

## **APPENDIX E - NEWS MEDIA PROCEDURES**

All questions regarding the operation and policies of the Airport should be directed to the Airport Public Affairs Department:

Division of Aviation  
Philadelphia International Airport  
Public Affairs Office  
Terminal D/E, 3<sup>rd</sup> Floor  
Philadelphia, PA 19153  
Telephone: (215) 937-5402  
Fax: (215) 937-6497  
Attention: Public Affairs Manager

The office hours are Monday to Friday, from 8:00 a.m. to 5:00 p.m. During these times, the office is staffed with employees on duty to respond to inquiries as available.

After business hours, during weekends and holidays, a Public Affairs representative is on call and can be reached via the Airport Communications Center at (215) 937-6800. The Airport Communications Center has the ability to contact the Public Affairs representative or their designee when necessary.

Public Affairs will make every attempt to notify the media in advance of Airport-related news, including but not limited to, press conferences, public hearings, new air service, etc. Notification will be made via email, telephone, or press release. The Airport also asks for the media's assistance in any news coverage. The DOA requests that media inform the Public Affairs Department of a potential story or breaking information.

Other important information may be found on the Airport website, [www.phl.org](http://www.phl.org), via the Airport's official twitter account @phlairport, or in PHL's News Media Guide.

All information requested and responses thereto, including information regarding sensitive security information, may be subject to TSA requirements and Pennsylvania's Right to Know requirements.

### **Types of Emergencies**

Different types of emergencies may occur at the Airport. The type of emergency dictates procedures and responses.

#### **Alert I**

An aircraft is experiencing a possible problem (e.g. panel indicator light that advises of a potential operational problem such as landing gear difficulty, etc.). As a precaution, Airport Operations Department, Philadelphia Fire Department (Airport Unit) and Philadelphia Police (Airport Unit) respond to an Alert I. Off-Airport emergency units are also alerted to a standby basis. Personnel respond by assuming pre-designated positions on the Airport until Alert I status is terminated or secured.

**Alert II**

An aircraft accident or incident has occurred on or proximate to the Airport. An Alert II activates all emergency Airport units and off-Airport emergency units. The Airport Emergency Plan is put into operation with the Philadelphia Fire Department assuming control of the situation. The Airport may be closed and may only be reopened by the CEO or his/her designee.

**Alert III**

A major aircraft accident or incident with potential for mass casualties has occurred on or proximate to the Airport. An alert III activates all emergency Airport units and off-Airport emergency units including multiple alarms from the Philadelphia Fire Department. The Airport Emergency Plan is put into operation with the Philadelphia Fire Department assuming control of the situation. The Airport is automatically closed and may only be re-opened by the CEO or his/her designee.

**Aircraft Hijacking/Hostage Taking Incidents**

Initially, all emergency Airport units respond to such incidents, with the Airport Police taking charge of the scene. Upon arrival, the Federal Bureau of Investigation (FBI) has jurisdiction over hijacking/hostage incidents when the aircraft is on the ground. Airport units provide support to agencies in charge.

**Bomb Threat**

This classification is for situations when there is reason to believe that an explosive device or suspicious package has been found or reported to be on Airport property or on an aircraft. The initial investigation is conducted by the Philadelphia Police Department. The Police Bomb Disposal Unit, the FBI and other agencies may also become involved pending the results of the initial investigation. During such an incidents, all Airport Emergency Units respond until the situation is secured.

**Code Red**

This classification covers a variety of situations involving auto accidents, fire, fuel or smoke, as well as unusual odors and the release of potential hazardous materials. During a Code Red, responding units include Airport Fire, Police, Operations, and other units as required. As a precaution, full response is provided to Code Red incidents and outside agencies may be notified as required.

**Code Yellow**

This classification is for medical emergencies on Airport property or in close proximity to the Airport. During a Code Yellow, responders include the Airport's Medic Unit, Police, Operations and other units as required. Immediate medical assistance is provided and, if necessary, transportation to the hospital.

**Fuel Farm Fire**

This classification refers to an incendiary incident at the Airport's Fuel Farm. Responding units include Airport Fire, Police, Operations and other units as required.

During a fuel farm fire, the Airport may be closed. Other agencies will be notified as requested.

### **Radiological Incident**

This classification refers to any report of the release or potential release of radioactive material on Airport property. Responding units include Airport Fire, Police and Operations. The Fire Unit evaluates the incident and determines the need for evacuations/quarantines. Nuclear regulatory agencies are notified and other agencies may become involved as required.

### **Weather Emergencies**

The Airport has a standard operational procedure regarding adverse weather conditions that may affect normal operation of the Airport. During such times, the members of the Marketing and Public Affairs Department will be available around the clock to answer questions regarding the operation of the Airport including delays, runway/taxiway closures and field/weather condition reports.

### **Other Emergencies**

Airport emergency units will respond to other emergency situations as necessary. Other situations may include:

- Movement Area Power Failure
- Civil Disorders
- Natural Disasters
- Emergency Maintenance

### **Media Information and Inquiries**

In the event of an emergency at Philadelphia International Airport or Philadelphia Northeast Airport, an authorized DOA representative may provide the following information:

- Date and time of incident/emergency
- Name of airline
- Type of aircraft and flight number
- Arrival/departure and destination
- Number of persons on board (if already confirmed)
- General description of incident
- Special security conditions at the scene of the incident
- Operations at the airport, any closures of runways or terminals, etc.
- Information regarding escort to scene of incident

Other information must be provided by the airline representative involved in the incident or the appropriate local or federal agency. Contact numbers for spokespersons for airlines, local and federal law enforcement agencies and the Philadelphia Fire Department are attached hereto as Exhibit A.

Agencies that may be involved in emergency situations include:

- Philadelphia Police Department
- Philadelphia Fire Department
- National Transportation Safety Board (NTSB)

The NTSB conducts an independent investigation of all civil aviation accidents in the United States. The Board is independent and thus is not affiliated with the DOT or FAA. NTSB employees will take custody of an aircraft and its contents from the time that fire/rescue activities are concluded until a full investigation is completed or a release is given. In cases of suspected criminal activity, other agencies may participate in the investigation. The NTSB does not investigate criminal activity; in the past, once it has been established that a transportation tragedy is, in fact, a criminal act, the FBI becomes the lead federal investigative body, with the NTSB providing any requested support.

- **Federal Aviation Administration (FAA)**

The FAA is the federal agency responsible for the safety of civil aviation. It operates a network of airport towers, air route traffic control centers, and flight service stations. The FAA also develops air traffic rules, assigns the use of airspace and controls air traffic. At all times, the Air Traffic Control Tower at Philadelphia International Airport is operated by the FAA and will continue to be operated by the FAA in case of an emergency. In the event of an aircraft or airfield emergency, various branches of the FAA may assume responsibilities. The FAA requests the news media contact the FAA Public Affairs Office for information regarding an incident or an airport alert.

- **Department of Homeland Security, Transportation Security Administration (TSA)**

The TSA provides security for the traveling public and for all commercial transportation. TSA personnel operate and manage airport passenger security checkpoints and checked baggage security systems.

- **Federal Bureau of Investigation (FBI)**

Where a hijacking or hostage incident occurs aboard an aircraft that is still on the ground, the FBI has jurisdiction. The FAA has jurisdiction where a

hijacking or hostage incident occurs in-flight with assistance from the TSA and FBI.

- **Involved Airline**

The involved airline is generally responsible for providing information concerning passengers aboard the aircraft, detailed information about the flight, flight activities and the aircraft. The passenger list will not become public until any affected families have been notified.

### **Where to Go**

During any type of emergency situation or normal media coverage when a news crew is being dispatched to the Airport, the Public Affairs Department should be contacted to obtain the necessary information and instructions.

Unless otherwise advised, news crews should first report to the headquarters of the Airport Police. The headquarters are located on the departures roadway between Terminals C and D. Courtesy parking, further instructions and information will be provided by officers at this 24-hour facility. Please be prepared to present media credentials if requested. The Airport reserves the right to refuse media access.

During an emergency situation, representatives of the Public Affairs Department will make every effort to have the news media escorted as close as possible to the emergency scene, if possible. In addition, a command post/communications center will be established at or near the emergency scene.

Briefings and interviews will be held at or near the emergency when possible. In addition to the Public Affairs staff, the CEO and his/her Deputies are the only authorized spokespeople regarding the operation of the Airport. Every effort will be made to secure spokespersons for interviews from other involved agencies, airlines and tenants when necessary.

### **Restricted Areas**

The Air Operations Area is a restricted area. The Air Operations Area includes all surface areas inside the perimeter fence line of the airfield. Media shall not attempt to enter any secured area of the Airport without proper clearance or escort. Requests for access to this area must be directed to the Public Affairs Department. Media seeking access to the Air Operations Area, which involves an airline-leased ramp area, must also have permission of the involved airline and the Airport. The Public Affairs Department will assist the media in obtaining such permission with the respective or tenant. Under federal law, media must be escorted at all times while in the Air Operations Area by appropriate Airport personnel. Any violators will be subject to police action. Unauthorized access of any secured area of the Airport is a violation of federal law and individuals will be subject to police action.

## **Security Checkpoints**

Security checkpoints are under the jurisdiction of the Transportation Security Administration ("TSA"). All passenger and baggage screening is the responsibility of the TSA. Under no circumstances are media allowed past the security checkpoint without prior arrangements.

Requests for coverage in areas past security must be submitted to the Public Affairs Department. If the request is granted, all persons must pass a background check and in-person screening at the TSA checkpoint. Please allow at least 72 hours for a response regarding requests for coverage and the results of background checks.

The Airport complies and will continue to comply with all federal and state regulations. Therefore, the Airport is required to perform a background check and security screening for any and all persons intending to go past security screening. Any person, including those with the media, will be subject to in-person security screening by the TSA. The media is expected and required to comply with all Airport security procedures while at the Airport. The Airport reserves the right to refuse access to any person that does not pass a background check, in-person security screening or whose name matches that of one on the No Fly List.

Once persons are appropriately personally screened by the TSA and their background check is approved for access beyond the secure checkpoint, the media must be escorted at all times by a Public Affairs representative. If the media does not follow the established security and escort procedures while at the Airport, the Airport reserves the right to contact authorities, including the Philadelphia Police, to have them escorted off of the Airport premises. Violators of security and escort procedures may be subject to any and all civil penalties as a result.

If the media is granted escorted access past TSA checkpoints, the media and its crew must adhere to certain guidelines. These guidelines, include, but are not limited to:

- Media may only take photographs or video of approved locations within the Airport. If the media fails to comply with these guidelines the Airport may request that proper authorities intervene, including the Philadelphia Police. In the event that media action is considered a security threat, all legal remedies will be pursued, which may include arrest, confiscation of photographs or video of non-approved locations or subject matter and/or escort off of Airport premises.
- Media may only report on pre-approved matters, as approved by Airport personnel. If the media strays from the pre-approved matter, the Airport reserves the right to escort them off of Airport property and confiscate any and all associated materials.

- Media may not block fire emergency escape routes and/or fire emergency exits.
- Media may not block passengers, walkways, doors, escalators, etc.
- Media may not interfere with TSA, airline or Airport operations.
- The shops and restaurants are tenants of the Airport. No photographs or filming of the shops or restaurants may be done without approval from the DOA or the Concession Management Program.

Circumstances at the Airport (security, weather or otherwise) may cause any media access to be curtailed, cancelled, altered or rescheduled with little notice.

### **Special News Coverage**

The Public Affairs Department should be contacted when covering special news stories. These non-emergency situations include "VIP" arrivals or departures, dedication ceremonies, sports and entertainment functions and other special aviation-related activities.

The Public Affairs Department may provide information regarding time, location and special instructions to ensure complete media coverage of the event.

### **Northeast Philadelphia Airport (PNE)**

Media covering news stories or emergency situations at PNE should also contact the Public Affairs Department prior to arrival.

Media should report to the Administration Building of PNE when covering any situation. PNE is located at 9800 Ashton Road in the Northeast section of Philadelphia.

Names of spokespersons for PNE tenants will be made available upon request.

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**Exhibit A**  
**Contact Numbers for Official Spokespersons for PHL Passenger Airlines**

**Aer Lingus**

North American Communications  
[Helen.maguire@aerlingus.com](mailto:Helen.maguire@aerlingus.com)  
(516)-622-4060  
[Rosemaire.curran@aerlingus.com](mailto:Rosemaire.curran@aerlingus.com)  
(516) 622-4046

**Air Canada**

Toronto Media: (416) 263-5576  
Montreal Media: (514) 422-5788  
[Media@Aircanada.ca](mailto:Media@Aircanada.ca)

**Alaska Airlines**

206-304-008  
[Newsroom@alaskair.com](mailto:Newsroom@alaskair.com)

**American Airlines**

817-967-1577  
[Mediarelations@aa.com](mailto:Mediarelations@aa.com)

**British Airways**

America's Communications Team  
(347) 418-4100; or (646) 321-7809; or  
(202) 368-2550

**Delta Air Lines**

Media Relations  
(404) 715-2554  
[Media@delta.com](mailto:Media@delta.com)

**Frontier Airlines**

Media Relations  
(720) 374-4560  
[Media@flyfrontier.com](mailto:Media@flyfrontier.com)

**Icelandair**

North American Communications  
[Michaelr@icelandiar.is](mailto:Michaelr@icelandiar.is)  
[media@airicelandconnect.is](mailto:media@airicelandconnect.is)

**Lufthansa German Airlines**

Corporate Communications  
(516) 296-9671

**Southwest Airlines**

(214) 792-4847  
[swamedia@wnco.com](mailto:swamedia@wnco.com)

**United Airlines**

Media Relations  
(872)-825-8640  
[Media.relations@united.com](mailto:Media.relations@united.com)



**Contact Numbers for Official Spokespersons for PHL Cargo Activity**

**Aer Lingus**

North American Communications

[Helen.maguire@aerlingus.com](mailto:Helen.maguire@aerlingus.com)

(516)-622-4060

[Rosemaire.curran@aerlingus.com](mailto:Rosemaire.curran@aerlingus.com)

(516) 622-4046

**Air Canada**

Toronto Media: (416) 263-5576

Montreal Media: (514) 422-5788

[Media@Aircanada.ca](mailto:Media@Aircanada.ca)

**American Airlines**

817-967-1577

[Mediarelations@aa.com](mailto:Mediarelations@aa.com)

**Alaska Airlines**

206-304-008

[Newsroom@alaskair.com](mailto:Newsroom@alaskair.com)

**British Airways**

America's Communications Team

(347) 418-4100; or (646) 321-7809; or

(202) 368-2550

**Delta Air Lines**

Media Relations

(404) 715-2554

[Media@delta.com](mailto:Media@delta.com)

**DHL**

Corporate Communications

(954) 888-7114

**Frontier Airlines**

Media Relations

(720) 374-4560

[Media@flyfrontier.com](mailto:Media@flyfrontier.com)

**FedEx**

(215) 937-4700

**Icelandair**

North American Communications

[Michaelr@icelandiar.is](mailto:Michaelr@icelandiar.is)

[media@airicelandconnect.is](mailto:media@airicelandconnect.is)

**Lufthansa German Airlines**

Corporate Communications

(516) 296-9671

**Southwest Airlines**

(214) 792-4847

[swamedia@wnco.com](mailto:swamedia@wnco.com)

**United Airlines**

Media Relations

(872)-825-8640

[Media.relations@united.com](mailto:Media.relations@united.com)

**United Parcel Service**

(215) 389-9048

**Worldwide Flight Services**

(972) 629-5004

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**Contact Numbers for Official Spokespersons for PHL U.S. Government Agencies**

**Federal Aviation Administration**

Eastern Region  
Public Affairs Office  
(718) 553-3015

**Federal Bureau of Investigation**

(215) 418-4043 or (215) 738-9032  
Philadelphia.Media@fbi.gov

**U.S. Department of Homeland Security**

**Customs and Border Protection**

(215) 594-4117 or (215) 390-6935

**U.S. Immigration and Customs Enforcement**

Public Information  
(202) 732-4646  
IceMedia@ice.dhs.gov

**Transportation Security Administration**

(571) 227-2829 or (877) 632-7327  
TsaMedia@Tsa.dhs.gov

**Contact Numbers for Official Spokespersons for Philadelphia Fire and Police Departments**

**Philadelphia Fire Department**

(215) 686-1385

**Philadelphia Police Department**

(215) 686-3388

The above listed numbers are subject to change at any time.