

# mspnice award

October 20<sup>th</sup>, 2016

Greetings Managers,

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

Our thanks go out to him 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 Keith!



Sergeant Keith Boser, Lieutenant Justin Malone and Officer Brooke Gherity,  
Airport Police Department

## Customer compliment:

I would like to take a moment to thank several members of the Minneapolis- St Paul Airport Police Department for their outstanding effort in assisting the Los Angeles Division Prohibited Narcotics Team in apprehending a US Postal Inspection Service (USPIS) suspect.

On August 18<sup>th</sup>, 2016, Postal Inspectors learned that the suspect was en route an airplane destined to MSP. Contact was made with the APD, and on very short notice, officers were dispatched to the gate where the flight was due to arrive and the suspect was arrested without incident. The following members of APD responded and assisted with the case: Keith Boser, Mark Dorsey, Brooke Gherity, Dave Rudolph, and Mitch Irvin.

I would like to commend all of them for assisting in this investigation. Their prompt response, through investigation, and overall assistance was instrumental in locating, apprehending, and subsequently bringing this individual to justice. The dedication, commitment, and professionalism displayed by all of the officers in assisting the Los Angeles Division of the United States Postal Inspection Service is greatly appreciated; they are true professionals in every sense of the word.

*Sincerely,*

*Robert Wemyss, Inspector in Charge*