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Fall Meeting

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Around the Airport

Minni Bar Opens on Concourse G: Travelers awaiting their flights in Concourse G’s first pod of gates can chill out in a big way at Minni Bar, across from G4, where cool blue and white ceramic tile cascades down the ceiling and walls. Minni Bar offers both drinks and light snacks, as do the new, small bars at G11 and G14.

Orange Ramp skyway closed at Terminal 2: New security checkpoint construction until approximately September 27 means travelers will temporarily use the “old path” through the Purple and Orange parking lots to walk between the light-rail station and the terminal.

Three Regional Artists Chosen for Artwork at MSP: Scott Parsons’ design will be installed on Terminal 1’s walls on Concourses E and F. Watch for these unveilings later this year!

McNally Smith College of Music Summer Series: Look for young McNally Smith musical artists—vocal and instrumental—to heat up the Mall at Terminal 1 again this summer on Tuesday and Wednesday afternoons, July 17 through August 14.

Chick-fil-A Debuts at Concourse C Food Court: Chick-fil-A offers travelers a large menu, including its take on breakfast burritos and biscuits, milkshakes, cones, and sundaes, wraps and salads, and, of course, chicken sandwiches. Open Monday through Saturday from 5:30 am - 9:30 pm.

It’s Official—MSP’s Travel App is now FlySmart: An improved version of the goHow Airport app previously used at MSP, FlySmart features interactive maps to navigate the airport. Available for iPhone, Android and BlackBerry, FlySmart offers flight and airport information for more than 90 U.S. airports.

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Inside this issue:

2012 Shining Star Award Winner: Karen Altpeter

Every year we honor a volunteer who epitomizes the spirit of former volunteer Don Wahlstrom with the Shining Star Award. Don always gave a smile and exceptional customer service to everyone he met: travelers, tenants, and staff of the airport, airlines, and Foundation. He volunteered in a variety of Foundation jobs, working at Travelers Assistance (TA) information booths, at events, on committees, and as a volunteer trainer.

Like Don, Karen’s 11-year Foundation volunteer career has included shifts at all the TA booths, testing and developing new volunteer jobs, training Service Specialists and Go Guides, research and data entry work on the TA Manual, and lots of Foundation event work—all with that 100-watt smile!

Congratulations Karen!

Karen (L.) with Ramona Wahlstrom, Don’s widow.
Way To Go Guys!

★ Ken Mack and his wife, Missy, welcomed twins Emma and Aaron into their lives on June 5th. Congratulations!

★ Earl Ecklund and Bob Rathje took a whirlwind tour on April 28th of seven Washington D.C. memorials—including an impressive ceremony at the WWII Memorial. Called an Honor Flight, it left the Twin Cities at 5 a.m. and returned at 11 p.m. Last October, Ray Bowman also participated in an Honor Flight.

Minnesota Vietnam Veterans Charities provides the flights free of charge to WWII veterans. Veterans’ ages on Earl’s and Bob’s flight ranged from 84 to 97 years. Sounds like a memorable experience and a wonderful way to honor our vets!

You Should’ve been There...

★ When Barb Kaster and other Volunteer Awards Event winners of the Airside Picnic prize claimed their prize.

Barb writes, “I wish every TA volunteer could have had their name pulled out of the bucket for the chance to have a picnic and tour of the “other” side of the airport. Never again will I ever be able to buy a ticket or fly somewhere without thinking of the wonderful experience we had. We were driven around, up, down, below, through tunnels and saw first hand what it takes to run an airport the size of MSP. What a challenge for the 20-25 thousand workers who do everything from sweep to watch to compute and who knows what else that the security of this facility takes. Paul [Sichko] was an absolutely excellent guide who answered every question with complete knowledge. We even had the experience of how the airport rescues a lost dog! Thanks so much for the special treat.”

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

Let’s Hear from You!

Tim Anderson Retires

Tim Anderson, Vice President, Management and Operations for the Metropolitan Airports Commission (MAC), officially retired on June 22nd after 31 years of service.

Tim was well known to a great many Travelers Assistance volunteers, often stopping at the booths to chat. We will certainly miss him at the airport.

Or will we? Rumor has it, he’s been eyeing the blue vest. Perhaps we can train him to be a Service Specialist or Go Guide!

Tim with Gerry Briggs at this year’s Volunteer Awards event.
**Relay For Life**

*You did it!* Thank you all for your help during the Relay For Life fundraising event: brainstorming ideas, gathering donations, volunteering for setup/take down (and everything in between), relay duties, and more.

Of course, let’s not forget those of you who were helping monetarily: sponsoring a team or team member, buying (and eating!) cookies, bars, and meals, even wearing jeans during your shift. What would we have done without you?

**May 10, 2012 Relay For Life**

*Delta/MSP Airport Community*

- $94,313 raised for American Cancer Society
- $6,322 of above total raised by Airport Foundation MSP

*Congratulations!*

**American Cancer Society Relay for Life**

*Celebrate. Remember. Fight Back.*

Clockwise from top left: Team Captain Judy Brant (L.) confers with team member Carole Martin (R.); the Bagpiper leading relay participants; Team Captain Bonnie Laird (L.) helps a participant.

**Volunteer ESP Tours**

That’s ESP as in “extra special prize.” For many volunteers who have won spots on these tours at our Volunteer Awards Events that’s just what they are.

Winning volunteers on the 2012 Energy Management Tour: (L.-R.) Chan Wahi, Nancy & Ken Greener, Seth Schulz.

Each year, a few lucky volunteers get the chance for a private tour “behind the curtain” at MSP. Whether it’s the Energy Management Tour (pictured above), the Airside Picnic, or The Airside Tour, if you win, you can delve into the world unseen by most. Led by experts—the people who “run the show”—you’ll hear fascinating facts and insights and maybe some pretty interesting stories too. Plus, you can ask those “good questions” you’ve always wondered about!

**In Memoriam**

Jean Barrett began volunteering as a Service Specialist in the Travelers Assistance (TA) program during the fall of 1996. In recent years, many will remember seeing Jean on Tuesday afternoons at her Blue/Podium post or off pushing a passenger in a wheelchair.

In the spring of 2010, she became a member of our Emeriti Circle.

Jean passed away on June 25th. ♥
It was another wonderful Volunteer Awards Event this year—a time to catch up with fellow volunteers and honor everyone’s dedication to volunteering.

Great food was provided by Delta Air Lines. Great prizes were donated by 24 organizations. Great odds were definitely on hand as 99 of 167 volunteers who attended won prizes!
Walking the concourses at MSP airport, travelers are surrounded by automated technology. There are traditional vending machines, which provide products of all sorts including candy, snack food, gum, and various beverages. At MSP the range of products dispensed goes even further. Skin care and beauty products, electronic gadgets, accessories, prepaid phone cards, diapers, pull-ups, bottles and other infant care items are just some of the multitude of merchandise that can be purchased in this manner.

For those that like to try their luck, lottery scratch-off ticket machines are scattered throughout the concourses.

Other types of automated technology provide services. Passengers can sit down on a chair that, if activated, will give them a massage. Kids and adults alike can spend time in arcades full of pinball machines as well as video and simulation games. IDT vending has some video game stations and sells prepaid phone cards. Lockers provide convenience, allowing bulky items to be stored while at the airport. Luggage carts are available to lighten traveler’s loads. Kiosks with touch screens provide store and restaurant information, and help with way finding.

The latest technology introduced to the airport is the Digiboo machine, which allows travelers to rent or purchase movies to view on their laptops.

What’s next? OTG will be introducing 2,500 iPads in select areas of Concourse G that will allow travelers to surf the net, play games, and order food, thereby enhancing travelers’ experience at the airport.

**Fun Facts: MSP Vending Machines by the Numbers**

<table>
<thead>
<tr>
<th>Vending Type</th>
<th>Vendor</th>
<th>Qty</th>
</tr>
</thead>
<tbody>
<tr>
<td>Candy/snack food/pop/juice/coffee/water</td>
<td>Theisen Vending</td>
<td>24</td>
</tr>
<tr>
<td>Diapers/pull-ups/sippy cups/pacifiers, etc.</td>
<td>Diaper Bag Basics</td>
<td>1</td>
</tr>
<tr>
<td>Electronic accessories/players (Best Buy Express)</td>
<td>Zoom Systems</td>
<td>4</td>
</tr>
<tr>
<td>Skin care/personal beauty products</td>
<td>Zoom Systems</td>
<td>1</td>
</tr>
<tr>
<td>Beauty products/fun gifts (Get Set to Jet Set)</td>
<td>U*Tique</td>
<td>1</td>
</tr>
<tr>
<td>Arcade style game rooms</td>
<td>Theisen Vending</td>
<td>3</td>
</tr>
<tr>
<td>Massage Chair pairs - ‘First Class Seats’</td>
<td>Smarte Carte</td>
<td>8</td>
</tr>
<tr>
<td>Lottery Scratch-off Tickets</td>
<td>MN Lottery</td>
<td>11</td>
</tr>
<tr>
<td>Digiboo movie rentals/purchases</td>
<td>Digiboo</td>
<td>11</td>
</tr>
<tr>
<td>Prepaid phone cards</td>
<td>IDT</td>
<td>8</td>
</tr>
<tr>
<td>Temporary Storage Locker areas</td>
<td>Smarte Carte</td>
<td>3</td>
</tr>
</tbody>
</table>

**Did You Know?** Most Theisen vending machine groups have a coin changer. Those that don’t will provide change for a bill inserted into the vending machine if the Coin Return button is pressed.
“Fantastic. Connie Davis has been extremely friendly and helpful in providing customer services. A great lady with an extraordinary & lovely attitude toward helping people. Hats off to Connie. Thank you.” – Z.N.

“Hello. I want to give you feedback on my experience at the airport on Tuesday, May 1, 2012. I was flying on Delta Airlines from Sacramento to Baltimore with a stopover at your airport. The interactions with both airline staff as well as employees and a very nice volunteer made my visit both memorable and kind. I was wandering around and came upon the information desk staffed by Nikki [Edwards]. She told me that she had just completed volunteer training and this was her first shift. This was after she provided me with great suggestions on dining options, suggested the spa next door for a massage and was very friendly and easy to talk to. She made my trip special. …Thank you to the people at the airport for making my vacation great.” – L.L.S., Stockton, CA

“It was wonderful to hear the live piano music while walking to my next flight in concourse G. I had had a very stressful morning getting out of San Diego and was still feeling stressed when I arrived in Minneapolis, but hearing the woman [Mary Anderson] playing was most soothing and I told her so. Keep her playing!” – J.B., Chapel Hill, N.C.

“My husband has pancreatic cancer. We were traveling from Salt Lake to Indianapolis with a layover here at Minneapolis. We had traveled through this airport a long time ago (June 2004) and knew there was a lounge for "special needs." We were desperately trying to find a quiet comfortable place my husband could recline and rest at. Finally got to the info booth by Concourse C and D and bingo! Your volunteer, John, was wonderful. I explained the situation and immediately he said "come on in". My husband was able to rest the three hours in between flights (even snored!). And John checked a number of times on his comfort and needs. This kindness and the services are very much appreciated. Thank you so much.” – C.L., Batesville, IN

“Jim [McGraw] - I wanted to let you know that the Eco-Trans shuttle driver brought me my purse, as planned. Again, I want to thank you for your kindness and willingness to help in a very frustrating situation. Many many thanks!” – C.E., Northfield, MN

Foundation Spring Events

All of you volunteering in the Travelers Assistance program know very well about the first part of our Airport Foundation mission: to enhance the experience and exceed the expectations of travelers at Minneapolis-St. Paul (MSP) International Airport. Your work helped MSP take the #1 spot as best American airport in Travel and Leisure’s travel poll!

But, there’s a second part of our mission: supporting the airport and broader aviation community. To accomplish that the Foundation has had an “eventful” spring:

- Hosting the Airport 2030 luncheon at the Mall of America for the business and aviation community
- Presenting the MSP Employee of the Year award to three customer service superstars at MSP
- Supporting our regional airports like Anoka County Airport with a booth at its Discover Aviation Days
- Putting on, with HMS Host, our annual HMS Host / Airport Foundation MSP Golf Tournament to connect the local aviation/airport communities and raise funds for our programs such as Travelers Assistance.

Thanks to all of you who helped make each of them such a success!
Welcome New Travelers Assistance (TA) Volunteers!

We welcomed 16 new volunteers to Travelers Assistance between February 29 and June 19, 2012. Our current volunteers recruited six of them. Four were associated with the airport or an airline. Two found us through a Star Tribune ad, one from our website, and three saw our volunteers in the airport. Welcome to the Airport Foundation!

Barry Dean: “I’m recently retired, former limo driver, and was a social worker for six years. I enjoy and am comfortable in a variety of situations.”

Jean Dermer: “I am a native New Yorker who has traveled extensively through U.S., Canada, Europe, and East Africa. My passionate interest in animals and the environment has brought me close encounters with polar bears in Churchill, the “Big 5” in Tanzania, and the mountain gorillas of Rwanda. When not traveling, I love being involved in theatre productions.”

Nikki Edwards: “After years of volunteering at my kids’ school, I chaired the U.S. Open Golf women’s volunteer committee. I have also volunteered extensively working with people who are living with mental illness. I was honored as the 2010 MN Volunteer of the Year by the MN CareGivers.

Kathy Gripentrog: “I’m a new retiree interested in an exciting volunteer opportunity and love to travel and meet new people.”

Yvonne Haas: “After 20 years with (NWA) Delta in customer service, I want to continue assisting the MSP flying public!”

Carol Huber: “Having worked as a flight attendant for 38 years, I know how difficult it can be to navigate the airport. I think that I can be helpful with the traveling public and leave them with a positive experience.”

Deb Marie: “Joining the Airport Foundation as a volunteer is a personally satisfying event for me. I have been drawn to helping people and this gives me the opportunity to help in the busy, fast-paced environment of MSP. Air travel is stressful even if it is for recreation. I would like to assist in making it less stressful.”

Mary Jane McCoy: “For the first time in 40 years, I am living alone. In order to find out what I wanted to do with life, I am volunteering for hospice and now here at the airport. These activities fill my life and give me purpose.”

Jim McGann: “The airport is a great place - exciting - dynamic - hustle - bustle. I can’t think of a better place to volunteer to help people and be a part of it all.

I look forward to working with dedicated and generous people.”

Jim McGraw: “I have been retired for some time and would like to find a meaningful use for some of my spare time. I think dealing with the public at the airport would answer that need.”

Carol Oskness: “For me, the airport is a gateway to the world and to be able to help passengers have a good experience at our MSP hub will be rewarding. I look forward to the volunteer effort.”

Ken Oulman: “As one who has traveled worldwide for birding, I am aware of the frustrations that can occur at airports. I look forward to assisting those travelers that pass through MSP.”

Danny Pierce: “I am recently retired from the automotive fleet industry in operations and now keep busy with six grandchildren. I am a member of the Augsburg Centennial Singers, as well as my church choir. I also enjoy golfing and have lived in the Bloomington area for over 40 years.”

Paul Sichko: “I have been employed by the Metropolitan Airports Commission for 23 years. I am looking forward to sharing my knowledge of the airport, and I am also looking forward to hosting some of my fellow volunteers for an exclusive airfield picnic that is awarded each year at the volunteer recognition event.”

Penny Watson: “As a public school teacher, I was able to travel each summer. I was particularly drawn to places very different from my home in Minnesota, for instance Borneo. Many times the kindness of strangers helped me find my way. I’d like to do the same for travelers at MSP.”

Judy Zaitz: “Upon my retirement and successful treatment of breast cancer, I wanted to devote myself to something that would continue to give purpose and meaning in my life, as nothing brings people together more than giving. I know first-hand how valuable this position is since I have traveled to over 40 countries and have been helped by many airport specialists, making my travel experiences less stressful and more enjoyable.”
DATES TO REMEMBER

- Tues., Aug. 28: Go Guide training, 12:30 p.m.
- Mon., Sept. 3: Labor Day – TA Closed
- Sat., Sept. 22: New Volunteer Orientation, 8:30 a.m.
- Sat., Sept. 29: New Volunteer Classroom Session, 8:30 a.m.
- Early Sept.: Registration begins for National Arts Program (NAP) MSP Employee Art Exhibit

Mark your calendars for another informative Airport Foundation General Meeting!

**Date:** Mid-September  
**Tentative Location:** MAC Field Maintenance Building

Timely topics will bring you up-to-date about the Foundation, its Travelers Assistance and Arts and Culture programs, and terminal changes.

Stay tuned for more information!

Early Sept.: Registration begins for National Arts Program (NAP) MSP Employee Art Exhibit