

For Immediate Release
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DFW AIRPORT ANNOUNCES ADDITIONAL SECURITY CHANGES AND CUSTOMER SERVICE INITIATIVES TO HELP EASE PASSENGERS' TRAVELS

DFW First U.S. Airport to Waive Parking Fees for Returning Guests

DFW INTERNATIONAL AIRPORT, Texas (September 12, 2001) — The FAA's expected ban of all cutting instruments and knives of any kind inside security checkpoints means changes for DFW's 95 food concessionaires and patrons. In anticipation of the FAA's mandate, DFW Airport has already issued mandatory guidelines to its concessionaires. As soon as flight operations resume, only plastic cutlery will be used in dining areas. DFW Airport has instructed all concessionaires to use electric slicers in the kitchen or to bring the food to the Airport in pre-cut portions. Plastic cutlery will be provided to customers.

The Airport is also in the midst of issuing new security credentials for all 1,000 concessions employees. The new badges will allow concessions employees through security checkpoints for work purposes only. DFW will continue to screen deliveries of all concession items, from newspapers to chewing gum. However, DFW Airport has voluntarily screened all deliveries for more than five years.

DFW is also the first major airport in the country to announce a plan to waive parking fees for travelers diverted or displaced during the nationwide flight shutdown. The Airport will provide two days' free parking to those travelers who parked at DFW Airport before Tuesday, September 11 and returning this week.

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Additionally, as travelers arrive at DFW Airport, whether returning from a trip or departing from DFW, DFW Airport employees will be on hand in every terminal assisting passengers with their needs. Dressed in white DFW Airport t-shirts, employees will greet passengers and assist with travel needs, such as locating their car, helping with additional luggage or giving directions.

“We want to assure every DFW passenger that we will help them in any way we possibly can,” said Kevin Cox, senior executive vice president, DFW Airport. “Whether it’s offering two days of free parking or just helping them with their luggage, we will take every step possible to help ease our passengers’ travels during this time.”

DFW passengers should monitor the Airport’s Web site at www.dfwairport.com for the latest issues concerning DFW. The site is updated continuously, 24 hours a day, everyday.

Editor’s Note:

No media representatives will be allowed past security checkpoints without a boarding ticket.

An employee briefing is slated for 7:30 a.m. on Thursday, September 13, in the Administration Building’s Committee Room. In addition to their regular duties, DFW employees will receive their volunteer assignments to greet and assist passengers at the terminals. This special corps of employees will be wearing white DFW Airport t-shirts.

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