

CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, June 13th, 2024

10:00 AM – 11:00 AM

Terminal 1: Commission Chambers

Number of attendees: 71

- | | |
|---------------------------------|------------------------|
| 1. Welcome & Introductions | Chief Matt Christenson |
| 2. Public Service Announcements | Katlyn Schenck |
| 3. Committee Updates | Chief Matt Christenson |
| 4. Construction Updates | Angela Enroth |
| 5. 2024 Benchmarking Results | MSP Benchmarking Team |

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MSP ALL-STAR TEAM

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-Star 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

Minnesota - Saint Paul
msp



Public Service Announcements

2024 CAMP PROGRAM

JUNE - AUGUST

1,000's of unaccompanied minors traveling through MSP

Help campers find their rally point on the Upper Mezzanine

Note: Camp Thunderbird rally point will be located at Ground Transportation in the Silver Ramp.

CAMP KNUTSON & ROBINSON PARK RECREATION CENTER
CAMP MISHAWAKA
CAMP LINCOLN & CAMP LAKE HUBERT
CAMP THUNDERBIRD
CAMP TIMBERLANE
CAMP BIRCHTRAIL
msp

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Calling all Trainers!
June 25 @ 8:15 a.m. ACC

We're creating an MSP Trainer Council!



Resource Sharing



Camaraderie



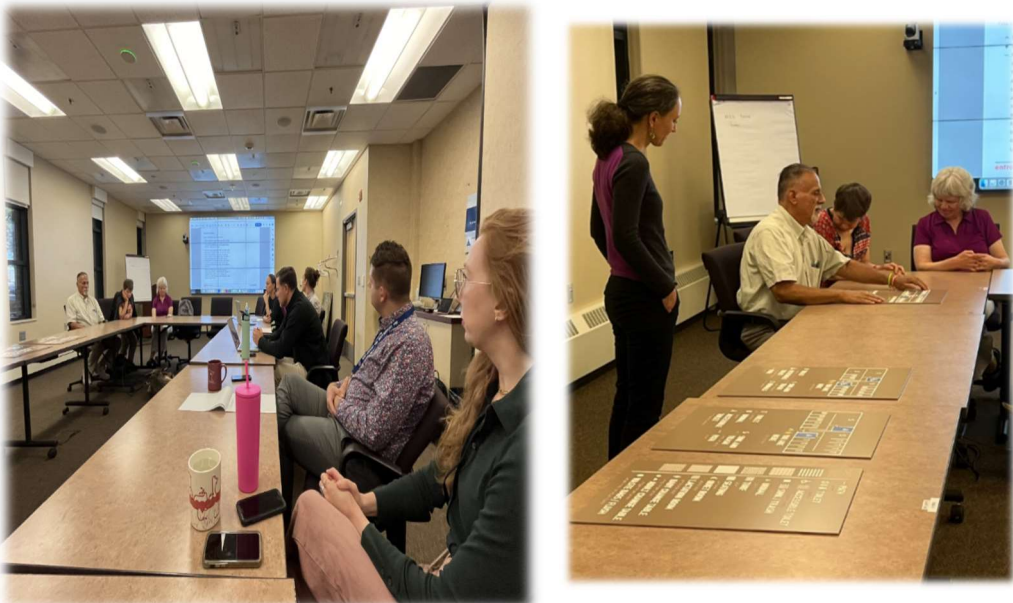
Improved Access to Training Tools

**We know there are a lot of trainers in name and not in title and that's okay! We just want to connect with other folks at the airport who are charged with training people in on their jobs.
Email jamie.patterson@mspmac.org*



3. Committee Updates

Chief Matt Christenson







Committee	Chair	Update
<p>Travelers Advisory with Disabilities (TDAC)</p>	<p>Phil Burke</p> <p>TDAC met this Monday, June 10th, with a full agenda, but also hosted a sub committee meeting later in the week, meeting with 3 blind individuals that provided input on tactile maps outside all restrooms</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 to be eligible for MSP NICE Awards.</p>	 <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  
<p>MSP Nice Celebration</p>	<p>Kerry Forbes</p> <p>We are excited to share the date of our 2025 event- Wednesday, January 8th, 2025, at the Hyatt Regency Bloomington!</p> <p>We are celebrating our 10th annual event!</p> <p>We also invite anybody interested in the joining the committee to join us monthly, following the CSAC meeting.</p>	 <p>Save the Date:</p> <p>Wednesday,</p> <p>January 8th, 2025!</p>
<p>Airport Customer Service Hero</p>	<p>Katlyn Schenck</p> <p>A reminder that you can now send in your nominations for our 2024 Heroes, to HERO@mspmact.org</p>	

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4. Construction Updates

Angela Enroth

Please see the attached slide deck of the June 2024 Construction Updates as well as a special presentation from Catherine Judd, from HDR, on a mobility study to understand the dynamics and challenges for mobility at MSP.



Tell us how you move through the airport

Take the MSP Airport Mobility Survey!

We want to understand ways people move through Terminal 1 today, and what you might like to see in the future. If you're an employee, volunteer, or traveler - your input will inform a current study to analyze mobility as the Hub and Concourse trams near the end of their useful lives. Help plan for the future of MSP!

<https://form.jotform.com/241374249567061>

5. Benchmarking Results

MSP Benchmarking Team



Rob Daly & Michelle Parrish- Entro Consultants
Phil Burke - MAC Customer Experience
Alicia Skow - Miller-Dunwiddie Architects
Ashley Vlasak - MAC Airport Development
Mallory Dillon – Alliance Architects
Scott Skramstad - MAC Terminal & Landside Operations

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The MAC created a strategic goal that we continue to be ASQ's #1 airport in 2024 and beyond. What we have learned from our passengers is that wayfinding is critical to them and our success.

The 2024 Benchmarking team went on an Asian Expedition, from April 13th- 19th, to see how the best airports in the world operate, with a focus on wayfinding, and what tips and tricks we can learn from them.

Thank you to our benchmarking team for sharing these results, and a special thanks to Rob and Michelle, two of our consultants, who made the trip down from Toronto to share this presentation in person with the CSAC community.

Please see their PPT attached, which gives an extensive review of their findings!

Our next meeting will be held Thursday, July 11th, 2024, in person at Terminal 1 Commission Chambers.