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Accessibility Advisory Committee

METROACCESS SUBCOMMITTEE EMPLOYEE RECOGNITION: Meeting Date: JANUARY 22, 2013

**Michael Wilson Recognition Award Recipient
Ms. Tania Santana – Reservation Manager
MV Transportation – MetroAccess Operations Control Center
Hyattsville, MD**

Ms. Tania Santana has been employed with MV Transportation since January 2006. She began her career with MV Transportation as a MetroAccess Reservation Agent. Ms. Santana proved to be a quick study. Her talents were recognized by the management team as she took on larger assignments and responsibilities within the MetroAccess Reservation Department. In May 2010, Ms. Santana was promoted to the position of Reservation Manager. Her experience made her the perfect candidate to lead the MetroAccess Reservation Department. Under her tenure, there have been significant operational improvements. Telephone response time has consistently been above 98% vs. goal of 95%. Customer reservation complaints have decreased by 62%. Customers have commented they have seen a marked improvement in the customer service exemplified within the department. We are pleased to recognize Ms. Tania Santana and acknowledge her accomplishments with the presentation of the Michael Wilson Recognition Award.