



Campus Services

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

Sharon Pine's Attention To Detail Saves The University Money

Sharon,

I am so excited about all the great work you and the Fleet team have been doing! This is just one example (of many) where you identified and corrected an issue or operational problem. In this case, through your work with Risk Management, you noticed that Emory was being charged tax on outside repairs paid through our insurance carrier. You quickly alerted Risk Management and because of your efforts the problem has been corrected. The savings going forward are difficult to estimate since insurance claims vary. However, the information provided by Risk Management for claims since 2009 show the amount Emory paid out was around \$190k, the tax charged was 7% or around \$13k.

What a great example of Campus Services values in action, you demonstrated your commitment to being a good steward of Emory's resources, you acted on a problem, you persisted until it was corrected, and you built strong relationships.

Thank you for doing the right thing, the right way, and for the right reason, wonderful job!!

Lisa P. Underwood

Associate Vice President

Transportation & Parking Services



EPD's Teen PRIDE Program, An Appreciated Service

"Good afternoon Chief Watson,

I am sending this email to inform you on how much I/we enjoyed the very informative PRIDE class held on Saturday, March 1, 2014. Officer Darrell Johnson did a phenomenal job facilitating the class, as well as the other members of your staff (Sgt. Lesia Violette, Officer Richard Mittenzwei and Ms. Gladys Holmes). What a great team to facilitate a class that our children could not stop talking about. They answered all questions and were very thorough with the information given. The children highly recommended this class to their friends who are looking forward to attending the class as well.

I appreciate the fact that they now understand how serious the entire aspect of driving and holding a driving license is. Initially, my son told me he was afraid to drive, but after discussing the class with his friends he realized it was all about being safe, following the rules/laws and paying close attention to what you are doing. He has been reading the brochures received from the packet and he and I have been discussing many of them. I also noticed that he is paying close attention to my driving too, which is making me set a good example for him.

I look forward to finding out when the next class will be held so that some of my son's other friends and their parents can attend.

Warm regards,

Belinda Green-Ferguson
TEC/AR Management
Emory Corporate Offices

Good Day Chief Watson,

My daughters and I attended the seminar on P.R.I.D.E this past Saturday and it changed my life and I am sure it did for my girls. They lost a dear friend (South West DeKalb cheerleader) in a car accident several months ago due to an inexperienced driver.

The information that was give by officer Johnson was outstanding he did an awesome job along with his staff:

Sgt. Lesia Violette, Officer Richard Mittenzwei, Ms. Gladys Holmes (dispatcher). I would like to see P.R.I.D.E integrated into all counties school systems!

Best,

Rochelle D. Stephens
Manager
Emory Healthcare



Tim McRae a Stellar Ambassador of Campus Services

Chief Watson,

Could you bring this to the attention of the Campus Services Administration and Tim McRae's supervisors?

I have a great example of doing the right thing at the right time for the right reason: early in the morning of 02-27-2014 when the temperature dropped back below freezing DeKalb County officers were dispatched to a gap between some plates on Gambrell Drive. I was in the area when the county officer arrived and I met up with him. The county officer had his dispatcher file a request with the county Roads and Drainage Department. When Tim McRae drove by, I flagged him down and asked if he could help (since he has access to a backhoe).

Tim braved the sub-freezing temperatures on the backhoe to close the gap right up, not only removing the hazard that the gap presented in a timely manner, but he also freed up the Roads and Drainage crew to attend to other matters around the county.

Tim McRae: doing the right thing, the right way, for the right reason (and at the right time, to boot).

W. R. Washburn

Emory Police Department

Key & Essential Thank You Event Well Received

Ashley (Cobette),

I wanted to thank you again for all of the work you put into the "Thank You" event this week. The TPS team was so appreciative and really enjoyed the event. It was the first time our contract team has been included in a CS-wide event and it was very meaningful to them. Many have commented on how much it meant to them.

Thanks again for all you did, it was appreciated!

Lisa P. Underwood

Associate Vice President

Transportation & Parking Services

Sherry Anderson Displays Customer Focus

Good morning Ms. (Beverly) Walker,

I am writing to commend Ms. Anderson. She is one of the most customer friendly members of your team. I have had the pleasure of meeting Ms. Anderson during the 4 years I sometimes worked late in the School of Medicine building on the third floor, suite 331. I have grown to really respect Ms. Anderson and her work ethic. I have since moved to a different building on campus and I still keep in touch with her. Recently, I left my cell phone in my new office located at WMB. I called Ms. Anderson on her cell after midnight to ask her if she knew who I could contact in WMB. She took it upon herself to find out who was responsible for WMB 2nd floor, suite 2005; she met D. Powell at WMB and explained to him the situation regarding my cell phone. She and D. Powell located and secured my cell phone in the office suite 2005. Although, WMB is not Ms. Anderson's building, she reached out to the senior custodian assigned to the 2nd floor at WMB and made sure that my cell phone was in its proper place. She then called me back at home to inform me that the phone was found and safe. I just wanted you all to know how important this was to me for my cell phone has so much personal and work information saved on it; it is password protected, but having it located and in a safe place, I can't thank Ms. Anderson enough. Please know that this is not an isolated incident. Sherry Anderson has proven to be one of the most trustworthy, customer friendly and nicest people I've met at Emory. I appreciate her so much and I think that you all should know that you have an asset in your department.

Sincerely,

Jill S. Allen, Pre-Award Lead

Department of Medicine - Research Administration Services
Emory University School of Medicine

Teamwork Displayed by BRS Appreciated by Customers

Good morning Mr. Cash,

I Trust all is well w/you. I personally want to thank you and your team members whom have interacted with me at some point, for being knowledgeable about the operating rules and guidelines of facilities management well enough to communicate them to me so as to avoid unnecessary efforts on my part.

I want to thank you and your team for acting so promptly in filling the work order I submitted requesting the Woodruff Memorial Research Building, laboratory room 1205 cleaned. It appears to me that your team started working together well before my work request was "hot off the computer" which was very good for me!

I was therefore able to assure the scientists that the lab will be ready for them by Monday, March 17th . The scientists are happy with me and I am very pleased with your team whom I give the credit. I not only give your team credit for this assignment, but throughout the years, I have received nothing but cooperation, professionalism, education and prompt action from each of your team members. I like the fact that your team seems to cooperate and work well together to reach the end result. This is truly a demonstration of TEAM EFFORTS. Each of your team members demonstrates pride in a JOB well done, no matter what the task may be. There is no doubt in my mind, while watching all the team efforts and activity going on in WMB lab 1205 yesterday and today, that it will be occupant ready Monday. Thank you and keep up the good work. I appreciate it. Thanks.

Nettie Sutton

Research Administrative Assistant

Key & Essential Staff Continue To Receive Thanks

I am so grateful to my dedicated colleagues for their service. They have their own families and needs at home but they stayed here to keep the Emory family safe and comfortable. Many, many thanks!

Heather Zesiger

Director, Office of Health Promotion

It was amazing to see the level of appreciation from students for keeping them safe, warm and fed! Everyone in Campus Services/Essential staff and Campus Life had a “can do” attitude that made everything work! Great collaboration and teamwork! Thank you, thank you, thank you!!!

Bridget Guernsey Riordan, Ph.D.

Dean of Students

On behalf of your colleagues at Emory, our students, faculty, patients, and visitors, thank you for your dedication to ensure that our campus remained operational for critical services during the recent severe weather.

Your commitment to Emory is what makes our university a very special community. I am grateful for your service and dedication.

Best wishes,

Michael J. Mandl

Executive Vice President for Business & Administration



Key & Essential Staff Continue To Receive Thanks

EMORY UNIVERSITY

ATLANTA, GEORGIA 30322

20 February 2014

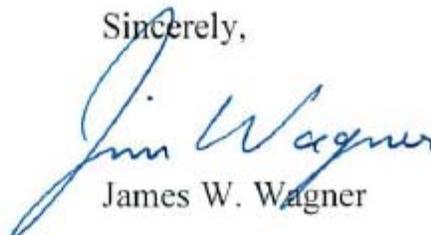
PRESIDENT OF THE UNIVERSITY

Dear Campus Services Colleagues:

Great thanks for your stellar work during the two recent snow and ice storms that called a halt to business as usual at Emory and across Atlanta. Your remarkable dedication to ensuring the safety and well-being of the Emory community, both its people and its buildings, made an enormous positive difference.

Please know that I speak for many others in sending my thanks and praise to all of you.

Sincerely,

A handwritten signature in blue ink that reads "Jim Wagner". The signature is fluid and cursive, with a large initial "J" and "W".

James W. Wagner