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Accessibility Advisory Committee

METROACCESS SUBCOMMITTEE EMPLOYEE RECOGNITION:

Meeting Date: APRIL 16, 2012

Ms. Genoa Green – Operator, MV Transportation, Capitol Heights, MD Base

Ms. Genoa Green has served as a MetroAccess operator since October 2007. Ms. Green was the recipient of the 2011 Annual Safe Driver Award designation at the Capitol Heights, MD base. Ms. Green has been accident free for the last two years. Along with her safe driving skills, Ms. Green, at the same time, has accumulated excellent on time performance and productivity metrics. She is very dedicated to making sure she pulls out of the base on time to execute her daily route in an effort to provide safe and on time pickups for our customers. We are pleased to recognize this veteran operator for her dedication, service, and on the job excellence.

Mr. Leo Russell – Operator, MV Transportation, Capitol Heights, MD Base

Mr. Leo Russell has served as a MetroAccess operator since July 2009. Mr. Russell has compiled an excellent safety record since he has been employed with MV Transportation. He has received awards from his base for his safe driving. Mr. Russell has accumulated excellent on time performance and productivity metrics. He demonstrates vigilance each and every day to obtain the key performance metrics that equate to the outstanding service he provides MetroAccess customers on a daily basis. We recognize the excellence Mr. Russell shows in providing MetroAccess service.

Mr. Eric McDonald – Dispatch Agent, MetroAccess Operations Call Center

Mr. McDonald has been employed with MV Transportation and served on the MetroAccess team since June 2007. Mr. McDonald oversees the Operations Control Center dispatch activities for Diamond Transportation vehicles. He has developed a great working relationship with the Diamond personnel and they consider him an integral part of their business team. Operations Call Center management acknowledges Mr. McDonald's ability to manage his transportation base with little supervision and has proven to be a self-starter and problem-solver. We congratulate and recognize Mr. McDonald for his contribution to MetroAccess service.

Ms. Natalie Crutchfield – Dispatch Agent, MetroAccess Operations Call Center

Ms. Crutchfield has been employed with MV Transportation and served on the MetroAccess team since January 2009. Ms. Crutchfield oversees the Operations Control Center dispatch activities for Challenger Transportation vehicles. She has developed a great working relationship with the Challenger personnel and they consider her an integral part of their business team. Ms. Crutchfield on many occasions goes above and beyond the call of duty to assist customers and operators. Management sees her as a true team player who is dedicated to her position. We take this opportunity to recognize and thank Ms. Crutchfield for her dedication to providing service excellence.