

MSP

FLYING PAGES

A Newsletter for Airport Foundation Volunteers

Navigating Autism at MSP Tours Get Underway

On a balmy Saturday afternoon in January, nine families took a practice run at navigating the ins and outs of MSP International Airport.

While most parents would appreciate a trial run to familiarize their kids with the huge airport, multiply that at least ten-fold for parents of kids with autism. Uncertainty about their child's reaction to any number of sights, sounds, interactions, and procedures has meant forgoing flying as a family for some parents of autistic children.

Shelly Lopez, with the MSP Director's Office, explained that "MSP saw a need" and worked together with the airport's tenants to create the new Navigating Autism at MSP program. The program tours aim to create a realistic airport experience for such families, from parking, passing through security, waiting at the gate, then boarding the plane, checking it out, even buckling up seatbelts. After exiting the plane, a look around airport areas like the children's play area, family room, observation deck, and baggage claim usually conclude the tour.

Assisting families on the January 5th tour were volunteers from the following groups: Metropolitan Airports Commission (MAC), Autism MN, Transportation Security Administration (TSA), Delta Air Lines, Fraser, and the Airport Foundation MSP. Eight of our Foundation volunteers: Jon Gear, Judy Green, John Loebner, Jack MacBean, Marilyn Quilling, Sally Schlosser, Holly Wareham, and Mary Whitcomb helped children and their parents. John Loebner was positive about the experience, advising that the training volunteers received

beforehand was helpful and the young boy he helped "was a little trooper."

How did the families feel about their experience? One family member commented, "It was a fantastic program. We were beyond impressed with everything about it."

Program tours are held bi-monthly on Saturday at 1 p.m. Ten Foundation volunteers signed up for the March 2 tour, 13 for the May 4 tour. If you're interested in being a part of this ongoing program, contact Volunteer Coordinator Jackie Lind.



Above: Testing out the pilot's seats!

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Right: Volunteer Jack MacBean enjoys getting to know the tour participants.

Featuring

MSP Airport Watch

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.

By Catherine Peterson, Travelers Assistance Shift Supervisor

Have you heard about the MSP Airport Watch program?

The program's website notes its objective is to "identify and deter criminal activity at MSP Airport.... Typically, most crimes occur when the opportunity is present and the risk of getting caught is low."

FAST FACTS

- * Modeled on Canadian program started during 1990s
- * Program started at MSP in November 2008
- * Includes some Twin Cities reliever airports
- * Part of MSP Airport Police
- * All volunteer; currently over 70 in program
- * Similar to Neighborhood Watch program
- * Other U.S. programs aid Chicago's O'Hare & Phoenix's Sky Harbor
- * In 2012 awarded "Best Program in the State of Minnesota"

To reduce overall crime, MSP Airport Watch volunteers are called upon to be an extra set of eyes and ears when out visiting predetermined areas near the perimeter of the airport campus like the Cell Phone lot and the dog park near Now Boarding. When they observe activities that do not seem normal, rather than approaching the situation they call the MSP Emergency Communication Center (ECC) with as much information as possible. About five such occurrences are checked out by the ECC each month.

Airport Watch volunteers are a diverse group, including aviation buffs, photographers, dog walkers, even current and former Metropolitan Airports Commission (MAC) commissioners. Now, add Airport Foundation MSP volunteer to that list as Lee Nelson, a service specialist in our Travelers Assistance program, is also an MSP Airport Watch volunteer. And, did we mention that some volunteers bring along family members on their shifts? Certainly adds to the diversity!

If you're interested in more information, or know someone who is, contact the MSP Airport Police Department by calling 612-726 5115, or going to www.msppairportwatch.com.



Lee Nelson, Airport Foundation and Airport Watch volunteer, models his Airport Watch polo shirt.

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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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July 12-14, 2013

International Airport Watch Convention

Minneapolis MN



- **Three New Shops now open at Terminal 2-Humphrey, inside security:** Frequent flyer fans of **Caribou Coffee** must be excited about the new Caribou shop by Checkpoint 1 *inside* security. Now they can fuel up at the Caribou *outside* security by Baggage Claim and continue their super -alert status with more Caribou joe while they wait at the gate. The **Minneapolis - St. Paul Magazine news store** is close to Caribou Coffee inside Checkpoint 1. Newspapers, magazines, necessities, and good food to grab are this store's stock in trade, plus several tablet computers are available for web surfing. **Subway**, home of the famous "footlong" sub, offers travelers a welcome quick stop after completing the security process at Checkpoint 1.



- **State of the Art Restrooms Unveiled at Concourses E and F:** Travelers on E and F have reason to be doubly happy. They now have some beautifully remodeled facilities—with beautifully designed, bright mosaic artworks in each to bring a smile to the grouchiest face.

- **Advantage Rent A Car Returns to MSP:** In late February, Advantage began service for car rental—at both Terminals 1 and 2—next to Hertz.

- **2013 Relay For Life:** The 4th annual Relay for Life of Delta Air Lines and MSP Airport Community, benefiting the American Cancer Society, will be held on May 2, 2013. Mark your calendars and visit <http://main.acsevents.org/> for current information on their progress and on participating!



- **Electronic pull tabs debut at Surdyk's Flights:** The digital world has come to pull tabs! The electronic version currently is being tested at MSP's Surdyk's Flights. The Foundation expects testing soon at Ike's On Summit, O'Gara's, Rock Bottom Brewery, Itasca Grill, and Fletcher's Wharf.



- **Checkpoint 2 at Terminal 2 reopened:** Closed since the October opening of new Checkpoint 1, Checkpoint 2 was reopened on Feb. 19, 2013. The remodeling allowed the 5-lane checkpoint to accommodate current technology better. It will be open 24 hours while Checkpoint 1 will be open 4-9 a.m. and noon-5 p.m.

- **American Airlines and US Airways announce merger:** Now it's official. The merger will form the largest airline in the world (and an awful lot of planes to repaint with the new logo and tail design.)



On Board With...*John Fredericksen and Doug Killian*

Our Airport Foundation MSP Board of Directors are volunteers too, so here's some great news about two of them!

- **John Fredericksen:** John was recently promoted to President and Chief Executive Officer of Sun Country Airlines from his previous position as Vice President-General Counsel of the airline. An Airport Foundation MSP board member for many years, John has also served on its executive committee.
- **Doug Killian:** Doug, Senior Marketing Director for the Mall of America, just received the Tourism Friend of the Year award at the annual Explore Minnesota Tourism Conference. During his years with the Foundation's Board of Directors, Doug also has served on the executive committee, most recently as Chair, in 2009.



We Get Letters...



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

“My spouse, Dinny, and I have spent two days here in the airport, supported by Lynn [Klonowski], Mary Ann Gaug, and the other great, great folks at Travelers Assistance. Such generosity of spirit and hospitality by all helps us navigate through what could have been a ghastly and nerve-racking experience after connecting flight after connecting flight was canceled. We encountered the best of human experience, that is, being cared for by strangers who saw us as human beings, not as problems to be solved.

Many thousands thanks to you all. We will never forget you. We encountered the love of neighbor in all of you.”
– D.H.

“I must express my most sincere appreciation to your two Go [Guide] Volunteers at the Minneapolis airport, for their invaluable aid provided to me. Mark T[akamiya] and trainee Nikki E[dwards] came to my assistance to solve a difficult flight connection.

I was given the problem of a 23 minute connection between flights, arriving in Terminal 1 and leaving out of Terminal 2. Not only would I have spent precious time finding it, dealing with a second security check in, but had two bags to carry since I could not check them through due to the connection. All this with a limp while recovering from a fracture from a fall on the ice. Needless to say I made my connection with a few minutes to spare and I made it to KY, and then my final international flight to Thailand with family.

I would like to commend both volunteers for their professional courtesy, exemplary decorum, and sheer kindness. They are stars in the Heavens!!!” -- C.R., Seldovia, AK

“On Dec 19 we were departing MSP & left our cell phone in a car in the valet parking garage. We did not have time to return to the garage & go through security

again. Joyce, at the information desk near security checkpoint one, contacted the garage. The staff there found the phone & Joyce went to the garage & delivered to us. We commend her & the garage staff for going above & beyond to help us. The airport has great people.”
– G.H., Eagan, MN

“Customer service booth in front of checkpoint 5: Due to a delay we missed our connecting flight. The next flight was not leaving until the next morning. The two gentlemen at the booth were so helpful and caring during what was a very frustrating and stressful time. They provided pillows, blankets and mattresses for us in the quiet room, as we had to spend the night in the airport. I can't thank them enough for their excellent service. We left the airport feeling very positive about the experience.

Thank you Joe & John! The mattresses were great.”

“TA at F Concourse: Elliot [Eskin] was patient, professional and informative. He is great to lost travelers.” – J.P.

-- All the help we needed to get to hotel - fast, efficient
-- Given MSP visitor guide and using it (I like real books in my hands)

-- Very friendly - easy gentleman

-- Great city . . .

Thank you Gene Schutte” -- T.A.

“I am writing to compliment Jan [Rainey] for the help she provided when I was traveling with my baby. I had just gotten through security and was trying to find where I needed to go when she came up to me and asked if I needed help. She helped me with my bags while I pushed the baby in the stroller. She was very friendly and professional.

Thanks to Jan I was able to get [some food] to go and make it to my plane on time.” – C.H.

"A journey is best measured in friends, rather than miles." - Tim Cahill

VOLUNTEER STATISTICS: COUNTDOWN 2

2012

By Diane Dombrock, Program Director and Jackie Lind, Volunteer Coordinator

Another year is now in the books so let's take a quick look back to review.

Program Assistance: In 2012, volunteers and staff in the Travelers Assistance (TA) program assisted 1,208,310 people. That number is comparable to the total number of revenue generating passengers who flew Sun Country Airlines at the Minneapolis-St. Paul International Airport (MSP) last year. It also exceeds the 2012 revenue passenger counts of most other major airline carriers serving MSP, excluding Delta Air Lines and Southwest Airlines. Impressive!

As in past years, whenever and wherever we increased 2012 program services, our numbers grew. Most notable was the 23% increase in people served at our T 2-Humphrey booth. Not surprising, in that volunteers filled more shifts at this location, providing 468 more service hours than in 2011.

Airport Foundation volunteers serving in a variety of capacities, from assisting with events to mailing newsletters to staffing information booths, gave 54,821 total hours to MSP in 2012. 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 2012 rate of \$21.79 per hour which includes 12% for fringe benefits, the total value of last year's volunteer hours is estimated to be worth \$1,194,528. While this is an astounding figure, it falls short of measuring the true value of and contributions made by our outstanding volunteers at MSP!

The following table provides a comparison of the number of people served in 2012 and 2011 by TA assignment. The 2012 numbers do not include the estimated 120,000 people served by volunteers in the Federal Inspection Services facility.

TA Location or Assignment	People Served 2012	People Served 2011
BC - Door 2	127,759	110,826
BC - Door 5	111,945	112,254
Blue	146,541	144,097
Central	36,761	36,711
Green	101,375	105,661
Go Guides	100,415	90,816
International	105,402	100,595
Red	170,204	164,658
T 2-Humphrey	85,588	69,545
Ticketing	95,485	97,944
Yellow	126,835	117,343
Grand Total	1,208,310	1,150,450

Volunteer Training: Last year we scheduled 541 volunteer-sessions of training. (A "volunteer-session" is counted each time one volunteer attends one training session. For example, a volunteer completing the full 36-hour Service Specialist training sequence would count as 9 volunteer-sessions.) A total of 414 volunteer-sessions were scheduled by On-The-Job (OJT) Trainers and 127 were taught by staff at Orientation, Classroom, & Go Guide classes. In addition, we tallied 116 "self-study" sessions for T2 and Go Guides.

Special thanks goes out to the 85 volunteers who served as OJT Trainers, especially Jody Schulz for coaching 34 sessions last year, Mark Takamiya (22), Kirk Vogland (21), and Tom Simensen (19). The following trainers

each taught between 10 and 15 sessions: Terry Toomey, Sandra Engen, Ralph Sondag, Rita Walker, Ken Bergstrom, and Alan Bode. In addition, 34 volunteer Trainers each taught from 3 to 7 sessions.

Our new volunteers gave overwhelming praise to the work done by our volunteer Trainers in preparing them to be excellent Service Specialists and Go Guides. Thank you, Trainers, for sharing your airport expertise and customer services skills.

Foundation Volunteers as of 1/24/2013	
Men	154
Women	182
Total	336

CBP Guides: Training The Initial Class

Creating a new assignment for the Federal Inspection Service (FIS) facility has been a huge task, but a rewarding one. Comments received from travelers transiting through Customs and from Customs and Border Protection (CBP) officers have been very favorable.

The job of the CBP Guides is to expedite passengers through the Customs area quickly and efficiently. The original group of “guinea pig” Travelers Assistance (TA) volunteers tested out this job, collaborating with staff to determine what worked and what didn’t. The next goal? Transmit that information to more volunteers so the number of CBP Guides could grow and increase their assistance.

Using all the knowledge and insights gleaned from the original CBP Guides’ experiences, TA Program Director Terry Ferguson, Volunteer Coordinator Jackie Lind, and Foundation Program Director Diane Dombrock came up with a training plan. Terry and Shift Supervisor Judy Brant hosted the initial Orientation training class in January for 21 Foundation volunteers (plus 5 staff members) with the help of several of the original CBP Guides.

Trainees importantly learned that, unlike the TA Service Specialist job, the TA CBP Guide job was CBP-based, not traveler-based. So, instead of trying to help each individual traveler, CBP Guides followed the lead of the CBP Supervisors to help “the many,” instead. And, by helping “the many, not the one,” almost everyone was helped in the end.

After the Orientation, trainees had a real treat in store as the FIS Tour was led by CBP training officer Cassie Spieker, whose vast CBP experience was readily apparent. Then, several on-the-job (OJT) trainings allowed trainees to put, not only standard procedure into practice, but tips and tricks from the original CBP Guides.

CBP Guide trainee Steve Winnick was impressed by the training and the trainers. In an email to Terry Ferguson he said, in part, “Today I finished my...FIS Training 2 with Bill [Wernecke], Bernie [Hampton], and Rex [Gaskill]. Wow, what an experience. ...This is serious stuff - worthwhile and challenging.”

Most of this initial training group have completed their CBP Guide training now and are beginning shifts in the Federal Inspection Service area. Good luck to them all!

Does this sound like a job for you? Contact Jackie Lind to apply, if so. Currently, three training classes each year are planned in order to keep an adequate supply of trainees flowing into CBP Guides.



Let's Hear from You!

Volunteer Mark Takamiya can be found all over MSP helping travelers during shifts as a Go Guide, at International, or at Terminal 2-Humphrey. You can also find him trying out new restaurants at the airport. Here is his “take” on one of them!

Vero

Having a hard time getting into Pizzeria Lola off Xerxes? Well, not quite the same menu, but for a similar menu inspiration from Ann Kim, you can grab a fresh made pie at MSP’s Vero in the G14-16 pod.

Specializing in pizzas and panini, Vero opened a few months ago and features iPad ordering similar to other locations in the G concourse. Most sandwiches are around \$10. The meatball sandwich is very filling and virtually a fork-and-knife experience.

Offering mainstream, create-your-own, and unique combinations, the pizzas are made fresh when ordered and most range from \$14-\$16. Depending on your appetite, you might finish the whole pizza in a single sitting, but I often save two or three pieces for another day, and they do warm up well later.

Like many of the new locations in the G concourse, it is worth trying a dish, and odds are you will probably be tempted to try something else at a future date.

– Mark Takamiya



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

Let's hear from you!

Volunteer News!

Welcome New Travelers Assistance (TA) Volunteers!

We welcomed six new volunteers to Travelers Assistance between November 28, 2012, and February 18, 2013. Two of the following were recruited at the Hands-On Twin Cities Volunteer Expo at the Mall of America. One found us on our website, one was a former volunteer, and two were recruited by our current volunteers. Welcome to the Airport Foundation!

Mary Beck: “I worked for NWA for 13 years in marketing, procurement, and sales support and as an inventory analyst for Delta. I currently teach Consumer Behavior classes for MN School of Business. I look forward to being a TA volunteer and enjoying this new opportunity.”

Bruce Brazelton: “My wife and I moved here 4 years ago and I was able to take early retirement. I started volunteering with AARP in 2009 and a year later with Senior Linkage Line. This volunteer opportunity will allow me to help more people.”

Tim Ivers: “I am a retired mortgage banker currently volunteering at the Veterans Affairs Medical Center, surgical service, at Fort Snelling.”

Lee Nelson: “I am recently retired from Minneapolis Public Schools. I spent my entire career in purchasing for various companies. I was born and raised near the airport and I have always had an interest in aviation related activities. My wife and I have two daughters and six grandchildren.

Steve Fulmer: “I became fascinated with MSP when I toured through in MAC’s 1993 Airport Days with two nephews. I’m excited to share my enthusiasm in helping travelers.”

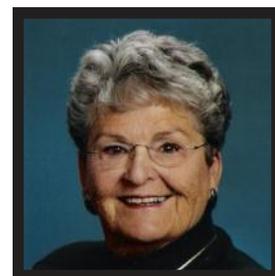
Marie Kvistero: “I recently retired from an accounting job, so now I’m looking forward to some new experiences.”



In Memoriam

Jean Hanson began volunteering for the Airport Foundation’s Travelers Assistance program during the summer of 2000. Many volunteers will remember her as “Jean on Green”—her weekly Thursday afternoon shift since 2006.

Jean passed away on January 8. ♥





DATES TO REMEMBER

- Mar. 14-May 19: MSP Employee Award Winners Exhibit
- Sun., March 31: Easter – TA Closed
- Thurs., April 4: Go Guide Class, 12:30 p.m.
- Sat., April 13: Volunteer Orientation, 8:30 a.m.
- April 21-27: National Volunteer Week
- Sat., April 27: New Volunteer Classroom Session, 8:30 a.m.
- Thurs., May 2: Relay For Life at MSP, 6 a.m.
- Mid-May 2013: Volunteer Awards Event
- Mon., May 27: Memorial Day – TA Closed
- Sat., June 29: CBP Class, 8:30 a.m.



“State of the Airport” Luncheon

April 23, 2013

Radisson Blu Mall of America

The Airport Foundation is again hosting this opportunity for members and friends of the aviation community to reconnect and update themselves on all things MSP.

Panelists: Jeff Hamiel (MSP) ▪ John Fredericksen (Sun Country Airlines)
Bill Lentsch (Delta Air Lines) ▪ Håkan Ericsson (Carlson Wagonlit Travel)

Stay tuned for information on volunteer opportunities!

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