



STAKEHOLDER ADVISORY PANEL MEETING #3

Meeting Objective: Recap the first public event and review the survey results from the second Polco survey. Receive a presentation on the Air Service Quality surveys conducted at airports across the world. Hear an update on the Airfield Capacity Study and Facility Requirements.

Agenda:

4:30 Welcome

Bridget Rief, MAC Vice President of Planning and Development

4:40 Introductions

5:00 Recap the first Experience MSP public event

Dana Nelson, MAC Director of Stakeholder Engagement

5:10 Public survey results

Discuss results from the most recent public survey – Dana Nelson, MAC Director of Stakeholder Engagement

5:20 MSP's Airport Service Quality (ASQ) Survey Rankings*

With the level of interest in passenger surveys expressed at the last Panel meeting, MAC will present ASQ survey results and rankings for MSP compared to historic trends and benchmark airports – Steve Gentry, MAC Customer Research Analyst

5:50 MSP Airport Long-Term Plan Update

Airfield Capacity Study and Facility Requirements Update – Neil Ralston, MAC Airport Planner

6:20 Public Comment

6:30 Close

*ASQ is provided through Airports Council International and is the world's leading airport passenger service and benchmarking program. It measures passengers' satisfaction whilst they are traveling through an airport.