

Frequently Asked Questions for New Employee Parking Lot

When

When will the relocation happen?

On Monday, May 1, 2017 at 12:01 a.m., the Employee Parking will move from the Cypress Garage to the new Employee Parking Lot west of the airport at 2755 SW 42nd Street, Fort Lauderdale. This is the former Economy Parking Lot for passengers. The Cypress Garage parking will close to employees at this time.

Why

Why is the employee parking relocating?

- Airport employee parking was relocated from an off-site lot to the Cypress Garage as a temporary measure in 2007 during the peak of a national recession because it was underutilized by passengers at this time but had room for airport employees. Today, that is not the case.
- Passenger growth created the demand for parking in the existing garages. The number of passengers has increased by over 6.5 million from 22.7 million in 2007 to 29.2 million in 2016.
- To accommodate the increase in passengers, more airport employees are needed. There is now a shortage of parking spaces in the Cypress Garage. At peak times, for 14 – 17 hours per day, nearly 4,000 employees attempt to park in 3,143 spaces.

Who

Which employees will relocate to the new Employee Parking Lot?

All employees who park in the Cypress Garage will relocate.

Where will scooters and motorcycles park on May 1st?

Scooters and motorcycles will relocate to the new Airport Employee Parking Lot on May 1st.

Where

Where is the new Employee Parking Lot located?

It is located west of the airport at 2755 SW 42nd Street, Fort Lauderdale, FL 33312.

Where are the entrances/exits to the Employee Parking Lot?

There is one entrance/exit on SW 42nd Street for Lot 2. Lot 1 has an entrance/exit on 42nd Street and a second entrance/exit on SW 39th Street.

Bus Schedule and Ride Time

How often will the shuttle buses arrive?

The shuttle buses run 24 hours a day 7 days a week with a headway (wait time) of five to ten minutes.

What about the bus frequency at peak times?

Keolis (the transportation company) completed an analysis using the present proximity cards data. They will use additional buses during peak times

How long is the bus ride?

The shuttle bus ride takes about 20 minutes. To maintain this level of service, we allocate buses dynamically throughout the day based on demand and traffic. Parking staff will be in the Employee Parking Lot and the terminal bus stops to assist.

Stations and Stops

Where do I board a bus at the Employee Parking Lot?

Board a shuttle bus at one of the 14 bus stations in the two lots.

Where do I board a bus at the terminals?

There are two shuttle bus stops on the upper level roadway. One stop is between Terminals 1 and 2. The second stop is between Terminals 3 and 4. Buses are identified as Lot 1 and Lot 2 on external electronic signs and will stop at both bus stops. The two bus stops will be clearly marked.

Will there be line control at the bus stops?

Curbside staff at the terminal bus stops will manage the boarding lines for the shuttle buses. Stanchions will indicate the queuing lines for boarding.

Are the bus stations and stops covered?

All stations and stops have roofs and sides.

Do the bus stops and stations have emergency equipment?

We are adding fire extinguishers.

Security

What security measures are in place?

A security fence surrounds the entire Employee Parking Lot. A dedicated security officer, a shuttle supervisor, and parking attendants also patrol the lot. The lot will be under surveillance by CCTV cameras. Each shuttle bus has interior and exterior cameras. The parking area is well lit.

Will the entry/exit gates have guards?

There will not be any security at the entry gates. A dedicated security officer, a shuttle supervisor, and parking attendants also patrol the lot.

Parking Lot Details

Why is the Employee Parking Lot divided into two lots?

It is divided into Lot 1 and Lot 2 to reduce the traveling time. Each shuttle has external electric signage identifying the bus as going to Lot 1 or Lot 2. Make sure to use the correct bus when boarding at the terminals. You can park in either lot

What is entry/exit process?

Use your current proximity card and the electronic gate will let you in. Please remember to complete an update application.

Will the current garage parking card work in the new parking lot?

Yes, the parking card will work in the new parking lot.

Can buses drop me off at my car?

Airport safety rules only allow for employees to enter and exit the shuttle buses at designated bus stops and shelters.

Bus Details

How many buses are there and what is the capacity?

There are 20 new buses. Each bus has 31 seats and standing room for another 6-7 passengers.

How can I identify a bus?

The shuttle bus will have decals saying "Employee Shuttle." An electronic sign on the front of each shuttle will show the bus is serving the Employee Parking Lot. Also, each shuttle will also have a three digit number beginning with 201.

Do the buses have adjustable suspension (kneeling technology) that lower the bus exit for safety/injury prevention?

The buses do not have this capability.

If buses do not have kneeling technology, what is the clearance height between bus step and ground in inches?

There is 12 inches between the bus step and the ground.

Do buses have individual seat belts?

They do not have seat belts.

Do buses have luggage racks?

Yes.

ADA

Are the buses ADA compatible?

The shuttle buses are not ADA compatible. To meet ADA requirements, we will have ADA minivans available.

How do I arrange for ADA transportation?

After you park your car, call 954-359-3636 and provide the bus stop number for an ADA accessible minivan. There will also be parking personnel to assist located curbside in both the parking lot and at the terminal bus stops.

Bus Location and Arrival Time

How will I know if a shuttle bus is approaching?

Look at the intelligent signs at each entrance to the parking lot. The sign will show when the next bus will arrive into that lot. Intelligent signs are also located by the two terminal bus stops. You can download the free FLL Airport App and see the location of the buses and the estimated arrival time.

How can I get real time information on the buses?

Real time arrival information is available on the free FLL Airport App. The app is available for both Android and Apple devices. It provides the location of the buses and the estimated arrival time.

Problems or Emergencies

What happens if there is an emergency or I need assistance?

For an emergency, call 911. For assistance, speak to curbside staff, parking staff or a bus driver.

What happens if I have a car problem or I can't find my car?

Complimentary services are available in all parking areas. These services include battery booster, tire inflation, locating a car and directory assistance. To request a complimentary service, call 954-359-0200 ext. 0.

What happens if I leave an item on the bus?

Speak to a curbside staff or bus driver about your item. Employees are solely responsible for their belongings. If you lose an item, we cannot guarantee its return. We will make every effort to return the item to its rightful owner.

How can I help recover my lost belonging?

Make sure each item you bring on the shuttle bus has external identification and if

possible internal identification with your name, phone number, and employer. This will greatly speed up the process of returning your item.

What is the phone number for more information?

Call 954-359-0200 ext. 0 and it is available 24/7.

Where are the parking offices if I have a problem with the parking card?

There is a parking office at the exit of the new Employee Parking Lot 2 and on the ground floor of the Hibiscus Garage.