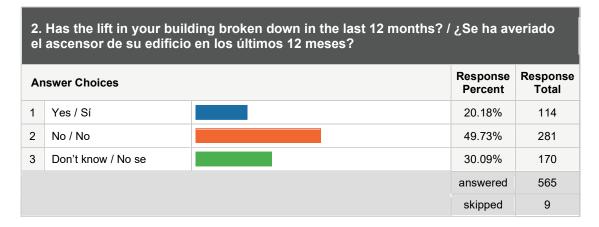
2023 Lift Survey / Encuesta sobre ascensores

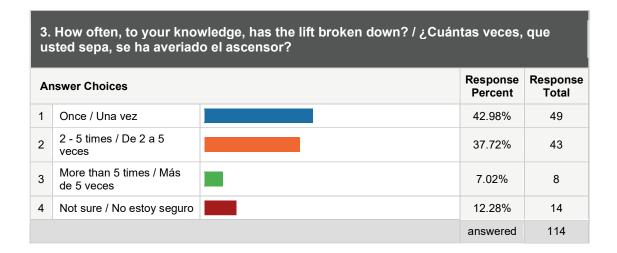
1. Page 1

1	1. Did you visit HR in 2023? / ¿Ha visitado RH en 2023?					
Α	nswer Choices		Respon Percer	•		
1	Yes / Sí		98.43%	6 565		
2	No / No		1.57%	9		
			answere	ed 574		
			skippe	d 0		

2. Page 2



3. Page 3



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

skipped 460

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

A	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?

An	swer 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?				
A	Answer Choices			Response Total
1	Yes / Sí	0.00	ე%	0
2	No / No	100.0	00%	2
		answ	ered	2
		skip	ped	572

An	swer Choices	Response Percent	Response Total		
1	Yes / Sí	0.00%	0		
2	No – please say what co have been done better / diga qué podría haberse hecho mejor	No - 100 00%	2		
		answered	2		
		skipped	572		
Со	mments: (1)				
1 03/01/2024 17:36 PM 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 Chaises Response Response

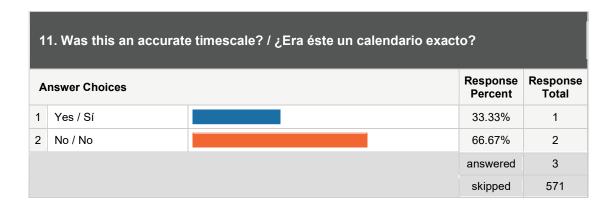
Α	answer Choices	Response Percent	Response Total
1	Open-Ended Question	0.00%	0
	No answers found.		,
		answered	0
		skipped	574

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?

An	Answer Choices		Response Total
1	Yes / Sí	0.00%	0
2	No / No	100.00%	2
		answered	2
		skipped	572

9. Page 9



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			sponse ercent	Response Total
1	Yes / Sí	10	00.00%	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)

11. Page 11

13. Overall, how long were you stuck in the unserviceable lift? / En total, ¿cuánto tiempo estuvo atrapado en el ascensor inservible?

Ar	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