

You're Not Me and I'm Not You, But Together We Make A Great Team

BY LINDA KENNEDY, LINDA KENNEDY & ASSOCIATES

How many times have you ever thought how much more effective you could be if people simply behaved the way you did at work? Wished someone would speak up so you knew what they were thinking? Got to the point rather than providing every detail?

These differences can become sources of friction and frustration. Or they can become leverage points for added skills and perspectives to create a high performing team. Outstanding organizations have high performing teams as one of the keys to provide outstanding customer service and aggressively compete in the marketplace. That is exactly why City Park successfully invested the time to ensure they remain at the peak of their game.

This past fall, City Park used a tool, Myers-Briggs Type Indicator (MBTI), to help the team understand each individual's style and to appreciate the styles which include similarities and differences of others at a



day-long workshop. The MBTI assessment is a personality tool. It is nonjudgmental and allows people to gain an understanding of their preferences. More than sixty years of research and development have demonstrated the reliability and validity of the MBTI assessment.

Since people certainly are different, it's great to have diversity in skills, perspectives and capabilities. For example, some people will focus on the big picture while others will focus on the details. What a complement to each other. Intentionally capitalizing on the styles and preferences of people creates clear communication and great teamwork.

The lack of effective communication is the biggest problem in organizations. City Park is making sure they are keeping the communication and teamwork strong so they can focus on serving their customers.

Linda is president of Linda Kennedy & Associates. Her consulting firm develops leaders, facilitates strategic planning and builds employee commitment.. Contact her at (866) 205-8391 or linda@lindakennedy.org

A Message to all of You from Human Resources!

BY IRENE CAMARENA, DIRECTOR OF HUMAN RESOURCES

The past few months have truly been a magnificent change in my personal and professional life. I am thankful for the opportunity that City Park has provided for me.

San Francisco is a city full of history and I have such tremendous pride in what the city represents. While we often talk about the history of our city or of our company, I believe our success is due to the incredible people that make us a truly world-class company. I have such respect for each of you and for the commitment, devotion, and dedication that you provide our customers day after day.

I believe that we must continue to break records in many ways and if we continue setting high standards for our company, our customers will keep returning because of our dedication and hard work. For us as a company to continue to be successful we must enjoy the work we do

Who's New to City Park?

- Irene Camarena – Director of Human Resources
- Harold Tubiera – Billing Specialist
- Ray Viray – Revenue Auditor
- Nancy Yee – Relief Receptionist

and take pride in the work we do. Consider taking time to learn more and improve your personal skills.

I can promise you that 2007 will

bring many new opportunities and challenges, which will continue to enhance your personal growth and that of the company. I look forward to a great working relationship with all of you – please stop in to meet me sometime.

Best wishes for a prosperous and healthy 2007!



BITS & BYTES

BY ALEX MAUER, DIRECTOR OF IT

In our continued push to ensure network and data security, disaster recovery, and effective data backup procedures, City Park has completed the install of a new digital backup system. This system is the first leg of our enterprise level disaster recovery plan. The system backs up data first locally and then moves the backed up data off site to a secure facility. There,

it is stored indefinitely and is always available should the need arise. With the inclusion of this new system, the overall time to back up data has been cut in half. Working with our vendors, we are putting together a plan that will allow us flexibility and an expedited timetable to recover from a catastrophic disaster or failure if one were to occur. This backup system alone should allow all to sleep a little better at night (well, at least I have been sleeping better).



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Westfield San Francisco Centre is open and it includes a unique revenue control setup. We have added two fee computers to handle the expected large crowds

and are excited by the speed this setup offers to our customers. Included in this setup is a unique communication system between the Westfield valet lounge and our off-site garage that allows for a seamless retrieval of cars. Working closely with Datapark, the system allows the two locations to

communicate instantaneously. When a customer returns, their ticket is transacted by the cashier, the remote site is alerted, and the car is in route to the customer before they have even received their change. This system will allow for a quicker turn around and our customers will benefit from reduced wait times.



By leveraging technology to improve the parking process, City Park continues to push the "customer service" envelope.

