

INDIANAPOLIS AIRPORT AUTHORITY

GUIDE
FOR MEDIA



Indianapolis Airport Authority



Table of contents

Media inquiries & requests _____	3
<i>Primary contact</i> _____	3
Requests for public information _____	4
Routine reporting from the airport _____	4
<i>During business hours</i> _____	4
<i>After business hours</i> _____	4
<i>Protocol</i> _____	4
<i>Cables and lighting</i> _____	5
<i>Unescorted & escorted access</i> _____	5
Media parking _____	6
<i>Marked news vehicles</i> _____	6
<i>Unmarked news vehicles</i> _____	6
Flight delays & cancellations _____	6
Power & technology _____	7
Inquiries about airport business partners _____	8
Telephone numbers & contact information _____	9



Reporting and media coverage at Indianapolis International Airport

1. MEDIA INQUIRIES & REQUESTS

Editors, producers, reporters, journalists, and freelance writers should direct all inquiries and requests to the primary contact listed below.

- Information about airport conditions, operations, arriving/departing flights, accidents, injuries, or reports of aircraft, passengers, or personnel in distress
- Facts, data, and statistics about airport operations or management
- Comment on airport operations or interviews with specific airport officials
- Authorization to conduct passenger interviews inside the terminal
- Access to secure areas of the airport (i.e., concourses and gate areas)
- Authorization to engage in photography or filming on airport property

Primary contact

For assistance during normal business hours, evenings, weekends, and/or holidays, this individual is the primary point of contact for public information:

Susan Sullivan
Director of Communications | Indianapolis Airport Authority
Desk: 317.487.5025 | Mobile: 317.437.6199
E-mail: ssullivan@indianapolisairport.com

All messages and requests for return phone calls will be addressed as quickly as possible. If a call-back is requested, please make that clear in your message. **If your request is extremely urgent** and the primary contact has not returned your call in what you deem a reasonable period of time, this individual is the secondary contact:

Patzetta Trice
Chief Communication Officer | Indianapolis Airport Authority
Desk: 317.487.5286 | Mobile: 317.695.0193
E-mail: ptrice@indianapolisairport.com



2. REQUESTS FOR PUBLIC INFORMATION

All requests for public records and information according to Indiana's public access statutes must be specific and clearly defined (i.e., type of record sought, time periods for inquiry period, etc). These requests must be made in writing via e-mail, fax, or U.S. mail and should be directed to the primary contact listed in Section 2.

All requests will be submitted to and reviewed by IAA's General Counsel for response in a timely manner.

3. ROUTINE REPORTING FROM THE AIRPORT

During business hours

When reporters or photographers are being dispatched to the airport, a courtesy phone call to the primary contact with the following information is requested:

- Name of reporter and/or photographer
- Estimated time of arrival and expected duration of visit
- Location in terminal or elsewhere
- Reason for visit or topic being covered

After business hours

On holidays, weekends, or during evening hours, a courtesy e-mail is requested with the same information. Phone calls are also acceptable, but e-mail is preferred.

Protocol

In general, please be aware of the following:

- Reporters and photographers who have not alerted the primary contact may be asked by law enforcement or security if they have clearance, including those attempting to park in the designated area near the terminal or on surrounding roadways.
- All members of the news media are asked to be mindful about blocking elevators, escalators, entrances, exits, moving walkways, etc. Please avoid impeding foot or vehicular traffic at all times. Avoid impediments to passengers who are attempting to claim their baggage or use the crosswalk to the Ground Transportation Center.
- Be respectful of passengers who are concerned about missing their flights as well as airline and TSA personnel who are busy doing their work to process passengers for departing flights, especially during the early morning hours and peak travel periods like Thanksgiving and Spring Break.



- When on airport property, members of the media should have proper credentials or identification identifying them as an employee of their organization.
- No on-site storage of photography or other equipment is available without express permission and no unattended equipment and bags are allowed inside or outside the passenger terminal. No vehicles may be left unattended except in designated public parking areas.
- No reporting in or photography of TSA security checkpoints, officers, equipment, or passengers passing through security checkpoints is permitted without authorization from the TSA public information officer covering Indianapolis (*see page 9 for contact information*).
- IAA cannot authorize reporters to speak with airline officials or personnel or give permission for photography of specific aircraft or airline equipment. In these cases, authorization must come from the corporate communications department of the airline in question (*see page 9 for contact information*).
- In the event of local or national security breaches, heightened security alerts, security threats, and/or related incidents, Transportation Security Administration (TSA), Federal Aviation Administration (FAA), and airport officials will work together when responding to media inquiries and requests. At such times, access to airport property, facilities, or land may be restricted by airport law enforcement, fire and rescue, public safety, security, or other personnel.

Cables and lighting

Portable, hand-held, battery-operated camera and video equipment is preferred when at all possible. In those cases when electric and other power sources is required (i.e., live and/or staged shoots), high-traffic pedestrian areas should be avoided for the most part and cables on floors should be taped.

No external lighting and power sources may be used inside the terminal without express permission. Interior and exterior data ports for live TV broadcasts are available (*see page 6 for power and technology inside the terminal*).

Unescorted & escorted access

Reporters and photographers have unescorted access to all public areas inside and outside of the terminal, including the ticketing hall, Civic Plaza, baggage claim, the North Garden, the South Garden, the Ground Transportation Center, and all parking areas.



On a case-by-case basis, access to post-security, nonpublic concourse and gate areas may be arranged in advance. In all cases, access is dependent upon the availability of properly credentialed personnel.

All non-ticketed individuals (NTIs) in secure areas must be escorted by credentialed TSA, airline, or airport personnel for the duration of their visit. In general, all NTIs including members of the news and their equipment are subject to TSA security policies. A government-issued photo ID (i.e., U.S. drivers license or passport) must be shown to clear security with an escort.

MEDIA PARKING

Transportation Security Administration (TSA) mandate 49 CFR 1542 includes a “300 foot” rule which states no private vehicles or vehicles of any type—other than those directly owned and in the control of an airport authority, operator, or manager—may be parked within 300 feet of an airport’s passenger terminal.

Marked news vehicles

Complimentary short-term parking for MARKED radio station vans and TV live trucks, vans, etc. is available with authorization from the primary contact. This area, indicated by yellow pavement markings, is located on the north end of the Departure Level drive at the end of the sidewalk. No other vehicles may park in this area.

All marked media vehicles and live trucks are subject to inspection by Airport Police Department personnel, including public safety officers. Booms on live trucks should not exceed 50 feet, if possible.

Unmarked news vehicles

With prior authorization from the primary contact, complimentary short-term, SAME-DAY ONLY parking for reporters and photographers who are driving personal, unmarked vehicles may be arranged.

NOTE: Marked and unmarked news vehicles parked in an unauthorized area and/or without advance approval may be towed.

FLIGHT DELAYS & CANCELLATIONS

One of the most common questions by reporters and assignment editors during the winter months is “How are the snow / ice / severe weather impacting flights at the airport?”



Real-time, reliable flight data at www.indianapolisairport.com is available quickly and easily by following these steps:

1. From the home page, click "Airlines & Flights"
2. Click "Flight Status"
3. A pop-up window with "Arrivals" will appear
4. This window lists all in-bound flights for a 12-hour window of time
5. Use the scroll bar at far left to scan the entire list
6. Unclick the box "Enable auto-refresh" and scroll down the list to count the number of **Delayed**, **On Time**, **Cancelled**, or **Contact Airline** listed under the "Status" column
7. Click the "Departures" tab at top left of pop-up window to check the status of departing flights for a 12-hour window of time

Passengers and those coming to the airport during periods of severe winter weather episodes should check flight status BEFORE coming to the airport, especially during peak winter holiday and spring break travel periods.

POWER & TECHNOLOGY

Four (4) fiber ports are available to all TV stations for live broadcasts on a first-come, first-served basis. These units provide high-capacity power and data technology. Removable voltage dividers allow custom wiring configurations, including feeding two or more adjacent compartments with a single conduit. Data panels can accommodate jacks from many equipment manufacturers. No. Cat 6 copper cable is available in any of the ports. Cable TV service will, in most cases, be available.

1. **Aluminum exterior cabinet on the Departures Level drive.**
Located on the north end of the terminal at the end of the sidewalk, this area is 300 feet from the terminal building as required by federal security regulations. This cabinet will contain ports with 90 strands of SMFO cable with ST connectors; six (6) strands per TV station times five (5) to three (3) locations. There will be 34 XLR audio connectors (17 male, 17 female) and 22 coaxial cables with BNC connectors.
2. **Floor boxes along the north-facing wall of Ticketing Hall nearest AirTran ticket counters.** These boxes are embedded in the floor along the glass wall looking onto the North Garden. Each box contains ports with six (6) strands of SMFO cable with ST connectors; two (2) XLR audio connectors (1 male, 1 female); and two (2) coaxial cables with BNC connectors. In addition, each box contains one (1) spare coaxial cable. The fifth box will function as a spare when the other four are in use.



3. **Wall cabinet just outside the Indianapolis 500 Grill in Civic Plaza.** Just around the corner from the elevators, this cabinet contains five (5) TV station ports, each consisting of six (6) strands of SMFO cable with ST connectors; two (2) XLR audio connectors (1 male, 1 female); and two (2) coaxial cables with BNC connectors. The faceplate at the bottom of the cabinet provides two (2) spare XLR audio connectors (1 male, 1 female); one (1) spare coaxial cable with BNC connector and up to two (2) cable TV connections when and cable service is activated.

4. **Wall cabinet outside the boardroom (room 11T.413).** To reach the boardroom, take the elevators on the south end of the ticketing hall nearest the barbershop. This cabinet contains five (5) TV station ports, each consisting of six (6) strands of SMFO cable with ST connectors; two (2) XLR audio connectors (1 male, 1 female); and two (2) coaxial cables with BNC connectors. The faceplate at the bottom of the cabinet provides two (2) spare XLR audio connectors (1 male, 1 female); one (1) spare coaxial cable with BNC connector and up to two (2) cable TV connections when and cable service is activated.

INQUIRIES ABOUT AIRPORT BUSINESS PARTNERS

The Indianapolis Airport Authority (IAA) does not comment on the operations of its partners. Except in broad, general terms, comment on the operations of these organizations will NOT be provided in response to media inquiries

- FAA, TSA, and CBP
- Passenger airlines
- Cargo carriers
- Concessionaires (restaurants, retail shops, rental car operations, and others who provide services at the airport)
- Tenants and lease-holders

Instead, inquiries about the policies, procedures, fees, etc. of these organizations should be directed to their corporate communications personnel (*see pages 8 and 9 for phone numbers and contact information*).

PHONE NUMBERS & CONTACT INFORMATION

Airlines serving IND

Air Canada	Corp. Communications	514.422.2262
AirTran	Public Relations	678.254.7442
	<i>After hours</i>	678.254.7441



American Airlines	Media Relations <i>After hours</i>	817.967.1577 817.931.1348
Continental Airlines	Corp. Communications	713.324.5080
Delta Air Lines	Corp. Communications <i>After hours</i>	404.715.2554 888.763.5304
Frontier Airlines	Corp. Communications	720.374.4560 media@flyfrontier.com
Southwest Airlines	Communications <i>On-call 24 hours contact, press 1</i>	214.792.4847
United Airlines	Media Relations	312.997.8640 media.relations@united.com
U.S. Airways	Media Relations <i>After hours</i>	480.693.5729 480.693.5909
<i>Federal Aviation Administration (FAA)</i>		
Media Relations Office		847.294.7427
<i>After hours</i>		847.294.7410
<i>FedEx Corporation</i>		
Corporate media hotline		901.434.8100 mediarelations@fedex.com
Indianapolis media relations representative		317.484.5825
<i>Transportation Security Administration (TSA)</i>		
▪ James Fotenos, public information officer		
Desk: 773.377.1230 Mobile: 773.766.6941 james.fotenos@dhs.gov		
Evenings / weekends / after hours / holidays: 877.632.7327		
▪ Rene Harris, IND stakeholder liaison		
Desk: 317.390.6917 Mobile: 317.695.0952 rene.harris@dhs.gov		