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## **METROACCESS SUBCOMMITTEE EMPLOYEE RECOGNITION**

**Meeting Date: February 17, 2015**

### **Michael Wilson Recognition Award Recipient**

**Ms. Euell Washington**

**Diamond Transportation**

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Ms. Euell Washington has been a member of the MetroAccess and Diamond Transportation families since September 15, 2011. She has completed 5,784 trips with a prominent On Time Performance record of 98% for calendar year 2014 and has had only 1 reportable incident since January 2011. During her tenure, Ms. Washington has received several customer commendations recognizing her for providing excellent customer support. Ms. Washington also received three certificates of recognition from Diamond Transportation at the 30<sup>th</sup> Anniversary Banquet. Her award certificates consisted of **Excellent Attendance** for not having any unexcused absences for calendar year 2014, **March 2014 Driver of the Month** for not having any DriveCam Events, Attendance Points, or Incidents, as well as **Going Above and Beyond** by demonstrating leadership skills and being a dependable and dedicated employee. Along with the award certificates listed above she received two trophies for her outstanding performance.

Ms. Washington has proven to be a reliable and safe operator since her date of hire. Ms. Washington has trained countless new hire Cadet Trainees. She is an overall well rounded individual who cares about the safe transportation of all of her customers. She is constantly giving suggestions on behalf of the operators to the Operations and Training departments, such as, suggesting additional cadetting hours for new hires and different safety techniques on securing customer belongings. In her spare time she takes care of her elderly mother and children which contributes to her compassion towards MACS customers. She has an excellent customer service record and the highest regard for the ADA community.

Diamond Transportation and MetroAccess are honored to have Ms. Washington as a model employee.