



On the Job: From left, **Corey Kelly**, **Kelli Young**, **Julie McCoy**, and **Shawna Neckar** from the ASBC participated in their second team volunteer event with the Junior Achievement Center of Tampa Bay.



The vehicle maintenance shop is now displaying the service philosophy on their door. Now, students and staff outside of Administrative Services can see the philosophy and learn from it. In the photo above, employees from vehicle maintenance show their bull pride in front of the door. From left: **Supat (Pong) Yarnnork**, **Carlos Hernandez**, **Ray Curbelo (Manager)**, **Jazmin Torres**, and **Scott Alvarez**

Reminders

- ▶ Don't forget to nominate a deserving co-worker for an **Excellence Award!**
- ▶ Contact the Communication Pillar at OASCommPillar@usf.edu with ideas or suggestions!

PATS Director Elected to FPTA Board of Directors

The Florida Parking and Transportation Association (FPTA) is an organization that aims to provide a network of support for parking and transportation professionals and advocate for state and local legislation that will improve the industry. Recently, the Director of Parking and Transportation Services at USF, Raymond Mensah, was elected to serve on the FPTA Board of Directors. While serving as an active member of the association, Mensah was nominated to be on the Board of Directors and, after members voted, was elected into his role as Director during the 2018 FPTA Annual Conference & Trade Show in December.

The FPTA was formerly known as the Florida Parking Association and only began including Transportation in 2016. While on the Board, Mensah hopes to incorporate

more aspects of the transportation industry as well as increasing membership and ensuring Florida parking and transportation employees have the technology they need to complete their jobs properly.

Mensah has over 17 years of parking and transportation experience in both private and public sectors, holding management positions in each. The best part about working in PATS at USF, according to



Raymond Mensah, Director of Parking and Transportation Services and new member of Florida Parking and Transportation Association Board of Directors.

Mensah, is that you have the chance to impact everyone that comes on campus. Mensah is excited to represent USF on the FPTA Board and use his experience to improve the parking and transportation industry in Florida.

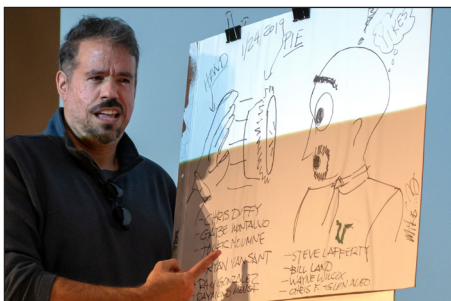
Town Hall Recap

The 4th quarter town hall was held on January 23rd and opened by showing pictures of employees over the past year.

The first speaker, Antonio Morales from Emergency Management, stressed the importance of severe weather awareness. One way to stay informed is by connecting to WeatherSTEM. This program provides live weather updates and can be accessed via the app or online by clicking the link below. hillsborough.weatherstem.com/usf

Bill Land, director of Environmental Health and Safety, presented next on how to stay healthy during cold and flu season. The flu is the most contagious disease in the workplace. Some ways to prevent getting sick are to stay hydrated, wash your hands, get enough sleep, eat a healthy diet, and get the annual flu vaccine.

The faculty and staff campaign was discussed next. This campaign gives employees an opportunity to participate in fundraising efforts for the area of their choice. To encourage donations, Administrative Services is holding a “pie-in-the-face” contest. Each dollar



Michael Ballester (FM) demonstrates what the end result of the “pie-in-the-face” contest will look like.

employees donate represents one vote for the participant of their choice to be “pied”. The three participants with the highest number of votes will be pied at the next town hall. The vote count is being shown on digital display boards in the break rooms throughout OAS so you can stay up to date on who is in the lead. Next, Vice President Williams presented

an overview of the service philosophy and guiding principles. If you are struggling with something, VP Williams suggests that you try again after considering one of the guiding principles and how it can be applied to the situation.

Following VP Williams’ message were the pillar teams. First, the Communications Pillar highlighted the updated content on the display boards and encouraged employees to submit feedback so we can continue to be one of the top workplaces in Tampa. Next, the Technology & Equipment Pillar showed their progress on assessing the needs of employees and showed off some of the new technology in Administrative Services. The Professional Development & Training Pillar then showed a video on the guiding principles and introduced a new custodial certification program. Finally, the Recognition & Awards Pillar presented the 4th quarter and annual excellence awards.

A video was shown during the town hall featuring the USF post office. Watch the video by clicking on the link below. <http://bit.ly/2UnNF9o>

VP Williams concluded the town hall with an overview of projects that have been completed over the past year or will be completed soon. This helps employees see what has been accomplished and what we are moving towards. Thank you for attending the 4th quarter town hall!

Facilities Management Installs New Chillers

As South Florida is affected by heat and humidity year-round, it is important that all of the buildings at USF are kept cool to ensure a comfortable learning and working environment. Three chiller plants, managed by the Utilities Unit in Facilities Management, generate air-conditioning for over 9 million square feet of space on campus.

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Anniversaries January 2019

Business Center

Lori Anderson	14
Clifton James	13
Julie McCoy	10

Facilities Management

Meica Elridge	34
Elizabeth Casey	17
John Greiff	14
Raymond Curbelo	14
Devon Samuels	13
Melissa Lane	13
Adrienne Lynch	10
Tamara Tidwell	10
Christopher Ilse	9
Michael Ballester	8
Robert Geschardt	4
Michael Weaver	2
Thomas Bradley	2
April Propes	1
Benjamin Williams	1
Joan Fajardo	1
Kelvin Allen	1
Kevin Walker	1
Larry Anderson	1
Lawrence Miller	1
Zachary Romano	1

Parking & Transportation Services

John Luksas	3
Patricia Woodard	3

Continued from page 2...

Facilities Management has been working to replace some of the chillers that are reaching their end points. Towards the end of their lives, these machines require increasing amounts of time and resources from the people who have to maintain them. Hari Patel, Don Crosby, Chris Fleischer, and their teams had a lot of struggles leading up to the replacement of two chillers in the last year. After about 25 years, the chillers typically require a lot of maintenance and often new parts, which have to be custom made. These issues take away from the other things the team has to keep up with on a daily basis.

When you lose air-conditioning in Florida, no one is happy. This means the machines have to be replaced during summer and winter break, when campus is the least busy. While many employees and students get to relax during this time, the teams that help replace the chillers have to stay hard at work to guarantee the university stays cool. One of the new chillers was installed in August and replacement of the newest chiller will be complete in February. The new chillers are more energy efficient and more environmentally friendly, due to the fact



The oldest chiller in the Central Plant (top photo) compared to one of the new chillers (bottom photo).

that they no longer use R-22 refrigerant gas. After the newest chiller is fully functioning, the overall efficiency of the plant it is in will be improved by almost 12%. This not only benefits USF financially, but also ensures the air-conditioning system will be running better for a longer time. Along with these improvements that will impact everyone's environment, after the chiller replacement is complete, employees that maintain these chillers will be able to put all their effort into their day-to-day tasks and not have to worry about machines breaking down.

Welcoming New Additions...

Ronald A. Everett,
Groundskeeper
Facilities Management

Eric J. Hill,
Groundskeeper
Facilities Management

Robert L. Atkinson,
Assistant Manager
Parking & Transportation Services

Retirements

Sheila K. Jackson,
Custodial Worker
Facilities Management (11 years)

To achieve excellence, you must be competent in your job and perform at a level that will make people say **"Wow!"**

"After The Fire"

On January 29, Shawn Simons and Alvaro Llanos, two roommates severely burned in one of the deadliest fires in U.S. history, came to USF for the second year in a row to share the story with our community.

One night, in January of 2000, a fire alarm went off at 4:30 am in a Seton Hall University dorm. As these alarms were pulled often as pranks, many students, including Simons and Llanos, did not think much of it. The two roommates rolled slowly out of bed and almost ignored the alarm completely. This decision changed their lives forever.

Three students died in this fire and 56 students and firefighters were injured. Four students had serious injuries that required lengthy hospital stays, including Simons and Llanos. Simons went through months of physical and occupational therapy, while Alvaro's recovery took years.

While their injuries were different, they both had physical and mental roadblocks to overcome, and they stuck together through it all. Simons and Alvaro now travel the country to educate college students on the importance of fire safety and to help burn victims have hope for the future.



Llanos and Simons are shown above with employees from Environmental Health & Safety. Learn more about their story at www.alvaroandshawn.com

From left: Alvaro Llanos, Bill Land, Wilson Bull, Shawn Simons, John Guerra

4th Quarter and Annual Excellence Awards

During the 4th quarter town hall, the Recognition & Awards Pillar presented the 4th quarter and annual excellence awards. Award winners were selected from a group of outstanding individuals who strove for excellence in the workplace and created “wow” moments. These individuals also highlighted our guiding principles in their actions. Each quarterly winner receives a monetary award and a certificate. Annual award winners, who are chosen from the different quarters winners, also receive a bull statue.



From left: Kelvin Allen (FM), VP Williams, Takeshi Richardson (FM) (Annual)



From left: Nelson Rodriguez (PATS), VP Williams (4th Quarter)



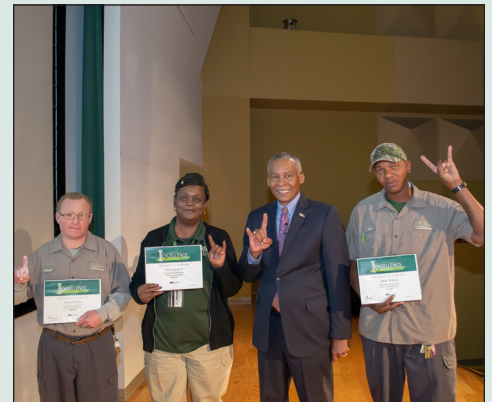
From left: Rachel Leonard (FM), Gloria Murphy (FM), Alfred Murray (FM), VP Williams, Shawna Neckar (ASBC), Edward Hernandez (FM), Cynthia McCarty (FM) (Annual)



From left: Cecelia Mitchell (FM), VP Williams, Cory Stollings (PATS) (4th Quarter)



From left: Robert Orkos (FM), Cynthia DeJesus (FM), Donta Edwards (FM), Ana Garcia Quintana (FM), Ann Marie Gorman-Vasquez (FM), VP Williams, Vasant Amin (FM), Willie Clark (FM), Patricia Jaipersad (FM) (Annual)



From left: Robert Orkos (FM), Ozie Jackson (PATS), VP Williams, John Wilson (FM) (4th Quarter)

4th Quarter and Annual Excellence Awards



From left: Walter Scott (FM), Edward Elms (FM), Evelyn Mendez-Fernandez (FM), Ralph Petus (FM), Delexis Pringle (FM), VP Williams, Armando Gonzalez Tapia (FM), Manuel Maldonado (FM), Michael Fischer (FM) (Annual)



From left: Edgar Robinson (FM), VP Williams, Cory Stollings (PATs) (Annual)

OAS New Hire Orientation

Vice President Williams held his quarterly New Hire Meals, which all new hires and employees transferring from OPS to Staff attend. Generally held at The Hub dining facility, this meal gives new hires a chance to get to know each other and ask VP Williams any of questions they may have. Welcome to the newest members of Administrative Services!



From left: Karl Schmidt (FM) & Wayne Wilcox (Awards and Recognition Pillar) (Annual)



Check out the Employee Perks & Discounts program at the link below for various discounts on travel accommodations, food, tickets & more!

usfweb.usf.edu/human-resources/resources/perks

SERVICE PHILOSOPHY

"WE **IMPACT** LIVES EVERY DAY BY **EXCEEDING** EXPECTATIONS AND CREATING **WOW** MOMENTS"