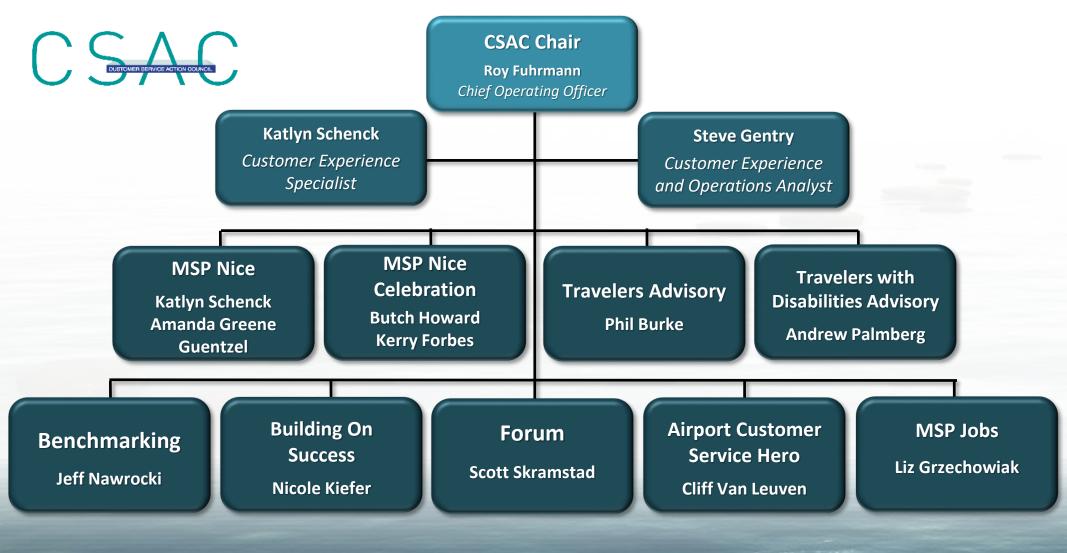
Universal Access in Airports

2018

Minneapolis-St. Paul International Airport



CSAC (Roy Fuhi

What do all these committees have in common?

Customer Experience
Specialist

Customer Experience and Operations Analyst

MSP Nice

Katlyn Schenck Amanda Greene Guentzel MSP Nice Celebration Butch Howard Kerry Forbes

Travelers Advisory

Phil Burke

Travelers with
Disabilities Advisory
Andrew Palmberg

Benchmarking

Jeff Nawrocki

Building On Success

Nicole Kiefer

Forum

Scott Skramstad

Airport Customer Service Hero

Cliff Van Leuven

MSP Jobs

Liz Grzechowiak

An Influential Champion!!!

Customer Experience
Specialist

Customer Experience and Operations Analyst

MSP Nice

Katlyn Schenck Amanda Greene Guentzel MSP Nice Celebration Butch Howard Kerry Forbes

Travelers Advisory

Phil Burke

Travelers with
Disabilities Advisory
Andrew Palmberg

Benchmarking Jeff Nawrocki Building On Success

Nicole Kiefer

Forum

Scott Skramstad

Airport Customer Service Hero

Cliff Van Leuven

MSP Jobs

Liz Grzechowiak

CONTRACT CHARGE ACTION CONTRACT

CSAC Chair

Roy Fuhrmann *Chief Operating Officer*

Katlyn Schenck

Customer Experience Specialist **Steve Gentry**

Customer Experience and Operations Analys

MSP Nice

Katlyn Schenck Amanda Greene Guentzel MSP Nice
Celebration
Butch Howard
Kerry Forbes

Travelers Advisory

Phil Burke

Travelers with Disabilities Advisory

Andrew Palmberg

Benchmarking

Jeff Nawrocki

Building Or Success

Nicole Kiefer

Forum

Scott Skramstad

Airport Custome
Service Hero

Cliff Van Leuven

MSP Jobs

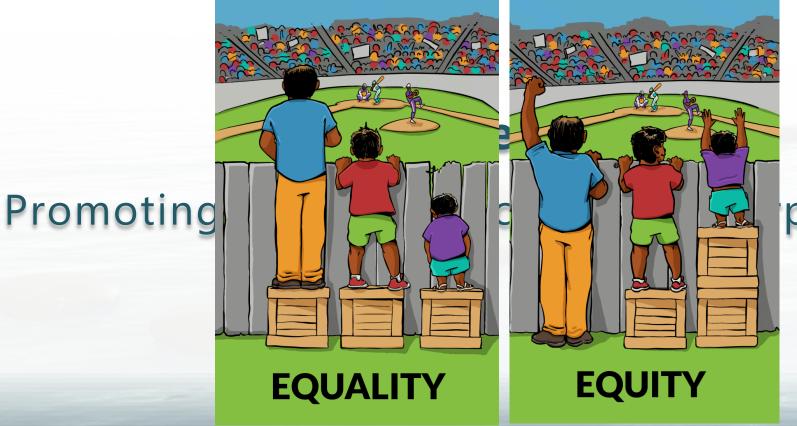
Liz Grzechowiak

Committees Goal

Gather constructive feedback from travelers to help the
Metropolitan Airports Commission (MAC) and
Minneapolis-Saint Paul International Airport (MSP)
communities address common complaints and improve the
overall MSP travel experience.

Committee Objective

Promoting equitable access for all airport users.



port users.

Interaction Institute for Social Change Artist: Angus Maguire

Actions along the way



Aira at MSP





Video Relay Interpreting

delivered through tablets and allows enhanced communication with airport Travelers Assistance staff.



To be delivered in combination with video phones



Videophones

To be delivered in combination with TTY devices







Airport on-site repair station for assistive devices trial



Wayfinding technology