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News Release

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Wayne County Airport Authority CEO Lester Robinson Comments on the Results of the JD Power & Associates 2010 Airport Satisfaction Study

--Detroit Metropolitan Airport ranked #1 in large airport category

“We are pleased and honored to be acknowledged in this way by JD Power and Associates and the customers who travel through Detroit Metropolitan Airport,” said Wayne County Airport Authority CEO Lester Robinson. “We continually track customer satisfaction and focus our resources on those areas which are important to passengers.”

“Even on snowy days, two clean, pleasant and efficient new terminals with fun shops and restaurants, and a powerful airfield help to make Detroit a reliable connecting hub and provide a welcoming environment for business or leisure travel.”

“Much of the credit goes to our airline partners who have committed themselves to improve on-time performance and luggage handling as well as our Travelers Aid volunteers who work so hard on the front lines every day to help make the travel experience in Detroit as pleasant as possible. These results also indicate that the TSA here in Detroit is doing a good job keeping flights safe while treating our customers with respect and dignity. This award encourages us to work even harder to improve customer satisfaction and to exceed passenger expectations in the future.”

Wayne County Executive Robert Ficano, who appointed four of the Airport Authority's seven Board Members, was pleased with this news.

"Detroit Metropolitan Airport provides a tremendous boost to our local economy in terms of jobs and demand for goods and services," said Executive Ficano. "It is important that this facility continue to meet and exceed customer expectations and play to its role as a powerful anchor in the Detroit Region Aerotropolis."

Link to JD Power and Associates news release:

<http://businesscenter.jdpower.com/news/pressrelease.aspx?ID=2010015>