



**JOURNEY TO EQUITABLE ACCESS**

# **ALL INCLUSIVE CUSTOMER EXPERIENCE**

**March 6, 2019**

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**CSAC Chair**

Roy Fuhrmann  
*Chief Operating Officer*

**Katlyn Schenck**

*Customer Programs  
Specialist*

**Steve Gentry**

*Customer Research  
Analyst*

**MSP Nice**

Katlyn Schenck

**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**

Dana Nelson

**Airport Customer  
Service Hero**

Cliff Van Leuven

**MSP Jobs**

Liz Grzechowiak

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Steve Gentry  
Analyst

# What do all these committees have in common?

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Katlyn Schenck

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CSAC Chair  
Roy Fuhrmann  
Chief Operating Officer

# An Influential Champion!!!

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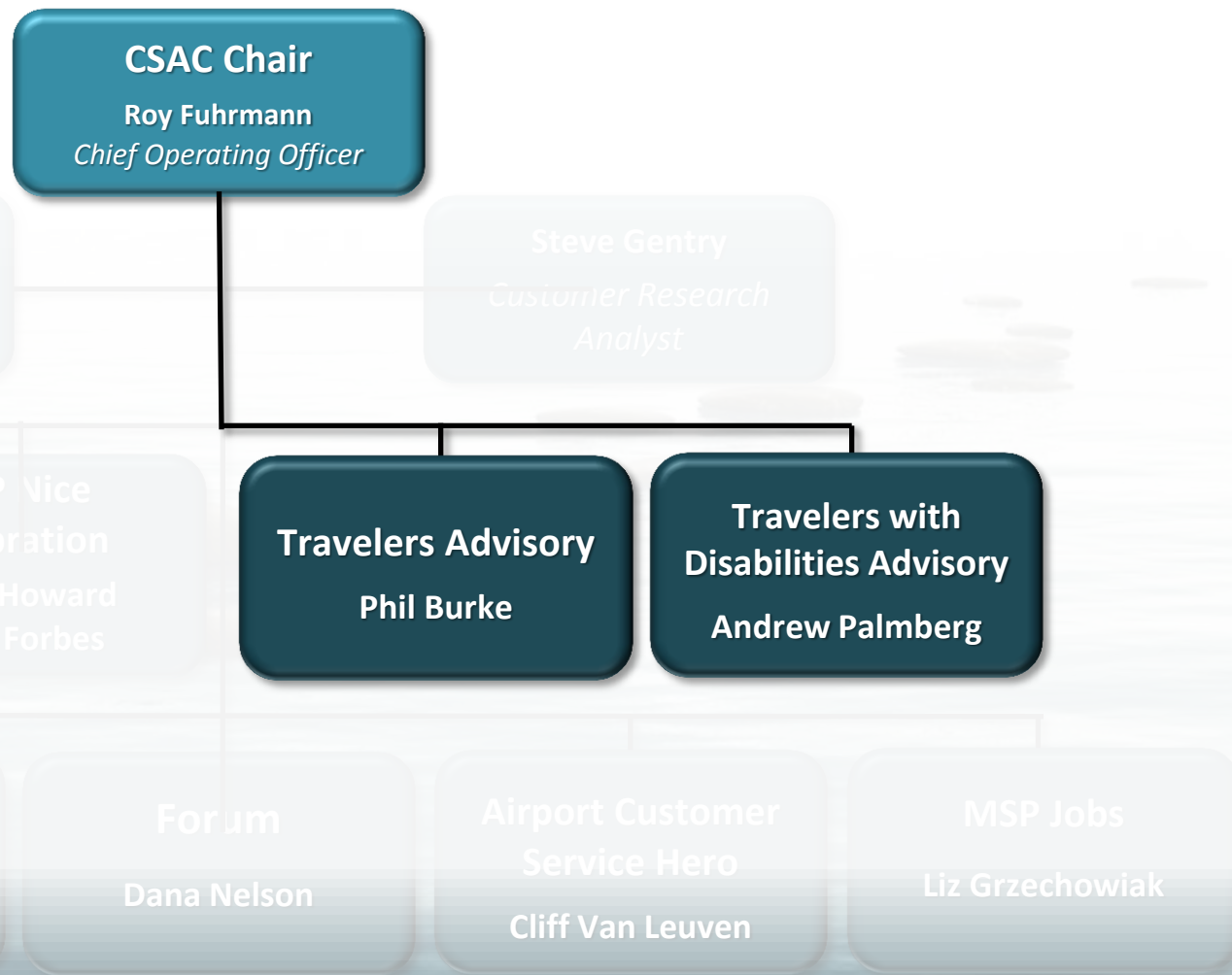
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# **Committees Goal**

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**

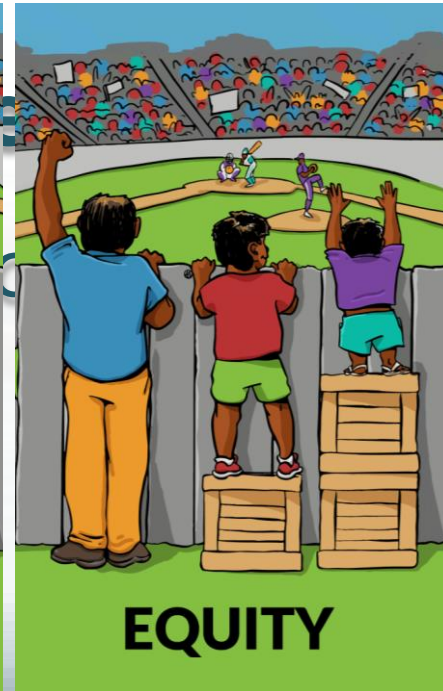
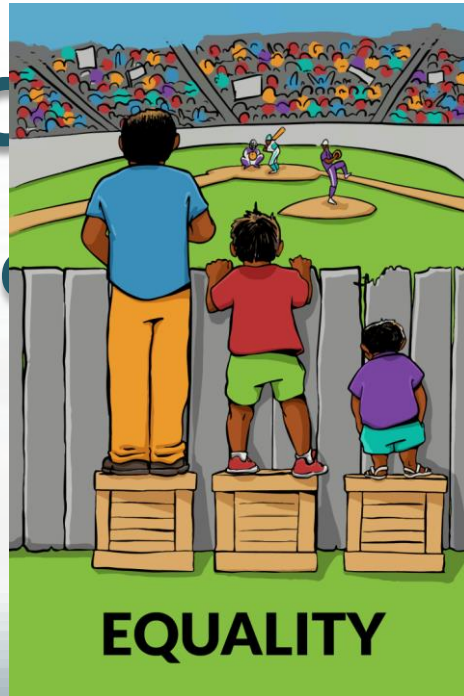
Promoting equitable access for all airport users.

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## TRAVELERS WITH DISABILITIES ADVISORY COMMITTEE

Promoting equitable



airport users.

*Interaction Institute for Social Change  
Artist: Angus Maguire*

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**TRAVELERS WITH DISABILITIES ADVISORY COMMITTEE**

# **2018 Highlights**

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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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# Wayfinding technology

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## TRAVELERS WITH DISABILITIES ADVISORY COMMITTEE

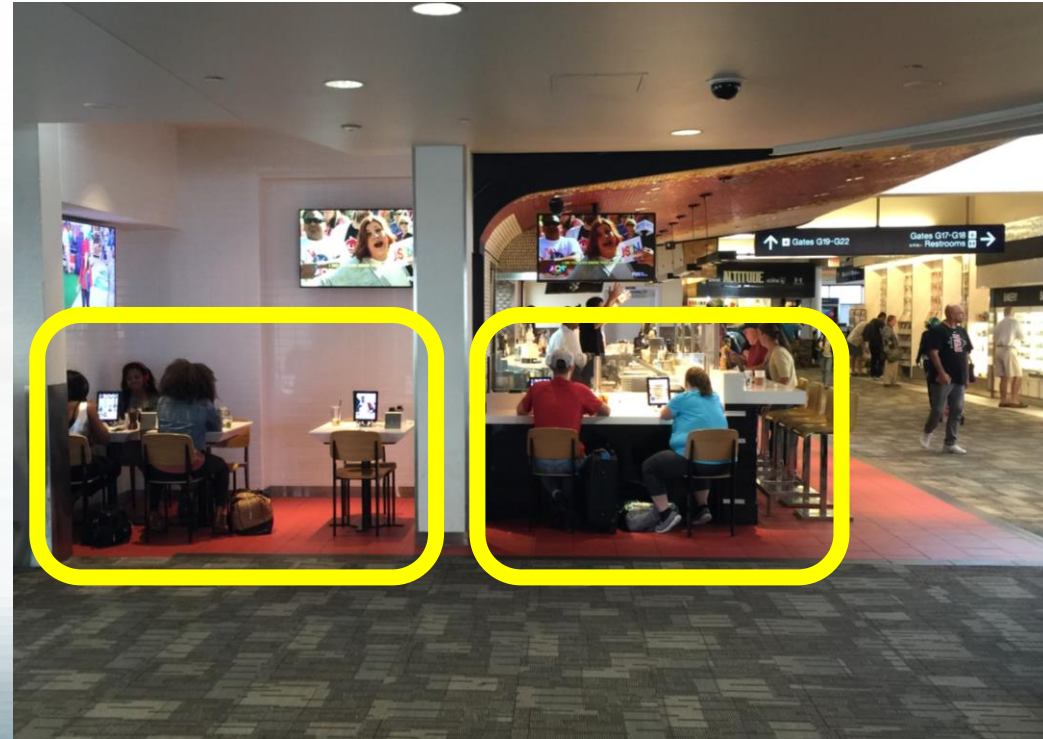
A photograph of a man in a wheelchair at an airport concession stand. He is reaching into a refrigerated display case filled with various bottled beverages. To his left, there is a wooden crate filled with watermelons. The background shows more shelves stocked with products.

Disability & aging  
issues in airport  
concessions RFPs  
with revising design  
and display standards.

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## TRAVELERS WITH DISABILITIES ADVISORY COMMITTEE

### Working with OTG to modify seating options for equitable access



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## TRAVELERS WITH DISABILITIES ADVISORY COMMITTEE

# Inclusive Restroom Design

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## TRAVELERS WITH DISABILITIES ADVISORY COMMITTEE

# 2018 CrashEx participation



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## TRAVELERS WITH DISABILITIES ADVISORY COMMITTEE

Real time  
improvement based  
on feedback



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## TRAVELERS WITH DISABILITIES ADVISORY COMMITTEE

State Services for the Blind



Muscular Dystrophy Association

Minnesota Office



Minneapolis Advisory Committee  
on People with Disabilities



Open Doors Organization



Confucius Institute  
St. Cloud State University



Deaf and Hard of Hearing Services

(DHHS)



Minnesota Department of Human Services

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## TRAVELERS WITH DISABILITIES ADVISORY COMMITTEE

**Presentations to**

**United Blind of Minnesota**



**American Council for the Blind**



**Hearing Loss Association of America**



**Parkinson's Foundation**



**Muscular Dystrophy Association**



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## TRAVELERS WITH DISABILITIES ADVISORY COMMITTEE

### NAVIGATING MSP AIRPORT

**Growth from autism  
to wider range of  
travelers with  
disabilities**



## PRACTICE MAKES PERFECT.



### NAVIGATING MSP AIRPORT

Navigating MSP Airport is a FREE program that allows you and your special needs child to take a test run before taking off.

Attend a session and...

- Experience TSA security
- Explore the terminal
- Board a plane and meet a pilot
- Prepare for takeoff
- Gather helpful tips, information and resources

To learn more, or to register, find us at [MSPAairport.com](https://MSPAairport.com).

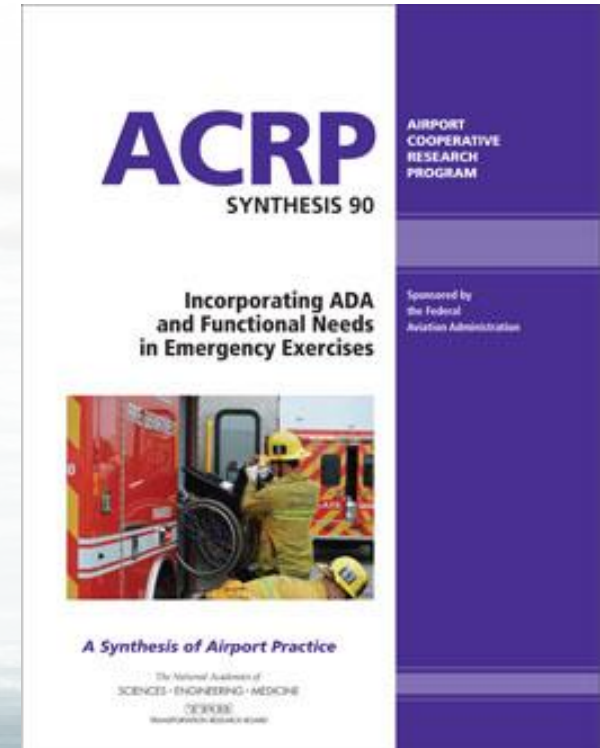
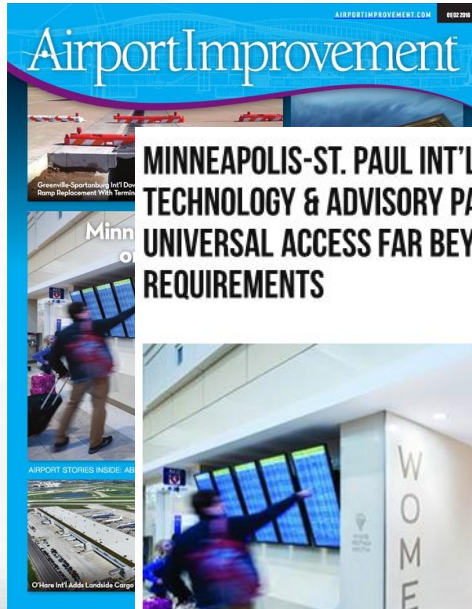
Minneapolis • Saint Paul  
**mSP**  
INTERNATIONAL AIRPORT

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## TRAVELERS WITH DISABILITIES ADVISORY COMMITTEE

### Published initiatives



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## **TRAVELERS WITH DISABILITIES ADVISORY COMMITTEE**

**We are doing it and you can too.**

- ✓ Influential internal champion.
- ✓ Take action to show you are serious about change.
- ✓ Engage and make meaningful partnerships.

**All travelers deserve to be treated equitably.**

**It is the right thing to do!**



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# Questions?



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