Chapter 8. Stakeholder and Public Engagement Process

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One of the goals established at the onset of the Minneapolis-Saint. Paul International Airport (MSP) 2040 Long-Term Plan (LTP) was to include meaningful stakeholder engagement throughout the planning process. To fulfill this goal, a series of meetings, events and outreach activities have been conducted throughout the LTP development.

Prior to initiating the LTP, the MAC created a standalone website for sharing information related to the project with the public. This website provides information regarding stakeholder outreach activities, project documentation, relevant internet links, and answers to frequently asked questions. When the draft LTP was out for public comment, it was posted on this website with an explanation about how the public is able to access and submit comments.

The MAC also developed a formal Stakeholder Engagement Plan in 2019. The plan included coordinated efforts to inform, educate, and engage the public and airport users as part of the LTP process. The plan also explained the MAC's approach for documenting the outreach process. MAC published the plan on the project website and used it as a dynamic guide for administering a thorough and effective public involvement program. The stakeholder engagement plan is included in **Appendix F.**

A Stakeholder Advisory Panel (SAP) was formed for the planning process, which met periodically throughout the development of the Draft LTP. The SAP consisted of a broad range of stakeholder groups that are more closely involved in the MSP Airport and long-term planning than the public at large. Stakeholder groups represented on the SAP included:

- Local community leaders and city planners (7)
- Government/Agency partners (6)
- MSP airport traveler groups (3)
- Airlines and other airport users (5)
- Regional business partners (5)
- Tourism associations (4)

The SAP served several important functions including: 1) hear and learn about the planning process; 2) share planning information with constituencies; 3) ensure that those tasked with making planning decisions hear and consider concerns and aspirations related to the development of the LTP. The SAP offers opinions, advice and guidance, but the MAC has sole discretion to act on these recommendations. Six SAP meetings were held during key milestones prior to release of the Draft LTP. A summary report of the SAP meetings, along with agendas, presentation materials, handouts, and minutes are included in **Appendix F**.

The MAC's Stakeholder Engagement Plan also included the use of online polling software to reach an audience wider than typical public meeting audiences. Responses allowed for purposeful information, offering greater value for what the planning team should consider as it began the planning process. Two surveys were conducted and generated a total of 725 responses which helped gather information about passenger travel habits, generate positive attributes of the airport, find improvement ideas and discover innovative opportunities. Summary reports of the surveys are included in **Appendix F**.

The MAC also held four public events at key milestones during the planning process. These public events, coined "Experience MSP", presented the same information provided at SAP meetings. Fliers, publication affidavits, presentation materials and handouts from these events are included in **Appendix F**.

The meetings and events held during the development of the draft LTP are listed in **Table 8-1**.

Table 8-1 (1 of 2): Meetings and Events Held During Draft LTP Development

Audience	Materials Covered	Date	Location
MSP Noise Oversight Committee (NOC)	LTP Introduction, Goals, Process, Engagement Program and Schedule	3/20/2019	MAC
MSP NOC	LTP Engagement and Schedule	5/15/2019	MAC
MAC Planning, Development and Environment (PD&E) Committee	LTP Introduction, Goals, Process, Engagement Program and Schedule	6/3/2019	MSP
MSP Long-Term Plan Stakeholder Advisory Panel	LTP Introduction, Goals, Process, Engagement Program and Schedule	6/10/2019	Crowne Plaza, Bloomington
MSP NOC	LTP Engagement and Schedule	7/17/2019	MAC
MSP Long-Term Plan Stakeholder Advisory Panel	Aviation Activity Forecast Overview, Capacity Study, Review Stakeholder and Public Input	8/27/2019	InterContinental MSP Airport
MAC PD&E Committee	Aviation Activity Forecasts	9/3/2019	MSP
Minneapolis Intergovernmental Relations Committee	LTP Introduction, Goals, Process, Engagement Program, Existing Conditions, Aviation Activity Forecasts and Capacity Study	9/25/2019	Minneapolis City Hall
Public Experience MSP Event #1	LTP Introduction, Goals, Process, Engagement Program, Existing Conditions and Aviation Activity Forecasts	10/2/2019	Mall of America Executive Center
Minneapolis City Council and Staff Meeting	Aviation Activity Forecasts and Capacity Study	10/18/2019	Minneapolis City Hall
MSP Long-Term Plan Stakeholder Advisory Panel	Aviation Activity Forecasts, Capacity Study, Review Stakeholder and Public Input	1/30/2020	Crowne Plaza, Bloomington
Pause in the LTP process due to the COVID-19 pandemic			

Source: Metropolitan Airports Commission (MAC)

Table 8-1 (2 of 2): Meetings and Events Held During Draft LTP Development

Audience	Materials Covered	Date	Location
Pause in the LTP process due to the COVID-19 pandemic			
MSP NOC	Aviation Activity Forecast Update and LTP Schedule	11/10/2021	Virtual
MAC PD&E Committee	Aviation Activity Forecast Update and LTP Schedule	12/6/2021	MSP
MSP Long-Term Plan Stakeholder Advisory Panel	COVID-19 Airport Impacts, Aviation Activity Forecast Update and LTP Schedule	12/10/2021	Virtual
MSP NOC	LTP Process, Engagement Program and Schedule	3/16/2022	Virtual
Public Experience MSP Event #2	LTP Goals, Process, Existing Conditions, Aviation Activity Forecast Update and Capacity Study	4/12/2022	Virtual
MSP Long-Term Plan Stakeholder Advisory Panel	LTP Process, Engagement Program, Facility Requirements Overview and Preliminary Alternatives Review	8/4/2022	Bloomington CVB and Virtual
Public Experience MSP Event #3	Facility Requirements and Alternatives Review	8/23/2022	MAC
MAC PD&E Committee	LTP Process, Engagement Program, Facility Requirements, Alternatives Review and Preferred Alternative	2/6/2023	MSP
MSP NOC	LTP Process, Engagement Program, Facility Requirements, Preferred Alternative and Aircraft Noise Analysis	3/15/2023	MAC
City of Minneapolis Airport Working Group	LTP Process, Engagement Program, Facility Requirements, Preferred Alternative and Aircraft Noise Analysis	4/12/2023	Virtual
MSP Long-Term Plan Stakeholder Advisory Panel	LTP Process, Engagement Program, Facility Requirements, Preferred Alternative and Aircraft Noise Analysis	4/13/2023	Crowne Plaza, Bloomington and Virtual
Metropolitan Council Technical Advisory Committee	LTP Process, Engagement Program, Facility Requirements, Preferred Alternative and Preliminary Findings	5/3/2023	Metropolitan Council
Metropolitan Council TAC Planning Sub-Committee	LTP Process, Engagement Program, Facility Requirements, Preferred Alternative and Preliminary Findings	5/11/2023	Virtual
Metropolitan Council Transportation Advisory Board	LTP Process, Engagement Program, Facility Requirements, Preferred Alternative and Preliminary Findings	5/17/2023	Metropolitan Council
MAC PD&E Committee	LTP Process, Engagement Program, Facility Requirements, Preferred Alternative and Preliminary Findings	6/6/2023	MSP
Public Experience MSP Event #4	LTP Process, Engagement Program, Facility Requirements, Preferred Alternative and Preliminary Findings	7/11/23	Sabathani Community Center

Source: Metropolitan Airports Commission (MAC)

A 60-day public comment period began on June 21, 2023 and ended on August 21, 2023. Three weeks into the comment period, the fourth and final public Experience MSP event was held to present the draft LTP findings and preferred development alternative to the public. Approximately 60 members of the public attended the event.

The following communication tactics were used to advertise the public event and solicit comments on the draft 2040 LTP:

- Electronic newsletters
- Mailing 39,610 postcards to residents surrounding the airport
- Using paid advertising, focusing on people living within 10 of MSP Airport
- Publishing four Public Notices in area newspapers
- Issuing a Press Release
- Social Media Posts
- Updating the 2040 LTP website and advertising the event on metroairports.com
- Distributing four hard copies of the draft 2040 LTP document in the community
- Presenting updates at public meetings and airport employee/stakeholder meetings

A total of 139 public comments were received during the public comment period and ranged in a variety of topics, of which the pronounced areas of public comments included noise, terminal, landside, and MAC communications. In addition to members of the public, comment letters were submitted by the City of Minneapolis and Metropolitan Council.

The noise comments were largely comprised of complaints regarding existing aircraft noise, as well as the concern about aircraft noise for future aircraft operations. As the primary focus of the MSP 2040 LTP remains with terminal function and footprint, the MAC will continue its long history of collaborating with stakeholders, including neighboring communities, to reduce noise. There are existing noise abatement procedures air traffic control will continue to utilize in reducing noise over residential areas when feasible, as well as continue to implement eligible homes with sound insulation mitigation. To-date, the sound insulation program has invested over $500 million in communities that surround the airport.

The terminal comments focused on passenger connectivity and the promotion of connecting passengers between T1 and T2 from the secure-side of the airport. Other topics included the notion of an undersized Federal Inspection Service (FIS) facility in T1, passenger connection times for connecting passengers in T1, and the request to add moving walkways in the terminals where they do not exist today.

Landside public comments focused on the need for curbfront improvements required in front of both T1 and T2 and acknowledged the need to reduce vehicle congestion. There were a couple of comments regarding the existing Metro Transit Light Rail (LRT) connection between both terminals and the need for increased safety, however the MAC has been partnering with LRT police and the City of Bloomington police department in an effort to improve LRT safety concerns. Electrical vehicles (Evs) were commented on, though the LTP acknowledges the emerging nature of this topic and MAC's desire to continue evolving landside services available. **Table 8-2** summarizes the number of comments by each category.

Table 8-2: Public Comments: Summary of Topics

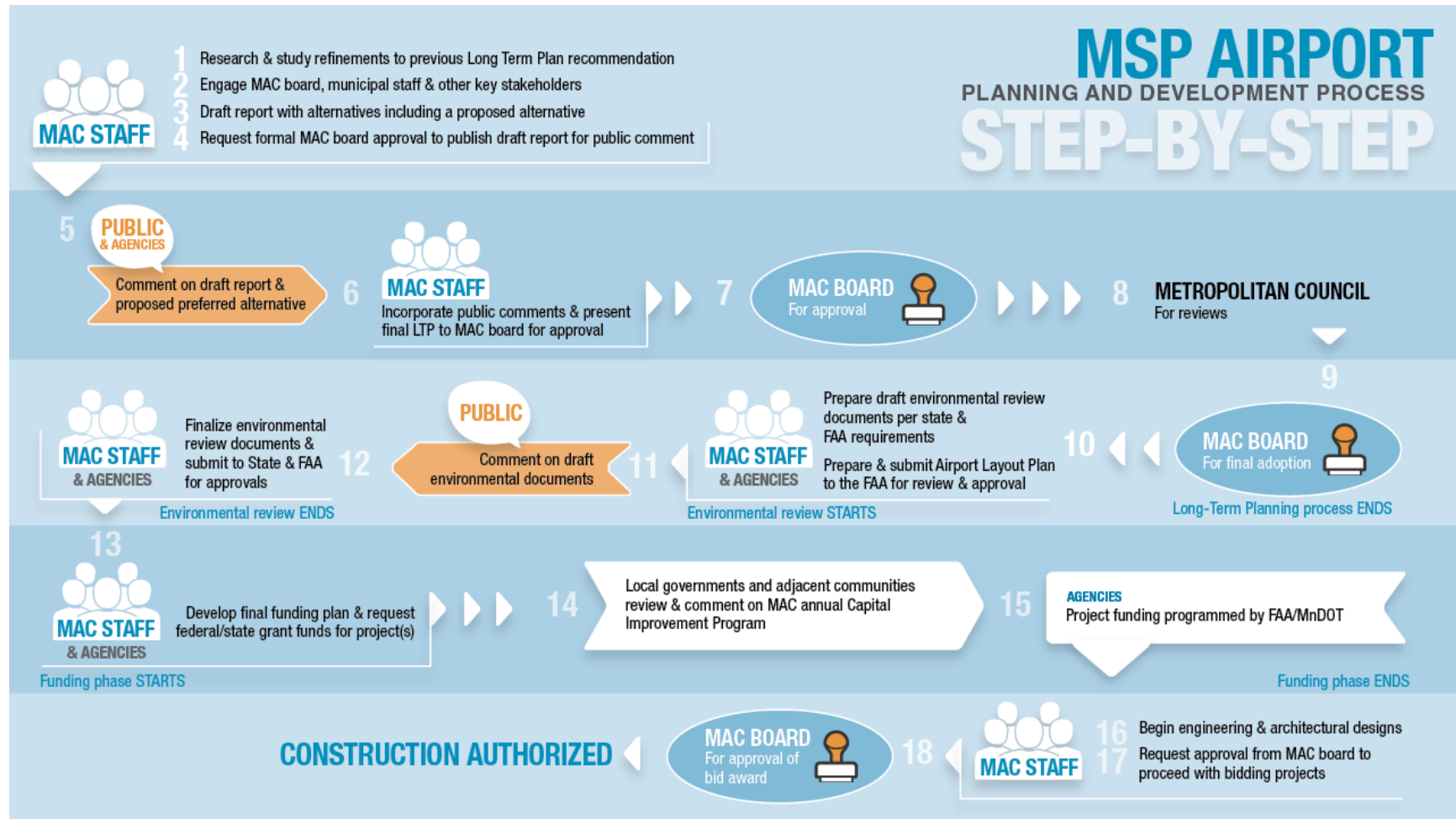| Comment Category	Number of Comments	Percent of Total
Airline Relations	2	1%
Airside	6	4%
Environmental	9	6%
Indiscernible	6	4%
Landside	15	11%
MAC Communications	11	8%
Noise	69	50%
Terminal	21	15%
TOTAL	139	100%

Source: Metropolitan Airports Commission (MAC)

Appendix G includes general responses developed to address questions and comments that were consistent among the public comments received. Specific responses to comments received from municipalities and agencies are also provided.

Exhibit 8-1 illustrates the next steps for the planning and project implementation process, including what points additional approvals are needed and what points public feedback will be solicited.

The next phase of engagement includes submittal of the Final Draft 2040 MSP Airport LTP narrative report to the Metropolitan Council. Under MS 473.165 and MS 473.611, the Metropolitan Council reviews long term comprehensive plans for each airport owned and operated by the MAC. The Council reviews and comments on all plans for consistency with the metropolitan development guide including Thrive MSP 2040 and the Transportation Policy Plan. Obtaining the full Council's determination of consistency involves presentations to four standing committees as well as the Full Council.

Exhibit 8-1: Planning and Project Implementation Process

Source: Metropolitan Airports Commission (MAC)