



SOP: DCA (Ronald Reagan Washington National Airport) Location Notes

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Prior to departure:

If you are doing an **airport pickup** it's crucial that you keep track of the plane's arrival time. Since it is a two hour drive to DCA, leaving on time should be your number one priority. The best way to have up to date flight information is to download a free app called **FlightAware**. With this app you can enter the flight number of your client's plane and set up notifications to receive updates on delays and early arrivals.

DriverAnywhere will not automatically update spot and garage out times. It is your responsibility to keep track of when the plane will land and adjust your spot and garage out times accordingly.

Understanding the terminal labeling system:

-> There are two terminals at DCA. While the two buildings are connected and it's possible to walk from one terminal to the other, it's unequivocally better to pick up and drop off your clients at the correct sections.

-> The first terminal is marked by the letter **A** and the second terminal is marked by the letters **B** and **C**.

-> Usually airports use the letter system to mark sections of the terminal where all of the gates start with that letter (i.e. section **A** will have all of the gate codes start with the letter 'A'). This is partially true for DCA since the sections of the airport marked **A** and **B** do correspond with gates starting with 'A' and 'B.' However, DCA has gates marked *A* through *E* but there are no road signs that explain where those sections are located.

-> **In order to understand how the terminal labeling system works, you need to understand that the name of the airline matters more than the gate code.** Here is a cheat sheet for finding the correct section:

Terminal	Section	Airline	Gate Codes
1	A	Air Canada Frontier Southwest	A1-A9
2	B	Alaska Delta United	B10-B22
	C	American JetBlue	C23-C34 D35-D45 E46-E59

Entering DCA:

1) George Washington Memorial Parkway

- **Commercial vehicles are not allowed on Parkways. Only take this route if you are in a sedan, SUV or a 14PAX van.**
- *George Washington Memorial Parkway* runs along the coast of the Potomac River and is one of the primary routes in and out of the airport. If you use your GPS to navigate to DCA this is most likely the route that it will take you.

2) Route 1 & Airport Access Road

- **This is the route you should take if you are driving a 23PAX or above.**
- *Route 1* runs parallel to the *Memorial Parkway* and passes through Alexandria.
- Keep on *Route 1* until you reach the intersection with *Airport Access Road*.

- The *Airport Access Road* will take you straight into DCA.
- Be aware that some of the airport signs on *Route 1* will take you on to the *Memorial Parkway*.

Exiting DCA:

1) CDL Vehicles:

- The roads with "Airport Exit" signage will take you out onto *George Washington Memorial Parkway*, which is off limits to CDL vehicles.
- Instead, follow the signs that direct you towards *Route 1*. They may be labeled as "Airport Return" or "Virginia Exits." See image below for reference.



2) Non-CDL Vehicles:

- Since there are no restrictions for this vehicle type, take whatever route your GPS believes to be the most efficient.

Dropping off at DCA:

-> Use the cheat sheet on page 2 to determine which section of the airport you need to go to. The exact directions might vary depending on which route and from which side you enter the airport.

-> Most airports designate the drop off areas as *Departures* and the pick up areas as *Arrivals*. At DCA, instead of *Arrivals* the signs says *Ticketing/Check-In*. See image on the right for reference.



Section A

-> Section A is the easier of the two terminals to pick up and drop off passengers, since it is smaller and both pickups and drop offs take place in the same area.

-> Follow the signs marked with the green letter A. The image below shows the correct zone for pick ups and drop offs.



Sections B/C

-> Follow the signs marked with a red letter B and a blue letter C and head for the area of the terminal marked as *Ticketing/Check-In*. The drop off area is located on the second floor. See image below for reference.

-> Once you're in the designated drop off area, check the overhead signs to find your client's airline and drop them off at the curb.



Picking up at DCA:

Curbside

-> Once you arrive at the airport you should find somewhere to park and monitor FlightAware for confirmation that the client's plane has landed. DCA does not allow limousines to wait by the curb at the terminals.

-> The Cell Phone Lot at DCA is currently closed, so the first hour at any of the short-term parking garages is free. Alternatively, you could wait at a nearby gas station or some other rest stop.

-> As soon as you see that your client's plane has landed, send them a welcome message and ask them to notify you once they are curbside so that you can come pick them up.

-> The directions for where you need to go to pick up your clients are almost identical to the ones for dropping off. The only distinction is that for Sections B and C you need to follow the signs for *Arrivals/Bag Claim*. The pick up area for those sections is located on the first floor. See image below for reference.



Meet & Greet:

- > Once you reach the airport you should park in the short-term parking garage for the terminal where your client will be arriving. The first hour is free.
- > Monitor the client's arrival status in FlightAware and send them a welcome text once they land. Inform them that you will meet them at baggage claim.
- > Enter the terminal and check the information displays to find which baggage conveyor is associated with your client's flight.
- > Hold the sign with your client's name up and stand in a high visibility area next to the baggage conveyor to make it easier for your client to spot you.
- > Once you meet the client, help them load their luggage onto a trolley and take them outside to the arrivals curb.
- > Instruct them to wait for you at the curb and retrieve your vehicle from the parking garage.