



IT'S TIME TO TEST

TRANSPORTATION HOLDS MOCK VALET TRIALS

Starting on June 4 (2008), the Transportation Department will be staging mock trials at the new McDougall Avenue entrance in preparation for our guests.

Since the main valet drop off is moving from the Riverside Drive entrance to the new location for the Augustus Tower, it's important to get used to the new process said Larry Larsh, Manager of Transportation. "The benefit of holding mock trials is to optimize our new service before we deliver it to the guests. Our employees need to be trained so they can guide the guests."

The location isn't the only new element the department will be getting used to. A new parking program called the Computerized Valet Parking System (CVPS) was installed two months ago. "It lets us log in guest information like their name, make and model of their car and license plate number. By using a license plate recognition camera, the system will retrieve all the information associated with that plate and attach the information to the key envelope. This saves the Key Attendants the task of re-entering all the guest, vehicle information.

There are many more benefits using the CVPS says Larry. "If we have our guest in the database we'll know the exact spot their vehicle is parked using their plate or ticket number, name or make and model. It'll cut down the retrieval time from 10 minutes to two if a ticket is lost. Using the CVPS we'll also take six photos of the car before it is parked to help resolve any potential damage claims," he said.

Internally, the CVPS is used for statistics like vehicle count or to track which guests use the hotel, casino or how many Seven Stars visit daily. "Having the additional information helps us schedule our shifts, daily and monthly," added Larry.

When the expansion opens, the staging area for vehicles to get to the valet drop off will be along Pitt St. between Goyeau St. and McDougall Ave. Variable Message Boards, much like those being used to redirect parking garage traffic, will be set up. The signs will assist guests until they become accustomed to the new traffic flow.