



ANNUAL REPORT

2023

An overview of Dallas Love Field's achievements and activities
during Fiscal Year 2022 - 2023
(October 1, 2022 - September 30, 2023)

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ABOUT OUR AIRPORT

Centrally located within seven miles of Downtown Dallas, Dallas Love Field (DAL) achieved a historic milestone in 2023, serving over 17.5 million passengers. As the busiest medium hub airport in the U.S. and a frequent recipient of prestigious awards such as ACI-World's Airport Service Quality, ACI-NA's MarComCX, and others, DAL continues to lead the evolution of the airport experience. Historically contributing over \$5.6 billion in economic activity and boosting labor income by \$1.7 billion through more than 28,000 local jobs, the airport looks forward to further developing its footprint and level of exceptional aviation services.

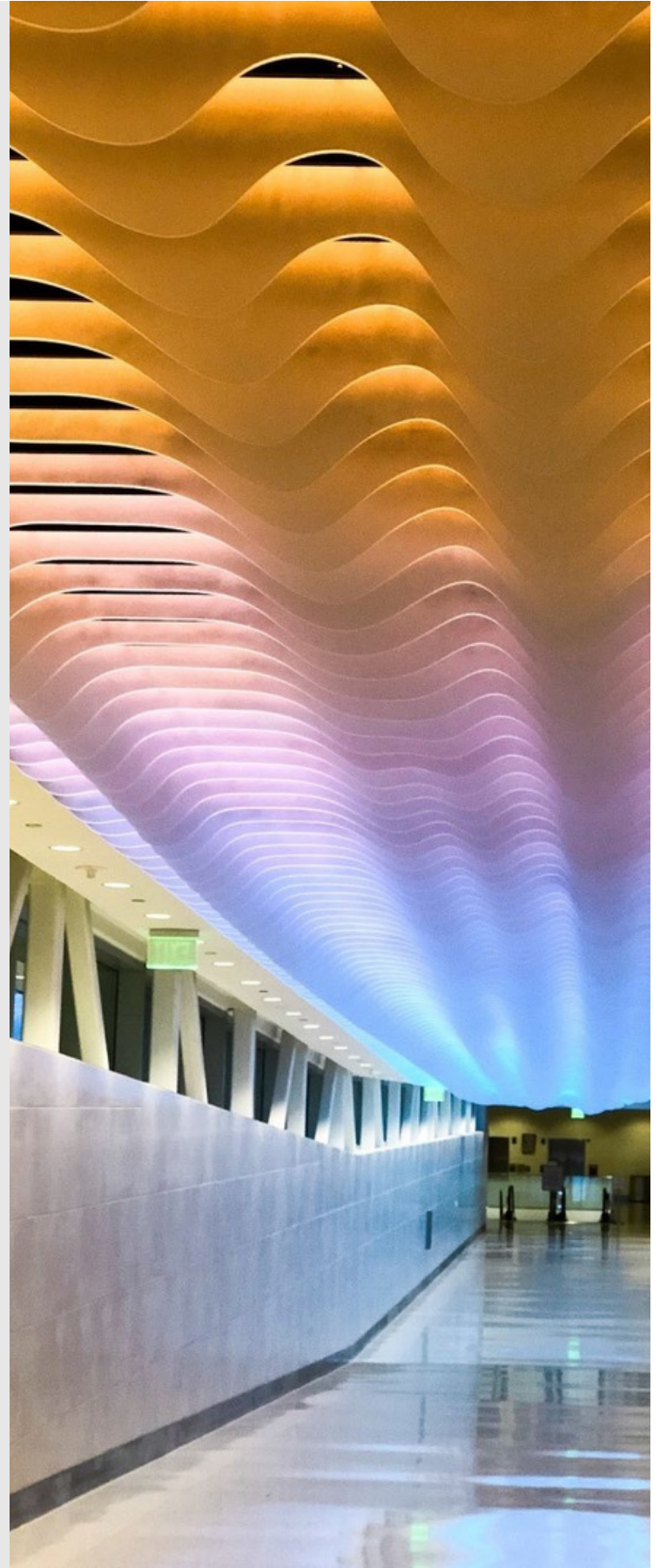


Vision

Leading the evolution of the Airport experience

Mission

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 to a positive economic impact.



EXECUTIVE TEAM



Patrick Carreno
Director of Aviation



Sheneice Hughes
Assistant Director -
Administration and Customer
Engagement



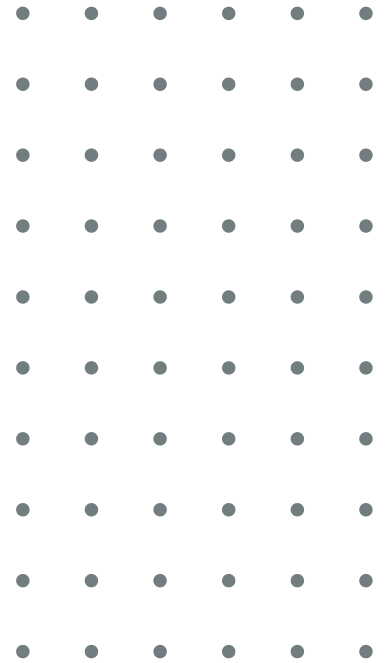
Kris Sweckard
Assistant Director -
Operations



Vincent Lewis
Interim Assistant Director -
Capital and Infrastructure



Dawn Blair
Interim Assistant Director -
Business Development and
Properties



MESSAGE FROM LEADERSHIP

A Year of Transformative Growth

As 2024 unfolds, Dallas Love Field (DAL) reflects on a year marked by achievements and milestones that define its trajectory. The airport takes pride in advancements that enhance the traveler experience, prioritize safety, advance sustainability, and address capital needs. Looking ahead into 2024, DAL anticipates even greater heights in leading the evolution of airport experiences.

DAL celebrated a significant milestone as our passenger traffic continued increasing and surpassing pre-pandemic levels, with 17.6 million passengers traveling in and out of the airport for the first time! This success underscores the resilience of the airport community and the support from valued passengers. Despite pandemic challenges, the commitment to providing a safe, efficient, and welcoming travel experience remains unwavering. Gratitude is extended to the dedicated staff for handling increased passenger traffic with exceptional customer service.

Following the Wright Amendment Reform Act, DAL experienced a doubling of passenger levels, prompting a critical assessment of landside and terminal spaces. This led to the initiation of the Terminal Area Master Plan (TAMP) in September 2023, strategically charting a course for expansion and enhancement. Targeting completion by 2025, the TAMP addresses current and future demands while upholding stringent safety standards. DAL is committed to optimizing exterior and interior elements from roadway improvements to a Consolidated Rental Car Facility to remain a premier gateway.

As the airport continues into 2024, optimism and excitement prevail. Dallas Love Field remains committed to setting standards in innovation, sustainability, and customer satisfaction, shaping the future of air travel for a seamless and memorable journey.

Sincerely,
The Dallas Love Field Executive Team



ACCOMPLISHMENTS

2023 ACI-NA

MarComCX Winner - Customer Experience Programs (Medium Airport)

2023 ACI-NA

MarComCX Winner - Special Events

2023 ASCE Texas Section

Award of Merit - Runway 13R-13L and Taxiway C Phase 1

2023 Airport Business

Airport Project of the Year - Runway 13R-13L and Taxiway C Phase 1

2022 ACI-NA

MarComCX Winner - Social Media Campaigns and Customer Experience Programs (Medium Airport)

2022 JD Power & Associates

Airport Satisfaction Study - 3rd Place

2022 Travel Awaits

Best of Travel: U.S. Airport Finalist



Operations Overview



Aircraft Operations and Passenger Volumes:

Aircraft operations include air carriers, air taxis, general aviation and military aircrafts. Passenger volumes include Alaska Airlines, Delta Air Lines, and Southwest Airlines.



Aircraft Operations:

253,510



Passengers:

17,307,659



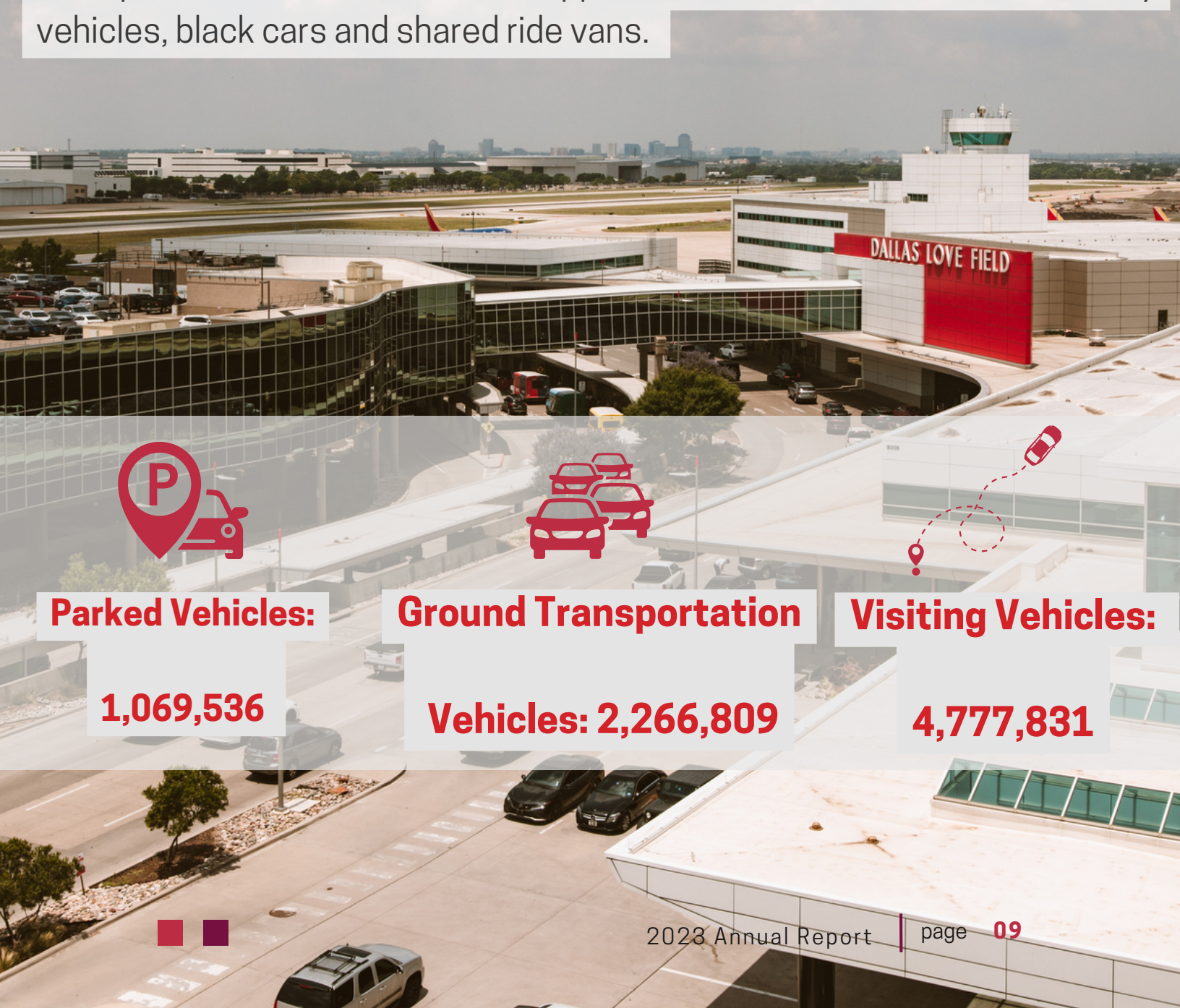
Operations Overview

continued



Parked, Visited, and Ground Transportation Vehicles:

Parked vehicles include those utilizing Garages A, B, C and Valet. Visiting vehicles include civilian curbside drop-offs and pick-ups. Ground Transportation Vehicles include app based rides, taxis, limos, courtesy vehicles, black cars and shared ride vans.



Parked Vehicles:

1,069,536



Ground Transportation

Vehicles: 2,266,809



Visiting Vehicles:

4,777,831



AIRPORT DEVELOPMENT

Major Capital Projects

New Emergency Medical Response Suite:

Summer 2023 introduced the latest enhancement to airport safety with the inauguration of a cutting-edge Emergency Medical Suite (EMS) located within the terminal. The grand opening was marked by a ribbon-cutting ceremony, symbolizing a significant step forward in bolstering emergency response capabilities at DAL. The comprehensive project involved demolishing existing partitions, installing a state-of-the-art ceiling and sprinkler system, upgrading doors and hardware, expanding IT technology components, and additional surveillance cameras. Furthermore, the expansion encompassed the extension of essential infrastructure such as HVAC, electrical, plumbing, and waste systems. Notably, the facility now boasts dedicated lockers and sleeping quarters for the Dallas Fire Rescue (DFR) staff, underscoring the airport's commitment to ensuring swift and effective emergency response efforts.



FINANCIAL PERFORMANCE

Concessions Revenue includes Food and Beverage, Retail, and Rental Car Revenues. Airline and General Aviation Revenue includes fuel, gate/apron rental, baggage claim rental, airline rental, and landing fees.

Concessions Revenue

\$29.2M

Airline and General Aviation Revenue

\$125.1M

Parking Garage Revenue

\$40.6M

Valet Revenue

\$3.5M

Federal Grants Received:

\$32,078,375 (AIP)

Construct/Extend/Improve Safety Area 13L/31R



COMMUNITY INVOLVEMENT



COMMUNITY SUPPORT



HEALTH & WELLNESS



YOUTH & EDUCATION



FAMILY FUN



SUSTAINABILITY

Eagle Project:

A new environmental initiative at DAL spearheaded by a Boy Scout Eagle Project, introduces a heart-shaped recycling bin crafted by the troop and their fathers. Strategically placed to catch travelers' attention, the bin encourages recycling of plastic water bottles, symbolizing a collective effort for an eco-friendlier environment at DAL. Inspired by a passion for environmental conservation, the project aims to offer a sustainable solution for the millions of travelers passing through Dallas, TX.

JetWind Power Corporation:

DAL has exclusively partnered with JetWind Power Corporation to pioneer innovative technology that harnesses aircraft-generated wind for sustainable energy, leading the aviation sector's efforts to decarbonize travel. JetWind's Energy Capturing Pod (ECP) generators, developed in collaboration with students and researchers from Southern Methodist University and Clarkson University, effectively capture large wind gusts and convert them into sustainable energy. DAL's strategic location and airfield configuration make it an optimal site for JetWind's research and development phase.



CUSTOMER ENGAGEMENT



New Terminal Experiences

- **Arts & Programing:** In 2023, DAL improved customer experience with initiatives like the Cultural Pop-Up Series, promoting diversity and supporting local businesses. Unique activations from strategic partnerships, such as the Back to the Future Time Machine DeLorean and the Holiday Lounge Pop-Up, reinforce our commitment to memorable journeys.
- **Facilities:** DAL now features Pluie changing tables, offering parents a modern, sanitary, diaper-changing experience. Pluie, known for its innovative technology, introduces self-sanitizing tables with a UV-C light system, eliminating 99.9% of germs. Travelers can also purchase select infant essentials like diapers and onesies, enhancing the overall customer experience at DAL.



THANK YOU

As we conclude the 2023 Dallas Love Field Annual Report, we sincerely thank our valued passengers and other stakeholders for their steadfast support. Your unwavering commitment and collaboration have been instrumental in realizing our airport's development. Substantial accomplishments, strategic partnerships, and impactful sustainability initiatives certainly left their mark on the past year. Reflecting on 2023's achievements, we thank you for your integral role in our continued growth and success.



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