

Customer Service Action Council E-news

34TH AVE. CONSTRUCTION

 Phase 2 of the 34th Ave. road construction project began July 19 and Phase 3 will begin August
 9. Motorists using 34th Ave. ramps off of I-494 near Terminal
 2-Humphrey will encounter delays due to construction of a diverging diamond interchange. For detour information visit myMSPconnect.com.

MSP SERVICE IDOL

 Congratulations to Genet H. from Radio Road for winning the grand prize in the July MSP Service Idols drawing!



The Outstanding

Performers reception for winners and their managers is held the last Tuesday of every month from 1:30-2:30 p.m. at Northern Lights on Concourse D with the grand prize drawing at 2 p.m.

COMINGS & GOINGS

- The McNally Smith Summer Music Series will take place Wednesdays and Thursdays until August 8.
- Surdyk's Flights at Terminal
 2-Humphrey will be opening soon.
- McDonald's will be opening soon on Concourse D at Terminal 1-Lindbergh.

MSP SERVICE PROFESSIONAL GOOD 2 KNOW AWARD WINNERS The Air Transport Provide A Statement Provided A Statement Prov

- JULY-

- ★ Bruno Drews Travelers Assistance
- ★ Katie Erickson Metropolitan Airports Commission
- * Kristine Fletcher Sun Country
- Shamso Gelle Metropolitan Airports Commission
- Maia Khamis Mohamed US Airways
- Nancy Lo Metropolitan Airports Commission
- Mike Seelig Metropolitan Airports Commission
- Gloria Smith CBR/Minnesota Store
- Christopher Tremain Ohara
 PrimeFlight Aviation Services
- Steve Venarchick
 Metropolitan Airports Commission
- Claudia Young
 PrimeFlight Aviation Services



Gloria Smith (left) receives her award from Phil Burke (right), Metropolitan Airports Commission Director of MSP operations.

MSP Service Professional Award winners receive a framed certificate, MSP Service Professional pin and a \$10 MSP dining coupon. The Air Transport Research Society (ATRS) has awarded Minneapolis-St. Paul International Airport (MSP) its 2013 Airport
 Efficiency Excellence Award. The award recognizes MSP as the most efficiently managed large airport in North America.

"While the Metropolitan Airports Commission and MSP International Airport receive many awards, I am particularly proud of this one because it so clearly reflects our Minnesota values: operating a safe, welcoming, no-nonsense facility that is as big on amenities and services as it is short on waste and ostentation," said Metropolitan Airports Commission Executive Director/ CEO Jeff Hamiel.

Electric vehicle charging stations are now available in the parking ramps of both terminals. There are four charging stations on level 7 of the Orange ramp at Terminal 2-Humphrey; and at Terminal 1-Lindbergh there are five charging stations on level 5 of both the Blue and Red ramps. No fee is charged to use the stations, above that of the regular general parking fees. Inbound roadway signs now display an electric vehicle icon to help direct customers to the correct charging locations.

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Airport Information and Paging 612-726-5555 or 201 from Airport Assistance phones Aug. '13

myMSPconnect.com

