



600 Fifth Street NW  
Washington, DC 20001  
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**METROACCESS SUBCOMMITTEE EMPLOYEE RECOGNITION:**  
**Meeting Date: September 15, 2014**

**Michael Wilson Recognition Award Recipient**  
**Mr. Earl Banks**  
**Transdev Transportation – Hubbard**

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Mr. Earl Banks has work for the MetroAccess contract since April 2008. He has been employed by Veolia Transportation since April 2013 in the capacity of Safety Supervisor. Safety Supervisor Banks was instrumental in the incumbent refresher training effort mounted in 2013 during last year's startup. Mr. Banks primary function with the Safety & Training Department is to provide remedial training for existing operators in order to help them with the development of those skills required to provide service that is safe, reliable, customer-oriented, and cost effective. Mr. Banks has provided approximately 1600 hours of refresher training to (100 drivers) since April 2013. In addition, he has also provided approximately 500 hours of remedial training for (128 drivers) during the same timeframe.

Safety Supervisor Banks plays an integral part in the daily pullout process at Hubbard Road. Mr. Banks works the front of the line: greeting operators, assigning vehicles, and providing a daily safety message. As considerable as his experience and technical expertise, Safety Supervisor Earl Banks' chief asset to Veolia Transportation is the way in which he treats our internal customer-the bus operator and has received high accolades from MetroAccess' field service team. Earl Banks treats everyone with kindness and respect. He coaches people to a higher level of performance through patience and understanding and encouragement.

In short, Safety Supervisor Early Banks epitomizes what it means to be a "gentleman".