



CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, April 14th, 2022

10:00 AM – 11:00 AM

Terminal 1: Commission Chambers

Number of attendees: 43

- | | |
|---------------------------------|------------------------------|
| 1. Welcome & Introductions | Jana Webster |
| 2. Public Service Announcements | Katlyn Schenck |
| 3. Committee Updates | Jana Webster |
| 4. MSP Construction Overview | Puneet Vedi |
| 5. Customer Experience Update | Phil Burke |
| 6. MSP Employee Parking Update | Jeff Nawrocki |
| 7. MSP Concessions Update | Jay Noseworthy & Anne Saxton |

1. Welcome and Introductions Jana Webster

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.

wandertest
RAPID COVID TESTING

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: Mon. - Fri. from 8:30 a.m. - 5 p.m.; Sat. & Sun. from 1:30 p.m. - 5 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-19 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



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STAY SAFE MN

COVID VACCINATION
BLUE RAMP
LEVEL 1

COVID TESTING
BLUE RAMP
LEVEL 2

m MINNESOTA

TRAVEL CONFIDENTLY **msp**

The COVID Vaccine Clinic has been relocated to T1 Level 1 of the Blue Ramp. The site currently offers Johnson & Johnson and Moderna vaccines and booster shots. The previous sites, located at T1 in the main mall and T2 pre-security, will be deconstructed today and tomorrow.

Location: T1, pre-security Level 1 of the Blue Ramp
Operator: MDH/Homeland Health Specialists
Hours: 7:00 AM-3:00 PM, 7 days a week
Manager: Tracy Howard
Manager Email: tracy@homelandhealth.biz

TRAVEL
CONFIDENTLY
msp

The Biden administration is extending the transportation mask mandate for an additional 15 days in effect through May 3

FACE COVERINGS
required throughout
the terminal

TRAVEL CONFIDENTLY
msp



Airport Service Quality Award
Industry Recognition of the Best Airports in the World

Minneapolis-St. Paul International Airport is the proud recipient of the best airport by size and region* for 2021

Our fifth award!

ACT
AIRPORTS COUNCIL INTERNATIONAL



ACT **AMADEUS**

2021 AIRPORT SERVICE QUALITY AWARDS

MINNEAPOLIS-ST. PAUL INTERNATIONAL AIRPORT

Size: 25-40 million passengers
Region: North America

**North America, 25-40 Million Passengers*



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3. Committee Updates

Jana Webster

Committee	Chair	Update
Forum	<p>Abby Kes</p> <p>Thank you to everybody that attended the March CSAC Forum. More information for our next summer Forum to come!</p>	
Travelers Advisory (TAC)	Phil Burke	<p>Next meeting Monday, July 25th</p>

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<div>Travelers Advisory with Disabilities (TDAC)</div>	<div>Phil Burke- the committee met March 13th with presentations on T- Coil installations in public spaces, Open Doors organization, the MSP Passenger simulator, and adult changing tables in the terminal.</div>	<div><div><div><div><div>TDAC</div><div>m</div><div>s</div><div>p</div></div><div><div><div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div><div>JOURNEY TO EQUITABLE ACCESS</div></div></div><div><div>Next Meeting:</div><div>Monday, June 13th</div></div></div><div></div></div></div>																		
<div>Benchmarking</div>	<div>Phil Burke</div>	<div><div><div><div><div>Phil Burke</div><div>One Journey Experience</div><div>No update</div></div></div><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 Hedican</td><td>Phil Burke</td><td>Phil Burke</td><td>Phil Burke</td><td>Nicole Kiefer</td><td>Jay Nosworthy</td><td>Kathlyn Schenck</td><td>Kerry Forbes</td><td>TBD</td></tr></table></div></div></div>	Forum	Travelers Advisory	Travelers with Disabilities Advisory	Benchmarking	Building On Success	MSP Jobs	MSP Nice	MSP Nice Celebration	Airport Customer Service Hero	Dana Hedican	Phil Burke	Phil Burke	Phil Burke	Nicole Kiefer	Jay Nosworthy	Kathlyn Schenck	Kerry Forbes	TBD
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MSP Jobs

Jay Noseworthy-
A reminder that
MSP JOB fair
registration is
APRIL 20th! Get
your registration in
now!

MSP JOBS

HUNDREDS OF ✈️
JOBS are waiting for you at
MSP Airport!



Deadline to register for the job fair is April 20th
Post your open positions on the MSP Job Board.
Questions - MSPJobsCommittee@mspmac.org

Job Fair
May 11th
12pm-4pm
Silver Ramp

MSP Airport, Terminal 1 Silver Ramp
4300 Glumack Drive, St. Paul, MN 55111

- Part time, full time, and seasonal jobs
- All skill levels
- Hospitality, Restaurant, Retail, Hotel, Airline, and Aviation related positions
- On the Metropolitan bus and rail lines
- Great starting wages and full benefits available
- Bring your resume and apply on-site
- Some employees hiring on the spot
- Hiring and retention bonuses available

FIND OUT HOW YOU CAN BECOME PART OF MSP AIRPORT'S THRIVING EMPLOYEE COMMUNITY!
CURRENT JOB OPENINGS ON mspaigget.com/jobs

Workforce English Classes



- Fall 2022 Start Date TBA
- 12 Weeks; 2x/week-Tue & Thu; 1.5 hours
- Room LT-3185 (Above Settebello Pizzeria in T1)
- Hybrid - Virtual/In-Person; iPads provided
- Free to all MSP Employees
- Graduation Ceremony at CSAC Meeting
- Managers and HR Reps: Begin the conversation with your staff to gauge interest

MSP Nice

Katlyn Schenck

mspnice award

Remember to recognize your employees who receive customer compliments!

The MSP Nice Award consists of:

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



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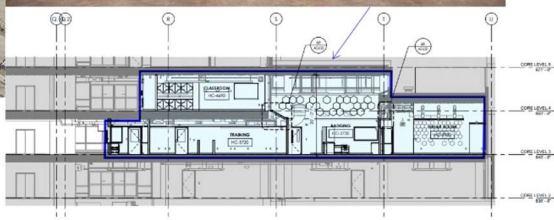
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<div>MSP Nice Celebration</div>	<div>Kerry Forbes</div>	<div><div><div><div>New committee members welcomed!</div><div><div><div>SAVE THE DATE for the mspnice celebration</div><div>January 11, 2023</div><div>Hyatt Regency Bloomington - Minneapolis 3200 East 81st Street Bloomington, MN 55425</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>Abby Kes</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></div>	Forum	Travelers Advisory	Travelers with Disabilities Advisory	Benchmarking	Building On Success	MSP Jobs	MSP Nice	MSP Nice Celebration	Airport Customer Service Hero	Abby Kes	Phil Burke	Phil Burke	Phil Burke	Nicole Kiefer	Jay Noseworthy	Katlyn Schenck	Kerry Forbes	TBD
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<div>Airport Customer Service Hero</div>		<div><div><div><div><div>AIRPORT CUSTOMER SERVICE HERO</div><div>Nominate an employee or volunteer for the Airport Customer Service Hero award!</div><div>Simply provide their name, company and why you believe they should win to: HERO@mspmac.org</div><div><div><div>• Up to three winners are selected every year</div><div>• Awards are presented at a Commission meeting</div><div>• Personalized crystal trophy</div><div>• Check for \$1,000</div></div></div><div><div>CSAC</div><div>CUSTOMER SERVICE ACTION COUNCIL</div><div>• Service • Vision • Success •</div></div></div></div></div></div>																		

4. MSP Construction Update

Puneet Vedi

Badging Office Relocation



The badging office is expected to open its new location end of May.

CUSTOMER SERVICE ACTION COUNCIL MINUTES

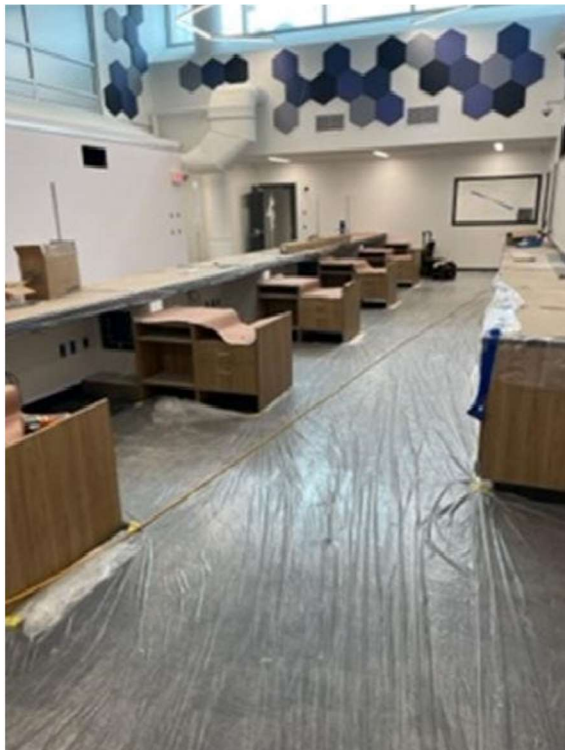
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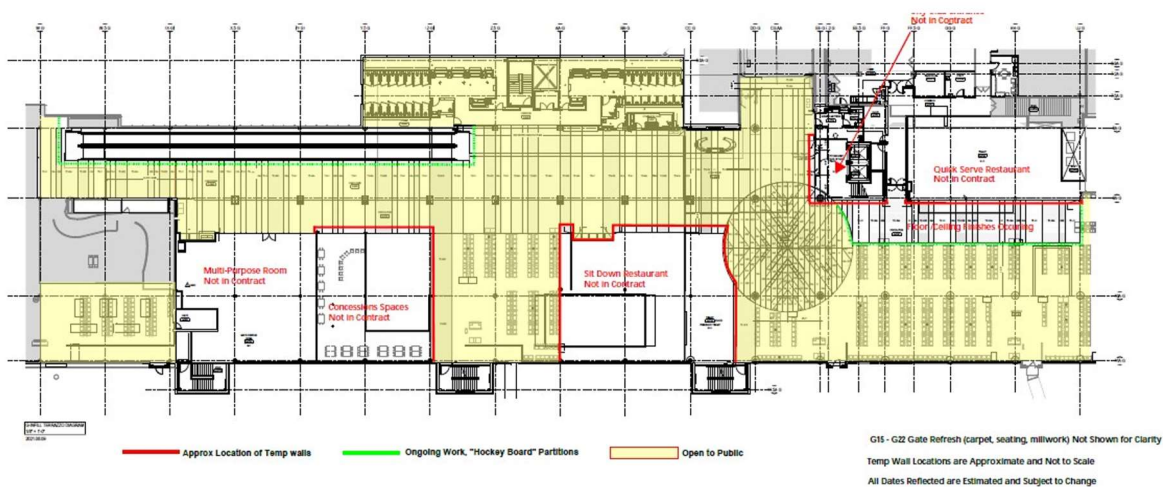
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Terminal 1: Commission Chambers

- Badging Office Relocation
- G Concourse Gate Infill
- G Concourse – Pod 5 Concessions
- Baggage Claim / Ticket Lobby

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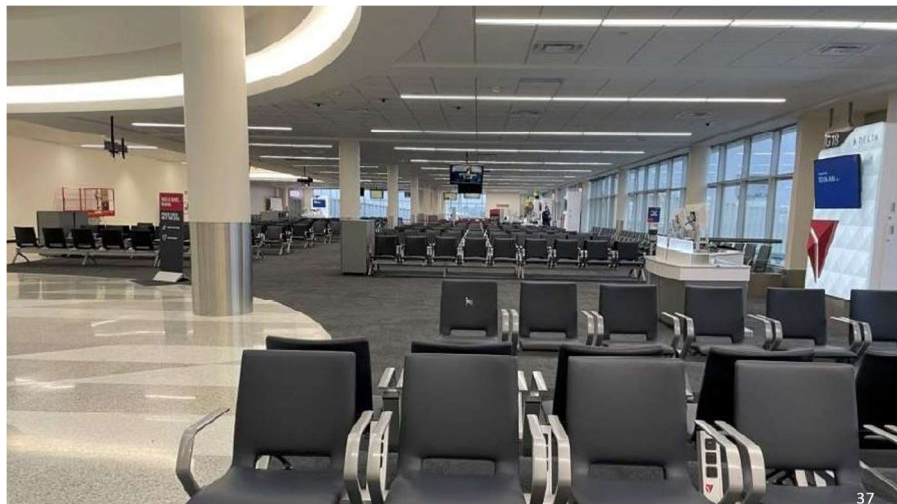
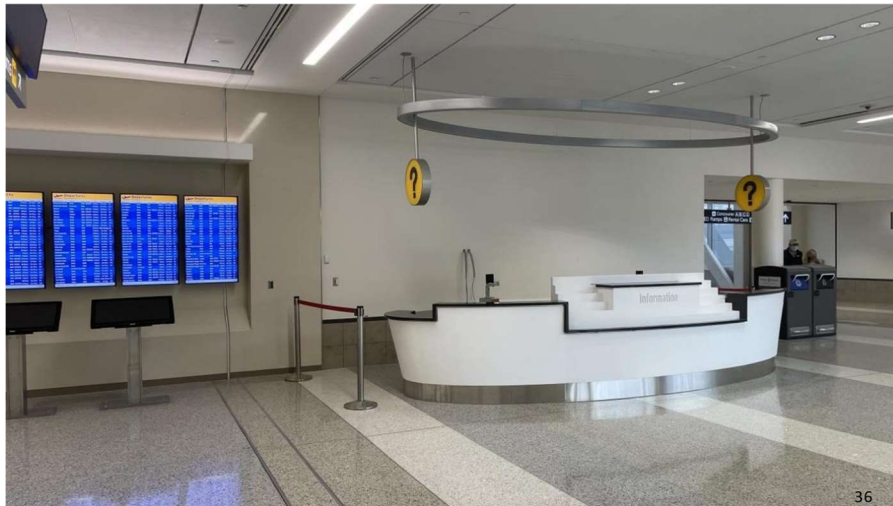
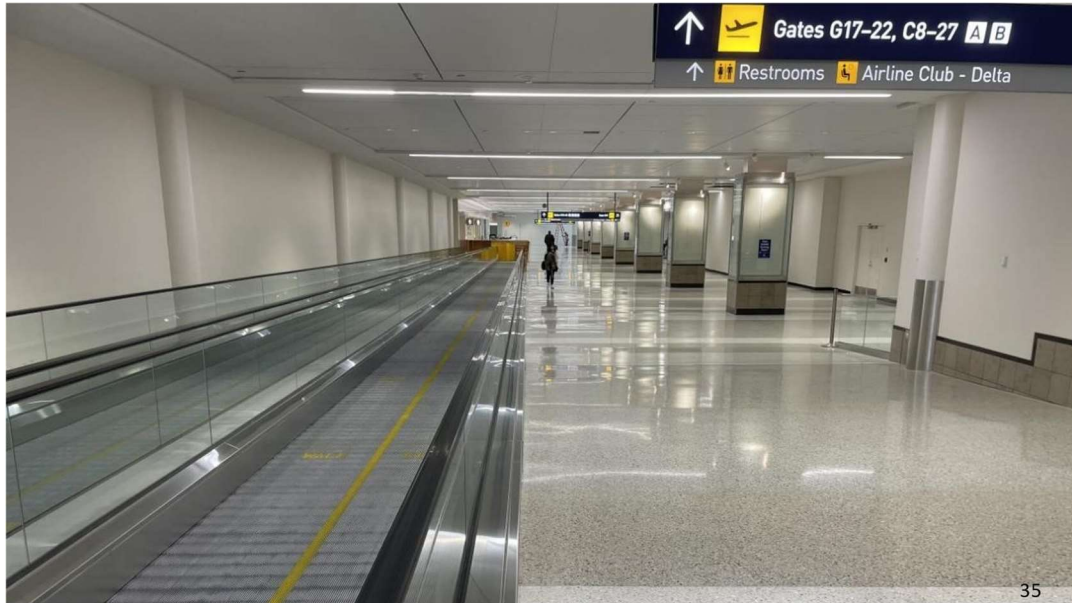
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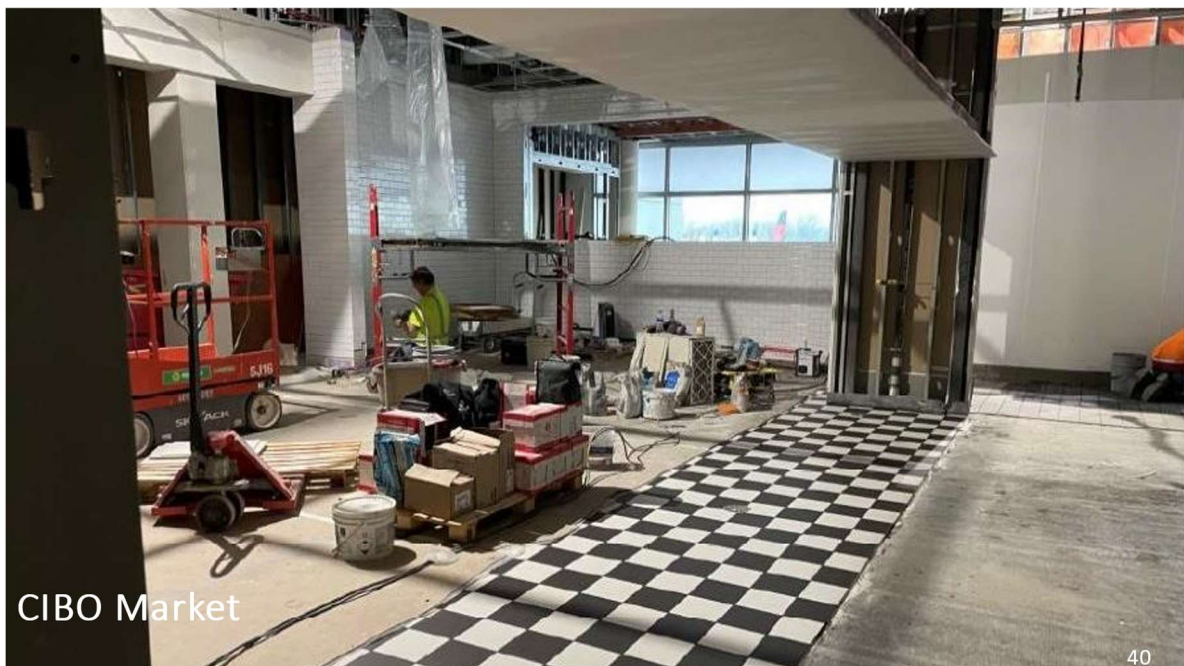
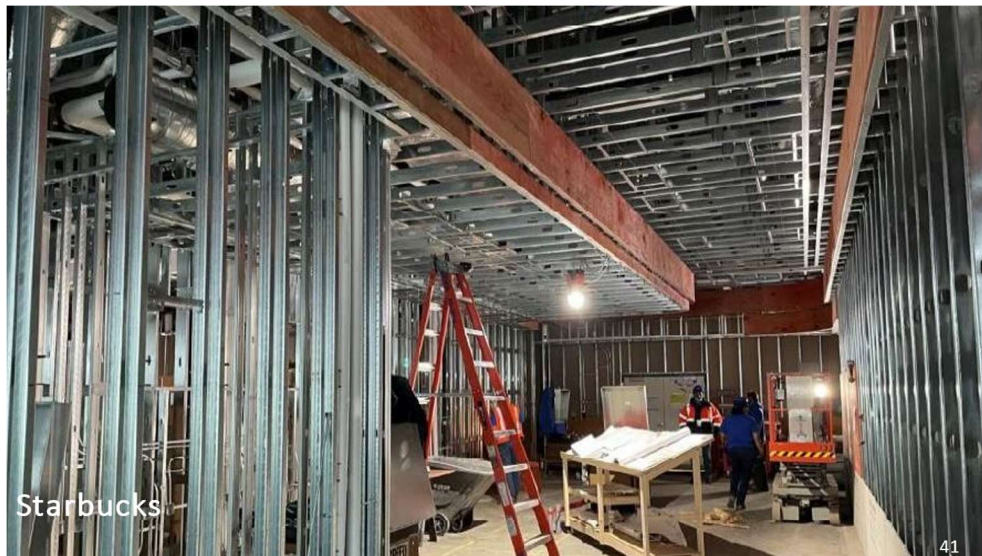
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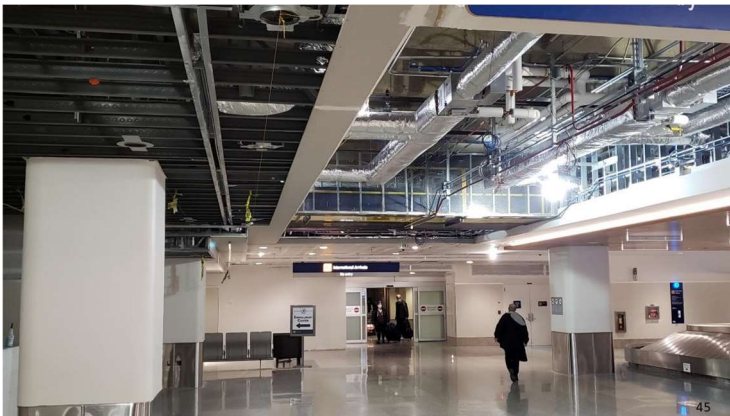
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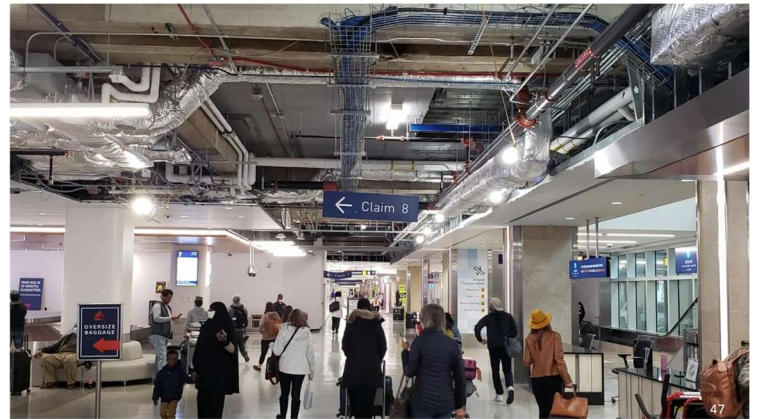
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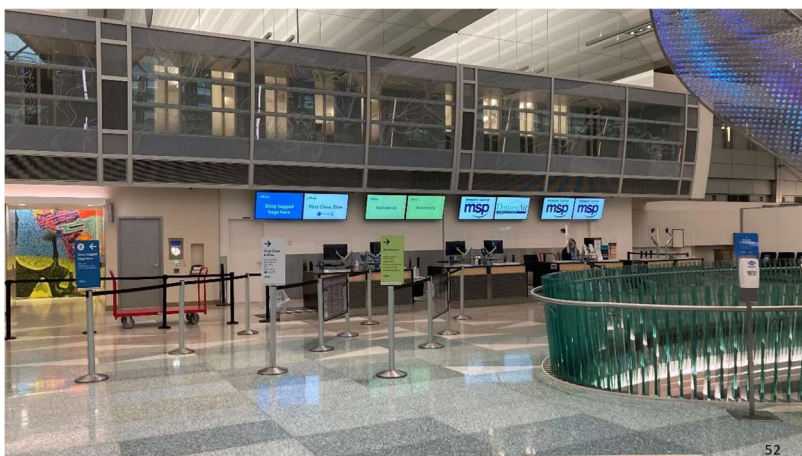
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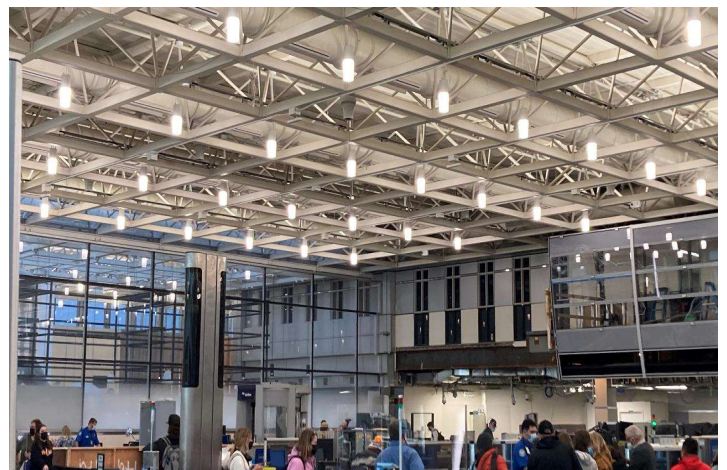
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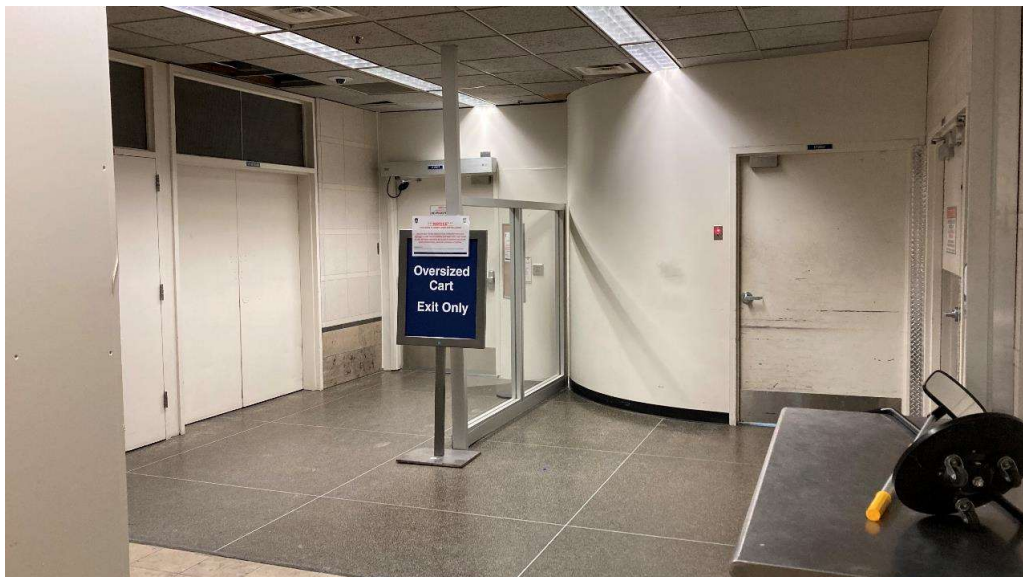
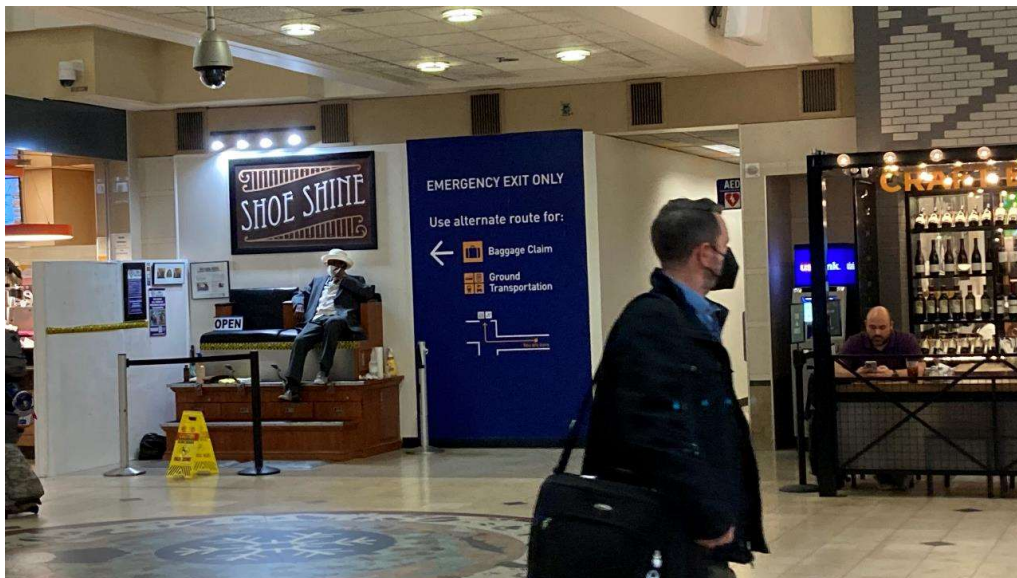
Terminal 1: Commission Chambers

There are some big changes in the employee portal entry and exit at Terminal 1. The exit is currently closed, and will eventually re-open as an un-staffed exit.

The employee portal will be moving permanently to the South Checkpoint with TSA screening.

A few questions that came up about the employee line via TSA include:

- Will liquids above 3oz be allowed for employees? (Drinks, meals). TSA mentioned other airports offer waiver agreements for liquids, so this may be an option- more to come
- Can Concessions employees still use both North and South Checkpoint for entry, or will it now be South only? More to come



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Terminal 1: Commission Chambers

5. Customer experience Updates- Phil Burke

Phil highlighted the success and collaboration of the cross functional work for the Women's NCAA Championship at MSP, from team arrivals, branding, music, Surprise and Delight and more. Thanks to all for making this a giant success!



6. MSP Employee Parking Update- Jeff Nawrocki, MAC Landside Operations

Employee Parking

• Background: pandemic, social distancing, capacity

March 2020

- Transitioned Terminal 2 employee parkers to Terminal 1
- Terminal 2 employee parkers: 6,133
- Evaluated Terminal 1 capacity demands
- Planned to provide a 60 days notice of return to Terminal 2

November 2021

- Held meetings communicating transition plan back to Terminal 2, beginning February 1, 2022

January 2022

- Provided notice allowing continued use of Terminal 1



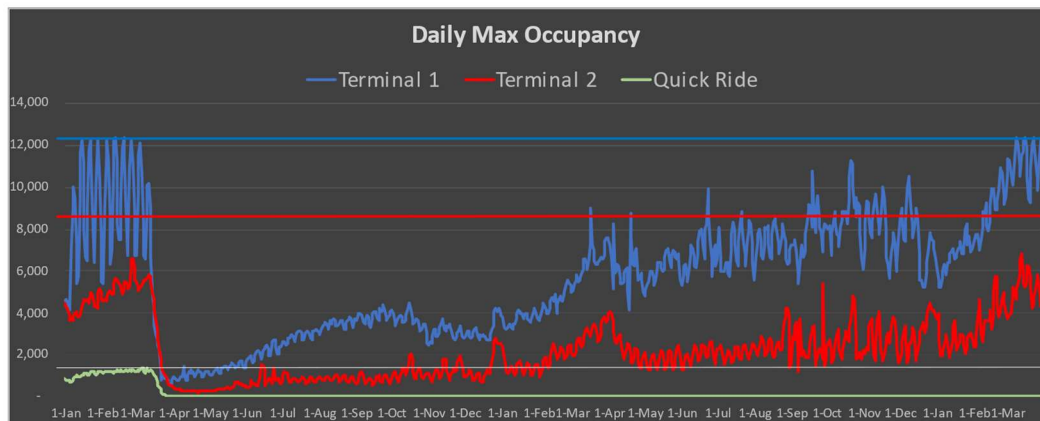
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January 2020 – March 2022 MSP Parking Capacity



Spring Break Summary

- **Overview**

- February 28, opened the Silver Ramp to the general public
- Busiest day, Tuesday, March 896% of capacity within Terminal 1 and Silver Ramp
- Customer transactions
 - Down 32% when compared to March 2019
 - Down 25% at Terminal 1
- Parking Diversions:
 - March 2019, five times to Terminal 2
 - Each event averaged 987 customers
 - March 2022, six times to Silver Ramp
 - Each event averaged 697 customers
 - An average of 3,500 employee parkers were present during diversions



CUSTOMER SERVICE ACTION COUNCIL MINUTES

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Moving Forward

- **Employee Parking Plan**

- Understand and are aware of the benefit of the current parking arrangement
- For now, employees may continue to utilize temporary accommodations at Terminal 1
- Continue to evaluate parking capacity demands
- Anticipate the next high-capacity demand to take place this fall
- Diversions are not a positive experience for our customers
- Recognize that a transition back to Terminal 2 will need to take place
- Commitment to keep you informed and provide 30 day advance notice

Thank You

Questions?

Chris Leach, Manager of Parking Operations

612-467-0460 or chris.leach@mspm.org

Jeff Nawrocki, Assistant Director, Landside Operations

612-726-5519 or jeff.nawrocki@mspm.org

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7. Concessions Overview- Jay Noseworthy and Anne Saxton

Current Operations



Food And Beverage				Retail and Passenger Services				Program Overall %	Concourse
Concourse	Closed	Total Open	%	Concourse	Closed	Total Open	%		
A	2	4	50%	A	0	1	100%	60%	A
B	1	1	0%	B	0	0	0%	0%	B
C	1	10	90%	C	1	10	90%	90%	C
D	1	3	67%	D	1	4	75%	71%	D
E	0	7	100%	E	0	3	100%	100%	E
F	1	9	89%	F	2	6	67%	80%	F
G	0	9	100%	G	1	7	86%	94%	G
Mall	5	17	71%	Mall	0	23	100%	88%	Mall
PreSec	0	0	0%	PreSec	0	1	100%	100%	PreSec
T2	0	8	100%	T2	1	4	75%	92%	T2
Other Services				Other Services	0	3	100%	100%	Other
Total	11	68	84%	Total	6	62	90%	87%	Total

72.16%	Approximate Total % of hours open to lease requirements		
	Lease Hours	Open Hours	% of lease requirement open
Total	12939.25	9336.5	72.16%
F&B	6977.25	5009.5	71.80%
Retail	2870	1722	60.00%
News	1953	1872.5	95.88%
PS	1139	732.5	64.31%

Upcoming Openings



- Cibo Market Pop-Up (Pod 5 - G)
- Chick-fil-A (C)
- Wendy's (F)
- Leeann Chin (Mall)
- Panda Express (A)
- The Cook & The Ox (Mall)
- MSP Shopping byDufry (T2)
- Shake Shack (Mall)
- Moe's Southwest Grill (Mall)
- Cibo Market (Pod 5- G)
- Starbucks Coffee in (Pod 5- G)

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Midterm Refurbishments

- Lake Wine – Mid-Summer
- Sebastian Joe's– June
- Inspired Life + Art → Hjem + Home
- Bluwire → Sky Connect
- Sports MN → Legends of the North
- Uptown MN → The North Mercantile



Construction Impacts

- Shoyu (G) Seating
- Caribou (G) Closure
- Lake Wine (Mall)



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Fresh Food Vending Update



Subway Vending
Terminal 2

Farmer's Fridge

- Healthy Options
- 8 Locations

Coming Soon...

- Yo-Kai
- Just Baked
- Illy Coffee



MSP Airport Job Fair

Wednesday, May 11th

12pm-4pm

Silver Ramp Lobby

Registration Now Open

Deadline to Register: April 20

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Job Board Reminder

- Visit mspairport.com/jobs
- We currently have **29 positions listed**
- For questions on how to participate or to create a login, reach out to MSPjobscommittee@mspmac.org

MSP Airport Jobs

I'm interested in: Search

Category	Position	Company
Airlines	SCREENING OFFICER - \$1000 HIRING INCENTIVE	Global Security Consulting
Airlines	Aircraft Maintenance Technician	
Airlines	Aircraft Parts Clerk	
Airlines	Crew Scheduler	
Airlines	Flight Attendant	
Airlines	Ramp Supervisor	
Airlines	Customer Service Agent	
Airlines	Customer Experience Specialist	
Airlines	Supply Attendant	

For most views, update Job Board by

MAY 6

Concessions Marketing Update



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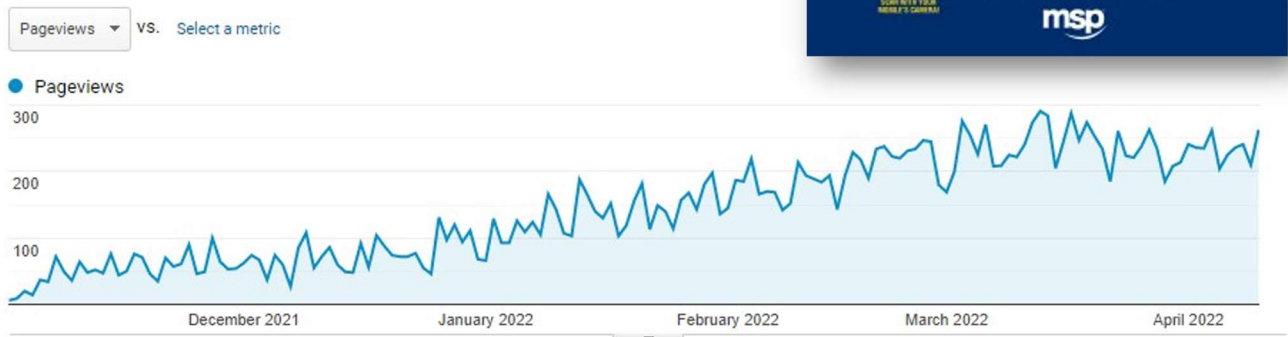
MSP ASAP By the Numbers



- We currently have **23 brands** online at asap.mspairport.com
- Which means we have **36% of all T1 restaurants** on the platform.
- Since the launch, we've had **17,473 orders**.
- The **average guest check** is **\$17.25**
- Passengers account **65% of orders**.
- Contactless pickup accounts **87% of orders**.

USE PROMO CODE: TEAMMSP FOR 10% DISCOUNT

Terminal 1 Placards



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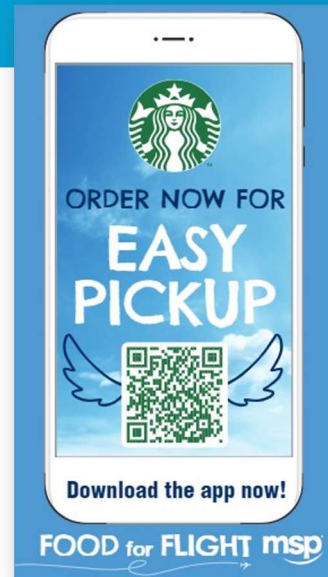
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Terminal 2 Concessions Promotion

- 90-day test beginning May 23
- Pre- and post-security locations
- Looking to minimize wait times



Concessions Recruitment Video

- Last week Voice recordings
- Next week-Filming onsite at Terminal 1
- Two week edit window
- Premiere on May 9, 2022

People

Environment

Opportunities

Our next meeting will be held Thursday, May 12th, in person at the Terminal 1 Commission Chambers
All are welcome to attend