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CUSTOMER SERVICE ACTION COUNCIL
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CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, September 8th, 2022
10:00 AM – 11:00 AM
Terminal 1: Commission Chambers

Number of attendees: 43

1.	Welcome & Introductions	Roy Fuhrmann
2.	Public Service Announcements	Katlyn Schenck
3.	ACI at MSP	Dana Nelson
4.	Committee Updates	Roy Fuhrmann
5.	MSP Construction Overview	Puneet Vedi
6.	Customer Experience Update	Phil Burke

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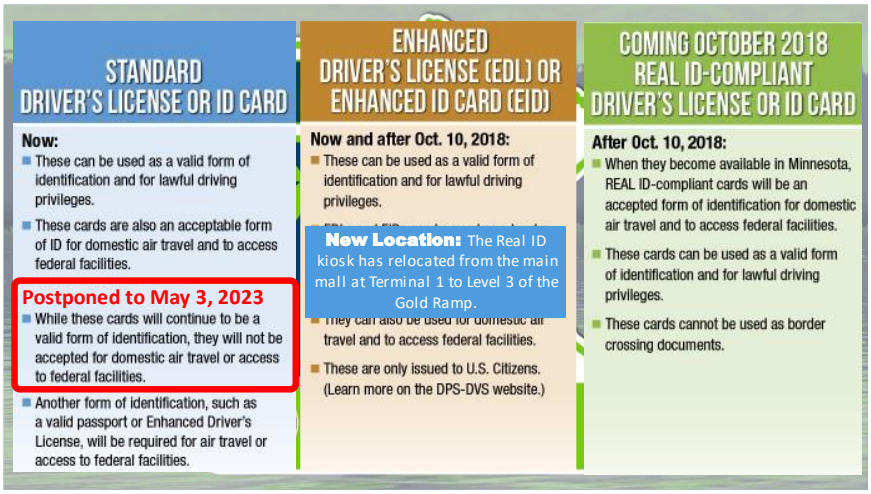
1. Welcome and Introductions Roy Fuhrmann

2. Public Service Announcements **Katlyn Schenck**



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, providinga 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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Minneapolis - Saint Paul INTERNATIONAL AIRPORT msp

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'Test-to-treat' COVID-19 site opens at MSP

People who test positive for COVID-19 at the MSP Airport testing site can now be evaluated onsite by a medical professional and get a prescription for the antiviral drug if deemed appropriate.

Only patients deemed high risk by a clinician will receive a prescription for Paxlovid, which has received emergency approval from the FDA to treat COVID-19.

The "test-to-treat" site is on Level 2 of the Blue Ramp at Terminal 1 and is open from 7 a.m. to 7 p.m. The services are free to Minnesotans.

Walk-ins are accepted but appointments are recommended at mn.gov/covid19.

SEPT 10 | **Minneapolis - St. Paul Airport**
7109 Longfellow Ave S. Minneapolis, MN
Pull times available Online

Is your crew strong enough to pull a plane?

Teams of up to 8 people will compete to find out who can pull a 23-ton Delta Jet the fastest! Register your team in one of six divisions:

Airport Division
Gym Division
Public Safety Division
Unified Division
Corporate Division
Other Division

All proceeds directly benefit Special Olympics Minnesota.
To register and compete for ultimate bragging rights, visit fundraise.somn.org/planepull.

fundraise.somn.org/planepull

Special Olympics Minnesota | Law Enforcement Torch Run for Special Olympics Minnesota

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MSP All-Stars Program

1. **Identify** the MSP employees or volunteers you believe should be recognized based on the criteria provided
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

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MEA 2021

MEA (Minnesota Educator Academy) occurs on Thursday, October 20th.

Passenger traffic around that date is expected to surge.

Please keep this date in mind for staffing and inventory needs.

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Eebers the screening dog wins TSA's 'Cutest Canine Contest'

The contest was held "to acknowledge the important role TSA's hardworking canines play in protecting the nation's transportation system," the TSA release said.

Adorable Eebbers was chosen out of a field of 92 contenders. TSA held a nationwide social media contest and encouraged members of the public to vote on their favorite.

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Employee Portal Move

The employee portal in Departures will soon be closing.

All employees will begin using SOUTH CHECK POINT starting Tuesday, October 4th.

Employees entering through the Checkpoint will be subject to TSA rules. 3.4 oz. is the limit- no oversized liquids. This is a big change from the current rules at the Employee Portal.

Escorting is also no longer available- guests will need concourse guest passes.

The current escort procedure used in the center portal will no longer be available. Concourse passes (or gate passes for airline guests) will now be required for all guest access to the secure side of the terminal. *If the unbadged individual needs access beyond passenger areas of the terminals, a badge holder with an "E" escort symbol on their badge may escort the individual by following MSP security procedures.*

Only pre-authorized representatives from each company have the authority to request a concourse pass. Authorized representatives can email **concoursepass@mspmac.org** and include each visitor's full legal name, date of birth and gender. Also include the day and approximate time that the guest will pick up the concourse pass at the tram level information desk at Terminal 1. Your guest will need a government-issued ID to receive the concourse pass from staff at the information desk.

A 24-hour notice is appreciated for a concourse pass, though last-minute requests can be facilitated. In that instance, guests may encounter a short wait at the information desk.

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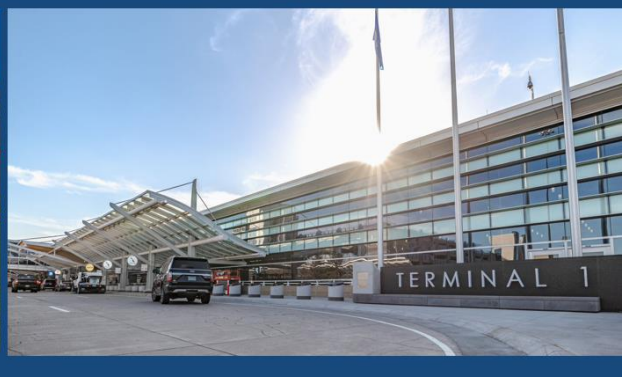
3. ACI in Minneapolis Dana Nelson

Dana provided an overview of the upcoming ACI- NA conference, being held in Minneapolis, September 17th-20th. MSP bid and won the role as host airport, and we are looking to showcasing our airport, people and our region!

We're hosting the 2022 ACI-NA Annual Conference and Exhibition!

MSP22
MINNEAPOLIS 2022
AIRPORTS COUNCIL INTERNATIONAL - NORTH AMERICA
ANNUAL CONFERENCE AND EXHIBITION
SEPTEMBER 17 - 20, 2022



2022 Conference Overview

Date and Location

- September 17-20, 2022
- Minneapolis Convention Center

Purpose

Bringing all sectors of the airport industry together to provide insights into the latest trends and strategies that advance the industry.

Attendees

1700+ North American delegates from airports, airlines, real estate/land developers, airport investors, architects and corporations

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Hosting Benefits

- Showcase Airport and region
- Business and networking
- Educational
  - Issue-specific workshops and sessions
- Economic impact to local economy
  - $5M in economic impact to city and airport

Conference Highlights

Monday, September 19

Featured Keynote

Scott Pelley
Award-Winning 60 Minutes Correspondent and
Former CBS Evening News Anchor and Managing Director

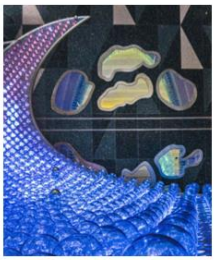
Tuesday, September 20

Featured Keynote

Ed Bastian
CEO
Delta Air Lines

MSP Airport Tours

- Wednesday, September 21
- Tours offered
  - Taste of MSP Tour
  - Arts@MSP Tour
  - MSP Airfield Tour
  - Accessibility Tour
  - Sunrise Hardhat Tour



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September

Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday
15	**16**	**17**	**18**	**19**	**20**	**21**
Attendees Arrive						Departure Day
ACI World Environmental Standing Committee Meeting (Airport Conference Center)		Committee Meetings		General Sessions		
		Leadership Reception at 6:30 PM at Minneapolis Club (Commissioners and Senior Staff Only)	Exhibit Hall Opening Ceremony 5:00 PM	Welcome and Keynote (Gov., Brian Ryks, Mayors, ACI Leadership, Keynote: Scott Pelley)	Keynote Fireside Chat: Ed Bastien Chair's Reception and Next Host Airport Hand-off Closing Night Event 6:30 PM @ Orchestra Hall	Airport Tours

Airport Participation

- MSP Airport Welcome
  - Arrivals level | September 17 - 20
- Airport discounts
- Thank you to sponsorships

Putting our best foot forward to showcase MSP Airport!

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4. Committee Updates Roy Fuhrmann

Committee	Chair	Update
Forum	**Abby Kes** More information for our next Forum coming soon!	
Travelers Advisory (TAC)	**Phil Burke** The TAC group meets Monday, November 14th	
Travelers Advisory with Disabilities (TDAC)	**Phil Burke** TDAC will meet again September 12th.	

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Benchmarking	**Phil Burke**	
Building on Success	**Nicole Kiefer** We thank Nicole Kiefer for her time as committee chair from 2013-2022 and all she has done to bring our employee lounges to life**!** We welcome Angela Enroth, MAC Project Manager as our new chair! More details to come for the grand opening in Terminal 2- this fall.	

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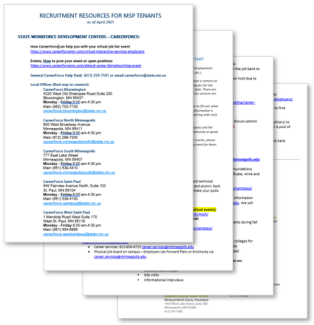
MSP Jobs	**HaeEun Park** We are in need of more participants for the fall Workforce English classes, starting September 13th. We still need 6 more students- please encourage and assist your employees to join this program.	
	The next job fair is September 14th from 11am-3pm in the Silver Ramp. Good luck to all participating!	
	Finally, the MSP Jobs meetings have returned meeting the 2nd Tuesday of the month @ 830am via Teams.	msp jobs MSP JOBS monthly meetings have returned! We will meet the second Tuesday of the month at 8:30am-9:00am. Meetings are currently held virtually via Microsoft Teams. If you would like to be added to the distribution list, please email HaeEun.Park@mspmac.org or Jay.Noseworthy@mspmac.org 

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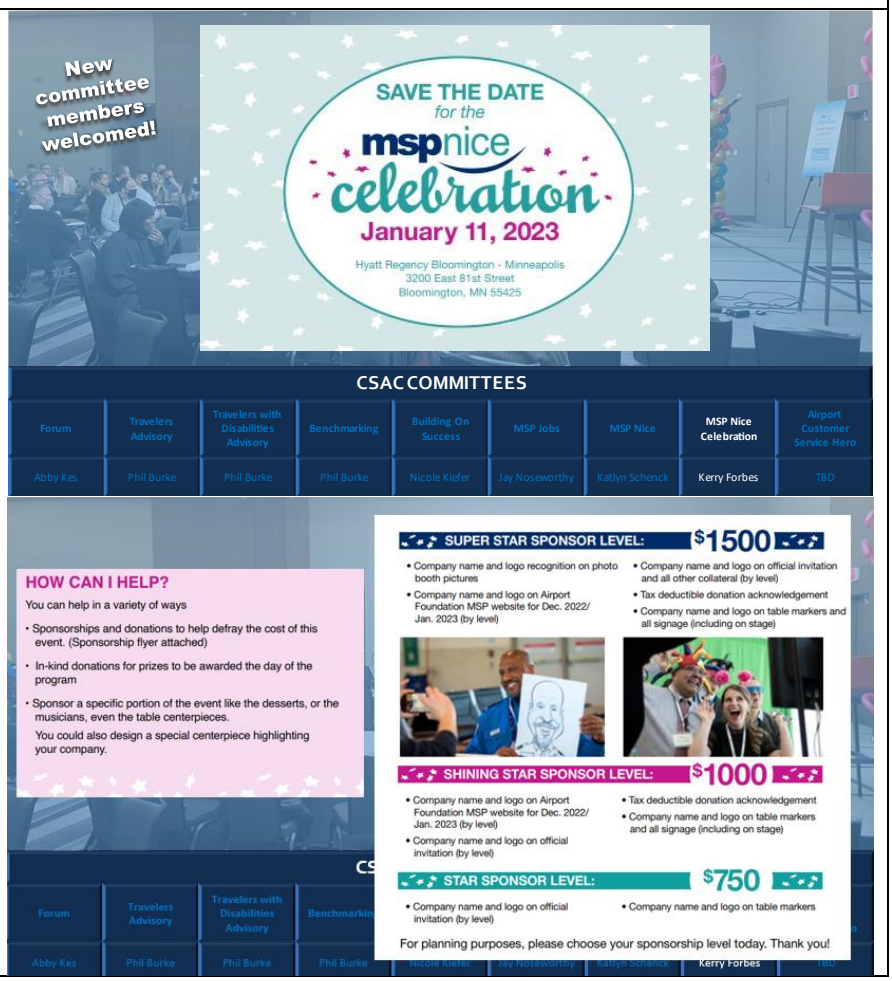
MSP Nice	**Katlyn Schenck**	
MSP Nice Celebration	**Kerry Forbes-** A reminder to save the date for the next MSP Nice Celebration- January 11th, 2023! There are 3 ways to participate as a tenant- the flyer and informational letter will be attached to the meeting minutes.	

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Airport Customer Service Hero	Do not forget to send in your nominations for the Airport Customer Service Hero!	

5. MSP Construction Update **Puneet Vedi**

Please see the attached slide deck to the meeting minutes, with highlights of current construction projects. Puneet shared an overview of projects that are looking to be tied up prior to ACI.

6. Customer Experience Updates- Phil Burke

Phil shared details on the 9/11 memorial program at MSP and the Speech-to-text pilot

A reminder that the anniversary of 9/11 is this Sunday. Below are the details of our memorial program. We ask that all operations and music be stopped form 7:46am-7:49am.

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9/11 Program

- THIS SUNDAY, SEPTEMBER 11

1. At precisely 7:46am an announcement will go out over the PA system (campus wide) recognizing the anniversary of the 9/11 attacks.
   - 7:46am - TSA pauses operations within security checkpoints during program.
   - 7:46am - EVIDS in security checkpoints switch over to American flag waving.
   - 7:46am - Honor guard (APD, Fire, CBP) presence at T1 (Ticketing mezzanine abeam of United ticket counters), and at T2 (adjacent to security checkpoint 1).
2. Approximately 7:46:30 - Taps plays.
3. Approximately 7:48am – Announcement goes out to thank you for your cooperation after Taps. Program concludes.
4. **All MSP Stakeholders – please pause operations during this time and turn down music in all leased spaces.**

9/11
PATRIOT DAY
— WE WILL NEVER FORGET —

msp

- THIS SUNDAY, SEPTEMBER 11

1. Passenger Information Display Screens have 9/11 page played for 24 hours on 9/11 (midnight to midnight in rotation with complete takeover from 7am -8am)

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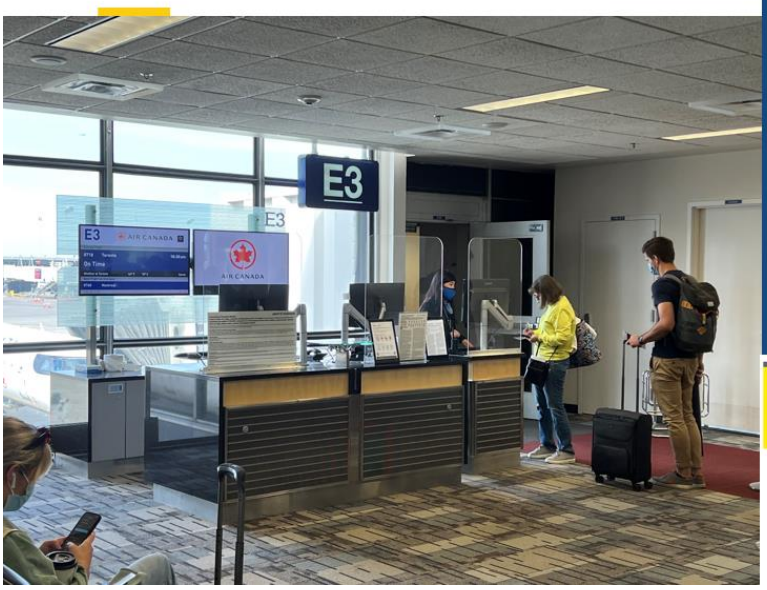
Speech-to-text pilot update

- ISSUE: Not all passengers have opportunity to hear gate announcements
- GOAL: Improve accessibility to information airline gate agents provide by converting their announcements to text and displaying that on gate monitors as close to real-time as possible
- TIMING: Will be functioning in MAC IT lab no later than September 21 (date of ACI Accessibility tour)
- TEST LOCATIONS: Once proven in lab then E1-E4, H12



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Our next meeting will be held Thursday, October 13th, in person at the Terminal 1 Commission Chambers
All are welcome to attend!