

News Release



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Detroit Metro Airport Soars in Passenger Satisfaction

~ Newer airport facilities & friendlier focus attributed to improvement

OCTOBER 10, 2002, DETROIT, MI: A survey of over 10,000 airline passengers around the world conducted by JD Power and Associates indicates that passenger satisfaction at Detroit Metropolitan Wayne County Airport has skyrocketed over previous surveys.

Only Las Vegas McCarran scored higher than Detroit Metro among large (over 30 million passengers) US airports. Detroit was tied for second place with Minneapolis and Phoenix.

“This is a tremendous boost for us,” said Airport Authority CEO Lester Robinson. “While customer service improvements have been made in the past, such as information centers, customer service training, information agents, renovated rest rooms, expanded curbs and the like, we could not overcome the limitations of aging and overcrowded facilities. These results show the vast impact of our new facilities. Even today, a woman from Oregon, riding on our terminal’s new express tram, told me how much she enjoys the new terminal and will book her future flights through Detroit.”

Just within the last year, Detroit Metro Airport has added: a new primary runway, giving Detroit one of the most powerful airfields in the world; a convenient new entrance road, providing direct access to the airport from two different interstate highways; and a beautiful and efficient new 97-gate terminal with 65 attractive shops and restaurants.

“While we are extremely pleased with these results, we know we still have room for improvement, and we are not slowing down,” said Robinson. “Our new Wayne County Airport Authority is now up and running and has already made a big impact in operating our airport more like a business. Under the new authority’s leadership, we have improved the convenience and efficiency of our on-airport parking program and reduced the majority of our parking rates. A huge new Northwest Airlines 747-maintenance hangar is currently under construction, which promises to improve the reliability and on-time performance for flights out of Detroit, especially on wide-body, international routes. Plans are also underway for a massive renovation of the former Davey Terminal area for carriers not operating out of the new McNamara Terminal.”

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“These projects and others, combined with our employees’ sincere and heartfelt interest in the experience of our customers, will allow us to maintain and improve the satisfaction ratings we see here,” said Robinson . “The sky is the limit for us here in Detroit, and we are committed to providing our customers with the type of *best-in-class* experience which they deserve.”

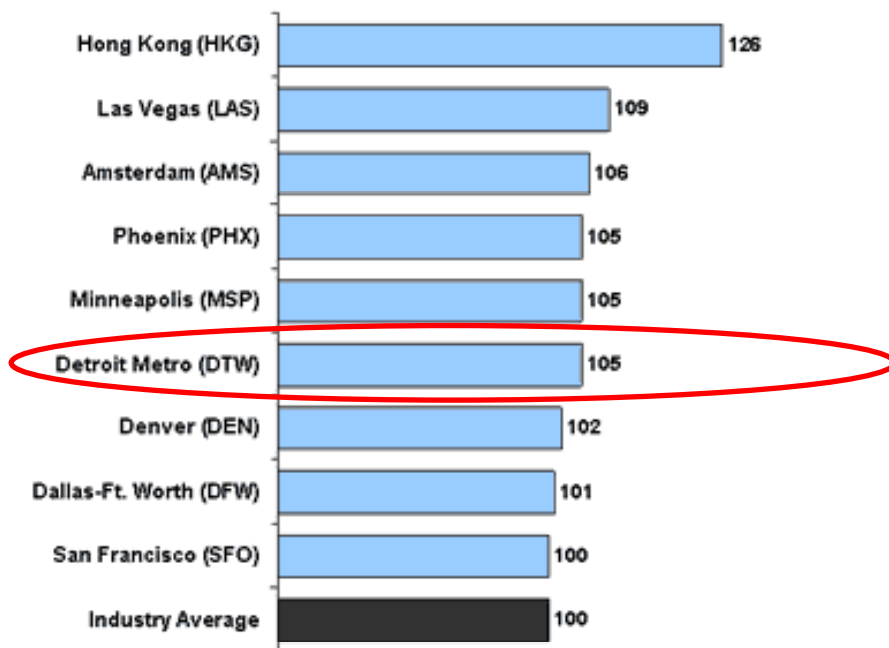
Detroit Metropolitan Wayne County Airport is undergoing one of the most dramatic transformations of any airport anywhere. In addition to the new 97-gate Edward H. McNamara Terminal / Northwest World Gateway, the airport has also recently opened a new 10,000 ft. runway, and a new airport south access road (John Dingell Dr.) providing a second primary entrance to the airport off of another major area interstate highway (I-275). With the creation of the new Wayne County Airport Authority, and future terminal projects planned, Metro Airport is quickly positioning itself as one of the finest air transportation gateways in the world.

A copy of the J.D Power & Associates 2002 Global Airport Satisfaction Study news release can be obtained by visiting www.jdpa.com

J.D. Power and Associates 2002 Global Airport Satisfaction Study™

Large-Size Airport Ranking
(More than 30 million passengers per year)

Overall Passenger Satisfaction



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