

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 |

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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. <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 is open on 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.

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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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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".



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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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



Meron Taddese
Human Resources Manager
Airport Retail Group
msp



Providing your best airport experience.



MSP CREATES 2022

THE AIRPORT COMMUNITY ART SHOW



REGISTER
NOW!

REGISTRATION IS OPEN!

www.NationalArtsProgram.org/MSPairport

Deadline: Friday, October 28

On Display in the C Concourse Art Gallery
Dec. 16, 2022 - May 26, 2023

Informational Brochures
available at all Traveler's
Assistance Information Booths



*"Hibiscus" by Julie Deneen, Volunteer, Airport Foundation.
Intermediate Category, MSP Creates 2021*



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PINK PATCH PROJECT



AIRPORT POLICE



Support breast cancer awareness by purchasing an Airport Police Department **Pink Patch** now through October 31 at this event or by scanning the QR code.

All proceeds will benefit the American Cancer Society.


Thursday, October 20


MSP Airport Main Mall


10 a.m. - 1 p.m.

The mission of Coffee with a Cop is to break down the barriers between police officers and the people they serve by allowing opportunities to ask questions, voice concerns, and get to know the officers in an informal environment.



PARTNER:



Caribou COFFEE



CSAC
CUSTOMER SERVICE ACTION COUNCIL
★ Promote ★ Inform ★ Improve ★

Providing your best airport experience.



mSP
Minneapolis - Saint Paul International Airport



Overall Customer Satisfaction Index Ranking
(Based on a 1,000-point scale)

Mega Airports

Airport	Ranking
Minneapolis Saint Paul International Airport	1000
San Francisco International Airport	790
Detroit Metropolitan Wayne County Airport	780
John F. Kennedy International Airport	760
Harry Reid International Airport	750
Orlando International Airport	740
Hartfield Jackson Atlanta International Airport	730
Dallas/Fort Worth International Airport	720
Phoenix Sky Harbor International Airport	710
Fort Lauderdale-Hollywood International Airport	700
Seattle Tacoma International Airport	690
Denver International Airport	680



J.D. POWER
2022 North America
Airport Satisfaction Study



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Providing your best airport experience.



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MINNEAPOLIS 2022

AIRPORTS COUNCIL INTERNATIONAL - NORTH AMERICA
ANNUAL CONFERENCE AND EXHIBITION
SEPTEMBER 17 - 20, 2022

**THANK YOU TO ALL
FOR MAKING ACI-NA
2022 A SUCCESS!**



You are Invited to the 2023 CSAC Brainstorming Session!

This meeting is to generate ideas for 2023 meeting topics & goals.

Interested?

Join us Wednesday, November 9th @ 1pm via Teams

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3. Committee Updates

Kathy Megarry



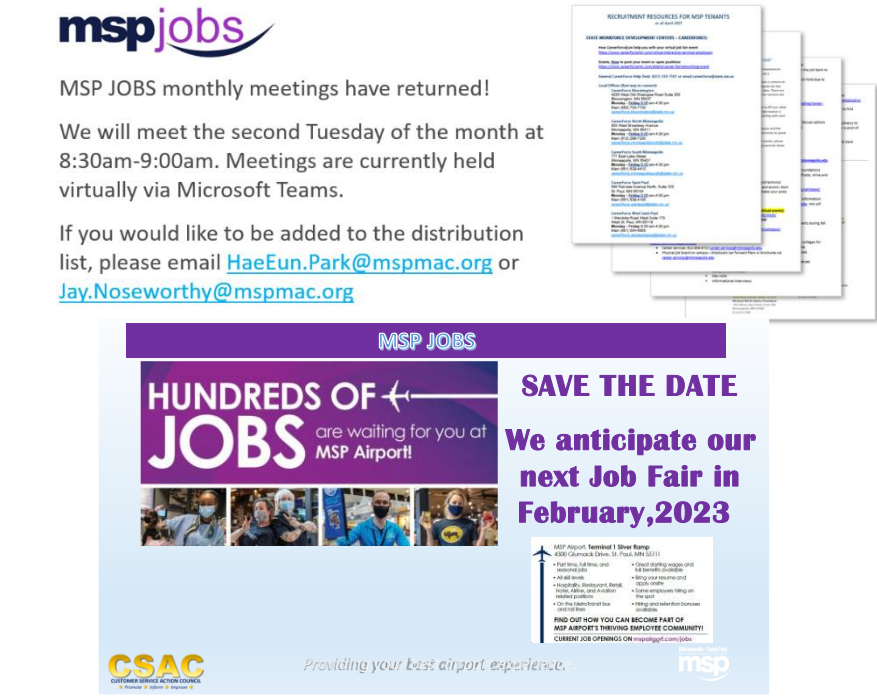
Committee	Chair	Update
Forum	Abby Kes More information for our next Forum coming soon!	<div style="text-align: center;"> <p>CSAC FORUM</p> </div>
Travelers Advisory (TAC)	Phil Burke The TAC group meets Monday, November 14 th	<div style="display: flex; align-items: center;"> <div style="flex: 1;"> <p>Will meet again on Monday, November 14th</p> </div> <div style="flex: 2;"> </div> </div>
Travelers Advisory with Disabilities (TDAC)	Phil Burke TDAC last met September 12 th .	<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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<p>Benchmarking</p>	<p>Phil Burke</p>	
<p>Building on Success</p>	<p>Angela Enroth</p> <p>Stay tuned for our Grand Opening of the T2 employee breakroom in November!</p>	
<p>MSP Jobs</p>	<p>Jay Noseworthy</p> <p>The MSP Jobs meetings have returned meeting the 2nd Tuesday of the month @ 830am via Teams.</p> <p>The next job fair will likely be held in January/February, 2023 so stay tuned for details.</p>	

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		 <p>Still interested in being a sponsor or prize donor?</p> <p>HOW CAN I HELP? You can help in a variety of ways</p> <ul style="list-style-type: none"> Sponsorships and donations to help defray the cost of this event. (Sponsorship flyer attached) In-kind donations for prizes to be awarded the day of the program Sponsor a specific portion of the event like the desserts, or the musicians, even the table centerpieces. You could also design a special centerpiece highlighting your company. <p>SUPER STAR SPONSOR LEVEL: \$1500</p> <ul style="list-style-type: none"> Company name and logo recognition on photo booth pictures Company name and logo on Airport Foundation MSP website for Dec. 2022/ Jan. 2023 (by level) Company name and logo on official invitation and all other collateral (by level) Tax deductible donation acknowledgement Company name and logo on table markers and all signage (including on stage) <p>SHINING STAR SPONSOR LEVEL: \$1000</p> <ul style="list-style-type: none"> Company name and logo on Airport Foundation MSP website for Dec. 2022/ Jan. 2023 (by level) Company name and logo on official invitation (by level) Tax deductible donation acknowledgement Company name and logo on table markers and all signage (including on stage) <p>STAR SPONSOR LEVEL: \$750</p> <ul style="list-style-type: none"> Company name and logo on official invitation (by level) Company name and logo on table markers <p>For planning purposes, please choose your sponsorship level today. Thank you!</p>
Airport Customer Service Hero	Do not forget to send in your nominations for the Airport Customer Service Hero!	 <p>AIRPORT CUSTOMER SERVICE HERO</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>CSAC CUSTOMER SERVICE ACTION COUNCIL ★ Promote ★ Inform ★ Improve ★</p>

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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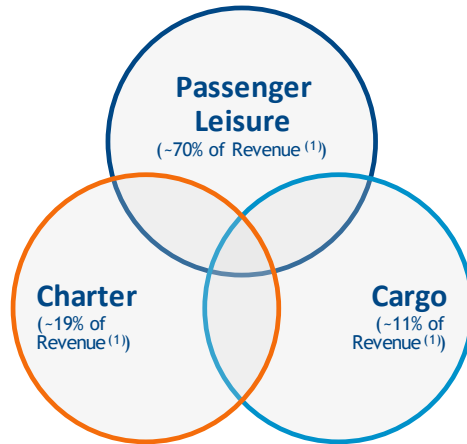
6. Sun Country Airlines- Ben Humphrey

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.

Unique, Diversified Business Model

Sun Country Business Line Synergies



Shared Foundational Assets



Aircraft

Standard fleet of Boeing 737s that are used across scheduled service and charter and Freighters used for cargo



Pilots

Pilots serve across the entire set of assets



Shared Services

A lean operation supporting the entire set of assets

1. Percentage of total revenue as of LTM June 30, 2022.

97

Network

• 98 routes • 97% seasonal • 78 airports • 41 passenger aircraft, 12 freighter



CUSTOMER SERVICE ACTION COUNCIL MINUTES

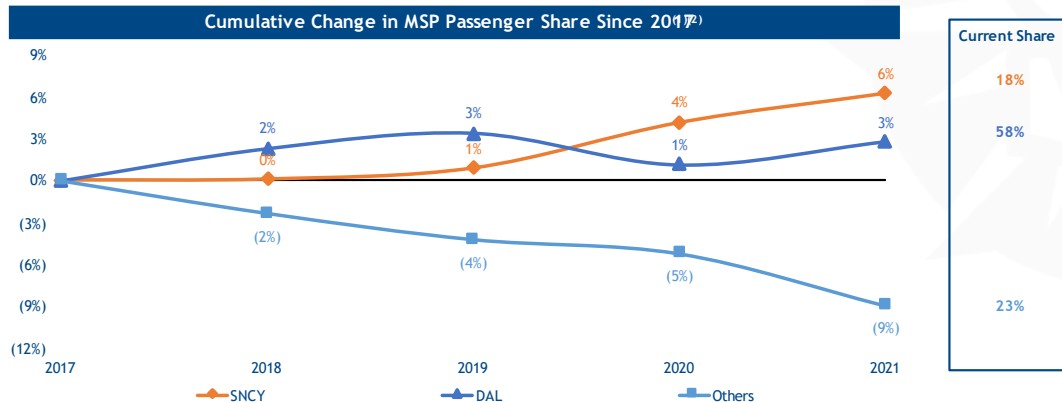
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MSP is Our Hub

Sun Country is the second largest carrier at MSP



Source: Dillo MI, DOT O&D.
1. Based on year-end 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



102



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Unique, Asset-Lite Cargo Business

- Third largest narrowbody cargo operator in the US¹
- 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!***