

Irving Convention & Visitors Bureau

Crisis Communications Plan

October 2006

(to be updated on completion of ICC)

Irving Crisis Communication Plan

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INTRODUCTION

The safety and well-being of every visitor to Irving is of utmost importance during times of crisis, and the City of Irving continues to monitor, evaluate and outline specific emergency strategies for immediate implementation to ensure the security of every visitor and local alike.

Crises do not discriminate based on location or timing, and they can hit when a city least expects them; so the City of Irving has developed a unified plan, which establishes communications protocols to ensure that every visitor to Irving as well as hospitality communicators are familiar with emergency procedures and their individual roles.

This plan, along with diligent and thorough preparation with an emphasis on safety, will assist visitors and community members in responding appropriately to emergencies. Each hospitality partner's plan for dealing with emergencies is included in this program, and covers a number of different types of emergency situations, such as: fire, structural damage, hurricane, flood, tornado, power outages, medical emergencies, bomb and terrorist threats.

The goal of the Irving Tourism Crisis Management Plan is to ensure the safety and well being of all visitors and to provide accurate information and visible leadership in a timely fashion. This plan defines prescribed communication protocols, which are in place to mitigate potentially damaging issues that can affect the city's long-term image, credibility and public relations.

PURPOSE

The Irving Convention & Visitors Bureau (ICVB) serves as the nexus of all data inputs and outputs necessary to effectively organize and disseminate accurate, timely and necessary information to the hospitality community and visitors. This document is made available to meeting planners, convention attendees, travel professionals and guests to Irving to ensure they are equipped with the knowledge to make informed decisions and to be assured that their safety and well-being is of utmost importance.

Specifically, the Irving Crisis Management Plan seeks to achieve the following objectives:

1. Define the relevant chain of command throughout the City and State, including individual areas of responsibility, relating to the execution of the Plan;
2. Identify the key internal and external audiences that the ICVB seeks to work with and serve with its emergency communications efforts;
3. Summarize key messages that can be built upon and tailored to each external audience as appropriate to emergency situations as they arise;
4. Outline specific sources, channels and flow of tourism information that the ICVB aggregates, summarizes and redistributes to its primary audiences;
5. Serve as a published document, encompassing the tourism industry and the City's and State's overall emergency communications plan for the Mayor, Governor and appointed officers to implement.

COMMUNICATIONS FLOW

The Mayor's and Governor's Offices are "communications central" during times of crisis, and the Irving Crisis Management Plan is primarily designed to manage the flow of tourism industry information to and through them via the ICVB Executive Director. The ICVB will take its cues from the Mayor and Governor.

As the clearinghouse for industry information to assist the Mayor's and Governor's Offices, ICVB works with its partners, members and industry sources to help supply relevant information. It is the ICVB's responsibility to gather tourism-related information, summarize it and redistribute it to the Mayor and Governor, and back to industry partners, visitors and media as appropriate.

The Mayor of Irving, or the Mayor's designated spokesperson, is the sole representative for all national media interviews before, during and after an emergency in City of Irving.

PRIMARY INTERNAL AUDIENCES, INPUTS

- ☐ Office of the Mayor of Irving (City Council, City Manager Office, Office of Economic Development, Office of Homeland Security, Office of Emergency Preparedness, Police and Fire Departments)
- ☐ Office of the Governor of Texas
- ☐ ICVB Board of Directors
- ☐ ICVB Employees
- ☐ Texas Department of Transportation
- ☐ Tourism industry partners, including:
 - Texas Office of Tourism
 - Other Dallas Metroplex and regional CVBs
 - Texas Hotel and Lodging Association, Dallas Hotel Association
 - Texas Restaurant Association, Greater Dallas Restaurant Association
 - DFW and Love Field Airports
 - Regional Airports
 - Regional Transit Authority, DART and T
 - Texas Stadium
 - Airlines
 - Ground Transportation Companies
 - Regional Lodging
 - Tourism attractions

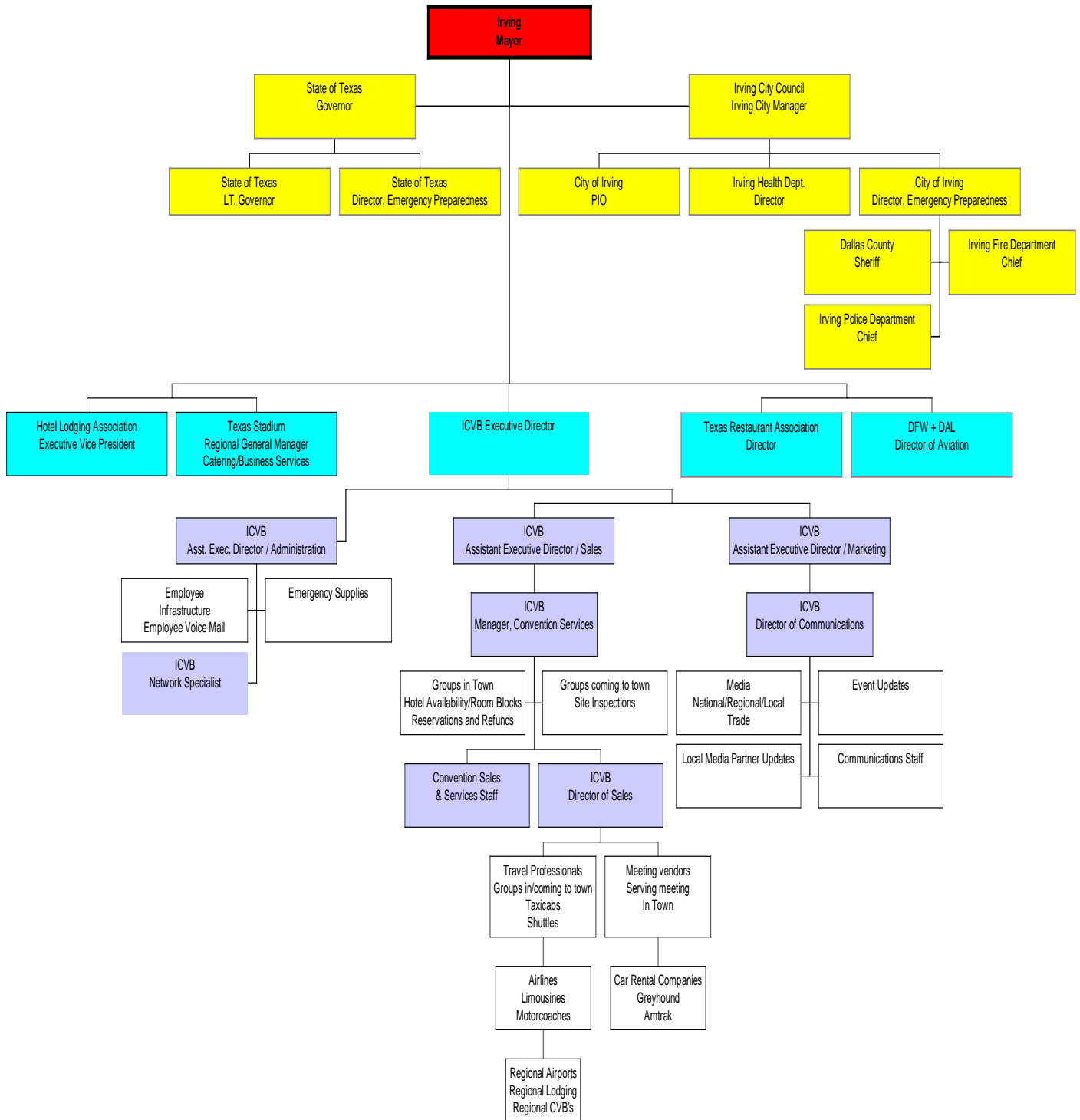
PRIMARY EXTERNAL AUDIENCES, OUTPUTS

- ☐ ICVB existing and potential customers, including:
 - Corporate and association meeting markets
 - Group and individual leisure travel markets
 - Sports market
 - SMERF market
 - Third-party meeting planners
 - Other travel industry professionals
 - All visitors
 - Regional tourism community
- ☐ National and international tourism industry agencies, including:
 - Tourism Industry Association of America (TIA)
 - Executive Directors of meeting planner and travel professional associations such as DMAI, MPI, PCMA, IIEA, IAAM
 - Other local CVBs including Dallas, Fort Worth, Grapevine and Arlington
- ☐ Local, national and international media, encompassing print, broadcast and online outlets, including:
 - Tourism, meetings and travel trade media; consumer media

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CRISIS MANAGEMENT COMMUNICATIONS ORGANIZATIONAL FLOW CHART

Crisis Management Communications for Irving Tourism Industry



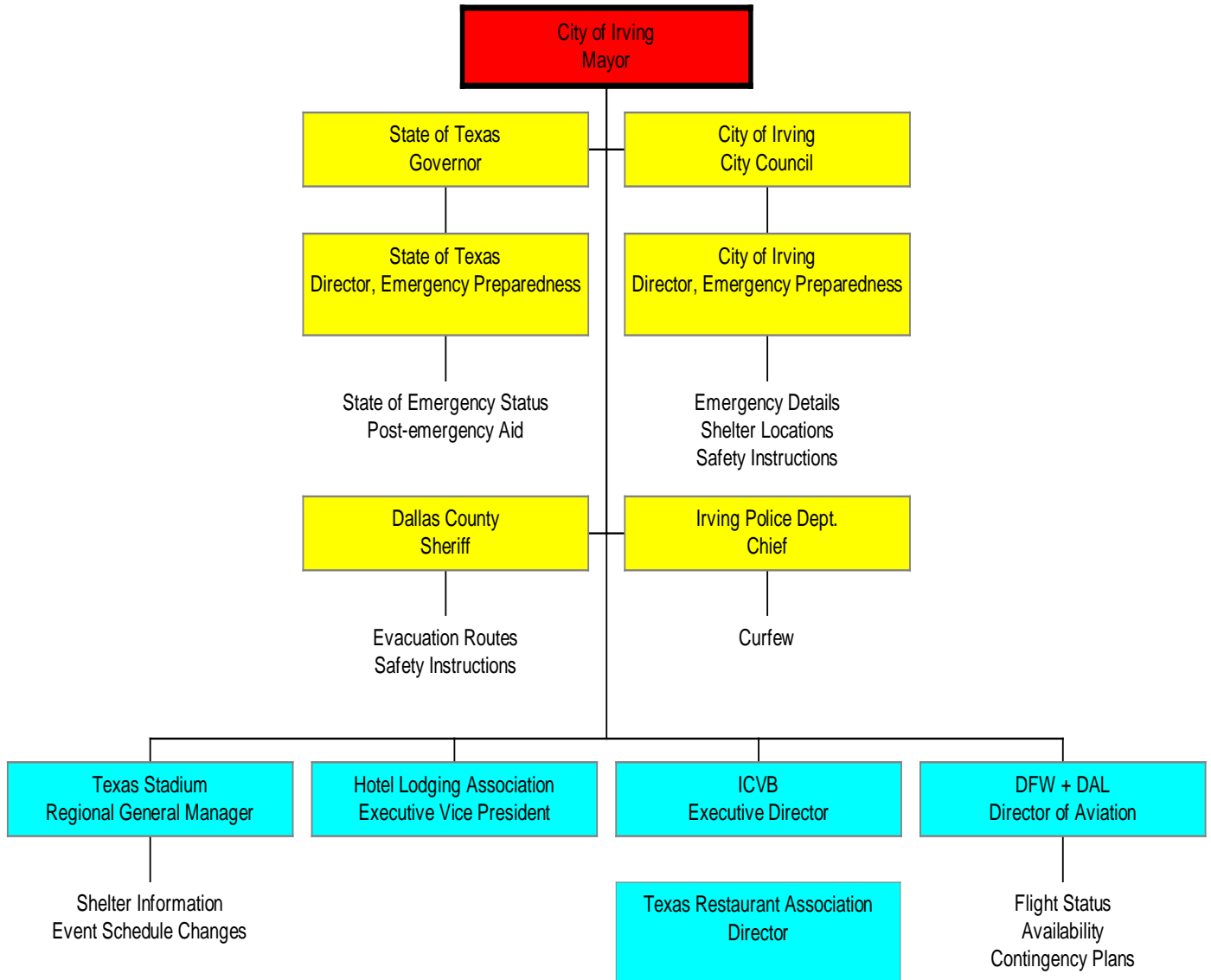
Irving Crisis Communication Plan

COMMUNICATIONS FLOW-INPUTS

The ICVB Communication Department, under the direction of the Assistant Executive Director/Marketing, will collect information from ICVB department heads and the following sources:

- City, State and National political, economic and security status from the Mayor's and Governor's Offices, Homeland Security and Emergency Preparedness sources
- Tourism partners

Top Level Inputs



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COMMUNICATIONS FLOW-OUTPUTS

ICVB leverages its existing business and communications infrastructure to manage the information flow among its customers and tourism partners per the following designations of responsibility:

The ICVB Convention Sales and Services Department, under the direction of the Assistant Executive Director/Sales, will manage the polling of its audiences and collection of information regarding meeting/event cancellations, postponements, bookings and predicted attendance numbers from:

- Convention and association contacts, those both in town and those arriving with events imminently scheduled
- Related third-party convention and association meeting professionals
- Housing availability and policies from the Irving Hotel and Lodging Association
- All vendors servicing meetings in town and meetings coming to town

The ICVB's Assistant Executive Director/Sales will manage the polling of its audiences and the collection of information regarding travel cancellations, postponements and bookings from:

- Group/individual leisure travel contacts and professionals, both those in town and those arriving with events imminently scheduled
- Individual airlines and the DFW and Love Field Airports
- Area motor coaches, car rental companies, Regional Transit Authority, Amtrak and Greyhound Bus Lines, taxicabs, shuttles and limousines
- Regional hotels and motels
- Dallas Metroplex CVBs

All media inquiries, made to the ICVB will be directed to the ICVB Communications Department.

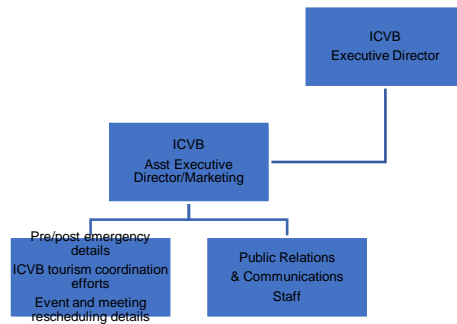
The primary point of contact for media inquiries is the Director of Communications or the Executive Director.

The department also maintains an updated list of emergency city and state contacts, so that the ICVB may direct more detailed, specific inquiries to the proper area of responsibility. The Communications Department serves as the Irving CVB central point of input and output of the communications flow process.

The primary spokesperson on behalf of the City of Irving and the Irving tourism industry is the Mayor of Irving, or the Mayor's designated appointee.

The Executive Director is the official spokesperson for ICVB. All interviews will be conducted with the ICVB Executive Director, and all statements and quotes on behalf of the ICVB will come from the ICVB Executive Director.

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The ICVB Administration Department, under the direction of the Assistant Executive Director/Administration, and with support from the Communication Department, maintains and updates emergency information for reference via dedicated phone lines and Web sites for communication from the ICVB to its primary audiences, including the media.

MESSAGING

To the best extent possible, and in anticipation of the challenges that will be common to all emergency situations, the ICVB has created a foundation of tailored communications strategies, messaging and tactics to help reduce the response time for communications program development and implementation.

Emergency messages must be tailored in real time to specific trends, situations and events as they arise. The ICVB will first take direction from the Mayor's and Governor's offices regarding strategy and messaging and will lead the hospitality industry in consistency of messaging strategy and messages.

EMERGENCY INFORMATION ACCESS

At the onset of a citywide emergency, ICVB will immediately activate an online messaging system its web site. With a conscious effort to streamline communication lines, the ICVB has developed a web site and voice mail system targeting specific audiences, including meeting professionals, visitors, and media. These special URLs will assist these specified groups in making informed decisions, before, during and also following the emergency. The main ICVB Web site at www.irvingtexas.com will also carry up-to-the-minute messages and information.

EMERGENCY INFORMATION PHONE NUMBERS

The 24-hour emergency phone number will allow groups to call the Irving Convention & Visitors Bureau for information that is updated every 12 hours or as appropriate with specific emergency information. The number and prompts are:

- | | |
|---|---------------------|
| <input type="checkbox"/> Visitors | 800 247 8464 ext. 1 |
| <input type="checkbox"/> Meeting Planners | 800 247 8464 ext. 2 |
| <input type="checkbox"/> Travel Professionals | 800 247 8464 ext. 3 |
| <input type="checkbox"/> Media | 800 247 8464 ext. 4 |
| <input type="checkbox"/> Employees | 800 247 8464 ext. 5 |
| <input type="checkbox"/> Local Citizens | 800 247 8464 ext. 6 |

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EMERGENCY INFORMATION WEB SITES

Specific information, including status of the convention center, hotel availability, airports, airlines, ground transportation, restaurants, shelter information, emergency supply stores, etc. will be included as links via the targeted Web sites.

- | | |
|-----------------------|--|
| ○ Meeting Planner | www.irvingtexas.com/meetingplanner |
| ○ Travel Professional | www.irvingtexas.com/travelprofessional |
| ○ Leisure Visitor | www.irvingtexas.com/visitor |
| ○ ICVB Partners | www.irvingtexas.com/partners |
| ○ Media | www.irvingtexas.com/press |
| ○ Employees | www.irvingtexas.com/employees |

SAMPLE CRISIS COMMUNICATIONS WEBSITE FROM NEW ORLEANS CVB

THIS WEB PAGE NEEDS TO BE BUILT

The screenshot shows the New Orleans Metropolitan Convention & Visitors Bureau (NOMCVB) website. The header includes the NOMCVB logo and navigation links such as 'calendar', 'where to stay', 'what to do', 'dining & nightlife', and 'getting around'. The main navigation bar lists categories: 'visitors', 'travel professionals', 'meeting professionals', 'media', and 'members'. The 'media' category is selected, leading to the 'Media - New Orleans Crisis Plan' page. The page content is organized into a table with links to various crisis-related information, including the status of the convention center, hotels, airports, and the Louisiana Superdome. The footer contains copyright information for 2004, the address of the NOMCVB, a phone number, and a note that the website is powered by cvbTV.com.

Status of the Situation: A Special Message from the Mayor	
Message from the NOMCVB President and CEO	
Media In Town Contact Information Included	
Status of the Convention Center Contact Information Included	Status of the New Orleans Hotels Contact Info & Resrv. Availability Pet friendly hotels
Status of the Airports & Airlines Contact Information for all Airlines Included	Status of Citywide Transportation Contact Info for Taxicab, RTA, Motorcoach, Amtrak, Limousines, Shuttles, & Rental Car Companies; Cruise Lines Included
Status of the Louisiana Superdome N.O. Arena Contact Information Included	Local Restaurant Information Contact Information Included
Local Shelter Information Contact Info and Directions Included	Emergency Supplies Contact Info, Directions and Map Gas Stations
New Orleans Weather/Whys Video	Frequently Asked Questions
Status of Scheduled Festivals & Events in New Orleans	

Irving Crisis Communication Plan

EMERGENCY MANAGEMENT TEAM SUMMARY

Crisis Plan Summary

The following is an at-a-glance summary of the Irving Tourism Crisis Management Plan (ITCMP), which outlines the communications flow and subsequent courses of action by the city, state, the Irving Convention and Visitors Bureau (ICVB) and its tourism partners in the event of an emergency situation.

The safety and well-being of every visitor to Irving is of utmost importance during times of crisis, and the City of Irving continues to monitor, evaluate and outline specific emergency strategies for immediate implementation to ensure the security of every visitor and local alike. For the meeting planner, an ICVB sales manager is the round-the-clock emergency contact, along with the entire ICVB Emergency Management Team, a group of executive staff on-site and in touch with city and state officials and meeting vendors to ensure a smooth transition through each phase of the emergency plan.

Emergency Management Team

The Emergency Management Team (EMT) is a group of essential employees who serve as conduits of emergency information and a support system for meeting planners and other travel professionals in crisis situations. They serve as the center of all incoming data and outgoing communication necessary to make sure meeting planners and their attendees, other travel professionals and all visitors are equipped with the knowledge to make informed decisions.

The EMT is overseen by the ICVB Executive Director, who is the front line of communication with city, state and tourism partners during a crisis. The EMT is segmented into three separate teams within ICVB in order to seamlessly organize and disseminate accurate and timely information gathered from city, state and tourism partners by the Executive Director.

The EMT is responsible for ongoing emergency preparedness activities and activation of the Irving Tourism Crisis Management Plan in the event of an emergency.

Irving Crisis Communication Plan

ADVANCE PREPARATION

- ☑ ICVB Executive Director to coordinate quarterly emergency preparedness meetings with city and state officials and tourism partners
- ☑ Distribute and review the Irving Tourism Crisis Management Plans to meeting planners and travel professionals
- ☑ Distribute and review the ICVB Internal Emergency Plan with ICVB employees
- ☑ Monthly update of city, state and tourism contact list
- ☑ Monthly update of emergency contact information for all ICVB employees
- ☑ Monthly update of Emergency Contact Card for meeting planners and travel professionals
- ☑ Monthly update of categorized ICVB member database
 - Hotel General Managers
 - Directors of Sales and Marketing
 - Directors of Engineering
 - Hotel Sales Managers
 - Tourism Professionals
 - DMCs
 - Restaurants
 - Attractions
 - Transportation
 - Venues
- ☑ Monthly update of ICVB client database
- ☑ Templates for all emergency Web sites
 - Meeting Planner www.irvingtexas.com/meetingplanner
 - Travel Professional www.irvingtexas.com/travelprofessional
 - Leisure Visitor www.irvingtexas.com/visitor
 - ICVB Member www.irvingtexas.com/partners
 - Media www.irvingtexas.com/press
 - Employees www.irvingtexas.com/employees
 - Citizens www.irvingtexas.com/citizens
- ☑ Instant-on voice messaging system for emergency phone numbers
 - Leisure Visitor 800 247 8464 ext. 1
 - Meeting Planner 800 247 8464 ext. 2
 - Travel Professional 800 247 8464 ext. 3
 - Media 800 247 8464 ext. 4
 - Employees 800 247 8464 ext. 5
 - Citizens 800 247 8464 ext. 6

At the onset of an emergency, EMT teams and responsibilities are arranged in the following manner:

Irving Crisis Communication Plan

TEAM A: ADMINISTRATION AND INFORMATION SYSTEMS

Assistant Executive Director /Administration

Network Specialist

- Secure local accommodations and arrangements for EMT if required
- Secure regional arrangements for EMT alternate essential staff if required
- ICVB office opening/closing status
- Activate emergency Web sites and voice mail system
 - Meeting Planner www.irvingtexas.com/meetingplanner
 - Travel Professional www.irvingtexas.com/travelprofessional
 - Leisure Visitor www.irvingtexas.com/visitor
 - Media www.irvingtexas.com/press
 - Employees www.irvingtexas.com/employees
 - Citizens www.irvingtexas.com/citizens
- Activate emergency voice mail system
 - Leisure Visitor 800 247 8464 ext. 1
 - Meeting Planner 800 247 8464 ext. 2
 - Travel Professional 800 247 8464 ext. 3
 - Media 800 247 8464 ext. 4
 - Employees 800 247 8464 ext. 5
 - Citizens 800 247 8464 ext. 6
- Set up emergency equipment for Emergency Management Team, including:
 - Mobile phones
 - Computers
 - Ethernet or wireless Internet access connections
 - Land line phones
 - Fax machine
 - Copy machine
 - Walkie-talkies
 - TV with cable connection
 - Battery operated TV and radio

Administration Follow Up

- Update office opening/closing status, send to information outlets
- Issue policy for comp days
- Evaluate emergency plan
- Reward team for hard work

TEAM B-CONVENTION SALES & SERVICES

Assistant Executive Director/Sales

Director of Sales

Customer Service Manager

Sales managers with groups in town during an emergency will also become part of the EMT and serve as the onsite liaison for the client

- Contact meeting planners in town
- Distribute Emergency Contact Cards (index cards), noting emergency Web site and voice mail system
 - Meeting Planner www.irvingtexas.com/meetingplanner
 - Meeting Planner 800 247 8464 ext. 2
- Remain on-site/in touch with meeting planners
- Ongoing communications with hotels to determine availability, room block status, reservation changes, refund policies
- Ongoing communication with vendors to determine operations status
- Communicate to hotels and vendors emergency status from city, state and tourism partners for each organization to communication back to their customers and guests

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- Provide 12 hour updates or as necessary to meeting planners
- Arrange meetings with meeting planners and their vendors
- Begin contingency planning with all vendors, including hotels, transportation etc.
- Poll for meeting/event cancellations, postponements, bookings for inclusion on member, vendor and client Web sites
- Provide updates to Team E-Communications & Community Relations every 12 hours or as necessary for emergency Web sites and voice mails
- Contact groups with events or site inspections within following two weeks, begin contingency planning

Convention Sales & Services Follow Up

- Complete contingency arrangements for meetings in town, events of site inspections within following two weeks
- Issue business operations status for meeting vendors and hotels to Communications & Community Relations for emergency Web sites and voice mails
- Issue ICVB Executive Director letter to all accounts with post-emergency press release
- Contact all meeting planners with events or site inspections within the next two months to confirm existing schedule

TEAM C- COMMUNICATIONS

Assistant Executive Director/ Marketing & Director of Communications

- Activate communication with Mayor's and Governor's offices and tourism partners via ICVB Executive Director
- Gather all information collected from EMT teams
- Prepare messages for posting to emergency Web sites
 - Meeting Planner www.irvingtexas.com/meetingplanner
 - Travel Professional www.irvingtexas.com/travelprofessional
 - Leisure Visitor www.irvingtexas.com/visitor
 - Media www.irvingtexas.com/press
 - Employees www.irvingtexas.com/employees
 - Citizens www.irvingtexas.com/citizens
- Prepare messages for posting to emergency voice mail system
 - Leisure Visitor 800 247 8464 ext. 1
 - Meeting Planner 800 247 8464 ext. 2
 - Travel Professional 800 247 8464 ext. 3
 - Media 800 247 8464 ext. 4
 - Employees 800 247 8464 ext. 5
 - Citizens 800 247 8464 ext. 6
- Notify local media partners and national media database with crisis situation status
- Remain in contact with media partners and provide updates at least every six hours or as necessary to media partners, media database
- Communicate updates and message-specific topics to business categories via email, voice mail and emergency Web site

Communication & Community Relations Follow Up

Prepare series of press releases for issuance via PR Newswire and to Bacon's and ICVB media list; and meeting and travel trade media and key meeting and travel trade associations

- Update main ICVB Web site, emergency Web sites and voice mails with updated information collected from EMT teams
- Work with ICVB Executive Director on post-emergency letter for issuance to all accounts and members
- Contact all media coming to town within the next 30 days to confirm existing schedule

Irving Crisis Communication Plan

IRVING CITY EMERGENCY CONTACT LIST

Irving Convention and Visitors Bureau

Diana Pfaff, Director of Communications

Office: 972.252.7476

Cell: 214.236.8885

E-Mail: dpfaff@ci.irving.tx.us

Tucker and Associates (PR Agency/Irving Convention and Visitors Bureau)

Lori Tucker Principal

Office: 214.252.0900

Cell: 214.729.6412

E-Mail: lori@tuckerpr.com

Vollmer Public Relations (PR Agency/State of Texas Tourism)

Janice Langlinais, Account Director

Office: 512.370.5505

Cell: 512.689.3717

E-Mail: Janice@vollmerpr.com

Dallas/Fort Worth Area Tourism Council

Traci Mayer Executive Director

Office: 817.329.2438

Cell: 817.683.2291

E-Mail: dfwatc@airmail.net

City of Irving/Emergency Management

Pat McMacken Emergency Management Coordinator

Office: 972.721.6559

Cell: 469.261.9714

E-Mail: pmcmacken@ci.irving.tx.us

City of Irving/Corporate

Communications

Laurie Kunke Public Information Manager

Office: 972.721.2321

Cell: 972.571.2639

E-Mail: lkunke@ci.irving.tx.us

City of Irving/Mayor's Office

Janice Carroll City Secretary

Office: 972.721.2605

Cell: 469.853.8803

E-Mail: jcarroll@ci.irving.tx.us

City of Irving/Health Department

Pat Fowler, Director, Public Health and Environmental Services

Office: 972.721.2346

Cell: 214.878.5997

E-Mail: pfowler@ci.irving.tx.us

Homeland Security Regional Contact **

***Homeland Security Contact Information will be provided by mid Nov 2006 – by Molly McFadden. North Central Texas Council of Government 817.608.2322*

Irving Police Department

David Tull, IPD Spokesman

Office: 972.721.3515

Cell: 469.261.9713

E-Mail: dtull@ci.irving.tx.us

Irving Fire Department

Mike Evitts IFD Acting Chief

Office: 972.721.2755

Cell: 972.880.7025

E-Mail: mevitts@ci.irving.tx.us

State of Texas/Emergency Preparedness Director

Governor's Division of Emergency Management Crisis Operations Center

Office: 512.424.2138

Texas Stadium

Ron Underwood or Bruce Hardy Director of Operations

Office: 972.785.4000

Cell: 214.287.9393

E-Mail: runderwood@dallascowboys.net or bhardy@dallascowboys.net

Susan Skaggs Director of Civic Affairs

Office: 972.785.4083

Cell: 214.437.5855

E-Mail: sskaggs@dallascowboys.net

DFW Airport

D/FW Airport Crisis Operations Center

Office: 972.574.3112

Dallas Love Field

24-Hour Emergency Operations Center

Office: 214.670.6156

FEMA - Texas Division of Emergency Management

Johnna Cantrell Planning Supervisor

Office: 512.424.2138

E-Mail: Cantrell.Johnna@txdps.state.tx.us

ICVB EMERGENCY MANAGEMENT TEAM CONTACTS				
Title	Name	Home Phone	Cell Phone	e-mail
Executive Director	Maura Gast	972.847.1364	214.566.6971	mgast@ci.irving.tx.us mauragast@yahoo.com
Assistant Executive Director / Sales	John Cychol	817.424.0047	817.946.1280	jcychol@ci.irving.tx.us jcychol@verizon.net
Assistant Executive Director / Marketing	Mark Thompson	214.328.2035	469.363.7800	mthompson@ci.irving.tx.us mark@markdavidthompson.com
Assistant Executive Director / Admin	Jane Kilburn	827.282.8346	817.456.1915	jkilburn@ci.irving.tx.us jcats2@aol.com
Information Systems	Barb Schingle	972.253.1887	972.824.3135	bschingle@ci.irving.tx.us bschingle@msn.com

CRISIS INFORMATION FOR MEETING PROFESSIONALS AND VISITORS

IRVING CONVENTION AND VISITORS BUREAU

222 West Las Colinas Boulevard, Suite 1550
Irving, Texas 75039
972.252.7476 or 800 247 8464
Fax: 972.257.3153

icvb@airmail.net or www.irvingtexas.com
Hours: Mon-Fri 8 a.m. to 5 p.m. Central Time

CHICAGO OFFICE

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City of Irving, City Hall

825 West Irving Boulevard
Irving, Texas 75060
972. 721.2600

www.ci.irving.tx.us

Hours: Mon-Fri 8 a.m. to 5 p.m.

FREQUENTLY ASKED QUESTIONS AND INFORMATION

Can ICVB help meeting professionals get information to attendees, even if my group is not yet in town?

Yes, from the first notification of a possible emergency, ICVB enables an online messaging system, both through the Web and voice mail specific to the type of visitor. For groups in town, sales manager can provide Emergency Contact Cards for attendees in addition to ongoing, onsite communication with you. Web information and voice messages are available to all groups, whether in town or in advance of their arrival.

Who from the Bureau will contact meeting professionals and when will they hear from them?

A member of the ICVB Sales team will stay in touch with meeting professionals from the first notification of a possible emergency, whether the planner is in town or has an upcoming event in Irving. The Sales team is part of ICVB's Emergency Management Team, a group who is constant touch with city and state officials and vendors to ensure a smooth transition through each phase of the emergency plan.

The Irving CVB will update the its emergency hot line (800 247 8464) and web site every 12 hours (or more frequently as needed) with emergency information

Leisure Visitors

www.irvingtexas.com/visitor

800 247 8464 ext. 1

Meeting Planners

www.irvingtexas.com/meetingplanner

800 247 8464 ext. 2

Travel Professionals

www.irvingtexas.com/travelprofessional

800 247 8464 ext. 3

Media

www.irvingtexas.com/press

800 247 8464 ext. 4

Important Phone Numbers***Emergency***

Police, fire or ambulance, Dial 911

(you may need to dial 9+911 from a hotel phone)

Non-Emergency Service

Irving Police Department, 972.721.2661

Irving Fire Department, 972.721.2308

Weather

Time and Temperature, 972.844.6611

Road & Weather Condition, 800.452.9292

Weather Radio Access, KRLD 1080 AM

Telephone Area Codes & Telephone Directory Assistance

All calls within Irving and Dallas/Forth Worth require 10-digit dialing. Irving and the suburbs surrounding Dallas are located mostly within area code 972. Dallas is located in area codes 214 and 469. Calls between these three area codes are local calls. Calls made to Fort Worth, area code 817 are usually long distance. Some numbers in the 817 area code are metro and only require 10-digit dialing. Local directory assistance is available by dialing 1411. Directory assistance for telephone numbers outside the Irving calling area is available by dialing 1 + area code + 555-1212.

Post Office

Postage stamp vending machines are accessible 24/7 in the lobby of the Irving Main Post Office located at 2701 West Irving Boulevard. Telephone 800.275.8777.

The Post Office is open for all services from Monday to Friday from 8:30 a.m. to 6 p.m. and on Saturday from 9 a.m. to 12:00 noon.

WHAT ARE THE OFFICIAL EMERGENCY BROADCAST RADIO STATIONS?

The official Emergency Broadcast Stations are as follows:

WBAP-AM (820)

- 2221 East Lamar Blvd, Suite 300, Arlington 76006
- 817.695.1820 News Fax: 817.695.0018
- www.wbap.com

KRLD-AM (1080)

- 4131 N. Central Expwy, Ste 500, Dallas 75204
- 214.443.6400 News Fax: 214.443.6570
- www.krld.com

WHERE ARE THE NEAREST DOWNTOWN LOCATIONS OF 24-HOUR PHARMACIES?

Prescriptions should be obtained prior to a city-mandated curfew going into affect, as the curfew applies to both residents and business owners, including pharmacies. If the prescription need is life threatening, the Mayor's Office of Emergency Preparedness and the Irving Police Department

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can coordinate EMS service to the nearest hospital to obtain a prescription. For any medical emergency, always call 911.

CVS Pharmacy

2222 North Story Village
Irving, TX
972.255.4155

WHERE ARE THE NEAREST HOSPITALS?

Baylor Medical Center Irving

1901 North MacArthur Blvd.
(at Highway 183)
Irving, TX 75061
972.579.8100
www.bhcs.com/hospitals/irving

Irving Coppel Surgical Hospital

400 West I-635 at MacArthur
Blvd.
Irving, TX 75063
972.868.4000
www.ic-sh.com

Las Colinas Medical Center

6800 North MacArthur Blvd.
Irving, TX 75039
972.969.2000
www.lascolinasmedical.com

AIRPORT INFORMATION

The Dallas/Fort Worth International Airport (DFW) is adjacent to Irving. Posted road and highway signs provide easy direction to the airport.

From Irving, State Highway 183 on the south side and State Highway 114 or Interstate 635 on the north side provides access to the airport: Highway 161 provides connections to either of these highways. Within the airport boundaries, one main road, International Parkway, runs the length of the airport, north to south. All terminal buildings and parking areas are accessible from the roadway. All exits from International Parkway are to the left. Terminal buildings provide easy lower-level drop off for passengers and curbside baggage check. The upper-level roadway is designated for arriving passenger pick-up.

DFW International Airport www.dfairport.com

Air Canada	888.247.2262	Korean Air	800.438.5000
AirTran Airways	800.247.8726	Lufthansa	800.645.3880
Alaska Airlines	800.252.7522	Mesa Airlines	800.637.2247
America West Airlines	800.235.9292	Mexicana	800.531.7921
American Airlines	800.433.7300	Midwest Airlines	800.452.2022
American Eagle	800.433.7300	Northwest Airlines	800.225.2525
American Trans Air (ATA)	800.435.9282	Spirit Airlines	800.772.7117
British Airways	800.247.9297	Sun Country Airlines	800.359.6786
Continental Airlines	800.525.0280	TACA Airlines	800.535.8780
Delta Air Lines	800.221.1212	United Airlines	800.241.6522
Frontier Airlines	800.432.1359	US Airways	800.428.4322

DFW International Airport Telephone Numbers

Police / Fire Emergency	911
Police / Fire Non-Emergency	972.574.4454
Ambulance	911
Airport Administrative Offices	972.574.8962
Airport Assistance Center	972.574.4420
Airport Chaplain's Office	972.574.2665
Lost and Found	972.574.4454

For flight, gate and other airport information, please visit www.dfairport.com

Irving Crisis Communication Plan

Private and Chartered Aircraft operate from:

DFW Airport General Aviation
DFW Airport, Express South/General Aviation Exit
Dallas, TX 75261
972.574.3390
Fax: 972.574.5273
Manager: Rick Paddock
aparra@dfwairport.com

Dallas Love Field Airport (DAL) is located immediately west of downtown Dallas and is 10 miles from Irving and the Las Colinas Urban Center.

American Airlines/American Eagle	800.433.7300
Continental Express Jet	800.525.0280
Southwest Airlines	800.435.9792

Dallas Love Field Airport Telephone Numbers

Police / Fire Emergency	911
Ambulance	911
Airport Police	214.670.6163
Airport Administrative Offices	214.670.6073
Fax	214.670.6051
Airport Operations	214.670.6156
Airport Parking Information	214.670.7275

For flight, gate and other airport information, please visit www.dallas-lovefield.com

Private and Chartered Aircraft at Dallas Love Field operate from the following terminals:

Signature Flight Support

8001 Lemmon Ave, Dallas, TX 75209
214.956.1000 or 800.248.4538
Fax: 214.956.1791
Manager: Gary Daniels
Website: www.signatureflight.com
Email: gary.daniels@signatureflight.com

Landmark Aviation

8321 Lemmon Ave, Dallas, TX 75209
214.353.2240
Fax: 214.654.9325
www.garrettaviation.com/fbo_network/locations/dal.htm

Jet Aviation/AVITAT

7363 Cedar Springs Rd
Dallas, TX 75235
214.350.8523
Fax: 214.352.4678
Manager: Thomas Rimml
www.jetaviation.com/services/dallas.php
thomas_rimml@jetaviation.com

Business Jet Center

8611 Lemmon Ave
Dallas, TX 75209
888.387.7477 or 214.654.1600
Fax: 214.654.1656
Manager: Stephanie Jordan
www.businessjetcenter.com
sjordan@businessjetcenter.com

Vitesse Aviation Services

8350 Denton Dr
Dallas, TX 75235
972.647.7300
Fax: 214.350.9700
www.vitessecorp.com or
www.vitesseaviationservices.com

Regal Aviation

3232 Love Field Dr
Dallas, TX 75235
877.359.6520 or 214.654.0994
Fax: 214.654.0139
Manager: Debbie Allen-MacDonald
www.regal-aviation.com
info@regal-aviation.com

Irving Area General Aviation Airport is suitable for Private and Chartered Aircraft
ADDISON AIRPORT (KADS) (ILS with 7,202 ft runway, operates 24/7)

Million Air

4300 Westgrove Rd
Addison, TX 75001
972.248.1600 or 800.248.1602
Fax: 214.733.5803
Manager: Jeff Carr
www.millionairdallas.com
Email: jcarr@millionairdallas.com

Mercury Air - First Air

4400 Glenn Curtiss Dr
Addison, TX 75001
972.930.0216 or 972.385.3134
FAX 972.713.0111
www.mercuryaircenters.com
Email: adscsr@mercuryaircenters.com

GROUND TRANSPORTATION

Shuttle Service

Yellow Checker Shuttle (817.267.5150)
SuperShuttle 817.329.2000)

Regional and Long Distance Rail Service

Dallas Area Rapid Transit (214.749.3278) offers rail service within the Dallas Metroplex from two Irving stations: South (Rock Island Road at O'Connor Road) and West (4200 Jackson Street near Esters Road). DART also has special services for disabled visitors and during special events.

Amtrak Rail Service (214.653.1101, 800.872.7245 and www.amtrak.com) offers long distance passenger service via Dallas Union Station.

The Trinity Railway Express (214.979.1111 or 817.215.8600) links downtown Fort Worth and downtown Dallas. Scheduled train service is provided Monday through Saturday. No regularly scheduled service is available on Sunday, except during special events.

Taxi Service

All American Taxi

972.404.1001

Choice Cabs, Inc. & Yellow Cabs

972.222.2000

Executive Taxi Service

972.554.1212

Golden Cab Co.

972.484.4848

Yellow & Checker Cab Co.

800.444.6400

214.841.1900

817.267.5150

Car Rentals

Advantage

972.579.8878

www.arac.com

Alamo

800.327.9633

www.alamo.com

Avis

800.831.2847

www.avis.com

Budget

800.527.0700

www.budget.com

Capps

972.929.0003

www.cappsvanrental.com

Dollar

800.800.4000

www.dollar.com

Enterprise

972.790.0985

www.enterprise.com

Hertz

800.654.3131

www.hertz.com

National

800.227.7368

www.nationalcar.com

Thrifty

972.453.5555

www.thrifty.com

Location of designated Emergency Shelters

If, in the course of responding to the crisis, City leaders determine that opening emergency shelters is necessary, the Mayor's Office of Communication, in coordination with the Mayor's Office of Emergency Preparedness and the Governor's Office will release information on shelter locations at that time. Visitors are encouraged to pay close attention to media reports for information updates as they occur.

The following list provides a **list of all hotels within the City of Irving:**

Airport Inn

Amal Jay, General Manager
128 W. Airport Freeway
Irving, TX 75062
T . 972.579.4909
F . 972.721.1846
amaljay@msn.com

AmeriSuites.DFW Airport South

Gordon Maganbhai, General Manager
4235 West Airport Freeway
Irving, TX 75062
T . 972.659.1272
F . 972.570.0676
amerisuitesdfwgm@yahoo.com

Best Western Inn & Suites.DFW Airport North

Tery Rivas, Director of Operations
5050 W. John Carpenter Freeway
Irving, TX 75063
T . 972.870.0530
F . 972.871.8470
teryivas@yahoo.com

Best Western Irving Inn & Suites.DFW South

Marian Sikorski, General Manager
4110 W. Airport Freeway
Irving, TX 75062
T . 972.790.2262
F . 972.986.7620
44524@hotel.bestwestern.com

Budget Inn

Pravin Patel, General Manager
1205 South Loop 12
Irving, TX 75060
T . 972.721.1025
F . 972.445.1664

Budget Inn & Suites.Texas Stadium

Ken Patel, Manager
2440 E. Airport Freeway
Irving, TX 75061
T . 972.438.4022
F . 972.554.0818

Budget Lodge of Irving

Leo Laney, Owner
110 W. Airport Freeway
Irving, TX 75062
T . 972.438.2000
F . 972.438.5707

Budget Suites of America.Las Colinas

Ms Dana Alexander, General Manager
700 Walnut Ridge Drive
Irving, TX 75038
T . 972.871.9500
F . 972.392.4534
lascolinas@budgetsuites.com

Candlewood Suites Dallas.Las Colinas

Jeremy Skinner, General Manager
5300 Green Park Drive
Irving, TX 75038
T . 972.714.9990
F . 972.714.4242
gmcdfwit@wm.candlewoodsuites.com

Clarion Hotel . DFW Airport South

Kanwal Brar, General Manager
4440 W. Airport Freeway
Irving, TX 75062
T – 972.399.1010
F. 972.790.8545
brar05@gmail.com

Comfort Inn . DFW Airport South

Hemant Patel, Owner
4940 W. Airport Freeway
Irving, TX 75062
T . 972.790.7979
F . 972.790.0855
hemant@cidfw.com

Comfort Suites.DFW Airport North

Sam Azarani, General Manager
4700 W. John Carpenter Freeway
Irving, TX 75063
T . 972.929.9097
F . 972.929.9247
gm@qsuitesdfw.com

Comfort Suites.Las Colinas

Mark Wilson, Director of Sales
1223 Greenway Circle
Irving, TX 75038
T . 972.518.0606
F . 972.518.0722
info@lascolinascomfort.com

Country Suites by Carlson.DFW Airport South

Faisal Arif, General Manager
2000 Hard Rock Road
Irving, TX 75061
T . 972.399.9874
F . 972.313.1113
cx_dfwa@countryinns.com

Courtyard by Marriott.DFW Airport North

Mr Brandon Roberson, General Manager
4949 Regent Boulevard
Irving, TX 75063
T . 972.929.4004
F . 972.929.4207
brandon.roberson@marriott.com

Courtyard by Marriott.DFW Airport South

Mr Brad Grissman, General Manager
2280 Valley View Lane
Irving, TX 75062
T . 972.790.8990
F . 972.986.7996
cygm@chasehospitality.com

Courtyard by Marriott.Las Colinas

Ms Sarah Dechert, General Manager
1151 W. Walnut Hill Lane
Irving, TX 75038
T . 972.550.8100
F . 972.550.0764
sarah.dechert@marriott.com

Irving Crisis Communication Plan

Crossland Economy Suites

Hema Patel, General Manager
3440 Walnut Hill Lane
Irving, TX 75038
T . 972.257.9696
F . 972.257.6979
sampatel19@hotmail.com

Dallas Fort Worth Airport Marriott Hotel

Stephen Benkowitz, General Manager
8440 Freeport Parkway
Irving, TX 75063
T . 972.929.8800
F . 972.929.6599
steve.benkowitz@marriott.com

Dallas Marriott Hotel.Las Colinas

Roger Goldesberry, General Manager
223 W. Las Colinas Boulevard
Irving, TX 75039
T . 972.831.0000
F . 469.420.1351
roger.goldesberry@columbiasussex.com

Days Inn.DFW Airport North

Gail Riley, Director of Sales
4325 West Carpenter Freeway
Irving, TX 75063
T . 972.621.8277
F . 972.929.4932
griley@aol.com

Days Inn.Texas Stadium

Mark Patel, General Manager
2200 East Airport Freeway
Irving, TX 75062
T . 972.438.6666
F . 972.579.4902

Delux Inn

Andy Patel, President, General Manager
1400 E. Airport Freeway
Irving, TX 75062
T . 972.579.8990
F . 972.721.0174
andypatel123@yahoo.com

Delux Suites

David Patel, General Manager
1409 North Loop 12
Irving, TX 75061
T. 972.554.5051

Drury Inn & Suites.DFW Airport South

Michael Dobrowolski, General Manager
4210 West Airport Freeway
Irving, TX 75062
T . 972.986.1200
F . 972.986.1200
dis.dfwa.30.gm@druryinn.com

Econo.Lodge Inn & Suites

Ankur Patel, General Manager
3135 E. Airport Freeway
Irving, TX 75062
T . 972.894.1900
F . 972.894.1923

Embassy Suites.DFW Airport South

Paul Brouillette, General Manager
4650 West Airport Freeway
Irving, TX 75062
T . 972.790.0093
F . 972.790.4768
pbrouillette@esdfwsouth.com

Stay DeluxLas Colinas

Michelle Garrett, General Manager
5401 Greenpark Drive
Irving, TX 75038
T . 972.751.0808
F . 972.550.1434
dco@extendedstay.com

Fairfield Inn.DFW Airport North

Kellie Monterrosa, General Manager
4800 W. Carpenter Freeway
Irving, TX 75063
T . 972.929.7257
F . 972.929.7257
Kellie.monterrosa@marriott.com

Fairfield Inn.Las Colinas

Penny Scales, General Manager
630 W. Carpenter Freeway
Irving, TX 75039
T . 972.550.8800
F . 972.756.9175
penny@dallasmc.com

Four Seasons Resort and Club

Mr. Craig Reid, General Manager. Regional Vice President
4150 N. MacArthur Boulevard
Irving, TX 75038
T . 972.717.0700
F . 972.717.2486
craig.reid@fourseasons.com

Gateway Inn & Suites

Dillip Patel, General Manager
1918 E. Grauwlyer
Irving, TX 75061
T . 972.870.5019
F . None
ravisenior@aol.com

Hampton Inn.DFW Airport South

Angie Harper, General Manager
4340 W. Airport Freeway
Irving, TX 75062
T . 972.986.3606
F . 972.986.6852
dfwso_hampton@hilton.com

Hampton Inn.Las Colinas

Kim Limon, General Manager
820 Walnut Hill Lane
Irving, TX 75038
T . 972.753.1232
F . 972.550.0300
dalls_hampton@hilton.com

Harvey Suites . DFW Airport

Michael Owens, General Manager
4550 W. John Carpenter Freeway
Irving, TX 75063
T . 972.929.4499
F . 972.929.0774
michael.owens@ichotelsgroup.com

Hawthorn Suites.DFW Airport North

Mr Dean Patel, General Manager
5000 Plaza Drive
Irving, TX 75063
T . 972.871.1412
F . 972.871.1392
gleamclean@hotmail.com

Hilton Garden Inn.DFW Airport South

Gail Jackson, General Manager
2001 Valley View Lane
Irving, TX 75061
T . 972.313.7979
F . 972.313.2885
gail_jackson@hilton.com

Hilton Garden Inn . Las Colinas

Greg Malcolm, General Manager
7516 Las Colinas Boulevard
Irving, TX 75063
T, 972.444.8434
F . 972.910.9246
greg_malcolm@hilton.com

Irving Crisis Communication Plan

Holiday Inn Express Hotel & Suites

Arun Patel, General Manager
4225 N. MacArthur Boulevard
Irving, TX 75038
T . 972.261.4900
F . 972.258.6330
arun156@comcast.net

Holiday Inn Select DFW Airport North

Tom Breen, General Manager
4441 Highway 114 & Esters
Boulevard
Irving, TX 75063
T . 972.929.8181
F . 972.815.0262
gmddf@lodge.com

Holiday Motel

Peter Patel, General Manager
123 W. Airport Freeway
Irving, TX 75062
T . 972.255.1171

Homeplace Suites DFW Airport South

Biran Patel, Manager
3950 West Airport Freeway
Irving, TX 75062
T . 972.790.1950
F . 972.790.4750
biran01@aol.com

Homestead Studio Suites DFW Airport North

Jerry Brown, Operation Manager
7825 Heathrow Drive
Irving, TX 75063
T . 972.929.3333
F . 972.929.4801
dfw@extendedstay.com

Homestead Studio Suites Las Colinas

Ms Patricia L. McClure, General Manager
5315 Carnaby
Irving, TX 75038
T . 972.756.0458
F . 972.756.0553
mgr.lco@homesteadhotels.com

Homewood Suites by Hilton / DFW North

Kellie Adams, General Manager
7800 Dulles Drive
Irving, TX 75063
T . 972.929.2202
F . 214.350.4408
kadams@chasehospitality.com

Homewood Suites by Hilton Las Colinas

Ali Alkhatib, General Manager
4300 Wingren Drive
Irving, TX 75039
T . 972.556.0665
F . 972.692.7490
dallc_gm@hilton.com

Knights Inn DFW South

Frank Ali, General Manager
120 W. Airport Freeway
Irving, TX 75062
T . 972.579.8911
F . 972.721.1846
frankali@yahoo.com

La Quinta Inn & Suites DFW Airport North

Scott Whitney, General Manager
4850 West Carpenter Freeway
Irving, TX 75063
T . 972.915.4022
F . 972.915.6960
lq0943gm@laquinta.com

La Quinta Inn DFW Airport South

Wray Weinrich, General Manager
4105 W. Airport Freeway
Irving, TX 75062
T . 972.252.6546
F . 972.570.4225
lq0519gm@laquinta.com

MainStay Suites DFW Airport South

Mike Patel, General Manager
2323 Imperial Drive
Irving, TX 75062
T . 972.257.1088
F . 972.258.6173
mainstaydfw@yahoo.com

Microtel Inn & Suites DFW South

Arun Patel, General Manager & Owner
3232 W. Irving Boulevard
Irving, TX 75061
T . 972.986.7800
F . 972.534.1097
arun156@comcast.net

Motel 6 DFW North

Jean L. Burt, General Manager
7800 Heathrow Drive
Irving, TX 75063
T . 972.915.3993
F . 972.915.6843
E, m61274bo@motel6.com

Motel 6 DFW South

Dan Guin, General Manager
2611 W. Airport Freeway
Irving, TX 75062
T . 972.570.7500
F . 972.594.1693
m61476bo@motel6.com

Motel 6 Loop 12 South

Ronald Smith, General Manager
510 Loop 12 South
Irving, TX 75060
T . 972.438.4227
F . 972.554.0048
m61335@motel6.com

Omni Mandalay Hotel at Las Colinas

Brian Panozzo, Hotel Manager
221 E. Las Colinas Boulevard
Irving, TX 75039
T . 972.556.0800
F . 972.869.9053
bpanozzo@omnihotels.com

Omni Mandalay Hotel at Las Colinas

Sharla Perry, Director of Sales
221 E. Las Colinas Boulevard
Irving, TX 75039
T . 972.556.0800
F . 972.869.9053
sperry@omnihotels.com

Quality Inn & Suites DFW Airport North

Roshani Patel, General Manager
4100 W. Carpenter Freeway
Irving, TX 75063
T . 972.929.4008
F . 972.929.4224
roshani@kriyamgmt.com

Radisson Hotel & Suites DFW South

Bob Holsten, General Manager
4600 W. Airport Freeway
Irving, TX 75062
T . 972.513.0800
F . 972.513.0106
bob.holsten@radissondfw.com

Ramada Inn DFW Airport North

Anthony Perera, General Manager
8205 Esters Boulevard
Irving, TX 75063
T . 972.929.0066
F . 972.929.5083
15197@hotel.cendant.com

Irving Crisis Communication Plan

Red Roof Inn DFW Airport North

Yann Lebohec, General Manager
8150 Esters Boulevard
Irving, TX 75063
T . 972.929.0020
F . 972.929.6664
i0129@redroof.com

Residence Inn . DFW Airport North

Bobby Villstone, General Manager
8600 Esters Boulevard
Irving, TX 75063
T . 972.871.1331
F . 972.871.1332
Bobby.Villstone@marriott.com

Residence Inn . Las Colinas

Brad Carroll, General Manager
950 Walnut Hill Lane
Irving, TX 75038
T . 972.580.7773
F . 972.550.8824
brad.carroll@marriott.com

Sheraton Grand DFW Hotel

Reiner Rietig, General Manager
4440 W. John Carpenter Freeway
Irving, TX 75063
T . 972.929.8400
F . 972.929.3189
rrietig@sheratongranddfw.com

Sleep Inn.DFW North

Raj Patel, General Manager
4770 Plaza Drive
Irving, TX 75036
T . 972.929.8888
F . 972.915.2866
raj.patel@comcast.net

Springhill Suites by Marriott

Phil Krauss, General Manager
5800 High Point Drive
Irving, TX 75038
T . 972.580.1120
F . 972.580.1122
pkrauss@chasehospitality.com

Star Inn

Mike Someaya, General Manager
2531 W. Airport Freeway
Irving, TX 75062
T . 972.871.0014
F . 972.871.0014
m.someaya@usfsi.com

Staybridge Suites Dallas.Las Colinas

Jill Erickson, General Manager
1201 Executive Circle
Irving, TX 75038
T . 972.465.9400
F . 972.465.9402
jill.erickson@ichotelsgroup.com

StudioPLUS Deluxe Studios

Lei Market, General Manager
605 Meadow Creek Drive
Irving, TX 75038
T . 972.871.0117
F . 972.871.0118
dlc@extendedstay.com

Summerfield Suites

Scott Austin, General Manager
5901 N. MacArthur Boulevard
Irving, TX 75039
T . 972.831.0909
F . 972.373.8928
saustin@wyndham.com

Super 8 Motel.DFW North

V. J. Desai, General Manager
4770 W. John Carpenter Freeway
Irving, TX 75063
T . 1.817.831.4458
F . 1.817.834.7795
super8dfw@yahoo.com

Super 8 Motel.DFW South

Jennifer Ly, Manager
4245 W. Airport Freeway
Irving, TX 75062
T . 972.257.1810
F . 972.257.1932
lykhanh@hotmail.com

TownePlace Suites by Marriott

LaMonica Ball, Director of Sales
900 W. Walnut Hill Lane
Irving, TX 75038
T . 972.550.7796
F . 972.550.8562
lamonica.ball@marriott.com

Westin DFW Airport

Peter Korsos, General Manager
4545 W. John Carpenter Freeway
Irving, TX 75063
T . 972.929.4500
F . 972.510.2471
pkorsos@westindfwairport.com

Wingate Inn.DFW Airport North

Bharat Vashi, General Manager
8220 Esters Road
Irving, TX 75063
T . 972.929.4600
F . 972.929.4602
gm@wingateinndfw.com

Wingate Inn.Las Colinas

Edwin Devulapally, General Manager
850 W. Walnut Hill Lane
Irving, TX 75038
T . 972.751.1031
F . 972.465.0111
2795@hotel.cendant.com

Wyndham Hotel.Las Colinas

Robert Avila, General Manager
110 W. Carpenter Freeway
Irving, TX 75039
T . 972.650.5923
F . 972.650.5920
ravila@wyndham.com

Local TV Stations and Networks

KDAF-TV (WB/Channel 33)

8001 John Carpenter Fwy, Dallas 75247
214.252.3300
News Fax: 214.252.3379
Newsroom: 214.252.3329
www.wb33.com
cw33news@tribune.com

KDFW-TV (FOX/Channel 4)

400 North Griffin, Dallas 75202
214.720.4444
News Fax: 214.720.3263
Newsroom: 214.720.3155
www.kdfwfox4.com
kdfw@kdfwfox4.com

Irving Crisis Communication Plan

KERA-TV (PBS/Channel 13)

3000 Harry Hines Blvd, Dallas 75201
214.871.1390
Metro: 972.263.3151
Fax: 214.754.0635
www.kera.org
kbrown@kera.com

KFWD-TV (Channel 52)

606 Young St. Dallas, TX 75202
214.977.6780
Fax: 972.258.1770
www.kfwd.tv
tony.montes@kfwd.tv

KTVT-TV (CBS/Channel 11)

5233 Bridge Street, Fort Worth 76103
817.451.1111
Fax: 817.457.1897
www.cbs11tv.com
news@ktvt.com

KTXA-TV (UPN/Channel 21)

5233 Bridge Street, Fort Worth 76103

817.451.1111
Metro 817.654.1100
News Fax: 214.696.9011
www.ktxa.com
news@ktvt.com (same station as CBS Channel 11)

KXAS-TV (NBC/Channel 5)

3900 Barnett, Fort Worth 76103.1499
Metro: 817.429.5555
News Fax: 817.654.6325 (metro)
www.nbc5i.com
assignment.desk@nbcuni.com

WFAA-TV (ABC/Channel 8)

606 Young Street, Dallas 75202
214.748.9631
News Fax: 214.977.6585
www.wfaa.com
news8@wfaa.com

Irving Community Television Network ICTN

233 South Rogers, Irving 75060
972.721.2342
Fax: 972.721.2331
www.ictn.tv
ictn@ci.irving.tx.us

Irving Crisis Communication Plan

Local Radio Stations

Local Radio Stations

KAHZ-AM (1360) Format: Spanish News & Talk
2501 Oak Lawn Ave, Ste 690, Dallas 75219
214.599.9788 Fax: 214.599.9787
www.radiounica.com - bobregon@radiounica.com

KDMX-FM (102.9) Format: Adult Contemporary
14001 N. Dallas Pkwy, Ste 1210, Dallas 75240
972.991.1029 Fax: 972.448.1075
www.mix1029.com
contactus@mix1029.listenernetwork.com

KDXX-FM (107.1) Format: Romantic Music
7700 John Carpenter Freeway, Dallas 75247
214.525.0400 Fax: 214.631.1196
www.kdxx.netmio.com
MSanMiguel@univisionradio.com

KERA-FM (90.1)
3000 Harry Hines Blvd, Dallas 75201
214.871.1390 Fax: 214.754.0635
www.kera.org/radio - mrockett@kera.org

KESN-FM (103.3) Format: Sports/ESPN
2221 East Lamar Blvd, Ste 300, Arlington 76006
817.640.3776 Fax: 817.640.3782
www.espn1033.com - contactus@1061kissfm.com

KHKS-FM (106.1) Format: Top 40
8235 Douglas, Ste 300, Dallas 75225
214.891.3400 Fax: 214.692.9844
www.1061kissfm.com
sarahhannon@clearchannel.com

KKDA-FM (104.5) Format: Urban Contemporary
621 Northwest 6th Street, Grand Prairie 75050
972.263.9911 Fax: 972.558.0010
www.k104fm.com - JJ@k104fm.com

KLIF-AM (570) Format: Talk Radio/NBC
3500 Maple Ave, Ste 1600, Dallas 75219
214.526.2400 Fax: 214.520.4343
News Fax: 214.520.4300
www.dfwradio.com - dan.bennett@cumulus.com

KLUV-FM (98.7) Format: Oldies
4131 N. Central Expwy, Ste. 700, Dallas 75204
www.kluv.com - PeterZ@cbs.com

214.526.9870 - 972.445.5255 Fax: 214.443.1570

KOAI-FM (107.5) Format: Jazz
4131 N. Central Expwy, 12th Floor, Dallas 75204
214.526.9870 Fax: 214.780.1150
www.smoothjazz1075.com
TheOasisComments@cbsradio.com

KPLX-FM (99.5) Format: Country
3500 Maple Avenue, Ste 1600, Dallas 75219
214.526.2400 Fax: 214.520.4343
Metro: 972.263.4141 News Fax: 214.787.1329
www.dfwradio.com - dan.bennett@cumulus.com

KRLD-AM (1080) Format: All News
4131 N. Central Expwy, Ste 500, Dallas 75204
214.443.6400 News Fax: 214.443.6570
www.krld.com - krldeditor@cbs.com

KRNB-FM (105.7) Format: Classic Rhythm & Blues
621 Northwest 6th Street, Grand Prairie 75050
972.263.9911 Fax: 972.558.0010
www.krnb.com - jj@k104.com

KSCS-FM (96.3) Format: Country
2221 East Lamar Blvd, Ste 300, Arlington 76006
Metro 817.640.1963 News Fax: 817.429.5727
www.kscs.com - Stephanie.a.callihan@abc.com

KTCK-AM (1310)/KTDK-FM (104.1) Format: Sports
3500 Maple Ave, Ste 1310, Dallas 75219
214.526.7400 Fax: 214.252.2525
www.theticket.com - m.friedman@cumulus.com

KVIL-FM (103.7) Format: Light Rock
4131 N. Central Expressway, 12th Flr, Dallas 75204
214.526.9870 Fax: 214.780.1150
www.kvil.com - charley.connolly@cbsradio.com

KZPS-FM (92.5) Format: Classic Rock
14001 North Dallas Pkwy, Suite 300, Dallas 75240
214.866.8000 Fax: 972.770.7775
www.kzps.com - Melissa@kzps.com

WBAP-AM (820) Format: News, Sports & Weather
2221 East Lamar Blvd, Suite 300, Arlington 76006
817.695.1820 News Fax: 817.695.0018
www.wbap.com - jeff.williams@abc.com

NEWSPAPERS

The Dallas Morning News

508 Young Street, Dallas 75202
214.977.8222
Fax: 214.977.8319
www.dallasnews.com
metro@dallasnews.com

Fort Worth Star-Telegram

400 West 7th Street, Fort Worth 76102
817.390.7789
Fax: 817.390.7789
www.startelegram.com
paper@star-telegram.com

Specialty Publications**D Magazine**

4311 Oak Lawn, Suite 100, Dallas 75219
214.939.3636
Fax: 214.748.4579
www.dmagazine.com
feedback@dmagazine.com

FW Weekly

1204 B West 7th Street, Fort Worth 76102
817.321.9700
Fax: 817.335.9575
www.fweekly.com
masterwebmaster@fweekly.com

Dallas Observer

P.O. Box 190289, Dallas 75219
2501 Oak Lawn, Dallas 75219
214.757.9000
Fax: 214.757.8590
www.dallasobserver.com
Natalie.Trevino@dallasobserver.com

Fort Worth Magazine

689 Airport Freeway, Hurst 76053
817.560.6100
Fax: 817.560.6195
www.fortworthmagazine.com
eshook@fwtexas.com

Business Media**Dallas Business Journal**

12801 N. Central Expressway, Ste 800,
Dallas 75243
Toll-Free: 877.325.5959
News Fax: 214.696.1486
www.dallasbizjournals.com
dallas@bizjournals.com

bizpress@bizpress.net

Wall Street Journal

1201 Elm St., Ste 5050, Dallas 75270
214.951.7100
Fax: 214.951.7111
www.wsj.com
lonestar.bureau@wsj.com

Fort Worth Business Press

3509 Hulen St, Fort Worth 76107
817.336.8300 - Fax: 817.332.3038
www.fwbusinesspress.com

Irving Crisis Communication Plan

IRVING MEDIA OUTLETS

Newspapers

Citizens' Advocate (Serves Coppell, Valley Ranch and Hackberry Creek)

446 West Bethel, Coppell 75019

972.462.8192

citizensadvocate2000@yahoo.com

Coppell/Valley Ranch Neighbors

131 West Main St., Lewisville 75067

972.436.5551, ext. 3008

www.dallasnews.com/neighbors/coppell

srector@dallasnews.com

Irving Journal

P.O. Box 630934, Irving 75063

214.546.6346

Fax: 972.556.2568

www.theirvingjournal.com

jmartinez@irvingjournal.com

Irving Neighbors

332 South Main St., Grapevine 76501

817.488.8561, ext. 22

www.dallasnews.com/neighbors/irving/

irvingneighbors@dallasnews.com

Irving Parent

800 W. Airport Freeway, Ste 1100,

Irving 75062

972.252.6405

www.irvingparent.com

editor@irvingparent.com

Irving Rambler

P.O. Box 177731, Irving 75017

214.675.6493

www.irvingrambler.com

irving@irvingrambler.com

North Lake College News-Register

5001 N. MacArthur Blvd., Irving 75038

972.273.3498

Fax: 972.273.3441

www.northlakecollege.edu/newsregister/

nnr7420@dcccd.edu

COFFEE

STARBUCKS BELTLINE AT 183

2450 North Beltline Road, Irving 75062

972.257.6844

Hours: Monday to Thursday 5:30 a.m. to 10:30 p.m., Friday 5:30 a.m. to 11:30 p.m.,

Saturday 6:00 a.m. to 11:30 p.m. and Sunday 7 a.m. to 10 p.m.

STARBUCKS LAS COLINAS VILLAGE

5904 North MacArthur Boulevard,

Suite 160, Irving 75039

972.556.9871

Hours: Monday to Thursday 5:30 a.m. to 10:30 p.m., Friday 5:30 a.m. to 11:30 p.m.,

Saturday 6 a.m. to 11:30 p.m. and Sunday 7 a.m. to 10 p.m.

STARBUCKS MACARTHUR AT 635

7750 North MacArthur Boulevard, Suite 160, Irving 75063

972.869.9996

Hours: Monday to Thursday 5:30 a.m. to 10:30 p.m., Friday 5:30 a.m. to 11:30 p.m.,

Saturday 6 a.m. to 11:30 p.m. and Sunday 7 a.m. to 10 p.m.

Irving Crisis Communication Plan

COPIES / SIGNS

FASTSIGNS

4070 North Beltline Road #114, Irving 75038
972.255.2022 Fax: 972.570.3111
Hours: Monday to Friday 9 a.m. to 6 p.m..

7017 John Carpenter Freeway, Dallas 75247
214.267.0600 Fax: 214.267.0608
Hours: Monday to Friday 8 a.m. to 6 p.m..

FEDEX KINKO'S

841 MacArthur Park, Irving 75063
972.263.0042 Fax: 972.263.0798
Hours: Open 24 hours

3201 W. Airport Freeway, #100, Irving 75062
972.570.5110 Fax: 972.257.0409
Hours: 6 a.m. to midnight

CYBER CAFES / WIRELESS ACCESS

FedEx Kinko's

841 MacArthur Park Drive, Irving 75063
972.263.0042
Fax: 972.263.0798
Hours: Open 24 hours

3201 West Airport Freeway, Suite 100, Irving 75062
972.570.5110
Fax: 972.257.0409
Hours: Monday to Sunday 6 a.m. to midnight

T-MOBILE HOT SPOT, STARBUCKS

5904 North MacArthur Boulevard, Suite 160, Irving 75061
972.556.9871
Hours: Monday - Friday 5:00am-12midnight - Sat and Sun 5:30am – 12 midnight

7750 North MacArthur Boulevard, Suite 160, Irving 75063
972.869.9996
Hours: Mon-Th 5:30 a.m. to 10:30 p.m., Fr 5:30 a.m. to 11:30 p.m., Sat 6 a.m. to 11:30 p.m. and Sunday 7 a.m. to 10 p.m.

DRUG STORES / PHARMACIES

CVS

934 East Irving Boulevard, Irving 75060
972.579.0211
Drive-Through Pharmacy
Pharmacy Hours: Mon-Fri 8 a.m. to 9 p.m., Saturday 9 a.m. to 7 p.m. and Sunday noon to 6 p.m.

1333 Story Road, Irving 75060
972.986.8588
Drive-Through Pharmacy
Pharmacy Hours: Mon-Fri 8 a.m. to 10 p.m., Saturday 9 a.m. to 7 p.m. and Sunday 10 a.m. to 6 p.m.

410 West Rochelle Road, Irving 75062
972.258.6015
Pharmacy Hours Mon-Fri 9 a.m. to 9 p.m., Saturday 9 a.m. to 7 p.m. and Sunday noon to 6 p.m.

2222 North Story Road, Irving 75062
972.255.4155
Drive-Through Pharmacy
Pharmacy Hours: Mon-Fri 8 a.m. to 11:59 p.m

Walgreens

1050 West Shady Grove Road, Irving 75060

972.253.8160

972.254.0305

Drive-Through Pharmacy

Hours: Monday to Sunday 8 a.m. to 10 p.m.

1330 Beltline Road, Irving 75061

496.417.0943

Pharmacy: 469.417.0358

Drive-Through Pharmacy

Hours: Monday to Sunday 8 a.m. to 10 p.m.,

3400 North Beltline Road, Irving 75061

972.594.4585

Pharmacy: 972.594.1648

Drive Through Pharmacy

Hours: Open 24 hours

5310 North MacArthur Boulevard, Irving
75038

972.753.6506

Pharmacy Only

Drive Through Pharmacy

Hours: Mon-Fri 8 a.m. to 10 p.m., Saturday

9 a.m. to 6 p.m. and Sunday 10 a.m. to 6p.m.

HARDWARE STORES**The Home Depot**

3200 West Irving Boulevard, Irving 75061

972.513.2400

8555 Home Depot Drive, Irving 75063

972.506.3006

Hours: Monday to Saturday 6 a.m. to 10 p.m. and Sunday 8 a.m. to 7 p.m.

Lowe's

3500 West Airport Freeway, Irving 75062

972.983.0170

Hours: Monday to Saturday 6 a.m. to 10 p.m. and Sunday 8 a.m. to 8 p.m.

NATIONAL RETAILERS**Target**

3333 West Airport Freeway, Irving 75062

972.252.9888

7845 North MacArthur Boulevard, Irving, TX 75063

972.506.9924

Pharmacy: 972.869.0474

Hours: Monday to Saturday 8 a.m. to 10 p.m. and Sunday 8 a.m. to 9 p.m.

Pharmacy Hours: Mon-Fri 9 a.m. to 7 p.m., Saturday 9 a.m. to 6 p.m. and Sunday 11 a.m. to 3 p.m.

Wal-Mart

4100 West Airport Freeway, Irving, TX 75061

972.313.0707

Pharmacy: 972.313.0701

Pharmacy Hours: Mon-Fri 9 a.m. to 9 p.m., Saturday 9 a.m. to 7 p.m. and Sunday noon to 5 p.m.

Wal-Mart Supercenter

1635 Market Place Boulevard, Irving, TX 75063

214.574.4517

Pharmacy: 214.574.4522

Pharmacy Hours: Mon-Fri 9 a.m. to 9 p.m., Saturday 9 a.m. to 7 p.m. and Sunday noon to 5 p.m.

Irving Crisis Communication Plan

Irving Banks

Bank of America

972.401.6262
5201 N O Connor Blvd
972.409.9097
7300 N MacArthur Blvd
972.714.1417
5400 N MacArthur Blvd
972.259.2639
330 W Irving Blvd
972.986.3900
2520 W Irving Blvd
972.252.8600
535 W Airport Fwy
972.409.7222
7730 N MacArthur Blvd
972.256.6546
3660 N Belt Line Rd

Bank of Texas

972.443.2800
2650 Royal Ln
Dallas, TX

Bank of the West

972.252.7183
2111 W Airport Fwy
972.790.7955
1505 N Story Rd
972.986.2222
950 N Belt Line Rd

Bank United LBJ MacArthur

972.402.0631
7505 N MacArthur Blvd

Chase

972.550.9037
5420 N MacArthur Blvd
972.550.0195
5525 N MacArthur Blvd
972.518.0226
1215 Greenway Dr
972.785.5200
2220 Chemsearch Blvd
972.257.0466
2904 N Belt Line Rd

Colonial Bank

972.506.9110
6650 N MacArthur Blvd

Compass Bank

972.705.4502
4925 N O Connor Rd # 100

Citibank

972.717.1391
300 E John Carpenter Fwy

Federal Home Loan Bank

972.714.8500
5605 N MacArthur Blvd

First Bank & Trust

972.550.1234
2101 Gateway Dr

First Convenience Bank

972.830.9967
7505 N MacArthur Blvd
972.252.7465
3612 N Belt Line Rd
972.556.2828
1635 Market Pl
972.790.1415
4100 W Airport Fwy

First Nationwide Bank

972.756.6200
1431 Greenway Dr

Guaranty Bank

972.594.0337
1625 W Airport Fwy

Independent Bankers Bank

972.650.6000
350 Phelps Dr

Independent National Bank

972.257.1818
3636 W Northgate Dr

Indy Mac Bank

214.496.0320
1707 Market Pl

North Dallas Bank & Trust Co

972.716.7244
7660 N MacArthur Blvd

Southwest Bank

972.373.0301
909 Las Colinas Blvd E
972.243.7900

1603 LBJ Fwy # 100
Dallas, TX

Sovereign Bank

214.242.1900
7301 State Highway 161

State Bank of Texas

972.252.6000
605 W Airport Fwy

Sterling Commerce

469.524.2000
750 W John Carpenter Fwy

Texas Bank Partners Insurance

972.445.8803

Texas Independent Bank

972.719.5141

Travelers Bank & Trust

972.717.0254
105 Decker Ct

Wachovia Bank

972.510.1101
3636 W Northgate Dr

Washington Mutual

972.438.1850
800 W Airport Fwy
972.255.4114
1307 W Airport Fwy
972.714.7477
6341 Campus Circle Dr E
214.492.1360
3612 N Belt Line Rd
972.594.6311
3559 N Belt Line Rd
972.910.9803
8585 N MacArthur Blvd

Wells Fargo Bank

972.579.7911
900 W Airport Fwy
972.255.2129
3535 N Belt Line Rd

World Savings Bank

972.717.9217
4040 N MacArthur Blvd #200

Irving Crisis Communication Plan

Funeral Homes

Donnelly's Colonial Funeral Home
606 W Airport Fwy, Irving, TX
972.579.1313

Ben F Brown's Memorial Funeral
707 N MacArthur Blvd, Irving, TX
972.254.4242

Chism-Smith Funeral Home

129 South O'Connor Rd, Irving, TX
972.259.7644

Calvary Funeral Home

624 E 2nd St, Irving, TX
972.579.7356

DRY ICE IS SOLD AT THE FOLLOWING LOCATIONS:

The Home Depot
3200 W Irving Blvd
Irving, TX 75061
972.513.2400

The Home Depot
8555 Home Depot Rd
Irving, TX 75063
972.506.3006

Kroger
3612 N Belt Line Rd
Irving, TX
972.252.7413

Kroger
7505 N MacArthur Blvd
Irving, TX
972.831.8357

Tom Thumb Food & Pharmacy
4010 N MacArthur Blvd
Irving, TX
972 717.9727

Ice may be purchased at:

Emergency Ice
1200 Fort Worth Ave.
Dallas, TX.75208
800 400.8221 or 214 747.6746 or 972 988.0577

ESSENTIAL SERVICES MAP

1. Baylor Medical Center at Irving
2. CVS, 934 East Irving Boulevard
3. CVS, 1333 Story Road
4. CVS, 410 West Rochelle Road
5. CVS, 2222 North Story Road
6. FASTSIGNS, 4070 North Beltline Rd #114
7. FASTSIGNS, 7017 John Carpenter Freeway
8. The Home Depot, 3200 West Irving Blvd.
9. The Home Depot, 8555 Home Depot Drive
10. Irving Coppel Surgical Hospital
11. FedEx Kinko's, 841 MacArthur Park
12. FedEx Kinko's, 3201 West Airport Freeway
13. Las Colinas Medical Center
14. Lowe's, 3500 West Airport freeway
15. Starbucks Beltline at 183
16. Starbucks Las Colinas Village
17. Starbucks MacArthur at 635
18. Target, 3333 West Airport Freeway
19. Target, 7845 North MacArthur Boulevard
20. Wal-Mart, 4100 West Airport Freeway
21. Wal-Mart Supercenter, 1635 Market Place Blvd.
22. Walgreens, 1050 West Shady Grove Road
23. Walgreens, 1330 Beltline Road
24. Walgreens, 3400 North Beltline Road
25. Walgreens, 5310 MacArthur Boulevard

Irving Crisis Communication Plan

IRVING HOTELS LIST

Luxury & Full-Service/Meeting Properties

- | | |
|---|--|
| 1. Clarion Hotel, DFW Airport South | 7. Holiday Inn Select, DFW Airport North |
| 2. Dallas/Fort Worth Airport Marriott | 8. Omni Mandalay Hotel at Las Colinas |
| 3. Dallas Marriott, Las Colinas | 9. Radisson Hotel, DFW South |
| 4. Embassy Suites, DFW Airport South | 10. Sheraton Grand Hotel, DFW Airport |
| 5. Four Seasons Resort and Club | 11. Westin Dallas Fort Worth Airport |
| 6. Hilton Garden Inn, DFW Airport South | 12. Wyndham Hotel, Las Colinas |

All-Suite Properties

- | | |
|--|---|
| 13. AmeriSuites, DFW Airport South | 27. Homestead Dallas, DFW Airport North |
| 14. AmeriSuites, Las Colinas Hidden Ridge | 28. Homestead Studio Suites |
| 15. AmeriSuites, Las Colinas Walnut Hill | 29. Homewood Suites Irving DFW Airport |
| 16. Best Western DFW Airport Suites | 30. Homewood Suites by Hilton, Las Colinas |
| 17. Candlewood Suites Dallas, Las Colinas | 31. MainStay Suites, DFW Airport South |
| 18. Comfort Inn, DFW Airport North | 32. Quality Inn & Suites, DFW Airport North |
| 19. Comfort Suites, DFW Airport | 33. Residence Inn by Marriott, DFW North |
| 20. Comfort Suites, Las Colinas | 34. Residence Inn, Las Colinas |
| 21. Country Inn & Suites, DFW South | 35. Springhill Suites Dallas, Las Colinas |
| 22. Crossland Economy Suites | 36. Staybridge Suites Dallas, Las Colinas |
| 23. Extended StayAmerica Dallas, Las Colinas | 37. StudioPLUS, Las Colinas |
| 24. Harvey Suites, DFW Airport | 38. Summerfield Suites by Hyatt |
| 25. Hawthorn Suites DFW Airport North | 39. TownePlace Suites by Marriott |
| 26. Homeplace Suites | |

Limited-Service Properties

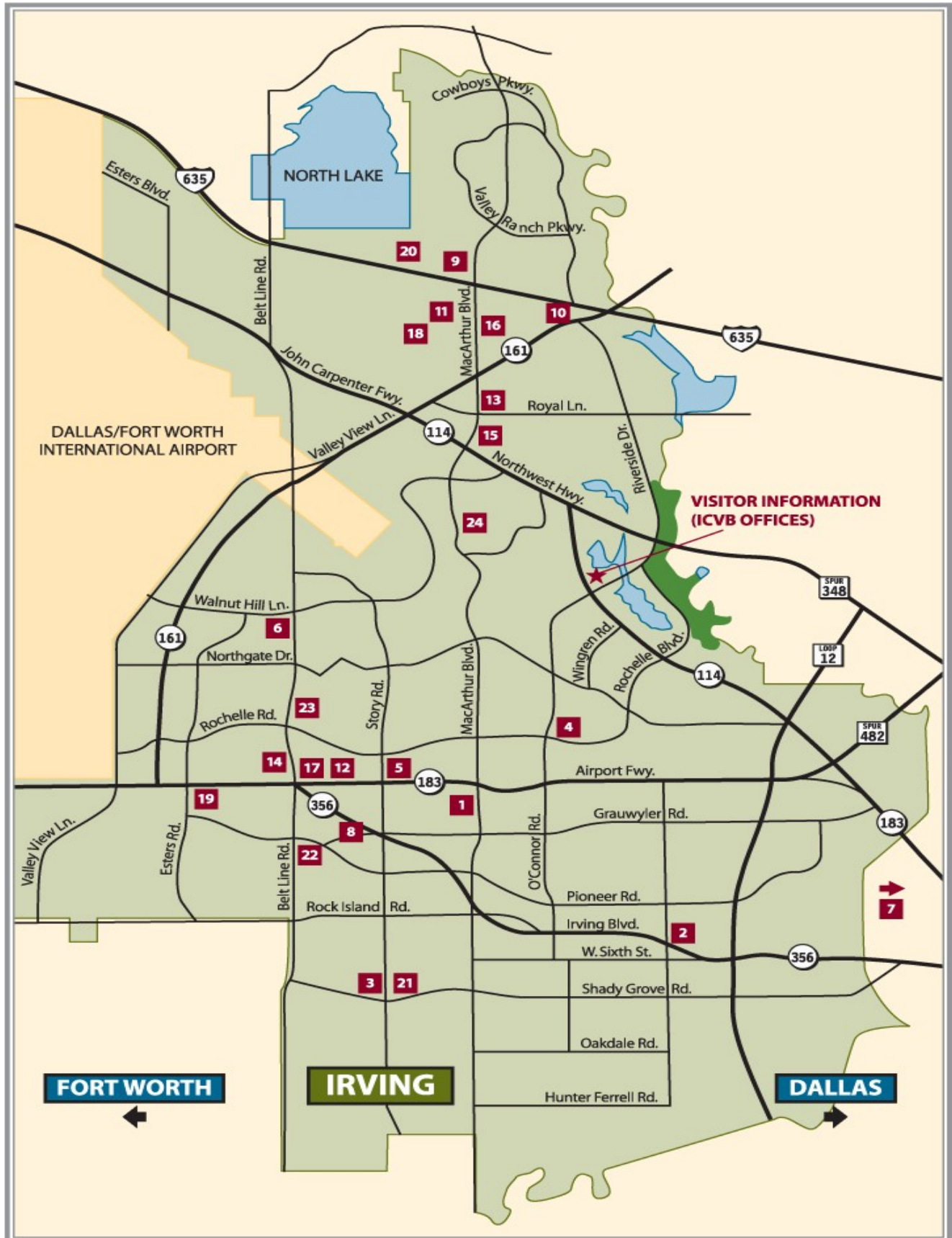
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|--|---|
| 40. Courtyard by Marriott, DFW North | 48. Hilton Garden Inn, Las Colinas |
| 41. Courtyard by Marriott, DFW South | 49. Holiday Inn Express Hotel & Suites |
| 42. Courtyard by Marriott, Las Colinas | 50. La Quinta Inn, DFW Airport North |
| 43. Drury inn & Suites, DFW Airport South | 51. La Quinta Inn & Suites, DFW Airport South |
| 44. Fairfield Inn, DFW Airport North | 52. Wingate Inn, DFW North |
| 45. Fairfield Inn by Marriott, Las Colinas | 53. Wingate Inn, Las Colinas |
| 46. Hampton Inn, DFW South | |
| 47. Hampton Inn, Las Colinas | |

Budget Properties

- | | |
|---|--------------------------------------|
| 54. Airport Inn | 67. Holiday Motel |
| 55. Best Western Irving Inn & Suites | 68. Knights Inn |
| 56. Budget Inn | 69. Microtel Inn & Suites, DFW South |
| 57. Budget Inn & Suites | 70. Motel 6 |
| 58. Budget Suites of America, Las Colinas | 71. Motel 6, DFW North |
| 59. Comfort Inn, DFW Airport South | 72. Motel 6, DFW South |
| 60. Days Inn, DFW North | 73. Ramada Inn, DFW Airport North |
| 61. Days Inn, Las Colinas | 74. Red Roof Inn, DFW North |
| 62. Delux Inn | 75. Skyway Inn |
| 63. Delux Suites Motel | 76. Sleep Inn, DFW Airport North |
| 64. EconoLodge | 77. Star Inn |
| 65. Gateway Inn & Suites | 78. Super 8 Motel, DFW North |
| 66. Holiday Lodge Inn & Suites | 79. Super 8 Motel, DFW South |

Irving Crisis Communication Plan

Map of Essential Services



Map of Irving Hotel Locations

