

CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, August 11th, 2022

10:00 AM – 11:00 AM

Terminal 1: Commission Chambers

Number of attendees: 41

- | | |
|---------------------------------|------------------|
| 1. Welcome & Introductions | Mary Loeffelholz |
| 2. Public Service Announcements | Katlyn Schenck |
| 3. Committee Updates | Mary Loeffelholz |
| 4. MSP Construction Overview | Alan Howell |
| 5. Customer Experience Update | Phil Burke |
| 6. ASQ Q2 Results | Steve Gentry |

- | | |
|---------------------------------|------------------|
| 1. Welcome and Introductions | Mary Loeffelholz |
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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
Now: <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. 	Now and after Oct. 10, 2018: <ul style="list-style-type: none"> These can be used as a valid form of identification and for lawful driving privileges. 	After Oct. 10, 2018: <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.
Postponed to May 3, 2023 <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. 	New Location: The Real ID kiosk has relocated from the main mall at Terminal 1 to Level 3 of the Gold Ramp. <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.) 	



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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‘Test-to-treat’ COVID-19 site opens at MSP

People who test positive for COVID-19 at the MSP Airport testing site can now be evaluated onsite by a medical professional and get a prescription for the antiviral drug if deemed appropriate.

Only patients deemed high risk by a clinician will receive a prescription for Paxlovid, which has received emergency approval from the FDA to treat COVID-19.

The "test-to-treat" site is on Level 2 of the Blue Ramp at Terminal 1 and is open from 7 a.m. to 7 p.m. The services are free to Minnesotans.

Walk-ins are accepted but appointments are recommended at mn.gov/covid19.



**SEPT
10**

Minneapolis - St. Paul Airport

7109 Longfellow Ave S. Minneapolis, MN

Pull times available Online

Is your crew strong enough to pull a plane?

Teams of up to 8 people will compete to find out who can pull a 23-ton Delta Jet the fastest! Register your team in one of six divisions:

- Airport Division
- Gym Division
- Public Safety Division
- Unified Division
- Corporate Division
- Other Division

All proceeds directly benefit Special Olympics Minnesota.

To register and compete for ultimate bragging rights, visit fundraise.somn.org/planepull.

fundraise.somn.org/planepull

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Public Service Announcements

2022 CAMP PROGRAM

JUNE - AUGUST



1,000's of unaccompanied minors traveling through MSP

Help campers find their rally point on the Upper Mezzanine

Note: Camp Thunderbird and One Heartland rally point will be located at Ground Transportation in the Silver Ramp.



MSP All-Stars Program

1. **Identify** the MSP employees or volunteers you believe should be recognized based on the criteria provided
2. **Obtain their approval** to display their image and recognize them publicly in the airport terminals
3. **Obtain headshot images** of the individuals for use on the digital screens
4. **Fill out and submit** the MSP All -Stars form online





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Join the Metropolitan Airports Commission on
August 23 at the next **EXPERIENCE**^{msp} event and...

- Learn how the MAC engages and supports MSP's surrounding communities
- Receive an update on the MSP Airport Long-Term Planning process and how you can participate
- Enjoy light refreshments - bring your own reusable beverage container as this is being planned as a low/no-waste event!



Get all the details at: mspairport.com/long-term-plan

SCAN THIS
QR CODE NOW



SAVE THE DATE

MINNEAPOLIS 2022

AIRPORTS COUNCIL INTERNATIONAL - NORTH AMERICA
ANNUAL CONFERENCE AND EXHIBITION
SEPTEMBER 17 - 20, 2022

**A full presentation on ACI- NA will be shared
during the September CSAC meeting.**

FORWARD MOMENTUM

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CELEBRATE SUCCESS
BEST AIRPORT IN NORTH AMERICA
Monday, August 8 – Friday, August 12

SURPRISE & DELIGHT
Look for staff spreading joy and giving out goodie bags throughout the week!

ICE CREAM TRUCK
An honest-to-goodness ice cream truck will be making its rounds on the airfield near the terminals and stopping by several other locations. Keep an ear out for its iconic music and get your free treat!
Tuesday, August 9 & Wednesday, August 10

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

Providing your best airport experience.

msp
Minneapolis - Saint Paul
INTERNATIONAL AIRPORT

3. Committee Updates

Mary Loeffelholz






Committee	Chair	Update
Forum	<p>Abby Kes</p> <p>More information for our next Forum coming soon!</p>	<p>CSAC FORUM</p> <p>No Update this month</p> <p>stay tuned... More to Come!</p>

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<p>Travelers Advisory (TAC)</p>	<p>Phil Burke</p> <p>The TAC group met Monday, July 25th, and had an airline business update from Sun Country Airlines.</p>	 <p>Next meeting Monday, July 25th</p>  <p>Building a team of frequent travelers</p> <p>Connecting msp with our customers</p>
<p>Travelers Advisory with Disabilities (TDAC)</p>	<p>Phil Burke</p> <p>TDAC will meet again September 12th.</p>	 <p>Next Meeting: Monday, June 13th</p> 
<p>Benchmarking</p>	<p>Phil Burke</p>	 <p>Phil Burke</p> <p>One Journey Experience</p> <p><i>Takes off again in 2024...</i></p>

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	<p>The Workforce English classes will start September 13th. Registration and information flyers are attached with the minutes-sign up now!</p> <p>Finally, the MSP Jobs meetings have returned meeting the 2nd Tuesday of the month @ 830am via Teams.</p>	<div data-bbox="695 352 1528 829"> <h3>Workforce English Classes</h3>  <ul style="list-style-type: none"> • Fall start date September 13th, 2022 12 Weeks; 2x/week-Tue & Wed; 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 </div> <div data-bbox="695 982 1185 1281"> <p>mspjobs</p> <p>MSP JOBS monthly meetings have returned!</p> <p>We will meet the second Tuesday of the month at 8:30am-9:00am. Meetings are currently held virtually via Microsoft Teams.</p> <p>If you would like to be added to the distribution list, please email HaeEun.Park@mspmac.org or Jay.Noseworthy@mspmac.org</p>  </div>
<p>MSP Nice</p>	<p>Katlyn Schenck</p>	<div data-bbox="686 1354 1518 1690"> <p>mspniceaward</p> <p>Remember to recognize your employees who receive customer compliments!</p> <p>The MSP Nice Award consists of:</p> <ul style="list-style-type: none"> • Framed certificate of recognition • Service Professional Pin • \$25 Target gift card   </div>

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<div>MSP Nice Celebration</div>	<div><div>Kerry Forbes-</div><div>A reminder to save the date for the next MSP Nice Celebration- January 11th, 2023!</div></div> <div><div>There are 3 ways to participate as a tenant- the flyer and informational letter will be attached to the meeting minutes.</div></div>	<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>Kathyn Schenck</td><td>Kerry Forbes</td><td>TBD</td></tr></table></div><div><div><div>HOW CAN I HELP?</div><div>You can help in a variety of ways</div><div><div>Sponsorships and donations to help defray the cost of this event. (Sponsorship flyer attached)</div><div>In-kind donations for prizes to be awarded the day of the program</div><div>Sponsor a specific portion of the event like the desserts, or the musicians, even the table centerpieces. You could also design a special centerpiece highlighting your company.</div></div></div></div><div><div><div><div><div><div>SUPER STAR SPONSOR LEVEL: \$1500</div><div><div><div>Company name and logo recognition on photo booth pictures</div><div>Company name and logo on official invitation and all other collateral (by level)</div><div>Company name and logo on Airport Foundation MSP website for Dec. 2022/ Jan. 2023 (by level)</div></div><div><div>Tax deductible donation acknowledgement</div><div>Company name and logo on table markers and all signage (including on stage)</div></div></div></div><div><div><div><div>SHINING STAR SPONSOR LEVEL: \$1000</div><div><div><div>Company name and logo on Airport Foundation MSP website for Dec. 2022/ Jan. 2023 (by level)</div><div>Company name and logo on official invitation (by level)</div></div><div><div>Tax deductible donation acknowledgement</div><div>Company name and logo on table markers and all signage (including on stage)</div></div></div></div><div><div><div><div>STAR SPONSOR LEVEL: \$750</div><div><div><div>Company name and logo on official invitation (by level)</div></div><div><div>Company name and logo on table markers</div></div></div></div></div><div><div>For planning purposes, please choose your sponsorship level today. Thank you!</div></div></div></div></div></div></div></div></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	Abby Kes	Phil Burke	Phil Burke	Phil Burke	Nicole Kiefer	Jay Noseworthy	Kathyn 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												
Abby Kes	Phil Burke	Phil Burke	Phil Burke	Nicole Kiefer	Jay Noseworthy	Kathyn Schenck	Kerry Forbes	TBD												
<div>Airport Customer Service Hero</div>	<div><div>Do not forget to send in your nominations for the Airport Customer Service Hero!</div></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 <u>name</u>, <u>company</u> and <u>why</u> 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><div><div>CSAC</div><div>CUSTOMER SERVICE ACTION COUNCIL</div><div><div>Promote</div><div>Inform</div><div>Improve</div></div></div></div></div>																		

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4. MSP Construction Update

Alan Howell

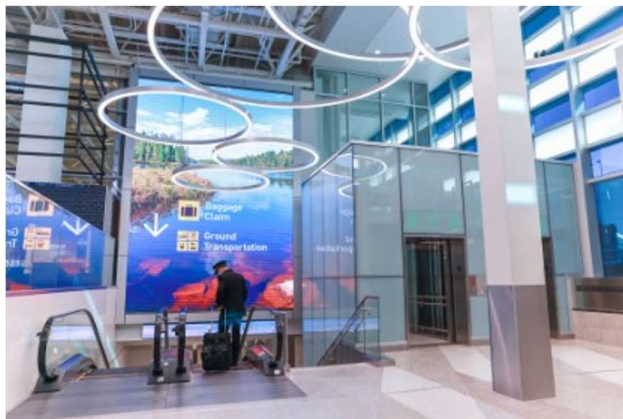
Please see the attached slide deck to the meeting minutes, with highlights of current construction projects.

5. Customer Experience Updates- Phil Burke

Phil shared details about the Extended Stay Program at MSP. We actually hold more extended stays at MSP in the summer months due to severe weather, than we do during Winter Ops, so it's a great idea to stay up to date on our extended stay program procedures:



Extended Stay Program



- **SITUATION: AIRLINE OR OTHER PARTY NOTIFIES MAC AIRSIDE OPERATIONS (726 5111) OF STRANDED PASSENGERS**

– KEY INFORMATION– NUMBER OF STRANDED PASSENGERS WILL DETERMINE LEVEL OF ACTIVATION

- **LESS THAN 300**– MATS DELIVERED BY MARSDEN TO PREDETERMINED LOCATIONS (MAIN MALL, C16, T2).
- **MORE THAN 300 BUT LESS THAN 1,000**THE ABOVE, PLUS IF REQUEST IS MADE BEFORE 8PM, AN EVERBRIDGE NOTIFICATION IS SENT TO ENCOURAGE ADDITIONAL STORE HOURS. CALLS ALSO MADE TO MC'D'S, CAMBDEN, HUDSON.
- **MORE THAN 1,000**– THE ABOVE, PLUS NOTIFY MAC FACILITIES ORCALL PERSON

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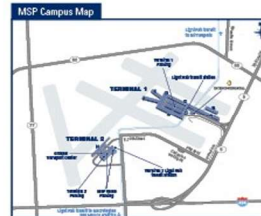
10:00 AM – 11:00 AM

Terminal 1: Commission Chambers

Extended Stay Guide

- Print - provided at all information booth locations
- Digital - mspairport.com website
- Updated as necessary. Last revision was February 2022

Extended Stay Guide



Extended Stay Guide



Terminal 1



Terminal 1
Minneapolis-St. Paul International Airport
4300 Glumack Drive
St. Paul, MN 55111
612-726-5555
mspalairport.com
mspacares@mspmac.org



Minneapolis - Saint Paul
International Airport
msp
Minneapolis-St. Paul
International Airport

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Airline Information

When Your Flight is Canceled Due to Weather
Airlines will make every effort to provide certificates for discounted hotel rooms to all customers stranded due to weather-related flight cancellations. However, each customer is responsible for paying for their accommodations, meals and ground transportation. Policies regarding phone calls, refunds, and other possible expenses vary among airlines. Copies of each airline's Contract of Carriage can be found at their individual ticket counters as well as on their websites.

Rebooking When Your Flight is Canceled
Airlines typically offer rebooking services at their gates, ticket counters and, for Delta passengers, at the Need Help Centers. You can also call the airlines' toll-free numbers or use their online services.

If you are a Delta Air Lines passenger, the easiest way to rebook your flight is to stop by one of its Need Help Centers. Here you can scan your current boarding pass to be rebooked on the next available flight or speak with a reservation agent. Need Help Centers are located on Concourses A, B, C, D, E, and G. Also, any agent in the Departures lobby can assist you.

Claiming Your Luggage When Your Flight is Canceled
If your flight is canceled, your airline will automatically transfer all checked luggage to a later flight departing to your destination. If you decide not to travel and are a Delta passenger, please visit one of Delta's baggage service offices (on the Arrivals level) to file a claim. For all other airlines, please visit their bag claim office to request your luggage, or check with an airline agent. When there are a high number of flight cancellations, luggage recovery efforts may be more difficult.

If you need medication from your checked luggage, airlines will make every attempt to retrieve it for you. Go to your airline's baggage claim office on the Arrivals level and explain your need, or check with an agent from the airline for assistance. You will need to provide a description of your bag. (See Dining and Shopping Outside MSP Airport for 24-hour pharmacy information.)

Security/Emergencies

Security Checkpoints

If you exit the airport's secure area and wish to re-enter, you will need to have a boarding pass that has been issued within the last 24 hours. Present this boarding pass and your government-issued photo ID at any security checkpoint. At least one security checkpoint is open 24 hours per day.

Airport Police

Airport Police officers are available 24/7. In addition to the officers who patrol the terminal, police

representatives are also available at the Police Operations Center near Door 1 on the Arrivals level. Or, in non-emergency situations, contact the police by phone at 612-726-5577. For emergencies, dial 911 from any phone, including the blue Airport Assistance courtesy phones. Look for the blue light on the wall.

Severe Weather

When a severe weather warning is issued for an area that includes the airport, both audible and visual announcements will be made to advise travelers of the conditions and to encourage them to take shelter, if necessary. Announcements may be made throughout the airport or in gate areas.

Dining, Shopping and Services

Dining and Shopping at MSP Airport

Most dining and shopping establishments in the secure area are open during evening hours, and some locations may stay open later depending on the situation. Outside the secure area, vending options provide packaged and fresh food offerings.

Passengers can use their mobile device to order food and drink from 15 venues for pickup or delivery in Terminal 1. No app is needed. Order through the dining and shopping link at mspairport.com.



Dining and Shopping Outside MSP Airport
Mall of America (MOA) is 20 minutes away via Light Rail. It offers a variety of dining, shopping and entertainment options. For more information, contact MOA guest services at 952-883-8913. www.mallofamerica.com

Walgreen's at 4547 Hiawatha Avenue in Minneapolis has a 24-hour pharmacy and is accessible via the 46th and Hiawatha Light Rail stop. The pharmacy number is 612-722-4249.

Electronic Device Charging

Electrical outlets are located throughout the terminal and can be used to charge mobile devices and laptops. Specific locations include the Airport Mall food court, and the food courts on Concourses A, C, E and F. Delta Air Lines also provides charging stations at most of its gates.

Airport Assistance Phones

Airport Assistance phones are located throughout the airport. Look for the blue light on the wall. Use these to obtain assistance and information between 8 a.m. and 10 p.m. by dialing 201. For paging assistance between 10 p.m. and 8 a.m., dial 228. If you receive a recording, please be patient. Airport representatives will answer calls in the order they are received.

Ground Transportation

Regional and Local Transportation Options

Several ground transportation companies provide service from MSP Airport to regional destinations. Please visit the Ground Transport Center to make arrangements.

Connections to Greyhound and Jefferson Line bus service are also available. Purchase tickets at the Land to Air counter.

Taxi service, located in this area as well, is provided 24 hours a day.

Uber/Lyft/Other App-Based Ride Services If you plan to use Uber, Lyft, or another app based ride service, your ride will pick you up on Level 2 of the Green Parking Ramp, above the Ground Transport Center.

On-site rental car agencies are located in the Silver parking ramp. Take the tram from Level T to find the car rental counters.

The Light Rail Transit (LRT) station is below the Tram Level in the Red/Blue Ramps. LRT service between Terminal 1 and Terminal 2 is FREE and operates 24 hours a day.

LRT service between MSP Airport and Mall of America or downtown Minneapolis operates between 4 a.m. and 1 a.m. daily. Public buses provide connections to other destinations from most LRT stops.

City bus service is available between the Silver parking ramp transit center and downtown St. Paul from 4:30 a.m. to 12:30 a.m. daily.

Fares: LRT and bus fares vary from \$.50 to \$4.00 depending on fare type and time of day. For more information, contact Metro Transit at 612-373-3333 or www.metrotransit.org.

Hotel Shuttles

Many hotels near the airport provide courtesy vans. Check with the hotel when making your reservation. If the hotel does not provide a courtesy van, you may take a taxi, app-based ride service, or public transportation to your hotel. All courtesy vans, app-based ride service and taxis pick up passengers at the Ground Transport Center. Public transportation via Light Rail is available by taking a tram to the Red/Blue Parking Ramps and then proceeding down two levels.

Accommodations

Hotel Accommodations

Most airlines offer certificates for discounted rates at area hotels. Please ask an airline agent for details. Discounted hotel certificates are also available at any information booth between 7 a.m. and 7 p.m. The Tram Level information booth is open until 2:30 a.m.

Delta Air Lines passengers can find reduced rate hotel certificates at any of its Need Help Centers located on Concourses A, B, C, D, E and G or by requesting one from a Delta agent.

Due to varying demand, the reduced rate certificates offered by Delta, other airlines, or at information booths may not always be available. If no rooms are available at the hotels offering these rates, travelers may make reservations at other hotels from any phone reservation board located on the Arrivals level.

Overnight Accommodations at MSP Airport

The airport has a limited supply of sleeping mats for passenger use. Mats are distributed at an airline's request when local hotels are full or near capacity. The mats are distributed in these areas: Airport Mall, the entrance to Concourse E, and near gates C16 and G8.

Indoor pet and animal service relief areas are available near the entrance to Concourse E and near gate C12.

Armed Forces Service Center (AFSC)

The Armed Forces Service Center (AFSC) at Minneapolis-Saint Paul International Airport is open seven days per week. Access is limited to traveling active-duty military, dependents, Medal of Honor recipients, Purple Heart recipients and military retirees. All guests will be asked to present current government-issued ID for entry. The AFSC is located inside security at the entrance to Concourse A, on level two. Take the elevator next to the entry to Bruggen's Bagels. For hours and more information, call 612-726-9156 or visit mnaafsc.org.

FREE WIFI AVAILABLE
Select MSP Airport WiFi from the network choices.

6. ASQ Q2 Results- Steve Gentry

MSP – Airport Performance Categories

Overall Satisfaction	Overall Satisfaction
Arrival at the Airport	Ease of getting to the airport Signage to access terminal VFM: Transport
Check-in	Ease of finding check-in area Waiting time: Check-in Courtesy & helpfulness: Check-in staff
Security Screening	Ease in security screening Waiting time: Security screening Courtesy & helpfulness: Security staff
Shopping / Dining	Restaurants/bars/café's VFM: Restaurants/bars/café's Shops VFM: Shops
Gate Areas	Courtesy & helpfulness: Shopping and dining staff Comfort of waiting at gate areas Availability of seats at gate areas
Throughout the Airport	Ease of finding way Availability of flight info. Walking distance inside terminal Ease of making connection Courtesy & helpfulness: Airport staff Wi-Fi service quality Availability of charging stations Entertainment & leisure options Availability of washrooms Cleanliness of washrooms
Airport Atmosphere	Health safety Cleanliness Ambience

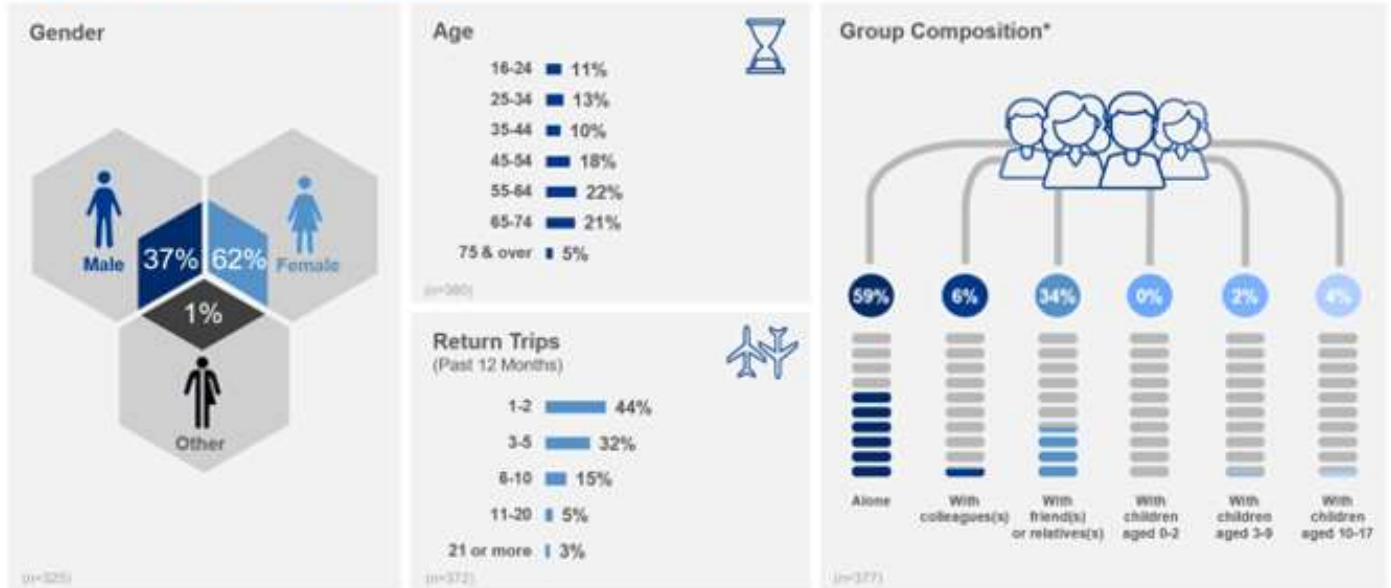
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MSP – Passenger Profile Demographics – Q2 2022



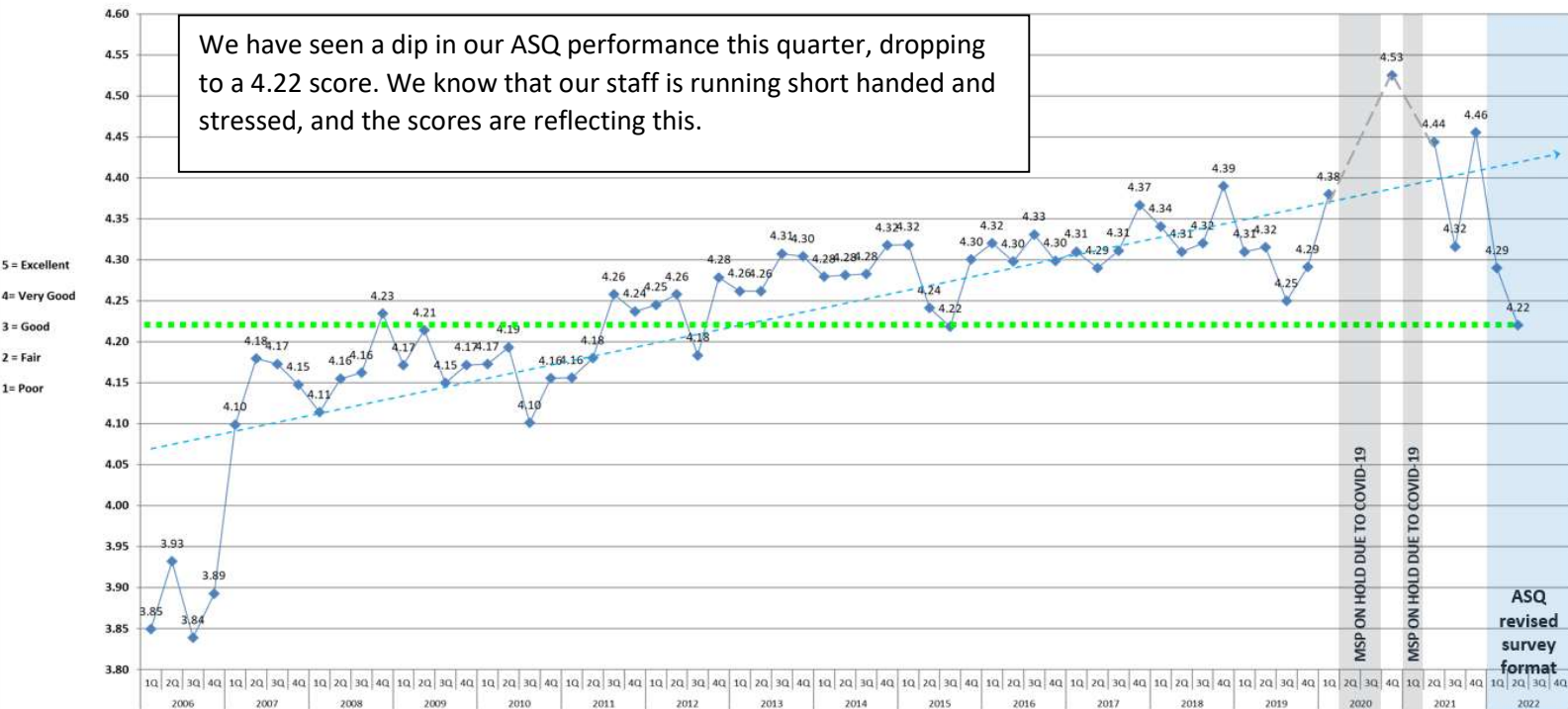
Q2 2022 ASQ AIRPORT PERFORMANCE

Historical Overall Customer Satisfaction

Q1 2006 - Current with Trendline



We have seen a dip in our ASQ performance this quarter, dropping to a 4.22 score. We know that our staff is running short handed and stressed, and the scores are reflecting this.



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This chart summarizes MSP's score vs. our custom panel. GREEN shows scores significantly higher than the panel. RED shows scores significantly lower than the panel- which we have none of.

MSP – Ranking Within the Customized Panel

Summary of the Performance vs Customized Panel



Look
for the
RED

Overall Satisfaction	Arrival at the Airport	Check-in	Security Screening	Shopping/ Dining	Gate Areas	Throughout the Airport	Airport Atmosphere
4.22 CUSTOM PANEL: 4.02 RANK 2 / 14	4.39 CUSTOM PANEL: 4.09 RANK 2 / 14	4.39 CUSTOM PANEL: 4.18 RANK 2 / 14	4.31 CUSTOM PANEL: 4.05 RANK 2 / 14	3.88 CUSTOM PANEL: 3.67 RANK 4 / 14	3.79 CUSTOM PANEL: 3.76 RANK 6 / 14	4.21 CUSTOM PANEL: 4.05 RANK 2 / 14	4.13 CUSTOM PANEL: 4.02 RANK 4 / 14
4.24 CUSTOM PANEL: 3.96 RANK 1 / 14	4.28 CUSTOM PANEL: 4.10 RANK 2 / 14	4.31 CUSTOM PANEL: 4.09 RANK 1 / 14	4.25 CUSTOM PANEL: 3.92 RANK 3 / 14	3.14 CUSTOM PANEL: 3.13 RANK 6 / 14	3.82 CUSTOM PANEL: 3.85 RANK 10 / 14	4.26 CUSTOM PANEL: 4.08 RANK 1 / 14	4.18 CUSTOM PANEL: 4.00 RANK 2 / 14
4.30 CUSTOM PANEL: 4.05 RANK 1 / 14	3.90 CUSTOM PANEL: 3.76 RANK 3 / 14	4.46 CUSTOM PANEL: 4.24 RANK 1 / 14	4.29 CUSTOM PANEL: 4.01 RANK 1 / 14	3.48 CUSTOM PANEL: 3.47 RANK 7 / 14		3.57 CUSTOM PANEL: 3.64 RANK 12 / 14	4.04 CUSTOM PANEL: 3.89 RANK 4 / 14
4.13 CUSTOM PANEL: 4.01 RANK 6 / 14				3.10 CUSTOM PANEL: 3.15 RANK 5 / 14		3.96 CUSTOM PANEL: 3.87 RANK 4 / 14	4.12 CUSTOM PANEL: 4.04 RANK 4 / 14
				3.90 CUSTOM PANEL: 3.82 RANK 5 / 14		4.26 CUSTOM PANEL: 4.08 RANK 1 / 14	4.07 CUSTOM PANEL: 3.92 RANK 3 / 14

Note: The green and red values indicate that MSP performance is higher or lower at a statistically significant level (95%) compared to the customized panel. Rank is calculated out of total participating airports forming the customized panel.

Q2 2022 ASQ AIRPORT PERFORMANCE

MSP – Airport Performance

Most Important Service Quality Items & Satisfaction – Q2 2022



Top 5 Most Important Items (n=326)

- 1** Ease of going through security screening **28%**
- 2** Ease of finding your way **27%**
- 3** Waiting time at the security screening **19%**
- 4** Cleanliness **18%**
- 5** Comfort of waiting at the gate areas **18%**

Satisfaction with these Service Items



The figure presents the proportion (%) of respondents who mentioned the item amongst the most important items based on their experience at your airport. Because respondents were able to select several items, the total of mentions may exceed 100%.

The figure presents the average (out of 5-pt scale) for the items identified as important amongst all of the respondents who have rated the item.



CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, August 11th, 2022

10:00 AM – 11:00 AM

Terminal 1: Commission Chambers

Our next meeting will be held Thursday, September 8th, in person at the Terminal 1

Commission Chambers

All are welcome to attend!