



**Manchester·Boston**

REGIONAL AIRPORT

**(MHT)**

**MEDIA GUIDE**

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# INTRODUCTION

It is the intent of Manchester-Boston Regional Airport (hereinafter referred to as MHT or the airport) to provide timely and accurate information to news media organizations, and their authorized representatives, in the event of an airport incident or accident.

MHT's policies and procedures require all external communication be centralized for efficiency and accuracy. Therefore, a designated press area will be established on the first floor of the airport terminal north end, adjacent to Baggage Claim "B."

## **CONTACT INFORMATION:**

Airport Administrative Offices: 603-624-6539, Monday – Friday, 8:00 am to 5:00 pm.

Airport Communications Center: 603-624-6349, outside of normal business hours.

When appropriate, Manchester-Boston Regional Airport will utilize its website and social media platforms to assist in disseminating information:

- MHT website: [www.flymanchester.com](http://www.flymanchester.com)
- MHT on Facebook: [www.facebook.com/flymanchester](http://www.facebook.com/flymanchester)
- MHT on Twitter: [www.twitter.com/flymanchester](http://www.twitter.com/flymanchester)

An electronic copy of this media guide is located on the [www.flymanchester.com](http://www.flymanchester.com) website. To access the guide, go to "quick links" at the bottom of the home page and select "public documents and plans."

# MEDIA INQUIRIES

MHT respectfully requests that all media inquiries be directed to Thomas J. Malafronte, Deputy Airport Director at 603-624-6539 extension 308. In the event that the Deputy Airport Director is not available, please contact Cheryl M. Paiva, Marketing/Public Relations Specialist at 603-624-6539 extension 317. Media representatives should NOT contact other airport personnel for information regarding an airport incident or accident.

General media inquiries are handled through the airport administrative office which is located on the third floor of the airline terminal building. Office hours are Monday-Friday, 8:00 am to 5:00 pm. Media inquiries made after normal business hours, during weekends or holiday periods should be directed to the Airport Communications Center 603-624-6349.

Media requests for filming or photography should be made prior to arriving at the airport to allow for appropriate coordination. If a media outlet wishes to film or photograph the security screening checkpoints, or a specific airline operation, approval must be coordinated through the airport, Transportation Security Administration (TSA) and/or the individual airline.

When necessary, airport staff will be made available to assist with airport access. All media representatives are required to display press identification and identify themselves to anyone they interview, photograph or film on airport property.

While on-site at MHT, the media must not restrict the public's access to gates, ticket counters, baggage claim or other common areas within the terminal building. Permission from airport administration must be received prior to erecting any equipment or running cables in the terminal building. All cables must be placed as directed in a safe manner away from heavily traveled areas.

The airport terminal is a public facility with many unique safety and security features. Therefore, we request all media representatives check-in at the Airport Communications Center (located on the first floor of the terminal, to the right of the main stairway) upon arrival.

Media representatives will not be permitted access to secured areas within or around the terminal, including but not limited to the secure side of the passenger terminal, aircraft parking areas, terminal apron, taxiways or runways.

# PROCEDURES FOR ON-AIRPORT INCIDENTS

## **PRESS AREA AND SITUATION BRIEFINGS**

For an on-airport incident that attracts multiple media organizations, a press briefing area will be established on the first floor of the terminal adjacent to Baggage Claim "B." Media representatives should report to the press briefing area to receive information and future briefing times.

An airport spokesperson will address media inquiries relating to operations of the airport. Representatives from the airline, TSA or other appropriate organizations will be stationed in the press briefing area to provide information as it becomes available. All media inquiries relating to the cause of the incident or accident will be deferred to the agency possessing the appropriate jurisdiction. MHT respectfully requests that all media representatives refrain from approaching members of the emergency response team.

MHT does not release the names of passengers or crew. This information will only be provided by the airline or other involved companies.

## **ESCORTS AND SITE ACCESS**

Airport escorts will be assigned to media representatives as operational and safety conditions permit. Media representatives are expected to conduct themselves in a manner so as not to interfere with emergency operations. When appropriate, airport escort transportation will be provided. At no time will media representatives be allowed outside of the designated airfield location without an airport escort.

## **MEDIA AIRCRAFT OPERATIONS**

During an on-airport incident or accident, media aircraft operators must request permission to enter the airport's control zone through the Federal Aviation Administration (FAA) Air Traffic Control Tower. All media aircraft must remain outside airport boundaries at an altitude as directed by the FAA Air Traffic Control Tower, until the appropriate permission is granted.

## **INTERVIEWS**

The airport recognizes the media's interest in interviewing passengers and other people involved in an incident or accident. MHT's primary responsibility is to protect the passengers, crew and families' right to privacy. Access to passengers is subject to the approval of the airline or company involved, FAA, TSA, Federal Bureau of Investigation (FBI), and/or the National Transportation Safety Board (NTSB).

Individuals involved in an incident or accident will be transported to a designated holding area. Upon release, they may be available (if they so choose) for an interview. MHT will support an individual and family decision not to be interviewed or photographed.

## **PARKING**

If there is a serious on-airport incident or accident, MHT will designate a staging area in one of the long term parking lots for media parking.

# **AGENCIES INVOLVED IN ON-AIRPORT INCIDENTS**

## **MANCHESTER-BOSTON REGIONAL AIRPORT- OPERATIONS**

During an on-airport incident MHT Operations will have operational control. The MHT Fire Department will be responsible for initial emergency/rescue efforts and the MHT Law Enforcement Unit will establish and maintain security at the incident/accident site. Mutual aid fire departments and law enforcement agencies will provide appropriate resources during airport emergencies.

## **AIRLINES**

The involved airline(s) will be responsible for providing information regarding passengers, crew and any detailed information about the flight. The airline is also responsible for ensuring families/friends of victims are notified before identification of the victims is released to the public.

## **NATIONAL TRANSPORTATION SAFETY BOARD (NTSB)**

The NTSB is the federal agency that investigates aircraft incidents/accidents. The NTSB, or their designated representative, will take custody of the aircraft and its contents until all factual information is gathered. Once all appropriate information has been gathered, the aircraft may be released to the owner. Upon the arrival of the NTSB investigating team, the airport will assume a support role to the NTSB.

## **FEDERAL AVIATION ADMINISTRATION (FAA)**

Various branches of the FAA have responsibilities in an aircraft emergency. The FAA operates the air traffic control tower. Air traffic controllers are responsible for aircraft in flight, certain aircraft movement on the airfield, as well as initiating aircraft emergency alerts.

## **FEDERAL BUREAU OF INVESTIGATION (FBI)**

The FBI has jurisdiction over a hijacking, hostage-taking or terrorism-related incident which occurs aboard an aircraft while on the ground. The FAA has jurisdiction if a high-jacking, hostage-taking or terrorism-related incident occurs while the aircraft is in flight.

## **TRANSPORTATION SECURITY ADMINISTRATION (TSA)**

TSA is the federal agency responsible for airport security screening. TSA will respond to security-related incidents/accidents at the airport.

# INCLEMENT WEATHER INFORMATION

Adverse weather may affect airport operations due to airfield conditions. MHT will make the determination as to when to close airfield surfaces, and in extreme circumstances, the entire airport. There may be times where runways are closed for short periods to coordinate snow removal operations. This does not constitute closure of the airport.

The actions of the airlines and FAA determine any delays, cancellation or re-routing of flights. Inquiries about the number of impacted flights and passengers should be directed to the individual airlines

Weather related inquiries should be directed to Deputy Airport Director, Thomas J. Malafronte at 603-624-6539 extension 308 or Cheryl M. Paiva at 603-624-6539 extension 317.

# IMPORTANT AIRPORT PHONE NUMBERS

## AIRLINES

Delta Air Lines	800-221-1212
Southwest Airlines	800-435-9792
United Airlines	800-241-6522
American Airlines	800-428-4322

## CAR RENTAL AGENCIES

ALAMO	877-222-9075
AVIS	800-230-4898
BUDGET	800-218-7992
DOLLAR	800-800-4000
ENTERPRISE	800-261-7331
HERTZ	800-654-3131
NATIONAL	877-222-9058
THRIFTY	800-847-4389

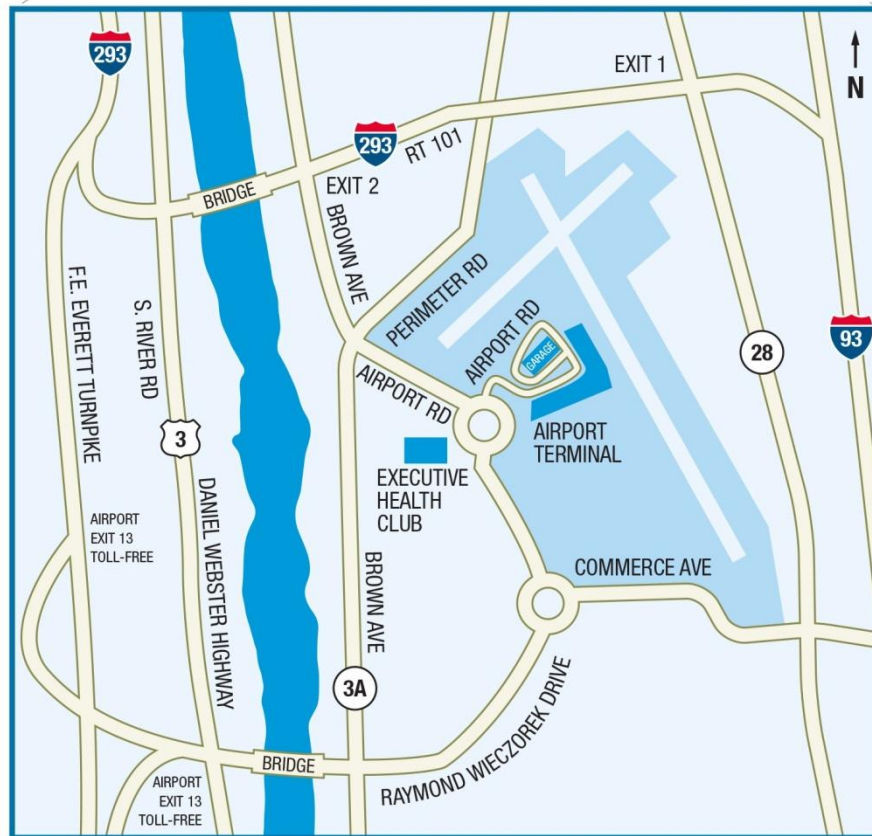
## OTHER IMPORTANT NUMBERS

Airport Administrative Offices	603-624-6539
Airport Information Line	603-624-6556
U.S. Customs Office	603-628-6264
Standard Parking (parking information)	603-641-5444
Airport Law Enforcement Unit	603-624-6349
Transportation Security Administration (TSA)	603-666-7420



# DIRECTIONS

Manchester-Boston Regional Airport is easily accessible from Interstates 93 & 293, Routes 101 & 3, and the F.E. Everett Turnpike. MHT is located approximately 50 miles north of Boston and less than an hour's drive from Maine and Vermont.



**From Interstate 93 North and South:** *From the North or South*, take Interstate 93 to Interstate 293 North/NH Route 101 West to the FE Everett Turnpike South. Take Exit 13 (Raymond Wieczorek Drive) and follow the signs to the airport.

**From US Route 3/FE Everett Turnpike South:** *From the South*, take US Route 3/FE Everett Turnpike to Exit 13 (Raymond Wieczorek Drive) and follow signs to the airport.

**From NH Route 101 East and West:** *From the East*, take NH Route 101 to Interstate 93 South to Interstate 293 North/NH Route 101 West to the FE Everett Turnpike South. Take Exit 13 (Raymond Wieczorek Drive) and follow the signs to the airport. *From the West*, take NH Route 101 to Interstate 293/NH Route 101 to the FE Everett Turnpike South. Take Exit 13 (Raymond Wieczorek Drive) and follow the signs to the airport.

# MHT FAST FACTS

**Location:** 1,200 acre site, 4.5 miles south of the City of Manchester

**Owned by:** City of Manchester, NH

**Operated by:** City of Manchester, Department of Aviation  
Mark P. Brewer A.A.E., Airport Director

**Runways:** Runway 17-35: 9,250 feet by 150 feet  
Runway 6-24: 7,650 feet by 150 feet  
Features: 24-hour FAA Air Traffic Control Tower  
CAT III ILS – Runway 35  
CAT I ILS – Runways 6 and 17

**Terminal:** 308,000 square feet

Features: Fourteen jet gates  
Eight car rental companies  
Seventeen food/news concessions  
Eastern Bank Airport Business Center

**Airlines:** Delta  
Southwest  
United  
American

**Parking:** Short and long-term parking for over 11,000 vehicles

**Activity:** Approximately:  
150 commercial passenger, cargo and general aviation operations per day  
2 million passengers  
170 million pounds of cargo