



On the Job: **Jamie Fraley**, Grounds Keeper in Facilities Management, works on trimming the lawn on Collins Boulevard.

“ We **impact lives everyday** by **exceeding expectations** and **creating WOW moments.**”

Service Philosophy

We are creating a culture of service excellence in the Office of Administrative Services. The service philosophy of OAS is a brief, motivating statement that clearly defines what clients should experience during any encounter with OAS. The service philosophy (on the left) builds on our “Excellence: Exceed Expectations” motto.

To achieve this goal, we have developed four principles that will guide you in all you do at USF. You should be:

- **Safe**
- **Competent**
- **Responsive**
- **Helpful**

By following these four guiding principles you will exceed expectations and create the wow moments that positively impact the USF community!

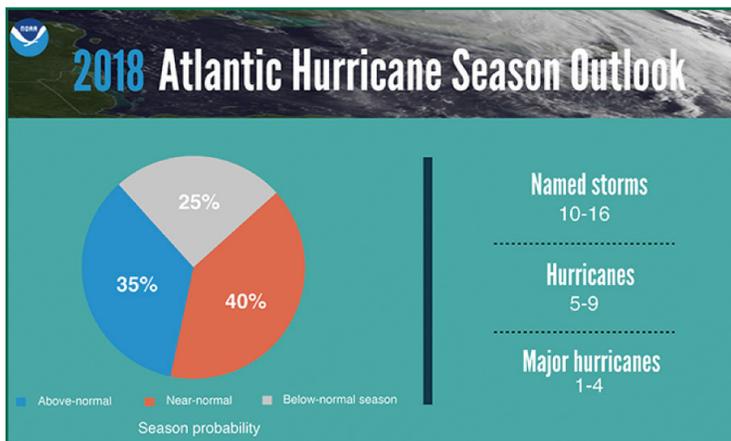
Our service philosophy training has taken off, with a 45% completion rate so far. With another 141 employees scheduled to go through the training by the end of June we will be at a 75% completion rate. For those who are not yet scheduled, your supervisor or manager will be reaching out to sign you up.



Hurricane Season is Approaching. Are you prepared?

Hurricanes are large, spiraling tropical cyclones that can pack wind speeds of over 160 mph and unleash more than 2.4 trillion gallons of rain a day. 40% of the hurricanes

that occur in the United States hit Florida, so it is critical to be alert and prepared! Hurricane season spans from June 1 to November 30, with August to November being the more active months in the season.



The 2017 hurricane season was the most expensive in U.S. history, and the National Hurricane Center has predicted a near or above normal hurricane season for 2018, with 10-16 named storms.

Your individual preparedness greatly contributes to the overall preparedness of the USF community and helps in recovering from any storm - minor or major. Hurricanes require proactive measures; it is important to keep track of the weather during these months while maintaining a disaster supply kit and a preparedness plan year-round.

Each year USF's Department of Emergency Management prepares a system-wide guide for hurricane preparedness. This guide is published online and available in print. To access the guide online, please visit: www.usf.edu/em

Anniversaries

March 2018

Facilities Management

Jesus Holland	19
Mercedes Castaneda	19
John Wilson	18
Pathum Narkmongkol	11
Leela Gardiner	10
Ruben Gutierrez	7
John Shuey	6
Bernice Pugh	5
Amber Cross	3
William Land	2
Russ Schmitt	18
Eya Hernandez	17
Everett Doten	16
Otis Evans	5
Thomas Schlick	1
Robert Moore	1
Steven Beggs	21
Steven Bury	16
Yiu Cua	13
Bradley Orr	12
Dwight Cuadrao	5
Carl Pritchard	3
Juan Pena	1
Steven Marshall	7
Supat Yarngnork	5

Human Resources

Denise Haunstetter	3
Carol Hendrick	2
Desiree Cadle	1

Parking & Transportation Services

Robert Jordan	15
Orlando Rivera	12
James Orf	11
Eric Tate	4
Daniel Preble	3

April 2018

Facilities Management

Jose Marte	14
Walter Scott	14
Tony Hardy	11
Florencio Molina	11
Hector Vargas	11
Ann Garcia Quintana	8
Danielle Blair	6
Bryan VanSant	3
Sarah Baynard	13
Donald Crosby	5
Sean Rainey	4
Barry Fernandez	31
Harry Veras-Rodriguez	17
Michael Fitzgerald	3
Ramon Gonzalez	21
Tony McKinnon	12
Chris Fleischer	24
Harry Santos	12
Phillip Ippolito	4
Choksuraphon Piamjaroen	18

Business Center

Wayne Wilcox	24
Hubian Lin	11

Human Resources

Melissa Hamley	3
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Parking & Transportation Services

Manuel Bermudez	18
Edward Hernandez	16
Rex Dunkel	12
Nereo Rojas	10
David Santos	4
Jerry McGinnis	4
Walton Mattei	2
Carlotta Spaulding	2
Mary Colini	2

May 2018

Facilities Management

William Brantley	21
Horace Mullen	18
Marilyn Thomas	17
Fariba Nazari	17
Charlene Womack	14
Stacy Brown	11
Veronica Weatherspoon	9
Carla McNeel	9
Ethel Palmore	9
Hai Le	8
Raymond Smith	7
David Simpson	5
Gregory Hanchell	3
Sylvester Powell	2
Linda Harper	15
David Gilbert	11
Rob Risavy	5
Katherine Ogelvie	2
Wilson Bull	2
Kevin Thomas	1
Eugene Juteau	1
Lori Woodlee	15
Adrian Smith	4
Dick Saa	24
Toufic Moumne	21
Glen Aleo	17
Jose Rivera Rodriguez	11
James Niblett	11
Jose Pagan-Rodriguez	7
Jennifer Hood	1
Chadaphan Hanwisai	7
Carrie Towner	23
Carlos Hernandez Vasquez	13

Office of the Vice President

Dorinda Agosto	5
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Welcoming New Additions...

- Jesus A Soto**, Sr. HR Specialist
Human Resources
- Michael Timothy Mills**, Director
Human Resources
- Mohammad Anisi**, Const. Project Coordinator
Facilities Management
- Jasmine Hudson**, Custodial Worker
Facilities Management
- Lesny Flores**, Sr. Custodial Worker
Facilities Management
- Christie Ann Alvarado**, HR Consultant
Human Resources
- Jeffery T Biley**, Transit Bus Driver
Parking & Transportation Services
- Candace Martinez**, Sr. HR Analyst
Human Resources
- Lori Gibbs**, HR Specialist
Human Resources
- Andrea deMello**, Sr. HR Analyst
Human Resources
- Nico Arce**, Custodial Worker
Facilities Management
- Eshwardai Narain**, Custodial Worker
Facilities Management
- Wanda Fordyce**, HR Specialist
Human Resources
- Steven Heisler**, Plant Maintenance Mechanic
Facilities Management
- Bryant Santos**, Maintenance Technician
Facilities Management
- Takehia Richardson**, Custodial Worker
Facilities Management
- Sherri Lynn Warfel**, Custodial Worker
Facilities Management
- Jamie Sander**, Custodial Worker
Facilities Management
- Deshele Laniece Durrah**, Custodial Worker
Facilities Management

Anniversaries

April 2018

Office of the Vice President

Christine Chefalas	11
Aaron Nichols	3

May 2018

Business Center

Diane Neyland	26
Hollie Chancey	26
James Scull	12

Human Resources

Cereise Mullings	14
Beverly Jerry	14
Debra Faulkner	7
Linda De Blasio	1

Parking & Transportation Services

Gleen Dutton	15
Tracy Williams	14
Teasa LeJeune	9
Sakeena Phillips	2
Joseph Fazio	1
Vernon Hudson	1
Ericka Fipps	1

Retirements

- Marvin Grier**, Custodial Worker
Facilities Management (27 years)
- William Francis**, Custodial Worker
Facilities Management (21 years)
- Felix Agholor**, Custodial Worker
Facilities Management (19 years)
- Mercedes Castaneda**, Custodial Worker
Facilities Management (19 years)
- Hubian Zhong Lin**, Fiscal & Business Specialist
Business Center (11 years)
- Johnnie Crosby**, Director
Facilities Management (41 years)
- Charles Welsh**, Sr. HR Specialist
Human Resources (21 years)
- Geraldine Hudson**, Sr. Custodial Worker
Facilities Management (13 years)
- Clarence Welsh**, Transit Bus Driver
Parking & Transportation Services (11 years)



John Crosby worked for Administrative Services for over 41 years and recently retired as the Director of Design & Construction. While we were happy to celebrate his years of service, we are sad to see him go. His knowledge of, and dedication to, USF was unparalleled. Enjoy retirement John!



Nainan Desai, the Assistant Director of Campus Sustainability in Facilities Management speaking during the Arbor Day Planting Ceremony.

Tree Planting in Celebration of Arbor Day

As part of the “Planting Trees to Reduce Cooling Loads on Campus” project to reduce energy consumption on campus, students and staff members from Facilities Management participated in a tree planting in commemoration of Arbor Day on April 27th. This event was a continuation of a 2015 project that introduced 35 oak trees on campus. The goal of this extension was to introduce colorful trees to campus in a large-scale tree planting project. Over 15 different types of trees have been planted around campus due to this effort.

Arbor day is a holiday during which individuals are encouraged to plant and celebrate trees. The holiday began in America in 1872 in Nebraska City, Nebraska where it is estimated over one million trees were planted. USF’s Tree Planting in Commemoration of Arbor Day was funded

through the Student Green Energy Fund (SGEF) and was jointly hosted by Facilities Management and the SGEF.

Antonio Lourenco, Facilities Management Project Manager; Shuang Hao, Landscape Architect; and Robin Rives, Student Principal Investigator lead the implementation of the project. While the majority of the trees were planted in March with the help of Sun State Landscaping, some trees were held for the celebration ceremony including three Golden Trumpet Trees in front of the John & Grace Allen Building.

The project successfully introduced 72 colorful trees around the campus. It is the hope of all involved that each spring students will be greeted with flowers and every summer students will benefit from the shady sidewalks.



Students assisted in planting three Golden Trumpet Trees in front of the John & Grace Allen Building.



New trees planted alongside the Student Health Services building as part of the “Planting Trees to Reduce Cooling Loads on Campus” project.

EXCELLENCE
EXCEED EXPECTATIONS

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

