



MSP Airport Long-Term Plan Survey #1

SURVEY BACKGROUND

A survey was created and distributed to the public using the website platform, Polco. Polco is an online polling software intended to reach an audience wider than typical public meeting audiences. Responses allow for purposeful information offering greater value for ongoing planning considerations well beyond complaint-based feedback.

The first round of questions was positioned to:

- Gather general information from respondents about their travel habits
- Generate positive airport attributes
- Find improvement ideas
- Discover innovative opportunities

DATA COLLECTION

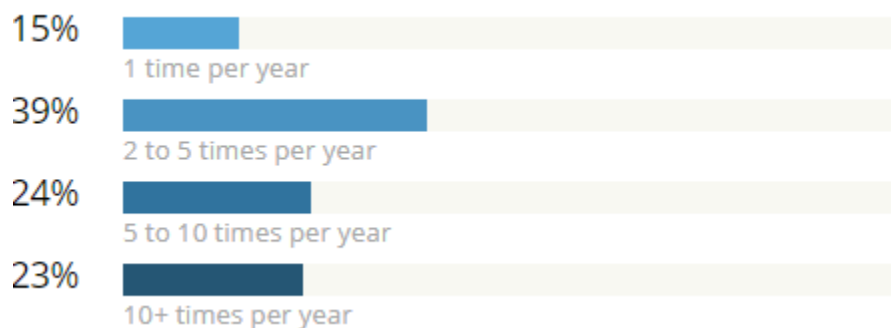
The survey was open for three weeks beginning on July 22, 2019 and was distributed through the following channels:

- MSP Facebook and Twitter post
- MAC News newsletters
- MSP News newsletter
- Airport WiFi Landing Page
- Long-Term Plan project website

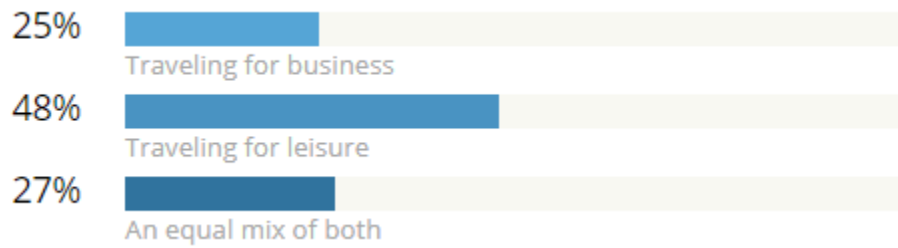
The survey was closed on August 13, 2019. A total of 269 people participated. The survey results were collected and summarized in this document. Results will be considered in the development of the MSP Long-Term Plan.

RESULTS

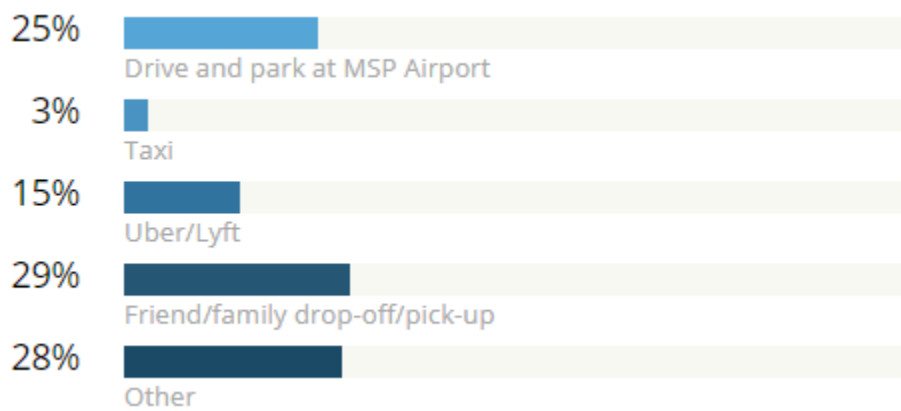
Question 1 **How often do you fly into/out of/through MSP Airport?**



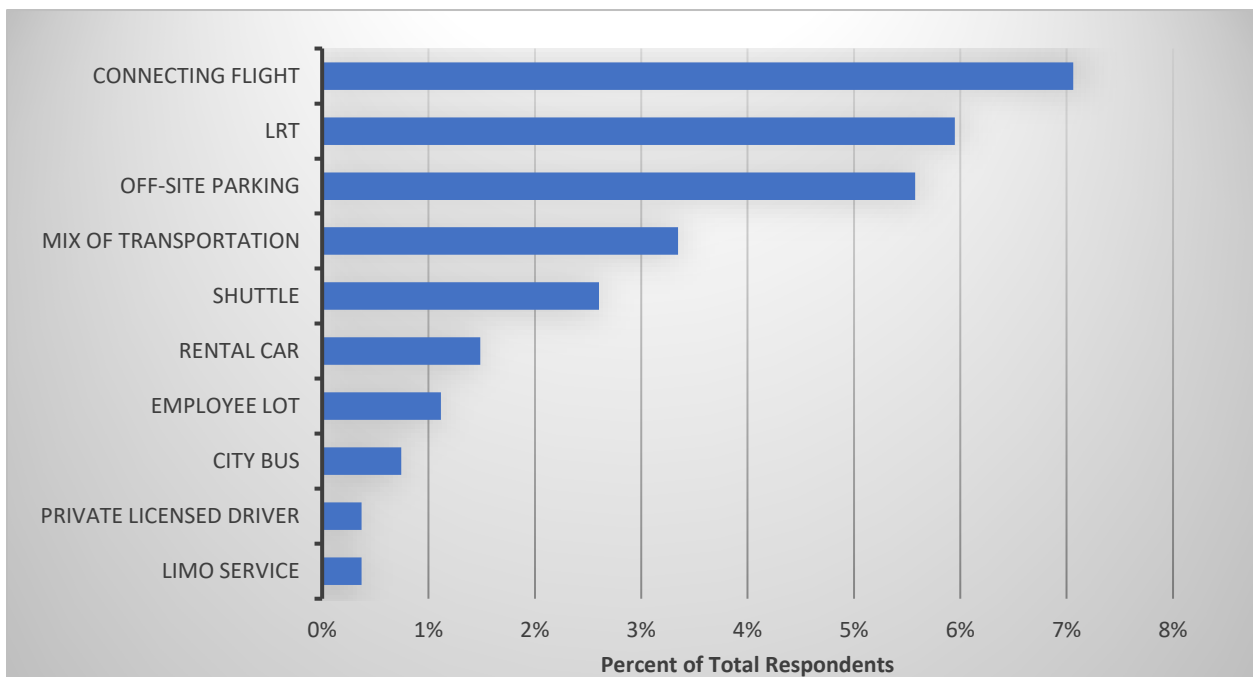
Question 2 **How would you typically classify your travel?**



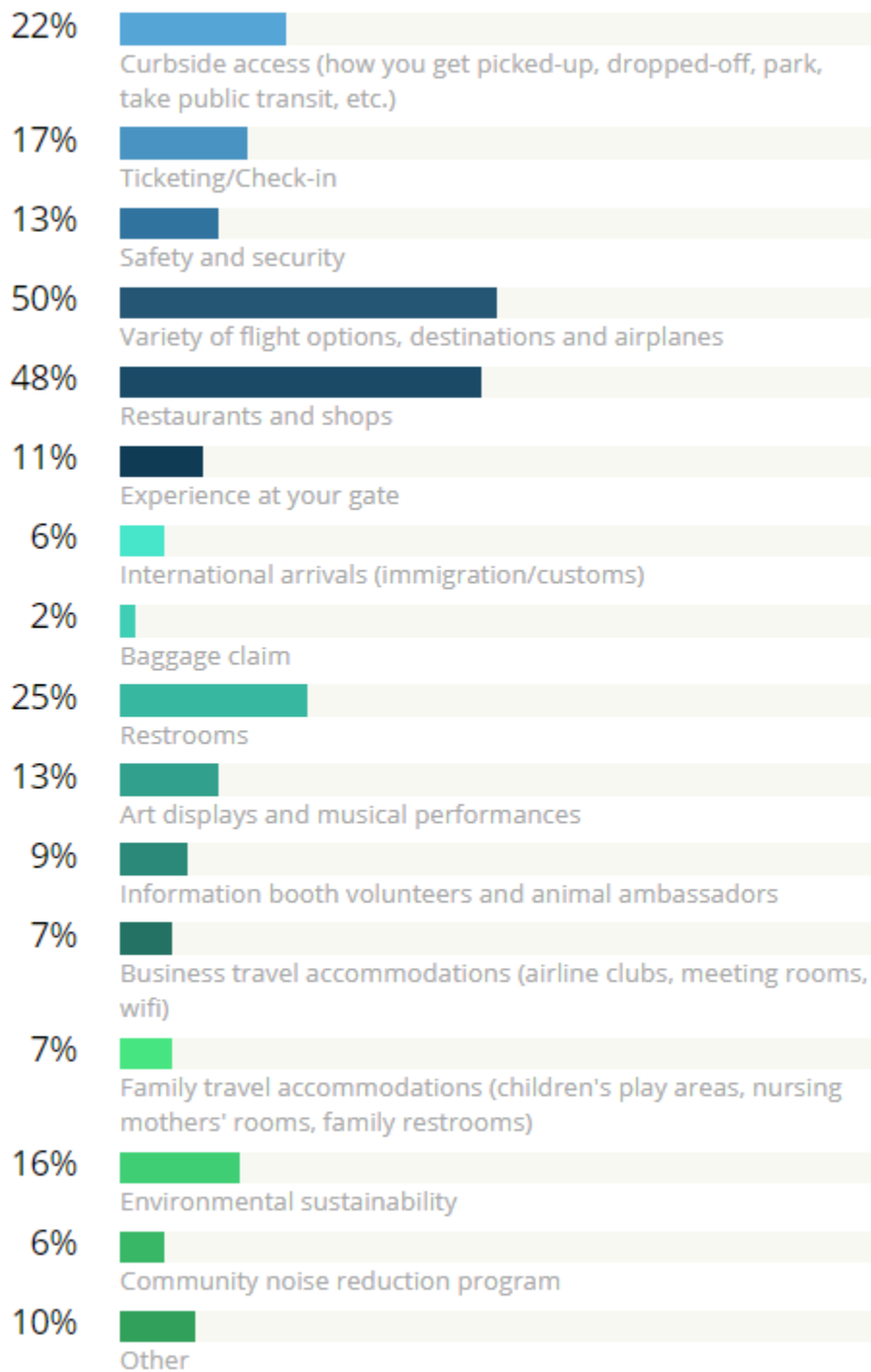
Question 3 **How would do you typically get to and from MSP airport?**



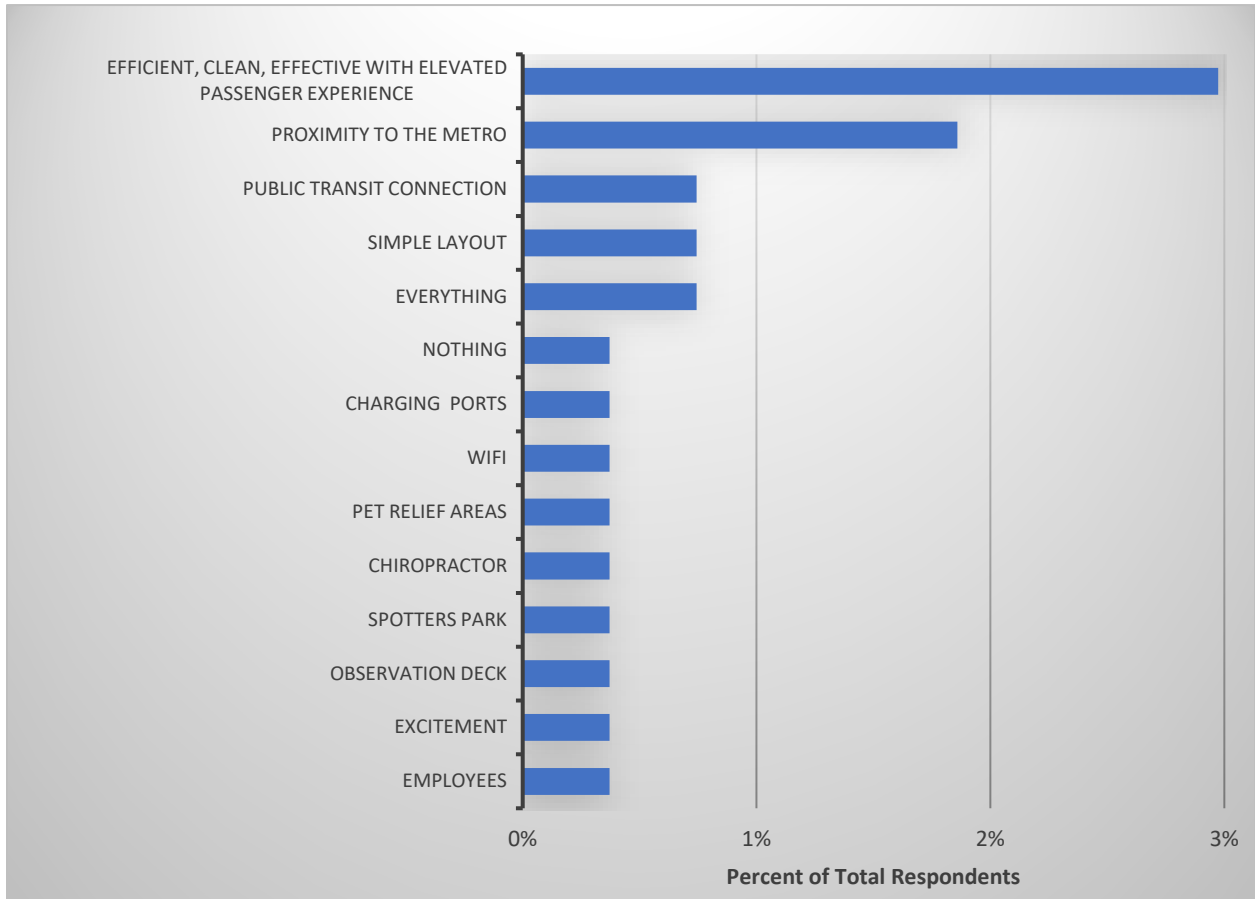
Question 4 **If you selected 'Other' above, please explain:**



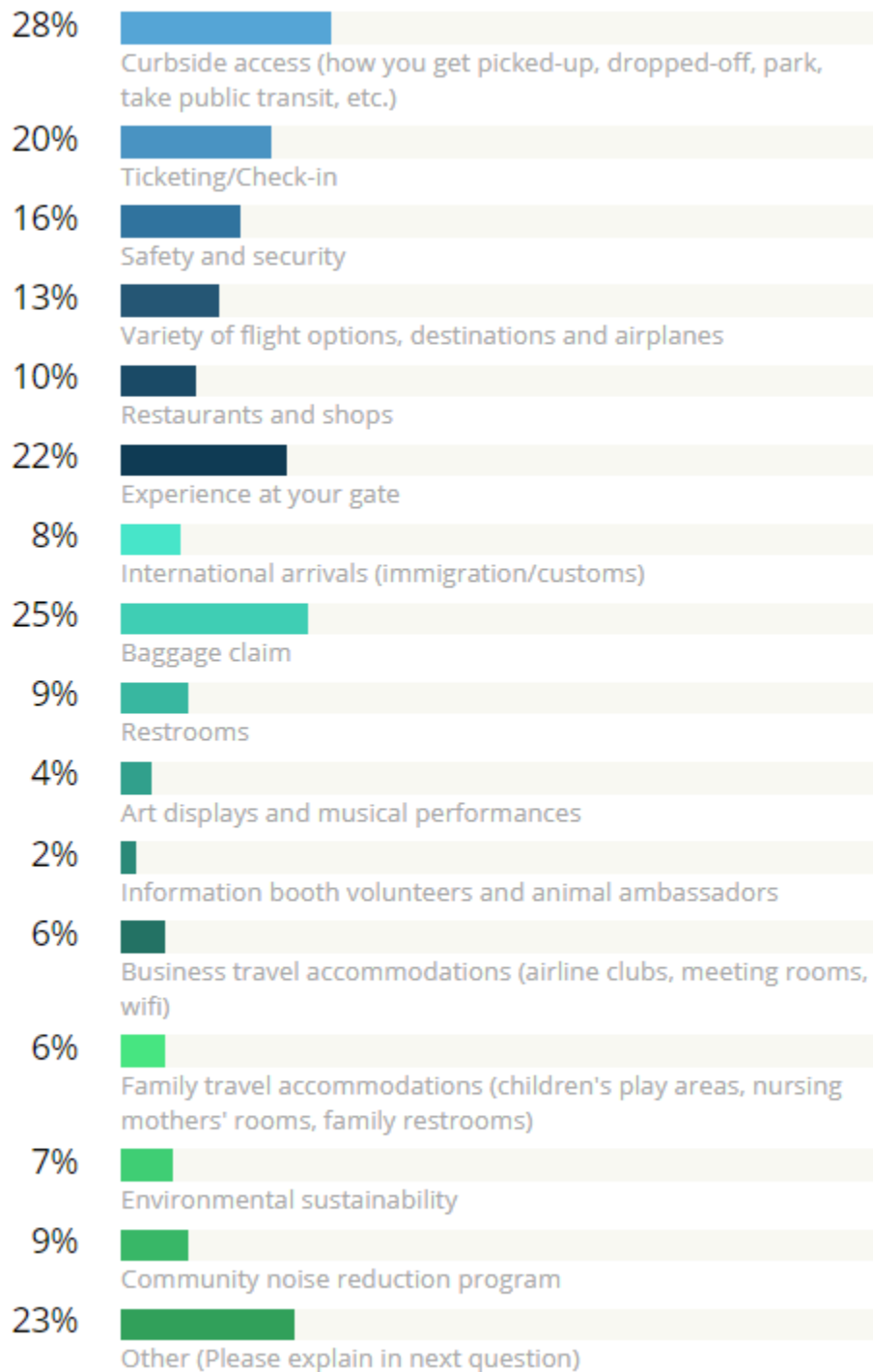
Question 5 **What do you appreciate most about MSP airport? (Select 3)**



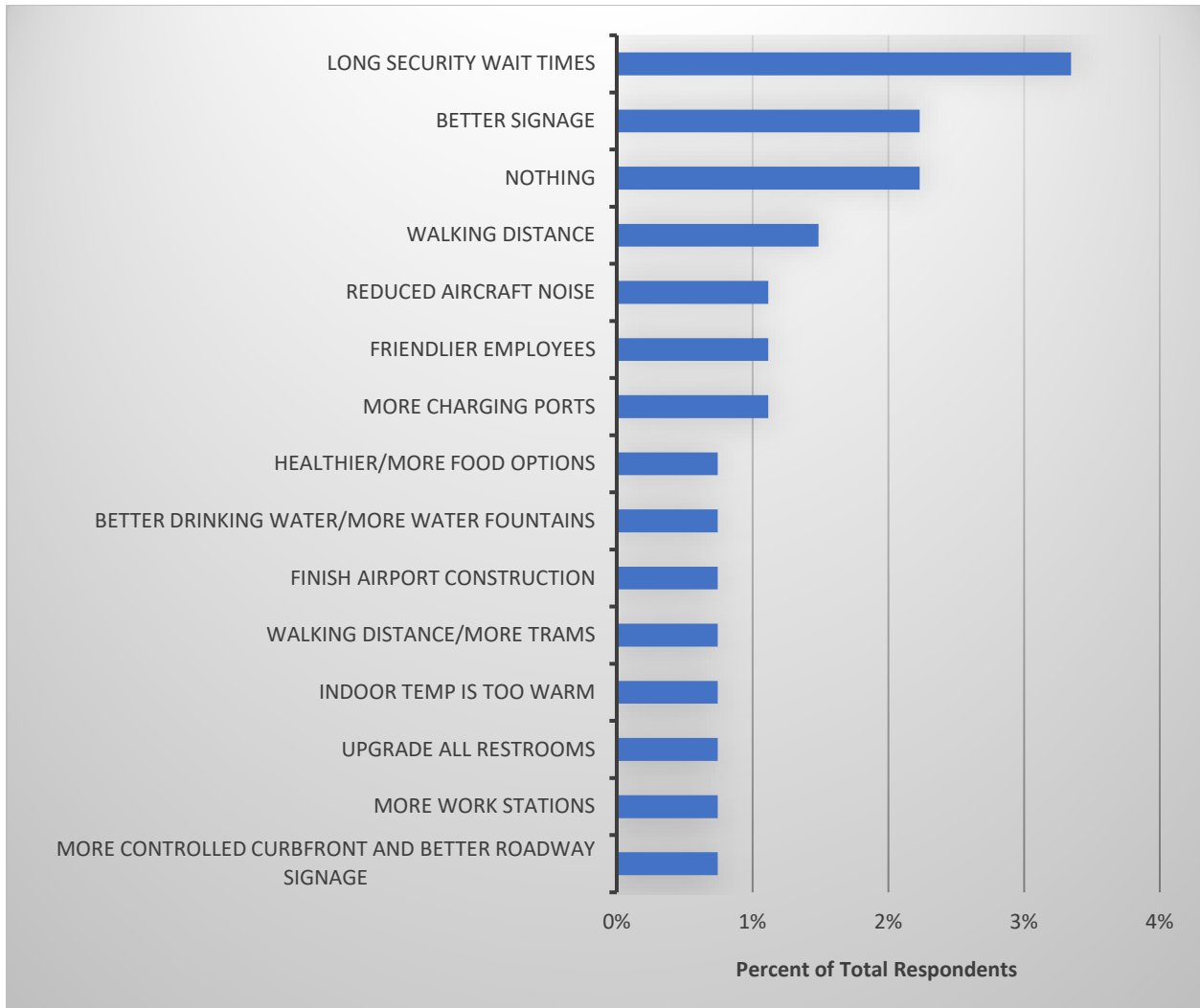
Question 6 If you selected 'Other' above, please explain:



Question 7 **What areas of MSP airport could be improved upon? (Select 3)**



Question 8 If you selected 'Other' above, please explain:

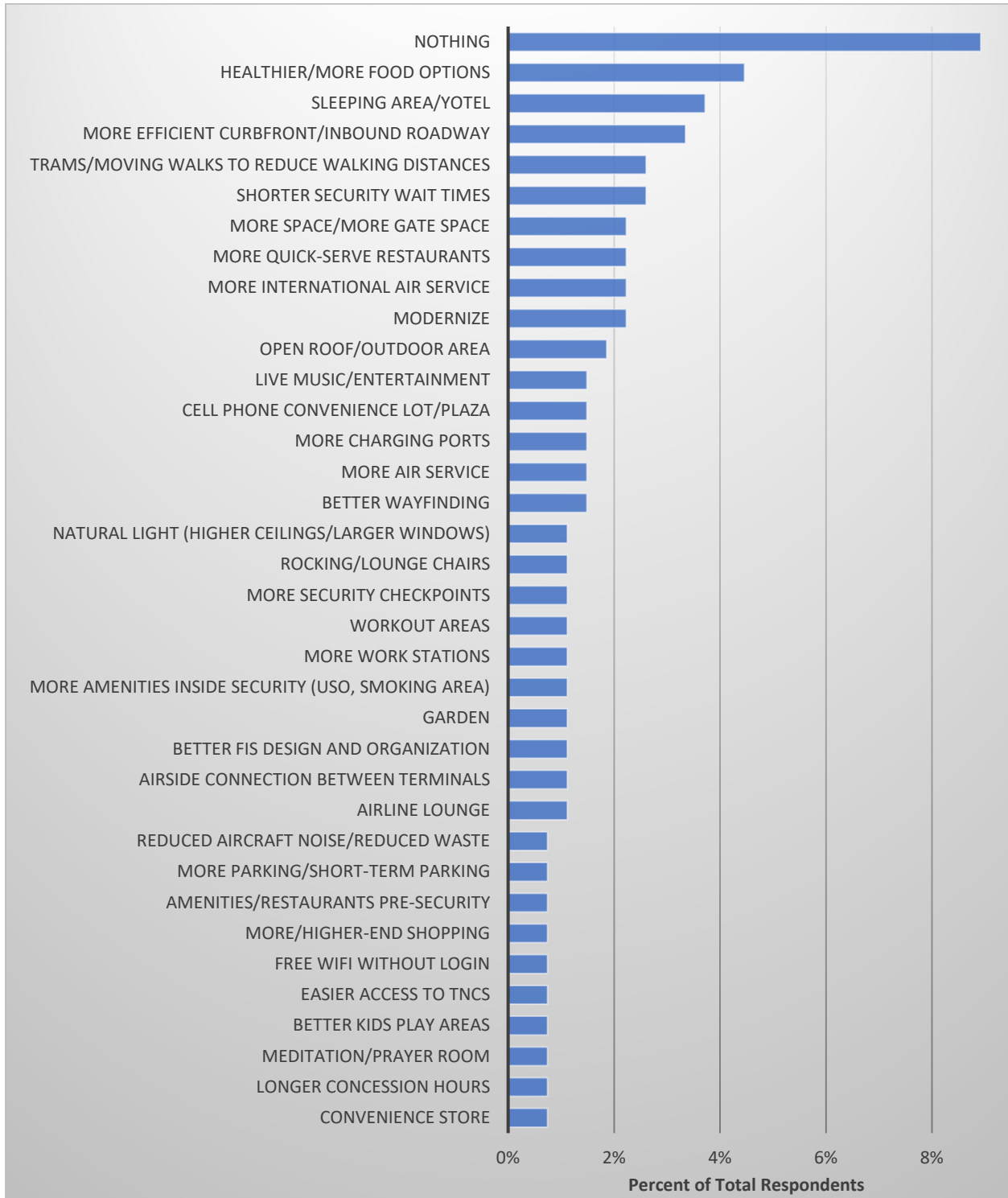


**Due to the variety of responses, this chart shows ideas with greater than one response. The following list includes the ideas mentioned one time (each item listed accounts for 0.4% of total survey respondents).*

Question #8 single-response ideas

- Checkpoint 10 staffing and availability on website
- Cleanliness in gates
- Greeters from curb to gate
- Hand wipes
- Inaccurate announcements on the Tram
- Mobile Pass upgrades
- More air service to East Asia and Dubai
- More iPads at the gates
- More nursing mothers rooms and signage
- More womens restrooms
- Non-secured area concessions
- Pick up area for offsite parking
- Road construction near airport
- Small gatehold areas
- Eliminate iPads at resteraunts
- Curbfront congestion
- Need more T2 amenities and resteraunts
- Expand art and culture program
- Need T2 bus access
- Restrooms at the Aircraft Viewing Area
- Free WiFi
- Bicycle access
- Quieter and cleaner Quiety Seating Area
- Smoking area post-security
- Cleaner restrooms
- Everything
- Easier layout

Question 9 What is missing at MSP Airport that other airports have?* (free form text)



**Due to the variety of responses, this chart shows ideas with greater than one response. The following list includes the ideas mentioned one time (each item listed accounts for 0.4% of total survey respondents).*

Question #9 single-response ideas

- Activated social media spaces
- Admirals Club
- Aircraft Viewing Area
- Bathroom monitoring/notification to request service
- Better on-time service from the airlines
- Bicycle access and parking at T1
- Cheaper parking
- Checkpoints devoted to TSA PreCheck only
- Cleaner facilities
- Clocks
- Common seating areas
- Community Activities
- Easier layout
- Easy transportation for buses and special call cars
- Free luggage carts
- Friendly employees
- Healthier/more food options at T2
- High speed hand dryers
- Ice cream
- Indoor temp is too warm
- Integration with Air Guard or Northwest museum
- Interactive area highlighting Minnesota
- Larger restrooms
- LED light displays
- Longer parking times for employees
- Louder announcements
- Lower airline fares
- Luggage lockers in restroom
- More accessible elevators
- More fiscally responsible
- More nursing mothers' rooms
- More police presence
- More restrooms
- More ticket kiosks
- Mounted camera of the view out the Observation Deck
- Movie theater/video game entertainment lounges
- New control tower
- New private single-use restrooms
- Post-security access to non-ticketed public
- Public transit from the south metro
- Remote check-in and baggage drop
- Slot Machines
- T2 Clear
- T2 Priority Pass Lounge
- Uniforms for airport employees
- USO at T2
- Welcoming baggage claim area
- Wider concourse walkway

CONCLUSIONS

The survey resulted in constructive feedback and provides the Stakeholder Advisory Panel and MAC planning team ideas to evaluate for the MSP Long-Term Plan.

The MAC planning team will continue using Polco to invite stakeholder groups to provide feedback. The next survey will be focused on obtaining feedback from the communities and residents surrounding the MSP Airport. The Long-Term Plan will reflect themes identified in Polco surveys to the extent practical.