



 SOUNDTRANSIT

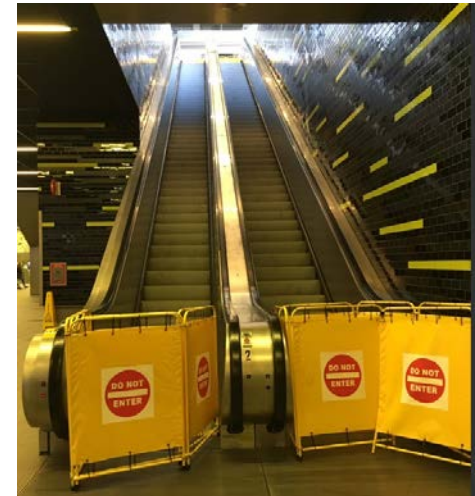
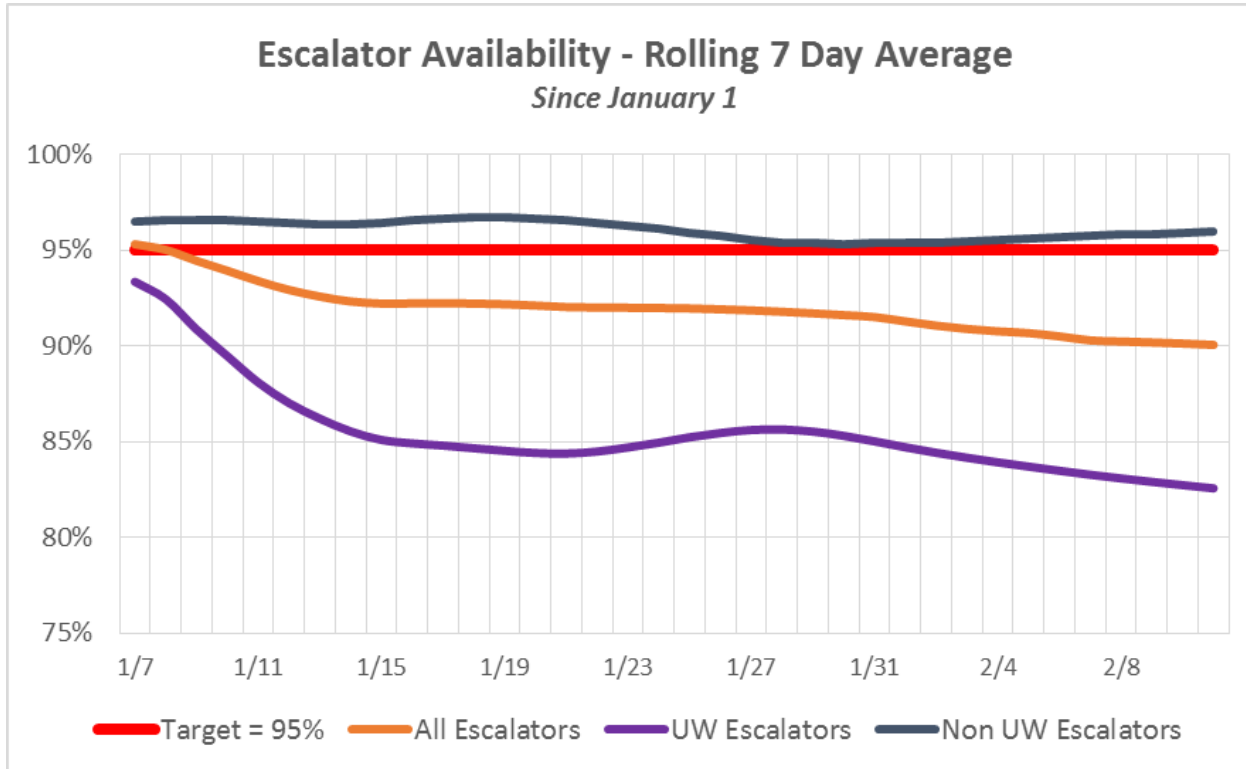
Escalator Performance

Sound Transit Board
February 17, 2017

Overview

- Efficient Link station access depends upon reliable elevators and escalators at tunnel stations
- Escalators have not met performance standards
- Escalator performance is a frustration for passengers and ST
- Long-term outages drive most dissatisfaction
- Independent study underway to identify root causes & next steps

Escalator performance not meeting targets



What maintenance is occurring?

- Maintenance performed by KONE, under contract with KCM
- Routine: monthly, quarterly, semi-annual & annual service
- Corrective maintenance
 - Safety Switch resets – short turnaround
 - Parts failures – longer outages

Why are the outages happening?

- Safety switches tripped frequently
- Premature component failure:
 - Sprockets
 - Drive chains
 - Motors
- Other underlying causes that are under investigation



What is Sound Transit doing about escalators?

- Independent engineering study
- General contractor on notice until resolution
- Working with KCM management staff:
 - Improve repair times
 - Addressing long lead-time parts
- Meetings with installer and maintainer to resolve issues
- More detailed customer updates regarding status

What longer term actions are under way?

- Implement recommendations from independent study
- Specification & standards review
- Include long-term maintenance with contract for construction