

Memorandum



CITY OF DALLAS

DATE March 1, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **The Dallas Airport System 2023 Annual Report**

The Department of Aviation (DOA) recently completed and published the Dallas Airport System's 2023 Annual Report.

During Calendar Year 2023, Dallas Love Field reached a historical 17.5 million passengers for the first time. The DOA is excited to showcase its most notable activities and accomplishments from October 1, 2022, to September 30, 2023, in this report. Stemming from further investment in workforce development and innovative terminal changes throughout the year, both in the terminals and on the airfields, Dallas Airport System (DAS) continues to establish itself as a model organization for growth and success. With air travel demand growing exponentially, DOA eagerly anticipates transformative changes coming soon to its landscape. The report highlights the following initiatives:

Report Highlights:

- Initiation of the Dallas Love Field Terminal Area Master Plan (TAMP) with a target completion date of 2025
- Groundbreaking on the most significant private capital investment at Dallas Executive Airport, notably by an African - American owned firm
- Completion of the Emergency Medical Suite to house Dallas Fire Rescue staff at Dallas Love Field
- Successful testing during an exclusive partnership with JetWind Power Corporation to harness aircraft-generated wind for sustainable energy at Dallas Love Field

Learn more about how the Dallas Airport System continues to lead the aviation industry through its operations and commitment to the community by viewing the attached report.

DATE March 1, 2024
SUBJECT **The Dallas Airport System 2023 Annual Report**

For additional questions or concerns, please contact Patrick Carreno, Director, Department of Aviation at 214-670-6149 or patrick.carreno@dallas.gov.

Putting Service First,



Kimberly Bizzor Tolbert
Deputy City Manager

[Attached]

c: T.C. Broadnax, City Manager
Tammy Palomino, City Attorney
Mark Swann, City Auditor
Biliera Johnson, City Secretary
Preston Robinson, Administrative Judge
Jon Fortune, Deputy City Manager

Majed A. Al-Ghafry, Assistant City Manager
M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager
Dr. Robert Perez, Assistant City Manager
Jack Ireland, Chief Financial Officer
Genesis D. Gavino, Chief of Staff to the City Manager
Directors and Assistant Directors



Dallas Airport System



ANNUAL REPORT

2023

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

Dallas-LoveField.com

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ABOUT OUR AIRPORT SYSTEM

Dallas Airport System (DAS) owns and operates Dallas Love Field, Dallas Executive Airport, and the Downtown Dallas Heliport. With over 300 employees in its workforce, the Dallas Airport System manages one of the most vital transportation systems in North Texas.

Dallas Love Field

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.

Dallas Executive Airport

Located less than 10 miles from Downtown Dallas, Dallas Executive Airport occupies over 1,000 acres of land and is within minutes of the best Dallas has to offer. The airport also features 480 acres of developable land, more than any other regional general aviation airport.

Dallas Heliport/Vertiport

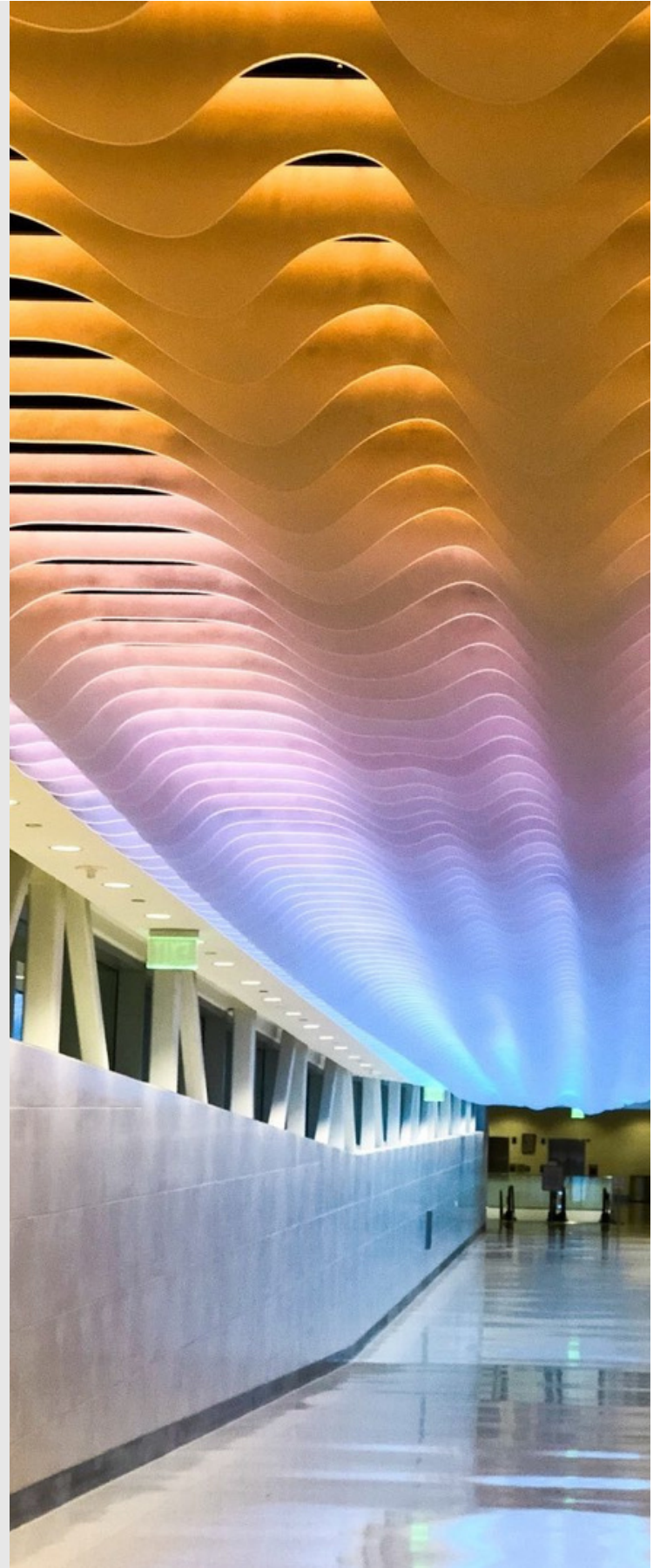
As the world's largest urban elevated Heliport/Vertiport, the public-use facility Dallas Heliport is located in the Central Business District on the south end of the Dallas Convention Center.

Vision

Leading the evolution of the Airport experience

Mission

It is the mission of the Dallas Airport System 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



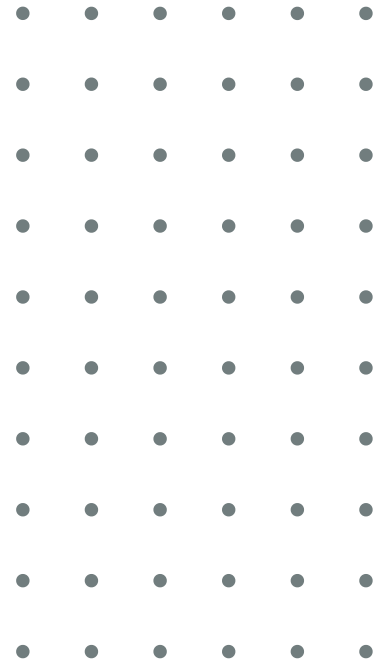
Kris Sweckard
Assistant Director -
Operations



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 Airport System (DAS) reflects on a year marked by achievements and milestones that define its trajectory. DAS takes pride in advancements that enhance the aviation experience, prioritize safety, advance sustainability, and address capital needs.

Dallas Love Airport (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 while Dallas Executive Airport (DEA) broke ground on the most significant private capital investment in the airport's history! This success underscores the resilience of the airport community and the support from valued customers. Despite pandemic challenges, the commitment to providing a safe, efficient, and welcoming travel experience remains unwavering.

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 system continues into 2024, optimism and excitement prevail. DAS 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 Airport System Executive Team

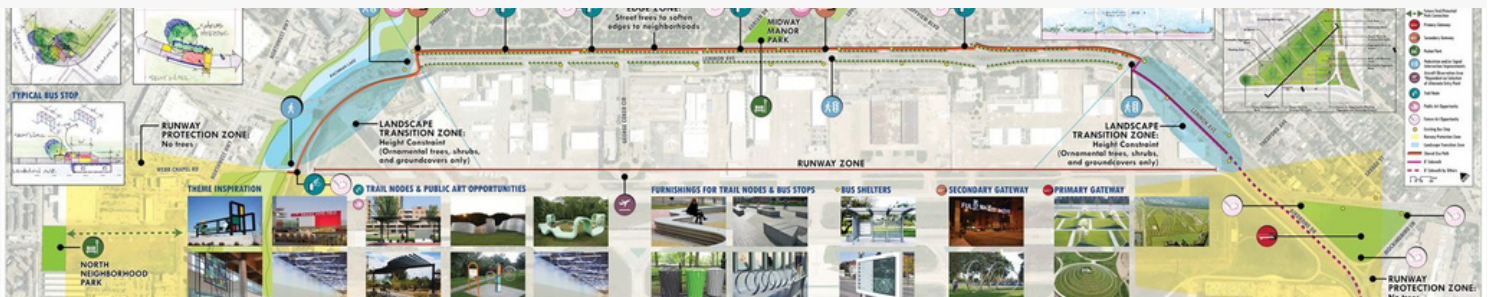


AIRPORT DEVELOPMENT

Major Capital Projects

Quality of Life Improvements on Lemmon Avenue:

Dallas Love Field Airport is undergoing a transformative project along Lemmon Avenue, initiated on October 9, 2023, to enhance the community's quality of life. The construction focuses on improving streetscape features such as sidewalks, bicycle paths, landscaping, lighting, safety measures, upgraded traffic signals, and the addition of a neighborhood pocket park, aligning with the airport's commitment to a welcoming environment. The project is expected to conclude by early 2025.



Crossfield Taxiways:

The Crossfield Taxiways Project at Dallas Love Field, launched in 2022, is making significant progress by constructing dual taxiways F&G between TWY M and TWY C, enhancing taxi route efficiency. Notable milestones have been achieved, including completing Phase 2 and Phase 3 with 90% progress, with Taxiway F already open to traffic. The project prioritizes airfield safety by aligning new taxiways perpendicular to runways. It adheres to regulations by updating the Airfield Lighting Control and Monitoring System while incorporating environmental measures like a stormwater pollution prevention plan.



AIRPORT DEVELOPMENT

Major Capital Projects

New Emergency Medical Response Suite:

Summer 2023 saw the inauguration of a cutting-edge Emergency Medical Suite (EMS) at DAL, enhancing airport safety. The grand opening, marked by a ribbon-cutting ceremony, symbolized a significant step forward in bolstering emergency response capabilities. The comprehensive project included demolishing partitions, installing a state-of-the-art ceiling and sprinkler system, and extending infrastructure, with dedicated lockers and sleeping quarters for Dallas Fire Rescue (DFR) staff highlighting the airport's commitment to swift emergency response.



Burchfield & Partners Development:

Dallas Executive Airport, in collaboration with Burchfield & Partners Development, has embarked on a significant endeavor to construct a state-of-the-art Corporate Aviation Maintenance, Repair & Overhaul Facility on its west side. With an investment of \$20 million, spanning 80,000 square feet, this initiative signifies a pivotal step towards enhancing the airport's infrastructure. Anticipated benefits include increased traffic to the general aviation airport, job creation, and the overall development of the surrounding neighborhood, underscoring the positive impact of this transformative project on the local community and aviation sector.



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

\$126.3M

Airline and General Aviation Revenue

Parking Garage Revenue

\$40.6M

Valet Revenue

\$3.5M

Federal Grants Received:

\$32,078,375 (AIP)

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

\$50,000 (RAMP)

Annual Routine Maintenance at DEA



COMMUNITY INVOLVEMENT



COMMUNITY SUPPORT



HEALTH & WELLNESS



YOUTH & EDUCATION



FAMILY FUN



GENERAL AVIATION - DEA



In the fiscal year 2022-2023, Dallas Executive Airport (DEA) achieved noteworthy milestones. DEA's accomplishments included establishing the GPS approach to Runway 13 at RBD, a \$200,000 investment in upgrading air traffic control tower communications, the successful organization of various events drawing 8,580+ visitors, the identification and implementation of \$100,000 worth of safety enhancements, and management of over 5,400 individuals during the Wings Over Dallas Airshow, and enhanced airport safety and access measures. A groundbreaking event marked a pivotal moment as Burchfield & Partners invested approximately \$20 million in constructing an 80,000-square-foot Corporate Aviation Maintenance, Repair, & Overhaul Facility at DEA—the most significant private capital investment in the airport's history. This development is anticipated to stimulate traffic, generate jobs, and contribute to the economic growth of Southern Dallas.

92,150

Aircraft Operations





DAL 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



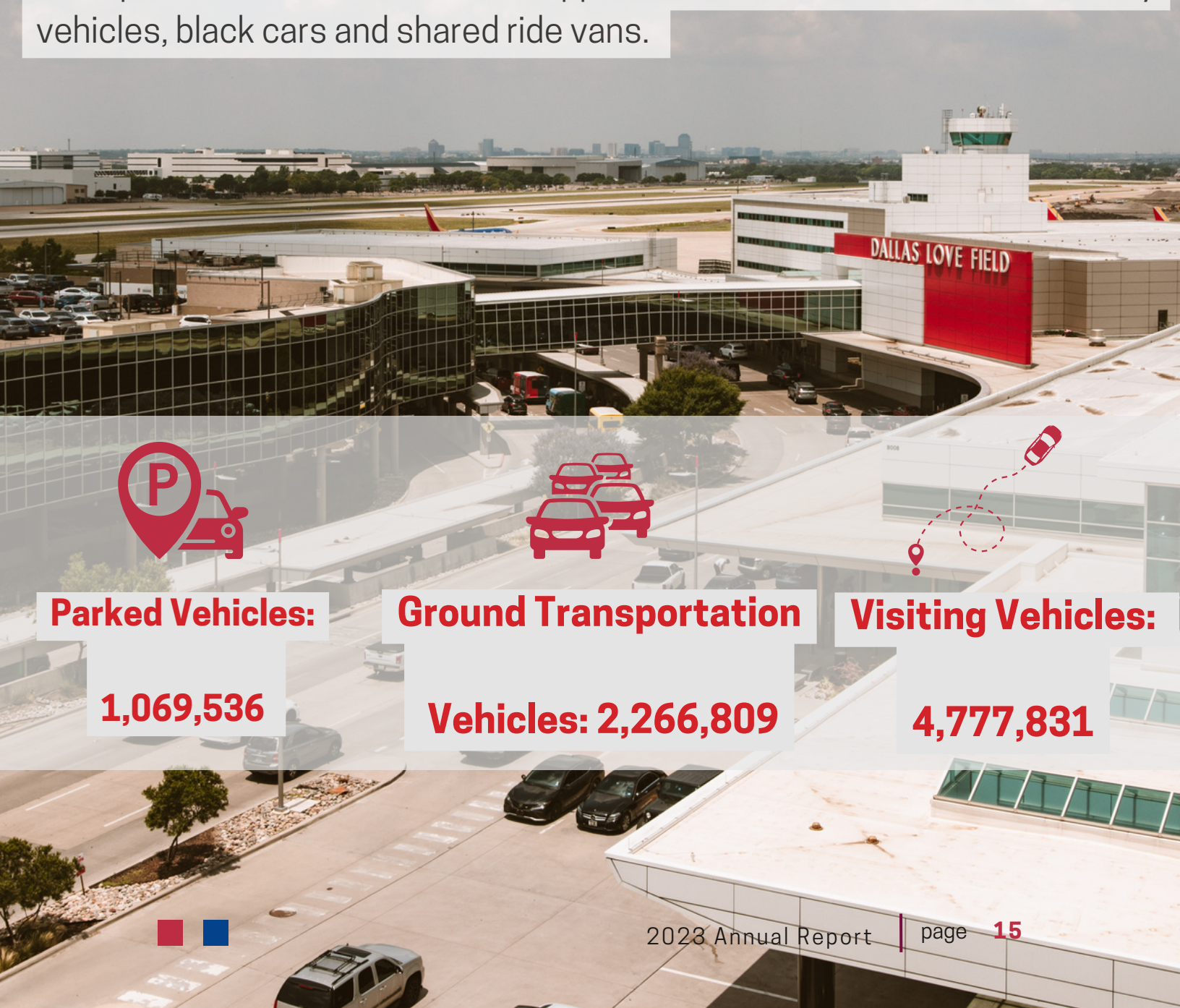
Operations Overview

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



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 Airport System 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 system'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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Dallas Airport System