

Frankfurt Ranked as World's Best Large Airport in J.D. Power's Global Airport Passenger Satisfaction Study

Frankfurt am Main, Germany (ots) - Frankfurt Airport (FRA) has been ranked as the best large airport in the world in the 2003 Global Airport Passenger Satisfaction Study, conducted by the internationally renowned J.D. Power and Associates marketing information company. In this latest study, J.D. Power reported that "Frankfurt Airport ranks highest in passenger satisfaction among large airports - those with 30 million passengers or more per year - performing particularly well in the factors pertaining to getting to the terminal, leaving the airport, and baggage claim." Passengers evaluated airports on nine different factors: getting to the terminal, leaving the airport, check-in process, baggage claim, airport terminal facilities, security check, gate areas, concessions (retailing), and immigration/customs control.

Frankfurt Airport achieved an overall passenger satisfaction index score of 660 (based on a 1,000-point scale), well above the "large airport average" of 612. Three U.S. airports followed FRA in the rankings: Denver (DEN), Minneapolis/St. Paul (MSP) and Las Vegas (LAS). Amsterdam-Schiphol (AMS), in fifth place, was the only other European airport ranked in the top 10. Other European airports ranking below the "large airport average" included London-Gatwick (LGW), London-Heathrow (LHR), Madrid Barajas (MAD) and Paris-Charles de Gaulle (CDG). Based on more than 12,000 responses from passengers around the world, the 2003 Global Airport Passenger Satisfaction Study was conducted in seven languages between September and October 2003. The study measured passenger satisfaction at 61 airports worldwide.

J.D. Power also noted that "the completion of new rail and shuttle services" contributed to FRA's high rating and that "Frankfurt has more than 180 retail, food and beverage establishments within the terminals, which passengers appreciate." Optimal integration of air, rail and road networks at continental Europe's busiest airport hub has been a strategic imperative for decades for Fraport AG, the owner and manager of Frankfurt Airport. Currently, FRA offers more long-distance train services than any other airport in the world: some 170 intercity train services per day from the futuristic AIRail Terminal.

Frankfurt Airport's service performance depends on highly skilled staff, innovative management and procedures, and advanced technology operating behind the scenes. For example, the airport-wide automated baggage handling system, which comprises some 67 kilometers of guideways, is critical for providing reliable baggage services to departing, arriving and transfer passengers at FRA.

Fraport is currently expanding the total amount of retail space at Terminals 1 and 2 to 20,000 square meters within the next few years. The "mix" of shops and restaurants is also being systematically enhanced to meet the changing needs of customers. Further information for traveling via FRA can be found on the Internet at: www.frankfurt-airport.de.

Headquartered in California, J.D. Power and Associates (www.jdpower.com) is an ISO 9001-registered company offering marketing information services globally. J.D. Power's surveys are significant in the auto industry as well as the travel, telecommunications, retailing, finance, health care and other industries. The company surveys millions of consumers and businesses each year about their opinions and expectations regarding the products and services that they purchase and use.

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