

Kudos: Jean Fagan

Jean Fagan, Medical Access Transportation Supervisor in the Office of Community Services, received praise for her work from Karen Hoesch, executive director of ACCESS Transportation, the shared-ride service operated by the Allegheny County Port Authority. Jean, who has worked for MATP for 28 years, took a call from Karen to help a consumer who needed a ride scheduled at the last minute.

“Jean never uses bureaucracy as a reason to deny a request and challenges other systems to do more,” Karen wrote in an email to Robert Rebholz, Administrator of the Bureau of Family and Community Services, where MATP is housed. “It is a pleasure to work with her in a world that is increasingly difficult for the vulnerable folks we work with. She is a great asset to your organization and a real model for others.”