

News Release

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Detroit Metro Airport Ambassadors Earn *President's Volunteer Service Awards*

--Six volunteers awarded prestigious gold pin for serving more than 500 hours

DETROIT (April 4, 2017) – Seventy-three Airport Ambassadors at Detroit Metropolitan Airport (DTW) were honored with the President's Volunteer Service Award (PVSA) during a luncheon held at DTW's Westin Hotel last month. The President of the United States issues the award every year to volunteers as a way to thank and honor Americans for their service. Airport Ambassadors Robert Downing, William Bialkowski, Sam Gemus, Dianna Surowiec and Joe Scafero all received the gold pin for serving more than 500 hours. Downing came in first with a record-breaking 829 hours. Chun-Man Suen, an Eastern Michigan University student, also earned a gold pin for volunteering more than 370 hours while balancing the demands of school.

"I'm constantly impressed by our volunteers – of all ages – who travel from across our region and sacrifice their time to make a difference in someone else's life," said Airport Authority CEO Joseph Nardone. "Last year, more than 340,000 customers were personally assisted by our Airport Ambassadors. We believe that one-on-one experience improves overall customer satisfaction at Detroit Metropolitan Airport."

Ambassadors were presented with a letter from 44th President of the United States Barack Obama, a certificate, and a bronze, silver or gold pin corresponding with the level of service reached in 2016.

Last year, Airport Ambassadors served nearly 17,000 hours helping passengers in both the McNamara and North terminals. Stationed at six locations, Ambassadors can be identified by their blue vests. They assist passengers with directions, flight status, ground transportation, lost and found, as well as provide help to travelers visiting for conventions and other local events. DTW's Customer Service team, led by Fran Wood, manages the volunteer program.

"Thank you for your devotion to service and for doing all you can to shape a better tomorrow for our great Nation," said President Obama in his letter to awardees.

(more)

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>.

For details about the President's Volunteer Service Award, visit www.PresidentialServiceAwards.gov.

See below for names and hometowns of the President's Volunteer Service Award winners. Photos of award winners are available upon request.

2016 Airport Ambassador President's Volunteer Service Awardees

<u>Volunteer Awardee</u>	<u>Hometown</u>	<u>Hours of Service & Award</u>	
<i>GOLD LEVEL</i>			
Robert Downing	Taylor	829.00	Gold
William Bialkowski	Dearborn	542.25	Gold
Sam Gemus	Southgate	517.50	Gold
Dianna Surowiec	Redford	508.25	Gold
Joe Scafero	Livonia	504.75	Gold
Chun-Man Suen	Ypsilanti	370.75	Gold (<i>College Student</i>)
<i>SILVER LEVEL</i>			
Tom Beyersdorf	Novi	430.00	Silver
Vivian Verhelle	Northville	411.25	Silver
Daniel Mason	Romulus	399.00	Silver
Donald Green	Plymouth	393.25	Silver
Karen Andrusiak	Brownstown	360.50	Silver
George Linker	Northville	359.50	Silver
Dan Packer	Livonia	356.75	Silver
Deborah Wiltshire	Plymouth	348.25	Silver
Sue McGrath	Dearborn	346.25	Silver
John Narbut	Trenton	335.75	Silver
Carla Chupac	Livonia	329.75	Silver
Lauren Tolbert	Oak Park	320.00	Silver
Douglas Barr	Livonia	311.00	Silver
Don Kleinschmidt	Ann Arbor	310.75	Silver
Kenneth Smith	Livonia	310.25	Silver
Terri Conatore	Wyandotte	309.75	Silver
Sharon Kelly	Trenton	309.75	Silver
John Firment	Farmington Hills	296.25	Silver

SILVER LEVEL *(continued)*

Michael Bolan	Trenton	290.25	Silver
Thomas Gacioch	Woodhaven	287.50	Silver
Joyce Shoup	Riverview	285.50	Silver
Matthew Kocik	Canton	280.75	Silver
Nancy Chambo	Woodhaven	287.50	Silver
Susan Koleczko	Chesterfield	274.50	Silver
Charlotte Hoskins	Romulus	274.25	Silver
Jared Buckley	Northville	272.25	Silver
Edward Morrissey	Ypsilanti	272.25	Silver
Chuck Myers	Wolverine Lake	264.75	Silver
Denise Kosinski	Northville	264.50	Silver
Jan Eisen	Plymouth	262.50	Silver
Dee Phillips	Wyandotte	260.50	Silver
Dolores Jager	Gibraltar	259.25	Silver
Ruth Bumar	Redford	256.75	Silver
Brenda Richard	Wyandotte	256.25	Silver
Sharon Waske	Dearborn	256.00	Silver
Luz Calio	Brownstown	252.75	Silver
Ted Szenda	Ypsilanti Twp.	251.75	Silver
LeRoy Holmes	Romulus	251.25	Silver
Renate O'Keefe	Farmington Hills	250.75	Silver
James O'Keefe	Farmington Hills	250.25	Silver
Justin Do	Garden City	180.75	Silver <i>(High School Student)</i>

BRONZE LEVEL

Ronald Andrews	Trenton	238.75	Bronze
Traci Sincock	Plymouth	228.00	Bronze
Mary Pannemann	Canton	227.75	Bronze
Elizabeth Nolan	Southgate	221.00	Bronze
Julie Petschler-Dauzet	Dearborn	217.50	Bronze
Paul Sincock	Plymouth	216.50	Bronze
John Buckland	Northville	215.75	Bronze
Adrienne Hatten	Dearborn	204.00	Bronze
Cynthia Ryan	Dearborn	201.75	Bronze
Marie Johnson	Belleville	199.25	Bronze
Cheryl Regnier	Canton	196.00	Bronze
Joyce Bacalis	Wyandotte	195.50	Bronze
Cassandra Wells	Detroit	192.75	Bronze
Carol Oakley	Mattawan	192.25	Bronze
Flora Murray	Livonia	188.50	Bronze
Joan Reed	Dearborn	184.25	Bronze
Judy Moskus	Ann Arbor	180.25	Bronze
Patricia Twitchell	Belleville	180.00	Bronze
Sharon Raftary	Romulus	152.50	Bronze

BRONZE LEVEL *(continued)*

Russ Haines	Canton	142.00	Bronze
Lonnie Haines	Canton	137.00	Bronze
Oliver Alexander	Detroit	126.25	Bronze
Sheri Schroeder	Plymouth	122.25	Bronze
Henni Moses	Canton	118.50	Bronze
Roy Brown	Redford	112.00	Bronze
Valerie Marie	Plymouth	100.50	Bronze

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Detroit Metropolitan Wayne County Airport (DTW) welcomed more than 34 million passengers in 2016 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 more than 140 non-stop destinations on four continents. 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.