



Accessibility Advisory Committee

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

METROACCESS SUBCOMMITTEE EMPLOYEE RECOGNITION:

Meeting Date: December 15, 2014

Michael Wilson Recognition Award Recipient

Employee: David Gray

Service Provider: First Transit

Operator David Gray has been a member of the MetroAccess Transportation family and the First Transit family since June 3, 2013. He has recorded a prominent On Time Performance average of 97.3%, has completed 520 trips and has 0 reportable incidents since his start date. During his tenure, Mr. Gray has received 19 customer commendations recognizing him for providing excellent customer support.

Mr. Gray epitomizes a reliable, dedicated employee that prides himself in providing quality customer service support. His smile truly indicates the joy he receives from being able to serve and assist our customers daily. He is always available to help the company and other drivers and enjoys mentoring and training. Mr. Gray is a valuable asset to this operation and comfortably assumes the role as a model employee. Because of his dedication and work ethics, Operator David Gray has consistently made our top 10 driver's listing for 6 consecutive months.

We truly appreciate his passion to provide transportation to others and the compassion that he exudes to our customers on a daily basis. Job well done!