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**AIRMALL® at PIT Earns Perfect Score in Latest  
J.D. Power and Associates Survey of Passenger Satisfaction**  
*– Five-Star Rating Confirms the Development’s Industry-Leading Position –*

**PITTSBURGH, February 22, 2010** – The AIRMALL® at Pittsburgh International Airport (PIT) has earned a perfect score in the J.D. Power and Associates 2010 North America Airport Satisfaction Study<sup>SM</sup>. Published this month, the study measured overall customer satisfaction related to airport accessibility, baggage claim, check-in/baggage check process, terminal facilities, security check, and food and retail services. Out of a possible five stars, passengers rated the AIRMALL® at PIT as a five-star concessions development.

“There are few benchmarks that can surpass the authority and credibility of J.D. Power and Associates when it comes to passenger satisfaction. Given this, we are incredibly proud of this latest achievement,” said Jay Kruisselbrink, vice president of BAA Pittsburgh, the developers of the AIRMALL®. “When we launched the AIRMALL®, it was a ground-breaking concept that sparked a change in our industry. Nearly two decades later, the AIRMALL® remains the gold standard for airport concessions. It shows that when you put the passenger first, the passenger will respond positively.”

Founded in 1992, the AIRMALL® at PIT pioneered the developer model for airport concessions across the United States by introducing “Regular Mall Prices...Guaranteed.” Passengers pay no more for goods and services at the AIRMALL® at PIT than they would pay at a comparable nearby store or restaurant. The AIRMALL® at PIT continues to boast the highest per-passenger spend of any airport in the nation.

– more –

**AIRMALL® at PIT Earns Perfect Score in Latest  
J.D. Power and Associates Survey of Passenger Satisfaction (cont.)**

*– Five-Star Rating Confirms the Development's Industry-Leading Position –*

At 80,000 square feet, the AIRMALL® at PIT includes a strategic mix of international, national and regional brands. Passengers have access to nearly 25 restaurants and bars, more than 35 specialty retail shops, nearly 10 news and gift stores and a host of additional services.

The 2010 North America Airport Satisfaction Study was based on responses from more than 12,100 passengers who took a round-trip flight between January and December 2009.

Passengers evaluated their departing and arriving airports, and the study included a total of more than 24,200 evaluations.

**About BAA Pittsburgh**

**BAA Pittsburgh, Inc.** is the developer and manager of the retail and concessions program at the AIRMALL® at Pittsburgh International Airport. BAA Pittsburgh is a project of BAA USA, the developer and manager of the retail, food and beverage operations at the AIRMALLs® at Baltimore/Washington International Thurgood Marshall Airport, Cleveland Hopkins International Airport and Boston Logan International Airport (Terminals B and E). BAA USA is an affiliate of BAA Limited, the world's leading airport company, which owns and operates six UK airports (Heathrow, Stansted, Southampton, Aberdeen, Edinburgh and Glasgow). For more information, visit [www.airmall.com](http://www.airmall.com) or [www.baausa.com](http://www.baausa.com).

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