

Dallas Fort Worth International Airport: Travel. Transformed.

04.04.16



Agenda

- DFW Airport Overview
 - History
 - Economic Impact
 - Air Service
- Strategic Plan
 - Cost Competitive
 - Customer Satisfaction
 - Operational Excellence
 - Employee Engagement
- The Future
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 - TRIP
 - Duty Free Shopping

DFW Airport Overview



In four decades of existence, DFW has grown into a “global super-hub” for airline activity.



DFW Airport is served by 26 passenger carriers and 17 cargo carriers.



Non-stop service is provided between DFW and 56 international destinations.



The Airport is the economic engine of the DFW Region.

\$37 Billion

Annual economic impact

228,000

Jobs supported

\$12.5 Billion

Supported payroll



DFW's Strategic Plan

DFW has focused on four key results to grow the business.

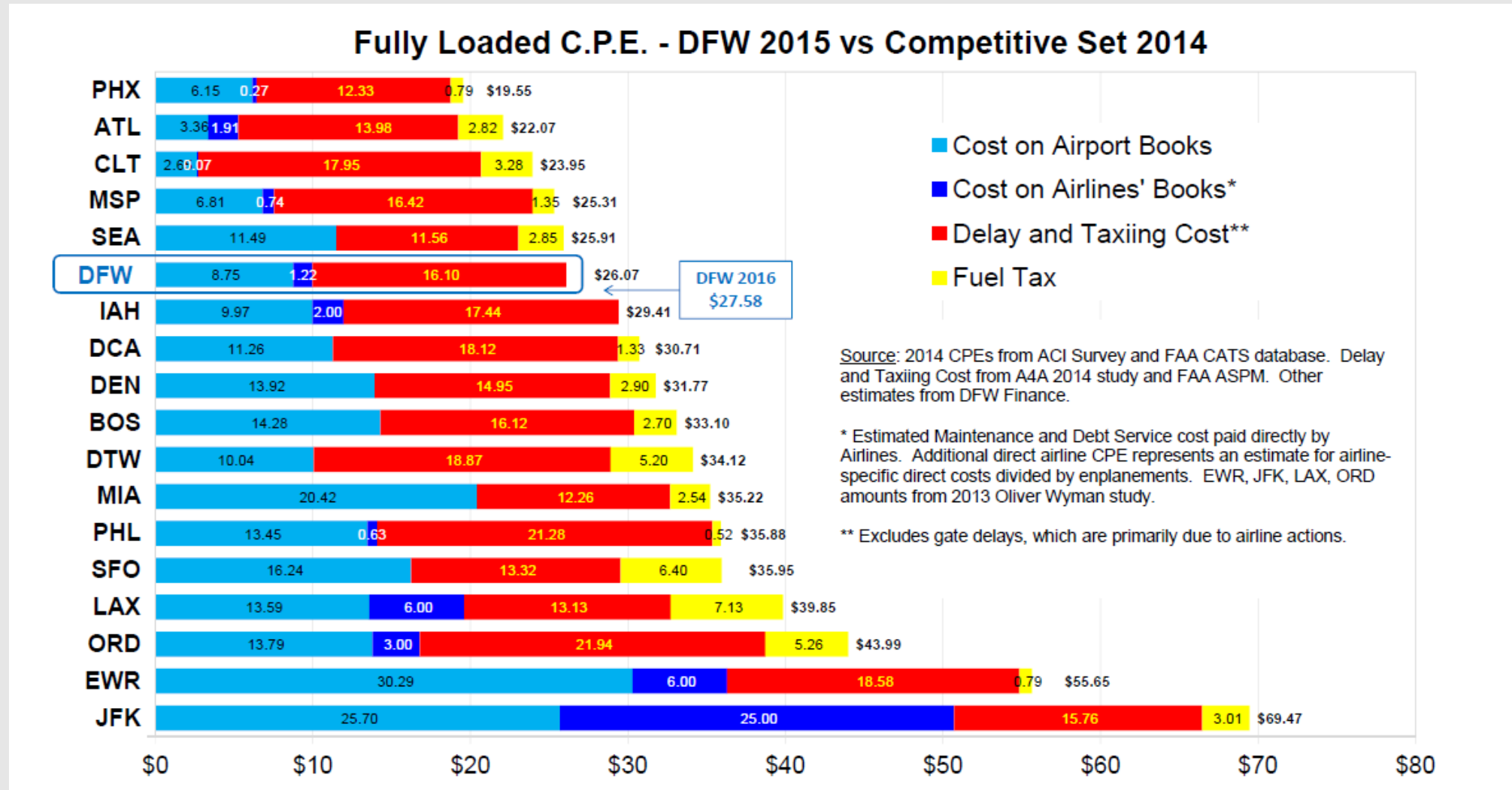
COST
COMPETITIVE

CUSTOMER
SATISFACTION

OPERATIONAL
EXCELLENCE

EMPLOYEE
ENGAGEMENT

DFW is one of the lowest-cost large hub airports in the nation.



Keeping airline costs low increases our ability to initiate or expand air service at DFW.



Commercial Development opportunities play a key role in positioning DFW for future success.



DFW Airport works to consistently deliver excellent customer service and improve the customer experience.





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Striving for operational excellence helps maintain DFW's stellar reputation in the aviation industry.



DFW fosters employee engagement to ensure objectives can be achieved well into the future.



The Future of DFW Airport

We anxiously await the arrival of rail service between Fort Worth and DFW Airport.



TRIP is transforming the experience our customers have at DFW Airport.



A new duty free shopping experience is coming to Terminal D.





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