

**THE HONG KONG HOUSING AUTHORITY**

**Memorandum for the Building Committee**

**Half-yearly Situation Report  
on Lift and Escalator Maintenance  
June to November 1999**

The attached report is for Members' information and/or discussion at the Building Committee Meeting to be held on 20 January 2000.

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File Ref. : HD(MB)WTS 6/31/10/1(W)

Date : 14 January 2000

**SITUATION REPORT ON LIFT AND ESCALATOR MAINTENANCE  
June 1999 to November 1999**

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**Section A**

**Highlights on Lift Maintenance during the period  
June 1999 - November 1999**

1. During the past six months, the total number of lifts under maintenance increased by 18 to a current total of 4,941 lifts.
2. Otis Elevator Company (HK) Ltd. has the largest number of lifts (491 Otis lifts and 373 Falconi lifts) under maintenance.
3. LG Industrial Systems (HK) Ltd. has the largest number of lifts under installation.
4. During the past six months, the average breakdown rate of all lifts under maintenance increased slightly from 0.21 to 0.22 breakdown per lift per month.
5. During the period under review, the percentage of late attendance in releasing trapped passengers increased from 0.17% to 1.02% which, in real terms, represented a total of twenty two late incidents exceeding the standard limit of half an hour. The percentage of late attendance not involving captivity of passengers increased from 0.12% to 1.33% representing a total of ninety nine late incidents exceeding the standard limit of one hour.
6. The rapid increase in late attendance in releasing trapped passenger and in attending lift breakdowns in the period was mainly caused by the unusual inclement weather and the frequent typhoon incidences in August and September which adversely affected the speedy deployment of lift technicians to sites due to traffic situation. Lift maintenance contractors concerned had been instructed to step up their staff resources and means of transportation for attending emergency services of this kind in the future.

7. The best performer during the period under review was Hitachi Elevator Engineering Company (HK) Ltd. which achieved an average overall score of 84 during the past six months.
8. The average breakdown rate of lifts maintained by Bongear Elevator (HK) Ltd. slightly has decreased from 0.92 to 0.82 breakdown per lift per month since the last report. The high breakdown was mainly caused by the relatively higher rate of electronic equipment failure in four lifts at Lower Wong Tai Sin estate. The situation has been under close monitoring.
9. In general, the performance of all lift maintenance contractors during the past six months was satisfactory.

## **Section B**

### **Highlights on the Maintenance Assessment Scoring System (MASS) for Lift Maintenance Contractors**

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1. The average scores of various lift maintenance contractors under the MASS in the past six months are shown in Section B.1. and B.2.
2. Among the Group A lift maintenance contractors, Hitachi obtained the highest average overall score (i.e. 84) while Schindler was the lowest on the list with an average overall score of 54.
3. Among the Group B lift maintenance contractors, CKP obtained the highest overall score (i.e. 68) and Bongear was the lowest on the list with an average overall score of 59.
4. During the six-month period under review, all lift maintenance contractors attained a satisfactory overall score.

**Highlights on Escalator Maintenance during the Period**

1. During the past six months, the number of escalators under maintenance increased by 35 to a current total of 300.
2. Schindler Lifts (HK) Limited has the largest number of escalators ( 83 Nos.) under maintenance.
3. Otis Elevator Company (HK) Limited has the largest number of escalators ( 67 Nos. ) under installation.
4. The average breakdown rate increased from 0.16 to 0.24 per escalator per month since the last period.
5. The average escalator availability decreased slightly from 99.83% to 99.73% during the same period.
6. GEC has the lowest breakdown rate while Chevalier has the highest rate on the list.
7. In general, the performance of all escalator maintenance contractors was satisfactory.

**Highlights on progress  
of Lift Modernization projects**

1. The lift modernization project under the 1995/96 programme at Lek Yuen Estate completed on 30 September 1999 with a slippage of eleven months because of a change in the design of the scaffolding from bamboo to non-combustible material as required by the newly implemented Code of Practice.
2. For the two modernization projects under the 1996/97 programme, 37 out of the total 46 lifts had been completed at Kwai Shing (West) Estate with a delay of about six months because of a change in the design of the scaffolding from bamboo to non-combustible material as required by the newly implemented Code of Practice. For the second project at Hing Wah (II) Estate, 5 out of the 14 lifts had been completed with a delay of about twelve months due to late commencement and slow progress of building supporting works. The two projects were under close supervision.
3. Sixteen lifts at Lei Muk Shue (II) Estate are planned for modernisation in the 1999/2000 programme. Tenders for the project would be invited in December 1999.