

# mspnice award

June 20<sup>th</sup>, 2018

Greetings Managers,

One of your employees, Officer Mitch Irvin, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Mitch 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 Mitch!



Lieutenant Justin Malone, and Officer Mitch Irvin, Airport Police Department

**Customer compliment:** I wanted to express to you the professionalism I encountered with two of your officers. I was pulled over for bad tabs on my truck and during the process they discovered a few foolish items I had in my possession. I won't go into details as I'm sure you can read about them in the report. I would like to condemn Officer Dylan Thomas for his absolute integrity and professionalism during the process when I was detained. Officer Thomas was polite, informative and incredibly respectful during the time I spent with him. My goal with this note is to let you know that you have a very fine Officer in Mr. Thomas, but more importantly, a fine man and human being. There was a second Officer that I encountered as well, Officer Mitch Irvin, who was terrific as well. I have a bad shoulder due to an old hockey injury I suffered while playing juniors. Being detained using a single pair of handcuffs was tremendously uncomfortable for me. Officer Irvin asked me if I was "doing alright" sitting in the back of a car. I told him about my shoulder, and he immediately got out of the car and put a second pair of handcuffs on me to make me more comfortable. It was pouring rain at the time and that was above and beyond his obligation. Again, a terrific officer, but more important, a person who's moral compass is pointed in the right direction.

I would like to recognize both of these gentleman for their service to our great state of Minnesota, and for being outstanding human beings. You have a great pair of Officers under your command.