

September 6, 2022



MEMORANDUM TO THE BOARD OF DIRECTORS

FROM: Elevator Task Force (Mary Helen Carlson, Marty Nover, and Sandie Preiss)

RE: Operation of 4620's Elevators

In response to residents' concerns about the operation of our elevators, Board President Susan Mezey formed an Elevator Task Force (TF) consisting of Board members Mary Helen Carlson, Marty Nover, and Sandie Preiss.

The purpose of the TF is to evaluate the performance of Potomac Elevator (PE), including statistics relating to outages over the past year, its response to outages, and its preventive maintenance program. The TF met 4 times, including a meeting with PE President Brian Cooper and Service Team Manager Jared Mercado. The TF also reviewed 4620's current procedures regarding use of the elevators and staff's response to outages. General Manager Bill Metzger provided valuable assistance.

STATISTICS REGARDING OUTAGES

The following chart shows the number and causes of outages over the past year.

Date	Time	Car	Fault	Trapped	FD Called	Reason
9/13/2021	2:00pm	3	Mechanical			Part adjusted
9/17/2021	9:00pm	3	Mechanical	Y	Y	Part adjusted
9/20/2021	11:00am	3	Mechanical			Part adjusted
10/28/2021	11:00am	3	User			Movers
11/2/2021	1:30pm	3	User			Movers
11/18/2021	9:30am	1	User	Y		Door likely held open
1/21/2022	12:00pm	2	Mechanical			Part adjusted
3/22/2022	4:00pm	1	Mechanical	Y		Part replaced
4/1/2022	9:00pm	4	Mechanical			Part adjusted
4/16/2022	2:00pm	3	Mechanical	Y	Y	No problem found
5/11/2022	6:00am	3	Mechanical			Part replaced
7/21/2022	3:30pm	2	Mechanical	Y	Y	Part adjusted
7/25/2022	1:30pm	2	User	Y	Y	Cleaner Vaccuming Car
7/26/2022	2:00 PM	2	Mechanical	Y		No problem found
7/26/2022	9:36 PM	2	Mechanical	Y	Y	Car Left Out of Service
8/4/2022	11:30am	4	Mechanical			Board Reset
			<b>Totals</b>	<b>8</b>	<b>5</b>	

Breakdowns by Car

Car 1	1
Car 2	6
Car 3	7
Car 4	2
<b>Total</b>	<b>16</b>

	<b>Breakdowns by Fault</b>	<b>Average Over All Elevators</b>
User	4	1
Mechanical	12	3
<b>Total</b>	<b>16</b>	<b>4</b>

	<b>Breakdowns by Component Group</b>	
Controller/ Selector	2	
Machine	0	
Doors	14	
Fixtures	0	

There were 16 total outages, 12 of which were mechanical, and 4 of which were user caused. That's an average of 4 outages a year for each elevator. "User caused" includes things such as the doors being held open or otherwise damaged by movers, residents, contractors, or others. Most of the outages (87.5%) were related to the doors.

According to an August 2020 article in *Elevator World*, the industry standard for outages in elevators such as ours is 4 per elevator per year. 4620's average is 4 per elevator. However, if the user caused outages are deducted from the total, 4620's average is 3 per elevator per year. Both statistics are equal to or better than the industry standard. PE's goal is to keep our annual average of elevator outages to two per car.

<https://elevatorworld.com/article/the-importance-of-call-backs/>

#### POTOMAC ELEVATOR'S RESPONSE TO OUTAGES

PE's response time for daytime outage calls when someone is in the elevator is an hour or less. If the call for that kind of outage comes at night or on a weekend, the response time is 60-90 minutes due to on-call travel distances. For outages that do not involve someone in the elevator, response time may be longer depending on the nature of the problem. During each incident, the General Manager works with PE to approve an acceptable response time after taking all factors into account.

## PREVENTIVE MAINTENANCE

PE comes out twice a month to perform preventive maintenance (PM). On the first monthly visit, it will inspect the elevators on one side of the building; on the second visit it will inspect the other two elevators. This PM pattern puts them in the building more often and allows more frequent monitoring of all elevators if there is a perceived issue.

In addition to these regular maintenance visits, PE has offered to come out in the near future for 4 special additional days, each one devoted to one elevator. Each elevator will be thoroughly inspected along the entire shaft, with particular attention given to the doors, as they are the major source of outages. These visits have already been scheduled for September 12<sup>th</sup>, 13<sup>th</sup>, 14<sup>th</sup>, and 15<sup>th</sup>. There will be no charge for these visits.

## UPDATED PROCEDURES

Management has prepared an updated protocol setting forth the procedures to be followed regarding the use of the elevators for staff, residents, and contractors. This includes such things as rules regarding movers, the correct way for residents to hold a door open, and the steps to be taken by the staff when there is an outage. A copy of the updated procedures is attached.

## RECOMMENDATIONS

The TF recommends that the Board defer any decisions regarding PE's performance for the time being. We recommend that we wait until the completion of the special 4-day inspection PE volunteered to do, and that we monitor its performance for the next quarter. We can revisit toward the end of the year the question of what further actions may need to be taken. We note that PE's contract is up for renewal in June 2023.