

MSP Airport Long-Term Comprehensive Plan – A 20-Year Look Ahead
Stakeholder Advisory Panel
MEETING MINUTES
Thursday, January 30, 2020

Stakeholder Advisory Panel Meeting #3
Crown Plaza, Bloomington, MN

Panel Members: Kathleen Barrett, Airline Managers Council/Sun Country Airlines; Pam Dmytrenko, City of Richfield; Hal Gray, Cargo Operator/FedEx; Michael Garnier, T2 Users/Southwest Airlines; Bill Goins, Supply Chain Management; Rylan Juran, MnDOT Aeronautics; Kathleen Koetz, Customs and Border Protection; Jan Kroells, Bloomington Convention and Visitors Bureau; Cheng Lor, Airport Business/Aero Service Group; Dianne Miller, City of Eagan; Gina Mitchell, FAA Airport District Office; 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; Joel Akason, Greater MSP; Russ Owen, Met Council; Dave Borgert, Regional Economic Development/St. Cloud; John Edman, Explore MN

MAC Staff: Brian Ryks, Executive Director/CEO; Roy Fuhrmann, COO; Atif Saeed, CFO; Bridget Rief, VP of Planning, Development and Environment; Neil Ralston, Airport Planner; Dana Nelson, Director of Stakeholder Engagement; Brad Juffer, Manager of Community Relations; Brian Peters, Assistant Director, CMAA, Air Service Business Development; Michele Ross, Assistant Manager of Community Relations; Jennifer Lewis, Community Relations Coordinator; Steve Gentry, Customer Research Analyst

Others: Loren Olson, City of Minneapolis; Greg Albjerg, HNTB; Todd Streeter, Community Collaboration; Nick Thompson, Met Council; Cheryl Jacobson, City of Mendota Heights; Connie Carrino, Edina

1) Welcome Remarks

Bridget Rief, MAC Vice President of Planning and Development, welcomed everyone to the third meeting. Ms. Rief gave a background of the MAC’s Planning and Development branch of the organization.

2) Panel Introductions

The Stakeholder Advisory Panel consists of 30 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) Recap of the first Experience MSP public Event

Dana Nelson, MAC Director of Stakeholder Engagement, reviewed the event at the Mall of America. There were 60 individuals in attendance. There were nine exhibits, one of which was "Taste of MSP" hosted by an airport restaurant, in this case, Pinku.

Nelson shared a summary of what was heard from the attendees:

- Questions about future planning at MAC's reliever airports
- The projected number of domestic/international flights, cargo flights and how the airfield is big enough to handle future projections
- Questions about airport security/safety
- Changes to security screening for passengers

The next event is scheduled on April 9, 2020 at the Crowne Plaza Aire in Bloomington from 4:00 pm – 8:00 pm. The formal presentation will begin at 6:00 pm.

Note: The second Experience MSP Event was cancelled due to the COVID-19 pandemic.

4) Public Survey Results

Dana Nelson, MAC Director of Stakeholder Engagement, reviewed the results of the second Polco survey. The purpose of the survey was to gain a greater understanding of traveler and community attitudes, perceptions and airport issues. It was also to encourage people to sign up to the LTP distribution list and understand preferred news sources. A summary report of the results is posted on the LTP project website.

Nelson expanded with certain questions, such as, "what is your favorite airport and why?" MSP Airport represented 46% of the answers and "other airports" representing 54%. There were recommendations for more outside views. Another highlighted question was, "Of the following, what could be improved?" Curbside access and Ticketing/Check-in were the top two (38% and 30% respectively). She reiterated the importance of the stakeholder panel and participation and how much of a difference their efforts make in the long-term future of the airport.

To illustrate this, a short video was shown with renderings of Terminal 1. **Nelson** explained that the projects currently underway in Terminal 1 were projects included in the last Long-Term Plan. This includes ticketing level and baggage claim changes and unmanned exit lanes.

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

Steve Gentry, MAC Customer Research Analyst, explained the survey background and introduced the ASQ. It is the world's leading airport customer satisfaction benchmark survey program. The program is owned and managed by Airports Council International (ACI). ACI has awarded the "Best Airport in North America" to the MAC in our size, for the past three years.

Gentry discussed each of the ASQ Scores and Panel Rankings. He compared 2017 and 2018 results. The items were broken down into four categories. He stressed how important customer service was in this to the organization. Overall satisfaction – these scores determine the awards and how airports are benchmarked. Beginning in 2006 the overall has an upward trend with slight dips.

Bill Goins – commented on the wonderful trend line – one area he would like to brainstorm is about access to the airport. There is one access point into the airport for parking. With the upcoming construction it will increase the difficulty and congestion to access the airport. Can we look at this differently in the long-term? How do we enhance the accessibility to the airport? Could the long-term plan for the airport include parking off of airport property (perhaps in partnership with MAC) to decrease congestion.

Dana Nelson responded and acknowledged that we need to accommodate all modes of travel to the airport.

Bridget Rief agreed that MAC needs to accommodate all modes of travel to the airport. There is a park and ride facility that sits in Anoka and Blaine. **Rief** responded to a question regarding traffic issues and acknowledges the lack of curb length. The Long-Term Plan currently includes these questions.

Nick Ralston – also responded to the traffic congestion. There is only so much real estate that can be used. There is a consultant that we are using to get into building scenarios for future alternatives to access the airport.

Dana Nelson also responded to a question regarding the ramps that are reaching end-of-life and if MAC is planning to rebuild them. **Nelson** mentioned that the plan for that space was yet to be determined and explained two options: one is removing the ramps and using the space for something different, the second is reconstructing the ramps. A third option was mentioned as a combination of the first and second options.

Steve Gentry answered a question regarding the ranking of North American airports. Indianapolis Airport scores incredibly high – it is underutilized.

Gentry also gave one strength and one weakness at the request of a panel member. The strength is our people. Customers want the “3 W’s” which are waiting, wayfinding and washrooms.

6) MSP Airport Long-Term Plan Update

Neil Ralston, MAC Airport Planner, provided an update for the Long-Term Plan. He reviewed the three goals for the Long-Term Plan. **Ralston** also reviewed the aviation activity forecasts for both enplaned passengers and aircraft operations (takeoff/landing) that are expected to occur naturally over time. He explained that the Planning Activity Levels (PALs) are triggers that may lead to implementation of certain facility needs, not certain years or periods of time.

Ralston provided an update on the Airfield Capacity Study. The baseline modeling scenario will reflect 2018 activity during the five most commonly used runway use configurations. **Ralston** showed an MSP Capacity Metrics Summary for 2018 Average Day Peak Month modeled configurations. He defined the term “delay” as the difference between unimpeded travel time and the actual travel time. The baseline average annual flight delay is in the 2-3 minute per aircraft range. **Ralston** noted some aircraft may experience higher delay of 8-9 minutes; however, the existing airfield is able to quickly recover after peak operational times.

Ralston shared industry guidance on delay and level of service and noted that service levels degrade as average annual delay increases.

Ralston then shared an update on the terminal facilities planning phase, which intentionally looks at people, facilities, and processes in the overall facility needs. There will be a series of workshops to bring subject matter experts together to discuss the following components:

- WS#1 Landside/Non-Secure Terminal
- WS#2 Airside/Secure Terminal
- WS#3 Transportation Security Administration
- WS#4 US Customs and Border Protection
- WS#5 Terminal Support/Ramp Operations

Ralston explained how stakeholder input is critical to embedding continuous improvement into the planning process.

John Edman – Asked for clarification regarding slide 48 of the presentation. Why is it perceived for international travel to be flat? **Ralston** explained the numbers are going up, but the percent of the larger pie, does stay the same.

Dan O’Leary – asked for clarification regarding peak hours and perhaps spreading out flights. **Ralston** responded that airline demands vary by carrier. Sun Country and Southwest representatives both spoke regarding their respective airline demands.

Liz Petschel - asked about the length of runway and timing of arrivals and departures. She also asked about lengthening 12L as part of the long-term planning. **Dana Nelson** – responded to the questions regarding 12L lengthening. Numerous airline representatives offered their feedback regarding the topic.

Bill Goins asked whether we are seeing growth in the origination and destination percentages? Is there an increase to passengers staying in MSP? **Goins** went on to say that MSP is the economic hub for the metro area. The heart of our market. By having the Hwy 5 challenges and other major construction about the impact of the construction on both commerce and commuters. How do we ensure that accessibility isn't going to be a key factor in people's decisions in getting to/from MSP? How can we partner with other businesses to work on the accessibility and ease of going in and out of MSP in the long-term?

Dana Nelson – took an informal poll on the timing for these meetings. Most members said this time works well. **Nelson** committed to sending out the next Doodle Poll with alternative meeting time options for the group to consider.

7) Public Comment period

No public comments were received.

Respectfully Submitted,
Kala Verdeja, Recording Secretary