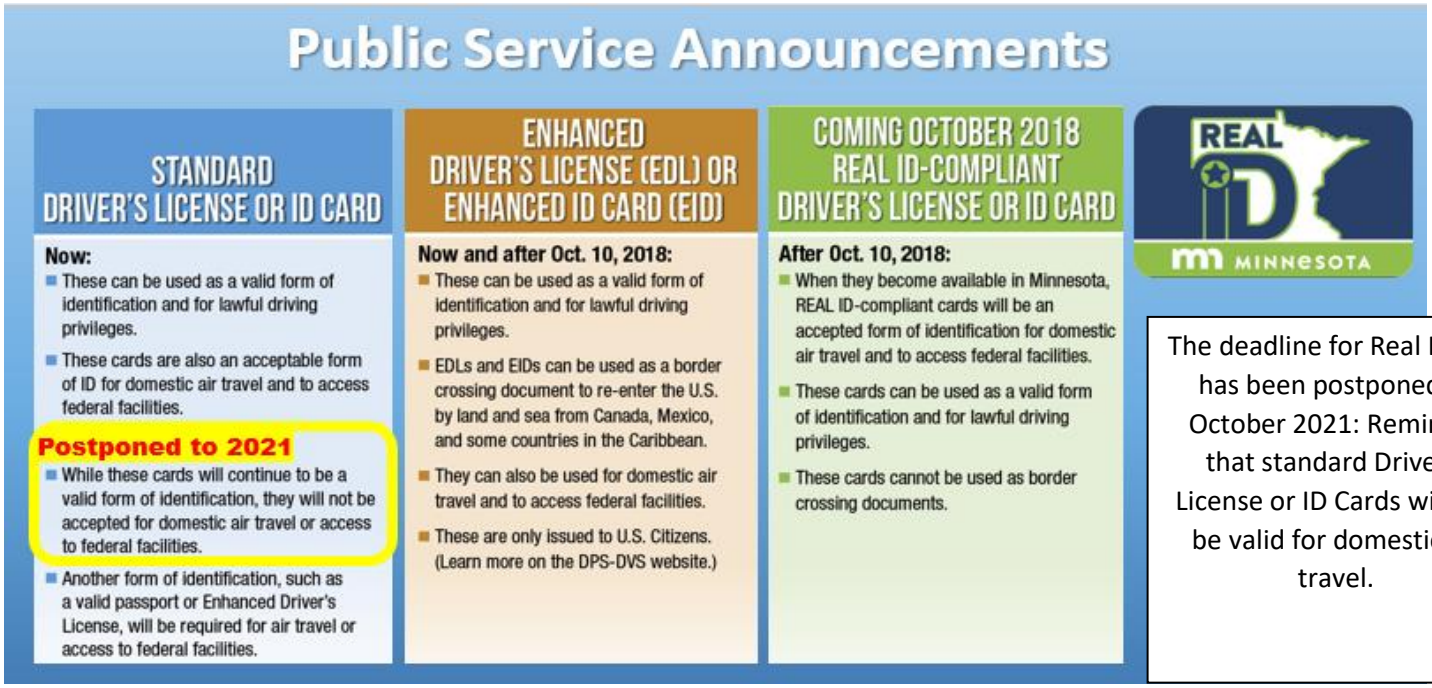
CSAC

CUSTOMER SERVICE ACTION COUNCIL

★ *Promote* ★ *Inform* ★ *Improve* ★

December 10th, 2020

1. Public Service Announcements



The deadline for Real ID MN has been postponed to October 2021: Reminder that standard Driver's License or ID Cards will not be valid for domestic air travel.

Minnesota air travelers flying out of MSP Airport's Terminal 1 can now save themselves a trip to a DVS, deputy registrar or driver's license agent office and apply for their REAL ID at the airport.

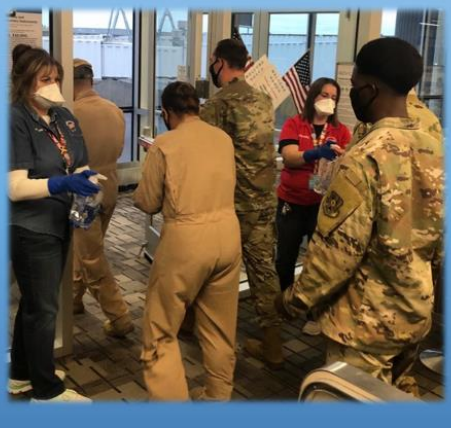
The office will accept REAL ID applications Monday-Friday, 9 a.m. to 5 p.m. by appointment only. Minnesotans should pre-apply and then make an appointment at Terminal 1 by visiting

https://driverservices.dps.mn.gov/EServices/_/

You must be a ticketed passenger for the day you make your appointment. More information can be found at drive.mn.gov.

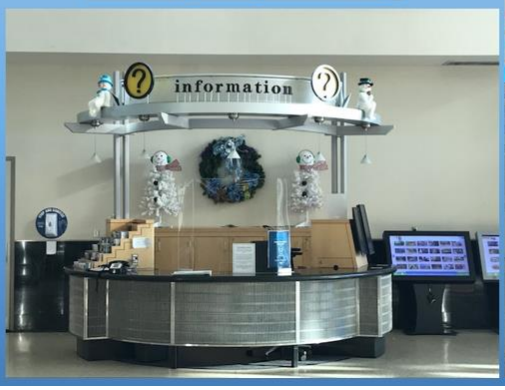
The Armed Forces Service Center (AFSC) is Open!

The AFSC hours of operation will be limited to 8:00 AM - 8:00 PM, seven days a week, during Phase 1.
Until further notice, access is restricted to traveling active-duty military, and their dependents.



HOLIDAY UPDATES

Santa is online this year!
Letters can be sent to:
Santa@mspmac.org



INTRODUCING

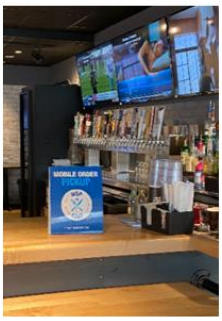
CONTACTLESS ORDERING AT TERMINAL 1

MSP ASAP

Pickup & AtYourGate Delivery Available

Simple. Safe. Speedy.

asap.mspairport.com
Use promocode **TEAMMSP** at checkout for 10% off your order!



Red Cow — fine burgers, beer & wine

Holy Land

QDOBA Mexican Eats

Joe & The Juice

Chili's

Bruegger's Bagels — Authentic New York Style

Panda Express Chinese Kitchen

north loop market

Buffalo Wild Wings

Twins Grill

Ike's Clubhouse

We welcome back live music to MSP! New performance space to allow social distance has been completed in the South and North mall.

MSP musical performers are scheduled throughout December on Sundays and Thursday in the North and South mall.

Arts@MSP 2020 Holiday Performances: Terminal 1, Thomson Reuters Airport Mall Gallery		
Date	Time	Artist
12/3/2020	1 pm - 3 pm	Heidi Nasby and Cheryl Kay
12/4/2020	1 pm - 3 pm	Nur-D
12/10/2020	1 pm - 3 pm	Cameron Kinghorn
12/11/2020	1 pm - 3 pm	Hilary James
12/17/2020	1 pm - 3 pm	DJ Mason Butler
12/18/2020	1 pm - 3 pm	Kip Jones
12/20/2020	1 pm - 3 pm	Laurel Strings Quartet
12/23/2020	1 pm - 3 pm	Holly Nelson

Join the MSP Creates ceremony online Friday December 18th as 27 awards will be presented and $3000 in cash prizes given to these wonderful artists!

Stop by the MSP Creates gallery on display through June 4th at the C Concourse Thompson Reuters Art Gallery

Starting in December, those on the CSAC distribution list will begin receiving the MSP Air Service Development newsletter. This newsletter will share valuable information such as total passenger count, active and suspended routes out of MSP and new route information. This email will come from a .GOV email address so be on the lookout for that the week of Dec. 21st.

A personal announcement… I will be on family leave late February/early March to mid June, expecting baby #2, and wanted to share that Steve Gentry will be covering all aspects of CSAC while I am out.

I will share more information in January about additional coverage plans put in place to ensure CSAC and the MSP Nice awards are fully taken care of! Thank you to everybody for the nice wishes!

2. Committee Updates-

- **CSAC Forum- Dana Nelson**
  If you have any suggestions for an online CSAC Forum for 2021- please let myself or Dana.Nelson@mspmac.org know.

- **Travel Advisory Committee- Phil Burke**
  The next meeting of the Travelers Advisory Committee will be held on February 8th, 2021.

- **Travelers with Disability's Advisory Committee- Phil Burke**
  TDAC next meeting will be December 14th. One exciting note behind the scenes is that two members of the TDAC committee met with staff from MAC's Airport Development to provide valuable feedback on creating universal access for all MSP spaces.

- **Benchmarking- Phil Burke**
  The One Journey Experience is this year's benchmarking mission with the intention to learn from other airports on: **Waiting, Wayfinding, Employee Engagement, Cleanliness and Customer Flow.**
  The first trip included Cincinnati, Tampa, and Orlando (Disney World)! The committee's future travel is on hold.

- **Building on Success- Nicole Kiefer**
  Two employee lounges are up and running in Terminal 1- (C-1715 and G-2762). The Terminal 2 employee lounge project is currently on hold.

- **MSP Jobs- Jay Noseworthy**

  MSP will not be hosting any onsite job fairs at this time, but if you have recruiting needs: Hennepin County and MN Workforce is offering virtual job fair events https://www.hennepin.us/employmentservices and https://www.minnesotaworks.net/

WHAT IS METRO VANPOOL?

Metro Vanpool is a regional program, subsidized by the Metropolitan Council, to help meet the commuting needs of commuters that reside or work in the seven-county metropolitan area. Vanpools have five to 15 people sharing the ride to and from work an average of three or more days a week. If you have a long commute and no regular bus or train service nearby joining a vanpool may be your best option.

For any tenants wishing to implement the subsidized Metro Vanpool program in their company, the company providing vehicles, Enterprise, has agreed to provide the first month free for new Metro Vanpool accounts. The participating employees would only split their gas cost, the monthly fare would be paid first month.

Enterprise will also provide the larger 12-15 passenger vans for 6 riders, rather than the normal 7-passenger mini vans so that riders can do safe seat spacing. For now, this offer is only extended to new vanpool accounts at MSP

- **MSP Nice- Katlyn Schenck**

Award presentations are **BACK**! **We look forward to recognizing and rewarding employees and volunteers that receive unsolicited customer compliments. *Presentations will be socially distanced.***

- **MSP Nice Celebration- Kerry Forbes**

- **Customer Service Hero- Steve Gentry**

3. **Travel Confidently- Phil Burke**

Phil introduced an on-going situation where MSP has an opportunity to improve the customer experience**.**

Recent complaint from a customer

"We booked a wheelchair for my mother through Delta Airlines. We were dropped off at the airport by Park & Go. When we were dropped off, we told the driver we needed a wheelchair, he was of no help, and when we went inside, assuming there would be wheelchairs available for use, there were none to be found. My mother, terminally ill with cancer, had to walk(shuffle) for an extremely long time through the parking area, to the elevators, to the shuttle, short of breath, before we found a wheelchair just sitting. This was not the fault of Delta. There NEEDS to be wheelchairs available at all major entrances for people with disabilities or someone there to ask for assistance. We found no one. We are extremely disappointed with the accessibility. Once we found Delta, they were fantastic."

Federal regulations related to assistance that airlines/airports are responsible for:

Airlines

14 CFR Part 392.91 – What assistance must carriers provide to passengers with a disability in moving within the terminal?

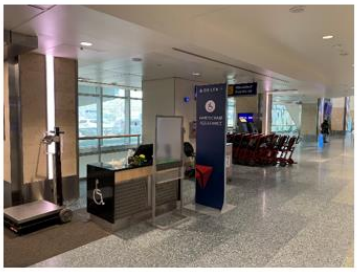
1. "...must provide...assistance requested by...a passenger with a disability...in transportation between gates to make a connection to another flight."
2. "...must also provide...assistance requested by...a passenger with a disability...in moving from the terminal entrance through the airport to the gate for a departing flight, or from the gate to the terminal entrance."
   *terminal entrance defined as area where passengers can directly enter a terminal.

Airports

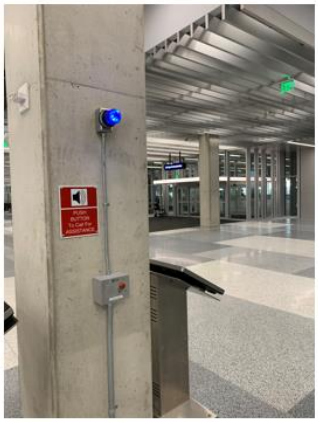
49 CFR Part 27.71 – Airport facilities

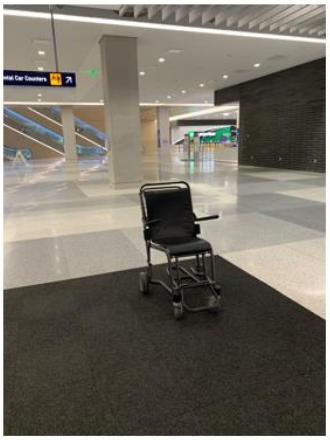
1. "...shall ensure that the terminal facilities and services...shall be readily accessible to and usable by individuals with disabilities. Airport operators shall be deemed to comply...if they meet requirements of...Title II of the Americans with Disabilities Act (ADA)."
2. "...shall ensure that there is an accessible path between the gate and the area from which aircraft are boarded."
3. "Systems of inter-terminal transportation, including...shuttle vehicles and people movers shall comply with...ADA rules."

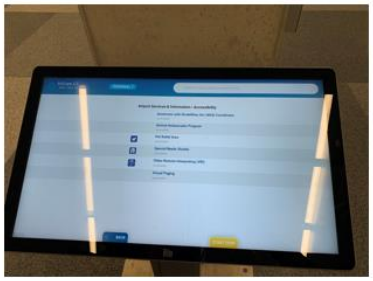
Existing operation/messaging where passengers directly enter a terminal (T1) …



Existing tools in place beyond area where passengers directly enter a terminal…





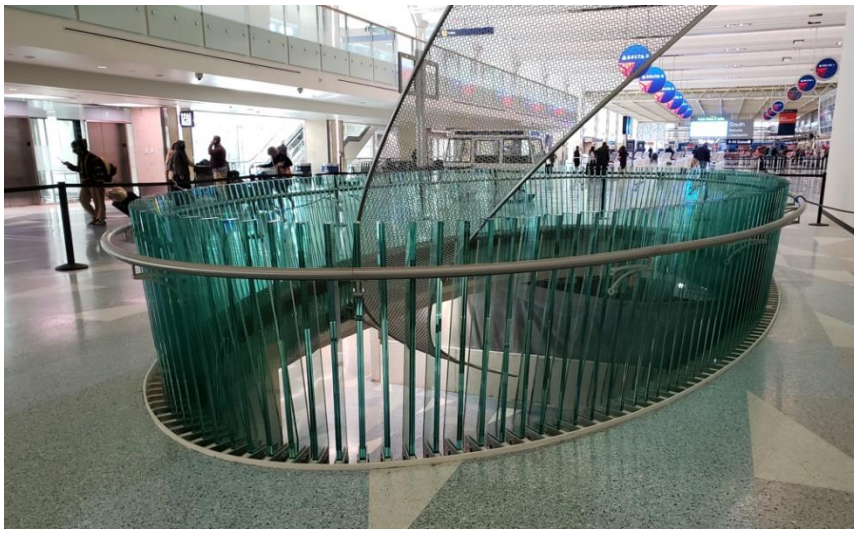


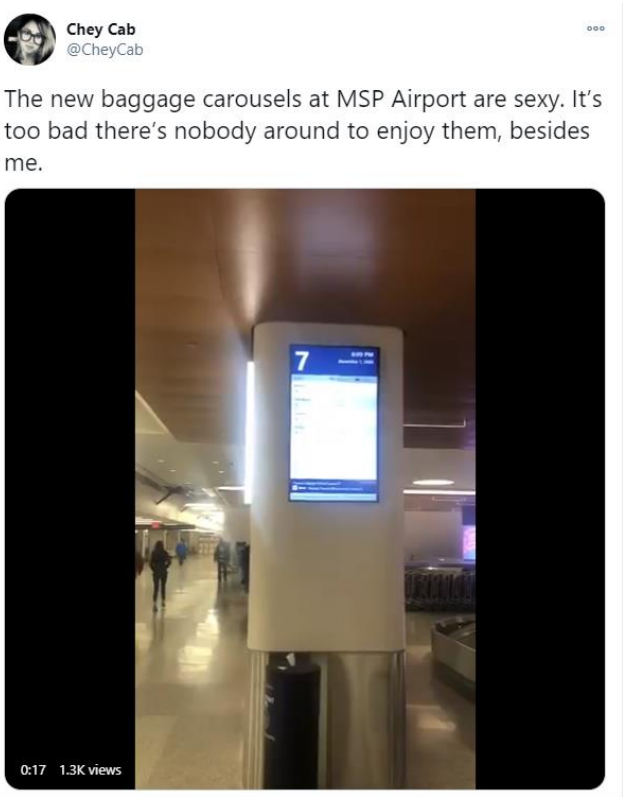
Possibility of using data to better understand flow of passengers utilizing wheelchairs?

Neil Ralston, MAC Airport Operations Analysis and Planning, was introduced to share a current collaboration he is part of, to integrate data on optimization- with the hope to discover ways to raise the level of service for passengers- especially those in need of wheelchair and cart assistance.

4. **MSP Construction Updates- Heather Leide**
   Heather Leide from MAC Airport Development shared several photos and updates of the many MSP Construction projects.

Operational Updates:





An aerial view of the Concourse G infill project, along with the new parking ramp.

5. Travel Confidently- Cassie Schmid & Phil Burke

The Metropolitan Airports Commission (MAC) unveiled its comprehensive enhancement of safety procedures at MSP to help ensure travelers and employees are kept safe throughout their journey and time at MSP.
The "Travel Confidently" program outlines the many steps the MAC and its stakeholders are taking including enhanced cleaning protocols, encouraging use of face coverings for travelers and MSP employees, placement of reminders to social distance throughout the airport and installation of safety shields at information booths and Transportation Security Administration (TSA) document checker stations. Cassie and Phil below shared more details below on the program

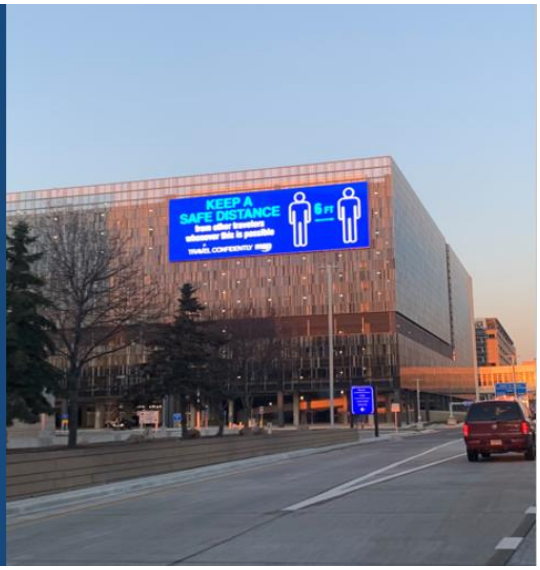
TRAVEL CONFIDENTLY DASHBOARD

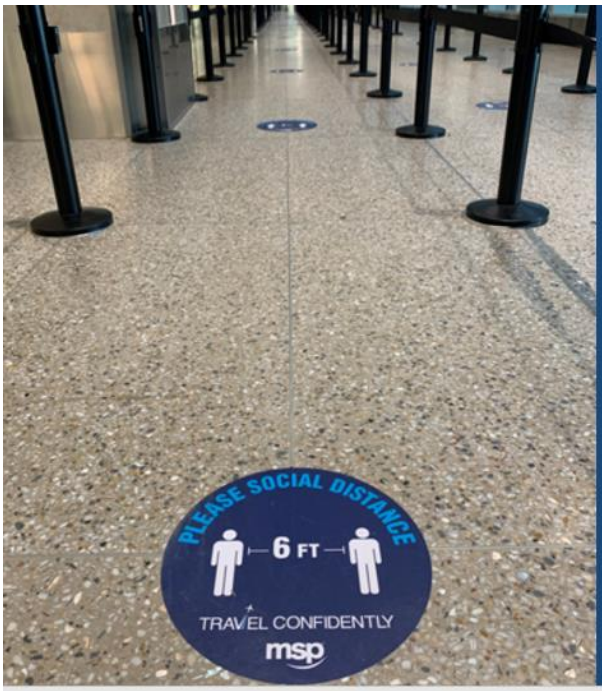
Action Item / Metric		YTD	5-Oct	12-Oct	19-Oct	26-Oct	2-Nov	9-Nov	16-Nov	23-Nov	30-Nov	7-Dec	14-Dec	2020 Performance
Website Visits (mspairport.com)	GOAL	1,100,493	38,500	38,500	38,500	38,500	38,500	38,500	38,500	38,500	38,500	38,500	38,500	1,100,493
	ACT		47,749	49,063	51,394	52,317	46,033	44,093	54,054	68,578	66,088	54,486		
Social Impressions	GOAL	714,789	30,000	30,000	30,000	30,000	30,000	30,000	30,000	30,000	30,000	30,000	30,000	714,789
	ACT		7,368	8,605	27,698	26,436	0	14,314	31,942	24,429	26,899	7,198		
Playbook Views	GOAL	18,019	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	18,019
	ACT		612	560	573	547	594	475	857	1,335	842	871		
Total Face Coverings Distributed	GOAL	24,099	500	500	500	500	500	500	500	500	500	500	500	24,099
	ACT		880	745	850	806	935	620	1,405	865	1,230	1,115		
MSP Employee Face Coverings Distributed*	GOAL	10,529	150	150	150	150	150	150	150	150	150	150	150	10,529
	ACT		420	385	365	421	430	340	590	440	460	530		
APD Face Coverings Distributed*	ACT	1,100												1,100
Travel Confidently Care Package Distributed*	GOAL	2,494	150	150	150	150	150	150	150	150	150	150	150	2,494
	ACT		92	72	97	77	101	56	163	85	154	117		
In Terminal Tactics - Phase One -	GOAL	14	14	14	14	14	14	14	14	14	14	14	14	14
	ACT		14	14	14	14	14	14	14	14	14	14		
In Terminal Tactics - Phase Two -	GOAL	8	6	6	6	6	6	6	6	6	6	6	6	8
	ACT		8	8	8	8	8	8	8	8	8	8		
In Terminal Tactics - Phase Three -	GOAL	12	4	4	4	4	4	4	4	4	4	4	4	12
	ACT		5	5	10	10	10	12	12	12	12	12		

Volunteers Promoting Travel Confidently

Silver Ramp

Billboard





Social Distancing in Security Queues

6. **2021 CSAC Brainstorming- Katlyn Schenck**

A goal for CSAC is to continuously improve, be innovative, informative- and fun! We do this through the feedback and suggestions the CSAC community shares during brainstorming sessions. Please take a moment to reflect on the five questions below- and share any ideas that you may have for CSAC, future meetings, future Forums, or recognition programs:

1. What are your suggestions for CSAC 2021 Goals?

2. Do you have any suggested topics for CSAC meeting presentations (20-30 minutes) or CSAC Forums (90 minutes)

3. Imagine a world post Covid-19 and CSAC meetings return to face to face. Would you like to continue to see a virtual element to CSAC and if yes- in what capacity?

4. Would you like to see additions or changes to our monthly updates? Current updates include: Construction Updates, Travel Confidently Updates; Customer Experience Updates; In the past we have had Concessions and Retail updates; Is there another topic or expert you'd like to provide a monthly 5-10-minute update?

5. Other than the MSP Nice Awards or Airport Customer Service Hero, what are ways we can recognize MSP Employees and Volunteers in light of current financial conditions?

6. 2020 Reflection – Brian Ryks, MAC Executive Director/CEO

Brian has been active in participating in CSAC meetings this year and shared his notes of thanks for the CSAC community and our airport tenants and volunteers.

Thank you for your dedication, your creativity, and your positive outlook in 2020. He stressed that we can all achieve greatness when we work together. CSAC is the glue that holds us together, to create collaboration – thank you for your participation and all that you do!

We wish you a very happy holidays and happy New Year! Be safe and be healthy!

The next CSAC meeting will be held on Thursday, January 14th, 2021 at 10:00 am.