

# NEWS



DALLAS FORT WORTH INTERNATIONAL AIRPORT  
PUBLIC AFFAIRS DEPARTMENT

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FOR IMMEDIATE RELEASE  
November 21, 2007

## **DFW International Airport Expects 2.2 Million Passengers over Thanksgiving Holiday Travel Period**

### **Airport Celebrates Passengers: "You Keep Our Holidays Bright"; Holiday Helpers Assist Travelers with Security Lines**

(DFW INTERNATIONAL AIRPORT – November 21, 2007) – DFW International Airport entertainers serenaded passengers while volunteer Holiday Helpers assisted travelers through checkpoints today, all part of the Airport's "You Make Our Season Bright Campaign" that runs through New Year's Day.

DFW estimates 2.2 million passengers will pass through its terminals for the 13-day Thanksgiving travel period November 15-27. That number is comparable to the same period last year. The Airport chose the theme "You Make Our Season Bright" to thank passengers for voting DFW 'Highest in Customer Satisfaction for Large Airports' in North America, as measured by J.D. Power and Associates.

"We realize it has been a particularly difficult year for air travel, given the weather and operational challenges the airlines have faced," said Jeff Fegan, CEO of DFW. "There are many things an airport cannot control, but we can try to make the experience inside our terminals as comfortable and convenient as possible. That's a top priority every day but especially during the holiday travel season."

In fact, Fegan sat down in Terminal A for an online chat with passengers entitled "Ask Jeff." Typing answers to travel-related questions from one of the airport's new free power and internet kiosks developed by Clear Channel, Fegan told passengers, "We know you have a choice when you choose airports, and we hope you will choose DFW every time."

Meanwhile, Airport employees who are part of the nationally acclaimed Holiday Helpers campaign assisted passengers through checkpoints and worked with Airport Ambassadors to keep security lines moving. DFW is recognized for having some of the fastest security lines in the nation, with wait times 10 minutes or less in most cases. The volunteers have spent considerable time assisting travelers with their liquids and gels as part of the Transportation Security Administration's 3-1-1 program. More information about those 3-1-1 rules can be found at [www.tsa.gov](http://www.tsa.gov).

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## Holiday Entertainment:

The Airport dispatched a variety of musical groups and other entertainers across its five terminals. Strolling entertainers serenaded passengers with holiday music, magic tricks, balloons and more. And children were given travel gifts and crafts to entertain them on their journey.

## Holiday Helpers:

Created in the first holidays following September 11, 2001 the volunteer program is a tradition with DFW employees and their families. Volunteers leave their desks for a day and assist passengers as needed.

## A New Podcast:

DFW was the first airport in the world to produce its own podcasts. The latest edition debuts this week and gives a tour of the Airport's \$6 million art collection in International Terminal D as well as works from the Nasher Sculpture Center in Dallas. It can be downloaded [www.dfwairport.com](http://www.dfwairport.com) or on the iTunes web site.

## Traveler TechFest:

DFW's display of its techno-friendly amenities for road warriors and traveling families debuted to extremely positive feedback last week – and the technology items available for that last-minute gift are plentiful and available in each terminal. Log onto [www.dfwairport.com/techfest](http://www.dfwairport.com/techfest) for more information.

## Parking Break:

For travelers flying out of DFW International Airport during the Thanksgiving break, parking at the Airport will again be a great deal. Drivers who find an Express or Remote parking lot filled between November 18 and 22 will be given a coupon to park at the Airport's Terminal lots for \$10 per day, rather than the usual \$17. The discount coupon can be redeemed for stays that start between the 18th and 28th of November.

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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 39 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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