

CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, August 10th, 2023

10:00 AM – 11:00 AM

Terminal 1: Commission Chambers

Number of attendees: 47

- | | |
|---------------------------------|----------------|
| 1. Welcome & Introductions | Bridget Rief |
| 2. Public Service Announcements | Katlyn Schenck |
| 3. Committee Updates | Bridget Rief |
| 4. Customer Experience Updates | Phil Burke |
| 5. Construction Updates | Puneet Vedi |
| 6. Q2 ASQ Results | Steve Gentry |

- | | |
|--|----------------|
| 1. Welcome and Introductions | Bridget Rief |
| 2. Public Service Announcements | Katlyn Schenck |



MSP Airport Managers and Supervisors

Recognize your employees or volunteers as MSP All-Stars today!

At MSP Airport, caring for our customers has always been a team effort. Now managers and supervisors have an opportunity to publicly recognize their top performing players by identifying them as an MSP All-Star.

As recognition for making the MSP experience great for both passengers and colleagues, this program will have your All-Star's image, name, title and company name featured on the digital screens that accompany the flight information monitors in the terminals.

The process is simple:

- 1 Identify the MSP employees or volunteers you believe should be recognized based on the criteria listed to the right, and have them fill out a [photo release form](#)
- 2 Obtain their approval to display their image and recognize them publicly in the airport terminals
- 3 Obtain headshot images of the individuals for use on the digital screens
- 4 Fill out and submit the [MSP All-Stars form online](#)

When considering who to recognize, keep the following criteria in mind.

Does this person consistently exhibit one or more of the following behaviors...

- ★ Takes steps to assure the safety and security of travelers and fellow airport workers
- ★ Proactively seeks opportunities to assist customers outside their normal duties
- ★ Promotes teamwork across the airport community
- ★ Provides excellent service to MSP's travelers





Meron Taddese
Human Resources Manager
Airport Retail Group



We'll take it from there!

A blue rectangular graphic with white text and cartoon illustrations. At the top, it says "Public Service Announcements" in a bold, sans-serif font. Below this, the text "2023 CAMP PROGRAM" is written in a large, bold, sans-serif font, followed by "JUNE - AUGUST" in a slightly smaller, bold, sans-serif font. The text "1,000's of unaccompanied minors traveling through MSP" is written in a large, bold, sans-serif font, followed by "Help campers find their rally point on the Upper Mezzanine" in a slightly smaller, bold, sans-serif font. Below this, a note in a smaller, italicized font says "Note: Camp Thunderbird rally point will be located at Ground Transportation in the Silver Ramp." At the bottom, there are several logos: "CAMP KNUITSON & SOUTHERN PRIDE RAMPART & JORDAN", "CAMP LINCOLN CAMP LAKE THUNDER", "CAMP THUNDERBIRD", "CAMP NISHAWAKA", "CAMP K", "CAMP BIRCHTRAIL", and "Mississippi - Saint Paul". There are also four cartoon illustrations of children: a girl in a pink shirt and blue pants, a boy in a blue shirt and blue pants, a girl in a purple shirt and blue pants, and a girl in an orange shirt and blue pants.

Public Service Announcements

2023 CAMP PROGRAM
JUNE - AUGUST

1,000's of unaccompanied minors traveling through MSP
Help campers find their rally point on the Upper Mezzanine

*Note: Camp Thunderbird rally point will be located at Ground Transportation
in the Silver Ramp.*

CAMP KNUITSON & SOUTHERN PRIDE RAMPART & JORDAN

CAMP LINCOLN
CAMP LAKE THUNDER

CAMP THUNDERBIRD

CAMP NISHAWAKA

CAMP K

CAMP BIRCHTRAIL

Mississippi - Saint Paul

CUSTOMER SERVICE ACTION COUNCIL MINUTES

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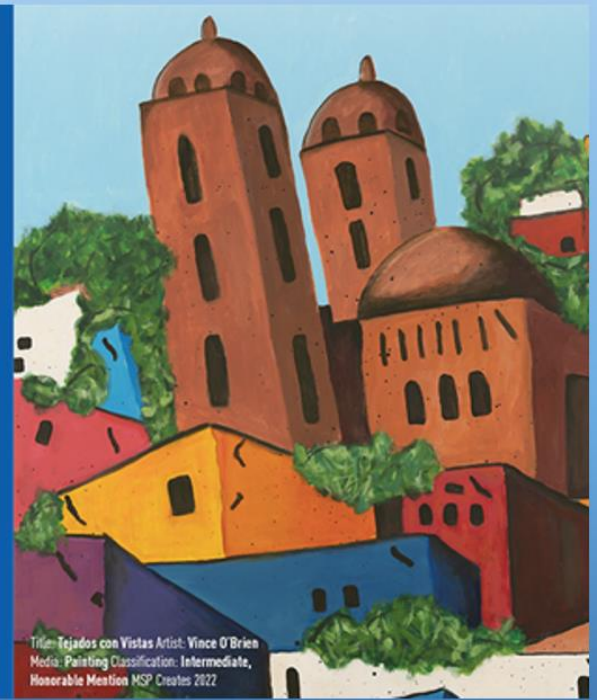
Terminal 1: Commission Chambers

MSP Creates, employee art show is approaching its 13th year! All skill levels are invited to display their art professionally. There are even cash prizes! Anybody in the MSP community, including immediate family is invited to participate. Registration is open until October 27th.

MSP **CREATES** 2023
**Registration
NOW OPEN**



SCAN TO
REGISTER



PLANE PULL

for SPECIAL OLYMPICS MINNESOTA

MSP Airport | Saturday, Sept. 9, 2023

Are you strong enough to pull a plane?

Gather your strongest friends and find out! **The Plane Pull is an annual fundraising event where teams of up to eight people compete to see who can pull a 23-ton plane down the MSP runway the fastest.** To earn a spot on the tarmac, each team raises at least \$1,000. Not only will you be breaking a sweat, you'll also be breaking down barriers for people with intellectual disabilities—100% of funds raised support Special Olympics Minnesota!

On Saturday, September 9, bring your crew to MSP Airport and get ready to pull. Hang out in an airplane hanger and enjoy music, food, and fun activities for the whole family!

Learn more and register today at somn.org/planepull



Special
Olympics
Minnesota



LIVESTRONG
TORCH RUN
FOR SPECIAL OLYMPICS
MINNESOTA

For more information and fundraising information:

<https://fundraise.somn.org/planepull>

<https://www.youtube.com/watch?v=0rGqprQgoq0>

Minneapolis - Saint Paul
INTERNATIONAL AIRPORT
mSP

CUSTOMER SERVICE ACTION COUNCIL MINUTES

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DELTA'S DAY OF HOPE

MSP AIRPORT

Relay for Life

Silent Auction - Food - Games - Information - Ceremonies



SEPTEMBER 15, 2023

10:00 AM - 4:00 PM

Join us as hundreds of airports around the world follow our lead. For more information or to register your team:

RelayForLife.org/deltamp

Delta Event Lead – Que Vu que.vu@delta.com



Relay for Life MSP Airport:

<https://secure.acsevents.org/site/STR?pg=entry&frid=105547>

The Relay For Life movement is dedicated to helping communities attack cancer. Through funds donated, time given, or awareness raised, our communities are teaming up - virtually or in person - to make a difference. When we rally together in the fight against cancer, we can accomplish anything. At Relay For Life no donation is too small, each and every dollar counts. Your donations help fund groundbreaking cancer research, patient care programs, and can make a difference in communities like ours. With every donation, you are helping the American Cancer Society save lives.



RELAY FOR LIFE OF

MSP Airport Community



SEPTEMBER 15, 2023

10:00 AM - 4:00 PM

[MORE DETAILS](#)



DELTA AIR LINES INC

4300 Glumack Dr Ste B28
Saint Paul, MN

[MAP IT](#)



FOLLOW EVENT

AMANDA MESSER
[amandamesser](https://www.facebook.com/amandamesser)

3. Committee Updates

Bridget Rief

Committee

Chair

Update

Forum

Abby Kes

All are invited on the Airfield Tour for our next CSAC Forum. Monday, August 28th, 11am-1pm- lunch provided!

Please use the QR code to register by August 21st.

Pickup and Drop off will be @ the Silver Ramp.

Tip Zoom in to make code larger to register

SUMMER CSAC FORUM

AIRFIELD TOUR

Monday, August 28, 2023

11 a.m. - 1 p.m. • Lunch Provided



RSVP by August 21

Reach out to Abby Kes at abby.kes@mspmac.org with questions.



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Travelers Advisory (TAC)

Phil Burke

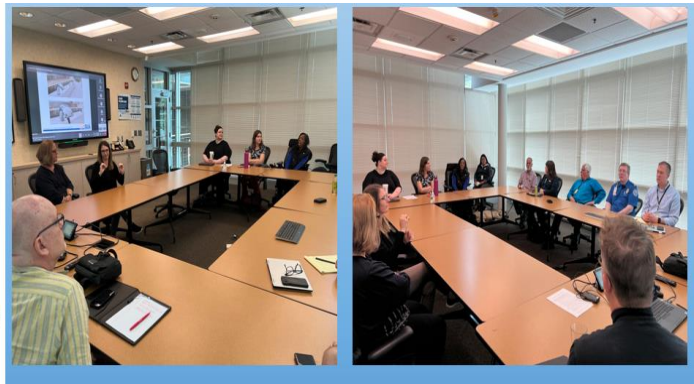
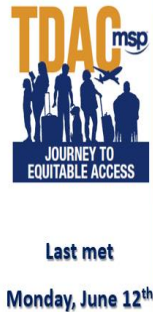
Met on July 31st for the return of in person meetings! Thanks to lkes/PGA for hosting. The group discussed ASQ results, Accessibility, and Air Service updates.



Travelers Advisory with Disabilities (TDAC)

Phil Burke

Will meet again September 11th. Bridget shared her appreciation to Phil and the group for their work as it helped enhance their grant applications, which in turn will help us move forward to be the most accessible airport in the world!



Benchmarking

Phil Burke



Building on Success

Angela Enroth

The T2 employee lounge is now open!



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MSP Jobs

Jay Noseworthy

Save the date for the next job fair- September 13th! Registration is now open, until September 4th.

Registration is also open for the next Workforce English classes, starting on September 13th. The class will meet Wednesday and Thursday from 2pm-4pm.

MSP JOBS

msspjobs

HUNDREDS OF JOBS are waiting for you at MSP Airport!



Registration Open! MSP JOB FAIR

Wednesday, September 13th
Silver Ramp
11am-3pm
Register by September 4th

CSAC
CUSTOMER SERVICE ACTION COUNCIL
Promoting the Airport to Employees

Member since: 2007
mssp

Registration Now Open: Workforce English Classes



Fall sessions starting September 13th
Wednesday and Thursday, 2pm-4pm

- Room LT-3185 (Above Settebello Pizzeria in T1)
- Graduation Ceremony at CSAC Meeting
- Hybrid - Virtual/In-Person; iPads provided
- Managers and HR Reps: Registration now at MSPJobsCommittee@mspmac.org
- Free to all MSP Employees

MSP Nice

Katlyn Schenck

A reminder to continue to send in your unsolicited customer compliment stories before the end of the year!

mssp nice 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



CUSTOMER SERVICE ACTION COUNCIL MINUTES

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Terminal 1: Commission Chambers

Kerry Forbes

Save the date- January 10th, 2024! Interested in joining the committee? We meet after CSAC every month!

Be on the lookout for more info on how to be a Celebration sponsor! We have 3 levels of sponsorship ranging from \$2500-\$1000. Support from our airport community is what keeps this event running!



mspnice celebration

Save the Date:

January 10th, 2024

CSAC COMMITTEES

Forum	Travelers Advisory	Travelers with Disabilities Advisory	Benchmarking	Building On Success	MSP Jobs	MSP Nice	MSP Nice Celebration	Airport Customer Service Hero
Abby Kes	Phil Burke	Phil Burke	Phil Burke	Angela Enroth	Jay Noseworthy	Katlyn Schenck	Kerry Forbes	Marty Robinson



Please consider being a sponsor:

- Super Star \$2500**
- Shining Star \$1500**
- Star \$1000**

Information on how to be a sponsor is coming soon!

Airport Customer Service Hero

Continue to send in your nominations for the 2023 Customer Service Hero. Nominations are accepted year round.



AIRPORT CUSTOMER SERVICE HERO

Nominations are open now for the **2023 Customer Service Hero!**

Simply provide their **name**, **company** and **why** you believe they should win to: HERO@mspmac.org

- Up to three winners are selected every year
- Awards are presented at a Commission meeting
- Personalized crystal trophy
- Check for \$1,000

CUSTOMER SERVICE ACTION COUNCIL MINUTES

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Terminal 1: Commission Chambers

4. Customer Experience Updates- Phil Burke

Phil shared an update on the Extended Stay program @ MSP.

Extended Stay Program

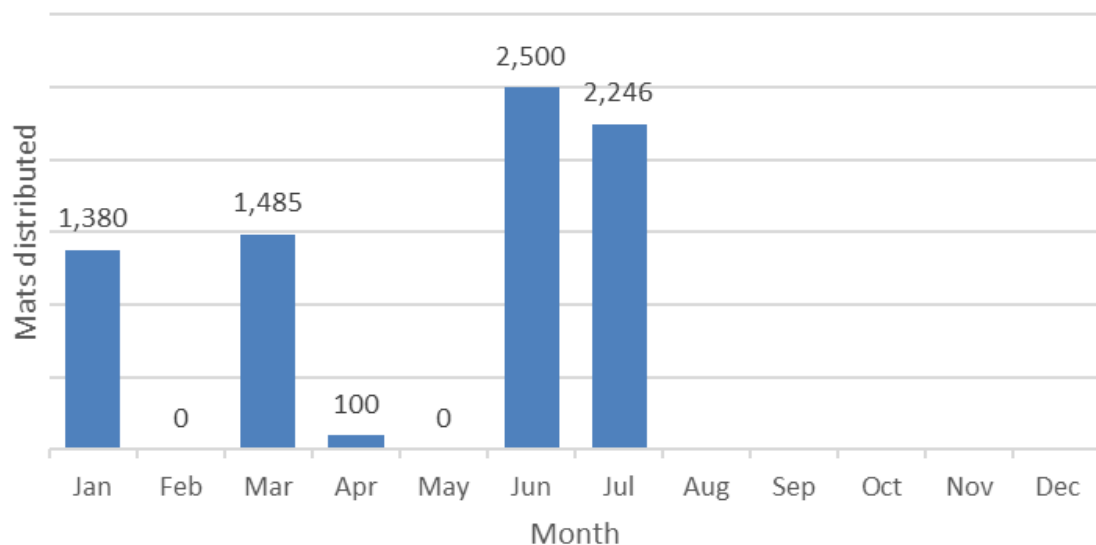


- **SITUATION: AIRLINE OR OTHER PARTY NOTIFIES MAC AIRSIDE OPERATIONS (726-5111) OF STRANDED PASSENGERS**

- **KEY INFORMATION- NUMBER OF STRANDED PASSENGERS WILL DETERMINE LEVEL OF ACTIVATION**

- **LESS THAN 300- MATS DELIVERED BY CLEANING CONTRACTOR TO PRDetermined LOCATIONS (MAIN MALL, C16, T2) **NOTIFY MAC CX SUPERVISOR.****
- **MORE THAN 300 BUT LESS THAN 1,000** THE ABOVE, PLUS IF REQUEST IS MADE BEFORE 8PM, AN EVERBRIDGE NOTIFICATION IS SENT TO ENCOURAGE ADDITIONAL STORE HOURS. CALLS ALSO MADE TO MC'D'S, CAMBDEN, HUDSON.
- **MORE THAN 1,000- THE ABOVE, PLUS NOTIFY MAC FACILITIES ONCALL PERSON**

Mats requested by month



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Extended Stay Guide

Print - provided at all information booth locations

- Digital - mspairport.com website
- Updated as necessary. Last revision was March 2022. Next revision is currently under construction.

Airline Information

When Your Flight is Canceled Due to Weather

Airlines will make every effort to provide certificates for discounted hotel rooms to all customers stranded due to weather-related flight cancellations. However, each customer is responsible for paying for their accommodations, meals and ground transportation. Policies regarding phone calls, refunds, and other possible expenses vary among airlines. Copies of each airline's Contract of Carriage can be found at their individual ticket counters as well as on their websites.

Rebooking When Your Flight is Canceled

Airlines typically offer rebooking services at their gates, ticket counters and, for Delta passengers, at the Need Help Centers. You can also call the airlines' toll-free numbers or use their online services.

If you are a Delta Air Lines passenger, the easiest way to rebook your flight is to stop by one of its Need Help Centers. Here you can scan your current boarding pass to be rebooked on the next available flight or speak with a reservation agent. Need Help Centers are located on Concourses A, B, C, D, F, and G. Also, any agent in the Departures lobby can assist you.

Claiming Your Luggage When Your Flight is Canceled

If your flight is canceled, your airline will automatically transfer all checked luggage to a later flight departing to your destination. If you decide not to travel and are a Delta passenger, please visit one of Delta's baggage service offices (on the Arrivals level) to file a claim. For all other airlines, please visit their bag claim office to request your luggage, or check with an airline agent. When there are a high number of flight cancellations, luggage recovery efforts may be more difficult.

If you need medication from your checked luggage, airlines will make every attempt to retrieve it for you. Go to your airline's baggage claim office on the Arrivals level and explain your need, or check with an agent from the airline for assistance. You will need to provide a description of your bag. (See Dining and Shopping Outside MSP Airport for 24-hour pharmacy information.)

Security/Emergencies

Security Checkpoints

If you exit the airport's secure area and wish to re-enter, you will need to have a boarding pass that has been issued within the last 24 hours. Present this boarding pass and your government-issued photo ID at any security checkpoint. At least one security checkpoint is open 24 hours per day.

Airport Police

Airport Police officers are available 24/7. In addition to the officers who patrol the terminal, police

representatives are also available at the Police Operations Center near Door 1 on the Arrivals level. Or, in non-emergency situations, contact the police by phone at 612-726-5577. For emergencies, dial 911 from any phone, including the blue Airport Assistance courtesy phones. Look for the blue light on the wall.

Severe Weather

When a severe weather warning is issued for an area that includes the airport, both audible and visual announcements will be made to advise travelers of the conditions and to encourage them to take shelter, if necessary. Announcements may be made throughout the airport or in gate areas.

Dining, Shopping and Services

Dining and Shopping at MSP Airport

Most dining and shopping establishments in the secure area are open during evening hours, and some locations may stay open later depending on the situation. Outside the secure area, vending options provide packaged and fresh food offerings.

Passengers can use their mobile device to order food and drink from 15 venues for pickup or delivery in Terminal 1. No app is needed. Order through the dining and shopping link at mspairport.com.



Dining and Shopping Outside MSP Airport

Mail of America (MOA) is 20 minutes away via Light Rail. It offers a variety of dining, shopping and entertainment options. For more information, contact MOA guest services at 952-663-6913. www.mailofamerica.com

Walgreen's at 4547 Hiawatha Avenue in Minneapolis has a 24-hour pharmacy and is accessible via the 46th and Hiawatha Light Rail stop. The pharmacy number is 612-722-4249.

Electronic Device Charging

Electrical outlets are located throughout the terminal and can be used to charge mobile devices and laptops. Specific locations include the Airport Mall food court, and the food courts on Concourses A, C, E and F. Delta Air Lines also provides charging stations at most of its gates.

Airport Assistance Phones

Airport Assistance phones are located throughout the airport. Look for the blue light on the wall. Use these to obtain assistance and information between 8 a.m. and 10 p.m. by dialing 201. For paging assistance between 10 p.m. and 8 a.m., dial 228. If you receive a recording, please be patient. Airport representatives will answer calls in the order they are received.

Ground Transportation

Regional and Local Transportation Options

Several ground transportation companies provide service from MSP Airport to regional destinations. Please visit the Ground Transport Center to make arrangements.

Connections to Greyhound and Jefferson Line bus service are also available. Purchase tickets at the Land to Air counter.

Taxi service, located in this area as well, is provided 24 hours a day.

Uber/Lyft/Other App-Based Ride Services If you plan to use Uber, Lyft, or another app based ride service, your ride will pick you up on Level 2 of the Green Parking Ramp, above the Ground Transport Center.

On-site rental car agencies are located in the Silver parking ramp. Take the tram from Level T to find the car rental counters.

The Light Rail Transit (LRT) station is below the Tram Level in the Red/Blue Ramps. LRT service between Terminal 1 and Terminal 2 is FREE and operates 24 hours a day.

LRT service between MSP Airport and Mall of America or downtown Minneapolis operates between 4 a.m. and 1 a.m. daily. Public buses provide connections to other destinations from most LRT stops.

City bus service is available between the Silver parking ramp transit center and downtown St. Paul from 4:30 a.m. to 12:30 a.m. daily.

Fares: LRT and bus fares vary from \$.50 to \$4.00 depending on fare type and time of day. For more information, contact Metro Transit at 612-373-3333 or www.metrotransit.org.

Hotel Shuttles

Many hotels near the airport provide courtesy vans. Check with the hotel when making your reservation. If the hotel does not provide a courtesy van, you may take a taxi, app-based ride service, or public transportation to your hotel. All courtesy vans, app-based ride service and taxis pick up passengers at the Ground Transport Center. Public transportation via Light Rail is available by taking a tram to the Red/Blue Parking Ramps and then proceeding down two levels.

Accommodations

Hotel Accommodations

Most airlines offer certificates for discounted rates at area hotels. Please ask an airline agent for details. Discounted hotel certificates are also available at any information booth between 7 a.m. and 7 p.m. The Tram Level information booth is open until 2:30 a.m.

Delta Air Lines passengers can find reduced rate hotel certificates at any of its Need Help Centers located on Concourses A, B, C, D, E and G or by requesting one from a Delta agent.

Due to varying demand, the reduced rate certificates offered by Delta, other airlines, or at information booths may not always be available. If no rooms are available at the hotels offering these rates, travelers may make reservations at other hotels from any phone reservation board located on the Arrivals level.

Overnight Accommodations at MSP Airport

The airport has a limited supply of sleeping mats for passenger use. Mats are distributed at an airline's request when local hotels are full or near capacity. The mats are distributed in these areas: Airport Mall, the entrance to Concourse E, and near gates C16 and G9.

Indoor pet and animal service relief areas are available near the entrance to Concourse E and near gate C12.

Armed Forces Service Center (AFSC)

The Armed Forces Service Center (AFSC) at Minneapolis-Saint Paul International Airport is open seven days per week. Access is limited to traveling active-duty military, dependents, Medal of Honor recipients, Purple Heart recipients and military retirees. All guests will be asked to present current government-issued ID for entry. The AFSC is located inside security at the entrance to Concourse A, on level two. Take the elevator next to the entry to Bruegger's Bagels. For hours and more information, call 612-726-0156 or visit mnafo.org.

FREE WIFI AVAILABLE

Select MSP Airport WiFi from the network choices.

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5. Construction Updates- Puneet Vedi

Please see the attached slides highlighting the August CSAC construction updates.

6. ASQ Q2 Results- Steve Gentry

What is the Airport Service Quality? ASQ?

- Airport Council International owns and manages the Airport Service Quality (ASQ) survey program.
- In 2022, ASQ surveys were collected in 291 airports worldwide from 468,876 passengers.
- Over 30 aspects of the passenger's experience are collected from their arrival to the airport, all the way through to their departure gate.
- The only airport survey program which collects customer feedback the same day of travel.

Q2 at MSP was a major success in all categories. Congratulations! Take a look at the MSP Ranking summary on the following page to see how many #1 rankings we took this quarter!



MSP – Airport Performance Categories

	Overall Satisfaction	Overall Satisfaction
	Arrival at the Airport	Ease of getting to the airport Signage to access terminal VFM: Transport
	Check-in	Ease of finding check-in area Waiting time: Check-in Courtesy & helpfulness: Check-in staff
	Security Screening	Ease in security screening Waiting time: Security screening Courtesy & helpfulness: Security staff
	Shopping / Dining	Restaurants/bars/café VFM: Restaurants/bars/café Shops VFM: Shops Courtesy & helpfulness: Shopping and dining staff
	Gate Areas	Comfort of waiting at gate areas Availability of seats at gate areas
	Throughout the Airport	Ease of finding way Availability of flight info. Walking distance inside terminal Ease of making connection Courtesy & helpfulness: Airport staff Wi-Fi service quality Availability of charging stations Entertainment & leisure options Availability of washrooms Cleanliness of washrooms
	Airport Atmosphere	Health safety Cleanliness Ambience

CUSTOMER SERVICE ACTION COUNCIL MINUTES

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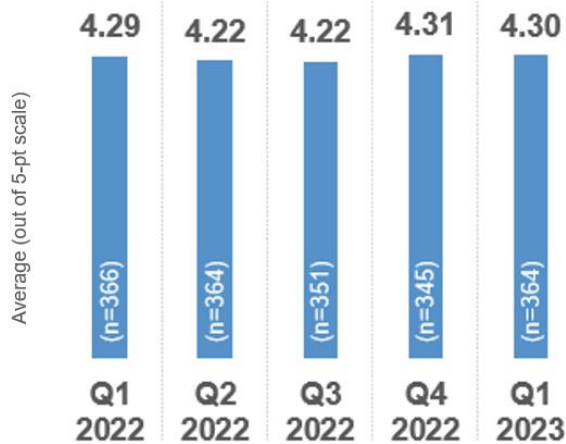
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Terminal 1: Commission Chambers

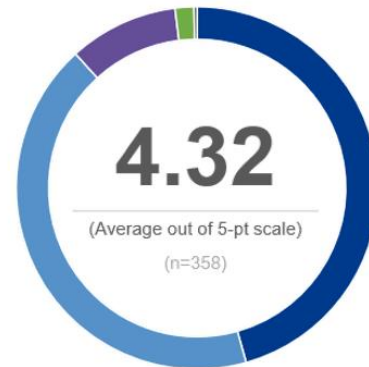


MSP – Trend Over Time

Overall Satisfaction Score & Rank



Overall Satisfaction



Score Distribution










MSP – Ranking Within the Customized Panel

Summary of the Performance vs Customized Panel



Look
for the
RED

								
Overall Satisfaction	Arrival at the Airport	Check-in	Security Screening	Shopping/ Dining	Gate Areas	Throughout the Airport	Airport Atmosphere	
Total 4.32 CUSTOM PANEL: 3.98 RANK 1 / 16	Ease of getting to the airport 4.55 CUSTOM PANEL: 4.05 RANK 1 / 16	Ease of finding check-in area 4.52 CUSTOM PANEL: 4.19 RANK 1 / 16	Ease in security screening 4.39 CUSTOM PANEL: 4.08 RANK 1 / 16	Restaurants/bars/cafes 4.05 CUSTOM PANEL: 3.72 RANK 1 / 16	Comfort of waiting at gate areas 3.92 CUSTOM PANEL: 3.76 RANK 3 / 16	Ease of finding way 4.36 CUSTOM PANEL: 4.01 RANK 1 / 16	Wi-Fi service quality 4.10 CUSTOM PANEL: 3.82 RANK 1 / 16	Health safety 4.29 CUSTOM PANEL: 4.00 RANK 1 / 16
Business 4.32 CUSTOM PANEL: 3.88 RANK 1 / 16	Signage to access terminal 4.49 CUSTOM PANEL: 4.09 RANK 1 / 16	Waiting time: Check-in 4.48 CUSTOM PANEL: 4.13 RANK 1 / 16	Waiting time: Security screening 4.36 CUSTOM PANEL: 3.96 RANK 1 / 16	VFM: Restaurants/bars/cafes 3.22 CUSTOM PANEL: 3.14 RANK 5 / 16	Availability of seats at gate areas 4.01 CUSTOM PANEL: 3.82 RANK 3 / 16	Availability of flight info. 4.37 CUSTOM PANEL: 4.03 RANK 1 / 16	Availability of charging station 3.72 CUSTOM PANEL: 3.66 RANK 7 / 16	Cleanliness 4.30 CUSTOM PANEL: 3.95 RANK 1 / 16
Leisure 4.40 CUSTOM PANEL: 4.02 RANK 1 / 16	VFM: Transport 3.99 CUSTOM PANEL: 3.79 RANK 5 / 16	Courtesy & helpfulness: Check-in staff 4.49 CUSTOM PANEL: 4.27 RANK 1 / 16	Courtesy & helpfulness: Security staff 4.30 CUSTOM PANEL: 4.02 RANK 1 / 16	Shops 3.74 CUSTOM PANEL: 3.53 RANK 2 / 16		Walking distance inside terminal 3.87 CUSTOM PANEL: 3.82 RANK 2 / 16	Entertainment & leisure options 3.68 CUSTOM PANEL: 3.61 RANK 6 / 16	Ambiance 4.16 CUSTOM PANEL: 3.89 RANK 1 / 16
Personal 4.24 CUSTOM PANEL: 3.99 RANK 1 / 16				VFM: Shops 3.25 CUSTOM PANEL: 3.13 RANK 6 / 16		Ease of making connection 3.94 CUSTOM PANEL: 3.78 RANK 5 / 16	Availability of washrooms 4.25 CUSTOM PANEL: 3.99 RANK 2 / 16	
				Courtesy & helpfulness: Shopping and dining staff 4.05 CUSTOM PANEL: 3.82 RANK 1 / 16		Courtesy & helpfulness: Airport staff 4.35 CUSTOM PANEL: 4.06 RANK 1 / 16	Cleanliness of washrooms 4.24 CUSTOM PANEL: 3.84 RANK 2 / 16	

Note: The green and red values indicate that MSP performance is **higher** or **lower** at a statistically significant level (95%) compared to the customized panel. Rank is calculated out of total participating airports forming the customized panel.

CUSTOMER SERVICE ACTION COUNCIL MINUTES

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MSP – Airport Performance

Most Important Service Quality Items & Satisfaction – Q2 2023



Top 5 Most Important Items (n=336)			Satisfaction with these Service Items	
1	Ease of going through security screening	33%	(n=276)	4.39
2	Ease of finding your way	27%	(n=383)	4.36
3	Comfort of waiting at the gate areas	20%	(n=387)	3.92
4	Waiting time at the security screening	19%	(n=275)	4.36
5	Cleanliness	18%	(n=386)	4.30

Our next meeting will be held Thursday, September 14th, in person in Terminal 1 Commission Chambers at 10am.
All are welcome to attend!