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IMMEDIATE RELEASE

**SURVEY: TRAVELERS GIVE DFW AIRPORT TOP  
MARKS ON CHECK-IN AND SECURITY WAIT TIMES**

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**LATEST POLL SHOWS CHECKPOINT WAIT TIMES  
OF LESS THAN 10 MINUTES FOR 93 PERCENT OF  
PASSENGERS**

DFW INTERNATIONAL AIRPORT, Texas (May 9, 2002) — DFW Airport announced today the results of its second passenger survey taken in the wake of the events of 9/11. Once again passengers give the Airport high rankings on the speed and convenience of stepped-up security screening and check-in processes initiated in the past eight months. The survey also reveals that of the vast majority travelers through DFW Airport, 99 percent feel "safe" to "extremely safe" inside its terminal buildings and rate the facility particularly high when compared with the nation's other airports.

DFW collaborated with the Transportation Security Agency (TSA) in the April 26 survey to expand a poll first done last November, adding questions of TSA interest regarding airport security nationwide. For example, in the April poll, passengers were asked to rank the importance of increased security, ease of travel, cost of travel and customer service, regardless of the airport. Security ranked as the number one concern for 47 percent of the passengers. Ninety-one percent said they believe airport security has improved since 9/11, and 85 percent feel that airline security has improved.

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One indication that the traveling public believes airports have done an excellent job addressing security concerns is that 21 percent ranked ease of travel as their number one concern and another 20 percent ranked cost as the major factor. Customer service also was tops with 12 percent.

DFW's survey results clearly find the Airport's security checkpoints as some of the fastest to clear in the country. The survey found that 76 percent of passengers experienced check-in wait times of less than five minutes and 93 percent of passengers cleared security in 10 minutes or less.

Reported ticketing and baggage-check wait times were also short: 15 minutes or less for 89 percent of passengers, with 47 percent making it in less than five minutes. More importantly, passengers through DFW International lauded the quality of current security measures, with 99 percent of respondents indicating they felt "safe" to "very safe" or "extremely safe."

"We're gratified that the traveling public recognizes the tremendous effort we've made to ensure that our heightened security measures are thorough, efficient and keep the lines moving quickly," said Kevin Cox, senior executive vice president of DFW International Airport. "This survey formalizes what we've been hearing from passengers for some time – that they're very pleased with the quality and convenience of our screening and check-in measures and rank us very favorably with other airports around the country. It's also a reflection of the hundreds of law enforcement and customer service personnel that work hard every day to make it happen. But we will never rest on our laurels and will continue to improve security every way we can."

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DFW Airport attributes the high marks to several factors. The Airport's 20 security checkpoints disperse the check-in lines to multiple entry points, making lines shorter. Improved customer service processes keep lines moving quickly, and outreach programs, such as information posted on [www.dfwairport.com](http://www.dfwairport.com), have done an effective job educating passengers on the latest security procedures and rules as well as what they can expect at check-in and how to make it go more smoothly.

"Our passengers are smart, are savvy, and by and large have learned the new security rules and procedures, making travel for everyone at DFW much easier," says Cox.

The semi-annual study was the second in a series of surveys designed to track passengers' experiences with terminal wait times, check-in, safety and security. DFW International Airport is one of the only major airports that consistently track passenger experiences under increased security procedures.

Compared with other major airports, DFW International Airport ranks high on the overall check-in process. When asked to rate their ticketing and baggage check-in experience compared to other airports on a scale of one to five, with five the best, 83 percent of passengers polled at DFW International Airport gave high marks of four or five. On that same scale comparing security check-in versus other airports, 81 percent gave DFW a four or five.

The Airport conducted its baseline survey in November 2001, and its second polling on April 26, 2002. The April survey had a total sample size of 470 respondents. The survey methodology produced a 95 percent confidence level with margin of error of plus or minus four percent.

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**About DFW International Airport**

Located halfway between the cities of Dallas and Fort Worth, Texas, DFW International Airport is the world's third busiest, serving 55 million passengers a year. Offering nearly 2,000 flights daily, DFW Airport provides nonstop service to 129 domestic and 26 international destinations worldwide. For the latest news, real-time flight information, parking availability or further details regarding the many services provided at DFW International Airport log on to [www.dfwairport.com](http://www.dfwairport.com).

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