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CUSTOMER SERVICE ACTION COUNCIL
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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

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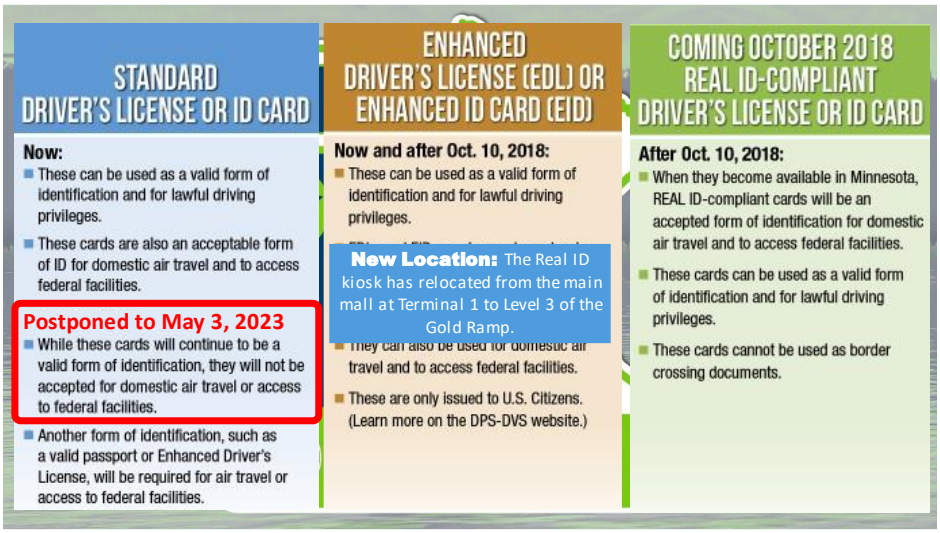
1. Welcome and Introductions — **Roy Fuhrmann**

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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Minneapolis - Saint Paul INTERNATIONAL AIRPORT msp

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3. Committee Updates **Roy Fuhrmann**

Committee	Chair	Update
Forum	**Abby Kes** More information for our next summer Forum to come!	
Travelers Advisory (TAC)	**Phil Burke** 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.	
Travelers Advisory with Disabilities (TDAC)	**Phil Burke** TDAC will meet June 13th, and a reminder that both TAC and TDAC are open meetings for anybody interested to join!	

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Benchmarking	**Phil Burke**	
Building on Success	**Nicole Kiefer**	
MSP Jobs	**Jay Noseworthy** Thank you to all that participated in the May job fair. It was amazing, so kudos to the tenants that participated! It drew over 450/500 attendees. Please continue to post your current openings on our job boards as there is lots of visibility on it right now.	

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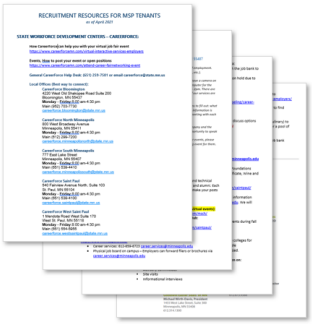
<table>
<tr>
<td></td>
<td>The Workforce English classes have been moved to September so more to come on registration for that.

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

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

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<tr>
<td>MSP Nice</td>
<td>Katlyn Schenck</td>
<td>
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		

4. MSP Construction Update **Alan Howell**

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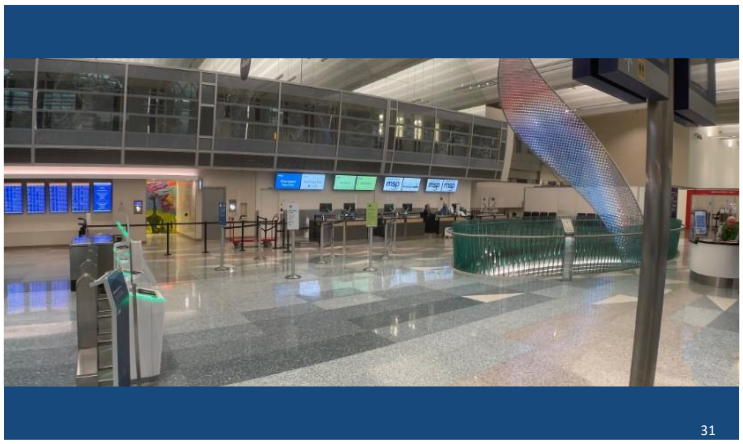

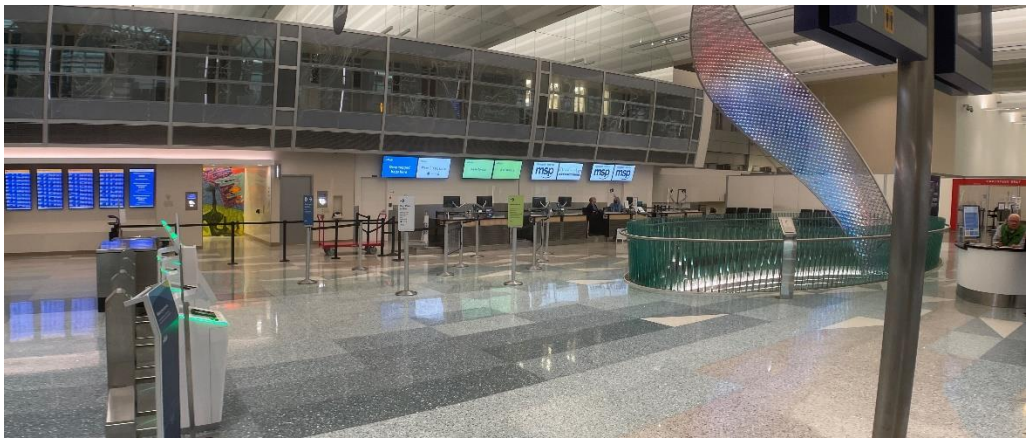

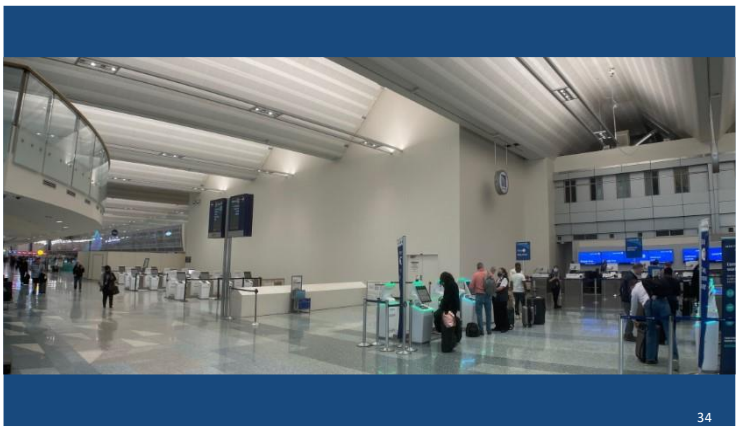

United desks in Departures have shifted as the large wall has gone up and will remain until Q1 2023. These soon will have graphics on them prior to ACI in September.

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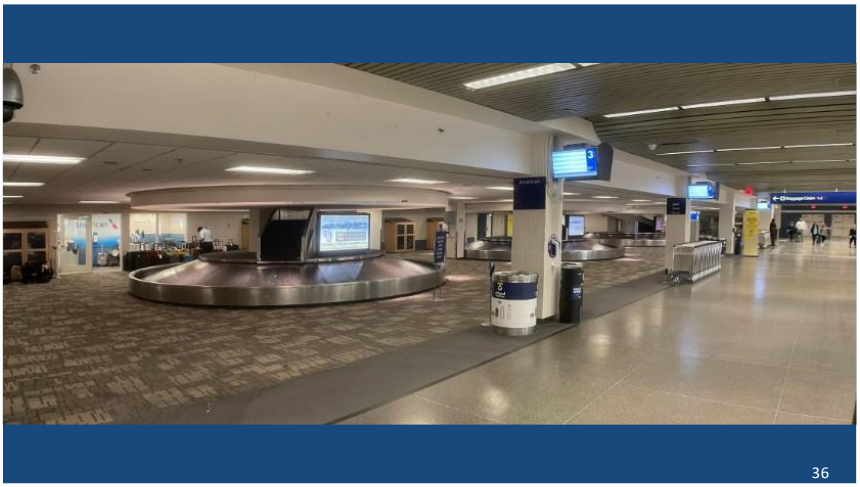
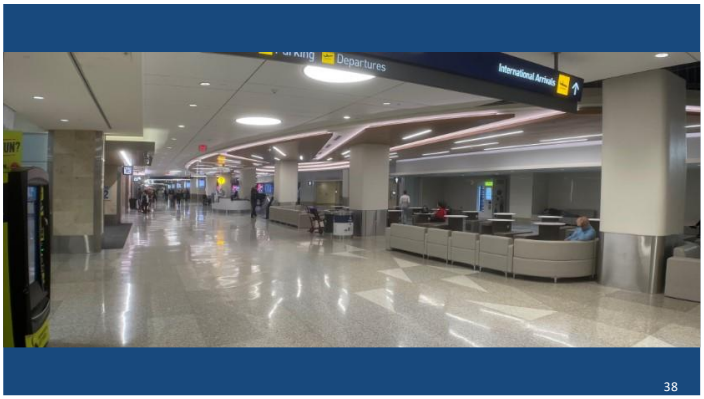
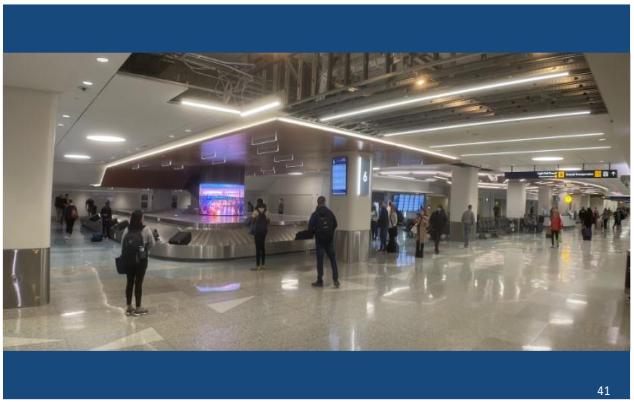
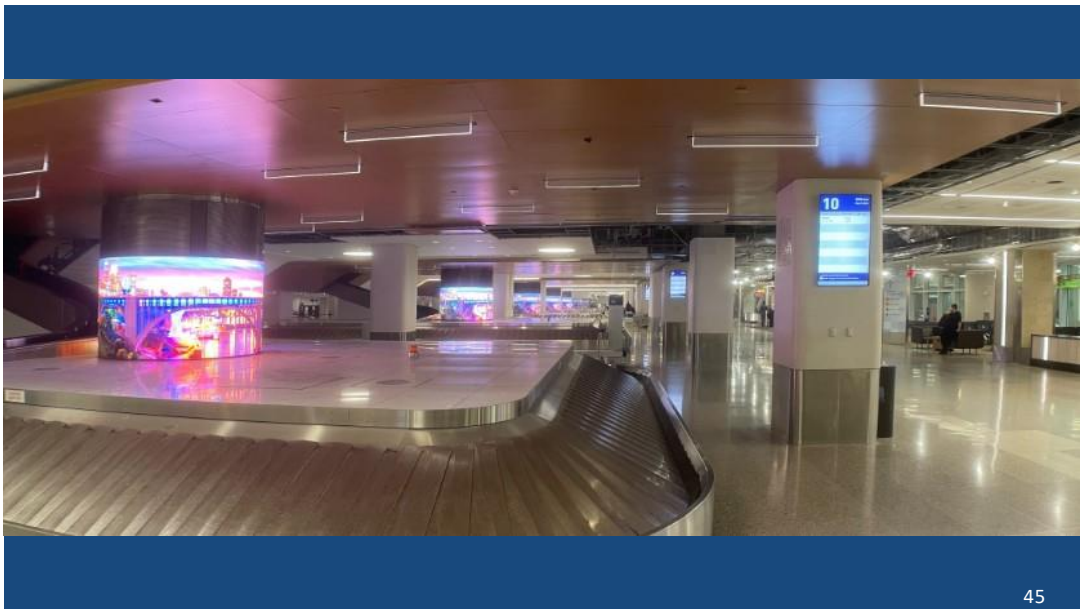
A look at the few remaining "old" baggage carousels…



To our beautiful new space!







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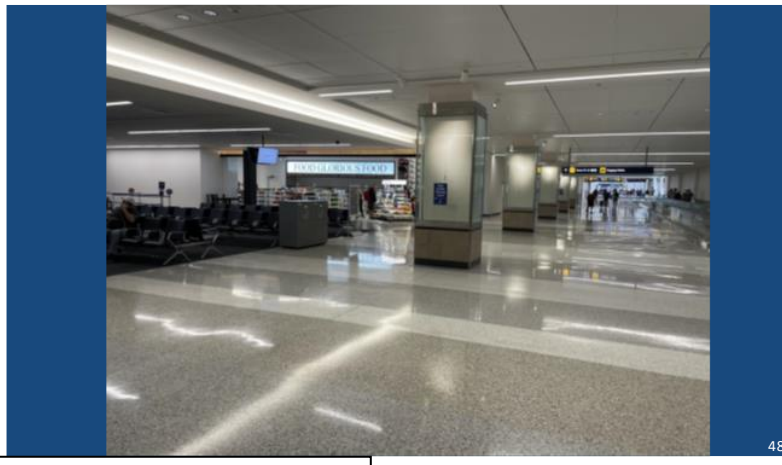
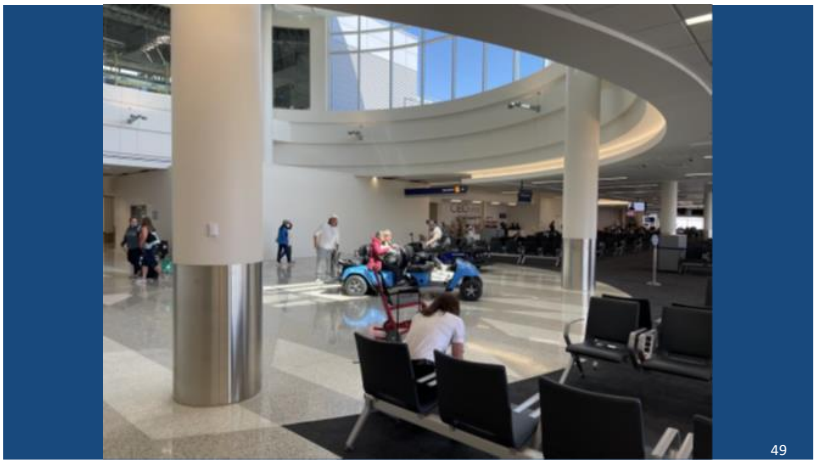
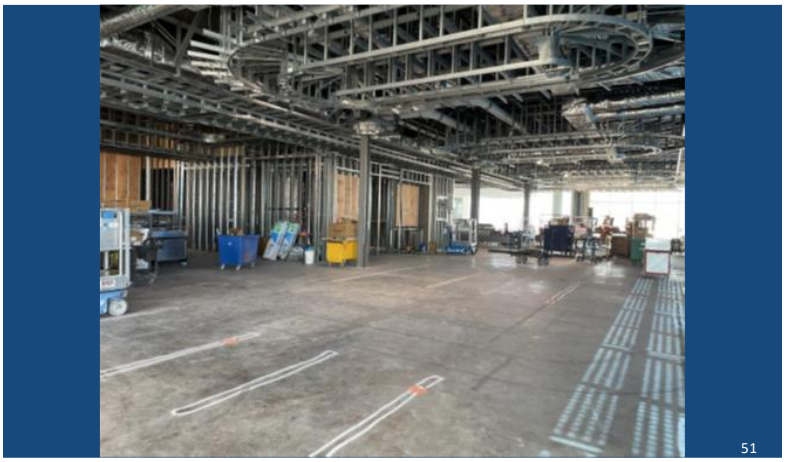


Concession spaces in G concourse have begun to reopen.





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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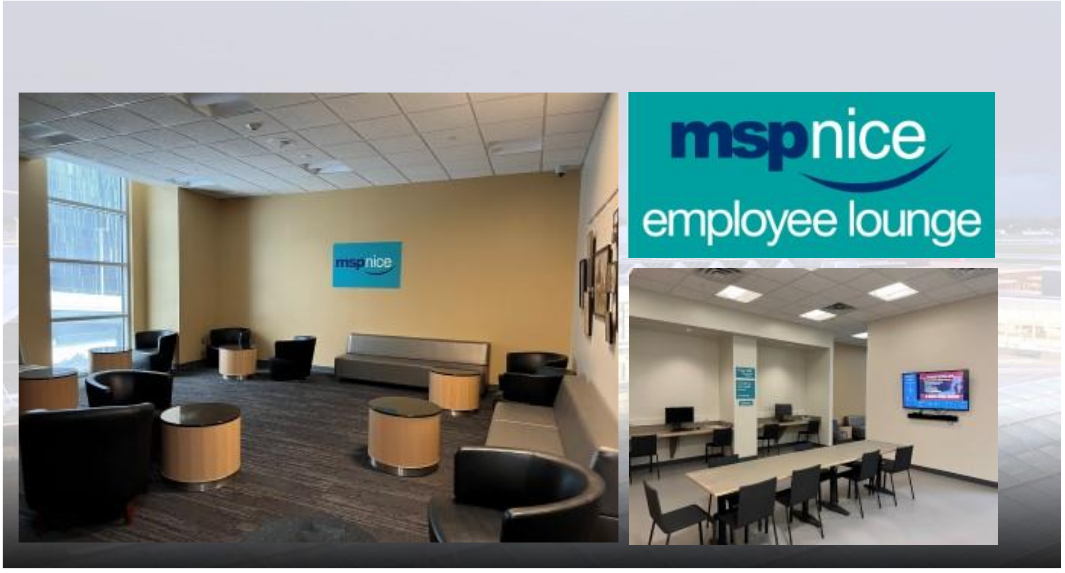
5. Customer experience Updates- Phil Burke



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/mealtimes. Terminal 2 breakroom is tentatively opening in September, 2022.

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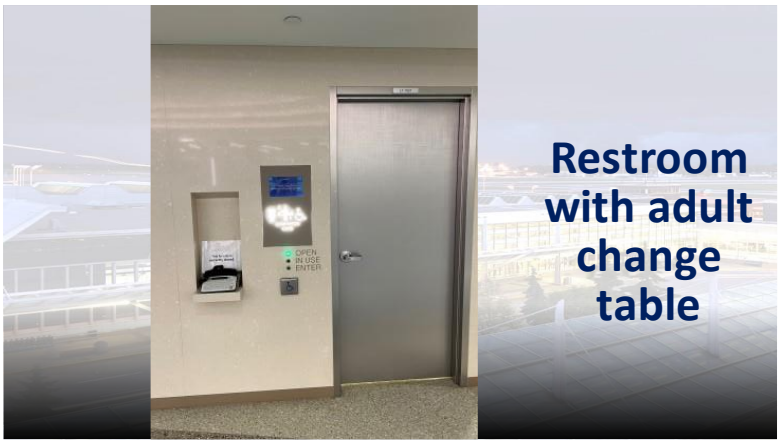


We will soon have 3 restrooms with adult change tables located in Arrivals, D Concourse and the G infill space, with the hopes of one at Terminal 2 soon.

Social Distancing

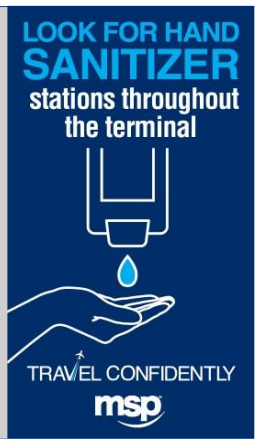
Tactics addressed/removed:
- Ticketing Lobby Banner
- Floor Decals
- Door Decals
- Seat Blockers
- Main Food Court Table Blockers
- Main Food Court Tables and Chairs- Bringing back those that were removed

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

Hand Sanitizers

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



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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/cafés VFM: Restaurants/bars/cafés Shops VFM: Shops Courtesy & helpfulness: Shopping and dining staff
Gate Areas	Comfort of waiting at gate areas Availability of seats at gate areas
Throughout the Airport	Ease of finding way Availability of flight info. 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

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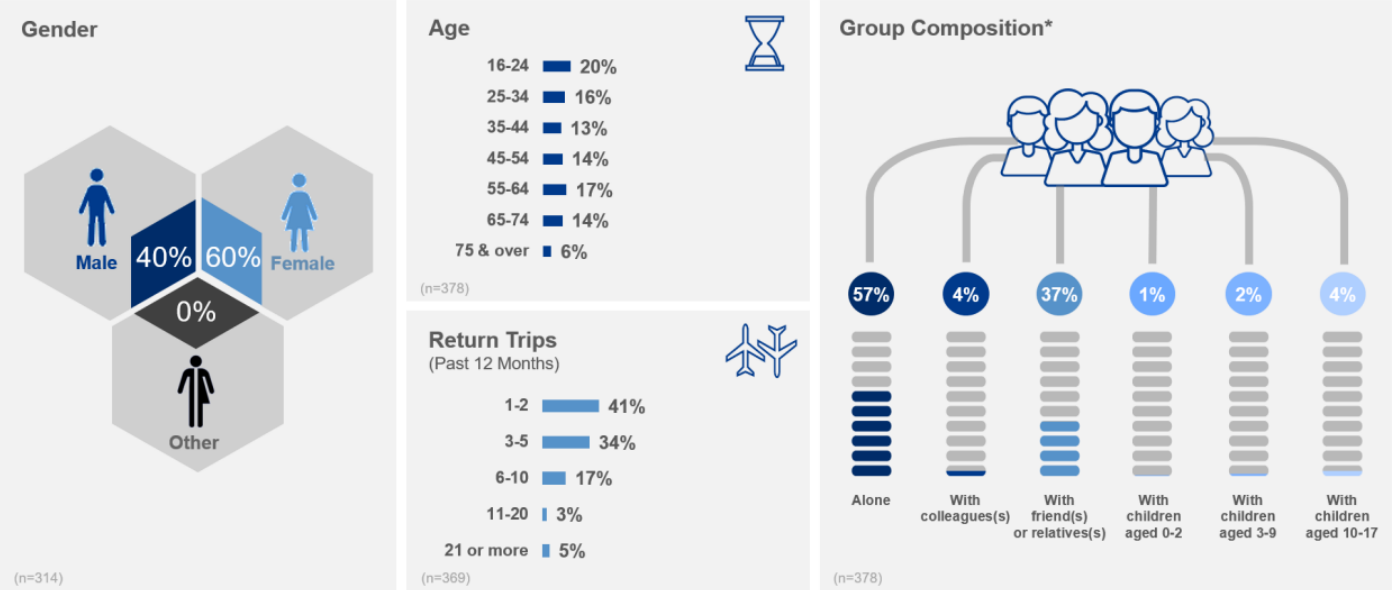
MSP – Passenger Profile
Demographics – Q1 2022



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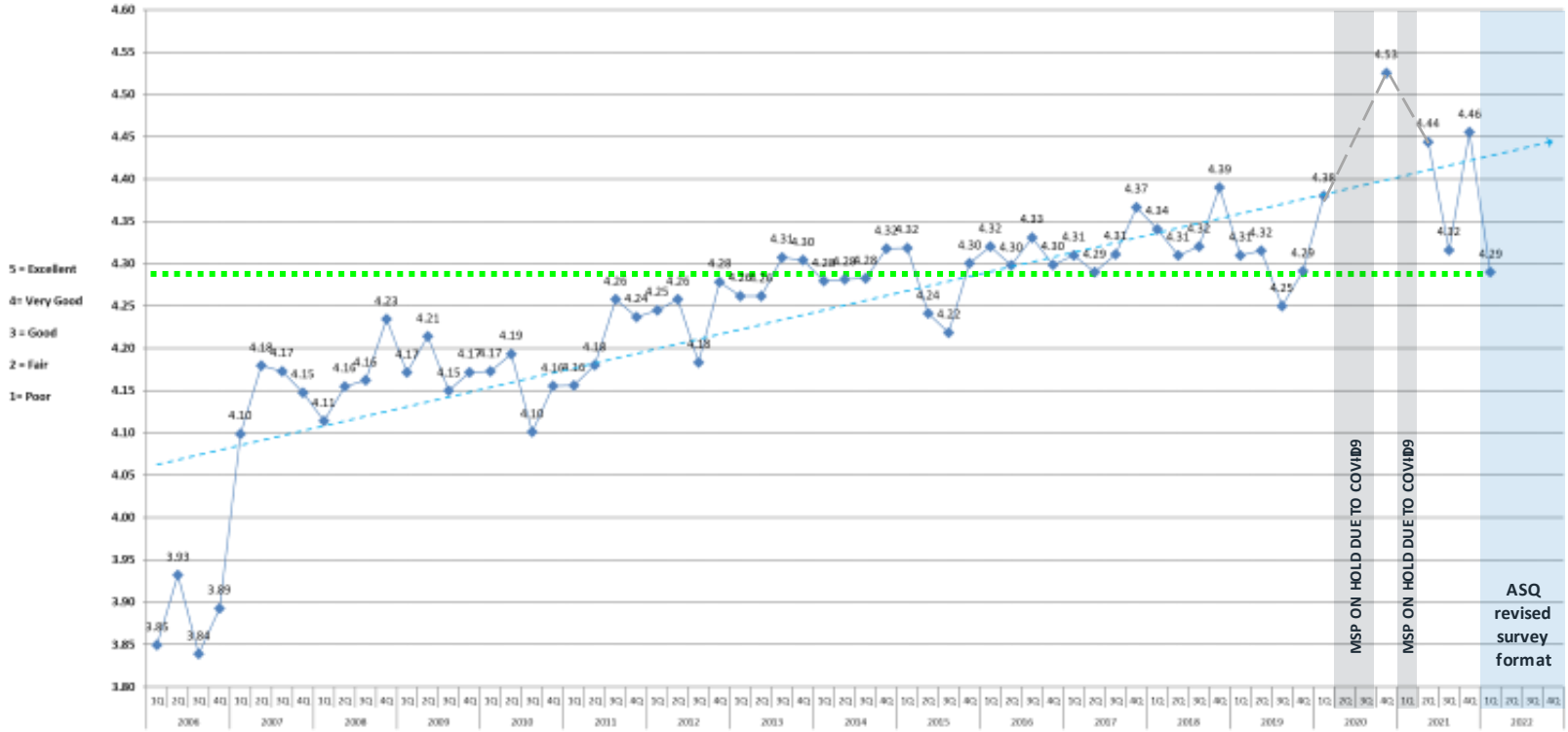
Historical Overall Customer Satisfaction

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/cafés 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/cafés 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.

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MSP – Airport Performance

Most Important Service Quality Items & Satisfaction – Q1 2022

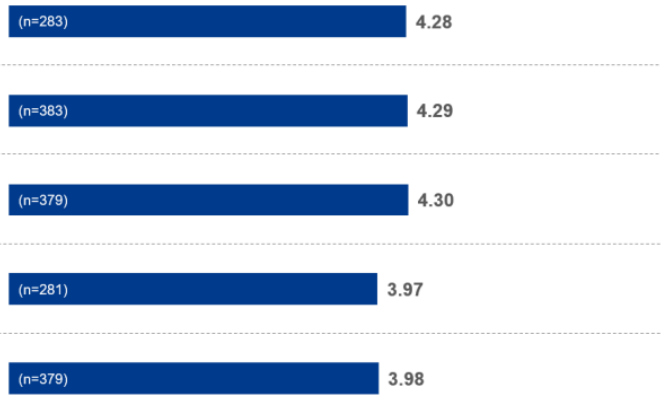
ACI ASQ Airport Service Quality

Top 5 Most Important Items (n=327)

1	Ease of going through security screening	36%
2	Ease of finding your way	26%
3	Cleanliness	20%
4	Waiting time at the security screening	17%
5	Comfort of waiting at the gate areas	16%

The figure presents the proportion (%) of respondents who mentioned the item amongst the most important items based on their experience at your airport. Because respondents were able to select several items, the total of mentions may exceed 100%.

Satisfaction with these Service Items



The figure presents the average (out of 5-pt scale) for the items identified as important amongst all of the respondents who have rated the item.

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