Service, Safety, Sustainability
Securing the Future of MAC Airports

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Metropolitan Airports Commission
Broad Customer Focus

- Airlines
- Private aviators
- TSA and CBP
- Concessionaires
- Other tenants
- Flying public
- Communities
Customer Service Action Council

- Cross-section of the airport community
  - MAC
  - Airlines
  - TSA
  - Concessionaires
  - Travelers Assistance
  - Passenger service providers

- Identify and address service issues
  - Airport Service Quality survey
  - Complaints and compliments
  - Shared observation and communication
Service Partnership Initiative

- Adopt shared vision
- Airportwide focus on customer priorities
- Identify airport brand
- Create service standards that support the brand
- Identify and manage key performance measures

Communicate!

“An airport community providing genuine customer care each and every time.”
Communication

- **Tenants**
  - CSAC meetings, newsletter and forums
  - Monthly airline managers’ meetings
  - Airport director’s luncheons
  - Monthly concessionaire meetings
  - Security consortium
  - www.myMSPconnect.com

- **Travelers**
  - *goHow Airport* app
  - Twitter, Facebook and YouTube
  - Public information display monitors at FIDS banks
  - Interactive directories
  - ASQ and other surveys
  - Publications
  - Public meetings
  - News media
  - www.mspairport.com
MAC Role at MSP

- Operates like a city, with its own:
  - Police
  - Fire
  - Emergency dispatch
  - Roadway and airfield maintenance crews
  - Public ordinances
  - Building permit process and officials
MAC General Aviation System

- Primary reliever airports
  - Anoka County-Blaine
  - Flying Cloud
  - St. Paul Downtown

- Secondary airports
  - Airlake
  - Crystal
  - Lake Elmo
Small Reliever Staff, Limited

Role

- Two airports per manager
- Maintain grounds, roads and airfield
- Administer and enforce leases
- Troubleshoot issues
- Manage relationships with tenants and communities
Employees Per Airport

- Airlake: 1.5
- Anoka County-Blaine: 3.5
- Crystal: 3.5 (including 1 mechanic supporting all three west-side airports)
- Flying Cloud: 3.5
- Lake Elmo: 1.5
- St. Paul Downtown: 6.5 (including 1 mechanic supporting all three east-side airports)
City/County Services

- Law enforcement
- Fire protection
  - Sometimes subsidized by MAC
- Emergency Dispatch
- Off-airport access road maintenance
- Limited taxing authority
Safety and Security

- Keep wrong people off airport
- Prevent accidents and incursions
Safety: The Flying Cloud Story

- In less than two years, went from #1 in incursions to #14 in U.S.
  - Fencing and gate access changes (8 of 12 gates locked)
  - Airfield lighting, painting and signage
- Monthly meetings with tenants and FAA
- Safety brochures for transient pilots
- Future plans to move ATC tower for improved line of sight
Reliever Airport Security

- Worked with tenants and local, state and federal officials to develop security plan
- Enhanced fencing and gate access controls
- Developed airport watch programs
- Discussions at RAAC and tenant meetings
- Emphasize securing aircraft and reporting suspicious activity
- Engagement of area law enforcement
Airport Sustainability

- STAR: Stewards of Tomorrow’s Airport Resources
- When possible, projects should be environmentally, financially, socially and operationally sustainable
Energy Savings

- Over 10 years, EMC improvements saved MAC $14.4 million in utility costs, with reduction of 22,042 mega watt hours per year—enough to power 1,323 homes
  - Recommissioned air handling systems
- Replaced chilled water valves and steam traps
- Eliminated split or stand-alone systems
- Also, increased use of day-lighting
- Installed more energy-efficient lighting
Recycling

• In 2010, recycled:
  ◦ 498 tons of cans, bottles and paper
  ◦ 182 tons of wood from pallets
  ◦ 169 tons of baled cardboard
  ◦ 88 tons of used cooking oil/grease
  ◦ 80 tons of food waste
  ◦ 61 tons of scrap metal

• Other recycled items:
  ◦ Batteries and tires
  ◦ Tree and yard waste
  ◦ Construction material
  ◦ De-icing fluid
  ◦ Oil, antifreeze, solvent

• The result: $86,000 in avoided disposal costs
Other Sustainable Activities

- Installed ground power units to reduce use of aircraft engines and auxiliary power at gates, reducing CO$_2$ by 21,171 metric tons annually
- Use fuel hydrant system rather than trucks, saving 72,000 gallons of gas/diesel
- When possible, replace MAC fleet with electric, hybrid or flexible-fuel vehicles
- Plan to implement RNAV in 18 months
For More Information

www.metroairports.org
www.mspairport.com
www.shopsatmsp.com

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