

# WAYNE COUNTY AIRPORT AUTHORITY

## GROUND TRANSPORTATION

### OPERATING PROCEDURE

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

Wayne County Airport Authority (WCAA) manages three (3) Landside/Ground Transportation locations that serve McNamara Terminal, North Terminal and Westin Hotel. Reserved / pre-arranged commercial ground transportation services are regulated as a service to the traveling public.

#### *General Procedure*

Commercial transportation drivers providing reserved/pre-arranged transportation services are required to have a fully completed AVI Coupon (see attachment A). AVI Coupons are reviewed by a WCAA Landside Agent along with the driver's vehicle operator license. Drivers unable to provide a completed AVI Coupon or driver's license must immediately leave the airport premises. All AVI Coupons must contain the 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, an AVI Coupon will be collected.

Drivers requesting terminal access to meet their customer will be required to get a WCAA issued access identification pass upon check in which must be worn by the driver at all times. Drivers will proceed to domestic baggage claim or international arrivals level and wait in the designated waiting area. These areas are identified in the following pages. The driver may hold a sign displaying the name of the company or client while waiting. If no terminal access is needed, the driver will be directed to wait for their customer in the designated vehicle holding area and an identification pass is not needed.

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.

## *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 in the Vehicle Staging Lot Booth. Drivers of oversized vehicles will stop at the curb area near door 402 to check in. Please see attachment B1 for the configuration of the McNamara Ground Transportation Center. After check in the driver must drive to the motor coach staging area at the southern most end of the rental car shuttle pick-up area. Two spaces are provided for staging (See Attachment B2).

The vehicle staging lot for the McNamara Terminal is located in the Commercial Vehicles Only area on the fourth level (off the arrivals roadway) of the McNamara Parking Structure.

Drivers of motor coaches and oversized vehicles must stage in the Motor Coach Staging area on the southern most end of the rental car shuttle pick up area (See Attachment B2).

A maximum of 30 minutes is allowed for a commercial vehicle to dwell in the commercial vehicle staging area.

Drivers walk to the McNamara Terminal domestic baggage claim area and the international arrivals area, WCAA will provide a signed reserved/pre-arranged designated location (the queuing area) for commercial drivers. For domestic arrivals, the queuing area is near doorway # 3 at the baggage claim level (see attachment C). For arriving international passengers, the queuing area is located outside of the security doors on the international arrivals level. (See attachment D).

Signs will be displayed on the Ground Transportation level six (6) and at the bottom of the escalator on level four (4) of the Ground Transportation Center directing the traveling public to the commercial vehicle staging lot for drivers who do not access the terminal.

## *North Terminal*

To meet a reserved/pre-arranged customer at the North Terminal, the driver must first check in at the North Terminal Landside Services Check-in Booth. The check-in booth and the commercial vehicle holding lot for the North Terminal is located on level 1 of the Big Blue Parking Structure (See Attachment E).

Drivers of motor coaches must use numbered bays 1 thru 4, 8 and 9 on the west access drive of the North Terminal Ground Transportation Center.

A maximum of 30 minutes is allowed for a commercial vehicle to dwell in the commercial vehicle staging area.

Drivers walk to the North Terminal baggage claim area WCAA will provide three (3) roped off areas (International Arrivals, North and South Queuing Area), WCAA will provide a signed reserved/pre-arranged designated location for commercial drivers (See Attachment F). Drivers are not allowed to cross the street on level 1 to access Ground Transportation Center or the baggage claim area.

## *Westin Hotel*

To meet a reserved/pre-arranged customer at the Westin Hotel, the driver must first check in with a Landside Ground Transportation Agent located at the McNamara Ground Transportation Center. Please see Attachment B1 for the configuration of the McNamara Ground Transportation Center.

Commercial drivers will present a completed AVI Coupon and drivers license and it's stub to the agent. If approved, the agent will time stamp the stub and return it to the driver. The driver will then drive to the hotel to meet their passenger.

The pick up area at the Westin Hotel is the painted yellow curb south of the hotel's entrance.

Motor Coaches must purchase an access permit and have it displayed on the right side of their windshield. Motor Coaches may hold at the hotel where space permits or at the direction of the hotel staff.

Dwell time at the hotel is not to exceed 15 minutes.

## *Fees*

The vehicle for hire access fee is (1) \$ 10.00 AVI Coupon per trip. AVI Coupons are sold in books of 10. One book can be purchased for \$ 100.00.

Motor Coaches, Mini Coaches, Charters, Special Events Vehicles must purchase an access permit at a fee of \$ 30.00 per trip..

Motor Coach companies may establish a pre-paid account and have their access fee deducted from that account.

## *Purchase AVI Coupons / Motor Coach Permits*

AVI Coupons and Motor Coach Permits can be purchased at the North Terminal Ground Transportation Center's Check-in Booth (See Attachment E).

All payments must be made by credit/debit card (Visa/MasterCard only), personal/company check or money order. Cash will not be accepted

The operating hours for purchases are Monday thru Sunday, 8:00am – 2:30pm and 3:00pm – 10:00pm

Please call the Landside Services Offices at (734) 942-3623 for assistance.

## *Fixed Rate Transportation*

All fixed route transportation providers are responsible for informing their passengers of pick-up and drop off locations, schedules and other transportation questions.

**W.C.A.A.  
COMMERCIAL  
DAILY  
VEHICLE ACCESS  
PERMIT No A**

*I AGREE TO ABIDE BY ALL AIRPORT RULES,  
REGULATIONS, ORDINANCES, AND  
THE STANDARD OPERATING PROCEDURES  
(See Back)*

DATE \_\_\_\_\_ T/IN \_\_\_\_\_

FLT # \_\_\_\_\_ T/OUT \_\_\_\_\_

DTW BADGE# \_\_\_\_\_

LOCATION:      M      N

LIC PLATE \_\_\_\_\_

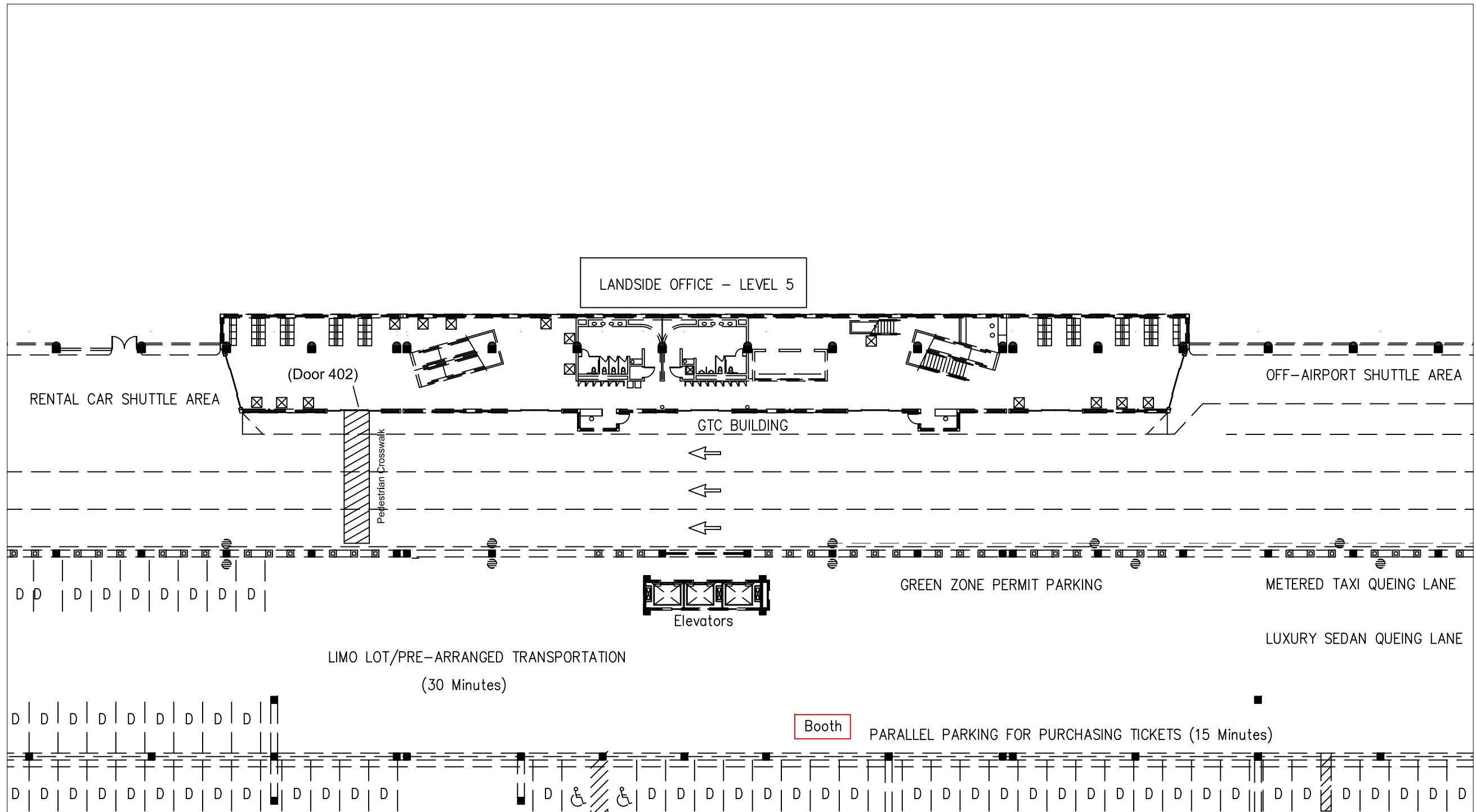
CO. NAME \_\_\_\_\_

DRIVER NAME:  
\_\_\_\_\_

OPS# \_\_\_\_\_ No A

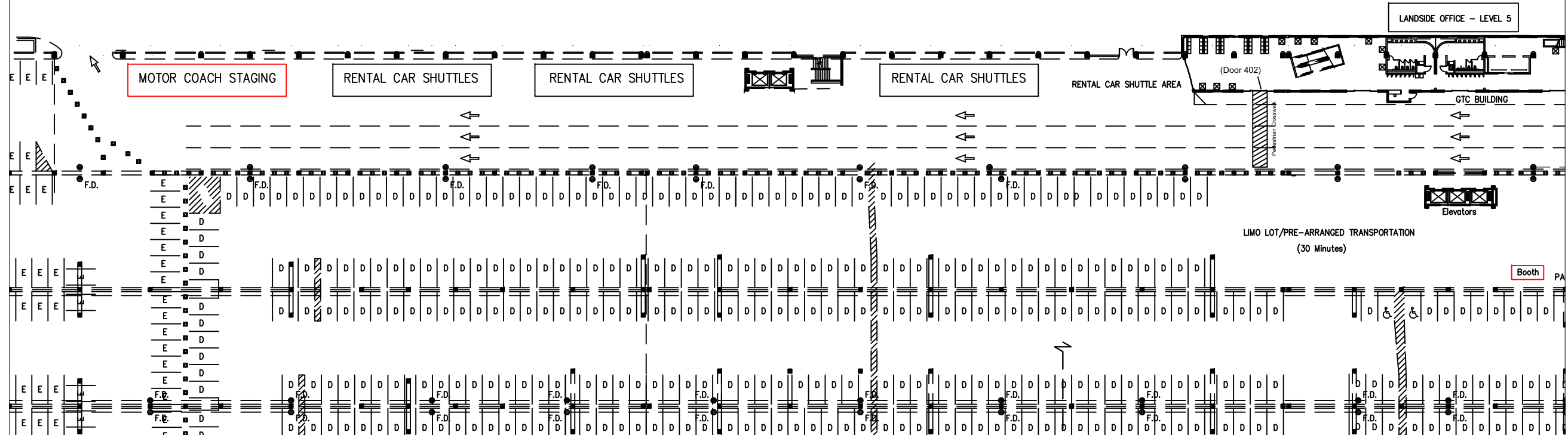
LIMOS MAY ONLY PARK IN THE  
DESIGNATED AREAS

*I AGREE TO ABIDE BY ALL AIRPORT RULES,  
REGULATIONS, ORDINANCES, AND  
THE STANDARD OPERATING PROCEDURES  
(See Back)*

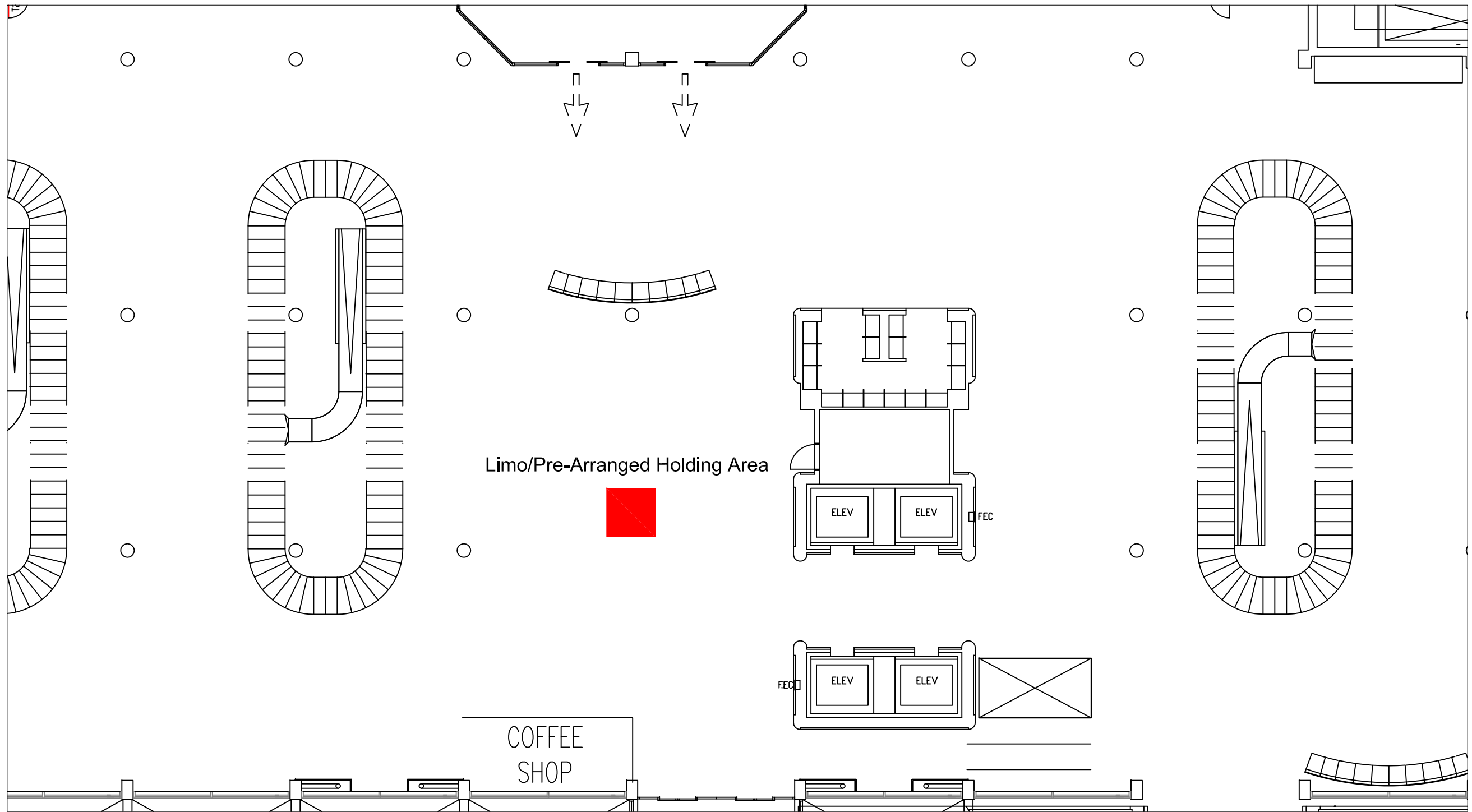


ATTACHMENT B1 - MCNAMARA TERMINAL, COMMERCIAL VEHICLE AREA

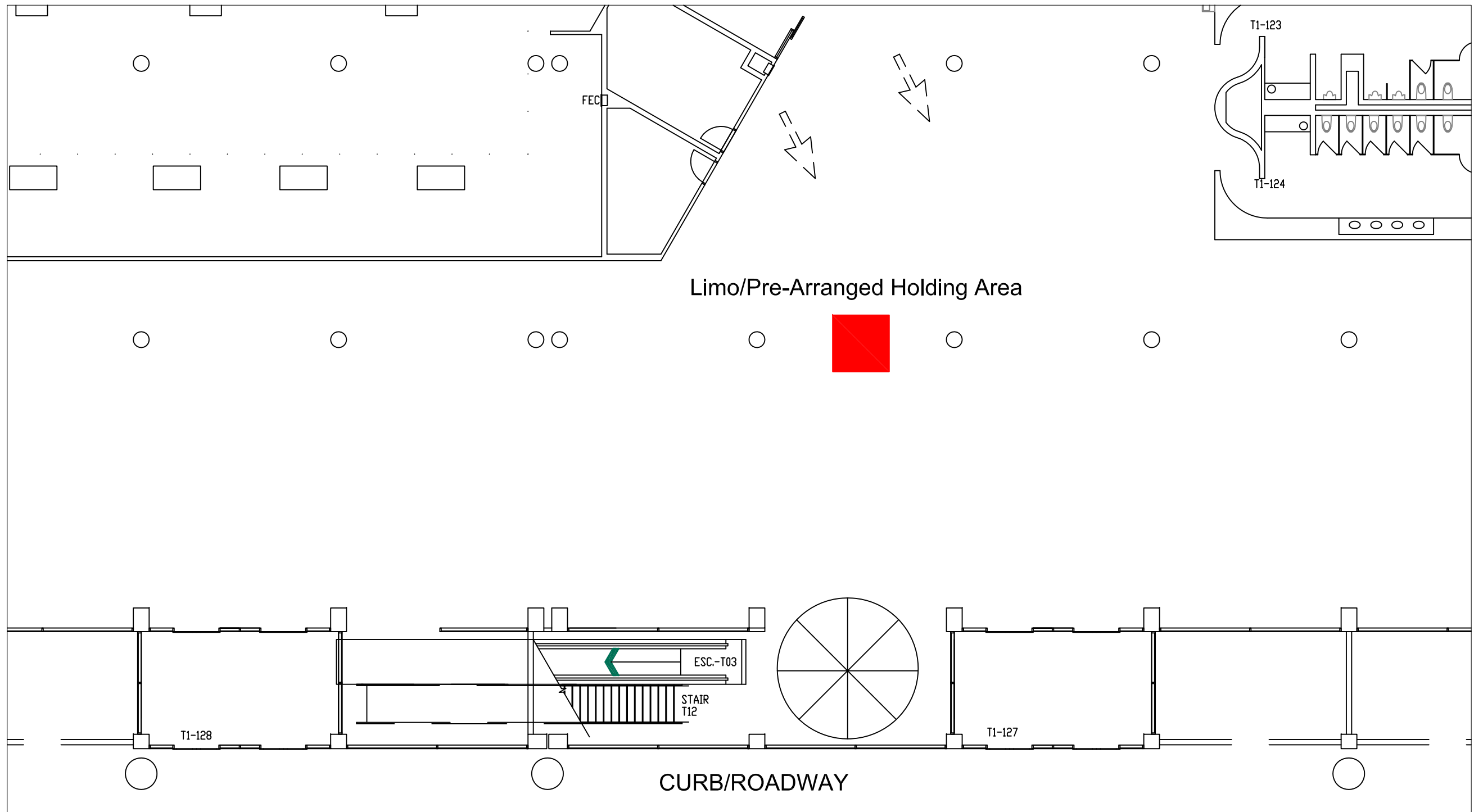
11B  
25'-0"



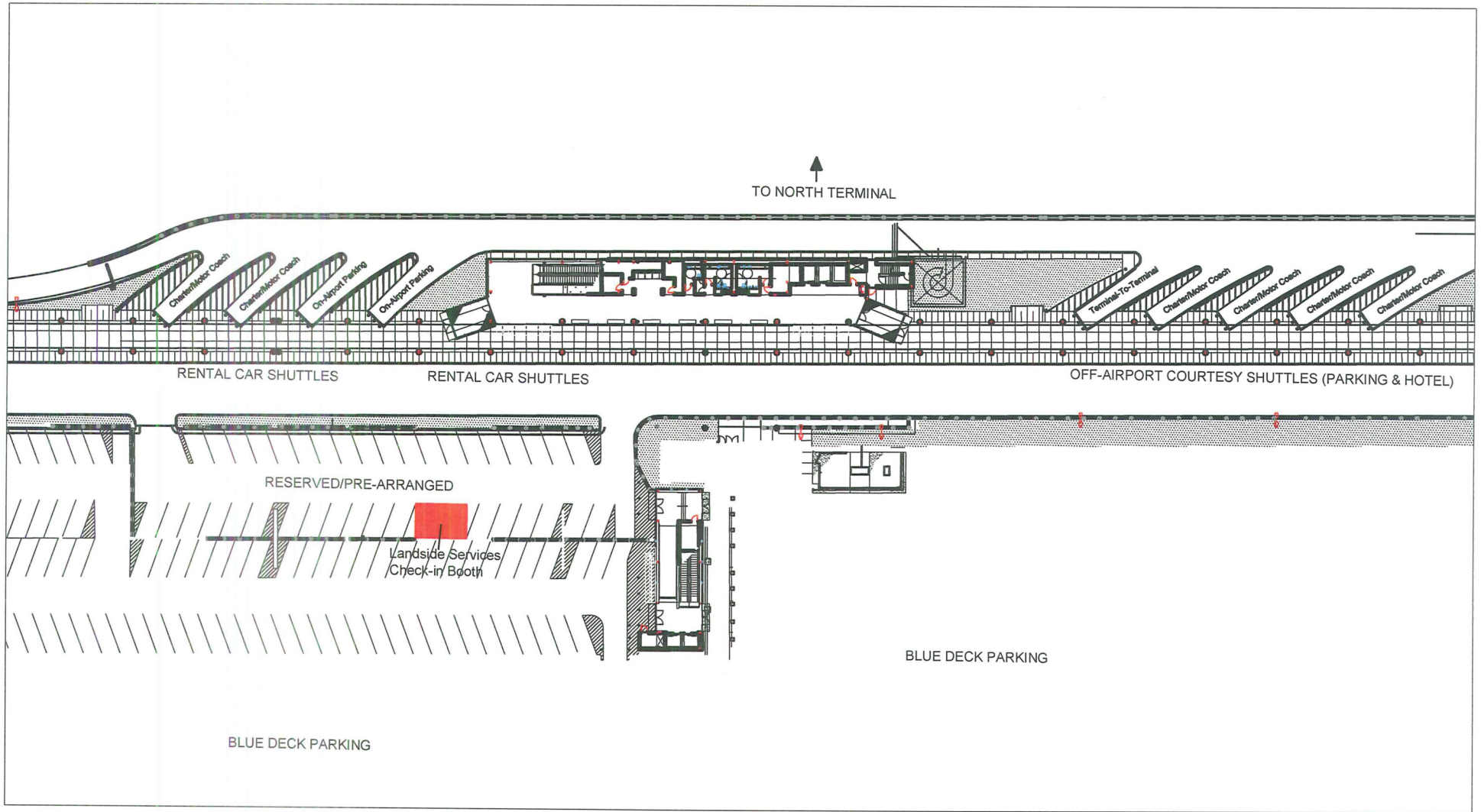
ATTACHMENT B2 - MCNAMARA TERMINAL, MOTOR COACH PARKING



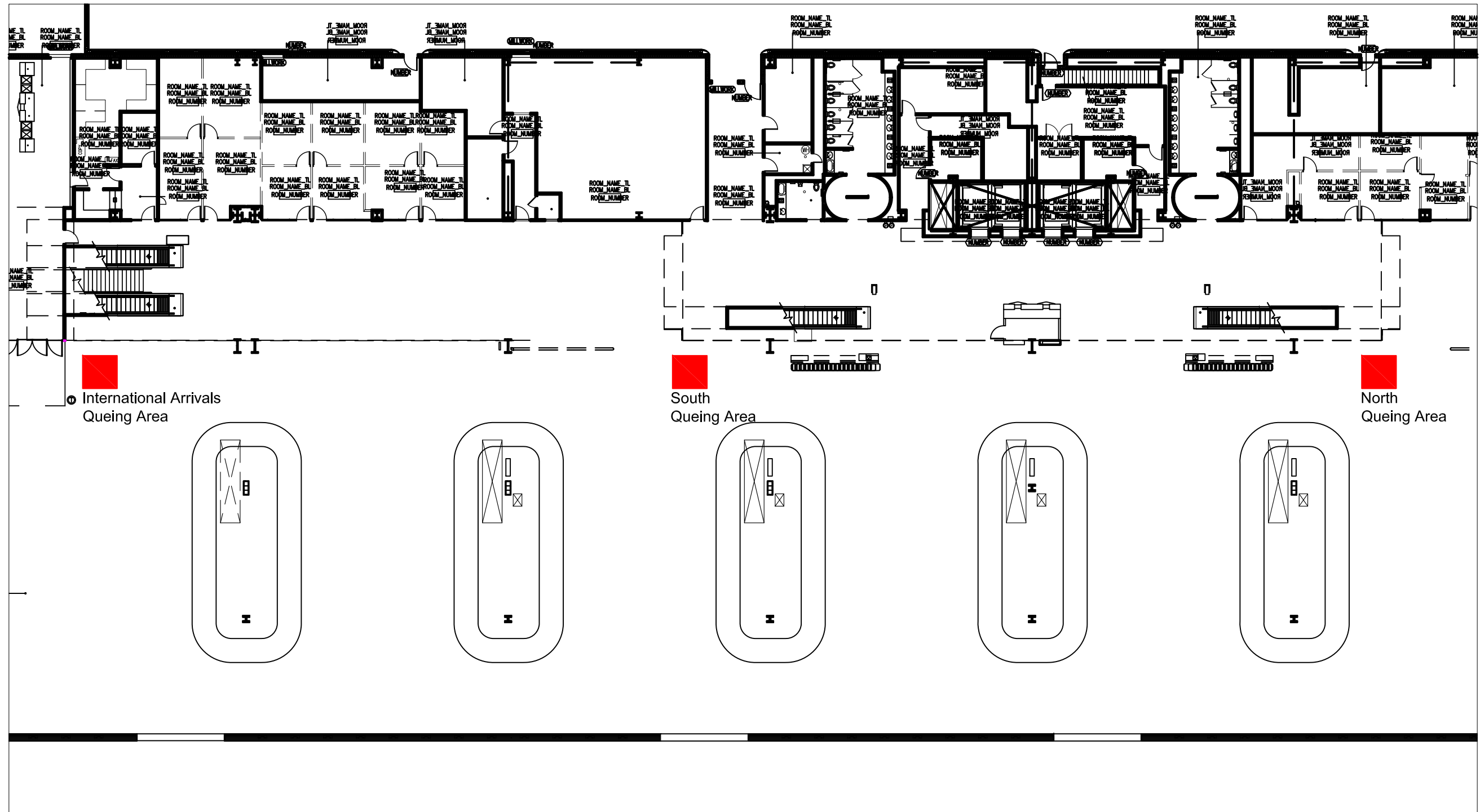
ATTACHMENT C - MCNAMARA TERMINAL, DOMESTIC ARRIVALS



ATTACHMENT D - MCNAMARA TERMINAL, INTERNATIONAL ARRIVALS



ATTACHMENT E - NORTH TERMINAL, GROUND TRANSPORTATION CENTER



ATTACHMENT F - NORTH TERMINAL, DOMESTIC ARRIVALS