

CUSTOMER SERVICE ACTION COUNCIL MINUTES

October 14th, 2021

No meeting this month

1. Public Service Announcements
2. Committee Updates

Katlyn Schenck

Roy Fuhrmann

1. Public Service Announcements

Katlyn Schenck

STANDARD DRIVER'S LICENSE OR ID CARD	ENHANCED DRIVER'S LICENSE (EDL) OR ENHANCED ID CARD (EID)	COMING OCTOBER 2018 REAL ID-COMPLIANT DRIVER'S LICENSE OR ID CARD
Now: <ul style="list-style-type: none"> These can be used as a valid form of identification and for lawful driving privileges. These cards are also an acceptable form of ID for domestic air travel and to access federal facilities. 	Now and after Oct. 10, 2018: <ul style="list-style-type: none"> These can be used as a valid form of identification and for lawful driving privileges. 	After Oct. 10, 2018: <ul style="list-style-type: none"> When they become available in Minnesota, REAL ID-compliant cards will be an accepted form of identification for domestic air travel and to access federal facilities. These cards can be used as a valid form of identification and for lawful driving privileges. These cards cannot be used as border crossing documents.
Postponed to May 3, 2023 <ul style="list-style-type: none"> While these cards will continue to be a valid form of identification, they will not be accepted for domestic air travel or access to federal facilities. Another form of identification, such as a valid passport or Enhanced Driver's License, will be required for air travel or access to federal facilities. 	New Location: The Real ID kiosk has relocated from the main mall at Terminal 1 to Level 3 of the Gold Ramp. <ul style="list-style-type: none"> They can also be used for domestic air travel and to access federal facilities. These are only issued to U.S. Citizens. (Learn more on the DPS-DVS website.) 	



Wandertest Rapid COVID Testing

Designed for travelers, volunteers and employees, Wandertest offers rapid COVID testing. Antigen Testing, NAAT Testing, and PCR Testing are offered.

Results in less than an hour

Hours: Mon. - Fri. from 8:30 a.m. - 5 p.m.; Sat. & Sun. from 1:30 p.m. - 5 p.m.

Location: Pre-security, Terminal 1 on Level 3 of the Gold Ramp

Cost: \$99 - \$199



MN Department of Health Testing

In partnership with the Minnesota Department of Health and Vault Health, a free COVID-9 testing site is open to the public at MSP Airport, providing a convenient location for the state's testing program.

Results in 48 hours

Hours: 7 a.m. - 7 p.m.

Location: Level 2 of the Blue Ramp, Terminal 1

Cost: Free to all Minnesota residents



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MSP COVID-19 VACCINE CLINIC

mi MINNESOTA msp



Offering the **ONE DOSE** JOHNSON & JOHNSON'S Janssen vaccine 7 days a week

Terminal 1: Located post -security in the main mall across from Starbucks

Terminal 2: Located pre -security on the ground level between doors 1 & 2

*1-hour free parking provided for T2 vaccinations



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VETERANS DAY

Thursday, November 11th

Honoring our Veterans

No CSAC meeting in November



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Are you interested in being part of a CSAC focus group?

**We invite you to attend the 2022 CSAC Goals & Topics
brainstorming session**

Thursday November 18th at 10AM via Teams

*The intention of this meeting is to generate ideas to keep CSAC meetings
informative yet fun*

Share your ideas for 2022 Goals and Presentation Topics:

CSAC 2021 GOALS

Celebrate Successes!
Broaden CSAC participation and track results
Provide construction transition updates for 2020
Jumpstart CSAC Committees for Recovery

PREVIOUS PRESENTATION TOPICS

Loaves & Fishes
New Tenant show and tell
Introduction to Airlines customer
service and operations

What would you like to see next??

If you are interested in attending this session Thursday, November 18th @10am, please email Katiyn.Schachfomspmac.org



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And in BREAKING NEWS...

We will be returning to IN PERSON meetings beginning in December. The meeting will be held at 10am in the Terminal 1 Commission Chambers. We will not have a virtual Teams meeting so looking forward to seeing you in person. Masks are required and we will do all we can to space out individuals in the Chambers.




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2. Committee Updates

Roy Fuhrmann



Committee	Chair	Update																		
Forum	Dana Nelson	<div><div>CSAC FORUM</div><div></div><div>No update</div></div>																		
Travelers Advisory (TAC)	Phil Burke	Met on Monday, November 8 th . An update will be shared at the December meeting.																		
Travelers Advisory with Disabilities (TDAC)	Phil Burke	<div><div><div><div><div>TDAC</div><div>mSP</div></div><div></div></div><div><div>Next Meeting:</div><div>Monday, September 13th</div><div>at St. Paul Downtown Airport</div></div></div><div></div><div><div>CSAC COMMITTEES</div><table><tr><td>Forum</td><td>Travelers Advisory</td><td>Travelers with Disabilities Advisory</td><td>Benchmarking</td><td>Building On Success</td><td>MSP Jobs</td><td>MSP Nice</td><td>MSP Nice Celebration</td><td>Airport Customer Service Hero</td></tr><tr><td>Dana Nelson</td><td>Phil Burke</td><td>Phil Burke</td><td>Phil Burke</td><td>Nicole Kiefer</td><td>Jay Noseworthy</td><td>Kathlyn Schenck</td><td>Kerry Forbes</td><td>TBD</td></tr></table></div></div>	Forum	Travelers Advisory	Travelers with Disabilities Advisory	Benchmarking	Building On Success	MSP Jobs	MSP Nice	MSP Nice Celebration	Airport Customer Service Hero	Dana Nelson	Phil Burke	Phil Burke	Phil Burke	Nicole Kiefer	Jay Noseworthy	Kathlyn Schenck	Kerry Forbes	TBD
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Dana Nelson	Phil Burke	Phil Burke	Phil Burke	Nicole Kiefer	Jay Noseworthy	Kathlyn Schenck	Kerry Forbes	TBD												
Benchmarking	Phil Burke	<div><div><div><div></div><div>Phil Burke</div><div>One Journey Experience</div><div>No update</div></div><div><div><div>Forum</div><div>Travelers Advisory</div><div>Travelers with Disabilities Advisory</div><div>Benchmarking</div><div>Building On Success</div><div>MSP Jobs</div><div>MSP Nice</div><div>MSP Nice Celebration</div><div>Airport Customer Service Hero</div></div><div><div>Dana Nelson</div><div>Phil Burke</div><div>Phil Burke</div><div>Phil Burke</div><div>Nicole Kiefer</div><div>Jay Noseworthy</div><div>Kathlyn Schenck</div><div>Kerry Forbes</div><div>TBD</div></div></div></div></div>																		



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		<p>MANAGERS: Please share the save the date with your 2020/21 MSP Nice Award winners!</p>  <p>Invitation Updates</p> <p><i>Has one of your employees or volunteers received an MSP Nice award in 2020/2021?</i></p> <ul style="list-style-type: none"> • PLEASE SHARE THE SAVE THE DATE WITH THEM! Wednesday, January 12th • LET THEM KNOW THAT INVITATIONS WILL BE DISBURSED IN HAND THE FIRST WEEK OF DECEMBER (WE ASK THAT MANAGERS HAND DELIVER TO EACH AWARD WINNER) <p><i>If you have questions on if your employee or volunteer has received an award? Contact Katlyn.Schenck@mspmac.org</i></p> <p><small>mSP nice celebration</small></p>
Airport Customer Service Hero	Roy Fuhrmann	 <p>Customer Service Hero</p> <p>The Customer Service Action Council plans to present the awards at the</p> <p>Monday, November 15, 2021</p> <p>at the Full Commission meeting</p> <p><small>Rick Valentino Metropolitan Airports Commission</small> <small>Ken Borowski Delta Airlines</small> <small>Danny Givens D.G. Express</small></p> <p><i>Recognizing exceptional service for enhancing the customer experience within the airports of the Metropolitan Airports Commission.</i></p>

Construction and Customer Experience Updates will return at the December CSAC meeting.

Our next meeting will be held on Thursday, December 9th, 2021 at 10 a.m.

The meeting will be held IN PERSON, as MSP Terminal 1 Commission Chambers

If you are in need of a concourse pass to attend the meeting, please reach out to

katlyn.schenck@mspmac.org for assistance.