

mspnice award

February 24th, 2016

Greetings Managers,

One of your employees, Detective Amy Kilian, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Amy for her outstanding commitment to customer service at MSP.

Our thanks go out to her on behalf of the Metropolitan Airports Commission, CSAC and the entire MSP community for exhibiting to MSP customers the superior customer service MSP is known for.

Congrats Amy!



John Christenson, Sergeant, Airport Police Department; and Detective Amy Kilian, Airport Police Department

Customer compliment:

On December 23, 2016 there was a protest held at MSP. The protesters shut down the traffic lanes of the inbound roadway at Terminal 1. Because the taxi cabs could not reach the taxi stand, passengers were being directed to the Light Rail station and bus zone. However, the Light Rail train and MTC buses were not able to reach the terminal either. Therefore, a large crowd has gathered in the bus zone but because there was no public transportation they had nowhere to go. There was a lot of confusion and uncertainty among the passengers. An elderly couple approached Officer Amy Kilian in the bus zone. They explained to Officer Kilian that they were sent to the area from the taxi stand. Their destination was Minnetonka, MN. They were instructed to take the Light Rail to downtown Minneapolis and then connect to an MTC bus. Because they were elderly and confused Officer Kilian led them to the seating area and assured them of their safety. I asked the officer if I could be of assistance. She advised me that she would like to have a taxi cab meet the couple in the bus zone and that she would authorize the pick-up. Steve Holes of Landside Operations was present as well. He acknowledge Amy's professional and calming demeanor as she interacted with the passengers. I proceeded to the inbound roadway and located a taxi cab that was stopped because of the protest. I informed the driver of the situation and directed him into the bus zone as Officer Kilian had requested. Once the taxi was in the bus zone Officer Kilian and I assisted the passengers into the taxi cab. The driver was then provided with their home address in Minnetonka. Before they departed the passengers asked me the name of the police officer. They asked me to express their gratitude to Officer Kilian.