

# Chattanooga Metropolitan Airport Authority



## Media Guide

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## **INTRODUCTION**

The Chattanooga Metropolitan Airport Authority's (CMAA) Marketing and Communications office is committed to serving the needs of the traveling public and the news media. CMAA owns and operates the Chattanooga Metropolitan Airport (CHA) in Chattanooga, Tennessee. The purpose of CMAA's Media Guide is to provide news media with the means to obtain information and assistance from CMAA and the airport's tenants.

## **CONTACT INFORMATION**

You can reach CMAA's Marketing and Communications office by calling (423) 855-2234, Monday through Friday, 8 a.m. to 4:30 p.m. After business hours, weekends and on holidays, please call (423) 421-6139.

Media should not call Airport Operations, as the Operations staff is busy with the safe management of airport facilities.

## **GENERAL GUIDELINES**

### **MEDIA ACCESS TO PUBLIC AREAS**

As a general policy, the news media enjoy the same access to public areas of the airport (ticketing, lobbies, baggage claim areas, sidewalks, parking lots, etc.,) as does the general public.

The Airfield Operations Area (AOA) is comprised of the leaseholds of airlines and other tenants of CMAA. This category includes airline maintenance hangars, ticket counters, retail and eating establishments and aircraft ramp areas. Media should make arrangements with the airline or appropriate tenant for access to such areas. In many cases, the Marketing and Communications office can provide a contact phone number.

When filming at the airport, taking still photos, or conducting interviews, all media should contact the CMAA Marketing and Communications office for assistance prior to arriving at the airport. Media representatives are required to display press identification and identify themselves to anyone they interview, photograph, or film on airport property.

The media should not block or restrict movement anywhere in the terminal and entrances and exits should not be obstructed. When conducting interviews, the media must not interfere with airport or airline operations at any time.

Aircraft arrivals and departures may be viewed from the windows of the airport's restaurant or outside the terminal on Jubilee Drive off of Lee Highway. CMAA reserves the right to restrict media activity at any location on airport premises if public security, safety, or operational concerns so warrant.

### **MEDIA INQUIRIES**

All requests for interviews with CMAA representatives should be made to CMAA Director of Marketing and Communications, Christina Siebold, at (423) 855-2234, who will provide the appropriate spokesperson to address the particular topic of the interview.

The first available communications representative on-scene or the airport representative best able to provide information about the incident, accident or event will answer calls as a result of on-going incidents, events, and/or accidents. (See also **WEATHER AND DELAYS**).

## **PARKING AND LIVE SHOTS**

News media on assignment at CMAA will be provided courtesy parking under the following conditions:

1. The media representative must display on the dashboard of the vehicle a photocopy of his/her current and valid press credential. This ID must be clearly visible from outside the vehicle.
2. The media agency must request parking validation prior to the event and get ticket validation in the Airport Authority's office.

Note: Parking media vehicles curbside for on-the-spot coverage of breaking stories or live shots may be permitted on a case-by-case basis for limited periods. Advance permission should be requested by contacting the Marketing and Communications Office at 423-855-2234.

If there is a serious incident or emergency, CMAA will designate a staging area for media parking. Media will be notified via e-mail, telephone and/or Internet website of the location of the staging area.

## **WEATHER AND DELAYS**

Airlines, FAA air traffic controllers and pilots determine the delay, cancellation or re-routing of flights. Inquiries about the number of impacted flights and passengers should be directed to individual airlines, as they are the parties responsible for the information.

Adverse weather conditions could affect airport operations due to airfield conditions, visibility or other reasons. The airport does not close during most inclement weather conditions. At times, there may be an interruption in operations in order to clear snow and/or ice from the runways or ramps. Atmospheric conditions, navigational equipment, aircraft equipment, pilot qualifications, aircraft de-icing, ground movement and terminal gate availability all impact decisions to have flights delayed, canceled or re-routed to other airports. Only during severe weather would the runways close for any extended period of time. Flights may be delayed or canceled due to weather at the flight destination or in other cities. The terminal would remain open unless damaged or other safety concerns warrant closing all or part of the terminal. Some airlines or the FAA may delay arrivals or departures until visibility and conditions improve.

## **POLICE INCIDENTS**

If a criminal investigation is underway, media activity will be coordinated with the Chattanooga Police Department (CPD). The CPD's Public Information Officer may be reached at (423) 643-5233 and will respond to inquiries and grant approval for filming of crime, accident or incident scenes or other investigative events.

## **COMMERCIAL FILMING**

The Marketing and Communications Office primarily responds to requests by news media to film at the airport. Requests to film television commercials, documentaries, and other non-news subjects must be submitted in an "Application for Speech-Related Activities Permit" which is located in the Airport Authority's office. Applications and supporting documentation should be submitted to CMAA a minimum of five days before the requested date of filming. All filming requests are subject to prior approval by CMAA.

CMAA's website [www.chattairport.com](http://www.chattairport.com) can be used as a source for current and historical information, including press releases, flight information updated by the airlines, ground transportation services, area hotels and more. New information and statements will be posted to the website as quickly as information is available.

## **LEASED AREAS**

The areas that are leased by the airlines and other tenants, including ticket counters, gate areas/waiting areas, private offices, stores and restaurants are under the control of those parties. Media access to those areas must be approved by the appropriate business.

## **AIRFIELD ACCESS**

Airfield access is strictly controlled. Requests for filming in the aircraft operation areas and near the aprons will be handled on a case-by-case basis. Prior notification is essential to ensure adequate staffing exists to perform escort duties. Requests for access will be accommodated to the extent of manpower, operational considerations and safety permit. In the event of an emergency situation or other events that require the full attention of the Airport Operations staff, a prearranged escort may be cancelled.

## **EMERGENCY RESPONSE PLAN**

Aircraft incidents/accidents are classified as follows:

- Alert I – Fire and Rescue units are notified that a potential emergency exists and are standing by to be dispatched if necessary.
- Alert II – Fire and Rescue units are dispatched to stand-by near the appropriate runway as a precaution.
- Alert III – Fire and Rescue units respond to the scene of an accident or emergency incident.

## **EMERGENCY PROCEDURES**

It is the policy of CMAA to cooperate with the news media to the greatest extent possible. Our primary responsibilities are safe and orderly airport operations. During emergency situations at the Chattanooga Metropolitan Airport the procedures for media access to any accident/incident that has occurred are as follows:

- CMAA Marketing and Communications staff will respond to the media as quickly as information becomes available. Media should use [www.chattairport.com](http://www.chattairport.com) as a source for updated information.
- Media briefings may be scheduled and announced for specified briefing areas. During an emergency situation, the CMAA representative will be able to provide only the following information:
  - Date and time of incident
  - Name of airline or business
  - Type of aircraft and flight number or type of equipment involved in the incident (if available)
  - The area that has been affected
  - Impact on airport operations airside, landside, and near or on the terminal roadway system

## **MEDIA INFORMATION CENTER**

If necessary, CMAA will create a Media Information Center. The primary site will be outside the airport's former Fire Station gate on Rosedale Street. If the Media Information Center must be outside the terminal area the primary site will be in the parking lot of the Metropolitan Tabernacle located off Shepherd Road. In the event of a large-scale disaster, the Media Information Center will be coordinated among all responding agencies, forming a Joint Information Center (JIC). Reporters must present a press pass in order to gain access to the Joint Information Site.

Stringers, freelance photographers and videographers may obtain access by presenting a letter or identification from an accredited news organization indicating that the individual concerned has been commissioned to gather information, photograph or video events at the Chattanooga Metropolitan Airport for the news organization.

## **AGENCIES OFTEN INVOLVED IN AIRLINE EMERGENCY SITUATIONS**

### **CMAA Operations**

The Airport Operations Office retains operational control of the airport during aircraft emergency situations. Media contact: Christina Siebold, 423-855-2234.

### **CMAA Fire Department**

The Airport Fire Department is responsible for initial emergency/rescue efforts following an aircraft incident or airport emergency involving victim(s). CMAA Fire will be supported by the Chattanooga Fire Department as needed. Media contact: Christina Siebold, 423-855-2234.

### **CMAA Police Department**

During an airfield incident, Airport Police establishes and maintains a security perimeter at the incident site and ingress/egress points as well as work with Airfield Operations to constantly patrol the airfield. CMAA Police will be supported by CPD as needed. Media contact: Christina Siebold, 423-855-2234.

### **Chattanooga Police Department (CPD)**

The Chattanooga Police Department (CPD) has the primary responsibility for providing law enforcement backup during airport emergencies. The CPD assists with traffic control, access control to the airport, when needed, crowd control, quells disorders, makes arrests, alerts the public and assists with evacuation. The CPD also provides Special Weapons and Tactics (SWAT), Hostage Negotiations Team (HNT), Explosive Ordinance Disposal (EOD) support, crime scene processing, post incident investigation and other services in accordance with the Chattanooga Police Department Policy Manual. Media contact: Sgt Jerri Weary, Public Information Officer, 423-595-0661.

### **Chattanooga Fire Department (CFD)**

The Chattanooga Fire Department (CFD) has primary responsibility for providing fire/rescue back up to the airport for airport emergencies. The CFD provides fire suppression, rescue, agent replenishment, and officer rehabilitation, HAZMAT and post incident investigation. Media contact: Bruce Garner at 423-421-4278.

### **Airline(s)**

The involved airline is responsible for providing information regarding passengers aboard the aircraft and any detailed information about the flight, crew and the aircraft. The airline also is responsible for ensuring families/friends of victims of an aircraft emergency are notified before identifications of the victims are released to the public. Please see [www.chattairport.com](http://www.chattairport.com) for airline contact information.

### **National Transportation Safety Board (NTSB)**

The NTSB is the federal agency that investigates aircraft incidences. The NTSB will take custody of the aircraft and its contents from the time fire/rescue efforts are conducted until all factual information is gathered from the aircraft. Once the information has been gathered the aircraft will be released to the owner (either the airline or their insurance company). Upon the arrival of the NTSB investigating team, CMAA Marketing and Communications staff may assume a support role to the NTSB. The NTSB also operates a Family Assistance program, Joint Family Support Operations Center, intended to provide for the family members of those involved in an aircraft incident. Please contact the NTSB's Office of Public Affairs at 202-314-6100.

### **Federal Aviation Administration (FAA)**

Various branches of the FAA have responsibilities in an aircraft emergency. The FAA operates the air traffic control tower. The air traffic controllers are responsible for aircraft in flight, as well as aircraft movement on the airfield. The air traffic controllers are responsible for initiating an aircraft emergency alert. Media contact: Kathleen Bergen, Business Hours Telephone: 404-305-5100, After-Hours, Weekends, and Federal Holidays: 404-305-5180.

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

The FBI has jurisdiction if a hijacking, hostage-taking, or terrorism-related incident occurs aboard an aircraft that is still on the ground. (The FAA has jurisdiction if a high-jacking or hostage-taking incident occurs while the aircraft is in flight.) Media contact: Special Agent Gary Kidder, 865-544-0751.

### **Federal Emergency Management Agency (FEMA)**

The mission of the Federal Emergency Management Agency is to reduce loss of life and property and protect our nation's critical infrastructure from all types of hazards through a comprehensive, risk-based, emergency management program of mitigation, preparedness, response and recovery. Main media contact number available 24/7, 202-646-4600.

### **American Red Cross**

The mission of American Red Cross Disaster Services is to ensure nationwide disaster planning, preparedness, community disaster education, mitigation, and response that will provide the American people with quality services delivered in a uniform, consistent, and responsive manner. Phone 423-265-3455 or for after hours emergency 423-265-3459.

### **Bureau of Alcohol, Tobacco and Firearms (ATF)**

In 1978, ATF developed a national response capability to assist Federal, State and local investigators in meeting the challenges faced at the scenes of significant arson and explosives incidents. In this capacity, the National Response Team (NRT) consists of four teams organized geographically to cover the United

States. Each team can respond within 24 hours to assist State and local law enforcement/fire service personnel in onsite investigations. Although the NRT has been used predominately to assist in the investigation of suspicious commercial fires, it has also been activated to the scenes of criminal bombings as well as explosions at explosives and ammunition manufacturing plants, legal fireworks factories, and illegal explosive device manufacturing operations. Media contact: Sheree Mixell, 202-927-8500.

#### **Transportation Security Administration (TSA)**

TSA is the federal agency responsible for Airport security screening. This agency would respond to all security-related inquiries. Media contact: Christopher White, 404-460-2282.

#### **Hamilton County Emergency Services (HCES)**

Hamilton County Emergency Services (HCES) has the primary responsibility for Health and Medical services for all events in the county. HCES procures resources and manages the overall county emergency planning and response effort, including the county dispatchers in the Chattanooga/Hamilton County 9-1-1 Center and the County Emergency Operations Center (EOC). HCES coordinates its emergency operations plans with the airport; and summons assistance from the Tennessee Emergency Management Agency (TEMA) and other entities to support the airport. Media contact: Amy Maxwell, 423-209-6900.

#### **Hamilton County Emergency Operations Center (EOC)**

The Emergency Operations Center interfaces with and supports the 9-1-1 Center and other Command Posts to provide emergency resources for the county. The EOC coordinates resources provided by other agencies in the county, TEMA and other agencies. Provides emergency weather and flood information. The County EOC is activated at the direction of the Hamilton County Emergency Services. It functions as a centralized command center during disasters and other emergencies to coordinate responses by county units and to provide needed additional resources to the on-scene command post.

#### **Hamilton County Emergency Management (HCEM)**

HCEM supervises the county's response to emergencies as they occur. Provides mobile command post.

#### **Hamilton County Medical Services (HCEMS)**

When notified of a health/medical emergency at the airport, Hamilton County Emergency Medical Services responds with an HCEMS supervisor to the airport to assume the duties of Health and Medical Coordinator at the Airport command post. Provides emergency medical services to the airport during emergencies. Coordinates planning, response, and recovery efforts with the airport, hospitals, fire and police departments, American Red Cross, and Life Force (helicopter transport). Summons needed out-of-county medical support.

Assesses health/medical needs and coordinates health/medical efforts with the Incident Command Post and other control centers. Responds with sufficient emergency medical personnel/equipment to the staging area. Isolates, decontaminates, and treats victims of HAZMAT incidents. Summons Life Force (helicopter transport) when needed. Coordinates with TEMA when needed (TEMA summons FEMA, when appropriate).

Maintains a patient's/casualty tracking system.

#### **Hamilton County Rescue Service (HCRS)**

Hamilton County Rescue Service (HCRS) conducts vehicle and aircraft extrication and rescue. They can also provide rehab, mobile air supply services to emergency rescuers during emergency situations.

#### **Hamilton County Sheriff's Department (HCSD)**

The HCSD supports/augments, when required, CPD in providing scene security, traffic and crowd control, quelling disorders, making arrests, alerting the public and evacuation.

#### **The US Secret Service**

Provide guidance to the airport and the AEP Team regarding emergencies related to the protection of dignitaries. Assumes command during emergencies related to the protection of dignitaries.

#### **Tennessee Bureau of Investigation (TBI)**

Provides investigator services security threat information and analysis and provides advice to the airport and the AEP Team.

#### **Tennessee Highway Patrol**

Assists in providing traffic control, dignitary protection and Special Operations (helicopter and explosive ordinance disposal and K-9) support.

#### **Airport Tenants (FBO's)**

Provides information relative to any aircraft involved in an emergency. Such information shall include, as applicable, number of persons, fuel, and dangerous goods on board. Provides transportation, accommodations, and other arrangements for uninjured passengers. Coordinates utilization of their personnel and other supplies and equipment for all types of emergencies occurring at the airport. Coordinates the use of their employees who may have technical knowledge of the airport and specific types of aircraft.

**Hamilton County Medical Examiner**

Coordinates and provides authority to move bodies, body identification and forensic investigative activities.

**National Weather Service (NWS)**

Located in Morristown, Tenn., the regional NWS office issues alerts, warnings, forecasts and other weather information needed to support emergency response and recovery operations. Limited weather information is available from the NWS office at Lovell Field.

**Search and Rescue (Civil Air Patrol)**

The Civil Air Patrol coordinates and provides search and rescue services.

**OTHER AGENCIES THAT MAY BECOME INVOLVED INCLUDE:**

Hamilton County Field Services (HCFS)

Environmental Agencies

Hospitals

Mental Health Agencies

Tennessee Air National Guard

US Postal Service

Department of Public Works (City of Chattanooga)