

# News Release



DETROIT METRO • WILLOW RUN  
WAYNE COUNTY AIRPORT AUTHORITY

Released: April 19, 2004  
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## McNamara Terminal Concessions Program Receives More National Recognition...

~ *Detroit Metro Airport receives two national awards from Airports Council International – North America (ACI-NA)*

**APRIL 19, 2004 DETROIT, MI:** Airports Council International – North America (ACI-NA), the leading industry advocate group for North American airports, today announced that Detroit Metropolitan Wayne County Airport (DTW) has received two awards, in its large (Class D) airport category, in ACI-NA's 7<sup>th</sup> Annual Excellence in Airport Concessions Contest.

Detroit Metro Airport received the awards for ***Best Retail / Specialty Program***, for DTW's industry-leading retail program in the McNamara Terminal, as well as 2<sup>nd</sup> place for ***Most Innovative Concession***, for DTW's unique ***Ora Oxygen*** spa concept also located at the McNamara Terminal.

"These awards are more evidence of the dramatic improvements Detroit Metro Airport has made in customer satisfaction over recent years," said Lester Robinson Wayne County Airport Authority CEO. "We are extremely gratified to receive these prestigious awards from ACI-NA, and we look forward to even more improvements in our concessions program, facilities and passenger amenities in the coming years."

ACI-NA's contest seeks to promote the innovative spirit in airport concession programs, and to recognize the growing importance of concessions to passengers' overall airport experience. DTW's retail program was recognized for its variety of concepts, local operators and innovative storefront designs and themes that reflect the region and community.

Ora Oxygen was praised for its creative concept, design and ability to fill a niche market need of travelers looking for relaxing spa-type services, which include massages, manicures & pedicures, shower facilities, oxygen sessions, aromatherapy and other unique services.

"Detroit Metro Airport has done an excellent job in their McNamara Terminal concessions program," said Juliet Wright Director of Public Affairs for ACI-NA. "The creativity and variety of concepts, combined with the local automotive and Motown themes make for a very enjoyable passenger experience. It is a wonderful first impression of Detroit and Michigan."

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In January, Detroit Metro Airport's McNamara Terminal was also recognized by industry giant *Airport Revenue News (ARN)* for the *Best Overall Concessions Program - Single Terminal* award in their 2004 Best Concessions poll. Detroit Metro Airport also ranked far above industry average, finishing fourth among large U.S. Airport's in J.D. Power and Associates 2003 Global Airport Customer Satisfaction Survey.

*Detroit Metropolitan Wayne County Airport is undergoing one of the most dramatic transformations of any airport anywhere. In addition to 97-gate Edward H. McNamara Terminal / Northwest World Gateway, the airport has also recently opened a new 10,000 ft. runway, a new airport south access road, John Dingell Dr., and a new 400-room luxury-class Westin Hotel at the airport. 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.*

For additional information about ACI-NA's *Excellence in Concessions Contest*, please see the attached news release, or contact Pamela Sheperd at (202) 293-8500.

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