



Fox, a Chow mix, is back in Michigan after being picked up by Hillsborough County Animal Services and identified by his rabies tag.

Technology, Tag Reunite Dog, Owners

Fox doesn't realize that e-mail and a small metal tag on his collar saved his life. All the Chow-mix knows is that he is back with his family in Michigan after being found wandering around Sunrise Mobile Home Park in Lutz.

According to Barbara Bailey, educational officer with Animal Services, "We had been unable to trace the tag, because there was no state or county on the tag, just the number."

Animals with tags are held for 14 days and the shelter staff tries to contact the owner. Because the shelter had received an e-mail from Phillips asking if they were holding a dog with a Dearborn tag, Fox's time was extended in order for his family to make the trip to pick him up. Fox's owner, Michael Cislo, drove 17 hours from Dearborn to retrieve Fox.

Laura Phillips, Cislo's wife, explained that her son had come to Florida to visit friends and had brought Fox with him. When he woke up from a nap, the dog was missing. Phillips made the initial trip to Florida to find the dog, but returned home empty handed. Finally, she went on the Internet and found Animal Services' website and e-mail address.

"What an ordeal! Fox is home now and very happy," Phillips wrote to Animal Services. "As you can see, I am a sappy dog lover to the end, and thank you all again since you helped end the nightmares that kept me up most of the night while he was gone!"

We get letters

Gentlemen:

I recently had a disconcerting experience when we discovered that our plumber improperly mixed reclaimed water with the county water connected to our household. A combination of events triggered reclaimed water to get into our household water, which obviously alarmed us at home.

I contacted the Water Department and asked for Johnny Garner because he had helped us with some sand residue in the water lines several weeks ago.

Mr. Garner was at our house in less than one-half hour. He contacted other members of the Water Department, Health Department, and other proper authorities. He worked with my family helping us not only to resolve the problem, but also, more importantly, giving assurances to my wife and daughter (with two small children) during a time when, as you can expect, panic was a concern.

I realize you probably get bombarded with complaints from citizens in our community who find problems with the services you provide. I am writing this letter for exactly the opposite reason. I am writing to show my appreciation to an extraordinary employee with an incredible sense of responsibility, professionalism, and sensitivity.

I want all of you at your different levels to be aware of the responsiveness my family found from the Water Department. I want you to be sensitive to the fact that one of your employees went far beyond the line of duty in helping us around the clock both by being there and being available over the phone.

Sincerely yours,
Luis Garcia

Hillsborough County Communicator

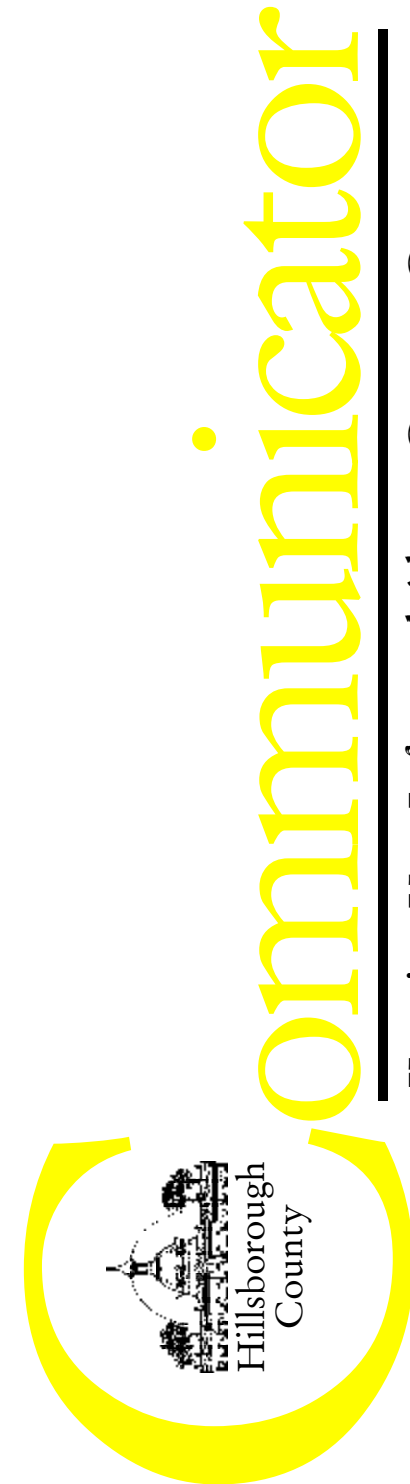
Published every month by the Communications Department to inform residents about the programs, services and activities of their County government.

For more information, call Public Information at 272-5314 or the Hillsborough Information Line at 272-5900.

Web site: www.Hillsboroughcounty.org

Daniel A. Kleman
County Administrator

HILLSBOROUGH COUNTY
Board of County Commissioners



Keeping You Informed About County Government

November 2002

Water Department Offers 2 Easy Payment Methods

The Water Department offers customers two ways to save time and money while paying water and sewer bills - through the bank or a computer.

Bank Payment

With the Automated Clearing House Auto-Pay system, which is free, you designate a financial institution where you have an account. Your monthly water payments are deducted automatically. This method is similar to services offered by other utilities.

To enroll for this service, you may call our Customer Service Department at 272-6680 and request an application for Auto-Pay. The application asks the bank or savings account number and the bank identification number.

The money is deducted on a regular monthly basis from that account.

The Water Department also sends the customer a copy of the bill, so the customer has a record of the transaction as well as being able to track of the amount of water being used each month.

The advantage to the Auto-Pay service is that you will never have to worry about having your service interrupted because you forgot to mail the payment and the costs of writing a paper check and mailing it.

Electronic Payment

The second way to pay your water bill is through an electronic bill paying service called PC Banking or Rapid Pay.

You can request the service from your financial institution, which should be able to help in getting and setting up the necessary approved computer software. With this service, you "write your check" electronically and submit it to the Water Department through your bank.

The advantage to PC Banking is that you save the time, trouble and the costs of writing a paper check and mailing it.



Left: County Commission Chair Pat Frank and County Administrator Dan Kleman display the Urban Community Transportation Coordinator of the Year award won by the county department that provides transportation for disadvantaged people in Hillsborough County. The award was given by the Commission for the Transportation Disadvantaged in Tallahassee for meeting or exceeding all 13 performance standards including: being on time, cost effectiveness and expanding services to clients in need. Below: Edgar Martinez, manager of the Sunshine Line, and Jack Kroll, interim director of Health & Social Services, stand by a new van with the new logo and slogan for the county's transportation disadvantaged program.

Sunshine Line
Provides Ride
On Bright Side



Good Stuff To Know

Know Your County Government

HTV22, the county's cable television channel, carries all of the County Commission's regular meetings, scheduled for the 1st and 3rd Wednesday of the month, beginning at 9 a.m. Also televised are land use hearings, scheduled for the 2nd and 4th Tuesday of each month, beginning at 9 a.m. You also can catch up on Hillsborough County News weekdays at noon and several other times every day with *Hillsborough This Week*. Local pundits dig behind the headlines and discuss the issues on *Weekly Review*. For a complete schedule: <http://www.hillsboroughcounty.org/htv/home.html>.

Plan To Surf The Web

Hillsborough County's Planning and Growth Management Department recently launched an interactive web site for the Community-Based Planning Program. The web site address is: www.hccommunityplanning.com. The new web site provides an overview of the program and detailed information regarding each community plan. Citizens and staff can use the site to stay involved, review draft documents and maps, find out the date of the next meeting, and communicate with project managers. The site also features an internal communications module that allows community plan project managers to update the site and post documents.