

C S A C

CUSTOMER SERVICE ACTION COUNCIL

Thursday, April 11th, 2019

1. Welcome and Introductions – Brian Ryks, CEO MAC

- a. ASQ “Best Airport” further recognition
 - i. CEO of MAC, Brian Ryks once again thanked all staff for their contributions to help award MSP as ASQ’s “Best Airport in North America”. Just yesterday he met with MN’s Governor and Lieutenant Governor and they shared the sentiment of thanks and acknowledged how wonderful MSP Airport is.
 - ii. Brian also thanked all MSP employees and volunteers for their Final Four efforts- all can take credit for a job well done.



2. By the Numbers- Phil Burke and Dana Nelson

- a. Phil and Dana were the MAC Co-Chairs for leading the Final Four at MSP efforts. They shared statistics from the week
 - i. Team Charters:



- ii. Fan Charters



- iii. Private jets

Private Jets Parked on Semifinal Saturday	
MSP	80
FCM	90
STP	78
ANE	25
MIC	9
Total	<u>282</u>

Thank you to our reliever airports and staff for their extra hours to assist with private aircraft!

iv. Volunteers



Total Volunteer Hours: 2,777

We exceeded 100 Mac volunteers helping out and a total of over 2700 volunteer hours!



3. Celebrate Success- Roy Fuhrmann

- a. Roy echoed Brian's sentiments in thanks for all to make this such a success at MSP. We have once again demonstrated with MSP and the Twin Cities are ready for more big events!



Thanks for the memories, Minneapolis!



U.S. Bank Stadium, MSP Airport, Meet Minneapolis and City of Minneapolis

The next CSAC meeting will be held on Thursday, May 9th, 2019 at 10:00 am, at T-1 Lindbergh, Airport Conference Center, Commission Chambers. All are welcome to attend