



# TENANT OPERATIONS MANUAL

PROVIDED BY THE METROPOLITAN AIRPORTS COMMISSION  
*Updated Spring 2023*





# CONTENTS

|  |    |
|--|----|
| Hello and Welcome to Minneapolis–St. Paul International Airport! | 9  |
| IMPORTANT CONTACT INFORMATION TO KNOW                            | 12 |
| Phone Numbers  | 12 |
| Airport Addresses  | 12 |
| IMPORTANT MEETINGS   | 13 |
| Commissioners of the Metropolitan Airports Commission            | 14 |
| GETTING TO AND FROM THE AIRPORT                                  | 16 |
| Tenant and Employee Parking                                      | 16 |
| Public Transportation and Transportation Programs                | 17 |
| City Bus Service   | 17 |
| Light Rail Transit   | 17 |
| Transit Link Connect   | 17 |
| Metro Vanpool Program  | 19 |
| BADGING INFORMATION  | 22 |
| Badged Areas of MSP  | 22 |
| Badge Types  | 22 |
| New Company Procedure  | 22 |
| Badging Process for Employees                                    | 23 |
| Badging Office Location  | 24 |
| <i>Directions</i>  | 24 |
| Office Hours and Class Times                                     | 24 |
| <i>Office hours</i>  | 24 |
| SIDA Interpreter Class   | 24 |
| Authorized Signer Sessions                                       | 24 |
| Fees and Payment Options   | 25 |
| Badging fees   | 25 |
| Fingerprint fees   | 25 |
| Lost or Stolen Replacement Fees                                  | 25 |
| Payment Methods  | 25 |
| Badging Restrictions   | 25 |
| Access Changes   | 25 |
| Piggybacking   | 26 |
| Badge Return   | 26 |
| Lost or Stolen Badges  | 26 |
| Sterile Area Access Rules  | 26 |
| Badge Cover Policy   | 26 |

|  |           |
|--|-----------|
| Employees of Multiple Companies .....  | 26        |
| Best Practices for Successful Badging of New Employees .....                       | 27        |
| <i>Pre-Screening</i> .....   | 27        |
| <i>Authorized Signers for Applicants</i> .....                                     | 27        |
| <i>Post-Employment Badge Collection</i> .....                                      | 27        |
| Common Mistakes Applicants Make .....  | 27        |
| Penalties for Airport Security Ordinance Violations .....                          | 28        |
| Administrative Sanction .....  | 28        |
| Criminal Citation .....  | 28        |
| TSA Civil Penalty .....  | 28        |
| Badging Contact Information .....  | 28        |
| <b>TSA SECURITY SCREENING AND CHECKPOINT INFORMATION .....</b>                     | <b>30</b> |
| Security Checkpoint Locations and Hours .....                                      | 30        |
| Prohibited Items .....   | 30        |
| Bringing in Contractors or Others with Tools .....                                 | 30        |
| TSA Contact Information .....  | 30        |
| Concourse Access Pass Procedures and Guidelines .....                              | 31        |
| Pass Guidelines .....  | 31        |
| Contractors Accessing the Airport Secure Area .....                                | 32        |
| Contractors Concourse Pass Procedure / Contractor Tools and Prohibited Items ..... | 32        |
| Operations Flow Chart – Who to Contact .....                                       | 34        |
| <b>OPERATIONS INFORMATION .....</b>  | <b>35</b> |
| Receiving & Sending Mail at the Airport .....                                      | 35        |
| Starting Mail Delivery Service .....   | 35        |
| Shipping and Receiving Parcels .....   | 35        |
| Parcel Hours of Operation .....  | 35        |
| Airport Addresses .....  | 35        |
| Tenant Mailboxes .....   | 35        |
| Bradford Airport Logistics’ Hours and Contact Information .....                    | 36        |
| Vendor Delivery Expectations .....   | 37        |
| *COVID UPDATE: SPECIAL DELIVERY OF ITEMS FOR CONCESSIONAIRES .....                 | 37        |
| <b>MAC Facilities .....</b>  | <b>37</b> |
| Roof Access .....  | 37        |
| Keys and Lock Policies .....   | 38        |
| Requesting a Key .....   | 38        |
| Returning a Key .....  | 39        |
| Inactive Badge Holders with Outstanding Keys .....                                 | 39        |
| Lost Key Fees .....  | 39        |



|  |           |
|--|-----------|
| Lock and Code Changes .....  | 39        |
| Lock and Key Fees (pricing subject to change): .....   | 40        |
| Annual Key Audit * .....   | 40        |
| Marsden Building Maintenance & Janitorial Services.....  | 41        |
| Airport Contact Information .....  | 41        |
| Maintenance, Cleaning and Distribution (MCD) – janitorial services currently provided to the<br>Concessions tenants: ..... | 41        |
| Contracting Directly with Marsden .....  | 41        |
| MAC Janitorial Contract Oversight .....  | 41        |
| Pest Control.....  | 41        |
| Utility Service Disruption Notices .....   | 42        |
| What is a service disruption notice?.....  | 42        |
| How are service disruption notices distributed*? .....   | 42        |
| Who do you contact if you have questions?.....   | 42        |
| Waste Management at MSP.....   | 42        |
| Unit Disposal of General Items .....   | 43        |
| Cardboard Boxes, and other Large, Non-Traditional, or Hazardous Item Disposal .....  | 43        |
| Contact Us:.....   | 43        |
| Contractors .....  | 43        |
| Grease Management and Disposal.....  | 43        |
| Operator’s Responsibilities for Grease Disposal.....   | 43        |
| Marsden’s Responsibilities for Grease Disposal:.....   | 43        |
| MAC AND/OR MARSDEN WILL PROVIDE CARTS FOR CONVEYANCE OF WASTE*:.....   | 44        |
| New Food Establishments – Getting Started.....   | 44        |
| <b>HENNEPIN COUNTY PUBLIC HEALTH DEPARTMENT STANDARDS .....</b>  | <b>50</b> |
| Food Worker Illness Procedures .....   | 51        |
| Service Animals and Non-Service Animals in Food Establishments .....   | 51        |
| When Should You Call the Hennepin County Health Department? .....  | 56        |
| Hennepin County Health Department Contact Information .....  | 56        |
| <b>TOOLS TO ASSIST YOU AND YOUR EMPLOYEES.....</b>   | <b>58</b> |
| Airport Conference Center at MSP .....   | 58        |
| Room Rates:.....   | 58        |
| Room Amenities.....  | 58        |
| Additional Airport Conference Center services include: .....   | 58        |
| Contact the Airport Conference Center to plan your next event: .....   | 58        |
| Airport Tours.....   | 59        |
| Marketing Services.....  | 59        |
| Changes to Menu, Pricing, or Hours of Operation.....   | 60        |

|  |    |
|--|----|
| Contacts .....   | 60 |
| myMSPconnect.com .....   | 60 |
| MSP Airport Job Board.....   | 60 |
| MSP Jobs Committee .....   | 60 |
| A Collaboration of MSP Employers & MAC Staff .....                                   | 60 |
| Workforce English: Hospitality & Workplace Communications Program.....               | 61 |
| New Employee Welcome Letter and Information Sheet.....                               | 61 |
| MSP Airport Job Fairs.....   | 61 |
| MSP Recruitment and Interview Rooms.....   | 61 |
| Employee Amenities .....   | 62 |
| MSP Nice Employee Lounge & Break Rooms in Terminal 1 and Terminal 2 .....            | 62 |
| Mobile Food Ordering.....  | 63 |
| Employee Meal Discount Program .....   | 63 |
| Arts@MSP .....   | 63 |
| <i>Explore the Arts@MSP Program</i> .....  | 63 |
| <i>MSP Creates: The Airport Community Art Show</i> .....                             | 64 |
| Childcare Assistance Program through the Minnesota Department of Human Services..... | 65 |
| AIRPORT SAFETY & COMPLIANCE .....  | 68 |
| MSP Airport Fire Department – Common Fire Code Violations .....                      | 68 |
| Exits, Stairwells, and Corridors.....  | 68 |
| Fire Extinguishers.....  | 70 |
| Hood Systems.....  | 71 |
| Inspection tags .....  | 71 |
| Electrical Panels .....  | 72 |
| Storage .....  | 73 |
| Extension Cords.....   | 73 |
| Airport Police Department Concessions Audits.....                                    | 74 |
| TSA Knife Audits .....   | 75 |
| Alcohol Awareness Training Class.....  | 76 |
| Emergency Action Guide.....  | 77 |
| COVID-19 Mitigation Strategies .....   | 77 |
| Everbridge Notification System .....   | 77 |
| Airport Community Emergency Resource Team (ACERT).....                               | 77 |
| CUSTOMER SERVICE PROGRAMS AND SUPPORT .....  | 80 |
| Customer Service Action Council (CSAC) .....   | 80 |
| CSAC Customer Service Training Program – MSP Nice.....                               | 80 |
| <i>MSP Nice Awards</i> .....   | 81 |
| Other CSAC initiatives .....   | 81 |

|  |    |
|--|----|
| CSAC Contacts .....                                  | 82 |
| MSP All-Stars .....                                  | 82 |
| Secret Shopper Program .....                         | 82 |
| MSP Nice Service Stars Program .....                 | 82 |
| 5-Star Merchant Awards .....                         | 83 |
| TOOLS TO ASSIST YOUR CUSTOMERS .....                 | 86 |
| Airport Assistance Phones .....                      | 86 |
| Airport Tours .....                                  | 86 |
| Tours aim to: .....                                  | 86 |
| Airport Foundation MSP .....                         | 86 |
| Programs and Services .....                          | 86 |
| Armed Forces Service Center (AFSC) .....             | 88 |
| <i>Amenities provided at the AFSC</i> .....          | 88 |
| Lost and Found.....                                  | 89 |
| Accessibility Best Practices .....                   | 89 |
| Deaf or Hard-of-Hearing.....                         | 89 |
| Blind or Low Vision .....                            | 89 |
| Mobility Assistance.....                             | 90 |
| Navigating MSP .....                                 | 90 |
| Hidden Disabilities Sunflower Lanyard Program.....   | 90 |
| Service Animals .....                                | 91 |
| Service Animals in Food Establishments.....          | 91 |
| Pet and Service Animal Relief Areas .....            | 91 |
| Stranded Passengers .....                            | 91 |
| <i>Security Checkpoints</i> .....                    | 92 |
| <i>Airline Information</i> .....                     | 92 |
| <i>Hotel Accommodations</i> .....                    | 92 |
| <i>Airport Police</i> .....                          | 93 |
| <i>Severe Weather</i> .....                          | 93 |
| <i>Dining and Shopping at MSP After Hours</i> .....  | 93 |
| Mobile Food Ordering.....                            | 93 |
| Terminal 1 .....                                     | 93 |
| Terminal 2 .....                                     | 94 |
| <i>Dining and Shopping Outside MSP Airport</i> ..... | 94 |





## Hello and Welcome to Minneapolis–St. Paul International Airport!

Welcome to the Minneapolis–St. Paul International Airport (MSP). We are proud to operate one of the busiest, most acclaimed airports in the world. As the 16<sup>th</sup> largest airport in the nation, MSP serves 31.2 million passengers with non-stop service to 156 destinations.

You likely have questions about how things work at MSP. Enclosed is a packet of information that we hope you will find useful. Included in this packet are important phone numbers, meeting dates, information on how to establish postal delivery, emergency notification information, stranded passenger program information, our customer service award program, and much more.

Our airport has won many awards for customer service, concessions, marketing, design, and safety, as well as other features. MSP's success is a direct result of the excellent service provided by organizations such as yours.

We look forward to working with you to continue MSP's reputation of excellence in the years ahead. Again, welcome to MSP Airport. Please do not hesitate to call or stop in to see us if you have any questions or concerns.

Sincerely,

Your MSP Concessions Team



*In the ever changing environment that we work in; laws, rules, policies and regulations are in constant flux—especially in this current climate. It is important to note that compliance with such is the responsibility of the Operator and Operator's employees. Never hesitate to reach out to your concessions manager for the most up to date information. Thank you.*

# MAC CONCESSIONS AND BUSINESS DEVELOPMENT TEAM



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## **IMPORTANT CONTACT INFORMATION & MEETINGS**

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## IMPORTANT CONTACT INFORMATION TO KNOW

### Phone Numbers

| Issue                                   | Department                                  | Phone                        |
|---|---|------------------------------|
| Police/Fire/Emergency Dispatch          | Police/Fire/Emergency Communications Center | 612-726-5577 or 911          |
| Facilities Issues                       | MAC Facilities                              | 612-726-5225                 |
| 24-hour Facilities and Operations       | Airside Operations                          | 612-726-5111                 |
| Airport Information and Paging          | Information and Paging Office               | 612-726-5555 x 6             |
| Badging/Airport I.D.s                   | MAC Badging                                 | 612-467-0623                 |
| Lost and Found                          | MSP Lost and Found                          | 612-726-5141                 |
| Heating and Cooling                     | MAC Energy Management Center                | 612-726-5505                 |
| Mail Delivery                           | United States Postal Service                | 612-970-7641 or 612-970-7643 |
| Deliveries/Loading Dock                 | Bradford Airport Logistics                  | 612-713-7457                 |
| Parking/Bussing/Taxis                   | MAC Landside Operations                     | 612-726-5578                 |
| Health Department                       | Hennepin County Health Department           | 612-543-5200                 |
| Health Department After-Hours Emergency | Hennepin County Health Department           | 612-543-5217                 |
| Emergency Food & Beverage Incident      | Hennepin County Health Inspector            | 612-543-5213                 |
| Food & Beverage Lease Contact           | MAC Commercial Management                   | 612-794-4510                 |
| Retail Tenant Lease Contact             | MAC Commercial Management                   | 612-467-0814                 |
| Concessions Operations Contact          | MAC Commercial Management                   | 612-726-8197                 |
| Pest Control                            | MAC Facilities Technician                   | 612-726-5225                 |
| Travelers Assistance (Volunteers)       | Airport Foundation MSP                      | 612-726-5500                 |

For more information, visit the MSP Airport website at [www.mspairport.com](http://www.mspairport.com).

### Airport Addresses

**Metropolitan Airports Commission  
General Offices**  
6040 28th Avenue South  
Minneapolis, MN 55450

**Terminal 1**  
4300 Glumack Drive  
*[Suite Number, if applicable]*  
St. Paul, MN 55111

**Terminal 2**  
7150 Humphrey Drive  
*[Suite Number, if applicable]*  
Minneapolis, MN 55450

## IMPORTANT MEETINGS

| Meeting  | Date & Time<br>(monthly unless noted)  | Location   | Purpose  | Who should attend?  |
|--|--|--|--|---|
| <b>MAC Board Planning, Development and Environment Committee</b> | First Monday<br>10:30-11 a.m.  | Terminal 1<br>Airport Conference Center, Commission Chambers | Makes recommendations on issues related to capital expenditures and airport development, long term planning and airport zoning, noise mitigation and environmental stewardship—and other similar topics.                           | Senior leaders  |
| <b>MAC Board Operations, Finance and Administration</b>          | First Monday<br>1-3 p.m.   | Terminal 1<br>Airport Conference Center, Commission Chambers | Discusses recommendations regarding operations and maintenance of MAC's system of airports. Concessions business proposals and lease actions are discussed by this committee.  | Senior leaders  |
| <b>MSP Jobs Committee**</b>                                      | Second Tuesday<br>8:30a.m.-9 a.m.  | Terminal 1<br>Airport Conference Center, Commission Chambers | Identifies employment barriers for MSP Employees and implements programming to support recruitment and retention initiatives.  | HR representatives and property managers                                    |
| <b>MSP Tenant Meeting**</b>                                      | Second Tuesday<br>9–10 a.m.  | Terminal 1<br>Airport Conference Center, Commission Chambers | Important informational meeting for tenants highlighting issues that may affect their operations.  | Senior leaders, property managers, and unit managers                        |
| <b>MSP Tenant Operations Orientation Meeting</b>                 | Quarterly on a Thursday<br>1-3 p.m.  | Terminal 1<br>Airport Conference Center, Commission Chambers | Overview of the MSP Tenant Manual open to new managers, or managers who would like a refresher on MSP operations   | Managers, unit managers   |
| <b>T2 Users'**</b>   | Second Wednesday<br>11 a.m.–Noon   | Terminal 2<br>Conference Room, 3rd Floor, MAC offices        | Discusses issues and projects at T2 that may affect tenants in the terminal.   | Senior leaders, property managers, and unit managers                        |
| <b>Customer Service Action Council (CSAC)</b>                    | Second Thursday<br>10–11 a.m.  | Terminal 1<br>Airport Conference Center, Commission Chambers | Discussions and presentations focused on airport customer service best practices.  | Senior leaders, property managers, and unit managers                        |
| <b>Metropolitan Airports Commission Board</b>                    | Third Monday<br>1–3 p.m.   | Terminal 1<br>Airport Conference Center, Commission Chambers | The 15-member MAC Board of Commissioners establishes organizational policies and budgets for the operation of MSP and other system airports. Concessions business proposals and lease actions are approved by the full commission. | Senior leaders  |
| <b>MSP Nice Service Stars Awards Luncheon*</b>                   | <b>*On Hiatus*</b>   | TBD  | Recognizes employees who have scored a perfect score on the previous month's secret shopper evaluations. Treats and beverages provided!  | Senior leaders, property managers, unit managers, and monthly award winners |
| <b>Security Consortium**</b>                                     | Date varies; email <a href="mailto:Jake.Hoehn@mspmact.org">Jake.Hoehn@mspmact.org</a> for the most updated meeting invite. | Terminal 1<br>Airport Conference Center, Commission Chambers | Discussions and presentations relating to airport security and Airport Police Department activities.   | Senior leaders and Authorized Company Signers                               |
| <b>Airport Partners Luncheon *</b>                               | March and September<br>11 a.m.–12:30 p.m.  | Terminal 1<br>Airport Conference Center, Commission Chambers | Lunch and discussions, presentations and/or guest speakers; a community-building meeting.  | Senior leaders, property managers, and unit managers                        |
| <b>MSP Tenant Sustainability *</b>                               | <b>*On Hiatus*</b><br>Quarterly  | Terminal 1<br>Airport Conference Center, Commission Chambers | Information and discussions related to tenant-required involvement with MAC's Sustainability initiatives   | GMs, property managers, unit managers, sustainability reps                  |

\*Due to the pandemic, this meeting has been put on hiatus until further notice

\*\* Moved to virtual meetings until further notice



# METROPOLITAN AIRPORTS COMMISSION COMMISSIONERS



**Commission Chair**  
Rick King



**District A**  
Carl Crimmins



**District B**  
Braj Agrawal



**District C**  
James Lawrence



**District D**  
Timothy Baylor



**District E**  
James Deal



**District F**  
Rodney Skoog



**District G**  
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**District H**  
Yodit Bizen



**City of Minneapolis**  
Leili Fatehi



**City of St. Paul**  
Ikram Koliso



**Outstate St. Cloud**  
Patti Gartland



**Outstate Duluth**  
Donald Monaco



**Outstate Thief River Falls**  
Dixie Hoard



**Outstate Rochester**  
Randy Schubring





## GETTING TO AND FROM THE AIRPORT



## GETTING TO AND FROM THE AIRPORT

### Tenant and Employee Parking

The MAC's Landside Operations Department manages vehicle access to and from the airport including taxis, buses, limousines, shuttles, and both public and employee parking. Landside works with airport tenants to provide parking for your employees.

**As of this publication, the MAC Landside Terminal-2 Office hours are:**

- Monday & Wednesday-Friday 8:00 a.m. – 4:30 p.m.
- Tuesdays 10:00 a.m. – 4:30 p.m.

You are responsible for communicating and coordinating your employees' parking options and, due to the heavy demand of public parking in our facilities, employee parking options are limited. Terminal 1 (T1) employees are assigned to park at Terminal 2 (T2), utilizing the no-cost light rail train to reach T1. Tenant managers may apply for T1 parking but authorization is granted based upon available space in T1 ramps and demonstrated operational need.

Employee parkers will be issued a Transponder that uses a radio frequency signal.



*Proper mounting of Transponder*

Proper mounting of transponder:\*

- At least 3" down from windshield frame
- At least 3" to the right of the rear view mirror post
- Horizontally
- 

*\*ABM, MSP's parking vendor, will usually assist with the mounting process. Please call 651-757-5039 to make an appointment.*

Transponders are only to be used when the employee is at work. Parking for personal purposes or vacations is not allowed per the MAC Employee parking policy. Employees in violation of this policy will incur parking charges commensurate with the corresponding public parking rate schedule. Transponders may not be used by anyone other than the assigned employee but may be transferred to another vehicle. Transponders are not provided to vendors who service or deliver products to MSP tenants.

Landside will invoice tenants for employee parking. This invoice must be paid with a single payment each month. **Landside will not invoice employees individually.** Each Transponder is charged a monthly fee (currently \$44) and a one-time (currently \$20) activation fee.

Tenants paying for their employees' parking must assign an employee parking representative. Duties include:

- Requesting issuance/cancellation of transponders
- Retaining each employee's completed and signed MSP Employee Parking Policy agreement
- Managing monthly payments
- Providing employee training on the use of his/her Transponder and location of assigned parking area(s)
- Keeping employees informed about current parking developments

Contact MAC's Landside Operations Department at 612-726-5578 or at [employee.parking@mspmac.org](mailto:employee.parking@mspmac.org) with any questions.



## Public Transportation and Transportation Programs

### City Bus Service

City bus service to/from Saint Paul (Route 54) is provided by Metro Transit. Bus pick-up and drop-off is located on Level 1 of the Silver Ramp.

There is no bus service at Terminal 2. Passengers arriving at Terminal 2 must take the light rail (or another means of transportation) to Terminal 1 to access city buses. There is no charge for light rail service between MSP's terminals.

For bus fare and route information, contact Metro Transit or visit [www.metrotransit.org](http://www.metrotransit.org). To access 24-hour automated bus information, call 612-341-4287.

### Light Rail Transit

Light rail transit (LRT) trains stop at both terminals and connect travelers to 17 other destinations, including downtown Minneapolis and Mall of America. There is no cost to travel between airport terminal stations. **Trains between the airport terminal stations run 24-hours per day.**

The Terminal 1 light rail station is located below the Silver Ramp. From the Tram Level (one level below bag claim), take the tram one stop. When you exit the tram, follow the signs to the light rail station, located 70 feet underground. Elevators and escalators are available.

The Terminal 2 light rail station is located on the north side of the Orange parking ramp. From Level 1 near Ticketing/Departures Level, take the elevator or escalator up to the Orange Ramp skyway. Follow the signs to the LRT station. Take the escalators or elevators down one level to the station platform.

The light rail stations are fully accessible.

### Frequency

Trains run every 12 minutes during peak hours and typically every 15 to 20 minutes at other times of the day. From the airport, train trips to the Mall of America take about 12 minutes and to the Warehouse District in downtown Minneapolis in about 25 minutes.

### Fares

- Tickets are sold at ticket machines at the rail stations.
- Light rail fares and frequency can be found online at <https://www.metrotransit.org/fares>.
- Reduced fares are available for seniors, children and persons with accessibility needs.

For more information, visit the Metro Transit website, [www.metrotransit.org/light-rail](http://www.metrotransit.org/light-rail).

### Transit Link Connect

MSP employers may participate in a Transit Link Connect pilot project which assists employees with transportation to or from the airport during shift times in which public transportation is not available. The service is a collaboration of employers, the Metropolitan Council and the workforce system. Interested in joining this program? Contact Gerri Sutton, contract manager at the Metropolitan Council at [Gerri.Sutton@metc.state.mn.us](mailto:Gerri.Sutton@metc.state.mn.us).

### Transit Link Connect goals:

- Build a transportation solution for job seekers/employees who need transportation to or from their employment at the airport at shift times during which public transit is inaccessible.
- Provide a reliable worker transportation service for airport employers which allows for changes to business operation hours. (Example: Stores may open earlier or later if employees have transportation during those hours.)
- Assist families with self-sufficiency by addressing a significant barrier to employment.
- Assist airport employers with filling their open positions by recruiting candidates from new sources.
- Assist airport employers with retaining employees who experience transportation barriers.
- Build ridership for sustainability by reaching a productivity level of eight passengers per hour by the end of the pilot.

### *Transit Link Connect operating model:*

- This program is an extension of hours and days of existing Transit Link program, operated by the Metropolitan Council.
- The program's operation depends on standing orders from airport employer partners; build routes in neighborhoods where employees live.
- The enhanced service would not duplicate existing bus routes/schedules.
- Users will pay a fare of approximately \$2.25 a ride (subject to increase per Metro Transit fare rates).
- Participating airport employers will provide a matching contribution of \$2.25 a ride based on employee ridership. Airport employers will be invoiced monthly by Metropolitan Council.
- Employment service providers will assist with recruitment efforts that are tied to the transportation solution.

### *Interested tenants must:*

1. Identify a primary and a back-up person to communicate employee ride information to Midwest Paratransit Services. Those names should be submitted to Denise Braun at 651-602-1075.
2. Explain transit program and provide a pamphlet to employee describing their responsibilities when using the system.
3. Submit ride request to the following email address: [TLAirportConnect@metc.state.mn.us](mailto:TLAirportConnect@metc.state.mn.us). Ride request must include:
  - a. Employer
  - b. Employee name
  - c. Residential address
  - d. Shift start/end time
  - e. Terminal location
4. Coordinate shift times by neighborhood to the extent possible to maximize efficiency.
5. Notify Midwest Paratransit Services in writing when a program participant's shift has changed or employment is terminated.
6. Assist with communication from Midwest Paratransit Service to the employee as necessary to include no-show warnings, schedule changes, etc.
7. Contact program personnel as follows:
  - a. For questions/concerns related to specific rides, contact Denise Braun, Midwest Paratransit Services, at 651-602-1075.
  - b. For overarching program questions/concerns, contact Gerri Sutton, Metropolitan Council, at 651-602-1672.

*Airport employees (riders) must:*

1. Have a photo identification card to board the bus. An airport employee badge works best. Employees may not bring guests on the bus.
2. Have a "Go-To" card with stored value to pay fare of \$2.25 each time the bus is boarded. Learn more about Go-To cards here: [www.metrotransit.org/go-to-card](http://www.metrotransit.org/go-to-card).
3. Call the service provider at 651-602-1075 when a ride is no longer needed. A rider must call at least one hour prior to scheduled pick-up time or he/she will be charged with a no-show. If a rider accumulates too many no-shows, he/she will not be allowed to use the service.
4. Be waiting at his/her pick-up address at the scheduled pick-up time. When the Transit Link bus arrives, a rider has three minutes to board the vehicle, unless the bus arrives early.

*Pick-up and Drop-off locations:*

The Transit Link bus will pick-up at Terminal 1 on the lower roadway (Arrivals Level), Door 1. A rider must board the bus within three minutes of the scheduled pick-up time or after the bus' arrival when it arrives after the scheduled pick-up time. Buses will drop-off at Terminal 1 on the upper roadway (Departures Level).

### Metro Vanpool Program

Metro Vanpool is a regional program, subsidized by the Metropolitan Council, to help meet the commuting needs of commuters that reside or work in the seven-county metropolitan area who have difficulty obtaining reliable transportation based on geographic area. Vanpools can be comprised of five to 15 people sharing the ride to and from work an average of three or more days a week. Each van has a volunteer driver, back-up drivers, recordkeeper and person responsible for renting the van month to month from Commute with Enterprise.



Advantages:

- Use of a newer model vehicle provided by Commute with Enterprise
- Vehicle maintenance is included in the leasing agreement
- Leasing fees are 50-55% subsidized by the Metropolitan Council
  - Employers can offer to pay the remaining leasing fee, or the fee is split among the vanpool group
- Van may be used by the primary driver for personal use up to 250 miles per month
- Primary drivers receive \$100 after the first 6 months of driving and then annually thereafter
- A backup driver receives \$50 after the first 6 months of driving and \$50 annually thereafter
- Employees save wear and tear of their own vehicles

To be eligible as a primary driver, an employee must:

- Be 25 years old or older
- Possess a valid driver's license in their state of residence
- Have a 5 year good driving record (reviewed after driving record check)

For more information how your employees can participate in this program, please contact (651) 602-VANS or email [vanpool@metc.state.mn.us](mailto:vanpool@metc.state.mn.us).





## BADGING INFORMATION

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## BADGING INFORMATION

Information below may be updated at any time. See website for the most up to date information and policies. For the most up-to-date information, please visit: <http://www.mymspconnect.com/badging>.

All employees working in or around the airport must be badged. A Security Threat Assessment (STA) and fingerprint-based criminal history check are processed for all potential badge holders.

### Badged Areas of MSP

|  |   |
|--|---|
| Security checkpoints   | Point of entry for all travelers and for employees who need to be screened prior to entering the sterile area of the airport; staffed by the TSA.                               |
| Sterile area   | The area beyond the TSA security checkpoints, including the Airport Mall and concourses.  |
| AOA (Air Operations Area)<br>SIDA (Security Identification Display Area) | All areas inside the fence line (paved and unpaved) used for landing, takeoff or surface maneuvering of aircraft.   |
| Secured area SIDA  | The most secured area within the AOA-SIDA, including ramp areas around the terminals where baggage is being loaded and unloaded from aircraft, cargo areas, tug-drive and roof. |

### Badge Types

**Security badges are to be used for job purposes only**

|                        |        |   |
|------------------------|--------|---|
| Non AOA-Non SIDA badge | Blue   | Issued to employees needing access through security checkpoints. Provides access to additional areas such as a storage area, closet or elevator in the sterile area of the airport. No training required. |
| AOA-SIDA badge         | Red    | Issued to employees working in the AOA-SIDA, this badge must be displayed at all times. SIDA training required.   |
| Secured SIDA badge     | Yellow | Issued to employees working in the SIDA, this badge must be displayed at all times. Provides access to additional areas such as loading docks. SIDA training required.                                    |

### New Company Procedure

Before the badging process can begin, all new and returning companies must:

- Complete a company profile.
- Select two employees to serve as authorized company signers.
- Have each signer complete a company signer letter.
- Ensure sponsoring company has completed a sponsor company letter.

All forms are available at [www.myMSPconnect.com/badging](http://www.myMSPconnect.com/badging). Once all forms are received and approved, both of your authorized company signers need to register for a signer session. These signer sessions are offered twice a month on Tuesdays. Visit [www.myMSPconnect.com/badging](http://www.myMSPconnect.com/badging) to view a current signer training schedule.

When both signers complete training, clear the fingerprint process and receive their badges, they may begin signing applications for their employees. Allow a minimum of three weeks from the time the letters are received to when the signers may begin signing applications for their employees.



## Badging Process for Employees

1. The employee completes an electronic badge application which will be sent to the applicant by email or text message.
  - a. Use of the new Online Badging Application portal is highly recommended and can expedite processing and reduce errors on applications.
2. An authorized company signer must review the application and the employee's credentials, then complete the authorized company signer portion of the application form.
3. The employee reports to the Badging Office after the online application has been submitted, two credentials and \$60 (check, credit card, or company billing) during Badging Office hours. A badging appointment or joining the walk-in queue is required to be processed.

Once the employee has been fingerprinted, the employee cannot obtain a concourse pass; he or she must wait until their background check has cleared before beginning to work at the airport.

Badging services require an appointment or a spot in the walk-in queue. Instructions can be found at: <http://www.mymsspconnect.com/badging/appointmentsjoin-queue>

4. **Clearance notifications are updated on the MSP Signer Portal in real time.** The primary company signer will be emailed a notice of clearance, typically within 3-15days. (Foreign born applicants may take longer).
5. If the employee is receiving a Non AOA-Non SIDA badge, they may pick-up their badge Monday-Friday from 7:00 a.m. to 2:30 p.m. without an appointment at the 3<sup>rd</sup> Floor Badging Office front desk. Only the employee can pick-up their badge; badges will not be given to an employee's representative.
6. Access throughout secure areas will be limited to work-related doors only. Access must be kept to an operational minimum.
7. If the employee is receiving an AOA-SIDA or SIDA badge, they must attend a SIDA training class. They cannot attend a class until their background check has cleared. To take the training class, employees should report to the Learn Center (directly behind the Badging Office) front desk, on Level 3 of the Hub building, located between the Terminal 1 Blue and Red parking ramps, between the hours of 7:00am and 1:30pm, Monday through Friday. The class is self-paced and is on a computer.
8. At the time of badge pick-up, badging fees will be billed or collected.
9. Security badges are issued for varying lengths of time, not to exceed two years.
10. \*If a badge holder is convicted of a disqualifying criminal offense, they must notify the airport police at 612-467-0623 within 24 hours.

## Badging Office Location

The MSP Badging Office is located on Level 3 of the Terminal 1 general parking Hub building, between the Red and Blue parking ramps.

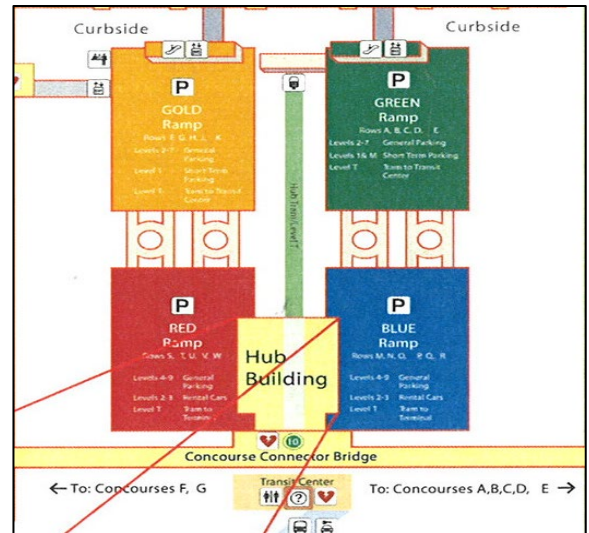
### Directions

**From the Terminal 1 inbound roadway:** Enter public parking. Stay in the right lane and follow the roadway to the back set of up helixes. The Blue ramp is on the left and the Red ramp is on the right. Enter the Hub building and proceed to Level 3 via the elevators.

**From Terminal 2:** Take the light rail to Terminal 1 and proceed to the Tram Level. Walk past the trams and take the elevator to Level 3.

**From Terminal 1:** Go to the Tram Level and take the tram to public parking. Exit the tram and take the elevator to Level 3.

**Terminal 1 Short-Term Parking:** Enter the terminal and proceed to the Tram Level. Take tram to the public parking ramp and take the elevator to Level 3.



## Office Hours and Class Times

The below times are subject to change. For the most updated hours, or holiday hours, visit [www.myMSPconnect.com/badging](http://www.myMSPconnect.com/badging).

### Office hours

| Day                   | Open   | Close  |
|-----------------------|--------|--------|
| Monday                | 7 a.m. | 3 p.m. |
| Tuesday               | 7 a.m. | 3 p.m. |
| Wednesday             | 6 a.m. | 3 p.m. |
| Thursday              | 7 a.m. | 3 p.m. |
| Friday                | 7 a.m. | 3 p.m. |
| Saturday & Sunday     | closed |        |
| MAC-observed holidays | closed |        |

### SIDA Classroom Hours

Classroom hours are Monday – Friday 7:00 a.m. to 1:30 p.m. No admittance after 1:30 p.m.

### SIDA Interpreter Class

SIDA class for non-English speaking badge holders and interpreters will be in the 3rd Floor Learn Center. Pre-registration with the Badging Office is required; email [APDLearnCenter@mspmac.org](mailto:APDLearnCenter@mspmac.org) to register.

### Authorized Signer Sessions

The class is offered twice a month on Tuesdays. Check [www.myMSPconnect.com/badging](http://www.myMSPconnect.com/badging) for upcoming classes. To register, email [registration@mspmac.org](mailto:registration@mspmac.org).

## Fees and Payment Options

The below fees are subject to change. Visit [www.myMSPconnect.com/badging](http://www.myMSPconnect.com/badging) for the most updated fees.

### Badging fees

|       |      |
|-------|------|
| Badge | \$30 |
|-------|------|

### Fingerprint fees

|                        |      |
|------------------------|------|
| Fingerprint processing | \$60 |
|------------------------|------|

Once a person has been fingerprinted, he/she cannot obtain a concourse pass.

### Lost or Stolen Replacement Fees

|             |                   |
|-------------|-------------------|
| First time  | \$100             |
| Second time | \$150             |
| Third time  | 30-day suspension |

If a lost badge is recovered and returned within 30 days of badge expiration, a refund for the replacement fee, minus the \$30 badge fee, will be issued by mail.

### Payment Methods

- Contact Brandy Cowan ([Brandy.Cowan@mspmacc.org](mailto:Brandy.Cowan@mspmacc.org)) with direct billing questions or to obtain a direct billing application.
- Companies with contracts that are less than three months will be required to pay with check or with credit card at the time of service.
- Check, payable to the MAC (Metropolitan Airports Commission)
- Credit/Debit cards (Visa, MasterCard, American Express, Discover)

### Badging Restrictions

- Employees must be performing official job duties when using their badges.
- Badge holders can only be in authorized areas.
- Badge swapping/loaning is not allowed.
- Employees may only use the badge they've been issued.
- Never knowingly use an expired badge.
- Notify the Badging Office within 10 days of name, address changes, phone, or email changes.
- Never use a badge to gain access to a sterile concourse in order to board a flight. In other words, do not use it when going on a vacation.
- Never seek entry to or exit from a sterile area except through designated entrances or exits. Use the proper doors.
- Always enter sterile areas by going through a checkpoint or card reader that has been installed to inspect or approve your access.
- Never falsify, forge, counterfeit, alter, or tamper with any badge.
- Never tamper with or hamper the operation of any security device.

### Access Changes

If an employee does not have access to a door or area that is necessary for the completion of his/her work duties, an access change form can be completed. This form can be found at [www.myMSPconnect.com/badgeforms](http://www.myMSPconnect.com/badgeforms). Completed Access Change Request forms and emails with questions regarding access must be emailed to [access@mspmacc.org](mailto:access@mspmacc.org). For immediate assistance with access, please call the Airport Police Department Communications Center at 612-726-5577.

## Piggybacking

- Piggybacking is strictly prohibited. Piggybacking is the practice of allowing someone to follow you through a security door without badging in themselves.
- Each badged person entering a secured area is required to gain access by use of their own valid security identification badge. Never assume someone has access rights.
- Badge holders are responsible for the security of each door they use until the door is shut and secured behind them. Signage has been installed as a reminder. Violators will be cited.

## Badge Return

- Badges must be returned immediately to the Badging Office or the Airport Police Department if:
  - An employee quits.
  - An employee transfers or reassigns.
  - An employee is terminated.
  - A badge expires.
  - The Airport Police request a badge be returned.
- All MSP security badges are airport property. A \$200 Non-Returned badge fee will be invoiced to the employer if the badge isn't returned to the Badging Office within 10 calendar days of deactivation; deactivation includes terminations, retirements, and expired badges. There is a badge drop-off safe on the right side of the Badging Office (around the corner). Employees are encouraged to request a receipt when asked to surrender their badge to their employer.

## Lost or Stolen Badges

Employees are to notify the Badging Office immediately if their badges are lost or stolen. If they locate their badges after reporting it missing, they must return it to the Badging Office. If a badge is returned within 30 days of the expiration date, a refund will be mailed to the address on file (minus a \$30 fee). Employees are held personally accountable for badge replacement costs (see badging fees).

## Sterile Area Access Rules

If a standard card reader (contains a scanner and keypad) is installed at an access point, hold the badge to the reader, wait for a "beep," then enter your four-digit PIN number. If the reader is biometric, hold your badge to the reader and place either your index finger or your thumb on the reader for scanning. The reader will indicate when access has been granted.

Anyone who accidentally sets off an alarm must stand by until a police officer arrives.

If a problem is detected or a door is not working properly, go to the nearest phone and dial 9-1-1 for police response.

## Badge Cover Policy

The MSP Airport security identification badge must be kept in its MAC-issued plastic protector at all times. One will be provided with each badge at no cost. Extras may be purchased for \$1. If a badge stops working, return it to the Badging Office. There will be no charge to replace defective badges if they are undamaged and remain secured in the plastic badge protector. However, there will be a \$30 fee to replace badges that are no longer in the plastic badge protector.

## Employees of Multiple Companies

If an employee works for multiple companies at MSP and has been terminated by one of those companies, the employee must immediately report to the Badging Office with an online badge application submitted by each company with whom they remain employed. Continuing to work with a

badge that displays multiple companies after leaving employment with any of them may result in a fine and/or having your badge revoked.

## Best Practices for Successful Badging of New Employees

### *Pre-Screening*

- Complete the online badge application form with your applicant. This ensures the current application is being used and eliminates most reasons for an application to be denied.
- Review with applicant the TSA and MAC Security Ordinance DISQUALIFYING CRIMES Questionnaire and Applicant Certification.
- Request a minimum of three emergency contacts as part of the application to ensure future outreach is feasible.
- Contact 612-877-6439 opt. #6 if there are questions regarding an applicant's response to the DISQUALIFYING CRIMES Questionnaire.
- Assist in scheduling badging appointments and physically accompany badging applicant to the badging appointment.
- Provide Badge Responsibility Training during orientation and ask each employee to sign acknowledgement of training. Topics should include, but not be limited to: badging restrictions, piggybacking, badge return and lost/stolen badge procedures.
- Confirm applicant's address on application is current and matches the address on their ID.
- The applicant's current address must be used on all applications.

### *Authorized Signers for Applicants*

- Authorized Signers must attend training. Check [www.myMSPconnect.com/badging](http://www.myMSPconnect.com/badging) for class offerings.
- Only allow Managers or HR staff to become Authorized Signers. Limit the number of Authorized Signers per company in order to control the process and maintain accountability. Some companies only allow up to two (2) Authorized Signers.

### *Post-Employment Badge Collection*

- Notify badging immediately upon employee's termination or resignation.
- Call and send email to employee and tell them to return badge. Provide a deadline for response and state a welfare check may be performed by local law enforcement in the event of no response by the deadline.
- Contact emergency contacts for the employee if necessary.
- Contact police for welfare check if necessary.
- Keep badging office updated on status of badge collection.
- Have the Badging office send a demand letter to the former employee if badge is not returned. Provide a Badge Return Receipt to the employee in order to provide a "chain of custody" for the badge to protect the employee, manager, and/or HR. Note: \*Some companies turn off the employee's direct deposit and utilize small claims court to re-claim badges and fees. Consult with your legal department regarding what steps your company is allowed to perform when collecting badges.

## Common Mistakes Applicants Make

- Below are common reasons why applicants are rejected at the badging office. Please make sure the applicants are fully prepared with all proper documentation prior to their appointment.
  - No 2<sup>nd</sup> ID.
  - Social Security Number entered incorrectly.
  - Adding company to badge but didn't have second application.

- No badge application.
- No proof of citizenship document.
- The names on ID's don't match each other (even if off by one letter).
- Photocopies of ID's.
- Application hasn't been submitted by Signer.
- Attempting to pick up badge more than 30 days after their background check clears.
- Address on badge application/driver's license are not current/do not match.
- Expired IDs.

## Penalties for Airport Security Ordinance Violations

Metropolitan Airports Commission Security Ordinance 117 outlines the rules of conduct for the public, badge holders and airport tenants while at the airport and the penalty for violations thereof. Visit [www.metroairports.org](http://www.metroairports.org) to review security ordinance 117 and others.

## Administrative Sanction

- Possible sanctions include:
  - Warning letter
  - Mandatory security class
  - Security badge suspension
  - Security badge revoked permanently

## Criminal Citation

All security ordinance violations are misdemeanors. These may result in a Hennepin County citation and penalties that could include a fine of \$1,000 and/or up to 90 days in jail.

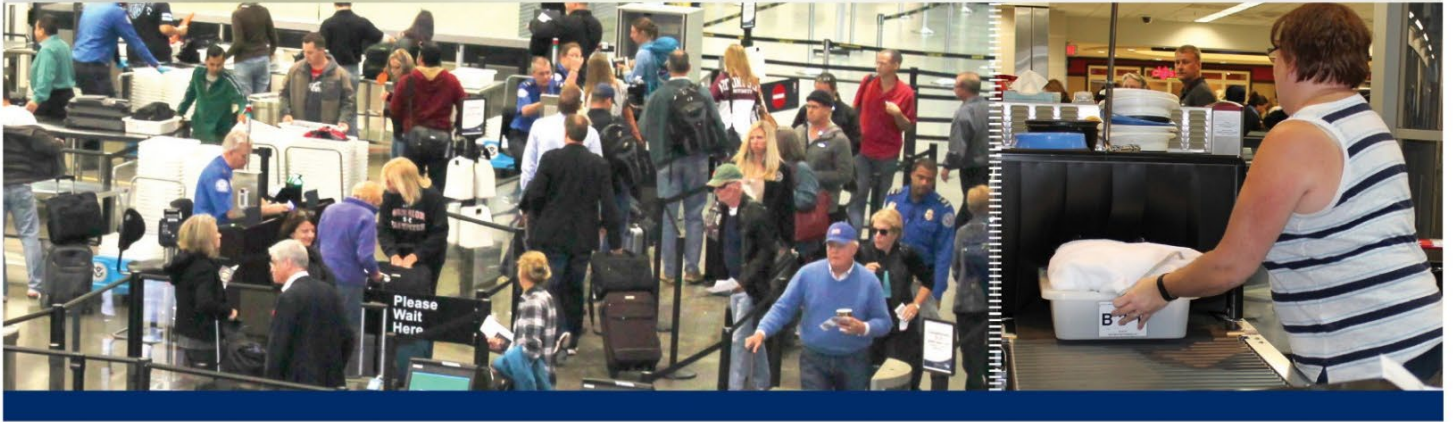
## TSA Civil Penalty

The Transportation Security Administration can issue a civil penalty of up to \$13,910 against individuals for security violations.

## Badging Contact Information

- Badge Swipe/Data Requests: [badgingdatarequests@mspmac.org](mailto:badgingdatarequests@mspmac.org)
- Access Requests: [access@mspmac.org](mailto:access@mspmac.org)
- Badging, including deactivations/Terminations: [badging@mspmac.org](mailto:badging@mspmac.org)
- Company/Signer-related Issues: [security@mspmac.org](mailto:security@mspmac.org)
- Use [www.myMSPconnect.com/badging](http://www.myMSPconnect.com/badging) for other information
- Authorized Signer Portal: [mspsignerportal@mspmac.org](mailto:mspsignerportal@mspmac.org)
- [MSP Backgrounds Email: mspbackgrounds@mspmac.org](mailto:mspbackgrounds@mspmac.org) (for Criminal History questions)
- Badging Office: 612-467-0623
- Aviation Security Division phone tree: 612-877-6439 (for public use)
- If you have an immediate concern not listed here, please call Police Administration at 612-726-5115.
- After Hours Badging concerns: 612-726-5577





## **TSA SECURITY SCREENING AND CHECKPOINT INFORMATION**



## TSA SECURITY SCREENING AND CHECKPOINT INFORMATION

### Security Checkpoint Locations and Hours

The TSA provides 24-hour checkpoint access at Terminal 1 via the North Checkpoint. The North Checkpoint provides a dedicated screening lane for employees from 3:30am – 2:30pm daily.

**NOTE:** *The Skyway Security Checkpoint is closed until further notice. Updates to this checkpoint will be announced by email to tenants.*

The Skyway Security Checkpoint is also available for employees Monday through Friday, 5:30 a.m.-1:15 p.m. See directions below:

- By Car: Park in the Red or Blue Parking Ramp and take the elevator to Level 2.
- By Bus: Take the escalators up one level from the Transit Center to Level 2.
- By Light Rail: Take the elevator up to Level 2 or follow the escalators up three floors to Level 2.

At Terminal 2, checkpoint hours are 3:30 a.m. – 10:00 p.m.

### Prohibited Items

On the top of the TSA.Gov website, there is a tool called “What Can I Bring”. You can use this tool to ask about an item and if you can bring through a checkpoint.

If you have further questions about what a prohibited item is, the full list is available at [www.tsa.gov/travel/security-screening/prohibited-items](http://www.tsa.gov/travel/security-screening/prohibited-items). Weapons, sharp objects, liquids larger than 3 ounces, tools, explosives, and flammable objects are all included in this list.

### Bringing in Contractors or Others with Tools

In general, if a contractor does not have SIDA badge access, then “Tools of the Trade” can be brought through a checkpoint under the care of an MSP badged employee and the badged employee must maintain control of/be responsible at all times for the tools in the sterile area.

The contractor must have a concourse access pass or a boarding pass to enter through the checkpoint. The TSA checkpoint supervisor has the right to question and approve/deny access of tools based on their security situational awareness.

MSP employees may bring in their own “tools of the trade” for repairs in their unit.

### TSA Contact Information

**TSA Customer Service:** 1-866-289-9673

**TSA MSP Customer Service:** 612-486-5460

## Concourse Access Pass Procedures and Guidelines

Concourse access is permissible for visitors through the Concourse Pass Procedure. Any Authorized Company Signer for the tenant may authorize a concourse pass.

The requestor should send all pass requests using a MAC-provided gate pass template. This Excel file can be obtained by emailing [ConcoursePass@mspmac.org](mailto:ConcoursePass@mspmac.org).

### **Requests for passes via telephone will not be accepted.**

The request must include:

- The reason for the visit.
- The date and time of the visit.
- Which terminal the pass will be picked up at.
- Expected time of arrival to the airport.
- Full first, middle, and last name exactly as it appears on the visitor's government-issued photo identification (incomplete or non-matching names may be turned away).
- Visitor's date of birth.
- Visitor's gender.

Please make every attempt to request a pass at least 24-hours before it is needed to guarantee timely processing.

Any MAC employee may request a pass.

Passes may be requested and/or picked up between 5a.m. to 12:30 a.m. seven days per week, including holidays.

If there are any concerns, please contact Paul Fudenberg, Manager, Customer Experience , ([Paul.Fudenberg@mspmac.org](mailto:Paul.Fudenberg@mspmac.org)).

Upon arrival, visitors must present a valid, government-issued photo identification, such as a State driver's license, to the Departure Level Information Booth of Terminal 1 or the Information booth near the car rental facilities at T2, to receive their pass.

### Pass Guidelines


- Passes must not be used to circumvent the badging process.
- A pass will not be issued to any current badge holder that has forgotten or lost their MAC badge.
- Passes cannot be obtained for the purpose of employees working in the airport, such as for coverage from another street-side location with people who do not have a badge.
- A pass cannot legally be provided to any person in the process of obtaining a badge.
- Concourse Pass requests should be emailed to [ConcoursePass@mspmac.org](mailto:ConcoursePass@mspmac.org).
- Minors (under 18 years old) are not required to have identification but will be issued a pass as long as they are chaperoned by an adult.
- If you sublease space through another tenant, you must contact their designated pass requestor.
- An issued pass is valid for 24-hours and may be used several times throughout the day.
- If a visitor requires passes for multiple days, a separate request must be sent for each day.
- Passes will only be issued without prior request if an individual wishes to attend a MAC Commission Meeting or any MAC public meeting.

- Seven (7) concourse passes in total are allowed per person in a lifetime. Exceptions apply if attending public meetings.

### Contractors Accessing the Airport Secure Area

A Concourse Pass will need to be issued for the Contractor, and a badged employee needs to bring Contractor tools through a TSA security checkpoint. That badged employee must stay with the tools at all times and ensure they have exited the secure area.


### Contractors Concourse Pass Procedure / Contractor Tools and Prohibited Items



**Security Procedures from the  
Aviation Security Division**

# Concourse Passes

## Involving Prohibited Items



- 1) Unbadged contractors who need to enter the Sterile Area to perform equipment repairs with 'tools of the trade' must obtain a Concourse Pass.
- 2) Contractor and an Airport badged employee from the sponsor tenant must meet on the Public side of the Checkpoint. ***No escort authority is required.***
- 3) Badged employee will conduct a visual inspection of the tools to ensure that are all necessary for the job and that there are no additional prohibited items.
- 4) Badged employee will present the tools to the Checkpoint employee and go through the TSA screening process.
- 5) Contractor will present Concourse Pass and be screened into the Sterile Area.
- 6) Badged employee must maintain control of the tools by monitoring the work the entire time.
- 7) After completion of the job, badged employee must ensure that all tools brought into the Sterile Area leave with the contractor.

These procedures put the responsibility for the tools on the Airport badged employee. It also removes the complication of requiring an 'Escort' authority. However, any company that utilizes the same contractor on a regular basis should request they go through the badging process. This will minimize the impact on the Sterile Area company for these operations.

**MSP Airport Police - Aviation Security Division**





## OPERATIONS



# Operations Flow Chart – Who to Contact

## OPERATIONS FLOW CHART



It can be difficult to know who to call for what when it comes to facilities and operational issues. This flow chart is meant to help you determine the best point of contact in a myriad of situations.

**Is this an emergency (ex. burning smell) or security threat (ex. unknown bag)?**

**NO**

If the issue is...

**YES**

Call 911 or 612-726-5225



**Pest control?**

Contact MAC Facilities .....612-726-5225



**Heating and cooling?**

Contact MAC Energy Management Center.....612-726-5505



**In a tenant-leased space?**

Contact tenant maintenance or contractor



**In a MAC-managed, common use, or public space?**

**- Issues within the walls of the airport**

(lights, bathrooms, etc.)

Terminal 1, contact MAC Facilities .....612-726-5225

Terminal 2, contact T2 Operations .....612-726-5742

**- Keys, doors, locks**

Contact MAC Facilities .....612-726-5225

**- Outside the jetway door**

Jetbridges

Gates E1 & E15, contact MAC Facilities.....612-726-5225

Terminal 2, contact T2 Operations .....612-726-5742

All other jetbridges are contracted by airlines.

Airfield

Contact Airside Operations..... 612-726-5111

**- Parking, ramps, roadways, commercial vehicles**

Contact MAC Landside .....612-726-5578

**- Federal Inspection Services (Customs) area**

Contact MAC Facilities .....612-726-5225



## OPERATIONS INFORMATION

### Receiving & Sending Mail at the Airport

#### Starting Mail Delivery Service

For United States Postal Service (USPS) mail delivery to your business, please contact Janet Lasso, USPS manager of customer service of the Twin Cities AMC/Elway Station, at 651-699-2762.

An example of a business-mailing address is:

**Parent Company - Store Name**  
**4300 Glumack Drive, Suite \_\_\_\_\_**  
**St. Paul, MN 55111**

Include the name of your parent company in the first line of the address. For example, *Delaware North* is the parent company, *The Minnesota Store* is the affiliated store with them. The address should read *Delaware North-The Minnesota Store*. Another example would be *SSP-Republic*.

Each of your business locations are identified by Unit ID numbers found on a plaque above your unit door. *Example:* LT-3100

If you are receiving personal mail at your work location, please make sure the sender includes the company name, address, and Unit ID#.

#### Shipping and Receiving Parcels

All packages delivered by parcel service carriers (UPS, FedEx, Spee-Dee—inbound/outbound) for MSP tenants and concessionaires at T1 and T2 will be managed by Bradford Airport Logistics (BAL) at the new Receiving & Distribution Center (RDC). Parcels' ship-to information must include tenant name, company name, office space number and be addressed to either Terminal 1 or Terminal 2 to ensure delivery (Please see addresses below).

Note: Any parcels from companies like FedEx, UPS, and Spee-Dee Delivery will be processed by BAL and routed. Parcels via USPS or Amazon will not be routed.

#### Parcel Hours of Operation

Monday through Friday 3:00 am – 2:00 pm

Saturdays 3:00 am – 1:00 pm

#### Airport Addresses

|                                  |                    |                       |
|----------------------------------|--------------------|-----------------------|
| Metropolitan Airports Commission | Terminal 1         | Terminal 2            |
| General Offices                  | 4300 Glumack Drive | 7150 Humphrey Drive   |
| 6040 28th Avenue South           | St. Paul, MN 55111 | Minneapolis, MN 55450 |
| Minneapolis, MN 55450            |                    |                       |

#### Tenant Mailboxes

Please note: **Bradford Airport Logistics does not handle USPS mail.** In addition, Amazon deliveries are not accepted at the CRDC due to security guidelines. When ordering from Amazon please select either UPS or FedEx as your preferred carrier.

Tenant mailboxes are located in the West Mezzanine area. If you are interested in mail service at Terminal 1, call the number below and request a New Tenant Mailbox at MSP.

United States Post Office - Elway Station  
Supervisor 651-698-6061

## Bradford Airport Logistics - Ground Freight and Parcel Receiving and Distributing

All concessionaires are required to use Bradford Airport Logistics (BAL) for deliveries and distribution of goods at MSP. BAL's services are included in the Maintenance, Cleaning and Distribution (MCD) fees in your concessions agreement.

BAL provides:

- Centralized turnkey receiving and distribution operation for all ground freight entering and being used/consumed within both Terminal 1 and Terminal 2.
- Deterrence, detection, and threat control for material containment/security.
- Operation model that reduces total costs, improves travelers' experiences, enhances concessions revenue, and streamlines deliveries into the airport.

As a new tenant, BAL will arrange a one-on-one training session with you to teach you how to use its Web-based extranet portal system. This extranet portal will allow you to view recent inbound deliveries, view upcoming deliveries, access your bills of lading from any date, verify product delivery with signature and badge capture views, and create and monitor product returns.

Prior to receiving product, you will need to provide BAL with a comprehensive list of your concepts' key points of contact and their contact information. You will also need to provide BAL with a list of vendors you are authorizing to make deliveries to BAL's secure dock location, located at 2631 Cargo Road, Minneapolis, MN 55450.

## Bradford Airport Logistics' Hours and Contact Information

**\*UPDATED PANDEMIC HOURS – subject to change**

### Hours of Operation

**Monday through Friday, 3:00 am to 2:00 pm**

**Saturday, 3:00 a.m. to 1:00 p.m.**

### Receiving Hours

**Monday through Friday, 3 a.m. to 10:00 am**

**Saturday, 3:00 a.m. to 8:00 a.m.**

### Mailing Address

**2631 Cargo Road**

**Minneapolis MN 55450**

Please note that this address is not to be used for parcels "ship to" information--only material deliveries

### Phone Numbers

**Phone: 612-713-7457**

**Fax: 612-713-7486**

## Vendor Delivery Expectations

- All deliveries must be scheduled in 24 hours in advance with BAL by the vendor.
- Barcode labels with customer coding, storage location number, storage/handling/product class, and container type must accompany all deliveries. BAL provides vendors with a label generating tool on its website: <http://amis.airportlogistics.org/barcodes> .
  - All materials must be in containers/cases, clear shrink-wrapped, free from defects and within compliant Hazard Analysis and Critical Control Point (HACCP) range. All materials arriving in re-purposed containers and porous containers are subject to invasive inspection.
  - A bill of lading or invoice with descriptions and quantities must accompany all deliveries.

### \*COVID UPDATE: SPECIAL DELIVERY OF ITEMS FOR CONCESSIONAIRES

If you need to bring in additional product into the secure area due to supply chain issues or other reasons, please take the steps outlined below:

#### **Via Bradford Airport Logistics (BAL):**

- a) BAL will take deliveries from you directly and will bring them into the terminals
- b) You must arrange a delivery to the distribution center
- c) Call 612-713-7457
- d) Call as early as possible (special arrangements can be made if there is enough notice provided)
- e) BAL is available Monday – Friday until ~2:00 p.m. to assist you
- f) TRANSFERS
- g) Contact BAL for any inter-terminal transfers
- h) The BAL Team is willing to assist, possibly on weekend with notice (note there is limited availability; advance notice is required)

#### **Rare Exception Option: Via TSA Security Checkpoint:**

- a) **If getting product is an absolute need and all attempts to schedule through Bradford do not work, coordination with TSA to screen product can be made by calling the TSA Coordination Center: 612-486-5450**
- b) You may be denied entry if the checkpoint is busy and will need to wait until they have the ability to screen your items
- c) Passengers are the priority

Please remember that communication is key and that our goal is to ensure a holistic positive travel experience for our travelers, allowing you to provide necessary goods and services without interrupting the flow of passengers.

## MAC Facilities

The MAC Facilities Department is located on the Mezzanine Level at Room LT-3115. Contact the office at 612-726-5225 or [facilities@mspmact.org](mailto:facilities@mspmact.org). The office is open Monday – Friday, 7 a.m. to 4:30 p.m. Please note that maintenance within your unit is a tenant responsibility. Call MAC Facilities only if there is an issue that involves MAC property (burst pipes, leaks, etc.). Any issues with HVAC should be directed to MAC Energy Management Center at 612-726-5505.

## Roof Access

It is the tenant's responsibility to have their own roof access procedures in place, ensuring that they have roof keys already in their possession. Refer to the *Keys and Lock Policies* section below to request keys from MAC Facilities. **Note that it can take up to 5 – 10 business days to receive keys once ordered.**

Your staff should be trained in the location of the equipment, how to access the roof, and where keys are kept in the unit. **Facilities cannot provide access to the roof.** Contractors without access or those who are unbadged, who need to perform maintenance on equipment located on the roof must be escorted by the tenant. It is recommended that contractors doing work on these units are properly badged and have access to the units. Please have your contractors email [access@mspm.org](mailto:access@mspm.org) to assist with setting up the proper access to your equipment.

Review the *Concourse Access Pass Procedures and Guidelines* section on page 31 of this manual for more information about escorting contractors with tools.

### Keys and Lock Policies

MAC Facilities coordinates the issuance and tracking of MSP keys. The MAC employs two in-house locksmiths who issue keys, install locks, and repair broken locksets. For key and lock requests, contact the MAC Facilities Department, 612-726-5225 or [MAC-keyrequests@mspm.org](mailto:MAC-keyrequests@mspm.org), Monday through Friday, 7 a.m. to 4:30 p.m.

There is no charge for first installation of the lockset or first issue of keys to an employee. Each organization is responsible for all keys issued to their employees and will be responsible for any lost key fees.

### Requesting a Key

To request a key or lock you must first fully complete a key request form, which can be found online at [www.myMSPconnect/keys](http://www.myMSPconnect/keys). Important things to remember while completing a key request form:

- Name and badge information for the requested key holder is entered at the top of the page.
- The contact phone and/or email should be the phone/email the Facilities Department will contact when keys are ready to be picked up. This is your preference: the key holder, you as the store manager, or the store phone number.
- Provide the key number that is needed OR the door number that the requested key accesses.
- The authorized company signer must sign the form on the appropriate line before it can be processed. This is the same authorized signer who can sign for badges through the Badging Office. Electronic signatures are acceptable.

Return the fully completed form to MAC Facilities via email to [MAC-keyrequests@mspm.org](mailto:MAC-keyrequests@mspm.org) for processing. Any other delivery method will not be accepted.

The Facilities Department will call or email the contact when the keys are ready to be picked up. Keys are issued as soon as possible by the locksmiths, generally between 5-10 business days from the date of request.

The key is picked up by the key holder or the key holder's manager. If the key holder's manager picks up the keys, he/she will be provided with paperwork that must be returned to the Facilities Department with the key holder's signature.

The key holder is responsible for his/her key. Issued keys are marked with a primus number (individual identification number), unique to the key holder. Individuals are not to switch keys. Electronic ASSA Cliq keys may not be transferred to an employee other than the key holder at any time. The Airport Police Department can issue citations when employees violate this rule for an electronic ASSA Cliq key.

## Returning a Key

When a key holder is no longer in need of his/her key, or is no longer employed at the airport, it must be returned to the MAC Facilities Department. When a key is returned, the MAC Facilities Department will issue a return receipt for the return of the key and mark the key as returned in its master key database.

Typically, a manager returns the key after receiving it from their employee. If an employee returns a key directly to Facilities, he/she can be issued a manual return receipt. The receipt records the key that was returned, the date the key was returned, the Facilities personnel who received the key, and the person to whom the key was issued by the locksmiths. A system-generated receipt will be emailed once the key or keys are returned in MAC's Key Database.

## Inactive Badge Holders with Outstanding Keys

Per TSA regulation, the MAC's master key database is updated every day at 3 a.m. and a report is produced. The report lists individuals with inactive badges and any outstanding keys they may possess. An email is then generated and sent to the primary authorized signer of the key holder's organization.

Responses from authorized signers are expected within 24 hours via email, indicating when the key will be returned, if it is in the process of being recovered, or if it is lost/unrecoverable. If lost – or Facilities does not receive a return response – the fees described below are enforced. Keys are expected to be returned in a timely manner, generally immediately before or after the badge is returned to the Airport Police Department.

If the key holder's badge has expired and is in the process of renewal, that may be indicated in the authorized signer's response. If a key holder is out on a leave of absence and will return, the approximate return date can be indicated in the authorized signer's response email. In both these cases, at the discretion of the Facilities Department, a notation may be made in the master key database and the key could be retained by the organization until the employee's badge returns to active status.

## Lost Key Fees

Lost keys must be reported immediately to the MAC Facilities Department. The fee for lost keys are:

- Schlage key, \$25/key.
- Electronic ASSA Cliq key and blocking labor, \$175/key minimum
  - Fee is NON-REFUNDABLE and is subject to change based on keys access level

Key fees must be paid by check. Checks are written to the Metropolitan Airports Commission. The organization may complete a new key request form to request a new key. A replacement key cannot be issued to the key holder until the lost key fee has been paid.

## Lock and Code Changes

The key request form, found on [www.myMSPconnect/keys](http://www.myMSPconnect/keys), is also used to request a change to a cipher code, a new lock installed, or the locks to be rekeyed. In all cases, complete the form and return it to the MAC Facilities Department.

Be sure to include:

- Contact name and phone number in the fields at the top of the form.
- The door number where the lock is or will be located.
- The authorized signer's signature.

For cipher code locks:

- Include the desired four-digit code next to the door number.
- You may choose to include "\*" or "#" at the end.
- There is no charge to change a cipher code.

For installation of a new cylinder or rekeying of an existing cylinder:

- Include the key number to which you want the lock keyed or request a new key to be made under your organization's master.
- Unless the work is requested by the MAC, the organization will be charged for materials and installation. Upon request, the Facilities Department can obtain an estimate from the locksmiths in advance of the work. An invoice will be emailed to the organization after the work has been completed.

Lock and Key Fees (pricing subject to change):

- **Deposits (Outside Contractors/Vendors/Companies):**
  - **Keys:**
    - ASSA CLIQ Key: \$ 500/ea
    - Schlage/MEDECO Key: \$ 200/ea
  - **Cylindrical CO100 Cipher Locks:**
    - No Installation \$ 350.00/ea
    - Incl Installation (+2 hrs) \$ 450.00/ea
  - **Mortise CO100 Cipher Locks:**
    - No installation \$ 400.00/ea
    - Incl Installation (+2 hrs) \$ 500.00/ea
  - **Padlocks:**
    - Schlage Padlock \$ 150/ea
    - ASSA CLIQ Padlock \$ 250/ea
  - **Door Re-keying (Tenants and Airlines)**
    - \$ 50 lock/door (keys included)
  - **Lock Shop Rates**
    - \$ 51.23/hr
  - **Cipher Code Change**
    - NO FEE

#### Annual Key Audit \*

The TSA mandates that the MAC audit keys on an annual basis, and it typically begins in September. Each organization's primary authorized signer will receive an email at the beginning of the automated audit. The email includes an information letter about the audit process and due dates, as well as instructions to complete the audit online.

The primary authorized signer is responsible for completing the audit or ensuring the appropriate person within the organization completes the key audit within the stated timeframe. To complete the audit, the organization will respond with the names and badge numbers of all key holders within the company. For each key holder, the organization will list the key symbol and serial number (individual). All audits must be submitted by the end date. Failure to complete the audit (or any unaccounted-for keys) will result in deactivation of the keys. The company will be invoiced for these services.

\*Cipher locks are not required to be part of the key audit

## Marsden Building Maintenance & Janitorial Services

### Airport Contact Information

Office Location: Marsden Building Maintenance, Suite F-2315

|   |   |
|---|---|
| <b>Andrea Schultz – General Manager</b><br><a href="mailto:aschultz@marsden.com">aschultz@marsden.com</a> | Office: 651-641-1717<br>Cell: 612-231-5078 (Primary number) |
|---|---|

### Manager On Duty Line

|  |  |
|--|--|
| <b>T1 - Manager on Duty (MOD) - 612-968-8041</b> | <b>The MOD phones are answered 24x7/365.</b>   |
| <b>T2 - Manager on Duty (MOD) - 612-968-8044</b> | <b>The MOD numbers are the airport general contact numbers anyone can use for service in common/public spaces (i.e. liquid spill pickup, overflowing public trash containers, etc.).</b> |

### **Maintenance, Cleaning and Distribution (MCD) – janitorial services currently provided to the Concessions tenants:**

- Trash removal
- Recycling removal (excluding newspapers)
- Grease removal in MAC approved caddies (purchased through Marsden)
  - Cost and maintenance of grease caddies are tenant responsibility (estimated \$3800/caddy)
- Composting/Organics removal
- Food court cleaning of common use food courts
  - Terminal 1 locations: Main
  - Terminal 2 – night food court cleaning only

Marsden will follow the current schedule for removal of trash, recycling, grease, and composting/organics for all tenant locations. These schedules are based upon the days/times you provided on a tenant survey. If you do find that your schedule does need to be changed, please contact Andrea with those changes.

For tenants operating food courts, different rules may apply. Please contact your lease manager for more information pertaining to services for your leased space(s).

### Contracting Directly with Marsden

If you would like to contract directly with Marsden for services within your unit or are obligated to contract with a cleaning company per a variance received, please contact Andrea.

### MAC Janitorial Contract Oversight

The MAC janitorial contract is overseen by MAC Facilities (612-726-5225). If you ever have any questions or concerns regarding this contract, please contact Shannon Gale, Assistant Manager, at 612-726-5516 or [Shannon.Gale@mspmac.org](mailto:Shannon.Gale@mspmac.org).

### Pest Control

Pest control services are included in the Maintenance, Cleaning, and Distribution (MCD) fee that is included in your MAC concessions agreement. Questions about pest control can be directed to the MAC Facilities Department as outlined below, or to the concessions manager responsible for your agreement.



The MAC is dedicated to working with each individual tenant to ensure that our facilities are clean, well maintained, and pest free. The Minnesota Health Code Web address noted below outlines best practices for effective pest abatement in restaurant and retail establishments. Please refer to the following guidelines, should you need assistance from MAC Facilities regarding pest control issues in your units.

1. Requests for pest control must be called into the MAC Facilities office at 612-726-5225 for entry into the service log. Please be prepared to include:
  - a. Your name.
  - b. Your contact information.
  - c. The door number and location to be serviced.
  - d. A description of the issue.
2. The MAC will provide pest control services for all locations in both terminals, including storage and office areas.
  - a. Outside pest control vendors are not permitted in these areas.
  - b. Monthly inspections will be performed at all locations and will include rodent and insect monitoring, trapping, and additional control measures to ensure tenant compliance with federal, state, and local health codes.
  - c. Sanitation and other health code related issues such as monitoring food temperatures, proper food handling guidelines and maintenance issues within the leased premises will be the sole responsibility of the tenant operating the concessions space.
3. Tenants of MAC shall adhere to and provide for all necessary repairs as outlined by:
  - a. State of MN Health Code Statutes, [www.health.state.mn.us/divs/eh/food/code](http://www.health.state.mn.us/divs/eh/food/code).
  - b. MAC design and construction standards, specifically section 10810.
  - c. Hennepin County Health Department ordinances, [www.hennepin.us/your-government/ordinances/ordinance-3](http://www.hennepin.us/your-government/ordinances/ordinance-3).

## Utility Service Disruption Notices

### What is a service disruption notice?

A service disruption notice is notification of utility disruptions for specific areas of MSP. The notices are distributed by MAC's Airport Development Department to MAC Concessions, consultants, and contractors. The notices typically consist of the notice itself, a cheat sheet, a memo, and a map of the affected area(s).

### How are service disruption notices distributed\*?

MAC sends service disruption notices via email to MAC Concessions staff, Airport Development, and Contractors. The email is then routed to the affected tenants prior to the disruption.

### Who do you contact if you have questions?

Please notify your respective concessions manager if you have any questions or concerns.

*\*Note: all concessions tenants were removed from the notifications system as of July 2022*

## Waste Management at MSP

Per lease obligation, all units must participate in and comply with any and all waste management program requirements to reduce waste, and to promote recycling and composting of organic materials to meet waste management goals established by the MAC. **Participation is not optional.** Failure to comply shall subject operators to liquidated damages as outlined in the lease agreement.

Note: Participation applies to all tenants, not just food and beverage tenants.

## Unit Disposal of General Items

- **Recyclables** must be placed in designated **blue** recycling bins using clear bags
- **Compostable Organics** must be placed in designated **green** bins using **green** compostable bags
- **Trash** must be placed in designated **black, brown, or dark gray** bins using **black or gray** bags
- Grease must be disposed of in a MAC-approved caddy

## Cardboard Boxes, and other Large, Non-Traditional, or Hazardous Item Disposal

Cardboard Boxes should be flattened and set aside. Large volumes of flattened boxes may go directly in the recycling tip carts.

Large and non-traditional items such as pallets, cartons, barrels, broken furniture, equipment, displays, etc. **do not go into the MAC's waste streams and will not be handled by Marsden.** It is your responsibility to coordinate the proper removal of these items. **DO NOT** simply abandon items expecting someone else will take care of their removal.

### Contact Us:

Lewis Segl, MAC Recycling & Solid Waste Specialist, at (612) 713-8970 or [Lewis.Segl@mspmac.org](mailto:Lewis.Segl@mspmac.org) for information on proper disposal.

## Contractors

If you have contractors on site to do work for you, it is suggested you partner with them to assist with removal of any items that do not go into the traditional waste streams.

## Grease Management and Disposal

Grease is not allowed in trash, recycling, or compostable organics bins.

- **Grease must be put into a MAC-approved caddy.** No other containers shall be used in place of a caddy.
- Improper disposal of grease could result in a fine of \$10,000 per gallon.
- Grease collection takes place only between the hours of 9:00 p.m. and 12:00 a.m.

### *Operator's Responsibilities for Grease Disposal*

- Determine how many caddies will be needed for your unit. Contact MAC Facilities (612) 726-5225) to purchase a caddy. Each caddy will take approximately 6 weeks to manufacture.
- Identify on the Marsden Waste Collection Survey if grease from your unit is combined with shortening. This mixture solidifies more quickly. Marsden will take this into consideration when planning their grease pickup schedule.
- Each caddy has a built-in removable screen. This screen must be in place when you dump your pre-filtered grease into the caddy.
- Caddies should be placed in their pre-determined pickup location by 9:00 p.m. or as close to close of business as possible. This timing is critical in order to prevent grease from solidifying.
- Maintenance, cleanliness, upkeep and repairs of caddies are the responsibility of the Operator.

### *Marsden's Responsibilities for Grease Disposal:*

- Manufacture requested grease caddy once MAC Facilities forwards the request. Marsden will invoice Operator upon receipt of the caddy.
- Deliver caddies to the Operator.
- Pick up caddies from a pre-determined location and dispose of grease. The caddies will be returned to the same pickup location.

MAC AND/OR MARSDEN WILL PROVIDE CARTS FOR CONVEYANCE OF WASTE\*:

- **Trash Cart - Black or Dark Gray**
- **Recycling Cart** (90-gallon size) – **Typically Blue**, but may be another color depending on availability. Has a recycling label on the top of the container.
- **Compostable Organics Cart** (Operators to select 30-, 60-, or 90-gallon) – **Green**
- **Green** Compostable Organics Waste Bags
- To reorder compostable organic waste bags, contact the Marsden Manager on Duty at (612) 968-8041 (*available 24/7, 365 days/year*). **To avoid being without bags, contact Marsden when on your last ROLL (not the last bag). Please allow up to 6 hours for bag delivery.**

*\*Cart availability is based upon needs, use, and configuration of unit. Needs determined during initial walk-through with MAC Concessions and MAC Facilities/Marsden.*

## New Food Establishments – Getting Started

*Waste Program Overview and Reference Guide*



## METROPOLITAN AIRPORTS COMMISSION WASTE MANAGEMENT PROGRAM

With the help of vendors and staff, MSP/MAC has diverted, on average, more than **200 tons of organic waste** from the landfill each year!

.....  
Find current waste diversion metrics [metroairports.org](http://metroairports.org)

**WE NEED YOUR HELP TO ACHIEVE THESE GOALS!** Per lease obligation, all MSP/MAC tenants are required to adhere to the requirements of this Waste Management Program. Participation is not optional. Failure to comply shall subject operators to liquidated damages as outlined in the lease agreement.

### **REQUIRED WASTE DIVERSION PARTICIPATION:**

Every operator is required to train all employees on the proper waste management protocols to avoid cross-contamination of waste streams. Tenants should conduct an assessment of all products and materials that will enter their waste streams to determine what is trash, what is recyclable and what is compostable. Repeatedly contaminating the waste streams is a violation of waste management requirements and shall result in liquidated damages. For waste diversion staff training or other assistance, please contact Lewis Segl, MAC Recycling & Solid Waste Specialist, at 612.713.8970, [Lewis.Segl@mspmac.org](mailto:Lewis.Segl@mspmac.org)

- Recycling: must be placed in designated blue recycling bins using clear bags
- Compostables: must be placed in designated green bins using green, compostable bags
- Trash: must be placed in designated black, brown, or dark gray bins using black or gray bags

### **Oversight:**

Since 2019, food and beverage vendors have been part of the Waste Audit Program, in which MAC staff oversee periodic site visits to evaluate Waste Management Program compliance and performance. This audit program will continue until further noted, and may include other vendors and tenants, including airline lounges, as the MAC sees fit.

In order to track the successful performance of the WMP, and track progress on its 2030 waste diversion goal, the MAC will continue to evaluate the waste stream and the opportunities for further reductions. The MAC will continue to evaluate the waste generated and diverted throughout MSP, including vendor waste streams. The WMP metrics will include:

- volume and weight of diverted material
- amount and type of contamination
- number and nature of complaints/concerns from vendors
- and tenants costs and savings impacts

Note: The information below is always being updated. For a copy of the most updated Waste Management information, please email [Lewis.Segl@mspmac.org](mailto:Lewis.Segl@mspmac.org)



**OTHER REQUIRED MANAGEMENT ITEMS:**

- Grease: must be disposed of in a MAC-approved caddy (see page 5 for more details on grease management)
- Cardboard: boxes should be flattened and set aside. Large volumes of flattened boxes may go directly in the recycling tip carts.
- Non-Traditional or Hazardous Items: In the course of daily activities at an airport it's not uncommon to come across materials that aren't accepted by traditional recycling programs. The MAC actively seeks out reuse opportunities for such materials. Items such as pallets, cartons, barrels, broken furniture, equipment, displays, etc. cannot go into the MAC's waste streams and will not be handled by Marsden. It is your responsibility to coordinate the proper removal of these items.



Please reference the MAC's tenant training video on YouTube or scan this QR code. Learn what's expected of you and your staff, how we can accomplish our goals and see a step-by-step guide on waste sorting. Multi-Language Waste Management Instructional Posters and Bin Labels are available to help all employees properly manage waste. Contact Lewis Segl, MAC Recycling & Solid Waste Specialist, to request these items.

**RECOMMENDED PARTICIPATION:**



**Loaves & Fishes Food Rescue Donation Program:**

Loaves and Fishes, a Minneapolis-based nonprofit that serves free meals across 12 Minnesota counties, has partnered with MSP Airport to pick up surplus ready-to-eat foods from participating Concessionaires and redistribute the food to those in need. To participate in the program, please contact Bradford at 612-713-7457 to schedule donation pickup at your unit Monday-Friday. Donations will be picked up the same day.



Since inception, MSP airport vendors have donated, on average, 20 tons of food through Loaves & Fishes, to help support Minnesotans in need.



## GREASE MANAGEMENT AND DISPOSAL

Grease is not allowed in trash, recycling, or compostable organics bins.

- **Grease must be put into a MAC-approved caddy.** No other containers shall be used in place of a caddy.
- Improper disposal of grease could result in a fine of \$10,000 per gallon.
- Grease collection takes place only between the hours of 9:00 p.m. and 12:00 a.m.

### Operator's Responsibilities for Grease Disposal

- Determine how many caddies will be needed for your unit. Contact MAC Facilities (612) 726-5225 to purchase a caddy. Each caddy will take approximately 6 weeks to manufacture.
- Identify on the Marsden Waste Collection Survey if grease from your unit is combined with shortening. This mixture solidifies more quickly. Marsden will take this into consideration when planning their grease pickup schedule.
- Each caddy has a built-in removable screen. This screen must be in place when you dump your pre-filtered grease into the caddy.
- Caddies should be placed in their pre-determined pickup location by 9:00 p.m. or as close to close of business as possible. This timing is critical in order to prevent grease from solidifying.
- Maintenance, cleanliness, upkeep and repairs of caddies are the responsibility of the Operator.

### Marsden's Responsibilities for Grease Disposal:

- Manufacture requested grease caddy once MAC Facilities forwards the request. Marsden will invoice Operator upon receipt of the caddy.
- Deliver caddies to the Operator.
- Pick up caddies from a pre-determined location and dispose of grease. The caddies will be returned to the same pickup location.

### MAC AND/OR MARSDEN WILL PROVIDE CARTS FOR CONVEYANCE OF WASTE\*:

- **Trash Cart - Black** or Dark Gray
- **Recycling Cart** (90-gallon size) – Typically **Blue**, but may be another color depending on availability
- **Compostable Organics Cart** (Operators to select 30-, 60-, or 90-gallon) – **Green**
- **Green** Compostable Organics Waste Bags
  - To reorder compostable organic waste bags, contact the Marsden Manager on Duty at (612) 968-8041 (available 24/7, 365 days/year). To avoid being without bags, contact Marsden when on your last ROLL (not the last bag). Please allow up to 6 hours for bag delivery.

*\*Cart availability is based upon needs, use, and configuration of unit. Needs determined during initial walk-through with MAC Concessions and MAC Facilities/Marsden.*

## New Food Establishments – Getting Started

### One Month PRIOR TO OCCUPANCY, OPERATORS MUST:

- Purchase grease caddies through MAC Facilities (612) 726-5255. Remember – it takes 6 weeks to manufacture a caddy.
- Contact Marsden (612) 726-6282 (8am-4pm Mon-Fri) to request a **Waste Collection Survey** form to establish a collection schedule for your trash, organics, and recyclables. Return the form to Marsden.
- Complete/conduct a final CIPT waste management and grease management overview.
- Schedule an orientation with MAC Concessions operations.
- Provide your own Back-of-House:
  - Trash Bins (e.g., Slim Jims) - **Black** or Dark Gray
  - Trash Bags - **Black** or Dark Gray
  - Recycling Bins (e.g., Slim Jims) - **Blue**
  - Recycling Bags - **Clear**
  - Compostable Organics Bins (e.g., Slim Jims) – **Green**
- Schedule a walk-through with MAC Concessions to review the placement of all back-of-house waste containers.
- Contact Marsden (612) 726-6282 to confirm the collection schedule established by the Waste Collection Survey you completed and submitted to Marsden.

### WITHIN ONE MONTH OF OPENING, OPERATORS MUST:

- Conduct an assessment of all products and materials that will enter your various waste streams to determine what is trash, what is recyclable and what is compostable organics. Contact Lewis Segl, MAC Recycling & Solid Waste Specialist, at (612) 713-8970 or Lewis.Segl@mspmac.org for assistance.
- Complete **Multi-Language Waste Management Instructional Posters** that show which items from your unit go into which waste stream. Contact Lewis Segl, MAC Recycling & Solid Waste Specialist, at (612) 713-8970 or Lewis.Segl@mspmac.org to request the poster templates.
- Request **Multi-Language Waste Management Bin Labels** and attach them to the trash, recycling and compostable organics bins in your unit. Contact Lewis Segl, MAC Recycling & Solid Waste Specialist, at (612) 713-8970 or Lewis.Segl@mspmac.org to request the labels.
- Train all employees on the proper waste management protocols to avoid cross-contamination of waste streams. Repeatedly contaminating the waste streams is a violation of waste management requirements and shall result in liquidated damages. Contact Lewis Segl, MAC Recycling & Solid Waste Specialist, at (612) 713-8970 or Lewis.Segl@mspmac.org for assistance.

# WASTE MANAGEMENT REFERENCE GUIDE

\*Note: Carts pictured below are only examples. Style and color may vary.

| RECYCLABLES   |  | COMPOSTABLE ORGANICS   |   | TRASH   |  |
|---|--|--|---|---|--|
| <p><b>Blue Carts</b></p>  <p><b>Blue Bins</b></p>   | <p><b>Clear Bags</b></p>  <p>(Bags not provided by MAC)</p> | <p><b>Green Carts</b></p>  <p><b>Green Bins</b></p>    | <p><b>Green Compostable Bags</b></p>  <p>(Compost Bags provided by MAC)</p> | <p><b>Black or Gray Tip Carts</b></p>  <p><b>Black or Gray Bins</b></p>   | <p><b>Black or Gray Bags</b></p>  <p>(Bags not provided by MAC)</p> |
| <p><b>Recycling must be empty of food and liquid</b></p> <ul style="list-style-type: none"> <li>Paper                      </li> <li>Cans (soda, food cans rinsed clean)                      </li> <li>Clean Plastics #1,2,4,5,7 labels. Yogurt, margarine tubs, milk cartons                      </li> <li>Glass bottles and jars (rinse clean)                      </li> <li>Cardboard (flattened and set aside; do not put in bins; large volumes go directly into tip cart)                      </li> </ul> |  | <ul style="list-style-type: none"> <li>All food scraps</li> <li>Vegetables                      </li> <li>Fruits</li> <li>Meat, fish, and bones</li> <li>Grains (rice, pasta, breads)                      </li> <li>Dairy products (cheese, butter)                      </li> <li>Coffee filters and grounds                      </li> <li>Tea bags                      </li> <li>Eggshells</li> </ul> <p>Non-recyclable paper including paper towels and napkins</p>  |   | <ul style="list-style-type: none"> <li>Anything else that cannot be recycled or composted</li> </ul> <p><b>NOT RECYCLABLE – Must go in trash:</b></p> <ul style="list-style-type: none"> <li>Face Masks                      </li> <li>Latex, Nitrile Gloves                      </li> <li>Plastic Film Wrap</li> <li>Plastic Bags</li> <li>Coffee Cups</li> <li>Wax Paper</li> <li>Plastic Bags</li> <li>Food-Soiled Cardboard</li> <li>Waxy Cardboard (e.g., Produce Boxes)</li> </ul> <div style="border: 2px solid red; padding: 10px; margin-top: 10px;"> <p><b>Did you know it costs the MAC...?</b></p> <ul style="list-style-type: none"> <li>\$67.49/ton to dispose of solid waste?</li> <li>\$31.07/ton to dispose of organic waste?</li> <li>\$0/ton to dispose of recyclables?</li> </ul> <p>Doing your part to make MSP a green airport ensures that your Maintenance, Cleaning, and Distribution (MCD) fees remain low!</p> </div> |  |







## **HENNEPIN COUNTY PUBLIC HEALTH DEPARTMENT STANDARDS**

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## HENNEPIN COUNTY PUBLIC HEALTH DEPARTMENT STANDARDS

All MSP Airport tenants must adhere to polices and standards set by the Hennepin County Public Health Department. The department conducts annual inspections of all food and beverage operations, and subjects must obtain a score of 70 percent or higher. Establishments with critical or multiple violations may require a follow-up inspection. Poorly performing facilities may receive multiple follow-up inspections.

A food safety and security self-audit checklist can be used to help ensure your establishments stay in compliance with Hennepin County Public Health Department standards. This checklist can be found at <https://www.health.state.mn.us/communities/environment/food/index.html><http://www.health.state.mn.us/divs/eh/apc/managers/ssselfaudit/ssseng.pdf>.

Visit the department's website, [www.hennepin.us/business/licenses-permits/food-beverage-lodging](http://www.hennepin.us/business/licenses-permits/food-beverage-lodging), for more information.

Important health department information:

- Based on the Minnesota Rule 4626 (<https://www.health.state.mn.us/communities/environment/food/rules/foodcode/index.html>), as adopted by the Hennepin County Ordinance No. 3 ([www.hennepin.us/your-government/ordinances/ordinance-3](http://www.hennepin.us/your-government/ordinances/ordinance-3)), a Hazard Analysis and Critical Control Point (HACCP) plan/application is required if the following operations are performed:
  - When a variance has been issued to the required cooking temperatures of raw animal foods.
  - Curing or using additives to preserve food.
  - Operating molluscan shellfish tanks.
  - Removing the tags from shell stock.
  - Using reduced oxygen packaging.
- A public health control application and approval is required if time is being used as a control instead of mechanical refrigeration and mechanical heat.
- A short-term food event license is required for any food served outside of the licensed establishment anywhere on airport property.
- Retail and convenience/news locations must be licensed if they sell food products.
- A vending machine license is required for all vending machines, except pop and water only machines.
- A change of ownership application is required when ownership of the establishment is transferred. Food licenses are not transferrable from one owner to another. New owners are required to apply for a new license.
- A plan review application and \$100 deposit are required for new or remodeled facilities. Construction cannot start until the plan is approved. A Plan Review Guide Book is available upon request.
- Each tenant will be given an Emergency Readiness Handbook that needs to be available to the management team at all times.

## Food Worker Illness Procedures

Because ill food workers present a severe food safety risk, the Minnesota Food Code (4626.0040) requires food workers to report information about their health as it relates to illnesses that can be passed through food.

The person in charge (manager, shift supervisor, etc.) is required to notify the Hennepin County Health Department or the Minnesota Department of Health (MDH), if any food employees are known to be infected with Salmonella, Shigella, E. coli, the hepatitis A virus, or other pathogen that can be transmitted through food.

Food workers must never work if they are experiencing vomiting or diarrhea, and cannot return to work for at least 24 hours after their symptoms are gone. Call the Minnesota Foodborne Illness Hotline at 1-877-FOOD-ILL (1-877-366-3455) for more information.

There is a laminated copy of an employee illness Hennepin County Health Department poster included in this orientation packet that should be hung in your kitchen or back-of-house areas. Contact your concessions manager or the Hennepin County Health Department for additional copies.

Please refer to the “Reporting Illness in Food Workers” fact sheet, provided to you by the Hennepin County Health Department, for guidance on how to address illness in the workplace and for clarification on when it is necessary to report them to the health department.

## Service Animals and Non-Service Animals in Food Establishments

Service animals are allowed in dining rooms and areas where there is no potential to contaminate food, utensils, or stored equipment. Non-service animals and pets are not permitted in dining rooms. For more information, please see the pages that follow this section.



## Service Animals

The Department of Justice published revised final regulations implementing the Americans with Disabilities Act (ADA) for title II (State and local government services) and title III (public accommodations and commercial facilities) on September 15, 2010, in the Federal Register. These requirements, or rules, clarify and refine issues that have arisen over the past 20 years and contain new, and updated, requirements, including the 2010 Standards for Accessible Design (2010 Standards).

### Overview

This publication provides guidance on the term "service animal" and the service animal provisions in the Department's new regulations.

- Beginning on March 15, 2011, only dogs are recognized as service animals under titles II and III of the ADA.
- A service animal is a dog that is individually trained to do work or perform tasks for a person with a disability.
- Generally, title II and title III entities must permit service animals to accompany people with disabilities in all areas where members of the public are allowed to go.

### How "Service Animal" Is Defined

**Service animals are defined as dogs that are individually trained to do work or perform tasks for people with disabilities.** Examples of such work or tasks include guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack, or performing other duties. Service animals are working animals, not pets. The work or task a dog has been trained to provide must be directly related to the person's disability. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA.

This definition does not affect or limit the broader definition of "assistance animal" under the Fair Housing Act or the broader definition of "service animal" under the Air Carrier Access Act.

Some State and local laws also define service animal more broadly than the ADA does. Information about such laws can be obtained from the State attorney general's office.

### Where Service Animals Are Allowed

**Under the ADA, State and local governments, businesses, and nonprofit organizations that serve the public generally must allow service animals to accompany people with disabilities in all areas of the facility where the public is normally allowed to go.** For example, in a hospital it would be inappropriate to exclude a service animal from areas such as

patient rooms, clinics, cafeterias, or examination rooms. However, it may be appropriate to exclude a service animal from operating rooms or burn units where the animal's presence may compromise a sterile environment.

## Service Animals Must Be Under Control

**Under the ADA, service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices.** In that case, the individual must maintain control of the animal through voice, signal, or other effective controls.

### Inquiries, Exclusions, Charges, and Other Specific Rules Related to Service Animals

- When it is not obvious what service an animal provides, only limited inquiries are allowed. Staff may ask two questions: (1) is the dog a service animal required because of a disability, and (2) what work or task has the dog been trained to perform. Staff cannot ask about the person's disability, require medical documentation, require a special identification card or training documentation for the dog, or ask that the dog demonstrate its ability to perform the work or task.
- Allergies and fear of dogs are not valid reasons for denying access or refusing service to people using service animals. When a person who is allergic to dog dander and a person who uses a service animal must spend time in the same room or facility, for example, in a school classroom or at a homeless shelter, they both should be accommodated by assigning them, if possible, to different locations within the room or different rooms in the facility.
- A person with a disability cannot be asked to remove his service animal from the premises unless: (1) the dog is out of control and the handler does not take effective action to control it or (2) the dog is not housebroken. When there is a legitimate reason to ask that a service animal be removed, staff must offer the person with the disability the opportunity to obtain goods or services without the animal's presence.
- Establishments that sell or prepare food must allow service animals in public areas even if state or local health codes prohibit animals on the premises.
- People with disabilities who use service animals cannot be isolated from other patrons, treated less favorably than other patrons, or charged fees that are not charged to other patrons without animals. In addition, if a business requires a deposit or fee to be paid by patrons with pets, it must waive the charge for service animals.
- If a business such as a hotel normally charges guests for damage that they cause, a customer with a disability may also be charged for damage caused by himself or his service animal.
- Staff are not required to provide care or food for a service animal.

## Miniature Horses

**In addition to the provisions about service dogs, the Department's revised ADA regulations have a new, separate provision about miniature horses that have been individually trained to do work or perform tasks for people with disabilities.** (Miniature horses generally range in height from 24 inches to 34 inches measured to the shoulders and generally weigh between 70 and 100 pounds.) Entities covered by the ADA must modify their policies to permit miniature horses where reasonable. The regulations set out four assessment factors to assist entities in determining whether miniature horses can be accommodated in their facility. The assessment factors are (1) whether the miniature horse is housebroken; (2) whether the miniature horse is under the owner's control; (3) whether the facility can accommodate the miniature horse's type, size, and weight; and (4) whether the miniature horse's presence will not compromise legitimate safety requirements necessary for safe operation of the facility.

**For more information about the ADA, please visit our website or call our toll-free number.**

**ADA Website**

**[www.ADA.gov](http://www.ADA.gov)**

To receive e-mail notifications when new ADA information is available, visit the ADA Website's home page and click the [link](#) near the top of the middle column.

**ADA Information Line**

800-514-0301 (Voice) and 800-514-0383 (TTY)

24 hours a day to order publications by mail.

M-W, F 9:30 a.m. – 5:30 p.m., Th 12:30 p.m. – 5:30 p.m. (Eastern Time)

to speak with an ADA Specialist. All calls are confidential.

For persons with disabilities, this publication is available in alternate formats.

Duplication of this document is encouraged. July 2011

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**PDF Version of this Document**

July 12, 2011



# Service Animals In Food Businesses

A new **Service Animal law** went into effect in Minnesota on August 1, 2018. The law makes it a crime to misrepresent an animal as a service animal.\*

## Overview

Service animals are allowed in restaurants and hotels. They are not allowed in kitchens and food prep areas.

Emotional support animals are not allowed in restaurants, hotels, kitchens and food prep areas.

| Location          | Service animal | Emotional support animal |
|-------------------|----------------|--------------------------|
| Restaurant        | ☑ Yes          | ⊖ No                     |
| Hotel             | ☑ Yes          | ⊖ No                     |
| Kitchen/food prep | ⊖ No           | ⊖ No                     |

## Identification

**Service animals do not need to wear a special vest, ID tag or specific harness.**

## Questions

If it is not obvious a dog or miniature pony is a service animal, the operator is only allowed to ask the owner two questions:

- Is the animal required because of a disability?
- What work or task is the animal trained to do?

## Unacceptable questions

**Staff at the business may not:**

- Ask about the person's disability.
- Ask for a demonstration of a task the animal performs.
- Require medical documentation.
- Ask the owner for paperwork or certification of training for the service animal.

## Sign

Businesses may post a sign stating it is a crime to misrepresent an animal as a service animal. Possible text: Service animals welcome. It is illegal for a person to misrepresent an animal in that person's possession as a service animal.

## Additional information

Questions? Contact an Environmental Health Supervisor by calling **311** at **612-673-3000**, or email [health@minneapolismn.gov](mailto:health@minneapolismn.gov). Use the subject line "Service animals."

*\*A person who violates this law is guilty of a petty misdemeanor for 1st offense, and a misdemeanor for 2nd or subsequent offenses.*



For reasonable accommodations or alternative formats please contact the Minneapolis Health Department at 612-673-3000. People who are deaf or hard of hearing can use a relay service to call 311 agents at 612-673-3000. TTY users call 612-673-2157 or 612-673-2626. Para asistencia 612-673-2700, Rau kev pab 612-673-2800, Hadil aad Caawimaad u baahantahay 612-673-3500

## When Should You Call the Hennepin County Health Department?

The following list provides additional examples of scenarios that warrant immediate communication with the Hennepin County Health Department:

- You receive a customer complaint of illness.
- Employees are diagnosed with Hepatitis A, E. coli O157:H7, Shigella, or Salmonella. These illnesses are very contagious, and employees cannot return to work until a doctor gives approval.
- The facility is without water or electrical power service.
- There is a fire (no matter the size).
- Food has been adulterated (i.e. someone throwing powder on a buffet line or the like).
- The facility is damaged in any way (tornado, car plowing through, etc.).
- The health department needs to be contacted prior to the start of construction or remodel, even if it is only the dining area.
- There is a major change of menu (i.e. going from hamburgers to sushi).
- The unit will be changing equipment (if it is not a same for same swap, or if it is new equipment).

## Hennepin County Health Department Contact Information

Hennepin County Public Health Department  
Epidemiology and Environmental Health  
1011 First Street South, Suite 215  
Hopkins, Minnesota 55343  
612-543-5200

**Julie Degn**  
**Senior Environmentalist, RS**  
[Julie.Degn@hennepin.us](mailto:Julie.Degn@hennepin.us)  
**612-578-1964**

**Aaron Arvold**  
**Senior Environmentalist, REHS/RS**  
[Aaron.Arvoid@hennepin.us](mailto:Aaron.Arvoid@hennepin.us)  
**612-462-6110**



# TOOLS TO ASSIST YOU AND YOUR EMPLOYEES



## TOOLS TO ASSIST YOU AND YOUR EMPLOYEES

### Airport Conference Center at MSP

The Airport Conference Center at MSP can accommodate two to 100 people in its ten conference rooms. Private offices for one are also available. Amenities include WiFi, audio/visual equipment, hybrid capabilities in some rooms, administrative services, and on-site catering. A conference room is also available at Terminal 2 at request.



### Room Rates:

| Room                | Seating Capacity  | Hourly Rate | Daily Rate |
|---------------------|---|-------------|------------|
| Lake Superior       | 2-4   | \$37.50     | \$250      |
| North Woods         | 2-8   | \$41.25     | \$300      |
| Northern Lights     | 2-8   | \$41.25     | \$300      |
| Whispering Pines    | Up to 10  | \$45        | \$325      |
| Commission Lounge   | Up to 18  | \$52.50     | \$375      |
| Boundary Waters     | Up to 16  | \$52.50     | \$375      |
| Metropolitan        | Up to 30  | \$60        | \$450      |
| Commission Chambers | Up to 100   | \$93.75     | \$675      |
| Private workstation | 1   | \$20        | \$100      |
| LT-3185             | 1-20  | \$40        | N/A        |
| Terminal 2- 2300A/B | 1-30<br>*Must be able to access the penthouse via MSP Badge | \$20        | N/A        |

### Room Amenities

All conference rooms are equipped with the following amenities:

- WiFi (except 3185)
- Tables and comfortable seating
- Speaker/conference-call telephones (local or Toll Free)
- Projector screens
- White and tack boards

### Additional Airport Conference Center services include:

| Administrative Services                     | Rate   |
|---|--|
| Photocopies - Black and White               | \$0.25 per page  |
| Laser Printing                              | \$0.50 per page, black + white, \$1.50 per page, color |
| Fax - Receive                               | \$0.50 per incoming page                               |
| Fax - Send, Domestic                        | \$2 first page, \$1 each additional page               |
| Fax - Send, International                   | \$6 first page, \$2 each additional page               |
| LCD Projector or polycomm hybrid technology | \$50 per hour/\$250 per day                            |
| Post-It flip chart with markers             | \$35 per day   |

Contact the Airport Conference Center to plan your next event:

Phone: 612-794-4500

Email: [meet@mspairport.com](mailto:meet@mspairport.com)

Website: <https://www.mspairport.com/conference-center>

## Airport Tours

The Airport Foundation MSP offers complimentary tours to help you and your staff become better acquainted with MSP. Many new tenants and employees can be overwhelmed by the sheer size and complexity of the airport environment and the amount of information they and their teams are expected to know. Let the Airport Foundation MSP help you get to know the basics.

Tours aim to:

- Familiarize you and your team with the areas at Terminal 1 that may affect daily activities.
- Introduce you to typical questions you may get from airport customers.
- Identify airport resources that may be useful in responding to customer questions.
- Familiarize you and your team with navigating the airport.

Contact the Airport Foundation MSP at [AirportFoundationMSP@mspmac.org](mailto:AirportFoundationMSP@mspmac.org) to schedule your tour.

## Marketing Services

The MAC's Strategic Marketing department plans and executes promotions for MSP Airport's food, service and retail concessions.

Typically, staff members will reach out to your team before your business opens to obtain creative assets, and to begin planning joint marketing efforts. This also allows them to learn more about your business and your marketing initiatives. Please note: **the MAC relies on you** to provide a contact that can assist in providing logos, renderings and key messaging.

The goal is to work together to ensure your business receives exposure with travelers both before and after your business opens.

Initial marketing tactics include:

- Announcements to both internal and external audiences. Specifically, information about your business will be announced here:
  - The MAC's employee intranet
  - [www.myMSPConnect.com](http://www.myMSPConnect.com), the MSP employee website
  - Social media
  - An article in the MSP e-newsletter
  - Public information display (PIDS) messages (digital signs near the flight information display screens)
- Informational listings in:
  - Printed and Digital Directories
  - Eat, Shop, Relax guide
  - Interactive map
- Other tactics deemed suitable for business goals and target audience. These may include:
  - Photography session
  - News release
  - Grand opening event assistance

While the MAC requests funds every year for concessions marketing purposes, there is not a specific dollar amount committed to each individual tenant. Airport concessions marketing plans are based heavily on the overall concession business needs, other marketing priorities, and available funds.

## Changes to Menu, Pricing, or Hours of Operation

In order to maintain the best customer service at MSP, please communicate any changes in menu, hours of operations, or pricing to [Anne.Skildum@mspmac.org](mailto:Anne.Skildum@mspmac.org). These updates will be reflected in the Eat, Shop, Relax website, our printed and digital directories, and across our Travelers Assistance booths.

## Contacts

|   |   |
|---|---|
| <b>General Marketing Information:</b><br>Anne Skildum<br>Marketing Strategist<br>612-467-0889<br><a href="mailto:Anne.Skildum@mspmac.org">Anne.Skildum@mspmac.org</a> | <b>Job Board Information:</b><br>Hae Eun Park<br>Co-Chair, MSP Jobs Committee<br>612-467-0990<br><a href="mailto:MSPJobsCommittee@mspmac.org">MSPJobsCommittee@mspmac.org</a> |
|---|---|

## myMSPconnect.com

In order for you and your employees to stay up-to-date on happenings, events and changes at the airport, the MAC created **www.myMSPconnect.com**. Sign up on the home page to have myMSPconnect updates and stories sent to your inbox. In addition to keeping you in the loop, myMSPconnect.com houses badging information (forms, hours, fees, etc.), important forms, parking information and other vital material. Visit today, and visit often.

## MSP Airport Job Board

The Job Board is an incredible, free resource for all hiring managers at MSP. Tenants are able to create their own login to post and delete job posts at their own convenience. The Job Board can be found at **www.mspsairport.com/jobs**

To be set up as a job creator for the board, or to receive more information about how to create your own account, please contact **MSPJobsCommittee@mspmac.org**

## MSP Jobs Committee

A Collaboration of MSP Employers & MAC Staff

*Committee Goals: Identify employment barriers for MSP Employees, develop and brand the MSP employment experience and potential, and implement programming to support recruitment and retention initiatives.*



***MSP Jobs meetings are currently being held virtually via Microsoft Teams until further notice.***

MSP Job Committee meetings are held from 8:30 a.m. to 9 a.m. on the second Tuesday of the month. Location changes made via the Outlook meeting invitation. All are welcome to attend the meeting to learn more about employee recruitment and retention efforts, or participate in ongoing initiatives such as job fairs, English language lessons, etc. To be added to the meeting invite list, please email [MSPJobsCommittee@mspmac.org](mailto:MSPJobsCommittee@mspmac.org)



## Workforce English: Hospitality & Workplace Communications Program

*Subcommittee Goals: Identify employment barriers for MSP Employees, develop and brand the MSP employment experience and potential, and implement programming to support recruitment and retention initiatives.*

In the Fall of 2018, MSP Jobs launched the Workforce English program, free English classes for MSP employees desiring to enhance their customer service and communication. The initiative was a result of tenant feedback to improve retention and recruitment of MSP employees. Sessions are offered at the airport seasonally in 10-14 week sessions. Graduates of the program receive a completion certificate and lanyard pin. New sessions are announced at the MSP Jobs Committee meetings.

## New Employee Welcome Letter and Information Sheet



A result of an MSP Jobs initiative, full color double-sided 50-page tear pads are available to all tenants who wish to provide to new employees. These information sheets detail employee amenities throughout the airport, including employee meal discounts and locations of break rooms. To request tear pads, email [MSPJobsCommittee@mspmac.org](mailto:MSPJobsCommittee@mspmac.org).

## MSP Airport Job Fairs



MSP Jobs holds job fairs throughout the year depending on demand, either on-site or off-site. Planning and organization of all job fairs occur at the monthly MSP Jobs Committee meeting through Committee participation *and feedback*.

To participate in a job fair, your *company* must be an active member of the MSP Jobs Committee.

There is no fee to participate in the job fair, but attendees must adhere to the rules outlined in the job fair participation policy.

For more information, email [MSPJobsCommittee@mspmac.org](mailto:MSPJobsCommittee@mspmac.org).

## MSP Recruitment and Interview Rooms

Through an initiative of the MSP Jobs committee, two rooms on the 8<sup>th</sup> Floor of the Hub Core Building (HC-8680.03-Blue Room and HC-8680.04-Red Room) are available for tenant use to aid in recruitment efforts. Priority is given to tenants who cannot reasonably accommodate interviews in the secure area of the terminal due to access or space issues. To receive a cipher lock code for your company, contact [MSPJobsCommittee@mspmac.org](mailto:MSPJobsCommittee@mspmac.org) for the request form and policies. To reserve a time on the shared calendar, visit <https://teamup.com/ksb76cd4f99d2d877d>.

## Employee Amenities

MSP Nice Employee Lounge & Break Rooms in Terminal 1 and Terminal 2



**MSP  
EMPLOYEES—  
DO YOU  
need a  
break?**

**Head to an MSP Nice  
Employee Lounge!**

**THREE LOCATIONS:**

- 1** Between gates C15 and C16.
- 2** Near Gate G22 on Concourse G.
- 3** Across from Gate H3 at Terminal 2.

**Amenities include:**  
vending, computers, outlets, free WiFi and comfortable seating.

**mspnice**  
**employee lounge**

**\*\*Employees are not to take breaks in Nursing Mother's Rooms, Family Restrooms, or other public amenity areas.**

## Mobile Food Ordering

### Terminal 1

MSP Order Now is an airport service for passengers and employees at Terminal 1 that will save time and allow employees to enjoy more of their meal break. Place orders ahead of time from your mobile device at [mspordernow.com](http://mspordernow.com). You can pick up your order in 15-20 minutes. Use promo code **TEAMMSP** to receive 10% off your order!

### Terminal 2

At Terminal 2, several companies offer the convenience of mobile ordering through their apps – including Starbucks, Caribou Coffee and Subway. Both Minnesota Wild and MSP MKT also have mobile ordering available. Discover these and more at: [mspairport.com/terminal-2-food-offerings](http://mspairport.com/terminal-2-food-offerings)

### Employee Meal Discount Program

Several food & beverage concessionaires offer set meals at discounted prices to all MSP employees. To receive an informational tri-fold for distribution to your employees, please email [MSPJobsCommittee@mspmac.org](mailto:MSPJobsCommittee@mspmac.org).

**Note: Discounts are subject to change**



## Arts@MSP

The Arts@MSP Program is a partnership between the Airport Foundation MSP and the Metropolitan Airports Commission. The program includes visual and performing arts that showcase the region's cultural and natural heritage. Its mission is to enrich the experience of traveling through the airport while promoting Minnesota's diverse culture, environment, and history.

The objective of the Arts@MSP program is to enhance the image of Minneapolis-St. Paul International Airport (MSP), enrich the public's experience and promote a sense of place through arts and culture. Working in partnership with the Metropolitan Airports Commission (MAC), the Airport Foundation MSP provides through Arts@MSP.

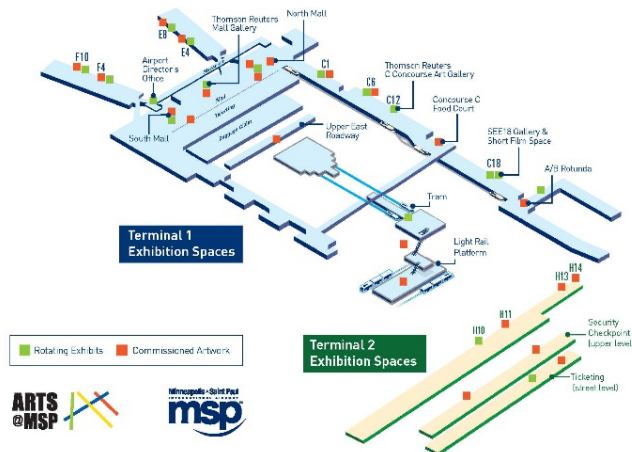
For more information about Arts@MSP, contact 612-725-5900.

### *Explore the Arts@MSP Program*

Commissioned artwork at MSP provides opportunities for the airport, artists, and community to transform ordinary spaces into dynamic, meaningful places. Rotating exhibits are placed in a variety of select airport locations. Local musicians help guests relax while at the airport. Performances are scheduled regularly in the post-security areas of Terminal 1 and Terminal 2. The see18 Film Screening Room, next to Gate C18, is the first state-of-the-art cinema in any major U.S. airport, featuring free, around-the-clock short films and documentaries by filmmakers from the Upper Midwest.

## MSP Airport Commissioned Art and Rotating Exhibit Locations

Explore MSP's permanent collection of site-specific artwork and rotating exhibits from the comfort of home at <https://bit.ly/ArtsMapT1L2>



### MSP Creates: The Airport Community Art Show



MSP Creates is an exhibit facilitated by Arts@MSP and sponsored by the National Arts Program. It is an opportunity to show your artwork to millions of travelers and to connect with the airport community.

Participation is open to employees, volunteers, retirees, and their immediate family members. For more information, visit: <http://nationalartsprogram.org/mspairport>.

### Tourism Support

The Airport Foundation MSP partners with state and local agencies to help promote the region to travelers at MSP. The Foundation's visitor information program includes regional messaging and information sharing about Minnesota.

### Community Engagement

The Airport Foundation MSP regularly partners with regional, corporate and community organizations to create opportunities to enhance the travel experience and promote aviation in the community. The Foundation also engages with the MSP Airport community by partnering with the Metropolitan Airports Commission (MAC) in many programs and events including an Annual Golf Tournament, State of the Airport Event, and airport employee recognition programs including the Annual MSP Nice Celebration.

## Childcare Assistance Program through the Minnesota Department of Human Services

**Minnesota Department of Human Services** <https://mn.gov/dhs/child-care/>

Depending on your household size and income, you may be eligible for child care assistance offered by the Child Care Assistance Program funded by the Minnesota Department of Human Services.

**AMHARIC:** ያስተውሉ፡ ይህንን ይኩሙን ለመተርጎም እርዳታ የሚፈልጉ ከሆነ፡ የጉዳዮች ስራተኛ ይጠይቁ ወይም በስልክ ቁጥር 1-844-217-3547 ይደውሉ።

**HMONG:** Thov ua twb zoo nyeem. Yog hais tias koj xav tau kev pab txhais lus rau tsab ntaub ntawv no pub dawb, ces nug koj tus neeg lis dej num los sis hu rau 1-888-486-8377.

**KAREN:**

ပတ်သည့်ပတ်သးဘဉ်တက့ၢ်. ဖဲန့မ့ၢ်လိၣ်ဘဉ်တၢ်မၤစၢၤကလီၤလၢတၢ်ကကျိးထံဝဲဒၣ်လံာ်တီၤလံာ်မီၤတခါအံၤန့ၣ်, သံက့ၢ်ဘဉ်ပုၤဂ့ၢ်ဝီအံၤ ပုၤမၤစၢၤတၢ်လၢန့ၢ်မ့ၢ်တမ့ၢ်ကိးဘဉ် 1-844-217-3549 တက့ၢ်.

**OROMO:** Hubachiisa. Dokumentiin kun bilisa akka siif hiikamu gargaarsa hoo feete, hojjettoota kee gaafadhu ykn afaan ati dubbattuuf bilbilli 1-888-234-3798.

**SOMALI:** Digniin. Haddii aad u baahantahay caawimaad lacag-la'aan ah ee tarjumaadda qoraalkan, hawlwadeenkaaga weydiiso ama wac lambarka 1-888-547-8829.

**SPANISH:** Atención. Si desea recibir asistencia gratuita para interpretar este documento, comuníquese con su trabajador o llame al 1-888-428-3438.

*Helpful Phone Numbers*

If you are interested in seeking assistance for childcare costs, please refer to the contact information and websites below for the county that you live in:

|                   |              |   |
|-------------------|--------------|---|
| <b>Hennepin</b>   | 612-348-5937 | <a href="https://www.hennepin.us/residents/human-services/child-care-assistance">https://www.hennepin.us/residents/human-services/child-care-assistance</a>   |
| <b>Ramsey</b>     | 651-266-4444 | <a href="https://www.ramseycounty.us/residents/assistance-support/assistance/financial-assistance/child-care-assistance">https://www.ramseycounty.us/residents/assistance-support/assistance/financial-assistance/child-care-assistance</a> |
| <b>Dakota</b>     | 651-554-5611 | <a href="https://www.co.dakota.mn.us/HealthFamily/PublicAssistance/ChildCare/Pages/default.aspx">https://www.co.dakota.mn.us/HealthFamily/PublicAssistance/ChildCare/Pages/default.aspx</a>   |
| <b>Washington</b> | 651-430-6459 | <a href="https://www.co.washington.mn.us/761/Child-Care-Assistance">https://www.co.washington.mn.us/761/Child-Care-Assistance</a>   |

\*This information is intended for informational purposes only. This a program sponsored by the State of Minnesota and is not affiliated with MSP Airport or the Metropolitan Airports Commission (MAC). MAC and MSP Airport cannot provide information other than what is on this form, nor can MAC or MSP Airport assist with completing the application forms. Please contact your county office or the Minnesota Department of Human Services for assistance.







## **AIRPORT SAFETY & COMPLIANCE**

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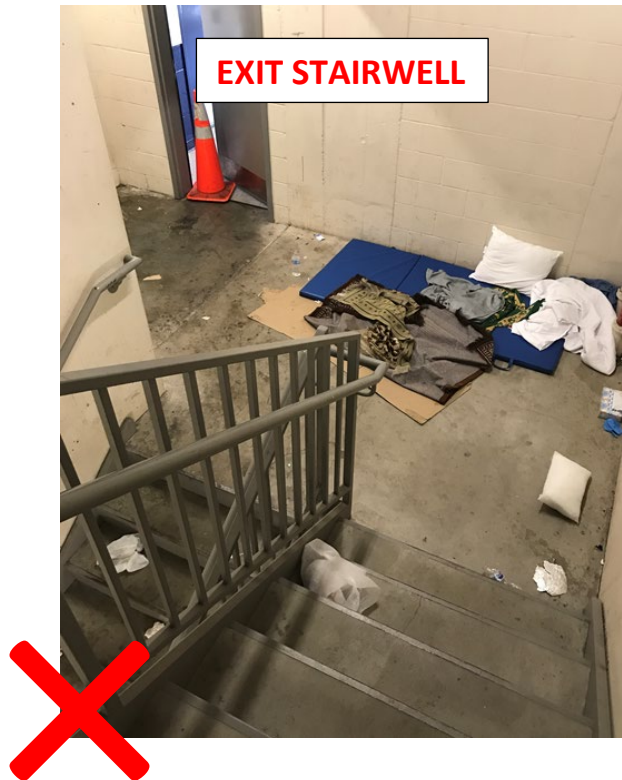
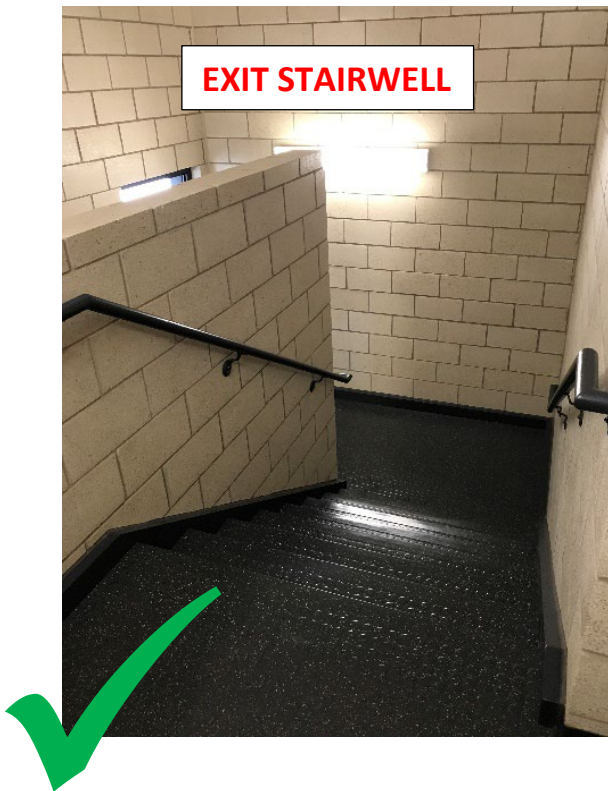
## AIRPORT SAFETY & COMPLIANCE

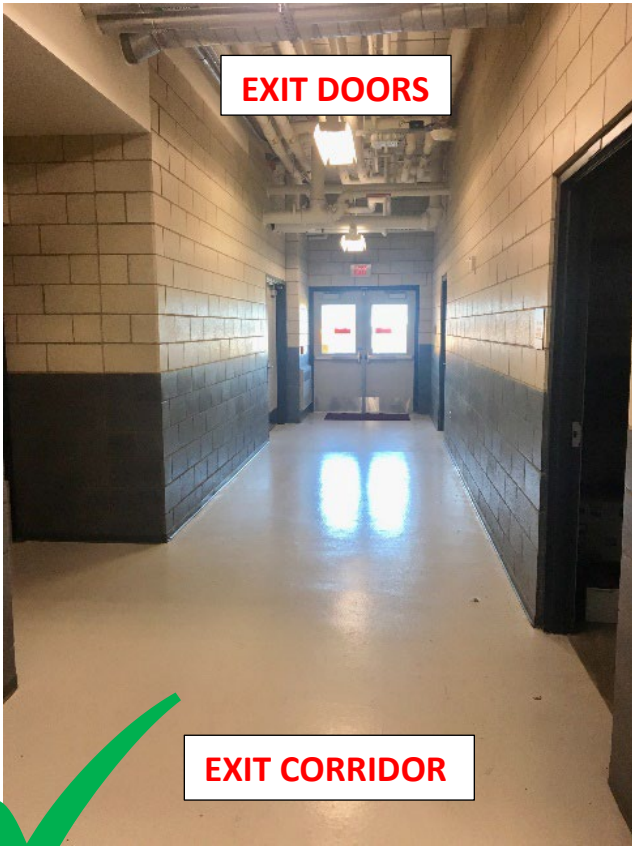
MSP Airport Fire Department – Common Fire Code Violations  
Exits, Stairwells, and Corridors

KEEP ALL:

- ✓ **EXIT DOORS**
- ✓ **EXIT CORRIDORS**
- ✓ **EXIT STAIRWELLS**

...free and clear of any garbage and/or storage items of any kind, per MN State Fire Code 315.3.2:





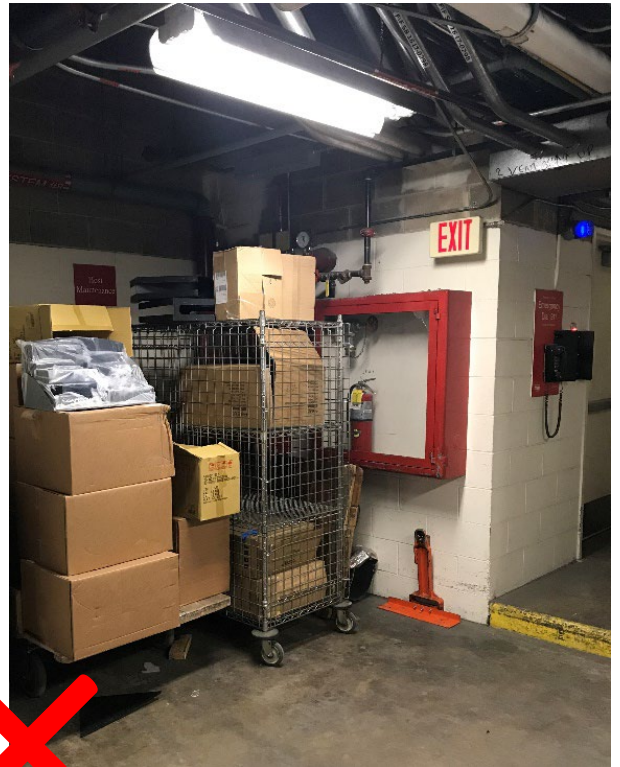


## Fire Extinguishers

**Do not** block access to fire extinguishers.



*Acceptable example per MN State Fire Code 509.2*



**NOT** Acceptable



Annual and monthly fire extinguisher inspections in leased tenant spaces are the responsibility of the tenant. The annual inspections and testing shall be conducted by a qualified fire extinguisher service company. Monthly inspections may be performed by the tenant.

*Per MN State Fire Code 906.2*



## Hood Systems

### *Ventilation system Cleaning and Inspection in Commercial Kitchen Hoods*

Shall be maintained and serviced by qualified hood and duct cleaning companies. Intervals for cleaning and inspection are as follows:

| TYPE  | CLEANING FREQUENCY  |
|---|---------------------|
| High-volume cooking operations such as 24-hour cooking, charbroiling or wok cooking | Every 3 months      |
| Cooking operations utilizing solid fuel burning cooking appliances                  | Every month/30 days |
| All other cooking operations  | Every 6 months      |

**REQUIRED:** Before and after photos of areas cleaned and a copy of the inspection report to include individual and company performing inspection and cleaning. A description of the inspection and date of inspection shall be sent to the Airport Fire Inspectors office via email. [Per MN State Fire Code 607.3.3.1 through 607.3.3.3](#)

### *Automatic Fire-extinguishing systems in commercial kitchen hoods*

Shall be serviced and inspected by a qualified service provider every 6 months. A certificate of inspection copy, to include company and individual performing inspection and date shall be sent to the Airport Fire Inspectors office via email. [Per MN State Fire Code 904.12.5.1 through 904.12.5.3](#)

### Inspection tags

Tags, shall provide. Service providers name, address, telephone number and date of service. Tags shall be displayed on equipment at all times. Prior tags shall be covered or removed. [Per MN State Fire Code 607.3.3.3.1](#)

Send all photos, Inspection Reports, and Inspection Certificates to Airport Fire Inspector, Chris Lidle at [Chris.Lidle@mspm.org](mailto:Chris.Lidle@mspm.org).



 Acceptable



 NOT Acceptable

*Examples of a properly maintained and inspected hood fire suppression system*



**Electrical Panels**

Access to all electrical panels shall be maintained to 30" in front of the panel, per MN State Fire Code 605.3



*Acceptable*



***NOT Acceptable***



## Storage

All Storage should be kept 18" below sprinkler heads.



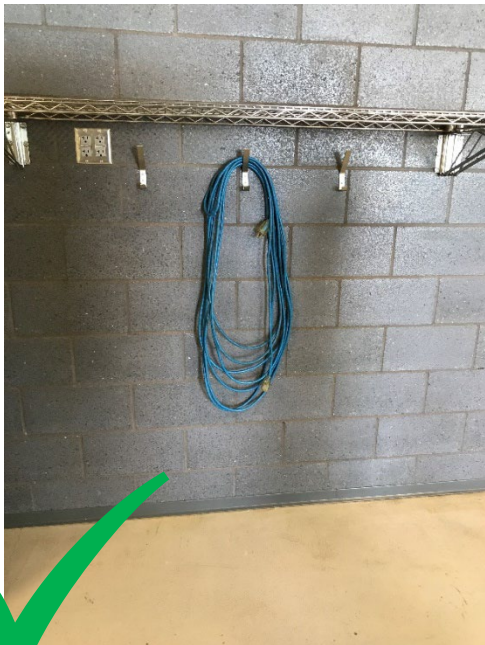
*Acceptable*



*NOT Acceptable*

## Extension Cords

Extension cords shall not be used as permanent wiring. Going under rugs, into ceilings, across floors, or in areas where they are subject to being damaged is not acceptable. They are only to be used when needed for short periods of time. They must be stored out of the way when not in use.



*Acceptable when not in use,  
per MN State Fire Code 605.5*



*NOT Acceptable*

If you have questions about fire codes and proper storage of goods, please contact the Fire Inspector, Chris Lidle, at 612-794-0260 or [Chris.Lidle@mshpmac.org](mailto:Chris.Lidle@mshpmac.org).

## Airport Police Department Concessions Audits

As part of the increase in airport security nationally, the Transportation Security Administration (TSA) has established a list of items that are not permitted in your store(s).

The following items are not permitted in public areas of your store(s):\*

- Scissors over 4" in length
- Knives of any length
- Carpet knives (and spare blades)
- Box cutters or blades
- Any blade or cutting edge that folds
- Straight razors
- Ice picks (to include any sharp pointed item)
- Hammers
- Saws
- Power tools
- Tools over 7" in length

*\*This is provided solely to give examples. The complete list of prohibited items is available on the TSA Web site, [www.tsa.gov/traveler-information/prohibited-items](http://www.tsa.gov/traveler-information/prohibited-items).*

Permitted items include:

- Rounded metal butter knives
- Plastic knives, spoons and forks
- Rounded tipped scissors under 4"
- Walking canes (non-pointed)
- Nail clippers
- Disposable razors
- Syringes
- Tweezers
- Umbrellas (without the top point)
- Screwdrivers, wrenches, pliers that measure seven inches or less in length

While in all areas post-security, employees who have a demonstrable need for scissors, knives, or other sharp or cutting instruments are permitted to have these items. However, the employee must have the items in their possession at all times. The Airport Police Department requires that you tether down these items or keep in a locked drawer, locker, safe, etc. (or behind a locked door) to prevent a violation. You are in violation if the "Tool of the Trade" is unsecured or uncontrolled. In addition, items that can be used as a weapon (baseball bat, boat oar, other blunt objects, etc.) are not allowed to be displayed (unless locking/control measures are in place) or sold in the airport.

To ensure compliance, the TSA requires the Airport Police Department to conduct unscheduled audits of your inventory and tools that are within reach of the public. Please alert all of your store personnel so that they are aware of the prohibited items. Remind your store personnel that the APD may conduct random audits at any time. If, during an unscheduled audit, an object is found to be in violation, it will be brought to your (or the employee on duty) attention and immediately secured.

These reviews will be conducted on a quarterly basis, but both the TSA and APD perform checks throughout the month. It is expected that you and your staff to keep a constant vigil for objects that could be considered as weapons and, therefore, to be a violation. If you are not sure, please:

- Remove the suspected item from public reach or access.
- Contact the Aviation Security Division of the Airport Police Department. An investigator will respond to review the item and advise you.

## TSA Knife Audits



In accordance with Section 6.6 of the Airport Security program (ASP) and TSA security initiative TSA-NA-16-02, MAC has established guidelines to ensure that its concessionaires are properly monitoring the use of knives within the secure areas of the airport. The forms created have been designed to help assist concessionaires in the initial inventory submission of the knives used in each unit, and also to help assist the daily counts of the knives as required by APD and TSA. These forms are provided by your MAC Concessions lease manager and must be submitted to MAC prior to opening your unit.

Knives used for food preparation must be accounted for in a **Master Knife Inventory sheet**. Managers or supervisors must conduct two daily knife audits (before opening and at shift change) for each unit. The *Daily Knife Log* must be filled out with the total number of

knives in each restaurant, commissary kitchen, or other prep areas for each unit. **Note that knives in storage areas or secured within a unit (even if not in use) also need to be accounted for.** The exact time of audit must be noted on the *Daily Knife Log* and the Master Inventory List (if changes are made to the Master Inventory). **Both documents must match at all times.**

All audit documents must be stored in a **Knife Audit Binder** (pictured above) provided by MAC.

These documents must be made available to TSA/MSP APD upon request and up to six (6) months of daily logs, and all historical Master Knife Inventory Lists must be kept in a designated area of the unit.

If you have any general questions about the knife audit procedures and protocol, contact a member of the Airport Police Department's Aviation Security Division at 612-726-5115 or your MAC Concessions Operations manager.



### Fraud, Waste, and Abuse Reporting Hotline

As a Tenant or Employee at MSP you may be witness, at times, to possible wrongdoing that affects the MAC's revenues or reputation.

While the MAC has a variety of ways to help reduce fraud, waste and abuse of its resources, the **most effective way is through people like you** who are compelled to report what you know.

Below are two methods you can use to **anonymously** report what you've seen or experienced without having to be concerned about retribution.

1. Fill out an online form at [msp.ethicspoint.com](http://msp.ethicspoint.com)
2. Call 1-833-609-5081



Examples of fraud, waste or abuse include any actions - for either personal or corporate gain - that might defraud the MAC of revenues it is owed or resources it owns, such as:

- Stealing materials
- Overbilling schemes
- Underreporting revenues
- Bribery
- Kickbacks

**You know it when you see it. Trust your instincts and report your concerns.**

## Alcohol Awareness Training Class



Minneapolis-St. Paul International Airport Police Department

## Alcohol Awareness Training



Alcohol awareness training is being presented to educate servers of alcohol with strategies to avoid illegally selling alcohol to underage youth or intoxicated persons. The techniques provided will teach specific state regulations and MAC ordinances to help reduce liability, criminal and civil actions. Attendees will learn proper instruction on the appropriate intervention strategies for dealing with intoxicated persons which can assist employees in defusing potentially dangerous situations before they escalate.

This training program is taught by a Minnesota Licensed Peace Officer who is a certified Alcohol Awareness Training Instructor through the Minnesota Department of Public Safety's Alcohol & Gambling Enforcement Division. Our course will likely meet the needs of your insurance company which can lead to reduced insurance rates and reduced liability of alcohol-related lawsuits.

Please note: Information regarding training classes might have changed as of the publication of this tenant manual. Please contact Officer John Zizzo at 612-467-0782 or [John.Zizzo@mspm.org](mailto:John.Zizzo@mspm.org) to receive the most up-to-date enrollment and class information.

APD Alcohol Awareness Training Program is conducted:

- **Remotely via Microsoft Teams**
  - Microsoft Teams runs on Windows, MAC, Android, IOS web platforms.
  - Go to <https://www.microsoft.com/en-us/microsoft-teams/log-in> for additional information
- For 1 ½ to 2 hours
- Participants will receive a "Verification of Attendance" certificate upon completion of the course.

Classes are scheduled approximately 1 month in advance.

Please contact Officer John Zizzo 612-467-0782 or [John.Zizzo@mspm.org](mailto:John.Zizzo@mspm.org) if you would like to be notified of the next class or have any questions.

## Emergency Action Guide

The purpose of the Emergency Action Guide is to provide tenants with information on what to do to plan for and respond to an emergency at the airport. Emergencies can vary in nature and may be natural (weather incidents), man-made intentional (terrorist attack/active shooter) or technological (plane crash/cyber attack).

The Emergency Action Guide will cover the following topics:

- General safety and security information with emergency phone numbers.
- Information on life safety equipment (fire extinguishers, AED's, etc.).
- Communication during an emergency (911, Everbridge notification system, Wireless Emergency Alerts, public address system).
- Planning for emergencies including, but not limited to:
  - Fire
  - Medical
  - Weather Emergencies
  - Natural Disasters
  - Workplace Violence
  - Power Failure
  - Elevator Malfunction
  - Civil Disturbance
  - Bomb Threat
  - Evacuation/Shelter in Place
  - Hazardous Materials

The Emergency Action Guide is located in every tenant space at Terminal 1 and Terminal 2. Please see your direct supervisor to locate the guide that is assigned to your tenant space.

## COVID-19 Mitigation Strategies

In the wake of the COVID-19 pandemic, we implemented a number of infection prevention and control measures to keep our travelers and employees safe throughout the entire airport experience. While social distancing and masking requirements have ceased, we remain committed to the health and safety of our travelers and employees. For example, we have maintained advanced cleaning and disinfecting procedures for all MSP touchpoints and have preserved hand sanitizers in many high-traffic locations throughout the terminals.

The Travel Confidently MSP program, which was created in response to the COVID-19 pandemic, has since evolved to include additional services and resources aimed to prepare, safeguard, and inspire the MSP community.

Additional information and components of the program can be found at:

<https://www.mspairport.com/travel-confidently-msp>

## Everbridge Notification System

The MAC utilizes the Everbridge Notification System to send emergency notifications to its employees, tenants and other important stakeholders. In order to be added to the Everbridge Notification System, you must submit your contact information to Kristi Rollwagen- Emergency Programs Manager at [Kristin.Rollwagen@mspmac.org](mailto:Kristin.Rollwagen@mspmac.org).

## Airport Community Emergency Resource Team (ACERT)

The Airport Community Emergency Resource Team prepares individuals in the airport community to help themselves, their family, their coworkers and the traveling public during an emergency. Overall, the plan encourages tenants and businesses to make a plan for their employees and customers. In addition, it provides a comprehensive list of resources that tenants can use to obtain additional information for emergency preparedness, which benefits everyone.

For more information contact MAC Emergency Programs Manager, Kristi Rollwagen, at 651-725-6158 or [Kristin.Rollwagen@mspmac.org](mailto:Kristin.Rollwagen@mspmac.org).





**CUSTOMER SERVICE PROGRAMS AND SUPPORT**

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## CUSTOMER SERVICE PROGRAMS AND SUPPORT

### Customer Service Action Council (CSAC)

You are welcome to become an active contributor in CSAC’s vision by sending a company representative to CSAC meetings. Meetings are held on the second Thursday of every month from 10 to 11 a.m. in the MSP Conference Center in Terminal 1.

In 1999, the Metropolitan Airports Commission (MAC) created CSAC in response to a State of Minnesota “Quality” initiative and charged the council with leadership of its strategic effort to provide world-class, customer oriented air transportation services at MSP.

MAC Chief Operating Officer, Roy Fuhrmann, chairs CSAC. Membership includes representatives of MAC departments, airlines, tenants, vendors and related services. We invite you to send representatives to our monthly meetings.

CSAC Customer Service Training Program – MSP Nice  
MSP Nice launched in 2012 as a customer service training program available to all Minneapolis–St. Paul International Airport (MSP) employees. Within a year, the program had



grown beyond the resources for in-classroom training, and in 2014 MSP Nice was moved to the e-learning program, myMSPclassroom. Today, prior to receiving or renewing a SIDA badge, MSP employees are required to take MSP Nice e-learning offered at the Badging Office Learn Center.

### *MSP Nice 5 Customer Service Standards*

The MSP Nice customer service training program consists of five customer service standards:

- 1. Assure safety and security - our first priority**
  - a. “If you see something, say something.” Report suspicious activities and unattended bags by calling 911.
  - b. Know, understand, and abide by the rules of the MSP Badge.
- 2. Employ the circle of assistance**
  - a. Be on the lookout for customers who look like they need assistance.
  - b. Be proactive and approach these customers.
  - c. Your badge and/or uniform signal to others they can rely on you for help. Say, “How may I help you? I work here.”
- 3. Promote teamwork**
  - a. Work across airport organizations to help our common customer.
  - b. Treat everyone you interact with as a valued customer, including coworkers and airport partners.
- 4. Embrace “going your way”**
  - a. Go out of your way to help customers on their way.
  - b. When requested, direct customers toward their destination or another resource, like an information booth or an airport assistance phone. When possible, walk them there.
- 5. Be “MSP Nice”**
  - a. Smile and greet each customer.
  - b. Be approachable and take initiative.
  - c. Patiently listen.
  - d. Know our airport—its layout and amenities.
  - e. Add a pleasant closing and help the customer on their way.



### *MSP Nice Awards*

MSP Nice Awards recognize and reward MSP employees and volunteers who exhibit excellent customer service as described in the MSP Nice Customer Service Standards (visit [www.myMSPconnect.com/mspnice](http://www.myMSPconnect.com/mspnice) for more information).

Employees and volunteers are eligible for the **MSP Nice Award** when an unsolicited compliment is submitted by a member of the traveling public for excellence in customer service. Any employee or volunteer of MSP is eligible.



Comments may be submitted via email, comment cards, written letter, comment cards, Kipsu texts, or social media. If an employee's manager/supervisor receives a written comment about that employee, they should submit it to Katlyn Schenck, Customer Programs Specialist for the Metropolitan Airports Commission, 4300 Glumack Dr., Airport Conference Center, St. Paul, MN 55111; email: [Katlyn.Schenck@mspmack.org](mailto:Katlyn.Schenck@mspmack.org).

Upon receipt of the written compliment, MAC Customer Data and Analytics will arrange with the employee's manager/supervisor for a time and location to present the award.

The MSP Nice Award consists of a framed recognition certificate, a \$25 Target gift card and a Service Professional Pin. The employee's manager will receive a document featuring a photo of the recipient receiving the award and a copy of the compliment received.

There is no limit to the number of times an employee or volunteer can receive an MSP Nice Award. Recipients of the award may also be recognized in other promotional materials for MSP.

### *Other CSAC initiatives*

- Participation in the Airports Council International's "Airport Service Quality" (ASQ) Survey Program is another priority of CSAC. The ASQ program surveys customers at more than 220 airports worldwide each month and publishes its findings, quarterly and annually, regarding the traveling public's perception of satisfaction with those airports. MAC/CSAC utilizes the ASQ survey findings as its big picture performance measurement tool.
- CSAC also maintains the MAC Compliments and Complaints Database as a means for customers to provide direct feedback about their experiences. Complaints and compliments are collected on an ongoing basis via several methods, including in-terminal comment cards, contact forms on MSP websites, telephone conversations and written letters. Comments are distributed to the appropriate organization/department for a response and appropriate action and are reviewed at CSAC's monthly meetings.
- A Travelers Assistance Compliments and Complaints Database is also maintained through the council as a means for customers to provide direct feedback through our airport volunteers. Compliments and complaints are collected daily from each Airport Foundation information desk. This program provides additional insights, which may not have been identified from other resources. Results are reported at CSAC's monthly meetings.

For more information about CSAC, visit [www.myMSPconnect.com/CSAC](http://www.myMSPconnect.com/CSAC).

## CSAC Contacts

If you have questions about CSAC please contact:

Roy Fuhrmann, Chair  
Chief Operating Officer  
Metropolitan Airports  
Commission

612-726-8134 or

[roy.fuhrman@mspmac.org](mailto:roy.fuhrman@mspmac.org)

Steve Gentry  
Customer Research Analyst  
Metropolitan Airports  
Commission

612-467-0888 or

[steven.gentry@mspmac.org](mailto:steven.gentry@mspmac.org)

Katlyn Schenck  
Customer Programs Specialist  
Metropolitan Airports  
Commission

612-726-5574 or

[katlyn.schenck@mspmac.org](mailto:katlyn.schenck@mspmac.org)

## MSP All-Stars

MSP All-Stars is a new program that allows managers to publicly recognize their top employees by identifying them as an MSP All-Star.

As recognition for making the MSP experience great for both passengers and colleagues, this program will have your All-Star's image, name, title and company name featured on the digital displays that accompany the flight information monitors, as depicted in the image to the right.

- When considering who to recognize, keep the following criteria in mind. Does this individual...
- Take steps to assure the safety and security of travelers and fellow airport workers
- Proactively seek opportunities to assist customers outside their normal duties
- Promote teamwork across the airport community
- Provide excellent service to MSP's travelers

For more information and updates to the program, please visit:

[www.mymspconnect.com/employee-toolbox/customer-service/msp-all-star-recognition-program](http://www.mymspconnect.com/employee-toolbox/customer-service/msp-all-star-recognition-program)



## Secret Shopper Program

MSP Nice Service Stars Program

**Note: MSP's secret shopper program is expected to return in late Spring or Summer 2023. More information to be shared at the MSP Jobs and Tenant Meetings.**

The MSP Nice Service Stars program rewards concessions employees for providing great service to MSP retail and restaurant customers. MSP retail stores and restaurants are visited by mystery shoppers who score their experience in each unit. Employees who score a perfect score on their secret shops are awarded with a gift card, a pin, and an invitation to the Service Stars event.

All winners and their managers are then invited to a Service Stars event that celebrates the most recent winners. Service Stars have the chance to win additional prizes!

## 5-Star Merchant Awards

The 5-Star Merchant Awards have been placed on an indefinite hold due to the pandemic. Updates regarding this event will be communicated during the monthly MSP Tenant Meeting.

The 5-Star Merchant Awards aims to reward tenant leadership for their hard work and for promoting the MSP Nice Service Stars program to employees. While inspiring a friendly competitive spirit among concessionaires, the awards also recognize tenants that showcase exemplary customer service and sustainability efforts. The Five Star Merchant Awards demonstrate the MAC's overarching commitment to quality, hospitality, customer service, and sustainability.

5-Star Merchant Awards are given to merchants with the highest average Secret Shop scores for the year in the following categories:

- **News and Convenience Store**
- **Specialty Retail Store**
- **Quick Service Restaurant**
- **Casual Dining Restaurant**
- **Passenger Services**



Two additional categories with unique criteria include:

- **Sustainability:** Tenants may submit their establishments for consideration based on product selection, procurement practices, labor practices, efficiency of operations, natural resources conservation, etc.
- **Merchant of the Year:** This award is determined by the Merchant Five-Star Awards panel based on most improved service, overall best score, a company's innovation and ingenuity, etc.

Winners receive:

- **An award plaque** to showcase in your unit.
- **Bragging rights:** Award winners may use the title as a selling point when negotiating with other airports.
- **In-terminal advertising:** The MAC will provide award winners with free advertising on public information display screens and other available digital spaces.
- **Advertising on MSPAirport.com:** Award winners will receive a banner ad on MSPAirport.com.
- **Winners' ceremony:** A recognition event for manager nominees and organizational leadership will take place at the February Tenant Meeting, hosted by MAC.





## **TOOLS TO ASSIST YOU AND YOUR CUSTOMERS**





## TOOLS TO ASSIST YOUR CUSTOMERS

### **Airport Assistance Phones**

The Information and Paging Office is available at 612-726-5555 to answer questions seven days a week from 8 a.m. to 10 p.m. The office also answers calls from the more than 175 airport assistance phones located throughout both terminals. Utilize the Information and Paging Office to answer any questions you or your customers may have.

Courtesy phones also allow toll-free local calls.

### **Airport Tours**

The Airport Foundation MSP offers complimentary tours to help you and your staff become better acquainted with MSP. Many new tenants and employees can be overwhelmed by the sheer size and complexity of the airport environment and the amount of information they and their teams are expected to know. Let the Airport Foundation MSP help you get to know the basics.

Tours aim to:

- Familiarize you and your team with the areas at Terminal 1 that may affect daily activities.
- Introduce you to typical questions you may get from airport customers.
- Identify airport resources that may be useful in responding to customer questions.
- Familiarize you and your team with navigating the airport.

Contact the Airport Foundation MSP at [airportfoundationmsp@mspmac.org](mailto:airportfoundationmsp@mspmac.org) to schedule your tour.

### **Airport Foundation MSP**

Through a broad array of services, the Airport Foundation MSP dedicates itself to elevating the travel experience at MSP. For more information about Airport Foundation MSP programs, services and events, please visit [www.airportfoundation.org](http://www.airportfoundation.org).

### **Programs and Services**

#### *Travelers Assistance*

Travelers Assistance (TA) is one of the most visible resources for travelers and other visitors at MSP. Travelers Assistance volunteers directly serve more than two million MSP travelers annually.

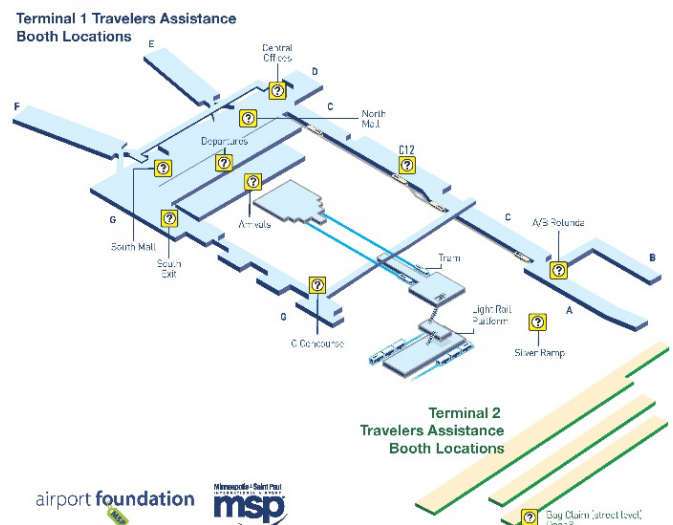
#### *Travelers Assistance (TA) Volunteers:*

- Direct travelers inside the airport.
- Provide information about airlines and airport amenities.
- Provide therapy animals to ease the stress of travel.
- Assist travelers with special needs
- Escort travelers to special airport facilities, such as the nursing mothers and lactation rooms.
- Answer questions concerning local accommodations and tourist attractions.
- Provide infant and other supplies in times of emergencies.
- Provide a comfortable place to wait for travelers utilizing its services.

### Travelers Assistance Information Booth Locations:

- Arrivals Level
- Main Mall (Two locations, at the north and south end)
- C Concourse (Two locations, at the beginning of A/B Concourse and Gate C-12)
- G Concourse (Two locations, at the exit near Customs and International Arrivals and at Gate G-17)
- Beginning of the C/D Concourse (Central Staff Office)
- Terminal 2 Arrivals Area

Contact Travelers Assistance Office with questions at 612-726-5500.



### Arts@MSP

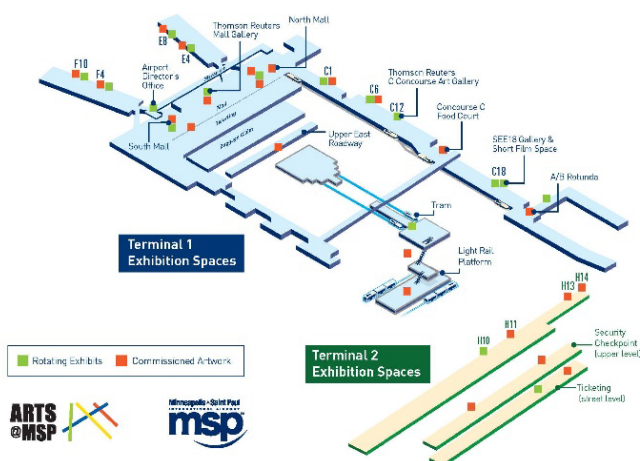
The Arts@MSP Program is a partnership between the Airport Foundation MSP and the Metropolitan Airports Commission. The program includes visual and performing arts that showcase the region’s cultural and natural heritage. Its mission is to enrich the experience of traveling through the airport while promoting Minnesota’s diverse culture, environment, and history.

The objective of the Arts@MSP program is to enhance the image of Minneapolis-St. Paul International Airport (MSP), enrich the public’s experience and promote a sense of place through arts and culture. Working in partnership with the Metropolitan Airports Commission (MAC), the Airport Foundation MSP provides through Arts@MSP. For more information about Arts@MSP, contact 612-725-5900.

### Explore the Arts@MSP Program

Commissioned artwork at MSP provides opportunities for the airport, artists, and community to transform ordinary spaces into dynamic, meaningful places. Rotating exhibits are placed in a variety of select airport locations. Local musicians help guests relax while at the airport. Performances are scheduled regularly in the post-security areas of Terminal 1 and Terminal 2. The see18 Film Screening Room, next to Gate C18, is the first state-of-the-art cinema in any major U.S. airport, featuring free, around-the-clock short films and documentaries by filmmakers from the Upper Midwest.

### MSP Airport Commissioned Art and Rotating Exhibit Locations



Explore MSP’s permanent collection of site-specific artwork and rotating exhibits from the comfort of home at <https://bit.ly/ArtsMapT1L2>

## ***MSP Creates: The Airport Community Art Show***



MSP Creates is an exhibit facilitated by Arts@MSP and sponsored by the National Arts Program. It is an opportunity to show your artwork to millions of travelers and to connect with the airport community.

Participation is open to employees, volunteers, retirees, and their immediate family members. For more information, visit: <http://nationalartsprogram.org/mspairport>.

### ***Tourism Support***

The Airport Foundation MSP partners with state and local agencies to help promote the region to travelers at MSP. The Foundation's visitor information program includes regional messaging and information sharing about Minnesota.

### ***Community Engagement***

The Airport Foundation MSP regularly partners with regional, corporate and community organizations to create opportunities to enhance the travel experience and promote aviation in the community. The Foundation also engages with the MSP Airport community by partnering with the Metropolitan Airports Commission (MAC) in many programs and events including an Annual Golf Tournament, State of the Airport Event, and airport employee recognition programs including the Annual MSP Nice Celebration.

## **Armed Forces Service Center (AFSC)**

The AFSC is operating under temporarily adjusted hours 7 days a week. Access is limited to traveling active-duty military, dependents, MoH recipients, Purple Heart recipients and military retirees. All guests should present a current government issued ID card for entry. Face masks are currently required. In keeping with health and safety guidelines, sleeping bunks and showers are unavailable at this time. For center hours and access updates, please call 612-726-9156.

The Armed Forces Service Center offers amenities for traveling current members of the US Armed Forces, Reservists, National Guard, Medal of Honor recipients, Purple Heart recipients, and their dependents; also traveling military retirees and/or their dependents.

The AFSC was founded in 1970 by Maggie Purdum after her son died in the Vietnam War.

The center is one of seven privately run military lounges around the country, but the only one open 24/7, with no affiliation to the USO or with the MAC. As a non-profit organization, the AFSC relies on funding from various organizations as well as donations from private businesses and individuals.

### ***Amenities provided at the AFSC***

- Large lounge area with comfortable seating
- 75" flat-panel television
- Arrival and departure monitors
- Dining room (seats 10)
- Kitchen with two microwaves and a commercial coffee machine
- Water bottle filling fountain
- Business center with a computer, CAC Reader, Free Wi-Fi and a multi copier machine
- Complimentary sandwiches, pastries, chips, cereals, soups, hot and cold beverages

- Men's bunk room with 30 sleeping bunks and a crib
- Women's bunk room with 10 sleeping bunks, a lactation station and crib
- Three bathrooms with changing tables, a shower and complimentary toiletries
- Playroom with a TV, books and riding toys.
- Iron and ironing board
- Two baggage rooms: one pre-security for checked bags, and one in the center for carry-on bags
- Bunk wake-up service

In addition to serving those who serve, the AFSC also accommodates traveling veterans by offering free coffee, pastries, and seating in front of the center.

The AFSC is located on level two at the entrance to the A Concourse. Take the elevator next to the entry to Bruegger's Bagels.

## Lost and Found

Fill out a claim for a lost item at <http://mspairport.com/lostandfound> that was lost in the airport, but not in an airline-controlled area.

For items lost during the TSA screening process, complete a claim online at <http://mspairport.com/lostandfound> for items lost in the airport but not in an airline-controlled area.

For items left on board an aircraft, please refer to the airline's website where you can submit an online claim or locate a phone number for the airline.

## Accessibility Best Practices

### Deaf or Hard-of-Hearing

For fast communication with a deaf or hard-of-hearing person, do not assume that they are able to hear clearly, understand you, or are skilled at lip-reading. For short communication needs, write what you are asking on paper to communicate.

MnDOT and FAA policies mandate that all TVs or monitors in the airport have enabled closed captioning. This benefits all patrons of the restaurant since the airport is a naturally noisy environment, and closed captions help all patrons understand what is being said on the TV.

If you notice that someone is having trouble understanding you or has obvious hearing aids and is looking intently at your lips or face, it is because they are trying to understand you better through lip, or speech reading. Staring while lip-reading is not meant to be impolite or disrespectful.

If a customer has hearing or understanding issues, face him/her, speak slower and pronounce words carefully, but do not yell as that can make understanding more challenging and is embarrassing to the customer.

**Note:** As of the date of publication of this manual, video remote interpreting is available at the information booths.

### Blind or Low Vision

Minneapolis-St. Paul International Airport (MSP) is part of the Aira Airport Network, which is the world's fastest-growing assistive technology service for people who are blind or low vision.

Aira customers who travel through MSP can now access on-demand assistance from a remote Aira agent, free of charge, while at the airport.

By joining the Aira airport network, MSP provides complimentary service to Aira subscribers while on site, allowing blind and low vision customers to access the service without using minutes from their existing plan, and with no additional cost to them.

Aira empowers the blind and visually impaired community to engage, explore and experience the world around them by providing real-time visual assistance when and where it is needed. Using a pair of camera-enabled smart glasses and a mobile app, Aira subscribers connect with remote, sighted assistants, who can provide visual descriptions of their surroundings and convey useful information about the environment. At the airport, travelers can use Aira to help navigate security lines, get updates on gate changes or flight delays, or identify bags at baggage claim/Arrivals.

## Mobility Assistance

### *Wheelchairs*

The airlines provide wheelchair assistance for use throughout both terminals. Passengers can request a wheelchair when they make their flight reservation. Most airlines have information about wheelchair access and other services on their websites or through their reservations systems. Wheelchair assistance is available without making prior arrangements too.

### *Electric Carts*

At Terminal 1, electric carts are available past security on Concourses C through G and in the Airport Mall to transport passengers needing extra assistance.

Two companies at MSP provide this service: Delta Air Lines contracts with Prospect Airport Services, while all other airlines contract with G2 Secured Staff.

A "cart stop" system, similar to a bus route, has been implemented to provide the most efficient electric cart service to the traveling public. Cart stops are clearly marked with signs above chairs imprinted with a wheelchair icon. Electric carts pick up passengers every 10 to 15 minutes. Cart stops are located directly inside security and at most gates along Concourses C, D, E, F, and G.

Electric cart service is not available at Terminal 2.

## Navigating MSP

Many families with special needs family members avoid flying because they're concerned about how their family member will react to the airport. In an effort to ease the anxiety associated with flying, the Metropolitan Airports Commission (MAC), Fraser and the Autism Society of Minnesota (AuSM) have teamed up to create the Navigating MSP program.

This monthly program allows families to take a "test run" through the airport and experience all of the steps associated with flying – from walking in the door to finding their seats on a plane. This process is almost identical to what they'll encounter for an actual flight.

If you have questions about the program, contact Shelly Lopez at 612-726-5239 or [Shelly.Lopez@mspmac.org](mailto:Shelly.Lopez@mspmac.org).

## Hidden Disabilities Sunflower Lanyard Program



The Minneapolis-St. Paul International Airport (MSP) has partnered with the Hidden Disabilities Sunflower organization to bring its Sunflower Lanyard program to MSP.

The organization, based in the United Kingdom, helps people with hidden disabilities discreetly inform others – through the use of a Sunflower printed



lanyard (or another Sunflower-branded worn item) – that they have a disability that may not be readily apparent. The Hidden Disabilities Sunflower indicates to anyone approaching – especially those in customer service roles – a person wearing one of these items that the person may need more assistance and that their patience is appreciated.

How it works is simple. Travelers ask for a lanyard at any airport information booth and determine for themselves when to wear them. Anyone who feels they have a hidden disability can request one. There are no prerequisites for asking for or wearing an item. When someone working at the airport sees someone wearing a Hidden Disabilities Sunflower-branded item, they will then know that this person may need extra assistance/patience.

## Service Animals

Leashed animals or animals properly confined for shipment, except service animals in custody of their master are permitted in the airport. Caution your employees not to pet service dogs or animals and encourage them to politely correct other customers trying to do so. For more employee guidelines regarding service animals, refer to pages 47-51 of this tenant manual.

## Service Animals in Food Establishments

Service animals are allowed in dining rooms and areas where there is no potential to contaminate food, utensils, or stored equipment. Non-service animals (including emotional support animals) and pets are not permitted in dining rooms (See section *Hennepin County Public Health Department Standards – Service Animals and Non-Service Animals in Food Establishments* pages 47-51).

## Pet and Service Animal Relief Areas

The MAC maintains pet and service animal relief areas at both terminals. There are three Terminal 1 locations:

1. Outside the secure area, the pet relief areas are located outside Door 1 and Door 4 on the Arrivals Level
2. Outside the secure area, Ground Level of the rental car lobby in the Silver Ramp, outside the doors on the east side of the building by escalators.
3. Inside the secure area, located near the entrance to Concourse E in the Airport Mall
4. Inside the secure area, located near gate C13, on the Mezzanine Level of the C/G Connector/Skyway.
5. Inside the secure area, located near gate F5

At Terminal 2:

1. Outside the secure area, use the grassy area just outside and to the right of Door 8 on Level 1 near Baggage Claim/Arrivals
2. Inside the secure area, located near gate H11

In order to gain reentry, passengers traveling with a service animal can request an escort from their airline or Travelers Assistance to outdoor pet relief areas.

## Stranded Passengers

Passengers may end up stranded at MSP overnight due to inclement weather, aircraft delays and other unforeseen occurrences. This section includes information to help you and your team members assist stranded passengers.

### *Security Checkpoints*

If passengers exit the airport's secure area and wish to re-enter, they will need to have a boarding pass that has been issued within the last 24 hours. Present this boarding pass and a government-issued photo ID at any security checkpoint to gain access.

### *Airline Information*

Airlines will make every effort to provide certificates for discounted hotel rooms to all customers stranded due to weather-related flight cancellations. However, each customer is responsible for paying for their accommodations, meals and ground transportation. Policies regarding phone calls, refunds and other possible expenses vary among airlines. Copies of each airline's Contract of Carriage can be found at their individual ticket counters as well as on their websites.

Airlines typically offer rebooking services at their gates, ticket counters and, for Delta passengers, at the Need Help Centers. Passengers can also call the airlines' toll-free numbers or use their online services. Delta Air Lines passengers will find the easiest way to rebook their flight is to stop by one of its Need Help Centers. At the centers, you can scan your current boarding pass to be rebooked on the next available flight or speak with a reservation agent. Need Help Centers are located on Concourses A, B, C, D, F, and G. Also, any agent in the Departures Lobby can assist stranded passengers.

If a flight is canceled, the airline will automatically transfer all checked luggage to a later flight departing to the original destination. Delta passengers deciding not to travel must visit one of Delta's baggage service offices (near carousels 4 or 6) to file a claim. For all other airlines, passengers should visit their bag claim office to request their luggage, or check with an airline agent. When there are a high number of flight cancellations, luggage recovery efforts may be more difficult.

If a passenger needs medication from their checked luggage, airlines will make every attempt to retrieve it.

### *Hotel Accommodations*

#### *InterContinental Hotel at MSP*

With direct access from MSP Airport, Terminal 1 at Gate C25, The InterContinental Minneapolis – St. Paul Airport provides unparalleled convenience and award-winning AAA Four Diamond service. Unwind in the serenity of our quiet guest rooms and recharge with in-room dining, spa-inspired showers, and luxurious bedding. La Voya Brasserie, Bradstreet Crafthouse, or the Lobby Café are a welcome oasis for the ultimate dining experiences. Complimentary shuttles operate every 20 minutes (24-hours a day, 7-days a week) between the hotel and Terminals 1 & 2. For more information about shuttles, room rates, and booking, call 612-725-0500.

#### *Other Hotel Accommodations*

Most airlines offer certificates for discounted rates at area hotels for stranded or distressed travelers. Passengers should ask an airline agent for details. Discounted hotel certificates are also available at any information booth between 8 a.m. and 8 p.m. The Tram Level information booth is open until 11 p.m. Delta Air Lines passengers can find reduced rate hotel certificates at any of its Need Help Centers located on Concourses A, B, C, D, F, and G or by requesting one from a Delta agent. Due to varying demand, the reduced rate certificates offered by Delta, other airlines, or at information booths may not always be available. If no rooms are available at the hotels offering these rates, travelers may make reservations at other hotels from any phone reservation board located on the Arrivals Level.

#### *Hotel Shuttles*

Many hotels near the airport provide courtesy vans. Check with the hotel when making your reservation. If the hotel does not provide a courtesy van, you may take a taxi, an app-based rideshare, or

public transportation to your hotel. All courtesy vans, rideshares, and taxis pick up passengers at the Ground Transport Center in Terminal 1. Public transportation via Light Rail is available by taking a tram to the Transit Center and then proceeding down two levels.

#### *Overnight Accommodations at MSP Airport*

The airport has a limited supply of sleeping mats for passenger use. Mats are distributed at an airline's request when local hotels are full or near capacity.

At Terminal 1, the mats are distributed in these areas: outside the secure area on the mezzanine overlooking the Departures Lobby above Door 4 or inside the secure area near Checkpoint 3 in the Airport Mall, on Concourse C and near gates G1-G6.

XpresSpa near the entrance to Concourse D offers shower services for a fee and is open until 9 p.m. **There may be closures and/or reduced hours at this time. Please call an MSP Customer Information Agent at 612-726-5555 ext. 5 for the most updated information.**

#### *Airport Police*

Airport Police officers are available 24/7. In addition to the officers who patrol the terminal, police representatives are also available at the Police Operations Center, in Terminal 1 near Door 1 on the Arrivals level, or in Terminal 2 between the Departures and Arrivals Level 1. Or, in non-emergency situations, contact the police by phone at 612-726-5577. For emergencies, dial 911 from any phone, including the blue Airport Assistance courtesy phones. Look for the blue light on the wall or in all parking ramps and stairways.

#### *Severe Weather*

When a severe weather warning is issued for an area that includes the airport, both audible and visual announcements will be made to advise travelers of the conditions and to encourage them to take shelter, if necessary. Announcements may be made throughout the airport or in gate areas.

#### *Dining and Shopping at MSP After Hours*

McDonald's, Buffalo Wild Wings, and Camden Food are late night options offered at MSP.

Farmers Fridge, fresh food vending machines, are also available at both Terminals. Check the Eat, Shop, Relax site at <https://www.msppairport.com/airport/eat-shop-relax/farmers-fridge> for a list of their locations.

Hours of operation may vary depending on irregular operations (IROPs). Visit the Eat, Shop, Relax site at <https://www.msppairport.com/airport/eat-shop-relax/> for more information on dining and shopping options at the airport or call the Customer Communications office to speak to an MSP Customer Information Agent at 612-726-5555 ext 5.

#### *Mobile Food Ordering*

##### *Terminal 1*

MSP Order Now is an airport service for passengers and employees at Terminal 1 that will save time and allow employees to enjoy more of their meal break. Place orders ahead of time from your mobile device at [msppordernow.com](https://msppordernow.com). You can pick up your order in 15-20 minutes.

## Terminal 2

At Terminal 2, several companies offer the convenience of mobile ordering through their apps – including Starbucks, Caribou Coffee and Subway. Both Minnesota Wild and MSP MKT also have mobile ordering available. Discover these and more at: [mspairport.com/terminal-2-food-offerings](https://mspairport.com/terminal-2-food-offerings)

### *Dining and Shopping Outside MSP Airport*

Mall of America (MOA) is 20 minutes away via Light Rail. It offers a variety of dining, shopping and entertainment options. For more information, contact MOA guest services at 952-883-8913 or [www.mallofamerica.com](http://www.mallofamerica.com).

Walgreen's at 4547 Hiawatha Avenue in Minneapolis is a 24-hour pharmacy, accessible via the 46th and Hiawatha Light Rail stop. The pharmacy number is 612-722-4249.