

Memorandum



CITY OF DALLAS

DATE September 22, 2023

TO Honorable Mayor and City Council Members

SUBJECT **Dallas Love Field – New Transportation Network Center**

As Dallas Love Field (DAL) continues to grow and serve more than 18 million passengers annually, traffic has steadily increased on Herb Kelleher Way causing congestion as far back as Mockingbird Lane. As a result, the Department of Aviation assessed options to alleviate curb space challenges in front of the terminal. The most feasible solution was to relocate the transportation-for-hire pick up area from the curb to Parking Garage B, to create a new Transportation Network Center (TNC) which was unveiled on Thursday, September 14, 2023.

The TNC, located in Parking Garage B, provides a more efficient pick-up area for transportation-for-hire companies. The new area supports app-based rideshares (Alto, Lyft, Uber, Turo, etc.), taxis, peer-to-peer luxury vehicles, on-demand, and limousines for hire. The new TNC area is approximately a 10-minute walk from the Baggage Claim area.

Passengers with ADA requirements, who use pre-arranged transportation-for-hire companies, will continue to use the designated areas on the lower-level secondary curbside. To ensure ongoing compliance with ADA, passengers with needs can continue to arrange for assisted services through the following resources:

- Transportation-for-hire companies,
- ABM (the airline wheelchair assistance provider), or
- The Airport's Information Booths

We continue to evaluate and make necessary safety and customer experience enhancements through our continuous improvement programs within the department. Ongoing reviews are conducted by the Landside Operations Division and Safety teams utilizing the management systems in place to address issues and opportunities for improvements. Currently, the department is implementing improvements based on feedback to wayfinding and signage to the TNC.

Families and friends will continue to pick up passengers from DAL at the upper curb, conveniently located in front of the terminal, or utilize the one-hour free of charge parking located on the first level of Parking Garage C.

Should you have any questions or concerns, feel free to contact me or Patrick Carreno, Director of Aviation at 214-670-6149 or via email at Patrick.carreno@dallas.gov.

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Kimberly Bizer Tolbert
Deputy City Manager

[Attachment]

c: TC Broadnax, City Manager
Tammy Palomino, Interim City Attorney
Mark Swann, City Auditor
Billieae 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
Carl Simpson, Assistant City Manager
Jack Ireland, Chief Financial Officer
Genesis D. Gavino, Chief of Staff to the City Manager
Directors and Assistant Directors

Dallas Love Field Airport

Ride-Hailing Ground Transportation

Apps, Limos, Taxis

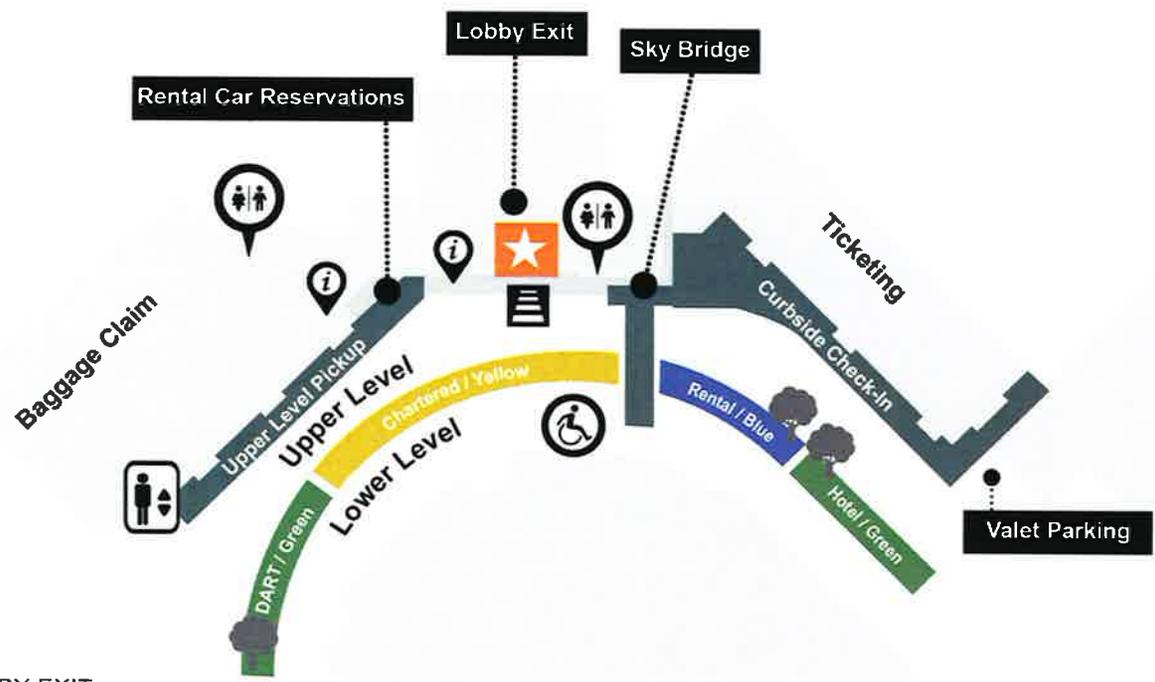




Dallas Love Field

Shuttles Ground Transportation

DART, Group, Rental, Hotel



-  LOBBY EXIT
-  INFORMATION
-  ELEVATORS
-  RESTROOMS

Parking Garage A

Parking Garage C

Herb Kelleher Way