

CUSTOMER SERVICE ACTION COUNCIL MINUTES

September 9th, 2021

10:00 AM – 11:00 AM

Microsoft Teams™ Meeting

Number of attendees: 80

- | | |
|---------------------------------|----------------------------|
| 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 & Cassie Schmid |
| 7. Concession Updates | Jay Noseworthy |

- | | |
|---------------------------------|----------------|
| 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>WandertestRapid 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>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>
--	--

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

MSP COVID-19 VACCINE CLINIC

m MINNESOTA mSP

Offering the **ONE DOSE** JOHNSON & JOHNSON'S Janssen vaccine 7 days a week

Terminal 1: Located post -security in the main mall across from Starbucks

Terminal 2: Located pre -security on the ground level between doors 1 & 2

*1-hour free parking provided for T2 vaccinations

Providing your best airport experience.

CSAC

mSP

NAVIGATING MSP AIRPORT

100TH EVENT

Saturday, October 2, 2021

INCLUDES:
Airport and airplane tour, plus lunch with a Delta pilot!

mSP

Providing your best airport experience.

CSAC

mSP

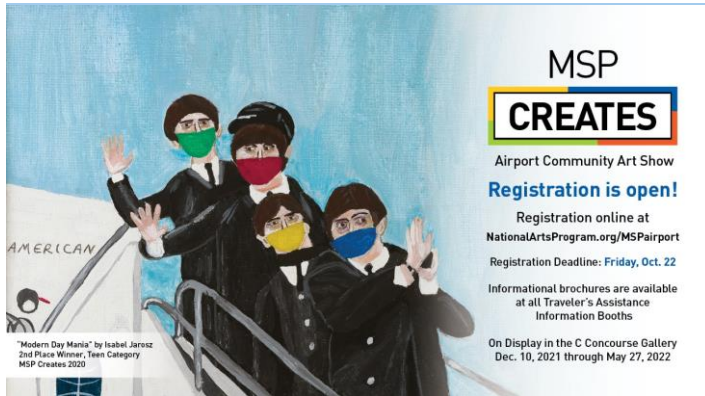


CUSTOMER SERVICE ACTION COUNCIL MINUTES

September 9th, 2021

10:00 AM – 11:00 AM

Microsoft Teams™ Meeting



MEA 2021

MEA (Minnesota Educator Academy) occurs on Thursday, October 21st.

Passenger traffic around that date is expected to surge.

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

CSAC
CUSTOMER SERVICE ACTION COUNCIL
Providing your best airport experience.

Minnesota - Saint Paul
msp

To register for the Airport community art show:

<https://www.nationalartsprogram.org/venues/minneapolis-st-paul-international-airport>

The 9/11 remembrance program at MSP will take place on Saturday, September 11th at both Terminal 1 and Terminal 2.

The Airport Police Honor Guard, Airport Fire Honor Guard and Customs and Border Protection will be participating in this ceremony.

At 7:46AM, a pre-recorded brief announcement will be made, along with a moment of silence, the playing of Taps, then a closing message.

Security Checkpoints will pause at 7:46AM and we ask that all tenants silence their music and operations in respect for this program.



Providing your best airport experience.





CUSTOMER SERVICE ACTION COUNCIL MINUTES

September 9th, 2021

10:00 AM – 11:00 AM

Microsoft Teams™ Meeting

3. Committee Updates

Roy Fuhrmann

Committee	Chair	Update																		
Forum	Dana Nelson	<div><div><h3>CSAC FORUM</h3><h2>Thank you for attending the summer Forum!</h2><p>GETTING BACK TO NOT NORMAL: Crisis Intervention Techniques</p></div><div><p>The Customer Service Action Council (CSAC) Forum Committee will be hosting a virtual Summer Forum on the topic of crisis intervention.</p><p>With tens of thousands of visitors and employees at MSP every day, on any given day there is bound to be people who are experiencing mental health challenges or other crises that oftentimes require intervention. This forum will feature experts discussing crisis intervention situations and tactics at MSP Airport and suggestions for what airport employees can do when confronted with an unruly or disruptive customer.</p><div><p>SPEAKERS INCLUDE:</p><ul style="list-style-type: none">• Sergeant Boser of the Airport Police Department• Taj Alexander of Delta Air Lines• Daniel Kowal, of the Transportation Security Administration</div></div></div>																		
Travelers Advisory (TAC)	Phil Burke	<div><div><p>Next meeting: Monday, November 8th</p></div><div><p>Building a team of frequent travelers</p><p>Connecting msp with our customers</p></div></div>																		
Travelers Advisory with Disabilities (TDAC)	Phil Burke	<div><div><p>Next Meeting: Monday, September 13th at St. Paul Downtown Airport</p></div><div></div></div> <div><h3>CSAC COMMITTEES</h3><table><tr><th>Forum</th><th>Travelers Advisory</th><th>Travelers with Disabilities Advisory</th><th>Benchmarking</th><th>Building On Success</th><th>MSP Jobs</th><th>MSP Nice</th><th>MSP Nice Celebration</th><th>Airport Customer Service Hero</th></tr><tr><td>Dana Nelson</td><td>Phil Burke</td><td>Phil Burke</td><td>Phil Burke</td><td>Nicole Kiefer</td><td>Jay Noosworthy</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 Noosworthy	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 Noosworthy	Katlyn Schenck	Kerry Forbes	TBD												

CUSTOMER SERVICE ACTION COUNCIL MINUTES

September 9th, 2021

10:00 AM – 11:00 AM

Microsoft Teams™ Meeting

<p>Airport Customer Service Hero</p>	<p>Roy Fuhrmann</p>	 <p>Customer Service Hero</p> <p>The Customer Service Action Council plans to present the awards at the Monday, November 15, 2021 at the Full Commission meeting</p> <p>Rick Valentino Metropolitan Airports Commission</p> <p>Ken Borowski Delta Airlines</p> <p>Danny Givens D.G. Express</p> <p><i>Recognizing exceptional service for enhancing the customer experience within the airports of the Metropolitan Airports Commission.</i></p>
---	---------------------	--

4. MSP Construction Update

Puneet VEDI

Lake Elmo Airport

- 2020 Runway 14-32 Replacement

Minneapolis-Saint Paul Airport

- 2021 Glumack Drive Reconstruction
- 2021 Taxiway A/B & G Apron Reconstruction
- 2020 G Concourse Gate Infill



29



33

CUSTOMER SERVICE ACTION COUNCIL MINUTES

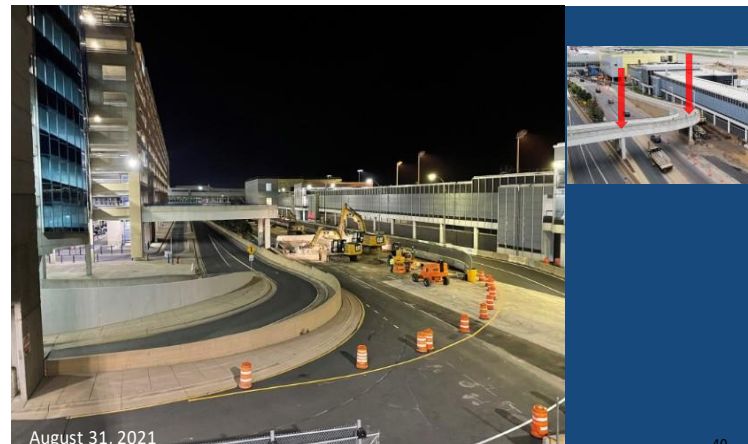
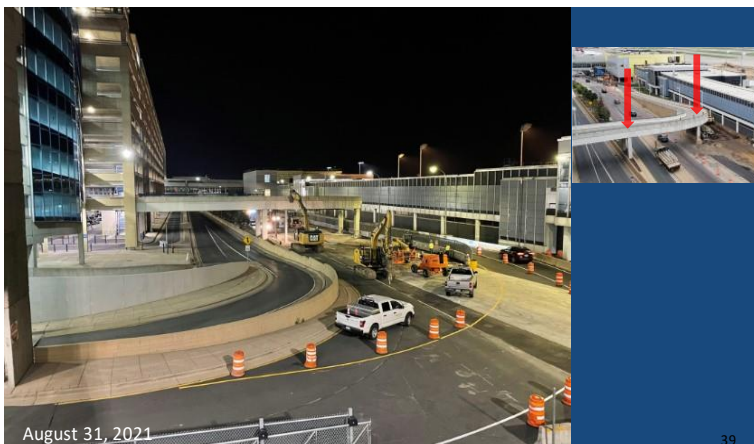
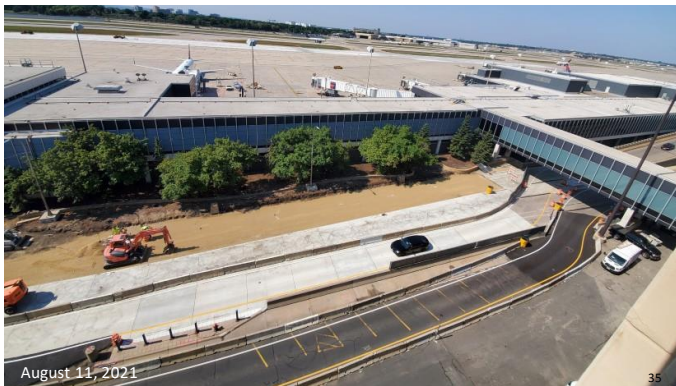
September 9th, 2021

10:00 AM – 11:00 AM

Microsoft Teams™ Meeting

Minneapolis-Saint Paul Airport

- 2021 Glumack Drive Reconstruction
- 2021 Taxiway A/B & G Apron Reconstruction
- 2020 G Concourse Gate Infill



CUSTOMER SERVICE ACTION COUNCIL MINUTES

September 9th, 2021

10:00 AM – 11:00 AM

Microsoft Teams™ Meeting

Minneapolis-Saint Paul Airport

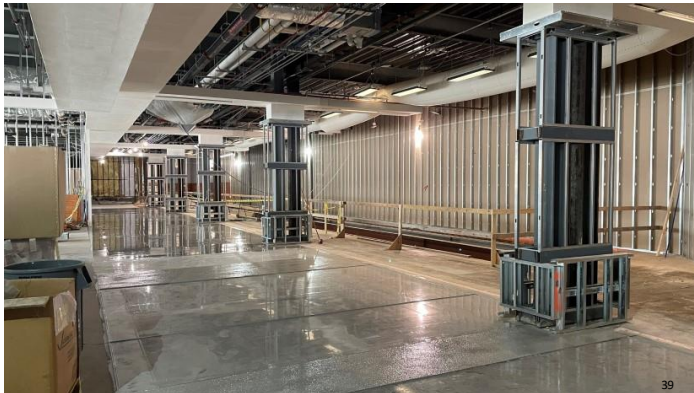
- 2021 Glumack Drive Reconstruction
- 2021 Taxiway A/B & G Apron Reconstruction
- 2020 G Concourse Gate Infill



34



36



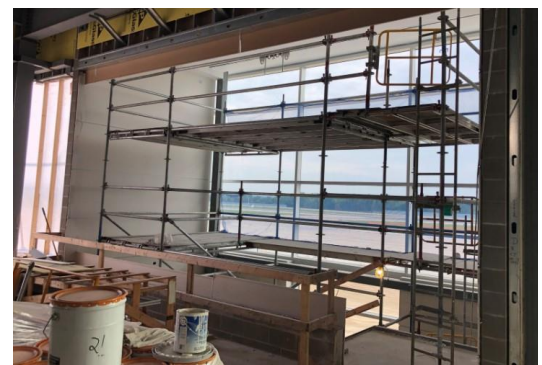
39



41



42



43

CUSTOMER SERVICE ACTION COUNCIL MINUTES

September 9th, 2021

10:00 AM – 11:00 AM

Microsoft Teams™ Meeting

5. Customer Experience Update

Phil Burke

See full slide deck below

6. Travel Confidently

Phil Burke & Cassie Schmid

Face Coverings



- KEY POINTS:
 - TSA has extended its CDC-driven security directive until January 18, 2022
 - Applies to airport employees, contractors, vendors and customers
 - The requirement to wear a mask does not apply in the following circumstances:
 - While eating, drinking, or taking medication
 - When necessary to temporarily lower or remove the mask to verify one's identity such as during Transportation Security Administration (TSA) screening or when asked to do so by the ticket or gate agent or any law enforcement official
 - While communicating for brief periods of time with a person who is hearing impaired



Social Distancing Program

CUSTOMER SERVICE ACTION COUNCIL MINUTES

September 9th, 2021

10:00 AM – 11:00 AM

Microsoft Teams™ Meeting

MSP Testing Options



wandertest
RAPID COVID TESTING

Single-dose COVID-19 vaccinations

Now available:
Terminal 1 (boarding pass required)
Terminal 2 (open to general public)



MSP Vaccination Options

7. Concession Updates

Jay Noseworthy

I had a very long wait for my shuttle. However, I knew the coffee shop was located in baggage claim and it was a perfect place to wait and after a long flight, a coffee and snack would have been nice. Really disappointed it was closed...

After arriving to an airport after a long day of traveling, it is infuriating to find a giant airport with no restaurants open when you arrive late in the evening. At least keep a coffee shop or two open.

I have to say I'm extremely disappointed that pretty much every "vendor" closes at 9:00pm! When you ask people to be 2 hours early for a flight, offer flights leaving after 9 (ours leaves at 10:55pm), it would only make sense to offer SOMETHING to passengers.

I arrived at 6pm for an 8pm flight. There was LITERALLY nothing to eat! My wife and I had to eat crackers at the gift a shop next door. What kind of an airport is this?

WHAT WE ARE HEARING

WHAT ARE OUR ALTERNATIVE SOLUTIONS?



CUSTOMER SERVICE ACTION COUNCIL MINUTES

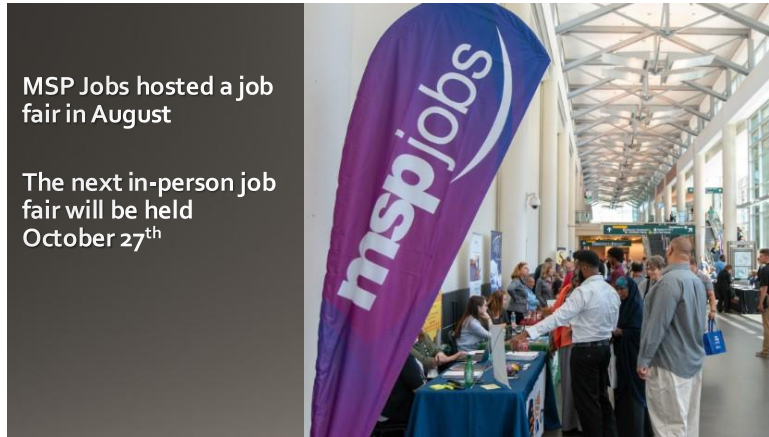
September 9th, 2021

10:00 AM – 11:00 AM

Microsoft Teams™ Meeting

MSP Jobs hosted a job fair in August

The next in-person job fair will be held October 27th



Innovative Vending machines will be available for additional food sources



✓ Simple. ✓ Safe. ✓ Speedy

CONTACTLESS ORDERING

AT TERMINAL 1

Pickup & Delivery

Providing your best airport experience.

Our next meeting will be held October 14th, 2021 at 10:00 AM.
All are welcome to attend.



CUSTOMER SERVICE ACTION COUNCIL MINUTES

September 9th, 2021

10:00 AM – 11:00 AM

Microsoft Teams™ Meeting

Customer Experience



Phil Burke, Assistant Director, Customer Experience
Customer Service Action Council

September 9, 2021



CUSTOMER SERVICE ACTION COUNCIL MINUTES

September 9th, 2021

10:00 AM – 11:00 AM

Microsoft Teams™ Meeting

Customer Experience (CX) Purpose

To enhance our customers' experience at MSP.



Defining Customer Experience (CX)

The perception our customer has as they journey
through all possible MSP moments.



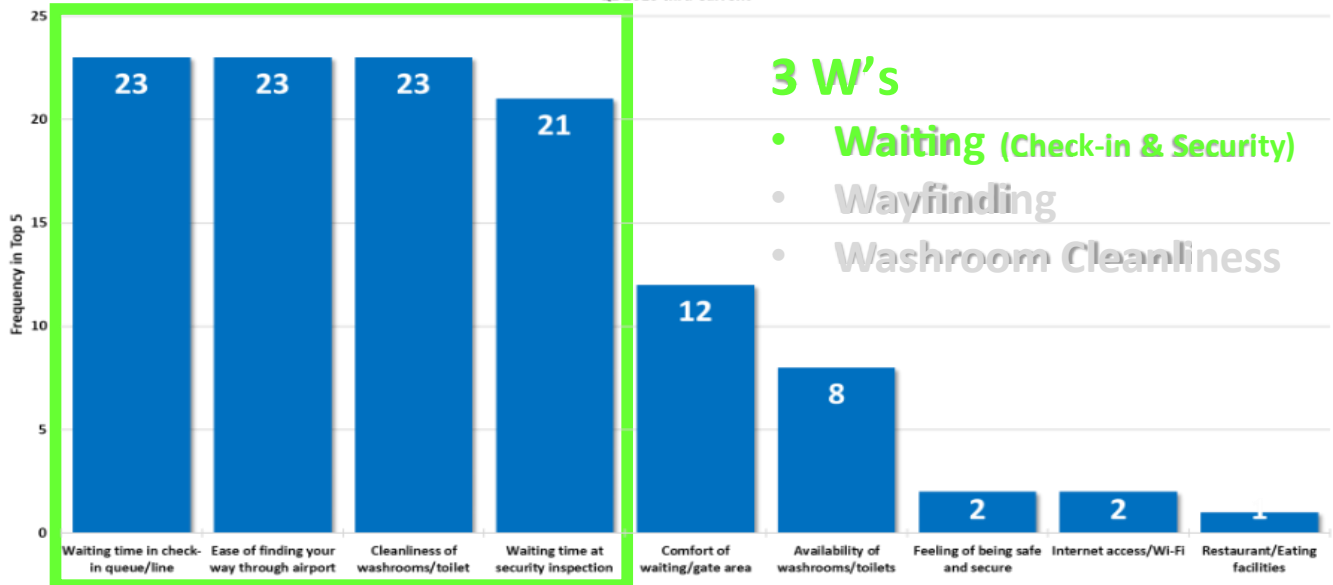
CUSTOMER SERVICE ACTION COUNCIL MINUTES

September 9th, 2021

10:00 AM – 11:00 AM

Microsoft Teams™ Meeting

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





CUSTOMER SERVICE ACTION COUNCIL MINUTES

September 9th, 2021

10:00 AM – 11:00 AM

Microsoft Teams™ Meeting

Five examples of working to minimize waiting to improve the customer experience



Security Queue Line Balancing



CUSTOMER SERVICE ACTION COUNCIL MINUTES

September 9th, 2021

10:00 AM – 11:00 AM

Microsoft Teams™ Meeting



South Security Checkpoint

North Security Checkpoint

1. S to N, N to S
2. S and/or N to Skyway
3. A moving customer is a happy customer



Skyway Security Checkpoint

Cleaning



CUSTOMER SERVICE ACTION COUNCIL MINUTES

September 9th, 2021

10:00 AM – 11:00 AM

Microsoft Teams™ Meeting

- 1) MAC partnered with a software company to conduct a 90day Proof of Concept project to assist with our strategic goals and smart cleaning initiatives.
- 2) Project consisted of a mobile application that aligned the flight schedules on the F Concourse with the general cleaning schedules.
- 3) Provided ability to record completed tasks, inspection findings, and to view key performance indicators.
- 4) POC being reviewed for further consideration.



Design/Construction



CUSTOMER SERVICE ACTION COUNCIL MINUTES

September 9th, 2021

10:00 AM – 11:00 AM

Microsoft Teams™ Meeting

COVID testing center entrance



Silver ramp



Design considerations to minimize customer waiting

- 1) Provide for the **right-sized facility** based on longterm comprehensive planning (proactive and data-driven)
- 2) Execute these plans to **accommodate growth** with facilities' availability just **before needs**
- 3) Coordinate **technologies to support the facilities** looking at future needs
- 4) **Plan for adequate staffing** with stakeholders and airport authority to support the facilities being provided at the capacities experienced.
- 5) Provide for **redundancies** (resilience and sustainability) and worst **case-scenarios**.
- 6) Provide what **current data** we have that reflects **real-world information** to the guest to empower them to make their journey their own.





CUSTOMER SERVICE ACTION COUNCIL MINUTES

September 9th, 2021

10:00 AM – 11:00 AM

Microsoft Teams™ Meeting

Concessions initiatives to minimize wait times



CUSTOMER SERVICE ACTION COUNCIL MINUTES

September 9th, 2021


10:00 AM – 11:00 AM

Microsoft Teams™ Meeting




INTRODUCING

**CONTACTLESS
ORDERING
AT TERMINAL 1**



Pickup & AtYourGate Delivery Available

✔ Simple. ✔ Safe. ✔ Speedy.



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

Encouraging use of ordering kiosks



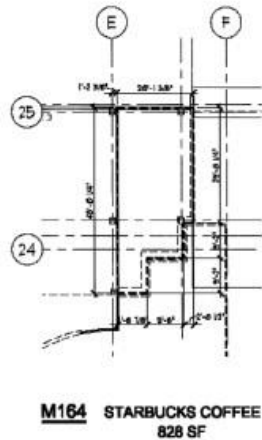
CUSTOMER SERVICE ACTION COUNCIL MINUTES

September 9th, 2021

10:00 AM – 11:00 AM

Microsoft Teams™ Meeting

Smart design to optimize available space



BEFORE



AFTER

Business Intelligence (BI)

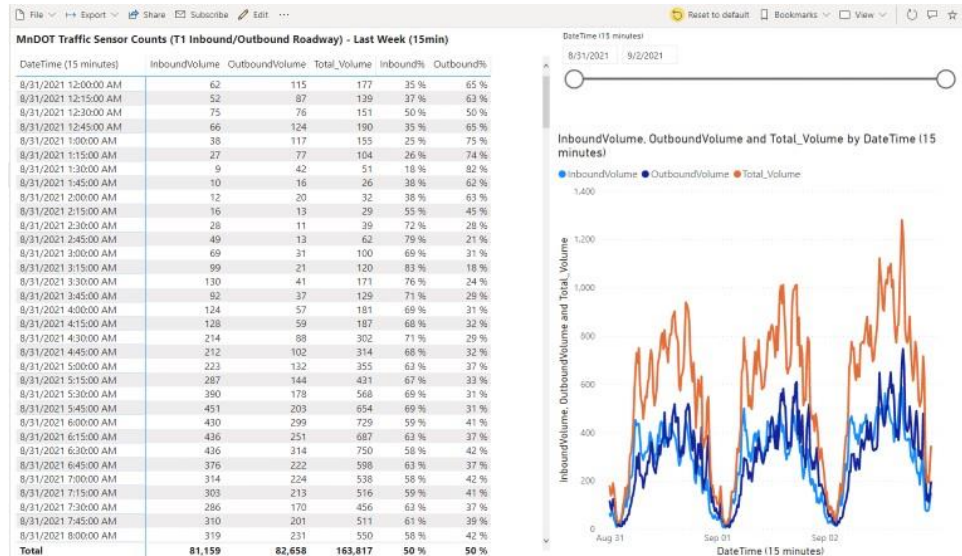
CUSTOMER SERVICE ACTION COUNCIL MINUTES

September 9th, 2021

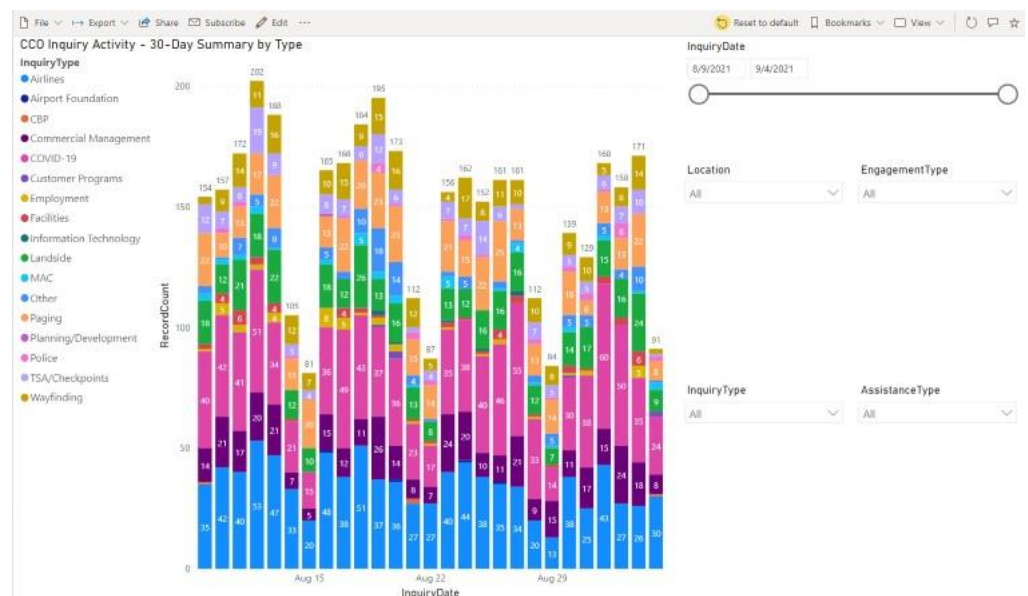
10:00 AM – 11:00 AM

Microsoft Teams™ Meeting

Inbound/outbound roadway traffic sensors



Customer Communications Office Inquiries





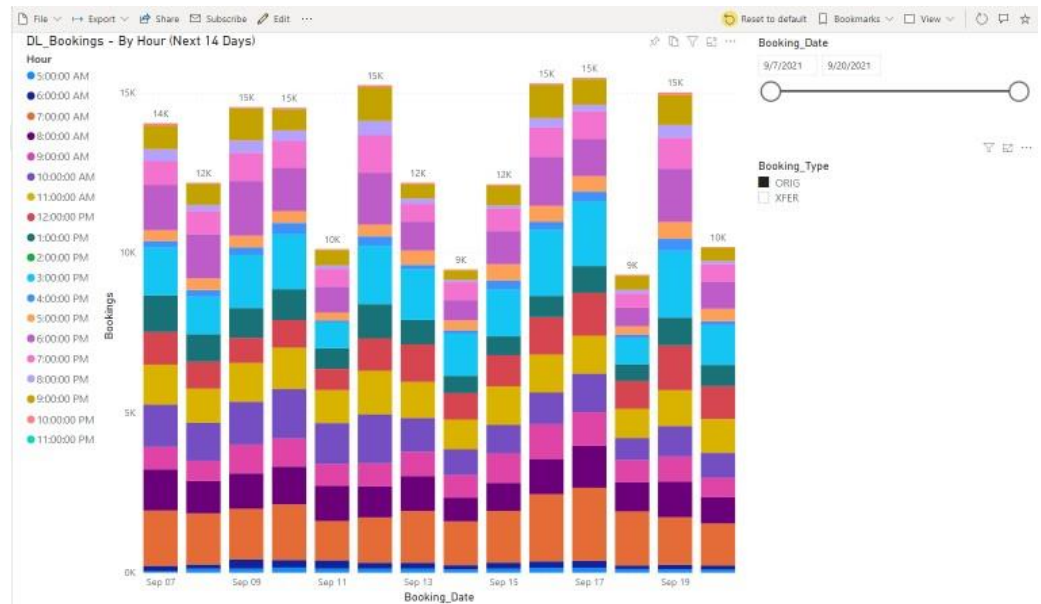
CUSTOMER SERVICE ACTION COUNCIL MINUTES

September 9th, 2021

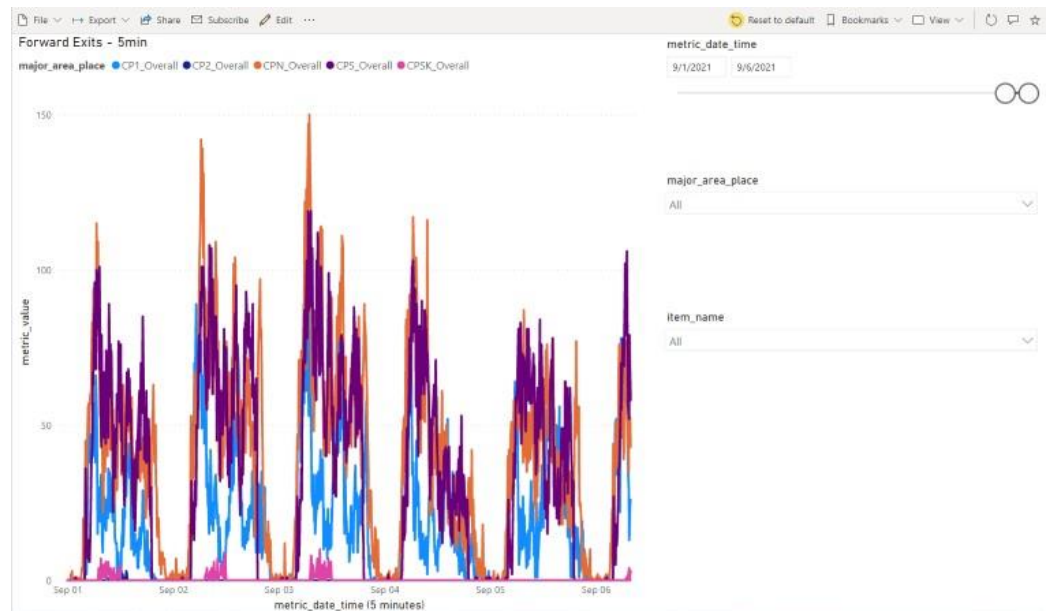
10:00 AM – 11:00 AM

Microsoft Teams™ Meeting

Airline bookings



Security checkpoint passenger processing





CUSTOMER SERVICE ACTION COUNCIL MINUTES

September 9th, 2021

10:00 AM – 11:00 AM

Microsoft Teams™ Meeting

