



DETROIT METRO • WILLOW RUN
WAYNE COUNTY AIRPORT AUTHORITY

L.C. Smith Terminal • Mezzanine
Detroit, MI 48242
ph 734 942 3550
fax 734 942 3793
www.metroairport.com

News Release

Released: November 21, 2008
Contact: Scott Wintner (734) 955-3745

Detroit Metro Airport Offers Tips for Holiday Travelers

In preparation for the upcoming holiday travel season, the Wayne County Airport Authority has a few helpful hints for travelers as well as locals headed to Detroit Metropolitan Airport (DTW) to greet or send-off loved ones.

- ➔ **Know your terminal.** DTW now has two terminals: McNamara and North. A free shuttle connects the two terminals, as well as the airport's Westin hotel, but it's best to know which terminal your airline serves before arriving at the airport. A list of airlines and their terminal locations at DTW is available at www.metroairport.com.

NOTE: Effective Sept. 17, all DTW airlines serve either the McNamara or North terminal. No airline service remains at either the former Smith or Berry terminals.

- ➔ **Use the Cell Phone Lots.** Picking-up travelers at DTW? Take advantage of the airport's cell phone waiting lots. These FREE lots provide a convenient place close to the terminals for motorists to idle while waiting for their party to arrive. Arriving passengers can contact their ride from their cell phone after they have claimed their bags and are ready for pick-up at the curb. Maps for both cell phone waiting areas can be found under the "Maps & Directions" section of the airport's website, www.metroairport.com.
- ➔ **Keep moving at the curb.** Motorists are not allowed to idle at terminal curb fronts or along airport roadways. Terminal curb fronts are reserved for active loading and unloading of passengers only. Also, unattended vehicles at the curb—even if left for just a moment—are strictly prohibited and may be ticketed and towed.
- ➔ **Parking.** DTW offers both long and short-term parking in covered parking decks attached to each terminal. Additionally, economy parking in the Yellow Lot is connected to both terminals by shuttle. Parking locations and rate details are available on the airport's Web site, www.metroairport.com.

- ➔ **Arrive extra early.** With parking lots, roadways and terminals expected to be busier than usual during the holiday travel periods, customers should allow extra time for parking, check-in/bag check and passenger screening.
 - **Domestic Departures:** Plan to arrive at the airport at least 90 minutes prior to your scheduled departure time.
 - **International Departures:** Plan to arrive at the airport at least 2 hours prior to your scheduled departure time.

- ➔ **Check-in online.** Most airlines offer their passengers the ability to check-in, pre-pay luggage fees, and even select a seat for their flight via the airline's Web site within 24-hours of departure. Check-in online to save valuable time at the airport.

- ➔ **Keep your boarding pass and ID handy.** Only passengers with a same-day boarding pass will be allowed through the Transportation Security Administration (TSA) passenger screening checkpoints. Passengers 18 years of age and older should be prepared to present a valid photo ID (such as a driver's license or passport) at the checkpoints and ticket counters. Special arrangements for passenger assistance can be made through your airline—contact your carrier directly for more information.

- ➔ **Pack smart.** Bringing prohibited items to the airport will delay the screening process for you and other passengers. If you're not sure which items are allowed, or for more details on documentation required for special medical and other exceptions, check TSA's Web site at <http://www.tsa.dhs.gov/travelers/airtravel/holiday.shtm>.

- ➔ **Mark it yours.** Luggage ID tags should be filled out and placed on the *inside* and *outside* of bags before arrival to the airport. Placing identification on the inside of all luggage will increase the likelihood that lost bags are returned to their owners should exterior identification become detached.

- ➔ **Dress the part.** Metal in your clothing may set off the walk-through metal detector. Pack coins, keys, jewelry, belt buckles and other metal items in your carry-on bag. Remember that all shoes must be removed and screened by TSA, so it's a good idea to wear socks or thick stockings. Passengers will also be required to remove blazers, suit coats and bulky sweaters in addition to outer garments.

- ➔ **Do not wrap gifts.** If a Transportation Security Officer (TSO) needs to inspect a wrapped gift in your checked or carry-on luggage, they may have to unwrap it. Plan to wrap gifts after arriving at your destination—or better yet, ship them ahead.

- ➔ **Film.** Undeveloped film should go in your carry-on bag. If you are carrying film faster than 800-speed, remove it from your bag and hand it to a TSO at the passenger screening checkpoint for physical inspection to avoid it being X-rayed.

- ➔ **Think.** Belligerent behavior, inappropriate jokes and threats will not be tolerated. Such incidents will result in delays and possibly missing your flight. Even the most innocent joke can be misunderstood and cause delays--and possibly even arrest.

- **Plan ahead.** Since only ticketed passengers are permitted beyond passenger screening checkpoints, and since motorists may not leave their vehicles unattended at the curb, coordinate a meeting place beforehand with your ride and/or arriving party. Visit the airport's Web site, www.metroairport.com, to view terminal maps and scout-out your meeting place.
- **Double-check.** Confirm your flight times and details with your airline before heading to the airport. Airline flight schedules change frequently, so it is possible that your itinerary has changed since you made the reservation.
- **Families take note.** TSA now has dedicated lanes at each security checkpoint to allow families, individuals unfamiliar with air travel procedures and travelers with special needs to go through security at their own pace. Individuals carrying medically necessary liquids, aerosols and gels in excess of three ounces will also be directed to these popular lanes. Look for the 'Family Lane' signs at each of DTW's TSA checkpoints.
- **Stand out.** If you are checking luggage, tie a bright colored piece of ribbon or yarn tightly around one of your bags handles (be sure not to leave it dangling), or invest in a large, bright-colored luggage tag. Many bags look alike so making yours stand-out on the baggage carousel will help expedite its retrieval.
- **Drive carefully.** Local law enforcement has stepped-up patrols on roadways near and throughout the airport. Be sure to watch your speed.
- **Be safe, happy and healthy.** On behalf of the Wayne County Airport Authority family, we wish you and yours a happy, healthy and joyous holiday season.

###