



# Media Protocol

**October 1, 2010**

(773) 686-3700

[www.flychicago.com](http://www.flychicago.com)

This document is designed to help the news media navigate our airports. Our objective is to assist the media by providing information about the Chicago Department of Aviation (CDA) and the operations of O'Hare and Midway International Airports without compromising the safety, security, or efficiency of the airports' operations.

## **Media Information and Inquiries**

The CDA Media Relations office assists news organizations by providing information about the CDA and Chicago's airports. All inquiries and requests for interviews about airport issues should be directed to the CDA Media Relations office. Any interviews or stories concerning a specific airline should be directed to that airline.

## **Contact Information for Media Inquiries**

The CDA Media Relations office number is **(773) 686-3700**. Office hours are Monday through Friday, 8:30 a.m. to 4:30 p.m.

Reporters/news desks needing immediate assistance outside of regular office hours should contact the CDA Media Relations office number/pager (773) 686-3700, and follow the prompts to leave a message and contact number. The message is immediately forwarded to an on-call media representative, who will respond to emergency inquiries and situations.

To receive a news release or to be contacted regarding newsworthy items, please contact the CDA Media Relations office at (773) 686-3700.

## **Weather and Delay Information**

Media outlets can obtain weather and delay information by contacting the CDA Media Relations office number at (773) 686-3700. Please be advised that weather-related delay and cancellation information from airlines is available after 7:30 a.m., CST.

Weather and delay information for O'Hare and Midway International Airports is available daily in a recorded message by calling the CDA Media Relations office number at (773) 686-3700. Delay and cancellation information from airlines is recorded daily at 7:30 a.m. and is subsequently updated as weather conditions warrant.

Flight delays, cancellations and re-routes are determined by a variety of factors. Adverse weather, at the departure point, destination or points in between, accounts for the majority of delays. Equipment, security, personnel (crews timing out) and re-routes can account for the remainder. Decisions to cancel flights are made by the airlines.

When severe weather or other factors causes significant delays at O'Hare and/or Midway, the CDA Media Relations office issues delay and cancellation information via e-mail to contacts on the CDA media contact list. The schedule on which these advisories are issued is designed accommodate broadcast and print deadlines as much as possible. Delay and cancellation updates are issued throughout the day as weather conditions warrant. To be added to the CDA media contact list, please contact the CDA Media Relations office at (773) 686-3700.

Information on air traffic system delays is also available online at [www.fly.faa.gov](http://www.fly.faa.gov). This information covers planes in flight, and some of the arrival delays are projected based on flights scheduled. This program does not account for airline cancellations. Therefore, for real-time information about how delays are affecting Chicago's airports, including cancellations, call the CDA Media Relations office at (773) 686-3700.

## **Media Access**

The terminals at both O'Hare and Midway International Airports are public buildings operated by the CDA, but are non-public for purposes of access and free speech activities. Nonetheless, it is the CDA's policy to accommodate the media whenever reasonably possible. The CDA's primary responsibility and highest priority, is to maintain safe, secure and orderly airport operations.

The CDA reserves the right to deny media access for safety, security or operational reasons. Additionally, whenever the federal government declares any alert level higher than "Elevated" ("Yellow") on the Homeland Security Advisory System issued by the United States Department of Homeland Security, with regard to security conditions for operations, the CDA may suspend or prohibit media filming and photographing in the secured area. Suspension and prohibition will be based on the totality of the security situation, including the availability of security resources at the Airports in light of increased demands and requirements by the federal government.

Pursuant to applicable laws and regulations, only ticketed persons, persons holding valid ID badges, or persons escorted by properly badged personnel are allowed beyond the security checkpoints. Law enforcement and CDA personnel have the authority to stop any unapproved filming or photography at any time.

Only credentialed media representatives will be allowed access pursuant to the provisions of this media policy. General Requirements for all credentialed media crew members in and around the airport:

- Display official photo identification at all times.
- Do not block fire escape routes and or/fire emergency exits.
- Do not block any entrance, exit, escalator, ticket counter, taxi staging area, taxi pickup area, passenger check in, security checkpoint, baggage area, or other area within or around the airport.
- Do not interfere with airline or airport operations.
- Remain at least 10-feet away from passengers standing in line so as to not obstruct the orderly flow and formation of passenger traffic.

**Prior to the Security Checkpoints:** Subject to the general requirements above, media may film, tape, or photograph in publicly accessible areas, including, but not limited to, lobbies, parking lots and garages, roadways and other common use areas.

**After the Security Checkpoints:** To film areas beyond security checkpoints, all media must first obtain clearance from the CDA and must be escorted by a representative from the CDA or other approved escort (e.g., TSA or airline representative).

The CDA encourages all media to submit requests in advance, whenever possible, in order to accommodate requests.

The purchase of airline tickets for the purpose of filming past security checkpoints is prohibited.

**Security Screening Areas:** The security screening areas are controlled and operated by the Transportation Security Administration (“TSA”). Certain aspects of screening procedures may be protected as sensitive security information. Please contact TSA Public Affairs, as well as the CDA, for access to the checkpoint and guidance on photography.

**Air Traffic Control Tower and Other Federally-Controlled Areas:** The air traffic control tower is controlled and operated by the Federal Aviation Administration (“FAA”). For media access to the air traffic control tower or any other federally-controlled areas, you must contact and obtain approval from the FAA or other responsible federal agency, along with the CDA.

**Leased Areas:** The areas that are leased to the airlines and other tenants, such as ticket counters, boarding locations and waiting areas, private offices, stores and restaurants, are under the control of those parties, and media access to those areas also must be approved by the appropriate airline or business, and notify the CDA.

**Airfield and CDA Operations Tower Access:** Media access to the airfield, CDA operations tower, and other areas not accessible to the general traveling public, is very limited and may be denied in the sole discretion of the Department.

### **Parking of Media Vehicles**

News organizations are asked to contact the CDA Media Relations office, not airport security, prior to arriving at the airport.

All news vehicles, except “live” broadcast trucks, must be parked in the airport’s parking garages. Limited “live” broadcast truck parking may be permitted within designated areas at each airport and is subject to change based on security requirements. **Vehicles must be attended at all times** on airport roadways. Unattended vehicles will be ticketed and towed at the owner’s expense. Only one “live” truck per station will be allowed to park at any time. All vehicles on the upper level must be parked in the direction of the flow of traffic. There are no exceptions.

### **Media Parking at O’Hare International Airport**

Live broadcast trucks are permitted with prior approval from the CDA on the upper level roadway in front of Terminals 2 and 3. Trucks must be attended at all times. Unattended live trucks and all other vehicles must park in the garage.

For news stories specifically pertaining to events at International Terminal 5, attended trucks will be permitted on the lower level outer roadway near the international flags.

Only one live truck per station will be allowed to park at any time.

### **Media Parking at Midway International Airport**

Live broadcast trucks are permitted with prior approval from the CDA on the upper level outer roadway near Door 4. Trucks must be attended at all times. Unattended live trucks and all other vehicles must park in the garage. Only one live truck per station will be allowed to park at any time.

### **Commercial Photography or Video, Motion Picture and Television Filming**

*(See the Chicago Department of Aviation's Commercial Filming and Photography Policy available at [www.flychicago.com](http://www.flychicago.com))*

### **Airport Emergencies**

If an emergency situation occurs, media representatives will be directed to a specific staging area where an airport representative will conduct a preliminary briefing. Briefings will continue as appropriate. Only a Media Relations representative or designated airport management may respond to questions related to emergencies. When appropriate, the CDA personnel will refer questions to the airline or the governmental agencies involved.

In the event of an aircraft emergency, the affected airline is responsible for providing information regarding passengers aboard the aircraft and any detailed information about the flight crew, flight activities, and the aircraft. In the event of a non-aircraft emergency, information will be disseminated through the CDA Media Relations office. Certain situations will be coordinated through a Media Relations representative in conjunction with either the Police and/or Fire Department public information offices as the situation warrants. At no time will the CDA Media Relations representative act as spokesperson for another agency or airline.

### **Airport Jurisdictions**

Certain airport operations fall under the jurisdiction of different agencies working within the airport. The media are requested to contact the appropriate agency public affairs department for interviews and information.

**Aircraft Operations/Air Traffic Control:** the **Federal Aviation Administration (FAA)** is responsible for all air traffic control, the majority of which is between airports. Please direct inquiries about aircraft operations or delays in the air traffic system to the FAA Great Lakes Region Public Affairs Office at (847) 294-7427. The FAA after-hours number is (847) 294-7410.

**Aircraft/Airline Issues: Individual airlines** are responsible for issues relating to that particular airline: labor issues, on-time performance, flight schedules, baggage issues, etc. Please direct inquiries relating to individual airlines to the airline's public affairs office.

**U.S. Customs and Border Protection:** U.S. Customs and Border Protection (CBP) is responsible for all inbound and outbound international travelers, conveniences and cargo along with the Federal Inspection Services (FIS) at O'Hare and Midway. All inquiries and request for access should be made to CBP Public Affairs staff. Access requests to the FIS will require 48 hour notification and vetting.

**Airport Security:** CDA policy is to limit the information made public regarding security procedures used by airport and federal personnel pursuant to applicable laws, regulations and policies. Airport security procedures are established with the **Transportation Security Administration (TSA)** and implemented by airport and federal personnel. For more information regarding airport security, contact TSA Public Affairs at (773) 377-1230.

## **Roles During Emergency Incidents**

**Aviation** – In most situations, an on-scene incident command post will be established either by the Chicago Fire Department or the Chicago Police Department (dependent upon the incident type) using the Incident Command System (ICS). ICS is a management tool consisting of procedures for organizing personnel, facilities, equipment and communications at the scene of an emergency. Title III of the Superfund Amendments and Reauthorization Act (SARA), requires that organizations that deal with hazardous material incidents must operate under an Incident Command System.

The FBI has been designated as the Lead Federal Agency (LFA) for Law Enforcement Operations in a terrorist event, to include weapons of mass destruction. Local and state agencies pertinent to law enforcement operations, to include certain consequence groups, are to work jointly with the FBI in resolving the Crisis aspect of a terrorist situation.

The on-scene incident commander will direct and control operations at the disaster site. He/she will maintain contact with the IMC and keep them informed of the situation. The IMC is established to support the on-scene Incident Commander – not to manage the incident.

Emergency response personnel provided by the various organizations/agencies to support incident operations will remain under the direction and control of the sponsoring organization, but will be assigned by the IMC to a specific work assignment or staging area as needed. Work shifts will be established to provide continuous coverage as needed.

During an emergency situation, the CDA will be able to provide only the following information:

- Date and time of incident
- Name of airline
- Type of aircraft and flight number
- Runway affected
- Impact on airport operations (if any)
- General description of the incident (if confirmed)
- Number of persons on board (if confirmed)

**Aviation Security Office** – CDA security officers assist and coordinate with the Chicago Police Department in all of its responsibilities as they pertain to the incident.

**Police** - The Chicago Police Department is responsible for establishing and maintaining a security line at the incident site. Law enforcement officers also will maintain constant patrol of the airfield area. The Police Department also provides a variety of professional services such as crime investigation, canine explosive teams, special operations and rescue.

**Fire** - The Fire Department is responsible for firefighting, hazardous materials spills and emergency medical rescue operations at Chicago's airports.

**Airlines** - In the event of an aircraft emergency, the affected airline is responsible for providing information regarding passengers aboard the aircraft and any detailed information about the flight crew, flight activities and the aircraft.

**Federal Aviation Administration (FAA)** - Several branches of the FAA have responsibilities in the event of an aircraft emergency. The FAA operates the control tower and will direct air traffic during an emergency to permit equipment to proceed to the accident site. The FAA also releases information regarding air traffic control communication with the pilot of the affected aircraft. Reporters must file a Freedom of Information Act (FOIA) request with the FAA for copies of air traffic control audio communications. FOIA requests may be filed through the FAA website, [www.faa.gov](http://www.faa.gov). If the National Transportation Safety Board (NTSB) is leading an investigation, the FAA cannot release any tapes until the NTSB approves the release.

**Transportation Security Administration (TSA)** – The TSA is a federal agency within the U.S. Department of Homeland Security whose mission is to safeguard the nation's transportation system to ensure freedom of movement for people and commerce. Airport security information will be handled by the TSA in the event of an emergency.

**National Transportation Safety Board (NTSB)** - The National Transportation Safety Board (NTSB) is an independent federal agency charged with determining the probable cause of transportation accidents and promoting transportation safety, and assisting victims of transportation accidents and their families. The NTSB investigates accidents, conducts safety studies, evaluates the effectiveness of other government agencies' programs for preventing transportation accidents, and reviews the appeals of enforcement actions involving aviation and mariner certificates issued by the Federal Aviation Administration (FAA) and the U.S. Coast Guard (USCG), as well as the appeals of civil penalty actions taken by the FAA. The NTSB may be reached at (202) 314-6100 or [www.nts.gov](http://www.nts.gov).

**Federal Bureau of Investigation (FBI)** - The FBI has lead jurisdiction when a law enforcement-related emergency occurs aboard an aircraft. Depending upon the event, local law enforcement, the TSA and the FAA may also investigate.

**U.S. Customs and Border Protection** - Any incident involving an international flight or passenger (inbound or outbound) will be coordinated by CBP. All inquiries should be directed to the CBP Public Affairs staff.

**Medical Examiner Office** - Initial confirmation of any casualties resulting from an aircraft accident is made by the coroner, medical examiner, or other designated law enforcement officer. Information will not be released until family members are notified.

**Police Incidents** - The Chicago Police Department is responsible for coordinating media activity during a criminal investigation.

## Media Affairs Telephone Numbers

Chicago Department of Aviation (CDA)	(773) 686-3700
Chicago Police Department (CPD)	(312) 745-6110
Chicago Fire Department (CFD)	(312) 745-4213
Office of Emergency Management and Communications (OEMC)	(312) 746-9454
Federal Aviation Administration (FAA)	(847) 294-7427
Federal Bureau of Investigation (FBI)	(312) 829-1199
National Transportation Safety Board (NTSB)	(202) 314-6100
Transportation Security Administration (TSA)	(773) 377-1230
Customs and Border Protection (CBP)	(312) 983-9145
Center for Disease Control (CDC)	(773) 894-2960
Cook County Medical Examiner	(312) 666-0500