

News Release

Contact: Michael Conway (734) 942-3558
Brian Lassaline (734) 247-7274

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

--Robert Downing records most hours ever served in a year for an Airport Ambassador

DETROIT (April 14, 2016) – Eighty 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. One Airport Ambassador, Robert Downing, of Taylor, recorded more than 850 volunteer hours in 2015, an average of 16 hours per week. With more than 500 hours served, Downing, William Bialkowski, Dianna Surowiec and Daniel Mason received the prestigious PVSA gold pin.

"To have four of our volunteers earning a gold pin from the President is outstanding," said Airport Authority CEO Tom Naughton. "There is no doubt that our ambassadors play a major role in increasing overall customer satisfaction at Detroit Metropolitan Airport."

Ambassadors were presented with a letter from President Obama, a certificate and a bronze, silver or gold pin corresponding with the level of service reached in 2015.

Last year, DTW Airport Ambassadors answered nearly 364,000 questions in 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 & found, as well as provide help to travelers visiting for conventions and other local events.

"Volunteer service demonstrates the kind of commitment to your community that moves America a step closer to its great promise," said President Obama in his letter to awardees.

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.

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See below for names and hometowns of the President's Volunteer Service Award winners. For photos of award winners, please contact Customer Service Manager Fran Wood at fran.wood@wcaa.us.

2015 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	858.50	Gold
William Bialkowski	Dearborn	619.25	Gold
Dianna Surowiec	Redford	559.50	Gold
Daniel Mason	Romulus	537.50	Gold
<i>SILVER LEVEL</i>			
Lauren Tolbert	Oak Park	489.00	Silver
Daniel Packer	Livonia	482.25	Silver
Sam Gemus	Riverview	476.50	Silver
Joe Scafero	Livonia	471.25	Silver
Tom Beyersdorf	Novi	432.50	Silver
John Narbut	Trenton	418.00	Silver
Vivian Verhelle	Northville	418.00	Silver
Karen Andrusiak	Brownstown	384.75	Silver
Ben Miller	Northville	367.75	Silver
Jared Buckley	Northville	363.50	Silver
Sue McGrath	Dearborn	362.25	Silver
George Linker	Northville	352.75	Silver
John Firment	Farmington Hills	339.25	Silver
Carla Chupac	Livonia	327.25	Silver
Donald Green	Plymouth	313.50	Silver
Adrienne Hatten	Dearborn Heights	311.00	Silver
Nancy Chambo	Woodhaven	310.50	Silver
Susan Koleczko	Chesterfield	306.00	Silver
Sharon Waske	Dearborn	301.00	Silver
Kenneth Smith	Livonia	299.00	Silver
Michael Bolan	Trenton	299.00	Silver
Thomas Gacioch	Woodhaven	295.50	Silver
Jan Eisen	Plymouth	294.50	Silver
Charlotte Hoskins	Romulus	288.00	Silver
Joyce Shoup	Riverview	287.00	Silver
Patricia Twitchell	Belleville	283.25	Silver
Luz Calio	Brownstown	279.25	Silver
LeRoy Holmes	Romulus	277.75	Silver
Traci Sincok	Plymouth	276.50	Silver
Dee Phillips	Wyandotte	276.00	Silver

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Dolores Jager	Gibraltar	275.75	Silver
Carol Oakley	Mattawan	265.00	Silver
Brenda Richard	Wyandotte	264.25	Silver
Edward Morrissey	Ypsilanti	261.25	Silver
Ted Szenda	Warren	259.25	Silver
Matthew Kocik	Canton	258.25	Silver
Paul Sincock	Plymouth	256.75	Silver
James O'Keefe	Farmington Hills	256.50	Silver
Renate O'Keefe	Farmington Hills	256.50	Silver
Roy Brown	Redford	256.50	Silver
Julie Petschler-Dauzet	Dearborn	255.50	Silver

BRONZE LEVEL

Chuck Myers	Farmington Hills	246.00	Bronze
Ruth Bumbar	Redford	241.50	Bronze
Joyce Bacalis	Wyandotte	237.00	Bronze
Ronald Andrews	Trenton	232.00	Bronze
Cynthia Ryan	Dearborn	228.75	Bronze
Marie Johnson	Belleville	224.75	Bronze
John Buckland	Northville	220.75	Bronze
Don Kleinschmidt	Ann Arbor	220.50	Bronze
Marissa Mason*	Romulus	217.25	Bronze
Cheryl Regnier	Canton	212.75	Bronze
Joan Reed	Dearborn	211.75	Bronze
Flora Murray	Livonia	210.50	Bronze
Cassandra Wells	Detroit	209.25	Bronze
Sharon Kelly	Trenton	200.00	Bronze
Rebecca Ashcraft	Ypsilanti	197.00	Bronze
Judy Moskus	Ann Arbor	196.00	Bronze
Judith Masterson	Belleville	187.25	Bronze
Deborah Wiltshire	Plymouth	182.00	Bronze
Denise Roberts	Wyandotte	174.25	Bronze
Mary Pannemann	Canton	171.75	Bronze
Elizabeth Nolan	Southgate	170.00	Bronze
Amel Osmanovic	Hamtramck	168.75	Bronze
Julian Goudy	Oak Park	161.00	Bronze
Douglas Barr	Livonia	153.50	Bronze
Johnny Ricks	Taylor	152.25	Bronze
Shuta Suzuki	Novi	147.75	Bronze
Deepti Sanku	Northville	146.50	Bronze
Russ Haines	Canton	142.50	Bronze
Paul Smith	Dearborn Heights	139.25	Bronze
Kathleen Smith	Dearborn Heights	137.25	Bronze
Justin Do*	Garden City	134.00	Bronze
Lonnie Haines	Canton	131.50	Bronze

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Jim Santilli	Macomb	125.75	Bronze
Denise Kosinski	Northville	116.50	Bronze
Ebaa AlHusseini	Westland	106.75	Bronze

**Student*

Detroit Metropolitan Wayne County Airport (DTW) welcomed more than 33 million passengers in 2015 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.

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