

Providing Exceptional Airport Experiences

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CEO, Metropolitan Airports Commission
April 2023



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The Current State of Affairs



Winter 2022 - 2023



90.3"
3rd snowiest



1,100 hours OT
Per MSP Field
Maintenance Employee



Relievers: 38 nights
MSP: 50 nights



750,000 gal e36 liquid
680 tons of solid chemical
at MSP

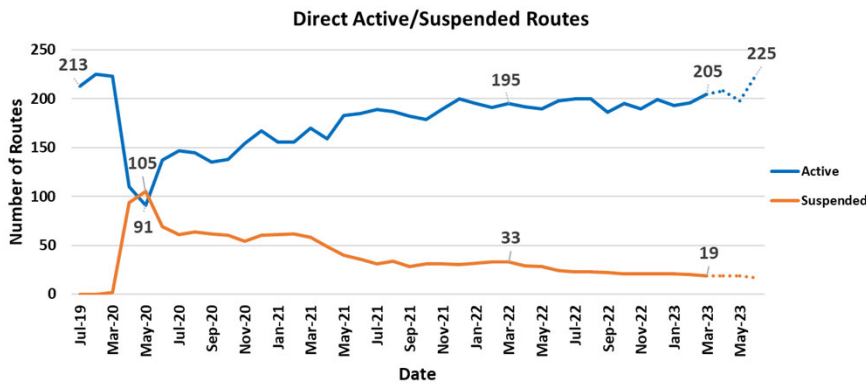


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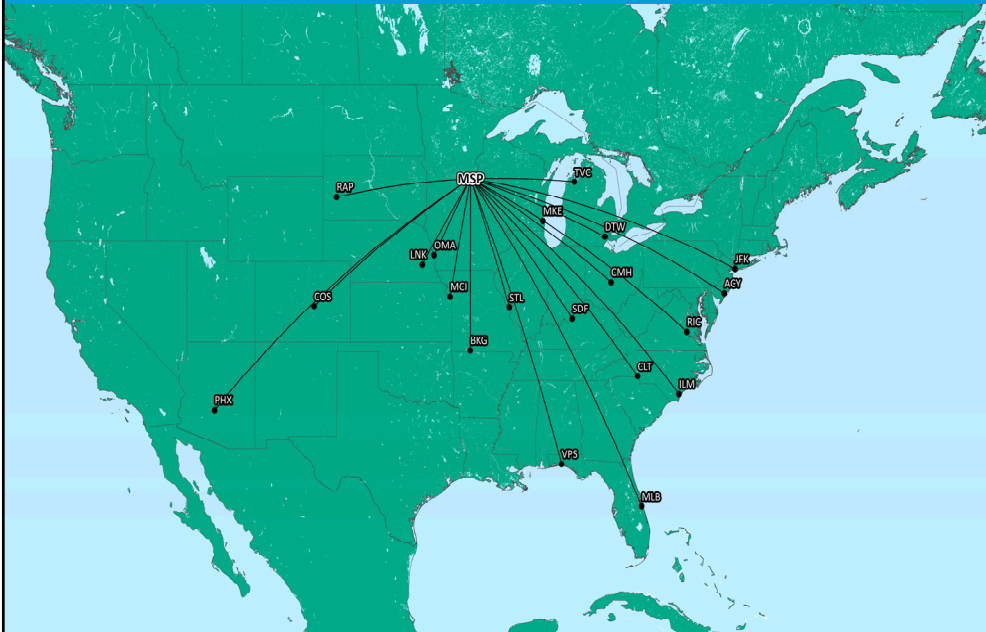
Our COVID Journey 2020 - 2023



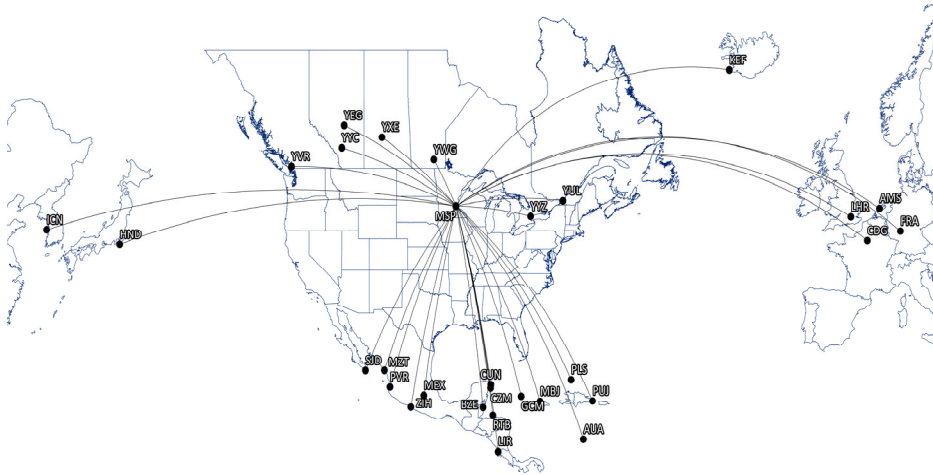
Pandemic Recovery: Non-Stop Routes



22 New Domestic Routes in 2023



MSP Air Service: International



AIR CANADA

Condor

DELTA

ICELANDAIR

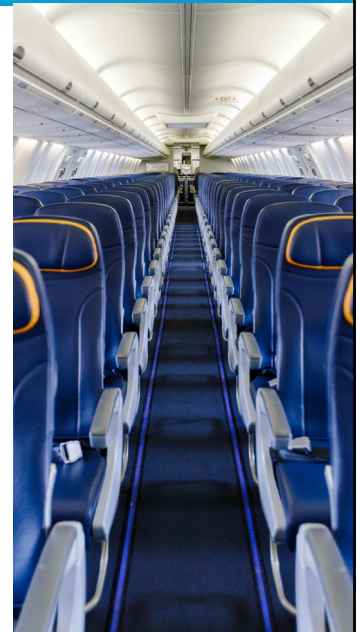
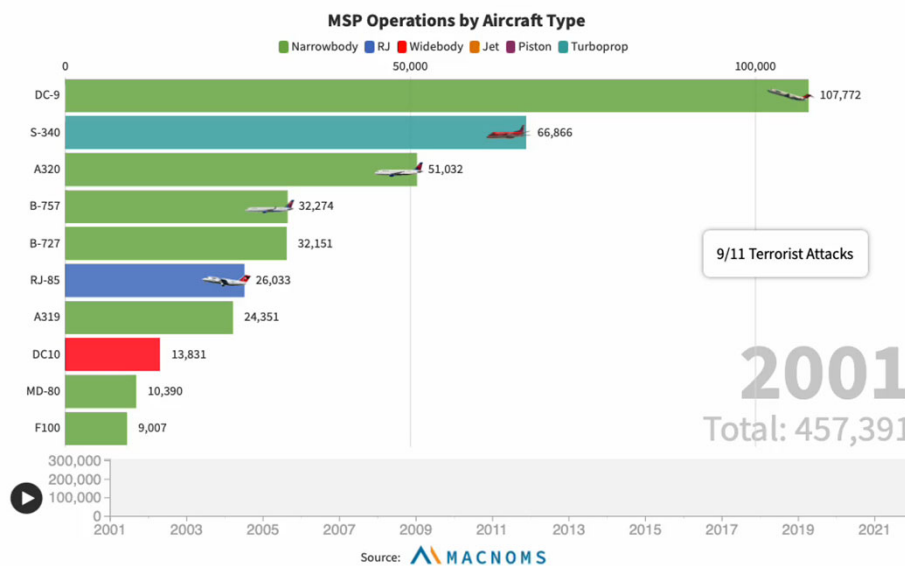
KLM

suncountryairlines

WESTJET

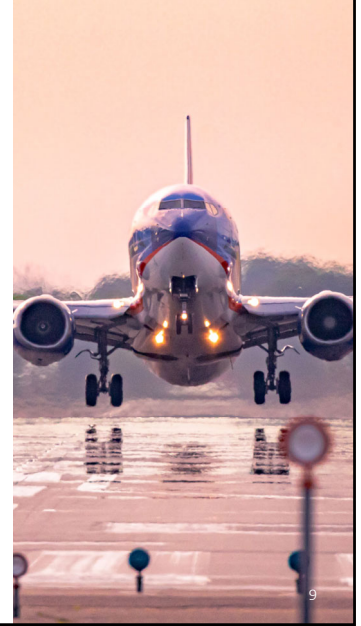
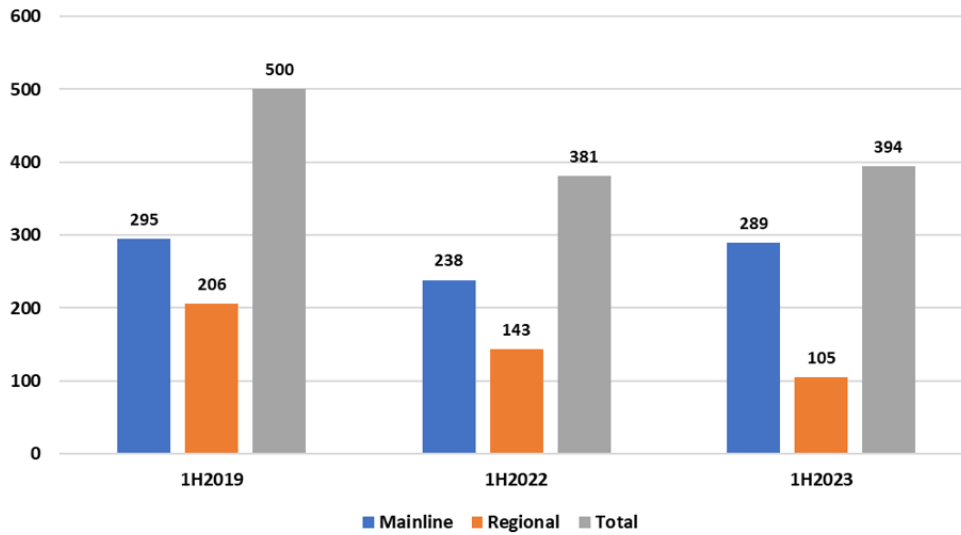
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MSP Aircraft Fleet Changes 2001 - 2022



MSP Air Service: Aircraft Fleet Changes

Pax Airline Avg. Daily Departures by Aircraft Type

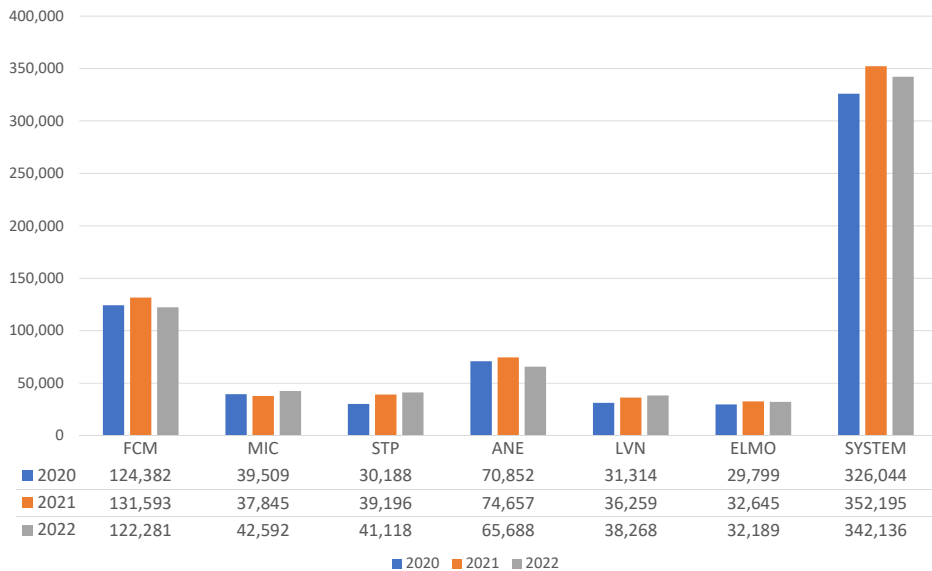


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Reliever Airports



Reliever Airport Operations: 2020-2022



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Reliever Airport Highlights

- New 14-32 Runway at Lake Elmo (21D)
- 700+ Lease Renewals
- 20 New Hangars – Last 18 months
- Atlantic Aviation FBO – Anoka County-Blaine (ANE)
- STP Floodwall Mobilization



MAC Reliever Airports: Destinations



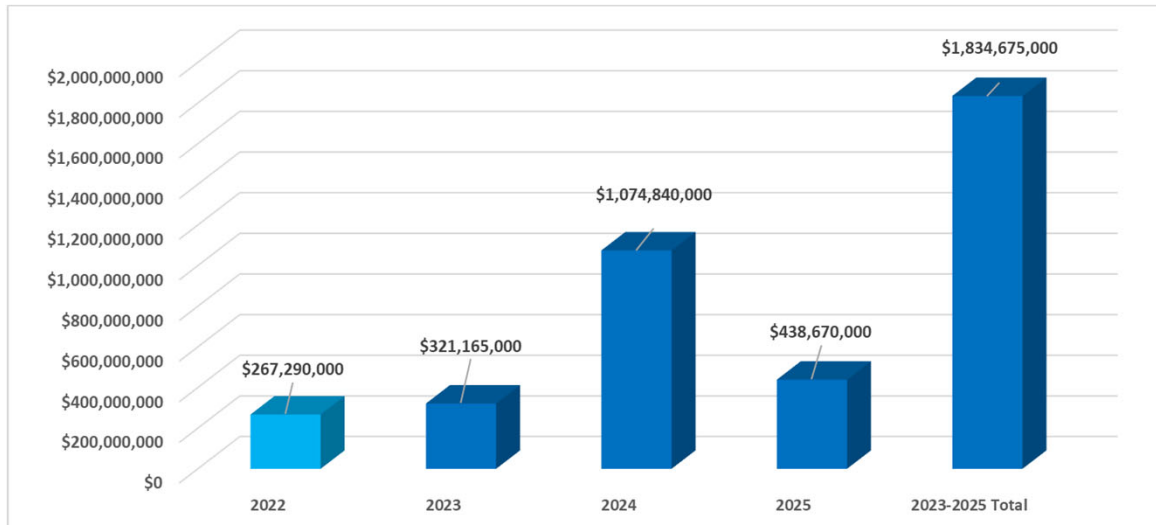
3

Infrastructure Investments



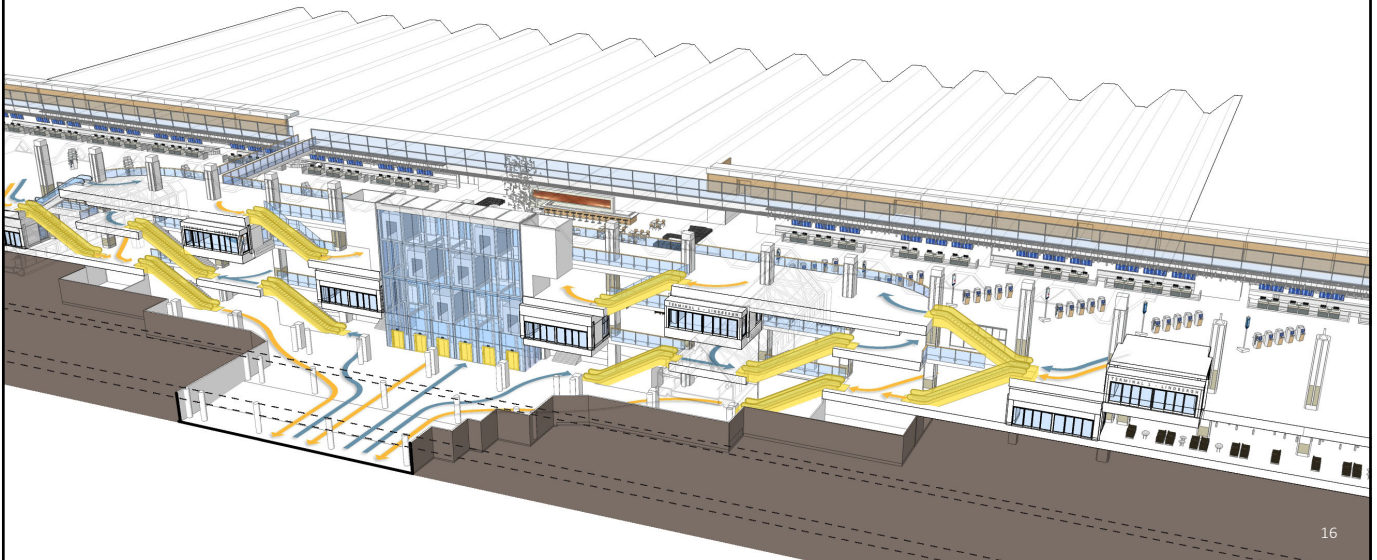
MAC CIP Budget through 2025

\$300 million deferred in 2020-2021



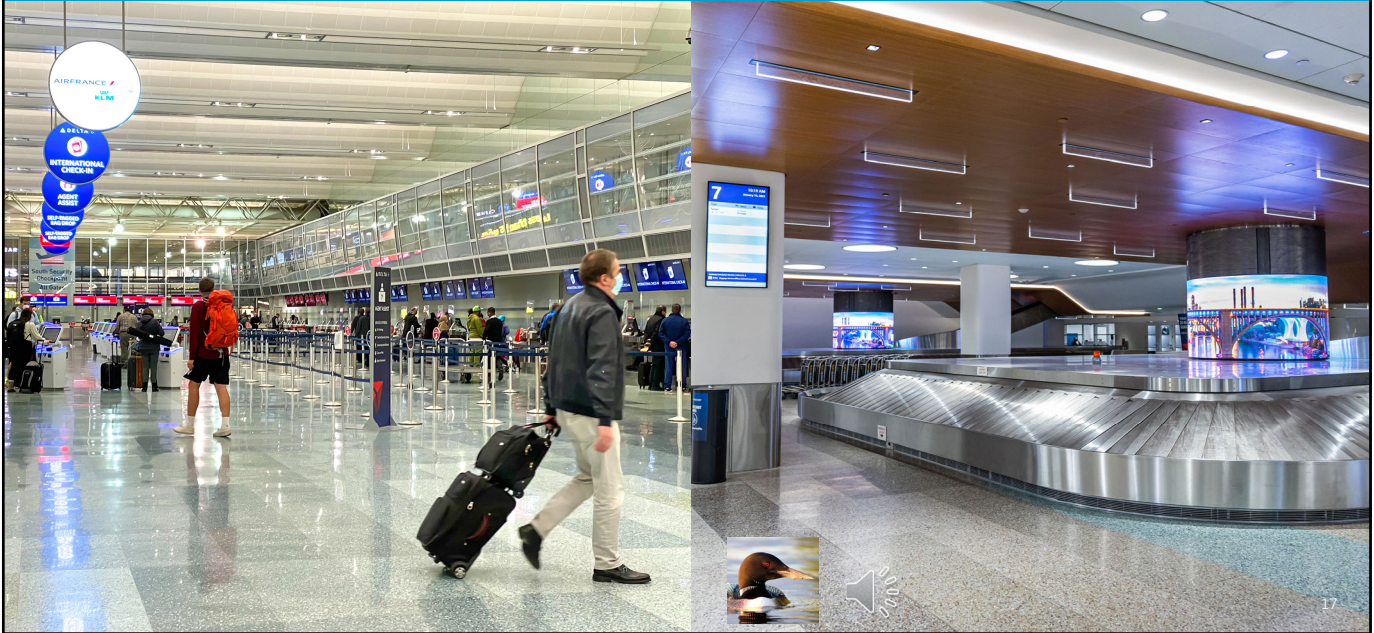
15

Operational Improvements – Terminal 1



16

Departure & Arrival Area Improvements



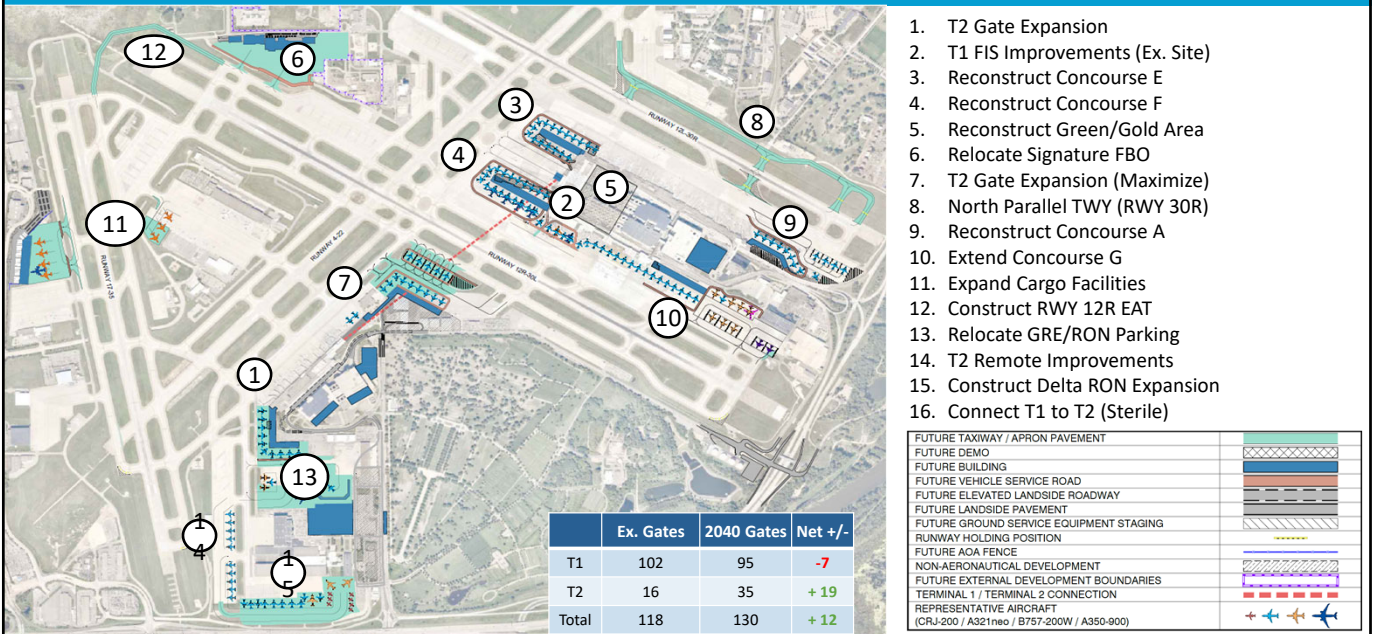
Concourse G Modernization



Concourse G Expansion and New Delta Sky Club



MSP Long-Term Planning: Preferred Alternative



4

Innovation and the Passenger Experience

21

Customizing Messaging



Gaining Customer Insights





Mike
All Business



Dan
No-Nonsense



Sharon
Frequent Leisure



Sonia + Eric
Sporadic Sightseer




Deborah + Tony
Gate Hugger



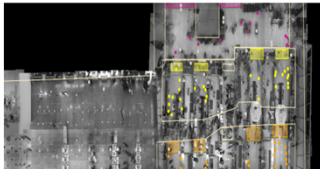
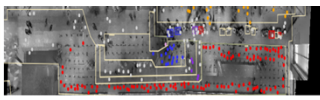
Hannah
Once a Year

Tracking Passenger Volumes: Security Wait Times



CPI Overall 14:27
Apr 11, 2023, 5:53:00 AM

Overview Gauges Contingency Map & POI

General + Security

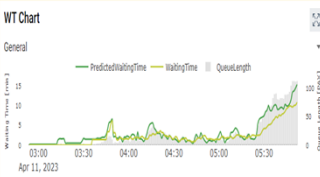
Name	Queue Length	Predicted Waiting Time
CPI-GenSec	153 PAX	16 min 43 s

PreCheck + Security

Name	Queue Length	Predicted Waiting Time
CPI-PreSec	59 PAX	5 min 25 s

Name	Queue Length	Waiting Time	Predicted Waiting Time
General	114 PAX	11 min 14 s	15 min 11 s
PreCheck	18 PAX	3 min 29 s	3 min 47 s
Premium	7 PAX	2 min 23 s	4 min 34 s
Post Security	25 PAX	1 min 15 s	1 min 6 s
Employee	1 PAX	0 min	1 min 40 s
Recomposure	18 PAX	0 min 45 s	1 min 4 s
Security	36 PAX	1 min 33 s	1 min 29 s

WT Chart



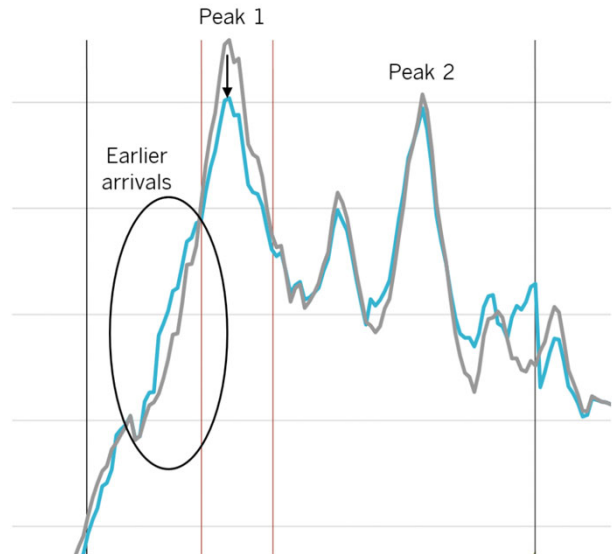
Peak Shaving — Impact of Virtual Queuing



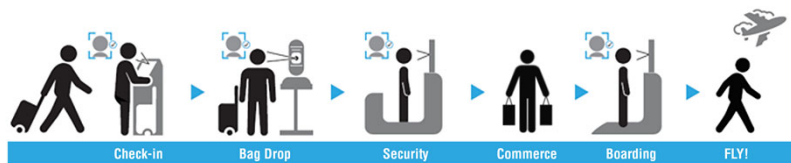
A better airport experience

MSP RESERVE *powered by* CLEAR is the universal virtual queue technology designed to deliver value for airports, airlines and passengers alike.

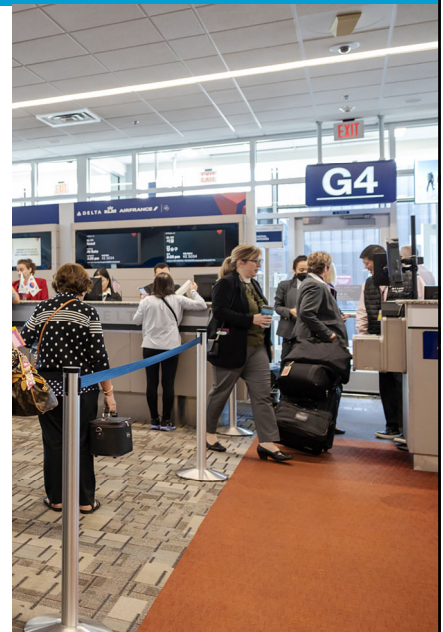
Partnered with Copenhagen Optimization, we're enhancing the passenger experience by unlocking a better, more efficient experience to help passengers **plan ahead and arrive at a dedicated time slot without having to wait in security queues.**



Leveraging Biometric Technology



- Biometric Bag Drop
- TSA Biometrics & Trusted Traveler Strategy
- Biometric Exit
- Simplified Arrival



Point of Sale Data



PARTNERSHIP PROGRAM

We're launching a strategic partnership program focused on collaborating with community partners to **elevate the passenger experience, spur innovation, and build awareness** for our region as a great destination to live, work, and visit.



**Best Airport
in North America**
5 times in last 6 years



**Most Efficient Airport
in North America**
4 times in last 5 years



**Nationally
Recognized for
customer service**



5



Leading the
Industry

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StarTribune

2021 PULITZER PRIZE FOR BREAKING NEWS

Business Opinion Variety  Obituaries Classifieds Autos

MSP flies highest in J.D. Power ranking of nation's largest airports

Minneapolis-St. Paul International Airport finished for the first time atop the latest J.D. Power survey of passenger ...

StarTribune · 8d



**“Best
Airport in
North
America”**

— Airports Council International



