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News Release

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Detroit Metropolitan Airport Offers Tips for Holiday Travelers

In preparation for the upcoming holiday travel season, the Wayne County Airport Authority (WCAA) has a few helpful hints for travelers and motorists headed to Detroit Metropolitan Airport (DTW).

“Detroit Metropolitan Airport is full of excitement during the holidays,” said **WCAA Interim CEO Genelle Allen**. “The business suits and briefcases disappear and the sounds of children’s laughter and happy, family greetings echo throughout the terminals. Preparation is the first step in a pleasant and successful trip.”

Important Items for 2010:

→ **Remove EVERYTHING from your pockets before TSA passenger screening.** New screening procedures require passengers to completely empty their pockets, including paper, plastic items, pens, wallets, etc., *prior to passenger screening*. Travelers’ best bet is to remove all items from their pockets and place them inside a carry-on bag before to coming to the airport. Belts, jewelry, footwear and outerwear (coats, sweaters, vests, etc.) will also need to be removed at the checkpoint.

For more details regarding new TSA screening procedures, including use of Advanced Imaging Technology and pat downs, visit www.tsa.gov.

→ **Check your itinerary to be sure which airline is *operating* your first flight segment.** Several airlines have announced or completed mergers this year, including Continental-United, Midwest-Frontier and Southwest-AirTran. In some cases, these airlines are already placing their airline codes on each other’s flights to/from DTW. Travelers should be sure to look at their travel itinerary and check-in with the carrier noted as *operating* their first flight segment. A list of airlines and their terminal locations at DTW is available at www.metroairport.com

→ **Parking.** Economy parking in the newly re-opened Green Lot is available on-airport for just \$8/day. The Green Lot is connected to both passenger terminals by free shuttle. Additionally, DTW offers both long and short-term parking in covered parking decks attached to each terminal. For complete details, including rates and maps, visit www.metroairport.com/parking.

- **Plan your route.** Roadway construction surrounding DTW has been particularly active this summer. While work is winding down, some projects may still impact traffic through the end of the year. A complete and regularly-updated map of all construction projects around DTW is available at www.metroairport.com.
- **See something? Say Something!** Airport security is *everyone's* responsibility. While the Airport Authority and federal law enforcement are always on duty to protect the safety and security of airport users, we can't do it alone. Airport customers should immediately report any suspicious activity or unattended items to airport or airline staff. With your help, they'll take it from there.

As Always:

- **Know your terminal.** DTW now has two terminals: McNamara ("EM") and North ("N"). 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.
- **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 will be ticketed and/or towed at the owner's expense.
- **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. Some airlines even provide discounts on checked bag fees when paid online in advance. Check-in online to save time and money at the airport.
- **Arrange for special needs in advance.** The Airport Authority and its airline partners are committed to providing a welcoming and meaningful experience for all airport users. Travelers who may require special assistance *should be sure to advise their airline in advance* of travel. Special service requests can often be made directly via each airline's Web site. More information for travelers who may have special needs can be found at www.metroairport.com/TravelersSpecialNeeds.

- **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 in checked and/or carry-on baggage, or for more details on documentation required for special medical and other exceptions, check TSA's Web site www.tsa.gov. Additional information regarding rules for hazardous materials, including rechargeable batteries, is available from the FAA at http://bit.ly/FAA_Hazard_Info.
- **Be aware of airline baggage fees and weight restrictions.** If passengers are aware of their airline's weight rules and fees for baggage ahead of time, they can save a lot of unnecessary unpacking/repacking when they arrive at the airport and have a more pleasant travel experience.
- **Place valuables and medications in carry-on baggage.** For everyone's safety and peace-of-mind, be sure all valuables and medications are kept with their owner onboard the aircraft rather than in checked luggage. In the unfortunate event a passenger becomes separated from their checked luggage, having these items in carry-on baggage avoids potential vacation disaster.
- **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.
- **Mark it yours inside and out.** 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.
- **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.** Motorists headed to pick-up an arriving customer should be sure to get the travelers airline, flight number and the city from which they will arrive in Detroit (especially important for customers making stops on their way). 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. Look for the 'Family Lane' signs at each of DTW's TSA checkpoints.
- **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.

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