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CUSTOMER SERVICE ACTION COUNCIL
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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

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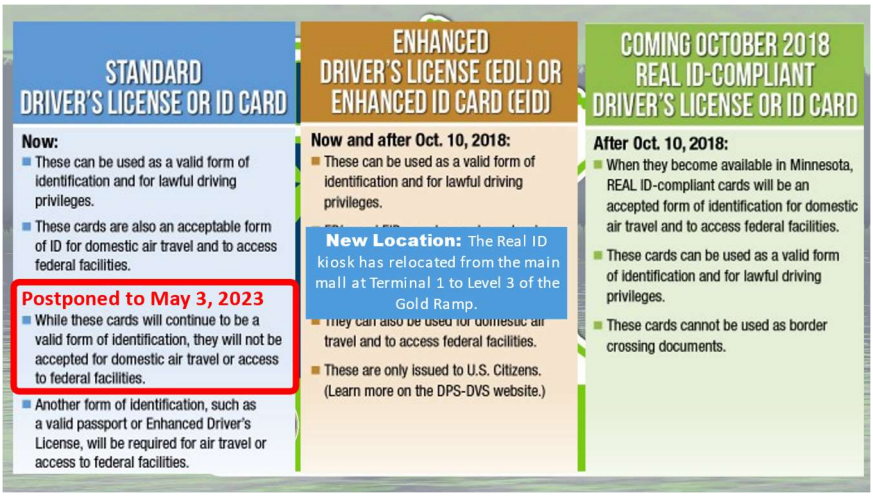
1. Welcome and Introductions Mary Loeffelholz

2. Public Service Announcements **Katlyn Schenck**



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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

Special Olympics Minnesota | Law Enforcement Torch Run for Special Olympics Minnesota

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3. Committee Updates

Mary Loeffelholz

Committee	Chair	Update
Forum	**Abby Kes** More information for our next Forum coming soon!	

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Travelers Advisory (TAC)	**Phil Burke** The TAC group met Monday, July 25th, and had an airline business update from Sun Country Airlines.	TAC msp **Next meeting** **Monday, July 25th**
Travelers Advisory with Disabilities (TDAC)	**Phil Burke** TDAC will meet again September 12th.	TDAC msp JOURNEY TO EQUITABLE ACCESS **Next Meeting:** **Monday, June 13th**
Benchmarking	**Phil Burke**	

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Building on Success	**Nicole Kiefer**	
MSP Jobs	**HaeEun Park** Save the Date! We look forward to hosting another job fair September 14th in the Silver Ramp. Registration will be open soon, so be on the lookout for the signup.	

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	The Workforce English classes will start September 13th. Registration and information flyers are attached with the minutes- sign up now! Finally, the MSP Jobs meetings have returned meeting the 2nd Tuesday of the month @ 830am via Teams.	 mspjobs MSP JOBS monthly meetings have returned! We will meet the second Tuesday of the month at 8:30am-9:00am. Meetings are currently held virtually via Microsoft Teams. If you would like to be added to the distribution list, please email HaeEun.Park@mspmac.org or Jay.Noseworthy@mspmac.org
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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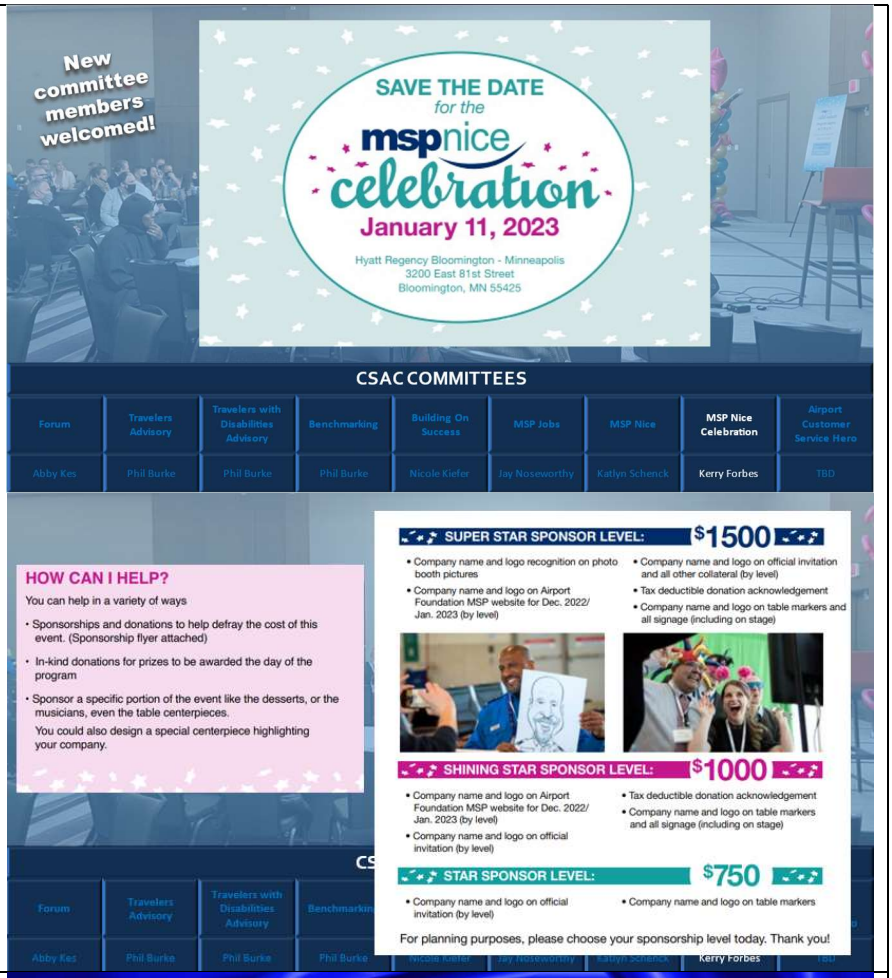
MSP Nice Celebration	**Kerry Forbes-** A reminder to save the date for the next MSP Nice Celebration- January 11th, 2023! There are 3 ways to participate as a tenant- the flyer and informational letter will be attached to the meeting minutes.	
Airport Customer Service Hero	Do not forget to send in your nominations for the Airport Customer Service Hero!	

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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 PRE-DETERMINED 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 ON-CALL PERSON

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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

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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, F, 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 cancellation, 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 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, F, 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 G9.

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 Bruegger's Bagels. For hours and more information, call **612-726-9156** or visit mnafsc.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/cafés VFM: Restaurants/bars/cafés Shops VFM: Shops Courtesy & helpfulness: Shopping and dining staff
Gate Areas	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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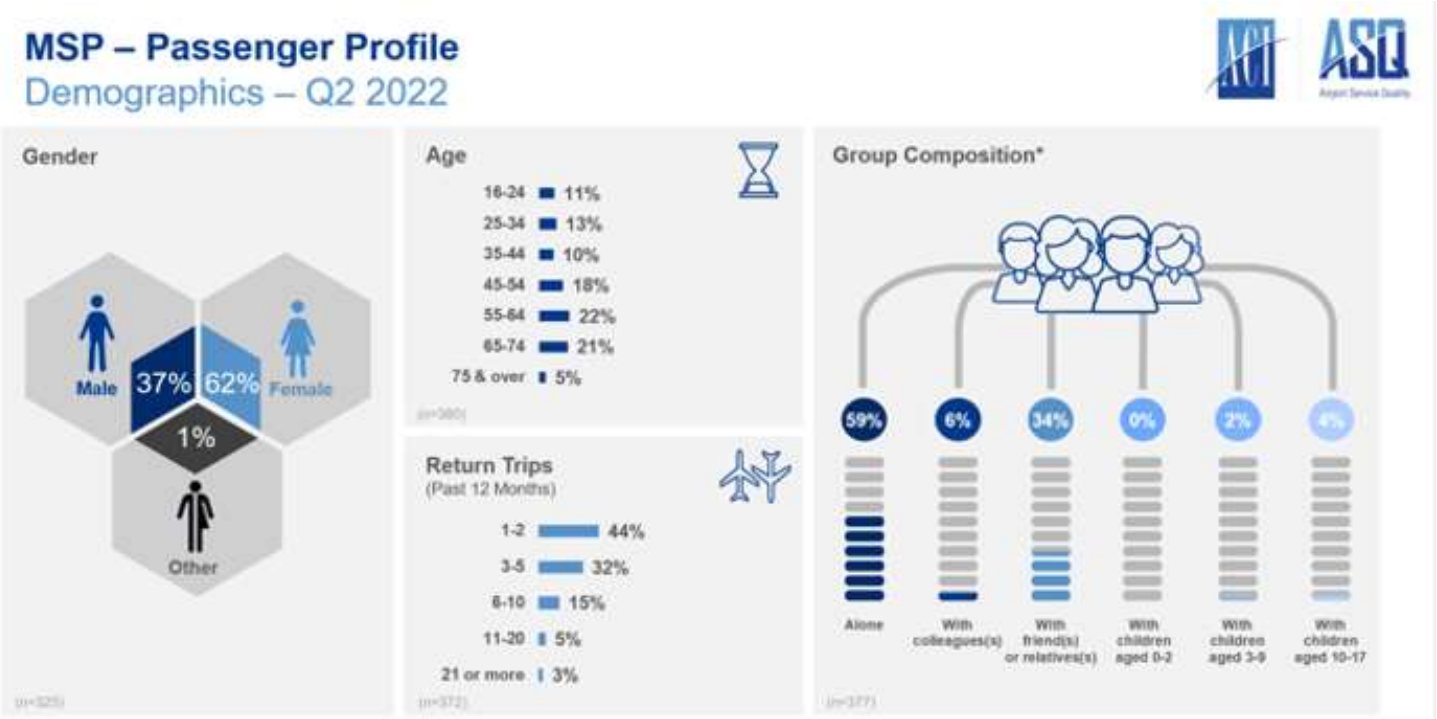

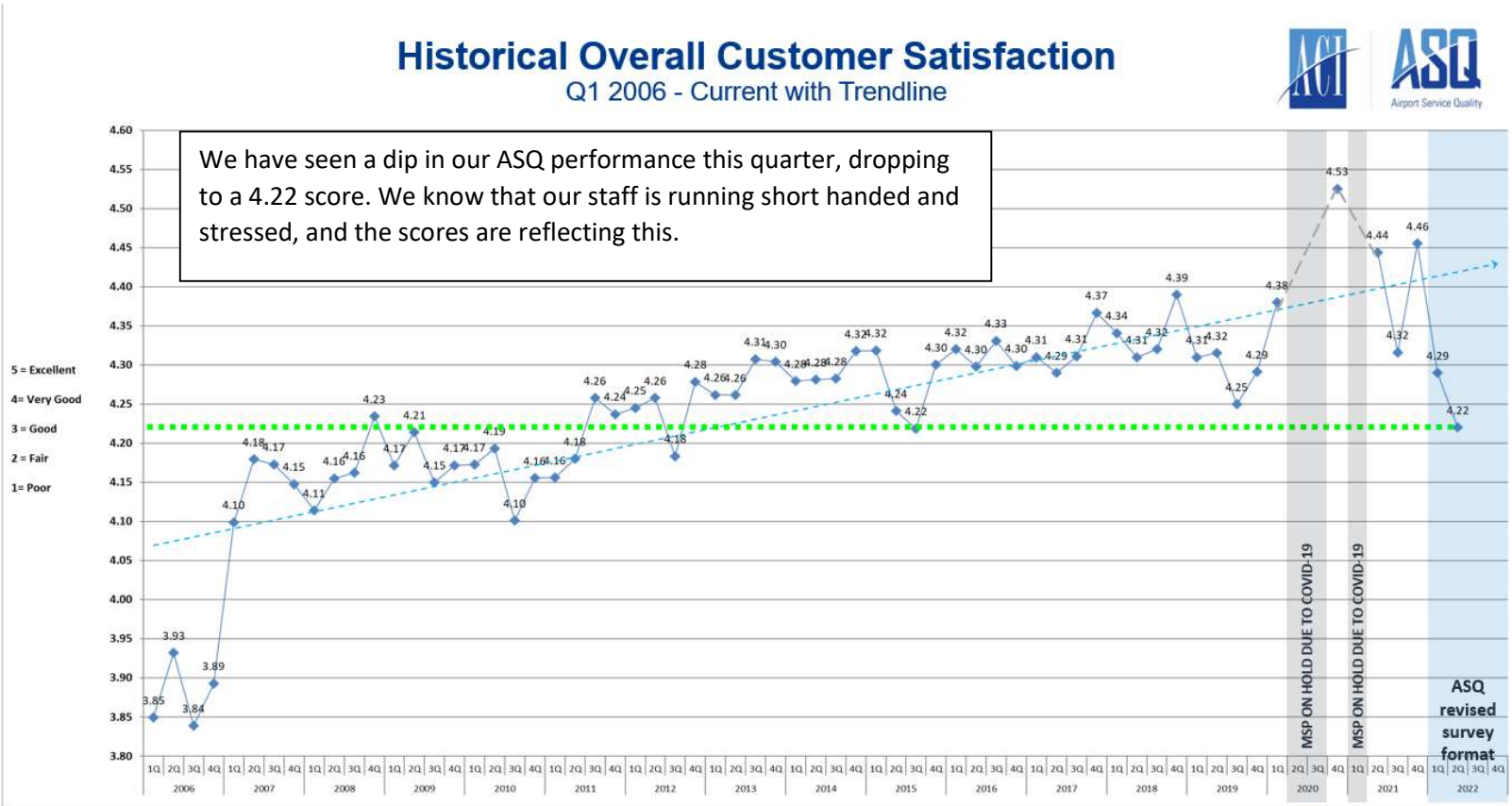

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This chart summarizes MSP's score vs. our custom panel. GREEN shows scores significantly higher than the panel. RED shows scores significantly lower than the panel- which we have none of.

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
Total 4.22 CUSTOM PANEL: 4.02 RANK 2 / 14	Ease of getting to the airport 4.39 CUSTOM PANEL: 4.09 RANK 2 / 14	Ease of finding check-in area 4.39 CUSTOM PANEL: 4.18 RANK 2 / 14	Ease in security screening 4.31 CUSTOM PANEL: 4.05 RANK 2 / 14	Restaurants/bars/cafés 3.88 CUSTOM PANEL: 3.67 RANK 4 / 14	Comfort of waiting at gate areas 3.79 CUSTOM PANEL: 3.76 RANK 6 / 14	Ease of finding way 4.21 CUSTOM PANEL: 4.05 RANK 2 / 14	Wi-Fi service quality 3.86 CUSTOM PANEL: 3.87 RANK 8 / 14	Health safety 4.13 CUSTOM PANEL: 4.02 RANK 4 / 14
Business 4.24 CUSTOM PANEL: 3.96 RANK 2 / 14	Signage to access terminal 4.28 CUSTOM PANEL: 4.10 RANK 2 / 14	Waiting time: Check-in 4.31 CUSTOM PANEL: 4.09 RANK 1 / 14	Waiting time: Security screening 4.25 CUSTOM PANEL: 3.92 RANK 3 / 14	VFM: Restaurants/bars/cafés 3.14 CUSTOM PANEL: 3.13 RANK 6 / 14	Availability of seats at gate areas 3.82 CUSTOM PANEL: 3.85 RANK 10 / 14	Availability of flight info. 4.26 CUSTOM PANEL: 4.08 RANK 1 / 14	Availability of charging station 3.65 CUSTOM PANEL: 3.71 RANK 8 / 14	Cleanliness 4.18 CUSTOM PANEL: 4.00 RANK 2 / 14
Leisure 4.30 CUSTOM PANEL: 4.05 RANK 1 / 14	VFM: Transport 3.90 CUSTOM PANEL: 3.76 RANK 3 / 14	Courtesy & helpfulness: Check-in staff 4.46 CUSTOM PANEL: 4.24 RANK 1 / 14	Courtesy & helpfulness: Security staff 4.29 CUSTOM PANEL: 4.01 RANK 1 / 14	Shops 3.48 CUSTOM PANEL: 3.47 RANK 7 / 14		Walking distance inside terminal 3.57 CUSTOM PANEL: 3.64 RANK 12 / 14	Entertainment & leisure options 3.53 CUSTOM PANEL: 3.54 RANK 7 / 14	Ambience 4.04 CUSTOM PANEL: 3.89 RANK 4 / 14
Personal 4.13 CUSTOM PANEL: 4.01 RANK 6 / 14				VFM: Shops 3.10 CUSTOM PANEL: 3.15 RANK 5 / 14		Ease of making connection 3.96 CUSTOM PANEL: 3.87 RANK 4 / 14	Availability of washrooms 4.12 CUSTOM PANEL: 4.04 RANK 4 / 14	
				Courtesy & helpfulness: Shopping and dining staff 3.90 CUSTOM PANEL: 3.82 RANK 5 / 14		Courtesy & helpfulness: Airport staff 4.26 CUSTOM PANEL: 4.08 RANK 1 / 14	Cleanliness of washrooms 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)		Satisfaction with these Service Items	
1 Ease of going through security screening	28%	(n=267)	4.31
2 Ease of finding your way	27%	(n=379)	4.21
3 Waiting time at the security screening	19%	(n=267)	4.25
4 Cleanliness	18%	(n=384)	4.18
5 Comfort of waiting at the gate areas	18%	(n=386)	3.79

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.

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Our next meeting will be held Thursday, September 8th, in person at the Terminal 1 Commission Chambers
All are welcome to attend!