

The background of the slide is a photograph of a path made of smooth, light-colored stepping stones leading across a body of water. The water is calm, reflecting the light, and the sky is a pale, hazy blue. The stones are arranged in a line that leads from the foreground towards the background, creating a sense of depth and a journey.

Universal Access in Airports

2018

Minneapolis-St. Paul International Airport

JOURNEY TO EQUITABLE ACCESS

CSAC Chair
Roy Fuhrmann
Chief Operating Officer

Katlyn Schenck
*Customer Experience
Specialist*

Steve Gentry
*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

JOURNEY TO EQUITABLE ACCESS

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

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JOURNEY TO EQUITABLE ACCESS

An Influential Champion!!!

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JOURNEY TO EQUITABLE ACCESS

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.

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TRAVELERS WITH DISABILITIES ADVISORY COMMITTEE

Committee Objective

Promoting equitable access for all airport users.

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TRAVELERS WITH DISABILITIES ADVISORY COMMITTEE

Promoting



support users.

*Interaction Institute for Social Change
Artist: Angus Maguire*

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TRAVELERS WITH DISABILITIES ADVISORY COMMITTEE

Actions along the way

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TRAVELERS WITH DISABILITIES ADVISORY COMMITTEE

Aira at MSP



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TRAVELERS WITH DISABILITIES ADVISORY COMMITTEE

Video Relay Interpreting

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



TTY

To be delivered in combination with video phones



Videophones

To be delivered in combination with TTY devices



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TRAVELERS WITH DISABILITIES ADVISORY COMMITTEE



Airport on-site repair station for assistive devices trial

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TRAVELERS WITH DISABILITIES ADVISORY COMMITTEE



Wayfinding technology

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