AUS MEDIA GUIDE

512-715-4287 (4AUS)
AUSMedia@FlyAustin.com

TABLE OF CONTENTS

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.

INQUIRIES AND CONTACT INFORMATION

All media inquiries should be directed to the Public Information Office (PIO) of Austin-Bergstrom International Airport. Journalists are requested to limit their outreach to members of the AUS Public Information Office. Other AUS personnel will direct you to AUS PIO.

AUS PIO is available 9:00 AM - 5:00 PM, Monday-Friday. Public Information Officers:

- **Kimmie Hey, PIO Manager -** *Kimmie.Hey@FlyAustin.com*

- **Lesly Ramirez, PIO –** *Lesly.Ramirez@flyaustin.com*

- **Sam Haynes, Deputy Chief** - *Sam.Haynes@FlyAustin.com*

For breaking news or emergencies outside of regular hours, please call (512) 715-4287 and leave a voicemail. A designated PIO will return your call ASAP.

AFTER HOURS, WEEKENDS AND HOLIDAYS

Inquiries after hours, during weekends and on City holidays should be directed to the AUS PIO on-call number, **512-715-4287 (4AUS)**. Please call AUS 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. After-hours requests received less than the required 12 hours may result in your crew being asked to leave the airport by security.

PIO are not available for interviews or general requests after-hours or during holidays unless there is breaking news or an emergency.

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. When covering events at AUS that concern airlines, tenants, or other business partners, news media should direct questions to the public relations representative for that respective business. When asking about the impact of an event on airport operations, questions should be directed to the AUS Public Information Office.

COVERAGE / PARKING / LIVE

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. During after-hours, please call the Media Line to inform PIO instead of sending an email.

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

<u>Parking</u>: 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).
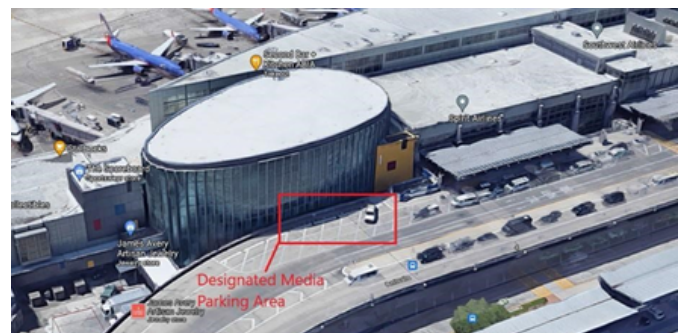
To use this parking, media must call AUS PIO in advance for each and every airport visit, allowing PIO to notify security.

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 five airport locations unless otherwise permitted ahead of time by AUS PIO. **Prohibited areas include:** anywhere inside the terminal (other than designated areas in baggage claim and before security checkpoint 1), landscaped areas, and shoulders of airport roadways due to existing irrigation. Live broadcasts are not permitted from within the terminal, whether wired or wireless.

There are three outdoor areas approved for live shots. Approved areas outside the Barbara Jordan Terminal 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 18L / 36R, or the east runway.
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 at approximately 3500 Survival Road, this location provides a good view of the terminal and airfield west of the control tower. Media must call PIO before arriving to this area at **(512) 715-4287.**

Directions: Take Burleson Rd. to Emma Browning Ave; go straight through the roundabout and proceed through towards the Airport Fire Station (ARFF). Turn left onto Fire House Road, heading towards the air traffic control tower, take another left before the tower, and then a right onto Aircraft Lane. The media platform area will be on the left, beneath a large tree on Survival Road. The area faces the west runway, 36L / 18R.

There are two approved areas inside the Barbara Jordan Terminal for live shots.

These areas are indicated by a floor sticker, pictured top right. Media do not have to set up on the sticker, but must be near it—broadcast outside of this proximity may result in an escort off of airport property. Media must not interfere with airport or airline operations as this may similarly result in an escort off property. All other areas inside the terminal are prohibited for filming unless otherwise approved by PIO staff. More than one crew is not permitted to broadcast in on location at a time.

Approved areas inside the Barbara Jordan Terminal include:

4. Adjacent to the Mobility Lounge: The Mobility Lounge, pictured right, is located near door C4 and is immediately to your right as you enter. The Lounge is across from ticketing. Due to the amount of wheelchair users in the lounge, it is best to remain between at the edge of the lounge, near the door.

5. Baggage claim, near the information desk: When descending escalators from upper-level ticketing to baggage claim, turn right toward the information desk. There will be a floor sticker near a column closest to the information desk. Pictured bottom right.

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.
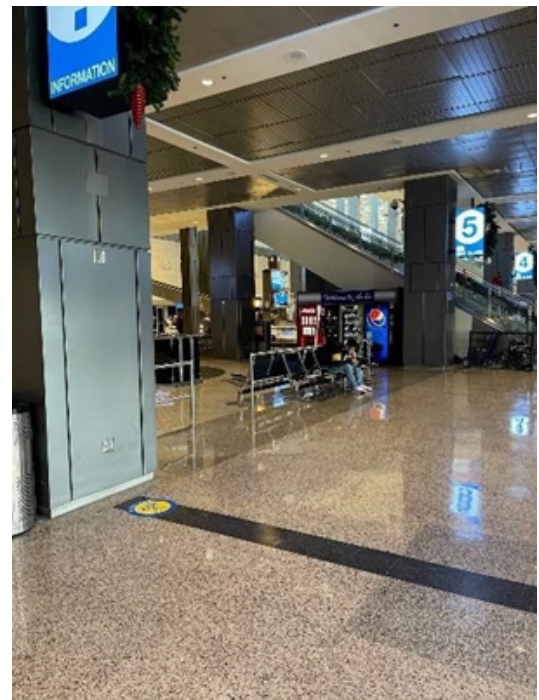
TERMINAL ACCESS

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.

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, except in the above designated areas.

Media access to concourse beyond security checkpoints
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 AUS 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 Department of Aviation 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 Media Staging Area may open in the Department of Aviation's Administrative Building at 3201 Presidential Blvd. Media will be notified by AUS PIO of its opening. All live broadcast trucks and other media vehicles should park on the curbside of the building, just past the arms for the red garag, pictured right. Official communications to the media from the airport, airline officials and federal representatives, would take place there.
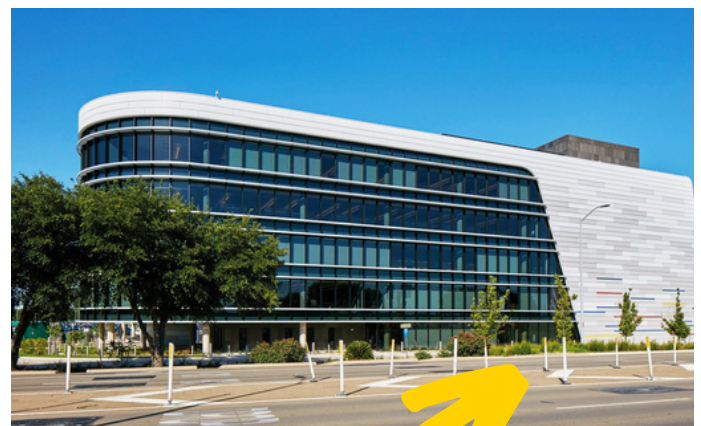
The Incident Commander will be responsible for security and will determine access of media representatives to the emergency site. Media access depends on whether or not such presence interferes with the orderly response to management of an event, incident, investigation or operation.

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 IIs will be sent via AWACS as soon as they're available. AUS 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 AUS PIO or other representative will report to a designated media location or the Media Staging Area 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 AUS 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 Media Staging Area if activated, or at an alternative 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 commonly diverted to Austin in response to weather conditions at other airports. AUS'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 18L – 36R (East
Runway) and 18R – 36L (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.
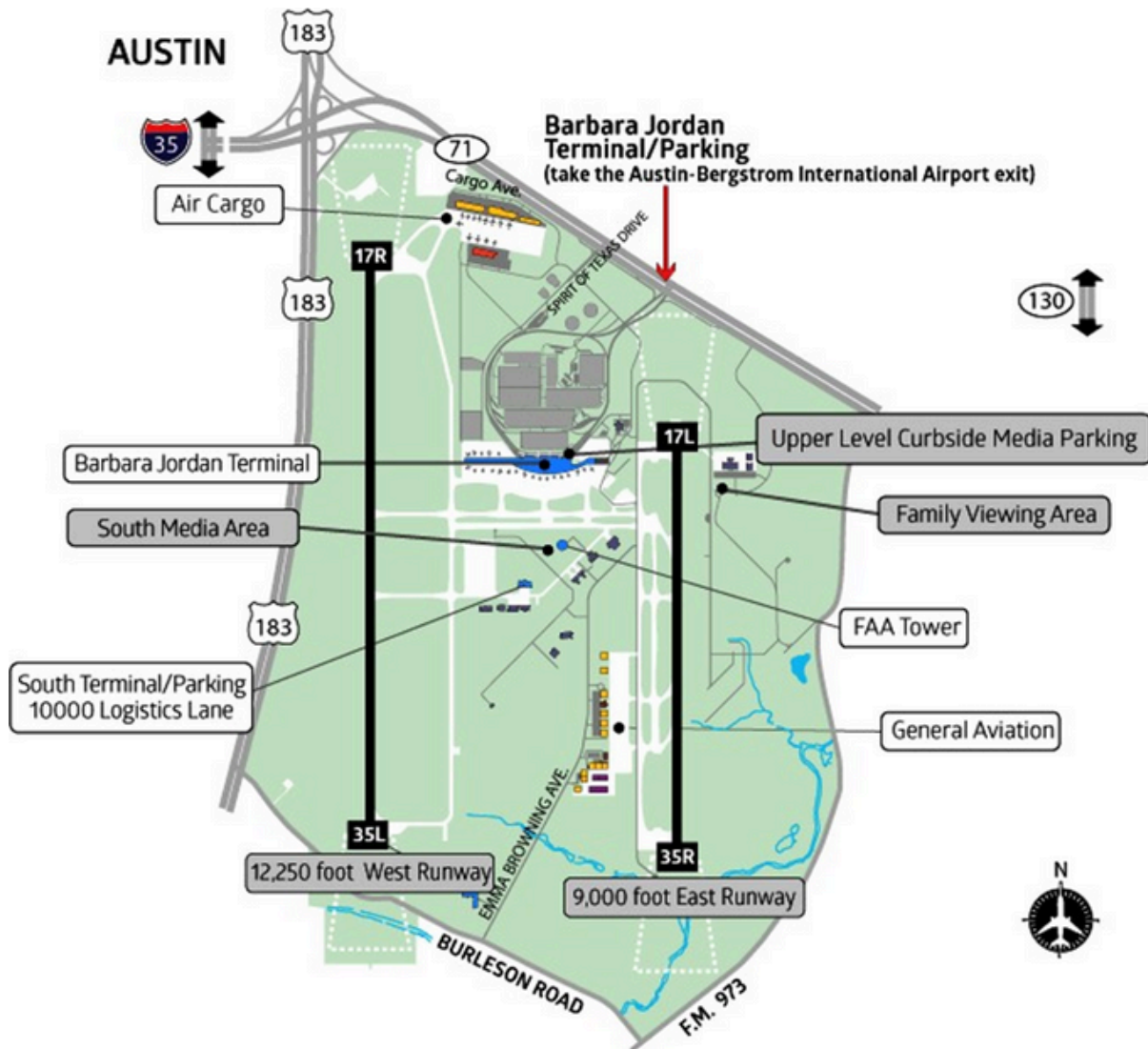
Terminals: The Barbara Jordan Terminal has 34 contact gates and is accessed from Presidential Blvd. The South Terminal (located at 10000 Logistics Lane) has three gates and is separate from the BarbaraJordan Terminal. The South Terminal can be accessed by taking U.S. 183 South to Burleson Road, then 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.

* denotes evening/weekend contact info.

Air Canada	888-247-2262	media@aircanada.ca
Aeromexico	+52 55 9132 49 68	mourgant@aeromexico.com
Alaska Airlines	206-392-5101 206-304-0008*	newsroom@alaskaair.com
Allegiant Air	702-800-2020	mediarelations@allegiantair.com
American Airlines	817-967-1577 817-931-1348*	mediarelations@aa.com
British Airways	020 8738 5100	press.office@ba.com
Copa Airlines		
Delta Airlines	404-715-2554 888-763-5304*	media@delta.com
Frontier Airlines	720-374-4560	media@flyfrontier.com
Hawaiian Airlines		news@hawaiianair.com
JetBlue Airways	718-709-3089	corporatecommunications@jetblue.com
KLM		mediarelations@klm.com
Lufthansa	+49 69 86 799 799	lufthansa-group@dlh.de

Southwest Airlines	214-792-4847	swamedia@wnco.com
Spirit Airlines	954-364-0231	Media_Relations@Spirit.com
Sun Country	651-681-3955	mediarelations@suncountry.com
United Airlines	872-825-8640	media.relations@united.com
WestJet	1-888-954-6397	media@westjet.com

CARGO CARRIER MEDIA CONTACTS	
FedEx	901-434-8100
UPS	404-828-7123

OTHER SAFETY PIO CONTACTS	
TSA Public Affairs	patricia.mancha@tsa.dhs.gov
FAA Public Affairs	pressoffice@faa.gov
U.S. Customs and Border Protection	(956) 764-3349	Sarah.A.Melendez@cbp.dhs.gov
National Transportation Safety Board	(202) 314-6100	ntsbmediarelations@ntsb.gov
HSEM (Homeland Security and Emergency Management)	512-974-0599 (24/7 Duty Officer)