

## CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, April 13<sup>th</sup>, 2023

10:00 AM – 11:00 AM

Terminal 1: Commission Chambers

Number of attendees: 52

- |                                    |   |
|------------------------------------|---|
| 1. Welcome & Introductions         | Roy Fuhrmann                            |
| 2. Public Service Announcements    | Katlyn Schenck                          |
| 3. Committee Updates               | Roy Fuhrmann                            |
| 4. Customer Experience Updates     | Phil Burke, Paul Fudenberg & Jake Hintz |
| 5. Construction Updates            | Puneet Vedi                             |
| 6. Air Service Development Update  | Brian Peters                            |
| 7. Recycling and Food Waste Update | Lewis Segl                              |
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|---------------------------------|----------------|
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| 2. Public Service Announcements | Katlyn Schenck |



### 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



TSS will begin a passenger experience survey running May 1<sup>st</sup> - May 15<sup>th</sup> at the back of checkpoints at both terminals. This survey will provide sharable data on customer experience and help update initiatives and plans for TSA. The survey is 15 questions, taking place at various hours, and will not survey employees.



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For more information on the Sunflower Lanyard program:  
<https://www.mymspconnect.com/employee-toolbox/accessibility-resources/hidden-disabilities-sunflower-program>

# HIDDEN disabilities



**Since MSP has begun participation in the Sunflower Lanyard program, almost 3000 lanyards have been disbursed.**

**Lanyards are available Terminals, Information booths, TSA, Airlines, & mailed.**

### 3. Committee Updates

Roy Fuhrmann

Committee	Chair	Update
Forum	Abby Kes No Update	
Travelers Advisory (TAC)	Phil Burke Travers Advisory Committee last met February 13 <sup>th</sup> and discussed: <ul style="list-style-type: none"> <li>MSP NICE celebration recap</li> <li>Air Service updates</li> <li>Artist discussions with Kipp Kobiyashi</li> </ul>	 <p>Building a team of frequent travelers</p> <p>Connecting msp with our customers</p>



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<p style="text-align: center;"><b>Travelers Advisory with Disabilities (TDAC)</b></p>	<p style="text-align: center;"><b>Phil Burke</b></p> <p>TDAD met March 13<sup>th</sup> and discussed:</p> <ul style="list-style-type: none"> <li>• Artist discussions with Kipp Kobiyashi</li> <li>• Hearing loop updates</li> <li>• T2 sensory room designs</li> <li>• Age friendly MN- being inclusive to ALL ages</li> </ul>	<div style="display: flex; align-items: center;">  <div style="margin-left: 20px;"> <p><b>Last met</b> <b>Monday,</b> <b>March 13<sup>th</sup></b></p> </div>  </div>
<p style="text-align: center;"><b>Benchmarking</b></p>	<p style="text-align: center;"><b>Phil Burke</b></p>	
<p style="text-align: center;"><b>Building on Success</b></p>	<p style="text-align: center;"><b>Angela Enroth</b> The T2 employee lounge is now open!</p>	<div style="display: flex; align-items: center;">  <div style="margin-left: 10px;"> <p><b>The T2 Employee Lounge is now open!</b></p> </div>   </div>
<p style="text-align: center;"><b>MSP Jobs</b></p>	<p style="text-align: center;"><b>HaeEun Park</b></p> <p>Save the date for the next job fair! Wednesday, May 10<sup>th</sup> from 12pm-4pm in the T1 Rental Car lobby. Registration is now open and fills up quickly! Deadline is April 26<sup>th</sup> to register.</p>	<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;">  </div> <div style="width: 50%; text-align: center;"> <p><b>Registration Now Open!</b></p> <p><b>Summer MSP Airport Job Fair</b> <b>Wednesday, May 10, 2023</b> <b>12pm-4pm</b> <b>T1 RENTAL CAR LOBBY</b> Register early to guarantee a table <b>Deadline to Register: April 26<sup>th</sup></b></p> </div> </div>

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### MSP Job Board:

- Get your jobs on the board in anticipation of the job fair web traffic.
- Refresh your job posts for another 60 days by making a small edit to them.
- Email [MSPJobsCommittee@mspmac.org](mailto:MSPJobsCommittee@mspmac.org) if you need a login or forget your password.

### MSP Nice

**Katlyn Schenck**

A reminder to continue to send in your unsolicited customer compliment stories before the end of the year!



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 Celebration

**Kerry Forbes**

Save the date- January 10<sup>th</sup>, 2024! Interested in joining the committee? We meet after CSAC every month!



### Airport Customer Service Hero

Our newest Customer Service Hero recipients will be named at the April Commission meeting!

## AIRPORT CUSTOMER SERVICE HERO

Our next HEROES will be announced at the April Commission Meeting

Nominate an employee or volunteer for the Airport Customer Service Hero award!

Simply provide their name, company and why you believe they should win to: [HERO@mspmac.org](mailto:HERO@mspmac.org)

- Up to three winners are selected every year
- Awards are presented at a Commission meeting
  - Personalized crystal trophy
  - Check for \$1,000





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### 4. Customer Experience Updates- Phil Burke, Paul Fudenberg, and Jake Hintz

Phil provided a “Get to Know ‘Em” segment with Naveed Siddiqui, the GM of Clear. He has been with the airport for almost one year now! Clear currently has 50 employees, with the goal of reaching 80 this summer. Although new to the aviation industry, he has a love of travel, especially to concerts! Naveed appreciates the collaboration and interactions with partners at MSP and the focus we have on customer service and his suggestion for improvement- wait times!

If you see Naveed out and about, be sure to say hello and welcome him to MSP!

Paul Fudenberg and Jake Hintz also provided an update from the Customer Experience team and highlighted the customer experience pillars, and how the services their team provides exemplify this. A special thanks to the Customer Experience team for making a huge difference in the traffic flow of the departures lobby. Their assistance in the lobby has been instrumental, and several shared appreciation to them, especially in days of high traffic, like spring break, and winter storms!

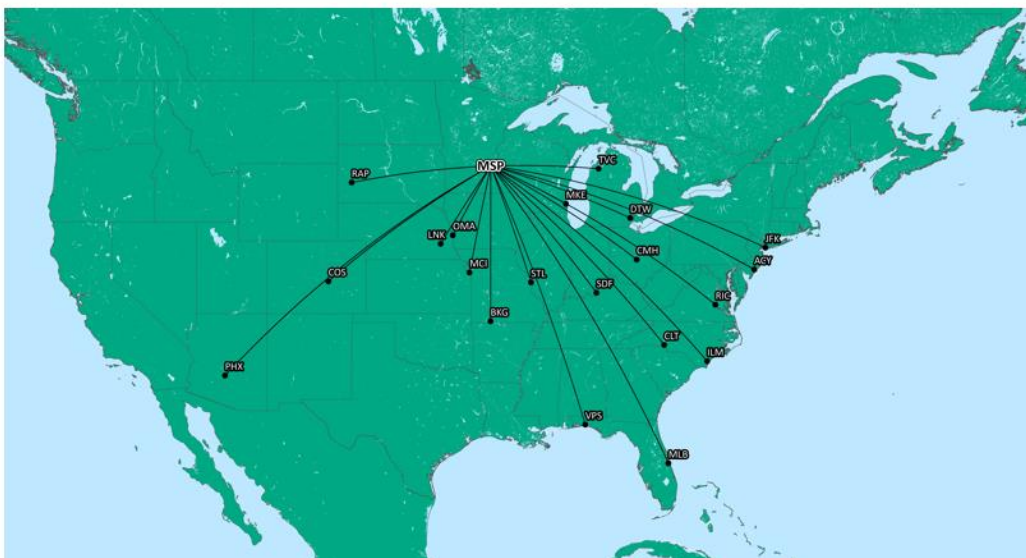
### 5. Construction Updates- Puneet VEDI

Please see the attached slides highlighting the April CSAC construction updates.

### 6. Air Services Development Update- Brian Peters

Brian shared updates on our daily departures forecast, average departing seats forecast, our Active/Suspended routes forecast, and nonstop destination history.

## 22 New Domestic Routes Announced for 2023



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### WestJet Service to Edmonton and Saskatoon Starts in June!



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### Red Way Service to Lincoln, NE starts June 16!



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### 7. Recycling and Food Waste Update- Lewis Segl

The MAC has a 75% waste diversion goal by 2030. This means 75% of MSP Airport waste is diverted from the trash through recycling, composting, reuse, waste reduction and donation. MSP is a trailblazer in their compost and recycling programs, so thank you, to the MSP community in making this happen!

### Types of Food Diversion Programs

- Terminal Food and Beverage Tenants – Back of House Collection
- MAC General Office Organics
- Field Maintenance Winter Meals
- Loaves and Fishes – Food To People Donation

## WASTE MANAGEMENT CHECKLIST

*Per lease obligation language, all units must participate in and comply with any and all waste management program requirements to reduce waste, promote recycling and composting of organic materials to meet waste management goals established by MAC. Failure to comply shall subject Operator to liquidated damages as outlined in the lease agreement.*

### One Month PRIOR TO OCCUPANCY, OPERATORS MUST:

- ☐ Purchase grease caddies through MAC Facilities (612) 726-5255. Remember – it takes 6 weeks to manufacture a caddy.
- ☐ Contact Marsden at (612) 726-6282 (8am-4pm Mon-Fri) to request a **Waste Collection Survey** form to establish a collection schedule for your trash, organics, and recyclables. Return the form to Marsden.
- ☐ Complete/conduct final CIPT waste management and grease overview.
- ☐ Schedule an orientation with MAC Concessions operations.
- ☐ Provide your own Back-of-House:
  - ☐ Trash Bins (ie: Slim Jims) - **Black** or Dark Gray
  - ☐ Trash Bags - **Black** or Dark Gray
  - ☐ Recycling Bins (ie: Slim Jims) - **Blue**
  - ☐ Recycling Bags - **Clear**
  - ☐ Compostable Organics Bins (ie: Slim Jims) – **Green**
- ☐ Schedule a walk-through with MAC Concessions to review the placement of all back-of-house waste containers.
- ☐ Prior to opening the unit, contact Marsden at (612) 726-6282 to confirm the collection schedule.

### MAC AND/OR MARSDEN WILL PROVIDE CARTS FOR CONVEYANCE OF WASTE\*:

- **Trash Cart** (Marsden Owned and Operated)- **Black** or Dark Gray
- **Recycling Cart** (90-Gallon size) – **Typically Blue**, but may be another color depending on availability
- **Compostable Organics Cart** (Operators to select 30-, 60-, or 90-Gallon) – **Green**
- **Green Compostable Organics Waste Bags**
  - To reorder compostable organic waste bags, contact the Marsden Manager on Duty at 612.968.8041 (available 24/7, 365 days/year). To avoid being without bags, contact Marsden when you are down to your last roll of compostable green bags, not your last bag.
- **Multi-Language Waste Management Bin Labels and Instructional Posters** for each receptacle provided by MAC. Contact MAC Sustainability at [sustainability@mspmac.org](mailto:sustainability@mspmac.org) to request label installation and the poster (available as a PowerPoint file) for Managers to customize with unit-specific images.

*\*Cart availability is based upon needs, use, and configuration of unit. Needs determined during initial walk-through with Concessions and Facilities/Marsden.*

### WITHIN ONE MONTH OF OPENING, OPERATORS MUST:

- ☐ Conduct an assessment of all products and materials that will enter your various waste streams to determine what is trash, what is recyclable and what is **compostable** organics. Contact Lewis Segl, MAC Recycling & Solid Waste Specialist, at (612) 713-8970 or [Lewis.Segl@mspmac.org](mailto:Lewis.Segl@mspmac.org) for assistance.
  - ☐ Complete **Multi-Language Waste Management Instructional Posters** that show which items from your unit go into which waste stream. Contact Lewis Segl, MAC Recycling & Solid Waste Specialist, at (612) 713-8970 or [Lewis.Segl@mspmac.org](mailto:Lewis.Segl@mspmac.org) to request the poster templates.
  - ☐ Request **Multi-Language Waste Management Bin Labels** and attach them to the trash, recycling and **compostable** organics bins in your unit. Contact Lewis Segl, MAC Recycling & Solid Waste Specialist, at (612) 713-8970 or [Lewis.Segl@mspmac.org](mailto:Lewis.Segl@mspmac.org) to request the labels.
  - ☐ Post the **Multi-Language Waste Management Bin Labels and Instructional Posters** on or above every receptacle within unit.
  - ☐ Train all employees on the proper waste management protocols to avoid cross-contamination of waste streams. Repeatedly contaminating the waste streams is a violation of waste management requirements and shall result in liquidated damages. Contact Lewis Segl, MAC Recycling & Solid Waste Specialist, at (612) 713-8970 or [Lewis.Segl@mspmac.org](mailto:Lewis.Segl@mspmac.org) for assistance.
  - ☐ Adhere to all Grease Management policies and procedures
- Checklists must be submitted upon completion to Lewis Segl ([Lewis.Segl@mspmac.org](mailto:Lewis.Segl@mspmac.org)), and no later than two week prior to opening.**



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RECYCLABLES		COMPOSTABLE ORGANICS		TRASH	
<b>Blue Carts</b>   <b>Blue Bins</b> 	<b>Clear Bags</b>   (Bags not provided by MAC)	<b>Green Carts</b>   <b>Green Bins</b> 	<b>Green Compostable Bags</b>   (Compost Bags provided by MAC)	<b>Black or Gray Tip Carts</b>   <b>Black or Gray Bins</b> 	<b>Black or Gray Bags</b>   (Bags not provided by MAC)
<p><b>Recycling must be empty of food and liquid</b></p> <ul style="list-style-type: none"> <li>Paper  </li> <li>Cans (soda, food cans rinsed clean)  </li> <li>Clean Plastics #1,2,4,5,7 labels. Yogurt, margarine tubs, milk cartons  </li> <li>Glass bottles and jars (rinse clean)  </li> <li>Cardboard (flattened and set aside; do not put in bins; large volumes go directly into tip cart)  </li> </ul>		<ul style="list-style-type: none"> <li>All food scraps  </li> <li>Vegetables  </li> <li>Fruits  </li> <li>Meat, fish, and bones  </li> <li>Grains (rice, pasta, breads)  </li> <li>Dairy products (cheese, butter)  </li> <li>Coffee filters and grounds  </li> <li>Tea bags  </li> <li>Eggshells  </li> </ul> <p>Non-recyclable paper including paper towels and napkins  </p>		<ul style="list-style-type: none"> <li>Anything else that cannot be recycled or composted</li> </ul> <p><b>NOT RECYCLABLE – Must go in trash:</b></p> <ul style="list-style-type: none"> <li>Face Masks  </li> <li>Latex, Nitrile Gloves  </li> <li>Plastic Film Wrap</li> <li>Plastic Bags</li> <li>Coffee Cups</li> <li>Wax Paper</li> <li>Plastic Bags</li> <li>Food-Soiled Cardboard</li> <li>Waxy Cardboard (e.g., Produce Boxes)</li> </ul> <div style="border: 2px solid red; padding: 5px;"> <p><b>Did you know it costs the MAC...?</b></p> <ul style="list-style-type: none"> <li>\$76.27/ton to dispose of solid waste?</li> <li>\$35/ton to dispose of recyclables?</li> <li>\$26/ton to dispose of organic waste?</li> </ul> <p><b>No fees or taxes are imposed for recyclables and organics</b></p> <p>Doing your part to make MSP a green airport ensures that your Maintenance, Cleaning, and Distribution (MCD) fees remain low!</p> </div>	

Waste Management Checklist and Reference Guide – October 2021

### Composting Food Waste and Organics

- Loaves & Fishes is a local non-profit that serves free meals to those in need. Through a partnership with MSP Airport, they collect surplus ready to-eat food from participating Concessionaires. Instead of going to waste, this food is redistributed throughout their network. Since inception, this program has collected over 100 tons of food from MSP to support Minnesotans in need. Loaves & Fishes is on track to deliver over 4 million meals in 2023.

**Our next meeting will be held Thursday, May 11<sup>th</sup>, 2023, in person at the Terminal 1 Commission Chambers**



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