

Concessions Webinar

August 22, 2024



DFW

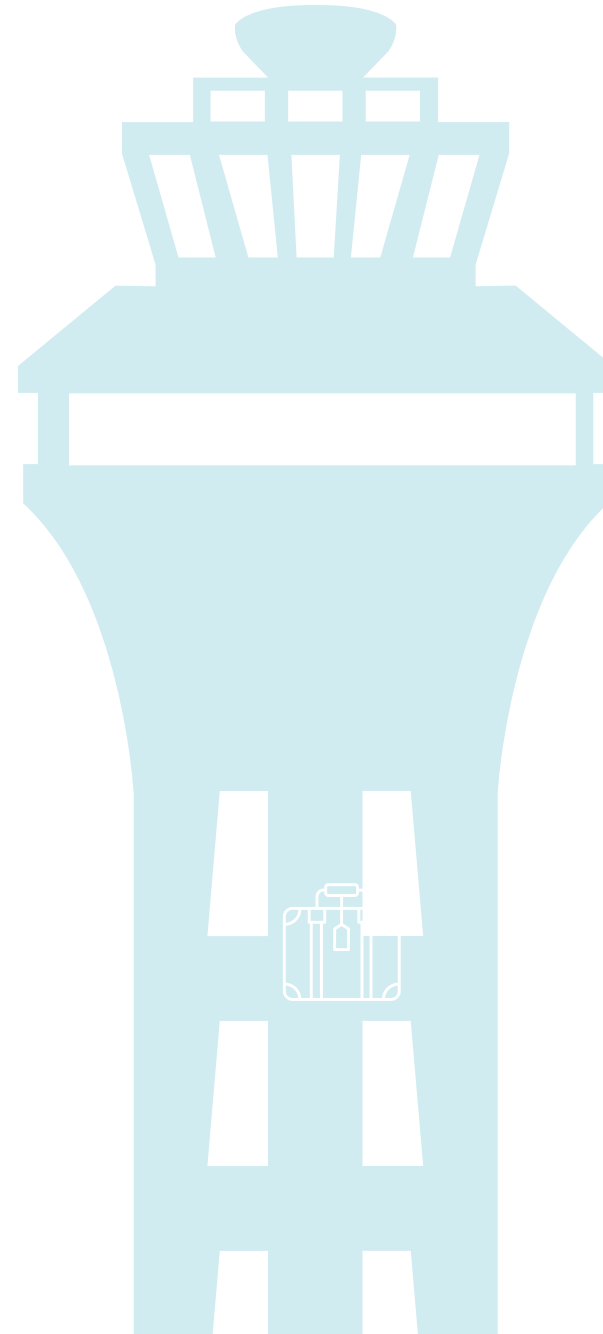
Agenda



- Welcome Zenola Campbell
- Air Services Update Floriana Trif
 - New Destinations
 - Passenger Projections
- Upcoming Construction Tammy Huddleston
- Marketing Update Sabrina Khater
- Consumer Research Josh McGinty
- Summer Success Jennifer Simkins
- Sales Projections
- Close Ken Buchanan

Welcome

Zenola Campbell
Vice President Concessions



End of Year Awards - Timeline

Nominate

Sept 16th – Oct 13th



DFW Review

Oct 21st – Oct 28th



Notifications

Oct 28th – Nov 1st



Pictures

Nov 4th and Nov 11th

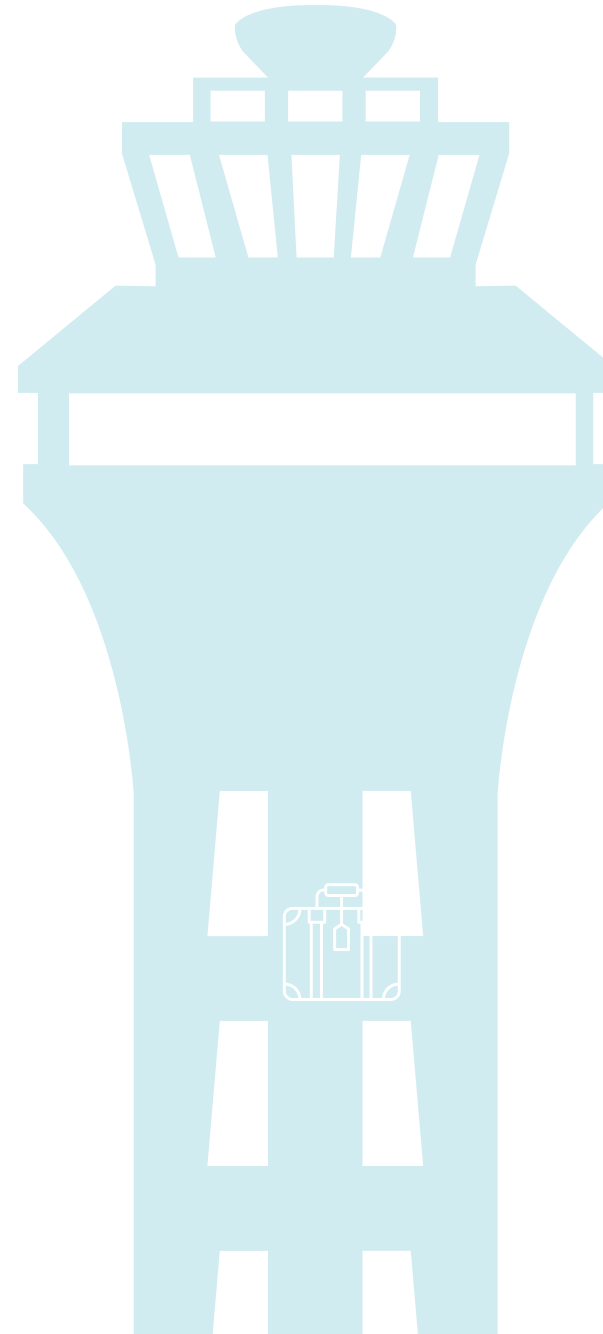


Celebration

Dec 12th

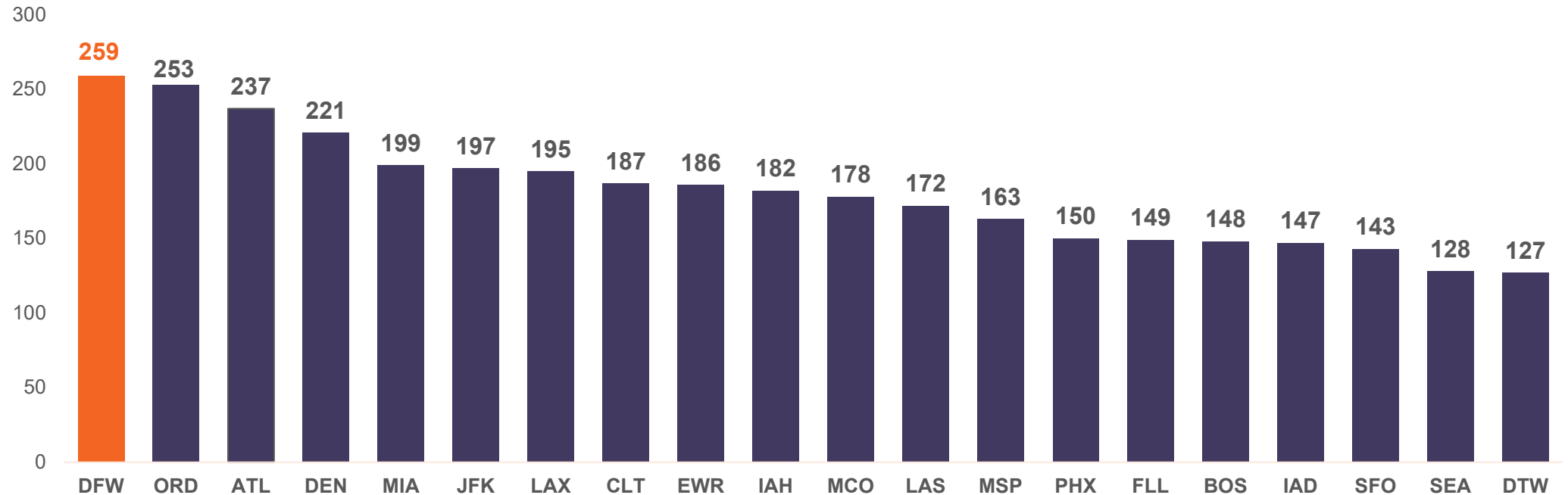
Air Services Update

Floriana Trif
Sr. Aviation Analytics Manager

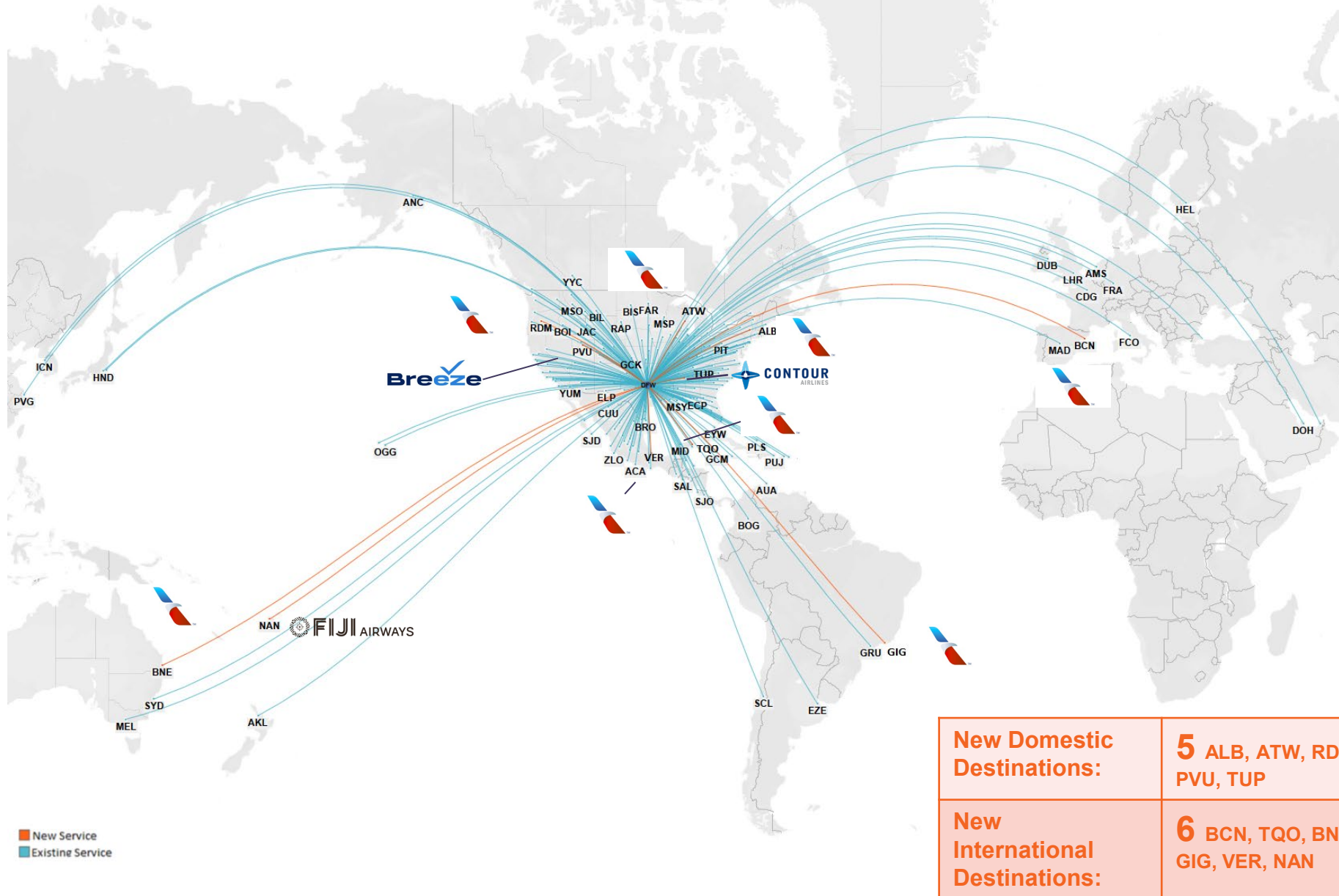


DFW leads all US airports with 259 total destinations

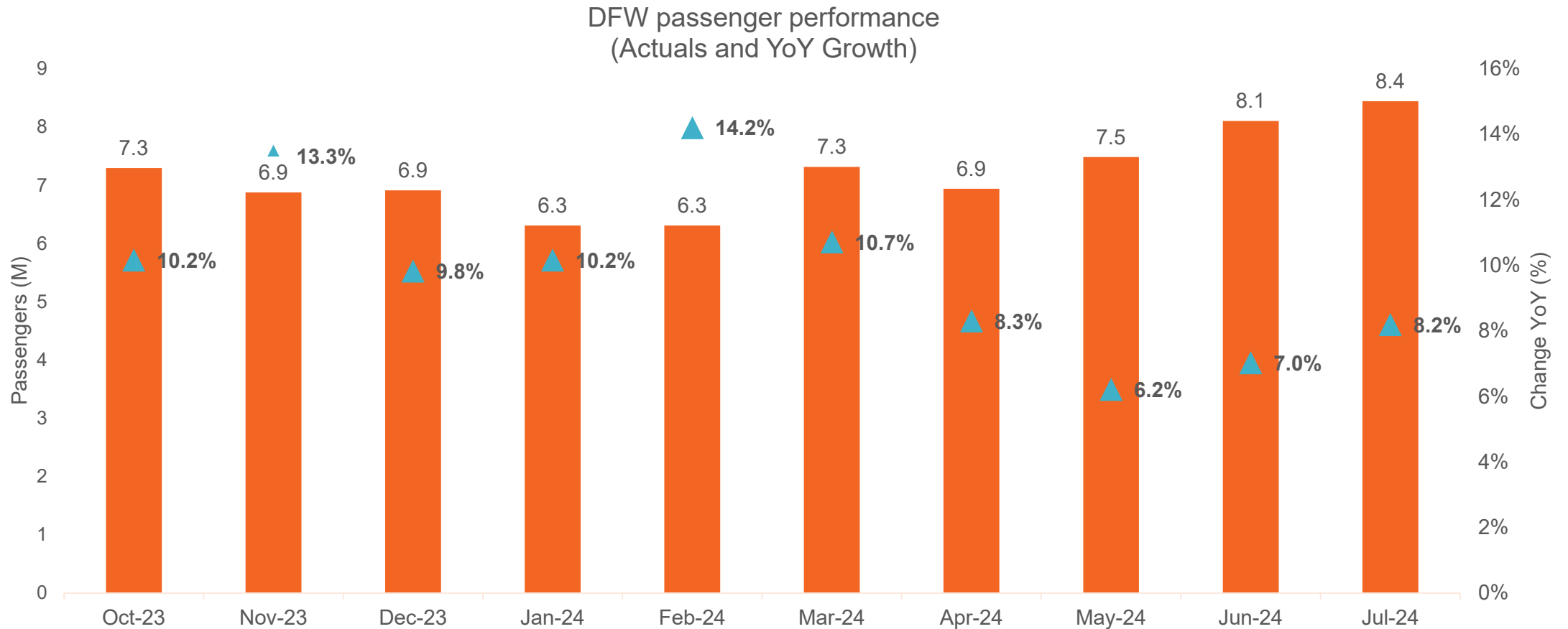
Destinations for major US airports
(YE July 2024)



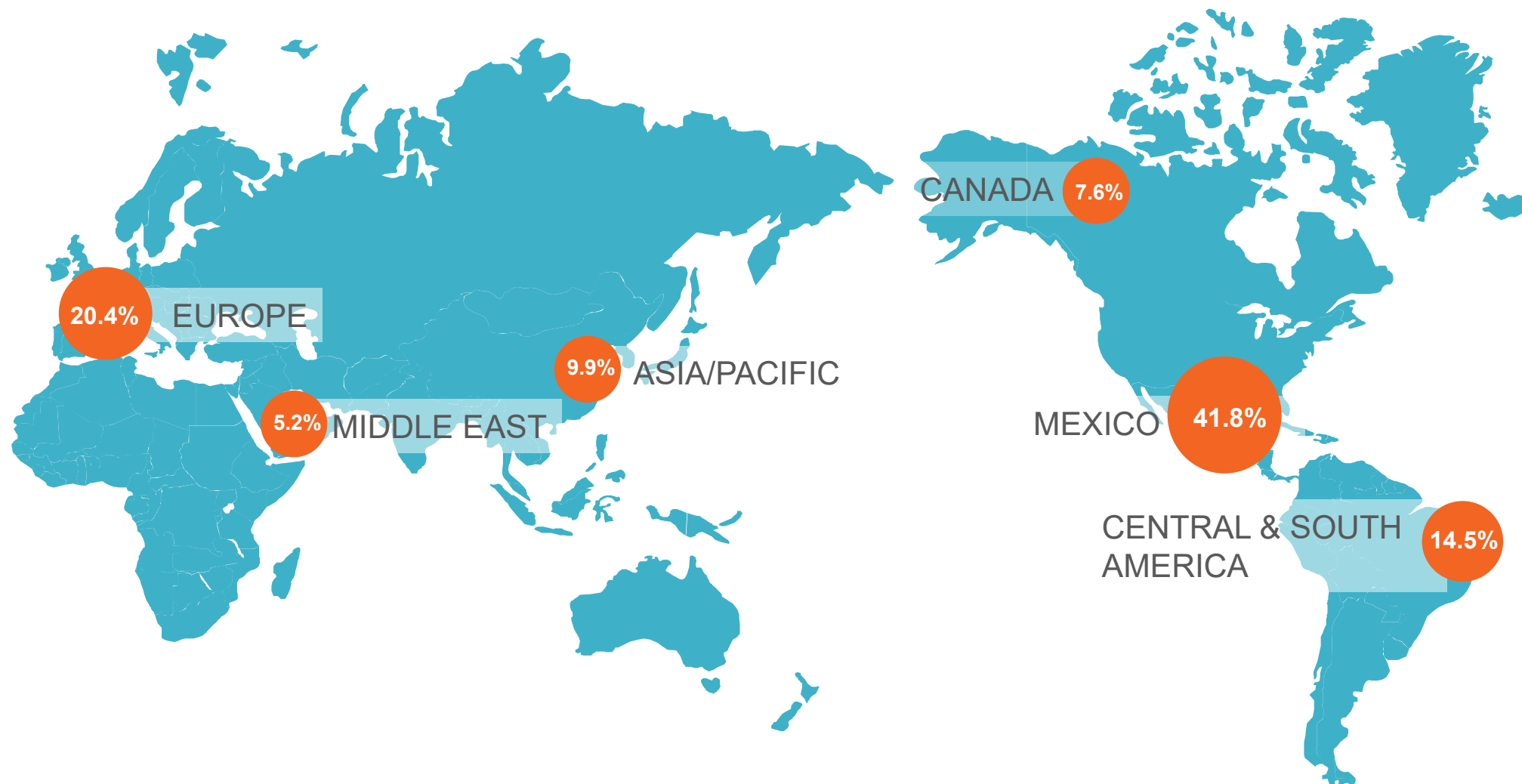
11 new services announced in FY24



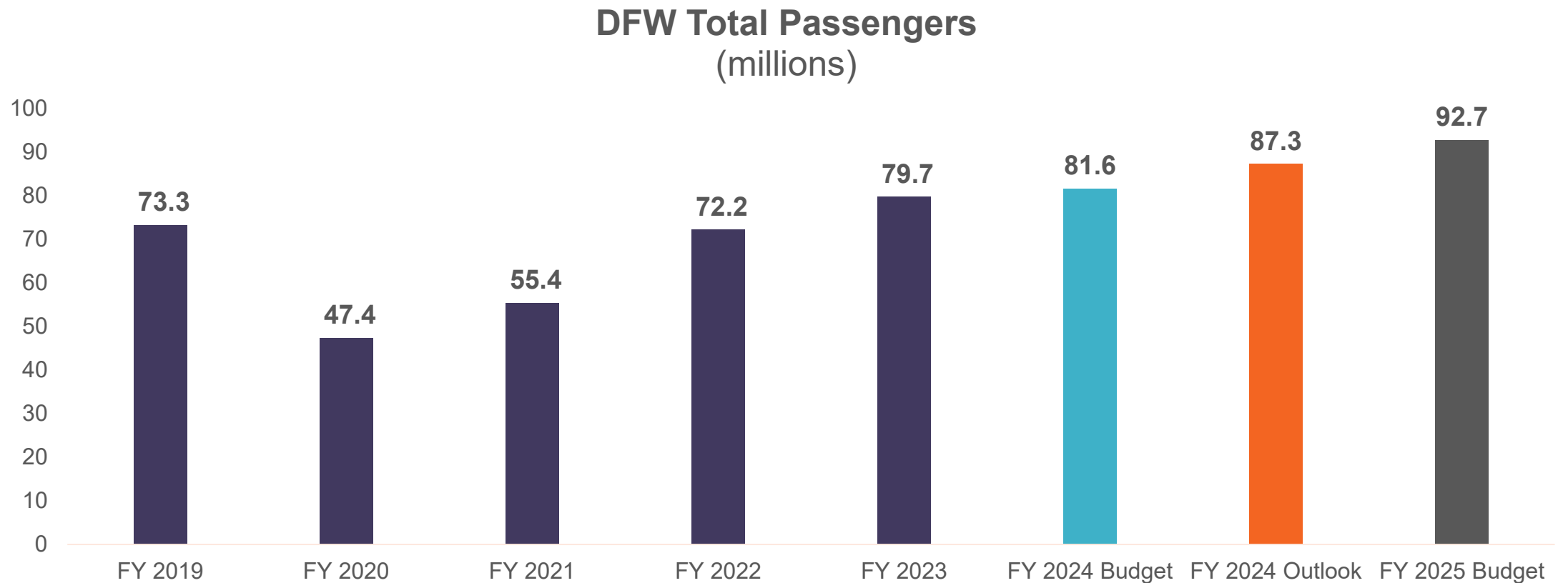
Strong performance FYTD, averaging 9.6% growth YoY



Mexico represents the largest market for all international passengers

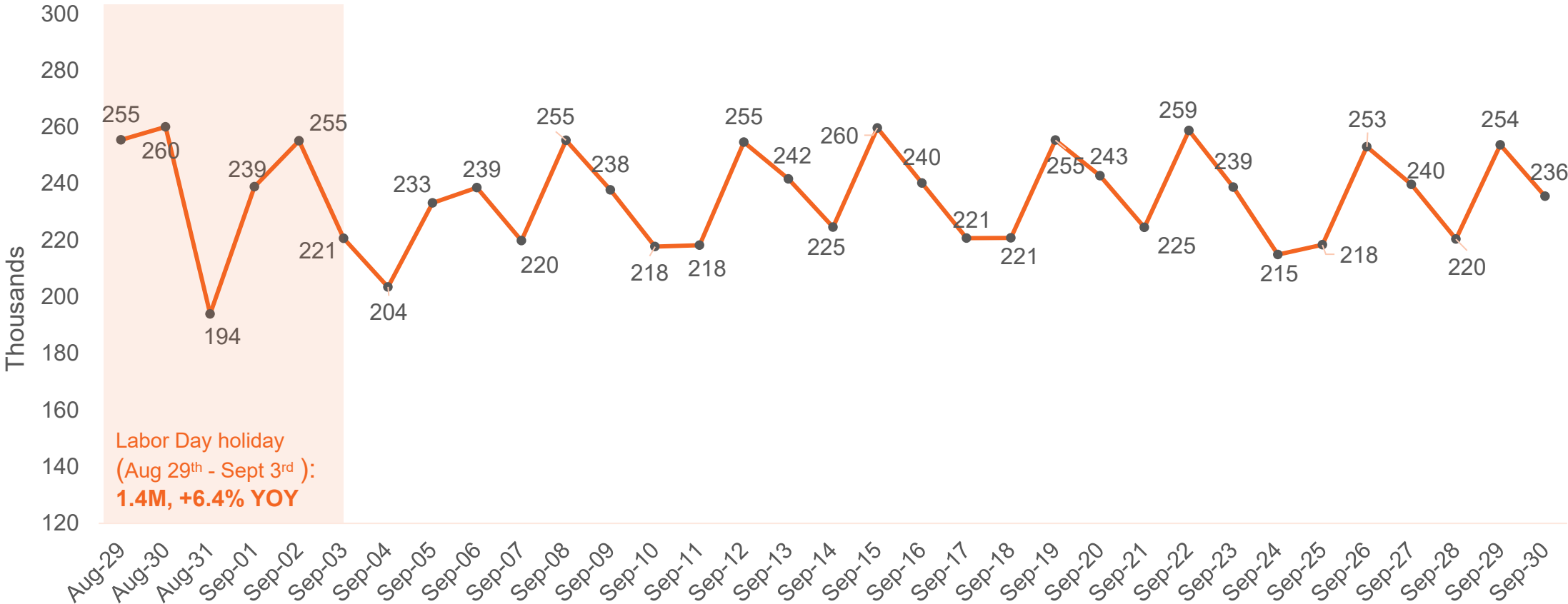


FY25 is projected to be an all time high for DFW



7.1M passengers are expected to travel in Sep, 4.7% above 2023 levels

September passenger projection (in thousands)



DFW terminal split by hour – Sep 2024



Source: DFW internal estimates

Upcoming Construction

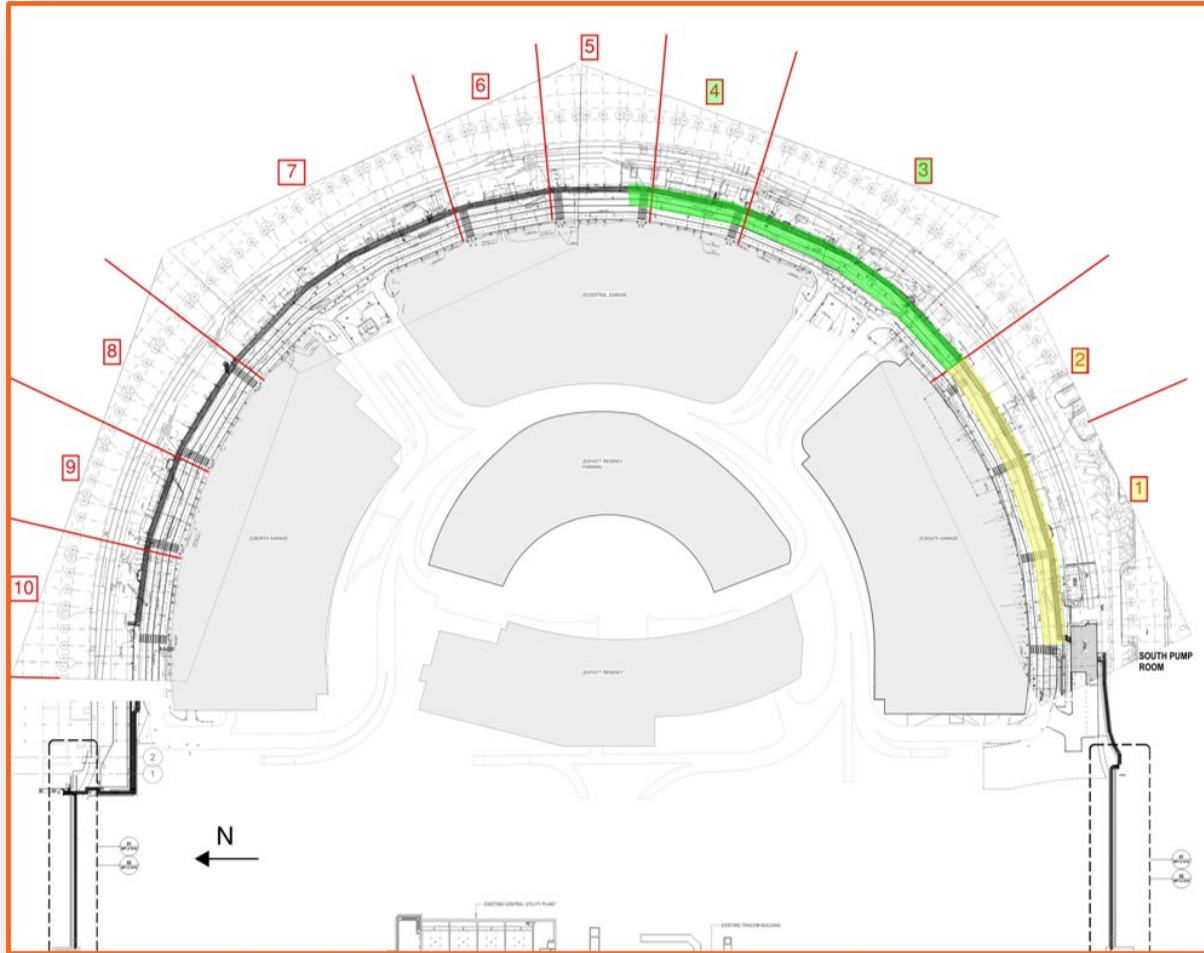
Tammy Huddleston
VP Design, Code & Construction



CTA Program



Utility Services Corridor (Utilidor)



Key Dates

Segments 1 & 2:

- Impacting two Right Inner Lanes and Sidewalk until August 16, 2024.

Segments 3 & 4:

- Impacting two Right Inner Lanes and Sidewalk until November 21, 2024.

Segment 10:

- Impacting two Right Inner Lanes and Sidewalk August 26, 2024 - January 29, 2025.



Terminal C Pier & Phase 1A



Key Dates

Construction NTP: April 14, 2024

C1 Package Substantial Completion: September 9, 2024

C2 Package Substantial Completion: September 11, 2024

Includes C11 Temporary Checkpoint

Pier C Substantial Completion: May 2026

Gate Phasing

- ✈ C26 Reopened: August 16, 2024
- ✈ Gate C27 Reopens: September 11, 2024
- ✈ Gate C28/C29/C30/C31 Shutdown: September 12, 2024



Reinstallation of C27 PBB



Terminal A Pier (D/B)



A12 SSCP Construction Progress – Aug 5



A21 SSCP Construction Progress – Aug 5

Key Dates

Construction NTP: August 6, 2024 w/Gates A13/A14/A15 Closure

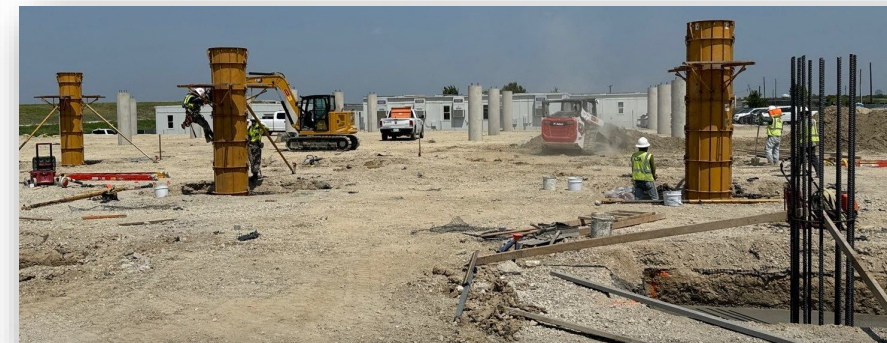
A12 SSCP Substantial Completion: September 30, 2024

A21 SSCP Substantial Completion: September 30, 2024

Reopen Gates A14/A15: October 24, 2024

Shutdown Gates A18/A19/A20: October 25, 2024

Pier A Substantial Completion: October 2026



Module #5 (Foreground) & Module #6 (Background) Progress – Aug 8

Terminal C Garages & Roadways (D/B/B)



Key Dates

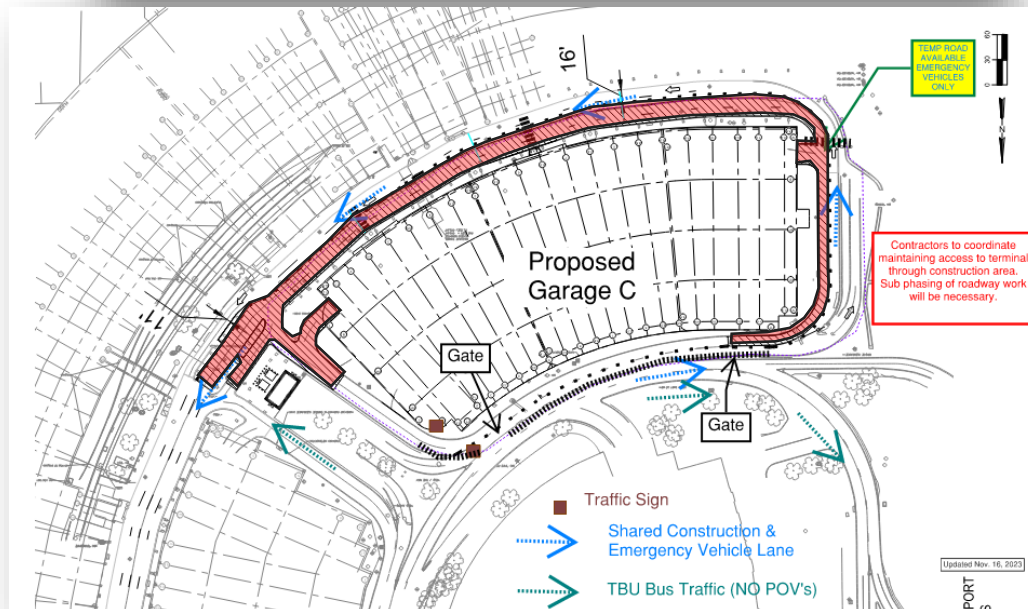
Construction NTP: October 14, 2024

Close Entry to C Garage: September 14, 2024

Start of Construction: October 2024

- ✈ Upper and lower roadway sections of Terminal C Garage C will be closed to public beginning Nov 2024
- ✈ One lane access will always be available for emergency vehicles

Substantial Completion: June 2026



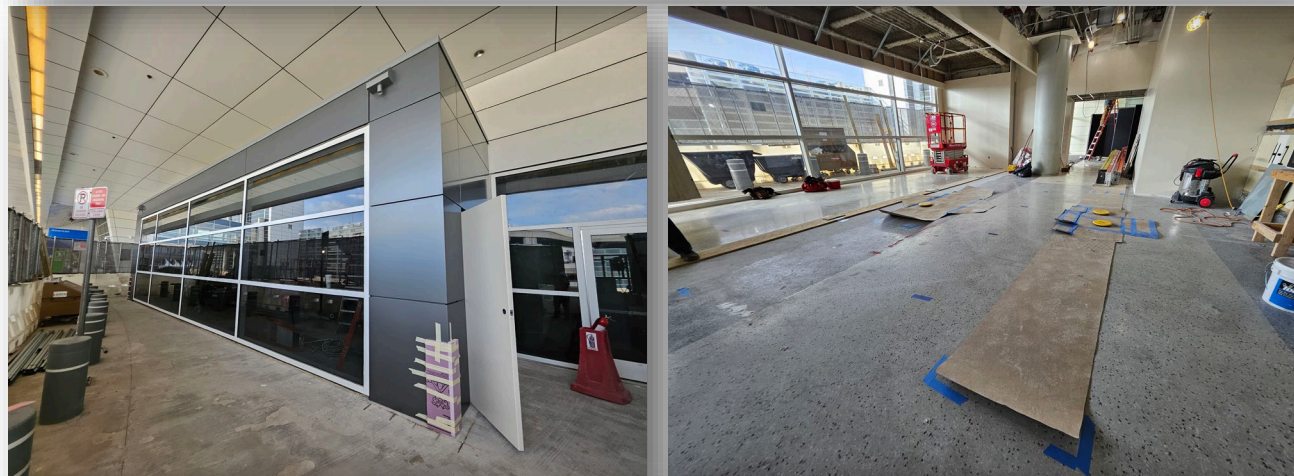
Facilities Program



Employee Inspection Portals (D/B)



E02



D37

Key Dates

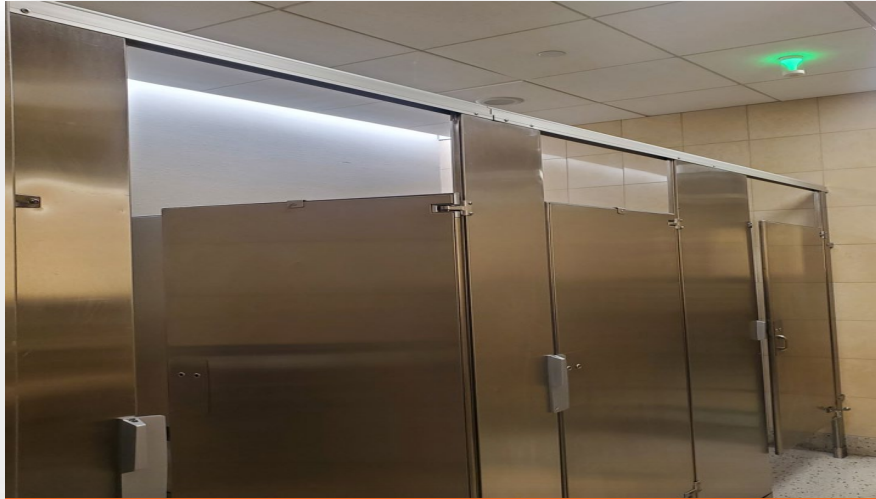
Completion of E02 Portal: September 9

Completion of B26 Portal: September 30

Completion of D37 Portal: September 30

Completion of E37 Portal: November 29

Holistic Airside Restroom Program (D/B)



Existing restroom



Concept of proposed restroom

Key Dates - Group 1: E34, B19, A24

Construction NTP: June 27, 2024

E34 Closure: Sep 20, 2024 – Mar 27, 2025

B19 Closure: Oct 7, 2024 – Apr 21, 2025

A24 Closure: Jan 28, 2025 – July 25, 2025

Key Dates - Group 3: A18, A38, D36, E7

Construction NTP: April 2025

Closure Dates: TBD

Terminal Exit Lane Program – Phase 1 (D/B/B)



Key Dates – Phase 1 (A15, A33)

Construction NTP: November 7, 2024

Substantial Completion: June 2025

Key Dates – Phase 2 (B7, B29)

Construction NTP: July 2025

Substantial Completion: February 2026

CTX Recapitalization (D/B/B) (Terminals A, B, C & D)



Description: TSA is phasing out the security checkpoint screening equipment by December 31, 2025 to be replaced with advanced technology. The process requires the installation of temporary screening while the main screening is being replaced.

Key Dates – Terminal D

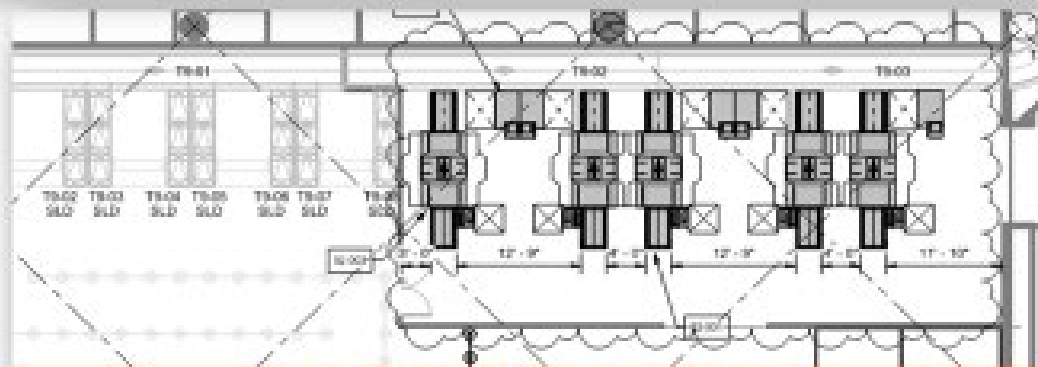
Substantial Completion: September 2026

Phase 2 (North Lobby)

Portering Operations: August 5 – August 29, 2024

Temp Screening Operations: August 29 – February 26, 2025

Phase 2 Go Live: February 27, 2025

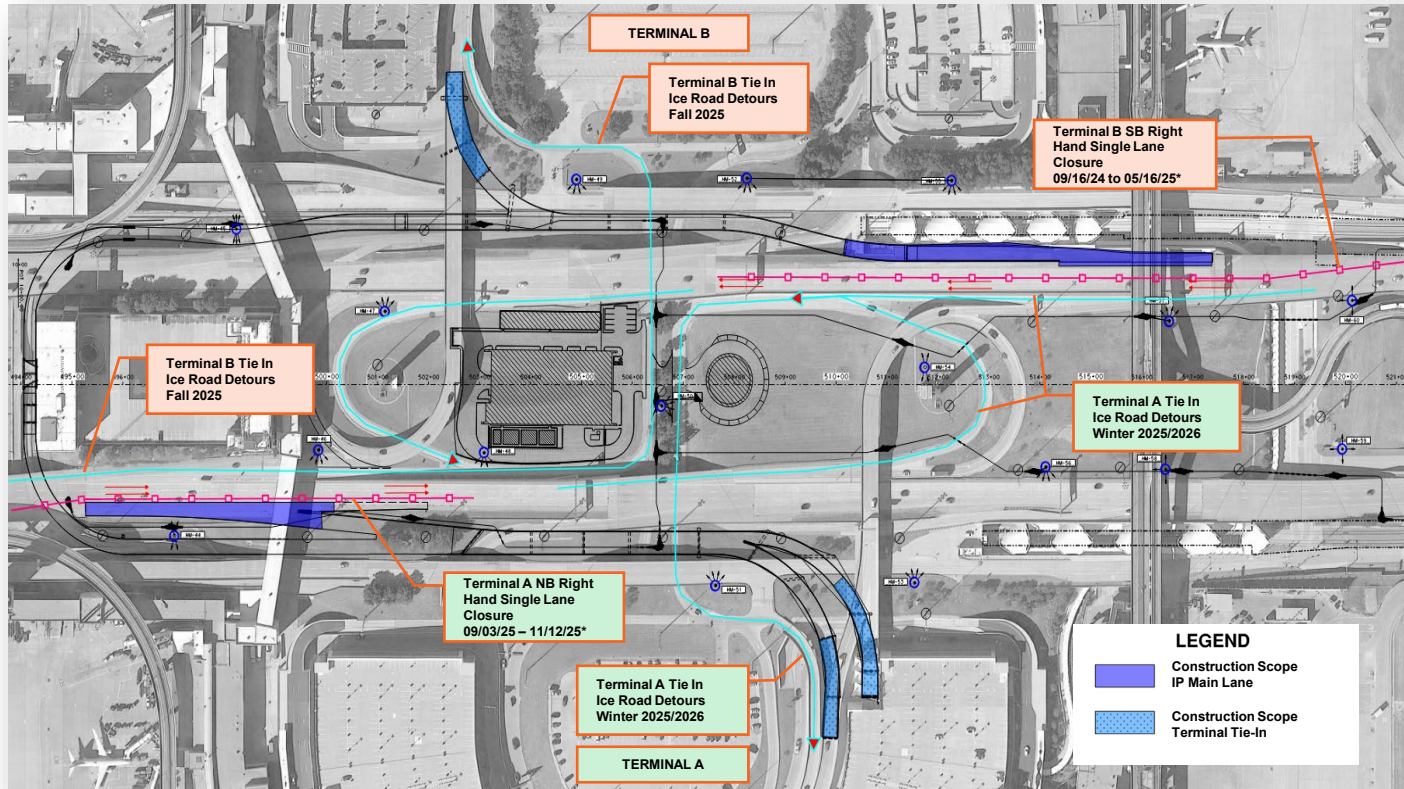


TD Ph 2: Temp screening layout at T9

Landside Program



International Parkway Modernization (D/B)



* Dates per Construction Schedule [Contract Substantial Completion 10/14/26], intent is to achieve Early Completion Incentive-ECI Date [05/14/26]; Tie-Ins may move to an earlier date.

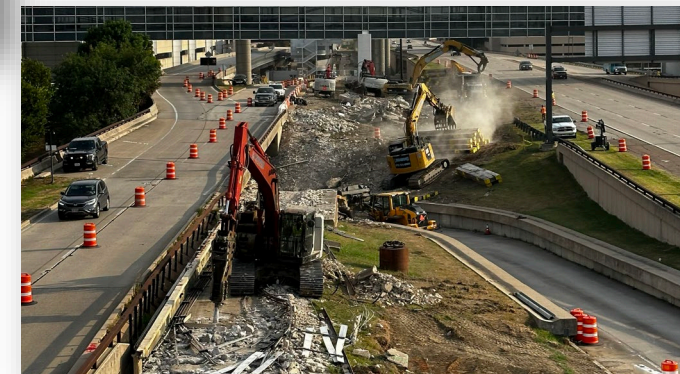
Key Dates

Construction NTP: April 8, 2024

Substantial Completion: October 2026

Project Update

- ✈ Demo of Hyatt Garage ramp began August 16
- ✈ Southbound IP right lane closure starts September 16 for new exit ramp construction

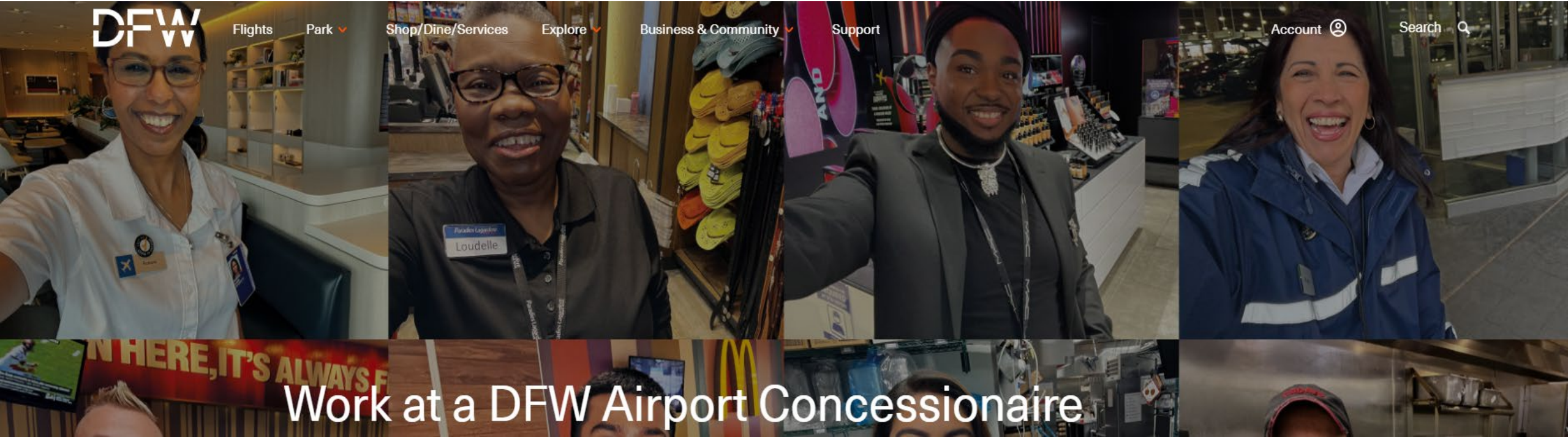


Concessions Marketing Update

Sabrina Khater
Concessions Manager



Recruitment Campaign Update



Work at a DFW Airport Concessionaire

1,134

Application forms received via click-throughs between May - July

25+

Reported hires across 14 operators



Please take the time to fill out the feedback form by scanning the QR Code!

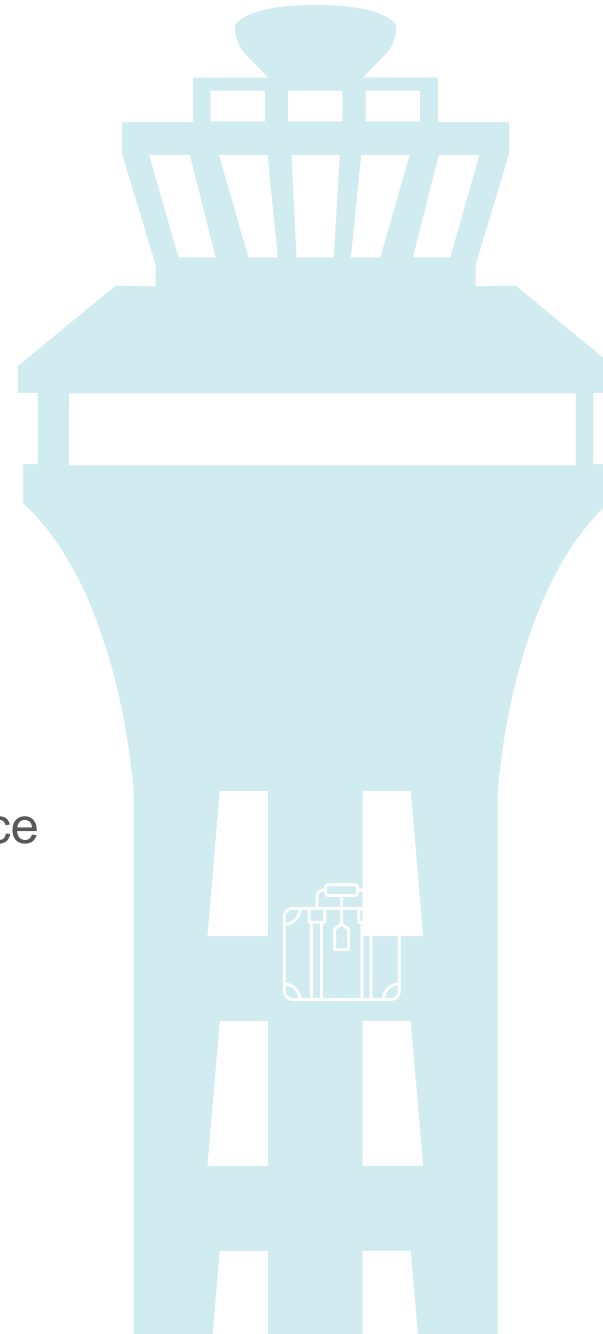
DFW Construction Corner



[DFW Construction Corner](#)
[Sign up for DFW Construction Corner Updates](#)

Consumer Research

Josh McGinty
Consumer Insights Manager, Customer Experience



2022



2023



2024



ACI
Airport Service
Quality Award
Winner
2022 & 2023

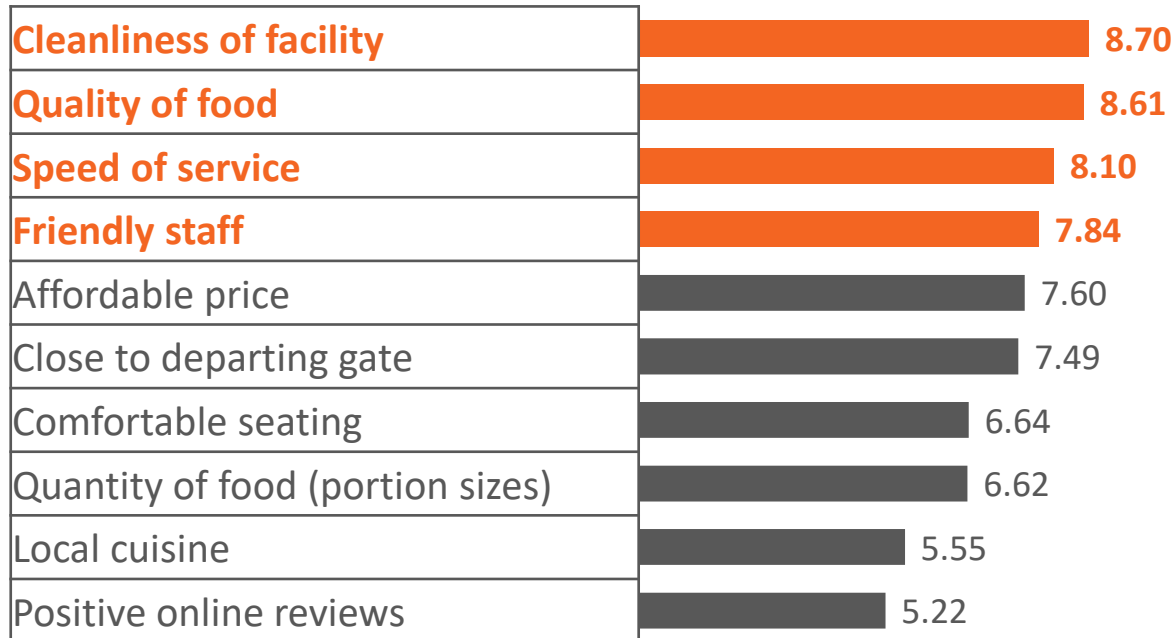
Best Airport over
40 Million
Passengers in
North America

Skytrax
World Airport Award
Winner
2024

Best Airport Staff
Service in North
America

“Clean, Working, Friendly” is the foundation of travelers’ needs.

Food & Beverage Decision Factors
Average Ratings



Retail Decision Factors
Average Ratings



Customer Core Needs



Options



Time



Knowledge



Visibility



Mindset



Control

Travelers navigating the Airport seek a variety of food options while managing their limited time. They need to understand what is available to them while feeling calm, assured, and in control.

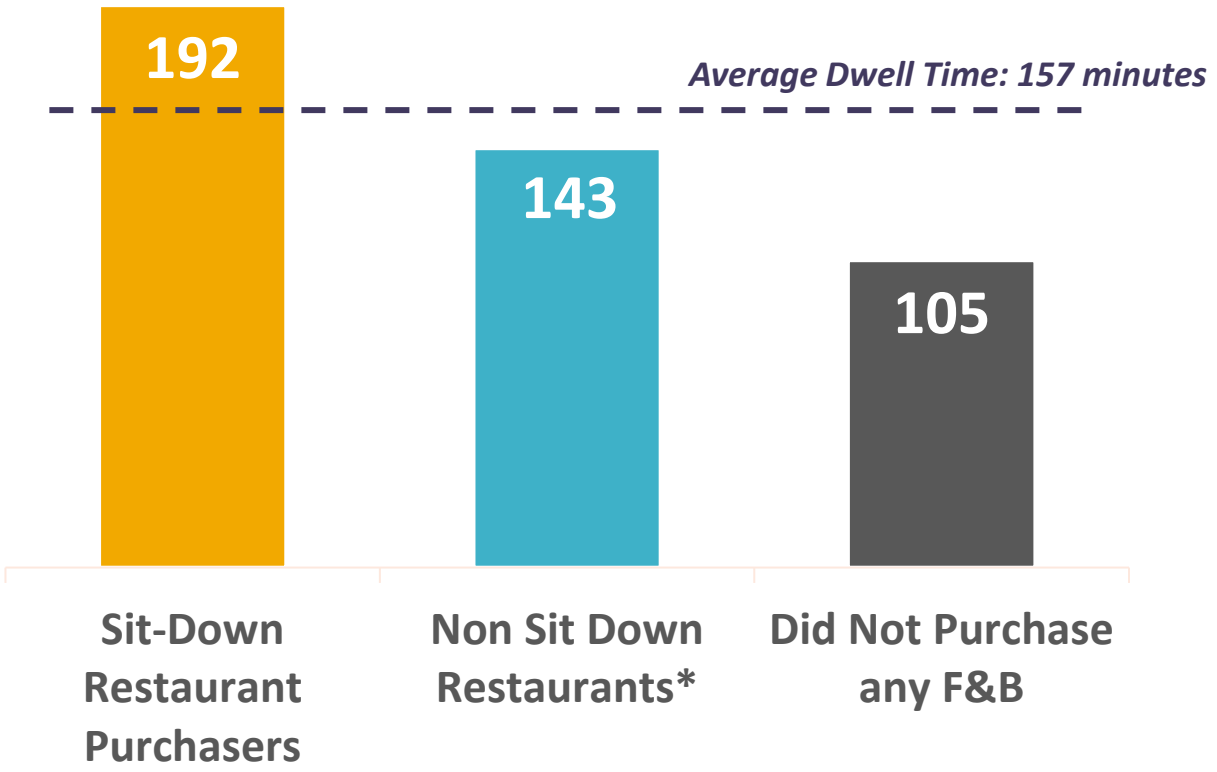
Traveler purchase behaviors are largely influenced by whether the options were **worth the money** and if they had **enough time** to make a purchase.



	F&B Purchasers % Agree Completely + Somewhat Agree	Non-F&B Purchasers % Agree Completely + Somewhat Agree	+/-
I'm satisfied with the value for money of F&B at DFW	57%	27%	-30%
I had plenty of time in the Airport to make a F&B purchase	88%	67%	-21%



Traveler Dwell Time (Minutes) by Concessions Purchase Behavior



Travelers who make an F&B purchase generally require longer dwell times than those who do not.

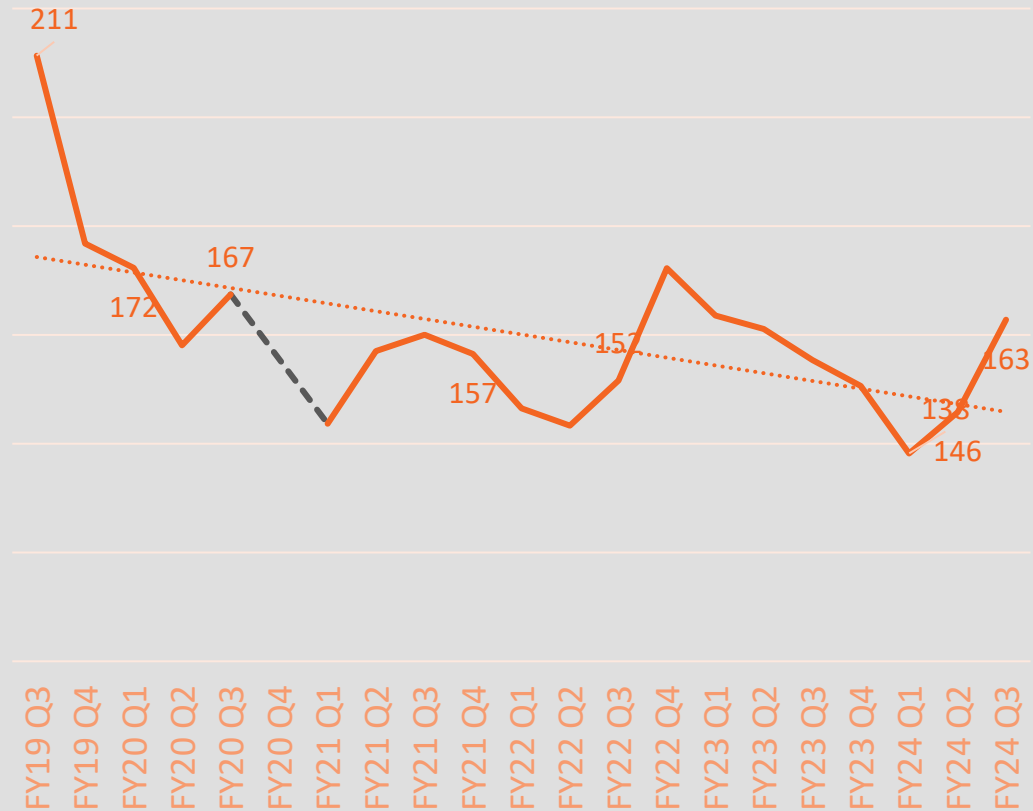
For those dining at a sit-down restaurant, the average dwell time exceeds 3 hours.

Sit-Down restaurant Purchase Barriers Study. Sample Size: 200. Q: Today, how many minutes did you have in the terminal where you could shop, eat, work or relax prior to boarding your flight out of DFW?. Q: Today, did you make a purchase at a sit-down restaurant at DFW Airport? (i.e., a restaurant where you order from the table or with wait staff) Q: Did you purchase from any food/beverage location, including vending machines, today at DFW Airport?

*Represents those that made a F&B purchase outside of a sit-down restaurant and those that did not purchase any F&B at DFW.

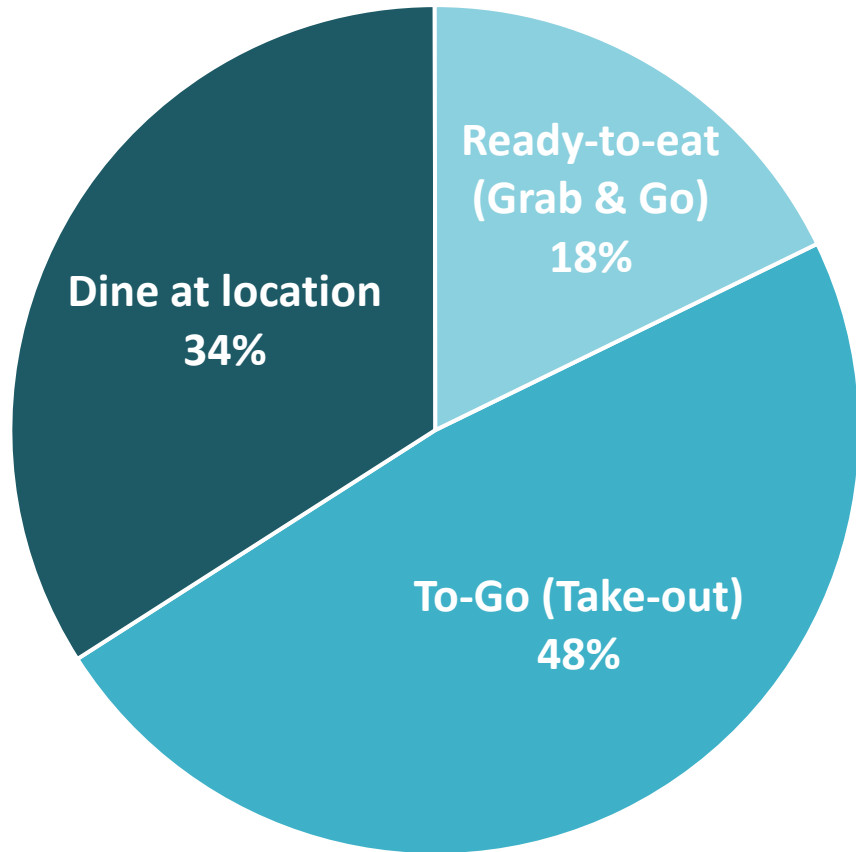


Traveler Dwell Time (Minutes)
FY19-FY24TD



Based on data from DFW's customer satisfaction study, traveler dwell times have been trending downward since 2019.

How did you order your Food & Beverage?



Therefore, about two-thirds of passengers choose to take their food and beverages to-go, either through take-out or grab-and-go options.

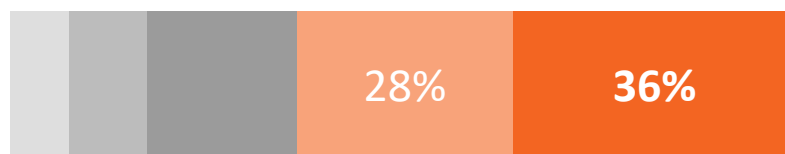


More than half of the travelers are also watching their spending at the Airport, making them more price-sensitive.

F&B EXPERIENCE

% Agree
Completely +
Somewhat Agree

In general, I am watching how much I spend inside the Airport





Airport Experience Research 2024

- Cleanliness **80%**
- Ease of Navigation **81%**
- Comfort of Seating **73%**
- Range and Quality of Retail/
Dining **73%**
- Crowds **60%**
- Value for Money **53%**

DEPARTURES

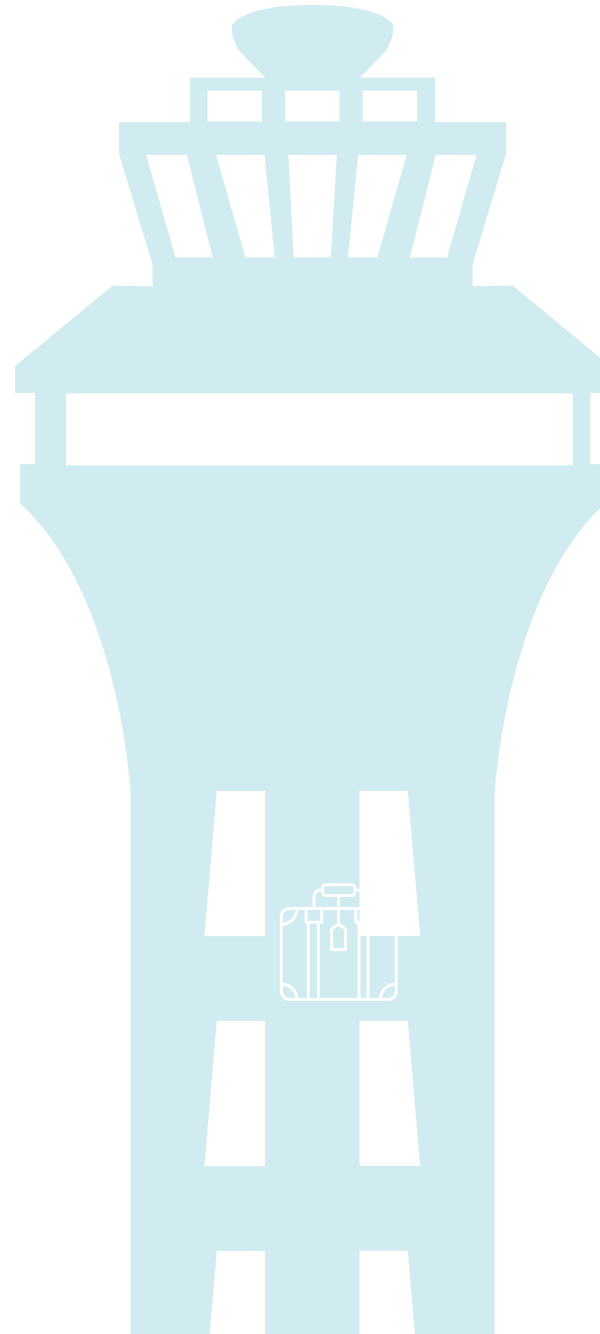
% Satisfied

2024 Airport Experience Research

According to Airport Dimensions' research, travelers increasingly feel that airports do not always offer value for money. They state that the core part of the journey, where airports hope travelers are spending, is being affected by issues such as perceived poor value for money and crowds.

Summer Success

Jennifer Simkins
AVP Concessions

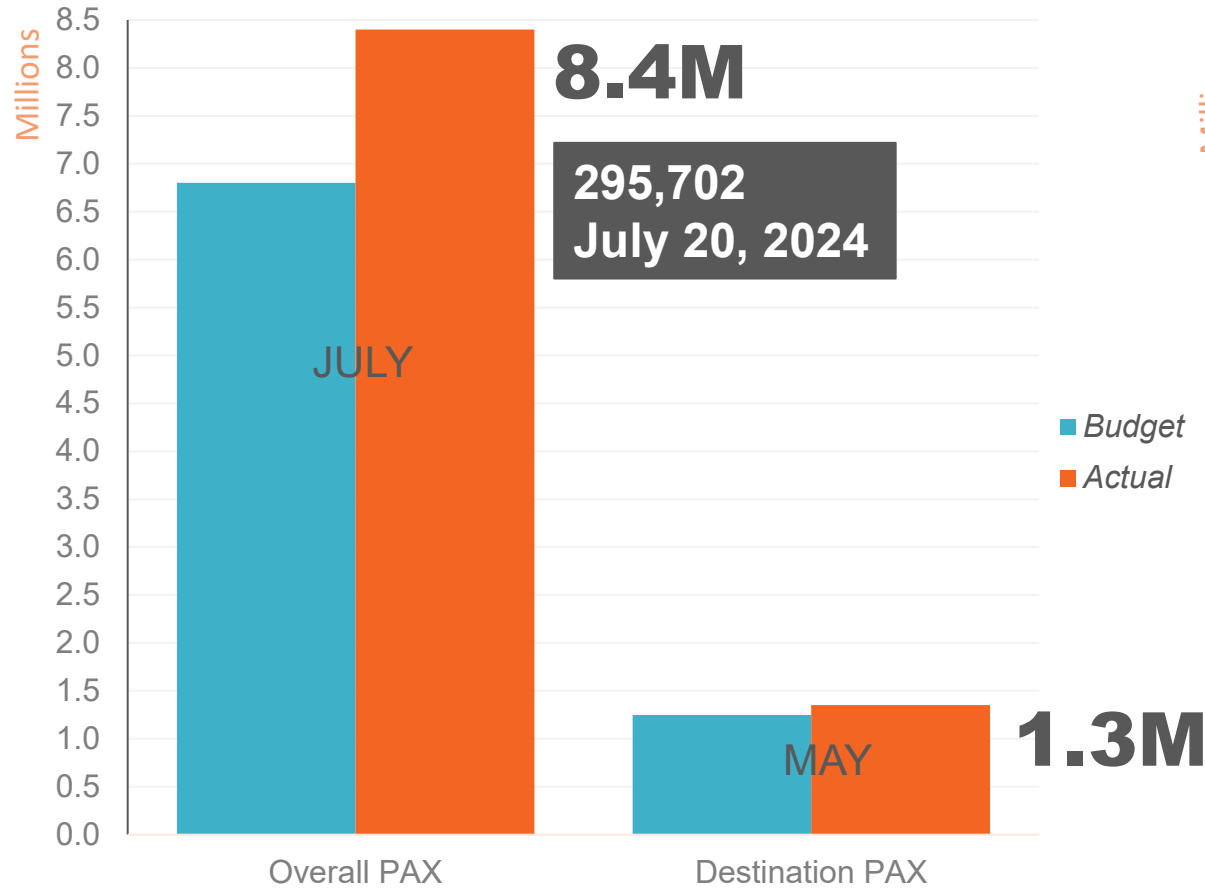


Breaking Records

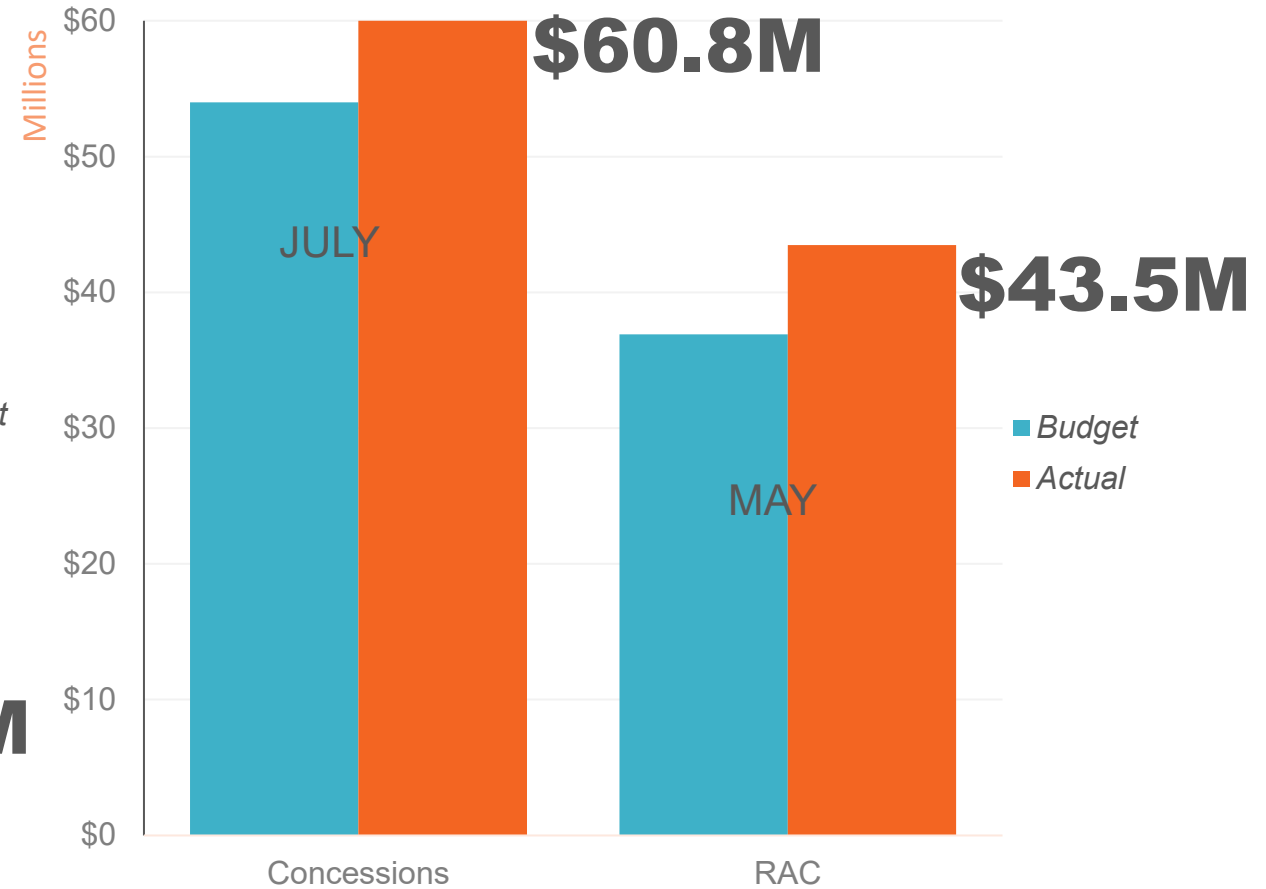
22

DAYS THIS
SUMMER

Passengers



Sales



Concessionaire Accomplishments

IROPS



Providing service through numerous flight delays

SCORES



Maintaining exceptional Mystery Shop scores

OPEN



Improved open/closed times

**TWISTED
ROOT
BURGER CO.**



Cantina **LAREDO.**

HICKORY
- BY KENT RATHBUN -



Sugarphoria

Wendy's



2.0

TACO & TEQUILA BAR

TexasMonthly

baskin BR robbins®

360WEST

WHISK & BOWL
- BAKERY COFFEE -



Cousins

EST 83 | **BBQ** | FW TX

OPEN!

May, June, July

Locations that consistently opened early and closed late (or on time) during summer months.

BANH SHOP™

UNIVISION

SUBWAY



plum market®



**california
pizza kitchen**

**DICKEY'S
BARBECUE PIT™**
est. 1941

**SOUTHWEST
NEWS**

POPEYES

**ROCK
BAR**

**MAGGIANO'S
LITTLE ITALY**

**Pizza
Hut**

TGI FRIDAYS

DFW



#OneDFW

Q2 2024 Nominations

“Going Above and Beyond for our Customers”
at DFW Airport nominated on [#OneDFW link](#) by other employees, managers and corporate staff.



Cantina LAREDO.



talie

360WEST



Recap & Reminders

AWARD NOMINATIONS

September



EXCELLENCE AWARDS

Dec 12



TERMINAL A CONSTRUCTION

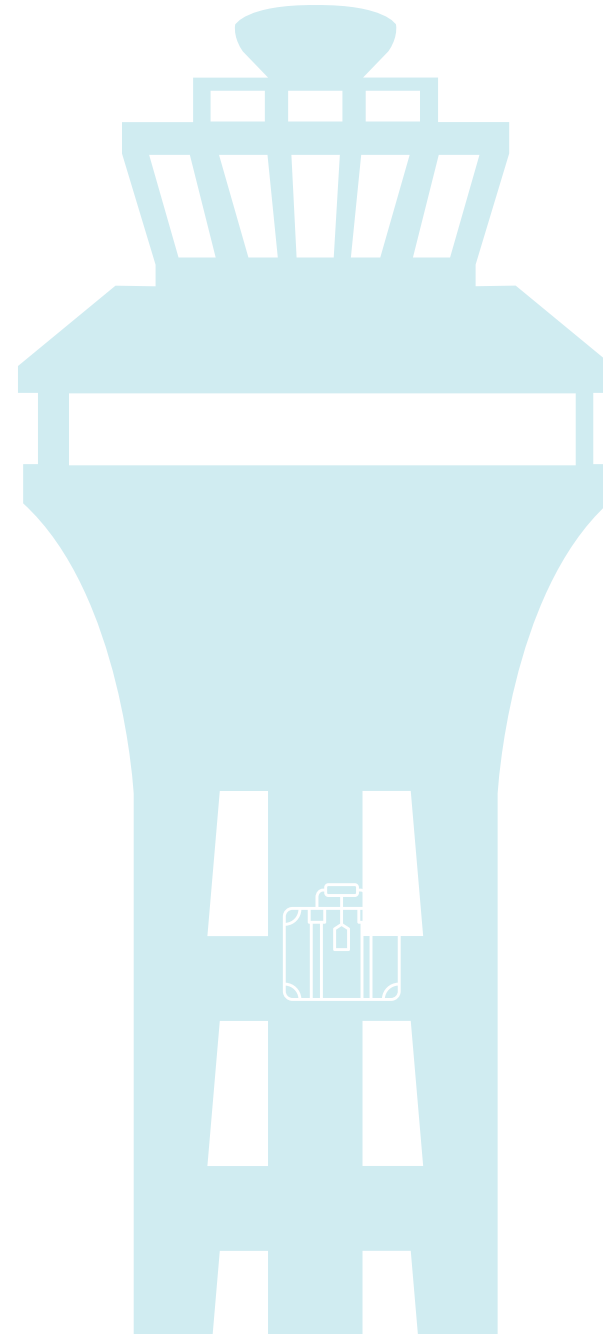
- Gates A13 close: Aug 6 – Feb 13, 2025
- Gates A14,15,16 close: Aug 6 – Oct 24 (re-close Feb 2025)
- Gate 17 close: Dec 4
- Gates A19, 20 close: Oct 25 – Dec 3
- Gate A18 close: Dec 3 – Feb 2025

TERMINAL C CONSTRUCTION

- Phase 1: High Gates (DONE)
- Phase 1a: Gates 27-30 September 11, 2024 – Mid 2026*
- Phase 2: Gates 1-11 November 2026 – November 2028*
- Phase 3: Gates 12-25 November 2028 – November 2030*

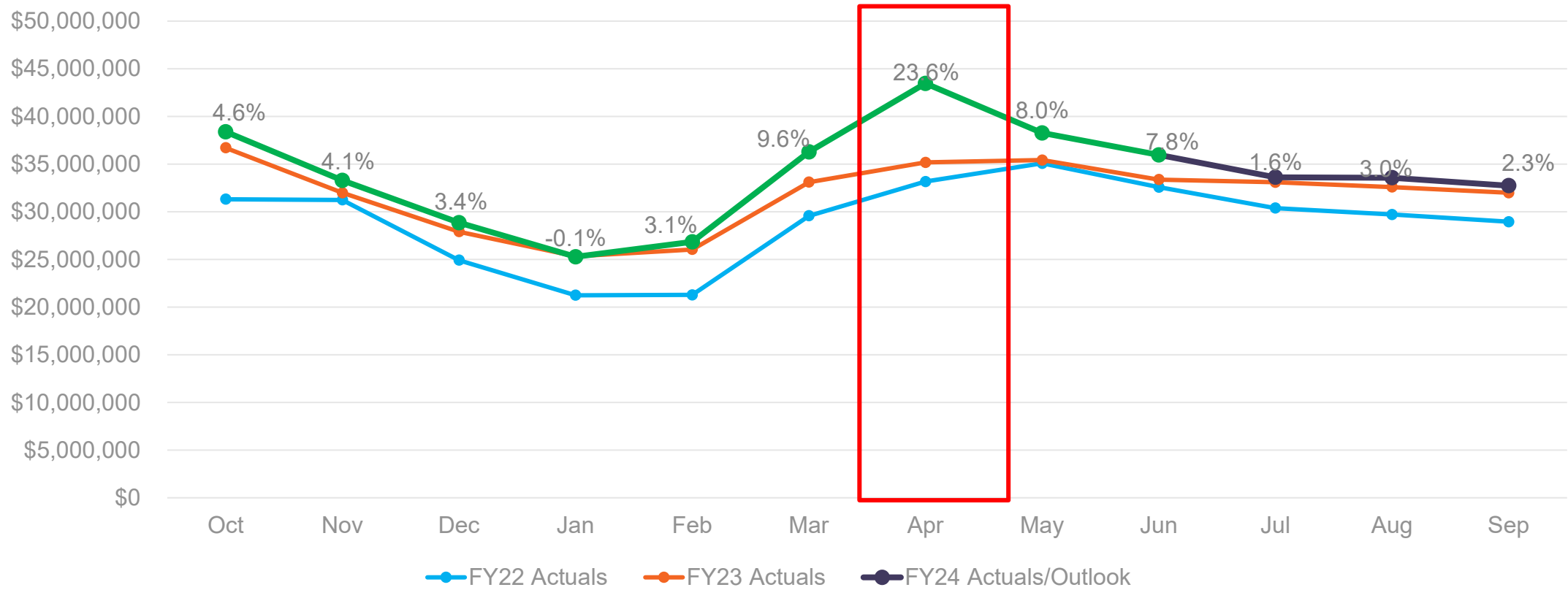
*Subject to change

Sales Projections



RAC Gross Receipts FYTD through June

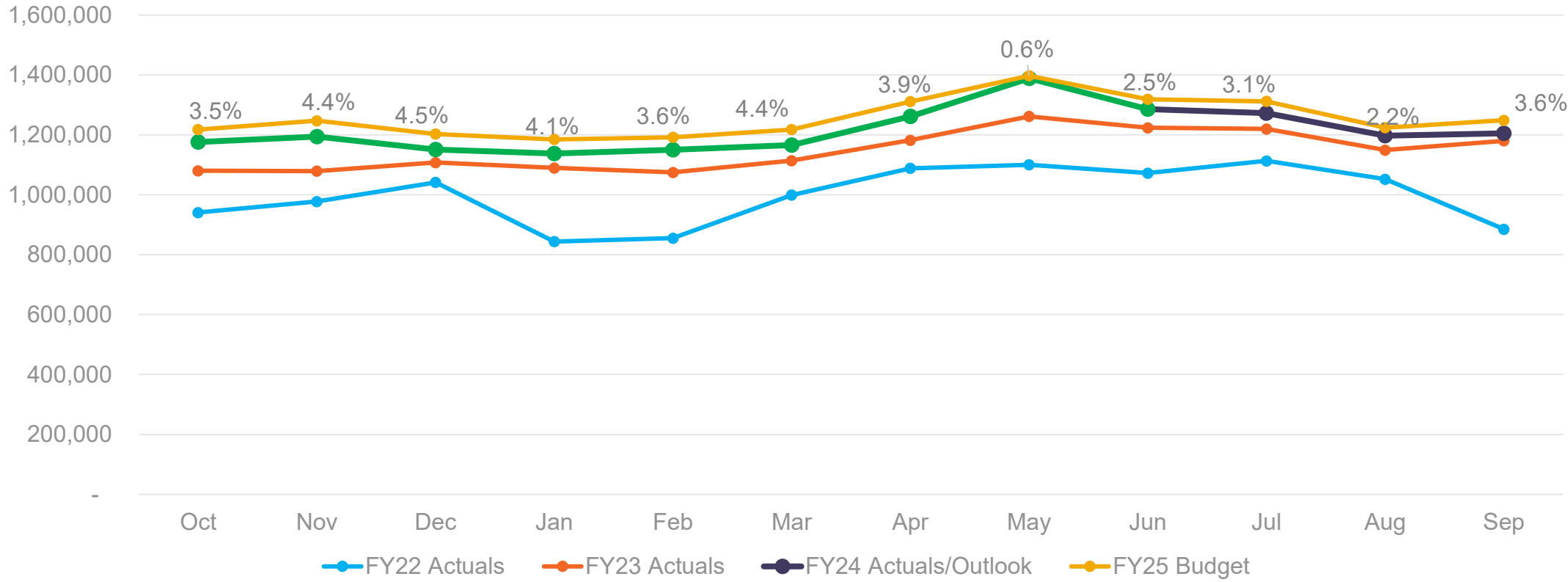
FY24 gross receipts are projected to be up 6.2% vs FY23, up 16.4% vs FY22





FY25 Destination Passenger Budget vs FY24 Outlook

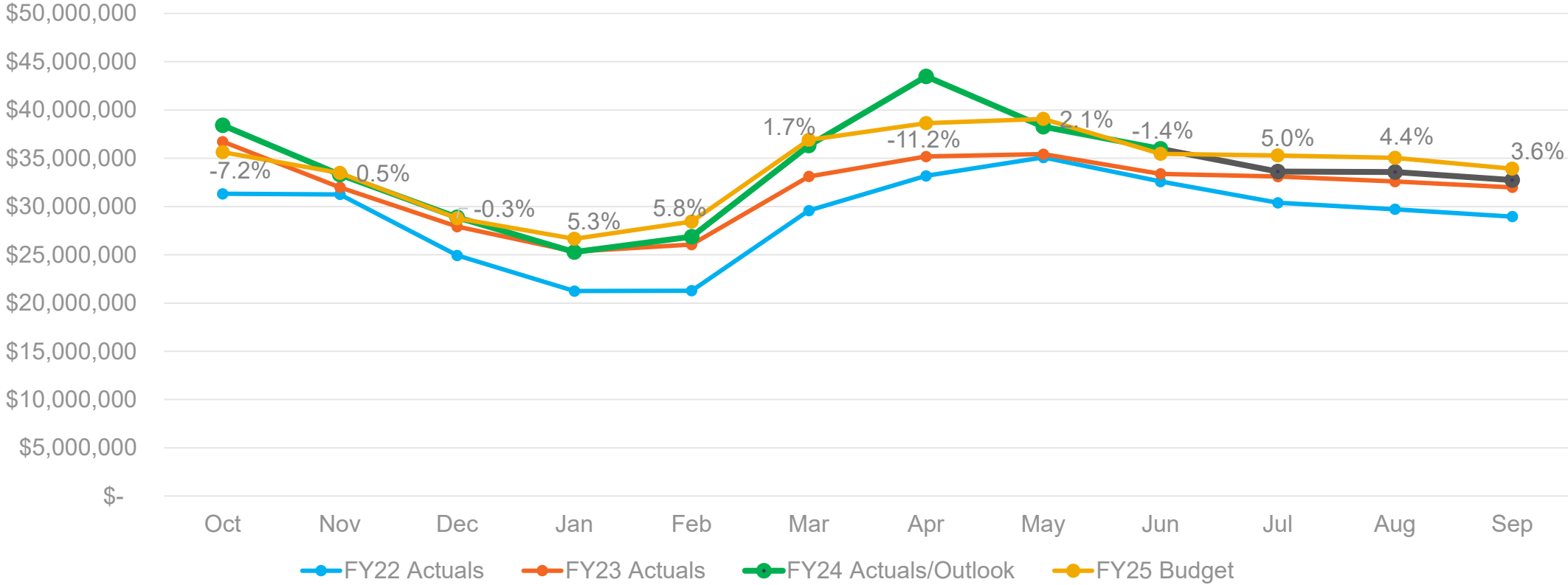
FY25 Destination Passengers are projected to 1.5M up 3.3% vs FY24, up 9.5% vs FY23





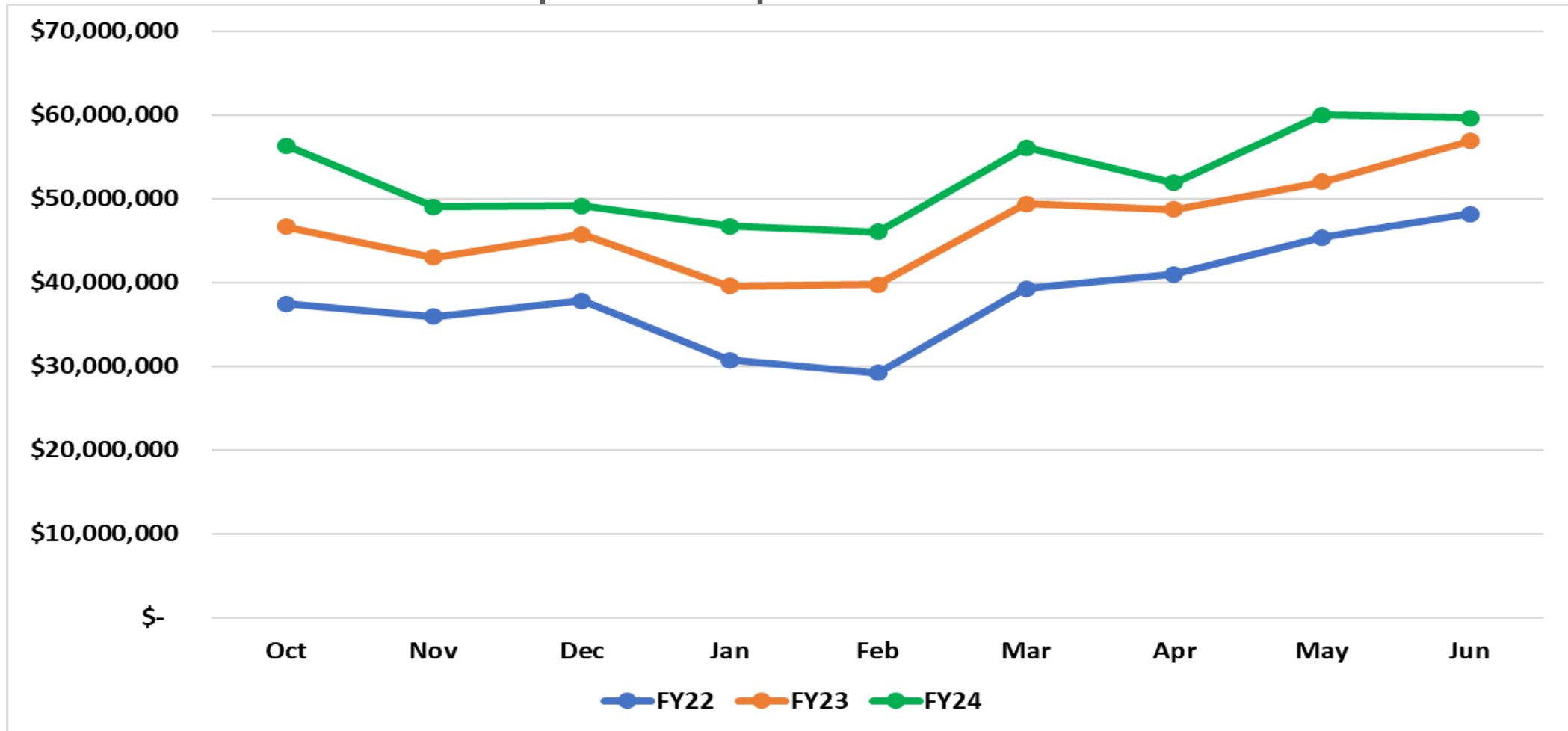
FY25 RAC Gross Receipts Budget vs FY24 Outlook

FY25 Gross Receipts projected to be up 0.2% vs FY24, up 6.4% vs FY23



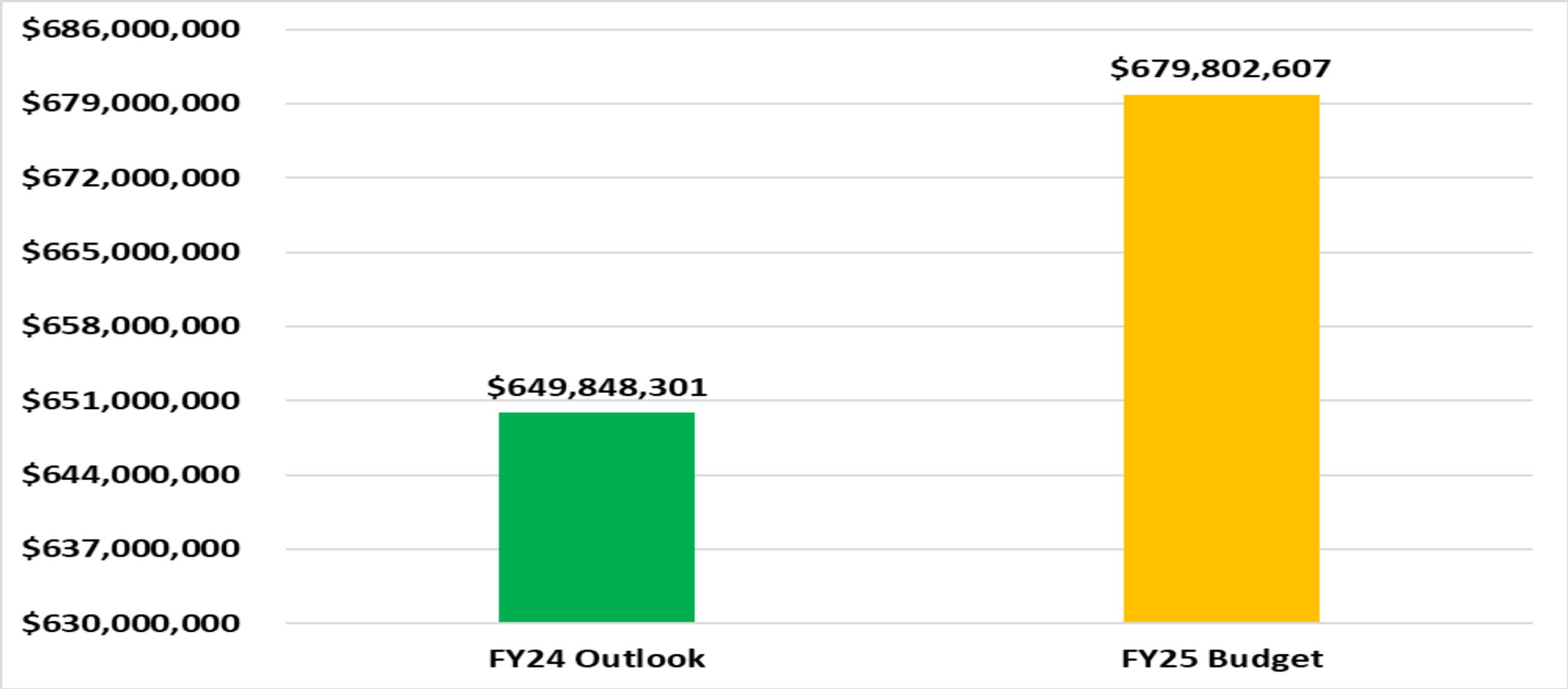
F&B/Retail Concessions Gross Receipts (Oct – Jun) Actuals

Gross receipts are up 13% in FY24 vs FY23



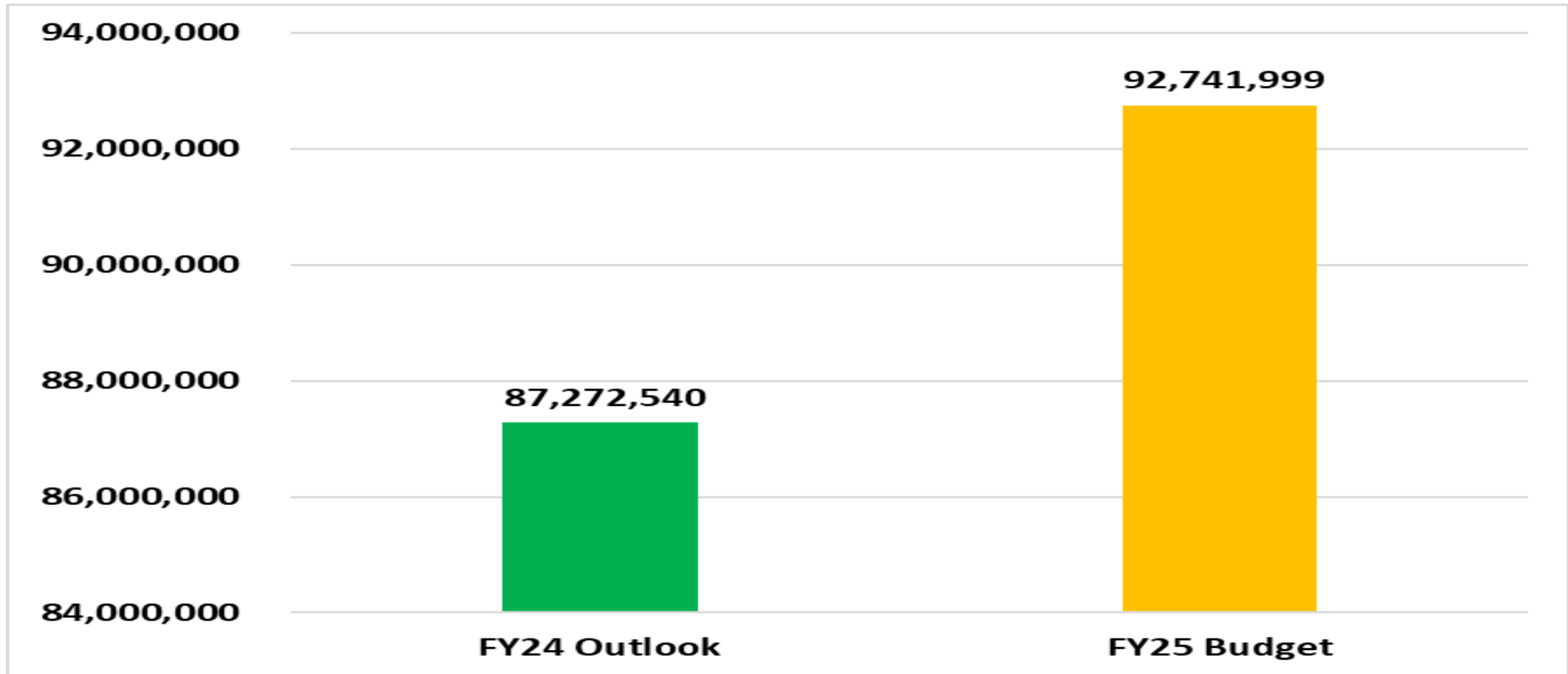
Total Concessions Gross Receipts

FY25 Gross Receipts are forecasted to grow by 5%



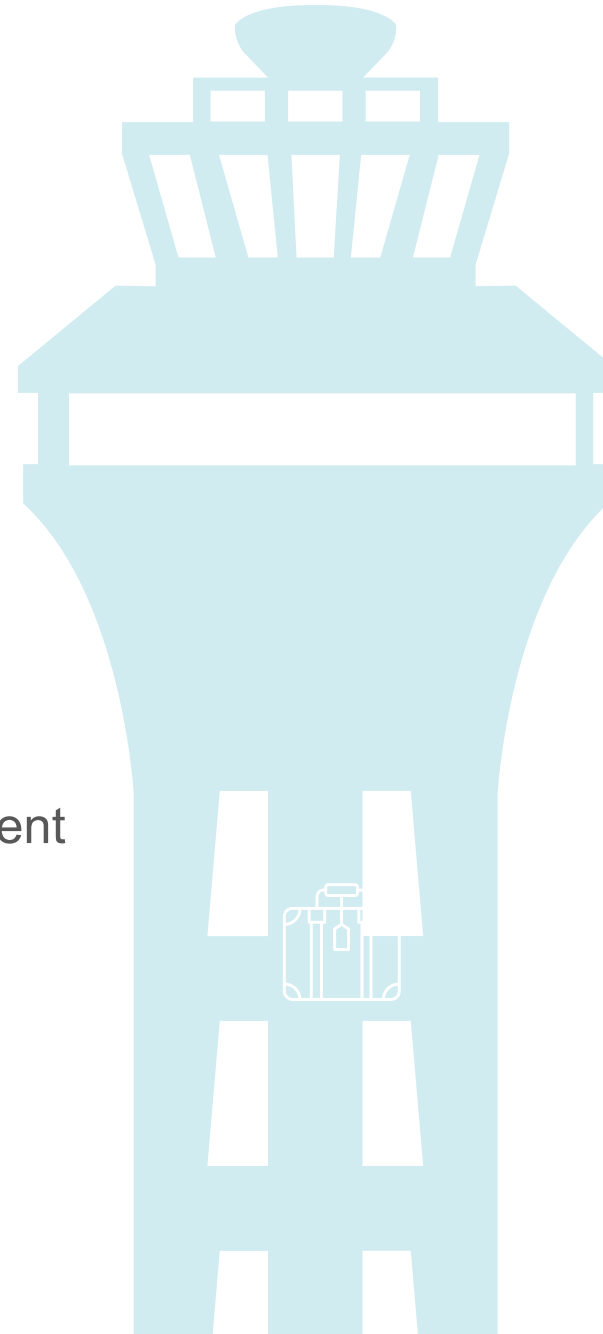
DFW Airport Passenger

Forecasted Passenger Increase is 5% in FY25



Closing Remarks

Ken Buchanan
EVP Customer Experience & Revenue Management





Q & A

Thank you