CLEVELAND HOPKINS INTERNATIONAL AIRPORT MEDIA GUIDELINES FOR PUBLIC AREAS

To ensure public safety, operational continuity, and a positive experience for all visitors, we ask media representatives to review and follow the guidelines outlined below. Cooperation with airport staff and our federal partners is required at all times.

Primary Contact

Michele Dynia, Public Information Officer

mdynia@clevelandairport.com | 216-857-1857

All media inquiries, interview requests, and clearance coordination must go through the airport's Public Information Officer. Be sure to include your contact information, deadline, and details of your request. While every effort will be made to meet deadlines, some requests may require additional processing time.

GENERAL MEDIA ACCESS GUIDELINES

Notify Before Arrival

Contact the Public Information Officer (PIO) before visiting any area of the airport campus, including terminals, parking lots, and airport facilities, even if you have prior approval from one of our airport partners.

Upon Arrival

Identification Required – Media must visibly display official press credentials at all times.

Space is Limited – Media space is limited and available on a first-come, first-served basis.

Do Not Obstruct Operations

- Do not block entrances, exits, escalators, ticket counters, baggage carousels, or taxi pickup areas.
- Maintain at least 10 feet of distance from passengers in line.
- Do not interfere with airport, TSA, or airline operations.
- Comply with instructions from airport personnel or federal partners.

AREA-SPECIFIC FILMING GUIDELINES

Public Areas (Before Security Checkpoints)

Media may film, photograph, or record in public areas including:

- Terminal lobbies
- Parking garages and lots
- Roadways and general public zones

Security Checkpoints

There is no filming permitted into the security checkpoints or exit lanes.

Secured Areas (Beyond Security)

Media access beyond security checkpoints requires:

- Advance approval from the PIO
- Escort by the PIO or an authorized airport representative
- Clearance must be obtained at least 24 hours in advance.
- Access is granted at the discretion of airport personnel

Airline Tenants

Ticket Counters & Gates – These areas are leased by airlines. Media must obtain permission directly from the airline to access or film in these areas.

Shops & Restaurants – Media must receive permission from store or restaurant managers before filming. Concessions are managed through Fraport; first contact the Airport Public Information Office who will facilitate your request.

Individual Airline Matters – Each airline is responsible for their own operations (flight status, labor issues, baggage, etc.). Direct inquiries to the appropriate airline's public affairs office.

Security Screening Areas

Operated by Transportation Security Administration (TSA). For media access to the screening area equipment or TSA employees, you must obtain approval from TSA Public Affairs.

TSA Public Affairs Contact: tsamedia@tsa.dhs.gov

U.S. Customs and Border Protection (CBP)

U.S. Customs and Border Protection is responsible for all inbound and outbound international travelers, cargo, and the operation of the Federal Inspection Services (FIS) at Cleveland Hopkins International Airport.

- All media inquiries or requests for access involving CBP operations must be directed to CBP Public Affairs staff. Requests to access the FIS area require at least 48 hours' notice and are subject to security vetting. For more information, visit the [CBP website](#).

Air Traffic Control and Flight Operations

The Federal Aviation Administration (FAA) is responsible for all air traffic control, the majority of which is between airports. Please direct inquiries about aircraft operations or delays in the air traffic system to the FAA Great Lakes Region Public Affairs Office.

- *FAA Great Lakes Public Affairs:* 847-294-7427
- *FAA After-Hours:* 847-294-7410
- *Website:* www.faa.gov

MEDIA PARKING

Free media parking is available on the south side of the Smart Parking Garage.
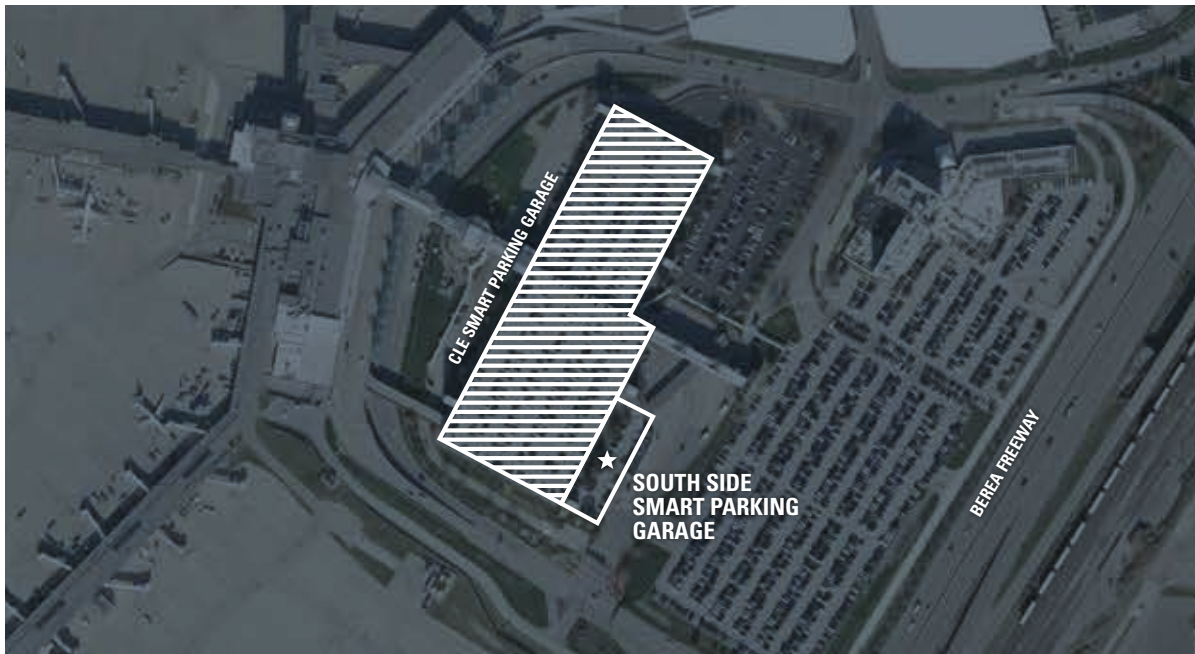
AIRCRAFT ALERT CLASSIFICATIONS

Conditions that could present either a danger or threat to the safety and continued operation of an aircraft are referred to as Alerts. There are three alert categories at Cleveland Hopkins International Airport:

Alert I – Indicates an aircraft is experiencing minor difficulty such as a rough-running engine, a warning light or other precautionary warning

Alert II – Indicates that an aircraft is experiencing a higher degree of difficulty such as low fuel, possible faulty landing gear or no hydraulic pressure.

Alert III – Indicates that an aircraft is involved in an accident or has crashed on or near the airport.