FLYING PAGES

A Newsletter for Travelers Assistance Volunteers

the

A Whole New World

Lots of changes, plus more almost here—that's part of what makes being at the airport so much fun!

A new name... Terminal 1-Lindbergh and Terminal 2-Humphrey add new numbers to explain but their famous namesakes remain.

An honest-to-goodness bank for travelers in need... U.S. Bank, to be specific, for when an ATM just isn't enough.

Basic Bliss on the Mall ... A little wine, plus some bread and cheese—these basics will soon be available a few steps apart with the opening of La Brea Bakery



Don Weidenbach (L.) and Carl Peterson (R.) are ready to help at the new Central desk.

(next to Famous Famiglia) and, later this summer, of Surdyk's Flights. Plus, to help everyone keep in touch with everyone else, a new Blackberry store (next to Talie) also opens this summer.

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A new...Us! Our office at Central looks sleek and streamlined after its "makeover." All of our newly redesigned, highly functional booths throughout both terminals are also up and running, or just about. Some booths have more visible locations that should translate to an increased number of people assisted, as well.

Most volunteers seem very pleased with the updated booths. Karen Hillman, volunteering at Blue, said, "I like it—just about everything is at your fingertips now." The new, ergonomic chairs arriving in July will make it even more comfortable.

New uniforms—navy colored vests embroidered with the MSP International

Airport logo-adorning our volunteers will complete the look.
Yes, they will be coming—watch for more in the UPDATES.

The "moved and improved" Lottery/ Charitable Gambling (continued on page 3)



Judy Kobs waits for questions at the Blue booth in the Mall.

Featuring

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.

Airline Club lounges at MSP



By Mary Ann Gaug, Shift Supervisor

Where do I find the Delta Sky Club? Does United have a Red Carpet Club at the airport? How often have you been asked these questions? Your quick response may be, "Delta has two Sky Clubs, one located near Concourse C, Gate 12 and the other on the Mall by Chili's patio" and "Yes, United's Red Carpet Club is located near Concourse E, Gate 6."

Both Clubs provide a quiet atmosphere away from the hustle and bustle of the airport public areas. Delta Air Line's Sky Club offers flight assistance, light refreshments, bar (complimentary), free Wi-Fi, workstations, lavatory services, comfortable chairs, TVs, newspapers, and magazines. It's open to those aged 21 and over who pay for yearly, monthly, or even one day memberships.

Access to the Club is also available to first class and business class travelers flying Delta internationally, which includes Canada, Mexico, and the Caribbean.

(First class



Entrance of Delta's Concourse C Sky Club

travelers flying Delta domestically must have a paid membership to enter.) Alaska Airlines Boardroom club members and those flying Sky Team partner airlines' flights (such as Air France) have Sky Club access, as do those with American Express Platinum® Charge Card memberships (certain categories only) who are flying on Delta that day. (If in doubt, have the traveler check at a Sky Club.)

The two Sky Clubs are open daily from 4:30 a.m. to 10:00 p.m. Travelers will find the clubs busiest on Monday mornings, Thursday evenings, Sundays, and Spring Break weeks.

United Airline's Red Carpet Club has a United agent available for ticketing and flight assistance. Free Wi-Fi, snacks, beverages, a cash bar, and lounge areas with TV, magazines, and newspapers are offered. Membership cost is determined by a person's United Airlines Frequent Flyer status. A one day pass is available for \$50 or can be purchased online for a discounted rate.

United also accepts Continental Airline's and US Airway's club memberships. Plus, international first class or business class



United's Red Carpet Club bar area

travelers on any flights of United's "Star Alliance" partners can access the Club.

The Red Carpet Club is open Sunday -Friday 5:15 a.m. to 7:15 p.m. and Saturday 5:15 a.m. to 6:30 p.m.

airport foundation 2nd Quarter 2010

Volume 15, Issue 2

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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Around the Airport: A Whole New World (continued from page 1)

booth is located next to Radio Road in the Mall. Now that passengers have found the new location we hope for even more sales at one of the busiest Lottery outlets in the state.

MUFIDS & BUFIDS... Yay! The MUFID (Multiple User Flight Information Display

System) project is over half done! That means passengers of all airlines have an easier time finding updated flight information now since all airlines' flights (at the particular terminal) are listed at each MUFIDS location, not just one airline's. Soon, the monitors placed at each Travelers Assistance (TA) booth also will be operational so volunteers can more easily help passengers with gate and carousel questions.

Did you know what "BUFIDS" stands for? It's the acronym for Baggage Users Flight Information Display System. Like MUFIDS, BUFIDS lists the recent flights of all the airlines at the terminal and lists the corresponding baggage carousels on which each flight's luggage can be found.



Look for these new BUFID screens to be installed in the Baggage Claim area soon.

2010 Volunteer Awards Event

Thank you, volunteers, for another great year of service!

In addition to the usual wonderful food & prizes, this year's annual Volunteer Awards Event will be remembered for a "PA" announcement that kept on giving. Plus, our second winner of the annual Shining Star award, Bob Rathje, was announced.

Many thanks to all the tenants, the Metropolitan Airports Commission (MAC), and Delta Air Lines for helping make this this well-attended event possible.



Bob Rathje poses with the Shining Star award plaque.



MAC bowls o'goodies prizewinners (L.-R.) John Foley, Jan Garcia, Pat Koontz, Barb Kaster, & Garyld Harms with the MAC's Tim Anderson (third from right).



Verna May accepts her prize from US Airways' Terry Ten Cate.

We Get Letters...



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

"Thanks to Tom [Simensen], who helped me on Sunday. After landing at MSP from SEA, I got very sick (motion sickness). Tom got me to a room with a cot to lay down. My next flight was at 3 p.m. Tom came to get me at 2 p.m. in time to buy Dramamine and Coke. It was very nice that Tom volunteers. Your "Travelers Assistance" was a great help. I am very grateful." — B.M., Phillips, WI

"We were dropped off at the wrong terminal. Duyen Hong at the info kiosk gave us maps and detailed instructions of how to get the tram and LRT to HT. I expressed confusion and fear we would get lost. Soon we found Duyen Hong walking with us. She stayed with us all the way to the LRT. We were so grateful. Then as we waited an off-duty volunteer, Joe O'Connor found us and stayed with us until we arrived at our airline. We are two senior citizens that don't travel much and we were given assistance above and beyond the call of duty. We are so grateful." – B.C.

"John Sherman in baggage claim was very helpful to us – going out of his way to find diapers for our 2-year old son.
Fast, polite, courteous. Thanks!" -- N. & J. M., Superior, WI

"On a recent trip through I noticed a lady helping people find their next flights and provide directions. On my way back, my boarding pass issued in Frankfurt Germany did not have a gate number. As soon as I was through customs, this nice lady approached me to ask if I needed assistance. Fortunately for me I was directed to my next flight knowing how much time to get there. This is a very helpful service for a tired traveler such as me. Thanks for the help." – K.K., Arpin, WI

"Karen [Altpeter] from Travelers Assistance was extremely helpful and warm. She took the initiative to help me find my way." – S., Calgary, Canada

"Barbara Calvano is the most pleasant and helpful person I have encountered at an airport. I desperately needed my phone charged so that I could contact the person picking me up. Barbara offered to plug my phone in at her station by the luggage carousel. While waiting for my phone, I observed she gave "service with a smile" no matter what info was requested. What a treat to encounter a person such as she. I compliment her on her outstanding customer service." – B.W., Eau Claire, WI



Arts & Culture Happenings



Things are happening - in front of and behind the scenes - for the Arts & Culture program administered by the Airport Foundation.

- A new hanging system for two dimensional artwork has been installed in the Concourse C "gallery" near gates 7-11. This new system will make it easier and more efficient to rotate exhibits.
- An Employee Art Show is scheduled for November, in partnership with the National Arts Program (http://www.nationalartsprogram.org/news/minneapolis-saint-paul-international-airport-mn-joins-nap). We can't wait to see all that unleashed creativity!
- The Foundation's Steering Committee is working to develop local partnerships that will bring new exhibits and performing artists to MSP.



Let's Hear from You!

Two Girls From Ukraine

By Janet Fredrickson

It was a Thursday morning, June 10th at the TA desk in ticketing....a young, petite gal approached the desk shyly. ...I could see she had tears in her eyes so I knew this was a very special moment for me to understand. Her request was, "I need help, I can't pay the \$900 for an airline ticket to Myrtle Beach, SC, so how can I get there?"

I thought, "Wow, how do I begin to solve this problem?" She began to explain to me that she and her friend had taken a job at a lodge in Grand Marais, MN, and that job was over, so now they needed to get to Myrtle Beach where they were going to work doing housekeeping. She was a bit difficult to understand, so my next question was, "Where are you from?" When she told me Ukraine I was taken back, and felt even more responsible to assist this urgent need. She had \$600 left, so needed transportation that would fit into her budget. I also now asked her, "How old are you?" She replied, "I am 19 years old." Before I went any further I asked her, "Would you just like to go back to Kiev, Ukraine?" She answered quickly that their return tickets were for September 7, 2010.

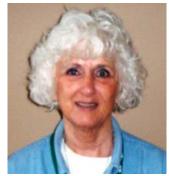
OK, where do I start? I called Bob [Rathje] at Red for any suggestions. We looked in our [TA] Manual for Amtrak and Jefferson/Greyhound lines. I decided to call the bus company...there were 2 buses scheduled to leave today for Myrtle Beach...and the cost was \$184.00 one way. This would work, we thought, so the next thing...was to get these 2 gals to the bus depot in downtown Minneapolis.

I called Bob once again and we looked at the "Where" brochure, and saw that the Light Rail ended near the

Janet Fredrickson helps visitors on alternate Thursday mornings at the Travelers Assistance (TA) Ticketing booth.

bus terminal....

...So as we headed down the escalator, tram, and elevator to the Light Rail I had the opportunity to share with them that I



had been to Kiev, Ukraine two years ago with my church choir. I mentioned where we had stayed and some things I remembered.... It was fun to see their faces light up as they heard familiar names and places.... We had a connection that they understood. As we walked, I assured them that all would be well.

When we were talking I happened to glance down and saw the rubber bracelet on my wrist that I had received from TA a few years ago...the one that says "Believe." I always wear this when I am volunteering, knowing that if anyone sees it, it might encourage them as they are traveling. All of a sudden I felt led to take my bracelet off and put it on the wrist of the gal that had come to my TA desk. I told her to "just Believe," and remember today when I was here to help her. Huge tears began running down her cheeks, and then the smiles came as I gave her a big hug. As they stepped on the Light Rail and sat down, they waved until they were out of sight.

...I felt so grateful I could help two very needy gals from Ukraine find their way. My emotions were at their peak as I said to myself, "Thank you God" for using me today, sharing your love to comfort, lead and most of all to BELIEVE!



Jack MacBean helps travelers at various Travelers Assistance (TA) booths throughout MSP Airport on Tuesdays and Wednesdays.

Way to Go, Guys!

Ralph Sonday was volunteering at Ticketing Wednesday morning, June 16, at 8 a.m. when he caught Jack MacBean in "Way to Go, Guy" mode. Jack had seen a gentleman wandering around Baggage Claim 5 looking lost. The man was Russian and didn't speak English, so Jack called the Interpreter Line. It turned out the traveler and his wife had a flight out in the early evening and hoped to reschedule to an earlier flight. Jack spent over an hour helping them reschedule the flight with Delta, exchange euros for dollars, and go through Checkpoint Security to their gate.

Have a story or insight about happenings at our booths? Contact Linda Quammen at linda.quammen@mspmac.org or 612-467-0661.

Let's hear from you!

In Memoriam



Linda Godfrey ♥

Linda was one of our longest serving volunteers for the Travelers Assistance program --from June 1978 until March 2010. Many will remember her good humor while at her most recent regular shift in Baggage Claim 5 on Monday afternoons and prior to that at Ticketing.

Linda passed away on May 15, 2010. She will be missed by all.

Energy Management Tour

Four lucky Travelers Assistance (TA) volunteers had the chance to tour the "guts" of MSP airport in June: Joyce Tritschler, Mary Vavro, Bob Hagen, and Lorraine Kenfield. This was the first time the Energy Management Tour was offered as a prize at the annual Volunteer Awards Event. Would it be a hit like the Airside and

Airfield tours?

According to several participants, the Energy Management Tour definitely scored a home run. The tour's physical scope included airside areas all the way over to Terminal 2, in addition to the underside of Concourse C. One highlight was seeing the giant machines they use to melt the snow off the runways in the winter.

Joyce Tritschler noted she was "amazed at how large and complex the system is and how well organized and maintained it is. We take so much for granted - like heat or cooling warm water when we wash our hands, etc. The air we breath when we are in the airport is filtered to meet better than federal & state standards. The water is also filtered for the same reasons." She also was "pleased to learn that they are constantly working to improve efficiency therefore saving the environment as well as cutting costs."

The group's host was Steve Shuppert, the Metropolitan Airports Commission's Chief Engineer. Steve garnered raves for his knowledge and ability to present information in an interesting way.

Let's hope to see this as a prize in future years at the Volunteer Awards Event!

Go Guides 15 5

By Jackie Lind, Volunteer Coordinator

Travelers Assistance now has 13 volunteers serving as Go Guides, walking assigned areas of Terminal 1 seeking opportunities to provide information and assistance to travelers. They actively seek out people with questions, know Terminal 1 very well, and refer questions that need additional resources to the Service Specialists at the booths. Eight of these Go Guides were also designated as Go Guide Trainers: Karen Altpeter, Dave Costanzo, Larry Jetzer, Jack MacBean, Tom Nielsen, Terry Toomey, Kirk Vogland, and Bill Wernecke. They will play a vital role in helping us expand this opportunity to other volunteers.

Training will be scheduled beginning in July for current Service Specialists who are interested in adding Go Guide shifts to their schedule. The current Roving volunteers will become Go Guides following training and the term "roving" will eventually be dropped. To become a Go Guide, current volunteers will complete 4 hours of classroom training and 12 hours of on-the-job training. Contact Jackie Lind at 612-726-8179 / jackie.lind@mspmac.org or Vicky Fodor at 612-794-4294 / victoria.fodor@mspmac.org if you are interested.

Volunteer News!

Welcome New TA Volunteers!

We welcome 15 new volunteers to Travelers Assistance. They completed their training and received their badges between March 29 and June 15, 2010. Welcome to the Airport Foundation!

Four of these new volunteers were recruited by YOU, our current volunteers. Three located volunteer applications on our website, 3 were NWA employees, and 3 more found us through contacts with staff or by walking through the airport. We met 2 of our new volunteers at the Volunteer Expo at the Mall of America in February, sponsored by Hands-on-Twin-Cities.

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

Connie Beck: "I grew up in Illinois and moved to the Twin Cities about 6 years ago. My husband and I have explored the area and I look forward to sharing some of those experiences with travelers."

Ken Bergstrom: "Connecting with people from different countries and cultures has been a part of my vacation travel, business travel, while living outside of the U.S., and when providing guidance to company employees in 25 countries. One of my previous volunteer positions included tour guide responsibilities for an internationally known live theater and art center in Madison, WI. Visitors came from many different countries and cultural backgrounds."

Barbara Brokopp: "MSP, it's good to be back! I was with NWA. I am looking forward to this great opportunity."

Jerry Cassidy: "My interest lies in helping people. We moved to Minnesota to join "People Helping People," a cooperative insurance company. I am a volunteer with the Minnesota Opera and the University of MN Raptor Center."

Tom Gaffney: "I've been involved in aviation for some 40 years: mechanic, flight instructor, and controller. (Yup, I'm an airport bum.) I can still find the magic in flight. If I can help demystify today's sterile flight experience, perhaps I can inspire some to actually enjoy the ride. I still think it's fun!"

<u>Gina Hemmesch:</u> "I work full-time but needed something to keep me busy evenings and weekends, especially when there is no baseball to watch."

Mike Kraft: "I have been retired for about a year. I currently volunteer at the MN Zoo. Greeting and meeting new people has always been enjoyable to me. During the summer I enjoy traveling in my Audi TT roadster. Many of my mornings are spent at LA Fitness and Panera coffee shop. I'm looking forward to a helpful and interesting time at MSP."

Sandy Mooney: "After 21 years at NWA, I'm enjoying retirement and time to explore new areas of interest: exercise, yoga, Qigong, gardening, biking, and walking around the city lakes. TA sounds like a good opportunity to meet new people, make a difference by helping travelers find their way, and be part of the exciting airport scene."

Judy Musech: "I like to travel and volunteer. When my last volunteer job was eliminated, a friend (who is a TA volunteer) told me she thought I would be a good fit for the TA program. After some research, I agreed."

Steven Pasch: "I enjoy airports. There is a wonderful mix of people. I love meeting and talking with people from different backgrounds. I want the traveler to receive the best travel experience when passing through MSP."

John Pytleski: "I have been involved with the MSP Airport since 1999. I can feel the energy of the airport and I will enjoy helping others in their travel endeavors."

Elaine Sampson: "Air travel has become more complicated and stressful for passengers, and sometimes, because of long check-in lines, passengers are angry even before they get to the gate. As a TA, if I can make the time between check-in and take-off more pleasant, crews working the flights will have happier passengers on board." Jane Vanderwilt: "I recently retired from NWA after working there with the Unaccompanied Minor Program. I also had other duties in all areas of the airport and I miss the 'energy' of the airport environment."

Bethany Whitehead: "I work full time as an administrator at the Walker Art Center and was looking for a people-focused volunteer activity. From 2000-2003 I served as the MAC Tour Coordinator and even though my job was forced to end with the advent of TSA screening, I've never lost my love of the airport."

Shih-pau Yen: "There was a quote in an article I read a long time ago: 'If you want to be happier tomorrow than you are today, find someone to help. I guarantee you will be happier.' This has held true my whole life, and I couldn't be happier being at TA. I will love it."



DATES TO REMEMBER

- Sun., July 4: Independence Day TA Closed
- Sat., July 10: New Volunteer Orientation, 8:30 a.m.
- Sat., July 17: New Volunteer Classroom Session, 8:30 a.m.
- July 17-18: AirExpo at Flying Cloud Airport, 9 a.m. 5 p.m.
- Thurs., July 22: American Cancer Society's Relay for Life
- Mon., Sept. 6: Labor Day TA Closed

AirExpo 2010

Flying Cloud Airport in Eden Prairie
July 17 & 18
Saturday & Sunday, 9 a.m. - 5 p.m.



Come out to talk with some of the famous Tuskegee Airmen, WWII and Vietnam fighter pilots, gunners, and more. Check out the planes, like the B-17 Yankee Lady, or the 1929 Travel Air 4000 (above)—rides are available on both.

While you're at the Expo, stop by the Foundation's booth and say hi!

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