

TRANSPORTATION NETWORK COMPANIES (TNC)

REFERENCE GUIDE

HOUSTON AIRPORT SYSTEM AIRPORT'S



LANDSIDE OPERATIONS MISSION STATEMENT

The Landside Operations section is a professional group of dedicated employees committed to meeting the needs of all Houston Airport System customers by creating an atmosphere of safety, comfort, and convenience through superior teamwork and unsurpassed customer service. We are further dedicated in supporting our employees in a productive environment where they are appreciated and can achieve recognition for success.



WHO'S WHO

These are some of the Houston Airport System employees who organize, run, and enforce rules in the Landside Operation Department

❖ **Operation Agents**

Wear Blue shirts

Located at the taxi booths at each terminal

Assist TNC customers and drivers as needed

Responsible for helping customers find the best method of ground transportation that suites their needs (taxi, shuttle, metro, etc.)

Dispatches/Post cabs, call cabs, load customers, collect trip tickets

❖ **Operation Agents Supervisor**

Supervises Operation Agents, resolves conflicts and disputes, enforces Landside Operation policies

Assist TNC drivers and customers as needed

Investigates incident reports, makes determinations

❖ **Operation Agents Manager**

Oversee entire Landside Operation

Writes and revises departmental policies and procedures

Holds hearings and resolves major conflicts

❖ **Regulatory Personnel & Regulatory Supervisor**

Wear Blue shirts

Enforce City Ordinance and Airport Regulations, and issue citation

CUSTOMER SERVICE

All TNC drivers are expected to present a “Friendly” attitude while serving HAS Airports

- ❖ Benefits the driver – increased tips!
- ❖ Be ready to get out of vehicle to greet customer – Hands free cell phone use only!
- ❖ Recommend loading customer luggage and opening door
- ❖ Keep updated maps in the car, or GPS – know how to operate it!
- ❖ Driver is expected to be familiar with ALL local hotels and popular landmarks, intersections, and surrounding suburbs
- ❖ If customer is unsure of address, help them or ask Agent to assist
- ❖ Helpful attitude with both customers and Agent will go a long way
- ❖ Treat Customers with respect even if they have an attitude - you never know what they have been through (travel delays, going to a funeral, etc.)

OPERATIONAL PROCEDURES STAGING LOT

Most trips originate from this location. This is the waiting area for TNC'S to stand by for pick up at terminal by their network company

- ❖ Staging lot open for staging 24/7 daily
- ❖ Remain with vehicle while staging
- ❖ Maintain orderly manner while at lot
- ❖ Do not leave lot until dispatched by network company

OPERATIONAL PROCEDURES

AIRPORT TERMINAL

After dispatch:

- ❖ Wait in lane designated by signage at each terminal in order of arrival.
- ❖ Display a courteous and professional attitude while interacting with customers and HAS staff while operating on all airport property.
- ❖ ALL Operation Agents are subject to random vehicle/license inspections by HAS STAFF while operating at terminals/staging lot.
- ❖ TNC'S can only pick up assigned customers as assigned by their network company.

CONTACT INFORMATION

IAH/Landside Operations
Manager
P.O Box 60106
Houston, Tx 77205

Supervisor on duty at IAH
Phone # (281-740-2585)
(281-740-6951)

HOU/Landside Operation
Manager
7800 Airport Blvd.
Houston, Tx 77061

Supervisor on duty at HOU
Phone # (713-640-3000)
(713-641-7794)

Or contact the City of Houston Administration & Regulatory Affairs Division at:
Phone # (832-394 - 8803)
Fax # (832 -395 -9632)

- ❖ Drivers are encouraged to call our 24 hour HOTLINE (281-230-3179) to report violations.