

MSP

FLYING PAGES

A Newsletter for Travelers Assistance Volunteers

MSP Arts and Culture Program Shines

As Minnesota temperatures turn colder, arts and cultural programming heats up. That's certainly true here at MSP this season.

On Sunday, November 27, MSP travelers and tenants alike were treated to 10 *Random Acts Of Culture* by Minnesota Opera artists. Dressed in street clothes, opera singers woke up and wowed weary travelers whenever and wherever they sang their arias and duets. The Knight Foundation has funded *Random Acts of Culture* in St. Paul and seven other cities this year in order to bring art to unexpected places.

Travelers and other visitors in MSP's Baggage Claim area can now wake up and wow themselves and others, courtesy of a donated baby grand piano between Doors 2 and 3, for anyone to use. Volunteer John Loebner says he loves hearing everyone tickling the ivories near his Baggage Claim 2 booth and notes that most people are quite good.

Recently, McNally Smith College of Music students have returned for the holiday season, individually and in groups, with their fresh musical stylings. Watch for them on Wednesdays and Fridays (afternoons and evenings) through year's end. Their location will usually be near either Checkpoint 2 or 5 in the Terminal 1 Mall, although carolers will be strolling throughout Terminal 1. (continued on page 2)



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Top to bottom: Barb Onstad's artwork, *Frida*; McNally Smith musicians Mei-Ling and Cierra Hill perform in the Mall; Sally Schlosser enjoys the food; Art exhibit on Concourse C; National Art Program's Assistant to the President, Maren Reid, addresses Art Exhibit Award Ceremony attendees; Ron Wilhelmson's artwork, *Dreaming*

Every year, we gratefully receive monetary donations to aid the Foundation's programs.

For instance, on November 16th's Give To The Max! Day-- Minnesota's "Grand" day of giving--we raised \$200 from generous volunteers and others. We also receive donations throughout the year from travelers touched by the many kind services you, as volunteers, perform. This cash, collected directly from travelers by you, totals \$1,068 so far this year!

Another way volunteers add monetary support to our programs is by enrolling in a volunteer donation "match" program. More and more companies honor their current and former employees--and the importance of volunteering--by including such programs in their corporate giving plans. Basically, a current or retired employee completes a certain number of volunteer hours during the year, after which a donation, is sent by the company to the volunteer's non-profit, in his or her name. A wonderful, additional benefit for what you already enjoy doing, isn't it? In 2011, \$1,700 has been donated in this manner to the Airport Foundation on behalf of various companies retired employees.

Why not make a call to your company's Human Resources department to find out more, or for help enrolling in its program. Contact Volunteer Coordinator Jackie Lind (612-726-8179 or jackie.lind@mspmac.org) if you have more questions.

Thank you again for all you did in 2011 and best wishes for an exciting 2012!



L-R: Dorothy Milbrandt, Harry Burke, and Mary Anderson register Art Exhibit guests.

MSP Arts and Culture Program Shines *(continued from pg. 1)*

Turning from the performing arts to the rotating exhibits component of the MSP Arts and Culture Program, our Second Annual MSP Art Exhibit for Employees, Volunteers, and Their Families was up and running on Concourse C within days of the *Cold Recall: Recollections of a Polar Explorer* exhibit close. Once again

showcasing inventive and exciting contributions, the Awards Reception on December 2 honored all artist participants, while awarding prizes in several classifications. Congratulations to Foundation volunteers Barb Onstad and Ron Wilhelmson for winning Honorable Mention ribbons. Awards were also received by family members of Foundation volunteers. (Check our website, www.airportfoundation.org, for a list of all award winners.)

Volunteering to assist with performances and exhibits is fun, exciting, and sometimes challenging. It provides a very different type of volunteer experience that many volunteers enjoy as a change of pace from their Service Specialist duties in the Travelers Assistance program. This year, nine Foundation volunteers helped during McNally Smith College of Music performances, while eleven helped with the National Arts Program's MSP Art Exhibit. If you might be interested in these opportunities, please fill out an Arts and Culture Interest Form, located at Central. Staff may contact you in the future, when shifts become available.

airport foundation

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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.



Benchmarking Passenger Satisfaction

By Judy Brant, Shift Supervisor

The ASQ (Airport Service Quality) program surveys 360,000 customers annually at 227 participating airports within 60 countries. ASQ is used by both the Metropolitan Airports Commission (MAC) and the Customer Service Action Committee (CSAC) to help benchmark our performance against 24 other airports in North America. The data is used to better understand our customers and ultimately improve the customer experience within MSP airport. Passengers are interviewed while waiting at their gates and asked to rate their 'on-the-day' experience of that particular airport. The Survey measures 34 elements, ranging from 'friendliness of check-in staff' to waiting time at security control'. Conducted monthly over a 3 day period, surveys average 130 passengers' opinions here at MSP during that time.

Steve Gentry, MAC's Customer Experience and Operations Analyst advises that participation in the ASQ Survey Program allows MSP to gain a better understanding of what areas have the most impact on customer satisfaction. The 3 major qualities that equate to airports receiving a "high" rating are **courtesy, cleanliness, and architecture.**

You, as a Travelers Assistance volunteer, play a **significant** role in the public's perception of the Minneapolis-St. Paul International Airport, by interacting with over 33 million travelers from communities worldwide. Steve reads every compliment and complaint sent to MAC and knows our volunteers are repeatedly recognized with MSP Service Professional Awards for excellent customer service and courtesy.

Thank you for supporting the **MAC Vision: To give our customers the best airport experience in North America!**



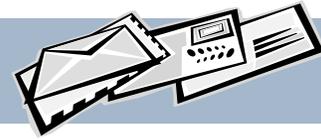
Tom Dooley (left) picks up a survey from a traveler.

As a Fieldworker for the Metropolitan Airports Commission (MAC), Tom Dooley approaches the gate area, and with a quick glance, selects the passengers that fit his ideal profile. His schedule, provided by Steve Gentry, MAC's Customer Experience and Operations Analyst, includes the flight, destination airport, and survey time. Tom's goal is to identify a wide variety or cross-section of travelers to assure that he is gathering diverse and varied data. His categories include: Business, leisure, families with children, couples, seniors or someone that may have a disability or difficulty in traveling.

Tom introduces himself and asks if the traveler would be willing to participate in the survey. If so, he hands the person a 4 page document to fill out. Tom has pre-filled the information for Airline, Flight Number, Departure Date, and Departure Time. About 10 minutes later, he returns to pick it up the completed survey.

TA Volunteers Don Hassenstab and John Loebner are also employed as survey fieldworkers so give a wave if you see them during your shift!

We Get Letters...



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

“...Your volunteers are the nicest people!!!! I was so tired I did not get the name of the gentleman that helped me. He was near the baggage claim area where travelers can book hotel rooms. Because I had been to your city before I know where I wanted to stay—he was so helpful—he made sure I went to the right Hampton Inn and he let me use his personal cell phone to call my family to let them know where I was and when I would be home. This gentleman went above and beyond. I also observed him with other travelers and he took the time to answer all questions in a very polite, friendly professional manner. He is an asset to your airport.” – P.K.

“Across from C12: Jon G[ear]. gave me band aids and saved my blisters! Hurray! And with a smile.” –Anonymous

“June Larson is very good at what she does. She was a great help to me, as well as Kurt [Steenland]. She was polite and did things she did not really have to do to assist me. I really appreciate your service. Thank you.”
– Anonymous

“I would like to express my deepest gratitude to your MSP Traveler's Assistance Team. On November 27th, at approximately 1838, I had called and spoke with Christine [Krisztina Brooks] trying to formulate a plan on the best course of action for my wife to make her connection flight within a 25 minute window. Her original flight DL 1866 not only left PHX 7 minutes late, it also landed over 26 minutes behind schedule. Initially, I was trying to request a cart driver assuming that would be the fastest method to go from gate G17 to B4. I was then informed that fastest route would be to use the concourse connector by foot since the drivers were not able to travel down that route. In the background, her teammate had even taken the time to verify that information by calling the cart drivers while we were still talking. Christine then had asked for my wife's gate information and name and said she would try to notify the departing gate agent as well as try to have someone meet my wife at her arrival gate to give her the best directions. Somehow, everything managed to work out perfectly. Not only was Christine at the arrival gate with a sign and Leah's name on it, she ran alongside my wife for as long as she could towards gate B4. Even

as my wife, Leah, kept sprinting down the concourse connector, Christine still shouted out her last bit of directions guiding Leah to turn right and you're almost there. She made her connection flight, DL 4759, with no time to spare.

That is, by far, the best display of customer service that I have ever encountered. For Christine to not only take the time out of her evening and even get a bit of cardio in, is more than I could have ever expected or even asked for. I not only want to thank Christine, but also her coworkers that I could hear in the background making phone calls and trying to discuss other options...

Again, I am completely impressed and grateful for their hard work and going above and beyond all expectations. Please share my appreciation with them on a job very well done.” –K.L.

“Hi, Just wanted to compliment one of your travelers assistants today who did a nice favor for me. Julie Toomey helped me with a small but important task today and I just wanted to bring it to your attention of how pleasant and helpful she was to work with today. Many thanks to her for her kind assistance, she was a pleasure to work with and speak to about my issue. Thanks again.” – B.J

“I just want to thank you and praise the cheerful and friendly help I received from your volunteer information booth person who goes by the name of: William E[dwards].

He helped me find postage stamps and a postbox when I had an urgent mailing and showed me the quickest way to each option. When I chose to buy a book of stamps at the ATM he even did the math to see if I was paying an extra charge to the bank for the stamps - I wasn't! What a charming and helpful man. Keep him!” – C. E.

“Thank you very much for all the help from you [Judy Brant] and your colleagues: Terry [Ferguson], Dave [Teslow, volunteer] and Mary Ann [Gaug]. They are of great help to my daughter.

Kindly let them know that my daughter has arrived Little Rock safely. She was offered help and taken great care of all the way though Little Rock. This trip wouldn't be successful, without your help.

I truly appreciate your kind assistance.” – S., Thailand

Volunteer News!

Welcome New TA Volunteer!

We welcome one new volunteer to Travelers Assistance who knew about us because of her employment with Northwest Airlines. Welcome to the Airport Foundation!

Asked why she wanted to be a Travelers Assistance volunteer, we received the following comment. from **Susan Kolden**:

"I hope that I can be helpful to anyone traveling through the MSP Airport. I know how frustrating it is to be in an airport and need help, whether it is where to eat or where is my next gate. I have worked in customer service positions for many years and at the end of the day, helping people is very satisfying."



Go Guide Training

Soon it will be time for New Year's resolutions. Why not resolve to try out Go Guides? Many shifts are open on the Daily Schedule.

To become a Go Guide, just contact Jackie Lind (612-726-8179 or jackie.lind@mspmac.org). You can also read more about this exciting and fun opportunity in the *Moving Walkway* manual under the Go Guide job description. Central has a copy of the *Moving Walkway* on the bookshelf under the Volunteer bulletin board.

2012 Go Guide Training Dates

February 28, Tuesday, 12:30 - 4:30 p.m.
April 28, Saturday, 8:30 a.m. - 12:30 p.m.
June 27, Wednesday, 12:30 - 4:30 p.m.
August 28, Tuesday, 12:30 - 4:30 p.m.
October 18, Thursday, 12:30 - 4:30 p.m.

In Memoriam



Frank Brennan was a long time volunteer in the Travelers Assistance program with a lovely Irish accent. He served from 1995 to 2008 at many booths, especially Blue and Red. Thereafter, he was a member of our Emeriti Circle.

Frank passed away on September 27. ♥



Dave Richter began volunteering with Travelers Assistance back in 1996. In recent years, he had a regular shift on Wednesday afternoons at the Red booth. He had recently become a member of the Emeriti Circle.

Dave passed away on November 24. ♥

DID YOU KNOW?

- * Terminal 1-Lindbergh will turn 50 years old on January 13, 2012!
- * MSP International Airport has 95 elevators, 72 escalators, and 38 moving walkways! (contributed by Dennis Yeager, volunteer and Metropolitan Airports Commission employee)



DATES TO REMEMBER

- Sun., Dec. 25: Christmas Day – TA Closed
- Sun., Jan. 1: New Year's Day – TA Closed
- Sat., Jan. 21: New Volunteer Orientation, 8:30 a.m.
- Sat., Jan. 28: New Volunteer Classroom Session, 8:30 a.m.
- Tues., Feb. 28: Go Guide training, 12:30 p.m.
- Tues., Mar. 6: MSP Employee Art Exhibit closes

Around
the
Airport



- **MSP Tours** is a new operation, located in the Terminal 1 Mall near the Red booth. It combines headphone audio tours, narrated by local experts, with Light Rail transportation to deliver a fun and informative experience. (www.msptours.com)



- **MacDonald's restaurants at MSP closed December 8.** But, many new quick service restaurants will be opening in early January on Concourse G. Some examples: *Mill City Tavern*, near gate G 17; *Taste of Shoyu*, near G4; and *World Bean Coffee*, near G22.

- **Are We There Yet?** Questions about distances to gates, restaurants, play areas? Inquisitive travelers near the Red and Blue booths can go to the electronic Directory Kiosks and punch up both an electronic map with their route and the approximate travel time.

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