

For Immediate Release

Tuesday, November 20, 2001

DFW AIRPORT OPENS NEW GUEST SERVICES CENTER; PASSENGER FIGURES HOLD STEADY

Guest Services Center offers 'admiral'able services to passengers in Terminal B

DFW INTERNATIONAL AIRPORT, Texas (November 20, 2001) — DFW International Airport celebrated the grand opening of its new Guest Services Center at 4 p.m., Tuesday November 20 at Terminal B, Gate 14. This unique center, operated by DFW Airport, will provide the traveling public with a professional and comfortable environment in which to work or relax while waiting for their connecting flight.

The center will be open 24 hours per day/7 days per week and will be staffed from 8 a.m. - 7 p.m. by specially trained volunteers from the Airport Ambassador program.

Features that will open in the Guest Services Center today:

- ATM
- FedEx drop
- Stamp machine
- Phone card purchases
- Airport Ambassador assistance

In two weeks, the center will also offer passengers:

- Comfortable lounge and seating area
- State-of-the-art private business work stations with Internet access and desktop telephones
- Complimentary reading materials
- ATM, postage machine, postal drop, FedEx drop, phonecard machine and three payphones

As part of the Grand Opening, users of the Guest Services Center will be provided complimentary donuts and coffee for two weeks beginning Monday, November 26 (service available Monday through Friday).

PASSENGER NUMBERS ON A STEADY CLIMB

Across the country, airports and airlines are reporting drops in passenger loads as high as 25-30 percent. DFW Airport predicts only a 15 percent decline in passenger traffic for the Thanksgiving peak travel period compared to last year. Last year, DFW passengers totaled 1.8 million during this eleven day period. This year, more than 1.5 million passengers are projected to travel through DFW Airport during the Thanksgiving holiday.

More than 160,000 passengers per day are expected at DFW Airport today and Wednesday, traditionally two of the busiest travel days of the year.

HOLIDAY HELPERS HIT TERMINALS IN CUSTOMER SERVICE MODE

The DFW Airport Holiday Helpers—a corps of 200 volunteers—hit the terminals today to assist passengers with their travel needs, handing out hundreds of complimentary newspapers, stress balls and slinkys for kids. The volunteers are easily spotted in their DFW logo'd shirts with an American flag on the back.

DFWAIRPORT.COM TRAFFIC UP 30%

Web traffic at the Airport's climbed more than 30-percent over last week's figures, and the interactive ASK DFW feature has received more than 200 questions since Monday, most inquiring about security and parking. Live Q&A continues today and tomorrow through 6:00 pm.

DFWAIRPORT.COM GIVES USERS NEWS THEY CAN USE; ANSWERS PERTINENT TRAVEL QUESTIONS IN MINUTES

One comment received from a user about the Ask DFW, illustrates its effectiveness in meeting traveler needs:

"This email service is fantastic! We saw the website location on the evening news. Thank you for offering such a wonderful way to get answers!"

AIRPORT PARKING

The Airport's parking lots are filling, but plenty of space remains available in terminal parking garages and remote lots. The Airport has more than 16,000 close-in parking spaces in garages, and began today offering free one hour parking to accommodate those coming to DFW to pick up friends and family. The Airport has more than 27,000 parking spaces total.

DFW AIRPORT FIRE AND SAFETY TROUPE CLOWNS AROUND WITH KIDS; TEACHES FIRE SAFETY

The Department of Public Safety, Life and Fire Safety Clown Troupe will be in the terminals this Tuesday and Wednesday to join the busy holiday rush. Scorch, Res-Q-Ron, h2o, and Hydro are just a few of the clown members that will be spreading the public safety message throughout the terminals.

In 1999, the Life and Safety Clown Troupe was formed as a way to help promote fire safety education during Fire Prevention Week activities. The clown troupe has seven members representing three different divisions in the department. Their mission is "to educate the Airport and surrounding communities by creating an environment through teamwork for presentation of the public safety message."

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