High Access Solutions (HAS)

Case Study

Regal Cinema Colorado Mills Mall

Lakewood Colorado

Customer Profile:

Regal Cinema is a national chain of multi-screen movie theaters. The theater at the Colorado Mills Mall in Lakewood, CO experienced extensive water damage resulting from a severe ice storm. The theater has 16 movie theaters and every one of them showed various degrees of this water damage. By working with many different entertainment venues, theaters, and cinemas, we have found every facility is different and presents its own unique challenges.

Customer Needs.

Other companies that considered this project offered no option other than totally shutting down the theater to allow work during the day. Regal faced the prospect of losing significant revenue from having all the theaters closed during this project. After our analysis, we proposed doing our work at night, allowing the theaters to remain open during the day to generate revenue.

The damage in all 16 theaters included ceiling tiles that were totally ruined by the flooding, many of which had fallen to the floor. A large number of the remaining tiles had various levels of water damage from water spots to total ruin. The initial assessment indicated that more than 1,200 of these tiles required replacement. Regal management also decided to contract with an electrical company to replace and change out lights while we were working at ceiling height.

Challenges:

A wide range of problems presented challenges on this project:

* The theater complex has four different theater-sizes and configurations, ranging  
  from small to extra-large
* Each theater type had different ceiling heights and entrance restrictions
* One theater was configured so that it would not allow access with a lift
* We committed to work only at night from midnight to 10 a.m.
* Coordination with the electricians was required to achieve a smooth workflow
* Management required plastic covers over the seats and floors in all work areas
* Work areas required cleaning and removal of all lifts and equipment after every shift to accommodate movie showings that following morning

Assessment:

After walking the project with the electricians and the building facility manager we agreed on the scope of work and scheduling. We determined the project would require our LL 63 lift, our proprietary pew-straddler scaffolding system, and our special skyscraper ladders.

Solution:

An important characteristic of our LL 63 lift is it requires only 32-inches of doorway clearance. This allowed us to gain access through the 34-inch emergency doorways in all but one of the theaters.

Once in the door of the theater we had to negotiate a set of stairs of varying heights. This meant that every night we would build a ramp to get the lift down the stairs and then remove it in the morning.

We would start at the doorway at the front of the theaters near the screens. The lift was maneuvered to the optimal position to reach and replace tiles and then allow the electrician to replace the lights.

Once our team accessed all possible work areas, we would then build stair ramps, allowing the lift to move up the side aisle to the middle aisle. This process also required moving seats from the path to allow the movement of the lift. At the middle aisle positioning we reached back down toward the movie screen to reach those tiles and lights then would swing around to reach up toward the back of the theater as far as we could.

While this aspect of the project was underway, other HAS teams were setting up scaffolding to reach the middle section areas too high up the rows for the lift to safely reach. A third team worked in the rear of the theater where the ceiling was the lowest utilizing the skyscraper ladders. This meant we always had 3 ladders and/or lifts in the air to get the job done as expediently as possible.

This effort kept 8 to 10 men working through the night to complete this project. Additionally, we found ourselves working in as many as three different theaters per night.

High Access Solutions assumed responsibility for coordinating the work schedules for our team, the theater managers, and the crews of the electrical contractor.

Summary:

This project had many moving parts and one major setback. After working for two weeks on the ceiling tiles, there was another heavy rain storm in Lakewood. We immediately noticed that the roof was leaking in many different locations. This required us to suspend work for a full month while roofers made necessary repairs to the roof. We then coordinated with the General Contractor, Beck, for them to assume responsibility for the additional tiles that had to be replaced a second time. This involved going back into theaters that we had already finished, repeating the laborious process of building ramps, covering work areas, and cleaning up again.

We also found it necessary to coordinate all purchases of tiles for the project as we found there were three different types of tiles used in different areas of the facility.

This project ended requiring three months of nighttime work to finish, with our team replacing more than 2,200 tiles. However, we are proud of the fact that not one theater was shut down and not one dime of revenue was lost due to our work.

Movie theaters present a variety of difficult challenges and obstacle because of the many seats, rails, access points, and varying ceiling heights. Our successful work in everything from film theaters to multi-million-dollar venues provides us with the insights and experience to complete these jobs in the fastest, safest and most cost-effective manner.