



Connecting Generations

Reflections

The Quarterly Journal of the Northwest Airlines History Center



December 2024

Volume 22, number 4

In this issue:

MSP Aviation Collectibles show & Girls in Aviation Day event recaps

New-museum development and funding updates

Meet Ronn Lehmann, our newest Director, and see the other key roles we need to fill

Our mission:

We explore and celebrate the generational impact of commercial aviation by bringing together resources, experiences, and community.

Our values:

Welcome - We embody the encouraging and positive environment that has always been part of our story.

Preserve - Both the history and future of the industry

Educate - Learning comes in all forms, at all ages, in many methods. We encourage curiosity, exploration, discovery, and dreaming.

Connect - Just as air travel brings people together, we create spaces for those connections to happen.

Inspire - Flight shows us anything is possible.



Pooled water crosses most of the floor in the main gallery, with disintegrated ceiling tiles smashing onto seats and displays, the evening of Oct. 12th.

Washout!

Never gonna stop the rain by complaining - but now we need to clean
by Scott Norris

The unique venue of our museum, as a featured amenity in a functioning hotel, comes with a few advantages, especially the free rent and unbeatable proximity to both MSP International Airport and the Mall of America. Being near the airport, there is usually good attendance by different airlines' flight and cabin crew who engage well with our exhibits and generate informative conversation with our volunteers and non-airline visitors.

Some drawbacks are a result of not owning our own space: insufficient ballroom area to host our annual collectibles show or big fundraising events, and even for smaller meeting spaces we need to pay market rates and contract with the hotel for catering, making such efforts less likely to break even. Facility staff turnover means new hires aren't aware of what we do or how to help guests make their way to us. Our opening hours need to conform to the hotel's public access times, and visitors need to compete for parking spaces with the hotel's guests and residents.

The biggest issue at the hotel over the years, however, (and no surprise to those of you who have worked in passenger-facing roles) has been random havoc caused by oblivious guests. In our time at the Crowne Plaza AiRE we have dealt with at least three other, smaller, water leaks from upper floors - the last in June 2022 - but none compared to this.

FLOOD to page 10

Preflight Checklist

The Northwest Airlines History Center, Inc.

We are an independent, not-for-profit 501(c)(3) corporation registered in the State of Minnesota. Volunteer-staffed and volunteer-managed. We have no organizational or financial tie to Delta Air Lines.

Founder: Henry V. "Pete" Patzke (1925-2012)

Management:

- Directors: Jeff Schwalen, Mike Vetter, Scott Norris, Kimm Viebrock, Tim Haskin, Jayne Stenstad, Ronn Lehmann
- Directors Emeritus: Jerry Nielsen and Wayne Snyder
- Collections Manager: Bruce Kitt
- Museum Manager: Chuck Huntley

Museum Address: *(do not send mail here)*

Crowne Plaza AIRE Hotel

3 Appletree Square, Bloomington MN 55425

phone temporarily offline

Archives and Administration: *(our mailing address; open for research by appointment only)*

10100 Flying Cloud Drive, Ste A-306, Eden Prairie MN 55347

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Instagram: [Northwest_Airlines_History](https://www.instagram.com/Northwest_Airlines_History)
Bluesky: [NorthwestAirlines.bsky.social](https://bsky.app/profile/northwestairlines.bsky.social)
Threads: [Northwest_Airlines_History](https://www.threads.net/@Northwest_Airlines_History)
YouTube: [Northwest Airlines History Center](https://www.youtube.com/channel/UCNorthwestAirlinesHistoryCenter)
Email: info@northwestairlineshistory.org

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Advertising in REFLECTIONS is accepted to help us defray expenses and tell more stories to more people! Ad placement does not imply endorsement by the NWAHC, and ads need to be respectful and relevant to readers.

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Visiting the Museum

The NWAHC Museum is located inside the Crowne Plaza AIRE Hotel in Bloomington, MN, just south of MSP International Airport.

Current schedule:

Check our social media for reopening info

Admission and parking are FREE. (Special events may incur a charge.)

Directions:

From the airport: Use METRO Blue Line light rail from either Terminal 1 or Terminal 2 southbound and exit at the American Boulevard station. The Crowne Plaza AIRE is immediately east, across the street from the station. Or, call for the free hotel shuttle from either terminal.

From the Mall of America: Take the METRO Blue Line light rail outbound; American Boulevard is the third stop.

In the Twin Cities Metro area: Head toward MSP International Airport. From Interstate 494, exit on 34th Ave. S. and go south one block to American Blvd. Turn left (east) on American and then immediately right into (and under) the hotel. The parking ramp is on the left - follow the signs for free hotel parking on the uppermost level (do not use spaces not reserved for the hotel) and cross into the hotel's second floor. You may need to buzz the door for entrance, as a safety protocol.

The museum is located on the third floor, above the pool area, and across from the Fitness Center. Patrons needing elevator access must coordinate with the hotel's front desk due to security reasons.

For photo directions on navigating the hotel, please scan this QR code on your phone:



Memberships

Annual membership dues are the main source of funding for the NWAHC; we encourage you to join!

- \$30 level - receives REFLECTIONS digital edition early access via email (*rises to \$35 in January*)
- \$35 level - receives REFLECTIONS print edition by USPS; US mailing addresses only (*becomes \$40 in January*)

Boarding Announcements



From Chairman Mike Vetter

The Northwest Airlines History Museum, dedicated to preserving aviation history, has recently suffered significant water damage. Our museum, home to iconic memorabilia, requires urgent support for cleanup and repairs. We're reaching out to our community, aviation enthusiasts and supporters to help us overcome this setback. Your donations will contribute directly to:

- Restoration of damaged exhibits and artifacts.
- Repair of affected infrastructure.
- Ensuring the museum's safety and accessibility.

Your generosity will help preserve the legacy of Northwest Airlines and ensure the museum remains a vibrant educational resource. Donate today and support our mission to share aviation history with future generations.

Your support during this challenging time is invaluable. Together, we'll restore the museum to its former glory.

Regards,
Mike

Donor Thanks

The Board and all the volunteers at the Northwest Airlines History Center would like to thank our donors for their contributions this year. Donations enable our ongoing operations, cleanup and preservation tasks, outreach efforts, and work to design and gain approvals for our new permanent museum.

\$5,000 - \$9,999

Wayne Snyder
The estate of Roger Hauge

\$1,000 - \$4,999

Philip Hallin
Annette Herman
Thomas Turk
Capt. Mike Vetter
Anne Vetter

\$500 - 999

Charles Bartlett
Michael Garrison
Constance Thompson
Kimm Viebrock

\$100 - \$499

William Alonso
John Badger
Mike Belanger
Beverly Carlson
Richard Cochran
Terry Confer
Raymond Cox
Capt. Woody Fountain
Edward Freuden
Ronald D. Gilmore
Joseph Hamernick
Julian Hamilton
Elaine Hernke
Robert Horning
DeAnn Johnson

Scott Johnson
Carol Kremer
Kennedy Kohlbrand
Minnesota ACE Camp
Marcia McCallum
Richard M. Nelson
Gloria Pope
Jillayne Reeder
Arthur Rice III
Anna Roberts
Patricia Rummage
Eugene Sommerfeld
Edward Stephens
William Werdin

Check your basements and storage boxes!

Do you have physical materials, recordings, or electronic files to contribute to our museum? Please contact our collections manager at bruce.kitt@northwestairlineshistory.org or (952) 876-8677 with details of your items, photos if possible, and how we can reach you. We can not accept materials without this vetting step. Also, please do not bring materials to our museum location in Bloomington as we aren't able to process them there.

We are especially interested in items that help us tell stories or demonstrate concepts and procedures; records and correspondence; video, audio, and photos of facilities, aircraft, and staff; training materials and reference items; and union communications. More common items that are already well-represented in our collection may be declined as we are short on storage space!

Buy wise to support the NWAHC!

Visit our online store, with world-exclusive designs on a wide variety of items - from shirts to mugs, travel gear to golf balls, and more, at shop.northwestairlineshistory.org. Or scan this QR code to jump to our store directly.

We also offer surplus materials and new apparel and pins for sale on **eBay** under the handle "cyberglitz" - the assortment changes every week!



Compass Readings

NWAHC makes its first appearance at Girls in Aviation Day

On September 21, 2024, directors Schwalen, Viebrock, and Norris set up our backdrop, table, and “Project 2026” museum concept model in the Jetlinx hangar at Flying Cloud Airport (KFCM) in Eden Prairie, MN alongside several dozen aerospace suppliers, universities, airlines, and government agencies and an array of static aircraft and ground equipment to entertain and inform about 2,000 visitors of all ages to the 10th annual Girls in Aviation Day event.

Over 100 Girls in Aviation Day celebrations take place on the same day around the world, as a way to get young people - and especially women - informed about and interested in aerospace careers. The free event in Minnesota, put on by the Stars of the North Women in Aviation, MN Chapter, is well-known for being the largest such example!

This event goes on our permanent timetable as another way to “get out of the museum” and engage with the broader community.



1961 adoption bassinet donated

An exceptional donation came to us this fall from the Sundal family of Park Rapids, MN - a cardboard bassinet, with pillows, blankets, clothing, and even a tiny fabric NWA zipper bag used in the flight to bring one of the family's sons home from Korea in 1961.

Minnesota has long had not just the highest rate of adoption in the US, but also the highest number of adoptees, going all the way back to the late 1800s. Literally tens of thousands of lives in the Northland were carried to their new homes by the Red Tail.

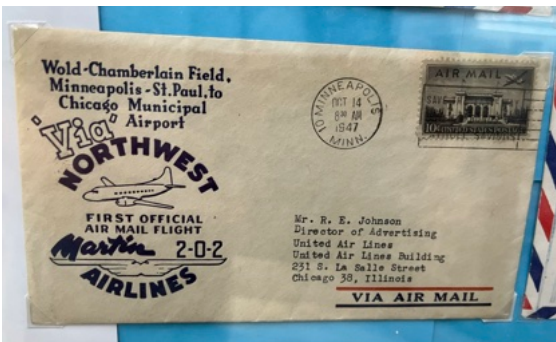
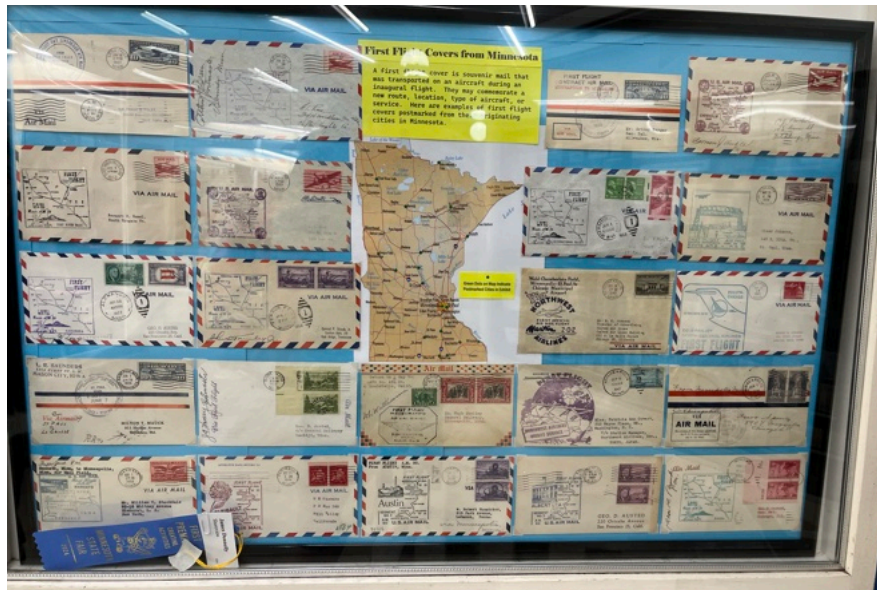


We hope to gather stories and artifacts from adoptees and their families to examine how air travel (and NWA in particular) factored into their lives and how adoption's effects changed how the people and organizations of this region interact with the rest of the world. No other transportation museum has tried to tackle this subject - it would be appropriate and an honor for us to do so.

First Flight Covers at MN State Fair

Appreciation of airline history finds its way into collections and creative works in unexpected venues, such as this display of “first flight” postal covers exhibited during the 2024 Minnesota State Fair. Collector James Donnelly of Shoreview, MN presented 22 examples from his collection, including examples from Wisconsin Central and North Central, Northwest, Ozark, Western (Inland), and even Dickinson’s Air Service!

Our museum recently acquired four large volumes of covers from the late Bill Rosenbloom, which we intend to digitize and post on our website for all enthusiasts and researchers to enjoy.



Volunteer Spotlight

Dave Henderson is a newer member of our volunteer corps, having come on board this summer. A veteran of the maintenance operations at Northwest (26 years) and Delta (2 years), with experience as an A&P on the DC-10 and engineer on the A330. Dave retired from the airlines in 2012, but continues to stay active with technical writing.

Appropriately regarding the story to the immediate left, Dave’s two daughters were adopted from China and flew NWA home.

When our museum reopens, Dave will likely be on Saturday shifts.



New podcast series on the 1960s tragedies of Flight 293

Seattle-based historian and journalist Feliks Banel, whom our museum has worked with for several years, has long had a focus on the maritime and aviation disasters in the Pacific Northwest. You may recall from the June 2023 REFLECTIONS he helped organize and promote a memorial to the 101 never-recovered victims of NW Flight 293 from June 3, 1963.

Feliks has now produced an 8-part, 8-hour series of podcasts with KSL Radio talking with surviving families and expert voices to examine the aftereffects, stories of the crew and passengers, and efforts to earn “lost in action” military recognition as most on board were defense personnel.

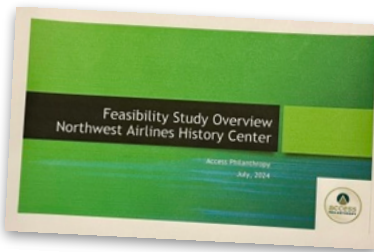
All episodes can be found at <https://kslpodcasts.com/podcast/unsolved-histories-s1/> and on Apple podcasts.



Compass Readings

“Vision 2026” development update

In the front half of this year, we contracted Access Philanthropy to conduct a “feasibility study” among key NWAHC donors, grant and program officers from major Twin Cities giving institutions, and campaign leaders from similar nonprofits to determine the likelihood of our quickly earning \$20 million or more in building capital.



The key findings were frank: there is no immediate money - but also laid out a pathway for us to follow to pursue funding and evolution still this decade. The responses boiled down to several key ideas and questions:

- “It’s an interesting idea, but...”
 - The NWAHC has a small team with a giant goal - can the Board expand in its size and backgrounds / capabilities? How will we grow a management corps that can manage a major-museum operation similar to the Science Museum of MN?
 - Better explain the community / regional needs and benefits for our workforce development & K-12 educational programs, community involvement, and entertainment objectives
- “What kind of public dollars and partnerships are involved?”
 - Better explain the scope of the Metropolitan Airports Commission involvement and financial commitment
 - Are the City of Eden Prairie and State of Minnesota contributing (funds, tax incentives, logistics assistance, etc.)?
 - Build the Board membership so more relationships can be created & opportunities revealed (*see Page 9 for discussion*)
- “Show us alternatives and interim steps, as the giving environment is challenged and changing to not be as transparent”
 - Could there be an intermediate-sized facility not necessarily on airport property (Eden Prairie Center, for instance) that does not require as much initial capital and workforce but still starts delivering some community benefit in the 2026-27 timeframe?
 - What Educational programs and materials could be developed without needing a dedicated building? How much would it take to fully digitize our current archival holdings?
 - Can we co-locate some exhibits or programs at cooperative museums and nonprofits - expand our footprint and audience without the fixed costs of a structure?
 - Participate in more community and industry events - as we are demonstrating & want to do more
- “Involve the Membership more to encourage higher donations”
 - Build a schedule of events both at the museum and off-site with special Member access & also to grow the base
 - Explore higher-dollar membership tiers with unique benefits

These points and more are getting serious Board discussion & we will be inviting your ideas and feedback over 2025! In the meantime, your year-end contributions help us demonstrate the breadth of Member commitment - visit bit.ly/NWAHC-Donate for easy donation options.

NWAHC contributing to Airliner Classics magazine issue

Following on to our museum’s participation and publicity in *Airways* and *Propliner* magazines (see REFLECTIONS June 2025), we were approached by the aviation editor at Key Publications in the UK for photo assistance as they compiled the feature story for their newest issue of *Airliner Classics* magazine - a focus on Northwest!

We supplied 18 images in total for their 11-page article, including many never before printed in UK or American magazines and history books. And we may have the opportunity to cooperate in an upcoming feature on flight attendant uniforms - all part of our museum’s efforts to increase visibility among the global aviation community. *Airliner Classics* can be found at better-stocked bookstores, or ordered directly from keypublishing.com.



Big new signage secured

We've recently taken delivery of a pair of 4-foot wide wood-and-acrylic signs from Montana, used either at the gate or ticket counter, from the late 1980s - early 1990s when Big Sky operated as an Airlink partner.



These will nicely complement upcoming Big Sky editorial coverage as well as an eventual Airlink display feature in the museum (three issues with Mesaba features were published this year, and Express I / Pinnacle, and Compass articles are forthcoming.) We'd love to hear from anyone with Big Sky stories to share!



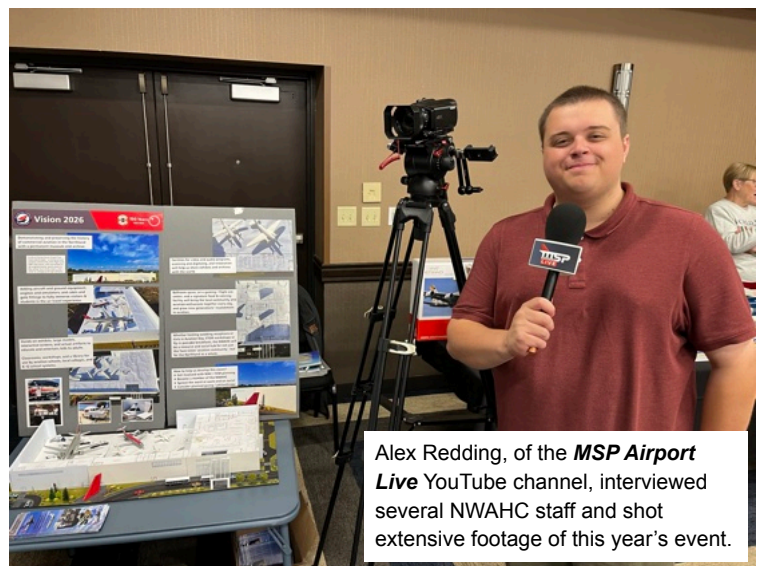
MSP Aviation Collectibles Show Recap

Our annual sale event on Sat., October 12 matched last year's record paid attendance, and enjoyed a new record count of tables used, at 44, and vendors, at 17. Our host hotel even needed to borrow tables from a sister property to handle all our exhibitors!

Two big challenges this year were the unexpected construction closure of Interstate 494 across most of the Bloomington, MN

strip, which made accessing the site difficult; and the sale and the last-minute purchase and re-naming of the hotel, from a Best Western Plus to a Wyndham, causing at least one visitor to drive to a different Wyndham in Bloomington.

However, our efforts to publicize the event at other airliner and vintage shows, Twin Cities antique stores, and at Girls in Aviation Day helped offset the headwinds. Stay tuned for news about the 2025 sale event, scheduled for Saturday, October 11.



Alex Redding, of the *MSP Airport Live* YouTube channel, interviewed several NWAHC staff and shot extensive footage of this year's event.



Meet our newest Director, Ronn Lehmann

Ronn was recommended to us by volunteer Carol Hall (see the September 2025 REFLECTIONS) and brings a career of work in corporate training and consulting, authorship and presentation.

REF: You grew up in a Northwest Orient family, with time both in Anchorage and the Twin Cities. Tell us a bit about your father and your own experiences as a youngster traveling with the Red Tail!

My Dad was a Flight Dispatcher for Northwest Orient, joining the airline after returning from Army service in World War 2. He was based in MSP for the first years of his career, then moved to the Anchorage base. I was 9 months old when I took my first flight, when my Mom, sister and I joined Dad in our new Alaskan home. We were there for 7 years, then we relocated back to MSP, where he spent the rest of his career.

We used our NWA passes to return to MSP from Alaska at least twice a year to visit my grandparents. Once back in Minnesota, we took vacations to California and Florida, and I always loved flying...even though non-rev travel had its challenges. I remember spending nights in the Seattle airport waiting for space on a flight, and a few times we were the only passengers on a cargo flight. But I still loved the adventure. Not counting the aircraft before I was born, I flew on every type Northwest operated, with the exception of the Connie...still a regret I missed that experience.

Going back in time to collect a unique piece of 'Speed' Holman's history

Noel Allard at the Minnesota Aviation Hall of Fame has just alerted us that a 6-foot-tall grandfather clock, presented to Charles Holman by the City of Minneapolis for his victory in the New York to Spokane cross-country race of September 20-21, 1927, has turned up in a suburb of Chicago, and that the current owners are willing to donate it.

The MnAHOF will accept the gift and then transfer it to our museum - we will arrange a pickup in January. This was a high-value, high-tech instrument of its age, and will handsomely complement other collection materials in a future Holman exhibit!

The clock was presented during an Oct. 3, 1927 event in Minneapolis featuring a Nicollet Avenue parade with thousands of well-wishers said to be as large as the one thrown for Charles Lindbergh the month before.



Your career has revolved around helping organizations and individuals grow their skill sets to anticipate & adapt to change - part of why we are excited to have you on board! As we endeavor to evolve the NWAHC from a small, retiree-focused group into something bigger and positioned to educate and inspire future generations, what are some of the pitfalls organizations in our place should watch for, and methods to help us focus on how we can effectively grow?

There are a couple of challenges that come to mind. First, as with all non-profits that rely on donations, grants, and volunteers, it is a constant effort to raise awareness among potential funding sources, volunteers, and guests to the museum.

An important step that has already been taken is to be crystal-clear on our purpose, mission, and goals. That makes it easier for others to get involved. Second, growth is always a challenge. Here, it's important to define our "Why?": why do we want to grow? That can clarify our path forward. A third challenge is that those with a personal connection to NWA (former employees, customers, etc.) are dwindling. There we can continue to focus on NWA, but broaden our scope to aviation history and career opportunities in aviation.

How would you say that the act of travel facilitates a growth mindset at the personal and the business level? What are some benefits to getting out of one's bubble and encountering different environments - whether a trade show in another city or going off the grid in another part of the world?

HELP WANTED: seeking to double the size of our Board of Directors

We are facing two urgent volunteer staffing needs to ensure our museum can continue operating and being open to the public:

1. A treasurer / bookkeeper: our current director and his wife are sailing the Intracoastal Waterway for a year + at the end of February. We use Quickbooks for accounting, and manage about \$150,000 of assets at present. As our fundraising goals and expertise grow, careful investment and accurate tax reporting for our nonprofit is vital.
2. A museum manager / volunteer coordinator for scheduling, training, and recruiting docents, being a contact for group visits, and interacting with the Crowne Plaza for maintenance and events. Being on-site is not necessary, but one should be able to swing by the museum to check in with staff or handle issues and projects on occasion.

Additionally, both to spread out responsibilities and also to tap into broader skill sets and personal networks, growing our Board from its current 7 to ultimately 15 members in 2025-2026 is a necessity.

Beyond the two functions listed above, key areas of know-how and enthusiasm our organization needs include:

I am very blessed that my work has taken me all over North America, Asia, and Europe. I have had amazing experiences visiting new and different places, and working with people and organizations from different cultures. Often I was out of my Comfort Zone, but that's a good thing, because it's where all learning and growth takes place.

Of course, all of my travels allowed me to fly, something I have loved from an early age. As I get older, it's clear to me that what I remember best are the experiences I've had and the people I've met and worked with. Despite the fact that the "glory days" of air travel are long gone, there is still much to be gained from how aviation has brought the world closer.

As we think about designing exhibits and spaces for learning (which might be a classroom, simulator, or virtual place), what are some ways to get attendees of any age to open their minds to new perspectives and learn new skills?

The real value in any learning experience lies in the stories. It's how humans have been learning for all time, and stories are often what people gravitate to and best remember. The more we can use stories to illustrate our artifacts and the people connected to them, the better the experience and deeper the learning. Our volunteers play a huge part in this, as they can share their stories of NWA and aviation with our guests. The more stories we can capture and integrate into our offerings, the better.



- Collaborating with Twin Cities K-12 school districts and nearby colleges to use our archives and history to develop curriculum & materials for STEM and social studies subjects.
- Organizing community-building and fundraising events such as panel discussions, themed parties, movie nights, seasonal surplus sales, and behind-the-scenes tours.
- Building relationships with Minnesota aerospace companies to better communicate their future workforce needs, educational objectives, obtain their technical assistance & material donations, and advocate for our growth.
- Meet with local governments, the Metropolitan Airports Commission, state agencies, community groups, and other nonprofits to build interest and support (both moral and financial) for our mission.
- Find and apply for grants for specific projects and staffing.

We invite you to contact northwestairlines@comcast.net if you are interested in joining our Board in any of these or other capacities that match your talents and experience.



The area behind the checkout counter was soaked and dirty with ceiling tile grit. In the storage room (below), many tiles had already been removed, but the fire alarm dangled where it punched through a waterlogged piece.



Conversion of the hotel to housing

During the pandemic, as forecasts of business travel demand plummeted, hotel ownership decided to convert floors 7-13 into micro-apartments (see the June 2021 REFLECTIONS for background), ultimately creating 217 rental units which were quickly snapped up mainly by cabin crews as “crash pads”, flight crew, ground services and maintenance workers. Floors 3-6 remain hotel units under the Crowne Plaza banner. With fewer units receiving housekeeping services, there are fewer eyes on the property to catch issues and conduct preventative service.

October 12: morning before the MSP collectibles show

Several museum staff stopped by in the 7 am hour to pick up clothing and glassware inventory to be sold at our show in the nearby Wyndham, as well as clothes racks and poster tubes. All was well; the museum would be closed that day as volunteers were needed at the collectibles show.

After the show

Staff returned in the 5 pm hour to find water pouring down the staircase to the 3rd floor, with the Concorde Room across the hall inundated (while a catered party was still trying to go on.) Inside the museum, water had pooled along the southern wall behind our cash register counter and in the main display room, with additional water coming down into the storage room, to a lesser extent. By dumb luck, we had removed the sweaters, shirts, and hats for sale at the show which would have been soaked by the deluge overhead. Tiles were bulging but had not burst above our 1950s ticket counter map and large Stratocruiser model - but water was coming down onto our World Business Class and 727 First Class seating. Thankfully, the 1930s wicker seats were not splashed, and no models had fallen despite many tiles doing so.

At least \$500,000 worth of damage to the property

It turns out a resident on the 10th floor had hung clothing from a fire sprinkler nozzle that morning and left for the day. The nozzle snapped off and high-pressure water came pouring out for hours, as many residents beneath were also not at home during the day. By the time water was shut off, the cascade had ricocheted through ceilings and along ductwork and structural beams to cover every floor below down to ground level.

Insurance adjusters were delayed in arriving due to workload from the twin hurricanes that month in the southern U.S. - their eventual inspection found the building structure and electric circuits were sound, but floors, walls, and ceilings needed work, and hotel bedding & service items needed to be replaced.



Grit, dust, and debris from the ceiling tiles and other matter between floors washed over the World Business Class seats, baggage sizing bin, and all the junctions between floors and walls. Dirty water stained the carpet, and more than 1/3 of the ceiling tiles were discolored, distended, or caved out.



The half-million figure quoted to us by building ownership does not include any damage to renters' belongings - which could only be claimed on their own personal insurance.

Literally watching paint dry

The hotel brought in industrial blowers and dehumidifiers for each floor. On the 3rd floor hallway between the museum and workout room, there were six blowers and one mini-fridge dryer; three blowers were situated in the museum proper. These ran for two weeks straight until building humidity reached acceptable levels. The space between wallboards and structural columns was checked for damage and mold, and this was found to be OK.

Areas of concern in the museum

We are watching for signs of swelling to the bases of the wooden display cases. These are on coasters to keep them just above the carpet, but high water still reached at least six. If damaged, these could be claimed on our insurance. The cases are also water-spotted but protected their contents well. We are also looking for mold or other water damage to the aircraft seating exhibits. Some paper goods behind the checkout counter and in the storage room had to be tossed, but sales inventory and our Shopify checkout terminal were undamaged.

The hotel's cleanup, and our reopening work plan

The Crowne Plaza has committed to repainting our walls, replacing the ceiling tiles, and thoroughly shampooing and deodorizing the carpets. We have requested they go one gallery at a time so that we can slide displays out and handle hanging models. The work is contingent on the hotel and its insurance company coming to an agreement on cost estimates - at press time this was still not hammered out, so a timetable is not yet forthcoming - probably taking around a month from when work finally commences.

We will ask our volunteers to come in as available to help move and re-place the exhibits, as well as handle other light cleanup and restocking, and conduct recurrent training on our cash register system and WiFi network. Plans are also underway for us to replace the obsolete hotel-supplied telephone.

"Getting it right"

The winter season is always lean on visitors and staffing; we need a museum manager / volunteer coordinator for scheduling and keeping momentum on exhibit updates as well as to be a contact for group visits. Having enough staff to maintain two people per shift is also vital. Making sure these needs are met is as important as space restoration before we can reliably re-open.



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PERMIT # 3197

The sky is no limit!



Our team makes the connections to history - join us as a volunteer!

Whether you're a retiree, worker, or student, we have projects and flexibility to fit your schedule, expertise, and enthusiasm. You don't even need to have worked for an airline - if you love history, adventure, and storytelling, you're already one of us! We're looking for folks to help us with:

- *Greeting and guiding our museum guests*
- *Designing and building museum exhibits*
- *Grant application and fundraising*
- *Community outreach & event planning*
- *Photography and video production*
- *Scanning and indexing historic documents and photos*
- *Online advertising and social media*

Email us: info@northwestairlineshistory.org - click the "Join Us" tab on our website - scan the QR code above - or give us a call at (952) 698-4478

