



Accessibility Advisory Committee

600 Fifth Street NW
Washington, DC 20001
202-962-6060

METROACCESS SUBCOMMITTEE EMPLOYEE RECOGNITION

Meeting Date: December 21, 2015

Michael Wilson Recognition Award Recipient

Kenneth Sims

Transdev

Operator Kenneth Sims joined the MetroAccess family with Transdev in June 17, 2013. Mr. Sims represents a model of excellence not only for his strong work ethic, but also his positive and uplifting nature. Mr. Sims has recorded a prominent On-Time Performance rate of 98%, with 3,919 completed trips, zero reportable incidents, and has maintained an impeccable attendance record throughout his entire tenure.

Mr. Sims demonstrates a great deal of kindness and concern to all of his MetroAccess customers. He has received eleven customer commendations, recognizing him for providing exemplary customer service. A recent customer commendations stated "The driver gave me excellent service. He escorted me to the vehicle in the rain. He was very polite and professional. He made sure I was properly secured and drove safely." Mr. Sims is also well known for placing safety at the forefront of his actions. Amongst fellow operators, he is respected for being a team player and a model employee of MetroAccess best practices. Furthermore, he actively participates in the mentoring program for new operators and has notably passed down this demeanor to many. Mr. Sims's commitment and compassion is endless.

Mr. Sims is a great asset to the Transdev team, and it is a pleasure to recognize Mr. Sims for his contribution to MetroAccess Service.