



There's No Business Like Show Business

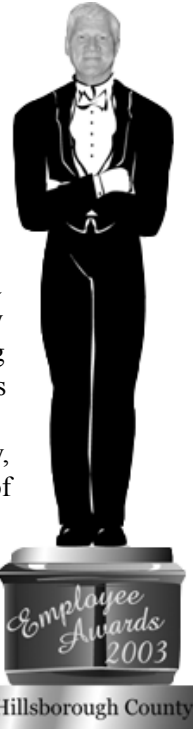
On Aug. 14, a limousine rolling up in front of the Tampa Bay Performing Arts Center with VIPs stepping out onto a red carpet will mark the beginning of the Employee Rally 2003.

“Elegance” is the key word of the event, starting with a riveting opening sequence of dancers swirling gracefully across the stage and tuxedo-clad emcee Dan Kleman gliding to the podium to preside over the eagerly awaited awards ceremony.

In keeping with the Academy Award theme of the rally, clips of popular movies chosen to elaborate on the theme of each award will play on the large screen as the recipients are called up to the stage.

Visits by celebrities will punctuate the event.

So join us on Thursday, Aug. 14, at the Tampa Bay Performing Arts Center Louise Lykes Ferguson Hall, and be a part of the excitement and elegance of the Employee Rally 2003.



(See related story "And The Winners Are..." on Page 3)

County Commissioners Honor Fallen Heroes

On July 22 at Joe Chillura Courthouse Square, County Commissioners dedicated two stone tablets and flagpoles that will serve as a lasting tribute to seven courageous servicemen who had ties to Hillsborough County: Marine Lance Cpl. Brian Buesing, Army Capt. James Adamouski, Army Staff Sgt. Wilbert Davis, Army Sgt. 1st Class Paul Smith, Marine Lance Cpl. Andy Aviles, Army Cpl. John Rivero, and Army Staff Sgt. Michael Quinn.



ROTC Cadet Jason Glover, Jr., leads in the Pledge of Allegiance.



And The Finalists Are...

Citizen/Customer Service
Marcia Boone, Children's Services
Gloria Jolly, Library Services
Paul Caldorni, Parks & Recreation

Citizenship
Anthony Cole, Children's Services
Marty Bradley, Parks & Recreation

Employee of the Year
Shirley Ballangee, Aging Services
Kathy Kinsey, Children's Services
Glenn A. Watson, Public Safety

Excellence in Government
Cynthia Riggs, Children's Services
Jackie Brown Cason, Parks & Recreation
Randy Klindworth, Real Estate

Helpfulness Award
Jackie Brown Cason, Parks & Recreation
Billy Graham, Parks & Recreation
Larry Webster, Public Works

Manager of the Year
Sandy Whitney, ITS
Michael Kruger, Parks & Recreation
Anthony Haynes, Real Estate

Safety Effectiveness
Campus Management Team,
Children's Services
Livable Roadways Team,
Parks & Recreation

Service & Program Improvement
Dale Herbst, Children's Services
Mary Keith, Cooperative Extension
Roland Salgado and Eric Harvey, ITS

Supervisor of the Year
Michael Bitting, Children's Services
Pat Vanetta, Parks & Recreation
Patti Conover, Public Safety

Team Effectiveness
Independent Living Program Team,
Children's Services
Employee Rally Committee,
Communications
Spray Team, Parks & Recreation

And The Winners Are...

On Thursday, Aug. 14, we will hold our annual employee awards program.

This year's theme, the Academy Awards, closely parallels the ceremony after which it is patterned.

The original Academy Awards began as a banquet for movie industry insiders. Of course, we all know how it has progressed to be an international spectacle, viewed by more than 1 billion people.

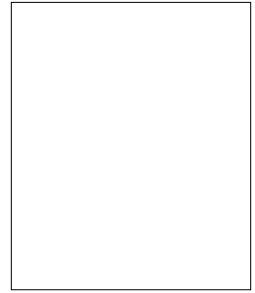
Our own Awards Ceremony began in much the same manner in the '80s, with awards presented at a banquet to which only the finalists, their directors, and the executive team were invited.

Now, each year all employees are invited, the event is held at the Tampa Bay Performing Arts Center, and taped for delayed viewing by everyone on our closed circuit channel.

The awards recognize the exceptional contributions and achievements of employees, with the nomination process beginning in the spring with employees completing nomination forms for the various award categories and submitting them to their directors. They go from there to their Assistant County Administrator, who selects one nomination for each award category. A review committee comprised of former award nominees evaluates the nominees and select a finalist for each category, and the executive team makes the final selection of winners.

The only exception is the Helpfulness Award, which I get to choose from five finalist nominations from other employees. This award, which carries a check for \$500, goes to a non-supervisory employee who has been with the County at least two years, and who is courteous, helpful

Dan
Kleman



Message from the Administrator

and considerate to everyone, as well as ethical and moral.

We don't have 1 billion people watching our Awards Ceremony, but we do have seating for more than 1,000, as well as free parking for 200 vehicles, and I urge as many of you as possible to come out to support your fellow employees as they receive once-in-a-lifetime honors. It's fun, it's inspiring, and it may be the only time you get to see me dressed in a tuxedo gliding across the stage with a bevy of dancers.

County Government Organization New, Improved

County Administrator Dan Kleman has made a number of organizational moves, realigning departments, changing a department's name and appointing a new assistant county administrator.

New ACA

Public Works Director Bernardo Garcia is now Assistant County Administrator for Community Services.

"I know it will be challenging," Garcia said. "I'm looking forward to the new duties."

Kleman hired Garcia in 1997 to direct the 650-person Public Works Department, responsible for roadway and drainage maintenance, capital improvements and engineering. He served as interim director of Planning & Growth Management for six months last year during a search for a permanent director for that department.

In his new position, Garcia will be

responsible for overseeing the operations of some of the county's largest and most visible departments. In addition to Public Works and Planning & Growth Management, these include Animal Services, Housing & Community Codes Enforcement, Fire Rescue, Parks & Recreation, Solid Waste Management, and Water.

Garcia holds a Civil Engineering degree from Texas Technical University and is a member of several engineering and public works organizations.

Name Change

Hillsborough County's Community Improvement Department now is officially called the Housing & Community Code Enforcement Department. In addition, the following functions of the department will change:

1) The federally funded Section 8 Rental Housing Program and the Weed & Seed "Safe Haven" program will

now report directly to the Human Services Team; and

2) The Capital Project Management function, responsibilities and staff that the department was responsible for will be moved to the Water Department.

County Administrator Dan Kleman also has asked that a review be undertaken to determine if the Community Development Block Grant (CDBG) resource allocation process should be transferred to the Management & Budget Department.

Teams Change

The Consumer Protection Agency, headed by Jim Sudberry, and the Public Safety Department, headed by Bill Studer, have been moved from Community Services to Management Services Team headed by Interim Assistant County Administrator Roger Dean.

The move was made to better realign services within the organization.

Good News

SPECIAL RECOGNITION

HTV's **Kris Blake** recently passed her Certified Realtime Reporter certification. Out of 56 people taking the test in Florida this year, only four passed.

LETTERS

"**Shirley Saxson**, you are the best," wrote Gibsonton residents Christine and Robert O'Hagin after speed bumps were installed on their street. "We and the community want to express our sincere thanks to you and all your hard work in making this possible." Saxson also received "thanks" from Forest Hills Drive resident Michael Zavosky. "I appreciate the very efficient manner in which this process (speed humps) has been conducted, and I am especially grateful for the time and patience granted to me by Shirley Saxson. Her guidance has been invaluable." Susan Weddle wrote to thank both Saxson and **Wayne Kirby** of Public Works Traffic Engineering for their help with speed bumps, "Thank you for your assistance and providing the direction to help us

meet our goal. Your support and guidance meant a lot to me." And Carol Guthrie wrote, "Shirley needs to be recognized for the hard work she does. She is very professional in the way she handles things."

Lake Magdalene area resident James Hall wrote to thank **Don Heisserer and his team** and **Tommy Denton** of the Public Works Department for a county cleanup around the lake and a canal. "I want you to know that I, and other residents bordering the canal and affected by the cleanup, are appreciative of the way this project has been handled...we are pleased that the work conducted also preserved or enhanced esthetic values."

Barbara Merritt of the Communications Department received an e-mail from Mary Foster: "I wanted to thank you for all the information that you sent to Gaye, concerning senior citizen homestead exemption. My parents are also very appreciative of you taking the time to look up the information.

Being Hispanics they don't know of the many laws that could benefit senior citizens."

"I called Traffic Maintenance East Unit No. 4 about some pot holes. **James Miller** and **Allen Streetman** responded to the problem in just two days. Thank you for the repair job and the response time. They did a very good job," Valrico resident Patricia Powell wrote to County Commissioner Ronda Storms who added, "Please convey my appreciation to Mr. Miller and Mr. Streetman for their commitment to the citizens of Hillsborough County."

T. T. Smiley of Caloosa Golf & Country Club, wrote to **Commissioner Ronda Storms** to say, "Thank you very much for your efforts on our behalf to get a weir replaced on one of our lakes...I also want to thank **Walt Davis** (senior engineer with the Public Works Department) who did an outstanding job of managing the project."



Engineer Recognized For Trail Design
Richard Sanders, right, receives the Urban Engineer of the Year Award from Ramon Gavarrete, the president of the Florida Association of County Engineers and Road Superintendents, and affiliate of the Florida Association of Counties. An engineer with Public Works' Design and Engineering Support Section, Sanders received the award for his tireless efforts in the design of the Upper Tampa Bay Trail and Old Fort King systems that combine both pedestrian and equestrian recreational facilities.



Brightening Shelter Surroundings
Linda Harvey and Norman Maddox, animal care assistant, are pictured near one of the areas outside Animal Services they have taken the initiative to spruce up. They both have worked hard moving rocks, mulching, planting palm trees and plants, prompting compliments from the public.

Decisions, Decisions, Decisions... PEP Project Makes Them Simpler

Improving the budget process by replacing five paper copies with one electronic file – that's the scope of the process improvement the Management & Budget Department developed for their initial Performance Excellence Program.

"We used to get five copies of each decision unit," said Dan Klein, manager of the Budget Services Section. A decision unit is a budget item that costs money and/or time. "Then we'd get revisions. And updates. It really was hard to keep track of them."

The files were distributed to County Administrator Dan Kleman, the department's Assistant County Administrator, the head of Management & Budget, and Klein, with one copy being filed.

"Now we can get all of the decision

units on one compact disc, where we used to fill several file drawers," Klein said.

The solution was to take the paper forms and convert them to Excel files. Each decision unit is a separate file, which Klein said is put into a directory for that department. Older versions of each unit are put into a sub-directory as it is updated. Distributing files is a simple matter of using GroupWise, and e-mails are dated, so there is no question as to which is the most current.

Besides saving paper, the electronic process standardizes submissions with the use of pull-down menus, and the forms are easier to update. The process was tested last year with the FY 03 updates, and went into full use this year with the FY04-05 budget.

During the next budget process, standardization will go a step farther by having everyone use a set structure to name decision units.

For example, for a decision unit from the Communications Department (CM), funded through countywide general funds (01-001-001), the first decision unit that is submitted (DU#1) named Employee Awards Program, would end up translating to: CM;01-001-001:DU#01;Employee Awards Program.

Making the process electronic resulted in direct savings of \$15,250 annually for the Management & Budget Department. And it's more user friendly.

Klein said that a lot of people in his department contributed to the forms and instructions. "It really was a team process."

County Employee's Focus Is On Bicycle Safety Education

The safety of bicyclists has come to the forefront recently because of serious accidents between bicyclists and motorists.

Senior park manager Tina Russo, who also is the president of the Florida Bicycle Association, wants everyone to be educated about bicycle safety.

"That's one of my big, big pushes right now," Russo said. "It's expensive, though."

Some of the money for education comes through the sale of 'Share the Road' specialty license plates, with the Florida Bicycle Association establishing mini-grants to provide funds for programs that focus on motorist and bicycle education and awareness of proper, legal roadway sharing.

Certified by the League of American Bicyclists, Russo teaches Road I, a course that provides instruction and guidance in the basic principles of bicycling for adult cyclists by combining

classroom discussion/activities with on-road practice.

Education is just one of the three E's Russo preaches. The others are enforcement and engineering. Russo feels it is important that judges and law enforcement officers understand the rights of cyclists, and recently spent two days at a convention of judges promoting that point of view.

Motorists need to understand the rights of cyclists as well, said Russo. "Just share the road with us (bicyclists), that's all we ask."

She also is a strong advocate for building roads with bicycle lanes. Although she knows that trails are great for recreational cycling, she said, "Those people who have to bike to work are the

ones we're trying to help."

Hillsborough County has 297 miles of on-road bike lanes or shoulders and 32 miles of off-road trails. Soon to open is a county "first," a bike/pedestrian overpass that will provide a safe way to cross Gunn Highway for people using the Upper Tampa Bay Trail.

For more information on bicycle safety classes, contact Tina Russo, 264-8511.



Wearing helmets is an important part of bicycling.

Emergency Information Goes Electronic

When people call the Emergency Operations Center during a crisis such as a hurricane, the call takers at the Citizen Response Center now will have a quick, easy way to relay their concerns to the appropriate agency, such as Fire Rescue, the Red Cross, or TECO.

That new way came via laptop computers with a special Emergency Information System program that sends the message to the agency according to the category chosen by the operator. There are 106 categories, ranging from Airport to Gas Leak, from Mass Casualty to Traffic Accident. Each call also is assigned a priority level.

Before the Emergency Information System was adopted, call takers had to fill out paper forms and run them to the agency representatives who are gathered in the operations room. If more than one agency was involved, the form had to be duplicated.

Now, categorizing the message such as Search & Rescue, will send it to Fire Rescue as the primary agency, and to five support agencies, including the Sheriff's Office and other law enforce-



Dennis LeMonde, community relations coordinator at the Emergency Operations Center, demonstrates a new computer program that sends messages to agencies.

ment agencies.

With the Citizens Response Center handling as many as 600 calls an hour during an emergency, there are more advantages for staff—and citizens—than just eliminating the paper shuffle.

Besides routing the calls faster, the computer program keeps track of whether any action has been completed, and archives the messages, a necessary step when it comes to documenting the event. And what happens if the power goes out? The Emergency Operations Center has that covered, too. The building is equipped with an emergency generator.

CALL-TAKERS NEEDED

With hurricane season upon us, the Citizens Response Center (CRC) is once again looking for call-takers. Spanish speakers especially are in great demand.

CRC call-takers answer residents' calls and relay essential information and requests for needed services and assistance to emergency personnel.

Call-takers are needed when the CRC is either partially or fully activated during emergency situations. Before volunteering, please make sure your manager or supervisor will excuse you from your duties.

There will be several orientation sessions held Aug. 11 to 15, from 8 a.m. to 10 a.m., at the Hillsborough County Emergency Operations Center, 2711 E. Hanna Avenue. Volunteers need to attend only one session. Volunteers will be contacted to schedule an orientation date.

To volunteer or for additional information, please call Dennis LeMonde at 744-5911 or e-mail lemonded@hillsboroughcounty.org.

Harassment Or Personal Dislike?

by Gail Williams, Equal Opportunity Administrator

The term "harassment" has been used loosely. Employees being counseled for performance and behavioral issues are claiming they are being harassed by their supervisor. It is perceived that the supervisor doesn't like them or the supervisor has poor management skills - so the supervisor is harassing them

There is a distinct difference between harassment and "discriminatory harassment" or "unlawful harassment." Harassing conduct that is motivated by bias toward an employee's race, sex, religion, national origin, or disability (protected classes) provides a basis for filing a complaint.

It is not good business to allow supervisors or employees to harass on any basis. However, it is not unlawful to personally dislike someone, as long as the personal dislike isn't based on the employee's protected class.

BRIEFS

Find A Friend

Hillsborough County Animal Services will be part of a Summer Adoption Expo on Aug. 16, from 10 a.m. to 3 p.m., in the Horseshoe Pavilion at the Florida State Fairgrounds. The department, along with more than 15 other agencies will bring dogs, cats, puppies and kittens to be adopted.

The expo is being organized by No More Homeless Pets, a coalition of animal welfare groups and individuals who have come together to make a difference for animals. For more information, call Animal Services, 744-5660, or visit: www.nmhp-hc.org.

Archived Records Request Form On Your Computer

Getting records from the County Administrator's Records Center just became easier.

Instead of having to print a form, fill it out, and fax it, now you can pull the form up on COIN, fill it out on your computer, and hit "send request" at the bottom to submit it electronically.

Go to COIN, click on the "Forms" tab at the top, and click on OCA Record Center Retrieval Request Form under Administrative Services.

CLASSIFIED

Merchandise

BOYDS bears & furniture. 35+ plush bears, \$250 OBO. Furniture separate. Call 657-1224.

NOKIA cell phone, type NPB-1RB Model 3390B w/case. Nokia type NSW-1NX Model 51601, Mitsubishi model T200 w/case. All w/wall chargers. \$10 each. GE hand-held CB, \$5. Or \$30 for lot. Call 657-1224.

DINING table, 6 chairs. Redecorating. Photos at: www.wilkc.com/Images/table1.jpg <http://www.wilkc.com/Images/table2.jpg> \$500. Call 818.7763.

BUNK bed, oak w/2 drawers, matching dresser & hutch. \$395 OBO. Call cell, 727 542-0505.

CRAFTSMAN tractor/ mower. 16 HP. Auto w/cart. \$995 OBO. Call 932-2469 or 677-5985.

PIANO, console. \$1,000. Call 759-1353.

BABY Noah's Ark bassinet & bedding. Some infant, toddler clothes. Call Lauren, 962-5776.

MEMORY chips, 2 128 MB. SDram 128 PC-133. \$50 for both. Call John, 908-5488.

EYEPIECE, 6.4 Meade Super Plossl. \$50. Used twice. Call John, 908-5488.

OAK, white lighted ent. ctr w/2 crnr units, \$50. Love seat, \$200. Iron rod square glass coffee table, \$150. Black leather lounge chair w/ottoman, \$65. Red mahogany bed, full size, \$100. 2 black leather bar stools, both for \$75. Call 690-1236.

GE refrigerator, white, approx. 8 yrs old. \$70. Call 626-9316.

DELL computer monitors, 5 used 15 inch. \$30 each. Call 876-0456, lv msg.

HP IPAQ 1910 pocket PC. 64 MB, CD, \$210. Hard drive, Ultra ATA 100 ATA hard drive, 46 gig, \$40. Call 220-8266.

TECHNICS surround sound, \$150. 5-disc CD, \$80. Stereo dbl cass, \$80. 7-band stereo EQ \$60. Wall spkrs, \$50. Or all \$400. Call 453-6123.

ENTERTAINMENT center, Holds up to 36-inch TV, lighted curio. \$149.99. Call 662-0863.

PIANO, Conn spinet. Mahogany. \$500. Call Connie, 681-9136, lv msg.

MANDOLIN Washburn Model M-1 w/hard case & extras. \$300 OBO. Call 962-2253.

POOL, 12X24 oval w/ladder, Jacuzzi sand filter, motor. Needs liner. \$500 OBO. Call 866-3833.

TUBS, 2 1900s cast iron w/removable claw feet. Call 469-0111.

AC, new Whirlpool unit, 11,600 BTU. Used 10 days. Can deliver. \$150. Call 842-2817.

POOL safety fence, PVC, w/black netting. \$100. Call 689-0522, lv msg.

WHIRLPOOL dishwasher, new, \$200 OBO. Whirlpool gas stove, self-clean w/hood, \$300 OBO. Call 653-9975 after 5 p.m., lv msg.

Automotive

'92 MITSUBISHI 3000 GT SL. 1 owner. Auto, AC, 6 cyl, 10-stack CD. 90K miles. \$7,100 OBO. Call Chuck, 651-5767.

'00 TOYOTA Camry. 37K miles. Garage kept. \$13,300 includes taxes, fees. Call Sandy, 961-6680.

'98 NISSAN 200SX SE. 5 spd manual, AC, AM/FM CD, moon roof, PW, PL. 71K miles. \$7,500. Call Christine, 843-1767.

'96 HONDA Accord sedan ES. V6, auto, AC, CD player. 147k miles. \$4,950. Call Shawn, 643-6349.

'02 ACURA RSX Type-S. 2.0 200 hp, 6 spd, 6 disc CD. Take over pymnts. Call 863-441-1657.

'99 CHEVY S10. Long bed, 4 cyl. 1 owner, PS, PB, auto. 86K miles. \$7,600 OBO. Call Mildred, 748-8783.

'94 CHRYSLER Concorde. Keyless entry. AC, all pwr. \$2,500 firm. Call anytime 759-1353.

CARGO liner for Ford Expedition. Tan. \$40 OBO. Page at: 214-5718.

'00 NISSAN Altima GLE. All power, CD, sun roof, ceramic brakes. 60K miles. \$8,600. Call cell: 842-2817.

'98 TOYOTA Corolla VE sedan, 4-dr. Auto, 4 cyl, 1.8 liter. AC, PS. 61K miles. New tires. \$6,187 OBO. Call 949-8689.

'94 LAND ROVER, Discovery Sport Utility 4-Dr., 4X4. V-8 3.9 liter, rear AC. 111K miles. \$6,775 OBO. Call 949-8689.

'86 BMW, new engine, PS, PB, auto. Needs work. \$750 OBO. Call Michelle, 681-2480.

'00 BLAZER LS. 4 dr, 99K miles. PW, PL, PS, tilt, AC. \$8,900. Call Debbie, 949-9573 or Loretta, (352) 688-1041.

'94 CHEVY high-top van. Auto, V-6, front & rear AC, cruise, TV. 68K miles. \$4,900 OBO. Call 855-2021.

'92 HONDA Accord EX. 2 dr, 1 ownr. 145K miles. \$2,900. Call 286-2220.

'84 CHEVY Monte Carlo w/new motor. \$1,800 OBO. Call 886-3833.

'85 300ZX. Jumped time. New tires, clutch, shocks. \$800 firm. Call 469-0111.

Real Estate For Sale

HOUSE, 4/3. 1,975 sf. plus garage. Pool w/screen. Hot tub. Outbuildings. 1/2+ acre. Fenced. \$185,000. Call 633-9269.

LOT, 50'x150', first block off Baysshore Blvd. \$250,000. Call 839-7141.

BRANDON, 70X132. Deed restricted, ski lake, shade trees. \$34,500. Call 662-1047.

Miscellaneous

MOTOR HOME, 25 ft. Travelcraft, Class B, w/84 Chevy C350, V-8. Auto, AC, CD. 84K miles. \$8,995. Call 234-4567.

HORSE for 6-mo. lease, 14.3H Reg. Arab/quarter horse gelding. Experienced horse person only. \$175/month includes board. Call 757-0805.

'00 HARLEY Davidson, Heritage Softail - 211 cam, 44mm carb, extra chrome, hooker long shot pipes. 13K miles. 1 owner. \$18,900 OBO. Call 760-3939.

RIDER needed. Park free in County Center. Need 3rd person from Apollo Beach/Ruskin area. Hours 7:30 to 4:30, flexible. Call Linda, 641-7143, evenings.

'02 HARLEY Sportster 883R. Brand new. \$6,800 OBO. Call Jeff, 917-9782.

GOOD home needed for neutered male lab, fox red in color without papers. Neutered male Sheltie with papers. Call 633-9269.

WANTED: Nikon Coolpix 4500 or 5000. Call John, 908-5488.



Hillsborough County

NEWSLINE

A monthly newsletter published by the Communications Department for Hillsborough County employees.

Communications Department
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Call 272-5314 and tell us your news.

Hillsborough County Board of County Commissioners
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