

MSP - Portrait of a Pandemic



Noise Oversight Committee (NOC)
July 15, 2020

1

Impacts on Travel



COVID-19 Travel Impact



COVID-19 Travel Impact



Screened
Passenger levels
dropped 95% -
less than 2,000
per day



Airlines cut 105
routes from
200+



Daily operations
declined from
1,200 to less than
400



Airlines cut
more than 1.3
million seats/
month

COVID-19 Travel Impact



COVID-19 Travel Impact



Non-
Aeronautical
Revenues:
\$194 million



Parking revenue
declined to less
than 4%. 600
vehicles in early
April



56 of 75 units
closed. 19 open
with reduced
hours



44 of 52 units
closed. 7 open
with reduced
hours

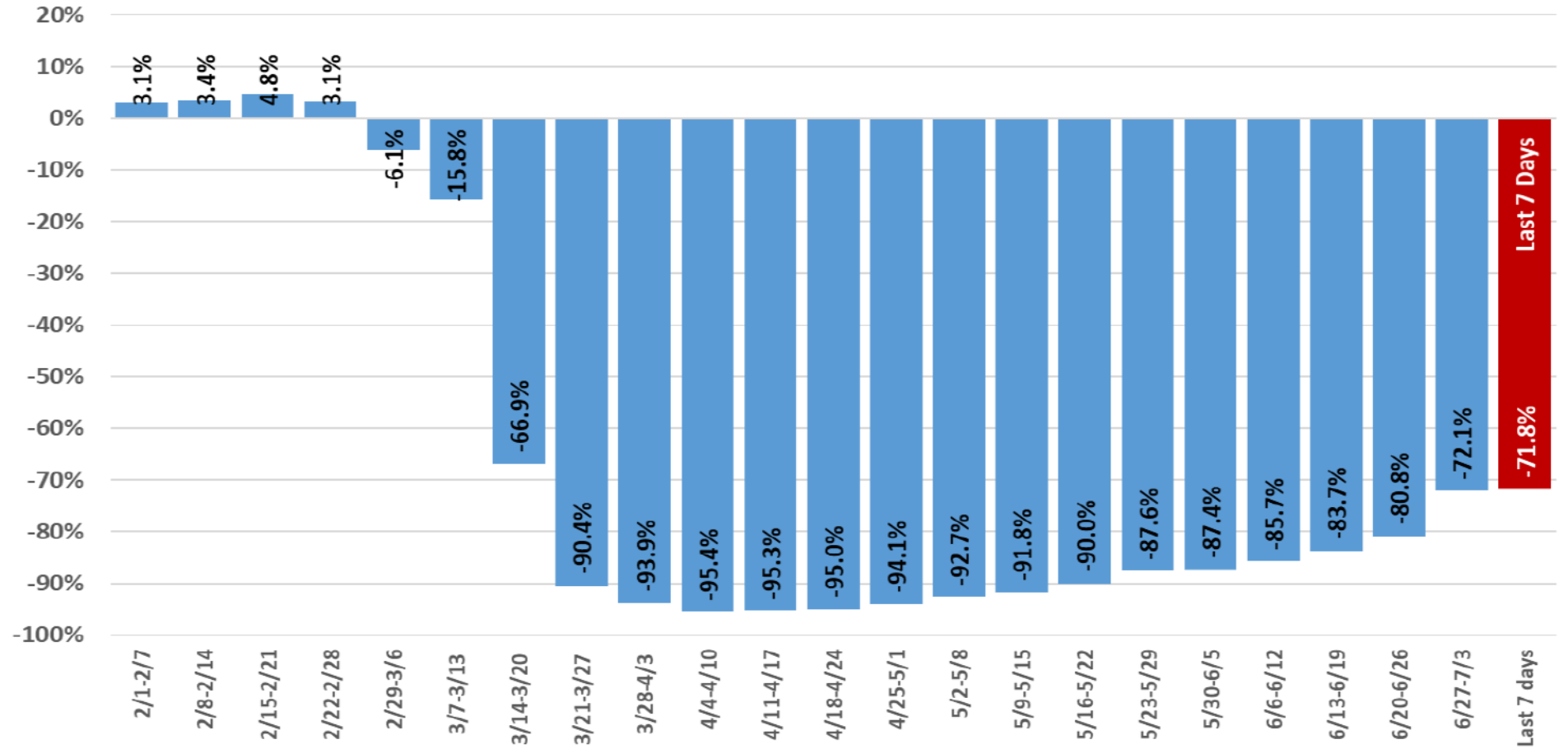
A Slow Recovery

2

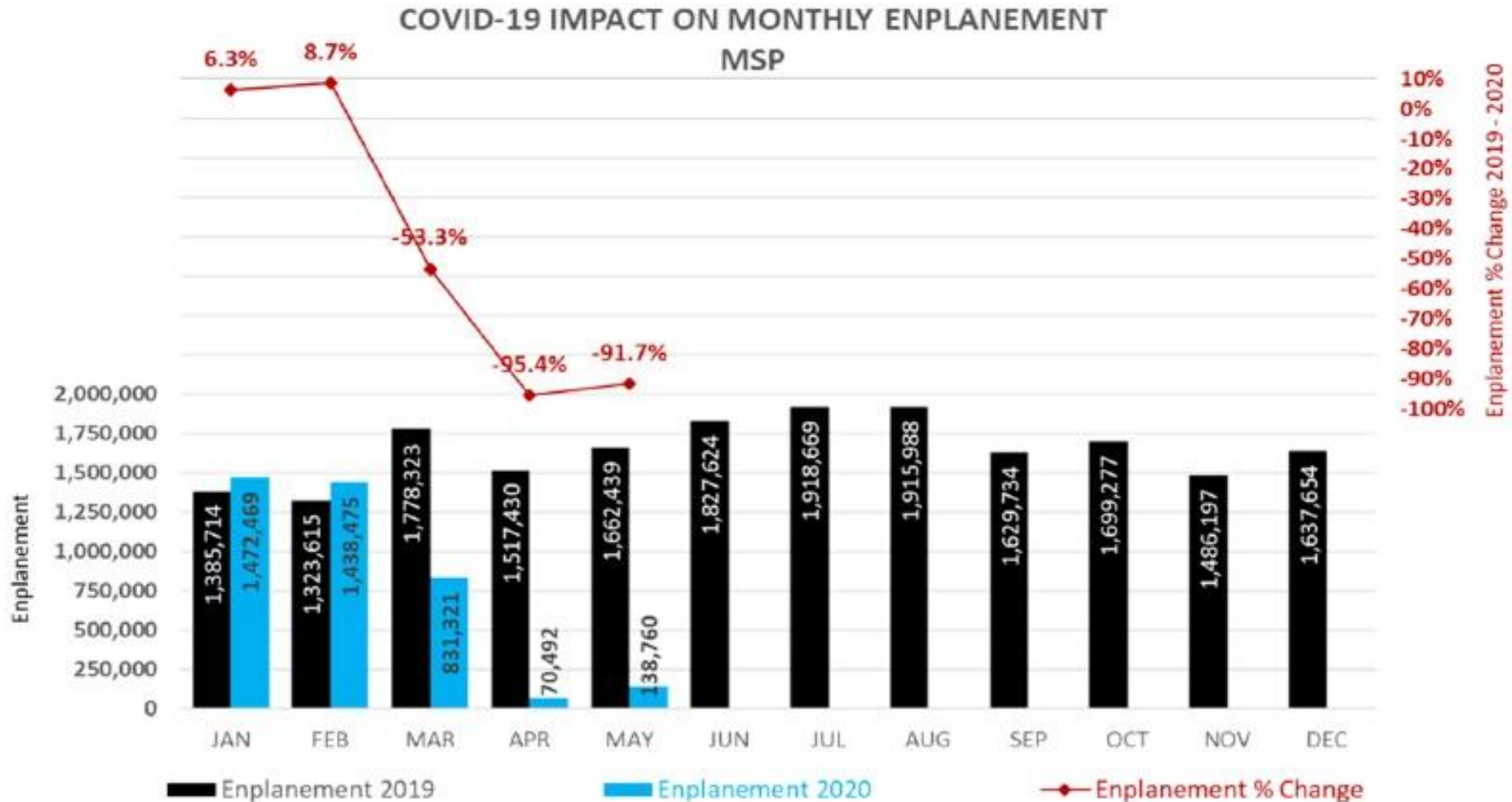


COVID-19 Travel Impact

PASSENGERS ACTIVITY THROUGH MSP CHECKPOINTS SINCE FEBRUARY 2020

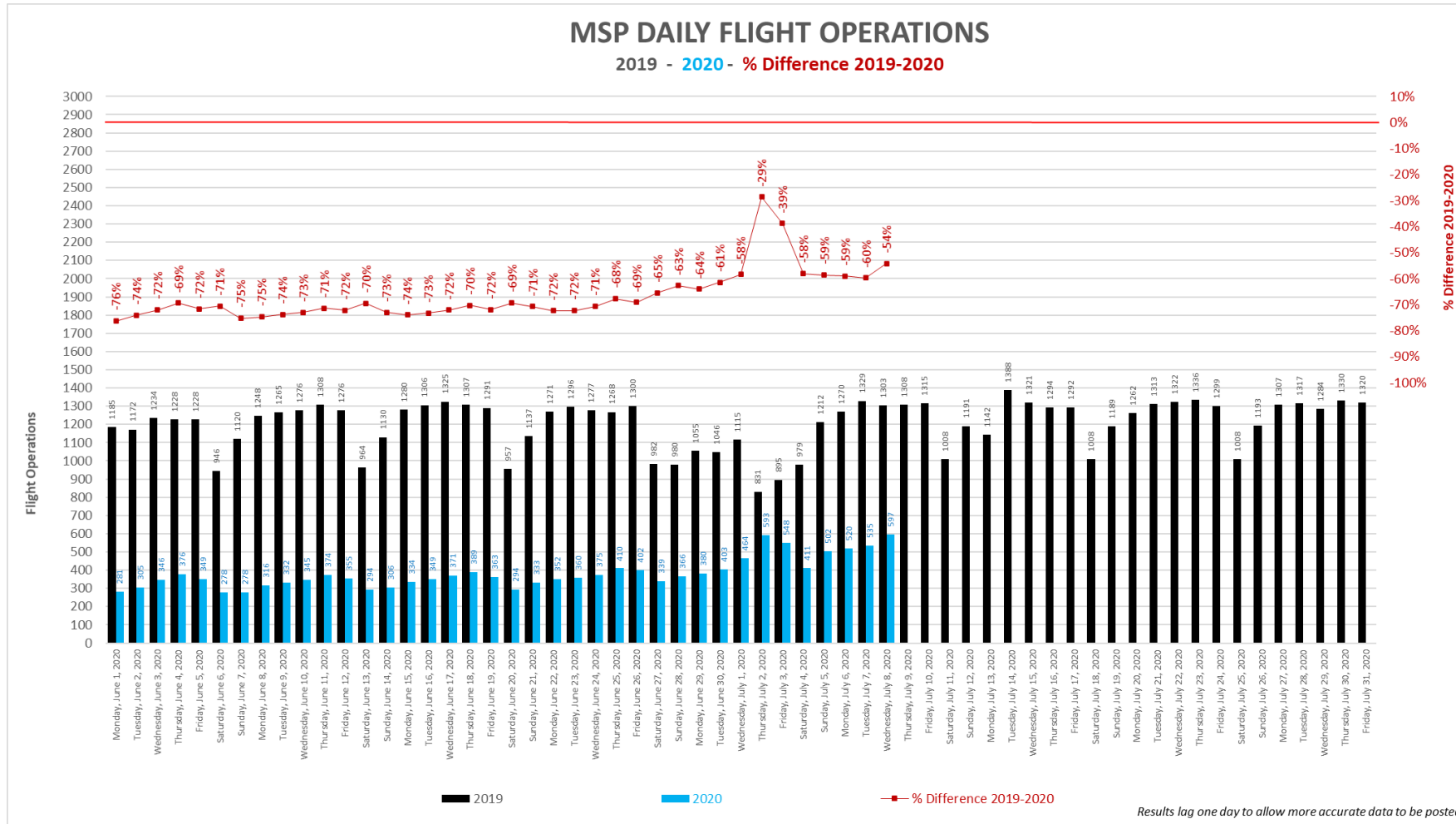


COVID-19 Travel Impact



Data is updated approximately 30 to 45 days after the end of the month.

COVID-19 Travel Impact



Travel Rebound Underway



Screened
passengers:
Improving to
72% below
2019



Flights:
142 Routes in
July versus low
of 91. Daily
departures =
251



Parking:
Revenues have
reached 25% of
normal on
some days

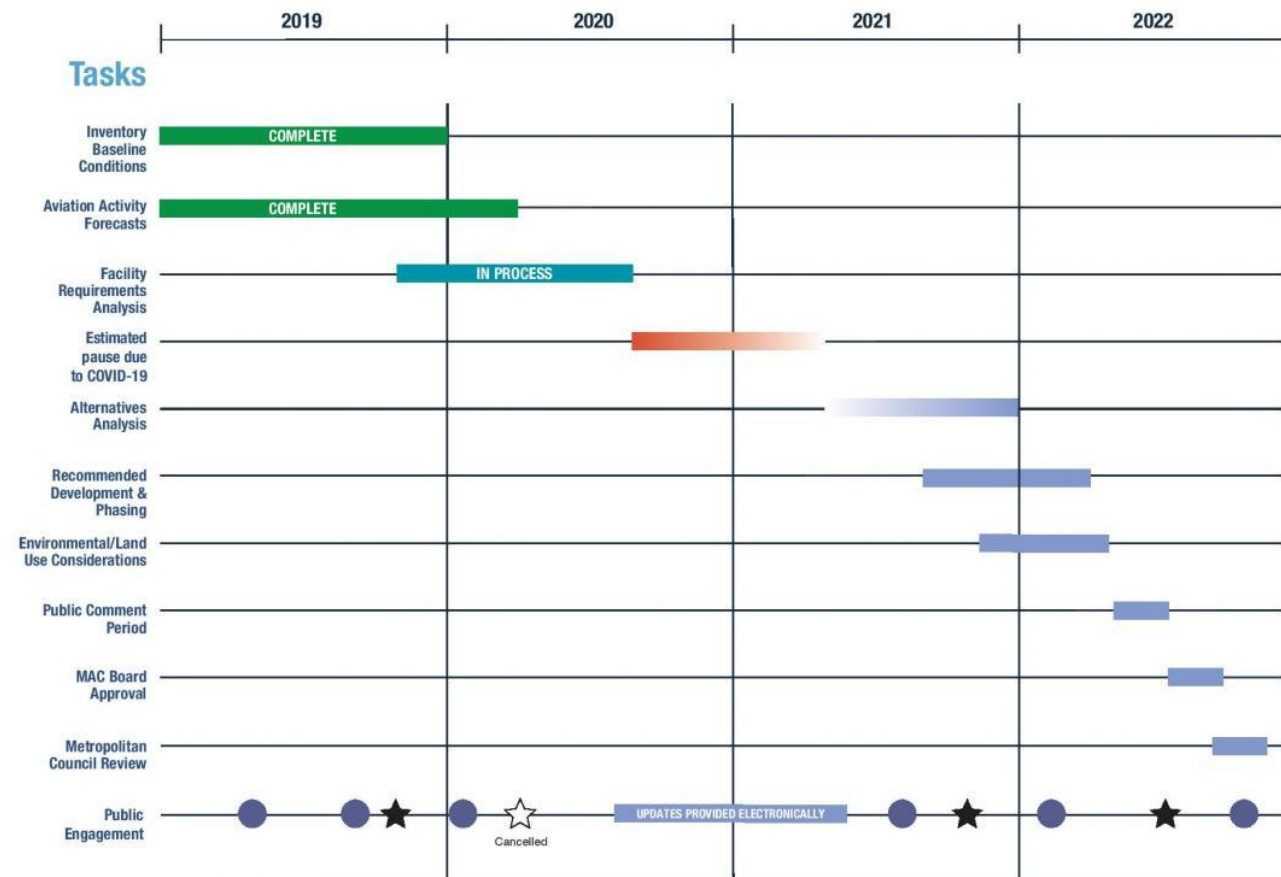


Concessions:
23 food venues
and 17 retail
stores now
open

Long-term Plan

- Pause long-term plan several months
- Understand how COVID impacts might change infrastructure needs

MSP Airport Long-Term Plan Timeline + Stakeholder Engagement



Updated: May 2020

Notes: Timeline is subject to change. Tasks and engagement activities after the COVID-19 pause are estimations.

● Stakeholder Advisory Panel Meeting
★ Public Event

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Health Safety Program



Playbook

- Guidelines for entire airport community
- Airlines, concessionaires, federal agencies
- Ensure safety of customers and employees
- Best practices from health agencies and aviation industry
- Consistent and trusted experience for all



TRAVEL CONFIDENTLY PLAYBOOK

A comprehensive guide for COVID-19 pandemic response and recovery.



Travel Confidently Program



June 25, 2020



Robust Cleaning

- MSP named the best airport in North America in its size category for terminal and washroom cleanliness
- Established a COVID-19 response team
- Created robust cleaning program with special emphasis on high-touch areas, such as handles, light switches, restroom fixtures, elevator call buttons and handrails
- Began electrostatic disinfectant spraying overnight in public areas of both terminals



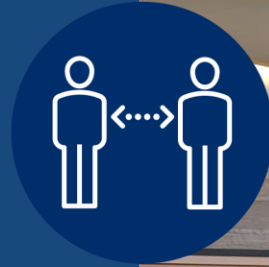
Face Coverings



- The MAC requires its employees and contractors to wear face coverings
- Strongly recommend everyone wear a mask in public areas of MSP
- Unite to keep each other safe



Social Distancing



- Floor decals installed throughout airport by MAC, airlines, TSA, concessions and other airport partners
- Social distancing is still one of the best ways to prevent spread of COVID



Hand Sanitizing



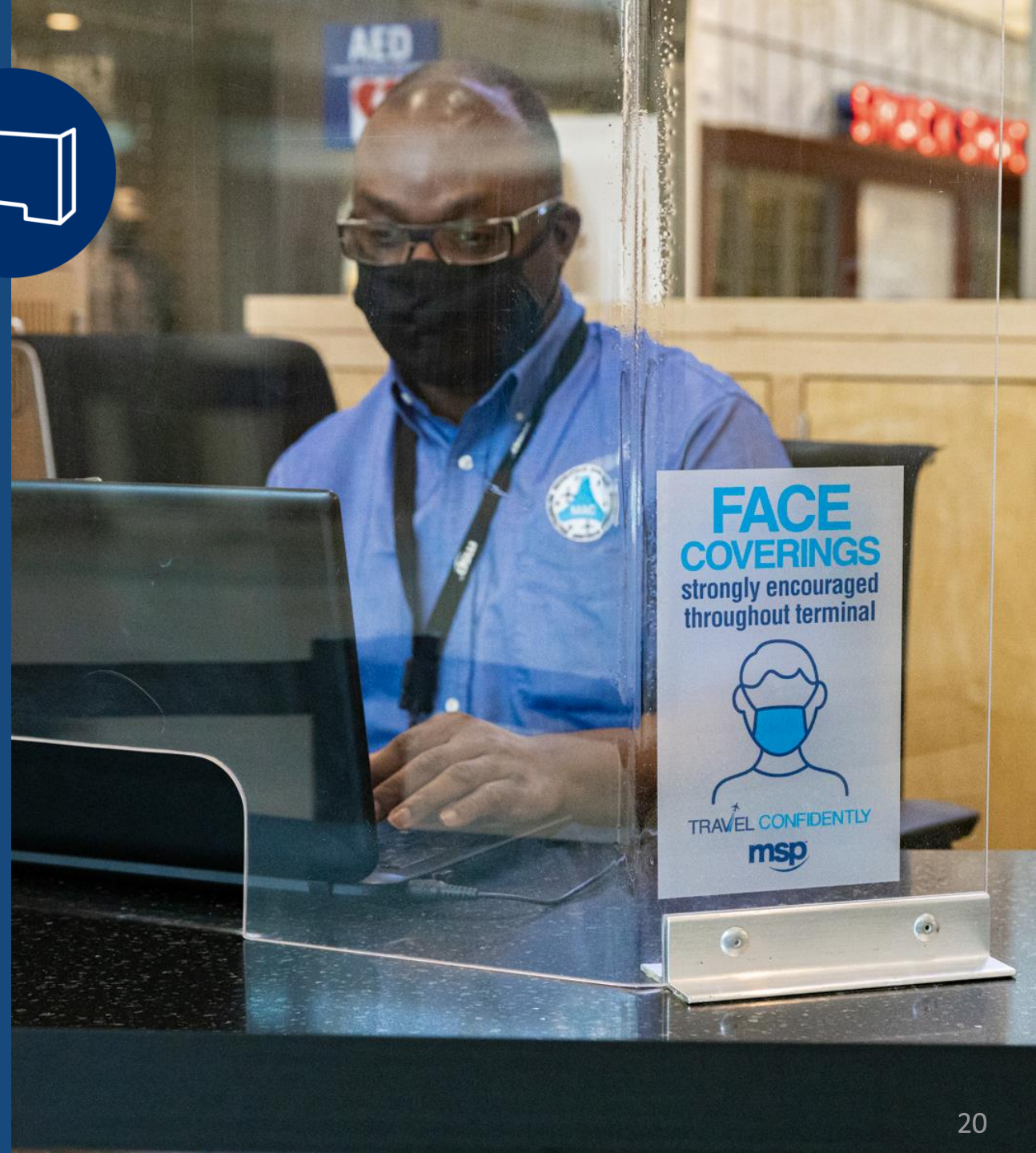
- The MAC has installed 50 hand sanitizer stations throughout MSP's terminals
- More stations will be added as passenger activity grows
- Airlines, TSA also installed more in their operational areas



Shields



- MAC staff has installed 130 Plexiglass shield guards throughout MSP's terminals
- Protective barrier that helps travelers and employees
- Many airlines and concessionaires have also installed shields



Touchless Parking



- New customer service feature that enables travelers to pre-book their parking online at www.mspairport.com
- No tickets or on-site credit card to process
- QR technology
- Touchless entry and exit from MSP's parking ramps



Travel Confidently Campaign

- High profile campaign
- Travelers can learn before they fly
- Signs: banners, stanchion belts and toppers, floor markers, and digital displays
- Reminders: hand washing, wear a face covering, social distancing



Monitor and Adapt

- Pandemic is far from over
- Monitor recommendations from state and federal health agencies
- Review and adopt best practices in our industry
- Technology and innovation
- Safer journey



Questions





Thank you

MetroAirports.org MSPAirport.com



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