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Accessibility Advisory Committee

METROACCESS SUBCOMMITTEE EMPLOYEE RECOGNITION:

Meeting Date: JUNE 18, 2012

Mr. Koon-Chuang Missana – Dispatch Agent, MV Transportation, MetroAccess Operations Call Center, Hyattsville, MD

Mr. Missana has served as a MetroAccess dispatch agent since November 2011. Mr. Missana is part of the team that oversees the Diamond Transportation dispatch base. He is a dedicated employee who has established a rapport with the operators in the brief time that he has been employed with MV Transportation. The positive relationship between he and the operators helps Mr. Missana ensure on time performance and service efficiency. Management describes Mr. Missana as a self starter and a model employee.

Ms. Geovanna Brito – Dispatch Agent, MV Transportation, MetroAccess Operations Call Center, Hyattsville, MD

Ms. Geovanna Brito has served as a MetroAccess dispatch agent since June 2011. Ms. Brito is part of the team that oversees the Challenger Transportation dispatch base. Ms. Brito has established an excellent working relationship with the Challenger operators. Management describes Ms. Brito as a problem solver and a team player but also points out her ability to initiate tasks on her own to get the job done.

(Posthumous Recognition) Mr. Michael Wilson – Dispatch Supervisor, MV Transportation, MetroAccess Operations Call Center, Hyattsville, MD

Mr. Michael Wilson began his career with MetroAccess as an operator with Diamond Transportation. Through the years, Mr. Mike ascended to the role of Dispatch Supervisor. Affectionately known to customers and MetroAccess employees as “Mr. Mike”, he received numerous accolades over his tenure for excellent customer service and his dedication to the MetroAccess customers he served. “Mr. Mike” passed away on May 24, 2012 and is survived by a host of family and friends. We posthumously thank Mr. Michael Wilson and recognize him for the example and positive role model he established for the MetroAccess team.