

**A STUDY OF USER AWARENESS AND PASSENGER SAFETY IN
LIFTS AND ESCALATORS IN NAIROBI'S CENTRAL BUSINESS
DISTRICT AREA**

**BY
MUSYOKA DIANA MUMBUA
B03/0255/02**

**A PROJECT PAPER PRESENTED AS PART FULFILLMENT OF THE
AWARD OF BACHELOR OF ARTS IN BUILDING ECONOMICS.**

**DEPARTMENT OF REAL ESTATE AND CONSTRUCTION
MANAGEMENT**

**UNIVERSITY OF NAIROBI
JULY, 2006**

©2006 D.M. Musyoka

Abstract

This study is about user awareness and passenger safety in lifts and escalators in Nairobi's Central Business District (CBD). It looks at safety products included, user awareness, and availability of information to users, cause of undesirable incidences by users on them and roles of the users, building owners, maintenance managers and lift installers in ensuring safety on the machines.

The main ideas in the theoretical framework upon which the study is based unfolds in the review of the general theory on the history of lifts and escalators and culminates in the advancement on the safety products included in the machines with time and finally on what the users should know on the safety components to be used incase of emergency situations. The implications of maintenance and management on safety are also outlined within the theoretical framework. This theoretical frame work formed the basis for field survey.

Based on the findings of the research, the study concludes that lifts and escalators are incorporated with adequate safety measures necessary to reduce the risks while using them but the lift owners don't give out information on the use of the machines they provide in their building by putting up signs since they compromise on the aesthetics. The users are also ignorant as they don't read or take note of the signs put up next to them and assume to be proficient users of the machines. The influx of incidences on these machines is due to the lack of awareness on the users on how to use and what to do incase of an incidence.

A basic recommendation of the study is the launching of a massive campaign to arouse awareness to the users and arouse consciousness as to the benefits of knowledge of safe use of these equipments. The study also recommends modernization or replacement of old lifts to enhance their safety. Management should also put up comprehensible posters or signs on the equipments to help the users in use of these machines. The users should also take time to read these signs put up to avoid incidences.

An area that still need to be studied to attain a more complete understanding of the lifts and escalator safety effect of building management to them.