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NEWS ARTICLE

Elevator Accountability Through Web-based Systems

Today's business world is full of immediate demands for information and for accurate performance data. The property manager, building owner or resident manager are tasked with determining if they are maximizing their investment, including all operational and maintenance functions in their building while incurring minimal costs.

1. Information Now

The elevator world has embraced the importance of immediate and relevant information by developing web-based monitoring systems. These systems can provide the manager or owner with information regarding the performance of their elevator system and in determining if the maintenance contractor is meeting their contractual obligations. Original equipment manufacturers and independent companies specializing in monitoring systems have developed and now offer these systems.

2. Connecting the Systems

Connecting these systems can often be as simple as using the phone lines already available. They can be integrated with the building or property management information systems, allowing for web connections that are manageable and user friendly. Access is password protected to avoid unauthorized persons having data on the building's elevator history or profiles.

3. New Information

The elevator monitoring system provides information not previously available. This can become the building's maintenance accountability program, allowing the user groups to maximize the value of their maintenance expenditure while minimizing the time involved monitoring the elevator company's activities. The monitoring system provides access to operational information including equipment status, performance, traffic patterns, floor accessibility, etc.

4. Operational Data

Elevator and group performance can be monitored based on crucial areas such as individual car performance, service interruption frequency and beneficial use time. These key performance indicators are an immediate identifiable reflection of effective or ineffective maintenance programs.



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5. Measured Down Time

Most companies track call backs and set parameters to determine the maximum number of equipment failures which are considered acceptable for that piece of equipment. Through web-based monitoring systems, the property manager or owner can now track the time the elevator has been out of service. This is accomplished by using data such as time between call backs, performance availability or the time the elevator is out of service as a percentage of actual use time. Using this data, the manager or owner can make rational objective decisions regarding the performance of the elevator company. This can be done with minimal effort.

6. Reports as Needed

In the past, the owner or manager had to rely on the company representatives to provide reports on the elevator operation. The web-based systems make available online reports. These reports can include measurements on car speed, door open time, travel times and are based on real time 24/7 computer monitoring. All of this can be accessed when it is convenient for the user to have the information.

7. Helps Risk Management

Additional benefits of these systems include risk management enhancements such as notification of due dates for code required tests, verification of compliance or noncompliance with these tests and retrievable electronic history of events that occurred on the elevators. By being able to track the elevator events, data is available to help support the building when claims are made regarding elevator accidents or minimally to provide supporting data as to what was occurring with the elevators at that particular time and date.

8. Importance of Human Interaction and User-Friendly Systems

The importance of human interaction and interpretation cannot be understated. Elevator consultants and designated elevator company representatives are trained to understand and interpret the information. Misinterpretation or not maximizing the useful information that is available will offset the benefits of the system.

Managers, owners and engineers are already burdened with heavy workloads. Additional requirements for tracking elevator operations become a hindrance — just one more thing on the desk. Simple electronic reports to these user groups via e-mail will enhance and maximize the use of these systems. Providing e-mail reports with overview critiques on how the elevator system is performing will go a long way towards maximizing the benefits these systems offer. Simply having the tools available does not encourage one to use them, if there is no perceived benefit. The usefulness of the tool must be demonstrated and clearly understood to allow for the maximum use of the systems available.