

CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, May 12th, 2022

10:00 AM – 11:00 AM

Terminal 1: Commission Chambers

Number of attendees: 38

- | | |
|---------------------------------|----------------|
| 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. Travel Confidently update | Phil Burke |
| 7. Q1 ASQ Results | Steve Gentry |

1. Welcome and Introductions

Roy Fuhrmann

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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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





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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.



Summer Travel is Back!

The Transportation Security Administration is preparing for a season so busy that passenger volumes will exceed even 2019 levels. Officials predict there will be more than 3 million passengers screened in a single day at checkpoints across the country at some point this summer.

That would be an all-time summer travel record.

Be prepared as much as possible with staffing and inventory.

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3. Committee Updates

Roy Fuhrmann

Committee	Chair	Update
Forum	<p>Abby Kes</p> <p>More information for our next summer Forum to come!</p>	<div style="background-color: #4a86e8; color: white; padding: 10px; text-align: center;"> <p>CSAC FORUM</p> <p>Our next Forum will be this Summer</p> <p>– more details to come!</p> </div> <div style="text-align: right; margin-top: 20px;">  </div>
Travelers Advisory (TAC)	<p>Phil Burke</p> <p>The TAC group met June 9th with updates from Air Service Development (noting that 60% of domestic business travel is back), United Airlines business overview, and a Concessions update.</p>	<div style="display: flex; align-items: center;"> <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, and a reminder that both TAC and TDAC are open meetings for anybody interested to join!</p>	<div style="display: flex; align-items: center;"> <div style="flex: 1;">  <p>Next Meeting: Monday, June 13th</p> </div> <div style="flex: 2;">  </div> </div>

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The Workforce English classes have been moved to September so more to come on registration for that.

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

Workforce English Classes



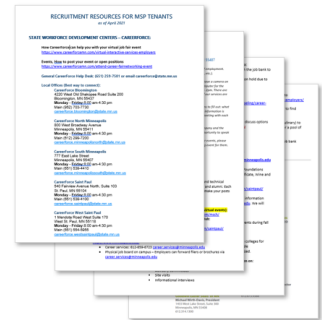
- Fall 2022 Start Date TBA
- 12 Weeks; 2x/week-Tue & Thu; 1.5 hours
- Room LT-3185 (Above Settebello Pizzeria in T1)
- Hybrid - Virtual/In-Person; iPads provided
- Free to all MSP Employees
- Graduation Ceremony at CSAC Meeting
- Managers and HR Reps: Begin the conversation with your staff to gauge interest



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

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<div>MSP Nice Celebration</div>	<div>Kerry Forbes</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
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>Recognizing exceptional service for enhancing the customer experience within the airports of the Metropolitan Airports Commission</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><div><div>CSAC</div><div>CUSTOMER SERVICE ACTION COUNCIL</div><div>• Promote • Inform • Improve •</div></div></div></div>																		

4. MSP Construction Update

Alan Howell

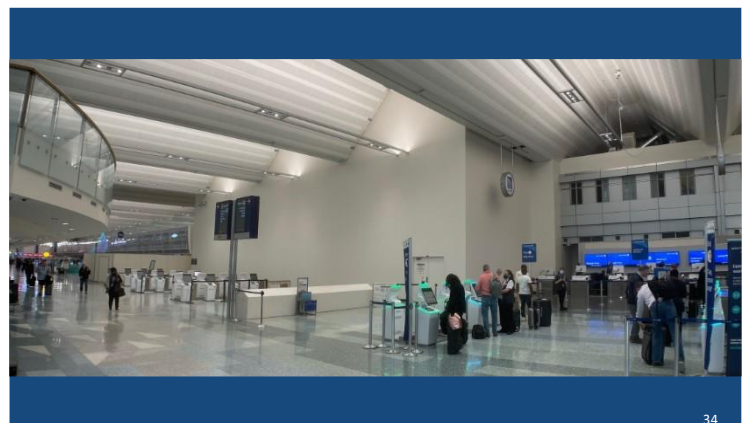
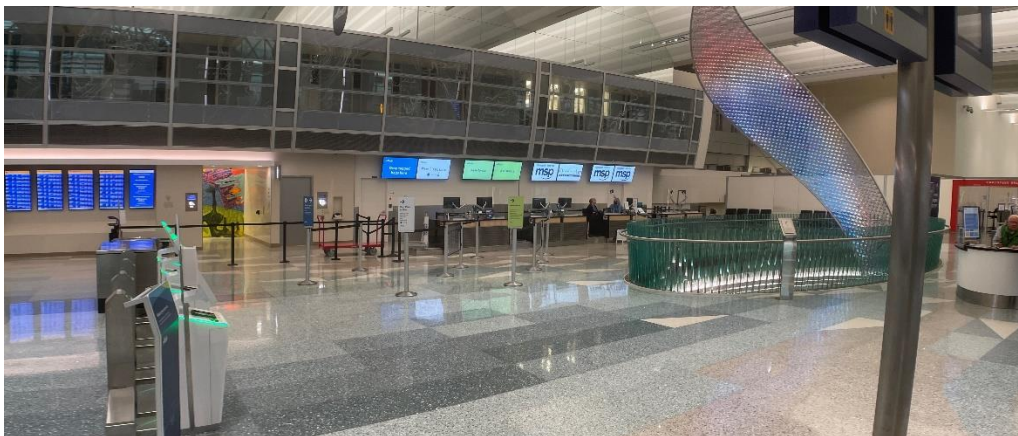
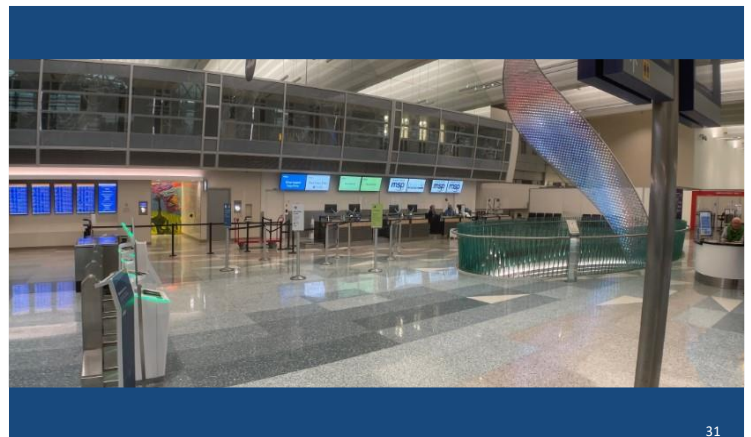
- Arrivals / Departures OI: improvements
- G Concourse Gate Infill

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Terminal 1: Commission Chambers



United desks in Departures have shifted as the large wall has gone up and will remain until Q1 2023. These soon will have graphics on them prior to ACI in September.

CUSTOMER SERVICE ACTION COUNCIL MINUTES

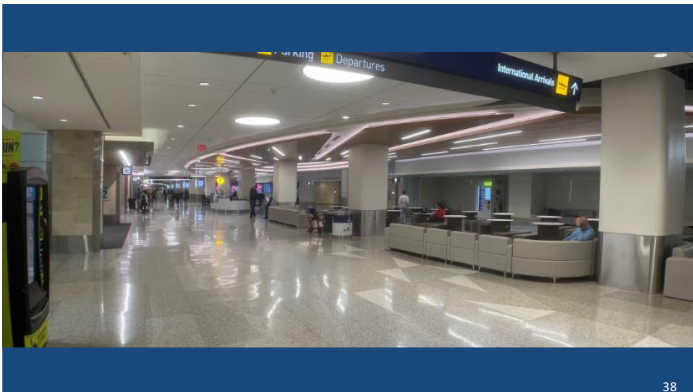
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Terminal 1: Commission Chambers

A look at the few remaining
“old” baggage carousels...

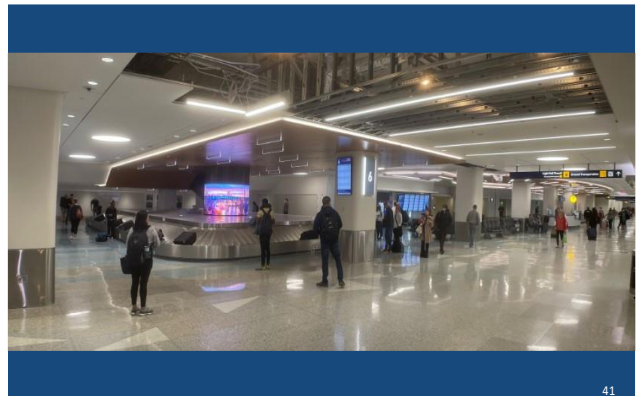


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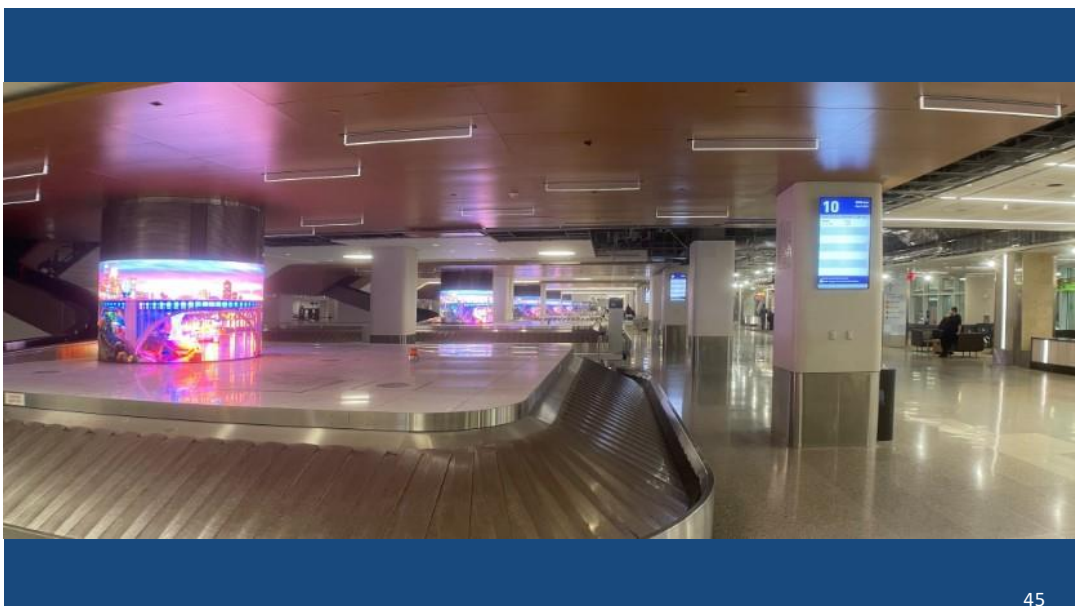
To our beautiful new space!



38



41



45

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- Arrivals / Departures OI: improvements
- G Concourse Gate Infill

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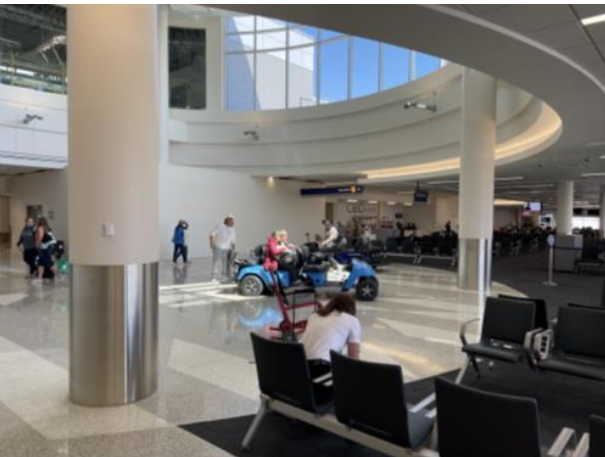


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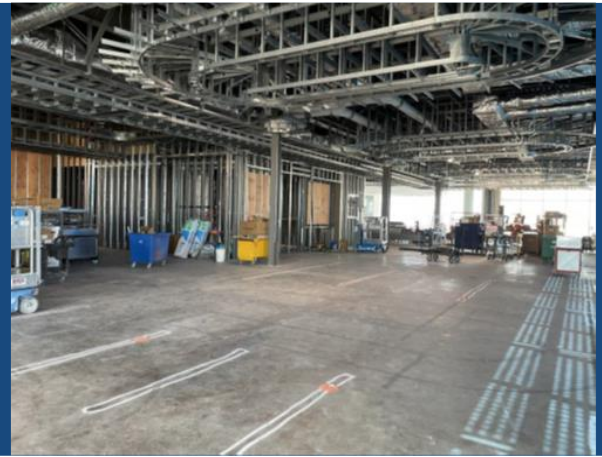


48

Concession spaces in G concourse have begun to reopen.



49



51

Please join us at the June CSAC meeting as more will be shared about the employee portal transition to the South TSA Checkpoint #1.

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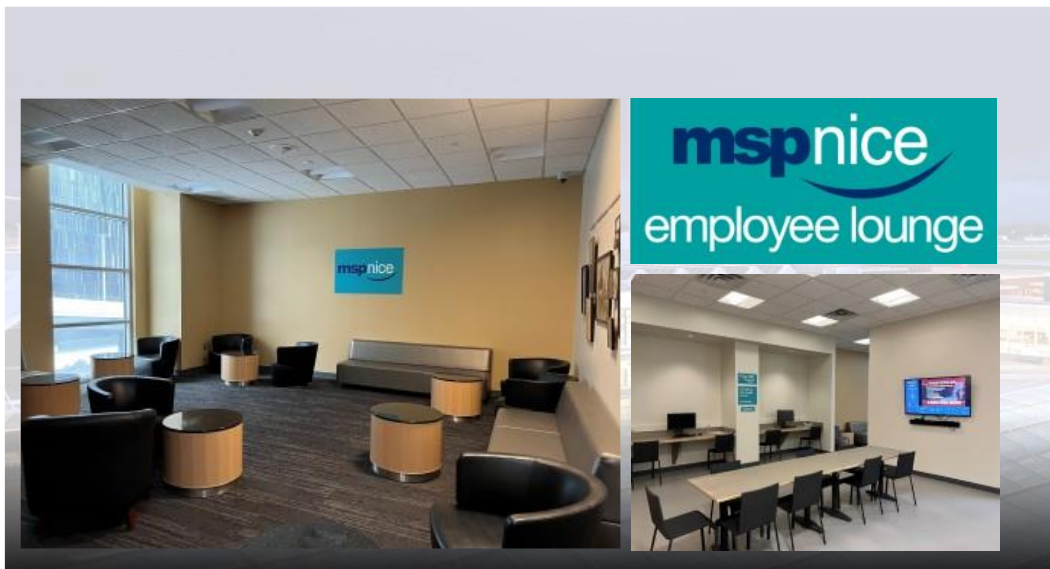
10:00 AM – 11:00 AM

Terminal 1: Commission Chambers

5. Customer experience Updates- Phil Burke



Regardless of name, they are all singleuse restrooms available to anyone (employees should not use them for purposes other than a toilet). All signage will eventually be changed to “RESTROOM.”



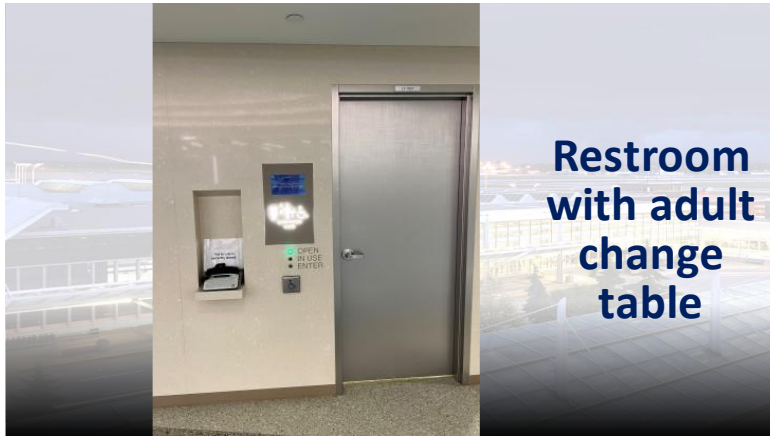
A reminder to continue to encourage employees to utilize the 2 MSP Nice employee lounges at Terminal 1, rather than using the single use restrooms for break/meal times. Terminal 2 breakroom is tentatively opening in September, 2022.

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We will soon have 3 restrooms with adult change tables located in Arrivals, D Concourse and the G infill space, with the hopes of one at Terminal 2 soon.

Travel Confidently Update



Maryland State Police

Phil Burke | Assistant Director, Customer Experience
May 12, 2022

Social Distancing

Tactics addressed/removed:

- Ticketing Lobby Banner
- Floor Decals
- Door Decals
- Seat Blockers
- Main Food Court Table Blockers
- Main Food Court Tables and Chairs- Bringing back those that were removed

**KEEP A
SAFE DISTANCE**
from other travelers
whenever possible



TRAVEL CONFIDENTLY
mSP

Face Masks

Tactics addressed/removed when mandate expired:

- Overhead Announcement
- Ticketing Lobby Banner
- Skyway Banners
- Door Decals
- Tram Decals
- Stanchion Toppers
- Stanchions
- PIDs
- Silver Ramp Billboard
- Website

**FACE
COVERINGS**
required throughout
the terminal



TRAVEL CONFIDENTLY
mSP

Hand Sanitizers

- Permanently leave the 250 hand sanitizers in place throughout terminal.

**LOOK FOR HAND
SANITIZER**
stations throughout
the terminal



TRAVEL CONFIDENTLY
mSP

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7. Q1 ASQ Survey- Steve Gentry

ACI has redesigned the ASQ survey so the results may look a bit different than in year's past! It also makes it difficult to benchmark against our previous scores. Below are the categories with a few new questions included.

MSP – Airport Performance Categories

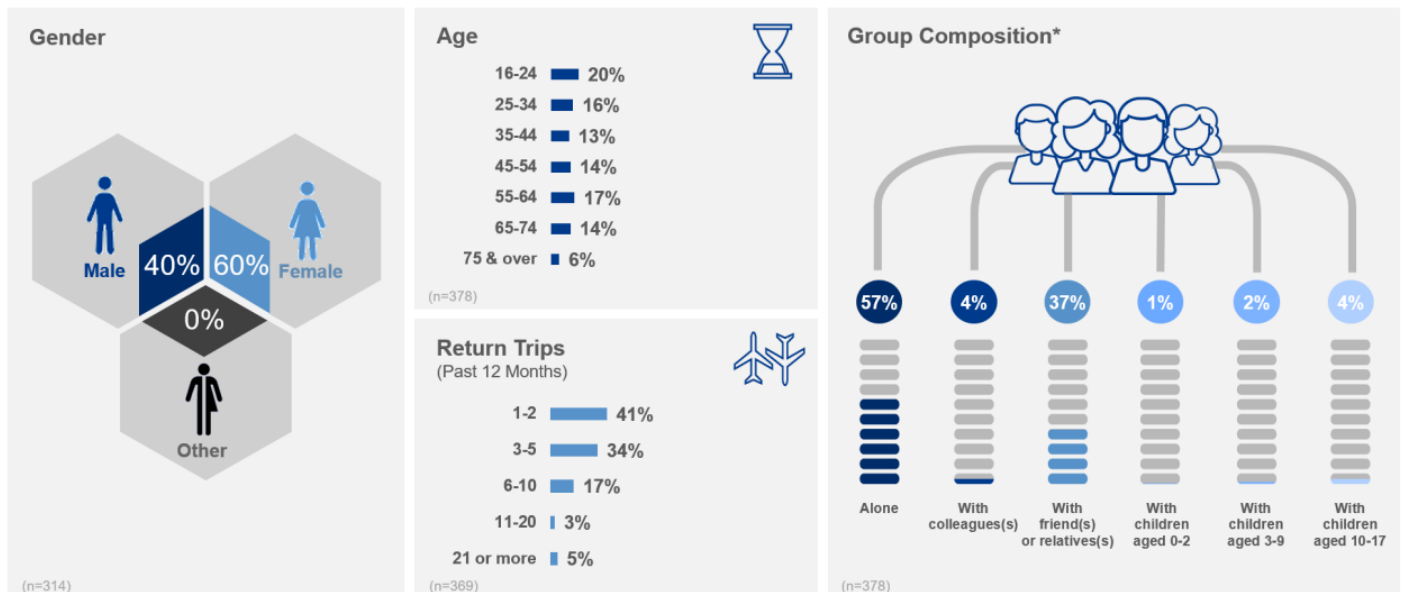


Overall Satisfaction	Overall Satisfaction
Arrival at the Airport	Ease of getting to the airport Signage to access terminal VFM: Transport
Check-in	Ease of finding check-in area Waiting time: Check-in Courtesy & helpfulness: Check-in staff
Security Screening	Ease in security screening Waiting time: Security screening Courtesy & helpfulness: Security staff
Shopping / Dining	Restaurants/bars/café's VFM: Restaurants/bars/café's Shops VFM: Shops
Gate Areas	Courtesy & helpfulness: Shopping and dining staff Comfort of waiting at gate areas Availability of seats at gate areas Ease of finding way Availability of flight info.
Throughout the Airport	Walking distance inside terminal Ease of making connection Courtesy & helpfulness: Airport staff Wi-Fi service quality Availability of charging stations Entertainment & leisure options Availability of washrooms Cleanliness of washrooms
Airport Atmosphere	Health safety Cleanliness Ambience

© 2022 ACI

Airport Performance – Q1 2022

MSP – Passenger Profile Demographics – Q1 2022



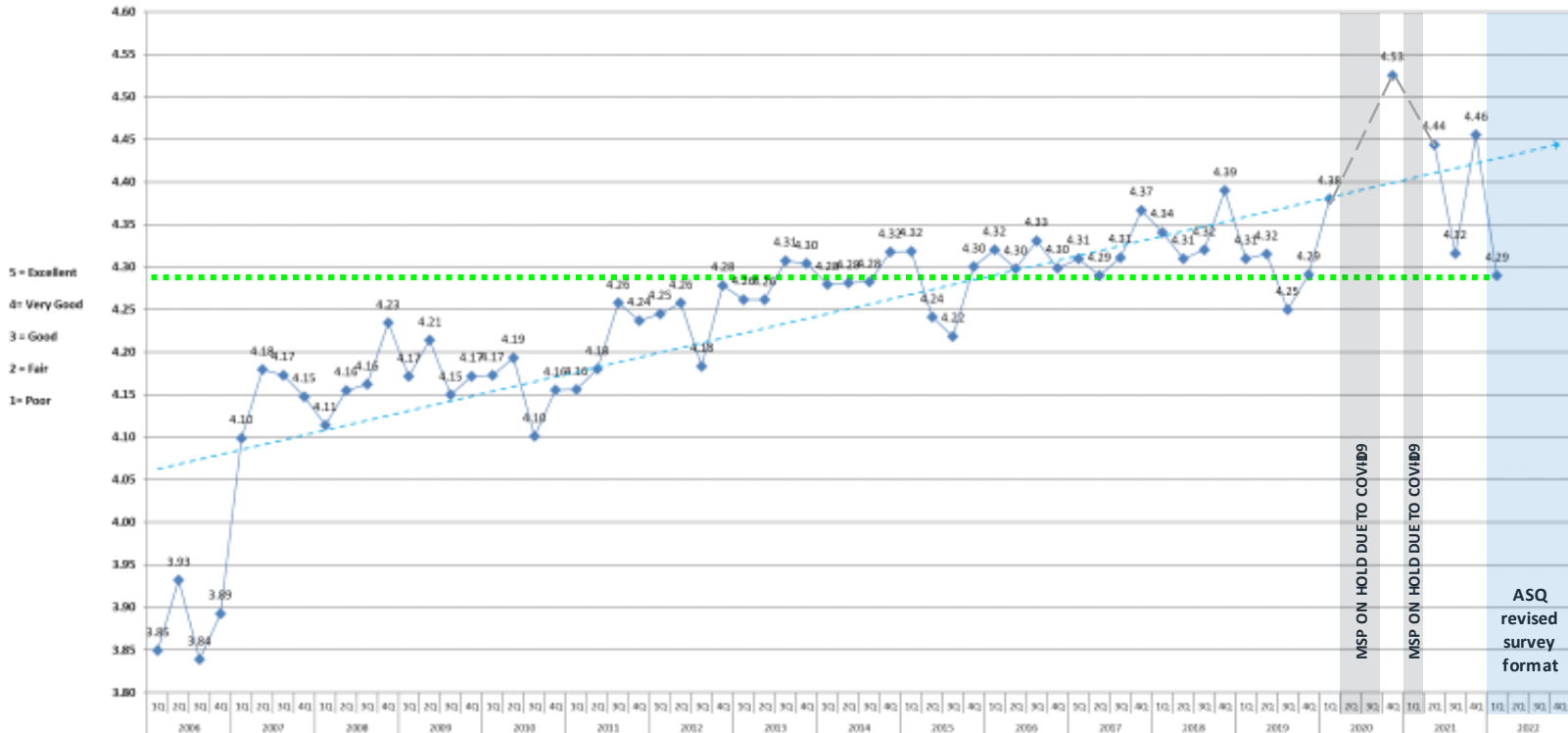
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Historical Overall Customer Satisfaction Q1 2006- Current with Trendline



Our Q1 '22 score is 4.29, which is close to our pre-pandemic average levels. Business travelers are more critical and as they return more steadily, our scores will likely reflect that. Below is our benchmark performance. Although our rankings may seem low in comparison, keep your eye on the “Custom Panel” as we are ranked #1 against airports that our direct competition. Our scores may seem low, but we are still doing extremely well, and that is in thanks to you all!

MSP – Benchmark Performance Key Highlights – Q1 2022



	ASQ Global	Custom Panel	North America	25-40M Passengers
Overall Satisfaction	ASQ Global Average 4.36	Custom Panel Average 4.13	NA Average 4.30	25-40M Average 4.26
MSP Score	4.29	4.29	4.29	4.29
MSP Rank	115/244	1/14	20/41	7/23



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This chart summarizes MSP's score vs. our custom panel. GREEN shows scores significantly higher than the panel. RED shows scores significantly lower than the panel- which we have none of.

MSP – Ranking Within the Customized Panel

Summary of the Performance vs Customized Panel

								
Overall Satisfaction	Arrival at the Airport	Check-in	Security Screening	Shopping/ Dining	Gate Areas	Throughout the Airport	Airport Atmosphere	
Total 4.29 CUSTOM PANEL: 4.13 RANK 1 / 14	Ease of getting to the airport 4.45 CUSTOM PANEL: 4.19 RANK 2 / 14	Ease of finding check-in area 4.45 CUSTOM PANEL: 4.28 RANK 1 / 14	Ease in security screening 4.28 CUSTOM PANEL: 4.18 RANK 5 / 14	Restaurants/bars/cafes 3.96 CUSTOM PANEL: 3.77 RANK 3 / 14	Comfort of waiting at gate areas 3.98 CUSTOM PANEL: 3.92 RANK 6 / 14	Ease of finding way 4.29 CUSTOM PANEL: 4.13 RANK 2 / 14	Wi-Fi service quality 3.99 CUSTOM PANEL: 3.97 RANK 9 / 14	Health safety 4.26 CUSTOM PANEL: 4.13 RANK 2 / 14
Business 4.09 CUSTOM PANEL: 4.07 RANK 8 / 14	Signage to access terminal 4.43 CUSTOM PANEL: 4.17 RANK 1 / 14	Waiting time: Check-in 4.23 CUSTOM PANEL: 4.21 RANK 8 / 14	Waiting time: Security screening 3.97 CUSTOM PANEL: 4.11 RANK 12 / 14	VFM: Restaurants/bars/cafes 3.17 CUSTOM PANEL: 3.23 RANK 6 / 14	Availability of seats at gate areas 4.10 CUSTOM PANEL: 4.07 RANK 8 / 14	Availability of flight info. 4.31 CUSTOM PANEL: 4.16 RANK 1 / 14	Availability of charging station 3.75 CUSTOM PANEL: 3.85 RANK 10 / 14	Cleanliness 4.30 CUSTOM PANEL: 4.14 RANK 2 / 14
Leisure 4.42 CUSTOM PANEL: 4.15 RANK 1 / 14	VFM: Transport 3.96 CUSTOM PANEL: 3.88 RANK 6 / 14	Courtesy & helpfulness: Check-in staff 4.42 CUSTOM PANEL: 4.34 RANK 4 / 14	Courtesy & helpfulness: Security staff 4.26 CUSTOM PANEL: 4.13 RANK 2 / 14	Shops 3.68 CUSTOM PANEL: 3.57 RANK 4 / 14		Walking distance inside terminal 3.90 CUSTOM PANEL: 3.75 RANK 4 / 14	Entertainment & leisure options 3.70 CUSTOM PANEL: 3.69 RANK 7 / 14	Ambience 4.17 CUSTOM PANEL: 4.01 RANK 2 / 14
Personal 4.27 CUSTOM PANEL: 4.14 RANK 1 / 14				VFM: Shops 3.17 CUSTOM PANEL: 3.25 RANK 8 / 14		Ease of making connection 3.83 CUSTOM PANEL: 3.89 RANK 10 / 14	Availability of washrooms 4.22 CUSTOM PANEL: 4.13 RANK 3 / 14	
				Courtesy & helpfulness: Shopping and dining staff 4.11 CUSTOM PANEL: 3.91 RANK 2 / 14		Courtesy & helpfulness: Airport staff 4.36 CUSTOM PANEL: 4.19 RANK 1 / 14	Cleanliness of washrooms 4.32 CUSTOM PANEL: 4.06 RANK 2 / 14	

Note: The green and red values indicate that MSP performance is **higher** or **lower** at a statistically significant level (95%) compared to the customized panel. Rank is calculated out of total participating airports forming the customized panel.



CUSTOMER SERVICE ACTION COUNCIL MINUTES

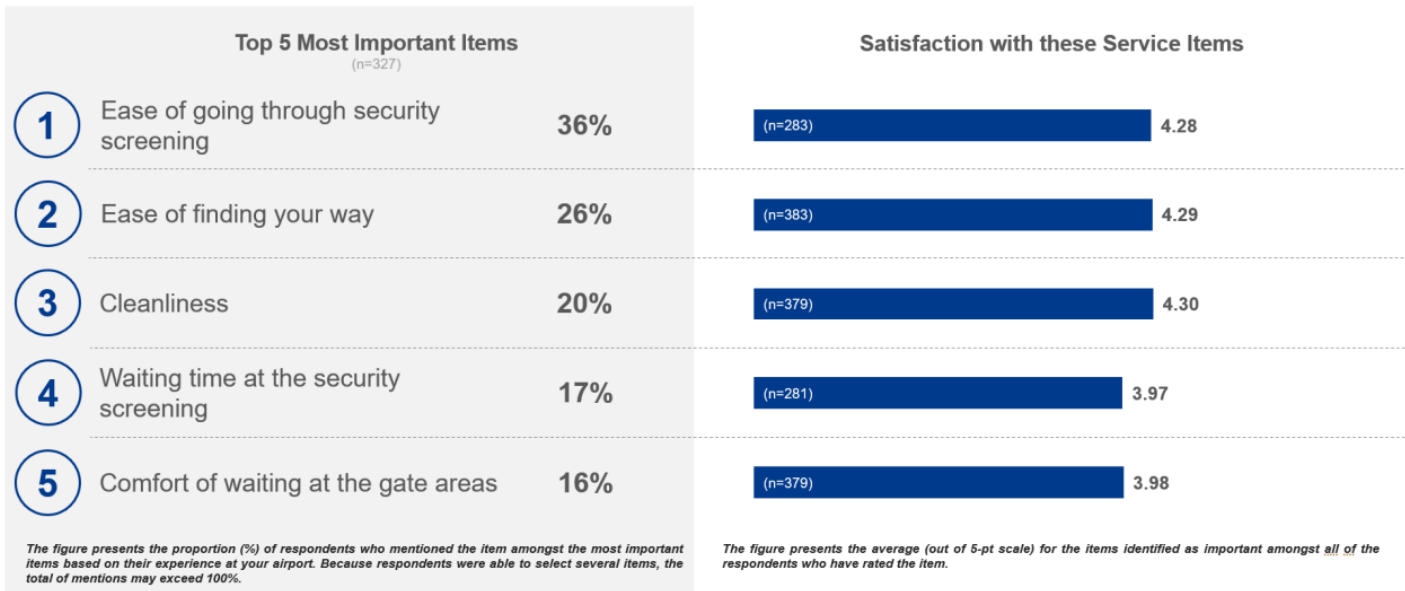
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Terminal 1: Commission Chambers

MSP – Airport Performance

Most Important Service Quality Items & Satisfaction – Q1 2022



Our next meeting will be held Thursday, June 9th, in person at the Terminal 1 Commission Chambers
All are welcome to attend!