

JOURNEY TO EQUITABLE ACCESS

Accessibility at MSP International Airport

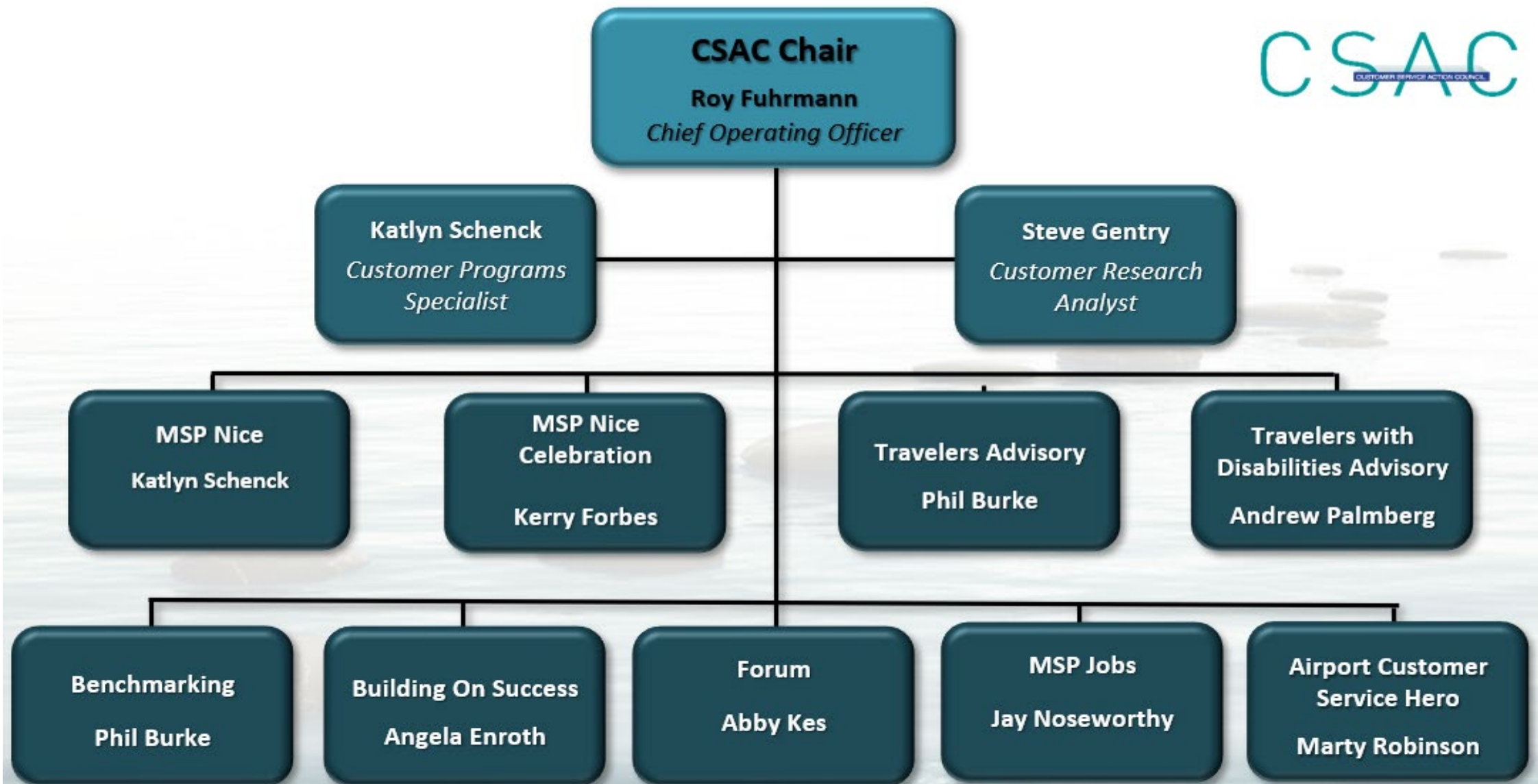
Phil Burke

Metropolitan Airports Commission

Accessibility Embedded in our Airport Community

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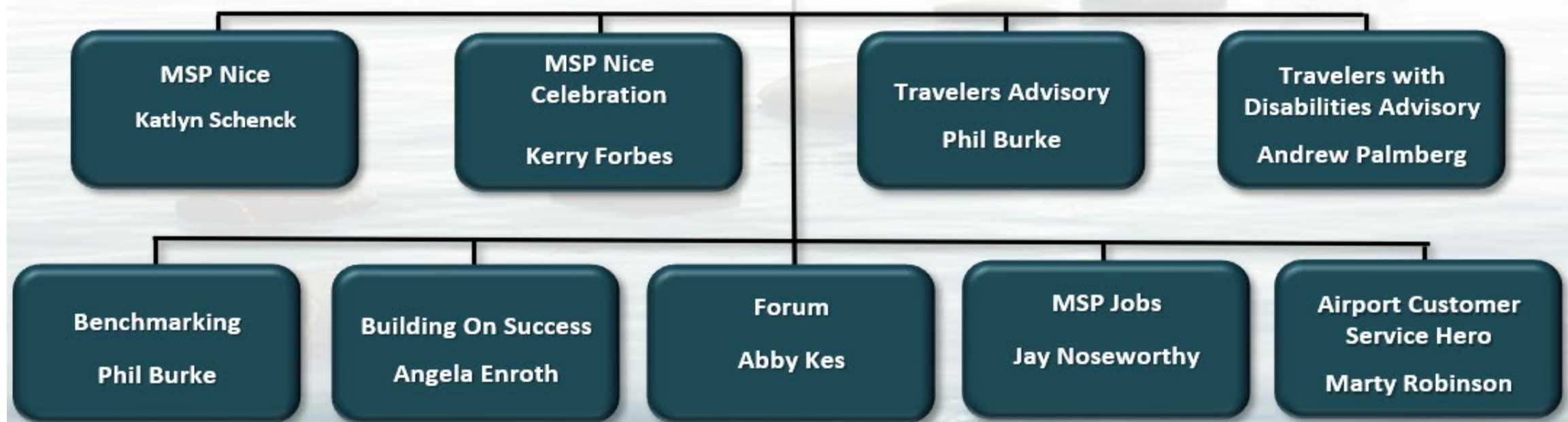




Accessibility is embedded throughout our airport structure

Customer Programs Specialist

Customer Research Analyst



CSAC Chair
Roy Fuhrmann
Chief Operating Officer

Katlyn Schenck
Customer Programs Specialist

Steve Gentry
Customer Research Analyst

MSP Nice
Katlyn Schenck

MSP Nice Celebration
Kerry Forbes

Travelers Advisory
Phil Burke

Travelers with Disabilities Advisory
Andrew Palmberg

Benchmarking
Phil Burke

Building On Success
Angela Enroth

Forum
Abby Kes

MSP Jobs
Jay Noseworthy

Airport Customer Service Hero
Marty Robinson

Committee Goal

Gather constructive feedback from travelers to help the Metropolitan Airports Commission (MAC) and Minneapolis-Saint Paul International Airport (MSP) communities address common complaints and improve the overall MSP travel experience.



Travelers with Disabilities Advisory Committee

- **Committee Objective**

- Promote equitable access for all airport users

- **Committee Members**

- Disability Advocates
- Airport Staff
- Airlines
- Airline Contractors
- TSA



PARTNERSHIPS



Deaf and Hard of Hearing Services



Travelers with Disabilities Advisory Committee



DATA

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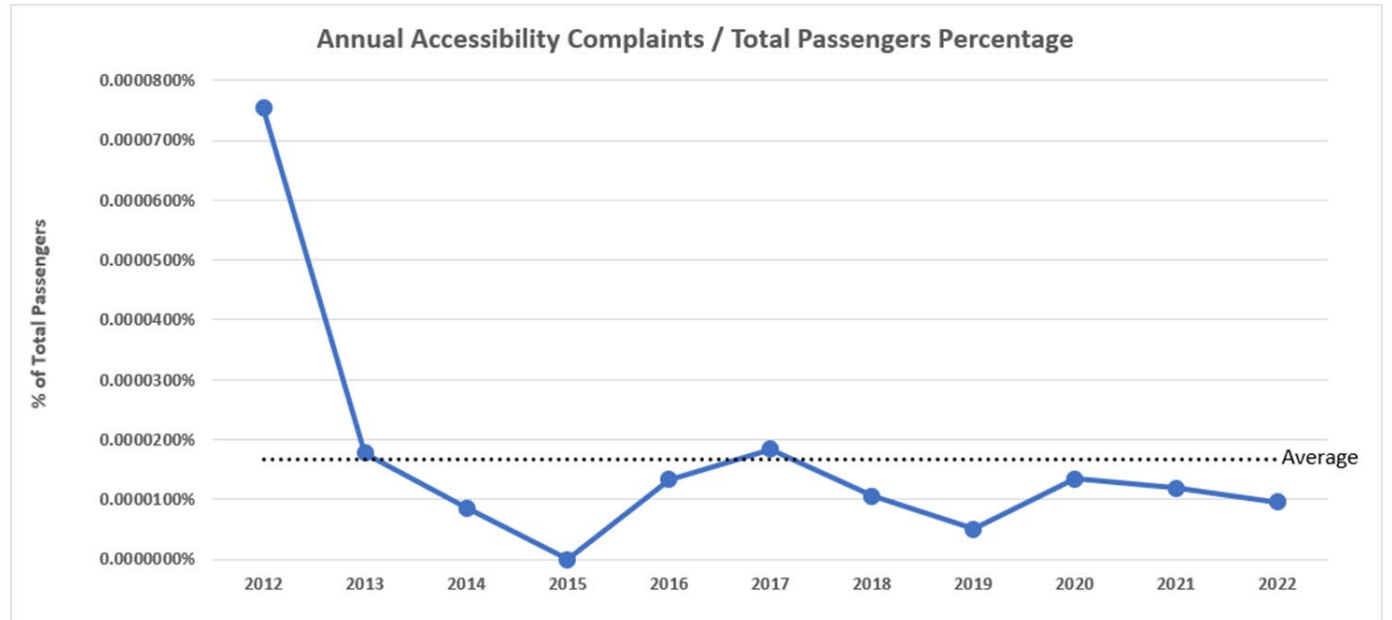


Data Helps Inform Direction

Annual Accessibility Complaints and Total Passengers

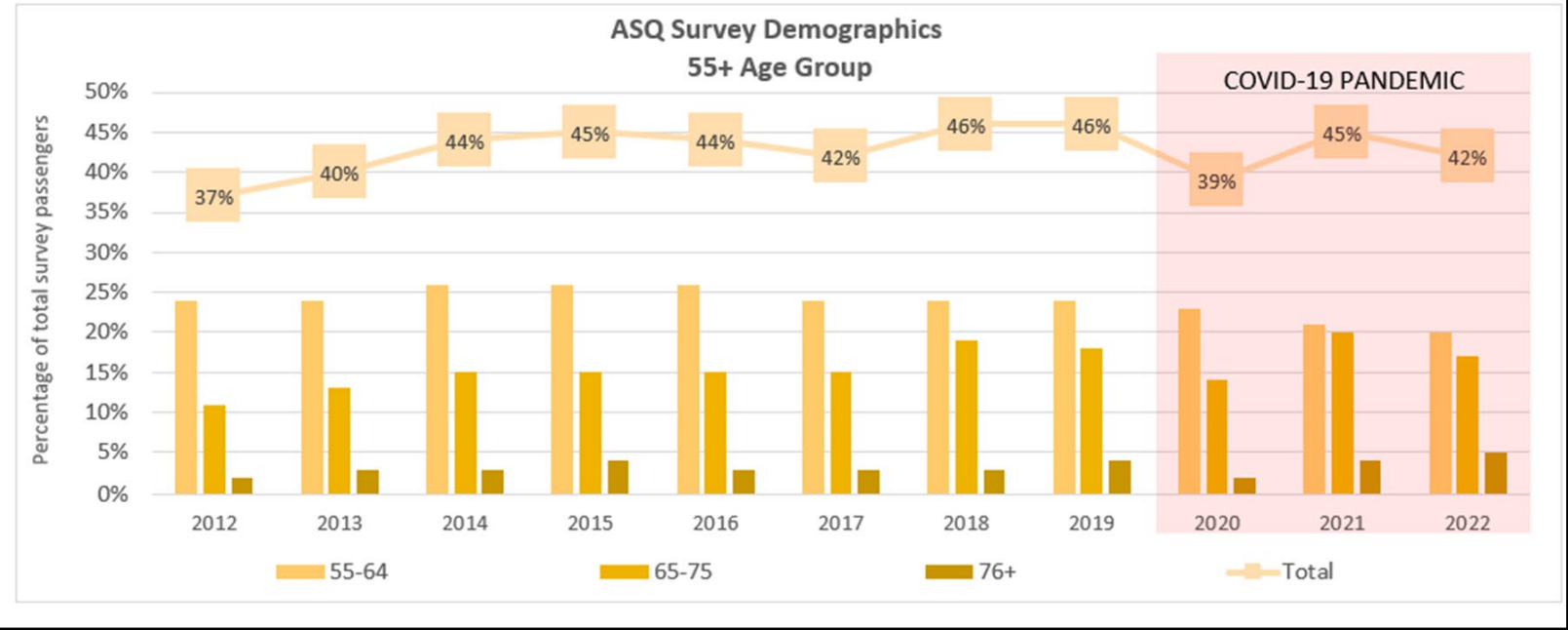
Year	Number of Accessibility Complaints	Total Passengers	Complaints / Passenger %	Average
2012	25	33,170,960	0.0000754%	0.0000167172%
2013	6	33,897,335	0.0000177%	0.0000167172%
2014	3	35,147,083	0.0000085%	0.0000167172%
2015	0	36,582,851	0.0000000%	0.0000167172%
2016	5	37,505,521	0.0000133%	0.0000167172%
2017	7	38,034,341	0.0000184%	0.0000167172%
2018	4	38,037,381	0.0000105%	0.0000167172%
2019	2	39,553,393	0.0000051%	0.0000167172%
2020	2	14,851,091	0.0000135%	0.0000167172%
2021	3	25,193,397	0.0000119%	0.0000167172%
2022	3	31,239,123	0.0000096%	0.0000167172%

Complaint ratio data collection started in 2012



Data Helps Inform Direction, cont.

Age Group											
	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
76+	2%	3%	3%	4%	3%	3%	3%	4%	2%	4%	5%
65-75	11%	13%	15%	15%	15%	15%	19%	18%	14%	20%	17%
55-64	24%	24%	26%	26%	26%	24%	24%	24%	23%	21%	20%
Total	37%	40%	44%	45%	44%	42%	46%	46%	39%	45%	42%



Amenities

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Amenities at MSP



Amenities at MSP, continued



Wearing the lanyard discretely indicates to people around you that you have a hidden disability and may need additional support or time.

Amenities at MSP, continued

- Travel Confidently MSP Education Center
- Practice Makes Perfect!



Amenities at MSP, continued

- Video Relay Interpreting Services
 - Delivered through tablets and allows enhanced communication users and airport staff



Amenities at MSP, continued

Inclusive Restroom Design



Amenities at MSP, continued

- Changing Table Restrooms are an amenity that is appearing in more and more airports.
- They are not a building code or FAA Requirement, but with the steady increase of our aging population, they are becoming more of a demand and expectation.



Amenities at MSP, continued

TECHNOLOGY ON THE WAY



Amenities at MSP, continued

WAYFINDING TECHNOLOGY



Funding

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Funding

Funding comes from organizational capital and operations budgets


MEASURING SUCCESS

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Measuring Success

Winner of the 2022 Airport Service Quality Award



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WORLD

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BY PASSENGERS

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2022 AIRPORT SERVICE QUALITY AWARD

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Airport Community

**OUR AIRPORT IS A
PROUD WINNER OF A
2022 Airport Service
Quality Award**

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WORLD

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Measuring Success, continued

How we manage assistance services complaints



Measuring Success, continued

How we recognize assistance services compliments



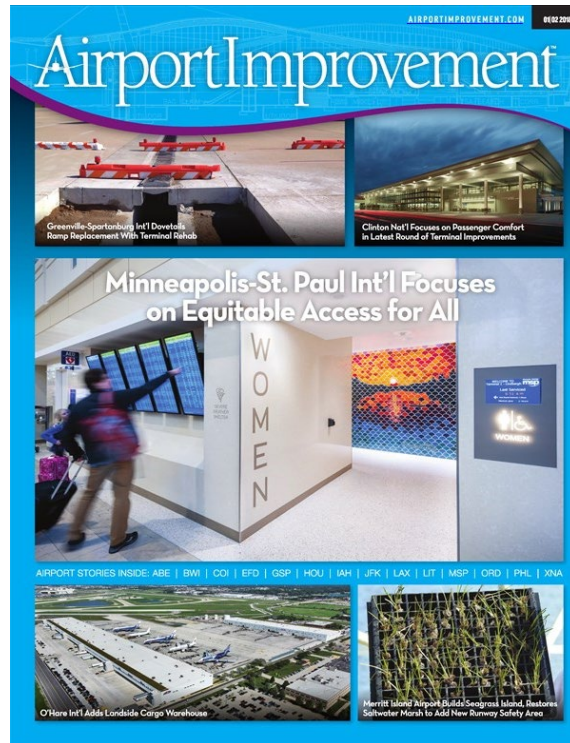
Sharing Knowledge to Benefit All

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Sharing Knowledge

Initiatives published in:



MINNEAPOLIS-ST. PAUL INT'L LEVERAGES TECHNOLOGY & ADVISORY PANEL TO EXPAND UNIVERSAL ACCESS FAR BEYOND LEGAL REQUIREMENTS





It Is The Right Thing To Do!

- Embed accessibility in airport structure
- Use data to inform decisions
- Measure, adjust, measure, adjust
- Share what you are learning for others benefit

All travelers deserve to be treated equitably

Thank You!

Phil Burke, Assistant Director, Customer Experience
Metropolitan Airports Commission

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