MOTORCOACH TASK FORCE
AMBASSADOR PROGRAM CHEAT SHEET
Use this sheet to respond to operator questions and concerns.

If I am not supposed to be loading/unloading my passengers here, where should I be unloading?
1. Provide the operator a map/brochure.
2. Using a marker, point out where the operator is currently located.
3. Circle the unloading and loading locations on the map.
4. Thank the operator and ask if the operator has any other questions.

If I am not supposed to be stopping here for my tour program, where can I stop to narrate for my customers?
1. Provide the operator a map/brochure.
2. Using a marker, point out where the operator is currently located.
3. Circle the unloading and loading locations on the map.
4. Thank the operator and ask if the operator has any other questions.

Why can't I keep my engine on for longer than 15 minutes?
1. This is a violation of City Code, which was written to protect the historic character and quality of life for tourists and residents alike.
2. Violations are subject to a fine.
3. Hand the operator a brochure and point to the "Please do not" section.
4. Thank the operator and ask if the operator has any other questions.

I made a reservation. Where do I park?
1. Provide the operator a map/brochure.
2. Using a marker, point out where the operator is currently located.
3. Circle the reservation-based parking spaces (Robinson Terminal North, N. St. Asaph, Masonic Memorial)
4. Thank the operator and ask if the operator has any other questions.

I didn't know I had to make a reservation to park. Where can I park now?
1. Provide the operator a map/brochure.
2. Using a marker, point out where the operator is currently located.
3. Circle the Swann Avenue location.
4. Thank the operator and ask if the operator has any other questions.

Where can I use the restroom or shop near my parking spot?
1. Provide the operator a map/brochure.
2. Ask which parking location the operator plans to use.
3. Circle that location on the map.
4. Point out the section that details amenities nearby the operator's parking location.
5. Highlight these streets on a map.
6. Thank the operator and ask if the operator has any other questions.

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What to do if an operator is actively unloading, loading, or parking illegally.
1. If possible, approach the operator prior to unloading and note the correct location. If actively unloading, wait.
2. When the operator has finished unloading, introduce yourself, and provide the operator a brochure/map.
3. Point out where the correct loading and unloading and/or parking locations are on the map.
4. Ask the operator to coordinate a legal pickup with his/her contacts.
5. Inform the operator that Alexandria Police Department is actively enforcing unloading/loading.
6. Thank the operator, and ask if the operator has any other questions.

What to do if the operator actively ignores your request to move (parked illegally) or is knowingly picking up passengers after illegally unloading them earlier in the day.
1. **Move yourself away from the operator and/or situation.**
2. Call **Alexandria Police Department:** 703.746.4444 (non-emergency)
3. Say, "Hello, I'm _____, the City's motorcoach ambassador contractor. I need to be referred to an officer to report a violation."
4. Report the violation and violation location.

Other Helpful Information/Numbers

Alexandria Visitor's Center: 703.746.3301   **Motorcoach 24 Hour Help Hotline:** 703.746.4020

open 7 days/week, 10am-5pm with extended Spring/Summer hours