

## Recognizing Outstanding Service Excellence



**Frank Anzalone**

*Parking*

**Kate Foster from Family Medicine submitted the following nomination...**

Parking is never a fun topic of discussion at OHSU, especially when the hill is suddenly left without one of its main access roads for several weeks. I can only imagine the chaotic days that every P&T staff member endured leading up to and during the closure with all of the changes that had to be made. Not long before we found out about the road closure, my department changed the process for providing parking for our inpatient faculty in an effort to save money. Frank became my point person for the process and could not have gone above and beyond customer service expectations further, both for me, and for our faculty. He was timely, patient, and innovative with solutions when we would come to a roadblock (pun intended). He would be sure to stay within the bounds of the P&T rules and policies, but also find ways to keep our faculty passes flowing through the system seamlessly. When I would run out of options for getting faculty their passes each shift, Frank would have a new idea, and it was usually due to his willingness to bend over backwards. Now, with the parking booths reopening soon, I wonder if I could just keep Frank as my point person instead of routing faculty to the booth! In a position that is probably often very thankless, Frank deserves recognition for his work ethic and dedication to making such a hot-button topic clear and customer-friendly.

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