



On the Job: Gloria Murphy, Custodial Worker in the Building Services Unit, cleans the recycling and trash bins inside the Interdisciplinary Sciences building.

Guiding Principles Responsive

Responsiveness is one of the easiest ways to create a WOW moment for a customer. Positively reacting to inquires and then taking ownership shows the customer that you care.

While not every problem has a quick solution, keeping open communication with your customer about the work that is being done is just as important. While a project may take a week to finish, you should provide updates to the requester during major points in your work. Keeping the customer in the loop keeps them happy.



Lance Rocks, Emergency Coordinator, inputs information during the Emergency Management Exercise. Being responsive in an emergency situation is paramount.

Reminders

- ▶ Football season has started! Go to gousfbulls.com for game info.
- ▶ Don't forget to nominate a deserving co-worker for an Excellence Award!
- ▶ Register for National Campus Safety Month events at usf.edu/em

Emergency Management Exercise

On Wednesday August 8th, USF's Emergency Management department held a training exercise on campus. As part of this exercise, the Emergency Operations Center (EOC) was activated and a Incident Command Post was established. The exercise was based off of the fictitious scenario of gas tanker flipping over and catching on fire on the corner of USF Holly Drive and Sycamore Drive.

Historically, the Emergency Management department has participated in tabletop exercises for preparation of emergency situations. In a tabletop exercise, stakeholders meet and go over what they would do when an emergency situation was occurring, but it does not include the actual action of setting up resources and using related systems. For this exercise, Emergency Management wanted to

provide a more realistic response scenario where stakeholders would be responsible for performing the actions they would normally only discuss in a tabletop exercise.

This hands-on approach allowed essential personnel to test equipment, run through software program proficiency, and learn to troubleshoot issues as they come up in established processes. Emergency



Emergency Management employees Antonio Morales (Operations Manager) and Colette Nasworthy (Emergency Coordinator) participate in the EM exercise as members of the Incident Command Post.

Management plans to continue these active exercises when possible as they provide more hands on training for employees who will be activated during an emergency situation.

PATS Purchases New Buses

The University of South Florida's Parking and Transportation Services Division (PATS) recently purchased two new Bull Runner buses as part of their strategic goal to replace the aging Bull Runner fleet. The purchase of these new buses enables PATS to retire two older buses that had increasing maintenance costs and down time. These new buses are expected to join the Bull Runner fleet's normal operation by September 2018.



One of the new buses purchased by PATS. Photo taken outside of the School of Music Building.

UPD Certificate of Appreciation

The University of South Florida Police Department (UPD) recently went through a reaccreditation process with three assessors from the Commission for Florida Law Enforcement Accreditation. A significant element of the assessment is a static presentation of patrol and specialty vehicles

and other equipment critical to UPD operations.

In preparation for the accreditation static display at the Yuengling Center, one of UPD's specialty vehicles malfunctioned. UPD contacted Facilities Management and spoke with James Gillilan who agreed to come in early for his shift the following morning to repair the vehicle on time for their presentation. James worked in the dark under a shop light to get the vehicle ready for the display to the accreditation assessors.

As a way to say thank you to James for his willingness to show up prior to his shift to make this happen for University Police, they have awarded him UPD's Certificate of Appreciation. The Accreditation assessors were extremely impressed with the display and James' effort was a critical piece in it's success.



Chief of Police Chris Daniel (left) and Assistant Chief Sal Simonetti (right) present the UPD certificate of Appreciation to James Gillilan for creating a WOW moment with his help on the static presentation of patrol and specialty vehicles.

Anniversaries August 2018

Facilities Management

Michael Fetzer	22
Gloria Murphy	20
Douglas Williams	18
Jacqueline Gahagan	12
Maria Luyanda	12
Hill Tong	12
Kayshun Brown	8
Vasant Amin	8
Roy Banks	6
Jimmy Davis	6
David Isaac	6
Cory Rugg	6
Kadrinne Brewton	4
Keyvis Moore	4
Maria Ramos Osorio	4
Luis Roman Sanabria	4
Christopher Duffy	3
Darren Singleton	2
Luis Alvarez	1
Rachel Leonard	1

Parking & Transportation Services

Thomas Cunane	17
Karen Cooke	12
Teresa Kasman	9
Raymond Mensah	6

Office of the Vice President

Jessica Fusiek	8
Calvin Williams	3

Welcoming New Additions...

Alfred Murray, Custodial Worker
Facilities Management

Michael Wayock, Environmental Health & Safety Specialist
Facilities Management

Cynthia Taylor, Custodial Worker
Facilities Management

Joseph E. Castaneda, Custodial Worker
Facilities Management

Peter M. Tiberini, Assistant Director
Parking & Transportation Services

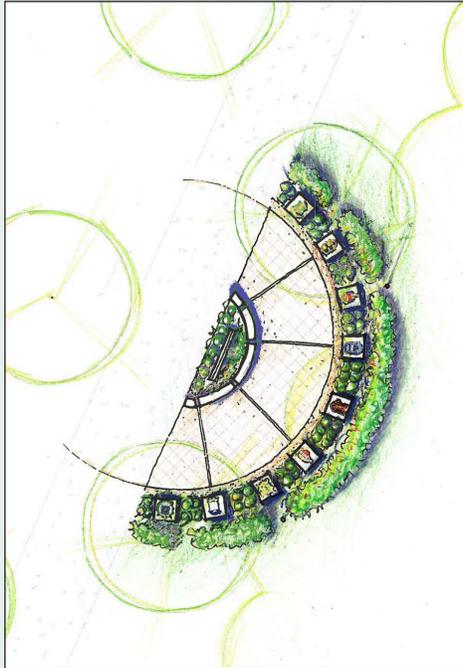
Daniel J. Gessman, Geographic Info System Analyst
Facilities Management

National Pan-Hellenic Council Plaza Groundbreaking

On Thursday August 16th, 2018, USF Community members gathered for the groundbreaking ceremony for the National Pan-Hellenic Council Plaza project.

USF will be the first non-historically black college or university state institution in Florida to provide physical representation for this underrepresented population, which speaks directly to the significance of supporting the African American student community who attend USF. Through the unified efforts of the USF NPHC, Student Government, USF administration, and the student body, we have broken ground on the USF National Pan-Hellenic Council Plaza.

The project will be located between OPM and Crescent Hill Lawn and is expected to be completed later this fiscal year.



Conceptual drawing of the NPHC Plaza. The plaza will be located across Holly Drive from Crescent Hill Lawn.



Administration, staff, and students involved in the NPHC Plaza project pose for a photo during the groundbreaking ceremony.

Campus Safety Month

The University of South Florida Police Department, USF Department of Emergency Management, and the USF Community Emergency Response Team are hosting safety education events and training for students, faculty, and staff throughout September and October as part of National Campus Safety Awareness Month.

Similar events occur on college and university campuses around the country as part of National Campus Safety Awareness Month. Emergency Management will be at Bull Market every Wednesday in September



Booth's set up for Campus Safety Day in 2017. This year's Campus Safety Day will be held on October 25th, 2018 from 10:00 AM to 3:00 PM east of Cooper Hall.

and October providing preparedness information as well. Learn more and

register for upcoming events by visiting www.usf.edu/em!

SERVICE PHILOSOPHY

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