

# 1 *good thing*

## One Good Thing

This week we talked with **Tricia McGovern**, Campus Parking Permit Manager in Transportation Services, about a little extra effort that turned a worried visitor into a happy customer.



**“ Sometimes making the effort to help resolve an issue pays off! From the employee who found the lost phone and turned it in, to our office’s effort to contact the owner, to UCSF Police Department who was also helping the gentleman who lost the phone, it had a happy ending. Our visitor returned home a happy camper! ”**

## The lost items of UCSF

Many of us can relate to the panic of a missing item, especially our treasured mobile phones. Tricia knew when she saw the lost phone that someone would be missing it. She also noticed the phone seemed old and a bit worn, possibly belonging to an elderly visitor. With 34 years of experience at UCSF, Tricia is always paying particular attention to our vulnerable patients and visitors that may need extra help, especially the elderly. She could see a partial name on the phone, so she looked up the information on Google and left a message on the phone owner’s home phone. At the same time, a dispatcher had already sent an officer to the gentleman who lost it to make a report. Everyone was delighted with the good news that his phone was recovered, as there isn’t always a happy ending. Tricia shares a time when an ill patient and her mother couldn’t find a bag of critical medications. They were distraught and couldn’t afford to replace them, and it stuck with her. What’s the strangest thing anyone has turned in? When she managed Lost and Found for UCSF PD, she was the unlucky recipient of many lost socks and underwear from Fitness & Recreation. As they say, there’s never a dull day!

**Tricia's favorite cookie jar treat:**

**Oatmeal raisin**

**(which is the FAS favorite so far!)**

But wait, there's more.

## Navigating Lost and Found at UCSF

Do you know what to do if you find or lose something at UCSF? The UCSF Police Department is the central repository for [all lost and found items at UCSF](#).

**To report lost property**, call (415) 476-2454. An automated system will request your name, telephone number, description of the lost item, date and time the item was lost, and the location where the item was last observed. You may also email [lostandfound@police.ucsf.edu](mailto:lostandfound@police.ucsf.edu) with this information.

**To report found property**, if you are within a building that has UCSF security, contact your nearest security service desk. If you are at some other location or are unsure, call (415) 476-1414. See a [listing of locations and phone numbers for security service desks](#).

## About One Good Thing

You like good news, and we want to share more of what's good in 2019 with our FAS community.

**One Good Thing** is the "cookie jar" of emails: open it up for a quick, sweet break in your week! Every Wednesday, we'll share One Good Thing happening in FAS.

Check out last week's One Good Thing: [MCB's First Impression](#).

---

## Have a good story or feedback?

Email [kim.lapean@ucsf.edu](mailto:kim.lapean@ucsf.edu).

[UCSF Financial & Administrative Services \(FAS\)](#)

Share this email:



[Manage](#) your preferences | [Opt out](#) using TrueRemove®

Got this as a forward? [Sign up](#) to receive our future emails.

View this email [online](#).

San Francisco, CA | 0894 US

This email was sent to .

*To continue receiving our emails, add us to your address book.*

[Subscribe](#) to our email list.