

An idea years in the making
has reached its destination.

Destination Dispatch™



ThyssenKrupp Elevator



ThyssenKrupp



Reduce trip times. Reduce lobby crowds. Improve traffic flow.

You see it time and time again. A crowd of people stands before a bank of elevators. A car arrives, and they squeeze in and press the buttons for their floors. A dozen people, maybe more, each one going to a different destination. The result is always the same: a long trip for them, and an inefficient elevator for you. Time was when there wasn't much you could do about it. That time, however, has passed.

Introducing Destination Dispatch™ from ThyssenKrupp Elevator.

Destination Dispatch lets passengers designate the floor they want before the elevator car actually arrives. A kiosk then directs passengers to the elevator that will get them to their destinations the fastest, reducing trip times and increasing handling capacity by up to 30%.* For buildings with heavy traffic at peak hours, this can mean dramatic reductions in lobby crowding and overall trip time. In fact, in certain applications, overall trip times are often reduced by as much as 25%.*

In other words, you get happier tenants and a more efficient system.

*Percentages are based on specific cases. Degree of improvement is dependent on the unique elements of the building. Information regarding number of cars, floors served, population, and traffic conditions is needed to determine what Destination Dispatch can do for you.



Say goodbye to crowded lobbies.

The goal of Destination Dispatch is simple: get people to their destinations faster and more conveniently.

With a traditional dispatch system, the closest elevator is always the one assigned to the call. Crowds are formed at peak times, because each passenger has only one thought: get on the first car to arrive. What happens next is inevitable. Every car makes more stops than necessary. Every car uses more energy than necessary. And passengers spend too much time getting to their destinations.

Destination Dispatch reduces crowds by directing people to the elevators that will get them to their floors the fastest. Car loads are evened out and the number of stops is limited, making for greater operational efficiency.

For example, there are forty people in your lobby, waiting for the elevator. Some are headed to lower floors. Others are going ten floors higher. Others still, to the very top. A car arrives, and as many people as possible board, regardless of destination.

How many stops will the elevator make to complete the trip? How many people will be crammed inside for the duration? And how much time will be wasted both by you and your tenants getting them all to their destinations?

With Destination Dispatch, all these problems are solved. Overly long rides become a thing of the past. And so do overcrowded elevators.

- Less crowding at peak times.
- Increased handling capacity of up to 30%.
- Overall trip times experience a dramatic reduction, often as much as 25%.
- Elevators are less crowded.

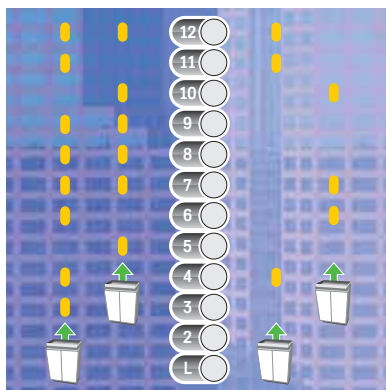
Evaluating your system.

Before installation ever begins, ThyssenKrupp Elevator uses a sophisticated traffic analysis software system to evaluate your building's traffic profile. Modules of our various dispatchers have been simulated to determine which is the most appropriate application for your building.

Measuring trip time, not waiting time.

Destination Dispatch selects cars by determining how quickly passengers will reach their destinations, not simply by how long they'll wait for the next car to arrive.

At the heart of the system is a formula called ETD—Estimated Time to Destination. While traditional systems only determine how long passengers will wait for an elevator to arrive, they don't factor in the total trip time. ETD, on the other hand, determines the fastest overall trip time, and dispatches cars accordingly.



Conventional Elevator vs. Destination-based Dispatch

After all, getting picked up fast is nice unless you end up in a crowded elevator that stops at every other floor in the building. ETD and Destination Dispatch ensure that every passenger gets to their destination sooner.

- ETD formula is based on overall trip time, not waiting time.
- Passengers ride in cars that will get them there the fastest.
- Passengers are dispersed more evenly, for less crowding.

With a conventional dispatch system, crowded cars often stop at the same floors within seconds of each other.

1111 3rd Avenue, Seattle, WA.

It's new, simple, and user-friendly.

Touch-tone phones. ATMs. Airport self-service kiosks. All of these were once new and different. And yet, each has come to revolutionize the industries they serve, improving both operational efficiency and customer satisfaction.

Why? Because they're simple to use. Because they make life easier.

Just like Destination Dispatch.

1. Instead of pushing a button inside the elevator, passengers do so at a touch-screen kiosk located at the elevator bank.
2. Destination Dispatch directs each passenger to the right car for them.
3. Passengers are dispersed evenly among various cars, getting them to their destinations faster. And that's it.

What could be simpler?

- State-of-the-art touch-screens.
- Kiosks housed in stand-alone columns or mounted in custom cabinets to match building décor.
- Graphics and instructions that are easy to understand.
- Kiosks can be located on every floor or only in high-traffic areas.



Any questions? Here are the answers to some of the most common ones.

Is Destination Dispatch right for my building?

Any new or existing high-rise project with heavy traffic loads can benefit from Destination Dispatch, be it office or residential. If you've got a crowded lobby with a large number of passengers going to different floors, Destination Dispatch can help.

Is it easy to use?

Very. All you do is select a floor, and Destination Dispatch directs you to the elevator that will take you there. And not only do passengers learn to use the system quickly, they enjoy the uniqueness of it as well. A building with Destination Dispatch is a building people talk about.

How many versions of Destination Dispatch are there?

Two. Destination Dispatch is available in an up-peak version with kiosks only in high-traffic areas such as lobbies and cafeterias, or with kiosks on every floor of the building.

Does Destination Dispatch shorten total trip time?

Yes. Destination Dispatch shortens the *total time* it takes passengers to get to their destinations. Focusing on travel time rather than wait time proves passengers arrive at their chosen floor faster than ever before—often times as much as 25% faster than they would in a conventional dispatch system.



Is there anything else in the industry that can match Destination Dispatch's technical sophistication?

No. Other elevator manufacturers offer similar products, but none can match the simplicity and efficiency of Destination Dispatch. While others use a push-button keypad, Destination Dispatch features a touch-screen that's far easier to operate. And where other systems require you to remove floor buttons inside the elevator, Destination Dispatch offers more options and more control. All this makes for the most efficient and effective system of its kind available today.

Do elevator consultants recommend Destination Dispatch?

They do. Destination Dispatch has been frequently recommended by independent consultants for building projects all over the world.

Does Destination Dispatch comply with the Americans with Disabilities Act?

Yes. Destination Dispatch is ADA compliant. A special button provides audible voice instructions, letting the visually impaired choose a floor, then gives directions to the proper car and announces its arrival. It even calls the least crowded car for better wheelchair access, and slows door operation to ensure adequate boarding time.

In a new building, can Destination Dispatch reduce the number of cars needed?

In some cases, yes. Determining the proper number of elevators for a building is a complicated task, and every building must be considered individually. The elevator consultant on your project should be able to determine whether or not Destination Dispatch can reduce the total number of elevators required.

Can Destination Dispatch be used with multiple elevator banks that service different floors?

Yes. Destination Dispatch works with the design of your building. It doesn't inhibit it.



For more information, contact the ThyssenKrupp Elevator Sales Representative near you today, or call toll-free (877) 230-0303.

- Faster overall trip times.
- Improved traffic handling.
- Reduced lobby crowds.
- Fewer stops for a faster trip.
- Suitable for new installation and modernization projects.
- Recommended by third-party elevator consultants.
- State-of-the-art touch-screens that are easy to use.
- Unique, modern system adds talk value to your building.
- ADA compliant.

ThyssenKrupp Elevator | P.O. Box 2177 | Memphis, TN 38101 | Tel: 877-230-0303 (toll-free) | thyssenkruppelevator.com

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