



**Manchester·Boston**  
REGIONAL AIRPORT

# **MHT MEDIA GUIDE**

## **2024**

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# INTRODUCTION

It is the intent of Manchester-Boston Regional Airport (herein after 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, when deemed appropriate, a designated press area will be established on the first floor of the Airport terminal north end, adjacent to Baggage Claim 5.

## CONTACT INFORMATION

Monday—Friday, 8 a.m. to 5 p.m.	<a href="mailto:PublicRelations@flymanchester.com">PublicRelations@flymanchester.com</a>
Outside of normal business hours	Airport Communications Center: 603-624-6556

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

- MHT website: [www.flymanchester.com](http://www.flymanchester.com)
- MHT on Twitter: [www.twitter.com/flymanchester](https://www.twitter.com/flymanchester)
- MHT on Facebook: [www.facebook.com/flymanchester](https://www.facebook.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 the 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 the contact information described on the previous page. Media representatives should not contact Airport personnel directly for information regarding an Airport incident or accident.

General media inquiries are handled through the Airport Administrative Offices, which are located on the third floor of the terminal building. During evenings, weekends, or holidays, all inquiries should be directed to the Airport Communications Center.

**Media requests for filming or photography should be made before arriving at the Airport to allow for proper coordination.** If a media outlet wishes to film or photograph the security checkpoint or a specific airline or cargo operation, approval must be coordinated through the Airport, Transportation Security Administration (TSA), and/or the individual airline or cargo carrier.

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

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, 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 setting up any equipment or running any cables in the terminal building. All cables must be placed as directed in a safe manner away from heavily traveled areas.

Media representatives must remain in publicly accessible, non-secure areas of the Airport at all times, unless under escort by properly badged Airport personnel. When necessary, Airport staff will be made available to assist with Airport access.

# **PROCEDURES FOR ON-AIRPORT INCIDENTS**

## **PRESS AREA AND SITUATION BRIEFINGS**

For an Airport incident that attracts multiple media representatives, a press briefing area will be established on the first floor of the terminal adjacent to Baggage Claim Area 5. 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/cargo carrier, 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/cargo carrier or other involved organizations.

## **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 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 or other people involved in an incident or accident. MHT's primary responsibility is to protect the passengers', crews', and families' rights to privacy. Access to passengers is subject to the approval of the appropriate airline or organization(s) involved, including the 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 any individual and/or their family's decision to not 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 or surrounding Airport property for media parking.

For short-term media coverage, Lot A (Hourly) is available for parking. Tickets can be validated at the Airport Communications Center.

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

## **MHT OPERATIONS TEAM**

During an on-Airport incident, the MHT Operations Team 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 will be responsible for providing backup during Airport emergencies.

## **AIRLINES AND CARGO CARRIERS**

The involved airline(s) or cargo carrier(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 necessary information is gathered. Once all 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 coordinating aircraft in flight, directing certain aircraft movement on the airfield, and initiating aircraft emergency alerts.

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

The FBI has jurisdiction if a hijacking, hostage-taking, or terrorism-related incident occurs onboard an aircraft that is still on the ground. The FAA has jurisdiction if a hijacking, hostage-taking, or terrorism-related incident occurs while the aircraft is in flight.

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

TSA is the federal agency responsible for the Airport's security checkpoint. 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 determine if/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 a closure of the Airport.

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

All other weather-related inquiries should be directed to the Airport Administrative Offices or the Airport Communications Center, as directed previously. Media inquiries will be forwarded to the appropriate Airport representative for response.

# IMPORTANT PHONE NUMBERS

## AIRLINES

American Airlines	800-428-4322
Avelo Airlines	346-616-9500
Southwest Airlines	800-435-9792
Spirit Airlines	855-728-3555
United Airlines	800-864-8331

## CAR RENTAL AGENCIES

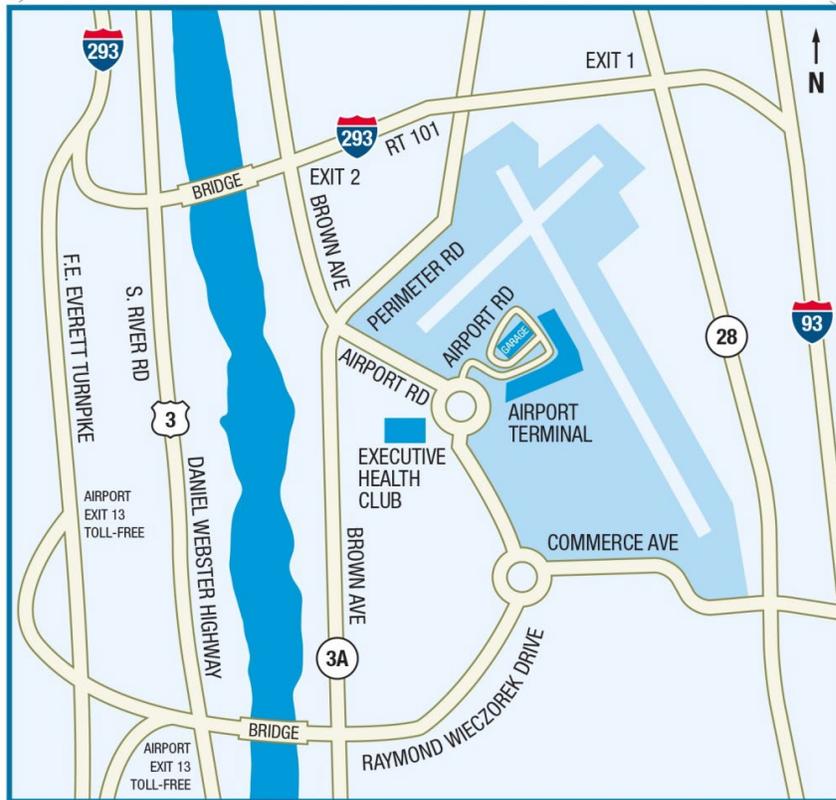
Alamo	800-222-9058
Avis	800-230-4898
Budget	800-218-7992
Dollar	800-800-4000
Enterprise	800-261-7331
Hertz	800-654-3131
National	877-222-9058
Thrifty	800-847-4389

## OTHER IMPORTANT NUMBERS

Airport Administrative Offices	603-624-6539
Airport Communications Center	603-624-6349
Parking Information	603-641-5444
Airport Law Enforcement Unit	603-628-6019
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 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.*

# AIRPORT FACT SHEET

<b>Official Airport Name:</b>	Manchester-Boston Regional Airport
<b>Airport Code:</b>	MHT
<b>Location:</b>	Manchester, N.H.
<b>Owner:</b>	City of Manchester
<b>Operator:</b>	Department of Aviation Ted Kitchens, Airport Director
<b>Airlines:</b>	American Airlines Avelo Airlines Southwest Airlines Spirit Airlines United Airlines
<b>Passengers:</b>	1.3 million (2023)
<b>Nonstop Destinations:</b>	12 airline destinations with 20 departures daily
<b>Cargo:</b>	234 million pounds (2023)
<b>Passenger Terminal:</b>	308,000 square feet
<b>Features:</b>	Terminal Gates 1-15 24-hour FAA Air Traffic Control Tower Fidelity Investments Careers Business Center
<b>Runways:</b>	17-35 (9,250 by 150 feet) 6-24 (7,650 by 150 feet) CAT III ILS – Runway 35 CAT I ILS – Runways 6, 17
<b>Rental Car Companies:</b>	8
<b>Concessions:</b>	14
<b>Parking:</b>	Parking spaces for over 6,000 vehicles (specific lots will open/close as necessitated by passenger demand)