



Dallas Love Field

Leading the Evolution of the Airport Experience



Dallas Love Field Airport

Tenant Handbook

August 31, 2022 (Revised)



August 31, 2022

Thank you for joining the Dallas Love Field Team! Department of Aviation (DOA) is focused on delivering the best customer service to our tenants, business partners, passengers, and guests. Our mission of “leading the evolution of the airport experience” continues and tenant satisfaction is key to our effectiveness.

First, let me thank each of you for all your hard work and dedication during this pandemic. I know it has been a challenging time as we are all concerned for each other’s safety, and for the safety of our families. We have communicated to everyone the importance of personal hygiene and social distancing as we continue to serve the public. CDC has revised its recommendations regarding the wearing of coverings for your mouth and nose as being effective in slowing the spread of the COVID-19 virus. As such, all employees must follow FAA and CDC guidelines while performing their job duties. The DOA will continue to provide all the equipment and supplies we currently provide. I do only ask that you use good judgment in the color and pattern of any face covering to wear.

Second, the Aviation Administration and Facilities-Custodial teams have worked tirelessly to keep our facilities as clean and safe as reasonably possible. And we will continue to do so.

Dallas Love Field (DAL) is proud to lead the evolution of the airport experience. I am proud to announce that DAL received ACI ‘The Voice of the Customer’ Recognition. That is a large part, thanks to you, your team and DOA staff.

We continue to find new and innovative ways to lead the aviation industry. We are committed to helping our tenants be successful. We accomplish this by working together, maintaining our facilities with the highest standards. and following the guidelines & policies in this handbook.

Please contact our talented staff should you need any assistance.

Thank you for choosing Dallas Love Field!

Sincerely,



Mark Duebner
Director of Aviation

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INTRODUCTION

Welcome to **Dallas Love Field Airport**. We are pleased that you have selected our airport for your business operations. Our priority is to ensure that we provide the highest quality of customer service to you.

Vision Statement:

Leading the evolution of the Airport experience.

Mission Statement:

It is the mission of the Department of Aviation to create innovative Airport experiences by promoting safety and comfort, valuing our employees, developing our facilities, recognizing our unique role in the Dallas community and contributing a positive economic impact.

The information presented in this handbook is designed for quick reference and will provide valuable resources for you. Please take time to familiarize yourself with the information provided. It is possible that over time some items will change. We will notify you of any changes. We want your experience at **Dallas Love Field Airport** to be pleasant, safe and successful. If you have any requests or suggestions about how we can better serve you. Please let us know.

The Administration office addresses are as follows:

City of Dallas, Department of Aviation

Mailing Address

7555 Lemmon Avenue
Dallas, Texas 75209
214-670-6073

Physical Address

8008 Herb Kelleher Way, LB16
Dallas, Texas 75235

ADMINISTRATION OFFICE BUSINESS HOURS

The City of Dallas, Department of Aviation Administration Office business hours are 8:00AM to 5:00PM, Monday through Friday.

The City of Dallas Administration offices are closed on the following holidays:

- New Year's Day
- Martin Luther King Day
- Presidents Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving Day
- The Day following Thanksgiving Day
- Christmas Day

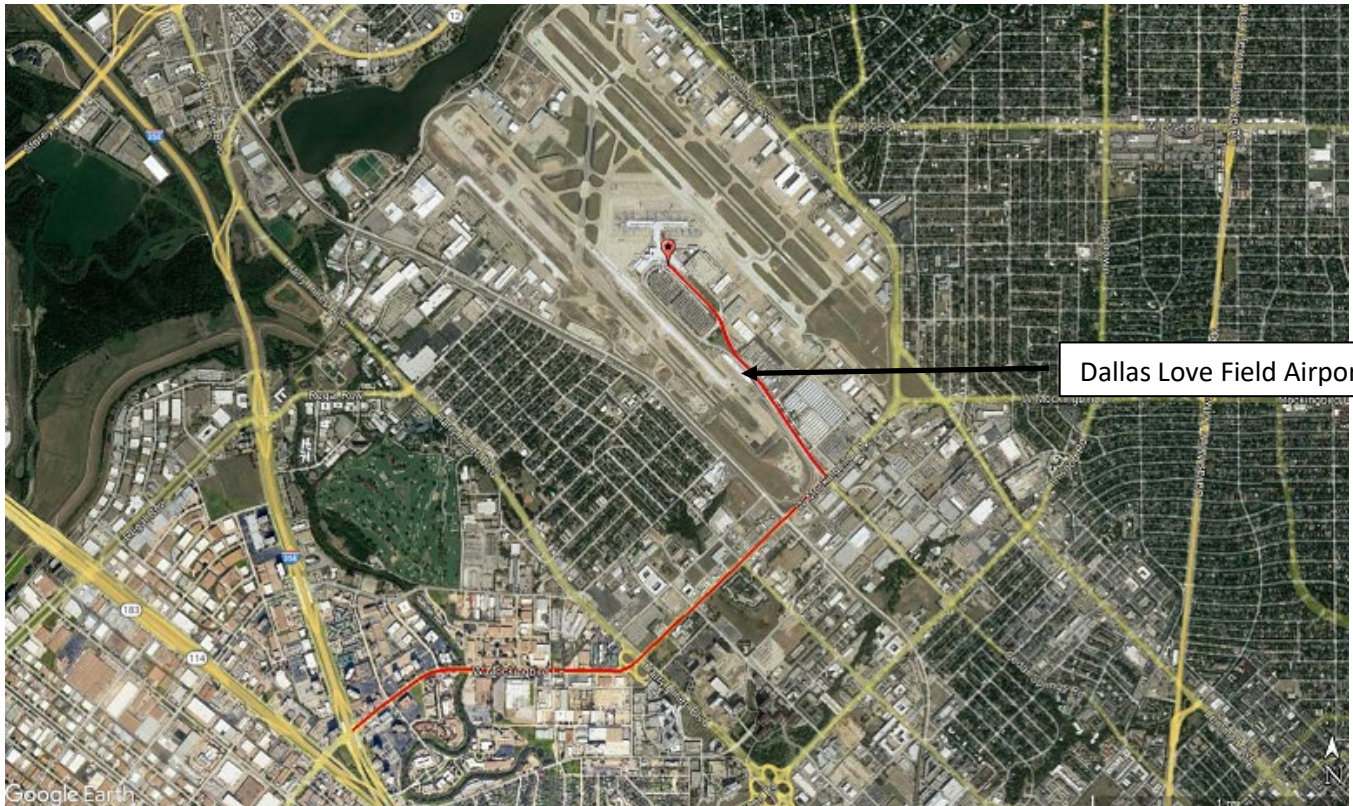
Please note that these holidays are subject to change.

You have access to the Department of Aviation personnel through the Airport Operations Center 24-hours a day, 7 days a week by calling 214-670-LOVE (5683) or emailing 214670LOVE@dallascityhall.com.

DIRECTIONS TO AIRPORT/MAP TO AIRPORT

Located in the heart of Dallas, Herb Kelleher Way (formerly Cedar Springs Road) at Mockingbird Lane, Dallas Love Field is just 20 minutes from the City's Central Business District and seven miles from the Dallas Convention Center, the Dallas West End, Infomart, and the Dallas Market Center.

From I-35E:

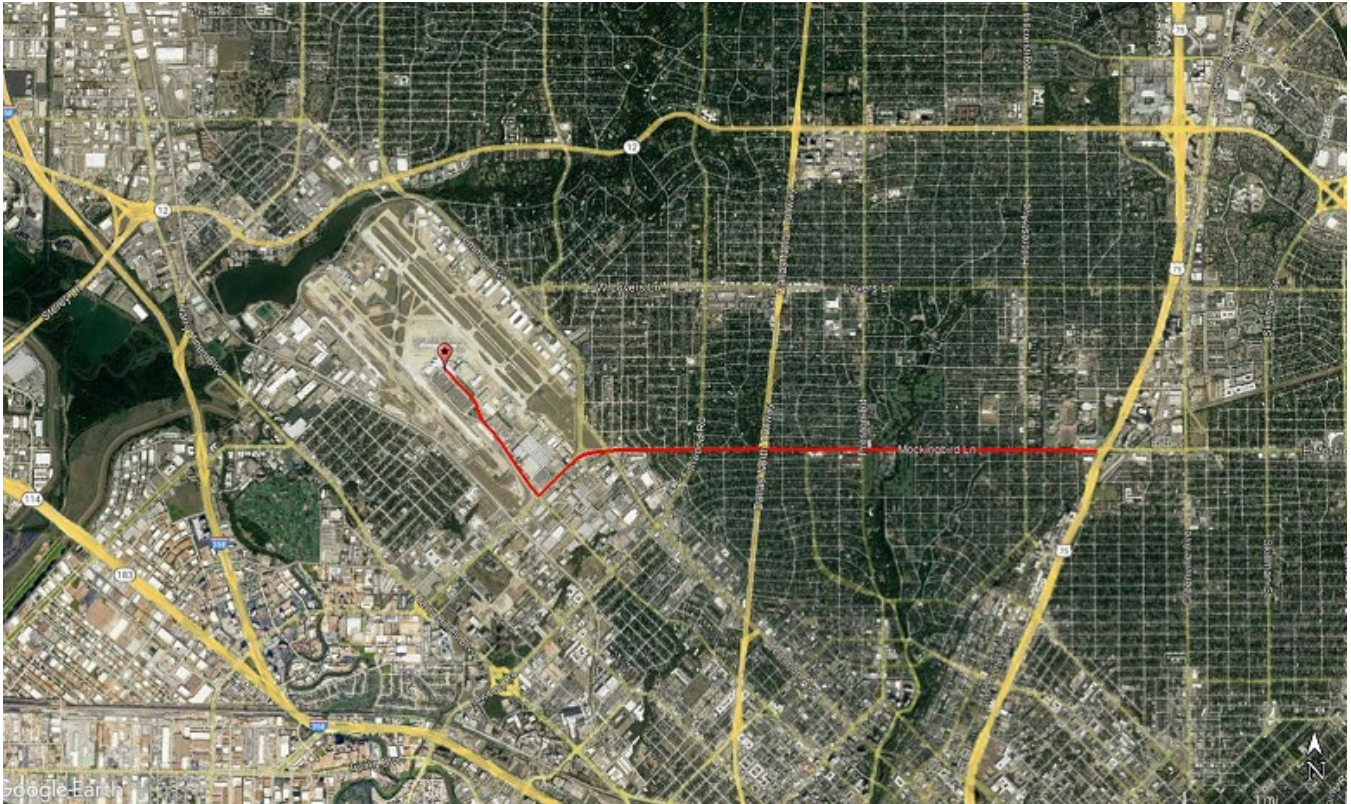


Take the Mockingbird Lane exit and proceed East on Mockingbird Lane. Turn left onto Herb Kelleher Way and proceed to the Terminal Building.

DIRECTIONS TO AIRPORT/MAP TO AIRPORT (cont.)

From U.S. 75 or the Dallas North Tollway:

Take the Mockingbird Lane exit and proceed West on Mockingbird Lane. Turn right onto Herb Kelleher Way and proceed to the Terminal Building.



WELCOME TO DALLAS LOVE FIELD



Dallas Love Field (“Airport”) is a medium hub airport, owned by the City of Dallas (“City”) that serves the Dallas metropolitan region and the Dallas-Fort Worth metroplex. In calendar year 2011, approximately 4 million passengers were enplaned at the Airport. Approximately 65% of the enplaned passengers are originating passengers (passengers who begin or end their trips in Dallas) and 35% are connecting or through passengers.

Prior to the opening of Dallas-Fort Worth International Airport (“DFW”) in 1974, the Airport was the principal air carrier airport serving the Dallas metropolitan region. Southwest began service at the Airport in 1971 and, because it was not a party to the agreements surrounding the development of DFW, chose to continue operating at the Airport after DFW opened. In 1979, federal legislation (commonly referred to as the “Wright Amendment”) was passed, which placed restrictions on nonstop commercial flights to and from the Airport. On October 13, 2014, the Wright Amendment repeal will end and airlines flying out of Dallas Love Field will begin providing nonstop flights to a select group of cities.

DALLAS LOVE FIELD MODERNIZATION PROGRAM (“LFMP”)

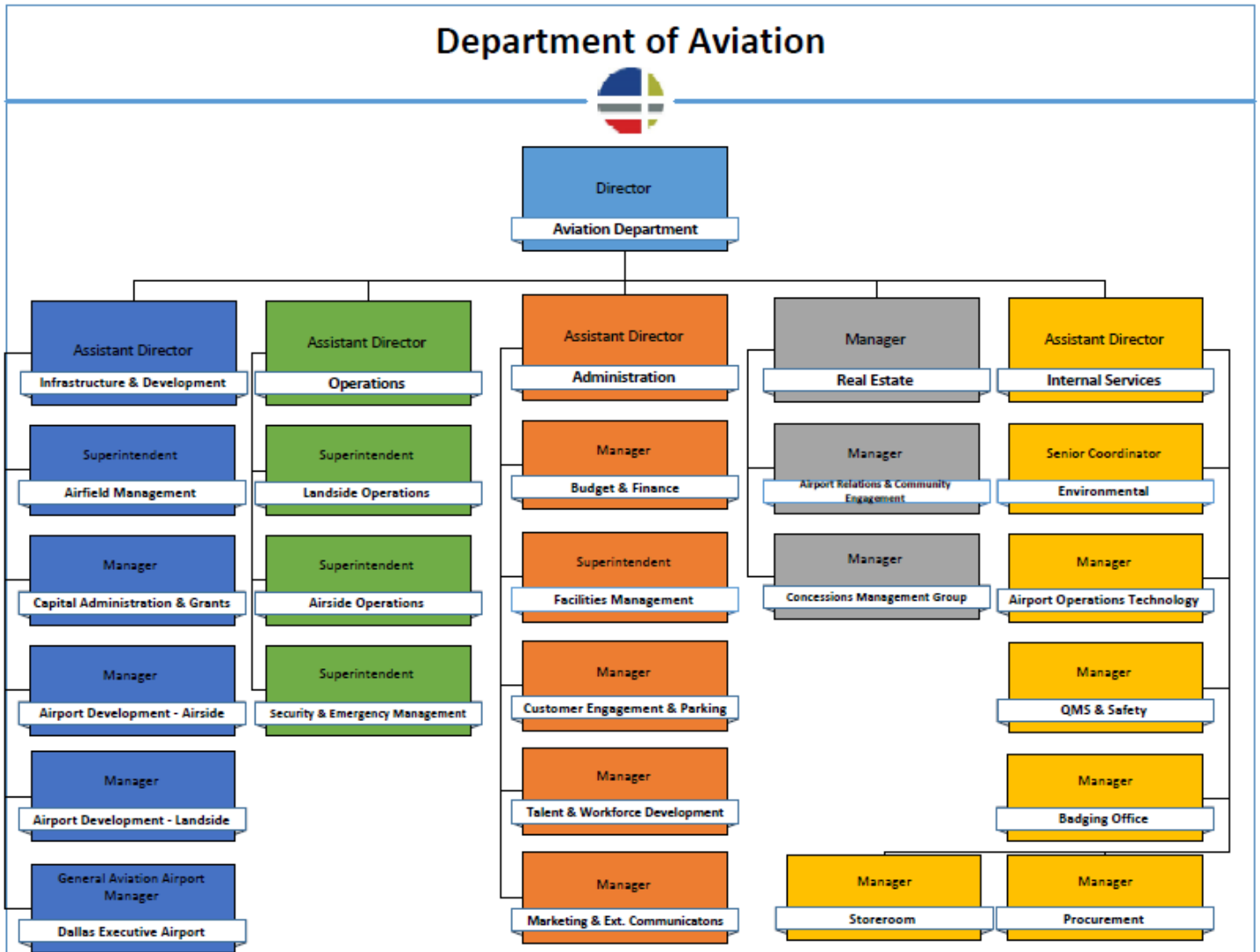


Significant changes to the nature of operations, and the volume of passenger traffic at Dallas Love Field happened with the repeal of the commercial passenger flight restrictions imposed by the Wright Amendment by the year 2014, pursuant to a negotiated agreement among the cities of Dallas and Ft. Worth, the DFW Airport Board and American and Southwest Airlines. In order to effectively and efficiently accommodate these changes, it was necessary to develop capital improvements to the Terminal Building. It was anticipated that the construction activity would impose burdens upon all Airport users, including concessionaires, airlines, other service providers, as well as the Department of Aviation. As with most terminal construction projects, these burdens would involve changing passenger traffic flow patterns, relocating various functions, activities and tenants, and otherwise disrupting the conditions under which we all operated. These capital improvements were completed in October 2014.

AIRPORT AND CITY SERVICES CONTACT LIST

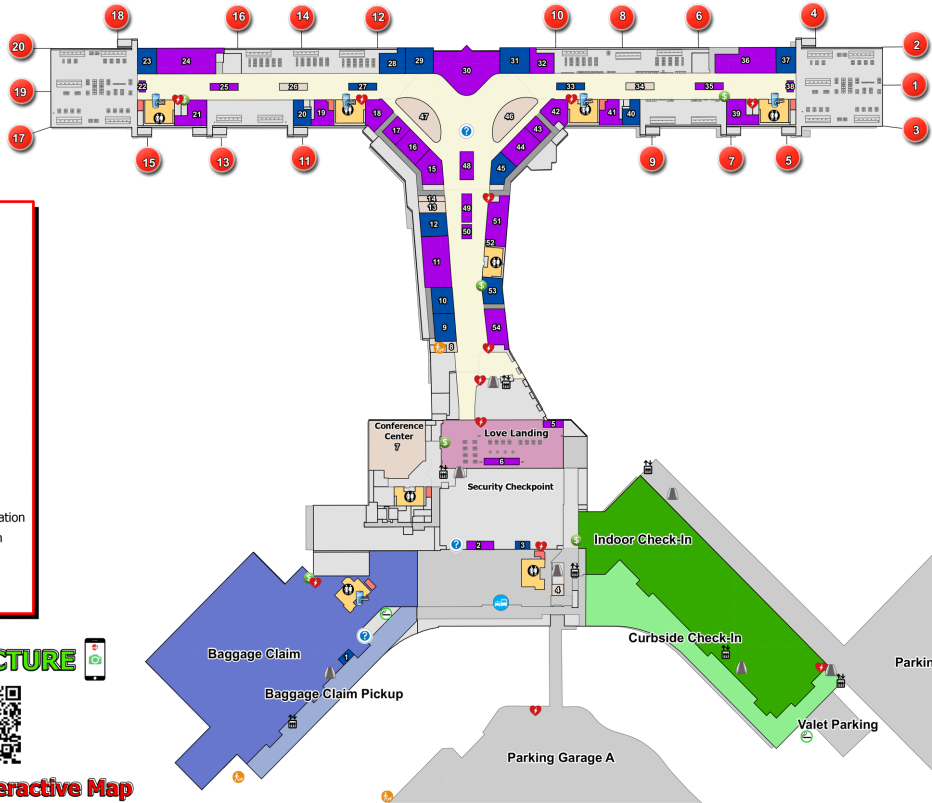
City Services:	Phone Number
Dallas Police Department (Love Field Unit)	214-670-6160/6162
Emergency (Police, Fire, Medical)	9-1-1
Department of Aviation:	
Accounting/Business Manager	214-670-6140
Airport Badging Office	214-670-6155
Airport Operations Center	214-670-LOVE (5683)
Airport Security Manager	214-670-6158
Airside Operations	214-288-3069
Aviation Operations Technology	214-671-1900
Facility Finishes (Custodial)	214-670-9576
Facility Services	214-670-5683
Contract Compliance Manager	214-670-6087
Environmental Manager	214-670-6654
Facility Services	214-670-6168
Ground Transportation Coordinator	214-670-6147
Landside Operations	214-670-9571
Public Information Officer (PIO)	214-671-1577
Real Estate	214-670-6153
Other Contacts:	
Parking Concepts, Inc.	214-350-4881

DALLAS LOVE FIELD ADMINISTRATION ORGANIZATION CHART



DALLAS LOVE FIELD DIRECTORY

Dallas Love Field Airport Legend



Legend:

- Gates
- Concessions**
- Amenities
- Family Restroom
- Restaurant
- Restrooms
- Shopping
- Points of Interest**
- ♥ AED
- ATM
- 🐕 Dog Relief
- 🚪 Elevator
- 🚶 Escalator
- 🚗 Ground Transportation
- ℹ Information Booth
- 🚻 Restrooms
- 🚬 Smoking Area
- 💧 Water Refill

RESTAURANTS	
2	Bruegger's Bagels
5	Fly Bar
6	Dunkin' Donuts
11	Maggiano's Little Italy
15	Dallas Cowboys Bar
16	Whataburger
17	Campari's Pizza
18	Chick-Fil-A
19	Auntie Anne's - Pacuago Gakato Closed
21	Jason's Deli
22	Hops & Grapes
24	Chili's
25	Starbucks
30	Cool River
32	AV8 Bar Cafe
35	Starbucks
36	Camtina Laredo
38	Hops & Grapes
39	Le Madeleine
41	TexPress Gourmet - Baskin Robbins
42	Dickey's Barbecue
43	Manchu Wok
44	Mac's Southwestern Grill
48	Dunkin' Donuts
49	TexPress Gourmet
50	Baskin Robbins - Closed
51	Sky Canyon - Closed
54	Cru Food & Wine Bar

AMENITIES	
4	Mail Room
7	Flight Deck Conference Center
8	Pet Relief Area
13	Kids' Play Area
14	Southwest Office
26	Shoe Shine
34	Shoe Shine
46	Seating Area
47	Seating Area
52	Nursing Station

SHOPPING	
1	Hudson News - Closed
3	Texas Monthly News - Closed
9	Hudson - West End
10	Fair Park Texas
12	Creative Kidstuff
20	Desigual
23	Hudson News
27	Spectacles
28	Hudson News
29	MAC Cosmetics
31	Hudson News
33	Hudson to Go
37	D Magazine News
40	Soybu Bliss - Closed
45	Tech On The Go
53	Ink Books

TAKE A PICTURE



Love Field Interactive Map

CONCESSIONS' CONTACT LIST

Tenant Name	Unit Number	Phone Number
Baskin-Robbins	C2521	214-358-7631
Bruegger's Bagels	L1045	972-629-9255
Campisi's Pizza	C2077	214-654-0874
Cantina Laredo	C2596	214-654-0769
Chili's Too	C2396	214-353-2722
Chick-Fil-A	C2063	214-301-7514
Cool River	C2125	214-301-7515
Dallas Cowboy Sports Bar	C2086	469 965-7008
Creative KidStuff	C2041A	214-353-0801
Cru Wine Bar	C2261	214-654-9949
Desigual (Closed)	C2311	214-353-2638
D Magazine News	C2586	214-358-7663
Dickey's Barbecue	C2190	214-358-7277
Dunkin Donuts	C2174	214-358-8521
Dunkin Donuts	L2103	214-353-2720
Fair Park Texas	C2016	214-353-2996
Fly Bar	L2001	214-351-1916
AV8 Bar Cafe	C2151B	214-351-1917
Hudson Non-stop	C2169	214-358-7564
Hops & Grapes East	C2390	N/A
Hops & Grapes West	C2595	N/A

CONCESSIONS' CONTACT LIST (cont.)

Tenant Name	Unit Number	Phone Number
Hudson News Travel	C2101	214-366-0004
Hudson News Booksellers	C2151A	214-353-0089
Hudson News CNN	C2006	214-353-6936
Ink Book Store	C2251	214-353-2626
Jason's Deli	C2346	214-353-2673
La Madeleine	C2546	214-301-7516
Maggiano's	C2031	214-358-7281
MAC Cosmetics	C2115	214-358-7281
Manchu Wok	C2186	214-358-8692
Moe's SW Grill	C2181	214-358-8635
Paciugo Gelato/Auntie Anne's	C2321	214-301-7517
Soybu Bliss	C2511	214-358-7564
Spectacles	C2001	214-353-2796
Starbucks West	C2452	214-301-7519
Starbucks East	C2653	214-301-7518
Tech On The Go	C2176	214-353-0008
Texas Monthly News	C1009	214-358-7680
TexPress Gourmet	C2215	214-353-2976
Whataburger	C2081	214-654-0914

ACCOUNTING/PAYMENT SERVICES

Rent payments are due in accordance with the terms of your agreement with the City of Dallas and should be mailed to the address listed below. Please remember that late payment and payments returned for insufficient funds are subject to additional charges per your agreement or City Ordinance.

Rental Payment Mailing Address

City of Dallas Aviation Administration
7555 Lemmon Ave
Dallas, TX 75209

Hours of Operation

Monday thru Friday, 8:00 AM to 5:00 PM

The City of Dallas accepts payments by Cash, Credit Cards (American Express, Visa, Discover, and MasterCard), Check, Money Order, EFT/ACH, and Cashier's Check.

Online Payments are accepted at the City of Dallas' ePay site:
https://epay.dallascityhall.com/bdisu/public/frameset_top_html.jsp

Contact Information

Accounting Section: 214-671-0487 or 214-670-6299
Monday – Friday, 8:00 AM to 5:00 PM

Airport Operations Center: 214-670-LOVE (5683)

TITLE VI PLAN

A. Policy of Nondiscrimination. The Department of Aviation assures that no person shall on the grounds of race, color, national origin, sex, age, disability or income as provided by Title VI of the Civil Rights Act of 1964 and related authorities, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any Department of Aviation sponsored program or activity. The Department of Aviation further assures every effort will be made to ensure non-discrimination in all of its programs and activities, whether those programs and activities are federally funded or not.

Title VI of the 1964 Civil Rights Act provides that no person in the United States shall on the grounds of race, color, national origin, or sex be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving Federal financial assistance. The Civil Rights Restoration Act of 1987 broadened the scope of Title VI coverage by expanding the definition of terms “programs or activities” to include all programs or activities of Federal Aid recipients, sub-recipients, and contractors, whether such programs and activities are federally assisted or not (Public Law 100-259 [S. 557] March 22, 1988).

All Department of Aviation employees and tenants, including Concessionaires, Contractors, Sub-contractors, consultants, sub-consultants and service providers are responsible for adherence to the policy of non-discrimination as mandated by Title VI of the Civil Rights Act of 1964, and for communicating and demonstrating same to the customers and patrons served of the traveling public.

B. Complaint Procedures – Allegations of Discrimination in Federally Assisted Programs or Activities. Any person who believes they have been aggrieved by an unlawful discriminatory practice under Title VI has a right to file a formal complaint with Department of Aviation. Any such complaint must be in writing and filed with the Department of Aviation Title VI Coordinator within one hundred, eighty (180) days following the date of the alleged discriminatory occurrence. Title VI Discrimination Complaint Forms in English and in Spanish are available via the airport’s webpage <http://www.dallas-lovefield.com/title-vi.html> or may be obtained from the Department of Aviation at no cost to the complainant by contacting the Airport Operations Center at 214-670-LOVE (5683).

C. Public Notice – All airport tenant organizations leasing and/or owning and operating facilities on any Dallas Airport System campus shall display, in a reasonably conspicuous public location, a copy of the Department of Aviation Unlawful Discrimination Poster. Updated posters will be provided by the Department of Aviation as necessary. Requests for replacement posters can be made through the Airport Operations Center (AOC) at 214-670-LOVE (5683).

D. A copy of 49 CFR Part 21 – Nondiscrimination in Federally-Assisted Programs of the Department of Transportation – Effectuation Of Title VI of the Civil Rights Act of 1964 can be viewed, upon request, in the Department of Aviation corporate office located at 7555 Lemmon Ave, Dallas, Texas or publicly available on the airport website at <http://www.dallas-lovefield.com/title-vi.html>.

E. Title VI Contract Clauses & Solicitation Notices – Any contracts and/or agreements entered into by

TITLE VI PLAN (cont.)

F. any tenant organization must also include the City of Dallas Title VI clause, as written. For current Title VI clause language as used by the City of Dallas please contact the Department of Aviation Customer Relationship Manager. Additionally, all solicitations made by tenant organizations must include Title VI nondiscrimination clauses. For more information please visit

https://www.faa.gov/airports/aip/procurement/federal_contract_provisions/media/combined-federal-contract-provisions.pdf

G. Providing Meaningful Access to Limited English Proficiency (LEP) Individuals – Airport Measures. Executive Order 13166 “improving Access to Services by Persons with Limited English Proficiency” requires recipients of Federal (e.g., DOT) funds to take reasonable steps to ensure meaningful access to federally conducted programs and activities to persons who, due to limited English proficiency, cannot fully and equally participate in or benefit those programs and activities.

Individuals who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English can be limited English proficient or “LEP” and therefore entitled to language assistance under Title VI of the Civil Rights Act of 1964 with respect to a particular type of service, benefit, or encounter. Examples of populations likely to include LEP persons who are served or encountered by DOT recipients include public transportation passengers and persons living in areas affected by or potentially affected by transportation projects.

Public transportation services such as those provided by an Airport facility are considered an essential service to modern society. In an effort to ensure that our services are accessible to LEP individuals, the airport incorporates several measures to assist Department of Aviation employees, tenants and service providers in ensuring that LEP individuals have access to the benefits of any Department of Aviation service or program.

Measures

Verbal Translation Services

Two methods for delivery of Translation Services on-site exist free of charge to airport patrons via the Airport Operations Center:

- Telephonic Access (30+ Languages)

We have contracted with AT&T to provide telephonic interpretation services accessible via a 1-800 number. Via three-way call, telephonically we are able to provide language interpreting services to both the in-terminal and call-in airport patron.

- In-Person

Citywide as well as those employed by the airport, we have access to a number of City employees who are bi-lingual. Some receive Language Skills Pay as a part of their compensation plan to provide face to face interpreting services in the work environment. In addition, the City contracts via master agreement, on-site interpreting services for City-sponsored events and public meetings.

TITLE VI PLAN (cont.)

Upon encountering an LEP individual, Department of Aviation employees and tenants, including Concessionaires, Contractors, Sub-contractors, consultants, sub-consultants and service providers should notify the Airport Operations Center (AOC) at 214-670-LOVE (5683). Similarly, patrons requiring LEP assistance should notify an airport customer service agent at one of the customer service booths or contact the Airport Operations Center (AOC) at 214-670-LOVE (5683).

POSSESSION OF WEAPONS PROHIBITED

Refer to Texas Local Government Code Section 229.001 for special provisions and instruction related specifically to the prohibition of weapons at airports.

CONTRACT COMPLIANCE AND RESPONSIBILITIES

There are four parts to the following contractual compliance information and specific responsibilities: Concessionaire Responsibilities, City of Dallas Responsibilities, Fee Obligations and Communication Methodology.

The purpose of this information is to familiarize concessionaires with responsibilities in the new terminal facility and within their assigned spaces. The areas of information are Concessionaire Responsibilities, City of Dallas Responsibilities, Concessionaire Fee Obligations, and City/Vendor Communication Methods.

I. Concessionaire Responsibilities – Maintenance, Utilities, etc.

- A. Janitorial Services – Concessionaires are responsible for janitorial maintenance of their individual facilities. Concessionaire shall, without cost to City, provide all janitorial services for the Assigned Premises. Concessionaire shall ensure that the Assigned Premises are kept free from all rubbish, filth, and refuse.
- B. Facility Maintenance and Repair Generally - Concessionaire shall provide at its own expense such maintenance, custodial, and cleaning services and supplies as may be necessary or required to maintain the Assigned Premises in good appearance, repair, and safe condition. Specifically, Concessionaire agrees to maintain and make necessary repairs to the interior of the Assigned Premises, the fixtures and equipment therein and appurtenances thereto including, without limitation, the interior windows, doors and entrances, storefronts, utility lines and connections, signs, floor coverings, interior walls and ceiling, the surfaces of interior columns exclusive of structural deficiencies, any columns or structural improvements erected by Concessionaire, partitions and lighting, including replacement of electric light bulbs and tubes, electrical equipment and plumbing fixtures, within the Assigned Premises. All work performed by Concessionaire shall be subject to inspection and approval of the Director or his or her representative.
 1. City Sole Judge of Maintenance - City shall be the sole judge of the quality of maintenance. City, or its designee, may at any time, without notice, enter upon the Assigned Premises to determine if maintenance satisfactory to City is being performed. Performance by Concessionaire of maintenance pursuant to a written maintenance plan previously approved by the Director shall be conclusive evidence of satisfactory maintenance, unless the Director determines that there is a present and substantial danger of serious injury to users of the Assigned Premises. If it is determined that said maintenance is not satisfactory, the Director shall so notify Concessionaire in writing.

CONTRACT COMPLIANCE AND RESPONSIBILITIES (cont.)

2. Preventive and Routine Maintenance Programs. Upon the execution of this Contract, Concessionaire shall establish a preventive and routine maintenance program, the provisions of which shall be subject to the initial written approval of and periodic review by the Director. Concessionaire shall from time to time, upon request, provide the Director a written schedule of Concessionaire's cleaning and maintenance program.
 3. Routine Refurbishment. On or about the commencement of each year, the Director and Concessionaire shall tour the Assigned Premises and jointly agree upon what, if any, routine refurbishment is required to maintain the Assigned Premises in first-class condition, and Concessionaire shall promptly undertake such refurbishment at its sole cost and expense. For purposes of this Section 9.C(4), refurbishment shall mean the routine repainting or redecoration of public areas within the Assigned Premises, including the replacement or repair of worn carpet, tile, furniture, furnishings, fixtures, or finishes.
- C. Identifying, Reporting, Preventing Hazardous or Potentially Hazardous Conditions: Concessionaire shall promptly observe, comply with, and execute the provisions of any and all present and future rules, regulations, requirements, orders, and directions of the Director which may pertain to the operations on the Assigned Premises. Upon discovery, Concessionaire shall immediately give oral notice to the City of any hazardous or potentially hazardous conditions in its Assigned Premises, the Terminal, or the Airport. Any hazardous or potentially hazardous condition in the Assigned Premises shall be corrected immediately upon receipt of oral notice from the City.
- D. Meeting Customer Service, Financial & Operating Performance Standards to include Health and Safety Standards, Compliance with All Applicable Federal and State Laws.
1. Operational Standards: Concessionaire acknowledges City's desire to provide the public and air traveler with the level and quality of service as described herein and Concessionaire acknowledges that a violation the requirements of this Section 9 may cause City to suffer substantial damages, including loss of goodwill, that might be difficult to ascertain or prove. Accordingly, City may, in its sole discretion, assess a fee of \$100 per occurrence for a violation of this Contract as liquidated damages for such violation.
 2. Concessionaire's Standards: Concessionaire shall submit to City a copy of any of its own customer service, operations, etc. standards, plans, and manuals, and shall ensure continuous adherence to Concessionaire's own standards in addition to City's standards as set forth herein.
 3. Health and Safety Standards: Concessionaire shall ensure that all requirements of City, county, and state boards of health, and health and sanitary regulations adopted by the City, county, state, or any governmental legal authority, are fully complied with in all facilities. Concessionaire shall give access for inspection purposes to any duly authorized representatives of such governing bodies and to City. Concessionaire shall provide the Director with copies of all inspection reports within forty-eight (48) hours of receipt.

CONTRACT COMPLIANCE AND RESPONSIBILITIES (cont.)

4. Performance Standards: Within ninety (90) days of the end of each year of the Term, the Director and Concessionaire shall meet to review the financial, customer service, and operational performance of each of the Assigned Food and Beverage Locations during the prior year. During the course of said review, the Director may determine, in his or her sole discretion, that the performance of any of the Assigned Food and Beverage Locations is unsatisfactory
- E. Trash Removal & Dock Area Maintenance; Recycling Program Participation: In transporting trash and refuse from the Assigned Premises, Concessionaire shall use only carts, vehicles, or conveyances that are covered, leak proof, and equipped with wheels suitable for operating on carpets or tile or terrazzo flooring without damage thereto. Such disposal shall take place during hours as may be directed by City. Piling of boxes, cartons, barrels, or other similar items in an unsightly, unsafe, or unsanitary manner on or about the Assigned Premises is forbidden. Concessionaire further agrees to keep the dock area and refuse removal area clean and neat and free from any unsightly, unsafe, or unsanitary conditions. Concessionaire shall fully comply with the provisions of any City recycling program in effect at the Airport, whether currently existing, re-designed, or newly implemented any time during the Term of this Contract at Concessionaire's own cost. If City provides suitable containers for the collection of recyclable materials, Concessionaire agrees to pay its share of the costs of such containers.
- F. Maintenance of Plumbing Facilities. The plumbing facilities, within the Assigned Premises and elsewhere in the Airport, shall not be used for any purpose other than that for which they are constructed, and no foreign substance of any kind shall be thrown therein. If installed in connection with the Assigned Premises, Concessionaire shall, at its own expense, check and clean at least monthly all grease traps and grease receptors. The expense of any breakage, stoppage, or damage resulting from a violation of this provision, wherever such occurs, shall be borne by Concessionaire who may, or whose employees, agents, or invitees may, have caused it.
- G. Maintenance of Required Insurance for Assigned Premises; Indemnification. Concessionaire shall procure, pay for, and maintain from the Effective Date until expiration or termination of this Contract, with a company authorized to do business in the State of Texas and acceptable to City, the minimum insurance coverage contained in Exhibit D. City reserves the right to review the insurance requirements and to adjust insurance coverage or limits when deemed necessary and prudent by City's Office of Risk Management, based upon changes in statutory law, court decisions, or the claims history of the industry as well as the Concessionaire and its Sub-operators.
- H. Utilities. All charges, including, but not limited to, deposits, installation costs, connection charges, usage, and all service charges for utility services metered directly to the Assigned Premises or

CONTRACT COMPLIANCE AND RESPONSIBILITIES (cont.)

pro-rated by usage shall be paid by Concessionaire, regardless of whether such utility services are furnished by City or other utility service entities.

II. City of Dallas Responsibilities

- A. Utilities. City will provide certain utility connections for the Assigned Premises as specified in the “Tenant Design Criteria”.
- B. Janitorial Services. City shall provide janitorial services for the two (2) food court common seating areas.

III. Fee Obligations

- A. Concessionaires are responsible for payment of Concession Fees which consist of the MAG or Percentage fees that are assessed per the contract. Concessionaires are assessed late payment fees.
- B. Utilities for Assigned Premises: Concessionaire shall pay for all utilities necessary in the operation of its businesses. All charges, including, but not limited to, deposits, installation costs, connection charges, usage, and all service charges for utility services metered directly to the Assigned Premises or pro-rated by usage shall be paid by Concessionaire, regardless of whether such utility services are furnished by City or other utility service entities.
- C. Rent for Assigned Support Space: Section III, D.2. of the specifications state that “Concessionaire will be assessed a fee, not to exceed \$40.00 per square foot, for any Assigned Support Space in the Terminal.”
- D. Utilities for Assigned Support Space: The use of refrigeration units or coolers within the allocated storage space on the first level of the new terminal building under the following conditions: 1) you must submit the specifications of the unit(s) you intend to utilize within the storage space for approval prior to installation and 2) based on the specifications, electrical usage will be estimated and you will be charged for electric consumption, based on that estimate.”
- E. Joint Marketing Fund Fees: Section III.D.4. of the Specifications state: “Concessionaire shall pay a fee to City, not to exceed one-half of one percent (0.5%) of Concessionaire’s Gross Revenues, to fund a joint marketing account, to be controlled by City...”
- F. Security Check/Badging: Concessionaire shall pay all costs associated with obtaining the required identification and/or security clearances for its Personnel necessary for its operations at the Airport, including, but not limited to the costs of training and badging. Any fines assessed against City for security violations by Concessionaire shall be reimbursed to City by Concessionaire.

AIRPORT OPERATIONS



The Airport Operations division is divided into two (2) primary functional areas: Airside Operations and Landside Operations. Each segment is responsible for monitoring compliance with Federal Aviation Administration (FAA) or Transportation Security Administration (TSA) regulations. Each functional area has separate offices: Airside Operations is located at the Airfield Maintenance/Snow Removal Equipment facility (3387 Hawes Avenue) and Operations Landside is located on the first floor of the airport terminal.

Contact Information

Airport Operations Center: 214-670-LOVE (670-5683)

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AIRSIDE OPERATIONS

Airside Operations is primarily responsible for ensuring the Airport is in constant compliance with Federal Aviation Administration (FAA) Federal Aviation Regulations (FARs); specifically, 14 CFR Part 139, Certification of Airports. FAR Part 139 outlines the certification and operations of an airport supporting FAR Part 121 scheduled air carriers.

Airside Operations is also responsible for all Movement Area Driver's Training Program. Per FAA Advisory Circular 150/5210-20A – aircraft not intended for flight is considered a vehicle. All Mechanics or other non-pilots* at the controls of an aircraft not intended for flight must complete the Department of Aviation's Movement Area Training Program. Please see the [Dallas Love Field Airport Rules and Regulations](#) for more information and contact the Airside Operations division to schedule training.

***Non-pilots include individuals who may hold at least a private pilot's license; however, the job function they are performing for their employer is not as a pilot. Example: an individual employed as a mechanic may hold a private pilot certificate; however, in this definition, they are considered as a "non-pilot" as that is not their job function.

The Airfield Operations Coordination Center (AOCC) is within the Airport Field Maintenance Facility located at, 3387 Hawes Avenue, Dallas, TX 75235.

LANDSIDE OPERATIONS

Landside Operations is a segment of the Airport Operations division at Dallas Love Field. The Landside Operations division is responsible for coordinating landside events including, but not limited to: Evacuations and Repopulation, Baggage Mitigation Operations, Queue Line Operations, Key Control, Facility Inspection, Security Compliance, Terminal Operation Oversight, Roadway Operation Oversight, and the Airport Operations Center.

Hours of Operation:

24-hours a day/365-days a year

Contact Information:

Airport Operations Center: 214-670-LOVE (5683)

AIRPORT BADGING OFFICE

The Badging Office is a segment of the Airport Internal Services Division at Dallas Love Field. This office is responsible for the issuance, control, and auditing of all airport identification badges as well as vehicle identification media stickers. The Badging Office works closely with the Transportation Security Administration (TSA) and other Federal agencies to ensure compliance with required background checks to permit unescorted access into the Secured/SIDA, AOA, and Sterile areas of the airport.

In order for an individual to have unescorted access to the sensitive security areas of the airport, an Authorized Signatory must first enroll, submit and schedule an appointment using the SAFE Portal. Prior to receiving an airport badge, the individual must first clear and complete all required background checks and security training. The computer-based training must be scheduled through the SAFE Portal.

After Hours Emergency Badge Issues and Emergency Deactivations

All badge deactivations after hours, can be made through the Airport Operations Center (AOC) at 214-670-LOVE (5683) or use the SAFE Portal for badge deactivations.

All other transactions, such as initial issuance or renewal of badges, or computer-based training, must be scheduled by an Authorized Signatory using the SAFE Portal. To access the SAFE Portal, use the following link: <https://sign.dalsafe.org/>.

For information regarding badging processing fees and forms visit our website, www.dallas-lovefield.com or visit our office at the times below.

Badging Office Hours of Operation

Main Badging Office - 7555 Lemmon Avenue

- Monday-Friday: 6:45 AM – 5:00 PM
- Closed Saturday and Sunday

Terminal Badging Office - Near Main Information Booth and Rental Car Counters for Terminal Employees Only

- Monday-Friday: 6:45 AM – 5:00 PM
- Closed Saturday and Sunday

Closed on all City of Dallas observed holidays.

****IMPORTANT BADGING INFORMATION****

A secondary badging office is available at the DAL terminal behind the main information booth and near the rental car counters.

The terminal office is equipped to handle all badging appointments.

AIRPORT BADGING OFFICE (cont.)

There will be no shuttle between the terminal and Airport Administration Building (main badging office) for the time being.

Scheduled Appointments

Initial fingerprinting, badging renewals and computer-based training are conducted by appointment only.

Appointments should be made in [SAFE Web Portal](#).

Please refer all SAFE Web Portal questions to the Dallas Love Field Badging Office.

Appointments during these hours are limited to the following services:

- Damaged Badges
- Lost/Stolen Badges
- Access Rights Changes
- Badge Returns
- Vehicle Stickers

- **Monday – Friday:** 6:45 AM -7:30 AM.; 12:00 PM -1:00 PM 4:00 PM- 5:00 PM
- Closed Saturday and Sunday

For after-hours badge deactivations, please contact the Airport Communication Center: (214) 670-5683.

Contact Information

Phone: (214)-670-6155

Fax: (214) 670-6404

Email: LoveFieldBadging@dallascityhall.com

Mailing Address:

Department of Aviation

7555 Lemmon Ave. Suite 139

Dallas, Texas 75209

****Closed on all City of Dallas observed holidays****

AIRPORT SECURITY OFFICE

The Airport Security Office is a segment of the Airport Operations division at Dallas Love Field, which is responsible for the Airport Security Program (ASP) and compliance with Transportation Security Administration (TSA) regulations and security directives. The Airport Security Office is tasked with the oversight of security in compliance with 49 CFR Part 1542, security training, security compliance enforcement, access control, and CCTV video surveillance. The office works in conjunction with local, state, and federal partners to provide for the safety and security of the airport customers, tenants, and employees.

Location:

7555 Lemmon Avenue
Dallas, TX 75209

Hours of Operation:

5:00 AM to 7:00 PM, Monday – Friday
8:00 AM to 5:00 PM - Saturday

Contact Information:

Airport Operations Center: 214-670-LOVE (5683)

After Hours:

Airport Security Office personnel are available 24 hours a day, 7 days a week. In the event of an after-hours security related emergency, the on-call Security Coordinator can be reached through the Airport Operations Center.

AOA VEHICLE OPERATING REQUIREMENTS

Please refer to the Airport Rules and Regulations at, http://www.dallas-lovefield.com/pdf/rules_regulations.pdf.

CIVIL DISTURBANCES

Should a riot or civil disturbance start outside the airport, the Dallas Police Department along with Landside Operations will immediately lock all entrances to the building. The Dallas Police will keep you informed of new developments as needed. If a disturbance should occur in the main lobby, all elevators will be turned off at the first floor and the police will be summoned.

SAFETY & QUALITY MANAGEMENT

SAFETY GUIDELINES

Tenants should follow all safety guidelines and procedures given by the Department of Aviation (DOA).

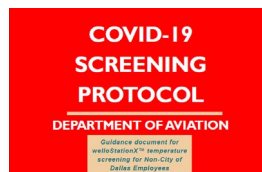
This includes but is not limited to the following:

- Maintaining and promoting a safe workplace
- Addressing any concerns found during routine inspections by the City of Dallas staff.

All employees should be cautious of environments that are or could pose a threat of slipping, tripping or falling. Every effort should be made to mitigate hazards before they cause injury or illness.

TEMPERATURE SREENING (COVID-19)

To mitigate the risk of exposure to COVID-19 and slow the spread of the virus, The Department of Aviation (DOA) will be implementing screening requirements for all employees, tenants, and contractors reporting to Dallas Love Field Terminal building for work. This screening is a precautionary measure and not constitute diagnosis of COVID-19. Please click on link for more detail information here:



Contact Information

Airport Operations Center: 214-670-LOVE (5683)

SECURITY CHECKPOINT QUEUE LINE POLICY

Employees should report to work in a timely manner so that they have adequate time to transition the Security Checkpoint Queue Line and report to work at their appointed time. There should never be a need to rush through the line or bypass others. This policy details the procedures to be followed when an employee is transiting through the employee security checkpoint queue line.

Authorized Users

- Department of Aviation employees
- Commercial Airline staff
 - Southwest Airlines
 - Alaska Airlines
 - Delta Air Lines
- Concessions, vendor & service provider personnel
- TSA staff
- Other individuals approved by the Department of Aviation Management

Exceptions

Use of the employee line is a courtesy and a privilege. Personnel who fail to follow the below procedure will lose their privilege to utilize the employee checkpoint line. Reinstatement will be at the discretion of the Department of Aviation.

Procedures

On duty employees needing access into the sterile area **must** enter the security checkpoint queue line through the employee access point.

- While in the Security Checkpoint Queue Line, employees must wait in line and are prohibited from cutting in front of other employees present in **any** line before them.
- Employees must stay in their spot in line until asked to step forward at the ticket Document Checker (TDC) podium by TSA personnel.
- After the employee's identification is verified by TSA personnel, the employee may proceed to the X-ray queue line and await their turn behind others in line.
- If employees do not have any items required for X-ray, the employee can bypass individuals waiting in the X-ray line and go directly to the line for the metal detector or Advanced Imaging Technology (AIT) machine.

Employee Travel

- Employees who are traveling for business on behalf of their employer or are traveling on personal travel, may utilize the employee line for their travel.
- Employees should show their airport or company identification to the ABM employee (if staffed) at the entrance of the Security Checkpoint Queue Line. Employees should prominently display their airport identification while in the employee queue line.
- Employees should wait in line and be processed as a normal passenger would be processed.
- Employees should comply with any screening method or directive mandated by TSA employees.
- Employees should not expect any special treatment from TSA.

AIRPORT OPERATIONS CENTER

The Airport Operations Center is the Department of Aviation's centralized coordination center, which offers operational coordination and quality customer service to airport tenants, travelers, the general public and our internal customers who transit through Dallas Love Field. The Airport Operations Center is staffed by knowledgeable and highly trained personnel to assist callers 24 hours a day/7 days per week.

The Airport Operations Center provides the following services:

- Single point of contact to provide answers to frequently asked questions and the main source of information for airport personnel and tenants; submits work orders for maintenance issues that need to be addressed by the Department of Aviation
- Monitors alarm/elevator phone and dispatches personnel 24 hours/7 days a week
- Generates a consolidated daily report for operations and airport activities
- Coordinates Custom & Borders trash pickups with Airport Operations & Environmental
- Performs visual terminal pages and emergency public announcements
- Sends emergency/non-emergency notifications
- Responsible for updates (additions/deletions) to emergency communicator with tenants and personnel of the airport

Location:

The Airport Operations Center is located in the Law Enforcement Building; however, the Center is not publicly accessible.

Hours of Operation:

24 hours a day/365-days a year

Contact Information:

Airport Operations Center: 214-670-LOVE (5683)

MEDICAL EMERGENCY

In the event that an accident or illness of any employee or a customer takes place in your business or any area of the airport:

- Call the Dallas Police Department Love Field Unit at **214-670-6160** or **214-670-6162** or dial 911.
- Give Emergency Dispatcher the following information:
 - Your name
 - Building Name and address
 - Floor number and location of emergency on floor
 - Any details of the accident or illness
- Do not move the injured/ill person
- If possible, have someone meet the emergency unit in the lobby
- Contact Airport Operations Center and inform them you have called 911 and briefly describe the nature of the emergency
- Determine, if possible:
 - Name, address and age of injured/ill person
 - Nature of problem
 - Allergies and if currently on any medication
 - Local doctor

Airport staff will do all we can to make the person comfortable while awaiting the arrival of the medical rescue team. We assume no liability for our assistance, we encourage tenants to become familiar with First Aid and CPR, as well as, how and when to contact emergency services.

POWER FAILURE

In the event of a power failure Dallas Love Field facilities will revert to an emergency generator, which will provide emergency power for certain systems to maintain basic building functions. The functions include:

- Activating emergency lights throughout the airport lobby and business, including all EXIT signs
- Activating all stairwell lighting
- Activating the Airport Emergency safety systems as well as the Airport communication systems
- Bring all elevators down to the ground floor lobby
- Elevators for the Parking Garage will resume after the emergency power comes on

It is not necessary to evacuate the airport during a power failure. You will be notified to do so through the Emergency Communication system of what actions to take in the event of a power failure.

KEYS CONTROL & LOCK PROCEDURES

In an effort to adequately control access and ensure the integrity and security of facilities and property at the Dallas Love Field Airport, the Department of Aviation (AVI) established the following procedures to regulate the issuance, control, accounting, and return of all keys under the approved airport key system.

The Landside Operations Division through its Key Control administration is the authorized entity responsible for creation, modification, initiation, and implementation of these procedures. The Landside Operations Division is responsible for maintaining all key and core records, cutting keys, combination cores, providing all office forms used for the system and issuing periodic reports as required.

The Department of Aviation will be required to have access to all tenant spaces to ensure the integrity of our facilities and the safety of all those who occupy the premises. Under no circumstances will tenants be allowed to purchase or install their own locks or cores in facilities owned by the Department of Aviation.

Approved signatories are authorized to approve the issuance of key(s) to their immediate employees or subcontractors under their purview. The Department of Aviation reserves the right to disapprove the issuance of keys to any personnel not having a valid need for a key, a repeat violator of airport rules and regulations, or has been identified as a safety or security risk to the airport.

The user organization authorizing the issuance of any keys will be responsible for the costs incurred to restore the integrity and security to an area when a key is lost. They will also be responsible for verifying the physical existence of keys they have authorized and the continuing need for those keys. The user organization will be responsible for the return of issued keys when the individual employee no longer needs the keys or is no longer employed at the airport.

Replacement Costs

Upon receiving notice of a compromised area due to lost or stolen keys Landside Operations Division will:

- Replace all affected cores.
- Re-issue keys to open the affected cores.
- The Department of Aviation will compute the total labor and materials cost and bill the responsible department/company

Individuals having been issued Department of Aviation keys are authorized to use the keys for their individual access to their authorized work areas, only while in the performance of their official duties. All issued keys must be in the possession of the person to whom the key was issued or stored in a secure location, at all times. Key holders shall not loan their keys.

Signatories are responsible for reporting lost keys immediately. All keys remain the property of the Department of Aviation. Obsolete and unneeded keys must be returned to the Landside Operations Division, Key Office for disposal and for clearing the employees of all responsibilities, and the liability of the authorizing department.

KEYS CONTROL AND LOCK PROCEDURES (cont.)

To request Keys or Change Locks

1. Complete the KEY REQUEST FORM and forward to your organization's signatory for approval. The signatory and forward approved request to Landside Operations Division Key Office at: or AVILSO@dallascityhall.com.
2. The Landside Operations Division Key Office will verify the approving signatory signature, cut the key(s), and/or change locks, and record the changes in the database.
3. When the key/lock request is complete, Landside Operations Division Key Office will notify the organization or requestor that the key is ready to be picked up at the Key Control office by the individual receiving the key. No one will be allowed to pick up a key for another individual.
4. Landside Operations Division Key Office will retain the KEY REQUEST FORM and the KEY RECEIPT FORM.
5. A database will be maintained by the Landside Operations Division that records each key issued to the individual, who was issued the key, and the responsible organization/tenant. Annually, a report will be sent out to each organization/tenant to inventory their keys and provide requested validation of their possession of each key issued. Organizations other than the Department of Aviation must develop internal tracking procedures and make these records available for audit purposes.
6. To be released from accountability, employees must return all keys prior to final out-processing. For personnel assignment changes within the organization, the employee or organization representative will return all keys to key control office and their new organizations must submit a new key request for reassigned personnel. Airlines, tenants or organizations will incorporate the same requirement into their internal procedures.
7. Request forms not properly submitted will be returned to the requesting organization.

Current Key Charges

New Core of Re-key an Existing core	\$15.00
New Key	\$15.00
Replace Key (because of wear or damage)	No Charge
Replace Worn Core (normal wear)	No Charge

All key blanks and materials will be furnished by Landside Operations Division. For Key request forms please email the key office at: AVILSO@dallascityhall.com. For further information, please contact the Landside Operations Department Key Office at (214) 671-2499.

If a key has been lost, please immediately contact the Airport Operations Center at 214-670-LOVE [670-5683].

LOST AND FOUND

Dallas Love Field tenants and staff may provide patrons the following information to assist them in locating lost items. Our Central Lost & Found Office reunites passengers who lost items in the terminal area bathrooms and holding rooms or left at the Transportation Security Administration (TSA)'s Security Checkpoint. Four pickups at TSA are done daily for items left behind. Our Lost and Found Office will only hold lost or left behind items for 30 days before donating them to the United Way, a charitable organization.

If you lost your item(s) at Dallas Love Field terminal or at the TSA Security Checkpoint, please contact our Central Lost and Found Office at our Central Lost and Found Office at 214-670-4227. We are here to serve you Monday - Friday & Sunday, 8:00AM – 5:00PM. Closed Saturdays. After hours, please email us at AVILost&Found@dallascityhall.com.

Lost & Found Drop Boxes can be found at terminal Information Desks.

For items left on an aircraft, skybridge, in an aircraft boarding area, or at a ticket counter, please contact the airline traveled:

Alaska Airlines	469-221-4822
Delta Airlines	214-366-3679
Southwest Airlines	214-904-5550

For items left in Parking Garage A or B, please contact the PCA Parking garage office at **214-350-4881**. For items left in airport ground transportation areas (shuttle buses, taxicabs, car rental areas or the actual bus, cab, or shuttle), please contact:

Parking Shuttles: see Page 54

Taxicabs: see Page 50

Shared Ride Shuttles: see Page 52

Car Rental Agencies: see Page 56

Love Connection: see Page 46

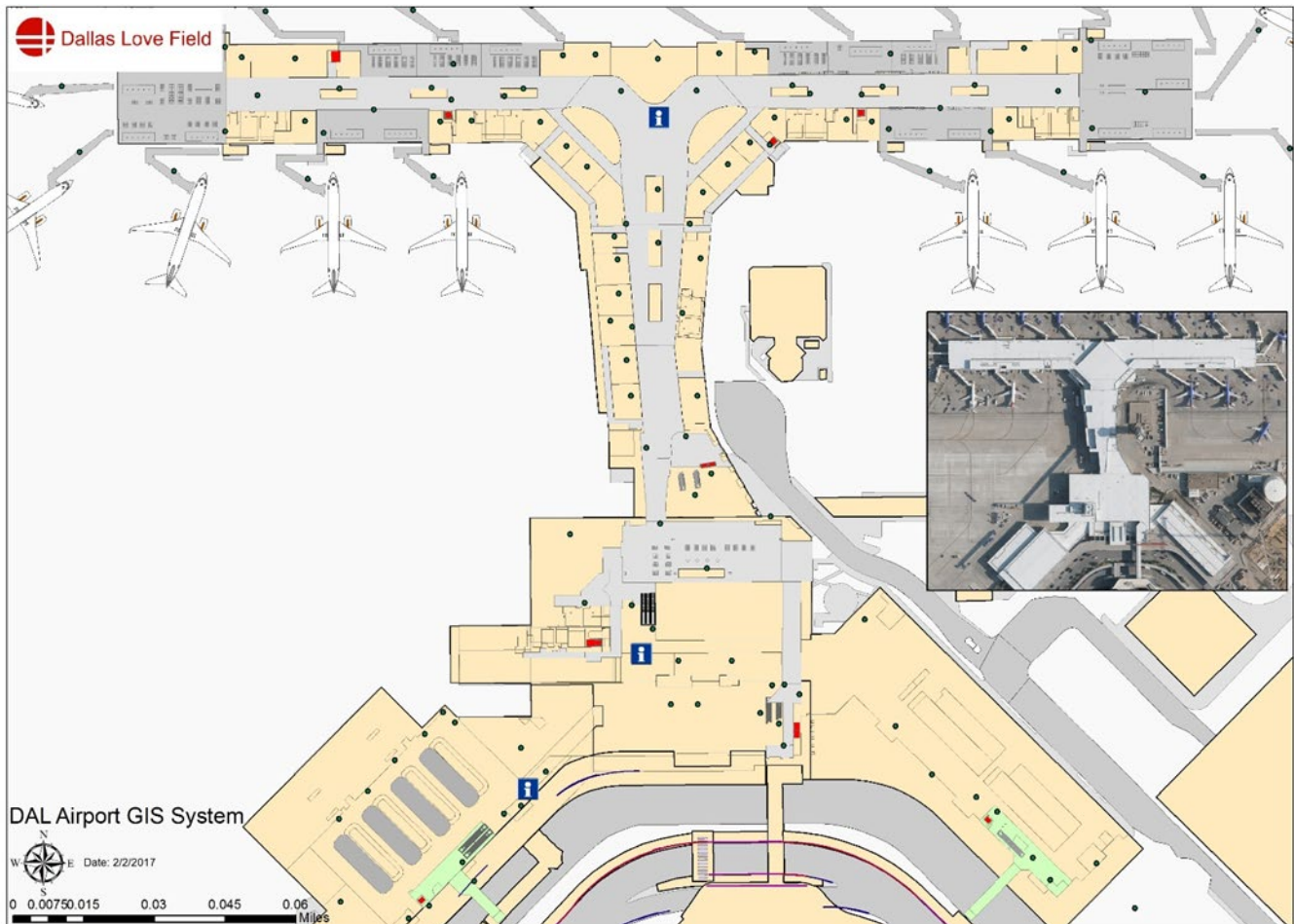
If the item was lost on a hotel shuttle bus, commercial charter bus, or limousine, please have the patron contact the provider of that service directly.

For any other assisted please contact

Airport Operations Center: 214-670-LOVE (5683)

LOVE HELPERS

The Love Helpers Program is a volunteer group at Dallas Love Field whose sole purpose is to assist all customers by providing information and locations to the many amenities offered at the airport and to make the customer experience a memorable one. Love Helpers are primarily located at the three Information Booths throughout the airport – Main Lobby, Baggage Claim, and Post-Security Concessions Village. They also walk around the terminal seeking to help passengers find their way to where they need or wish to be. Anyone interested in becoming a volunteer can contact Geetoria Ollison at, geetoria.ollison@dallascityhall.com or 214-671-9416. Volunteer opportunities are available every day between 5:00 am and 12:00 AM.



Contact Information

Airport Operations Center: 214-670-LOVE (5683)

COMMUNITY OUTREACH

The Community Outreach Program allows Department of Aviation employees to build relationships with the citizens of Dallas. Employees are encouraged to visit schools for Career Day and attend volunteer recruiting opportunities, among other community events. The Department of Aviation has created a unique bond with our neighboring community and annually assists surrounding schools by donating supplies at the beginning of the school year and adopting families during the holiday season. For upcoming Community Outreach opportunities, please contact Customer Experience – Customer Engagement at, AVIActivityPermit@dallascityhall.com or 214-671-9416.

SOCIAL MEDIA

Dallas Love Field uses several social media platforms to keep our followers in the know of what is going on in and around the airport. We share photos and information about events and activities with our passengers, employees and the City of Dallas. We also use our social media pages to share information about weather changes in our area or anything that could affect regular airport operations. Please follow us on Facebook, Twitter, Instagram, Snapchat, Pinterest, Yelp, YouTube and Google + for the latest on everything Dallas Love Field.

Contact Information

Airport Operations Center: 214-670-LOVE (5683)

DELIVERY VEHICLE POLICY

This policy explains parking procedures for delivery vehicle drivers operating at Dallas Love Field. The policy includes vehicles that are operated by the United States Postal service, FedEx, UPS and other mail/courier delivery companies as well as commercial operators delivering small packages to the Terminal. All trucks operating on airport property are subject to search.

The Department of Aviation has designated parking spaces for delivery vehicles based on vehicle type. Please contact the AOC for the current delivery space locations. In the event that the designated parking spaces are full, drivers shall remain with the vehicle until a space becomes available. Violators will be ticketed and towed. All delivery vehicles must have a company name and logo displayed on the vehicle. The designated parking spaces for delivery vehicles are for loading and unloading only within a 30-minute time limit.

The Dallas Police Department Love Field Unit, or the Transportation Regulation Parking Enforcement Officers, may issue parking citations for delivery vehicle drivers who violate the 30 minutes parking rule. Deliver vehicles left unattended may be towed and impounded at the owners or company expense.

The designated parking spaces may be relocated based on airport security threat level. If the security threat level dictates relocating the parking spaces, delivery companies will be notified by the Transportation Coordinator of an alternate location for parking.

The designated loading and unloading locations for commercial delivery operators shall be behind the ticket wing, in designated delivery space. Drivers may access the designated area by entering onto Aviation Place. Loading or unloading in front of the terminal is strictly prohibited. (See Map on p. 38)

Contact Information

Airport Operations Center: 214 670-LOVE (5683)

ARMORED VEHICLES

The designated loading and unloading locations for commercial delivery operators shall be behind the ticket wing, in designated delivery spaces. Armored Vehicle drivers may access the designated area by entering onto Aviation Place off of Herb Keller Way. Loading or unloading in front of the terminal is strictly prohibited. (See Map on page 39) Money carriers must enter through the employee entrance door or valet parking entrance. the drivers shall park in the concessions/contractor parking space. Violators may be ticketed or towed. Armored Vehicle drivers may access the designated area from Aviation Place. Armored Vehicle shall only remain in the designated parking area for 30 minutes or less.

The Dallas Police Department Love Field Unit may issue parking citations for drivers who violate the 30 minutes parking rule. Unattended vehicles may be towed and impound at the owners or company expense.

The designated area may be relocated based on airport security threat level. If the security threat level dictates relocating the parking area, Armored Companies will be notified by the Transportation Coordinator of an alternate location for parking.

Contact Information

Airport Operations Center: 214-670-LOVE (5683)

CHARTER BUS POLICY

This policy explains the Charter Buses operating procedures for Dallas Love Field. The policy includes all commercial and private buses that are unloading passengers and baggage on landside.

Charter buses desiring to unload passengers the Dallas Love Field terminal should unload passengers along the Ticket Hall curb or behind the Ticket Hall in the Bus Loading area. Drivers may access the designated bus parking area on the curb (See map on pages 43-44). Notice of arrival of more than two buses should be communicated to Love Field Airport Operations Center in advance of arrival. Dallas Police Department presence may also be required.

In the event the bus unloading areas are occupied, the drivers shall stage along the curb on Aubrey Avenue in the designated marked space. (See Map on Page 43) Charter buses shall remain in the designated parking area, only, for the time needed to await the arrival of their passengers at the terminal. Busses may transition to the terminal area once their passengers have arrived in the bus loading area. Violators may be ticketed or towed.

Charter buses desiring to load passengers at the airport terminal should park in the Bus Loading area behind the Ticket Hall accessible from Aviation Place (See Map on Page 44). Busses are prohibited from remaining in the loading area for more than 5 minutes, without loading passengers. The loading area can accommodate two (2) buses at a time, if not previously occupied by other vehicles. Busses that obstruct other transportation vehicles will be asked to leave the area and stage in the designated staging area.

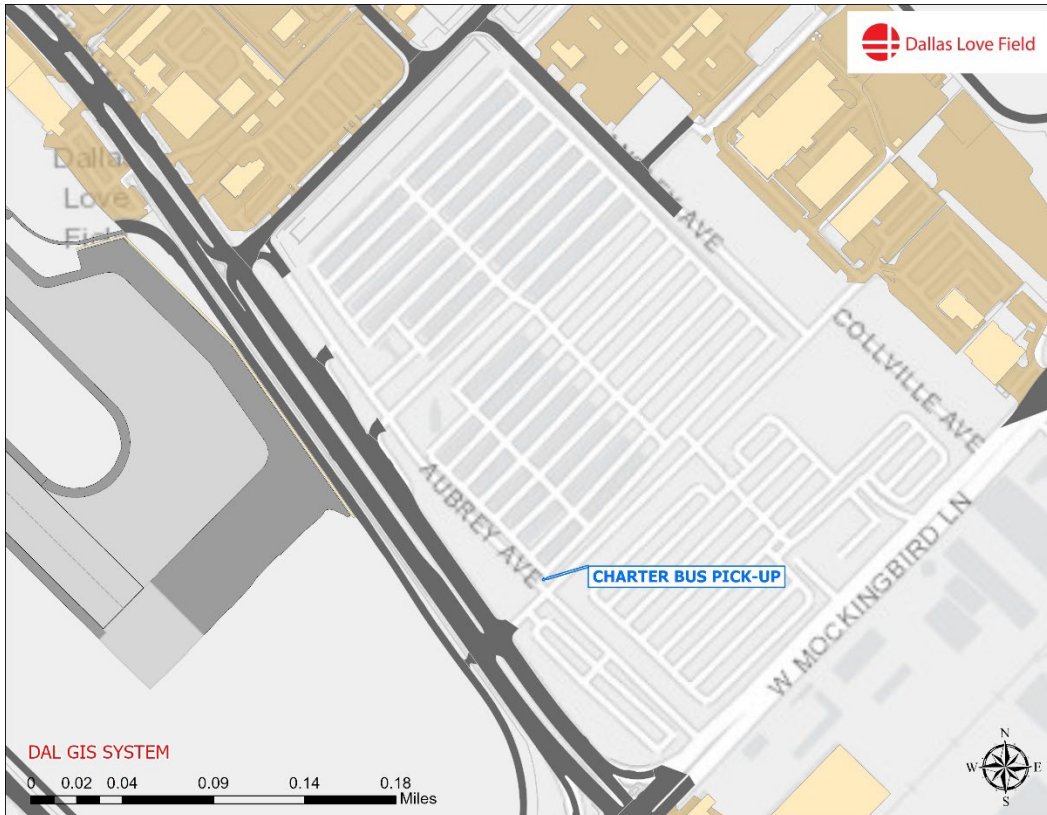
The Department of Aviation Inspectors and the Dallas Police Department Love Field Unit may issue parking citations for bus drivers who violate parking rules. Buses left unattended maybe ticketed, towed and impounded at the owners or company expense.

The designated parking area may be relocated based on airport security threat level. If the security threat level dictates relocating the parking area, Charter Bus Companies will be advised by the Airport Operations Center of an alternate location for parking.

Contact Information

Airport Operations Center: 214-670-LOVE (5683)

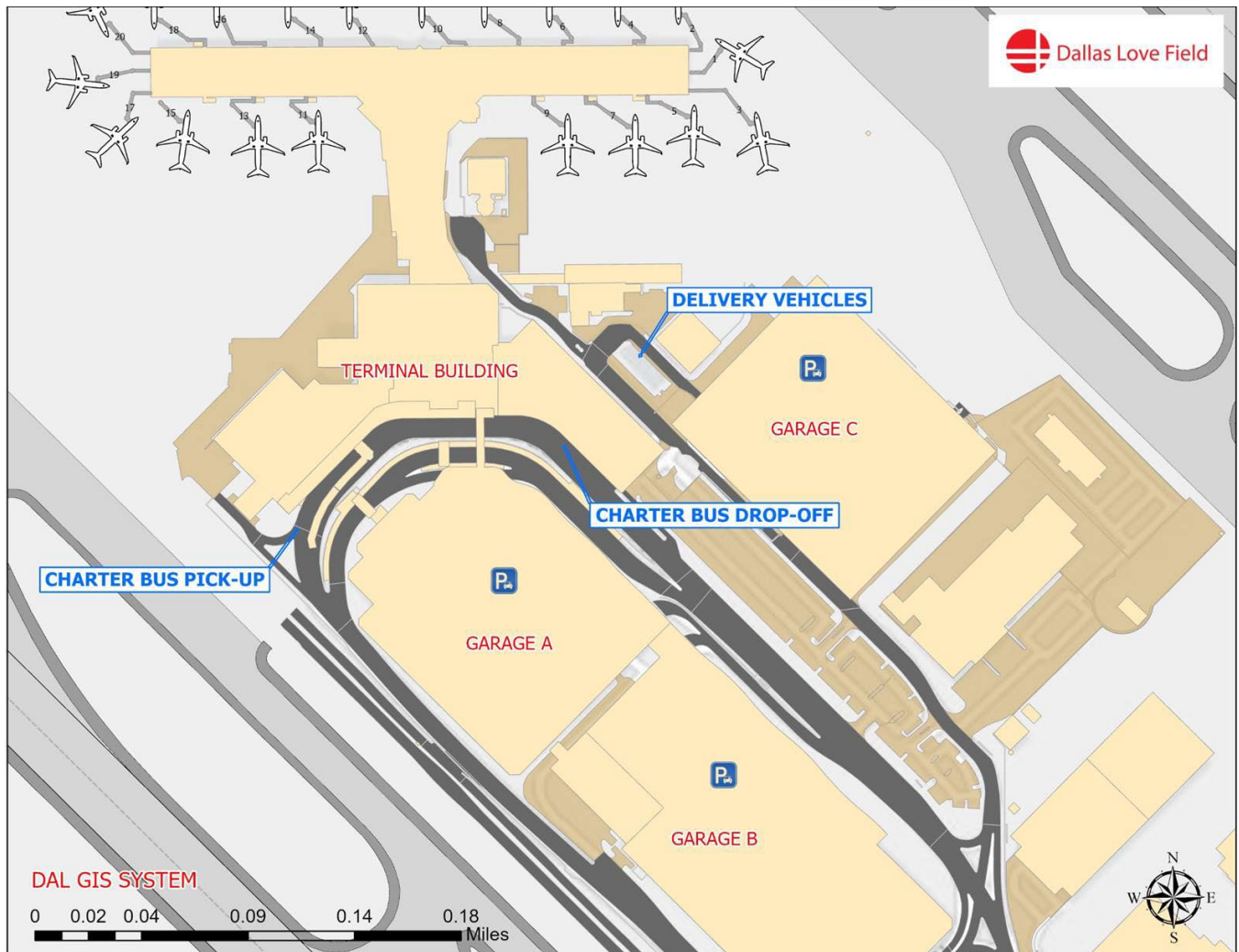
MAP FOR DELIVERY VEHICLES & CHARTER BUS



Contact Information

Airport Operations Center: 214-670-LOVE (5683)

MAP FOR DELIVERY VEHICLES & CHARTER BUS (cont.)



Contact Information

Airport Operations Center: 214-670-LOVE (5683)

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TENANT EMPLOYEE PARKING

Tenant employees' parking is in one of two (2) areas: Love Connection and Garage C – 7th Floor. A valid Parking Lot hang tag or Garage proximity card is required to access the employee parking area

Love Connection: Access to the offsite Tenant Employee parking lot is by application only and is open to all employees. Parking Concepts, Inc. (PCI) collects payment and issues hang tags for Love Connection parking.

Garage C: Access to the onsite Tenant Employee garage parking is limited by Director approval and is acquired by application only. (PCI) collects payment and issues proximity cards for Garage parking.

Commuting employees should contact the appropriate parking company above or the Airport Ground Transportation Office with any employee parking questions.

Tenant Employee Parking Policy:

- You may not park more than one car in employee parking areas at a time.
- Storage of motor vehicles is not permitted in employee garages or lots.
- Dallas Love Field will not validate parking tickets for Tenant employees that use the parking garage.
- Employees that pull a ticket from the dispensing machine will be charged the full public parking rate.
- Motorcycle operators shall park in the designated area.
- It is imperative that you park in employee designated areas only. Violation of this may result in forfeiture of your parking privileges. Violators may be ticketed or towed.

Love Connection is located at 6814 Harry Hines Blvd. (at the intersection of Harry Hines Blvd. and W. Mockingbird Lane). Employees will:

- Have surface parking for airport employees only.
- Have parking located on airport-controlled property.
- Pay a monthly rate of \$30 per occupied parking space.
- Have a designated shuttle to and from the airport (drop-off/pick-up behind the terminal Ticket Wing in the Bus Loading Area)
- Have 24-hour monitored security posted at Love Connection.

Employees parking in the Garages will be charged the regular daily fee by the Parking Garage Management Company, Parking Concepts Inc. unless authorized by the Director.

- Assigned Garage C Parking is on the 7th Floor only and is based on approval by the Director or his designee.

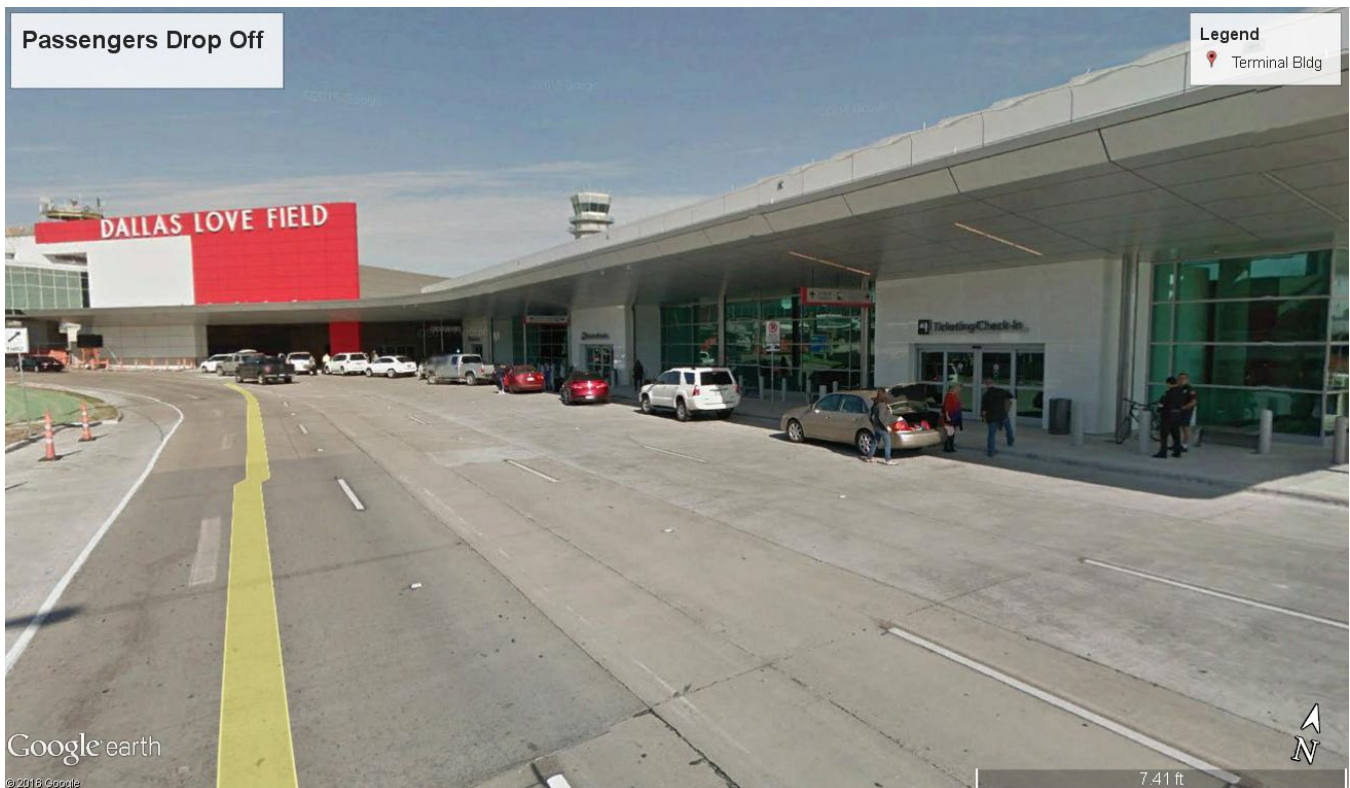
The Love Connection is accessible on Harry Hines Boulevard, north of Mockingbird Lane. Employee Parking at this facility is limited and based on approval.

PASSENGER DROP-OFF

All departing passengers may be dropped off on the upper level at the Terminal Ticketing Hall curbside. Patrons may park long enough to unload passengers and luggage.

Unattended vehicles or other illegally parked vehicles parked at the terminal's curbsides will be ticketed and/or towed.

If customers would like to escort a passenger(s) into the terminal up to security, parking is available in the parking garage for thirty minutes or less at no charge.



Contact Information

Airport Operations Center: 214-670-LOVE (5683)

PASSENGER PICK-UP

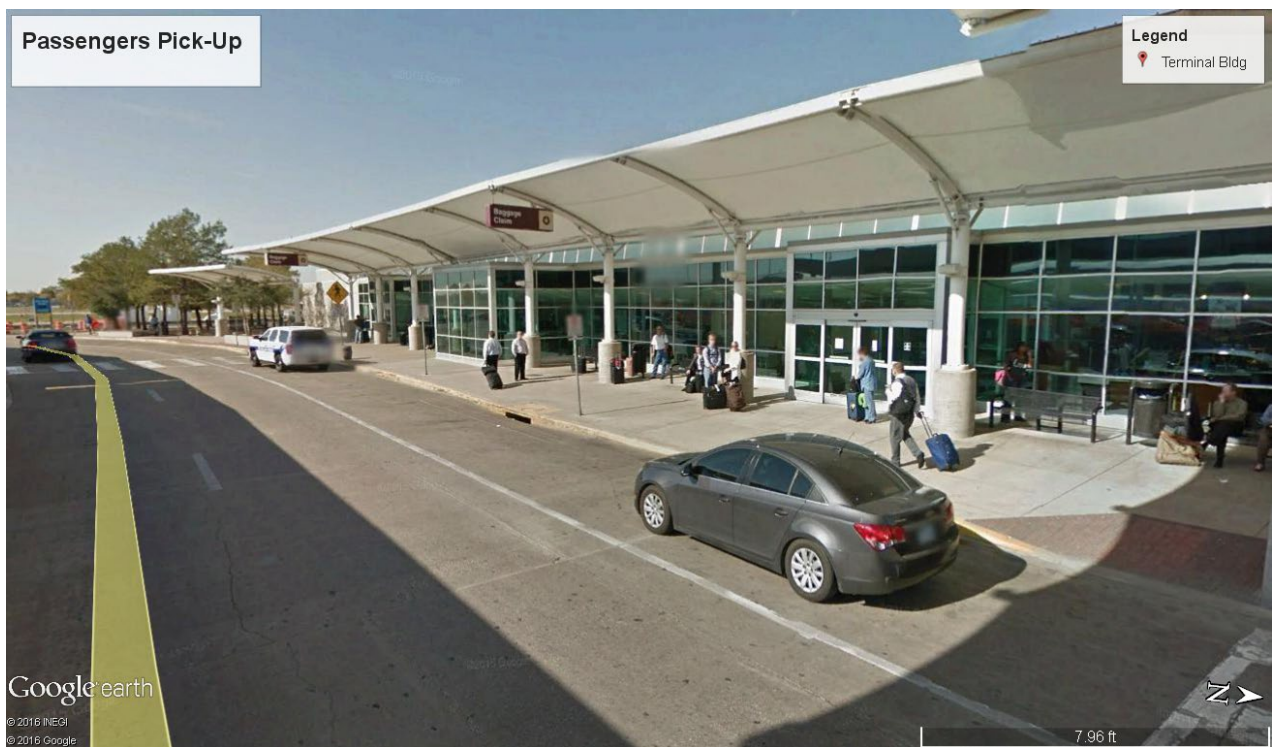
Personal vehicles pick-up location

Personal vehicles shall load their passengers on the upper level curbside at Baggage Claim.

- Note: Transportation for Hire vehicles are NOT permitted to pick up on the Upper Level.

Unattended vehicles or other illegally parked vehicles parked at the terminal's curbsides will be ticketed and or towed.

If customers would like to escort a passenger(s) into the terminal up to security, parking is available in the parking garage for 30 minutes or less at no charge.



Contact Information

Airport Operations Center: 214-670-LOVE (5683)

TAXICABS

Taxicabs operating at the Airport, must first report to a remote holding facility located at 6828 Ansley Avenue. The taxicabs at the remote holding facility are dispatched as need to the loading areas at the airport Terminals.

Taxicab service is provided on the lower level at the Baggage Claim tunnel, curb and area marked in yellow.

Taxicab Fares:

Initial Meter Drop	\$2.25
Each additional 1/9 mile	\$0.20
Traffic delay/waiting time each 90 second	\$0.45
Extra Passengers (up to rated seating capacity)	\$2.00
Minimum when trip originates at Love Field	\$8.00
Love Field Loading Fee	\$2.50
Love Field to/from Dallas Central Business District	\$21.00
Love Field to/from Dallas Market Center Area	\$18.00

Taxicab Passengers drop off location

Taxicab drivers shall unload passengers on the upper level at the Ticketing Hall.

Contact Information

Airport Operations Center: 214-670-LOVE (5683)

LIMOUSINES, SEDANS & BLACK CAR SERVICES

All Limousine, Sedan and Black Car companies that operate vehicles at Dallas Love Field must obtain an Operating Authority (Permit) from the City of Dallas, Department of Aviation, Transportation Regulation Division. Limousine, Sedan and Black Car companies operate on a prearranged basis only. The passengers shall select a limousine company for service **prior** to arriving at the airport. A list of Dallas Limousine, Sedan and Black Car companies may be accessed from the internet or by contacting the City of Dallas – Department of Aviation, Transportation Regulation division at, (214) 670-3161. Rates are determined by Limousine, Sedan and Black Car Companies and vary according to passenger designation.

Limousine Loading Zone

Limousine and Sedan Car service is provided in Garage A – Level 1, Row E. There are 12 parking spaces marked “Limo and Shuttle Only, 2-hour limit”. These spaces are intended for Drivers to park (with a pickup in process); and, to meet their customers on the curb or in the terminal. No staging is allowed.

Black Car Service Loading Zone

Black Car for Hire has moved to the inner curb area next to the taxis.

Contact Information

Airport Operations Center: 214-670-LOVE (5683)

TRANSPORTATION NETWORK COMPANIES

All Transportation Network Companies (TNC), aka App Based Rides operate on a prearranged basis only via web-based application. Rates are determined by the TNC and vary according to passenger designation.

TNC Loading Zone

TNC service is provided on the lower-level downstairs from the Baggage Claim area in the green and yellow areas with light blue signs stating, "Transportation Network Companies". **Note:** This is the only approved area for TNC pickup.

TNC Passengers drop off location

TNC shall unload passengers on the upper level at the Ticketing Hall.

SHARE-RIDE SHUTTLES

All Share-Ride Shuttle companies that operate vehicles at Dallas Love Field must obtain an Operating Authority (Permit) from the City of Dallas, Department of Aviation, Transportation Regulation Division. Share-Ride shuttles at Dallas Love Field operate on an on-demand and prearranged basis. Visit the airport website at www.dallaslovefield.com for a listing of Share-Ride Companies. Rates are determined by Share-Ride Companies and vary according to passenger designation.

Share-Ride Loading Zone

Share-Ride Shuttle service is provided in Garage A – Level 1, Row E. There are 12 parking spaces marked "Limo and Shuttle Only, 2-hour limit". These spaces are intended for Drivers to park (with a pickup in process); and, to meet their customers on the curb or in the terminal. No staging is allowed.

Shuttle Companies:

Aries Shuttle	972-499-7787
City Shuttle	214-777-7777
Premier Transportation	214-651-7000
Super Shuttle	800-258-3826
Yellow Checker	817-267-5150

COURTESY VEHICLES

All Courtesy Vehicle Service Companies who access the airport for business are required to apply for an annual registration permit. Courtesy vehicles not regulated by transportation regulations must have a Dallas Love Field decal. Courtesy vehicle companies shall complete a Commercial and Courtesy Vehicle application form and submit the required decal fee of \$15.00 per vehicle to the Transportation Coordinator at Dallas Love Field. A list of Courtesy vehicles is located in the baggage claims area of the terminal and on the website www.Dallas-Lovefield.com.

Courtesy Vehicle Loading Zone

Courtesy Vehicle service is provided on the lower level, downstairs from Baggage Claim.

Courtesy Vehicle Passengers Drop-off Location

Courtesy Vehicle drivers shall unload passengers on the lower level unless otherwise approved.

Contact Information

Airport Operations Center: 214-670-LOVE (5683)

HOTELS

Hotel Shuttle drop-off/pick-up location

Hotel Shuttle drivers shall load **and** unload their passengers on the lower-level curbside at downstairs from the Ticketing Hall.

Aloft Dallas Love Field 2333 W. Mockingbird Ln. Dallas, TX 75253 214-358-7575	Baymont Inn & Suites Dallas/Love Field 2370 W. Northwest Hwy. Dallas, TX 75220 214-646-1245	Candlewood Suites Dallas/Market Center – Love Field 7930 N. Stemmons Fwy. Dallas, TX 75247 214-631- 3333	Comfort Inn & Suites Love Field/Dallas Market Center 7138 N Stemmons Fwy. Dallas, TX 75247 214-461-2677
Country Inn & Suites by Carlson, Love Field 2383 Stemmons Trail Dallas, TX 75220 214-352-7676	Crowne Plaza Dallas – Market Center 7050 N. Stemmons Fwy. Dallas, TX 75247 214-630-8500	Dallas Marriott Suites Medical/Market Center 2493 N Stemmons Fwy, Dallas, TX 75207 214-905-0050	Doubletree by Hilton Dallas-Love Field 3300 W. Mockingbird Ln. Dallas, TX 75235 214-357-8500
Embassy Suites by Hilton Love Field 3880 W. Northwest Hwy. Dallas, TX 75220 214-357- 4500	Embassy Suites by Hilton Dallas Market Center 2727 N. Stemmons Fwy. Dallas, TX 75207 214-630-5332	Fairfield Inn & Suites Dallas Medical/Market Center 2110 Market Center Blvd. Dallas, TX 75207 214-760-8800	Hawthorne Suites by Wyndham Dallas/Love Field Airport 7900 Brookriver Dr. Dallas, TX 75247 214-306-8409
Hilton Garden Inn Dallas/Market Center 2325 N. Stemmons Fwy. Dallas, TX 75207 214-634-8200	La Quinta Inn & Suites Dallas – I35 Walnut Hill Ln. 2421 Walnut Hill Ln. Dallas, TX 75229 972-247-8530	Holiday Inn Dallas Market Center 4500 Harry Hines Blvd. Dallas, TX 75219 214-219-3333	Homewood Suites by Hilton Dallas – Market Center 2747 N. Stemmons Fwy. Dallas, TX 75207 214-819-9700
La Quinta Inn & Suites Dallas Love Field 8300 John W. Carpenter Fwy. Dallas, TX 75247 214-414-9000	MCM Elegante Hotel 2330 W. Northwest Hwy. Dallas, TX 75220 214-351-4477	Le Méridien Dallas The Stoneleigh 2927 Maple Ave. Dallas, TX 75201 214-871-7111	Magnolia Hotel Dallas – Park Cities 6070 N. Central Expy. Dallas, TX 75206 214-750-6060
Magnolia Hotel – Downtown 1401 Commerce Street Dallas, TX 75201 214-915-6500	Residence Inn Dallas Market Center 6950 N. Stemmons Fwy. Dallas, TX 75247 214-631-2472	Sheraton Suites Market Center Dallas 2101 N. Stemmons Fwy. Dallas, TX 75207 214-747-3000	Ramada Dallas Love Field 1575 Regal Row Dallas, TX 75247 214-638-6100
Renaissance Dallas Hotel 2222 N. Stemmons Fwy. Dallas, TX 75207 214-631-2222	SpringHill Suites by Marriott DallasNW Hwy @ Stemmons/I35 2363 Stemmons Trl. Dallas, TX 75220 214-350-2300		

PARKING COMPANIES

Parking Companies drop off /pick-up location

Shuttle drivers shall **load** their passengers on the lower-level curbside marked Hotel/Parking Shuttle downstairs from the Ticketing Hall.

Parking Companies:

Parking Concepts (On Airport Parking)	214-350-4881
Parking Concepts Valet	469-484-7722
Parking Spot I	214-350-2410
Parking Spot II	214-366-7679

Contact Information

Airport Operations Center: 214-670-LOVE (5683)

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RENTAL CARS

Rental Car drop off /pick-up location

Rental Car drivers shall **load** and unload their passengers on the lower-level curbside, dark blue area downstairs from the Ticketing Hall.

Rental Car Companies:

Advantage Rent a Car	1-800-777-5500
Alamo Rent a Car	1-800-327-9633
Avis Car Rental	1-800-331-1212
Budget Car Rental	1-800-527-0700
Dollar Car Rental	1-800-800-4000
Enterprise Rent-a-Car	1-800-736-8227
Hertz Car Rental	1-800-654-3131
National Car Rental	1-800-227-7368
Thrifty Car Rentals	1-888-400-8877

Contact Information

Airport Operations Center: 214-670-LOVE (5683)

PUBLIC TRANSPORTATION

The city's public transportation is provided by Dallas Area Rapid Transit (DART). Dallas Area Rapid Transit (DART) is the public transit authority for Addison, Carrollton, Cockrell Hill, Dallas, Farmers Branch, Garland, Glenn Heights, Highland Park, Irving, Richardson, Rowlett, Plano & University Park. For customer information, contact DART at (214) 979-1111. Visit DART's website. www.dart.org



Traveling to and from Dallas Love Field Airport:

Bus Route 524 operates between Dallas Love Field and **Inwood/Love Field Station**, providing a link between DART Rail **Green Line** and **Orange Line** and Love Field ^{Inwood/Love} Terminal. Frequency of service between the Inwood/Love Field Station and Love Field ^{Field Station} Airport is every 20 minutes seven days a week.

The **Green Line** and **Orange Line** provide service to downtown Dallas. Transfer to the **Red Line** or **Blue Line** at any one of these four stations — West End, Akard, St. Paul or Pearl. Victory Station on the **Green Line** and **Orange Line** provides a connection between DART Rail and the **Trinity Railway Express (TRE)** commuter rail.

View the [DART Rail System Map](#) for more information about stations

Fares

A two-hour pass is \$3.00* and is good for two hours from purchase. A one-day pass is available for \$6.00 and is good for unlimited rides on local DART bus routes and DART Rail (including your return trip) until 3 a.m. the next day.

***Note:** The two-hour pass replaces the bus single-ride and the light rail 90-minute fares. This pass allows customers the ability to transfer between bus and rail.

Contact Information

Airport Operations Center: 214-670-LOVE (5683)

PARKING GARAGE

For Parking Garage information call Parking Concepts, Inc. 214-350-4881.

Electric Vehicle Parking:

Dallas Love Field is “Green With Envy”. Electric cars can now be charged at 1 of the 3 charging stations at the airport. Parking Garage B has 6 charging stations at the entrance into the garage, designated as Electric Avenue. Parking Garage A has 6 charging stations on Level 1 by the elevators adjacent to the handicapped stalls. Parking Garage A also has 6 more charging stations on Level 3 by the elevators and the sky bridge that connects to the main terminal. Garage C has 6 charging station located on the 2nd floor.

Americans with Disabilities Act:

ADA accessible parking spaces are located on each level of the parking garage with proper identification and the display of a handicap license plate or rearview mirror placard.

TollTag Parking:

TollTag parking is available at Dallas Love Field Garage. Readers are located at all entry gates except for the far-left lane of each garage, marked Ticket Only Lane. When you leave through the designated TollTag exit lanes, your TollTag account is automatically charged for the parking fee. You can disengage your TollTag at www.ntta.org.

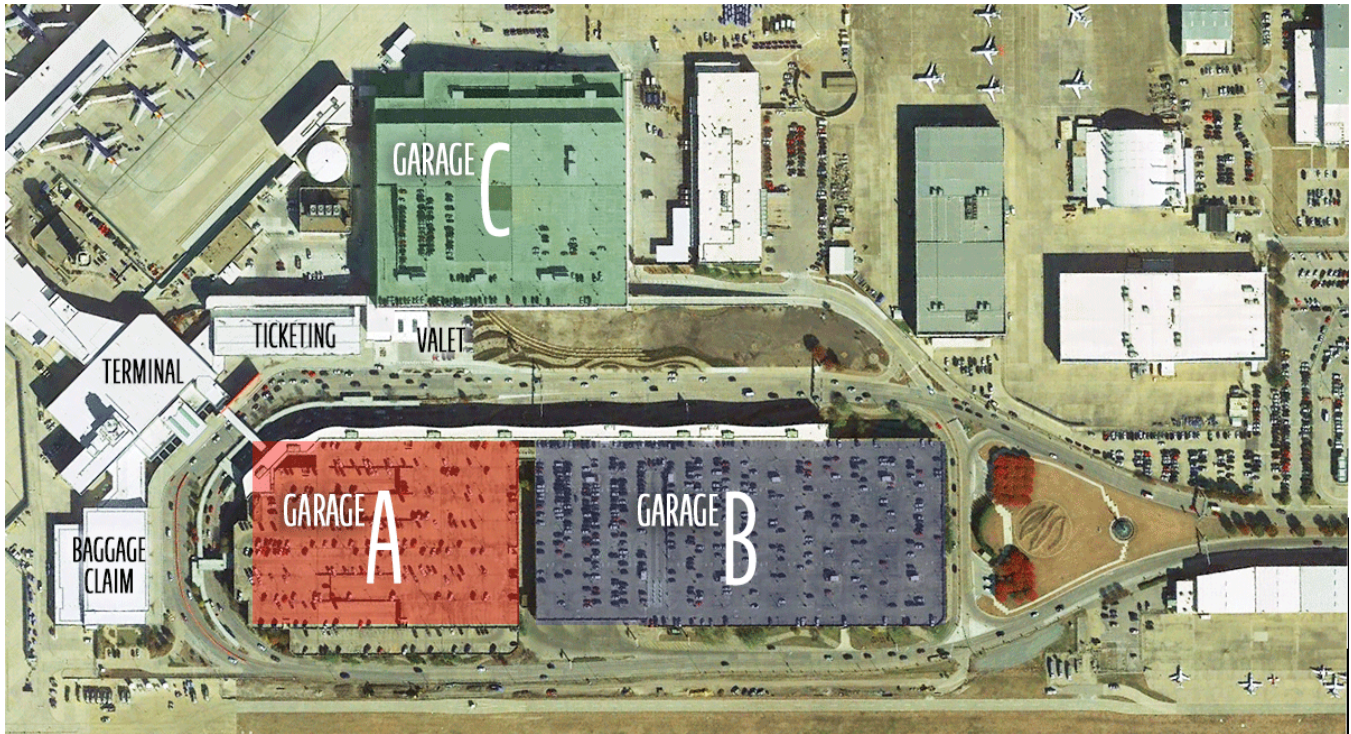
Parking Rates:

PARKING GARAGE A (Short Term)	PARKING GARAGE B (Long Term)	PARKING GARAGE C
0.0 – 0.5 Hour = \$0.00	0.0 – 0.5 Hour = \$0.00	0.0 – 0.5 Hour = \$0.00
0.5 – 1.0 Hour = \$4.00	0.5 – 1.0 Hour = \$3.00	0.5 – 1.0 Hours = \$4.00
1.0 – 2.0 Hours = \$6.00	1.0 – 2.0 Hours = \$5.00	1.0 – 2.0 Hours = \$6.00
2.0 – 3.0 Hours = \$10.00	2.0 – 3.0 Hours = \$7.00	2.0 – 3.0 Hours = \$10.00
3.0 – 5.0 Hours = \$13.00	3.0 – 24 Hours = \$9.00	3.0 – 5.0 Hours = \$13.00
5.0 – 24 Hours = \$15.00	3.0 – 24 Hours = \$7.00 (Roof)	3.0 – 24 Hours = \$13.00 (Roof) 5.0 – 24 Hours = \$15.00 5.0 – 24 Hours = \$25.00(Premium)

Contact Information

Airport Operations Center: 214-670-LOVE (5683)

MAP OF PARKING GARAGE A, B and C



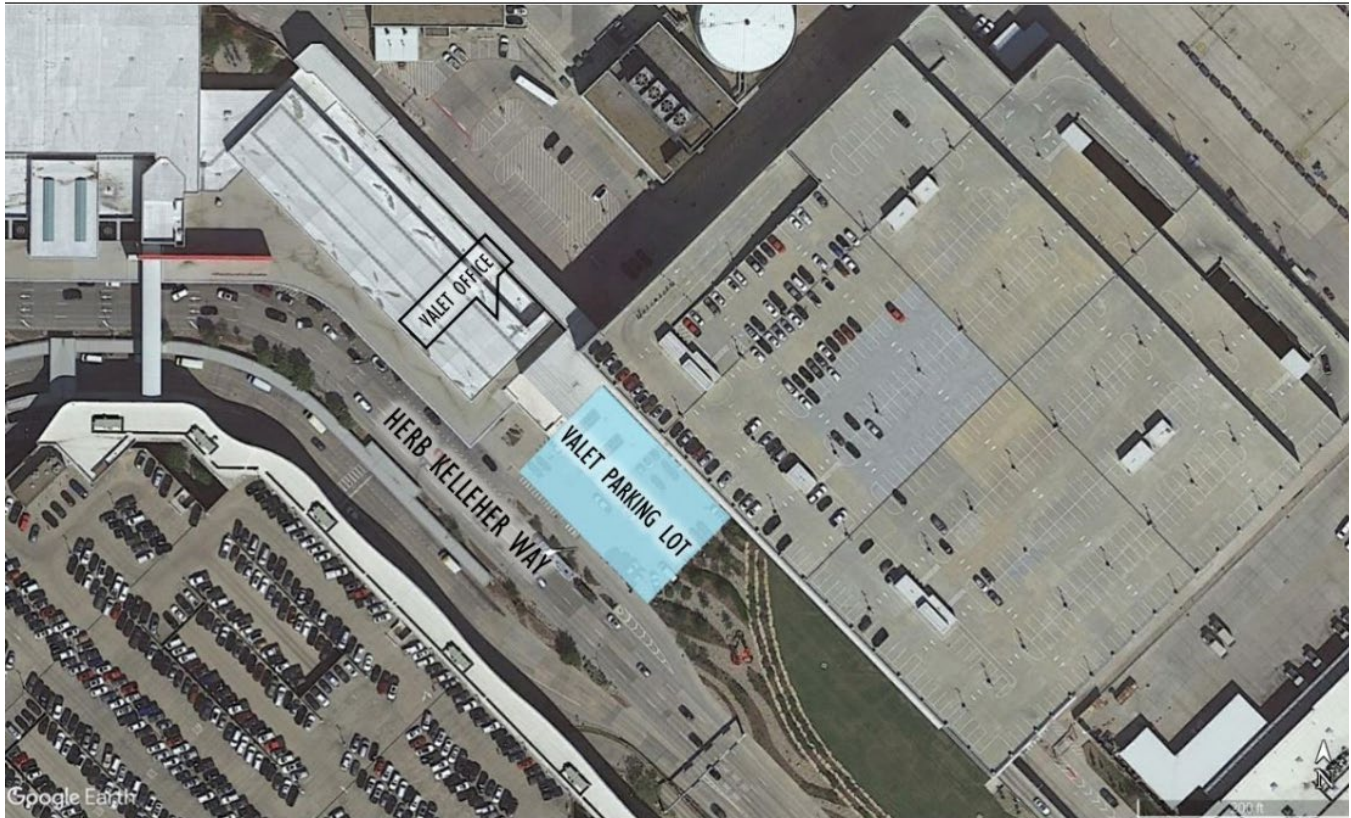
VALET PARKING OPERATIONS

A Premium Valet Parking Service is available at the east entry to the Ticketing Hall. Customer vehicles can be dropped off at the entryway into the Ticketing Hall and vehicles will be stored and monitored in close proximity to the drop off location. The valet service will provide quick and easy access into the Ticketing Hall one way in and one way out and adjacent terminal. The cost for the valet service is \$26.00 per day.

Contact Information

Airport Operations Center: 214-670-LOVE (5683)

VALET PARKING OPERATION



<u>Valet Pricing</u>	
0-1 Hour	\$8.00
1-2 Hours	\$13.00
2-3 Hours	\$16.00
3-5 Hours	\$19.00
5-24 Hours	\$26.00

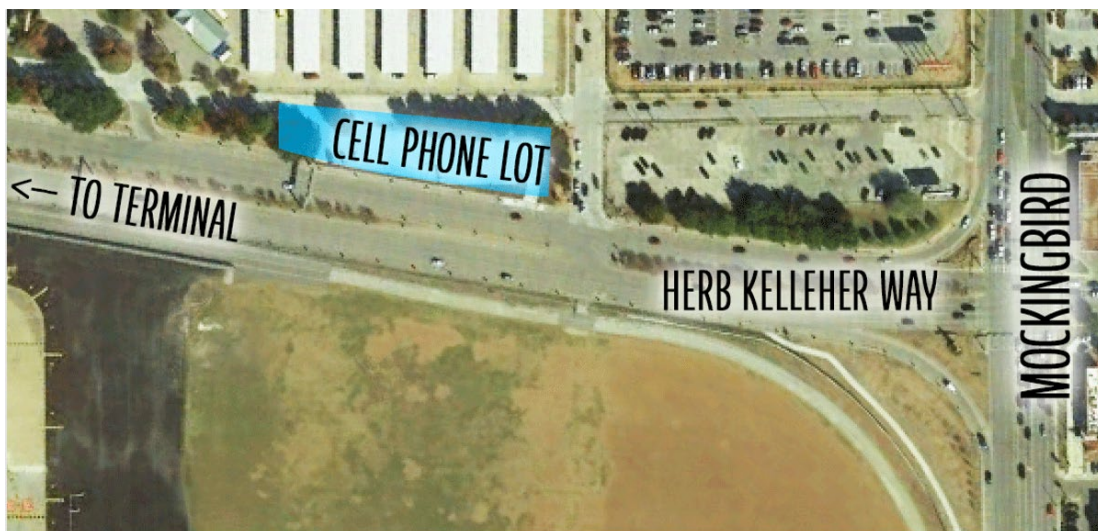
Contact Information

Airport Operations Center: 214-670-LOVE (5683)

CELL PHONE WAITING LOT/EXPRESS PICK UP AREA

Dallas Love Field Cell Phone Waiting Lot and Express Pick-Up Area is now located on the 1st floor of Garage A. This is a parking area where drivers are encouraged to wait in their vehicles for arriving passengers to meet them, as this area is adjacent to the terminal and eliminates the need to drive on the upper roadway. The parking spaces in this area have a maximum time of two (2) hour occupancy and is strictly enforced. Customers should NOT leave their cars in the Cell Phone Waiting Lot/Express Pick Up Area for more than two (2) hours. If they do, they are subject to being ticketed and/or towed.

If a customer wants to park, he/she will need to use the other Parking Garage areas or Paid Surface Parking Lots.



Contact Information

Airport Operations Center: 214-670-LOVE (5683)

FACILITIES MAINTENANCE

The Department of Aviation, Facilities Maintenance Division is responsible for the operation, maintenance and repair of airport terminal finishes and systems. Facilities is available to provide services for certain tenant lease spaces for facility concerns.

Facilities Maintenance offers the following fee-based services:

- HVAC – Regularly scheduled or preventative maintenance (PM) on heating, cooling and ventilating equipment including filter replacement, checking and replacing belts and cleaning coils.
- Electrical – Replacing bulbs, ballasts, and annual infrared scanning of subpanels.
- Plumbing – Inspection of backflow devices, restroom facilities and drains.
- Emergency Systems – Monthly and annual inspection of fire extinguishers.
- On Demand Repairs – Repair of any Tenant space system requested by Tenant and accepted by Facilities.

NOTE: Facilities may not be able to repair certain items or systems.
The following rates and rate details for these services are itemized below:

HVAC Monthly PM of Unit	\$100
Plumbing Drain Maintenance or Clear	\$300 (\$100/hr. x 3 hr. min.)
Electrical Work /Replace Light Bulb/s	\$100
On-demand repairs	\$100/hour

NOTE: Hourly rate does not include cost of materials and equipment.

Tenants are not required to use the Department of Aviation, Facilities Maintenance for repair or service of the leased space facility systems. Facilities Maintenance and work orders can be placed the Airport Operations Center (AOC) at 214- 670-LOVE (5683).

FACILITIES MAINTENANCE – Summary of Operation & Maintenance Responsibilities

As stated in the Amended and Restated Lease of Terminal Building Premises by and between City of Dallas and Airlines dated effective October 1, 2008; Article 8. Operation and Maintenance and as shown on Exhibit I – Summary of Operation and Maintenance Responsibilities.

**Exhibit I
Summary of Operation and Maintenance Responsibilities ****

Maintenance Item	City Duty	Airline Duty
Management and Administration		
General Manager	X	X
Operations Manager	X	X
Financial/Clerical	X	X
Duty Managers	X	X
Administrative Assistant	X	X
Dispatchers	X	X
Ramp Services		
Snow Removal		
<i>Airside</i>	X	
<i>Landside Curb</i>	X	
<i>Arrival/Departure</i>	X	
Ramp Cleaning/Sweeping		
<i>Aircraft Parking Areas</i>		X
All Other Ramp Areas	X	
Striping	X	X
Airline Ground Service Equipment		X
<i>Aircraft Safety Envelope</i>		X
<i>Bag Room Roadways</i>		X
<i>Vehicle Service Road</i>	X	
<i>Movement Areas</i>	X	
Gate Scheduling		X
Gate Control		X
RON Scheduling		X
Deicing		X
Into Plane Fueling		X
Ground Handling		X
Provisioning / Catering		X
Baggage Handling		X
Cabin Services		X
Overnight Aircraft Cleaning		X
Ramp Control		X

Maintenance Item	City Duty	Airline Duty
Facility O&M Services		
Janitorial		
<i>Hold Room</i>	X	
<i>Concourse</i>	X	
<i>Lobby</i>	X	
<i>Baggage Claim</i>	X	
<i>Airline Space</i>		X
<i>Restrooms</i>	X	
<i>Dept. of Aviation (DOA) Space</i>	X	
Building Maintenance		
<i>Airline Operations</i>		X
<i>Public Spaces</i>	X	
<i>DOA Space</i>	X	
Window Washing	X	
Preventative Maintenance	X	
Conveying Systems		
<i>Moving Walkways</i>	X	
<i>Escalators</i>	X	
<i>Elevators</i>	X	
Building Management System	X	
Utilities (Electric, Water, Gas, Sewer)	X	
Lighting	X	X
<i>Apron</i>	X	
<i>Hold Room</i>	X	
<i>Concourse</i>	X	
<i>Lobby</i>	X	
<i>Baggage Claim</i>	X	
<i>Airline Space</i>		X
<i>DOA Space</i>	X	
HVAC System and Controls	X	
Security Systems	X	
Closed Circuit Television (CCTV)	X	X
Paging System		X
Premise Distribution System	X	
Distributed Antenna System		X
Telephone System	X	X

Maintenance Item	City Duty	Airline Duty
Airline Systems		
<i>Passenger Boarding Bridges</i>		X
<i>Aircraft Ground Power</i>		X
<i>Aircraft Preconditioned Air</i>		X
<i>Potable Water</i>		X
<i>MUFIDS</i>		X
<i>Baggage Handling Systems</i>		X
<i>Baggage Claim Devices</i>		X
<i>Hydrant Fueling</i>		X
<i>Battery Chargers</i>		X
Central Receiving	X	
Diesel Load Rack		X
Triturator	X	
Fire System Testing & Inspections	X	
Keying System	X	
Signage	X	
Automatic Doors	X	
Waste Removal	X	
Pest Control	X	
Passenger Processing Services		
Ticket Verification Agents		X
Skycap Services		X
Ticket Agents		X
Gate Agents		X
Wheelchairs		X
Baggage Service Office Agents		X

** This Exhibit I sets forth Airport maintenance responsibilities.

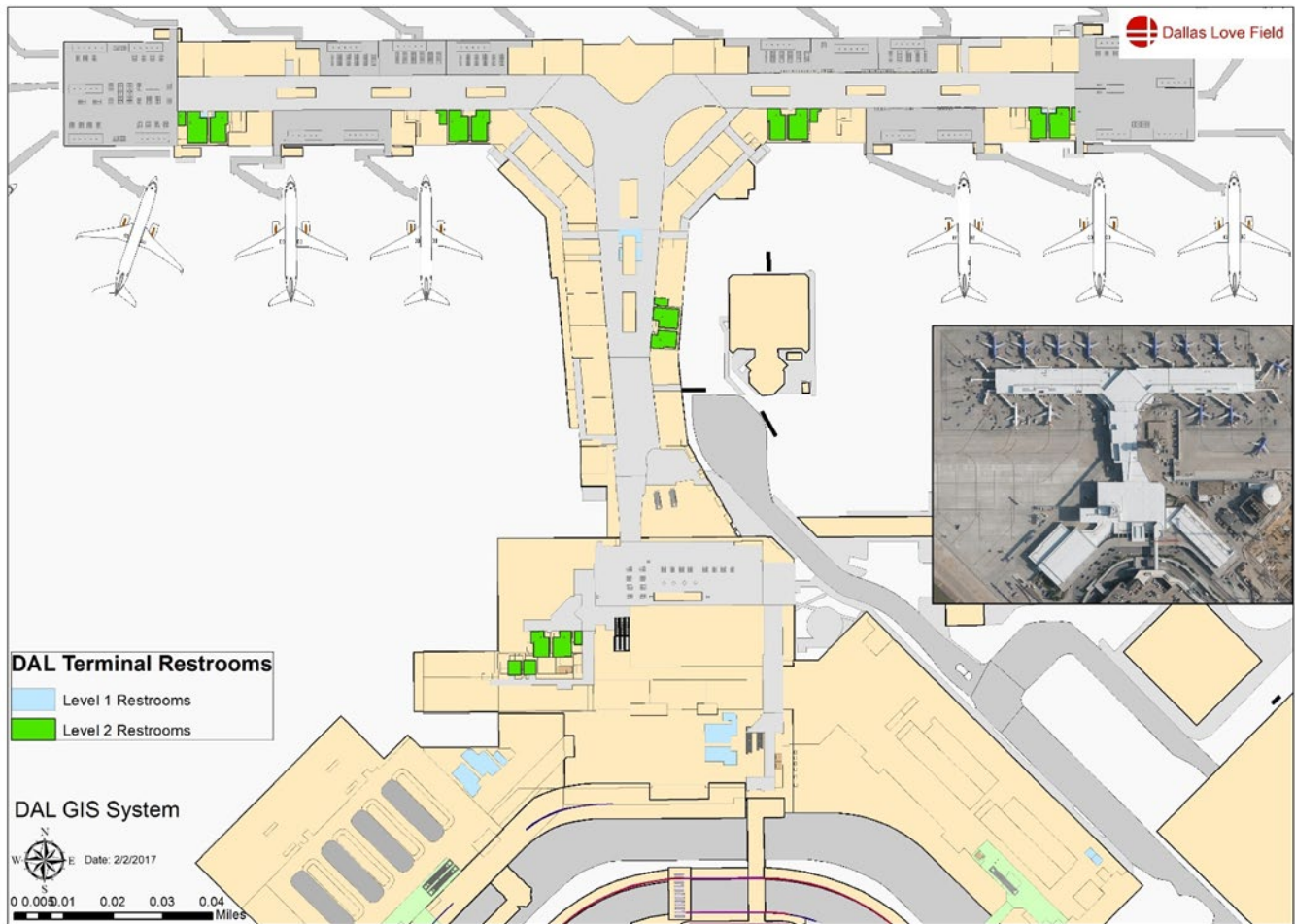
Tenants are not allowed uncontrolled access to the roof or mechanical, electrical or plumbing spaces. If you need access to a MEP space or the roof, contact the Airport Operations Center at 214-670-LOVE or by email at 214670love@dallascityhall.com and request an escort. Submit your request at least 72 hours in advance.

Contact Information

Airport Operations Center: 214-670-LOVE (5683)

PUBLIC RESTROOMS

Public Restrooms are located throughout the Terminal Building, identified by the Green and Blue areas on the graphic below.

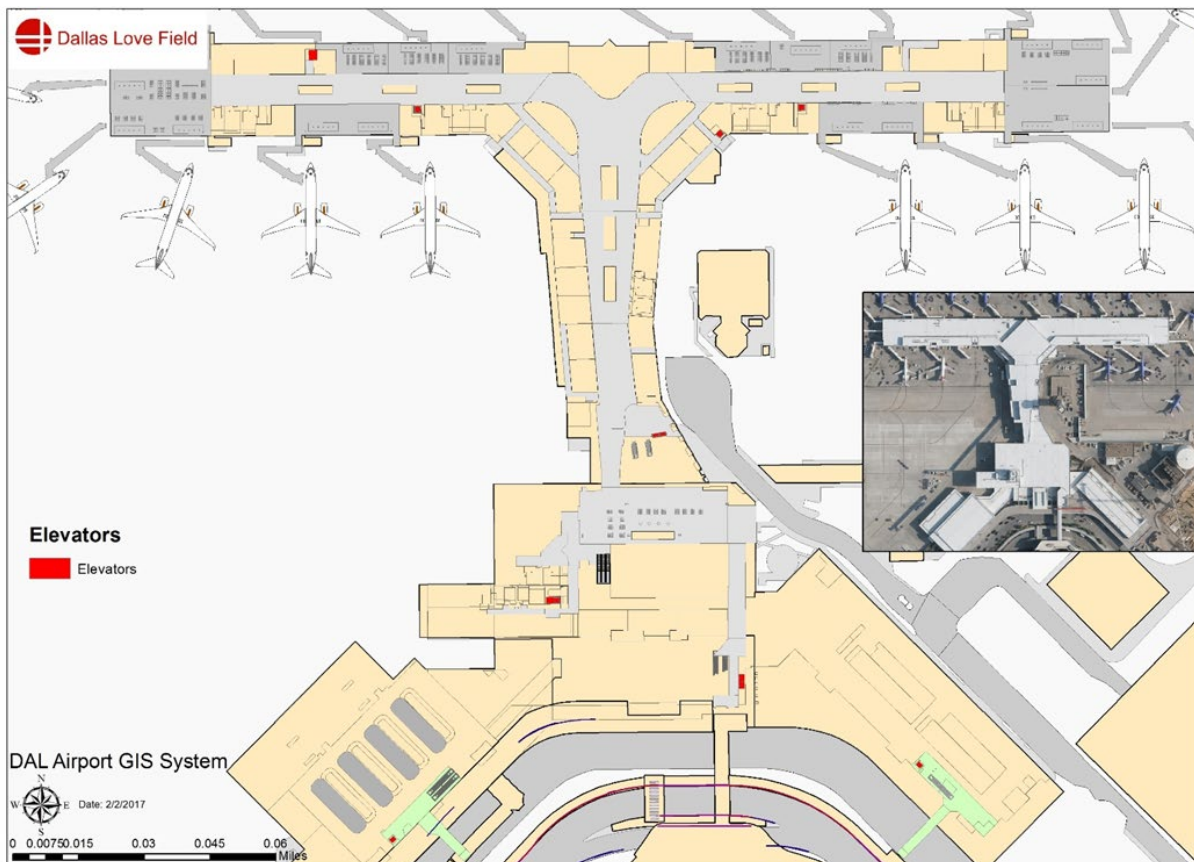


For maintenance, supplies or other plumbing issues please call Airport Operations Center at, 214 670-LOVE [670-5683]

ELEVATORS

Passenger elevators are located:

1. Post screening adjacent to the escalators at the base of the entry into the terminal
2. Pre-screening adjacent to the escalators from the garage sky bridge to the main terminal lobby and on the left side of the lobby to either access the meter greeter area or for arrival departing the terminal
3. Along the 3rd level moving sidewalks serving the four levels of Garage B. Each elevator foyer is color coded to coincide with the public parking levels, enabling passengers to better locate their vehicle location
4. In the Ticketing Hall to access the lower level roadway cross over to Garage A



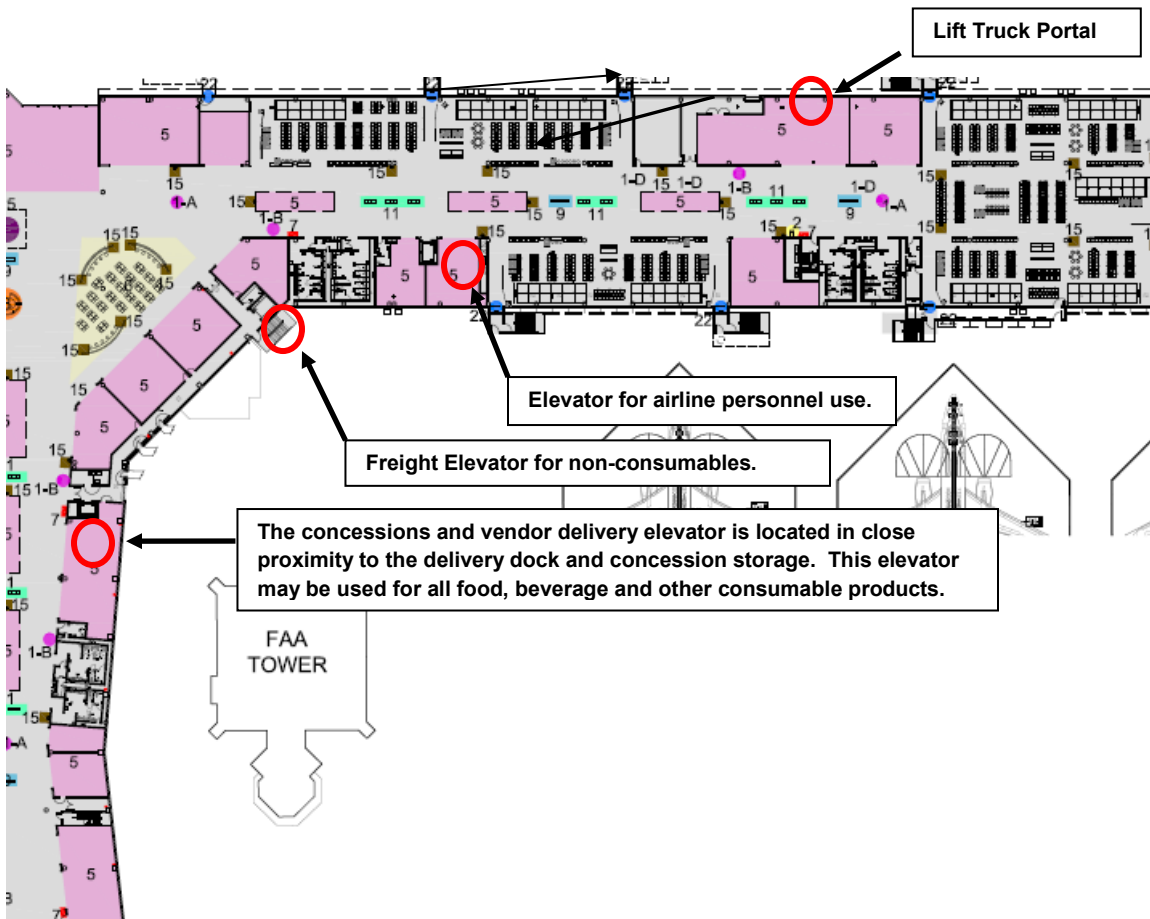
ELEVATORS (cont.)

Concourse elevators for use by concessions and airline tenants are located at strategic locations as indicated on the map below to enable access between the first and second levels of the Terminal Building.

East Side of Terminal Building

Concession deliveries from the back dock of the terminal building or from the concession's storage locations will utilize the two elevators indicated on the rendering below.

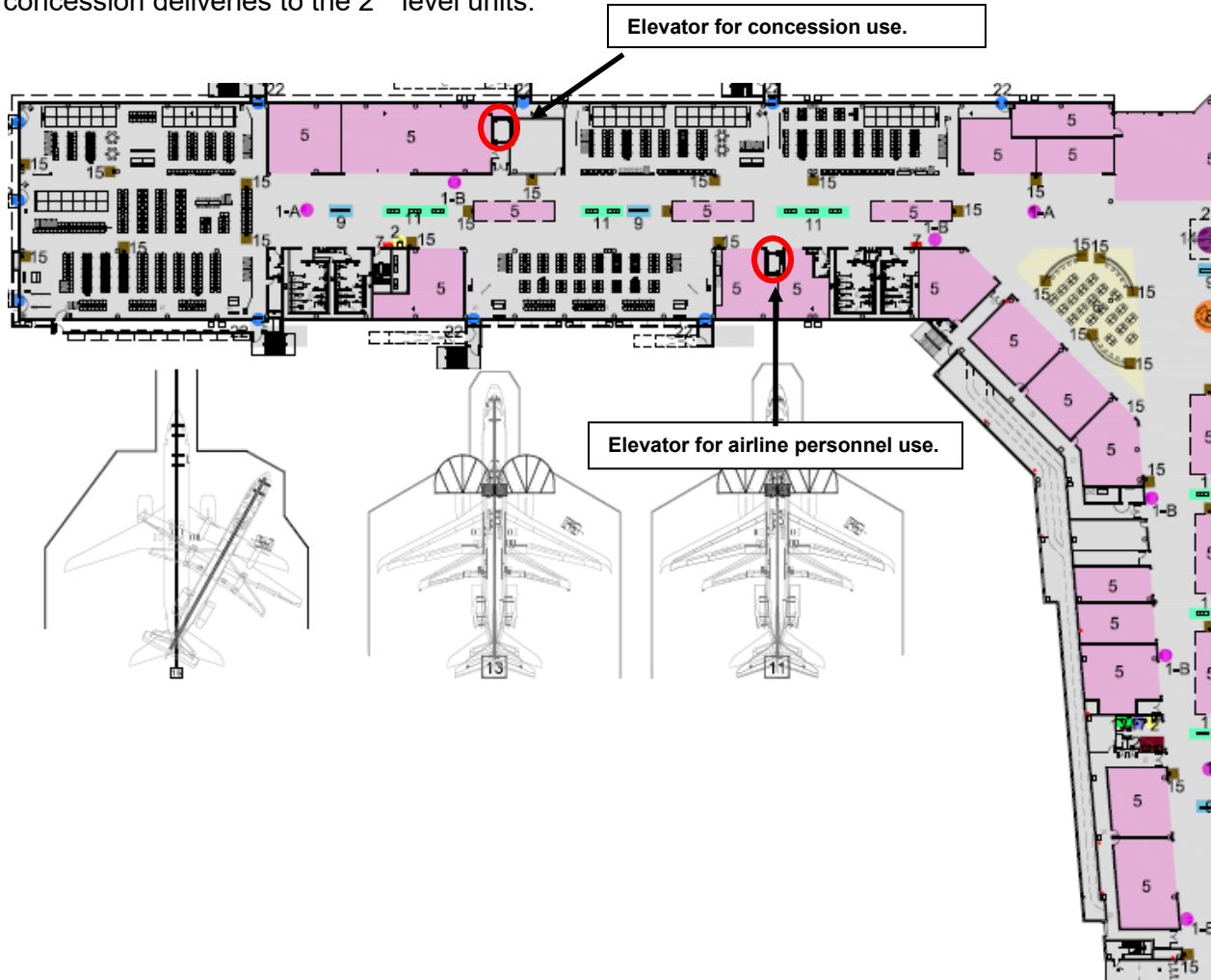
Also shown below is the east side lift truck delivery portal for concession deliveries to the 2nd level service corridor, utilizing a lift truck (there is no elevator at this portal location). Great care must be taken maneuvering lift truck in and around aircraft and aircraft support vehicles.



ELEVATORS (cont.)

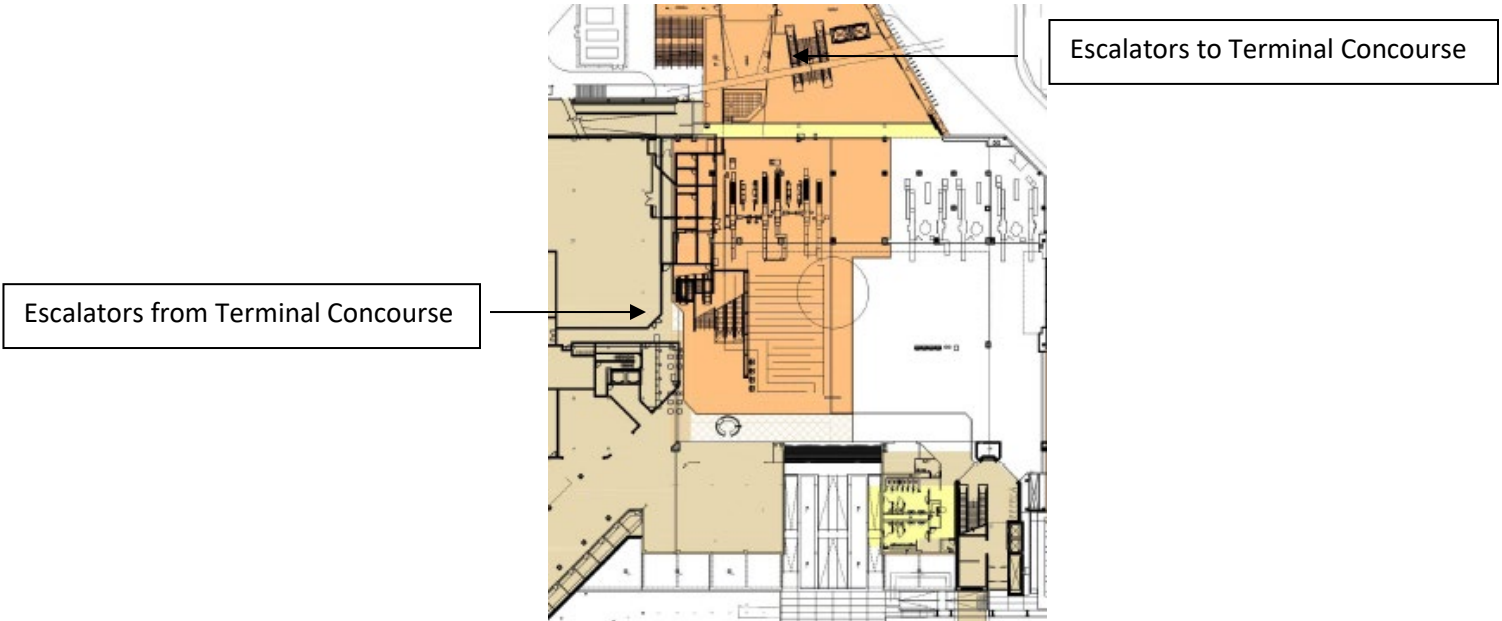
West Side of Terminal Building

Concession deliveries for the West Side of the Terminal Building may be made via airside delivery to the freight elevator shown below. This location may be utilized between the hours of 12:00 AM and 5:00 AM for concession deliveries to the 2nd level units.

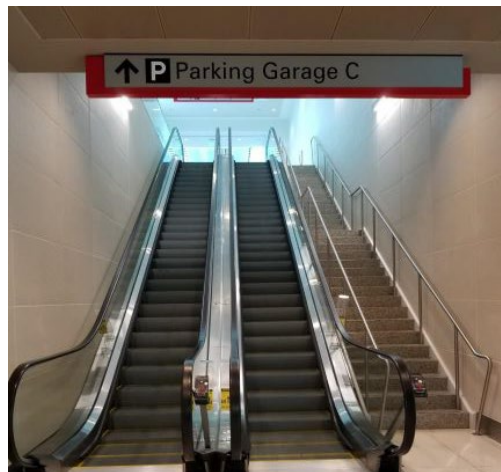
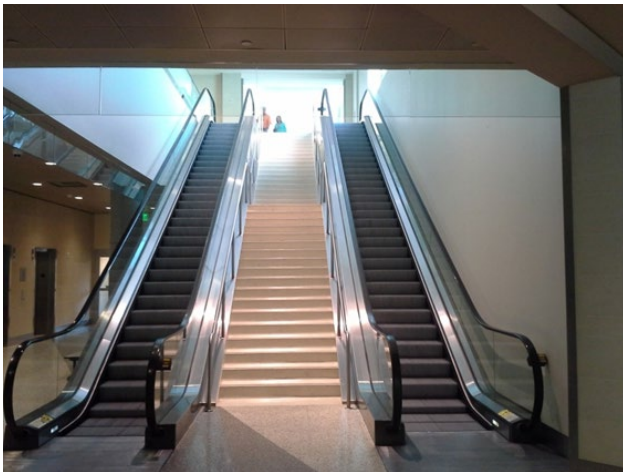


ESCALATORS

Escalators are located in the Main Terminal Lobby and are used to access the new terminal concourse gates for all flights. Arriving passengers also use these escalators to leave the concourse area to access baggage claim and transportation services.



Escalators are also located on the west side of the terminal lobby to access both Garage A and Garage B third level parking. And, escalators are located on the East side behind the ticketing hall for Garage C.



MOVING SIDEWALKS

Moving sidewalks are located on the third level of the parking Garage A, B & C concourse and run the entire length of the garage complex, with several foyer elevators to access levels 1, 2 and level 4 of the garage. Each foyer is color coded to assist you in locating your vehicle. The garage concourse connects to the Main Terminal Lobby via the Sky Bridge that crosses Cedar Springs.



For maintenance issues relating to elevators, escalators or the moving sidewalks please call Airport Operations Center at 214-670-LOVE (5683).

CONCESSION HOURS OF OPERATION/FLIGHT DELAYS

Concessionaire shall ensure that the assigned locations are continuously open for business and provide all services and sales activities as required by the Contract every day during the term of the contract, at such hours as are necessary for Concessionaire to be open ninety (90) minutes before the time of the first scheduled outgoing flight of the day until the time of the last scheduled outgoing flight of the day ("Store Hours"). Any modifications to Store Hours that may be requested from time to time by Concessionaire shall be subject to the Director's prior written approval as determined in his or her sole discretion.

Notwithstanding anything in the Contract to the contrary, Concessionaire agrees to remain open beyond Store Hours at the Director's request for events including, but not limited to, the following:

- (a) Operations during Periods of Flight Delays. In the event of delayed flights at the Airport, Concessionaire shall remain continuously open and provide all services and sales activities as required by this Contract until said flights depart the gate or City otherwise instructs, even if such period is beyond the current Store Hours for said Assigned Food and Beverage Location.
- (b) Emergency Operations. If City deems it necessary, on an emergency basis, to serve the public during times other than Store Hours, Concessionaire shall remain continuously open and provide all services and sales activities in the facilities as required by City during the emergency period.
- (c) Federal Regulations. If the Director deems it necessary for City and/or Concessionaire to remain in compliance with any federal statutes or regulations, Concessionaire shall remain continuously open and provide all services and sales activities in the facilities as required by the Director.

Concessionaire shall not be deemed to have breached or be in default in respect of such hours of operation requirements as a result of temporary closing of an assigned location in connection with maintenance or repairs, renovation or remodeling, inventories, or other temporary closing in the normal course of the Concessionaire's business provided that Concessionaire has received from City, prior to such temporary closing, permission for such temporary closing in writing.

Concessionaire shall prominently post in each of the Assigned Food and Beverage Locations, in an area visible to customers, the current listing of the facility's hours of operation.

For issues relating to Concession Hours please call, Airport Operations Center at, 214-670-LOVE (5683).

CONCESSION DELIVERY/SALLY PORT

Dallas Love Field has constructed a security screening delivery portal (“Sally Port”) specifically for product delivery by all concessionaires to the new terminal building. All concession deliveries must enter through the Sally Port. This is the only point of entry and exit for any and all concession deliveries. Deliveries of any kind are prohibited through the terminal security checkpoint. See following map for location of the Sally Port at the end of Tom Braniff Lane.

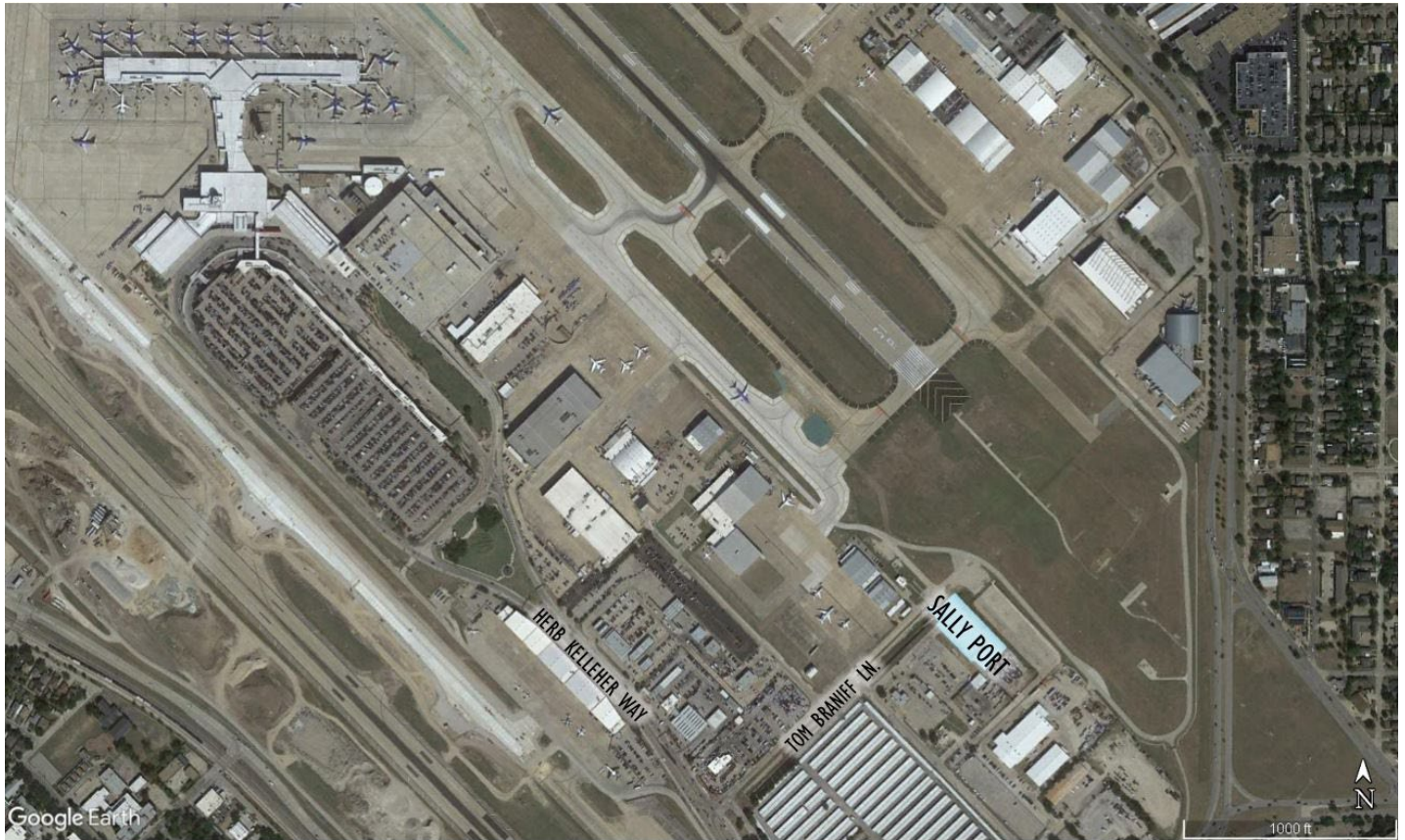
The Sally Port is managed by a third-party operator (“Dock Master”) Bradford Airport Logistics, that will be responsible for the coordination and scheduling of all concession deliveries to the Sally Port, coordinating the inspection process at the Sally Port and delivering products/merchandise to the Terminal Building. It is anticipated that all deliveries to the terminal through the Sally Port will take place between the hours of 3:00 AM and 3:00 PM, Monday through Friday, and 3:00 AM to 12:00 PM, Saturday and Sunday. Special arrangements will be required for any delivery outside this time range.

The policy of the inspection process at the Sally Port is to abide by the TSA rules and directives to insure the safety and security of the travelling public, airport employees and visitors to Dallas Love Field.

Contact Information

Airport Operations Center: 214-670-LOVE (5683)

TERMINAL LOADING DOCKS/SALLY PORT MAP



Contact Information

Airport Operations Center: 214-670-LOVE (5683)

INTERIOR WALLS, FLOORS & CEILINGS POLICY AND PROCEDURES

Following the completion and the City's acceptance of the interior finish out of each tenant location, the following policies will be enforced pertaining to all finished walls, floors and ceilings:

Walls – It is strictly prohibited for tenants to drill, saw or in any way penetrate any interior wall beyond the usual and customary attachments of decorative or brand specific items incorporated into the design of the space and conducive to the brand awareness and the overall design quality of the interior walls. Temporary banners, posters or unframed graphics of any kind may not be hung on any walls without the prior, written approval of the Director.

Floors – In accordance with the Concessions Design Guidelines, floor penetrations of any kind are strictly prohibited without the prior written approval of the Director. Following completion of the interior finish out of the floor treatments within the tenant space, any floor penetrations, drilling or cutting of the existing concrete slab contemplated by the tenant or tenant's contractor must be submitted, in advance, to the Director for review and approval. Any approved penetration must be accompanied by a complete x-ray of the affected floor area.

Ceilings – Following completion of the approved ceiling treatments within the tenant space, any attachment to the ceiling treatment or grids of temporary signage, banners, posters or graphics of any kind must be submitted, in writing, to the Director for review and approval. Any such submittal must include a representation of the graphic contemplated, the size of the graphic and the method of attachment.

All walls, floors and ceilings must be kept in a clean and dust free condition at all times. It is the intent of this policy that finished walls, floors and ceilings remain as originally designed, without clutter and unnecessary signage and graphics hung from walls and ceilings. Any intended inclusion of additional signage or graphics of any kind must be submitted for approval, using the Facilities Impact Request process (See Appendix).

With approval by the Director of Aviation, a Tenant may cover up to a total of 50% (fifty percent) of a contiguous painted wall surface with branding elements and décor, which will maintain the consistent look and feel of Dallas Love Field facilities.

Contact Information

Airport Operations Center: 214-670-LOVE (5683)

SIGNAGE, DISPLAYS, FURNITURE & FIXTURES

Signs, banners, or placards are not permitted outside of your assigned premises or exclusive use space. No advertising placards, banners, pennants, names, insignias, trademarks, or descriptive materials shall be affixed or maintained upon the glass panes and supports of the storefront show windows and doors, or upon the exterior walls of the storefront. Hand-written signage is prohibited in the terminal/airport area. Any signs proposed to be installed in a public space, including but not limited to any concession, airline or checkpoint queuing areas must be approved by the Director of Aviation or designee and comply with the Dallas Love Field design guidelines.

In addition, no fixtures, furniture, displays, sign holders, products or merchandise shall be placed outside of your assigned premises or exclusive use space. If, due to an operational need, furniture or fixtures must be temporarily added, removed, or relocated to a public space, the Director or designee's prior approval is required, and the space must be put back to original placement when there is no longer a need or at the end of the business day, whichever occurs first.

No wheelchairs shall be placed or stored outside of a tenant's exclusive use space. Wheelchairs must be stored in rooms identified for wheelchairs (in the ticket wing, the storage area is adjacent to the curbside check-in).

Any violations to the above will be identified to the tenant for immediate resolution.

Please review your concession contract or lease agreement and the Concessions Design Guidelines concerning all signage, graphics, fixtures, etc.

Contact Information

Airport Operations Center: 214-670-LOVE (5683)

BALLOONS

Balloons within the airport common areas are **strictly prohibited**. This includes, but is not limited to, the terminal lobby and ticket wing, baggage claim and concourse areas. Balloons may not be inflated within any common area of the airport for any reason.

HOLIDAY DECORATION POLICY

Please refer to the Dallas Airport System Holiday Decoration Policy at, <http://www.dallas-lovefield.com/pdf/Guidelines-HolidayDecoration.pdf>.

REQUIREMENTS FOR PUBLIC AREAS OCCUPIED OR EXCLUSIVELY USED BY TENANTS.

This provision applies to the public areas of the airport that may be under a tenant's exclusive use, including but not limited to the ticket wing queuing and check in kiosk areas for airlines, and lobby and checkpoints for TSA. All public areas occupied by a tenant must be maintained in a neat, clean, sanitary, and operable condition.

Contact Information

Airport Operations Center: 214-670-LOVE (5683)

Page **77** of **136**

SMOKING & NON-SMOKING AREA RESTRICTIONS

Please refer to the Airport Rules and Regulations at,
http://www.dallas-lovefield.com/pdf/rules_regulations.pdf.

WELDING OR CUTTING TORCH ACTIVITIES

Please refer to the Airport Rules and Regulations at,
http://www.dallas-lovefield.com/pdf/rules_regulations.pdf.

OUTDOOR COOKING

Please refer to the Airport Rules and Regulations at,
http://www.dallas-lovefield.com/pdf/rules_regulations.pdf.

For any question or concerns you can contact Airside Operations at **214-288-3069**

FACILITY IMPACT REQUEST

A Facility Impact Request (FIR) is required to be completed anytime an individual, employee, company, (government, city, state, or federal), or contractor, has an event, activity, construction project (initial construction or remodel), major equipment exchange or replacement, planned in airport owned facilities or property. The FIR is designed to inform aviation stakeholders of impending projects and allow them to provide input on how the project will impact operations at the airport.

The FIR should include a description of the proposed activity, location of the activity, anticipated and potential impacts of the activity, and impact mitigation plans for the activity.

Projects cannot begin until an Approved Response has been issued by the Department of Aviation. The FIR can be found on the DAL Home Page,
<https://www.dallas-lovefield.com/home/showpublisheddocument/2155/637287534215070000>.

Once the form has been completed, it should be emailed to AVI FIR avifir@dallascityhall.com, for processing. Please allow five (5) business days for processing and comment,
<https://www.dallas-lovefield.com/airport-info/compliance-legal/resources>. Appendix on page 133-134.

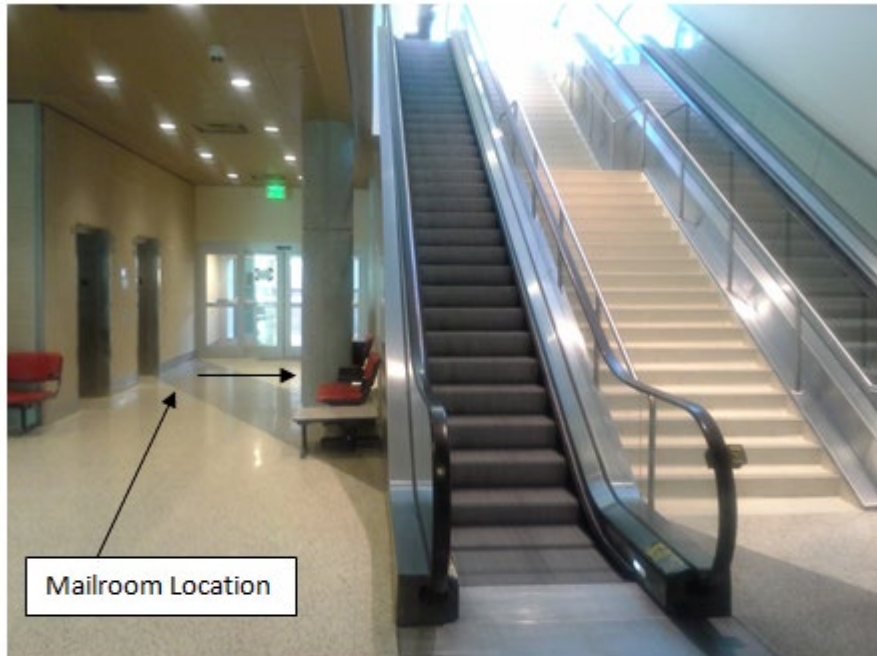
Contact Information

Airport Operations Center, 214-670-LOVE (5683)

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MAIL SERVICE

Dallas Love Field Tenant lockboxes are located in the Terminal Building beneath the escalators going to the garage sky bridge. A lockbox may be requested through the Aviation Administrative Offices and will be assigned to you with one lockbox key. General outgoing mail may also be deposited at this location.

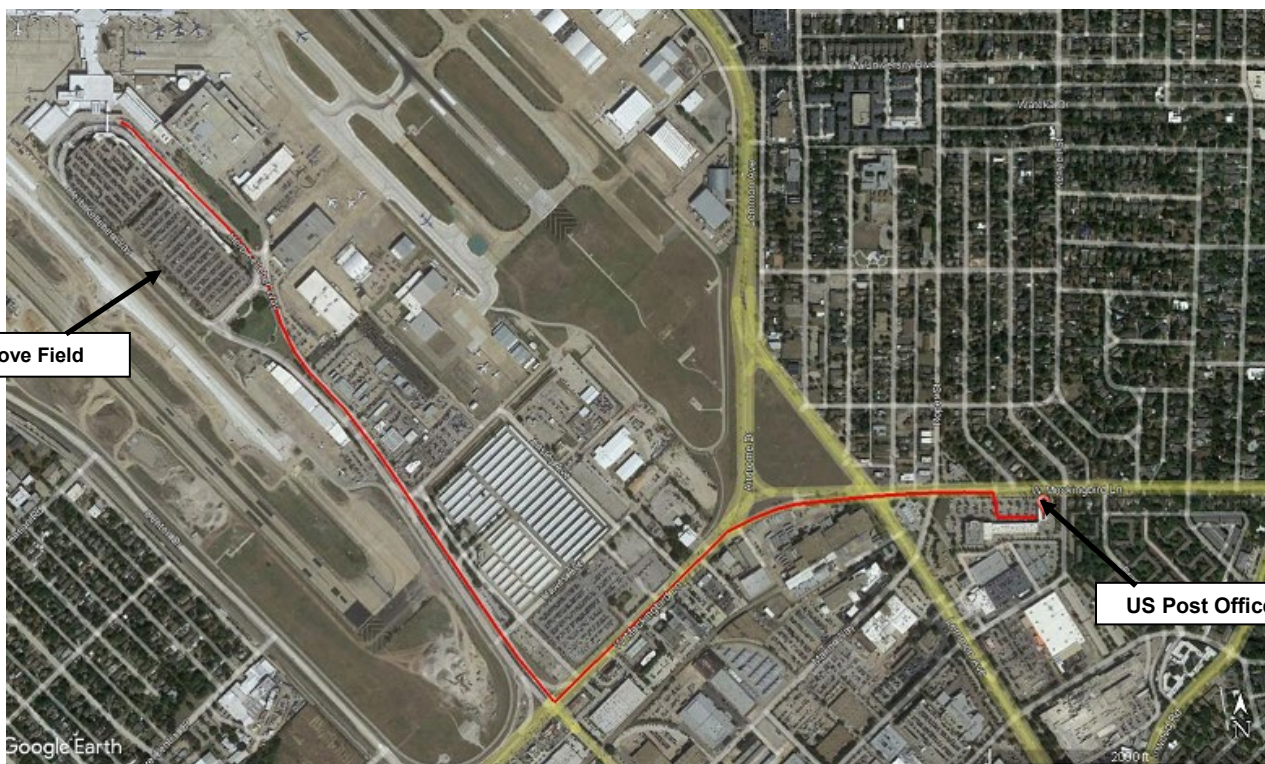


MAIL SERVICE (cont.)

Pick-up time for mail drops may vary. Bulk outgoing mail should be taken directly to the Post Office. The airport does not have an outgoing mailbox. Any questions or concerns should be directed to the local U.S. Postal Service. The nearest Post Office is located at:

LOCATION OF POST OFFICE

4740 West Mockingbird Lane, Suite C
Dallas, TX 75209-9997
Monday – Friday 8:30AM - 5:00PM
Saturday – Sunday Closed



FedEx

Federal Express has daily delivery and pick up service. The FedEx drop box receptacle is located in the Main Terminal Building beneath the escalators going to the garage sky bridge.

UPS

United Parcel Service has daily delivery and pick up service. The UPS drop box receptacle is located in the Main Terminal Building beneath the escalators going to the garage sky bridge.

AUTOMATED TELLER MACHINE (“ATM”)

ATMs are located throughout the Terminal Building: Baggage Claim, Lobby, Love Landing, West Concourse and the Terminal. The maps below indicate the locations of the ATMs.



Contact Information

Airport Operations Center: 214-670-LOVE (5683)

SHOESHINE SERVICES

Shoe and Boot Shine services are available in the terminal, located in the East and West Concourse, near both Starbucks. Services are offered during all operational hours.

Monday – Friday, 6:00 AM – 8:00 PM

Saturday, 10:00 AM – 6:00 PM

Sunday, 11:00 AM – 7:00 PM

Costs

Shoeshine: \$7.00

Boot shine: \$8.00

Contact Information

Airport Operations Center: 214-670-LOVE (5683)

AUTOMATIC EXTERNAL DEFIBRILLATORS (AEDs)

An AED is used to administer an electric shock to a person who is experiencing a cardiac arrest. It is a portable electronic device that automatically diagnoses the potentially life-threatening cardiac arrhythmias of ventricular fibrillation and ventricular tachycardia in a person. It then is able to treat them through defibrillation, the application of electrical therapy which stops the arrhythmia, allowing the heart to reestablish an effective rhythm.

AED's are located in the following areas:

- Main Terminal Lobby, near Mail Center
- Baggage Claim - Carousel 1
- Pre-Security Hallways, floors 2 – 4
- Post-Security Concourse Areas (Medtronic Life Pack Units), at Gates 1, 10, 12, 15, plus near CRU Wine Bar & Sky Canyon*

To use a defibrillator, just remove it from the cabinet and turn it on. The unit will provide audible instructions for use.

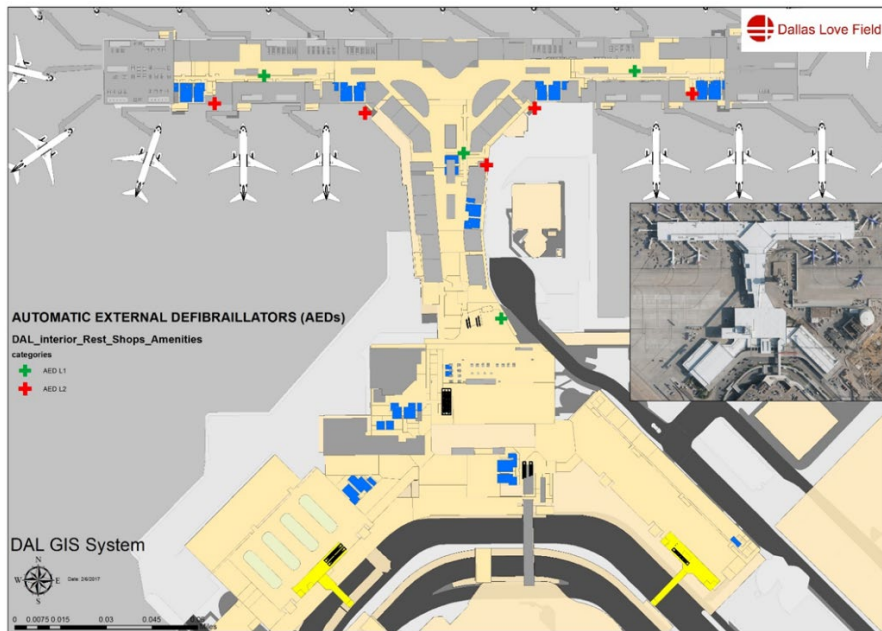
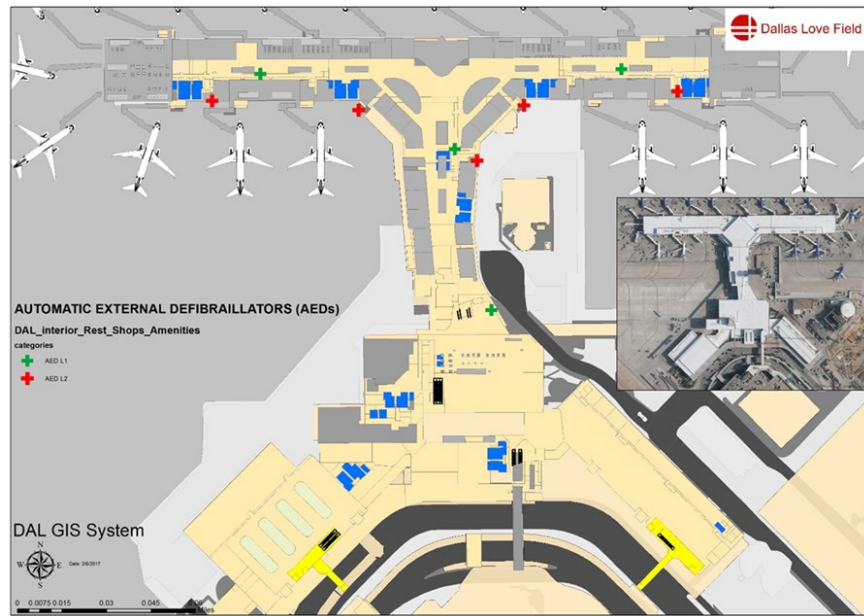
The Terminal Concourse AED Locations shown below and designated by Number 7 on the map.

* **Note:** No terminal signage marker at Unit #0050001 near Sky Canyon Restaurant location AEDs are located in the Main Terminal Lobby, Ticketing Hall and Baggage Claim as indicated in the graphic.

Contact Information

Airport Operations Center: 214-670-LOVE (5683)

AUTOMATIC EXTERNAL DEFIBRILLATORS (AEDs) (cont.)



GENERAL EVACUATION GUIDELINES

All terminal tenants and occupants should refer to the Dallas Love Field Terminal Evacuation Plan. This plan is on file in the Facilities Superintendent's office and is available for review.

All NON-TERMINAL tenants and occupants should consider establishing and implementing their own internal procedures that may be used in the event of an evacuation. These procedures should include, at a minimum: identifying emergency exits, identifying one or more assembly areas for evacuated employees and visitors, accounting for personnel, and ensuring that a mechanism is in place to assist anyone who may need it until advanced help arrives. The following steps should be used as a guideline for the creation of your evacuation plan.

- Call the Dallas Police Department Love Field Unit at **214-670-6160** or **214-670-6162** or Emergency at **911**
- Be sure to give the operator as much information as possible, including but not limited to:
 - Your name
 - Your phone number, in the event you get disconnected.
 - Nature of the emergency (fire, building collapse, etc.).
 - Building location including address and floor number.
 - Any other details of the emergency.
- Consider pulling the fire alarm if available to warn people of the danger and encourage evacuation
- Direct any employees or visitors to evacuate the building
- Evacuate the building by using emergency exits
- Use stairwells rather than elevators
- Employees and visitors should gather at a pre-designated assembly location for accountability
- If the primary assembly location is compromised employees should report to a pre-designated secondary location
- If evacuated, do not return to your office or work location until advised to do so
- Tenants should consider creating a safety warden program that will identify employees responsible for assisting other employees during an emergency or disaster

Contact Information

Airport Operations Center: 214-670-LOVE (5683)

INCLEMENT WEATHER PROCEDURES

1. Notification

- OUTDOOR SIRENS ARE USED ONLY AS AN ATTENTION GETTING DEVICE WITH NO WAY TO DETERMINE WHY THE SIRENS ARE SOUNDING. **Remember, outdoor warning sirens are only intended to be heard outdoors to warn people to seek shelter. They may be difficult or impossible to hear while indoors.**
- Specific information regarding the actual nature of the emergency will be broadcast by the local media. If possible, consider purchasing a NOAA Weather Alert Radio for use in your facility.
- No all-clear signal will be sounded; sirens are used only for warnings.

2. Severe Weather and/ or Tornado Watches and Warnings

- Once you have been notified of a potential or actual inclement weather situation, please be prepared to seek shelter if the conditions deteriorate.

3. Upon notification of a Tornado Warning take shelter immediately

- Take shelter in a previously identified safe area.
 - Stay away from temporary buildings or trailers.
 - Use the stairwells rather than the elevators.
- If you are unable to seek shelter in a previously identified safe area
 - Move away from windows.
 - Stay away from areas having a wide, free span roof, or the upper levels of a building.
 - Take cover under heavy furniture if available.
 - Crouch down and cover your head and neck with your arms and hands.
- If you are outdoors and unable to access an indoor shelter, lie flat in the nearest depression, such as a ditch or ravine. Cover your head and neck with your arms and hands. If there is time, move away from the path of the tornado at a right angle.

4. If you come into contact with other employees or visitors, you should direct them to take shelter in a sturdy building. If you come into contact with an occupant who is disabled or having difficulty taking shelter you should assist the individual in getting or taking shelter.

5. After the danger has passed, you should report to the designated shelter/assembly point to allow your team to take a survey of all present to determine if anyone is potentially missing. Do not return to your office or business until you are advised to do so.

Contact Information

Airport Operations Center: 214-670-LOVE (5683)

ELEVATOR MALFUNCTION

In the event that an elevator stops with passengers in it, remember to remain calm and remain in the elevator until instructed that it is safe to exit. Do not try and pry the doors open. Press the emergency button on the front panel, this will activate the alarm. Should the car stop between floors and the door opens, do not attempt to climb out or jump to the floor below, a Landside Operations Officer will communicate with the elevator passengers until help arrives.

In the event of a power outage, elevators will continue to operate using our emergency power generator. Should an outage occur, elevator lights will remain on, but the car will temporarily stop. Each elevator will automatically return to the lobby where the elevator doors will open and then be out of service.

Contact Information

Airport Operations Center: 214-670-LOVE (5683)

BOMB THREAT

Telephone Threat

When a bomb threat is received over the telephone, use the checklist on the following page to try to obtain information from the caller immediately:

- Exact location of the device.
- Time set for explosion.
- Description of the device
- Reason the caller has placed the bomb.
- Exact words used by the caller.

While you are on the phone with the caller try to have a co-worker notify the Dallas Police Department by dialing **214-670-6160** or **214-670-6162** or **911**. If that is not possible, obtain as much information as you can from the caller and call 911 after they hang up. Notify Airport Operations Center at 214-670-5683.

Once Airport Security has been notified of the bomb threat, it is airport policy to advise the Director of Aviation to allow him/ her to decide whether it is appropriate to order an evacuation. In the event that you are asked to evacuate the building, please move at least 300 feet or one football field away from the building to a designated safe area or as directed by Airport Security or authorities. Be sure to allow for the clear passage of emergency personnel. Do NOT re-enter the building until the police and/or fire department personnel have given the **All Clear**.

Suspicious Packages or Mail Bombs

Letter bombs are usually sent through the mail addressed to a specific individual in the company, usually disguised to look like some sort of gift or a small package. Letter bombs have the power to kill or maim anyone close to the package when it is opened. Letter bombs are usually a large size manila envelope ¼" to ½" thick and are fairly rigid. They have been mailed from cities or small towns in the United States, as well as from foreign countries. They are usually mailed to a person by title.

If a letter or package is suspected to contain a bomb:

- Clear everyone out of the area. Evacuate at least 300 yards away from the area where the suspicious device is and try to place a hardened structure between yourself and the suspicious device.
- Notify the police at 911 and Airport Operations Center 214-670-5683.
- DO NOT HANDLE THE PACKAGE UNDER ANY CIRCUMSTANCES.
- DO NOT ATTEMPT TO DEACTIVATE IT YOURSELF.

Contact Information

Airport Operations Center: 214-670-LOVE (5683)

WARNING!

Letter and Package Bomb Indicators

The diagram shows a letter and a package with several indicators labeled:

- Restrictive Markings:** 'PERSONAL', 'Special Delivery', 'Mailed from Foreign Country'.
- Excessive Postage:** Multiple postage stamps.
- Misspelled Words Addressed to Titled Only:** 'G E N E R A L D U N N', 'F T. D I X O N N. Y.', '1 3 5 0 7 8'.
- Badly Typed or Written:** The address is typed with wide letter spacing.
- Rigid or Bulky:** The package is rectangular and appears stiff.
- Wrong Title with Name:** 'G E N E R A L D U N N' on the package.
- Lopsided:** The package is tilted.
- Oily Stains on Wrapper:** Stains on the bottom of the package.
- Protruding Wires:** Wires sticking out of the top of the package.
- Strange Odor:** A label pointing to the package.

**Treat It as Suspect!
Isolate It!**

PRECAUTIONS

1. Never accept mail, especially packages, at your home in a foreign area
2. Make sure family members and clerical staff know to refuse all unexpected mail at home or office
3. Remember - **It May Be A Bomb** - Treat It as Suspect

LETTER AND PARCEL BOMB RECOGNITION POINTS

- Excessive Postage
- Incorrect Titles
- Titles but No Names
- Misspellings of Common Words
- Oily Stains or Discolorations
- No Return Address
- Excessive Weight
- Rigid Envelope
- Lopsided or Uneven Envelope
- Protruding Wires or Tinfoil
- Visual Distractions
- Foreign Mail, Air Mail and Special Delivery
- Restrictive Markings such as Confidential, Personal, etc.
- Hand Written or Poorly Typed Addresses
- Excessive Securing Material such as Masking Tape, String, etc.

**FBI EXPLOSIVES UNIT-BOMB DATA CENTER
(202) 324-2696**

SEE NEXT PAGE FOR BOMB THREAT CHECKLIST

BOMB THREAT PROCEDURES

This quick reference checklist is designed to help employees and decision makers of commercial facilities, schools, etc. respond to a bomb threat in an orderly and controlled manner with the first responders and other stakeholders.

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

If a bomb threat is received by phone:

1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of call, DO NOT HANG UP, but from a different phone, contact authorities immediately with information and await instructions.

If a bomb threat is received by handwritten note:

- Call _____
- Handle note as minimally as possible.

If a bomb threat is received by e-mail:

- Call _____
- Do not delete the message.

Signs of a suspicious package:

- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected delivery
- Poorly handwritten
- Misspelled words
- Incorrect titles
- Foreign postage
- Restrictive notes

** Refer to your local bomb threat emergency response plan for evacuation criteria*

DO NOT:

- Use two-way radios or cellular phone. Radio signals have the potential to detonate a bomb.
- Touch or move a suspicious package.

WHO TO CONTACT (Select One)

- **911**
- **Follow your local guidelines**

For more information about this form contact the DHS Office for Bombing Prevention at OBP@dhs.gov



Homeland Security

2014

BOMB THREAT CHECKLIST

DATE: _____

TIME: _____

TIME CALLER HUNG UP: _____

PHONE NUMBER WHERE CALL RECEIVED: _____

Ask Caller:

- Where is the bomb located? (building, floor, room, etc.) _____
- When will it go off? _____
- What does it look like? _____
- What kind of bomb is it? _____
- What will make it explode? _____
- Did you place the bomb? Yes No _____
- Why? _____
- What is your name? _____

Exact Words of Threat:

Information About Caller:

- Where is the caller located? (background/level of noise) _____
- Estimated age: _____
- Is voice familiar? If so, who does it sound like? _____
- Other points: _____

Caller's Voice	Background Sounds	Threat Language
<input type="checkbox"/> Female	<input type="checkbox"/> Animal noises	<input type="checkbox"/> Incoherent
<input type="checkbox"/> Male	<input type="checkbox"/> House noises	<input type="checkbox"/> Message read
<input type="checkbox"/> Accent	<input type="checkbox"/> Kitchen noises	<input type="checkbox"/> Taped message
<input type="checkbox"/> Angry	<input type="checkbox"/> Street noises	<input type="checkbox"/> Irrational
<input type="checkbox"/> Calm	<input type="checkbox"/> Booth	<input type="checkbox"/> Profane
<input type="checkbox"/> Clearing throat	<input type="checkbox"/> PA system	<input type="checkbox"/> Well-spoken
<input type="checkbox"/> Coughing	<input type="checkbox"/> Conversation	
<input type="checkbox"/> Cracking voice	<input type="checkbox"/> Music	
<input type="checkbox"/> Crying	<input type="checkbox"/> Motor	
<input type="checkbox"/> Deep	<input type="checkbox"/> Clear	
<input type="checkbox"/> Deep breathing	<input type="checkbox"/> Static	
<input type="checkbox"/> Disguised	<input type="checkbox"/> Office machinery	
<input type="checkbox"/> Distinct	<input type="checkbox"/> Factory machinery	
<input type="checkbox"/> Excited	<input type="checkbox"/> Local	
<input type="checkbox"/> Laughter	<input type="checkbox"/> Long Distance	
<input type="checkbox"/> Lisp		
<input type="checkbox"/> Loud		
<input type="checkbox"/> Nasal		
<input type="checkbox"/> Normal		
<input type="checkbox"/> Ragged		
<input type="checkbox"/> Rapid		
<input type="checkbox"/> Raspy		
<input type="checkbox"/> Slow		
<input type="checkbox"/> Slurred		
<input type="checkbox"/> Soft		
<input type="checkbox"/> Stutter		

Other Information: _____

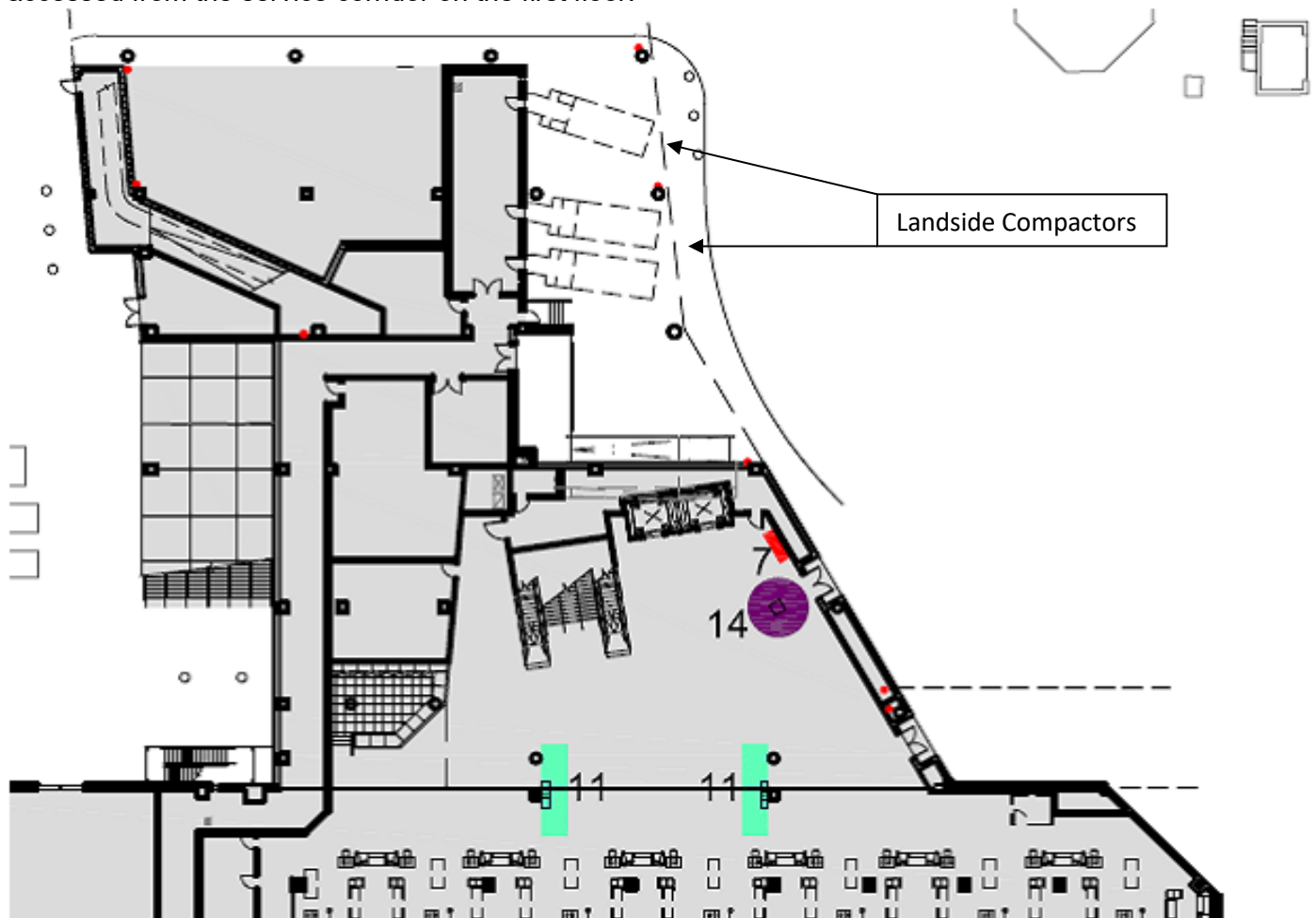
Contact Information

Airport Operations Center: 214-670-LOVE (5683)

TRASH & COMPACTOR LOCATIONS

There is one compactor designated for wet trash (i.e. restaurant trash), one for dry trash (i.e. restroom trash), and one for recyclables (paper, plastic, glass, aluminum, etc.). Please dispose of your trash in the proper compactor.

Located in the unsecured area, landside trash compactors are located at the base of the stem and accessed from the service corridor on the first floor:

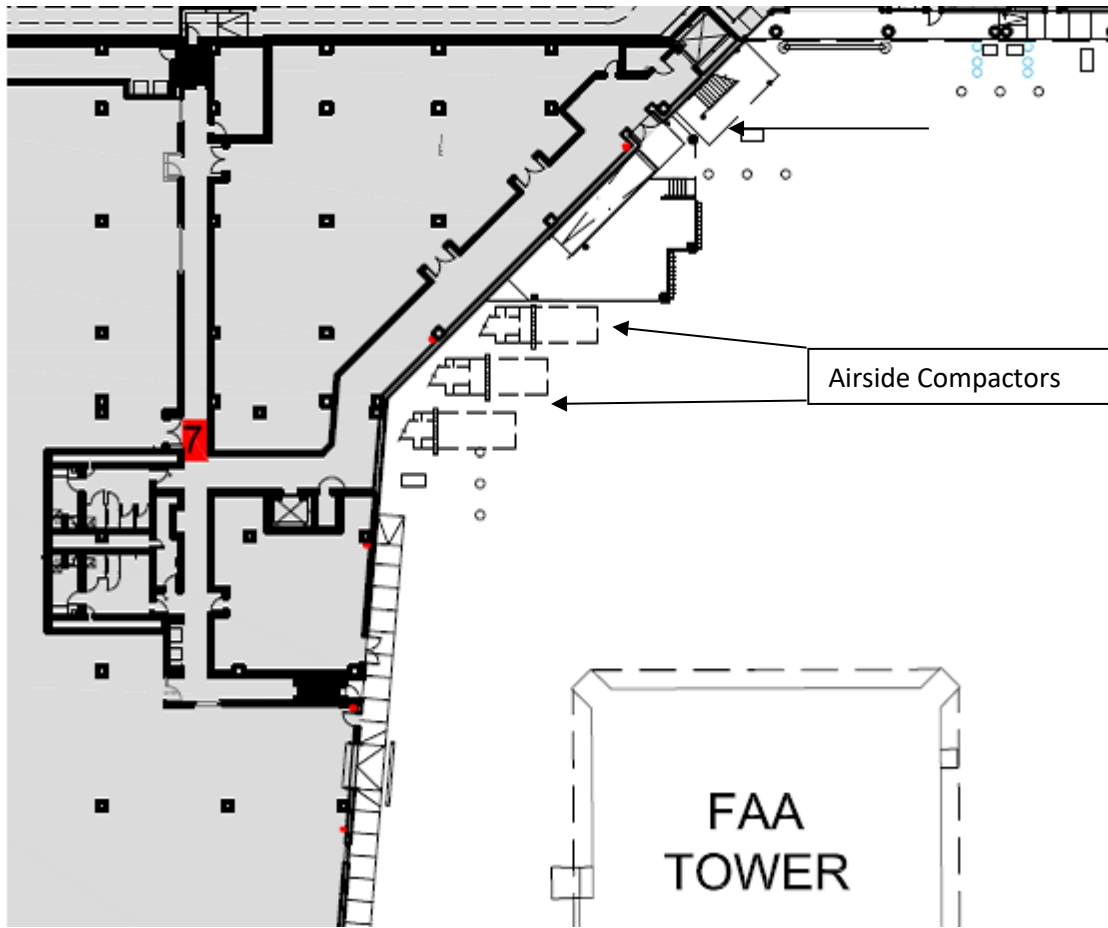


Contact Information

Airport Operations Center: 214-670-LOVE (5683)

TRASH & COMPACTOR LOCATIONS (cont.)

The compactors for airside trash (from the secured side) are located at the top of the stem and are accessed from the service corridor on the second floor:



Any carts used inside the building, including gondolas for transporting trash from the assigned concession premises to the compactor locations and flat carts for transporting product, materials or supplies from the storage locations or the back-dock area, must be for interior use only and must have rubber wheels (preferably white or neutral color) or rubber tread casters.

If a compactor is not working properly, please call Airport Operations Center at, 214-670-LOVE (5683).

ROLL OFF DUMPSTERS

Tenants must request authorization from the Airport Environmental Division at AVIEnvironmental@dallascityhall.com prior to placement on airport property. Dumpsters on airport property must be properly designed and maintained to prevent any stormwater runoff. Tenants are responsible for using best management practices to maintain dumpsters. Dumpsters must be securely closed when not in use; and must be plugged at all times. Dumpster leaks must be addressed immediately. If you witness a dumpster leaking, please call Airport Operations Center at, 214-670-LOVE (5683).

Dumpsters found to be non-compliant with DOA rules will be issued a Notice of Violation (NOV). If the non-compliant finding is not corrected within 48 hours of the issuance, the dumpster will be removed immediately at the expense of the tenant.



RECYCLING

Tenants are responsible for removing their recyclables (cardboard, paper, empty plastic bottles, empty glass bottles, aluminum cans, tin cans) and putting them into the recyclable bins and compactors. Tenants are required to read and follow recycling signage throughout the airport. Tenants may not place inappropriate materials in recycling bins or compactors. Tenants are responsible for keeping their area of business and the compactor area neat and clean. Recycling compactors for airside trash (from the secured side) are located adjacent to the loading dock and waste compactor. It is accessible from a service corridor on the second floor. There are trash receptacles and recycling bins located throughout the terminal and concourse. Tenants are responsible for training their staff on proper recycling procedures. For recycling training materials, please contact the Airport Environmental division at AVIEnvironmental@dallascityhall.com. If any of these receptacles need any type of attention, please contact Airport Operations Center at, 214-670-LOVE (5683).



SPILLS

All chemicals, lavatory fluid, fuel, grease, petroleum, trash, etc., must be properly stored in such a manner to prevent rainfall collection and potential spillage of residue into the airport's storm drain systems. All spills released by airport tenants, contractors, or vendors, regardless of the amount, must be reported to the Airport Operations Center at 214-670-LOVE (5683) **immediately**. In addition, tenants must take immediate action to properly clean up hazardous spills of any nature. Residues occurring from any washing, cleaning, house-keeping maintenance, or related activities must be removed in such a way as to prevent entry to the storm drain systems.

Any spill or discharge to the storm drain systems or onto the ground or airport apron will require the responsible party to remediate the discharge at their expense. Such remediation must meet local, state and/or federal clean-up standards. Once the spill is cleaned, an Environmental Incident Report (see Appendix) must be completed and forwarded to the Environmental Division, at AVIEnvironmental@dallascityhall.com, within 24 hours of occurrence.

The responsible party must stay on site until the spill has been remediated and must be readily available to answer questions related to the spill from the Department of Aviation staff.

If you have questions, need assistance, or need to report a spill, please contact Airport Operations Center at, 214-670-LOVE (5683).

ASBESTOS & LEAD PAINT

The City of Dallas provides notification to our Employees, Tenants and Contractors of the presence of **Asbestos Containing Materials (ACMs)** and **Lead Based Paint (LBP)** throughout Love Field Airport. Notifications can be in the form of signage posted in the affected area and/or by mail, text, or memo. Notifications will also be given through pre-construction meetings with the Tenants, Contractors and Employee Training.

ACMs generally do not pose a health threat unless the asbestos fibers are disturbed, become airborne and are inhaled. The job functions of most employees, tenants and contractors do not require contact with the ACMs or LBP; however, it is important to determine, before work is conducted, if the material contains asbestos and/ lead. Please contact the Environmental Division if you suspect ACMs and/or LBP in your area. Do not start or continue working in that area until approval has been granted.

It is important to adhere to the following recommendations in the event that asbestos/lead is identified in your building:

- Do not touch or handle ACMs/LBP
- Do not drill, cut or damage ACMs/LBP
- Immediately report any damaged ACM to the appropriate person at your site
- Contact the Environmental Division (AVIEnvironmental@dallascityhall.com)

For more information regarding potential health risks, general procedures and handling restrictions contact Airport Operations Center at, 214-670-LOVE (5683).

GREASE TRAPS

Tenants: Used cooking oil is to be properly disposed of using the cooking oil caddy pump only. It is prohibited to dispose of any excess grease, cooking oil or trash directly into the sink, waste receptacles or directly into the black grease container on the ground level. Fines will apply to those who do not dispose of cooking oil or grease properly. The tenant's place of business is to be maintained and kept clean at all times. Spills should be cleaned and reported to the Environmental Division immediately upon discovery.

It is the tenant's responsibility to maintain their place of business and clean up grease and cooking oil. Please refer to the Cooking Oil Caddy Discharge work instruction (AVI-WKI-006.ENV). A copy is posted by the grease caddy pump.

Airport: It will be DOA's responsibility to maintain the grease traps and clean out the grease traps every 90-days. If there is an issue with the grease traps, contact Facilities Maintenance.

TOXIC HAZARDS

If there is a toxic spill or exposure at Dallas Love Field Airport, immediately get to an area where you are not exposed and call 911 and the Airport Operations Center at 214-670-LOVE (5683). Provide 911 and the Airport Operations Center with the location, floor, suite number and phone number and the type of spill. Always follow all safety procedures when working with toxic materials. For questions or concerns, please contact the Environmental Division at AVIEnvironmental@dallascityhall.com.

SAFETY DATA SHEETS (SDS)

Safety Data Sheets contain vital information about chemicals/products that may be present in your work area. Employees should read and familiarize themselves with the Globally Harmonized System (GHS) of Classification and Labeling of Chemicals for Hazard Communications requirements to ensure that they are knowledgeable about the new GHS labeling system as well as any potential dangers in the workplace. All tenants/contractors will maintain a file (electronic/notebook) containing SDS's for all hazardous chemicals/products in their respective work areas. Employees must know the location and have access to the SDS at all times. The SDS's should be reviewed annually for completeness and accuracy. The tenants/contractors shall notify any manufacturer who sends an inappropriate SDS and request a revised and complete SDS. An electronic copy of all your SDS along with your Workplace Chemical List should be sent to Environmental Division at, AVIEnvironmental@dallascityhall.com.

Contact Information

Airport Operations Center at 214-670-LOVE (5683)

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Safety Data Sheet

according to Hazard Communication Standard; 29 CFR 1910.1200



OFF!® DEEP WOODS® INSECT REPELLENT V

Version 1.1

Print Date 03/04/2015

Revision Date 02/23/2015

SDS Number 350000004807

1. PRODUCT AND COMPANY IDENTIFICATION

Product information

Product name : OFF!® DEEP WOODS® INSECT REPELLENT V

Recommended use : Insect Repellent

Manufacturer, importer, supplier : S.C. Johnson & Son, Inc.
1525 Howe Street
Racine WI 53403-2236

Telephone : +18005585252

Emergency telephone number : 24 Hour Medical Emergency Phone: (866)231-5406
24 Hour International Emergency Phone: (703)527-3887
24 Hour Transport Emergency Phone: (800)424-9300

2. HAZARDS IDENTIFICATION

Classification of the substance or mixture

Globally Harmonized System (GHS) Classification

Hazard classification	Hazard category	Hazards identification
Aerosol	Category 1	Extremely flammable aerosol.
Gases under pressure	Liquefied gas	Contains gas under pressure; may explode if heated.

Labelling

Hazard symbols

Flame
Gas cylinder

Signal word

Danger

Hazard statements

Extremely flammable aerosol.
Contains gas under pressure; may explode if heated.

Precautionary statements

Protect from sunlight. Do not expose to temperatures exceeding 50 °C/ 122 °F.
Protect from sunlight. Store in a well-ventilated place.
Keep away from heat/sparks/open flames/hot surfaces. - No smoking.
Do not spray on an open flame or other ignition source.
Do not pierce or burn, even after use.

SPECIAL EVENTS/TENANT PROMOTIONS

Dallas Love Field reaches more than 8 million passengers annually as people bring or reunite with their family and friends. It is our aim to reach as many people as possible to promote your event and make it a success.

"We look forward to hearing what we can do for you".

If you have a Special Event or Promotion you want **Dallas Love Field** customers to know about, please complete an Activity Permit Application and return it to our Customer Service Department for approval. An activity permit is needed to do any of the following activities at Dallas Love Field:

1. Surveying customers or staff
2. Filming of the airport staff or customers (along with an Office of Special Events permit*) for commercial use whether for a commercial, documentary, or historical perspective
3. Distributing literature (a copy of the literature must be attached)
4. Soliciting
5. Taking still photographs used for a commercial purpose (along with an Office of Special Events permit*)
6. Welcoming/greeting convention participants (signage must be approved)
7. Picketing (signage must be approved)

*For those activities that will also need a City of Dallas Office of Special Events permit, it requires application for the permit 45 days before the activity unless in the tenants' leased space. Any filming of city property requires an Office of Special Events permit and a DAL activity permit. Access to both permits is online: DAL activity permit www.dallas-lovefield.com and Office of Special Events permit is an online process at, <http://www.dallasspecialevents.com/special-event/application/>. Fees may be associated with both permits. (See Appendix for a copy of DAL's activity permit).

Contact Information

Airport Operations Center at 214-670-LOVE (5683)

NEWS MEDIA ON-PROPERTY

The Department of Aviation's Communications Manager and City of Dallas' Public Affairs and Outreach (PAO) Office are responsible for maintaining working relationships with the news media. Members of the news media are instructed to contact the Communications Manager or City of Dallas PAO Office prior to arriving at the airport. If you notice media on-property and there has not been a notification message sent out by the Airport Operations Center (AOC), please contact the Communications Manager or the AOC immediately before taking any other action.

PRESS MEDIA INFORMATION

To request a press information or any media related information, please contact our Communications Manager for media guidelines.

PUBLIC ADDRESS SYSTEM

The voice evacuation system provides for fire alarm notification throughout the Terminal. It serves as the main terminal public address system when not in use for emergency related functions. The evacuation system is distributed throughout the Terminal, including concessionaire lease spaces. Any tenant music, video, or multimedia system must not be tied into the terminal voice evacuation system, with the exception of muting in the event of an emergency voice evacuation message.

Tenants are required to minimize the transmission of sound from their lease space to the concourse and adjacent tenants. Music and background paging systems are permitted within lease; areas with Airport approval (please see AOT service request form). However, the volume of sound must be controlled to limit the levels to the lease space boundaries and not intrude into the adjacent lease spaces or the concession aisle ways, so that the Terminal public address system and emergency messaging system can be clearly heard without interference from lease space sound systems.

Contact Information

Airport Operations Center at 214-670-LOVE (5683)

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QSC PAGING STATIONS & PUBLIC-ADDRESS LOCATIONS

Quantity and Location

There are two paging stations in the ticket hall one on either end of Southwest ticket counters.

Pass Code

Tenant password is 1000 then enter (*). After three minutes, the user will have to log back in.

Command Buttons

Command button A

This command calls only the ticket hall. It will override any audio, prerecorded messages, or pages from the existing gates. It will not override another page that is being made from the ticket hall.

Command button B

This command only calls the first-floor lobby in front of the TSA check point. It will also override any audio, prerecorded messages, or pages from the existing gates.

Command button C

This button calls all the gates in the new concourse. This command will override any audio, prerecorded messages, or pages from the existing gates.

Command button D

This button will be used for ALL CALLS; it will call every zone in the new airport.

Note

After you have selected your command and pressed the mic there will be a busy L.E.D. light on the top of the page station that will be on, keep holding the trigger until the ready light comes on then you can make your page. When you are finished making your page, release the mic trigger and place the mic back on the page station. If there is a page already being made your new page will be recorded and played in the order it was received.

P/A Rack Locations

The P/A rack for the ticketing hall is located in TW 1-2. The page station on the far east side of the ticket hall goes to a switch in the basement in TW 0-2. And the page station on the west side closer to the lobby goes to a switch in TW 0-1. The P/A rack for the lobby is located in the basement below the lobby in MER-4.

NURSING ROOM

Dallas Love Field provides breastfeeding and breast pumping, traveling mothers a private space shielded from public view. It is located next to Sky Canyon and across from the Baskin Robbins kiosk and Lil' Luv Lounge – our airport playland. The room offers two (2) comfy rocking chairs with foot stools, power outlets to plug-in pumps, a sink, along with a changing table and space for a stroller.



COURTESY WHEELCHAIR SERVICE

This policy explains the wheelchair operating procedures at Dallas Love Field. Courtesy wheelchair service is available within the terminal at Dallas Love Field free of charge to transport you to your departure and from your arrival gate during connection, if applicable. Arrangements should be made in advance with your airline. Please inform your agent when making reservations of your request for wheelchair assistance. Although not required, prior notification in advance of arrival helps to provide you with timely service.

For a list of airlines at Dallas Love Field, please see page 76 or please see one of the Customer Service Agents in the Terminal for assistance.

Recommendation Standards

1. Increase number of stackable wheelchairs for safety, easy storage, cleanliness and cost-effectiveness
2. Store in designated terminal hold rooms and/or stanchions (See below)
 - a. Hammerhead hold rooms
 - i. Gates 1 – 5
 - ii. Gates 15 – 20
 - b. Handicapped Loading Zone
 - c. Curbside Check-In
 - d. Baggage Claim
3. All chairs stored at end of each day
4. Ongoing cleaning and maintenance
5. Customer Service monitored

Customer Responsiveness

1. Curbside check-in, i.e. skycap, coordinator
2. Handicapped loading zone, i.e. porter, dispatcher
3. Baggage Claim, e.g. carousel assistant

Contact Information

Airport Operations Center at 214-670-LOVE (5683)

COURTESY WHEELCHAIR SERVICE (cont.)



PET RELIEF AREA

Dallas Love Field Airport provides **three** (3) designated areas for pet relief, i.e. **one** post-security across from CRU Wine Bar, and **two** pre-security on the lower and upper levels outside of the terminal.

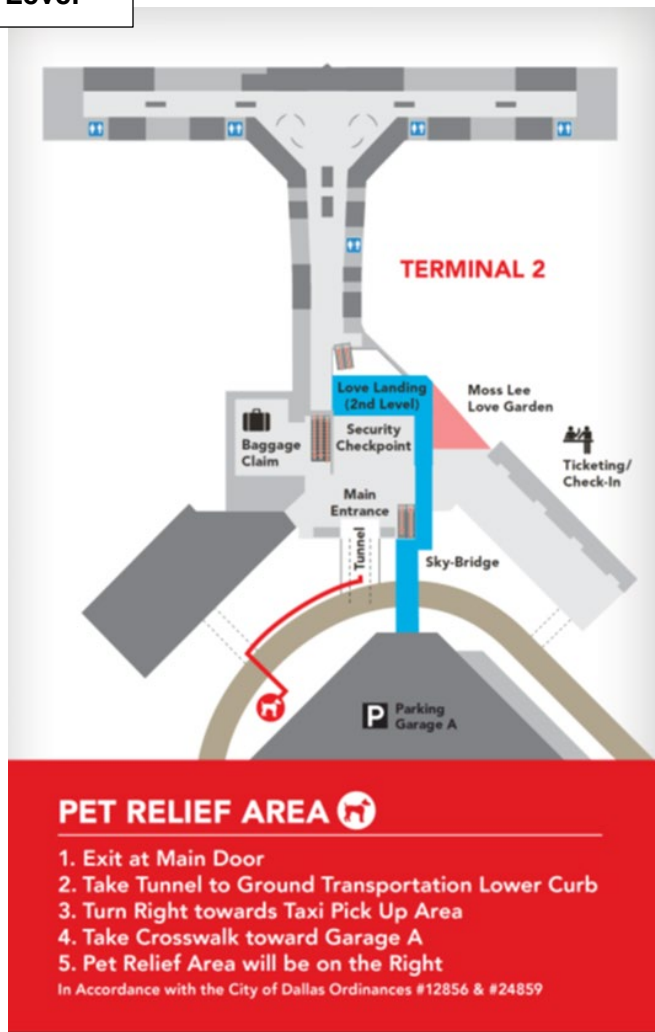
Bringing an animal into the Dallas Love Field Terminal is prohibited, except for a service animal or a pet traveling by air. All animals, except for service animals, must be in a kennel while inside airport facilities. In addition, the owner or custodian of any pets or animals may not allow such pets or animals to use the moving sidewalks or escalators. For security, general questions and cleaning issues please call Airport Operations Center at, 214-670-LOVE (5683).



PET RELIEF AREA (cont.)



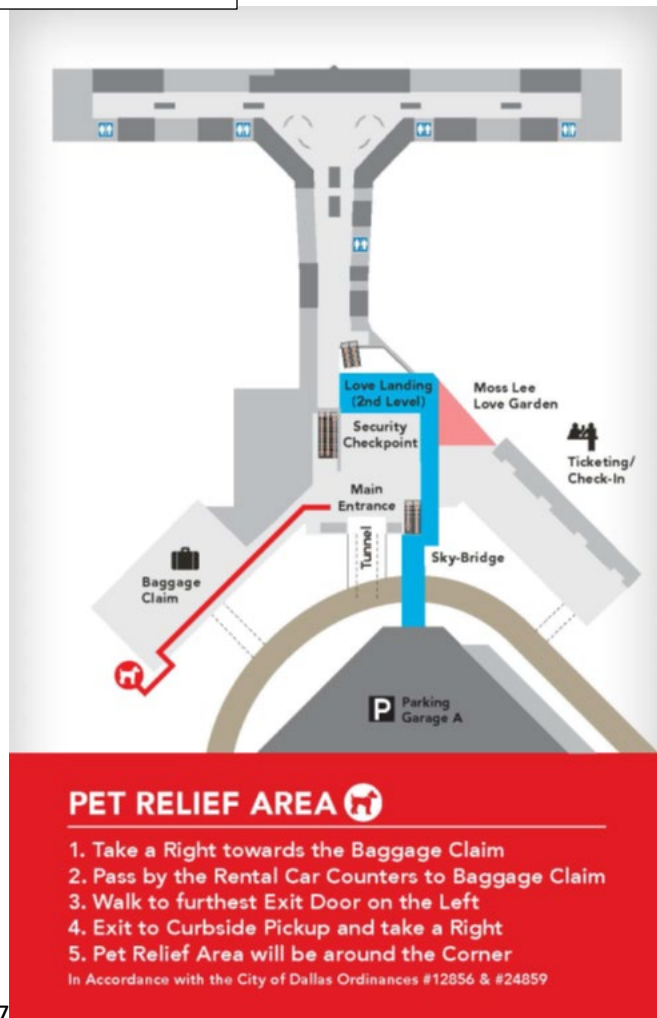
Lower Level



PET RELIEF AREA (cont.)



Upper Level



7

AVIATION INFORMATION TECHNOLOGY (AOT)

Introduction

As a result of the Love Field Modernization Project, Dallas Love Field Airport (DAL) has an upgraded infrastructure and backbone to support its tenant technology needs. The Aviation Operations Technology AOT will provide Information Technology (IT) support services to DAL tenants using a shared infrastructure that offers reliable backbone connectivity at a sustainable cost.

DAL Available Services

DAL offers the following services to its tenants:

- House Wiring
- Analog Circuit Connection
- Data Communication Connection
- Co-location Services
- Open Wireless Network Services
- Satellite TV services

Initiating Service

Each tenant is responsible for contacting their preferred service provider for telephone, television and internet services. Connectivity services will be provided via a common infrastructure to support all DAL tenants' Communication needs. AOT group is responsible for managing the common infrastructure and will coordinate the installation of connectivity for the various communication systems. The table below provides the point of contact and contact information for the various services.

Service	Point of Contact	Contact Number
Voice	Contact your preferred provider	Contact your preferred provider
Direct TV	Brion Enterprises	214-357-1947
WIFI/Internet Services	Boingo	312-521-7228
Cabling	AVOT	214-670-LOVE (5683)

Hours of Operation:

Monday – Friday, 8:00 AM - 5:00 PM

TELECOMMUNICATION TENANT SERVICES CHECKLIST

Service delivery times vary by quantity and type of services requested. Tenant should allow at least 5-7 working days for normal service requests.

1. DAL Tenant contacts Airport Operations Center at 214-670-LOVE (5683) to create request.
2. DAL Tenant reviews requirements and starts worksheets for voice, data, or video services.
3. DAL Tenant contacts AOT by calling AOC (214-670-LOVE) to coordinate any infrastructure wiring work required for service activation. There is a site survey fee associated with this activity.
4. AOT receives following from Tenant:
 - a. Leasehold Space Diagram
 - b. Network Diagram
 - c. Signed Service Request Order Form
5. AOT performs all cabling, cross connects and co-location services. AOT will notify the tenant that the work is completed
6. Service activated, and Tenant accepts work product
7. Consolidated bill for all services and installation charges prepared by DAL AOT
8. Tenant pays invoice per remittance instruction on bill

Trouble Reporting

To report service outages and request support, please follow the steps below:

1. DAL tenant notifies the AOC at 214-670-5683 to open a work order request
2. AOC will notify appropriate escalation point, and dispatch DOA technician to troubleshoot only related airport wide problem(s) but DAL tenant required to contact their telecommunication carrier

Service Disconnect

To request your service to be disconnected, please follow the steps below:

1. DAL tenant notifies the AOC at 214-670-LOVE (5683) for any circuit disconnect to open a work order request
2. AOT will survey and recapture any leased equipment at service disconnect date
3. AOT will remove all wiring
4. AOT process final billing for services disconnected.
5. DAL tenant pays invoice per remittance instruction on bill.

LOVE FIELD TERMINAL & SUPPORT BUILDINGS

All DAL buildings and facilities are the property of the City of Dallas and are entrusted to DAL management to further the aviation support and activities of the flying public. To this end, only properly approved equipment and leasehold improvements may be installed and used in DAL buildings and facilities.

Customer Owned Equipment and Use

All DAL tenants (air carriers and concessionaires) may petition DAL AOT for approval and use of their owned or leased equipment within leasehold areas. Installation of tenant owned equipment will be required to follow AOT procedures, protocols, or placement. For example, frequency coordination is a critical communication issue that needs to be addressed prior to the location of hardware. Without frequency coordination, there is a real chance of intermodulation interference and distortion problems.

Operation of Telecommunication Services at DAL

DAL tenants are not authorized to locate their electronics in DAL Telecommunication Rooms (TRs) without a formal request to locate their equipment within telecommunication rooms, rack spaces, etc. DAL tenants need to provide a network diagram, negotiate space in the TRs and select the services they require as listed in this services catalog. Please contact AOT at least 5 to 7 business days by emailing to AOThelpdesk@dallascityhall.com.

Services Pricing

Pricing was determined using industry standard pricing for commercial services such as television and video services, utilizing pricing as presented in RSMeans, existing City of Dallas service contracts, analysis of other airport pricing for similar services and discussions with multiple vendors providing services similar to what will be offered at the airport. This document contains comprehensive pricing for all of the services offered by AOT at DAL. Pricing is subject to change without prior notice.

House Wiring

All telecommunication services provisioned for use at DAL will terminate on DAL owned communication facilities. House wiring will be installed at the time of lease execution. Leasehold improvement requests made during the tenure of the lease will incur appropriate charges. House wiring will not be abandoned in place in accordance with DAL green initiative directives and appropriate laws and regulations. A fee for removal of installed wiring will be incurred by tenant at the initiation of a lease or at the time of leasehold improvements with DAL.

DAL TRs utilizes a variety of telecommunication technologies within the terminal and support buildings at DAL. Both fiber and copper-based termination circuits are available for support of leasehold areas and their operation. DAL tenants must contact AOT to utilize this wiring infrastructure plan for their telecommunication purposes.

DALLAS LOVE FIELD TERMINAL & SUPPORT BUILDINGS (cont.)

DAL tenants may acquire and operate tenant owned telecommunication equipment at DAL if:

1. The DAL tenant understands and acknowledges that DOA must authorize the tenant to own and operate telecommunication equipment at DAL.
2. The DAL tenant understands and acknowledges that it must comply with AOT policy, procedures, and design guidelines for the use of any telecommunication wiring infrastructure at DAL.
3. The DAL tenant has received prior emailed approval from AOT management before utilizing any telecommunication wiring infrastructure at DAL.
4. The DAL tenant installation of any telecommunication equipment using AOT telecommunication wiring infrastructure must comply with AOT suitability guidelines for telecommunication services.
5. The DAL tenant **may not** use telecommunication equipment that utilizes electrical power wiring as a conduit for telecommunication or telecommunication services.
6. The DAL tenant **may not** use any telecommunication equipment that interferes with, degrades, eliminates, destroys, or compromises the use of telecommunication services of any other tenant at DAL (including DAL telecommunication services).
7. The DAL tenant installs and maintains in working order telecommunication equipment providing telecommunication services over DAL telecommunication facilities. AOT reserves the right to remove any inoperable or improperly operating telecommunication equipment from leasehold areas for eventual removal from DAL premises.
8. The DAL tenant must use AOT for all wiring leading from the tenants' telecommunication equipment to the tenants' leasehold space.

ANALOG CIRCUIT CONNECTION

DAL provides access to all Texas Public Utility Commission (T-PUC) approved telecommunication carriers and providers. However, DAL requires all leaseholders to coordinate the implementation of all telecommunication services with AOT. Leaseholder understands and acknowledges by leasing properties and facilities at DAL that telecommunication services used at DAL will terminate on DAL owned and maintained Telecommunication Rooms (TRs) (i.e., infrastructure). To complete provision of telecommunication services, DAL will provide ready access to all T-PUC approved carriers and providers according to all relevant federal and state laws and regulations.

DAL tenants may acquire and provision telecommunication services to terminate on DAL infrastructure from any T-PUC approved telecommunication carrier or provider if:

1. The DAL tenant has provided notification to AOT that they have requested service from a service provider.
2. The DAL tenant has received email acknowledgement from AOT that a request for telecommunication services from a service provider has been made.
3. The AOT properly coordinates the provisioning and installation of the telecommunication service. The DAL tenant will provide the following information from their selected carrier:
 - a. Service Order Number
 - b. Circuit Number
 - c. Telephone Number
 - d. Service Provider Contact information.
4. All telecommunication services are subject to termination on DAL's TRs (e.g., wiring).
5. All DAL tenants using shared carriers' and providers' services will be required to use shared DAL TRs.

DAL provides copper wiring in support of analog circuits to support such devices as fax machines and point of sale credit card authorization devices or phones. Analog circuits acquired by DAL tenants will terminate in DAL TRs (i.e., infrastructure). DAL tenants understand and acknowledge that use of analog circuit services at DAL will assess a monthly rental fee to use the copper wiring that will complete an analog service circuit (i.e., from the identified TR or closet to the tenant's leasehold area).

ANALOG CIRCUIT CONNECTION (cont.)

DAL tenants may acquire and provision analog circuit services to terminate in DAL TRs if DAL tenant understands and acknowledges:

1. All service requests must be coordinated through AOT to ensure service provider access to airport facilities and equipment (refer to page 1 for contact information).
2. All DAL provided analog circuit services are subject to the availability of DAL's copper based analog circuit infrastructure.
3. DAL tenants are not authorized to locate their analog circuit services within DAL tenant leasehold area.

Item	Connection Description	Charge
1	Horizontal Cabling (includes wall jacks and wiring from leasehold space to TR) (Cat 5e/6)	\$295.00 per run
2	Cross Connect (TR to Fiber Room)	\$280.00 per circuit
3	Analog Circuits Monthly Rental	\$10.00 per run
4	Cable Leasehold Removal	\$280.00 per hour

DATA COMMUNICATION CONNECTIONS

DAL provides a variety of data communication services for its tenants that will support several types of data communication protocols. These can include DSL, T1, T3, and bridged internet connection. DAL tenants may acquire and provision data communication connections to terminate in DAL TRs providing the DAL tenant agrees and acknowledges:

1. The DAL tenant has provided notification to AOT that they have requested service from a service provider.
2. The DAL tenant has received written acknowledgement from AOT that a request for telecommunication from a provider has been made.
3. The AOT properly coordinates the provisioning and installation of the telecommunication service. The DAL tenant will provide the following information from their selected carrier:
 - Service Order Number
 - Circuit Number
 - Telephone Number
 - Service Provider Contact information
4. All telecommunication services are subject to termination in DAL TRs (e.g., wiring).

Item	Connection Description	Charge
1	Horizontal Cabling (includes wall jacks and wiring from leasehold space to TR) (CAT 5e)	\$280.00 per run
2	Horizontal Cabling (includes wall jacks and wiring from leasehold space to TR) (CAT 6)	\$295.00 per run
3	Cross Connect (TR to Fiber Room)	\$280.00 per circuit
4	Cable Leasehold Removal	\$280.00 per hour
5	Tenant Communication Equipment Installation (will include power, cabling, etc.)	\$280.00 per U space
6	Backbone Cabling (includes media converters)	\$530.00 per circuit
7	Tenant Communication Equipment (DSL/T1/T3)	\$165 per U space
8	Monthly Horizontal Cable Rental	\$10.00 per run
9	Communication Equipment Removal	\$280.00 per hour

OPEN WIRELESS NETWORK SERVICES

DAL provides tenant Open Wireless Networks through its Distributed Antenna System (DAS) WIFI vendor. Utilizing DAS, Boingo can provide wireless connectivity to customers of carrier level telecommunication providers at DAL (e.g., AT&T and Verizon Wireless). DAL also provides tenant's wireless hotspot capability through a contract with Boingo, the DAS/WIFI provider.

DAL tenants should contact DAS Communication Center to coordinate service delivery by the DAS/WIFI Provider:

Item	Open Wireless Network Services Description	Charge
1	WIFI (per Device)	\$280.00 Setup Fee per circuit + \$79.00 per month
2	Dedicated Wireless Hotspot	\$1,250.00 setup per access point + \$550.00 per month
3	Wireless Leasehold Removal	\$280.00 per hour

LEASEHOLD-AREA TELEVISION/VIDEO SERVICES

DAL will provide commercial non-broadcast television services to tenant leasehold areas at DAL.

Satellite Television Services (STV)

Tenants desiring commercial non-broadcast television programming in their leasehold areas will require access to DAL Satellite Television Services (STV). Contact Brion Enterprises for available STV packages and pricing.

Leasehold-Area Video Services

DAL will provide limited remote viewing (i.e., surveillance) capabilities into DAL tenant leasehold areas. DAL tenants have an option to acquire Closed Circuit TV (CCTV) from AOT for their leasehold area. Leasehold areas include passenger hold areas, baggage intake and return areas, and tarmac areas. DAL tenants will not be able to obtain remote viewing capabilities for areas not leased by the tenant

Closed Circuit Television (CCTV)

Tenants requesting Closed Circuit Television (CCTV) services must contact AOT for available options and pricing.

LEASEHOLD-AREA CONTENT MANAGEMENT SYSTEM

DAL has identified shared use as a significant capability for the introduction of flexibility within an airport terminal facility. To support the shared use concept, DAL offers content management services. The Content Management System (CMS) will provide content for Multi-User Flight Information Display (MUFIDS), Flight Information Display (FIDS), Baggage Information Display (BIDS), Baggage Input Console (BICS), Gate Information Display (GIDS), Gate Arrival Displays (GADS), Gate Overview Displays (GODS) and Threshold Signs for DAL air carriers. The CMS can also provide the DAL tenant with the ability to display menu and pricing information. Contact AOT for options and pricing information.

PAGING SERVICES

DAL has both audible and visual paging services throughout the airport. Contact AOT for options and pricing for Tenant leasehold areas.

PROPERTY MANAGEMENT

The Department of Aviation (DOA) will conduct an annual tenant inspection that may include offices, hangars, maintenance buildings, etc. of all Dallas Airport System locations per your lease. The real estate lease states, “Lessor may enter upon the Leased Premises at any reasonable time for any purpose connected with the performance of Lessor’s or Lessee’s obligations hereunder, in the exercise of its governmental functions in observing the performance by Lessee of obligations under this Lease, or to determine the condition of the Leased Premises from a standpoint of safety.”

The City of Dallas multi-department team may include one or more of the following departments.

1. Building Inspection = Certificate of Occupancy
2. Code Compliance Services = High weeds, litter, substandard structure, junk motor vehicle(s), illegal outside storage, etc.
3. Dallas Fire Department = Permits, combustibles, fire extinguishers, extension cords, chemical storage, etc. <https://dallascityhall.com/departments/fire-rescue.com>
4. Office of Environmental Quality = Pesticide/Herbicide management, waste management, refrigerant, air/water compliance, used oil/oil filters, etc. [Environmental | Dallas Love Field Airport \(dallas-lovefield.com\)](#)
5. Department of Aviation (Facilities Maintenance, Environmental & Real Estate) [Resources | Dallas Love Field Airport \(dallas-lovefield.com\)](#)

DOA will coordinate a time with each tenant and/or the appointed representative that does not disrupt daily operations.

APPENDIX

APPENDIX

I

(Activity Permit)

Department of Aviation Activity Permit Application

 DALLAS LOVE FIELD AIRPORT []
 DALLAS EXECUTIVE AIRPORT []
 DALLAS HELIPORT []

Date _____

Allow 7 working days to process Activity Permit Application

Organization Name:	
Address:	City, State, Zip:
Work Phone:	Cell Phone:
Fax:	Pager:
Email Address:	
Contact(s):	Phone, Cell, Pager
Onsite Contact(s):	Phone, Cell, Pager
Emergency Contact(s):	
Organization Type:	Non-Profit [] For Profit [] GOV []
	Corp [] Other []
Scout yes [] no []	What Company:

Activity Permit Description

- | | | | | |
|--|--|-------------------------------------|--|--------------------------------------|
| <input type="checkbox"/> Charity Event | <input type="checkbox"/> Commercial Filming | <input type="checkbox"/> Filming | <input type="checkbox"/> Distribute Literature | <input type="checkbox"/> Documentary |
| <input type="checkbox"/> Historical | <input type="checkbox"/> Picketing | <input type="checkbox"/> Soliciting | <input type="checkbox"/> Still Photography | <input type="checkbox"/> Survey |
| <input type="checkbox"/> Tour | <input type="checkbox"/> Welcome/Greet Convention participants | <input type="checkbox"/> Other | _____ | |

Activity Schedule

Filming Day	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
#of participants							

An escort(s) is required for all activity in the, Restricted, Sterile, RAMP or SIDA areas – NO EXCEPTIONS

Proposed Activity (not to exceed 30days) Date(s) and Time(s)

From	To
-------------	-----------

Proposed Location Desired (be specific) – Where exactly at airport?**Detailed Description of Proposed Activity - How many people? Doing what specifically?****Insurance Provided Yes [] No [] (Not needed for tours*)**

Name of Insurance Company

Department of Aviation Activity Permit Application

I hereby submit this application to conduct the above referenced AVIATION ACTIVITY at the City of Dallas Airport/Heliport herein named. I certify that I am familiar with and will comply with the terms and conditions governing such activity as set forth by the Department of Aviation and the City of Dallas. I further submit that I will comply with and adhere to any FAA/TSA Regulations and Guidelines regarding any activities conducted on any portion of Aviation property(ies).

*All tours beyond the Security Checkpoint will need escorts; therefore, all participants must be listed and must have a copy of their photo identification on file before the tour.

Signature

Title

Email completed application to AVIActivityPermits@dallascityhall.com. For any questions or concerns, please call (214) 671-9416.

FOR DEPARTMENT OF AVIATION USE ONLY

Aviation Activity Permit No. _____

_____ Request Approved from _____ to _____
Date Date

Request Denied. Reason(s) for denial: _____

Fee Charged	Fee Paid
Balance Due	



Director or Assistant Director
Department of Aviation

Date _____

APPENDIX

II

(AOT Form)

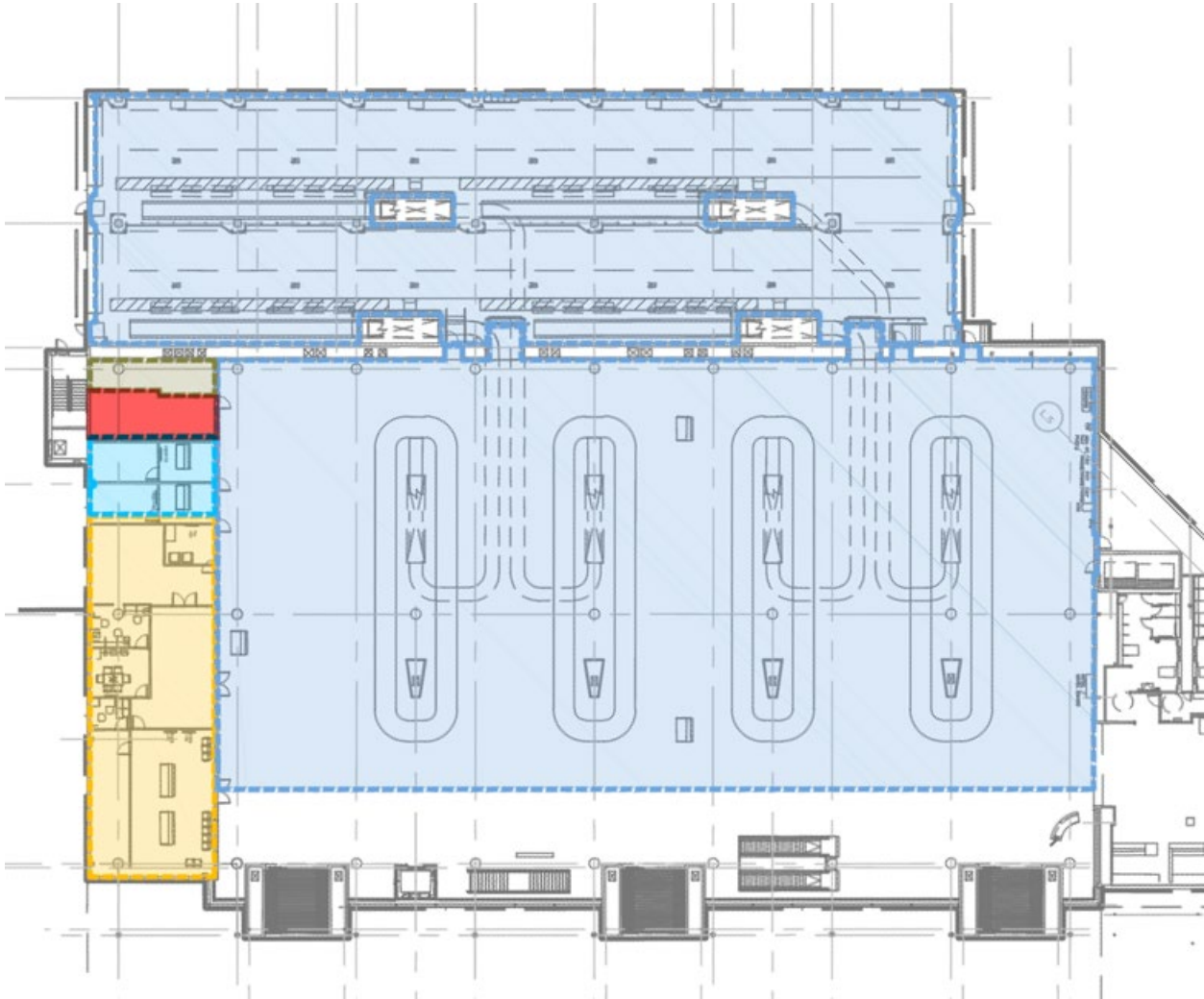
Item#	Description	Qty	Unit	Unit Price	Installation Charge	Monthly Price	Monthly Service Charge
DEPARTMENT OF AVIATION AIRPORT TENANTS ELECTRONIC REQUEST FORM							
(Insert Customer Name)							
	Analog Circuit Connection						
1	Horizontal Cabling		Per Circuit	\$ 280.00	\$ 0.00	\$ 10.00	\$ 0.00
2	Cross Connect		Per Circuit	\$ 280.00	\$ 0.00	\$ 0.00	\$ 0.00
3	Cable Leasehold Removal		Per Hour	\$ 280.00	\$ 0.00	\$ 0.00	\$ 0.00
	Data Communications Connection						
4	Horizontal Cabling		Per Circuit	\$ 295.00	\$ 0.00	\$ 10.00	\$ 0.00
5	Cross Connect - DSL/T1/T3		Per Hour	\$ 280.00	\$ 0.00	\$ 0.00	\$ 0.00
6	Tenant Communications Equipment - DSL/T1/T3		Per U	\$ 280.00	\$ 0.00	\$ 165.00	\$ 0.00
7	Backbone Cabling (includes media convertors)		Per Circuit	\$ 530.00	\$ 0.00	\$ 0.00	\$ 0.00
8	Cable Leasehold Removal		Per Hour	\$ 280.00	\$ 0.00	\$ 0.00	\$ 0.00
9	Communication Equipment Removal		Per Hour	\$ 280.00	\$ 0.00	\$ 0.00	\$ 0.00
	Other						
10	Fiber - Strands, Single Mode		Per Location	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
POC:				Subtotal:	\$ 0.00	Subtotal:	\$ 0.00
Phone:				Tax:	8.25%	Tax:	8.25%
Email:				Total:	\$ 0.00	Total:	\$ 0.00
Notes, Comments, Special Instructions:							
Cabling contractor will label installed wiring and provide "as wired" wire list							
For every cable run there are two cross connects to accomplish termination. There will be 1 cross connect to connect TR to TR.							
Concessionaire will notify AVIIT of the following to schedule and coordinate with Concessionaire's carrier of choice:							
Service Order Numbers:							
Circuit Numbers:							
Telephone Numbers:							
Scope of Work:							
Effective Date:				Termination Date:			
_____ / ____ / ____				_____ / ____ / ____			
Customer Authorization Signature & Date 				AVIIT Authorized Signature & Date 			

APPENDIX

III

(Baggage Claim Carousels)

Baggage Claim Carousels are First Come, First Serve.



Effective October 1, 2014

APPENDIX IV

(Environmental Incident Report)

AVI- ENVIRONMENTAL INCIDENT REPORT

AD 3-73

A. GENERAL INFORMATION			
1. Location of Incident: Name & Address:			
2. COD Department, Division & Address:			
3. Other Responsible Party Involved: Name, Address & Phone #		<input type="checkbox"/> Yes <input type="checkbox"/> No	
4. Weather Conditions:		<input type="checkbox"/> Wet <input type="checkbox"/> Dry <input type="checkbox"/> Hot <input type="checkbox"/> Cool <input type="checkbox"/> Cold	
B. INCIDENT DESCRIPTION			
1. Date: <input type="text"/>	2. Time Spill Started: <input type="checkbox"/> AM <input type="checkbox"/> PM	Time Spill Ended: <input type="checkbox"/> AM <input type="checkbox"/> PM	
3. Type of Material: <input type="text"/>	4. Amount Spilled:	5. Container Capacity: <input type="text"/>	
6. Entered Storm Drain? <input type="checkbox"/> Yes <input type="checkbox"/> No If "Yes," answer 6a and 6b.	6. A. Amount Entered Storm Drain:	6. b. Name body of water affected:	
7. Explain the Incident:			
8. List Injuries/Damages:			
C. CORRECTIVE ACTION			
1. Was Incident Corrected? <input type="checkbox"/> Yes <input type="checkbox"/> No		2. Date and Time Corrected/Will Be Corrected: <input type="checkbox"/> AM <input type="checkbox"/> PM	
3. Corrected by: <input type="checkbox"/> FD <input type="checkbox"/> Department <input type="checkbox"/> OEQ <input type="checkbox"/> SW <input type="checkbox"/> Contractor's Name:			
4. List clean up methods & disposal:			
5. List steps taken to reduce, eliminate & prevent reoccurrence of this type of incident:			
D. EMPLOYEE INFORMATION			
1. Last Name:		2. First Name:	3. Employee No.
4. Preventable incident? <input type="checkbox"/> Yes <input type="checkbox"/> No. ; If "yes," please explain:			5. Points Accumulated:
E. REPORTER'S INFORMATION			
1. Last Name:	2. First Name:	3. Employee No.	4. Phone #:
5. Contacted: <input type="checkbox"/> 911 <input type="checkbox"/> OEQ <input type="checkbox"/> SW <input type="checkbox"/> Other: Date: <input type="text"/> Time: <input type="checkbox"/> AM <input type="checkbox"/> PM.			
6. No. of photos taken before the spill:		7. No. of photos taken after the spill:	
F. DEPARTMENT REVIEW			
Review & carefully answer the following consent agreement. .			
1. I represent & warrant that the answers I have given are full & true to best of my knowledge & belief.			
2. I acknowledge that I have read and understood the questions and that I answered all questions truthfully.			
3. I understand that failure to answer all questions fully & truthfully may result in disciplinary action/termination.			
Manager:		Date:	<input type="checkbox"/> I AGREE. .
Assistant Director:		Date:	<input type="checkbox"/> I AGREE. .
Total Report Pages: 1 of 2			
G. OFFICE OF ENVIRONMENTAL QUALITY			
Reviewed By:		Date:	
Was Incident handled properly?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
Was Incident preventable?		<input type="checkbox"/> Yes <input type="checkbox"/> No; if "yes," please explain: <input type="text"/>	
Points Assessed:		Recommended Disciplinary Action:	
Comments			

APPENDIX

V

(Spill Response)



Aviation



EMS Bulletin

Spill Response

A spill or discharge is the accidental or intentional spilling, leaking, pouring, emitting or dumping of waste or product into or on land or water. The person responsible for cleaning up a spill is the owner or operator of a facility from which a spill originates or any person who causes, suffers, allows or permits a spill or discharge.

Spills may occur at any time! Employees must follow spill response and clean up procedures in order to minimize the environmental impact caused by spills. Be aware of your work areas and nearest spill kit.

1. Identify the spilled material and stop the source of the spill immediately (i.e. from container, piping, hose, valve or other source). Shut off any ignition source that could cause a fire in the vicinity of the discharged materials.
2. Report the spill by contacting the Airport Operations Center (AOC) at (214) 670-5683 immediately.
3. If the spilled material is immediately dangerous to life or health, call 911.
4. Protect any storm drains or water source that could be impacted by the spill with proper materials (e.g. socks, absorbent). If spilled material is suspected in the storm drain, Environmental or other authorized personnel will immediately close the appropriate outfall gate as deemed necessary.
5. Identify the responsible party. Once identified, the responsible party will be responsible for cleaning up the spill and incurring the associated cleanup cost.
6. If the spill is deemed non-hazardous, the responsible party must:
 - ◆ Contain the spill with absorbent material, berm or place absorbent socks or pads around the spill.
 - ◆ Clean the spilled material.
 - ◆ Thoroughly clean the impacted area, equipment and surfaces where the spill occurred.
 - ◆ Dispose of used pads in a rigid container with a top for proper disposal. Used materials **MUST NOT** be disposed of in the general trash, down the drain or into the ground. Place contaminated spilled material in a secured container for storage and disposal.
 - ◆ Restock the spill kit with new materials following spill cleanup.
7. **The responsible party and the first on-site COD staff must assist Environmental in investigating the root cause of the spill and determining any actions needed to reduce, eliminate and prevent its recurrence. The responsible party and the first on-site COD staff must document the spill and provide this information (i.e. pictures, notes, reports) to Environmental within 24 hours of the spill.**
8. An Environmental Incident Report (EIR) must also be completed:
 - ◆ For spills less than one (1) gallon, the EIR will be kept at your facility.
 - ◆ For spills greater than one (1) gallon, Environmental will notify Office of Environmental Quality and Sustainability (OEQS) at (214) 670-1200 **within 4 hours** of the knowledge of the spill. The EMR, or assigned personnel must submit the approved EIR to OEQS as soon as the investigation is completed or no later than 10 business days after the event.
 - ◆ For spills greater than ten (10) gallons or if any amount enters the storm drain, Environmental will notify OEQS and Storm Water Management at (214) 948-4022 as necessary.
9. Email AVIEnvironmental@dallascityhall.com with questions, comments, or requests for training.

AVI-PUB-003.ENV

Rev. 1

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APPENDIX

VI

(EMS Awareness)



Aviation



EMS Bulletin

Environmental Management System (EMS) Awareness ISO 14001:2015

1. Does the City of Dallas have an Environmental Policy? *Yes!*

2. What is the COD Environmental Policy?

The City of Dallas is committed to a clean, safe, and healthy environment. As such, we will exercise environmental stewardship in our dealings with employees, other governments, citizens, City contractors, business and others in the community for our world today as well as for future generations. Caring for the environment is one of our core values, and this is demonstrated by ensuring our activities are in harmony with the natural world around us.

3. What does it commit the City of Dallas to?

- Pollution Prevention
- Compliance with legal and other requirements
- Continual Improvement

4. What are Aviation's Environmental Objectives and Targets?

- *Achieve a 30% food waste diversion rate in the Dallas Love Field Food Court by 2024.*
- *Reduce DAL's carbon footprint by 37.5% below 2015 baseline by 2030.*

5. How does your job impact the environment?

- *Field Personnel: Operating and maintaining equipment produces air pollution and uses natural resources. Leaks and spills can pollute waterways.*
- *Office Personnel: Use of paper, plastic, and power for computers, lights, and electric devices impact natural resources and contribute to air pollution.*

6. What are you doing about it?

- *Field Personnel: Implementing Best Management Practices (BMPs) such as follow Spill Response Procedures, performing Preventive Maintenance, using drip pans, and following the five-minute-anti-idle rule.*
- *Office Personnel: Recycling paper and ink cartridges, and conserving energy by powering off computers, lights, and electronic devices when not in use.*

7. Who is the Aviation Environmental Management Representative (EMR)?

Sana Drissi, (214) 670-6654, sana.drissi@dallascityhall.com

8. What do you do if you have an environmental emergency?

Contact your manager or supervisor, EMR, and/or 911 if needed.

9. Do you know where to find the documents related to your job (role)?

Refer to the Department of Aviation's ISO SharePoint website:

<https://dallas.tx.gov/sharepoint.com/sites/city/4eval/avi/SitePages/Department.aspx>

APPENDIX

VII

(Facilities Impact Request Form)


Facilities Impact Request Form

Submission Date:		Rush? Y / N - If Y then Provide Justification	
Company: Primary Contract Holder with City of Dallas		DAS Project # (if known):	
CONTACT INFORMATION			
DAS Employee Contact Name	Phone	Email	
Contractor Primary Contact Name	Phone	Email	
Contractor Alternate Contact Name	Phone	Email	
PROPOSED ACTIVITY			
**Proposed Activity Start Date:		Proposed Activity Start Time:	
Proposed Activity End Date:		Proposed Activity End Time:	
**SUBMIT THIS FORM WITHIN FIVE (5) BUSINESS DAYS FROM THE PROPOSED ACTIVITY START DATE			
**SUBMIT COMPLETED FORM TO AVIFIR@dallascityhall.com			
Description of Proposed Activity:			
Anticipated and Potential Impacts of Proposed Activity:			
Impact Mitigation Plans for Proposed Activity:			
Location of Proposed Activity:			
Dallas Love Field - Airside	<input type="checkbox"/>	Specify areas of work	
Dallas Love Field - Landside	<input type="checkbox"/>	Specify areas of work	
Dallas Executive Airport (RBD)	<input type="checkbox"/>	Specify areas of work	
Vertiport (49T)	<input type="checkbox"/>	Specify areas of work	
REQUIRED QUESTIONS			
Do you possess a DAL Airport ID/Badge? Y/N	<input type="checkbox"/>	Will you be escorting others? Y/N	<input type="checkbox"/>
Are you being escorted? Y/N	<input type="checkbox"/>	If Yes, by whom?	
Is vehicle access required? Y/N	<input type="checkbox"/>	*If Y, Airport Rules & Regulations apply	
Are tools/equipment being brought onsite? Y/N	<input type="checkbox"/>	*If Y, complete TOOL FORM and submit with FIR	
DIRECTIONS			
*Is a FAA Airspace Study (Form 7460-1) required? Y/N <i>If yes, all On Airport projects must be submitted through the Department of Aviation authorized individual. FAA Process typically takes 60-90 days to complete from date of submission.</i>			
*Contractor to notify the Airport Operations Center (AOC) at begin of work, end of work, and if work is rescheduled each day at 214-670-LOVE (5683).			
*Contractors must have work zones inspected and cleared at the end of each workday by Department of Aviation (DOA) Landside staff for interior terminal building work or by DOA Airside Operations for airside work. DOA Facilities staff must confirm return-to-service of any building systems that were taken off-line during work period. All inspections must be coordinated through AOC.			
*For all telephone or data cabling, coordinate with Owner at AOT@dallascityhall.com and your Communications Provider prior to install date.			
*ATTACH ALL SUPPORTING DOCUMENTS AND FORMS IF REQUIRED, WITH EMAIL			

APPENDIX

VIII

(Key Request Form)

**Key Request Form****Department of Aviation - Dallas Love Field****Key Recipient:**

Name: _____ Date: _____

Company: _____ Department: _____

Phone Number: _____ Email: _____

DAL Badge Number: _____ Key(s) Requested: _____

Key Operational Justification: _____

Supervisor Name: _____ Supervisor Title: _____

Supervisor Email: _____ Phone Number: _____

Signatory Information

Name: _____

Company: _____ Department: _____

Phone Number: _____ Email: _____

Signatories shall immediately report any lost, missing, stolen or damaged key(s) to the Airport Communication Center (214-670-5683) and the Landside Operations Office (214-671-2499). If the key is subsequently recovered, it must immediately be returned to the Landside Operations office; AVI-FRM-020.LOP Lost or Returned Key form must be completed and signed before arriving at Landside Operations office.

The user organization will be responsible for the costs incurred to restore security to an area when a key(s) are lost. The total labor and materials cost to replace all affected cores and re-issue keys to open the affected cores will be billed to the responsible department.

New core or re-pin an existing core - \$50.00 + (Depending on the number of cores needing replacement) New Key - \$15.00 + (Depending on the number of keys needing replacement)

I certify the above listed employee has a justifiable need to have the above listed key(s) issued to them to accomplish work related assignments, at the Dallas Love Field Airport. I understand I will be responsible for ensuring the issued key(s) are returned to the Dallas Love Field Department of Aviation – Landside Operations office, when the employee no longer has a need for the key, or no longer employed at the airport. Employees who are scheduled to be on long term absence, more than 30 days, or have been placed on administrative leave pending the outcome of an investigation, will be required to surrender their keys to their respective signatory. Signatories will be required to retrieve the employees' keys and return them to LSO.

Signatory Signature: _____ Date: _____

AVI-FRM-706

Version 4

Eff. 3/1/2019

**Employee Key Receipt Form****Responsibilities and Duties of Key Holder:**

All keys remain the property of the Department of Aviation

Key holders shall not loan their facility key; the key can only be used by the individual to whom the key is issued. Allowing unauthorized use can result in the issuance of a Security Violation.

Key holders shall not alter, duplicate, copy, or make a facsimile of their key to a lock of a facility building or property.

Key holders shall use assigned keys for access to authorized locks only

Key holders shall take measures to protect and safeguard any keys issued to them.

Key holders shall not use their key(s) to grant access to non-authorized individuals

Persons entering locked buildings or spaces are responsible for re-securing all doors and shall not prop open any doors.

Key holders shall not store keys in an unsecured location, all keys are to be stored in a secure location or in the possession of the person to whom issued at all times.

Violations of any of the above procedures may result in revocation of the key, disciplinary action up to and including suspension of DAL badge, and loss of key(s).

To be released from accountability, employees must return all keys prior to final separation from division.

Obsolete and unneeded keys must be returned to Landside Operations Personnel for disposal and for clearing the employees of all responsibilities, and the liability of the authorizing department.

For personnel assignment changes within the Department of Aviation or within another airport organization, the employee who was issued any keys must return all keys to Landside Operations personnel. The organization must then submit a new key request form for additional personnel needing keys.

Lost/Stolen/Unaccountable Keys:

Employees shall immediately report any lost, missing, stolen or damaged keys to the Airport Communication Center (214-670-5683) or Landside Operations (214-671-2499). If the key is subsequently recovered, the Airport Communication Center and Landside Operations must again be notified.

Replacement Costs of Keys:

The recipient/division will be responsible for the costs incurred to restore security to an area when a key is lost.



The total labor and materials cost to replace all affected cores and re-issue keys to open the affected cores will be billed to the responsible division.

Any questions or concerns regarding the procedures, protocols, or usage of Facility keys can be directed to the Landside Operations Manager at 214-670-9571.

Facility Key Holder Acknowledgement:

By signing this form, I acknowledge receipt of these guidelines and understand the responsibilities associated with receipt of an airport key. I understand the issued key will only be utilized for authorized work-related activities and will not be loaned, transferred or otherwise used by any other individual. I understand the key may not be utilized for personal gain or use while not on official duty at the airport. I understand I will be responsible for ensuring the issued key is returned to the company signatory or designee, who authorized the issuance of the key, when I no longer have a need for the key, or I no longer work at the airport.

I will ensure the key is secured or on my person at all times. If my issued key becomes missing, lost, stolen, or damaged I will immediately report the matter to the company signatory and the Airport Communication Center by calling (214) 670-5683, or Landside Operations at 214-671-2499.

Recipient Name: _____ Date: _____

Recipient Signature: _____ Date: _____

Issuing LSO Officer Name: _____

Signature: _____ Date: _____