



May 9th, 2019 • 10am - 11am • T1-Lindbergh, Commission Chambers, Airport Conference Center

CSAC AGENDA

Welcome & Introductions	Roy Fuhrmann	3 minutes
Public Service Announcements	Katlyn Schenck	5 minutes
Committee Updates	Roy Fuhrmann	5 minutes
Concessions Transitions Updates	Liz Grzechowiak	5 minutes
Terminal Construction Updates	Airport Development	5 minutes
Highway 5 Reconstruction Update	Bridget Rief	5 minutes
Customer Experience Updates	Phil Burke	5 minutes
Q1 ASQ Results	Steve Gentry	20 minutes
Celebrate Success	Roy Fuhrmann	5 minutes
MSP Nice Cards	Katlyn Schenck	2 minutes

2019 GOALS

- Celebrate Successes!
- MSP Nice programs education
- Broaden CSAC participation
- Provide concessions and construction transition updates for 2018
 - CSAC 20th anniversary recognition event
 - Second MSP Nice employee lounge opening

MAC VISION:
Providing your best airport experience.

CSAC MISSION:
To improve our customers experience at MSP.

INTERNAL BRAND PROMISE:
MSP Nice, one experience at a time.

