ALBANY COUNTY AIRPORT AUTHORITY
PUBLIC COMMUNICATIONS COMMITTEE

AGENDA

June 26, 2014

1. Review of the Authority’s Office of Public Affairs:
   - Media Policy
   - Commercial Photo, Videotape & Filing Guidelines
   - Website Update
   - Events
AGENDA ITEM NO. 1

Review of Authority’s Office of Public Affairs
ALBANY COUNTY AIRPORT AUTHORITY
REQUEST FOR AUTHORIZATION

DEPARTMENT: Public Affairs
Contact Person: Doug Myers, Director of Public Affairs

PURPOSE OF REQUEST:

Review of the Authority’s Office of Public Affairs:

- Media Policy
- Commercial Photo, Videotape & Filing Guidelines
- Website Update
- Events

BACKUP MATERIALS:

- Powerpoint Presentation

CHIEF EXECUTIVE OFFICER’S RECOMMENDATION:

Continue with current policies and programs.
Office of Public Affairs
Office of Public Affairs

Media Calls
Airport Events
Private Events
Commercial Video Shoots
Advertising
Customer Service Issues
• Airport
• Airlines
• TSA
• Tenants
Parking Issues
Taxi Service
Board Report
Web Site
Albany County Airport Authority

Media Policy

The Albany International Airport, the Albany County Airport Authority, our member airlines and tenants are the source of frequent news coverage by the local, regional and national media. It is the goal of the Albany County Airport Authority to provide timely, complete, and accurate information to the print and broadcast media and to facilitate requests for photos and interviews.

All media requests for photographs, interviews and information are the responsibility of the Director of Public Affairs. Albany County Airport Authority employees should refer all media calls directly to the Director of Public Affairs at 518 242-2230.

In the absence of the Director, media calls should be forwarded to Liz Charland at 518 242-2250.

Employees of Million Air and AvPORTS that receive media calls shall forward such calls to the Director of Public Affairs at 242-2230. In the absence of the Director, calls should be forwarded to Liz Charland at 518 242-2250.

Airport Operations is responsible for alerting the Director of Public Affairs of all media calls including those received after normal business hours and during weekends, holidays or during emergencies. Operations should take the name, phone number of the caller and the media which they represent as well as a short description of the requested information and the time which the call was received. This information should be included in the Daily Operations log. The Director should then be contacted at the Airport Authority at 518 242-2230, via page, or by cell phone at 518 378-5970 or at home at 518 465-3111. In the event the call is in regard to an Airport emergency and the Director cannot be contacted, Operations should contact Airport Authority CEO John A. O’Donnell and advise him of the incident and media inquiry.

Airport news stories may involve coverage of specific Airport departments and operations. In such case, it will be the responsibility of the Director of Public Affairs to determine where such photos or interviews take place and what Airport Authority, Million Air or AvPORTS employees will participate. No Airport Authority, Million Air or AVPORTS employees will be required to participate in media interviews.

No interviews of Million Air employees may take place without the approval of the Million Air Manager. No Interviews of AvPORTS’ employees may take place without the approval of the Airport Manager. However, it is understood that normal news
coverage of Airport events, programs and emergencies may include photographs and “natural sound” of employees performing their assigned duties.

Airport Authority, Million Air and AVPORTS employees shall provide full cooperation to all reasonable requests and directions offered by the Director of Public Affairs, the CEO or their representative and shall not seek to impede the normal course of their duties and objectives.

AIRPORT EVENTS
The Office of Public Affairs will issue Media Advisories to alert the media of newsworthy events that will be taking place at the airport. If your organization wishes to be added to our e-mail list, please contact the Office of Public Affairs at 518 242-2230.

STORM-RELATED DELAYS
The office of Public Affairs will issue periodic Media Advisories during periods of extreme weather that result in airline delays or diversions.

EMERGENCIES
It is the policy of the Airport Authority to cooperate with the news media to the greatest extent possible. Our primary responsibilities, however, are safety and orderly Airport operations. When there is an emergency situation that is expected to generate extensive media attention, the following procedures will serve as our guidelines:

- The Director of Public Affairs will report to the Airport. During regular work hours, Airport Authority staff will also try to answer media calls to the Public Affairs Office and provide information regarding planned news conferences/briefings, their locations and times.

- If a situation is expected to attract extensive media attention, the media will be advised to report to the Main Terminal, 3rd Floor Conference Room B which will serve as a Briefing/Coordination Center for the media. Depending on the emergency, the Briefing/Coordination Center may be moved to other locations.

- Situation briefings may be conducted by the Director of Public Affairs or the Chief Executive Officer as the situation warrants.

- Photographs and videotapes may be taken in or from any area where access has been permitted; however, Public Safety and Airport Operations personnel may restrict the use of flash, strobes and other high intensity lighting that might affect the response to the situation.

- The media must not restrict the public’s access to gates, ticket counters, baggage areas, or other areas in the terminal.

- While the Airport Authority recognizes the interest in interviewing victims of an aircraft or other emergency situation, we also believe our first responsibility is to
the victims and their families and their right to privacy. If any individuals are reluctant to be interviewed or photographed, the Airport Authority will support their decision.

- In addition, during an emergency or air accident, access to victims or passengers may be subject to approval by the involved airline, the Federal Aviation Administration, the Federal Bureau of Investigation, and/or the National Transportation Safety Board.

- Media representatives will not resist, obstruct, oppose or interfere with any law enforcement officer in the lawful execution of his or her duties, are not exempt from any federal or state or local laws, and will be handled in the same manner as any violator if arrested.

- During an emergency situation, the Airport Authority representative will be able to provide only the following information:

  1. Date and Time of Incident
  2. Name of Airline
  3. Type of Aircraft and Flight Number
  4. Number of Persons on Board (If Confirmed)
  5. General Description of Incident
  6. Special Security Conditions at the Scene of the Accident
  7. Information Regarding Escort Service to scene for media

- In a non-aircraft emergency situation, the Director of Public Affairs will coordinate the release of information with the Public Safety officials or Operations Supervisor in charge of the emergency response. The Albany County Sheriff’s Department is in charge of investigating traffic accidents and criminal activities on Airport property. Fire/EMS officials handle fire and rescue and ambulance operations.

- Only members of recognized media organizations with appropriate identification and Airport Escort Badges will be permitted on the Air Operations Area (AOA) or transported to the scene of the emergency. The Director of Public Affairs or the Chief Executive Officer will determine whether media will be escorted onto the AOA. At times, it may be necessary to pool media resources.

- Until the arrival of the Director of Public Affairs or the CEO or their representative, no media access to the emergency site will be permitted.

- Where no on-site command post is established, based on the nature of the situation at hand, the official in charge will determine any restrictions on the movement of the media that may be necessary to allow the orderly response to an event.
If an aircraft accident is involved, the National Transportation Safety Board investigating team will take charge of the investigation and the release of any information relative to their investigation. In circumstances where only property damage occurs, the Federal Aviation Administration will conduct the investigation.

MEDIA PARKING
Media are permitted to park in spaces located in front of the Administration Building when covering an Airport event or emergency. Media parking is also available on the Terminal Loading Dock.

When sufficient parking is not available, media will be provided with a Special Events parking pass that must be surrendered to the parking attendant upon exiting a paid parking lot.

Live trucks may broadcast from the Administration Building parking lot or the Terminal Loading Dock. Live trucks may not raise their masts at the end of any runway.

Media must park in paid lots when not covering airport-related events.

Commercial Photo, Videotape & Film
Please refer to the Albany County Airport Authority Commercial Photo, Videotape & Filming Guidelines.

AGENCIES INVOLVED IN EMERGENCY SITUATIONS

Albany International Airport Operations Division

The Airport Operations Office assumes operational control of the Airport during all aircraft emergency situations.

National Transportation Safety Board (NTSB)

The NTSB and the Federal Aviation Administration (FAA) are the federal agencies that investigate aircraft accidents. They also take custody of the aircraft and its contents from the time fire/rescue activities are concluded until a full investigation is completed, or a release is given.

Upon the arrival of the NTSB investigating team, the Albany County Airport Authority Public Affairs staff will assume a support role to the NTSB or the FAA, if requested.

Rev. 6/18/14
Albany County Airport Authority

Commercial Photo, Videotape & Filming Guidelines

The following guidelines pertain to requests for commercial photos, videotape and filming at the Albany International Airport:

Prior to approval, the Airport Authority requires a detailed project statement and photo request on corporate stationary sent via U.S. Mail or e-mail. The request must include the following:

- Exact dates and locations of filming. Dates are subject to Airport Authority approval and are dependant on the availability of Airport personnel to oversee the operation.

- A complete list of names of individuals and companies that will take part in the photo/videotape/film shoot must be provided to the Airport Authority at least one week in advance of photo/videotape/film shoot. Individuals taking part in the photo/videotape/film shoot are required to present a valid government issued photo ID to Airport Operations.

- Written description of types of cameras/videotape/film equipment, lighting and vehicles that will be involved.

- One copy of complete script for the project. Photography and video taping are subject to script approval by the Airport Authority.

Requests to photo/videotape/film beyond the security checkpoint must be approved in advance by Airport Operations and the Transportation Security Administration (TSA). In all cases, photographing the operations of individual airlines and tenants must be approved in writing by the tenant or airline.

Airport Authority approval, if granted, will only permit photographs of Albany International Airport facilities. Requests to photo/videotape/film within the leasehold areas of airlines, rental car companies or other tenant sites must be referred to the specific entity. Written approval must be obtained from such entity and presented to the Airport Authority in advance of photo/videotape/film taking place.

Photo/videotape/film shall not interfere with Airport operations.

No power strips may be used. All cabling must be covered. All lighting must be secured by sandbags or weights.

A fee of $250 per day will assessed each day of a scheduled photo shoot. In addition, a fee of $75 per hour will be assessed for each Airport escort required to provide required oversight. One Airport escort is required for every five member of a photo crew.
If and when approval is granted, the Authority will require a $1 million insurance certificate. A record of the approval shall be distributed to the Federal Security Director of the TSA, Supervisor of Airport Security/Operations Office and the Albany County Sheriff's Office-Airport Detail Capitan.

INSURANCE CERTIFICATES

Certificate Holder:

Albany County Airport Authority
Albany International Airport
Administration Building
Suite 200
Albany, New York 12211-1057

Additional Insureds: Such certificate(s) shall name the Albany County Airport Authority, the County of Albany, U/CI investments, Inc. d/b/a Million Air - Albany, AFCO AvPorts Management, LLC its successors and assigns, and the members (including, without limitation, all members of the governing board of the Authority), officers, employees and agents of each as additional insured.

Video & Filming requests should be forwarded to:

Doug Myers
Director, Public Affairs
Albany County Airport Authority
Albany International Airport
Administration Building
Suite 200
Albany, NY 12211-1057
518 242-2222 Ext 1
dmyers@albanyairport.com

Insurance Certificates should be forwarded to:

Jennifer Munger
Legal Department
Albany County Airport Authority
Albany International Airport
Administration Building
Suite 200
Albany, New York 12211-1057
Telephone - 518-242-2222 Ext 1
Facsimile - 518-242-2641
lcharland@albanyairport.com
Web Site
Host Rocket
Find a Flight

Flight Search

From Albany, NY (ALB), US
To
Departure JUN 24 2014
Return JUN 25 2014
Submit
Foreign Currency Exchange

The Albany International Airport Foreign Currency Exchange is operated by Travelex, the world's largest non-bank foreign currency exchange provider, with over 200 locations in the United States.

The Travelex store is located in the Baggage Claim area on the main terminal and is open every day from 7am to 9pm. The Travelex store can be reached directly at 518-242-4488.

Customers can park FREE for up to 30 minutes in the Airport's Short-Term parking lot while making their currency transactions.

Travelex can exchange all tradable currencies and will maintain a stock of the top 25 international currencies including the Euro, British Pound Sterling, Canadian Dollars, Mexican Pesos, Swiss Francs, Japanese Yen, Chinese Renminbi, and Australian Dollars. Should a customer wish to purchase currencies that are considered more exotic, Travelex can have them made available for the following business day.

Travelers and the general public may also pre-order currency on-line and pick it up at the Travelex store before their departure or alternatively, have it delivered directly to their home.

Travelex will provide services such as foreign currency exchange, international wires and drafts, and the popular Multi-Currency Cash Passport Mastercard, a prepaid chip and PIN protected foreign currency card. The card can be used everywhere Mastercard is accepted, at over 2 million ATM machines, and 35 million other locations. Customers will be able to load the card with Euros, British Pounds, Australian Dollars, Japanese Yen, and Canadian Dollars.

Airport customers will also be able to purchase travel insurance from Travelex. Encountering the unexpected is often a part of travel ranging from airline cancellations, delays, and lost baggage, to emergency medical evacuation. Travelex offers a variety of travel protection plans to meet the challenges of today’s travel and help individuals and families enjoy a worry-free trip.

For more information on Travelex or to locate a Travelex retail store, visit www.travelex.com.
Military Room

The initial concept for a Military Courtesy Room was presented to the Airport Authority by Mr. John McKenna whose son, Captain John McKenna, IV, of Clifton Park, was killed on August 16th 2006 while serving in action with the US Marine Corps in Fallujah, Iraq.

The Captain John J. McKenna, IV Military Courtesy Room provides a place for traveling military personnel to rest and recreate as they await their flights and to assist them, where possible, with any difficulties in their travels.

Light refreshments, snacks and a welcoming atmosphere will be offered to all military personnel who visit the courtesy room. The room is outfitted with cable TV, DVD, video games, telephone and internet access to enable guests to view and send email.

The Military Courtesy Room will be staffed by volunteers. The Capital John J. McKenna, IV Military Courtesy room can be contacted at 518 242-4415.
**Hildt Aviation**

Hildt Aviation is a full-service aircraft repair and maintenance facility located at Albany International Airport. Contact Hildt Aviation at 518-470-9779.

Hildt Aviation provides:

- Avionics installations
- Ground service equipment repair
- Line maintenance
- Airline service
- Major alterations
- Structural inspection
- Engine overhaul replacement
- Detailing and interior restoration
- Aircraft sales
Noise & Environment

Airport Noise Reduction Program

The Albany International Airport maintains a comprehensive noise abatement program designed to reduce the impact of aircraft noise on the community.

The airport program includes periodic noise compatibility studies, a state-of-the-art ground run-up enclosure for the aircraft run-ups, and the voluntary purchase of impacted residential properties within the affected area. The program also includes community forums hosted by the Airport to provide information on Airport programs and policies.

Noise Compatibility Study

Periodically the Airport Authority undertakes a Federal Noise Compatibility Study to assess current noise conditions and to recommend changes that may help reduce its impact on the community.

Aircraft arriving at and departing from Albany International Airport use one of four runways. Aircraft noise is concentrated over the FAA directed approach and takeoff patterns of each of the runways.

The system for measuring aviation noise in the community is accomplished using a day-night average sound level (DNL). This provides a standard table of land uses normally compatible with various noise exposure levels for specific land uses.

The resulting Noise Exposure Map (NEM) is used to clearly identify an airport's present and future noise patterns and the land uses which are not compatible with those patterns. It also serves as a reference to municipalities, individuals or developers proposing noise sensitive development in the vicinity of the Airport.

Download Noise Map PDFs 2009 / 2014 / 2020

Noise Complaint Hotline

A key component to the Airport's noise program since the early 1990's is the dedicated noise complaint hot-line supplemented by the web-based noise complaint form process. This complaint line service provides continuous (24-hour) real-time operations management response to explain the reason for the ground maintenance run-up and/or single event overflights.

The Airport Authority operates a Noise Complaint Line (518-242-3320) which individuals may phone to register complaints. The Airport also provides an online noise complaint form that is available to individuals to register complaints. Complaints are followed up by Airport Operations.

AVIATION NOISE COMPLAINT FORM

Airlines serving the Albany International Airport have been upgrading their fleets. Many of the noisiest aircraft have been retired and replaced with quieter
and more efficient models. The latest Federal Aviation Regulation Part 150 Noise Study has confirmed that the Airport’s “noise footprint” continued to contract over the past two decades.

As airlines update their fleets, additional reductions in noise will become apparent. Today, the aircraft industry and the government are working together to develop new Stage-4 guidelines that will set the new standard for aircraft noise reduction technology. Many private jets are still permitted to operate with outdated Stage-2 engines.

Property Purchases

Residential properties that lie within the Airport’s federally approved 65 DNL noise contour may be eligible for purchase under the Airport’s noise program. Property values are determined by a NYS Department of Transportation appraisal. Property owners have the option of accepting or rejecting the Airport’s purchase offer.

Ground Run-Up Enclosure

By nature of the airline industry, most commercial aircraft are in service during the day and undergo routine, periodic and required maintenance in the evening and overnight. This maintenance may require an “engine run-up” to fully test the performance of the engine or engines.

To mitigate the sound of aircraft run-ups, the Airport Authority first constructed a Ground Run-up Enclosure (GRE) constructed of nine-foot thick walls of hay. The GRE was dismantled in 2003 to make room for the new, New York State Police hangar.

In 2005, the Airport Authority constructed a state-of-the-art Ground Run-up Enclosure. Companies engaged in aircraft maintenance at the Airport are required to use the GRE for run-ups between the hours of 10:00 p.m. and 6:00 a.m. Furthermore, maintenance operators are required to notify Airport Operations prior to any run-up.

Home Buyer-Realtor-Developer Assistance

In many cases, potential home buyers and developers seek information regarding the impact of aircraft noise on their property. The Airport Authority Department of Planning and Engineering can provide information and visual aids involving flight paths and noise levels that can assist buyers, realtors and developers in their decision making process. The Airport Authority Planning Office can be reached at 518 242-2222.
EVENTS Parking Garage Dedication

EVENTS Southwest Airlines

EVENTS VIP Visits

EVENTS FedEx Arrival

EVENTS Honor WWII Pilots

EVENTS Fly-In
EVENTS Military Room Support

Horse Plane Arrival

Baseball Hall of Fame

Employee Elvis Contest

Fry Egg on Pavement

INCIDENTS American Eagle Smoke
FOR IMMEDIATE RELEASE

AIRPORT AND TRAVELEX EXPAND FOREIGN CURRENCY EXCHANGE

Albany, NY (June 18, 2014) -- - Rev. Kenneth J. Doyle, Chairman of the Albany County Airport Authority today announced the major expansion and relocation of the Airport’s Foreign Currency Exchange. Travelex, the world’s largest non-bank foreign currency exchange provider, with over 200 locations in the United States has assumed full operation of the Airport’s Foreign Currency Exchange.

The Travelex store is located in the Baggage Claim area on the main terminal. The Airport’s Foreign Currency Exchange had previously been located in the Airport Business Center on the second floor of the main terminal. All customers had been required to obtain a “gate pass” and pass through the TSA’s Security Checkpoint to gain access.

“We believe partnering with Travelex and relocating the Foreign Currency Exchange to the first level of the terminal will provide quick and easy access for our travelers and enable the general public to have unhindered access to exchange currency,” said Rev. Kenneth J. Doyle, Chairman of the Albany County Airport Authority.

The Travelex store will be open every day from 7:00 a.m. to 9:00 p.m. Customers can park FREE for up to 30 minutes in the Airport’s Short-Term parking lot while making their currency transactions.

“We are quite pleased to expand our relationship with Albany International Airport as this opening will help grow our brand’s presence and, more importantly, provide a convenient solution for people traveling abroad,” said Chris McShane, President of Travelex Currency Services Inc.

Travelex can exchange all tradable currencies and will maintain a stock of the top 25 international currencies including the Euro, British Pound Sterling, Canadian Dollars, Mexican Pesos, Swiss Francs, Japanese Yen, Chinese Renminbi and Australian Dollars. Should a customer wish to purchase currencies that are considered more exotic, Travelex can have them made available the following business day.

Travelers and the general public will also be able to pre-order currency on-line and pick it up at the Travelex store before their departure or alternatively, have it delivered directly to their home.
Opportunity for summer travel, the new Travelex store offers a convenient way for consumers to purchase and pick-up foreign currency prior to their travels abroad. Travelex will provide services such as foreign currency exchange, international wires and drafts and the popular Multi- Currency Cash Passport™ MasterCard®, a prepaid chip and PIN protected foreign currency card. The card can be used everywhere MasterCard® is accepted, at over 2 million ATM machines and 35 million other locations. Customers will be able to load the card with Euros, British Pounds, Australian Dollars, Japanese Yen and Canadian Dollars.

Airport Customers will also be able to purchase travel insurance from Travelex. Encountering the unexpected is often a part of travel ranging from airline cancelations, delays and lost baggage to emergency medical evacuation. Travelex offers a variety of travel protection plans to meet the challenges of today’s travel and help individuals and families enjoy a worry-free trip.

For more information on Travelex or to locate a Travelex retail store, visit www.travelex.com.

About Travelex: Founded in 1976, Travelex is the world’s leading foreign exchange specialist. We serve our customers online and through our network of over 1,350 stores and 1,200 ATMs across 26 countries, at key airport, seaport, rail and tourist locations. Travelex provides cash and pre-paid cards to over 37 million retail customers each year. Over 40% of the world’s travelers – 1.7 billion passengers a year – pass through airports where Travelex operates including the major gateways at Amsterdam, Beijing, Frankfurt, Hong Kong, London, Mumbai, New York, Paris, Sydney and Tokyo. Every hour, Travelex provides foreign currency to more than 2,000 customers.
MEDIA ADVISORY
May 8, 2010  4:05 p.m.
Aircraft Incident

Two people have been taken to Albany Medical Center after they were injured when their aircraft encountered severe turbulence while on a flight from Cleveland to Albany.

Albany International Airport Operations reported that Express Jet Airlines flight #2769, operated as Continental Express, first reported the turbulence while approximately 40 miles west of Albany International Airport.

The crew notified the Air Traffic Control Tower which in turn notified the Airport Rescue and Fire Fighting Department to stage for the arrival of the aircraft. The aircraft, a two engine regional jet, landed at approximately 1:45 p.m. today.

Upon landing, it was found that a total of six individuals may have been injured. Assistance was requested from the Town of Colonie Emergency Services which responded with four ambulances and support vehicles and personnel.

A male passenger and a female flight attendant were removed from the aircraft on stretchers and transported to Albany Medical Center. Four other passengers were examined by medical personnel and declined further treatment.

CONTACT:
Doug Myers
518 242-2230
dmyers@albanyairport.com
MEDIA ADVISORY
December 26, 2012
4:15 p.m.

The Albany International Airport is open and operating.

At 3:00 p.m., the Airport Snow Team began operating on 12 hour shifts.

Airport Operations is basing its snow fighting plan on a storm that could deliver 5-9 inches of snow at the Airport.

A typical storm will require two to three days of round-the-clock snow plowing and snow removal.

As of 4:00 p.m. today a total of 10 Arriving flights had been cancelled and a total of six Departing flights had been cancelled.

Once the storm begins, additional flight cancelations and delays are anticipated.

Passengers should check with their airlines to determine the status of their scheduled flights.

INTERESTING FACTS
Airport snow that comes in contact with aircraft deicing fluid must be trucked to a confined melting pad where the resulting liquid is pumped into two bio-towers. The towers contain a form of yeast that thrives on glycol. The “bugs” eat the glycol and the end product is Class-A stream water and methane gas which we use to heat two Airport buildings.

An Airport snow blower can throw snow 300 feet. It can clear the average home driveway in three seconds.

If you take all of Albany International Airport’s runways, tarmacs aprons, taxiways, parking lots and roadways and squeeze them into a single lane highway, it would stretch from Albany to Warrensburg and back, about 120 miles.