



ST. LOUIS LAMBERT
INTERNATIONAL AIRPORT.®

AIRPORT MASTER PLAN

CHAPTER 10 - STAKEHOLDER ENGAGEMENT

FEBRUARY 2023 - FINAL DRAFT



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10 STAKEHOLDER ENGAGEMENT

10.1 BACKGROUND

Over 15 million passengers (an average of 41,000 passengers per day) flew in and out of STL in 2019. By 2040, this number is projected to grow to 21 million passengers. Since the last Master Plan (MP) was completed in 2012, changes to the industry and projected passenger numbers necessitated a new study to ensure the Airport can accommodate its future needs. Thus, in 2020, STLAA initiated an Airport Layout Plan Update (ALPU) to meet short-term and long-term aviation demand. By mid-2021, it became apparent through the ALPU process that significant terminal and landside improvements were being considered to meet the short-term and long-term needs. For this reason, the ALPU became more than an update to the 2012 Master Plan's Airport Layout Plan. The planning effort became a full master plan; thus, it was renamed the *Airport Layout Plan Update and Master Plan (ALPU/MP)*.

10.2 COMMUNITY AND STAKEHOLDER ENGAGEMENT OVERVIEW

Community and stakeholder engagement are a major part of the MP process. The STL ALPU/MP stakeholder engagement had four goals:

- Educate stakeholders interested in the process
- Encourage public input through public surveys on the airport webpage and attendance of the open house
- Analyze input and respond by following up and where appropriate, consider it in the ALPU/MP
- Build understanding and consensus towards ideas that enhance visitor experience

Multiple groups were engaged throughout the ALPU/MP process for input and guidance. The main engagement categories included stakeholder advisory groups, informal and formal meetings, surveys, and public open house meetings.

10.3 MAJOR ENGAGEMENT COMPONENTS

10.3.1 SUMMARY OF ENGAGEMENTS

Throughout the process, meetings with stakeholders and the public were tracked to ensure adequate input from the community and relevant organizations/groups. A summary of these meetings is presented in **Table 10.3-1**.

Table 10.3-1 : Stakeholder Engagement Summary

AUDIENCE	NUMBER OF MEETINGS	DATE(S)	TOTAL ATTENDANCE
Technical Advisory Committee	3	June 2020, January 2021, November 2021	119
Missouri Department of Transportation	3	March 2021, November/December 2021, April 2022	32
St. Louis County	1	December 2021	6
Southern Municipalities	3	April 2021, May 2021, February 2022	39
Airport-Airlines Affairs Committee	4	August 2021, October 2021, February 2022, June 2022	100*
Comparative Safety Assessment	7	November 2022, January 2021, March 2021, April 2021, July 2021, September 2021, October 2021	105
Public Open House	1	May 2022	106
Metro Mayors	2	January 2022, May 2022	130
Metro	2	February 2022 (both)	12
Greater STL Inc	3	February 2022, April 2022, June 2022	155
Regional Business Council	1	March 2022	30*
Young Professionals Organization (YPO)	1	March 2022	45
Progress 64 West	1	May 2022	35
Airport Commission	3	November 2020, January 2022, May 2022	84*
American Society for Industrial Security (ASIS) St. Louis Chapter 39	1	April 2022	50
Fenton Chamber of Commerce	1	July 2022	50
Circle Club	1	July 2022	25
St Louis Realtors Urban Affairs Forum	1	August 2022	30
Engineers' Club of St. Louis	1	May 2022	40
TOTAL	45		1,062

Note:

* Attendance was not recorded and is estimated.

Source: WSP USA, 2022.

10.3.2 WEBSITE

The STL website was updated to include information and updates on the ALPU/MP process. Information on the website included an overview of the ALP process, key definitions, study highlights, prior studies, outcome and stakeholder engagement, and a timeline was shown on the Overview page to show the ALPU/MP progress – this timeline graphic was updated regularly when items were completed. Additionally, chapters were posted to the website for public review, and links to take the surveys were posted for ease of public access. To maintain open communication with the public, the STLAA project manager's contact information was located on the website as well. This allowed the public to contact him directly throughout the process to provide feedback.

10.3.3 STAKEHOLDER AND ADVISORY COMMITTEES

Advisory groups were formed specifically for the ALPU/MP to provide input and feedback, represent organizations and groups, and serve as liaisons to their respective groups. These groups included:

- The Airport Working Group (AWG): airport departments that have working knowledge and supporting data on how the Airport functions.
- The Technical Advisory Committee (TAC): an ad hoc committee of stakeholders founded for the ALPU/MP. The TAC consists of 44 organizations, including airport tenants, local, regional, and federal agencies and municipalities. TAC membership organizations were invited to provide technical, economic development, or community input into the ALPU/MP. Agencies and organizations included:
 - Federal Aviation Administration:
 - Central Region Office
 - STL Air Traffic Control Tower
 - Terminal Radar Approach Control Facilities (TRACON)
 - Runway Safety
 - Passenger Airlines:
 - Southwest Airlines
 - Cape Air
 - Delta Airlines
 - United Air Lines
 - American Airlines
 - Cargo Airlines:
 - FedEx
 - UPS

- Ground Services Providers:
 - Majestic/Primeflight
 - Airport Terminal Services
- General Aviation:
 - Signature Flight Support
 - Jet Linx
- Rental Car Operators:
 - Enterprise
 - Hertz
- The Boeing Company
- MoDOT:
 - Highway
 - Planning
- St. Louis County:
 - Aviation
 - Highway
- Mayors:
 - Woodson Terrace
 - St. John
 - Bridgeton
 - St. Charles
- Bi-State Development
- East West Gateway Coordinating Council
- St. Louis Regional Business Council
- Greater St. Louis Inc.
- St. Louis Economic Development Partnership
- St. Louis Development Corporation
- City of St. Louis
- Arch to Park
- St. Louis Airport Authority (STLAA)
- WSP Team

- The Airport/Airlines Affairs Committee (AAAC): airlines operating at the Airport that can provide input as to the viability of alternatives with their operations.
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10.3.4 LOCAL COMMUNITIES

Local communities were engaged early in the process for input on locally important considerations, as well as feedback during the alternatives selection process. Local communities were included in the TAC meetings, and were invited to separate in-person meetings with Airport leadership. Also, additional materials were provided to communities who requested them. These local communities included:

- Woodson Terrace
 - Edmundson
 - St. John
 - St. Charles
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10.3.5 PUBLIC OPEN HOUSE

A public open house was held in May 2022 at the Airport. The open house informed community members on the preliminary alternatives and gathered feedback. Information topics ranged from the master planning process to project funding and environmental considerations, in addition to the preliminary preferred alternatives. The format was a combination of formal presentations and one-on-one informal interactions at information stations. The open house lasted 3 hours from 4 pm to 7 pm, with presentations at 4:45 pm and at 5:45 pm. Live American Sign Language translation was provided during both presentations. The public was welcome to come and stop in at any time to participate in the presentations, the stations, or both. After each presentation, there was approximately 30 minutes of questions-and-answers. The presentation was recorded, along with the Q and A periods, and the video link was posted on the project website. Parking at the airport was validated and therefore free. Comment cards were available at the event for participants to provide their feedback. To spread the word about the open house, a posting on the STL website was created, approximately 14,110 postcards were mailed to all residential addresses within approximately 1 mile of the airport, and all major media were notified. Those unable to participate in the open house had the opportunity to provide feedback through a link to a comment form on the STL website, which was kept open for 15 days after the open house. The link was provided on the STL website and on the postcards. A total of 106 people attended the open house. The comments were tabulated and posted to the website for public viewing and are attached in **Appendix 10A**. As a part of the Environmental Review process, another open house is planned to be held in Fall 2022.

10.3.6 PUBLIC SURVEYS

Three surveys were conducted to solicit input and comments on travel trends, the airport experience, and ideas for the ALPU/MP. Surveys were disseminated through the Airport webpage, social media, industry partners, QR codes placed in various locations (STL's Information Services Desks in Terminals 1 and 2,

Explore St. Louis Desks in Terminals 1 and 2, TSA, STL Shuttles, Super Park Shuttle, Airline Partners, HMS/Host, and OHM).

Survey questions involved a mix of multiple choice/check the box and open-ended questions. Surveys became more focused to mirror the stage in planning. Respondents were asked to answer questions from “What do you expect out of the ALP study?” to “On a scale of 1 to 5, with 1 being the lowest and 5 the highest, how do you rate the importance of the ground transportation center being covered space?”. Later surveys requested input into airport alternatives being developed, such as a single terminal, parking garage, and asked respondents to rank the most important features of airport design (terminal, parking garage, etc.).

The surveys collected zip code information in order to ensure that responses were gathered for the entire region. When it became clear early in Survey #3 that participation in some zip codes was under-represented, several organizations in these areas were notified of the ongoing survey and were asked to “spread the word” about the opportunity for input. These included North County Inc., Greater North County Chamber of Commerce, and St. Louis Community College’s Florissant Valley Campus.

The survey results were compiled with quantitative results summarized and open-ended questions reported as written. 167 respondents (Survey #3) provided their email addresses to receive survey results and information.

There was a combined total of 2,958 survey responses received (511 Survey #1, 820 Survey #2, and 1,627 Survey #3). Survey results are provided in **Appendix 10B**.

10.3.7 INDUSTRY

The Aviation and Airport industries were also represented, taking part in the *Comparative Safety Assessment* for the STL airfield layout, as part of the STL ALPU/MP. Representatives from the pilot community (airlines, general aviation, corporate), the FAA (Central Region, STLA ATCT, Runway Safety), the City of St. Louis, and the consulting community (WSP USA, CMT and Faith Group) took part in seven meetings to assess potential hazards and select a preferred airfield layout.