

News Release

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Detroit Metro Airport Ambassadors Earn *PRESIDENT'S VOLUNTEER SERVICE AWARDS* *--Gold level achieved by five Airport Ambassadors*

DETROIT (April 1, 2015) – Sixty-three Airport Ambassadors at Detroit Metropolitan Airport (DTW) were honored with the President's Volunteer Service Award at a banquet luncheon held at DTW's Westin Hotel. With more than 500 hours served, Sam Gemus, Dianna Surowiec, William Bialkowski, and Sharon Kelly received the prestigious gold pin, along with Shuta Suzuki from the youth category. 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.

“There is no question that the helpful and friendly service provided by our volunteer Airport Ambassadors increases overall customer satisfaction at Detroit Metropolitan Airport,” said Airport Authority CEO Tom Naughton. “To have five of our volunteers earning a gold pin from the President is outstanding.”

In 2014, DTW Airport Ambassadors answered nearly 340,000 questions at six locations throughout the airport in both terminals. Ambassadors can be identified by their blue vests assisting travelers, or helping connect lost and stranded passengers with their families.

Winners were presented with a bronze, silver, or gold pin corresponding with the level of service reached in 2014, along with a certificate and letter from President Obama at an awards luncheon held at the Westin Detroit Metropolitan Airport. “A change is brought about because ordinary people do extraordinary things,” said President Obama.

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)

(continued)

Airport Ambassador Volunteer 2014 Presidential Service Awardees

Volunteer Awardee Hours of Service (2014) Hometown

GOLD LEVEL

Sharon Kelly	640.25	Trenton
William Bialkowski	584.00	Dearborn
Dianna Surowiec	561.50	Redford
Sam Gemus	511.00	Riverview
Shuta Suzuki	359.00	Novi *

*Youth
Category

SILVER LEVEL

Joe Scafero	490.25	Livonia
Ben Miller	441.75	Northville
John Narbut	439.25	Trenton
Daniel Mason	417.00	Romulus
George Linker	403.75	Northville
Daniel Packer	400.50	Livonia
Tom Beyersdorf	371.00	Novi
Sue McGrath	362.50	Dearborn
Carol Oakley	349.25	Mattawan
Carla Chupac	345.00	Livonia
Denise Roberts	344.25	Wyandotte
Ted Szenda	338.00	Warren
Sharon Waske	335.75	Dearborn
Jared Buckley	335.50	Northville
Traci Sincock	332.25	Plymouth
Thomas Gacioch	320.50	Woodhaven
John Firment	309.00	Farmington Hills
Nancy Chambo	300.25	Woodhaven
Joyce Shoup	299.00	Riverview
Lauren Tolbert	292.25	Oak Park
Donald Green	286.50	Plymouth
Brenda Richard	283.50	Wyandotte
Vicki Owens	283.00	Trenton
Joyce Bacalis	279.75	Wyandotte
Walter Owens	278.75	Trenton
Vivian Verhelle	277.25	Northville
Patricia Twitchell	275.50	Belleville
Karen Andrusiak	273.25	Brownstown
Roy Brown	272.00	Redford
Susan Koleczko	268.75	Chesterfield
Dee Phillips	268.00	Wyandotte
Chuck Myers	257.75	Farmington Hills
Leroy Holmes	256.75	Romulus
Charlotte Hoskins	256.50	Romulus

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Ruth Bumbar	255.25	Redford
Luz Calio	253.00	Brownstown
Dolores Jager	252.50	Gibraltar
Cassandra Wells	251.75	Detroit

BRONZE LEVEL

Edward Morrissey	243.50	Ypsilanti
John Buckland	239.50	Northville
Adrienne Hatten	237.50	Dearborn Heights
Cheryl Regnier	227.50	Canton
Julie Petschler-Dauzet	226.75	Dearborn
Mary Pannemann	225.25	Canton
Michael Roesch	220.25	Farmington Hills
Flora Murray	217.50	Livonia
James O'Keefe	206.50	Farmington Hills
Renate O'Keefe	206.50	Farmington Hills
Rebecca Ashcraft	206.00	Ypsilanti
Joan Reed	188.25	Dearborn
Elizabeth Nolan	180.75	Southgate
Michael Bolan	177.25	Trenton
Ronald Andrews	176.00	Trenton
Jim Santilli	169.00	Macomb
Judy Moskus	157.75	Ann Arbor
Milton Lanier	147.25	Detroit
Lonnie Haines	145.75	Canton
Russ Haines	145.50	Canton

***For photos of award winners, please contact Customer Service Coordinator Fran Wood at fran.wood@wcaa.us.**

*Detroit Metropolitan Wayne County Airport (DTW) welcomed more than 32 million passengers in 2014 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 airports 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 tax dollars to support airport operations.** Visit www.metroairport.com for more information.*

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