



METRO DE MADRID – MADRID, SPAIN

# Lifeline of Madrid

When a relationship lasts 15 years, the chemistry must be right. KONE's partnership with Metro de Madrid assures a smooth ride for three million daily commuters in the Spanish capital.

Opened in 1919, Metro de Madrid keeps the city on track, serving 47 million commuters every month, from six in the morning until 1:30 at night. Covering 293 kilometers and 300 stations, the subway is the eighth longest in the world, and its rapid expansion over the past two decades places it among the world's fastest-growing rail networks.

Making sure Madrid's main artery remains in running condition is a challenging task handled by a team of KONE specialists. In a close partnership that is still strong after 15 years, KONE has supplied Metro de Madrid with 334 new escalators and 122 new elevators, as well as handling the servicing, modernization and repair of 334 escalators, 355 elevators and 25 automatic doors.

## Responsive to needs

"The metro system has grown significantly over the last few years. There is strong trust between us, which has been won through customer focus, hard work and honesty," says KONE Key Account Manager **Javier Rodríguez**.

Equipment availability is all-important. If equipment fails, it impacts directly on Metro de Madrid's image and business, notes Rodríguez. Elevator downtime is especially challenging for groups with special needs, such as disabled commuters or families with children.

In the event of a problem, KONE's dedicated team is ready to act to get the equipment back in service as rapidly as possible, carefully registering every action and keeping Metro de Madrid informed of any malfunctions. In addition to the Key Account Manager, the team comprises 18 escalator service technicians, eight elevator service technicians, one supervisor and two administrative back-up personnel.

## Learning curves

KONE's role is not only to keep equipment in service, but also to offer the best user experience to commuters. Various tailored services are offered to optimize equipment availability, including daily analysis of call-out reports, monthly meetings with the customer to review key performance indicators, and regular safety audits.



### SUMMARY

#### Challenge

- To provide efficient and reliable elevator and escalator solutions during the rapid expansion of Metro de Madrid's subway network
- To help the metro constantly improve its equipment availability and offer commuters the best possible user experience

#### Solution

- KONE has supplied 334 new escalators and 122 new elevators for the expansion of the metro, as well as carrying out extensive modernizations and repairs
- A KONE team provides dedicated maintenance and rapid call-out service, in an effort to enhance the commuter experience

### FAST FACTS

#### Metro de Madrid

- Year of completion: 2007; maintenance ongoing
- Flow: 3 million passengers daily
- Coverage: 13 lines, serving 300 stations
- Owner: Metro de Madrid
- Property manager: Metro de Madrid

#### KONE Solutions

- 334 new KONE escalators; KONE maintains 174 escalators in total for Metro de Madrid.
- 122 new KONE elevators; KONE maintains 355 elevators in total for Metro de Madrid
- KONE Care™ Maintenance Service

Certain units of equipment are maintained directly by Metro de Madrid, in which case KONE provides back-up advisory services. KONE also advises when a new project is in the design phase, suggesting new solutions for optimizing people flow.

"Metro de Madrid is a customer that constantly challenges us and makes us grow. During our long-standing relationship, we have learned a great deal from working in this demanding environment, always striving to provide the best possible service and solutions for this long-term partner," concludes Rodríguez.

