



MEETING NOTES FOR APRIL 12th, 2018

Attending: Luis Anchondo, MAC; John Anderson, Foundation; Priscilla Apodaca, American; Elizabeth Beck, Foundation; Tami Bendele, Southwest; Mark Bents, MAC; Phil Burke, MAC; David Maurice, Delta; Karen Carlin, Delta; Brittany DeRienzo, XpresSpa; Terry Ferguson, Foundation; Brianna Fernandez, MAC; Kerry Forbes, Caribou; Roy Fuhrman, MAC; Shannon Gale, MAC; Steve Gentry, MAC; Robert Grace, Be Graceful; Amanda Greene Guentzel, MAC; Matt Grimm, MAC; Anne Grossardt; Liz Grzechowiak, MAC; Steve Holes, MAC; Butch Howard, HMS Host; Alan Howell, MAC; Todd Hudson, Delaware North; Audrey Johnson, St Croix; Eric Johnson, MAC; Katlyn Kaiser, MAC; Nicole Kiefer, MAC; Dave Koecheler, Aero Serv; Wendy Lauber, MAC; Heidi Leide, MAC; Allison Lensink, Delta; Heidi Leonard, MAC; Cat Lounsbury, MAC; Patty Lupkowski, Foundation; Cathy Maes, Loaves and Fishes; Steve Mahon, Sun Country; David Mathias, ScootAround; Lori McEachern, Marsden; Kelly McKenzie, APD; Jeff Nawrocki, MAC; John Nelson, Hudson; Brian Nevanen, DHS; Brian Peters, MAC; Jeff Prauer, Foundation; Karen Racek, MAC; Isabella Rhawie, MAC; Chris Robertson, OTG; Brian Ryks, MAC; Atif Saeed, MAC; Beth Sandeberg, MAC; Lindsay Scherer, MAC; John Shabelski, Caribou; Christene Sirois Kron, MAC; Scott Skramstad, MAC; Mark Takamiya, MAC; Alissa Temple, Schmitt & Sons; Nicole Tillander, MAC; Eduardo Valencia, MAC; Rick Valentino, MAC; Cliff Van Leuven, TSA; Kate Webb, MAC; Jana Webster, Foundation; John Welbes, MAC; David Wuerrfel, Aero SErv; Brenda Yearly, G2; Elliot Yeater, Caribou; Jane Zaspel, Foundation; Rebecca Zenk, American

1. Welcome and Introductions – Roy Fuhrmann
2. Public Service Announcements- Katlyn Kaiser



- *Earth Week banners hung throughout the terminals
- *Focus on telling the MSP sustainability story: PIDs, social media, e-newsletter & posted fact cards will highlight the sustainability efforts at MSP (everything from organics recycling and food recovery to Optimized Profile Descent and solar arrays)
- *Seed-paper bookmark giveaway on Thursday, April 19
- *Concessionaires can join the MAC in volunteering for the Highway 5 Cleanup on 12 May. Anyone interested should contact MAC Sustainability at sustainability@mspmac.org



3. Committee Updates:

Benchmarking Committee: The committee has selected the airports they will visit this summer, focusing on Landside Operations. They based the airport visits on ASQ scores (who has excelled in their Landside), Size variations, New parking structures, use of technology, and high use of TNC programs. Look for more information on the trips soon!

Forum Committee: The CSAC Forum Committee will meet directly after CSAC to plan our next Forum, stay tuned for an announcement on the next event in the coming months. All are welcome to join the committee as well.

MSP Nice Celebration Committee: The 5th Annual Celebration... coming Winter 2019!

MSP Jobs: The next Jobs meeting is Tuesday, May 8th at 815AM. A subcommittee has been launched to lead the charge of the ESL program for MSP employees.

Travelers Advisory & Travelers with Disability Advisory Committee: The next Travelers Advisory Committee meeting is being held at St. Paul Airport at Holman's Table, on Monday, May 14th. Travelers with Disability Advisory committee is meeting on Monday, June 25th.

MSP Nice Committee:



Building on Success Committee: The second Employee break room will be located on the end of the G Concourse with a scheduled opening of early 2019. More details to come! If you have suggestions on what to add to the new breakroom, please email nicole.kiefer@mspmac.org



Airport Customer Service Hero: The committee is meeting this month to select the 2018 winner. Awards and checks will be presented at the May 21st Full MAC Commission meeting.

4. Concessions Construction Update- Liz Grzechowiak

The next round of concession construction is approaching.

Now Closed: Caribou on the F Concourse, Itasca Grill on the A Concourse, and Hometown Sports on the B Concourse.

Upcoming Closings: French Meadow, F Concourse, closing on 4/26, is converting to a Restroom; F Concourse Food Court (La Tapenade and Burger King) is closing mid May, to be People's Organic, Panda Express, Chick Fil A and Wendy's, opening Fall 2018.

5. Terminal Construction Updates- Alan Howell

Alan shared updates from the arrivals and departures phasing project and showed images of what current and future construction barriers will look like and what it would impact. He also did a brief overview of the new G Concourse exit and new Terrazzo.

6. Loaves and Fishes- Butch Howard, Cathy Maes, Kate Webb

<http://www.loavesandfishesmn.org/index.html>

Loaves & Fishes is a nonprofit organization serving free, nutritious meals to those in need in seven Minnesota counties. They are the largest "open to the public" meal program in the state. We are guided by our vision that all people, regardless of socioeconomic, cultural or ethnic background, deserve to meet their basic needs for food, dignity and respect.

Since 2013 Loaves and Fishes has seen a 103% increase, and has gone from 10 sites to 26 sites. They provided almost 700,000 meals this year, with a goal of 1,000,000!

Airport Rescue: Butch Howard from HMS Host, discussed how MSP became involved with this organization. His staff began to notice how they were throwing about good food at the end of the night when it could be put to use for those in need. Several attempts were made to donate, but never were successful- UNTIL Loaves and Fishes. What started small in October 2017 in a small van, has now become much larger, with trips to MSP 5 times a week!

- **Since October 2017, 78 trips to MSP have taken place, 21,000 pounds of food, and 10,551 meals have been served because of partnership with MSP tenants!**

MSP Partners include: HMS Host, Caribou Coffee, Delaware North, OTG, SSP America & MAC...

And **YOU!** If you want your organization to donate unused food at the end of the night, please reach out to Kate.Webb@mspmac.org to help provide for those in need. Please note, this is healthy food options only, no candy, sweets, pop, etc.

The slide is titled "MSP Nice Cards" and features a blue background. On the left, there are three bullet points: 1) When a manager or supervisor witnesses an employee doing exceptional customer service. 2) Employees get IMMEDIATE feedback on a job well done. 3) ANY manager or supervisor may award this card to ANY MSP employee! At the bottom, it says "Another way to promote mspnice". On the right, there are two sample cards. The first is a "Thank you" card from a "Free Small Soda at" location, featuring logos for Burger King, McDonald's, and Dunkin' Donuts. The second is a "Standards" card with five numbered points: 1. Assume safety & security—our 1st priority, the meaning: "No shortcuts." 2. Employ the "circle of responsibility" Be proactive & approach the customer. 3. Promote teamwork. Use everyone's strengths with all brand partners, including contractors & airport partners. 4. Embrace "going your way" instead of "our way" for the customer. 5. Be "MSP nice" Smile & greet each customer.

7. MSP Nice Cards- The MSP Nice cards list the MSP Brand Standards that we use in our customer service training. Please use these cards to recognize MSP employees who are demonstrating good customer service. If you need a supply, please contact katlyn.kaiser@mspmac.org or call 612-726-5574.

Our next meeting will be held on Thursday, May 10th at 10:00 am, at T-1 Lindbergh, Airport Conference Center, Commission Chambers. All are welcome to attend!