



Organizational Information and Press Kit

Visit coralsprings.org/baldrige for more information on our award-winning City.

The nation's premier community in which to live, work and raise a family.

About Coral Springs

Location

Coral Springs is located in South Florida within Broward County. Coral Springs is located approximately 20 miles northwest of Fort Lauderdale. It is adjacent to the Everglades on the west and is surrounded by other cities, including Tamarac, Margate, Coconut Creek, and Parkland.

Population and Size

The 2010 Census tells us that approximately 121,096 residents call Coral Springs home, making it the fifth largest city in Broward County and the 15th largest in the State of Florida. The majority of our land has been developed and only 1 percent is undeveloped. Our land use is made up of 49 percent residential properties, 8 percent commercial, 4 percent of community facilities, 3 percent industrial, 10 percent of waterways, 18 percent traffic circulation, 8 percent recreation and 1 percent for our Downtown, which is currently being developed.

Cultural Diversity

The 2010 U.S. Bureau of the Census revealed the City's racial background as 69.2 percent Caucasian, 17.9 percent African American, 5.1 percent Asian and 23.5 percent Hispanic.



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Our History

Known at one point as “the City in the Country,” Coral Springs has become a premier South Florida community, known for its abundant parks, quality schools, numerous athletic programs, and attractive neighborhoods.

Prior to its incorporation as a City in July 1963, the area that was to become Coral Springs was acres of marshy wilderness. During the 1980s, it was one of the fastest growing cities in the nation. Coral Springs, located in the heart of South Florida, is now home to more than 121,000 people. A master planned community, the City is

24 square miles and 98 percent of the land is developed. Families find Coral Springs appealing due to its family-oriented feel, local facilities and close proximity to Fort Lauderdale and Miami.



The City’s organization is run by a council-manager form of government. The City Commission, which consists of five members, is responsible for making policy, passing ordinances, authorizing appropriations, and having overall supervisory authority of the City. The Mayor performs ceremonial duties and acts as a presiding officer of the Commission. The City Manager supervises all government operations and implements the policies adopted by the Commission.

Since 1993, management has used a business model to run the City, taking customer input and data analysis into consideration as we map out the year’s initiatives in our Strategic and Business Plan.

Now the recipient of the Malcolm Baldrige National Quality Award and already a two-time Florida Governor’s Sterling Award winner, Coral Springs has achieved national recognition as a leader in government quality, including Money magazine’s Best Places to Live and one of the 100 Best Communities for Young People by America’s Promise in 2006 and 2007.

For more information, please visit coralsprings.org/history.

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Fast Facts

- Coral Springs is located in Broward County, about 20 miles northwest of Ft. Lauderdale and 10 miles southwest of Boca Raton.
- The City was chartered July 10, 1963.
- The City has a Commission-Manager form of government, with a City Manager, Erdal Dönmez, serving at the pleasure of the five-member commission.
- Our commissioners are: Mayor Roy Gold, Vincent M. Bocard, Claudette Bruck, Tom Powers, and Larry Vignola.



- Our mission statement is: "To be the nation's premier community in which to live, work and raise a family."
- Our seven strategic priority areas are:
 - Customer-Involved Government
 - Financial Health & Economic Development
 - Excellence in Education
 - Neighborhood & Environmental Vitality
 - Youth Development & Family Values
 - Strength in Diversity
 - Traffic, Mobility & Connectivity.The last priority is the newest, added in 2006 for the 2007-2009 Strategic Plan.
- The City has won two Florida Governor's Sterling awards for Organizational Performance Excellence (1997 and 2003), a Baldrige-based award recognizing outstanding business practices within the state.

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Fast Facts continued

- The City has a AAA bond rating from all three major rating agencies on Wall Street.
- There are 41,814 households in the City, including single-family/duplex and multi-family.
- The City's median age is 36.5.
- The City's median income is \$65,348.
- School enrollment for 2010 in Coral Springs is 28,740, up from 25,139 in 1997. Twenty-six schools, public and charter, serve most of these students, including 12 elementary schools and four each middle and high schools.
- The unemployment rate is 8.6 percent, up from 4 percent in 1997.
- The largest employers in the City are: Coral Springs Medical Center (Broward Health), First Data, City of Coral Springs, Broward County Schools, KB Electronics, Advanced Cable Communications, Nordis Direct Marketing, ABB Concise and Shoreline Aerospace.
- In 2010, the City issued 10,084 building permits; conducted 27,125 building inspections; made 3,169 arrests; and extinguished 218 fires.
- There are 222 miles of streets, most of which our Public Works Department maintains daily.
- Forty-eight parks are part of 740 acres of green and play space for families. There also are 66 acres of environmentally sensitive lands, seven pools, 35 tennis courts, 24 baseball/softball diamonds, and 15 soccer fields.
- The County's Northwest Regional Family Success Center is also right here in Coral Springs, offering residents of our City and surrounding communities financial assistance and social services.

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Our Quality Journey



It's been said that quality is a journey, not a destination. But that doesn't mean that there aren't some great stops along the way. Earning the Malcolm Baldrige National Quality Award is one of the most significant milestones on our journey so far.

It didn't happen overnight. It took years of careful analysis and implementing hundreds of process improvements to get us to this point. And we'll continue to collect data and continuously improve our processes in the years ahead.

The first steps began in 1993 when management implemented a Total Quality Management program, designed to completely overhaul operations and service delivery by becoming customer-focused and quality-oriented. The central feature of the program was a new business model that would take us from 'government as usual' to a high-performance municipal corporation. In 1995, staff implemented the strategic and business planning system we continue to use today. Prior to 1993, staff would react to issues as they came up, rather than proactively analyzing, planning and measuring.

The business model starts with the Strategic Plan that contains the City's mission, from which the City Commission develops strategic priorities to focus the daily efforts of all City employees. The priorities are identified through customer requirement data, an environmental scan, and a variety of process and performance measures. Directional statements and Key Intended Outcomes (KIOs) for each priority help define success for the organization.

The City staff then develops a Business Plan that responds to the Strategic Plan with initiatives and a financial strategy to accomplish the outcomes identified. Resources are allocated in the budget according to the design articulated in the Business Plan.

We believe that before we can allocate our available resources, we must first understand the needs and desires of the residents of Coral Springs and the environmental factors that will affect us in the future. By looking ahead and asking our customers what they need, we establish a vision for what level of service we will provide, along with an understanding of what resources will be necessary to provide them.



Based on the business plan, each employee develops personal objectives that tie back to the KIOs. By linking each City employee's objectives to the KIOs, the City's priorities become real in the everyday activities of all City employees.

One of the earliest initiatives, to flatten the organization and promote employee empowerment, although stressful, actually worked. Since then, our employees

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Our Quality Journey continued

are faster on their feet and everyone is more engaged in their work. Our productivity — as measured by employees per 1,000 population — is significantly better than other area governments.



Another key to our success is participation in the Center for Performance Measurement of the International City/Council Management Association (ICMA). Collecting and reporting data on ICMA's templates enables Coral Springs to compare their outcomes against a large number of other communities.

In 1995, we began using the Baldrige criteria as a model for improving the City's processes. Using the Florida Governor's Sterling Criteria for Organizational Performance Excellence, Florida's equivalent to the Malcolm Baldrige Award, we began slowly shaping our business model to efficiently and effectively respond to customer needs and expectations. After a couple of unsuccessful applications, Coral Springs was awarded the Sterling Award In 1997, becoming the first local government in the nation to win a Baldrige-based quality award.

We continued to look for more ways to Improve, many times through cross-functional process Improvement teams. Among the dozens of teams we've used, two competed and won regional and state quality competitions, our EMS team "Time=Life" In 1998 and our traffic citation "CSI" team in 2005. Both of these teams went on to with regional and state awards. The 'Team=Life" team also won fourth place in a national competition.

After many more process improvements and even more impressive results, we applied again for the Sterling Award in 2003, becoming the first two-time winner.

When the Baldrige pilot program was launched for 2006 we were excited to participate. After being selected for a site visit, we used the feedback report to implement numerous other process improvements.

We have learned from the successes and recognition, but have also learned from bumps along the road. The Sterling Award examiners' feedback in our initial Sterling application was critical to moving Coral Springs towards a more balanced approach of performance measurement. Making the extra effort to try out new approaches like the quarterly performance reporting and the ICMA consortium has helped us develop expertise and fine tune their overall quality initiatives.

One of the most important lessons for our City has been that simpler has been better. We have dramatically streamlined the performance measurement process, tracking fewer but higher quality indicators. The Strategic and Business Plan are short, easy to read documents. Even the Budget has become lighter and more user-friendly.

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Our Accomplishments

1997

- Florida Governor's Sterling Award

1998

- Sterling Team Showcase Award
- 4th Place National Quality Team Showcase
- South Florida Manufacturers Association (SFMA) Team Showcase Award
- Multi-Cultural Advisory Committee named "Promising Practice"
by One America in the 21st Century -The President's Initiative on Race

1999

- National Performance Review "Best Practice"
- Neighborhoods, USA (NUSA) Neighborhood of the Year - Forest Hills
- National Safety Council Safe City of the Year
- #1 "Kid Friendly" City in Florida

2000

- Florida Governmental Communications Association (FGCA) Crystal Award for Best External Publication, *Citizen*
- (City County Communicators Association (3CMA) Savvy Award for Best Employee Training Publication
- AAA Bond Ratings

2001

- Digital Cities "Top 10" Best Web site in the Nation (#9)
- American Society of Landscape Architects' Award of Excellence, Sandy Ridge Sanctuary

2002

- Digital Cities "Top 10" Best Web site in the Nation (#9)
- Florida Recreation and Parks Association (FRPA) Media Excellence Award for Best Recreation Catalog

2003

- Florida Governor's Sterling Award
- Legal Aid Services of Broward County "For the Public Good" Diversity Award
- Latin Chamber Estrellas Award - Leadership in the Hispanic Community
- National Association of Television Operators and Administrators (NATOA)/Discovery Networks Excellence in Government Programming Awards - Best Overall Television Station
- FGCA Crystal Award for "Pediatric Drowning Prevention PSAs"
- Telly Award for Best Sports Video and Telly Classic Awards for Best PSA and Best Social Issues Programming
- National Recreating & Parks Association - Best Overall Communicator
- Digital Cities "Top 10" Best Web site in the Nation (#2)

2004

- International Association of Chiefs of Police (IACP) Community Policing Award
- Florida City of Excellence
- ICMA Center for Performance Measurement (CPM) Certificate of Distinction
- FGCA Crystal Award (1st Place) for Best Annual Report
- Florida Print Awards - Award of Excellence, "2003 State of the City Report"



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Our Accomplishments continued

2005

- Safest City Awards, 23rd in Nation
- 50 Fabulous Places to Raise your Family
- ICMA CPM Award
- Florida Water and Pollution Control Operators Association (FWCPOA) Safety Award
- Sterling Team Showcase Award
- SFMA Team Showcase Award
- South Florida Chapter, American Society for Quality, Quality Practitioner of the Year, Chris Heflin
- NATOA Excellence in Government Programming Awards, Best Overall Television Station

2006

- 100 Best Communities for Young People
- Safest City Awards, 10th in Nation
- Advanced Life Support Team 1st Place
- American Productivity and Quality Center (APQC) Best Practice
- *Money Magazine* Best Places to Live

2007

- Malcolm Baldrige National Quality Award
- 100 Best Communities for Young People
- Fire Training Center of the Year in Florida
- Tree City USA (12 consecutive years)
- Government Finance Officers Association (GFOA) Distinguished Budget Award (16 consecutive years)
- GFOA Achievement in Financial Reporting (27 consecutive years)
- ICMA CPM Certificate of Distinction
- 3CMA Savvy Award for Best Magazine, *Coral Springs*

2008

- 100 Best Communities for Young People

2009

- Moretti Award to the Coral Springs Museum of Art from The Cultural Foundation of Broward
- Tennis Welcome Center of the Month by the Tennis Industry Association, U.S. Tennis Association and Racquet Sports Industry
- Government Finance Officers Association Distinguished Budget Presentation Award

2010

- Outstanding Recognition for Law Enforcement Volunteer Program
- ICMA Center for Performance Measurement (CPM) Certificate of Excellence Award Winner

2011

- Fire Station 80 received LEED Gold Certification
- Fire Station 80 named "Career Notable" in Fire Chief Magazine's 2011 StationStyle Design Awards



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Our City Manager

Erdal Dönmez was appointed City Manager of Coral Springs in November 2010 after serving for 10 years as Assistant/Deputy City Manager. Coral Spring is the 2007 recipient of the Malcolm Baldrige National Quality Award, the nation's most prestigious award for corporate excellence. Coral Springs is the first Florida organization to be honored as the repeat winner of the Governor's Sterling Award for quality and organizational excellence (1997 and 2003) and is also the first-ever recipient of the "Florida City of Excellence" Award from the Florida League of Cities (2004).

During his professional career, Erdal has held a number of key positions in both the private and public sectors. Prior to his tenure with the City of Coral Springs, Erdal served as the Director of Real Estate and Economic Development for the City of Miami. He also served as the Senior Consultant for the Real Estate Advisory Services Group of Arthur Andersen & Co. in Miami.



Erdal holds a Bachelor of Science degree in Economics from Florida State University and completed all coursework requirements for a Master of Science in Economics from Auburn University. He obtained a Certificate of Economic Development Finance from the National Development Council in New York City. He also completed the Senior Leadership Development Program at the Center for Creative Leadership in Colorado Springs, Colorado.

Erdal serves as a Trustee on the City of Coral Springs Firefighters' Pension Board, and as a Board Member of the Broward Alliance Investor Council. He has served as the Acting Executive Director for the Coral Springs Community Redevelopment Agency since 2002. Additionally, he volunteers as the Financial Advisor to the Coral Springs Economic Development Foundation.

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City Attractions

Entertainment

Coral Springs Museum of Art • csmart.org

The Museum of Art hosts changing exhibitions featuring artists from South Florida, as well as other national and international artists. Art camps and classes are also offered.

Coral Springs Center for the Arts • coralspringscenterforthearts.com

The Center for the Arts features a 1,500-seat theatre, a dance studio and meeting rooms. The Center offers a Broadway Series, as well as comedy, concert and children's series.

Recreation Facilities

Coral Springs Gymnasium

The Coral Springs Gymnasium hosts recreation classes, open play hours, and major sporting events – including the annual Kreul Classic High School Basketball Tournament, the Masters Basketball National Championships, and other regional events.

Sportsplex at Coral Springs

The Sportsplex is adjacent to the Sawgrass Expressway between Sample Road and Royal Palm Boulevard and includes the Tennis Center of Coral Springs, Coral Springs Aquatic Complex, Incredible Ice, Dr. Steven G. Paul Dog Park, and the Sawgrass Nature Center.

Coral Springs Aquatic Complex

Located within the Sportsplex, this world-class facility is host to many swim and dive competitions, as well as a teaching pool and an extensive Fitness Center. Many Olympic swimmers have blossomed out of our swimming program.



Tennis Center of Coral Springs

The Tennis Center features 12 lit Lee Red Fast Dry Hydrocourt Clay Courts, four hard-surfaced Decoturf Courts, clubhouse, Red Clay Cafe and other amenities. Memberships, lessons and leagues are available.

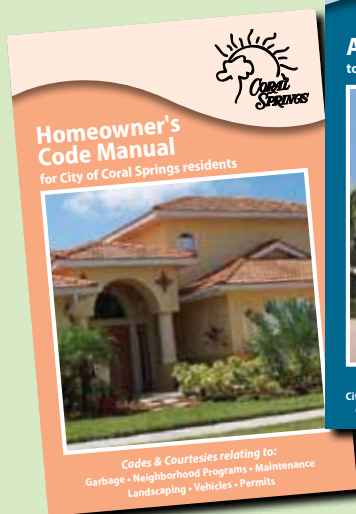


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Our Publications

The City of Coral Springs provides its customers with many valuable publications, including the quarterly *Coral Springs* magazine – mailed to every home and business – and the annual *State of the City* report.

To view and download copies of printed materials, visit coralsprings.org/publications.



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Process Improvement Teams

Cross Functional Teams

1994

Garage Team — Assessed staffing and costs compared to the private sector. Revised staffing and procedures; established service standards.

Employee Health Benefits Team — Choices and prescription card provided at no increase in cost.

1996

Customer Service Standards Team — Developed Citywide standards (e.g., phones will be answered before the third ring) and an approach to monitoring and measuring compliance.

Police Vehicle Team — Investigated alternative vehicle models for use as police patrol cars.

Complaint Tracking Team — Adapted work order system for use as a customer complaint/comment tracking system.

1998

Water Billing Team — Processes revised and service standards established; also a privatization.

Time=Life Team — Assessed alternative approaches to delivering EMS service; City managed EMS program established. Winner of State Sterling Team Competition; fourth at National AQP Conference.

Tennis Center Team — Revised processes, evaluated staffing and established service standards.

Code Enforcement Team — Revised policies and procedures for deployment of Code Enforcement staff. Revised procedures for administrative resolution of code cases (known as Special Masters) to reduce cycle time and resolve most cases.

Strategic Planning/Budgeting Process Team — Comprehensive review. Improved timing and coordination of two processes.

2000

Recreation Summer Hires Team — Process changes for hiring camp counselors. Reduced cycle-time for recruitment and new employee processing; increased counselor training.

Compensation and Classification Team — New methodology and software for Classification and Compensation Process.

Police False Alarm Team — Developed successful process for reducing number of false alarms from home alarm systems.

Fire Inspection Team — Developed approach to avoiding backlog of required inspections.

Fire Response Time Team — Comprehensive review of procedures and staffing for fire response. Extensive revisions in tracking data and reports.

Aquatics Fitness Center Team — Review of requirements, staffing, procedures. Service standards developed and adopted.

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Process Improvement Teams continued

2002

Internal Review against Sterling Criteria — Spawned Early Warning System.

Fleet Preventive Maintenance Team — Developed procedures to facilitate 100% compliance with preventive maintenance schedule.

Building Division Plans Review Team — Comprehensive review of cycle time data and procedures regarding plans review. Improved communications with contractors and owners on requirements and causes of delay. Fax Back Permit System created.

Construction Project Management Team — Procedures for more effective management of small City construction projects.

2003

Student Leaders in Government Team — Developed and implemented a program to educate student leaders in city government. The program also gave the students an opportunity to shadow City leaders.



Business Intelligence Team — Developing specifications for a system to provide immediate updates on performance measures by providing graphical displays of the data showing trends and comparisons. Various software packages are being assessed.

On-line Requests and Complaints Team — The City's web site was enhanced to permit residents to comment, request service, or complain on-line. Trends in these communications are tracked to determine the important issues to residents.

Police False Alarm Team II — The City has achieved the ratio of false alarms to registered alarm systems established by other Best Practice cities. This team is assessing other innovative practices to further reduce the number of false alarms.

2004

Visioning Team — Employees and advisory group members teamed up to organize the City's third Visioning Summit. Visioning is long range planning accomplished by bringing stakeholders together to develop consensus on directions the City should take. A time tested group process was enhanced

by including presentations from subject matter experts and extensive research on local and national trends affecting

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Process Improvement Teams continued

the City.

2004-2005

Citation System Improvement Team (CSI) — Combining the expertise of three departments, the CSI team designed a process that allows officers to issue and process traffic citations faster (from 15 minutes to 9 minutes), better (from a printer not handwritten), and at a higher rate (29% more tickets per month). Another benefit is that there is now no need for the Records Unit to enter these citations into the mainframe; the citation information is electronically uploaded. The traffic unit's productivity increase is equivalent to hiring five new officers. Adding five officers has a five-year cost of \$2.7 million. This new system potentially



saves lives as well. After full implementation, there

was a 19% drop in accidents at major intersections.

2006

Boardwalk Replacement Team — Upon learning the cost to replace the boardwalk at Cypress Park would be between \$150,000 and \$300,000 more than expected, a team of Parks and Public Works employees developed a plan to do the work in-house, on-time and under budget. The Boardwalk Replacement Team includes staff from the Parks & Recreation and Public Works departments.

Police Report Writing Team — A team of sworn officers, the Police Records Manager, and representatives from Human Resources and Information Services analyzed alternative approaches to writing police incident reports. They recommended the use of a short form (generated by the CAD) for some categories of cases and selected software compatible with other Police Department systems for direct officer input of regular incident reports. They recommended "air cards" for patrol laptops that give officers Internet research capability anywhere in the City. The new system will save almost \$300,000 annually, after the initial software investment.

Special Department Teams

1993-2002

Premier Fleet Team — Most prolific standing continuous improvement team in City government.

1997

New Employee Orientation Team — Redesigned materials provided on City benefits and developed

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Process Improvement Teams continued

an Employee Handbook.

1998

Juvenile Deferred Prosecution Team — Developed alternative interventions for first time juvenile offenders.

2000

Northwest Regional Park Team — Staff designed new regional park based on lessons learned at other sites.

Buckle Up Team — Police team developed a strategy for increasing customer use of seat belts.

Police Team — District captains and representatives of Field Services and Criminal Investigations meet monthly to review statistics on criminal activity and patterns of concerns of customers. Meetings are used to determine the best use of resources and identify targeted areas and violations.

2002

Human Resources Employment Procedures Team — Improved application tracking and “all electronic” capacity added. Service Standards established.

Public Works Comprehensive Evaluation of Process — The team mapped the process, and identified activities that divert staff time from tasks that are aligned with objectives. Revised codes for tracking activity costs.

Finance Comprehensive Evaluation of Process — The team mapped the process and identified activities that divert staff time from tasks that are aligned with objectives, then developed a department-

wide action plan.

2003

Permit Invoicing Team — Identified causes of problems experienced by personnel responsible for printing Building Permits and invoicing customers. Improved the understanding by each functional area of how their actions impact the work of others in the permit issuing and invoicing process. Resulted in a revised permit application form and two comprehensive login codes. Plan to further study the need for more stringent edits on data entry to the system.

Occupational License Team — Developed new procedures to identify businesses that require occupational licenses. Expanded the on-line payment system to include occupational license renewals. Will continue to introduce efficiencies to the process of issuing licenses.

2004

Police Human Resources Team — The process for recruiting and hiring the best and brightest officer candidates needed to be faster. A team of police personnel reviewed recruiting sources and procedures for hiring and background checks. Their improvements have reduced the time for filling vacancies by more than 50%.

Code Enforcement Team — Code Enforcement teamed with Communications & Marketing to develop monthly “Codes & Courtesies” segments for CityTV. Each episode educates viewers about Code Enforcement issues.

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Process Improvement Teams continued

2005

Assistant Chief's Team – Three Assistant Fire Chiefs collaborated on several significant process improvements. They streamlined the ordering of all medical supplies to decrease waste and increase efficiency. They developed replacement programs for vital equipment to ensure state of the art technology, such as lifepaks, SCBA equipment; and hoses. The team researched and introduced SEMS units to monitor personal air supply while fighting fires; the system sounds an alert if the air supply is low. An old rescue vehicle was refurbished rather than disposed of resulting in a savings of \$110,000.

Project Coordinator Team – The Building Division's Project Coordinator Team of administrative support personnel revised the procedure for the "permitting process" for large projects. Now, one Project Coordinator works with the developer on all permitting needs and monitors and expedites progress. The customer always knows where to go with a question or concern. The team also developed a "No Surprises Certificate of Occupancy Checklist." This checklist keeps everyone aware of items that may cause a delay in issuing the certificate because an early alert triggers early correction action and prevents delays.

Police Fleet and Facilities Team – Unit duties were revised to increase productivity, and increase emphasis on preventive maintenance. The team developed service standards for response time to repair requests. Data systems were established to track patterns in maintenance problems and

provide information to support "fix or replace"

decisions. Procedures were revised for decisions regarding the assignment of vehicles. IS-GIS – Information Services (IS) staff, with the assistance of a consultant, took the City's Geographic Information System (GIS) to new heights. The GIS infrastructure was upgraded from a client/server architecture to internet architecture. A browser-based application now facilitates access to location-based data across various operating units. The new architecture will permit the City to deploy GIS solutions in less time, with longer life cycles, at a lower total cost of ownership, to a broader number of users with user friendly access.

Integrated Financial Software Review Team — A software review team was formed in order to review our current software needs and determine if we should invest in software upgrades or complete package replacement. This team comprised 10 members from Financial Services, Information Services and Human Resources. As a part of this review, the team issued numerous Requests for Information (RFI), and reviewed many responses. Three companies were chosen to give in-depth demonstrations to the team. After seeing what new products were available and their related costs, the team determined that it was not worth the money that would have to be spent in order to purchase a completely new financial package (in excess of a million dollars). The team decided that the most cost effective plan for now was to keep our current software provider and purchase the upgrades which will assist mainly in report writing

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Process Improvement Teams continued

and improved navigation capabilities.

2006

EMS Data Improvement Team — The EMS Improvement Team (EMS staff plus a Business Analyst from Information Services) was assembled to improve the integrity of the statistical data submitted to the State and make data entry more user-friendly. They tracked the sources of statistical errors and created required field to address the problems. They looked at fields that were currently required, found some unnecessary and eliminated them. Data tables needed for codes in reports were corrected and updated. The most commonly used codes were moved to the top of data lists for easy selection. The team used “train-the-trainer” to rollout the changes. The results were increased data integrity and reduced time for creating reports.

Urban Search and Rescue Team (USAR) — The USAR team was deployed to the Gulf Coast region and the New Orleans area to assist in recovery from Hurricanes Katrina and Rita. During their missions, the team acquired knowledge and experience, which they brought back to the City of Coral Springs. As a result of their sacrifices and initiative, many process improvements have been implemented in City processes for disaster response.

The Flushing Program Team — This Public Works/ Utilities team developed a procedure for flushing water lines at selected hydrant sites to reduce the bacteria level in the water without increasing the need for chemical treatment. Water quality reports show a significant improvement because of their procedure. The flushing process will be performed annually in the future.

The Water Pros — Turbidity and lime feed measurements showed that the water softening process at the City’s water treatment plant was inefficient. The team brainstormed solutions and tested different approaches until they had a process that decreased turbidity by 30% and saved \$60,000 in processing costs. Their solution included de-scaling the softening unit and changing the chemical used in the process. The new process produces more consistent results and is less labor intensive.

The Rape Aggression Defense Team (RAD) — This Police Department team developed a program that provides education for women to prevent attacks and sexual assaults. The program teaches women to protect themselves and allows them to practice in a safe and controlled environment. Classes consistently fill up (there is a waiting list) and women who have completed the program report an increased sense of safety and empowerment.

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At Your Service...

Media

Communications & Marketing

The City's communications team is ready to assist media members who are writing and/or researching stories about the City of Coral Springs. The Media Relations Coordinator can schedule interviews, provide images and information.

Online Resources

Visit coralsprings.org/baldrige to view and download pieces from this kit, as well as print and broadcast-quality photos and video of the City of Coral Springs.

Online Media Center

The City's Media Center at coralsprings.org/mediacenter also includes press releases and images for use.

Media Contacts:

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Organizations

For detailed information on the City's Baldrige process, contact:

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City of Coral Springs, Florida

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*First state or local government to receive the Malcolm Baldrige National Quality Award, in 2007.
Named one of the 100 Best Communities for Young People by America's Promise in 2006 and 2007.*

Ranked the Best Place to Live in Florida by Money Magazine in 2006.

Honored as the first City of Excellence by the Florida League of Cities in 2004.

*The first two-time winner of the Florida Governor's Sterling Award
for Organizational Performance Excellence, first in 1997 and again in 2003.*

Honored with Wall Street's highest distinction — three AAA credit ratings.