



METROPOLITAN AIRPORTS COMMISSION

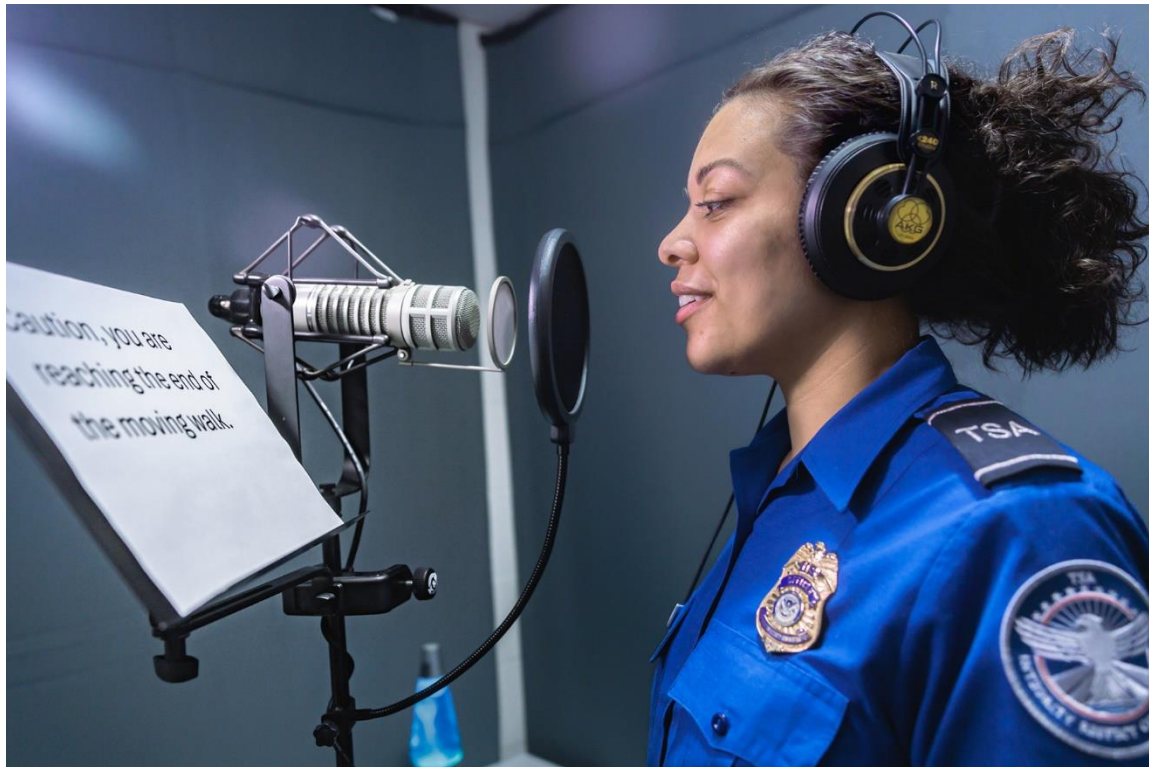
News Release

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Next edition of Voices of MSP now playing throughout the airport Public address announcements feature new roster of MSP Airport employees



Transportation Security Administration officer Kaela Farmer voices one of the public address announcements now playing at MSP Airport. Courtesy of the Metropolitan Airports Commission

MINNEAPOLIS-ST. PAUL, Minn. — Minneapolis-St. Paul International Airport (MSP) gives employees star billing when it comes to sharing important public safety and travel announcements through the Voices of MSP program.

A new edition of those public address announcements went live this week, playing in terminal lobbies and concourses, automated exits, airport trams, baggage carousels, moving walkways and parking ramps.

“Our employees are the driving force behind our success at MSP, making them the ideal voices to guide our travelers,” said Phil Burke, assistant director of customer experience for the Metropolitan Airports Commission (MAC), which owns and operates MSP. “Every year, it’s exciting to announce a new group of employees who are providing another level of service by contributing their voices to our daily announcements.”

This year’s Voices of MSP features nine employees chosen from more than 120 applicants who auditioned. That includes Ebony Coles, a workforce management specialist with Sun Country Airlines.

“It feels so surreal to be chosen for something like Voices of MSP,” said Coles, who voiced a public address announcement that plays in Terminal 2. “It’s a huge opportunity. It’s amazing to discover my voice has its own unique quality.”

Now in its fifth year, the Voices of MSP also features a Delta Air Lines flight attendant, a Lufthansa operations supervisor, a Sun Country customer service agent, an Endeavor Air talent director, a Transportation Security Administration officer, a PrimeFlight baggage handling system supervisor, a MAC project manager, and an MSP Airport firefighter.

The MAC opens its casting call to airport employees each November. A local judging committee selects the winners. The announcements are recorded at an on-site audio studio and will run for the next year.

2025 Voices of MSP Roster		
Lars Egge	Lufthansa	Operations Supervisor
Susan Ivy	Delta Air Lines	Flight Attendant
Phil Koktan	Metropolitan Airports Commission	Project Manager, Airport Development
Sarah McNally	Endeavor Air	Director of Talent
Ebony Coles	Sun Country	Workforce Management Specialist
Kaela Farmer	Transportation Security Administration	Transportation Security Officer
Joseph Palan	PrimeFlight	BHS Supervisor
Daron Walker	Sun Country	Customer Service Agent
Jamel Anderson	Metropolitan Airports Commission	MSP Airport Firefighter

MSP is ranked [#1 in customer satisfaction among mega airports by J.D. Power](#). It is the 18th busiest U.S. airport by total passengers, serving 37.2 million travelers in 2024.



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 Airport \(MSP\)](#) 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.

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