



Accessibility Advisory Committee

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

METROACCESS SUBCOMMITTEE EMPLOYEE RECOGNITION

Meeting Date: October 19, 2015

Michael Wilson Recognition Award Recipient

Mr. Robert Gladney

Diamond Transportation

Robert Gladney has been a MetroAccess operator since October 3, 2012, joining the Diamond Transportation team on July 1, 2013. Since his employment with Diamond Transportation, Mr. Gladney has recorded a prominent On-Time Performance rate of 97%, having completed 5,142 trips, with zero reportable incidents, and has maintained an excellent attendance record throughout his tenure with Diamond. In consideration of Mr. Gladney's stellar attendance, professional demeanor, and commitment to excellence, Diamond Transportation recognized him as Operator of the Month in June 2015.

Mr. Gladney demonstrates a great deal of kindness and concern to all MetroAccess customers. Since July 2013, he has received fifteen customer commendations recognizing him for providing exemplary customer service. A recent customer commendation stated, "I want to take the time to compliment my driver. He has been one of the safest drivers. He has a fantastic personality, and his positive outlook is contagious. This employee is exemplary! I really appreciate him and drivers like him. Thank you." Mr. Gladney does his very best to promote safe and reliable transportation by providing accurate and positive guidance to fellow operators on policies and procedures.

Mr. Gladney adds enormous value to the Diamond Transportation team, and it is a pleasure to recognize Mr. Gladney for his contribution to MetroAccess Service.