

Times
Square

CASE: NEW YORK CITY SUBWAY

Maintaining People Flow in the Big Apple.

The New York City subway is the world's largest public transportation system. As more than six million people ride the subway on an average day, it is essential to ensure maximum efficiency by helping passengers move freely, safely and smoothly. In partnership with Skanska USA, KONE was chosen to replace escalators and deliver a comprehensive people flow solution for this extensive subway system – while the stations remained operational.

Challenge

The New York City subway runs at the same rhythm as the fast-paced city of New York – the city that never sleeps. As the subway operates continuously 24 hours a day, it requires reliable equipment that can withstand heavy traffic flow and uninterrupted use. The key is also to address support issues proactively in order to minimize potential disruptions for passengers.

- Meet strict demands set out by New York's transit authority
- Maintain people flow in the world's largest subway system
- Respond proactively to support issues

Fast facts

New York City Subway:
Started operating: 1905
Operating hours: 24 hours a day
Stations: 468
Lines: 26
Average annual ridership: 1.6 billion

KONE solution:
107 heavy-duty KONE escalators.
Preventive support solution.
Centralized monitoring system with remote access capabilities.

Smooth and efficient people flow in New York City.



Minimal disruption for passengers

A highly qualified installation crew was available at all times to minimize potential disruptions for passengers. Maintaining smooth people flow at each stage of the project required phased escalator replacements, so that the public could still access all the subway platforms as quickly and as safely as possible.

Solutions built to last

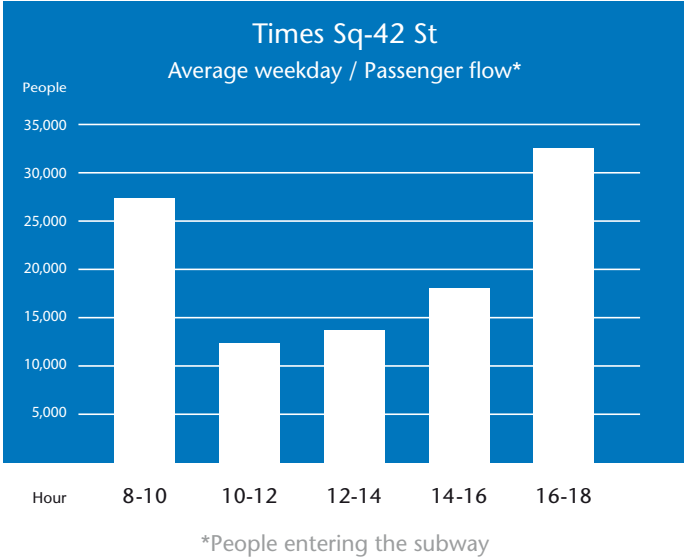
The New York City subway is an extensive public transportation system that operates continuously 24 hours a day. For this project, dozens of escalators were required that could cope with the demands of uninterrupted operation, constant loading and heavy traffic flow. Each escalator consisted of hard-wearing components that were designed specifically to meet these requirements.

Dedicated on-site support team

Millions of people using the subway on a daily basis can place considerable pressure on existing equipment, especially as the subway operates continuously. A dedicated support team is on hand to deal with bottlenecks caused by equipment downtime – a proactive approach that enables large numbers of people to move efficiently.

Energy-efficient solutions

Although the subway runs at all times, there are periods during the night when ridership is slower. KONE's sleep-mode feature adjusts the speed of the escalator depending on the flow of traffic. At peak times the optimal speed is set to maintain the flow of people. At off-peak times the speed is reduced, which helps cut overall costs and contribute to environmental sustainability.



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