

MSP

# FLYING PAGES

A Newsletter for Travelers Assistance Volunteers

## DONATIONS HELP US HELP OTHERS

The Airport Foundation welcomes donations from everyone! They help us provide the programs and services that fulfill our mission of enhancing travelers' experiences and supporting the local aviation community. How do these gifts come to us?



- **Donations from companies/organizations, in honor of employees/retired employees who donate their time to us:** In the Twin Cities region there are many of these groups, or their charitable foundations, including 3M Foundation, Medtronic Foundation, Travelers Insurance, and Excel Energy Foundation. Perhaps your employer or former employer offers such "donation matching"? Calling the company's Human Resources department will quickly let you know. If you have questions, contact Airport Foundation Volunteer Coordinator Jackie Lind.
- **Donations from those who have been helped by us, or those who appreciate our work, whether organizations, well-wishers, or Foundation volunteers:** Travelers helped by you sometimes offer a donation for the Foundation, as you know. Online donations to our website, [www.airportfoundation.org](http://www.airportfoundation.org), or [givemn.org](http://givemn.org) during the annual Minnesota Give to the Max Day in mid-November, is another way individuals and groups contribute.
- **Foundation fundraisers:** These include our annual Golf Tournament and Silent Auction in June, and the new Holiday Fundraiser on December 17 and 18 this year.

Even with budget cutbacks, due to the poor economy, the Foundation has added services for travelers and the airport community this year: our Go Guides seeking out travelers with problems wherever they may be in the terminals; and the MSP Art Exhibit for Employees, Volunteers and their Families, coordinated by the Foundation, showcasing artistic talents.

Donations can make the difference and ensure that worthwhile programs and services—old and new—are available.

### Inside this issue:

Bells & Whistles	2
Let's Hear From You	3
We Get Letters	4
New Skyway	4
Art Exhibit Reception	5
Around the Airport	6
Welcome New TA Volunteers!	7
Want To Be A Go Guide?	7
Dates To Remember	8
MSP 2030 luncheon	8

## HOLIDAY FUNDRAISER

The Airport Foundation MSP has launched a new fundraising initiative at MSP International Airport's Terminal 1-Lindbergh. On Friday and Saturday, December 17 and 18, volunteers and staff will sell Minnesota-grown blue spruce seedlings and mini poinsettias, gift packaged and ready for giving, at tables near the Blue booth and the Red booth in the Mall area.

Jana Vaughn, executive director of the Foundation explained, "I'm interested in seeing how this appeals to travelers. If sales warrant, we'll make this an annual Foundation fundraising event."





This holiday season the young musicians singing and playing throughout the airport sound different than those in past seasons.

Breaking with the tradition of the past several years, a more modern sound has been bouncing off the walls and down from the ceilings as the McNally Smith College of Music brought in



their talented and energetic students in ones, twos, threes, and more. Stop by when you see them and enjoy the refreshing change.



Student entertainers (top to bottom): Cierra Hill & Alex Kosak; Kara Laudon; Teresa Peterson; Cory Wong; Elizabeth Pugh & Brady Smith



**airport foundation** 4th Quarter 2010  
Volume 15, Issue 4

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.

Questions and comments should be directed to: Travelers Assistance, MSP International Airport, 4300 Glumack Drive, Suite D2040, St. Paul, MN 55111 or (612) 467-0661. Editor: **Linda Quammen**

- Airport Foundation MSP Staff:
- Judy Brant**, Shift Supervisor
  - Diane Dombrock**, Program Director
  - Terry Ferguson**, Shift Supervisor
  - Vicky Fodor**, TA Program Manager
  - Mary Ann Gaug**, Shift Supervisor
  - Jackie Lind**, Volunteer Coordinator
  - Patty Lupkowski**, Administrative Coordinator
  - Catherine Peterson**, Shift Supervisor
  - Linda Quammen**, Communications/Program Specialist
  - Marion Sauber**, Shift Supervisor
  - Harish Saihgal**, Lottery Vending Manager
  - Jana Vaughn**, Executive Director
  - Kathy Williams**, Gambling Director



# Let's Hear from You!

## Glory Days

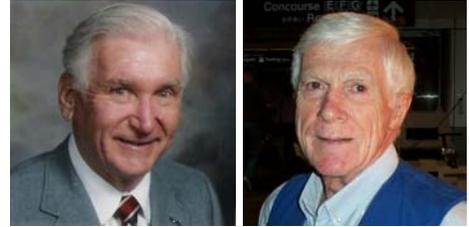
Here's an excerpt from a letter recently received at the Armed Forces Service Center concerning Foundation volunteers Harry Burke and Bill Brown. Sounds like both had a great time that afternoon during their regular shift at Red helping a traveler AND swapping war stories!

"I'm just attempting to send greetings to two older veterans, whom I met at one of the terminal's INFO-sites on 16 September 2010, while I was waiting for an afternoon flight to St. Louis, Missouri, to attend a Vietnam aviation veterans' 40-year reunion at the Airport Hilton there. I happened to notice one of your organization's posters in the corridor on the way to my gate. So I decided to try {to} check out your center, since I had a little time to wait for my flight. I hadn't ever heard of it before, in spite of flying in and out of Mpls-St. Paul every few years! But I never got that far.

When I stopped at an INFO-booth, the two guys there gave me complete directions, plus a booklet about the Service Center. Anyway, the veteran duo had so many interesting things to talk about and discuss, that after a time I noticed that I would NOT have time to get a cup of coffee and pastry. My plane was leaving for St. Louis. So I'll have to visit your center the NEXT time I arrive in the States.

But, in any case, I'd like to try say HELLO to those two men. All I can tell you, is, that one of the vets [Bill Brown] began to mention a book well worth reading, THE LAST STAND OF FOX COMPANY...he said it was a national best-

seller, about one of the most unbelievable battles of the Korean War! THEN the guy said, "This buddy of mine, standing right here now NEXT to me, was one of the men who fought that battle! " So, I guess it was HARRY BURKE,



L.-R.: Harry Burke, Bill Brown

ex-bazooka man, who I met at the terminal there. I'm sorry to say that I can't recall Harry's INFO-partner's name now.

My regards to BOTH of the men, though! Was really nice to meet 'em! By the way, I'm ORIGINALLY from northern Minnesota myself. A small town called Floodwood, about 40 miles west of Duluth.

Needless to say, when I got back to Scandinavia and the southwestern Baltic coast of Finland, ... I had my cute friendly neighborhood bookstore lady immediately ORDER me a copy of that book...and it DEFINITELY was an UNBELIEVABLE story to read! Totally amazing how anyone could have survived a situation like that!...

## Jan's Raptor Release Adventure

Benny Rosene regularly volunteers at International on Friday afternoons and helps with morning set up for the annual HMS Host / Airport Foundation MSP Golf Tournament each year. Whether golfing that day or not, he usually bids on some of the amazing silent auction items that raise funds for the Airport Foundation and its programs. This summer, Benny was the winning bidder of a "special experience."

Benny knew it would make a great gift for his wife, Jan. The experience? Releasing a rehabilitated raptor from The Raptor Center of the University of Minnesota.

Prior to the silent auction, when asked what value to place on this donation, The Raptor Center's executive director (and Airport Foundation board member) Julia Ponder replied, "Priceless." Very few outsiders—non-staff members or long-time volunteers—ever get the privilege and thrill of sending the Center's rehabilitated hawks, owls, falcons, and eagles soaring out into the world.



Jan's raptor release adventure began on a fine October day in the woods around Richfield's Wood Lake. Her charge was a young broad-winged hawk that, according to Benny, was raring to go, completely healed of a "broken elbow" after 2 month's rehabilitation. Jan was surprised at how strong the small 845 gram bird was, as she held onto its squirming body. Finally, it was time. Up and away the hawk went. Now two months later, we hope it decided to migrate to Argentina, with other broad-winged hawks.

Jan loved her experience, dubbing it "absolutely phenomenal." Great auction bid, Benny!

For more on the nonprofit Raptor Center's internationally known program, including raptor releases that you can watch, view their website, [www.raptor.cvm.umn.edu/](http://www.raptor.cvm.umn.edu/).

*Have a story or insight about happenings at our booths or functions? Contact Linda Quammen at [linda.quammen@mspmac.org](mailto:linda.quammen@mspmac.org) or 612-467-0661. Let's hear from you!*

# We Get Letters...



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

“Please know that your volunteer, Kirk V[ogland], was an invaluable help to me yesterday when I couldn’t locate my car. I knew it was on the Blue side, row N, but I couldn’t find the ELEPHANTS...I was in the TIGER section. He made two phone calls, walked with me to the correct floor and was THE VOLUNTEER OF THE DAY for me. God bless him and all of you who help us weary travelers!” – M.C.H., Mason City, IA

“CKpt #1: I got wonderful help from Mr. Dan S[haw]. when I asked about information regarding using facilities in the airport. A great thank you for having such warm, well-mannered personnel and it definitely has a positive impression for my experience here in MSP.” – J.T.

“We arrived at MSP with no plans on how to get to our son’s place at Lake & France. John L[oebner] was able to give us great advice on how to use Light Rail and the bus to get there. Not only did he save us \$35 in taxi fare, but he also proved to be a great ambassador for your city. We are looking forward to our next trip back home.” – G.C.

“We went to MOA [Mall of America] and returned. ALL the information personnel were very helpful and pleasant. They were ALL GREAT: the information desk at the

entrance to Concourse F, on the tram and on the station for the LRT and all return points upon returning to the airport. – Anonymous

“Elaine Sampson was extremely helpful to me at the airport today. I needed to return two souvenir sweat-shirts that were the wrong size. I didn’t know that I would be able to do that and without her help, I wouldn’t have been able to get my refund. She went above and beyond and I want to express my gratitude in writing. Thank you Elaine!” – J.L..

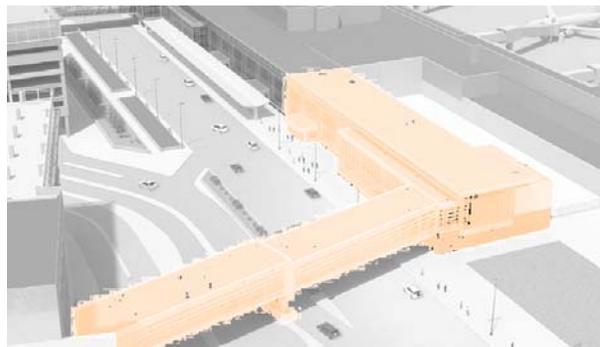
“Mr. Kurt Steensland picked me up and delivered me to the place I needed to be. I never could have walked that distance after being in a hospital for six days in Canada. He says he will deliver me to the next station. Thank you so much.”: – J.H.F.

“John H[oppenstedt] - the volunteer at the Baggage claim info booth #5 – was extremely friendly, helpful and well-informed. He directed us to the stairway and baggage claim carousel where we could meet our family with a big smile! John was a bright spot in our day – Thanks!! He is a terrific volunteer and his work is very much appreciated. Great work!” – J.K., Lawrenceville, N.J.

## New SKYWAY at Terminal 2-Humphrey Nearing Completion

Later this month the new skyway from the Orange Ramp at Terminal 2-Humphrey is scheduled for completion. It connects the Light Rail Transit (LRT) to a newly expanded section of Ticketing.

Passengers needing to travel between Terminal 1 and Terminal 2 for connecting flights this winter will be especially glad that the skyway features a moving walkway and is temperature controlled. No more walking through long, cold parking ramps!



# Volunteers Aid Successful Art Exhibit Reception

The snowy weather didn't dampen the spirits of those gathered for the December 3rd reception and awards ceremony that officially kicked off the 1st Annual Exhibit and Awards of the National Art Program® for MSP International Airport Employees, Volunteers and their Families.

The exhibit displayed 170 artworks by 104 artists. A number of the artists were Foundation volunteers, and two (Gene Miller and Fabio Herrera) received awards from presenters Jeff Hamiel, executive director of the Metropolitan Airports Commission and Sue Gens, executive director of the Minnesota State Arts Board. Be sure to check out all the winners at our website, [www.airportfoundation.org](http://www.airportfoundation.org).

Since the Airport Foundation coordinated the exhibit, Foundation volunteers also helped ensure the reception and awards ceremony was a wonderful evening for all, assisting with set-up and filling wayfinding registration, gatekeeping, and food presentation roles.

Right: Volunteer Benny Rosene installs artworks.

Below: Volunteers Barb Onstad (L.) and Dawn Groen (R.) flank Shift Supervisor Mary Ann Gaug at the refreshment table.



Right: Volunteer Steve Robbs (L.), Betty Wilhelmson, and volunteer Ron Wilhelmson (R.) enjoy the food and company.



Above: Volunteer Mary Dombrock (R.) reviews artworks with relative Jan Voight.



Left: Volunteer Fabio Herrera holds the ribbon and award for his painting.

## Around the Airport



- **Special Needs Shuttle**, for travelers with physical disabilities, families with young children, and others with special needs moves its Terminal 1-Lindbergh pick-up/ drop-off spot from the Transit Center to Ground Transport Center, near the other shuttles.
- **goHow Airport** is a new travel information application for iPhone and Blackberry cell phones. This “app” is free to download (Blackberry users can get help at the Blackberry store if needed) and provides the same info as the interactive electronic kiosks. The Metropolitan Airports Commission (MAC) provides and manages the data to ensure it stays current in our ever changing airport world.
- The **new information booth at Terminal 2-Humphrey** has opened in Baggage Claim by Caribou Coffee. A busy location and the same layout as Terminal 1-Lindbergh booths makes first-time volunteering here easy. Training for Terminal 2-Humphrey shifts is available; contact staff.
- The **Paging screen monitor** that has been blank at all the information booths will roar to life in the next few weeks. The screen will provide a visual, scrolling display of recent pages from the call center. Any problems with it should be directed to the shift supervisor, just as you would for problems with other MUFIDS (multiple-User Information Display System) screens.
- **Expert Traveler” (Black Diamond) lane** is now located at Checkpoint 6.
- **BIDS (Baggage Information Display System) screens**, now at several spots in Terminal 1-Lindbergh Baggage Claim, note the baggage carousel for every airline’s flight. Plus, “flags”, monitor screens above each baggage carousel show travelers what flight’s luggage is at that specific carousel. In the next few weeks, these screens should be operational at Terminal 2-Humphrey Baggage Claim, as well.
- New **interactive electronic kiosks** near Red and Blue booths in the Mall are great tools for travelers AND YOU! Loads of info at your fingertips, including
  - view an airport map (and You Are Here feature)
  - map the route to your gate or restaurant
  - check the time to a particular shop, by walking, taking the tram, or using the moving walkways
  - display ground transportation options
  - find Flight Status - both Arrivals & DeparturesTake some time and play around with it. (Try to think of traveler questions and answer them using the kiosk’s information, so you’re ready when travelers ask for help!)
- **Natural Element**, a new store in the Mall featuring sustainable and recycled products, will open this month in place of Tie Rack.
- **Delta PAF (Preferred Account Facility)** for corporate customers has moved. It’s now just inside Door 6 on the Ticketing Level.

Thank you, Volunteers,  
for all your time and assistance throughout the year.

Happy Holidays!

# Volunteer News!

## Welcome New TA Volunteers!

We welcome three new volunteers to Travelers Assistance. They completed their training and received their badges between September 21 and December 3, 2010. Welcome to the Airport Foundation!

These new volunteers found out about our program from our website, the Volunteer Expo at the Mall of America, or from one of our current volunteers. When we asked them why they want to be Travelers Assistance volunteers, they gave us the following comments.

**Jackie Dombrovski:** "I am looking forward to giving back to my community in an area that utilizes my 30 years in the travel industry. I was an international travel agent at the National Marrow Donor Program, responsible for couriers carrying bone marrow and stem cells around the world for life saving transplants. I was also with Dayton's Travel, Northwestern Business Travel Management, and a flight attendant with Ryan International Airlines."



**Alan Ingber:** "I enjoy the atmosphere of the airport and helping others so I see this as an opportunity to do both. I enjoy traveling, dining out, golfing (not well) and have volunteered at various organizations over the years."

**Pat Jensen:** "I've always wanted to be a concierge. I love to travel and shop and want to share my experiences with visitors. I think we have the best airport in the country!"

## Would You Like To Be A Go Guide ?

Our Travelers Assistance Go Guides have been out and about, finding and helping airport visitors on the concourses, and in the ticketing, baggage claim, and light rail transit areas. Plenty of shifts are still available for newly trained Go Guides, though!

If you like to do lots of walking and want to be trained as a Go Guide, contact Jackie Lind (612-726-8179 or [jackie.lind@mspmacc.org](mailto:jackie.lind@mspmacc.org)). The initial training session lasts 4 hours, with additional on-the-job training later.

Register for one of the following 2011 sessions: January 5 (afternoon), April 16 (morning), July 26, (afternoon), or October 12 (afternoon).



Go Guide volunteers Betty Simensen (L.) and Karen Altpeter (R.) tag-team to help a traveler find a restaurant.



## DATES TO REMEMBER

- Fri., Dec. 24: Christmas Eve – TA Closes at 2:30 p.m.
- Sat., Dec. 25: Christmas Day – TA Closed
- Sat., Jan. 1: New Year's Day – TA Closed
- Wed., Jan. 5: Go Guide training, 12:30 p.m.
- Sat., Jan. 22: New Volunteer Orientation, 8:30 a.m.
- Sat., Jan. 29: New Volunteer Classroom Session, 8:30 a.m.
- Thurs., Feb. 3: MSP 2030: The Future of Flight luncheon
- Sat., Feb. 19: HandsOn Twin Cities Volunteer Expo  
10 a.m. - 3 p.m.
- Mon., Feb. 28: MSP Employee Art Exhibit closes

### MSP 2030: The Future of Flight Thursday, February 3, 2011

The Airport Foundation MSP is partnering with the Minneapolis Regional Chamber of Commerce, and the Bloomington, Saint Paul, and Minnesota Chambers to host a luncheon at the Bloomington Airport Hilton addressing the future of aviation, the state of MSP International Airport, and plans for expanding the airport.

Volunteer opportunities will include registration and wayfinding assistance so keep your calendar open for this interesting event!



**Airport Foundation MSP**  
MSP International Airport  
4300 Glumack Drive, Suite D-2040  
St. Paul, MN 55111