

Business Travel News

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Good News for MSP-based Travelers!

The TSA implemented the *Diamond Self-Select Lanes* program at MSP's checkpoint #1 whereby travelers can self-select either the Expert, Casual or Family lane based on their needs and experience with the security screening process. TSA launched the program in February at Salt Lake City International and Denver International to test the concept which has proven to increase throughput and has greatly increased customer satisfaction.

The Expert (Black Diamond) Lane is for the business or frequent traveler who flies several times a month. The Casual (Blue Square) Lane is for passengers who travel less frequently, but are familiar with the security process. The Family (Green Circle) Lane is for passengers traveling with small children or strollers, groups, elderly passengers or those who need extra time to get through security.



In the pilot, Salt Lake City and Denver saw a significant reduction in wait times for expert travelers in the Black Diamond lanes. And by giving families more time to prepare for screening, Transportation Security Administration Officers said they are discovering many fewer prohibited items during the screening process. In all, 21 airports now provide this enhancement. For a list of U.S. Airports go to www.tsa.gov/approach/black_diamond.shtm

MSP Adds Business Service Centers & Recharging Stations

Self-service Business Centers offer travelers private work stations with access to telephones and data ports. FedEx service and ATMs are also available at most of these sites. The centers are located on Concourses A, B, C, D, E and F at the Lindbergh Terminal.

Samsung Power Pole charging stations equipped with four electrical outlets each are available to travelers at no charge at both the Lindbergh and Humphrey Terminals. The Power Poles are located near gates A2, B4, C1, C3, C5, C6, C8, C9, C12, C13/14, D3, D5, E2, E8, E9, F1, F8, F13 and at Humphrey, H3, H4, H8, H10.

Emergency Service

As always, our 24 Hour Service Bureau is prepared to assist you with any urgent needs while we're closed. However, we prefer to handle your needs personally and ask you to leave a message for things that can wait until our next business day. **Please access the emergency line for just those issues that require immediate attention.** With our new call transfer system, you can do either by calling our regular number (952/831-3525) or our toll-free number (800/737-0373). Touch **1** to connect to the emergency line or touch **2** to leave a message.

Vacations!

Life isn't just about work!
Check out our Vacation News & Specials!

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And, read [Dick's Travel Blog!](#)

Press 1 for flights... Press 2 for hotels... Press 7 for a business trip... press 11 if you're having a bad day...

And on it goes until you get to the right place. Then, of course, you hear...

Please hold for the next available agent!

Not at Gateway Express!

99% of the time your call is answered by an experienced agent who is ready to serve you! (and 1% of the time, we'll have an agent phone you back within a few minutes!)

No call routing and very seldom a wait for an agent!

That's service!