



MEETING NOTES FOR May 10th, 2018

Attending: Elizabeth Beck, Foundation; Chuck Bower, Midfield; Phil Burke, MAC; Jamie Chatelle, MAC; Barbara Cook, Delta; Brittany DeRienzo, XpresSpa; Terry Ferguson, Foundation; Kerry Forbes, Caribou; Roy Fuhrman, MAC; Steve Gentry, MAC; Amanda Greene Guentzel, MAC; Matt Grimm, MAC; Anne Grossardt; Liz Grzechowiak, MAC; Nader Hachem, Midfield; Butch Howard, HMS Host; Alan Howell, MAC; Ben Humphrey, Delta; Warren Jenquin, CHSI; Julie Jergens, Airport Foundation; Audrey Johnson, St Croix; Eric Johnson, MAC; Katlyn Kaiser, MAC; Dave Koecheler, Aero Serv; Meredith Lang, Delta; Wendy Lauber, MAC; Binh Le, Aero Serv; Heidi Leide, MAC; Roy Loran, Delta; Chad Leqve, MAC; Cheng Lor, Aero Serv; Patty Lupkowski, Foundation; Justin Malone, MAC; David Mathias, ScootAround; Pia McDonough, Delaware North; Lori McEachern, Marsden; David McMahon, TSA; Linda Montgomery, MAC; Jeff Nawrocki, MAC; HaeEun Park, MAC; Manny Perez, Subway; Naomi Pesky, MAC Brian Petersen, TSA; Naquandra Petersen, MAC; Jeff Prauer, Foundation; Karen Racek, MAC; Isabella Rhawie, MAC; Pady Regnier, St Croix; Bridget Rief, MAC; Brian Ryks, MAC; Atif Saeed, MAC; Beth Sandeberg, MAC; Lindsay Scherer, MAC; John Shabelski, Caribou; Mark Severson, CBP; Scott Skramstad, MAC; Mark Takamiya, MAC; Alissa Temple, Schmitt & Sons; Juliette Tetrault, XpresSpa; Eduardo Valencia, MAC; Rick Valentino, MAC; Kate Webb, MAC; Eric Waldon, Areas; David Wuerffel, Aero Serv; Becky Zwart, Estes

1. Welcome and Introductions – Atif Saeed
2. Public Service Announcements- Katlyn Kaiser



3. Committee Updates:

Forum Committee: The next CSAC Forum will be held on Thursday, July 26th at 1:30pm- save the date! More specifics of the event will be shared at the June CSAC meeting.

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 with a focus on brainstorming solutions for "Walking Distance", which MSP commonly marks low in. Travelers with Disability Advisory committee is meeting on Monday, June 25th.

MSP Jobs: The next Jobs meeting is Tuesday, June 12th at 815AM. The top four takeaways from Jobs this month are:

- ✓ **MSP Job Fair Tuesday, July 17-** more details to come, all are welcome to participate
 - ✓ **ESL sub-committee formed**
 - ✓ **Employee transition planning**
 - ✓ **Long term wage impact strategy initiation**

MSP Nice Celebration Committee: The 5th Annual Celebration... coming January 2019! The kick-off to the committee meeting will start in June. All are encouraged and welcome to join the committee to make our 5th Celebration even bigger and better!

Airport Customer Service Hero: The Customer Service Hero award winners have been selected. 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 in full swing!

New Concession Openings: The first concept of phase two opened last week- Caribou in Concourse F!

Opening Soon:

- City Point Bar, B Concourse, Summer 2018
- Blue Door Pub, AB Rotunda, Late Summer 2018

Now Closed: French Meadow on Concourse F

Upcoming Closings:

- *F Concourse Food Court* (Ike's, La Tapenade and Burger King) is closing May 15th, to be People's Organic, Panda Express, Chick Fil A and Wendy's, opening Fall 2018.
- *Main Mall Food Court* (Head Phone Hub, XpresSpa, Caribou Coffee, Charley's, Famiglia, Wok & Roll, Burger King, Axel's, Subway, Arby's, Ben & Jerry's) is closing June 6th-June 9th. This is a major impact on surrounding food and beverage options outlets. This will be closed for 18 months so prepare to have added staff and added inventory for the influx of customers.

5. Terminal Construction Updates- Heather Leide

Heather shared updates of various MSP Construction projects:

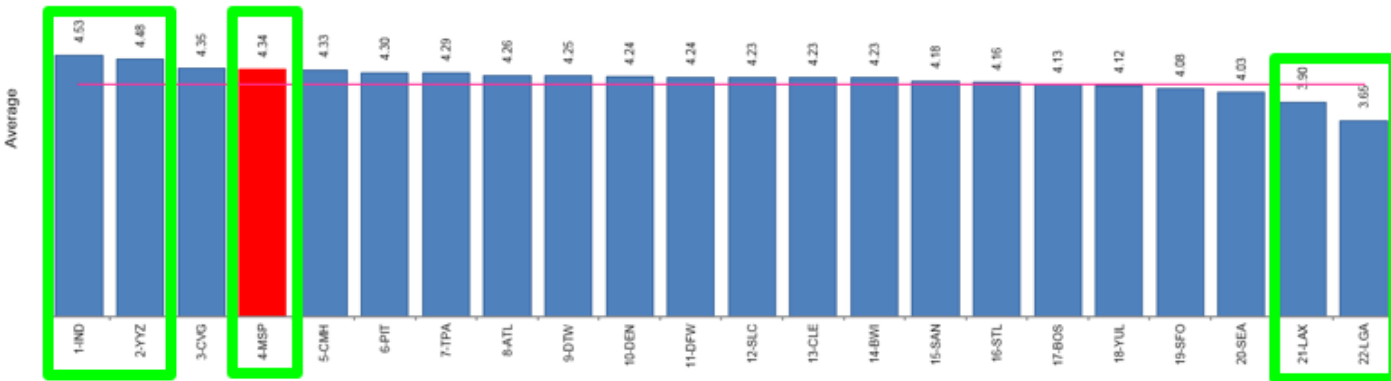
- Silver Ramp construction is ongoing- over 100,000 work hours have already been put into the ramp
- South Vertical circulation- The south is currently undergoing construction, and once that is completed, will move onto central elevators and escalators.
- G Concourse/South Exit- the walls are up and construction has started- the completion date is estimated for October 2020
- Main Mall Demolition- in addition to main mall food court closings above, the full demo of the space to build an additional half story will take place, with an opening of Fall 2019.
- F Concourse Restroom- the new restrooms in the F Concourse near gate F3 will open end of 2018.

As always, find more details on <https://reimaginemsp.com/>

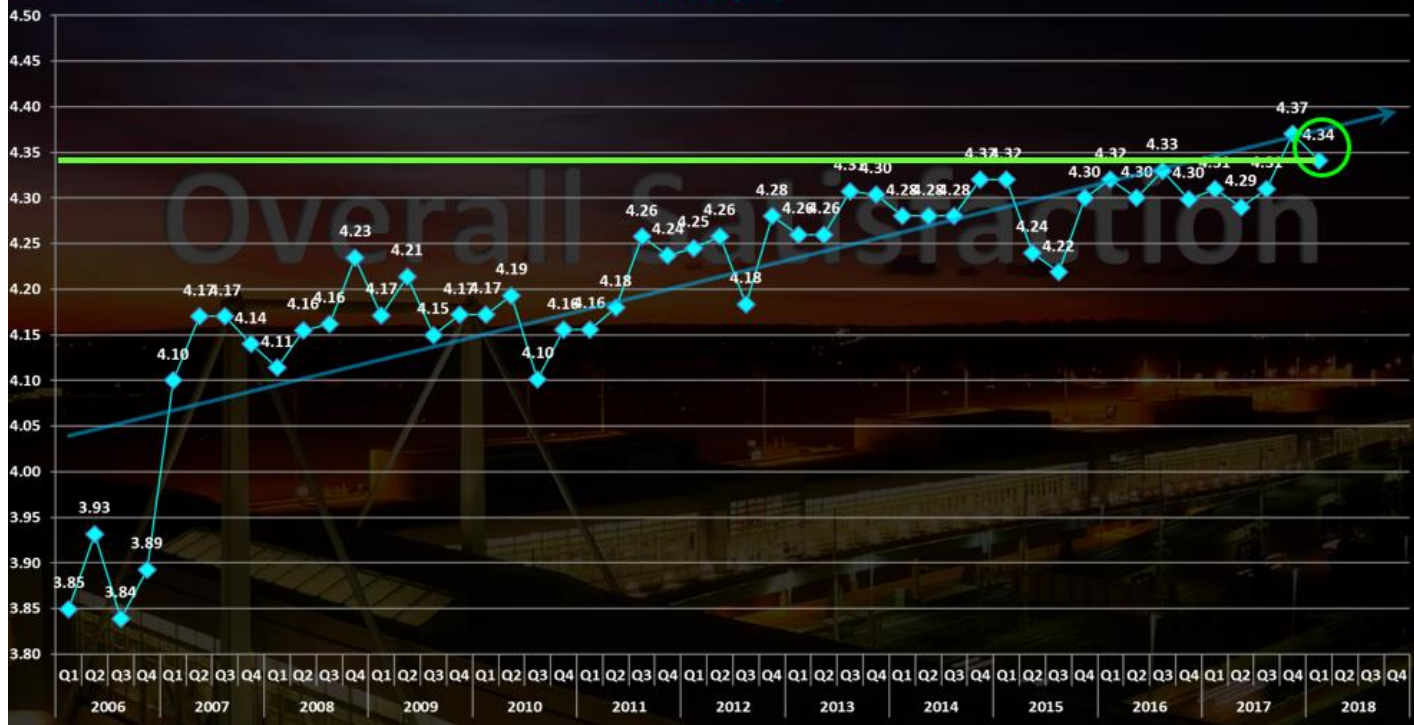
6. Q1 2018 ASQ Scores- Steve Gentry

Overall Satisfaction - All Passengers – 2018

We had our strongest Q1 scores to date, with a 4.34 and overall ranking of 4th

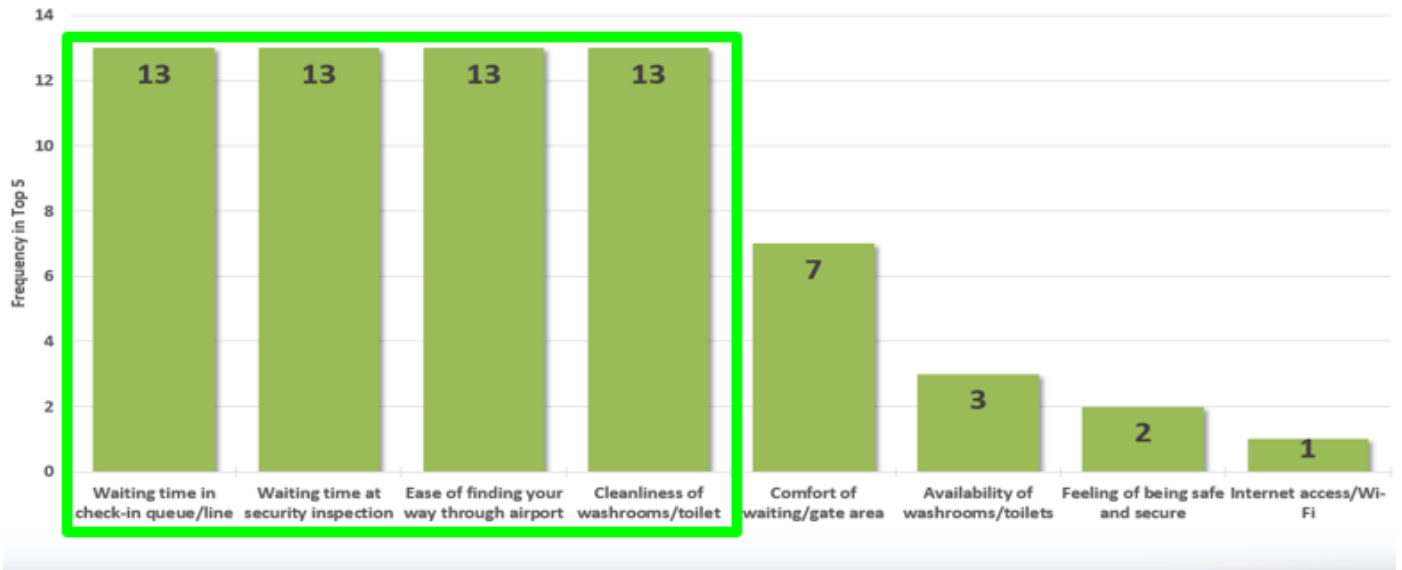


ASQ - Overall Satisfaction with MSP with Trendline



Although scores went down from Q4 2017, Q1 2018 is still our second highest score to date!

ASQ Statement Frequency - Top 5 Most Important for Customers
 Minneapolis - St. Paul International Airport
 Q1 2015 thru Current



MSP Nice Cards

- ✓ When a manager or supervisor witnesses an employee doing exceptional customer service.
- ✓ Employees get **IMMEDIATE** feedback on a job well done.
- ✓ **ANY** manager or supervisor may award this card to **ANY** MSP employee!




Another way to promote **mspnice**

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@mspmack.org or call 612-726-5574.

*If you are interested in having your organization participate as a “giveaway” for the MSP Nice Cards, please let Katlyn Kaiser know!

Our next meeting will be held on Thursday, June 14th, at 10:00 am, at T-1 Lindbergh, Airport Conference Center, Commission Chambers. All are welcome to attend!