



**For Immediate Release:
Tuesday, December 29, 2009**

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Governor Markell Announces Team Excellence Awards

Dover – Governor Jack Markell announced today the 2009 recipient of the Governor’s Team Excellence Award. The Tax Amnesty Program Team took home top honors, while four other teams were also recognized for stellar efforts to work across agencies to improve government efficiency and effectiveness.

Through their collaborative efforts, the 20-member Tax Amnesty Program Team created new jobs for Delaware residents, reduced 75 percent of personal income liabilities, satisfied 25 percent of business tax liabilities and is expected to net \$22 million in revenue, well exceeding the original \$10 million estimate. The program is a partnership between the Department of Finance’s Division of Revenue and the General Revenue Corporation, a subsidiary of Sallie Mae, administered in Stanton.

“During these challenging times, it is certainly good news that Delaware will have additional funds to help government meet its core commitments. We’re keeping teachers in the classroom and police on the street as a result of this team’s hard work,” Markell said. “Thanks to the partnership between the Department of Finance and Sallie Mae, Delaware’s amnesty program was even more successful than we anticipated and helps the State continue providing vital services to those who need them most.”

In addition to the award recipient, four other teams were recognized as finalists:

- The Division of Professional Regulation Senior Leadership Team of the Department of State transformed their outdated organizational models and methods to a system that emphasizes a team approach and uses available technology to better serve the public, achieving a customer satisfaction index of 4.45 on a scale of 1-5.
- The Elections e-Signature Project, a collaboration between the Commissioner of Elections, the Division of Motor Vehicles (DMV) and the Department of Technology and Information (DTI), improved the accuracy of election information, saved resources and improved customer service through a one-stop shopping experience.
- The Delaware Teen Driver Task Force, a consortium of agencies dedicated to educating youth and their parents on safe driving habits and hazards, launched a new website for teen drivers, a teen driver alert program and a training program for parents. In concert

with the DMV, the Department of Education, the Office of Highway Safety, the Delaware State Police, AAA Mid-Atlantic and the Delmarva Broadcasting Company's SmartDrive, the team successfully reached over 200,000 teens in three months.

- The Office of Management and Budget's PHRST (Payroll Human Resource Statewide Technology) team, partnering with DTI and the Department of Finance, eliminated the production and delivery of paper pay slips to state employees and implemented the ePay system, which enables employees to view their payroll information online. The efforts of the ePay team saved the State more than \$500,000.

"All of these finalists have something in common: over the past year, they have led the drive to cooperate across agency boundaries to make government more effective and efficient," said Markell. "As a Delaware taxpayer, I look forward to more creative innovations that improve services and save money in the new year."

The Governor's Team Excellence Award encourages teamwork by recognizing groups of state employees who use continuous quality improvement tools and excel in leadership, team dynamics and communication to produce superior customer service and tangible results. This year, 12 teams, representing the efforts of 170 state employees, were nominated for the award.