

Recognizing Outstanding Service Excellence



Laurel Von Ragan
Parking

Emmet Stormo from Parking submitted the following nomination...

Having only been here at OHSU for approximately 8 months, I am learning about the recognition process associated with the prestigious Golden Rose Award that I have witnessed now on several occasions. At first, I didn't think it was appropriate for a manager to nominate ones employee for this award. However, after the last round of awards, I stand corrected. Therefore, I am recommending Laurel for the Golden Rose Award. I spent over 33 years working for the State of Washington with approximately 24 years at the supervisor level or higher. I have been the transportation manager in T&P for the last 8 months. During that time I have had the privilege of working with Laurel who has the challenging job of scheduling parking for events being held both on the hill and at the water front. This doesn't sound like much, but anyone who has been involved or associated with this process will disagree as it is a very difficult job. Of all the employees that I have managed or supervised, she is one of a handful that I would recommend for this type of award. During this last summer, Laurel managed several large events one of which was the Farmers Market that ran for approximately 18 weeks. She handled the scheduling and reserving of all parking spaces for the vendors as well as finding parking spaces for those annual parkers that was moved to accommodate this weekly event. Not only did she field numerous phone calls, complaints, last minute requests and other things associated with the Farmers Market, but she also was out the night before and the morning of the market to ensure that things were setup and adequate to the vendors needs. Not that it wasn't enough of a difficult task to begin with, but it was complicated even more by the Sam Jackson road closure. I don't know how she does it, other than having an outstanding work ethic and dedication to OHSU. She is one of those employees that every manager loves to have and hates to lose.

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