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# Media Policy

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(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 Airport System and its operations without compromising the safety, security, or efficiency of operations.

## **Media Information and Inquiries**

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

## **Contact Information for Media Inquiries**

The 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 after regular office hours should contact the Media Relations office number/pager (773) 686-3700, and follow the prompts to leave a message and contact number. This message will be 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 our office at (773) 686-3700.

## **Weather and Delay Information**

You can obtain weather and delay information by contacting the Department of Aviation Media Relations office number (773) 686-3700. Please be advised that weather-related delay and cancellation information is usually not available until 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 Media Relations office number. Delay and cancellation information will be recorded at 7:30 a.m. and will be updated throughout the day as weather conditions warrant.

Airlines, Federal Aviation Administration (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 the individual airlines. Adverse weather conditions can affect operations due to airfield conditions such as wind, visibility, thunderstorm activity and snow. Some airlines or the FAA may delay arrivals or departures until visibility and conditions improve.

When severe weather causes significant delays at O'Hare and/or Midway, Department of Aviation Media Relations issues delay and cancellation information via e-mail to contacts on our media list. These advisories will be issued to accommodate broadcast and print deadlines as much as possible. Delay and cancellation updates are issued throughout the day or as weather conditions warrant. To be added to our media list, please contact our office at (773) 686-3700.

### **Media Access**

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

The City 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 Department of Aviation 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 Department of Aviation 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:** filming or photographing ("filming" or "film") beyond security checkpoints is strictly prohibited without first obtaining permission from the Department of Aviation and all other required parties as described below (e.g., TSA, tenants, and airlines) and will be subject to the general requirements above. Because unapproved filming may compromise security or safety beyond security checkpoints, Department of Aviation Police may arrest and will report to the TSA any media representative who does not obtain approval before filming or attempting to film beyond security checkpoints. Ticketed persons are not exempt from this Department of Aviation requirement.

To film areas beyond security checkpoints, a media photographer/camera operator/representative who engages in filming (“media representative”) must be escorted by a representative from the Department of Aviation or other approved escort (e.g., TSA, tenant, and airline representative) (“escort”), after receiving approval from the Department of Aviation. Each media representative is required to be accompanied by one escort if multiple representatives wish to separate and film different parts of the airport.

Please be advised that access beyond the security checkpoints is subject to the availability of escorts and will be granted on a first-come, first-served basis. The Department of Aviation encourages all media to submit access requests in advance, wherever possible, and with as much advance notice as possible, in order to accommodate as many requests as possible.

**Security Screening Areas:** the security screening areas are controlled and operated by the Transportation Security Administration (“TSA”). TSA prohibits filming of security checkpoints, security screening areas, equipment and personnel. For media access to the screening area equipment or TSA employees, you must contact and obtain approval from TSA Public Affairs and the Department of Aviation.

**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 Department of Aviation.

**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, in addition to the Department of Aviation.

**Airfield and DOA Operations Tower Access:** for security reasons, airfield and DOA operations control tower access is subject to the Department of Aviation requirements governing filming access to areas beyond security checkpoints. Requests for filming in the aircraft movement areas and near the aprons or near the DOA operations tower also are subject to the Department of Aviation requirements governing filming access to areas beyond security checkpoints. Media access to the airfield, DOA 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.

### **Ticketed Media Crew**

Media representatives who purchase airline tickets to gain filming access past security checkpoints must obtain Department of Aviation and airline or tenant approval. **For security reasons, ticketed media representatives who engage in filming also must be escorted by a Department of Aviation employee or other approved escort according to the Department of Aviation requirements governing filming access to areas beyond security checkpoints.**

## **Parking of Media Vehicles**

News organizations are asked to contact the Media Relations office, not airport security, prior to arriving at the airport so that we can assist them in gaining access to public areas.

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.

### **Parking at O'Hare International Airport**

"Live" broadcast trucks are permitted with prior approval on the upper level roadway in front of Terminal 3. For news stories specifically pertaining to events at International Terminal 5, trucks will be permitted on the lower level outer roadway near the international flags.

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

"Live" broadcast trucks are permitted with prior approval on the upper level outer roadway near Door 4. 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 Airport System's Commercial Filming and Photography Policy)**

### **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 Department of Aviation personnel will refer questions to the airline or 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 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 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 air traffic control at each airport, as well as certain airport security requirements. 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.

**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.

**Airport Security:** Department of Aviation policy is to limit the information made public regarding security procedures used by airport and federal personnel pursuant to applicable laws, regulations and policies. The level of airport security is established by the **Transportation Security Administration (TSA)** and implemented by airport and federal personnel. For more information regarding airport security, contact TSA Public Affairs at (773) 573-8168.

## **Roles During Emergency Incidents**

**Aviation** - The Department of Aviation assumes operational control of the airport during an aircraft emergency and has control of the rescue and search area. The Airport Operations Manager is in command of the overall emergency response. During an emergency situation, the Department of Aviation 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** – Department of Aviation 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.

**Transportation Security Administration (TSA)** - TSA is a national agency created to protect the nation's transportation system. The ultimate goal of TSA is to create an atmosphere of security while ensuring the freedom of movement for people. Airport security information will be handled by the TSA in the event of an emergency.

**National Transportation Safety Board (NTSB)** - The NTSB is one of the federal agencies that investigates 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. Upon arrival of the NTSB investigating team, airport staff will assume a support role as requested.

**Federal Bureau of Investigation (FBI)** - The FBI has jurisdiction when a law enforcement-related emergency occurs aboard an aircraft that is still on the ground. If an aircraft is in flight when an event occurs, the Federal Aviation Administration (FAA) has jurisdiction.

**Coroner** - 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.

### **Important Media Affairs Telephone Numbers**

Department of Aviation	(773) 686-3700
Chicago Police Department	(312) 745-6110
Chicago Fire Department	(312) 745-4213
OEMC	(312) 746-9454
Federal Aviation Administration	(847) 294-7427
Federal Bureau of Investigation	(312) 829-1199
National Transportation Safety Board	(202) 314-6100
Transportation Security Administration	(404) 460-2282