



News Release

Detroit Metro Airport Volunteers Earn President's Volunteer Service Awards

DETROIT (May 20, 2019) – Seventy-seven Airport Ambassadors at Detroit Metropolitan Airport (DTW) were honored with the President's Volunteer Service Award at a luncheon held at DTW's Westin Hotel last month. One Airport Ambassador, Gary Lewis, recorded 914 volunteer hours in 2018, which equates to over 17 hours per week on average. With more than 500 hours served, Lewis, Robert Downing, William Bialkowski, Karen Andrusiak and Dianna Surowiec received the prestigious gold pin from the President of the United States. The president issues the award every year to volunteers as a way to thank and honor Americans for their volunteer service.

"I am so proud of our Airport Ambassadors," said Wayne County Airport Authority CEO Chad Newton. "We are lucky to have such a wonderful group of individuals who are passionate about our airport and dedicated to helping our customers. To receive recognition from the president is a tremendous honor. I hope our volunteers are as proud of their service as we are."

Ambassadors were presented with a letter from President Donald Trump, a certificate and a bronze, silver or gold pin corresponding with the level of service reached in 2018.

Last year, DTW Airport Ambassadors assisted more than 335,000 customers in the McNamara and North terminals. 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.

"Detroit Metropolitan Airport has consistently been recognized for the level of service our customers receive," said Customer Service Manager Fran Wood. "There is no doubt that our Airport Ambassadors play a pivotal role in increasing customer satisfaction within our terminals."

"One of our Nation's greatest strengths remains the compassion of our everyday citizens, who give so willingly of themselves and their lives for the benefit of others. Each generation of hardworking and kindhearted volunteers help to write a new chapter of American greatness, and our Nation is proud for your commitment to this honorable tradition," said President Trump 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>.

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

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

GOLD RECIPIENTS:	HOURS OF SERVICE:
Gary Lewis	914
Robert Downing	663
William Bialkowski	591.25
Karen Andrusiak	591
Dianna Surowiec	521
SILVER RECIPIENTS:	
Joe Scafero	476.5
Tom Beyersdorf	461
Sue McGrath	453.5
Sam Gemus	436.25
Dale Jensen	422.5
Don Kleinschmidt	415.25
Vivian Verhelle	409
Douglas Barr	365.25
Deborah Wiltshire	363.5
Hiran Alles	361.75
George Linker	340.75
John Narbut	320.5
Matthew Kocik	309.5
Sharon Kelly	306.25
Edward Morrissey	306
Jan Eisen	297.25
Denise Kosinski	288.5
Charlotte Hoskins	283.75
Carla Chupac	273.25
Dee Phillips	273.25
Dolores Jager	272.25
Joyce Shoup	272
Lauren Tolbert	269.25
John Firment	267.75
Elaine Chalom	265.5
Brenda Richard	258.5

continued

Elizabeth Nolan	255.25
Kenneth Smith	253.75
Claudia Solomon	250.5
Michael Bolan	250

BRONZE RECIPIENTS:

Chuck Myers	239.5
LeRoy Holmes	238
Donald Green	236.75
Bonnie Bodart	229.75
Ruth Bumbar	228.75
Sharon Waske	228
Rose Case	225.5
Susan Koleczko	225.25
Thomas Dugan	220.5
John Buckland	219
Janice Walters	219
Mary Pannemann	213.75
Renate O'Keefe	212
James O'Keefe	211
Julie Petschler-Dauzet	207.75
Bret Kohler	203.25
Cynthia Ryan	199.75
Joan Reed	194.5
Jared Buckley	189
Malek Madoun	187.75
Marie Johnson	185.25
Cleda Smartt	165.75
Keith Mackenzie	162
Richard Mata	161.75
Gene Bigi	155.25
Carol Oakley	148
Carolyn Gammicchia	140.25
Robert Sher	135.5
Terry Concessi	127.25
Arlene Thompson	125.75
Linda Ziesmer	125.5
Sheri Schroeder	125.25
Flora Murray	115.25

continued

Sandy Sloan	103
Daniel Mason	102
Charles Litvin	101

***Detroit Metropolitan Wayne County Airport (DTW)** welcomed more than 35 million passengers in 2018 and is one of the world's leading air transportation hubs. With service from 13 scheduled passenger airlines, Michigan's largest airport offers approximately 1,100 flights per day to and from more than 140 nonstop 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 the **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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