

Governor Rick Scott Announces 2011 Governor's Sterling Award & Sustained Excellence Award Recipients

Tallahassee, Fla. – Governor Rick Scott and the Florida Sterling Council announced winners of the prestigious Governor's Sterling Award and the Sustained Performance Excellence Award for 2011.

“I am honored to recognize this year’s Sterling Award recipients,” said Governor Scott. “These winners are shining examples of how organizations can achieve great savings and deliver outstanding services to Floridians by focusing on efficiency, innovation and excellence.”

Both awards recognize role models for organizational performance and excellence; however the Sustained Excellence Award goes to previous recipients of the Governor’s Sterling Award who have shown continued excellence.

Manatee County Tax Collector and The Depository Trust and Clearing Corporation will be honored at the 2011 Governor's Sterling Award Banquet in June.

2011 Governor’s Sterling Award Recipients:

Manatee County Tax Collector (Bradenton) – Through better use of technology, Manatee County Tax Collector’s office reduced its total operating cost by more than \$800,000 since 2007 and its customers enjoy a wait time that’s 35 percent lower than the average tax collector’s office. The organization was the first tax collector’s office in the state of Florida to sell hunting and fishing licenses and to offer the free E-check to customers who transact business on its website.

The Depository Trust and Clearing Corporation, DTCC (Tampa) – DTCC’s Southern Business Center is a key component of a larger business continuity strategy put into place after September 11, 2001 to decentralize the processing functions and operations support that DTCC provides to the global financial services industry. In 2010, DTCC settled nearly \$1.66 quadrillion in securities transactions. DTCC’s overall customer satisfaction of 91% is equal to the 80th percentile of organizations measured by the American Customer Service Index, and exceeds similar financial service companies for each year measured.

2011 Governor’s Sterling Sustained Excellence Award Recipients:

Hillsborough County Tax Collector’s Office (Tampa)

Through an ongoing effort to streamline work, the Hillsborough County Tax

Collector's Office has steadily realized cost savings from 2006 through 2010, totaling \$229,100 over the five year period. At the same time, they've achieved an overall customer satisfaction level of 96 - 98 percent.

Shands Jacksonville Medical Center

Visionary leadership, community engagement, and a culture of continuous learning have resulted in many areas of clinical excellence. The hospital has achieved benchmark level performance results for its Home Health services and on many Inpatient engagement and related metrics with its HCAHPS scores approaching the UHC 75th quartile, and Inpatient satisfaction with nurses at the 90th decile level.

Marion County Sheriff's Office (Ocala)

The Marion County Sheriff's Office crime rate dropped from the already low 29.1 crimes per capita in 2002, to 22.8 in 2010, outperforming the best Florida peers at 38 per 1000 citizens. Process improvements to the Work in Lieu of Arrest Program have resulted in the diversion of 638 juveniles from serving jail time and having a criminal record with a low recidivism rate of 7 percent. Overall customer satisfaction results peaked at 99% in 2009 and 2010, outperforming the best Florida peer comparison.

St. Johns County Health Department (St. Augustine)

The 2011 *County Health Rankings* report presented by the Robert Wood Johnson Foundation and the University of Wisconsin Population Health Institute reported the Department remains first in the state for Health Factors and is ranked third in Health Outcomes. The Department achieved national Project Public Health Ready Certification in 2010, one of only 83 local departments in the country, with a preparedness score of 4.92 out of 5, and a 97 percent Florida Disaster Emergency System response rate.

About the Governor's Sterling Award

Established in 1992, the Florida Sterling Council is a public/private not-for-profit corporation supported by the Executive Office of the Governor. Sterling's Annual Conference is exclusively designed to teach participants how to elevate performance and increase productivity. For more information on the awards process, contact Dione Geiger at (850) 922-5316. For other information, visit the website at <http://www.floridasterling.com/>.

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