

# OPERATIONAL IMPACT OF COVID-19



## Operations, Finance and Administration Meeting

Chad Leque, Vice President – Management and Operations

September 8, 2020

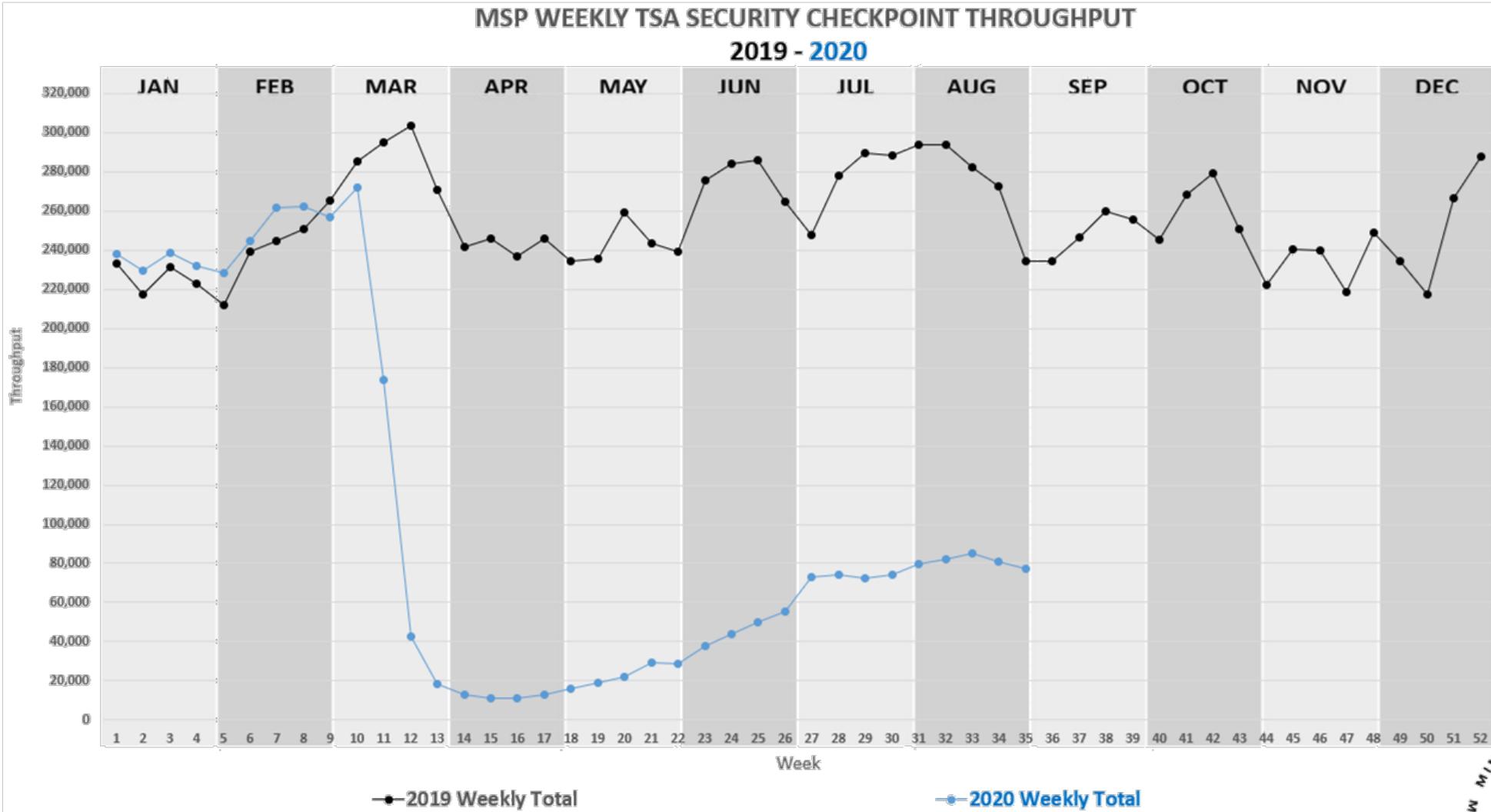
# Agenda

Page

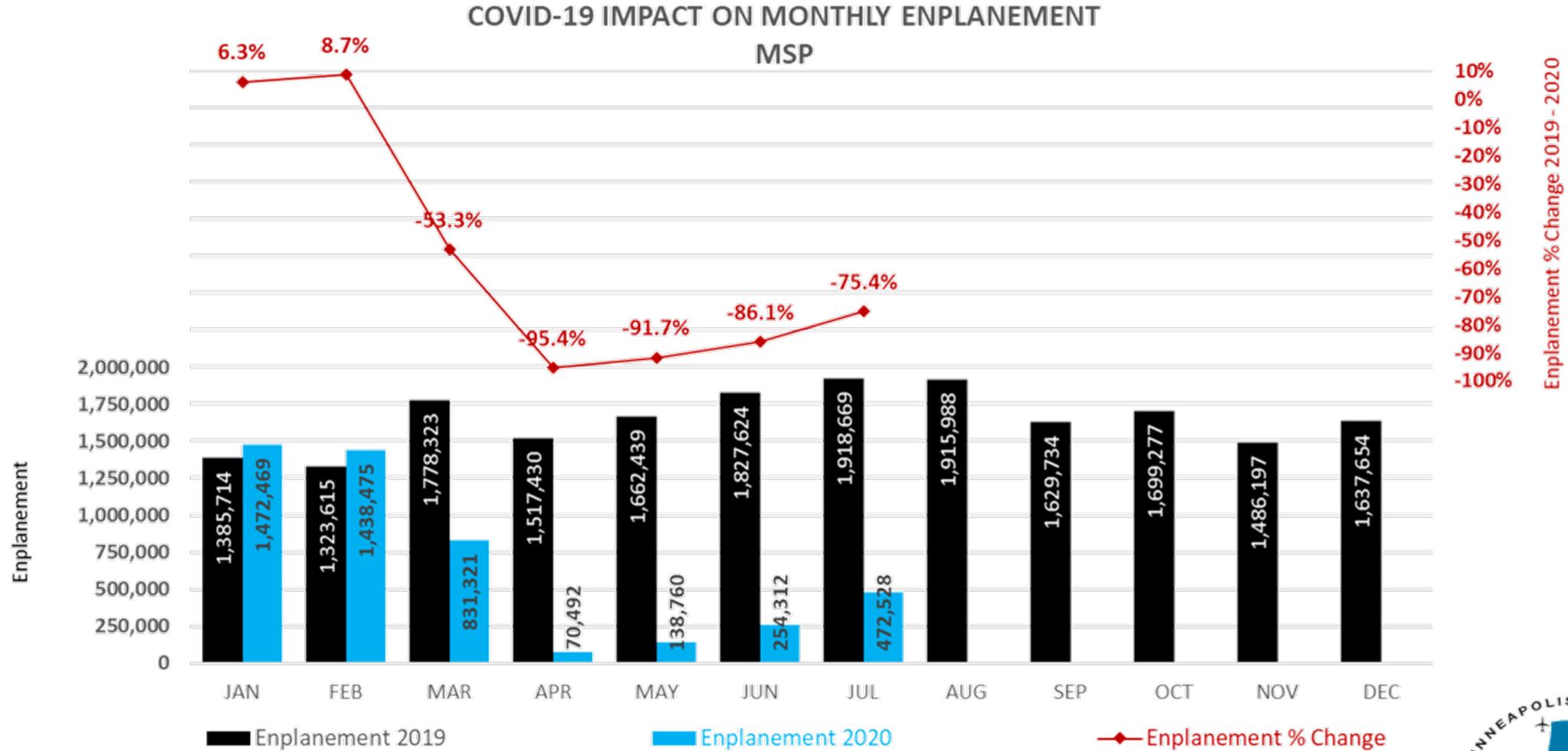
- MSP Passenger Activity 3-4
- MSP Aircraft Operations 5-6
- MSP Aircraft Overflow Parking 7
- Vehicle Parking and Revenue 8-9
- Air Service Activity 10
- Concessions 11-12
- MSP Protection Measures and Recovery 13
- Reliever Airport Operations 14
- Operational Management Focus 15



# MSP Passenger Activity



# MSP Passenger Enplanements



# MSP Aircraft Operations

5/1/2020

9/4/2020

## 2019 MSP Operations

148,114

Total Ops

1,166

Avg Daily Ops

## 2020 MSP Operations

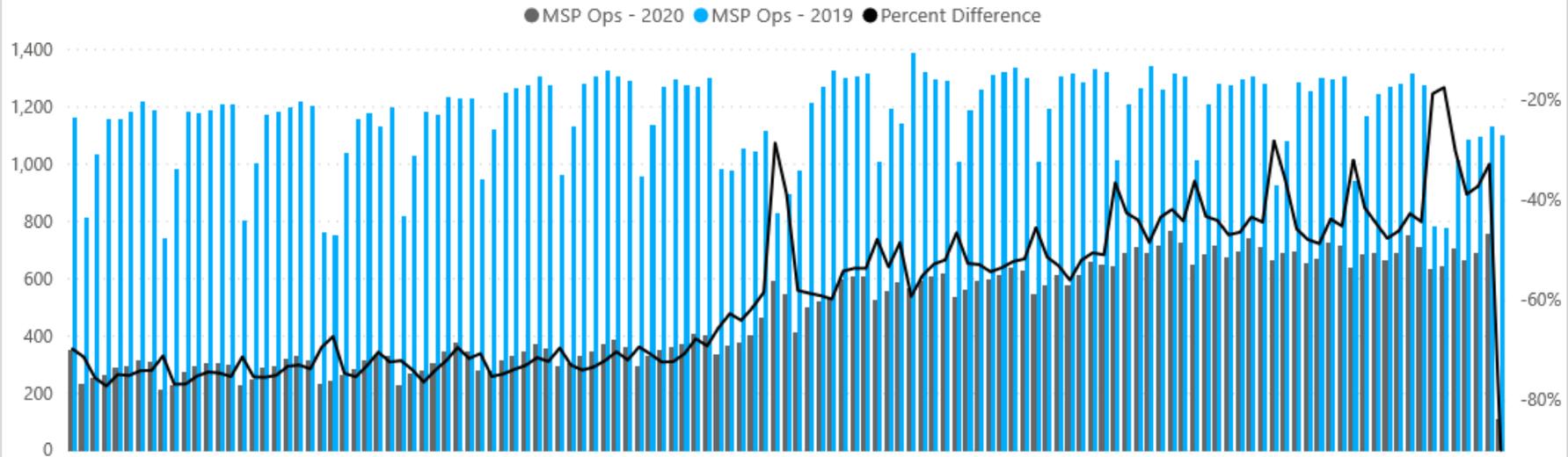
60,699

Total Ops

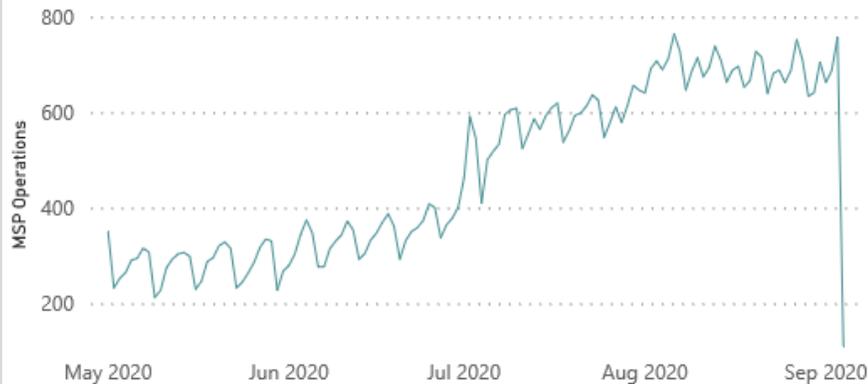
478

Avg Daily Ops

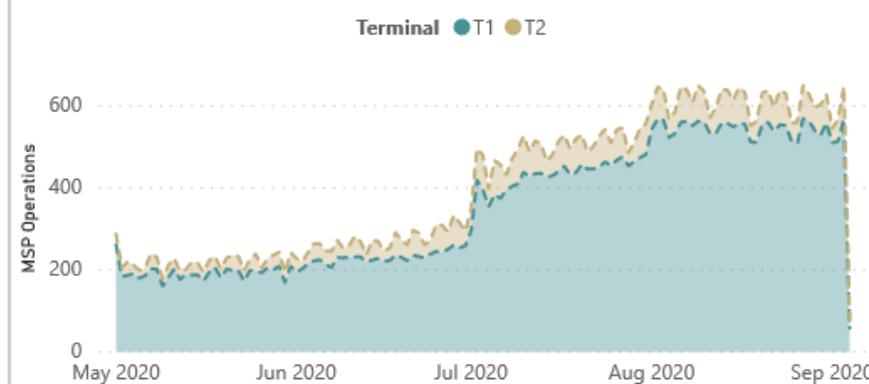
### MSP Flight Operations



### MSP Daily Operations

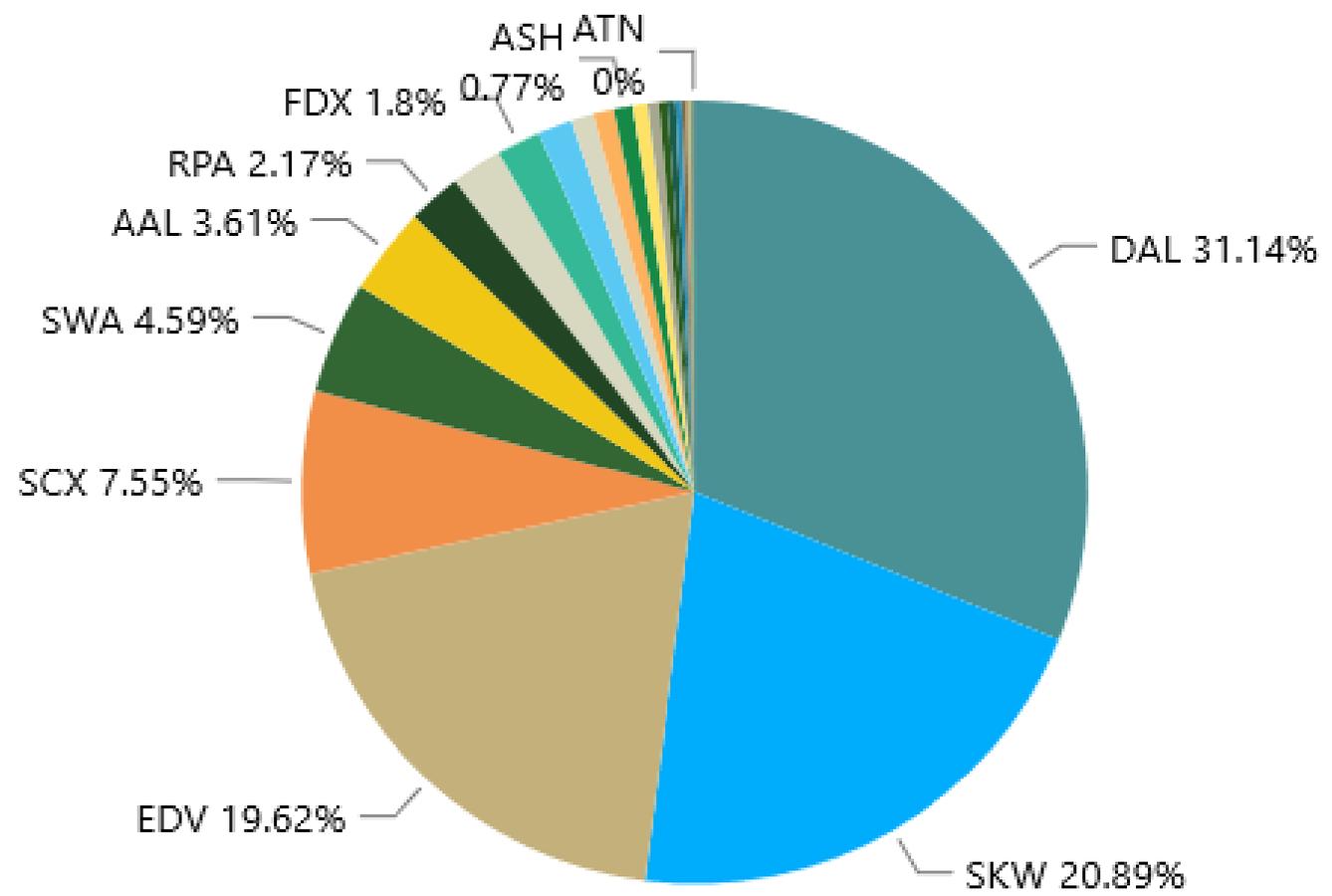


### MSP Operations by Terminal

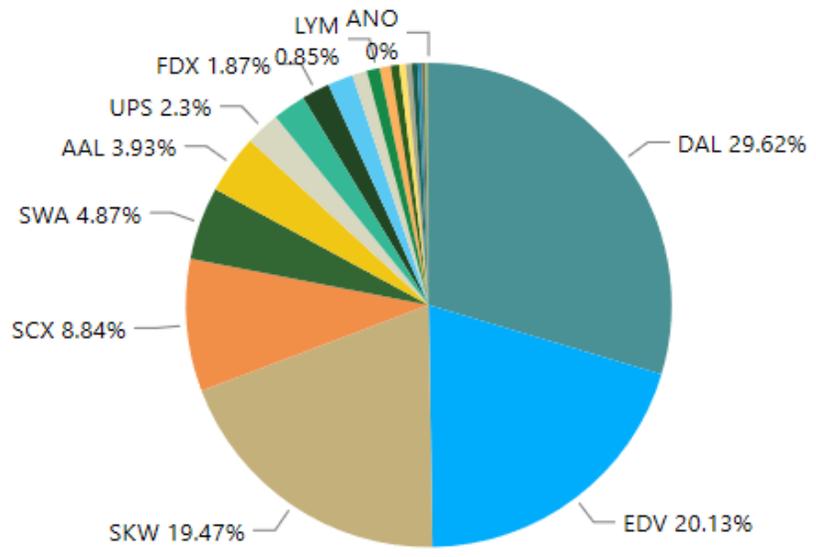


# Airline Operations

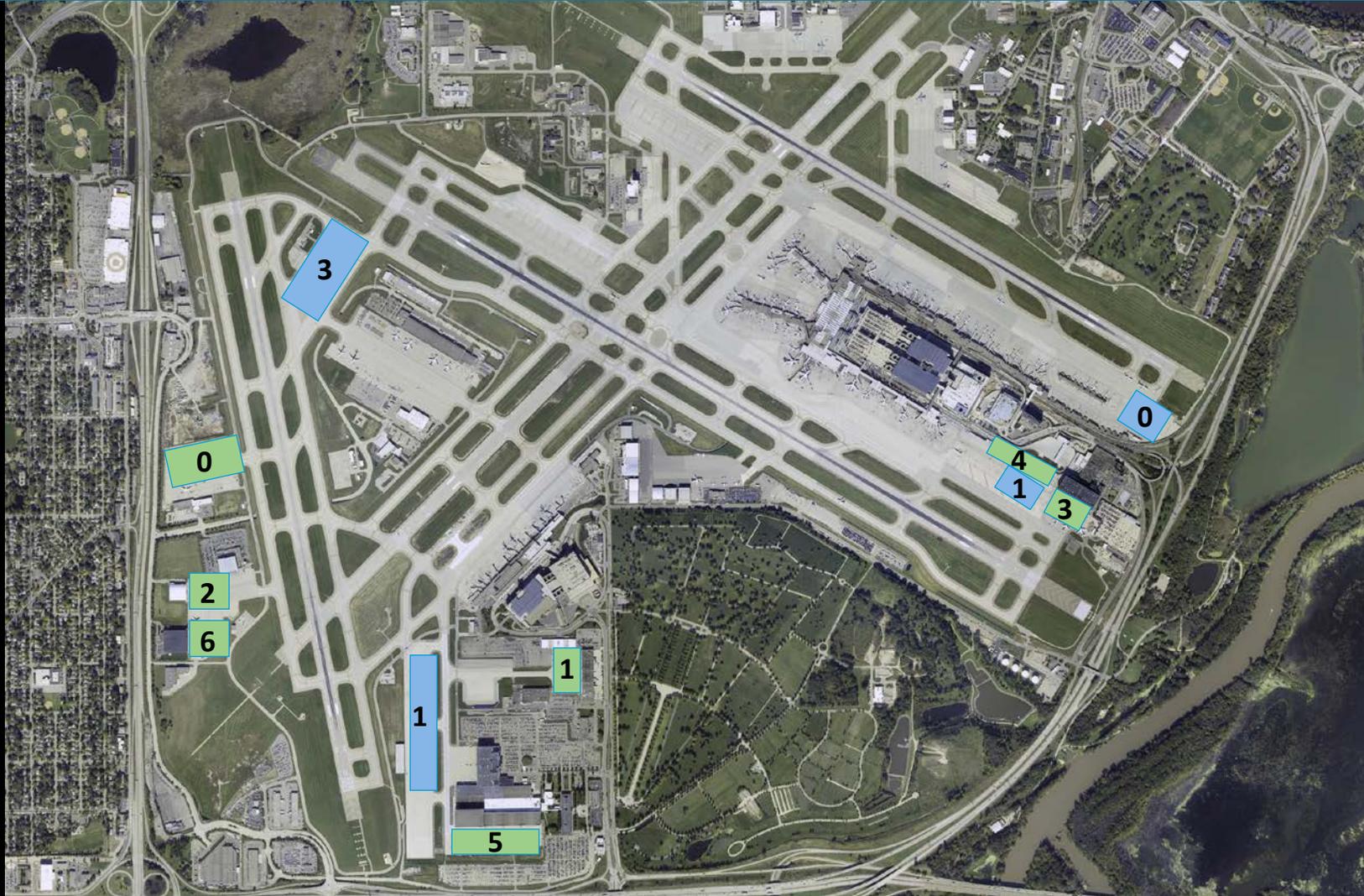
### August 2020



### July 2020



# MSP Aircraft Overflow Parking



Non-Leasehold

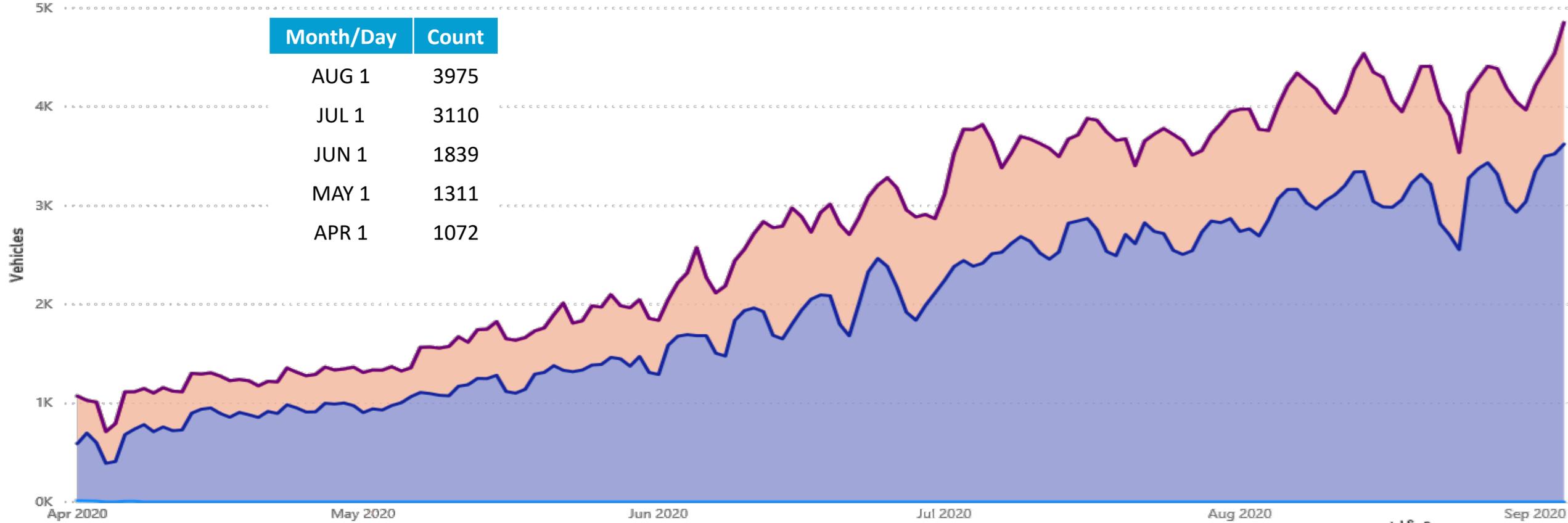
Airline Leasehold



# Vehicle Parking

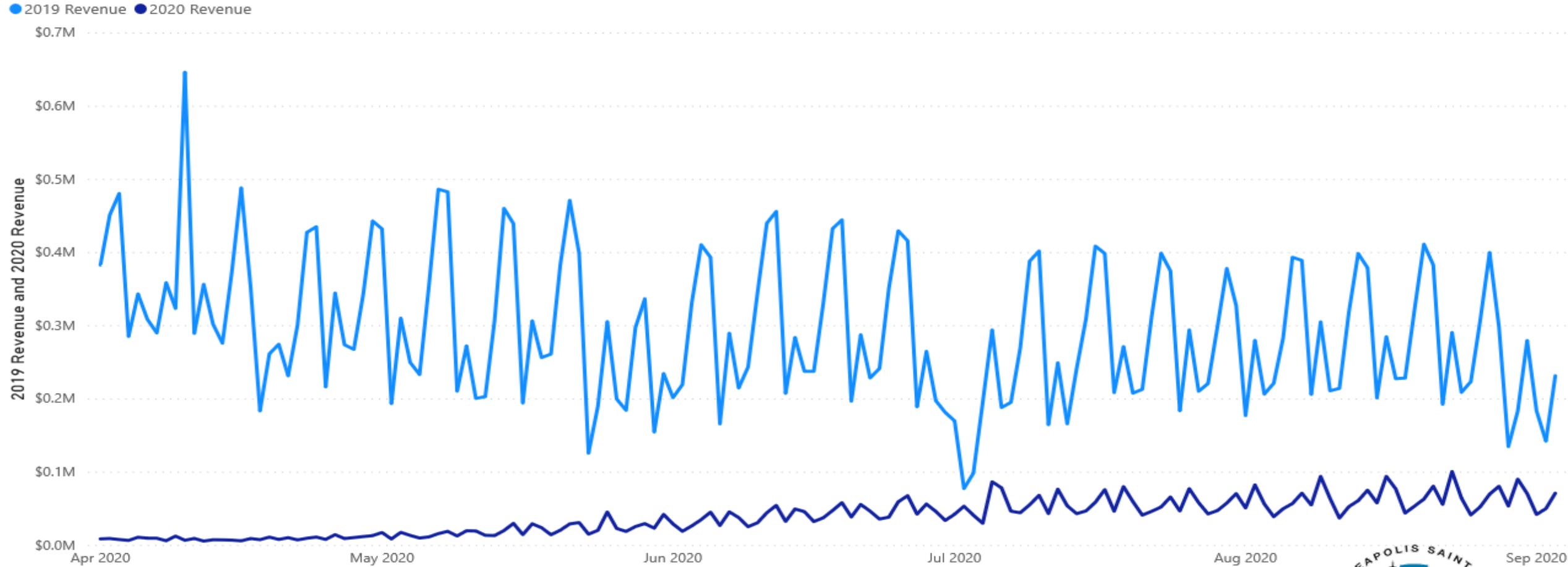
## Vehicles by Date and Location

Location ● QR Parking ● T1 Parking ● T2 Parking ● Valet Parking



# Vehicle Parking Revenue

2019 Revenue, 2020 Revenue and Pct\_Rev by Date



# Air Service Activity for September

- MSP's average daily departures for September are 288, compared to 508 in September 2019, a 44 percent reduction. August 2020's operations were 311 also about 44 percent less than August 2019.
- October's schedule currently shows 303 average daily departures scheduled, compared to 509 in October 2019. This is a 41 percent reduction.
- Seats removed for September is 905,173, compared to 970,526 seats removed in August.
- The number of active routes drops to 141 from 145 in August. Due to some seasonal routes ending, the number of suspended routes remains steady at 64. These levels are not expected to change much through October.



# Concessions at T1

Main Mall
Adventure North
Aveda
Dufry
Frivolous
Hammer Made
Hudson
iStore
Johnston and Murphy
MN State of Nice
North Loop
Openbook
PGA
Prince
Rocky Mountain
Sunglass Hut
Tumi
Caribou
Chili's
Dunkin Donuts
Ike's Clubhouse
Starbucks
Stone Arch

F Concourse
Hi Lo Diner
Zona Cocina
Cinnabon/Auntie
Chick Fil A
Panda
Estes
JetSet
Camden
Caribou
Zeno Shoe Shine

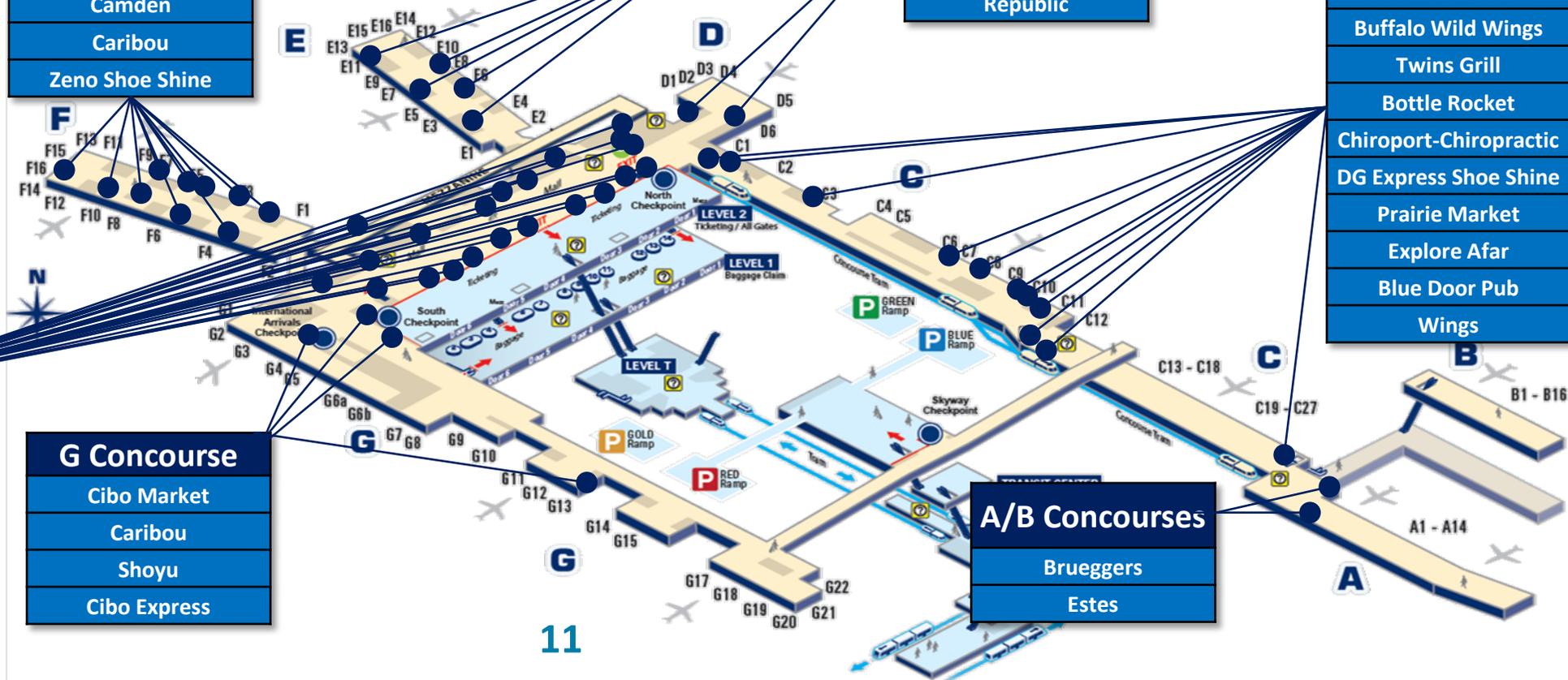
E Concourse
Lolo's
Estes News
Qdoba
Food Truck Alley
News Stand

D Concourse
McDonalds
Republic

C Concourse
See's Candies
Joe and the Juice
Buffalo Wild Wings
Twins Grill
Bottle Rocket
Chiroprort-Chiropractic
DG Express Shoe Shine
Prairie Market
Explore Afar
Blue Door Pub
Wings

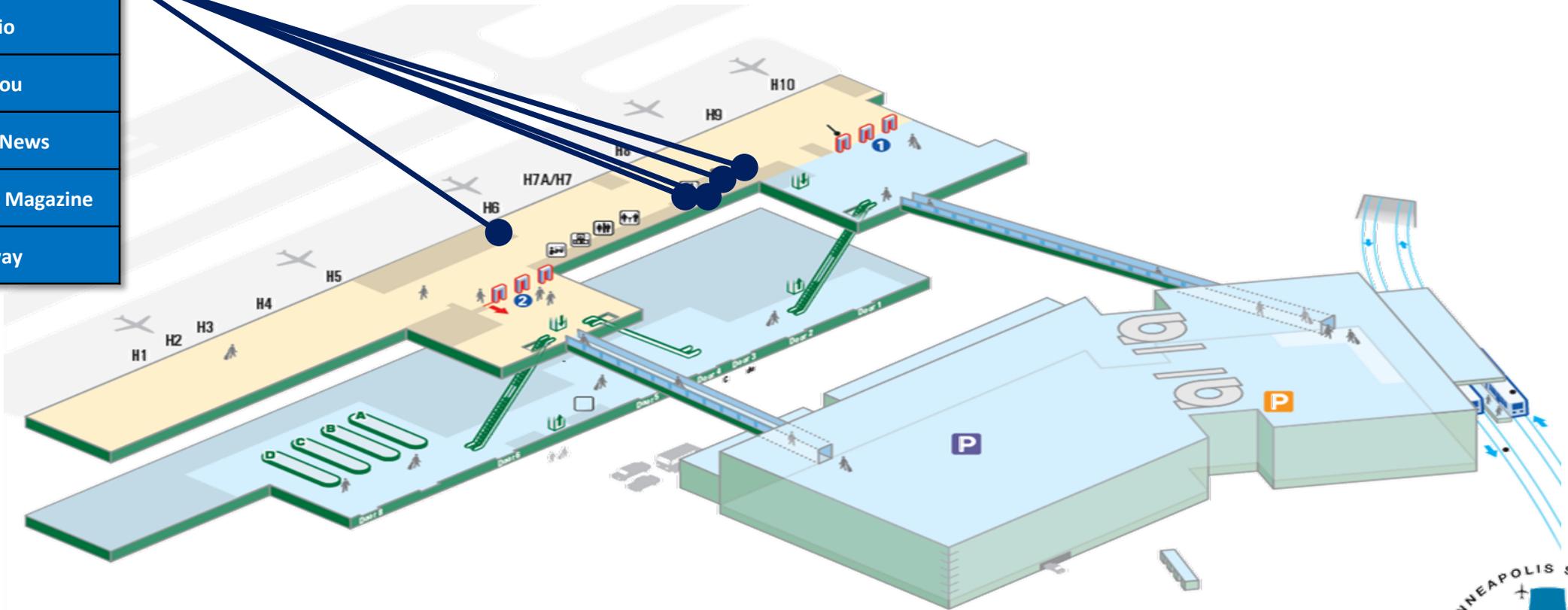
G Concourse
Cibo Market
Caribou
Shoyu
Cibo Express

A/B Concourses
Brueggers
Estes



# Concessions at T2

H Concourse
Barrio
Caribou
Hudson News
Mpls St. Paul Magazine
Subway



## Continued Operation/Implementation of the “MSP Travel Confidently” Program

- Signage: trams and elevators.
- Seat markers: installed in the main mall with non-Delta partner gates next.
- Continued dialogues with operational partners to encourage social distancing in check point queues.
- Continued focus on high touch point cleaning with a focus on check points and bins.
- Ongoing development of a strategy for the ongoing management of the MAC’s cleaning program with a focus on partnership, continuous improvement, innovation and leadership.

## Recovery Efforts

- MAC Preparedness Plan implementation – employee training and work site assessments.
- MSP and Reliever Airports winter operations business continuity and service level plans.
- Integrated and predictive airport operation analysis and planning capabilities built on stakeholder partnerships with a focus on the entire operation ecosystem.



# Reliever Airport Operations

<b>July</b>	<b>2019</b>	<b>2020</b>	<b>Change</b>
Airlake	^2,826	^2,495	-11.7%
Anoka	7,554	9,561	26.6%
Crystal	4,402	*4,516	2.6%
Flying Cloud	11,789	14,011	18.8%
Lake Elmo	^2,913	^2,115	-29.4%
St. Paul	4,378	*2,674	-38.9%
<b>TOTAL</b>	<b>33,862</b>	<b>35,372</b>	<b>4.5%</b>

\* 2020 Air Traffic Control Tower Hours Adjusted  
 ^ MACNOMS Flight Tracking Source

<b>August</b>	<b>2019</b>	<b>2020</b>	<b>Change</b>
Airlake	^2,686	^2,475	-7.9%
Anoka	8,445	9,274	9.8%
Crystal	4,777	*3,784	-20.8%
Flying Cloud	12,253	12,638	3.1%
Lake Elmo	^2,937	^2,062	-29.8%
St. Paul	4,394	*2,635	-50.0%
<b>TOTAL</b>	<b>35,492</b>	<b>32,868</b>	<b>7.4%</b>

\* 2020 Air Traffic Control Tower Hours Adjusted  
 ^ MACNOMS Flight Tracking Source



- Number One Focus is Safety for Employees and Customers
- Balancing Operation/Services and Demand while Controlling Cost
- MSP and Reliever Winter IROPS Plans
- Recovery Planning – Data Driven, Proactive and Integrated/Systems Approach
- Partnerships
- Communication

