



GLOBAL BUSINESS TRAVEL ASSOCIATION

| NORTH CENTRAL CHAPTER

Recognizing Today's Sponsors



Operating Airports through a Pandemic

Brian Ryks
Executive Director and CEO

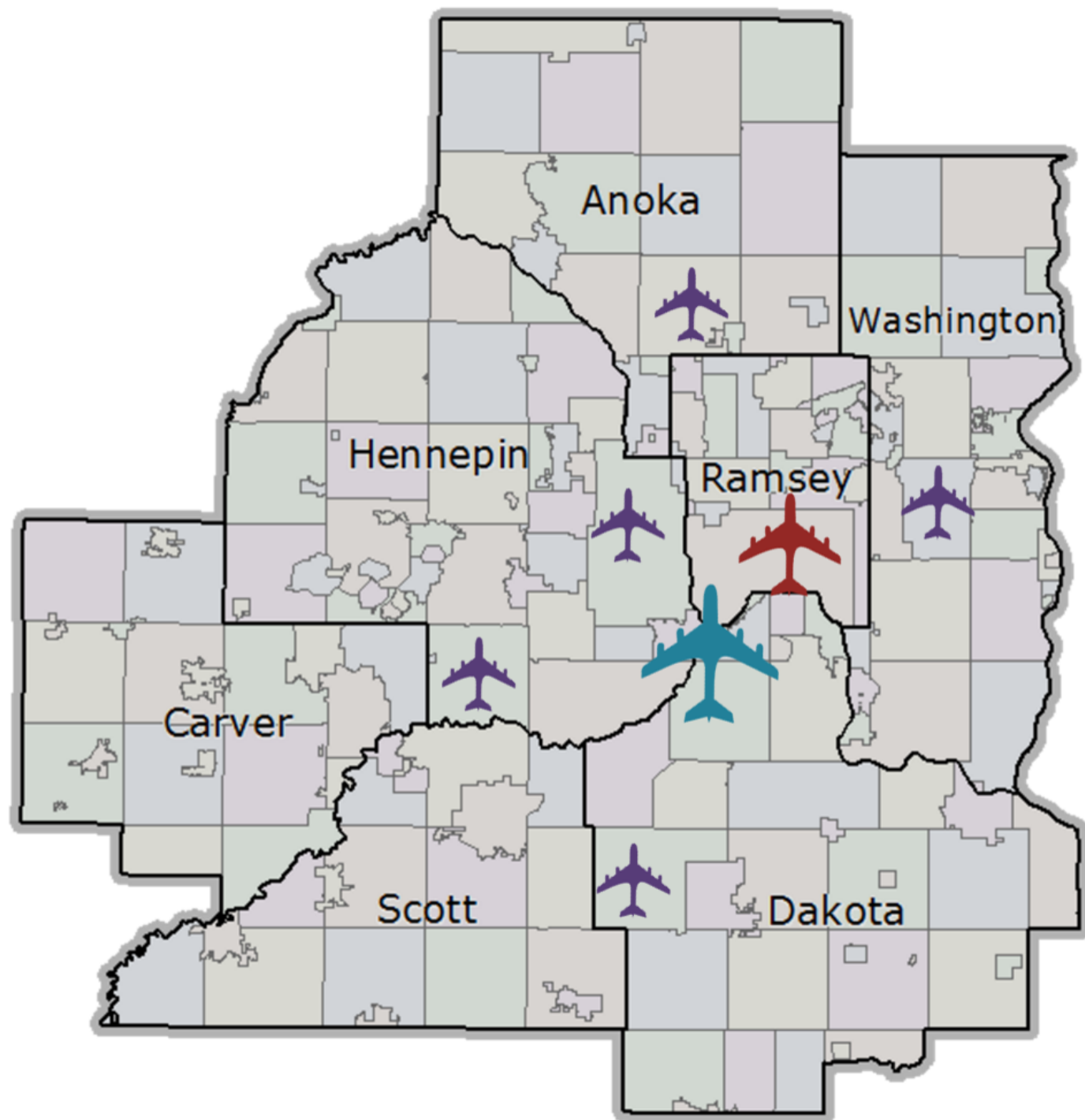
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Metropolitan Airports Commission



The Metropolitan Airport Commission

The MAC owns and operates seven airports, providing convenient access to air transportation for all parts of the Twin Cities metropolitan area.



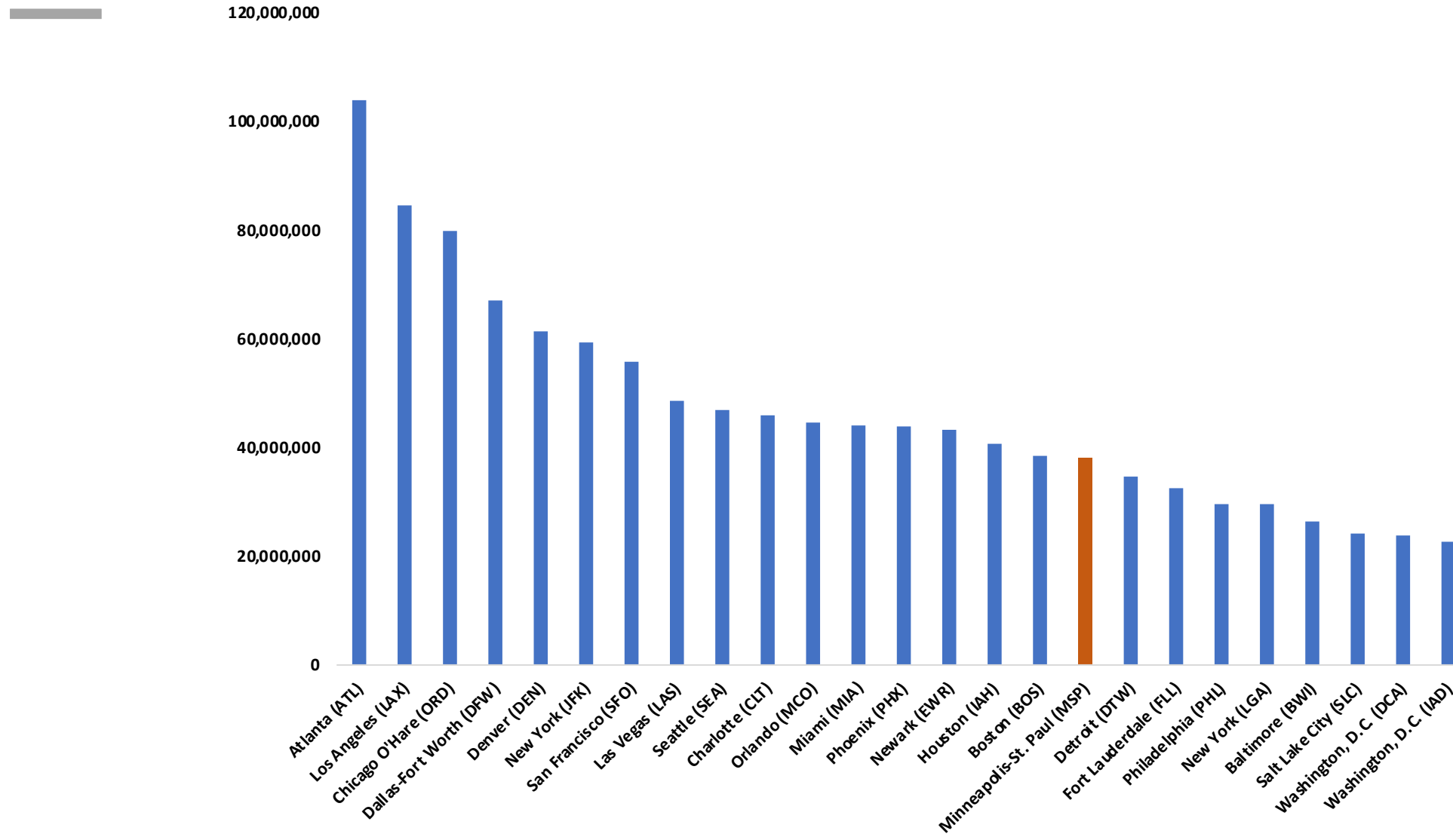
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Minneapolis-St. Paul International Airport



MSP – Nation's 17th Busiest Airport for Passengers Served (2019)



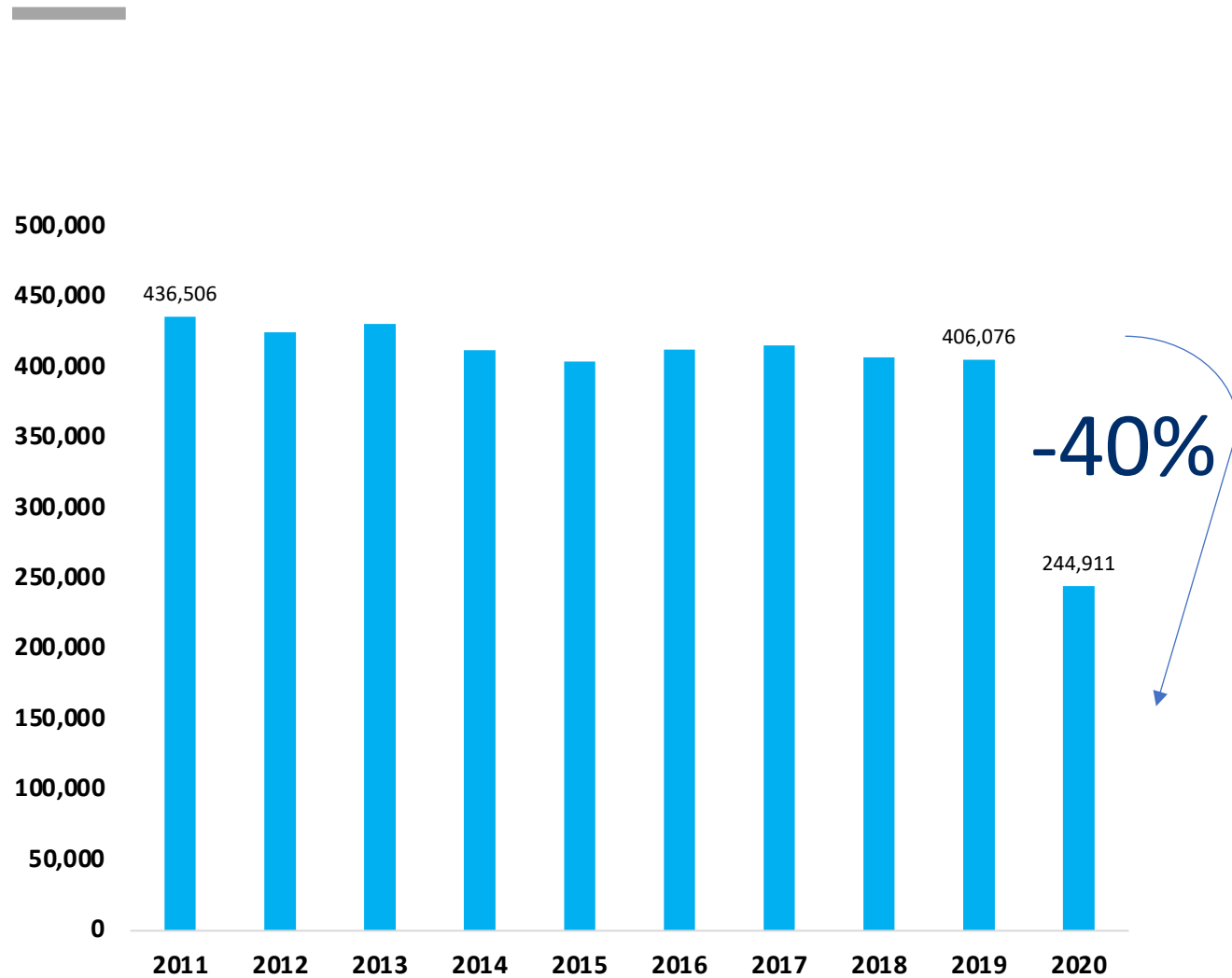
COVID-19 – Industry Impact

- U.S. airports = losses of \$40 billion*
March 2020-March 2022
- MAC losses = \$215-\$220 million in 2020
- MAC projected revenue decline of \$93 million in 2021

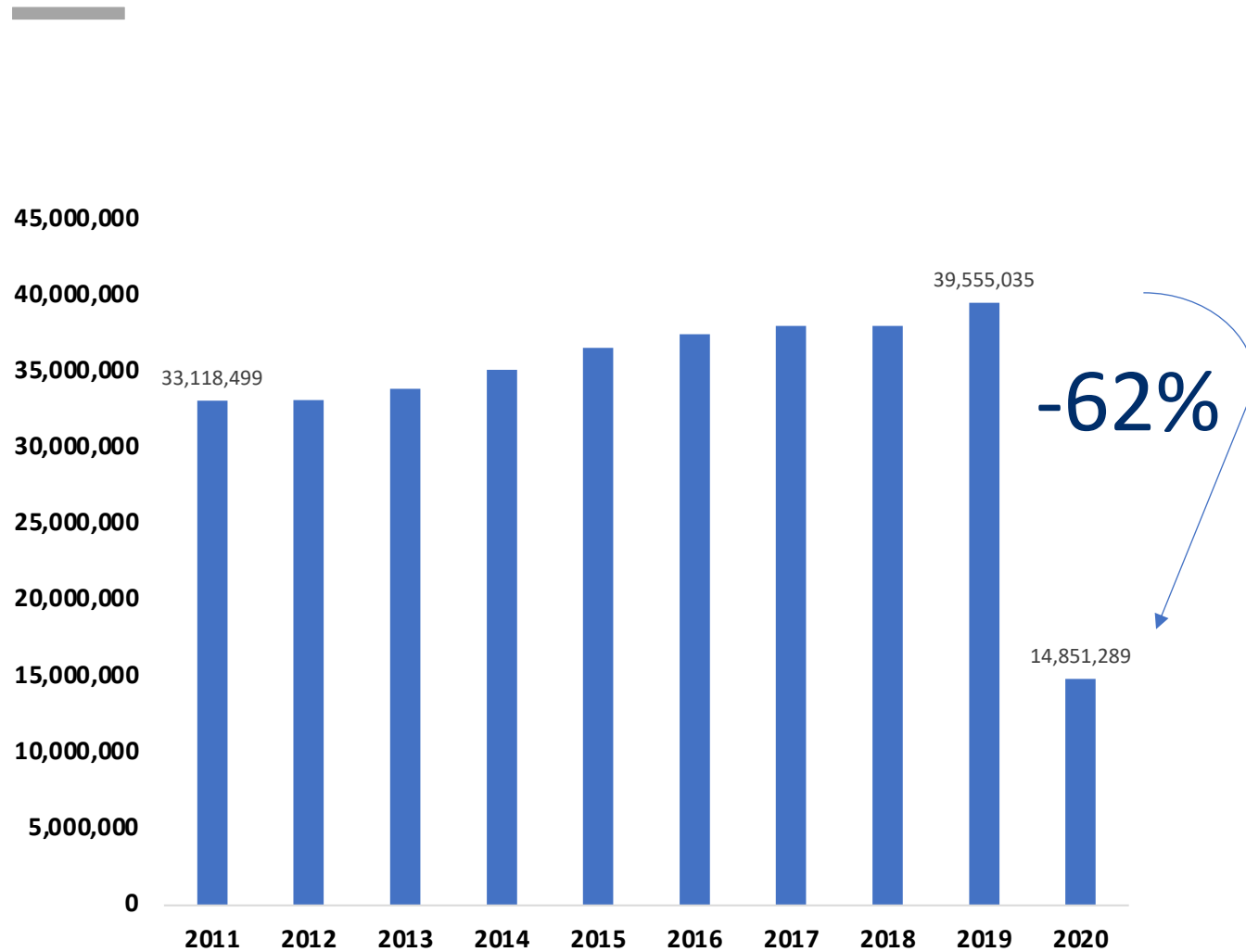
*Source: ACI-NA



MSP Operations Activity

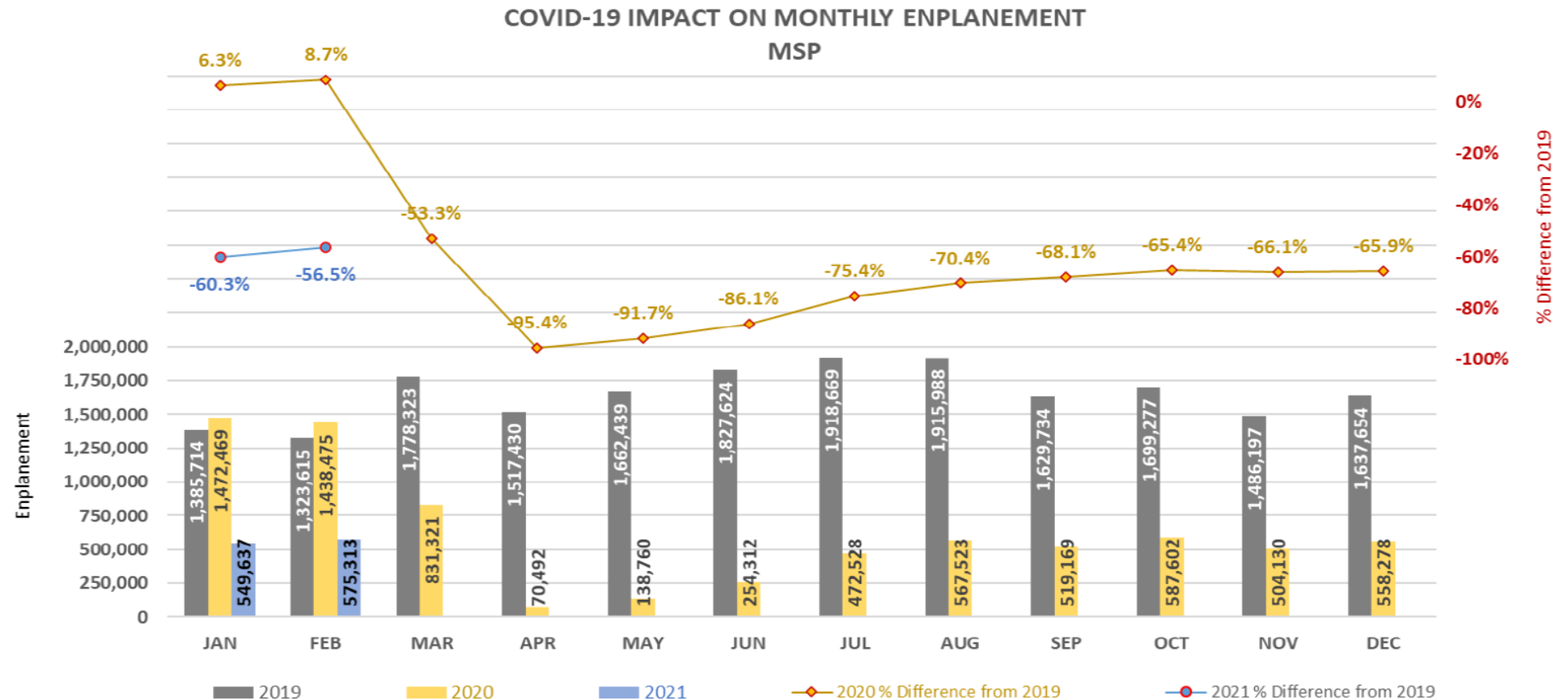


MSP Passenger Activity



COVID-19 Travel Impact- Enplanements

MONTHLY ENPLANEMENTS 2019-2021



COVID-19 Impacts: Where We Stand Today



Passengers
-56%



Flights
-35%



Parking \$
-60%



Concessions
-47%

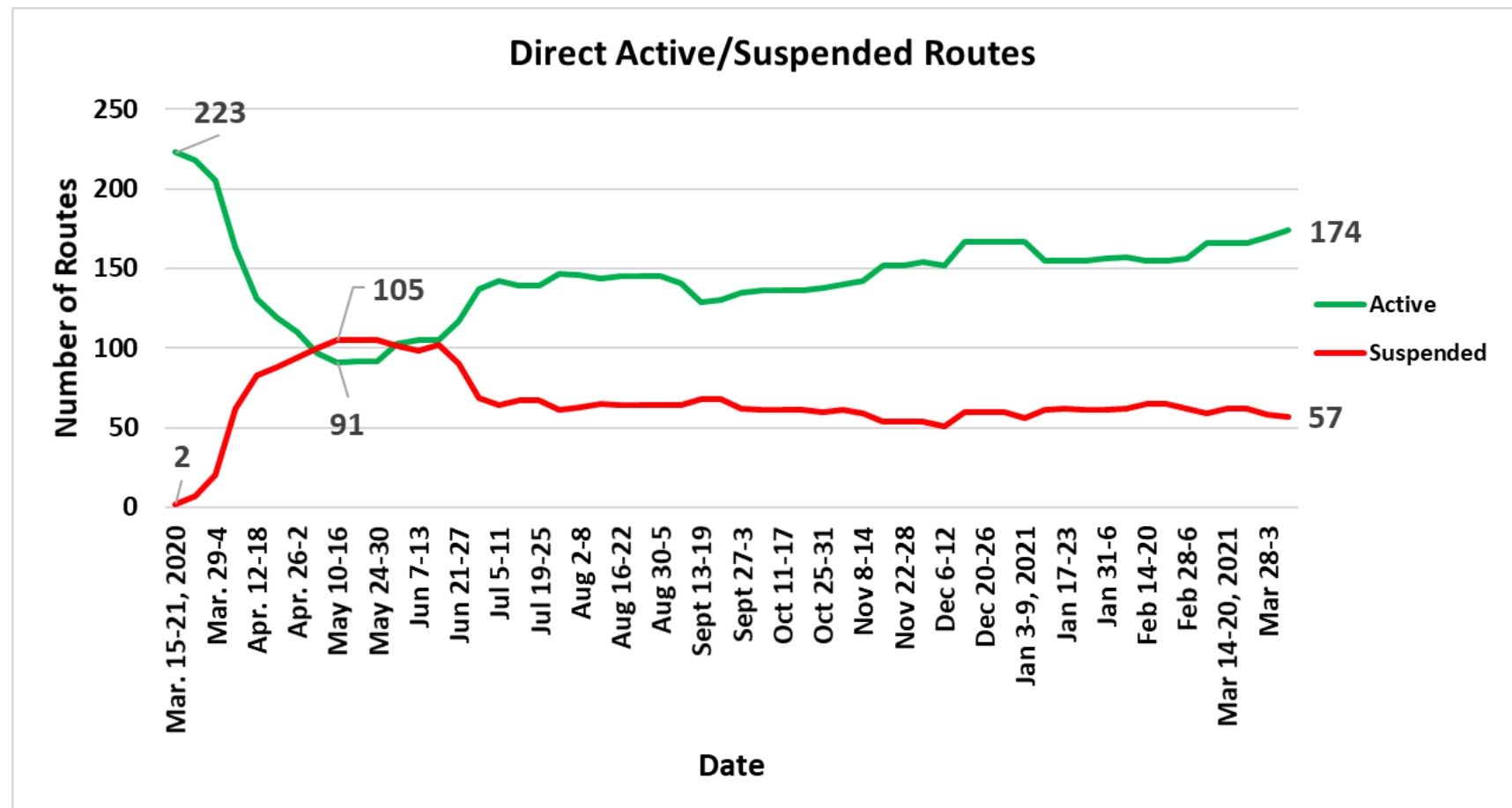


Transoceanic
-88%



COVID-19 Travel Impact - Routes

ACTIVE VS
SUSPENDED
ROUTES
SINCE
COVID-19



2020 Relief for Our MSP Partners

- **Airlines:**

- Deferral of terminal, ramp and airfield rents and fees April-June 2020
- Aircraft parking
- 2020 credit of \$41 million toward airline rates and charges

- **Concessions, auto rental and passenger services businesses:**

- Deferral of April-June 2020 rents, fees and charges
- Nine-month waiver of MAGs in 2020 (\$24M)
- 2021 MAG relief through June (\$9.5M)



3

Health Safety Program

TRAVEL  CONFIDENTLY **m**sp

Playbook

- Guidelines for MSP airport community
- 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



Robust Cleaning



Hand Sanitizing



Face Covering



Social Distancing



Shields



Touchless Parking

Travel Confidently MSP Campaign

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



Travel Confidently Campaign

Traveler Care Packages





Best-in-Class Cleaning/Infectious Disease Prevention

GBAC Star™ Program

ACI Airport Health Accreditation Program

- Minimize the spread of COVID-19 and combat future health threats
- Require the highest standards of facility cleanliness, safety and operational measures
- Consistent global standards build consumer confidence in airport health safety to help push for sustained recovery in air travel

4

The Path to Recovery



Traveler Sentiment Survey

812

Survey
Responses
Received

4

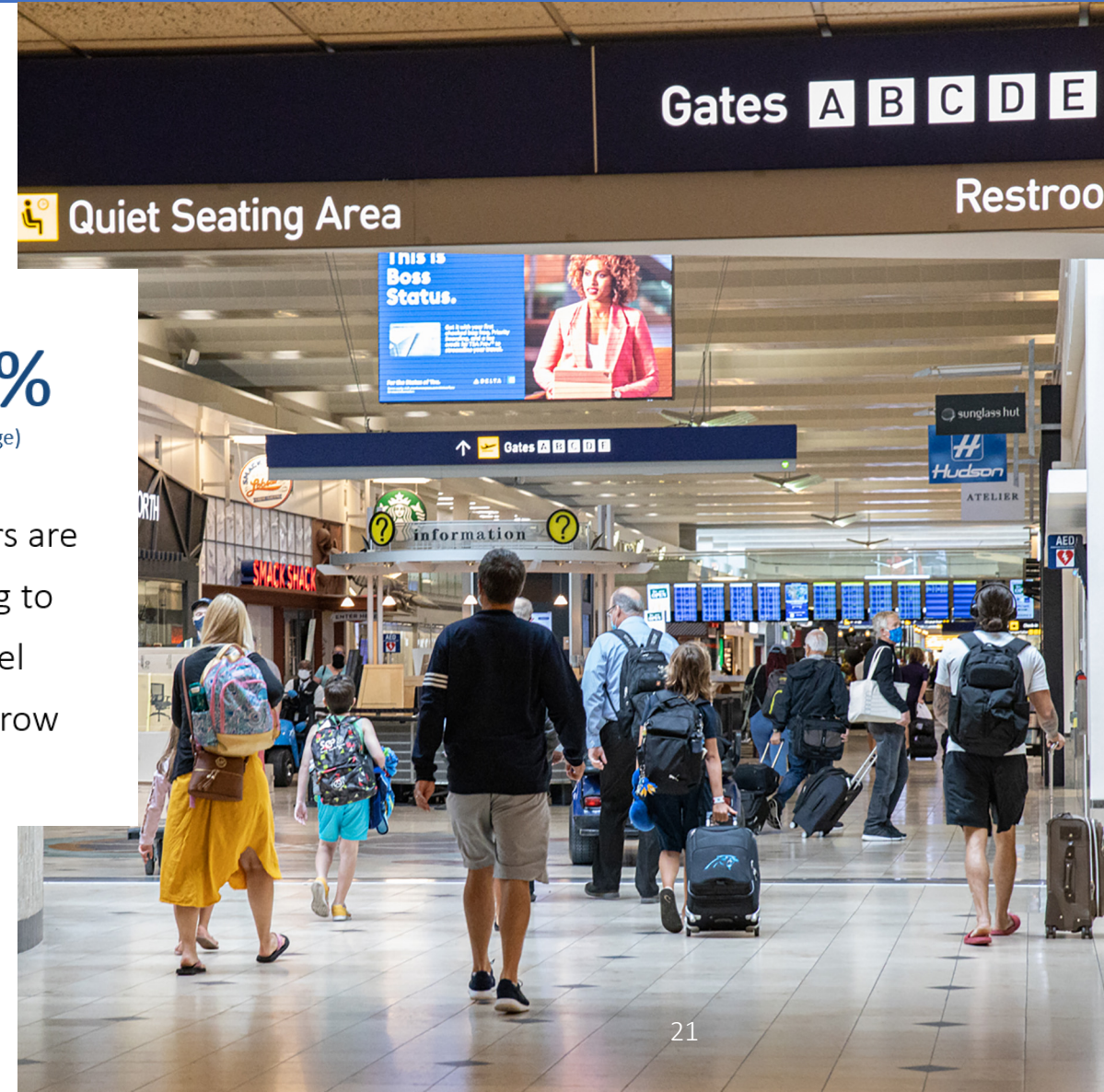
Months
of Survey
Responses

74%
(average)

Travelers are
Comforted
by PPE
throughout
MSP

41%
(average)

Travelers are
Willing to
Travel
Tomorrow



Travel Confidently MSP Program

COVID-19 SALIVA TESTING

mn MINNESOTA

TRAVEL CONFIDENTLY **mSP**

EXIT



Antigen Rapid Testing & Vaccines

- March 10, 2021: MSP Terminal 1 COVID-19 rapid-testing site opened for passengers
- March 30, 2021: MSP vaccine site opened for more than 15,000 eligible airport employees



Toward a Touchless Journey

- Pre-booked Parking
 - Online reservation system
 - Customers receive confirmation email with a QR code used to enter and exit parking
- Simplified Arrival
 - Introduced at MSP in January
 - Streamlines process of re-entering the country
- Everything ASAP
 - One-stop online ordering for food pick up or delivery: <https://asap.mspairport.com>

Prebooked Parking

NEW! Purchase your parking online before you arrive. When you prebook, you don't have to worry about getting a spot. You're guaranteed a place to park.



Select Your Airline

Please select

Entry Date/Time



02/28/2021



08:00 AM

IT'S AS EASY AS 1-2-3

1.

Select your parking online and pay with a credit card.



MOBILE ORDER PICKUP



powered by
grab

asap.mspairport.com



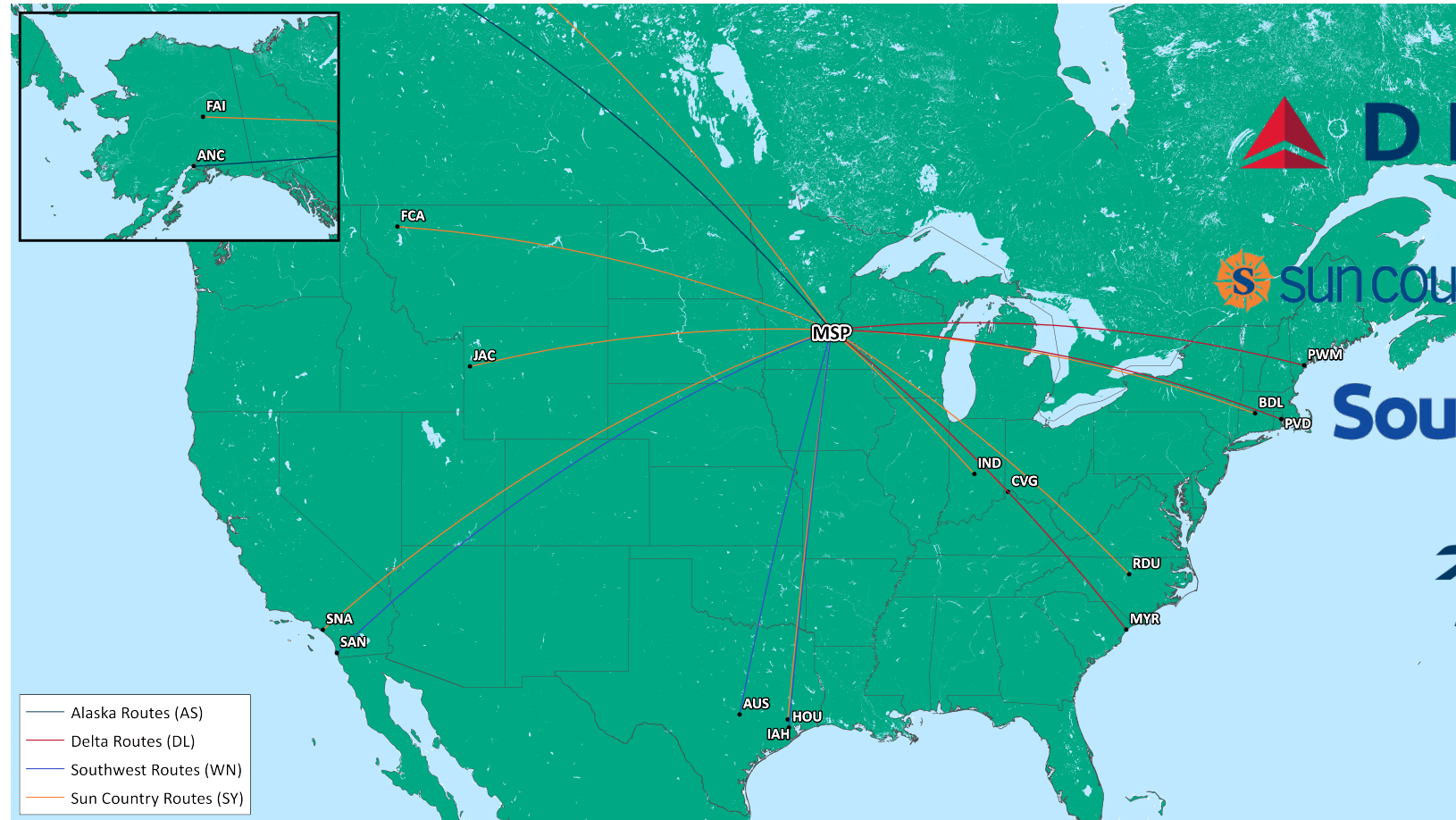


Focus on Recovering Air Service

- Recent service announcements by Delta, Sun Country, Southwest and Alaska
- There's momentum with increasing passengers, operations and routes
- Proactive partnership with area businesses to support new/expanded service

2021 Route Announcements

16 NEW
DOMESTIC
ROUTES



 **DELTA**

 **sun country airlines**

Southwest

Alaska
AIRLINES



MSP Airlines

Aer Lingus 

AIR CANADA 

AIRFRANCE 

Alaska
AIRLINES

American Airlines 

 BOUTIQUE AIR

 Condor

 DELTA

DenverAir
CONNECTION
A Key Lime Air Company

FRONTIER
AIRLINES

ICELANDAIR 

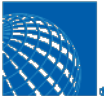
jetBlue


KLM

Southwest 

spirit[™]

 sun country airlines.

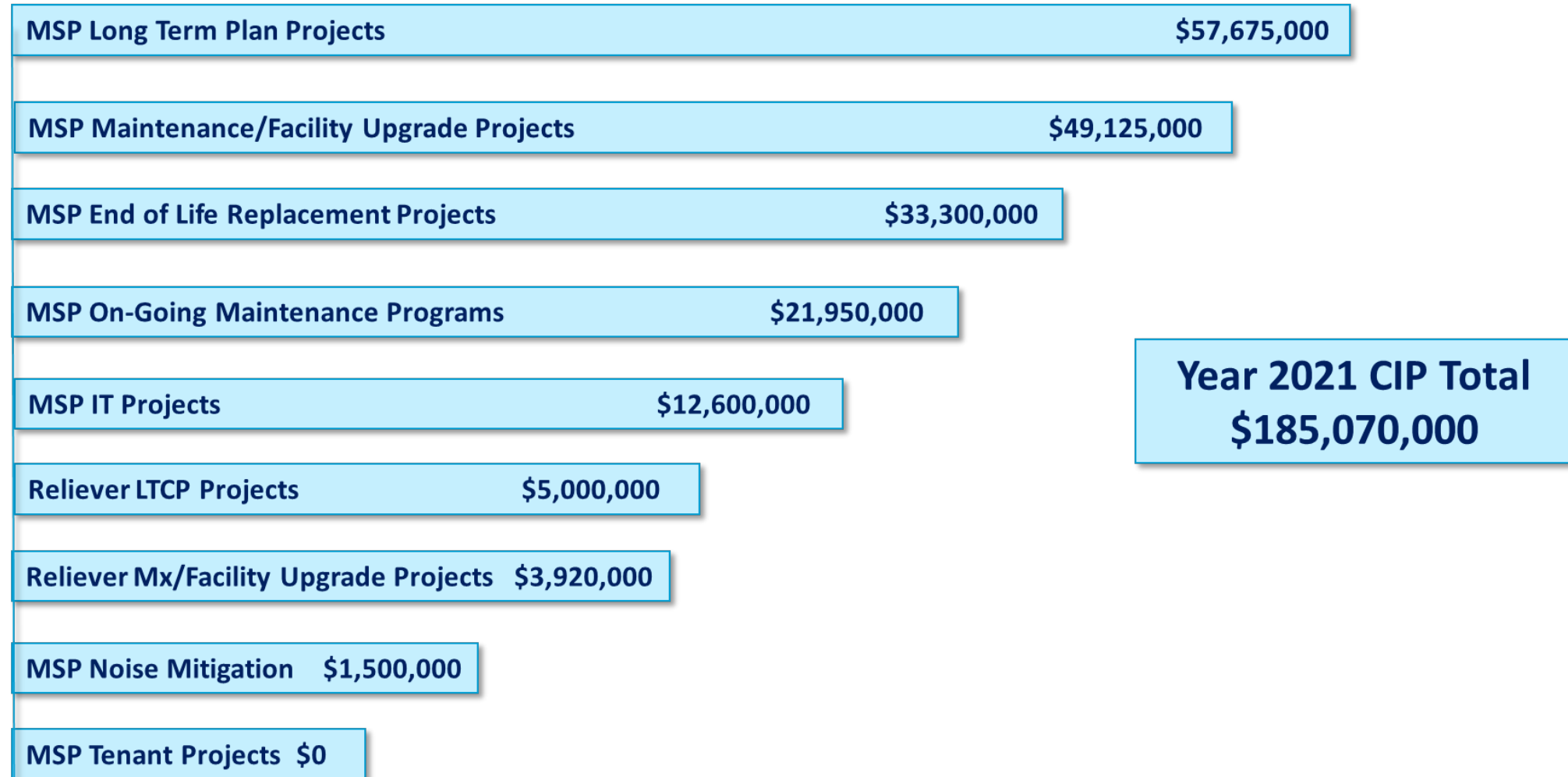
UNITED 

5

Reimagining Success



Investing in our Future



Terminal 1 Departures



Terminal 1 Arrivals



Concourse G





6

A Commitment
to Excellence

Globally Recognized for Customer Service

- ACI Director General's Roll of Excellence
 - MSP was one of only seven airports worldwide to receive the Roll of Excellence recognition.
- The ASQ program surveys travelers at 300 airports around the world.
 - MSP was named the Best Airport in North America for four straight years.



Named Best Airport in North America



The Airport Service Quality award is based on travelers' satisfaction scores as reported to Airports Council International.

Thank you to all the employees, volunteers and passengers for making MSP the best of the best.

Category: 25-40 million passengers



YEARS IN A ROW!

7



The Importance of Recovery

\$15.9 Billion
Total Economic Output



\$7.1 Billion
Direct Economic Impact



86,900
Jobs



\$3.7 Billion
Employee Earnings



\$973 Million
Taxes generated for
local, state and federal
programs



\$2.5 Billion
Visitor Spending



Reliever Airports:

- \$756 million in total economic output
- 1,030 direct jobs
- \$56 million in direct wages

Thank You





Transportation Security Administration

Minnesota Federal Security Director
Martin Robinson

TSA Guiding Principles



Mission

Protect the nation's transportation systems to ensure freedom of movement for people and commerce.

Vision

An agile security agency, embodied by a professional workforce, that engages its partners and the American people to outmatch a dynamic threat.

Core Values

Integrity. Respect. Commitment.

Critical Security Functions of TSA

TSA is responsible for security in all modes of transportation, contributing up to 8.6% of the U.S. gross domestic product and representing 12 million jobs and \$18 trillion in annual value of goods moved.



AIR CARGO

Regulatory oversight of security in the air cargo industry, which ships **3 million** tons domestically and **12 million** tons internationally, daily.



FEDERAL AIR MARSHAL SERVICE (FAMS)

Secures the nation's multi-modal transportation system through an intelligence-driven, risk-based approach. FAMs can deploy in direct response to global crises, evolving threats, natural disasters, Nationally Significant Security Events and Presidential Travel.



FREIGHT RAIL

TSA partners with the nation's railroads to protect the 136,000 mile freight rail system to manage risk by identifying and mitigating vulnerabilities.



GENERAL AVIATION

TSA provides security recommendations to the approximately **19,000 General Aviation airports** in the country. However, TSA does not regulate these airports.



HIGHWAY AND MOTOR CARRIER

TSA develops security policies impacting **1.5 million trucking companies** and **3,000 motor coach companies**.



MASS TRANSIT AND PASSENGER RAIL

TSA sets the national security standards for public transportation. There are more than **6,770** local transit providers, providing **10.7 billion** passenger trips annually.



PASSENGER AVIATION

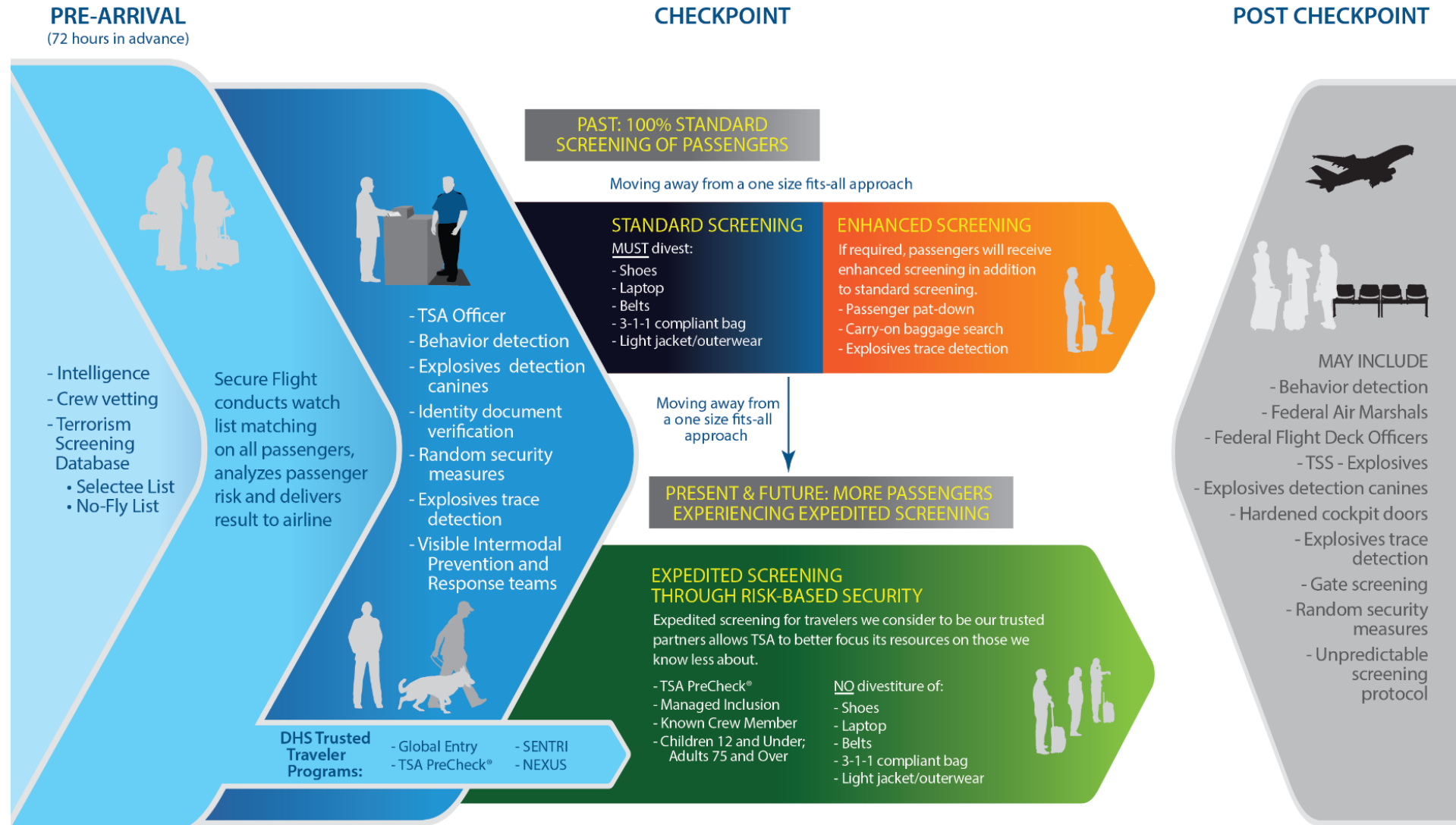
TSA screens more than **750 million** passengers each year from more than **430+ domestic airports** and **290 last points** of departure into the U.S. from overseas.



PIPELINE

TSA enhances security for **2.75 million** miles of critical infrastructure pipeline in cooperation with industry to prevent catastrophic terrorist events.

Domestic Aviation Security System



TSA Minnesota - Commercial Airports

- Minneapolis-St. Paul
- Bemidji
- Brainerd
- Duluth
- Hibbing
- International Falls
- Rochester
- St. Cloud
- Thief River Falls



TSA MSP

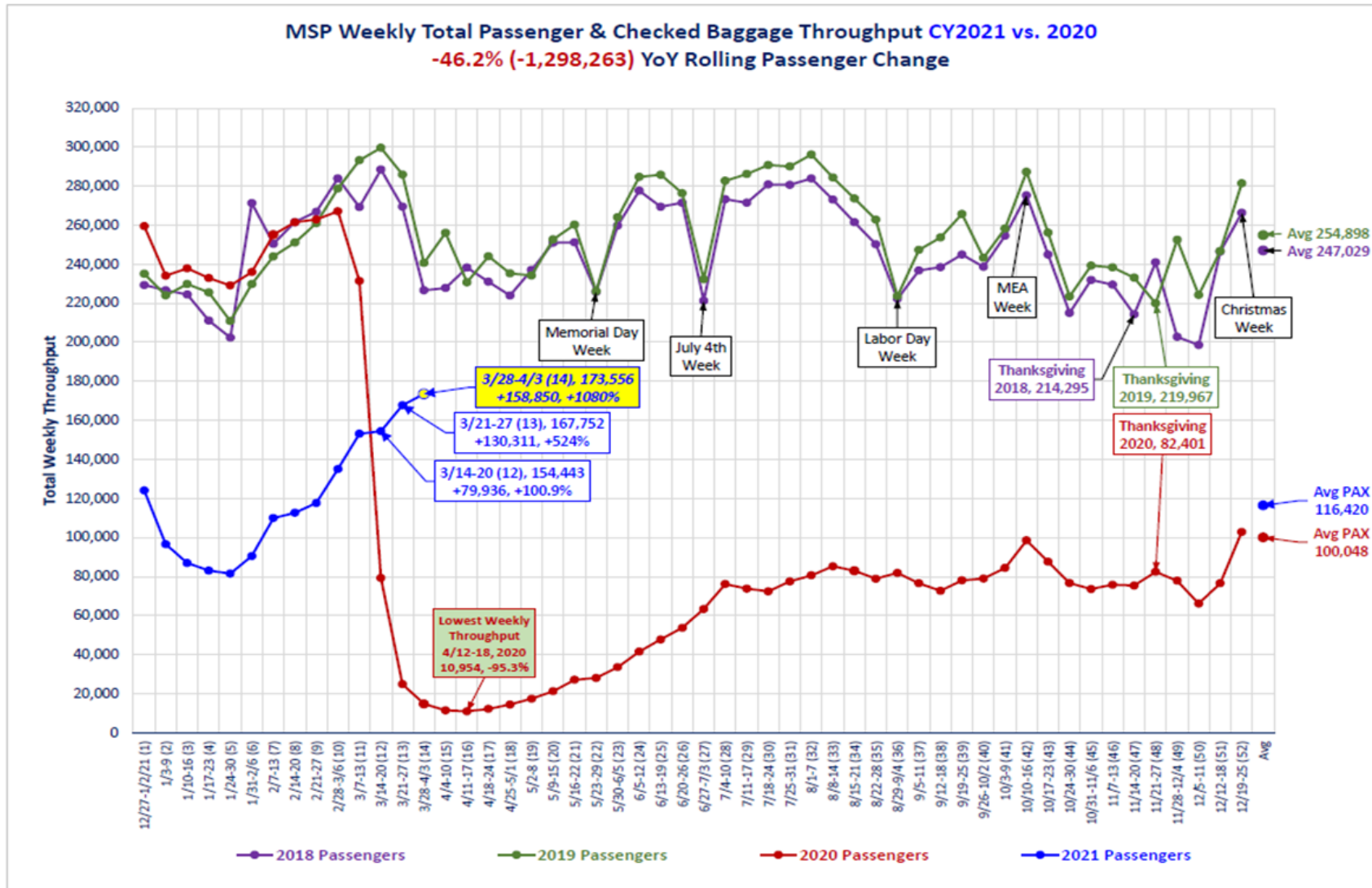
What we're up against every day at MSP

- Passengers: 36,000+ average day (2019)
 - On average 43% are Precheck
 - 35% of the year the days were over 40,000 passengers
- Checked bags: 18,000+ average day (2019)
- Carry-on bags/items: 100,000+ avg. daily
- **Peak Days**
 - Super Bowl Monday – 60,883
 - NCAA Final Four 2019 Tuesday – 46,905
 - 2019 Spring Break – Several days over 48,000
 - 2021 Spring Break peak day – 29,000
 - 2019 Growth – 3.3% increase from 2018
- **Inspections / Intelligence:** TSA conducts daily aviation, cargo and surface transportation inspections in collaboration with multiple state, local and federal agencies in addition to providing current terrorist threat stream intelligence briefings for airline / airport / vendors.
- **Employee Screening- the Insider Threat:** Every employee working at an airport should have an expectation that they will be subjected to additional security screening every day.

TSA MSP - Current Configuration

- **Terminal 1- Lindbergh:**
 - **North Checkpoint:** (10 lanes) TSA Pre✓® 1-6 lanes / 0400-1900
 - **South Checkpoint:** (6 lanes) TSA Pre✓® 1-4 lanes / 24 Hours
 - **CP-7:** (3 lanes) Federal Inspection Service (FIS) Int'l connections
 - **CP-10:** (2 lanes) Light rail / mass transit hub / 0530-1200p Daily
 -
- **Terminal 2- Humphrey:**
 - **CP-1** (6 lanes) TSA Pre✓® 0330-10pm
 - **CP-2** (4 lanes) Peak periods
- **Technology Update:**
 - Automated Screening Lanes
 - CT X-rays (4)
 - CAT – Credential Authentication Technology
- TSA Pre✓® Enrollment Center in MSP near Gate C21

TSA MSP - Checkpoint Throughput



TSA MN - COVID19

- **Process Changes**
 - Social Distancing
 - Individual
 - Team concept
 - Reduce opportunities for interactions
- **PPE and Cleaning**
 - Airport cleaning in the checkpoints
 - TSO cleaning during and between shifts
 - Plexiglas
 - PPE (masks, shields, gloves)
- **Technology**
 - New CT X-rays potential for less bag checks
 - CAT – Passenger insert IDs
 - Anti Microbial Bins

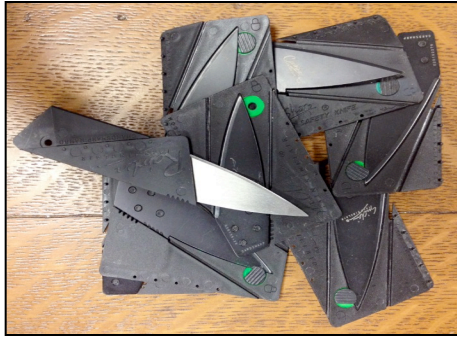
Prohibited Items

In 2020, a total of 3,257 firearms were discovered in carry-on bags at checkpoints across the country.

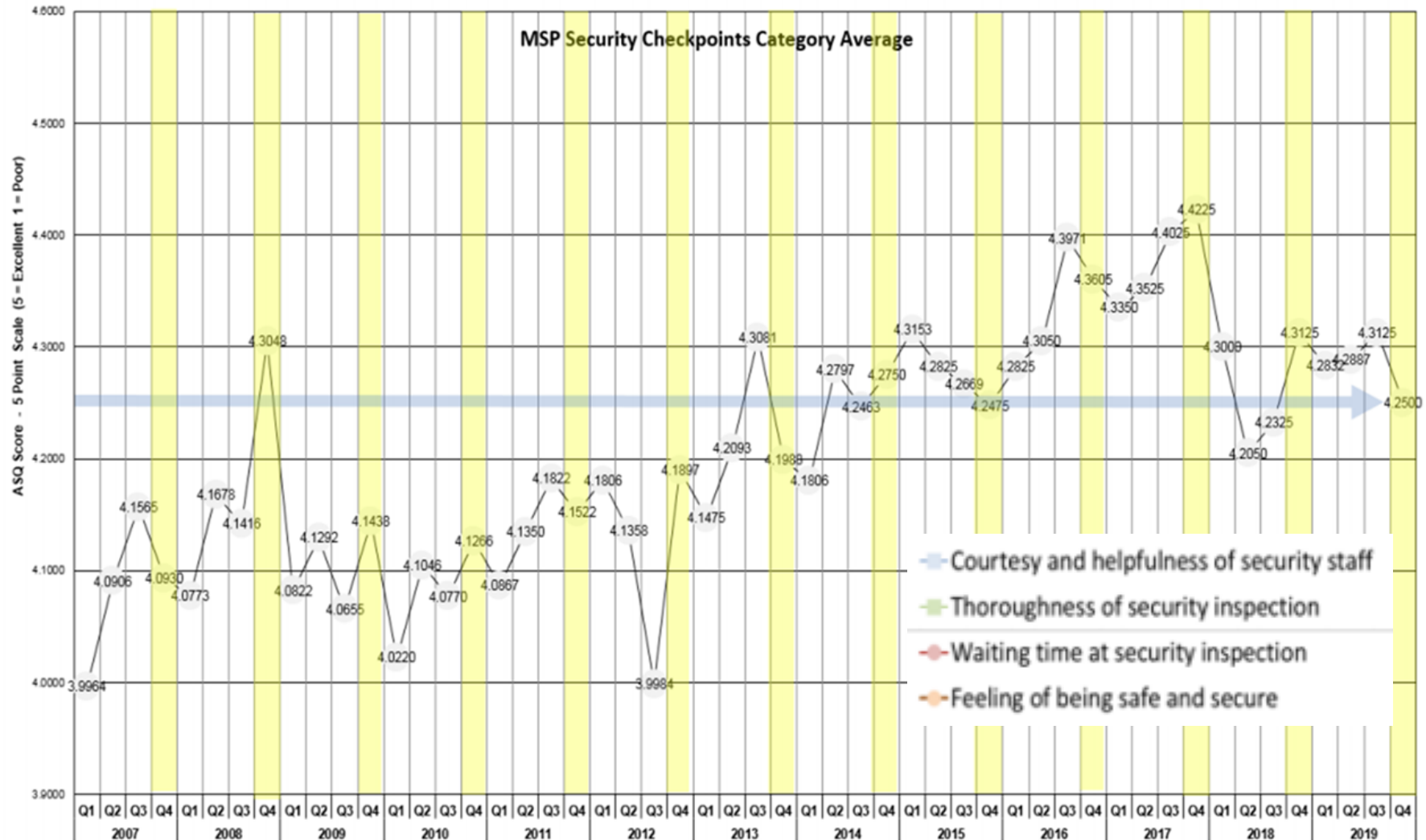
- 83% (2,703) of the total firearms discovered were loaded.



Other Concealed Prohibited Items



TSA - MSP - ASQ Survey Results



TSA's International Efforts

TSA promotes effective transportation security work around the clock and around the world to counter new and emerging threats to aviation.

TSA's efforts include:

- Inspect air carrier operations to the U.S.
- Assess security of airports overseas.
- Advise foreign governments on transportation security.
- Train overseas security personnel.
- Ensure implementation of international security standards.
- Review threat mitigation strategies for foreign airports.
- Assist foreign governments to achieve sustainable security capacity.
- Work with non-U.S. air carriers to achieve regulatory compliance.
- Ensure foreign airport compliance with TSA security requirements.



Aviation Vetting



- Comprises airport workers, air carriers, aircraft operators, indirect air carriers, certified cargo screening facilities, Federal Aviation Administration, small Unmanned Aircraft Systems operators, and non-U.S. citizen flight training applicants.
- Ensures only authorized personnel who do not pose a threat to national security, transportation security, or terrorism are allowed unescorted access to secured/sensitive areas or operate within the National Airspace.
- Eligibility is based on a comprehensive security threat assessment, consisting of terrorism, criminal history, and immigration checks.



The Federal Air Marshal Service is the primary law enforcement entity of TSA. Its mission is to detect, deter and defeat criminal, terrorist and hostile activities that target our nation's transportation systems.

Federal Air Marshals are deployed to select flights on U.S. air carriers throughout the world.

REAL ID

**REAL ID Deadline:
October 1, 2021**

When do I need to get a REAL ID?

Beginning **October 1, 2021**, every air traveler 18 years of age and older will need a REAL ID driver's license, enhanced driver's license, or another acceptable form of ID, such as a valid passport or U.S. military ID to fly within the United States.

Other Acceptable ID for Air Travel

IDs that fly.

Acceptable forms of ID for air travel include:

- REAL ID driver's license or other REAL ID-compliant state photo identity card issued by Department of Motor Vehicles (or equivalent)
- U.S. passport
- U.S. passport card
- Enhanced driver's license (these are issued by the states of MI, MN, NY, VT, WA)
- DHS trusted traveler card (Global Entry, NEXUS, SENTRI, FAST)
- U.S. Department of Defense ID, including IDs issued to dependents
- Permanent resident card
- Border crossing card
- Federally recognized, tribal-issued photo ID
- U.S. Government-issued PIV card
- Foreign government-issued passport
- Canadian provincial driver's license or Indian and Northern Affairs Canada card
- Transportation worker identification credential (TWIC®)
- U.S. Citizenship and Immigration Services Employment Authorization Card (I-766)
- U.S. Merchant Mariner Credential

Customer Support Initiatives

TSA Contact Center

- TSA-ContactCenter@tsa.dhs.gov
- 866-289-9673

TSA Cares

- Assistance for travelers with disabilities and/or medical conditions.
- 855-787-2227
- Injured service members/veterans and Wounded Warriors (or their care coordinators) may contact TSA Cares with details of the itinerary once flight arrangements are made with the airline. TSA Cares will coordinate needed assistance with the local TSA airport personnel.

Passenger Support Specialists

- Provide onsite assistance to identify and resolve traveler-related screening concerns at security checkpoints.



Web and Social Media

Web

- tsa.gov

Blog

- tsa.gov/blog

MyTSA app

- iPhone, Android and mobile web application (available on iTunes, Google Play and tsa.gov/mobile)

Facebook, YouTube

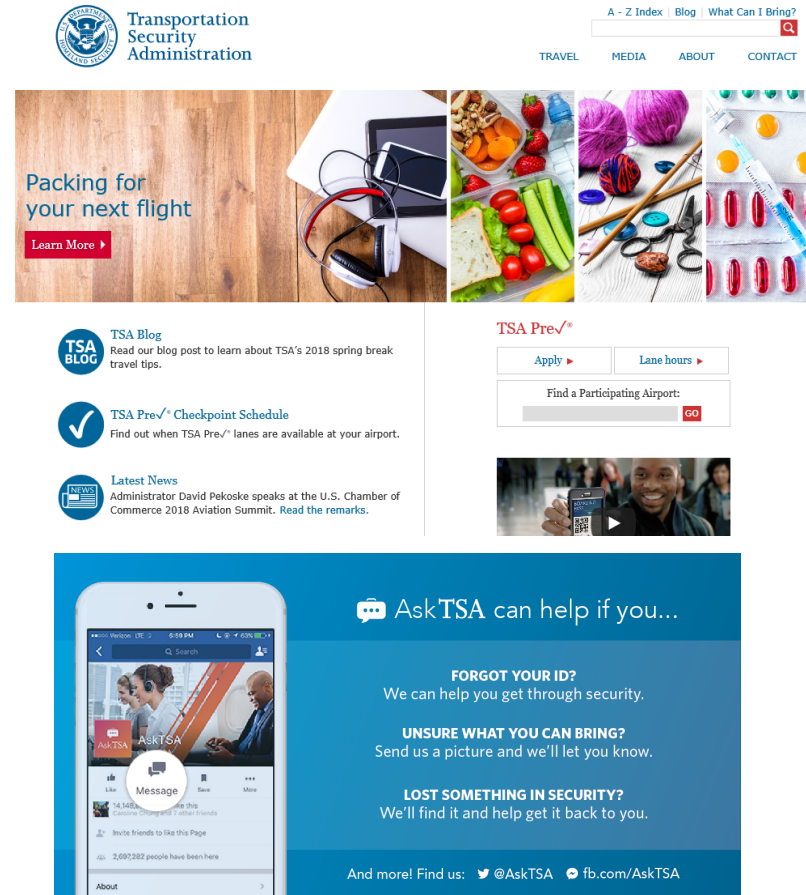
- TSA

Twitter, Instagram

- @TSA

Need help?

- Issues receiving TSA PreCheck on your boarding pass?
- Unsure if an item is allowed through security?
- Get live assistance by tweeting your questions and comments to [@AskTSA](https://twitter.com/AskTSA) or via [Facebook Messenger](https://www.facebook.com/AskTSA), weekdays, 8 a.m. to 10 p.m. and weekends/holidays, 9 a.m. to 7 p.m.



TSA - Minnesota

Thank you...

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