

News for Neighborhoods



CITY OF DELRAY BEACH - DECEMBER 2006



CITY DIRECTORY

Delray Beach City Hall
100 NW 1st Avenue
Delray Beach, Florida 33444
General Information
(561) 243-7000

Emergency 9-1-1
Non-Emergency 243-7800
English-Spanish-Creole

City Manager's Office 243-7010
Mayor and City Commission
Oficina del Administrador de la Ciudad
Biwo Manadjè Vil-la

Police Department 243-7888
Departamento de la Policía
Depatmin Polis

Fire Department 243-7400
Parque de Bomberos
Depatman pou Dife

City Clerk's Office 243-7050
Oficina del Actuario de la Ciudad
Biwo Komi pou Vil-la

Utility Billing 243-7100
Cargos de Utilidades
Depatman Bil Dlo/Elektrik

Water/Sewer Maint. 243-7312
Mantenimiento del Agua y Alcantarilla
Depatman pou Pwòpte Dlo avèk Egou

Animal Control 243-7330
Mando de Animales
Depatman Ki An Chaj Zannimo

Jobline 243-6201
Linea de Trabajos
Liy Telefòn pou Jwenn Travay

Parks & Recreation 243-7250
Parques y Recreación
Depatman Pak & Rekreyasyon

Municipal Golf Course 243-7380
Campo de Golf Municipal
Magazen Golf

City Website: MyDelrayBeach.Com

CITY OF DELRAY BEACH INSTITUTES THE S.P.I.R.I.T. AWARD PROGRAM RECOGNIZING EXCELLENCE IN CUSTOMER SERVICE



Every company, organization and governmental agency that deals with the public stresses customer service as the number one consideration in maintaining the public's trust and continued support. That is no less the case for the City of Delray Beach.

In the January 31, 2006, Annual Town Hall Meeting, City Manager David T. Harden introduced the S.P.I.R.I.T. theme and purpose. Service through Performance by acting with Integrity, being Responsible, taking Innovate action and practicing Teamwork were to be the bywords in every department of the City.

In June of 2006, an employee committee was organized to set the format for an awards program that would recognize and encourage excellence in customer service. The S.P.I.R.I.T. Award Program rewards the diligent efforts of employees who provide outstanding quality service to our City. The City Commission, who originally suggested such a program, gave the S.P.I.R.I.T. concept their wholehearted support.

All employees attended a number of training sessions that included diversity training, customer and employee relations where it was demonstrated that patience, courtesy and a positive demeanor in dealing with all inquiries, even critical comments, were the means to successful and productive public relationships.

Any City employee or citizen can submit a recognition nomination. Nominations are submitted quarterly (July, October, December, March). The S.P.I.R.I.T. Committee selects three quarterly winners who meet the criteria. An Annual Award Winner will be chosen from the quarterly award winners to be honored at a banquet to be held in July. That Annual Award winner will receive a trophy and \$2,000.00.

Since its inception, the S.P.I.R.I.T. awards have recognized over two dozen City employees and there have been six winners selected for their outstanding service. Just three of their stories are examples of the true spirit of the City of Delray Beach.

Richard Weinstein of the Delray Beach Police Department's dispatch center assisted an elderly woman whose husband had left her in their car for two hours while he went into the South County Courthouse to pay a ticket.

Richard escorted the woman into the lobby of the police department, leaving a note on the windshield of the car for the husband. A short time later, Richard observed an elderly gentleman with a walker leaving the courthouse who turned out to be the woman's husband. Richard Weinstein assisted the woman back to the car and her grateful husband.

Nicole Johnson is a part-time lifeguard at the Pompey Park Pool. In a

"random act of kindness," Nicole went well beyond her responsibilities in helping a disabled patron of the pool. After his swim, on a rainy afternoon, he was waiting for the Palm Tran Bus and Nicole took it upon herself to wait with him, holding a large umbrella over him until the bus arrived, making sure he would not get soaked.



Nicole Johnson, S.P.I.R.I.T. Award winner

Code Enforcement officer, Al Angulo, discovered an elderly woman living in her rental unit without electricity. Al contacted the Caring Kitchen who in turn collected donations sufficient to reconnect the woman's electricity and put her in touch with assistance programs.

The City of Delray Beach has over 800 employees and they are all impressed by the S.P.I.R.I.T. program motivating everyone to strive for excellence in customer service. For more information and/or to nominate a City employee for a S.P.I.R.I.T. award, please call Human Resources: (561) 243-7080.



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**DELRAY BEACH
CALENDAR OF
EVENTS & ACTIVITIES
DECEMBER 2006**

December 5
City Commission Meeting
City Hall Commission Chambers
6:00 PM

December 8 – 18
Light Up Delray
Neighborhood Holiday Lighting
Competition
For Info: (561) 276-1715

December 8
Annual Boat Parade
Intracoastal Waterway
Begins 6:30 PM
For Info: (561) 278-0200

December 9
Holiday Parade
Delray Beach Parks & Recreation
6:00 PM
On Atlantic Avenue
From Venetian Drive to
South County Court House

December 9
Kids Day At The Tree
Old School Square 10:00 AM
Visit Santa until 4:00 PM
For Info: (561) 279-1389 ext. 17

December 12
City Commission Meeting
City Hall 6:00 PM
For Info: (561) 243-7000

December 16
Hanukkah

December 23
Breakfast With Santa
Delray Beach Marriott
8:00 AM – 10:00 AM
Reservations and information
(561) 279-1380 ext. 17

December 25
Christmas Day
City Hall Closed

December 26
Kwanzaa

December 31
First Night® 2007
New Year's Eve Celebration
Downtown Delray Beach
Old School Square
4:00 PM – Midnight
For Info: (561) 279-1380 ext. 17

**City Website:
MyDelrayBeach.com**

**DELRAY BEACH PARKS & RECREATION DEPARTMENT
TO HOLD CONTEST TO NAME THE NEW
WESTERN COMMUNITY & SENIOR CENTER**



As plans are being completed for the new Western Community & Senior Center to be built on the Northwest corner of Congress Avenue and Lake Ida Road, the Delray Beach Parks & Recreation Department is launching a contest to name the facility. The contest is open to Delray Beach residents and City employees only. The Western Community & Senior Center **will not** be named after a service organization or business.

Applications to enter the contest can be downloaded off the City's web-site: mydelraybeach.com or picked up at the Community Center adjacent to City Hall at 50 NW 1st Avenue, Delray Beach. Deadline for entries is January 1, 2007. All entries must be completely filled out and submitted to Alberta Gaum at the

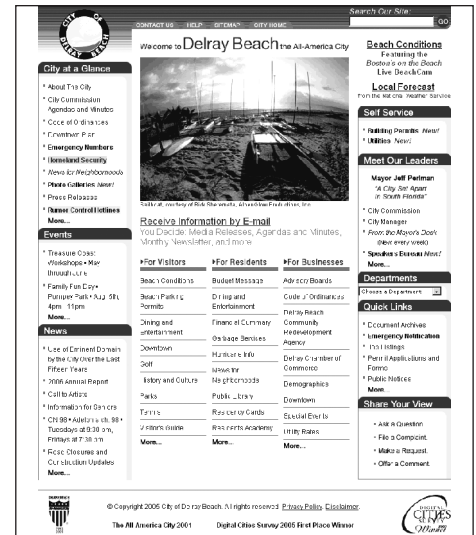
Parks & Recreation offices in the Community Center or sent by e-mail to Gaum@ci.delray-beach.fl.us

The naming committee will choose the top three finalists to be submitted to the City Commission for a final decision and the winner will be announced at a regular City Commission meeting; date to be determined. The winner will receive \$500.00 and a plaque with the winner's name engraved will be placed on the site of the Western Community & Senior Center. Runner-ups will receive a one year's membership to the fitness center and prizes valued at \$100.00. Construction of the facility will begin in the first quarter of 2007.

For more information, please call Alberta Gaum at (561) 243-7136.

**MYDELRAYBEACH.COM EXPANDS
SERVICES AND FEATURES**

The City of Delray Beach web-site, mydelraybeach.com continues to expand services to residents and visitors to the web-site. The free e-mail subscription service that distributes web-site information to resident subscribers automatically as items are added or updated, has grown to over 1000 subscriptions. Anyone who would like to subscribe may select from a wide variety of pages and documents that are applied to the web-site every day. Media releases, events, City Hall news, a weekly column from Mayor Perlman (From The Mayor's Desk), Commission meeting agendas and minutes, beach conditions and paying utility bills on-line are just some of the services available. Most recently, *Virtual Tours* have been installed on mydelraybeach.com and viewers can watch *Virtual Tours* of our parks, our beach, our downtown, Old School Square, City Hall and our schools. There is always something new on mydelraybeach.com and we encourage everyone to check it out frequently.



**FIRST NIGHT® IN DELRAY BEACH A TRADITIONAL
FAMILY CELEBRATION OF THE NEW YEAR**



It's been nearly a decade that Delray Beach has welcomed the New Year in the First Night® tradition. It's a community non-alcoholic celebration geared to the family each December 31st and this year, 2007 arrives at midnight on Sunday and Monday is the first day of the New Year.

This City wide festivity begins at 4:00 PM, Sunday afternoon, December 31st and includes cultural exhibitions, entertainment, children's activities and the wonderful carousel and ice skating rink at Old School Square. To enjoy all of the venues being planned, First Night Buttons, \$8.00 per button and children under 3 are free, are available at Old School Square, the Greater Delray Beach Chamber of Commerce at 64 A SE Fifth Avenue (Federal Highway) and the Delray Beach Newsstand on Atlantic Avenue. For more information, please call 279-1380 ext. 17 or e-mail: lnorat@delraybeach.com.