

CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, October 13th, 2022

10:00 AM – 11:00 AM

Terminal 1: Commission Chambers

Number of attendees: 43

- | | |
|---------------------------------|------------------|
| 1. Welcome & Introductions | Roy Fuhrmann |
| 2. Public Service Announcements | Katlyn Schenck |
| 3. Committee Updates | Roy Fuhrmann |
| 4. Emergency Management Update | Kristi Rollwagen |
| 5. Q3 ASQ Results | Steve Gentry |

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| 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. <div style="border: 2px solid red; padding: 5px; margin-top: 10px;"> <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. </div>	<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. <div style="background-color: #4a86e8; color: white; padding: 5px; margin-top: 10px;"> <p>New Location: The Real ID kiosk is open on Level 3 of the Gold Ramp.</p> </div> <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.

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**FYI on Testing site
holiday hours:**

**They will be Closed
Thursday and Friday
of Thanksgiving
week.**

**Also Closed 12/24,
12/25, 12/31, and
1/1.**



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 Everyday from 8:00 a.m.- 6 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

'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.

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MSP Airport Managers and Supervisors

Recognize your employees or volunteers as MSP All-Stars today!

At MSP Airport, caring for our customers has always been a team effort. Now managers and supervisors have an opportunity to publicly recognize their top performing players by identifying them as an MSP All-Star.

As recognition for making the MSP experience great for both passengers and colleagues, this program will have your All-Star's image, name, title and company name featured on the digital screens that accompany the flight information monitors in the terminals.

The process is simple:

- 1 Identify the MSP employees or volunteers you believe should be recognized based on the criteria listed to the right, and have them fill out a [photo release form](#)
- 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](#)

We'll take it from there!

When considering who to recognize, keep the following criteria in mind.

Does this person consistently exhibit one or more of the following behaviors...

- ★ Takes steps to assure the safety and security of travelers and fellow airport workers
- ★ Proactively seeks opportunities to assist customers outside their normal duties
- ★ Promotes teamwork across the airport community
- ★ Provides excellent service to MSP's travelers



TIPS FOR TAKING HEADSHOTS WITH A SMARTPHONE CAMERA

Thank you for participating in the MSP All-Star program. To accept a submission for the program we will need an image of your all-star employees/volunteers. You can either take the photograph yourself or ask your employee to submit one to you.

Below you will find some best practices and tips for taking headshots with a smartphone camera.

We encourage you to take the photos, if possible. If you are unable to, we can also to accept existing images of the individual that conform to the below standards. **Images must be in a .jpg or .png format, which almost all cameras will produce.**

Keep these tips in mind as you prepare for taking a headshot

1. It's best that the subject of the headshot does not take it themselves, if possible.
2. The subject should choose clothing that is neutral in color and in pattern.
3. Choose a neutral/not busy background.
4. Choose an area with even, natural lighting if possible (it's easier to make a photograph lighter than removing harsh shadows).
5. Set camera to high resolution mode.
6. If your camera has the feature, you can use the portrait mode.
7. Have the subject turn their body slightly for the camera to avoid the "mug shot" look.
8. Use the auto-focus feature to focus on the person's face.
9. Include the subject's shoulders and head, leaving some space above the head (don't crop tightly to the top of their head). It's **best to have more of the subject than less**. We will crop it to the appropriate dimensions.
10. Don't use the camera's zoom feature. It will lower your image resolution.



SAVE YOUR IMAGES

You will need to have access to the images when filling out the submission form.

Save the image to your phone so that you can either upload it from your phone directly to the submission form or email it to yourself so you can save it to a computer and then upload it to the submission form.

Below is a link to an additional resource should you wish to go a little deeper into this subject.

<https://lenshype.com/6-tips-for-better-headshots-using-your-mobile-phone/>

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Date	Time	Performance Location
Sunday, November 20 th	2-4pm	North Rotunda (The Nutcracker)
Wednesday, November 23 rd	1-3pm	Terminal 2
Sunday, November 27 th	1-3pm	Terminal 2
Thursday, December 1 st	10am-noon	Airport Mall Gallery
Thursday, December 1 st	2-4pm	Airport Mall Gallery
Friday, December 2 nd	1-3pm	Terminal 2
Thursday, December 8 th	10am-noon	Airport Mall Gallery
Thursday, December 8 th	2-4pm	Airport Mall Gallery
Friday, December 9 th	1-3pm	Terminal 2
Sunday, December 11 th	2-4pm	Airport Mall Gallery
Thursday, December 15 th	10am-noon	Airport Mall Gallery
Thursday, December 15 th	2-4pm	Airport Mall Gallery
Friday, December 16 th	1-3pm	Terminal 2
Thursday, December 22 nd	10am-noon	Airport Mall Gallery
Thursday, December 22 nd	2-4pm	Airport Mall Gallery

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Do you have an interest in voiceovers?



Have people said you should be on the radio?



Then you may be the person we're looking for.



The Metropolitan Airports Commission is seeking people from MSP Airport (anyone with an MSP badge) to lend their voices to the airport's recurring public announcements, including the 3-1-1, Travel Confidently, and unstaffed exit announcements, to name a few.

Auditions are being held Nov. 29 - Dec. 9 and will be held online utilizing Microsoft Teams.* Time slots for auditions, which will be 10 minutes long, will be assigned on a first come, first served basis.

Those chosen to record an announcement will be notified by or before January 12. Recordings will take place in person at Terminal 1 in January.

FOR AN APPLICATION, contact Shelly Lopez, customer experience coordinator for the Metropolitan Airports Commission, at Shelly.Lopez@mspmac.org.

*Anyone with a computer or smart phone and internet access can use Microsoft Teams. You do not need to have it loaded on your machine or phone.



The deadline to apply to audition is
**4 p.m.
Wednesday,
November 23,
2022.**



**Are you
interested in
being a
"Voice of
MSP"**



Thank You
VETERANS

Veteran's Day

Friday, November 11th

**Announcement at 10:59:30am with
TAPS following at exactly 11am**

Bugler locations:

T1 - main mall

T2 – adjacent to checkpoint 1

• **MAC Announcement** - "Today is Veteran's Day in the United States. The MSP airport community supports all veterans. A live bugle performance of TAPS will be played shortly in the Main Mall (adjacent to security checkpoint 1 at T2). Please pause momentarily as we honor our veterans. Thank you for your cooperation"

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3. Committee Updates

Roy Fuhrmann




Committee	Chair	Update
Forum	Abby Kes Stay tuned for our next CSAC Forum in early December, focusing on an Accessibility showcase of all the features MSP has to offer!	 <p style="text-align: center;">CSAC FORUM</p> <p style="text-align: center;">Our next CSAC Forum is coming soon!</p> <p style="text-align: center;"><i>stay tuned... More to Come!</i></p>
Travelers Advisory (TAC)	Phil Burke The TAC group meets Monday, November 14 th . On the agenda: Delta organization updates and Strategic Marketing having a focused discussion on MSP branding.	 <p style="text-align: center;">TAC <small>msp</small></p> <p style="text-align: center;">Will meet again on Monday, November 14th</p> <p style="text-align: center;">Building a team of frequent travelers</p> <p style="text-align: center;">Connecting msp with our customers</p>
Travelers Advisory with Disabilities (TDAC)	Phil Burke TDAC last met September 12 th . The team discussed: Speech to text project and roll out, the Assisted listening system, Airport Development consultants sharing signage updates on elevator guidelines, an Accessibility campaign with MAC creative, and a discussion on the need for an Adult changing table in Terminal 2. As an FYI, T1 has 3 adult changing tables, and T2 has none.	 <p style="text-align: center;">TDAC <small>msp</small></p> <p style="text-align: center;">JOURNEY TO EQUITABLE ACCESS</p> <p style="text-align: center;">Next Meeting: Monday, June 13th</p>

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<p>Benchmarking</p>	<p>Phil Burke</p>	
<p>Building on Success</p>	<p>Katlyn Schenck Come celebrate the grand opening of the T2 MSP Nice Employee Lounge on Friday, November 18th from 11am-2pm. Caribou Coffee, apps from Barrio and cake will be served. The lounge is located across from Gate H2 on the main level at Terminal 2 and welcome to all badged employees and volunteers. We hope to see you next Friday!</p>	
<p>MSP Jobs</p>	<p>HaeEun Park The next job fair will held Wednesday, February 8th in the Silver Ramp- more info to come in January for sign ups! We also encourage you to share any success stories from Job Fairs to: mspjobscommittee@mspmac.org</p>	

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<p>MSP Nice</p>	<p>Katlyn Schenck</p> <p>A reminder to continue to send in your unsolicited customer compliment stories before the end of the year!</p>	<div data-bbox="711 338 980 394"> </div> <p>Remember to recognize your employees who receive customer compliments!</p> <p>The MSP Nice Award consists of:</p> <ul style="list-style-type: none"> Framed certificate of recognition Service Professional Pin \$25 Target gift card
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		 <p>New this year:</p> <p>Invitations will be disbursed at the December CSAC meeting:</p> <p>Thursday, December 8th at 10am in the Terminal 1 Commission Chambers</p> <p>We invite managers of our award-winners to attend this meeting or send a representative to collect the invitations, as it is timely to get these invitations disbursed.</p>
Airport Customer Service Hero	<p>Do not forget to send in your nominations for the Airport Customer Service Hero! Nominated are due at the end of the year.</p> <p>We are also excited to announce our new chair, Marty Robinson, Federal Director of TSA!</p>	 <p>AIRPORT CUSTOMER SERVICE HERO</p> <p>We will soon begin reviewing submissions- get your nominations in now!</p> <p>Nominate an employee or volunteer for the Airport Customer Service Hero award!</p> <p>Simply provide their <u>name</u>, <u>company</u> and <u>why</u> you believe they should win to: HERO@mspmac.org</p> <ul style="list-style-type: none"> • Up to three winners are selected every year • Awards are presented at a Commission meeting • Personalized crystal trophy • Check for \$1,000 <p>We welcome our new chair, Marty Robinson, Federal Security Director of TSA</p> <p>CSAC CUSTOMER SERVICE ACTION COUNCIL ★ Promote ★ Inform ★ Improve ★</p>

4. Emergency Management Updates- Kristi Rollwagen

Kristi provided an overview of the MSP Airport Active Threat Plan & Follow Green to Safer Shelter Program. Her slides will be attached, and all are encouraged to review.

5. Q3 ASQ Results- Steve Gentry

Steve provided an overview of our Q3 ASQ scores:

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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 VFM: Restaurants/bars/café 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

Q3 2022 ASQ AIRPORT PERFORMANCE

An area of concern: Courtesy and helpfulness of shopping and dining staff. We pride ourselves on this category and are seeing it drop. Employees are stressed, and customers are seeing it too.

Courtesy and helpfulness of shopping and dining staff



3.77

CUSTOM PANEL: 3.71

RANK 7 / 14

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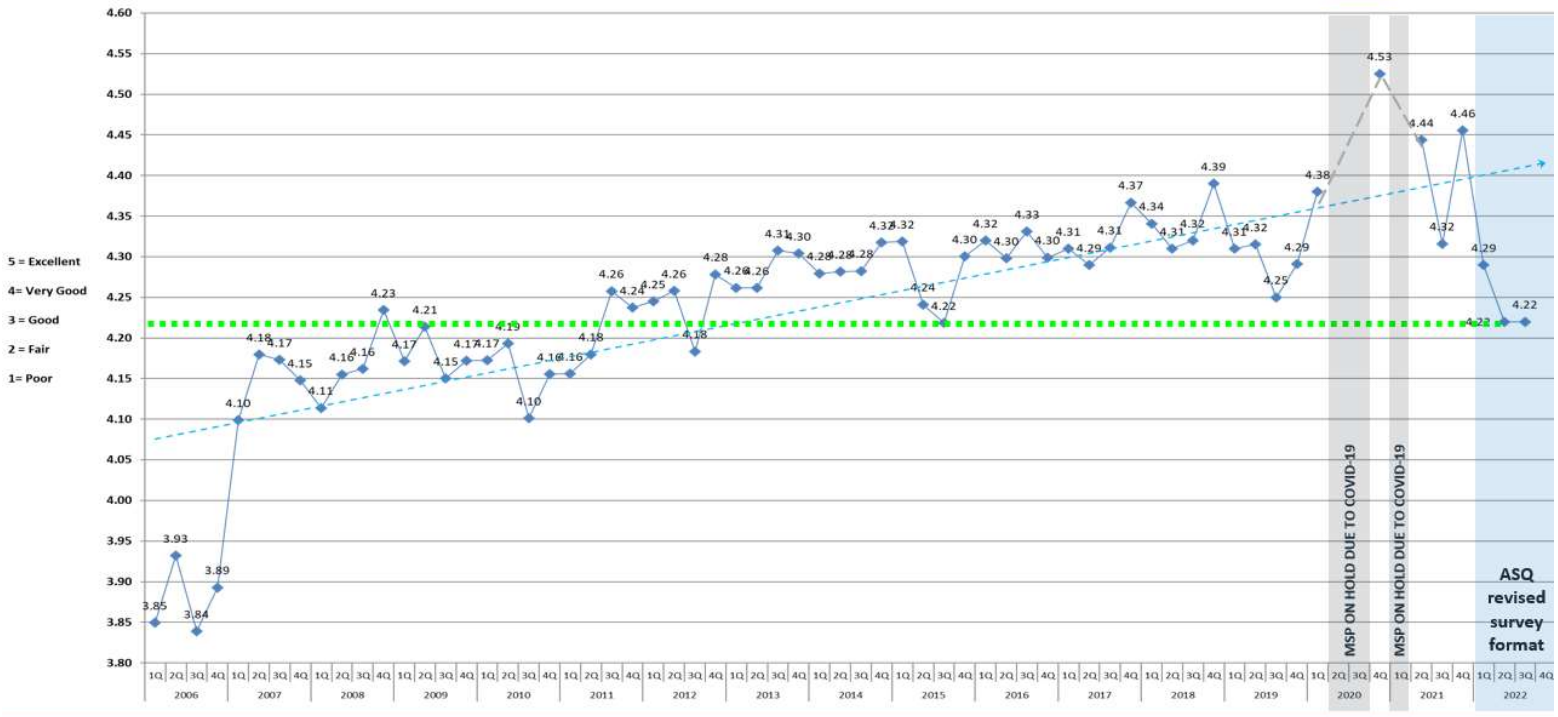
10:00 AM – 11:00 AM

Terminal 1: Commission Chambers

Our Q3 score is 4.22. This is down from our pre-Covid scores, but the same can be said for all other airports.

Historical Overall Customer Satisfaction

Q1 2006 - Current with Trendline



Q3 2022 ASQ AIRPORT PERFORMANCE

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



Look
for the
RED

Overall Satisfaction	Arrival at the Airport	Check-in	Security Screening	Shopping/ Dining	Gate Areas	Throughout the Airport	Airport Atmosphere
4.22 CUSTOM PANEL: 3.97 RANK 2 / 14	4.41 CUSTOM PANEL: 4.04 RANK 3 / 14	4.37 CUSTOM PANEL: 4.13 RANK 3 / 14	4.33 CUSTOM PANEL: 4.08 RANK 3 / 14	3.80 CUSTOM PANEL: 3.80 RANK 4 / 14	3.90 CUSTOM PANEL: 3.75 RANK 6 / 14	4.23 CUSTOM PANEL: 4.03 RANK 3 / 14	4.18 CUSTOM PANEL: 3.98 RANK 2 / 14
4.11 CUSTOM PANEL: 3.95 RANK 5 / 14	4.33 CUSTOM PANEL: 4.05 RANK 1 / 14	4.21 CUSTOM PANEL: 4.04 RANK 3 / 14	4.18 CUSTOM PANEL: 3.98 RANK 4 / 14	3.11 CUSTOM PANEL: 3.07 RANK 6 / 14	3.96 CUSTOM PANEL: 3.82 RANK 6 / 14	4.30 CUSTOM PANEL: 4.05 RANK 1 / 14	4.23 CUSTOM PANEL: 3.98 RANK 3 / 14
4.25 CUSTOM PANEL: 3.98 RANK 3 / 14	3.84 CUSTOM PANEL: 3.72 RANK 4 / 14	4.35 CUSTOM PANEL: 4.19 RANK 3 / 14	4.28 CUSTOM PANEL: 3.98 RANK 1 / 14	3.67 CUSTOM PANEL: 3.42 RANK 1 / 14	3.84 CUSTOM PANEL: 3.68 RANK 3 / 14	3.57 CUSTOM PANEL: 3.52 RANK 6 / 14	4.06 CUSTOM PANEL: 3.85 RANK 3 / 14
4.25 CUSTOM PANEL: 3.98 RANK 2 / 14				3.15 CUSTOM PANEL: 3.09 RANK 5 / 14	3.99 CUSTOM PANEL: 3.91 RANK 5 / 14	4.14 CUSTOM PANEL: 3.99 RANK 4 / 14	
				3.77 CUSTOM PANEL: 3.71 RANK 7 / 14	4.19 CUSTOM PANEL: 4.05 RANK 3 / 14	4.11 CUSTOM PANEL: 3.85 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 – Q3 2022



**Our next meeting will be held Thursday, December 8th, 2022, in person at the Terminal 1
Commission Chambers**

**A reminder that if you are a manager of an MSP NICE AWARD WINNER- please attend the
December meeting to receive your staff invitations.**

All are welcome to attend!