



MIAMI BEACH

OFFICE OF THE CITY MANAGER

NO. LTC # 132-2007

LETTER TO COMMISSION

To: Mayor David Dermer and
Members of the City Commission

From: Jorge M. Gonzalez
City Manager

Date: June 5, 2007

Subject: "Team Clean" Wins 2007 Sterling Quality Team Showcase

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CITY CLERK'S OFFICE

The purpose of this Letter to Commission (LTC) is to proudly inform the Mayor and Commissioners that the City of Miami Beach's "Team Clean" was awarded the 2007 Sterling Quality Team Showcase Award which was presented at the Sterling Conference in Orlando, FL on June 1, 2007.

The need for the Public Area Cleanliness Index and Assessment Program was identified during the 2005 Strategic Planning Process. Specifically, the Public Area Cleanliness Index and Assessment Program was developed in response to community input, workshops and retreats that identified cleanliness as a priority for the City.

Benefits as a result of the program include the City's achievement of one of its strategic objectives—to be cleaner. Results to date show an average improvement of 24.7% in the City's overall cleanliness score and waterways have improved by 32% since the program's inception. Furthermore, cleanliness scores in parking lots have improved by 22% and streets and sidewalks have improved by 19.2% and 22.4% respectively, when comparing Fiscal Year 2005/06 Quarter 2 to Fiscal Year 2006/07 Quarter 2.

Further, the program continues to provide stakeholder departments information which is used to develop action plans to improve cleanliness even further.

The Sterling Quality Team Showcase provides a public forum for participating teams to demonstrate the principles and techniques of improving quality through employee participation. Employee participation is one for the core values and concepts that serve as the foundation for the Sterling Criteria for Organizational Performance Excellence and the Governor's Sterling Award. The Public Area Cleanliness Program was entered into the Team Showcase Competition and representatives from the City Manager's Office, Public Works, Sanitation Division, Neighborhood Services, Parks and Recreation, Parking, and the Office of Budget and Performance Improvement represented the City of Miami Beach at the regional and state competitions.

On Thursday, February 15, 2007, the City of Miami Beach was awarded the Florida Sterling Council's 2007 Regional Quality Team Showcase Award for the Public Area Cleanliness Index Program for Region 6. Region 6 includes Broward, Dade, Monroe, and Palm Beach Counties. The team also received recognition for the project that provided the greatest community impact. The City's "Team Clean" competed against Miami-Dade County Team Metro, North Broward Medical Center, and Beckman Coulter Industries.

For the regional competition, the applicant teams were required to submit a 5-page application, and upon selection to compete in the regional finals, each team created and performed a skit which showed how their performance improvement project was implemented, what quality tools were used, how solutions were identified and selected, how input of different stakeholders was solicited and used, what results were achieved, and what lessons were learned as a team. An interview by a panel of judges was also conducted as part of the scoring process.

As the team selected to represent Region 6, Team Clean competed for the State of Florida Championship at the Annual Sterling Conference in Orlando, FL which was held from May 30-June 1, 2007. At the state level, the City of Miami Beach competed against Florida State Hospital from Chattahoochee (Region 1), the Bureau of Braille and Talking Book Library Services Material Recording Team, Division of Blind Services from Daytona Beach (Region 3), Sunstar Paramedics from Pinellas County (Region 4), and Orange River Elementary School in Fort Myers (Region 5) for the state award.

For the state competition, the Team completed a 15-page application as well as a panel interview. "Team Clean" presented their skit to the approximately 1,200 conference attendees. Each and every Miami Beach employee plays a role in our strategic goal of becoming cleaner and safer, and for that, we should all be proud of this achievement.

As the 2007 Sterling Quality Team Showcase winner, "Team Clean" will now represent Florida in the American Society for Quality's World Conference on Quality and Improvement which will be held in Houston, Texas on May 5-7, 2008.

Please join me in congratulating all of our employees for their hard work and participation in the Public Area Cleanliness Index, both in their day-to-day jobs as well as serving as our assessors, and for their commitment to making the City of Miami Beach a better place to live, work, play and visit.

Should you have any questions, or need additional information, please feel free to contact me.

C: Executive Staff and Management Team