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**METROACCESS SUBCOMMITTEE EMPLOYEE RECOGNITION:  
Meeting Date: June 16, 2014**

**Michael Wilson Recognition Award Recipient  
Ms. Tilwonna Gollman – Reconciliation Clerk  
Diamond Transportation**

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Occasionally MetroAccess has the opportunity to recognize employees who are not visible to the customer but work behind the scene to ensure MetroAccess and their contractors operate efficiently.

Ms. Tilwonna Gollman was hired as a Reconciliation Clerk for Diamond Transportation on August 1, 2011. She had shown great strength in all aspects of her position. She recently took over as the manifest reviewer ensuring that all manifests are accurate before the operators leave the base. She is tasked with scanning all of the manifests and preparing them to be delivered to the OCC. Ms. Gollman is also responsible for calculating the daily fares to be deducted from each operator, as well as entering gas receipt into the system. She is attempting to learn all aspects of the operations as she has assisted with customer complaints on occasion as well. Ms. Gollman has a positive attitude when it comes to any challenge. She loves her job and enjoys being a part of the Diamond family. When she is not working she enjoys spending time with her son and is proud of his accomplishments in school. She also loves to draw and sing. Ms. Gollman's father, Lawrence Jackson, was a MACS operator until his death in 2010.

The Diamond team admires her professionalism and her willingness to be a team player at all times.