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IMMEDIATE RELEASE **DFW INTERNATIONAL AIRPORT RECEIVES SOLID  
REVIEWS ON SECURITY**

September 5, 2002

**AIRPORT CONTINUES TO RECEIVE TOP MARKS  
POST 9/11 AS U.S. SENATE CONSIDERS  
FLEXIBILITY IN 12/31 BAG SCREEN DEADLINE**

DFW INTERNATIONAL AIRPORT, Texas (September 5, 2002) – DFW International Airport completed its third quarter passenger survey and found travelers continue to give the Airport top marks with high passenger satisfaction, fast check-in times and minimal security delays. Key findings of the survey, which polled 581 passengers who experienced DFW security first hand show:

- 96 percent of passengers surveyed reported passing through security in 10 minutes or less
- 94 percent of passengers surveyed had a baggage/ticket check-in process of 15 minutes or less
- 98 percent of passengers reported feeling safe to extremely safe once inside the terminal

“The team at DFW works hard to maintain its excellent customer service and these survey results speak volumes,” says Kevin Cox, senior executive vice president of DFW International Airport. “However, passengers throughout the country will be faced with slower service, longer lines and an unpleasant traveling experience if flexibility to the current December 31 deadline for increased baggage screening is not approved.”

DFW was the first airport in the country to submit plans to the Transportation Security Administration (TSA) in March to meet the December 31 deadline and keep security and customer service high. The TSA was unable to approve the plan at that time, and interim solutions proposed by the TSA to meet the deadline could now mean three hour waits simply to check bags at DFW and other large airports. Airport directors at 135 of the nation's airports have written to U.S. Senators to adopt similar legislation as the U.S. House, allowing the TSA some flexibility on the deadline.

"There's no question that TSA will not have the money, manpower, or explosive detection machines to meet the December 31 deadline at all 429 airports across the country, and attempting to meet an arbitrary deadline, for deadline's sake, will have an extremely detrimental effect on travelers, the airline business, and the economy," says Cox. "Airport security has never been better, it's improved dramatically since September 11, and continues to improve every day."

The results from the latest survey, conducted on August 22, showed strong consistency from the last survey conducted on April 26. The Airport began the surveys after the events of September 11, 2001, to measure the impact of new security procedures on travelers who pass through security at DFW Airport and how best to reduce the "hassle factor" and improve customer service.

"What we're seeing in these results is an educated traveler," adds Cox. "Travelers are getting the word on what they can and cannot bring aboard a plane. They know what they need to do to minimize their wait times. Security is still at the top of minds for passengers, with 49 percent of passengers rating increased security as the most important element when traveling."

DFW received even more positive reviews when compared to other airports, according to travelers. When asked to compare their security check-in process at DFW Airport to other airports, 82 percent of passengers gave the Airport high marks of 4 or 5, based on a scale of 1 to 5, with 5 being the best score. When comparing baggage check-in at DFW to other airports, 88 percent of passengers gave DFW marks of 4 or 5.

This semi-annual study was the third in a series of surveys designed to track passengers' experiences with terminal wait times, check-in, safety and security. Since the inception of the study, the Airport has seen wait times drop in the security screening process and for baggage check-in. Each survey also revealed consistent passenger opinion gains in airport services when compared to other airports. DFW International Airport is one of the only major airports that consistently tracks passenger experiences under new security procedures. The Airport conducted its baseline survey in November 2001. The latest survey was conducted on August 22, 2002 and had a total sample size of 581 respondents. Only passengers who had cleared security were queried. The survey methodology produced a 95 percent confidence level with a margin of error of plus or minus 4 percent. All participants had traveled round-trip out of DFW Airport within the last three months.

Located halfway between the cities of Dallas and Fort Worth, Texas, DFW International Airport is the world's third busiest, offering nearly 2,000 flights per day and serving 55 million passengers a year. DFW International Airport provides non-stop service to 130 domestic and 31 international destinations worldwide.

#### EDITOR'S NOTES:

- A copy of the survey is available at [www.dfwairport.com](http://www.dfwairport.com) and can be found on the right-hand blue-colored menu in the "MediaSite" section under "Surveys." The survey is titled "Third Quarter Security Checkpoint Study."
- This release, and past news releases issued by DFW International Airport, are available online at [www.dfwairport.com](http://www.dfwairport.com) in the "MediaSite" section.

- 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). To arrange interviews contact DFW Public Affairs at 972 574 NEWS (6397) or Ken Capps, APR, Vice President Public Affairs, at [kcapps@dfwairport.com](mailto:kcapps@dfwairport.com).

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