

## CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, March 9<sup>th</sup>, 2023

10:00 AM – 11:00 AM

Terminal 1: Commission Chambers

Number of attendees: 57

- |                                   |                                 |
|-----------------------------------|---------------------------------|
| 1. Welcome & Introductions        | Roy Fuhrmann                    |
| 2. Public Service Announcements   | Katlyn Schenck                  |
| 3. Light Rail Safety Update       | Airport Police Department       |
| 4. Committee Updates              | Roy Fuhrmann                    |
| 5. Construction Updates           | Puneet Vedi                     |
| 6. Fraud, Waste and Abuse Hotline | Scott Zaczkowski and Alan Sasse |
| 7. G Concourse Artwork Discussion | Kipp Kobayashi and Ben Owen     |

- |                                 |                |
|---------------------------------|----------------|
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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



**Meron Taddese**  
Human Resources Manager  
Airport Retail Group  


## Congratulations!

**Airports Council International (ACI) named MSP as the Best Airport in North America for 2022, the sixth time MSP has received the title in the past seven years, in the 25-40 million passenger category.**



**OUR AIRPORT IS A PROUD WINNER OF A 2022 Airport Service Quality Award**



AIRPORTS COUNCIL INTERNATIONAL

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### 3. Light Rail Safety update- Airport Police Department

The MAC and APD have had several recent conversations with stakeholders around safety while riding light rail. APD shared an update on steps taken to increase police presence and direct riders on how to report incidents in real time. The safety of all airport employees and travelers is a top priority for the MAC and APD and are committed to working in partnership with Metro Transit to enhance light rail security.

Metro Transit has jurisdiction and responsibility for light rail operations and safety. MAC and APD leaders are assessing what we can do in partnership with Metro Transit to improve safety for airport employees and the traveling public. An increased police presence on light rail trains began Feb. 13, 2023.



**If You See  
Something,  
Say  
Something**

**REPORT ALL  
SAFETY CONCERNS:**

- Call or text **911** to immediately report emergencies and criminal activity.
- Text **612-900-0411** to report suspicious behavior on light rail trains.

**T** Metro Transit      **m**sp

 Homeland Security      

New signage will be placed in multiple high-visibility locations to reach both recurring riders.




- In addition to reporting incidents to 911 immediately, we also want airport employees and partners to know they can request an escort by APD officers if they feel unsafe.

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### 4. Committee Updates

Roy Fuhrmann

Committee	Chair	Update
Forum	Abby Kes No Update	
Travelers Advisory (TAC)	Phil Burke No Update	
Travelers Advisory with Disabilities (TDAC)	Phil Burke No Update	
Benchmarking	Phil Burke	



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### Building on Success

**Angela Enroth**  
The T2 employee lounge is now open!



### MSP Jobs

**HaeEun Park**  
Thanks to all that participated in the February Job Fair. Please complete the post fair survey by March 15<sup>th</sup>.

The next workforce English classes will start April 12<sup>th</sup>, on Wednesday/Thurs from 2pm-4pm. **Registration is now open!**

### MSP JOBS



**Post-fair survey will be released on 3/8.**

**All participating companies must complete this survey to gauge the effectiveness of the job fairs.**

This ensures future funding of this free amenity to tenants.

### Registration Now Open: Workforce English



**Spring sessions April 12<sup>th</sup> - June 15<sup>th</sup>**

- Room LT-3185 (Above Settebello Pizzeria in T1)
- Hybrid - Virtual/In-Person; iPads provided
- Free to all MSP Employees
- Graduation Ceremony at CSAC Meeting
- Managers and HR Reps: Registration due April 10th to [MSPJobsCommittee@mspmac.org](mailto:MSPJobsCommittee@mspmac.org)

### 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



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### 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

### 5. Construction Updates- Puneet Vedi

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

### 6. Fraud, Waste and Abuse Hotline- Scott Zaczkowski and Alan Please

Scott Zaczkowski – Director, Internal Audit – MAC and Alan Sasse, IT Audit Coordinator – MAC provided an overview of the Fraud, Waste and Abuse hotline. The slides to their presentation will be attached.



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### 7. G Concourse Artwork Discussion - Kipp Kobayashi and Ben Owen



We are excited to share that Kipp Kobayashi has been selected by the Arts & Culture Steering Committee to create a new artwork for the G-Infill Rotunda. Kipp is an LA-based artist interested in the traces of human activity, and how that activity can transform the structures and systems of our physical world.

Once completed, MSP's latest permanent art installation will make a three-dimensional statement in the new two-story G Concourse Rotunda at Terminal 1.

Kipp led a brainstorming session, in a process of collecting input from the community and how that will inform the concept of the work that he designs for the G Concourse Rotunda.

Please see the following questions- and if you have any feedback, please complete the questionnaire via the QR code below:

#### YOUR ROLE

The artist will distill our feedback and narratives into a vision. It's ours to provide him with as much input as we can.



**SCAN THE QR CODE**  
or complete the questionnaire [here](#) to add to the story we've commissioned him to tell.

**Our next meeting will be held Thursday, April 13<sup>th</sup>, 2023, in person at the Terminal 1 Commission Chambers**