



**2022**

**Annual Report**

An overview of Dallas Love Field's achievements and activities during Fiscal Year 2021 - 2022 (October 1, 2021 - September 30, 2022)

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# About Our Airport

Centrally located less than seven miles from Downtown Dallas, Dallas Love Field is leading the evolution of the airport experience. It served nearly 17 million passengers in 2019, the most in its history and is forecasted to reach comparable volumes again in 2022. DAL is the 2018, 2019 and 2020 recipient of the Airport Service Quality Award for North American Airports that serve 15-25 million passengers.

# 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 a positive economic impact.





# Our Executive Team



**Mark Duebner**

Director (Retired)  
February 2011 - December  
2022

**Patrick Carreno**

Interim Director  
Former Assistant Director,  
Operations

**Sheneice Hughes**

Assistant Director,  
Administration and  
Customer Engagement

**Marissa Sanchez**

Assistant Director,  
Infrastructure and  
Development

**Kris Sweckard**

Assistant Director, Internal  
Services

# A Message From Leadership

The impacts of the COVID-19 pandemic undoubtedly touched all aspects of the airline transportation industry and severely reduced passenger traffic throughout the world. Without the substantial revenue generated by airline passenger travel and with great concern for our workforce's well-being, Dallas Love Field immediately jumped into survival mode. Effectively and safely maintaining operations at DAL became the highest priority.

Contracts and reimbursements deemed unnecessary due to a low number of passengers were suspended or terminated. Workforce hiring and redeployment efforts were deferred. Capital projects ceased or dramatically slowed in progress due to rising construction costs, supply chain disruptions, and labor shortages. Cleaning protocols enhanced tremendously, and the use of electrostatic cleaning tools commenced while our commitment to "LOVE" took on a whole new meaning.

In a critical time when the future of air travel was dreadfully uncertain, the tenacity of Dallas Love Field's employees and partners enabled our airport to maintain exceptional service to its remaining passengers. Fortunately, we witnessed the development and adoption of vaccinations that improved comfort and demand for domestic air travel near the end of 2020. This change allowed DAL to rank second in the country in Operational Air Traffic/General Aviation operations, even while operating with one runway for a large portion of FY 2021 – 2022. As of June 2021, the DAL departing passenger recovery averaged 10 – 20 percent above other medium HUB airports in the US and DAL continues to move more passengers per gate than any other airport domestically.

Despite residual challenges stemming from the pandemic, we were able to celebrate many accomplishments during FY 2021 – 2022 such as the completion of Runway 13R-31L's reconstruction, the implementation of new sustainability initiatives like the urban beehive at Dallas Executive Airport, and the promotion to Level 3 in the Airport Carbon Accreditation program. As our travelers continue returning to the skies in a pandemic-adjusted economy, we believe our team's efforts during a most strenuous season have primed Dallas Love Field for sustained success.

Though it seems business travel has not yet fully returned, we have observed much higher levels of leisure and personal travel compared to pre-pandemic figures. Recent reports show leisure and personal travelers more than tripling those citing business as their main reason for travel. Another behavior change has been the increase in self-driving and utilizing valet or parking garages versus rideshares or taxicabs. Operations data shows parking revenue increased over 15 percent compared to 2019 and garages began to reach capacity as early as Thursday versus the pre-pandemic standard Saturday.

As 2022 comes to a close after delivering quite an eventful year, we would like to express eternal gratitude for the resilience shown throughout our entire airport system. And as we prepare for what 2023 has in store, we look forward to continuous growth and upholding our first-class service. Whether it's the planned development of the Lemmon Avenue streetscape or the sustainability focus to reach carbon neutrality, DAL is proud to lead the evolution of the airport experience.

Sincerely,

The Dallas Love Field Executive Team



# Top Awards

**2022**

ACI World "The Voice of the Customer" Recognition

**2021**

ACI World "The Voice of the Customer" Recognition

**2021**

American Association of Airport Executives (AAAE) Excellence Award for Airport Training for Medium Hub Airports

**2021**

The Points Guy Best Mid-Sized U.S. Airport





# Accomplishments

- Achieved Global Biorisk Advisory Council Star Facility Recertification
- Averaged 10-20% above other medium hub airports in departing passenger pandemic recovery volumes
- Moved more passengers per gate than any other airport domestically
- Ranked second in On Time Arrival (OAT)/General Aviation (GA) operations while operating one runway
- Achieved Airport Carbon Accreditation Level 3 – “Optimization” recognition by Airports Council International (ACI)
- Named Top 10 Domestic Airport by Travel + Leisure
- Hosted the Dallas Investor Conference, designed for institutional Municipal Bond investors to provide insight into the Dallas bond market and its bond issuers
- Completed Special Facility Bond re-financing resulting in \$118 million in savings
- Inauguration of two prayer gardens for employees and passengers
- First Commercial Paper Program at DAL for infrastructure and development
- Completed full length Runway 13R/31L reconstruction
- Only airport system in the US with integrated ISO 45001 (Occupational Health and Safety) and Safety Management System program to create a dual program structure for our occupational and operational sides

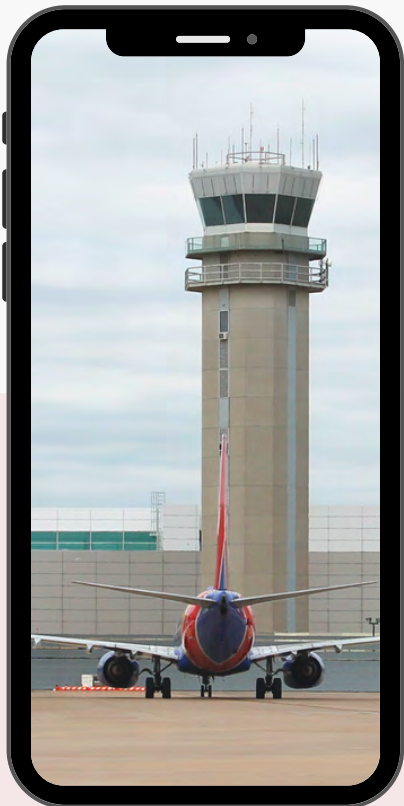


# Operations Overview



## Aircraft Operations and Passenger Volumes

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



Aircraft Operations

**226,591**



Passengers

**15,685,850**

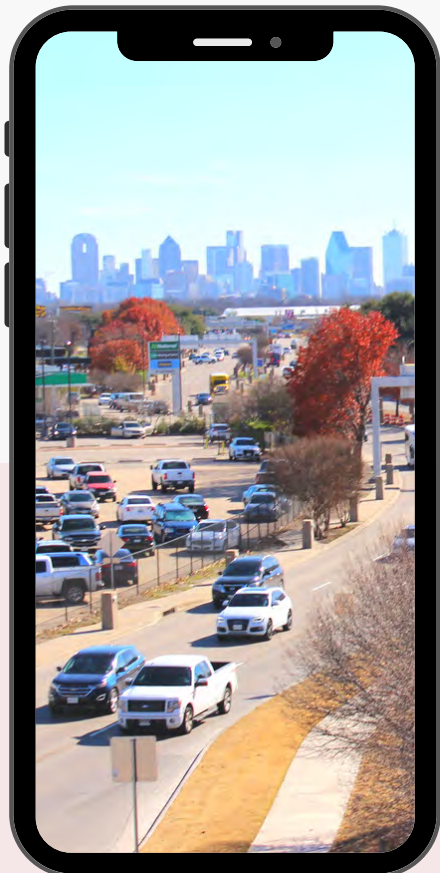
# Operations Overview

## Continued



### Parked, Visiting, 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. Please note: visiting vehicles count began November 2021.



Parked Vehicles  
**2,835,347**



Ground Transportation Vehicles  
**2,868,018**



Visiting Vehicles  
**3,960,539**



# Airport Development

## Major Capital Projects

### Runway Reconstruction



This project completely re-constructed Runway (RWY) 13R/31L (in the existing footprint), re-constructed the southeastern portion of Taxiway C which parallels the runway and constructed new connector taxiways to the runway and a new partial parallel taxiway on the west side of RWY 13R/31L. Additionally, the project included upgrades to the on-airport storm drainage system, the runway safety areas, and the associated runway and taxiway lighting systems. All pavement and storm drainage now comply with Federal Aviation Administration (FAA) current design criteria.

### Entry Road Enhancements



This project enhanced landscape, lighting, sidewalks, public art and other related improvements for Mockingbird Lane and Herb Kelleher Way (the main entrance road to Dallas Love Field), plus the road loop inside the airport. It also included replacement of the entry road sign and installation of a new art piece titled LoveBird.

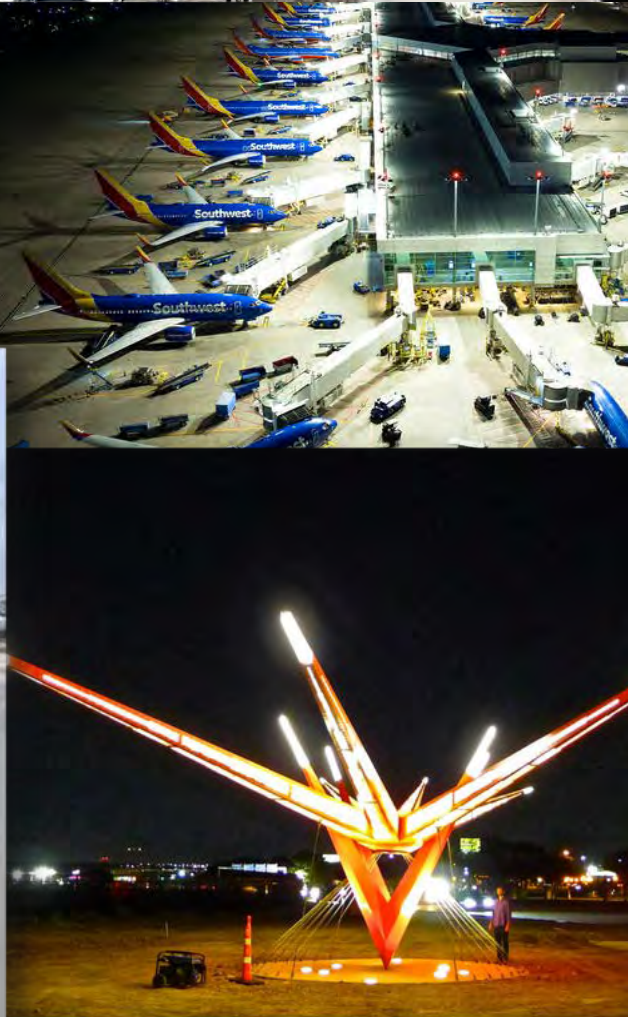
### Exterior Lighting Improvement



This project removed existing light fixtures and replaced them with new LED lighting fixtures, remote drivers, and necessary components. Additionally, new installation included cellular distribution antenna; gateway control cabinet; one new light pole near Gate 3 on terminal's east end; and two new light poles at RON C located southwest of terminal and two light fixtures by the generator.









# Upcoming Projects



**Airport Projects in Development**



## **Aircraft Rescue and Fire Fighting Station 21 Replacement**

This project will replace the existing Dallas Fire and Rescue (DFR) ARFF Station 21 at DAL. The project will include a new access roadway and required utilities to provide service to the facility. The Department of Aviation plans for a new building of approximately 33,400 square feet that will support both ARFF and airside operations staff.



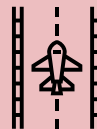
## **Lemmon Avenue Streetscape Enhancements aka Love Field District**

This project will construct quality of life improvements on Lemmon Avenue in the vicinity of DAL. Streetscape enhancements include sidewalks, bicycle paths, landscaping, gateway features, lighting, intersection safety improvements, traffic signals, wayfinding signage, neighborhood pocket parks and a shuttle drop-off and pick-up area on Herb Kelleher Way.



## **Children's Health Hangar**

This project will construct a hangar and office space to support Children's Health transport team. The development will include a 15,000 square-foot hangar and 20,000 square foot two-story office building.



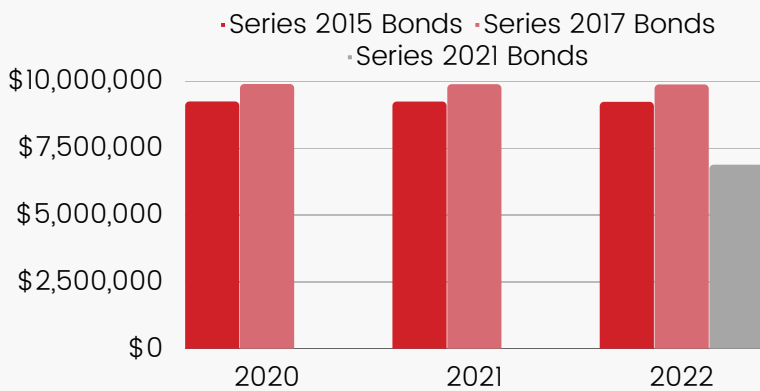
## **Crossfield Taxiways**

This project will include the construction of Crossfield Taxiways located in the middle of the airfield between TWY M from the North and TWY C from the South where the existing TWY E, TWY D and its connectors are currently located.

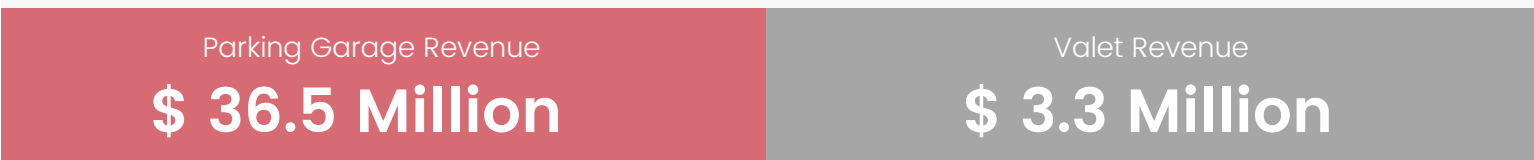
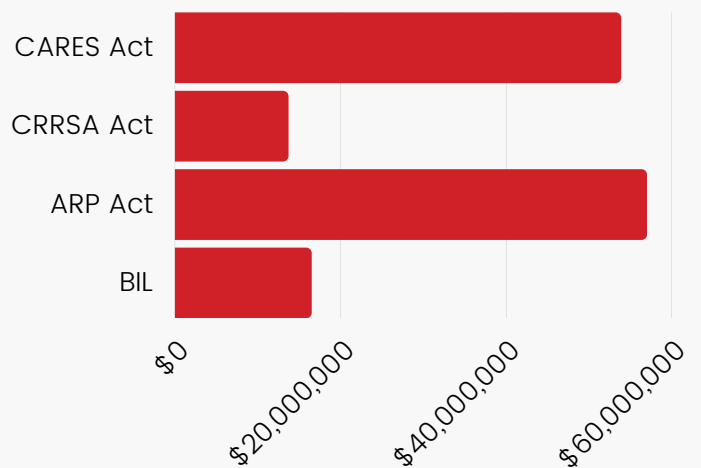
# Financial Performance

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. GARBs represent General Airport Revenue Bonds.

Net Debt Service on GARBs



Federal Relief Received





# Economic Impact FY 20-21



Key Economic Impacts of Dallas Love Field's Current Capital Improvement Program (CIP)

Impact		
Description	FY 20 - 21	Total CIP
Spending	\$ 463,808,000	\$ 1,095,305,000
Output	\$ 611,377,000	\$ 1,439,994,000
Value Added	\$ 321,221,000	\$ 777,430,000
Labor Income	\$ 231,178,000	\$ 594,393,000
Jobs (Job-Years)	2,941	7,934
City Revenues	\$ 1,628,702	\$ 3,712,000



The findings presented were prepared for The City of Dallas Department of Aviation by Weinstein, Clower & Associates.

# Economic Impact FY 20-21

## Continued



### Key Economic Contributions of Dallas Love Field's Operations

Description		Impact
<b>Airport Operations</b>		
	FY 18 - 19	FY 20 - 21
Output	\$ 4,126,784,000	\$ 3,869,577,000
Value Added	\$ 2,077,379,000	\$ 1,946,436,000
Labor Income	\$ 1,159,060,000	\$ 1,083,281,000
Jobs	13,233	12,624
City Revenues	\$ 39,604,000	\$ 37,468,000
<b>Visitor Spending</b>		
Output	\$ 872,054,000	\$ 337,315,000
Value Added	\$ 508,662,000	\$ 196,723,000
Labor Income	\$ 354,736,000	\$ 137,214,000
Jobs	12,043	4,658
City Revenues	\$ 6,189,000	\$ 2,393,784
<b>Total Economic Contributions</b>		
Output	\$ 4,998,838,000	\$ 4,206,892,000
Value Added	\$ 2,586,041,000	\$ 2,143,159,000
Labor Income	\$ 1,513,796,000	\$ 1,220,495,000
Jobs	25,276	17,282
City Revenues	\$ 45,792,000	\$ 39,861,784

The findings presented were prepared for The City of Dallas Department of Aviation by Weinstein, Clower & Associates.



# Economic Impact FY 20-21 Continued



Key Economic Contributions of Dallas Love Field Capital Spending and Operations in the Fiscal Year 2020-2021

Description	Impact
Output	\$ 5,610,215,000
Value Added	\$ 2,907,261,000
Labor Income	\$ 1,744,974,000
Jobs	28,217
City Revenues	\$ 47,421,000



The findings presented were prepared for The City of Dallas Department of Aviation by Weinstein, Clower & Associates.

# Community Involvement



Food Equity



Health & Wellness



Youth & Education



Family Fun







# Sustainability



## 01 Urban Beehive

City of Dallas Department of Aviation installed its first urban beehive of up to 50,000 honeybees to foster honeybee populations and improve the local ecosystem, but also as a community outreach effort for the gardening community at Dallas Executive Airport, just south of Downtown Dallas.

## 02 EV Charging Stations

The Texas Commission on Environmental Quality recently awarded Dallas Love Field with a grant of \$25,000 to install 10 new Level 2 Dual Port Pedestal EV Charging Stations in addition to the 12 currently available throughout three garages.

## 03 Carbon Accreditation

Airports Council International awarded Dallas Love Field with Level 3 – Optimisation status in the Airport Carbon Accreditation program for meeting stringent carbon management strategies and engaging its partners in carbon footprint measurements.

## 04 Waste Management

The DAL Facilities team increased the quantity and size of dual trash and recycling receptacles throughout the terminal, increasing capacity by over 90%. Sensors were also placed in passenger restrooms to signal staff about potential issues to be addressed.



# Customer Engagement



## New Terminal Experiences

- **Concessions** - After many passenger requests, DAL was finally able to offer Dr. Pepper for purchase at multiple concession locations.
- **Art & Programming** - The family travel experience was taken to new heights with the début of a unique mobile art cart for kids – the HeART CART, making DAL the only airport in the United States to offer the innovation.
- **Facilities** - Feminine product dispensers in the airport's women's restrooms were redesigned to offer free products because passengers should not have to pay for essential items.
- **Airport Relationship Management** - A long-awaited USO center was added in the secured portion of the terminal for active duty, Reserve and Guard U.S. Armed Forces members and their families to use while traveling through DAL.



# COVID-19 Response

## Our Commitment to Love

The safety and well-being of our guests and employees is our number-one priority. DAL is constantly working to update our policies, procedures and made several proactive enhancements to our facility and our cleaning procedures to ensure a clean, safe and healthy airport journey.



### Cleaning and Disinfecting

From the onset of the pandemic, DAL custodial teams employed enhanced cleaning and disinfecting areas. High-touch areas such as the food court and hand railings were continually disinfected. The terminal received a thorough deep clean each night after the day's last flights.

### Respect the Dot!

DAL made several changes to the customer journey with social distancing in mind. Dots were placed on the floor spaced six feet apart at the TSA checkpoint and other areas within the terminal. We asked that members of separate traveling parties respect the space of others.

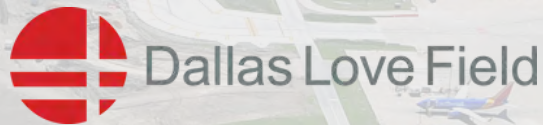
### Hand Sanitizer and Plexiglass Barriers

DAL placed complimentary, touchless hand sanitizer stations in high-traffic areas throughout the terminal. To keep that personal touch available, albeit in a safe manner, the airport installed plexiglass barriers at its information booths, ticket and gate counters, as well as concessions.



# Thank You

For supporting Dallas Love Field in its efforts to provide the most convenient and evolutionary travel experience in the U.S.



## Address

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## Website

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