

EXCELLENCE IN THE RESPONSE TO COVID-19

Employees in the Office of Administrative Services have shown incredible strength, resilience, and commitment during a time that has been challenging for all. In this special edition of the Forward Focus newsletter, we've gathered a few of the many stories within our organization showing how we have adapted and continue to provide excellence in our daily work during the Covid-19 response. While we can't possibly show all of the outstanding efforts each and everyone of you are contributing right now, below are some unique stories that show the wide reaching efforts of OAS in keeping our campus operating.

If there is an OAS employee we missed that you feel has shown their commitment to excellence throughout this difficult time, and deserves recognition, we would like to remind you that our Excellence Recognition Program is still running. We encourage you to submit a nomination form online at bit.ly/ExcellenceRecognition.



Tony Espinosa, Latoria Witt, Pamela McHayle, Brian Davis *(left to right)*

BULL RUNNER

The Bull Runner has continued to operate throughout the entire length of remote instruction and remote work. We sat down to talk with a few of the Bull Runner team members pictured about their role during the pandemic. As Pamela puts it, “there are still many students and staff around campus who depend on us.” These community members heavily rely on the Bull Runner just to get around the area. “Transportation is essential and without us, people would be negatively impacted” says Brian. While the drivers agree there has been a reduction in the number of riders, those who still ride the Bull Runner utilize it consistently. They see local community members and USF employees who still need this service.



Matthew Knowles

BUILDING SERVICES

As a Building Services Superintendent, Matthew Knowles manages teams that keep USF buildings clean. During the pandemic, these teams disinfect areas across campus to keep the USF employees working on-campus safe. “The most important thing is making sure everyone is safe”, says Knowles. Along with assisting with the supervision of 33 staff employees across 71 buildings, he continuously revised the schedules for all employees based on building occupants changing daily. “Schedules are critical during this pandemic. We have to ensure each occupied space is sanitized throughout the day, and all employees are safe while we get through this”, Knowles said. He reports to work early every day to ensure his team has what they need to guarantee Building Services keeps the USF community safe.



Aisling Carr

EMERGENCY MANAGEMENT

Aisling Carr typically works as the Program Assistant for USF Emergency Management, helping to track training and outreach for the department. Since the COVID-19 response started, Carr's position has completely changed. She now serves as the Documentation Unit Leader for USF's Emergency Operations Center. This role involves taking meeting minutes and organizing emergency documentation and resources from university departments, as well as external agencies. “I think it's really important to document all the resources coming in from different sources and making sure they are getting shared with the appropriate personnel. This helps make sure that our university has the best and most streamlined response possible”, says Carr.



Rachel Leonard, Saul Ponce, Jose Rivera, Bradley Orr, Jason Ramos, Eliezer Rodriguez (left to right)

FACILITIES OPERATIONS

Due to low building occupancy over the past four weeks, USF Maintenance Technicians of every trade skill have carved out time in their busy schedule every Wednesday to flush the domestic water system for a minimum of two hours (each building). Pictured are some of the lead plumbers and managers who spearheaded this effort, but many more were involved in this project. This effort is necessary to purge any lead and copper contaminants that may have been introduced into the water system from reduced water flow. This task helps ensure that USF faculty, staff, and students have healthy drinkable water when the campus begins phasing back into normal operations.

A Message From the Technology and Equipment Pillar



The Office of Administrative Services constantly strives to be the best workplace in Tampa Bay. In order to reach the goal, we are always looking

for ways to improve. If you have an idea that you think would improve OAS, you can submit it to be reviewed for further action or implementation. You can attach your name to the submission if you would like to discuss the idea and be informed of the status of your proposal. The Technology and Equipment Pillar would like to remind all employees that we are continuing to accept and evaluate idea submissions from the suggestion boxes on-campus and

online at bit.ly/ideaproposalform.

Idea submissions could benefit your department or all of OAS in many ways. Some examples of these benefits are:

- Preventing Accidents
- Increasing Productivity
- Improving Morale
- Reducing Costs
- Improving Communication
- Improving Service

Anniversaries | June 2020

Facilities Management

Ermilot Blanc	15
Julie Van Horn	8
Debra Miller	6
Edwin Vasquez	6
Jeffrey Peterson	5
Hari Patel	5
Stevette Reeves	3
John Benedict	3
Paul Gardner	1

Parking & Transportation Services

Frances Salo	13
Gareth Neville	9
Beth Anne Collins	6
Timothy Seidel	1
Joshua Santiago	1

Business Center

John McCall	23
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Retirements

Patricia Woodard (4 years)

Transit Bus Driver
Parking and Transportation Services

SERVICE PHILOSOPHY

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