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DALLAS FORT WORTH INTERNATIONAL AIRPORT
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FOR IMMEDIATE RELEASE

March 12, 2007

DFW International Airport Named “Best Airport in the Americas” for Customer Service by Airports Council International

ACI survey ranks DFW’s customer service second among busiest airports, fifth in the world

(DFW INTERNATIONAL AIRPORT, TX – March 12, 2007) DFW International Airport has been named the “Best Airport in the Americas” for customer service, an honor bestowed by the Airports Council International (ACI) today in Dubai. DFW also placed second for airports with more than 40-million annual passengers and fifth overall in the world, based on the results of ACI’s 2006 Air Service Quality program survey of more than 200,000 passengers worldwide throughout the year.

“While airports worldwide are focused to improve the experience of passengers, Dallas/Fort Worth International Airport has been recognized by people traveling through it as particularly dedicated to good customer service,” said Robert J Aaronson, Director General of the Airports Council International.

The Air Service Quality program survey covered a range of topics including airport access and connectivity, airport services and facilities, security and immigration, airport environment, arrival services, value for the money and overall satisfaction with the airport and airline services.

“We have been strategically and methodically improving our facilities and placing our people in key roles to interface with passengers – and this extraordinary award is a real validation of our efforts,” said Jeff Fegan, CEO of DFW International Airport. “Our new International Terminal D and Skylink people mover have transformed our airport and elevated its image in the eyes of international travelers – and we’ve set international passenger records for two consecutive years. Rest assured our customer service team and our 1800 employees will continue to improve and innovate the passenger experience at DFW.”

DFW scored highly with passengers for its restaurants, shopping facilities, the cleanliness of its terminals, the ambience of the airport, comfortable waiting and gate

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areas, and the cleanliness of its washrooms. DFW also received top comments for staff friendliness, the wide selection of concessions options and quick airline check-in.

"We pride ourselves on our Texas hospitality and it is absolutely terrific that our world-class airport is recognized by the world and our passengers with this prestigious award," said Jan Collmer, Chairman of the DFW International Airport Board of Directors. "We continue to add new, exciting amenities to our terminals, and of course, it is our employees who take customer service to this very high level. Everyone here understands that customer service is the key to our business and continued growth and success."

DFW's customer service focus also includes the efforts of the Airport's 600-member all volunteer Ambassador staff, as well as volunteers who work with the non-profit DFW Traveler's Aid office and thousands of community volunteers who participate in the airport's Welcome Home A Hero program to greet U.S. military charters every day.

"This award is the result of a concerted team effort that was begun more than five years ago to be ranked as a truly world-class airport for customer service," said Joe Lopano, executive vice president for marketing and terminal management at DFW. "With major additions like International Terminal D and Skylink, as well as new customer business centers, Samsung flat panel televisions throughout the terminals, new restaurants and retail concepts, and new seating in many of our gate areas, we are happy to be recognized for our efforts."

More than 90 airports worldwide take part in the ACI Airport Service Quality program, which surveys passengers on a quarterly basis. More than 200,000 passengers filled out survey forms in 2006, providing benchmarking of an airport's service performance with airports of similar size, in the same region, over time, and on a worldwide basis.

The ACI survey found that frequent flyers look for swift and hassle-free airport experiences with minimum of contact with staff. Conversely, leisure or infrequent flyers place considerable emphasis on friendly and courteous staff. Leading factors with regard to customer satisfaction are the ambience of the airport and the cleanliness of the terminal, followed by feeling safe and having comfortable waiting areas.

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“The awards recognize the airports that have received the passengers’ vote of confidence,” said Aaronson. “The responses suggest that what drives customer satisfaction appears to be a good knowledge of passenger requirements. There is no single magic bullet, it is a question of understanding passenger preferences at each airport.”

This prestigious ACI honor culminates a 12-month period in which DFW has been recognized as a top-five airport for business travelers by Business 2.0 Magazine and CNN.com, and honored by Air Cargo World as “Best Cargo Airport” and by Air Cargo News as “Cargo Airport of the Year.”

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 60 million passengers a year. DFW International Airport provides non-stop service to 134 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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