



**MSP Airport Long-Term Plan  
Stakeholder Advisory Panel  
MEETING MINUTES**  
Friday, December 10<sup>th</sup>, 2021

Stakeholder Advisory Panel Meeting #4  
Microsoft Teams

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**Panel Members:** Hank Moody, Delta Air Lines; Kathleen Barrett, Sun Country Airlines; Charles Breer, Sun Country Airlines; Kyle O'Neal, Southwest Airlines; Cheng Lor, Airport Business/Aero Service Group; Jana Webster, Executive Director, Airport Foundation; Shari Paul, Medtronic; Andrew Palmberg, Travelers with Disabilities Advisory Committee (TDAC); Lindsay Butler, FAA Airport District Office (ADO); Gina Mitchell, FAA ADO; Nancy Nistler, FAA ADO; Rebecca MacPherson, FAA Regional Office; Brian Peterson, Transportation Security Administration (TSA); Kathleen Koetz, Custom and Border Protection (CBP); Russel Owen, MetCouncil; Christopher Ferguson, MetCouncil; Karla Henderson, City of Bloomington; Glen Markegard, City of Bloomington; Cheryl Jacobson, City of Mendota Heights; Linea Palmisano, City of Minneapolis; Loren Olson, City of Minneapolis; Ryan Krzos, City of Richfield; Susan Heegaard, City of St. Paul; Kevin Gallatin, City of St. Paul; Dan O'Leary, Community At-Large; Morgan Hill, Greater MSP; Mark Ellingson, Microbiologics, Inc.; Dave Borgert, CentraCare; Bill Goins, Global Wellness Consortium; Donna Koren, Global Wellness Consortium; Bill Deef, Meet Minneapolis; Terry Mattson, Visit St. Paul/River Centre; Bonnie Carlson, Bloomington Convention and Visitor's Bureau; Dan O'Neill, Bloomington Convention and Visitor's Bureau; Jan Kroells, Bloomington Convention and Visitors Bureau; Beth Helle, Explore Minnesota

**MAC Staff:** Roy Fuhrmann, Chief Operating Officer; Pat Hogan, Director – Strategic Communications; Brad Juffer, Manager of Community Relations; Abby Kes, Event Coordinator; Mitch Killian, Associate Vice President – Governmental Affairs; Jeff Lea, Manager – Strategic Communications; Jennifer Lewis, Community Relations Specialist; Shelly Lopez, Customer Experience Coordinator; Dana Nelson, Director of Stakeholder Engagement; Naomi Pesky, Vice President – Strategy and Stakeholder Engagement; Brian Peters, Director – Air Service Development; Bridget Rief, Vice President – Planning and Development; Michele Ross, Assistant

Manager of Community Relations; Cassie Schmid, Director – Strategic Marketing; Melissa Scovronski, Manager – Strategic Campaigns; Kalae Verdeja, Administrative Specialist

**Others:** Jeff Stanley, Ricondo and Associates; Greg Albjerg, HNTB; Todd Streeter, Community Collaboration

## 1) Welcome Remarks

**Dana Nelson, Director of Stakeholder Engagement**, welcomed everyone to the fourth meeting. Ms. Nelson gave a background of the Metropolitan Airports Commission's (MAC's) Planning and Development branch of the organization.

Ms. Nelson reviewed the meeting's agenda, noting that the "Update from MAC's Airport Planner" item would be presented by **Bridget Rief, Vice President – Planning and Development**.

## 2) Emerging from the Pandemic

Ms. Nelson introduced **Roy Fuhrmann, Chief Operating Officer**.

Mr. Fuhrmann gave some background to the group regarding the pandemic and its effects on the industry in 2020. He began by presenting the 2020 MSP Passenger Activity levels. He continued with the impact the pandemic had in the overall industry in 2020. Mr. Fuhrmann explained the three federal relief grant programs which were critical to the sustainability of the MAC airports. He explained how MAC has also provided relief to key partners during the pandemic to position MSP for a strong recovery. These partners included airlines, concessions, auto rental and passenger services. Mr. Fuhrmann explained how the 2021 bipartisan federal infrastructure deal could be an additional source of funding for MSP.

Mr. Fuhrmann gave an overview of how the passenger recovery across the country. He compared current (2021) passenger regional figures to 2019 passenger regional figures and explained the easing of international entry restrictions in November, the increase in business travel has aided in the recovery. He discussed how most of the suspended routes in 2020 have been able to return to operation, and there have been an additional 27 new domestic seasonal or year-round rounds in 2021. International routes have also been added in December for seasonal destinations.

In 2021, MSP passenger enplanements have trended up each month through July. The impacts from the fourth COVID wave caused a downturn in national domestic and international travel. Mr. Fuhrmann continued to explain monthly enplanements have slowly trended up since August.

Daily parking, which is a key revenue source for the MAC, has been trending positively through most of 2021. Mr. Fuhrmann explained that 83% of all concession venues are now open and operating out of a total of 131 units.

Mr. Fuhrmann reviewed the health safety measures which are an integral part of the Travel Confidently MSP program. These measures include robust cleaning, social distancing, hand sanitizing, shields and face coverings. The federal government has extended the regulation

which requires the use of face masks inside all airports, on aircraft and other forms of public transportation. Mr. Fuhrmann mentioned MSP received two health and safety facility accreditations from the GBAC Star and Airport Health Accreditation Programs. He explained the testing and vaccines sites at MSP and noted people can get more information and make appointments through Minnesota's Vaccine Connector website:

[www.vaccineconnector.mn.gov](http://www.vaccineconnector.mn.gov). Mr. Fuhrmann continued to explain how more touchless options have given travelers confidence. He noted that MSP offers Pre-booked parking, simplified arrival and MSP ASAP – a one-stop online ordering for food pick up or delivery. Mr. Fuhrmann shared two major projects that were completed at MSP in 2020 that have vastly improved the passenger experience at Terminal 1: rebuilding the inbound roadway to Terminal one with concrete and completion of the Silver Ramp. He also gave an overview of current operational projects at Terminal.

MAC's mission is to provide people's best airport experience. MAC is continually working with airport partners; airlines, concessionaires, the TSA and others to continue to provide an excellent experience for travelers going forward. Mr. Fuhrmann announced MSP was named the Best Airport in North American in its size category for the fourth straight year, which led to Airports Council International (ACI) naming MSP to its Director General's Roll of Excellence in Airport Service Quality. MSP was ranked #1 the North America Digital Index. The Air Transport Research Society (ATRS) named MSP as the most efficient airport in North American in its call. MSP has won this honor 4 times in the last 5 years.

Mr. Fuhrmann mentioned the Minneapolis-St. Paul International Airport (MSP) Airport website at [MSPAirport.com](http://MSPAirport.com) and there is a fully redesigned website at [MetroAirports.org](http://MetroAirports.org).

**Kathleen Barrett, Sun Country Airlines**, shared her thanks and commended the staff for their hard work in trying to keep rates stabilized and continued partnerships.

Mr. Fuhrmann, responded to an inquiry regarding passenger traffic from **Bill Deef, Meet Minneapolis**. Mr. Fuhrmann also responded to a question regarding capacity for MSP from **Dan O'Neill, Bloomington Convention and Visitor's Bureau**.

### 3) Recap and Reconnect

**Dana Nelson, MAC Director of Stakeholder Engagement**, reviewed the Stakeholder Advisory Panel vision. It 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.

Ms. Nelson gave more detailed information about the newly updated project website: [www.msppairport.com/longterm-plan](http://www.msppairport.com/longterm-plan). It included Community and Stakeholder Engagement, Updated Progress and Schedules, Documents and Links, Frequently Asked Questions and how to Contact MAC staff regarding the long-term plan.

### 4) Update from MAC's Airport Planner

**Ms. Nelson** introduced **Bridget Rief, Vice President of Planning and Development.**

**Ms. Rief** gave an overview of the airport planning process. The MSP Long-Term Plan (LTP) began in 2019. Ms. Rief included some background of the plan and how it began in 2019. She continued by describing the inventory of MSP as well as Aviation Forecasts were completed before the COVID pause, Aviation forecasts were updated with actual 202 numbers and a post-pandemic recovery period; consultants have been re-engaged for remaining tasks and how the process should be completed by the end of 2022.

#### 5) **MSP Airport Forecast Update**

Ms. Rief introduced **Jeff Stanley, from Ricondo and Associates.** Mr. Stanley explained the planning process to date. He continued to detail the MSP 2040 LTP Forecast Update. Mr. Stanley listed short-term considerations that were used to update the forecast. He continued by giving an overview of recent MSP Performance regarding passengers, scheduled seat capacity, passenger aircraft operations, total aircraft operations and cargo volume. He continued with US Industry Travel Trends and Annual Enplaned Passenger Forecast (in the short-term only) and Longer-Term considerations.

Mr. Stanley responded to an inquiry from **Glen Markegard, City of Bloomington,** regarding the percentage of travel through MSP in recent years being business travel and how remote meetings may have more impact on business travel forecasting.

**Bill Goins, Global Wellness Consortium,** asked for an update on the forecast regarding international travel, both business and leisure.

Mr. Stanley as well as Ms. Nelson responded to an inquiry from **Kyle O'Neal, Southwest Airlines,** regarding clarification on Planning Activity Level (PAL).

#### 6) **Panel Discussion**

**Dana Nelson, MAC Director of Stakeholder Engagement,** reviewed the initial question posed for the panel, "What adjustment to long-term airport facility planning should be considered in light of the COVID-19 pandemic"? Ms. Nelson asked **Cheng Lor, Aero Service Group,** to share his insights.

**Cheng Lor, Aero Service Group** responded with a few thoughts. There is a separation between quick-service restaurants, full-service restaurants, kiosks, and online ordering and delivery. Kiosks are starting to come online with quick-service restaurants. There has been a lot of adaptation with electronic menus QR codes and the ability to pay at your table. Customers are still wanting hospitality touches at a full-service restaurant – there have been no massive changes to most full-service restaurants. Ordering by app and food delivery is relatively new to the industry and it is still early to see if this option will catch on in the long run. Mr. Lor also discussed the new idea of ghost kitchens. Some of these new options are still new and the industry is unsure of the long-term outcome.

#### 7) **Comments and Announcements**

Ms. Nelson opened the meeting to comments from the audience:

**Russ Owen, MetCouncil**, commented that MAC's largest revenue is from parking, the plan should look at ways to diversify revenue streams, since technology is moving fast (electronic vehicles, autonomous vehicles, etc.) More people taking Uber to the airport instead of parking.

**Andrew Palmberg, TDAC**, commented, in light of COVID-19 and everything transitioning to technology, ensure everything online is still accessible for people with disabilities or low-vision and blind customers. Some apps do not have accessible features enabled or are not accessible friendly to navigate. Also, in the past pre-COVID some concessions have used iPads at the airport for their menus, but with the accessible feature menu locked out (to prevent customers from using the internet, etc) so low vision and blind customers weren't able to use it. Long point short - all technology intended for customer use, app, website, etc. please ensure it is accessible.

**Kathleen Koetz, CBP**, commented regarding FIS and long-term planning and incorporating the CDC earlier on in the process.

**Bill Goins, Global Wellness Consortium**, commented that he is hopeful we can continue to learn more about the needs of the international air cargo in support of the supply chain needs for key sectors, specifically the med-tech industry. He believes there is an opportunity for our Market.

**Kevin Gallatin, City of St. Paul Representative**, commented that the airport also serves as a transit hub for non-passengers. He thought this should be considered for wayfinding, potential concession, security, etc.

Ms. Nelson thanked everyone for their participation and noted that the presentation and minutes would be posted to the website when they are available, at:

[Documents and Links | MSP Airport](#)

Respectfully Submitted,  
Kalae Verdeja, Recording Secretary