

next floor



Competitive Advantage

Next Floor examines how Schindler's ability to deliver added value is helping building owners and managers transform vertical mobility into a competitive advantage in commercial real estate.



Schindler



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Cover photo: Caesars Palace Hotel and Casino, Las Vegas.

Photo above: A New Orleans-style jazz celebration at the Hyatt Regency. Photo credit: Cheryl Gerber/AP Images for Hyatt.

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The competitive edge



Today's business climate is highly competitive, with companies in search of even the slightest advantage to bring to market. The level of competition seems to ratchet up in proportion to an increasing focus on product and service features and benefits. Faced with ever-present economic pressures, customers are placing heightened emphasis on cost relative to performance. The ultimate focus is on value, or receiving a fair return on investment in a product or service.

The commercial real estate market is an excellent example of where intense competitive forces are at work. In many regions, there is an oversupply of commercial office space with the expected resulting pressure on price. Of course, price alone is just one of these forces. Tenants also look for space in buildings that include a long list of amenities and enhancements. Owners and managers of older buildings encounter even bigger challenges in competing with newer structures that incorporate technological advancements that tenants find appealing, especially those that improve productivity.

Schindler is helping owners of older buildings compete more effectively for tenants by offering new, innovative systems for upgrading their elevators. For example, through a phased modernization program, a building with 40-year-old elevators can upgrade them to offer our new PORT (Personal Occupant Requirement Terminal) Technology. This approach delivers an immediate improvement in elevator performance through the most advanced destination-dispatch traffic management system on the market. Once PORT Technology is installed, individual elevators can be removed from service for further modernization that can include Schindler regenerative drive systems that return electrical energy to a building's power grid.

Competition is healthy. It drives businesses to build better products and offer improved services. As clients we reap the rewards in comfort, convenience, increased productivity and, ultimately, greater value. At Schindler, our commitment is to help our customers and their tenants stay a step ahead on their journey to the next floor.

A stylized, handwritten signature in black ink, consisting of several overlapping loops and a long horizontal stroke at the bottom.

Jakob Züger
Chief Executive Officer, Americas

It was born quietly as a tropical depression over the southeastern Bahamas on Aug. 23 and immediately began creeping northward. On the morning of Aug. 24, it was upgraded to a tropical storm and continued on a slow, determined path.



New Orleans Revival

By the time it reached the Gulf of Mexico, the warm waters gave it more energy, and in the space of nine hours, it grew from a Category 3 hurricane to a Category 5 monster with sustained winds of 175 miles per hour. When Hurricane Katrina hit the Gulf Coast in 2005, it ravaged Mobile, Ala.; Gulfport, Miss.; and New Orleans as well as dozens of other coastal cities, causing more than \$100 billion in damages. Katrina is listed as the sixth most powerful Atlantic hurricane on record, but like all of its predecessors, it encountered an even stronger force in the will and determination of the people it affected to recover from its devastation. The winds of hope would prove far stronger.

Waiting

While parts of New Orleans were back in full operation as early as 2006, many commercial structures were not, including Hyatt Regency New Orleans. It had become an iconic figure of Katrina's destruction, with most of its windows blown out and curtains curling around the structure in the wind. Severely damaged, Hyatt Regency nevertheless was used as a command center for city officials after the hurricane struck. Due to a series of delays and change of ownership, the rebirth of Hyatt as a vibrant part of the city would be six years in the making. But thanks to the determination of its owners and Hyatt Hotels Corporation, the hotel was destined to be reborn

Photo right: A traditional New Orleans jazz band celebrates the opening of the Hyatt Regency.
 Photo credit: Cheryl Gerber/AP Images for Hyatt.
 Photo below: A completely redesigned exterior entranceway greets visitors to the hotel.
 Photo credit: Hyatt Hotels.



and recapture its position as a symbol of the spirit of New Orleans.

New life, new purpose

Speaking about the future, Michael Smith, the hotel's general manager, said, "We closed with a bang; we're going to open with one. We're the phoenix rising from the ashes. We're located adjacent to the Mercedes-Benz Superdome, located in the heart of the Sports and Entertainment District. For us this would be more than a repair of our hotel, rather it would be a redevelopment and repositioning."

Smith continued, "Now that construction is completed, Hyatt Regency New Orleans is a totally new hotel. Today we offer 1,193 guest rooms including 95 suites, 200,000 square feet of flexible event space, expansive food and beverage offerings and unprecedented service." Smith is quick to point out that Hyatt Regency New Orleans has the most meeting space of any hotel in the city, as well as the unique ability to self-contain group events of all sizes. ►



A Schindler PORT device "reads" guest room keys and assigns the elevators that will most efficiently take passengers to their destination floors.

New technology

With an increase in guest traffic drawn to the hotel comes the need for increased security and technology to ensure a smooth flow of people through the facility. To meet this need, Schindler recently completed the installation of its PORT Technology destination-dispatch system on eight high-rise passenger elevators.

According to Smith, "The technology in our hotel is second to none. Each guest room key is programmed automatically on check-in to provide customized elevator access. Our guests swipe their room key at one of the PORT devices, and an elevator is called to take them to the floor where they will be staying. We're the first building in Louisiana to offer Schindler's PORT Technology and the first to seamlessly integrate it with our security system for elevator access control at every floor."

The redesigned lobby of The Hyatt Regency New Orleans makes a dramatic and stylish statement to arriving guests. Photo credit: Hyatt Hotels.



PORT Technology makes a truly networked environment possible at Hyatt Regency New Orleans by recognizing occupants and responding to their needs. The patented system employs RFID technology to recognize passengers and call an elevator based on that individual's requirements. Hotel managers can easily design applications to accommodate a wide range of special situations in real time. It provides additional security for guests, and it supports energy conservation goals through more efficient elevator operation. And, thanks to unprecedented levels of customization, it adapts to individuals with special needs.

Into the wind, into the future

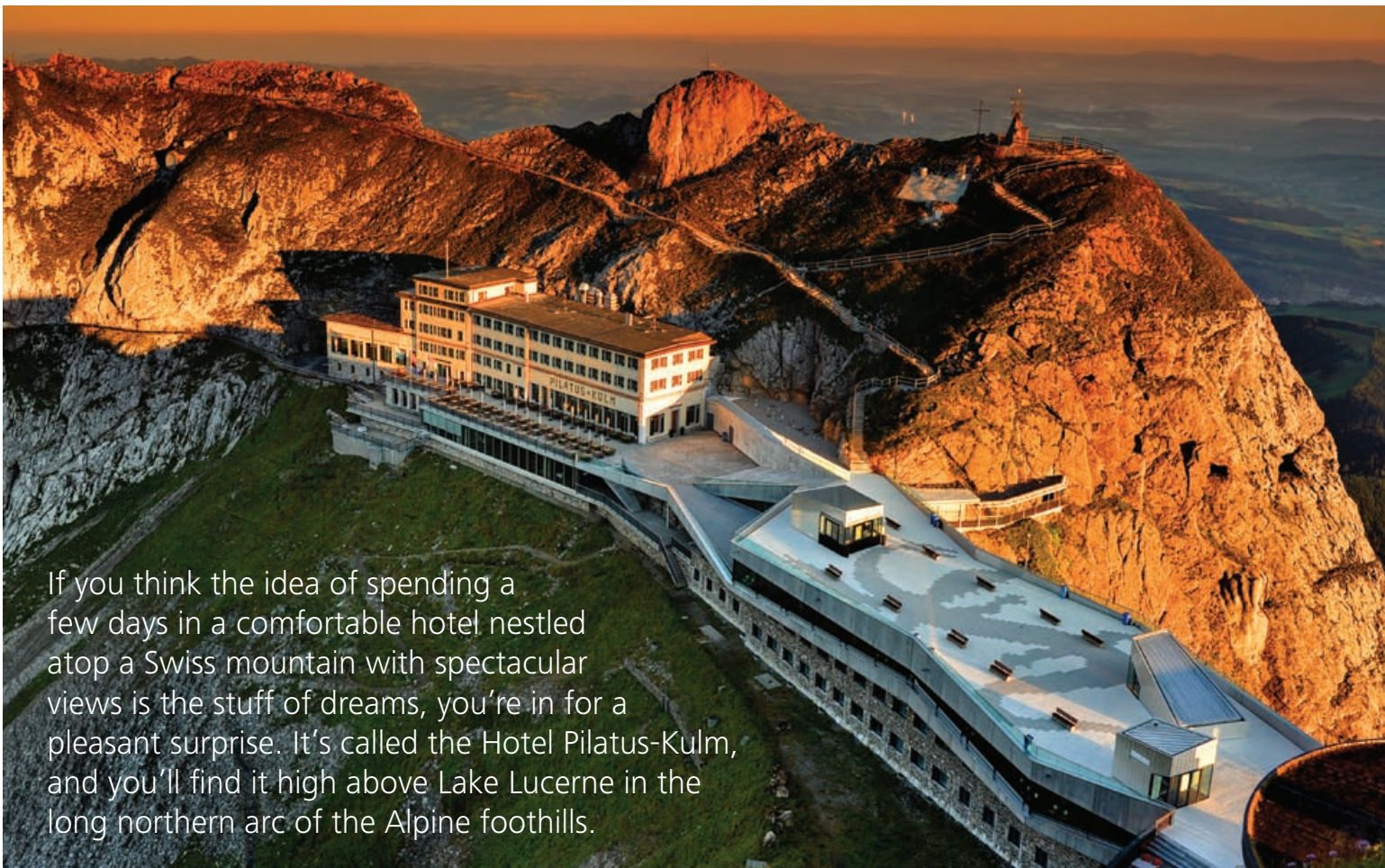
Hyatt Regency New Orleans stands as a symbol of the relentless determination of a city to rise from adversity. Six years after Katrina, it remains a 32-story structure, but somehow Hyatt Regency New Orleans seems to reach new heights. It has a new purpose, incorporates the most advanced technology and presents a fresh face to its city. Michael Smith remarked, "At the dedication of our reopening we released 5,000 silver and purple biodegradable balloons into the sky to signify our hotel's rise from near destruction to remarkable return." Balloons carried aloft by the far more gentle breezes of the Gulf Coast. ■

5,000 balloons rise skyward commemorating the hotel reopening and symbolizing the soaring spirit of the people of New Orleans.
Photo credit: Cheryl Gerber/
AP Images for Hyatt.



The elevator lobby showing PORT devices at the Hyatt Regency New Orleans.





If you think the idea of spending a few days in a comfortable hotel nestled atop a Swiss mountain with spectacular views is the stuff of dreams, you're in for a pleasant surprise. It's called the Hotel Pilatus-Kulm, and you'll find it high above Lake Lucerne in the long northern arc of the Alpine foothills.

Energy at a Higher Level

Constructed in 1890, the hotel's complex of buildings presents a classic elegance, and while they have aged gracefully, the lack of energy efficiency became a significant issue. Pilatus-Bahnen, the management firm, could have taken the easy course by replacing old buildings in need of repair with new structures. Instead, they decided to preserve these unique tourist treasures with an "energy makeover".

According to André Zimmermann, Pilatus-Bahnen AG's director, "Questions about the energy utilization on the mountain were as unmistakable as its silhouette. It was time to develop clear-cut solutions to the issues related to supply and consumption."

Visions are one thing — but turning them into reality is quite another. Pilatus-Bahnen was determined to set about the enormous challenge of a complete overhaul. Zimmermann continued, "Creating an energy

concept for the entire mountain was a part of this work, and for something that sounds relatively simple, it was not without its pitfalls. Our ambitious objective was to ensure that the energy supply on the mountain could function autonomously for seven months of the year. And this included all of the buildings whose construction appeared entirely incompatible with energy efficiency in general, let alone with meeting the demanding Swiss 'Minergie' standards for low-energy buildings."

Cutting-edge energy technology

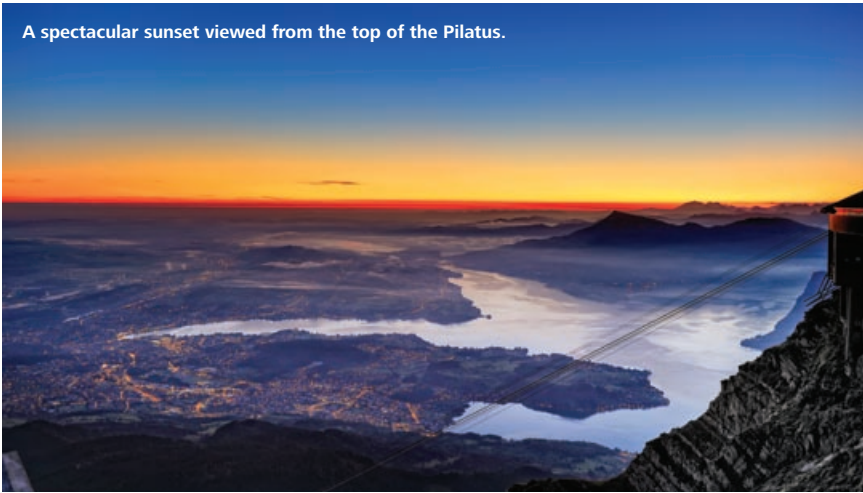
"The challenges were huge," recalls André Zimmermann. "The outside of the Hotel Pilatus-Kulm was renovated and today basks in its former glory, but that was just one part of the story. The 'inner' elements of the hotel also underwent a complete upgrade. Today, the building has been completely refurbished from an energy perspective." Zimmermann said, "The redevelopment has had an extremely positive impact on reducing heating bills and also on the comfort and well-being of our guests. Heating and air-conditioning, as well as pipes, appliances and machinery, are now all state of the art. Where practical, heat is reclaimed and immediately reused. An example is that water is now preheated using exhaust heat. We have saved so much energy at the hotel that it covers the demands of heating our new panorama gallery." ►



Photo above: Expansive open spaces lined with large windows offer guests panoramic Alpine views.
Photo right: Newly installed Schindler 6200 elevators transport guests within the Hotel Pilatus-Kulm.
Photo below: At an elevation of 6,982 feet above sea level, a cable car is the only way to reach the hotel in winter.



A spectacular sunset viewed from the top of the Pilatus.



► A panoramic view of energy efficiency

A new wind- and weatherproof panorama gallery has been constructed at the Pilatus-Kulm hotel and is in the process of being certified to "Minergie" standards. Energy efficiency improvements have made it possible to decommission three of the previous five heating boilers. In addition, the three Schindler elevators that have been modernized and installed as part of the overall renovation project also play a part in achieving the "Minergie" quality standard for energy conservation. After a year and a half of renovation work, the Pilatus is now at a high standard in terms of energy utilization.

Zimmermann already has an idea for the next stage of the energy plan: reclaiming heat from wastewater. "The technology required to do this is already available on the market," says the Pilatus-Bahnen director. For now, he is enjoying the fact that with the completion of renovation and refurbishment work, the buildings on the Pilatus are heated and provided with hot water by a central energy supply for the very first time.



A Schindler service elevator takes pastry chefs and their exquisite creations to a higher level.

The glow from the interior of the Hotel Pilatus-Kulm warms the frozen air of an Alpine evening.



The Queen Victoria Restaurant in the Hotel Pilatus-Kulm.





A train on the world's steepest cogwheel railway carries its passengers to the top of the Pilatus. The majestic Swiss Alps frame the background of this spectacular view.

Nature in its purest form

The reason why Pilatus-Bahnen has pursued this energy concept is very simple. André Zimmermann says, "Nature is our top attraction and probably the main reason why guests come to us. It shows us the way. It's only right that we should give something back to nature through our renovation work." However, Zimmermann knows that this approach is not always easy to reconcile with the wishes of customers.

He therefore clearly believes that construction should only be carried out where tourism already has established a foothold. Pilatus-Bahnen has made significant investments in rejuvenating the

mountain. Zimmermann is sure that the money has been well spent. He sees the new Pilatus business center as the jewel in the crown, making it a top destination for conference guests. The center includes four meeting and banquet rooms that can accommodate up to 300 people and is equipped with the latest technology.

With the renovation and refurbishment work now complete, the new energy concept on the Pilatus has significantly boosted its reputation and has taken a major step in achieving the resort's objective of providing everything for its guests under one roof. ■

Hotel Pilatus-Kulm Facts & Figures

Property owners	Pilatus-Bahnen AG, Kriens
Architects	Pierre Gurtner, Arcature, Renens Graber und Steiger Architekten, Lucerne Architekturbüro Müller, Kriens
Investment	About \$33 million
Duration of construction	October 2009 to June 2011
Elevators	1 Schindler 6300 1 Schindler 6200 1 Schindler 3300 (Pilatus-Kulm)
Annual visitors to summit	55,000

Al Lindsay is an architect and the associate director of planning and construction for South Carolina State University. It would be a challenge to find a person more enthusiastic than Al about an institution of higher learning or someone with a stronger vision of how a university should take shape.



Energy-efficient Education



Photo above left: Architect and Associate Director of Planning and Construction for South Carolina State University Al Lindsay oversees construction of the new Engineering and Computer Science Complex. Photo above right: Highway 601 entrance to South Carolina State University. Photo right: The SCSU campus is pedestrian-friendly with limited vehicular traffic.

Founded in 1896, South Carolina State University has played a key role in the education of African Americans, both in the state and the nation. Today, the university is open to all students, and nearly 5,000 are majoring in a wide range of programs that includes business, art, English, drama, fashion merchandising and the sciences.

Campus visionary

South Carolina State maintains two campuses; one is 160 acres with 120 buildings, and the other is 287 rural acres with 20 buildings. Al Lindsay oversees the planning and construction of buildings on both campuses and is confronted with the challenge of meeting increasing demands for energy efficiency.

According to Lindsay, "The state of South Carolina has mandated that all state-funded building construction must achieve the U.S. Green Building Council's Leadership in Energy and Environmental Design, or LEED® Silver Certification. This requirement affects virtually every aspect of how we design a building, from construction materials to its operating systems."

Lindsay continued, "We have several projects currently planned, including a new three-story structure, a health and wellness center and a new four-story library, with elevators and escalators in the lobby. The library will be built on the parking lot of our old library, which will save costs and time compared with building over the existing structure. In all of our new construction we look for efficiencies like capturing and recycling

water from roof systems and the use of solar energy and solar lighting. And we don't just aim for LEED® Silver; we aim for the higher level of certification, LEED® Gold."

While many factors contribute to attaining LEED® certification, Lindsay includes products from Schindler. He adds, "I like the advances Schindler is making in their elevators and escalators, and we have a lot of their equipment here on our campuses. Their new traction drive elevators are very exciting. By eliminating the machine room they save us space and reduce our cost of materials. Their drive motors are energy efficient, and their lighting systems help us save electricity as well."

A man for all semesters

Al Lindsay's vision for South Carolina State reaches beyond technology. He is already working to make the university pedestrian-friendly by closing the main road that runs through the campus, and he is planning to close others. Lindsay continued, "As a place of higher learning, a university is about meeting with others and exchanging ideas. I think students and faculty have more opportunities to do that strolling through campus than riding in their cars. Plus, it's cleaner and safer." If you have the opportunity to visit South Carolina State, you might want to look up Al Lindsay, go for a walk with him and see his vision taking shape. ■

LEED is a registered trademark of the U.S. Green Building Council.



When completed, the university's new Engineering and Computer Science Complex will include classroom and laboratory spaces for the Colleges of Science, Mathematics and Engineering Technology. Rendering courtesy of The Freelon Group Architects.



Raleigh is the state capital of North Carolina and is named for Sir Walter Raleigh, who established a colony in the area in the late 16th century. Raleigh is known as the “City of Oaks” due to the predominance of this type of tree within its borders.

Capital Improvement

Along with the cities of Durham and Chapel Hill, Raleigh forms one of the points of the Research Triangle, home to three major universities and numerous corporations engaged in advanced research and development. Thanks to its outstanding quality of life and business-friendly approach, Raleigh is a fast-growing area and frequently listed as one of the top 10 places to live and work in the United States.

Technology ... southern style

Capital Bank Plaza, situated in the heart of Raleigh’s business district, is a 14-story multi-tenant office building that was constructed in 1964 and designed by the noted architect Emery Roth. Like many of the Roth-designed buildings found in New York City, Capital Bank Plaza reflects the neo-classic style and competes for tenants with other Class A office space in the district. According to Don Carter, principal in Raleigh Development Company, the building owner, “To attract and retain tenants in this market requires every convenience and the latest technology. This is especially true for Capital Bank Plaza where access control and security are major considerations. It’s one reason why we selected Schindler’s PORT Technology when we modernized our four passenger elevators. The system incorporates card readers that are seamlessly integrated with our security system for maximum access control. PORT allows us to determine who has exited the building and who might be inside after the exterior doors are placed on lockout.”

But security wasn’t the only issue for Capital Bank Plaza. Carter continued, “Of course, the Schindler PORT Technology is just farther ahead of other destination-dispatch systems we reviewed in terms of convenience and efficiency. Our tenants find it very easy to use; all their information is contained on a single RFID access card, and we have the ability to customize the system to satisfy our own special requirements. Our elevators also incorporate Schindler’s regenerative drives, which can return electrical energy to our building’s power grid when the elevator cars are moving. As a result, our energy consumption at 100 percent occupancy is actually less than it was a couple of years ago when we were only at 37 percent occupancy. It’s simply amazing.” ►

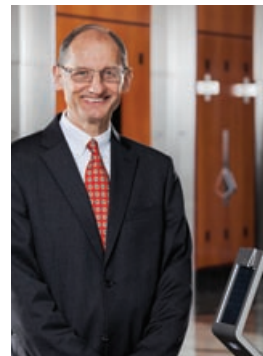
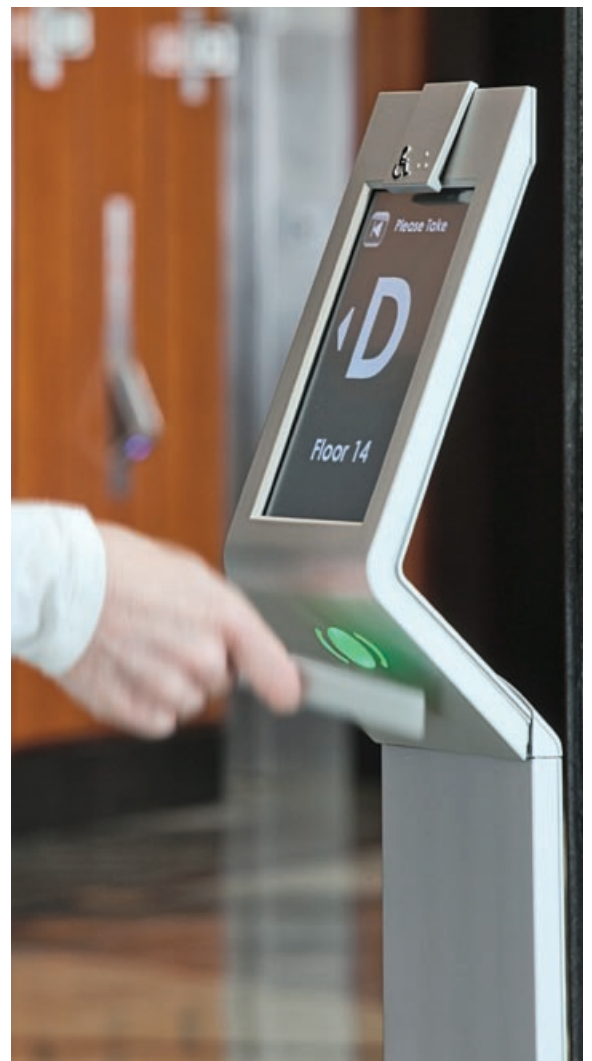


Photo left: Don Carter, principal in Raleigh Development Company. Photo below: PORT devices incorporate RFID card readers that direct tenants to elevators that will take them to their destination floors with the fewest number of stops.



► Talk of the tenants

It's clear that Capital Bank Plaza, like the city of Raleigh and North Carolina's Research Triangle, combines a classic southern style and elegance with advanced technology to create a unique environment for its tenants. Here's what tenants are saying.

"It's a lot faster. It's very easy to learn and use; just touch the screen and go."

Jordan Hockaday, tenant two years prior to new system

"It's so much better now than before; it's working really well. The ride is much smoother and quicker."

Tony Mendez

"The new elevators are just smooth and fast, and you don't have a bunch of people trying to cram into one elevator car."

Hannah Nicely, tenant six years

"As much as we talk about rush hour traffic on the roads, it's pretty much the same in a building. We used to have to deal with crowded and cramped elevator cars; now we pretty much ride on our own. It's like having your own shuttle."

Candice Anderson, tenant four years

"With the new elevators you almost feel like it's a personal elevator. They're more reliable than the old ones."

David Lai Quong, tenant five years



Fast Facts – Capital Bank Plaza

Class A office space, approximately 170,000 square feet

Magnificent two-story granite and cherry lobby

Over 8,000 nearby reserved parking spaces

Four Westinghouse traction elevators upgraded with Schindler PORT Technology



Architects Embrace Schindler PORT Technology



Clymer Cease, AIA, LEED® AP, is an architect with more than 35 years in practice and a principal in Pearce Brinkley Cease + Lee, a prominent Raleigh architectural firm with offices in Capital Bank Plaza. With extensive experience in buildings for universities, corporations, cultural arts and public facilities, and as a tenant of Capital Bank Plaza for 17 years, he shares his

uniquely qualified assessment of Schindler PORT Technology performance.

“The old elevators were slow with uneven performance, and there were a number of maintenance issues. The new Schindler elevators have made a huge difference in our building; the new technology is terrific. The elevators are now far more efficient, they are quieter, they are running very smoothly and they save us a lot of time. I can say that this technology is much superior to anything else I’ve seen in the market. With the Schindler PORT system, both passenger waiting and travel times are minimized, and fewer elevator trips saves energy. In designing buildings, LEED® certification has become a new benchmark, and Schindler Port Technology, by minimizing elevator trips, certainly helps in this regard. Security is also an important issue, and things like the RFID technology are going to change how we think about access control in the future. What Schindler has put in place in our building is significantly better than other elevator systems I’ve experienced in other places. As an architect, I see the Schindler system as really being the next step and what we’ll be putting into buildings as we go forward.” ■

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Veni, Vidi, Vici

The famous Latin phrase “Veni, vidi, vici” (“I came, I saw, I conquered”), attributed to Gaius Julius Caesar, can also be used to describe the success of the entertainment and gaming organization that bears his name. With roots that extend back more than 70 years, Caesars Entertainment Corporation, or Caesars, has grown dramatically through the development of new resorts and through expansions and acquisitions. It now owns or manages casino resorts at 40 locations throughout the U.S. and Canada familiar to many under the Harrah’s, Caesars and Horseshoe brand names.



Caesars is dedicated to building loyalty and value with its customers through a combination of great service, excellent products, operational excellence and technological leadership. The company concentrates on the quality of its relationships with its employees, business partners and communities by being the most service-oriented, technology-driven and geographically diversified company in gaming ... an industry one could easily say it has conquered.

Caesars has more than 70,000 employees and has created a spirit of teamwork combined with a company-wide commitment to customer satisfaction. It is focused on improving the quality of life in the communities in which it operates while setting the standard of excellence in the gaming industry by delivering truly exceptional service.

Partners in performance

Recently, Caesars began a search for a mobility partner ... a company that could service its diverse collection of more than 1,200

elevators, escalators and moving walks throughout its U.S. facilities. According to Andrew Kesler, director of strategic sourcing, “We evaluated a number of local and regional service providers as well as all of the national elevator and escalator companies. Our requirements are a bit unusual in that most of our business is done in the evenings and on weekends, and our specifications regarding service response time and preventive maintenance procedures are quite stringent. Of all the service providers we evaluated, Schindler proved to be the best listeners.

Photos from left to right:
 Caesars, Windsor, Ontario, CAN;
 Harrah's Louisiana Downs, Bossier City, La.;
 Flamingo, Las Vegas, Nev. Photo credits: Caesars
 Entertainment Corporation.



Andrew Kesler, director of strategic sourcing at
 Caesars Entertainment Corporation.

They understood our needs and responded with a proposal to handle our service and preventive maintenance as part of a national account program that exactly met our needs."

Kesler continued, "Schindler was also the only firm that demonstrated they had the procedures, systems and technology required to meet our specifications. By sharing information among their teams serving each of our locations they essentially act as a single team and eliminate the same problem from occurring at

more than one location, a capability that really resonated with our top management. The standards they apply to safety exceed all regulations, and their service technology is leading edge. Schindler's service technicians are extensively trained on all brands of equipment and, what we've found to be particularly refreshing, are also trained in people relationships ... very important in the entertainment industry." ►



Val Garfield, Schindler branch manager, Las Vegas.

► Recipe for success

A complex set of ingredients goes into managing national accounts at Schindler. Val Garfield, Schindler branch manager, Las Vegas, said, "The first activity we undertake when we develop a national account contract proposal is to visit every customer location. We inventory and inspect each piece of equipment and note any remedial or preventive measures that need to be implemented. Then we carefully evaluate service and maintenance costs, determine economies of scale

we can pass along and set time and material rates that will be consistent for each location. This is precisely what we did for Caesars."

Phil Harty, director, key account management for Schindler, adds, "For Caesars, as with all of our national accounts, we combine views from the level of each individual piece of equipment right on up to the national level. This allows us to establish a consistent set of standards for preventive maintenance, equipment

Caesars Entertainment Facts and Figures

- World's largest casino entertainment company
- Sales: \$8.9 billion
- Owns more than 50 casinos in seven countries
- 3 million square feet of casino space, 42,000 hotel rooms
- 70,000 employees
- More than 1,200 elevators, escalators and moving walks throughout U.S. facilities

Photos from left to right:
Planet Hollywood, Las Vegas;
Harrah's North Kansas City, Kan.;
Paris Las Vegas, Las Vegas. Photo credits:
Caesars Entertainment Corporation.



performance and, especially, safety. The whole package of services is centrally administered for maximum efficiency while the resources and technology of Schindler are available to each customer location. We see ourselves as partners with Caesars in delivering the finest level of service to their guests."

Flipping the switch

Servicing and maintaining more than 1,200 elevators sounds like a challenging task. According to Andrew Kesler, "One minute you

abandon how you've been servicing your equipment for years, and in the next minute you've turned it over to a new resource, in this case Schindler. I must confess to being a bit nervous and thought I might receive a number of concerned phone calls about problems. Not one. All I've received are compliments from our location managers and comments on how pleased they are with Schindler. This is a level of service and dedication at a much higher level.

"Today, we hear the term 'exceeding customer expectations' bandied about as if every company delivers on this promise. At Caesars we work hard to provide this level of service and experience for our guests, and it is gratifying to have a partner in Schindler who shares our passion for excellence." ■

Urban Renaissance

Baltimore is a city revitalized by its now-famous Inner Harbor. The renaissance began in the 1950s when old warehouses and port facilities that had gone unused for decades were torn down and a master plan for redevelopment was implemented.



Crowds at dusk on the waterfront walkway by Harborplace at Inner Harbor.

With the harbor no longer used for commercial purposes, parks and facilities for recreational and community purposes were created. New office and retail buildings sprang up immediately adjacent to the harbor along with the Baltimore Convention Center, National Aquarium, Maryland Science Center and a number of hotels. In 1980, the Rouse Company, now owned by General Growth Properties, created the Harborplace, a festival marketplace, as the centerpiece of the new Inner Harbor and a trailblazing venture in urban redevelopment, one of the most successful in U.S. history. Moreover, it has earned well-deserved recognition as a worldwide tourist destination, and its impact on the city has spread to nearby commercial and office districts. However, the revitalization wasn't limited to the Inner Harbor; it also spread to the city's commercial center.

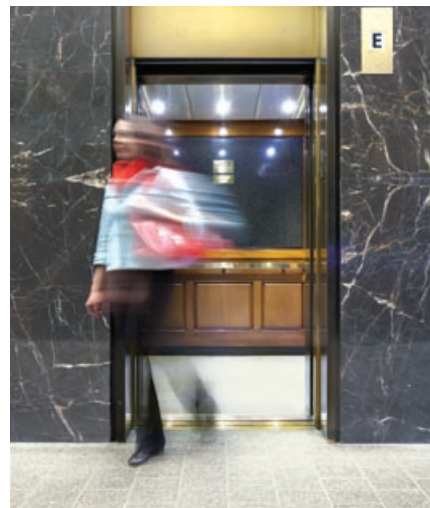
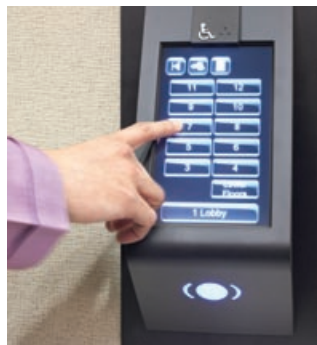


Success breeds success

Hopkins Plaza is located in Baltimore's Commercial District and within walking distance of Inner Harbor. As part of the rebirth of the city, it includes planned public open space in the form of a park-like area that forms the center of the plaza. Owned by ULLICO, Hopkins Plaza recently benefitted from a \$4 million facelift that included removal of portions of an infrequently used pedestrian skywalk, along with repaving, greenscaping and ambient lighting modifications. The plaza is bordered by high-rise buildings that compete for tenants within the Commercial District and within the Inner Harbor as well. Hopkins Plaza itself has become home to free lunchtime concerts, outdoor sculptures and a number of popular eateries. ►

A metal sculpture by artist Setsko Ono greets visitors as they enter 2 Hopkins Plaza.

Photo right: Pierre Gibbons, property manager, GH Property Management.
 Photo middle right: At 2 Hopkins Plaza, PORT devices are integrated into the building security system and require a passcode to call for an elevator car.
 Photo far right: One of the eight Schindler elevators that serve tenants and visitors to 2 Hopkins Plaza.



Baltimore's newest PORT

Built in 1970, 2 Hopkins Plaza is a 22-story office building situated on Hopkins Square in the Commercial District about four blocks from the Inner Harbor. GH Property Management operates the building and recently added Schindler's PORT Technology on all eight of its high-rise elevators, making it the first building in Baltimore to install this innovative elevator system.

According to Pierre Gibbons, property manager, GH Property Management, "With a unique building configuration that required all eight of our aging elevators to not only service all of the floors of the building but also the lower garage levels, performance had become unsatisfactory. We wanted a system that offered the latest in technology and overall efficiency. After looking at several different options, we quickly discovered that PORT Technology was the answer. We love it, and, best of all, so do our tenants, thanks to more efficient elevator operation that results in reduced waiting and travel times."

The PORT Technology brings personalized service to 2 Hopkins Plaza that identifies the individual needs of occupants. It allows building management to easily design and customize applications that can satisfy a wide range of needs, including security, energy efficiency, maintenance and adaptation for people with special requirements. The PORT Technology provides building management with a powerful tool in marketing their property and competing successfully with office buildings located not only within the Commercial District but within the Inner Harbor as well. ■

2 Hopkins Plaza rises 22 stories above Hopkins Square and is located within walking distance of Baltimore's Inner Harbor.





Another Chicago 'First'

Chicago is famous as a city of “firsts”... a few examples are the first skyscraper in 1884, first electric dishwasher in 1889, first Ferris wheel in 1893 and the first McDonald’s franchise in 1955.

Now, it can claim another “first.” Schindler has been awarded a contract to install its intuitive PORT (Personal Occupant Requirement Terminal) elevator technology at 516 Lakeshore Drive in Chicago. The 45-story, 500-unit luxury rental apartment tower is the first building in Chicago to benefit from Schindler’s PORT destination-dispatch technology.

According to Curt Bailey, president of Related Midwest, the 516 Lakeshore Drive real estate development company, “We are excited to be the first to bring this innovative technology to Chicago. We continue to pride ourselves on producing only the most cutting-edge real estate product. The convenience and luxury this new system will offer our residents is fundamental to the high standard of living we provide.”

Lakeshore Drive is an expressway that traces the shoreline of Lake Michigan in the heart of Chicago. The area is characterized by upscale condominiums, luxurious high-rise apartments and exclusive marinas. A number of public parks can be accessed along the drive including the Lakefront Trail, an 18-mile path popular with sightseers, joggers and cyclists. The area is home to the Chicago Yacht Club and hosts the annual Chicago Half Marathon. Visitors are drawn to the many amenities along the drive in the form of restaurants, cinemas, museums and specialty shopping.

Residents at the prestigious 516 Lakeshore Drive address will be served by four Schindler 7000™ elevators noted for their unsurpassed performance in high-rise landmark buildings throughout the world. Two Schindler 400AE™ machine room-less elevators, offering compact footprints and proven performance in distinctive buildings, are scheduled to be installed for service to the parking garage. ■

Preparing elevators for extreme weather



When weather can be potentially hazardous, it's important that building and facility managers take the proper precautions to help prevent elevator damage and protect the safety of building occupants. Consider the following tips before, during and after weather-related events.

Initial preparations

1. Have a diagram of the location of elevators, car numbers and the car phone number in your security area.
2. Have Schindler's emergency phone number with any required numerical designations.
3. Inspect the elevator machine room's ventilation openings, windows and doors for possible rain leakage.
4. If water leakage is found, prevent it from reaching electrical panels by installing metal splash guards around ventilation openings and weather stripping around any machine room doors that open to the outdoors.

Before a storm hits

1. Close all vents and openings in the top of the hoistway to prevent water from entering.
2. Barricade machine room windows as necessary, and ensure no occupants are left in the building reliant on elevators for egress.
3. If the building has elevators that are enclosed, run each car to the center of the building, or the top floor for two-story buildings.
4. Elevators exposed to the outdoors should be run to the floor below the top.
5. After cars are parked, shut elevators down with the keyed switch and close the doors.
6. Place the mainline disconnect in the "off" position. There is one switch for each elevator, usually located adjacent to the machine room or closet door.

Prepare for power problems

1. Become familiar with the elevator's emergency systems.
2. Ensure that the elevator has surge protection or is operating with a reliable emergency power generation system backup, or an emergency return system for hydraulic, machine room-less or traction elevators.
3. Make sure emergency lighting and a telephone are operable.

During a storm and once it has passed

Wind-driven water can disable elevators and lead to dangerous passenger entrapments. Once skies are clear, check for water on control panels or in the machine room before restoring power. Also, check the pit area for water damage. If water is found, don't resume operation until Schindler provides a thorough inspection.

Plan ahead

Because weather can be unpredictable, Schindler recommends managers take these precautions and set up a process ahead of time in order to secure safety of the equipment and its occupants.

next news



PORT TECHNOLOGY COMES TO CHENGDU

Schindler has been selected to supply 76 elevators, 43 of which are high-rise installations, as well as 50 escalators for a multi-purpose complex in Chengdu, the capital city of China's Sichuan province. Located in the city center, the complex includes an office building, a five-star hotel, two high-rise apartment blocks and a shopping center. The office building is to be equipped with Schindler's PORT Technology, the leading traffic management and access-control system that identifies building occupants and calculates the swiftest route to their destination.

TALLEST RESIDENTIAL TOWER SELECTS SCHINDLER

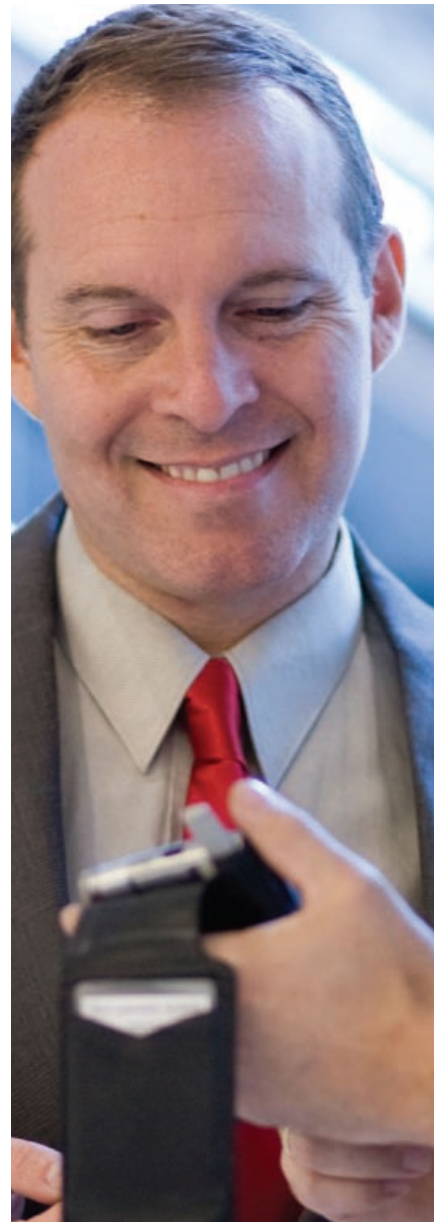
Twenty-five Schindler elevators will serve two towers in a new residential complex in Mumbai, India, one of which is the 117-story World One tower. In total, Schindler is providing 18 Schindler 7000™ elevators for the two towers, as well as seven machine room-less elevators. World One will be the tallest residential tower in the world and will house 290 luxury apartments. Thanks to an unusual curvilinear form, it will offer spectacular 360-degree views of Mumbai. Architects Pei Cobb Freed & Partners have designed the complex, and construction is scheduled to begin in 2013.

ROCHE PRESCRIBES SCHINDLER

Roche, one of the world's leading pharmaceutical companies, has chosen Schindler to supply elevator systems for its new main office building in Basel, Switzerland. The contract includes 14 Schindler 7000™ high-rise elevators for what will be Switzerland's tallest building. The 41-story, 246,000-square-foot Roche tower will be equipped with Schindler's PORT Technology, the latest advance in intelligent elevator control that recognizes passengers and guides them to the elevator with the fastest route to their destination.

SCHINDLER WILL MOVE QATARI SHOPPERS

Schindler has been chosen to equip Qatar Mall with 58 energy-efficient machine room-less elevators, 44 escalators and two moving walks in what is expected to become one of Doha, Qatar's, largest shopping malls. The project will also include six four-story office buildings with an outdoor retail area. Construction will be completed in the second quarter of 2014. The city of Doha is the capital of Qatar and has become a popular tourist and shopping destination with more than 1 million visitors annually.



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With Schindler Service Excellence, you get a plan tailored to your specific elevator and escalator maintenance requirements. No matter what brand of equipment you have, technicians with the most advanced training and technology will maintain it. Our customer call center is open 24/7. Our extensive parts inventory helps ensure speedy repairs. We offer a wide range of safety and performance upgrades. And, as a Schindler S service customer, you have unlimited, real-time online access to account data.

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