



DALLAS FORT WORTH INTERNATIONAL AIRPORT
PUBLIC AFFAIRS DEPARTMENT

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VICE PRESIDENT PUBLIC AFFAIRS: KEN CAPPS 972-574-8080
KCAPPS@DFWAIRPORT.COM

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DFW International Airport Debuts Podcasts On First Anniversary Of International Terminal D

First airport in the world to offer free podcasts on iTunes; More than 8 million passengers use International Terminal D in inaugural year

DFW INTERNATIONAL AIRPORT (July 21, 2006) – DFW International Airport celebrated the one-year anniversary of International Terminal D by unveiling podcasting to a global audience today. DFW becomes the first Airport in the world to make podcasts available to inform passengers on parking, dining and touring options. DFW's downloads are available free of charge at the iTunes Music Store and at dfwairport.com.

"DFW believes this is a great way to reach guests and highlight the amenities at DFW that will make their travel experience easier and more enjoyable than ever before," said Kevin Cox, Chief Operating Officer at DFW who delivered the Airport's inaugural podcast on iTunes today. "Travelers, visitors and guests will be able to download our podcasts in the comfort of their homes or offices and learn valuable information before they get to the Airport or use the podcasts as they visit DFW and traverse our concourses and ticket halls. It's quick, flexible and accessible."

International Terminal D opened on July 23, 2005 with six international carriers flying daily trips to more than 30 international destinations. More than eight million passengers have traversed the 2-million square foot terminal that includes innovative concessions, world-class artwork and quick security checkpoints. DFW recently polled passengers and 89 percent said they were 'pleased and delighted' with their experience at International Terminal D.

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NEWS



DALLAS FORT WORTH INTERNATIONAL AIRPORT
PUBLIC AFFAIRS DEPARTMENT

-Page 2 of 2-

"This has been an amazing year of achievement for DFW, and this facility has literally transformed DFW and made North Texas an even more attractive international destination for business and leisure travel," said Jeff Fegan, chief executive officer of DFW International Airport. "This outstanding terminal wows passengers with its wide-open spaces and beautiful views of the airfield. Travelers make choices when they connect through airports, and Terminal D, the Skylink people mover and Grand Hyatt hotel are all part of the global differentiators that are bringing more international passengers our way."

The Airport celebrated the milestone anniversary with employee Holiday Helpers dressed in international costumes and distributing global giveaways to guests.

Podcasting

The Airport's premiere podcasts will focus on features and amenities at International Terminal D. A fourth highlights the "Welcome Home a Hero" campaign, with information for families, friends and volunteers who provide an enthusiastic, daily greeting for our brave men and women in uniform who fly into DFW to begin their much deserved Rest and Recuperation (R&R).

"We believe these 'know before they go' podcasts for our guests will reduce passengers travel stress making our Airport even more user-friendly," said Joe Lopano, executive vice president of marketing and terminal management at DFW.

DFW's podcasts can be downloaded free of charge by going to iTunes, clicking on "Source," selecting "Music Store," and searching for "DFW Airport." The podcasts will also be available on www.dfwairport.com All audio and video versions will be available in English and Spanish.

DFW podcasts available now include:

- "Entering in the new Terminal D Garage," which will guide the traveler into the parking facility to a space that best fits their needs.

-more-

NEWS



DALLAS FORT WORTH INTERNATIONAL AIRPORT
PUBLIC AFFAIRS DEPARTMENT

-Page 3 of 3-

- “Exiting the new Terminal D Garage,” helping the traveler find the exits out of the parking facility.
- “Dine in Terminal D” part 1 highlights the following restaurants:
 - Bennigan's
 - Auntie Anne's Pretzels
 - Einstein Brothers Bagels
 - Fuddruckers
 - Tigin Irish Pub and Restaurant
 - La Duni Latin Café
 - Ben and Jerry's Ice Cream

Upcoming podcasts will include:

- “Dining in Terminal D” parts 2 and 3 - local and international cuisine at its finest
- “Art Tour”: A comprehensive tour of DFW’s \$6 million art collection in International Terminal D, including the Nasher Sculpture Garden
- “Shop in Terminal D”: A guide to the more than 52 retail outlets located throughout
- “Connecting at DFW International Airport”: An inclusive guide to navigating DFW’s five terminals and the new Skylink train, the world’s largest airport people mover.

The Airport also plans to explore using podcasts for selected news announcements.

“We believe this will enhance our outreach efforts greatly with the media and our multiple audiences who care about DFW,” said Ken Capps, vice president of public affairs at DFW. “The most natural and strategic way to introduce our historic achievement was to announce it with a podcast. We’ve seen great results with the use of the web site and web casts - this is the next logical step.”

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-Page 4 of 4-

Passengers “Pleased and Delighted” with International Terminal D

DFW surveyed its passengers in June and found they had extremely positive experiences with International Terminal D.

- 89 percent of all passengers were "Pleased and Delighted" with their overall experience at International Terminal D.
- 86 percent of departing passengers estimated their security check wait time to be 10 minutes or less.
- 79 percent of departing passengers were "Pleased and Delighted" with the security check process.
- 91 percent of arriving passengers estimated their wait time at passport control to be 10 minutes or less.
- 94 percent of arriving passengers were "Pleased and Delighted" with the customs and immigration process.
- 88 percent of connecting passengers were "Pleased and Delighted" with their overall experience on Skylink.
- 70 percent of connecting and departing passengers were "Pleased and Delighted" with the food and beverage/retail services.

Details:

- Total sample size: 480
- Survey dates: 6/21/06 - 6/26/06
- 36 percent business, 64 percent leisure
- 50 percent male, 50 percent female
- "Pleased and Delighted" represents top box scores (8 - 10) on a 10-point scale

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-Page 5 of 5-

International Terminal D

International Terminal D was designed to provide the highest level of customer service available anywhere in the world with the most technologically advanced systems in place allowing passengers to move quickly through security and feel at ease as they begin or end their journey.

Designs to International Terminal D were changed after the events of 9/11 and \$47 million of additional security features were added to the project. The terminal also features the world's largest inline baggage system that makes checking baggage simple, allowing passengers to quickly move from check-in to boarding areas.

The new 8,100-space parking garage features smart technology which aids passengers in finding the nearest available parking spaces with the shortest possible drive. The garage technology allows passengers readily determine space availability prior to entering a level.

"The addition of 8,100 new parking spaces has opened up a tremendous amount of parking for travelers," said Ken Buchanan, executive vice president of revenue management for DFW. "Passengers continue to take advantage of the great parking and the low rates offered for each parking option. I am thrilled to say that since the new garage opened DFW has not had more than 75 percent of our parking full at any time. If you need a parking spot, stop here."

Wi-Fi Expansion

Passengers can now connect to the Internet with the T-Mobile HotSpot service anywhere in the Airport. From the outside curb to the nose of the aircraft, T-Mobile Hotspot customers will have Wi-Fi internet access not only in International Terminal D, but throughout DFW's four other terminals – making it one of the largest Wi-Fi hotspots in the country. Guests of the new Grand Hyatt Hotel, located inside International Terminal D, will have access to the T-Mobile HotSpot Wi-Fi network in all guest rooms, meeting spaces and common areas.

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-Page 6 of 6-

Skylink

Skylink, the world's largest automated people mover system has already moved more than 14 million passengers through International Terminal D in its first year. Skylink opened last May to complement the opening of International Terminal D.

"Skylink has excelled even beyond our expectations and best of all, our customers love it," said Jim Crites, executive vice president of operations at DFW. "The addition of Skylink has made DFW a true leader in the aviation industry. We have the ability to move 10,000 people each hour from terminal to terminal allowing passengers to easily move from one flight to the next. Passengers are even able to choose what restaurant or shop they want to visit because they know they can eat and still make it back in time for their flight."

Grand Hyatt DFW

The addition of DFW's Grand Hyatt Hotel adds to the already outstanding new terminal. The 298-room boutique hotel done in a fine European style offers a rooftop pool overlooking the airfield below as well as a world-class restaurant. Customers rated the hotel one of the 10 best Hyatt hotels in the world since it opened last summer.

Shopping and Dining

The first anniversary of the new terminal also marks the end of an outstanding year of sales for concessionaires throughout the Airport. Local businesses have boomed and sales at Terminal D have risen 46 percent each quarter since the terminal opening.

"After starting off slow our businesses have really taken off over the past few months," said Gina Puente-Brancato, owner of La Bodega Winery and several other Airport concessions. "We have been able to showcase our unique cuisine and merchandise to eager international customers. In fact, this terminal is now a shopping destination."

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-Page 7 of 7-

The terminal includes 67 retail and restaurant venues, including concessions areas in both pre- and post-security locations. Passengers will also find live performance venues, children's play areas and world class art to entertain and enlighten them on their journeys.

By The Numbers – July 2005 – July 2006

International Terminal D

- 8.1 Million passengers passed through International Terminal D
- 28 Gates
- 67 Concessionaire locations
- \$40 Million in sales generated by concessionaires
- 312 Airport Ambassadors work in Terminal D every week
- 32 Languages are spoken by Airport Ambassadors in Terminal D

International Terminal D Parking Garage:

- 8,100 Total parking spaces
- 7,100 Covered parking spaces
- 755 Two-hour parking spaces

Skylink

- 14,020,745 Passengers rode Skylink
- 2,285,874 Vehicle miles traveled

Grand Hyatt Hotel

- 298 Rooms
- 17,000 Square feet of convention space

Dining Options:

360 Degree Gourmet Burrito, Au Bon Pain, Bennigan's, Blue Bamboo Xpress, Blue Mesa Grill, Camille's Sidewalk Café, Cantina Laredo, Cool River Café, Champps Restaurant & Bar, Cousin's Bar-B-Q, Einstein Bros. Bagels, Fuddrucker's, Jazzman's Café, La Duni Latin Café, Popeye's, McDonald's, Railhead Smokehouse BBQ, Reata Grill, T.G.I. Friday's, Tigin Irish Pub.

-more-

NEWS



DALLAS FORT WORTH INTERNATIONAL AIRPORT
PUBLIC AFFAIRS DEPARTMENT

-Page 8 of 8-

Specialty Food Options:

Auntie Anne's Pretzels, Ben & Jerry's Ice Cream, The Grove Old Fashioned Soda Fountain, Natalie's Candy Bar.

Retail Options:

Brooks Brothers, Brookstone, Buckaroo Duty Free, Dallas Cowboys Pro Shop, DFW TravelMart, Fossil, InMotion Pictures, La Bodega Winery, Landau, MallaSadi Men's Boutique, PGA Tour Shop, Simply Books / Starbucks Coffee, Southwest News, Stellar News, Texas Marketplace, Wall Street News.

About DFW International Airport

Located halfway between the cities of Dallas and Fort Worth, Texas, DFW International Airport is the world's third busiest, offering nearly 1,900 flights per day and serving 59 million passengers a year. DFW International Airport provides non-stop service to 131 domestic and 36 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.

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