



Customer Service Action Council Member Survey Results

July 5, 2016

Operations



Customer Service Action Council Member Survey

Responses

Number of surveys issued: 252
 Number of respondents: 34
 Response rate: 13.5%

31

32

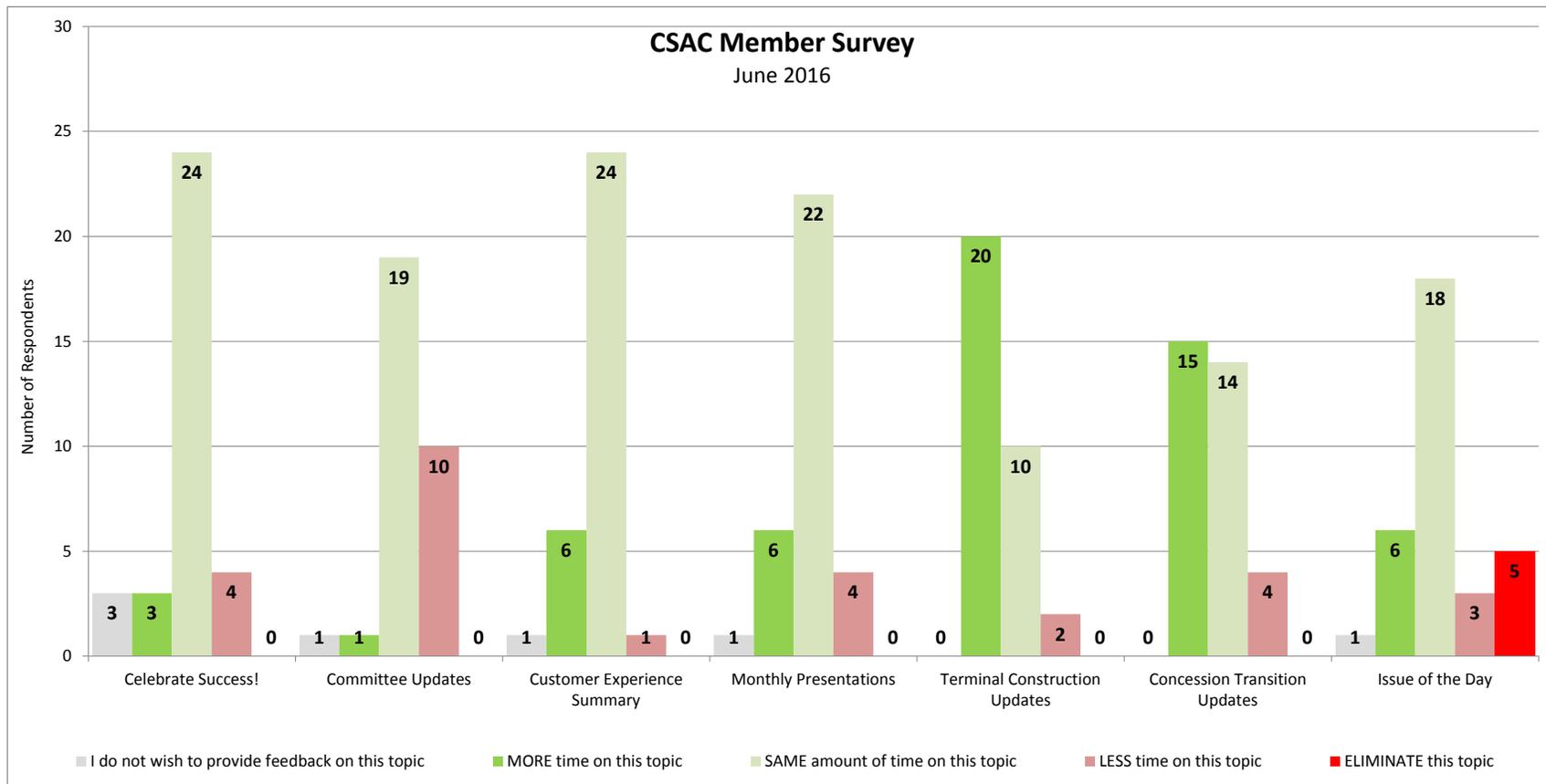
33

32

33

33

	Celebrate Success!	Committee Updates	Customer Experience Summary	Monthly Presentations	Terminal Construction Updates	Concession Transition Updates	Issue of the Day
I do not wish to provide feedback on this topic	3	1	1	1	0	0	1
MORE time on this topic	3	1	6	6	20	15	6
SAME amount of time on this topic	24	19	24	22	10	14	18
LESS time on this topic	4	10	1	4	2	4	3
ELIMINATE this topic	0	0	0	0	0	0	5





Customer Service Action Council Member Survey

Additional Comments

Celebrate Success!	This is great to highlight as this is what CSAC is all about. It could be shortened a bit to save on time, but I would cut this last if possible as I feel it is good to see these stories.
Committee Updates	Lets have committee report if they have something
Committee Updates	The updates are good, but maybe the updates could be typed up and but on the agenda vs every single committee saying something. Then they could speak if they wanted to highlight something written down. This would save some time so other areas could get more love.
Committee Updates	Some presenters need to keep it to a high-level overview of progress.
Committee Updates	Just reference back of agenda and then only ask for significant updates
Customer Experience Summary	Perhaps don't need to rehash methodology every month. May I suggest a quarterly big update that includes the 101, but other months just include a quick update on performance.
Customer Experience Summary	By far my favorite part of CSAC! Very informative and puts visual data to the hard work that everyone is doing.
Monthly Presentations	really good topics, always interesting.
Monthly Presentations	Would like to hear from businesses operating within T1
Monthly Presentations	Would love for this to be more prominent
Monthly Presentations	Depends on the topic, some have gone too long.
Monthly Presentations	20 minutes seems excessive and lose the audience
Terminal Construction Updates	Email updates
Terminal Construction Updates	I would like to see this topic expanded with feedback and more time for questions
Terminal Construction Updates	We always get people asking about the latest on what's happening with construction in the terminal and I don't always know so it would be nice to spend a little bit more time updating on this.
Terminal Construction Updates	The construction info on all the white walls is very helpful
Terminal Construction Updates	This is great knowledge to have and I feel it deserves a good chunk of time



Customer Service Action Council Member Survey

Additional Comments

Terminal Construction Updates	Probably impacts the majority of us.
Terminal Construction Updates	a lot happening and important to all
Terminal Construction Updates	Some future" information would be helpful Seems like TA is the last to know.
Concession Transition Updates	Email updates
Concession Transition Updates	I would like to see this topic expanded with feedback and more time for questions
Concession Transition Updates	Important info for all to be aware of.
Concession Transition Updates	From Cust Svc standpoint, a topic yielding high proportion of pax queries.
Concession Transition Updates	a lot happening and important to all
Concession Transition Updates	Some future" information would be helpful Seems like TA is the last to know.
Issue of the Day	Consider renaming this topic. Maybe Questions, Comments, Ideas for improvements instead?
Issue of the Day	Often run out of time to present an issue.
Issue of the Day	Eliminate this topic or make CSAC a little bit longer to accommodate
Issue of the Day	leave enough time to discuss and would be better if known in advance
Additional Comments	Would like to see it more action focused. I.E. tying the ASQ etc. results to actions, improvements, as well as forward-looking innovations.
Additional Comments	I think you do a great job on covering very important topics to our group!! Thank you for this - it's the best agenda I have ever experienced in CSAC!!
Additional Comments	Eliminate the explanation of how the scores are calculated. Rather, at the end, ask if anyone has any questions (If someone needs to know how the score was calculated, they could ask at that time).
Additional Comments	TSA I would like an update monthly with feedback and questions time; I would like a TSA committee focused solely on the customer experience. I feel we hit lots



Customer Service Action Council Member Survey

Additional Comments

Additional Comments	I would like to see more input and feedback from the Airlines. Also a section on expected operations for the next month, this could include a briefing of expected travelers (i.e. this week we have over 1,000 blind travelers visiting MSP for a convention and 3,000 troops departing MSP for training)
Additional Comments	I like that you keep the ASQ scoring information entertaining. The information you are presenting could easily get dry but your presentations are always funny and you keep the topic interesting.
Additional Comments	Well run meetings that provide necessary information to airport employees and users.
Additional Comments	More best practices sharing.
Additional Comments	Love how everything flows in CSAC meetings. It is definitely one of my favorite meetings to attend as I feel it has a lot of useful info that I can use immediately.
Additional Comments	The current allocation of time seems to work well for me.
Additional Comments	The meetings we've been to have been great! I think allowing for a little more time for tenant questions, like security, is helpful, but also appreciate the time limits to keep things from going too long.
Additional Comments	Some Monthly Presentations went way too long or too detailed, while others got rushed due to time. There should be an emphasis a presentation shouldn't be longer than 20 mins & requests for more time to get into detail, if pertinent & relevant, are a case-by-case basis.
Additional Comments	Great job all around!
Additional Comments	overall, this is a good meeting.
Additional Comments	Your department does a great job with this meeting. I look forward to it every month.

Customer Service Action Council Member Survey

- Please give us your feedback to help make CSAC a better value for you.
- Below is a typical agenda. Let us know which topics you would like us to spend more or less time.
- This survey is 100% voluntary and we will not share your name in the final results.
- Return your completed survey **no later than Friday, July 1** to: steven.gentry@mspm.org
(remember to "Save" the file before sending)

Choose one response per each row						
Agenda Topic	I do not wish to provide feedback on this agenda topic	MORE time on this topic	SAME amount of time on this topic	LESS time on this topic	ELIMINATE this topic	Comment
Celebrate Success!	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Committee Updates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Customer Experience Summary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Monthly Presentations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Terminal Construction Updates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Concession Transition Updates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Issue of the Day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Additional Comments						