

## MSP Airport Long-Term Comprehensive Plan – A 20-Year Look Ahead

### Stakeholder Advisory Panel

#### MEETING MINUTES

Tuesday, August 27<sup>th</sup>, 2019

Stakeholder Advisory Panel Meeting #2

Intercontinental Hotel, MSP Airport

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**Panel Members:** Kathleen Barrett, Airline Managers Council/Sun Country Airlines; Dave Borgert, Regional Economic Development; Bill Deef, Meet Minneapolis; Pam Dmytrenko, City of Richfield; Mark Ellingson, Regional Economic Development/Microbiologics, Inc; Bill Goins, Cargo Operator; Susan Heegaard, City of St. Paul; Eric Johnson, City of Bloomington; Rylan Juran, MnDOT Aeronautics; Kathleen Koetz, Customs and Border Protection; Jan Kroells, Bloomington Convention and Visitors Bureau; Cheng Lor, Airport Business/Aero Service Group; Terry Mattson, Visit Saint Paul; Dianne Miller, City of Eagan; Gina Mitchell, FAA Airport District Office; Hank Moody, MSP Airport and Airline Affairs Committee/Delta Air Lines; Dan O’Leary, Community At-Large; Andrew Palmberg, Travelers with Disabilities Advisory Committee; Linea Palmisano, City of Minneapolis; Shari Paul, Business Travel Advisor/Medtronic; Elizabeth Petschel, City of Mendota Heights; Vicki Stute, Minnesota Chamber of Commerce; Amanda Taylor, Greater MSP; Cliff Van Leuven, Transportation Security Administration; Jana Webster, MSP Airport Foundation

**MAC Staff:** Brian Ryks, Executive Director/CEO; Roy Fuhrmann, COO; Bridget Rief, VP of Planning, Development and Environment; Mitch Kilian, Associate VP of Governmental Affairs; Neil Ralston, Airport Planner; Dana Nelson, Director of Stakeholder Engagement; Brad Juffer, Manager of Community Relations; Melissa Scovronski, Manager of Corporate Communications and Creative Services; Brian Peters, Michele Ross, Assistant Manager of Community Relations; Jennifer Lewis, Community Relations Specialist

**Others:** Randy Schubring, MAC Commissioner; Loren Olson, City of Minneapolis; Jessica Wyatt, HNTB; Greg Albjerg, HNTB; Todd Streeter, Community Collaboration; Dave Wondra, Wondra Group

### 1. Welcome Remarks

**Naomi Pesky, MAC VP of Strategy and Stakeholder Engagement**, welcomed everyone to the meeting and gave a background of the MAC’s reorganization and creation of the Strategy and Stakeholder Engagement division. **Pesky** gave an overview of the Long-Term Plan and what results will come from stakeholder engagement and public feedback.

## 2. Panel Introductions

The Stakeholder Advisory Panel consists of 29 members from tourism associations, airport tenants, public partnerships, regional businesses, passenger groups, local communities. Each member introduced themselves, mentioned the organization they represent as stakeholders, and gave a brief synopsis of what they'd like to learn through their panel participation. Afterwards, **Dana Nelson** asked all MAC staff to introduce themselves as well as any other members of the public.

## 3. Planning update and baseline/forecast passenger and operations activity levels

**Neil Ralston, Airport Planner**, introduced the activity forecasting phase, which is being done in partnership with MAC's airport consultant, Ricondo and Associates. **Ralston** started with the objective to develop aviation forecasts for MSP that identify a likely range of demand levels for aviation services. Included in this, the forecasts should have a high level of detail, provide a reasonable range of possibilities, and engage stakeholders to provide insight and input in development.

At the time of this meeting, four steps in the forecast process are complete and two steps are in process. This plan uses 2018 as the baseline year and the information includes passenger originations and total enplanements, air cargo activity, total operations, forecast scenarios and alternative scenarios. This will lead to annual projections and design day flight schedules. Ralston followed up this information

**Ralston** moved on to an update on the airfield capacity study, which is being conducted with MAC's airport consultant, HNTB. He reviewed the objective: to use state of the art simulation tools to predict how the MSP airfield and close-in airspace will perform under forecasted aircraft levels. This study should develop a baseline and then predict how much existing capacity is needed to accommodate current and forecasted demands. It will also help to develop a flexible simulation model to be used to test how alternative scenarios affect capacity.

**Ralston** presented historical flight data, runway configurations, operational considerations and the capacity study schedule. At the time of this presentation, the team was on Phase 1 of a 3-phase process, final deliverable is scheduled to be complete in June 2020.

## 4. Recap Panel meeting #1

**Dana Nelson, Director of Stakeholder Engagement**, began by reminding the group of the goals of the panel: to have a broad representation of stakeholders who will take information from planning resources, share with their communities and constituents, and return to the panel with feedback and to directly communicate community concerns. **Nelson** reviewed the order and process of the first meeting which took place on June 10<sup>th</sup>, 2019. The meeting was mostly an open discussion and there were a number of insights from panel members.

For purposes of documenting the discussion, comments during the open conversation were divided into five topic areas: Curbside, Roadways and Public Transit; Passenger Amenities and Services; Airport Safety and Security; Air Cargo Activities; General Comments/Questions. **Nelson** said that the insights as well as the actions MAC is taking to either incorporate them into the Plan, develop new Frequently Asked Questions, or otherwise address the themes is provided in a 9-page Panel Report that was included in the meeting materials and posted on the Long-Term Plan website.

## 5. Present traveler survey results

**Dana Nelson, Director of Stakeholder Engagement**, presented a recent survey that was conducted to collect insights from the traveling public through an online polling platform, Polco. The purpose of the survey was to gather general information about travel habits, find out what is going well at MSP, find improvement areas and uncover innovative opportunities.

**Nelson** said the survey was open for three weeks and distributed through multiple channels. A total of 269 people participated. She then presented a summary of the survey results, noting that the majority of respondents appreciate the variety of flight operations, destinations and airplanes as well as airport restaurants and shops. The majority of respondents feel that curbside access and baggage claim are the biggest areas of improvement. There was a wide variety of responses for the things MSP airport is missing that other airports have. Nine percent replied nothing. Other responses included healthier/more food options, sleeping area, more efficient curb front/inbound roadway, trams/moving walks to reduce walking distances, and shorter security wait times.

The Panel asked questions and discussed the survey results. Specific interest from the Panel included better understanding of the difference between Terminal 1 – Lindbergh and Terminal 2 – Humphrey respondents, how passengers and employees are traveling to the airport, in-terminal wayfinding/signage, identifying the difference in the MSP airport experience between the business traveler, leisure traveler, and employees.

**Nelson** closed with announcing the Experience MSP public event at the Mall of America. The purpose of the event is to bring MSP Airport to the public, inform the public about the Long-Term Plan, and collect feedback about the Plan. The event will include a number of booths focused on different avenues of the airport and the public is welcome to attend and ask questions, get more information, and try some food from vendors at the airport.

## 6. Public Comment period

No public comment

Respectfully Submitted,

Amie Kolesar, Recording Secretary