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INSIDE

▶ **2 Administrator's Message**

▶ **3 Good Neighbor Awards**

▶ **4 Animal Services Awards**

▶ **6 Classifieds**

BRIEFS

Sign Language Interpreter Services

Hillsborough County wants all citizens to take an active part in their government, including those who are Deaf, Deaf or Blind or Hard of Hearing. As a result, Sign Language Interpreter Services, aimed at facilitating communication between county government and individuals with hearing impairments, are available for a variety of county related activities including County Commission and Land Use meetings, educational workshops or programs conducted by departments, community meetings, and other county functions.

For information about service availability, visit COIN or contact Sandra Sroka, ADA Liaison at 276-2742.

Tuition Payback OK'd for Firefighters

In an effort to improve the training and retention of Hillsborough County's volunteer firefighters, County Commissioners approved a tuition reim-

(More Briefs, page 5)

Join Pat's Team!

Raise the bar. That's what Hillsborough County Administrator Pat Bean is asking of every county employee in the coming year. In fact, to ensure employee support of that goal, she's taking her message on the road.

Pat's Team Visits have already begun and will continue throughout the year. The Administrator is visiting departments and worksites throughout the county promoting the goal of becoming the *Best County in the Nation* by improving customer service and making sure every employee gives the very best service to citizens.

The recent citizen satisfaction survey is just the beginning of what will be an ongoing campaign to highlight what the county has done well, and target those areas that still need improving. Over 78% of the residents interviewed ranked life in Hillsborough County as above

average. Yet, in some service areas like the ease of finding county government information or the availability of affordable housing, there's room for improvement.

In an effort to keep a finger on the pulse of these opportunities, these random samples of citizen opinions will be conducted on an annual basis. Also, each department will receive "point of service" survey cards which will be provided to customers for nearly instantaneous feedback.

Going above and beyond to find efficiencies (HR's Productivity Awards) and provide excellent customer service (HR's Extra Mile Awards) are just some of the ways your department can earn special recognition. Virtual football helmets, that will soon be located on COIN, will be affixed with "star stickers" to keep track of each department's

(See *Pat's Team*, page 3)

Water Resource Services Gets New Home

South Hillsborough County is growing, and so is Hillsborough County's Water Department.

The newly named Water Resource Services' third customer service branch location is now open for business inside the county's new SouthShore Regional Service Center, 410 30th St. S.E., in Ruskin. The facility is located behind the Sun Point Shopping Center at Interstate 75 and State Road 674.

The branch office is open weekdays from 8 a.m. to 5 p.m. Although

not all of the services offered at the department's two larger centers in Brandon and Northdale are available at SouthShore yet, customer service professionals can assist visitors with

a wide variety of needs, including bill payments, billing inquiries, establishing new accounts, transferring and/or disconnecting services, and account credit counseling.

By summer, the branch office plans to expand its services there to include assistance with new connections for builders and developers.



New center offers service convenience to south county residents.

Way to Go Team!

MESSAGE FROM THE ADMINISTRATOR

**PAT
BEAN**



I am excited to report that our Hillsborough County team is beginning to build momentum on our journey to become the *Best County Government in the Nation*.

On the Board of County Commissioner's agenda for Jan. 5, 2006, I announced nationwide recogni-

tion by the National Association of Counties of a computer model directed at tracking energy usage and savings developed by one of our own.

Randy Klindworth of the Real Estate Department was recognized by NACo for development of the model and counties across the nation were encouraged to utilize Randy's model. Reducing energy consumption is important to all of us and we should all congratulate Randy for his national recognition. Go Randy!

But Randy's story is not the only success story recently reported to the Board. On Feb. 1, 2006, the Board was advised of recognition by U.S. Central Command at MacDill Air Force Base of the expertise of an employee from our Emergency Management Team. Pete Dabrowski – yes, the same Pete

Dabrowski who provides us with the SITREPs during hurricane threats and encourages all of us to "Think Sunshine," – was requested by CentCom to accompany them to the Republic of the Seychelles to assist the Republic with development of their emergency management plan. Great work, Pete.

So as you can see, not only is Hillsborough County getting recognized within the United States, but also thousands of miles around the world.

Hillsborough County is ON THE MAP! These two employees have helped achieve that goal. Let's see how many more we can achieve on our exciting journey to become the *Best County Government in the Nation*.

Animal Services Announces PSA Contest Winner

The votes are in and the winners of the first annual Hillsborough County Animal Services High School TV Public Service Announcement Contest have been announced.

Brandon High School student Cathryn Skinner won first place for her claymation project depicting the sad plight of abandoned animals and pet over-population. The judges were impressed with the considerable time needed to produce the video piece using this technique of layering frame after frame with clay figures, while remembering to reinforce the spay/neuter message from the sponsoring program. For her efforts, Skinner's school will receive a plaque and \$1,000. Her winning PSA will be broadcast on HTV22, and she will be treated to a behind-the-scenes tour of WUSF Public Broadcasting.

Second place honors went to Sarah Wilson of Armwood High School who received \$300 for her school.

Jonathan Arcila of Gaither High School came in third, winning \$200 for his school. Each also received a plaque for their school.

Students were asked to write an essay, submit a story board, and produce a 30-second video message about the importance of spaying & neutering pets to reduce the number of animals euthanized. Projects were also

intended to promote the county's discount spay-neuter program for low-income residents.



The winners, their teachers and parents were honored for their efforts during the County Commission's Jan. 25 Awards and Recognition Ceremony.

Animal Services director Bill Armstrong congratulates winners (left-to-right) Sarah Wilson and Cathryn Skinner.

Neighbor-to-Neighbor Relations Key to Conference

Neighborhood advocates from around Hillsborough County will gather in Tampa next month to get tips on making communities safer and more stable. The 2006 Hillsborough County Neighborhoods Conference, created to help teach citizens about building communities and making neighborhoods safe, attractive and friendly, will be held on March 11 from 8:00 a.m.-2:30 p.m. at Hillsborough Community College, Dale Mabry Campus, 4001 Tampa Bay Blvd.

More than two dozen workshops are planned — storm season preparations, community policing, traffic calming and even “Robert’s Rules of Order” will be covered.

More than 25 educational and informational workshops will be available for leaders from more than 600 neighborhood, civic, homeowner, condominium and crime watch associations throughout Hillsborough County, Plant City, Tampa and

Temple Terrace. Event sponsors include the Hillsborough County Commission, Hillsborough Community College and The Tampa Tribune.

An exhibit area will give local government agencies and businesses the opportunity to present information and answer questions

citizens may have about their services. In

addition, the conference will include a luncheon where annual neighborhood recognition awards (*see sidebar*) will be presented and County Commissioners will be on

hand.

The cost to attend is \$15 and includes attendance to three workshops from the program, access to exhibit booths, breakfast, an awards ceremony and luncheon with door prizes. Registration forms can be obtained by calling the Hillsborough County Office of Neighborhood Relations at 272-5860 or visiting www.hillsboroughcounty.org/onr.



Good Neighbor Award Winners Announced

Melissa Mathieu and Junette Campbell, local activists and child advocates from the University of South Florida area, have been named the winners of the 2005 Hillsborough County Lonnie Lea Napier Good Neighbor Award. They will be honored for their efforts at the Neighborhoods Conference on March 11.

Mathieu and Campbell are mothers who have made their homes safe havens for numerous children in their neighborhood who would otherwise be unsupervised. They also serve as community leaders, keeping their neighbors informed of events and programs, working as a neighborhood watch, and helping others get needed services.

Hillsborough County recognizes good neighbors with the annual Lonnie Lea Napier Good Neighbor award, named for a county resident who lost his life in 2001 while trying to rescue a neighbor’s cat from a tree. The annual award comes with a \$2,000 prize for the neighborhood association in the area where the recipient lives.

Justice Assistance Grants Get Approval

The Public Safety Coordinating Council approved county staff’s recommendations for allocating \$304,881 of federal funding provided through the Edward Byrne Memorial Justice Assistance Grant program. The Council is made up of law enforcement officials and community partners throughout Hillsborough County.

Among the items approved were:
-An allocation of \$76,146 to the State Attorney’s office to continue funding its DUI prosecution initiative for repeat offenders;

-Tampa Crossroads’ impaired driving initiative, which would receive a \$154,320 allotment to continue implementing a treatment program for repeat DUI offenders;

-Distribution of \$43,927 to Goodwill Industries to continue its drug treatment program; and
-\$30,488 for oversight of the program.

The awards will be used to continue program supervision, law enforcement, prosecution, and treatment programs.

Pat’s Team

(From Page 1)

achievements throughout the year. For example, you can earn a star by writing up a winning productivity award, going the extra mile for the Customer Service MVP Award or being one of the first departments to attend and complete the new Ethics Training classes later this year.

At the end of the visit, each team will receive a visible sign-up roster which can be posted at the worksite for employees’ pledge of their commitment to Bean’s goal. Each county director has already been notified of Bean’s upcoming visits. For more information, contact your manager.

GOOD NEWS — SPECIAL RECOGNITION

Local Animal Cops Get Top Honors

It's not exactly the Oscars, but the annual Florida Animal Control Association (F.A.C.A.) awards ceremony comes pretty close for those in the business of managing our furry friend population.

Two of Hillsborough County's own were recognized for their outstanding service recently.

Investigator Loretta Bradley won the 2005 "Florida Animal Control Officer of the Year" award. Nicknamed "the little pit bull" by coworkers for her petite frame and fearless



nature, Bradley's become known for her involvement in more than 400 high-profile cases and animal seizures. Last year, she wrote more than 500 citations and was the principle investigator in 30 cruelty cases; one of which resulted in a 48-month sentence in state prison for one animal abuser.

In addition, Hillsborough County Animal Services Director Bill Armstrong was elected to a second term as president of F.A.C.A. and honored for his "outstanding accomplishments and leadership during the 2004-2005 hurricanes."

Armstrong led the charge to bring supplies and personnel to hurricane ravaged Mississippi, establishing F.A.C.A. as the Florida Department of Agriculture's lead agency for disaster rescue and relief of domestic animals.



Aging Services Wants to Know What you Think

Whether it's a compliment or a concern, Hillsborough County's Aging Services Department wants to hear from you. In an ongoing effort to provide quality and efficient services, Aging Services has implemented a new Customer Care Line. The Customer Care Line is open Monday - Friday, 8 a.m. - 5 p.m. at (813) 272-5242, and both English and Spanish speakers are available. After hours customers can leave a voicemail and the message will be returned the next business day.

Each Hillsborough County Aging Services client has already received a personalized letter regarding the

Customer Care Line, and more than 200 calls have already been received.

Aging Services is tracking the progress of incoming calls and constantly looking for ways to improve the department. Through this line, customers can offer valuable feedback on their experience using Aging Services' programs and services. The Customer Care Line is dedicated to listening to customers in order to enhance the spectrum of services, add value to its participants, caregivers, and the community.



More than 200 calls have already been handled through new care line.

For more information, call 272-5165.

Hillsborough County Employee Travels Across the Globe to Assist with Emergency Planning

When duty called, Hillsborough County Emergency Planner Pete Dabrowski traveled across the globe to answer.

Dabrowski was asked in December by U.S. Central Command to assist with improving emergency planning in the Republic of Seychelles, a cluster of about 100 islands located in the Indian Ocean and off the east coast of Africa.

After experiencing the threat of the devastating tsunami in 2004, the Republic of Seychelles conducted an emergency planning workshop in December to establish its own National Operations Center. Dabrowski was able to offer

insight regarding the exact responsibilities of an Emergency Operations

Center, including evacuation procedures, organizational policies, equipment and setup needs, and response and recovery.

Dabrowski has been an emergency planner for more than 12 years with Hillsborough County Emergency Management. He conducts mass casualty exercises for Hillsborough County, and during emergencies, he prepares weather and situation reports that keep emergency officials, county staff, response agencies and members of the media updated.



Dabrowski was recognized by the County Commission for his commitment and creation of positive partnerships.

LETTERS

- ▶ “We appreciate the help of **Bob Kessler** and **Bob Gordon** to get the lights installed at Burke and Lincoln and Burke and Idlewild. Unless you live in our area, you have no idea how these new lights have brightened our block.” – Tampa resident Jane Gerlach
- ▶ I just wanted to thank you on behalf of the 53 owners of Carroll Oaks HOA for the grant that was given to us to add low flow irrigation around our community's wall. Everyone is very happy with the work that has been done for us and we would like to again thank you for your help in this matter. -Avelino Vide, Carroll Oaks Homeowners ASSC President
- ▶ What a wonderful dog we got yesterday at Animal Services! Papi (f/k/a Radar) is extremely intelligent, friendly, loves children, is housebroken and is very much a clown. We want to thank **Cheryl Dickey** who figured out we'd be suckers for such a cutie. I'm sure he'll have a good home with us and our children and grandchildren simply adore him! Resident Betty Jo Faulk
- ▶ I would like to commend **Sandra Sroka** and **Jim Paleveda** for their prompt, thorough, and professional assistance in helping our HOA research an issue regarding the need for handicap parking accommodations at our neighborhood pool. Our HOA management company has been supposedly researching this issue for about 6 months now with no answers. It took Sandra and Jim about three work days to research it and clear it up for us after we contacted your office.
- ▶ Randy Dyer of RESI Development Group had this to say about Planning & Growth Management's **John Austin**: “(John) has restored my faith once again in people that genuinely work to help other people. I am so amazed that he really cares about my project and cares that I can get moving forward as soon as possible. If I could give him a bonus and an award, I would.”
- ▶ **Gloria Grady** in Human Resources was commended by fellow employee Charlene Simons who said, “The wonderful thing about the whole situation is that she left everything that she was doing just to help me. That really made an impact. She treated me with respect, compassion and most of all with professionalism.”
- ▶ “While overall, the service provided by staff is very good, special mention is deservedly extended to **Shelley Blood** and the remarkable staff of the Neighborhood Relations department. Their work is of great benefit to community associations and their efficiency and friendly, enthusiastic manner is always so refreshing. In addition, **Andy Morris** and his team must also be commended for literally going the extra mile. Lastly, **Tom Rawls** with Transport Maintenance is a reliant and valued source of information and assistance. –Leigh Slement, property manager for The Eagles & HOA at Westwood Lakes.
- ▶ Lithia resident Roy Salmon wrote a letter thanking employees on the 20th floor for assisting him and his elderly wife with a code violation. His letter stated, “We moved to Hillsborough County after living in Sarasota and Manatee counties and we never received the type of assistance and caring that this county has offered.”
- ▶ Bevin Maynard with Safe Kids Tampa sent this letter of thanks for the assistance provided by **Gary Tait** and **Felix Bratslavsky** with the Public Works School Safety Program. In the letter, Maynard said, “With these employees' commitment and dedication to make our neighborhoods a safe environment for the path to and from schools, we were able to distribute 1,200 safety bags and fit and provide bicycle helmets.”

BRIEFS

(From Page 1)

bursement program for volunteer firefighters that will pay 50% of education related to fire science or paramedics.

This program not only will serve as an incentive for the 175 volunteer firefighters to increase their length of service, but they also receive training beyond the initial required training. Currently, Hillsborough County Fire Rescue has more than 700 employees.

Flood Map Update Ahead

The Hillsborough County Commission has asked the Federal Emergency Management Agency (FEMA) to update and refine proposed flood maps prior to the county and residents moving forward with their formal review process.

Commissioners asked county staff to delay the start of the maps' appeals and protest period and public meeting process in order to review the maps provided by FEMA to identify any corrections and changes needed as a result of new topographic data that was not available when work began on the maps five years ago. About nine percent of the proposed new high-risk flood area may need to be modified on the corrected maps.

Maps are scheduled for completion by late summer, at which time the county will re-start its public outreach and appeals process.

Revisions will be available for public review on the county's web site. Changes will go into effect after the review process is completed in 2007.

For details, visit the county's website at hillsboroughcounty.org and click on the “Mapping the Risk: Flood Map Update” link or call the Hillsborough County Citizen Action Center at (813) 272-5900.

CLASSIFIED

MERCHANDISE

Single bed, box spring, mattress, and frame available to trade for a double bed frame. Call 651-1881.

49CC 2-STROKE Z Desert Racer dirt bike w/ training wheels. Used once, \$250 or trade. Call 391-5813.

Appliances for sale, '85 GE 23.5 cubic ft refrigerator, \$200; '85 GE wall oven 27", bisque color, \$75; '03 Kenmore 24" dishwasher, bisque color, \$125; and lastly available after 1/2/2006, 1985 GE cook top 30", \$50; all w/ owners manuals, will sell individually or together, Call 220-5656.

Treadmill, Pro Form Model 330, adjustable incline, a year old, never used, \$200. Call 789-4069.

Electronics, Pioneer Audio/Video Multi-Channel Receiver (output 500 watts) for \$250; new Kenwood Audio/Video Surround Receiver (output 500 watts) for \$150; Pioneer Compact Disc Recorder for \$150; two Onkyo CD Players for \$65 each; new Dynalab (200 watts) and Denmark (400 watts) speakers, Call 249-6608.

Dining Room Set, 10 pieces, large 2-pc hutch, w/ lighted top and glass doors and wood bottom with drawers and cabinet space, matching dry sink, all darker wood, no

particle board, \$500. Call 633-0475.

AUTOMOTIVE

'96 F150, XLT 4x4 truck, red short bed w/toolbox, off-road package, 69K miles, new tires; small automatic V8 302 engine, CB radio, 2nd owner. Asking \$8,000. Will negotiate. Call 352-560-0011.

'66 Chevrolet Chevelle Malibu Sport Coupe, full frame off professionally restored. Everything new, including 283CI with 2-Speed Powerglide. Marina blue metallic w/ black vinyl interior. Driven less than 50 miles since restoration. Garage kept. \$40K, Serious inquiries only. Call 407-361-2373.

'04 Ford Thunderbird, Triple Black, Convertible and Hard Tops, 6,500 miles. \$29,900. Call 888-6831.

Toyota Chevy 4Runner 20" chrome rims, 6 lug, fits Chevy and Toyota 20x8, \$599. Call 727-2269.

'98 Ford Escort Sport; 4-cylinder; 4-dr, blue, 63,800 mi., Asking \$3,100 OBO. Call 727-848-1667.

'05 Ford Freestyle, 7-passenger, crossover SUV that rides like a car. Leather seating, all power, back-up sensor, wireless DVD entertainment system, 6 Disc CD changer, 2nd and 3rd row fold down seating,

CVT non-shifting transmission, traction control and much more, \$20,500. Call 625-8912.

'02 Harley Davidson Heritage soft tail, lots of extras, classic vintage look. Runs great! \$14,750. Call 633-0475.

'99 Honda A.C.E. Tourer, 1100 V-twin, only 6,500 miles and perfect, two-tone, deep red/black, factory windshield and hard bags, custom seat, floorboards, travel trunk, many other custom accessories, \$5,000 OBO. Call 546-2445.

Toyota PU Topper needed for '93 Toyota pickup. Call 956-1510.

MISCELLANEOUS

New Blackberry 7100i for Nextel, no need for service agreement, comes w/ SIM card and home charger, receive and send emails and also view the net, \$275. Call 325-3587.

Dyson DC11 Telescope Canister Vacuum, less than a year old, still under warranty, excellent condition. Asking \$350 OBO. Call 690-5050.

NFL Faux leather bomber jacket, Dallas Cowboys, navy blue and black w/ silver gray accents, fully lined, size large, \$45. Call 843-5511.

Complete DJ turntable setup, (2) Numark TTX-1 digital direct drive turntables, (1) Numark PPD-01 digital 2 channel mixer,

(2) Shure White Label cartridges, Sony MDRV700DJ professional headphones. Odyssey coffin and heavy duty stand, \$1,200 OBO. Call 323-3048.

Television, 37" Mitsubishi w/ remote, asking \$100 OBO. Call 495-7665.

PETS

Sweet **female terrier mix** is looking for someone that has time to spend with her. She is very loving. Free to good home. Call 215-6725.

REAL ESTATE

Mobile Home for Sale in a 55+ community in North Tampa, '83 Double wide, 3/2 bath, living room, dining, eat-in kitchen, porch, small storage shed. Needs some work. Asking \$2,500 OBO. Call 948-7898.

WANTED

Carpool rider needed to share commuting costs from Sarasota to County Center, M-F, 8a.m.-5p.m. Willing to meet others within reasonable distance. Call 941-726-3658.

Need an **IPOD MP3 Player** Nano or Shuffle or Any Kind. Call 495-7665.

XBOX 360, \$700, includes wireless controller media remote hard drive on line headset brand new in box. Call 727-2269.

Riding lawn mower, must be in working condition. Call 671-6617.



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.

Hillsborough County Board
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