Project manager, **John Durbin**, with admitted limited experience in the computer technology area, sings the praises of the IT Administrator, **Dan Pangburn**. From the beginning of the project Dan jumped in and made himself available whenever needed. Dan and John worked together to prepare for the installation phase. Dan was extremely patient with all the computer questions, and didn't make anyone feel inferior. He was reassuring which took a lot of pressure off the John leading up to installation.

During the five-day installation process, Dan went beyond what was expected to make sure we kept on track with a set schedule, even working from home. Due to these extra efforts, the installation process went very smoothly. The products installation team was impressed, and thankful for what Dan had done to assist with the implementation.

From the time they went live and up until today, Dan has been readily available and willing to respond to the needs. John is grateful for the work that Dan has done on this team in Facilities Operations.

John's efforts were also not going unnoticed by their nominator, Joe Lalley, who felt they should be nominated together for their team effort in this successful project.

John himself was going beyond what was expected of him to keep the project on track. He organized trainings for the front line staff, his efficiency in rolling this out to the department and spending time involving them in classroom and field training was instrumental in the success of this project.

Together they led the implementation of a new system that is revolutionizing the way transportation manages and monitors 275 surface lots and 2 garages at the Ithaca campus. The deployment of LPR is playing a key role in our parking management efforts at East Hill Plaza. He reports that we can survey lots in a third to half the time. The Transportation Safety officers have embraced this new technology.