

DTW Concessions Manual



Detroit Metropolitan Wayne County Airport

Dear Concessionaire:

On behalf of the Wayne County Airport Authority, I would like to extend a "thank you" for choosing to be a part of Detroit Metro Airport's concessions program.

Many of the passengers who arrive at Detroit Metro Airport are here for the first time. We recognize that you and your team are here every day welcoming travelers from all over the world, proudly promoting the best possible customer experience.

We have created this manual for guidance and as a reference tool. The topics covered include customer service, contract administration and compliance, performance standards monitoring, marketing and promotion, contract support, and tenant coordination support. Please make this important reference available to your on-site staff.

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@wcaa.us

Sincerely,



Christine Lindenmuth
Director of Concessions & Quality Assurance

Table of Contents

- 1.0 Reference Information
 - 1.1 Concessions and Quality Assurance Department
 - 1.2 Airport General Information / Airport Operations Dispatch
 - 1.3 Controller's Office Department Contact Information
 - 1.4 Police and Fire Emergency Contact Information
 - 1.5 Airport Administration Contact Information
 - 1.6 Building Maintenance Contact Information
 - 1.7 Airline Contact Information
 - 1.8 Concession Tenant Information
 - 1.9 Parking & Transportation
 - 1.10 Airport Services & Amenities
 - 1.11 Mailing Address
 - 1.12 Airport Layout

- 2.0 Tenant Operations
 - 2.1 Hours of Operation
 - 2.2 Banking
 - 2.3 Business Licenses
 - 2.4 Employee Conduct
 - 2.5 Customer Complaints Regarding Concessions
 - 2.6 Employee Dress Code / Name Tag
 - 2.7 Airport Identification / Name Tag
 - 2.8 Music
 - 2.9 Phone Service
 - 2.10 Signage
 - 2.11 Queuing
 - 2.12 Lease line / Control Zone
 - 2.13 Vending Machines
 - 2.14 Products & Pricing
 - 2.15 Concession/Airline Vouchers and Other Programs
 - 2.16 Smoking Policy
 - 2.17 General Maintenance
 - 2.18 Performance Standards

- 3.0 Reporting Requirements
 - 3.1 Monthly Gross Sales Report
 - 3.2 Annual Statement
 - 3.3 Periodic Statements
 - 3.4 Market Basket Survey
 - 3.5 Audits & Maintenance
 - 3.6 Transactions & Averages
 - 3.7 Disadvantaged Business Enterprise (DBE) Reporting

Table of Contents

- 4.0 Safety & Security
 - 4.1 Security
 - 4.2 Medical Emergencies
 - 4.3 Reporting Concerns
 - 4.4 I.D. Badging
 - 4.5 Policy on Banned and/or Restricted Concession Items

- 5.0 Tenant Construction
 - 5.1 Required Approvals & Permitting
 - 5.2 Permit Process
 - 5.3 Signage

- 6.0 Dockmaster
 - 6.1 Hours of Operation & Services

- 7.0 Cleaning, Maintenance, Storage & Trash
 - 7.1 Frequencies, Guidelines and Requirements
 - 7.2 Storage Spaces & Deliveries
 - 7.3 Environmental Liability

- Appendices
 - 1. Hours of Operation
 - 2. Competitive Pricing Policy
 - 3. Rules & Procedures for Controlled Item Inventory
 - 4. Audits and Maintenance
 - 5. Performance Standards
 - 6. Closing/Reopen Checklists
 - 7. IROPS Concession Plan
 - 8. Terminal Evacuation & Shelter in Place Plan
 - 9. Airport Concession Tenant List
 - 10. Airport Concession Contacts
 - 11. Title VI and LEP
 - 12. Revision Log

Section 1.0

Reference Information

1.1 Department of Concessions and Quality Assurance

Address: Concessions & Quality Assurance Department
Detroit Metropolitan Wayne County Airport
11050 Rogell Dr., #602
Detroit, MI 48242

Office Hours: 8:00 am to 4:30 pm
Monday – Friday

Main Phone Line: (734) 942-3751

Concessions Operations Shared Email: concessions.operations@wcaa.us

Concessions Dashboard: www.metroairport.com/concessionsdashboard

This is a password-projected page. Password: DTWConcession24

Staff:

Christine Lindenmuth
Director
(734) 942-3663
Christine.Lindenmuth@wcaa.us

Susan Thompson
Deputy Director
(734) 247-7457
Susan.Thompson@wcaa.us

Jason Wade (Operations)
Assistant Deputy Director
(734) 247-2751
Jason.Wade@wcaa.us

Ray Albert (Operations)
Operations Administrator
(734) 942-1534
Raymond.Albert@wcaa.us

Elaine Tsapatoris
Supervisor
(734) 247-7060
Elaine.Tsapatoris@wcaa.us

Kari Farina
Project Manager
(734) 247-2729
Kari.Farina@wcaa.us

Melissa Terrill (Operations)
Concessions Specialist- Administrator
734-942-3659
Melissa.Terrill@wcaa.us

Fiona Johnson (Operations)
Concessions Specialist- Administrator
(734) 942-3823
Fiona.Johnson@wcaa.us

1.2 Airport General Information / Dispatch

Airport General Information
(734) 247-7678

24-Hour Airport Response Center (ARC) – Security, Operations, Police, Maintenance
734-942-5304

1.3 Controller's Office

Controller 's Office
Tenant Contact Person
Rob Safadi
734-247-7055
AR@wcaa.us

Rent Payment Address:

Detroit Metropolitan Wayne County Airport
11050 Rogell Dr., 602
Detroit, MI 48242
Attention: Controller's Office

1.4 Police and Fire Contacts

FOR ALL AIRPORT EMERGENCIES

DIAL 911

Non-Emergencies :

Airport Police- Front Desk
Fire Department-Fire Prevention
Fire Station 100 (Airfield)
Fire Station 200 (Rogell Drive)
Fire Station 300

(734) 942-5357
(734) 942-0061
(734) 942-3604 or 3603
(734) 942-3602 or 3601
(734) 955-8791 or 8792

1.5 Airport Administration Contacts

Airport Receptionist	(734) 942-3550
Airport Fax	(734) 942-3793
Airport Executive Office	(734) 942-3560
Department of Airport Administration	(734) 247-7242
Internal Relations	(734) 942-3694
Department of Planning, Design & Construction	(734) 247-7915
Department of Facilities and Infrastructure	(734) 247-7266
Department of Communications & External Affairs	(734) 247-7052
Department of Maintenance	(734) 942-5287
Department of Public Safety	(734) 942-5330
Department of Operations	(734) 942-3572
Department of Airport Finance	(734) 955-3285
Department of Willow Run Airport	(734) 485-6662
ADA & Title VI Coordinator	(734) 247-7370

For all other telephone numbers, please refer to the Airport Directory that can be obtained from the Airport Director's Office at the Michael Berry Administration Building or by calling (734) 942-3550.

1.6 Building Maintenance Contacts

For building maintenance issues at the respective terminal, please contact the following:

- McNamara Terminal, please contact JLL, McNamara's Facility Management Group, at (734) 921-5000, or email deltaworksservicedesk@delta.com.
- Evans Terminal, please call (734) 247-8888, or email emaint@wcaa.us

1.7 Airline Information

Please visit <http://metroairport.com/flights/airline-directory> for a list of Airline Contacts at DTW.

1.8 Airport Tenant Information

See Appendix 10 for a list of Concession Tenants & Contact Information.

1.9 Parking/Transportation

Employee Parking*

Concessionaire employees will park in the terminal-specific employee parking lot, depending on which terminal they are assigned.

- Concessionaire employees who work at the McNamara Terminal will park in the McNamara South Employee Lot. The lot is located off Eureka Road.
- Concessionaire employees who work at the Evans Terminal will park in the Evans - North Employee Lot. The lot is located on the West Service Drive.
- The lots are secure and are accessed by badge swipe access.
- **To coordinate management parking in the parking structure, please contact the Concessions Department.*

Employees will be transported by an employee shuttle to the designated stops at the Terminal.

Please visit www.metroairport.com/dtw-airport-id-badges for further information.

Please contact security@wcaa.us or Tim McDonald at (734) 247-7046 for any information not found on the website.

For accessible parking information, please see Appendix 11.

Detroit Metropolitan Wayne County Airport

Employee Shuttle

Great Lakes Transportation Shuttle
28300 Goddard Road
Romulus, MI 48174
Contact Phone number: (734) 947-0707

Ground Transportation

Ground transportation services available at the airport are listed on the airport website at www.metroairport.com.

Transportation

Metro Cab
24957 Brest Road
Taylor, MI 48180
Contact Phone number: (734) 997-6500

Smart

www.smartbus.org
Contact Phone number: (866) 962-5515

1.10 Airport Services & Amenities

The Airport features many services for the convenience of its passengers.

Automated Teller Machines (ATMs)

- McNamara Terminal – located throughout A and B concourses. There is one full-service ATM machine on the Bridge Level at the McNamara Ground Transportation Center
- Evans Terminal - located near Gates D6, D17, D28 and in the Baggage Claim Area. There is one full-service ATM machine on the Bridge Level at the Evans Ground Transportation Center.

Foreign Language Assistance

Translators are not present in the terminals; however, translation services are available by phone at any Airport Ambassador information booth and by contacting a Delta Air Lines Customer Service Agent (at McNamara Terminal Only). Each Concessionaire shall incorporate standard procedures and training to offer language assistance.

Detroit Metropolitan Wayne County Airport

Limited English Proficiency (LEP) Plan

Please see section 3.8 and Appendix 11 for LEP and Title VI requirements.

Freedom Center

- McNamara Terminal – located near Gate A43.
- Evans Terminal - located near Gate D17.

Kids Play Area

- McNamara Terminal – located near Gates A8 and B20.
- Evans terminal – The Hydrate Play Port area is located by Gate D15.

Lost & Found

The phone number for the Airport Police Lost & Found is (734) 942-3669. To report a <found> lost item, please contact 734-942-5212 or 734-942-5304. Airport Police will either retrieve the item from the concession unit, or the item can be delivered to Airport Police at Building 610.

Taken from Airport Ordinance, Section 6.16:

If a Person finds a lost article upon Airport premises, he or she shall immediately report that fact to an Authority Police Officer, and leave the article in the custody of an Authority Police Officer except articles found at the passengers screening checkpoints which shall be turned over to the Transportation Security Administration. The Authority Police Officer shall issue a receipt for the lost article to the finder, and shall record all information needed to dispose of the article pursuant to State law, if not claimed within the statutory period. A Person shall not remove or attempt to remove the article from the Airport premises without first making such a report and disposition. Removal or attempted removal of a lost article from Airport premises is a misdemeanor.

Postal Services

A U.S. Post Office drop box is located under the tram in the Central Link.

Religious Reflection Rooms (always open & available)

- McNamara Terminal - located on the Mezzanine Level in the central Link.
- Evans Terminal - located near Gate D17.

Nursing Rooms

Private, quiet surroundings dedicated for nursing mothers. Access into each space is provided via phone call and access code (placard posted by the door). Nursing Rooms are located at the:

- McNamara Terminal near Gates A25, A53, A63 and C2.
- Evans Terminal near Gates D8, D15 and D24.

Detroit Metropolitan Wayne County Airport

Paging & Public Address

Airline gate agents are available throughout the terminals for paging within the Terminals.

You may also call the following numbers:

- McNamara Terminal – (734) 921-5000
- Evans Terminal - (734) 247-1000

Luggage Carts

- McNamara Terminal - available at pre-security locations. Locations include the Federal Inspection Site (FIS) Customs Area, Domestic Baggage Claim, Ground Transportation and in the Parking Garage. **Luggage carts are not permitted past security.**
- Evans Terminal - available at pre-security locations. Locations include the Federal Inspection Site (FIS) Customs Area, Domestic Baggage Claim, Ground Transportation and in the Parking Garage. **Luggage carts are not permitted past security.**

Vending

Snack & Beverage

- McNamara Terminal - located in Cores 3,5,6,7 & 8, B & C concourse and in the Bag Claim Area. as well. There is also a Coca Cola 24/7 space near Gate A36 featuring vending machine options.
- Evans Terminal - located near Gates D15, D18 and in the Baggage Claim area. Coffee Vending is in Bag Claim and near Gate D14.
- In each location, there are snack and beverage vending machines.
- Specialty Vending – located at select locations across both terminals. Available options are listed under Dine & Shop on the Airport website & directories. Variety of options available such as fresh food (Pizza, Farmer's Fridge), coffee (illy coffee), electronics (Istore, Bose), cosmetics/wellness (FlyGirlz, Better+), and experiential/kids (Skittles, etc.).

Shoeshine Booths

- McNamara Terminal – located in Core 5 (Near Gate A36) and Core 6 (Near Gate A42)
- Evans Terminal - located across from Gate D18.

Hotel (On-Airport)

Lodging at the airport is available at the Westin Hotel at the McNamara Terminal. Reservations at the Westin Hotel can be made by calling (800) 228-3000. The General Manager of the Westin Hotel is John Reed who can be contacted at (734) 229-6700.

Note: *The public spaces in the Westin Hotel are not for use by Airport & Concession employees. They are intended for sole use by guests of the Westin Hotel.*

Detroit Metropolitan Wayne County Airport

Elevated Express Tram (McNamara only)

Concourse A features an Express Tram that runs the length of the mile-long concourse. Stations are located at each end of the concourse as well as a third station in the Central Link. Trams arrive at the stations approximately every four minutes.

1.11 Mailing Address

The mailing address for tenant deliveries to the airport is:

For the McNamara Terminal:

Name of Concession
Edward H. McNamara Terminal
Dockmaster - Building 830
Detroit Metropolitan Wayne County Airport
2588 World Gateway Place
Detroit, MI 48242

For the Evans Terminal:

Name of Concession
Detroit Metropolitan Airport
Dockmaster
Bldg 601 W Rogell Drive
Detroit, MI 48242

For the Wayne County Airport Authority:

Wayne County Airport Authority
Name of Department
11050 W Rogell Dr
Detroit, MI 48242

Section 2.0 Tenant Operations

2.1 Hours of Operation

Concessionaires are to follow their hours of operation that have been agreed upon in the contract and as listed on our website. Agreed upon hours may change from time to time. Concessionaires shall not deviate from them unless approved. At no time shall the concession be left unattended or “temporarily closed” during the concession’s business hours.

Operators are strongly expected to remain open beyond normal business hours if the Airport is experiencing delays, IROPS and significant numbers of passengers are in the terminals beyond scheduled hours (see Appendix 7). Extended hours during these situations often results in additional sales. The Airport does not make formal announcements when experiencing delays. Merchants should take notice of flight information and traffic patterns. The flight information display units that provide updated flight information are located throughout the terminals.

No operators shall close or deviate from agreed upon posted hours without first communicating with the Concessions Department.

2.2 Banking

The McNamara and Evans Terminals do not feature a bank. There are ATMs located throughout the terminals (see “ATMs” in Section 1.10). There is one full-service ATM machine on the Bridge Level at each Ground Transportation Center.

Arrangements for cash deliveries/armored car services are the responsibility of each Concession Operator. Brinks, Garda, and Loomis are services that are currently badged to operate at DTW. You may choose to explore other providers or services to support your operation.

2.3 Licenses

All Business Licenses must be current and posted as required by state law. If applicable, Liquor Licenses and Certificates for Food Certified Managers must be posted in the units.

Liquor licenses must be sent to the WCAA Concessions Department for Public Safety Signature.

2.4 Employee Conduct

Detroit Metro Airport expects its concession employees to adhere to the highest level of professional standards. All employees should greet customers in a friendly and professional manner. As your employees represent your business, the Airport, and the surrounding community, employees should always display a positive attitude towards passengers and fellow employees, and project a pleasant, friendly, and attentive demeanor. When encountering an upset customer, employees should remain calm and listen carefully.

Employees should be capable of communicating clearly in English, when in contact with customers, and refrain from using foul or inappropriate language at all times. Employees should maintain appropriate eye contact and a pleasant tone of voice while conversing with customers and fellow employees.

In addition to courtesy, employees should make every effort to satisfy customers' needs, even when those needs are outside the employee's specific job scope. Employees need to be familiar with and adhere to their employer's customer service policies and procedures.

Employees are expected to possess a certain level of knowledge regarding the airport and available services. Employees should be well informed and capable of providing any kind of assistance to passengers. Employees should know where and how to obtain requested information or services for the traveling public.

See Appendix 5 for additional information.

2.5 Customer Complaints

When encountering a dissatisfied customer, employees should obtain the facts; state any applicable concessions policy clearly and politely offer a solution or an adequate alternative to the customer. If unable to satisfy the customer or resolve the issue, direct the customer to the immediate supervisor. The employee handling the complaint should follow their employer's policies and procedures regarding complaint resolution. It is your responsibility to notify WCAA Concessions of the complaint.

Please note that customer complaints are also received by the Airport's Customer Service Department. If a complaint is received regarding a concessions issue, that complaint will be referred to Concessions and Quality Assurance (CQA). CQA will work directly with the Concessionaire regarding investigation, follow-up, and resolution.

Detroit Metropolitan Wayne County Airport

If a concessionaire receives a customer complaint of discrimination based upon any protected bases (See the FAA Unlawful Discrimination Poster in the Appendix 11) it must be reported to the WCAA ADA & Title VI Coordinator (accessibility@wcaa.us) and concessions@wcaa.us. Then the concessionaire should conduct their investigation into the complaint and report their findings and corrective actions (if determined necessary) to the Coordinator.

General Airport complaints should be directed to Wayne County Airport Authority at (734) 247-7678, CustomerService@wcaa.us, or via our website at <https://www.metroairport.com/about-us/contact-us>.

2.6 Employee Dress Code

Employees are expected to present themselves in the most professional manner. Employees should be well groomed, and clean. The appropriate uniform and accessories, as determined by the employer, should be worn at all times. Each concessionaire was required in their proposal to provide the Airport with a sample of the type of dress code or uniform for its employees. Any major deviation from the original dress code or uniform should be addressed with CQA. Merchants must always be mindful of the hair of their employees.

CQA also requires each employee to display a Name Tag, to make it more convenient for the traveling public to ask for assistance in each location.

Note: Employees are to adhere to all directives put forth by the Wayne County Health Department related to hygiene and uniforms.

2.7 Airport Identification/ Name Tag

As part of the airport security regulations passed in 2001, all Airport employees are to be issued an airport identification badge. See the policies in the ID Badging section (Section 4.4) regarding badging requirements / process. All employees should also wear company name tag.

2.8 Music

Permission to offer music within concession areas is reviewed on an individual basis. In general, in-line stores are allowed to play music from an audio system. In no case, may the volume level cause music to be heard outside your store location. CQA reserves the right to ask merchants to decrease volume, and, in the case of multiple violations, require music to be removed.

2.9 Communications Service

To establish service for Point of Sale (POS), Cable TV and/or wireless networking please contact Brad Hammond from Boingo at (586) 306-4935 or at bhammond@boingo.com.

Each unit must have an operational phone and phone #.

2.10 Advertising & Signage

No signs or other advertising of Concessionaire's operation may be erected or installed in the Airport, including Concession premises, by the Concessionaire without the prior written approval of the Chief Executive Officer, or his designee. Any signs approved, must comply with the Airport's current signage standards.

All signage, both inside and outside concessionaire locations, must be professionally produced. This prohibits handwritten signs and those done freehand with markers or other hand-letter applications. Handwritten signs are not allowed UNDER ANY CIRCUMSTANCE. This includes small pricing stickers, inventory tags or price sheets. If you have a question whether a particular sign is appropriate, please contact (734) 942-3751 or concessions.operations@wcaa.us.

As a rule, all signage (whether promotional or permanent) must remain **within the lease line of your store. Consider placing signage at just inside of your lease line at a 45-degree angle to increase passenger sight lines.**

Signage or any other materials are NEVER to be taped to the window of your store. Due to the high traffic nature of our operations, all signs should be laminated mounted to foam core or framed. Signage may be hung by monofilament line from ceiling or suction cups.

Concessionaire directory signs are posted throughout the Terminal. Any changes to the directory signage should be submitted to concessions@wcaa.us.

2.11 Queuing

Tenants must comply with approved designs and queuing plans. Queuing cannot impact passenger flow in the Terminal. Customers must be accommodated within the lease premises.

2.12 Lease line/ Control Zone

The Lease line is designated by Section 3.1 of the Concession Agreement and delineated by Exhibit C of the Concessions Agreement. All tenant operations, equipment, display units, inventory, signage, etc., must be contained within the premises as outlined in the Concession Agreement. At no time are tenant operations permitted to traverse the lease line or encroach into the concourse where passenger circulation may be compromised.

2.13 Vending Machines

Concessionaires may not install or operate any vending machines within the Concession Premises or elsewhere at the Airport. CQA reserves the right to control vending machines within the Airport, including phone cards, phone card dispensers and lottery vending machines. (See application section in concessionaire contracts).

2.14 Products & Pricing

Products

Product must be displayed in an attractive manner that entices the customer to view and purchase the offerings. Displays must be replenished so that it is always appealing.

- provide products of quality at a fair price, and to
- Increase the friendliness and convenience of the airport to our guests.
- See Appendix 5 for more information regarding Performance Standards.

Pricing

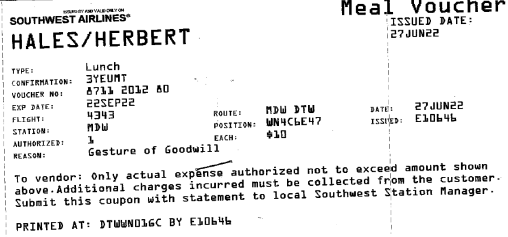
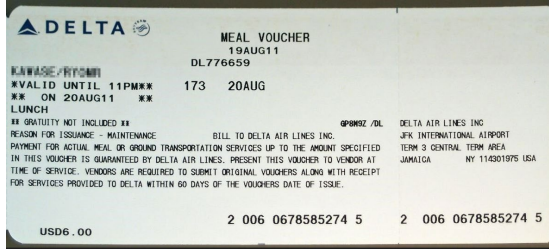
All concessionaires must comply with the Pricing Policy developed by the Wayne County Airport Authority. All items must have pricing displayed. See Section 3.4 and Appendix 2 of this handbook regarding the Benchmark Pricing Survey.

2.15 Concession/Airline Vouchers & Other Programs

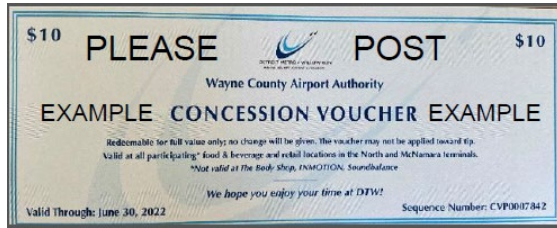
All concessionaires must have the ability to accept and process Airline (digital and paper) & Concession Vouchers. A sample of each type of voucher is noted below.

Airline Voucher

Detroit Metropolitan Wayne County Airport



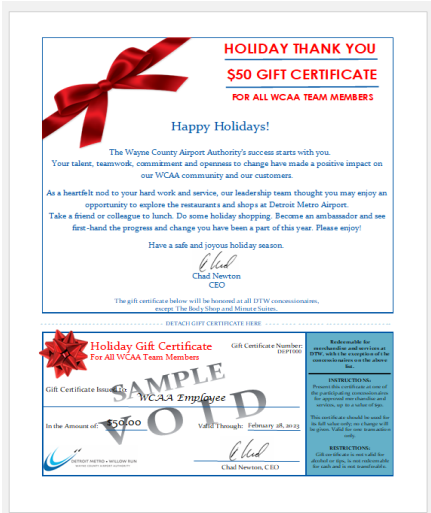
Concession Voucher



Delta Employee Meal Voucher (McNamara Only)



WCAA Holiday Certificate



Other Programs

Priority Pass Program (external program)

<https://www.prioritypass.com/lounges/usa/detroit-mi-metropolitan-wayne-county>

Gate Delivery Options

[Grab Airports | A Servy Product For Centralized Management](#)

A product of Servy, Grab is the largest e-commerce platform in airports worldwide. Grab utilizes the Servy platform to provide an omnichannel product that spans Mobile/Web, Self-Order, and Self-Checkout Kiosks, and Order & Pay at Table solutions. It creates an enhanced customer experience and provides concessionaires with access to incremental revenues and improved speed-of-service.

2.16 Smoking Policy

In cooperation with airport ordinance 6.14:

An individual shall not (a) carry a lighted cigar, cigarette, pipe or other lighted smoking device or (b) utilize an E-Cigarette in any Airport terminal or other Airport building. An individual shall not smoke or utilize an E-Cigarette in any outdoor area of the Airport designated as a non-smoking area. Notwithstanding the above, a Person may carry and operate a lighted cigar, match or lighter in a cigar bar or tobacco specialty retailer in accordance with Section 12606a of the Dr. Ron Davis Smoke Free Act, Act 188, Michigan Public Acts of 2009, being MCL 333.12606a.

2.17 General Maintenance

Concessionaire is responsible for all maintenance, janitorial and cleaning services and supplies that are necessary in the operation of the concession and for maintenance of the Concessions Premises, concession equipment and furnishings including, but not limited to, replacing light bulbs, fluorescent tubes, and starters. Concessionaires must provide for proper and adequate sanitary handling and disposal of all trash, garbage, and other refuse resulting from Concessionaire's concession operations. Concessionaires must use suitable covered receptacles for all trash, garbage, and other refuse. The piling or stacking of boxes, cartons, barrels, kegs, bakery racks, or other similar items in an unsightly or unsafe manner is strictly prohibited. Refuse must be deposited at the trash receptacles on the AOA level and trash receptacles areas on AOA must be kept neat & clean. Concessionaire must always maintain the Concession Premises in an attractive and clean condition; free from debris, trash, or soiled cleaning supplies (e.g., rags and buckets) originating from Concessionaire's operation or patrons. Concessionaire must ensure that all equipment, walls, floors, and other surfaces are cleaned daily. Concessionaire must keep the Concessions Premises and public areas around the Concession Premises free of hazardous conditions originating from Concessionaire's operations. Any spills must be cleaned immediately. **Use of moving walkways in the terminals is strictly prohibited.**

Detroit Metropolitan Wayne County Airport

- a) Pest Control and/or Extermination: The Concessionaire is responsible for the pest control and extermination of their units in accordance with Airport Authority standards. Currently, the Airport Authority has a designated pest control service (Ehrlich & Orkin). The Concessionaire is required to use this or any other future service provider and will be billed a monthly fee for this service. If the Airport Authority cancels this service, the Concessionaire is responsible to find a provider for their location(s).

- b) Grease Management: The Concessionaire is responsible for the management of grease at their units in accordance with Airport Authority standards. Currently, the Airport Authority has a designated grease management (Bradford CRDC) and drain treatment service (Eganix). The Concessionaire is required to use this or any other future service provider and will be billed a monthly fee for this service (only Eganix currently). If the Airport Authority cancels this service, the Concessionaire is responsible to find a provider for their location(s).

2.18 Performance Standards

The Concessionaire must comply with the Airport Authority’s Performance Standards for concessions. It is designed to ensure that the traveling public and other Airport visitors receive the highest level of service. CQA will conduct regular audits and may engage “mystery shoppers” to evaluate Concessionaire’s performance in accordance with service and employee standards. The documents detailing Concession Performance Standards are in Appendix 5.

**Section 3.0
Reporting Requirements**

3.1 Monthly Gross Sales Report

Each tenant is required to submit a Monthly Gross Sales Report by the 7th of the following month. This report is to be submitted to Airport Finance in the required format. This report is to be prepared and signed by an individual who is directly responsible for the Concessionaires’ Finances. The Monthly Report must be submitted to Airport Finance in the Revenue Management System. Please email AR@wcaa.us to be set-up in the system.

3.2 Annual Statement

Within 90 days of the close of the calendar year each concessionaire must provide a Certified Annual Statement prepared by the concessionaire’s independent CPA. The Certified Audit is

due April 1 and considered late if not received by April 15. A fine may be assessed if the Annual Audits are received after the April 15 deadline. Please send all Certified Annual Audits to concessions@wcaa.us

3.3 Periodic Statement

Concessions and Quality Assurance can request a Profit / Loss Statement at any time. The statement is due within 30 days of a written request.

3.4 Market Basket Survey

As part of the Airport's Pricing Policy, Concessionaires must submit Market Basket Surveys at least twice a year, on dates as determined by the Concessions Department. A fine may be assessed if the Market Surveys are received after the deadline. The surveys are completed to compare the Concessionaire's prices for the same or similar items sold according to the Pricing Policy, and as approved by the Concessions Department. Please use the criteria and forms in Appendix 2 to conduct your Market Basket Survey.

3.5 Audits & Maintenance Reports

Concessionaires are required to send a maintenance report as needed on the 1st of every month and is considered late if not received by the 15th of that month. A fine may be assessed if the reports are received after the 15th deadline. A list of the repairs and general upkeep that has been performed on the unit during the month needs to be in the report. This is to ensure measures are being taken to keep the general workings of the unit in good repair.

The Concessions Department shall monitor the Concessionaire's compliance with cleanliness and overall facility appearance, by performing at least four formal audits a year, as well as random & informal walk-throughs. The purpose of the audits is to have a second pair of eyes see what your guests see when they enter your establishment. Items that need attention with cleaning or need repaired/replaced will be the focus of the audits. Concessionaires are expected to take care of these issues in a timely manner as to where they will not show up on the next audit.

3.6 Transactions & Averages

Transactions and averages shall be reported monthly to the Concessions Department.

3.7 Airport Concession Disadvantaged Business Enterprise (ACDBE) Reporting

Pursuant to Section 2.10 of the concessions contracts, Concessionaires agree to meet an Airport Concession Disadvantaged Business Enterprise (ACDBE) goal as established by the Wayne County Airport Authority, or if the goal is not met, to document adequate good faith efforts to meet the goal for the term of the agreement. Failure to meet the goal or provide adequate good faith efforts to do so will be sufficient cause for the Airport to terminate concession agreements.

ACBDE reporting is required by the Concessionaire to track ACDBE achievement for the Airport Authority to report yearly to the FAA the level of ACDBE participation achieved. The Concessionaires must submit a complete ACDBE Certified Monthly Participation Statement (MPS) which is due by the fifteenth (15th) day of each following month. The MPS received thirty (30) or more days late will result in the Concessionaire being designated as “non-compliant”.

You may contact Business Diversity via email at business.development@wcaa.us

3.8 Limited English Proficiency (LEP) Plan

In compliance with the WCAA DTW Title VI Plan of 2023, each concessionaire shall incorporate standard procedures and training to accommodate Limited English Proficient (LEP) persons. Limited English proficient persons are those individuals who speak English as a secondary language or have a limited ability to read, speak, write or understand English. Each operator shall have an LEP Plan in place to assist and serve those who may not speak or read English well. Please see LEP Notification Letter and the WCAA DTW Title VI Plan in Appendix 11 for additional information and how to access them.

This LEP requirement should be updated annually, at a minimum.

***Section 4.0
Safety & Security***

4.1 Security

Detroit Metropolitan Wayne County Airport

Airport security is a priority at airports across the country. Concessionaires are required to comply with all Local, State, and Federal Regulations. For additional information regarding security, please contact the Airport Response Center at (734) 942-5304.

Concessionaires are not allowed to utilize the DTW Destination Pass Program as a method of employee badging.

4.2 Medical Emergencies

If an employee or passenger needs medical attention, PLEASE DIAL 911.

Defibrillator Locations

The Defibrillator cabinets have identification screened on the glass, and usually are immediately above fire extinguishers. The cabinets say “Lifepak Emergency Defibrillator” and “Warning For Use by Trained Persons Only”.

There are 33 Defibrillators located throughout the McNamara Terminal, located as follows:

8 on the FIS level
2 in domestic bag claim
11 on the gate level of Concourse A
1 on the bridge (gate) level of terminal
2 on level 4 of the Ground Transportation Center
4 on the ticketing level of Terminal
1 on Central Tram station of Concourse A
Concourse B & C Rotunda in hallway near escalators
1 at Gate B1
1 at Gate B 13 across from Coffee Beanery
1 at Gate C2 across from News stand
1 at Gate C12

There are 29 Defibrillators located through the Evans Terminal, located as follows:

D4- Gate Level	D28- Apron Level
D4- Apron Level	North/South end of Ticketing
D8- Gate Level	GTC Cross Walk
D10- Gate Level	GTC Lobby Road
D12- Gate Level	GTC Lobby Blue Deck
D12- Apron Level	Baggage Claim American Airlines
D15- Gate Level	Baggage Claim South Escalator
D16- Gate Level	FIS Baggage CBP office

Detroit Metropolitan Wayne County Airport

D18- Gate Level	FIS Hallway North
D20- Apron Level	FIS Moving walkway
D21- Gate Level	FIS Hallway South
D23- Apron Level	Baggage Make-Up Elevator 6
D24- Gate Level	North end hallway Elevator 13
D28- Gate Level	Dockmaster Apron Level

Training on the use of the defibrillator and cardio-pulmonary resuscitation (CPR) is available through the Airport Fire Department. Please contact Darlanda Haywood at (734) 942-3602 for additional information.

4.3 Reporting Concerns

It is in the best interest of every airport employee, including those working for concessionaires, to ensure that Detroit Metro Airport is a safe workplace and a safe place to visit. All employees are asked to report any incidents that might threaten the safety of DTW's employees or guests. This may include, among many other things, the following:

- Spills
- Bathroom problems
- Ceiling/roof leaks
- Non-functioning elevators/escalators
- Buckled carpeting / flooring concerns
- Bare electrical wires
- Pest/Rodent Observations

At the McNamara Terminal, please call JLL, McNamara's Facility Management Group, at (734) 921-5000, or deltaworksservicedesk@detla.com.

At the Evans Terminal, please call Dantec, Evans Terminal janitorial services, at (734) 247-1000. Please call WCAA Maintenance (734) 247-8888 to report concerns, if Dantec cannot be reached.

For any types of incidents or injuries that occur within or around your unit (that may pose a risk management concern), please report them on your company's incident report form to concessions.operations@wcaa.us.

4.4 ID Badging

Detroit Metropolitan Wayne County Airport

All employees at Detroit Metro are required to carry an official Detroit Metro/FAA approved badge.

Please visit www.metroairport.com/dtw-airport-id-badges to find all forms and information. Please contact the Credentials Office at security@wcaa.us or Tim McDonald (734) 247-7046 with additional questions.

4.5 Policy on Banned and/or Restricted Concession Items

The list of items restricted by the Department of Homeland Security can be found on the web page www.tsa.gov. Procedures and the items that are restricted change frequently, so refer to this page for updates. Reference Appendix 3

Section 5.0 Tenant Construction

5.1 Required Approvals & Permitting

During the term of agreement, concessionaires are not allowed to make any improvements, additions, or alterations to the concession premises, including the initial build-out and subsequent refurbishment of the concession premises, without prior written approval of the CEO, or his designee.

Prior to the construction of any fixed improvements, Concessionaires must submit all plans and specifications for such work to the Wayne County Airport Authority Construction & Alteration Permits Department for written approval.

Any approved improvements, additions or alterations to the concession premises must be made at the concessionaire's own expense and only after concessionaire has obtained an Airport Construction or Alteration (C/A) Permit from the Construction & Alteration Permits Department.

All tenant construction must comply with the Tenant Design Criteria Manual (TDCM) and the Concessions Agreement.

5.2 Permit Process

Any construction work, other than routine maintenance, requires a Construction or Alteration (C/A) Permit issued by the Wayne County Airport Authority. For additional information regarding the C/A Permit application process, please contact mailbox.permits@wcaa.us

5.3 Signage

No signs may be erected or installed on the Airport, including at the Concession Premises, by the Concessionaire without the prior written approval of the CEO, or his designee. Any signs approved by the CEO must comply with the Airport's current signage standards as described in the TDCM. (See the applicable section in each Concessionaries Contract)

Signs that are changed or new installations that are made without prior permission are subject to removal.

All signage (whether promotional or permanent) must remain **within the lease line of your store**. Consider placing signage at just inside of your lease line at a 45-degree angle to increase passenger sight lines.

Section 6.0

Dockmaster Centralized Receiving & Distribution Centers

6.1 Approved Hours of Operation & Services

McNamara Terminal CRDC

Hours of Operation

Monday - Friday: 4:00am – 4:00pm (receiving ends at 12pm)

Saturday: 4:00am – 12:00pm (receiving at 10am)

Contact:

Deshawn Moore (734) 247-4300

Mailing Address:

Edward H. McNamara Terminal
Dockmaster – Building 830
Detroit Metropolitan Wayne County Airport
2588 World Gateway Place
Detroit, MI 48242

Evans Terminal CRDC

Hours of Operation

Monday – Friday: 5:00am – 12:30pm

Saturday: 5:00am – 8:00am (suspended temporarily)

Contact: Tim Barclay

(734) 413-5500

dtwdockmaster@airportlogistics.org

Mailing Address:

Dockmaster
Detroit Metropolitan Airport
Bldg 601 W Rogell Dr.
Detroit, MI 48242

Detroit Metropolitan Wayne County Airport

Deliveries

BAL DTW Centralized Receiving and Distribution Center (BAL DTW CRDC or CRDC)

Airports are becoming like mini cities which require the consumption of a variety of materials. Under the traditional airport operating model this results in hundreds of daily and weekly delivery trucks and delivery personnel servicing the airport.

Under the Centralized Receiving and Distribution Center concept all supplier trucks and parcel carriers are diverted to a Central Facility for an enhanced safety and security environment on the airport campus.

The types of materials and to whom the goods are destined consists of:

- Types of Consumable Materials: retail products, clothing, newspapers, publications, food product (fresh/prepared/frozen), beverages (water/soda/beer/liquor/wine), duty free goods, custodial, office supplies, light equipment/displays, uniforms/linens, engineering goods, maintenance materials, vending machine goods, parcels, currency, etc.
- Destined to: the list encompasses an all-inclusive list of airport stakeholders: the airport itself, concessionaires (food, beverage, retail, news/gifts, specialty, vending), airlines and their clubs, TSA, FAA, Customs/Immigration, airport police, airport authority stores, parcel carriers, custodial firms, repair & maintenance firms, and many other types of 3RD party contractors.

Bradford Airport Logistics (BAL aka Dockmaster) operates the CRDC in support of DTW Concessionaires and Tenants.

All Concessionaires operating in the DTW Terminals are directed to contact BAL to ensure their authorized goods and material vendors information (Name of company, physical address, landline telephone number, company representative (CR), CR contact information) is on record at the BAL DTW CRDC (McNamara or Evans Terminal). **Only vendors of record will be permitted to deliver material to CRDC.**

Scheduled dock times are used for inbound supplier material deliveries into the central facility to produce a smooth and constant flow of vehicles and materials. There is also precisely controlled timing of material outbound distribution from the central facility to the various airport tenants to make the redistribution relatively invisible to the travelling public. Goods and materials should no longer interfere with passengers in airport corridors and no longer block store entrances and shelves (a common condition at airports today).

AMIS™ further forces the efficient management of return items (kegs, carts, etc.) and reverse logistics – types of materials that have a habit of remaining too long in the terminal. These types of occurrences are negative impacting passenger events that can be turned into a positive while also improving the shopping experience and retail revenue generation engine.

Vendor Performance – on-time compliance, material presentation (includes temperature sensitive goods) compliance – is captured on a per delivery basis and is available for

Detroit Metropolitan Wayne County Airport

concessionaire review through the BAL Extranet Portal®. The Extranet® is the concessionaires' access point to the BAL material management system AMIS™ which allows visibility to the status of vendor deliveries to the CRDC, anticipated BAL deliveries to Concessionaire, and the status of Concessionaire Return Material to Vendor.

The key to a successful operation is communication, if you have any questions, please contact Bradford Dockmaster.

Helping Airports Run Great!

Section 7.0 Cleaning, Maintenance & Trash Removal

7.1 Frequencies, Guidelines and Requirements

Listed below are some of the tasks performed by JLL DeltaWorks and Dantec,
(Or their subcontractors which may impact the concessions):

- a) Trash compactor box (Dumpster) change or emptying frequency schedule.
- b) Wash down the compactor room when the compactor box is removed.

While JLL DeltaWorks and Dantec are responsible in their respective terminals for the cleanliness of the concourses and the maintenance of the trash compactor areas, the Concessionaires generate significant quantities of waste which is moved through the concourses and disposed of in the trash compartment areas provided. Trash must be conveyed to the compactor room in a leak proof container. (Gondola or covered container on wheels) **No grease should ever be put in a trash bag or compactor.** Often, concession utility personnel spills trash, garbage or leave marks on the floor, while disposing of their wastes. It is imperative that the Concessionaires participate in the maintenance, policing, and clean-up effort at all trash compactor areas. Spills or marks on the floor generated while transporting refuse from the individual concessions through the concourses and on to the trash compactor room shall be immediately policed and cleaned by the concession staff rather than relying on the facility teams. **Use of moving walkways in the terminals is strictly prohibited.**

Trash compactor doors need to be closed before leaving the area & always compact trash after using the facility. All cardboard boxes must be disassembled & placed in the trash compactor. ~~Glass bottles must be placed in a container in designated pick-up areas in the hallway for Bradford to collect (suspended until further notice.)~~

Detroit Metropolitan Wayne County Airport

If the trash compactor needs to be power washed or cleaned due to grease or other factors the costs will be incurred by the Concessionaire responsible. If the trash compactor is full or not operational, please contact:

- For the McNamara Terminal: JLL (734) 921-5000 or scan the QR Code located near the door. This will notify the JLL Facility Team of the issue with the room.
- For the Evans Terminal: Dantec (734) 247-1000.

The concessions shall not store garbage (whether contained in a gondola or otherwise); food products or other items in the trash compactor rooms or in the rooms prior to the compactor rooms. Refuse collected and removed from the concessions shall be immediately moved to the trash compactor room and disposed of in the compactor. Gondolas full of garbage shall not be stored on the apron outside of the Terminal Facilities. Doing so could result in an aircraft Foreign Object Debris (FOD) problem.

Grease will be picked up by Bradford Logistics at a set time designated for your unit. All pickups are to be scheduled with Bradford and approved by Bradford. All equipment needs to be turned off at night, especially fryer units. Grease product from the grill, grease trap or hood units need to be placed into container(s) supplied by Bradford. Grease is ***never*** to be placed down drains or in trash bags. Any employee or manager found in violation of not properly disposing of grease in their unit or trash compactor will be disciplined accordingly, with possible fines/penalties assessed to the company.

Note: Trash & Recycling containers in the terminal areas are not for use by Concessionaires.

All concessionaires must purchase a Gemini XL cart to transport products from their storage area to their unit. The carts can be ordered by phone at (800) 624-5463 Gemini XL Patent# D475,167S and comes with pneumatic wheels. Concessionaires must purchase trash receptacles to transport trash from the unit to the compactors. **Use of moving walkways in the terminals is strictly prohibited.**

If a Concessionaire is required to install a grease trap as part of the Construction & Alteration Permit Process the Concessionaire must also provide an installation of a bio-remediation product dispenser. Bio-remediation dispenser must provide automatic product injections for a minimum of thirty (30) days. Bio-remediation dispenser must be maintained as required. The type of bio-remediation product must be approved by the Airport Authority prior to installation. Grease traps must be properly inspected and/or cleaned on a regular basis as approved by the Airport Authority. The inspection and/or cleaning of grease traps may require a specialized contractor.

Detroit Metropolitan Wayne County Airport

JLL DeltaWorks and Dantec are responsible for all building maintenance issues with some minor exceptions. They are not responsible for facility maintenance within the concession space. This is the tenant's responsibility.

- At the McNamara, the JLL "Help Desk" phone number is (734) 921-5000. You may also scan the QR Code located near the area/room/door for the reported concern.
- At the Evans Terminal, the Dantec "Help Desk" phone number is (734) 247-1000.
- The Maintenance "Help Desk" phone number is (734) 247-8888.

7.2 Storage Spaces & Deliveries

Storage Space

If the Concessionaire has an assigned storage room, the following shall apply:

- A. The smoke detector shall be reprogrammed with the proper tenant & location.
- B. A red line shall be painted 8 feet from the floor if it is an open ceiling space. Minimum 18-inch clearance from the ceiling & fire sprinkler heads must be maintained.
- C. A sign on the storage room door shall be placed & state the following:
(Who is occupying the space, contact number, the name & space number of the store that the storage room is assigned. *Fire Marshal Requirements)
- D. Hallways outside of storage rooms are not the property of the Concessionaires and must be kept clean & free of Concessionaire property.
- E. Storage rooms shall be kept clean, and merchandise stocked in an orderly fashion.
- F. Storage Rooms are not to be used as dedicated office space.

Deliveries

Deliveries shall be scheduled and received in accordance with Dockmaster procedures. No merchandise/produce should go through the public screening checkpoints. Please contact Bradford Logistics to schedule deliveries.

Special pick-up request arrangements must be made through Bradford Logistics. All pick-ups must be palletized according to Bradford Logistics standards.

7.3 Environmental Liability

A. Definitions

"Environmentally Regulated Substances" means any element, compound, pollutant, contaminant, toxic, or other hazardous substance, material or waste, or any mixture thereof, designated, referenced, regulated, or identified pursuant to any Environmental Law.

Detroit Metropolitan Wayne County Airport

“Environmental Law” means any common law or duty, case law or ruling, statute, rule, regulation, law, ordinance or code whether local, state or federal, that regulated, creates standards for or imposes liability or standards of conduct concerning any element, compound, pollutant, contaminant, or toxic or hazardous substance material or waste, or any mixture thereof or relates in any way to emissions or releases into the environment or ambient environmental conditions, or conduct affecting such matters.

B. Indemnification

Concessionaire hereby indemnifies and agrees to defend, protect and hold harmless the Airport Authority Indemnitees (as herein defined) from and against any and all losses, liabilities, fines, charges, damages, injuries, penalties, response costs, or claims of any and every kind whatsoever paid, incurred or asserted against, or threatened to be asserted against, any Airport Authority Indemnitee, in any way relating to or regarding, directly or indirectly, Environmentally Regulated Substances or Environmental Laws, including all related claims or causes of action at common law or in equity which arise from or relate to the Concession Premises (hereinafter “Environmental Claims”); such matters will include, without limitation (1) all consequential damages; (2) the costs of any investigation, study, removal, response or remedial action, as well as the preparation or implementation of any monitoring, closure or other required plan or response action; and (3) all reasonable costs and expenses incurred by any Airport Authority Indemnitee in connection with such matters including, but not limited to, attorney’s fees and reasonable fees for professional services or firefighting or pollution control equipment related to spills. Concessionaire further agrees to defend, protect, indemnify, and hold harmless any Airport Authority Indemnitee for any such matters arising out of or relating to this Section herein. Such indemnification and Concessionaire’s obligations hereunder shall survive cancellation, termination, or expiration of the Term of this Agreement.

C. Compliance with Environmental Laws

Concessionaire shall keep and maintain and shall conduct its operations at the Airport in full compliance with Environmental Laws. Concessionaire shall further ensure that its employees, agents, contractors, subcontractors, and any other persons conducting any activities on the Airport related to the Concessionaire will do so in full compliance with all Environmental Laws. By virtue of its operational control of the Concession Premises, Concessionaire shall be responsible for obtaining all necessary government permits or other approvals required by Environmental Laws in its name.

D. Notification

Concessionaire shall immediately notify the Airport Authority in writing of any matter that might give rise to an Environmental Claim, or if Concessionaire obtains knowledge of any release, threatened release, discharge, disposal or emission of any Environmentally Regulated Substance in, on, under or around the Concessions Premises that are not in full and complete compliance with all Environmental Laws, Concessionaire shall promptly notify the Airport Authority.

E. Right to Take Action

The Airport Authority shall have the right, but not the obligation or duty, to join or participate in, including if it so elects as a formal party, any legal or administrative or equitable proceedings or

Detroit Metropolitan Wayne County Airport

actions initiated by any person or entity in connection with any Environmentally Regulated Substance, Environmental Law, Environmental Claim pertaining to Concessionaire's operations at the Airport, or if Concessionaire is not fulfilling its obligations under this Section, and in such case to have its reasonable attorneys' fees and costs incurred in connection therewith paid by Concessionaire.

F. Right to Participate

The Airport Authority shall have the right, but not the obligation or duty, anytime from and after the date of this Agreement, to investigate, study and test to determine whether Environmentally Regulated Substances are in, on or under the Airport, or were emitted or released therefrom, which are not in compliance with Environmental Laws. Upon the reasonable request of the Airport Authority, Concessionaire shall provide a list of all Environmentally Regulated Substances used in, on or under the Airport, specifying how such Environmentally Regulated Substances are used, stored, treated, or disposed.

Appendix

1. **Hours of Operation**
2. **Pricing Policy**
3. **Rules & Procedures for Controlled Item Inventory**
4. **Audits and Maintenance**
5. **Performance Standards**
6. **Closing/Reopen Checklists**
7. **IROPS Concession Plan**
8. **Terminal Evacuation & Shelter in Place Plan**
9. **Airport Concession Tenant List**
10. **Airport Concession Contacts**
11. **Accessibility, Title VI, and Limited English Proficiency**
12. **Revision Log**

APPENDIX 1

Hours of Operation

Hours of Operation are updated on our website at:
<https://metroairport.com/at-dtw/services-amenities>

Contractual requirements and expectations of hours of operation are communicated periodically by the Concessions Department.

Note: The goal is to move toward full operating hours to best service the passengers at DTW. Any deviation of hours must be reviewed and approved by WCAA Concessions.

APPENDIX 2

**Wayne County Airport Authority Pricing Policy
Effective by June 1, 2025**

Detroit Metropolitan Wayne County Airport

Concessionaires selling goods with their subcontractors, subleases and subpartners (“Concessionaires”) in the terminal at the Detroit Metropolitan Wayne County Airport (the “Airport”) are expected to provide the traveling public high-quality products and services at reasonable prices in order to foster high customer service standards.

The Wayne County Airport Authority (“Airport Authority”) currently has a pricing policy (the “Pricing Policy”) for Concessionaires which allows for the pricing of similar goods outside of the terminal (“Street Pricing”) plus 10% markup for in-terminal Concessionaires conducting business.

Beginning June 1, 2025, this revised Pricing Policy shall allow for Street Pricing plus 15% markup for in-terminal Concessionaires in accordance with the following terms.

The Airport Authority Chief Executive Officer (“CEO”) shall have the discretion to raise the Street Pricing markup percentage to 16.5% after May 31, 2026. At any time, the Airport Authority CEO shall have the discretion with board approval to revert the Pricing Policy back to any of the previous Pricing Policy percentage markups, should a financial review demonstrate that it is in the best interest of the Airport.

Street Pricing: Street Pricing shall be monitored through the “Market Basket Exercise” described below which compares the market prices for the same category of goods, products or services from similar restaurants and stores (each, as further defined below, a “Comparable Location” or a “Benchmark Location”) located in the Detroit Metropolitan area, which includes the Michigan counties of Lapeer, Macomb, Monroe, Oakland, St. Clair, Washtenaw, and Wayne.

Comparable Location: To be approved as a Comparable Location, the store or restaurant selected must be located outside of the Airport and must be the same or similar in all or most aspects to the concession at the Airport, including:

- i. Food service category (i.e., premium casual dining restaurant, casual dining restaurant, quick service restaurant, bar, and specialty coffee/café).
- ii. Category of retail or services (i.e., news and convenience retail, specialty retail, services, vending retail, hybrid retail).
- iii. General price point of store or restaurant.
- iv. Product quality or type of cuisine, atmosphere & furnishings.
- v. Level of customer service provided (counter service, wait staff, self-ordering/pick-up, self-pay, sales assistance).

If the restaurant or store is part of a chain that is known locally, regionally, nationally or internationally and has a unique image that identifies its products and differentiates

Detroit Metropolitan Wayne County Airport

it from its competitors, it shall be known as a “Brand”, and a concession concept using such Brand shall be considered a “Branded Concept”. If the Concessionaire operates a Branded Concept, and a restaurant or store with the same Brand is located within the Detroit Metropolitan Area, such restaurant or store must be utilized as the Comparable Location. The Airport Authority has sole discretion to determine whether a concept is a Branded Concept under the Pricing Policy.

Comparable Locations shall be within 25 miles of the Airport; or, if a Comparable Location cannot be identified within this range, then the Comparable Location shall be in the Detroit Metropolitan Area. Comparable Locations shall exclude venues such as stadiums, arenas, theaters, other airports and hotels.

In the event the concept is a Brand, and a Comparable Location cannot be identified within the Detroit Metropolitan Area, the Airport Authority may consider a Comparable Location within the closest proximity outside of the Detroit Metropolitan Area, excluding any stadiums, arenas, theaters, other airports and hotels.

Market Basket Exercise: The process of submitting Comparable Locations to the Airport Authority to determine Street Pricing is called the “Market Basket Exercise”. If the Concessionaire’s concept is associated with a Brand located within the Detroit Metropolitan Area, the Concessionaire shall submit one (1) Comparable Location for the Market Basket Exercise. Branded Concepts that do not normally serve food for certain dayparts (i.e., breakfast, lunch, dinner or snack) outside of the Airport, but are required to be served at the Airport may submit two (2) additional Comparable Locations for Street Pricing pursuant to the Market Basket Exercise for food categorized under those dayparts.

Concepts that are not associated with a Brand located within the Detroit Metropolitan Area shall submit up to three (3) streetside Comparable Locations to determine Street Pricing.

The Airport Authority reserves the right to identify Comparable Locations if the Concessionaire is not able to identify Comparable Locations or if the Airport Authority is not satisfied with proposed Comparable Locations. The Airport Authority will provide an excel sheet template to Concessionaire to complete the Market Basket Exercise.

Market Basket Exercise submittals will be bi-annual or as otherwise determined by the Airport Authority’s Director of Concessions with additional submittals allowed as needed. The submittal shall include the top 10 items by volume organized by relevant categories such as the daypart, item type (e.g., books, souvenirs, toiletries, medicine, etc.), and/or bar pricing categories (e.g., well or top shelf alcohol).

Pricing for Non-Alcoholic Beverages: In lieu of Street Pricing Plus 15% markup, the Airport Authority shall have the discretion to standardize non-alcoholic beverage pricing by the size of the drink available for purchase that is established by the holder of a pouring rights sponsorship at the Airport. As a result, the same type of non-alcoholic beverage will be the same price for the same size for all Concessionaires at the Airport. A Market Basket Exercise may not be required for standardized pricing of non-alcoholic beverages.

Detroit Metropolitan Wayne County Airport

Value Meals: Concessionaires are also encouraged to offer value meals or meals that offer upgrade options so that the traveling public has offerings across several price points. The Airport Authority reserves the right to modify, amend or establish additional requirements for Market Basket Exercise submittals, as deemed necessary to ensure compliance with the Pricing Policy.

Pricing Adjustments: Concessionaires will be required to adjust their Street Pricing plus 15% markup within seven (7) calendar days of written notice from the Airport Authority should the Comparable Locations selected by Concessionaire be unsatisfactory to the Airport Authority. Failure to adjust any Street Pricing discrepancies within seven (7) calendar days may result in fines or other penalties. No Street Pricing changes will go into effect without express written approval from the Airport Authority.

Pricing Limitations: Concessionaires shall be prohibited from charging more for any item at the Airport than any of the following:

- i. The manufacturer suggested retail price or brand suggested pricing as approved by the Airport Authority.
- ii. Street Pricing plus 15% markup for Branded Concepts approved by the Airport Authority.
- iii. Street Pricing plus 15% markup for concepts not associated with a Brand that were approved by the Airport Authority.

Employee Discounts: Concessionaires are required to offer all Airport employees a minimum 15% employee discount or an employee menu on prepared and prepackaged food & beverages and are encouraged to offer an employee discount on all other retail and specialty retail products.

Concessionaires must submit Market Basket Surveys on forms like CPP, as enclosed.

Market Baskets should be submitted to concessions.operations@wcaa.us or through the Concessions Dashboard. A fine may be assessed if the Market Surveys are received after the deadline.

APPENDIX 3

WCAA CONTROLLED ITEM INVENTORY RULES AND PROCEDURES

Concessionaires that require the use of prohibited items (see www.TSA.gov for complete list) within in their leased space will be required to maintain a Controlled Item Inventory Log (see attachment). The Controlled Item Inventory Log is necessary to confirm all prohibited items are always accounted for.

The following information should be used to remind employees of the importance in completing the Controlled Item Inventory Log daily:

1. The Controlled Item Inventory Log is for **ALL** TSA prohibited items located within your leased space, this includes but it is not limited to:
 - Kitchen items including knives, cleavers, blades, slicers, equipment with removable blades.
 - Tools including screw drivers, drill bits, wrenches, pliers, saws.
 - Cutting utensils including scissors, razor blades, box cutters
2. **Immediately** report all missing items to Airport Response Center at (734-942-5304).
3. You are required to immediately notify WCAA Concessions via email at prohibited.items@wcaa.us of any change in the number of prohibited/controlled items at your location. This change must also be documented on the Controlled Item Inventory Log.
4. All prohibited items must be introduced ***in-person*** into the sterile area through the Dock Master or with prior written approval from the Airport's Concession Department.
 - For repair technicians, it is your responsibility to ensure tools are always under your control while in the sterile area. All tools **shall leave** with the technician.
 - Prohibited items shall not be shipped directly to Dockmaster.
5. It is each employee's responsibility to control all prohibited items which are job related and assigned to them for use throughout the workday. These items must be always accounted for.
6. Prohibited items assigned to your leased space are required to be in a secured storage container (cabinet, safe) while not in use. A manager or designated employee should be the only individuals with access to the secured storage container.
7. Knives are permitted for patron use if they are:
 - One piece construction with the blade and handle made of the same material.
 - The blade must be blunt or rounded tip.

Detroit Metropolitan Wayne County Airport

- The blade may have serrations on one edge only.
- 8. The manager or designated employee opening the location at the start of the business day should be the only individual who:
 - Accesses the secured storage container.
 - Is responsible for inventorying/ issuing the item(s)
- 9. At the close of the business day, the manager or designated employee will collect the prohibited item(s) and account for each. The item(s) will then be stored in the secured storage container. The Controlled Item Inventory Log must be completed at the beginning and end of each business day.
- 10. During the business day, prohibited items should never be left unattended. When an employee leaves the assigned workstation which requires use of a prohibited item, the prohibited item must be secured. All prohibited items should be always inaccessible to the public.
- 11. The Controlled Item Log will be included in the monthly WCAA Concessions Audit.
 - The monthly WCAA Concessionaire Audit ensures that those Concessionaires operating within the Sterile Area are not displaying, offering for sale/use, or carrying in their inventory any prohibited items.
 - The Controlled item log must be available for the current month & the preceding 12 months.
- 12. The WCAA Concessions Department will spot check/inspect for compliance with this requirement.
- 13. Any TSA violation that results from lack of compliance with this requirement will be passed onto your company.
- 14. It is the responsibility of the concession operator to ensure their unit gate and/or equipment (liquor and taps) are secure when the unit is unattended. If the unit or equipment are unable to be secured, the concession operator must plan to staff the unit until repairs are made and the equipment is operational. You are required to immediately notify WCAA Concessions via email at prohibited.items@wcaa.us.

Printed Name _____

Concession Name _____

Signature _____

Date _____

APPENDIX 4

Audits and Maintenance Reports

General Provisions

The Department of Concession and Quality Assurance (CQA) shall monitor the Concessionaire's compliance with cleanliness and overall facility appearance, by performing at least four formal audits a year, as well as random & informal walk-throughs. The purpose of the audits is to have a second pair of eyes see what your guests see when they enter your establishment. Items that need extra attention with cleaning or need repaired/replaced will be the focus of the audits. Concessionaires are expected to take care of these issues in a timely manner as to where they will not show up on the next audit.

Furthermore, each Concessionaire is required to send a maintenance report as needed on the 1st of every month and is considered late if not received by the 15th of that month. A fine may be assessed if the reports are received after the 15th deadline. A list of the repairs and general upkeep that has been performed on the unit during the month needs to be in the report.

Maintenance reports should also include grease trap cleaning, service reports, etc.

This is to ensure measures are being taken to keep the general workings of the unit in good repair.



F&B Location _____

Food & Beverage Concession Evaluation

	Yes	No	N/A
Exterior Appearance			
1. Outside of facility free of trash and boxes	_____	_____	_____
2. Floor clean, good repair	_____	_____	_____
3. Window glass free of smudges & smears	_____	_____	_____
4. Lighting for signage in good repair	_____	_____	_____
5. Store front /blade sign free of dust/good repair	_____	_____	_____
6. Walls on the store front are clean/good repair	_____	_____	_____
7. Awning free of dust	_____	_____	_____
8. Finishes in good repair	_____	_____	_____
Exterior Appearance Score _____			

	Yes	No	N/A
Interior Appearance			
9. Floors clean/good repair	_____	_____	_____
10. Walls clean/good repair	_____	_____	_____
11. Ceilings clean/good repair	_____	_____	_____
12. Vent ducts free of dust	_____	_____	_____
13. Lighting in good repair/free of dust	_____	_____	_____
14. Merchandise displayed attractively	_____	_____	_____
15. Display cases/shelves in good repair	_____	_____	_____
16. Ambient temperature comfortable	_____	_____	_____
17. Aisle clearance acceptable	_____	_____	_____
18. Transport carts not left in public areas	_____	_____	_____
19. Tables, bar counters, seats cleared and cleaned	_____	_____	_____
20. Tables, bar counters, cabinet doors, seats in good repair	_____	_____	_____
21. Tools and supplies used for cleaning stored out of public sight	_____	_____	_____
22. Chairs & tables level on floor	_____	_____	_____
23. Trash receptacles no more than 2/3 full	_____	_____	_____
24. Trash cans clean/ in good repair	_____	_____	_____
25. Beverage stations maintained	_____	_____	_____
26. Condiment stations well stocked & maintained	_____	_____	_____
27. Condiments, single serve items filled & aligned	_____	_____	_____
28. Menu & menu board attractive & legible	_____	_____	_____
29. Menu has alcoholic drinks listed & priced	_____	_____	_____
30. No offensive odors detectable	_____	_____	_____
31. Prices are clearly marked	_____	_____	_____
32. TVs are clean & operational	_____	_____	_____
33. Queuing line stanchions clean/ good repair	_____	_____	_____
34. Menu stanchions are clean/ good repair	_____	_____	_____
Interior Appearance Score _____			

Detroit Metropolitan Wayne County Airport

Yes No N/A

Back of House Appearance

- 35. Certified Foodservice Manager employed, and certificate posted _____
- 36. Grease traps are clean/logs kept _____
- 37. Hot water available _____
- 38. No floor drains backed up _____
- 39. Refrigerated units maintain proper temperature (41 F or below) _____
- 40. Hand sink is clear, stocked with soap and hand drying device _____
- 41. Under kitchen equipment is clean _____
- 42. Employees are wearing gloves when handling prepared food _____
- 43. Fire extinguishers are not expired _____
- 44. Hoods, filters and grease cups cleaned daily _____
- 45. Kitchen floors are clean/not slippery _____
- 46. Nothing stored higher than 18 inches below ceiling _____
- 47. Facility free of fruit flies _____

Kitchen Appearance Score _____

Yes No N/A

Employee Appearance

- 48. Hygienic, well groomed (no offensive odors, hair neat coifed) _____
- 49. Uniform approve by Airport Authority _____
- 50. Uniform clean and worn appropriately (shirt tail tucked in/ buttoned) _____
- 51. Name tag/Airport ID worn _____
- 52. Sufficient personnel for efficient operation _____

Employee Appearance Score _____

Yes No N/A

Overall Appearance

- 53. Exterior Appearance _____
- 54. Interior Appearance _____
- 55. Kitchen Appearance _____
- 56. Employee Appearance _____
- 57. Sufficient Personnel _____

Overall Appearance Score _____

Total Score _____



Retail Location _____

Retail Concession Evaluation

Exterior Appearance

Yes No N/A

1. Outside of facility free of trash and boxes	_____	_____	_____
2. Floor clean, good repair	_____	_____	_____
3. Window glass free of smudges & smears	_____	_____	_____
4. Lighting for signage in good repair	_____	_____	_____
5. Store front /blade sign free of dust/good repair	_____	_____	_____
6. Walls on the store front are clean/good repair	_____	_____	_____
7. Awning free of dust	_____	_____	_____
8. Monitors/ TV's operational	_____	_____	_____

Exterior Appearance Score _____

Interior Appearance

Yes No N/A

9. Floors clean/good repair	_____	_____	_____
10. Walls clean/good repair	_____	_____	_____
11. Ceilings clean/good repair	_____	_____	_____
12. Vent ducts free of dust	_____	_____	_____
13. Lighting in good repair/free of dust	_____	_____	_____
14. Merchandise displayed attractively	_____	_____	_____
15. Display cases/shelves in good repair	_____	_____	_____
16. Ambient temperature comfortable	_____	_____	_____
17. Aisle clearance acceptable (minimum 36 inches)	_____	_____	_____
18. Transport carts not left in public areas	_____	_____	_____
19. Furniture clean	_____	_____	_____
20. Furniture in good repair	_____	_____	_____
21. Tools and supplies used for cleaning stored out of public sight	_____	_____	_____
22. Mirrors clean/ good repair	_____	_____	_____
23. Prices are clearly posted/good repair	_____	_____	_____
24. TV's/monitors in good repair	_____	_____	_____

Interior Appearance Score _____

Detroit Metropolitan Wayne County Airport

Yes No N/A

Employee Appearance

- 25. Hygienic, well groomed (no offensive odors, hair neat coifed) _____
- 26. Uniform approve by Airport Authority _____
- 27. Uniform clean and worn appropriately (shirt tail tucked in/ buttoned) _____
- 28. Name tag/Airport ID worn _____
- 29. Sufficient personnel for efficient operation _____

Employee Appearance Score _____

Yes No N/A

Overall Appearance

- 30. Exterior Appearance** _____
- 31. Interior Appearance** _____
- 32. Employee Appearance** _____
- 33. Sufficient Personnel** _____

Overall Appearance Score _____

Total Score _____

Auditor _____
Date _____
Time _____
Employee Evaluated _____

APPENDIX 5

CONCESSIONAIRE CUSTOMER AND SERVICE PERFORMANCE STANDARDS

Introduction/Scope

This document details performance standards for the Concessionaires at Detroit Metropolitan Wayne County Airport. The goals of the concession's program are to:

- provide first class service to the customer,
- provide products of quality at a fair price, and to
- Increase the friendliness and convenience of the airport to our guests.

Adherence to these standards by all parties will create a quality concession program that encourages customer patronage and satisfaction while resulting in increased revenue for all stakeholders.

The standards below are not presented as an all-inclusive list, but rather as a statement of the types of items that will be monitored and evaluated by the Concessions and Quality Assurance (CQA) Division. Infractions may result in liquidated damages including fines as set forth in the contract or specified when corrective actions are taken by the Airport Authority or its representatives.

General Concession Appearance- F&B

1. The exterior of the concession premises must be free of trash, garbage, boxes, or other debris always. Nothing is to be located outside of the Concessionaire's lease line, including stanchions, so that the flow of passenger traffic through the terminal is not impeded.
2. The Concessionaire is responsible for ensuring that its operations do not result in soiling or damage to the floor outside of the concession premises. Floors within the concessions must be regularly swept, mopped, vacuumed, and or stripped and buffed, to maintain them in a clean, safe, and attractive state. Cracks, chips, or other permanent damage must result in the replacement of the damaged material in such a way as to blend in with the existing surface. Carpet must be professionally cleaned at a frequency that maintains it in a "like new" condition. Worn or frayed carpet must be replaced with material equal in quality to original installation and must blend with existing carpet, or the entire carpet must be

Detroit Metropolitan Wayne County Airport

replaced. Differences in the level between adjacent floor materials must be minimized using transition strips or other methods, to eliminate any trip hazard.

3. Glass used in windows, display cases, shelving or other applications must be kept whole & free of dust, streaks, or smudges.
4. Walls must be clean and finishes in good repair. Damage must be remedied in such a manner as to provide finishes equal in quality to the original finish.
5. Ceilings must be kept clean, free of dust/debris and in good repair. Ventilation ducts must be kept clean and free of dust.
6. Lighting whether for illumination of signage, display cases or the concession itself must be functional, adequate, and free of dust.
7. Furniture must be clean and free of damage. Tables and chairs must rest so they are level on the floor.
8. Product must be displayed in an attractive manner that entices the customer to view and purchase the offerings. Displays must be replenished so that it is always appealing. Food and drink preparation areas must be kept clean, sanitary, and orderly. Employee personal items are not to be stored in areas of operation, but in designated storage areas. Cleaning tools and supplies must be stored out of the public's view.
9. The ambient temperature of the facility must be in a comfortable range for the customers. The ventilation system should be balanced so that excessive drafts do not occur, odors are contained, and if applicable, smoke does not exit the facility.
10. Aisle clearances must be a minimum of 36 inches.
11. Adequate trash receptacles shall be provided. Those in the customer area should be no more than 2/3 full. The containers are to be routinely cleaned and maintained.

Detroit Metropolitan Wayne County Airport

12. If applicable, beverage and condiment stations must be kept clean and always well supplied. Cups, paper/plastic products and condiments must be presented in a manner that allows for orderly dispensing. The nozzles on the soda dispensers must be washed and sanitized at least daily. Ice dispensing units must have a continuous supply of ice. Drip trays must be emptied and cleaned frequently. A trash receptacle of adequate size shall be provided at the station.
13. If applicable, dining tables and booths must be kept clean. Chairs are to be placed under the table when not in use. The table settings (condiments, single service articles, and promotional materials) must be arranged in an attractive and orderly manner. All the settings in the establishment must be arranged in the same manner to provide an overall orderly appearance.
14. If applicable, menus/menu boards must be attractive, legible, and accurate. Menus must be kept clean and in good condition. Menu boards are to be kept current and in good working condition. All signs must be professionally produced and properly mounted. No handwritten or Xeroxed signs are allowed. No tape, or thumbtacks are to be used.
15. Seasonal or special event decorations must be approved by CQA before installation.
16. Storage rooms shall be kept clean, and merchandise stocked in an orderly fashion. A minimum 18-inch clearance from fire sprinkler heads must be maintained. Hallways outside of storage rooms are not the property of the Concessionaires and must be kept clean and free of Concessionaire property.
17. Trash must be conveyed to the compactor room in a leak proof container. (Gondola or covered container on wheels). **Grease should NEVER be put in bags or compactors.** Should spillage of trash or liquids occur on the way to compactor room or inside the room, it must be cleaned up immediately. The compactor room must be maintained in a neat fashion. All cardboard boxes must be disassembled. If the trash compactor room needs to be power washed or cleaned due to grease or other factors the costs will be incurred by the responsible Concessionaire. If trash compactor is full and not operational, please contact the facility operator (JLL DeltaWorks or Dantec.)

Detroit Metropolitan Wayne County Airport

Employee Conduct

1. Employees are not allowed to eat or drink at the units within public view while on duty.
2. Employee meals and breaks should be planned during non-peak periods.
3. Employees should not spend time socializing with friends, be on personal calls, listening to music, or on social media.
4. Employees shall not eat, drink, smoke, or sleep in public view.
5. Employees need to be familiar with and adhere to their employer's customer service policies and procedures.
- 6. Employees are not allowed to use the Family Restrooms.**
- 7. Family restrooms are to be used by guests only, no concession employees should be using these facilities.** Any employees caught using the family restroom should be disciplined immediately.
- 8. The public spaces in the Westin Hotel are not for use by Airport & Concession employees. They are intended for the sole use by guests of the Westin Hotel.**
- 9. Employees should smoke in the designated areas in the front of the Terminals. Any employee caught smoking in any other area may be ticketed and fined. Employee smoking in unauthorized areas also need to be disciplined immediately.**

Customer Service

1. Employees must be hygienic and well-groomed (no offensive odors, hair neatly coiffed, no excessive piercings).
2. Uniforms must be clean, worn correctly & approved by the Airport Authority.
3. A name tag and Airport ID must be worn at all times.
4. The employee should offer a greeting when a customer enters the concession and upon leaving. Service must be offered promptly, and a courteous attitude demonstrated (smile, eye contact made). Employees should treat all customers with respect and professionalism; anything short of that is unacceptable.

Detroit Metropolitan Wayne County Airport

5. The employee should be knowledgeable about product offerings, terminal services, and layout, as well as the airport in general.
6. The order must be rung up correctly, correct change and receipt provided, and credit card returned. Customers should be thanked for their patronage.
7. Employees “not on the clock” shall not loiter in the venue or in the terminal or at the hotel. The use of profanity shall not be tolerated. No yelling, running or disorderly conduct allowed across the concourse.
8. In F&B establishments, the host shall seat patrons promptly. Ask about how much time the patron has and be mindful of that throughout the stay. The order should be taken, and food served quickly. The order should be filled correctly. The food should be served at the proper temperature, be attractively presented and tasty. Portion size should be commensurate with good value. The bill should be readily presented and handled quickly and accurately. Carry-out containers should be available.

Concession Operations

1. The concession must be open and fully operational in accordance with the approved hours of operation in the Appendix of this manual.
2. The concession must accept 3 major credit cards including MasterCard and Visa. Concessionaire is expected to provide change when asked by the traveling public.
3. Sufficient qualified personnel for efficient operation of the concession must be always available, including continuous supervision by at least one supervisor on each work shift, seven days per week.
4. Deliveries shall be scheduled and received in accordance with Dockmaster procedures. No merchandise/produce should go through the public screening checkpoints.
5. Grease from fryers will be removed by Bradford Logistics only. All pickups are to be scheduled with Bradford and approved by Bradford. All equipment needs to be turned off at night, especially fryers, to avoid a fire when it is being drained at night. Grease product from the grill, grease trap or hood needs to be placed in container(s) supplied by Bradford.

Detroit Metropolitan Wayne County Airport

Grease is **NEVER** to be placed down drains, trash bags or compactors. Any employee or manager found in violation of not properly disposing of grease in their unit or trash compactor will be disciplined accordingly. The company responsible for violating this procedure will have fines and/or costs imposed/incurred by the Airport Authority or its representatives to resolve the problem!

6. Grease traps need to be checked daily and cleaned at least once a week. Grease and particles from the grease trap need to be placed in buckets acquired from Bradford to be picked up on your scheduled days. A log sheet should be placed by the trap to track the day it was cleaned. This will help to keep grease from clogging the pipes throughout the terminal which is costly and time consuming to repair.

7. Exhaust system needs to be cleaned at least every 3 months on high volume units to ensure the grease build up will not cause the malfunctions or fires in the system. Along with the system being cleaned, make sure the filters, fan and the floor are being maintained for the roof top units. The roof top units should be checked a couple times a month to make sure everything is functioning properly and no damage to the roof floor is happening. Please also check seasonally for cotton wood or other build up on the roof top units.
 - All concession operators that have hood systems, that they are not authorized to decide when they are compliant with the required hood cleanings or inspections.
 - Only the Authority Having Jurisdiction can alter compliance standards if deemed necessary.
 - If the company you have selected to conduct the required cleanings and inspections state that they cannot complete them within the time frame that maintains compliance with NFPA 96, then they will need to locate and use another vendor for that service.
 - Those concession spaces that are not within the compliance requirements of NFPA 96 could have their cooking lines and grill areas shutdown by order of the Fire Marshal to ensure the safety of the airport passengers, employees, and terminal building.
 - Please reference the cited code below regarding the cleaning/ inspection schedule requirements.
 - If you believe your unit may fall into the moderate-volume cooking operation as noted below, please obtain documentation from your hood cleaning vendor, and send it to us for review, otherwise, the expectation is that your hood(s) will be cleaned quarterly.

The WCAA Fire Dept would like the Hood Cleaning Reports to be uploaded directly to Mobile Eyes. Please send the following link and information to your vendor:

<https://mobileeyes.zendesk.com/hc/en-us/articles/115001451314-How-to-create-a-Contractor-Access-Portal-Account->

NFPA 96: Standard for Ventilation Control and Fire Protection of Commercial Cooking Operations, 2021 Edition - Chapter 12 Procedures for the Use, Inspection, Testing, and Maintenance of Equipment

12.4 * Inspection for Grease Buildup.

The entire exhaust system shall be inspected for grease buildup by a properly trained, qualified, and certified person(s) acceptable to the authority having jurisdiction and in accordance with [Table 12.4](#).

Table 12.4 Schedule of Inspection for Grease Buildup

Type or Volume of Cooking	Inspection Frequency
*Systems serving high-volume cooking operations	Quarterly
Systems serving moderate-volume cooking operations	Semiannually

8. Back of the kitchen equipment needs to be cleaned weekly to avoid grease fires and equipment malfunction. Kitchen equipment should be pulled out weekly so staff can clean the floors and walls behind them. Routine maintenance can go a long way in helping the life of your equipment.
9. **All Concessionaires need to provide the necessary keys to place them in designated lock boxes so authorities can get in the units in case of an emergency.**
10. The facility shall be maintained and operated in such a manner as to prevent the activation of fire alarms. Concessionaires shall be responsible for costs incurred by entities affected by the alarms in addition to any fines imposed by the Airport Authority. The tripping of an alarm shall be reported to the WCAA CQA department immediately.
11. The food service operation must be run in a clean, orderly, and sanitary manner. A Certified Foodservice manager must be employed, and their certificate properly posted in the establishment.

Detroit Metropolitan Wayne County Airport

12. Comply with the prohibited item inventory procedures. Any change must be reported.

Health Safety Standards

- Adequate hot water must be available and drain lines must remain clear or the establishment must close until the problem is remedied. If this occurs, the Concessionaire must notify CQA immediately.
- Refrigerated units must maintain a temperature of 41 F or below.
- The hand sinks must remain clear of debris, must be stocked with soap and a hand drying device, and must be accessible. Employees must follow proper hand-washing guidelines (after using the restroom, after handling raw food products, after touching mouth, nose, hair, etc.).
- Employees that handle food that will receive no further cooking must wear gloves. Gloves must be discarded if contaminated.
- No chewing/eating while serving food.
- Hoods, filter, and grease cups must be cleaned daily.
- Beverage dispenser nozzles must be cleaned and sanitized daily.
- Items must not be stored higher than 18 inches below the fire sprinkler heads.
- The facility must remain free of vermin (fruit flies, cockroaches, mice, etc.)
- All unused equipment must be removed from the airport.
- No food/produce trays should be set on the floor at any time.

Merchandising & Pricing

1. Products offered must be of high quality and good value.
2. Concession must be always well stocked with a variety of products. All items listed on the menu or menu board must be available. Offerings must fall within the parameters of the contract usage clause. Any deviation from approved product line and/or merchandise must be pre-approved by CQA. *
 - Products containing CBD are permitted provided the following label requirements per the State of Michigan:
 - the THC concentration level must be below 0.3%; and
 - the label cannot state that CBD Oil is for human consumption, which as required under Michigan law.
 - Sponsorship Agreements and Products
 - *Coca Cola -Such Non-Coca Cola Products shall be limited to the % of offerings, Non-Coca Cola Product of the Airport Authority's choosing, and as agreed to by*

Detroit Metropolitan Wayne County Airport

Coca-Cola, which may be changed from time to time by the Airport Authority, if based upon customer requests/complaints. Any variations must be reviewed and agreed to upon by the Concessions Department (Airport Authority) and Coca Cola.

3. Prices of products **must** be readily apparent to the customer. Pricing must be compliant with the Airport's Pricing Policy, found in Appendix 2.
4. Purchased items must be wrapped, boxed, or bagged in attractive, durable packaging.

Consolidated Pest Control
McNamara & Evans Terminal

Wayne County Airport Authority c/o Dantec have entered into a terminal-wide agreement with Orkin for pest ¹control services for the Evans Terminal. In accordance with WCAA Concession contracts, all WCAA Food & Beverage and Retail concessions located in the McNamara terminal are required to participate in this program.

Please reference the following list of in-scope services associated with this program. **If any additional support is required, or an emergency arises related to pests in the facility, please contact JLL DeltaWorks (Ehrlich) for McNamara Terminal (734-921-5000), and Dantec (Orkin) for the Evans Terminal (734-247-1000).**

The service provider will:

- provide preventive and corrective pest control services for all applicable building areas and jetways, including the Concession Areas identified on the Composite Floor Plans.
 - Pest control actions shall include mechanical, chemical, and physical, as necessary to remove the identified pest.
- prevent or remove infestations including carcass removal, baiting stations, monitoring, and evaluation to determine continued need.
- inspect the building and jetways to identify pest infestations.
- report evidence of pest infestation.
- conduct an annual inspection to identify pest infestations and required pest control services, including submission of a pest control plan.
- establish a work management system for scheduling, tracking, and reporting of all scheduled, in-progress and completed pest control operations.
- establish a Service Provider point of contact [for Dantec designated employees] who will receive requests for routine and emergency pest control services.
 - NOTE: all non-scheduled pest control services must be requested through the Facility Operator.
- Please do not self-treat your units. Coordinate all treatments to be performed by the pest control provider through the facility operator.

¹ Pests include any insects, rodents, vertebrates, organisms, birds, animals, and reptiles.

APPENDIX 6

Closing/Reopen Checklists

Concession Location Closing Safety Requirements

Emergency/Temporary Closure (< 30 days)

Please complete and submit to Concessions@WCAA.US

Concession Space Management - All

- Priority** - Remove or fully secure items of significant value and/or safety importance. This should include any sharps, chemicals or items containing personal information. Update Prohibited Items Log with appropriate storage or removal details.
- Priority** - Double-check the fitness of all locks, gates, doors and security equipment.
- Priority** - Disconnect or unplug all non-essential equipment. This will reduce electrical load and minimize any unforeseen impacts or risks.
- Priority** - Deep clean the unit.
- Priority** - Remove all perishable items.
- Priority** - Please post an emergency contact number on the store front exit door, or gate.
- Ensure that pest control company has access as needed during the closure of the unit. This includes storage locations.
- Relocate any public trash receptacles managed by your company to a non-public location during the closure to avoid trash build-up and pest control issues.

Additional Concession Space Management - Food and Beverage

Please be prepared to provide a management program for your spaces during closure to accommodate issues identified for pest control, refrigeration, plumbing etc. to keep everything working properly.

- Priority** - Please ensure that all cooking/holding equipment has been turned off and/or properly disconnected.
- Priority** Units which collect or contain grease, oil or food debris must be emptied and cleaned prior to their idle phase.
- Priority** All CO2 tanks are capped and secured by being chained around the belly of the tank.
- Please confirm that exhaust systems are cleaned according to your regular schedule, or receive service promptly following shutdown. Resting accumulation in an exhaust duct presents a major safety risk. Food locations that have already closed must make plans to clean exhaust. You may plan for closed locations to be cleaned during daytime hours.
- Review all plumbing fixtures for leaks or potential failures. Leak issues and temporary repair measures must be addressed prior to an unattended period.
- Disconnect, drain and clean all beverage service lines, taps and dispensers.
- Ensure that all refrigeration units and cooking equipment are clear of obstructions, detail cleaned and functioning properly. |

Store Name:

Emergency Contact Name, Phone:

Detroit Metropolitan Wayne County Airport

DTW Concession Unit Closure			
Permanent Unit Shut Down - Task List			
Submit All Requests & Communications to concessions@wcaa.us unless otherwise noted.			
Completed Task List may be submitted to WCAA Concessions (CQA) at time of close out inspection.			
The following Task Items are intended to provide guidance on necessary steps to Concessionaire Partners for permanent close out & shut down of unit(s) at DTW.			
Concessionaire Company Name:		Terminal: McNamara North	
Concession Unit Name:		By Gate #:	
Submitted By / Date:		Space #	
Focus Area	Task Item	Who to Contact	Check Mark or Date Completed
Equipment & Fixtures	*Removal of equipment & fixtures (coordinate removal of unit blade sign)	Submit permit request to permits@wcaa.us	
Security	Secure Facility		
	Relinquish employee badges		
	De-activate airport access		
Utilities	Request final Utility Meter Readings	Submit request to concessions@wcaa.us	
	Concessionaire indicates final date of operation; requests Electrical Shut-Off through Concessions <i>(Concessionaire does not shut off own electrical.)</i>		
	Verify Gas, Water, CO2 are turned off in Unit		
Concessions (CQA)	Official Notification TO WCAA CQA for shut down / vacate / final close date.	Submit notification to concessions@wcaa.us	
Concessions (CQA)	*Initial inspection - Closing Day	Schedule with CQA; submit request to concessions@wcaa.us	
<i>*Scope & Focus for CQA Inspection Items</i>	*Initial equipment inventory (return leased equipment)		
	*Removal of Product/Merchandise		
	*Removal of equipment, if applicable		
	*Complete Heavy clean of Unit		
	Final walk through with CQA		
	Inspect unit & storage areas		
	CQA to inventory capital assets not being removed.		
	*Include security, maintenance, facilities, as needed		
Fire	Request Fire Dept to inspect Unit	Submit request to concessions@wcaa.us	
	Gas & Water, Hot Water Tank, CO2 Shut-Off		
Construction	Will you be installing a construction wall upon exit?	Y or N (circle one)	

Detroit Metropolitan Wayne County Airport

DTW Unit Re-Opening Action List		
2024		
Please submit completed checklist in addition to any other required plans & forms to WCAA Concessions at concessions.operations@wcaa.us An opening date must be approved in writing by WCAA Concessions Director prior to submitting a checklist.		
Note: This checklist is to be used in conjunction with current Federal, state and local guidelines. The items below support Airport Concessionaires in successfully returning their unit(s) to operations. Additional documentation may be required.		
Concessionaire Name:	Terminal: McNamara Evans	
Unit Name:	By Gate:	
Submitted By / Date:	Approved Opening Date: Hours:	
Action Items	Minimum Submittal Time Prior to Planned Re-Opening	Notes
Proposed Operational Plan (Units, Hours & Staffing Plans)	14 Days	Hours of Operation
<input type="checkbox"/> Submit Operational & Staffing Plan to WCAA Concessions for Review & Approval by Director. Plan must include anticipated official opening date & hours of operation. Subsequent adjustments to hours or menu must be submitted in writing & reviewed/approved by Director of WCAA Concessions Department. Items to Consider:		
<input type="checkbox"/> Assess staffing levels to ensure contract compliance.		
<input type="checkbox"/> Re-active badges & associated training; badge renewals		
<input type="checkbox"/> Verify / Modify Manager & Employee Parking Requests		
<input type="checkbox"/> Verify Employee Separations/Terminations submitted to WCAA Credentials		
<input type="checkbox"/> Coordinate with Vendors & Bradford Dockmaster (establish lead time for delivery of goods; schedule with Bradford)		
Menu Offerings & Market Basket Exercise	7 Days	
<input type="checkbox"/> Submit proposed menus & pricing for review & approval		
<input type="checkbox"/> Revise menu boards / print new menus / pricing labels <i>(these changes must be made prior to re-opening)</i>		
<input type="checkbox"/> Identify any mobile or 3rd party ordering options.		
Unit Preparation for WCAA Audit	7 Days	<i>schedule walk-through with Concessions Operations</i>
<input type="checkbox"/> Submit checklist showing preparation for audit is complete including:		
<input type="checkbox"/> Clean inside & outside units, storage room areas		
<input type="checkbox"/> Repair any items before opening		
<input type="checkbox"/> Confirm condition & cleanliness of floors (public areas, kitchen areas, storage room areas)		
Utilities & Equipment	7 Days	
<input type="checkbox"/> Notify WCAA Concessions Dept prior to re-activating utilities to allow for coordination between WCAA & Facility Management.		
<input type="checkbox"/> Water: When water is turned back on, check for leaks & turn on all faucets. Allow water to run for a minimum of approximately 15 minutes until water runs clear.		
<input type="checkbox"/> Gas: If turned on for testing prior to opening, turn back off until open date.		
<input type="checkbox"/> CO2: Service CO2 tanks and Coca Cola Equipment		
<input type="checkbox"/> Equipment: Turn on & test all equipment in advance of opening.		
Security	7 Days	
<input type="checkbox"/> Prohibited Items List submitted for review/approval.		

APPENDIX 7

IROP Plan

Concessions Planning and Responsibilities during any DTW IROP

Concessions have developed a plan for any IROP that impacts the time a traveler is inside the terminal and therefore has potential to alter concession unit operations. This could be a weather event that causes delays and cancelations that leave passengers unexpectedly in the secure area of the terminal. It could also be building related issues that impact flight departures the ability or units to operate as designed within the terminal. Finally, it includes safety concerns that may require either leaving or sheltering in specific areas of the terminals. In all instances, Concessions will seek information as early as possible and provide that information electronically (e-mail) to managers of the impacted terminal(s) and stores. Where necessary, phone calls or text messages will be used for specific managers or locations. As updated information is received, it will be communicated in the same manner as the original message(s).

WEATHER IROP:

Concessionaire Responsibility:

- Prepare in advance for staff to work late or overnight shifts as needed, per Minimum Service Levels or request from Concessions Dept.
- Check FIDs and stay open later if there are delays / cancelations in their area; notify Concessions accordingly
- Request permission to close early
- Provide regular updates to Concessions re: staff impacts or operational impacts. e.g., won't be able to stay normal hours a different night if pulling staff to work longer during the IROP

The Authority's expectation is that every concession will maintain at least their standard, approved hours of operation until advised otherwise by Concessions management.

BUILDING ISSUE IROP:

Concessionaire Responsibility:

- Notify Concessions of each unit impacted by the building issue and the nature of the impact.
- Adjust offerings, if possible, to service customers while the IROP is active. E.g.
 - Serve only cold food if no gas
 - Serve only pre-made if no water
- Request permission to close early and provide details on current situation at the unit
- Provide regular updates to Concessions re: staff impacts or operational impacts. E.g., won't be able to stay normal hours a different night if pulling staff to work longer during the IROP

The Authority's expectation is that every concession will maintain at least their standard, approved hours of operation until advised otherwise by Concessions management.

Detroit Metropolitan Wayne County Airport

SAFETY IROP:

Concessionaire Responsibility:

- Notify Concessions Dept of employees impacted by the event
- Manage employee movement throughout the event based on feedback provided by Public Safety and/or Concessions
- Provide regular updates to Concessions re: staff impacts or operational impacts.

The Authority's first priority is the safety of all employees and guests. Opening hours will be a matter of discussion only after the initial threat is fully comprehended and employees are able to return to their work area.

1 Minimum Service Levels for Concession Locations

Level 1 Concessions for IROP Hour Extension by Terminal – assumes gates are in use only in Concourse A and main airlines only in Concourse D

McNamara Terminal

1. Corktown – Primary Central retail location with grab-n-go options to remain open 24 hours
2. Plum Market – Central Food location with variety for all customers including bar; prepared and grab-n-go
3. McDonald's – Central food location with lower price points and quick service
4. Leo's Coney Island – Variety of food and beverage options with lower price point and sit down + to go service
5. Wahlburgers / 7 Greens (24-hour self-check out offering Grab & Go, Snacks/Beverages)

Evans Terminal

1. Explore Afar – Primary Central retail location with grab-n-go options to remain open 24 hours.
2. McDonald's – Central food location with lower price points and quick service
3. Atwater OR Jolly Pumpkin – Sit Down with bar.

Level 2 Concessions for IROP Hour Extension by Terminal – assumes gates are in use across all concourses, all airlines.

McNamara Terminal

5. Chili's – Concourse B food location with bar
6. Wall Street Journal – Concourse B retail location
7. Starbucks Central Link – Centrally located full-service coffee with snacks.
8. Longhorn OR Gordon Biersch – full-service sit-down with alcohol for north gates
9. Max & Erma OR Andiamo - full-service sit-down with alcohol for south gates
10. DTW Essentials – news and gift retail with snacks and beverages
11. Motown – news and gift retail with snacks and beverages

Evans Terminal

4. Detroit Market Place or Today Store – news and gift with some grab-n-go
5. National Coney Island – Variety with lower price point and sit down + to go service.
5. Starbucks D26 – Full-service coffee with food and snacks
6. Common Grace – Full-service coffee with food and snacks
7. Chick-fil-A weekdays / Pei Wei on Sunday – quick serve
8. MOD Pizza – fast food and wine and beer

APPENDIX 8

Emergency & Evacuation Plan

This is an electronic document.
Please use this plan to tailor your own
emergency plans & training internally.

APPENDIX 9

**Please visit www.metroairport.com for a list of
Tenants & Concession Operators**

APPENDIX 10

CONCESSION CONTACTS

Main Office Contacts – Evans Terminal

Boingo

Brad Hammond
Phone: (586) 306-4935
bhammond@boingo.com

Bradford Airport Logistics

Detroit Metro Airport
Bldg 601 W Rogell Dr.
Detroit, MI 48242
Phone: (734) 413-5500
dtw@airportlogistics.org

Citizens Bank

33333 W. 12 Mile Rd
Farmington Hills, MI 48334
Facility Manager: Nanette Maniaci
Phone: (248) 563-4646

Continental Vending

30454 Dorset
Romulus, MI 48174
Contact: Ed Theile
Phone: (313) 304-3577

Delaware North Companies Travel Hospitality Services, Inc.

Detroit Metropolitan Airport
Building 513-B West Service Drive
Detroit, MI 48242
General Manager: Lando Jerdine / Nicole Kryk-Fazekas
Phone: (734) 203-9099 / 734-752-3368

DTW North Partners

Detroit Metropolitan Airport
10100 Middlebelt Rd
Detroit, MI 48242
Contact: Anthony Mell
Phone: (734) 658-6520

Eganix

Sean Egan
Phone: (248) 880-5046
sean.egan@eganix.org
www.eganix.org

Detroit Metropolitan Wayne County Airport

Gerald Young Shoeshine

5892 Cary Drive
Ypsilanti, MI 48197
Owner: Gerald Young
Phone: (313) 920-1012

Great Lakes Coca-Cola Distribution

100 Coca-Cola Drive
Belleville, MI 48111
Account Executive: Adam Horschler
Phone: (269) 716-6648

HMS Host

Detroit Metropolitan Airport
601 Rogell Dr. Box 7 Suite 4007
Detroit, MI 48242
Director of Operations: Mike Bazzi
Phone: (786) 810-9420

McDonalds

Detroit Metropolitan Airport
Building 830, #2579
Detroit, MI 48242
Operations Manager: Sharonda Dorsey
Phone: (313) 657-8389

Michigan Lottery

GTech, Architects of Gaming
28351 Beck Road, Unit G-9
Wixom, MI 48393
Detroit Field Supervisor: Darren Thomas
Phone: (248) 344-2782

Michigan Lottery

Field Operator: Leroy Strong
Phone: (517) 599-6449
Sales Representative: Matthew Wilson
Phone: (517) 331-8533

National Coney Island

Detroit Metropolitan Airport
Detroit, MI 48242
General Manager: Dave Bazzi
Phone: (313) 985-9555

Paradies-DTW, LLC

15474 Pine Road
Romulus, MI 48174

Detroit Metropolitan Wayne County Airport

General Manager (Interim): Sara Hurley
Phone: (734) 536-2121

Smarte Carte, Inc.

Detroit Metropolitan Airport
Detroit, MI 48242
General Manager: Andrew Ballas
Phone: (313) 316-8096

World Duty Free

Detroit Metropolitan Airport
2563 World Gateway Place
Detroit, MI 48242
General Manager: Jeff Gallagher
Phone: (586) 567-5438

Main Office Contacts – McNamara Terminal

Areas - Piata

Detroit Metropolitan Airport
General Manager: Jonovan Harris
Phone: (346) 256-4194

Boingo

Brad Hammond
Phone: (586) 306-4935

Be Relax

General Manager: Nadia Nimer
Phone: 734-717-7887

Bradford Airport Logistics

Detroit Metro Airport
Detroit, MI 48242
Phone: (734) 247-4300
dtw@airportlogistics.org

Citizens Bank

33333 W. 12 Mile Rd
Farmington Hills, MI 48334
Facility Manager: Nanette Maniaci
Phone: (248) 563-4646

Continental Vending

30454 Dorset
Romulus, MI 48174
Contact: Ed Theile
Phone: (313) 304-3577

Detroit Metropolitan Wayne County Airport

Delaware North Companies Travel Hospitality Services, Inc.

Detroit Metropolitan Airport
Building 513-B West Service Drive
Detroit, MI 48242
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Phone: (734) 308-2785 / (734) 637-0468

Eganix

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Gerald Young Shoeshine

5892 Cary Drive
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Phone: (734) 485-7988

Great Lakes Coca-Cola Distribution

100 Coca-Cola Drive
Belleville, MI 48111
Account Executive: Adam Horschler
Phone: (269) 716-6648

Hudson Group / WDFG

Detroit Metropolitan Airport
2563 World Gateway Place
Detroit, MI 48242
General Manager: Eugene Moore
Phone: (248) 302-5763

McDonald's

Detroit Metropolitan Airport
Building 830, #2579
Detroit, MI 48242
Operations Manager: Sharonda Dorsey
Phone: (313) 657-8389

Marshall Retail Group / WH Smith

General Manger: Robin Doherty
Phone: (313) 282-4774

Metro Airport Partners (Leo's)

Detroit Metropolitan Airport
Building 830
Detroit, MI 48242
Operations Manager: Jamal Shamman
Phone: (313) 996-9315

Detroit Metropolitan Wayne County Airport

Michigan Lottery

GTech, Architects of Gaming
28351 Beck Road, Unit G-9
Wixom, MI 48393
Detroit Field Supervisor: Darren Thomas
Phone: (248) 344-2782

Michigan Lottery

Field Operator: Leroy Strong
Phone: (517) 599-6449
District Sales Rep: Matthew Wilson
Phone: (517) 331-8533

Minute Suites

General Manager: Ciara Frazier
Phone: (734) 447-7684

Paradies Lagardere – Retail Division

15474 Pine Road
Romulus, MI 48174
General Manager: Sara Hurley
Phone: (734) 536-2121

Paradies Lagardere – Food Division

10100 Middlebelt Rd
Detroit, MI 48242
Director of Operations: Mike Morse
Phone: (248) 721-3952

Smarte Carte

Detroit Metropolitan Airport
General Manager: Andrew Ballas
Phone: (313) 316-8096

SSP America

Detroit Metropolitan Airport
Director of Operations: Barbara Ulmer-Carter
Phone: (734) 309-6199

World Duty Free

Detroit Metropolitan Airport
2563 World Gateway Place
Detroit, MI 48242
General Manager: Jeff Gallagher
Phone: (586) 567-5438

APPENDIX 11

Americans with Disabilities Act (ADA) and Title VI

Federal Regulations: The United States Department of Transportation through the Federal Aviation Administration outlines accessibility and non-discrimination requirements for airports based upon applicable authorities. Those authorities include the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973 (Sec. 504), and Title VI of the Civil Rights Act of 1964, their implementing regulations at 49 CFR Part 21, requires the FAA to ensure that FAA recipients provide equal opportunity and access in all programs and activities.

1. The Americans with Disabilities Act codified as the ICC A117.1-2017 “Accessible and Usable Buildings and Facilities” addresses new construction and alterations of airport facilities including restaurants and concessions at the airport. This covers clear space and accessible routes through and egress from concessions, as well as accessible sales and service counters, including self-checkout equipment within allowable reach ranges. Concessionaires should familiarize themselves with these standards to ensure compliance by providing the required accessible stores for travelers throughout the airport.
2. 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. This includes Concessionaires in their course of providing services. Concessionaires must familiarize themselves with these standards to ensure compliance by providing service without discrimination in the airport.

Refer to Section 2.5 Customer Complaints for assistance in reporting and investigating allegations of discrimination by customers. The WCAA DTW Title VI Plan is provided via link below for further information on Title VI compliance at Detroit Metro Airport.

See the following resources for additional information:

ADA / Accessibility Resources

Nondiscrimination on the Basis of Disability in Programs or Activities Receiving Federal Financial Assistance (49 CFR Part 27)
www.ecfr.gov for 49 CFR Part 27

Americans with Disabilities Act – Title II (28 CFR Part 35) https://www.ada.gov/2010_regs.htm

Americans with Disabilities Act – Accessibility Standards (1991 and 2010 Standards)
https://www.ada.gov/2010_regs.htm

FAA Advisory Circulars for Aircraft Boarding Equipment, Signing and Graphics, and Access to Airports by Individuals with Disabilities: www.faa.gov/regulations_policies/advisory_circulars for AC 150/5220-21C, AC 150/5360- 12F, and AC 150/5360-14A

Air Carrier Access Act

<https://www.transportation.gov/airconsumer/nondiscrimination-basis-disability-air-travel-may-12-2009>

FTA Circular C 4710.1 for ground transportation requirements www.transit.dot.gov/ada

Detroit Metropolitan Wayne County Airport

Title VI Resources

Nondiscrimination in Federally-Assisted Programs of the Department of Transportation—
Effectuation of Title VI of the Civil Rights Act of 1964 (49 CFR Part 21)
www.ecfr.gov for 49 CFR Part 21

U. S. Department of Justice – Grant Related Civil Rights Authorities
<https://www.justice.gov/crt/federal-coordination-and-compliance-section>

FAA Title VI Portal (includes Unlawful Discrimination Poster template and Compliance
Brochure)
http://www.faa.gov/about/office_org/headquarters_offices/acr/com_civ_support/non_disc_pr/

Federal Interagency Website for Limited English Proficiency Resources <http://www.lep.gov>

WCAA Accessibility & Title VI Reference Information

For the following documents please visit the WCAA Concessions Dashboard -
<https://metroairport.com/business/doing-business-wcaa/concessions-dashboard>

- LEP Plan Notification Letter
- FAA Unlawful Discrimination Poster
- WCAA DTW Title VI Plan

APPENDIX 12

