

WAGS Airport Visiting Guidelines

May 7, 2025: TSA Requires REAL ID or Passport

If you are interested in visiting the Airport as an Ambassador or Trained Aide, schedule an audit/shadow with a team who is currently visiting. Contact Lana Wilson, WAGS Facilities, for the list of teams and schedules.

Lana3251@gmail.com. Then, contact the WAGS Ambassador to request/schedule the audit.

Email Linda Laun, Airport Coordinator, with your planned audit date. Linda.laun@outlook.com. Copy Lana.

The 1st Audit is **WITHOUT** a dog. You may request a 2nd Audit with a dog, to assess their comfort level.

If you wish to continue visiting the Airport, submit **Airport Add/Drop Form** on WAGS Website.

Linda Laun will email you to discuss schedules.

We use **Garage Parking**. Take the parking ticket with you to get it validated for free parking. Level 1 is Rental Cars. Level 2 is Baggage Claim & direct access into the Terminal. **Park in Levels 2 thru 4. Take the parking garage elevator to Level 2 to enter the Terminal.**

The **Pet Relief Station** is on the garage side, between the East & West access to the terminal. It is double gated. You may remove the leash in the relief area. Be sure to take your pet here before entering the terminal.

We usually meet at the Information Desk. Check with your Team Leader to see what other arrangements they may prefer. Use the elevator or the steps to go to **Level 3 Credentialing/Badging** office for a gate pass & to access TSA. Credentialing is the first hallway to the right after the stairs / escalator.

Take your driver's license & parking ticket to this office. They will stamp the parking ticket, so hang onto it to pay on your way out. If it should get lost, return to the Credentialing Office to get a parking pass.

If visiting after 4PM or on the weekend, the Credentialing Office may not be manned but they are open.

If this happens, **call the phone number that is posted on their door** to get a gate pass & your parking validated.

*** Hold onto the gate pass if you need to leave & re-enter security for some reason.**

Do not enter food areas. WAGS dogs are not allowed. Walk-up places like Starbucks & Comfy Cow are OK. Other places where food is served are **NOT OK**.

Going through TSA: TSA means business. Please obey them with courtesy. Empty water bottles before entering TSA. Minimize all metal. Personal items & shoes (if under 70) must be removed & placed in bin on conveyor belt. Also WAGS bags, sweaters/jackets, strollers, keys, phones, belts & metal objects. You **MUST** empty pockets. TSA directs you to walk through the scanner or get wanded. You do not need to remove pet collars, leashes, scarves etc. Pets & people go through separately. Pets should stay/wait until you go through. You may have your hands wiped for explosive residue. This is a normal procedure for all. Randomly, bags may be searched. There is a water filling station to the right after you go through TSA.

Once in the secure area, you may use the service dog relief area. It is to the right side of the rotunda before you enter the concourse areas. This is a small box (2 x 2) covered in synthetic turf. It is not very nice. It's best to let your pets relieve themselves before entering TSA. Or call the Operations Dept @ 502-380-8200.

They will pick you up & drive you to a grassy relief area. In case of an emergency, you could carry and use a disposable waterproof pad and place it on the floor in the restroom.

When finished for the day, you do not need to check out. Follow the Exit signs.

Use the coupon or stamped parking ticket to pay at the Parking Exit Cashier.

Be sure to choose a garage exit that is manned with a **Human Cashier!**

Encountering Non-WAGS Dogs

Police/airport working dogs It is **our** responsibility to give the police working dogs a wide space. If one approaches a little too close, we must immediately move away from the dog. It may be on a scent or tracking someone, so we need to give them lots of room to work.

Passenger's dog loose or in crate/travel bag, etc. When we encounter a passenger's dog in the terminal, even if it is leashed, in a crate / travel bag or in the arms of a passenger, give them plenty of room. Do not interact. Some of these dogs could be reactive or even aggressive. We do not want to trigger a reaction. If a passenger approaches with their pet, say firmly / courteously "No, sorry. My dog is working" as you move away.

Loose dog in the terminal All traveling dogs are **supposed to be in a carrier**. There could be an occasion where one gets out of the carrier and gets away from its owner. Should this happen, our first concern should be for the safety and security of our dog.

Stay calm. Do not wave your arms or use a raised voice. Move away from the loose dog as quickly and calmly as possible. Avoid eye contact. If you have a small dog, pick it up. If you have a dog too large to pick up, try to keep your dog away from the loose dog and body block, if possible.

If you are working with a TA & the loose dog appears to be friendly, **ONLY the TA** should make any attempt to help secure the dog while you move away. Remember that a dog can seem friendly until you try to reach out and restrain it. Then the behavior could change rapidly and become dangerous.

Incident Reporting

1. Follow WAGS Policies & Procedures for Incidents
2. If urgent help is needed or you are uncertain, immediately locate Airport Security Officer.
3. In non-urgent situations, if you need help, call Airport Operations (502) 380-8200.
4. Complete WAGS Incident Report within 24 hours & email to Linda Laun. linda.laun@outlook.com

Contact Information

WAGS Airport Coordinator

Linda Laun

502-419-4556

linda.laun@outlook.com

Airport Emergency Phone

502-380-8250

Airport Operations

502-380-8200

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Prepared by Linda Laun
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