

# MEDIA GUIDE UPDATE



Published by:  
Office of Communications  
Bradley International Airport  
June 2007

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# **BRADLEY INTERNATIONAL AIRPORT (BDL)** **MEDIA GUIDE UPDATE**

## **MISSION STATEMENT**

**It is the mission of the Bradley International Airport (BDL) Office of Communications to provide the best possible information to the general public via the news media. We will attempt to supply that information in a timely and accurate manner for the mutual benefit of all interested stakeholders in order to insure a safe, expeditious, and pleasurable transportation experience here at BDL. In order to accomplish this mission, the BDL Office of Communications will work with our fellow customers – co-workers; the general public; airport vendors; other local, state, and federal agencies; neighboring businesses; and the media – to deliver accurate communications information without compromising the safety and security of our fellow stakeholders.**

## **GENERAL INFORMATION**

**The State of Connecticut owns and the Connecticut Department of Transportation (ConnDOT) operates BDL, a unique arrangement, as it is one of only two state-run airports in the continental United States. Some additional BDL general information:**

- Murphy Terminal (Terminal B) is the oldest continuously operating terminal building in the United States.**

- **There are approximately 300 to 400 daily flight operations serving approximately 19,000 travelers.**
- **The Airport is served by 15 airlines, including 2 low-fare carriers, and 9 major cargo carriers.**
- **BDL currently ranks 53rd of 176 North American airports (2005 data obtained from Airports Council International) in the U.S. in terms of total passengers and 35<sup>th</sup> of 160 North American airports in terms of tons of freight and mail cargo handled (2005 data obtained from Airports Council International).**
- **The most recent economic impact study determined that the Airport generates \$4 billion in annual economic activity, \$1.2 billion being paid in the form of wages.**
- **There are approximately 18,000 full-time employees who are directly or indirectly dependent on BDL.**

## **INTRODUCTION**

**The purpose of this BDL Media Guide Update is to provide local and national news media organizations with information on how to work most effectively with airport staff while covering news events during both normal circumstances as well as emergencies.**

**Priority must always be given to the safety of the traveling public, safeguarding all property and maintenance, and the resumption of normal airport operations. If an incident occurs on airport property, media organizations must**

comply with any request or direction given by ConnDOT BDL personnel. For access to an incident location off airport property, refer to either the Connecticut State Police or local emergency management agencies nearest to the location of the incident.

This Media Guide Update contains access and inquiry information, important operational data related to security and weather, and emergency situational information. While we continue to make every effort to ensure its accuracy, please understand that changes will occur and some portions of this Media Guide Update may become outdated. Changes will be updated in a timely manner on the BDL web site; if in doubt, you are encouraged to call in order to confirm facts.

## **ACCESS AND INQUIRIES**

The ConnDOT BDL Director of Communications will provide information about the airport and assist the news media with prearranged terminal access for non-emergency news stories from 8:00 a.m. to 4:30 p.m. Monday through Friday. Every effort will be made to work within deadlines; however, please be mindful that it may take time to conduct necessary research or arrange for interviews. As a courtesy, and for security reasons, we request that the media contact the Director of Communications prior to any arrival at BDL. Inquiries should be directed to John Wallace, Director of Communications, at (860) 292-2107. When the Director of Communications is not available, media should call the BDL Operations Center at (860) 627-3001. All non-live media vehicles must be parked in either the short term

section of the parking garage or the short term parking lot near Terminal B; all live media vehicles must park on either the overpass above Route 20 (Bradley Connector) or in the livery lot hold location on Cargo Road east of the parking garage.

Please note the following regarding media inquiries:

- BDL does not provide information relative to the medical status of passengers on either departing or arriving flights.
- BDL does not provide any details regarding motor vehicle accidents or criminal investigations at the Airport – please contact the Connecticut State Police, Troop W, at (860) 292-7400.
- BDL does not provide any details regarding air traffic accidents, incidents, or other matters affecting the National Airspace System outside of BDL – please contact the Federal Aviation Administration’s Public Affairs Office at (718) 553-3015.
- BDL does not provide any details relative to information or incidents involving military aircraft – please contact the Connecticut Air National Guard at (860) 623-8291.

## **SECURITY CHECKPOINTS AND BAGGAGE SCREENING AREAS**

All passenger screening checkpoints and checked baggage screening areas at BDL are operated by the United States Transportation Security Administration (TSA). For security reasons, taking photographs or filming of any security checkpoint area is strictly prohibited. However, certain situations may warrant filming near a security checkpoint, with specific limitations, and advance approval from the Director of Communications. Access will be limited to public areas and will not interfere with passenger queuing or security screening activity.

If the media are requested to move away from a particular area, please comply and understand that the Airport is operating under federal directives for the safety of all parties.

Please be advised that any attempt to breach security will be subject to prosecution/penalty under federal and state laws. These federal and state laws apply to all – the media may only go where other members of the general public are allowed.

The only non-ticketed persons allowed beyond the screening checkpoints are airport employees and those who have business with airport firms such as airlines and concessions. There may be occasions that an airline or concessionaire would have a business need for media access (i.e. a new airline or concession start-up or expansion of services) through a security checkpoint. In these instances, temporary badges will be issued and the requesting company must escort all media on the

secure side of the Airport at all times. Additionally, under special circumstances, Airport Administration will review media access requests on a case-by-case basis. In all cases, applicants must provide their name and date of birth at least twenty-four business hours prior to the requested access time; this will allow BDL's Security/Badging Office to conduct a background/security check. There are no exceptions to this policy.

## **WEATHER/AIRLINE CONTACT**

Inclement weather conditions may affect Airport operations due to runway conditions, visibility, or other situations. Media representatives are encouraged to check the Airport web site at [www.bradleyairport.com](http://www.bradleyairport.com) under "Advisories" for the most current Airport operational status. For safety reasons, BDL may close during the most adverse weather conditions; additionally, there may be an interruption in operations, or a planned closure, in order to clear snow and ice from the runways and/or ramps.

BDL would only close for an extended period of time during severe weather (heavy snow, tornado, or hurricane conditions) although some flights may be cancelled due to weather in the surrounding area or at a particular flight's origin or destination. For information regarding the status of other airports in the United States, visit [www.fly.faa.gov/flyfaa/usmap.jsp](http://www.fly.faa.gov/flyfaa/usmap.jsp).

Heavy rain and/or fog do not usually close the Airport; however, some aircraft may be delayed in landing or taking off based on visibility and overall weather conditions. During cases of severe weather in other geographical areas,

**media representatives should contact the following individual airlines for accurate flight delay/cancellation information:**

- **Air Canada Jazz.....888-247-2262**
  - **Corporate Communications.....902-873-5054**
- **American Airlines.....800-433-7300**
  - **Corporate Communications.....817-967-1577**
- **American Eagle.....800-433-7300**
- **CommutAir.....800-525-0280**
- **Continental Airlines.....800-525-0280**
  - **Corporate Communications.....713-324-5080**
- **Continental Express.....800-525-0280**
- **Delta Airlines.....800-221-1212**
  - **Corporate Communications.....404-715-2554**
- **Frontier Airlines.....800-432-1359**
  - **Corporate Communications.....720-374-4504**
- **Northwest Airlines.....800-225-2525**
  - **Corporate Communications.....612-726-2331**
- **Skyway Airlines (Midwest).....800-452-2022**
  - **Public Relations.....414-570-3644**
- **Southwest Airlines.....800-435-9792**
  - **Public Relations.....214-792-4847**
- **United Airlines.....800-241-6522**
  - **Corporate Communications.....847-700-5538**

- **United Express.....800-241-6522**
  
- **USAirways.....800-428-4322**
  - **Corporate Affairs.....703-872-5100**
  
- **USAirways Express.....800-428-4322**

## **FEDERAL AGENCIES AND JURISDICTION**

**National Transportation Safety Board (NTSB)** <http://www.nts.gov>

**Media Affairs - (202) 314-6100**

The NTSB is one of the federal agencies that investigate aircraft accidents involving serious injury or substantial property damage. The agency takes custody of the aircraft and its contents from the time fire/rescue operations are concluded until a full investigation is completed or releases are issued. Upon the arrival of an NTSB investigating team, BDL staff will assume a support role as requested.

**Federal Aviation Administration (FAA)** <http://www.faa.gov>

**Public Affairs - (781) 238-7000 or (718) 553-3015**

Various branches of the FAA have responsibilities in 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.

**Federal Bureau of Investigation (FBI)** <http://www.fbi.gov>

**New Haven Office – (203) 777-6311**

The FBI has jurisdiction over criminal acts that cause an emergency situation to occur aboard an aircraft. If an aircraft is in flight when an emergency arises, the FAA will continue to maintain control over the aircraft until it has landed.

**Transportation Security Administration** <http://www.tsa.dhs.gov>

**Public Affairs – (617) 733-8437**

TSA is a federal agency within the Department of Homeland Security. The TSA protects the nation's transportation systems to ensure freedom of movement for people and commerce. TSA has jurisdiction over transportation regulations regarding air commerce. TSA personnel operate and manage the passenger and baggage security systems and processes.

## **COVERAGE OF EMERGENCIES**

It is the policy of the BDL Office of Communications to assist the media with reasonable information requests to the greatest extent possible. Safety, security, and orderly Airport operations, however, always have priority. During an emergency, all media inquiries should be directed to the **Director of Communications at (860) 292-2107**, who will accommodate requests to the greatest extent possible. **Please do not call BDL Operations or the Fire Department with requests for information** as their first priority is to ensure safety and order at the Airport.

In the event that a major emergency occurs at BDL, media representatives should meet at either the Joint Information Center located in the Terminal A 3<sup>rd</sup> floor conference room located above the airline ticket counters, the VIP Conference Room located on the 2<sup>nd</sup> floor of Terminal B, or at an area designated by Airport management.

As a reminder, all non-live media vehicles must be parked in either the short-term section of the parking garage adjacent to Terminal A or the short-term parking lot near Terminal B; all live media vehicles must park on either the overpass above Route 20 (Bradley Connector) or in the livery lot hold location on Cargo Road east of the parking garage.

### **TYPES OF EMERGENCY SITUATIONS/AIRCRAFT ALERTS**

BDL safely handles hundreds of thousands of aircraft operations each year. However, the Airport is always ready to respond to an emergency; a three-tiered emergency identification system is utilized to indicate the level of the situation as well as what degree of response is necessary from airport personnel and emergency services.

Conditions that present either a danger or threat to the safe and continued operation of an aircraft are referred to as “alerts” and are broadcast over the Airborne Warning And Control System (AWACS):

- **Alert I** – This condition indicates that an aircraft is experiencing minor difficulty such as low fuel, a rough running engine, a warning light or other precautionary warning. Emergency responders are asked to stand by at their locations.
- **Alert II** – This condition indicates that an aircraft is experiencing a higher degree of difficulties such as an engine fire, possible malfunctioning landing gear, low or no hydraulic pressure. Emergency responders are asked to stand by at a pre-designated

location, i.e. near a runway. This is the most common type of emergency and is usually resolved without incident.

- **Alert III** – This condition indicates that an aircraft is involved in an accident or has crashed on or near the airport. Emergency responders are called to the specific location.

The BDL Office of Communications will handle Alert I and II media inquiries via telephone contact. In an Alert III situation, the BDL Director of Communications or a designated representative will conduct official briefings from the Joint Information Center. **Please note: the early minutes of an emergency situation are obviously spent responding to the emergency and contacting and coordinating with appropriate staff. Media who call BDL's Office of Communications may be requested to leave a contact name and phone number for the Director of Communications or designee to respond to when appropriate.**

When BDL staff has decided that it is appropriate, the Director of Communications or designee 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 conditions, if any, at the incident scene

The official representative of the passenger or cargo carrier involved, the NTSB, the FAA, the FBI, or the TSA may provide all other appropriate information. Please be aware that there may be a period of time before any information is released.

**The BDL Office of Communications recognizes the media's interest in interviewing the victims of an aircraft incident or other emergency situation; however, our first responsibility is to the victims' privacy rights. This includes, but is not limited to, making sure that any victim's family members are notified prior to the victim's involvement in a potential news broadcast or interview. If any individuals are reluctant to be interviewed or photographed, the BDL Office of Communications will support that decision.**

## **CONCLUSION**

**As stated at the beginning of this Media Guide Update, BDL's Office of Communications is committed to providing the best possible information to the general public via the news media in a timely and accurate fashion for the mutual benefit of all interested parties. Due to the changing nature of a particular incident, we will make every attempt to keep the news media updated on a timely basis. As we work together to meet the guidelines outlined in this Media Guide Update, safety, security, and operational issues will remain everyone's highest priority.**

**updated June 2007**