

MSP

FLYING PAGES

A Newsletter for Airport Foundation Volunteers

Airport Foundation / Travelers Assistance Relay For Life Team Prepares for May 10th

Ready, Set, Go! The 3rd Annual Relay for Life of Delta Airlines and the MSP Airport Community will be arriving May 10, 2012. The event brings the whole airport community together from 6 a.m. to 6 p.m. "to remember loved ones lost to cancer and honor those that have won their battle."

This is the first year that volunteers and staff from the Foundation are fielding a team. The excitement has started, with a group of volunteers and Shift Supervisor Judy Brant (Team Captain) brainstorming fundraising ideas. A bake sale and other sweet ideas are on the menu to help our team raise funds, in addition to those raised by individual team members.

All proceeds will go to the American Cancer Society, the largest funder of cancer research in the U.S. The Society also has community programs and services to help those in any stage of their cancer battle.



Foundation volunteers Liz Bowman (L.) and Nancy Franske (R.), with another 2011 Relay For Life volunteer.

In 2011, the Annual Relay for Life of Delta Airlines and the MSP Airport Community:

- Had 35 teams participate
- Presented a Survivor's Lap with more than 40 cancer survivors during the Opening Ceremony
- Raised \$84,000 for the American Cancer Society

In 2012 (as of March 7), they:

- Have 23 teams participating
- Raised \$16,031 for the American Cancer Society

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Interested in helping fight cancer?

Here's how:

- Join the relay team
- Donate to our team or to individual members of the team
- Raise funds through bake sales (April 29 - May 5) and more
- Participate in Survivor activities
- Knit dish and wash cloths
- Cheer our relay team on May 10th
- Help in other ways

Call Judy Brant at 612-726-5570 or email judith.brant@mspmac.org.
Looking for more information? Go to www.relayforlife.org/deltamsp.

Foundation volunteers Arlene Fingerman and Patti Boehmer at the 2011 Relay.





Let's Hear from You!

Way To Go Guys!

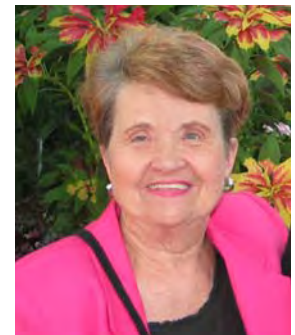
Recently, John Gear (whose regular shift for Travelers Assistance (TA) is at Green on Tuesday afternoons) happened upon his old volunteer "trainee" notebook—circa 1998. A lot of things have changed for volunteers in 14 years! Here are just a few:

- ★ Number of locations: Then- 6 (Red, Blue, Ticketing., BC1, BC2, Main); Now- 9 (Added Green, Yellow, T2-Humphrey)
- ★ Number of training hours: Then- 20 hours; Now- 36 hours
- ★ Number of volunteers: Then- 209; Now- 322
- ★ Ratio of male to female volunteers: Then- 66 to 143; Now- approximately even

But, one thing certainly hasn't changed: The professional, knowledgeable, and helpful manner every volunteer displays to travelers and airport/airline employees.

You Should've been There...

When long time volunteer Mary Anderson played *The Falling Leaves* on our grand piano in the mall area recently. Her playing was so evocative that you could almost hear those leaves drifting by! Mary plays professionally in the Twin Cities; we appreciate her volunteer shifts as a Performing Arts Specialist for the Foundation.



Volunteer Expo 2012 at MOA

Did you first hear about the Airport Foundation and its programs like Travelers Assistance at a Volunteer Expo? If so, you're not alone!

Each year, the Airport Foundation MSP participates in the Volunteer Expo at the Mall of America, which draws potential volunteers from across the metro and beyond to find out about the volunteer opportunities offered by nonprofits and others. Approximately 160 contacts were made during the 5 hour Saturday event this year. We hope to see some of these Expo contacts become active volunteers for us, helping to replace other volunteers who have left for various reasons.

Some volunteers who came to us through initial contact at previous Expos include Mary Jane Anderson, Connie Beck, Al Bruhn, David Christenson, Pat Jensen, Joe O'Connor, Jim Poljack, Kirk Vogland, Chan Wahi, and Bob Worthington.

Thanks to this year's Foundation volunteers Sally Schlosser and Joe O'Connor for working tirelessly at our booth to attract attendees and explain our foundation, its programs, and volunteer opportunities. They made the 7th annual Volunteer Expo at the Mall of America a great success for the Foundation!

airport foundation MSP 1st Quarter 2012
Volume 17, Issue 1

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

Frank Gray, Shift Supervisor

Jackie Lind, Volunteer Coordinator

Patty Lupkowski, Administrative Coordinator

Catherine Peterson, Shift Supervisor

Linda Quammen, Communications/Program Specialist

Harish Saihgal, Lottery Vending Manager

Jana Vaughn, Executive Director

Kathy Williams, Gambling Director

Around the Airport



- **Hot Dish opens in Ticketing (replacing Houlihan's):**

Think Midwestern comfort food turned up a few notches—including hot dishes with tater tots, burgers, and walleye. Spam and bacon play supporting roles, while Wisconsin cheese curds and fried pickles underline the regional feel. Those looking for a hearty breakfast will find flap jacks with fruit or real maple syrup, and steel-cut oatmeal on the morning menu. And, they offer a number of tempting, special \$8 meal deals for badged MSP employees (and volunteers).



- **Great Lakes Airlines (ZK) returns to MSP:** Starting with flights to Devils Lake, ND in December 2011, it has since added flights to Pierre, SD. In the near future, plans include flights to towns like Jamestown, ND and Ironwood, MI.



- **Skyway is a byway once more:** The Terminal 1-Lindbergh skyway connecting the Green parking ramp to the Ticketing mezzanine area has reopened to the public. It had been closed since October 2011 for updates including a new heating, ventilation and air conditioning system, lighting and flooring.

- **Spirit Airlines (NK) announces service from MSP:** May 31st marks the start of flights from MSP (Terminal 2-Humphrey) to Chicago and Las Vegas by Spirit. The airline offers a low base fare with additional options passengers can add on an a la carte basis for baggage, seat assignments, travel insurance, and more.



- **United Airlines (UA) and Continental Airlines (CO) merge:** On March 3rd, “United and Continental complete the transition to a single passenger service system (PSS) and single website.” While the Continental Airlines name will be retired, their “globe” logo is now part of the new United logo.



- **Shifting Shops—Change is the name of the game:** *Sugar Pop* and *In Season* kiosks near C12 recently closed. Get your sugar and sports fixes at their main stores, *Sugar Pop* and *Sports Minnesota*, in the Airport Mall. Meanwhile, *Natural Element* in the Mall will move into a kiosk near C12. In the Concourse C food court both *A&W* and *Godfather's Pizza* have left so *Chick-fil-A* can open later in the spring. Also, at Terminal 2-Humphrey, the *Sterling Works* kiosk has closed and will reopen as *Expressions* later in March.

- **Transportation Security Administration (TSA) Pre✓ debuts at MSP:** *Question* - Why are some frequent travelers enrolling in Delta Air Lines and American Airlines Trusted Traveler programs and the Customs and Border Patrol's Global Entry program? *Answer* - To get to the other side (quicker, and with their shoes, belts, coats, and laptops in place)!

- **Take a visual stroll down memory lane at Travelers Assistance Central:** Many pictures from the *Views Across Time* MSP retrospective exhibit now decorate our walls. Outdoor shots of the post-WWI military encampment and of massed WWII army bombers recall their eras, as do vintage indoor shots of the airport's ticketing hall and soda fountain. Posed and candid airport photographs of Amelia Earhart (right), Eleanor Roosevelt, and the Beatles remind us to keep our eyes peeled for current celebrities at MSP!



1 2 3 4 5 Volunteers By The Numbers 6 7 8 9 10

In 2011, volunteers and staff in the Travelers Assistance (TA) program assisted 1,150,450 people. That number is slightly more than the 1,132,461 served in 2010. It's interesting to note that in 2011 we served 17,989 more people than in 2010, even though we served less people at seven out of nine of our booths. Those losses were made up by the significant increases in the number of people served by Go Guides (+44,765), at Humphrey (+25,043), and at Yellow (+10,714). The increase in Go Guide and Humphrey hours closely correlates to the greater number of hours served by volunteers in each of these assignments. The increase at Yellow is most likely attributable to the booth's recent relocation to a more visible spot in the A Rotunda.

TA, arts and culture, administrative, event, and special project volunteers gave 52,285 total hours to the Airport Foundation in 2011. 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 2011 rate of \$21.36 per hour, which includes 12% for fringe benefits, the total value of last year's volunteer hours is estimated to be worth \$1,116,807.60. That's an impressive figure!

Training: Training volunteers to serve the public at MSP is a continuing process with the number of new recruits varying from year to year. In 2011, program staff conducted three classroom and orientation sessions, while volunteers conducted 360 individual On-The-Job (OJT) training sessions. Thanks to all the trainers for regularly and skillfully preparing new volunteers for their TA assignments. Special thanks to the following trainers who conducted 7 or more OJT sessions in 2011:

- Kirk Vogland - 43
- Ken Bergstrom - 23
- Rita Walker - 13
- Terry Toomey & Tom Simensen - 11 each
- Karen Altpeter & Betty Simensen - 10 each
- Bill Wernecke, Karen Gress & Steve Robbs - 8 or 9 each
- Dave Steensland & Nancy Zupfer - 7 each

Volunteer Emeriti: The Volunteer Emeriti Circle honors volunteers who have accumulated more than 10 years or 1,500 hours of service and no longer wish to commit to regular, assigned duties. Volunteer Emeriti retain many of the benefits that volunteers enjoy, as well as a few duties to keep them connected to the Foundation. At this time, there are 19 Volunteer Emeriti. Three new Volunteer Emeriti will be inducted at the 2012 Volunteer Awards Event on May 16: Bob Kozar, JoAnn Trygestad, and Bob Walker.

People Served: 2011 vs. 2010		
Location or Assignment	# Served: 2011	# Served: 2010
BC - Door 2	110,826	123,903
BC - Door 5	112,254	134,729
Blue	144,097	148,107
Central	36,711	37,836
Green	105,661	108,517
Go Guides	90,816	46,051
International	100,595	96,982
Red	164,658	176,625
T 2-Humphrey	69,545	44,502
Ticketing	97,944	108,580
Yellow	117,343	106,629
Grand Total	1,150,450	1,132,461

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.



Brochure Stocking Service for Travelers Assistance

By Terry Ferguson, Shift Supervisor

The Airport Foundation MSP has always provided space for brochures at the airport relating to the MSP airport community, Metropolitan Airports Commission (MAC), and Metro Transit, along with miscellaneous nonprofit organizations and Minnesota tourism. Several years ago, we began to sell brochure space at our booths to cover the costs in managing our brochure stocking.

In 2011, we entered into partnership with Explore Minnesota Tourism to enlarge and enhance our coverage and promotion of tourism in Minnesota via brochures. Explore Minnesota manages the sale and financial side of the partnership; the Foundation handles the inventory and stocking of all the brochures. To date, the Foundation has taken in approximately \$25,000 from this partnership.

While we have lost some exclusive control of which brochures are stocked at MSP, we have expanded the coverage for tourism in Minnesota. Each year, vendors are offered an opportunity to have their information displayed at MSP on a first come, first served, basis. This ensures we fairly represent tourism in Minnesota and continue to have new areas of the state presented at MSP.

Our service continues to provide brochure space for the MAC and its operations (Terminal 1 and 2 maps/brochures, Shop & Eat brochures, etc.), along with nonprofit airport entities and key airport services, Metro Transit schedules, and major tourist attractions like the Mall of America.

Currently, six volunteers stock brochures throughout Terminal 1 on a Monday through Friday basis. These volunteers spent nearly 500 hours last year managing, distributing, and arranging over 1,200 cases of brochures at the TA booths.

The 500 volunteer hours do not include time spent by our regular volunteers staffing the booths. It is very helpful to have every arriving booth volunteer check to ensure that all slots in the brochure racks are full and stay full during the shift. This, along with our “clear desk” policy at closing, helps promote a clean and professional appearance at each of our booths.



Above: Guido Kauls adding new brochures at Blue booth.



Left: Kirk Vogland checks stock at Central.

Below: Margit Jordan replaces bus schedules at Baggage Claim 2 booth.



Supplementing our brochure service, CTM Media Group (CTM) also displays brochures at MSP. They lease space from the Foundation at Terminal 1 near exit door 5 on Baggage Claim, and at Terminal 2 in Ground Transportation and the TA booth. CTM, in turn, sells brochure space to various Minnesota organizations.

We Get Letters...



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

"I just wanted to give my compliments to the volunteer staff at the airport. This is weeks overdue. A few days after Christmas, I was heading to my gate, I had a flight to catch from MSP to LGA, when I realized I lost my carry on. I could not recall where I left it and headed to the airport information gate for assistance. This nice elderly woman (a volunteer) contacted another volunteer named Mark T[akamiya]...and he called around and searched around the airport for me (even personally looking inside every shuttle) and was able to locate my bag. It had just been reported to the lost and found.

A nice security person waited with my bag near the ticket counter even though the lost and found had just closed, and Mark T personally escorted me there to pick up my bag. Needless to say I was impressed with the time and effort spent to locate my bag (filled with my children's winter coats and Christmas gifts). So I wanted to reach out and acknowledge the outstanding volunteer staff that I encountered at the airport, a rarity these days!" – J.K.

"Thank you so very much. Due to Jack [MacBean]'s compassion, thoughtfulness, we were able to make my surgical appointment at Mayo Clinic.

Delta flight canceled then said we don't have a crew... We found Jack - thank God! We were able to get us on a Rochester shuttle. God's blessing to Jack. What an extraordinary gentleman!" – K.

"I just wanted to let you know I had the most fantastic entry to America @ MSP Airport last night. In particular Dagmar Runyon - a volunteer was so helpful & pleasant. I just wanted to let you know what a difference it made to my travel!" – S.H.

"I lost my jacket at the airport, while connecting between flights. I am in transit from Edmonton Canada to Madrid.

Joe [O'Connor] went the extra mile calling cleaning services and other information centers until he located my jacket on a chair, which he found while searching for

it. His kindness and dedication struck me greatly. I was very surprised to find out that this organization is run through volunteers. Dolores [Novotney] from concourse E also helped.

I am most grateful to these "Minneapolis Airport Angels". They are a blessing to all us travelers. Best wishes and congratulations for wonderful work!!" – L.M.

"I wanted to take a moment to thank your organization for taking such good care of my husband last Thursday. Upon his return from Germany his flight was rebooked by Delta causing a 7 hour layover at your airport. Since he is a Traumatic Brain Injury patient this long stay alone was very concerning for me since changes can be very stressful for individuals with this type of health issue.

Your staff [Judy Brant and volunteers Herb Strozinsky and Dick Hjerpe] was awesome! They let him call me upon arrival, and kept him "under their wings" and comfortable. I truly appreciate the service, and wanted to let you know!" – Anonymous

"At MSP today, I was afforded above-and-beyond assistance by a volunteer. Seated at the Information desk in the baggage claim area, a young senior, Clarence [Bass], came to my rescue when all else seemingly failed.

Sporting a strained back muscle, I needed a skycap to help me with my luggage. I had requested help in advance of the flight from Delta. I needed to be taken to the baggage claim area and then to Rochester Direct for my reserved seat to Rochester...

When I picked up my second bag from the carousel, I was stymied. I could handle one bag and my bulky coat, but not two. Eventually, after seeking aid to get a skycap, and failing, I sought help from numerous personnel. Finally, at the information desk, Clarence came to my rescue, and pulled the larger bag, leading me to the shuttle.

...Clarence went out of his way to personally assist me to make my shuttle on time. This world needs more Clarences. And I thank him again and for you to have his cordial, voluntary skills at the public's disposal." – A.J., Sun City Center, FL

Volunteer News!

Welcome New Travelers Assistance (TA) Volunteers!

We welcomed nine new volunteers to Travelers Assistance between October 22, 2011, and February 29, 2012. Our current volunteers recruited three of the people on this list, and two others were associated with airlines. One found us through Hands-On Twin Cities, two saw our volunteers in the airport, and another viewed the volunteer information on our website. Welcome to the Airport Foundation!

Karen Benson: “After working 45 years for a major airline, I retired in 2009. I enjoy meeting and helping people and hopefully I can contribute to making their travel a pleasurable experience. I am excited for the opportunity to work as a TA for the Airport Foundation.”

Carmela Giardina: “I learned about the Travelers Assistance volunteer program about two years ago and knew it was something I wanted to do when I retired. Every shift will be different and challenging.”

Judy Green: “As a frequent traveler, I’m aware of the many frustrations that can occur while travelling from one destination to another, particularly through airports. I look forward to assisting those travelers who come to TA for answers and help.”

Jeanne Hussey: “I worked as a Braniff International flight attendant, had my own small business, and realize how critical customer service is. I want to leave people with a memorable experience and hope I will make someone’s day less stressful. No better place than working as a TA to preserve the image of Minnesota nice.”

Paul Martinen: “I am majoring in an aviation degree and want to help travelers at the MSP Airport. My passion for aviation is what brought me to the Airport Foundation Travelers Assistance Program.”

Jody Schulz: “My love of travel and my passion for assisting people led me to this position. I have traveled through multiple airports and I have always found MSP to be one of the most inviting airports on all levels. I look forward to the opportunity to extend that inviting atmosphere to fellow travelers!”

Donna Smith: “As one who has worked behind the scenes for many years, I am now looking forward to being on the front lines, interacting with and helping passengers on the way to their destinations. It’s a great way to feel like I’m being exposed to the rest of the world without going anywhere!”

Marg Thomas: “For most of my professional life I traveled extensively throughout the Northern Hemisphere and SE Asia - always grateful for the hospitality and professionalism of the air industry. Now, I want to extend that hospitality to those passing through MSP.”

Lynn Klonowski: “I left the airline industry 20 years ago, but the airline industry didn’t leave me. I’m thrilled to be volunteering with the Foundation. Here’s to magic carpet rides!”



In Memoriam



Ed Bodensteiner’s volunteering days with us began in October 1993. He volunteered at all the booths but, during

the past few years, you’d remember him helping visitors mainly at Baggage Claim and Humphrey.

Ed passed away on December 13, 2011.♥



DATES TO REMEMBER

- Sat., Mar. 24: New Volunteer Orientation, 8:30 a.m.
- Sat., Mar. 31: New Volunteer Classroom Session, 8:30 a.m.
- Sun., April 8: Easter – TA Closed
- April 15 - 21: Volunteer Week
 - Tues., June 12: HMS Host/Airport Foundation MSP Golf Tournament at Prestwick Golf Course
- Sat., April 27: Go Guide training, 8:30 a.m.
- Thurs., May 10: Relay For Life at MSP, 6 a.m. - 6 p.m.
- Wed., May 16: Airport Foundation Volunteer Awards Event, 3 p.m.
- Mon., May 28: Memorial Day – TA Closed

Spring is almost here, with green grass, flowers, and...

Airport Foundation MSP Volunteer Awards Event

Save the Date - May 16 - and stay tuned
for all the details!

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