



## Introducing the STEP-UP Project Team

As part of the BCC's new strategic planning initiative, called STEP UP (SStrategic Excellence Program for Ultimate Performance), a team of representatives from each division and executive office has been assembled to continue to develop and orchestrate the implementation of the 10-Year Strategic Plan.

### STEP-UP Project Team:

- Don Albonesi, Human Resources
- Richard Badge, Information Technology
- Glama Carter and Renee Finsterwalder, Transportation Services
- Amia Curry and Gary Mullee, Community Development and Environmental Services
- Marlene Foord and Cliff Ong, Administrative Services
- Joe Frazier, Bureau of Emergency Services and the Communication & Customer Relations Department
- Kim Grant, team business process consultant
- Mark Isackson, Office of Management and Budget and the Tourism Department
- Peter Lund, Public Utilities
- Winona Stone, Team leader
- Amanda Townsend, Public Services

The team members bring to the project their expertise in their respective fields as well as specialized knowledge in such areas as the strategic planning process, performance measures and reporting, and national and state-

wide comparative benchmarking.

The group, which has been working together for about nine months, has completed two major milestones to date. First, the team identified a new methodology on which to base the BCC Strategic Planning initiative. Commonly called the Balanced Scorecard System, this methodology takes the existing adopted 10-Year Strategic Plan and translates it into a strategy map, a simple graphic representation at the highest level, with the ability to drill down to the smallest inner workings of individual business units to quantify productivity. The BCC embraced the new strategy map system at its strategic planning workshop in March 2007. The team's next step will be to take the framework of the high-level strategy map and translate it into quantifiable measures for each aspect of the agency's business.

A second milestone the team has achieved is the development of a standardized and meaningful at-a-glance Operations Management Tracking (OPSTrack) system. The team identified specific measures from key areas throughout the agency that serve as snapshot indicators of overall performance. For each measure, the source data is collected on a quarterly basis and compared to prior years' performance and desired targets. The group developed uniform graphical representations of the data that will allow management to quickly review reports and make sound business decisions based on the most current information.

The team will continue to work on refining the strategy map and OPS Track systems, with a goal of fully integrating and computerizing them. Performance indicators will ultimately be displayed on a Strategic Management Scorecard accessed through an electronic performance management system. The team's vision is for the next five years is threefold:

1. The county's 10-Year Strategic Plan will cascade throughout the entire organization so that each employee will understand how his or her daily work fits into the agency's overall mission, and his or her KRAs and evaluations will reflect that relationship.
2. Each business unit, department, and division will have a fully developed set of measures it can use to evaluate performance, predict change, proactively manage results, and plan for the future.
3. Real-time published information will demonstrate to management, elected officials, and the public at large how the county is performing against its adopted 10-Year Strategic Plan.

The STEP-UP Project Team invites you to participate in the county's Strategic Planning process. Visit the team's SharePoint site at [http://bccintranet/sites/strategic\\_plan/default.aspx](http://bccintranet/sites/strategic_plan/default.aspx)

Jim Mudd  
County Manager

# Project Management Process Training

What do 114 Collier County staff members have in common? They attended an eight-hour Project Management Process Workshop earlier this year. Attendees included project managers from all divisions within the County Manager's Agency as well as fiscal, purchasing and other support staff involved in managing the county's multi-million dollar portfolio of capital projects.



The workshop was designed to both introduce the new agency wide processes and tools and to train attendees on some of the tenets of successful project management and teamwork. The day consisted of a process overview, description of project manager responsibilities, study of each of the seven major process steps, and a peek at some of the 36 new tools developed to assist project managers in effective project management.

Attendees participated in multiple hands-on sessions

to illustrate key points made by the instructor from CH2M-Hill, a firm the county has been working closely with to develop and roll out the new processes. Participants enjoyed learning some new ways to perform their duties using the new tools and checklists that were provided. Several attendees requested additional training on specific topics and the county is looking into providing more training in the near future.

The new process and tools can be found on the County's intranet site at <http://bccportal0101/PMIS/>.

For more information, call Project Management Improvement Team members Kim Grant, OMB; Kelsey Ward, Purchasing; Michael Greene, TECM; Jose Dominguez, IT; Ron Hovell, Facilities Management; or Tony Ruberto, Parks and Recreation.

## Technology Solutions Award



*The Public Technology Institute awarded county staff members Jay Kim, Bert Miller, Jamie French, Lindsey Dagnall, Kenneth Kovensky, and Richard Zyvoloski, with a first place Technology Solutions Award for their Damage and Habitability Assessment Program. The program uses innovative Geographical Information Systems Technology (GIS) to assist inspectors when collecting data regarding disaster damage.*



## COUNTY EMPLOYEE SAVES LIFE USING AED AT GOLDEN GATE COMMUNITY CENTER

Using an Automated External Defibrillator (AED) Golden Gate Community Center Supervisor Ellen Barkin saved the life of a person who suffered from sudden cardiac arrest during a seniors' basketball game on May 29.

An AED is a device used to administer an electric shock through the chest wall to the

heart. Built-in computers assess the patient's heart rhythm, judge whether defibrillation is needed and then administer the shock.

"This is the fourth successful AED save for the Parks and Recreation Department, and the second one this year," said Capt. Noemi Diaz, Emergency Medical Services.

Emergency Medical Services Chief Jeff Page is grateful to have county staff who recognize the importance of having AED equipment at their disposal and who have taken the time to learn how to use the devices properly.

"Operations analyst Artie Bay, EMS, worked diligently to obtain the grant funding necessary to purchase AED equipment, while Safety Manager Michael Dock, Risk Management, and Ellen Barkin ensured that county employees had access to AED training and encouraged their participation," said Page.

The AED Program continues to expand and is comprised of more than 860 AEDs at more than 450 locations throughout the county. EMS is currently testing a new AED prototype and is working with the Collier County Sheriff's office to train deputies to effectively use the devices and ensure the adequate distribution in response vehicles.

To date, it is estimated that over 6,000 local residents have been trained to properly use the AED devices in emergency situations.

## NEW EMPLOYEE RECOGNITION COORDINATOR



Brittney Mahon is our new Employee Recognition Coordinator. Brittney comes to us with a great

deal of experience in event planning and in designing and implementing recognition programs.

Brittney may be reached at 774-8068 in the Human Resources Department.



### Toastmasters Meeting

June 29, 2007

Noon – 1 p.m.

Human Resources  
Conference Room

Collier County  
Government Center  
3301 E. Tamiami Trail,  
Naples

For more information  
call Amanda Townsend at  
530-6859 or e-mail  
[amandatowndsend@colliergov.net](mailto:amandatowndsend@colliergov.net)

# Government Day



More than 20 departments participated in this year's Government Day event at Coastland Center. The event gives county employees the opportunity to interact with the residents they serve and also gives residents the chance to learn more about county government programs, services, projects and facilities.



## IT Provides New Service

County employees are now able to contact the IT Service Desk via Instant Messenger. A contact named "ServiceDesk," was added to everyone's Instant Messenger contact list.

"By opening another channel of communication to our users, we improve response time and efficiency," said Director Barry Axelrod, Information Technology Department. "Our customers can get a quick response for the questions that they may not want to wait in queue for."



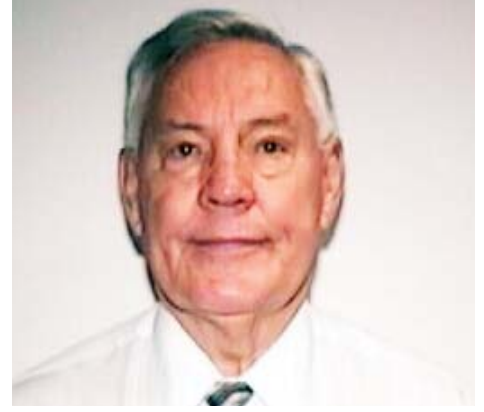
# PROMOTIONS



Nick Casalanguida was promoted to the position of director of the Transportation Planning Department, one of five departments in the Transportation Services Division. Casalanguida had previously been the planning manager for the Transportation Services Division Planning Department.



Michael Greene was promoted to planning manager of the Transportation Planning Department. Greene previously was a project manager with the Transportation Engineering and Construction Management Department for nearly three years.



Roland Holt was selected as the new CDES Building Review and Permitting Director. Holt is a licensed professional engineer, certified general contractor and Florida/ICC certified building official. Holt previously served as a building official for Palm Beach County and as a Director of Development and Building Official in St. Johns County.

## In Memory

Sandra Nicholson, a customer service representative at the Immokalee Branch Library, died in early April. Nicholson worked for the county since 2004.

Michael J. Lampo, 60, lost his battle with lung cancer. Lampo was a sign technician in the Traffic Operation Department who began working for the county in 1999.

## McGEARY HONORED



*The Greater Naples Chamber of Commerce honored Capt. James Cunningham of the North Naples Fire Department, Lt. Tim McGeary, EMS, and Cpl. William Pschigoda of the Collier County Sheriff's Office for their "extraordinary act or service" in Collier County at the fourth annual Distinguished Public Service Awards on Thursday, June 14.*



# MEMORIAL DAY CEREMONY



*Julius "Jiggs" Futo, American Legion Post 135, and Veteran Services Officer Eddie Hartnack present the memorial wreath during the Memorial Day ceremony held at the Naples Memorial Funeral Home & Cemetery on May 28.*



## Collier County Employees and Friends 2007 Summer Golf Outings

*July 14* - Golden Gate

*August 18* - Vasari

*September 22* - The Strand

*October 20* - Forest Glen

All events will include lunch, golf, cart and prizes. A \$45 fee is required per event. Please remember that proper attire and soft spikes are required at all courses.

Call no later than 5 p.m. the Wednesday preceding each event to sign up as individual or four-somes. All events are scheduled with an 8:30 shotgun start.

For additional information please call 254-4000.

## AWARDS

• In May 2007, the American Shore & Beach Preservation Association selected Collier County Beaches as one of seven "Top Restored Beaches for 2007."



The beach renourishment project placed 664,000 cubic yards of high quality sand on the beach in the areas of Vanderbilt Beach, Parkshore and the City of Naples

• The Phoenix Awards program recognizes local emergency responders who were involved in the rescue and treatment of a patient who has suffered sudden cardiac arrest and was brought back to life after being found without a pulse.

The award was named after the mythological Phoenix bird that was consumed by fire, and later rose renewed from its ashes.

The following Collier County Emergency Medical Services employees will each receive a Phoenix Award on June 26, 2007 at the

Board of County Commissioners meeting:

- Battalion Chief Walter Kopka
- Battalion Chief Frank Millot
- Capt. Les Williams
- EMT Juan Cabezas
- EMT Thomas Fred
- EMT Charlie Matthews
- EMT Trevor Perry
- EMT Jesse Santerre
- EMT Andrew Seager (Two Awards)
- EMT Jennifer Seekell
- EMT Rayford Sly
- Lt. Patricia Dixon
- Lt. Mark Hoffmann
- Lt. Rich Humberger
- Lt. Patricia McLaughlin
- Lt. Desirae Vogeney
- Lt. Arthur Wolf
- Paramedic Bobbi Boone
- Paramedic Malinda Busher
- Paramedic Dayna Carter
- Paramedic Amy DeLucca
- Paramedic Anthony Hiserodt (Two Awards)
- Paramedic Richard McGee
- Paramedic Gail Torres Staples
- Paramedic Eric Ulrich
- Paramedic Brad Underwood

*35 Year Service Awards*



*Cecilia Martin, CDES*

*20 Year Service Awards*



*Marilyn Matthes, Library*

*30 Year Service Awards*



*Gail Wilver, Parks & Recreation*

Not Available for Photo

**30 Year**

Pablo Salinas, Parks & Recreation

**20 Year**

Richard Noonan, Building Review and Permitting

Barbara Pitts, Library

John Poczynski, EMS

**15 Year**

Steven Preston, Stormwater Maintenance

**5 Year**

Linda Williams, Library

Sergio Valdes, Ochopee Fire & Rescue District

Michael Bosi, CDES



*20 Year Service Awards*



*Joseph Collins, Public Utilities; Steven Ritter, Transportation Services; Ramiro Ponce, Transportation; Maura Kraus, Parks & Recreation; Cheryl Soter, CDES; and Robert Thurston, CDES celebrate 20 years of service with Collier County Government.*

***Rudd Selected Collier County Government Employee of the Month***



Jonathan Rudd, a maintenance specialist in the Parks and Recreation Department, was selected Collier County government's Employee of the Month for June 2007.

"Jon is a top-notch, team player who assists in what ever capacity he can," said Regional Manager Kerry Runyon, Parks and Recreation Department. "Though he is a carpenter by trade, Jon is often asked to help out with water skiing lessons or with the sailing program. He can always be counted on to get the job done."

*10 Year Service Awards*



*Jeffrey Letourneau, Code Enforcement; Susan Usher, Office of Management and Budget; Emma Gifford, Transportation; Susan Boynton, Water Department; and Marla Ramsey, Public Services, for their 10 years of dedicated service.*

*5 Year Service Awards*



*Kevin Rudy, Wastewater; Amy Lyberg, Human Resources; Ann McGowan, Parks & Recreation; Luis Valderrama, Transportation; David Velasquez, Wastewater; and Chuck Keller, Wastewater receive their 5-year service awards.*