



Dallas Love Field

Leading the Evolution of the Airport Experience



Dallas Love Field Airport Terminal Tenant Handbook

June 30, 2018 (Revised)



June 30, 2018

The Department of Aviation (DOA) is focused on delivering the best customer service to our tenants, business partners, passengers and guests. Our mission of “leading the evolution of the airport experience” continues and tenant satisfaction is key to us being effective.

We continue to find new and innovative ways to lead the aviation industry in providing the best airport experience. And, we are committed to helping our Dallas Love Field tenants be successful. We accomplish this by working together; maintaining our facilities with the highest standards; and, following the guidelines & policies in this handbook.

Please contact our talented staff should you need any assistance.

Thank you for choosing Dallas Love Field!

Sincerely,

A handwritten signature in black ink, appearing to read 'Mark Duebner', with a long horizontal line extending to the right.

Mark Duebner
Director of Aviation

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INTRODUCTION

Welcome to **Dallas Love Field Airport**. We are pleased that you have selected our airport for your business operations. Our priority is to ensure that we provide the highest quality of customer service to you.

Vision Statement:

Leading the evolution of the Airport experience.

Mission Statement:

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.

The information presented in this handbook is designed for quick reference and will provide valuable resources for you. Please take time to familiarize yourself with the information provided. It is possible that over time some items will change. We will notify you of any changes. We want your experience at **Dallas Love Field Airport** to be pleasant, safe and successful. If you have any requests or suggestions about how we can better serve you. Please let us know.

The Administration office addresses are as follows:

City of Dallas, Department of Aviation

Mailing Address

8008 Herb Kelleher Way, LB16
Dallas, Texas 75235
214-670-6073

Physical Address

7555 Lemmon Avenue
Dallas, Texas 75209
214-670-6073

ADMINISTRATION OFFICE BUSINESS HOURS

The City of Dallas, Department of Aviation Administration Office business hours are 8:00AM to 5:00PM, Monday through Friday.

The City of Dallas Administration offices are closed on the following holidays:

- New Year's Day
- Martin Luther King Day
- Presidents Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- The Day following Thanksgiving Day
- Christmas Day

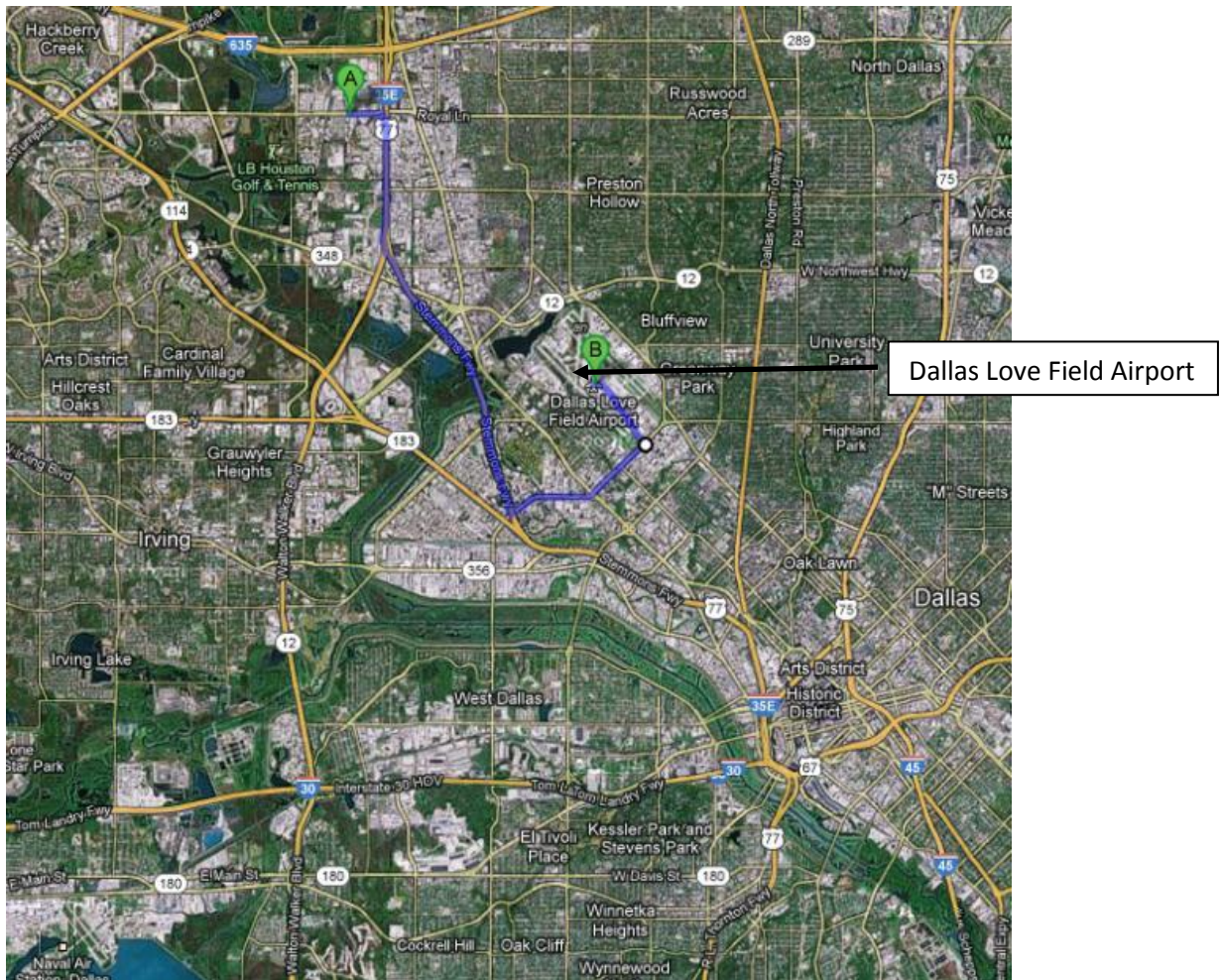
Please note that these holidays are subject to change.

You have access to the Department of Aviation personnel through the Airport Communication Center 24 hours a day, 7 days a week by calling 214-670-LOVE (5683) or emailing 214670LOVE@dallascityhall.com.

DIRECTIONS TO AIRPORT/MAP TO AIRPORT

Located in the heart of Dallas, Herb Kelleher Way (formerly Cedar Springs Road) at Mockingbird Lane, Dallas Love Field is just 20 minutes from the City's Central Business District and seven miles from the Dallas Convention Center, the Dallas West End, Infomart and the Dallas Market Center.

From I-35E:

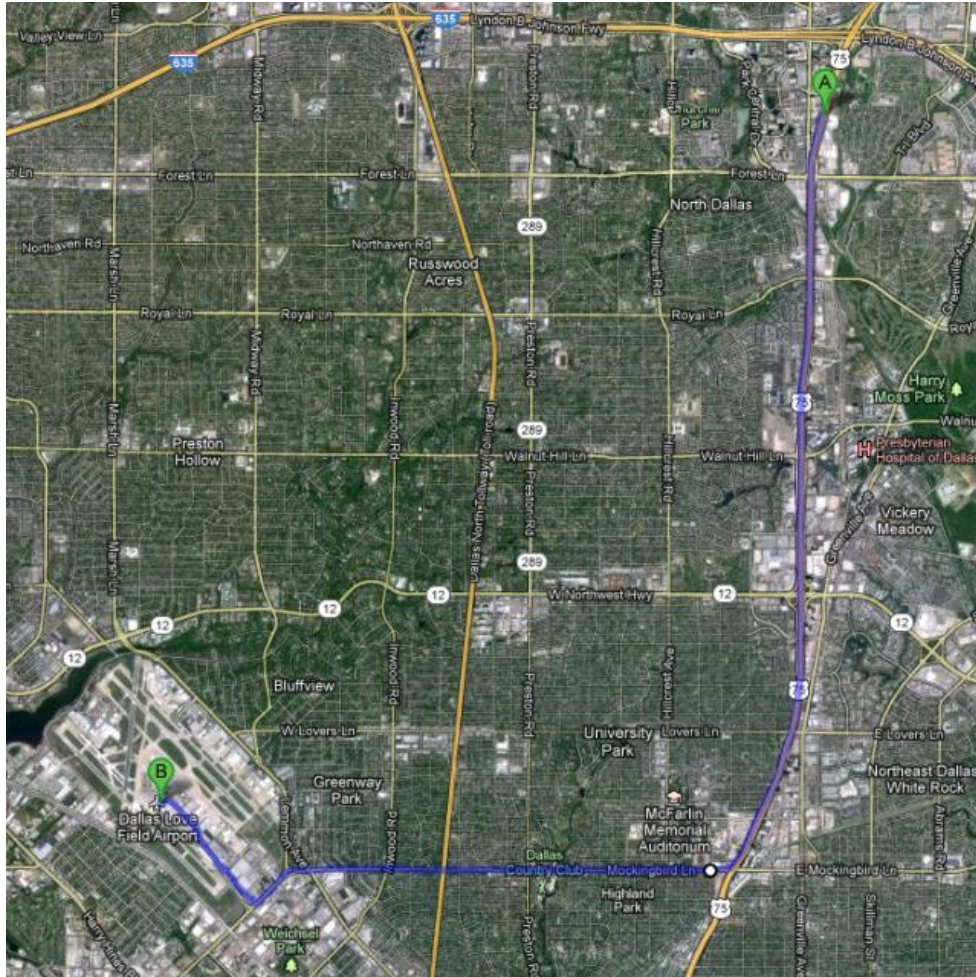


Take the Mockingbird Lane exit and proceed East on Mockingbird Lane. Turn left onto Herb Kelleher Way and proceed to the Terminal Building.

DIRECTIONS TO AIRPORT/MAP TO AIRPORT (cont.)

From U.S. 75 or the Dallas North Tollway:

Take the Mockingbird Lane exit and proceed West on Mockingbird Lane. Turn right onto Herb Kelleher Way and proceed to the Terminal Building.



WELCOME TO DALLAS LOVE FIELD



Dallas Love Field (“Airport”) is a medium hub airport, owned by the City of Dallas (“City”) that serves the Dallas metropolitan region and the Dallas-Fort Worth metroplex. In calendar year 2011, approximately 4 million passengers were enplaned at the Airport. Approximately 65% of the enplaned passengers are originating passengers (passengers who begin or end their trips in Dallas) and 35% are connecting or through passengers.

Prior to the opening of Dallas-Fort Worth International Airport (“DFW”) in 1974, the Airport was the principal air carrier airport serving the Dallas metropolitan region. Southwest began service at the Airport in 1971 and, because it was not a party to the agreements surrounding the development of DFW, chose to continue operating at the Airport after DFW opened. In 1979, federal legislation (commonly referred to as the “Wright Amendment”) was passed, which placed restrictions on nonstop commercial flights to and from the Airport. On October 13, 2014, the Wright Amendment repeal will end and airlines flying out of Dallas Love Field will begin providing nonstop flights to a select group of cities.

DALLAS LOVE FIELD MODERNIZATION PROGRAM (“LFMP”)



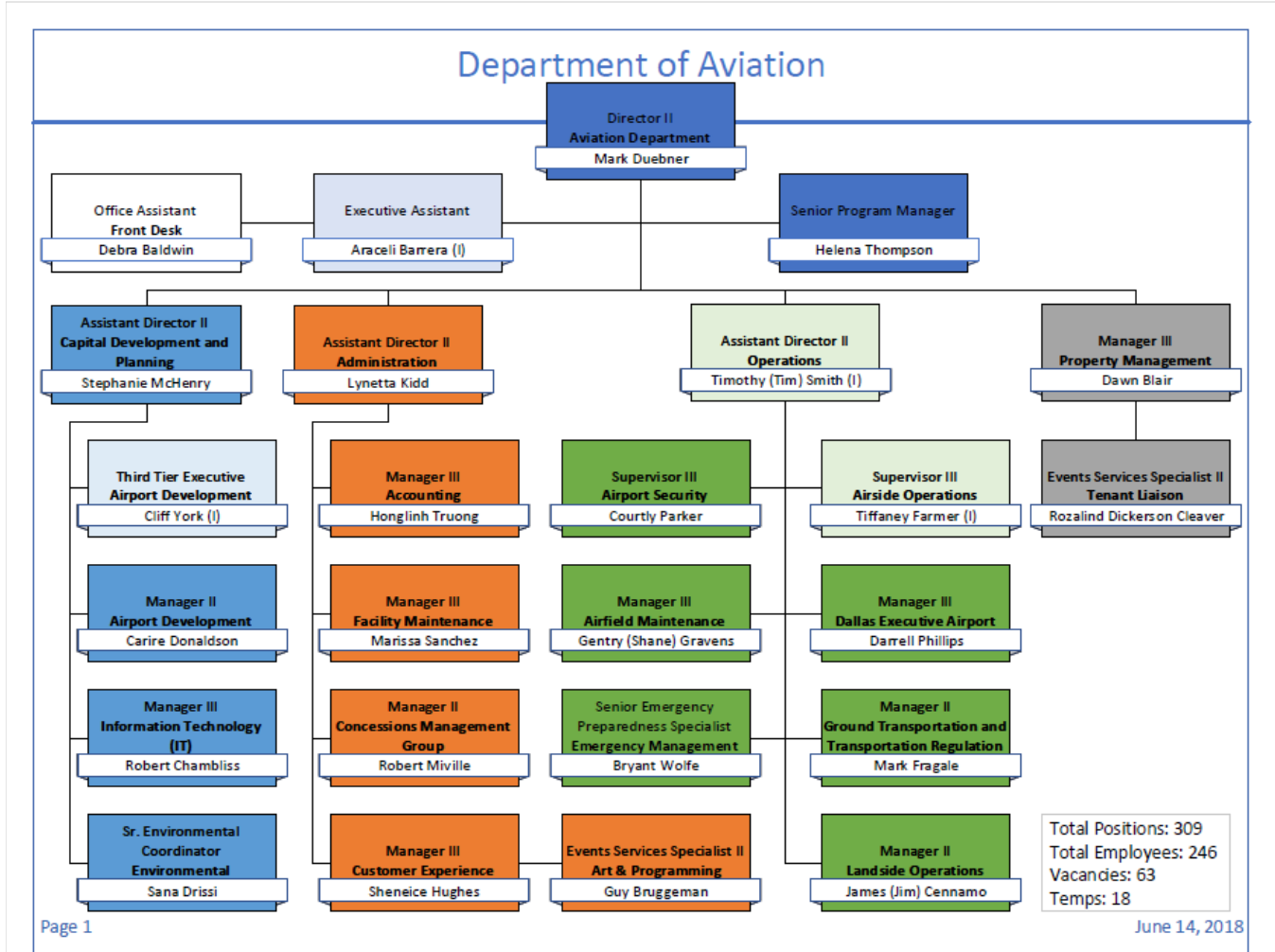
Significant changes to the nature of operations, and the volume of passenger traffic at Dallas Love Field happened with the repeal of the commercial passenger flight restrictions imposed by the Wright Amendment by the year 2014, pursuant to a negotiated agreement among the cities of Dallas and Ft. Worth, the DFW Airport Board and American and Southwest Airlines. In order to effectively and efficiently accommodate these changes, it was necessary to develop capital improvements to the Terminal Building. It is anticipated that the construction activity will impose burdens upon all Airport users, including concessionaires, airlines, other service providers, as well as the Department of Aviation. As with most terminal construction projects, these burdens will involve changing passenger traffic flow patterns, relocating various functions, activities and tenants, and otherwise disrupting the conditions under which we all operate. These capital improvements were completed in October 2014.

For current updates please visit: <http://www.lovefieldmodernizationprogram.com/>

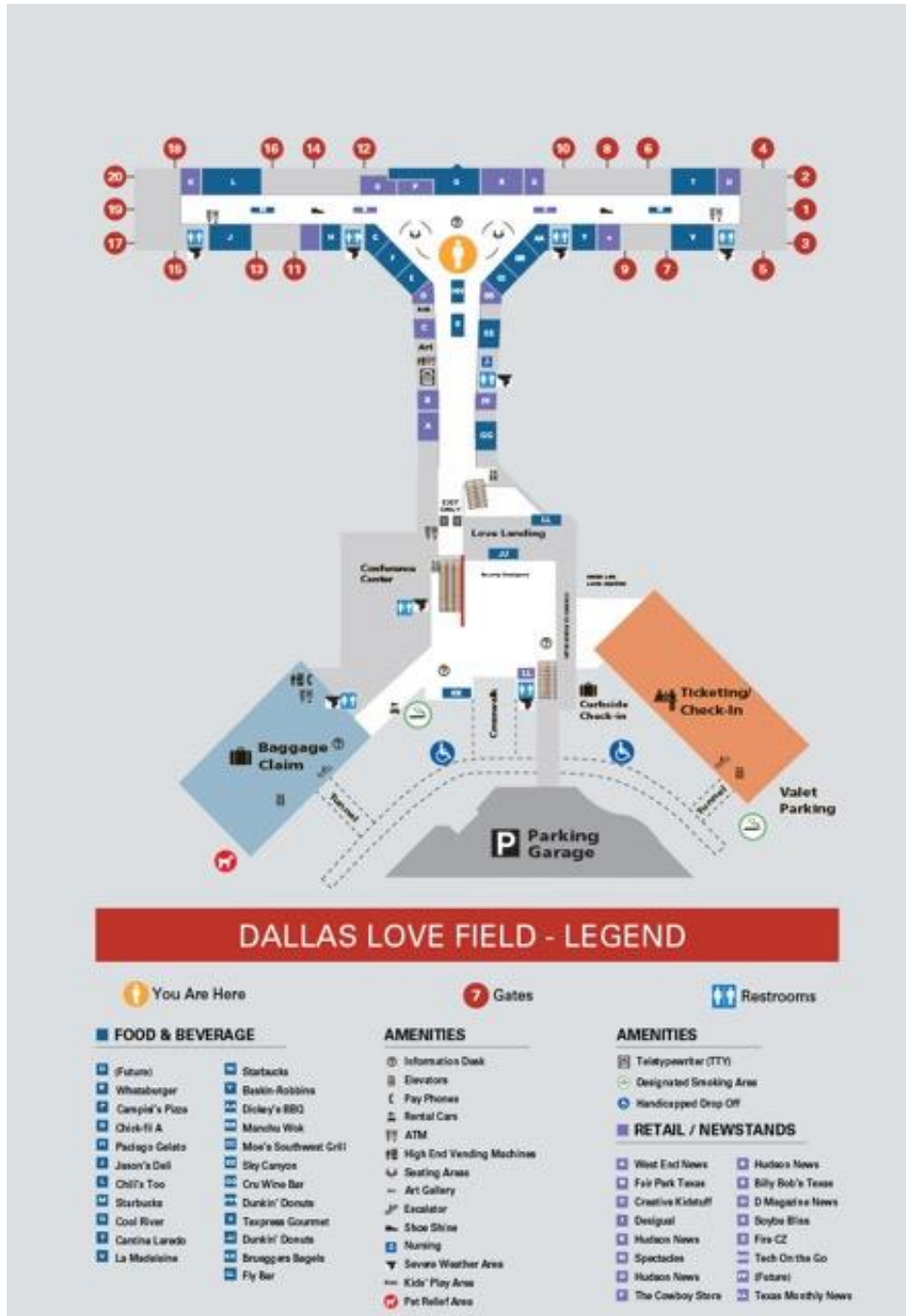
AIRPORT AND CITY SERVICES CONTACT LIST

City Services:	Phone Number
Dallas Police Department (Love Field Unit)	214-670-6160/6162
Emergency (Police, Fire, Medical)	9-1-1
Department of Aviation:	
Accounting/Business Manager	214-670-6140
Airport Badging Office	214-670-6155
Airport Communication Center	214-670-LOVE (5683)
Airport Operations Manager	214-670-6157
Airport Security Manager	214-670-6158
Aviation Information Technology	214-671-1900
Building Services (Custodial)	214-670-9576
Facility Services	214-670-6168
Contract Compliance Manager	214-670-6087
Environmental Manager	214-670-6654
Environmental Manager	214-670-6654
Facility Services	214-670-6168
Ground Transportation Coordinator	214-670-6147
Landside Operations	214-670-9571
Public Information Officer (PIO)	214-670-3484
Real Estate	214-670-6153
Other Contacts:	
Parking Company of America	214-350-4881

DALLAS LOVE FIELD ADMINISTRATION ORGANIZATION CHART



DALLAS LOVE FIELD DIRECTORY



CONCESSIONS' CONTACT LIST

Tenant Name	Unit Number	Phone Number
Baskin-Robbins	C2521	214-358-7631
Billy Bob's Texas	C2151B	214-358-8519
Bruegger's Bagels	L1045	972-629-9255
Campisi's Pizza	C2077	214-654-0874
Cantina Laredo	C2596	214-654-0769
Chili's Too	C2396	214-353-2722
Chick-Fil-A	C2063	214-301-7514
Cool River	C2125	214-301-7515
Creative KidStuff	C2041A	214-353-0801
Cru Wine Bar	C2261	214-654-9949
Desigual	C2311	214-353-2638
D Magazine News	C2586	214-358-7663
Dickey's Barbecue	C2190	214-358-7277
Dunkin Donuts	C2174	214-358-8521
Dunkin Donuts	L2103	214-353-2720
Fair Park Texas	C2016	214-353-2996
Fire CZ	C2169	214-358-7564
Hudson News	C2101	214-366-0004
Hudson News	C2386	214-353-6936
Hudson News	C2151A	214-353-7663

CONCESSIONS' CONTACT LIST

Tenant Name	Unit Number	Phone Number
Jason's Deli	C2346	214-654-0914
La Madeleine	C2546	214-301-7516
Manchu Wok	C2186	214-358-8692
Moe's SW Grill	C2181	214-358-8635
Paciugo Gelato	C2321	214-301-7517
Fly Bar	L2001	214-351-1916
Sky Canyon	C2216	214-351-1881
Soybu Bliss	C2511	214-358-7564
Spectacles	C2001	214-353.2796
Starbucks West	C2653	214-301-7518
Starbucks East	C2452	214-301-7519
Ink Bookstore	C2251A	214-353-2626
Tech On The Go	C2176	214-353-0008
Texas Monthly News	C1009	214-358-7680
TexPress Gourmet	C2215	214-358-7631
The Cowboy Store – Famous Texas Boots	C2115	214-358-7281
West End News	C2206	214-353-2626
Whataburger	C2081	214-654-0914

ACCOUNTING/PAYMENT SERVICES

Rent payments are due in accordance with the terms of your agreement with the City of Dallas and should be mailed to the address listed below. Please remember that late payment and payments returned for insufficient funds are subject to additional charges per your agreement or City Ordinance.

Rental Payment Mailing Address

City of Dallas Aviation Administration
8008 Herb Kelleher Way, LB 16
Dallas, TX 75235

Hours of Operation

Monday thru Friday, 8:00AM to 5:00PM

The City of Dallas accepts payments by Cash, Credit Cards (American Express, Visa, Discover, and MasterCard), Check, Money Order, EFT/ACH, and Cashier's Check.

Online Payments are accepted at the City of Dallas' ePay site:

https://epay.dallascityhall.com/bdisu/public/frameset_top_html.jsp

Contact Information

Accounting Section: 214-671-0487 or 214-670-6299
Monday – Friday, 8:00AM to 5:00PM

Airport Communication Center: 214-670-LOVE (5683)

TITLE VI PLAN

A. Policy of Nondiscrimination. The Department of Aviation at Dallas Love Field (DAL) assures that no person shall on the grounds of race, color, national origin, sex, age, disability or income as provided by Title VI of the Civil Rights Act of 1964 and related authorities, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any Department of Aviation at Dallas Love Field (DAL) sponsored program or activity. The Department of Aviation at Dallas Love Field (DAL) further assures every effort will be made to ensure non-discrimination in all of its programs and activities, whether those programs and activities are federally funded or not.

Title VI of the 1964 Civil Rights Act provides that no person in the United States shall on the grounds of race, color, national origin, or sex be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving Federal financial assistance. The Civil Rights Restoration Act of 1987 broadened the scope of Title VI coverage by expanding the definition of terms “programs or activities” to include all programs or activities of Federal Aid recipients, sub-recipients, and contractors, whether such programs and activities are federally assisted or not (Public Law 100-259 [S. 557] March 22, 1988).

All DAL employees and tenants, including Concessionaires, Contractors, Sub-contractors, consultants, sub-consultants and service providers are responsible for adherence to the policy of non-discrimination as mandated by Title VI of the Civil Rights Act of 1964, and for communicating and demonstrating same to the customers and patrons served of the traveling public.

B. Complaint Procedures – Allegations of Discrimination in Federally Assisted Programs or Activities. Any person who believes they have been aggrieved by an unlawful discriminatory practice under Title VI has a right to file a formal complaint with Department of Aviation at Dallas Love Field (DAL). Any such complaint must be in writing and filed with the Department of Aviation at Dallas Love Field (DAL) Title VI Coordinator within one hundred, eighty (180) days following the date of the alleged discriminatory occurrence. Title VI Discrimination Complaint Forms in English and in Spanish are available via the airport’s webpage <http://www.dallas-lovefield.com/title-vi.html> or may be obtained from the Department of Aviation at Dallas Love Field (DAL) at no cost to the complainant by contacting the Airport Communications Center at 214-670-LOVE (5683).

C. Providing Meaningful Access to Limited English Proficiency (LEP) Individuals – Airport Measures. Executive Order 13166 “improving Access to Services by Persons with Limited English Proficiency” requires recipients of Federal (e.g., DOT) funds to take reasonable steps to ensure meaningful access to federally conducted programs and activities to persons who, due to limited English proficiency, cannot fully and equally participate in or benefit those programs and activities.

Individuals who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English can be limited English proficient or “LEP” and therefore entitled to language assistance under Title VI of the Civil Rights Act of 1964 with respect to a particular type of service, benefit, or encounter. Examples of populations likely to include LEP persons who are served or encountered by DOT recipients include public transportation passengers and persons living in areas affected by or potentially affected by transportation projects.

TITLE VI PLAN

Public transportation services such as those provided by an Airport facility are considered an essential service to modern society. In an effort to ensure that our services are accessible to LEP individuals, the airport incorporates several measures to assist DAL employees, tenants and service providers in ensuring that LEP individuals have access to the benefits of Dallas Love Field.

Measures

Verbal Translation Services

Two methods for delivery of Translation Services on-site exist free of charge to airport patrons via the Airport Communications Center:

- **Telephonic Access (30+ Languages)**
We have contracted with AT&T to provide telephonic interpretation services accessible via a 1-800 number. Via three-way call, telephonically we are able to provide language interpreting services to both the in-terminal and call-in airport patron.
- **In-Person**
Citywide as well as those employed by the airport, we have access to a number of City employees who are bi-lingual. Some receive Language Skills Pay as a part of their compensation plan to provide face to face interpreting services in the work environment. In addition, the City contracts via master agreement, on-site interpreting services for City-sponsored events and public meetings.

Upon encountering an LEP individual, DAL employees and tenants, including Concessionaires, Contractors, Sub-contractors, consultants, sub-consultants and service providers should notify the Airport Communication Center (ACC) at 214-670-LOVE (5683). Similarly, patrons requiring LEP assistance should notify an airport customer service agent at one of the customer service booths or contact the Airport Communication Center (ACC) at 214-670-LOVE (5683).

CONTRACT COMPLIANCE AND RESPONSIBILITIES

There are four parts to the following contractual compliance information and specific responsibilities: Concessionaire Responsibilities, City of Dallas Responsibilities, Fee Obligations and Communication Methodology.

The purpose of this information is to familiarize concessionaires with responsibilities in the new terminal facility and within their assigned spaces. The areas of information are Concessionaire Responsibilities, City of Dallas Responsibilities, Concessionaire Fee Obligations, and City/Vendor Communication Methods.

I. Concessionaire Responsibilities – Maintenance, Utilities, etc.

A. Janitorial Services – Concessionaires are responsible for janitorial maintenance of their individual facilities. Concessionaire shall, without cost to City, provide all janitorial services for the Assigned Premises. Concessionaire shall ensure that the Assigned Premises are kept free from all rubbish, filth, and refuse.

B. Facility Maintenance and Repair Generally - Concessionaire shall provide at its own expense such maintenance, custodial, and cleaning services and supplies as may be necessary or required to maintain the Assigned Premises in good appearance, repair, and safe condition. Specifically, Concessionaire agrees to maintain and make necessary repairs to the interior of the Assigned Premises, the fixtures and equipment therein and appurtenances thereto including, without limitation, the interior windows, doors and entrances, storefronts, utility lines and connections, signs, floor coverings, interior walls and ceiling, the surfaces of interior columns exclusive of structural deficiencies, any columns or structural improvements erected by Concessionaire, partitions and lighting, including replacement of electric light bulbs and tubes, electrical equipment and plumbing fixtures, within the Assigned Premises. All work performed by Concessionaire shall be subject to inspection and approval of the Director or his or her representative.

1. City Sole Judge of Maintenance - City shall be the sole judge of the quality of maintenance. City, or its designee, may at any time, without notice, enter upon the Assigned Premises to determine if maintenance satisfactory to City is being performed. Performance by Concessionaire of maintenance pursuant to a written maintenance plan previously approved by the Director shall be conclusive evidence of satisfactory maintenance, unless the Director determines that there is a present and substantial danger of serious injury to users of the Assigned Premises. If it is determined that said maintenance is not satisfactory, the Director shall so notify Concessionaire in writing.

2. Preventive and Routine Maintenance Programs. Upon the execution of this Contract, Concessionaire shall establish a preventive and routine maintenance program, the provisions of which shall be subject to the initial written approval of and periodic review by the Director. Concessionaire shall from time to time, upon request, provide the Director a written schedule of Concessionaire's cleaning and maintenance program.

CONTRACT COMPLIANCE AND RESPONSIBILITIES (cont.)

3. Routine Refurbishment. On or about the commencement of each year, the Director and Concessionaire shall tour the Assigned Premises and jointly agree upon what, if any, routine refurbishment is required to maintain the Assigned Premises in first-class condition, and Concessionaire shall promptly undertake such refurbishment at its sole cost and expense. For purposes of this Section 9.C(4), refurbishment shall mean the routine repainting or redecoration of public areas within the Assigned Premises, including the replacement or repair of worn carpet, tile, furniture, furnishings, fixtures, or finishes.
- C. Identifying, Reporting, Preventing Hazardous or Potentially Hazardous Conditions: Concessionaire shall promptly observe, comply with, and execute the provisions of any and all present and future rules, regulations, requirements, orders, and directions of the Director which may pertain to the operations on the Assigned Premises. Upon discovery, Concessionaire shall immediately give oral notice to the City of any hazardous or potentially hazardous conditions in its Assigned Premises, the Terminal, or the Airport. Any hazardous or potentially hazardous condition in the Assigned Premises shall be corrected immediately upon receipt of oral notice from the City.
- D. Meeting Customer Service, Financial & Operating Performance Standards to include Health and Safety Standards, Compliance with All Applicable Federal and State Laws.
 1. Operational Standards: Concessionaire acknowledges City's desire to provide the public and air traveler with the level and quality of service as described herein and Concessionaire acknowledges that a violation the requirements of this Section 9 may cause City to suffer substantial damages, including loss of goodwill, that might be difficult to ascertain or prove. Accordingly, City may, in its sole discretion, assess a fee of \$100 per occurrence for a violation of this Contract as liquidated damages for such violation.
 2. Concessionaire's Standards: Concessionaire shall submit to City a copy of any of its own customer service, operations, etc. standards, plans, and manuals, and shall ensure continuous adherence to Concessionaire's own standards in addition to City's standards as set forth herein.
 3. Health and Safety Standards: Concessionaire shall ensure that all requirements of City, county, and state boards of health, and health and sanitary regulations adopted by the City, county, state, or any governmental legal authority, are fully complied with in all facilities. Concessionaire shall give access for inspection purposes to any duly authorized representatives of such governing bodies and to City. Concessionaire shall provide the Director with copies of all inspection reports within forty-eight (48) hours of receipt.
 4. Performance Standards: Within ninety (90) days of the end of each year of the Term, the Director and Concessionaire shall meet to review the financial, customer service, and operational performance of each of the Assigned Food and Beverage Locations during the prior year. During the course of said review, the Director may determine, in his or her sole discretion, that the performance of any of the Assigned Food and Beverage Locations is unsatisfactory

CONTRACT COMPLIANCE AND RESPONSIBILITIES (cont.)

- E. Trash Removal & Dock Area Maintenance; Recycling Program Participation: In transporting trash and refuse from the Assigned Premises, Concessionaire shall use only carts, vehicles, or conveyances that are covered, leak proof, and equipped with wheels suitable for operating on carpets or tile or terrazzo flooring without damage thereto. Such disposal shall take place during hours as may be directed by City. Piling of boxes, cartons, barrels, or other similar items in an unsightly, unsafe, or unsanitary manner on or about the Assigned Premises is forbidden. Concessionaire further agrees to keep the dock area and refuse removal area clean and neat and free from any unsightly, unsafe, or unsanitary conditions. Concessionaire shall fully comply with the provisions of any City recycling program in effect at the Airport, whether currently existing, re-designed, or newly implemented any time during the Term of this Contract at Concessionaire's own cost. If City provides suitable containers for the collection of recyclable materials, Concessionaire agrees to pay its share of the costs of such containers.
- F. Maintenance of Plumbing Facilities. The plumbing facilities, within the Assigned Premises and elsewhere in the Airport, shall not be used for any purpose other than that for which they are constructed, and no foreign substance of any kind shall be thrown therein. If installed in connection with the Assigned Premises, Concessionaire shall, at its own expense, check and clean at least monthly all grease traps and grease receptors. The expense of any breakage, stoppage, or damage resulting from a violation of this provision, wherever such occurs, shall be borne by Concessionaire who may, or whose employees, agents, or invitees may, have caused it.
- G. Maintenance of Required Insurance for Assigned Premises; Indemnification. Concessionaire shall procure, pay for, and maintain from the Effective Date until expiration or termination of this Contract, with a company authorized to do business in the State of Texas and acceptable to City, the minimum insurance coverage contained in Exhibit D. City reserves the right to review the insurance requirements and to adjust insurance coverage or limits when deemed necessary and prudent by City's Office of Risk Management, based upon changes in statutory law, court decisions, or the claims history of the industry as well as the Concessionaire and its Sub-operators.
- H. Utilities. All charges, including, but not limited to, deposits, installation costs, connection charges, usage, and all service charges for utility services metered directly to the Assigned Premises or pro-rated by usage shall be paid by Concessionaire, regardless of whether such utility services are furnished by City or other utility service entities.
- II. City of Dallas Responsibilities
- A. Utilities. City will provide certain utility connections for the Assigned Premises as specified in the "Tenant Design Criteria".
- B. Janitorial Services. City shall provide janitorial services for the two (2) food court common seating areas.

CONTRACT COMPLIANCE AND RESPONSIBILITIES (cont.)

III. Fee Obligations

- A. Concessionaires are responsible for payment of Concession Fees which consist of the MAG or Percentage fees that are assessed per the contract. Concessionaires are assessed late payment fees.
- B. Utilities for Assigned Premises: Concessionaire shall pay for all utilities necessary in the operation of its businesses. All charges, including, but not limited to, deposits, installation costs, connection charges, usage, and all service charges for utility services metered directly to the Assigned Premises or pro-rated by usage shall be paid by Concessionaire, regardless of whether such utility services are furnished by City or other utility service entities.
- C. Rent for Assigned Support Space: Section III, D.2. of the specifications state that “Concessionaire will be assessed a fee, not to exceed \$40.00 per square foot, for any Assigned Support Space in the Terminal.”
- D. Utilities for Assigned Support Space: The use of refrigeration units or coolers within the allocated storage space on the first level of the new terminal building under the following conditions: 1) you must submit the specifications of the unit(s) you intend to utilize within the storage space for approval prior to installation and 2) based on the specifications, electrical usage will be estimated and you will be charged for electric consumption, based on that estimate.”
- E. Joint Marketing Fund Fees: Section III.D.4. of the Specifications state: “Concessionaire shall pay a fee to City, not to exceed one-half of one percent (0.5%) of Concessionaire’s Gross Revenues, to fund a joint marketing account, to be controlled by City...”
- F. Security Check/Badging: Concessionaire shall pay all costs associated with obtaining the required identification and/or security clearances for its Personnel necessary for its operations at the Airport, including, but not limited to the costs of training and badging. Any fines assessed against City for security violations by Concessionaire shall be reimbursed to City by Concessionaire.

Contact Information

Airport Communication Center: 214-670-LOVE (670-5683)

AIRPORT OPERATIONS

The Airport Operations Division is divided into three primary functional areas: Airside Operations, Airport Badging Office, and Airport Security. Each segment is responsible for monitoring compliance with Federal Aviation Administration (FAA) or Transportation Security Administration (TSA) regulations. Each functional area has separate offices: Airside Operations is located at the Airfield Maintenance/Snow Removal Equipment facility (3387 Hawes) and the Airport Badging and Security divisions are located in the Dallas Airport System building at 7555 Lemmon Avenue.



AIRSIDE OPERATIONS

Airside Operations is a segment of the Airport Operations division at Dallas Love Field. The Airside Operations division is responsible for coordinating airside events including, but not limited to: aircraft and airfield emergencies, vehicle and aircraft incidents and/or accidents, aircraft escorts, taxiway and runway closures, airfield and tenant inspections, and construction projects.

Airside Operation's rules and regulations are primarily governed by the Federal Aviation Administration (FAA) under the Federal Aviation Regulations (FARs); specifically, 14 CFR Part 139, Certification of Airports. FAR Part 139 outlines the certification and operations of an airport supporting FAR Part 121 scheduled air carriers.

The Airfield Operations Coordination Center (AOCC) is within the Airport Field Maintenance Facility located at, 3387 Hawes Avenue, Dallas, TX 75235.

Hours of Operation:

24-hours a day/365 days a year

Contact Information:

Airport Communication Center: 214-670-LOVE (5683)

AIRPORT BADGING OFFICE

The Badging Office is a segment of the Airport Security Office within the Airport Operations Division at Dallas Love Field. This office is responsible for the issuance, control, and auditing of all airport identification badges as well as vehicle identification media stickers. The Badging Office works closely with the Transportation Security Administration (TSA) and other Federal agencies to ensure compliance with required background checks to permit unescorted access into the Secured/SIDA, AOA, and Sterile areas of the airport.

In order for an individual to have unescorted access to the sensitive security areas of the airport, an Authorized Signatory must first complete an airport application and schedule an appointment through the online appointment scheduler. Prior to receiving an airport badge, the individual must first clear and complete all required background checks and security training. The computer based training must be scheduled through the online scheduler, which is also located in the Badging Office.

After Hours Emergency Badge Issues and Emergency Deactivations

All after hours badge emergencies, including emergency badge access deactivations, should be directed to the Airport Communication Center (ACC) at 214-670-LOVE (5683).

All other transactions, such as initial issuance or renewal of badges, or computer based training, must be scheduled by an Authorized Signatory. The online appointment scheduling system can be accessed at <http://uburst.com/cgi-bin/ureserve/hosted/DLF.pl>. For information regarding badging processing fees and forms visit our website, www.dallas-lovefield.com or visit our office at the times above.

Location:

7555 Lemmon Avenue
Dallas, Texas, 75209

Email: lovefieldbadging@dallascityhall.com

Hours of Operation:

Monday: 6:45AM – 4:00PM
Tuesday-Thursday: 6:45AM – 5:00PM
Friday: 6:45AM – 3:00PM
Saturday: 7:15AM – 10 30AM
Sunday: **Closed**

****All services are conducted by appointment ONLY. ****

Walk-in hours:

Damaged Badges, Lost/Stolen Badges, Access Rights Changes, Badge Returns, and Vehicle Stickers.

Mondays: 6:45AM – 7:30AM and 12:00PM – 1:00PM
Tuesday-Thursday: 6:45AM – 7:30AM, 12:00PM – 1:00PM & 4:00PM – 5:00PM
Friday: 6:45AM – 7:30AM & 12:00PM – 1:00PM
Saturday: 7:15AM – 7:45AM & 10:00AM – 10:30AM

****Closed on all City of Dallas observed holidays****

AIRPORT SECURITY OFFICE

The Airport Security Office is a segment of the Airport Operations Division at Dallas Love Field, which is responsible for the Airport Security Program (ASP) and compliance with Transportation Security Administration (TSA) regulations and security directives. The Airport Security Office is tasked with the oversight of security in compliance with 49 CFR Part 1542, security training, access control, and video surveillance. The office works in conjunction with local, state, and federal partners to provide for the safety and security of the airport customers and employees.

All tenant employees are subject to inspection by TSA, DOA, or DOA contracted personnel, prior to entry into the sterile, secured area or AOA. Employees must properly control any items that are taken into the sterile area. All Airport badged personnel who do not have credential access to enter the sterile area through a screening bypass door may use their badge credential to access the sterile area through the TSA screening checkpoint. There are lanes at the screening checkpoint designated for Airport badged employees. Please contact the Airport Security Manager for exceptions.

Location:

7555 Lemmon Avenue
Dallas, TX 75209

Hours of Operation:

7:30AM to 4:30PM, Monday – Friday

Contact Information:

Airport Communication Center: 214-670-LOVE (5683)

After Hours:

Airport Security Office personnel are available 24 hours a day, 7 days a week. In the event of an after-hours security related emergency, the on-call Security Coordinator can be reached through the Airport Communication Center.

AOA VEHICLE OPERATING REQUIREMENTS

Please refer to the Airport Rules and Regulations at, http://www.dallas-lovefield.com/pdf/rules_regulations.pdf.

AIRPORT COMMUNICATION CENTER

The Airport Communication Center is the Department of Aviation's centralized call center, which offers quality customer service to airport tenants, travelers, the general public and our internal customers who transit through Dallas Love Field. The Airport Communication Center is staffed by knowledgeable and highly trained personnel to assist callers 24 hours a day/7 days per week.

The Airport Communication Center provides the following services:

- Single point of contact to provide answers to frequently asked questions and the main source of information for airport personnel and tenants; submits work orders for maintenance issues that need to be addressed by the Department of Aviation
- Monitors alarm/elevator phone and dispatches personnel 24 hours/7 days a week
- Generates a consolidated daily report for operations and airport activities
- Coordinates Custom & Borders trash pickups with Airport Operations & Environmental
- Performs visual terminal pages and emergency public announcements
- Manages monthly updates to the Department Contact List
- Updates radio assignment list and emergency communicator with tenants & airport personnel
- Sends emergency/non-emergency notifications
- Responsible for updates (additions/deletions) to emergency communicator with tenants and personnel of the airport

Location:

The Airport Communication Center is located in the terminal building; however, the Center is not publicly accessible.

Hours of Operation:

24 hours a day/365 days a year

Contact Information:

Airport Communication Center: 214-670-LOVE (5683)

LOST AND FOUND

Dallas Love Field tenants and staff may provide patrons the following information to assist them in locating lost items.

Our Central Lost & Found Office reunites passengers who lost items in the terminal area bathrooms and holding rooms or left at the Transportation Security Administration (TSA)'s Security Checkpoint. Four pickups at TSA are done daily for items left behind. Our Lost and Found Office will only hold lost or left behind items for 30 days before donating them to the United Way, a charitable organization.

If you lost your item(s) at Dallas Love Field terminal or at the TSA Security Checkpoint, please contact our Central Lost and Found Office at our Central Lost and Found Office at 214-670-4227. We are here to serve you Monday – Thursday, 7:30AM – 7:00PM and Friday – Sunday from 8:00AM – 5:00PM. After hours, please email us at AVILost&Found@dallascityhall.com.

Lost & Found Drop Boxes can be found at terminal Information Desks.

For items left on an aircraft, skybridge, in an aircraft boarding area, or at a ticket counter, please contact the airline traveled:

Alaska Airlines	469-221-4822
Delta Airlines	214-366-3679
Southwest Airlines	214-904-5550

For items left in Parking Garage A or B, please contact the PCA Parking garage office at **214-350-4881**. For items left in airport ground transportation areas (shuttle buses, taxicabs, car rental areas or the actual bus, cab, or shuttle), please contact:

Parking Shuttles: see page 41 for phone numbers

Taxicabs: see page 46 for phone numbers

Shared Ride Shuttles: see page 48 for phone numbers

Car Rental Agencies: see page 52 for phone numbers

Love Connection: 214-366-0789

If the item was lost on a hotel shuttle bus, commercial charter bus, or limousine, please have the patron contact the provider of that service directly.

For any other assisted please contact

Airport Communication Center: 214-670-LOVE (5683)

LOVE HELPERS

The Love Helpers Program is a volunteer group at Dallas Love Field whose sole purpose is to assist all customers by providing information and locations to the many amenities offered at the airport and to make the customer experience a memorable one. Love Helpers are primarily located at the three Information Booths throughout the airport – Main Lobby, Baggage Claim, and Post-Security Concessions Village. They also walk around the terminal seeking to help passengers find their way to where they need or wish to be. Anyone interested in becoming a volunteer can contact Dustin Kinsey at, dustin.kinsey@dallascityhall.com or 214-671-9416. Volunteer opportunities are available every day between 5:00 am and 12:00 am.



Contact Information

Airport Communication Center: 214-670-LOVE (5683)

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COMMUNITY OUTREACH

The Community Outreach Program allows Department of Aviation employees to build relationships with the citizens of Dallas. Employees are encouraged to visit schools for Career Day and attend volunteer recruiting opportunities, among other community events. The Department of Aviation has created a unique bond with our neighboring community and annually assists surrounding schools by donating supplies at the beginning of the school year and adopting families during the holiday season. For upcoming Community Outreach opportunities, please contact Dustin Kinsey at, dustin.kinsey@dallascityhall.com or 214-671-9416.

SOCIAL MEDIA

Dallas Love Field uses several social media platforms to keep our followers in the know of what is going on in and around the airport. We share photos and information about events and activities with our passengers, employees and the City of Dallas. We also use our social media pages to share information about weather changes in our area or anything that could affect regular airport operations. Please follow us on Facebook, Twitter, Instagram, Snapchat, Pinterest, Yelp, YouTube and Google + for the latest on everything Dallas Love Field.

DELIVERY VEHICLE POLICY

This policy explains parking procedures for delivery vehicle drivers operating at Dallas Love Field. The policy includes vehicles that are operated by the United States Postal service, FedEx, UPS and other mail/courier delivery companies as well as commercial operators delivering small packages to the Terminal. All trucks operating on airport property are subject to search.

The Department of Aviation has designated parking spaces for delivery vehicles based on vehicle type. Please contact the ACC for the current delivery space locations. In the event that the designated parking spaces are full, drivers shall remain with the vehicle until a space becomes available. Violators will be ticketed and towed. All delivery vehicles must have a company name and logo displayed on the vehicle. The designated parking spaces for delivery vehicles are for loading and unloading only within a 30-minute time limit.

The Dallas Police Department Love Field Unit may issue parking citations for delivery vehicle drivers who violate the 30 minutes parking rule. Deliver vehicles left unattended may be towed and impounded at the owners or company expense.

The designated parking spaces may be relocated based on airport security threat level. If the security threat level dictates relocating the parking spaces, delivery companies will be notified by the Transportation Coordinator of an alternate location for parking.

The designated loading and unloading locations for commercial delivery operators shall be behind the ticket wing, garden area, and checkpoint. Loading or unloading in front of the terminal is strictly prohibited. (See Map on p. 38)

Contact Information

Airport Communication Center: 214 670-LOVE (5683)

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ARMORED VEHICLES

The designated loading and unloading locations for commercial delivery operators shall be behind the ticket wing, garden area, and checkpoint. Armored Vehicle drivers may access the designated area by entering onto Aviation Place next to the valet parking lot. Loading or unloading in front of the terminal is strictly prohibited. (See Map on page 38) Money carriers must enter through the garden. In the event that this area is occupied, the drivers shall park in the Delivery Vehicle parking area. Violators may be ticketed or towed. Armored Vehicle drivers may access the designated area from Aviation Place. Armored Vehicle shall only remain in the designated parking area for 30 minutes or less.

The Dallas Police Department Love Field Unit may issue parking citations for drivers who violate the 30 minutes parking rule. Unattended vehicles may be towed and impound at the owners or company expense.

The designated area may be relocated based on airport security threat level. If the security threat level dictates relocating the parking area, Armored Companies will be notified by the Transportation Coordinator of an alternate location for parking.

Contact Information

Airport Communication Center: 214-670-LOVE (5683)

CHARTER BUS POLICY

This policy explains the Charter Buses operating procedures for Dallas Love Field. The policy includes all commercial and private buses that are unloading passengers and baggage on landside.

Charter buses desiring to unload passengers the Dallas Love Field terminal should unload passengers along the Ticket Hall curb. Drivers may access the designated bus parking area on the curb (See map on page 34). Notice of arrival should be communicated to Love Field in advance. Dallas Police Department may be required.

In the event that the bus unloading area is occupied, the drivers shall remain with the vehicle until the area become, available, staging along the curb lane of traffic on Herb Kelleher Way. Charter buses shall remain in the designated parking area, only, for the time needed to unload passengers and baggage. Violators may be ticketed or towed.

Charter buses desiring to load passengers at the airport should park in the striped off area, at the end of Baggage Claim. The area can accommodate two (2) buses at a time, if not previously occupied by other vehicles. Other buses needing to pick up passenger should stage along the curb lane of traffic on Herb Kelleher Way.

The Dallas Police Department Love Field Unit may issue parking citations for bus drivers who violate the 30 minutes parking rule. Buses left unattended maybe towed and impound at the owners or company expense.

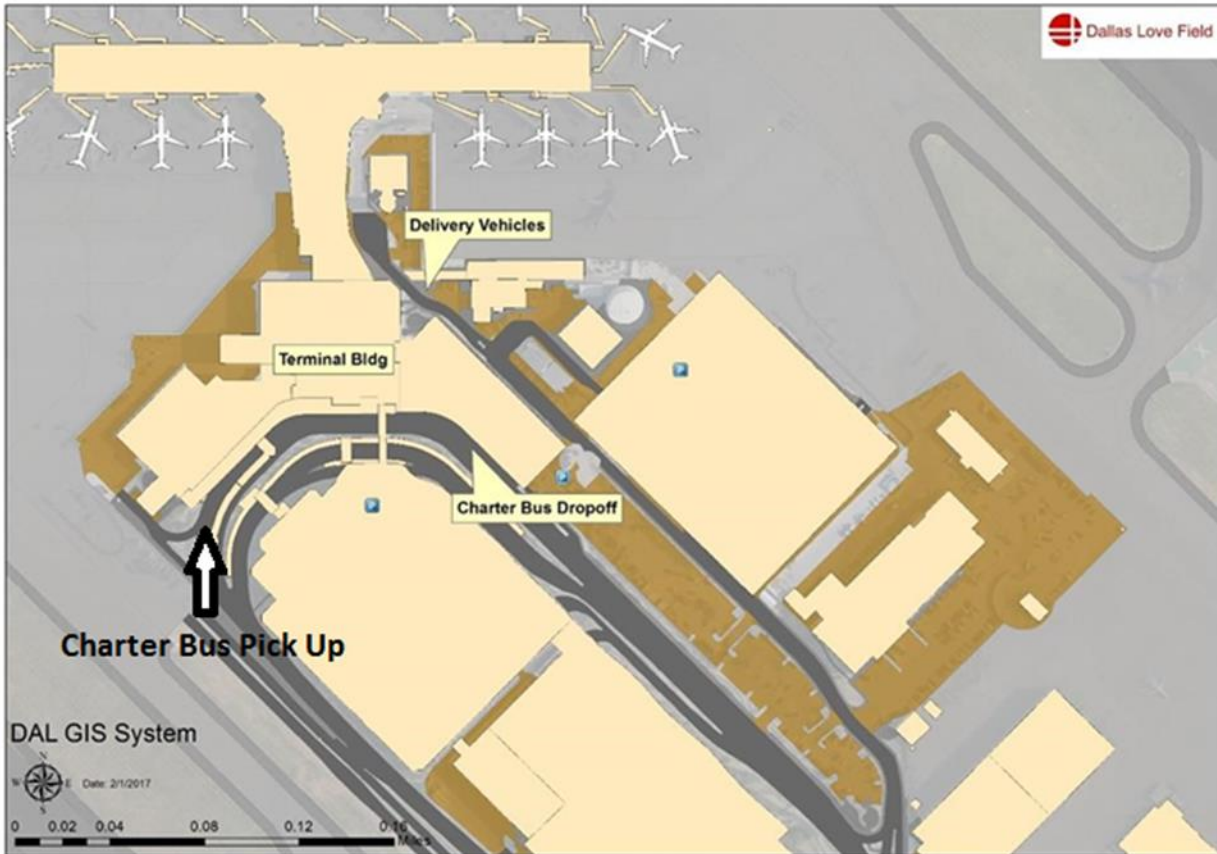
The designated parking area may be relocated based on airport security threat level. If the security threat level dictates relocating the parking area, Charter Bus Companies will be notified by the Transportation Coordinator of an alternate location for parking.

Contact Information

Airport Communication Center: 214-670-LOVE (5683)

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MAP FOR DELIVERY VEHICLES & CHARTER BUS



Contact Information

Airport Communication Center: 214-670-LOVE (5683)

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TENANT EMPLOYEE PARKING

Tenant employees' parking is in one of three (3) areas: Garage B – 3rd floor, the Love Connection and the Love Connection II. An airport proximity card to access this lot is required.

Access to the Tenant Employee parking lots is by application only. Parking Company of America (PCA) collects payment and issues proximity cards for Love Connection and Love Connection II.

The Airport Ground Transportation Office issues the parking permits for assigned surface parking. Commuting employees should contact PCA with any employee parking questions.

Tenant Employee Parking Policy:

- You may not park more than one car in employee parking at a time.
- Dallas Love Field will not validate parking tickets for Tenant employees that use the parking garage.
- Employees that pull a ticket from the dispensing machine will be charged the full public parking rate.
- Motorcycle operators shall park in the designated area.
- It is imperative that you park in employee designated areas only. Violation of this may result in forfeiture of your parking privileges. Violators may be ticketed or towed.

Love Connection I & II are located at 6814 Harry Hines (at the intersection of Harry Hines Blvd. and W. Mockingbird Lane). Employees will:

- Have surface parking for airport employees only;
- Have parking located on airport property;
- Pay a monthly rate of \$30;
- Have a designated shuttle to and from the airport (drop-off/pickup on the lower level near the hotel shuttle area have 24-hour monitored security at Love Connection I & II.

Employees parking in the Parking Garage B will be charged the regular daily fee by the Parking Garage Management Company, Parking Company of America (PCA), unless authorized by the Director.

- Assigned Garage B Parking is on the 2nd floor and above; and, is based on approval by the Director or his designee.

The Love Connection is accessible on Harry Hines Boulevard, north of Mockingbird Lane. Employee Parking at this facility is limited and based on approval.

Contact Information

Airport Communication Center: 214-670-LOVE (5683)

For parking questions contact, Parking Company of America (PCA) 214-350-4881

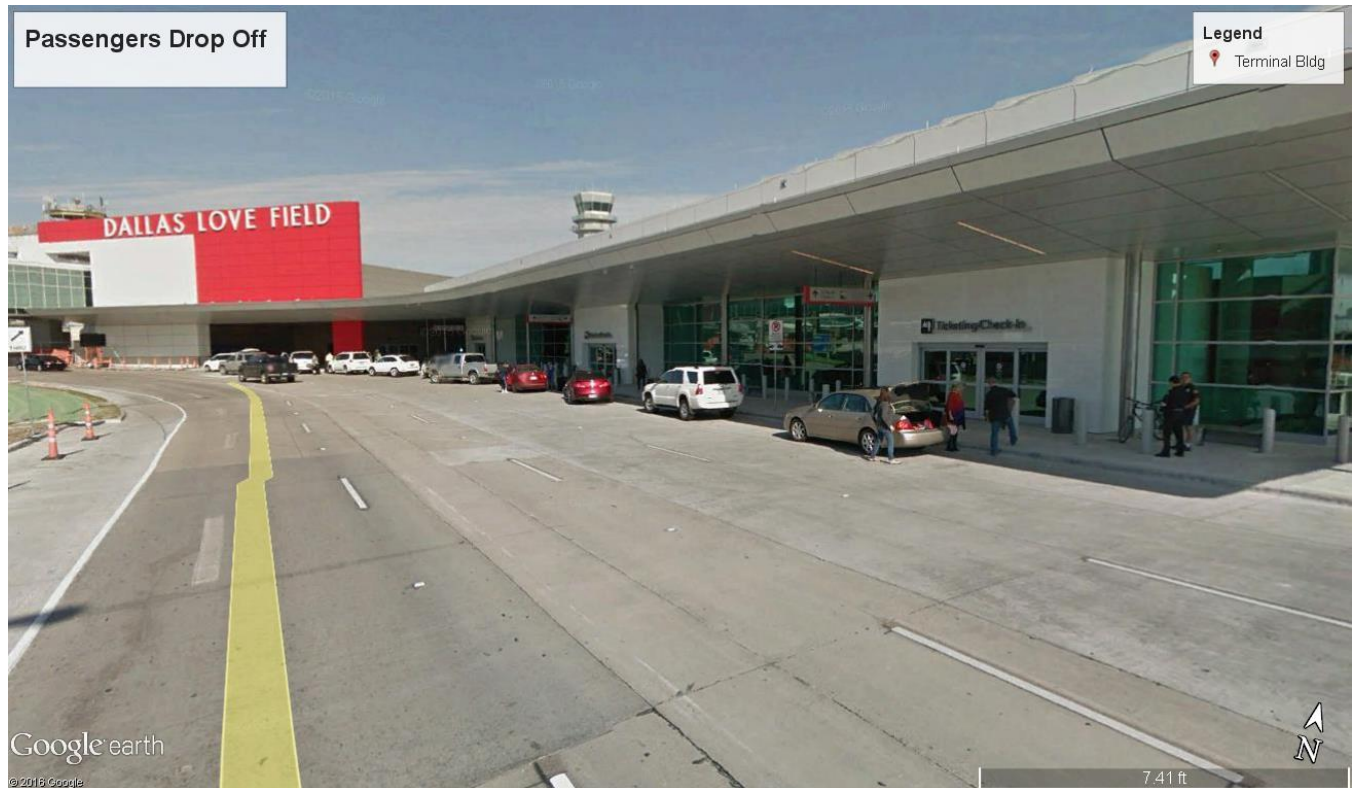
For emergencies, call 911.

PASSENGER DROP-OFF

All departing passengers may be dropped off on the upper level at the Terminal Ticketing Hall curbside. Patrons may park long enough to unload passengers and luggage.

Unattended vehicles or other illegally parked vehicles parked at the terminals curbsides will be ticketed and/or towed.

If customers would like to escort a passenger(s) into the terminal up to security, parking is available in the parking garage for thirty minutes or less at no charge.



Contact Information

Airport Communication Center: 214-670-LOVE (5683)

PASSENGER PICK-UP

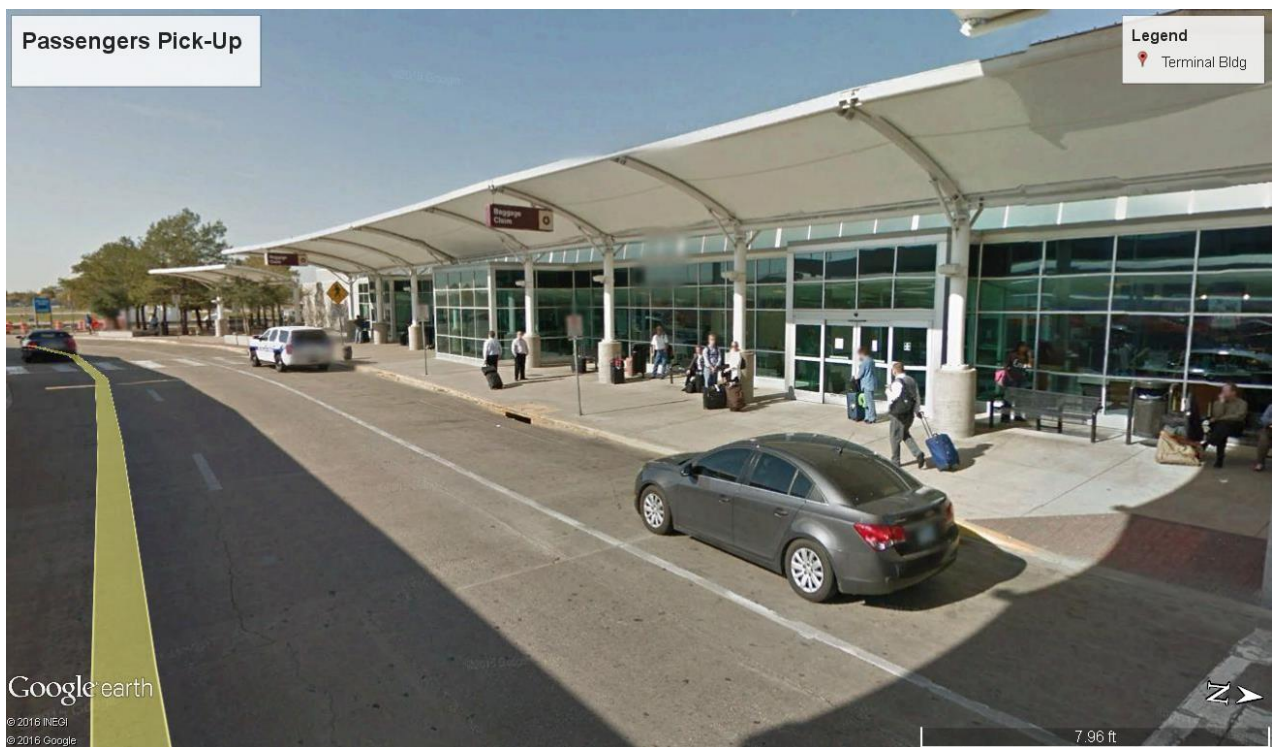
Personal vehicles pick-up location

Personal vehicles shall load their passengers on the upper level curbside at Baggage Claim.

- Note: Transportation for Hire vehicles are NOT permitted to pick up on the Upper Level.

Unattended vehicles or other illegally parked vehicles parked at the terminals curbsides will be ticketed and or towed.

If customers would like to escort a passenger(s) into the terminal up to security, parking is available in the parking garage for 30 minutes or less at no charge.



Contact Information

Airport Communication Center: 214-670-LOVE (5683)

TAXICABS

Taxicabs operating at the Airport, must first report to a remote holding facility located at 6828 Ansley Avenue. The taxicabs at the remote holding facility are dispatched as need to the loading areas at the airport Terminals.

Taxicab service is provided on the lower level at the Baggage Claim tunnel, curb and area marked in yellow.

Taxicab Fares:

Initial Meter Drop	\$ 2.25
Each additional 1/9 mile	\$ 0.20
Traffic delay/waiting time each 90 second	\$ 0.45
Extra Passengers (up to rated seating capacity)	\$ 2.00
Minimum when trip originates at Love Field	\$ 8.00
Love Field Loading Fee	\$ 2.50
Love Field to/from Dallas Central Business District	\$21.00, includes \$2.50 loading fee
Love Field to/from Dallas Market Center Area	\$18.00, includes \$2.50 loading fee

Taxicab Passengers drop off location

Taxicab drivers shall unload passengers on the upper level at the Ticketing Hall.

Contact Information

Airport Communication Center: 214-670-LOVE (5683)

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TAXICABS (cont.)

Taxicab Companies:

COMPANY	PHONE NUMBER	COMPANY	PHONE NUMBER
4 Wheels	469-544-7173	Jet Taxi	800-538-8294
Alamo	214-668-1999	King Cab	214-207-5800
Abyssinia Cab	469-920-4098	Mockingbird	214-440-8704
Ambassador Cab	214-905-1111	Multicolor	972-514-1155
Arlington Taxi Cab	682-557-0001	My Car	469-618-0920
Bengal Transport	972-695-6355	Ranger Cab	214-421-9999
Beer Sheba	214-735-3515	Sonja	214-991-9471
Checker Cab	214-207-5800	Sky	972-621-9606
Cowboy Cab	214-428-0202	Star Cab	214-252-0055
Dallas	214-753-6994	State Cab	214-630-9595
DFW Airport	214-207-5800	Taxi Dallas	214-821-8294
Diamond Taxi	214-207-5800	Texas Cab	214-215-5966
Eagle Cab	214-421-7788	US Cab	214-207-5800
Executive Cab	972-554-1212	United Cab	817-460-6800
Freedom Cab	214-712-0800	UZ	214-574-6449
Golden Cab	972-484-4848	Yellow Cab	214-426-6262

Contact Information

Airport Communication Center: 214-670-LOVE [(5683)]

LIMOUSINES, SEDANS & BLACK CAR SERVICES

All Limousine, Sedan and Black Car companies that operate vehicles at Dallas Love Field must obtain an Operating Authority (Permit) from the City of Dallas, Department of Aviation, Transportation Regulation Division. Limousine, Sedan and Black Car companies operate on a prearranged basis only. The passengers shall select a limousine company for service **prior** to arriving at the airport. A list of Dallas Limousine, Sedan and Black Car companies may be accessed from the internet or by contacting the City of Dallas – Department of Aviation, Transportation Regulation division at, (214) 670-3161. Rates are determined by Limousine, Sedan and Black Car Companies and vary according to passenger designation.

Limousine Loading Zone

Limousine and Sedan Car service is provided in Garage A – Level 1, Row E. There are 12 parking spaces marked “Limo and Shuttle Only, 2-hour limit”. These spaces are intended for Drivers to park (with a pickup in process); and, to meet their customers on the curb or in the terminal. No staging is allowed.

Black Car Service Loading Zone

Black Car for Hire has moved to the inner curb area next to the taxis.

TRANSPORTATION NETWORK COMPANIES

All Transportation Network Companies (TNC) operate on a prearranged basis only via web-based application. Rates are determined by the TNC and vary according to passenger designation.

TNC Loading Zone

TNC service is provided on the lower level downstairs from the Baggage Claim area in the green and yellow areas with light blue signs stating, “Transportation Network Companies”. **Note:** This is the only approved area for TNC pickup.

TNC Passengers drop off location

TNC shall unload passengers on the upper level at the Ticketing Hall.

Contact Information

Airport Communication Center: 214-670-LOVE (5683)

SHARE-RIDE SHUTTLES

All Share-Ride Shuttle companies that operate vehicles at Dallas Love Field must obtain an Operating Authority (Permit) from the City of Dallas, Department of Aviation, Transportation Regulation Division. Share-Ride shuttles at Dallas Love Field operate on an on-demand and prearranged basis. Visit the airport website at www.dallaslovefield.com for a listing of Share-Ride Companies. Rates are determined by Share-Ride Companies and vary according to passenger designation.

Share-Ride Loading Zone

Share-Ride Shuttle service is provided in Garage A – Level 1, Row E. There are 12 parking spaces marked “Limo and Shuttle Only, 2-hour limit”. These spaces are intended for Drivers to park (with a pickup in process); and, to meet their customers on the curb or in the terminal. No staging is allowed.

Shuttle Companies:

Aries Shuttle	972-499-7787
City Shuttle	214-777-7777
Premier Transportation	214-651-7000
Super Shuttle	800-258-3826
Yellow Checker	817-267-5150

COURTESY VEHICLES

All Courtesy Vehicle Service Companies who access the airport for business are required to apply for an annual registration permit. Courtesy vehicles not regulated by transportation regulations must have a Dallas Love Field decal. Courtesy vehicle companies shall complete a Commercial and Courtesy Vehicle application form and submit the required decal fee of \$15.00 per vehicle to the Transportation Coordinator at Dallas Love Field. A list of Courtesy vehicles is located in the baggage claims area of the terminal and on the website www.Dallas-Lovefield.com.

Courtesy Vehicle Loading Zone

Courtesy Vehicle service is provided on the lower level, downstairs from Baggage Claim.

Courtesy Vehicle Passengers Drop-off Location

Courtesy Vehicle drivers shall unload passengers on the lower level unless otherwise approved.

HOTELS

Hotel Shuttle drop-off/pick-up location

Hotel Shuttle drivers shall load **and** unload their passengers on the lower level curbside at downstairs from the Ticketing Hall.

Aloft Dallas Love Field 2333 W. Mockingbird Ln. Dallas, TX 75253 214-358-7575	Baymont Inn & Suites Dallas/Love Field 2370 W. Northwest Hwy. Dallas, TX 75220 214-646-1245	Candlewood Suites Dallas/Market Center – Love Field 7930 N. Stemmons Fwy. Dallas, TX 75247 214-631- 3333	Comfort Inn & Suites Love Field/Dallas Market Center 7138 N Stemmons Fwy. Dallas, TX 75247 214-461-2677
Country Inn & Suites by Carlson, Love Field 2383 Stemmons Trail Dallas, TX 75220 214-352-7676	Crowne Plaza Dallas – Market Center 7050 N. Stemmons Fwy. Dallas, TX 75247 214-630-8500	Dallas Marriott Suites Medical/Market Center 2493 N Stemmons Fwy, Dallas, TX 75207 214-905-0050	Doubletree by Hilton Dallas-Love Field 3300 W. Mockingbird Ln. Dallas, TX 75235 214-357-8500
Embassy Suites by Hilton Love Field 3880 W. Northwest Hwy. Dallas, TX 75220 214-357- 4500	Embassy Suites by Hilton Dallas Market Center 2727 N. Stemmons Fwy. Dallas, TX 75207 214-630-5332	Fairfield Inn & Suites Dallas Medical/Market Center 2110 Market Center Blvd. Dallas, TX 75207 214-760-8800	Hawthorne Suites by Wyndham Dallas/Love Field Airport 7900 Brookriver Dr. Dallas, TX 75247 214-306-8409
Hilton Garden Inn Dallas/Market Center 2325 N. Stemmons Fwy. Dallas, TX 75207 214-634-8200	Holiday Inn – Express Dallas/Stemmons Fwy. (I-35E) 2287 W. Northwest Hwy. Dallas, TX 75220 214-350-4011	Holiday Inn Dallas Market Center 4500 Harry Hines Blvd. Dallas, TX 75219 214-219-3333	Homewood Suites by Hilton Dallas – Market Center 2747 N. Stemmons Fwy. Dallas, TX 75207 214-819-9700
La Quinta Inn & Suites Dallas Love Field 8300 John W. Carpenter Fwy. Dallas, TX 75247 214-414-9000	La Quinta Inn & Suites Dallas – I35 Walnut Hill Ln. 2421 Walnut Hill Ln. Dallas, TX 75229 972-247-8530	Le Méridien Dallas The Stoneleigh 2927 Maple Ave. Dallas, TX 75201 214-871-7111	Magnolia Hotel Dallas – Park Cities 6070 N. Central Expy. Dallas, TX 75206 214-750-6060
Magnolia Hotel – Downtown 1401 Commerce Street Dallas, TX 75201 214-915-6500	MCM Elegante Hotel 2330 W. Northwest Hwy. Dallas, TX 75220 214-351-4477	Radisson – Dallas Love Field Dallas-Love Field 1241 W. Mockingbird Ln. Dallas, TX 75247 214-630-7000	Ramada Dallas Love Field 1575 Regal Row Dallas, TX 75247 214-638-6100
Renaissance Dallas Hotel 2222 N. Stemmons Fwy. Dallas, TX 75207 214-631-2222	Residence Inn Dallas Market Center 6950 N. Stemmons Fwy. Dallas, TX 75247 214-631-2472	Sheraton Suites Market Center Dallas 2101 N. Stemmons Fwy. Dallas, TX 75207 214-747-3000	SpringHill Suites by Marriott DallasNW Hwy @ Stemmons/I35 2363 Stemmons Trl. Dallas, TX 75220 214-350-2300
Sterling Hotel - Dallas 1055 Regal Row Dallas, TX 75247 214-634-8550	Warwick Melrose Hotel, Dallas 3015 Oak Lawn Ave, Dallas, TX 75219 214-521-5151	Wingate by Wyndham Dallas Love Field 8650 N. Stemmons Fwy. Dallas, TX 75247 214-531-6127	

PARKING COMPANIES

Parking Companies drop off /pick-up location

Shuttle drivers shall **load** their passengers on the lower level curbside marked Hotel/Parking Shuttle downstairs from the Ticketing Hall.

Parking Companies:

Parking Companies of America (On Airport Parking)	214-350-4881
Love Connection I (Off Airport Parking)	
Best Parking	214-357-9438
Parking Spot I	214-350-2410
Parking Spot II	214-366-7679

Contact Information

Airport Communication Center: 214-670-LOVE (5683)

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RENTAL CARS

Rental Car drop off /pick-up location

Rental Car drivers shall **load** and unload their passengers on the lower level curbside, dark blue area downstairs from the Ticketing Hall.

Rental Car Companies:

Advantage Rent a Car	1-800-777-5500
Alamo Rent a Car	1-800-327-9633
Avis Car Rental	1-800-331-1212
Budget Car Rental	1-800-527-0700
Dollar Car Rental	1-800-800-4000
Enterprise Rent-a-Car	1-800-736-8227
Hertz Car Rental	1-800-654-3131
National Car Rental	1-800-227-7368
Thrifty Car Rentals	1-888-400-8877

Contact Information

Airport Communication Center: 214-670-LOVE (5683)

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PUBLIC TRANSPORTATION

The city's public transportation is provided by Dallas Area Rapid Transit (DART). Dallas Area Rapid Transit (DART) is the public transit authority for Addison, Carrollton, Cockrell Hill, Dallas, Farmers Branch, Garland, Glenn Heights, Highland Park, Irving, Richardson, Rowlett, Plano & University Park. For customer information, contact DART at (214) 979-1111. Visit DART's website. www.dart.org.

Traveling to and from Dallas Love Field Airport:

Bus Route 524 operates between Dallas Love Field and **Inwood/Love Field Station**, providing a link between DART Rail **Green Line** and **Orange Line** and Love Field Terminal. Frequency of service between the Inwood/Love Field Station and Love Field Airport is every 20 minutes seven days a week.



Inwood/Love Field Station

The **Green Line** and **Orange Line** provide service to downtown Dallas. Transfer to the **Red Line** or **Blue Line** at any one of these four stations — West End, Akard, St. Paul or Pearl. Victory Station on the **Green Line** and **Orange Line** provides a connection between DART Rail and the **Trinity Railway Express (TRE)** commuter rail.

View the [DART Rail System Map](#) for more information about stations

Fares

A two-hour pass is \$2.50* and is good for two hours from purchase. A one-day pass is available for \$5.00 and is good for unlimited rides on local DART bus routes and DART Rail (including your return trip) until 3 a.m. the next day.

***Note:** The two-hour pass replaces the bus single-ride and the light rail 90-minute fares. This pass allows customers the ability to transfer between bus and rail.

Contact Information

Airport Communication Center: 214-670-LOVE (5683)

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PARKING GARAGE

For Parking Garage information call **(214) 670-PARK** or Parking Company of America at 214-350-4881.

Electric Vehicle Parking:

Dallas Love Field is “Green With Envy”. Electric cars can now be charged at 1 of the 3 charging stations at the airport. Parking Garage B has 6 charging stations at the entrance into the garage, designated as Electric Avenue. Parking Garage A has 6 charging stations on Level 1 by the elevators adjacent to the handicapped stalls. Parking Garage A also has 6 more charging stations on Level 3 by the elevators and the sky bridge that connects to the main terminal.

Americans with Disabilities Act:

ADA accessible parking spaces are located on each level of the parking garage with proper identification and the display of a handicap license plate or rearview mirror placard.

TollTag Parking:

TollTag parking is available at Dallas Love Field Garage. Readers are located at all entry lanes to scan your TollTag as you enter the parking garage. When you leave through the designed TollTag exit lanes, your TollTag account is automatically charged for the parking fee. You can disengage your TollTag at www.ntta.org.

Parking Rates:

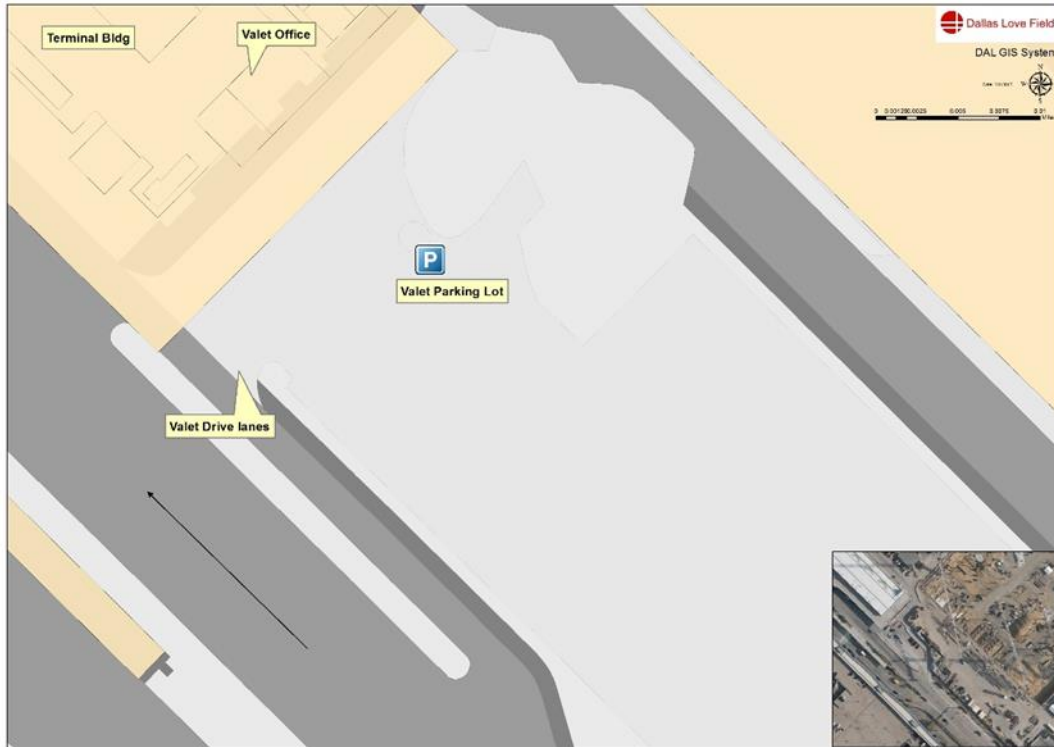
PARKING GARAGE A (Short Term)	PARKING GARAGE B (Long Term)
0.0 – 0.5 Hour = \$0.00	0.0 – 0.5 Hour = \$0.00
0.5 – 1.0 Hour = \$4.00	0.5 – 1.0 Hour = \$3.00
1.0 – 2.0 Hours = \$6.00	1.0 – 2.0 Hours = \$5.00
2.0 – 3.0 Hours = \$10.00	2.0 – 3.0 Hours = \$7.00
3.0 – 5.0 Hours = \$13.00	3.0 – 5.0 Hours = \$10.00
5.0 – 24 Hours = \$17.00	5.0 – 24 Hours = \$13.00

MAP OF PARKING GARAGE A and B



VALET PARKING OPERATION

A Premium Valet Parking Service is available at the east entry to the Ticketing Hall. Customer vehicles can be dropped off at the entryway into the Ticketing Hall and vehicles will be stored and monitored in close proximity to the drop off location. The valet service will provide quick and easy access into the Ticketing Hall one way in and one way out and adjacent terminal. The cost for the valet service is \$24.00 per day.



<u>Valet Pricing</u>	
0-1 Hour	\$8.00
1-2 Hours	\$13.00
2-3 Hours	\$16.00
3-5 Hours	\$19.00
5-24 Hours	\$24.00

CELL PHONE WAITING LOT/EXPRESS PICK UP AREA

Dallas Love Field Cell Phone Waiting Lot and Express Pick Up Area is now located on the 1st floor of Garage A. This is a parking area where drivers are encouraged to wait in their vehicles for arriving passengers to meet them, as this area is adjacent to the terminal and eliminates the need to drive on the upper roadway. The parking spaces in this area have a maximum time of two (2) hour occupancy and is strictly enforced. Customers should NOT leave their cars in the Cell Phone Waiting Lot/Express Pick Up Area for more than two (2) hours. If they do, they are subject to being ticketed and/or towed.

If a customer wants to park, he/she will need to use the other Parking Garage areas or Paid Surface Parking Lots.



FACILITIES MAINTENANCE

The Airport’s Facilities Maintenance division is responsible for operation, maintenance and repair of the terminal finishes and systems. Facilities will perform the following maintenance and repair services for your space.

- HVAC – all regularly scheduled preventive maintenance on heating, cooling and ventilating equipment including replacing filters, checking and replacing belts, and cleaning coils.
- Electrical – Replacing bulbs and ballasts and annual infrared scanning of subpanels.
- Plumbing – monthly drain and grease trap maintenance and inspection of backflow devices.
- Emergency systems – monthly and annual inspection of fire alarm, sprinklers and extinguishers.

The reimbursements for these services are itemized below:

Chart A
(Preliminary)

HVAC Monthly PM of Unit	\$100
Plumbing Drain Maintenance or Clear	\$100
Electrical Work /Replace Light Bulb/s	\$50
On-demand repairs/Plus cost of materials or equipment	\$25/hour

Contact Information

For maintenance and repairs call
Airport Communication Center: 214-670-LOVE (5683)

FACILITIES MAINTENANCE – Summary of Operation & Maintenance Responsibilities

As stated in the Amended and Restated Lease of Terminal Building Premises by and between City of Dallas and Airlines dated effective October 1, 2008; Article 8. Operation and Maintenance and as shown on Exhibit I – Summary of Operation and Maintenance Responsibilities.

**Exhibit I
Summary of Operation and Maintenance Responsibilities ****

Maintenance Item	City Duty	Airline Duty
Management and Administration		
General Manager	X	X
Operations Manager	X	X
Financial/Clerical	X	X
Duty Managers	X	X
Administrative Assistant	X	X
Dispatchers	X	X
Ramp Services		
Snow Removal		
<i>Airside</i>	X	
<i>Landside Curb</i>	X	
<i>Arrival/Departure</i>	X	
Ramp Cleaning/Sweeping		
<i>Aircraft Parking Areas</i>		X
All Other Ramp Areas	X	
Striping	X	X
Airline Ground Service Equipment		X
<i>Aircraft Safety Envelope</i>		X
<i>Bag Room Roadways</i>		X
<i>Vehicle Service Road</i>	X	
<i>Movement Areas</i>	X	
Gate Scheduling		X
Gate Control		X
RON Scheduling		X
Deicing		X
Into Plane Fueling		X
Ground Handling		X
Provisioning / Catering		X
Baggage Handling		X
Cabin Services		X
Overnight Aircraft Cleaning		X
Ramp Control		X

Maintenance Item	City Duty	Airline Duty
Facility O&M Services		
Janitorial		
<i>Hold Room</i>	X	
<i>Concourse</i>	X	
<i>Lobby</i>	X	
<i>Baggage Claim</i>	X	
<i>Airline Space</i>		X
<i>Restrooms</i>	X	
<i>Dept. of Aviation (DOA) Space</i>	X	
Building Maintenance		
<i>Airline Operations</i>		X
<i>Public Spaces</i>	X	
<i>DOA Space</i>	X	
Window Washing	X	
Preventative Maintenance	X	
Conveying Systems		
<i>Moving Walkways</i>	X	
<i>Escalators</i>	X	
<i>Elevators</i>	X	
Building Management System	X	
Utilities (Electric, Water, Gas, Sewer)	X	
Lighting	X	X
<i>Apron</i>	X	
<i>Hold Room</i>	X	
<i>Concourse</i>	X	
<i>Lobby</i>	X	
<i>Baggage Claim</i>	X	
<i>Airline Space</i>		X
<i>DOA Space</i>	X	
HVAC System and Controls	X	
Security Systems	X	
Closed Circuit Television (CCTV)	X	X
Paging System		X
Premise Distribution System	X	
Distributed Antenna System		X
Telephone System	X	X

Maintenance Item	City Duty	Airline Duty
Airline Systems		
<i>Passenger Boarding Bridges</i>		X
<i>Aircraft Ground Power</i>		X
<i>Aircraft Preconditioned Air</i>		X
<i>Potable Water</i>		X
<i>MUFIDS</i>		X
<i>Baggage Handling Systems</i>		X
<i>Baggage Claim Devices</i>		X
<i>Hydrant Fueling</i>		X
<i>Battery Chargers</i>		X
Central Receiving	X	
Diesel Load Rack		X
Triturator	X	
Fire System Testing & Inspections	X	
Keying System	X	
Signage	X	
Automatic Doors	X	
Waste Removal	X	
Pest Control	X	
Passenger Processing Services		
Ticket Verification Agents		X
Skycap Services		X
Ticket Agents		X
Gate Agents		X
Wheelchairs		X
Baggage Service Office Agents		X

** This Exhibit I sets forth Airport maintenance responsibilities.

Tenants are not allowed uncontrolled access to the roof or mechanical, electrical or plumbing spaces. If you need access to an MEP space or the roof, contact the Airport Communication Center at 214-670-LOVE or by email at 214670love@dallascityhall.com and request an escort. Submit your request at least 72 hours in advance.

KEYS CONTROL & LOCK PROCEDURES

In an effort to adequately control access and ensure the integrity and security of facilities and property at the Dallas Love Field Airport, the Department of Aviation (AVI) established the following procedures to regulate the issuance, control, accounting, and return of all keys under the approved airport key system.

The Landside Operations Division through its Key Control administration is the authorized entity responsible for creation, modification, initiation, and implementation of these procedures. The Landside Operations Division is responsible for maintaining all key and core records, cutting keys, combination cores, providing all office forms used for the system and issuing periodic reports as required.

The Department of Aviation will be required to have access to all tenant spaces to ensure the integrity of our facilities and the safety of all those who occupy the premises. Under no circumstances will tenants be allowed to purchase or install their own locks or cores in facilities owned by the Department of Aviation.

Approved signatories are authorized to approve the issuance of key(s) to their immediate employees or subcontractors under their purview. The Department of Aviation reserves the right to disapprove the issuance of keys to any personnel not having a valid need for a key, a repeat violator of airport rules and regulations, or has been identified as a safety or security risk to the airport.

The user organization authorizing the issuance of any keys will be responsible for the costs incurred to restore the integrity and security to an area when a key is lost. They will also be responsible for verifying the physical existence of keys they have authorized and the continuing need for those keys. The user organization will be responsible for the return of issued keys when the individual employee no longer needs the keys or is no longer employed at the airport.

Replacement Costs

Upon receiving notice of a compromised area due to lost or stolen keys Landside Operations Division will:

- Replace all affected cores.
- Re-issue keys to open the affected cores.
- The Department of Aviation will compute the total labor and materials cost and bill the responsible department/company

Individuals having been issued Department of Aviation keys are authorized to use the keys for their individual access to their authorized work areas, only while in the performance of their official duties. All issued keys must be in the possession of the person to whom the key was issued or stored in a secure location, at all times. Key holders shall not loan their keys.

Signatories are responsible for reporting lost keys immediately. All keys remain the property of the Department of Aviation. Obsolete and unneeded keys must be returned to the Landside Operations Division, Key Office for disposal and for clearing the employees of all responsibilities, and the liability of the authorizing department.

KEYS CONTROL AND LOCK PROCEDURES (cont.)

To request Keys or Change Locks

1. Complete the KEY REQUEST FORM and forward to your organization's signatory for approval. The signatory and forward approved request to Landside Operations Division Key Office at: AVIKEYOFFICE@dallascityhall.com or AVILSO@dallascityhall.com.
2. The Landside Operations Division Key Office will verify the approving signatory signature, cut the key(s), and/or change locks, and record the changes in the database.
3. When the key/lock request is complete, Landside Operations Division Key Office will notify the organization or requestor that the key is ready to be picked up at the Key Control office by the individual receiving the key. No one will be allowed to pick up a key for another individual.
4. Landside Operations Division Key Office will retain the KEY REQUEST FORM and the KEY RECEIPT FORM.
5. A database will be maintained by the Landside Operations Division that records each key issued to the individual, who was issued the key, and the responsible organization/tenant. Annually, a report will be sent out to each organization/tenant to inventory their keys. Organizations other than the Department of Aviation must develop internal tracking procedures and make these records available for audit purposes.
6. To be released from accountability, employees must return all keys prior to final out-processing. For personnel assignment changes within the organization, the employee or organization representative will return all keys to key control office and their new organizations must submit a new key request for reassigned personnel. Airlines, tenants or organizations will incorporate the same requirement into their internal procedures.
7. Request forms not properly submitted will be returned to the requesting organization.

Current Key Charges

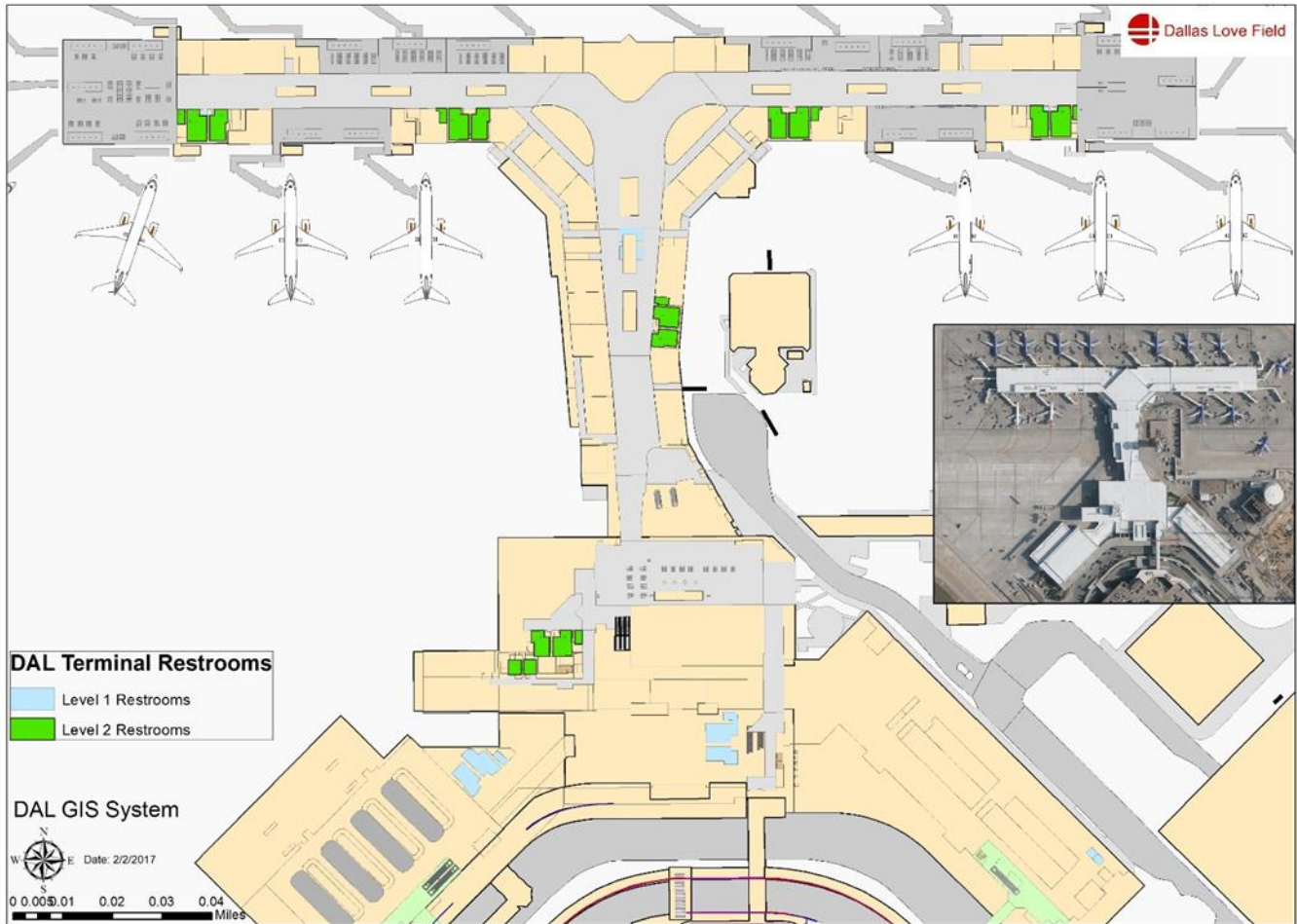
New Core of Recombine an Existing core	\$15.00
New Key	\$15.00
Replace Key (because of wear or damage)	No Charge
Replace Worn Core (normal wear)	No Charge

All key blanks and materials will be furnished by Landside Operations Division. For Key request forms please email the key office at: AVIKEYOFFICE@dallascityhall.com. For further information, please contact the Landside Operations Department Key Office at (214) 671-0432.

If a key has been lost, please immediately contact the Airport Communication Center at 214-670-LOVE [670-5683].

PUBLIC RESTROOMS

Public Restrooms are located throughout the Terminal Building, identified by the red circle areas on the graphic below.

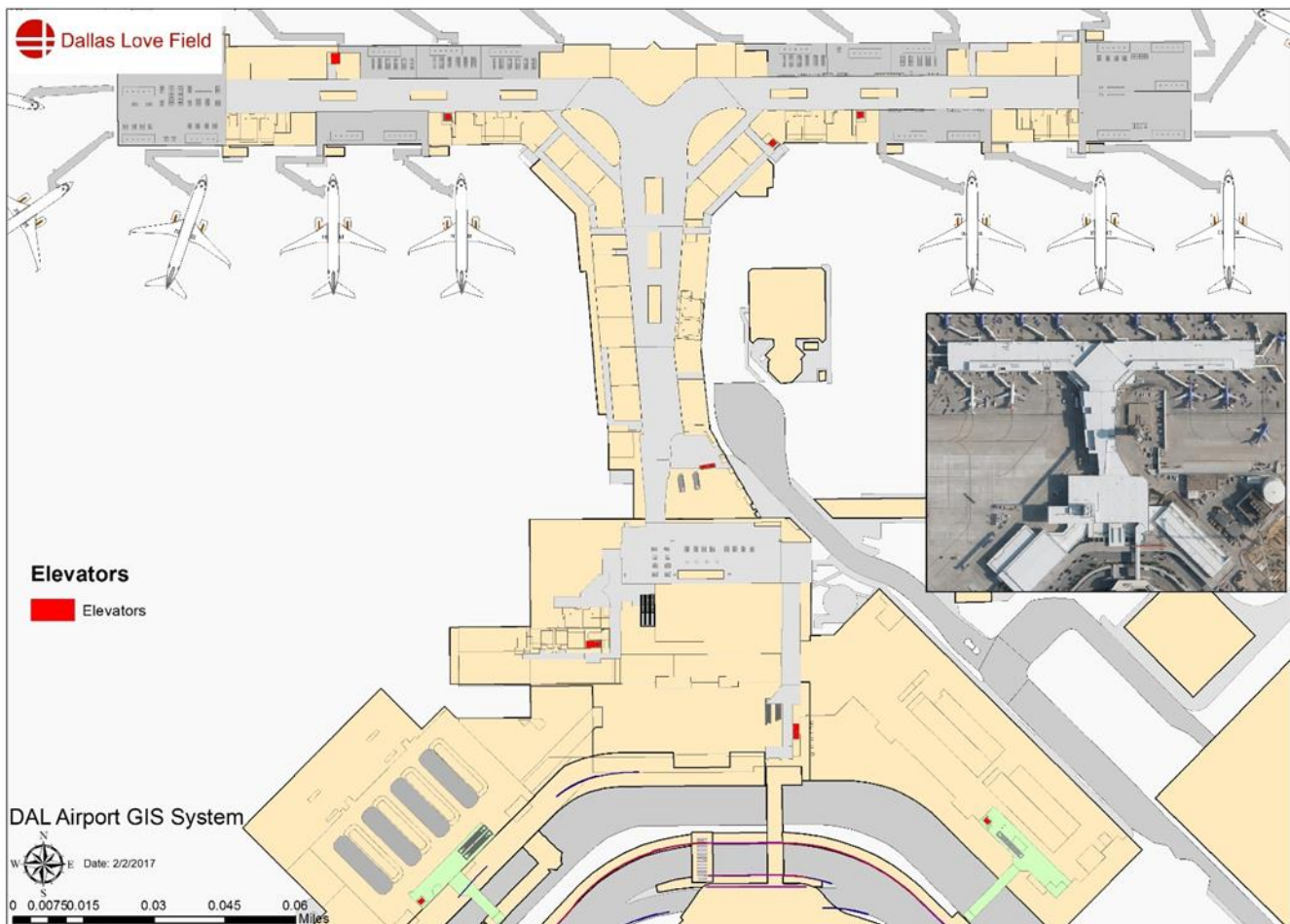


For maintenance, supplies or other plumbing issues please call Airport Communication Center at, 214 670-LOVE [670-5683]

ELEVATORS

Passenger elevators are located:

1. Post screening adjacent to the escalators at the base of the entry into the terminal
2. Pre-screening adjacent to the escalators from the garage sky bridge to the main terminal lobby and on the left side of the lobby to either access the meter greeter area or for arrival departing the terminal
3. Along the 3rd level moving sidewalks serving the four levels of Garage B. Each elevator foyer is color coded to coincide with the public parking levels, enabling passengers to better locate their vehicle location
4. In the Ticketing Hall to access the lower level roadway cross over to Garage A



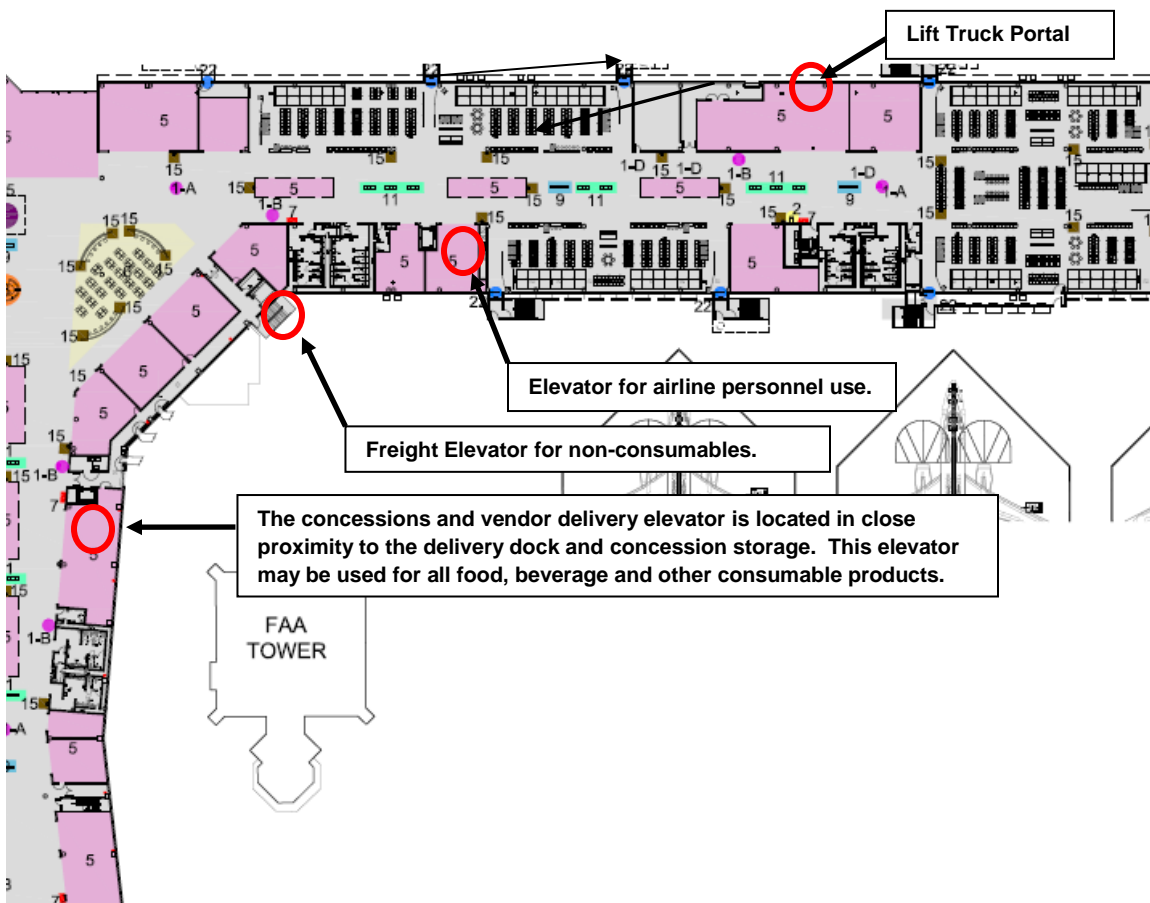
ELEVATORS (cont.)

Concourse elevators for use by concessions and airline tenants are located at strategic locations as indicated on the map below to enable access between the first and second levels of the Terminal Building.

East Side of Terminal Building

Concession deliveries from the back dock of the terminal building or from the concessions storage locations will utilize the two elevators indicated on the rendering below.

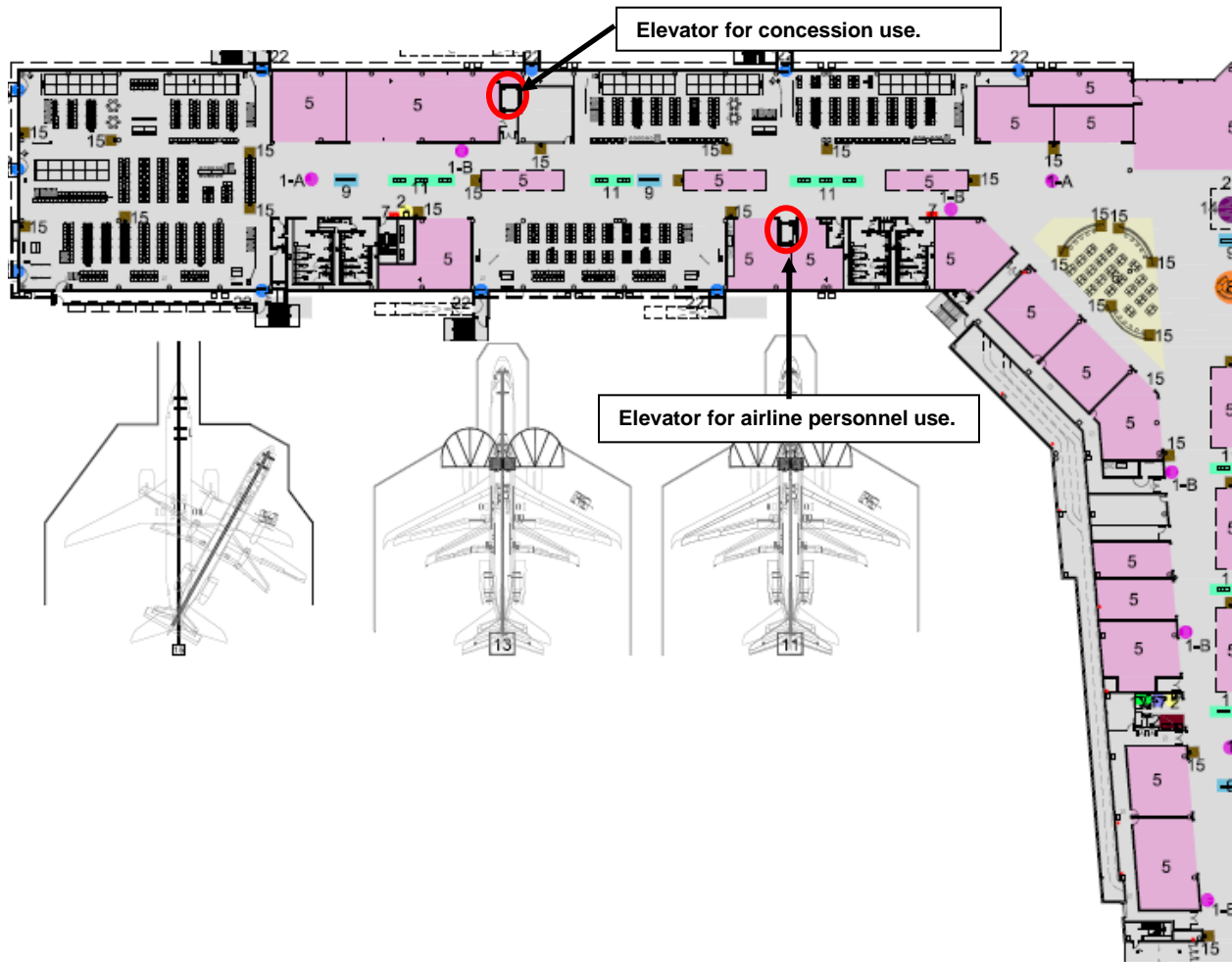
Also shown below is the east side lift truck delivery portal for concession deliveries to the 2nd level service corridor, utilizing a lift truck (there is no elevator at this portal location). Great care must be taken maneuvering lift truck in and around aircraft and aircraft support vehicles.



ELEVATORS (cont.)

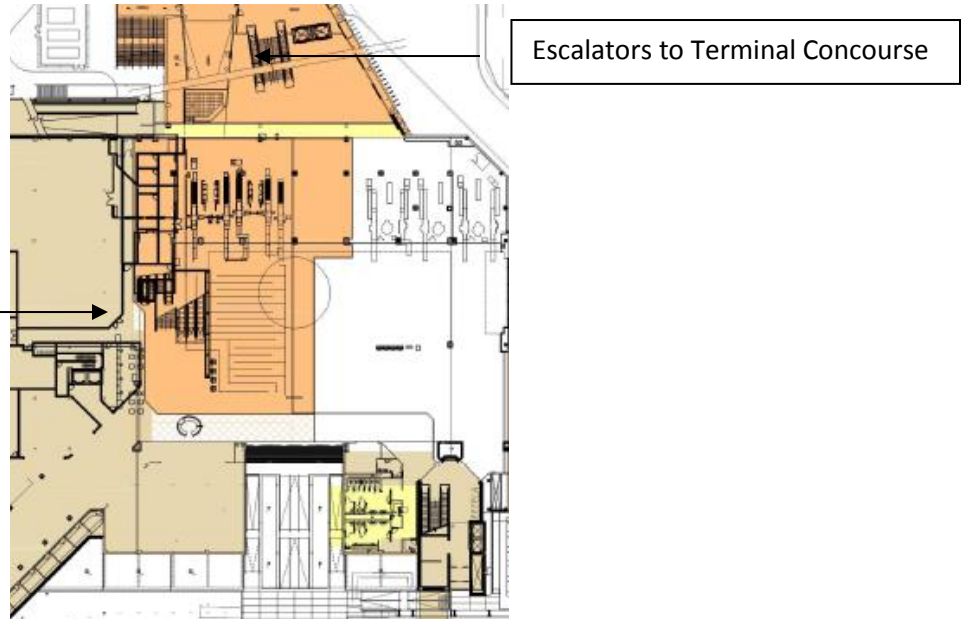
West Side of Terminal Building

Concession deliveries for the West Side of the Terminal Building may be made via airside delivery to the freight elevator shown below. This location may be utilized between the hours of 12:00 AM and 5:00 AM for concession deliveries to the 2nd level units.

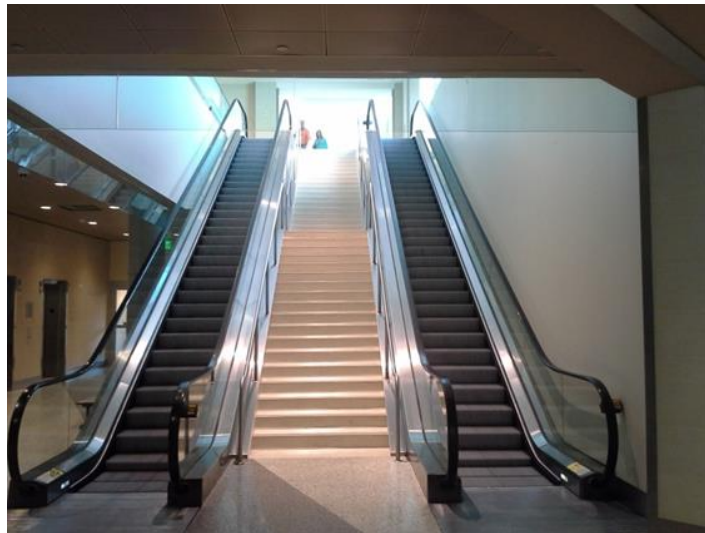


ESCALATORS

Escalators are located in the Main Terminal Lobby and are used to access the new terminal concourse gates for all flights. Arriving passengers also use these escalators to leave the concourse area to access baggage claim and transportation services.

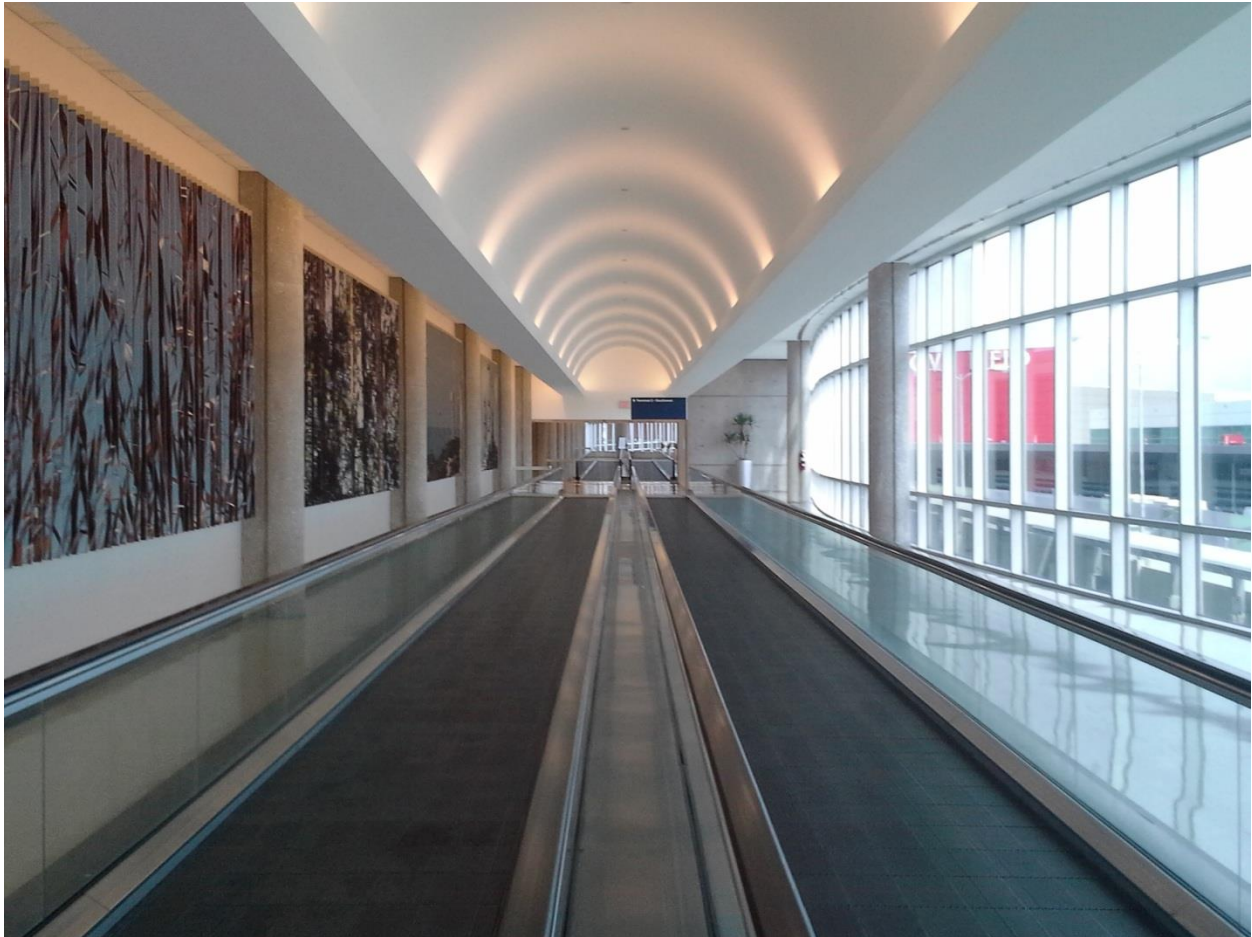


Escalators are also located on the west side of the terminal lobby to access both garage A and Garage B third level parking.



MOVING SIDEWALKS

Moving sidewalks are located on the third level of the parking garage concourse and run the entire length of the garage complex, with several foyer elevators to access levels 1, 2 and level 4 of the garage. Each foyer is color coded to assist you in locating your vehicle. The garage concourse connects to the Main Terminal Lobby via the Sky Bridge that crosses Cedar Springs.



For maintenance issues relating to elevators, escalators or the moving sidewalks please call Airport Communication Center at 214-670-LOVE (5683).

CONCESSION HOURS OF OPERATION/FLIGHT DELAYS

Concessionaire shall ensure that the assigned locations are continuously open for business and provide all services and sales activities as required by the Contract every day during the term of the contract, at such hours as are necessary for Concessionaire to be open ninety (90) minutes before the time of the first scheduled outgoing flight of the day until the time of the last scheduled outgoing flight of the day ("Store Hours"). Any modifications to Store Hours that may be requested from time to time by Concessionaire shall be subject to the Director's prior written approval as determined in his or her sole discretion.

Notwithstanding anything in the Contract to the contrary, Concessionaire agrees to remain open beyond Store Hours at the Director's request for events including, but not limited to, the following:

- (a) Operations during Periods of Flight Delays. In the event of delayed flights at the Airport, Concessionaire shall remain continuously open and provide all services and sales activities as required by this Contract until said flights depart the gate or City otherwise instructs, even if such period is beyond the current Store Hours for said Assigned Food and Beverage Location.
- (b) Emergency Operations. If City deems it necessary, on an emergency basis, to serve the public during times other than Store Hours, Concessionaire shall remain continuously open and provide all services and sales activities in the facilities as required by City during the emergency period.
- (c) Federal Regulations. If the Director deems it necessary for City and/or Concessionaire to remain in compliance with any federal statutes or regulations, Concessionaire shall remain continuously open and provide all services and sales activities in the facilities as required by the Director.

Concessionaire shall not be deemed to have breached or be in default in respect of such hours of operation requirements as a result of temporary closing of an assigned location in connection with maintenance or repairs, renovation or remodeling, inventories, or other temporary closing in the normal course of the Concessionaire's business provided that Concessionaire has received from City, prior to such temporary closing, permission for such temporary closing in writing.

Concessionaire shall prominently post in each of the Assigned Food and Beverage Locations, in an area visible to customers, the current listing of the facility's hours of operation.

For issues relating to Concession Hours please call, Airport Communication Center at, 214-670-LOVE (5683).

CONCESSION DELIVERY/SALLY PORT

Dallas Love Field has constructed a security screening delivery portal (“Sally Port”) specifically for product delivery by all concessionaires to the new terminal building. All concession deliveries must enter through the Sally Port. This is the only point of entry and exit for any and all concession deliveries. Deliveries of any kind are prohibited through the terminal security checkpoint. See following map for location of the Sally Port at the end of Tom Braniff Lane.

The Sally Port is managed by a third-party operator (“Dock Master”) Bradford Airport Logistics, that will be responsible for the coordination and scheduling of all concession deliveries to the Sally Port, coordinating the inspection process at the Sally Port and delivering products/merchandise to the Terminal Building. It is anticipated that all deliveries to the terminal through the Sally Port will take place between the hours of 3:00AM and 3:00PM, Monday through Friday, and 3:00AM to 12:00PM, Saturday and Sunday. Special arrangements will be required for any delivery outside this time range.

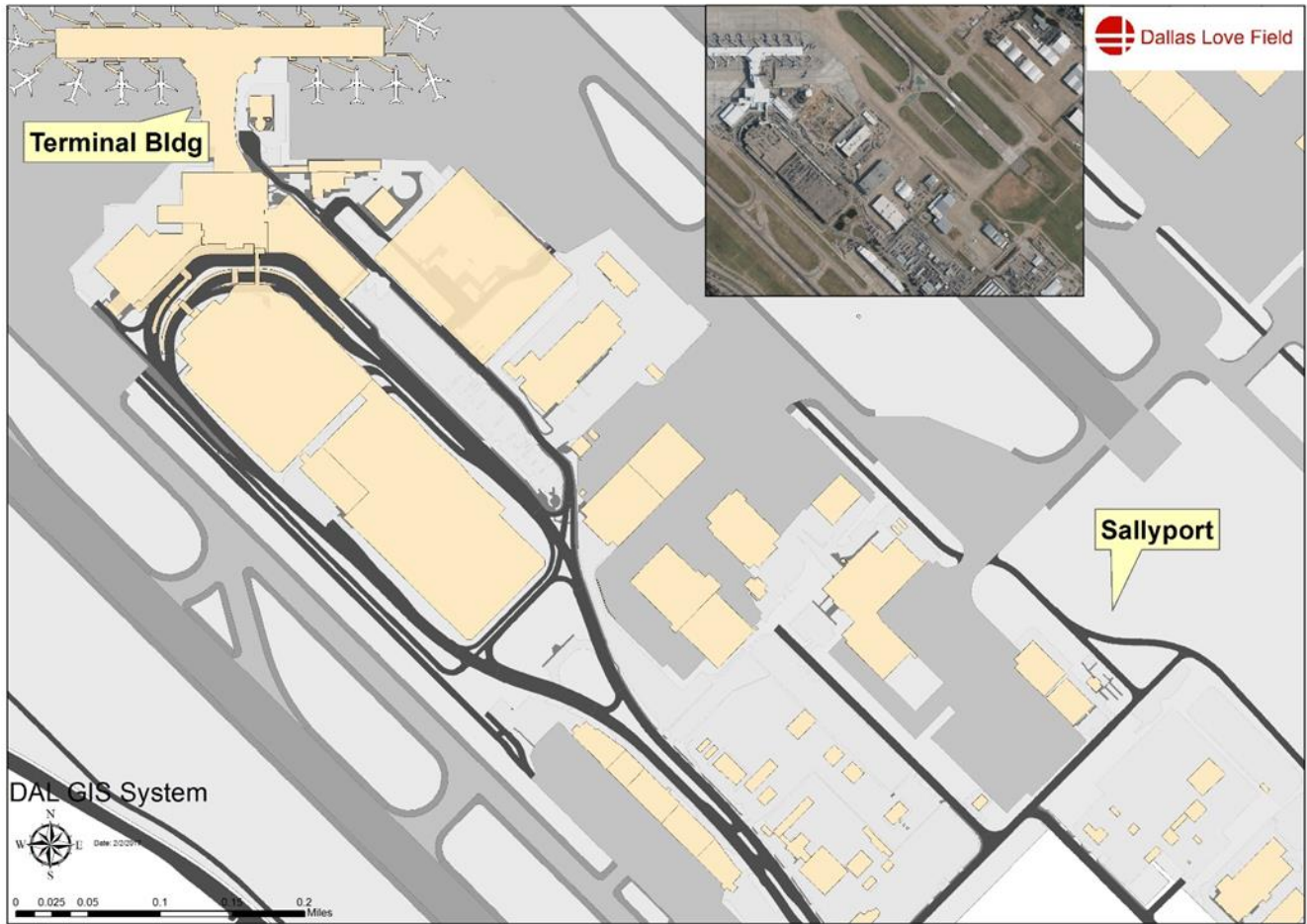
The policy of the inspection process at the Sally Port is to abide by the TSA rules and directives to insure the safety and security of the travelling public, airport employees and visitors to Dallas Love Field.

Contact Information

Airport Communication Center: 214-670-LOVE (5683)

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TERMINAL LOADING DOCKS/SALLY PORT MAP



Contact Information

Airport Communication Center: 214-670-LOVE (5683)

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INTERIOR WALLS, FLOORS & CEILINGS POLICY AND PROCEDURES

Following the completion and the City's acceptance of the interior finish out of each tenant location, the following policies will be enforced pertaining to all finished walls, floors and ceilings:

Walls – It is strictly prohibited for tenants to drill, saw or in any way penetrated any interior wall beyond the usual and customary attachments of decorative or brand specific items incorporated into the design of the space and conducive to the brand awareness and the overall design quality of the interior walls. Temporary banners, posters or unframed graphics of any kind may not be hung on any walls without the prior, written approval of the Director.

Floors – In accordance with the Concessions Design Guidelines, floor penetrations of any kind are strictly prohibited without the prior written approval of the Director. Following completion of the interior finish out of the floor treatments within the tenant space, any floor penetrations, drilling or cutting of the existing concrete slab contemplated by the tenant or tenant's contractor must be submitted, in advance, to the Director for review and approval. Any approved penetration must be accompanied by a complete x-ray of the affected floor area.

Ceilings – Following completion of the approved ceiling treatments within the tenant space, any attachment to the ceiling treatment or grids of temporary signage, banners, posters or graphics of any kind must be submitted, in writing, to the Director for review and approval. Any such submittal must include a representation of the graphic contemplated, the size of the graphic and the method of attachment.

All walls, floors and ceilings must be kept in a clean and dust free condition at all times. It is the intent of this policy that finished walls, floors and ceilings remain as originally designed, without clutter and unnecessary signage and graphics hung from walls and ceilings. Any intended inclusion of additional signage or graphics of any kind must be submitted for approval, using the Facilities Impact Request process (See Appendix).

With approval by the Director of Aviation, a Tenant may cover up to a total of 50% (fifty percent) of a contiguous painted wall surface with branding elements and décor, which will maintain the consistent look and feel of Dallas Love Field facilities.

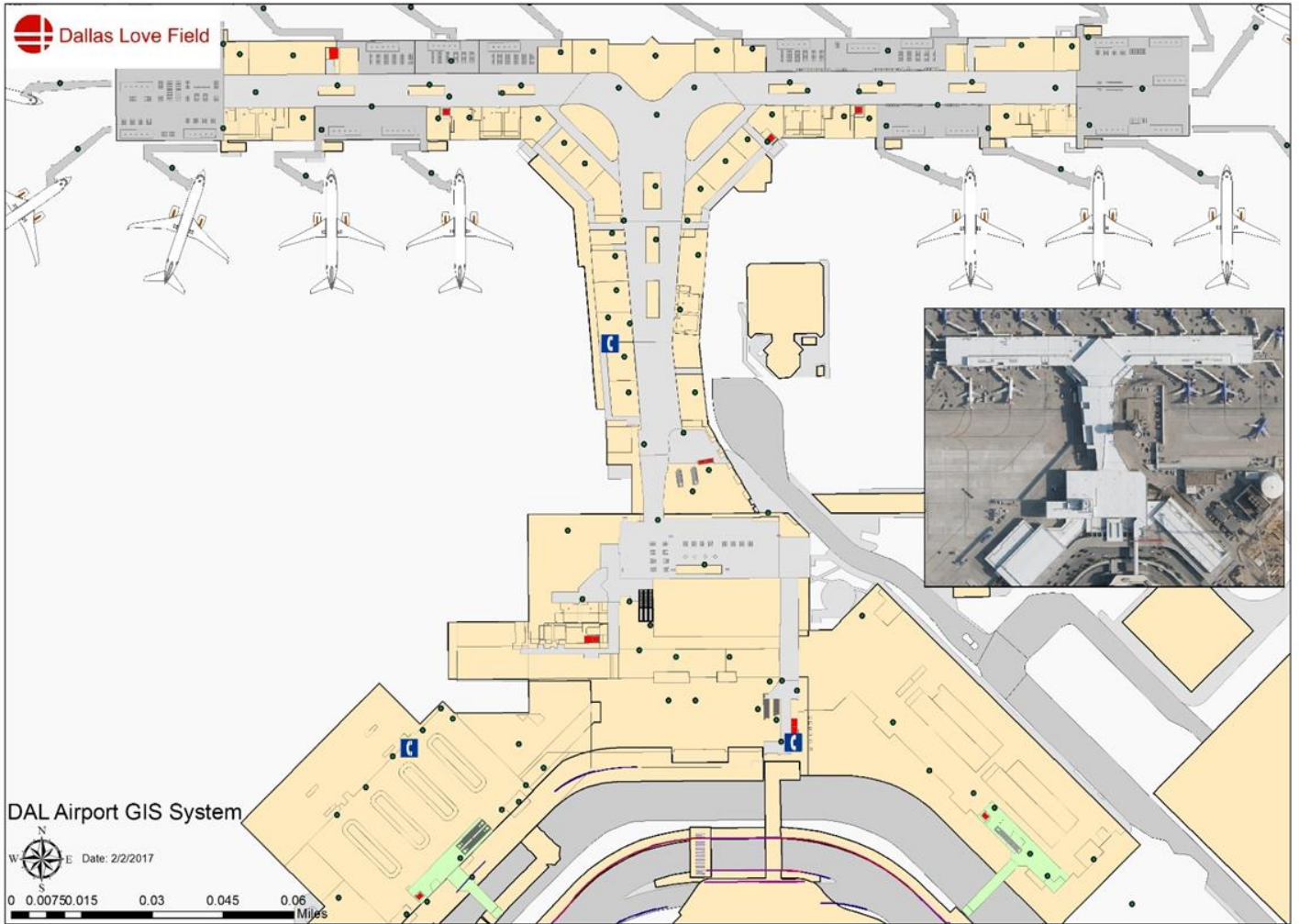
Contact Information

Airport Communication Center: 214-670-LOVE (5683)

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PAY TELEPHONES

For the passenger's convenience, the pay telephones are located in the Main Terminal Building: Pre-Screening Lobby.



Contact Information

Airport Communication Center: 214-670-LOVE (5683)

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SIGNAGE, DISPLAYS, FURNITURE & FIXTURES

Signs, banners or placards are not permitted outside of your assigned premises or exclusive use space. No advertising placards, banners, pennants, names, insignias, trademarks or descriptive materials shall be affixed or maintained upon the glass panes and supports of the storefront show windows and doors, or upon the exterior walls of the storefront. Hand-written signage is prohibited in the terminal/airport area. Any signs proposed to be installed in a public space, including but not limited to any concession, airline or checkpoint queuing areas must be approved by the Director of Aviation or designee and comply with the Dallas Love Field design guidelines.

In addition, no fixtures, furniture, displays, sign holders, products or merchandise shall be placed outside of your assigned premises or exclusive use space. If, due to an operational need, furniture or fixtures must be temporarily added, removed or relocated to a public space, the Director or designee's prior approval is required and the space must be put back to original placement when there is no longer a need or at the end of the business day, whichever occurs first.

No wheelchairs shall be placed or stored outside of a tenant's exclusive use space. Wheelchairs must be stored in rooms identified for wheelchairs (in the ticket wing, the storage area is adjacent to the curbside check-in).

Any violations to the above will be identified to the tenant for immediate resolution.

Please review your concession contract or lease agreement and the Concessions Design Guidelines concerning all signage, graphics, fixtures, etc.

Contact Information

Airport Communication Center: 214-670-LOVE (5683)

BALLOONS

Balloons within the airport common areas are **strictly prohibited**. This includes, but is not limited to, the terminal lobby and ticket wing, baggage claim and concourse areas. Balloons may not be inflated within any common area of the airport for any reason.

HOLIDAY DECORATION POLICY

Please refer to the Dallas Airport System Holiday Decoration Policy at, <http://www.dallas-lovefield.com/pdf/Guidelines-HolidayDecoration.pdf>.

REQUIREMENTS FOR PUBLIC AREAS OCCUPIED OR EXCLUSIVELY USED BY TENANTS.

This provision applies to the public areas of the airport that may be under a tenant's exclusive use, including but not limited to the ticket wing queuing and check in kiosk areas for airlines; and lobby and checkpoints for TSA. All public areas occupied by a tenant must be maintained in a neat, clean, sanitary and operable condition.

Contact Information

Airport Communication Center: 214-670-LOVE (5683)

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SMOKING & NON-SMOKING AREA RESTRICTIONS

Please refer to the Airport Rules and Regulations at, http://www.dallas-lovefield.com/pdf/rules_regulations.pdf.

WELDING OR CUTTING TORCH ACTIVITIES

Please refer to the Airport Rules and Regulations at, http://www.dallas-lovefield.com/pdf/rules_regulations.pdf.

OUTDOOR COOKING

Please refer to the Airport Rules and Regulations at, http://www.dallas-lovefield.com/pdf/rules_regulations.pdf.

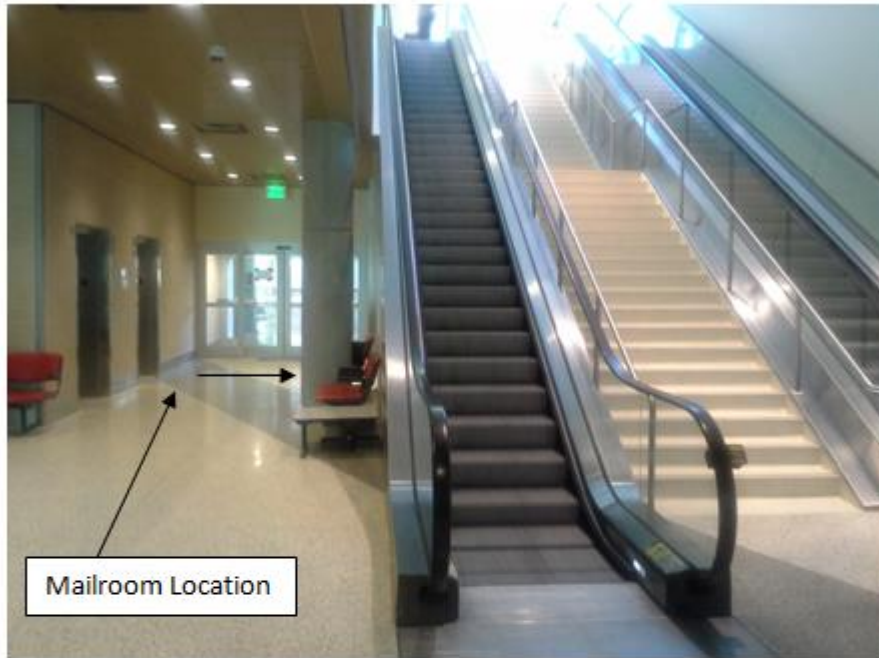
Contact Information

Airport Communication Center, 214-670-LOVE (5683)

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MAIL SERVICE

Dallas Love Field Tenant lockboxes are located in the Terminal Building beneath the escalators going to the garage sky bridge. A lockbox may be requested through the Aviation Administrative Offices and will be assigned to you with one lockbox key. General outgoing mail may also be deposited at this location.



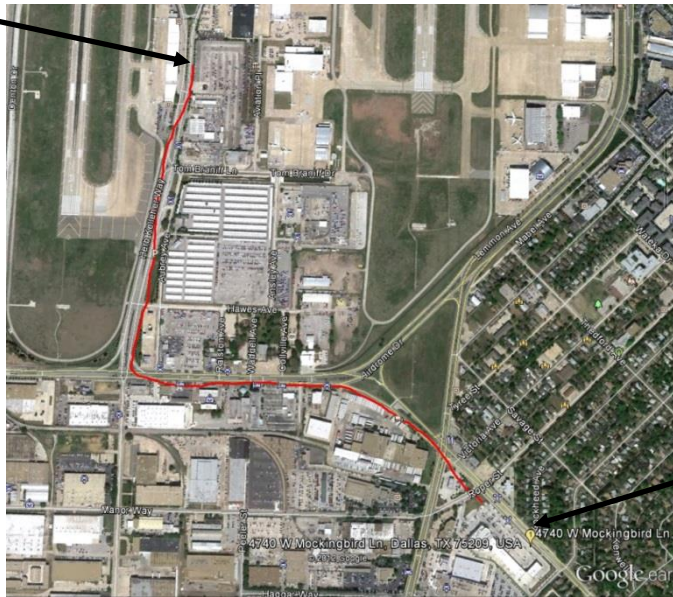
MAIL SERVICE (cont.)

Pick-up time for mail drops may vary. Bulk outgoing mail should be taken directly to the Post Office. The airport does not have an outgoing mail box. Any questions or concerns should be directed to the local U.S. Postal Service. The nearest Post Office is located at:

LOCATION OF POST OFFICE

4740 West Mockingbird Lane, Suite C
Dallas, TX 75209-9997
Monday – Friday 8:30AM - 5:00PM
Saturday – Sunday Closed

Dallas Love Field



US Post Office

FedEx

Federal Express has daily delivery and pick up service. The FedEx drop box receptacle is located in the Main Terminal Building beneath the escalators going to the garage sky bridge.

UPS

United Parcel Service has daily delivery and pick up service. The UPS drop box receptacle is located in the Main Terminal Building beneath the escalators going to the garage sky bridge.

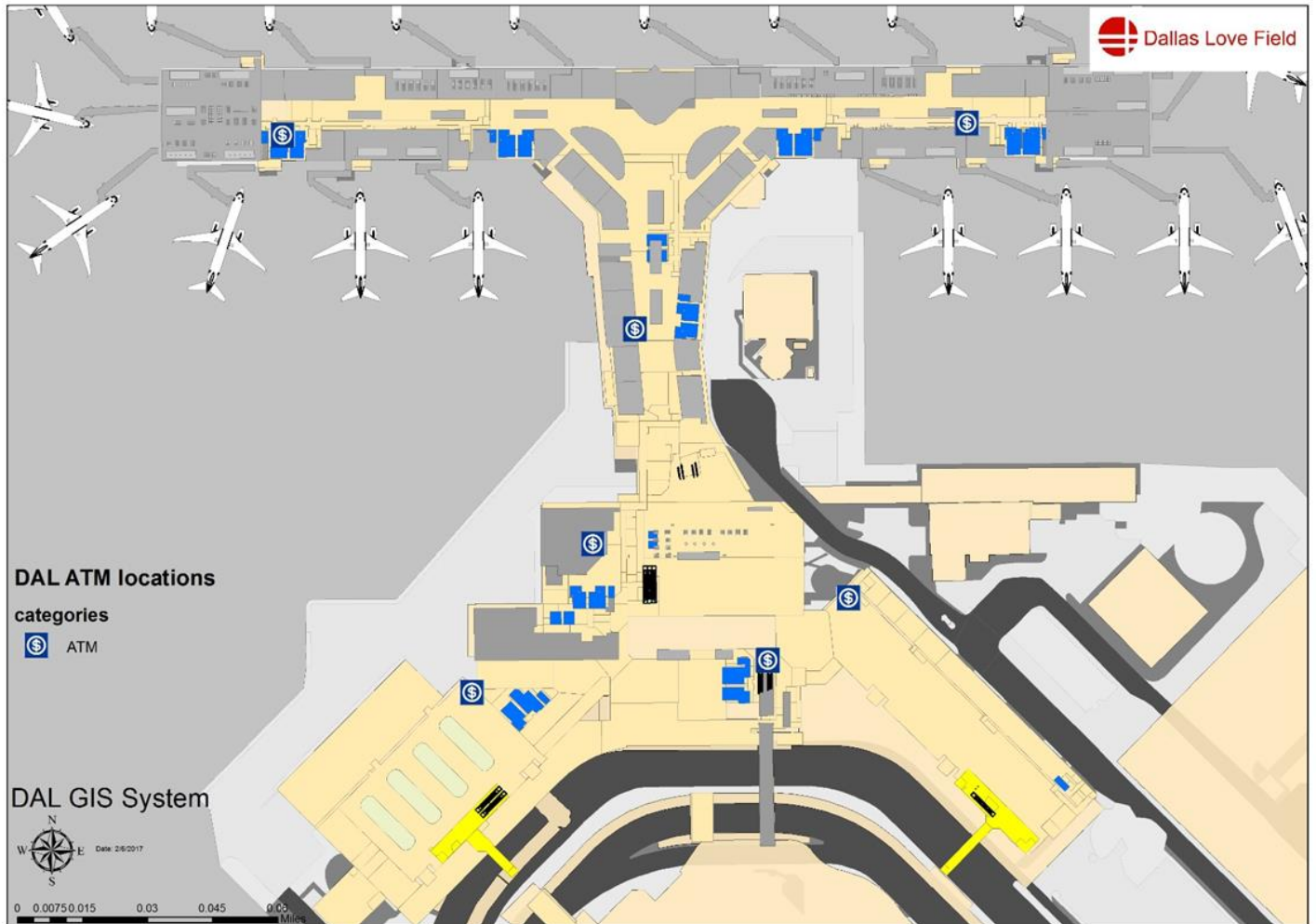
Contact Information

Airport Communication Center: 214-670-LOVE (5683)

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AUTOMATED TELLER MACHINE (“ATM”)

ATMs are located throughout the Terminal Building: Baggage Claim, Lobby, Love Landing, West Concourse and the Terminal. The maps below indicate the locations of the ATMs.



Contact Information

Airport Communication Center: 214-670-LOVE (5683)

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SHOE SHINE SERVICES

Shoe and Boot Shine services are available in the terminal, located in the East and West Concourse, near both Starbucks. Services are offered during all operational hours.

Monday – Friday, 6:00AM – 8:00PM

Saturday, 10:00AM – 6:00PM

Sunday, 11:00AM – 7:00PM

Costs

Shoe shine: \$7.00

Boot shine: \$8.00

AUTOMATIC EXTERNAL DEFIBRILLATORS (AEDs)

An AED is used to administer an electric shock to a person who is experiencing a cardiac arrest. It is a portable electronic device that automatically diagnoses the potentially life threatening cardiac arrhythmias of ventricular fibrillation and ventricular tachycardia in a person. It then is able to treat them through defibrillation, the application of electrical therapy which stops the arrhythmia, allowing the heart to reestablish an effective rhythm.

AED's are located in the following areas:

- Main Terminal Lobby, near Mail Center
- Baggage Claim - Carousel 1
- Pre-Security Hallways, floors 2 – 4
- Post-Security Concourse Areas (Medtronic Life Pack Units), at Gates 1, 10, 12, 15, plus near CRU Wine Bar & Sky Canyon*

To use a defibrillator, just remove it from the cabinet and turn it on. The unit will provide audible instructions for use.

The Terminal Concourse AED Locations shown below and designated by Number 7 on the map.

* **Note:** No terminal signage marker at Unit #0050001 near Sky Canyon Restaurant location AEDs are located in the Main Terminal Lobby, Ticketing Hall and Baggage Claim as indicated in the graphic.

Contact Information

Airport Communication Center: 214-670-LOVE (5683)



GENERAL EVACUATION GUIDELINES

All terminal tenants and occupants should refer to the Dallas Love Field Terminal Evacuation Plan. This plan is on file in the Facilities Superintendent's office and is available for review.

All NON-TERMINAL tenants and occupants should consider establishing and implementing their own internal procedures that may be used in the event of an evacuation. These procedures should include, at a minimum: identifying emergency exits, identifying one or more assembly areas for evacuated employees and visitors, accounting for personnel, and ensuring that a mechanism is in place to assist anyone who may need it until advanced help arrives. The following steps should be used as a guideline for the creation of your evacuation plan.

- Call the Dallas Police Department Love Field Unit at **214-670-6160** or **214-670-6162** or Emergency at **911**
- Be sure to give the operator as much information as possible, including but not limited to:
 - Your name
 - Your phone number, in the event you get disconnected.
 - Nature of the emergency (fire, building collapse, etc.).
 - Building location including address and floor number.
 - Any other details of the emergency.
- Consider pulling the fire alarm if available to warn people of the danger and encourage evacuation
- Direct any employees or visitors to evacuate the building
- Evacuate the building by using emergency exits
- Use stairwells rather than elevators
- Employees and visitors should gather at a pre-designated assembly location for accountability
- If the primary assembly location is compromised employees should report to a pre-designated secondary location
- If evacuated, do not return to your office or work location until advised to do so
- Tenants should consider creating a safety warden program that will identify employees responsible for assisting other employees during an emergency or disaster

Contact Information

Airport Communication Center: 214-670-LOVE (5683)

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INCLEMENT WEATHER PROCEDURES

1. Notification

- OUTDOOR SIRENS ARE USED ONLY AS AN ATTENTION GETTING DEVICE WITH NO WAY TO DETERMINE WHY THE SIRENS ARE SOUNDING. **Remember, outdoor warning sirens are only intended to be heard outdoors to warn people to seek shelter. They may be difficult or impossible to hear while indoors.**
- Specific information regarding the actual nature of the emergency will be broadcast by the local media. If possible, consider purchasing a NOAA Weather Alert Radio for use in your facility.
- No all clear signal will be sounded; sirens are used only for warnings.

2. Severe Weather and/ or Tornado Watches and Warnings

- Once you have been notified of a potential or actual inclement weather situation, please be prepared to seek shelter if the conditions deteriorate.

3. Upon notification of a Tornado Warning take shelter immediately

- Take shelter in a previously identified safe area.
 - Stay away from temporary buildings or trailers.
 - Use the stairwells rather than the elevators.
- If you are unable to seek shelter in a previously identified safe area
 - Move away from windows.
 - Stay away from areas having a wide, free span roof, or the upper levels of a building.
 - Take cover under heavy furniture if available.
 - Crouch down and cover your head and neck with your arms and hands.
- If you are outdoors and unable to access an indoor shelter, lie flat in the nearest depression, such as a ditch or ravine. Cover your head and neck with your arms and hands. If there is time, move away from the path of the tornado at a right angle.

4. If you come into contact with other employees or visitors, you should direct them to take shelter in a sturdy building. If you come into contact with an occupant who is disabled or having difficulty taking shelter you should assist the individual in getting or taking shelter.

5. After the danger has passed, you should report to the designated shelter/assembly point to allow your team to take a survey of all present to determine if anyone is potentially missing. Do not return to your office or business until you are advised to do so.

Contact Information

Airport Communication Center: 214-670-LOVE (5683)

ELEVATOR MALFUNCTION

In the event that an elevator stops with passengers in it, remember to remain calm and remain in the elevator until instructed that it is safe to exit. Do not try and pry the doors open. Press the emergency button on the front panel, this will activate the alarm. Should the car stop between floors and the door opens, do not attempt to climb out or jump to the floor below, an Airport Security officer will communicate with the elevator passengers until help arrives.

In the event of a power outage, elevators will continue to operate using our emergency power generator. Should an outage occur, elevator lights will remain on, but the car will temporarily stop. Each elevator will automatically return to the lobby where the elevator doors will open and then be out of service.

Contact Information

Airport Communication Center: 214-670-LOVE (5683)

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BOMB THREAT

Telephone Threat

When a bomb threat is received over the telephone, use the checklist on the following page to try to obtain information from the caller immediately:

- Exact location of the device.
- Time set for explosion.
- Description of the device
- Reason the caller has placed the bomb.
- Exact words used by the caller.

While you are on the phone with the caller try to have a co-worker notify the Dallas Police Department by dialing **214-670-6160** or **214-670-6162** or **911**. If that is not possible, obtain as much information as you can from the caller and call 911 after they hang up. Notify Airport Security at 214-670-6156.

Once Airport Security has been notified of the bomb threat, it is airport policy to advise the Director of Aviation to allow him/ her to decide whether it is appropriate to order an evacuation. In the event that you are asked to evacuate the building, please move at least 300 feet or one football field away from the building to a designated safe area or as directed by Airport Security or authorities. Be sure to allow for the clear passage of emergency personnel. Do NOT re-enter the building until the police and/or fire department personnel have given the **All Clear**.

Suspicious Packages or Mail Bombs

Letter bombs are usually sent through the mail addressed to a specific individual in the company, usually disguised to look like some sort of gift or a small package. Letter bombs have the power to kill or maim anyone close to the package when it is opened. Letter bombs are usually a large size manila envelope ¼" to ½" thick and are fairly rigid. They have been mailed from cities or small towns in the United States, as well as from foreign countries. They are usually mailed to a person by title.

If a letter or package is suspected to contain a bomb:

- Clear everyone out of the area. Evacuate at least 300 yards away from the area where the suspicious device is and try to place a hardened structure between yourself and the suspicious device.
- Notify the police at 911 and Airport Security 214-670-6156.
- DO NOT HANDLE THE PACKAGE UNDER ANY CIRCUMSTANCES.
- DO NOT ATTEMPT TO DEACTIVATE IT YOURSELF.

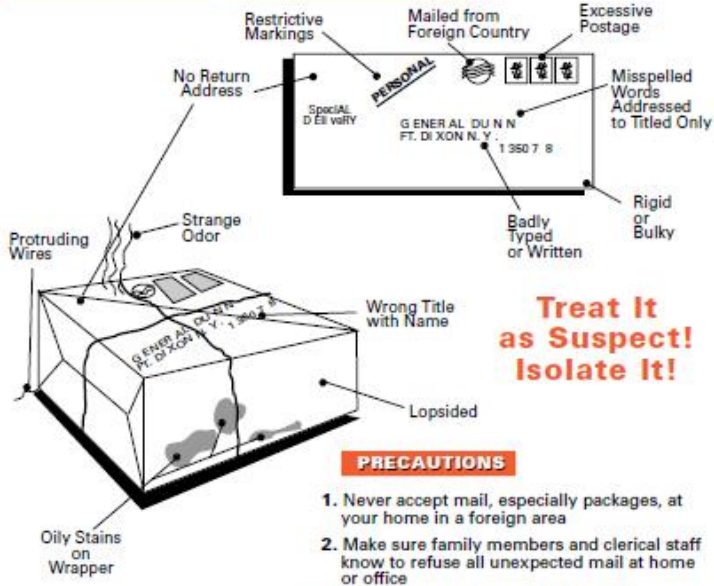
Contact Information

Airport Communication Center: 214-670-LOVE (5683)

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WARNING!

Letter and Package Bomb Indicators



The diagram shows a letter and a package with various indicators labeled. The letter has labels for 'Restrictive Markings', 'Mailed from Foreign Country', 'Excessive Postage', 'No Return Address', 'PERSONAL', 'Special Delivery', 'Misspelled Words Addressed to Titled Only', 'Badly Typed or Written', and 'Rigid or Bulky'. The package has labels for 'Protruding Wires', 'Strange Odor', 'Wrong Title with Name', 'Lopsided', and 'Oily Stains on Wrapper'.

Treat It as Suspect!
Isolate It!

PRECAUTIONS

1. Never accept mail, especially packages, at your home in a foreign area
2. Make sure family members and clerical staff know to refuse all unexpected mail at home or office
3. Remember - **It May Be A Bomb** - Treat It as Suspect

LETTER AND PARCEL BOMB RECOGNITION POINTS

<ul style="list-style-type: none"> <input type="checkbox"/> Excessive Postage <input type="checkbox"/> Incorrect Titles <input type="checkbox"/> Titles but No Names <input type="checkbox"/> Misspellings of Common Words <input type="checkbox"/> Oily Stains or Discolorations <input type="checkbox"/> No Return Address <input type="checkbox"/> Excessive Weight <input type="checkbox"/> Rigid Envelope 	<ul style="list-style-type: none"> <input type="checkbox"/> Lopsided or Uneven Envelope <input type="checkbox"/> Protruding Wires or Tinfoil <input type="checkbox"/> Visual Distractions <input type="checkbox"/> Foreign Mail, Air Mail and Special Delivery <input type="checkbox"/> Restrictive Markings such as Confidential, Personal, etc. <input type="checkbox"/> Hand Written or Poorly Typed Addresses <input type="checkbox"/> Excessive Securing Material such as Masking Tape, String, etc.
--	--

FBI EXPLOSIVES UNIT-BOMB DATA CENTER (202) 324-2696

SEE NEXT PAGE FOR BOMB THREAT CHECKLIST

BOMB THREAT PROCEDURES

This quick reference checklist is designed to help employees and decision makers of commercial facilities, schools, etc. respond to a bomb threat in an orderly and controlled manner with the first responders and other stakeholders.

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

If a bomb threat is received by phone:

1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of call, DO NOT HANG UP, but from a different phone, contact authorities immediately with information and await instructions.

If a bomb threat is received by handwritten note:

- Call _____
- Handle note as minimally as possible.

If a bomb threat is received by e-mail:

- Call _____
- Do not delete the message.

Signs of a suspicious package:

- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected delivery
- Poorly handwritten
- Misspelled words
- Incorrect titles
- Foreign postage
- Restrictive notes

** Refer to your local bomb threat emergency response plan for evacuation criteria*

DO NOT:

- Use two-way radios or cellular phone. Radio signals have the potential to detonate a bomb.
- Touch or move a suspicious package.

WHO TO CONTACT (Select One)

- 911
- Follow your local guidelines

For more information about this form contact the DHS Office for Bombing Prevention at OBP@dhs.gov



Homeland Security

2014

BOMB THREAT CHECKLIST

DATE: _____

TIME: _____

TIME CALLER HUNG UP: _____

PHONE NUMBER WHERE CALL RECEIVED: _____

Ask Caller:

- Where is the bomb located? (building, floor, room, etc.) _____
- When will it go off? _____
- What does it look like? _____
- What kind of bomb is it? _____
- What will make it explode? _____
- Did you place the bomb? Yes No _____
- Why? _____
- What is your name? _____

Exact Words of Threat:

Information About Caller:

- Where is the caller located? (background/level of noise) _____
- Estimated age: _____
- Is voice familiar? If so, who does it sound like? _____
- Other points: _____

Caller's Voice	Background Sounds	Threat Language
<input type="checkbox"/> Female	<input type="checkbox"/> Animal noises	<input type="checkbox"/> Incoherent
<input type="checkbox"/> Male	<input type="checkbox"/> House noises	<input type="checkbox"/> Message read
<input type="checkbox"/> Accent	<input type="checkbox"/> Kitchen noises	<input type="checkbox"/> Taped message
<input type="checkbox"/> Angry	<input type="checkbox"/> Street noises	<input type="checkbox"/> Irrational
<input type="checkbox"/> Calm	<input type="checkbox"/> Booth	<input type="checkbox"/> Profane
<input type="checkbox"/> Clearing throat	<input type="checkbox"/> PA system	<input type="checkbox"/> Well-spoken
<input type="checkbox"/> Coughing	<input type="checkbox"/> Conversation	
<input type="checkbox"/> Cracking voice	<input type="checkbox"/> Music	
<input type="checkbox"/> Crying	<input type="checkbox"/> Motor	
<input type="checkbox"/> Deep	<input type="checkbox"/> Clear	
<input type="checkbox"/> Deep breathing	<input type="checkbox"/> Static	
<input type="checkbox"/> Disguised	<input type="checkbox"/> Office machinery	
<input type="checkbox"/> Distinct	<input type="checkbox"/> Factory machinery	
<input type="checkbox"/> Excited	<input type="checkbox"/> Local	
<input type="checkbox"/> Laughter	<input type="checkbox"/> Long Distance	
<input type="checkbox"/> Lisp		
<input type="checkbox"/> Loud		
<input type="checkbox"/> Nasal		
<input type="checkbox"/> Normal		
<input type="checkbox"/> Ragged		
<input type="checkbox"/> Rapid		
<input type="checkbox"/> Raspy		
<input type="checkbox"/> Slow		
<input type="checkbox"/> Slurred		
<input type="checkbox"/> Soft		
<input type="checkbox"/> Stutter		

Other Information:

CIVIL DISTURBANCES

Should a riot or civil disturbance start outside the airport, the Dallas Police Department along with Airport Security will immediately lock all entrances to the building. The Dallas Police will keep you informed of new developments as needed. If a disturbance should occur in the main lobby, all elevators will be turned off at the first floor and the police will be summoned.

Contact Information

Airport Communication Center: 214-670-LOVE (5683)

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MEDICAL EMERGENCY

In the event that an accident or illness of any employee or a customer takes place in your business or any area of the airport:

- Call the Dallas Police Department Love Field Unit at **214-670-6160** or **214-670-6162** or dial 911.
- Give Emergency Dispatcher the following information:
 - Your name
 - Building Name and address
 - Floor number and location of emergency on floor
 - Any details of the accident or illness
- Do not move the injured/ill person
- If possible, have someone meet the emergency unit in the lobby
- Contact Airport Security and inform them you have called 911 and briefly describe the nature of the emergency
- Determine, if possible:
 - Name, address and age of injured/ill person
 - Nature of problem
 - Allergies and if currently on any medication
 - Local doctor

Airport staff will do all we can to make the person comfortable while awaiting the arrival of the medical rescue team. We assume no liability for our assistance, we encourage tenants to become familiar with First Aid and CPR, as well as, how and when to contact emergency services.

Contact Information

Airport Communication Center: 214-670-LOVE (5683)

POWER FAILURE

In the event of a power failure Dallas Love Field facilities will revert to an emergency generator, which will provide emergency power for certain systems to maintain basic building functions. The functions include:

- Activating emergency lights throughout the airport lobby and business, including all EXIT signs
- Activating all stairwell lighting
- Activating the Airport Emergency safety systems as well as the Airport communication systems
- Bring all elevators down to the ground floor lobby
- Elevators for the Parking Garage will resume after the emergency power comes on

It is not necessary to evacuate the airport during a power failure. You will be notified to do so through the Emergency Communication system of what actions to take in the event of a power failure.

Contact Information

Airport Communication Center: 214-670-LOVE (5683)

SECURITY CHECKPOINT QUEUE LINE POLICY

Employees should report to work in a timely manner so that they have adequate time to transition the Security Checkpoint Queue Line and report to work at their appointed time. There should never be a need to rush through the line or bypass others. This policy details the procedures to be followed when an employee is transiting through the employee security checkpoint queue line.

Authorized Users

- Department of Aviation employees
- Commercial Airline staff
 - Southwest Airlines
 - Alaska Airlines
 - Delta Air Lines
- Concessions, vendor & service provider personnel
- TSA staff
- Other individuals approved by the Department of Aviation Management

Exceptions

Use of the employee line is a courtesy and a privilege. Personnel who fail to follow the below procedure will lose their privilege to utilize the employee checkpoint line. Reinstatement will be at the discretion of the Department of Aviation.

Procedures

On duty employees needing access into the sterile area **must** enter the security checkpoint queue line through the employee access point.

- While in the Security Checkpoint Queue Line, employees must wait in line and are prohibited from cutting in front of other employees present in **any** line before them.
- Employees must stay in their spot in line until asked to step forward at the ticket Document Checker (TDC) podium by TSA personnel.
- After the employee's identification is verified by TSA personnel, the employee may proceed to the X-ray queue line and await their turn behind others in line.
- If employees do not have any items required for X-ray, the employee can bypass individuals waiting in the X-ray line and go directly to the line for the metal detector or Advanced Imaging Technology (AIT) machine.

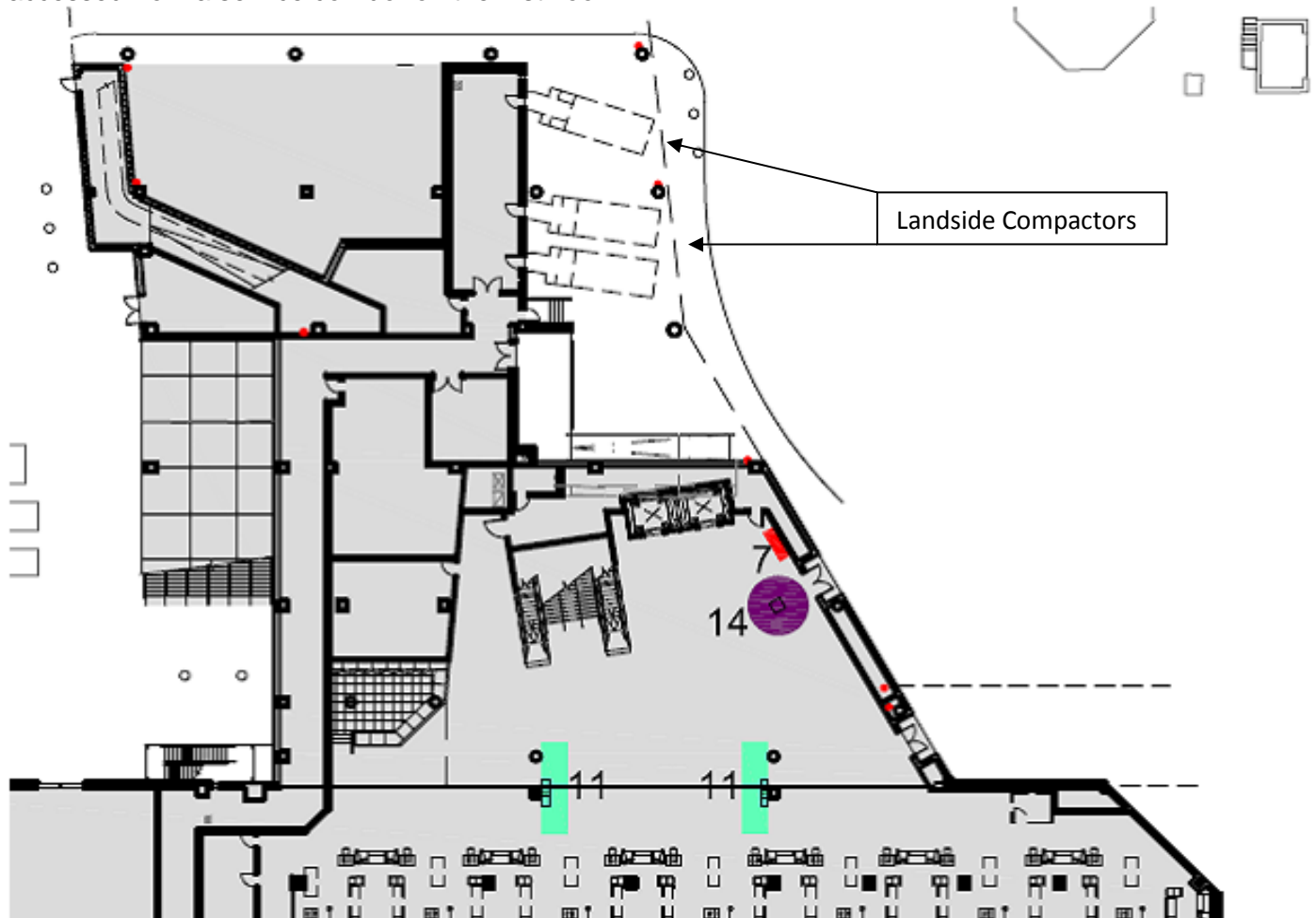
Employee Travel

- Employees who are traveling for business on behalf of their employer or are traveling on personal travel, may utilize the employee line for their travel.
- Employees should show their airport or company identification to the ABM employee (if staffed) at the entrance of the Security Checkpoint Queue Line. Employees should prominently display their airport identification while in the employee queue line.
- Employees should wait in line and be processed as a normal passenger would be processed.
- Employees should comply with any screening method or directive mandated by TSA employees.
- Employees should not expect any special treatment from TSA.

TRASH & COMPACTOR LOCATIONS

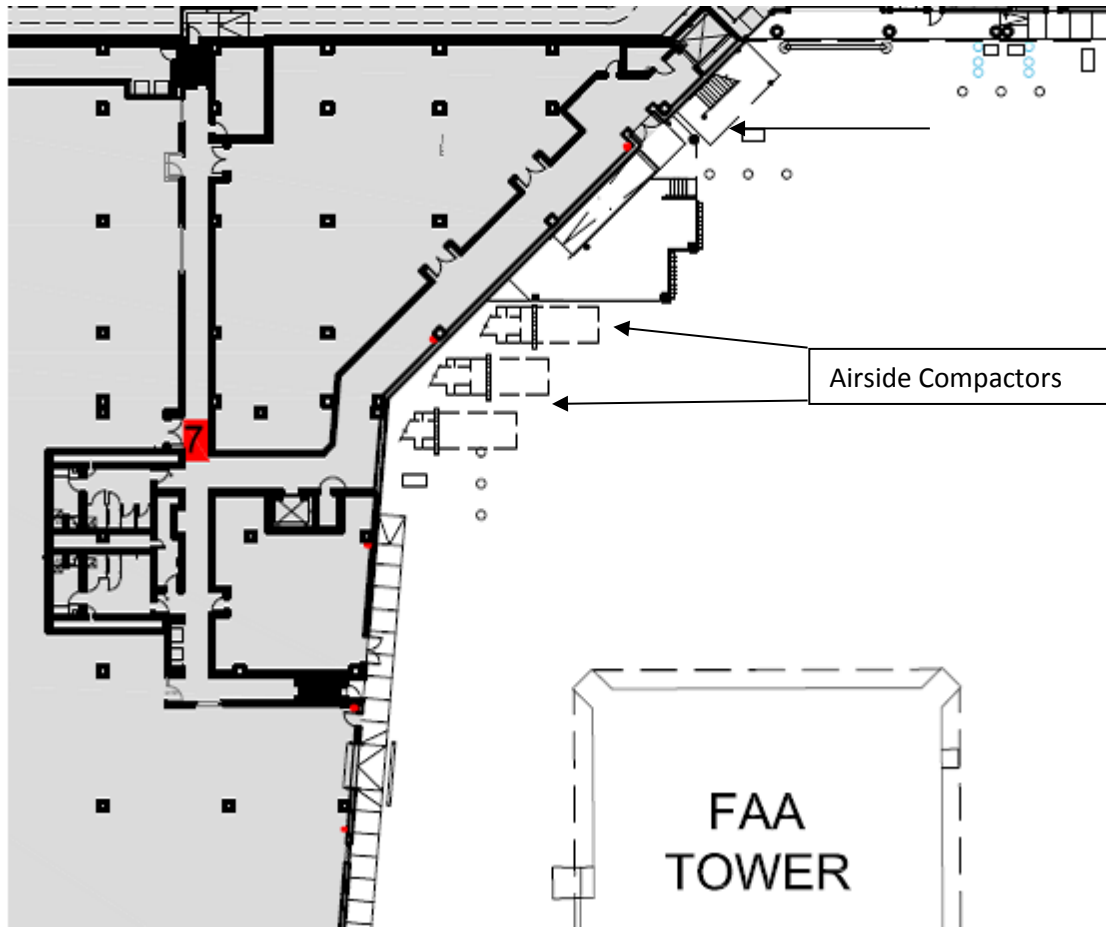
There is a compactor designated for wet trash (i.e. restaurant trash), one for dry trash (i.e. restroom trash), and one for recyclables (paper, plastic, glass, aluminum, etc.). Please dispose of your trash in the proper compactor.

For landside trash (from an unsecured location) the compactors are located at the base of the stem and accessed from a service corridor on the first floor:



TRASH & COMPACTOR LOCATIONS (cont.)

The compactors for airside trash (from the secured side) are located at the top of the stem and are accessed from a service corridor on the second floor:



Any carts used inside the building, including gondolas for transporting trash from the assigned concession premises to the compactor locations and flat carts for transporting product, materials or supplies from the storage locations or the back-dock area, must be for interior use only and must have rubber wheels (preferably white or neutral color) or rubber tread casters.

If a compactor is not working properly, please call Airport Communication Center at, 214-670-LOVE (5683).

ROLL OFF DUMPSTERS

Tenants must request authorization from the Airport Environmental division prior to placement on airport property. Dumpsters on airport property must be properly designed and maintained to prevent any stormwater runoff. Tenants are responsible for using best management practices to maintain dumpster. Dumpster must be securely closed when not in use; and, must be plugged at all times. Dumpster leaks must be addressed immediately.

Dumpsters found to be non-compliance with DOA rules will be issued a Notice of Violation (NOV). If the non-compliant finding is not corrected within 48 hours of the issuance, the dumpster will be removed immediately.



RECYCLING

Tenants are responsible for removing their recyclables (cardboard, paper, empty plastic bottles, empty glass bottles, aluminum cans, tin cans) and putting them into the recyclable bins and compactors. Tenants are required to read and follow recycling signage throughout the airport. Tenants may not place inappropriate materials in recycling bins or compactors. Tenants are responsible for keeping their area of business and the compactor area neat and clean. Recycling compactors for airside trash (from the secured side) are located adjacent to the loading dock and waste compactor. It is accessible from a service corridor on the second floor. There are trash receptacles and recycling bins located throughout the terminal and concourse. Tenants are responsible for training their staff on proper recycling procedures. For recycling training materials, please contact the Airport Environmental division at AVIEnvironmental@dallascityhall.com if any of these receptacles need any type of attention, please contact Airport Communication Center at, 214-670-LOVE (5683).



SPILLS

All chemicals, soap, fuel, grease, petroleum, trash, etc., will be properly stored in such a manner to prevent rainfall collection and potential spillage of residue into the airport's storm drain systems. All spills committed by airport tenants, contractors or vendors must be reported to the Airport Communication Center (ACC) at 214-670-LOVE (670-5683) **immediately**. In addition, responsible tenants must take immediate action to properly clean spills of any nature. Residues occurring from any washing, cleaning, house-keeping maintenance, or related activities must be removed in such a way as to prevent penetration of the storm drain systems.

Any spill or discharge to the storm drain systems or onto the ground or airport apron will require the party committing the spill to remediate the discharge at their expense. Such remediation must meet State and/or Federal clean-up standards. Once the spill is cleaned, an Environmental Incident Report (see Appendix) must be completed and forwarded to the Environmental division, at avienvironmental@dallascityhall.com, within 24 hours of occurrence.

If you have questions, need assistance, or need to report a spill, please contact Airport Communication Center at, 214-670-LOVE (5683).

ASBESTOS & LEAD PAINT

The City of Dallas provides notification to our Employees, Tenants and Contractors of the presence of **Asbestos Containing Materials (ACMs)** and **Lead Based Paint (LBP)** throughout Love Field Airport. Notifications can be in the form of signage posted in the affected area and/or by mail, text or memo. Notification will also be given through pre-construction meetings with the Tenants and Contractors and Employee Training.

ACMs generally do not pose a health threat unless the asbestos fibers are disturbed, become airborne and are inhaled. The job functions of most employees, tenants and contractors do not require contact with the ACMs or LBP; however, it is important to determine, before work is conducted, if the material contains asbestos and/ lead. Please contact the Environmental Department if you suspect ACMs and/or LBP in your area. Do not start or continue working in that area until approval has been granted.

It is important to adhere to the following recommendations in the event that asbestos/lead is identified in your building:

- Do not touch or handle ACMs/LBP
- Do not drill, cut or damage ACMs/LBP
- Immediately report any damaged ACM to the appropriate person at your site

For more information regarding potential health risks, general procedures and handling restrictions contact Airport Communication Center at, 214-670-LOVE (5683).

GREASE TRAPS

Tenants: Used Cooking Oil is to be properly disposed of using the cooking oil caddy pump only. It is prohibited to dispose of any excess grease or cooking oil directly into the sink, or directly into the black grease container on the ground level. Fines will apply to those who do not dispose of cooking oil or grease properly. The tenant's place of business is to be maintained and kept clean at all times. Spills should be cleaned and reported to the Environmental Division immediately upon discovery.

It is the tenant's responsibility to maintain their place of business and clean of grease and cooking oil. Please refer to the Cooking Oil Caddy Discharge work instruction (AVI-WKI-407). A copy is posted by the grease caddy pump.

Airport: It will be DOA's responsibility to maintain the grease traps, and clean out the grease traps every 90-days. If there is an issue with the grease traps, contact Facilities Maintenance.

Contact Information

Airport Communication Center at 214-670-LOVE (5683)

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TOXIC HAZARDS

If there is a toxic spill or exposure at Dallas Love Field Airport, immediately get to an area where you are not exposed and call 911. Provide the location, floor, suite number and phone number and the type of spill. Always follow all safety procedures when working with toxic materials. For questions or concerns, please contact the Environmental division at AVIEnvironmental@dallascityhall.com.

SAFETY DATA SHEETS (SDS)

Safety Data Sheets contain vital information about chemicals/products that may be present in your work area. Employees should read and familiarize themselves with all new GHS requirements to ensure that they are knowledgeable about the new GHS labeling system as well as any potential dangers in the workplace. All tenants/contractors will maintain a file (electronic/notebook) containing SDS's for all hazardous chemicals/products in their respective work areas. Employees must know the location and have access to the SDS at all times. The SDS's should be reviewed annually for completeness and accuracy. The tenants/contractors shall notify any manufacturer who sends an inappropriate MSDS and request a revised and complete SDS. An electronic copy of all your SDS along with your chemical list should be sent to Environmental division at, avienvironmental@dallascityhall.com.

Contact Information

Airport Communication Center at 214-670-LOVE (5683)

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Safety Data Sheet

according to Hazard Communication Standard; 29 CFR 1910.1200



OFF!® DEEP WOODS® INSECT REPELLENT V

Version 1.1

Print Date 03/04/2015

Revision Date 02/23/2015

SDS Number 350000004807

1. PRODUCT AND COMPANY IDENTIFICATION

Product information

Product name : OFF!® DEEP WOODS® INSECT REPELLENT V

Recommended use : Insect Repellent

Manufacturer, importer, supplier : S.C. Johnson & Son, Inc.
1525 Howe Street
Racine WI 53403-2236

Telephone : +18005585252

Emergency telephone number : 24 Hour Medical Emergency Phone: (866)231-5406
24 Hour International Emergency Phone: (703)527-3887
24 Hour Transport Emergency Phone: (800)424-9300

2. HAZARDS IDENTIFICATION

Classification of the substance or mixture

Globally Harmonized System (GHS) Classification

Hazard classification	Hazard category	Hazards identification
Aerosol	Category 1	Extremely flammable aerosol.
Gases under pressure	Liquefied gas	Contains gas under pressure; may explode if heated.

Labelling

Hazard symbols

Flame
Gas cylinder

Signal word

Danger

Hazard statements

Extremely flammable aerosol.
Contains gas under pressure; may explode if heated.

Precautionary statements

Protect from sunlight. Do not expose to temperatures exceeding 50 °C/ 122 °F.
Protect from sunlight. Store in a well-ventilated place.
Keep away from heat/sparks/open flames/hot surfaces. - No smoking.
Do not spray on an open flame or other ignition source.
Do not pierce or burn, even after use.

SPECIAL EVENTS/TENANT PROMOTIONS/PRESS KIT

Dallas Love Field reaches more than 8 million passengers annually as people bring or reunite with their family and friends. It is our aim to reach as many people as possible to promote your event and make it a success.

"We look forward to hearing what we can do for you".

If you have a Special Event or Promotion you want **Dallas Love Field** customers to know about, please complete an Activity Permit Application and return it to our Customer Service Department for approval. An activity permit is needed to do any of the following activities at Dallas Love Field:

1. Surveying customers or staff
2. Filming of the airport staff or customers (along with an Office of Special Events permit*) for commercial use whether for a commercial, documentary, or historical perspective
3. Distributing literature (a copy of the literature must be attached)
4. Soliciting
5. Taking still photographs used for a commercial purpose (along with an Office of Special Events permit*)
6. Welcoming/greeting convention participants (signage must be approved)
7. Picketing (signage must be approved)

*For those activities that will also need a City of Dallas Office of Special Events permit, it requires application for the permit 45 days before the activity unless in the tenants' leased space. Any filming of city property requires an Office of Special Events permit and a DAL activity permit. Access to both permits is online: DAL activity permit www.dallas-lovefield.com and Office of Special Events permit is an online process at, <http://www.dallasspecialevents.com/special-event/application/>. Fees may be associated with both permits. (See Appendix for a copy of DAL's activity permit). To request a press kit or any media related information, please contact our Public Information Officer for media guidelines.

Contact Information

Airport Communication Center at 214-670-LOVE (5683)

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NEWS MEDIA ON-PROPERTY

The Department of Aviation's Communications Manager and City of Dallas' Public Affairs and Outreach (PAO) Office are responsible for maintaining working relationships with the news media. Members of the news media are instructed to contact the Communications Manager or City of Dallas PAO Office prior to arriving at the airport. If you notice media on-property and there has not been a notification message sent out by the Airport Communications Center (ACC), please contact the Communications Manager or the ACC immediately before taking any other action.

PUBLIC ADDRESS SYSTEM

The voice evacuation system provides for fire alarm notification throughout the Terminal. It serves as the main terminal public address system when not in use for emergency related functions. The evacuation system is distributed throughout the Terminal, including concessionaire lease spaces. Any tenant music, video, or multimedia system must not be tied into the terminal voice evacuation system, with the exception of muting in the event of an emergency voice evacuation message.

Tenants are required to minimize the transmission of sound from their lease space to the concourse and adjacent tenants. Music and background paging systems are permitted within lease; areas with Airport approval (please see AESM service request form). However, the volume of sound must be controlled to limit the levels to the lease space boundaries and not intrude into the adjacent lease spaces or the concession aisle ways, so that the Terminal public address system and emergency messaging system can be clearly heard without interference from lease space sound systems.

Contact Information

Airport Communication Center at 214-670-LOVE (5683)

QSC PAGING STATIONS & PUBLIC-ADDRESS LOCATIONS

Quantity and Location

There are two paging stations in the ticket hall one on either end of Southwest ticket counters.

Pass Code

Tenant password is 1000 then enter (*). After three minutes, the user will have to log back in.

Command Buttons

Command button A

This command calls only the ticket hall. It will override any audio, prerecorded messages, or pages from the existing gates. It will not override another page that is being made from the ticket hall.

Command button B

This command only calls the first-floor lobby in front of the TSA check point. It will also override any audio, prerecorded messages, or pages from the existing gates.

Command button C

This button calls all of the gates in the new concourse. This command will override any audio, prerecorded messages, or pages from the existing gates.

Command button D

This button will be used for ALL CALLS; it will call every zone in the new airport.

Note

After you have selected your command and pressed the mic there will be a busy L.E.D. light on the top of the page station that will be on, keep holding the trigger until the ready light comes on then you can make your page. When you are finished making your page, release the mic trigger and place the mic back on the page station. If there is a page already being made your new page will be recorded and played in the order it was received.

P/A Rack Locations

The P/A rack for the ticketing hall is located in TW 1-2. The page station on the far east side of the ticket hall goes to a switch in the basement in TW 0-2. And the page station on the west side closer to the lobby goes to a switch in TW 0-1. The P/A rack for the lobby is located in the basement bellow the lobby in MER-4.

NURSING ROOM

Dallas Love Field provides breastfeeding and breast pumping, traveling mothers a private space shielded from public view. It is located next to Sky Canyon and across from the Baskin Robbins kiosk and Lil' Luv Lounge – our airport playland. The room offers two (2) comfy rocking chairs with foot stools, power outlets to plug-in pumps, a sink, along with a changing table and space for a stroller.



COURTESY WHEELCHAIR SERVICE

This policy explains the wheelchair operating procedures at Dallas Love Field. Courtesy wheelchair service is available within the terminal at Dallas Love Field free of charge to transport you to your departure and from your arrival gate during connection, if applicable. Arrangements should be made in advance with your airline. Please inform your agent when making reservations of your request for wheelchair assistance. Although not required, prior notification in advance of arrival helps to provide you with timely service.

For a list of airlines at Dallas Love Field, please see page 76 or please see one of the Customer Service Agents in the Terminal for assistance.

Recommendation Standards

1. Increase number of stackable wheelchairs for safety, easy storage, cleanliness and cost-effectiveness
2. Store in designated terminal hold rooms and/or stanchions (See below)
 - a. Hammerhead hold rooms
 - i. Gates 1 – 5
 - ii. Gates 15 – 20
 - b. Handicapped Loading Zone
 - c. Curbside Check-In
 - d. Baggage Claim
3. All chairs stored at end of each day
4. Ongoing cleaning and maintenance
5. Customer Service monitored

Customer Responsiveness

1. Curbside check-in, i.e. skycap, coordinator
2. Handicapped loading zone, i.e. porter, dispatcher
3. Baggage Claim, e.g. carousel assistant

Contact Information

Airport Communication Center at 214-670-LOVE (5683)

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COURTESY WHEELCHAIR SERVICE (cont.)



PET RELIEF AREA

Dallas Love Field Airport provides **three** (3) designated areas for pet relief, i.e. **one** post-security across from CRU Wine Bar, and **two** pre-security on the lower and upper levels.

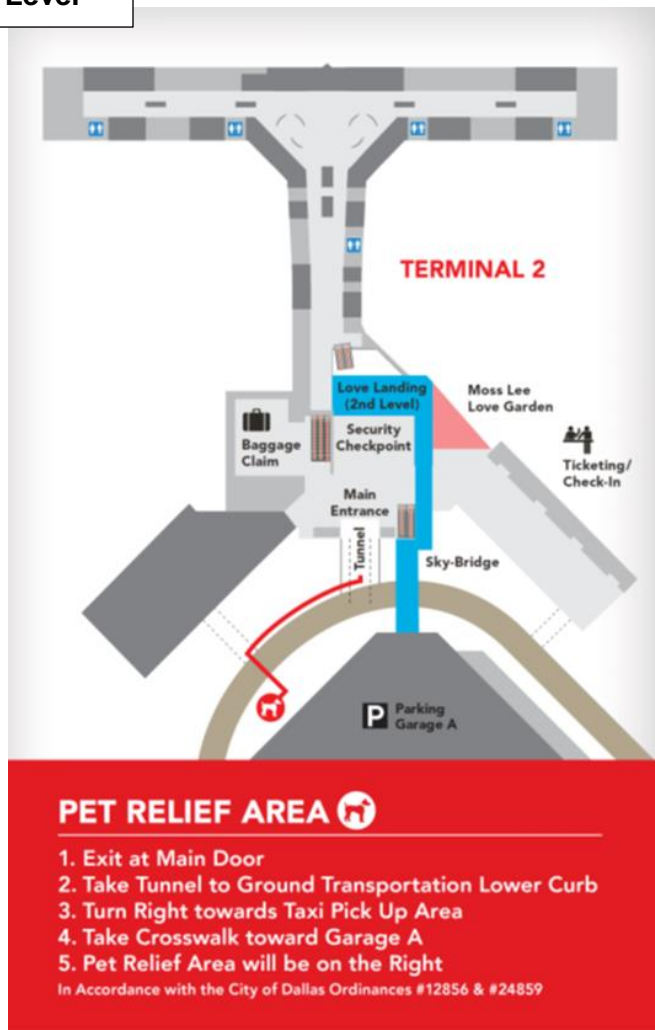
Bringing an animal into the Dallas Love Field Terminal is prohibited, except for a service animal or a pet traveling by air. All animals, except for service animals, must be in a kennel while inside airport facilities. In addition, the owner or custodian of any pets or animals may not allow such pets or animals to use the moving sidewalks or escalators. For security, general questions and cleaning issues please call Airport Communication Center at, 214-670-LOVE (5683).



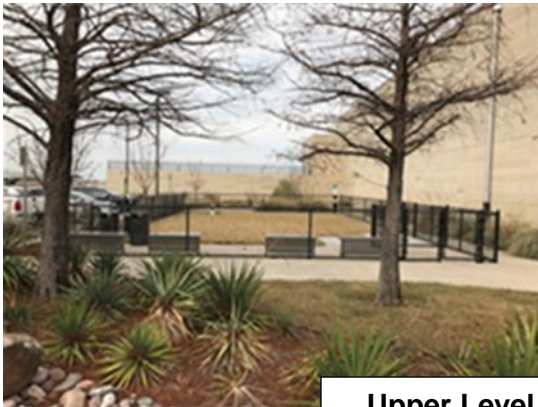
PET RELIEF AREA (cont.)



Lower Level



PET RELIEF AREA (cont.)



Upper Level



AIRPORT ELECTRONIC SYSTEM MANAGEMENT SUPPORT (AESMS)

Introduction

As a result of the Love Field Modernization Project, Dallas Love Field Airport (DAL) has an upgraded infrastructure and backbone to support its tenant technology needs. AESM will provide Information Technology (IT) support services to DAL tenants using a shared infrastructure that offers reliable backbone connectivity at a sustainable cost.

DAL Available Services

DAL offers the following services to its tenants:

- House Wiring
- Analog Circuit Connection
- Data Communication Connection
- Co-location Services
- Open Wireless Network Services
- Satellite TV services

Initiating Service

Each tenant is responsible for contacting their preferred service provider for telephone, television and internet services. Connectivity services will be provided via a common infrastructure to support all DAL tenants' Communication needs. The Airport Electronic Systems Management (AESM) group is responsible for managing the common infrastructure and will coordinate the installation of connectivity for the various communication systems. The table below provides the point of contact and contact information for the various services.

Service	Point of Contact	Contact Number
Voice	Contact your preferred provider	Contact your preferred provider
Direct TV	Brion Enterprises	214-357-1947
WIFI/Internet Services	Boingo	312-521-7228
Cabling	AESM	214-670-LOVE (5683)

Hours of Operation:

Monday – Friday, 8:00AM - 5:00PM

TELECOMMUNICATION TENANT SERVICES CHECKLIST

Service delivery times vary by quantity and type of services requested. Tenant should allow at least 5-7 working days for normal service requests.

1. Tenant contacts DAL Communication Center at 214-670-LOVE to create request.
2. Tenant reviews requirements and starts worksheets for voice, data, or video services.
3. Tenant contacts AESM (214-670-9577) to coordinate any infrastructure wiring work required for service activation. There is a site survey fee associated with this activity.
4. DAL AESM receives following from Tenant:
 - a. Leasehold Space Diagram
 - b. Network Diagram
 - c. Signed Service Request Order Form
5. DAL AESM performs all cabling, cross connects and co-location services. AESM will notify the tenant that the work is completed
6. Service activated and Tenant accepts work product
7. Consolidated bill for all services and installation charges prepared by DAL AESM
8. Tenant pays invoice per remittance instruction on bill

Trouble Reporting

To report service outages and request support, please follow the steps below:

1. Tenant notifies the DAL Communication Center at 214-670-LOVE (5683) to open a service request ticket
2. DAL Communication Center will notify appropriate escalation point, and dispatches technician to troubleshoot problem. Tenant may be required to contact Communication carrier.

Service Disconnect

To request your service to be disconnected, please follow the steps below:

1. Tenant notifies the DAL Communication Center at 214-670-LOVE (5683) for any circuit disconnect
2. DAL AESM technicians will survey and recapture any leased equipment at service disconnect date
3. DAL AESM will remove all wiring
4. DAL AESM process final billing for services disconnected

LOVE FIELD TERMINAL & SUPPORT BUILDINGS

All DAL buildings and facilities are the property of the City of Dallas and are entrusted to DAL management to further the aviation support and activities of the flying public. To this end, only properly approved equipment and leasehold improvements may be installed and used in DAL buildings and facilities.

Customer Owned Equipment and Use

All DAL tenants (air carriers and concessionaires) may petition DAL AESM for approval and use of their owned or leased equipment within leasehold areas. Installation of tenant owned equipment will be required to follow AESM procedures, protocols, or placement. For example, frequency coordination is a critical communication issue that needs to be addressed prior to the location of hardware. Without frequency coordination, there is a real chance of intermodulation interference and distortion problems.

Operation of Telecommunication Services at DAL

Tenants are not authorized to locate their electronics in DAL Communication Rooms without a formal request to locate their equipment within telecommunication rooms, rack spaces, etc. Tenants need to provide a network diagram, negotiate space in the Telecommunication room (TR) and select the services they require as listed in this services catalog.

Services Pricing

Pricing was determined using industry standard pricing for commercial services such as television and video services, utilizing pricing as presented in RSMeans, existing City of Dallas service contracts, analysis of other airport pricing for similar services and discussions with multiple vendors providing services similar to what will be offered at the airport. This document contains comprehensive pricing for all of the services offered by AESM at DAL. Pricing is subject to change without prior notice.

House Wiring

All telecommunication services provisioned for use at DAL will terminate on DAL owned communication facilities. House wiring will be installed at the time of lease execution. Leasehold improvement requests made during the tenure of the lease will incur appropriate charges. House wiring will not be abandoned in place in accordance with DAL green initiative directives and appropriate laws and regulations. A fee for removal of installed wiring will be incurred by tenant at the initiation of a lease or at the time of leasehold improvements with DAL.

DAL utilizes a variety of telecommunication technologies within the terminals and support buildings at Love Field. Both fiber and copper based termination circuits are available for support of leasehold areas and their operation. Tenants must contract with DAL AESM to utilize this wiring infrastructure plant for their telecommunication purposes.

LOVE FIELD TERMINAL & SUPPORT BUILDINGS (cont.)

DAL tenants may acquire and operate tenant owned telecommunication equipment at DAL as long as:

1. The tenant understands and acknowledges that DAL AESM must authorize the Tenant to own and operate telecommunication equipment at DAL.
2. The tenant understands and acknowledges that it must comply with DAL AESM policy, procedures, and design guidelines for the use of any telecommunication wiring infrastructure at DAL.
3. The tenant has received prior written approval from DAL AESM management before utilizing any telecommunication wiring infrastructure at DAL.
4. The tenant installation of any telecommunication equipment using DAL AESM telecommunication wiring infrastructure must comply with DAL AESM suitability guidelines for telecommunication services.
5. The tenant **may not** use telecommunication equipment that utilizes electrical power wiring as a conduit for telecommunication or telecommunication services.
6. The tenant **may not** use any telecommunication equipment that interferes with, degrades, eliminates, destroys, or compromises the use of telecommunication services of any other tenant at DAL (including DAL telecommunication services).
7. The tenant installs and maintains in working order telecommunication equipment providing telecommunication services over DAL telecommunication facilities. DAL reserves the right to remove any inoperable or improperly operating telecommunication equipment from leasehold areas for eventual removal from DAL premises.
8. The Tenant must use DAL AESM for all wiring leading from the Tenants telecommunication equipment to the Tenants leasehold space.

ANALOG CIRCUIT CONNECTION

DAL provides access to all Texas Public Utility Commission (T-PUC) approved telecommunication carriers and providers. However, DAL requires all leaseholders to coordinate the implementation of all telecommunication services with DAL AESM. Leaseholder understands and acknowledges by leasing properties and facilities at DAL that telecommunication services used at DAL will terminate on DAL owned and maintained telecommunication facilities (i.e., infrastructure). To complete provision of telecommunication services, DAL will provide ready access to all T-PUC approved carriers and providers according to all relevant federal and state laws and regulations.

DAL tenants may acquire and provision telecommunication services to terminate on DAL telecommunication facilities from any T-PUC approved telecommunication carrier or provider as long as:

1. The tenant has provided notification to AESM that they have requested service from a service provider.
2. The tenant has received written acknowledgement from AESM that a request for telecommunication from a provider has been made.
3. The AESM properly coordinates the provisioning and installation of the telecommunication service. The tenant will provide the following information from their selected carrier.
 - a. Service Order Number
 - b. Circuit Number
 - c. Telephone Number
 - d. Service Provider Contact information
4. All telecommunication services are subject to termination on DAL's telecommunication facilities (e.g., wiring).
5. All **air carrier** tenants using shared use services facilities will be required to use shared use telecommunication facilities.

DAL provides copper wiring in support of analog circuits to support such devices as fax machines and point of sale credit card authorization devices or phones. Analog circuits acquired by tenants will terminate on DAL telecommunication facilities (i.e., infrastructure). Tenants understand and acknowledge that use of analog circuit services at DAL will assess a monthly rental fee to use the copper wiring facilities that will complete an analog service circuit (i.e., from the identified telecommunication room or closet to the tenant's leasehold area).

DAL tenants may acquire and provision analog circuit services to terminate on DAL telecommunication facilities as long as tenant understands and acknowledges:

1. All service requests must be coordinated through AESM to ensure provider carrier access to airport facilities and equipment (refer to page 1 for contact information)

ANALOG CIRCUIT CONNECTION (cont.)

2. All DAL provided analog circuit services are subject to the availability of DAL's copper based analog circuit infrastructure.
3. Tenants are not authorized to locate their analog circuit services within DAL Tenant leasehold area.

Item	Connection Description	Charge
1	Horizontal Cabling (includes wall jacks and wiring from leasehold space to TR) (Cat 5e/6)	\$250.00 per run
2	Cross Connect (TR to Fiber Room)	\$250 per circuit
3	Analog Circuits Monthly Rental	\$6.00 per run
4	Cable Leasehold Removal	\$250.00 per hour

DATA COMMUNICATION CONNECTIONS

DAL provides a variety of data Communication connections for its tenants that will support several types of data Communication protocols. These can include T1, T3, DSL, and bridged internet connection. DAL tenants may acquire and provision data communication connections to terminate on DAL telecommunication facilities providing the tenant agrees and acknowledges:

1. The tenant has provided notification to AESM that they have requested service from a service provider.
2. The tenant has received written acknowledgement from AESM that a request for telecommunication from a provider has been made.
3. The AESM properly coordinates the provisioning and installation of the telecommunication service. The tenant will provide the following information from their selected carrier:
 - Service Order Number
 - Circuit Number
 - Service Provider Contact information
4. All telecommunication services are subject to termination on DAL telecommunication facilities (e.g., wiring).

Item	Connection Description	Charge
1	Horizontal Cabling (includes wall jacks and wiring from leasehold space to TR) (CAT 5)	\$250.00 per run
2	Horizontal Cabling (includes wall jacks and wiring from leasehold space to TR) (CAT 6)	\$275.00 per run
3	Cross Connect (TR to Fiber Room)	\$250 per circuit
4	Cable Leasehold Removal	\$250.00 per hour
5	Tenant Communication Equipment Installation (will include power, cabling, etc.)	\$250.00 per U space
6	Backbone Cabling (includes media converters)	\$500.00 per circuit
7	Tenant Communication Equipment Co-location	\$125 per U space
8	Monthly Cable Rental	\$6.00 per run
9	Communication Equipment Removal	\$250.00 per hour
10	Bridged Internet (2MB)	\$450.00 Setup Fee + \$79.00 per month

CO-LOCATION SERVICES

DAL Co-location Services are available for use to all DAL tenants. These services consist of providing rackspace within DAL MERs and/ or TRs for tenant owned equipment. Both professional services and equipment acquisition and installation services are available.

Item	Description	Charge
1	Co-Location Service Installation	\$250.00 per U space
2	Co-Location Service Monthly Rental	\$125.00 per U space
3	Communication Equipment Removal	\$250.00 per hour

Open Wireless Networks

DAL provides tenant Open Wireless Networks through its Distributed Antenna System (DAS) WIFI vendor. Utilizing DAS, DAL is able to provide wireless connectivity to customers of carrier level telecommunication providers at DAL (e.g., AT&T and Verizon Wireless). DAL also provides tenant's wireless hotspot capability through a contract with the DAS/WIFI provider.

Tenants should contact DAL Communication Center to coordinate service delivery by the DAS/WIFI Provider:

Item	Open Wireless Network Services Description	Charge
1	WIFI (per Device)	\$200.00 Setup Fee + \$59.00 per month
2	Dedicated Wireless Hotspot	\$1200.00 setup per access point + \$500.00 per month
3	Open Wireless Network Service Leasehold Removal	\$250.00 per hour

LEASEHOLD-AREA TELEVISION/VIDEO SERVICES

DAL will provide commercial non-broadcast television services to tenant leasehold areas at DAL.

Satellite Television Services (STV)

Tenants desiring commercial non-broadcast television programming in their leasehold areas will require access to DAL Satellite Television Services (STV). Contact AESM for available STV packages and pricing.

Leasehold-Area Video Services

DAL will provide limited remote viewing (i.e., surveillance) capabilities into DAL tenant leasehold areas. Tenants have an option to acquire Closed Circuit TV (CCTV) from DAL AESM for their leasehold area. Leasehold areas include passenger hold areas, baggage intake and return areas, and tarmac areas. Tenants will not be able to obtain remote viewing capabilities for areas not leased by the tenant.

Closed Circuit Television (CCTV)

Tenants requesting Closed Circuit Television (CCTV) services must contact AESM for available options and pricing.

LEASEHOLD-AREA CONTENT MANAGEMENT SYSTEM

DAL has identified shared use as a significant capability for the introduction of flexibility within an airport terminal facility. To support the shared use concept, DAL offers content management services. The Content Management System (CMS) will provide content for Multi-User Flight Information Display (MUFIDS), Flight Information Display (FIDS), Baggage Information Display (BIDS) and, Gate Information Display (GIDS) for DAL air carriers. The CMS can also provide the Tenant with the ability to display menu and pricing information. Contact DAL AESM for options and pricing information.

PAGING SERVICES

DAL has both audible and visual paging services throughout the airport. Contact DAL AESM for options and pricing for Tenant leasehold areas.

APPENDIX

APPENDIX

I

(Activity Permit)

Department of Aviation Activity Permit Application

DALLAS LOVE FIELD AIRPORT
DALLAS EXECUTIVE AIRPORT
DALLAS HELIPORT

Date _____

Allow 7 working days to process Activity Permit Application

Organization Name:	
Address:	City, State, Zip:
Work Phone:	Cell Phone:
Fax:	Pager:
Email Address:	
Contact(s):	Phone, Cell, Pager
Onsite Contact(s):	Phone, Cell, Pager
Emergency Contact(s):	
Organization Type:	Non-Profit <input type="checkbox"/> For Profit <input type="checkbox"/> GOV <input type="checkbox"/> Corp <input type="checkbox"/> Other <input type="checkbox"/>
Scout yes <input type="checkbox"/> no <input type="checkbox"/>	What Company:

Activity Permit Description
 Charity Event Commercial Filming Filming Distribute Literature Documentary
 Historical Picketing Soliciting Still Photography Survey
 Tour Welcome/Greet Convention participants Other _____

Activity Schedule

Filming Day	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
#of participants							

An escort(s) is required for all activity in the, Restricted, Sterile, RAMP or SIDA areas – NO EXCEPTIONS

Proposed Activity (not to exceed 30 days) Date(s) and Time(s)

From	To
-------------	-----------

Proposed Location Desired (be specific) – Where exactly at airport?**Detailed Description of Proposed Activity – How many people? Doing what specifically?****Insurance Provided Yes No (Not needed for tours*)**

Name of Insurance Company

I hereby submit this application to conduct the above referenced AVIATION ACTIVITY at the City of Dallas Airport/Heliport herein named. I certify that I am familiar with and will comply with the terms and conditions governing such activity as set forth by the Department of Aviation and the City of Dallas. I further submit that I will comply with and adhere to any FAA/TSA Regulations and Guidelines regarding any activities conducted on any portion of Aviation property(ies).

*All tours beyond the Security Checkpoint will need escorts; therefore, all participants must be listed and must have a copy of their photo identification on file before the tour.

Signature

Title

Email application to Sheneice.hughes@dallascityhall.com or mail it to Dallas Love Field Airport; 8008 Herb Kelleher Way LB16; Dallas, TX 75235 in c/o Sheneice Hughes.

FOR DEPARTMENT OF AVIATION USE ONLY

Aviation Activity Permit No. _____

_____ Request Approved from _____ to _____
Date Date

_____ Request Denied. Reason(s) for denial: _____

Fee Charged	Fee Paid
Balance Due	



Director or Assistant Director
Department of Aviation

Date _____

APPENDIX

II

(AESM forms)

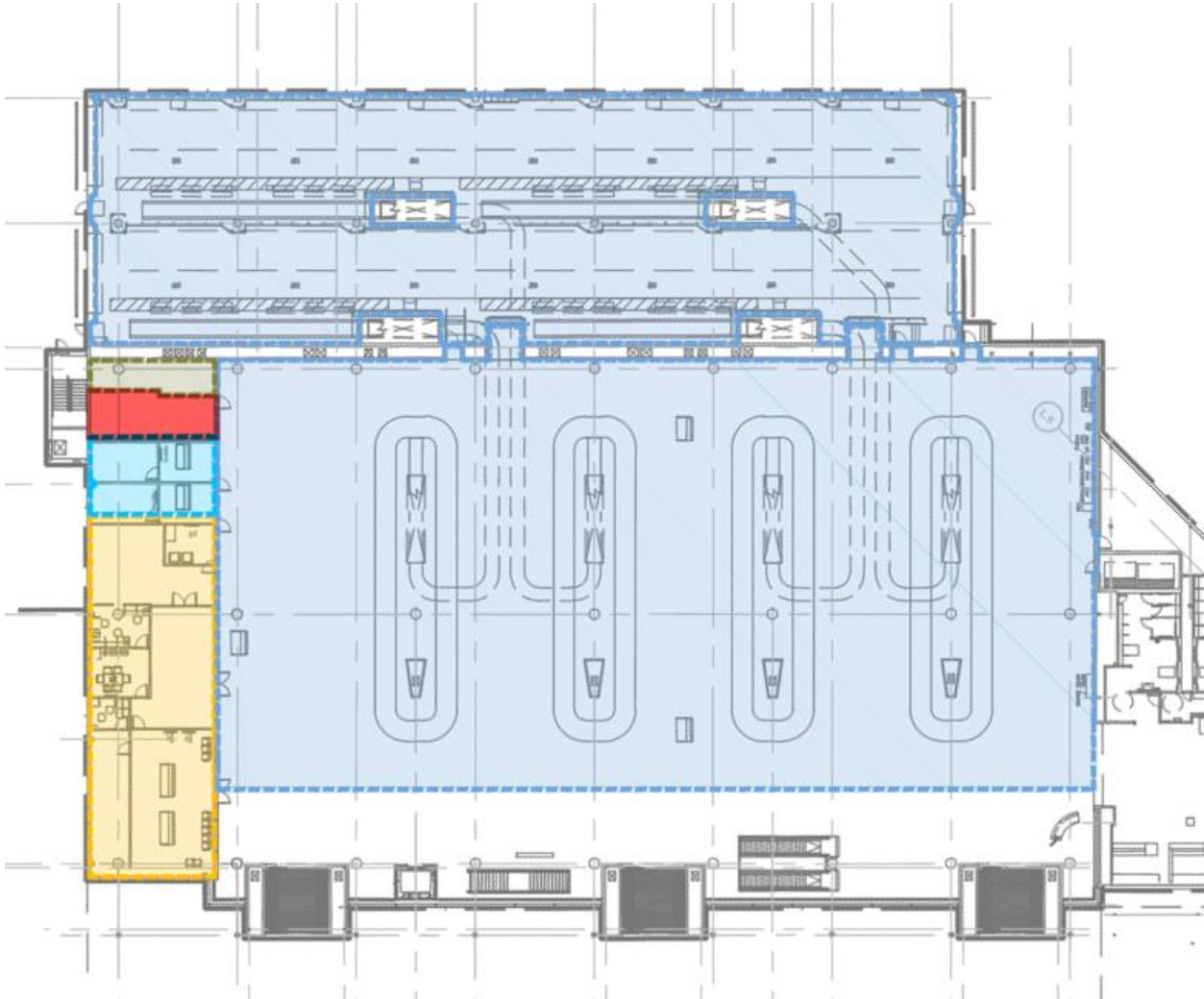
 City of Dallas	Department of Aviation Airport Electronic Systems Management	 AESM <small>Airport Electronic Systems Management A Division of DFW Air Center</small>					
Service Request Form - Customer Name							
	<input checked="" type="checkbox"/> New	<input type="checkbox"/> Add	<input type="checkbox"/> Delete				
	Installation Charges		Monthly Charges				
Item #	Description	Qty	Unit	Unit Rate	Installation Charge	Monthly Rental Fee	Monthly Rental Charge
Analog Circuit Connection							
1	Horizontal Cabling	0	Per Circuit	\$ 250.00	\$ -	\$ 6.00	\$ -
2	Cross Connect	0	Per Circuit	\$ 250.00	\$ -	\$ -	\$ -
3	Cable Leasehold Removal		Per Hour	\$ 250.00	\$ -	\$ -	\$ -
Data Communications Connection							
4	Horizontal Cabling	0	Per Circuit	\$ 275.00	\$ -	\$ 6.00	\$ -
5	Cross Connect - DSL/T1/T3	0	Per Circuit	\$ 250.00	\$ -	\$ -	\$ -
6	Tenant Communications Equipment - DSL/T1/T3		Per U	\$ 250.00	\$ -	\$ 125.00	\$ -
7	Backbone Cabling (includes media converters)		Per Circuit	\$ 500.00	\$ -	\$ -	\$ -
8	Cable Leasehold Removal		Per Hour	\$ 250.00	\$ -	\$ -	\$ -
9	Communication Equipment Removal		Per Hour	\$ 250.00	\$ -	\$ -	\$ -
House Wiring							
10	Horizontal Cabling		Per Circuit	\$ 250.00	\$ -	\$ 6.00	\$ -
11	Cable Leasehold Removal		Per Hour	\$ 250.00	\$ -	\$ -	\$ -
Co-Location Services							
12	Co-Location Services		Per U	\$ 250.00	\$ -	\$ 125.00	\$ -
13	Communication Equipment Removal		Per Hour	\$ 250.00	\$ -	\$ -	\$ -
Other							
14	Fiber - ___ Strands, Multimode			\$ -	\$ -	\$ -	\$ -
15	Fiber - ___ Strands, Single Mode			\$ -	\$ -	\$ -	\$ -
16							
POC:				Subtotal:	\$ -	Subtotal:	\$ -
Phone:				Tax:	\$ -	Tax:	\$ -
Email:				Total:	\$ -	Total:	\$ -
Notes, Comments, Special Instructions							
SCOPE OF WORK:							
Effective Date _____ Termination Date _____							
Customer Authorization Signature & Date _____				AESM Authorization & Date _____		AVI-FRM-205, Effective 8/19/2014, Rev. 1	

APPENDIX

III

(Baggage Claim Carousels)

Baggage Claim Carousels are First Come, First Serve.



Effective October 1, 2014

APPENDIX IV

(Environmental Incident Report)

AVI- ENVIRONMENTAL INCIDENT REPORT

AD 3-73

A. GENERAL INFORMATION			
1. Location of Incident: Name & Address:			
2. COD Department, Division & Address:		Aviation	
3. Other Responsible Party Involved: Name, Address & Phone #		<input type="checkbox"/> Yes <input type="checkbox"/> No	
4. Weather Conditions:		<input type="checkbox"/> Wet <input type="checkbox"/> Dry <input type="checkbox"/> Hot <input type="checkbox"/> Cool <input type="checkbox"/> Cold	
B. INCIDENT DESCRIPTION			
1. Date: <input type="checkbox"/>	2. Time Spill Started: <input type="checkbox"/> AM <input type="checkbox"/> PM		Time Spill Ended: <input type="checkbox"/> AM <input type="checkbox"/> PM
3. Type of Material: <input type="checkbox"/>	4. Amount Spilled: <input type="checkbox"/>	5. Container Capacity: <input type="checkbox"/>	
6. Entered Storm Drain? <input type="checkbox"/> Yes <input type="checkbox"/> No If "Yes," answer 6a and 6b.		6. a. Amount Entered Storm Drain:	6. b. Name body of water affected:
7. Explain the Incident:			
8. List Injuries/Damages:			
C. CORRECTIVE ACTION			
1. Was Incident Corrected? <input type="checkbox"/> Yes <input type="checkbox"/> No		2. Date and Time Corrected/Will Be Corrected: <input type="checkbox"/> AM <input type="checkbox"/> PM	
3. Corrected by: <input type="checkbox"/> FD <input type="checkbox"/> Department <input type="checkbox"/> OEQ <input type="checkbox"/> SW <input type="checkbox"/> Contractor's Name:			
4. List clean up methods & disposal:			
5. List steps taken to reduce, eliminate & prevent reoccurrence of this type of incident:			
D. EMPLOYEE INFORMATION			
1. Last Name:		2. First Name:	3. Employee No.
4. Preventable incident? <input type="checkbox"/> Yes <input type="checkbox"/> No. ; if "yes," please explain:			5. Points Accumulated:
E. REPORTER'S INFORMATION			
1. Last Name:	2. First Name:	3. Employee No.	4. Phone #:
5. Contacted: <input type="checkbox"/> 911 <input type="checkbox"/> OEQ <input type="checkbox"/> SW <input type="checkbox"/> Other: Date: <input type="checkbox"/> Time: <input type="checkbox"/> AM <input type="checkbox"/> PM.			
6. No. of photos taken before the spill:		7. No. of photos taken after the spill:	
F. DEPARTMENT REVIEW			
Review & carefully answer the following consent agreement.			
1. I represent & warrant that the answers I have given are full & true to best of my knowledge & belief.			
2. I acknowledge that I have read and understood the questions and that I answered all questions truthfully.			
3. I understand that failure to answer all questions fully & truthfully may result in disciplinary action/termination.			
Manager:		Date:	<input type="checkbox"/> I AGREE.
Assistant Director:		Date:	<input type="checkbox"/> I AGREE.
Total Report Pages: 1 of .			
G. OFFICE OF ENVIRONMENTAL QUALITY			
Reviewed By:		Date:	
Was Incident handled properly?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
Was Incident preventable?		<input type="checkbox"/> Yes <input type="checkbox"/> No; if "yes," please explain: <input type="checkbox"/>	
Points Assessed:		Recommended Disciplinary Action:	
Comments			

APPENDIX

V

(Spill Response)

Spill Response

A spill or discharge is the accidental or intentional spilling, leaking, pouring, emitting or dumping of waste or product into or on land or water. The person responsible for cleaning up a spill is the owner or operator of a facility from which a spill originates or any person who causes, suffers, allows or permits a spill or discharge.

Spills may occur at any time! Employees must follow spill response and clean up procedures in order to minimize the environmental impact caused by spills. Be aware of your work areas and nearest spill kit.

1. Identify the spilled material and stop the source of the spill immediately (i.e. from container, piping, hose, valve or other source). Shut off any ignition source that could cause a fire in the vicinity of the discharged materials.
2. Report the spill by contacting the Airport Communication Center (ACC) at (214) 670-5683 immediately.
3. If the spilled material is immediately dangerous to life or health, call 911.
4. Protect any storm drains or water source that could be impacted by the spill with proper materials (e.g. socks, absorbent). If spilled material is suspected in the storm drain, Environmental or other authorized personnel will immediately close the appropriate outfall gate as deemed necessary.
5. Identify the responsible party. Once identified, the responsible party will be responsible for cleaning up the spill and incurring the associated cleanup cost.
6. If the spill is deemed non-hazardous, the responsible party must:
 - Contain the spill with absorbent material, berm or place absorbent socks or pads around the spill.
 - Clean the spilled material.
 - Thoroughly clean the impacted area, equipment and surfaces where the spill occurred.
 - Dispose of used pads in a rigid container with a top for proper disposal. Used materials **MUST NOT** be disposed of in the general trash, down the drain or into the ground. Place contaminated spilled material in a secured container for storage and disposal.
 - Restock the spill kit with new materials following spill cleanup.
7. The responsible party and the first on-site COD staff **must** assist Environmental in investigating the root cause of the spill and determining any actions needed to reduce, eliminate and prevent its recurrence. The responsible party and the first on-site COD staff **must** document the spill and provide this information (i.e. pictures, notes, reports) to Environmental **within 24 hours** of the spill.
8. An Environmental Incident Report (EIR) must also be completed:
 - For spills less than one (1) gallon, the EIR will be kept at your facility.
 - For spills greater than one (1) gallon, Environmental will notify Office of Environmental Quality (OEQ) **within 4 hours** of the knowledge of the spill. The EMR, or assigned personnel must submit the approved EIR to OEQ as soon as the investigation is completed or no later than 10 business days after the event.
 - For spills greater than ten (10) gallons or if any amount enters the storm drain, Environmental will notify OEQ, and Storm Water Management as necessary.
9. Email AVIEnvironmental@dallascityhall.com with questions, comments, or requests for training.

APPENDIX

VI

(EMS Awareness)

EMS Awareness

1. Does the City of Dallas have an Environmental Policy? *Yes!*

2. What is the COD Environmental Policy?

The City of Dallas is committed to a clean, safe, and healthy environment. As such, we will exercise environmental stewardship in our dealings with employees, other governments, citizens, City contractors, business and others in the community for our world today as well as for future generations. Caring for the environment is one of our core values, and this is demonstrated by ensuring our activities are in harmony with the natural world around us.

3. What does it commit the City of Dallas to?

- Pollution Prevention
- Compliance with legal and other requirements
- Continual Improvement

4. What are Aviation's Environmental Objectives and Targets?

- *Improve the airport impact on the landfill by increasing recycling by 5% by 2017*
- *Increase solid waste diversion rate to 10% by 2020*
- *Reduce carbon footprint by 10% per enplaned passenger by 2025*

5. How does your job impact the environment?

- *Field Personnel: Operating and maintaining equipment produces air pollution and uses natural resources. Leaks and spills can pollute waterways.*
- *Office Personnel: Use of paper, plastic, and power for computers, lights and electric devices impact natural resources and contribute to air pollution.*

6. What are you doing about it?

- *Field Personnel: Implementing Best Management Practices (BMPs) such as follow Spill Response Procedures, Performing Preventive Maintenance, Using drip pans, and following the five-minute-anti-idle rule.*
- *Office Personnel: Recycling paper and ink cartridges, and conserving energy by powering off computers, lights and electronic devices when not in use.*

7. Who is the Aviation Environmental Management Representative (EMR)?

Sana Drissi, (214) 670-6654, sana.drissi@dallascityhall.com

8. What do you do if you have an environmental emergency?

Contact your manager or supervisor, EMR and/or 911 if needed.

9. Do you know where to find the documents related to your job (role) at the COD?

Refer to the Quality, Environmental and Occupational Health & Safety Management System Manual located at: <https://dallastxgov.sharepoint.com/sites/city/4eval/>

APPENDIX

VII

(Facilities Impact Request Form)

Facilities Impact Request



CONTACT INFORMATION:

DATE: _____ COMPANY: _____

CONTRACTOR PRIMARY CONTACT:

CONTRACTOR ALTERNATE CONTACT:

NAME: _____

NAME: _____

PHONE: _____

PHONE: _____

EMAIL: _____

EMAIL: _____

PROPOSED ACTIVITY START (DATE/TIME): DATE: _____ TIME: _____

PROPOSED ACTIVITY END (DATE/TIME): DATE: _____ TIME: _____

DESCRIPTION OF PROPOSED ACTIVITY:

ANTICIPATED AND POTENTIAL IMPACTS:

IMPACT MITIGATION PLANS:

NOTES:

Contractor to notify the Airport Communication Center before start of work at (214) 670-LOVE (5683).

Contractor to have work zone cleared at end of work day by DOA Operations and DOA Facilities. Inspections are to be coordinated through Airport Communication Center (214) 670-LOVE (5683).

For all telephone / data cabling, coordinate with Owner at AVIIT@dallascityhall.com and your Communications Provider to install.

Supporting Documents Attached

BUILDINGS/FACILITIES:

- | | | |
|--|--|--|
| <input type="checkbox"/> EAST CONCOURSE | <input type="checkbox"/> TICKETING HALL | <input type="checkbox"/> AIRFIELD LANDSIDE |
| <input type="checkbox"/> STEM | <input type="checkbox"/> BAGGAGE CLAIM HALL TERMINAL | <input type="checkbox"/> ROADWAY |
| <input type="checkbox"/> WEST CONCOURSE | <input type="checkbox"/> LOBBY | <input type="checkbox"/> LOVE HUB |
| <input type="checkbox"/> CENTRAL UTILITY PLANT | <input type="checkbox"/> EAST SATELLITE BUILDING | <input type="checkbox"/> GARAGE C |
| <input type="checkbox"/> BOILER ROOM | <input type="checkbox"/> PARKING GARAGE A & B | <input type="checkbox"/> GARAGE C ENABLING |

Facilities Impact Request - continued

Systems Impacted: Manager's approval needed if boxes checked below.

OPERATIONS

AIRFIELD STERILE SYSTEMS
CLIFF YORK SIGNATURE: _____ DATE: _____
MANAGER

FACILITIES

ELEC HVAC FIRE ALARM FIRE SUPPRESSION PLUMBING
MARISSA SANCHEZ SIGNATURE: _____ DATE: _____
MANAGER

FIELD MAINTENANCE

AIRFIELD LANDSCAPE ROADWAYS
SHANE GRAVENS SIGNATURE: _____ DATE: _____
MANAGER

ENVIRONMENTAL

ENVIRONMENTAL
SANA DRISSI SIGNATURE: _____ DATE: _____
MANAGER

AVI INFORMATION TECHNOLOGY

IT, VOICE, DATA
ROBERT CHAMBLISS SIGNATURE: _____ DATE: _____
MANAGER

OPERATIONS/SECURITY

SECURITY
COURTLY PARKER SIGNATURE: _____ DATE: _____
MANAGER

GROUND TRANSPORTATION

_____ MOTOR VEHICLE TRAFFIC CURBSIDE GARAGE
MARK FRAGALE SIGNATURE: _____ DATE: _____
MANAGER

CONCESSIONS

CONCESSIONS
ROBERT MVLLE SIGNATURE: _____ DATE: _____
MANAGER

LANDSIDE OPERATIONS

LOBBY TICKET WING BAGGAGE CLAIM STEM/CONCOURSE
JAMES CENAMO SIGNATURE: _____ DATE: _____
MANAGER

Contractor shall maintain an approved Facilities Impact Request at the Work area. Failure to produce FIR upon request from the Department of Aviation (DOA) will result in immediate termination of the Work. Violators of this requirement are subject to removal from Airport premises and/or have DOA Badge privileges revoked.

APPENDIX

VIII

(Key Request Form)

Key Request Form**Key Recipient:**

Name: _____ Date: _____

Company: _____ Department: _____

Phone Number: _____ Email: _____

DAL Badge Number: _____ Key(s) Requested: _____

Key Operational Justification: _____

Supervisor Name: _____ Supervisor Title: _____

Supervisor Email: _____ Phone Number: _____

Signatory Information

Name: _____

Company: _____ Department: _____

Phone Number: _____ Email: _____

Signatories shall immediately report any lost, missing, stolen or damaged keys to the Airport Communication Center (214-670-5683). If the key is subsequently recovered, it must be immediately returned to the Airport Communication Center.

The user organization will be responsible for the costs incurred to restore security to an area when a key is lost. The total labor and materials cost to replace all affected cores and re-issue keys to open the affected cores will be billed to the responsible department.

New core or re-pin an existing core - \$50.00 + (Depending on the number of cores needing replacement)

New Key - \$15.00 + (Depending on the number of keys needing replacement)

I certify the above listed employee has a justifiable need to have the above listed key(s) issued to them to accomplish work related assignments, at the Dallas Love Field Airport. I understand I will be responsible for ensuring the issued key(s) are returned to the Dallas Love Field Department of Aviation – Key Office, when the employee no longer has a need for the key, or no longer works at the airport.

Signatory Signature: _____ Date: _____

Responsibilities and Duties of Key Holder:

All keys remain the property of the Department of Aviation

Key holders shall not loan their facility key; the key can only be used by the individual to whom the key is issued. Allowing unauthorized use can result in the issuance of a Security Violation.

Key holders shall not alter, duplicate, copy, or make a facsimile of their key to a lock of a facility building or property.

Key holders shall use assigned keys for access to authorized locks only

Key holders shall take measures to protect and safeguard any keys issued to them.

Key holders shall not use their key(s) to grant access to non-authorized individuals

Persons entering locked buildings or spaces are responsible for re-securing all doors and shall not prop open any doors.

Key holders shall not store keys in an unsecured location, all keys are to be stored in a secure location or in the possession of the person to whom issued at all times.

Violations of any of these enforcement policies may result in revocation of the key, disciplinary action up to and including suspension of DAL badge, and loss of key(s).

To be released from accountability, employees must return all keys prior to final out-processing.

Obsolete and unneeded keys must be returned to the DAL Key Office for disposal and for clearing the employees of all responsibilities, and the liability of the authorizing department.

For personnel assignment changes within a company, the employee must return all keys to the DAL key control office and the organization must submit a new key request form for additional personnel needing a key.

Lost/Stolen/Unaccountable Keys:

Employees shall immediately report any lost, missing, stolen or damaged keys to the Airport Communication Center (214-670-5683). If the key is subsequently recovered, it must be immediately returned to the Airport Communication Center.

Employees are responsible for reporting lost keys, please contact your signatory immediately if your key is missing, lost, stolen, or damaged.

Replacement Costs of Keys:

The user organization will be responsible for the costs incurred to restore security to an area when a key is lost.

The total labor and materials cost to replace all affected cores and re-issue keys to open the affected cores will be billed to the responsible department.

New core and repining an existing core - \$50.00+ (Depending on the number of cores needing replacement). New Key - \$15.00+ (Depending on the number of keys needing replacement)

Any questions or concerns regarding the procedures, protocols, or usage of Facility keys can be directed to the Love Field Key Office at 214-671-0432 or the Landside Operations Manager at 214-670-9571.

Facility Key Holder Acknowledgement:

By signing this form, I acknowledge receipt of these guidelines and understand the responsibilities associated with receipt of an airport key. I understand the issued key will only be utilized for authorized work-related activities and will not be loaned, transferred or otherwise used by any other individual. I understand the key may not be utilized for personal gain or use while not on official duty at the airport. I understand I will be responsible for ensuring the issued key is returned to the company signatory or designee, who authorized the issuance of the key, when I no longer have a need for the key, or I no longer work at the airport.

I will ensure the key is secured or on my person at all times. If my issued key becomes missing, lost, stolen, or damaged I will immediately report the matter to the company signatory and the Airport Communication Center by calling (214) 670-5683.

Recipient Signature: _____ Date: _____