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CUSTOMER SERVICE ACTION COUNCIL
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CUSTOMER SERVICE ACTION COUNCIL MINUTES

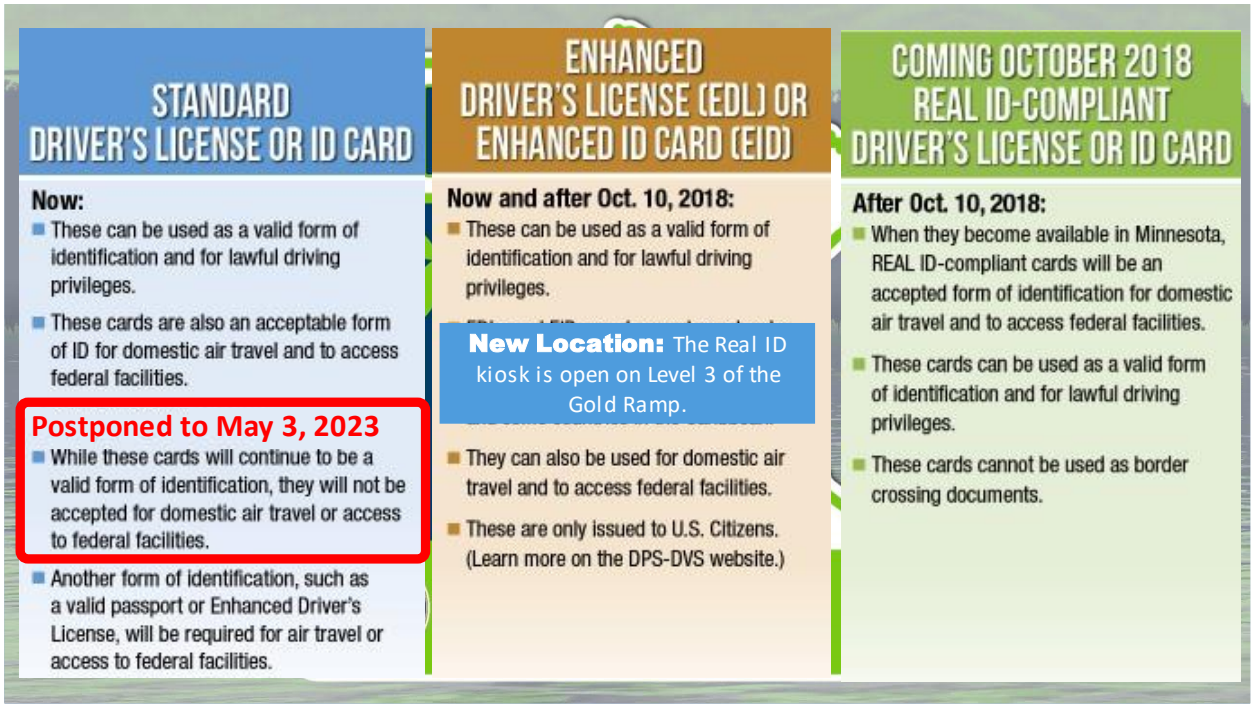
Thursday, October 13th, 2022
10:00 AM – 11:00 AM
Terminal 1: Commission Chambers

Number of attendees: 52

1.	Welcome & Introductions	Kathy Megarry
2.	Public Service Announcements	Katlyn Schenck
3.	Committee Updates	Kathy Megarry
4.	MSP Construction Overview	Puneet Vedi
5.	Customer Experience Update	Phil Burke
6.	Sun Country Airlines	Ben Humphrey

1. Welcome and Introductions Kathy Megarry

2. Public Service Announcements Katlyn Schenck



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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: 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

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'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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SECURITY CHECKPOINT UPDATES

- **Went into effect on October 4th:**
  - Employees who used the center Portal3 Employee Checkpoint must now use TSA's Security Checkpoint.
  - No prohibited items allowed through checkpoint
  - Up to 32 oz liquids in total (soups, yogurt, drinks) only during these hours:
    - **South Checkpoint**: 4am-8pm
    - **North Checkpoint**: Lane 10; Only between hours of 8pm-4am *(As of 10/8, 5:30am-7:30am; 12:30pm-2:30pm no longer offered)*
      - Employees can use any lane in North Security, but only the Employee Lane allows 32oz liquids

- **Changes to Concourse Pass Process and Escort Procedures:**
  - Starting October 12th, only Authorized Badge Signers may request Concourse Passes
  - All unbadged visitors must now be issued a Concourse Pass
  - Any tools of the trade brought by the visitor must be brought through the checkpoint with the badged employee.
  - Visitors who need access to post-security areas that are beyond passenger areas must be escorted by a badged employee with an "E".

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MEA 2021

MEA (Minnesota Educator Academy) occurs on Thursday, October 20th.

Passenger traffic around that date is expected to surge.

Please keep this date in mind for staffing and inventory needs.

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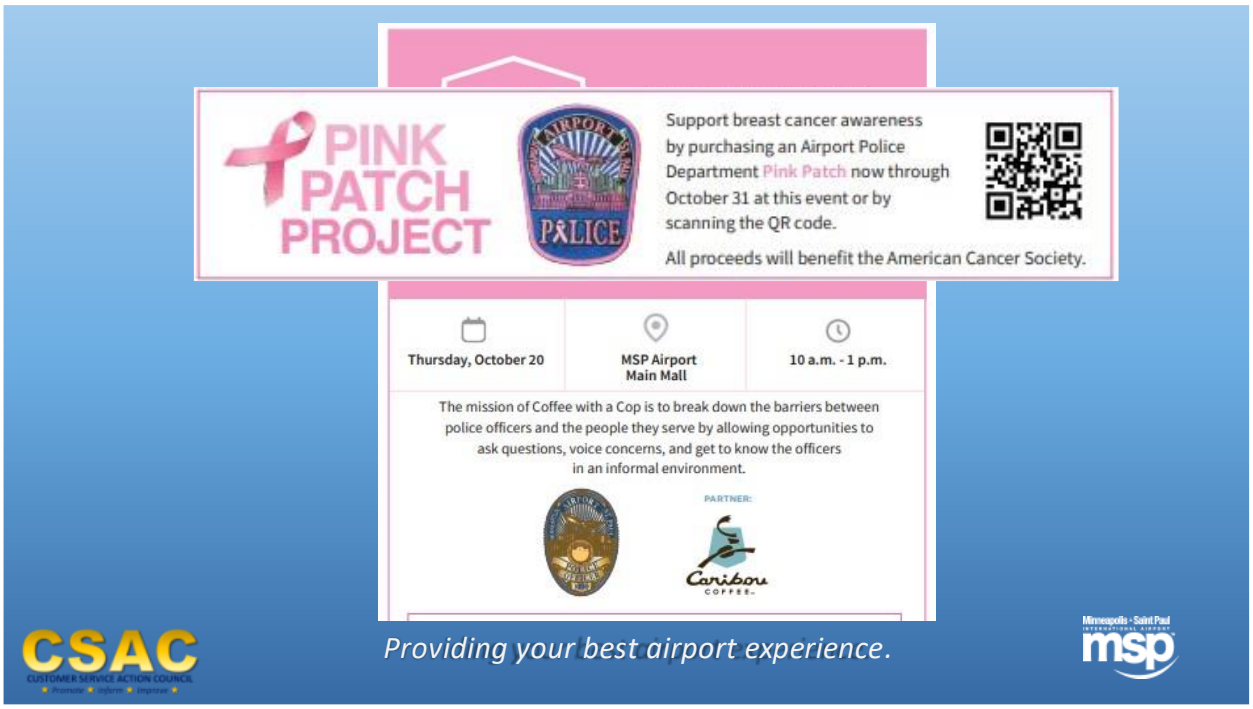

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3. Committee Updates

Kathy Megarry

Committee	Chair	Update
Forum	**Abby Kes** More information for our next Forum coming soon!	
Travelers Advisory (TAC)	**Phil Burke** The TAC group meets Monday, November 14th	TAC msp Will meet again on Monday, November 14th
Travelers Advisory with Disabilities (TDAC)	**Phil Burke** TDAC last met September 12th.	TDAC msp JOURNEY TO EQUITABLE ACCESS Next Meeting: Monday, June 13th

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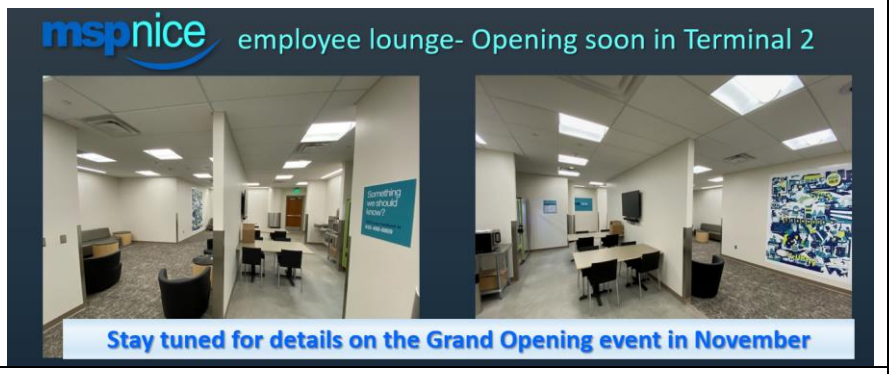
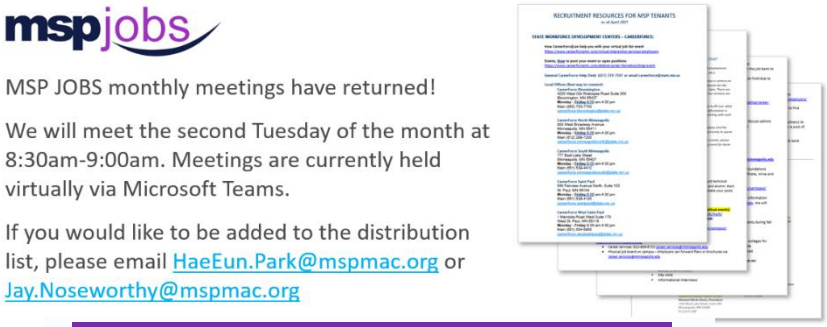
Benchmarking	**Phil Burke**	
Building on Success	**Angela Enroth** Stay tuned for our Grand Opening of the T2 employee breakroom in November!	
MSP Jobs	**Jay Noseworthy** The MSP Jobs meetings have returned meeting the 2nd Tuesday of the month @ 830am via Teams. The next job fair will likely be held in January/February, 2023 so stay tuned for details.	

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MSP Nice	**Katlyn Schenck**	
MSP Nice Celebration	**Kerry Forbes-** A reminder to save the date for the next MSP Nice Celebration- January 11th, 2023! There are 3 ways to participate as a tenant- the flyer and informational letter will be attached to the meeting minutes. We thank those tenants that are already signed up to sponsor our event!	

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		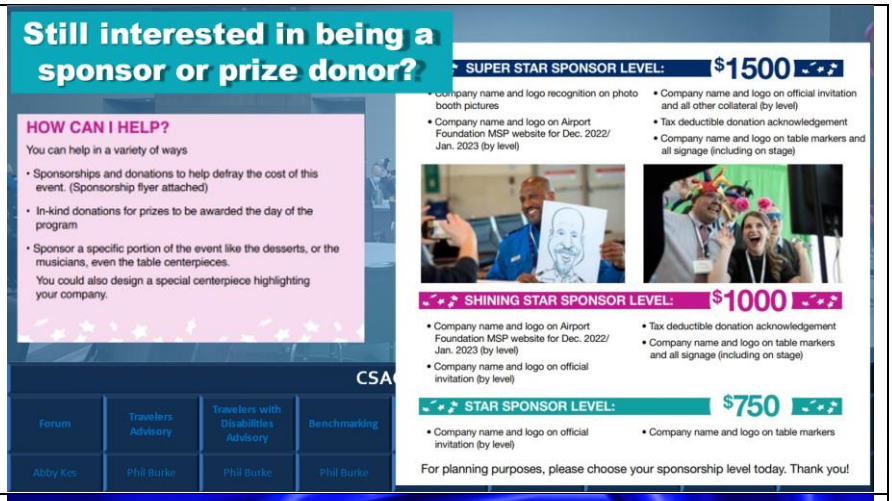
Airport Customer Service Hero	Do not forget to send in your nominations for the Airport Customer Service Hero!	

4. MSP Construction Update **Puneet Vedi**

Please see the attached slide deck to the meeting minutes, with highlights of current construction projects.

5. Customer Experience Updates- Phil Burke

October is National Disability Employment Awareness Month. Americans observe National Disability Employment Awareness Month by paying tribute to the accomplishments of the men and women with disabilities whose work helps keep the nation's economy strong and by reaffirming their commitment to ensure equal opportunity for all citizens.
In Celebration of National Disability Employment Awareness Month, Phil shared with us a highlight of accessibility programs at MSP. Please see the attached slide deck to the meeting minutes to see all programs offered.

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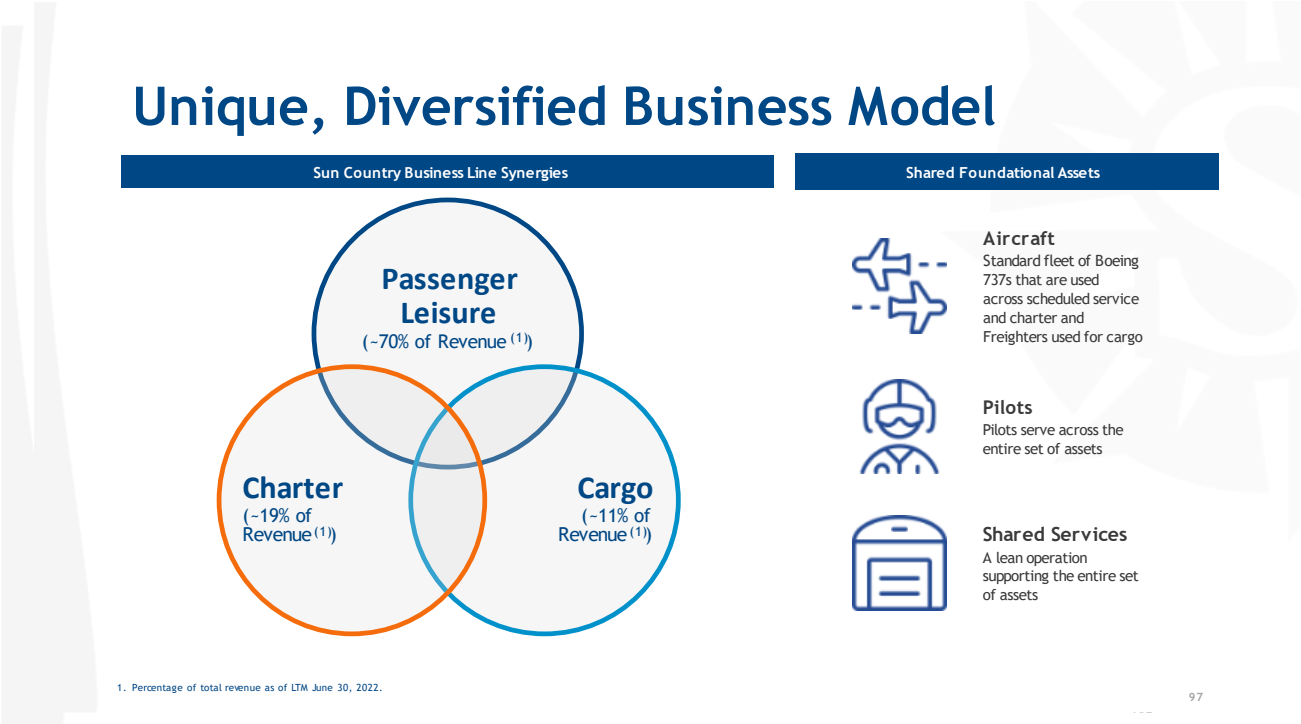
6. **Sun Country Airlines- Ben Humphrey**

We welcomed back Ben Humphrey, VP of Ground Operations at Sun Country Airlines back to MSP and CSAC, as he provided a company overview, including quick facts, company history, business model, charter and cargo business.

Ben also shared reflections on T2, that its an operationally friendly and simple terminal, and is always very clean. One suggestion he offers for T2 is a need for more food and beverage offerings for customers.



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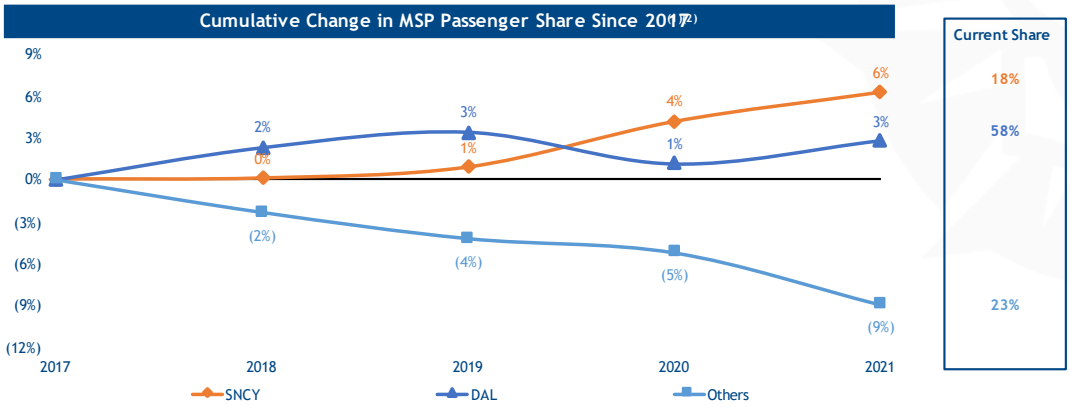
MSP is Our Hub

Sun Country is the second largest carrier at MSP



Source: Dilo Mi, DOT O&D.
1. Based on yeaend Q3 passengers per day.
2. SNCY - Sun Country, DAL: Delta.

99

Differentiated, Leading Charter Business

- Only U.S. scheduled passenger airline with a meaningful charter business
- Scheduled seamlessly with passenger business

MLS
CAESARS ENTERTAINMENT
UNITED STATES ARMY
UNIVERSITY OF MINNESOTA
Beau Rivage RESORT & CASINO • BILOXI MGM RESORTS
KONA EXPRESS
Don Laughlin's RIVERSIDE RESORT HOTEL & CASINO

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Unique, Asset-Lite Cargo Business

- Third largest narrowbody cargo operator in the US[1]
- 12 737-800 freighter aircraft operating since late 2019
- Pilots fly across all of our lines of business

Our next meeting will be held Thursday, November 10th, in person at the Terminal 1 Commission Chambers

All are welcome to attend!