



DETROIT METRO • WILLOW RUN
WAYNE COUNTY AIRPORT AUTHORITY



DETROIT METROPOLITAN AIRPORT

All-Concessions Management Meeting

Tuesday, October 29, 2024

Operations Meeting - Agenda

- Sign In
- Welcome & Introductions
- Environmental - Food Donation Program
- Metrics & Value for Money
 - Enplanements
 - Pricing & Menu Offerings
- Program Updates
 - New Openings & Refurbishments
- Operational Items
 - Cleaning & Maintenance
 - Pest Control
 - Bradford Dockmaster Reminder
- Administrative Items
 - Discrimination & Title VI, LEP Compliance
 - Licenses, Vouchers & IROPS
 - Rollout of Concessions Dashboard
- Questions/Comments



Restart of Food Donation Program

November 1, 2024

Restarting the Food Donation Program at DTW



 People.	 Provide a World Class Passenger Experience
 Promote Employee Training and Succession	
 Build Partnerships	
 Planes.	 Operate Safe and Secure Airports
 Maximize Airfield Efficiency	
 Maintain Competitive Cost Structure	
 Planet.	 Air Quality
 Noise	
 Waste Management	 Water Management
	 Energy Management
	 Natural Resources



Restart of Food Donation Program

Process for Food Donation Program

- Place Food Donations in the Green Donation Bins, following proper stacking order shown to the right.
- Bradford will pick-up Donation Bins
 - Pick-Ups Daily / As Requested, depending on growth of Program
- Food Donations will go to Gleaners Community Food Bank



Restart of Food Donation Program

Food Donation Program - Next Steps & Contacts

- Next Steps
 - Notify Environmental & Concessions of Desire and/or Ability to Participate
 - Green Donation Bins to be Provided by WCAA to Bradford Logistics
 - Request Green Donation Bin from Bradford Logistics
 - Bin will be delivered to your Designated Unit Delivery Location
 - Bins will be picked up by Bradford Logistics.
 - Pick-Ups may occur Daily/As Scheduled & Requested.
- Contacts
 - Jason Ferrall, Environmental / 734.247.2780 / jason.ferrall@wcaa.us
 - Concessions, Operations / 734-942.3751 / concessions.operations@wcaa.us
 - Bradford Logistics, Dockmaster / dtw@airportlogistics.org

Recycling Efforts – Pickle Buckets, Coffee Grounds, Etc.
Stay Tuned for Future Updates



Enplanement Activity

McNamara Terminal

- YTD enplanements up 4.4% from 2023

Evans Terminal

- YTD enplanements up 9.5% from 2023



Enplanement Activity Overall Continues to Grow

- McNamara Terminal – Remains down slightly to pre-pandemic numbers (International Travel)
- Evans Terminal – Growth continues through addition of new carriers (Icelandic & Turkish) and value driven airlines

Decrease in Sales Per Enplanement (SPE)

- Inflation
- Lack of Value for Money Options



Q-3 ACI/ASQ Results

DTW Passenger Satisfaction

Dashboard – Q3 2024 (scores out of 5)

Top 5 Strengths

Ease: Security Screening

4.04

5/5

Top 5 Opportunities

VFM of Restaurants

3.09

5/5

Courtesy: Security Staff

4.01

5/5

VFM of Shops

3.16

4/5

Ease: Finding Way

4.01

5/5

Entertainment

3.29

5/5

Availability of Flight Info

4.01

5/5

Charging Availability

3.35

5/5

Courtesy: Airport Staff

4.01

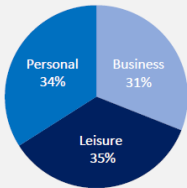
5/5

Shops

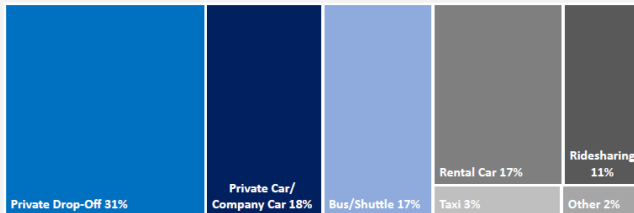
3.47

5/5

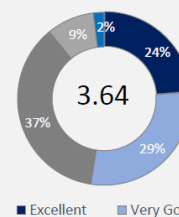
Purpose of Visit



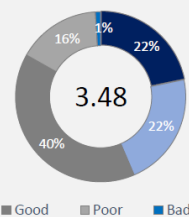
Mode of Transportation



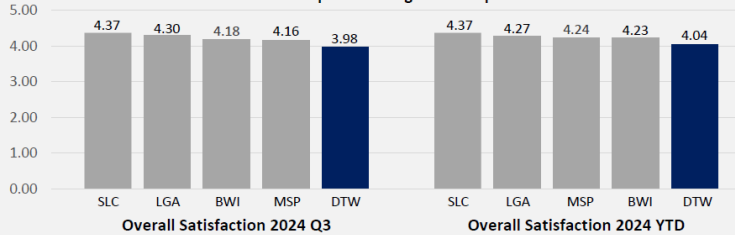
Eating Facilities



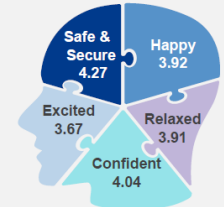
Shopping Facilities



Peer Airport Ranking YTD Comparison

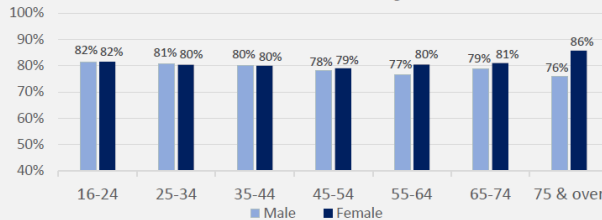


Passenger Emotions

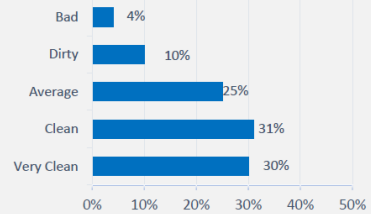


On a scale from Not at all (1) to Extremely (5)

Overall Satisfaction – Age



Cleanliness of Airport Terminal



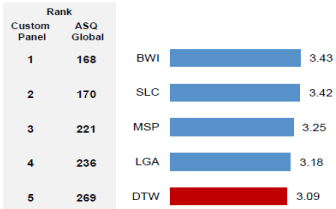
Value For Money



DTW – Ranking Within the Customized Panel Shopping/Dining – VFM: Restaurants/Bars/Cafés



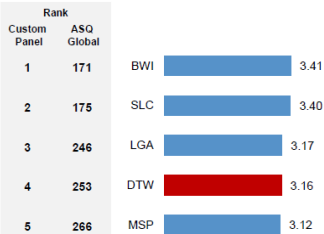
Average Customized Panel	3.27	DTW Score	3.09	DTW Rank Within Customized Panel	5 / 5
--------------------------	------	-----------	------	----------------------------------	-------



DTW – Ranking Within the Customized Panel Shopping/Dining – VFM: Shops



Average Customized Panel	3.25	DTW Score	3.16	DTW Rank Within Customized Panel	4 / 5
--------------------------	------	-----------	------	----------------------------------	-------



Value For Money

- Opportunity in value driven options, limited time offerings, specials & deals

Summer Values

\$1.49 16oz Poland Spring Bottles

\$1.49 12oz Hot Coffee with Purchase of a Hot Breakfast Sandwich or Platter

\$1.00 OFF Gourmet Sandwich, Chips + Can of Soda



Scan here to see our full menu and order now.



Tax not included.
Photo for illustration only.
No further discounts.

CALIFORNIA PIZZA KITCHEN

COMBO MEAL
BREAKFAST BURRITO +
MEDIUM COFFEE + WATER

\$24.97
-10% off Employee Discount
with your LAX card




LAX

DUNKIN' DONUTS

MEAL DEAL
ADD CHIPS + SODA TO ANY
SANDWICH, SALAD, OR WRAP

\$6.95
-10% off Employee Discount
with your LAX card



LAX



Summer Values

\$5.00 Small Coffee + Croissant

\$8.00 Tall Frappuccino + Brownie

\$2.00 Bottle Water



Scan here to see our full menu and order now.



Tax not included.
Photo for illustration only.
No further discounts.



DETROIT METRO • WILLOW RUN
WAYNE COUNTY AIRPORT AUTHORITY

New Program Update – Phase 1

- Cask & Craft (former Hugo Boss/Porsche)
 - Opening late February

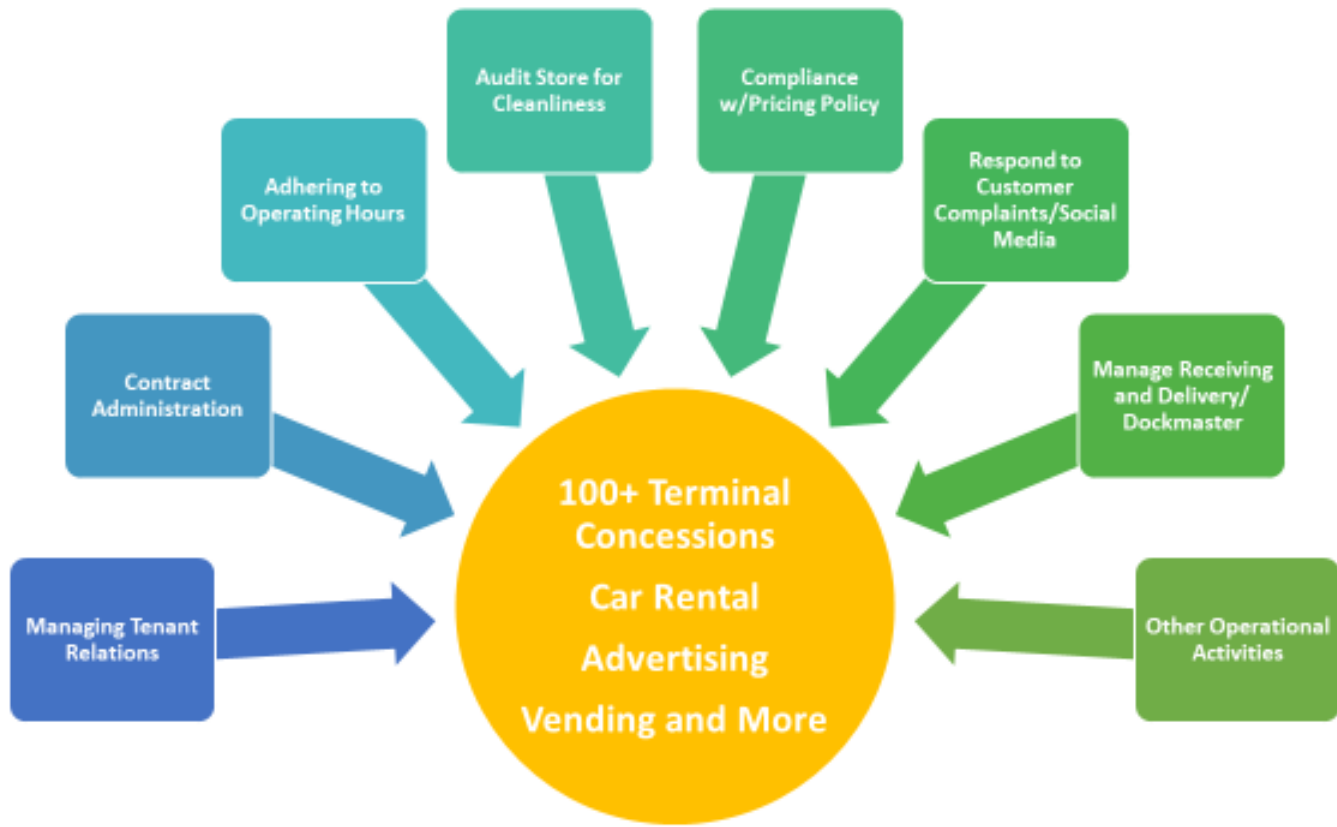
- Born in Detroit w/ Great Lakes Roasting (former Wendy's)
 - Opening late February

- Corktown Place (former L'Occitane & Swarovski)
 - Opening late February

- iStore (former Body Shop)
 - Opening in mid-March



Program Oversight



Concession Operational Items

- Cleaning & Maintenance of Equipment
- Pest Control
- Trash Disposal & Storage
- Deliveries & Returns



Concession Operational Items

- Cleaning & Maintenance of Equipment – Routine
 - Exhaust Systems
 - At least Quarterly, unless Approved otherwise by WCAA Fire Marshal

 - Rooftop Units
 - Checked 2x month per Concessions Manual & Scheduled Routine Cleaning/Maintenance
 - Seasonal Service & Maintenance (cottonwood, etc.)

 - Back of House - Kitchen Equipment

 - Front of House – Floors, Blade Signs, Gates
 - Routine Cleaning Schedules



Concession Operational Items

→ Pest Control Reporting

- McNamara Terminal - DeltaWorks
 - (734) 921-5000, or email deltaworkssservicedesk@delta.com
- Evans Terminal – Dantec or
 - (734) 247-1000, or email dm.dantec@airportsynergygroup.com
- Always cc: WCAA Concessions Ops concessions.operations@wcaa.us for Support

→ Health Department Observations

- Door Sweeps, Keep Storage Room Doors Closed
- Working with Terminal Facilities & Security regarding Exterior Doors
- Report Captured Rodents ASAP to WCAA Concessions & Contacts Above



Concession Operational Items

→ Trash Disposal

- Reminder for Trash Disposal & Gondolas/Trash Carts

→ Storage

- Thank You for Efforts in Cleaning & Organizing Storage Areas
- Reminder to Label All Storage Room Doors
 - Company Name Unit Name / Space #, 24 Hr Emergency Contact Name/#

→ Deliveries & Returns

- Receipt of Deliveries Required by Badged Employee
- Actively Putting Deliveries Away
- No Items Left in Hallway Overnight, Unless Approved by WCAA Concessions
- Return Process Reminder on Next Slide
 - Form is Required



Concession Operational Items

Return Process

BAL will be responsible for the collection of returns of empty beer kegs, totes, pallets, bread racks, bottles, Co2 tanks, and expired magazines and newspapers, as necessary. Vendor Returns are required to be properly prepared and accompanied with a Tenant Return Request generated from the BAL Extranet.

All returns must be clearly identified with correct Vendor return and Tenant credits to be applied. Returns that are temperature sensitive, must be left in the concessionaire's temperature-controlled units until collection by BAL.

Tenant Packaging for Returns

The Tenant should ensure that returns be properly packaged and prepared for pick-up to the CRDC. The specifications for packaging or preparing the returns are based upon the type of material being returned.

- Kegs – should be marked in such a manner to insure proper credit for the Tenant.
- Magazines - should be packaged in a sealed tote with a clearly visible label identifying the Tenant.
- Newspaper – Per Vendor requirements. BAL recommended process is for the front page of the newspaper to be removed and the remaining sections of the newspaper will be considered recyclable.
- Totes – Empty totes should be identified with clearly visible label identifying the Tenant.
- Bread Racks- If required, empty bread racks should be identified with clearly visible label identifying the Tenant.
- Pallets - Empty pallets will be picked up and staged at the CRDC to reused or returned.

Rejection of Returns by Supplier

In the event the return is picked-up by BAL and not picked up by the Vendor, BAL will contact the Tenant to determine a return resolution or action. No response from Concessionaire in five (5) business days, will be treated as authorization for BAL to dispose of product without recourse.

Vendor Return for Credit

Returns pick-up will be entered into AMIS™ via BAL Extranet. During Vendor Arrival, the driver will be notified of all returns associated with each vendor, that are in the CRDC and available for pickup. BAL will scan the return BWID, give the associated material to the driver and have the driver sign for receipt of returned product. The transaction history will be recorded in AMIS™. See BAL Extranet Returns Process for additional details.



Concession Operational Items



Concessionaire/Tenant Vendor Pick-up Request

- Form Required for Any Returns
- Send completed form to DTW@airportlogistics.org
- Contact Bradford with any Questions
 - McNamara (734) 247-4300
 - Evans (734) 413-5500
 - Shared Email DTW@airportlogistics.org

Concessionaire/Tenant Store Name & Location			
Concessionaire/Tenant Contact Name and Phone Number		Printed Name:	Contact Number:
Today's Date		Requested Pick-up Date & Time	
<ul style="list-style-type: none"> ○ Please note: Bradford will not accept return product until this form is completed, nor will our teams pick-up product not listed on the original faxed form. ○ Separate form to be used for each Supplier/Vendor ○ Please call the RDC to create your request. ○ Please attach a copy of this form to the properly wrapped product to be picked up. ○ Product picked-up and not taken by the designated Vendor within four (4) working days will be returned to the Concessionaire/Tenant 			
Product Name	Product Number	Number of Cases	Storage Requirements <small>Dr/Dry, Re/Refer, Z/Frozen</small>
Vendor Name	Vendor Contact	Vendor Phone #	Vendor Pick-up/RMA
Printed Name BAL staff member collecting Pick-up			
Date and Time of Pick-up			
Does the Pick-up Request exactly match products being collected?		<input type="checkbox"/> Yes	<input type="checkbox"/> No – if checked, refuse pick-up and contact BAL mgmt



Administrative Items

- Discrimination & Title VI Compliance
- Posting of Licenses
- Concession/Airline Vouchers
- IROPS
- Rollout of Concessions Dashboard at www.metroairport.com



Administrative – Unlawful Discrimination & Title VI

Unlawful Discrimination

It is unlawful for airport operators and their lessees, tenants, concessionaires and contractors to discriminate against any person because of race, color, national origin, sex, creed, or disability in public services and employment opportunities. Allegations of discrimination should be promptly reported to the Airport Manager or:

Federal Aviation Administration
Office of Civil Rights, ACR-1
800 Independence Avenue, S.W.
Washington, D.C. 20591

Federal regulations on unlawful discrimination are available for review in the Airport Manager's Office.

Coordinator: Darrell J. Dinges, ADA/Title VI Coordinator
Phone: (734) 247-7370
Address: Wayne County Airport Authority
11050 Rogell Drive, #602, Detroit, MI 48242


Discriminación ilegal

Se prohíbe a los operadores de aeropuertos y a sus arrendatarios, inquilinos, concesionarios y contratistas discriminar contra cualquier persona por motivo de raza, color, nacionalidad de origen, sexo, creencias religiosas, impedimento físico o discapacidad en lo que respecta a servicios públicos y oportunidades de empleo. Las alegaciones de discriminación deberán ser dirigidas inmediatamente al Administrador del Aeropuerto o a:

Federal Aviation Administration
Office of Civil Rights, ACR-1
800 Independence Avenue, S.W.
Washington, D.C. 20591

Los reglamentos sobre discriminación ilegal están a la disposición de los interesados para su examen en la oficina del Administrador del Aeropuerto.

Coordinador: Darrell J. Dinges, ADA/Title VI Coordinator
Teléfono: (734) 247-7370
Dirección: Wayne County Airport Authority
11050 Rogell Drive, #602, Detroit, MI 48242

 U.S. Department of Transportation
Federal Aviation Administration

190-91808

Unlawful Discrimination Poster

To be posted in employee areas.

LEP Plans for 2024/2025

Submitted on Time by 9/30/2024

Implementation by 11/1/2024

Complaints of Discrimination should be submitted to WCAA via email to:

accessibility@wcaa.us


The Complaint Form is available at:
<https://www.metroairport.com/at-dtw/getting-around/accessibility-additional-assistance>

Questions

Contact WCAA ADA/Title VI Coordinator,
Darrell Dinges at Darrell.Dinges@wcaa.us



Administrative Items

DATE 06/16/2023

 City of Romulus, Michigan
 1111 Wayne Road
 Phone (734) 942-7340 • Fax (734) 942-7392
Business Registration
 No: 23-00008216
 Expires: Jun/29/2024

TO WHOM IT MAY CONCERN:
 In consideration of the total sum shown below and paid to the City Treasurer and the filing of any required bond and insurance, the City of Romulus hereby issues the business registration listed herein. Surrender of registration shall not entitle applicant to any refund.

BUSINESS NAME: BROOKS BROTHERS CENTERLINK L-12
BUSINESS ADDRESS: METRO AIRPORT
 GENERAL BUSINESS AIRPORT

BUSINESS MAILING:
 BROOKS BROTHERS CENTERLINK L-12
 PARADISE - DTV LLC
 2849 PACES FERRY ROAD #400
 ATLANTA GA 30339-0000

TOTAL PAID: \$75.00

Edward Long Borg
 Romulus City Clerk

This business registration is NOT TRANSFERABLE

→ Display of:

- Liquor Licenses
- Business Licenses
- Lottery Redemption
- Title VI & Discrimination Poster

STATE OF MICHIGAN - LIQUOR CONTROL COMMISSION

This is to certify that a License is hereby granted to the person named with the stipulation that the Licensee is in compliance with Commission Rule # 206-1000, which states that a licensee shall comply with all state and local building, planning, zoning ordinances, and health, fire, rules, and ordinances as determined by the state and local law enforcement officials who have jurisdiction over the licensee. Issuance of this license by the Michigan Liquor Control Commission does not waive the requirement. The licensee must obtain all other required state and local licenses, permits, and approvals for the business within 90 days of the date of alcohol floor on the licensed premises.

The License is granted in accordance with the provisions of Act 68 of the Public Acts of 1959 and shall continue in force for the period designated unless independent, revoked, or declared null and void by the Michigan Liquor Control Commission. Failure to comply with all laws and rules may result in the Department of Licensing and Regulatory Affairs investigating the license.

THIS LICENSE SUPERSEDES ANY AND ALL OTHER LICENSES ISSUED PRIOR TO APRIL 12, 2023

BUSINESS NO: 24822 **WINE COUNTY**
WINE COUNTY AIRPORT AUTHORITY & DFW WINE BAR, LLC **FILE NUMBER:**
 WINEBAR, MI 48244

MC NUMBER TERMINAL: WINE COUNTY
DETROIT METRO AIRPORT, CONCOURSE A SPACE 1 14 **D-311**
 ROMULUS, MI 48244 **ROMULUS CITY**

LICENSE # **LICENSE:** **ACT:**
 L-00048453P Taverna **WEL 416.1507**
 (NONTRANSFERABLE) **N/A**

TOTAL SEAT: 0 **CUSTOMER SERVICE AREA:** **ROOM:**
DIRECT-CORRECTIONS: 0 **PASSENGERS:**
PERMIT
 (RF-Transfer Storage)

IN WITNESS WHEREOF:
 This License has been duly signed and sealed by both the Michigan Liquor Control Commission and the Licensee:

LIQUOR CONTROL COMMISSION
[Signature]
[Signature]
[Signature]
[Signature]
[Signature]

LICENSEE(S) SIGNATURE(S)
[Signature]
[Signature]

2023
2024

LICENSE EFFECTIVE MAY 1, 2023 - EXPIRES APRIL 30, 2024

MICHIGAN LOTTERY RETAILER

THIS IS TO CERTIFY IN ACCORDANCE WITH PUBLIC ACT 286 OF 1992, AS AMENDED, THAT THE OWNER OF THE BUSINESS NAMED BELOW HAS BEEN DULY LICENSED FOR LOTTERY SALES, ONLY AT THE FOLLOWING LOCATION:

THE DETROIT NEWS REDEMPTION
 DETROIT METRO AIRPORT-NORTH
 601 ROGELL DR. STE 5-2A
 DETROIT, MI 48242

5-110319
LICENSE EXPIRES
06/30/2025

Suzanna Shkrell
 Suzanna Shkrell, Commissioner

DETROIT METRO AIRPORT
 101 E HILLSDALE

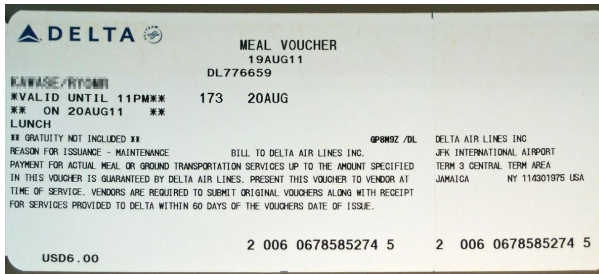
LANSING, MI 48933

This license is evidence of an agency revocable at will by either the Michigan Lottery or the retailer. This license is not transferable. Failure to conspicuously display the license is a violation of Public Act 236, Section 23.

Administrative Items



- Airline / Concession Vouchers
- All Units to Accept/Process
 - Printed & Digital
- Coordination / Questions Following the Meeting



IROPS Reminder

Appendix D: Concessions

Evans Terminal Concessions	McNamara Terminal Concessions
<ul style="list-style-type: none">• Explore Afar and/or Detroit Marketplace• National Coney Island• McDonald's• Atwater Brewery and/or Jolly Pumpkin• Vending Options throughout Terminal	<p>A Concourse</p> <ul style="list-style-type: none">• Economist• Plum Market• McDonald's• Leo's Coney Island• Mezza Grille• Max & Erma's• Starbucks – Central Link• Minute Suites (24 hours) <p>B Concourse</p> <ul style="list-style-type: none">• Chili's Grill & Bar• Z Market <p>C Concourse</p> <ul style="list-style-type: none">• Harvest & Grounds / Robert Mondavi• Vending Options throughout Terminal

Note: The units listed above are designated as IROPS locations as part of the Concessions IROPS Plan.

- DTW Concessions staff maintains an email communication list with concessionaires at DTW.
- Other Units May be Identified as Deemed Necessary by WCAA Concessions Department
- Units May be Required to Extend Hours and/or Stay Open for over 24 Hours, Dependent on Event.



Rollout of Concessions Dashboard

- The Concessions Dashboard is available at <https://www.metroairport.com/business/doing-business-wcaa/concessions-dashboard>
- Resource for Documents, Announcements & Information related to WCAA Concessions
 - Password Protected Page: DTWConcession24!



Rollout of Concessions Dashboard

ABOUT WCAA	<h2>Concessions Dashboard</h2>
DOING BUSINESS WITH WCAA	<h3>Introduction</h3> <p>On behalf of the Wayne County Airport Authority, we would like to extend a "thank you" for choosing to be a part of Detroit Metro Airport's concessions program.</p> <p>We have created this page for guidance and updates.</p> <p>We enjoy exploring any ideas you might have to improve the concession program and your own business. Please feel free to reach out to us at any time at concessions.operations@wcaa.us</p>
Business Opportunities	
Small Business Enterprise (SBE)	
Disadvantaged Business Programs	
Small Business Operators Arriving Ready (SOAR)	
Online Bill Pay	
WCAA Directory	
Concessions Dashboard	<h3>Announcements/Updates</h3> <p>Reminder - The expectation of the Concessions Dept. is for all Concessionaires to maintain full contract/scheduled hours of operation.</p>
DEVELOPMENT	<h4>All Tenants</h4> <p>Please monitor FIDS for any impacts to flight schedules related to IROPS Planning (irregular operations).</p> <p>Please report any Pest Control and Trash Compactor Room Concerns for:</p> <ul style="list-style-type: none">• McNamara Terminal to Delta Works at 734-921-5000 or via email at DeltaWorksServiceDesk@delta.com• Evans Terminal to Dantec at 734-247-1000 or via email at dm.dantec@airportsynergygroup.com• Please cc the Concessions Operations Email for awareness (concessions.operations@wcaa.us)
ENVIRONMENT & SUSTAINABILITY	<h4>Food & Beverage Tenants</h4> <p>Please remember to clean your grease traps and HVAC vents.</p>
MEDIA CENTER	<p>Reminder from the Fire Marshal regarding Kitchen Temps.</p>
CAREERS	<h4>New Concessions Operations Staff</h4> <p>You may start to see new faces in the Concessions Department throughout the terminals and concession spaces.</p> <p>We will be introducing them to you soon!</p>
DTW AIRPORT ID BADGES	





DETROIT METRO • WILLOW RUN
WAYNE COUNTY AIRPORT AUTHORITY



DETROIT METROPOLITAN AIRPORT

Thank You