

City of Dallas News Release

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City of Dallas

FOR IMMEDIATE RELEASE

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Dallas Love Field ranks number one in national customer satisfaction survey

DALLAS - The 2008 North American Airport Satisfaction Index Study was released this week by JD Power and Associates and Dallas Love Field (DAL) ranked the highest in the small airport category. Love Field received high marks for airport accessibility, security check and terminal facilities. This is the second time Dallas Love Field has received the prestigious award.

"The City of Dallas is thrilled to learn that Dallas Love Field has earned the number one ranking among small airports by J.D. Power and Associates" said City of Dallas Aviation Director Daniel T. Weber, A.A.E. "This survey is an important indicator of how we are doing as an airport community, and this is an outstanding result, especially given our passenger growth of about 15 percent this past year. "

A total of 20 airports, including five in Texas were surveyed for the study. Dallas Love Field received a perfect score in all categories. Over the past three years, Dallas Love Field has consistently ranked in the top three positions in overall customer satisfaction.

"It takes hundreds of employees at Love Field who are doing their jobs at a very high level in order to achieve the number one ranking in customer satisfaction" Weber said. "From the parking attendants to the concession wait and counter staff, shoe shine, custodians, airline staff, and our Dallas police officers, these are the people who represent their respective employers and Love Field, directly to the airport customer."

Security check was one area in which Dallas Love Field performed particularly well in the survey. "We are proud that the Dallas Love Field TSA staff places such a high value on service to the customers of Love Field while they ensure a secure travel environment."

The Dallas Airport System operates three City of Dallas facilities: Dallas Love Field, Dallas Executive Airport and Dallas Downtown Vertiport. To find out how other airports ranked go to: <http://www.jdpower.com/travel/ratings/airport-ratings/small>.

The 2008 North America Airport Satisfaction Study is based on responses from more than 21,165 passengers who took a round-trip flight between April 2007 and March 2008. Passengers evaluated up to three different airports—their departing and arriving airport, and if applicable, their connecting airport—for a total of more than 36,500 evaluations.