Pat Brennan, the Director of Special Services in the Division of Public Safety, supervises two detectives and two victim advocates. Together, they provide victim support services and crisis intervention to members of the Penn community when a traumatic incident occurs.

**Pat’s staff told us:**

- She is firm, fair and demands the excellence and dedication from her staff that she demands from herself…always in a positive and constructive manner…and with a sense of humor.

- She has taught us how to keep a level head and exhibit professionalism while showing compassion and sympathy to the victims we deal with under very difficult circumstances.

- She wants us to realize our full professional potential and…reach beyond our comfort zone and learn new skills. She provides the necessary tools to develop our skills and…the encouragement and support to broaden our roles.
**John Gustafson**, an Assistant Manager of Transportation Services in Business Services, supervises 17 full- and part-time staff members and is responsible for Penn’s daytime transportation services, including our Accessible Transit, University Charter, Vehicle Maintenance, and the University/Penn Pass Program.

**John’s staff had these comments:**
- He is fair and considerate…says “please” and “thank you,” and treats us all with respect.
- He has our back when complaints are unfair, but he also holds us accountable for our own behaviors and doesn’t hesitate to let us know when we have not provided the high level of service he expects.
- His coolness under pressure, his strength, his fairness, his sense of humor, his courtesy, his decisiveness, all show him to be a natural leader and people respond accordingly.

**Melissa von Stade**, the Director of Development at the Morris Arboretum, with the help of seven full- and part-time development staff, oversees the Arboretum’s 60 million dollar capital campaign, annual membership drive, and two annual fund-raising events.

**Melissa’s staff had this to say:**
- She has created a happy, successful and professional department…She works with all of her staff members to position them to achieve more than they could have imagined.
- She clearly communicates her expectations and offers advice and insights…but she always allows staff members to work through the solution in order to build skills.
- She is a great mentor…possessing a wealth of knowledge and experience in her field. She is generous with her time and in offering praise for a job well done.