

cityoflongbeach



**A DESCRIPTION OF
“WORKING TOGETHER TO SERVE”
WINNERS**

January 3, 2006

CATEGORY #1: BEST EFFORT TO IMPROVE SERVICE TO A SPECIFIC NEIGHBORHOOD

WINNER: Safe Passage Program
Police Department (including support from the Long Beach Unified School District)

In March 2005, a Cabrillo High School student was shot and killed after school, resulting in escalating tension in the community and on school campuses. As a result, the Police Department's Youth Services Division implemented the "Safe Passage" program. All City high schools already had a School Resource Officer. The program added an additional officer to the Jordan and Cabrillo High School campuses. All schools were also assigned a minimum of two motor officers and police units at the dismissal of the day's classes. The increased staffing reduced crime during after school hours and resulted in the program getting support to continue the program for the 2005-2006 school year.

The employee selection committee agreed that this program supports and improves the future of Long Beach, our children. Keeping our children alive is our first priority, and everything we can do to support their educational development becomes a close second. Because this initiative started in an area in Long Beach that demands more improvement, the success of this program touched many, primarily the students in the neighborhoods that were impacted.

The positive public reaction this program received and the improvements it made in the lives of many students made it a winner in the eyes of the selection committee.

CATEGORY #2: BEST EFFORT TO HAVE A POSITIVE IMPACT ON SERVICE CITYWIDE

WINNER: Central Long Beach Strategic Guide for Development
Community Development Department

The Central Long Beach Strategic Guide for Development represents a cooperative effort of the Long Beach community. Five community meetings fostered through a Steering Committee made up of Central Project Area Committee members, City staff, and approximately 20 organizations representing various areas and interests in the community created an Area Vision for the Future. This vision focuses on eight Neighborhood Centers that can act as catalysts for the whole Study Area. The Strategic Guide is already shaping the revitalization of the Study Area.

The employee selection committee chose this winner due to the positive public reaction this project received in its efforts to be inclusive during the development process. The number of people that were involved in developing the Strategic Guide is extraordinary. The Strategic Guide has assisted and will continue to assist in influencing where redevelopment monies should be spent, including important Neighborhood Centers.

The strong community support, the continuing positive impact, and the value for identifying funding priorities makes the Strategic Guide a sure winner.

CATEGORY #3: BEST EFFICIENCY MEASURE TO DECREASE SERVICE OR PROGRAM COSTS

WINNER: Workers' Compensation Business Process Improvement Project
City Manager, City Attorney, City Auditor, City Prosecutor, Community Development, Financial Management, Fire, Harbor, Health and Human Services, Human Resources, Long Beach Gas and Oil, Police, Public Works, Technology Services, Parks, Recreation and Marine, and Water Departments

In recognition of increasing workers' compensation costs, the City Council approved the hiring of a consultant to conduct a comprehensive assessment of the City's workers' compensation and related functions. Once the recommendations were provided, employees from all departments were called upon to fully implement the recommendations. The process exemplifies the positive results of interdepartmental cooperation and the value of focusing on a common, mutually beneficial goal. With the implementation of a new claims system and a medical provider network, the project is substantially complete. Savings to date have exceeded \$2 million.

The employee selection committee selected this entry because it had the biggest savings, was very inclusive in its collaborative efforts, and very innovative in its approach. As a result, this entry was truly a winner.

CATEGORY #4: BEST SUCCESS IN IMPROVING EMPLOYEE MORALE

WINNER: Employee Recognition Committee
Parks, Recreation and Marine Department

Employee Recognition Committee (ERC) members collaborate on fundraisers to support employee events, to send condolence flowers to staff, and support charitable programs such as "Adopt-a-Family" during December. ERC members conduct opportunity drawings for donated theme baskets during "March Madness," Mother's and Father's Day, and Thanksgiving. ERC organizes the citywide fundraiser for Valentine Grams and Daffodil Days. ERC also organizes the annual Department recognition lunch and holiday party to ensure a meaningful event for all staff. Some events are planned just for the camaraderie that results, such as trips to theatrical productions or tourist destinations.

The employee selection committee recognized the Parks, Recreation and Marine ERC as the most visible ERC in the City family. ERC's Citywide impact with its Valentine Grams and Daffodil Days fundraisers truly validates their success.

Many employees throughout the City have benefited from the ERC's innovative efforts. The department director's support for the ERC is truly exceptional.

The ERC's proactive approach towards improving employee morale makes this entry an outstanding winner.

CATEGORY #5: BEST TECHNIQUE TO IMPROVE TRANSPARENCY AND COMMUNICATION WITH THE PUBLIC

WINNER: City Internet

Technology Services, Community Development, Water, Health and Human Services, Human Resources, Financial Management, Police, Fire and Parks, Recreation and Marine Departments

The City recently developed a new Internet site to address operational and customer-service oriented needs. This new system has provided the public additional avenues to interact with the City. For example, parking citations and utility bills can now be paid online. The public can download purchasing bids, which save the City postage costs. E-mail notifications allow the public to receive emails on special events and information. Streaming video allows for viewing of live and archived City Council meetings. Additionally, with new search and indexing tools customers may access information on City services, even though they may not know which department actually manages those services.

The employee selection committee strongly supported the entry as one that definitely made our City more transparent by giving the departments the ability to control the content and timing of the information distributed to the public.

It has enabled employees, not programmers, to be responsible for updating their department pages. The Internet site has truly made our City more transparent and has increased our communication with our residents.

CATEGORY #6: BEST TECHNIQUE TO IMPROVE TRANSPARENCY AND COMMUNICATION WITH EMPLOYEES

WINNER: City's Intranet (CLBNet)

Technology Services, Civil Service, Parks, Recreation and Marine, Planning and Building, Human Resources, Fire, Police, Financial Management, Public Works, and Long Beach Gas and Oil Departments

The City launched a new Intranet site to address operational and internal communication needs. The new version of the Intranet (CLBNet) functions as a portal that City staff may use to efficiently access operational information. For instance: All Technology Service Department service requests and status of trouble tickets are on-line. CLBNet maintains the popular internal telephone database. City forms and links to other City information systems such as iNotes, the Occupational Health System and the Worker's Compensation on-line reporting are also easily accessible.

The employee selection committee supported the winner as one that definitely increased the flow of information available to employees because it enabled more employees to control the posting of information.

This decentralized approach has given departments the ability to control the content and timing of their posted information. CLBNet has increased our internal transparency and employee communication.

CATEGORY #7: BEST EFFORT TO KEEP LONG BEACH CLEAN

WINNER: Neighborhood Cleanup Assistance Program
Community Development Department

In 2005, Long Beach volunteers removed an estimated 530 tons of trash and debris from streets, alleys and vacant lots by completing 152 neighborhood cleanup projects. This important work was made possible through an innovative public-private partnership called the Neighborhood Clean-up Assistance Program. These projects started in selected Neighborhood Improvement Strategy Areas. Now, each Friday, 5 to 7 volunteer groups meet regularly to get supplies for their weekend projects.

The employee selection committee selected this program as the winner because of the innovative cost savings and optimal use of volunteers. The success of the program is revealed by the increased collaborative efforts among the residents and city staff, and the number of volunteers that now participate in this effort.

The employee selection committee also liked this program because it enabled City residents to take back their neighborhoods by giving them the tools and organizational skills to organize their own clean up efforts. This program was a winner because of the community pride it fosters.

CATEGORY #8: BEST EFFORT TO KEEP LONG BEACH SAFE

WINNER: Youth and Gang Violence Prevention Task Force
City Manager, Police, Library Services, Parks, Recreation and Marine, Community Development, and Health and Human Services Departments

Six departments have committed key staff to improve the quality of life in our city, enhance inter-departmental efficiency, and network city services within the community. City Departments and staff have supported the Youth and Gang Violence Prevention Task Force and have efficiently used existing resources and teamwork to keep Long Beach safe through a concentrated, citywide effort to reduce youth and gang violence.

The Task Force's primary mission has been to identify overarching objectives from the Human Relations Commission's Report on the problems of youth and gang violence in Long Beach, and to develop implementation strategies for the report's recommendations.

The employee selection committee selected this program because of its collaborative focus on youth and its development of diversion and education programs. The program also involves a number of City departments and community agencies.

The committee selected this program as the winner because of its focus on working together to tackle the problem of youth and gang violence instead relying on the Police Department to handle it.