



News Release

Detroit Metropolitan Airport ranked by J.D. Power as #1 in Customer Satisfaction for Mega Airports

-- Scores highest in the J.D. Power 2019 Airport Satisfaction Study

DETROIT (Sept. 25, 2019) – Detroit Metropolitan Wayne County Airport (DTW) is the number one mega airport in North America, ranking highest in customer satisfaction according to the J.D. Power 2019 North America Airport Satisfaction Study. In the mega airport category (33+ million annual passengers), DTW scored 786 points on a 1,000-point scale, 11 points higher than in 2018.

The annual study surveys passengers in six categories (in order of importance): terminal facilities; airport accessibility; baggage claim; security check; check-in/baggage check; and food, beverage and retail. DTW scored the highest in the security check and terminal facilities factors.

“It is a great honor for DTW to be the number one ranked mega airport in the country for customer satisfaction,” said Wayne County Airport Authority CEO Chad Newton. “For decades, J.D. Power has been a respected name in gathering and analyzing the experiences of customers. This award comes just months after Airports Council International recognized DTW as one of the best airports in North America within its size category, as determined by the 2018 Airport Service Quality Survey. We are thankful our passengers have noticed the improvements we’ve made throughout our airport, ranging from improved technology to maintain clean restrooms to better roadway signage and new amenities. The Airport Authority, along with our airlines, federal partners, concessionaires and other tenants, are all committed to providing our customers with the high-quality service and experience they deserve.”

The Airport Authority credits its strong relationship with federal partners, including the Transportation Security Administration (TSA) and Customs and Border Protection (CBP), for the high security check factor score.

“The TSA is committed to providing excellent service around the country, and Detroit is not any different,” said TSA Federal Security Director Steve Lorincz. “Passengers have also benefitted from the collaboration between our dedicated team and the Airport Authority. This was a top priority of Chad Newton’s even before he was CEO. Dating back to Chad’s time as Vice President of Public Safety, the TSA and WCAA communicated often to ensure staffing levels were aligned with passenger traffic, and we seize any opportunities to become better.”

Enhancing the customer experience is a key component of the Airport Authority’s continuous improvement efforts. In recent years, many enhancements have been made throughout the airport’s campus in response to customers’ requests, including the addition of nursing rooms and

bottle filling stations in the McNamara and North terminals, as well as an expanded recycling program. Customers also can shop and dine in more than 100 retail and food & beverage locations located throughout the facilities, which include both nationally- and locally-recognized, award-winning brands.

“DTW received the J.D. Power award for large airports in 2010,” Newton said. “Internally, we are setting a new standard for customer service. We don’t expect it will be another nine years before we achieve this exceptional ranking again.”

For more information about the North America Airport Satisfaction Study, visit <http://www.jdpower.com/pr-id/2019175>.

***Detroit Metropolitan Wayne County Airport (DTW)** welcomed more than 35 million passengers in 2018 and is one of the world’s leading air transportation hubs. With service from 13 scheduled passenger airlines, Michigan’s largest airport offers approximately 1,100 flights per day to and from more than 140 nonstop destinations on four continents. With two award-winning passenger terminals, six jet runways, and an onsite AAA Four-Diamond Westin Hotel, DTW is among the world’s most efficient, customer friendly and operationally capable airports in North America. DTW is operated by the **Wayne County Airport Authority**, which also operates nearby **Willow Run Airport** – an important corporate, cargo and general aviation facility. **The Airport Authority is entirely self-sustaining and does not receive tax dollars to support airport operations.** Visit www.metroairport.com for more information.*

Detroit Metropolitan Wayne County Airport received the highest score among mega airports in the J.D. Power 2019 North America Airport Satisfaction Study of customers’ satisfaction with the airport they traveled through and scored the highest in the security check and terminal facilities factors. Visit jdpower.com/awards.

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