



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 4 th Quarter Results | Steve Gentry |

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|---------------------------------|---------------------|
| 1. Welcome and Introductions | Marty Robinson, TSA |
| 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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For more information on the Sunflower Lanyard program: <https://www.mspsairport.com/airport/accessibility/hidden-disabilities-sunflower-program>

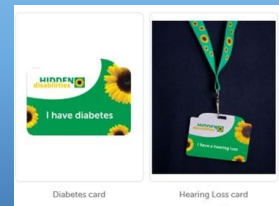
Sunflower Lanyard Program

Be visible when you choose to be seen

Wearing the Hidden Disabilities Sunflower discreetly indicates to people around you including staff, colleagues and health professionals that you have a hidden disability, and you may need additional support, help or more time.

Lanyard Locations

T1, T2 – Non-secure PSA and TA information booths



3. Committee Updates

Marty Robinson




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

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<p>MSP Jobs</p>	<p>Jay Noseworthy</p>	<div data-bbox="630 373 1474 802"> <p>MSP JOBS</p>  <p>MSP Job Fair was held Thursday, February 3rd</p>  </div> <div data-bbox="630 835 1474 1318"> <p>Return of MSP Workforce English Classes</p>  <ul style="list-style-type: none"> • Hybrid Virtual/In-Person; Tentative April Start • Free to all MSP Employees • 14 Weeks; Afternoon; 2 -3x/week; 1-2 hours • Graduation Ceremony at Commission Meeting • Complete the survey by Thursday, Feb 10th: https://forms.office.com/g/2NGt8JqgwI • Managers and HR Reps: Begin the conversation with your staff to gauge interest </div>
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<p>MSP Nice Celebration</p>	<p>Kerry Forbes</p>	
<p>Airport Customer Service Hero</p>	<p>Roy Fuhrmann</p>	

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4. MSP Construction Update

Puneet Vedi

Badging Office Relocation



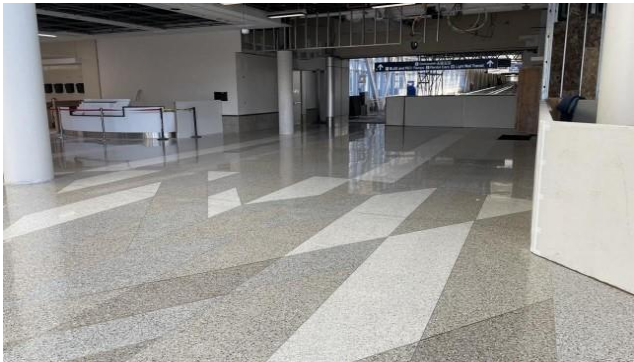
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28

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

30



2

CUSTOMER SERVICE ACTION COUNCIL MINUTES

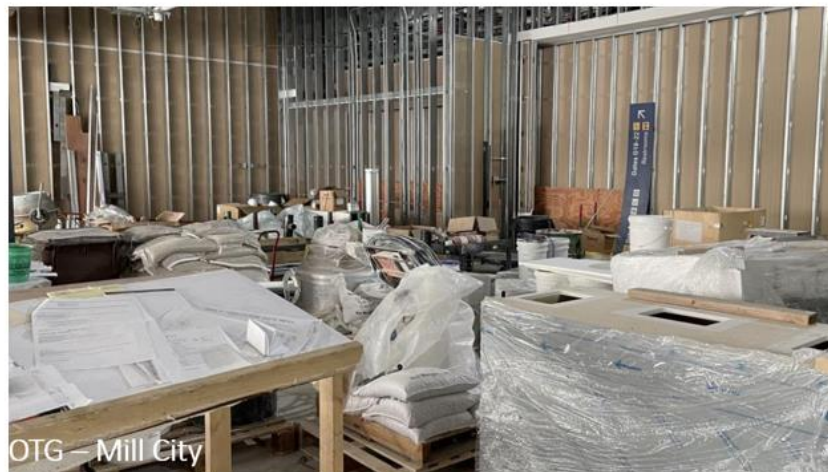
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36



CUSTOMER SERVICE ACTION COUNCIL MINUTES

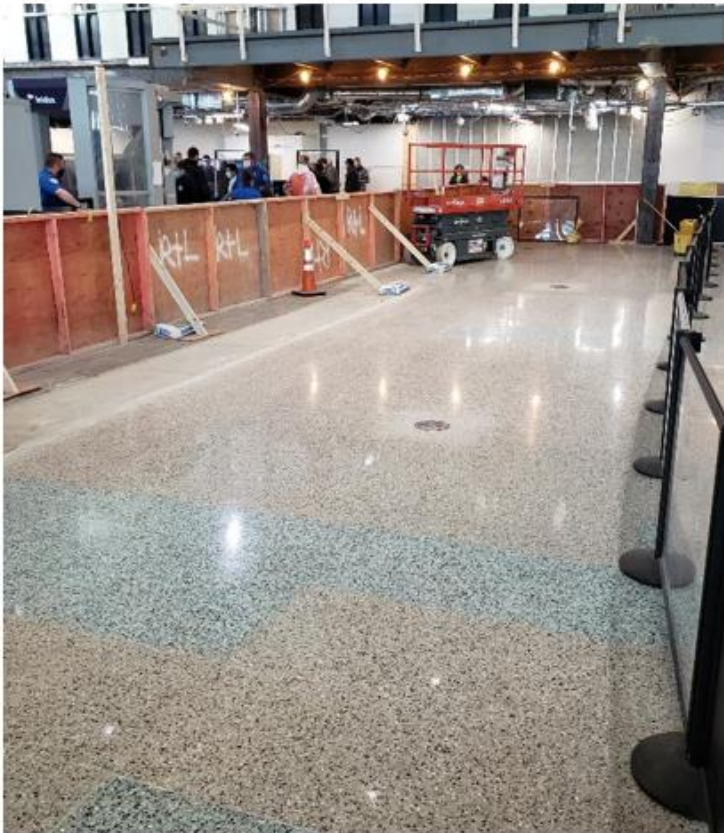
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40





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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!

MSP's PA PRE-RECORDED ANNOUNCEMENTS

1. Parking ramps
2. 311
3. Unmanned exits
4. Unattended baggage
5. Trams/stations
6. Moving walks/escalators
7. Terminal 2 arrivals level
8. Baggage Carousels
9. Travel Confidently - female
10. Travel Confidently - male



2022 SELECTION PROCESS

1. Call for auditions goes out. Thirty-two applications received online
2. Selection Committee created. Applications reviewed and scored separately
3. Committee met virtually to discuss draft scores and listen again to many of the entrants
4. Decided upon top ten and which message best suited the talents of the applicants
5. Selectees notified and recordings scheduled
6. All recordings taking place at MAC IT lab with in-house talent engineering/producing & recording
7. Done annually
8. Recognition for participants includes display on PIDs, news release, and other communication



MEET THE NEW VOICES OF MSP!



Mark Miller, MAC
Parking Ramps



Jamaal Kraima, Delta
Baggage Carousels



Lykoun Wong, Delta
311



Mark Ledbetter, MAC
Unattended Bags



Don Chering, Marsden
Travel Confidently



Kris Theesfield, MAC
Trams and Tram Stations



Pamela Schmidt, Delta
Travel Confidently



Noah Keesecker, Airport Foundation
Terminal 2



Chris Mayer, Skywest
Moving Walks/
Escalators



Kris Sandberg, Delta
Automated Exits

6. Travel Confidently Update- Phil Burke



COVID-19 Vaccination Site

- New Location: Level 1, East Side of the Blue Ramp, Terminal 1
- Consolidation of Terminal 1 and Terminal 2 sites
- Vaccines Available:
 - Johnson & Johnson
 - Moderna

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7. ASQ 4th Quarter Results- Steve Gentry

What does ASQ measure?

Essentially the customer journey from arriving at the airport to their departure gate

CSAC

ASQ

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

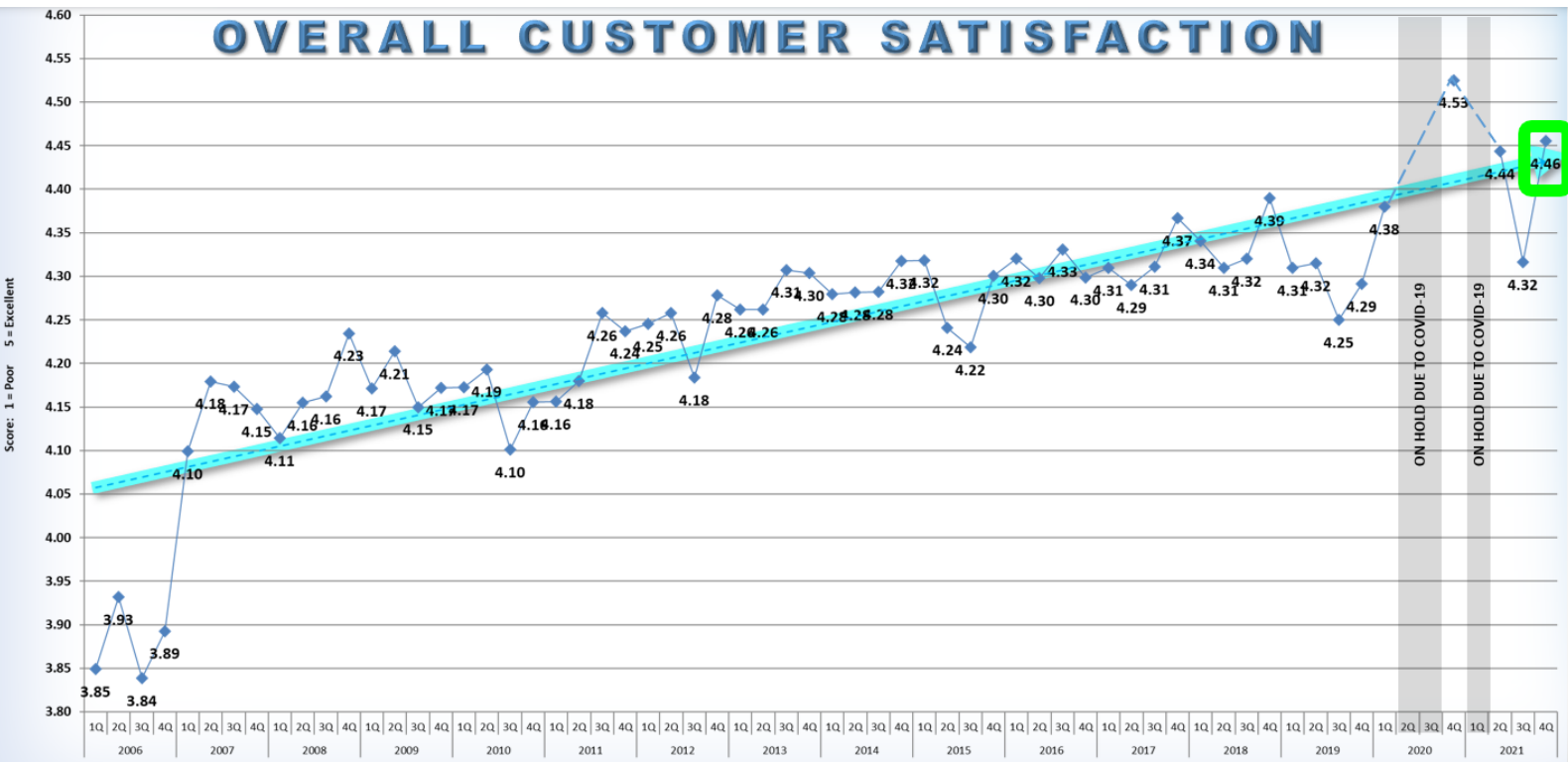
AIRPORT FACILITIES

- 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

OVERALL CUSTOMER SATISFACTION



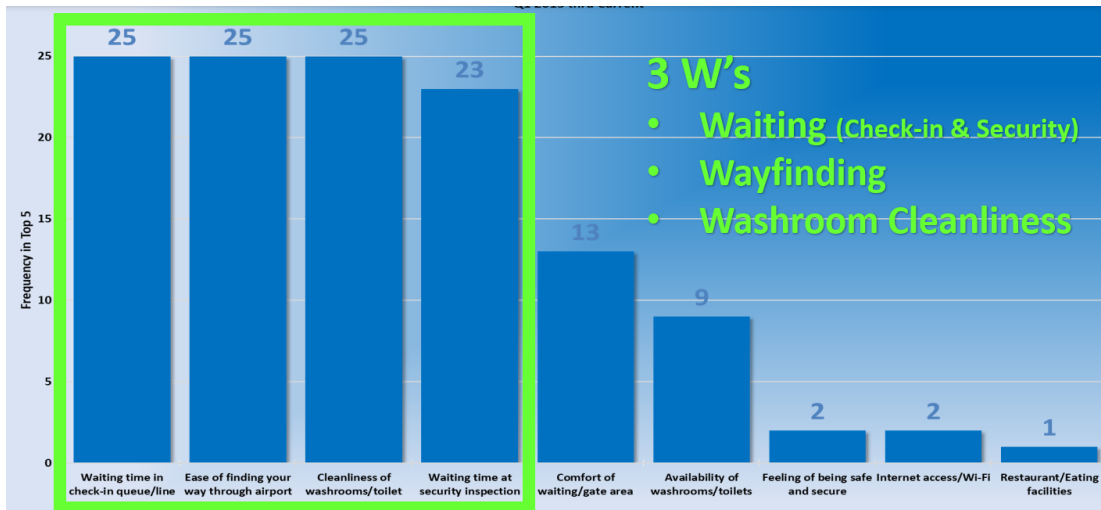
**Congratulations! 2022 Q4 we received our
2nd highest score of all time!**

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Remembering one of our MSP teammates

Remembering one of our teammates

"Reggie worked at MSP Airport with PrimeFlight for 22 years as a wheelchair supervisor at Terminal 2. He won several MSP Nice awards during his career and was loved by the airport community.

Reggie would ride the train to work, but he worked the early morning shifts. In order to be at work on time, he would leave home around midnight to get to work around 1am. His shift wouldn't start until 3am-4am, but Reggie would be at work this early just to read the newspaper and get everything ready. Just that kind of dedication that you cannot teach someone."

Joel Parra, Primeflight GM

Reggie Jordan



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

All are welcome to attend