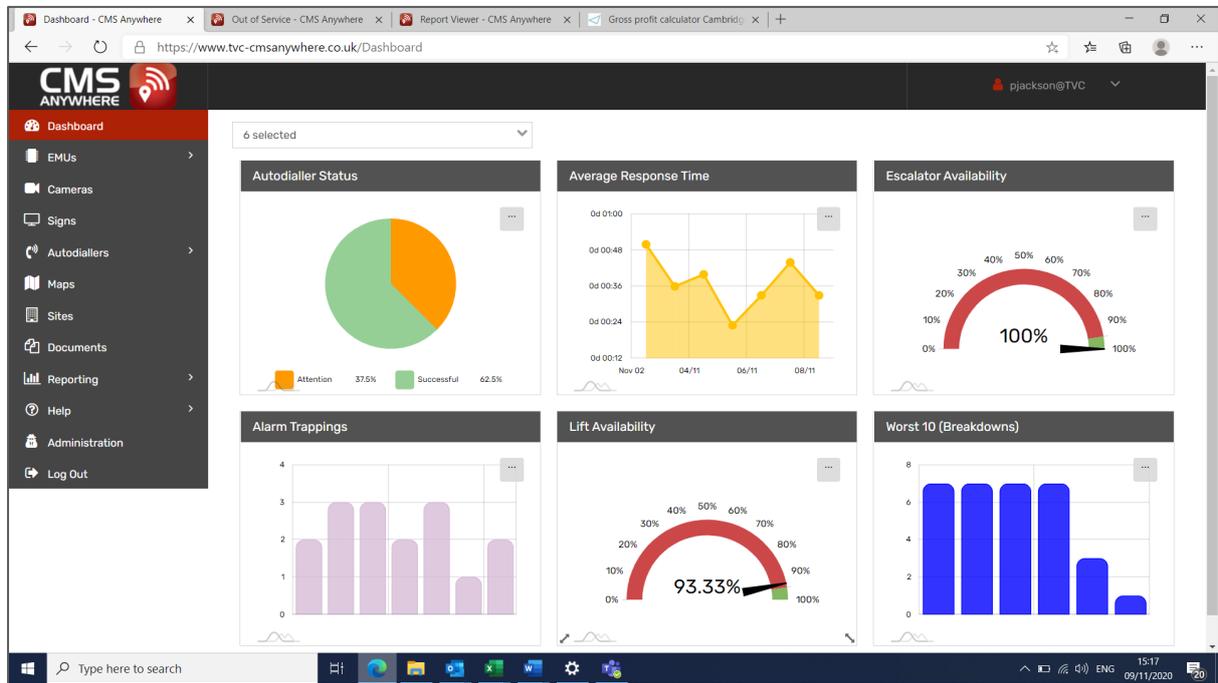


## Lift/Escalator Management Dashboard - Features and Benefits

### Dashboard



The dashboard shows a visual representation of all your lifts and/or escalators

There are a number of control panels that can be added to your dashboard which is easily configurable.

Lift Availability	Visually displaying the percentage availability of all your lifts/escalators which is set against your contracted KPI's.
Worst 10 Sites	Visually displaying the top 10 worst lifts/escalators against the number of breakdowns, this will help you identify what needs attention urgently.
Alarm Trappings	Visually displaying the number of lift trappings for a particular day.
OOS 24+	Visually displaying the number of lifts/escalators that have been out of service for more than 24 hours which would assist with site visit allocations.
Autodialler Status	Visually displaying the healthcheck on all your lift autodiallers. The green displays autodiallers that have successfully called in for their 3-day check. The red display autodiallers that could not call in therefore need checking. This complies with EN81-28 and also offers an audit trail report.
Average Response Time	Visually displaying the response time of lift contractors which will help with response times and KPI/SLA agreements.
Worst 10 Sites (Time OOS)	Visually displaying worst 10 sites in time out of service which can assist with obtaining orders for site visits to fix any problems.
Alarm Trappings	Visually displaying all Alarm Trappings over a period of time. This will assist with identifying problem sites that have had multiple trappings for investigation.

## Out of Service Screen

Code	Name	Reference	Event	Event Date	Event Time	Dur	Ack By	Ack Date	Ack Time	Contractor	Lift Pos
6109	Cheadle Hulme	P1	Not Operational	09/11/2020	15:13	0d 00:23				Stannah Warrington	
3115	Loughborough	L1	Not Operational	09/11/2020	15:10	0d 00:25				Stannah Mansfield	1
7516	Edinburgh Waverley	E5 MAIN	Not Operational	09/11/2020	15:08	0d 00:27				Schindler	
8567	Waterloo E8	E8	Awaiting Restart	09/11/2020	13:28	0d 02:07				Schindler	
8113	Greenhithe	P2	Call Out Engineer	09/11/2020	13:23	0d 02:13				Stannah Dartford	
8119	Fareham P3	P3 L2	Maintenance Engineer	09/11/2020	12:18	0d 03:18	pjackson@NWR	09/11/2020	15:35	Stannah Christchurch	1
4079	Bridgend	L2	Not Operational	09/11/2020	12:17	0d 03:18				Stannah Bristol	2
7031	Mount Florida	L1	Call Out Engineer	09/11/2020	12:16	0d 03:19				Stannah Glasgow	
3016	Broxbourne	L1 BOOK	Not Operational	09/11/2020	10:45	0d 04:51				Stannah Brackley	

The Out of Service screen provides the following:

- Instant updates of when lifts become not operational, this helps with arranging engineers to site ensuring KPI/SLA's within your organisation are met.
- Shows when different types of engineers are on site (Maintenance, call out, repair, insurance etc.).
- This is updated frequently and any change in status is automatically updated and stored in the events history.
- Verifies alarm trappings, via EMU testing.
- This is a great tool to ensure that all breakdowns are dealt with within the contractual response times, reducing any contractor response times and ultimately providing an improved service. Accurate records are stored within the timeline report which can support any contractual claims of non-compliance.

## Acknowledgement/timeline report screen shot

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### Acknowledgement

From: 01/11/2020 to 10/11/2020  
District: Wessex  
All OOS Events

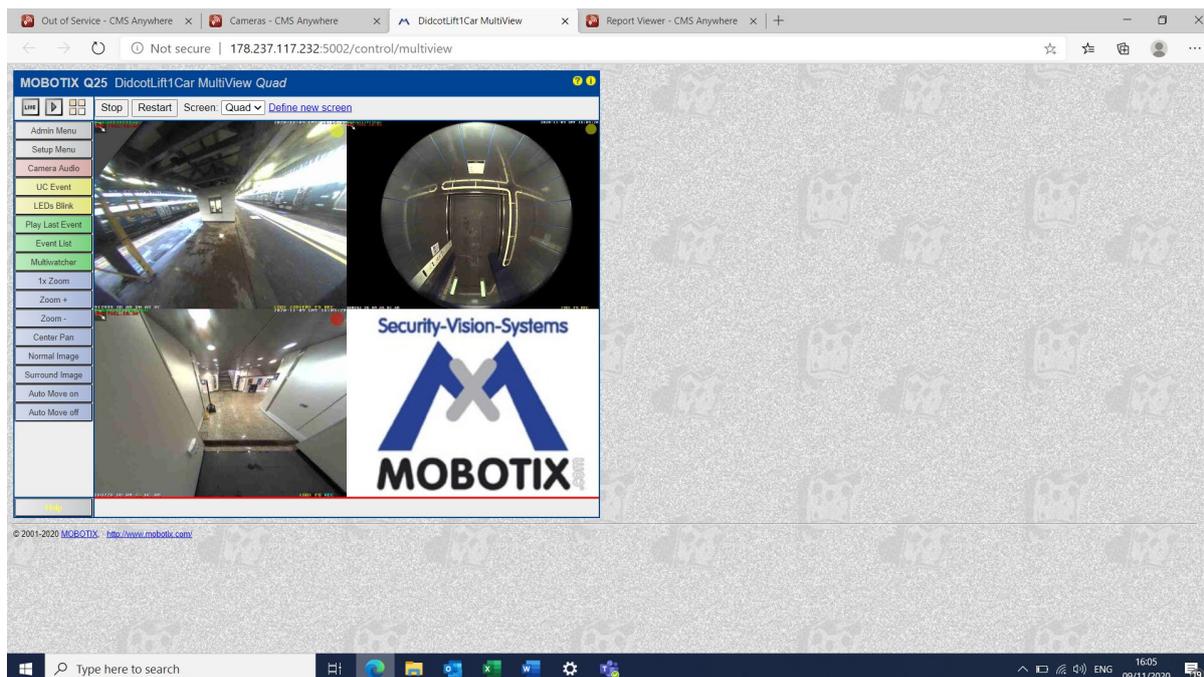
Event	Occurred	Acknowledged	Engineer	Restored	Lift Posn
<b>0013 - Virginia Water L2</b>					
Not Operational	02/11/2020 13:05			02/11/2020 17:46	1
Not Operational	02/11/2020 17:50		04/11/2020 11:43	04/11/2020 12:49	1
<b>0036 - Syon Lane Lift 1</b>					
Not Operational	09/11/2020 10:15			09/11/2020 10:26	2
<b>0983 - Ascot L1</b>					
Not Operational	10/11/2020 11:35			10/11/2020 11:36	1
<b>0984 - Ascot L2</b>					
Not Operational	10/11/2020 11:29			10/11/2020 11:31	1
<b>0985 - Ascot L3</b>					
Not Operational	09/11/2020 09:53		09/11/2020 10:16	09/11/2020 10:23	1
Not Operational	10/11/2020 10:45			10/11/2020 10:46	1
Not Operational	10/11/2020 10:47			10/11/2020 10:58	2
<b>0997 - Basingstoke ROC Passenger L1</b>					
Not Operational	02/11/2020 13:09			02/11/2020 13:10	3
<b>0999 - Basingstoke ROC Goods Lift</b>					
Not Operational	02/11/2020 13:08			02/11/2020 13:09	2
<b>1056 - Haslemere P2+3 P2 &amp; 3</b>					
Not Operational	02/11/2020 05:19			02/11/2020 05:20	1
Not Operational	02/11/2020 08:12			02/11/2020 08:13	1
Not Operational	02/11/2020 08:39			02/11/2020 08:40	1

This acknowledgement feature allows personnel to acknowledge lift/escalator faults so there is peace of mind that it is being dealt with and a great feature for call-centre personnel.

The timeline report shows

- When the breakdown happened
- When it was acknowledged.
- When the engineer arrived on site
- When the asset went back into service.

## CCTV - Cameras



The CCTV systems that are in use by Network Rail include the installation of cameras in the lift, on the top floor and bottom floor.

The CCTV is used in conjunction with the remote isolation and provides the eyes to whoever has access to the system. TVC provides a 24/7 call centre on this for Network Rail (Liftview 24).

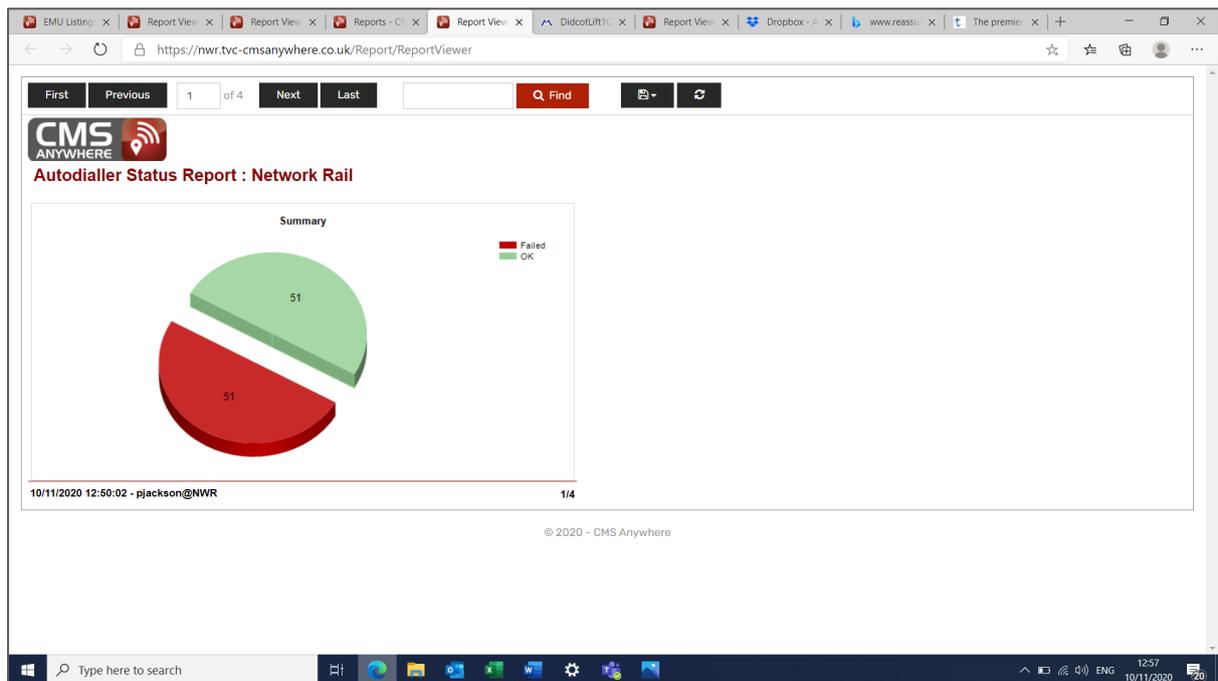
The service provided is as below.

- TVC cover all lift trappings using our 24 hour call centre to ensure any trapped passengers are dealt with in a timely manner and to offer reassurance that help is on the way. This is a great tool especially for lift passengers who may feel isolated and alone.
- The CCTV offers audio and visual features.
- The system is also used for remote isolation usually at unmanned station, the lift is isolated and returned to service by the EMU automatically at pre-set times, this prevents lifts being misused and vandalised.
- Should any trains stop when the lift is isolated, any passenger who wants to use the lift can contact the TVC call centre via the landing intercoms provided outside of the lift car. The Liftview 24 call centre will speak with the lift passenger and return the lift into service for use and then return the lift out of service once journey is completed. The lift is isolated at the time preset every day.
- Viewing this is via a web browser so no special software or tools are required just access to CMS Anywhere.

## Autodialler health check

Site	Group	Reference	District	Contractor	Phone No.	Phone No. 2	Type	Last Call Date	Last Call Time	Status
Sunderland House	Sunderland House	Lift 1	Westminster	CWH	07884770677		SafeLine	25/06/2020	15:34	Failed
Chippendale	63	63	Churchill Gardens	CWH	07710743077		emFONE LX8	07/11/2020	10:53	Successful
Holcroft Court	102	Lift 105	Marylebone	CWH	07740887194		emFONE LX8	07/11/2020	11:31	Successful
Holcroft Court	101	Lift 103	Marylebone	CWH	07740887053		emFONE LX8	07/11/2020	14:39	Successful
Sheraton House	94	Lift 93 & 94	Churchill Gardens	CWH	07420127553		emFONE LX8	07/11/2020	16:36	Successful
Holcroft Court	104	Lift 102	Marylebone	CWH	07416959548		emFONE LX8	07/11/2020	17:20	Successful
Cruickshank	Cruickshank	L289	St Johns Wood	CWH	07420132930		emFONE em-1	07/11/2020	18:58	Successful
Cotman	Cotman	L288	Not Specified	CWH	07392274490		emFONE em-1	07/11/2020	23:26	Successful
Jordans House	Jordans House	L378	City West Homes	CWH	07975417274		emFONE LX8	07/11/2020	23:36	Successful
Chequers House	Chequers House	L351	Lisson Green	CWH	07409343804		emFONE LX5	08/11/2020	00:19	Successful
Holcroft Court	105	Lift 104	Marylebone	CWH	07420141373		emFONE LX8	08/11/2020	01:23	Successful
Hardwick	Hardwick House	L344	Lisson Green	CWH	07975417315		emFONE LX8	08/11/2020	08:40	Successful

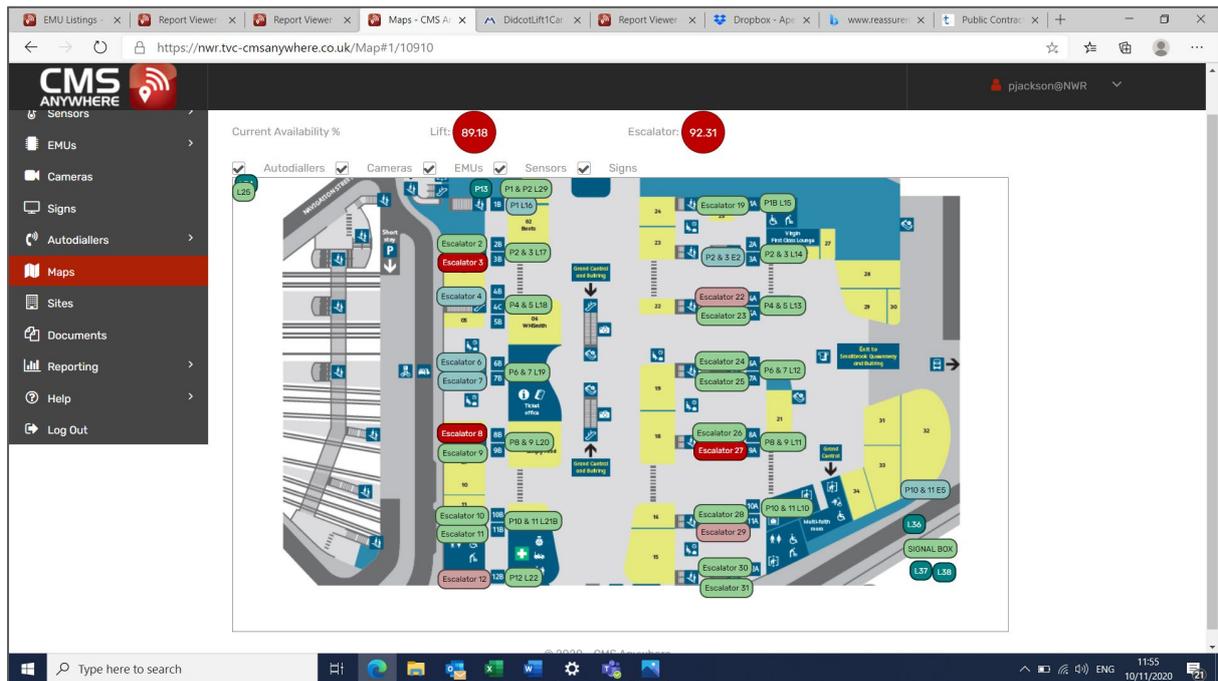
Showing 1 to 12 of 190 entries



The screenshots above show the autodialler health check pie chart and visual colour coded status. This is a compliance as per EN81-28, **ANY** make or manufacture of autodialler can be added to our system. This provides a peace of mind solution to a compliance as per EN81-28 with automated e-mailed reports. This also provides a full audit trail and can be accessed via the web from anywhere that has an internet connection.

This solution is low cost and can provide the compliance in the autodialler health check as per the compliance (EN81-28).

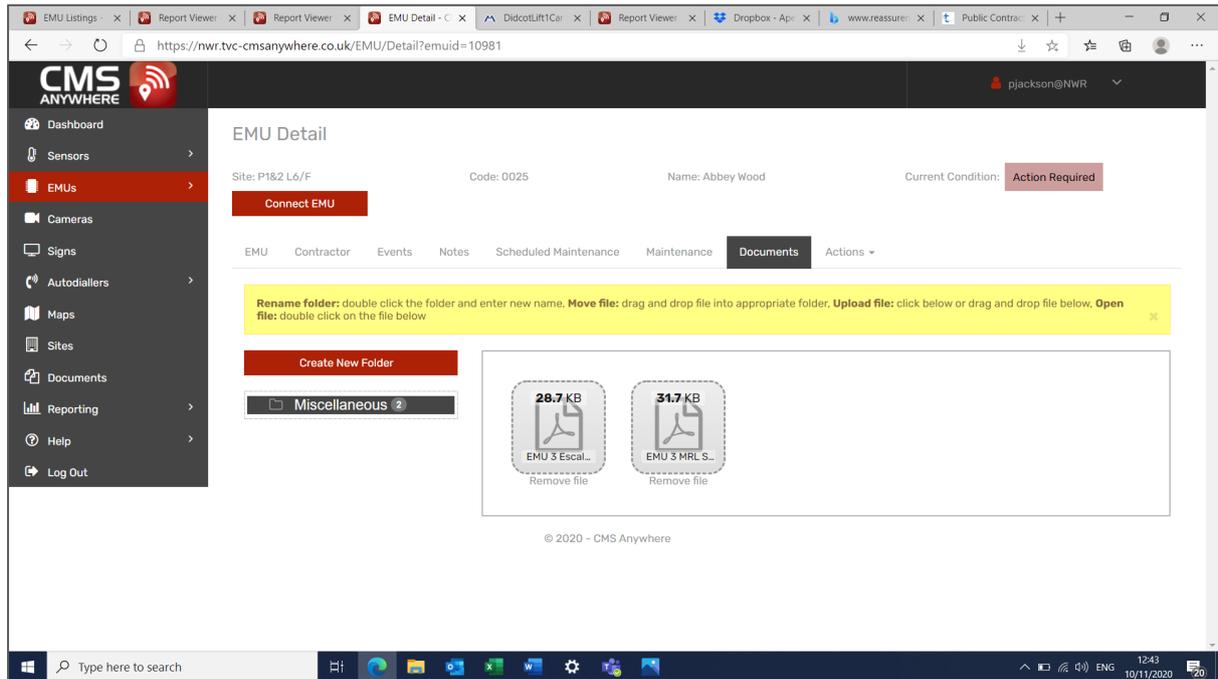
## MAP feature



MAP's displays the current status of lifts/escalators by simple colour coded boxes showing at a glance the current lift status. This would be an easy way to ensure any site that are Out of Service are dealt quickly ensuring the lifts/escalators service has improved service levels and KPIs.

Different areas/regions can be made up into MAPS.

## Document feature



Documents can be stored on CMS Anywhere against individual sites, allowing any relevant information to be added to a specific site. This could be an easy way to trace information that could be lost in a mass of files on someone's PC/laptop.

## Reports

### a) Availability

The availability report is probably the most powerful report in that it can show an overview how the assets are performing and also show this as an average of all the assets or groups of them.

The availability report has supported many of our customers where false complaints of lifts being out of service for long period of times have been proved to be incorrect by using this report.

It can also provide information to make informed decisions on your stock of lifts/escalators with regard to your budgets that are available.

The screenshot shows an Excel spreadsheet titled 'Availability - Excel'. The spreadsheet displays an availability report for lifts from 01/08/2020 to 11/11/2020. The report is organized into a table with the following columns: Code, Name, Contractor, Time OOS, and Availability. The data is as follows:

Code	Name	Contractor	Time OOS	Availability
6102	Falkland House LIFT A	Stannah Lifts Ltd	0 00:02	100.00%
6312	Jepson House A LIFT A	Stannah Lifts Ltd	0 00:04	100.00%
6069	Sulgrave Gdns B H10	Stannah Lifts Ltd	0 00:09	99.99%
6354	Riverside Gdns LIFT B	Stannah Lifts Ltd	0 00:10	99.99%
6342	Isabella House LIFT A	Stannah Lifts Ltd	0 00:53	99.96%
6063	Roseford Crt B HO4	Stannah Lifts Ltd	0 01:52	99.92%
6323	Jim Griffiths B LIFT B	Stannah Lifts Ltd	0 02:37	99.89%
6285	Drake Court 285 LIFT 2	Stannah Lifts Ltd	0 03:29	99.86%
6148	Horton House B N03	Stannah Lifts Ltd	0 05:45	99.77%
6060	Bush Crt Lift A HO1	Stannah Lifts Ltd	0 07:49	99.68%
6325	Lancaster Crt B LIFT B	Stannah Lifts Ltd	0 16:37	99.33%
6283	Baird House LIFT A	Stannah Lifts Ltd	0 20:50	99.16%
6083	Ashcroft Sq Ld K04	Stannah Lifts Ltd	4 08:29	95.77%
6261	Norland House B LIFT 2	Stannah Lifts Ltd	8 04:48	92.04%
<b>Average:</b>			<b>1 01:49</b>	<b>98.96%</b>
<b>Total:</b>			<b>15 01:34</b>	

**b). Extended summary**

This report shows various items that encapsulate journeys, door operations, highest event, availability, engineer visits and current status.

This report provides the ability to show traffic analysis of the lifts which could

- Focus of budgets in respect to new lift installations and major repairs; assisting with accurate information to budget for the future.
- Focus of maintenance regimes which could save money on service contracts. Possibly use the monitoring to view the assets in contract and only attend when required by journey/door operations count etc.
- Element of predictive monitoring; as an example, if there were multiple door faults that you are not aware of on a lift, it could possibly become a big issue and problematic, possibly meaning that could have lift breakdowns multiple times before it is resolved, resulting in unhappy residents.

Screen shot of extended summary report

Unit Name	Journeys	Door Ops	Highest Event	Availability	Eng Visits	EMU Status
6306 232-273 Becklow Garden D LIFT D	30000	20000	15 Lift on Test Control	99.89%	2	OK
6190 Alice Gilliat Q22	30000	60000	6 10,000 Door Operations	99.18%	2	OK
6083 Ashcroft Sq Ld K04	30000	30000	43 Initialising Communications	99.76%	10	Security Alert
6283 Baird House LIFT A	20000	20000	26 Service Not Available.	99.15%	4	OK
6248 Barton House B X21	50000	110000	11 10,000 Door Operations	99.95%	6	OK
6060 Bush Crt Lift A HO1	30000	150000	84 Not Operational	99.83%	0	OK
6285 Drake Court 285 LIFT 2	20000	30000	37 Door Open Protection Overrun.	99.85%	3	OK
6102 Falkland House LIFT A	20000	20000	6 Service Not Available.	100.00%	2	OK
6148 Horton House B N03	10000	20000	126 Call Failed	99.77%	6	OK
6342 Isabella House LIFT A	20000	30000	10 Service Not Available.	99.93%	1	OK
6312 Jepson House A LIFT A	30000	100000	10 10,000 Door Operations	100.00%	4	OK
6323 Jim Griffiths B LIFT B	30000	40000	5 10,000 Journeys	99.89%	5	OK
6325 Lancaster Crt B LIFT B	20000	10000	53 Initialising Communications	99.59%	3	OK
6261 Norland House B LIFT 2	30000	50000	51 Lift on Car Preference	99.91%	12	OK
6354 Riverside Grdns LIFT B	10000	10000	6 Service Not Available.	99.95%	1	OK
6063 Roseford Crt B HO4	50000	160000	56 Call Failed	99.92%	4	OK
6069 Sulgrave Gdns B H10	20000	60000	8 Doors Not Closed Overtime	99.95%	3	OK

**c) Worst sites (breakdowns)**

The worst sites report shows the worst sites in terms of most breakdowns, this will provide details of lifts/escalators that may need adjustments on service visits which will ensure you will not have unnecessary lift/escalator breakdowns on their lifts/escalators due to improved lift service.

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**Filtered Worst Equipment**

From: 01/08/2020 to 11/11/2020

Group

Unit	Reference	Name	Contractor	Time OOS	B/down Count
6060	HO1	Bush Crt Lift A	Stannah lifts Ltd	0 04.19	13
6283	LIFT A	Baird House	Stannah lifts Ltd	0 20.33	14
6261	LIFT 2	Norland House B	Stannah lifts Ltd	8 04.39	12
6083	K04	Ashcroft Sq Ld	Stannah lifts Ltd	4 08.01	5
6148	N03	Horton House B	Stannah lifts Ltd	0 05.45	4
6285	LIFT 2	Drake Court 285	Stannah lifts Ltd	0 03.06	3
6306	LIFT D	232-273 Becklow Garden	Stannah lifts Ltd	0 02.43	3
6325	LIFT B	Lancaster Crt B	Stannah lifts Ltd	0 16.37	3
6342	LIFT A	Isabella House	Stannah lifts Ltd	0 00.43	2
6063	HO4	Roseford Crt B	Stannah lifts Ltd	0 01.38	1