Metropolitan Airports Commission

MSP Airport Long-Term Plan

Stakeholder Advisory Panel Report

Metropolitan Airports Commission

Providing your best airport experience.

MSP Airport Long-Term Plan

Stakeholder Advisory Panel Report

Table of Contents

One of the goals of the MSP Airport Long-Term Plan ("Plan") is to conduct the planning process in a manner that includes meaningful stakeholder engagement. To that end, this report summarizes the engagement activities of the Stakeholder Advisory Panel. It will be a "living document," updated as engagement activities commence with the Panel throughout the planning process.

Stakeholder Advisory Panel Report

The Role of the Stakeholder Advisory Panel

The Metropolitan Airports Commission convened a Stakeholder Advisory Panel ("Panel") consisting of key stakeholders. The objectives of the Panel are to present information about the planning process to major stakeholder groups and to ensure that those tasked with making planning decisions hear and consider public concerns and aspirations related to the process.

Specifically, the Panel is an advisory body representing major stakeholder groups that have an interest in the planning process. The Panel serves several important functions including:

- Representing a broad range of stakeholder groups;
- Receiving information about the planning process; and
- Communicating public concerns and aspirations as the voice of key stakeholders.

It is important to note that the Panel serves only in an advisory capacity. While the Panel may offer opinions, advice, and guidance, the MAC is solely responsible for all planning decisions.

The stakeholder Advisory Panel is made up of the following key stakeholder groups:

Airport Tenants:

- MSP Airport and Airline Affairs Committee
- Airline Managers Council
- Cargo Operator
- T2 Users Group
- Airport Business/Tenant

Passengers:

- MSP Airport Foundation
- Business Travel Advisor
- Travelers with Disabilities Advisory Committee

Public Partners:

- FAA Airport District Office
- FAA
- TSA
- CBP
- MnDOT Aeronautics
- Metropolitan Council

Local Communities:

- Bloomington
- Eagan
- Mendota Heights
- Minneapolis
- Richfield
- St. Paul
- At-Large Community

Regional Businesses

- Greater MSP/Regional Air Service Partnership
- Regional Business Development
- Regional Economic Development
- Mall of America

Tourism Associations

- Meet Minneapolis
- Visit St. Paul
- Bloomington Convention and Visitor's Bureau
- Explore Minnesota

Stakeholder Advisory Panel Report

Stakeholder Advisory Panel Meeting #1 Recap

The Stakeholder Advisory Panel met for the kick-off meeting on Monday, June 10, 2019. The meeting began with a narrated tour of the MSP Airport. The tour included a behind-the-scenes look at the runways, taxiways, terminals, hangars, and other support buildings. The attendees also heard about previous planning efforts at the airport, including the Dual Track Planning Process, construction of Runway 17/35 and the MSP 2010 Plan.

Following the tour, the panel members convened at the Crowne Plaza Aire Hotel in Bloomington. The meeting began with welcome remarks from the MAC Executive Director/CEO, Brian Ryks. Introductions were made by the Panel members and key staff members and MAC Commissioners in attendance.

MAC staff then presented the MSP Airport Long-Term Plan process and timeline as well as the Stakeholder Engagement Program. The Stakeholder Engagement Program will ensure the planning process incorporates meaningful stakeholder engagement, which is one of the foundational goals of the Long-Term Plan.

A Panel discussion was held for the remainder of the meeting, focused on key issues for consideration as we look forward 20 years at the Airport. The Panel brought up a wide range of questions and topics, highlighting the complex and impactful nature of running and planning the future of a major international airport.

For purposes of summarizing the discussion, the feedback from the Panel was divided into five themes:

- Curbside, Roadways, Public Transit
- Passenger Amenities and Services
- Airport Safety and Security
- Air Cargo Activities
- General Comments/Questions

Panel insights are documented and categorized into these themes below, followed by response to the insights and questions raised. The feedback from the first Panel meeting is being used in

numerous ways, including informing the Plan and helping to identify opportunities to share additional information during the planning process.

The meeting agenda, presentation and minutes from the June 10, 2019 Panel meeting are available under Documents and Links on the project website (https://www.mspairport.com/long-term-plan).

Curbside, Roadways, Public Transit

- Are we running into challenges getting people in/out or to/from the airport?

- Curbside congestion and safety should be considered in the Plan.

- Self-driving cars are a threat to airport revenue.

- Park-and-Fly capacity is diminishing. How will the airport account for this?

- Can the airport replicate the convenience of Park-and-Fly car to door service?

- Can we identify alternate curb pickup locations?

- Public transit safety should be considered.

- Alternative transportation to and from the airport.

- Neighboring communities should work together to identify infrastructure opportunities.

- Average commute time is good and we need to maintain that.

With more travelers beginning and ending their travel at MSP Airport than in the past, the curbside, roadways and public transit areas are becoming more and more congested. Curbside congestion and safety will be a consideration in the Plan. This may include identifying alternative curb pickup locations, finding opportunities to increase curbfront footage, or offering new and unique ways for the public to arrive at and leave the airport.

Opening in 2020, the Silver parking ramp will offer 5,000 additional parking spots at Terminal 1-Lindbergh.This will help offset diminishing Park-and-Fly capacity. Additionally, the MAC currently offers a convenient parking service at Terminal 1-Lindbergh similar to the convenience offered by local Park-and-Fly car to door services, at the lowest rate. The Quick Ride Ramp located off Highway 5 at

the Post Road exit, has a free 24/7 shuttle that will pick you up at your vehicle and drive you to the terminal and back upon your arrival.

The MAC is working toward a parking reservation system which will guarantee a parking spot to anyone who pre-books and may offer drivers additional services while they are parked at the airport.

Passenger Amenities and Services

- The Plan should consider travelers and employees with disabilities. Can the airport offer services similar to airports in Europe? Are travelers with disabilities accounted for in disaster and emergency plans?

- Common use facilities at T2 could be improved. Kiosks, bag printers, etc.

- Concessions at T2 can be improved, similar to T1.

- How can passenger amenities be upgraded to meet the needs of changing passenger demographics? Should health and pharmacy services be included to serve an aging population?

- Simple amenities for breast-feeding mothers. Ice on the other side of security.

- What is the experience like for people without Clear, Pre-Check, Delta Sky Club, etc?

- What does the aging demographic need to feel satisfied with MSP? What space considerations are needed for ambulatory passengers?

- Terminal navigation for non-English speakers

- Is there an opportunity for short-term hotel/lodging?

The planning team will consider how facility and infrastructure planning can and should promote operational efficiency and flexibility throughout the entire MSP campus while considering changing passenger demographics, trends, and behaviors. This is especially important considering the changing passenger demographics, travelers and employees with disabilities and special service needs, and the aging population.

The MAC Emergency Preparedness program continues to make significant progress towards including passengers with a Disability, Functional and Access Need (DFAN) in all phases of planning for, responding to, recovering from, mitigating and preventing a disaster at MSP. Members of the DFAN Community were included in all aspects of the 2018 Crash Ex Triennial Exercise hosted by the MAC. Incorporating lessons learned from that exercise will be the foundation for planning for Crash Ex 2021.

Introducing short-term lodging at the airport has been brought up by both the Panel and through the online Polco survey. These amenities require space either within the terminal or within close proximity to the airport. The Plan, in conjunction with the ongoing MSP Land Assessment, will seek to identify practical development concepts for available airport parcels.

Airport Safety and Security

- What can be done to balance security and Customs and Boarder Protection (CBP) resources between the terminals?

- What's the future of security technology?

- Gate hold rooms will be more congested due to aircraft up gauging. Federal Inspection Services (FIS) facility upgrades will be needed shortly. Could FIS be consolidated to one location?

- TSA technology should be able to detect medical implants.

Security issues related to air travel have changed and will continue to change as new security procedures and technology are incorporated to improve airport security. Events that may affect traveler confidence in airport security or air travel security cannot be predicted.

Maintaining a high level of airport safety is critical to the travelers and employees at the airport. The security and customs resources are carefully allocated between the terminals. Doing so requires these agencies to

carefully review staffing in advance, and daily, based on passenger data provided to the MAC by the airlines. Passenger volumes at Terminal 1-Lindbergh are much greater and consistent than the volume at Terminal 2-Humphrey. Terminal 2 volume sees significant ebbs and flows with periods of significant downtime. Transportation Security Administration (TSA) leadership monitors passenger wait times constantly and reports hourly to ensure the frontline staff is effectively distributed to where the demand is greatest.

The Plan will use the latest available TSA and CBP guidance when planning for security screening and FIS facilities.

Neither of the existing FIS facilities in Terminal 1 or Terminal 2 is large enough to accommodate all international arrival operations from both terminals. Attempting to consolidate into one location (terminal) would have numerous major impacts to airline tenants in both terminals.

Air Cargo Activities

- How do cargo hub airport constraints impact MSP?

- How does future drone deliveries impact cargo operations?

- Demand and projected demand for air cargo should be better understood.

The MAC will be conducting an air cargo study in 2020. The study will help to address these questions. The study will include a baseline of existing MSP air cargo activity, provide an overview of the air cargo industry in the United States, and identify opportunities and strategies for enhancing air cargo activity at MSP. The study is estimated to be completed by the end of

2020. The Long-Term Plan will include a section describing this study since it was identified as an opportunity from the Panel.

General Comments/Questions

- How do current workforce challenges impact MSP now and into the future?

- How does the airport impact the region and how does the airport impact the individual traveler?

- What technology disruptors could impact this plan?

- How do aviation technology changes impact the communities? How would RNAV departure procedures change the livability of the cities?

- Should outstate Minnesota airports relieve MSP?

- Great air service is critical to local business.

- Are we looking at other domestic and international airports? Do airlines provide information about trends they are noticing?

The planning team added three questions to the Frequently Asked Questions about the project to address the general questions above.

Workforce challenges are important to consider on a continuous basis. The MAC hosts job fairs where job seekers can visit with a multitude of airport employers looking for workers. While obtaining and retaining strong workers at the MSP Airport is important, it falls outside the purpose and role of a long-range facility planning document.

Stakeholder Advisory Panel Meeting #2 Recap

The Stakeholder Advisory Panel met for the second time on Tuesday, August 27, 2019 at the Intercontinental MSP Airport Hotel. The meeting began with welcome remarks from Naomi Pesky, MAC Vice President of Strategy and Stakeholder Engagement. Introductions were made by the Panel members. Panel members were asked to state, in five words or less, what they hope to learn or take away from their participation on the Panel. Below are a few examples provided by the Panel members:

- Find opportunities to enhance visitor's experience
- Cost-conscious and efficient airport
- Maintain focus on passenger needs
- Support Minnesota's economic growth
- Better appreciation of the complexities of airport operations
- Better learn about the future of the airport
- Continue to build partnerships to make MSP the best international airport
- Understand how the airport will fit into the regional transportation system
- Airport and community thriving together
- Continue to provide superior customer service and develop responsibly
- Understand customer insights to continue providing excellent customer service
- Continue to promote an accessible airport

MAC staff then presented the MSP Airport Long-Term Plan update covering the following topics:

- Aviation Activity Forecasts, which identify a likely range of demand levels in a manner that will facilitate a meaningful evaluation of facility performance.
- Airfield Capacity Study, which uses state of the art simulation tools to predict how the MSP airfield and close-in airspace will perform under forecasted aircraft activity levels.

A recap of the first Panel meeting was delivered, summarizing the five themes and how they would be used to inform the Plan. Next, a presentation on traveler survey results was presented along with a Panel discussion about passenger insights derived from the survey. Finally, the Panel was encouraged to attend the first Experience MSP public event on October 2, 2019. This is the first in a series of four events where the

public will receive updates on the Plan and be given the opportunity to ask questions and provide feedback.

The meeting agenda, presentation and minutes from the August 27, 2019 Panel meeting are available under Documents and Links on the project website (https://www.mspairport.com/long-term-plan).

Stakeholder Advisory Panel Meeting #3 Recap

The Stakeholder Advisory Panel met for the third time on Thursday, January 30, 2020, at the Crown Plaza, Bloomington. The meeting began with welcome remarks from Bridget Rief, MAC Vice President of Planning and Development. Introductions were made by the Panel members. Panel members were asked to give a brief description of what they'd like to learn through their panel participation.

MAC staff then provided a recap of the first Experience MSP public event held on October 2, 2019 and the second public survey results meant to gain a greater understanding of traveler and community attitudes and perceptions about the airport.

The Panel then heard a presentation on MSP's Airport Service Quality (ASQ) survey rankings. This topic was included in the meeting due to the Panel's interests in the insights gathered through the passenger survey results shared at their previous meeting. The ASQ survey is the leading passenger satisfaction benchmarking program in the world. The Panel discussed ways to enhance accessibility to the airport accommodating all modes of travel as well as issues with curb length, vehicle traffic congestion and parking ramps.

The Panel then reviewed the aviation activity forecasts and capacity study. The forecasts use Planning Activity Levels (PALs), or triggers in demand, that may lead to implementation of certain facility needs. They are not tied to specific years or periods of time. The Panel discussed airline schedules and passenger demand and how the airport accommodates the demand.

The meeting agenda, presentation and minutes from the January 30, 2020 Panel meeting are available under Documents and Links on the project website (https://www.mspairport.com/long-term-plan).