

# Permit Request: Off-Airport Rental Car

## Purpose:

Any rental car company operating from a location that is not within the perimeter of the Wayne County Airport Authority (the Authority) property that is seeking to service customers at the Detroit Metropolitan Airport must complete the business case outlined below. If approved, an Operator Permit will be granted in accordance with the terms of the Form of Agreement (FOA) provided following receipt of a completed business case based on this form.

## Business Case:

In order for the Authority to determine suitability for operations at DTW, the requesting company (Permittee) must demonstrate both the quality of services to be provided and the stability of the company.

At a minimum, please provide the following information to support your request. You may feel free to provide any additional information to further support your permit request.

- A. Business Overview:
  - a. When Established
  - b. Organization Chart
  - c. Locations
  - d. Business Model
  - e. Key differentiators
- B. Location of your Detroit-based business that will be servicing the airport
- C. Customer Experience Overview
  - a. Process for vehicle rental, delivery and return
    - i. Please indicate if you will require a curbside location for a shuttle bus
    - ii. Please provide images of transport to be used for customer pick-up and return
    - iii. Please submit shuttle graphics (if applicable)
  - b. Customer Service Policy and process for complaint handling
  - c. Type of vehicles offered
  - d. Vehicle sanitation / cleaning and controls (rental vehicles and shuttles if applicable)
- D. Sample Customer Contract
- E. Primary Contacts

## Submission:

Please provide the requested information in electronic format to [concessions@wcaa.us](mailto:concessions@wcaa.us). You will receive confirmation of receipt of the request and a timeline for review and next steps.

## Approval Process:

If all documentation is in order and the permit is approved, WCAA must complete a walk-through of the off-airport location to verify all terms of the permit are in place prior to commencement of operations at the airport. This includes verification of compliance with all FAA and Airport directives while on airport property.