OPERATING DIRECTIVE

Aviation Authority

Subject: Public Address and Paging System

Number: D342.00.01

Effective: 12/01/81

Revised: 04/20/22

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PURPOSE: To establish procedures for the public address and paging system at the passenger terminal complex at Tampa International Airport.

GENERAL: The public address system is operated by the Authority. The Airport Operations Center (AOC) broadcasts the general public address system to the three Main Terminal levels, APM Stations 1 and 3, and to all airsides. The airlines have public address broadcast capability for local announcements in the bag claim level and at the gate area in their respective airside. These local announcements take precedence over all other announcements. Localized paging will be at the discretion of the airlines. The Transportation Security Administration (TSA) can make localized pages at each airside.

CRITERIA:

A.   Announcements:

    1.   Announcements should be of good voice quality, tone and diction.

    2.   All pre-recorded announcements must be approved by Airport Operations, Marketing, and Communications.

    3.   The AOC may make operational announcements for the airlines when a flight is cancelled or delayed due to mechanical, weather, or air traffic control.

    4.   Non-routine announcements may be requested by authorized personnel, as appropriate, for emergency or unusual situations.

B.   Paging:

    1.   Paging will be directed through the AOC. Tenants will direct persons requesting pages to the page phones located throughout the terminal complex.

    2.   Paging for an individual is normally limited to one page for each person paged within any ten-minute period.

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3.   Persons paged by the AOC will be requested to please pick up the nearest page telephone. The message will be relayed to that person when they contact the AOC.

C.   The following types of announcements or pages are not authorized on the general public address system.

1.   Announcements for the loading of buses in the name of a tour company or group.
2.   Requests by transportation companies to page a passenger or fare.
3.   Paging of employees.
4.   Same page over a short period of time to page a person or persons.
5.   Airline flight arrival announcements.
6.   Paging an individual to meet their party at a particular location or announcing a message from one individual to another.

APPROVED: Michael Stephens   DATE: 04/20/22