

Minutes
Dallas Fort Worth International Airport
Revenue Management and Customer Experience Committee
Tuesday, June 2, 2026
12:38 PM

Convening of the Meeting - The Regular Meeting of the Dallas Fort Worth International Airport Revenue Management and Customer Experience Committee was duly convened and held in the Board Room of the DFW Airport Headquarters building at 12:38 PM, on Tuesday, June 2, 2026, pursuant to earlier notification thereof to the members of the Board and public. The following quorum was present:

DeMetris Sampson, Chair
Raanan Horowitz, Vice Chair
Monica Lira Bravo
Joel Burns
Vincent Hall

Other Board Members in attendance:

Vernon Evans
Mario Quintanilla

Board Staff in Attendance:

Chris McLaughlin, Ken Buchanan, Maruchy Cantu, Mohamed Charkas, Paul Puopolo, Jerome Woodard, Elaine Rodriguez, Aaron Muñoz, James W. Baker III, Lisa Morris

AGENDA

1. Approve Minutes of the Revenue Management and Customer Experience Committee Meeting of May 5, 2026.

The Minutes were approved.

REVENUE MANAGEMENT AND CUSTOMER EXPERIENCE COMMITTEE

Action Items for Consideration

Zenola Campbell	R-1.	Approve to enter into Lease Agreements 012105 and 012106 with New York Ice Cream Inc., dba Mama Moore's at Terminal A, Gate A20 and Terminal B, Gate B27. The Committee recommended that the Board approve this item.
Zenola Campbell	R-2.	Approve to enter into Lease Agreement 012089 with Kamimickens LLC, dba Cookie Society at Terminal B, Gate B19. The Committee recommended that the Board approve this item.
Zenola Campbell	R-3.	Approve to enter into Lease Agreement 012110 with DFW 1211 SBEC Joint Venture, dba Audrey's Popcorn at Terminal E, Gate E34. The Committee recommended that the Board approve this item.

Zenola Campbell	R-4.	Approve to enter into Lease Agreement 012090 with Panda Team JV, LLC, dba Panda Express at Terminal B, Gate B20. The Committee recommended that the Board approve this item.
Zenola Campbell	R-5.	Approve to enter into Lease Agreements 012091 and 012092 with Mera DFW JV, dba Stockyards Bar & Grill / Cowtown Supply Co. and Popeyes at Terminal F, Gate F29. The Committee recommended that the Board approve this item.
Zenola Campbell	R-6.	Approve to enter into Lease Agreements 012111 and 012112 with 2026 DFW Joint Venture, dba Mi Cocina/Monkey Bar/Lone Star Local Market and Whataburger at Terminal F, Gate F17. The Committee recommended that the Board approve this item.
Zenola Campbell	R-7.	Approve to enter into Lease Agreement 012093 with DFW Partners Joint Venture, dba Nekter Juice Bar at Terminal F, Gate F27. The Committee recommended that the Board approve this item.
Zenola Campbell	R-8.	Approve to enter into Lease Agreement 012094 with HBB JV, dba Sambazon at Terminal F, Gate F17. The Committee recommended that the Board approve this item.
Zenola Campbell	R-9.	Approval to enter into Lease Agreement 011885 and 011886 with Next Generation Management, Inc., dba Wetzel's Pretzels and Ampersand in Terminal F. The Committee recommended that the Board approve this item.
Zenola Campbell	R-10.	Approval to enter into Lease Agreement 011917 with Gideon Toal Management Services, LLC, dba The Bridge in Terminal F. The Committee recommended that the Board approve this item.
Zenola Campbell	R-11.	Approve contract PA2032 Pricing Evaluation Services with Customer Service Experts, Inc. dba CXE, Inc. of Oakland, Maryland in an amount not to exceed \$579,040 for the five-year term of the contract with a start date of June 2026, and that the Chief Executive Officer or designee is authorized to execute said contract. The Committee recommended that the Board approve this item.
Zenola Campbell	R-12.	Approve contract PA2031 for Mystery Shopper Services with Customer Services Experts, Inc. dba CXE, Inc. of Oakland, Maryland in an amount not to exceed \$3,829,725.76, for the five-year term of the contract with a start date of June 2026, and that the Chief Executive Officer or designee is authorized to execute said contract. The Committee recommended that the Board approve this item.
Sharon McCloskey	R-13.	Approve to enter into a Reimbursement Agreement with Customs and Border Protection for reimbursement of certain costs related to equipment and installation required for the performance of the Federal Inspection Service (FIS) facility located in Terminal D, in an amount not to exceed \$902,709.30. The Committee recommended that the Board approve this item.

Sharon McCloskey

R-14.

Approve contract PA2050 OneDFW and Customer Experience Events with 16x9 Inc of Oakville, Ontario in an amount not to exceed \$1,450,450 for the five-year term of the contract with a start date of August 2026, and that the Chief Executive Office or designee is authorized to execute said contract.

The Committee recommended that the Board approve this item.

Dean Ahmad

R-15.

Approve to execute contract no. PA2028, for Consolidated Bussing Services with LAZ Parking Texas, LLC of Dallas, Texas, for the initial five-year contract amount of \$319,293,666.10, and two, two-year options in the amount of \$308,099,480.06, for a total estimated contract amount of \$627,393,146.16, with a start date of October 2026; and the Chief Executive Officer or designee is authorized to exercise option years at the Airport's discretion and execute said contract.

The Committee recommended that the Board approve this item.