

2008 *Governor's Team Excellence Award*

Award Recipient

Fox Point State Park – Glenville Project Team

**Department of Natural Resources and Environmental Control (DNREC) and
Department of Transportation (DelDOT)**

The 15-member Fox Point Park-Glenville Project Team was chosen for the successful partnership between two DNREC divisions (Air and Waste Management and Parks and Recreation), and two DelDOT divisions (Transportation Solutions and Planning) for demonstrating teamwork, leadership, ingenuity, outstanding task completion, and major cost savings. This project resulted in the expansion of the Fox Point State Park to include public access to the Delaware River, flood-mitigation of the Glenville neighborhood, the creation of a new 48-acre wetland habitat, and a \$3 million savings for tax payers of Delaware.

The Glenville Project managed by DelDOT needed to relocate residents from a flood-prone area, transform it back into a wetland habitat, and revitalize a neighborhood. To complete this task, a large amount of soil needed to be excavated and moved to another location. DelDOT was able to save \$500,000 by partnering with DNREC to move the soil to the Fox Point State Park. DNREC was able to save \$2.5 million in materials costs by using clean soil from DelDOT's Glenville Project to revitalize the reclaimed waste land as part of a remediation of Phase II of Fox Point State Park. What makes this team's efforts even more significant is that in addition to the millions of dollars in tax savings, this project resulted in the creation of 22 acres of wetlands, 26 acres of restored wetlands, creation of a 20-acre buffer to protect a new community of approximately 30 homes, and a 55-acre state park providing the public additional recreational opportunities and access to the Delaware River.

“This project is a prime example of the outstanding outcomes state agencies are capable of when working together to not only accomplish a goal, but save incredible amounts of tax payer dollars at the same time. The teamwork that was poured in this project by DNREC and DelDOT employees is beyond commendable,” said John A. Hughes, Secretary of the Department of Natural Resources and Environmental Control. “One of DelDOT's priorities is establishing and building relationships, because we know through experience that we have a greater chance of success when we face challenges with other partners,” said DelDOT Secretary Carolann Wicks. She added, “This project is a case study in how government, residents and stakeholders can work together to overcome a multi-faceted problem. Without a commitment from everyone to work together as a team, this project would not have come to fruition.”

Finalists

Great Expectations Team

Department of Services for Children, Youth and Their Families (DSCYF) and Family Court

The Great Expectations Team is the collaboration between Family Court and the Department of Services for Children, Youth and Their Families Division of Family Services. The team uses a shared mission of safety, permanency, and the well-being of abused and neglected children to work together to improve child welfare practices. As a result, this year the team increased the number of children exiting the system for adoption to 39.5 percent, exceeding the national standard. With the tracking of data, more training, and enhanced collaboration, the team continues to have great expectations for improved safety, permanency, and well-being of the children in Delaware in the coming years.

Gross Receipts Online Filing System Team

Department of Finance

The Gross Receipts Online Filing System Team of the Department of Finance Division of Revenue created a new online filing system for the collections of gross receipt taxes. This team's efforts support the goals for more efficient and effective public sector management and leading edge e-government solutions to improve government operations. As a result of this team's initiatives, 13 percent of all gross receipt tax returns (\$7 million in revenue) were submitted online within six months of implementation and customer feedback received has been very positive. The team expects positive results to continue.

Materials & Research Team

Department of Transportation (DelDOT)

The Department of Transportation, Division of Transportation Solution's Materials and Research Team was a collaboration between management and a local union to complete an enormous geotechnical program on the US 301 Project. A geotechnical program includes obtaining a tremendous number of soil samples and conducting laboratory analyses to determine the suitability of the soils to meet the structural and environmental needs of the project. Management and the local union established an effective partnership that allowed personnel to be placed outside their assigned work areas to best match the tasks required to complete this project and maximize efficiency by using experienced personnel in leadership roles. From the initial stage of the project, the team was able to increase production to well over 200 percent for several laboratory tests because of the high skill level of the team, the organization of the workload, the cooperation and partnership with the local union, and the support of management to provide the resources necessary to accomplish the tasks within required timeframes. This team's outstanding efforts not only reduced the cost of the project associated with outsourcing the work by over \$600,000, it gave the agency's employees the opportunity to play an important role in a project of historic importance in Delaware, resulting in a sense of ownership and pride within the organization.

Supervision Fees Collection Project Team

Administrative Office of the Courts

The Administrative Office of the Courts' Supervision Fees Collection Project Team is partnering with other state entities to reengineer collections practices and procedures. As a result of this team's initiative in 2008, collection enforcement efforts were enhanced, new collection processes were developed, and the amount of past due fees collected increased by 71 percent and the number of offenders from whom fees were collected increased by 1800. This team expects continued success as they review and refine practices and procedures to ensure the best possible customer service and greatest productivity.