

# UPDATE

## MANAGEMENT & PERFORMANCE IMPROVEMENT

### Idea Special Awards Ceremony

#### 28-1472-CONSERVATION KITS

Congratulations to Yanima Lopez Rivero, Customer Service Supervisor 1, Retail Customer Service Division, for her idea of suggesting that customers receive conservation kits during high bill investigations to help them detect leaks in their toilets, thereby reducing water consumption. Due to costs associated with providing conservation kits, an alternative solution was implemented to create door hangers that references WASD's website where customers can go and obtain information and request a kit if needed. Ms. Lopez received an action award of \$50.



*Pictured from left are Harold Concepcion, Chief, Retail Customer Service; Susan Deitado, Customer Service Supervisor 2; Yanima Lopez Rivero, Employee Suggester; and John Renfrow, Director*

#### 28-1492-PRINT PREMISE ADDRESS ON CUSTOMER REFUND CHECKS



*Pictured from left are Harold Concepcion, Chief, Retail Customer Service; Yolanda Evans, Employee Suggester; and John Renfrow, Director*

Congratulations to Yolanda Evans, Customer Service Rep. 2, Retail Customer Service Division, for her idea to include the premise address printed on refund checks. Placing the premise address on refund checks benefits WASD by providing customers with additional specific information, eliminates unnecessary calls, correspondence and e-mails from customers, and presents a more professional business document to the public. Ms. Evans received an intangible award of \$250.

#### 28-1449-SAFETY HOIST FOR USE INSIDE DIGESTERS AT THE WASTEWATER TREATMENT PLANT

Congratulations to Simon Rosales, Operations Supervisor, Wastewater Treatment Plant, who recommended designing a safety hoist to safely allow entry and removal of employees and equipment to and from the confined space of digester tanks. By having a hoist device, this would avoid having to leave an injured employee inside the tank until arrival of fire rescue. Mr. Rosales' suggestion led to the Department researching and finding an alternative solution, a manufactured system that accomplishes the task. Mr. Rosales received an action award of \$50.



*Pictured from left are Bob Fergen, Chief, Wastewater Treatment and Maintenance; Simon Rosales, Employee Suggester; and John Renfrow, Director*

#### 28-1020-ESTABLISH CENTRALIZED PICKUP LOCATIONS FOR DISPOSAL OF HEAVY EQUIPMENT OR MATERIAL



*Pictured from left are Vladimir Murad, Controller; Evangeline Richardson, Employee Suggester; and John Renfrow, Director*

Congratulations to Evangeline Richardson, Accountant 2, Controller/Property Accounting. Ms. Richardson noticed WASD was paying GSA to pick up various small items on a number of occasions that were for the County Store at different locations in the department. She suggested the department instead centralize pickups and use in-house staff to reduce expenses. WASD's Fixed Asset Manager agreed to change the form to notify supervisors that the General Maintenance Staff would pick up equipment

from the various WASD offices thereby avoiding GSA related charges. Ms. Richardson received an action award of \$50.

#### 28-1437-RECYCLE MAILING ENVELOPES AT WASD

Congratulations to Stephanie Wright, Customer Service Rep. 2, Retail Customer Service Division, for her idea to recycle all returned mail envelopes and reuse them to save costs and reduce waste. Her idea was successfully implemented and first year cost savings of \$459 documented. The sixteen month pilot test demonstrated 31,386 envelopes were actually salvaged and reused. Ms. Wright received a tangible award of \$50.



*Pictured from left are Harold Concepcion, Chief, Retail Customer Service; Stephanie Wright, Employee Suggester; Lisbet Perez, Customer Service Supervisor 1; and John Renfrow, Director*

### 2009 WASD Employees of the Year Honored

Congratulations to Maria Valdes, Planning, for being nominated by the Department for the County-wide Logistical Support Award. This category is for employees whose contribution makes the whole picture come together but whose work is usually behind the scenes. These employees are not in regular contact with the public and rarely receive public credit for the important work they perform. Ms. Valdes received 16 hours of administrative leave for this award.



*Maria Valdes, Planning and John Renfrow, Director*

## Idea Recognition Rewards

### 28-1481—NON-PAYMENT PENALTY NOTES



*Pictured from left are: Harold Concepcion, Chief, Retail Customer Service; Carmen Williams, Administrative Officer 3; Bernard Goldberg, Employee Suggester; Mariela Alvarez, Customer Service Manager; and Ruben Martinez, Customer Service Supervisor 1*

Congratulations to Bernard Goldberg, Customer Service Representative, Retail Customer Division. His idea was to make customers aware of disconnect service fees for non-payment when access to the meter cannot be gained to the customer's property. Mr. Goldberg suggested giving customers a notice explaining that their water was scheduled for disconnection, why the water was not disconnected (due to not gaining access to the property), the amount of the service fee and that additional service fee charges are possible in the future. Mr. Goldberg's idea has been approved and in the implementation process. When implemented, customers will be provided with door hangers to provide

customers with advance notice of disconnection and fees. Customers will be more than likely to respond to collection efforts and reduce the need for the representatives to revisit the property repeatedly resulting in increased efficiency and revenues.

### 28-1494—INCREASE THE EFFICIENCY OF CHECK FOR TAMPERING FIELD ACTIVITIES



*Pictured from left are: Harold Concepcion, Chief, Retail Customer Service; Luis Nunez, Employee Suggester; Mariela Alvarez, Customer Service Manager; and Saudia Hussain, Customer Service Supervisor 1*

Congratulations to Luis Nunez, Customer Service Representative 2, Retail Customer Service Division, for his idea to give meter readers "Check for Tampering" orders instead of to the Customer Service Representatives. His idea resulted in decentralizing the tampering process from being housed in one area to the four field districts using existing personnel. By assigning the meter readers

the tampering orders, more area can be covered than by the representatives and actual tampering can be found in a timelier and less costly manner.

### 2009 WASD Employees of the Year Honored

Congratulations to Mario Dominguez, Meter Section, for being nominated by the Department to receive the County-wide Customer Service award. This category is for employees involved in providing customer service on a daily basis. These employees are the County's public interface. They provide important information about County services or direct services to County residents. They recognize that providing the best possible service to the community in a courteous manner is needed to achieve our success. Mr. Dominguez received 16 hours of administrative leave for this award.



*Mario Dominguez, Meter Section and John Renfrow, Director*

## Learn How The Budget Works For You

During these very difficult economic times, Miami-Dade County leaders have had to make difficult decisions that balance the ability to deliver government services with the consumers' ability to pay for them.

The County will collect \$50 million less in property taxes this year and \$248 million less than the year before that. With that said, the County has been innovative in its methods to continue to "do more, with less."

In fact, when adjusted for inflation, the cost of County government is lower now than it has been in 20 years and its workforce has fewer employees now than in a decade – even though the population is much higher.

What does this mean for you?

- Half of the County's homeowners will see a decrease in property taxes and thousands will see no change from the previous year.
- Labor union contracts expire in September 2011. Current

concessions from labor saved an additional \$225 million being cut from the budget. Some concessions are temporary, but County employees' 5 percent salary contribution to health insurance is permanent.

- County employees will receive a cost-of-living increase in July 2011.
- Had the County adopted a flat tax rate, many homeowners would still have received a higher tax bill, as well as a decrease in services that may have included public safety, social services and cultural programs.

Become fully informed of the changes to the County's budget and be able to explain to your neighbors, friends and family what a dollar buys in County services.

For more information about the County budget, call 311 or to view the entire document – including quick facts and details about each department, go to [www.miamidade.gov/budget](http://www.miamidade.gov/budget).