

**For Immediate Release**  
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## **New DFW Airport VP of Customer Service hired from the Magic Kingdom**

DALLAS/FORT WORTH AIRPORT, TEXAS (February 1, 2001)—DFW Airport Board officials announced today that Byford E. Treanor has been named Vice-President of Customer Service. Mr. Treanor will oversee the implementation of the airport's customer service programs and initiatives. He will join the Board officially on February 5, 2001.

Mr. Treanor comes to the Board from Walt Disney World in Orlando, Florida, with over 29 years of operations management experience. At Walt Disney World, he held several management positions, such as Manager of Operations for Tomorrowland Attractions where he supervised all daily aspects of a 300-cast member operation. He also managed the Magic Kingdom Theme Park's parking, tickets and toll plaza.

In addition, Mr. Treanor served as Guest Relations Manager. His responsibilities included supervising a staff of 240 people, coordinating the theme park's promotions, strategic planning, and product development.

He also worked closely with his staff to ensure that all visitors to Walt Disney World received the highest level of customer service.

Mr. Treanor is a native of Fort Worth. He grew up in Central Florida and has a Bachelor's of Science in Business and Professional Management from Nova Southeastern University.

"We are very excited about Mr. Treanor joining the Airport Board. He brings a wealth of experience, which will make an immediate impact to our operation. I also believe Mr. Treanor will definitely help us maintain the highest level of excellence in customer – friendly service," said Jeff Fegan, CEO of DFW International Airport.

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DFW International Airport is the world's third busiest, serving 60 million passengers a year with nonstop service to 129 domestic and 31 international destinations worldwide. For real-time flight information, parking availability or further details regarding the many services provided at Dallas/Fort Worth International Airport, log on to [www.dfwairport.com](http://www.dfwairport.com).

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