



## ***American Assn. of Port Authorities***

***Michael Conway, Director Public Affairs***

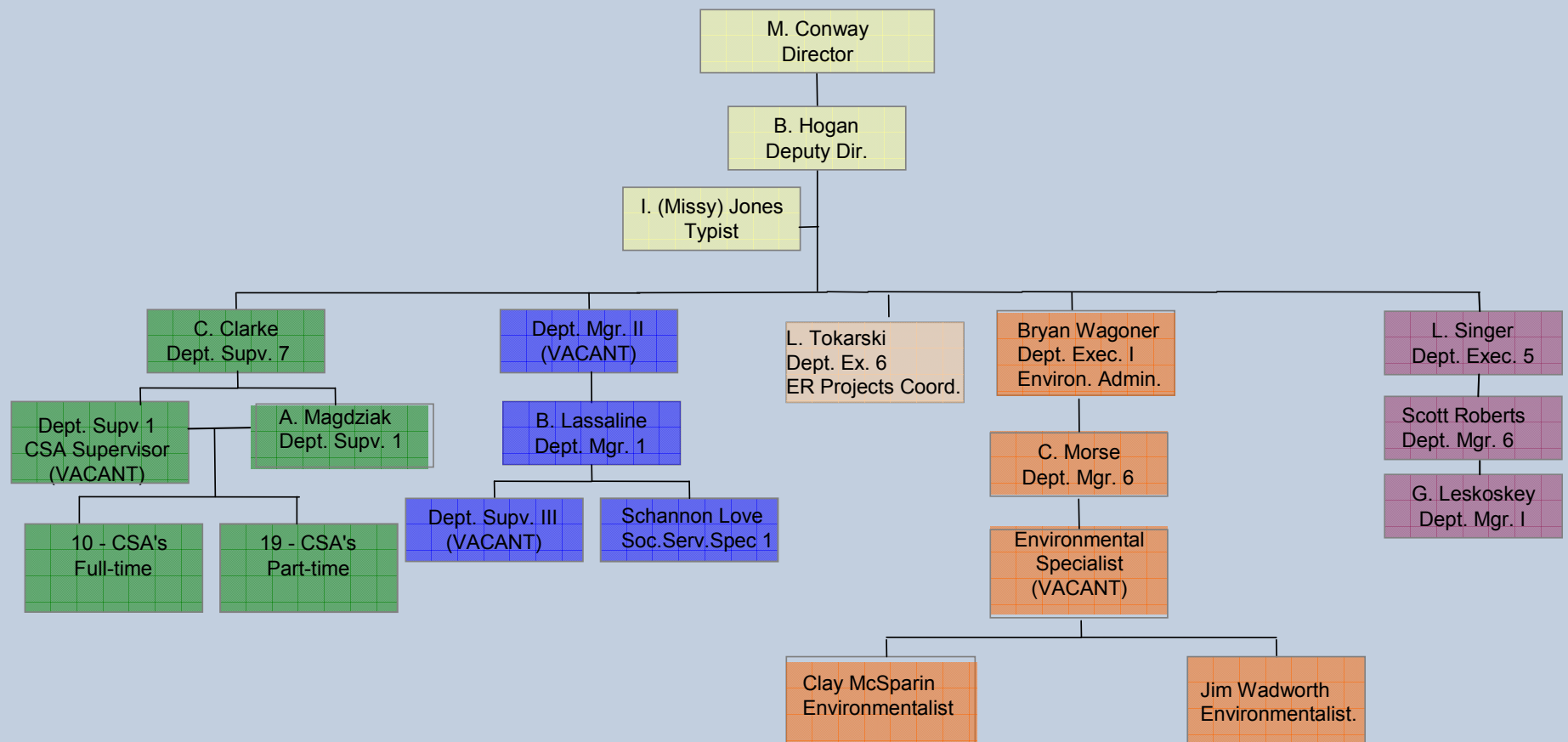
***Detroit Metropolitan Wayne County Airport***

***June 24, 2009***



# ***Detroit Metropolitan Airport***

# Department of Airports– External Relations Division



29 full- time positions; 19 part-time positions

3/28/01

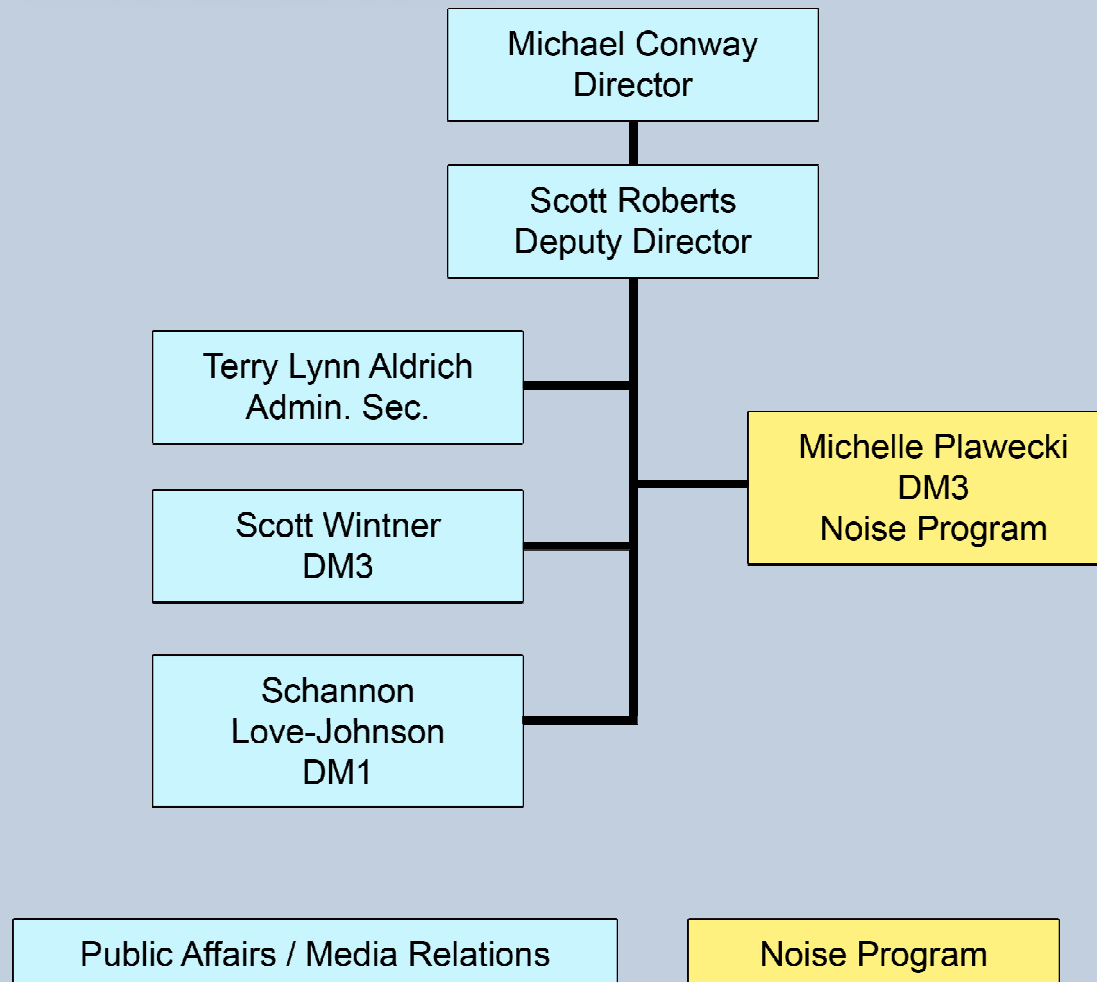
Customer Service    Public Information/Communications

Environmental    Noise    Projects Coord.



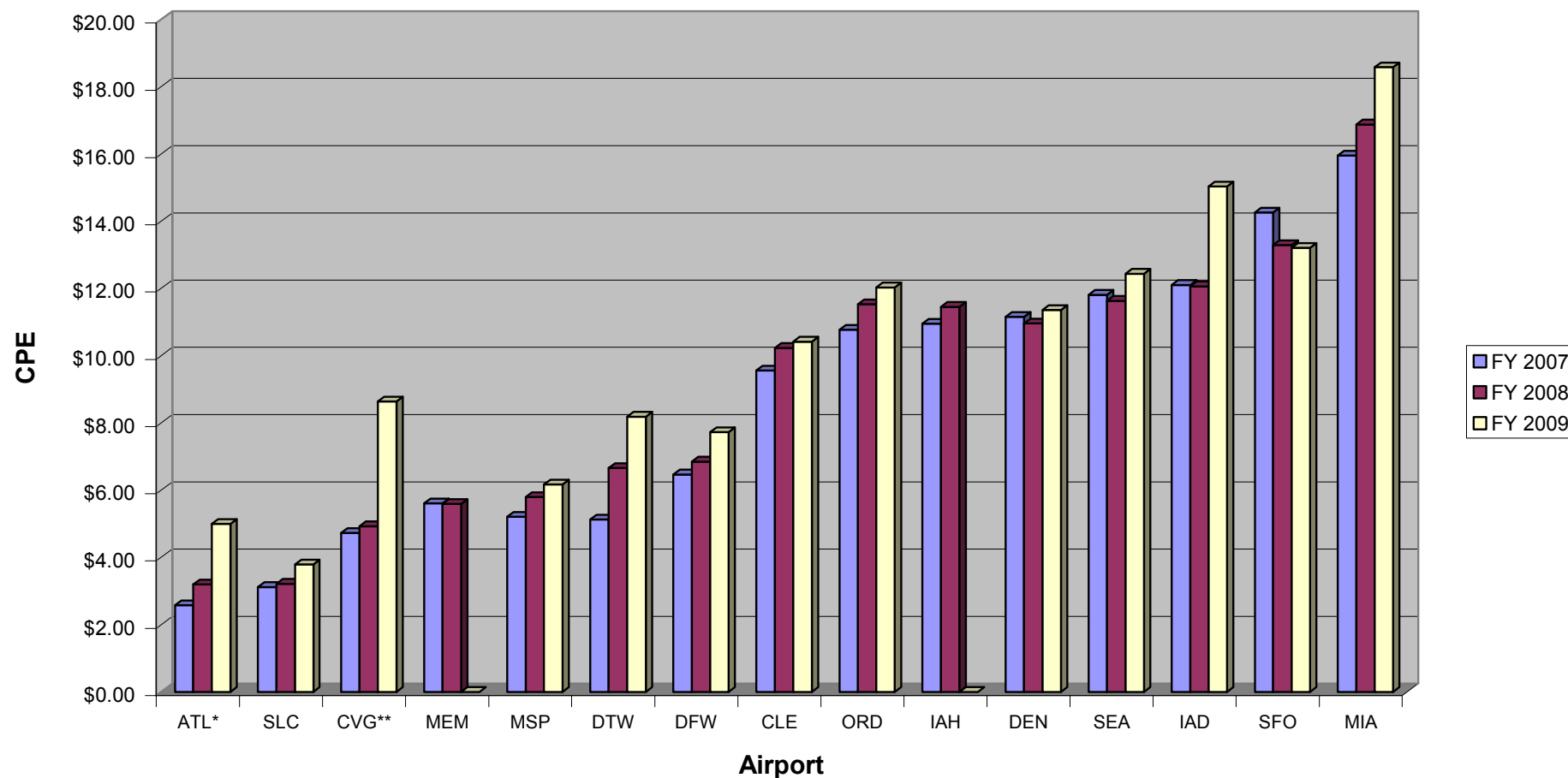
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WAYNE COUNTY AIRPORT AUTHORITY

## Wayne County Airport Authority – Public Affairs Division



## DTW increases in CPE are comparable to Peer Airports

Cost Per Enplanement Comparison





*Lots of colorful tails at DTW...*



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# Newsletters



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## *Meeting with Senior Executives*



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## MISSION

To operate safe, secure and dynamic air transportation facilities for our customers, creating economic vitality by providing global travel, cargo and business opportunities.

## VISION

Making the world available.

## VALUES

**TEAMWORK.** We work across functional areas to achieve our common goals through trust, sharing information, and open discussion of ideas.

**ACCOUNTABILITY.** We follow through on commitments, take ownership, and accept responsibility for all outcomes.

**CUSTOMER SATISFACTION.** We commit ourselves to understand our customers' needs and deliver services and facilities that exceed expectations.

**EMPLOYEE RESPECT.** We treat others fairly, listen to all opinions, and recognize a job well done.

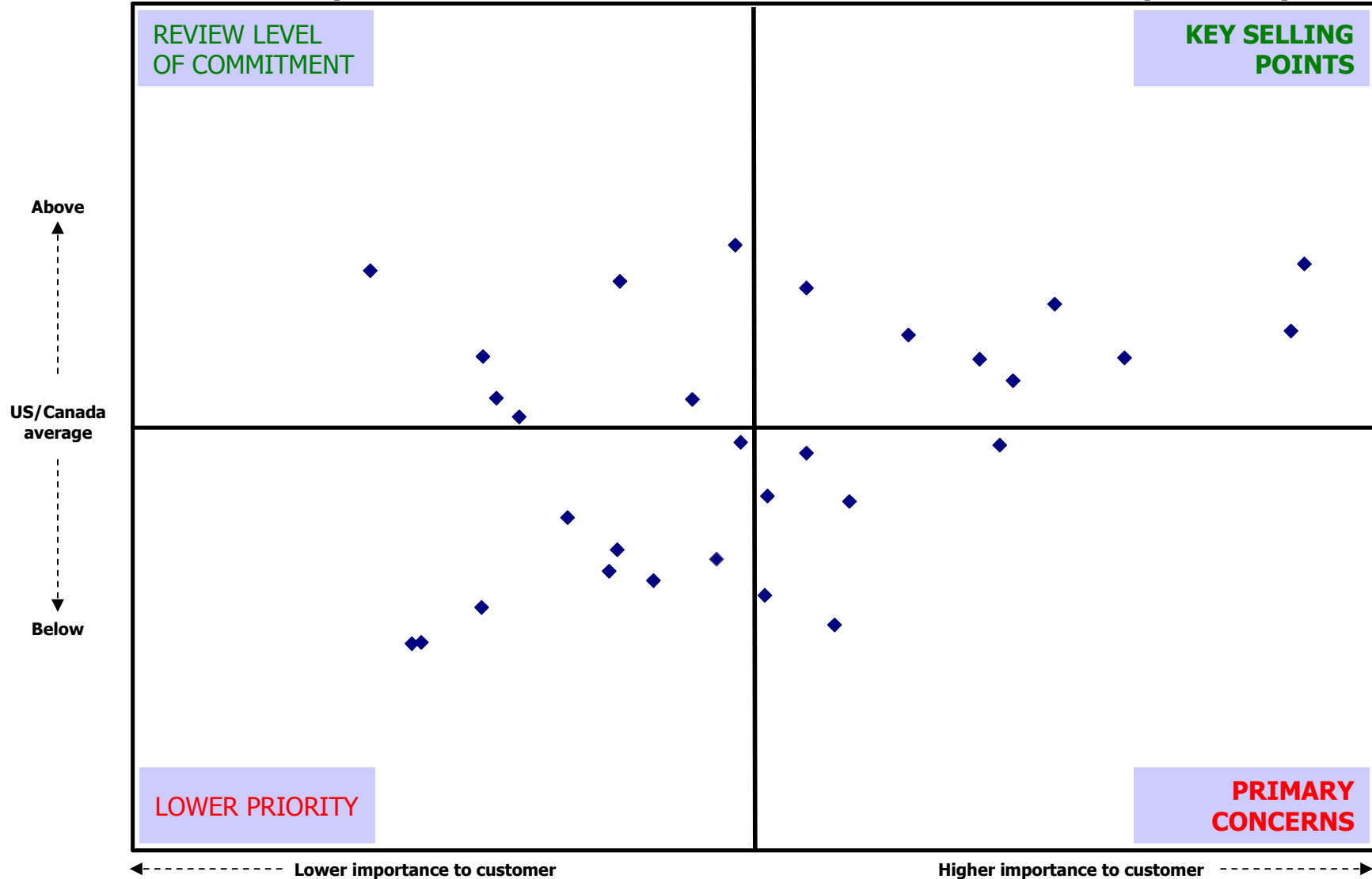
**INTEGRITY.** We adhere to a high ethical standard while doing our job with honesty and professionalism.

**DIVERSITY.** We foster a welcoming environment for all airport users.



# McNamara Terminal

*What is most important to customer v. How we do relative to peer airports*



## *Travelers Aid*



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## ***Commercial Filming at DTW***



### **Up in the Air – Movie, filmed Feb 2009**

George Clooney plays an unapologetic corporate downsizer whose untethered life is consumed by collecting air miles.

### **The Prince of the Motor City – TV drama, pilot filmed July 2008**



Inspired by Shakespeare's "Hamlet," this soap opera revolves around a family dynasty and Detroit's automobile industry.



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# Chris Osgood



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# ***Pavel Datsyuk***



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*Thank you*