



Hotel Courtesy Shuttle Drive Training



Overview

- Where to Pick Up and Drop Off
- Where to Dwell
- What Happens When....



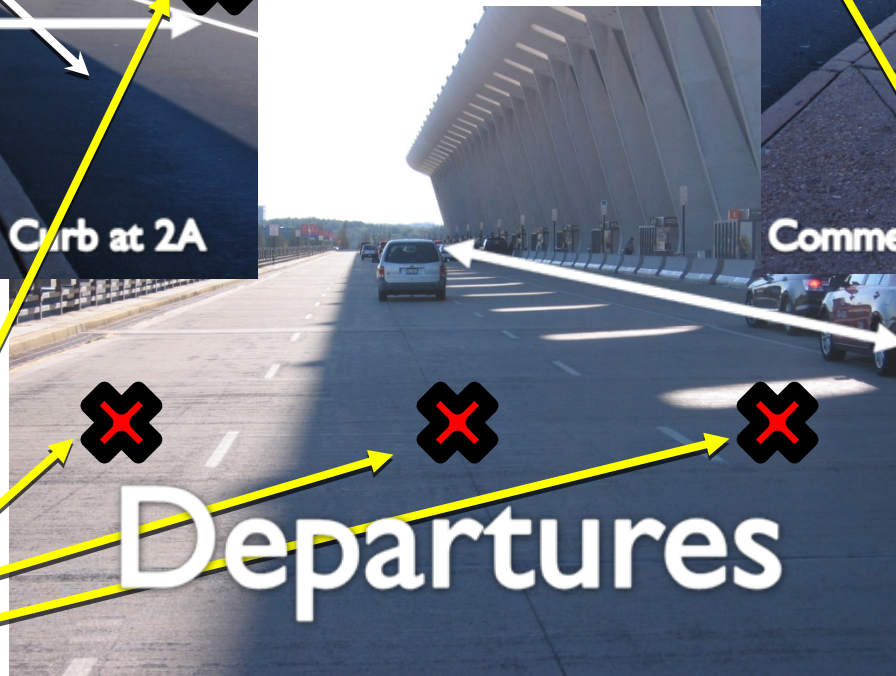
Hotel Courtesy Shuttle Pick up and Discharge Locations

Hotel Courtesy Shuttles should pick up and/or discharge passengers in these areas



Hotel Courtesy Shuttle Drop Off Locations

Hotel Courtesy Shuttles should NOT pick-up passengers in a through lane. For the safety of our customers, pick ups should occur from the lane directly parallel to the curb, as noted by the arrows.



NO!

Departures

NO!

Where to Dwell

- Hotel Courtesy Shuttles may only dwell in the lane directly parallel to the commercial vehicle curb.
- Hotel Courtesy Shuttles may NOT dwell in areas outside 2A or 2H.
- Hotel Courtesy Shuttles may not dwell on the Departures level, or in the Hourly parking lot.



What Happens When.....

- A hotel courtesy shuttle discharges passengers from a through lane.



This accident was preventable!

What Happens When.....

- A hotel courtesy shuttle uses area 2B to drop off passengers?
 - A parking shuttle bus cannot get to the curb to discharge its passengers and customers suffer
- A hotel courtesy shuttle discharges passengers from the through lane on the departures level.
 - MWAA PD issues a citation for stopping/parking in a through lane.



Use good judgment!

BE SAFE!

**Customer safety is ALL of our
business!**



Questions?