

For Immediate Release

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DFW'S HOLIDAY PASSENGER NUMBERS EXPECTED TO PEAK ; WEBSITE'S ASK DFW PEAKS TRAVELERS' INTEREST

Airport parkers can still take advantage of open lots on busiest travel day of the year

DFW INTERNATIONAL AIRPORT, Texas (November 21, 2001) — Predictions for the busiest travel day of the year at DFW International Airport demonstrate a return to the skies for many travelers since September 11, with numbers predicted to peak at 85 percent of total operations.

"Operations continue to climb and have steadily increased on average since September 11," said Jeff Fegan, CEO DFW International Airport. "We've seen our passengers return with a great attitude and desire to fly. And we'll see it all again this weekend."

More than 160,000 passengers are expected today, traditionally the busiest travel day of the year. Last year, DFW passengers totaled 1.8 million during the Thanksgiving travel period. This year, more than 1.5 million passengers are projected to travel through DFW Airport throughout the 11 days.

AIRPORT PARKING

The Airport's shuttle lots containing 4,000 parking spaces filled to capacity by 9:30 this morning. Parking remains open and available in terminal parking garages and remote lots. Airport parkers can take advantage of the majority of the Airport's 16,000 close-in parking spaces in terminal garages and infield, which are running at 50-percent capacity. The Airport continues to offer free one-hour parking to accommodate those coming to DFW to pick up friends and family through Sunday. The Airport has more than 27,000 parking spaces total.

GUEST SERVICES CENTER

Though its first full day of operation, the Airport's Guest Services Center (GSC) in Terminal B has already hosted more than 400 guests. The facility has become an instant hit with business travelers along with those traveling home for the holidays who want to check their email, get travel tips, or simply relax in a big leather chair in a quiet place. The GSC is open 24 hours per day, seven days a week.

PASSENGERS CONTINUE TO RECEIVE HOLIDAY HELP FROM CORPS OF DFW VOLUNTEERS

DFW Airport Holiday Helpers, a force of 200 volunteers, remain out in force today. Since Tuesday, thousands of free stress balls, fanny packs, newspapers, slinkys, and puzzles were distributed to DFW guests in the terminals and baggage claim areas.

The holiday volunteers can be easily spotted in their DFW logo'd shirts with an American flag on the back, and are joined by Airport Ambassadors, dressed in green jackets and western hats.

DFWAIRPORT.COM TRAFFIC UP 44%; ASK DFW ANSWERS PERTINENT TRAVEL QUESTIONS IN MINUTES

DFW Airport has taken many steps to ensure that passengers are well informed on what to expect at the Airport this holiday season, even before they arrive. The Airport's website – dfwairport.com – has proven to be a useful communications tool, with 7,612 visitors yesterday – a 44 percent increase over normal. Most visitors checked Flight Information to find the status of their flight, and 367 visited the ASK DFW section – 167 more than yesterday – for answers to their most pertinent travel questions.

Comments received about the ASK DFW resource further 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!"

“We live here in Carrollton, but my folks flew in from St. Louis. Thanks again for a wonderful service. We all have it marked on our computers.”

The most frequently asked questions and their answers are as follows. Ask DFW will remain open until 6 p.m. tonight.

Q: How many bags may I take through the security checkpoints and what are the maximum bag sizes?

A: The FAA limits each traveler to one carry-on bag and one personal bag (i.e., purse or briefcase) beyond security checkpoints. Each airline implements its own policy in regards to the permitted size of carry-on bags on its aircraft, so please contact your airline for information.

Q: I heard on the radio that there was free parking at the Airport – is that correct, and, if so, where?

A: We are very pleased that you heard this information. Yes, DFW Airport is providing free one-hour parking to those dropping off or picking up passengers through Sunday, November 25.

Q: What items are prohibited beyond the passenger screening checkpoint?

A: No sharp or pointed items will be permitted through the security checkpoints either on person or in carry-on bags, however these items are allowed in checked baggage. Please visit www.dfwairport.com to view the FAA's Banned Items list before you leave for the Airport. If you do forget to dispose of any sharp item before entering the line for security screening, DFW Airport offers disposal containers at each of its security checkpoints in order to self-declare and dispose of FAA-banned items before passing through the security checkpoint.

Q: If picking up someone at DFW, where is the best place to park?

A: DFW offers 16,000 parking spaces at our close-in terminal garages for meeters and greeters to pick up arriving passengers. Only the first rows of terminal garage parking, both upper and lower levels, are not available at this time. Be sure to view DFW's Parking Recommendations on dfwairport.com for the best parking option for your arriving passengers' airline.

Q: My flight departs at 6 a.m. - what time does the Airport open and when would it be appropriate to arrive for check in?

A: The front doors to the public side of DFW terminals are open 24 hours per day, 7 days per week to accommodate your flight departure times. We recommend you contact your airline to verify the appropriate amount of time to arrive at DFW in advance of your flight.

Q: Can my family and I go through the security checkpoint to visit with our friends arriving at DFW for a two-hour layover?

A: Current FAA security requirements do not allow non-ticketed passengers beyond the security checkpoints at DFW or any airport in the country. You do have the option to meet your friends on the public side of the Airport before their flight from DFW departs to its final destination. Be sure to check the most up-to-date flight arrival status and gate location on dfwairport.com.

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