



Fare Media Operations Team leaders, from left, Vanessa Smith, Gail M. Harvey and Liz Armijo-Holbrook follow certificate presentation with icing on the cake. Below, accounting team members, clockwise from left, Velda Medlock, Carmelita Malonzo, Luz Garcia, Cathy Taylor, Nancy Untalan and Linda Looper show off their certificates.



Fare Media Operations Celebrate Teamwork in Completion of September 2000 Refund Project

(March 8, 2001) It was cake and certificates of appreciation all around for some 56 MTA staffers who combined organizational and accounting skills to issue a whopping 4,800 refund checks to transit patrons. Patrons received refunds for fare passes purchased when the buses and rail operations closed up shop during last year's work stoppage.

"The fact that we worked together to complete the tasks of organizing, inputting, processing, issuing and reconciling the issuance of over 4,800 checks was a great accomplishment," said Gail Harvey, Project Team Leader and Manager, Fare Media Operations.

The Fare Media Operations Team staged the event, held Feb. 27, to recognize and celebrate the completion of the project, which required significant teamwork from several different departments and spanned four months.

The roster of awards read like the NBA playoffs: Liz Armijo-Holbrook's Revenue Team, Agapito Diaz' Management Support Team, Gretchen Maxwell-Perry's Accounts Payable team, Patricia Lane-Goodson's Procurement Team, Mary Morgan's Treasury Team and Tom Horne's Customer Relations Team.

And just in case the image of the September 2000 Pass begins to fade in the memories of those who toiled in its long shadow, both the cake and the certificates bore the image of the pass that time forgot.--TEXT AND PHOTOS

	BY GAYLE ANDERSON
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