



## Legislation Text

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**File #:** 230479, **Version:** 1

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### RESOLUTION NO. 230479

Sponsor: Councilmember Dan Fowler

RESOLUTION - Honoring the work and accomplishments of the KCI Airport Ambassador Program and recognizing its volunteers for 25 years of service to the City of Kansas City, Missouri, and the Kansas City metropolitan area, instilling goodwill, providing positive first and last impressions, and serving millions of people from around the globe.

WHEREAS, the City of Kansas City, Missouri Aviation Department established the KCI Airport Ambassador Program on June 8, 1998, to ensure each trip that travelers make through Kansas City International Airport is as pleasant as possible by greeting them with a welcoming smile and assisting as needed; and

WHEREAS, the volunteers, in recognizable brick-red tops, greet travelers and assist them with customer service-related needs such as directing them to gates and baggage claim and providing them with information on transportation, hotels, dining, shopping, area attractions, and points of interest; and

WHEREAS, the volunteers patiently stood down for their health and safety during the global COVID-19 pandemic when air travel was greatly reduced; many volunteers returned to serve in the old terminals and transitioned to the New Terminal when it opened February 28, 2023; and

WHEREAS, in 25 years it is estimated that the volunteers have served more than 100,000 hours; NOW, THEREFORE,

### BE IT RESOLVED BY THE COUNCIL OF KANSAS CITY:

That the Mayor and Council hereby extend their appreciation and recognition to the KCI Airport Ambassador Program and its dedicated volunteers and the service to the City of Kansas City, Missouri and the Kansas City Aviation Department.

BE IT FURTHER RESOLVED that a copy of this Resolution be spread upon the Minutes of the Council in testimony thereof and that a copy hereof be presented to the Kansas City Aviation Department to prominently post for current and future volunteers to view in token of the Mayor and Council's respect and appreciation for their years of service.