

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 |

1. Welcome and Introductions

Tim Simon

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



CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, June 9th, 2022

10:00 AM – 11:00 AM

Terminal 1: Commission Chambers

STAY SAFE MN

COVID VACCINATION
BLUE RAMP
LEVEL 1

COVID TESTING
BLUE RAMP
LEVEL 2

m MINNESOTA

TRAVEL CONFIDENTLY **msp**

The COVID Vaccine Clinic has been relocated to T1 Level 1 of the Blue Ramp. The site currently offers Johnson & Johnson and Moderna vaccines and booster shots. The previous sites, located at T1 in the main mall and T2 pre-security, will be deconstructed today and tomorrow.

Location: T1, pre-security Level 1 of the Blue Ramp
Operator: MDH/Homeland Health Specialists
Hours: 8:00 AM-4:00 PM, 7 days a week
Manager: Tracy Howard
Manager Email: tracy@homelandhealth.biz

CSAC
CUSTOMER SERVICE ACTION COUNCIL
Promote Inform Improve

Providing your best airport experience.

msp
Minneapolis - Saint Paul
INTERNATIONAL AIRPORT



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





CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, June 9th, 2022

10:00 AM – 11:00 AM

Terminal 1: Commission Chambers

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



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.



Providing your best airport experience.



CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, June 9th, 2022

10:00 AM – 11:00 AM

Terminal 1: Commission Chambers

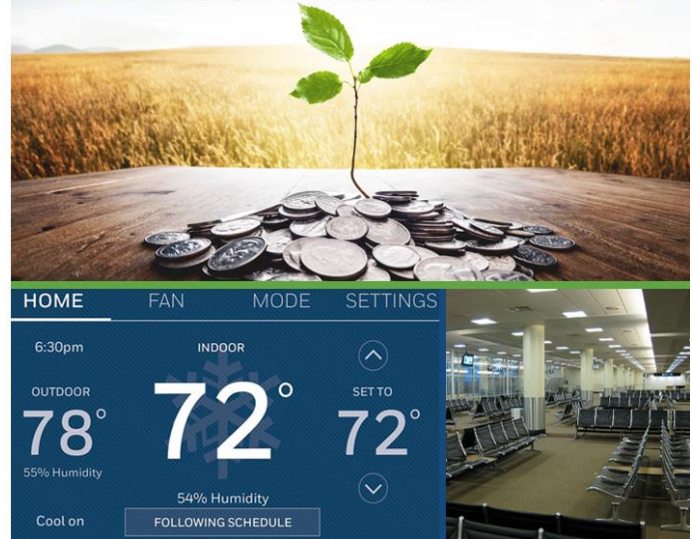
Comfort Settings for Heating and Cooling

- 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 Manager: Emmy.Waldhart@mspmac.org

MSP 2030 Emissions Goal: <https://metroairports.org/emissions-goal>

MSP Sustainability Goal to Reduce Emissions 80% by 2030



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

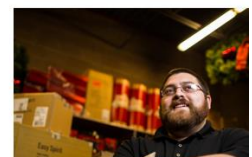
Service Facilitator

612-702-1342

balbright@lifeworks.org

THE LIFEWORKS VISION

We envision a community where people with disabilities are more broadly valued, hired by employers, receiving support, and participating in ordinary activities.



CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, June 9th, 2022

10:00 AM – 11:00 AM

Terminal 1: Commission Chambers

4. Committee Updates

Tim Simon

Committee	Chair	Update
Forum	<p>Abby Kes</p> <p>More information for our next Forum coming soon!</p>	<div style="text-align: center;"> <p>CSAC FORUM</p> </div>
Travelers Advisory (TAC)	<p>Phil Burke</p> <p>The TAC group will meet Monday, July 25th</p>	<div style="display: flex;"> <div style="flex: 1;"> <p>Next meeting Monday, July 25th</p> </div> <div style="flex: 2;"> </div> </div>
Travelers Advisory with Disabilities (TDAC)	<p>Phil Burke</p> <p>TDAC will meet June 13th</p>	<div style="display: flex;"> <div style="flex: 1;"> <p>Next Meeting: Monday, June 13th</p> </div> <div style="flex: 2;"> </div> </div>

CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, June 9th, 2022

10:00 AM – 11:00 AM

Terminal 1: Commission Chambers

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.

Workforce English Classes



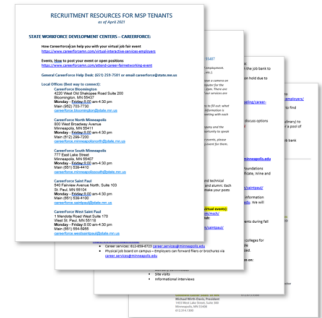
- Fall start date September 13th, 2022 12 Weeks; 2x/week-Tue & Thu; 1.5 hours
- Room LT-3185 (Above Settebello Pizzeria in T1)
- Hybrid - Virtual/In-Person; iPads provided
- Free to all MSP Employees
- Graduation Ceremony at CSAC Meeting
- Managers and HR Reps: Begin the conversation with your staff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



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



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



CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, June 9th, 2022

10:00 AM – 11:00 AM

Terminal 1: Commission Chambers

<div>MSP Nice Celebration</div>	<div>Kerry Forbes</div>	<div><div><div><div>New committee members welcomed!</div><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></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
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												
<div>Airport Customer Service Hero</div>		<div><div><div><div><div>AIRPORT CUSTOMER SERVICE HERO</div><div><div>Recognizing exceptional service for enhancing the customer experience within the capacity of the Minneapolis Airport Commission</div></div></div></div></div></div> <div><div><div>Nominate an employee or volunteer for the Airport Customer Service Hero award!</div><div>Simply provide their name, company and why 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>CSAC</div><div><div>Customer Service Action Council</div><div>Promote • Inform • Improve •</div></div></div></div></div>																		

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

10:00 AM – 11:00 AM

Terminal 1: Commission Chambers

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.

MSP All-Stars Program – Four Steps

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



MSP All-Stars Program – Post-Submission

- Submissions are taken on a rolling basis
- The timing of when they appear will depend on how many are in the queue at any one time. But they will be up for a minimum of one week.
- Working on a way to close the loop with managers and supervisors
- Individuals can be recognized through this program once per 12-month period

Please see additional promo flyer for more information.



CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, June 9th, 2022

10:00 AM – 11:00 AM

Terminal 1: Commission Chambers

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:





CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, June 9th, 2022

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

3

3

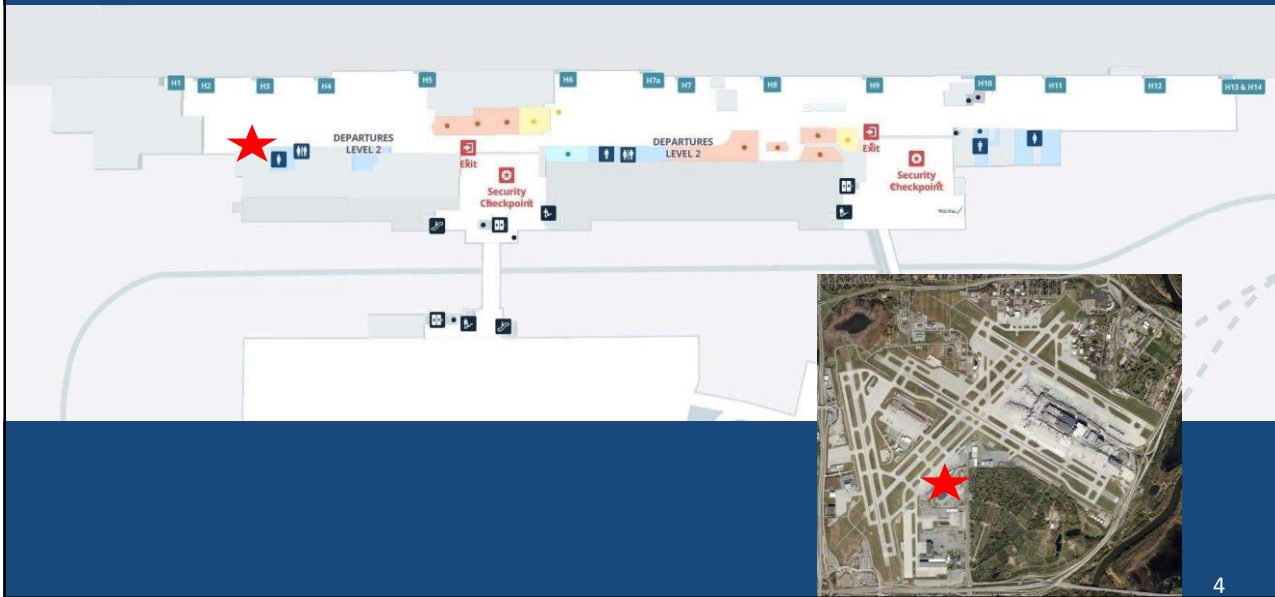
CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, June 9th, 2022

10:00 AM – 11:00 AM

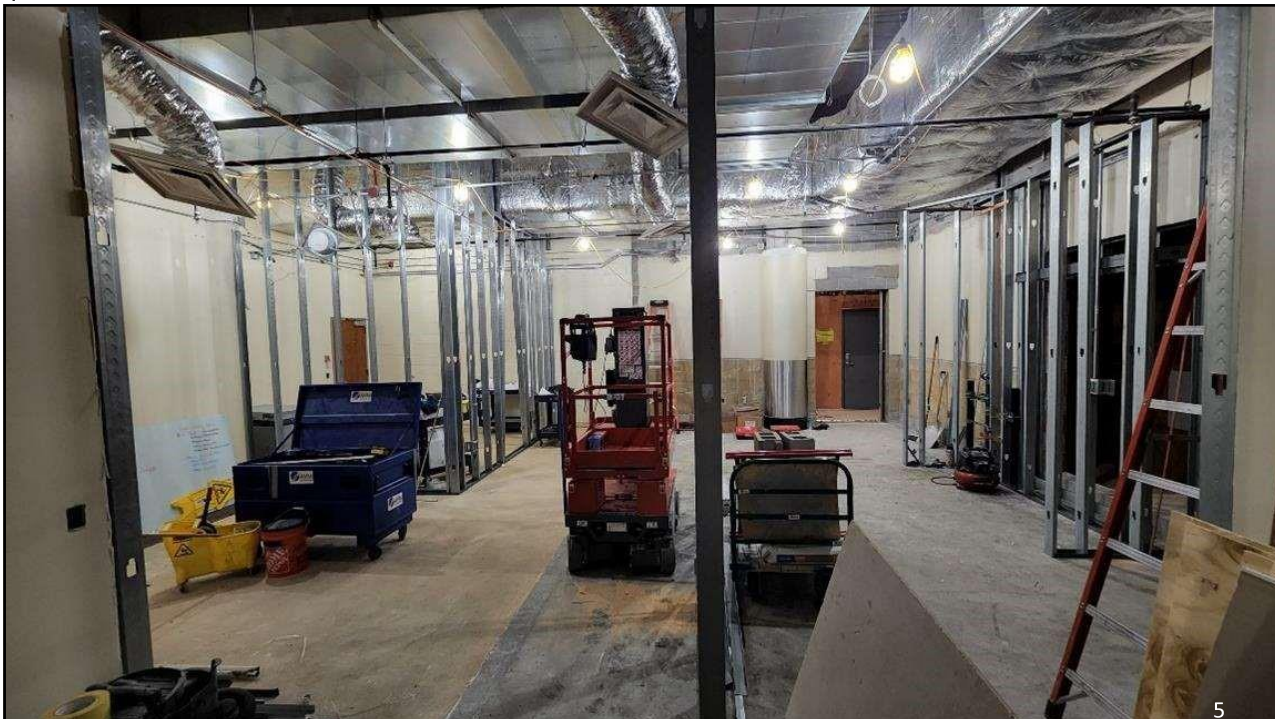
Terminal 1: Commission Chambers

Terminal 2 - Employee Breakroom Departures Level



4

4



5

5

CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, June 9th, 2022

10:00 AM – 11:00 AM

Terminal 1: Commission Chambers



6

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

7

7

CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, June 9th, 2022

10:00 AM – 11:00 AM

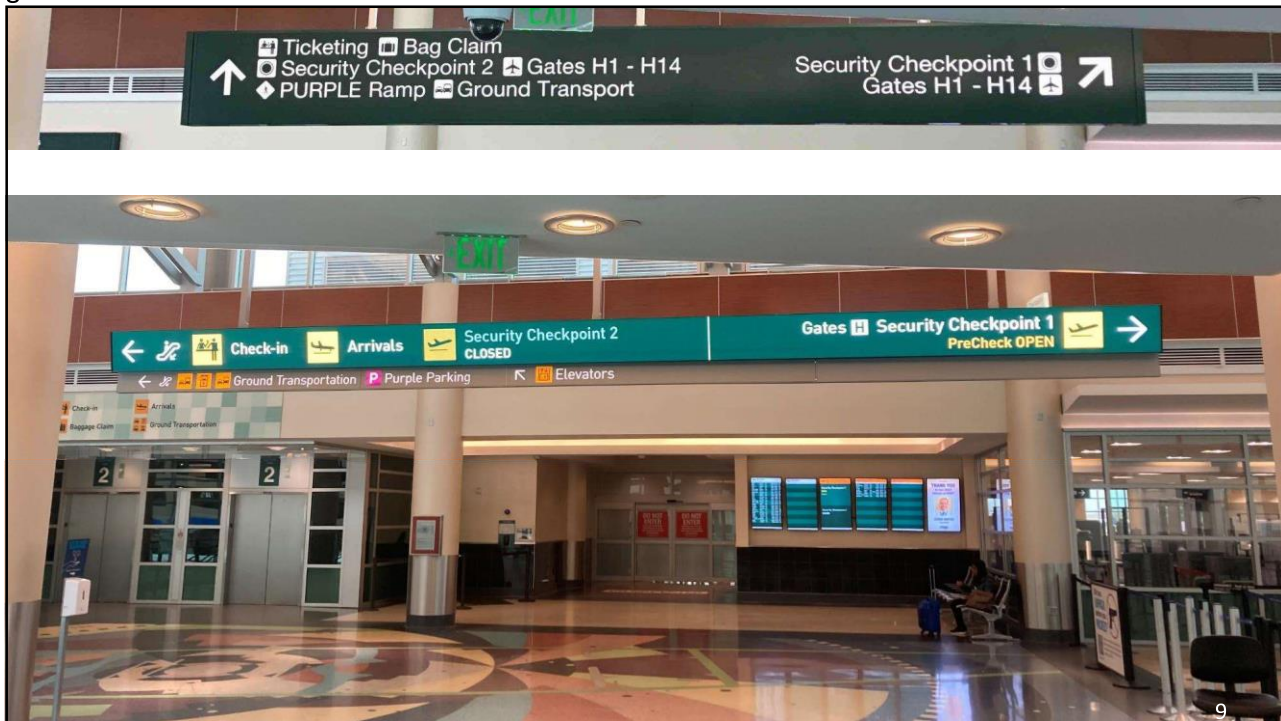
Terminal 1: Commission Chambers

Terminal 2 - Wayfinding Departures / Security Level



8

8



9

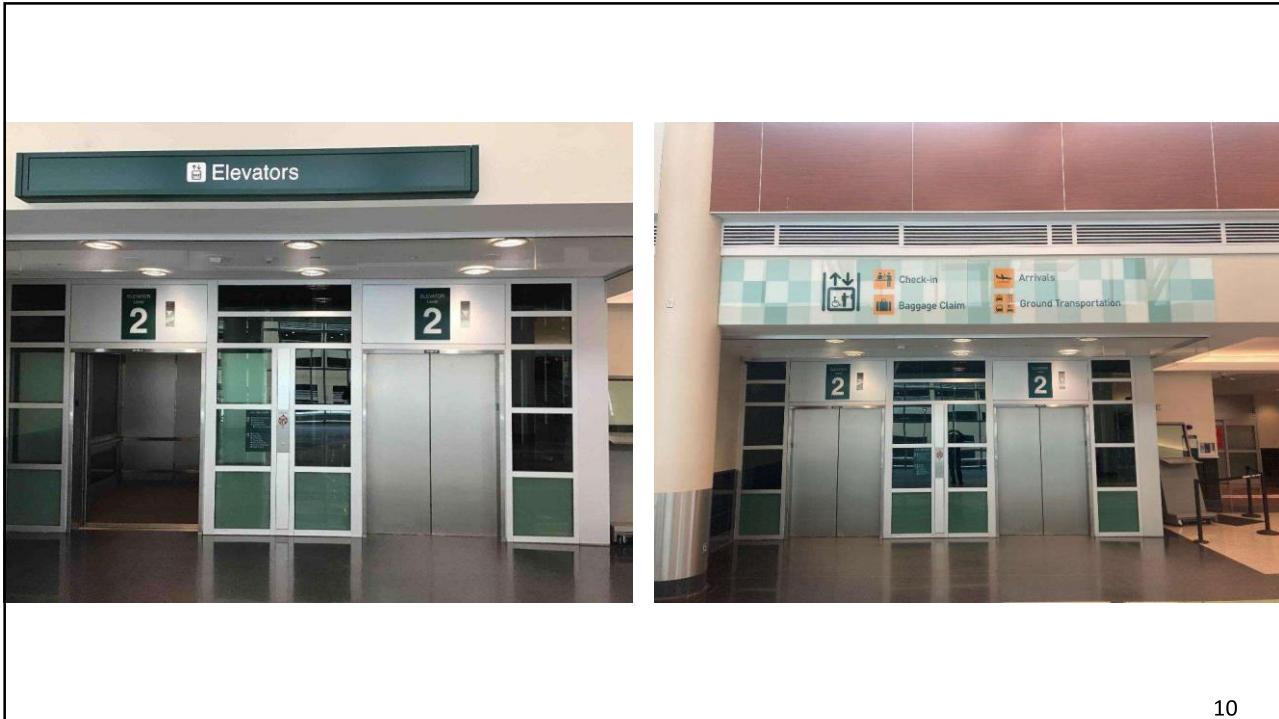
9

CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, June 9th, 2022

10:00 AM – 11:00 AM

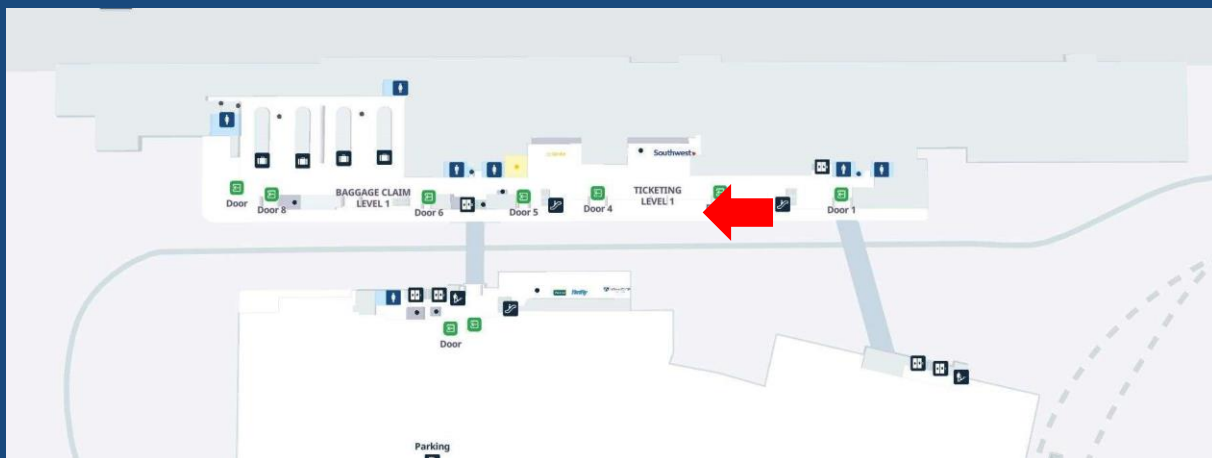
Terminal 1: Commission Chambers



10

10

Terminal 2 - Wayfinding Ticketing / Baggage Claim Level



11

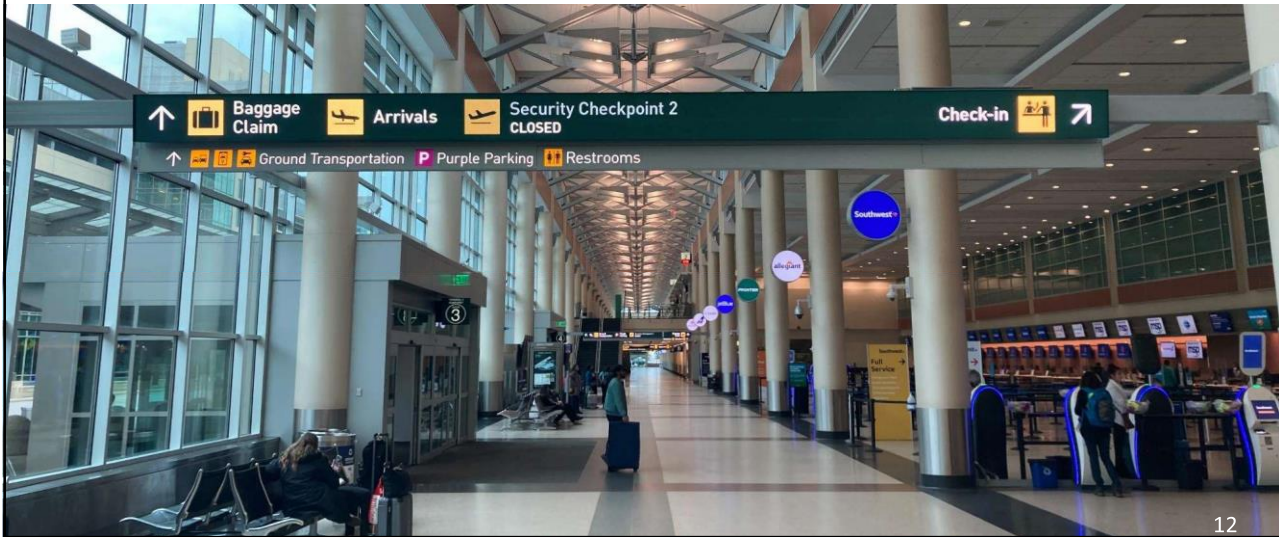
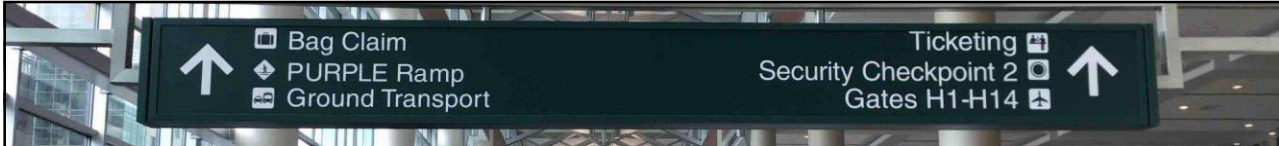
11

CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, June 9th, 2022

10:00 AM – 11:00 AM

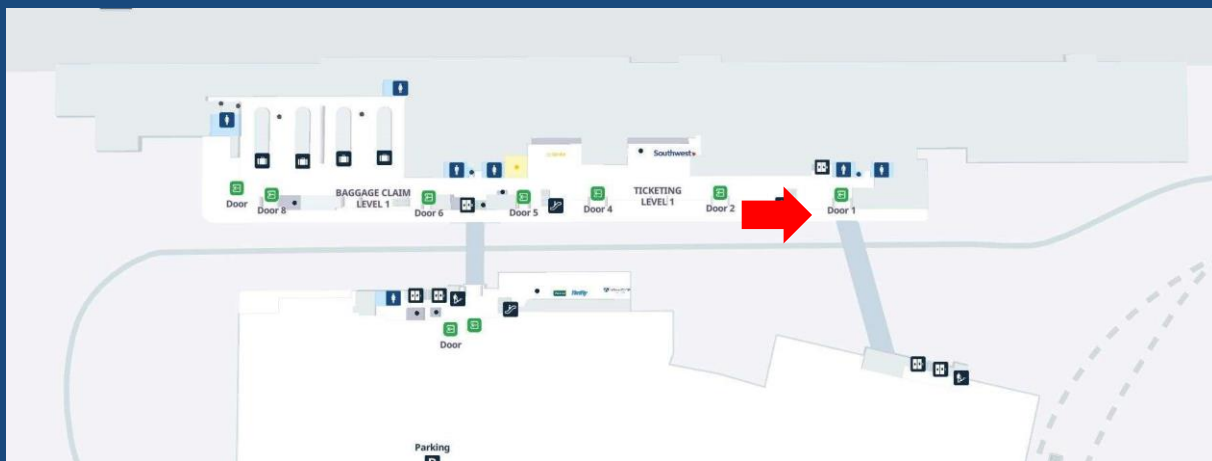
Terminal 1: Commission Chambers



12

12

Terminal 2 - Wayfinding Ticketing / Baggage Claim Level



13

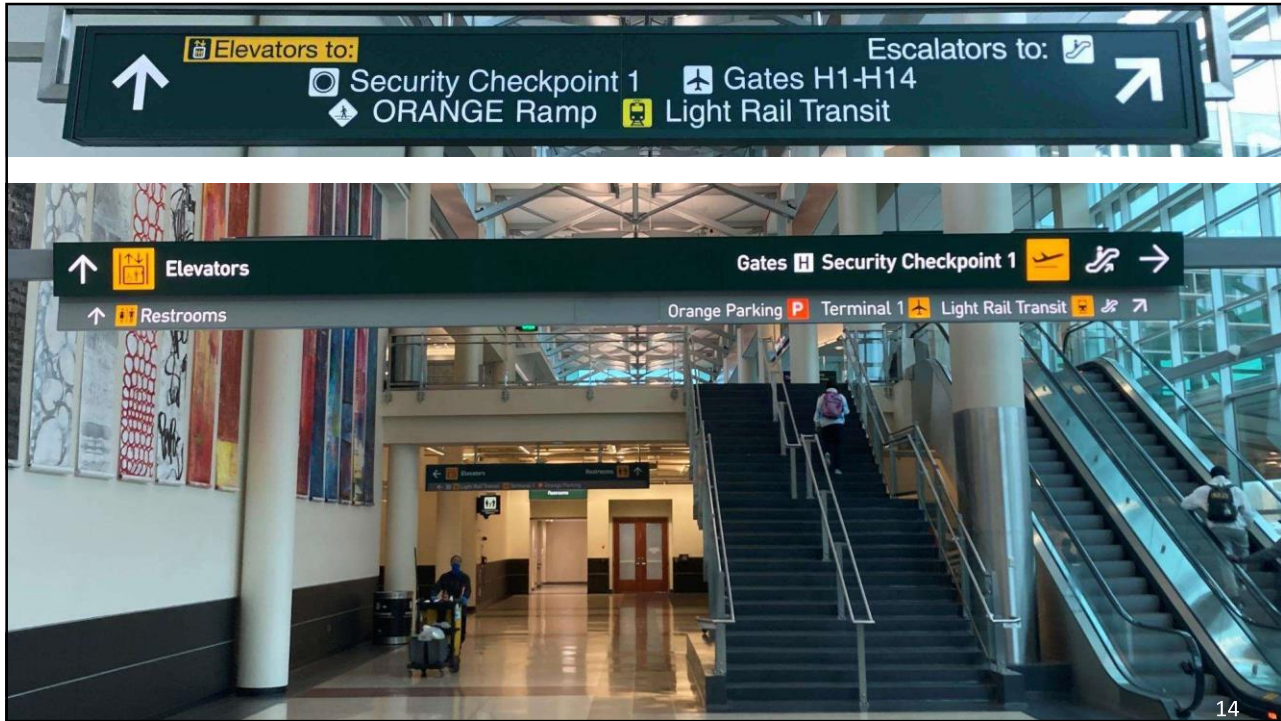
13

CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, June 9th, 2022

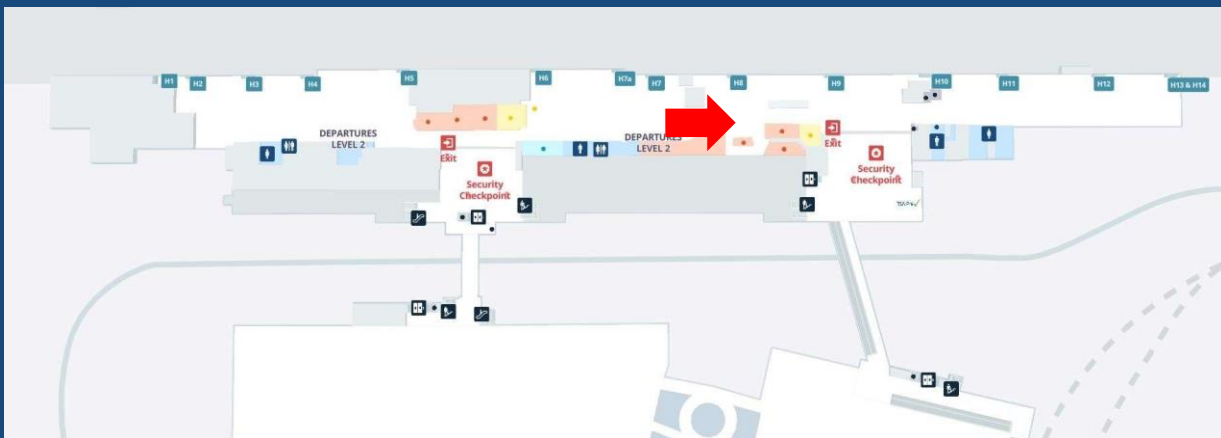
10:00 AM – 11:00 AM

Terminal 1: Commission Chambers



14

Terminal 2 - Wayfinding Departures / Security Level



15

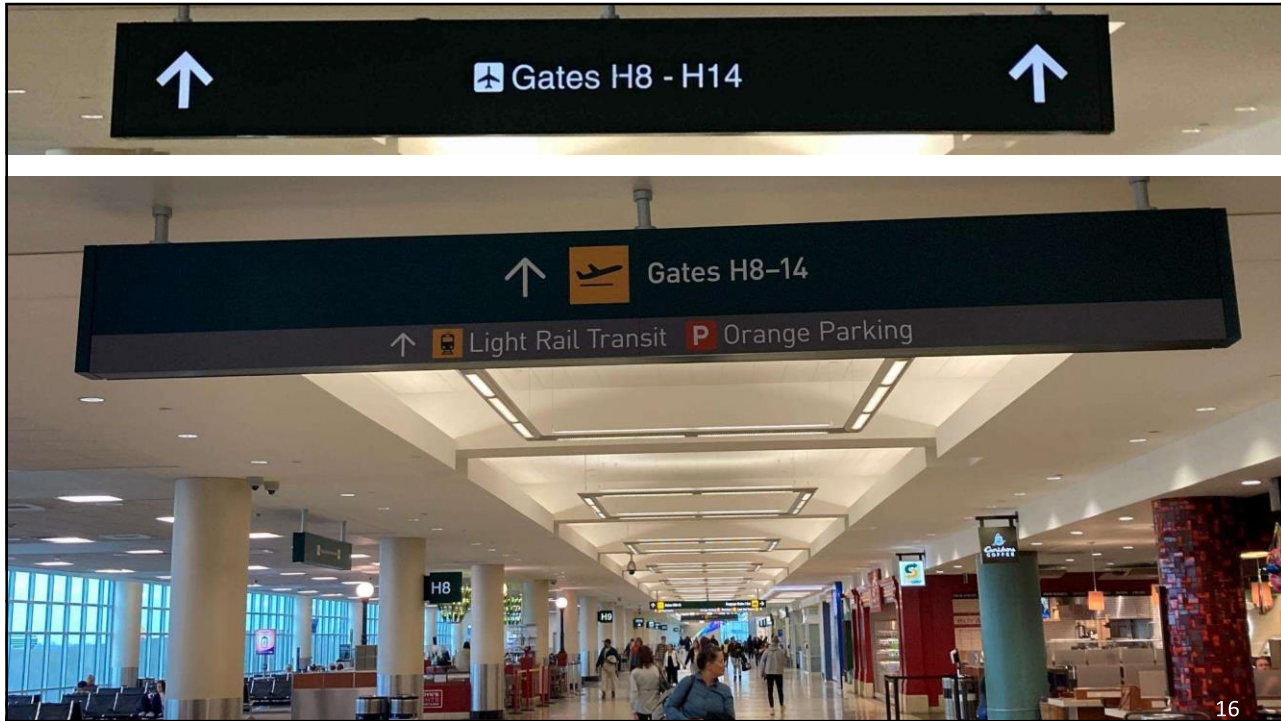
15

CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, June 9th, 2022

10:00 AM – 11:00 AM

Terminal 1: Commission Chambers



16

Terminal 2 - Wayfinding Departures / Security Level



17

CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, June 9th, 2022

10:00 AM – 11:00 AM

Terminal 1: Commission Chambers



18

18

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

19

19

CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, June 9th, 2022

10:00 AM – 11:00 AM

Terminal 1: Commission Chambers



20



21

CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, June 9th, 2022

10:00 AM – 11:00 AM

Terminal 1: Commission Chambers



22



23

CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, June 9th, 2022

10:00 AM – 11:00 AM

Terminal 1: Commission Chambers



24

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

25

25

CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, June 9th, 2022

10:00 AM – 11:00 AM

Terminal 1: Commission Chambers



26



27

CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, June 9th, 2022

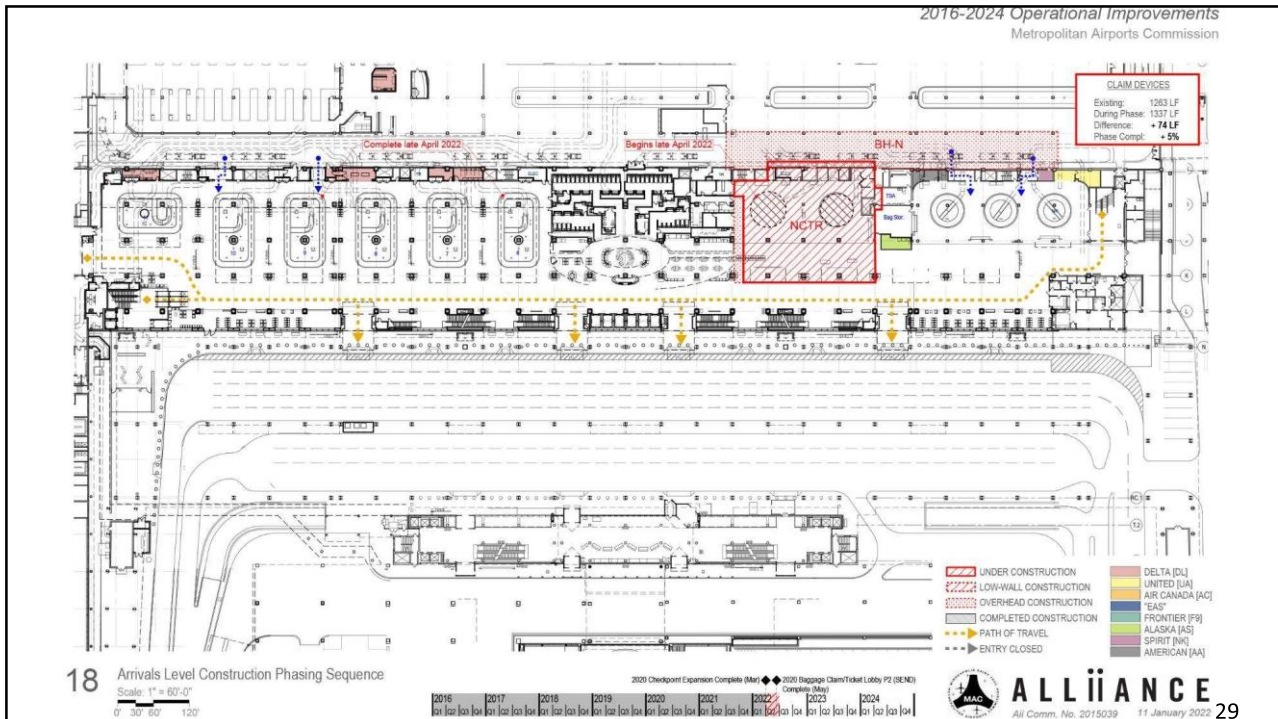
10:00 AM – 11:00 AM

Terminal 1: Commission Chambers

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

28

28



29

CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, June 9th, 2022

10:00 AM – 11:00 AM

Terminal 1: Commission Chambers



30

30



31

31

CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, June 9th, 2022

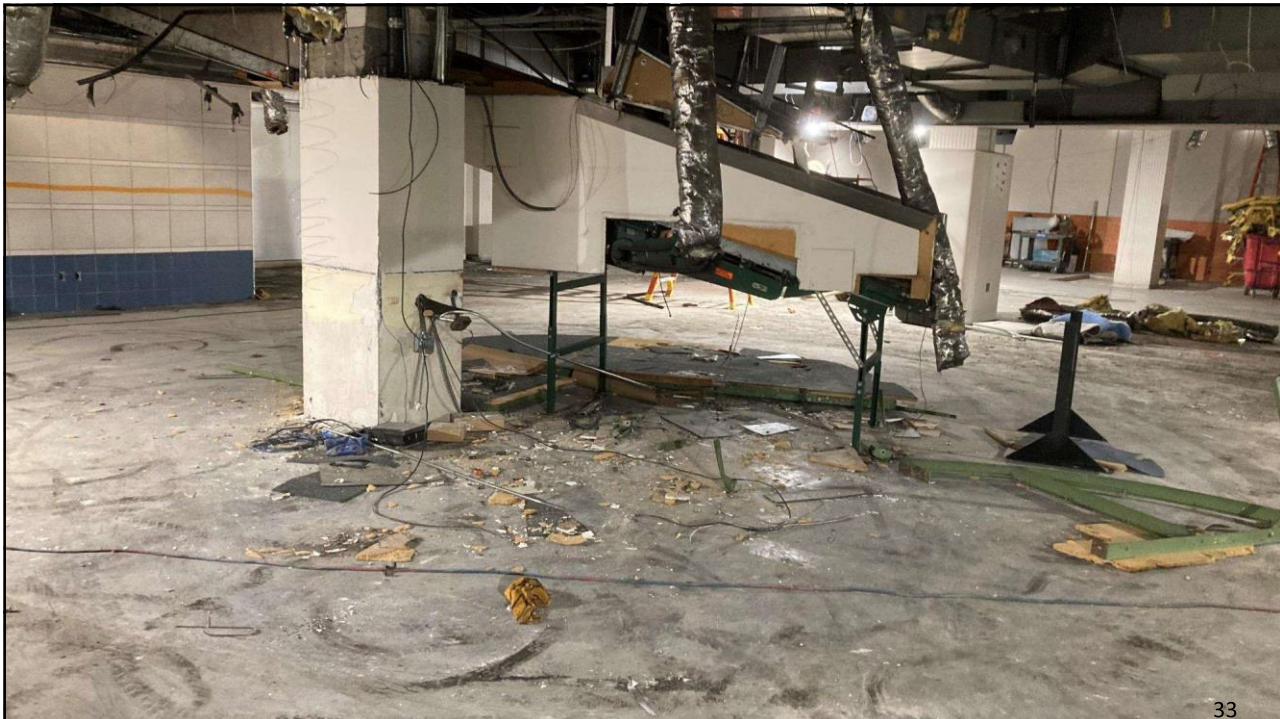
10:00 AM – 11:00 AM

Terminal 1: Commission Chambers



32

32



33

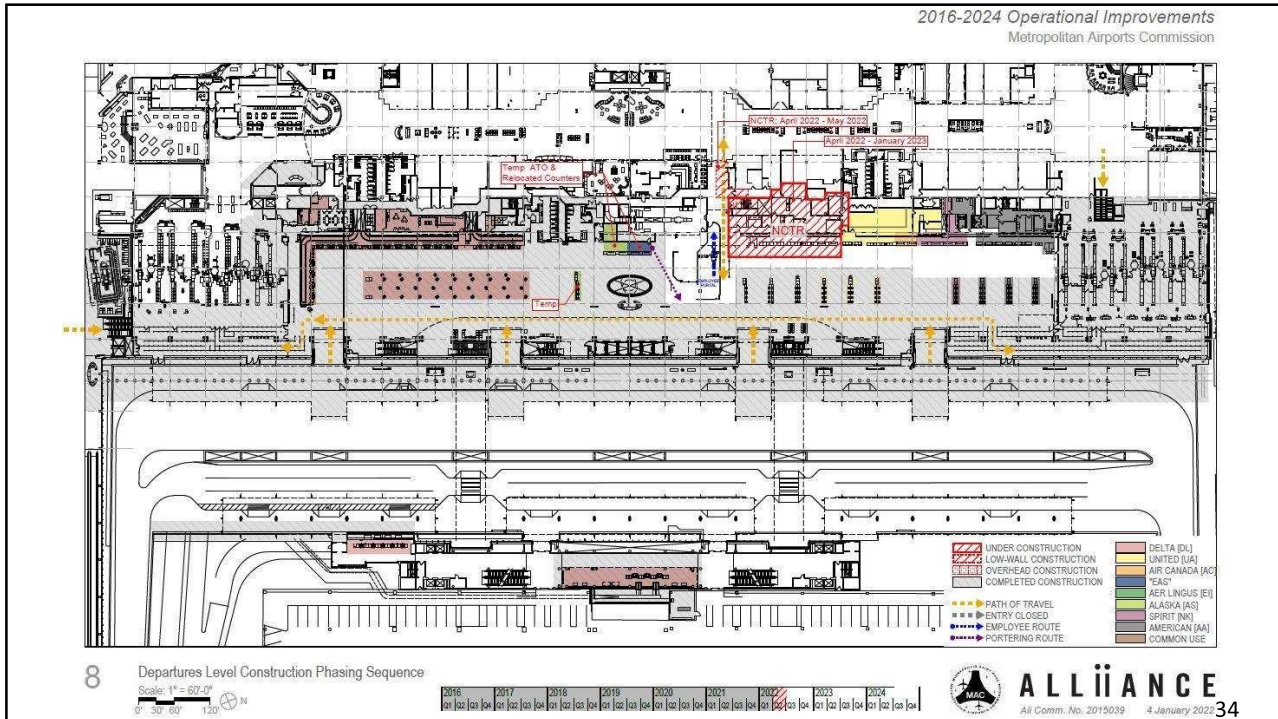
33

CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, June 9th, 2022

10:00 AM – 11:00 AM

Terminal 1: Commission Chambers



34



35

CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, June 9th, 2022

10:00 AM – 11:00 AM

Terminal 1: Commission Chambers



36

36

- | | |
|---|---------------------|
| <input type="checkbox"/> Welcome & Introductions | Tim Simon |
| <input type="checkbox"/> Public Service Announcements | Katlyn Schenck |
| <input type="checkbox"/> Lifeworks @ MSP | Brian Begin |
| <input type="checkbox"/> Committee Updates | Tim Simon |
| <input type="checkbox"/> MSP Construction Update | Airport Development |
| <input type="checkbox"/> Customer Experience Update | Phil Burke |
| <input type="checkbox"/> Air Service Development Update | Brian Peters |
| <input type="checkbox"/> Celebrate Success | Tim Simon |

52



CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, June 9th, 2022

10:00 AM – 11:00 AM

Terminal 1: Commission Chambers

MSP Air Service Update Customer Service Action Council June 2022



Brian J. Peters
Director, Air Service Development
June 09, 2022

CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, June 9th, 2022

10:00 AM – 11:00 AM

Terminal 1: Commission Chambers

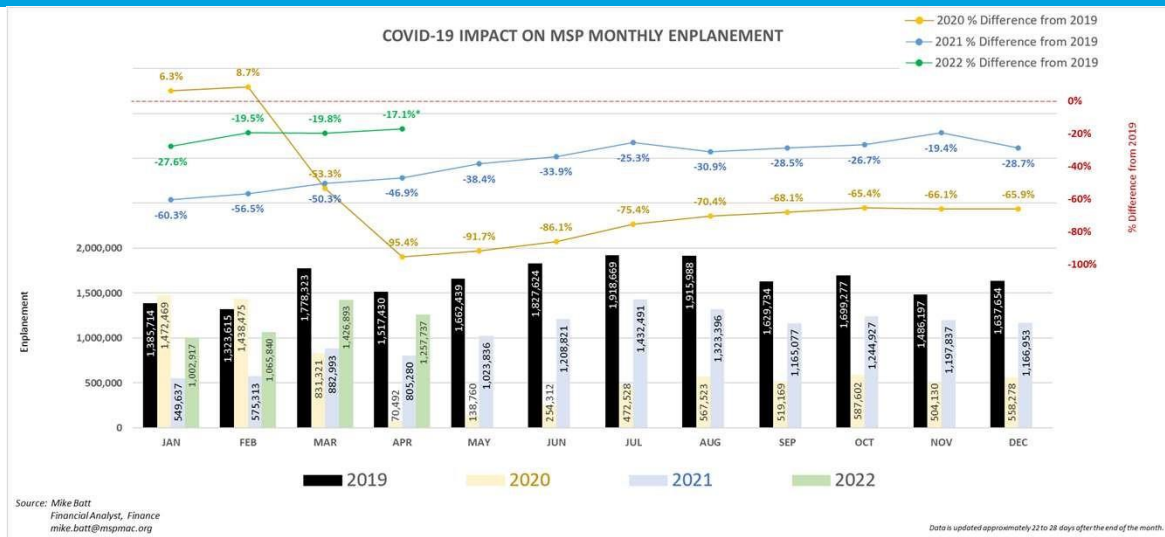


Agenda

- 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



55

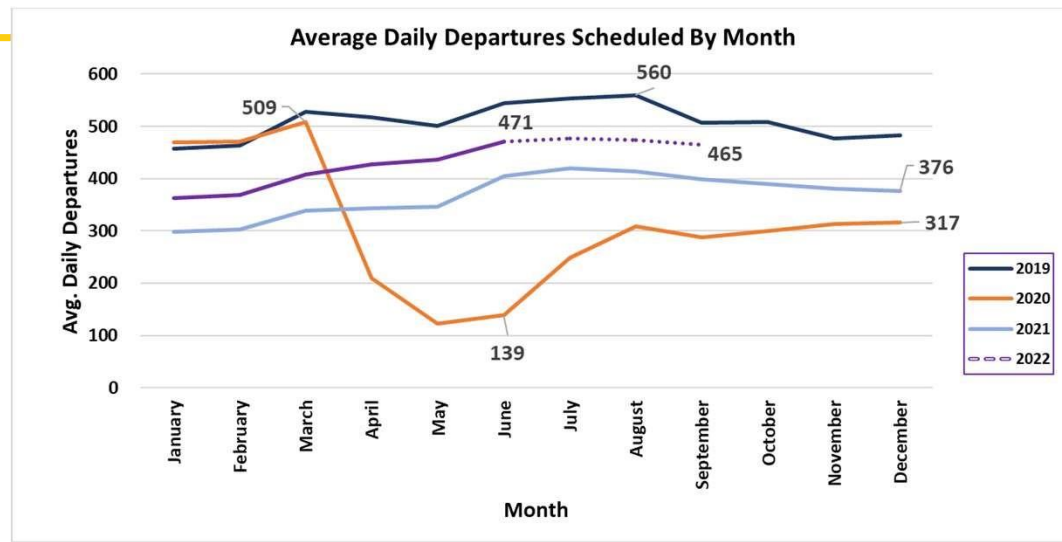
CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, June 9th, 2022

10:00 AM – 11:00 AM

Terminal 1: Commission Chambers

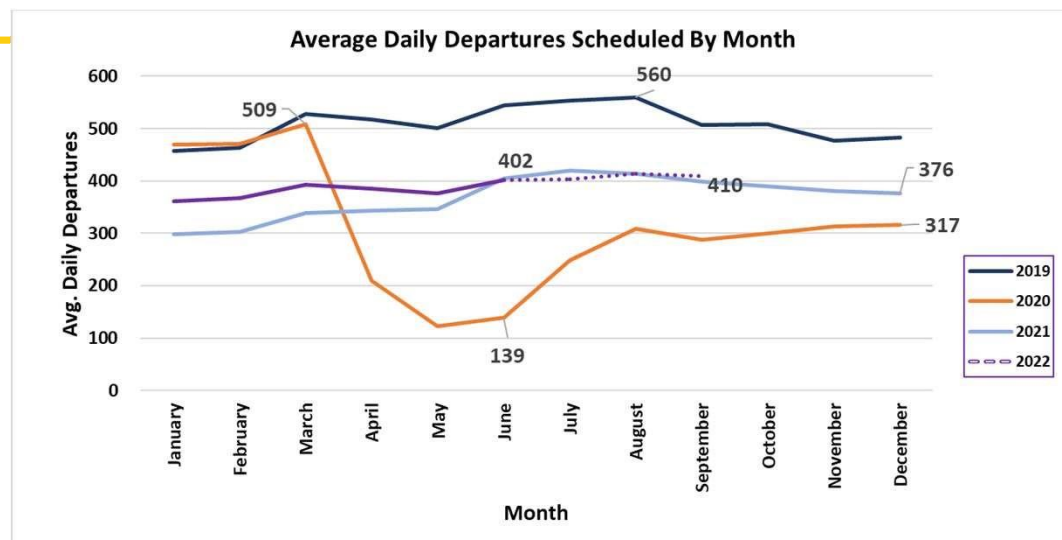
Average Daily Departures – January Schedule



Source: Innovata Schedules via Dilo MI

56

Average Daily Departures – June 4 Schedule



Source: Innovata Schedules via Dilo MI

57

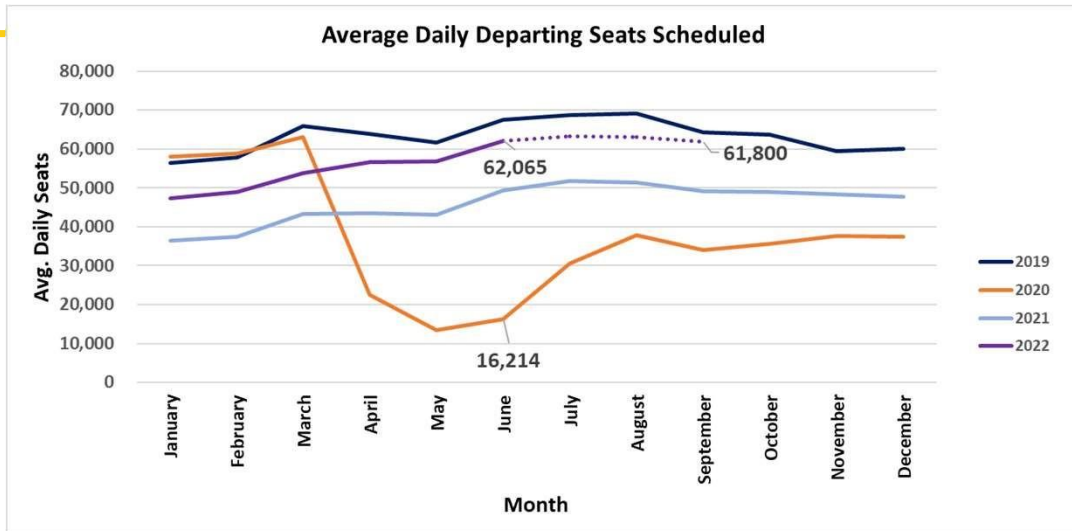
CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, June 9th, 2022

10:00 AM – 11:00 AM

Terminal 1: Commission Chambers

Average Daily Departing Seats – January Schedule

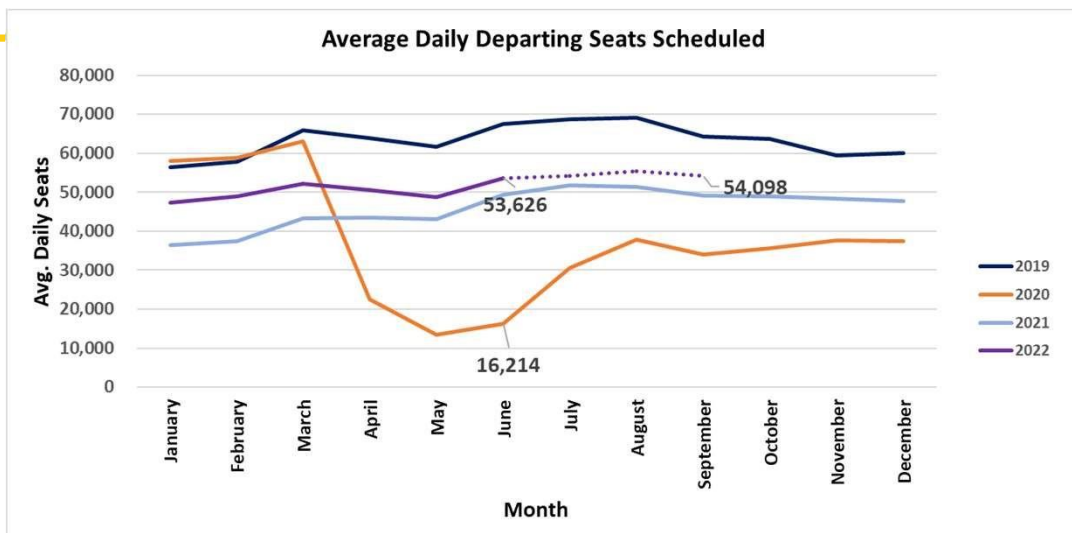


Source: Innovata Schedules via Dilo MI

58

58

Average Daily Departing Seats – June 4 Schedule



Source: Innovata Schedules via Dilo MI

59

59

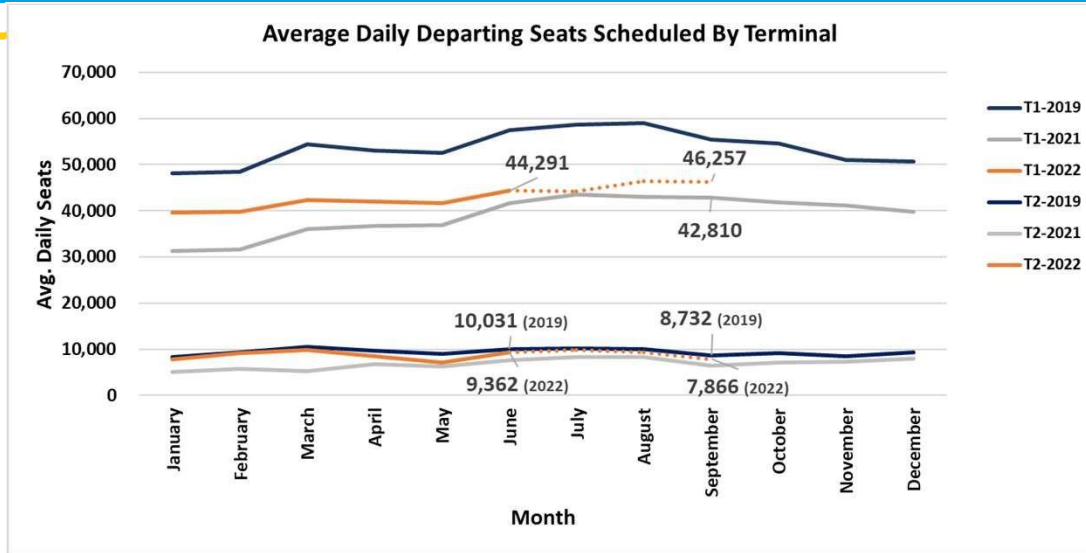
CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, June 9th, 2022

10:00 AM – 11:00 AM

Terminal 1: Commission Chambers

Average Daily Departing Seats By Terminal

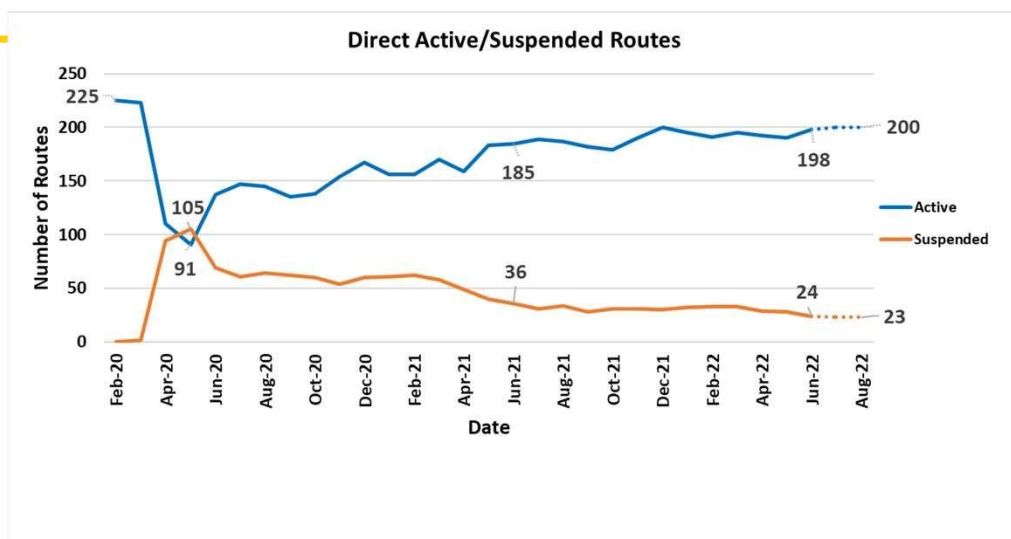


Source: Innovata Schedules via Dlio Mi

60

60

Active/Suspended Routes



Source: Innovata Schedules via Dlio Mi

61

61

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 – June 9

Burlington, VT – June 16

65

CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, June 9th, 2022

10:00 AM – 11:00 AM

Terminal 1: Commission Chambers

