

**Incident recording notes**

Records are only created once the work order is closed.

Therefore if a lift is currently out of service and is still out of service at the time of running this data it would not be included.

Note a lift being out of service does not mean there were not other alternative lifts available.

Periods of time where assets are out of service due to planned refurbishment are not included in the figures.

Step free access lifts are not included in the main lift records.

If a lift is out of service more than once during a day it will show as two separate records.

Incidents involving all root causes of the lift being out of service have been included.

**Date field notes**

If a fault spans more than one day the incident date given is usually the end date of the fault.

This is based on the London Underground traffic day which runs from 03:00 - 02:59

So if an incident finishes at 1am on Wednesday 13/07/22, it is actually part of Tuesday 12/07/22 traffic day.