

# Memorandum



CITY OF DALLAS

DATE December 19, 2014

TO Honorable Mayor and Members of the City Council

SUBJECT **Dallas Love Field Holiday Parking Update**

As you are aware, the success of Dallas Love Field has led to parking shortages during peak travel dates. The airport suffered a lack of available customer parking on Thanksgiving this year. The Department of Aviation along with its partners have developed several solutions to ensure availability of parking for our customers during the upcoming holiday travel week.

The plans include a higher level of customer service, with additional spaces at all price points.

- The City has leased a lot near the airport to provide 500 additional spaces for Valet customers. This lot will also accommodate valet vehicles that are currently occupying spaces in Garage B. The valet rate is \$24/day.
- There will be an additional 400 spaces available in Garages A & B, which is due to the relocation of the remaining employee parking that has been moved to the remote employee lot, the elimination of valet vehicles using the garages, and an optimization of spaces and space in the garages. Current rates for Garage A is \$17/day and Garage B \$13/day.
- An additional 250 spaces are now available in a private lot operated by the Parking Spot located off Mockingbird and Herb Kelleher. The current rate for the private lots is \$8/day.
- Love Field is partnering with DART to promote a free shuttle service from the Inwood station on the Green Line.

Additionally, the airport has been issuing public information reminding travelers to arrive early, check with their airlines for the latest flight information and to be prepared for parking to take longer than usual. Please let me know if you have any questions.



Ryan S. Evans  
First Assistant City Manager

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Warren M.S. Ernst, City Attorney  
Craig D. Kinton, City Auditor  
Rosa A. Rios, City Secretary  
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Eric D. Campbell, Assistant City Manager  
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Elsa Cantu, Assistant to the City Manager – Mayor & Council



## Dallas Love Field Holiday Planning Tips

**December 18, 2014** – 'Tis the season for holiday travel, and Dallas Love Field is reminding its local and out-of-town travelers that there are many new and exciting changes that have occurred at Love Field. To assist holiday travelers make it to their destinations smoothly and as stress-free as possible, here is a recap of new things at Love Field, including parking and travel tips:

- Always check with your airline for flight departure/arrival status prior to arriving at the airport.
- Arrive at least 1½ to 2 hours before your flight to allow enough time for check-in, baggage check, security and any unplanned event especially during peak hours.
- All airlines are now operating out of the new Terminal.
- Drop-off and Curbside check-in for all passengers is now on the upper roadway in front of the Ticketing/Check-In on Herb Kelleher Way (formerly Cedar Springs Road).
- The new Bag Claim Hall is now open. Pick up for all arriving passengers is in front of Baggage Claim on the upper roadway of Herb Kelleher Way (formerly Cedar Springs Road).
- When picking up travelers at Love Field we recommend that you use the Cell Phone Lot to wait for a call from your arriving passenger(s) to be picked up at curbside. Parking or waiting at baggage claim will not be allowed.
- Pick up for Taxi, limo and for-hire shuttles is located on the lower level curbside.
- While at the airport, additional travel and airport information can be obtained by visiting one of our three information booths in the terminal lobby, baggage claim and the concessions village. Customer service personnel and the "Love Helpers" will help you navigate the airport and add fun to your trip.
- DART and Love Field are delivering new service enhancements just in time for your holiday travel. Look for the newly branded Route 524 "LOVE LINK" shuttle, your convenient ride connecting Dallas Love Field and DART's Inwood/Love Field station. The shuttle operates every day from approximately 5:30 a.m. to 1 a.m. The trip is free for Love Field Airport passengers riding one-way to Inwood/Love Field station. DART Rail customers transfer to the "Love Link" from Inwood/Love Field for the quick trip to the terminal.  
Now DART and Love Field make it easier than ever to locate the DART "LOVE LINK" shuttle stops with two newly branded bus stops on the lower level. "Love Helpers" at the airport can help you make the connection. For schedule and fare information visit [www.DART.org/LoveField](http://www.DART.org/LoveField)
- For the Holiday season, Dallas Love Field has recently added approximately 1,000 public parking spaces and now has over 8,000 total parking spaces adjacent to the Terminal in Parking Garages A and B and the Valet Parking Lot. These additions include over 500 additional spaces in Valet

Parking at \$24/day, over 100 additional spaces in Garage A at \$17/day, and over 300 additional spaces in Garage B at \$13/day. Private parking companies near the airport have added 250 spaces.

- Due to the volume of vehicles during holidays, please consider alternate plans for getting to and from the airport, such as utilizing DART, Ground Transportation (Taxi's, Shuttle) or having someone pick up or drop you off at the airport.
- Carry-on items are limited to one small bag and one personal item (i.e., camera, laptop, briefcase, purse, etc.).
- Make sure all gifts are unwrapped for both carry-on and checked baggage.
- Currently pies and cakes are permitted through security checkpoints, but sauces, jams, jellies, wines, and other liquid and food items must be in checked baggage. Be aware that Transportation Security Administration (TSA) regulations may change.
- Bring lots of patience and large dose of good humor.

For information regarding Dallas Love Field, visit our website at [www.dallas-lovefield.com](http://www.dallas-lovefield.com)  
Follow us on Facebook and Twitter at Dallas Love Field or call us at 214-670-LOVE (5683).  
We would LUV to hear from you!

### **Media Parking**

Media on assignment at Love Field can park in front of the Spirit of Flight statue, located in front of Garage B off Herb Kelleher Way. Love Field contact: Jose L. Torres, 214-670-3484 or [jose.torres@dallascityhall.com](mailto:jose.torres@dallascityhall.com)

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# Memorandum



CITY OF DALLAS

DATE December 19, 2014

TO Honorable Mayor and Members of the City Council

SUBJECT **Response to Questions on PIO Communications Plan**

Below are responses to questions asked during the December 3<sup>rd</sup> Council Briefing titled "PIO Communications Plan."

## **Question #1: How much will this program (Communications & Policy Institute) cost?**

**Response #1:** Funds for the studios, equipment, equipment upgrades and the Communications & Policy Institute will be funded by the Public Information Office or Public Education Government (PEG) funding. PEG funding can only be used for capital expenditures related to the cable channels. PIO is currently evaluating locations for the Communications & Policy Institute. The studios that will be constructed for cable channel programming will be utilized by students, including those with the institute. PIO will manage the studio operations, but the opportunity cost for providing programming will be minimal as we will partner with agencies such as DART, Parkland, DISD, DCCCD, SMU, UTD, UNT, UTA, TCU and other local educational institutions with accredited journalism and policy programs.

## **Question #2: What is the timeline for broadcasting all council and board meetings on Channel 16?**

**Response #2:** There are currently 55 boards and commissions that hold meetings throughout the year, in addition to 18 council briefings, agenda and committee meetings per month. Not all of these meetings can be covered, but PIO will expand meeting coverage on the public access channels by providing access to the following meetings:

- Automated Red Light Enforcement Commission (DPD)
- Board of Adjustment (Sustainable Development and Construction)
- Community Development Commission (OFS)
- City Plan and Zoning Commission (Sustainable Development and Construction)
- Ethics Advisory Commission (CSO)
- Landmark Commission (Sustainable Development and Construction)
- Park and Recreation Board (Park & Rec. Dept.)
- Permit and License Appeal Board (CSO)

We will also evaluate the need for an additional staff member to be responsible for the broadcast of these meetings.

**Question #3: How long/what would it take to post all open records requests and responses online and searchable?**

**Response #3:** By January 30, we expect to have the following actions taken:

- PIO will work with CIS and the City Attorney's office to determine which records could be provided for public release on the open data portal.
- We are also determining the top ten open records requests to prepare those for public release as another step in providing access to open records online.

We will determine our ability to post all open records requests and responses by March 2015.

**Question #4: When will the new website be available?**

**Response #4:** The new PIO website, currently found at [dallascitynewsroom.com](http://dallascitynewsroom.com), is scheduled to be completed by March 2015. CIS is completing work on the new City website ([www.dallascityhall.com](http://www.dallascityhall.com)), scheduled to launch February 2015.

**Question #5: What is the strategy to increase the number of customers to improve access to the public access channels?**

**Response #5:** The PEG cable channels can be accessed by residents who have AT&T U-verse, Verizon Fios or Time Warner Cable. Currently, we estimate about 300,000 Dallas households subscribing to Time Warner cable have access to the City's cable channels. We asked AT&T U-verse and Verizon Fios to share how many customers have the same access, and they did not provide the information. To increase the number of customers with access to our channels, people would need to switch to one of these previously mentioned providers or the City would have to pay DirectTV and Dish Network to air our cable channels. Our current estimate for airing on these satellite providers exceeds \$1,000,000.

Through our various communication mediums, PIO will inform citizens about how to access these channels, what kind of programming will be available and how they can be a part of our efforts.

Please contact me if you need additional information.



A.C. Gonzalez  
City Manager

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