CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, February 10th, 2022
10:00 AM – 11:00 AM
Terminal 1: Commission Chambers

Number of attendees: 40

1.	Welcome & Introductions	Marty Robinson, TSA
2.	Public Service Announcements	Katlyn Schenck
3.	Committee Updates	Marty Robinson, TSA
4.	MSP Construction Overview	Puneet Vedi
5.	Customer Experience Updates	Phil Burke
6.	Travel Confidently Update	Phil Burke
7.	ASQ 4th Quarter Results	Steve Gentry

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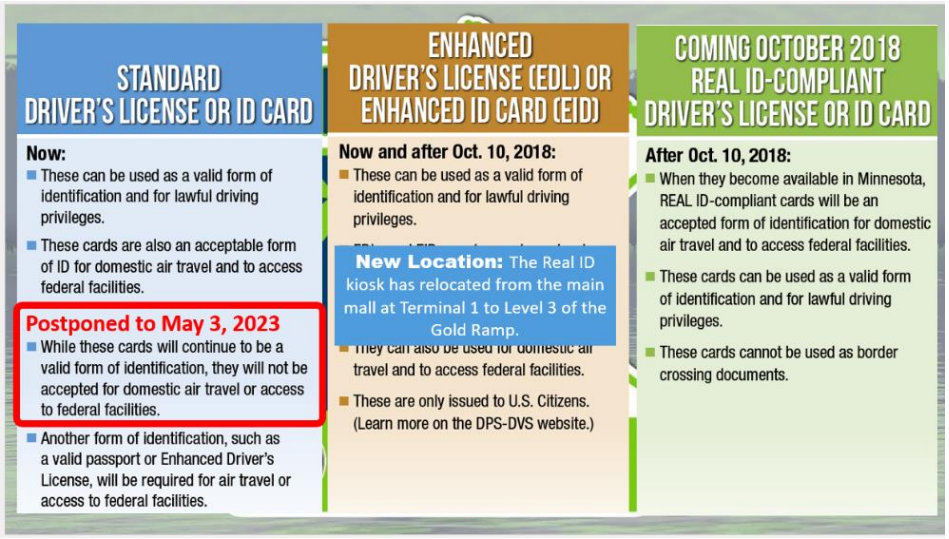
1. Welcome and Introductions — **Marty Robinson, TSA**

2. Public Service Announcements — **Katlyn Schenck**



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For more information on the Sunflower Lanyard program: https://www.mspairport.com/airport/accessibility/hidden-disabilities-sunflower-program

3. Committee Updates **Marty Robinson**

Committee	Chair	Update
Forum	Abby Kes	**CSAC FORUM** ***We welcome our new chair Abby Kes!*** ***We also want to again extend our thanks to Dana Nelson for her leadership as Forum Chair***

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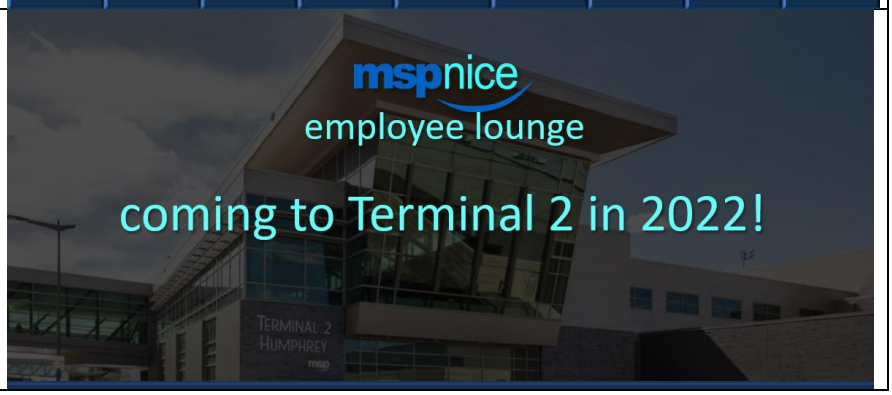
Travelers Advisory (TAC)	Phil Burke	TAC msp **Next Meeting:** **Monday, February 14th**
Travelers Advisory with Disabilities (TDAC)	Phil Burke	TDAC msp JOURNEY TO EQUITABLE ACCESS **Next Meeting:** **Monday, March 14th**
Benchmarking	Phil Burke	
Building on Success	Nicole Kiefer	

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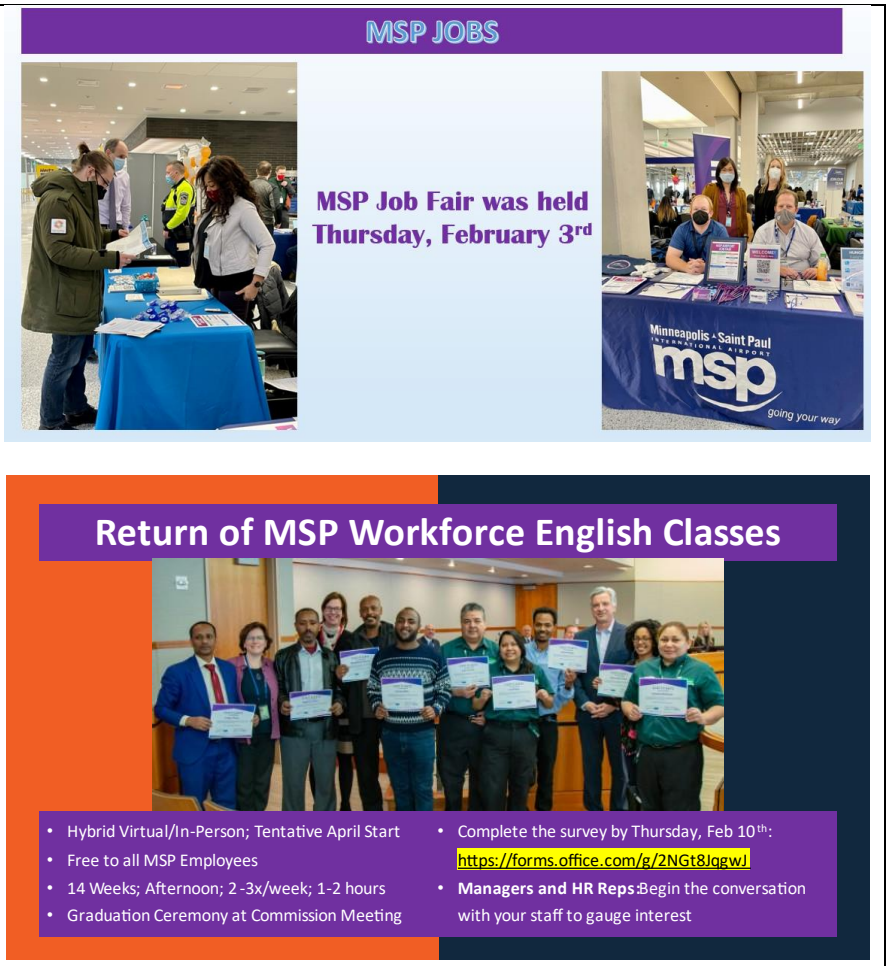
MSP Jobs	Jay Noseworthy	
MSP Nice	Katlyn Schenck	

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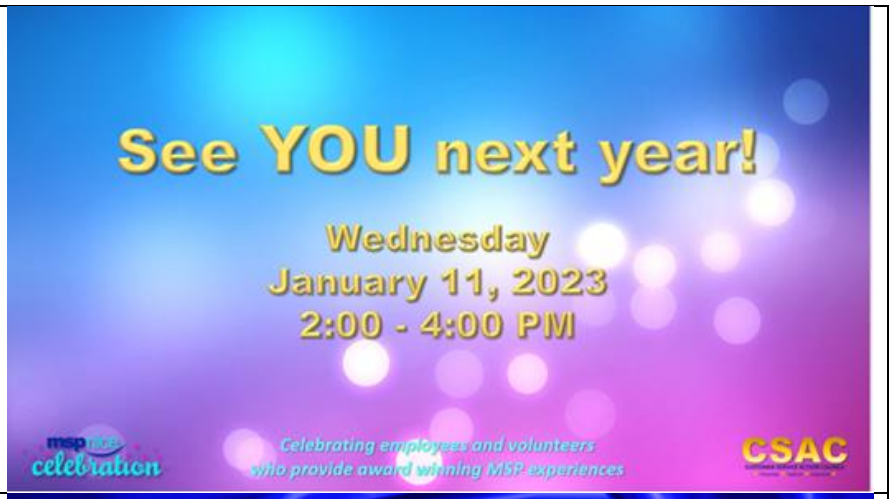
MSP Nice Celebration	Kerry Forbes	
Airport Customer Service Hero	Roy Fuhrmann	

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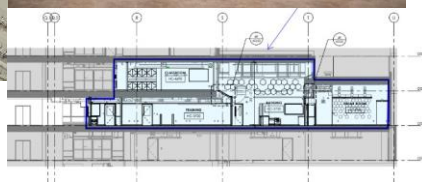
4. MSP Construction Update **Puneet Vedi**

Badging Office Relocation



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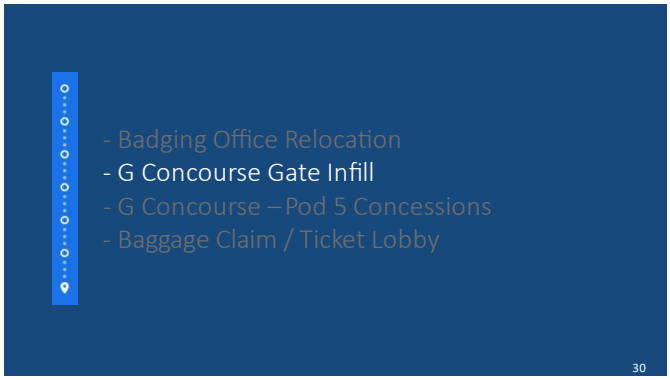

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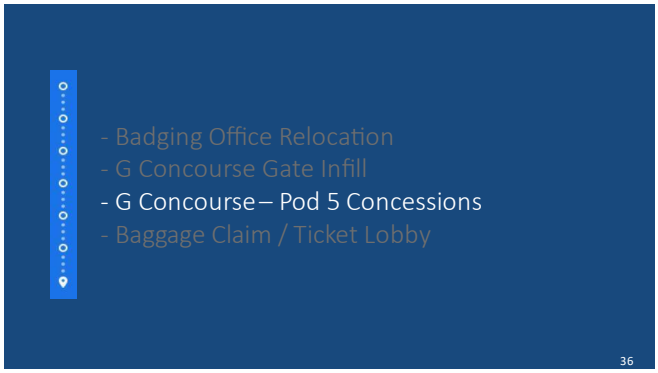

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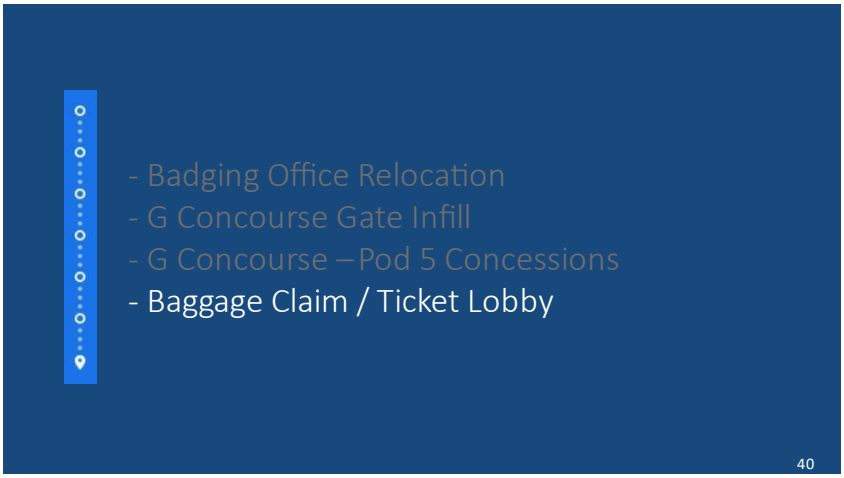

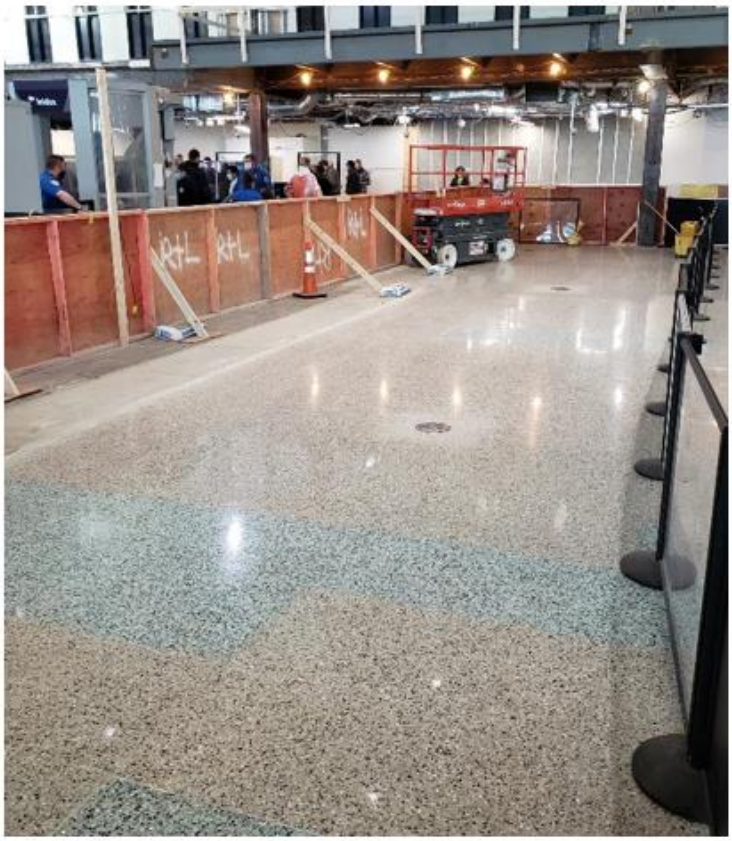

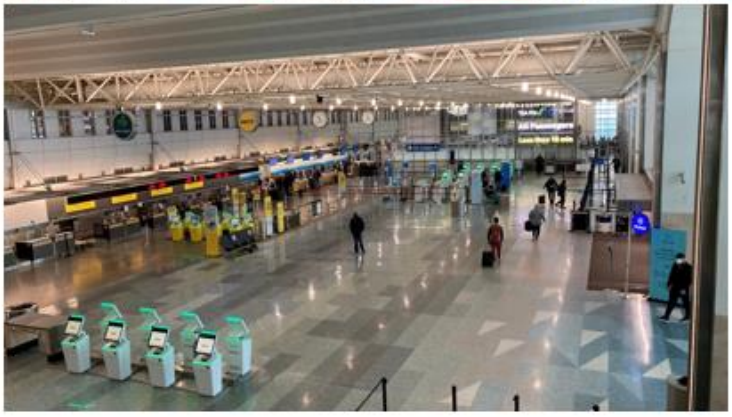

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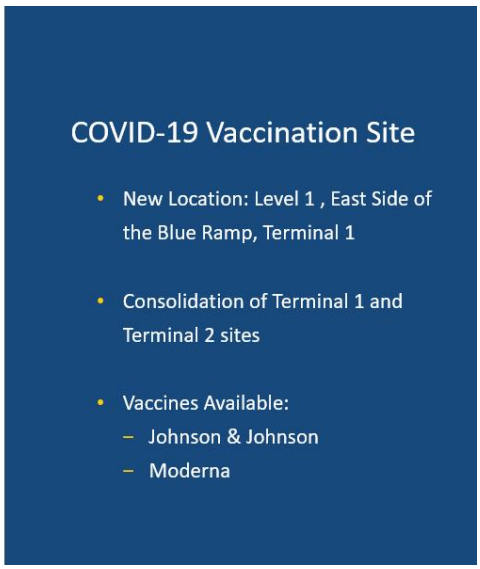
***5.* Customer Experience Updates- Phil Burke** Phil updated the group on the new public announcements that have begun to go live throughout MSP. Ten pre-recorded announcements categories have been completed and we are happy to put a face to the voices you will soon be hearing!

6. Travel Confidently Update- Phil Burke



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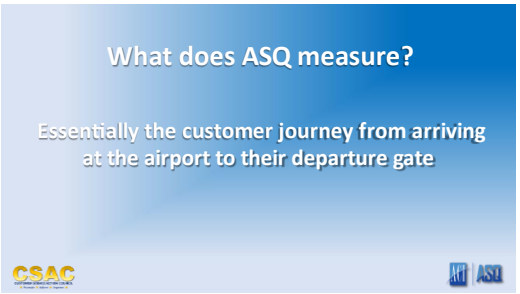
7. ASQ 4th Quarter Results- Steve Gentry



ACCESS
- Ground transportation to / from the airport
- Parking facilities
- Parking facilities value for money
- Availability of baggage carts / trolleys

AIRLINE CHECK-IN
- Waiting time in check-in queue / line
- Efficiency of check-in staff
- Courtesy, helpfulness of check-in staff

SECURITY
- Courtesy and helpfulness of Security staff
- Thoroughness of Security inspection
- Waiting time at Security inspection
- Feeling of being safe and secure

FINDING YOUR WAY
- Ease of finding your way through airport
- Flight information screens
- Walking distance inside the terminal
- Ease of making connections with other flights

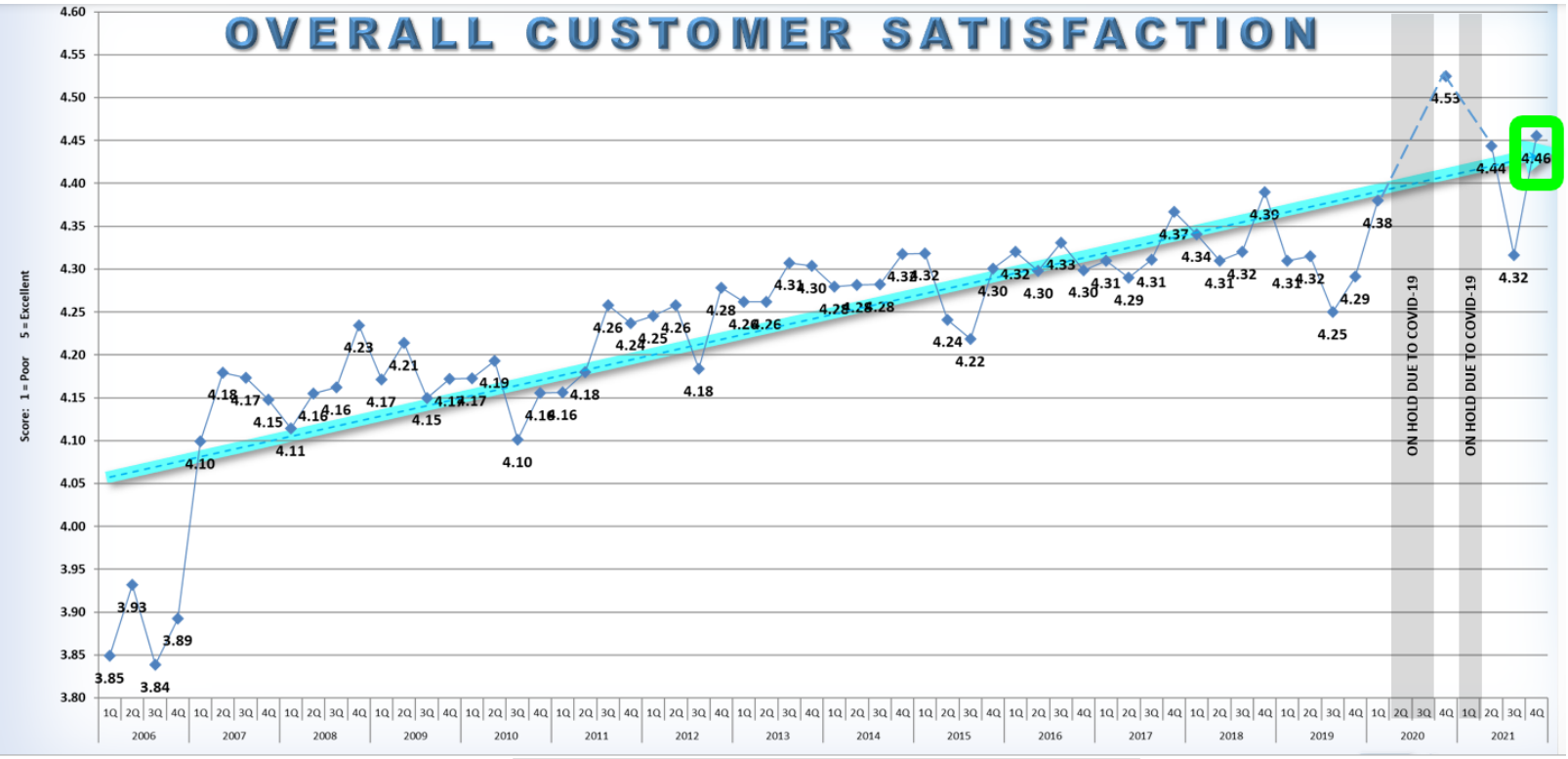
FOOD & BEVERAGE / SHOPPING
- Restaurant / Eating facilities
- Restaurant facilities value for money
- Shopping facilities
- Shopping facilities value for money

AIRPORT STAFF
- Courtesy, helpfulness of airport staff

AIRPORT SERVICES
- Availability of bank / ATM facilities / money changers
- Internet access / Wi-fi
- Business / Executive lounges

AIRPORT FACILITIES
- Availability of washrooms / toilets
- Cleanliness of washrooms / toilets
- Cleanliness of airport terminal
- Comfort of waiting / gate areas

OVERALL SATISFACTION
- Ambience of the airport
- Overall satisfaction with the airport



Congratulations! 2022 Q4 we received our 2nd highest score of all time!

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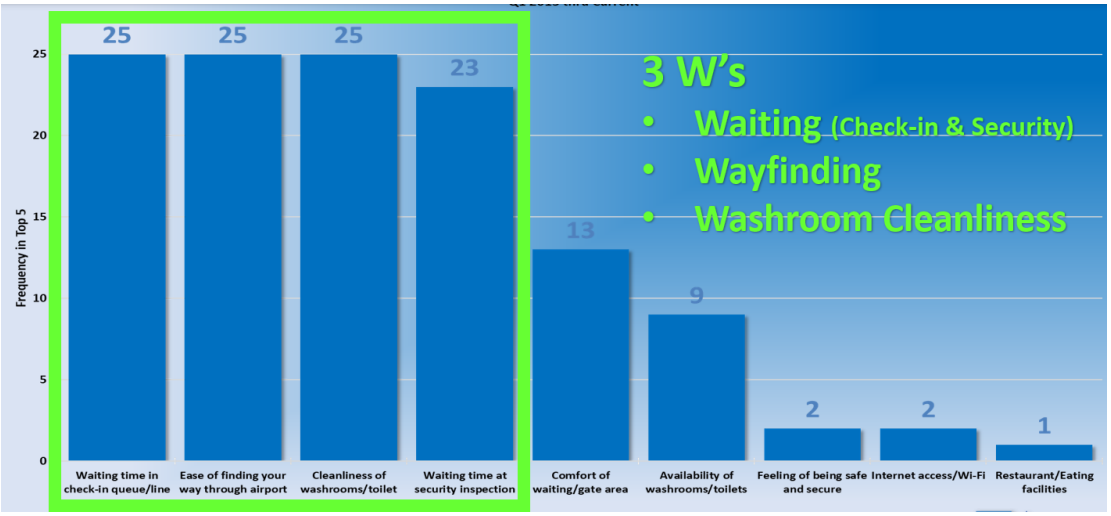

Remembering one of our MSP teammates

Our next meeting will be held Thursday, March 10th, 2022, in person at the Terminal 1 Commission Chambers

All are welcome to attend