2018: A Big Year

Airport Foundation MSP experienced big events and big changes during this past year. In April, Julie Jergens joined us as Volunteer Manager. In July, Ben Owen came on board as Director of Arts@MSP. Finally, in November, we brought on Laura Sartain as the new Director of Travelers Assistance, replacing Terry Ferguson, who retired after serving in that role for five years. Julie, Ben and Laura really hit the ground running and we’re delighted to have them on our team.

Super Bowl 52 in February was certainly one of the highlights of the year. Working with staff from the Metropolitan Airports Commission, airport tenants and the local organizing host committee, Travelers Assistance helped manage logistics for hundreds of volunteers – all of whom were stationed throughout both MSP terminals, offering assistance and helping travelers find their way. Arts@MSP also arranged for multiple local and national artists to provide special music and dance to entertain visitors arriving at MSP for the big game.

Our two signature, annual events – the Golf Tournament and the State of the Airport luncheon – both met or exceeded the attendance and funds raised compared to 2017, which was a record year!

Our dedicated volunteers – two and four-legged – directly served more than 2 million passengers in 2018. This personal touch helps to keep MSP International Airport rated as “Best Airport in North America” year over year.

Congratulations to Airport Foundation MSP staff members and our passionate, devoted volunteers and board members for another great year!

Arts & Culture Program

2018 was a huge year for Arts@MSP. Ben Owen, formerly of the Minnesota State Arts Board, joined Arts@MSP as its Director.

In addition, New York artist Jen Lewin was selected to design the Signature Artwork that will be featured at MSP Airport, Terminal 1. The custom-designed, interactive piece will be called Aurora, a hovering wisp of glass and metal that will float above and below the ticketing level floor opening. Created from vintage glass bulbs and more than 8,000 twinkling LEDs, Aurora will mimic an ever-changing gesture of light.

Below Aurora, embedded in the floor on the baggage claim level, will be an interactive cluster of reflective glass platforms, generally representing the waters of Minnesota, loosely derived from several lakes in the Twin Cities. Standing in the “lakes” will trigger swirling light and interactive colors,

which will shine up into the Aurora, with both elements displaying a similar color palette.

Aurora will be installed in spring of 2020.

Also in 2018, the always popular Employee Art Show returned after a one-year hiatus and had the strongest participation in more than five years. Nearly 200 artists submitted 250 pieces of art. A December reception to honor the winning artists drew more than 200 attendees. The works were on display in the Thomson Reuters Concourse C gallery for six months.

The Performing Arts program became even more robust in 2018. Four new musicians were brought on, adding to the roster of regular artists, now numbering 18. Between performances by regular musicians and the special Holiday Performance Series, more than 900 performances took place at MSP Airport throughout the year.

For more information go to: airportfoundation.org
Animal Ambassador Program

In its third year, MSP’s popular Animal Ambassador program saw continued growth and there are currently a total of 60 teams (canine and handler). All of the dogs are registered therapy animals and bring much joy and delight to travelers passing through MSP Airport.

In 2018, there were a total of 1159 team visits. Each team visit lasts two hours. The Animal Ambassadors represent more than 40 canine breeds or breed mixes – from a Toy Poodle to a Great Dane, and just about everything in between!

Travelers Assistance: Year in Review

There is no question 2018 was a busy, record-breaking year for Travelers Assistance. When Minneapolis hosted Super Bowl 52 in February, there was a huge increase in the number of travelers flying in and out of MSP. In fact, on Monday, Feb. 5, the day after the big game, MSP Airport broke its single-day record for screening passengers, with 60,455 passengers going through security checkpoints.

Travelers Assistance volunteers served more than 2.1 million travelers in 2018, an increase of 2.4% compared to 2017.

BY THE NUMBERS

<table>
<thead>
<tr>
<th>Number of active volunteers:</th>
<th>Total volunteer hours:</th>
<th>Dollar value of volunteer hours:</th>
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<tr>
<td>426</td>
<td>73,260</td>
<td>$1,863,001</td>
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2018 AUDITED REVENUE AND EXPENSES

- 46% Travelers Assistance
- 33% Arts & Culture
- 16% Management & General
- 3% Fundraising
- 2% Grants

2018 Total Income $2,381,173
2018 Total Expenses $2,349,795
2018 Net Income $31,378

Events & Marketing

In 2018, Airport Foundation MSP continued its two signature, annual events – the Golf Tournament at Prestwick Golf Course in Woodbury and the State of the Airport luncheon, held Sept. 29 at the brand new InterContinental Hotel at MSP Airport. Attendance at both events set new records. More than 150 participated in the golf tournament and nearly 600 people attended the State of the Airport luncheon, which featured remarks from Brian Ryks, MAC Executive Director and CEO, along with Ed Bastian, CEO, and Bill Lentsch, Executive Vice President, both of Delta Air Lines.

Airport Foundation MSP, a non-profit organization, was created in 1982 as a 501 (c3) public charity. Its mission is to enhance the experience and exceed expectations of travelers coming through Minneapolis-St. Paul International Airport. The Foundation is best known for its Travelers Assistance program, a team of more than 400 volunteers who help travelers make the most of their time at MSP and their visit to the Twin Cities. The Foundation also partners with the Metropolitan Airports Commission (MAC) to bring artistic and cultural events to MSP, including live music and exhibits featuring regional artists and commissioned art installations.

Additional Foundation efforts include: airport beautification projects, children’s play areas, aviation grants, employee support programs, community engagement projects and tourism promotion.

As Minnesota’s largest lottery retailer, Airport Foundation MSP’s gambling operations generated $2.1 million in total sales in 2018.