



Customer Service Sales
Supervisor Gail Harvey

SG Valley Columnist Praises MTA's Gail Harvey for Helping Disabled Friend

(April 19) It took a number of letters, e-mails and phone calls to remedy the confusion, but in the end a disabled passenger received a new ID card and the MTA's Gail Harvey earned kudos for her actions from a columnist for the San Gabriel Valley *Examiner*.

The problem began when the disabled passenger, who is blind and confined to a wheelchair, realized that the ID card issued by the MTA had expired.

Her friend - *Examiner* columnist Joan Allegrini Schmidt - tried to help get a new card, but the old ID card had long expired and there was no record of it in the MTA's computer system.

Personal interest in problem

Harvey, a Customer Service Sales supervisor, took a personal interest in the problem, corresponding several times with Schmidt, who also is a town council member for the cities of Monrovia, Arcadia and Duarte. It wasn't long before the new ID card was issued.

In her recent "Unincorporated Areas" column, Schmidt wrote, "I received a call from Gail Harvey explaining the problem...She personally expedited the process...."

"It may not seem like much to most people," she wrote. "But my friend is on a limited income...both my friend and I are deeply indebted to MTA's Gail Harvey who stayed past 5 p.m. on at least three occasions to ensure my friend would receive the bus pass before April 1. Thank you, Gail!"

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