



## CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, March 10<sup>th</sup>, 2022

10:00 AM – 11:00 AM

Terminal 1: Commission Chambers

Number of attendees: 47

- |  |   |
|--|---|
| 1. Welcome & Introductions                   | Roy Fuhrman   |
| 2. Public Service Announcements              | Katlyn Schenck  |
| 3. Committee Updates                         | Roy Fuhrmann  |
| 4. MSP Construction Overview                 | Puneet Vedi   |
| 5. Preparing for the NCAA Women's Final Four | Phil Burke, Tyler Boike, Krin McMillen, Abby Kes, Joe Ewest, Sara Ernst |

---

1. Welcome and Introductions Roy Fuhrmann

2. 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
<p><b>Now:</b></p> <ul style="list-style-type: none"><li>These can be used as a valid form of identification and for lawful driving privileges.</li><li>These cards are also an acceptable form of ID for domestic air travel and to access federal facilities.</li></ul> <p><b>Postponed to May 3, 2023</b></p> <ul style="list-style-type: none"><li>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.</li><li>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.</li></ul>	<p><b>Now and after Oct. 10, 2018:</b></p> <ul style="list-style-type: none"><li>These can be used as a valid form of identification and for lawful driving privileges.</li></ul> <p><b>New Location:</b> The Real ID kiosk has relocated from the main mall at Terminal 1 to Level 3 of the Gold Ramp.</p> <ul style="list-style-type: none"><li>They can also be used for domestic air travel and to access federal facilities.</li><li>These are only issued to U.S. Citizens. (Learn more on the DPS-DVS website.)</li></ul>	<p><b>After Oct. 10, 2018:</b></p> <ul style="list-style-type: none"><li>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.</li><li>These cards can be used as a valid form of identification and for lawful driving privileges.</li><li>These cards cannot be used as border crossing documents.</li></ul>

**wandertest**  
RAPID COVID TESTING

### 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-19 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

## CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, March 10<sup>th</sup>, 2022

10:00 AM – 11:00 AM

Terminal 1: Commission Chambers

**STAY SAFE MN**

**COVID VACCINATION**  
BLUE RAMP  
LEVEL 1

**COVID TESTING**  
BLUE RAMP  
LEVEL 2

**m MINNESOTA**

TRAVEL CONFIDENTLY **mSP**





The COVID Vaccine Clinic has been relocated to T1 Level 1 of the Blue Ramp. The site currently offers Johnson & Johnson and Moderna vaccines and booster shots. The previous sites, located at T1 in the main mall and T2 pre-security, will be deconstructed today and tomorrow.

Location: T1, pre-security Level 1 of the Blue Ramp  
Operator: MDH/Homeland Health Specialists  
Hours: 7:00 AM-3:00 PM, 7 days a week  
Manager: Tracy Howard  
Manager Email: [tracy@homelandhealth.biz](mailto:tracy@homelandhealth.biz)



Spring Break Performances

### SPRING BREAK ARTISTS

<b>Kip Jones</b> Experimental violin March 3 <sup>rd</sup>	<b>Talia Knight</b> DJ Artist March 10 <sup>th</sup>	<b>Mickey Breeze</b> DJ Artist March 17 <sup>th</sup>	<b>Sarah Morris</b> Singer/songwriter March 24 <sup>th</sup>
			

**ARTS @MSP**

### SPRING BREAK PERFORMANCE SCHEDULE

<u>Spring Break</u>			
Thursday, March 3 Gallery	2-4pm	Music artist	Airport Mall
Thursday, March 10	5-7pm	DJ	Arrivals
Thursday, March 17	5-7pm	DJ	Arrivals
Thursday, March 24 Gallery	2-4pm	Music artist	Airport Mall

**ARTS @MSP**



## CUSTOMER SERVICE ACTION COUNCIL MINUTES

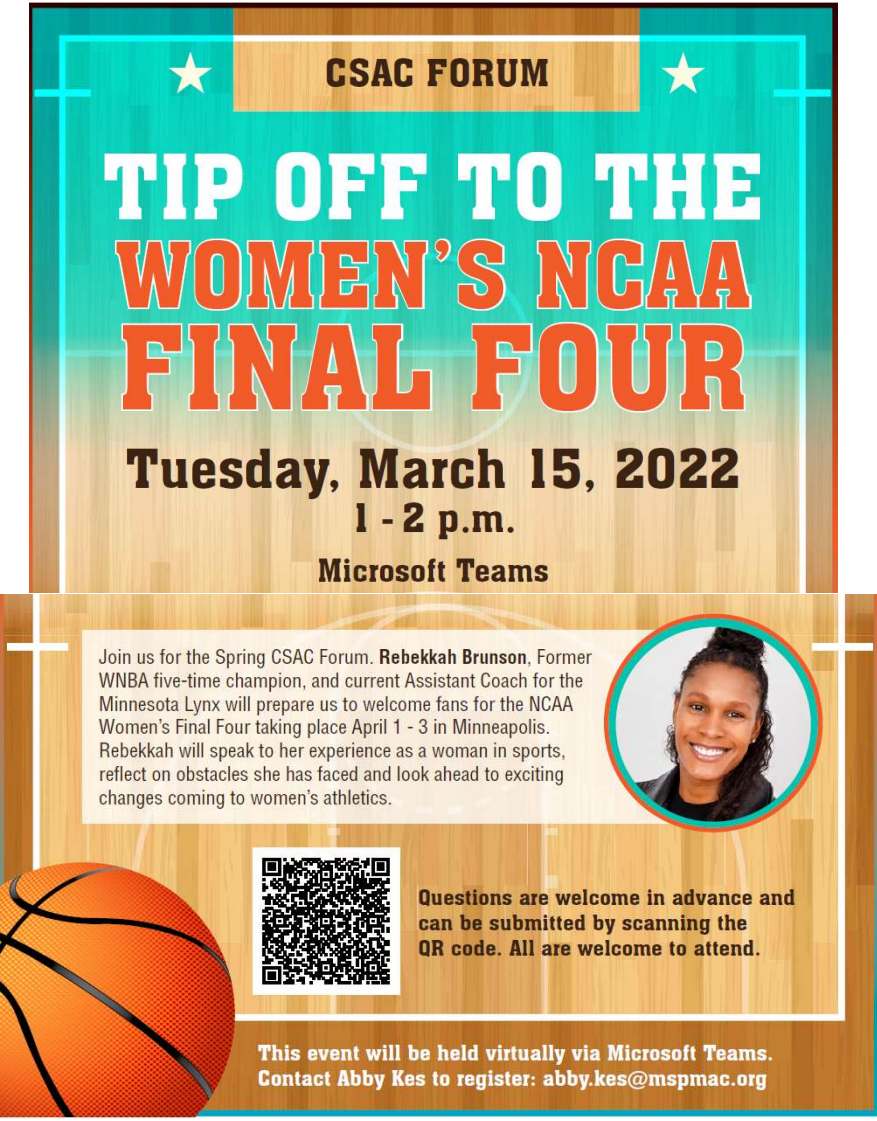
Thursday, March 10<sup>th</sup>, 2022

10:00 AM – 11:00 AM

Terminal 1: Commission Chambers

### 3. Committee Updates

Roy Fuhrmann

Committee	Chair	Update
Forum	<p>Abby Kes</p> <p>All are welcome to attend the virtual CSAC Forum on Tuesday March 15<sup>th</sup> at 1pm! “Tip off to the Women’s NCAA Final Four”</p>	



## CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, March 10<sup>th</sup>, 2022

10:00 AM – 11:00 AM

Terminal 1: Commission Chambers

<p><b>Travelers Advisory (TAC)</b></p>	<p>Phil Burke</p> <p>The TAC group met and held a brainstorming session on what they see is MSP Nice. A word cloud was created out of the phrases we received.</p> <p>This brainstorm is in correlation with the goal of revising the MSP Nice Customer Service Standards</p>	
<p><b>Travelers Advisory with Disabilities (TDAC)</b></p>	<p>Phil Burke</p>	

## CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, March 10<sup>th</sup>, 2022

10:00 AM – 11:00 AM

Terminal 1: Commission Chambers







Benchmarking	Phil Burke	<div><div><div>Phil Burke</div><div>One Journey Experience</div><div>No update</div></div><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>Shane Nelson</td><td>Phil Burke</td><td>Phil Burke</td><td>Phil Burke</td><td>Nicole Kiefer</td><td>Jay Noseworthy</td><td>Katlyn 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	Shane Nelson	Phil Burke	Phil Burke	Phil Burke	Nicole Kiefer	Jay Noseworthy	Katlyn Schenck	Kerry Forbes	TBD
Forum	Travelers Advisory	Travelers with Disabilities Advisory	Benchmarking	Building On Success	MSP Jobs	MSP Nice	MSP Nice Celebration	Airport Customer Service Hero												
Shane Nelson	Phil Burke	Phil Burke	Phil Burke	Nicole Kiefer	Jay Noseworthy	Katlyn Schenck	Kerry Forbes	TBD												
Building on Success	Nicole Kiefer	<div><div><div>mspnice</div><div>employee lounge</div><div>coming to Terminal 2 in Fall 2022!</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>Abby Kes</td><td>Phil Burke</td><td>Phil Burke</td><td>Phil Burke</td><td>Nicole Kiefer</td><td>Jay Noseworthy</td><td>Katlyn 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	Abby Kes	Phil Burke	Phil Burke	Phil Burke	Nicole Kiefer	Jay Noseworthy	Katlyn Schenck	Kerry Forbes	TBD
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	Nicole Kiefer	Jay Noseworthy	Katlyn Schenck	Kerry Forbes	TBD												
MSP Jobs	<div>Jay Noseworthy</div> <div>On top of the upcoming Job Fair and return of English workforce classes, MSP Jobs is also looking to partner with local non-profits to provide job coaching and training, as well as job shadowing in aviation careers. If you have interest in participating in this, reach out to Jay!</div>	<div><div><div>MSP JOBS</div><div><div>HUNDREDS OF JOBS</div><div>are waiting for you at MSP Airport!</div></div><div><div><div><div><div></div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div><div></div></div></div></div><div>Registration will open soon!</div></div><div><div><div><div><div><div>MSP Airport, Terminal 1 Silver Ramp</div><div>4300 Glumack Drive, St. Paul, MN 55111</div></div><div><div>Part time, full time, and seasonal jobs</div><div>All skill levels</div><div>Hospitality, Restaurant, Retail, Hotel, Airline, and Aviation related positions</div><div>On the Metropolitan bus and rail lines</div></div><div><div>Creat starting wages and full benefits available</div><div>Bring your resume and apply online</div><div>Some employees hiring on the spot</div><div>Hiring and referral bonuses available</div></div></div></div><div><div>FIND OUT HOW YOU CAN BECOME PART OF MSP AIRPORT'S THRIVING EMPLOYEE COMMUNITY!</div><div>CURRENT JOB OPENINGS ON <a href="https://mspairport.com/jobs">mspairport.com/jobs</a></div></div></div><div><div><div>CSAC</div><div>CUSTOMER SERVICE ACTION COUNCIL</div><div>★ Promote ★ Inform ★ Improve ★</div></div><div>Providing your best airport experience.</div><div><div>mspnice</div><div>mspnice</div></div></div></div></div></div>																		

## CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, March 10<sup>th</sup>, 2022

10:00 AM – 11:00 AM

Terminal 1: Commission Chambers

		<div><h3>Return of MSP Workforce English Classes</h3><ul style="list-style-type: none"><li>• Hybrid Virtual/In-Person; Tentative April Start</li><li>• Free to all MSP Employees</li><li>• 14 Weeks; Afternoon; 2-3x/week; 1-2 hours</li><li>• Graduation Ceremony at Commission Meeting</li><li>• Currently locating a classroom in Terminal 1</li><li>• Managers and HR Reps: Begin the conversation with your staff to gauge interest</li></ul></div>																		
MSP Nice	Katlyn Schenck	<div><div><p>Remember to recognize your employees who receive customer compliments!</p><p>The MSP Nice Award consists of:</p><ul style="list-style-type: none"><li>• Framed certificate of recognition</li><li>• Service Professional Pin </li><li>• \$25 Target gift card </li></ul></div></div>																		
MSP Nice Celebration	Kerry Forbes	<div><div><p>New committee members welcomed!</p><p><b>SAVE THE DATE</b> for the <b>msp nice celebration</b> <b>January 11, 2023</b> Hyatt Regency Bloomington - Minneapolis 3200 East 81st Street Bloomington, MN 55425</p></div><div><p><b>CSAC COMMITTEES</b></p><table><tr><th>Forum</th><th>Travelers Advisory</th><th>Travelers with Disabilities Advisory</th><th>Benchmarking</th><th>Building On Success</th><th>MSP Jobs</th><th>MSP Nice</th><th>MSP Nice Celebration</th><th>Airport Customer Service Hero</th></tr><tr><td>Abby Kes</td><td>Phil Burke</td><td>Phil Burke</td><td>Phil Burke</td><td>Nicole Kiefer</td><td>Jay Noseworthy</td><td>Katlyn 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	Abby Kes	Phil Burke	Phil Burke	Phil Burke	Nicole Kiefer	Jay Noseworthy	Katlyn Schenck	Kerry Forbes	TBD
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	Nicole Kiefer	Jay Noseworthy	Katlyn Schenck	Kerry Forbes	TBD												



## CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, March 10<sup>th</sup>, 2022

10:00 AM – 11:00 AM

Terminal 1: Commission Chambers

<p><b>Airport Customer Service Hero</b></p>	<p>Roy Fuhrmann</p>	<div> <h3>AIRPORT CUSTOMER SERVICE HERO</h3> <p>Nominate an employee or volunteer for the Airport Customer Service Hero award!</p> <p>Simply provide their <u>name</u>, <u>company</u> and <u>why</u> you believe they should win to: <a href="mailto:HERO@mspmac.org">HERO@mspmac.org</a></p> <ul style="list-style-type: none"> <li>• Up to three winners are selected every year</li> <li>• Awards are presented at a Commission meeting</li> <li>• Personalized crystal trophy</li> <li>• Check for \$1,000</li> </ul> <p><b>CSAC</b> CUSTOMER SERVICE ACTION COUNCIL ★ Promote ★ Inform ★ Improve ★</p> </div>
---	---------------------	---

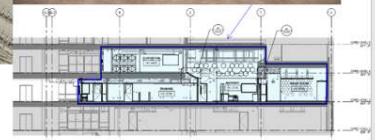
#### 4. MSP Construction Update

Puneet Vedi

- Badging Office Relocation
- G Concourse Gate Infill
- G Concourse – Pod 5 Concessions
- Baggage Claim / Ticket Lobby
- Terminal 2 – Employee Breakroom



#### Badging Office Relocation



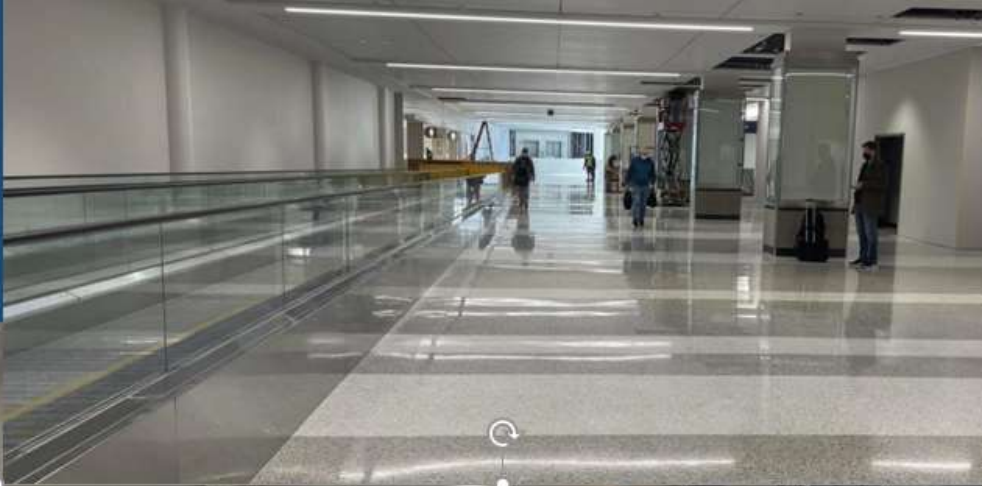
## CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, March 10<sup>th</sup>, 2022

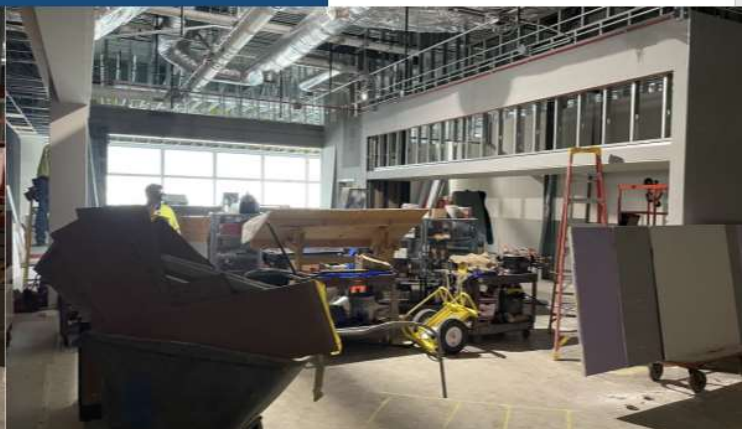
10:00 AM – 11:00 AM

Terminal 1: Commission Chambers

- Badging Office Relocation
- G Concourse Gate Infill
- G Concourse – Pod 5 Concessions
- Baggage Claim / Ticket Lobby
- Terminal 2 – Employee Breakroom



- Badging Office Relocation
- G Concourse Gate Infill
- G Concourse – Pod 5 Concessions
- Baggage Claim / Ticket Lobby
- Terminal 2 – Employee Breakroom





## CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, March 10<sup>th</sup>, 2022

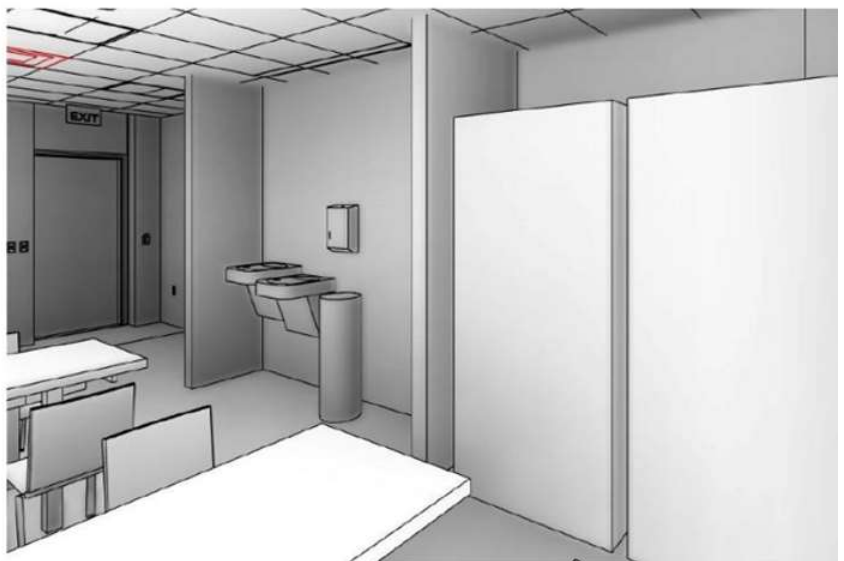
10:00 AM – 11:00 AM

Terminal 1: Commission Chambers

- Badging Office Relocation
- G Concourse Gate Infill
- G Concourse – Pod 5 Concessions
- Baggage Claim / Ticket Lobby
- Terminal 2 – Employee Breakroom



- Badging Office Relocation
- G Concourse Gate Infill
- G Concourse – Pod 5 Concessions
- Baggage Claim / Ticket Lobby
- Terminal 2 – Employee Breakroom





## CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, March 10<sup>th</sup>, 2022

10:00 AM – 11:00 AM

Terminal 1: Commission Chambers

5. Preparing for the NCAA Women's Final Four- Phil Burke, Tyler Boike, Krin McMillen, Abby Kes, Joe Ewest, Sara Ernst



Please see the attached PPT to review the presentations on the NCAA Women's Final Four.

### Agenda

- Phil Burke – Customer Experience
- Tyler Boike – Local Organizing Committee
- Krin McMillen – Musical Performances
- Abby Kes – Stakeholder Engagement
- Joe Ewest – Terminal Branding
- Sara Ernst – Volunteers



### KEY NOTES:

***Heavy Arrival date: Thursday, March 31<sup>st</sup>; Heavy Departure date: Monday, April 4<sup>th</sup>***

**Our next meeting will be held Thursday April 14<sup>th</sup>, 2022, in person at the Terminal 1 Commission Chambers**

***All are welcome to attend***