

# NEWS



DALLAS FORT WORTH INTERNATIONAL AIRPORT  
PUBLIC AFFAIRS DEPARTMENT

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## **DFW International Airport's CEO to Host Live Online Chat Session for Traveler Questions**

### **New free charging station serves as setting for Airport's first web chat**

(DFW INTERNATIONAL AIRPORT – November 19, 2007) – DFW International Airport Chief Executive Officer Jeff Fegan will answer questions from the traveling public in a live online chat session on Wednesday, just as the Thanksgiving holiday travel period moves into full swing. During the “Ask Jeff” session, Fegan will answer questions about airport issues and general travel questions live from Terminal A at one of DFW’s newly installed Charging Stations, which offer passengers free power and free Internet access.

“We’re always looking for ways to interface directly with our passengers and hear what they have to say, so I am looking forward to the chat session,” said Fegan. “I’m not the fastest typist in the world but it should be fun and engaging.”

The chat session will take place November 21 at 10 a.m. Central Standard Time. Passengers can visit [www.dfwairport.com/askjeff](http://www.dfwairport.com/askjeff) to ask questions and participate in the online chat, and they may begin posting questions as early as today. Fegan will answer as many questions as possible during the chat hour, and a full transcript will be posted on [www.dfwairport.com](http://www.dfwairport.com) after the session concludes.

“We are totally focused on the passenger experience every day of the year and we think Jeff’s online chat is a great way for him to connect with our travelers,” said Ken Capps, vice president of public affairs for DFW. “We realize this has been a difficult year for air travel, but DFW is always looking to improve the portion of the travel experience that we can control. Hearing directly from our passengers is an effective way to achieve that goal.”

The session is part of DFW’s 2007 holiday season campaign called “You Make Our Season Bright.” The campaign focuses on improving the passenger experience at DFW and also includes the Airport’s annual Holiday Helper events and the newly unveiled Traveler TechFest, which runs through the end of the year.

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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, offering nearly 1,900 flights per day and serving 60 million passengers a year. Ranked "Highest in Customer Satisfaction for Large Airports" in North America by J.D. Power and Associates, and 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 135 domestic and 38 international destinations worldwide. DFW International Airport contributes 305,000 jobs, \$7.6 billion in payroll and \$16.6 billion in economic activity every year for North Texas, according to the Texas Department of Transportation's 2005 aviation economic impact study. 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).

For J.D. Power and Associates Award information, visit [www.jdpower.com](http://www.jdpower.com).

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