



Accessibility Advisory Committee

600 Fifth Street NW
Washington, DC 20001
202-962-6060

METROACCESS SUBCOMMITTEE EMPLOYEE RECOGNITION:

Meeting Date: May 18, 2015

Michael Wilson Recognition Award Recipient

Mr. Stephen Smith

Transdev

Operator Stephen Smith joined the MetroAccess family in December 2007. He has been employed with Transdev since May 2013. Since his tenure, Mr. Smith has left a lasting impression with Transdev's QA Team by quietly and consistently rising through the statistical charts as one of their top performers. Over the last year Mr. Smith has recorded a prominent On-Time Performance record of 96%, with 2,426 completed trips, zero reportable incidents, and has also maintained an exceptional attendance record, a perfect one, with no absences over the last two years.

Since September 2013 Mr. Smith has received 11 commendations recognizing him for providing excellent customer support. A recent customer commendation recognized Mr. Smith as a very pleasant, helpful, and knowledgeable driver. Furthermore, management and peers have described Mr. Smith as courteous, mild mannered, and very considerate.

Those who had the pleasure of knowing Mr. Michael Wilson would agree that he created an atmosphere of satisfaction by exhibiting compassion and humility to MetroAccess customers. Mr. Stephen Smith embodies these qualities and the true foundation of this award.

It is an honor to recognize Mr. Stephen Smith for his commitment to MetroAccess Service.