




# 2023 Lift Survey / Encuesta sobre ascensores





## 1. Page 1

1. Did you visit HR in 2023? / ¿Ha visitado RH en 2023?				
Answer Choices			Response Percent	Response Total
1	Yes / Sí		98.43%	565
2	No / No		1.57%	9
			answered	574
			skipped	0

## 2. Page 2

2. Has the lift in your building broken down in the last 12 months? / ¿Se ha averiado el ascensor de su edificio en los últimos 12 meses?				
Answer Choices			Response Percent	Response Total
1	Yes / Sí		20.18%	114
2	No / No		49.73%	281
3	Don't know / No se		30.09%	170
			answered	565
			skipped	9






## 3. Page 3

3. How often, to your knowledge, has the lift broken down? / ¿Cuántas veces, que usted sepa, se ha averiado el ascensor?				
Answer Choices			Response Percent	Response Total
1	Once / Una vez		42.98%	49
2	2 - 5 times / De 2 a 5 veces		37.72%	43
3	More than 5 times / Más de 5 veces		7.02%	8
4	Not sure / No estoy seguro		12.28%	14
			answered	114



**3. How often, to your knowledge, has the lift broken down? / ¿Cuántas veces, que usted sepa, se ha averiado el ascensor?**

	skipped	460
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**4. How long was the lift unserviceable? / ¿Cuánto tiempo estuvo sin funcionar el ascensor?**




Answer Choices		Response Percent	Response Total
1	Less than a day / Menos de un día 	29.82%	34
2	1 – 2 days / De 1 a 2 días 	35.96%	41
3	3 – 5 days / De 3 a 5 días 	13.16%	15
4	More than 5 days / Más de 5 días 	2.63%	3
5	Don't know / No lo sé 	18.42%	21
		answered	114
		skipped	460

**5. Have you personally been stuck in a lift in a HR building? / ¿Se ha quedado personalmente atrapado en un ascensor de un edificio de HR?**

Answer Choices		Response Percent	Response Total
1	Yes / Sí 	7.02%	8
2	No / No 	92.98%	106
		answered	114
		skipped	460

4. Page 4

**6. How did you summon help? / ¿Cómo pidió ayuda?**

Answer Choices		Response Percent	Response Total
1	Pressed the alarm button / Pulsó el botón de alarma - continue 	25.00%	2
2	Phoned security / Llamó a seguridad 	50.00%	4
3	Something else / Otra cosa - especifique – please specify 	25.00%	2

6. How did you summon help? / ¿Cómo pidió ayuda?		
	answered	8
	skipped	566

6. Page 6

7. Was your alarm call answered promptly? / ¿Han respondido rápidamente a su llamada de emergencia?			
Answer Choices		Response Percent	Response Total
1	Yes / Sí	0.00%	0
2	No / No	100.00%	2
		answered	2
		skipped	572

8. Did the call taker respond to your call in a manner that reassured you? / ¿La persona que le atendió respondió a su llamada de una manera que le reconfortó?			
Answer Choices		Response Percent	Response Total
1	Yes / Sí	0.00%	0
2	No – please say what could have been done better / No - diga qué podría haberse hecho mejor	100.00%	2
		answered	2
		skipped	572
Comments: (1)			
1	03/01/2024 17:36 PM ID: 234734978	Audio could have been better and the call could have been answered more quickly. It would have been more reassuring if the person could have spoken English.	

7. Page 7

9. If no, please say what could have been done better / No - diga qué podría haberse hecho mejor			
Answer Choices		Response Percent	Response Total
1	Open-Ended Question	0.00%	0
No answers found.			
		answered	0
		skipped	574

8. Page 8

10. Did they give you an indication of how long it would take for the lift to operate? / ¿Le indicaron cuánto tardaría en funcionar el ascensor?			
Answer Choices		Response Percent	Response Total
1	Yes / Sí	0.00%	0
2	No / No	100.00%	2
		answered	2
		skipped	572

9. Page 9




11. Was this an accurate timescale? / ¿Era éste un calendario exacto?			
Answer Choices		Response Percent	Response Total
1	Yes / Sí	33.33%	1
2	No / No	66.67%	2
		answered	3
		skipped	571

10. Page 10

12. In your opinion, did security react to your call in a timely manner? / En su opinión, ¿reaccionó la seguridad a su llamada a tiempo?			
Answer Choices		Response Percent	Response Total
1	Yes / Sí	100.00%	4

12. In your opinion, did security react to your call in a timely manner? / En su opinión, ¿reaccionó la seguridad a su llamada a tiempo?				
2	No		0.00%	0
			answered	4
			skipped	570
Comments: (1)				
1				

11. Page 11

13. Overall, how long were you stuck in the unserviceable lift? / En total, ¿cuánto tiempo estuvo atrapado en el ascensor inservible?				
Answer Choices			Response Percent	Response Total
1	Less than 10 minutes / Menos de 10 minutos		25.00%	2
2	10 - 20 minutes / De 10 a 20 minutos		62.50%	5
3	More than 20 minutes / Más de 20 minutos		12.50%	1
			answered	8
			skipped	566
			skipped	367