

Rental Car Curbside Assistance



Rental Car Facility Shuttle Operations

- Providing shuttle service since May 17, 2012
- Serve 5M passengers per year
- Commitment to provide 5 minute service
- Superior customer service and equipment
- Curbside Assistance Program from 2012-2015

High volume customer operation

Curbside Assistance Overview

- Provides customer service, baggage assistance, wheelchair/cart provisioning and queue management to Rental Car Shuttle Customers



Successful experience with this service

Key Points

- Fully funded by Customer Facility Charges and supported by stakeholders
- Provides efficient loading and unloading of shuttles
- Successful program 2012-2015; poor and unfavorable results thereafter
- Service hours fully controlled by airport staff
- Provides best service possible, particularly for ADA passengers and families

Customers and stakeholders demand curbside service