

# NEWS



DALLAS FORT WORTH INTERNATIONAL AIRPORT  
PUBLIC AFFAIRS DEPARTMENT

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## **Summer Time and the Living is Easy at DFW International Airport**

### **“Best Customer Service Airport” offers new passenger amenities and family travel tips; Airport debuts ‘Best Trip from the Best Airport’ Essay Contest for Memorial Day travel**

DFW INTERNATIONAL AIRPORT – (May 24, 2007) – As kids took their turn doing the limbo and a band played beach tunes at International Terminal D, DFW International Airport kicked off its holiday travel season today, forecasting more than 16 million summer passengers and announcing a series of new amenities and services aimed specifically at families. Celebrating two world-recognized awards for customer service and passenger satisfaction, the Airport also debuted new parking buses and discounts from concessionaires designed to make family vacations easier and more affordable.

“Our passengers from around the world and right here in North Texas have spoken loudly and clearly to make us the number-one rated big airport for customer service and we’re very proud of that,” said Jeff Fegan, CEO of DFW. “We are anticipating a very strong summer of travel and we are going to continue to add amenities that will make the passenger experience at DFW even more convenient, comfortable and fun.”

The Airport debuted a new set of family travel tips on [www.dfwairport.com](http://www.dfwairport.com) and announced a passenger essay contest on the website. Travelers are invited to submit an essay about their DFW travel entitled “Best Trip from the Best Airport” with the opportunity to win four American Airlines round trip tickets and a new set of luggage. The winner will be announced prior to the Fourth of July holiday.

“We know that flights are going to be full and the terminals bustling with travelers and we plan to keep our passengers moving while offering new shops and services to make sure that long-awaited summer vacation is more enjoyable,” said Joe Lopano, executive vice president of marketing and terminal management at DFW. “One of out 10 U.S. passengers connects through DFW every day and that gives us a terrific opportunity to show how we as an Airport can make a difference in their trip.”

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The Airport also discussed improvements at its 19 security checkpoints, already among the fastest in the country. Testing of new audio messages to inform and educate passengers on security and carry-on procedures has improved passenger flow by eight percent. The audio messaging systems will continue testing in Terminal C in conjunction with the Transportation Security Administration (TSA), and are expected to be fully implemented during the summer.

DFW summer travel highlights include:

- A forecast of 16.4 million passengers from June through August, staying steady from a year ago and very strong even though seat capacity is down.
- 25 new Express Parking buses and Memorial Day parking discounts: From May 23 - May 26, travelers entering the Remote and Express Parking Lots will receive a coupon to upgrade to Terminal Parking for only \$10 per day and \$7 per day at Express South. Coupons will be valid until May 31.
- A Military Appreciation parking offer will honor all veterans and current military personnel. Coupons will be offered to all veterans and current military personnel for 7 days of free parking at Express South from May 23 through June 2.
- Dunkin' Donuts distributed 50 dozen free donuts, 250 coffee mugs and 500 coupons for free coffee to passengers on this busy 'getaway' day and will open locations at A-28 and B-8 in mid-June and E-5 later this summer.
- Mont Blanc opens a new store this week in International Terminal D.
- Rocky Mountain Chocolate Factory will be opening in Terminal D this Saturday.
- Johnston & Murphy is now open in Terminal E.
- 97 Pepsi vending machines now accept Visa, MasterCard and American Express for soft drink and water purchases.

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- Shop24 - an automated convenience store opening July 1 at A-29 will sell everything from diapers to curling irons, coloring books to flash drives.
- DFW concessionaires are offering a variety of discounts and coupons to be distributed in Express Parking lots. Offers are good throughout June.

## **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. Named as 2006's "Best Airport for Customer Service in the Americas" by an Airports Council International survey of passengers, DFW International Airport provides non-stop service to 133 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](http://www.dfwairport.com).

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