



FLYING PAGES

A Newsletter for Airport Foundation Volunteers

Volunteers Shine at 3rd Annual MSP Airport Art Exhibit

The art is back! Many travelers, employees, and volunteers had been waiting for the return of hundreds of pieces of artwork to Concourse C since March. On November 20th, they got their wish, with 208 art pieces from 129 artists representing 25 organizations on view in the 3rd Annual MSP Airport Art Exhibit for Employees, Volunteers and their Families.

Was the wait worth it? Comments overheard were overwhelmingly positive: “The



best ever!” “Beautiful pieces.” “I want to take several home!”

New this year was the unveiling of 5 stunning glass cases that truly reinforce the area’s “gallery” feeling. Housing a large portion of this exhibit, the cases will provide flexibility in showcasing different types and sizes of art in future rotating exhibits.

Another addition for 2012 was the People’s Choice Awards. There are two awards, one based on voting on Facebook (MSP Airport’s Facebook site), and one based on paper ballots completed at the art exhibit itself on Concourse C.

One winner from each method with the highest total number of votes cast during the November 20, 2012-March 5, 2013 exhibit run will be chosen as a People’s Choice winner.

Foundation volunteers and their families had great participation this year. This paid off in great rewards at the Awards Ceremony on November 30th, as the panel of judges awarded them seven ribbons, including Best of Show. Congratulations to all of them and to all who participated in this year’s MSP Airport Art Exhibit!



Art Exhibit Reception & Awards Ceremony photos - Above: Foundation Executive Director Jana Vaughn. Left: Guests admire artwork in the new display cases. Middle: Volunteers Carole Martin and Dorothy Milbrandt serving beverages. Bottom: Volunteers Karen Benson and Del Strand with Administrative Coordinator Patty Lupkowski (center) at Registration.



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(MSP Art Exhibit, continued from cover)

Of course, volunteers did more than enter their artworks—they helped ensure that the show would go on. A host of jobs behind the scenes included accepting delivery of artworks and cataloguing them; hanging pieces; assisting the judges; setting up, registering, and serving at the Reception and Awards Ceremony.

The MSP Employee Art Exhibit runs through March 5th, 2013.

Be sure to stop down and take n all the exciting artwork created by your friends, co-workers, and their families. While you're there, vote for your favorite – maybe it will become the People's Choice!



2012 MSP Airport Employee Art Exhibit: Foundation Volunteer & Family Member Awardees

Best of Show: Bryan Young (Angie Strand family member)

Adult-Amateur: 3rd place - Seth Schulz; Honorable Mention - Ron Wilhelmson, Darrell Foss (Mary Foss family member)

Adult Intermediate: 2nd Place - Nancy Stefan

Youth: 1st Place - Sam Lubbers (John Loebner family member); Honorable Mention - Sam Rossow (Terry & Julie Toomey family member)

Foundation volunteers award-winning artwork (L.-R.): Seth Schulz - *Ruhigen Fluss*, Ron Wilhelmson - *Walnut Vase*, Nancy Stefan - *Parasols, Night Market, Laos*

Around the Airport



- **New Restaurant, Vero, Unveiled:** Vero, a new concept restaurant/bar on Concourse G inspired by local chef Ann Kim (Pizzeria Lola) features artisanal Neapolitan-style pizza, as well as panini, salads, and delicious desserts.

- **Indoor Pet Relief Room Opens:** This indoor animal relief room is in T1-Lindbergh's Mall area, between the entrance to Concourse E and the Rocky Mountain Chocolate Factory. (Look for the dog pictogram above the door.)

Travelers Assistance volunteers at the Blue booth can unlock the room for travelers during our hours of operation. The outdoor animal relief area off Door 1 on the Baggage Claim level is also available 24 hours per day.

- **Natural Element Closes:** Their kiosk by Concourse C's Gate 12 has been replaced by a second Sterling Works kiosk.
- **New Electronic Information Directories Ready:** Electronic directories similar to (but a bit different than!) those near the Red and Blue booths are expected to be unveiled on December 14th near the Yellow and Green booths and at the tram stop near TA Central. Another great tool for travelers, especially after our operating hours!

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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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Let's Hear from You!

You Should've Been There...



When Mary Jane McCoy got a hug and kiss from a folk music great on October 20th while volunteering at Baggage Claim 5.

Mary explains, "I was working BC5 when a gentleman walked by with a guitar on his back. I immediately recognized him as Peter Yarrow of Peter, Paul and Mary fame. As he went by I said "Peter, Paul and Mary." He looked over at me, winked and kept going.

He met several people carrying instruments also, by Carousel Four. When they were ready to leave they came to the down-escalator behind my booth. As they were filing down I stopped him and thanked him for all the years of wonderful music. He said, "You are so kind," and with that he gave me a big hug and kiss on the cheek. I was so surprised that I almost started crying. Needless to say, it made my day!"

Way To Go Guys!

Elaine Sampson recently helped a babushka—a Russian grandmother—on the last leg of her journey from Russia, through Amsterdam to MSP and, finally, to Anchorage to see her little granddaughter. The woman didn't speak English, and wouldn't accept help from a male volunteer or stay at TA Central during the long wait for her flight, but let Elaine help her to her gate on Concourse F.



Elaine checked back on the woman more than once, communicating with smiles and gestures to be sure everything was all right. At one point, the Russian traveler shared pictures of her granddaughter in Alaska. It was a heartwarming mission that Elaine said more than made up for her lower than usual shift "tally total!"

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

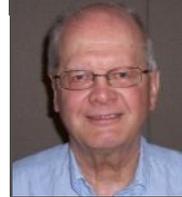
CBP Guides In Action

Providing information and assistance to travelers is a prime goal for the new CBP (Customs and Border Protection) Guides, just as it is for our Go Guides and Service Specialists. However, CBP Guides are assigned to the Federal Inspection Service (FIS) area so travelers they help are arriving from international locations. This new role is another way for us to support MSP and fulfill the Foundation's mission of helping travelers and enhancing the airport.

As Program Director Diane Dombrock noted at the Travelers Assistance Fall Volunteer Meeting in September, the testing phase of the CBP Guide job is ending. In January, our first class of trainees

will begin. Their teachers will be none other than the dedicated

CBP Guides who helped test and refine this job: Bernie Hampton, Bill Wernecke, Geri Schams, Karen Altpepper, Ken Bergstrom, Mary Foss, and Tom Nielson. (Pictured from top to bottom.)



In addition to offering arriving international passengers information and assistance, CBP Guides will help

direct them into the appropriate processing lines and make sure that they have all needed documents completed and ready for review by Customs and Border Protection agents.

Our CBP Guides enjoy their assignments and the CBP staff appreciate their help. Passengers in the FIS area also have shown their appreciation for this new service. One traveler said, "What has happened here? It is so nice, helpful, and pleasant. It is not like going through customs any place else!"



We Get Letters...



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

“Barb C[alvano] was very helpful and patient with me in locating a hotel to stay near the airport so I could easily return to claim my luggage that was lost in transit. This was a great relief after having just arrived from a long international flight to Minneapolis for a business trip. My experience with Barb was very pleasant especially after the difficulties of this lost luggage, long flight and having no hotel reservation in Minneapolis.” – D.G.

“I wanted to share the experience that I had with traveling to the great state of MN. I was really frustrated by the day that I had experienced with traveling from DFW (my home airport) to MSP airport. I came to the information desk for travelers’ assistance and met with a volunteer (luckily) Paula Lopuch. She went out of her way to assist me with a very odd, frustrating situation. She placed phone calls to the baggage area, 2-3 times and spent her time between also helping other travelers. I felt so much better after speaking with her and getting all the help from her. Since I do not travel often, (by myself) I did not feel I was on my own trying to figure things out. She is a great asset to your airport, and I have watched her (in my time I had to wait on luggage) and each person has been greeted with a smile and they left with the knowledge (help) they needed and they were smiling themselves.

I just felt the need to share this with the powers that be. I would not have felt good about myself if I hadn’t. I hope she is rewarded in some way—she deserves it!” – R.T.

“The information centers were very easy to find, had great information. Carol and Bob were especially helpful. They went above and beyond but were also not pushy or overbearing. One of the more pleasant airport experiences after missing a flight. Great job.” – R. O., Anchorage, AK

“Thank you so much for taking such great care of my mother after she missed her connecting flight from Minneapolis to Southern California! She really appreciated the friendly assistance of Ms. Foss, especially because her English is so limited. Even though she missed the flight, she had a great experience!” – D.M. Beverly Hills, CA

“Passing through MSP on our way to DTW and came across the North Star Crossing Rotunda. The inlay work on the floor depicting the navigational charts is amazing! The detail as well as the use of metal combined with stone makes for a beautiful combination. The navigational charts are right at home at an airport.

Well done MSP, contributing to the arts, and thanks to Penny [Ziessman] for taking the time explaining the history and significance of the inlay.” – N.K.

“I was very tired, supposed to fly out at 9 AM—Newark New Jersey—a storm delayed flight to 12 noon departure. I will fly out tomorrow instead. Stuck at airport no ride home. Gerrit [Groen] very helpful and gave me options. Let me know if there is a restaurant I could go to while waiting for a ride because rental car was too expensive to rent for one day—\$80 plus. He also instructed me on airport lounge where I could relax and wait. He was very pleasant. I really felt he was trying to help me. It was the second approach which I appreciated—him following up with me and giving me more options. Thank you for the excellent service.” – V.S., Shoreview, MN

“Bob [Rathje] & Jerry [Tiegel] were great, very helpful! Promote them! Thank you for having people there that actually know the answers and that are nice!” – A.S., Big Pine Key, FL

The holiday season often causes people to reflect on the good things in their lives...

Travelers may wish to thank you for your assistance by offering you money. Perhaps you have declined in the past, noting that you don’t accept tips. Next time, you might explain that as a volunteer for the nonprofit Airport Foundation you would be happy to accept the money as a donation towards the continuation of our programs like Travelers Assistance.

Volunteer News!

Welcome New Travelers Assistance (TA) Volunteers!

We welcomed five new volunteers to Travelers Assistance between September 24 and November 28, 2012. One was an airport employee, three were recruited by our current volunteers, and another one heard about our services and called to inquire. Welcome to the Airport Foundation!

Marie Holm: “Having recently retired, I was looking for volunteer opportunities that would both provide a needed service to others and be personally rewarding. As I love to travel and have many places on my ‘bucket list’ to visit, joining the Foundation seems like the perfect fit.”

Ben Ledermann: “I taught high school social studies for 34 years. Upon retirement, I became a cart driver at MSP for 11 years, and I worked as a volunteer interpretive guide at the MN Zoo. My familiarity with MSP should be helpful in assisting travelers.”

David Liddle: “I retired after 41 years as an ordained minister. As someone who enjoys meeting new people and being helpful to others, I thought Travelers Assistance would be a meaningful way to volunteer. My wife and I live in the Twin Cities and take pride in our outstanding airport. I also like to fly, have done domestic and international travel, and am familiar with the stresses of air travel.”

David McKenna: “I retired from the financial industry, and before that spent 20 years traveling around the world during my Air Force career. As enjoyable as air travel can be (amazing trips to the Amazon and Galapagos Islands), it can be stressful if you can’t find where you need to be in the airport.”

Michele Westlund: “I retired 5 years ago after working for NWA/Delta Airlines for 39 years in Reservation Sales. I look forward to the opportunity of helping MSP travelers with their problems and concerns.”



INTRODUCING Lynn Klonowski...

My association with the Airport Foundation MSP began January 2012 as a volunteer for Travelers Assistance. In August, the position developed into a shift supervisor role.

I began my professional career as a public liaison officer for the Anoka County Attorney and President of the National District Attorney’s Association. Several years later, Northwest Orient Airlines wooed me away with the promise of travel and adventure. That promise provided 15 years of airline experience – including multiple and varied positions within passenger and cargo divisions. My professional experience concluded with 10 years in the construction industry, where I was a licensed building contractor and owned my own corporation.

The aviation industry is near and dear to my heart and, as a member of EAA (Experimental Aircraft Association), I attend various aviation events. Motorcycle riding is another passion. I own a Can Am Spyder and have extensive riding experience throughout Western Canada, the Pacific Northwest and the California coastline. The South Island of New Zealand is on the ride bucket list (New Zealand was “home” for a year).

I will be “missing in action” from time to time as music, film and native American art festivals continue to draw me to Santa Fe, Taos, Monterey, LaJolla, Seaside, Port Townsend, Neah Bay, Cape Flattery, etc.

What an incredible opportunity to be working side by side with amazing people all around. I’m in awe of you! PINCH ME!





DATES TO REMEMBER

- Mon., Dec. 24: Christmas Eve – TA Closes at 2 p.m.
- Tues., Dec. 25: Christmas Day – TA Closed
- Tues., Jan. 1: New Year's Day – TA Closed
- Wed., Jan. 9: CBP Class, 8:30 a.m.
- Wed., Jan. 23: CBP Class, 8:30 a.m.
- Sat., Jan. 19: Volunteer Orientation, 8:30 a.m.
- Sat., Jan. 26: New Volunteer Classroom Session, 8:30 a.m.
- Sat., Feb. 16: Volunteer Expo at MOA, 10 a.m.–3 p.m.
- Tues., March 5: MSP Employee Art Exhibit Closes

Happy Holidays to You!

Thank you for everything you've done in 2012 for travelers, the Foundation, and the MSP Airport. Your donation of service is very much appreciated.

To volunteers whose current or past employers have donated funds to the Airport Foundation based on your volunteer hours, an added "thank you." We appreciate your enrollment in these programs each year.



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