

Downtown Airporter Operational Guidelines  
Suggestions for Improving Efficiency and Customer Service

In order for this service to attract customers, it needs to be run as close to schedule as possible. We realize factors such as traffic and heavy passenger loads makes this difficult to do at times. Most of you already follow many of these guidelines.

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Follow the schedule as closely as possible. This can be a challenge at times!

At the airport, arrive at least 5 minutes before departure time during non-rush hour times and when passenger counts are low.

During rush hour or time with heavy rider ship, arrive at airport 10 minutes early to load.

Never leave later than 5 minutes after your departure time.

If people continue to show up, you will need to tell them that it is past your departure time and in order to run on time, you must leave now. Another bus will be there soon. Keep in mind those that have been waiting on the bus for an on-time departure. Back out, and collect tickets in a location away from the loading zone where more customers will not bother you.

Try to arrive at the Madison no later than 5 minutes behind schedule. You can make up time as you go through town.

Never leave a stop ahead of schedule. If you see that you are ahead of schedule, inform the passengers that you have to sit at this stop for a couple of minutes as you are not allowed to run ahead of schedule. Tell them that you are running exactly on time and should arrive at the airport at your scheduled arrival time. Pass out copies of the schedule to anyone going to the later hotels on the route. If they have any questions, help them out. Help them plan their return trip to SeaTac. Have maps available to pass out.

Collect all tickets for outbound guests at the Warwick. Be sure engine is off.

Be sure to give receipts for all cash fares.

Communicate with your fellow airport drivers with traffic conditions and recommended alternate routes. The team approach works well.

Try not to run too far behind schedule as this impacts your passengers, the driver of the next bus and the Connector Service.

Do not leave hotel stops early, especially on your last run through town. People are counting on you being at the hotels at the designated time in the schedule.

Take pride in running on time and do not run late on purpose. Keep a positive attitude.

Again, many of you follow these guidelines very well. We all appreciate your efforts.

If you have any comments or concerns, write them down and turn them in to locker # 9.  
Thanks, Paul