MSP Airport Long-Term Plan Survey #2

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 second round of questions was positioned to:
- Gain a greater understanding of traveler and community attitudes, perceptions and airport issues
- Educate public on several interesting airport facts
- Find examples of preferred airports and what makes them stand out to the general public
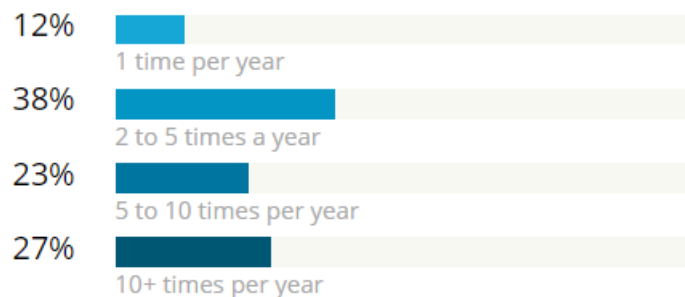- Generate specific ideas and suggestions for airport improvements

DATA COLLECTION

The survey was open for four weeks beginning on September 24, 2019 and was distributed through the following channels:

- MSP e-newsletter to over 700 individuals subscribed to the MSP Long-Term Plan topic
- MAC News newsletters
- MSP News newsletter
- Postcard mailing to over 8,000 residents around MSP
- Experience MSP public event
- Emailed to members of the MAC Commission, Stakeholder Advisory Panel, and MSP Noise Oversight Committee members

The survey was closed on October 22, 2019. A total of 456 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.
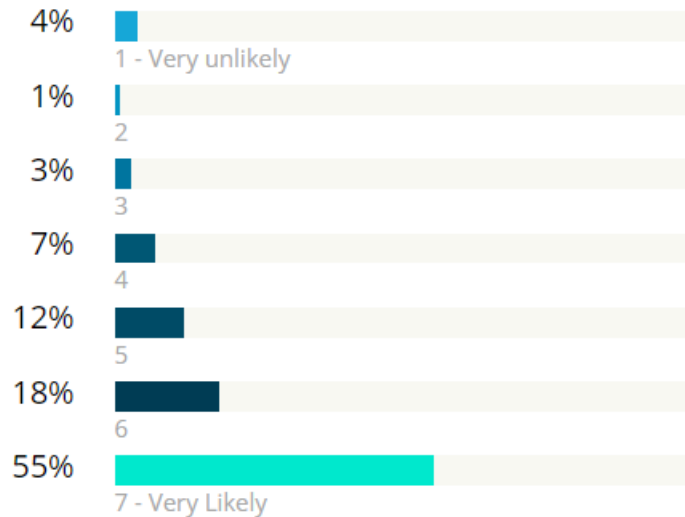
RESULTS

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

Percentage	Frequency
12%	1 time per year
38%	2 to 5 times a year
23%	5 to 10 times per year
27%	10+ times per year

Question 2 Do you work at MSP Airport?

90% No   10% Yes

Question 3 On a scale of one to seven, where one is very unlikely and seven is very likely, how likely are you to recommend using the MSP Airport for travel?

Percentage	Scale
4%	1 - Very unlikely
1%	2
3%	3
7%	4
12%	5
18%	6
55%	7 - Very Likely

Question 4 What is your favorite airport to fly into or out of and why?

46 % MSP   54% Other Airports

Representative respondent comments favoring MSP:

- *MSP! It is clean, spacious, thoughtfully designed, with great bathrooms, improving restaurants and shops, and quality programs such as art, therapy dogs, the program for special needs kids, and live music. I also appreciate that it is one of the top airports in the world for on-time performance.*

- *MSP is my favorite for several reasons. It is welcoming with the pet ambassadors, music, shops and art displays. Even when I am rushing through on business, it is a pleasant airport. Also it is well organized and clean. Many other airports seem to be in disarray and chaos frequently.*

- *MSP!!! There are plenty of relaxing, spacious places to sit. Food choices are unparalleled. The ART!! OH! LOVE the mosaics!! The local pottery, paintings, sculptures, media, musical talents... all of it! The BEST!!! and it's easy to get from one gate to the other. New addition of an exit from the G to baggage claim...aces... and larger moving walkways. No beeping carts. I love my airport! Great job! (MSP DELTA Flight Attendant)*

Respondents offering other examples of their favorite airports:

Chicago O'Hare - *Multiple restaurant options, great little shops, easy to navigate.*

Amsterdam - *It's extremely efficient and well-organized.*

Zürich - *Clean and modern - elegant in design and extremely functional and well organized. Also home destination.*

Atlanta - *Subways move people quickly for a major hub.*

Incheon in Seoul - *It was like the most efficient shopping mall I've ever been to! So many options to kill time if you have a long layover, etc. Loved it!*

Phoenix Sky Harbor Airport - *It is nicely laid out with easy access to connections/ground transport and the airport itself is close to the city center and visually appealing inside and out with many references to the desert.*

Heathrow Terminal 5 - *All airport terminal should "soar" like this one does. Open, inspirational, it evokes the grand railway stations of Europe. Detroit's new terminal A is beautiful. Again, open, light, truly a pleasant place to be. Vancouver, BC is one of the most beautiful airports I have ever been to. Excellent access to public transportation, Open spaces, it doesn't have the open soaring feel of the others, but, it somehow manages to feel relaxed, uncrowded, comfortable. Sorry but Chicago O'hare. Its brighter and doesn't seem so far from gate to security in coming. Also MSP if we are TSA prechecked because they are so friendly and its small enough to care but big enough to deliver services.*

Amsterdam - *So functional, spacious, clear markings, ease of use, and beautiful.*

New York - JFK - *Great lounges and priority experience.*

So far this is the best to fly out of, but **Kansas City** *is easier to fly into. The hotel shuttles are more clearly marked.*

Chicago airports - *Lots of food and stores open late hours.*

Detroit - *Good services in airport. Excellent transportation within airport.*

Philadelphia - *I love the parking lot for waiting for arrivals -- the "cellphone" lot.*

Singapore Changi - *So many amenities and options! and it's beautiful.*

Detroit - *Love the tunnel w lights/music, and the fountain. MSP for the food and art.*

Dallas-Fort Worth - *Easy to get around.*

Denver International - *Nice layout, interesting exhibits and decor.*

Edinburgh UK - *Has excellent security after a major redesign a few years ago. Don't copy their baggage reclaims though as it is dreadful!*

Denver - *TSA has their act together.*

Stockholm - *Easy in and quick security checks.*

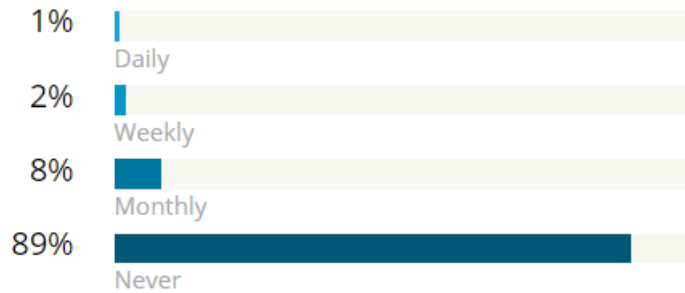**Dallas-Fort Worth** - *Their security line processes.*

Singapore - *Sleeping areas for all passengers, butterfly garden, and great food options.*

Denver - *Very easy to navigate.*

Atlanta - *The most efficient.*
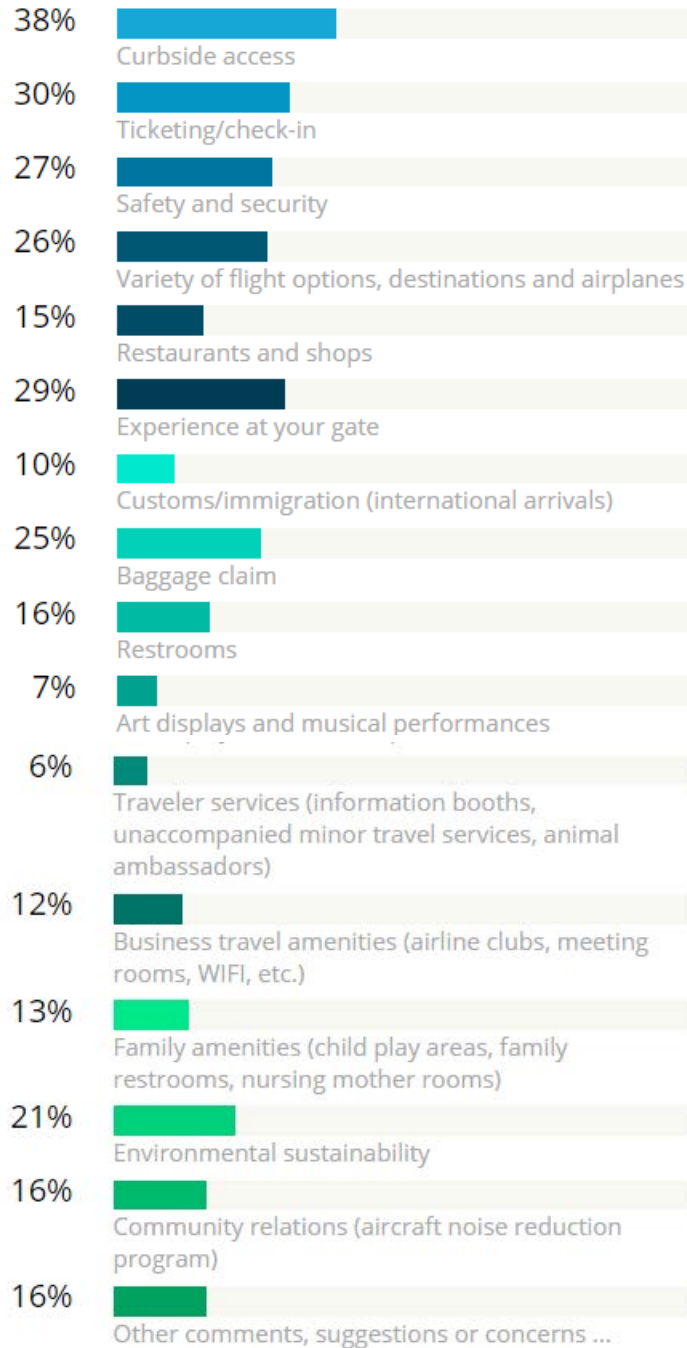
Dallas-Fort Worth - *Ease of concourse transportation.*

Question 5 **If there was a way to bike directly to Terminal 1 at MSP Airport, how often would you use it?**

1%	Daily
2%	Weekly
8%	Monthly
89%	Never

Question 6 **How frequently do you use each of the following media sources to stay informed on local news and information?**

	Daily	Weekly	Monthly	Never
Online regional newspapers (such as the StarTribune or Pioneer Press)	29%	20%	18%	33%
Local newspaper delivery	13%	18%	4%	66%
Local TV stations	35%	21%	18%	26%
AM or FM radio	52%	20%	9%	20%
Local news websites/blogs	31%	27%	16%	25%
Facebook	45%	14%	10%	31%
Twitter	24%	11%	10%	55%
Neighborhood or community websites	9%	24%	25%	42%
Talking with neighbors, friends, family, or co-workers	39%	36%	16%	9%
Attending community meetings	1%	5%	30%	65%
Viewing YouTube news channels	8%	8%	13%	70%
Online forums	7%	10%	22%	61%

Question 7 Of the following, what could be improved? Use Question 8 to give details on how you would make improvements. Please be specific on Terminal 1 or Terminal 2.

Percentage	Category
38%	Curbside access
30%	Ticketing/check-in
27%	Safety and security
26%	Variety of flight options, destinations and airplanes
15%	Restaurants and shops
29%	Experience at your gate
10%	Customs/immigration (international arrivals)
25%	Baggage claim
16%	Restrooms
7%	Art displays and musical performances
6%	Traveler services (information booths, unaccompanied minor travel services, animal ambassadors)
12%	Business travel amenities (airline clubs, meeting rooms, WIFI, etc.)
13%	Family amenities (child play areas, family restrooms, nursing mother rooms)
21%	Environmental sustainability
16%	Community relations (aircraft noise reduction program)
16%	Other comments, suggestions or concerns ...

Question 8 Please provide your comments for Question 7 in the box below.

Below are some of the respondents' suggestions on how they might improve MSP:

- *Why not make the entire length of Terminal C on the drive into the airport a drop-off zone with heated, moving walkways to the security checkpoints?*
- *Separate the ticketing / baggage from the terminals like SMF.*
- *I would like to see more self-bag drops.*
- *Reopen the skyway security checkpoint regularly.*
- *Need to have more TSA options for people who have no luggage/baggage with them.*
- *Terminal 1 - skyway checkpoint should be TSAPre + carry on only.*
- *Replace the coffee place on E concourse with Caribou or Starbucks (preferably Caribou).*
- *Food on public side.*
- *Have mini food trucks that travel to high traffic areas at ends of terminals.*
- *Make MSP feel even more like a home.*
- *Club-like seating areas in the main terminal.*
- *More comfortable seating + work stations.*
- *Run the train in a circular fashion to all these gates.*
- *Seating area in bathrooms.*
- *Informational displays on local history/museums/events.*
- *Roving "helpers" to assist with all aspects of checking in, baggage claim etc.*
- *Signage that matches what the agents are saying.*
- *I'd like to see NexTrip countdown signs in more places.*
- *More lounges not just ones attached to airlines.*
- *How about lounges at Heathrow T3 with pod bedrooms?*
- *High-end gaming equipment for playing video games while on a layover.*
- *Expand the therapy dogs program!*
- *T2 needs a club!!*
- *A day pass created for the general public to enjoy restaurants and shopping*
- *A playground or even an indoor swing set with turf would be SO COOL!*
- *More water bottle fill stations and better labeled recycling cans.*
- *Offer discounts or air miles to people who bring their own cutlery or coffee mugs*
- *Stationary bikes available for people to charge their phones*

Question 9 What is your zip code? (This is used to distinguish between twin cities travelers versus outstate travelers)

82%   Minnesota   (55xxx, 56xxx)   18% Out-State

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 Long-Term Plan will reflect themes identified in Polco surveys to the extent practical.