ARLINGTON ENTERTAINMENT AREA MANAGEMENT DISTRICT

TROLLEY SYSTEM OPERATIONS GUIDE

March 1, 2018

AEAMD TROLLEY SYSTEM OPERATIONS GUIDE – March, 2018

Table of Contents

TELEPHONE "HOT SHEET"

Page

I PURPOSE - ORGANIZATION - MANAGEMENT

Purpose of the Guide 1
The District described 1
Participating hotels listed 1
District management identified 1
Operator of service identified 2
Convention service liaison 2

II SERVICE DESCRIBED - WHAT, WHEN & WHERE

What - The vehicles 2
Where do the trolleys go? Scope of operations - area 2
On what days do the trolleys operate? 2
During what hours do the trolleys operate? 2

III ROUTE SERVICE

Scheduled route service - What locations served? 3
Days and hours of operation - When do the trolleys run? 3
"Next Bus" arrival information..... 3
What are the trolley routes? Where to they go?..... 3
Service frequency – Peak time - half-hour service 3

- Six Flags..... 3
- Hurricane Harbor..... 3
- Globe Life Park..... 4
- AT&T Stadium..... 4

Service frequency – hourly service..... 4
Service schedules..... 4
When do the trolleys run for Ranger games?..... 4
May a hotel request additions to route service for events?.....4
How to request additions to service.....5
Will routes and schedules remain the same?.....5

IV – NON-ROUTE SERVICE

A. SUPPLEMENTAL SERVICE-FORSPECIAL EVENTS/CONVENTIONS

What is "Supplemental Service"? 5
Special events-When and where do the trolleys go? 5
When do the trolleys run for other special events?.....6
How is the level of Supplemental Service determined – "eligible hours".....6
What if a group needs more service than it has earned in eligible hours.....6
Are there other limitations on Supplemental Service?.....6

AEAMD TROLLEY SYSTEM OPERATIONS GUIDE – MARCH, 2018

Table of Contents – Page 2

How does a group apply for Supplemental Service? 7
Can convention/special event service be cancelled or changed?..... 7
Do all District hotels participate in Supplemental Service?..... 8

B. AT&T STADIUM SERVICE
Is there supplemental service to AT&T Stadium?..... 8
Any other service to stadium on days of stadium events?..... 8

V – DOWNTOWN ARLINGTON SERVICE
The service..... 9
Reservations required..... 9
Reservation request – content..... 9
Reservation limitation..... 9
Service dates..... 9
Service hours..... 9
Drop-off and pick-up procedures..... 9
Downtown pick-up locations..... 9
Downtown Express promotion..... 9

VI – THE RIDERS - USERS OF THE SERVICE
Users: Who may ride District trolleys?..... 10
Eligible riders: How identify them?..... 10
Mis-use of passes..... 10
Conditions of use of service..... 11

VII GUEST/RIDER RELATIONS
Trouble-shooting: What to do when things go wrong-Service Reports..... 12
What happens after filing of service reports..... 12
How to order District paper goods – passes, etc..... 12

VIII – HOTEL-TROLLEY COMMUNICATIONS
Lobby monitors..... 13
District website..... 13
Trolley brochures..... 13
Trolley System Operations Guide..... 13

FORMS AND ILLUSTRATIONS
Route Service Plan - stops and sequences..... 13
Added Service Request - Form
Transportation Service Report - Form

ARLINGTON ENTERTAINMENT AREA MANAGEMENT DISTRICT
TROLLEY SYSTEM OPERATIONS GUIDE – March, 2018

Phone Number - HOT SHEET

Concerning trolley operations or to trouble-shoot an immediate problem: Contact Arlington Transit Management (ATM) personnel, in the following order:

1.	Supervisor field phone:	817-504-9744
2.	Project Manager (Will Graham):	817-266-2672
3.	ATM Office	817-652-9290 (M-F, 800-500)
4.	Managing Director (John Hendrickson)	817-254-405-4200

The ATM FAX number is 817-633-1969. The e-mail address is: arlington.trolley@att.net.

Concerning District administrative matters or unresolved complaints: The general manager of the District is Melinda Brittain, AVAILABLE 8:30 A.M.–5:00 P.M. MONDAY-FRIDAY ONLY;

Phone number: 817-822-2586
e-mail: trolleygm@gmail.com

Concerning convention liaison or special meeting group service - Contact Arlington Convention & Visitors Bureau, Mrs. Mary German. Phone number: 817-704-7580; fax number: 817-265-5640; e-mail: mary@arlington.org.

Concerning addition to ballpark service - ***Send*** form to **two places**:
ATM at FAX 817-633-1969 or arlington.trolley@att.net; and
The District at trolleygm@gmail.com.
THIS FORM MUST GO TO BOTH PLACES. FOR CONDITIONS OF SERVICE SEE PAGE 4 OF THE GUIDE. *USE DESIGNATED FORM AT THE BACK OF THIS GUIDE.*

To file a written service complaint - ***Send*** form to **two places**:
ATM at FAX 817-633-1969 or arlington.trolley@att.net; and
The District at trolleygm@gmail.com.
THIS FORM MUST GO TO BOTH PLACES. *USE DESIGNATED FORM AT THE BACK OF THIS GUIDE.*

To reorder passes call or e-mail your order to ***the ATM office (see #s above).***

THERE IS NO WEEKEND DELIVERY OF TROLLEY PASSES!

ARLINGTON ENTERTAINMENT AREA MANAGEMENT DISTRICT
TROLLEY SYSTEM OPERATIONS GUIDE – MARCH, 2018

I – PURPOSE - ORGANIZATION - MANAGEMENT

Purpose of Guide This Guide is written to inform persons involved in operations at hotels or convention and tourism facilities concerning the "no fare" trolley service available to guests of certain hotels, providing seasonal transportation services between the hotels and Six Flags Over Texas, Hurricane Harbor, the Texas Ranger Ballpark in Arlington, the Cowboy Stadium and the Arlington Convention Center. The Guide will be revised from time to time during an operating season. The current guide will be the guide published on the District website: ***www.arlingtontrolley.com*** . DO NOT USE A GUIDE OTHER THAN THE CURRENT GUIDE. Additional copies are available from ATM or the District.

The District described The Arlington Entertainment Area Management District is a local government entity created under state law, legally and functionally separate from any other governmental unit. (It is not a department or arm of the City of Arlington.) It has its own officers and governing body. The District's operations are financed by an assessment against hotel properties located within the District. The assessment is secured by a lien on the hotel real property.

Participating hotels There are twenty-five (25) participating hotels:

Doubletree	Arlington Hilton
Baymont Inn	Candlewood Suites
Courtyard by Marriott	Crowne Plaza
Days Inn (Collins Street)	Extended Stay America (Lamar)
Fairfield Inn	Hampton Inn & Suites
Hawthorn Suites	Hilton Garden Inn
Holiday Inn	Four Points by Sheraton
Homewood Suites	Howard Johnson Express Inn
Hyatt Place	Quality Inn
Red Roof Inn	Residence Inn
Sheraton Arlington	Sleep Inn
SpringHill Suites	Towne Place Suites
Wingate Inn	

District management The District is governed by a nine-member board of directors as follows:
Cal Brim - Security & Guest Services Manager, Six Flags Over Texas
Rob Matwick - Executive Vice President for Baseball Operations, Texas Rangers
Greta Peasley – General Manager, Holiday Inn
Ronnie Price – CEO, Arlington Convention and Visitors Bureau
Joe Jennings - General Manager, Arlington Hilton
Anshul Singhal – General Manager, Howard Johnson
Stacey Snyder – General Manager, Crowne Plaza
Nancy Sorrells – General Manager, Sheraton Arlington
Barry White – General Manager, Hawthorn Suites

The general manager of the District is Melinda Brittain, ***whose phone number and e-mail address*** are on the "Telephone Hot Sheet". The mailing address of the District is P.O. Box 941, Arlington, TX 76004.

Operator The District has a contract for transportation services with McDonald Transit Associates, Inc., through its operating entity, Arlington Transit Management (ATM). The first call with regard to any operational matter should be made to ATM. Should you need to contact ATM, please call the phone numbers in the order shown on the "Telephone Hot Sheet".

Convention liaison The District works closely with the Arlington Convention and Visitors Bureau in scheduling special transportation services for hotel guests attending local conventions. The contact person at The convention and visitors bureau for convention transportation is Mrs. Mary German. Her telephone number and fax number are listed on the "Telephone Hot Sheet".

II SERVICE DESCRIBED: What, When & Where

What - The vehicles The District, through the Operator, provides a fleet of trolley-like buses, each being air-conditioned and wheelchair-lift equipped, available for regular route service. Other service will be provided by trolleys or by other vehicles (coach, mini-coach or van) of the Operator.

Where do the trolleys go? Scope of operations - area The District services are of three kinds: Scheduled route service (See III below); special event/convention service (See IV below); and downtown Arlington service (See V below). Those services are provided within the District, which is the area commonly known as the "Arlington entertainment district", or within board-approved areas outside the District. The service is between participating hotels and the attractions in the District. There is no route service to locations outside the District.

On what days do the trolleys operate? Scope of operations The trolleys will operate on a scheduled route basis on the days listed in the schedule published on the District website and communicated to a lobby monitor in each hotel. During the peak season – March through September - trolleys will run generally when Six Flags is open and on days of Texas Rangers home games. Route service is provided to AT&T Stadium for persons wanting to take stadium tours, but only on days when there is no scheduled event at the stadium. ***On days of certain major events at AT&T Stadium (see District website) there is not route service, but a fare-based service is available to guests of District hotels participating in that service.*** **See IV-B.**

During what hours do the trolleys operate? Scope of operations The hours of route service will be determined by the operating hours of the park or attraction being served. The special event/convention service will be determined by the hours of the special event and/or the needs of the convention group. See III, ROUTE SERVICE, and IV, SUPPLEMENTAL SERVICE, for more detailed information concerning operating hours. THE HOURS OF OPERATION ARE SHOWN IN THE DISTRICT'S BROCHURE PUBLISHED AND DISTRIBUTED TO THE HOTELS AND ATTRACTIONS AND ON THE DISTRICT WEBSITE: arlingtontrolley.com.

III - ROUTE SERVICE

Scheduled route service - What locations do the trolleys serve? The routes are designed to serve District hotels and attractions. All routes will stop at or connect by transfer to Six Flags, Hurricane Harbor (when open), Globe Life Park, AT&T Stadium (non-event days only), the Arlington Convention Center and the Visitor Information Center.

Hours of operation - Scheduled route service: When do the trolleys run? Hours of operation of route service will be determined by the operating hours of Six Flags and by the schedule of Texas Ranger home games. Route service to Six Flags commences one-half hour before park opening; and, ballpark service commences generally one and one-half hours before game time. A schedule of trolley service hours is published and distributed to the hotels and is available on the District website: www.arlingtontrolley.com.

"Next Bus" arrival information: The District's contract with its service provider (ATM) provides for the operation of a real-time trolley arrival information system known as "Next Bus". Next Bus is used to communicate morning service arrival information. The District has furnished and installed a monitor in the lobby of each hotel providing "Next Bus" data. Each hotel is responsible for obtaining that information and coordinating use of the system with respect to that hotel. Contact ATM for further information.

What are the trolley routes? Where do they go? There are four (4) routes, designated "Red", "Green", "Yellow" and "Blue". At the back of this Guide is a listing of hotels and attractions served on each route and the order in which they are served.

Does scheduled service frequency change during the day? YES

Peak-time service: Half-hour service (a trolley completing a full circuit of the route once every 30 minutes) on four routes is provided during those hours when the largest numbers of hotel guests are using the trolley system in a particular direction: to Six Flags in the morning and from Six Flags in the evening. During these periods service runs approximately every half-hour from all hotels.

Six Flags The morning service period begins one-half hour before Six Flags opens and continues for ninety minutes, so that each hotel has three morning pickups with Next Bus arrival predictions. And, there is half-hour service outbound from Six Flags during the last two hours before Six Flags closing each day. The last trolleys of the day leave Six Flags at park closing time. **On days of Texas Ranger home games, Six Flags service is suspended during the period commencing 1-1/2 hours before and ending ½ hour after the scheduled starting time of the game.**

Hurricane Harbor The morning service period begins one-half hour before Hurricane Harbor opens and continues for ninety minutes. And, there is half-hour service outbound from Hurricane Harbor during the last two hours before Hurricane Harbor closing each day. The last trolleys of the day leave Hurricane Harbor at park closing time.

Globe Life Park Half-hour service is provided to Globe Life Park, home of the Texas Rangers, beginning one and one-half hours before each Texas Ranger regular season and playoff home game. **There are two (2) pre-game pick-up times, the first commencing 1-1/2 hours before game time, and the second ½ hour before game time.** Post-game service begins 20 minutes after the game has ended and continues until everyone has been picked up.

AT&T Stadium – non-event days Route service is provided to AT&T Stadium, home of the Dallas Cowboys, during regular route service operating hours on days when there is no event scheduled at the Stadium. For service on stadium event days, see IV-B.

Off-peak service During the remainder of operating hours when half-hour service is not being provided – generally from mid-day until late afternoon/evening, a trolley will serve each hotel twice and will depart from Six Flags and Hurricane Harbor **twice,** at two scheduled times announced on the hotel lobby monitors and by signs at Six Flags and Hurricane Harbor.

Service schedules ATM will publish a schedule for each day showing departure times from each hotel and attraction, to be shown on the District website and on the hotel lobby monitor.

When do the trolleys run for Ranger games? Trolley route service will operate on days of all regular season Ranger home games on a scheduled basis. Service commences generally ONE AND ONE-HALF HOURS before game time, but for some games the service may commence at an earlier time. System users should consult the published schedule for specific daily service The announced last departure from the Ballpark for all trolleys will be (20) twenty minutes after the end of the game.

May a hotel request an addition to route service for certain events? Yes. When a hotel is aware, based on its room bookings, that trolley demand for a baseball game is greater than scheduled route service can accommodate, the hotel may request that service vehicles be added to the hotel's route to and from the game, under the following conditions:

1. When a hotel is aware that regular route service will not accommodate the number of guests wanting service to a given game;

2. The minimum number of anticipated guests/riders from the requesting hotel, over and above that hotel's normal ridership to and from baseball games is thirty-five (35) hotel guests;

3. Pick-up at the hotel must be not later than one and one-half hours before game time; and

4. The District will determine need for the addition of vehicles and the type of vehicle to be used, based on availability - i.e., it may be another type vehicle if a trolley is not available.

5. WHEN COMPLETING THE ADDED SERVICE REQUEST FORM, THE GENERAL MANAGER OF THE HOTEL MUST SIGN THE REQUEST FORM.

6. The addition of any vehicle to the route service schedule shall be at the discretion of the District and subject to the availability of vehicles for such purpose.

A vehicle added to a route under this procedure is to serve all hotels on the route. This procedure does not result in the addition of a vehicle to serve only the requesting hotel.

How does a hotel request an addition to route service? If the conditions listed above exist, an addition to route service can be scheduled by submitting a Request for Added Service form to ATM and the District by e-mail not less than 24 hours prior to the time of need for the service.

The request must be sent to two places: ATM and the District, at their respective fax or e-mail addresses shown on the Phone Sheet at the front of this Guide. You must receive confirmation of your request before service is assured. Use the Added Service Request form, a reproducible copy of which is at the back of this Guide. **NOTE: THIS SERVICE IS NOT SCHEDULED THROUGH THE CONVENTION AND VISITORS BUREAU.**

Will the routes and schedules remain the same during the season? No! The District will seek to carry riders when and where there is demand and to avoid wasted efforts. So, there will be times during the season when changes are made to both routes and schedules. If so, the hotels and attractions will be given prior notice sufficiently in advance of change to provide for notice to riders.

IV – NON-ROUTE SERVICE

A. SUPPLEMENTAL SERVICE - FOR SPECIAL EVENTS/CONVENTIONS

What is "Supplemental Service"? Supplemental Service is a convention shuttle service of the District intended to serve as a material inducement for conventions and other meeting groups (a "group") to meet in the entertainment district, using District hotels. Supplemental Service is not intended for use by groups coming to Arlington with a primary purpose other than a convention, meeting or trade show. For this purpose, a "meeting" is an event (a) conducted by or under the auspices of a group with a common business purpose; (b) where the primary activity of the attendee is to attend a convention, exhibition, trade show or consumer show with educational and socializing purposes and other organized events (other than the stadium event) for attendees.

Special event service - Where do the trolleys go? By special arrangement, service will carry hotel guests between participating hotels and the convention center, ballpark, stadium or other location in the District. (Under present policy, the District will not carry hotel guests outside the District boundaries except pursuant to special arrangements made in accordance with District guidelines.) Supplemental service to AT&T Stadium is not available on days of stadium events.

When do the trolleys run for other special events? Hours of operation of special event service will be determined by arrangement with the District through the convention and visitors' bureau. Generally, special event service will be available, if requested, for the required time periods between 8:00 a.m. and 12:00 midnight.

How is the level of Supplemental Service determined? Supplemental service can be at no cost to the meeting group, based upon the following calculations:

1. The District will provide to a group one hour of vehicle shuttle service ("eligible hour") at no cost to the group for every 80 room nights at District hotels.
2. A group must have a minimum of 80 room nights to qualify for this service – i.e., nights of occupancy by group members while attending the meeting for which service is provided. Eligible hours must have been earned by the group during the meeting for which supplemental service is provided.
3. The number of eligible hours shall be calculated by dividing the total room-nights paid by the group at all participating hotels by eighty (80) and rounding the result downward to the nearest one-half hour.
4. to be included in the calculations, room-nights must have been at District hotels identified in the group's Application for Supplemental Service.
5. A MINIMUM OF THREE (3) HOURS will be charged against a group's eligible hours for any one vehicle trip - i.e., eligible hours can be "spent" by a group in blocks of not less than 3 hours.

What if a group needs more service than it has earned in eligible hours? In the event the meeting group needs transportation services in the District for a greater period of time than its earned eligible hours, the District shall provide such additional hours at the stated rate per hour, set annually by the District, subject to the availability of the type vehicle requested by the group. In the event the group requests a vehicle other than an available trolley, the additional cost of such other vehicle shall be paid by the group. Any amounts owing by the group to the District shall be paid within 30 days of receipt of billing.

The stated rate for service in 2018 is $104.00 per vehicle hour, increasing in future years by 4%, rounded to the next higher one-half dollar.

Are there other limitations on Supplemental Service? Yes.

1. The District cannot provide service to convention participants who are not guests of District hotels that have entered into agreements with the District for the service.
2. Under present policy, the District will not carry hotel guests outside the District boundaries except in accordance with District guidelines.
3. Hours of operation of special event service will be determined by arrangement with the District through Experience Arlington. Generally, special event service will be available, if requested, for the required time periods between 8:00 a.m. and 12:00 midnight.
4. Service shall be by trolley. A group desiring a different form of vehicle shall bear the additional expense of the different vehicle type.

How does a group apply for Supplemental Service?

1. Any group making application for Supplemental Service shall do so on a form prescribed by the District and shall list all hotels to be occupied by the group during the meeting for which the service is sought.
2, Application must be made with the District through Experience Arlington, Mrs. Mary German, not later than thirty (30) days prior to the first service date applied for. THE DISTRICT CANNOT GUARANTEE SERVICE UNLESS CONFIRMED WITHIN THIS SCHEDULE. Applications received at a later date will be considered if service is available, but no application shall be processed if received by the District less than 15 days prior to the date of service. Application should be made by faxing a completed "Application for Supplemental Service" to Mrs. German at 817-265-5640 or e-mailed to mary@arlington.org with a copy to the District at trolleygm@gmail.com.
3. After the District has approved a group's application for Supplemental Service, a legally authorized representative of the group shall execute and deliver to the District a completed Supplemental Service Agreement not less than three (3) complete business days prior to the date and time for commencement of the service.
4 As a part of the Supplemental Service Agreement, the applicant shall deliver to the District an authorization for the District to use a credit card – Visa, MasterCard, Discover or American Express – to be used by the District in payment of all charges for service exceeding eligible hours. The applicant shall attach to the Agreement a copy of picture identification of the cardholder.

Once ordered, can Supplemental Service be cancelled or changed? Any supplemental service which is cancelled or for which service is reduced (either number of hours or number of vehicles) is subject to a cancellation fee.

Cancellation or reduction in contracted number of motor coaches is dependent on the cancellation policy of the company from which ATM has requisitioned the service. Groups being served should determine the cancellation policy of the motor coach company at the time a supplemental service contract is entered into. Groups shall be responsible for payment of any cancellation fees.

Cancellation or reduction in contracted number of trolleys may be made up until 24 hours prior to the date of service without penalty. If made within 24 hours of the service date, there will be a cancellation fee of $240 per vehicle. Written notice of any cancellation must be delivered to the District within the time frames stated above.

Do all District hotels participate in Supplemental Service? Supplemental Service is only available to groups staying at District hotels that comply with the following (adopted 11-15-12):

1. Every hotel using Supplemental Service shall enter into a contract with the District, on a form prescribed by the District, providing:

a. The hotel agrees to report to the District in writing, in a form prescribed by the District, all room-nights actually occupied by members of a Meeting Group at the hotel during the period of the meeting for which the Meeting Group occupies the hotel's rooms.

b. The hotel agrees that it shall deliver the report of room occupancy to the District within ten (10) days after the last day of the meeting attended by the Meeting Group.

c. The hotel understands and agrees that the failure to deliver a full and complete report of room occupancy within ten days shall forfeit the privilege of the hotel to use the Supplemental Service of the District.

d. In the event that the District shall collect from the Meeting Group any monies for Supplemental Service and thereafter it is determined that the collection is attributable in whole or in part to the failure of the hotel to timely report all room-nights of occupancy by the Meeting Group, the hotel understands that Supplemental Service to the hotel will not be restored without the prior written approval of an authorized representative of the Meeting Group.

2. Any Meeting Group making application to the District for Supplemental Service shall do so on a form prescribed by the District and shall list therein all hotels to be occupied by the Meeting Group during the meeting for which the Service is sought.

B. AT&T STADIUM SERVICE

Is there Supplemental Service to AT&T Stadium? Service to AT&T Stadium is limited as follows:

1. There is no free District service of any kind to the stadium on the day of a stadium event, such as football, soccer, boxing, concerts, etc.
2. If an identified group is in the district for a meeting independent of a stadium event, attendance at a stadium event shall not disqualify the group from receiving supplemental service on a day other than the day of the stadium event if the group otherwise qualifies for supplemental service.

Is there any other District service to AT&T Stadium on days of stadium events:

1. *AT&T Stadium – event days* There is no regular (i.e., complimentary) route service to AT&T Stadium on the days of stadium events. However, a fare-based service is available to selected stadium events from some but not all of the District hotels. See the District website, www.arlingttrolley.com, for the names of the hotels participating in the fare-based service and the events served.
2. The there are four (4) pre-event hotel-to-stadium trips at half-hour intervals, 2-1/2 hours, 2 hours, 1-1/2 hours and 1 hour before event time. There are two post-event trips from the stadium to guests' hotels, ½ hour and 1 hour after the conclusion of the event. Arrangements for this service are made with Eventbrite through the District website.

V. DOWNTOWN ARLINGTON SERVICE

The service During the 2018 season the District will provide service to central Arlington during the evening hours on selected dates as an added feature of a hotel guest's Arlington visit. The service is known as the "Downtown Express".

Reservation required Ridership is by reservation only. A reservation may be made on-line by using the form on the "Downtown Express" page of the District website: arlingtontrolley.com; or, by calling 817-538-0777. A reservation may be made at any time in advance of the date of service, but must be made and confirmed no later than **4:00 p.m.** on the day for which service is requested.

Reservation request – content Each reservation will require guest contact information – e-mail address or cell phone number – for use during the service and, with guest consent, for subsequent District marketing purposes.

Reservation limitation Reservations must be made for individuals or a family. All adults must have a reservation. Only two adults per reservation will be accepted. The Downtown Express is not a form of group service. Large groups are encouraged to use the service described in IV above. Reservations are subject to space availability.

Service dates Downtown Express service will commence on **May** and will continue through **July**. **The dates and times of service are listed in the Downtown Express calendar on the District website.**

Service hours The service will commence at District hotels at the times shown on the Downtown Express calendar and shall end at 10:30 p.m.

Drop-off and pick-up procedures Guest pickup for service inbound to downtown will be within a time period determined ATM and the guest – within a pickup "window" of 15 minutes, if possible. The guest will be dropped off downtown as close as practical to the guest's stated destination. Return to the hotel will be as arranged between the trolley driver and guest, with last departure from downtown no later than 10:30 p.m. on a "show nights" and at 10:00 p.m. on all other nights.

Downtown pick-up locations Downtown pickup time and location will be arranged between driver and guest before drop-off or by cell phone communication between driver and passenger. Additionally, there are pick-up locations marked by sign (sidewalk graphic) in the downtown area and shown on the downtown map contained in the Downtown Express brochure.

Downtown Express promotion Information concerning the service will be available to guests and prospective guests by:

- Web page "Downtown Express" on the District website: arlingtontrolley.com.
- Sign displays on each route service trolley contain pertinent information about the service.
- Video/audio announcements on each trolley.

VI - THE RIDERS - USERS OF THE SERVICE

Users: Who may ride District trolleys? Under District policy, the only persons eligible to ride District trolleys or buses are those persons who are registered guests of participating hotels.

Eligible riders: How identify them? Each hotel will issue a "trolley pass" to any registered adult guest requesting one and to any child (also a hotel guest) of a registered adult who is over the age of 13 years. Each hotel may establish its own procedures for issuance of passes, so long as they are consistent with the District's eligibility criteria.

Mis-use of passes The trolley pass is valid only in the possession of a registered guest of a participating hotel of the trolley district, subject to conditions contained at arlingtontrolley.com."

No other person is authorized to use a pass. IT IS A VIOLATION OF DISTRICT POLICY FOR A HOTEL EMPLOYEE OR ANY OTHER PERSON TO PERMIT THE USE OF A PASS BY A PERSON NOT ENTITLED TO USE A PASS under the eligibility requirements stated in this procedure. Each pass contains the following statement: "The pass may not be sold, transferred or used by other than the hotel guest to whom it is issued. This pass may be confiscated and the holder denied transit privileges in the event of misuse of the pass or any violation of the conditions under which it is issued." ANY HOTEL PERMITTING RIDERSHIP CONTRARY TO THIS POLICY IS SUBJECT TO DISTRICT SANCTIONS, INCLUDING SUSPENSION OF SERVICE.

A. It is the intent of the District that trolley passes be issued to and used only by persons who are currently registered as guests of District hotels as a service provided by assessment of District hotels. It is a violation of District policy for a hotel to sell a trolley pass for money or other valuable consideration or to offer to do so.

B. "Unauthorized use" shall mean the representation by any hotel employee that trolley service is available to non-hotel guests, with or without the payment of consideration for a trolley pass and whether or not the transaction is completed. An "offense" means an "unauthorized use". "Offending hotel" means the hotel at which an unauthorized use occurs.

C. Unauthorized use shall be addressed as follows:

First offense: Upon a first offense, written notice shall be sent to the general manager of the offending hotel giving notice of the offense; and, the District may at its option make a courtesy call on the general manager concerning the matter.

Second offense: Upon a second offense within the same calendar year, written notice shall be sent to the general manager of the offending hotel and the owner of the hotel real property giving notice of the offense and placing the hotel under a suspension of trolley services for a period of seven (7) service days.

Third offense: Upon a third offense within the same calendar year, written notice shall be sent to the general manager of the offending hotel and the owner of the hotel real property giving notice of the offense and placing the hotel under a suspension of trolley services for a period of thirty (30) service days.

Fourth offense: Upon a fourth offense within the same calendar year, written notice shall be sent to the general manager of the offending hotel and the owner of the hotel real property giving notice of the offense and placing the hotel under a one-year suspension of trolley services.

The suspension period shall commence on the first service day next following either: the last day to appeal suspension, as described in F. below; or, the day on which the appeal decision is rendered.

D. After any written notice as described in C. above, whether or not there is any suspension of service, the general manager shall have fourteen (14) days from the date of the written notice in which to reply to the District describing the manner in which the unauthorized use is being addressed by the offending hotel.

E. During any suspension period the obligation of the hotel property owner to pay the trolley assessment shall continue.

F. A hotel shall have the right to appeal a suspension for unauthorized use:
i. If an appeal is made to the District in writing within fourteen (14) days after written notice of the suspension;
ii. Before an appeals panel of three (3) members of the District Board of Directors;
iii. At a hearing held within five (5) business days after the date of the appeal.
The decision of the appeals panel shall be final and binding on the hotel.
A suspension period will be carried forward to the following season when not completed within the calendar season in which the offense occurred.

Other conditions of use As a condition of service, each hotel shall make available to each guest using the trolley service, in a form suitable to the hotel, a statement of conditions of use of the trolley system, not less than the following:

USE OF TROLLEY SYSTEM IS SUBJECT TO THESE CONDITIONS:

1. **A pass issued by a hotel must be displayed by every rider 13 years of age or older.**
2. **The pass is valid only for registered guests of an issuing hotel during guests' stay at that hotel.**
3. **The pass may not be transferred or used by person other than guest to whom it was issued.**
4. **The pass may be confiscated and holder denied trolley use if these conditions are violated.**
5. **No child under age 13 may ride a trolley unless accompanied by an adult responsible for the child.**
6. **The transit operator accepts no responsibility for delays, losses, damages or injury to persons or property, including personal property left on a transit vehicle.**
7. **No alcoholic beverages, glass containers or concealed weapons (except as otherwise permitted by law) are allowed on transit vehicles.**
8. **No animals are allowed other than guide dogs for sight-impaired guests.**
9. **The trolley is a smoke-free environment. No smoking allowed.**

VI I - GUEST/RIDER RELATIONS

Trouble-shooting: What do I do when things go wrong? The trolley is late? The trolley doesn't stop? In the event of a service problem or complaint, please do the following:

If the problem is one which can be handled by front desk personnel, they should of course do so. And, if the problem merits reporting to the District, a hotel representative should fill out a Transportation Service Report. A reproducible copy of the form is attached to this Guide.

Provide the name and phone number of the complaining or aggrieved party, if available. E-mail the Transportation Service Report to the District at trolleygm@gmail.com.

If the problem is one that can be corrected or alleviated by some immediate action on the part of the operator (for example, the trolley just drove past your hotel without stopping and you have waiting guests), call ATM, in the sequence listed on the "Phone Number HOT SHEET" at the front of this Guide. Report what has happened and find out from the ATM representative what corrective action is to be taken. Make note of the ATM representative's response.

If you cannot reach any of the persons listed on the Hot Sheet, call Melinda Brittain at 817-822-2586.

On the same day, fill out a Transportation Service Report (Reproducible form follows), and send it to the District at trolleygm@gmail.com.

If the problem involves a situation which has concluded (for example, your morning staff is told that a guest was left at Six Flags the night before), fill out a Transportation Service Report and e-mail it to the District trolleygm@gmail.com. Again, provide information concerning the complaining party (name and phone number), if available, as well as time and place of event.

What happens after a service report is filed? The District closely monitors the Operator's performance of the contracted services. **ATM** is required to follow up on all incidents of service complaints and to report its action to the District. Therefore it is important to the success of the trolley service that incidents be reported to **both ATM and the District** and that the complainant provide as much information as possible (including a permanent address and/or phone number) for follow-up use.

How do we get a supply of trolley passes, etc.? To replenish your supply of trolley passes, call or e-mail your order to the Field Supervisor or the ATM office. **PLEASE** review your inventory of trolley passes and route guides and order before 12:00 noon on Friday or before a holiday. **Supply orders cannot be filled on weekends or during holidays.**

VIII. HOTEL – TROLLEY COMMUNICATIONS

Communication by the District administration and the trolley operator is provided by:

Lobby monitor The District has provided and the Operator has installed in each hotel lobby a monitor displaying operating schedules, times and arrival information. Should a monitor malfunction or cease to operate in any way, the hotel should notify the ATM office immediately.

District website The District's website is: **arlingtontrolley.com**. Each District hotel is assigned a web page (click on "Hotels") containing information about both the hotel and trolley service that is specific to that hotel. Each hotel should review its page from time to time and notify the District concerning any needed changes in displayed information.

Trolley brochure The District publishes a brochure for distribution at each hotel and elsewhere in the District. The brochure describes and promotes the trolley service generally, with emphasis on the route service.

Trolley System Operations Guide This publication contains policies and procedures for use of the trolley system. It is published each March for distribution to all District hotels, with mid-season supplements or modifications as needed. A copy of the guide should be maintained by each hotel for quick reference at or near the hotel's front desk.

AEAMD TROLLEY ROUTE SERVICE PLAN

Green Route
Quality Inn
Red Roof Inn
Crowne Plaza
Double Tree
Hurricane Harbor
Six Flags
Visitor Center
Ballpark
Arlington Conv. Ctr.

Red Route
Hilton
Wingate
Residence
Hawthorn Suites
Candlewood
Hampton
Spring Hill
Towne Place
Hurricane Harbor
Six Flags
Visitors Center
Ballpark
Arlington Conv. Ctr.

Yellow Route
Holiday Inn
Days Inn
Courtyard by Marriott
Sheraton
Howard Johnson
Hurricane Harbor
Six Flags
Visitors Center
Ballpark
Arlington Conv. Ctr.
AT&T Stadium

Blue Route
Hilton Garden Inn
Extended Stay Amer.
Fairfield
Four Points by Sheraton
Hyatt Place
Sleep Inn
Baymont Inn
Homewood Suites
Bowling Campus
Six Flags
Visitors Center
Ballpark
Arlington Conv. Ctr.
Hurricane Harbor

BALLPARK SERVICE
Added Service Request

In order to receive added transportation service for a greater number of riders than can be served by normal route service, the hotel must submit this form to Arlington Transit Management and the Trolley District by email not less than 24 hours in advance of the need of service. SEE ELIGIBILITY GUIDELINES. This procedure adds a vehicle to route service but NOT exclusively for the requesting hotel or group.

Date:	Time:
Email to: trolleygm@gmail.com	Fax to: Arlington Transit Management Fax Number: 817-232-9560 Email: **arlington.trolley@att.net**
(Hotel) From: Your name	Fax No.: Title

WE WILL REQUIRE THE FOLLOWING ADDED SERVICE:

Date:	Time of Pick-Up:
Number of Guests:	Time of Return:
Group Name:	Responsible Party:
Destination: Ballpark ____ Stadium ____	
Comments:	
Do you require handicapped accessible equipment? _____yes _____no. If so, please explain.	

Arlington Transit Management will complete the following section and confirm this service request by reply not less than 12 hours before the time for service. If your hotel has not received 12 hours advance confirmation, call 817-504-5175

Confirmation Date:	Time:
Time first added service vehicle will arrive:	
Comments/Special Instructions:	
Bus/Trolley will load (location):	
Name By:	Signature

Approved _____
Hotel General Manager

Date _____

Approved _____
For the District

Date _____

TRANSPORTATION SERVICE REPORT

In order to report a service incident or problem, the hotel should submit this form by fax to *ATM* and the District.

Date:	Time:

Send to: ARLINGTON TRANSIT MANAGEMENT - Fax: 817-633-1969 or e-mail: arlington.trolley@att.net
and to: AEAMD: trolleygm@gmail.com

Reporting Hotel:
Name of person reporting:
Complaining guest: Guest phone #
Service incident (State here the facts which are the basis of this report, including names and phone numbers of witness, if known.)
Date: Time: Location: Incident:

Reported to ATM? Yes _____; No _____. If yes, Date:
Time: By Whom: To Whom:
ATM action (if known):
If you wish to discuss this matter with a representative of the District, please call Melinda Brittain at 817-822-2586.

FOR DISTRICT USE

Received: Date Time By
Follow-up action:

Arlington Entertainment Area Management District