

Welcome to the Tri-Cities Airport media guide. The Tri-Cities Airport supports the news media's efforts to inform the public in a timely manner. This guide outlines how the airport will assist the media as it covers events and issues related to airport activities. In this guide, members of the news media will find information on how to coordinate interviews with key airport personnel and film at the airport. This guide also outlines how the airport disseminates information in the event of a major aircraft accident.

TRI Media Requests and Contacts

Media requesting interviews and information related to TRI operations, activities and events should first contact the airport's marketing department, which will set up interviews with airport subject experts and provide additional resources and information.

Regular business hours:

The TRI marketing department will respond to media inquiries Monday-Friday, 8 a.m. to 5 p.m. All calls should be directed to:

Kristi Haulsee

Director of Marketing and Air Service Development

Daytime phone: 423-325-6032

After hours and weekends: 423-802-4086

Trevor Rice

Marketing and Air Service Development Manager

Daytime phone: 423-325-6030

After hours and weekends: 828-674-2347

After hours, weekends and holidays:

Please reserve after hours, weekends, and holiday calls for breaking news and emergencies only. A TRI marketing department representative will be notified and will return your call.

Airline and Agency Information Requests

Media requests for information related to airlines, companies operating at the airport and local and federal agencies, should be directed to the appropriate contacts. TRI does not represent the airlines, government agencies, such as the FAA, TSA and FBI, or private companies.

Federal Agency Contact Information

FAA Public Relations Office Southern Region:	(404) 305-5100
TSA Public Affairs:	(404) 460-2282
NTSB Office of Media Relations:	(202) 314-6100
NTSB Southern Region:	(571) 223-3930
FBI National Press Office:	(202) 324-3691
FBI Regional Media Relations:	(901) 747-4300

Airline Media Contact Information

Allegiant Air:	(702) 800-2020
American Airlines:	(512) 587-9531
Delta:	(404) 715-2554

Filming and Media Access

Members of the media have access to airport public areas that include terminal lobbies and areas located before the security checkpoint. Public areas also include parking lots and designated aircraft observation areas. A boarding pass is required for access through the TSA security checkpoint onto the concourse.

Prior to filming or conducting interviews at TRI, members of the media are asked to contact the TRI marketing department. Media covering stories on airport property must also display media credentials at all times.

Restrictions

While filming at TRI, media should not block or restrict movement in the terminal or at entrances and exits. Interior live shots are permitted with wireless technology. Cords may not be used inside buildings. TRI may restrict the use of flash, strobes, and other high intensity lighting when such lighting might affect the response to an event, incident, investigation, or operation.

The Transportation Security Administration (TSA, www.tsa.gov/public/) has implemented policies regarding photographing/videotaping security procedures. The news media is not allowed to photograph or videotape display screens inside security checkpoints, as well as security systems or security personnel where such activity interferes with screening personnel in performance of their duties. The use of unmanned aerial systems (UAS) or drones is strictly prohibited over TRI Airport and within a 5-mile radius of the Airport. Please refer to the FAA (www.faa.gov) for details.

Restaurants, shops, and some airline operating spaces are private leaseholds. Permission must be

obtained from these entities before filming inside their leased space.

Aircraft viewing areas

Aircraft arriving and departing TRI, can be viewed from the Observation Deck located on the upper level of the terminal building.

Live Shot Locations

Non-Emergency:

- Observation Deck
- Mezzanine
- Main Terminal – *if not blocking passenger traffic flow*
- In front of Terminal – *if not blocking passenger traffic flow*

If there is a serious incident or emergency, a staging area for the media will be established. The media should contact the marketing department for an established staging area location.

Inclement Weather

During inclement weather events, including severe winter weather and storms, TRI will provide information primarily through social media and if needed via press releases, to inform the media and public of impacts on airport operations. Throughout the event, the airport will provide the following information as it becomes available:

- Number of flights canceled
- Airlines canceling flights
- Cities affected
- Status of runways
- Roadway status
- Parking

Emergency Response Procedures

Tri-Cities Airport's Public Safety department responds to emergencies that occur on airport property. The TRI Marketing department will manage all release of information to the media and public.

Aircraft Emergencies

Aircraft emergencies fall into three categories. TRI's Public Safety team prepares for and responds to each Alert as outlined below.

Emergency Categories

Alert 1: An Alert 1 indicates that a potential emergency exists that may require the dispatch of emergency equipment and personnel - a standby situation.

Alert 2: An Alert 2 indicates that a situation exists that requires the immediate dispatch of emergency equipment and personnel.

Alert 3: An Alert 3 indicates that an accident is imminent or has occurred requiring the immediate response of emergency equipment and personnel.

Major Aircraft Accident

In the event of a major aircraft accident, Tri-Cities Airport will lead the emergency response. The airport's Public Safety team will receive mutual aid assistance from surrounding emergency response teams.

Release of Information

During a major aircraft accident, the airport's number one priority is search and rescue.

Throughout the response, the airport will release information related to its emergency response to the accident and related airport operations. At no time will the airport speculate on the cause of the accident.

Regular news conferences will be scheduled to provide information to the media and public. Please note that the airport will only release information as it is available and confirmed. At no time will the TRI's Media Relations representative act as spokesperson for another agency or airline.

Below is the confirmed information the airport can provide as it becomes available:

- Airline name
- Aircraft type
- Flight number
- Departure airport
- Destination airport
- Number of passengers and crew on board (when confirmed by airline)
- Time and location of incident
- General description of incident
- Impact on airport operations
- Responding agencies
- Airport response
- Conditions at scene
- Information on fatalities
- Expected arrival time for NTSB, FAA, and airline emergency response team
- Number for family members to call

During and after an aircraft emergency, the following agencies are responsible for:

Tri-Cities Airport Authority: The TCAA maintains operational control of the airport during emergency situations.

Tri-Cities Airport Authority Public Safety: Respond to and provide police, fire, and rescue services at the scene of the emergency. Public Safety is also responsible for establishing and maintaining a security line at the incident site, entrance/exit points and patrolling airfield.

National Transportation Safety Board (NTSB): The NTSB determines and releases the cause of an aircraft accident after an investigation has been conducted. Until then, no agency, including the airport, will speculate about the cause of the incident. More information about the NTSB's procedures can be found on its website, www.nts.gov.

Airline: The affected airline may provide information regarding the passenger manifest and any detailed information about the flight crew, flight activities and the aircraft.

Transportation Security Administration (TSA): The TSA will discuss and release, as appropriate, any information related to airport security.

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. If the National Transportation Safety Board (NTSB) is leading an investigation, the FAA is unable to release any tapes until the NTSB approves the release.

Federal Bureau of Investigation (FBI): In the event of a law enforcement-related emergency which occurs on board an aircraft, the FBI has lead jurisdiction. Depending upon the event, the TSA, the FAA, and local law enforcement may also investigate.

ABOUT

Based in Blountville, TN, Tri-Cities Airport (TRI) serves Northeast TN, Southwest VA, and portions of Western NC and Eastern KY. TRI is centrally located between the cities of Bristol, Kingsport, and Johnson City, TN. TRI is governed by a 12-person board, appointed by the Cities of Bristol, TN, Bristol, VA, Johnson City, TN, Kingsport, TN, Sullivan County, TN and Washington County, TN.

EXECUTIVE DIRECTOR

Gene Cossey

DEPUTY EXECUTIVE DIRECTOR

David Jones

AIRLINES

Allegiant Air, American Airlines, Delta Air Lines

NONSTOP DESTINATIONS

Atlanta, Charlotte, Dallas/Ft. Worth, Orland/Sanford, St. Pete-Clearwater (seasonally)

TOTAL DAILY DEPARTURES

4,407

TOTAL PASSENGERS 2019

448,130

NUMBER OF TERMINALS

1

NUMBER OF GATES

7

TERMINAL SQ. FT.

119,000

COMMERCIAL RUNWAY

5/23: 8,000 by 150 feet

GENERAL AVIATION RUNWAY

9/27: 4,442 by 150 feet