



COUNTY EMPLOYEES CONTINUE OUTSTANDING SERVICE DURING HURRICANES

First there was Charley, then Frances, Ivan and Jeanne in rapid succession. Almost every resident in Florida has been affected in some way by this busy summer of storms, either with a fallen tree in the yard, damage to a house, time spent boarding up windows and cleaning up yards, or scrambling to find child care when the schools have been closed. It's an additional challenge for county workers who are responsible for emergency response in the face of an impending disaster and the recovery of the community after the storm has passed. We've all been reminded this summer of the important jobs that we do in county government to keep our county functioning.

We covered Hurricane Charley in the last issue of this publication, and have again collected some examples of the outstanding and tireless work that Hillsborough County employees have done throughout Frances, Ivan and Jeanne. We can't possibly tell every success and story here, and will probably leave some out. If we miss the excellent work that your section or department did, please let us know. Let's all give each other a pat on the back!

Facilities Management

Every hurricane hitting the Tampa Bay area has the potential to damage our county buildings either from wind-blown debris or rain. One of the major tasks that Facilities Management employees have to undertake, before the storm arrives, is to protect the county's buildings. Rising water is the greatest threat to County Center in particular because it has the potential to knock out the high voltage electrical service where it enters the building at ground level.

During Hurricane Charley, Facilities Management employees installed and removed more than 3,000 sand bags around the critical downtown buildings. New innovative approaches were taken during Hurricane Frances, which reduced the number of sand bags by using tape and a fast drying sealer. That sped up the effort to protect the buildings.

Faced with the potential for greater damage from an even deadlier storm, Hurricane Ivan, Facilities Management employees introduced a new flood barrier to protect County Center, shown above left. This new barrier was made of 50 water-filled, 19-foot-long vinyl-coated polyester tubes which were stacked in a pyramid and connected around the building. The tubes, when strapped together, formed a water tight barrier.

Fire Rescue

Our Fire Rescue Department joined a local Urban Search & Rescue Task Force, which also included representatives from



the City of Tampa and St. Petersburg Fire Rescue Departments, to help out in other counties after the recent hurricanes. They sent 18 employees each to Charlotte County after Hurricane Charley, to Titusville after Frances, and to the Panhandle after Ivan.

Fire Rescue crews also drove around parts of Hillsborough County where the power was out after Hurricane Jeanne, watching for danger spots and for looters trying to prey on residents who were in the dark. They also visited residents along the Alafia River to warn them of how high the river was going to crest, in order to ensure residents had time to prepare.



County Fire Rescue staff take a break from search and rescue to pose with President Bush and City of Tampa and St. Petersburg Fire Rescue in the Panhandle area after Hurricane Ivan.

Development Services

Development Services staff provided several building, plumbing, electrical and mechanical inspectors, as well as staff from the Hazard Mitigation Section, to help Polk County with damage assessment after Charley. Most of the staff worked 12 hour days for a week and a half, commuting each day to the assessment headquarters in Bartow.

In preparation for Hurricane Frances, the section also worked along with staff from Fire Rescue, Housing & Community Code Enforcement and the Property Appraiser's Office to review damaged structures throughout the unincorporated county. Both field and office staff worked 12 to 14 hours daily. The section's staff also worked directly with FEMA to identify damaged structures for which the property owners were either under-insured or had no homeowners' or flood insurance, so they could be recommended for federal assistance.

Cooperative Extension

In response to the amount of hurricane damage to homes throughout the county, Cooperative Extension, along with several other departments and organizations, is planning a class on October 23 for residents on to how to make repairs and be more prepared for the next storm.

Cooperative Extension also has been helping with food safety issues at all service centers, and is assisting the

agricultural industry with damage they have received to their crops and facilities.

Water Department

Water Department staff has had one of the harder jobs during these hurricanes as a result of the number of wastewater lift stations and water plants that have been without electricity. In the aftermath of Hurricane Jeanne, 200 lift stations were without power, requiring staff to find enough generators to run them or to pump the stations manually until they were online.

During Jeanne, the department also had a particularly trying time because a main Tampa Bay Water wellfield in south county lost power, threatening a possible boil water situation for much of southern Hillsborough County. But the department helped avert that situation by loaning generators to Tampa Bay Water to get the water flowing again. When a similar problem occurred with the Lake Park Treatment Plant, they rushed through the approval of a water line that was almost completed from Pasco County to ensure the water supply in the northwest part of the county.

Another issue facing many county residents after Hurricane Jeanne was the lack of water because they had private well systems, and no power to run them. So the Water Department stepped in again and installed spigots at hydrants in four locations in south and east

Hillsborough County. Residents are able to fill as many containers as they need free of charge at those locations.

Parks, Recreation & Conservation

Parks, Recreation & Conservation staff have been staying busy. Many of the regional parks have been closed because of flooding, and staff has spent long hours cleaning up the facilities. After Hurricane Jeanne, the department also has been providing locations for Red Cross' long-term shelters for residents who can't return to their homes yet because of damage or lack of power, and for Red Cross relief distribution points at numerous Recreation Centers.

Several of the department's facilities also have become drop-off points for residents to take their yard waste. These extra facilities are intended to make it easier to residents to clean out their yards by providing locations all throughout the county. In addition, Parks, Recreation & Conservation employees have continued providing much-appreciated food services at the Emergency Operations Center to staff required to work there for long hours.

Purchasing Department

After Hurricane Jeanne, the Purchasing Department ensured that staff was available on Sept. 27, the day most employees were off of work, to help other departments with whatever was needed. The department also regularly staffs the Emergency Operations Center to coordinate purchases needed by other departments from that location.

Housing & Community Code Enforcement

When Frances made many homes uninhabitable because of flooding, Housing & Community Code Enforcement stepped to the forefront. Employees made Community Development Block Grant funds available to the Health & Social Services Department to help residents and provide for food and water in distressed areas.

They also set up assistance centers at Neighborhood Service Centers and other locations to help residents that needed to apply for housing assistance. Code Enforcement monitored the damaged homes along the Alafia River area and let residents know of the assistance avail-



Facilities Management employees prepare the water barrier that was placed around the County Center before Hurricane Ivan. It took staff four hours to prepare the flood barrier.



Executive Team Debris Services
Manus O'Donnell (left), Assistant County Administrator for Human Services; Carl Harness, Assistant County Administrator for Management Services (far right); and Reggie Windham (center) of the Quality Services Office helped clean up after Hurricane Frances. Not shown in this picture is Deputy County Administrator Wally Hill who also assisted with the effort.

able through their department.

In addition, staff from the department participated in the Damage Assessment Teams that spread throughout the county after each storm, including their director, Dexter Barge, who is in charge of all county damage assessment teams.

Public Works

Another department that has worked tirelessly has been the Public Works Department. Members have been responsible for placing and running the water pumps throughout the county where flooding is occurring. After Hurricane Jeanne, they preemptively installed pumps in four areas where flooding had occurred after Frances, and immediately started them after the storm passed, preventing any additional structural flooding in the areas. They also were the first responders to cut out trees that have fallen on county property and clear off debris to allow roads to be reopened. In addition, they have repaired numerous road failures, traffic signals needing repair, and potholes as a result of the storms. Following Jeanne alone, Public Works crews restored more than 100 traffic lights around the county.

The service units also were the main locations where residents went to fill up sandbags before the storms. At times at some units, the traffic lines would stretch down the road as residents waited to get sand. So many bags had been filled that the supply of sand was exhausted and they started using dirt to fill bags. Fire stations were also providing this important service to residents.

Public Works employees also have been helping Solid Waste Management in cleaning up all of the debris around the county. After Jeanne, Public Works has provided 16 crews to help the franchise and contractor haulers with clean-up around the county.

Solid Waste Management Department

Solid Waste Management has had a big job and will for many weeks in order to pick up all the debris left by the storms. After Hurricane Frances, the department had weighed in more than 36 million pounds of collected debris. Jeanne made matters worse by dumping additional debris all over the county. To combat this big job, employees have helped identify and staff 23 drop-off locations for residents to take their yard waste free of charge. They also have been managing the franchise haulers and helping direct the contract haulers picking up the large debris as they work around the clock to clean up the county.

Animal Services

Animal Services implemented a program to help match people with pets looking for a place to ride out the storm with people willing to allow them in their homes.

Aging Services

During the hurricanes, Aging Services ensured that their clients were safe, helping move many of them to the special needs shelters. After the storms, they have continued to monitor clients who do not have power or are low on food,

and are helping at emergency distribution stations.

Health & Social Services

After Jeanne, the Health & Social Services Department opened 11 comfort stations around the county, mostly in their Neighborhood Service Centers, to provide food, water and ice to residents that need them, seven days a week. Nearly 3,000 people had been helped at these centers in the week after the storm. The department also has been providing food vouchers to residents that need them.

Communications Department

Communications Department staff has been working around the clock to get the word out to the public and employees during these hurricanes. A new approach taken by the department this year was airing live reports and press conferences on HTV22 before, during and after the storms, providing yet another way for residents to stay informed.

Employees from the department also staffed the Emergency Operations Center and NetPark to gather information that needed to be disseminated from the various departments and to help with media and public requests. Up-to-the-minute news was sent to the media and also placed on the county's web site. After Jeanne, the department has also coordinated a series of newspaper advertisements that have been running in various local newspapers to keep residents informed of the county's services.

Kudos!

County Administrator Pat Bean during a report to the County Commission after Hurricane Jeanne: "I want to take a moment to publicly thank all of the men and women who work for Hillsborough County government, some of them being there now for the fourth time in about a five- to six-week period ... and tell you how proud I am of them for what they've been doing."

GOOD NEWS —

LETTERS

After curb cuts and ramps were completed at the intersection of South Village Drive and North Dale Mabry Highway, Bernadette Storck wrote to thank Public Work's Maize Monroe and the ADA liaison office. "Please accept my thanks for the timely response provided by your department folks...As I pass there, I note how careful and considerate the workers are for those pedestrians who must cross the streets, as well as the high volume of traffic which passes there."

Odessa resident Jace Iversen wrote to Planning & Growth Management's Ned Baier to thank him for responding to his letter regarding traffic on Van Dyke Road east of the Suncoast Expressway. "I really appreciate your response to my letter. Thank you for your help. It is so nice to have a concerned and responsive government."

"I received a telephone message from Mr. A.C. Willis praising the workers at the East Service Unit. He said the crew did a 'wonderful job in helping him with his problem.' The senior crew leader is Jerry Hood. He and his staff were very helpful," Commissioner Ronda Storms wrote to Bob Gordon, director of Public Works.

Audi Canney, aide to Commissioner Ronda Storms received the following e-mail: "I wanted to let you know they (Public Works' Eddie Grayless and Dan Bailey) were here with the sweeper the other day. They did a fantastic job all over this Brenda Dr./Clara Dr. area, it looks like a brand new street. A job VERY WELL done, thank the appropriate people for me," wrote Bob Harrison.

"Mr. (Bill) Armstrong: I would like to take this opportunity to commend Cpl. Ken Vetzal for the compassionate, dedicated, and excellent service that was provided to my husband, me, and my family recently. We were deeply saddened by the loss of our family pet and his empathy for us was evident and very much appreciated. He is certainly an asset to his professional coworkers and to Hillsborough County Animal Ser-

vices. Thank you," The Braden Family.

Eloise Hurst from the Jimmy B. Keel Regional Library wrote to Jan Stein, Public Art coordinator, "Just thought I'd share some of the audience comments from your presentation here at JBK: 'The speaker was fascinating and lively.' 'Well done!' 'Interesting and informative.' 'Wonderful presentation.' Thanks for taking the time to share your expertise with our customers."

"I wanted to take a moment to send my thanks and that of my community for the effort presented by you and the folks who actually did the labor to install the sidewalk on N. Gornto Lake Road. It is a great pleasure to be able to walk the sidewalk in the evening now rather than the road without having to worry about the potential for a car to run you over. I really appreciate the work. If this message could be extended to the crew that did the work, that would be fantastic!" wrote the Biggers family. Working on this project were: Mike Bueno, David Bruce, Billy Collins, Ted Conklin, Winston Davis, Errol Ellis, Jason Evans, Keith Faber, Roger Flieman, Thomas Gill, Cruz Gonzales, Jeff Kenworthy, Shannon Kilpatrick, Mike Marcellin, Sam May, Charlie McCrary, Gustavo Ortiz, Anthony Perez, Bill Richardson, Raul Sotolongo, Sharon Strout, Dave Welty, George Windham, and Archie Young.

Tax Collector Doug Belden wrote to praise the "highly productive and professional relationship our office has had with the County Attorney's Office. I have had the distinct pleasure of directly working with Robert Brazel, Christine Beck, Deborah Blews, Mary Helen Campbell, Susan Fernandez, Brian Fitzgerald, Jennie Tarr, Lorien Johnson, James Lynch, Orlando Perez, Cathy Teti, and countless others who have assisted my staff. Don Odom is a gentleman and has been very supportive of our office and our ongoing professional relationship. The men and women referenced above have demonstrated the highest level of professionalism, dedication, and delivery of quality legal services in the most expedient manner possible. In addition, their support staff has been terrific!"

State Representative Arthenia Joyner wrote to thank Communications' Donna

Olmstead and Consumer Protection Agency's Jim Sudberry for providing brochures for the guests of the National Organization of Black Elected Legislative Women held in Tampa. She also wrote to thank Doug Dennis and his staff, particularly Bridget Givens, for transporting materials to her office. "We are indeed fortunate to have public employees such as yourselves and those who report to you and work for the good taxpayers of Hillsborough County."

Contractor Gerard Vogt wrote to Planning & Growth Management's Mike Allgire to thank receptionist Valerie Morgan for her delightful personality; zoning technician John Austin for his help with graphics; and Cathy Little, and Mike Fickes for helping with plans review. "Your people have been courteous, knowledgeable and taken time to go over permit applications and prints to expedite the permitting process."

John Midkiff wrote to Animal Control Officer George Garcia to say "thank you for your help with our neighbors' cats. You were very professional and determined to do your job. You were always pleasant and polite. You would do great in any job that requires you to deal with the public."

When a neighbor wanted to drill a well close to Radford Simmons' septic tank, code enforcement investigator Stanley James stepped in. Simmons wrote to Dexter Barge, director of Housing & Community Code Enforcement, to praise James. "He has shown a genuine concern and willingness to help in my situation, even to the point of coming out to my house on a Saturday with very short notice. I appreciate Mr. James' efforts on my behalf and believe Hillsborough County is fortunate to have him as an employee." Gloria Rogers, Simmons' daughter, also wrote to thank James for coming out on a Saturday to help and for showing interest in her father's situation.

"A constituent contacted my office to praise Jessie Williams for her gracious way in assisting him recently while he was taking care of some issues in the Planning & Growth Management Department. He said Ms. Williams had a wonderful attitude, was very knowledgeable, and

found her to be a model County employee. He also observed her at a public meeting giving other citizens the type of treatment that he received. He said Ms. Williams should be placed in a position to teach County employees the proper way to serve its customers," Commissioner Jim Norman wrote to County Administrator Pat Bean.

Roy Davis called Commissioner Jim Norman's office to thank him for the prompt reply that he received after calling in a pothole complaint. He said that he was shocked at the speed of the repair. He wanted to thank Rebeckah Sanchez, Section Manager of the Public Works Transportation Maintenance Division's East Service Unit, for a job well done. She had contacted him directly to notify him of the pothole repair.

Wanda Kinsey called to say a road crew came out and did a wonderful job. "Just called to say 'thank you' for the great and timely service!" The road crew members were Doug Meighen, Dale Gadis, Mike Moreda, Richard Foster, Russell Gray, Jose Nazario, Steve Gentile, Jose Sada, and Alonso Williams.

Bicha McRoy wrote to Donna Glausser, director of Head Start/Early Head Start,

to say that her daughter's attending Head Start allowed her to go to college without depending on friends to baby-sit. McRoy said she also attended Head Start as a child. "I had a hard life growing up in the projects, and Head Start provided a release from it all. From that point on, I used school to 'get away,' because that was the first 'way out' I was ever provided. That feeling followed me all the way through high school. I was always an 'A' student, and I graduated with a 3.9 GPA. Head Start is also working for my daughter...she can write and type her name at 3!"

When sidewalk construction caused a jacaranda tree to become unstable, resident Renee Caudle called for help. Later she wrote to Craig West of Transportation Maintenance, "It pleases me to report to that this morning, a literal convoy of County trucks arrived with a bevy of workers. Within 20 minutes, the debris was removed, the stump was ground down, the swale was raked and the street blown clear. Not only was the crew swift in their action, they were diligent and paid much attention to detail. You and your crew are to be commended for performing duty with gusto, thoroughness, and apparent pride. As for the "Lone Ranger with Pole Saw" who felled the tree as an emergency action, he, too, should be commended because, I'm

sure, the last thing he needed on a Friday afternoon was to cut down some cockamamie tree! You, your crew, and Ms. Barkey (Sandra -- Commissioner Storms' aide) have my gratitude for getting this matter resolved before someone or something suffered damage."

Thomas Charlton, vice president of Wagner Office Furniture, wrote to County Administrator Pat Bean after he worked on the Public Works facility at NetPark. "I would like to commend Tom Rawls, Buz Barbour and Debbie Rhoads for their knowledge and ability to analyze and express how the workstations should be planned. The professionalism and care shown by the above helped us provide an aesthetically pleasing and efficient work environment."

Myra Price, Director of Aging Services, received a letter from Anna Spinella of the Advisory Council for the Area Agency on Aging after she visited the Westshore Senior Center. "I was totally amazed at what is offered there...Kenny (her brother) would have been both very safe and well cared for. It was simply fabulous - extremely well planned, executed, directed, staffed, and delivered."



County Commissioners joined with representatives from the SouthShore Roundtable, county staff and the project contractor and architect to break ground on the new South County Regional Service Center in Ruskin. This center, which is scheduled to open in fall 2005, will house offices of the Citizen Action Center, the Clerk of the Circuit Court, Code Enforcement, Planning and Growth Management, the Property Appraiser's Office, the South Shore Justice Center and the Water Department.

CLASSIFIED

MERCHANDISE

POLARIS 400 explorer, AWD, garage kept, never been abused, low 1,100K. New cost over \$7,000, asking \$3,500. Call 318-1886 or 737-1786.

ROCKING CHAIR Glider with Ottoman \$35, Star Wars Phantom Menace Twin Bed-in-a-Bag, 2 sets, \$15 each, \$25 both. Small desk with closing storage cubby \$15. Kick & Play Bouncer \$5. Bottle Warmer \$5. Infant Car Seat/Carrier \$5. Vibrating Bouncer \$5. Precious Moments Umbrella Stroller \$5. Infant Snuggli carrier \$3 OBO. Call 684-1959.

SLEEPER SOFA & Loveseat \$400 for both. Country Blue. Excellent condition. Located near I-4 & I-75. Call 505-5037.

GIBSON EPHIPHONE electric guitar with canvas case. Almost new, pretty black and shiny, \$200 OBO. Mid-size chest freezer, \$175 OBO. Boat with 130hp twin inboard mercruisers. Boat roll double-axle trailer with hydraulic brakes. \$1750 OBO. Call 650-0595 or 763-1884.

53" SONY Videoscope Big Screen TV with picture-in-picture, excellent condition. \$650. Call 960-2048.

LEATHER SOFA & loveseat with coordinating coffee table, beige, two end tables & two matching ceramic lamps. Retail \$1800, asking \$800 OBO. Call 690-3102.

KAWASKI 550 SX, with trailer,

\$1200. 1992 with very few hours, excellent condition, original owner. Call 641-7143.

CRUISER KAYAK, eight foot, great condition. Will sell for \$300 OBO. Call 766-2392.

CHAPPARAL BOAT with trailer, center console, new floor, new transom, new hydraulic steering with 200 hp Yamaha Engine. Selling as is. \$3500 OBO. Call 888-7448.

DAYBED for sale, never been used. White with porcelain knobs. Asking \$100 OBO. Call 842-3037.

KENMORE stack washer/dryer combination, white. Good condition. \$500 OBO. Call 980-1324 after 6 p.m.

AUTOMOTIVE

2001 silver CHEVY Venture van. New tires, remote transmitter that opens right sliding door, seats 8. Back row lays flat for easy storage or moving. Tinted windows, great body, built-in TV and VCR. 60K miles. \$13,995. Call 468-1277.

1999 FORD Windstar, 95K, excellent condition, \$4500 OBO. Call 240-8724.

1994 FORD Taurus, runs great, new tires and brakes, CD and AM/FM, A/C. Needs some body work. \$1250 OBO. Call 695-9291.

2001 Black MAZDA B3000 Pick-up truck. Runs great, low

miles. Alloy wheels, bed liner, CD, leather interior, 5-speed, theft protection system. \$9600. Call 244-6868.

2001 GMC Sierra extended cab pick-up truck. A/C, automatic, 8-cylinder, AM/FM/CD, tinted windows, power seats and windows, 56K miles, gray outside/black inside. \$22,995. Call 963-6236.

1993 TRANS AM, Red LT1 6-speed, black leather interior, fast, \$4995, Call 220-0146.

HONDA CRV SE, loaded, leather seats, power everything, cruise control, AWD, like new condition. \$13,500 OBO. Call 684-9865.

CHEVY Suburban in fair condition, A/C, automatic, selling as is. \$3000 OBO. Call 888-7448.

1999 CHEVY Tahoe, navy blue, 4-door, 4-wheel drive, leather seats, power windows and seats, travel pkg. Loaded. \$10,999. Call 477-2491.

2003 JEEP Wrangler (4X4), blue exterior & tan interior, 5-speed manual, custom rims & tires, 6,600 miles, balance of factory warranty, great condition. \$17,500 OBO. Call 625-8912.

1995 Nissan Altima, 174K. \$1,400 OBO. Call 476-0392.

PETS

Pit bull pups for sale, six females, two males, \$150 each OBO. Call 833-2098.

CKC Bassett Hound Puppies, eight weeks old. Ready for new homes Sept. 14. Have had shots. \$300. Call 810-1974.

REAL ESTATE

6.25 fenced acres with 3 brm, 1 bath home on 2502 N. Bethlehem Rd., Plant City. Citrus trees and small pond. \$250,000 OBO. Call 918-4938 or 689-4274.

Lakefront property, 1.34 acres, recent survey, county assessed \$58,580. County water and sewer, no impact fee zone, boat access to Lake Wimauma on Hwy. 674. \$45,000. Call 933-3315.

WANTED

Looking to buy preferably a 1989 V8 Chevy Camaro Z-28, with either T-top's or even better convertible. Needs to be in great condition. Call 971-2872.

Looking for a bassinet (travel bassinet is fine) or a travel play yard with removable bassinet, reasonably priced. Call 789-9112.

Looking for car-pool mate from South Hillsborough County area. Free parking in County Building. Call 649-9152.

29-year-old female looking for non-messy roommate, move in immediately (nice house with fenced in back yard, deck, hot tub). \$430/month, utilities, cable, water extra. Call 541-8920.



NEWSLINE

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

Communications Department
County Center, 1st floor
Call 272-5314 and tell us your news.

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