



Welcome to
Transportation

Safety First

- Buckle up
- Watch your speed
- Drive responsibly

The ticket will be yours!

Dress Code

- Fila Rogers Cup tops and hats provided
 - Do not wear clothing from previous years
- Clean running/training/tennis/dress shoes only
 - No open toe footwear
 - No sandals or flip-flops
- Shorts, skirts or pants allowed
 - Can be white, khaki, dark blue or black
- **NO JEANS**
- **NO perfume/cologne**

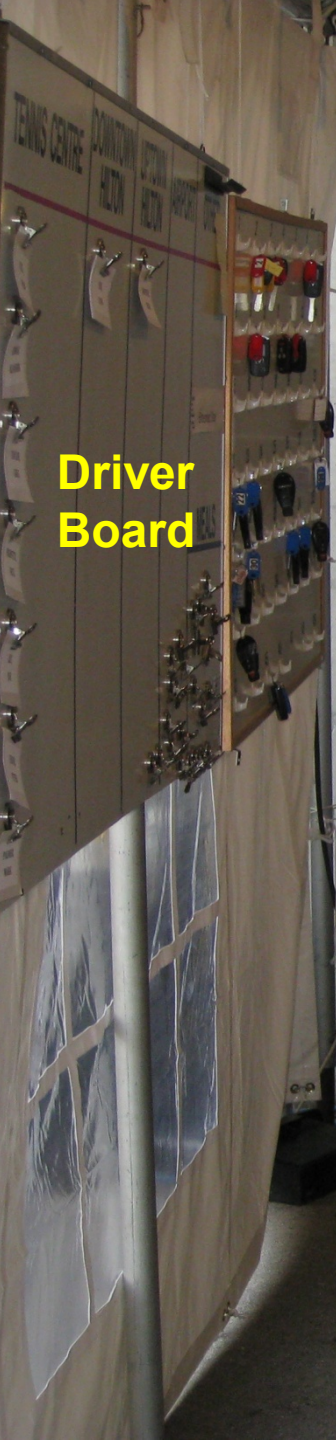


Checking in:

- Sign in at the Dispatcher's Desk 15 minutes before your shift starts
- At the Tennis Centre, the dispatcher will put you on the Driver Board with your name listed
 - You will be called in this order
 - **First in first out**



Driver Board




Dispatch Desk



Bagels



TRANSPORTATION SERVICE



Typical Trip from the Tennis Centre to Hotel

When your name is called:

You will be given a set of keys and a walkie-talkie.

(Make sure the walkie-talkie is on and the volume is up)

You will be told:

- Where to go
- Who you are taking
- How many in the party



The cars are numbered for convenience

**Do not use the panic button to locate vehicle
in the Tennis Canada Lot**

Respect the passengers' wishes

- radio
- climate control
- assistance
 - Offer assistance, give assistance only if accepted

Do not engage passengers in conversation unless they initiate

Arrival at Hotel

- Pull up as close to entrance as possible
- Help passengers as necessary
- Remind them to book their next trip with the dispatcher

Check in (in-person) with the hotel dispatcher for further instructions!

If no hotel dispatcher, radio the site.

Downtown Hotel

- Parking is limited in motor court
- Valet will take keys
 - Remember your vehicle number so you can report this to the Downtown Hotel dispatcher
- Parking spots available in u/g garage
 - Do not park in u/g garage unless instructed to by the hotel dispatcher
 - Circle around and return to the motor court in five minutes if the motor court is full

Uptown Hotel does not have these issues



Airport Pickup/Drop Off

Airport Pickup/Drop-off

This topic to be covered in separate presentation

When Airport Greeters are present

T3 Holding Lot

- Holding area for all cars, Park at the east end of the lot
- Airport greeters will call you to tell you what post to meet your party at

T1 Arrivals (Pick up location) – to be confirmed by airport greeter

- All pick ups: Arrivals Level, Outer Curb Lane, Area D (Post D2 or D4)

T3 Arrivals (Pick ups location) – to be confirmed by airport greeter

- All pick ups: Third Curb Lane via Car Rental Return at Post c32 or c34

When No Airport Greeters are present or instructed by Site Dispatcher

- Use parking access card to enter and park in T1 or T3 Parking Garage
- Go into T1 or T3 and locate Guest (International or Domestic arrivals)
- Use parking access card to exit



Non-Official Location Drop-offs

Non-official location drop-offs

- Call site dispatcher for approval (if not previously instructed to go to location)
- For any change of destination
 - no guaranteed pick-up
 - they must call dispatcher to see if car is available (if not, they must find their own way)
- “quick stops” – if appropriate
 - Inform dispatcher when possible
 - Typically no longer than 10 minutes

Report to Site Dispatcher when drop-off has occurred.

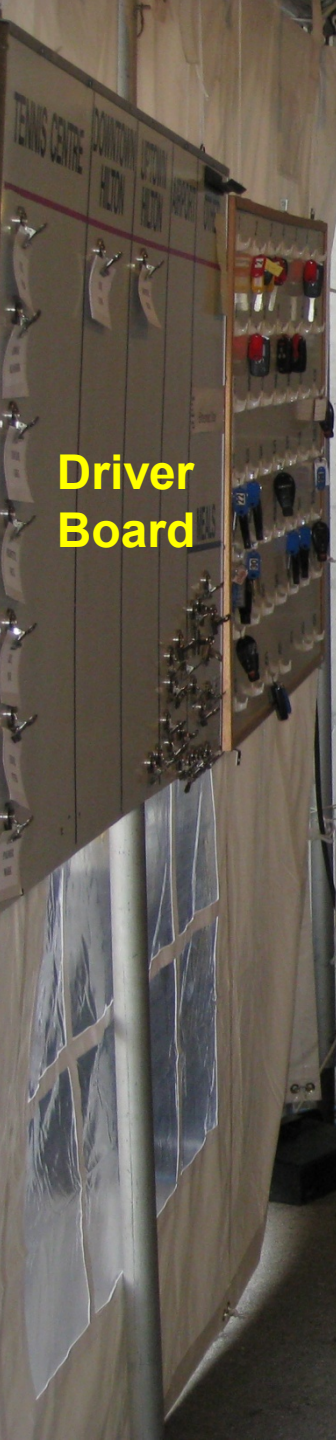


Arriving at the Tennis Centre

Arrival at the Tennis Centre

- Drop off your passengers, if any
- Back up into designated spots
Watch for pedestrians
- Return keys and walkie to the dispatch desk
- Make sure your name goes back on the Driver Board

Driver Board



Dispatch Desk



Bagels



TRANSPORTATION SERVICE

Walkie-talkie



Please carry it with you
at all times when out of
the vehicle

You never know
what emergency
might come up



"It's Chuckie in the bathroom.
He can't reach the toilet paper."

Walkie-talkie radio 101

To talk:

- Press and hold down the large button on the side
- Speak clearly

To listen:

- Release the button and wait for response



EVERYONE can hear you!

- Appropriate language
- Be discreet
 - Respect confidentiality
 - No names
 - No specific destinations (ie addresses)

“I’m driver X in car 99, I’ve dropped off my party at the downtown/uptown hotel/airport, where would you like me to continue?”

- Do not monopolize the airways

When to Use the Radio

- Change in plans requested by passenger
- Do an “all call” if traffic situations arise
 - Radar- Steeles or Highway 407 often has one
- Vehicle problem
 - keys locked inside
 - Accident

Walkies are primary method of communications with the
Tennis Centre dispatchers.

- Check-in, in person, with the hotel dispatchers upon arrival at official hotels.
- Check-in, via radio, with site dispatchers upon arrival at non-official sites.

**DRIVERS
PLEASE DO NOT TAKE
REQUESTS**

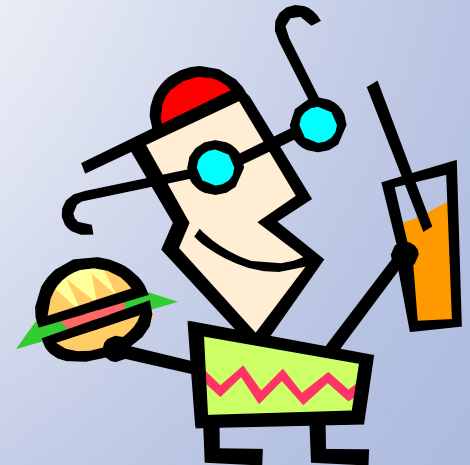
All bookings should be arranged
through the dispatcher

GAS and CARWASH

- Gas station- Shell at Steeles and Old Weston
 - PIN will be provided
 - Any other gas station, fill up to a maximum \$20 of gas and keep receipt for reimbursement
- If the vehicle fuel level is less than 1/3,
 - Let the dispatcher know, and get gas when the opportunity arises
- Premium gas for BMW
- Regular gas for vans
- If the car is dirty, let the Dispatcher know

Miscellaneous

- Eat before or after your shift
(we provide one meal per shift)
- Please eat before or after your shift
(exceptions: double shifts)
- If you leave the driver waiting area, you
must let the dispatcher know



Miscellaneous

- Shoreham Drive restrictions
 - Transportation vehicles DO NOT have permission to drive on Shoreham Dr when it is closed to the general public
- If the Tennis Canada lot is full, you will be redirected to an overflow parking area by the dispatcher

If in doubt, the
dispatcher will
help you out

Thanks for your attention
Let's have a ball.