



For Immediate Release
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Media Advisory

ATL to Move Uber, Lyft Pick-Up Location

Move provides curbside pick-up sites exclusively for rideshare passengers, new location opens August 16

ATLANTA – In an effort to provide exclusive curbside pick-up sites for transportation network companies (TNCs, also called rideshares) and in preparation for ongoing construction efforts that will impact traffic patterns, Hartsfield-Jackson Atlanta International Airport (ATL) officials will move the Airport’s TNC pick-up locations at 12:01 a.m. Wednesday, August 16. The new locations, developed in close consultation with the TNCs, are located in the North and South economy lots and will expedite TNC operations at the world’s busiest and most efficient airport. ATL rideshare customers will be directed to the new pick-up locations via prominent signage, social media updates and guest service representatives, who will offer assistance and answer questions.

Drop-off locations will not change; TNCs will continue to drop off passengers at the North and South roadways immediately adjacent to the departure areas.

There are no changes to TNC pick-up locations at Maynard H. Jackson Jr. International Terminal.

Rideshare customers must confirm their pickup only after arriving at one of the designated locations.

USEFUL INFORMATION FOR PASSENGERS AND DRIVERS

ATL has produced short videos to provide specific, step-by-step instructions to guide passengers and drivers to the new locations. They will be accessible on www.atl.com and easily viewable from smartphones. Video links can be found here:

1. ATL Rideshare – From Domestic South baggage claim
<https://vimeo.com/228023254/8ed1c24064>
2. ATL Rideshare – From Domestic North baggage claim

<https://vimeo.com/228022373/a063a0ff18>

3. ATL Rideshare – From American Airlines baggage claim

<https://vimeo.com/228021768/4bbf810ff1>

4. ATL Rideshare - South pick-up lot (for TNC drivers)

<https://vimeo.com/228025032/cda4fc82c7>

5. ATL Rideshare - North pick-up lot (for TNC drivers)

<https://vimeo.com/228023985/111a293a26>

Examples of signage directing passengers to pick-up locations:



Link to map of parking areas (the rideshare pick-up locations are found in the North and South Economy lots:

http://one.atl.com/wp-content/uploads/2016/03/Parking_MapDirections_ATLWeb.pdf

FAQs for passengers:

- Where are the new pick-up locations?
 - The new locations are in the North and South economy parking lots.
- How long is the walk to the new locations?
 - Expect about a five-minute walk to the new locations.

- How do I find the locations?
 - Prominent signage, video links on ATL's website, and guest service representatives
- Who determines if I should go to the North or South location?
 - You do. As Delta Air Lines is located in the South Terminal, Delta passengers will likely head to the South pick-up location. All other passengers will likely head from the North Terminal to the North pick-up location.
- When do I hail my ride?
 - Hail your ride as soon as you arrive at the pick-up location. The pick-up spots are active loading and unloading zones and do not allow for TNC drivers to park and wait.
- Will this change my drop-off location?
 - No. TNCs will still be able to drop off on the North and South roadways immediately adjacent to the Domestic Terminal.
- Why are there color-coded signs at the pick-up locations?
 - They're designed to expedite the pick-up process. Drivers and passengers may use the color-coded areas as a reference point for pick-up.
- Do you have step-by-step instructions directing passengers to the new pick-up areas?
 - Yes.
 - Directions for passengers to South pick-up location:
 - Walk from Plane Train escalators to South baggage claim
 - Take escalator adjacent to door S5 to lower level
 - Exit building through door LS2
 - Cross roadway to parking deck
 - Slight right turn around stairwell
 - Slight left turn and follow marked path
 - Slight right turn to arrive at pick-up location
 - Directions for passengers to North pick-up location
 - Walk from Plane Train escalators to North baggage claim
 - Take escalator adjacent to doors N2 or N5 to lower level
 - Exit building via doors LN1 or LN2
 - Cross roadway to parking deck
 - Follow marked path through parking deck
 - Arrive at pick-up location

FAQs for TNC drivers:

- Which parking lot(s) do I enter for Rideshare pickups?
 - North and South Economy Parking lots are current rideshare pick-up locations at ATL.
- What happens if I lose my parking ticket?
 - Driver should proceed to a cashier lane. For all lost and damaged tickets, driver must present their driver license.
- What happens if I exceed the grace period?
 - Driver will be responsible for all parking fees, which equals \$3 per hour up to the daily max of \$14 per day.
- Is the driver allowed to park on the designated pick-up curb?

- No. Active loading only.
- What if my passenger is not in the pick-up location when I arrive?
 - Driver should exit the parking lot and follow the signs for Terminal return.
- Am I allowed to have a passenger(s) in my vehicle when approaching the designated pick-up location?
 - No.
- What happens if the lot is full when I arrive at the parking lot entrance?
 - Driver should proceed toward the gate guard, who will allow entry. Current decal (hangtag) must be visibly displayed on rearview mirror.
- Is cash an accepted form of payment?
 - Yes. Driver must exit through a cashier lane.

Information for TNC drivers:

- Designated Rideshare pick-up areas are located in the North and South Economy parking lots:
 - Enter through far left lane on the North
 - Enter through far right lane on the South
- Driver must have current decal (hangtag) visibly displayed on rearview mirror prior to entering lot.
- Each driver must press red button and pull parking ticket. No tailgating.
- Drivers must ensure passengers have arrived at the designated pick-up location before entering the parking facility.
- Once driver enters lot, he or she must proceed to the designated rideshare pick-up area.
- Active loading only. No parking.
- Once driver has picked up passenger, he/she should proceed to exit through a “credit card/prepaid ticket” lane.
- Credit cards are the only accepted form of payment at “credit card/prepaid ticket” lanes.
- Driver must insert parking ticket to exit parking lot. If within 15-minute grace period, no payment is required.
- If ticket exceeds 15 minutes, driver will be responsible for ALL parking fees: \$3 per hour up to the daily max of \$14 per day.
- Cash and credit cards are acceptable forms of payment. Cash is accepted only at cashier lanes.
- If driver does not connect with passenger(s) upon arriving to the designated pick-up location, he/she should exit the parking lot and follow the signs for Terminal return.
- If parking ticket is lost or damaged, the driver must utilize a cashier lane.

IMPORTANT TIPS:

- DO NOT BEND OR FOLD YOUR TICKET
- DO NOT MOISTEN TICKET
- DO NOT RUB TICKET AGAINST PHONE OR CREDIT CARDS

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Hartsfield-Jackson Atlanta International Airport

Hartsfield-Jackson (ATL) is the world’s busiest and most efficient airport, serving more than 104 million passengers annually with nonstop service to more than 150 U.S. destinations and 70 international destinations in more than 50 countries. ATL boasts a direct economic impact of \$34.8 billion in metro

Atlanta and a total direct economic impact of \$70.9 billion in Georgia. The Airport is the largest employer in Georgia, with more than 63,000 employees. The Airport is a frequent recipient of awards of excellence for concessions, operations, sustainability, architectural engineering, and construction. ATL is now in the midst of a \$6 billion capital improvement program, ATLNext, that will modernize the Domestic Terminal and concourses, create new parking decks, construct a 440-room hotel, Class A commercial office space, add a new runway, new concourse and expand cargo facilities. For more information, visit www.atl.com.

NOTE TO NEWS EDITORS

For HD broadcast quality b-roll of airport operations, events and generic interior/exterior shots, click here to view our ATL Video Newsroom: <https://vimeo.com/atlairport/channel>