

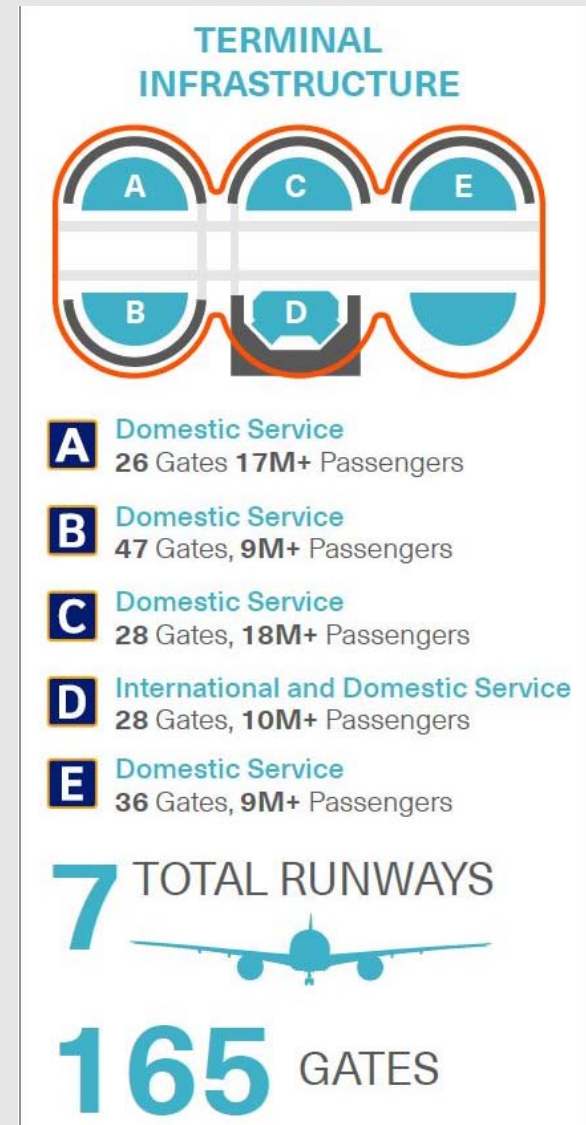
Concessions Delivery Executive Overview

Fall 2018

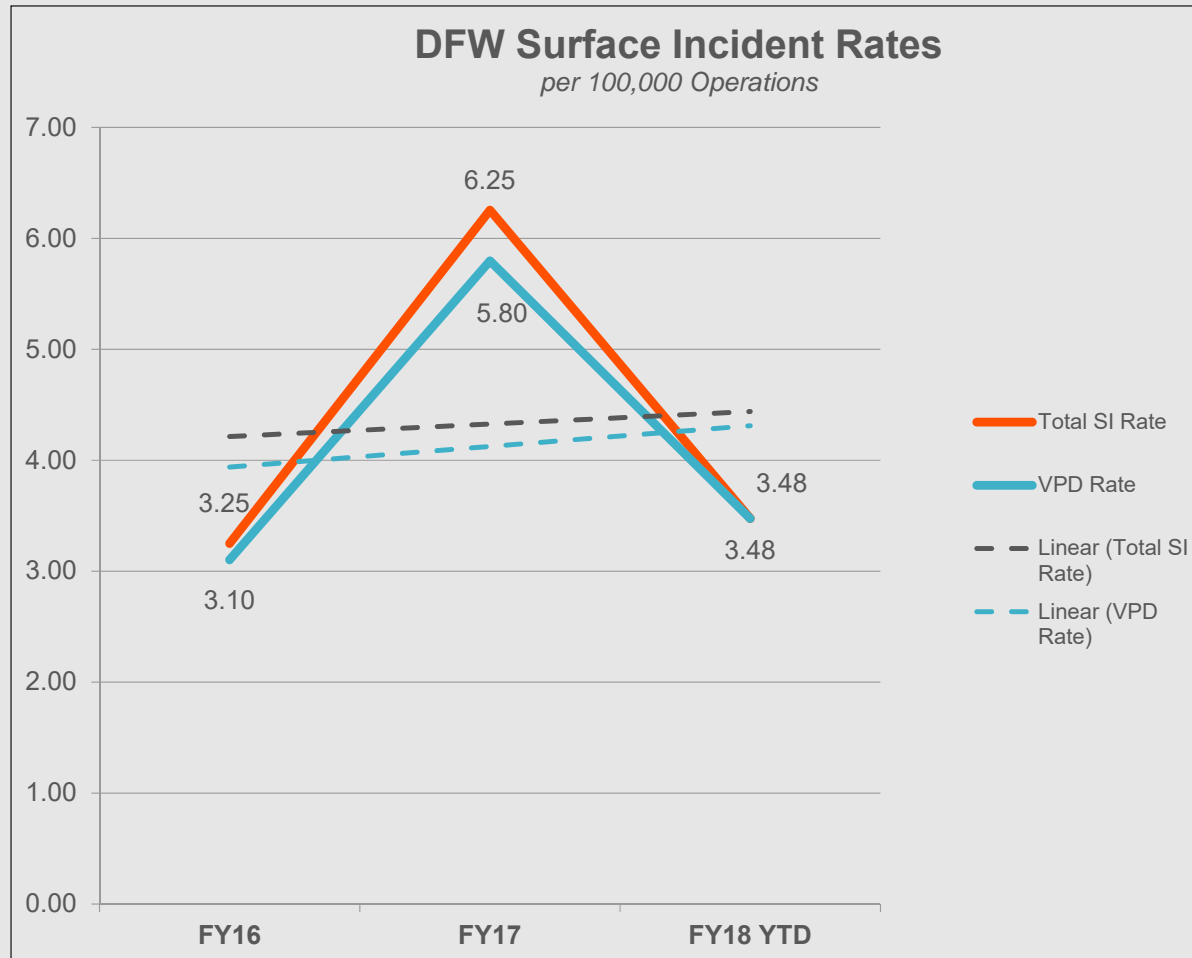


The Big Picture

- **70 million** customers in the next 12 months
 - Almost **2,000** flights per day
- **215** concessions locations in five terminals
 - **252,000** square feet of concessions space

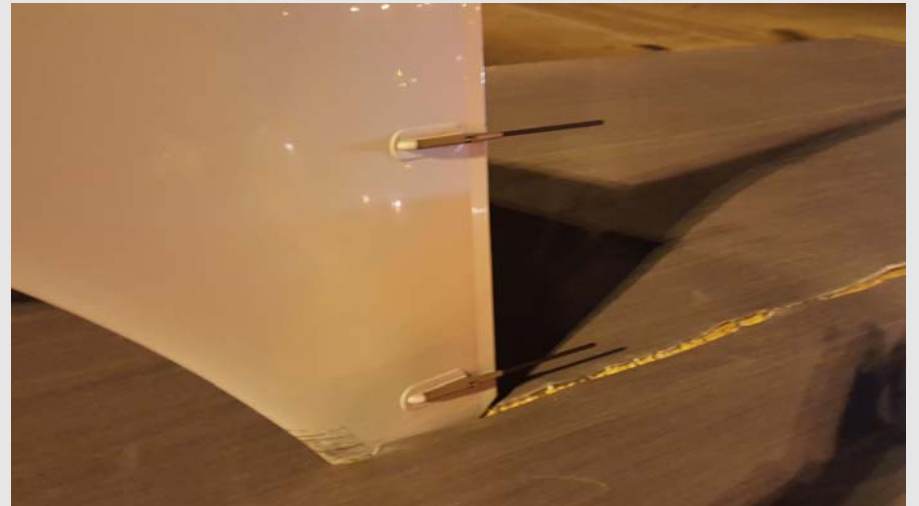


Surface Incidents per 100,000 Flight Operations



Cost of Aircraft Damage

- Cancelled flight = \$250,000
- Aircraft engine damage = \$1 million
- Simple wing dent = \$100,000 to repair + 3 days out of service



Ongoing Operational Enhancements

Airside:

- Reduce Access to the Movement Area
- DFW Airport Driving Program
 - Mandatory driver training for all tenants



Landside:

- Curbside Reallocation
- Reduced number of employee portals



Concessions Delivery Enhancements

DFW is charged with ensuring the safe passage of every person and every thing that goes through the Airport.

Concessions deliveries will be required to go through the three loading docks.

Why the change?

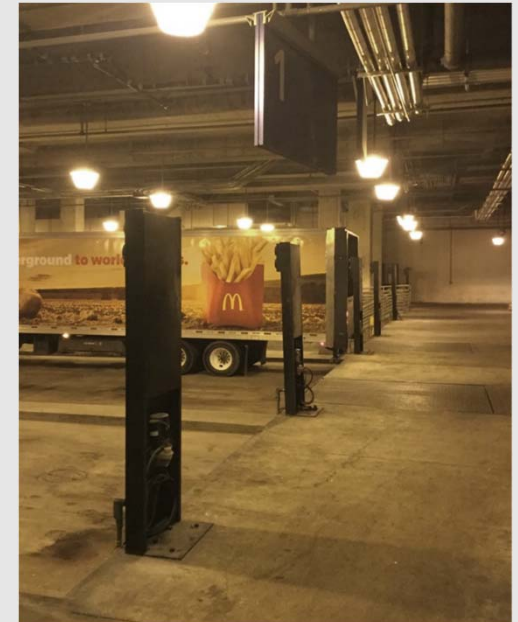
- Safety and security
- Business performance
- Operational excellence

Today: 75% of concessionaires receive deliveries at the docks



Concessions Delivery Enhancements cont.

Historic State	Enhancement
Limited loading dock hours	Terminal D & E: 24/7 access Terminal A: 4 a.m. to midnight
No tools or liquids allowed through dock screening	Tool protocol enacted Ability to screen liquids
Green badges allowed only through TSA Checkpoints; prohibited from dock areas	Finalizing allowance of green badges through dock screening



Terminal D Dock @D22
Office open 4 am – 8 pm
Screening open 24
hours/day

Concessions Delivery Enhancements cont.

Historic State	Enhancement
Limited wayfinding signage and route indication	Increased and improved wayfinding signage
Use of Skylink prohibited	DFW-purchased carts for Skylink now available for select deliveries
Storage Space	Identified additional storage space in Terminal C - forthcoming



Today: 75% of concessionaires receive deliveries at the docks

Implementation Timeline



Why are we doing this?

- Security = Insider Threat
- Cancelled flight = \$250,000
- Aircraft engine damage = \$1 million
- Simple wing dent = \$100,000 to repair + 3 days out of service