

CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, July 14th, 2022

10:00 AM – 11:00 AM

Terminal 1: Commission Chambers

Number of attendees: 40

- | | |
|---------------------------------|-----------------------------|
| 1. Welcome & Introductions | Roy Fuhrmann |
| 2. Public Service Announcements | Katlyn Schenck |
| 3. Committee Updates | Roy Fuhrmann |
| 4. MSP Construction Overview | Alan Howell |
| 5. Customer Experience Update | Phil Burke |
| 6. IHS @ MSP | Joe Simonett & Bella Weaver |

- | | |
|---------------------------------|----------------|
| 1. Welcome and Introductions | Roy Fuhrmann |
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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
<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

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.

Employee Parking Update

In 2020, due to the COVID-19 pandemic and associated underutilization of parking capacity, the decision was made to allow all MSP employees to park at Terminal 1 or Terminal 2 based on their preference. This was a temporary accommodation until the excess parking capacity was needed.

The continuing increase in travel demand requires additional parking capacity at Terminal 1 to ensure adequate parking is available to the public.

Therefore, beginning August 1, 2022, employees that parked at Terminal 2 prior to the COVID-19 pandemic are required to return to Terminal 2.

While we are excited to see travel and associated parking demand returning to MSP, we did not make this decision lightly given the difficulties this transition may present to employees and employers.

Metro Transit LRT schedules have been subject to change throughout the COVID-19 pandemic. Current schedules can be found at www.metrotransit.org

Note: The light rail between T1 and T2 is closed between July 8th to August 15th, 2022. Metro Transit will be providing bussing during this time.

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BUILDING RELATIONSHIPS. ONE CUP AT A TIME.

Join your
MSP Community and
MSP Airport Police
Officers for coffee and
conversation.



Wednesday, July 20



Airport Conference Center
Metropolitan Room



11 a.m. - 2 p.m.

The mission of Coffee with a Cop is to break down the barriers between police officers and the people they serve by removing agendas and allowing opportunities to ask questions, voice concerns, and get to know the officers in an informal environment.



PARTNER:



Night to Unite

Like the community version of the event, MSP's Night to Unite is designed to heighten awareness of crime and drug activities, generate support for and participation in local anti-crime fighting programs, and strengthen police partnerships with the airport community. MSP's public safety division coordinates this annual event, which gives officers an opportunity to interact with the traveling public and discuss their role as an integral part of airport safety. All airport employees and the traveling public are invited to attend and learn more about the airport's public safety operations.

MSP PASSENGER EFFICIENCY MEETING



NIGHT to UNITE!

MSP AIRPORT COMMUNITY

What: Night to Unite Block Party

When: Tuesday, August 2, 2022

Time: 10:00 a.m. — 2:00 p.m.

Where: Airport Mall- Terminal 1



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**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



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.



Note: the weekend of July 15th-July 17th will be our busiest of the year of traveling "unaccompanied minor" campers traveling in and out of MSP. Please do all you can to assist these travelers to their meeting point!

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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



**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



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3. Committee Updates

Roy Fuhrmann



Committee	Chair	Update
Forum	Abby Kes More information for our next Forum coming soon!	
Travelers Advisory (TAC)	Phil Burke The TAC group will meet Monday, July 25 th	
Travelers Advisory with Disabilities (TDAC)	Phil Burke TDAC met on June 13 th , with an update on the Travel Confidently Education Center, Change table room updates, an accessibility campaign from Strategic Marketing, and an exciting pilot on a speech to text program- where all gate agent PA announcements will scroll on the gate screen.	 

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Benchmarking	Phil Burke	<div></div>																											
Building on Success	Nicole Kiefer	<div><table><tr><th colspan="9">CSAC COMMITTEES</th></tr><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>	CSAC COMMITTEES									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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Abby Kes	Phil Burke	Phil Burke	Phil Burke	Nicole Kiefer	Jay Noseworthy	Katlyn Schenck	Kerry Forbes	TBD																					
MSP Jobs	<div><div>Jay Noseworthy</div><div>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.</div></div>	<div><div><div><div>MSP JOBS</div><div><div>HUNDREDS OF JOBS</div><div>are waiting for you at MSP Airport!</div></div><div></div><div><div>Save the date for our September job fair!</div><div>We encourage you to continue to submit your job openings to the online job board.</div></div></div><div><div>SAVE THE DATE</div><div><div>Job Fair</div><div>September 14th</div><div>11am-3pm</div><div>Silver Ramp</div></div><div><div><div><div><div><div>MSP Airport, Terminal 1 Silver Ramp</div><div>4300 Gummock Drive, St. Paul, MN 55111</div></div><div><div><div><div>Part time, full time, and seasonal jobs</div><div>All skill levels</div><div>Hospitality, Restaurant, Retail, Hotel, Airline, and Aviation related positions</div><div>On the Metropolitan bus and rail lines</div></div><div><div><div><div>Great starting wages and full benefits available</div><div>Bring your resume and apply online</div><div>Some employees hiring on the spot</div><div>Hiring and retention bonuses available</div></div></div></div><div><div>FIND OUT HOW YOU CAN BECOME PART OF MSP AIRPORT'S THRIVING EMPLOYEE COMMUNITY!</div><div>CURRENT JOB OPENINGS ON mispajob.com/jobs</div></div></div></div></div></div></div></div></div></div></div>																											

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The Workforce English classes will start September 13th, with registration soon. Please begin to share this information with your employees to gauge interest.

Finally, the MSP Jobs meetings have returned meeting the 2nd Tuesday of the month @ 830am via Teams.

Workforce English Classes



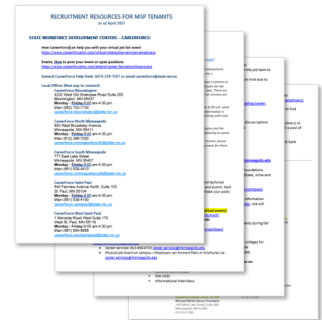
- Fall start date September 13th, 2022 12 Weeks; 2x/week-Tue & Thu; 1.5 hours
- Room LT-3185 (Above Settebello Pizzeria in T1)
- Hybrid - Virtual/In-Person; iPads provided
- Free to all MSP Employees
- Graduation Ceremony at CSAC Meeting
- Managers and HR Reps: Begin the conversation with your staff to gauge interest

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



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



MSP Nice

Katlyn Schenck

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<div>MSP Nice Celebration</div>	<div>Kerry Forbes-Coming soon- an email on how tenants can participate in our next MSP Nice Celebration!</div>	<div><div><div><div>New committee members welcomed!</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>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>	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>Do not forget to send in your nominations for the Airport Customer Service Hero!</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>Member • Owner • Client • Vendor</div></div></div>																		

4. MSP Construction Update

Alan Howell

Please see the slide deck at the end of the meeting minutes, with highlights of current construction projects.

5. Customer Experience Updates- Phil Burke

Phil hosted a “Get to Know ‘Em” segment with Joe Simonett, Manager of Airport Services, IHS. Joe grew up in the airport world, following his dad’s footsteps, and said his job here is to “get passengers off on the right foot”. His work brings him to both terminals and a few suggestions he has for each terminal include:

- Terminal 2 could add more platforms to talk to each other, such as how T1 has weekly efficiency meetings, etc.
- Terminal 1 could learn more about proactively approaching a customer.

One thing he is looking forward to is the passenger volume increasing!

Thank you, Joe, for all that you do with IHS, and for being such a welcome to our passengers, as you are often their first or last point of contact at MSP!



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6. IHS Operations at MSP- Joe Simonett and Bella Weaver

Joe and Bella, from Innovative Handling Solutions (IHS) shared an overview of their organization, from their history at MSP, to their strategy and services. In just five years, they have become a dependable and critical operations team at MSP!

Get to know this organization more by seeing their slide deck below.

Our next meeting will be held Thursday, August 11th, in person at the Terminal 1 Commission Chambers

All are welcome to attend!

Please see the slide deck below, for presentations from MSP Construction Updates and Innovative Handling Solutions (IHS).





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- Terminal 2 – Employee Breakroom
- Badging Office
- Baggage Claim / Ticket Lobby

2

3

- Terminal 2 – Employee Breakroom
- Badging Office
- Baggage Claim / Ticket Lobby

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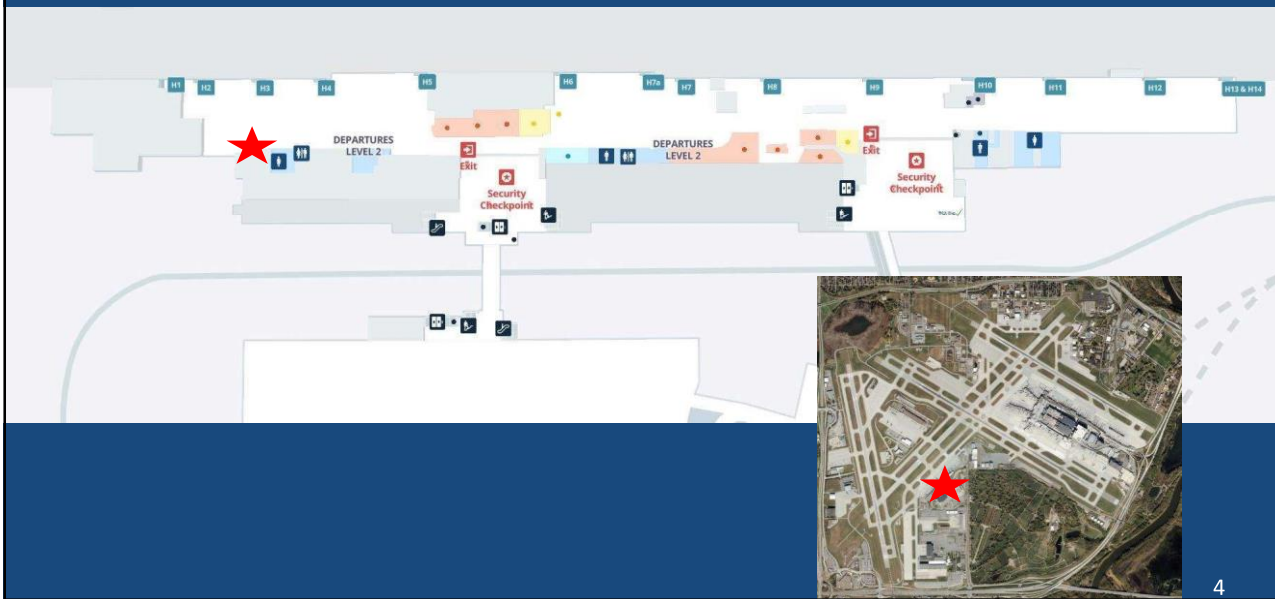
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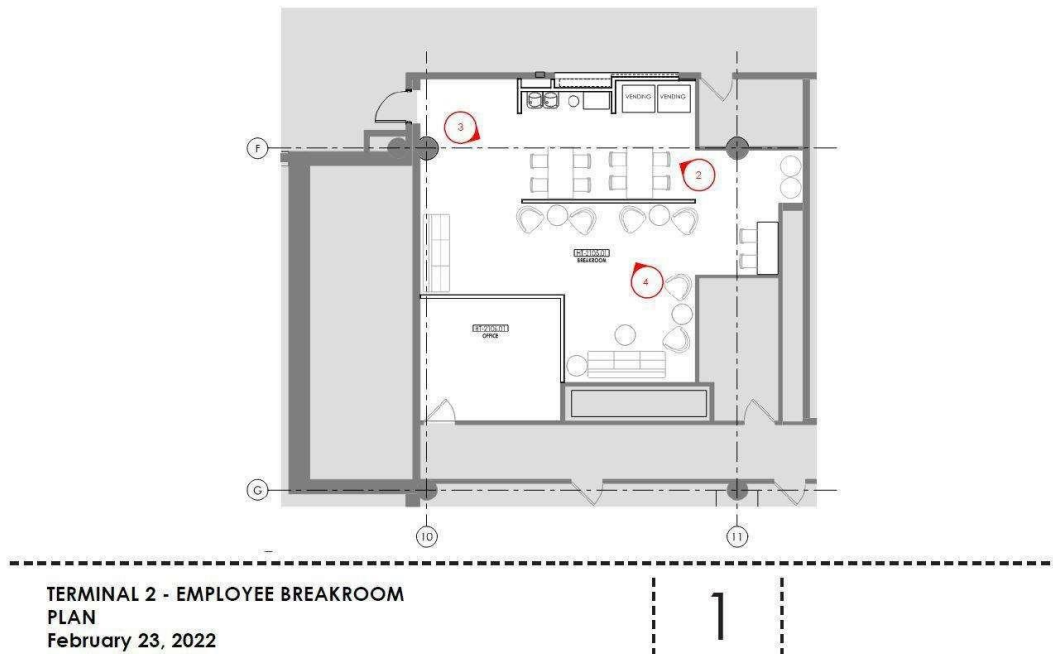
Terminal 1: Commission Chambers

Terminal 2 - Employee Breakroom Departures Level



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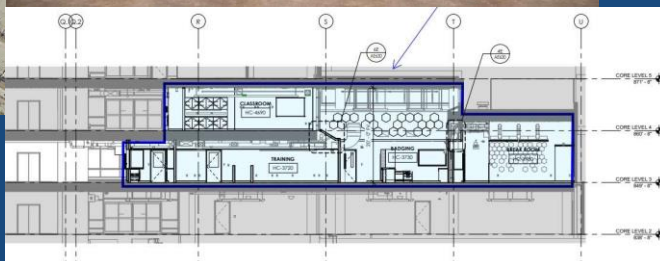
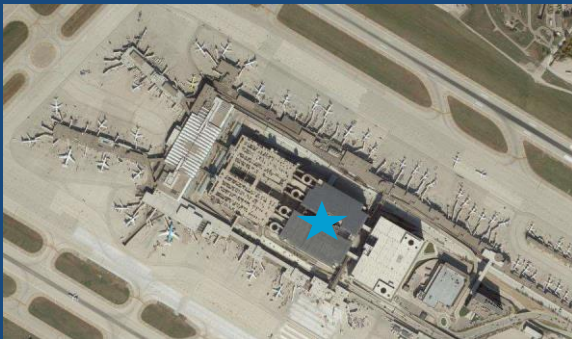
Terminal 1: Commission Chambers

- Terminal 2 – Employee Breakroom
- Badging Office
- Baggage Claim / Ticket Lobby

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Terminal 1 – Badging Office Relocation Hub Core Level 3



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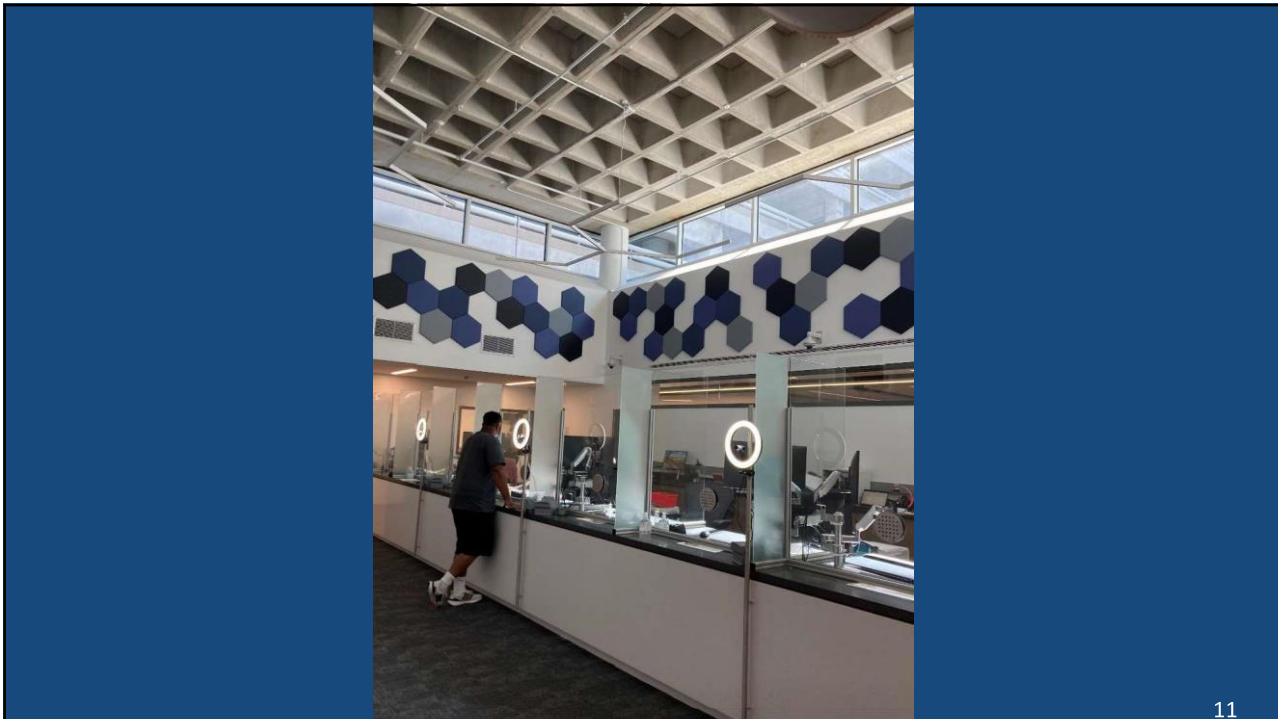
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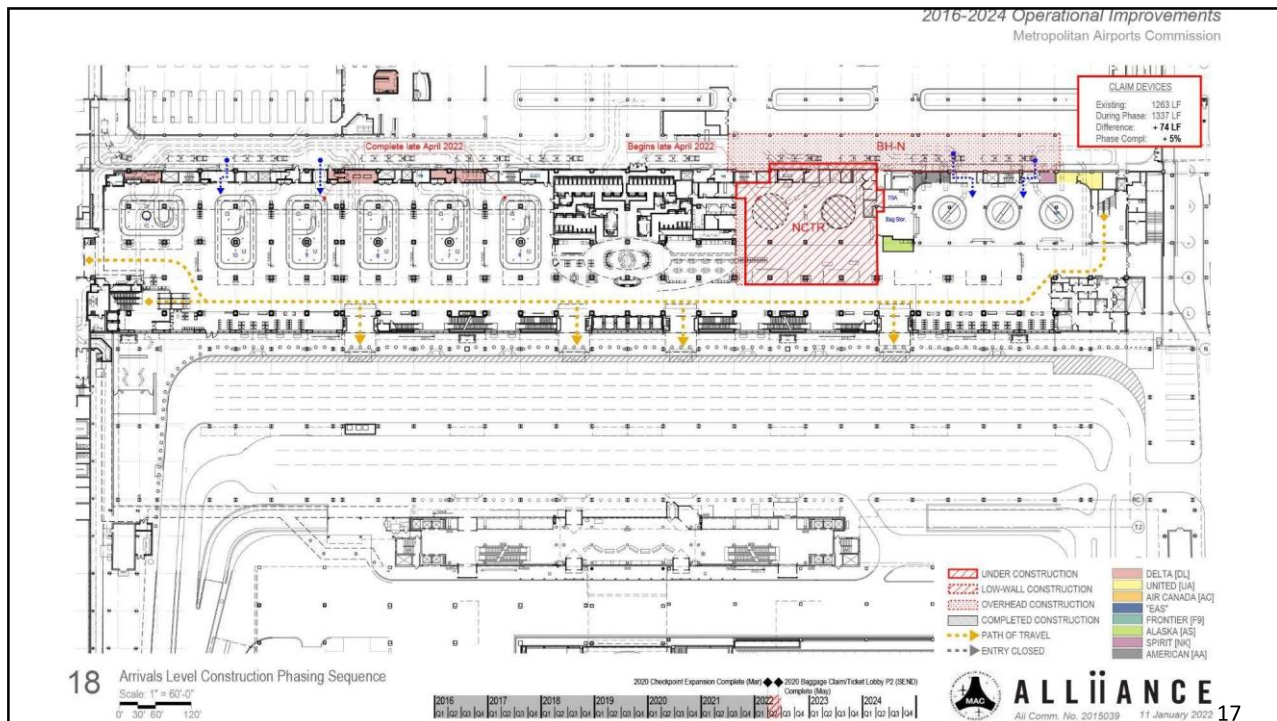
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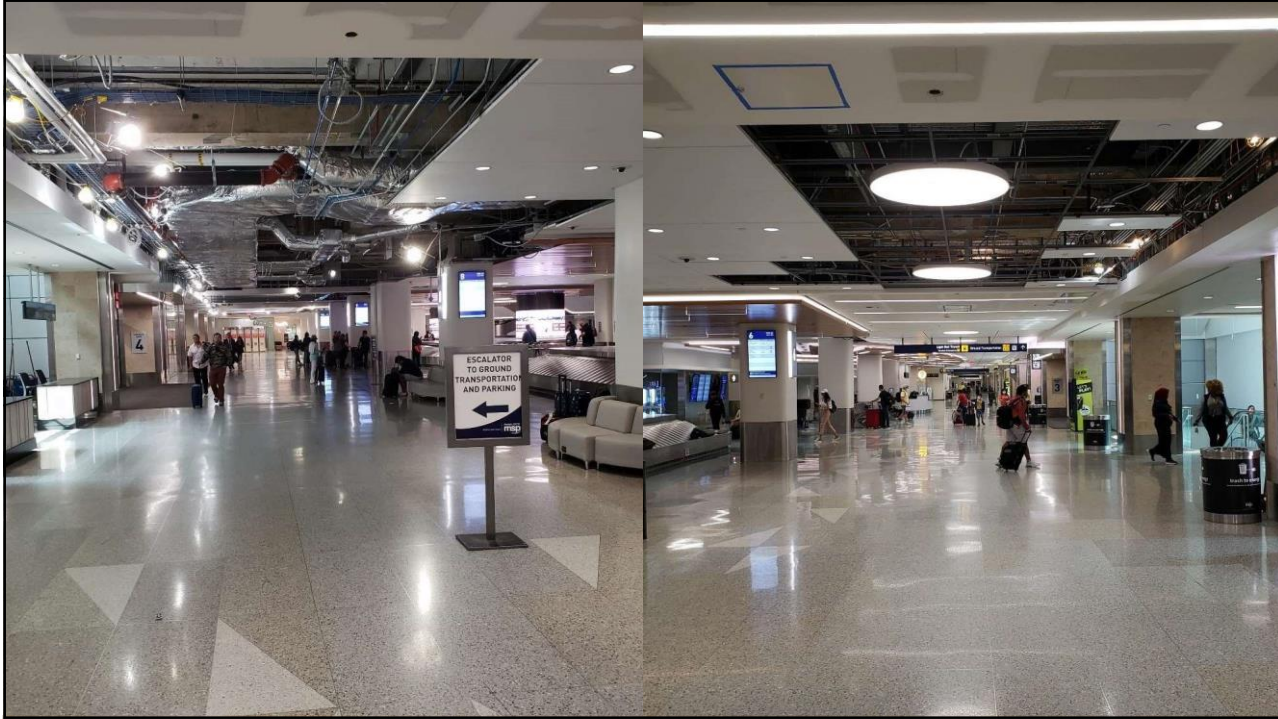
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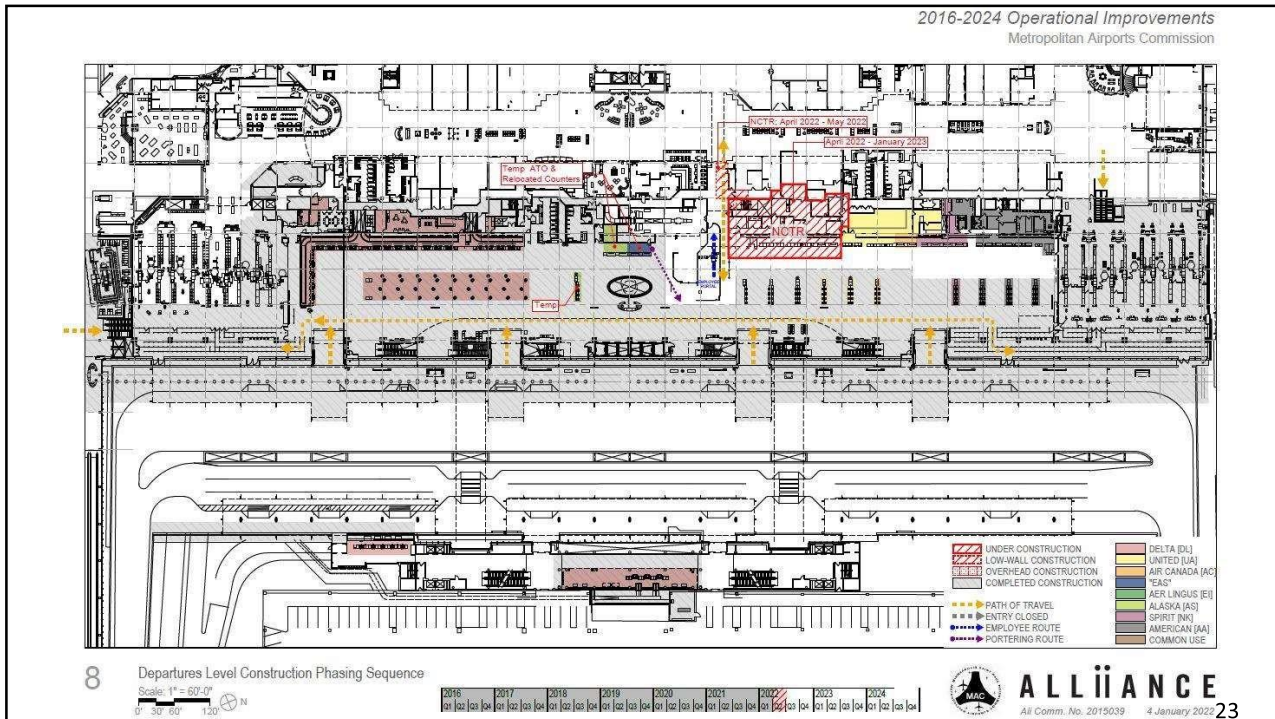
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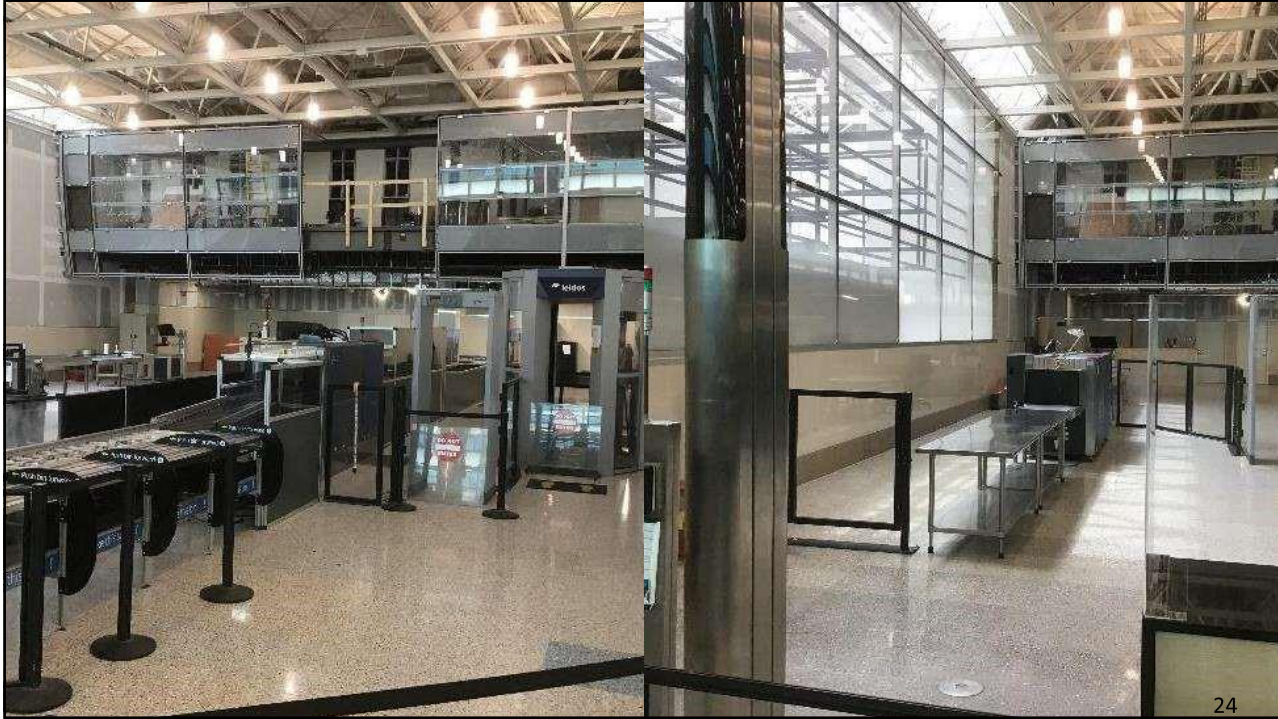
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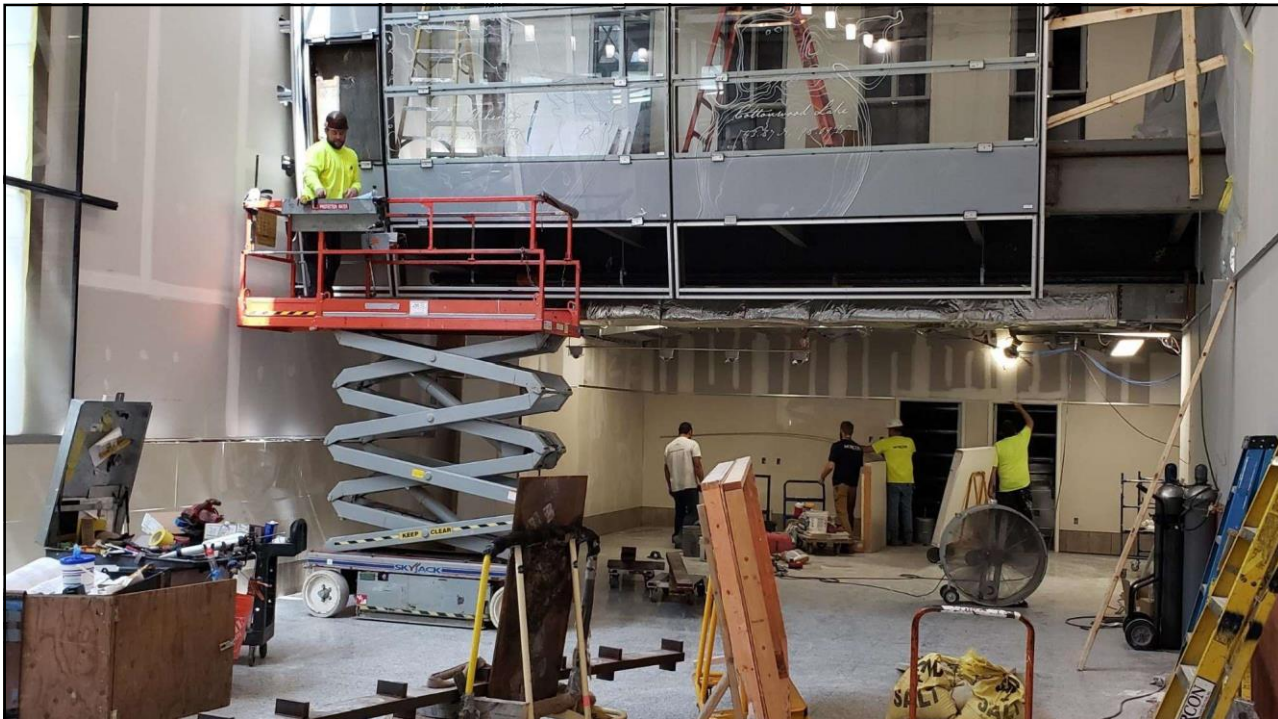
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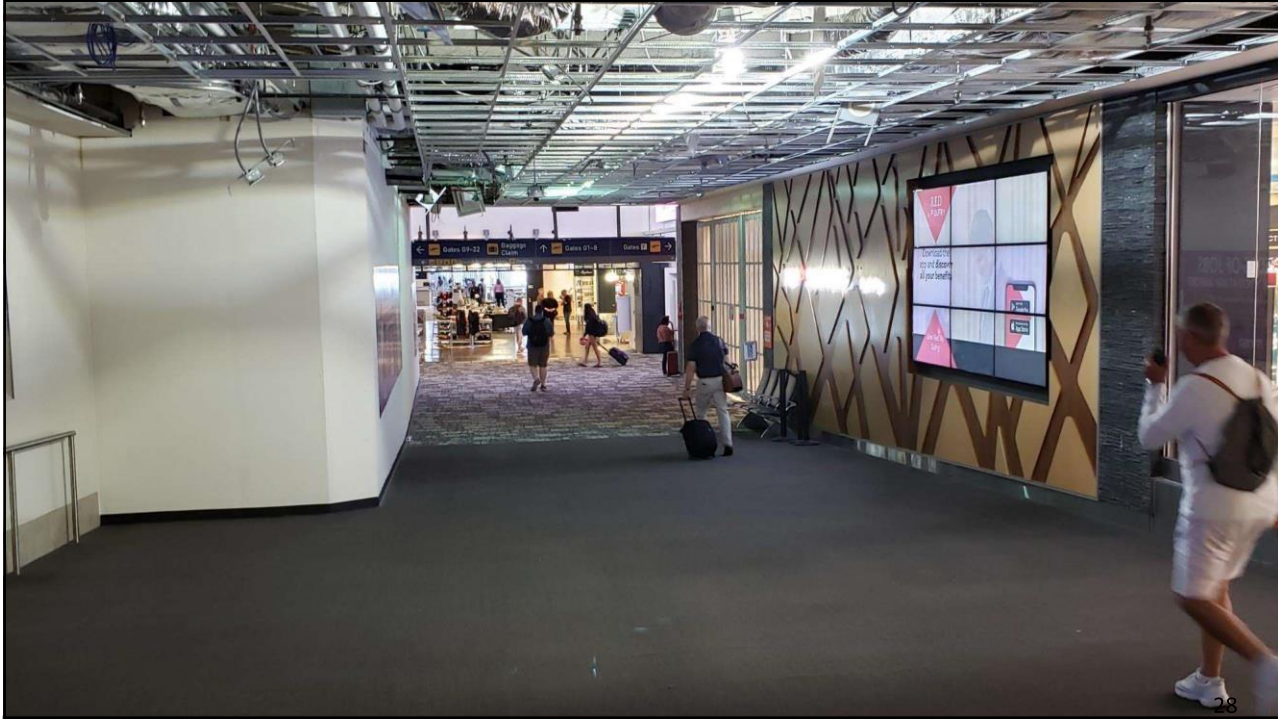
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INNOVATIVE HANDLING SOLUTIONS

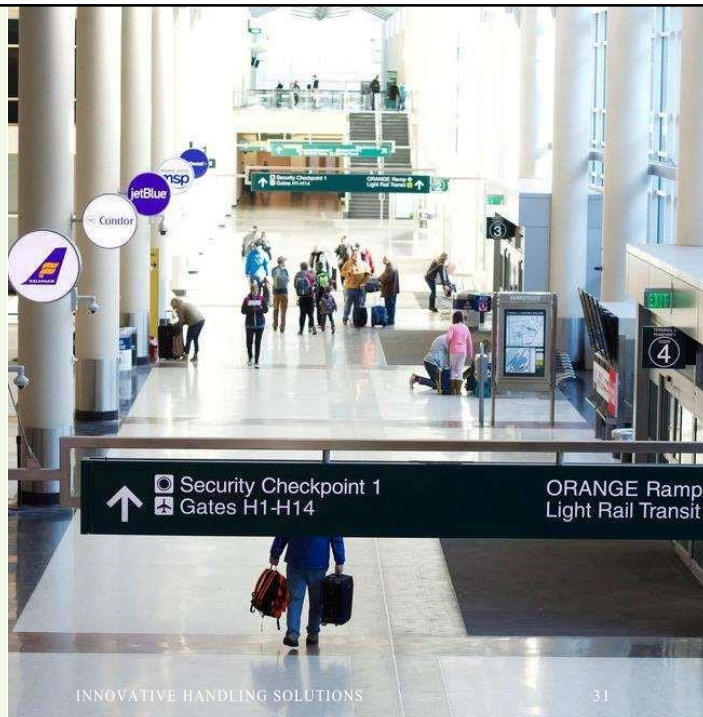
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ABOUT US

An experienced team driven to exceed expectations.

Quietly competent provider of aviation services at the MSP airport.

2022



INNOVATIVE HANDLING SOLUTIONS

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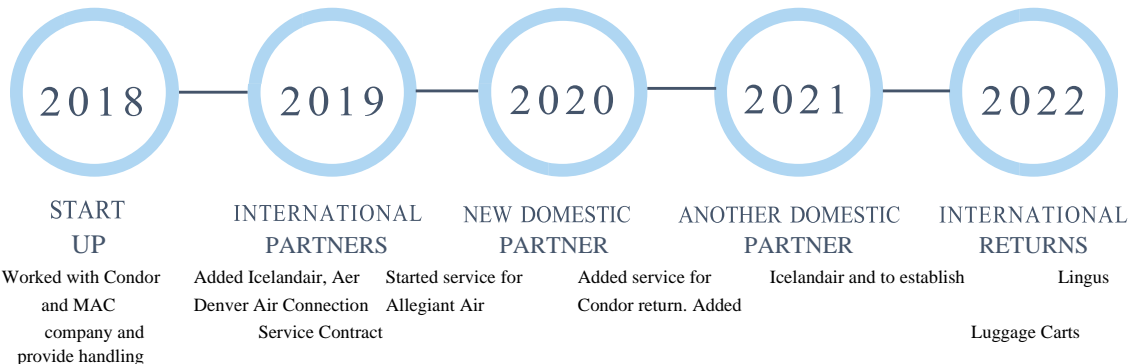
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OUR SHORT HISTORY



2022

INNOVATIVE HANDLING SOLUTIONS

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MEET OUR HARD-WORKING MANAGERS



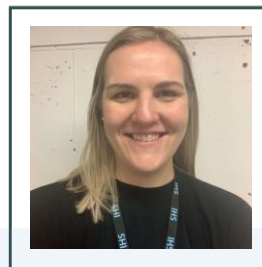
JOE SIMONETT
Manager, Airport Services



RYAN HARRINGTON
Manager, Ramp Services



BELLA WEAVER
Manager, Passenger
Services



COURTNEY EUERLE
Manager, HR &
Administration

INNOVATIVE HANDLING SOLUTIONS

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WHAT WE DO

- Aircraft Handling
- Baggage Service
- Passenger Service
- Aircraft Cleaning
- Charter Handling
- Cargo Handling
- Ground Security Coordinator
- Queue Line Management
- Porter Service
- Passenger Luggage Cart Service
- Customs Processing

INNOVATIVE HANDLING SOLUTIONS

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OUR STRATEGY



COMPETENT

Our management staff has over 130 years of aviation experience



RELIABLE

Provides service you can count on, every time, on time.



INNOVATIVE

Ready to provide a range of services to all types of aviation-related organizations



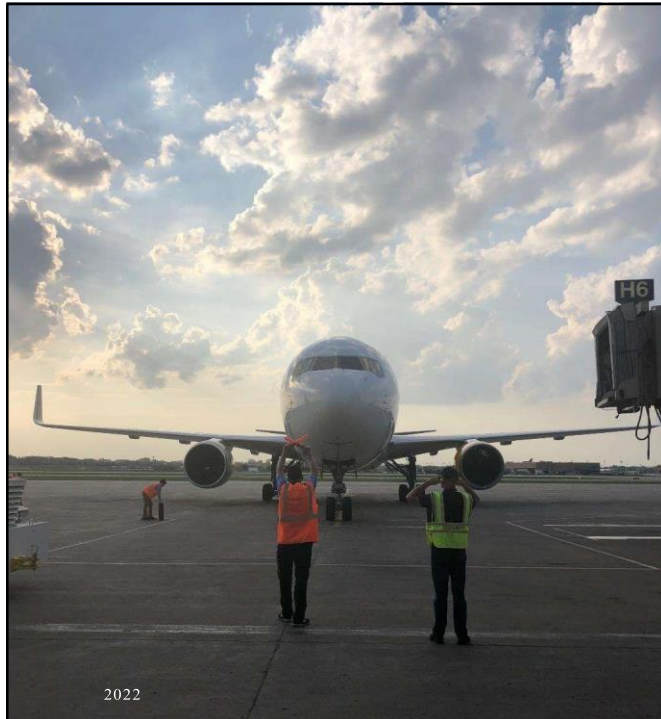
AWARD WINNING

Recognized for excellent service by MSP airport, TSA and our airline partners

INNOVATIVE HANDLING SOLUTIONS

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2022

OUR AIRLINE PARTNERS



INNOVATIVE HANDLING SOLUTIONS

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2022



OTHER CHARTER PARTNERS

Air India □ American Airlines □ Atlas Air
 □ Breeze Airways □ Calm Air □ Canadian North
 Airlines □ Chrono Aviation □ Eastern Airlines
 □ Flightworx Aviation □ Hawaiian Airlines
 □ Legacy Tours □ National Airlines □ IBC Airlines
 □ Omni Air □ Pentastar Aviation □ Royal Flight
 □ Royal Jett, LLC □ Smartlinx □ Spire Flight
 □ Swift Air □ United Airlines □ USAF

INNOVATIVE HANDLING SOLUTIONS

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MSP AIRPORT SERVICES



QUEUE LINE
MANAGEMENT



BAGGAGE PORTER
SERVICE



LUGGAGE CART
SERVICE

INNOVATIVE HANDLING SOLUTIONS

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2022

AIRPORT SERVICE WORK

It's challenging!

- Over 25.2 million passengers at three (3) busy checkpoints in 2021
- 10 baggage carousels to serve
- Over 700 carts to wrangle



INNOVATIVE HANDLING SOLUTIONS

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RAMP SERVICE WORK

It's an endurance test!

- We typically turn aircraft in 60 minutes or less.
- Includes parking aircraft, unloading baggage, cleaning and servicing. We then upload baggage and send them back on their way, safely and on time.
- Some partners have heavy cargo loads too!

INNOVATIVE HANDLING SOLUTIONS

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PASSENGER SERVICE WORK

Each flight is different!

- Check in passengers and their baggage
- Ensure documentation is in order
- Board passengers in organized manner
- Handle every conceivable issue with empathy and resourcefulness



INNOVATIVE HANDLING SOLUTIONS

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SUMMARY

At IHS, we believe in giving 110%. By encouraging good teamwork and providing excellent service, we help airlines and the MSP airport foster a consumer first mindset. We are thriving because of our valued partners, our reliability, expertise and teamwork.



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2022

THANKS FROM THE EXECUTIVE TEAM



KIM GILMORE
President



JACK SIMONETT
Vice President,
Operations



BRIAN MILLER
Vice President,
Facilities/Equipment



JERRY FULLER
Vice President,
Finance/Safety

INNOVATIVE HANDLING SOLUTIONS

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THANK YOU

Kim Gilmore
612-845-2045
ihs@ihsmsp.com
www.ihsmsp.com

2022

