

News Release

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Detroit Metro Airport Ambassadors Earn *PRESIDENT'S VOLUNTEER SERVICE AWARDS* *--Gold level achieved for the first time ever by Airport Ambassador Bob FitzGerald*

DETROIT (March 27, 2014) – Sixty-three Airport Ambassadors at **Detroit Metropolitan Airport (DTW)** have been honored with the President's Volunteer Service Award at a banquet luncheon held at DTW's Westin Hotel. One Ambassador received gold for the first time in the history of the program. The President of the United States issues the award every year to volunteers as a way to thank and honor Americans for their volunteer service.

"The level of commitment demonstrated by our Airport Ambassadors is tremendous. We are extremely proud of all of our volunteers for the extraordinary service they provide to the travelers at the airport, many of whom are arriving into Detroit for the first time," said Airport Authority CEO Tom Naughton. "We're particularly honored to have Airport Ambassador Bob FitzGerald attain gold status for the first time in the program's history."

DTW Airport Ambassadors provide customer service at five locations throughout the airport in both terminals. Ambassadors can be identified by their blue vest, or blue polo shirt answering questions, or helping connect lost and stranded passengers with their families.

Each Airport Ambassador was presented with a bronze, silver, or gold pin corresponding with the level of service reached in 2013, along with a certificate and letter from President Obama at an awards luncheon held at the Westin Detroit Metropolitan Airport.

The President's Volunteer Service Awards were established in 2003, and are officially issued by the Corporation for National and Community Service.

To learn more about the Detroit Metropolitan Airport Ambassador program, please visit:
<http://www.metroairport.com/volunteer>

To learn more about how to qualify for the President's Volunteer Service Award, visit www.PresidentialServiceAwards.gov or call (866) 545-5307.

See below for names and hometowns of the Presidential Service Award winners:

(more)

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Airport Ambassador Volunteer 2013 Presidential Service Awardees

Volunteer Awardee Hometown Hours of Service (2013)

GOLD LEVEL

Bob FitzGerald	Westland	585.75
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SILVER LEVEL

Dianna Surowiec	Redford	470
John Narbut	Trenton	432.5
Joe Scafero	Livonia	416.25
Sam Gemus	Riverview	393
Denise Roberts	Southgate	381.75
Sharon Kelly	Trenton	373.5
Daniel Packer	Livonia	344
Ben Miller	Northville	341.25
Tom Beyersdorf	Novi	298.75
Roy Brown	Redford	274.75
Carla Chupac	Livonia	274
Donald Green	Plymouth	270.75
Sue McGrath	Dearborn	261.5
Thomas Gacioch	Woodhaven	256.25
Sharon Waske	Dearborn	256.25
George Linker	Northville	255.5
Ted Szenda	Warren	254

BRONZE LEVEL

Moustapha Saad	Dearborn Heights	247.5
Wes Henrikson	Northville	242.75
William Bialkowski	Dearborn	237.25
Joyce Shoup	Riverview	236
John Firment	Farmington Hills	234.5
Brenda Richard	Wyandotte	226.5
Ruth Bumbar	Redford	220.5
Daniel Mason	Romulus	216.25
Daisy Lovain	Garden City	214.75
Thomas Koscielny	Belleville	213.5
Dee Phillips	Wyandotte	209.25
Karen Andrusiak	Brownstown	206
Lorraine Weglarz	Allen Park	204.5
Traci Sincock	Plymouth	203.5
Sally Henrikson	Northville	201.5
Nancy Chambo	Woodhaven	194
Luz Calio	Brownstown	193.25

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Edward Morrissey	Ypsilanti	192.25
Michael Roesch	Farmington Hills	190
Jared Buckley	Northville	188
Cheryl Regnier	Canton	188
Kathleen Rankin	Riverview	185.25
Flora Murray	Livonia	177
Mary Pannemann	Canton	174.25
Milton Lanier	Detroit	173.75
Charlotte Hoskins	Romulus	172.25
Vicki Owens	Trenton	167
Rebecca Ashcraft	Ann Arbor	163
Patricia Twitchell	Belleville	161.5
Joan Reed	Dearborn	160.5
Carol Oakley	Mattawan	159.25
John Buckland	Northville	157.5
Cassandra Wells	Detroit	157
Russ Haines	Canton	144.5
Susan Koleczko	Chesterfield	142.25
James Aaron	Northville	141
Lonnie Haines	Canton	137.75
Chuck Myers	Farmington Hills	131.25
Dolores Jager	Gibraltar	127
Walter Owens	Trenton	125.25
Leroy Holmes	Romulus	120.5
Julie Petschler-Dauzet	Dearborn	112.75
Nelson Lowe	Westland	111.75
Loretta Scappaticci	Plymouth	108.5
Rachel Wood	New Boston	53.75

* youth category

Detroit Metropolitan Wayne County Airport (DTW) welcomed more than 32 million passengers in 2013 and is one of the world's leading air transportation hubs. With service from 13 scheduled passenger airlines, Michigan's largest airport offers more than 1,100 flights per day to and from nearly 150 non-stop destinations on four continents. In 2010, DTW ranked highest in overall customer satisfaction among large airport in the J.D. Power and Associates North America Airport Satisfaction Study. With two award-winning passenger terminals, six jet runways, and an onsite AAA Four-Diamond Westin Hotel, DTW is among the world's most efficient, customer friendly and operationally capable airports in North America. DTW is operated by Wayne County Airport Authority, which also operates nearby Willow Run Airport – an important corporate, cargo and general aviation facility. The Airport Authority is entirely self-sustaining and does not receive any tax dollars to support airport operations. Visit www.metroairport.com for more information.

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