



Destination Dispatch Series (1/3) – What an Elevator Inspector Needs to Know

The next three issues of The Insider will take an in-depth look at destination dispatch technology in elevators from a variety of industry perspectives. In this issue, we take a look at destination dispatch from the perspective of an elevator inspector. A closer look for building owners and the disability community will follow this summer.

We've covered the importance of innovation and new technology for the elevator industry at length in this space due to the enormous impact it has on performance, efficiency and most important, safety. Elevator and escalator manufacturers undertake painstaking efforts to design, test and produce the safest, most efficient equipment on the market. The growing popularity of destination dispatch systems in buildings around the world is a prime example of this trend. But what does this surge in innovation of destination dispatch technology mean for the inspectors examining the equipment?

The first destination dispatch systems were introduced in the U.S. in 1992, moving the destination buttons from the car operating panel inside the car to the landing. They grouped and sorted passengers with like destinations using algorithms to effectively deliver more passengers in fewer stops, with less wasted energy and less time. Now, more than two decades later, these destination dispatch technologies are even more sophisticated, employing more advanced computing systems, RFID card readers and access control features to better optimize traffic flow and elevator efficiency. The end-result is efficiencies gained that can improve up-peak handling capacity by as much as 20-30 percent or more.

For riders, the learning curve for this technology is very minimal. Most passengers require only one interaction to master the new interface using a touch-screen, buttons or RFID reader to select their destination. But what about elevator inspectors? The latest editions of the safety codes for elevators and escalators (i.e., ASME A17.1-2010/CSA B44-10 and ASME A17.7-2007/CSA B44.7-

07) facilitate the safe and expedient use of innovations like destination dispatch, while simultaneously maintaining the rigorous third-party oversight and simplifying the inspection process.

In short, the message to elevator inspectors is, “There’s nothing to fear!” If you’re encountering a destination dispatch system for the first time, it’s important to familiarize yourself with the operation, keypad location, RFID reader and other noteworthy security tie-ins and access control features within the building. From an inspection perspective, however, think of destination dispatch as a new operating system on your computer. The equipment remains the same, and so does the elevator code inspection process. There is simply a new interface through which to run the tests.



Destination dispatch technology has significantly changed the way building owners and passengers experience building transportation, so it’s understandable if inspectors anticipate a similar effect on their work. The truth is destination dispatch systems make passenger travel more efficient without adding unnecessary complications to the inspection process. So, if you’re an elevator inspector, don’t worry. Destination dispatch is a trend that’s here to stay, but one thing it won’t elevate is your time on the job.

Editor’s Note: While the ASME A17.1/CSA B44 and ASME A17.7/CSA B44.7 safety requirements are no different for destination dispatch elevators, the accessibility requirements are unique and will be addressed in the third and final edition of our destination dispatch series in *The Insider*.

If you have questions about issues under discussion in your state, don’t hesitate to contact the *NEII* Government Affairs Director, Amy Blankenbiller, at ajblankenbiller@neii.org or 785-286-7599. Questions regarding the codes and standards that address destination dispatch systems should be directed to the *NEII* Code & Safety Director, Brian Black, at bdblack@neii.org or 585-302-0813.

Have a comment or question for the experts? Want to submit a topic for a future issue of the newsletter? Send us your thoughts at theinsider@NEII.org to keep the conversation going!

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