



Airport ready to welcome Super Bowl fans to Indianapolis

40,000 additional passengers expected during game week

INDIANAPOLIS – Super Bowl XLVI is less than a month away, but the Indianapolis Airport Authority (IAA) has been working on its game plan for more than a year, taking steps to help ensure guests have a smooth experience. Visiting Super Bowl fans, general aviation users, and everyday passengers who happen to be traveling for other purposes during the Super Bowl time period can all expect Super Service at the Indianapolis International Airport (IND) before, during, and after the big game.

Preparation required extensive coordination with the Super Bowl Host Committee and various local agencies, resulting in enhancements to all aspects of airport operations, from public safety and Transportation Security Administration (TSA) procedures to airport shopping and dining. Airport concessionaire workers, TSA agents, and all IAA employees have completed the Host Committee's Super Service training to raise their customer service game to an even higher level.

IAA employees, Airport Ambassadors, which are IND's regular volunteers, and Host Committee volunteers will be on hand throughout the airport to serve as ambassadors, greeters, and hosts. Brochures and visitors guides will be available at special Guest Welcome Desks outlining airport information, transportation options, and event information.

"We began preparing for this event well before the last Super Bowl was even played, and understand the airport's critical role in ensuring our region is a world-class host of this world-class event," said John D. Clark III, IAA's executive director and CEO. "Our entire staff embraces the opportunity to set the bar high with a fantastic first impression and to ensure that same level of Hoosier hospitality sees our guests off after the game."

An increase of about 40,000 passengers is expected at IND during game week, when up to 75 additional commercial flights and 60 additional charter flights will operate here. The single busiest day will be Monday, February 6, when most visitors will depart. Post-game, passengers are urged to arrive at the airport at least three hours prior to departure. As always, passengers should check the status of their flights for any schedule changes prior to leaving for the airport.

Arrival increases will occur the entire week before the game, with the heaviest concentration Thursday through Saturday. Although IND has provided a hassle-free environment for crowds of similar sizes in the past, numerous new enhancements have been made for this special event.

Enhanced terminal amenities and hours

All airlines serving IND will expand their ticket counter hours at the airport February 6 following the game, staffing and operating them beginning at 3 a.m. that morning to accommodate departing passengers. Some airlines may expand their hours further, so passengers are advised to check with their airlines for more details, including special arrangements for early bag checks. Passengers can also benefit from opportunities to check in and print boarding passes online prior to departing for the airport or by using automated check-in kiosks at the airport; procedures vary by airline.

The TSA will bring additional personnel and resources to IND in order to operate two extra screening lanes at each concourse entrance, increasing their processing capacity by about 30 %. It will also assume a 24/7 operating schedule to allow ticketed departing passengers to clear security and reach their gate areas anytime between the conclusion of the game and flight departures Monday. Although lengthy queues are not anticipated, passengers can get updates on wait times on the IND's Twitter feed and Facebook page, at @INDairport and Indianapolis International Airport, respectively.

To ensure passengers have plenty to see and do at the airport, shops and restaurants will extend their hours. Details on operating hours are available at the Host Committee website at www.indianapolissuperbowl.com and at IND's website at www.indianapolisairport.com.

In addition to the great offerings always available at IND shops, licensed team merchandise will be stocked in shops and at special kiosks that will be operating in support of the Super Bowl. Since there can be only one winner, gear reflecting the game's result will be specially delivered to the airport in time to be available to outgoing guests.

To create an ambience that complements the unique nature of the occasion, the IAA worked with the NFL to create a consistent and appropriate Super Bowl décor throughout the terminal, including customized signage and other themed displays. Adding to these enhancements will be a wide variety of entertainment, including a stage in Civic Plaza. To make things more comfortable for guests, additional tables will be installed.

Meanwhile, to ensure passengers remain connected throughout it all, the IAA has added bandwidth to augment the free public WiFi experience for guests. In addition, cell phone service providers have made upgrades and added infrastructure to support greater usage and offer improved capacity.

Public safety and operational preparedness

As is always the case with IND operations, safety and security were the most important considerations in Super Bowl planning. Extra police patrols will occur in the terminal, garage, and airport roadways to ensure a safe and orderly flow of people and traffic. A specially trained Joint Hazardous Assessment Team will be on hand to quickly respond to and resolve any concerns with potentially suspicious packages, bags, or other items.

Airport paramedic crews will be stationed in the terminal to allow for faster response times to any medical emergencies regardless of airport traffic volumes, and routes have been identified and designated to allow responding outside mutual aid assets to quickly reach the airport if needed. A connector road is being built that will allow vehicular access to the

terminal via South Service Road in the event of an accident or other emergency that impedes normal traffic flow.

To mitigate the effects of frozen precipitation, the IAA has added significant resources to its existing 24-hour operations team. Private contractors are on dedicated standby to the airport, and the IAA has obtained additional special snow-removal equipment. If needed, these resources will augment the airport's continuous snow-removal coverage to both landside and airside operating areas.

With 500-700 additional general aviation aircraft anticipated at IND and nearby regional airports during the Super Bowl travel period, tarmac space in the normally unused old-terminal area have been designated as parking areas for private planes. A temporary ramp tower will be operating at IND to help direct pilots from parking areas to taxiways in the most efficient manner. Temporary FAA towers will operate at Eagle Creek Airpark and Indianapolis Regional Airport, which are IAA reliever airports whose arrival and departure procedures are not normally directed by FAA controllers. The towers will greatly improve efficiency in the region during the significant increase in general aviation flight operations that occurs before and after the Super Bowl.

Ground transportation

The IAA has temporarily licensed additional taxi drivers to complement its regular contingency of operators during the Super Bowl. All drivers serving the airport have completed background checks and Super Service training. IAA staff will expedite the dispatch process from both the passenger loading area and the taxi lot. Unused lots have been integrated into the airport's ground transportation plan to create temporary staging areas dedicated exclusively for taxis, limos, busses, and shuttles.

For passengers using limos and shuttles, meet-and-greet tents will be located in the Ground Transportation Center, where parties can have their drivers dispatched in minutes, minimizing curbside traffic congestion.

Following the game, the remote employee lot, which is adjacent to the Cell Phone Lot, will be available for customers returning rental cars. A shuttle will operate between the lot and the terminal. This will allow for efficient operations when large numbers of rental cars are returned. Rental car customers will receive detailed instructions when receiving their vehicles.

The process for IndyGo busses, which serve the airport via the Green Line, will be unchanged, although service frequency will be increased during peak Super Bowl travel times to approximately every 15 minutes.

In anticipation of increased usage of the Cell Phone Lot, the available spaces will be doubled from 100 to 200 prior to the game, and the lot will retain the ability to additionally increase its capacity

To help visitors navigate the terminal area, variable-message signs will be deployed on road ways to direct vehicle traffic, and Ground Transportation personnel will be stationed in Baggage Claim to provide information as well.

About the Authority

The Indianapolis Airport Authority (IAA) owns and operates Indiana's largest airport system. In addition to Indianapolis International Airport (IND), its facilities include the Downtown Heliport, Eagle Creek Airpark, Hendricks County Airport, Indianapolis Regional Airport, and Metropolitan Airport. IND has received several prestigious awards recognizing it as a leader within its class, including best airport in North America by Airports Council International as part of its annual Airport Service Quality awards for performance excellence. IND is the first airport in the U.S. to win LEED® certification for an entire terminal campus, and the airport has won recognition for excellent customer service, concessions programs, and art and architecture.

IND's economic impact in Central Indiana is more than \$3.3 billion annually, and about 10,000 people work at the airport each day. Benefitting from lower-than-average fares, IND serves more than 7 million business and leisure travelers each year and averages 135 daily nonstop flights to 34 destinations. Home of the world's second-largest FedEx Express operation and the nation's eighth-largest cargo facility, IND is committed to becoming the airport system of choice for both passenger and cargo service. For more information, visit IND's Facebook page at [Indianapolis International Airport](#) and Twitter page at @INDairport.

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