

May 2006 • Vol. XXII No. 8

INSIDE

▶ 2 Administrator's Message

▶ 3 Good Credit Saves \$7M

▶ 4 Captain Gets More Kudos

▶ 6 Classifieds

BRIEFS

Dial 635-8455

For Help

After 12 years and more than 235,000 telephone calls, the ITS Technical Support Help Desk Number, 276-2600, is being retired.

The new number, 635-8455, launches this month as part of the ITS Disaster Recovery Plan, designed to ensure that the ITS Help Desk phones remain operational in the event that a disaster prevents network connectivity to County Center or Verizon's downtown facility.

The previous number will remain in service, but will only play a recording that gives the new number.

Mini-Grant Seminars to be Held

Starting next month, Neighborhood Mini-Grant Orientation classes will be available throughout the county for residents who would like to become familiar with the mini-grant process.

Topics covered in the class include a review of the application, grant criteria, projects that qualify

(More Briefs, page 5)

Management & Budget Gets National Accolades

Hillsborough County's Office of Management and Budget has received both Special Capital Recognition and Special Performance Measures Recognition from the Government Finance Officers Association (GFOA) of the United States and Canada for the FY 06-07 Biennial Budget. In 2004, the County became the first jurisdiction in the nation to receive both awards simultaneously. Since that time, only three jurisdictions have achieved this significant achievement.

With a membership of more than 16,000 finance officers from state, provincial and local governments, as well as public universities and colleges

throughout North America, GFOA established the awards and recognition program to recognize exemplary budget documentation by various jurisdictions. Numerous guidelines to determine the effectiveness of an entity's annual budget must be met in order to receive an award.

In addition, Hillsborough County's FY 06-07 biennial budget received an Outstanding score as a Financial Plan. GFOA is a nonprofit professional association that has served the public finance profession since 1906. Its members are dedicated to the sound management of government financial resources.

Public Works Uses Day to Build Team

On April 18, the Transportation Maintenance Division of the Public Works Department enjoyed its fifth annual Team Building Day event at Owens Pass Park in Dover.

More than 375 employees from Public Works and other Departments attended this event which included a 25-event professional skills competition, a chance to perform a community service by donating blood, and an opportunity to sit down with the county's employee service providers, such as Humana's health screening team, the Human Resources Department and its Wellness Team, and the Occupational Safety and Health Services team. An added highlight of

the day was a great barbecue luncheon prepared and served by Public Works' own award-winning cooking team.

The professional skills competition,

which is the centerpiece of the day, included precision-based, fun challenges from six different skills: heavy equipment operations, wheeled vehicle operation, public works worker and engineer technician duties, and

mosquito control operations. Due to logistics, the administrative support competitions were held April 12 in an office setting.

The competitions included such tasks as making a basketball shot using



A public works employee navigates an obstacle course on a commercial mower in a contest called "The Bull Ring".

(see Build Team, page 2)

You are Key to the County's Response Plan

MESSAGE FROM THE ADMINISTRATOR

PAT BEAN



Last month, I wrote about Hillsborough County's efforts to make sure people *have a plan and know their plan* when it comes to hurricane preparedness for themselves, their families, their pets and their businesses. June 1st will be here in no time, and experts are predicting another active hurricane season. Now is the time for us all to finalize our emergency plans.

Unlike some private businesses, Hillsborough County government can't shut down when a storm is brewing in the Gulf of Mexico. We have a duty to be vigilant in these conditions and stand ready to make important decisions to

protect the safety of our citizens. During the threat of a hurricane, we are the official source of information and a thousand and one questions are asked of us: What is my evacuation level? Are shelters opening? When? What should I do about tree limbs I just had cut? Where can I take my cat? My elderly mother needs special care, where can I take her? I live in a mobile home, do I have to evacuate? And, many more.

At the same time, we have to prepare resources and make sure we're ready to get right back into service should we take a strike. Generators, technical support, debris management, utilities coordination, distribution centers for food, water and ice—all have to be ready to go.

And, all of these services require people.

That's where you come in. Many of you have regular jobs that will also be a necessity during emergencies and you will transition directly into your roles to support those emergency functions.

But, others won't be needed in their traditional jobs and we'll need them to help out elsewhere.

The County is developing a program now called *Know Your Role* with experts that will help us establish a database of all of our employees' skills that are unique and necessary during an emergency. For instance, employees who have a Commercial Drivers License or CDL could drive a bus. Other employees may speak Spanish, or another language, and help communicate important information to citizens. Someone who can operate a forklift can help pitch in with distributing food, water and supplies. In the next month, not only will these skills be identified, I expect each and every employee to know their specific role—or assignment—if an emergency were to occur.

Rest assured, we know you need to take care of your family and your home and we'll work to give you the time you need to handle personal matters. But, once secured, we'll need you to help provide critical service to your community. You are a key part of our emergency response plans for our citizens. I am counting on you and so is our community!

GO BEAN TEAM!

Go Pat Bean! You are the best
The leader who's above the rest
This County is the place to be
To serve with care and honesty

Our customers deserve the best
It's time for us to stand the test
No matter what our job may be
Let's do our work with dignity

Our County team will serve as one
To do the job and get things done
To be the best in history
Let's go and get that victory

So Pat, you lead us one and all
What you may need, just give the call

For those of us who make the run

All in all we'll have great fun!

Go BEAN TEAM!



*Contributed by Rebeckah Sanchez,
Public Works Department*

Build Team (From Page 1)

a bucket loader; dropping a large yard dart into an upright pipe using a grappler-armed truck; correctly identifying mechanical problems on staged stormwater pumps; backing a trailered airboat through an obstacle course; correctly using a 10-key adding machine; and demonstrating surveying skills.

A special awards ceremony was held at the close of the day in which top competitors were presented a special plaque and an award from the Florida West Coast Credit Union. Seven of the top division competitors have been selected to compete in the Florida American Public Works Association's annual rodeo this month.

County's Good Credit Saves Millions

Hillsborough County's good credit standing has allowed it to refinance its bonds for lower interest rates—a transaction that will save Hillsborough County government more than \$7 million.

Hillsborough County's general credit ratings were recently upgraded to "Aa1" from "Aa2" by Moody's Investors Service. This now gives the County general credit ratings of Aa1/AA+/AA+ from all three rating agencies: Moody's, Standard & Poors, and Fitch. As stated in Moody's credit report for Hillsborough County, an improved credit rating

reflects continued health, diversity and growth in the County's economy, strong tax base expansion, diligent financial administration and a manageable debt position. The County's goal is to attain the highest rating of Aaa/AAA/AAA.

Better credit makes way for better financing options, allowing Hillsborough County to sell about \$98 million in bonds. This refinances debt that was issued in the 1990s to pay for the construction of Legends Field and the MOSI Imax Theater, and to acquire the County Center building.

County Employees Ride HART for Less

Gas prices keep going up, and experts predict some areas could see \$5 per gallon this summer.

One option you might consider to ease the pain at the pump: catch a ride with HART.

Hillsborough County employees can ride HART buses at a 75% discount. That means a

31-day unlimited ride farecard will only cost you about \$12.50 for local routes, or around \$20 for Commuter Express. Compare

that to the \$40 or so it cost you the last time you filled up your gas tank, and you can see that HART is one way to save money on your ride to work.

Stop by the receptionist desk on the 12th floor of the County Center for your discounted fare cards, and get onboard!

Check www.hartline.org for information about Vision 2016 or for route maps and schedules, or call the HARTinfo Line at (813) 254-4278.



Tampa Wants '08 RNC

A delegation from Hillsborough County, including Commissioner Ken Hagan, traveled to Washington, D.C. recently to tout the St. Pete Times Forum and Tampa Convention Center as outstanding facilities for the 2008 Republican National Convention.

Tampa was one of 31 cities invited by the RNC to bid on the event. They went as part of the "interested cities" day. Formal bids are due by May 22 and a decision is expected in January '07.

Hunter Elected APA President

Executive Director of the Hillsborough County City-County Planning Commission Robert B. Hunter, FAICP, has been elected president

of the national organization of professional planners from across the United States. His recent election at the American Planning Association (APA) national conference in San Antonio begins a 4-year term on the national board of directors.



The American Planning Association has a membership of 40,000 planners, public officials and supporters of good planning.

Since 1987, Hunter has led the Planning Commission, a consolidated agency that has the comprehensive planning responsibilities for four local governments, the cities of Tampa, Temple Terrace, Plant City and unincorporated Hillsborough County. He oversees a staff of more than 60 professionals.

GOOD NEWS —

SPECIAL RECOGNITION

Hett Earns National Designation

Marilyn P. Hett, manager with the Hillsborough County Economic Development Department, has earned the designation of Certified Economic Developer (CEcD), a national recognition that denotes a mastery of principal skills in economic development, professional attainment and a commitment to personal and professional growth.



Captain Gets More Kudos

The gratitude keeps pouring in for Hillsborough County Fire Rescue veteran, Captain William Riley. Just last month, Riley was recognized by the County Commission as a hometown hero after saving the life of a local 8-year-old boy trapped beneath a car.

Riley, who currently works at Station No. 7 in South Brandon, was given the first-ever *Florida's 2006 Hero of the Year Award* from the Department of Florida Veterans of Foreign Wars of the United States. This award presentation was part of the Second Annual Combat Veterans Recognition Day Ceremony in Debary, Fla., which was attended by more than 10,000 people.

Fleet Makes Maintenance Convenient

The Fleet Management Department is a \$100 million resource, which includes about 2,000 cars and light trucks. Most County employees have driven one of these vehicles at one point or another, and the Fleet Management Department requires employees to bring it in for preventative maintenance service before it costs the County even more to repair a vehicle.

"One of the most abusive cases that I've seen is a car that hadn't been brought in for servicing at all since it was purchased in 2004," said Fleet Management Director Fred Claussen.

"If a car isn't serviced regularly, heat will build up in the engine, which is especially easy in Florida. The heat will start to break down the engine oil and cause it to burn hotter. A heat-damaged engine will need replacement—a repair cost of about \$4,000 - \$6,000." Aside from damage to the engine, gas mileage worsens.

Fleet Management makes it convenient to remember and schedule

a preventative maintenance appointment. Every month, a schedule is provided to department directors that list all vehicles that are due for maintenance with a date, time and location set aside for an appointment. This schedule is also available on COIN, via the Fleet Management page. If an appointment cannot be met, just call 744-5580 to reschedule.

In addition, a "No Show" report is also provided weekly to department directors and is also available on COIN. It lists county vehicles that missed their preventative maintenance appointment.

"I am making department directors more aware of this critical situation, and working with them to ensure operators have their vehicles serviced on time," said Fred Claussen.

So remember, your county vehicle should receive a comprehensive check at least once a year, and an oil and filter change every 4,000 miles/3 months.

LETTERS

► When Jacquelyn Clark, vice president of the Village Cove Board of Directors, got the answer to questions she had about an unwanted concrete and metal structure next to her townhome, she sent this message to Jim Duncan (Water Resource Services) about the assistance provided to her by **Dan Klaas and Gil Gardner**: "I am so excited, elated, astonished, amazed, thankful and indebted to you for accomplishing this task. Thanks to everyone for their help, detective work, energy, sweat and kindness making our area safe and beautiful."

► **Valarie Acosta** (Health & Social Services Dept.) is known for going above and beyond to assist clients and a recent note from Ruskin resident G. Jarvey confirms it. "Please accept my sincerest 'thank

you,'" stated the letter, "for all your guidance and efforts for trying to help my sister Maureen. Everything is greatly appreciated."

► "Your first-aid stations did an outstanding job in treating patrons with injuries," said Sharon Kautz, a claims adjuster whose firm was the on-site adjuster for both the 2006 Florida State Fair and Florida Strawberry Festival, in a letter to Chief David Travis of Hillsborough County Fire Rescue. "Our job would have been more difficult if it weren't for the excellent cooperation we received from you **Sandy Arnold, Bill Cheeseman, Scott Lawrence, John Eaton, Janet Pruett, Clay Cunningham and Susan Lieberstein**."

► Resident Jeffrey Stephens sent this letter to Public Works Director Bob Gordon: "I had a work order in

(See Letters, page 5)

LETTERS

(From Page 4)

to repair a broken sidewalk in front of my home. Due to scheduling difficulties, I contacted the West Service Unit and found them extremely helpful and courteous in resolving the difficulties. When the crew arrived to actually make the repairs, I was very impressed with the professionalism and demeanor of the entire crew, which included crew leader **Huberto Mont**, **Lance Carter**, and **Reggie Lee**.

- ▶ Douglas Zimmer wrote an e-mail to Public Works Director Bob Gordon in appreciation of the quick response that the Traffic Services Division showed by removing school-related signs at a busy Seffner intersection that had been changed into a pedestrian crosswalk. The e-mail said in part, "The response that the community received and the effort that went into those efforts is appreciated."
- ▶ "I am writing to inform you of the outstanding service provided by your HTV22 employees, **Chris Poulos** and **Dave Lynch**, who demonstrated the highest level of professionalism, and dedication (while filming the Tax Collector's Tax Certificate Sale Video). They are an excellent example of how government employees can work efficiently, particularly with another government agency." -Tax Collector Doug Belden in a letter to Communications Director Lori Hudson.
- ▶ Bill Hogan (Children's Services) wanted to pass along a commendation to **Terry McElroy** and his staff for the part they played in making his presentation a success. Hogan stated: "They found all the necessary AV equipment to make my presentation a success. They were extremely responsive in finding equipment, setting it up and briefing me on how to use it in under 20 minutes. Great job."

- ▶ "Just a little note to express a big 'thank you' to the Citizens Action Center (CAC), particularly **John Testa**, for his prompt and courteous attention to my sidewalk concerns. In 2-3 days, the sidewalk was inspected and the crew was assigned (to do the work). I am extremely grateful to (John) for efficiently handling the problem." – Letter from Tampa resident Jenny Keller
- ▶ When his water service was disconnected, Valrico resident Brandon Knight had this to say about the customer service he received from **Danna Manali** in the Water Resource Services Department. "Eventually, she got the issue resolved. She never made me feel bad or less than respected. I am very appreciative that she continued to make me feel like a valued customer."
- ▶ In an e-mail to Communications Director Lori Hudson, Chief Nancy L. Couch, Fire Rescue, had this to say about **Marcia Mejia**: "She really went above and beyond to ensure I had items prepared for the Volunteer Fire Service Recognition Banquet. She helped make my job a little easier. Marcia has always been a pleasure to work with and gives the extra in customer service which is helping to make this the best county in the nation!"
- ▶ "On February 9, I filed a complaint with Consumer Protection regarding a couch I ordered from a local furniture store. By February 17, my new corner unit had been ordered. I feel the only thing that made a difference in this dispute was the investigation done by Consumer Protection. Thanks to **Joyce Walker** and **Cindy Anderson**, who were very helpful. Their immediate action solved a problem that has been on-going since November." -Barbara Bailey, Animal Services

BRIEFS

(From Page 1)

for the mini-grant and question-and-answer sessions.

The total amount available is \$94,000 and the maximum award that will be given to any individual association is \$1,500.

Specific meeting times and locations can be found on the Neighborhood Relations web site at www.hillsboroughcounty.org/onr/.

All completed mini-grant applications are due Friday, July 21, 2006. The applications will be forwarded to a Grant Review Committee, which is expected to complete evaluations and recommendations by early September.

County Strengthens Local Military Support

Last year, Hillsborough County Commissioners approved the *Active Military Combat Duty Grant* giving local military families a grant of as much as \$1,500 if they owned a home covered by the 2005 Homestead Exemption in unincorporated Hillsborough County and paid their 2005 property taxes.

The program received so much positive feedback, that Commissioners recently expanded it for all combat military members countywide, which now includes the cities of Tampa, Temple Terrace and Plant City.

To qualify, military members must have served a minimum of 45 days in combat during 2005 and meet a few other specific requirements. Commissioners will continue supporting this program throughout 2006, so military members who serve the minimum of 45 days in combat in 2006 can qualify for the same grant maximum of \$1,500 in November 2006 after they have paid their property taxes.

For additional grant information, call Hillsborough County Veterans Affairs at 975-2181, or visit www.hillsboroughcounty.org/veteransaffairs.

CLASSIFIED

MERCHANDISE

16ft Tri-haul boat w/ trailer, 85HP Chrysler engine and new trolling motor, accessories include new cover, canopy, depth finder and more. Ready for the water. Asking \$1,000. Call 493-0642.

Patio set, glass top rectangular table with 4 chairs, green and tan, \$100 OBO. Call 235-3393.

GE electric stove, 30", almond colored, very good condition, \$75. Call 975-1633.

Round pub table & 4 chairs, pine honey, table still in box. Asking \$300 OBO. Call 601-6413.

Couch, southwestern designed print, green and red, solid, 7 ft. Call 505-3129.

Microwave oven, Samsung, almost new, black, has turntable, mid size, \$45 OBO. Call 417-5654.

Side-by-side fridge, almond colored w/ ice maker/water in door. Asking \$250 OBO. Call 671-6617.

Baby items, including a cherry simplicity crib w/ matching changing table, barely used, \$175; stroller, \$40; girls clothing, 0-9 mos., sleepers, car seat, diaper genie, and more. Call 863-838-6048.

Sleeper Chair, never used, tan, chair opens into a single sleeping space, perfect for apartments, condos. Asking

\$200. Call 754-7376.

AUTOMOTIVE

'03 Toyota Echo, 35-40 mpg, perfect mechanical condition, 39K mi, 4-door, automatic transmission, A/C, 5-disc CD player, new tires, brakes, well maintained, tinted windows, \$7,500. Call 545-8424.

'77 Chevy C-10 custom classic V-8, 2-tone custom paint, red/silver w/ ghost flames, 8-ft bed, headers, custom exhaust, 350 engine, shaved door handles w/ remote door openers. Call 727-2269.

'03 Ford F150 XLT Super Crew w/ 47K mi., 4.6L V8 engine, power windows & door locks, tilt and cruise control, white w/ tan interior, towing package, excellent condition, asking \$15,500. Call 318-2473.

'89 Toyota Corolla, runs well, needs a paint job. Call 888-8454.

1200CC Sportster, 3K mi., fwd controls, saddlebags, windshield, detach backrest & luggage rack, highway bar, garage kept, excellent condition, \$8,500. Call 677-6270.

'98 Ford Explorer, 4DR, 2WD, tow package and brake controller already installed, only 80K mi., w/ automatic, 205HP SOHC V6 engine, 4-W disc brakes with ABS, cold A/C, all power features, alloy wheels, AM/FM/CD. Asking \$5,500. Call 598-9092.

'82 Toyota Tercel, 74K original

mi., manual 4-speed, \$1,000 firm. Call 690-2860.

MISCELLANEOUS

CABO rims, brand new, still in box, asking \$1,200. Call 500-2759.

Nascar collectibles, huge selection, mostly Dale Earnhardt, some Richard Petty, Davie Allison and more. Call 267-5695.

Panasonic cordless phone, 2.4 GH, with caller ID, full keyboard base with speakerphone, answering machine. Slightly used. \$50 OBO. Call 417-5654.

'78 Mariner sailboat, 29', asking \$6,500, bimini, 8 HP Volvo Penta diesel, overhauled 2 years ago, pressure water, depth & speed indicators, wheel, roller-furling. Call 230-0250.

'05 Stratos Pro XL 285, Larry Nixon Edition, 150HP, Evinrude engine, 82lb thrust trolling motor, 24v trolling motor, 6" jack plate, 2 depth finders and motor guide, white exterior, light gray carpet. Asking \$22,500. Call 318-2473.

Gazebo, bimini top for center console, cairo green #10, almost new, used twice, \$150, hexagon, 12 ft. gazebo, still in box, asking \$199. Call 663-0753.

PETS

Yorkie, 8 mo. old, crate trained, most shots completed, one year shot package, house trained, very playful and loving dog. Crate,

toys etc. will go with him to his new home. Asking \$400. Call 294-1579.

REALESTATE

Home for sale, E. Hillsborough, 3/2 on 5.3 acres (fenced), 1,343 ft., 2-car garage, stone fireplace, ceiling fans throughout. Built in 2000, asking \$379,900. Call 633-2710.

New home for rent, 3/2/2, new stove, microwave, dishwasher, refrigerator, tile, front and back porch, very spacious backyard and more, Ybor City, I-275, \$1,290/mo. Call 484-0600.

New house for sale or lease option. Call 598-7793.

Town home, 3/2 1/2, Waters & Hanley Rd. in "The Greens," 1962 sq. ft., large living and dining area, located next to the pool. Call 932-6651.

Home for sale, 3/1, 150K, paying \$5K toward buyer's closing costs, SE Tampa, 5 min from Brandon and 10 min from downtown Tampa, approx. 1200 sq. ft. and at the end of a cul-de-sac. All new kitchen, bath, carpet, doors, paint and more. Call 833-0453.

WANTED

Looking for a 2/1 or 2/2 apt., home or townhome to rent. Call 431-7573.

WaveRunner wanted in exchange for 150cc offroad Go-Kart. Has many features. Call 569-4473.



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
of County Commissioners
An Affirmative Action-Equal
Opportunity Employer

HILLSBOROUGH COUNTY
COMMUNICATIONS DEPARTMENT
Post Office Box 1110
Tampa, Fla. 33601

PRSR STD
U.S. POSTAGE
PAID
TAMPA, FL 33601
Permit No. 295