



Social Media Policy

Mission Statement

The mission of the Chattanooga Metropolitan Airport Authority is to provide for the safe, secure, efficient, and economically sound operation of the airport while achieving an exceptional customer service experience for all passengers – parking lot to plane.

About

CHA's social media pages will be monitored for comments and questions. While your opinion is very important to us and we want to address your concerns promptly, social media is not the best forum for resolving complaints. Therefore, please direct complaints to the Airport Authority office by phone at (423) 855-2202, Monday through Friday from 8 a.m. to 4:30 p.m. EST or by email to chacustomerservice@chattairport.com.

The Chattanooga Airport is operated by the Chattanooga Metropolitan Airport Authority (CMAA). The CMAA is an independent authority established under Tennessee law by the City of Chattanooga, and acting as an agency and instrumentality of the City of Chattanooga. CHA's social media sites are intended to serve as a mechanism for communication between the public and the CMAA on the listed topics. Any comments submitted to these pages and the list of subscribers are public records subject to disclosure pursuant to Tennessee law.

While we welcome your comments and questions, the CMAA reserves the right to remove inappropriate comments including those that:

- Have obscene language or sexual content
- Threaten or defame any person or organization
- Violate the legal ownership interest of another party
- Support or oppose political candidates or ballot propositions
- Promote illegal activity
- Promote commercial services or products
- Are not topically related to the particular posting