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CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, June 9th, 2022
10:00 AM – 11:00 AM
Terminal 1: Commission Chambers

Number of attendees: 37

1.	Welcome & Introductions	Tim Simon
2.	Public Service Announcements	Katlyn Schenck
3.	Lifeworks @ MSP	Brian Begin
4.	Committee Updates	Tim Simon
5.	MSP Construction Overview	Puneet Vedi
6.	Customer Experience Update	Phil Burke
7.	Air Service Development Update	Brian Peters

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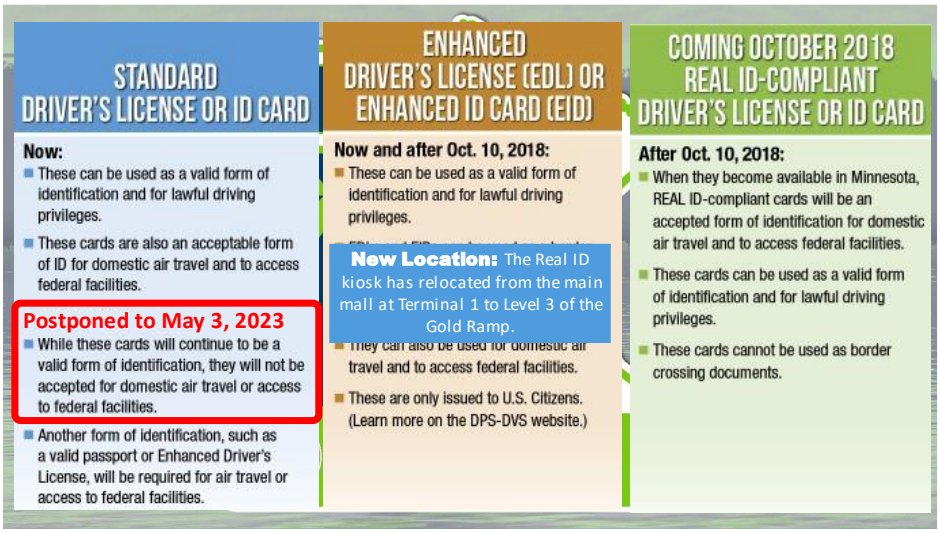
1. Welcome and Introductions — **Tim Simon**

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



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, providinga 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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Providing your best airport experience.

Minneapolis - Saint Paul INTERNATIONAL AIRPORT msp

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Minneapolis · Saint Paul
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Comfort Settings for Heating and Cooling

- Based on successful 2021 pilot, the MAC will implement comfort settings for heating + cooling
- Starting in June 2022, on a rolling schedule across MSP campus starting with T1 A-G Concourses
- Building system programmed to allow temps to flux in ranges during low occupancy periods
- Ranges based on industry standards are set to 72-76°F in summer and 70-74°F in winter
- Saves energy, money, & labor and keeps people comfortable

Questions? Contact MAC's Sustainability Manger: Emmy.Waldhart@mspmac.org
MSP 2030 Emissions Goal: https://metroairports.org/emissions-goal

3. Lifeworks at MSP- Brian Begin

Lifeworks is a non-profit serving people with disabilities. The mission is "serve our community and people with disabilities as we live and work together". Lifeworks has been active at MSP since 1999, and those that have had partnerships with Lifeworks employees can attest that these employees have been some of the hardest working, most passionate employees they have had.

We have hundreds of job openings at MSP, and partnership with Lifeworks may be an excellent opportunity for you. For more information:

Brian Begin
Program Manager
612-702-9422
bbegin@lifeworks.org

Brenda Albright
Service Facilitator
612-702-1342
balbright@lifeworks.org

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4. Committee Updates **Tim Simon**

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 25th	
Travelers Advisory with Disabilities (TDAC)	**Phil Burke** TDAC will meet June 13th	

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Benchmarking	**Phil Burke**	
Building on Success	**Nicole Kiefer**	
MSP Jobs	**Hae Eun Park** The May job fair was a huge success! We will forward to hosting another job fair September 14th in the Silver Ramp. Registration will be open late July/August.	

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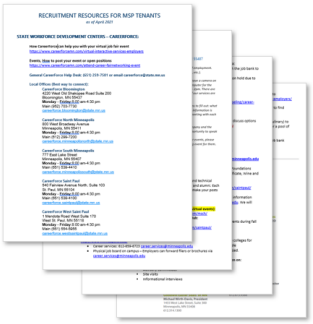
	The Workforce English classes have been moved to September 13th start date, with registration opening late July/August. Please begin to share this information with your employees to gauge interest. Finally, the MSP Jobs meetings have returned meeting the 2nd Tuesday of the month @ 830am via Teams.	 mspjobs 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**	
Airport Customer Service Hero		

5. MSP Construction Update **Puneet Vedi**

Please see the slide deck below with highlights of current construction projects.

CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, June 9th, 2022
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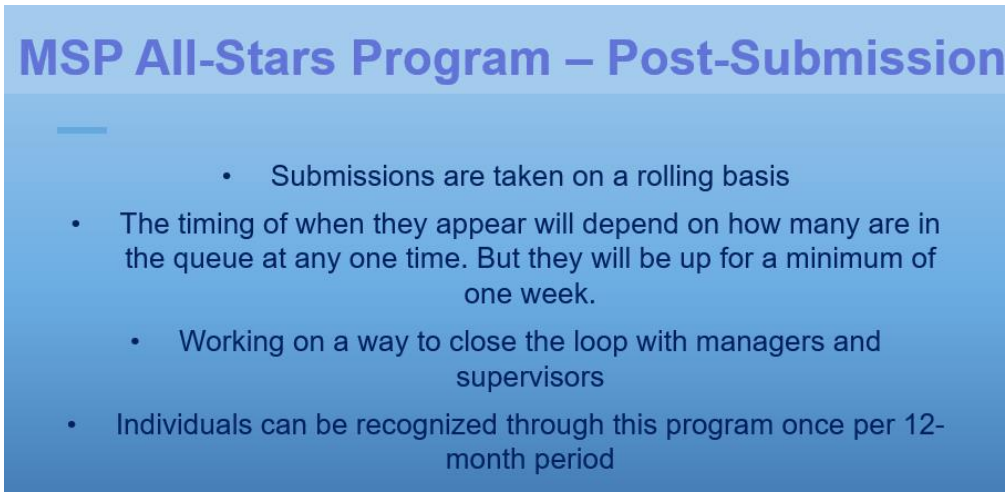
6. Customer Experience Updates- Phil Burke

A new employee and volunteer recognition program has been introduced at MSP Airport called MSP All-Stars.

This program allows **managers and supervisors** at the airport to publicly recognize their exceptional employees or volunteers through having them designated as MSP All-Stars. The recognition comes in the form of having the employee or volunteer's image, name, title and organization or venue name being displayed on the airport's digital Public Information Displays.

Only **managers and supervisors** can submit individuals for this recognition. This is a management-to-employee/volunteer program.



Please see additional promo flyer for more information.

CUSTOMER SERVICE ACTION COUNCIL MINUTES

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7. Air Service Development Update- Brian Peters

Please see the slide deck below for more information on air service development @ MSP including passenger and flight numbers for summer 2022, as well as an update on international flight returns and new service scheduled.

Our next meeting will be held Thursday, July 14th, in person at the Terminal 1 Commission Chambers
All are welcome to attend!

Please see below the slide deck for MSP Construction Updates and Air Service Development Updates:

1

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10:00 AM – 11:00 AM
Terminal 1: Commission Chambers

- Terminal 2 – Employee Breakroom
- Terminal 2 – Wayfinding
- G Concourse – Pod 5
- Taxiway B & Concourse G Apron
- Baggage Claim / Ticket Lobby

2

2

- Terminal 2 – Employee Breakroom
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3

3

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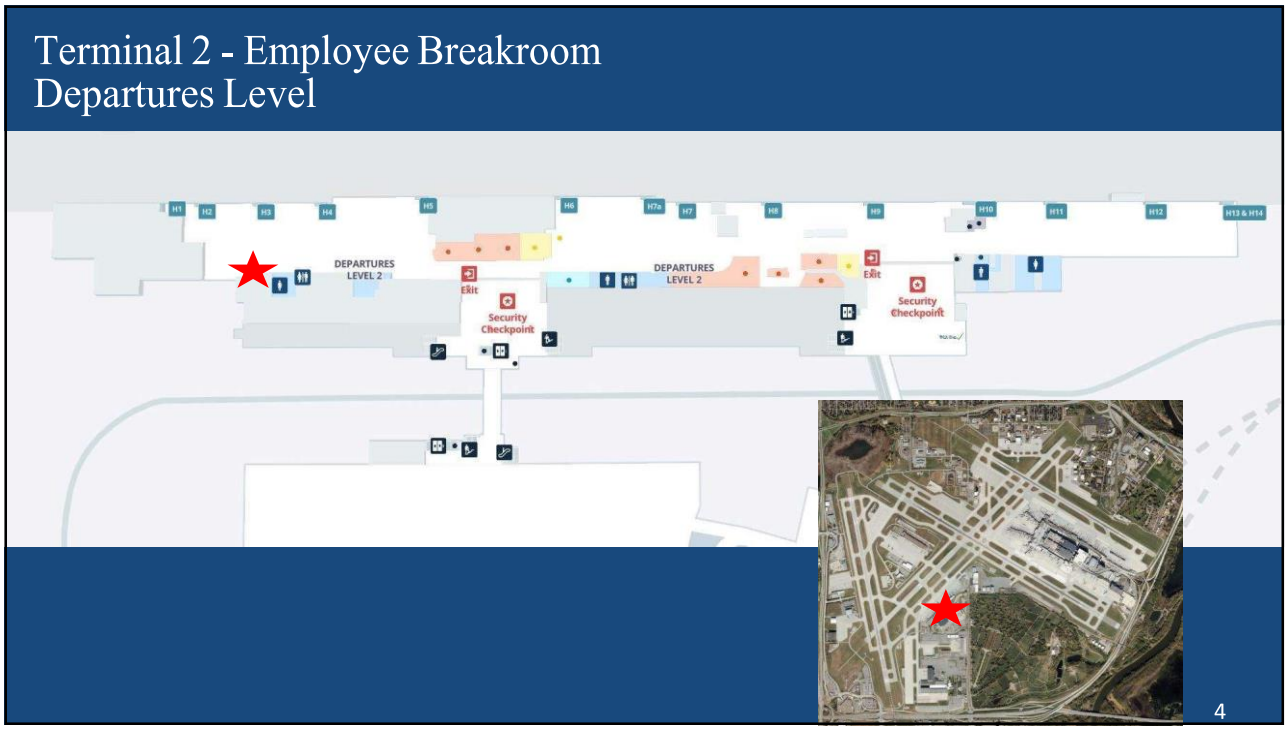

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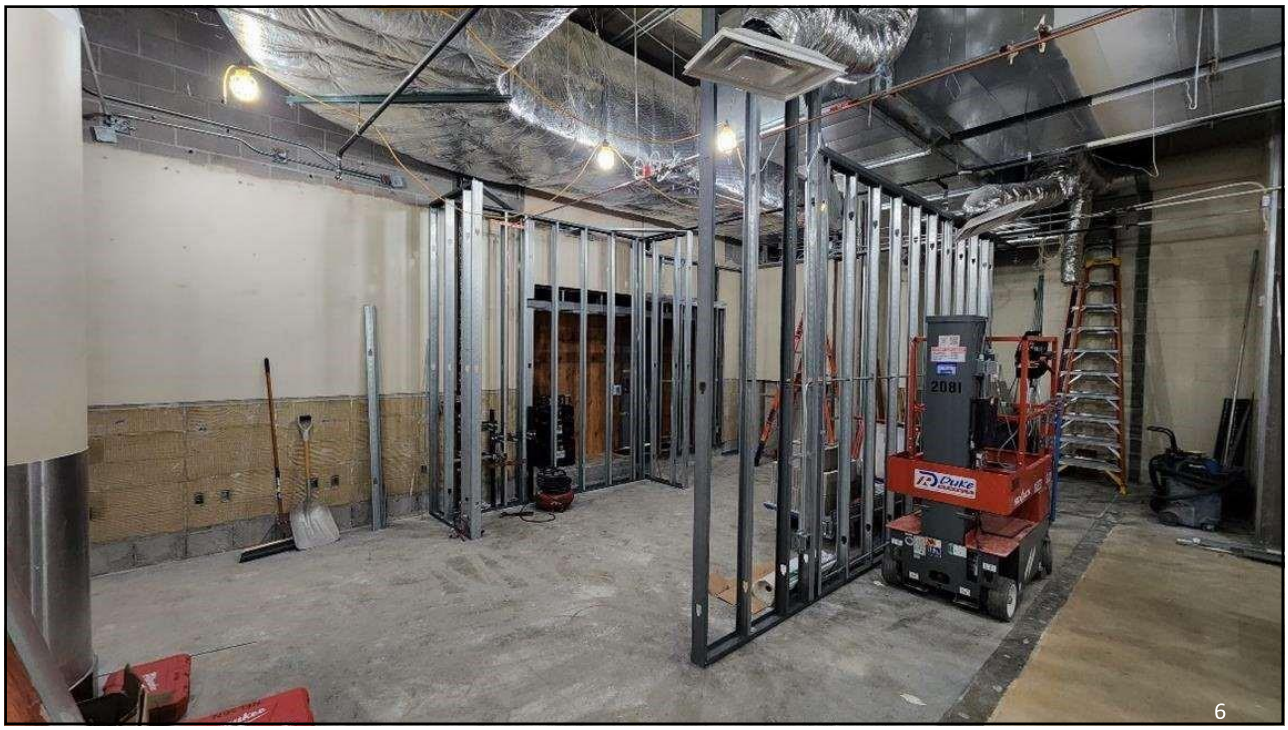

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7

7

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CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, June 9th, 2022
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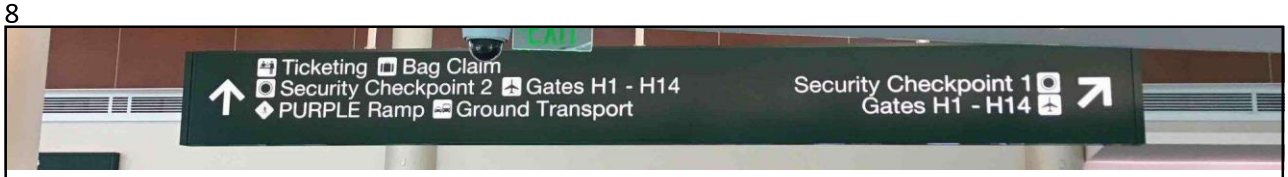
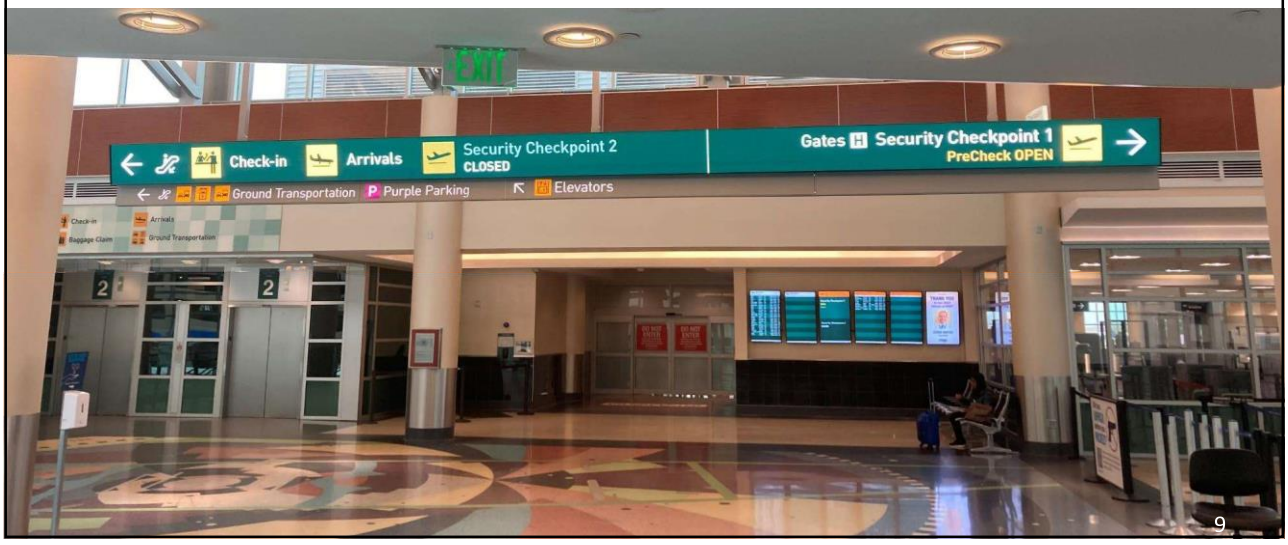
Terminal 2 - Wayfinding
Departures / Security Level

8

8





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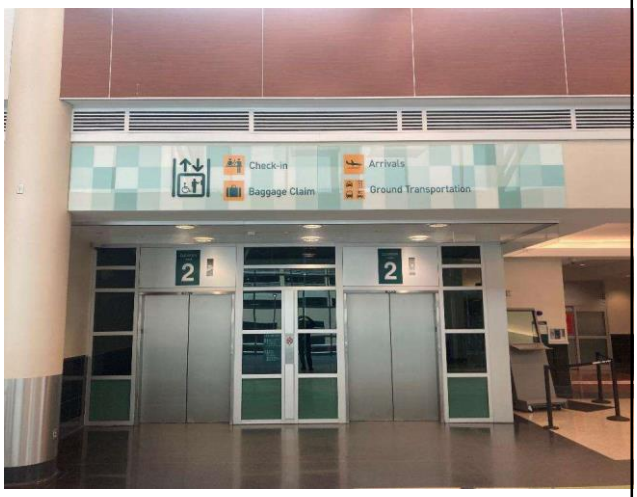

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10

Terminal 2 - Wayfinding
Ticketing / Baggage Claim Level

11

11

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Thursday, June 9th, 2022
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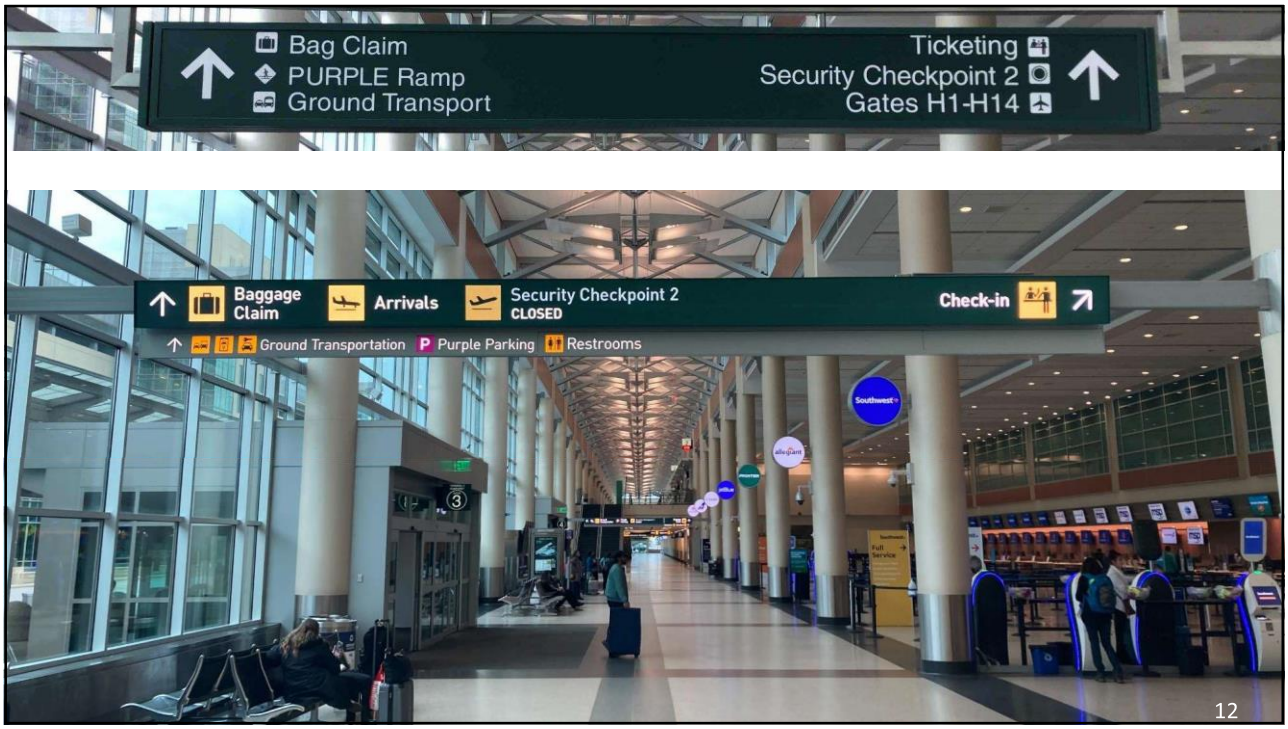

12

13

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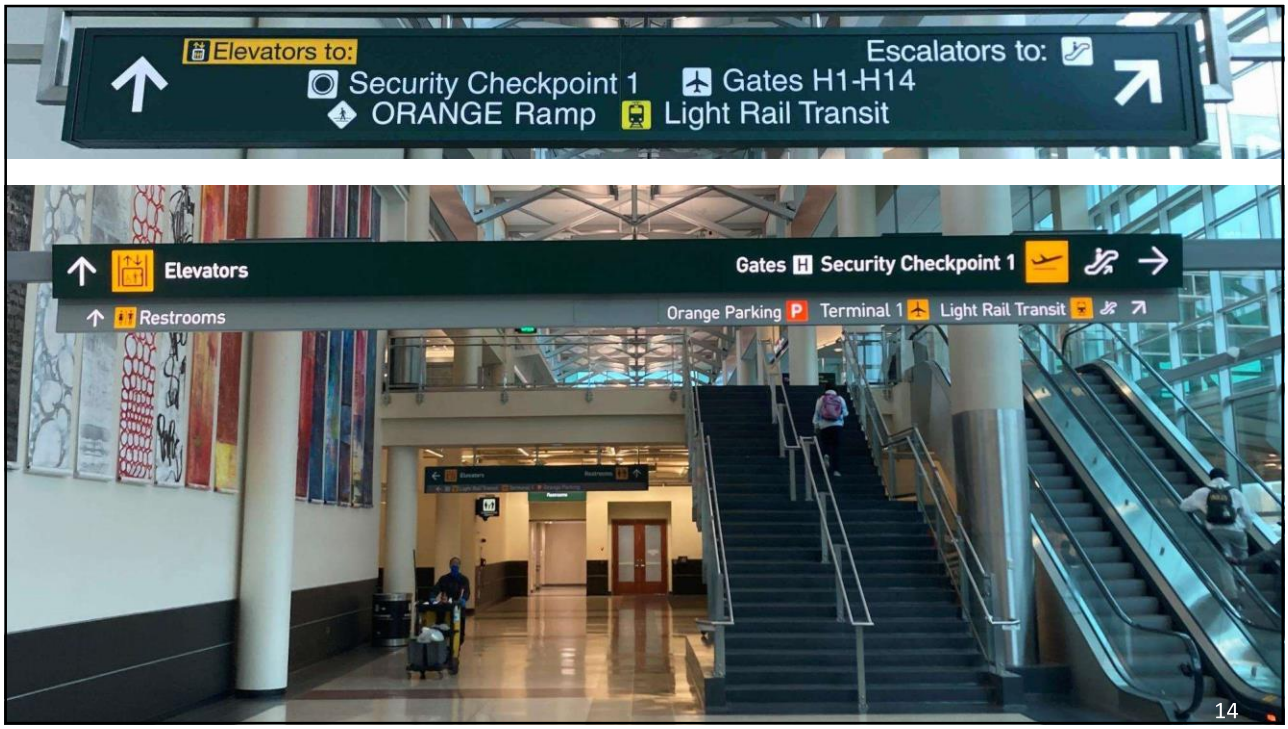

14

Terminal 2 - Wayfinding
Departures / Security Level

15

15

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Thursday, June 9th, 2022
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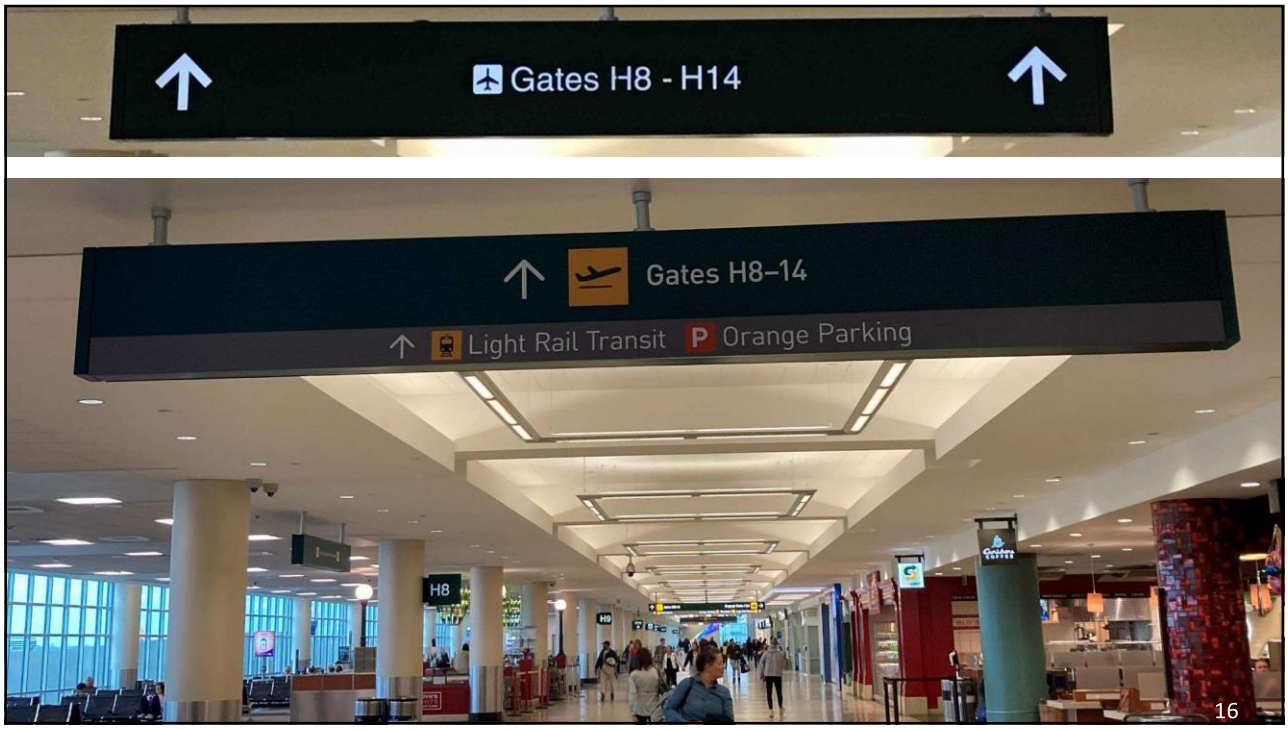

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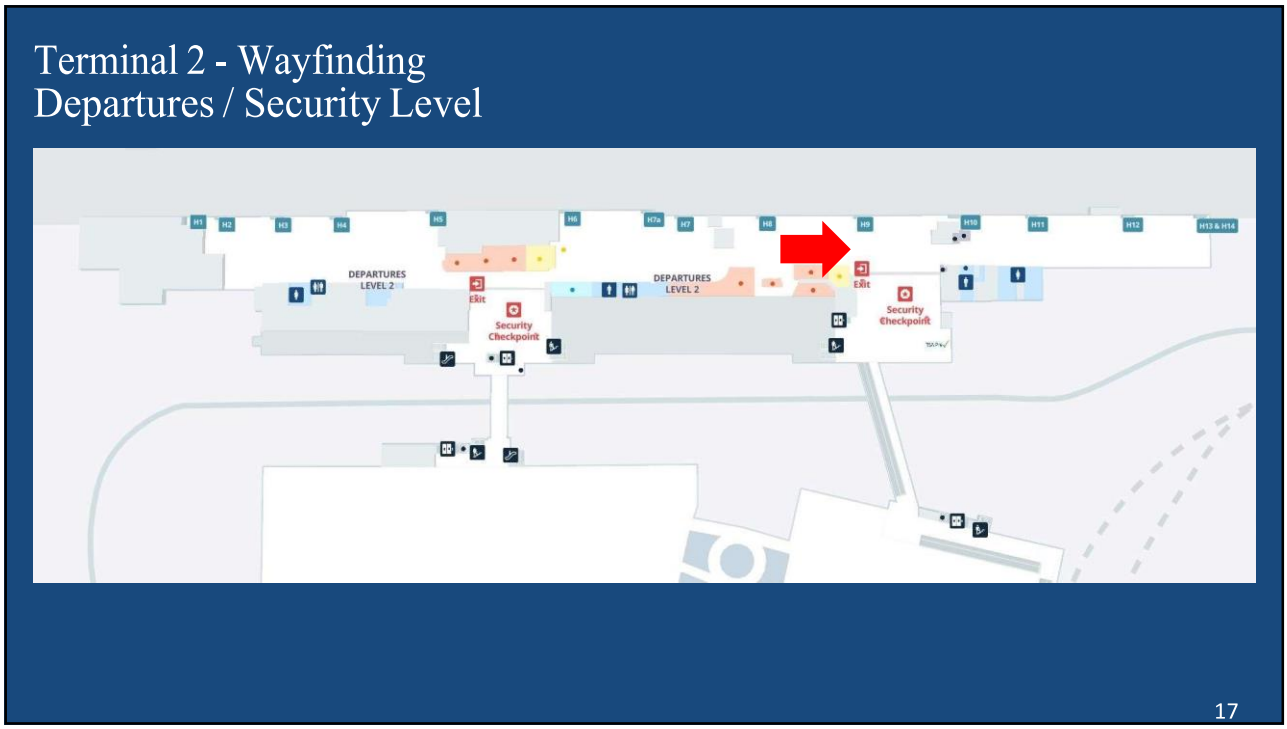

17

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Thursday, June 9th, 2022
10:00 AM – 11:00 AM
Terminal 1: Commission Chambers

18

- Terminal 2 – Employee Breakroom
- Terminal 2 – Wayfinding
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19

19

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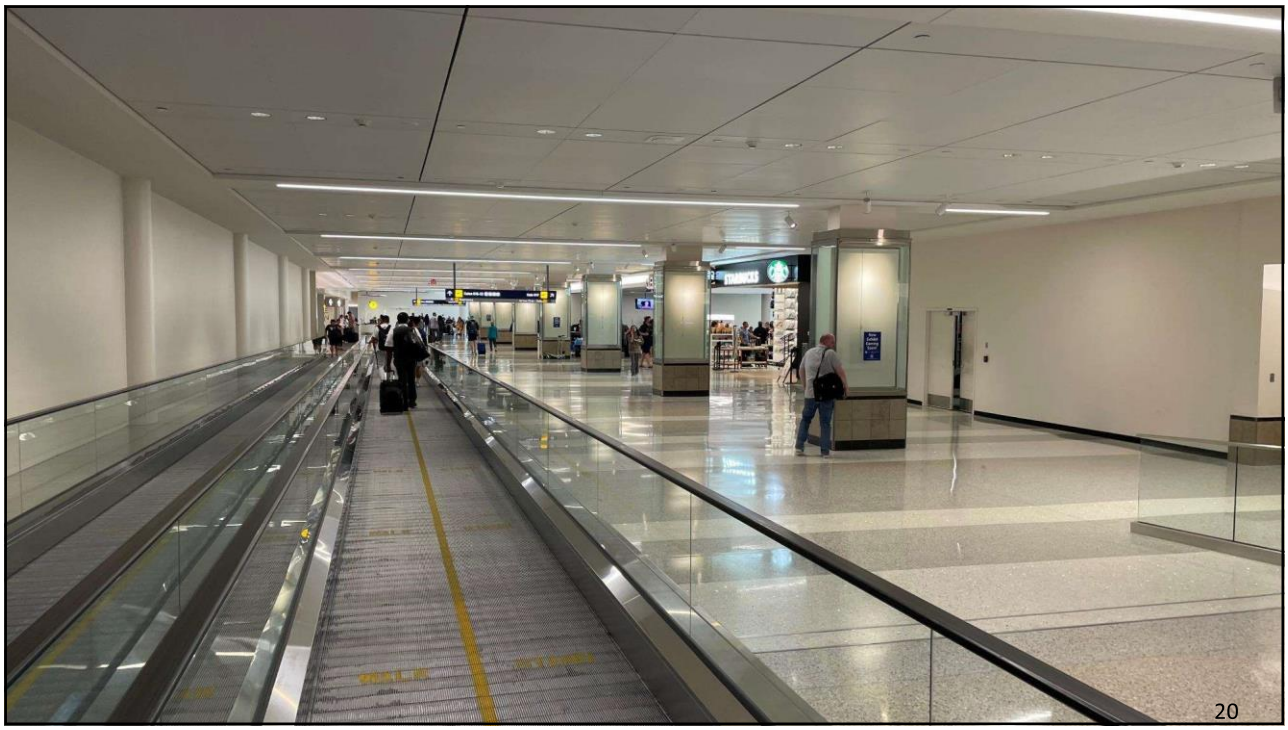

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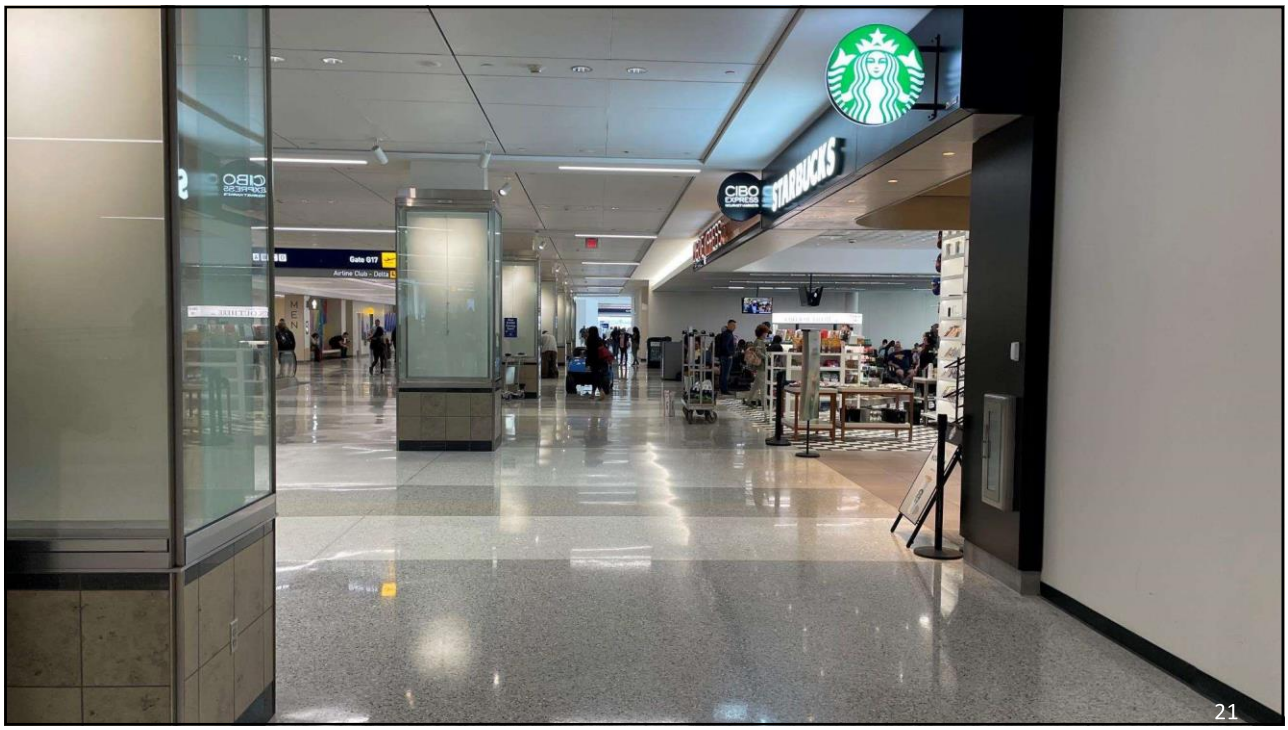

21

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Thursday, June 9th, 2022
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Terminal 1: Commission Chambers

22

23

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Thursday, June 9th, 2022
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24

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25

25

CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, June 9th, 2022
10:00 AM – 11:00 AM
Terminal 1: Commission Chambers

26

27

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CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, June 9th, 2022
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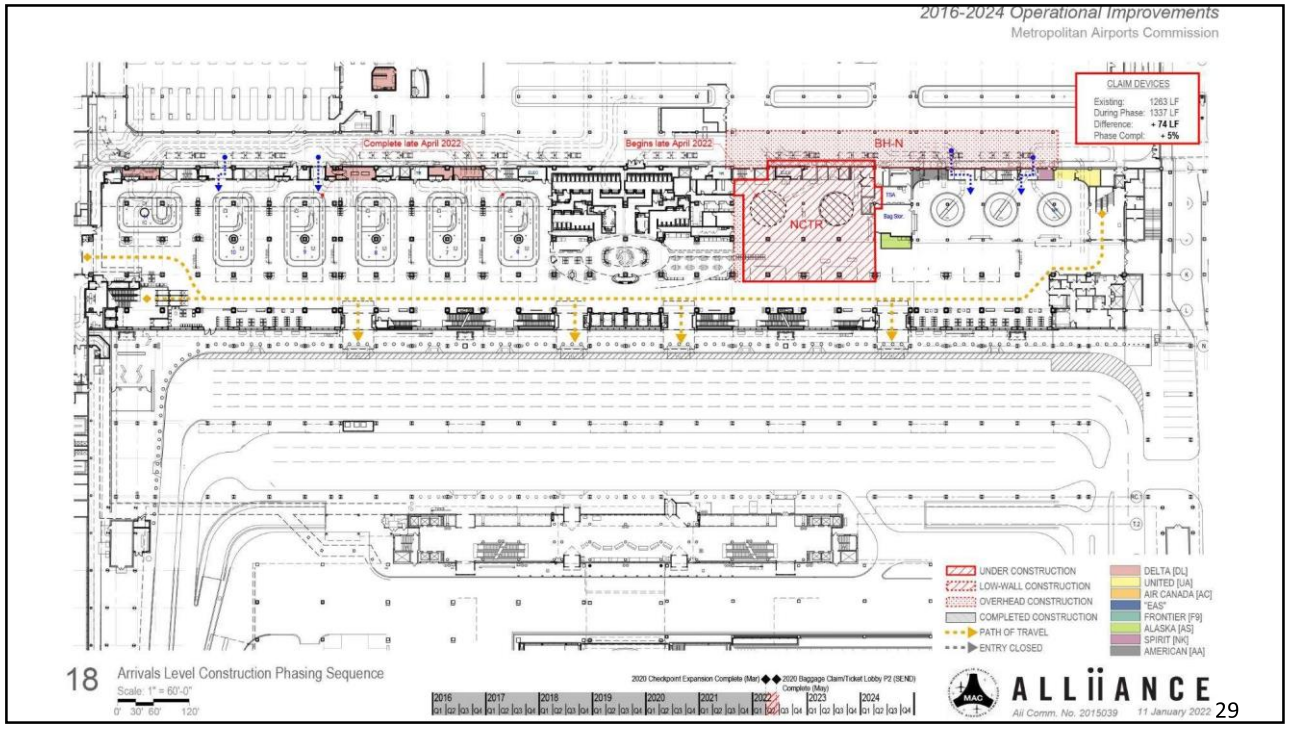
28

28



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Thursday, June 9th, 2022
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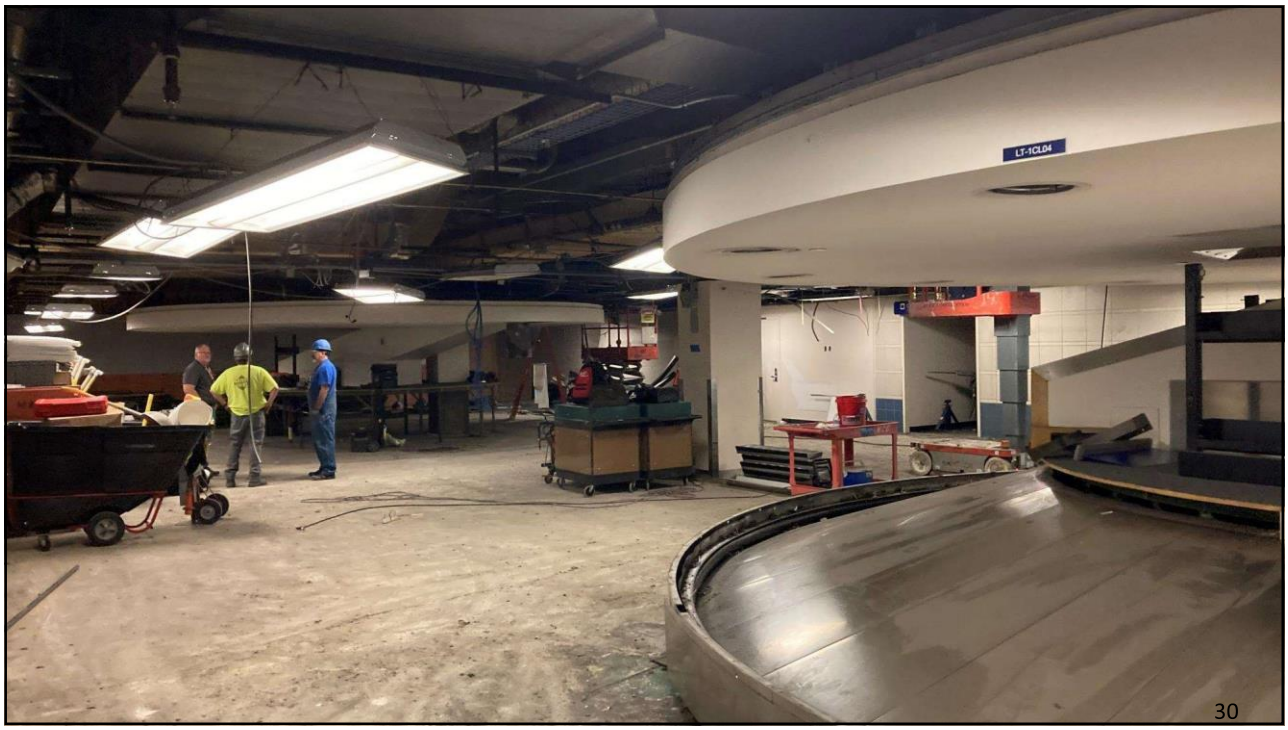

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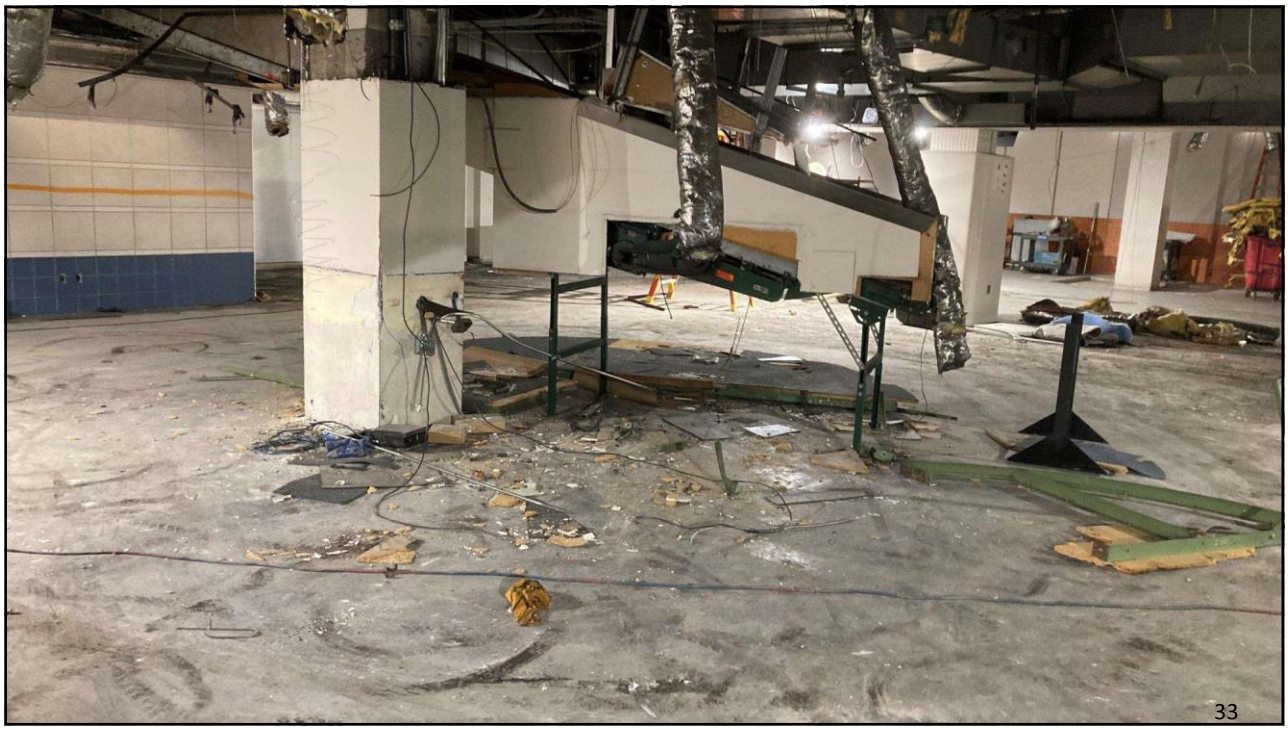
31

CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, June 9th, 2022
10:00 AM – 11:00 AM
Terminal 1: Commission Chambers

32



33

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CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, June 9th, 2022
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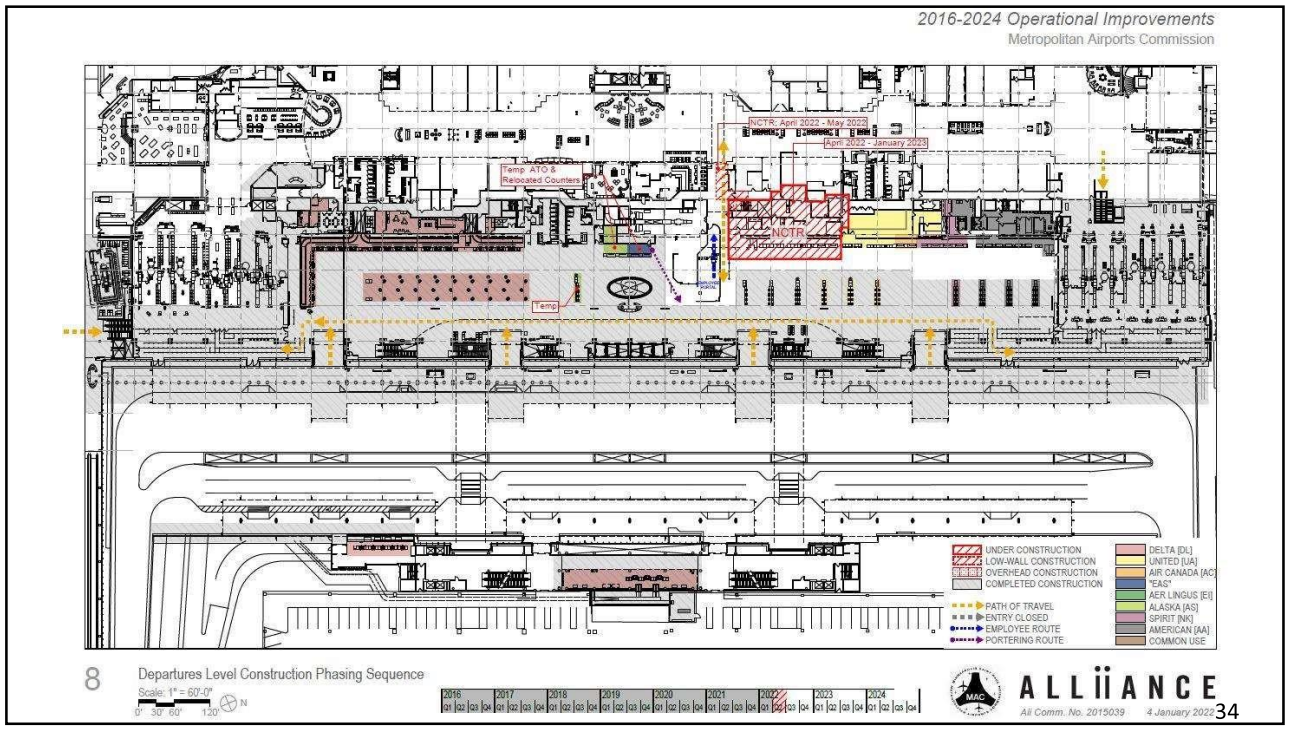

34

35

CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, June 9th, 2022
10:00 AM – 11:00 AM
Terminal 1: Commission Chambers

36

Welcome & Introductions	Tim Simon
Public Service Announcements	Katlyn Schenck
Lifeworks @ MSP	Brian Begin
Committee Updates	Tim Simon
MSP Construction Update	Airport Development
Customer Experience Update	Phil Burke
Air Service Development Update	Brian Peters
Celebrate Success	Tim Simon

Provide the best airport experience.

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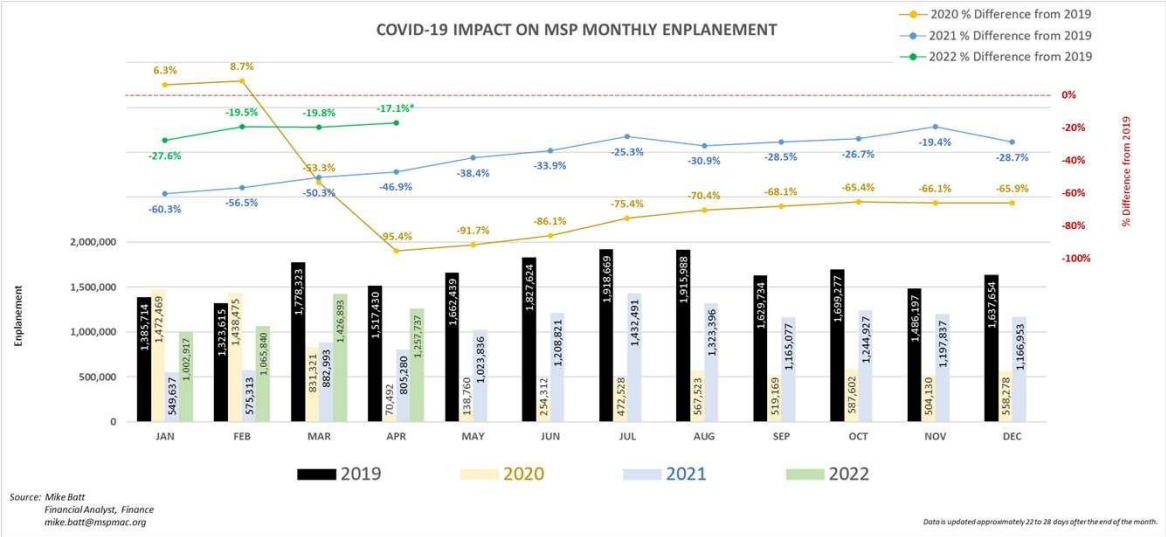
Agenda

- Monthly Enplanement Review
- Average Daily Departures and Seats Scheduled Review
- Active/Suspended Route Review
- Resuming International Service Scheduled
- New Service Scheduled – Summer 2022

54

Monthly Enplanements



MAC Operations Reports

55

55

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Thursday, June 9th, 2022
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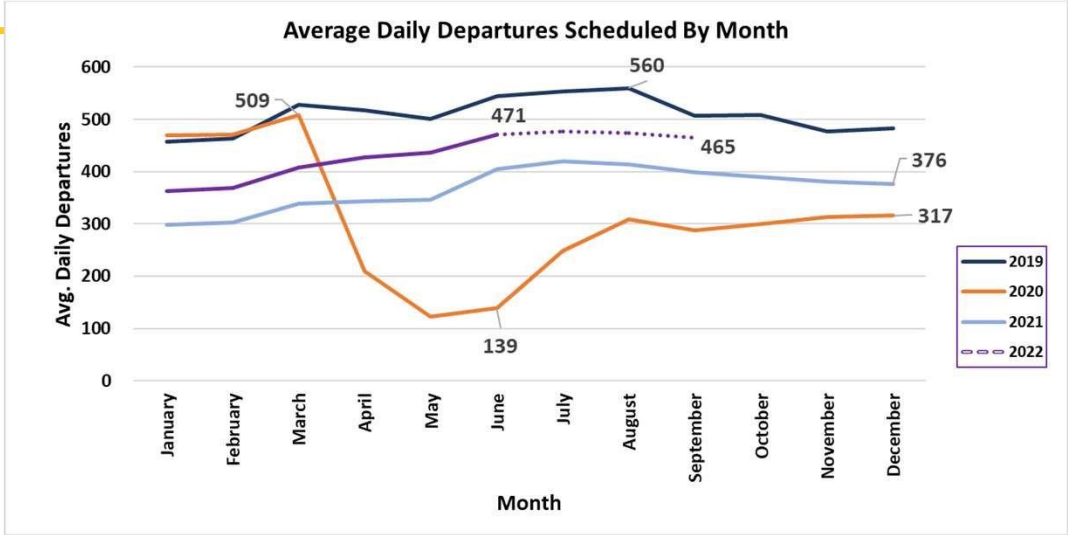
Terminal 1: Commission Chambers

Average Daily Departures – January Schedule

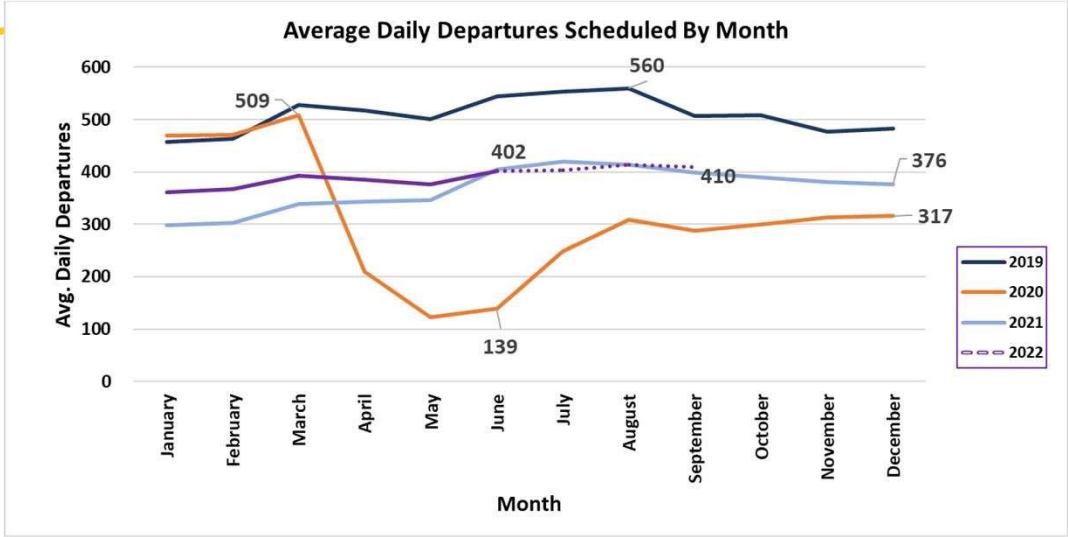


Source: Innovata Schedules via Diio Mi

56

56

Average Daily Departures – June 4 Schedule

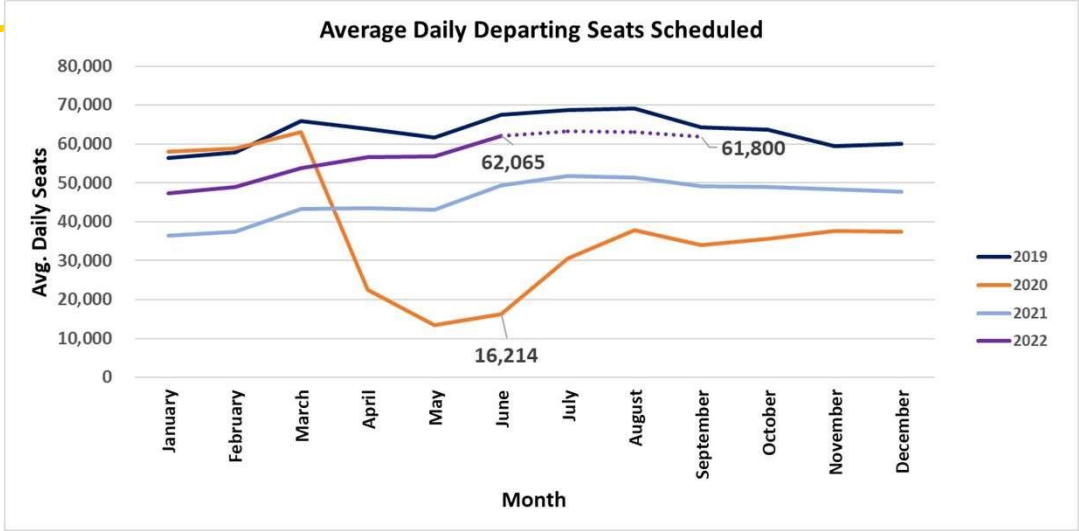


Source: Innovata Schedules via Diio Mi

57

57

Average Daily Departing Seats – January Schedule

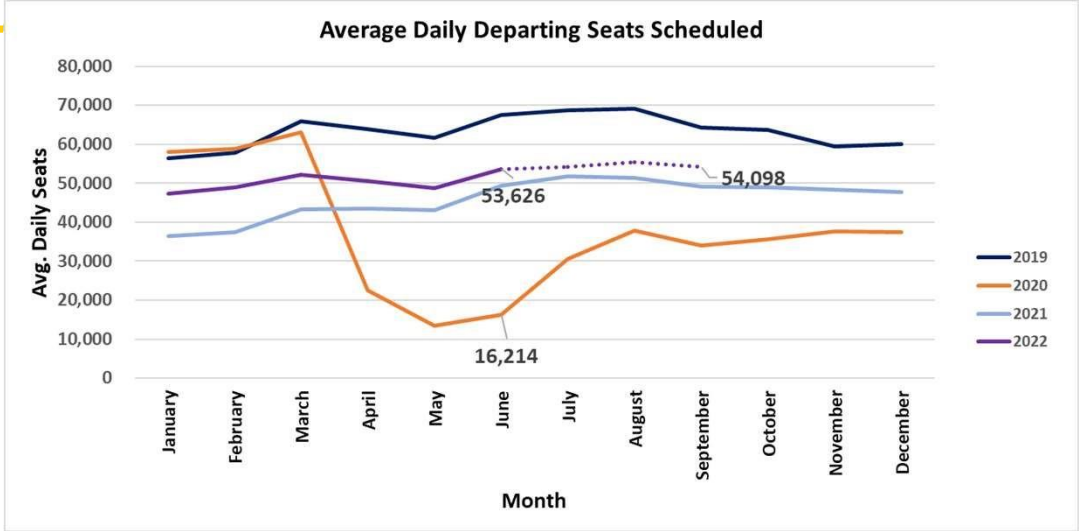


Source: Innovata Schedules via Diio Mi

58

58

Average Daily Departing Seats – June 4 Schedule



Source: Innovata Schedules via Diio Mi

59

59

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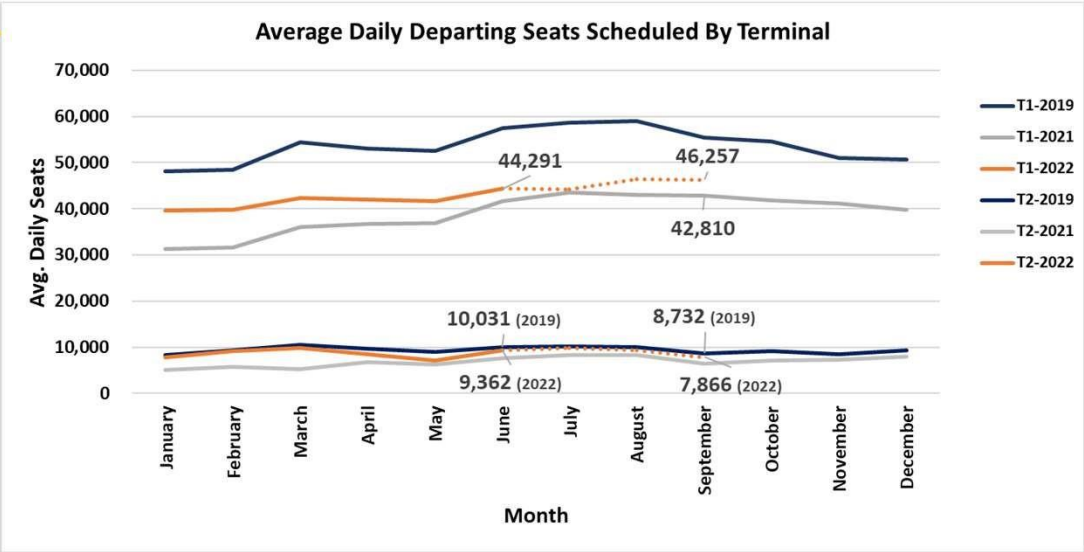
Average Daily Departing Seats By Terminal

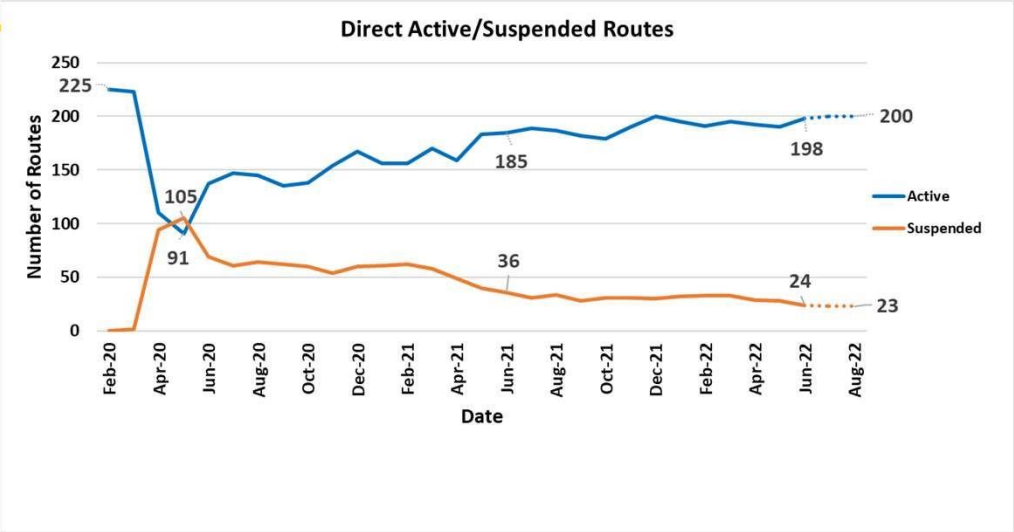


Source: Innovata Schedules via Diio Mi

60

60

Active/Suspended Routes



Source: Innovata Schedules via Diio Mi

61

61

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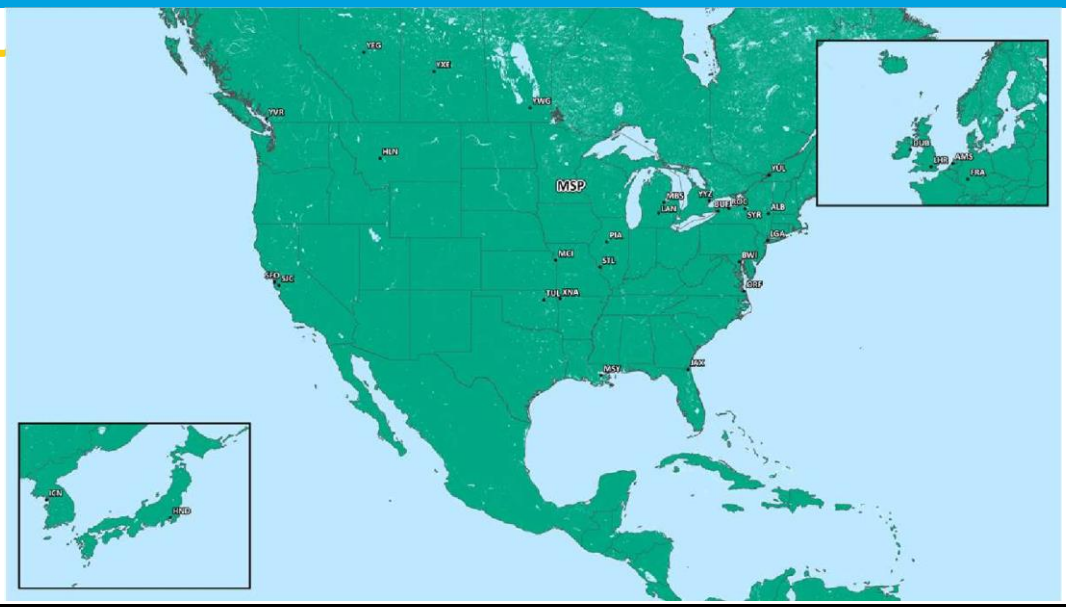
Thursday, June 9th, 2022
10:00 AM – 11:00 AM
Terminal 1: Commission Chambers

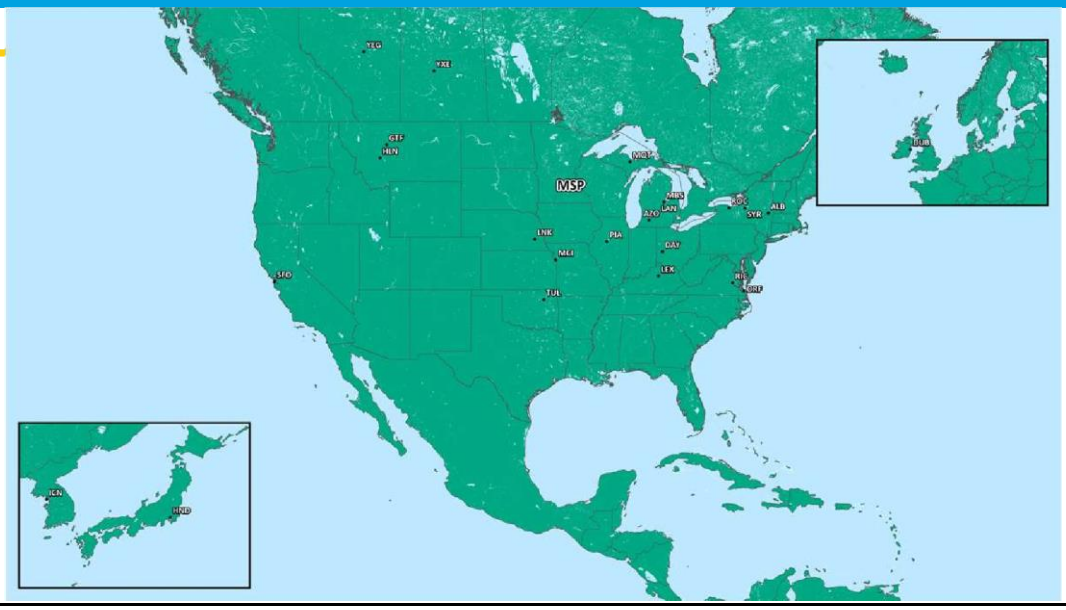
Suspended Routes – June 2021



62

62

Suspended Routes – June 2022



63

63

CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, June 9th, 2022
10:00 AM – 11:00 AM
Terminal 1: Commission Chambers

Resuming International Service

- Delta – London – April 11 – Daily
- Icelandair – Reykjavik – April 28 – 4x then daily
- Delta – Vancouver – May 5 - Daily
- Delta – Amsterdam – May 5 – Increase to 2-3x/day
- Air France – Paris – May 9 – 4x then daily
- Delta – Reykjavik – May 26 - Daily
- Condor – Frankfurt – May 27 – 3x/week
- Delta – Montreal – June 28 – Daily
- Delta – Seoul and Tokyo – scheduled for October 29

Recovery vs. 2019 – Jul-Dec (seats)

- Asia – 35%
- Canada – 65%
- Europe – 83%
- Mexico/Caribbean – 136%
- Total Int'l – 76%

64

New Service Scheduled – 11 Routes!

Air Canada

- Montreal, QC – June 1

Allegiant

- Knoxville, TN – March 28

Delta

- Asheville, NC – April 16
- Burlington , VT – June 7

Sun Country

- Charleston, SC – April 7
- Jacksonville, FL – April 8
- Pittsburgh, PA – June 2
- Spokane, WA – June 9
- Buffalo, NY – June 9
- Vancouver, BC – J
- Burlington, VT – June 16

65

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CUSTOMER SERVICE ACTION COUNCIL
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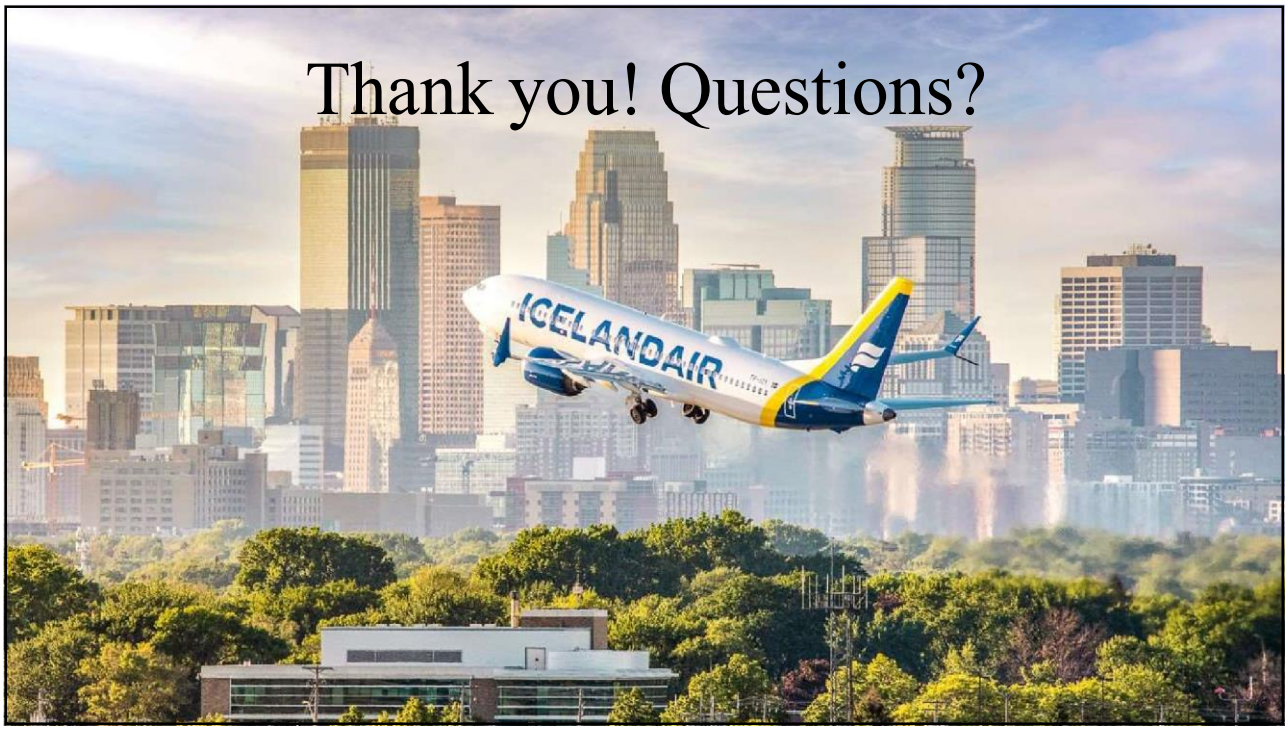
CUSTOMER SERVICE ACTION COUNCIL MINUTES

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