

JUNE 2020 CUSTOMER SERVICE ACTION COUNCIL



Please **MUTE**
your phone!



Best Airport In North America

25-40 million passengers

Slide 2

SK5

Schenck, Katlyn, 6/11/2020

CSAC AGENDA

- Welcome & Introductions Roy Fuhrmann
- Public Service Announcements Katlyn Schenck
- Committee Updates Roy Fuhrmann
- Terminal Construction Update Airport Development
- MSP Company Updates Roy Fuhrmann
 - with Phil Burke, Robin O'Neill, Kerry Forbes, Megan Bender & Ben Humphrey
- Celebrate Success Roy Fuhrmann



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Public Service Announcements

STANDARD DRIVER'S LICENSE OR ID CARD

Now:

- 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.

Postponed to 2021

- 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.

ENHANCED DRIVER'S LICENSE (EDL) OR ENHANCED ID CARD (EID)

Now and after Oct. 10, 2018:

- These can be used as a valid form of identification and for lawful driving privileges.
- EDLs and EIDs can be used as a border crossing document to re-enter the U.S. by land and sea from Canada, Mexico, and some countries in the Caribbean.
- 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.)

COMING OCTOBER 2018 REAL ID-COMPLIANT DRIVER'S LICENSE OR ID CARD

After Oct. 10, 2018:

- 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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The deadline for the MN Real ID has been extended one year to October 2021

**Real ID/Department of
Public Safety (DPS)
location**

**Anticipated
Reopen date:
August 1st**



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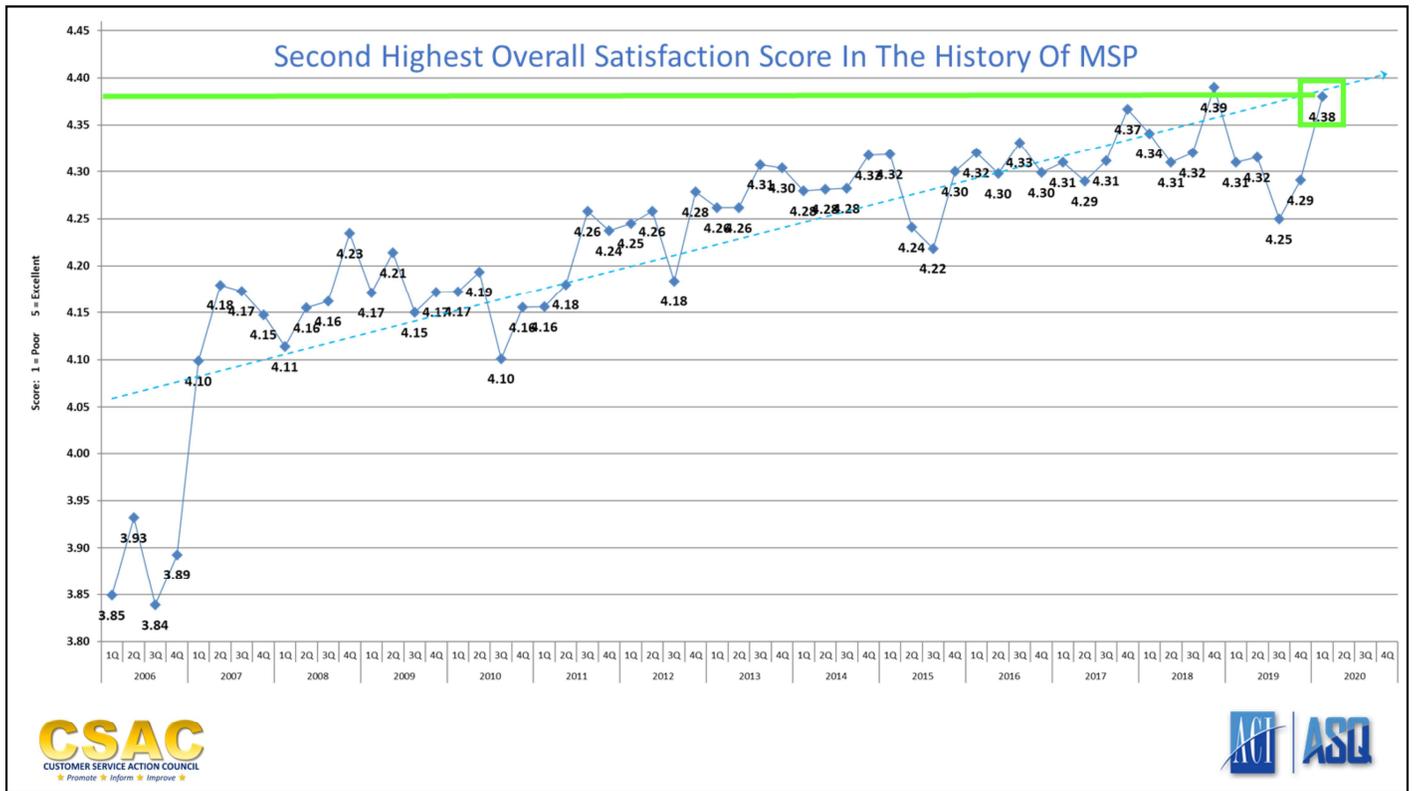


Members of the traveling public and staff of MSP can take advantage of the Real ID license center located inside the Terminal (next to the Prince Store). The anticipated reopening date is August 1st.



**Congratulations again on winning the 4th Consecutive ASQ
“Best Airport in North America” award!**

*****Sorry for the overlap of the images, the slide itself has an
animated transition.***



Steve Gentry shared the overall satisfaction score for Q1 ASQ (January-March)

Congratulations to all for one of our highest scores of all time- 4.38!

Also congratulations to Food and Beverage and Retail for both scoring #1 in their category!

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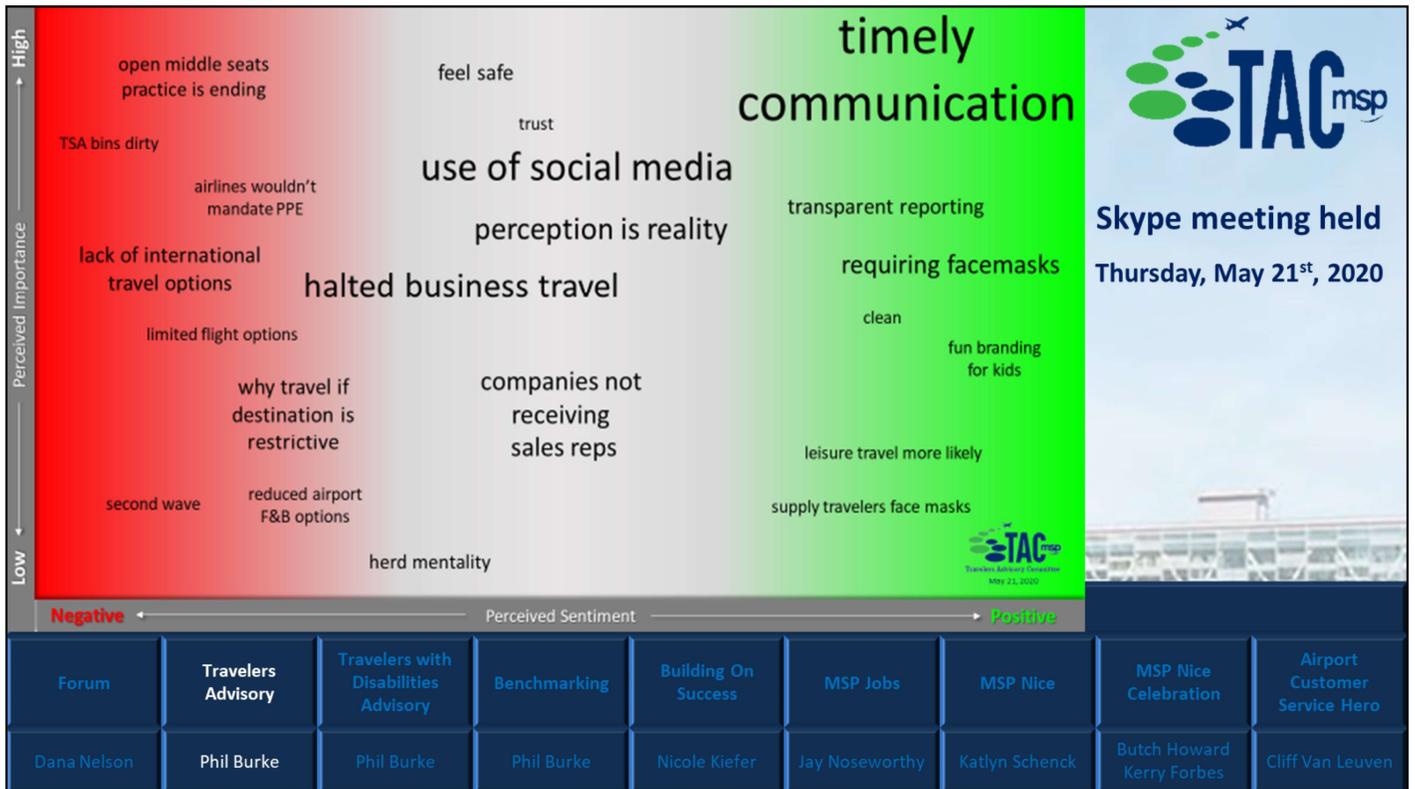
CSAC FORUM

**The summer Airfield
tours have been
cancelled**

CSAC COMMITTEES

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	Butch Howard Kerry Forbes	Cliff Van Leuven

This should be rephrased as “Tours have been postponed” as the Forum committee hopes to conduct these tours at a future date. Stay tuned for more info!



Phil Burke hosted a Skype Travelers Advisory committee meeting on May 21st and had a conversation on how these frequent travelers felt about future flights.

The sentiment analysis chart above shows the words that were most frequently used- as many of the travelers stated their work travel has been halted and their reasoning for not flying now was because of lack of flights scheduled.

The meeting concluded with all attendees being asked “what is the likelihood of you flying in the near future, 1-10”

The median was 5.5

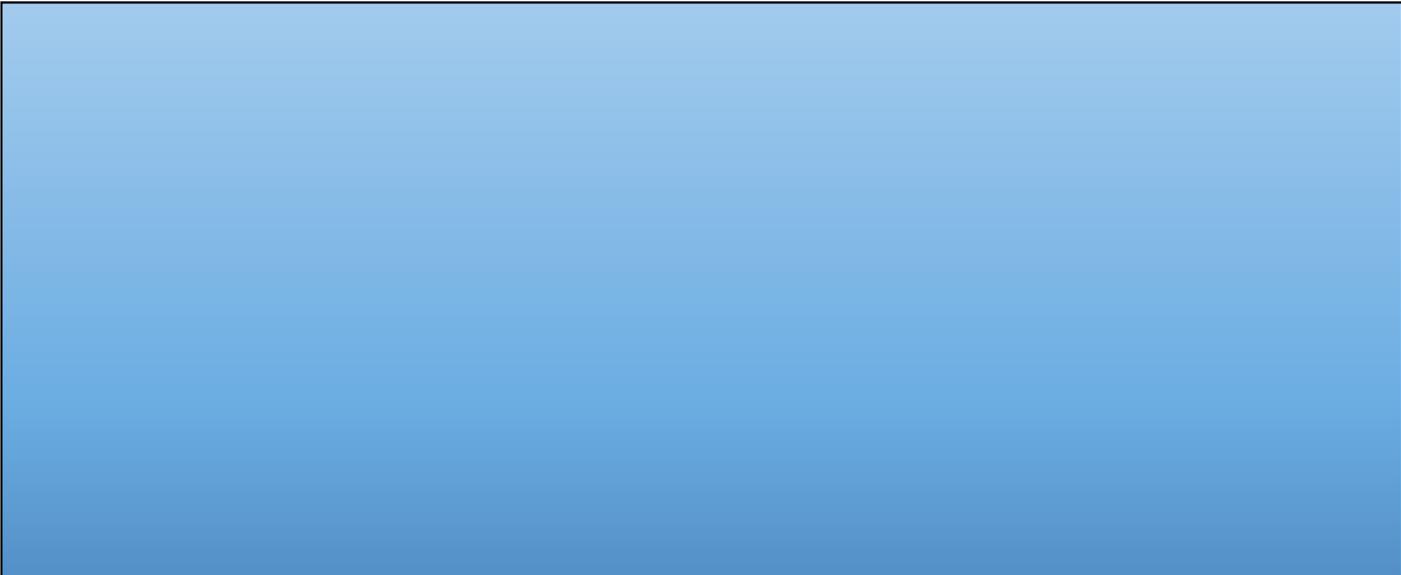


Next meeting date
is to be determined

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The next meeting of Travelers with Disabilities is to be determined.



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Phil Burke

One Journey Experience

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One Journey Experience

Waiting

Wayfinding

Employee Engagement

Cleanliness

Customer Flow

CSAC COMMITTEES

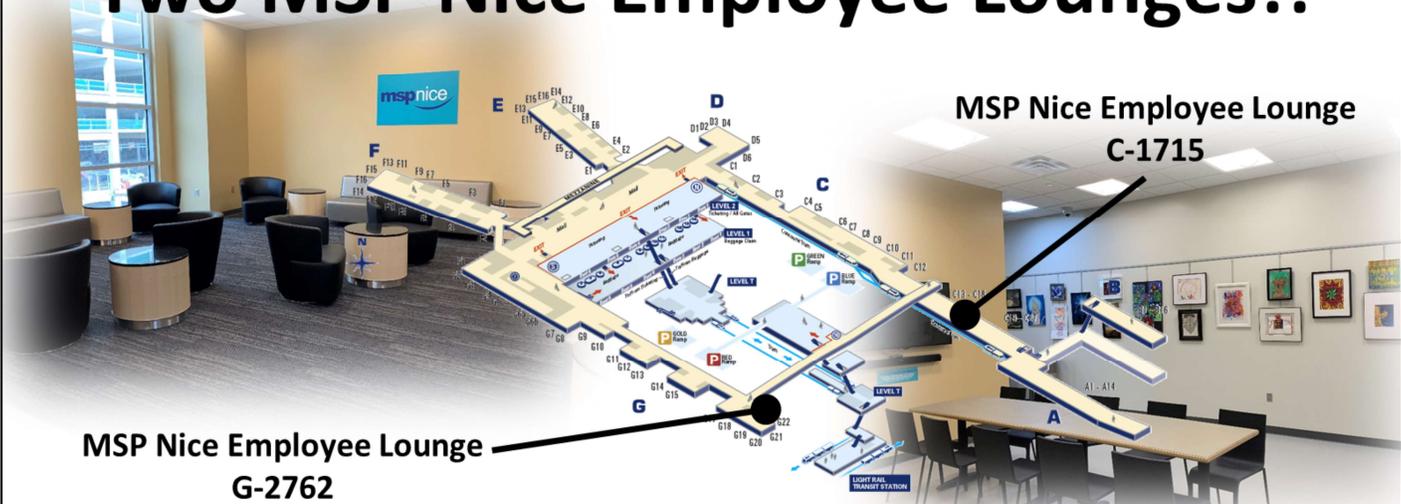
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The Benchmarking team had concluded their first rounds of the trip this Winter, which included a stop at Disney. There has even been conversations with Disney as a potential collaboration partner for future training with MSP.

Unfortunately due to Covid, these conversations with Disney, as well as the continued trips to Benchmark are currently on hold.

Two MSP Nice Employee Lounges!!



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ON HOLD

msp nice employee lounge

Terminal 2-Humphrey

TERMINAL 2 HUMPHREY msp

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Due to Covid, the Employee Lounge planning at Terminal 2 is currently on hold.



**English Learning classes
and other MSP Jobs initiatives
are on hold**

***Reminder- Please manage
expirations on badges of your
furloughed employees**



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Remember to recognize your employees who receive customer compliments!

Award presentations currently on hold

The MSP Nice Award consists of:

- Framed certificate of recognition
- Service Professional Pin
- \$25 Target gift card

If you want a MSP Nice Award for your employee send the customer compliment to: Katlyn.Schenck@mspmac.org

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Slide 26

SK3

Schenck, Katlyn, 6/1/2020



**Stay tuned for details on the next
MSP Nice Celebration**

CSAC COMMITTEES

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Customer Service Hero

Our Customer Service Hero
 recipients will be shared later
 this year



Rick Valentino
 Metropolitan Airports
 Commission

Ken Borowski
 Delta Airlines

Danny Givens
 D.G. Express

Recognizing exceptional service for enhancing the customer experience within the airports of the Metropolitan Airports Commission.

CSAC COMMITTEES

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We will wait to present this year’s Customer Service Hero recipients at the next in person Commission meeting. Stay tuned for a presentation date.

Terminal Construction Update

MAC Airport Development



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MSP Reimagined

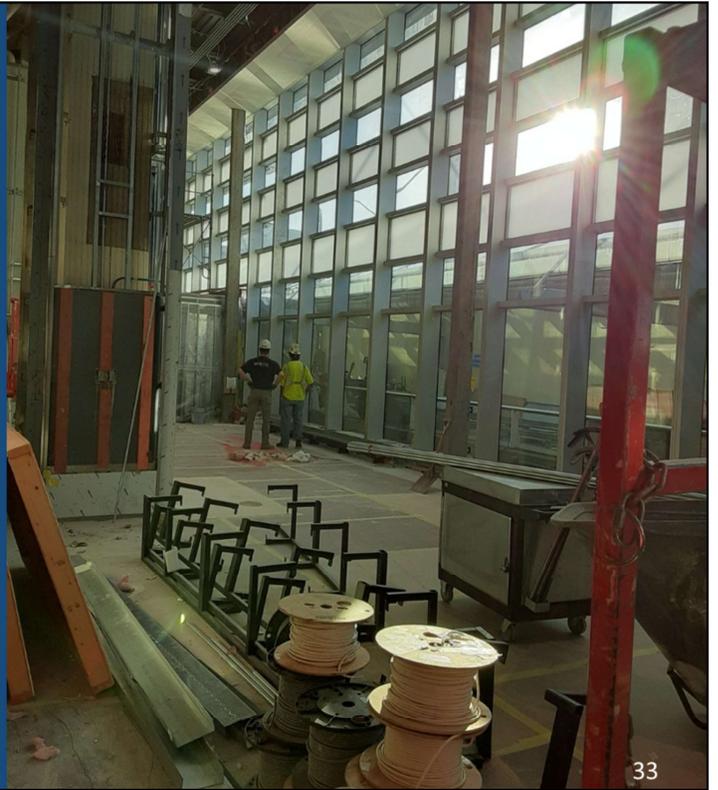


Heather Leide
June 11, 2020
CSAC

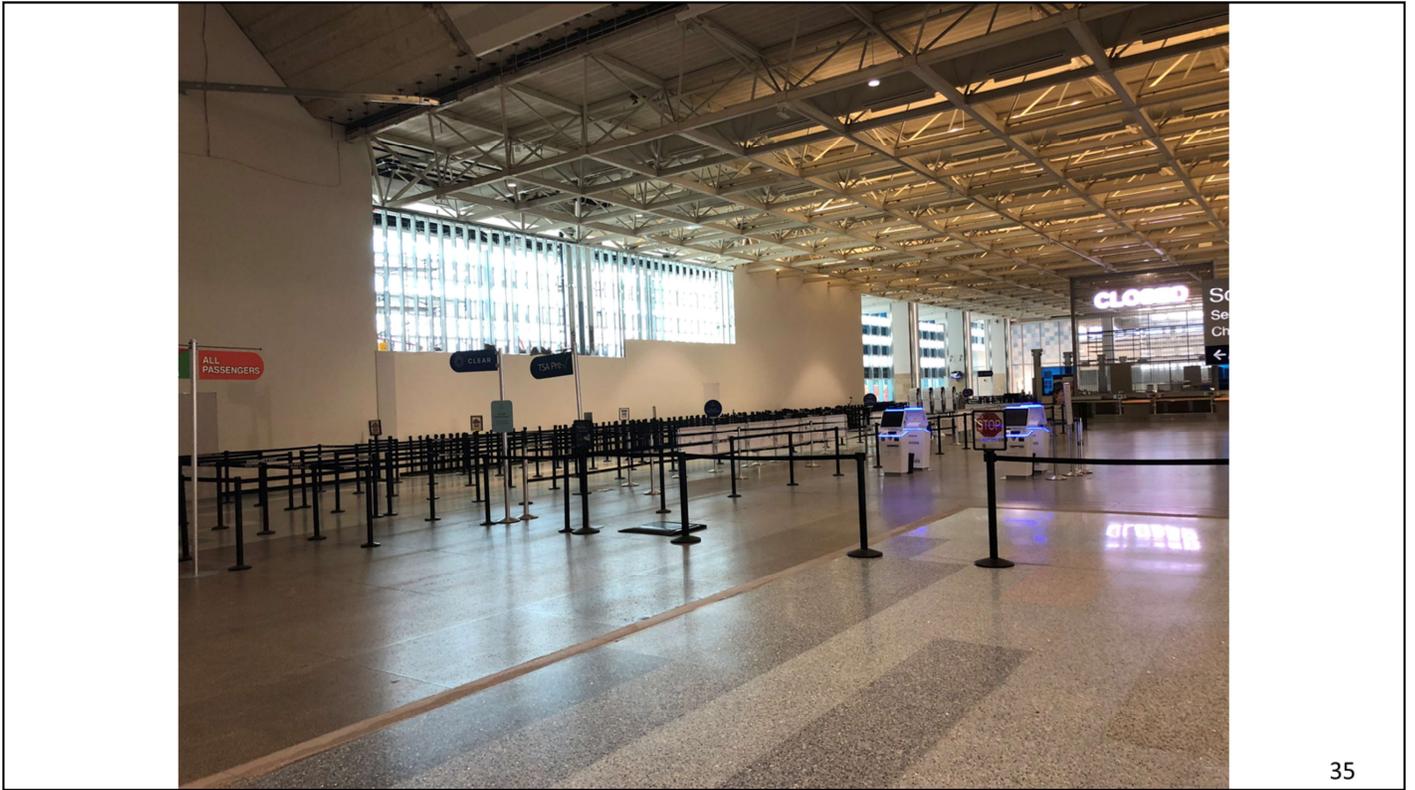
We are sorry that we didn't have time to review the Construction Updates with Heather Leide, but please take the time to review the images she provided.

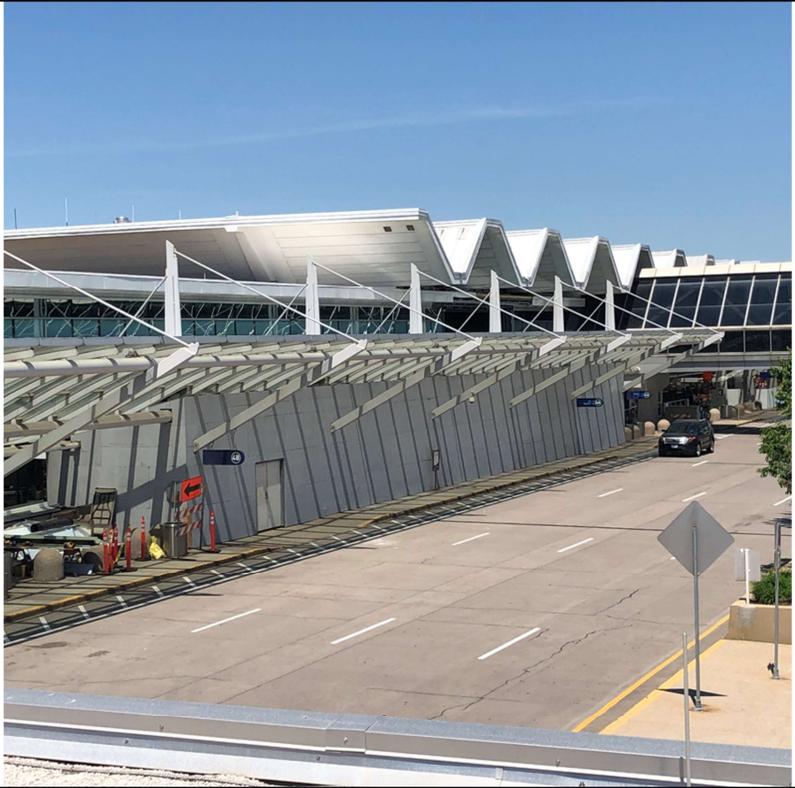
If you have not been to the terminal lately, there has been such beautiful progress made. We will have an extended Construction update at our next CSAC meeting.

Operational Improvements



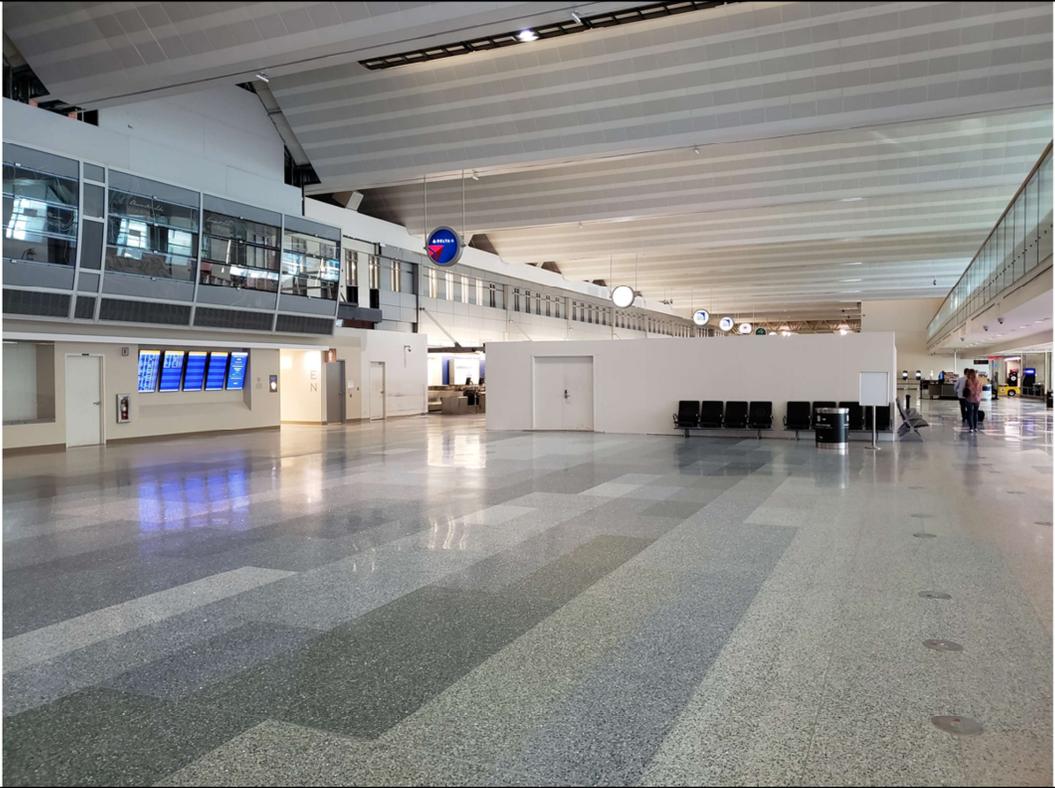


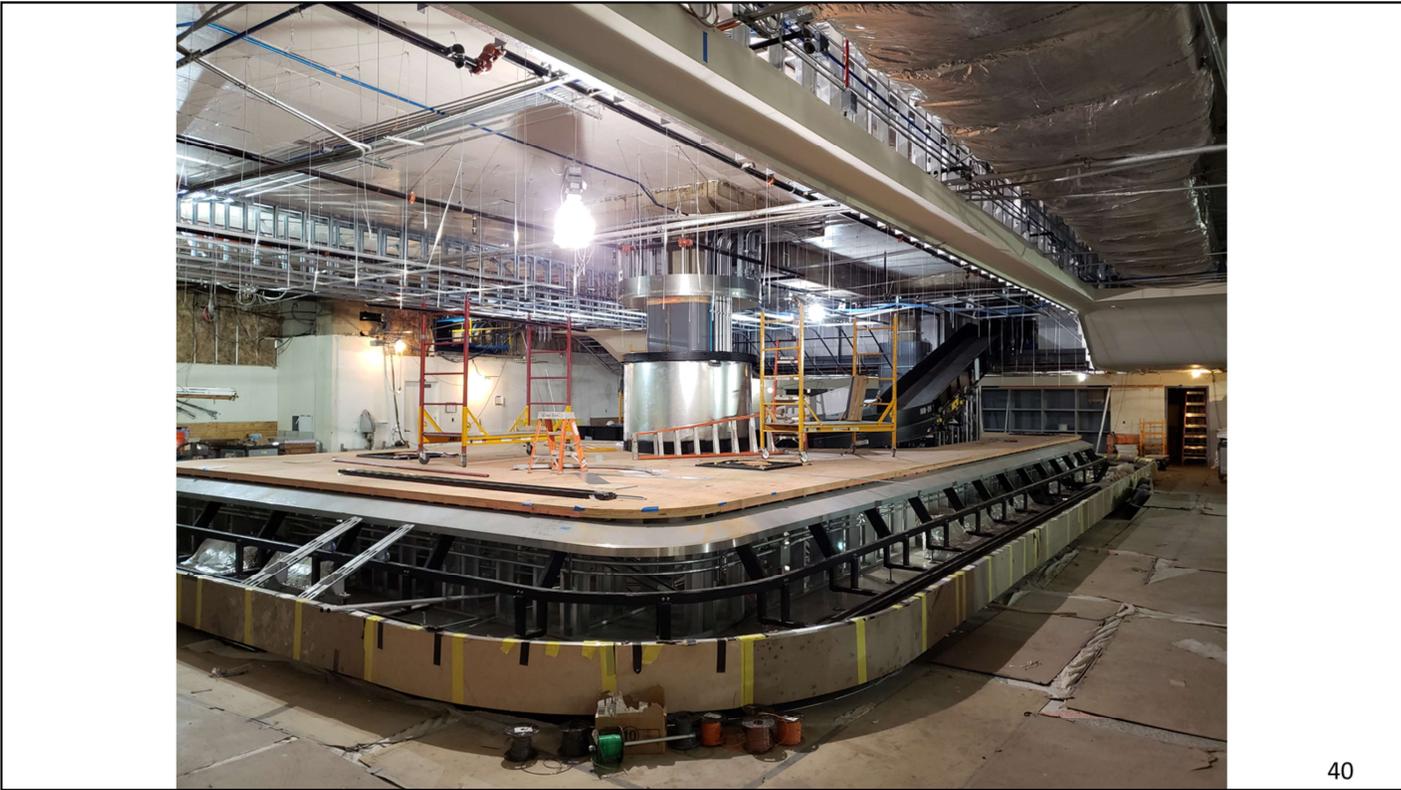




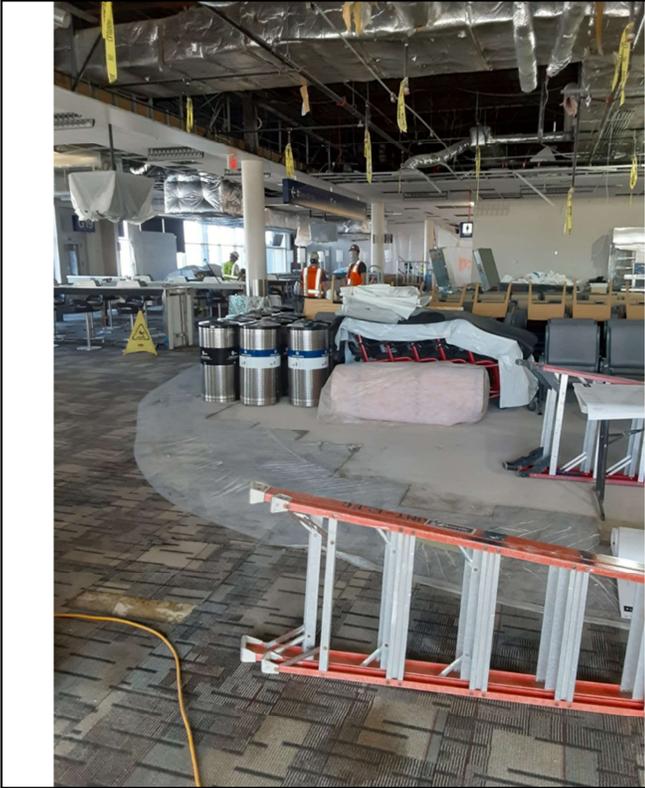












Concourse G Infill

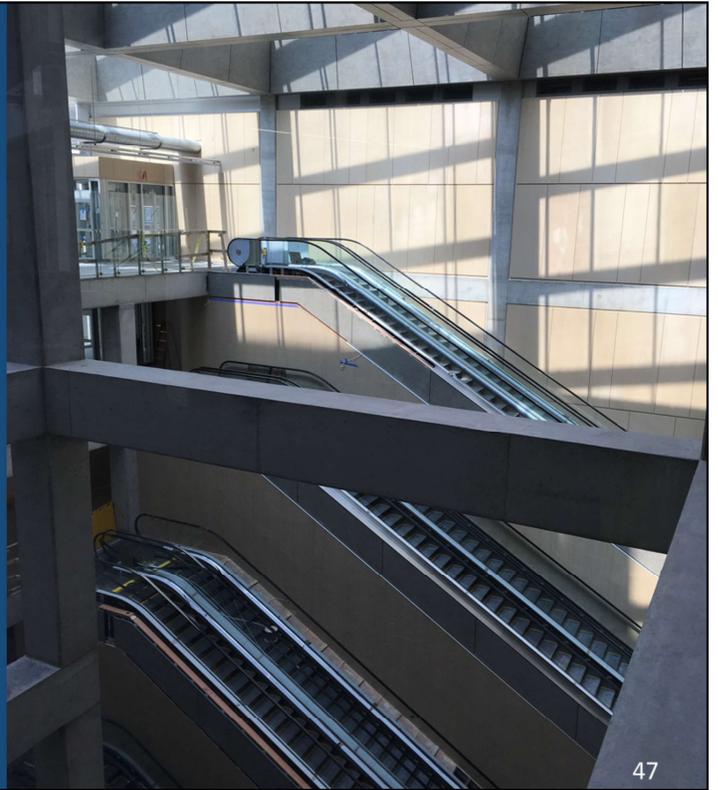








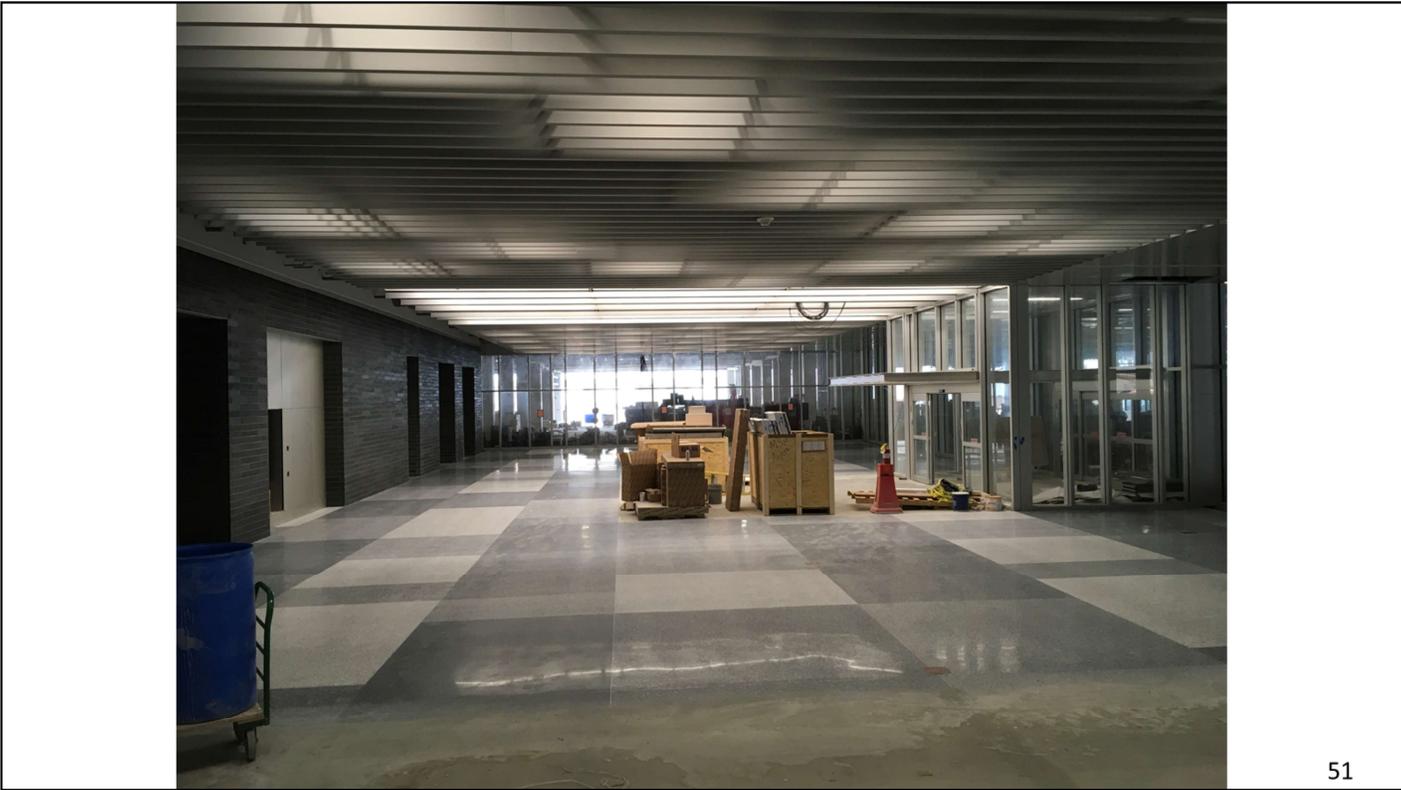
Silver Ramp





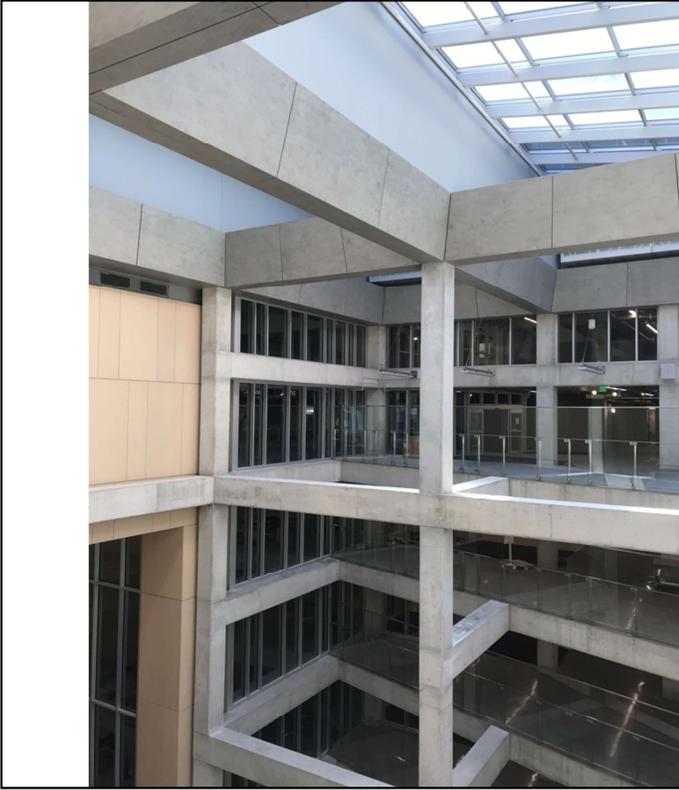












Questions?

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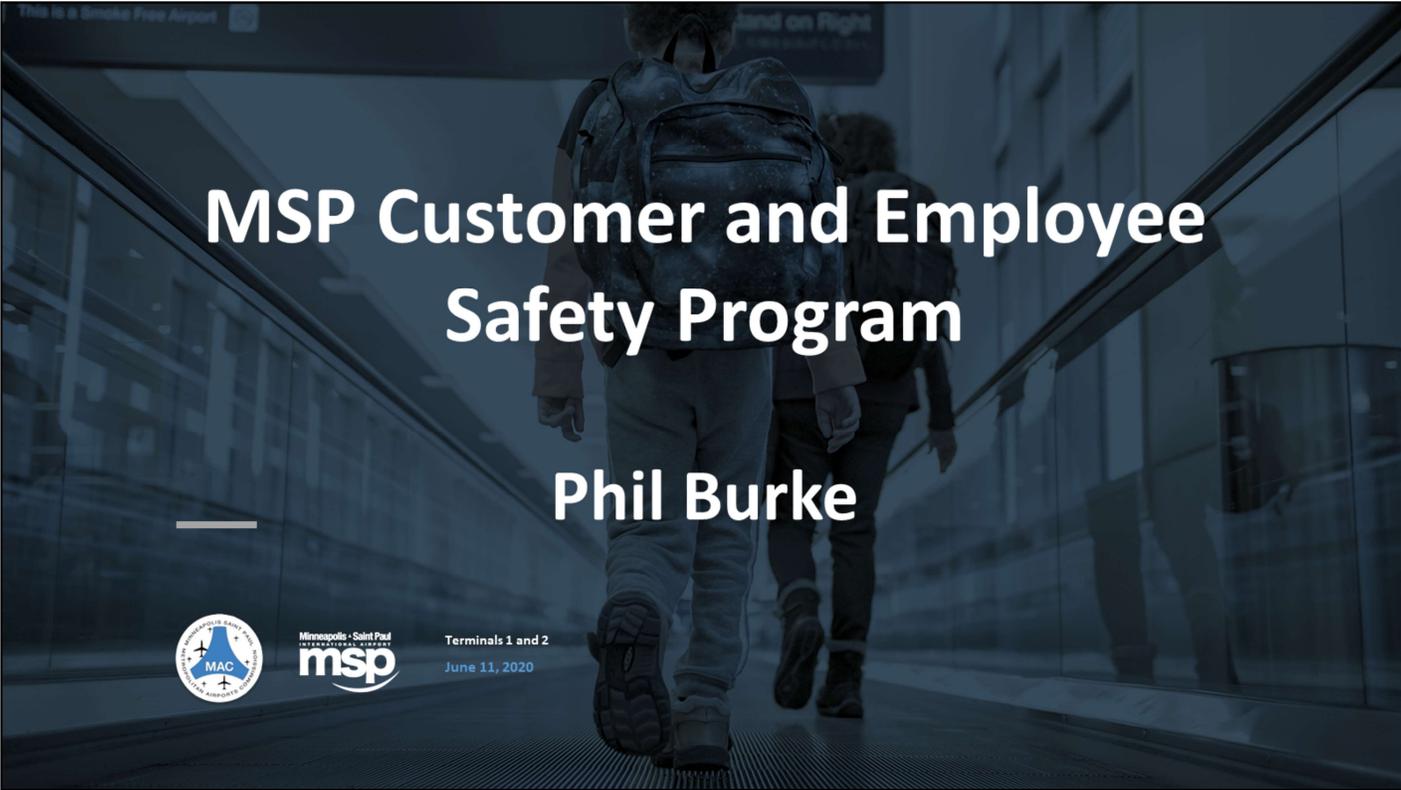
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Roy shared some statistics about how Covid has affected MSP Operations:

- **Mid March and April passenger counts were around 1500/day which is about a 97% decrease**
 - **Typical counts are 35/40,000 per day around this time**
- **We now are around 4/5,000 passengers/day, which is about 85% decrease**
- **Employees were given the opportunity to park at T1 and at one point there were more passenger vehicles parked than customers. We are beginning to see an increase in passenger parking.**
- **Concessions have been closed or have reduced hours, and we are beginning to see more and more tenants opening back up or have increased hours. We are so appreciative to those that were open throughout this time.**



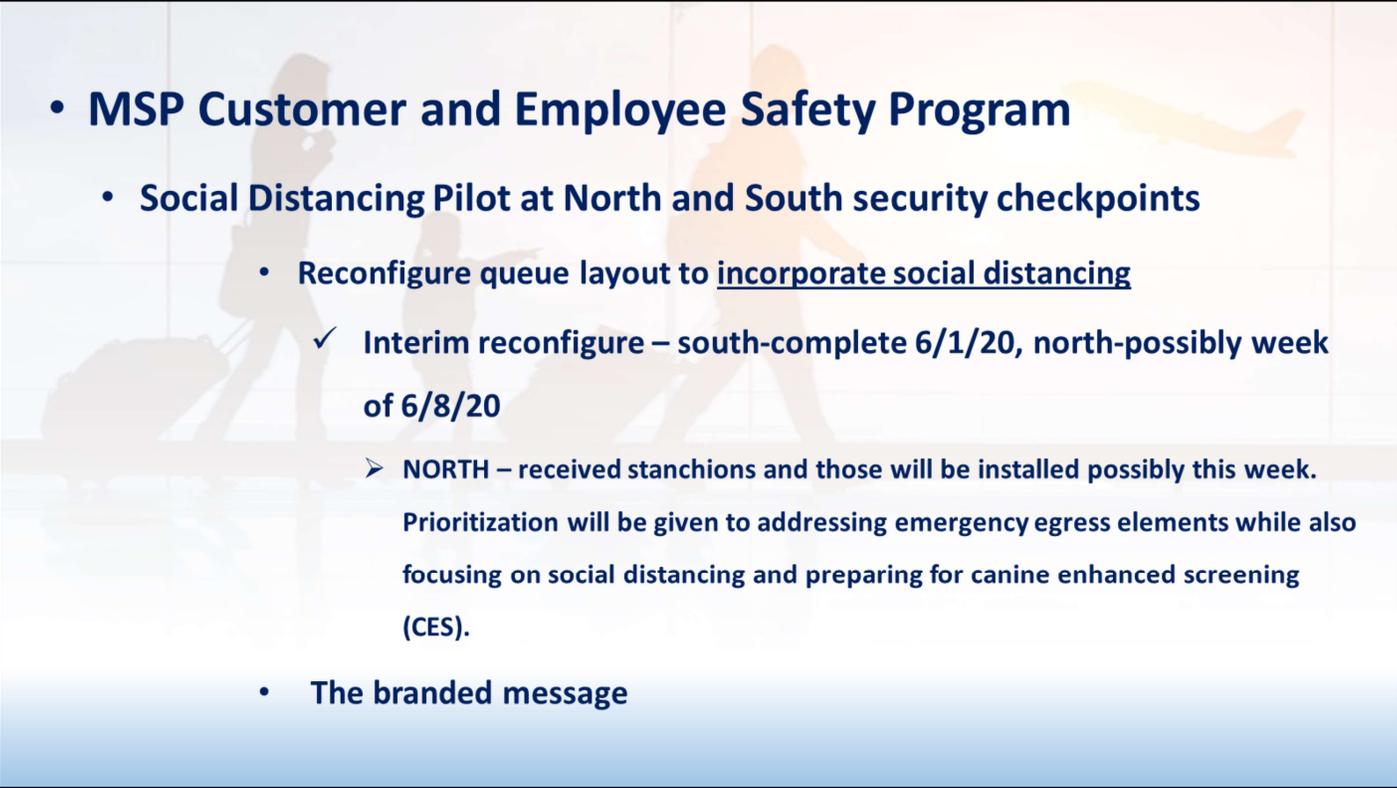
Phil shared the MSP customer and employee safety program. The following slides share plans about social distancing, branding, hand sanitation, and PPE for employees and passengers.



- **MSP Customer and Employee Safety Program**

- **Objectives**

- **Policy/Rule Compliance** – ex., Governor Executive Orders
- **Ensure Safety of Customer and Employee**
 - Social distancing initiative – shields (includes shield specification for tenant space); EVIDS; stanchion belts, sign toppers, hand sanitizers, checkpoint queue layouts
 - PPE Inventory Effort
 - Training and education
- **Maintaining Operational Consistency, Efficiency, and Flexibility**
 - Consistent message and terminal look
 - Good organization creates efficiency
 - Situation is evolving. We must stay flexible
- **Ensure Customers and Employees Feel Safe**
 - Not only is it important for us to provide a safe environment for the customer, they also need to have the perception of being safe when they travel
- **Communications and Marketing - Strengthening and Aligning Our Brand with Critical Stakeholders in a Changing Market Place**
 - A cohesive, branded message. MAC SSE department are partners in program



- **MSP Customer and Employee Safety Program**

- **Social Distancing Pilot at North and South security checkpoints**

- **Reconfigure queue layout to incorporate social distancing**

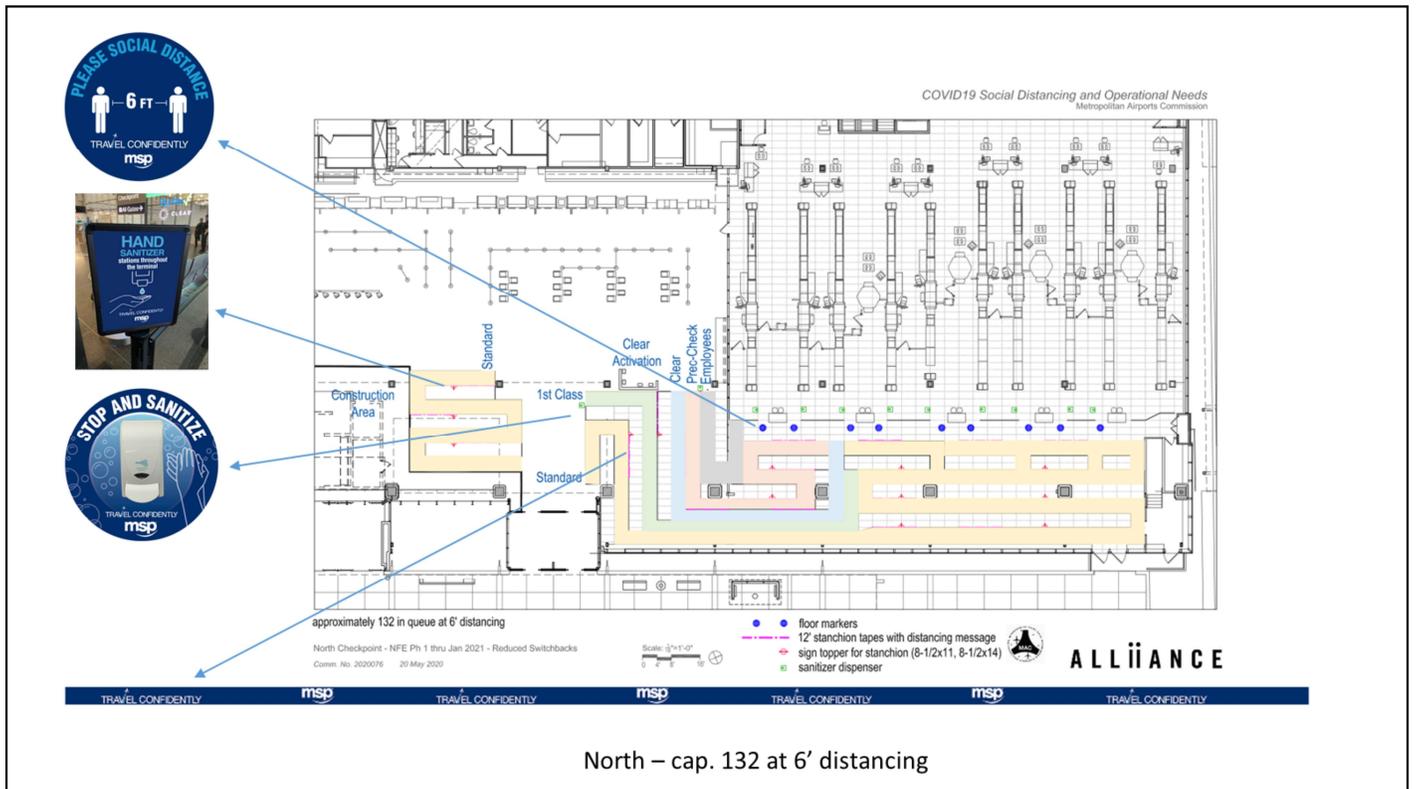
- ✓ **Interim reconfigure – south-complete 6/1/20, north-possibly week of 6/8/20**

- **NORTH – received stanchions and those will be installed possibly this week. Prioritization will be given to addressing emergency egress elements while also focusing on social distancing and preparing for canine enhanced screening (CES).**

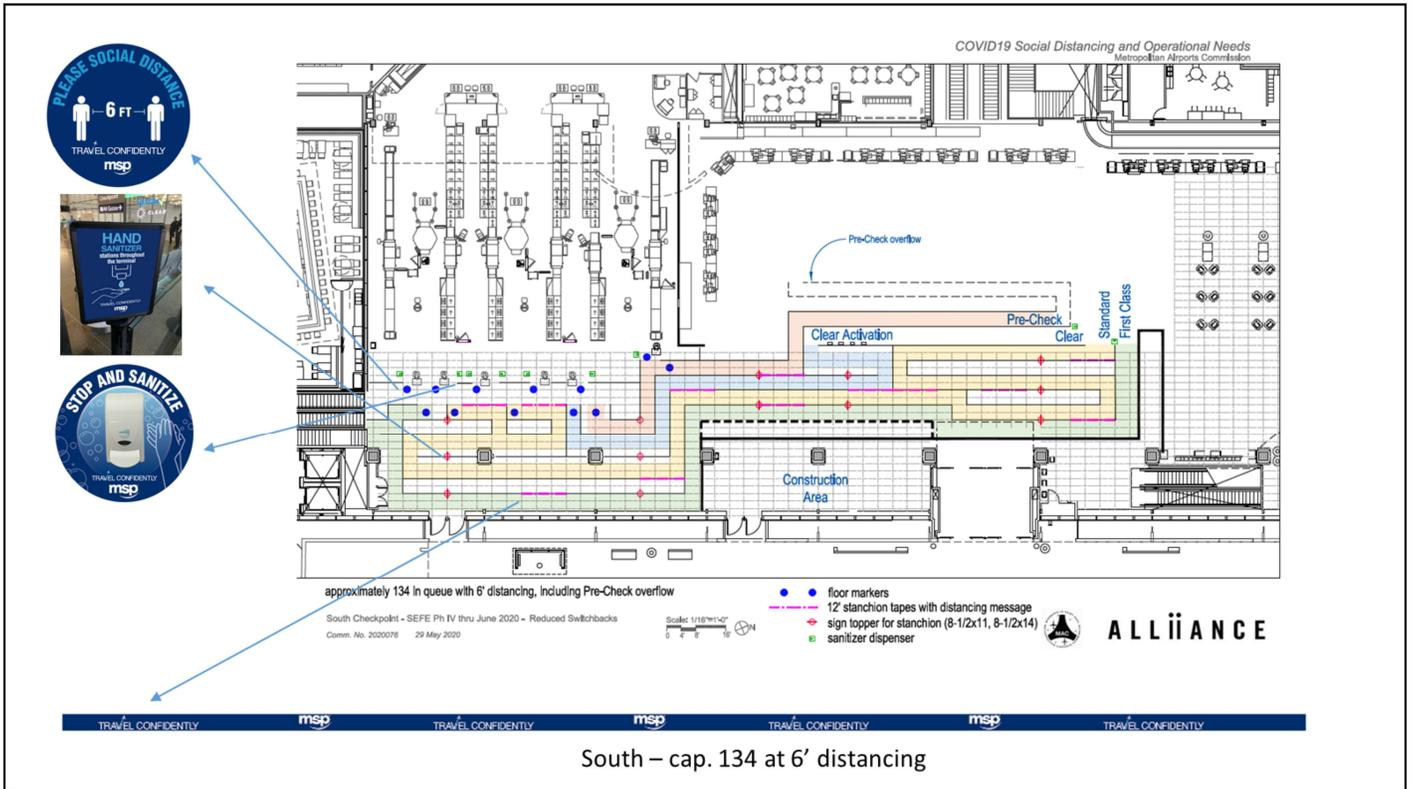
- **The branded message**

MSP's Customer and Employee Safety Branded Program

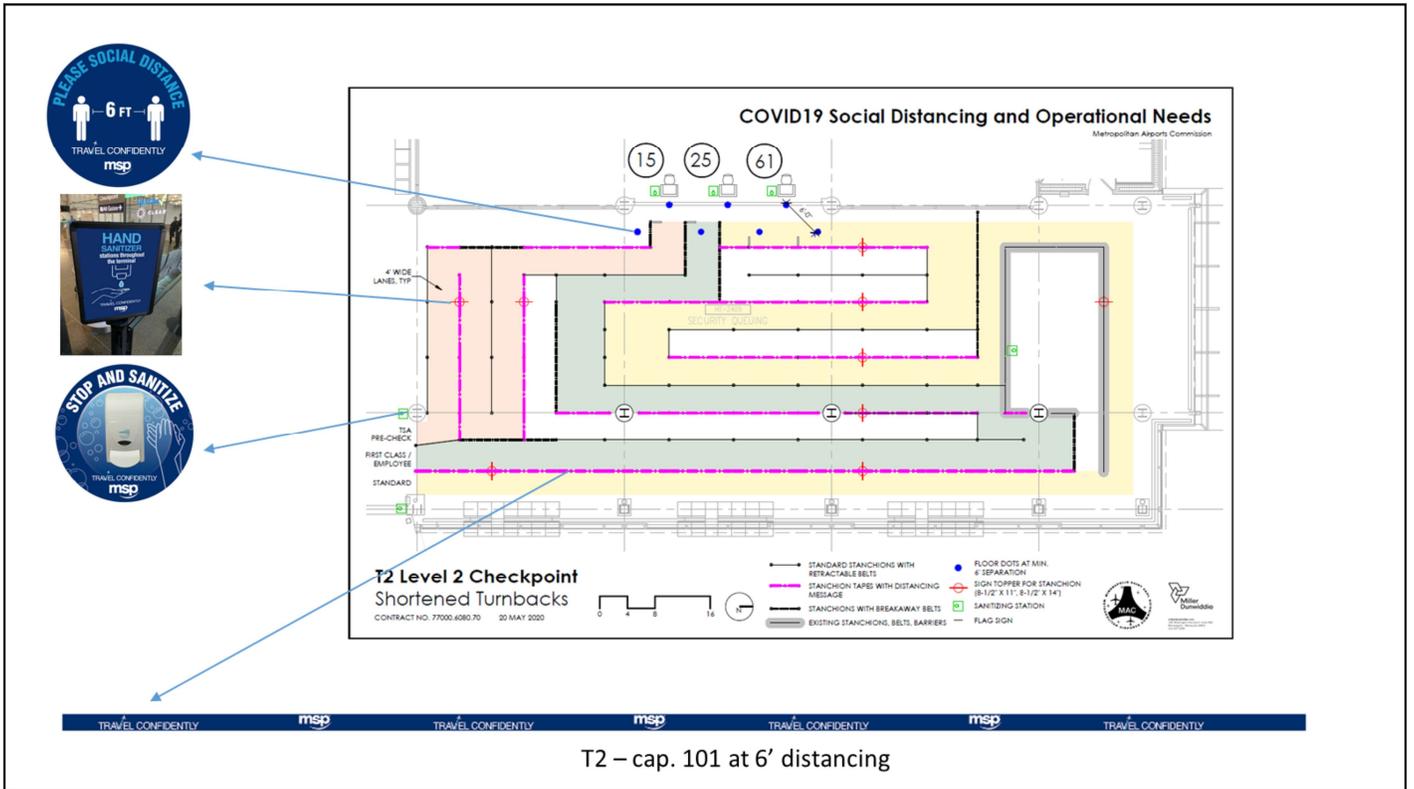




T1- North Checkpoint social distancing plans- including hand sanitizer stations and stanchion tapes with distancing messages.



T1- South Checkpoint social distancing plans- including hand sanitizer stations and stanchion tapes with distancing messages.



T2- Checkpoint social distancing plans- including hand sanitizer stations and stanchion tapes with distancing messages.

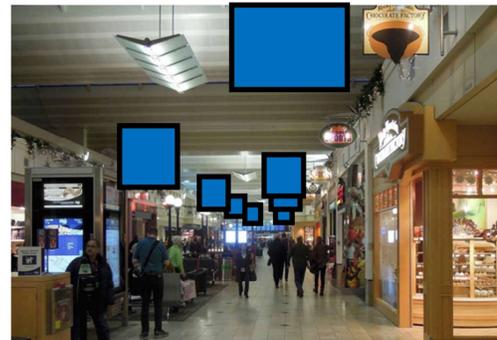
Hand Sanitizer Messaging

- MAC will install social distancing message on existing and any new hand sanitizer locations. New locations based on available supply of sanitizer.



Other components coming...

- MAC will install other messaging around both terminals to inform the customer about program elements as well as to provide direction in certain locations.
- At information booths, MAC will provide customers a care bag – mask, sanitizer, program information
- Restroom messaging – static, audio



Alignment with our stakeholders to ensure a consistent safety program

- ✓ Airlines
- ✓ Concessionaires
- ✓ Auto Rental
- ✓ Others





Face covering update

FAA has supplied 103,000 cloth face coverings to MSP for distribution to employees

FEMA has supplied 1.8 million cloth face coverings to MSP for distribution to customers. Travel Confidently component – care bags (mask, sanitizer, pamphlet)

Distribution locations – MAC PSA information booth (T1) and Traveler's Assistance information booths (T1 and T2)

Be sure to share with all tenants that facemasks are available for ALL employees- available for pick up!

Questions?



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LET'S BE SAFE TOGETHER

HMSHost has implemented guidelines to protect the safety and wellness of our associates and our guests.

- ✓ Before Shift Wellness Checks
- ✓ Requiring PPE (face mask and gloves)
- ✓ More frequent hand washing
- ✓ Maintain physical distance whenever possible
- ✓ Frequent sanitizing of high touch surfaces
- ✓ PPE time outs

If you have concerns about the safety practices in your location, please call 1-888-SPEAK11 to report anonymously and confidentially.

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

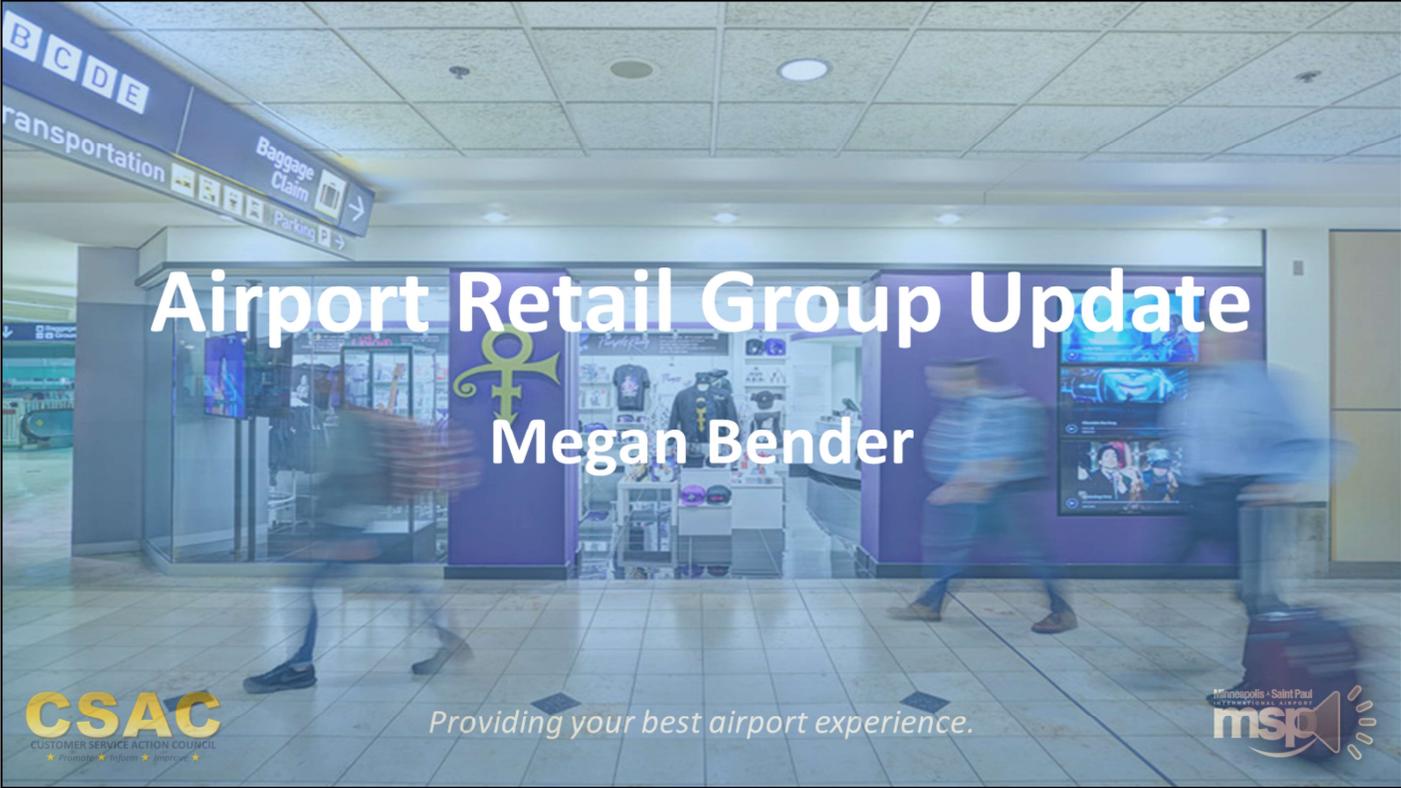
HMS HOST
Feeling Good on the Move™
An Altago Company

Minneapolis - Saint Paul
mSP
INTERNATIONAL AIRPORT

Robin shared HMS Host’s “Let me Safe Together” program, which is taking an intense protocol to keep employees and passengers safe.



Kerry shared Caribou’s protocol for remaining safe, which includes distanced registers, passenger self serve swiping machines, and the introduction of an order app, which eliminates customers waiting in line!



Airport Retail Group Update

Megan Bender

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METROPOLITAN AIRPORT SYSTEM

- Physical and mental health of our team is the #1 priorities for ARG
- PPE essentials will be provided but now they are required to fill out a survey before their shift asking 5 health- based questions to assess risk factors before they even enter the building
- We are allowing face shields as an option for those who struggle with face masks so that we can see their smiling faces behind the register and to allow for those with disabilities to still be able to read lips
- Crisis communication and mindfulness training for all of our managers to ensure that they are prepared mentally and physically prepared to serve our ever-changing customer-base and their concerns.



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Megan from Airport Retail Group shared points on their employees remaining safe. Since they are specialty retail, its important they connect with customers, so they are offering face shields to employees so they can smile and interact with customers.

They are also stressing the importance of patience with their employees and this is a trying time for all. Many employees are scared to come back to work after social distancing for months. To prepare employees for the stressful return, ARG is offering mindfulness training and keeping the mental health of employees a top priority.

Delta Airlines Update

Ben Humphrey



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Minneapolis - Saint Paul
mSP
INTERNATIONAL AIRPORT

Ben Humphrey shared some updates from Delta Airlines. Current passenger volume is about 4,000 passengers a day. In positive news, the flight schedules are soon going to be increasing, with 160 flights a day in July, with an estimated 10/11,000 passengers a day.

Soon, all gates will be in use (Except G11-22, and B Concourse).

By August, Delta expects to be up to 240 flights a day.

They are continuing to book flights at 60% capacity and are doing overnight cleans of every flight. They continue to board the aircraft from rear to front and enforce that passengers wear a mask as they are boarding the aircraft.

Employees must wear a mask if they are within 6 feet of customers (and that may become more stringent) and have been getting temperature checked each day.

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Celebrate Success!

MSP has always been my preferred airport for connections when flying out to visit my family. This was only reinforced in a huge way during a trip I took May 13-20. With all the concerns about traveling safety the past few months, I was apprehensive about traveling, and especially the extended layovers (9-13 hours) at your facility due to flight schedules.

I want to commend your airport! I was very impressed by how clean it was, and the diligence of the workers I saw wiping things down and cleaning. So a BIG “THANK YOU”, to those who were working, and working hard to make it as safe as possible. And thanks to those who planned and budgeted, and scheduled, as well.

I appreciated it all very much.

Susan

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Celebrate Success!



Melissa Vogel
@mmvogel3

First flight since the world shut down. Stellar job @Delta and @mspairport with the safety protocol you have put in place! Traveling felt like the safest thing I have done in a public setting in past eight weeks. Thanks!



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NEXT MEETING

Thursday, July 9th, 2020



Roy concluded the meeting by sharing his continued appreciation and thanks to everybody.

We are going through great change, which is hard and overwhelming. He wanted to stress that MAC cares about all of our tenants, and we know that you as tenants care, and its demonstrated.

Even in these hard times- we can continue to provide excellent customer service make amazing experiences for our passengers. Wearing a mask, it can be hard to connect with our passengers, but continue to try to show other ways to connect when you can't smile.