



Media Release

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MSP Debuts New, Larger Terminal 1 Rideshare Pick-up Zone

Relocated pick-up zone part of ground transportation changes to enhance passenger experience



Passengers load into a rideshare vehicle at the Terminal 1 Ground Transportation Center on Dec. 11, 2023. Courtesy of the Metropolitan Airports Commission

(MINNEAPOLIS-ST. PAUL, MN) The Metropolitan Airports Commission (MAC) relocated and expanded the Minneapolis-St. Paul International Airport (MSP) rideshare pick-up zone at Terminal 1 as part of a series of operational enhancements that will improve the ground transportation experience for passengers.

The new pick-up zone for travelers using app-based ride services – such as Uber and Lyft – was moved one level down to the Terminal 1 Ground Transportation Center, which features a capacity of nearly 50 vehicle spaces, double the previous location.

“Every airport experience begins or ends with ground transportation,” said Brian Ryks, CEO of the MAC, which owns and operates MSP. “These improvements allow us to offer more convenience and service for thousands of rideshare travelers every day. The spacious Ground Transportation Center lobby offers more seating and a fully covered pick-up area that removes the impact of weather when passengers load into vehicles.”

More than one million MSP passengers ordered rideshare services from Terminal 1 in the last 12 months, equating to approximately 2,900 ride requests per day. Terminal 1 accounts for approximately 75% of all rideshare services at MSP. There are no changes to the pick-up zone at Terminal 2.

“All customers will get directions on where to meet their Uber or Lyft drivers through their phone app, with the Ground Transportation Center conveniently located via the Terminal 1 Tram Level,” said Scott Skramstad, the MAC’s director of terminal and landside operations. “The expanded pick-up area also provides for angled loading spaces and one-way pull through lanes that will provide a more efficient experience for drivers and customers.”

Customers hailing a ride at Terminal 1 will be directed to one of three zones (A, B or C) within the Ground Transportation Center to find their driver safely and efficiently. Overhead directional wayfinding will assist in leading customers to the new location.

To facilitate the opening of the new rideshare pick-up zone, Terminal 1 taxis have been relocated to the opposite side of the Ground Transportation Center on the north end. Van and shuttle services (limousines, hotel shuttles, regional shuttles and Quick Ride Ramp shuttles) have been relocated to the south end of the Ground Transportation Center, sharing the east roadway with taxis.

Earlier this month, Minnesota Valley Transit Authority (MVTA) began service at MSP, providing travelers with another ground transportation option to get to and from the airport. MVTA bus services are available twice an hour, seven days a week, via Route 495. MVTA joins other public bus routes in picking up and dropping off passengers at the Terminal 1 Transit Center on Level 1 of the Silver Ramp. For more information, visit mvta.com/airportservice.

About The Metropolitan Airports Commission (MAC)

The Metropolitan Airports Commission (MAC) owns and operates one of the nation’s largest airport systems, including [Minneapolis-St Paul International \(MSP\)](https://www.mspairport.com) and six general aviation airports. The MAC’s airports connect the region to the world and showcase Minnesota’s extraordinary culture to millions of passengers from around the globe who arrive or depart through MAC airports each year. Though a public corporation of the state of Minnesota, the organization is not funded by income or property taxes. Instead, the MAC’s operations are funded by rents and fees generated by users of its airports. For more information, visit www.metroairports.org.