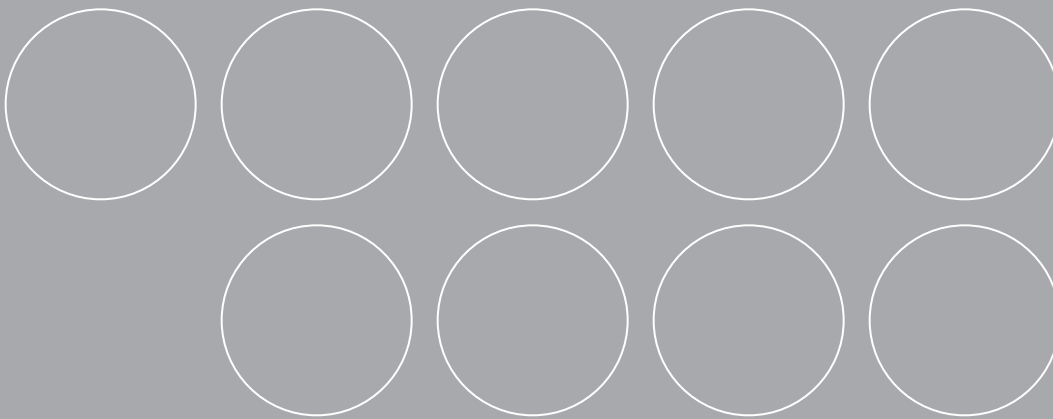


Destination  
Dispatch

# smart move



ThyssenKrupp Elevator Americas



ThyssenKrupp

# It's about time.

Make efficiency your building's destination.

Optimum elevator traffic flow is essential to attracting new tenants and keeping existing ones happy, especially tenants who demand the highest standards from their premium office experience. With Destination Dispatch from ThyssenKrupp Elevator, you can be confident your elevator system will have the intelligence it needs to transport passengers in the most efficient way possible. Once installed, your building tenants will experience shorter ride times, less congestion and fewer elevator traffic hassles.

Destination Dispatch also means total confidence in your investment. A super-efficient elevator system is a must-have amenity that will keep your building competitive with other tenant spaces in your area.

# Destination Dispatch

## What is it?

Destination Dispatch is a technology that reduces the amount of time passengers experience getting to their desired floor and can be added to virtually any elevator system.

## How does it work?

Passengers select their destination using a lobby kiosk and are then directed to an assigned elevator that takes a limited number of passengers to select floors. Destination Dispatch uses a formula called Estimated Time to Destination (ETD) to group passengers based on quickest time to destination. This ensures every passenger gets to their destination sooner than if they had just taken the first elevator that became available.

## What buildings benefit most from it?

- Buildings where all elevators in a group do not serve the same floors (e.g., a four-car group where only two elevators serve garage levels below the lobby)
- Buildings with lobby congestion during peak hours
- Buildings with more than one incoming lobby
- A single-tenant building with a restaurant that is only served by a single elevator in a group
- A multi-tenant building where the common areas are dispersed throughout the building
- A multi-tenant building where tenants may require exclusive elevator service





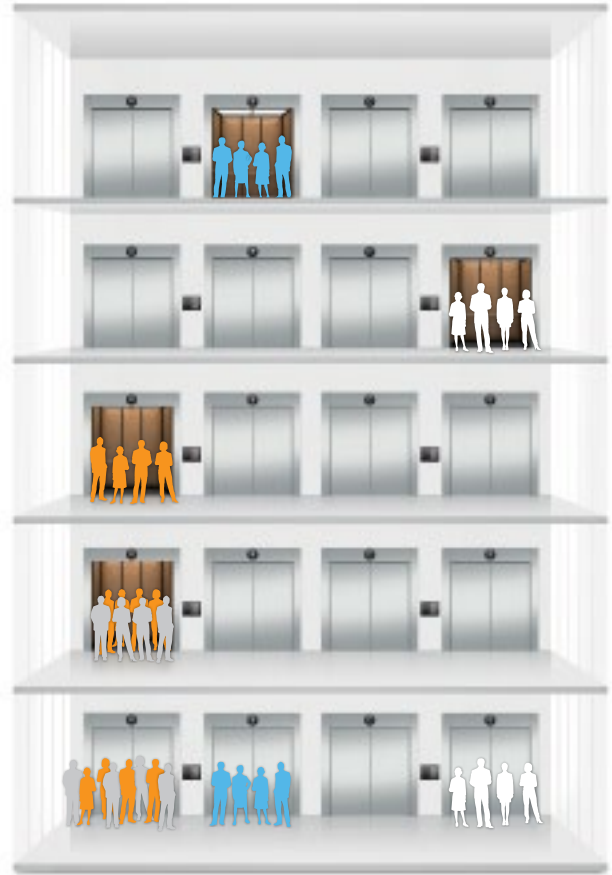
# Traditional Dispatching



**16 Passengers**  
**15 Stops**

With traditional ETA dispatching, 16 passengers huddle in the lobby and get on any elevator that is available regardless of destination, resulting in 15 different stops.

# Destination Dispatching



**16 Passengers**  
**4 Stops**

With Destination Dispatch, 16 passengers are directed to the elevator that most efficiently takes them to their destination, resulting in only 4 stops.

## Benefit from an improved building with improved traffic flow.

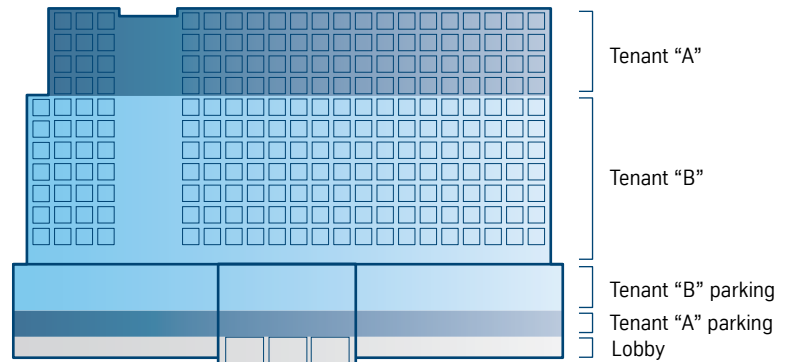
- *Less congestion in the lobby at high traffic times*
- *Increased handling capacity by up to 30%*
- *Improved passenger comfort level with less crowded elevators*
- *Reduced travel times by as much as 25%*
- *Increased building security, giving tenants peace of mind*
- *Competitive building amenity for attracting and retaining tenants*

# What impact can Destination Dispatch have in the real world?

Here's an example of an actual building analysis:

## Problem

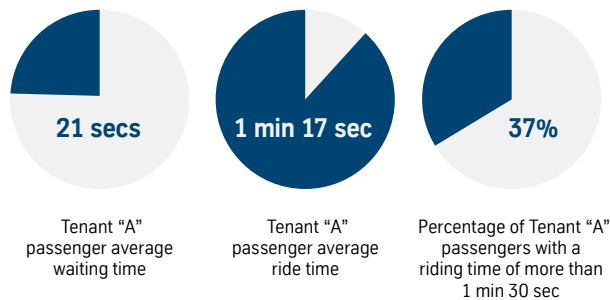
Tenant "A" occupies the highest floors (the most expensive in the building) and the lowest parking level. A traditional elevator system shared with tenant "B" means tenant "A" has the longest time to destination of anyone in the building. Tenant "A" is paying a premium for its space but is not receiving a premium experience.



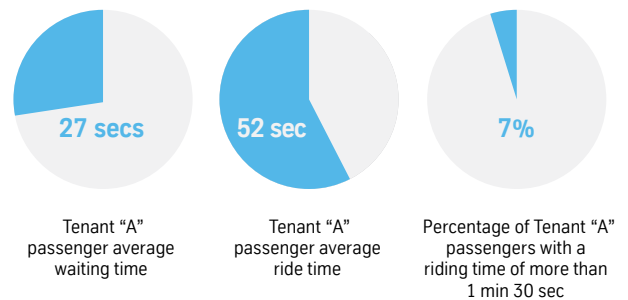
## Solution

Install Destination Dispatch to give tenant "A" exclusive elevator access during peak elevator traffic times. This will significantly cut down on travel time and give tenant "A" the exclusivity that being a premium tenant warrants.

Without Destination Dispatch



With Destination Dispatch



Destination Dispatch saved Tenant "A" passengers up to **1 minute, 5 seconds** in riding time.

Analysis based on compiled and simulated data during weekday hours of 8:20 a.m. to 8:50 a.m.

Destination Dispatch is easy to use:

- 1 Touch screen or keypad is used to call an elevator.
- 2 Destination Dispatch kiosk directs each passenger to the most efficient elevator.
- 3 Passengers arrive at their destinations faster.



Destination Dispatch meets all ADA requirements. Talk with your salesperson about details.



# Three levels of efficiency.

## Destination Dispatch Configurations

### Destination Select

If your building has high-traffic conditions on only a few floors, then Destination Select is a cost-effective means of providing Destination Dispatch. With Destination Select, kiosks are located only in high-traffic areas. The remaining floors will have traditional “up” and “down” pushbuttons. Key features include:

- *Kiosks on select floors*
- *Pushbuttons inside car*
- *Improve efficiency in select areas*
- *Ideal for buildings with high traffic during peak hours or on certain floors*
- *Easily interfaces with existing building security system*

### Destination Complete

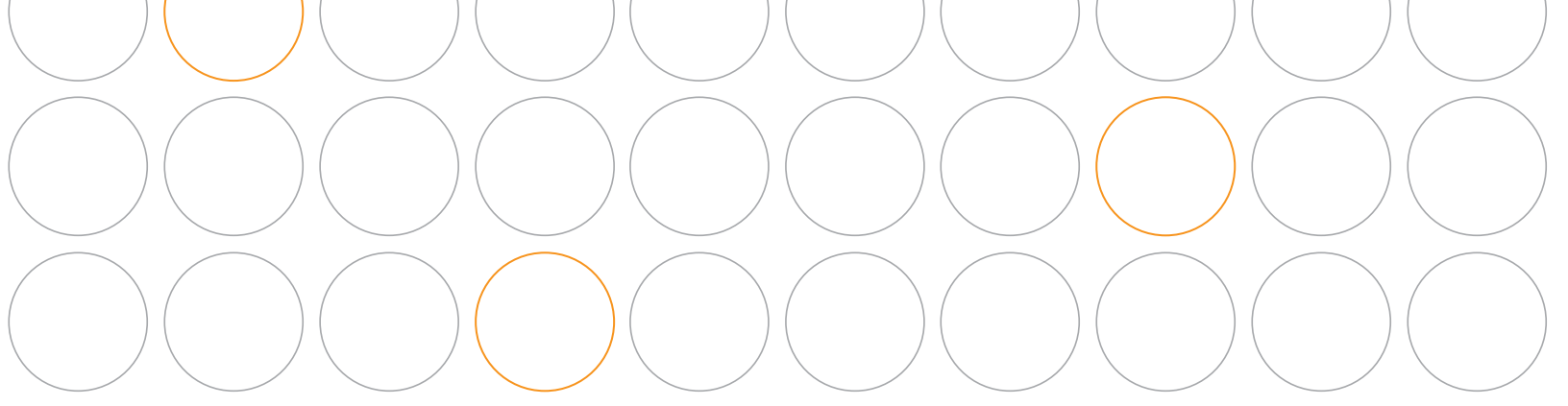
This configuration takes advantage of all that Destination Dispatch provides and is available on elevator modernization projects, new installations or as a retrofit to a recently installed ThyssenKrupp Elevator system. Key features include:

- *Kiosks on each floor*
- *No pushbuttons inside car*
- *Maximum efficiency*
- *Ideal for complex buildings*
- *Easily interfaces with existing building security system*



## Destination Dispatch makes security more secure.

Destination Dispatch can be installed to work with most security systems, either existing or new. Tenants gain access to building levels based on security clearance, and only accessible floors can be selected. Once a floor is chosen, tenants are directed to an elevator that will take them to that floor.



## Destination Advance

This is a quick, temporary solution while your elevator system is being modernized. Destination Advance can be installed right away and gives you all the benefits of Destination Complete and Select such as:

- *Dispatches traffic for both existing and new elevators*
- *Seamless transition from Destination Advance to Destination Complete*
- *Stand-alone Destination Dispatch enhancements for existing legacy systems*



\*In high-traffic areas only, such as a lobby or cafeteria.



Review display options and configure your own at [thyssenkrupp.com/destinationdispatch](http://thyssenkrupp.com/destinationdispatch)

## Ethernet Security

Destination Dispatch can be installed with an Ethernet interface to a third-party security system currently in the building or one ThyssenKrupp recommends.

- *Touch screen displays secured floors' call buttons*
- *Floors are locked until a security card or fob is used*
- *With security clearance, user can access elevators that reach secured floors*

## Pin Entry Security

Destination Dispatch can be installed with ThyssenKrupp's Intelligent Monitoring System, which uses pin entry security to secure the call buttons at the call entry device.

- *"Locked" floors are displayed on touch screen*
- *User "unlocks" floors by entering a pin number when prompted*
- *Once access is granted, the user can call elevators to reach the secured floors*

# ThyssenKrupp Elevator Locations

## UNITED STATES OFFICES

<b>Alabama</b>		<b>Georgia</b>		<b>Minnesota</b>		<b>Oklahoma</b>			
Birmingham	205-945-0062	Atlanta	770-916-0555	Duluth	218-624-5566	Oklahoma City	405-949-1916	Midland	432-683-1488
<b>Alaska</b>		Macon	478-475-5438	Minneapolis	612-588-7844	Tulsa	918-665-2040	San Antonio	210-495-8585
Anchorage	907-522-3002	Savannah	912-354-8800	<b>Mississippi</b>		<b>Oregon</b>		Temple	254-778-3741
<b>Arizona</b>		<b>Hawaii</b>		Jackson	601-922-9400	Eugene	541-683-7848	Tyler	903-533-8844
Phoenix	602-257-0216	Honolulu	808-834-6300	<b>Missouri</b>		Portland	503-255-0079	<b>Utah</b>	
Tucson	520-622-2452	<b>Idaho</b>		Springfield	417-581-9466	<b>Pennsylvania</b>		Salt Lake City	801-908-7433
<b>Arkansas</b>		Boise	208-658-0000	St. Louis	314-991-0800	Allentown	610-366-0161	<b>Vermont</b>	
Little Rock	501-407-9030	<b>Illinois</b>		<b>Montana</b>		King of Prussia	609-567-2333	BAY STATE ELEVATOR CO., INC.	
<b>California</b>		Chicago	630-652-4000	Bozeman	406-587-3895	Philadelphia	215-405-2340	Essex Junction	802-879-1749
Anaheim	714-939-0888	Peoria	309-691-2596	<b>Nebraska</b>		Pittsburgh	412-367-7500	<b>Virginia</b>	
Fresno	559-271-1238	<b>Indiana</b>		O'KEEFE ELEVATOR CO.		York	717-767-5600	Newington	571-642-0530
Hayward	510-476-1900	Evansville	812-475-9419	Omaha	402-345-4056	<b>Puerto Rico</b>		Norfolk	757-547-9025
Los Angeles	323-278-9888	Indianapolis	317-595-1125	<b>Nevada</b>		Puerto Rico	787-708-5605	Richmond	804-355-9792
Sacramento	916-376-8700	<b>Iowa</b>		Las Vegas	702-262-6775	<b>Rhode Island</b>		Roanoke	540-563-5700
San Diego	619-596-7220	O'KEEFE ELEVATOR CO., INC.		<b>New Hampshire</b>		Providence	866-989-3555	<b>Washington</b>	
San Francisco	415-544-8150	Des Moines	515-283-2471	STANLEY ELEVATOR CO., INC.		<b>South Carolina</b>		Everett	425-438-0309
San Jose	408-392-0910	<b>Kansas</b>		Nashua	603-882-6918	Columbia	803-798-3895	Seattle	425-702-1200
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Fort Collins	970-221-1744	<b>Louisiana</b>		Buffalo	716-681-7900	THYSSENKRUPP ELEVATOR		BRAUN THYSSENKRUPP	
<b>Connecticut</b>		Baton Rouge	225-928-1120	Elmsford	914-347-3450	Chattanooga	423-499-2216	ELEVATOR	
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<b>Florida</b>		<b>Maine</b>		Manhattan	212-947-8800	Memphis	901-377-1993	Falls	262-703-0500
Ft. Lauderdale	954-971-6500	Brewer	207-989-3255	Rochester	585-359-9290	<b>NASHVILLE MACHINE CO., INC.</b>		Madison	608-221-4400
Ft. Myers	239-334-2511	<b>Maryland</b>		Syracuse	315-437-7541	Nashville	615-256-5251		
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Jacksonville	904-260-4656	College Park	301-345-6400	Charlotte	704-529-1000	Austin	512-447-9511		
Miami	305-592-7722	Hagerstown	301-739-1314	Greensboro	336-272-4563	Corpus Christi	361-299-0033		
Orlando	407-425-3496	Ocean City	410-520-0022	Raleigh	919-851-8557	Dallas Central	972-785-0505		
Pensacola-		<b>Massachusetts</b>		<b>North Dakota</b>		Dallas			
Mobile Area	850-477-0015	Boston	617-547-9000	Fargo	701-232-2673	Downtown	214-303-1389		
West Palm		<b>Michigan</b>		<b>Ohio</b>		El Paso	915-595-0171		
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Tallahassee	850-576-0161			Toledo	419-666-3304	Downtown	713-654-7700		
Tampa	813-287-1744								
Vero Beach	772-567-0001								

For a complete list of all the state licensing contractor numbers, please visit [www.thyssenkruppelevator.com](http://www.thyssenkruppelevator.com)

## CANADA OFFICES

<b>Alberta</b>		<b>Manitoba</b>		<b>Nova Scotia</b>		<b>Quebec</b>	
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<b>British Columbia</b>		Saint John	506-634-1063	Hamilton	905-385-1785	<b>Saskatchewan</b>	
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### ThyssenKrupp Elevator

2600 Network Blvd., Ste. 450, Frisco, TX 75034

Phone (877) 230-0303

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