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4:30 p.m., CDT

September 13, 2001

DFW AIRPORT STATUS UPDATE: OVERVIEW OF OPERATIONS

Speech given by Kevin Cox, senior executive vice president, DFW Airport

DFW INTERNATIONAL AIRPORT, Texas (September 13, 2001) — Good afternoon, I'm Kevin Cox Senior Executive Vice President of DFW Airport. We wanted to get together with you and the traveling public this afternoon to give you a quick re-cap of how operations have gone today, and what we expect this evening and tomorrow.

I'll give you a quick overview of operations today, then turn it over to Jim Crites, who will talk in even greater detail of our operations, which are moving as quickly as possible back to normal. Let me caution you, however, that this will be a process that will take time, and will remain fluid for several days. You cannot simply press a button and things are back to normal.

DFW Airport was one of the first airports in the nation to be certified as "secure" and ready and open for business. The FAA, the airlines, and our DFW Airport staff and police officers worked round-the-clock to make it happen.

As of 4:00 PM today, DFW has handled more than 54 flight operations – 25 arrivals and 20 departures. We have 250 more planned between now and midnight: 171 departures, 79 arrivals, amounting to 13 percent of our usual daily level of operation. Our first passenger departure was American flight 225 which left for Raleigh-Durham just after 2:30 this afternoon.

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As for the terminals at DFW...The first security checkpoints opened shortly after noon today, and our guests were allowed back into the gate areas shortly after that. I would like to extend a sincere thank you to the traveling public....we understand you're tired, frustrated and ready to go home or get to your next destination. However, you have been extremely courteous and understanding and patient in dealing with all the new rules and regulations at the airport. I thank you, and I encourage you to remain patient.

To continue to assist our guests, we've instituted a number of programs that are unique to DFW Airport and we think is helping ease the pain and help people get out of the airport as soon as possible.

First, we've had more than 100 staff members from DFW Airport volunteer their time today to fan out across the terminals to help passengers in any way possible.

We knew that once passengers started arriving at the airport, or family members began coming to the terminals to find out when their loved ones were going to arrive, that we needed to do something...We knew that "that something" was not ensuring that they remained in an orderly line at the ticket counters or retrieved their baggage and quickly exited the airport. We knew that our guests would need and want a more softer touch, personal assistance and a warm and friendly face coming up to offer any kind of help or just an ear to listen.

So far, they've helped with bags, helped find hotel accommodations and ground transportation, provided cold water, even bought several passengers something to eat. We've also passed out thousands of brochures explaining the new parking and security rules in simple terms.

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The staff of DFW is indeed a family. We're very proud of our DFW family, but not surprised by their efforts above the call of duty, and we'll continue trying extremely hard to help our extended family in the terminals of DFW Airport during this difficult time.

As you are probably aware, DFW was also the first major airport in the country to announce free parking for those travelers who left on Tuesday and are only today or tomorrow able to get home. That program is meeting with great response.

We were also first to provide free cellular phone and Internet access to our travelers, through Cingular Wireless and AT&T. We appreciate their support and generosity in keeping our guests connected with friends and loved ones. Those programs will continue until Saturday.

In the face of this terrible tragedy, we've seen travelers and airline and airport staff come together like never before. But it will take several days for the entire air traffic system to return to normal. And as you know, the new security rules in effect indefinitely will mean the word "normal" has changed for all of us.

Be patient, hang in there.

Now, I'd like to turn it over to Jim Crites, who has some more details on our operations today at DFW.

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