

City of Manchester Department of Aviation Community Participation Plan (CPP)¹ Manchester-Boston Regional Airport

1. Administration

The purpose of this CPP is to ensure that stakeholders or communities affected² by the City of Manchester Department of Aviation (Department of Aviation) projects or operations can be informed and participate and have their input thoughtfully considered in the key stages during airport planning efforts, regardless of their race, color, national origin, sex, sexual orientation, gender identity, creed, age, or disability (hereafter, the “protected bases”). This plan is provided in accordance with Title VI of the Civil Rights Act of 1964 (Title VI) and related authorities.³ This plan and associated reports regarding our CPP efforts will be communicated to the public in formats accessible to persons with disabilities and to limited English proficient (LEP) individuals.

The individuals primarily responsible for implementing the Department of Aviation’s Manchester-Boston Regional Airport (MHT) CPP are:

Responsible Official	Title, Office, and Responsibilities
Theodore S. Kitchens, A.A.E.	Airport Director
Thomas J. Malafronte, A.A.E.	Deputy Airport Director
Jenna Dakalovic, Esq.	Assistant Director for Properties and Contracts
Wayne Robinson	Airport Internal Auditor, Title VI Coordinator

Responsible officials’ contact information is shared with the public through the following methods:

Website, In-person, and Other Communication Methods

1. Airport website: https://www.flymanchester.com/about-the-airport/about-mht/
2. Upon request by emailing: https://www.flymanchester.com/contact-us/
3. Upon request by writing to or in person at: Manchester-Boston Regional Airport, 1 Airport Road, Suite 300 Manchester, NH 03103

¹ See DOT Order 1000.12C, “The U.S. Department of Transportation (DOT) Title VI Program,” Ch. 2, Sec. 4. (Jun. 11, 2021). <https://www.transportation.gov/sites/dot.gov/files/2021-08/Final-for-OST-C-210312-002-signed.pdf>

² Within this CPP, the term “affected” also means *served*, in addition to *positively or negatively impacted*.

³ Related authorities include the Age Discrimination Act of 1975; Sec. 520 of the Airport and Airway Improvement Act of 1982; and the Civil Rights Restoration Act of 1987.

In addition, the Department of Aviation will ensure that members of the public are advised of our nondiscrimination obligations. This includes how to file discrimination complaints with the Department of Aviation and the FAA. We will also conspicuously display the FAA-provided Unlawful Discrimination Posters at airport facilities. See Notice Section of the Department of Aviation’s MHT Title VI Plan for poster locations.

Upon FAA approval of this CPP, the Department of Aviation will also make this CPP available through the following methods when engaging members of the public concerning planning efforts:

Website, In-person, and Other Distribution Methods

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| 1. Airport website: https://www.flymanchester.com/public-documents-and-plans/ . |
| 2. Upon request by emailing: https://www.flymanchester.com/contact-us/ |
| 3. Upon request by writing to or in person at:
Manchester-Boston Regional Airport
1 Airport Road, Suite 300
Manchester, NH 03103 |

2. Goals and Objectives

This CPP applies to all airport planning and decision-making efforts, whether or not directly supported by Federal assistance. This includes surveys, public meetings (e.g., airport commission meetings), and hearings, including meetings for a project requiring an environmental impact statement (EIS) or environmental assessment (EA).

The Department of Aviation’s planning processes that lead to decisions for projects or operations or those of any sub-recipients are:

Planning Processes

1. Master Plans
2. NEPA Planning Processes
3. Land Use Plans
4. Airport Access Projects
5. Airfield and Taxiway Improvement Projects
6. Airport-Sponsored Facility and Infrastructure Projects
7. Major Terminal and Landside Development Projects
8. Airport Concessions

The Department of Aviation seeks public input for the above processes through the following methods:

Public Input Methods	Planning Process(es) that use each Method
A. Agency Coordination	1, 2, 3, 4, 5, 6, 7, 8
B. Community Meetings (in-person or virtual)	1, 2, 3, 4, 5, 6, 7, 8
C. City Council Meetings for Major Projects	Projects/Planning Processes included in the 5-year CIP
D. NEPA Projects Alternatives Working Sessions and Public Meetings	2 (EA and EIS)
E. Newspapers (General Circulation and Community Publications) – Notice of Solicitation	1, 2, 3, 4, 5, 6, 7, 8
F. Open Procurements and Upcoming Bid Opportunities via Website Postings - https://www.flymanchester.com/doing-business-with-mht/procurement-opportunities/	1, 2, 3, 4, 5, 6, 7, 8
G. Public Notice of AIP Awards	1, 2, 3, 4, 5, 6, 7

3. Identification of and Focused Outreach to Affected Communities

See Community Statistics section of the Department of Aviation’s Title VI Plan for detailed discussion of Affected Communities.

The specific steps the Department of Aviation will take to communicate with, inform, educate, consult or solicit input from, and expand opportunities for engagement with each Affected Community,⁴ are provided below.

⁴ “Affected communities” means any readily identifiable group potentially impacted by an airport project or operation, such as the community immediately surrounding a project or a community in the flight path.

Affected Community	Key Community Reps. (CBOs, leaders, etc.)	Focused Outreach Steps
<p>Low Income Population in the Following Communities:</p> <p>Census Tract 26 Census Tract 29.01 Census Tract 9801.01 (Airport Tract) Census Tract 37.03 Census Tract 9800.11 (Airport Tract)</p>	<ul style="list-style-type: none"> • City of Manchester, Office of the Mayor <ul style="list-style-type: none"> ○ Mayor Jay Ruais • City of Manchester Aldermen <ul style="list-style-type: none"> ○ Special Committee on Airport Activities • City of Manchester Airport Authority <ul style="list-style-type: none"> ○ Marlana Trombley ○ Emily Nedoroscik ○ Marc Tremblay ○ Gregory Goodrich ○ Eddie Leon ○ Jeffery Taylor • City of Manchester, Department of Aviation <ul style="list-style-type: none"> ○ Theodore Kitchens ○ Thomas J, Malafronte ○ Luis Elguezabal ○ Jenna Dakalovic ○ Teresa Avampato ○ Frederick Zapp • City of Manchester, Planning and Community Development <ul style="list-style-type: none"> ○ Planning and Community Development Director Jeffrey Belanger ○ Planning Board • Town of Londonderry <ul style="list-style-type: none"> ○ Town Manager Michael Malaguti ○ Town Council • Hillsborough County Board of County Commissioners <ul style="list-style-type: none"> ○ District 1: Toni H. Pappas ○ District 2: Michael P. Soucy ○ District 3: Robert H. Rowe • Rockingham County Board of County Commissioners <ul style="list-style-type: none"> ○ District 1: Kate Coyle ○ District 2: Steven Goddu ○ District 3: Brian Chirichiello • New Hampshire Department of Transportation, Bureau of Aeronautics <ul style="list-style-type: none"> ○ Commissioner William Cass 	<ul style="list-style-type: none"> a. Airport newsletter, MHT Horizons b. Airport news posted: https://www.flymanchester.com/about-the-airport/news/ c. Annual National Aviation Day event d. Community Events e. Community Meetings f. Media Outreach g. Public Hearings (as needed) h. Publish solicitation notices in local newspapers, including the Union Leader i. Social Media Postings j. Upcoming project opportunity notifications

Affected Community	Key Community Reps. (CBOs, leaders, etc.)	Focused Outreach Steps
Minority Population in the Following Communities:	<ul style="list-style-type: none"> • City of Manchester, Office of the Mayor <ul style="list-style-type: none"> ○ Mayor Jay Ruais • City of Manchester Aldermen <ul style="list-style-type: none"> ○ Special Committee on Airport Activities • City of Manchester Airport Authority <ul style="list-style-type: none"> ○ Marlana Trombley ○ Emily Nedoroscik ○ Marc Tremblay ○ Gregory Goodrich ○ Eddie Leon ○ Jeffery Taylor • City of Manchester, Department of Aviation <ul style="list-style-type: none"> ○ Theodore Kitchens ○ Thomas J, Malafronte ○ Luis Elguezabal ○ Jenna Dakalovic ○ Teresa Avampato ○ Frederick Zapp • City of Manchester, Planning and Community Development <ul style="list-style-type: none"> ○ Planning and Community Development Director Jeffrey Belanger ○ Planning Board • Town of Londonderry <ul style="list-style-type: none"> ○ Town Manager Michael Malaguti ○ Town Council • Hillsborough County Board of County Commissioners <ul style="list-style-type: none"> ○ District 1: Toni H. Pappas ○ District 2: Michael P. Soucy ○ District 3: Robert H. Rowe • Rockingham County Board of County Commissioners <ul style="list-style-type: none"> ○ District 1: Kate Coyle ○ District 2: Steven Goddu ○ District 3: Brian Chirichiello • New Hampshire Department of Transportation, Bureau of Aeronautics <ul style="list-style-type: none"> ○ Commissioner William Cass 	<ul style="list-style-type: none"> a. Airport newsletter, MHT Horizons b. Airport news posted: https://www.flymanchester.com/about-the-airport/news/ c. Annual National Aviation Day event d. Community Events e. Community Meetings f. Media Outreach g. Public Hearings (as needed) h. Publish solicitation notices in local newspapers, including the Union Leader i. Social Media Postings j. Upcoming project opportunity notifications
None		

Affected Community	Key Community Reps. (CBOs, leaders, etc.)	Focused Outreach Steps
Limited English Proficiency Communities: None	<ul style="list-style-type: none"> • City of Manchester, Office of the Mayor <ul style="list-style-type: none"> ○ Mayor Jay Ruais • City of Manchester Aldermen <ul style="list-style-type: none"> ○ Special Committee on Airport Activities • City of Manchester Airport Authority <ul style="list-style-type: none"> ○ Marlana Trombley ○ Emily Nedoroscik ○ Marc Tremblay ○ Gregory Goodrich ○ Eddie Leon ○ Jeffery Taylor • City of Manchester, Department of Aviation <ul style="list-style-type: none"> ○ Theodore Kitchens ○ Thomas J, Malafronte ○ Luis Elguezabal ○ Jenna Dakalovic ○ Teresa Avampato ○ Frederick Zapp • City of Manchester, Planning and Community Development <ul style="list-style-type: none"> ○ Planning and Community Development Director Jeffrey Belanger ○ Planning Board • Town of Londonderry <ul style="list-style-type: none"> ○ Town Manager Michael Malaguti ○ Town Council • Hillsborough County Board of County Commissioners <ul style="list-style-type: none"> ○ District 1: Toni H. Pappas ○ District 2: Michael P. Soucy ○ District 3: Robert H. Rowe • Rockingham County Board of County Commissioners <ul style="list-style-type: none"> ○ District 1: Kate Coyle ○ District 2: Steven Goddu ○ District 3: Brian Chirichiello • New Hampshire Department of Transportation, Bureau of Aeronautics <ul style="list-style-type: none"> ○ Commissioner William Cass 	<ul style="list-style-type: none"> a. Airport newsletter, MHT Horizons b. Airport news posted: https://www.flymanchester.com/about-the-airport/news/ c. Annual National Aviation Day event d. Community Events e. Community Meetings f. Media Outreach g. Public Hearings (as needed) h. Publish solicitation notices in local newspapers, including the Union Leader i. Social Media Postings j. Upcoming project opportunity notifications-

4. Effective Communication

The Department of Aviation will ensure that public engagement is effective, meaningful, and free of linguistic, economic, historical, and cultural barriers to participation. Every effort will be taken to ensure clear, plain, and effective communication with Affected Communities, including materials in accessible formats for persons with disabilities and in languages other than English. See Limited English Proficiency (LEP) section of the Department of Aviation’s MHT Title VI Plan.

5. Communication Platforms

Diverse communication platforms will be utilized to effectively reach the broadest audience. We will use the following platforms, as appropriate, to communicate project details, nondiscrimination obligations, and contact information for the public to share project or operational feedback with our office and the FAA.

Social Media, Monitors, and Other Communication Platforms

1. Career Fairs
2. City of Manchester Department of Aviation public notices
3. Community Meetings
4. Customer Service (via phone, email, in-person at the Information Desk)
5. Emails/Eblasts
6. Local News Media Outreach
7. Media Outreach/Engagement (press releases, print, broadcast, and digital)
8. MHT Airport Website
9. MHT’s Social Media Platforms
10. Outreach Events
11. Surveys

6. Records

This section includes the procedures the Department of Aviation will follow to document outreach efforts. Records for steps taken to **provide outreach to Affected Communities** and for **community input** will be maintained. The community input records will document how the Department of Aviation weighed and incorporated input received; these records will include justifications for any decisions contrary to community feedback.

Both the outreach to Affected Communities and community input records will be stored in the following locations:

Website, In-person, and Other Storage Methods

1. **Airport's Intranet:** flymanchester.sharepoint.com
2. **Airport's Website:** <https://www.flymanchester.com/public-documents-and-plans/>

Records for demographics of participants will also be kept. Requested demographic information will include race, national origin, sexual orientation, gender identity, creed, age, disability, languages spoken, and community membership.⁵ Demographic information will be requested by the following methods:

Demographic Information Collection Methods

1. Sign-in physical sheets and/or digital assistants will request voluntary demographic information from attendees.
2. Marketing and Public Relations will conduct biannual surveys of airport guests for customer satisfaction with airport concessions, restroom cleanliness, food offerings, and other elements and services. The survey will include a voluntary request for demographic information.
3. Participants at small business workshops, pre-bid meetings, and other public meetings will be asked to complete an anonymous survey that includes demographic information.
4. Employees are asked to submit voluntary confidential demographic information at time of hiring.
5. Businesses that submit bids or offers will be asked to complete an anonymous survey that includes demographic information, submitted through a data collection website.

CPP records will be made available to the public using the same methods for other information outlined within this plan.

⁵ This information is solicited to demonstrate compliance with Title VI and related requirements. See 49 CFR § 21.9(b); 49 U.S.C. § 47123; 28 CFR § 42.406; and FAA Order 1400.11.

7. Reporting Outcomes

Within 30 days of the end of each fiscal year (FY), the Department of Aviation will create a CPP Report for that current FY. The report will summarize efforts taken under this CPP in a narrative statement describing:

1. The specific steps taken to produce meaningful engagement with Affected Communities during that FY,
2. The results of those efforts for that FY, and
3. How the Affected Communities' comments and views are or will be incorporated into the decision-making process.

The CPP Reports will be included with the Department of Aviation's MHT Title VI Plan. If no current Title VI Plan exists, the CPP Reports will be added to its Title VI Assessment for each grant.

Appendix 1

Complete only if required by Section 3

Title VI regulations require Federal grant recipients to know their community demographics (49 CFR § 21.9(b)). The Department of Aviation seeks to understand communities that are eligible to be served, actually or potentially affected, and/or benefited or burdened by the Airport's activities, programs, and services. By understanding community demographic information, the Department of Aviation is able to identify, understand, and appropriately engage with communities surrounding MHT.

Low-income, minority, LEP, and ethnically diverse populations that could potentially bear high and adverse impacts from a future proposed Airport project(s) have been identified, assessed, and detailed within the Department of Aviation's MHT Title VI Plan.

Appendix 2

Complete only if required by Section 4

In creating a Language Assistance Plan, the Department of Aviation will consider the volume, proportion, or frequency of contact with LEP persons in determining the appropriate language assistance to provide.

In the Department of Aviation's MHT Title VI Plan Community Statistics section, languages spoken by LEP persons in Affected Communities were identified.