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News Release

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Detroit Metropolitan Airport provides safer location for public transportation riders

Detroit (September 19, 2014): Beginning Monday, riders of public transportation to the McNamara Terminal at Detroit Metropolitan Airport (DTW), currently *SMART* and AirRide, will have a safer, new location for pick-up and drop-off.

“The current location for pick-up and drop-off at the International Arrivals curb has become too congested,” said Airport Authority CEO Thomas Naughton. “*SMART* and AirRide motor coaches will move to the Ground Transportation Center to create a safer environment for all of their customers—exactly like it operates at the North Terminal.”

“DTW’s international passenger traffic and AirRide’s business have both grown, creating unacceptable congestion in the International Arrival lanes creating a safety hazard for pedestrians and public and private vehicles and in the area. We have observed numerous recurring instances of AirRide motor coaches loading or unloading passengers two or three lanes from the curb and have observed vehicles passing the AirRide bus on the right while pedestrians are in the street,” said Naughton. “Once the Airport Authority determines that a safety hazard exists, we are obligated to address it.”

International traffic at DTW increased 6.9% in 2012, 2.8% in 2013 and is trending up 3.8% in 2014, creating more vehicular traffic at the curb. The airport industry standard is to separate motor coach traffic from sedans at pick-up and drop-off points.

Passengers using wheelchairs or walkers will not have to search for the nearest curb-cut because the pick-up and drop-off points in the Ground Transportation Center have no curbs. Millions of passengers, including passengers with disabilities, using all other forms of ground transportation at DTW have used both Ground Transportation Centers for years to safely and expediently access both terminals at the airport.

Airport Authority staff met this afternoon with AirRide representatives and adjusted the layout of their designated area to address their operational concerns.

“While our primary focus is safety, it is also true that directing all arriving passengers seeking ground transportation to one location improves customer service by consolidating all ground transportation options in one location, thereby reducing confusion and providing consistency,” said Naughton. “We believe that once AirRide and *SMART* customers experience their new location in the Ground Transportation Center, they will agree that it is a better option.”

“Public transportation is a key ground transportation option for our customers,” said Naughton. “Their safety is just as important as customers who choose a shuttle or taxi.”

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*Detroit Metropolitan Wayne County Airport (DTW) welcomed more than 32 million passengers in 2013 and is one of the world’s leading air transportation hubs. With service from 13 scheduled passenger airlines, Michigan’s largest airport offers more than 1,100 flights per day to and from nearly 150 non-stop destinations on four continents. In 2010, DTW ranked highest in overall customer satisfaction among large airports in the J.D. Power and Associates North America Airport Satisfaction Study. With two award-winning passenger terminals, six jet runways, and an onsite AAA Four-Diamond Westin Hotel, DTW is among the world’s most efficient, customer friendly and operationally capable airports in North America. DTW is operated by **Wayne County Airport Authority**, which also operates nearby **Willow Run Airport**—an important corporate, cargo and general aviation facility. **The Airport Authority is entirely self-sustaining and does not receive tax dollars to support airport operations.** Visit www.metroairport.com for more information.*

NR Public trans to GTC Sep 2014