

# LEED PROJECT PROFILE



**ENTERPRISE HOLDINGS  
ST. LOUIS CONTACT CENTER  
ST. LOUIS, MO**

**36%** savings on lighting power

**65%** use of regionally  
manufactured products

**23%** of materials include  
recycle content

## LEED® Facts

**Enterprise Holdings  
St. Louis Contact Center  
St. Louis, MO**

LEED for Commercial Interiors v2.0  
Certification awarded July 28, 2009

**Certified 24\***

**Sustainable Sites 1/7**

**Water Efficiency 1/2**

**Energy & Atmosphere 6/14**

**Materials & Resources 4/14**

**Indoor Environmental Quality 7/17**

**Innovation & Design 5/5**

*\*Out of a possible [59] points*

The information provided is based on that stated in the LEED® project certification submittals. USGBC and Chapters do not warrant or represent the accuracy of this information. Each building's actual performance is based on its unique design, construction, operation, and maintenance. Energy efficiency and sustainable results will vary.

## ENTERPRISE HOLDINGS ST. LOUIS CONTACT CENTER

### A Better Environment for Employee's, To Better Serve Our Customer's

#### PROJECT BACKGROUND

The Contact Center receives reservations, customer service and roadside assistance calls for Alamo Rent A Car, Enterprise Rent-A-Car, National Car Rental customers. Billing, receipting, rate and database management functions are also handled by employees at this location.

The project site is located within a 144,000 square foot warehouse and manufacturing facility originally built in the early 1950's to house the Continental Can Company, which produced a wide variety of metal containers. Around the year 2000, the building was renovated and an environmental cleanup occurred. Enterprise Holdings, Apria Healthcare and SAIC became the first tenants. The LEED certified space is 65,927 square foot of an open office environment housing the actual call center function. The other spaces are used for administrative and training support for the contact center.

The contact center is a 24/7 operation, which is unique to other LEED projects where energy use was a key reason to employ efficiency strategies. Other ideas formulated during programming made the decision to use LEED rating systems easy.

#### STRATEGIES AND RESULTS

Early programming found that among the top ten "wish list" items were: thermal comfort, noise reduction, enhanced lighting, a relaxing break room environment, additional restrooms and security. The engineers at William Tao and Associates, HOK lighting and SM&W Acoustics took Enterprise Holdings programming findings and worked with Arcturis to create a first class facility befitting an international, multi-billion dollar rental car corporation.

The design was carefully implemented by the general contractor Landco Construction, insuring that construction management techniques adhered to LEED's indoor air quality standards throughout the project. Landco also kept a close eye on material selection and handling and managed the recycling program required during construction.

Some of the green friendly features are:

- Location was a Brownfield site and is within walking distance of several residential areas and public transportation.
- Carpooling to the site is encouraged.
- 30% savings on overall water use
- No CFC's were added to the project.
- Optimized HVAC efficiency and thermal comfort.
- The building is 100% smoke free and used low VOC materials during construction.
- Employed acoustical design technologies to provide speech and occupancy privacy.
- Housekeeping uses 100% green cleaning products.

Due to the sedentary nature of a call center environment, Enterprise Holdings also employed health and wellness strategies into the facility. An indoor walking track, wellness room, an inviting break room, a nursing/migraine room, and locker rooms were integrated directly into the space.

#### ABOUT ENTERPRISE HOLDINGS

Enterprise Holdings operates Alamo Rent A Car and National Car Rental, as well as its flagship Enterprise Rent-A-Car brand. Its worldwide network includes more than 7,700 neighborhood and airport locations. The Alamo, Enterprise and National brands collectively lead the car rental industry with more than one-third of all airport business in the United States and Canada. Further, Enterprise has ranked "Highest in Rental Car Customer Satisfaction" among North American airport rentals for the last seven years in a row, according to the 2004-2010 J.D. Power and Associates Rental Car Satisfaction Studies.

Enterprise Holdings owns and operates more than 1 million cars and trucks, making it the largest car rental company in the world measured by revenue, employees and fleet. Ranked No. 17 on the *Forbes* "Top 500 Private Companies in America" list, Enterprise Holdings is owned by the Taylor family and headquartered in St. Louis. Enterprise Holdings offers business and retail customers a total transportation solution, which includes hourly rental, car leasing, WeCar car sharing and Enterprise Rideshare vanpooling programs, as well as the Enterprise Car Sales and Enterprise Commercial Trucks business lines

"This was the second LEED CI project for Enterprise Holdings and our general contractor, and it was the first for many members of the design team and most of the subcontractors. Everyone approached the project with enthusiasm, an open attitude and a desire to grow their knowledge in this area. This project demonstrated that consistent communication, detailed information, and accurate record keeping are all keys to LEED success."

Daniel M. Raftery, LEED AP BD+C  
Real Estate Project Manager  
Enterprise Holdings



**Architect and Interior Designer:** Arcturis  
**Commissioning Agent:** Clayco  
**Contractor:** Landco Construction  
**Electrical Engineer:** William Tao & Associates  
**Landscape Architect:** Arcturis  
**LEED/Sustainability Consultant:** Arcturis  
**Lighting Designer:** HOK  
**MEP Engineer:** William Tao & Associates  
**Structural Engineer:** Cowell Engineering

Photographs Courtesy of: Christine Ramsdell, Enterprise Holdings Inc.

#### About USGBC-Missouri Gateway Chapter

USGBC is the nation's foremost coalition of leaders from across the building industry. Missouri Gateway Chapter members represent all segments of the building industry and work together to promote buildings that are environmentally responsible, profitable, and healthy places to live and work.

