

MSP

FLYING PAGES

A Newsletter for Travelers Assistance Volunteers

Special MSP Meal Deals

Helping travelers find their gates, retrieve lost items, locate transportation and more can quickly work up a volunteer's appetite. Now, fortifying yourself before or after your shift with a meal at MSP International Airport just got more affordable.

Two MSP restaurants offer a special value menu only for employees and badged volunteers. Why? To entice people who frequent the airport the most into their restaurants,



of course. Sounds like a win/win situation, doesn't it?

The two restaurants currently offering specially priced menus are Houlihan's and Itasca Grille. Each deal is a bit different but both will fill you up with good food at a great price!

Houlihan's on Ticketing Level

- \$7.49
- Two breakfast and ten lunch or dinner menu items, including omelets, soup, salads, wraps, and burgers
- Fountain drink, coffee, or tea included

Itasca Grille on Concourse C

- \$4.99
- To-Go lunch orders only
- House or Caesar Salads with chicken and breadstick; 1/2 Turkey Sandwich with cup of soup

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“You cannot help someone get up a hill without getting closer to the top yourself.”

-- General H. Norman Schwarzkopf

Featuring

Petal Pushers (Petals of MSP)

An airport business or operation is featured in each issue of Flying Pages. This gives us an opportunity to be better informed and more helpful.

By Catherine Peterson, Shift Supervisor

Spring is in the air and everything is coming up roses! Was that just a trike that went by? What fun!

Passengers may be wondering what is going on *Petals of MSP* recently opened for business in the middle of the Baggage



Claim area and now is expanding by taking the flowers to the people!

A custom-made, pale green, 3-wheel trike with a big purple basket on the front will be delivering not only fresh-daily Bachman's flowers, but B.T. McElrath chocolates, Funky Chunky Popcorn, pretzels, candy bars, balloons-on-a-stick, and more. Look for this unique trike daily, stationed in one of three locations: on either end of the Baggage Claim area or in the Tram (Level T) area (9 a.m.- 10 p.m. Sunday - Friday and 9 a.m.- 9 p.m. on Saturday).



Petals main (stationary!) location looks like a little European flower market—bursting with seasonal flowers and plants, popular balloons-on-a-stick, greeting cards, stuffed animals, yummy

chocolates, big lollipops and long-lasting soy candles that burn clean (not smoky). Your Petals purchases are slipped into fun—and biodegradable—bright green bags. Also, all products are from local Minnesota vendors and a percentage of all sales benefits the Airport Foundation MSP.

Tulips anyone?



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Travelers Assistance (TA) is a program of the Airport Foundation MSP. Articles in *Flying Pages* are written for volunteers by program staff and TA volunteers.

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MMIX By the Numbers

By Diane Dombrock, Program Director



In 2009, volunteers and staff in the Travelers Assistance (TA) program assisted 1,144,865 people, 3.7% more than in 2008. The increase is impressive considering we served 45,421 less people (-5.2%) combined at seven of our eight established information booths. Volunteers made up most of that difference by serving 33,945 more passengers during roving assignments at International and Humphrey, and as Go Guides.

Had we not served 51,905, 47.6%, more people at our Ticketing booth as compared to 2008, however, we would not have surpassed last year's numbers. To what do we owe this significant increase? It was not due to any changes we made but rather to the Delta Air Lines / NWA merger. Confused by the sign changes in the Ticketing lobby, passengers regularly found their way to our booth seeking help in finding NWA ticket counters.

Training volunteers to serve the public at MSP is an ongoing process that varies from year to year depending on the number of new recruits. In 2009, program staff and volunteers conducted 296 TA training sessions. Of those, 182 were on-the-job training (OJT) sessions taught by volunteer trainers. Thanks to all these trainers who regularly and skillfully prepared new volunteers to be effective in any TA assignment. Special thanks to the following trainers who conducted 4 or more OJT sessions in 2009.

- Rita Walker - 9 sessions
- Steve Robbs - 8 sessions
- Bonnie Anderson and Neil Potts - 7 sessions each
- Tom Simensen - 6 sessions
- Bruno Drews, Carol Gurstelle, and Ralph Sunday - 5 sessions each
- Ray Anderson, Stephen Carlson, Colleen Getten, Karen Gress, Joe Rine, Ed Sherman, and Nancy Stefan - 4 sessions each

TA, arts and culture, administrative, event, and special project volunteers gave 48,258 total hours to the Airport Foundation in 2009. We calculate the monetary value of volunteering by using the average non-managerial, non-agricultural worker's hourly rate as established by the Bureau of Labor Statistics. Using the 2009 rate of \$20.25 per hour, which includes 12% for fringe benefits, the total value of last year's volunteer hours is estimated to be worth \$977,225.00.

Thank you volunteers for another amazing year of service and for continuing to make MSP and the Airport Foundation look good!

The following chart provides a comparison of the number of people served in 2009 and 2008 by TA assignment.

Location or Assignment	# Served 2009	# Served 2008	Location or Assignment	# Served 2009	# Served 2008
International /Go Guides (formerly Roving)	107,613	77,283	Terminal 2 - Humphrey	45,553	41,938
BC - Door 2	135,178	133,491	Central	31,513	32,885
BC - Door 5	136,789	138,628	Red	170,420	178,864
Podium	145,225	167,896	Ticketing	161,028	109,123
Green	113,894	125,094	Yellow	97,652	99,234

We Get Letters...



Travelers Assistance regularly receives letters and notes of appreciation from thankful travelers. Here is a sampling:

“F Concourse; Wonderful! I asked for restaurant locations and was given menus and lots of good advice. He was especially nice. Thanks volunteers Carol and Bob O[strowski].” – S.S.

“I would like to commend your "passenger services" department, especially Vicky [Fodor], with whom I had the pleasure to work on Tuesday, Feb. 9. My 81 year old mother flew into MSP while we were stuck in Osage, IA because of a snowstorm. Vicky made sure that someone met my mom at her gate, took her to baggage claim and made sure she got the right shuttle to her hotel. I spoke with Vicky several times that day, and each time she was very helpful and courteous. Thank you so much for providing this wonderful service!” – R.H.

“Thank you to so many people. On 12/31/09 my mom and I were departing on a 10 a.m. flight. As we were going up the escalator, one of the wheels on her luggage got caught, and she screamed as she fell. Someone stopped the escalator almost immediately and I went back down to help Mom. An "angel" came to help her, but we didn't catch his name. His help saved her from serious injury. Within minutes, paramedics and the police arrived to assist us. My mother received excellent care from EVERYONE on your staff. The TA volunteer from downstairs stayed with Mom while I checked our luggage. Mom was very shaken but calmed down with all the attention she received. She is recovering from her injuries and doing very well now. In these uncertain times, it is nice to know that people still care and are willing to help total strangers. God Bless all of you that helped my mother and me.” – K.W., Lompac, CA

“Joe (O'Connor) at the info service desk at Concourse C was particularly helpful and should be commended for excellent customer care. We had a long delay and he helped make it a positive experience. Thanks Joe!” – K.K., Arpin, WI

“I had a 4-hour layover and Robert and Rita W[alker] at the Travelers Assistance Booth were very helpful with local transportation options to the Mall of America. I was able to quickly find the LRT and make my trip with time to make my connecting flight..” – Anonymous

“I would like to express my gratitude to the volunteers at your airport. I forgot to leave my rental car keys in the car and discovered this after I had gone through security. The volunteers at the airport took care of this entire problem for me. I have been in dozens of airports all over the world. I have never been in one as helpful as your airport. People in Minnesota are so nice!! Thank you all so very much.” – H.T.

“Thank you for having volunteer Mary F[oss]. She helped my cousin in waiting for me to pick him up. He traveled from MSY and flew into Humphrey terminal... but [I] thought he was at the International airport. It took more than 3 hours waiting at the Humphrey. Mary helped him by calling me at home and accompanying him waiting for me till I arrived to pick him up. Kudos to Mary, Thank you very much for having a very compassionate volunteer.” – J.D., St. Paul, MN

“It was a rare privilege to see Karen Gress' response to an inquiry about a flight arriving from Tokyo. I didn't know the flight number, and she most helpfully ran from her desk to the bulletin board, got the flight number, and looked up its arrival. I am not sure how one can compensate for such help, but it is very greatly appreciated.” – F.H., Mendota Heights, MN

“THANK YOU for having such a great Travelers Assistance group at the Minneapolis Airport. My 82 y.o. mother was returning from TX to her home in Fargo, ND. When she got to MSP her flight had been canceled due to weather. I called Travelers Assistance in hopes that you could help her out. I spoke to Terry (Ferguson) & explained what had happened & that my Mother doesn't travel very often & I know she is going to be upset. He immediately said they would get to the gate to meet her. Our family appreciates everything your organization did during the day to help with her... We could not have asked for anything more. If you could, please be sure that Bonnie Anderson, Catherine Peterson and Ron Hostad know that we really appreciate all that they did for Mother. Without all their help - I don't know what we would have done. Your group was there when someone really needed them!!” – R.C., Richmond, TX

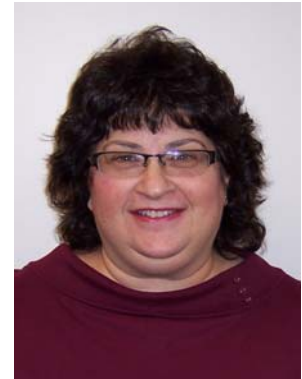
Welcome Patty!

As this edition of *Flying Pages* goes to publication, I will be starting my third month on the job as the Administrative Coordinator for the Airport Foundation. I am already convinced that this job was meant for me! Wearing many hats and being a 'Jacqueline of all trades' as well as being around people has always been key to me both personally and professionally.

Originally born and raised in northern New Jersey, my husband and I relocated to Minnesota in 1994. He was able to transfer with the U.S. Post Office as a mail carrier, and I was able to find an opportunity with Northwest Airlines, Inc. In the almost 15 years with Northwest, I held several positions, most recently Senior Planner, Special Projects Purchasing. After the merger, Delta had planned to relocate my position to Atlanta, a place I had no desire to move to, so my choice was simple. We have a 20 year old daughter, Lauren, who is a sophomore at Butler University (IN) studying Biology and Communications, and we have a 13 year old son, Andrew, who is in the 7th grade and enjoys baseball and music.

I enjoy travelling, cooking, keeping in touch with long time friends, and watching Jeopardy! I consider myself to have a good sense of humor and truly believe that laughter **is** the best medicine.

-Patty Lupkowski



Let's Hear from You!

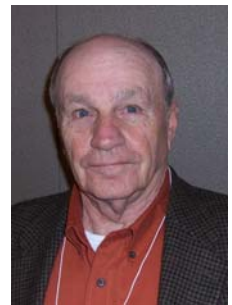
You should have been there... When Wayne Shaff, a regular volunteer at Central on Tuesday afternoons, was asked to escort a woman to a hotel shuttle. As they waited for her checked luggage to appear on the baggage carousel, she told Wayne it was a little black piece of rolling luggage. Finally, after checking all the little black cases, and realizing that nothing more was coming down the chute, they went to the American Airlines office to file a missing luggage form.

The employee there looked at the woman's ticket and said the luggage had definitely arrived. She then checked the tags of the luggage still waiting around the carousel. Finally, she stopped, came over with a very large, light brown suitcase, and asked if the woman knew someone named Joe Wilson, the name on that bag's luggage tag. "Oh yes," the woman replied, "that's my neighbor who lent me the luggage!"

Way to go guys! Karin Nordstrom, who volunteers regularly at both Red and Baggage Claim 2 booths on Wednesday evenings, shares a quote that should buoy up volunteers everywhere. She attributes it to Joan Black, Bloomington Civic Theatre's Volunteer Coordinator, in response to an observation that volunteers are too often seen as amateurs:

"Just remember, Noah's Ark was built by amateurs. The Titanic was built by professionals."

Have a story or insight about happenings at our booths? Contact Linda Quammen at linda.quammen@mspmac.org, 612-467-0661, or stop by her office at Central. Let's hear from you!



In Memoriam



Pete Hansen ♥

Pete began volunteering with TA back in 1996. He shared a smile with lots of travelers since he began his regular shift at Ticketing on Tuesday afternoons in 2001. In 2007, he discontinued his regular shift duties and became a Volunteer Emeritus. Pete passed away on March 12.



Carolyn Sheren ♥

Carolyn's TA volunteering began in 2004. Her regular shift was at the Red booth on Tuesday evenings with her husband John, who continues to volunteer. Many will also remember Carolyn volunteering at the Armed Forces Service Center and working with the Metropolitan Airports Commission's Holiday Assistance group. Carolyn passed away January 1.

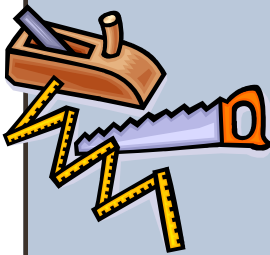


Jack Skoglund ♥

Jack was a Friday evening fixture at Ticketing. He became a TA volunteer in 1999, along with his wife, Carol, who volunteered at the Red booth. That same year he took on the Ticketing shift with a smile and never looked back. Recently, he and Carol became Volunteer Emeriti. Jack passed away on March 2.

Pete, Carolyn, and Jack will be missed by their fellow volunteers, staff, and all who knew them.

Ready, Set, Here We Go Again!



The second phase of remodeling at Travelers Assistance (TA) Central is about to begin. Like our first phase remodel last fall, completion of the second phase should bring us a streamlined and efficient working area in the front of the office.

Completion by the Metropolitan Airports Commission (MAC) is planned to be about three weeks after start up. Most noticeable changes, aside from the new paint and carpeting?

- A volunteer "command module" looking out to the Concourse tram with an attached MUFID screen for travelers.
- A new entrance door, just behind the module, into the traveler lounge/waiting area.
- A new countertop and half wall defining the volunteer check-in area.
- Volunteers and staff will enter Central by the "back" door at the check-in area.

Volunteer News!

Welcome New TA Volunteers!

We are pleased to welcome Elaine Timmers and Marilyn Quilling to Travelers Assistance. Congratulations on completing your volunteer training! Both of these new volunteers found us through their involvement with Northwest Airlines."

When we asked them why they want to be Travelers Assistance volunteers, they gave us the following comments.

Elaine Timmers: "Working for the Airlines, and also traveling domestic and international, many situations arise when you need directions as a simple answer. Talking to passengers on the phone, many are confused about various situations. Now is my time to give back, as often times I have needed a quick answer."

Marilyn Quilling: "I am fascinated with all modes of travel. My years as a NWA flight attendant draw me to volunteer at MSP airport."



Around the Airport: Fun with Money

Ever look at your bank balance and wonder if your money is getting sucked down a black hole while you sleep?

Maybe you'll feel better throwing it down there while you're awake. Really.

At the Airport Foundation's new "Vortex" coin collector (Concourse C: Children's Play Area) you can now roll your coins into the black hole and watch gravity twirl them around and down, down, down, beyond the "event horizon." The kid in you will love it.

The Foundation loves it too, and guarantees that you're throwing your money away for a good cause. Those coins will all be put to good use funding programs for airport beautification, arts and culture, and traveler assistance. So, go ahead, get wild and throw it all away!





DATES TO REMEMBER

- Sun., April 4: Easter – TA Closed
- April 18-24: National Volunteer Week
- Wed., May 19: Volunteer Awards Event - 3 p.m.
- Mon., May 31: Memorial Day – TA Closed
- Tues., June 15: Host/Foundation Golf Tournament at Prestwick Golf Course

11th Annual HMS HOST / Airport Foundation MSP Golf Tournament

With spring just sprung, are we rushing the seasons by discussing summer already? Maybe not, if the topic is golf!

Yes, on June 15, Prestwick Golf Course will again host our foundation's annual fundraiser, the 2010 HMS HOST / Airport Foundation MSP Golf Tournament. As always, many of our wonderful volunteers will be on hand to help us provide a great day on the links for all the participants. Registration, silent auction monitoring and cashing, hole-in-one observation, and maybe playing a round are part of the fun, along with good food, sun (we hope!), and gorgeous scenery.

Many thanks, in advance, to all our volunteer assistants.



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