

**NATIONAL
BANK
OPEN**

presented by  **ROGERS**

A detailed view of the front interior of a BMW car. The steering wheel is black with silver accents and the BMW logo. The instrument cluster is digital, showing speed, RPM, and navigation. The center console has a large touchscreen display showing a map and weather. The gear shift is a crystal knob. The seats are brown leather with black stitching.

Welcome to Transportation



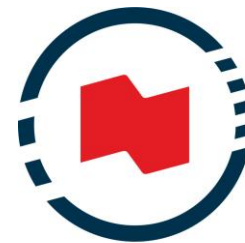
Safety First

- 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



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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**

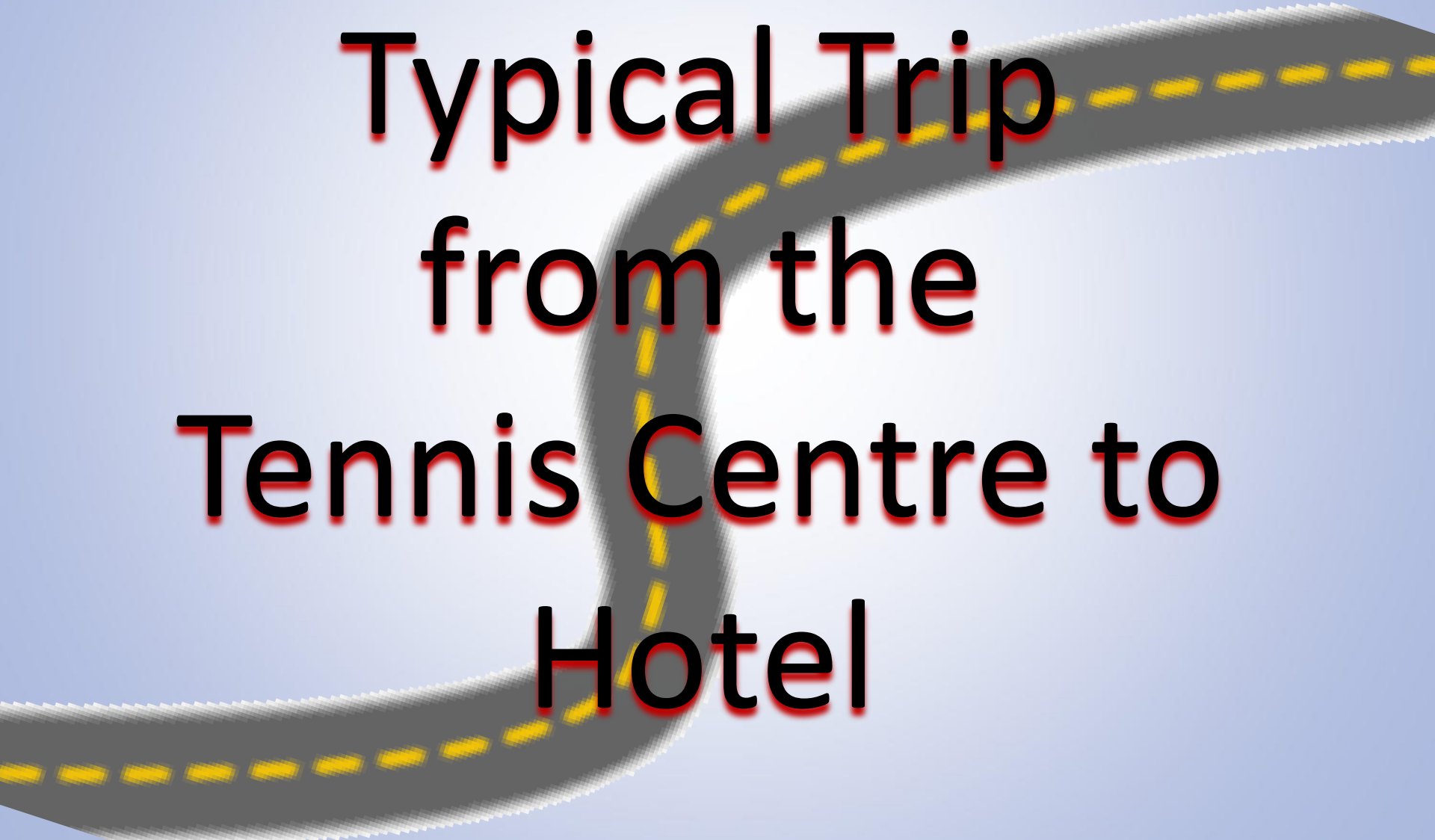


**Driver
Board**

Bagels

Dispatch Desk





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 dispatcher.

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, Inner Curb Lane, Post TBD

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

- All pick ups: Arrivals Level, Inner Curb Lane, Post TBD

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 upon drop-off
 - Passenger must call Transportation to see if car is available (if not, they must find their own way)
- “quick stops” – if appropriate
 - Driver to 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**

Bagels

Dispatch Desk



Walkie-talkie



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

You never know
what emergency
might come up



Walkie-talkie radio 101

To talk:

- Press and hold down the large button on the side
- Speak clearly after you hear the beep

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 non-BMW vehicles
- If the car is dirty, let the Dispatcher know

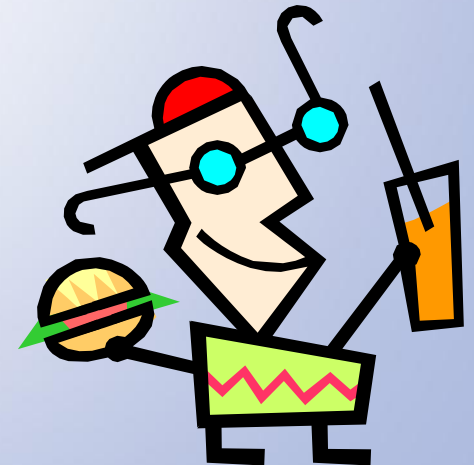
407 ETR

- As the 407 ETR is a sponsor for the tournament, we are permitted to use the 407 ETR as necessary for our trips.
- No Transponder is necessary as arrangements have been made for our vehicles to use the 407 ETR.



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.