



Federal Aviation  
Administration



# D10 TRACON Facility Orientation Guide





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Dear New Employee:

Congratulations on your accomplishments to date. Your journey as a federal employee continues. D10 TRACON is a great place to work and the community is a super place to live. With the Dallas-Fort Worth metropolitan area being the 9<sup>th</sup> largest city area in the United States, the amenities abound and are too numerous to mention.

Our winters are mild, with an occasional freeze. A typical January day might find the temperature in the 70's. The highest temperatures of summer are associated with fair skies, westerly winds, low humidity and temperatures that are often above 100 degrees.

You are expected to report to D10 TRACON at 0700 local time on your first day. When you arrive at the facility on your first day, the guard will call our Training Department to send someone to meet you at the front door so you can begin the check-in process.

You will be assigned to the Training Department until you are sent to the operational quarters for on-the-job training (OJT) on your first operational position. While assigned to the Training Department, you will work an administrative schedule, which means you will work Monday through Friday, 0700-1530. Personnel on administrative work schedules do not work on government-observed holidays or on weekends.

If you have any questions or concerns before your arrival at D10 TRACON, please call the Training Department at (972) 615-2520.

Everyone at this facility is committed to providing you with the tools to be successful. Our expectation is that you will exhibit the same attitude and come to work prepared to study and learn.

The road to becoming a Certified Professional Controller (CPC) is very demanding and difficult. Once attained, it is an accomplishment and title that you can be proud to hold. At D10 TRACON we care about all of our employees. Welcome to the FAA family and I look forward to meeting you!



## INTRODUCTION

### Developmental Pathway to Success

We are very proud of our facility, our employees, and the awards we have earned by accomplishing the shared goal of air safety. We have been providing safe and expeditious services to the aviation community for over 40 years.

D10 TRACON is under the Department of Transportation regulated through the Federal Aviation Administration.

### **History**

D10 TRACON is one of top 10 Busiest Radar Approach Control Facilities in the United States, providing continuous 24-hour service to the flying public. D10 TRACON started in 1952 as two separate facilities. One was located at Dallas Love Field and the other was located at Amon Carter Airport, which later became Greater Southwest International Airport. In 1968 the two Facilities were combined at the Greater Southwest International Airport location. In 1974 the D10 TRACON was moved to the DFW Airport, where it exists today.

### **Our Airspace**

D10 TRACON's area of responsibility consists of 64,000 square nautical miles of airspace from the surface to 17,000 feet MSL. This airspace is divided into two specialties, (East and West), with a total of 42 operational positions. We service over 50 public, private and military airports in the vicinity of our airspace and 12 of these airports have Control Towers. Our facility was one of the first facilities to utilize the Four Corner-Post Arrival Systems.

### **DFW International Airport Data**

DFW Airport is located between the cities of Dallas and Fort Worth and is the busiest airport in Texas. With 685,491 aircraft movements in 2007, it is the third busiest airport in the world. In terms of passenger traffic, it is the seventh busiest airport in the world, transporting 59,784,876 passengers in 2007 and 57,093,187 passengers passed through DFW Airport in 2008. In terms of land area, at 18,076 acres, it is the largest airport in Texas, the second largest in the United States, and third largest in the world.

The airport is within the incorporated cities of Coppell, Euless, Grapevine and Irving. It serves 134 domestic and 37 international destinations, and is the largest and main hub for American Airlines (745 daily flights), and also the largest hub for American Eagle. Eighty five percent of all flights at Dallas/Fort Worth are operated by American Airlines.



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The airport is often referred to by its' airport code, "**DFW.**" It is operated in many ways like a small city. It has its own Post Office, Zip Code, and Public Services. The United States Postal Service gave the airport its own city designation, DFW Airport, TX.





## AIR TRAFFIC MANAGER – ROB LOWE



Rob Lowe is the Metroplex District Manager as well as the Air Traffic Manager (ATM) at the DFW TRACON (D10), Central Service Area Terminal Operations Services for the Air Traffic Organization (ATO), Federal Aviation Administration (FAA). He is responsible for the delivery of safe, secure, and efficient air traffic control and air traffic management services within the North Texas portion of the National Airspace System (NAS). This area includes major airports such as Dallas-Fort Worth International (DFW), Dallas Love (DAL), Fort Worth Alliance (AFW), Fort Worth Meachum (FTW), Addison (ADS) and Waco (ACT).

Prior to serving at D10, Rob was the Central Service Area Director for System Operations where he was responsible for overall guidance of air traffic flow and airspace management within the Central Service Area. As the Sysops Director, Rob facilitated the daily ATO interface with NAS customers to include Airlines, General Aviation, Department of Defense (DOD) at national and individual military command levels, and the Department of Homeland Security for air transportation security issues. He also lead crisis response and emergency operations for the ATO within his area of responsibility and has played crucial leadership roles in response to events such as September 11, 2001, Hurricanes, wild fires and floods. Specific examples include serving as the senior Department of Transportation representative (S-1) in New Orleans, Louisiana, immediately after Hurricane Katrina. With the absence of FEMA presence in the local area, Rob also served as the senior Federal civilian official on-site in New Orleans, LA and led the evacuation, response and initial restoration of the New Orleans area. He was consequently recognized with the Department of Transportation's highest award (Gold Medal) for his actions. He continues to be recognized for his leadership in improving and increasing the FAA's response during crisis response and emergency operations.

Born in Albuquerque, NM, Rob first employed his managerial and people skills in private industry prior to joining the FAA in 1985 as an Air Traffic Controller. During his more than 25 year career with the FAA, Rob has held numerous positions in air traffic control, technical operations, procedure development, quality assurance, resource management, many varied leadership levels within management, leading special projects and solving customer needs and concerns. He and his wife Gaye are very engaged and energized as the proud parents of three successful young men.



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## **AIR TRAFFIC STAFF MANAGER**

To be determined...



## TRAINING MANAGER – BRUCE THORSON



On behalf of the Training Team at D10 TRACON, I would like to congratulate you on your progress and accomplishments to date. I hope you find our facility a challenging and great place to work.

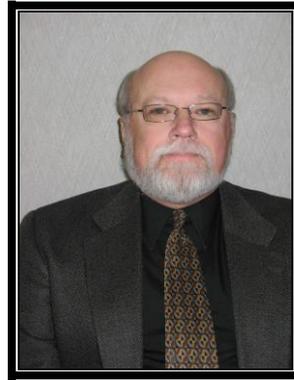
The D10 training department is comprised of FAA and Chickasaw Nation Industry (CNI) instructor personnel. We have a large number of trainees at D10, comprised of Certified Professional Controllers in Training, Veteran's Readjustment Act trainees, College Training Initiative trainees, and Public Hire trainees. There are five functions in the TRACON, ranging from two to six positions each. You will be designated as either a West Side controller or an East Side controller. All controllers work DFW traffic. East Side controllers work the East Satellite airports and West Side controllers work the West Satellite airports. You must qualify on the East or West side and DFW arrivals and departures before attaining full performance level status. Average time to completion of all required training is approximately 1.7 to 2 years.

Again, congratulations and welcome to the Metroplex District and D10 TRACON.

Bruce Thorson  
D10 TRACON, Training Manager



## AIRSPACE AND PROCEDURES MANAGER KARL RUCKMAN



Karl joined the U.S. Air force in January 1974. He was chosen to be an Air Traffic controller and spent 9 years and 3 months controlling traffic in towers, radar approach and mobile ground control approach facilities. He also attended college through the Community college of the Air Force. During his USAF career he was a supervisor, terminal instrument procedures specialist, training and standardization NCO and left the Air Force as the Chief of Air Traffic Control at Laughlin Air Force base in Texas.

Karl reported to Midland Tower in Midland Texas as direct hire air traffic controller in 1983. In 1985 he was selected as a controller at San Antonio Tower/Radar facility where he also worked as a plans and procedures specialist. In 1988 Karl was promoted to the position of Area Supervisor at New Orleans Moisant combined tower radar facility in Louisiana. In 1990 he returned to San Antonio as an Area Supervisor. There he also held the positions of Assistant Manager for Programs, Assistant Air Traffic Manager and Acting Hub Manager. In 1998 Karl was selected as the Air Traffic Manager at Amarillo Air Traffic Control Tower/Radar facility. During his tour the facility received the Southwest Regions Air Traffic Level 7 Facility of the Year award. In 2000 Karl then moved to the Southwest Regional offices as an Air Traffic Resource Management Specialist (ASW-540) where he also handled staffing and hiring for all of air traffic in the region. In 2003 Karl was selected as an Operations Manager at the D/FW TRACON (D10) and then in 2009 accepted the position of Support Manager for Airspace and procedures to assist in a major airspace redesign. Currently Karl is Acting Staff Manager at D10 helping the new District Manager acclimate to the facility.

Karl has been married to his wife Jacqueline for over 36 years. They have two grown daughters and three grandchildren. He is an avid Texas Hold'em player.



## **FACILITY OPERATIONS**

### Air Traffic District Manager

The Air Traffic District Manager, Mr. Rob Lowe, also serves as the Facility Air Traffic Manager (ATM) for D10, and is charged with the responsibility of all operations of the facility. His office is near the front entrance to the building.

### Air Traffic Staff Manager

The Air Traffic Staff Manager (ATSM), (To be determined), assists and supports the Air Traffic Manager.

### Operation Managers

D10 has four Operations Managers (OM's) who provide oversight and leadership for 2 specialty areas, East and West.

### Front Line Managers (formerly Operational Supervisors)

There are 17 Front Lines Managers that directly supervise the operation.

### Traffic Management Unit

The Traffic Management Unit (TMU) monitors and balances traffic flows within D10 airspace. This unit is charged with the responsibility of implementing the necessary restrictions to ensure an orderly flow of traffic.



## **ADMINISTRATIVE OFFICES**

### **Training D10-520**

Training is an extensive and ongoing process. Air traffic controllers receive approximately 2 years of training prior to attaining the certified professional controller (CPC) level, depending on their previous air traffic experience. Training includes numerous hours of classroom, computer based instruction (CBI), and Enhanced Target Generator (ETG) lab scenarios. After completion of each phase of academic and lab training, on-the-job training (OJT) is conducted in a live environment.

### **Plans and Programs – D10-510**

The Plans and Programs office is responsible and accountable for all equipment, budgets, services, policies and regulations. This office issues FAA ID badges and car decals. Armed security guards are stationed at the entrance to the facility. Each vehicle is required to display the appropriate decal, and each occupant is required to display an FAA ID prior to entering the property.

### **Quality Assurance (QA) – D10-505**

The Quality Assurance office is responsible for the facility's internal evaluation program and administering the National Operational Error/Deviation Program. This office serves as the focal point for initiatives to reinforce and enhance facility operations. The QA office investigates Operational Errors, Operational Deviations, Pilot Deviations and Aircraft Accidents.

### **Airspace & Procedures (A&P) – D10-530**

The Airspace and Procedures office is responsible and accountable for letters of agreement, airway structures, airspace usage, airspace actions, cartographic activities, customer meetings, and analyzing/evaluating national and regional policies and regulations.

### **Administrative Officer (AO)**

The administrative officer plans, develops, monitors, and executes actions required to manage a full range of administrative areas. Some of these responsibilities include travel, budgets, supplies and procurement.



## Terms of Reference

The developmental should be familiar with the following terms:

1. **Certification Skill Check** –An assessment used to determine if an individual demonstrates the knowledge and skill level necessary to certify on an operational position.
2. **Classroom Training** – Instructional presentations administered away from operational positions.
3. **Computer Based Instruction (CBI)** – Instructional delivery method using interactive computer technology.
4. **Consolidated Positions** – Those operational positions of the same nature which are routinely combined.
5. **Developmental** – An air traffic control specialist (ATCS) who has not achieved certified professional controller (CPC) level in any facility/area.
6. **Developmental Supervisor** –The supervisor of record for the developmental.
7. **Discontinuation of Training** – An action taken by the Air Traffic Manager (ATM) determining that no further training shall be conducted and/or a recommendation from a training review team that nor further training be conducted.
8. **Minimum certification hours** – The number of training hours required before becoming eligible for certification on any given operational position.
9. **Needs Improvement** – (Pertains to FAA Form 3120-25) A mark in this column indicates that the CPC in training/developmental observed performance is acceptable at this stage of training, but must improve in order to meet certification requirements.
10. **On the Job Familiarization (OJF) Hours**-Time that a developmental is assigned direct monitoring of an operational position.
11. **On-the-Job-Training (OJT)** – Training conducted by a Supervisor or an OJTI that provides direct experience in the work environment.
12. **On-the-Job-Training Instructor (OJTI)** – An individual who instructs the developmental during OJT.
13. **Performance Skill Check** – An assessment used to evaluate training progress by comparing a developmental knowledge and skill levels to those required for certification.
14. **Proficiency** – Knowing, understanding, and applying air traffic procedures in a safe and efficient manner.
15. **Proficiency Training** – Training conducted to maintain and update the knowledge and skills necessary to apply air traffic procedures in a safe and efficient manner.
16. **Refresher training** – Training conducted to maintain and update previously learned knowledge and skills.
17. **Remedial Training** – Training provided to correct specific identified operational deficiencies.



18. **Satisfactory** – (Pertains to FAA Form 3120-25)
  - a. **Performance Skill Check.** A mark in this column indicates the CPC in training/developmental observed performance in the session meets expected level of performance for this stage of training.
  - b. **Certification Skill Check.** A mark in this column indicates the CPC in training/developmental observed performance in the session meets expected CPC performance requirements and indicates the CPC in training/developmental demonstrates the ability to work independently for this performance item.
  - c. **Performance Skill Check for CPC.** A mark in this column indicates that the observed performance in the session meets expected CPC performance requirements to work independently for this performance item.
19. **Self Study** – Training situation wherein the study/learning is accomplished by the individual.
20. **Skill Enhancement Training** – Training used to improve knowledge level or skill performance.
21. **Supplemental Training** – Training conducted when changes occur pertaining to new/revised procedures, regulations, or equipment.
22. **Suspension of On-the-Job Training (OJT)** – An action taken by the developmental supervisor to temporarily stop OJT.
23. **Termination of Training** - When the developmental has exhausted 100 percent of allotted target hours or extension hours and their observed performance during a certification skill check does not meet expected CPC performance requirements. A certification skill check is mandatory whenever target hours have been exhausted.
24. **Target Hours** – The training hours normally required for certification on a position.
25. **Training Review Process** – The purpose of the training review process is to ensure that opportunities for training success were utilized while maintaining the integrity of the training program. Training reviews shall be conducted when requested by the ATM or when training has been suspended due to the CPC-in-Training/developmental performance.
26. **Training Team** – Designated individuals who facilitate the training of a developmental.
30. **Unsatisfactory** – (Pertains to FAA Form 3120-25).
  - a. **Performance Skill Check for CPC in training/Developmental.** A mark in this column indicates that the CPC in training/developmental observed performance is unsatisfactory at this stage of training.
  - b. **Performance Skill Check for CPC.** A mark in this column indicates that the observed performance in the session fails to meet expected CPC performance requirements to work independently for this performance item.



## **TRAINING STAGES**

**Stage I: FAA Academy Training.** This is the stage in which you are currently studying.

### **Stage II: Flight Data – Course 55060**

**Objective:** The purpose of this stage of training is to prepare the developmental to perform independently (under general supervision) all duties of the Flight Data Position and to attain certification. Refer to D10 3120.4, Appendix A for detailed guidance.

### **Stage IV: NonRadar Course 55064**

**Objective:** The purpose of this stage is to prepare the developmental to perform independently (under general supervision) all duties of a nonradar controller on all positions within the assigned area of specialization and to attain certification on those positions.

### **Stage IV: Radar Controller Training – Course 55065**

**Objective:** The purpose of this development stage is to qualify the developmental to perform the full range of duties and attain certification on all radar positions of operation in the area of specialization.

This stage is subdivided into three types of training: classroom/situational training, simulation training, and OJT. Portions of this stage of training may be used for specialists who have lost their operational currency or who have transferred from another facility or area of specialization. The Training Administrator (TA) shall ascertain which portions of this stage will be administered based on the needs of the specialist. Pass/fail criteria shall also apply in this stage of training. Refer to D10 3120.4, Appendix A for detailed guidance.



## DEVELOPMENTAL EXPECTATIONS

1. Be prepared to train each day of your watch schedule.
2. Utilize assigned study time to enhance your learning process and document study time on FAA Form 3120-25.
3. Keep your supervisor apprised of any situation(s) that may compromise your ability to learn.
4. Ask questions when you do not understand the material being presented or the expectation being levied upon you.
5. If you choose to express a difference of opinion, it is recommended to do so during the debriefing session. Having a difference of opinion while OJT and/or an assessment is being conducted on position is always unacceptable.
6. It is more productive to learn the required information and/or the expected application than to make excuses for why your performance did not meet expectation. Being able to work with others is a condition of employment.
7. Keep track of your daily training times.
8. Fill out a training sheet (FAA Form 3120-25), blocks 1, 2, 3, 7, and 8 for each training session and present it to your OJTI for completion and comments. Training sessions conducted during the same day on the same position may be combined on a single training form with cumulative time for that day listed in block 7 of the form.
9. Sign and date each training sheet in block 12. If you disagree with the write up, you may record your comments in the space provided in block 12 and attach a continuation sheet if required.
10. Exercise a professional demeanor at all times.
11. Ask the watch supervisor for a "be back" time for subsequent training sessions after the assigned break period.
12. Expect skill enhancement training if the learning process becomes stalled. Skill enhancement training may consist of, but is not limited to, one or any combination of the following: CBI training, classroom training, self-study assignments, ETG or supervisory skill checks.
13. Ensure your personal hygiene habits are consistent with a professional work environment.

**Note: Annual leave.** Developmentals that have bid their vacation leave are entitled to use this leave. Remember, training is a priority for any developmental. Spot leave requests may or may not be granted if the developmental is at a critical point in training. Many times a developmental has reached a critical juncture in their training and then has taken scheduled or spot annual leave that has adversely impacted their training. If you believe you are at a critical juncture or unsure of your status in the learning process, consult with your supervisor for guidance. If you are at a critical juncture in your training and have flexibility in your scheduled annual leave plans, your supervisor may be able to adjust your leave schedule to accommodate training and vacation needs. Remember, if you have any questions reference any type of leave, your training status or questions in general, your supervisor is the person to see.



## **GENERAL POLICIES AND EXPECTATIONS**

\*All policies are subject to change. Please contact your Front Line Manager (supervisor) with any questions.

### **Expectations:**

You are expected to show up for work on time and be ready to work upon arrival, adhere to D10 and FAA policies, accomplish the tasks requested, treat all that you come in contact with respect, exercise a professional demeanor at all times, and ask questions when you do not understand the material being presented.

We expect that you will work diligently towards your success, be prepared to train each day of your watch schedule, and keep track of your daily training times. You can expect the same professionalism from us.

### **Safety and Security:**

Security guards are stationed at the entrance to the facility. Each vehicle is required to display the appropriate decal, and each individual is required to display an FAA ID badge prior to entering the property. You will be issued yours in the first days of your arrival at D10. If you come to work in a borrowed/rented vehicle, stop at the guard shack and they will provide you with a temporary parking pass. If you should sell your vehicle, please remove your parking sticker and return it to the guard shack.

### **ID and Key card:**

ID and keycards are issued as part of your in-processing to D10. It must be displayed above the waist at all times while on the premises. Stop at the guard shack and display your ID each time you come to work. Should you forget your ID, stop at the guard shack and they will provide you with a temporary ID, which must be returned to the guard when you leave work for the day.

### **Lockers and Mail Slots:**

Lockers and mail slots are assigned by the Administrative Officer. DO NOT have personal mail sent to this facility.

### **Time and Attendance Procedures:**

For Orientation, and Stage II classroom, until you are sent to the floor for your OJT training, you are assigned to the Training Department. Requests for leave will be considered, but training is a priority; not just yours, but your peer developmental(s) as well.



For leave requests made prior to 0800 local, call the Operations Manager (972-615-2561/68/69). If you are unable to reach anyone at these numbers, call the Training

Department (972-615-2594/2520) after 0800 local. You are expected to make contact and advise management of your situation.

Once you are assigned to the operational floor you will work 8 hour days. All leave requests go through your Front Line Manager. Your Front Line Manager will cover those policies with you at that time.

You are allowed ½ hour for lunch. Once you are assigned to the floor, you will be in a paid lunch status working 8 hour days, because you are subject to recall to the control room and must be available for the full 8 hour shift.

#### **Medical Certificate & Physicals:**

It is a requirement to meet the medical standards to perform Air Traffic Control duties, including while you are in training to become an Air Traffic Controller.

You will be required to complete a physical bi-annually until age 40, then annually from there on out. You will receive a reminder when your "physical month" is approaching. Your physical must be scheduled during regular work hours. It is then your responsibility to make the appointment, notify your Front Line Manager of the scheduled physical appointment time, and arrive at your appointment on time. If you wear corrective lenses or contacts, please remember to bring these with you at the time of your physical.

#### **Drug Use:**

Use of illegal drugs is prohibited. If you should be using prescription drugs, over the counter medications, or herbal remedies please check with your Front Line Manager as to whether or not work it is permissible while taking these medications. Some medications require a certain amount of time between when the medication was taken and when you can work.

#### **Drug and Alcohol Testing:**

As an FAA employee in a safety related field, you are subject to random drug and alcohol testing. On the days that drug and/or alcohol testing is being administered, no leave is approved until it is determined that you are not on the list to be tested or your testing is complete.



**DUIs:**

We trust that you will not drive under the influence, however, should you receive a DUI, it is required that you report this to the Air Traffic Manager through your Front Line Manager.

**Conduct and Discipline:**

The FAA has a rather lengthy policy on Conduct and Discipline which you are required to follow. Upon your arrival, you will receive a copy for your review. If you have any questions, please ask your Front Line Manager or Human Resources.

**Dress Code:**

Members of the bargaining unit will attire themselves in a neat, clean manner which will not erode public confidence in the professionalism of the workforce.

**Employee Assistance Program (EAP):**

EAP is a program made available to all FAA employees and their families. This service is free of charge. The Human Resource Office has information on EAP upon request.

**Positive Work Environment:**

We strive to provide a pleasant work environment, free of harassment, foul language, bullies, etc. We want all our employees to feel comfortable and safe in their workplace. As a result, we take harassment of any kind very seriously, and it will not be tolerated. Please exercise a professional demeanor at all times. As with all policies, if you have any questions, please contact your Front Line Manager.

**Personal Hygiene:**

In this business, we do not have the option of walking away due to unpleasant odor. Please ensure that your personal hygiene habits are consistent with a professional work environment. Please take care to be clean and fresh on your arrival to work. Perfumes and colognes can also be offensive to fellow employees, so if you must wear a fragrance, take care to put it on sparingly.



**General Performance Appraisal Document:**

This documents your performance and is signed after a discussion with your Front Line Manager. While assigned to the Training Department, the Training Manager is your Front Line Manager. This is an opportunity for dialogue between you and your Front Line Manager as to what expectations are and whether or not you are meeting those expectations.

**National Air Traffic Controllers Association (NATCA):**

NATCA is the Union for Air Traffic Control Specialists. Membership in NATCA is optional. The NATCA office location will be covered in the facility tour.

**Phone Usage In Operations**

Operations Phones: The FAA phones are intended for business use. Examples of recognized business uses include schedule questions, leave requests, medical questions, coordination between FAA facilities, and emergencies. This phone number should not be given out as a “work contact number” to private parties or other businesses. Employees should not expect Front Line Managers to routinely accept personal messages. Please explain this to your family and friends.

Phones Provided Outside of Operations: The facility has several locations where phones are provided for making free local phone calls.

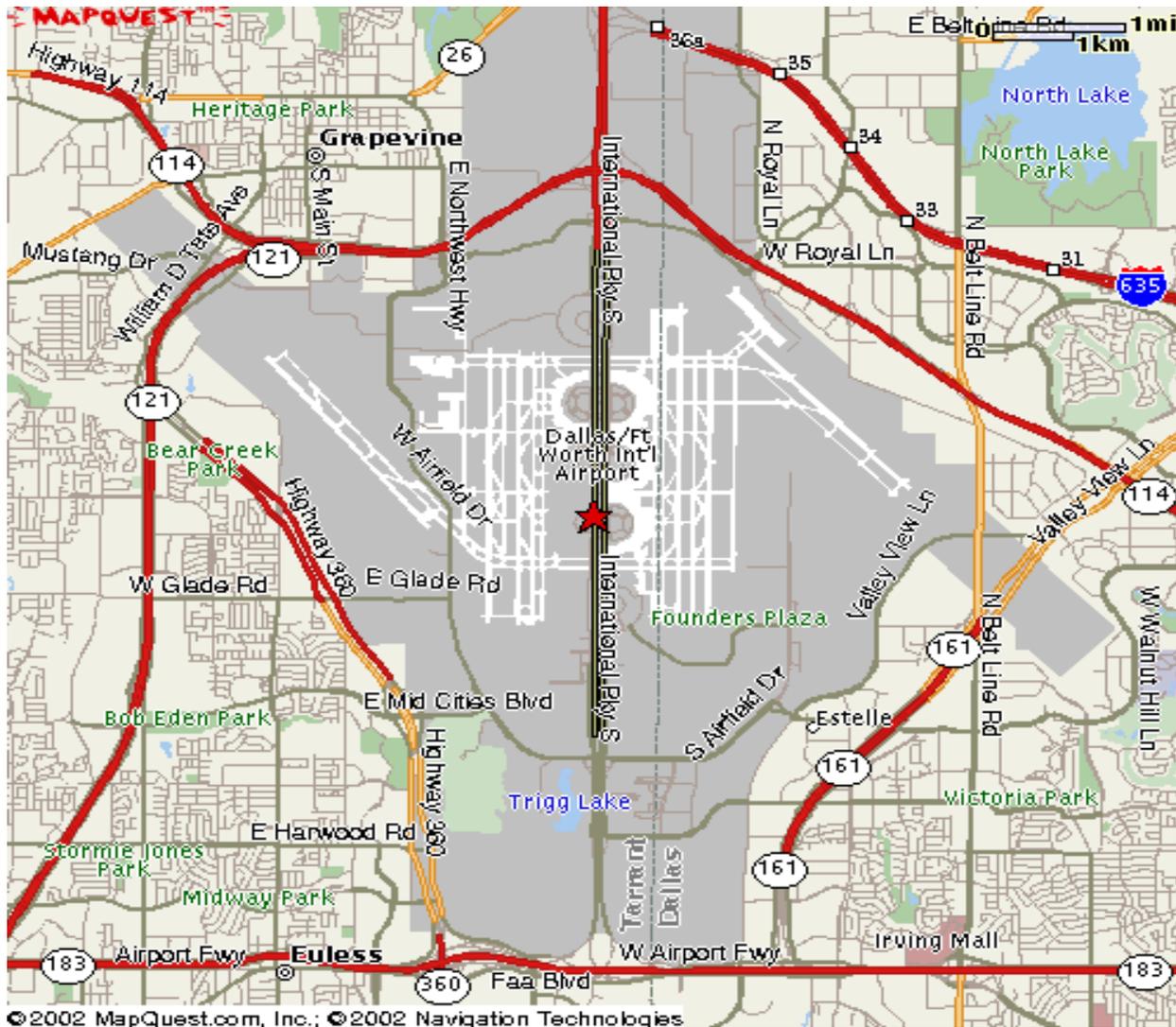
Cell Phones and Personal Digital Assistants: It has been determined that cellular telephones can cause audio rectification interference to air traffic controller headsets. This harmful interference has the possibility of seriously degrading, obstructing, or interrupting radio frequency transmissions. Due to the safety implications related to this issue, cellular phones shall be completely powered off, not left on vibrate or in silent mode, while in operational areas. This includes the entire TRACON control room. Prior to entering the control room cellular phones and PDAs must be turned OFF.



## WHERE IS D10 TRACON?

We are located at the DFW International Airport with access via the Service Road and Crossunder #4 by the central control tower.

Map of DFW Airport and surrounding area





## INFORMATION ON THE LOCAL AREA

- **History**

Fort Worth was established as a frontier army post in 1849. The outpost became a stopping place on the stories Old Chisholm Trail and a shipping point for the great herds of Longhorn cattle being sent to northern markets. Fort Worth is known as the city “Where the West Begins” and today the pioneering spirit remains, but attention has turned to the high-tech and service industries of an emerging western metropolis. Fort Worth offers the very best of Texas.

- **Weather**

DFW area has a moderate climate. Spring and fall are mild, summers are hot and winters are cool with occasional periods of both warm and cold weather. Thunderstorms occur somewhere in the region an average of 45 days per year. Fort Worth averages 29 inches of rain and 3 inches of snowfall annually. The DFW area is not at risk for hurricanes, volcanoes, earthquakes, blizzards or catastrophic fires and floods. Although tornados are not frequent, we are on the southernmost tip of what is known as “Tornado Alley.”

- **How is Dallas different from Fort Worth?**

The population of Fort Worth is 653,320, while Dallas is 1.2 million. The Dallas-Fort Worth (DFW) Metroplex is located in the North Texas region, with Fort Worth being 45 miles west of Dallas, the second largest city in DFW and the 9th largest city in the USA. Fort Worth is known for a rich western heritage and as a big city with a small-town feel highlighted by the friendliness of our residents, which comprise a blend of diverse populations and cultures. Fort Worth boasts a nationally top ranked zoo, world class museum district, a renowned opera house (Bass Performance Hall), the Historic Stockyards District, Sundance Square, Texas Motor Speedway and many other spectacular locales and events.

- **Why is there an I-35 E and I-35 W? What’s the difference?**

If you look at a map of the area, I-35 splits into an east and west section in Denton, Texas, roughly 30 miles north of the DFW Metroplex. Then it rejoins in Hillsboro, Texas, roughly 30 miles south of the Metroplex. Therefore, I-35 East runs north/south through Dallas and I-35 West runs north/south through Fort Worth.



- **Is there a mass transit system?**

Our mass transit system is called The T, which operates the bus system and commuter light rail system, The Trinity Railway Express, between Dallas and Fort Worth. Fort Worth is well-served in the city center, but most surrounding suburbs do not have bus service. Personal auto travel is the most common form of transportation in Fort Worth. For a bus and rail schedule, contact:

Fort Worth T Customer Service  
1600 E. Lancaster Avenue  
Fort Worth, Texas 76102  
817-215-8600

## **PLACES OF WORSHIP**

- [www.usachurch.com/texas/fort\\_worth/churches.htm](http://www.usachurch.com/texas/fort_worth/churches.htm)
- Tarrant Area Community of Churches – 817-737-5554
- Catholic Charities Diocese of Fort Worth, Inc. – 817-534-0814
- Tarrant Baptist Association – 817-927-1911
- North Texas District Council – Assemblies of God – 817-284-4856



## EDUCATION

### **K-12**

The Metroplex offers a wide range of educational resources from pre-kindergarten to graduate school to its growing work force and their families.

### **Colleges & Universities**

#### [Southwestern Baptist Theological Seminary](#)

- Ministerial training, located in Fort Worth

#### [Tarrant County College](#)

- Public institution with 5 locations in Tarrant County

#### [Texas Christian University](#)

- Private university, located in Fort Worth

#### [Texas Wesleyan University](#)

- Private university, located in Fort Worth

#### [Texas Woman's University](#)

- Public university, located in Denton

#### [University of North Texas](#)

- Public university, located in Denton

#### [University of North Texas Health Science Center](#)

- Public institution, located in Fort Worth

#### [University of Texas at Arlington](#)

- Public university, located in Arlington



## LOCAL SERVICES

AT&T Telephone	1-800-464-7928
Chamber of Commerce	817-336-2491
DFW Airport	972-574-6720
Electric Service TXU	972-791-2888
FAA Central Service Area	817-222-5000
FBI	817-989-8259
Fire, Police and Ambulance	911
Fort Worth Streets Dept	817-871-8100
Fort Worth Zoo	817-759-7555
Garbage and Trash	817-871-5150
Gas Service	817-921-6400
Licenses - Marriage	817-884-1195
Licenses - Vehicle	817-884-1100
Passports	817-884-2520
Public health	817-871-7200
Sewer Main	817-8718300
Tax Assessor	917-884-1100
Texas Department of Public Safety	817-299-1300
Texas No Call List	1-866-896-6225
Time and Temperature	817-844-1250
Traffic lights	817-871-8100
Water Service	817-871-8210



## ENTERTAINMENT

American Airlines Center	214-222-3687
Ameriquest Field – Arlington	817-273-5222
Bass Performance Hall	817-212-4200
Billy Bob's Texas	817-624-7117
Cowtown Coliseum	817-625-1025
Dallas Arboretum and Botanical Garden	214-515-6500
Dallas Cowboys	972-785-4800
Dallas Sidekicks	214-653-0200
Dallas Stars	214-467-8277
Ft. Worth/Dallas Ballet	817-763-0207
Hurricane Harbor Waterpark	817-265-3356
Kimball Art Museum	817-332-8451
Lone Star Park at Grand Prairie	972-263-7223
Scarborough Faire Renaissance Festival	972-938-3247
Six Flags Over Texas	817-530-6000
Sixth Floor Museum at Dealey Plaza	214-747-6660
Southfork Ranch	972-442-7800
Tarantula Steam Excursion Train	1-800-457-6338
Texas Motor Speedway	817-215-8500
Texas Stadium	972-785-4780
The Johnnie High Country Music Review	817-226-4400
The Palace of Wax & Ripley's Believe It or Not	817-263-2391
Traders Village	972-647-2331



# D10 Organizational Chart

