

# METRO

## McNamara Terminal

### Fast Facts

#### Terminal

- 104 ticketing positions
- 11 domestic luggage claim carousels
- State-of-the-art luggage handling system
- Federal Inspection Service facility to handle 3,200 passengers per hour

#### Connecting Link

- 19,000-square-foot World Club
- 15 shops and restaurants

#### East Concourse

- 66 jet gates
- 10 international gates
- 31 shops and restaurants
- 2,200 feet of dual moving walkways
- 6,800 square foot World Club
- Automated People Mover

#### Pedestrian Tunnel

Underground tunnel with moving walkways connecting the two concourses

#### West Concourse

- 8 jet gates
- 25 commuter gates
- 11 shops and restaurants
- 3,200-square-foot World Club

#### Roadway System

- Nine lanes
- North and South terminal access
- Three-level roadway

#### Parking Garage

- 11,000 parking spaces (largest in the world)
- 10 parking levels
- 4 lanes of commercial curbside
- A modern passenger Ground Transportation Center

#### Aprons and Taxiways

- 180 acres of aprons and taxiways
- Aircraft hydrant fueling system
- Drainage
- Pump stations
- Glycol collection system

#### Concessions

- 125,000 square feet of retail space
- 2 prime retail concessions and a variety of independent retailers and restaurants

(Source: Wayne County Detroit Metropolitan Airport)

## Checkpoints to increase speed of security

BY MIKE MALOTT  
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The new midfield terminal at Detroit Metropolitan Airport was originally designed to move passengers quickly from their cars to the gates and their planes.

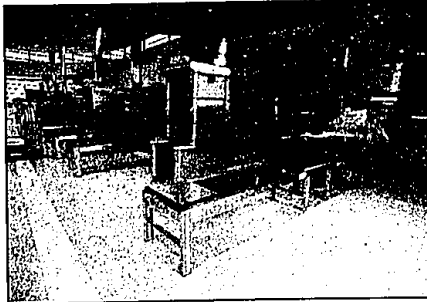
Sept. 11 changed all that.

Now, with security at heightened levels, passengers will still need time to get to their flights when airport operations are moved to the new terminal later this month. Exactly how much isn't clear, since it typically takes fliers one hour to an hour and 15 minutes to get through the security checkpoints. Of course, it all depends on volume — some waits have been as long as two hours — so Metro Airport spokesman Len Singer still recommends fliers call their airlines to ask how early they should arrive before their flight times.

Nonetheless, the airport is taking steps to speed that process, he said. The new terminal will have 21 security checkpoints in three locations to clear passengers more quickly.

That compares, Singer said, to the 10 checkpoints now handling Metro's entire passenger load at the old terminals, and to the 15 checkpoints the new terminal was originally designed with.

"The best advice I can give them is to limit their carry-on



STAFF PHOTOS BY BRIAN MITCHELL

**Tighter security: The new terminal has installed the latest in security screening equipment.**

luggage to one piece," Singer said. "If they carry more than one piece, it makes them more subject to individual searches."

#### 'Hand-wandering'

Fliers and their carry-ons will face a range of security measures — from x-ray machines and "hand-wandering" to bomb sniffing dogs and individual searches of luggage at random.

The inconsistency of security

measures, a source of complaints from some passengers because they don't know what to expect, is actually a part of the system, Singer explained. Changes in procedures and the use of different methods in different places is intended to keep potential terrorists from being able to predict the security they are likely to face at an airport, Singer said.

For check luggage, the security procedure in place now is the

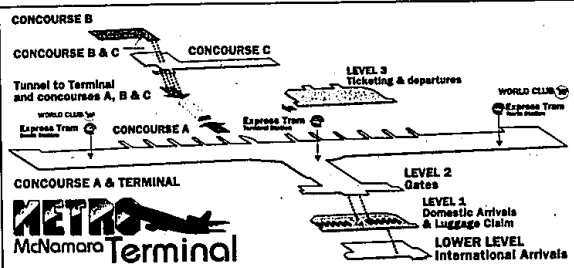
"positive bag match," a system of making sure there is a passenger on board for each piece of luggage in the hold. If a flier doesn't make it on to the plane after checking luggage, that baggage will be removed before takeoff.

That system hasn't caused the problems some feared it would, Singer said. It has caused no significant delays.

Passengers aren't likely to see many changes, at least initially, as the federal government begins its process of taking over the security systems at airports nationwide, FAA spokesman Tony Molinaro said. As the change over begins this week, the only change to start will be a switch in who holds the contract for the security services.

And security concerns about the parking structure at the new terminal have been resolved, Singer said. No parking spaces will be lost due to security.

"I have not heard a lot of grumbling from people about the security measures," Singer said. "They understand the need for this. Right after Christmas when we had some very long lines there were some complaints, but I don't think it was so much that they were disgruntled that they had to go through it. It was more a concern that they were going to miss their plane."



## Parking garage offers quick exits

Ground transportation will be as convenient as air travel at the Edward H. McNamara Terminal. Thanks to a comprehensive ground transportation center and a pedestrian bridge connecting both to the new terminal.

The parking garage includes four parking options — valet, hourly, daily and economy — and FastPay devices that let customers pay before they exit the garage, and expedite their departure.

Customers who park and depart from the current terminals before Feb. 24, then return to the new terminal will be able to shuttle to the old terminals. Arriving passengers awaiting taxis, car services and shuttles can also meet these vehicles on Level 4. Information on transportation, lodging and attractions is offered from touch-screen kiosks on Level 4.

The parking facility is connected to the terminal by an enclosed, heated in pedestrian bridge. Passengers taking the bridge will enter the terminal on the gate level and can take an escalator up one level to ticketing or down one level to domestic baggage claim.

Departing passengers can check their luggage at one of SkyCap stations or an E-Ticket center located on the bridge level of the garage. Upon their return, they can use the FastPay machines to expedite their departure from the facility.

#### FASTPAY FACTS

■ Customers parking in the garage must take their parking ticket with them when they exit their vehicle.

■ When they return from the terminal, they insert their ticket into one of the FastPay machines (cashiers are also available) and pay the amount owed with either cash or a credit card. Their ticket is then returned to them, and a receipt can be obtained if desired.

■ As they exit the parking facility, these customers use special prepaid exit lanes. They insert their ticket into the automated exit gate and proceed.

## Hungry? Restaurants won't take huge bite out of the wallet

BY RENÉE SROGULAND  
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Unless you're fasting, there's no need to go hungry in between flights at the new Edward H. McNamara Terminal.

Looking for a quick bite-on-the-run? There's McDonald's, Burger King, Little Caesars, A & W, Taco Bell and Rio Wraps. Cup of coffee? Stop at the Java Coast Café or Starbucks. Sushi? Those cute little sticky rice wraps are never better than at Musashi.

Have to work while you eat? Well, then just sit down and plug into the On-Line Café, where every counter and table offers a hook-up to the Internet.

And if you have enough time to relax and spread a napkin across your lap, try the Mediterranean Grill, Diego's Mexican Village or the Budweiser Brewhouse, real sit-down-and-be-served restaurants.

"The Mediterranean Grill will be reflective of the strong Middle Eastern community in the Detroit area. We feel real fortunate to have that restaurant, with the reputation of 'The Sheik,'" said airport spokesman Len Singer. The Sheik Inc. owns the Mediterranean Grill.

A total of 65 restaurants and shops will be ready to serve the traveling public come opening day Feb. 24. By fall, airport officials expect that number to rise to more



**Moving along: If you don't want to take the tram there are moving walkways to help out. Also many restaurants like McDonald's line the concourse.**

than 80. Available transportation in the mile-long terminal is the key factor that makes the most of your time between flights, said Singer.

"At the end of each walkway we wanted someplace to

eat, shop, get flight information and use the restrooms. You're never more than a moving walkway from another set of options."

The overhead tram takes a mere 2 1/2 minutes to travel from one end of the terminal to the other, making three stops along the way.

"We're the only airport in the United States that has an overhead tram that's actually inside the terminal," said Singer. "The ease of movement and the options the passengers have opens up the entire panorama of restaurants and shops. By riding the tram, passengers can see what's below."

Singer said the terminal had no problems filling restaurant spots. Officials started soliciting three years ago and received hundreds of inquiries.

"We wanted national as well as local restaurants. We wanted people who travel a lot to recognize the restaurants, and we also wanted a Detroit flavor."

Singer said all the glass in the terminal will provide passengers with some great views from the restaurants and food courts. "It will be visually exciting."

He also promises that eating at the new terminal will be easy on the wallet. "The restaurants are very competitively priced with what you might see in shopping malls. The customers will definitely see value prices."

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