



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

**MetroAccess Subcommittee Employee Recognition
Meeting Date: June 20, 2016**

**Michael Wilson Recognition Award Recipient
Ms. Sheneka Clary
MV Transportation**

Ms. Sheneka Clary has been employed as a Dispatch Agent with MV Transportation since November 9, 2009. While demonstrating an excellent level of consistency in her dispatch responsibilities, she was promoted to support the Office of Eligibility Certification in October, 2014. Ms. Clary efficiently coordinates, manages, and dispatches customer trips throughout the Transit Zone on behalf of the Transit Accessibility Center.

While managing the front desk in the Transit Accessibility Center, Ms. Clary provides an outstanding level of customer service. Ms. Clary consistently goes above and beyond every day. She has taken the time to learn the entire eligibility process for both MetroAccess and the Reduced Fare Disability ID Card Program. She frequently assists customers, both over the phone and in person, if they have questions. Ms. Clary has been described by both peer and customers as always smiling, friendly, self-motivated, and a pleasure to work with every day.

We are pleased to recognize Ms. Clary for her dedication and commitment to MetroAccess Service.