

MSP

FLYING PAGES

A Newsletter for Travelers Assistance Volunteers

Being a Volunteer — A Noble Profession

By Erma Bombeck

I was a "thousand points of light" long before volunteerism lighted up the sky and had an official name. I had my lights short-circuited, burned at both ends and occasionally punched out. I hang in there because generally volunteerism is a dazzling galaxy of gems that streak across the sky and illuminate the world when it falters and cannot find its way.

I was thinking the other day that Americans are intrigued by royalty. Americans have never felt the need for a hierarchy who live in castles and get paid for waving and going to funerals, but I would like to propose a royal family for this country who would have no political power but would symbolize what we are all about and set the tone for our nation. . .the Royal Family of Volunteers.

You cannot be born to this royal family. You must earn your way through the ranks. Congress will not appropriate a salary for your efforts. You won't even have your own principality, especially if you volunteer your medical services

to travel down the Amazon River on your vacation to tend to the needs of children in Brazil.

The perks of royalty, which usually add up to yachts, box seats, parades and state dinners, may translate to long hours, tired sandwiches, costs, rejection, cold coffee, and screaming kids. Royalty as a rule is recognizable. The Royal Family of Volunteers are nameless, faceless and forgettable. They are often taken for granted, and only a fraction of them are recognized for their talents.

So how do you know you're royalty. Ah. . .it's the crown jewels that give you away - that sparkling tiara of smiles you have given and tears you have shared, and the rich legacy of caring.



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TOP TEN Reasons to Volunteer!

1. When you stay home you get too many telemarketing calls.
2. Your family could use a break from you.
3. You might need help yourself some day.
4. It's hard to win a game of solitaire.
5. Soap operas all sound alike.
6. If you don't go out each day, you get old.
7. Why let your boss have all the fun in life?
8. The car needs a workout.
9. Your mom would be proud of you.
10. Who cares about money?

Source: Joy Pople, Baldwinsville Volunteer Center, Baldwinsville NY

Introducing Frank Gray

I am excited to be part of an organization that provides services to travelers and to the MSP airport. I started volunteering here in March of this year and was hired as a shift supervisor in August. I have been in a support role for most of my working life and I enjoy helping people, so this is a wonderful fit for me.

I started my professional career in the music industry, working for the Musicland Group, as a buyer of top 30 and oldie 45's. Yes, those were the smaller vinyl records with one song on each side. Since then, my background has been in IT and systems support. I worked at Fingerhut where I managed a group of desktop support analysts and at a small medical clinic where I managed medical technologists as well as supported the computer systems.

My wife, Cyndy, and I have two daughters. Alexis with her husband, Todd, have two sons, Aidan and Jacob, and she is a massage therapist at the Lifetime Fitness facility in Minnetonka. Emily is an assistant coach for the University of Minnesota Women's Lacrosse team and is part of a nonprofit called Winning for Life.

I have many hobbies, some of which include reading, writing, music, photography and, although not current, I do have a pilot certificate and enjoyed piloting a single engine aircraft. I hope to meet each one of the volunteers at some point whether during volunteer hours or at one of the Airport Foundation events. – Frank



Join Our Mailing Party!

Four times each year the Airport Foundation's volunteer newsletter, *Flying Pages*, wings its way to your doorstep, courtesy of volunteers just like you, who spend a few hours once or twice a year folding, stamping, and labeling.

Can you help? Please contact a staff person to be added to the Newsletter Mailing Group list. Then we'll notify you by email before each mailing party. Thank you!



Left to right: Mary Whitcomb, Pat Indihar, and Dorothy Milbrandt chat as they fold and label the Flying Pages newsletter.

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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 volunteers.

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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.

PLANET “A” – KEEP IT GREEN!



By Catherine Peterson, Shift Supervisor

Do you ever wonder where all the trash at Minneapolis-St. Paul International Airport (MSP) goes? Well, you may be surprised because none of it goes to a landfill. We are doing our share here at MSP to save the planet!

Composting Pilot Program

The Metropolitan Airports Commission (MAC) is committed to reducing and recycling the waste generated at MSP whenever and wherever possible. In 2010, MAC implemented a pilot program at Terminal 1-Lindbergh for “back-of-house” food/organic waste composting at MSP. Partnering with HMS Host and ABM Janitorial, they composted 80 tons of food/organic waste at MSP, keeping it out of the local waste stream. As I toured the back kitchen area of Rock Bottom Restaurant & Brewery, General Manager Adrienne Halterman explained that the four pilot program restaurants (Rock Bottom Restaurant & Brewery, Starbucks, French Meadow Bakery and Café, and Ike’s) who share a common area for recycling and organic composting have reduced their trash by 40% since last year.



Composting at the airport? Yes! Right next to Travelers Assistance! Fifty percent of all trash generated from the restaurants everyday is organic material. In the shared kitchen behind these restaurants sit 3 bins lined with biodegradable bags to collect trash, recyclables and organic waste. Organic waste consists of food (including meat), coffee

grounds, paper, napkins, and cartons. As Adrienne explains to her employees, “anything that grows on a tree or comes from a plant in the ground” gets composted.

Trucks haul this organic waste to a private composting site in Rosemount. There it is mixed with yard waste and sold as compost to the public, including the State of Minnesota’s Department of Transportation. Have you ever seen the netting covering some highway roadsides? That netting is holding nutrient rich compost (perhaps from MSP’s organic waste!) in place to help the vegetation grow.

Phase Two of this food/organic waste composting program will begin soon and include the restaurants on Concourses D and E.

What about trash that can’t be composted?

Paying to have trash removed is very expensive. Trash to be recycled or composted costs less to remove, however, because there are no taxes or fees included with the disposal costs.

Recyclables are hauled to an automated sorting facility, which in turn sends the sorted items to second, third, and fourth markets. To encourage the public to recycle, in addition to regular “trash” cans, MAC has placed green wrapped “Recycle” waste cans throughout MSP. The signage indicates plastic bottles, glass, magazines, and newspapers can be thrown into a single container.

Trash that can’t be composted or recycled is hauled by Allied Waste (formerly BFI) to the Hennepin County Waste Complex where it is turned into electricity.

Want to know more about recycling or organic composting at MSP?

Contact Mark Wacek in the MAC Environment Department at mark.wacek@mspmac.org.



REMEMBER...THERE IS NO PLANET “B”!

2nd Annual MSP Art Exhibit For Employees, Volunteers, and their Families

November 22, 2011 - March 6, 2012

Registration Deadline: October 18, 2011

Last year's initial MSP Art Exhibit was a great success. We received many enthusiastic comments about the exhibit from participants who enjoyed their experience and from travelers and other viewers.

"Wonderful...Wonderful...Wonderful! Your amateur art show was the most entertaining thing I have seen anywhere—especially in an airport. What a pleasant way to spend time during a layover! Please do it again, and again, and again..." – K.T.

This year, the National Arts Program and the MSP Arts and Culture Program expect another great show. Register now to be part of the fun. All details and online registration can be found on our website, www.airportfoundation.org, or in brochures at all information booths throughout MSP.

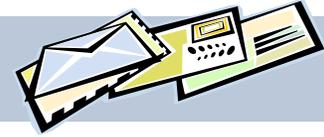
2010 Airport Foundation Volunteer and Family Member Artists:

- Clarence Bass
- Joe Callaci
- Carla Goihl
- Ken Greener
- Dawn Groen
- Fabio Herrera
- Marilyn Herrera (spouse of Fabio Herrera)
- Bob Kozar
- Gene Miller
- Barb Moen
- Steve Pasch
- Joan Pixler
- Jacob Schuenger (grandson of Elaine Sampson)
- Nancy Stefan
- Katie Sherman (daughter-in-law of Angie Strand)
- Ethan Rossow (grandson of Julie and Terry Toomey)
- Samuel Rossow (grandson of Julie and Terry Toomey)
- Bethany Whitehead
- Ron Wilhelmson
- LaRay Voight-Mohamed (granddaughter of Mary Dombrock)
- Bryan Young (son-in-law of Angie Strand)



Clockwise from top left: Katie Sherman's *Vine Bowl*; Fabio Herrera's *Ponte Vecchio*; MSP Airport Executive Director Jeff Hamiel with Gene Miller holding award certificate; Sam Rossow's *The Unknown*; Dawn Groen's earring and necklace set; 2010 exhibit poster.

We Get Letters...



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

“Pushing from one gate to another, I left my shoulder bag on the plane. I went to the customer service location and Carolyn Cooper was a wonderful help! She found what plane I had come from, called there and located my bag. She then WENT AND GOT MY BAG for me!! She then gave me specific instructions on where to go next. She certainly deserves a medal or a promotion! Thank her very very much for me.” — G.W.L., Edwardsville, IL

“Many thanks from Daniel, my wife and I to you and your team for looking after him so well during his recent transit through Minneapolis Airport. We were really grateful for the outstanding service and Daniel said that he could not imagine that a better level of assistance could be provided. He would like to thank everyone who was personally involved for making it such a pleasant and stress free experience.” — N.S., England

“Thank you Sally Schlosser so much for your help in our very difficult airport experience when my cell phone was out of charge. You lent me yours. Thank you so much.” — D.D., Phoenix, AZ

“SYNOPSIS: I have rave reviews for your 2 volunteers, Joan [Christensen] and Judy [Brant, staff]. I left my home in Kalispell, MT this afternoon leaving my cell phone behind. These 2 women were both so warm and friendly and helpful. They allowed me to make several calls to different car rental agencies and one to my aunt who would pick me up. You offer a most valuable service, THANK YOU!” — Dr. B.G., Kalispell, MT

“Colleen G[etten] was great. Big help with suggestions while we are delayed. Awesome attitude as well. Best delayed flight ever! :-)” — Anonymous



Let's Hear from You!

All In A Day's Work

Bob Rathje is a longtime volunteer and the 2010 winner of our Shining Star award. Regular morning shifts at Central (Tuesday) and the Red booth (Thursday) keep him busy fulfilling requests of all types, including the one he writes of, below.

“While working at the Red Booth, a lady came up and said she had a most unusual request. I told her that I have had a lot of unusual requests in 16 years and hoped I would be able to handle her request.

She then placed her cat carrier on our counter and said her cat had messed in the carrier and she wanted to clean it out before boarding her next flight. “Would I hold her cat while she cleaned the carrier?” I envisioned a nice small cat, and thought it would be no problem and agreed to hold the cat.

We walked down to the ladies' restroom area, and after we both sat down, the lady pulled this **HUGE** cat out of the carrier. She proceeded to grab the cat by the back of the neck and said the cat would be fine—holding it this way

would not hurt the cat.

She went into the restroom and there I sat holding this huge cat. As people walked by I received many stares. The cat started to squirm and I started to lose my grip. I thought, “What if this cat gets loose in the airport?” I hung on tight.

The lady **finally** came out of the restroom, set the carrier on end, shoved the cat back inside and said “Thank you.” I went into the men's room, brushed the cat hair off my vest, washed my hands and went back to the Red Booth—all set for the next challenge.”
— Bob



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

Around the Airport



- **United and Continental relocate in Baggage Claim area.** As part of the merger between United and Continental airlines, both now use Baggage Carousel 11. (Air Canada will also share this carousel.) A new baggage claim office near Carousel 11 is the spot to direct travelers' baggage questions concerning either United or Continental, as well. (They remind us to ask travelers to bring questions to them in person, not by phone.)

- **Pet Pillows And More's** namesake products are softer and more useful than Transformers, whether in pet or pillow mode. Located in a kiosk near gate C12, these cuties are just the ticket for a little traveler with a long flight, right?



- **Creative Kidstuff** hits the Mall soon. Long a fixture on Concourse F, look for a wide variety of interesting and educational toys, games, books, etc. in their new Mall location next to *Simply Books*.

- **International flavors arriving.** *Pei Wei Asian Diner*, *Taco Bell*, and *La Tapenade Mediterranean* quick service restaurants are set to open this fall in Concourse C, the Mall, and Concourse F (respectively). Prepare to test them out, then let us know your favorite choices!

- **MSP Musicians=beautiful music.** From jazz to Joplin, boogie-woogie to Beethoven, music fills our Mall. After a brief summer hiatus, get ready for the return of music that can be calming and introspective or exuberant and playful. Harpist Pat Carlson and pianists Jane Becker, Mark Newbold, Aldo, and J.P. Donohue (pictured at right) perform in the Mall near Checkpoints 2 and 5 at various times of day. View the Foundation website, www.airportfoundation.org, under Programs and Services, for dates and times.



- **XpresSpa, Regis Salon, and Sole Essentials** take on Concourse F. This fall, a second location of *XpresSpa* and *Regis Salon* offers travelers convenient pampering while awaiting flights on Concourse F. The addition of *Sole Essentials*, providing custom shoe inserts, will make this the spot for true head-to-toe care.

- **B4 YOU BOARD** free "app" for food delivery. Travelers short on time and craving good eats will love this new service at Terminal 1. HMS Host's smartphone application allows you to order great food and have it delivered to your gate (or ready for pick up) in about 20 minutes. Plus, the delivery service is free. Participating restaurants, initially, are *Chili's Too!*, *French Meadow Bakery & Café*, and *Rock Bottom Restaurant & Brewery*. Mobile ordering: 7 a.m. - 8 p.m., seven days/week. This application is currently available for iPhone users (download app from the Apple App Store) and soon will be ready for Android users.



Volunteer News!

Welcome New TA Volunteers!

We welcome three new volunteers to Travelers Assistance. They completed their training and received their badges between July 8 and September 15, 2011. Welcome to the Airport Foundation!

Two of these new volunteers were recruited by our current volunteers, and the other was an airline employee. When we asked them why they want to be Travelers Assistance volunteers, they gave us the following comments.

Ed Agranoff: "I spent my working career in the export business which called for considerable foreign travel. I know what it is like to land in a foreign country with no knowledge of the language. I would like to be able to assist travelers that are 'lost' due to language problems."

Jay Liberacki: "As a typical guy, I've traveled the world without stopping to ask for help or directions! I've always wondered who all these people are that are stopping to ask questions and directions."

Seth Schulz: "I am looking forward to volunteering. I hope to draw upon my vast travel experience and my past work in the aviation industry to provide assistance to travelers needing help at MSP."



Monday - Sunday, October 17 - 23

Last year's sale was a big hit with travelers as well as airport employees! In a few weeks you'll have the chance again to scour the sidewalk tables and score some savings on things you need (or just want)!

MSP Airport Employee Health and Wellness Expo

Tuesday, October 25

Come to the Mezzanine Level of Ticketing to get health screenings, flu shots, free samples from dozens of vendors, and a variety of door prizes at this day-long expo.



"Volunteers polish up the rough spots in our communities."

— Jefferson Award Winner Alice Sandstrom



DATES TO REMEMBER

- Oct. 10 - Nov. 14: Cold Recall photo exhibit
- Tues., Oct. 18: MSP Employee Art Exhibit Registration Deadline
- Wed., Oct. 12: Go Guide training, 12:30 p.m.
- Mon. - Sun., Oct. 17 - 23: Soaring Savings Sidewalk Sale
- Tues., Oct. 25: MSP Health & Wellness Expo
- Sat., Nov. 12: New Volunteer Orientation, 8:30 a.m.
- Sat., Nov. 19: New Volunteer Classroom Session, 8:30 a.m.
- Thurs., Nov. 24: Thanksgiving Day – TA Closed



Norway's Fram Museum presents
COLD RECALL
- REFLECTIONS OF
A POLAR EXPLORER

October 10 to November 14
Minneapolis-St. Paul International Airport
Concourse C Gallery

This photo exhibit commemorates the 100th anniversary of Norwegian Roald Amundsen's journey to become the first explorer to reach the South Pole.

"The display is a fascinating look back in time at the courage, drive, and incredibly hard work that went into exploring uncharted reaches of Earth," said Airport Foundation MSP Executive Director Jana Vaughn.

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