

DALLAS LOVE FIELD

LOVE FIELD GOOD NEIGHBOR PROGRAM

# NEWSLETTER

# Dallas Love Field's New Liquid Collection Station at TSA

Written by Hillary Green

As part of our efforts to enhance the passenger experience and promote environmental sustainability, the Department of Aviation launched a new Liquid Collection Station at Dallas Love Field Airport. The station will allow passengers to empty and recycle their bottles before entering the TSA Security Checkpoint. During a recent waste audit, the DOA's Environmental Division found that more than 60% (by weight) of total waste in the TSA zone was liquid. This liquid contaminates other recyclable material, meaning the material is no longer recyclable. By launching the Liquid Collection Station, Love Field will be able to reduce the airport's total waste and ensure recycled material is disposed of properly.



# Dallas Love Field Earned Airport Carbon Accreditation Level 2:

Written by Catherine Miller

In November 2018, Airports Council International announced that Dallas Love Field earned Airport Carbon Accreditation (ACA) Level 2 due to the airport's efforts to reduce its carbon footprint. Love Field earned this accreditation by reducing its carbon emissions in 2017 compared to the average of 2015 and 2016 emissions levels. In addition, the Department of Aviation developed a comprehensive Carbon Management Plan that outlines efforts to reduce the airport's greenhouse gas emissions and identifies how future emissions will be reduced. Department of Aviation staff, Sana Drissi, Khurram Qadri, and Clifford York, accepted the ACA Level 2 Award at this September's Airports Council International – North America Annual Conference. The Department of Aviation is currently pursuing the renewal of ACA Level 2.



## Water Bottle Refill Stations

Written by Chris Perry

Love Field added water bottle refilling stations throughout the terminal, giving customers an opportunity to fill their own bottles and send less plastic to the recycling center.

In recent years, airports throughout the country have added these stations based on customer demand. The stations annually save tens of thousands of water bottles from being used. DAL placed three on the secured portion of the terminal (down each gate wing and in the stem) and one on the non-secure side, near baggage claim.

Next time you're traveling through DAL, bring your reusable bottle with you. We've supplied the water!



# New Dallas-LoveField.com Launched

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.

## 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** today!



# DAL Ranks Second in JD Power North American Airport Satisfaction Study

Written by Chris Perry

For the second-straight year, Dallas Love Field ranked No. 2 among large airports in the J.D. Power North America Airport Satisfaction Study, it was announced Wednesday, September 25, 2019.

Six key areas for overall passenger satisfaction were the focus of the study – terminal facilities; airport accessibility; security check; baggage claim; check-in and food, beverage and retail.

**The study defined large airports as those who serve between 10 million to 32.9 million total passengers and was based on a survey of more than 32,000 travelers from October 2018 to September 2019.**

Love Field's score improved 16 points from last year, checking in at 826 on the 1,000-point scale. DAL was one of three airports in the large category to earn five JDPower.com Power Circles, defining it as among the best.

The large airport average score was 765 and the overall North American airport score was 762. DAL's 826 points ranked fifth among all airports, regardless of size.

Love Field has consistently performed well in the J.D. Power North American Airport Satisfaction Study, including earning the top spot among medium airports in 2015. DAL moved to the large category in 2017 and was ranked third, before its second-place ranking a year ago.



## J.D. Power 2019 North America Airport Satisfaction Study<sup>SM</sup>



# Dallas Love Field Remembers 9/11

Written by Chris Perry

Dallas Love Field on Wednesday remembered the victims and honored the first responders of September 11, 2001.

The entire airport paused for a moment of silence at 8:46 a.m., marking the first moments of the worst terrorist attack in United States history. On display near the TSA checkpoint were a memorial flower wreath and a cross created with steel from the World Trade Center towers.

The Live at Love Stage featured patriotic music for its daily lunchtime musical performance.

Love Field is committed to ensuring that, year after year, we will never forget.



Thank you to the Buckholt family for allowing us to display this "Never Forget" exhibit. Melanie says her husband Marty is extremely patriotic and she wanted to surprise him with this profound display. The flags are made up of the names of the first responders and civilians who perished during the Sept. 11 attacks.

# Looking Ahead to 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](http://mayorsinterns.org).



## Q3 2019

### AIRPORT STATS

#### July 2019

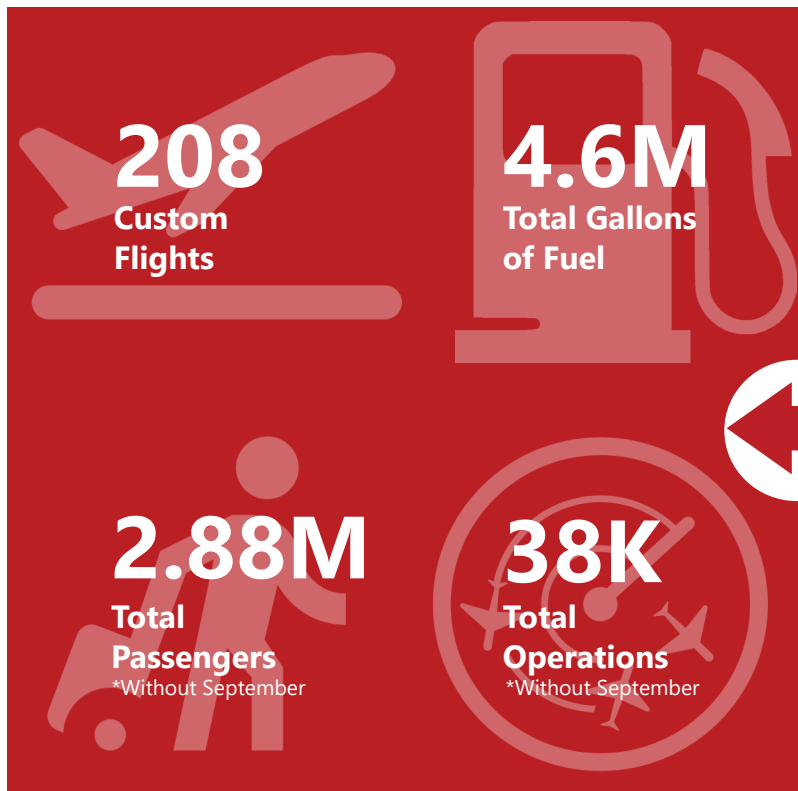
Custom Flights - 72  
Total Passengers - 1.49M  
Total Gallons of Fuel - 1.6M  
Total Operations - 19K

#### August 2019

Custom Flights - 69  
Total Passengers - 1.39M  
Total Gallons of Fuel - 1.5M  
Total Operations - 19K

#### September 2019

Custom Flights - 67  
Total Passengers - Not yet available  
Total Gallons of Fuel - 1.5M  
Total Operations - Not yet available



# 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.

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

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.



## Upcoming Meeting Dates

**14** Tuesday  
January 2020

**14** Tuesday  
April 2020

**14** Tuesday  
July 2020

To learn more about the Program, visit [www.dallas-lovefield.com](http://www.dallas-lovefield.com)