

CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, December 8th, 2022

10:00 AM – 11:00 AM

Terminal 1: Commission Chambers

Number of attendees: 48

- | | |
|----------------------------------|-----------------------------|
| 1. Welcome & Introductions | Roy Fuhrmann |
| 2. Public Service Announcements | Katlyn Schenck |
| 3. Arts @ MSP | Ben Owen |
| 4. Committee Updates | Roy Fuhrmann |
| 5. Construction Updates | Puneet Vedi |
| 6. Customer Experience Updates | Phil Burke & Paul Fudenberg |
| 7. MSP Nice Celebration Kick Off | Katlyn Schenck |
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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>Now:</p> <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. <p>Postponed to May 7, 2025</p> <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. 	<p>Now and after Oct. 10, 2018:</p> <ul style="list-style-type: none"> These can be used as a valid form of identification and for lawful driving privileges. <p>New Location: The Real ID kiosk is open on Level 3 of the Gold Ramp.</p> <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.) 	<p>After Oct. 10, 2018:</p> <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.

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FYI on Testing site holiday hours:

Closed 12/24,
12/25, 12/31, and
1/1.

Wandertest will be
permanently closed
after 12/31



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: Everyday from 8:00 a.m.- 6 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

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

People who test positive for COVID19 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.

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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](#)

We'll take it from there!

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 are looking forward to a busy holiday travel season!

A reminder to be staffed and inventory accordingly.

Thursday, Friday, & Sundays are our busiest days of the week. Historically 26th and 27th has been peak post-holiday travel days.

CSAC Providing your best airport experience. **mSP**

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3. Arts @ MSP Ben Owen



Arts@MSP Sounds of the Season Schedule

<https://airportfoundation.org/about-us/artsmsp/performing-arts/special-performances/>

Date	Time	Performance Location
Sunday, November 20 th	2-4pm	North Rotunda (The Nutcracker)
Wednesday, November 23 rd	1-3pm	Terminal 2
Sunday, November 27 th	1-3pm	Terminal 2
Thursday, December 1 st	10am-noon	Airport Mall Gallery
Thursday, December 1 st	2-4pm	Airport Mall Gallery
Friday, December 2 nd	1-3pm	Terminal 2
Thursday, December 8 th	10am-noon	Airport Mall Gallery
Thursday, December 8 th	2-4pm	Airport Mall Gallery
Friday, December 9 th	1-3pm	Terminal 2
Sunday, December 11 th	2-4pm	Airport Mall Gallery
Thursday, December 15 th	10am-noon	Airport Mall Gallery
Thursday, December 15 th	2-4pm	Airport Mall Gallery
Friday, December 16 th	1-3pm	Terminal 2
Thursday, December 22 nd	10am-noon	Airport Mall Gallery
Thursday, December 22 nd	2-4pm	Airport Mall Gallery

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Arts@MSP Registration Link for MSP Creates 2022 Opening Reception

https://www.eventbrite.com/e/msp-creates-2022-reception-tickets-464571424637?utm_source=eventbrite&utm_medium=email&utm_campaign=MSPcreates2022

Self Portrait with Ice Cream and Candy

Artwork by
Mary Jane Mansfield



4. Committee Updates

Roy Fuhrmann

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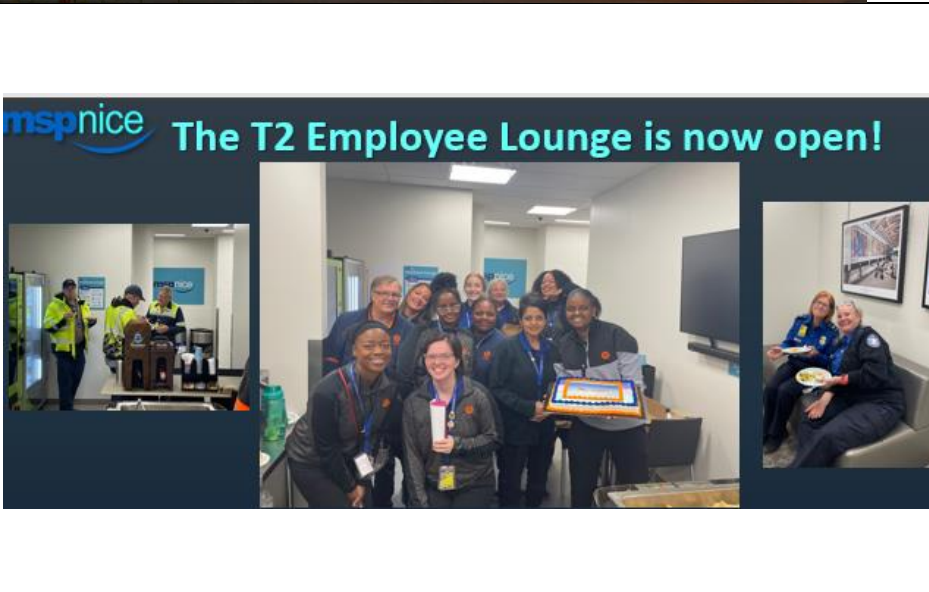

Committee	Chair	Update
Forum	<p>Abby Kes</p> <p>Stay tuned for our next CSAC Forum in January, focusing on an Accessibility showcase of all the features MSP has to offer! This will be in person!</p>	
Travelers Advisory (TAC)	<p>Phil Burke</p> <p>The TAC group met Monday, November 14th. On the agenda: Delta organization updates and Strategic Marketing having a focused discussion on MSP branding.</p>	
Travelers Advisory with Disabilities (TDAC)	<p>Phil Burke</p> <p>TAC meets Monday, December 12th, and they too will be having the discussion on MSP branding.</p>	

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<p>Benchmarking</p>	<p>Phil Burke</p>	 <p>Phil Burke One Journey Experience <i>Takes off again in 2024...</i></p>
<p>Building on Success</p>	<p>Angela Enroth The T2 employee lounge is now open! Thanks to all for attending the grand opening event.</p>	 <p>mspnice The T2 Employee Lounge is now open!</p>
<p>MSP Jobs</p>	<p>Jay Noseworthy & HaeEun Park The next job fair will held Wednesday, February 8th in the Silver Ramp- more info to come in January for sign ups! We also invite you to celebrate our ESL Workforce English group as they graduate, with a ceremony at the January Commission meeting (Jan. 17th)</p>	 <p>MSP JOBS</p> <p>HUNDREDS OF JOBS are waiting for you at MSP Airport!</p> <p>Save the Date! MSP Airport Job Fair Wednesday, February 8th Silver Ramp</p> <p>Registration begins after New Years</p> <p>MSP Airport, Terminal 1 Silver Ramp 4300 Glumack Drive, St. Paul, MN 55111</p> <ul style="list-style-type: none"> Part time, full time, and seasonal jobs All job levels Health, dental, vision, life, and disability insurance On the Macdonald bus transit program Great starting wages and full benefits package Bring your resume and apply online Some employees hiring on the spot Hiring and retention bonuses available <p>FIND OUT HOW YOU CAN BECOME PART OF MSP AIRPORT'S THRIVING EMPLOYEE COMMUNITY! CURRENT JOB OPENINGS ON mspairport.com/jobs</p>

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<p>MSP Nice</p>	<p>Katlyn Schenck</p> <p>A reminder to continue to send in your unsolicited customer compliment stories before the end of the year!</p>	<div data-bbox="711 338 980 390"> </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"> • Framed certificate of recognition • Service Professional Pin • \$25 Target gift card
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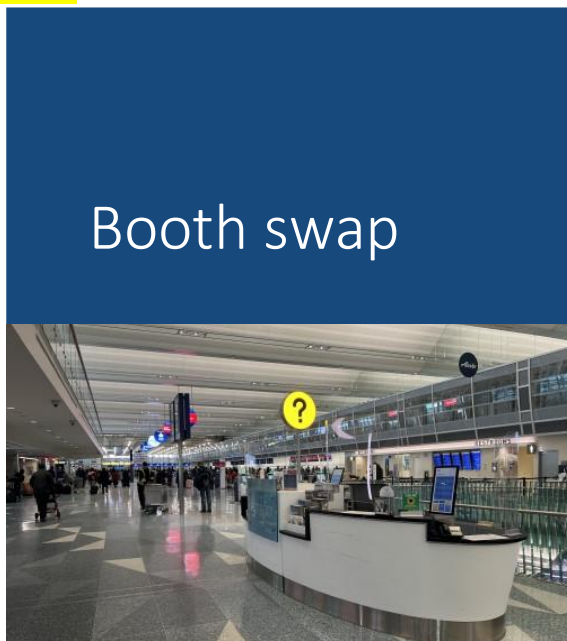
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5. Construction Updates- Puneet Vedi

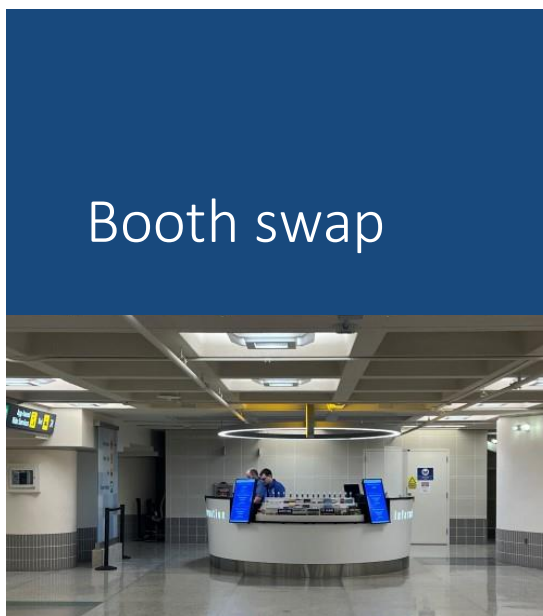
Please see the attached PPT slides from Airport Development highlighting December's updates.

6. Customer Experience Updates- Phil Burke and Paul Fudenberg

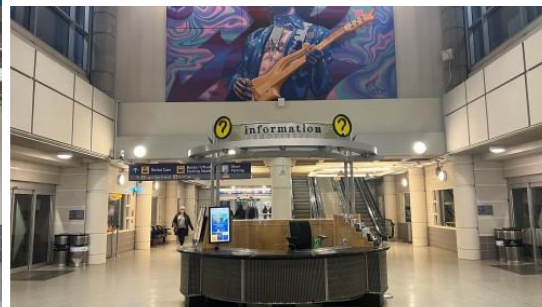
Phil and Paul shared an update on the Customer Experience team, and how the current PSA team in Landside Operations will be transitioning to Customer Experience, as Customer Experience Specialists effected January 2nd, 2023. **Please note that the CES team will now be managing the information desk in the departures level, and concourse passes will now be picked up in this location.**



- Why the switch?
 - To enhance the customer experience by better matching staff schedules and functions to crowds
 - Daily peak starts around 5am. Departures hall booth will be staffed by CESs from 5am-7pm, daily.
 - Concourse pass process will take place at departures hall booth starting January 2, 2023.
- Good collaboration with Traveler's Assistance to agree on, and subsequently plan for, switch



- Traveler's Assistance volunteers at tram level booths – west and east from 7am-7pm, daily
- CESs at west from 5am-7am and 7pm-1:45am



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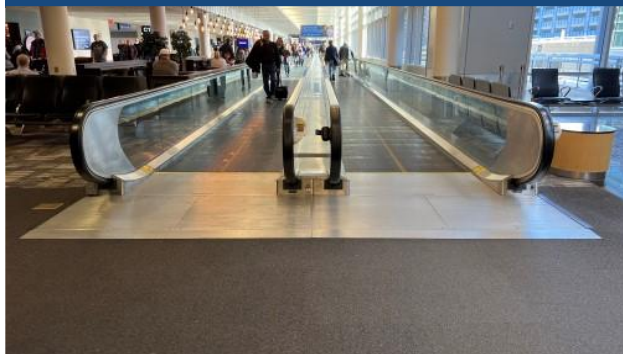
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CES mobile duties



- Daily...
 - Lobby management support. There to help IHS with end-of-the-line flags or anything else IHS needs to ensure an efficient passenger experience
- Always available to help the customer

CES mobile duties



- Doing...
 - Restart escalators and moving walks (all available staff already trained and ready to go)
 - Pick trash
 - Rearrange terminal seating that is out of place
 - Round up out-of-place carts and wheelchairs
 - Counsel staff and volunteers on Sunflower lanyard program for good MSP community awareness
- Always available to help the customer

A partial list!

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CES mobile duties



- Checking...
 - Multiuse flight information displays
 - Interactive digital displays
 - Nursing mother's, lactation, restrooms with adult change tables for good order
 - Video Relay Interpreting program at information booths
 - Travel Confidently MSP Education Center for good order and cleanliness
 - Video at See 18 screening room
 - Video at B tunnel art installation
 - Courtesy phones
 - Hand sanitizer stations
 - Lighting
 - Signs
 - Temperature
 - Sounds
- Always available to help the customer

A partial list!

Uniforms



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Technology



- MAC-issued iPhones to quickly obtain information and communicate with others as necessary

Lost and Found

- Staff moves to CX and continues to report to Manager, Customer Experience



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Taxi booth responsibility

- CESs will continue to staff taxi starter booths at both terminals



7. MSP Nice Celebration Kickoff & Invitations- Katlyn Schenck

A brief history of the Celebration was shared and invitations to the MSP Nice Celebration were disbursed. A reminder to get these invites out to your award winners and encourage RSVPs, due December 30th.



Our next meeting will be held Thursday, January 12th, 2023, in person at the Terminal 1 Commission Chambers.