# DETROIT METROPOLITAN WAYNE COUNTY AIRPORT (DTW) & WILLOW RUN AIRPORT (YIP)

# MEDIA ACCESS GUIDE

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**Detroit Metropolitan Wayne County Airport (DTW)**, commonly known as Detroit Metro Airport, is Michigan's largest and busiest airport and one of the world's busiest air transport hubs. **Willow Run Airport (YIP)** serves cargo, corporate and general aviation clients and is the third busiest cargo airport in the state of Michigan. As operator of the airports, the **Wayne County Airport Authority (WCAA)** is committed to providing access to the airports for all stakeholders. This guide is meant to provide access information for members of the media.

**MEDIA INQUIRIES**

All media inquiries related to WCAA, DTW or YIP should be directed to **WCAA Government & External Affairs** by calling the Media Line or emailing the staff members below. The office is open Monday through Friday (excluding holidays) between 8:00 a.m. and 4:30 p.m.

Lisa Gass
Media Relations Manager
(734) 247-7379 – Media Line
Lisa.Gass@wcaa.us

Erica Donerson
Director, Government & External Affairs
(734) 247-7379 – Media Line
Erica.Donerson@wcaa.us

***For breaking news or after-hours media inquiries***, please call the Media Line as well.

General airport information, including an archive of airport news releases, is available 24-hours per day at www.metroairport.com. To be added to the distribution list for future news releases, please contact Lisa Gass.

**MEDIA ACCESS TO AIRPORT FACILITIES**

It is WCAA's goal to accommodate the media whenever reasonably possible. Our primary responsibility and highest priority; however, is to maintain safe, secure and efficient airport operations. Accordingly, WCAA reserves the right to deny or limit media access at its discretion.

**IDENTIFICATION**

When taping/filming at the airports, taking still photos, or conducting interviews, all members of the media should contact WCAA Government & External Affairs ***prior to arriving at DTW or YIP***. Media representatives are required to display press identification and identify themselves to

anyone they interview, photograph, or film, and to any member of law enforcement or airport personnel upon request.

**PASSENGER TERMINALS**

Public Areas

Members of the media are generally welcome in public areas of the airports that include, but are not limited to, the ticketing/check-in and baggage claim areas of DTW's passenger terminals, as well as the pick-up/drop-off curbs. However, due to increased levels of security, access to these public areas may be restricted. Airline check-in queues and the areas immediately surrounding baggage carousels are considered leased space and activity in these areas are subject to airline approval.

Sterile Areas

Sterile areas are located beyond the Transportation Security Administration (TSA) screening checkpoints. Federal regulations generally limit access to sterile areas of airports to ticketed travelers, airport employees and people with legitimate airport business under approved escort. Members of the media wishing to gain access must first obtain an approved Airport Authority escort to remain with them at all times while in these areas. ***Please be advised that access beyond the security checkpoints is subject to the availability of escorts and may be granted on a limited basis.***

WCAA encourages all media to submit access requests to WCAA Government & External Affairs with as much advance notice as possible. Media granted access to the sterile area will be required to provide the escorting individual with their full names, dates of birth and government-issued photo IDs to comply with current TSA rules regarding access to sterile areas. Members of the media who are granted access to these areas must submit to TSA and/or WCAA screening of personnel and equipment.

**FEDERAL SECURITY & INSPECTION AREAS**

Photographing and videotaping of the TSA screening checkpoints at DTW—from public areas of the airport—is permitted by the TSA. However, TSA personnel or local law enforcement may ask members of the media to stop such activity if it is interfering with the screening process or if such activity involves images of X-ray monitor screens at a TSA screening checkpoint.

Prior to filming or taking photographs at a screening checkpoint, media should contact WCAA Government & External Affairs and coordinate with TSA's Office of Public Affairs at (404) 460-2282. Members of the media should not be surprised if TSA personnel or local law enforcement inquire about their actions while photographing or recording at or near the checkpoints; these inquiries are important to ensure the safety of the traveling public and airport employees. Additional TSA information for the media is available in the TSA Media Room at www.tsa.gov.

Similarly, access to Federal Inspection Service (FIS) areas for international arrivals requires prior approval from and escort by a member of U.S. Customs & Border Protection (CBP). WCAA External Affairs will not provide escorts into or for filming these federally-controlled areas. Contact TSA or CBP Public Affairs directly for more information (see "Helpful Contact Numbers" section).

**LEASED AREAS**

Leaseholders have the right to approve or deny media access to their leased areas at Detroit Metropolitan Airport and Willow Run Airport. WCAA will not provide escorts to media for access to leased areas without prior approval from the leaseholder. Leased areas include hangars and

associated ramp areas, concessions space inside the terminals at DTW, rental car lots, airline gates and the areas immediately surrounding airline baggage carousels and ticket counters at DTW.

**AIRCRAFT PARKING RAMP (APRON) AT PASSENGER TERMINALS**

The ramp area, where aircraft park and are serviced at DTW terminal gates, is an extremely busy place. For both security and safety reasons, access to this area is heavily restricted to essential personnel. **Media access to this area is prohibited except for certain, rare circumstances when deemed necessary and/or appropriate by WCAA.** Please note that airport tenants may not provide media escorts onto the ramp without express permission from the WCAA CEO or his/her designee. In such rare instances where access is approved by WCAA, media granted access to the ramp area will be required to provide the escorting individual with their full names, dates of birth and government-issued photo IDs to comply with current TSA rules regarding access to sterile areas. Members of the media must also submit to TSA and/or WCAA screening of personnel and equipment, as well as adhere to all airport and airline crewmember instructions.

**LIVE BROADCAST HOOK-UPS**

Live broadcasts from the ticketing area at DTW are permitted. WCAA has provided a patch line running from the designated media parking area for the North Terminal (see Attachment A) to a panel on the south face of the elevator shaft in the center of the terminal, which is opposite the ticket counters. Access to this hook-up requires a key. If a station does not have a key and requires access to this hook-up, contact WCAA Government & External Affairs.

***At no time may any cables be placed through exterior doorways at either passenger terminal.***

**WCAA BOARD MEETINGS – MICHAEL BERRY ADMINISTRATION BUILDING**

The Michael Berry Administration Building is located at the north end of DTW's North Terminal. The entrance is near the Southwest Airlines ticket counter. WCAA Board of Directors meetings are held in the Kevin Clark Conference Room of the administration building. **Members of the media must be seated along the east wall (see Attachment B) and perform any recording during the meeting from that location.**

**MEDIA PARKING AND ROADWAY ACCESS**

All media vehicles, except clearly-marked broadcast vehicles ("live trucks"), must be parked in the airport's public parking garages or surface lots. Limited live truck parking may be permitted within designated areas (see Attachment A) at each terminal and is subject to change based on security requirements. Only one live truck per station will be allowed in these designated areas at a time.

All vehicles brought onto airport property are subject to inspection by airport or federal authorities. Unattended and/or unauthorized vehicles will be ticketed and/or towed at the owner's expense.

Parking along the airport perimeter fence for any reason, including press or personal photography, is strictly prohibited at all times without an approved escort.

Members of the media may not park along airport roadways and must ensure their activity in no way inhibits the free flow of passenger or vehicular traffic through airport roadways and facilities.

**WEATHER AND DELAY INFORMATION**

Flight delays, cancellations and re-routes are determined by a variety of factors. Adverse weather—at the departure airport, destination airport, or points in between—accounts for the majority of flight delays. An aircraft operating one flight segment usually turns around to immediately fly another; therefore, delays early in the day can compound throughout the day. This means delays are often longer

in the evenings. The decision to cancel flights is made by the airlines.

Visit www.fly.faa.gov for information about delays in the U.S. air traffic system. This information covers planes in flight, and some of the **arrival** delays are projected based on flights scheduled. This site; however, does not factor-in airline cancellations.

For the best flight information, contact each airline directly (see "Helpful Contact Numbers" section). Most airlines also provide regular updates on system operations, especially during periods of severe weather, on their websites and via social media.

A source for commercial flight delays and information is FlightStats (www.flightstats.com). FlightStats has an up-to-the-minute "scorecard" of airport operations, which provides members of the media with self-serve data on actual flight operations, cancellations and delays at thousands of airports worldwide, including DTW.

**COMMERCIAL FILMING AND PHOTOGRAPHY**

All commercial filming and photography, including still photography and film/television production, is subject to the WCAA filming permit process that includes General Terms and Conditions for Commercial Filming and Photography at DTW and/or YIP. Contact Matt Virost, WCAA Community Outreach Manager, at (734) 247-7052 or matthew.virost@wcaa.us for more details.

**HELPFUL CONTACT NUMBERS**

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|---|---|---|
| **TSA Public Affairs** | | **(404) 460-2282** |
| | *after-hours* | **(877) 632-7327** |

*Security checkpoint screening protocols, wait times at the security checkpoints, specific TSA security-related questions, access to film TSA checkpoints or personnel, etc.*

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|---|---|---|
| **CBP Public Affairs** | | **(586) 239-2928** |

*Issues with inbound international flights and processing, international travel protocols, etc.*

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|---|---|---|
| **FAA Public Affairs** | | **(847) 294-7427** |
| | or | **(847) 294-7849** |
| | *after-hours* | **(847) 294-7410** |

*Air Traffic Control information, weather impacts on the aviation system (between airports), and information regarding aircraft activity in the air (en route to/from DTW/YIP airports or in the vicinity of Metro Detroit).*

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|---|---|
| **Delta Air Lines Corporate Communications** | **(404) 715-2554** |

***Other Airline Media Contacts:***

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|---|---|
| Aeromexico | +52 (55) 9132-4224 |
| Air Canada Jazz | (902) 873-5054 |
| Air France | (212) 830-4356 |
| Alaska Airlines | (206) 304-0008 |
| American Airlines | (817) 967-1577 |
| FedEx | (901) 434-8100 |
| Frontier Airlines | (720) 374-4560 |
| JetBlue | (718) 709-3089 |
| Lufthansa German Airlines | (516) 296-9671 |
| Royal Jordanian Airlines | (212) 949-0060 |
| Southwest Airlines | (214) 792-4847 |
| Spirit Airlines | (954) 918-9432 |
| United Airlines | (312) 997-8640 |
| United Parcel Service (UPS) | (404) 828-7123 |

***The material provided in this Media Access Guide is presented for informational purposes only and is not meant to be inclusive of all rules, regulations, procedures and laws governing airport operations. This information is subject to change at any time.***

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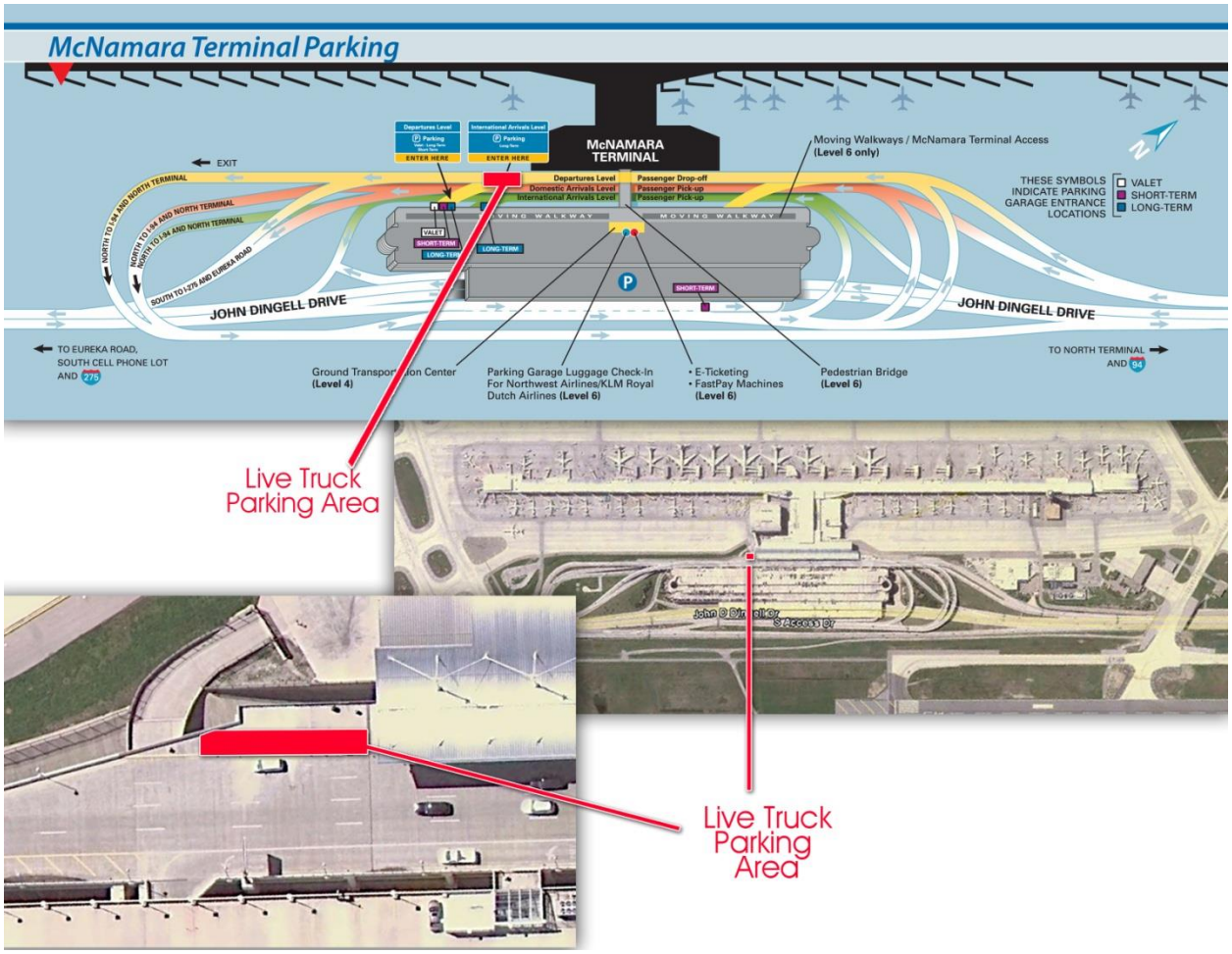
**ATTACHMENT A – LIVE TRUCK PARKING MAPS (DTW AIRPORT TERMINALS)**

**McNamara Terminal – Departures Curb**

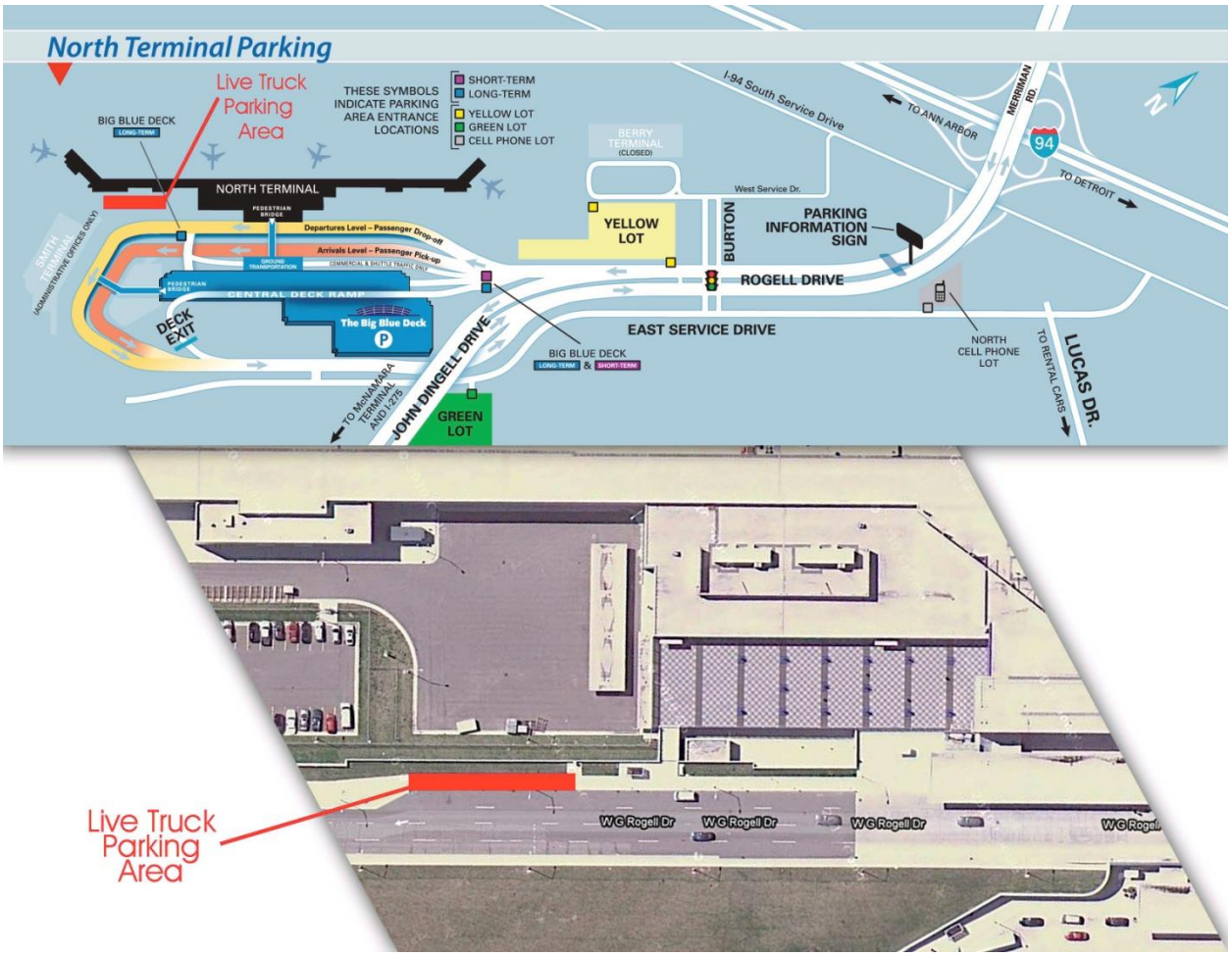
The designated live truck parking area at the McNamara Terminal is located at the far end of the upper level (departures) curb, past the Westin Hotel entrance and shuttle bus stop. Live trucks must not obstruct traffic flow in this area and should be careful to remain clear of the adjacent overhang.



**North Terminal – Departures Curb**

The designated live truck parking area at the North Terminal is located at the far south end of the upper level (departures) curb, past the terminal. The portion of the curb designated for media parking is painted with a GREEN stripe.

Live trucks must not obstruct traffic flow in this area, or park in adjacent spaces marked for public safety personnel.



**ATTACHMENT B – MEDIA SPACE AT WCAA BOARD MEETINGS**

**Michael Berry Administration Building – Kevin Clark Conference Room**

The designated media space in the Kevin Clark Conference Room is along the east wall. Please see the photos below. Members of the media must be seated in this section and perform any recording during the meeting from this location.

*East Wall*

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