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**METROACCESS SUBCOMMITTEE EMPLOYEE RECOGNITION:
Meeting Date: NOVEMBER 18, 2013**

**Michael Wilson Recognition Award Recipient
Ms. Nancy Coates – Operator
Diamond Transportation**

Ms. Nancy Coates has served as a MetroAccess operator since April 2013. She has shown a level of professionalism and dedication that Diamond Transportation management has highlighted. Ms. Coates has an excellent safety and service record with an unyielding work ethic. Her supervisors and fellow operators have described Ms. Coates as a courteous operator that is sensitive to the needs of customers and delivers excellent customer service. We are pleased to recognize this rookie operator for her dedication, service, and on the job excellence that is truly an asset to MetroAccess and the customers we serve.