

DALLAS LOVE FIELD

LOVE FIELD GOOD NEIGHBOR PROGRAM

NEWSLETTER

EMERGENCY EXERCISE

Written by Hillary Green

Dallas Love Field conducted a full-scale simulated aircraft disaster training exercise on Saturday, Nov. 2, 2019. More than 600 staff and volunteers participate in the federally mandated triennial exercise. Alex Platzbecker, emergency preparedness specialist, shared some takeaways from the event.

The event included more than 250 volunteer victims from various community organizations.

More than 150 responders participated in the event including Dallas Fire Rescue, Dallas Police Department, and Aviation employees.

More than 20 organizations participated or assisted with the exercise including, Flower Mound Fire Department, Grand Prairie Emergency Management, and the Cedar Hill Fire Department.

Southwest Airlines was able to exercise and open their Family Assistance Center and practice their response to an aviation related disaster.



DAL receives support from National Park Service

Written by Chris Perry

Dallas Love Field has been selected to receive technical assistance from the National Park Service's Rivers' Trails and Conservation Assistance program as it furthers its commitment to beautification of the surrounding Love Field area.



Multiple hospitals, including Parkland, Baylor, Scott & White and Children's Medical Center were able to activate their Emergency Response plans and use this exercise as a tool to refine their procedures.



This exercise allowed first responders to practice their response to a Mass Casualty Incident (MCI). As a result of this exercise, many strengths and areas for improvement were identified which will allow all involved to improve procedures should a real emergency occur.

The airport plans to use the assistance to continue its work toward the Dallas Love Field Loop Trail, which will serve as a vital recreation and transportation corridor for Love Field-area residents.

The Dallas Love Field Loop Trail is an initiative of DAL's Good Neighbor Program. The trail will seek to develop conceptual plans for a dedicated bicycle and pedestrian connection between Bachman Lake, the Medical District and Dallas Love Field. Overall, the project is a partnership between the City of Dallas, the Trust for Public Land and the Texas Trees Foundation.

Through the RTCA program, the National Park Service helps communities and neighborhoods preserve their important local resources, protect river resources, develop new trails and greenways and create new natural areas. These projects are locally led with RTCA staff supporting local recreation and conservation leaders.

Dallas-LoveField.com

Written by Chris Perry



Dallas Love Field is proud to present the revamped version of Dallas-LoveField.com, geared toward better assisting customers in today's digital environment.

From visitor surveys, Love Field created a website with easier access to the information its customers asked for, such as flight statuses, parking availability and concession options. The website also has a more modern look and is mobile friendly.

While it is far from perfect, DAL is proud of this improvement to its customer experience as we aim to lead the evolution of the airport experience.

Mayor's Interns 2020

The Mayor's Intern Fellows Program (MIFP) is an eight-week, paid summer internship program that introduces Dallas public high school students to careers and employment opportunities in industries and companies where they have expressed interest. Modeled after the prestigious White House Fellows, MIFP prepares motivated students to become the leaders of tomorrow.

Our Mission – To introduce exemplary Dallas high school students to future careers, professional employment opportunities and valuable workplace skills while providing area companies, nonprofits and government entities a meaningful way to make an investment in the youth of Dallas and its future workforce.

Learn more at mayorsinterns.org.



Let's Get Social

Follow Dallas Love Field on social media to keep up-to-date with the latest news, highlights, projects updates, as well as existing events to breaking news. Get connected by following [@DallasLoveField](https://twitter.com/DallasLoveField) today!



DAL Awards of 2019

2019 was a year filled with awards and recognition for Dallas Love Field. DAL has been recognized throughout the aviation industry on behalf of the outstanding operations and customer service provided by concessionaires, including these achievements:

Best Food and Beverage Program	ACI-North America
Best Retail Program - 2nd Place	ACI-North America
Airport Satisfaction Study - 2nd Place	JD Power & Associates
Best Concessions Program	Airport Experience Awards
ASQ Award - 1st Place	ACI World
Top 10 Domestic Airports	Travel & Leisure



Holiday Toy Drive

The Department of Aviation came together this Holiday season to collect toys to donate to Children's Medical Center Foundation. The wide variety of toys collected ranged from infant to teenage activities. This partnership with Children's Medical Center will be the first of many for the department.

Sock Drive

Written by Hillary Green

What started out as a light-hearted way to engage Dallas Love Field social media followers quickly turned into a holiday giving campaign. For #NationalSockDay on Dec. 5, the airport decided to give two lucky followers each a pair DAL socks – an item unavailable for purchase.

Brad Ramsey, president and general manager of WFAA, saw the tweet and challenged the airport to give 1,000 socks to area homeless shelters.

With just a few weeks until Christmas, Dallas Love Field accepted Brad’s challenge and in turn enlisted social media followers to help. Individuals received a pair of DAL socks for every two pairs of new socks they donated.



“The Sock it to Homelessness Challenge was a great opportunity to get the entire Dallas Love Field community engaged in giving back this holiday season,” said Mark Duebner, director of Aviation for the City of Dallas.

Thanks to an incredible donation of more than 700 socks from Brad and the WFAA management team, the airport was able to collect 912 pairs of socks to give back to those experiencing homelessness in the area.

Duebner and Tyeshia Wilson, manager of community engagement at Dallas Love Field, delivered the collected to socks to Austin Street Center, which provides a safe place to shelter and helps meet the most basic needs of those experiencing homelessness.



Daniel Roby, CEO of Austin Street Center, said cotton socks are the most requested item by those at the shelter. Each client is given a complete outfit upon their arrival, and a fresh one every thirty days after that. The shelter sees more than 3,000 individuals every year, and each pair of socks will make a difference to those getting back on their feet.

Visit austinstreet.org to learn how to donate or volunteer.

REAL ID at DAL

Written by Hillary Green

Starting Oct. 1, 2020, all travelers 18 years of age and older will need a REAL ID- compliant form of identification to board flights at all U.S. airports, including Dallas Love Field.

Travelers can determine if their drivers license is REAL ID-compliant by looking for the cutout of a star in a gold background in the upper right-hand corner of the license.

Visit the Department of Homeland Security website for additional information about REAL ID.



Q3 2019 AIRPORT STATS

October 2019

Custom Flights - 94
Total Passengers - 1.5M
TNC Trips - 97,441
Total Operations - 20,677

November 2019

Custom Flights - 111
Total Passengers - 1.3M
TNC Trips - 83,065
Total Operations - 19,837

December 2019

Custom Flights - 105
Total Passengers - 1.3M*
TNC Trips - 81,150*
Total Operations - 18,750*

*Estimated based on last year and trends from this year.

The Good Neighbor Program



Dallas Love Field started the Good Neighbor Program in 2012. What started as an initiative to enhance the physical and economic development of the airport and its surrounding areas continues to evolve and engage community members near Dallas Love Field in an effort to build a vibrant culture and environment.

We are an airport that happens to be in the middle of a community.

However, our goal is to be a community that just happens to be located around an airport.

The GNP is a way to connect with the community on future ideas and planning input.

The program supports the City of Dallas' goals of developing livable, walkable and interconnected neighborhoods.

We strive to be a community that happens to be located around an airport, not just an airport located around a community.

Efforts include:

- Enhancing the passenger experience
- Urban design – landscaping and beautification
- Signage and way-finding initiatives
- Pedestrian improvements
- Encouragement of recreational activities
- Traffic improvements
- Drainage improvements



Upcoming Meeting Dates

14 Tuesday
April 2020

14 Tuesday
July 2020

To learn more about the Program, visit www.dallas-lovefield.com