Face from page A9

route to her mother's funeral in northern Michigan.

Barker, her husband; their daughter and the daughter's appuse had just arrived at betroit Mérior from Ennias City when Gerry called Burlington, Vt., to check on the hirth of their first grandchild – only to tragically learn the boy had died minutes after being born.

"The horror and confusion of those moments were indescribable," Gerry said in her Fob. 6 letter: The family knew they'd have to cancel the drive up north and try to get to Vermont to be with our son and his wife."

Flights canceled

Flights canceled

But they quickly discovered that storms from Michigan east had canceled many flights. They needed a travel agent hut couldn't find anyone in the airport that could help us.

That was when the Barkers encountered Linda Franz at the airport's new information kiesk, near the Marriot I fotel lobby,

"Despite the fact that (Franz) did not know what had just happened to us" and also couldn't access the flight information they needed, "she must have intuitively sensed our pain and confusion," Barker wrote.
"As we stood in the middle of the terminal and made several

telephone colls, she continued to check on us over the next hour and a half, salving us if she could help or got us something to drink." Barker releted.

As Frans bocame aware of their plight, "she acted as an advocate for us an aw ewer trying to book flights."

"Linds was oxeedingly sensitive and kind," said Barker. "She was not at all intrusive. She will be said to be said of the said before the said of the said of

If someone has problems, she said, "you go all-out to try to help them."

2-way radios
All CSAs have two-way radios,

"so we're' in constant contact with each other," she said. Too can get an answer instead of telling a person I don't know."
Since she began the job about a year ago, she said, she sad her fellow CMAs have helped strandet ravelers find hotel rooms or try to make them comfortable in the contract of the

then driving through the storm to it.

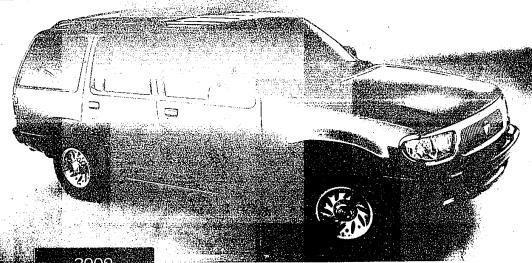
Motro officials said it's CSAs and other employees like Franz - as well as Metro's huge \$2-billion expansion program that is doing millions in facility upgrades plus building the new \$1.2-billion Midfield Terminal - that are giving the airport a friendlier look.

As Katz wat it recently "We.

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