



Austin-Bergstrom
International Airport

MEDIA GUIDE

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Media should always contact the Aviation Public Information Office before visiting the airport.

After hours contact number
512-715-4287 (4AUS)

The purpose of this Austin-Bergstrom International Airport Media Guide is to provide local, national and trade news media organizations and their reporters with information to facilitate airport coverage.

There is a single after hours, weekend and holiday on-call contact number to reach the Austin-Bergstrom International Airport Public Information Office: **512-715-4287 (4AUS)**. If your call goes to voicemail, please clearly leave a message and one of our Public Information staff will get back to you as soon as possible.

Inquiries and Contact Information

Media inquiries during regular office hours should be directed to the Public Information Office (PIO) of Austin-Bergstrom International Airport.

The Aviation Department’s Public Information Office is open from 7 a.m. - 6 p.m., Monday – Friday, and closed on City holidays.

Public Information staff:

Mandy McClendon – Office: **512-530-7531**
Email: mandy.mcclendon@austintexas.gov

Derick Hackett – Office: **512-530-7545**
Email: derick.hackett@austintexas.gov

Bryce Dubee – Office: **512-530-6618**
Email: bryce.dubee@austintexas.gov

After hours, weekends and holidays

Inquiries after hours, during weekends and on City holidays should be directed to the Aviation PIO on-call number, **512-715-4287 (4AUS)**.

Please call Aviation PIO before coming to the airport. Emails, calls to office numbers or inquiries via social media will likely go unanswered until the following business day.

For all non-emergency related, early-morning broadcasts (before 9 a.m.), please notify PIO at least 12 hours in advance for coordination and required notification of media arrival.

PIO will assist the media with access to, and general information about, Austin-Bergstrom International Airport, and make every effort to work within media deadlines. Preparatory work is required for arrangement of interviews and gathering detailed information. All requests for interviews with Aviation staff should be made in advance to PIO to ensure the best spokesperson can be available to address the particular interview subject. Requests to cover air cargo operations and general aviation should go through PIO as well.

Requests for Federal Aviation Administration (FAA), Transportation Security Administration (TSA) or airline information will be directed to those respective Public Information offices.

Coverage / Parking / Live Broadcast

Coverage: All media must contact the PIO staff in advance of arriving at the airport to arrange coverage. Advance notification will ensure Security, Austin Police Department, Operations and other airport partners are aware of media activity.

If you do not notify Aviation PIO ahead of time, airport security may escort you off of airport property.

Parking: There is an upper-level roadway curbside designated media parking area. News media in clearly marked vehicles or with media placards on their dash who are conducting airport news business may park free of charge in this designated area. The area is located on the upper level roadway shoulder, east of the terminal's curbside check-in (drive past all airlines' curbside check-in). To use this parking:

- Media must call Aviation PIO in advance for each and every airport visit, allowing PIO to notify security.
- Vehicles must bear some designation as media.

*After hours, weekends
and holidays call*
512-715-4287

Security will conduct random vehicle inspections. If a security officer is not at media parking upon your arrival, there is no need for you to wait for one to arrive.

Live broadcast: Live broadcasts are approved in only three airport locations unless otherwise permitted ahead of time by Aviation PIO. **Prohibited areas include:** anywhere inside the terminal (including baggage claim and before security), landscaped areas, and shoulders of airport roadways due to existing irrigation. Live broadcasts are **not** permitted from within the terminal, whether wired or wireless. This includes ticketing, security and baggage claim areas inside the terminal.

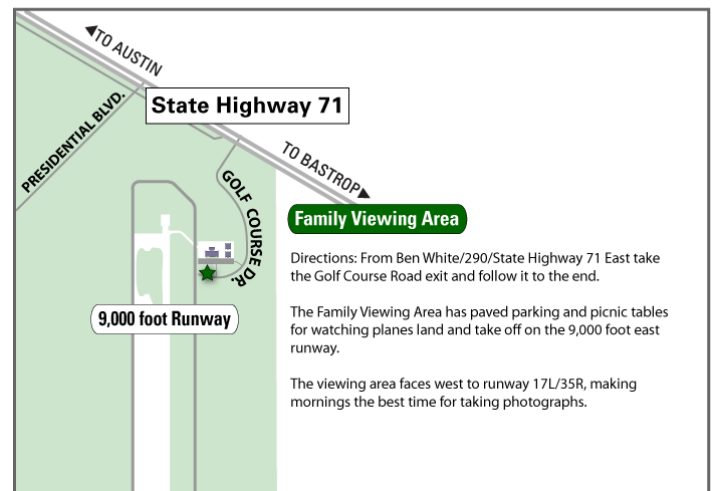
Approved areas include:

1. **Upper-level curbside designated media area:** Live broadcast is permitted outside near the designated media parking area. Live broadcast here must not interfere with road or passenger traffic or potential traffic areas. Live broadcast set up must stay outside and east of the walkway curb cut and terminal entrance.

2. **Family Viewing Area / East Runway View:**

At the east boundary of the airfield, this provides a good view of the east runway and east terminal. It is located east of the control tower. The Family Viewing Area has paved parking and picnic tables for watching planes from the 9,000 foot east runway. The area faces runway 17L / 35R.

Directions: Take SH 71 East to Golf Course Road; turn right on to Golf Course Road and follow it to the end.



3. **South Media Area / West Runway View:** Located at the south boundary of the airfield, this provides a good view of the terminal and airfield located west of the control tower. Media must call PIO before arriving to this area at **(512) 715-4287**. **Directions:** Take Burluson Rd. to Emma Browning Ave; take Emma Browning Ave. toward the airport and tower, past General Aviation facilities on right. Just before the Airport Rescue and Fire Fighters Station (ARFF), take a left at Fire House Road. Proceed through the barricades toward the gate. Before the gate, take a left and the media platform area will be on the left before the intersection with Aircraft Ln. An airport logo is visible on the fence north of this area. The area faces the west runway 35L / 17R.

Photography/Videography

Photographs, video and radio transmissions may be taken from an area where access has been permitted; however, public safety officials and operations personnel may restrict the use of flash, strobes or other high-intensity lighting. Cable and equipment placement must be coordinated with airport operations and/or those responsible for the site. Media representatives will not touch or disturb the scene of an accident.

Terminal Access

Much of the airport terminal is leased to airlines and other tenants whose consent is required prior to taking video or photographs in the leased areas.

The news media has access to the pre-screening side of the terminal which includes the lower-level baggage claim and upper-level ticket counter lobby, excluding carpeted airline areas. Live broadcasts are not allowed inside the terminal.

Media access to concourse beyond security checkpoints

As per regulation:

SD 1544-01-10L issued 06-28-2002 states:

IV. Passenger Screening Checkpoint

- A. Access: Limit access through the checkpoint to the following persons:
1. *Passengers with tickets, or ticket confirmations.*

This regulation applies to all. Based on this Security Directive, media may go only where other members of the general public are allowed.

The only non-ticketed persons regularly allowed beyond the screening checkpoints are airport employees. News regarding the airport or these businesses does not necessitate access to the secure side. Should an airline or concession have a business need for the media, that airline or concession may request a visitor badge for members of the media be facilitated by Aviation PIO to get media through security checkpoints. In these instances, media will be provided a visitor badge and will pass through a security checkpoint like a ticketed passenger to get to the secure side.

Coverage of Emergencies

It is the policy of the City of Austin Aviation Department to assist with media requests to the greatest extent possible. Safety and orderly airport operations, however, will always take precedence.

In the event of a major emergency or natural disaster, a Joint Information Center may open in the Department of Aviation's Planning and Engineering Building at 2716 Spirit of Texas Drive. Media will be notified by Aviation PIO of its opening. All live broadcast trucks and other media vehicles should park at this location. Official communications to the media from the airport, airline officials and federal representatives, would take place there.

The Incident Commander will be responsible for security and will determine access of media representatives to the emergency site. Media access depends on whether or not such presence interferes with the orderly response to management of an event, incident, investigation or operation.

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Any Aviation Department representative who has difficulty with a member of the media will make a full report of the circumstances to Airport Security. If no laws have been broken and additional follow-up is necessary, action will be taken by the Airport Public Information Manager.

Aircraft Alerts

Conditions that could present either a danger or threat to the safety and continued operation of an aircraft are referred to as Alerts. Alerts are broadcast over the AWACS paging system. There are four alert categories at Austin-Bergstrom International Airport – [Alert 0/Standby](#), [Alert I](#), [Alert II](#), and [Alert III](#).

- **[Alert 0/Standby](#)**: A standard safety procedure for aircraft refueling away from the terminal and its fire suppression equipment. A fire truck will be present at the refueling location for safety purposes.
- **[Alert I](#)**: Indicates an aircraft is experiencing minor difficulty such as a rough-running engine, a warning light or other precautionary warning.
- **[Alert II](#)**: Indicates that an aircraft is experiencing a higher degree of difficulty such as low fuel, possible faulty landing gear or no hydraulic pressure.
- **[Alert III](#)**: Indicates that an aircraft is involved in an accident or has crashed on or near the airport.

After initial Alert I and Alert II notifications, follow-up pages will be distributed noting that either the aircraft has landed safely or that the alert has escalated to an Alert III. Follow-ups for Alert I and Alert II will be sent via AWACS as soon as they're available. Aviation PIO will assist media representatives with Alert I and Alert II inquiries; however, please note that PIO receives the same information as media.

In an Alert III situation involving a commercial or private jet, an Aviation PIO or other representative will report to a designated media location or the Joint Information Center for official briefings. (Please note: The early minutes of an emergency situation are spent responding to the emergency and calling appropriate staff. Media representatives who call Aviation PIO at that time may be asked to leave a name and number for the Public Information Program Manager or designee to contact once on the scene).

The airport spokesperson or a designated representative will conduct situation briefings at the Joint Information Center, if activated, or at a designated media area. In an aircraft emergency situation, the staff may be able to provide the following information:

- Date and time of incident
- Name of airline involved
- Type of aircraft and flight number
- General description of incident
- Special security conditions at the scene of the incident

The official representative of the passenger or cargo carrier involved, the National Transportation Safety Board (NTSB) or other appropriate federal agency must provide all other information. The airport does not have access to and is not provided a manifest list of airline passengers and crew members.

Upon arrival of the Fire, Police and EMS Public Information Officers, the Aviation spokesperson or designee will assume a support role. The airport's Public Information Office will conduct timely briefings and conferences as appropriate and approved by the Incident Commander. Off-airport emergencies must be coordinated with the local law enforcement agency responsible for emergency response.

Transportation to and from the site of an incident on airport property will be coordinated through the Airport's Public Information Office if approved by the Incident Commander. Only members of recognized media organizations will be escorted to the scene and only after the Incident Commander determines the feasibility and safety of escorting media onto the Air Operations Area. At times, it may be necessary to pool media resources. Identification or other requirements may be necessary.

Diversions

A diverted flight is one that has been routed from its original arrival destination to a new, typically temporary, arrival destination. Flights are most commonly diverted to Austin in response to weather conditions at other airports. ABIA's central location makes it one of the region's most frequently-used receiver airports. Diversions are rarely in response to an aircraft alert and generally do not require an emergency response.

Austin-Bergstrom Airfield

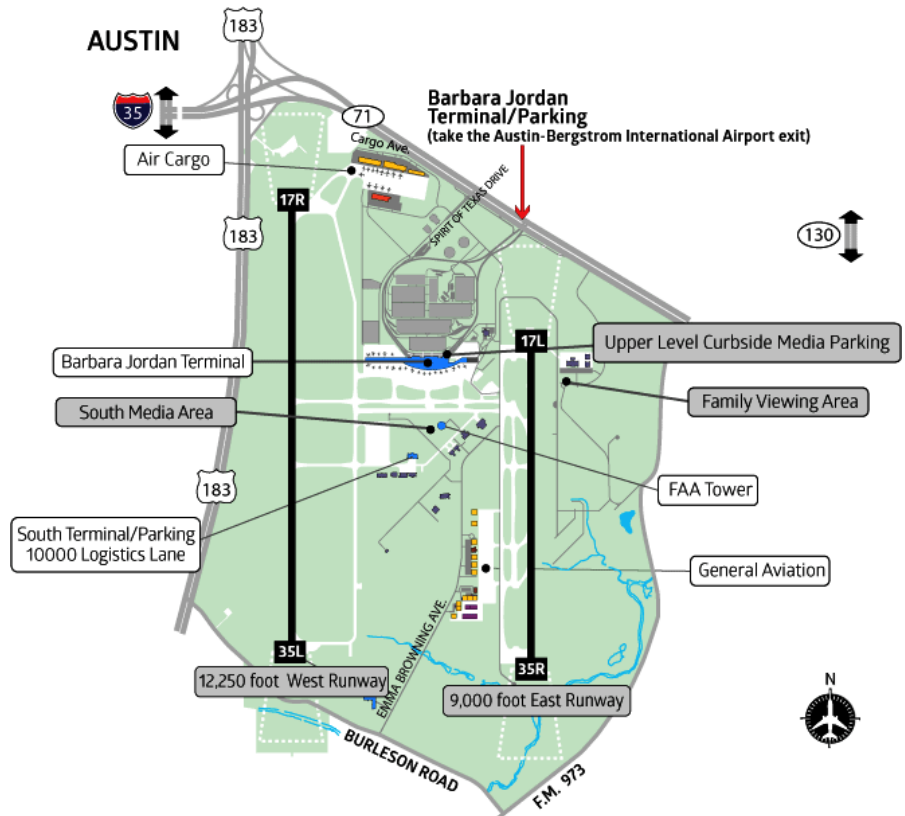
The Austin-Bergstrom International Airport (AUS) has two terminals and two runways.

Runways: Two runways are designated at 17L – 35R (East Runway) and 17R – 35L (West Runway). The East Runway is 9,000 feet long and 150 feet wide and the West Runway is 12,250 feet long and 150 feet wide. Two runways allows for simultaneous and independent operations for departures and arrivals.

Terminals: The Barbara Jordan Terminal has 34 contact gates and is accessed from Presidential Blvd. The South Terminal (located at 10000 Logistics Lane) has three gates and is separate from the Barbara Jordan Terminal. The South Terminal can be accessed by taking U.S. 183 South to Burleson Road, then to Emma Browning Ave. It is not accessible from inside the Barbara Jordan Terminal or from SH 71.

Contact Information for Airlines, TSA

Airlines are responsible for airline-related issues, including weather delays, aircraft incidents, airline labor issues, on-time performance, flight schedules, baggage issues, passenger issues, etc. The following are some of the most frequently requested airline media contact numbers.



AIRLINE MEDIA CONTACTS

Air Canada	888-247-2262	media@aircanada.ca
Aeromexico	+52 (55) 9132-4604	abosquez@aeromexico.com (Alejandro Bosquez González)
Alaska Airlines	206-392-5101 206-304-0008 <i>evening / weekend</i>	newsroom@alaskaair.com
Allegiant Air	702-800-2020	mediarelations@allegiantair.com
American Airlines	817-967-1577 817-931-1348 <i>evening / weekend</i>	mediarelations@aa.com
British Airways	020 8738 5100	press.office@ba.com
Delta Airlines	404-715-2554 888-763-5304 <i>evening / weekend</i>	media@delta.com
Frontier Airlines	720-374-4560	media@flyfrontier.com
JetBlue Airways	718-709-3089	corporatecommunications@jetblue.com
Lufthansa	+49 (0) 69-696-2999	lufthansa-group@dlh.de
Norwegian Air	954-648-2989	pressUSA@norwegian.com
Southwest Airlines	214-792-4847	swamedia@wnco.com
Spirit Airlines	954-364-0231	Media_Relations@Spirit.com
Sun Country	651-681-3955	kelsey.dodsonsmith@suncountry.com
United Airlines	872-825-8640	media.relations@united.com
Vacation Express	404-321-7742 ext. 3098	
Virgin America	650-762-7187	media@virginamerica.com
WestJet	1-888-954-6397	media@westjet.com

CARGO CARRIER MEDIA CONTACTS

FedEx	901-434-8100
UPS	404-828-7123

Other Agencies are often responsible for situations that occur at the Airport, but fall outside of the Aviation Departments jurisdictions. The following is a list of media contacts that may be able to help.

OTHER SAFETY PIO CONTACTS

TSA Public Affairs	303-204-2134 Carrie Harmon
FAA Public Affairs	817-222-4455 Lynn Lunsford
U.S. Customs & Border Protection	713-387-7360 Yolanda Choates
National Transportation Safety Board	202-314-6100
HSEM (Homeland Security & Emergency Management) 24/7 Duty Officer	512-974-0600
HSEM (Homeland Security & Emergency Management) 24/7 PIO	512-974-0599

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