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Contact:
jeff.lea@mspmac.org
314-793-4240

New Voices Welcome Millions of Travelers at MSP Airport Airport Employees Voice Public Announcements in *Voices of MSP* Program



MINNEAPOLIS-ST. PAUL– Minneapolis-St. Paul International Airport (MSP) has tapped a new set of voices to welcome and inform millions of travelers over the next year.

The *Voices of MSP* is an annual program that puts the mic into the hands of airport employees to deliver public address announcements. The recordings can be heard at several locations throughout MSP, including the terminal lobbies and concourses, automated exits, airport trams, baggage carousels, moving walkways and parking ramps.

“Our audition list grows every year as airport employees learn about the opportunity to become one of the welcoming voices providing public safety and operational messages,” said Phil Burke, assistant director of customer experience for the Metropolitan Airports Commission (MAC), which operates MSP. “I’m always impressed by the employees who share their voice

talents and help us offer a unique, personal touch in how we communicate with travelers and guests at MSP.”

Among the employees selected this year are a flight attendant, airline ramp agent, airport volunteer, administrative coordinator, police officer and firefighter. This year’s *Voices of MSP* represent five companies or organizations: Delta Air Lines, Endeavor Air, Sun Country Airlines, Airport Foundation MSP and the MAC.

Kristen Murphy, a pilot recruiter with Endeavor Air, had never performed voice work before she auditioned.

“I was quite surprised when I was selected – I did it for fun, thought it would be a good experience and had no expectations,” said Murphy, who can now be heard welcoming visitors and passengers at Terminal 2. “It’s awesome to be represented here. I can spread the word, and say, ‘Hey, go check out my voice.’ It’s a really cool opportunity.”

Troy Whelan’s only experience like this was at a local theater company years ago.

“I have a passion for aviation, aircraft and MSP Airport, and I thought it would be a fun thing to do,” said Whelan, a Sun Country Airlines workforce management specialist, whose safety message can be heard in Terminal 1. “It makes you feel good to be a partner with the airport on something like this.”

This is the third year for the *Voices of MSP* program, which utilizes the MAC’s on-site audio studio to record the announcements. The MAC opens its casting call to airport employees each November. A local judging committee selects winners based on sample recordings from the open audition process.

MSP is the 16th busiest airport in North America by passengers, [serving 31.2 million passengers in 2022](#). It has been named Best Airport in North America five out of the last six years in its size category, in the Airports Council International annual ASQ Awards.

(more)

2023 Voices MSP roster	Company	Title
Jamel Anderson	Metropolitan Airports Commission	Driver & Operator, MSP Fire Department
Christina Bigelow	Airport Foundation MSP	Animal Ambassador Volunteer
Keith Boser	Metropolitan Airports Commission	Sergeant, Airport Police Dept
Bob Ernt	Airport Foundation MSP	Travelers Assistance Volunteer
Lindsay Jones	Metropolitan Airports Commission	Administrative Coordinator
Jack Leigh	Delta Air Lines	Aircraft Load Agent
Lisa Meuwissen	Delta Air Lines	Flight Attendant
Kristen Murphy	Endeavor Air	Talent Acquisition Rep., Pilot Recruitment
Troy Whelan	Sun Country Airlines	Workforce Management Specialist

About The Metropolitan Airports Commission (MAC)

The Metropolitan Airports Commission (MAC) owns and operates one of the nation's largest airport systems, including [Minneapolis-St Paul International \(MSP\)](#) and six general aviation airports. The MAC's airports connect the region to the world and showcase Minnesota's extraordinary culture to millions of passengers from around the globe who arrive or depart through MAC airports each year. Though a public corporation of the state of Minnesota, the organization is not funded by income or property taxes. Instead, the MAC's operations are funded by rents and fees generated by users of its airports. For more information, visit www.metroairports.org.