We are pleased to present the PHL Airport News Media Guide to reference as you cover Philadelphia International Airport (PHL) and Northeast Philadelphia Airport (PNE) events. Included are our operations and policies. Both Airports are owned and operated by the City of Philadelphia, using no local tax dollars. All questions regarding the operation and policies of the Airport should be directed to the Public Affairs Department.

**Contact Information:**
Public Affairs Department
Philadelphia International Airport
Executive Offices – Terminal D/E, 3rd Floor
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**Office Hours:**
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*Also available after hours, weekends and holidays.*

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**Airport Communications Center:** 215-937-6800
The Communication Center will contact Public Affairs staff when necessary. Please be advised the Public Affairs staff will make every attempt to notify the news media of Airport-related news (press conferences, new air service, etc.) in advance.
It is important to understand the types of emergencies that may occur at the Airport, who responds, and what takes place.

**Alert I**

An aircraft experiences a possible problem (e.g. panel indicator light that advises of a potential operational problem, such as landing gear difficulty, etc.). Airport Operations, the Philadelphia Fire Department (Airport Unit), and the Philadelphia Police Department (Airport Unit) respond to the Alert. Off-Airport emergency units are also alerted. Personnel respond by assuming pre-designated positions on the Airport until Alert I status is terminated or secured.
**Alert II**
An aircraft accident or incident occurs on or proximate to the Airport. An Alert II activates all Airport and Off-Airport emergency units. The Airport Emergency Plan goes into effect with the Philadelphia Fire Department assuming control of the situation. The Airport may be closed and may only be reopened by the CEO or her designee.

**Alert III**
A major aircraft accident or incident with potential for mass casualties occurs on or proximate to the Airport. An Alert III activates all Airport and Off-Airport emergency units, including multiple alarms from the Philadelphia Fire Department. The Airport Emergency Plan goes into effect with the Philadelphia Fire Department assuming control of the situation. The Airport is automatically closed and may only be reopened by the CEO or her designee.

**Aircraft Hijacking/Hostage-Taking Incidents**
Initially, all Airport emergency units respond to such incidents, with the Philadelphia Police Department taking charge of the scene. Upon arrival, the Federal Bureau of Investigation (FBI) has jurisdiction over hijacking/hostage incidents when the aircraft is on the ground. Airport emergency units support agencies in charge.

**Bomb Threats**
There is reason to believe an explosive device or suspicious package has been found, or reported to be on Airport property or aircraft. The Philadelphia Police Department conducts the initial investigation. The Police Bomb Disposal Unit, the FBI, and other agencies may also become involved pending the results of the initial investigation. During such incidents, all Airport emergency units respond until the situation is secured.

**Code Red**
Auto accidents, fire, fuel, and smoke, unusual odors and the release or potential release of hazardous materials. During a Code Red, responding units include Airport Fire, Police, Operations, and other units as required. Full response is provided to Code Red incidents, and outside agencies may be notified as required.

**Code Yellow**
Medical emergencies on Airport property, or in close proximity to the Airport. During a Code Yellow, responders include the Airport’s Medic Unit, Police, Operations, and other units as required. Immediate medical assistance and transportation to the hospital are provided as needed.

**Fuel Farm Fire**
An incident at the Airport’s Fuel Farm. Responding units include Airport Fire, Police, Operations, and other units as required. During a Fuel Farm fire, the Airport may be closed. Other agencies will be notified as required.

**Radiological Incident**
Report of the release or potential release of radioactive material on Airport property. Responding units include Airport Fire, Police, and Operations. The Fire unit evaluates the incident and determines the need for evacuations/quarantines. Nuclear regulatory agencies are notified and other agencies may become involved as required. Off-Airport emergency units are also alerted.

**Weather Emergencies**
The Public Affairs Department is available around the clock to answer questions about Airport operations, including delays, runway/taxiway closures, and field/weather condition reports.
Other Emergencies

Airport emergency units respond to other emergency situations as necessary. Other situations include:

- Movement Area Power Failure
- Civil Disorders
- Natural Disasters
- Emergency Maintenance

Where to Report

Contact the Public Affairs Department during any type of emergency situation or normal media coverage when a news crew is dispatched to the Airport.

During an emergency situation, representatives of the Public Affairs Department will make every effort to have the news media escorted as close as possible to the emergency scene. In addition, a Command Post/Communication Center will be established at or near the emergency scene.

Briefings and interviews will be held at or near the emergency when possible. In addition to the representatives of the Public Affairs staff listed on Page 1, the Airport CEO and senior staff are the only authorized spokespersons regarding the operation of Philadelphia International Airport. Every effort will be made to secure spokespersons from other involved agencies, airlines, and tenants for interviews when necessary. Please be prepared to present media credentials.

Directions to Media Parking for Terminal A

From Philadelphia

From I-95 South, exit at Philadelphia International Airport/Cargo City. Follow the signs to Cargo City. At the end of the exit ramp, turn left onto Bartram Avenue. Follow Bartram Avenue to Route 291. Turn left on Route 291 East and follow signs for Arriving Flights. Bear right toward the entrance marked by the sign Commercial Vehicles Only. This is the entrance to the taxi cab holding lot. There is a checkpoint at the entrance. Identify yourself and proceed to the designated parking area.

From I-95 North, exit at Philadelphia International Airport. Stay to the left and follow the signs for Arriving Flights. Begin to follow signs for Cell phone Waiting Lot on the left (do not enter the Cell Phone Lot). Proceed until you reach the traffic light where you will need to make another left turn. Once you turn, stay in your right lane (you’ll see a sign “Commercial Vehicles Only”). Enter this lot. There is a checkpoint at the entrance. Identify yourself and proceed to the designated parking area.

From I-76 East, follow the signs to Philadelphia International Airport. At Penrose Avenue/Route 291, turn right and follow Route 291 over the Platt Bridge. Follow the signs for I-95 South Philadelphia International Airport. Bear right and exit at the Airport/Cargo City. Follow the signs to Cargo City. At the end of the exit ramp, turn left onto Bartram Avenue. Follow the directions above to the parking area.

From Route 291 West, follow the signs to the jug handle for Philadelphia International Airport. Follow the signs for Arriving Flights. Enter the Airport and bear right toward the entrance marked by the sign “Commercial Vehicles Only.” This is the entrance to the taxi cab holding lot. There is a checkpoint at the entrance. Identify yourself and proceed to the designated parking area.
From Delaware County, follow Route 291 East to Philadelphia International Airport. Enter the Airport following the signs for Arriving Flights. Bear right toward the entrance marked by the sign “Commercial Vehicles Only.” This is the entrance to the taxi cab holding lot. There is a checkpoint at the entrance. Identify yourself and proceed to the designated parking area. From I-95 North, exit at Route 291 East / Philadelphia International Airport and follow the directions above.

Restricted Area
Please be advised the Air Operations Area (AOA) is a restricted area. The AOA is defined as all surface areas inside the perimeter fence line of the airfield. Requests for access to this area must be directed to the Marketing and Public Affairs Department.

Note
Do not attempt to enter any secured area of the Airport without proper clearance or escort. Unauthorized access is a violation of federal law, and individuals will be subject to police action.

Security Checkpoints
Security checkpoints are under the jurisdiction of the Transportation Security Administration (TSA). TSA is responsible for all passenger and baggage screening. Under no circumstances are media allowed past the security checkpoints.

Official Spokespersons for PHL Passenger Airlines

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Northeast Philadelphia Airport (PNE)

Media covering news stories or emergency situations at Northeast Philadelphia Airport should also contact the Public Affairs Department prior to arrival.

Media should report to the Administration Building of Northeast Philadelphia Airport, located at 9800 Ashton Road in the Northeast section of Philadelphia.

Northeast Philadelphia Airport tenants’ media contact information will be made available upon request.
Philadelphia International Airport

**CARGO CITY**
1. AeroTerm
2. AeroTerm
3. Vehicle Storage Building (PHL)
4. American Cargo (C-6)
5. American Airways Maintenance Hangar (C-10)
6. American Airlines Maintenance Hanger
7. American/United Air Freight (C-4)
8. Ridgely (C-3)
9. International Plaza 1 & 2
10. Prologis (C-2)

**PASSENGER TERMINALS**
11. Terminal A-West
12. Terminal A-East
13. Terminal B
14. Terminal C
15. Terminal D
16. Terminal E
17. Terminal F
18. Garage A/B
19. Airport Marriott Hotel
20. Garage C
21. Garage D
22. Phila. Police Dept. Airport Headquarters
23. Garage E/F

**ISLAND AVENUE FACILITIES**
24. Fleet Maintenance
25. Maintenance Support Building
26. Field Maintenance Building

**EMERGENCY ACCESS GATE**
27. Gate 11

**GENERAL AVIATION**
28. Atlantic Aviation

**AIRFIELD FACILITIES**
29. Airport Fire Training Center
30. United Parcel Service
31. Philadelphia Fuel Farm
32. Berwind Hanger
33. Keystone Foods Hangar
34. Lincoln Financial Hangar
35. Sun Company Hangar
36. Air Traffic Control Tower
37. Airport Rescue & Firefighting Facility – Engine 78
38. American Eagle Express Hangar
Northeast Philadelphia Airport

1. Atlantic Aviation “T” Hangars
2. Wawa
3. Legacy Aviation
4. Aviation Institute of Maintenance
5. Atlantic Aviation (FBO)
6. PNE Administration & Operations
7. Chubb Hangar
8. Atlantic Aviation Hangar
9. Aviation Institute of Maintenance
10. Aviation Institute of Maintenance Hangar
11. Dartswift Aviation Inc.
12. Keystone Aerial Survey
13. Atlantic Aviation Open Hangar
14. City Maintenance Building
15. Vacant
16. Vacant
17. Air Traffic Control Tower
18. Crown, Cork & Seal Hangar
19. Agusta Westland Philadelphia Corp.
20. Police Department (8th District)
21. North Philadelphia Jet Center (FBO)
22. Soccer Club
23. Flyers SkateZone
24. Washington Savings Bank
The History of Philadelphia International Airport

- On October 22, 1927 the Famous Aviator, Charles A. Lindbergh, dedicated Philadelphia’s airport, then known as the Municipal Aviation Landing Field.

- Philadelphia International Airport (PHL) officially opened as Philadelphia Municipal Airport on June 20, 1940 with American, Eastern, TWA, and United Airlines providing service.

- Philadelphia Municipal Airport became Philadelphia International Airport in 1945 when American Overseas Airlines inaugurated transatlantic service.

- The core of the PHL terminal complex took shape in the late 1970s, when the “central type” terminal was expanded into four concourses: B, C, D, and E. This multimillion-dollar project also included the construction of two multi-level parking garages.

- In April 1973, the Airport opened the $3 million Overseas Terminal on Island Avenue. This facility handled international and charter flights until 1991.

- In 1985, when SEPTA inaugurated service on the Airport Region Rail Line, PHL became one of the few airports in the country with direct rail service to its downtown area.

- PHL dedicated Terminal A in March 1991 in honor of former Mayor Richardson Dilworth, and replaced the old Overseas Terminal on Island Avenue to accommodate PHL’s international flights.

- When the 419-room Airport Marriott opened in November 1995, PHL became one of the few airports in the country directly connected to a hotel. The hotel is accessed from the Terminal B bridge.

- In June 1998, the Airport cut the ribbon on a multimillion-dollar capital improvement project involving the consolidation of Terminals B and C. The newly joined terminals served dominant carrier US Airways. It featured a new ticketing pavilion with 80 check-in positions; the new Philadelphia MarketPlace at the Airport, with more than 30 national and local shops and restaurants; a US Airways Club on the third level overlooking the airfield; and, a baggage claim area with seven carousels.

- Terminal F, a 185,000-square-foot terminal with 38 gates accommodating US Airways Express, opened in June 2001. Terminal F is one of the first terminals in the country with passenger loading bridges built to suit regional jets.

- In June 2002, the Terminal D expansion was complete, featuring four new aircraft gates, 1,667 square feet of concession space, and 11,000 square feet of new space in baggage claim.

- International Terminal A-West opened in May 2003 featuring a spectacular 800,000-square-foot, 4-level terminal with 13 gates to accommodate wide-body jets. The state-of-the-art complex is the grand entrance to the Airport, highlighting a spacious ticketing pavilion, a Federal Inspection Services facility with an area larger than three and a half football fields, and an atrium-type International Arrivals Hall with a 6-story high ceiling and breathtaking artwork.

- Two new parking garages and new I-95 access ramps were constructed to accommodate passengers using Terminals A-West and F.

- In 2006, construction began on the $300 Million Terminal D/E Renovation and Expansion, and the $70 million Runway 17-35 Extension projects.

- In December 2008, the Terminal D/E Connector opened, featuring a newly combined 14-lane security checkpoint, 10 retail shops and food/beverage concessions, and the installation of permanent artwork. The new security checkpoint screening lanes are equipped with state-of-the-art X-ray technology that provides enhanced baggage screening.

- In February 2009, Runway 17/35’s 1,040-foot extension was completed, expanding the runway to 6,500 feet. The added surface enables narrow-body and regional jets to use Runway 17/35, reducing capacity on the Airport’s two major east-west runways. These jets account for more than 75% of aircraft operations at Philadelphia International Airport.

- In December 2009, the Cell Phone Waiting Lot opened. Located On-Airport, the free lot is easily accessible from I-95 and Route 291 with easy-to-follow signage. The lot features digital flight information monitors and 150 waiting spaces, and is less than one minute’s drive to baggage claim areas.
In February 2010, the $45 million Terminal E expansion and D/E baggage claim was completed. The Terminal E expansion features seven new aircraft gates, a 500-seat holding area, a mini-food court with three new concessions, a high bay ceiling filtering in natural lighting, new restrooms, and stunning new artwork. At the same time, the Terminal D and E baggage claim areas were connected by a 9,000-square-foot baggage claim connector to form the D/E baggage claim. This area has two new carousels and new men’s and women’s restrooms.

In January 2011, a 10-year planning process and a thorough 7-year environmental review process culminated with the Federal Aviation Administration (FAA), issuing the Record of Decision (ROD) that approved the Airport’s Capacity Enhancement Program (CEP). Once it receives this final document, the airport can take required next steps to expand and make critical improvements that ensure Philadelphia International Airport is strategically positioned to meet future air service demands, enhance its competitive stature in the global aviation marketplace, and maintain the region’s economic vitality. The CEP provides for a new runway, which will allow independent simultaneous aircraft operations in poor weather conditions to reduce delays significantly. The project also calls for two runway extensions, one of which will provide the necessary runway length to accommodate non-stop long haul flights to reach around the world. This program also includes new terminals, new cargo facilities, and an automated people mover system.

In October 2011, the Airport and the City’s Mural Arts Program officially dedicated the How Philly Moves mural. The mural is among the largest created in the United States, and occupies the largest square footage of any Mural Arts Program project in Philadelphia. It celebrates the City’s long standing dance traditions with images of 26 dancers, representing a variety of dance styles on the façade of the Airport’s parking garages.

In April 2012, Virgin America began serving PHL with daily nonstop flights to the West Coast. Virgin is an award-winning airline noted for its innovative customer service, and was the first new airline to start service at PHL in eight years. Virgin America was later terminated on November 30, 2014.

In June 2012, Alaska Airlines began serving PHL with daily nonstop flights to its hub in Seattle. The recipient of numerous industry awards for customer service, Alaska was the second newest airline to start service at PHL in 2012.

In March 2013, Spirit Airlines began serving PHL with daily flights to Dallas-Fort Worth. Spirit touts itself as “THE Ultra Low-Fare Airline, and in April, added daily service to Las Vegas and seasonal flights to Myrtle Beach from PHL.

In April 2013, JetBlue began serving PHL with daily flights to Boston. JetBlue is noted for in-flight passenger comforts and unique service that have earned the airline numerous industry awards and a customer-friendly reputation.

In November 2013, the newly redesigned Terminal F hub opened featuring 20 new food, beverage and retail shops, a 300-seat food court area, fascinating new permanent artwork, and an enhanced bus shelter.

In April 2014, Qatar Airways began serving PHL with daily flights to Doha. Qatar, recipient of numerous airline industry awards and recognition, became the first foreign flag carrier in more than a decade to begin new service at PHL.

In November 2015, the E-F Secure Connector opened, enabling access to all terminals and gates from the secure side.

In September 2016, the new Terminal F baggage claim building opened on Arrivals Road, accommodating American Eagle baggage delivery, and facilitating access to ground transportation, the SEPTA Airport Rail Line, and passenger pickup.

In May 2017, Icelandair became the first foreign flag carrier to introduce service at PHL since Qatar in 2014.

In March 2018, Aer Lingus began non-stop service to Dublin, Ireland.

In May 2018, American Airlines began non-stop flights to Prague, Czech Republic and Budapest, Hungary.

In April and June 2019, American Airlines began non-stop flights to four new European cities: Berlin, Bologna, Dubrovnik and Edinburgh.

Also in June 2019, American Airlines began seasonal service to Halifax Stanfield International Airport.

American Airlines recently announced two nonstop international routes — to Casablanca, Morocco, and Reykjavik, Iceland in 2020.

While the Philadelphia Municipal Airport transported more than 40,000 passengers in 1940, Philadelphia International Airport now serves 32.24 million passengers annually.