

Memorandum



CITY OF DALLAS

DATE September 25, 2020

TO Honorable Mayor and Members of the City Council

SUBJECT **Dallas Love Field Selected to ACI Roll of Excellence**

Dallas Love Field has been chosen for the Airports Council International (ACI) World Director General's Roll of Excellence.

ACI World is the global trade representative of the world's airports and represents airport interests with governments and the International Civil Aviation Organization. ACI-North America, its regional office in Washington, D.C., serves as the voice of U.S. airports.

The Roll of Excellence recognizes airports who have earned at least five Airport Service Quality (ASQ) awards in the past 10 years. DAL was the 2018 and 2019 first-place recipient for North American Airports with 15-25 million passengers per year.

DAL ranked in the top three in 2015, 2016 and 2017. The Airport Service Quality Program is the gold standard in measuring airport customer satisfaction and is based on live surveys of customers in the terminal.

Since 2011, 55 airports worldwide have been inducted into the Roll of Excellence. DAL is one of just seven to earn the honor this year.

In lieu of the annual awards ceremony at the ACI Customer Experience Global Summit, the airport will be virtually recognized during ASQ Customer Experience Week at the end of October.

If you have any questions, feel free to contact me at 214-670-6077.

A handwritten signature in blue ink, appearing to read 'Mark Duebner'.

Mark Duebner
Director of Aviation

c: T.C. Broadnax, City Manager
Chris Caso, City Attorney
Mark Swann, City Auditor
Billerae Johnson, City Secretary
Preston Robinson, Administrative Judge
Kimberly Bizer Tolbert, Chief of Staff to the City Manager
Majed A. Al-Ghafry, Assistant City Manager
Jon Fortune, Assistant City Manager

Joey Zapata, Assistant City Manager
Nadia Chandler Hardy, Assistant City Manager and Chief Resilience Officer
Eric A. Johnson, Chief of Economic Development and Neighborhood Services
M. Elizabeth Reich, Chief Financial Officer
Laila Aleqresh, Chief Innovation Officer
M. Elizabeth (Liz) Cedillo-Pereira, Chief of Equity and Inclusion
Directors and Assistant Directors