

DFW INTERNATIONAL AIRPORT STATUS UPDATE

Question & Answer

When will air service begin at DFW Airport?

For the air transportation system to be up and running again, there must be a “go” designation from three entities: FAA, the airlines and the airport. DFW Airport is working closely with its partners and will be ready to open when the aviation system is ready to fly again.

FAA has reported that all flights may resume after noon Wednesday. We have learned that American Airlines and Delta Airlines plan to begin service again tomorrow. DFW Airport will be ready to resume operations once the FAA and airlines give the go ahead to resume service.

How is DFW Airport helping passengers?

DFW has Department of Public Safety Officers, customer service agents and the corps of volunteer Airport Ambassadors in all airport terminals to assist passengers. DFW Airport and local airlines are providing ground transportation to those customers who need help getting to local accommodations. Ground transportation is still being provided to ensure that any remaining passengers needing transport to hotels are able to get there. DFW will keep airport trains operational until no other assistance is needed. Additionally DFW chaplains are available, as always, in the terminals.

Is the airport open?

The Airport remains open to ground traffic.

All terminals are closed beyond the secured areas.

(DFW Airport Q&A/2 of 3)

Airlines are operating with light crews at ticketing desks within the terminals, before you reach the secured checkpoints. Passengers are encouraged to call airline ticket desks before coming to the DFW Airport.

Passengers who need to be picked up by friends and family may be picked up at curbside. Buses and taxis continue to operate at the Airport.

The rental car facility is open. Concessions at the airport are being closed as each terminal is closed. Airport rental car vendors are working over time, and the Airport wants to thank its concessionaires for their hard work during this difficult time.

What will happen to my parked car?

Unattended vehicles parked along curbsides at the Airport terminals are being towed. However, vehicles parked legally within parking garages and Airport parking lots will not be towed.

How many planes are at the airport now?

Currently, 156 aircraft are parked and secured on the ground. No more aircraft are coming into the DFW Airport. All passengers have been deplaned.

How are the terminals being secured?

DFW Airport Department of Public Safety is securing the terminals, and they are conducting continuous sweeps of the facilities. DPS will have a continuous presence at each terminal.

What other airport activities have been affected?

Construction on the Airport's \$2.6 billion Capital Development Program have temporarily been halted in the Airport's Operations Area. The planned demolition of the Hyatt West Hotel has been postponed. The demolition was originally scheduled for 12:01 a.m., Sunday Sept. 16. The United Way party being held in conjunction with the demolition has also been postponed.

(DFW Airport Q&A/3 of 3)

What will happen to passengers who must remain in the DFW area due to flight cancellations?

The airlines have been very proactive in making arrangements for the traveling public, and the Airport is making its staff available for assistance if requested by the airlines. DFW Airport will ensure that no one is left alone or stranded at the Airport during this time.

What are the determining factors in closing the terminals?

The FAA closed the air traffic control system this morning. Safety and security is foremost in all of our plans. As each terminal was cleared of passengers and personnel, Airport DPS officials closed all areas in the terminal past the security checkpoint.

What are DFW's security plans for the next 12 hours?

DFW has its Airport Security Contingency plan in place and will ensure the security and safety of all airport visitors. We will continue to have a lockdown on all terminals and will continue to have the heightened security plan in place.

What is the status of cargo operations, delivery services and U.S. Postal operations?

All air transportation has been grounded at this time.

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