

## **WAYNE COUNTY AIRPORT AUTHORITY**

### **STANDARD OPERATING PROCEDURE**

#### **RESERVED/PRE-ARRANGED COMMERCIAL GROUND TRANSPORTATION**

##### **Purpose**

To establish a process for companies providing reserved/pre-arranged commercial ground transportation services to Detroit Metropolitan Wayne County Airport (“Detroit Metro Airport” or “Airport”) customers/passengers and procedures for Wayne County Airport Authority (“WCAA”) employees to manage and enforce compliance of these processes. WCAA shall modify this Operating Procedure based upon operational needs of the Airport.

##### **Statement**

WCAA manages three (3) landside locations, McNamara Terminal, Smith Terminal and Westin Hotel, wherein reserved/pre-arranged commercial ground transportation services are regulated as a service to the traveling public. For purposes of this Operating Procedure, reserved/pre-arranged commercial ground transportation vehicles will be referred to as “Luxury Sedan/Limousine.”

##### **Generally**

Luxury Sedan/Limousine drivers providing reserved/pre-arranged commercial ground transportation services are required to have a completed WCAA Manifest and show this manifest to a WCAA Landside Agent (see Attachment A). Completed manifests are reviewed by the WCAA Landside Agent along with the driver’s vehicle operator license. Drivers unable to provide and/or complete a manifest must immediately leave the Airport premises. All manifests must contain the reserved/pre-arranged customer’s flight number, which will be verified against Flight Tracker.

For flights not due in for more than 15 minutes, the driver will be advised when the flight is due to arrive and the driver can return 15 minutes before that time. If the flight arrival is within 15 minutes, a \$10.00 coupon fee will be collected.

Drivers requesting terminal access to meet their customer will be supplied a terminal access identification pass, which must be worn by the driver at all times. Drivers will proceed to baggage claim or international arrivals and wait in a waiting area. The driver will hold a sign displaying the name of the company or client, and assist their customer. If no terminal access is needed, the driver will be directed to wait for their customer in the designated hold lot area.

Drivers in the terminal without a terminal access pass are considered to be soliciting. Airport police will be notified immediately for removal of unauthorized drivers.

Drivers of reserved/pre-arranged luxury sedan/limousine are NOT allowed to park in vehicle chutes designated only for Checker Sedan or DMATA.

The location-specific procedures are noted below.

### **McNamara Terminal**

To meet a reserved/pre-arranged customer at the Airport's McNamara Terminal, the driver must first check in with a WCAA Landside Ground Transportation Agent (see Attachment A). Drivers of oversized vehicles will stop at the curb area near door 402 (see Attachment A) to check in with a WCAA Landside Agent.

The vehicle staging lot for the McNamara Terminal is located on the fourth level of the McNamara parking structure. In the event the vehicle staging lot is full, a WCAA Landside Agent or Supervisor will direct the driver to park at the north end of the ground transportation area located on Level 4 of the McNamara parking structure.

A maximum of 30 minutes is allowed for a Luxury Sedan/Limousine vehicle to stand in this area ("dwell time").

Within the McNamara Terminal baggage claim area, WCAA will provide an approximately 10' x 10' roped off area with a sign designating it as only for drivers meeting "pre-arranged commercial transportation" (the "queuing area"). For domestic arrivals, the queuing area will be near Doorway # 4 at the baggage claim level (see Attachment E-2). A queuing area is also provided for international passengers located directly outside of the security door on the international arrivals level (see Attachment E-1). WCAA Landside Operations reserves the right to manage the size of the queuing area based upon passenger/customer arrivals to accommodate the needs of the traveling public.

Signs will be displayed directing the traveling public to the reserved/pre-arranged commercial ground transportation queuing area (see Attachment E-2), including an overhead sign inside the security area.

Signs will be displayed on the Ground Transportation level six and at the bottom of the escalator on level four of the Ground Transportation Center directing the traveling public to the luxury sedan/limo staging lot.

### **Smith Terminal**

All Reserved/Pre-Arranged Ground Transportation Service Companies must check in at the ground transportation office (see Attachment F). Dwell time is limited to 30 minutes.

The driver is required to have a WCAA Manifest completed (see Attachment B). Completed manifests are reviewed by the WCAA Landside Agent along with the driver's vehicle operator license. Drivers unable to provide and/or complete a manifest must immediately leave the Airport premises. All manifests must contain the reserved/pre-arranged customer's flight number, which will be verified against Flight Tracker.

If the flight is due in longer than 15 minutes, let the driver know when the flight is due, return manifest and driver's license and inform them they must leave the ground transportation area and check back in 15 minutes before the flight is due. If the flight is scheduled to arrive 15 minutes or less, a WCAA Agent collects the \$10 coupon and exchanges the driver's license for a terminal access identification pass which must be worn by the driver at all times.

Drivers wait within Smith Terminal baggage claim area for customer with company/customer sign, assist customer with baggage, return to vehicle, return terminal access identification pass and exit the Airport.

Drivers without a terminal access pass are considered soliciting and Airport police must be notified immediately for removal.

### **Westin Hotel**

To meet a reserved/pre-arranged customer at the Westin Hotel, the driver must first check in with a Landside WCAA Ground Transportation Agent (see Attachment A). Drivers of oversized vehicles will stop at the curb area near door 402 (see Attachment A) to check in with a WCAA Landside Agent.

Luxury Sedan/Limousine drivers will present an Airport Authority Manifest (hotel guests do not have flight numbers) and a \$10.00 fee coupon. A WCAA Landside Agent will time stamp the coupon and return it to the driver. The driver will proceed to the Westin Hotel and stop to await the arrival of their fare at an open non-designated area.

There is no dedicated pick up zone at the Westin entrance. Drivers must stop at an open curbside area and wait the arrival of their client. Drivers MUST stay with their vehicle at all times with company/customer sign, assist customer with baggage and then exit airport.

Dwell time at the Westin Hotel curb area is not to exceed 15 minutes.

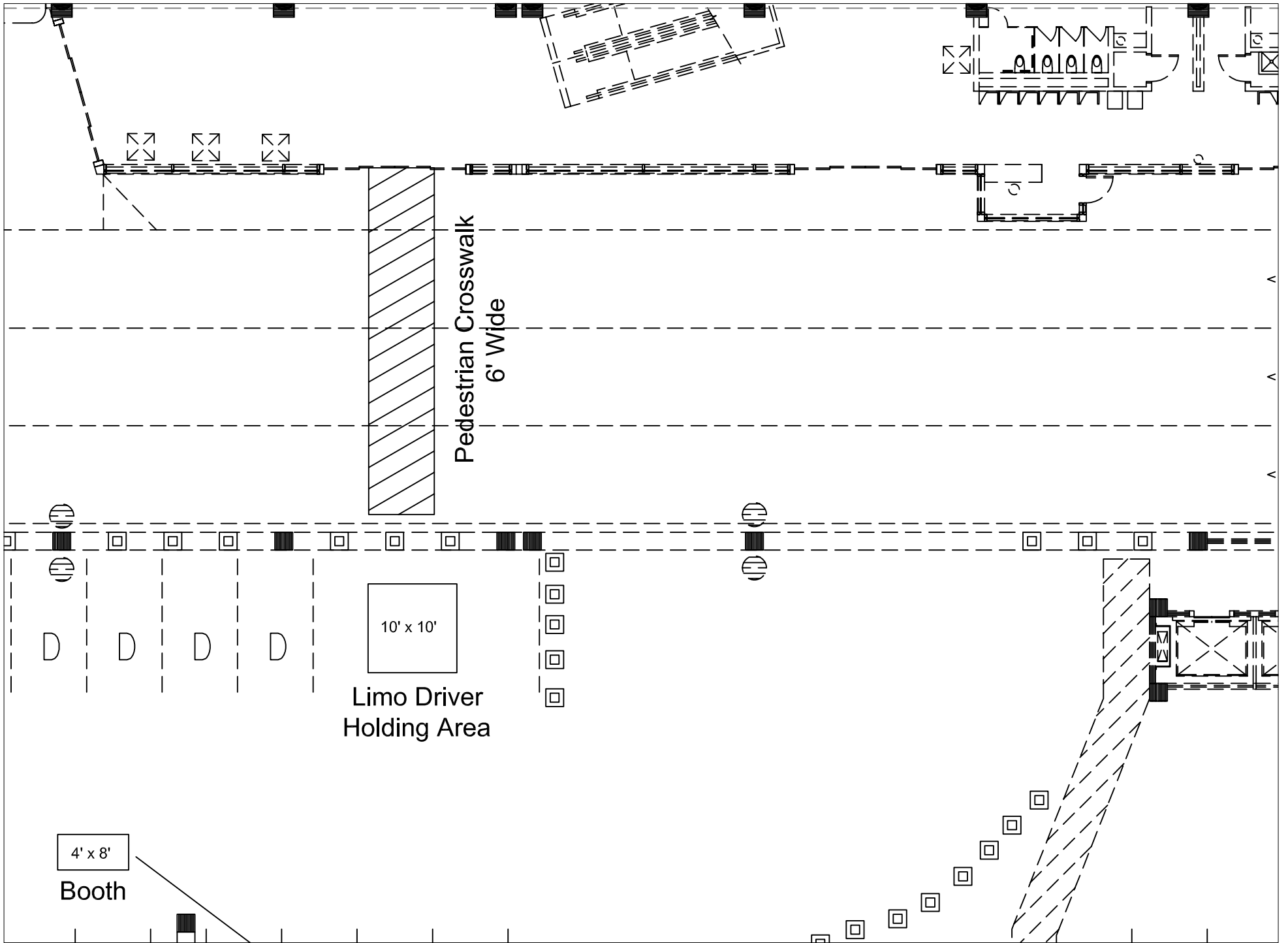
### **Fee**

The vehicle-for-hire access fee is \$10.00 per trip.

### **Attachments:**

- A WCAA Landside Agent Booth
- B Official Airport Ground Transportation Manifest
- C Luxury Sedan/Limo Driver Holding Area
- E-1 McNamara Terminal International Arrivals Driver Queuing Area
- E-2 McNamara Terminal Domestic Arrivals Driver Queuing Area
- F L.C. Smith Terminal Landside Services Office

12/27/06



Attachment A

Attachment B



DETROIT METRO • WILLOW RUN  
WAYNE COUNTY AIRPORT AUTHORITY

**OFFICIAL AIRPORT GROUND TRANSPORTATION  
MANIFEST**

**Date:** \_\_\_\_\_

**Commercial Vehicle**

**Driver**

**Company:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**License Plate #:** \_\_\_\_\_

**Vehicle Make/Model:** \_\_\_\_\_

**Passenger**

**Airline**

**Name:** \_\_\_\_\_

**Carrier:** \_\_\_\_\_

**Westin Hotel:** \_\_\_\_\_

**Flight**

**Arrival**

**Number:** \_\_\_\_\_

**Time:** \_\_\_\_\_

(N/A for Westin Hotel guest pickup)

**Notes:**

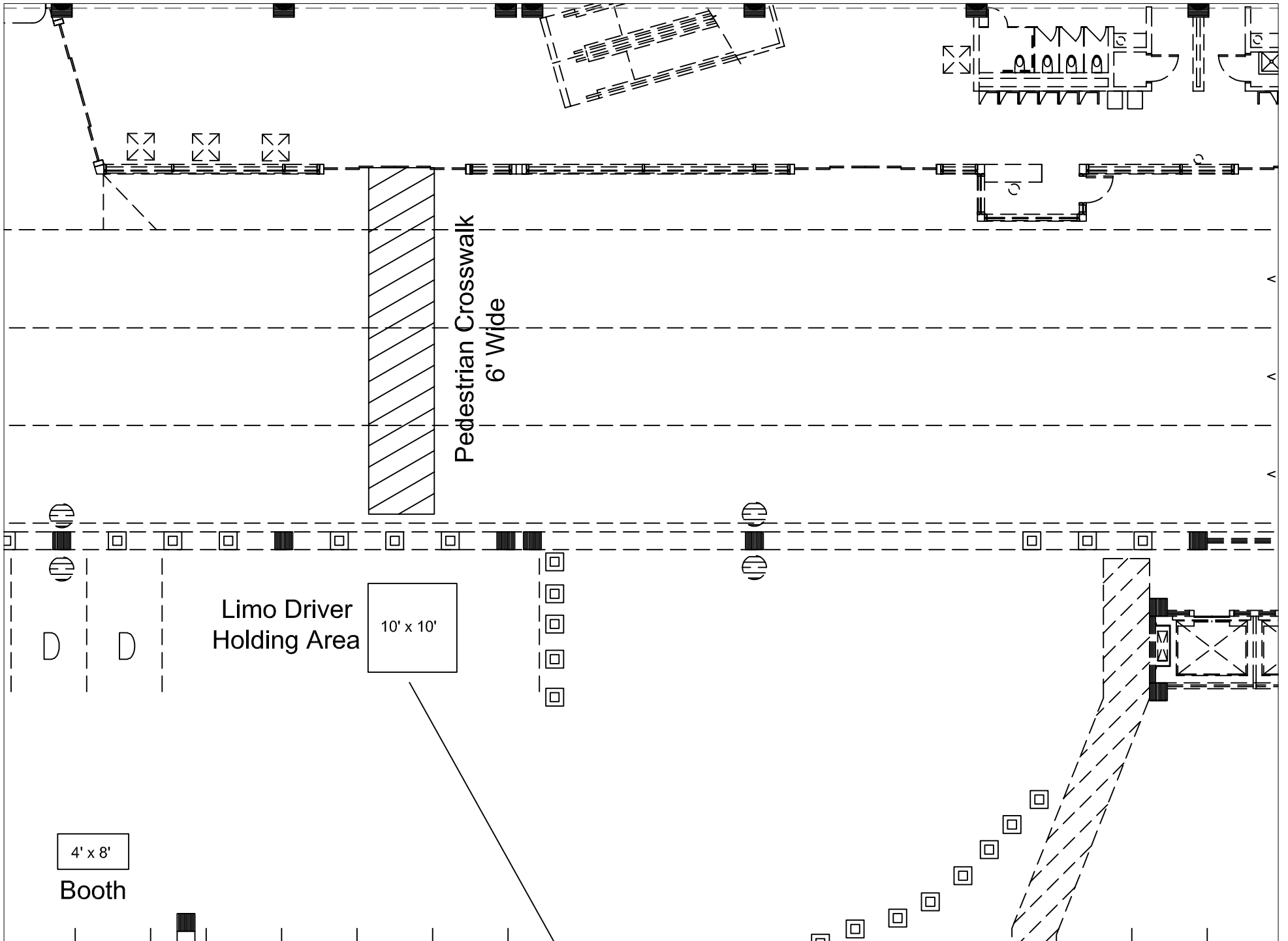
**I agree to operate in accordance to Wayne County Airport Authority Ordinances and operating procedures for commercial ground transportation vehicle access.**

**Driver Signature:** \_\_\_\_\_

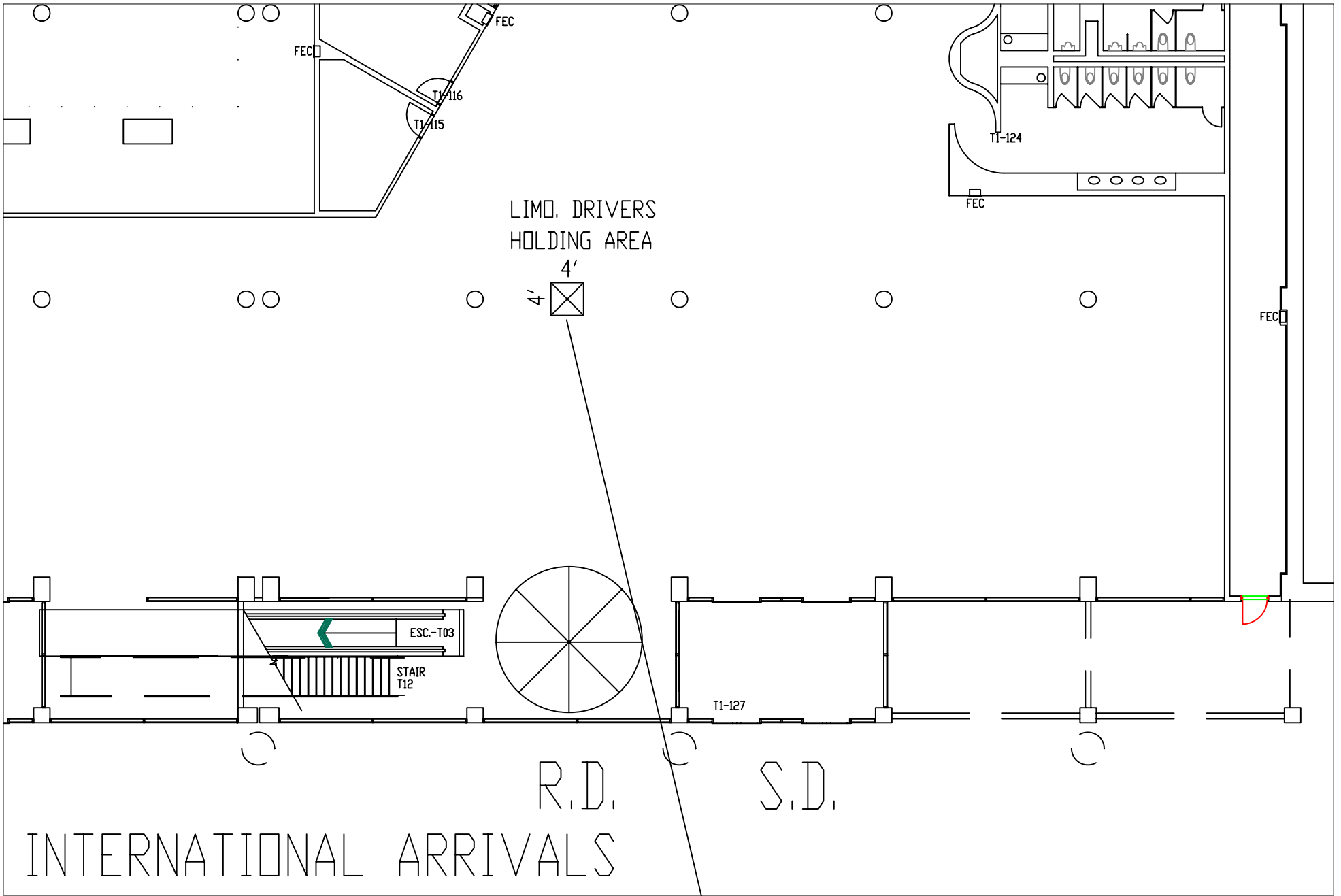
**Terminal Badge Number:** \_\_\_\_\_

**Access Fee Paid:** \_\_\_\_\_

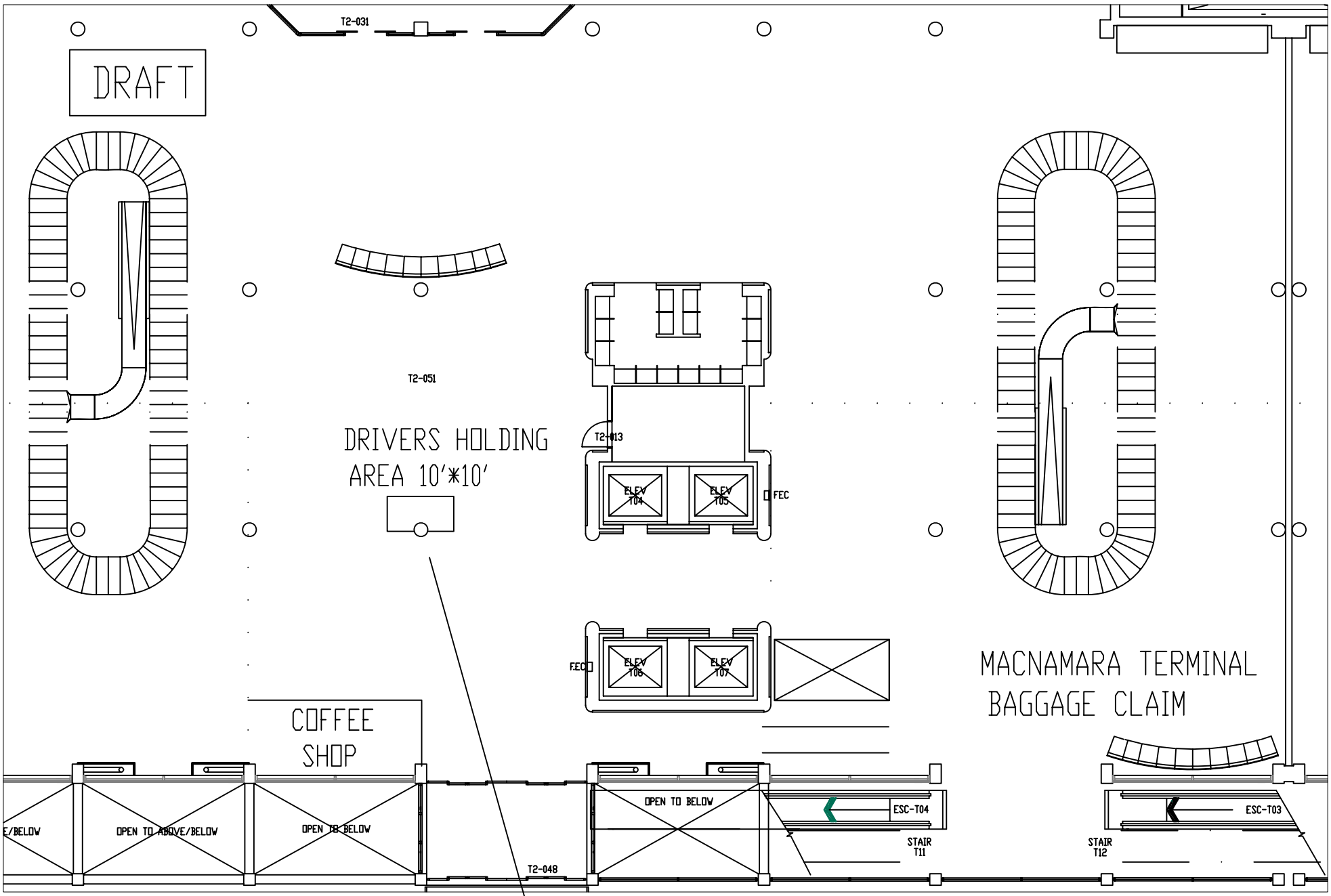
\* All information on this sheet must be completed in full prior to aircraft landing at DTW and presented to a Landside Agent for review and approval.



Attachment C



Attachment E<sub>1</sub>



DRAFT

T2-031

T2-051

DRIVERS HOLDING AREA 10'\*10'

T2-113

FEC

FEC

MACNAMARA TERMINAL BAGGAGE CLAIM

COFFEE SHOP

OPEN TO BELOW

ESC-T04

STAIR T11

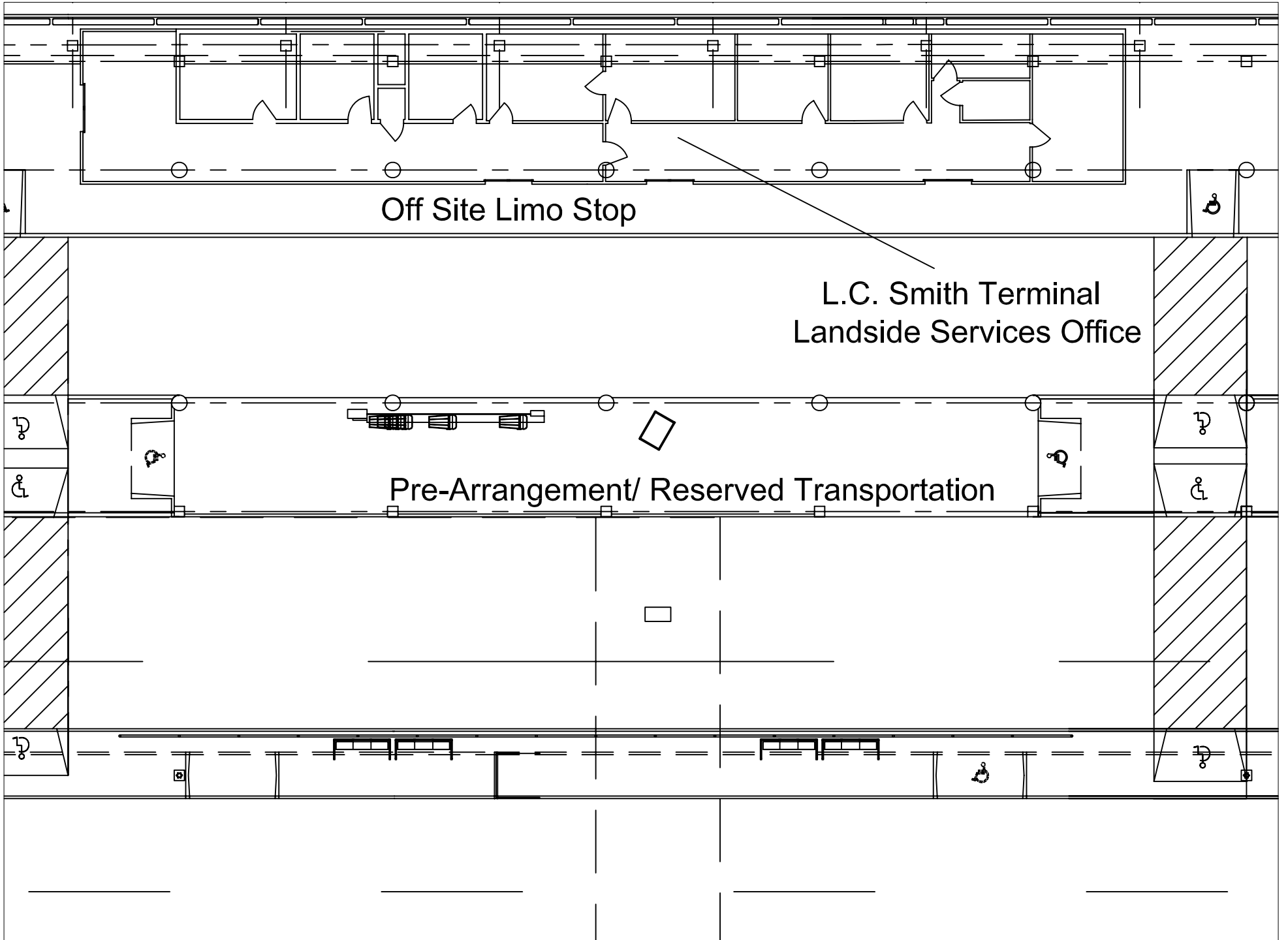
ESC-T03

STAIR T12

T2-048

Attachment E<sub>2</sub>





Off Site Limo Stop

L.C. Smith Terminal  
Landside Services Office

Pre-Arrangement/ Reserved Transportation

Attachment F