

Approve Contract Modification

Elevator and Escalator Maintenance Services

Elevator & Escalator Maintenance Services

Contract Overview

- On August 25, 2016, Metro Board of Directors approved a firm fixed unit rate Contract No. OP10100003367 to Mitsubishi Electric USA (MEUS)
- Contract effective start date: November 1, 2016

CONTRACT TERM	CONTRACT VALUE
Five-Year Base	\$76,732,083.65
One, Two-Year Option	\$32,592,290
Total of Seven Years	\$109,324,373.65

- MEUS provides comprehensive preventative maintenance, inspections and repairs for elevators, escalators and their associated systems and equipment
- Currently there are 173 elevators and 139 escalators for a total of 312 units maintained under this contract
- Elevators and escalators within Gateway Building & Union Station E. Portal are maintained under a separate contract
- The five-year base period expires October 31, 2021

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DEOD Goal

GOAL	SBE	DVBE
DEOD Goal	7%	3%
MEUS Commitment	7.51%	3.05%
MEUS Participation To-date	8.21%	3.02%

- MEUS exceeded the SBE commitment
- MEUS is working closely with DEOD where additional resources have been identified to mitigate the DVBE shortfall of 0.03, and anticipated to be on target during this month



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Contractor's Performance

- MEUS has been performing satisfactorily, providing elevator and escalator preventative maintenance, inspections, elevator pit and hoistway glass cleaning, escalator step cleaning and as-needed repairs
- Additional services include State of Good Repair (SGR) projects:
 - ✓ Elevator floor replacement for 66 Units at ~\$2M
 - ✓ Corrosion damage repairs to elevator hoistway entrances and platforms for 34 units at \$1.9M
 - ✓ Escalator step tread replacement for ~\$430,000

Other repairs are performed due to damages caused by water intrusion, vandalism and misuse of units, as well as replacement of obsolete parts and equipment upgrade



Before

**A Line
Willowbrook-Rosa Parks Station
Elevator Floor Replacement**



After

Elevator & Escalator Maintenance Services

Contractor's Performance

- Key Performance Indicator (KPI) measures units' availability based on downtime for inoperable units reported to Metro due to:
 - ✓ Scheduled preventative maintenance
 - ✓ Unplanned downtime due to vandalism, misuse of units and mechanical and/or aging unit failure
- KPIs also validate contractor's responsiveness and ability to maintain the units in operation
- Metro actual KPIs for the transit elevators and escalators exceed 99%

FY 21 KPI	ELEVATORS	ESCALATORS
Goal	99.38	99.06
Actual	99.40	99.39

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Cost Analysis to Exercise the One, Two-Year Option

- The rates were evaluated and negotiated as part of the competitive contract award in 2016
- Price analysis performed indicates rates are lower than current market rates for similar services

ITEM	SYSTEM-WIDE CONTRACT AWARDED AUGUST 2016	USG BLDG. & US E. PORTAL CONTRACT AWARDED MARCH 2021
Total Units	312	33
Elevators	173	26
Escalators	139	7
Avg. Cost/Unit	\$3,137	\$3,587
12.5% Cost Savings		

Further Improvements to Enhance Customer Experience

- ✓ Improve escalator step cleaning frequency from bi-annual to a quarterly service
- ✓ Install cameras inside elevators to mitigate broken glass, fire hazard and other vandalism related activities, and improve safety and overall conditions