

CUSTOMER SERVICE ACTION COUNCIL MINUTES

December 9th, 2021

10:00 AM – 11:00 AM

Terminal 1: Commission Chambers

Number of attendees: 44

- | | |
|---------------------------------|----------------|
| 1. Welcome & Introductions | Roy Fuhrmann |
| 2. Public Service Announcements | Katlyn Schenck |
| 3. Committee Updates | Roy Fuhrmann |
| 4. MSP Construction Overview | Puneet Vedi |
| 5. Customer Experience Updates | Phil Burke |
| 6. Travel Confidently Updates | Phil Burke |
| 7. Q3 ASQ Results | Steve Gentry |

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|---------------------------------|----------------|
| 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>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 3, 2023</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 has relocated from the main mall at Terminal 1 to 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.

<p>wandertest RAPID COVID TESTING</p> <p>Wandertest Rapid COVID Testing</p> <p>Designed for travelers, volunteers and employees, Wandertest offers rapid COVID testing. Antigen Testing, NAAT Testing, and PCR Testing are offered.</p> <p>Results in less than an hour</p> <p>Hours: Mon. - Fri. from 8:30 a.m. - 5 p.m.; Sat. & Sun. from 1:30 p.m. - 5 p.m.</p> <p>Location: Pre-security, Terminal 1 on Level 3 of the Gold Ramp</p> <p>Cost: \$99 - \$199</p> <p>CSAC CUSTOMER SERVICE ACTION COUNCIL Promote Inform Improve</p>	<p>STAY SAFE MN</p> <p>MN Department of Health Testing</p> <p>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.</p> <p>Results in 48 hours</p> <p>Hours: 7 a.m. - 7 p.m.</p> <p>Location: Level 2 of the Blue Ramp, Terminal 1</p> <p>Cost: Free to all Minnesota residents</p> <p>CSAC CUSTOMER SERVICE ACTION COUNCIL Promote Inform Improve</p> <p>mSP MINNESOTA TRAVEL CONFIDENTLY</p> <p>Providing your best airport experience.</p>
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<p>MSP COVID-19 VACCINE CLINIC</p> <p>mSP MINNESOTA</p> <p>CSAC CUSTOMER SERVICE ACTION COUNCIL Promote Inform Improve</p>	<p>Offering the ONE DOSE JOHNSON & JOHNSON'S Janssen vaccine 7 days a week</p> <p>Terminal 1: Located post-security in the main mall across from Starbucks</p> <p>Terminal 2: Located pre-security on the ground level between doors 1 & 2</p> <p><i>*1-hour free parking provided for T2 vaccinations</i></p> <p>CSAC CUSTOMER SERVICE ACTION COUNCIL Promote Inform Improve</p> <p>Providing your best airport experience.</p> <p>mSP MINNESOTA TRAVEL CONFIDENTLY</p>
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Here's the link to register for the MSP
Creates open house events:

<https://www.eventbrite.com/e/msp-creates-open-house-tickets-216398843767>

MSP

CREATES

- On Display Dec 10– May 27
- 100 Works of Art
- 68 Participating Artists
- Open Houses Dec 16 and Jan 27
- DJ MickeyBreeze and DJ Cassieopia
- Video awards midJan 2022

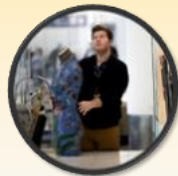


Clean Skies Ahead
Bennett Christenson, Employee
Meyer Bergman Johnson
Amateur Category

2021 HOLIDAY PERFORMANCE SERIES



Arts@MSP Staffing Update



Exhibitions Coordinator
Sam Fuentes



Arts Program Coordinator
Noah Keesecker



Performing Arts
Coordinator
Krin McMillen



Director
Ben Owen



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Santa is coming to town!
He will be taking photos and handing out goodies to travelers by the C Concourse tree on the following days and times.
December 15 Noon – 4 p.m.
December 16 7 a.m. – 11 a.m.
December 20 7 a.m. – 11 a.m.
December 22 1 – 4 p.m.

Santa is also bringing his elves along for some fun on December 22 from 1 – 4 p.m. They will be making balloon art to delight the traveling public.



Share your ideas for 2022 Presentation Topics:

PREVIOUS PRESENTATION TOPICS

Loaves & Fishes

New Tenant show and tell

Introduction to Airlines customer service and operations

What would you like to see next?



Providing your best airport experience.



3. Committee Updates

Roy Fuhrmann



Committee	Chair	Update
Forum	Dana Nelson	CSAC FORUM  No update
Travelers Advisory (TAC)	Phil Burke	 Next meeting: Monday, November 8th 

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<p>Travelers Advisory with Disabilities (TDAC)</p>	<p>Phil Burke</p>	<div data-bbox="618 373 776 714">  <p>Met Monday, September 13th at St. Paul Downtown Airport</p> </div> 
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MSP Jobs	Jay Noseworthy	<div><div>MSP JOBS</div><div></div><div>Coming soon: the next job fair tentatively scheduled for either late January or February. Post-job fair survey results show that a majority of participating tenants had success at our Oct fair, with an average of 3 new hires for a company. One food & beverage concessionaire reported hiring 16 jobseekers that are now working in their units!</div><div>Questions? Email MSPJobsCommittee@mspmac.org</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>msp</div><div>Mississippi - Saint Paul</div><div>AIRPORT CUSTOMER SERVICE HERO</div></div></div>																		
MSP Nice	Katlyn Schenck	<div><div><div>msp nice award</div><div>Remember to recognize your employees who receive customer compliments!</div><div>The MSP Nice Award consists of:</div><div><div>• Framed certificate of recognition</div><div>• Service Professional Pin</div><div>• \$25 Target gift card</div></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>Katlyn Schenck</td><td>Kerry Forbes</td><td>TBD</td></tr></table></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	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												
Dana Nelson	Phil Burke	Phil Burke	Phil Burke	Nicole Kiefer	Jay Noseworthy	Katlyn Schenck	Kerry Forbes	TBD												
MSP Nice Celebration	Kerry Forbes	<div><div><div>msp nice celebration</div><div>SAVE THE DATE:</div><div>WEDNESDAY, JANUARY 12TH, 2022</div><div>AT THE HYATT REGENCY BLOOMINGTON</div><div>Combining 2020 & 2021 MSP Nice Award Winners</div></div></div>																		

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		<div data-bbox="797 373 1286 426" data-label="Section-Header"> <h3>Invitation Updates</h3> </div> <div data-bbox="634 436 1451 462" data-label="Text"> <p><i>Has one of your employees or volunteers received an MSP Nice award in 2020/2021?</i></p> </div> <div data-bbox="651 480 1471 636" data-label="List-Group"> <ul style="list-style-type: none"> • Invitations are now being disbursed • PLEASE DO ALL YOU CAN TO HAND DELIVER YOUR ORGANIZATION'S INVITATIONS AS SOON AS POSSIBLE • We kindly ask for RSVPs by December 27th </div> <div data-bbox="737 676 1308 711" data-label="Text"> <p><i>If you have questions on if your employee or volunteer has received an award?</i> Contact Katiyn.Schenck@mspmac.org</p> </div> <div data-bbox="1331 672 1471 720" data-label="Image"> </div> <div data-bbox="711 732 1359 837" data-label="Section-Header"> <h3>Where to find the latest Celebration News?</h3> </div> <div data-bbox="763 844 1304 917" data-label="Text"> <p>Event attendees are encouraged to monitor and sign up for email alerts from the newly added MSP Nice Celebration link on MyMSPConnect.com</p> </div> <div data-bbox="784 926 1278 976" data-label="Text"> <p>This site will provide additional event details and Covid-19 event protocols, if necessary</p> </div> <div data-bbox="773 993 1294 1022" data-label="Text"> <p>https://www.mymspconnect.com/node/1792</p> </div> <div data-bbox="721 1039 1308 1077" data-label="Text"> <p><i>If you have questions on if your employee or volunteer has received an award?</i> Contact Katiyn.Schenck@mspmac.org</p> </div> <div data-bbox="1331 1035 1471 1083" data-label="Image"> </div> <div data-bbox="732 1092 1346 1203" data-label="Section-Header"> <h3>We are still welcoming tenant participation</h3> </div> <div data-bbox="656 1222 1466 1331" data-label="Text"> <p>If you would like to donate items for the Award Winners Raffle, we welcome all contributions and companies will be recognized</p> </div> <div data-bbox="617 1304 763 1451" data-label="Image"> </div> <div data-bbox="768 1344 1346 1369" data-label="Text"> <p>Please contact Patty.Lupkowski@mspmac.org with your contribution</p> </div> <div data-bbox="1299 1390 1471 1444" data-label="Image"> </div>
Airport Customer Service Hero	Roy Fuhrmann	<div data-bbox="649 1491 1435 1535" data-label="Section-Header"> <h3>AIRPORT CUSTOMER SERVICE HERO</h3> </div> <div data-bbox="633 1558 1474 1839" data-label="List-Group"> <ul style="list-style-type: none"> • The Airport Customer Service Hero award recognizes exceptional service for enhancing the customer experience within the airports of the Metropolitan Airports Commission. • Award winners are employees and volunteers selected by a committee of airport community representatives through the Customer Service Action Council. • A maximum of three winners are selected each year. • Nominations are submitted by email to Hero@mspmac.org. • Award recipients receive a certificate of recognition, an engraved crystal trophy and a check for \$1,000 from the Airport Foundation MSP. </div> <div data-bbox="1338 1881 1461 1932" data-label="Page-Footer"> <p>CSAC CUSTOMER SERVICE ACTION COUNCIL ★ Promote ★ Inform ★ Improve ★</p> </div>



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AIRPORT CUSTOMER SERVICE HERO



Butch Howard

HMSHost



AIRPORT CUSTOMER SERVICE HERO



Jeanne McMahon

Delta Air Lines



AIRPORT CUSTOMER SERVICE HERO



Phil Burke

Metropolitan Airports Commission



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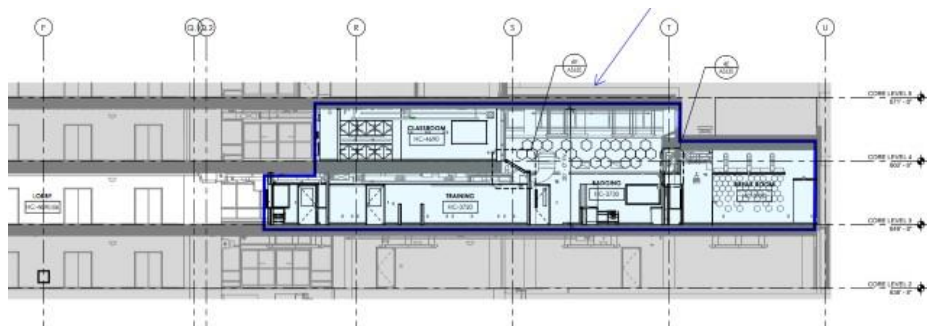
4. MSP Construction Update

Puneet Vedi

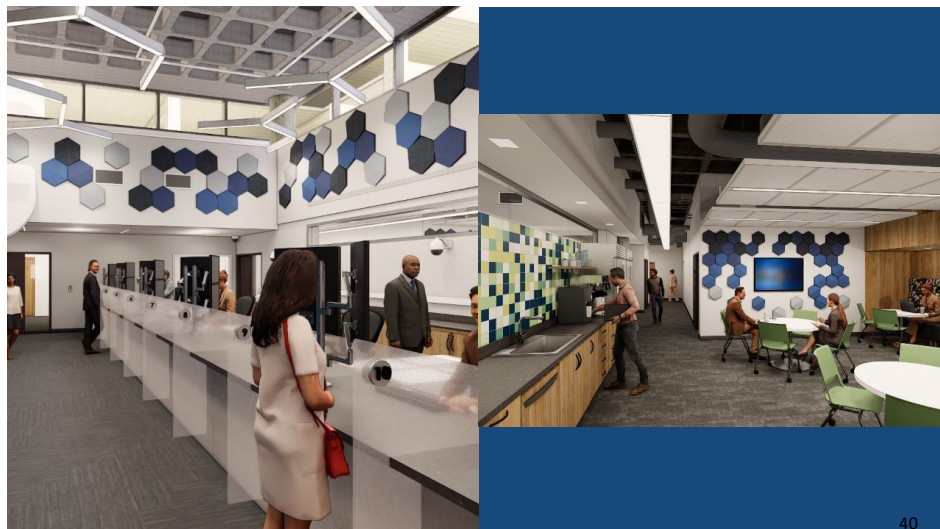
Badging Office Relocation



Badging Office Relocation



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- 2021 Badging Office Relocation
- 2021 G Concourse Gate Infill
- 2021 Baggage Claim / Ticket Lobby

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- 2021 Badging Office Relocation
- 2021 G Concourse Gate Infill
- 2021 Baggage Claim / Ticket Lobby

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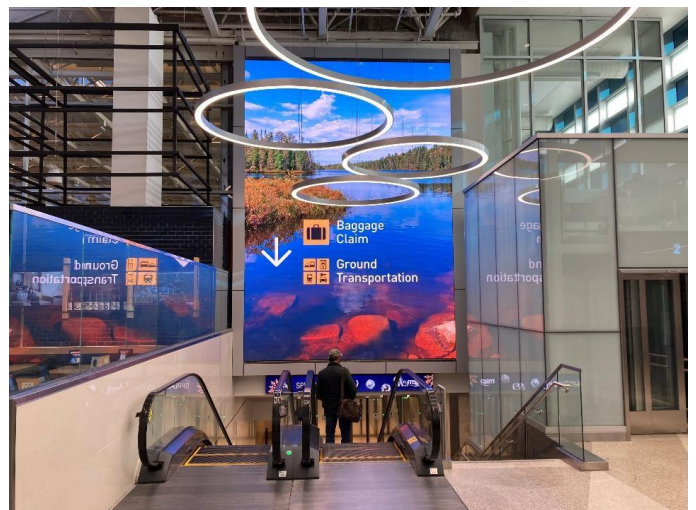
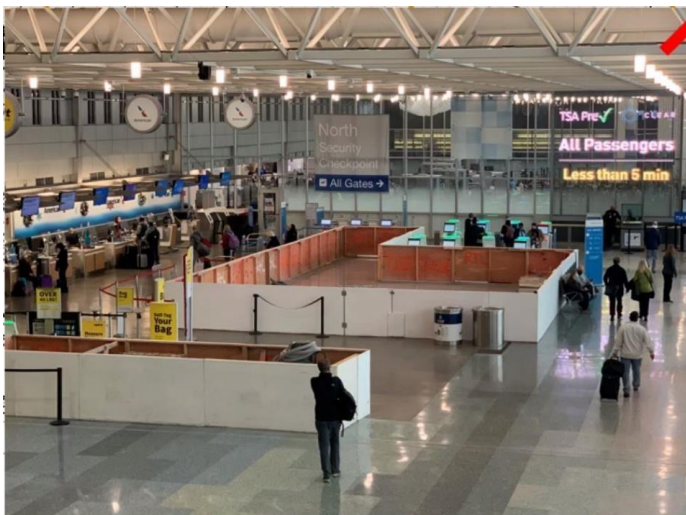
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5. Customer Experience Updates- Phil Burke



Phil introduced us to Jeff Larsen, GM of Clear at MSP. Jeff has been in this role since July. Clear has been at MSP for 4 years, and the program connects your biometrics (fingerprint and eye scan) to your personal identity, making it possible for customers to speed through airport security, making it an easier travel experience. Jeff notes that MSP has a great focus on service and that it has been an easy transition into airport life. He notes that he consistently hears compliments on MSP's efficiency, organization, cleanliness, and aesthetics. His one hope- Coffee outside security ☺

6. Travel Confidently- Phil Burke

Social Distancing Update



Social distancing communication plan including decals, digital signage and audio messages remain in effect.

Hand Sanitizer Update



Over 200 locations. MAC cleaning contractor keeps them stocked.

Face Covering Update

TSA extends face mask requirement through March 18, 2022



EXEMPTIONS

- Individuals must wear a mask at all times in or on the airport. This includes both public and private space. Exclusions:
 - Remove for identification purposes
 - Actively eating or drinking
 - Communicating with a person who is deaf
 - If unconscious, incapacitated, unable to be awakened, or otherwise unable to remove the mask without assistance
- Refusal to wear a mask is a violation of federal law and individuals are subject to civil penalties.
- Exempt age for children – less than 2

REQUIREMENT HISTORY

State of Minnesota Executive Order 20 - 81 - took effect on July 24, 2020

MAC Face Covering Regulation – took effect on July 27, 2020 (MAC board approved prior to MN EO took effect)

TSA implements President Executive Order. Security Directive 1542 -21-01 – took effect on February 1, 2021

TSA implements President Executive Order. Security Directive 1542 -21-01A – took effect on May 12, 2021

TSA implements President Executive Order. Security Directive 1542 -21-01B – took effect on September 14, 2021

Notice a hand sanitizer station needing a refill?

Email:

Facilities@mspmac.org

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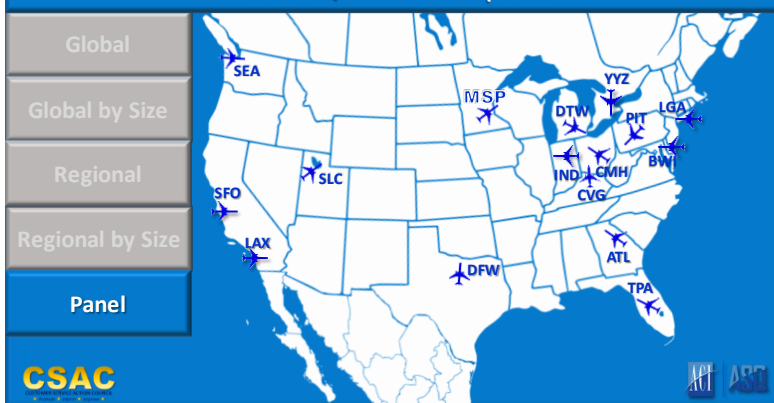
7. ASQ Results- Steve Gentry

- Airport Service Quality (ASQ) is the world's leading airport customer satisfaction benchmark survey. The program is owned and managed by Airports Council International.
- 288 airports in more than 50 countries use ASQ to survey their passengers each month.
- Participating airports receive results from all other participating airports allowing it to identify best practice and measure its own performance.

CSAC

ACI ASQ

How ASQ Results are Reported



CSAC

ACI ASQ

ACCESS

- Ground transportation to / from the airport
- Parking facilities
- Parking facilities value for money
- Availability of baggage carts / trolleys

AIRLINE CHECK-IN

- Waiting time in check-in queue / line
- Efficiency of check-in staff
- Courtesy, helpfulness of check-in staff

SECURITY

- Courtesy and helpfulness of Security staff
- Thoroughness of Security inspection
- Waiting time at Security inspection
- Feeling of being safe and secure

FINDING YOUR WAY

- Ease of finding your way through airport
- Flight information screens
- Walking distance inside the terminal
- Ease of making connections with other flights

FOOD & BEVERAGE / SHOPPING

- Restaurant / Eating facilities
- Restaurant facilities value for money
- Shopping facilities
- Shopping facilities value for money

AIRPORT STAFF

- Courtesy, helpfulness of airport staff

AIRPORT SERVICES

- Availability of bank / ATM facilities / money changers
- Internet access / Wi-fi
- Business / Executive lounges

AIRPORT FACILITIES

- Availability of washrooms / toilets
- Cleanliness of washrooms / toilets
- Cleanliness of airport terminal
- Comfort of waiting / gate areas

OVERALL SATISFACTION

- Ambience of the airport
- Overall satisfaction with the airport

CSAC
CUSTOMER SERVICE ACTION COUNCIL
★ Promote ★ Inform ★ Improve ★

ACI ASQ

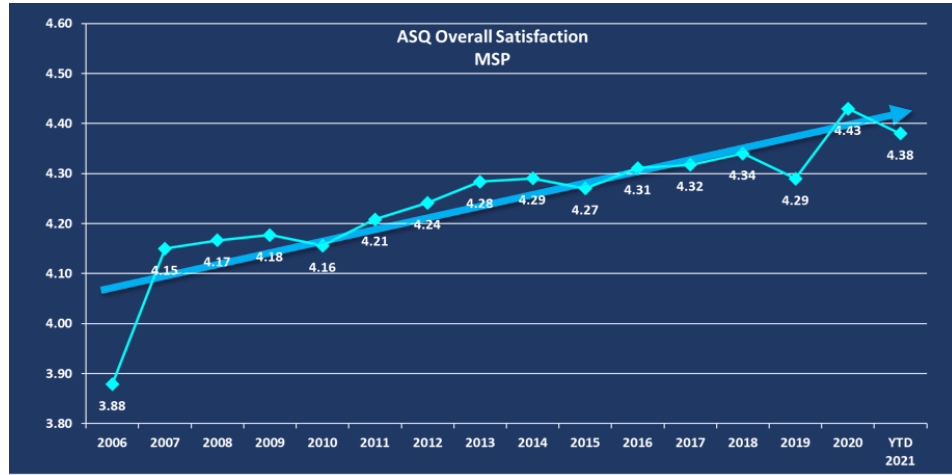
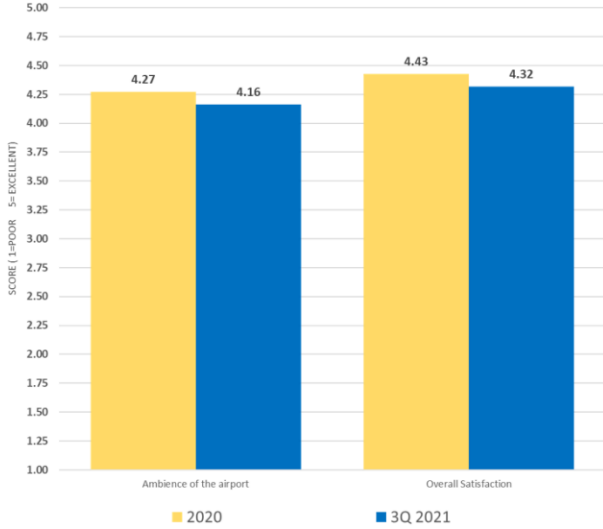
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AMBIENCE & SATISFACTION



See Above: Ambience & Satisfaction (Overall Satisfaction) dropped in Q3 2021 in both rankings and ratings.

The good news- per the line chart (*top right*), we continue to do well compared to where we were years ago.

Every quarter we learn that the same 3 W's need to remain our focus to achieve high scores.

Waiting

Wayfinding

Washroom cleanliness

ASQ Statement Frequency - Most important for Customers
Minneapolis - St. Paul International Airport
Q1 2015 thru Current



We thank those that attended our return to an in-person meeting, and we hope for those that cannot attend, stay connected via the meeting minutes.

Our next meeting will be held Thursday, January 13th, 2022
in person at the Terminal 1 Commission Chambers
All are welcome to attend