



**MSP NOISE OVERSIGHT COMMITTEE  
MEETING MINUTES**

Wednesday, September 15, 2021, at 1:30 PM  
\*\*By MS Teams, and Teleconference Only\*\*



**Call to Order**

A regularly scheduled meeting of the Minneapolis-St. Paul International Airport (MSP) Noise Oversight Committee, (NOC) having been duly called, was held Wednesday, September 15, 2021, by teleconference only. **Chair Hart** called the meeting to order at 1:30 p.m. The following participated in the teleconference:

**Representatives:** R. Barrette, J. Bergman, B. Cloud, C. Jacobson, J. Hart, J. Klinger, P. Martin, A. Mows, L. Olson, C. Potter, B. Whalen

**Staff:** Y. Bizen, C. Boyd, R. Fuhrmann, P. Hogan, B. Juffer, J. Lewis, J. Lea, A. Kes, C. Leque, K. Martin, D. Nelson, N. Pesky, B. Ryks, M. Ross, M. Takamiya, J. Welbes

**Others:** P. Dmytrenko, L. Moore – Bloomington, H. Rand – Inver Grove Heights, B. Hoffman – Saint Louis Park, K. Gallatin – Saint Paul, S. Fortier – FAA, D. Langer – FAA, N. Rao – FAA, J. Ronken – FAA, A. Scipioni, J. Westenberg, A. Nemcek, and other members of the public

**A quorum** of four Community Representatives, and four Industry Representatives was established by roll call attendance:

**Community Representatives:** J. Bergman, C. Jacobson, P. Martin, L. Olson, B. Whalen

**Industry Representatives:** R. Barrette, B. Cloud, J. Hart, J. Klinger, C. Potter

**1. Consent**

**1.1. Resolution Honoring Pam Dmytrenko**

**Brad Juffer**, Technical Advisor to the NOC, introduced a resolution honoring Ms. Dmytrenko's 22 years of dedicated and highly collaborative service, representing the City of Richfield in the airport noise community, as an original member of the NOC since 2002.

**Chair Hart** thanked Ms. Dmytrenko for her years of service and for the fairness, compassion, and dedication that she consistently contributed throughout her time representing the City of Richfield and the NOC.

**Members Olson, Bergman, Waylen** also expressed their appreciation for Ms. Dmytrenko's years of service and wished her all the best in her future endeavors.

**1.2. Review and Approval of July 21, 2021, Meeting Minutes**

There were no questions or revisions to the July 21st meeting minutes.

### 1.3. Reports

#### 1.3.1. Monthly Operations Reports: July and August 2021

**Michele Ross**, Assistant Technical Advisor to the NOC, provided July and August 2021 operations updates. (Presentation materials are available on [MACnoise.com](http://MACnoise.com)):

<b>July</b>	<b>August</b>
• Total Operations: 28,922	• Total Operations: 28,407
• Nighttime Operations: 1,741	• Nighttime Operations: 1,789
• North/South/Mixed: 27/54/13 (%)	• North/South/Mixed: 22/58/14(%)
• RUS (Priority 1/2/3/4): 33/21/0/46 (%)	• RUS (Priority 1/2/3/4): 34/21/0/45 (%)
• RJ/Narrow/Wide: 46/51/3 (%)	• RJ/Narrow/Wide: 44/53/3(%)
• Complaints: 10,691	• Complaints: 12,691
• Complaint locations: 323	• Complaint locations: 303
• Top 10 Households: 52%	• Top 10 Households: 53%
• Hours of events*: 338	• Hours of events*: 353
• Number of events*: 73,543	• Number of events*: 73,978
• R17 procedure: 99.8%	• R17 procedure: 99.6%
• EMH Corridor procedure: 95.7 %	• EMH Corridor procedure: 95.6%
• Crossing procedure day: 34.5%	• Crossing procedure day: 33.6%
• Crossing procedure night: 49.4%	• Crossing procedure night: 43.5%
• RUS: 54.3 %	• RUS: 54.8%

\* Aircraft sound events above 65dB.

**Chair Hart** thanked Ms. Ross for her report, then asked the Committee if they had any questions. Hearing none, Chair Hart asked for a motion to approve the consent agenda.

**Member Bergman moved**, and **Member Martin seconded** approval of the Consent items listed above. The motion passed on the following roll call vote:

**Ayes:** Eleven - Barrette, Bergman, Cloud, Jacobson, Klinger, Hart, Martin, Mows, Olson, Potter, Whalen

**Nays:** None

**Abstain:** None

## 2. Public Comment Period

**Janet Westenberg**, of 5893 Portland Avenue in Minneapolis, commented that she moved to the area in March when air traffic was still greatly reduced due to the pandemic. She was not fully aware of the noise level when she purchased her home. Ms. Westenberg mentioned that there are days when airplane noise is so loud, and so often, that she is not able to hold a conversation outside of her home. Ms. Westenberg is familiar with flight tracker and can see when a plane will be taking off from MSP. She inquired if noise levels are predictable and if so, could a noise schedule be posted for the communities surrounding MSP to inform optimal timing for outdoor gatherings.

**Chair Hart** thanked Ms. Westenberg for her comments and mentioned that ordinarily he does not respond to public comments but wanted to share that flight arrivals and departures are based on wind direction, which is hard to predict daily. When the wind is from the north-northwest departures may occur over Ms. Westenberg's area. Wind from the south-southwest will facilitate arrivals over the same area. That is generally how traffic is slotted at MSP.

**Member Olson** remarked that the Committee does not typically respond to comments during the public comment period, however, as the City of Minneapolis representative, Member Olson thanked Ms. Westerberg for her comments, noting that the Committee hears her concerns, and thanked her for attending the meeting.

**Chart Hart** thanked Member Olson for her remarks and asked if anyone else would like to comment. Hearing none, Chair Hart moved the agenda forward to item 3.

### 3. Business

There were no business agenda items.

### 4. Information

#### 4.1. Guest Speaker: MAC/MSP Update – MAC Executive Director/CEO, Brian Ryks

**Mr. Ryks**, thanked for the Committee for the opportunity to speak with them. He last spoke to the Committee in July 2020. Mr. Ryks recognized the recent appointments and reappointments to the committee and thanked the members for their commitment and their time given to the important matters that come before them regarding noise impacts for all neighboring communities. Mr. Ryks also recognized Jeffrey Hart and Diane Miller, for their re-election as committee chairs. He mentioned that both Chair Hart and Chair Miller have been longstanding members of the committee and their work and leadership is greatly appreciated. Mr. Ryks also thanked Pam Dmytrenko, for her many years of service as a member of the NOC. Ms. Dmytrenko was an original member of the committee formed in 2002. She served the City of Richfield through her roles on the Planning Commission and the Development Corporation and School Board. Mr. Ryks said the NOC Committee and the MAC appreciated all that she has done for her community and MSP.

**Mr. Ryks** presented the following information regarding the impact of COVID-19. Prior to 2020, MSP had ten straight years of passenger growth, reaching a record of 39.5 million passengers in 2019. In 2020 total passengers declined more than 62 percent due to COVID-19 pandemic impacts across the industry. Aircraft operations were steady over the last decade until 2020, when the pandemic caused operations to decline about 40 percent to roughly 245,000 landings and takeoffs. Due to the severe impacts on passenger numbers and operations, US airports are projected to lose \$40 billion over two years, through March 2022. MAC losses are projected to be \$215 - \$220 million in 2020. MAC's projected revenue decline is \$93 million in 2021. The MAC is forecasting 2022 revenues will remain nearly \$50 million below those of 2019.

To help offset losses that have been felt across the industry, airports have seen appropriations in three federal COVID-19 relief grant programs since the pandemic began. The CARES ACT of March 2020 and the Coronavirus Response and Relief Supplemental Act of December 2020 total \$158 million dollars for MSP and \$678,000 for other MAC airports. Through the third grant, the American Rescue Act of 2021, MSP will receive \$118 million. \$16.4 million are earmarked to assist concession partners. MAC reliever airports will receive more than \$620 thousand in assistance. This funding has been critical to the sustainability of MAC's airports, along with drastic budget cuts and a pause on hiring at the MAC in 2020. The MAC is being conservative with funds.

The MAC has provided relief to key partners during the pandemic. To position MSP for a strong recovery period it was important not only to protect the MAC's short term financial interests but

also provide relief to the tenants who generate revenues for the MAC long term. The MAC provided approximately \$68 million in aid to the airlines through deferred fees or credit for rates and charges and has provided \$35 million to date for concessionaires, auto rental and passenger service businesses, through waived fees and credits.

In 2021, MSP passenger enplanements have trended up each month through July, the latest airline data available. July was the busiest month since February 2020, down 25% of pre-pandemic levels, or 2.8 million total passengers through the first seven months of the year, the level of total passengers is about 43 percent down from 2019 levels. There was a significant spike of passenger traffic for Labor Day holiday weekend, with a couple of days reaching more than 90 percent of 2019 levels for the same time period. The full week average approached 80 percent of pre-pandemic levels. The recent spike or wave of COVID-19 cases across the US has resulted in a downward trend in passenger levels and throughput at checkpoints has declined the last five weeks.

The biggest impacts to flights at MSP occurred 18 months ago. Suspended routes totaled 105 and 91 routes remained. In July 2021, MSP reached a pandemic peak of 189 active routes with 426 average daily departures. This month, airlines are operating 186 routes – 175 domestic and 11 international and just 32 routes remain suspended. Airlines are scheduled to operate 399 average daily departures in September, compared to 288 a year ago.

This fall, a new airline will serve MSP. Allegiant will become the 18th passenger airline when it begins service on October 1st with service to Destin, Florida and then later to Asheville, North Carolina; Palm Beach, Florida; Punta Gorda, Florida, and Phoenix – Mesa, Arizona. Allegiant will be operating out of Terminal 2. Sun Country announced it will also begin serving several of those same routes this fall from MSP.

International recovery has been slower due to more stringent health safety regulations, but there are some positive changes for MSP. Notable restarts include Delta's Amsterdam service, which resumed in February. Then in May, Delta resumed Mexico City and Reykjavik, Iceland. In June, Delta resumed its Paris route from MSP. Air France also restarted Paris service. Also, restrictions to Canada have softened recently allowing for restarts this month of Delta to Winnipeg, and Air Canada to Toronto.

A few other operational updates: daily parking, which is a key revenue source for the MAC, has been trending up. In the last couple of months, it has approached about 75 percent of 2019 levels, with an average 10,000 to 11,000 vehicles in the ramps. That is still nearly a one-million-dollar shortfall in revenue for August alone. The MAC has a long way to go to fully recover revenues.

On the concession side, September began by reaching a milestone of 75 percent of all venues now operating at MSP. This is up from about 25 percent at the lowest point a couple of months into the pandemic in 2020. About 20 percent of MSP venues are fully operational. The MAC concession team has been working with all of food, beverage, retail, and specialty service partners to open venues that support airline activity and demand by concourse or other location.

The full recovery of operations and passengers is still dependent on health and safety protocols that were first put into place soon after the pandemic hit. Those health and safety measures are part of the Travel Confidently MSP program. This robust cleaning program includes electrostatic spraying

and more frequent Terminal wide cleaning, particularly of the security checkpoints and other high touch areas such as restrooms, handrails and elevator call buttons. Social distancing signs, floor decals and seat blockers promote social distancing throughout both Terminals. There are more than 250 hand sanitizing stations throughout MSP's Terminals. Acrylic Shields are in-place in areas where passengers and airport employees interact to provide an additional layer of protection. The MAC began mandating face mask coverings in July 2020. This past summer, the MAC pulled back its local ordinance on face coverings due to a more unified federal regulation that was enacted in early 2021. The federal regulation, enforced by the TSA, requires the wearing of face masks inside all airports, on aircraft and other forms of public transportation. The enforcement of the federal mask regulations was recently extended through January 2022.

In January, MSP received two Health and Safety Facility Accreditations: GBAC Star, and the Airport Health Accreditation Programs for minimizing the spread of COVID-19 and combating future health threats. These awards require the highest standards of facility cleanliness, safety, and operational measures. Consistent global standards build consumer confidence in airport health safety to help support a sustained recovery of air travel.

Testing and vaccines are leading the way to a more sustainable recovery. About ten months ago, the Minnesota Department of Health opened a public COVID-19 PCR Saliva testing site. It's open to residents and travelers and it can handle as many as 1,500 tests per day. In early March, an MSP COVID-19 Rapid testing site opened in Terminal 1. The Wandertest service is available for all passengers for a fee of \$99 to \$199. Wandertest offers antigen testing, AAT testing, and PCR testing. It is located pre-security, Terminal 1, on level three, of the Gold ramp. In June, the State opened two public vaccination sites at MSP. The Terminal 1 location is in the airport mall for ticketed passengers and airport employees. The Terminal 2 site is open in the pre-security area on the ground level between ticketing and the escalators. It does not require an airline ticket to visit. The State vaccinations site will be open through this month or longer. People can obtain more information and make appointments through the Minnesota Vaccine Connector website ([vaccineconnector.mn.gov](https://vaccineconnector.mn.gov)).

A more touchless journey is also giving travelers confidence when they fly. Pre-booked parking is an online reservation system for Terminal 1 with online advanced payment and a guaranteed parking space. Customers receive a confirmation email with a QR code to enter and exit the parking ramps. Simplified arrival was introduced at MSP in January. It streamlines the process of re-entering the country. MSP ASAP is a one-stop online ordering platform for food pickup or delivery with a robot, or droid, making deliveries - customers pick up their order from its cargo bin. You can find the ordering portal at [ASAP.MSPairport.com](https://ASAP.MSPairport.com).

The MAC is building on a strong record of success when it comes to air service and is also investing heavily in technology and infrastructure to respond to customer demand and elevated passenger experience. The MAC is re-imagining success in a post pandemic aviation industry. Two major projects that were completed at MSP, in 2020, vastly improved passenger experience at Terminal 1. Due to reduced road traffic as a result of the pandemic, a project to rebuild the inbound roadway into Terminal 1, using concrete instead of asphalt was expedited. That project was coordinated along with the State's Highway 5 improvement project that was completed last year. The other project is the completion of the Silver Ramp, which gave MSP future parking capacity for when traffic rebounds. All car rental facilities as well as most ground transportation services for Terminal

1 were relocated, including the metro transit bus system. Currently, the focus continues on Terminal 1 operational improvements to improve the flow of passengers and visitors between checkpoints and all levels. The Terminal has been expanded fifteen feet toward the roadways, which is allowing more room for social distancing in the ticketing and baggage claim areas. In the past year, a new core of elevators and escalators was opened in the center of the Terminal that moves people more efficiently between all levels. On the arrival levels, four new baggage carousels have been put in place and existing carousels will continue to be replaced. New restrooms, seating and improved lighting are also elevating the arrival experience in the baggage claim area of Terminal 1.

The G concourse expansion project is roughly the area of G-17 to G-22, near the G- C connector skyway bridge. The gate area is being extended over the ramp and the new interior will feature a rotunda. Space is being added for a future Delta Skyclub. This project will also create a much more expansive walking corridor, more comfortable and spacious gate seating, new restrooms, and improve concession spaces. the project will be completed in early 2022. The Delta Skyclub will be completed at a later date.

The MAC is committed to sustainability and enhancing its economic viability, operational effectiveness, the environment, it's social responsibility within the Twin Cities, and as a neighbor to many communities. Through investments in the capital improvement program, (CIP), projects and in daily operations, we are advancing toward our 2030 sustainability goals in the areas of Emissions, Water, Waste and Employee Engagement. The MAC has formed working groups that are developing road maps for reaching the Emissions, Water and Waste goals. These goals help shape future strategic planning and decision making. The biannual sustainability survey was just completed- which helps to identify employee's overall awareness of, and participation in the MAC's sustainability efforts.

The [MAC's Residential Noise Mitigation Program](#) is also very important to this region. The relief provided to homeowners has been critical in making a positive impact in communities through our original program, and the subsequent versions stemming from the 2007 Consent Decree Program and amended again in 2013. The MAC program has mitigated noise in more than 7,800 homes, 1,300 multifamily units and 19 schools. Mr. Ryks thanked the Committee for partnering with the MAC in the past and he mentioned looking forward to working with the cities in the weeks ahead to help extend this very valuable program.

A commitment to excellence is important to the MAC. Our vision is to provide people's best airport experience. The MAC is continually working with airport partners: airlines, concessionaires, the TSA, and others to continue providing a consistently excellent experience for travelers going forward. Based on customer feedback through the ASQ program, MSP was named the best airport in North America in its size category of 25 to 40 million passengers per year for 4 straight years between 2016 - 2019. This year, Mijksenaar (Mike-Sen-Ar), a prominent international architectural and wayfinding design firm, released its North America Digital Airport Index for 2021. MSP was ranked #1 out of the top 50 airports. The index considers several factors: connectivity, social service and automation, website, interactive maps, digital wayfinding, commerce, social media, and data. Mr. Ryks mentioned that recent investments in systems, both for travelers and across our organization to improve operations, are really paying off. Just a couple of weeks ago, MSP was honored by the Air Transport Research Society, (ATRS). MSP was named as the most efficient airport in North America in its class, 25 - 40 million passengers. MSP was one of 12 airports recognized globally in

the annual benchmarking awards. This validates the MAC's long-standing commitment to safe and efficient airports. Our budget goals focus on the efficiency, maintaining healthy operating reserves, debt coverage and keeping airline fees in the low third of large hub airports. MSP has won this award four times in the last five years. Since the award process requires in-person passenger interviews, MSP did not pursue the award for 2020, to keep passenger safe from close contact with an interviewer.

Operational efficiency supports efforts to grow air service for the region and provide travelers with the best airport experience. MSP is the largest economic generator in the region, creating jobs and economic output while playing a key role in attracting, and retaining, businesses. \$15.9 billion total economic output, 86 thousand jobs in 2016, based on a study by Intervistas Consulting Inc. Based on arrivals through MSP, visitor spending is \$2.5 billion.

Currently, there are a lot of opportunities to work and volunteer at MSP. Tenants, concessionaires, airlines, car rental companies and aviation related businesses have hundreds of jobs to fill to build back services and operations as the airport recovers from the impacts of the pandemic. MSP Airport Foundation is also looking to grow its team of volunteers, many who helped welcome our passengers and provide traveler assistance every day. Visit [MSPairport.com/employment](https://MSPairport.com/employment) to find out more about all of the career and volunteer opportunities at MSP.

**Mr. Ryks** wrapped up his presentation with a slide of the beautiful, newly completed, interactive sculpture in Terminal 1, titled the Aurora by artist Jenn Lewin.

**Chair Hart** thanked Chief Executive Officer Ryks and said that he always looked forward to Mr. Ryks annual presentation and hearing about all of the happenings at the MAC. Chair Hart then opened the floor for questions.

**Questions:**

**Member Bergman** thanked Mr. Ryks for his presentation and commented that [Holman's Table](#), a restaurant at Holman's Field, St. Paul Airport is wonderful from the food to the presentation and the staff. He remarked that it would be great to have this service available at other reliever airports.

**Mr. Ryks** thanked Member Bergman for his comment and concurred that it is an outstanding restaurant with fantastic food. He also went on to thank Mr. Juffer, Ms. Ross, and Ms. Dana Nelson for the fantastic work they do. He said that they are extremely responsive and have developed great relationships with the entire community.

**Chair Hart** asked if there was any discussion of changing the vaccine offered at the airport site to one of the MRNA types. Mr. Roy Fuhrmann answered that the Johnson & Johnson vaccine choice is coordinated by the State. One of the reasons for using the J & J vaccine is that it is a one injection dose, which is logistically easier for the vast majority of airport employees. Member Bergman concurred and voiced his support for keeping the J & J vaccine.

**4.2. Draft 2022 NOC Work Plan**

**Brad Juffer**, Technical Advisor to the NOC, presented the initial 2022 draft work plan for NOC consideration. The draft is comprised of elements from the previous year's work along with items that the Committee should consider, review and/or take action, on in the upcoming years. These

are grouped into three categories: Residential Noise Mitigation Program, Community Relations, and other specific efforts. Public input is continually reviewed as well.

A couple of the notable items that are reviewed annually are the 2021 Noise Contour Report and the MSP annual aircraft noise complaint data assessment. The complaint report was added two years ago, as an ad hoc report, but is something that was kept in the annual work plan because of the valuable information that it provides to the NOC. Another item, 2E, is an update on Converging Runway Operations at MSP as that is still something that the FAA is working through. Another item, 2G, is an update on the FAA 's Neighborhood Environmental Survey. The FAA continues to review comments that they have received on that document, they will keep the NOC informed of any updates that come from the agency.

It is anticipated that there will be additional elements to add to it before this plan is finalized prior to 2022. That process includes public outreach in the form of the Fall listening session, 6pm, October 27<sup>th</sup>, along with any input received from committee members between now and November. The process is finalized by the NOC at the November meeting and then the work plan will be presented to the MAC's PD & E committee on December 6<sup>th</sup> for acceptance and final approval.

**Questions:**

There were no questions from the Committee.

**4.3. Meet the Fleet**

**Brad Juffer**, Technical Advisor to the NOC, noted that the first Meet the Fleet video, produced by the MAC, was presented to this committee in July. The intent was to give viewers a behind the scenes perspective of some of the aircraft that operate at MSP and to provide salient facts and figures them. This is the second video in the series which highlights the Airbus A220. Mr. Juffer thanked Delta Airlines, and NOC member Paul Borgstrom for his willingness to star in the video and provide background information from his perspective.

**Mr. Juffer** played the video for the Committee. The [Meet the Fleet](#) video is posted on the [MACNoise.com](#) website. It was also posted to [YouTube](#) under the MSP airport section.

**Questions:**

**Chair Hart** commented that the video that was really well done. He thanked Member Borgstrom and Mr. Juffer for sharing it with the committee and remarked that Delta now has 50 of the A-220 aircraft in its fleet, the last one was delivered May 29 of this year, so it is getting to be a sizable fleet.

**4.4. Review of Summer Listening Session**

**Michele Ross**, Assistant Technical Advisor to the NOC, and Assistant Manager for Community Relations for the MAC, provided May and June 2021 operations updates.

MAC Community Relations staff conducted a virtual Summer Listening Session, July 28<sup>th</sup>. Attendees included three residents from Minneapolis, FAA staff, NOC representatives Paul Borgstrom, Cheryl Jacobson, Linea Palmisano, and Loren Olson, and four MAC staff. Four residents from Eagan also submitted online comments. Staff provided a brief NOC update, regarding the Residential Mitigation Program, construction projects, and premiered the [Meet the Fleet](#) video series. During the open conversation that occurred following the presentation, Minneapolis residents asked

clarifying questions regarding the future of the mitigation program, program eligibility parameters and independent mitigation best practices. Online comments from Eagan residents were related to the return of air traffic to Runway 17. Each online comment received an emailed response.

**Questions:** There were no questions regarding the listening session.

**5. Announcements:**

**Fall Listening Session**

Wednesday, October 27, 2021 @ 6pm

Location TBA

**November NOC Meeting**

Wednesday, November 10, 2021 @ 6pm

Location TBA

**6. Adjourn**

**Chair Hart** thanked the members of the Committee, NOC staff and residents in attendance. The meeting was adjourned at 2:56 pm.