

FOR IMMEDIATE RELEASE

11:30 a.m., CDT

September 13, 2001

DFW AIRPORT BEGINS FLIGHT OPERATIONS TODAY; PASSENGERS SHOULD CHECK WITH AIRLINES BEFORE ARRIVING AT AIRPORT

Airport's Customer Service Program in Full Force: Passengers Receive Proactive Assistance, Free Parking, Phone and Internet Service

DFW INTERNATIONAL AIRPORT, Texas (September 13, 2001) — DFW International Airport today expects to handle approximately 137 flight operations with various carriers, including passenger arrivals and departures. The FAA certified DFW Airport at 8:40 p.m. last night. The Airport was one of the first airports in the country to become certified.

The first flight tentatively departs today – with passengers – at 1 p.m. on United Airlines. Flight times remain tentative as destination airports continue to become certified by the FAA. The number of flight operations at DFW Airport is expected to increase as more airports across the country are deemed secure and ready to handle flights. A number of “ferry flights” today will carry no passengers and allow airlines to reposition their planes as service slowly returns to full operation.

As passengers arrive at and depart from DFW today, they can expect a few heightened security measures, including extensive questioning, multiple security screenings and ticketed-only passengers allowed past security checkpoints.

To assist passengers through their transitions, at least 100 DFW Airport employees and volunteer Airport Ambassadors are being dispersed today at every terminal, proactively assisting passengers as they arrive. The volunteers will be lending a helping hand – from helping passengers locate their car or assisting with baggage, to finding a hotel or rental car, explaining the security process or what to expect while at DFW. This

special corps of volunteers may increase in size as needed and will continue assisting passengers through Saturday or as long as needed.

“We have empowered our employees to do whatever it takes to help our passengers during this difficult time,” said Kevin Cox, executive vice president, DFW Airport. “We know we can’t possibly remove the sense of loss and confusion our passengers may be feeling, but we will do anything we can, as an airport, to help ease our passengers’ experience while at DFW Airport.”

Because timely information is critical for passengers and their family members and friends, DFW Airport is continuously updating the Airport’s Web site at www.dfwairport.com with new information and flight status. DFW Airport officials strongly encourage the public to check the Web site and call their airlines for more information.

Other customer service initiatives enacted at DFW Airport include free parking and free use of wireless phones and Internet access through AT&T and Cingular.

Parking fees will be waived for those individuals who were parked at DFW Airport on or prior to Tuesday, September 11, 2001, to accommodate those customers who may have been affected by diversions and delays as a result of Tuesday’s tragedies. If a passenger arrives today, he or she will receive two days of free parking. If he or she arrives Friday, three days of free parking will be given.

AT&T will offer free e-mail and Internet access through Friday on its AT&T Public Phone 2000I units at DFW. The free service is initiated simply by pressing the “start” button. Once the e-mail/Internet application is in use, the user can also make a free phone call on the unit by pressing the “phone” button.

Cingular will arrive at 1 p.m. today and will provide free phone service through the weekend at DFW Airport. Cingular will be providing this service at specially marked booths at every terminal. Passengers should locate a DFW volunteer if they are unable to find the Cingular booth.

Following is a list of flights reported to arrive at or depart from DFW Airport today. As more information is reported to DFW, the media will be notified. This information will also be posted on the Airport's Web site at www.dfairport.com. DFW Airport asks the public to check the Web site throughout the day for the latest information concerning operations at DFW. The site is continuously updated 24 hours a day, everyday.

THE FOLLOWING INFORMATION WAS REPORTED AS OF 11:30 A.M. THIS INFORMATION IS SUBJECT TO CHANGE WITHOUT NOTICE. PASSENGERS SHOULD CONTINUE TO CHECK WITH THEIR AIRLINES FOR THE LATEST FLIGHT TIMES.

- American Airlines has been certified for flight operation by the FAA
- Delta currently expects three ferry flights today, no passenger operations
- US Airways tentatively plans two arrivals and two departures at 2 p.m. and 3 p.m.
- National Airlines plans one arrival at 7:30 p.m. and one departure at 5:30 p.m.
- United plans two departures at 1 p.m.
- Lufthansa expects to depart from DFW this morning
- UPS plans on five departures at 5 p.m. that were diverted to DFW on Tuesday

Editor's Note: A news briefing will be held at 4:30 p.m., CDT, today in the Board Room at the Airport's Administration Building, 3200 E. Airfield Drive. Media may park in the designated media parking spaces, located at the South entrance of the building.

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