# Minneapolis A Saint Paul INTERNATIONAL AIRPORT TO SOME THE PORT TO SOME T

### **Customer Service Action Council E-news**

## MSP SERVICE PROFESSIONAL GOOD 2 KNOW AWARD WINNERS

- JULY-

#### 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 Terminal2-Humphrey will be opening soon.
- McDonald's will be opening soon on Concourse D at Terminal 1-Lindbergh.

- ★ 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 8 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.

#### **CONNECT WITH MSP**

 Are you missing out? Don't forget to sign up to receive airport information and event updates from myMSPconnect.com.





