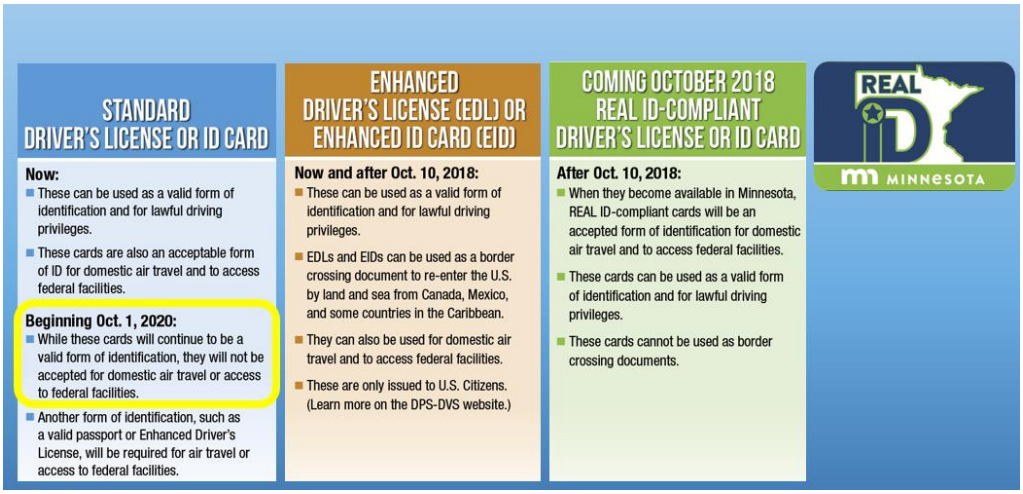
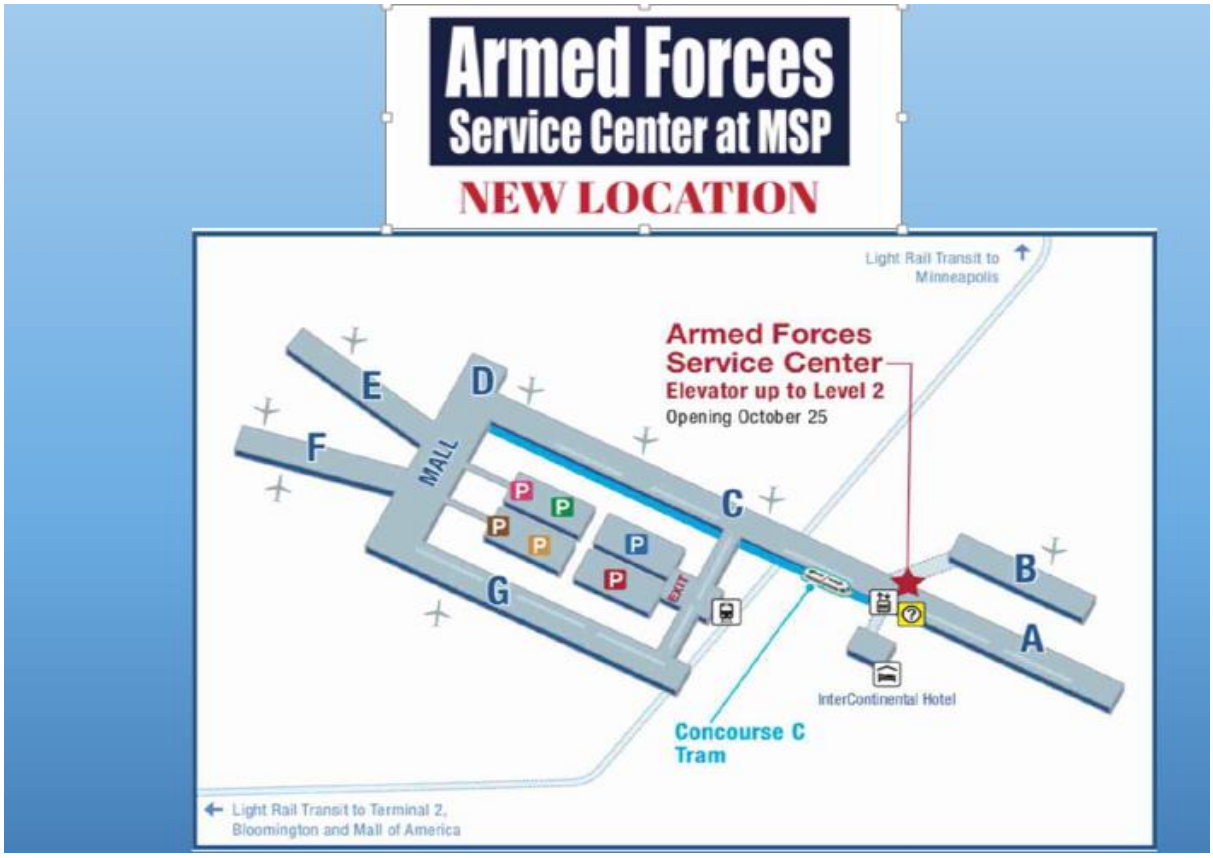
Thursday, November 14th, 2019

1. Public Service Announcements



October 2020 is approaching! Reminder that standard Driver's License or ID Cards will not be valid for domestic air travel

Stay tuned for Winter Wander Land at MSP in December! Santa will be at MSP 11 times in the next few weeks, and looking for a few MSP volunteers to be his elves.



The 24 hour facility will expand to over 4900 square feet at the end of Concourse C, across the rotunda area, at the entrance to Concourse A.

2. Committee Updates-

- **CSAC Forum- Dana Nelson**
  SAVE THE DATE: Tuesday, November 19th @11:30AM for the next CSAC Forum- Test your knowledge on MSP and Aviation trivia. Snacks will be provided!

- **Travel Advisory Committee- Phil Burke**
  The TAC met on Tuesday, November 12th at MAC General Offices. Discussions include Q3 ASQ results, At Your Gate, Customer complaint response feedback on multiple responses, and a family lane at security checkpoints.

- **Travelers with Disability's Advisory Committee- Phil Burke**
  The next meeting will be Monday, December 9th.

- **Benchmarking- Phil Burke**
  The One Journey Experience is next year's benchmarking mission. The next steps is the alignment of the one journey, identifying the team and the city locations. More to come in the following months.

- **Building on Success- Nicole Kiefer**
  Two employee lounges are up and running in Terminal 1- (C-1715 and G-2762). Look for more information in early 2020 on construction starting on a site for the employees of Terminal 2.

- **MSP Jobs- Liz Grzechowiak**
  Be on the lookout for more information on a Job Fair in February 2020 hosted at Terminal 2.
  Information was also shared about Transit Link ride share and the expansion of that program which is finding more opportunities to provide transportation to employees in early morning/late night shifts. If you are interested in attending a JOBS meeting, they meet the 2nd Tuesday of the month at 8:15am, before the Tenant meeting.

- **MSP Nice- Katlyn Schenck**

2019 Deadline

Please submit all award nominations by 12/31/19 to qualify for this year's upcoming Celebration

mspnice award

Remember to recognize your employees who receive customer compliments!

The MSP Nice Award consists of:

- **Framed certificate of recognition**
- **Service Professional Pin**
- **$25 Target gift card**

If you want a MSP Nice Award for your employee send the customer compliment to: Katlyn.Schenck@mspmac.org

- **MSP Nice Celebration- Kerry Forbes**

mspnice celebration

Celebrating employees and volunteers who provide award winning MSP experiences.

SUPER STAR SPONSOR LEVEL: $2500

- Company name and logo recognition on photo booth pictures
- Company name and logo on Airport Foundation MSP website for Dec. 2019/ Jan. 2020 (by level)
- Company name and logo on official invitation and all other collateral (by level)
- Tax deductible donation acknowledgement
- Company name and logo on table markers and all signage (including on stage)
- Company sponsorship announced during the event from the stage
- Premium reserved seating

SHINING STAR SPONSOR LEVEL: $1500

- Company name and logo on Airport Foundation MSP website for Dec. 2019/ Jan. 2020 (by level)
- Company name and logo on official invitation (by level)
- Tax deductible donation acknowledgement
- Company name and logo on table markers and all signage (including on stage)
- Company sponsorship announced during the event from the stage
- Reserved table seating

STAR SPONSOR LEVEL: $1000

- Five (5) general seating entry tickets
- Company name and logo on official invitation (by level)
- Company name and logo on table markers

The MSP Nice Celebration is hosted by the Airport Foundation MSP, a 501 (c)(3) charitable organization.

For planning purposes, please choose your sponsorship level today. Thank you!
Link: https://conta.cc/2khThpq

mspnice celebration

SAVE THE DATE!!!

Wednesday, January 22, 2020

2:00 – 4:00 PM

Hyatt Regency by Mall of America

Celebrating employees and volunteers who provide award winning MSP experiences

***MSP NICE CELEBRATION SPONSORSHIP:* Please consider a monetary donation to help honor our award-winning employees!**

https://events.r20.constantcontact.com/register/eventReg?oeidk=a07eglflmwrf9ed8c5e&oseq=&c=&ch=

Butch Howard was also presented with a plaque, commemorating him for helping create the MSP Nice Celebration, and his dedication as the committee Co-Chair. We will miss him but wish him a happy retirement!

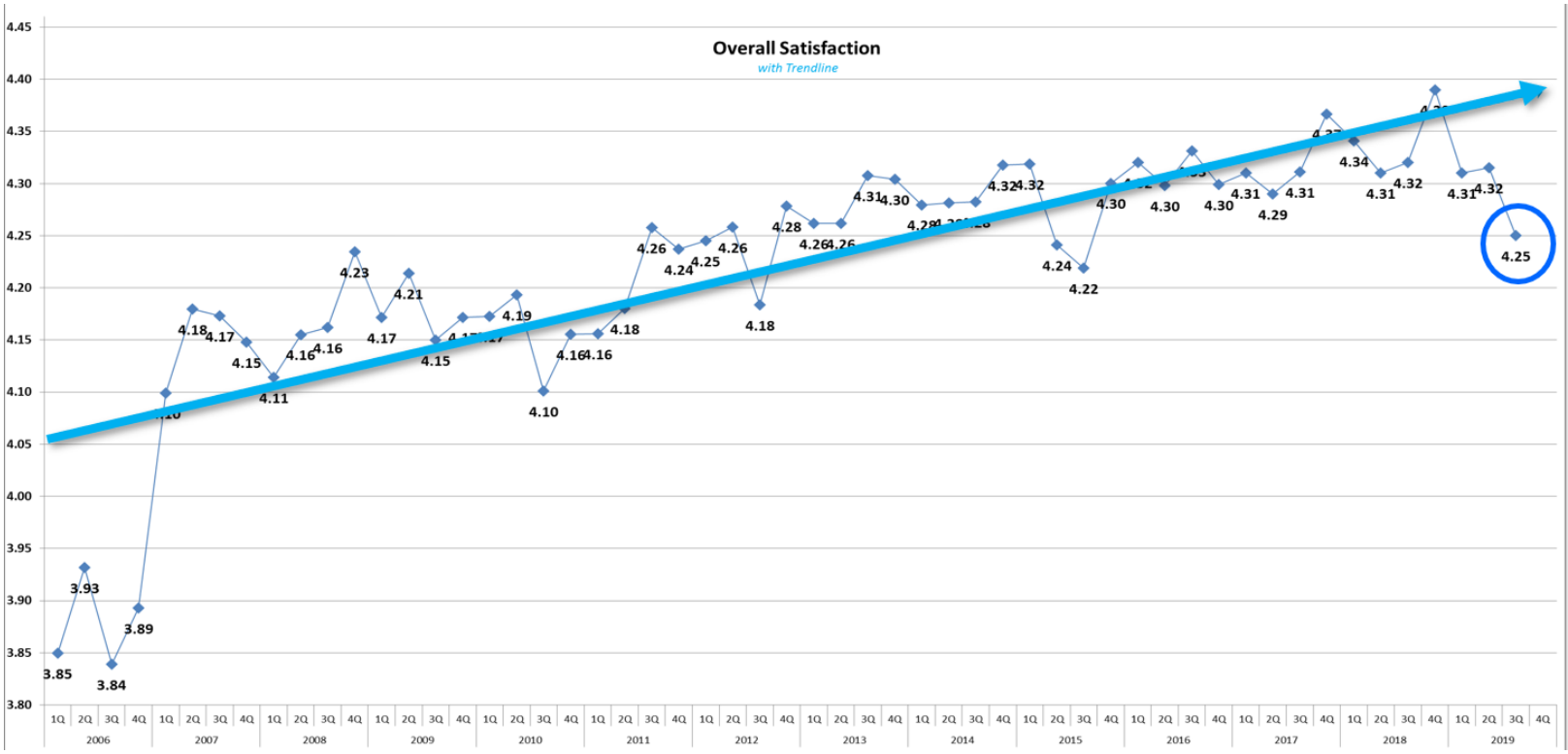
- **Customer Service Hero- Cliff Van Leuven**

3. Concessions Updates- Tommy Drake

Opening Soon:

- The Cocktail Room at 18th and Central – A Concourse (December)
- Zona Cocina – F Concourse (November)
- Bottle Rocket- C Concourse (November)
- A Concourse Food Court (Panda Express, Greek Kitchen, Bruegger's Bagels)- (December)
- Caribou Coffee- Main Mall North (November)
- Buffalo Wild Wings- Concourse C- (December)
- People's Organic- Main Mall North (December)

4. Q3 ASQ Results- Steve Gentry



MSP's Q3 ASQ score was 4.25, which shows a significant drop (the lowest score since Q3 2015).

One significant reason could be that 66% passengers surveyed were leisure travelers- typically flying with families or unexperienced travelers. The checkpoint construction issues likely caused stress and impacted their scores. One bad quarter does not make a trend!

The next CSAC meeting will be held on Thursday, December 12th (our 20th Anniversary Celebration Brunch and Meeting), 2019 at 10:00 am, at T-1 Lindbergh, Airport Conference Center, Commission Chambers. All are welcome to attend!