

Employee Parking & Shuttle Service Frequently Asked Questions



Below is a list of Frequently Asked Questions related to the planned relocation of the employees from the temporary lot in the Cypress Garage to the permanent lot on the Airport's west side, 2755 SW 42nd Street, Fort Lauderdale, FL 33312 on September 29, 2021 at 12:01 A.M.

- Will there be shuttle capacity restrictions to allow social distancing?
 - Employee shuttle capacity is restricted to twenty-five (25).

- What cleaning and hygiene procedures will be used to clean the shuttles?
 - The Airport's Shuttle Management Company (Keolis) bus operators are required to wear face masks when operating the shuttles.
 - Keolis' cleaning regiment will include:
 - Disinfecting every vehicle at the end of operator shift or twice a day utilizing electrostatic cleaning.
 - All touch points are cleaned after every break prior to the operator returning the shuttle to service.
 - Every shuttle is equipped with hand sanitizer dispensers.

- What measures will be taken to assist with social distancing when standing in the shuttle lines?
 - We encourage employees to practice social distancing at the shuttle stops both in the lot and at the terminals. There are stanchions at each terminal stop to assist with defining the location.

- Will all employees be vaccinated on the shuttles?
 - Currently, there is no Centers for Disease Control and Prevention (CDC), Federal Statute, Security Directive, or County requirement mandating vaccines for airport employees.

- Will employees be required to wear masks on the shuttles?
 - Broward County (County) Administrative Policy issued by the County Administrator requires that face masks be worn on County property which includes shuttles.

- How will mask enforcement be applied?
 - If an employee is unwilling to wear a mask, the employee will be reminded of the requirement and supplied a mask if needed. If the employee refuses to comply, then the driver will notify the Airport Operations Control Center (AOCC). The AOCC will advise Broward Sheriff Office (BSO), Transportation Security Administration (TSA), and Airport Security who will respond. BSO and TSA will assess the situation and conduct enforcement actions, as necessary, which can include the issuance of civil penalties. The employee is also subject to having their employee parking privilege revoked.

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- If some companies are experiencing staffing shortages, do you anticipate the shuttle company having the same issue?
 - Broward County Aviation Department (BCAD) and Keolis have been working together over the last several months to develop a staffing and hiring plan necessary to meet the transportation needs of the employee lot. To date, Keolis has hired the necessary number of drivers in order to provide the required number of shuttles to service the lot at a 10 minute headway time.
- For aircrews that start a trip prior to 9/29, how long will they have to remove their vehicle from the garage?
 - As long as needed, until aircrew returns from their work related trip.
- What will be the frequency/quantity of busses/bus schedule of the shuttles to and from the lots?
 - The shuttles are scheduled to allow for 10 minute headway times 24/7, 365 days a year.
- With the approaching date and subsequent re-implementation of employee parking, how will Americans with Disability Act (ADA) shuttle service be implemented?
 - With the arrival of the 2020 Eldorado Access fleet, all Fort Lauderdale Hollywood-International Airport (FLL) employee shuttles are equipped with operable ramps as well as pneumatic air kneeling systems. The fleet meets all requirements of the ADA. The fleet will allow for guests with additional service needs to feel completely confident in Keolis' ability to provide timely and safe service.
- Will there be temperature checks?
 - Currently, there is no CDC, Federal Statue, Security Directive, or County requirement mandating temperature checks when boarding transportation.
- What is the type of air filtration system on the shuttles and filter cleaning schedule?
 - Each shuttle is equipped with two independent Thermo King filters located inside the cabin. At each preventive maintenance interval, twice a month, the technicians removes and cleans both of these filters. Technicians also perform periodic cleaning of these filters when necessary or when addressing any heating, ventilation, and air conditioning (HVAC) related issues.
- Will Employee Parking Lots will be equipment with hand sanitizer units?
 - Yes, each employee shuttle stop in the Employee Parking Lots and both terminal shuttle stops will have hand sanitizer units available for use.