



Transportation Network Companies (TNCs)

## **ACI-NA TALKING POINTS**

December 2016

### **ACI-NA POSITION**

To address the TNC phenomenon in 2014, ACI-NA established a cross-functional task force to examine the impact ride-booking apps and their impact on airport operations.

The task force examined this issue from many angles, including passenger safety, customer experience, facilities and operational implications, airport revenue implications, and legal implications.

ACI-NA's goal is to provide members with valuable tools and resources to help airports and ride-booking apps work collaboratively toward constructive solutions.

The task force held monthly conference calls to provide members a platform to share their experiences working with TNCs and best practices. Today, the majority of Large and Medium hub airports have TNCs operating at their airport legally, whether it's through a temporary or permanent agreement/permit.

With the increase in TNC agreements at airports and frequent educational sessions at ACI-NA Conferences, we developed a TNC Resource Center, essentially a one-stop platform for our member airports.

### **HIGH LEVEL POINTS**

- As transportation hubs, airports provide ground access to both private and commercial vehicles. To help effectively manage airport resources through operational efficiency, airports enter into commercial agreements with entities doing business at the airport such as taxis, limos and other ground transportation services.
- The rapid adoption of TNCs has introduced a new option for ground transportation at airports for the traveling public.
- Airports are working with TNCs and essential government entities to successfully implement this technology to enhance the passenger experience. Many airports have implemented agreements, while others continue to negotiate with TNCs.

- Each airport is governed by different local rules and regulations, so no one TNC agreement is the same.

## SUPPORTING POINTS

- Because a safety and security is a top priority for airports, airports enter into agreements with all ground transportation providers operating on airport property.
- ACI-NA is committed to working with airports and TNCs to ensure effective ground transportation options that are enhancing the passenger experience while ensuring the safety and security of the traveling public.

## OPPOSING VIEWS

- **TNCs are too unsafe to operate at airports.**

Because a safety and security is a top priority for airports, airports enter into agreements with all ground transportation providers operating on airport property. These agreements help satisfy many airport concerns, including passenger safety, customer experience, facilities and operational implications, preserving airport revenues, and legal implications.

Questions about the TNC operations and safety records should be directed to the appropriate TNC company.

- **TNCs are creating too much congestion at airports.**

Congestion at airport departure drop-off areas, arrival pick-up locations, and airport access roads is an additional concern shared by many airports around the country. Some airports have dedicated specific pick-up points away from other ground transportation operators, in an effort to relieve curbside congestion and to ensure ease of access for passengers.

- **Airports are in business with “Big Taxi” and don’t want to cut into their profit margins.**

Any commercial enterprise operating at an airport must adhere to the same rules including TNCs.

## ACI-NA LEADERSHIP

In June 2014, ACI-NA formed a task force to examine the rapid expansion of TNCs and the impact on airports. The task force was composed of stakeholders representing airport ground transportation, legal, and operations management experts.

The task force finalized a guidance document to share with airports across North America. Because ground transportation circumstances vary widely from airport to airport, the task force guidance does not set out a particular form of regulations for airports to implement. The guidance sets forth a series of issues, factors, and options for airports to consider as they address ride-booking issues at a local level.

ACI-NA has engaged with representatives from TNCs companies to participate in various ACI-NA educational conferences.

## **STATISTICS**

In 2015, parking and ground transportation contributed \$3.9 billion to U.S. airports, accounting for more than 50 percent of non-aeronautical revenue.

## **CONTACTS**

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