

2009 *Governor's Team Excellence Award*

Award Recipient

Tax Amnesty Program Team

Department of Finance, Division of Revenue

This team, working with the General Revenue Corporation, a subsidiary of Sallie Mae Corporation, planned, developed, deployed, and monitored all of the major components of the project to implement Delaware's first tax amnesty program. The team overcame numerous obstacles from both the operations side as well as the technology side including successfully drafting legislation and gaining sponsorship that enabled the legislation to be passed without opposition. Advertising of the program included media communication using the web, radio and bus advertisements in addition to automated and manual call campaigns, and letters to notify taxpayers about the amnesty program. Through this team's shared vision and collaborative efforts, the Tax Amnesty Program created new jobs for Delaware residents, reduced 75% of personal income liabilities, satisfied 25% of business tax liabilities and is expected to net \$22 million in revenue for the State of Delaware, well exceeding the original \$10 million estimate.

Finalists

Division of Professional Regulation Senior Leadership Team

Department of State (DOS)

Through its dedication to a high standard of service to the public, the team transformed the organization from an agency based on outdated organizational models and manila folders to one that emphasizes a team approach and an intelligent use of available technology to serve the public. The team restructured the administrative unit into three service teams to increase customer responsiveness using a call center to handle 60,000 inquiries annually. The restructuring, coupled with increased automation and more efficient processes, led to the Division's current customer satisfaction index of 4.45 on a scale of 1-5. With the development of an online license verification and renewal system, 87% of licenses are renewed online. The system also reduces manual verification requests by 50%. As a result of the changes, the organization is smarter, more responsive, and more flexible, offering customers more options including self-service, more efficient license processing, and the use of customer and employee feedback to improve processes.

Elections e-Signature Project

Commissioner of Elections,

Department of Transportation (DelDOT) Division of Motor Vehicles, and

Department of Technology and Information (DTI)

This multi-agency team worked together for a common goal of improving the accuracy of election information and saving resources through the creation of a new statewide, streamlined method of registering and maintaining voter registration for the citizens of Delaware. The new system will result in annual savings of approximately \$487,900 in paper, postage, equipment and transportation costs for the Department of Elections and a savings of \$50,000, for the Division of Motor Vehicles (DMV). The improvements have provided a customer friendly process with a reduction in customer response time for

the elections process and one-stop shopping for DMV customers. This project supports the State's Green Initiative and Delaware is only one of eight states with such a program.

Delaware Teen Driver Task Force

**Department of Transportation (DelDOT)/Division of Motor Vehicles,
Department of Education**

**Department of Safety and Homeland Security/Office of Highway Safety and Delaware State Police,
AAA Mid-Atlantic, and the Delmarva Broadcasting's SmartDrive**

The Delaware Teen Driver Task Force, led by the Division of Motor Vehicles, is a consortium of agencies dedicated to educating youth and their parents on safe driving habits, skills training, and the consequences if ignored. With the motto of "Delaware Does more for Teen Driving", this team successfully built a bridge of cooperation to accomplish three initiatives: (1) created a website for teen drivers with 202,000 hits in three months (www.teendriving.dmv.de.gov). (2) created a teen driver alert program with dissemination of 13,000 reflective "Novice Driver" magnets/stickers, and (3) developed a training program for parents of teens, Graduated Drivers Licensing Parent Orientation Program (GDL POP), with five programs conducted statewide since July 2009.

Delaware ERP e-Pay Project

**Office of Management and Budget (OMB) PHRST (Payroll Human Resource Statewide
Technology), Department of Technology and Information (DTI), and Department of Finance**

As a result of the Governor's Performance Review initiative, this multi-agency team was tasked with developing a way to eliminate paper pay advices. The State of Delaware's new online payroll information system was implemented in April 2009, enabling state employees to view their payroll information online 24 hours a day, seven days a week. The e-Pay project not only freed up resources to be used more efficiently and effectively, but also eliminated printed pay advices, and decreased printing, envelopes, delivery, postage, and sorting costs with a total annual savings of approximately \$500,000 - \$600,000.