Adele (Clements),

I want to share an example of outstanding customer service that Chris Wagner provided today. As we were completing our walkthrough this afternoon at Lowergate, a visitor inquired about how to find an elevator in the parking deck. Without hesitation Chris greeted the gentlemen and started a conversation with him to determine where he was headed. Chris learned he was heading to the eye clinic inside Clinic B and walked with the gentlemen to the elevator that would give him the easiest access to the building. The entire conversation and walk only took three minutes, but Chris' attention to the pertinent details left the customer with clear knowledge of where he parked and how he could access the building. The gentlemen mentioned during their conversation that he had spent 40 years managing parking facilities. I suspect that he felt gratitude for Chris interrupting the end of our meeting to assist him with finding not just any elevator, but the best one for his destination.

I know you will share in my appreciation for how Chris handled this seemingly routine customer service.

Best Regards,

Paul Reeves
Manager, Business Management and Operations
Tonja (Jones) and Debbie (Copeland),

I want to take a moment and thank you for the excellent support you offered O&M this afternoon. There was a significant flood in WMRB (from 7th to 2nd floor) and I needed additional blowers to initiate the drying process quickly. I already have 30 blowers deployed drying another area from a flood on Tuesday. In less than 2 hours you sourced, activated a Material Requisition, and took delivery of the blowers. The exact model and type I wanted! This prevented me from having to use a restoration contractor and saved Emory University thousands of dollars. The speed and efficiency with which you fulfilled my request is nothing less than remarkable. O&M is glad you are part of the CS team.

Warm Regards

Chris O. Jackman
Director O&M

Hello,

I would like to take the time to thank the Emory Police Department for taking the time to allow our building (1599) to participate in the “Coffee with Cops” event on February 24 & March 4. The officers were very pleasant, confident, and informative. The staff at 1599 were extremely pleased and are requesting they come over more often. In addition, Officer Darryl Johnson was exceptionally helpful with organizing the event. He was patient and took the time to come over to look at the different areas where they would possibly set up for the event. Thank you, and we greatly appreciate your assistance and look forward to seeing you all again.

Cattani Allen
Receptionist
Financial Operations Emory University
Jackie and Bridgette,

A note of thanks and a debt of gratitude for the prompt response to the flood at WMRB this afternoon. When I contacted you to generate a work order, it was already done. Then you got it over to Procurement and they were able to get additional equipment in about 2 hours. All-in-all, everything from start to finish was completed in less than 5 hours, this is nothing short of MAGNIFICENT. It all started with you all pushing the right buttons.

Warm Regards

Chris O. Jackman
Director O&M

Good Morning Chief Watson,

I would like to thank you for Emory Police Department’s involvement in the Coffee With a Cop program.

Yesterday we were privileged to host a meeting with Officer Johnson and several members of the Police Department at Yerkes National Primate Research Center. We had a huge amount of interest prior to the meeting, and over 70 employees stopped by for doughnuts and coffee. I have had extremely positive responses from my co-workers regarding their conversations with the officers who were so accommodating and friendly.

This meeting was such a success that we would like to work with Officer Johnson to arrange a meeting with our employees at the Yerkes Field Station, and return again to our Main Station in the future. This program is an excellent chance for positive interaction between the police and our staff, and Officer Johnson does an outstanding job in his role of anchoring this program.

Best regards,

Rita S. Tiller
Project Coordinator – Emory University
Dear Colleagues,

The email I am forwarding represents just one of many comments I have received personally about the implementation of RFID for access at parking gates. There are many, many more that have been submitted to Parking Services directly. Adele Clements led the team implementing this campus-wide project, Chris Wagner, Paul Reeves, and Alice Sloan were key members. The team did a fantastic job over multiple years carefully researching options, selecting the technology that is a best fit for Emory’s needs, extensive project planning, hardware and software testing to interface with the existing permitting and access systems, communication with customers, and implementation.

I am very proud of this team; this is a great example of doing the right thing, the right way, and for the right reason.

Lisa P. Underwood  
Associate Vice President  
CS Finance and Business Operations

Lisa,

I really like the new automatic gates. The one I use at Fishburne Deck entering from North Decatur Rd has worked perfectly and consistently from day one; it’s easy and convenient. Thanks for implementing this. It’s a real enhancement!

Charles Forrest  
Director  Library Facilities
Good morning!

Last night was probably one of the most demanding 12 hours I have experienced while serving as Campus Life Professional (CLP) on call at Emory University since I came here in 2011. I wanted to reach out to all of you and express my gratitude for all of your efforts as you worked to make that machinery move excellently despite the volume and severity of the calls. With partners in the sergeants, officers, and dispatchers of the Emory Police Department; on call professionals on duty such as RHDs, RLC, and SIS; and Campus Life colleagues who stepped in to supply information and backup despite any official title in the moment, I am certain our students receive the best possible level of support. I truly appreciate all of your expertise, and hopefully tonight will be quieter for all of us!

With gratitude,

Kyle Griffith
Complex Director, Few and Evans Halls

Hi Icilda,

Thank you for always being so helpful with our staging requests. I also want to personally thank you for being so great in always helping out with Wonderful Wednesday every week. As a moderator, it’s always nice to know that people like you are so supportive of the student experience.

Best,

David Bailey
Emory University, Class of 2015
Student Government Association
CERTIFICATE OF APPRECIATION

Presented to

Oxford College Police Department

175th Birthday Celebration Volunteer

The Mayor and Council of the City of Oxford hereby express
sincere appreciation for your Outstanding Service, Dedication and
Valuable Contribution in planning and organizing the city's
celebration of its 175th Birthday and the anniversary of its charter
issued by the state of Georgia on December 23, 1839.

Signature: Mayor Jerry D. Roseberry
Presented: March 2, 2015
Dear Sir (Craig Watson),

On Monday February 9th, I had a Doctor’s appointment at the Emory Clinic. While parking in the deck I locked my keys in my car. I contacted your office and Officer K. Fanning was sent to help me. I would like to say that officer Fanning was very efficient, very cordial, and I thank you and the Lord for the blessing that she was. Best wishes to you in the administration of your department.

Sincerely,

Bill Lacy

Good Afternoon,

Your officers are doing a great job. I’ve locked my keys in the car on more than one occasion. I’ve had to call EPD several times. They’ve responded in a timely manner and with professionalism. Officer J. Andrews was so kind and polite, I felt like he did his job with pleasure. That made me feel a lot better. Also, about 3 weeks ago, the same thing happened. I called and Officer Tameka (Reese) came in a timely manner. She called for backup, and the other officer came. They unlocked my car in no time. I just wanted you to know, your staff is doing a great job. I want to thank the EPD officers and let them know, it was a job well done.

Katrina Wright
Transportation and Parking
Adele (Clements),

About 7:20 this morning Devin Gee discovered a car leaking gas on level B of Lowergate visitor. EPD was dispatched and arrived on scene to assist. A message was left at EHSO requesting assistance. The area was contained by spreading oil spill absorbent and barricading the spaces on each side of the vehicle. S&W Tow was dispatched to assist with relocating the vehicle. The owner of the vehicle arrived on scene before the tow truck arrived. S&W Tow arrived at approximately 8:30 AM and relocated the vehicle to HSRB. The owner of the vehicle contacted someone to assist her with fixing/removing the vehicle from HSRB. I provided the owner with my contact information and asked her to contact me when she removes the vehicle from HSRB.

Devin Gee, Officer Washburn (213), Officer Foster (217), Charlie and Ronnie did a great job working together to immediately address and resolve the issue. Each team member demonstrated a high level of urgency to solve the issue at the same time expressing compassion for the owner of the vehicle.

The owner explained she was coming back from visiting a friend in the ICU. She seemed flustered and visibly upset when she arrived on the scene. The team did an exceptional job of calming her nerves by showing sympathy for her friend in the ICU then explaining our action plan.

EHSO arrived onsite just after 9:30 AM and addressed the spill immediately.

Thank You,

Victor Alfieri
Senior Manager
Standard Parking
Certificate of Recognition

In appreciation of

Emory University Police Department

For Your Valuable contribution to the 26,703 Athletes of Special Olympics GA

Presented on February 2015

Always a Champion

Special Olympics

Georgia

Be a fan™
All (Andrew Stickell, Mark Kimbrough, Lance Brock, Victor Jackson, and Darryl Miller),

Your response to the flood at WMB was a magnificent display of coordination, collaboration and execution. Let me say THANK YOU! With each event like this you hone your skills and I see tremendous improvement. In less than 5 hours the response, clean up, repair and mitigation was completed. You made it look like routine operations.

Each of you made significant contributions to the success of this emergency either with personnel, equipment or both. In the end this performance was near flawless and demonstrated each of the CS values.

Thanks a million,

Chris O. Jackman
Emory University
Campus Services - FM

Frankie (Parker), Jody (Dicarlo), and Oliver (Lein)

Just wanted to thank you all for keeping the plant on line this morning when the two boilers tripped - I know it isn't an easy job, and requires a lot of quick and decisive actions. I am very proud of our Plant Operations, and please know you are all very valued.

Thank you again,

Joan Kowal
Sr. Director for Energy & Utilities
I am writing to let you know that Officer Ware showed compassion and love to someone who was outside the Winship Cancer Institute begging patients for money. I had a Valet guy come to the information desk to say that there was a lady outside approaching patients for money. I was told to call EMORY Police. EPD made contact with the lady and found out that she was asking for money because she was hungry. Officer Ware came and bought lunch for the lady and made sure she was OK and had transportation to get home.

Pam Lesane
Emory Healthcare
Dear Mr. Early, Mr. Kerzie and Mr. Howard,

My name is Kaitlyn Dorka and I am a freshman here at Emory. 7 months ago, I remember being terrified as I packed up my entire life into boxes and loaded them into cars, as I made my way down to Emory. I was terrified that I wasn’t going to meet people I liked, and I wasn’t going to enjoy myself. Over the course of my freshman year, certain things or situations have occurred that leave me with this feeling of relief, comfort and mostly confidence, that Emory is the only school I could ever imagine myself at.

Today, another one of those situations occurred. Here I was on my way to my dorm, Evans, having not the best day and in a pretty bad mood, when I ran into your staff member, Harold Miles. Immediately he almost seemed to recognize my demeanor and he provided me with the uplifting happiness I needed to turn my day around. He even went out of his way to help me get onto Emory’s campus snapchat story to try and make me happier. Mr. Miles didn’t have to stop and help, he could have just continued with his strenuous labor but he did stop, and he changed my entire day. For this I think he deserves to be rewarded or recognized.

I just want you to know, I have never felt so compelled to write an email to someone. In my opinion, the most special things that can happen to someone are intangible. Meeting Mr. Miles for me, was one of these intangible gifts of life. Mr. Miles works so hard and is such an amazing person that I decided to write you an email and express this. I feel that he deserves some recognition for going above and beyond in his duties.

Warm Regards,
Kaitlyn Dorka

To Officer Johnson and Dispatcher S. Pauli:

I want to send my whole-hearted thanks for the fantastic class you gave today. This is the second one of these PRIDE courses I’ve attended in the past two or three years and while I found both to be very helpful; I found today’s class far more engaging and frankly, moving. So much so, even though I intended to introduce ourselves to you, I completely lost myself after the last video and forgot.

My son, Dominic, and I appreciate all of the work that must have gone into today’s class. It was well organized, ran very smoothly, and really seemed to engage everyone there. It’s clearly a reflection of your commitment and a topic close to your hearts—surely something you don’t just consider a duty. With the alarming statistics nationally, and my personal experiences with teen driving accidents, both horrific and near-misses, it’s certainly something I feel very strongly about as well. I used to suggest to area friends and family they travel to Gwinnett PD for PRIDE classes and I am happy to be able to send them to you for future classes. You’re closer to most of my friends and, in my estimation, significantly better.

Thanks again for your obvious commitment and true professionalism.

If you publish an annual calendar of your PRIDE, car seat and elderly/fitness classes, please direct me to the website so I can publish it on my neighborhood’s listserv and send it on to other neighbors, friends, and family who may need it. You’re sure not to disappoint!

Sincerely,
Jennifer Antinozzi
Dominic Antinozzi
One Morning, Eric (Estrich) was servicing pitchins in Woodruff circle. He noticed a van parked in the circle, and the driver was blowing the horn. Eric went to the van and noticed that the driver was barely responsive. He called 911 and stayed with the driver asking questions as prompted by the operator until emergency help arrived. He was a great ambassador of Emory in this situation and as a result saved someone from a much more severe fate. After paramedics arrived, he remained on scene to give his account to them and to let them know what the driver has expressed so that the proper protocols could be made for his care.

Josh Majors
Emory Recycling

Mr. (Thomas) Thompson found personal property containing $300 cash that had been left unattended in a room in Phi Gamma Hall at Oxford. He immediately contacted Emory police to secure the money so that it could be returned to the owner. The owner, a female student, was quite happy to have recovered all of her belongings, especially the cash. Mr. Thompson’s efforts exemplify the ethical behaviors that help for the foundation of our Mission, Vision, and Values.

Craig Watson
Chief of Police

Officer (Randall) Terry, located a homeless male subject in front of WMB. The man had no money and was trying to get to his sister’s house in Decatur. The weather was bad, and there was a torrential downpour. Officer Terry drove the man to McDonalds on North Decatur Rd, bought him a meal, and paid for his MARTA fare to his sister’s house. This was an awesome display of customer service, especially in this day and age when police are heavily criticized.

Jason E. Davis
Emory Police