



Campus Services

“Doing the right thing, the right way, for the right reasons”

Cynthia Hill A Great Asset

“Hi Tamika (Kendrick),

First of all I want to say how much Cynthia (Hill) has helped me over the past 3-5 years as a recruiter. She has always been prompt at getting back to me and especially when I need something on the same day. She has been a lifesaver! Cynthia has stood out from the crowd to go above and beyond to help me and several of my fellow recruiters when we were stuck with a last minute background check. I just wanted you to know what an asset she has been to me and to Recruiting. As always we appreciate everything EPD does for Emory, and I just wanted to officially tell you and anyone else who wishes to read this, that Cynthia should be commended for her exceptional service, she has never let me down and I appreciate her dedication to her job.

Thanks to you and Cynthia for everything you do. “

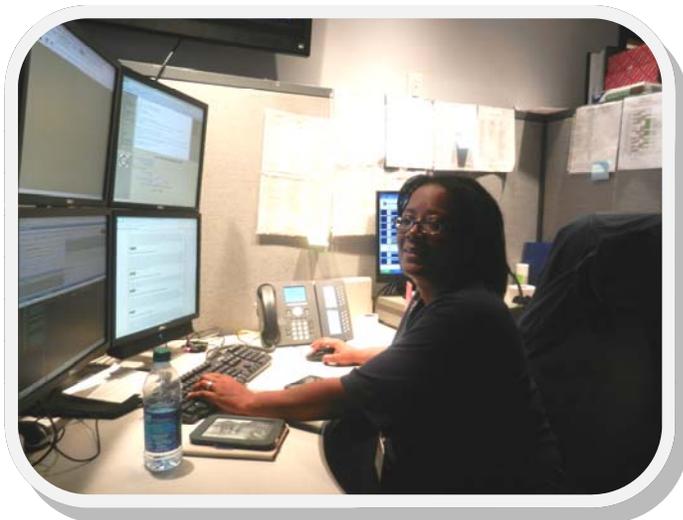
Sincerely,

Vicky L. Jones

Search Consultant

Emory Search Group

Emory University Human Resources



CHOA Shows Appreciation To TPS For Managing Their Parking Needs



Bus Driver's Quick Thinking Aids EPD

“Lisa (Underwood)

We responded to a report of a suspicious person in the Administration Building yesterday at 12:30 pm. While checking the area, our officers located the individual on Dowman Drive. Upon identifying the individual it was determined that he was wanted on an outstanding warrant from DeKalb County. The subject ran from the area and a foot chase ensued. He disappeared into the wooded area behind the Eagle Row power station and could not be located. We passed his physical description along to other police agencies and to the Emory Shuttle Service. Approximately 1 ½ hours later, a shuttle driver reported seeing the individual at the shuttle stop on Clifton Road near the WHSCAB. An extensive search of the area was initiated. We located the individual in the walkway between the WHSCAB and the SOM where he was taken into custody.

The shuttle driver who notified us of the sighting was Mr. Fred Thomas. I wanted to make sure you were aware of the significant assistance Mr. Thomas provided. Due to Mr. Thomas' alertness and quick reaction we were able to apprehend this individual. Not only did Mr. Thomas 'do the right thing', but in doing so, he also demonstrated his commitment to and concern for our community. Please extend my deep appreciation for his help and action.

Thank you,

Craig T. Watson
Chief of Police

Bus Driver Displays Customer Focus

Paul Dryden flew into Atlanta and decided to use public transportation for all client stops during his visit. I share that piece of information with you so that you can see exactly how a 45 minute wait for the next bus could have completely thrown off his connections for getting to his next appointment or back to the airport. It is a great reminder that we never know exactly what is going on in our customer's schedules or their lives. But we can be sure that showing kindness and consideration will always make a difference!

This is a great example of Service Excellence, wonderful job.

Lisa P. Underwood

Associate Vice President

Transportation & Parking Services

Hi Adele (Clements),

Thank you again for your insights on Wednesday and for helping me navigate C-Route to Clifton Corridor to Decatur Station to the airport. I was really happy to get the chance to ride your system on the final leg of my all-transit trip through Atlanta.

Side note: I have to extend my thanks to the First Transit driver on the CCTMA bus. When I got off at Woodruff Circle, it took me a moment to get my bearings and figure out where to catch Clifton Corridor. When I finally spotted her, she was already beginning to pull away. I was probably 109 yards away (yes, that's a reference to the go-ahead score in the Iron Bowl!), and she saw that look of desperation on my face despite how far I was. She was kind and stayed there until I could sprint to her! She was also very sweet when I got on board.

Best,

Paul Dryden

TransLōc, Inc.

PDC Helps Spruce Up Jerusalem House

“Emory volunteers from Campus Services, Planning, Design & Construction Department, and the University Architect Office put in a long six hours of hard work helping to spruce up the Family Program for Christmas. A residential hallway was painted, columns and doors were painted and kick plates were added, the Blue Room is now the “Green Room” and there are two live Christmas trees at the facility ready to be decorated for the Christmas holiday. In addition the kitchen swinging doors were fixed and painted (kick plates added) and the playhouse window was repaired and a new door handle was added”

Thank You,

*Sharon Carey
Jerusalem House*



German Studies Dept. Appreciates Gladys Brown

"Dear Supervisor Mr. Ducato,

Since August 1991 I have been at Emory, German Studies, and never have my office, our hallway, and bathrooms have been cleaner and so I felt I needed to let you know how appreciative I am of Ms. Brown.

The bathrooms are not just clean but smell good and Gladys just puts in that little extra that makes us all feel good."

Sincerely,
Marianne Lancaster
Senior Lecturer, German Studies Department

"Dear All,

I would like to second Professor Lancaster's kudos to Gladys Brown. I am the lead staff member in the Department of German Studies, and I am very satisfied with Gladys' performance. She is not only cleans well, but has a very pleasant demeanor with not only the faculty and staff, but the students also."

Sincerely,

Terez M. Whatley-White
Academic Degree Program Coordinator, Department of German Studies

Shuttle Drivers Display Excellent Customer Service

Good day,

I would like to compliment the shuttle drivers. They have excellent customer service!! There are two in particular, Al Thomas always positive and entertaining. He gets your day started out right (C route) and he gets us to the Marta station on time at night (Yea) (when he drives CCTMA) other than that we are late (augh)!! That means we miss the train!! I don't know the other drivers name, but he operates the C route. He is an older gentleman, he has an accent (maybe Jamaican) and he Always talks about time to make the doughnuts in the morning. He is Great as well!! The CCTMA older woman in the mornings is very good also!!!

I really appreciate the shuttle service, because I am a non driver. I have been riding for several years. I miss the Northlake shuttle and wish that there was Decatur service on the weekends. I highly recommend it to others!! It is a much better experience than Marta!!

Sincerely,
Candace Randall

Wanda McMullen Recognized by Economics Department



EMORY
UNIVERSITY

Faculty of Arts and Sciences
Department of Economics

December 5, 2013

Wanda McMullen
Program Coordinator
Campus Services
1945 Starvine Way
Mailstop: 3300-004-1AB

Dear Wanda,

Thank you so much for guiding us through the procedures and making the arrangements for the bus from Emory to the Federal Reserve Bank a few weeks ago. Your advice and willingness to double check the schedule and drop off kept us on track. It was also good you adjusted the bill to reflect an earlier return.

Everything was just perfect, as it has been for the previous visits.

We really appreciate the help,

Sincerely yours,

A handwritten signature in cursive script that reads "Caroline Fohlin".

Caroline Fohlin

A handwritten signature in cursive script that reads "Sheila Tschinkel".

Sheila Tschinkel

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Shuttle Riders Love Julia Bell

Transportation Services,

I would like to first thank you for offering the shuttle services as one mode of public transportation, it has been extremely beneficial as part of my transportation to and from work. I especially would like to commend Ms. Julia Bell for first her safe driving skills and her awareness for keeping her passenger safe. Ms. Bell is always pleasant and polite even at the crack of dawn, when picking up her first load. Ms. Bell always has a pleasant greeting for her passengers and also wishes each one to have a Good Day. I hope we can keep Ms. Bell for the early morning route, I try my best not to miss her. If there are any accommodations to be had Ms. Julia Bell deserves it.

Thank you,

Kim Slater
Viral and Rickettsial Zoonoses Branch
Centers for Diseases Control and Prevention

Dear Emory Transportation:

This message is intended for the supervisor of CCTMA drivers. I write to let you know what an outstanding job Julia Bell does every day. She is both professional and personable, careful and reliable, and does all the little extras for her passengers. She is an outstanding worker and Emory is fortunate to have her. I am writing this to make sure that her supervisor knows—I imagine this is already known—that her performance is highly meritorious.

Sincerely,

John Stuhr
Chair, Department of Philosophy

My name is Howard Chiou, and I'm a graduate student in the MD-PhD program here at Emory. I've been taking the CCTMA shuttle daily for the past six years, and I'm writing this letter to commend Ms. Julia Bell for her work on this line.

I'm taking the time to write this letter as I believe Julia offers something incredibly unique to the Cliff system— as a driver, she takes her work beyond simple professionalism and courtesy. She often greets passengers by first name, and asks about details that she's somehow picked up over time. For out-of-town visitors or lost passengers, she makes sure that they know exactly how to get to where they're trying to go, and I've seen her offer soothing words to stressed-out undergraduates. And, perhaps most importantly, I always feel safe when she's driving.

Ms. Bell is not simply a driver, she's someone who actually takes care of all of her passengers. In the back of the bus, I remember having one or two entire conversations with other passengers about Ms. Julia. I waved to her on the way in and sat down next to a few Emory nurses. This was a year or two ago, but I remember the common uniting thread in the conversation was that Ms. Julia, simply, was the best.

I've been extraordinarily lucky to have had the opportunity to live in multiple cities and ride on public transit in New York, San Francisco, Taipei, and Melbourne. Ms. Julia's work on the CCTMA is not only exemplary, but an important part of what makes living in Atlanta special and being at Emory great— a place where your bus driver knows your name and actually cares.

Thanks for your time,

Howie