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# News Release

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## Cell Phone Waiting Lane Opens near Smith Terminal *--Motorists must stay with vehicle*

The Wayne County Airport Authority has opened a cell-phone waiting lane near the Smith Terminal at Detroit Metropolitan Wayne County Airport (DTW) to help alleviate vehicle congestion at the arrivals curbs.

“Airport management has always said that curbs are for active loading and unloading only, but many people drive up to the curb to wait for arriving passengers who are not ready at the curb,” said WCAA CEO Lester Robinson. “These lingering vehicles create traffic congestion and cause security concerns. Airport Police have no choice but to direct them away from the curb.”

The cell phone waiting lane helps to resolve that problem. Once an arriving passenger is at the curb with their luggage, they can contact their ride on their cell phone and be picked up within a minute.

The cell phone waiting lane is located on inbound Rogell across from the north terminal construction site. (See attached flyer.) To find it, follow the signs to Smith Terminal arrivals. Just past the point where the departures (upper) level lane veers off to the right, you will see the lane on the right, designated by a wide white stripe and cell phone signs. There is enough space to comfortably accommodate at least 30 vehicles.

“We still recommend that the best way to pick up an arriving passenger is to park in short term parking and meet your party at the bag claim device,” said Robinson. “Then you can help them with their luggage to the parking spot or curb.”

The cell phone waiting lane is in an area which causes no security concerns, however, motorists *must* remain with their vehicles. Unattended vehicles may be ticketed and towed.

“The objective of establishing this lane is to reduce curb front and roadway congestion caused by vehicles circling repeatedly when the arriving party is later than expected,” said Robinson. “We are currently exploring property on the south end of the airport for a more convenient waiting area for the McNamara Terminal.”

Approximately three dozen US airports offer some sort of cell phone waiting area.

NR Cell Phone Lane



# CELL PHONE WAITING LANE

