

Challenge Accepted!

How Technology Supports the Property Appraiser's Office

Contributed by the Property Appraiser's Office

Pinellas County government has weathered one of its greatest challenges: surviving the downturn of the housing market and "The Great Recession." Like many Appointing Authorities, the Property Appraiser's office had to respond to budget challenges. So, with fewer people and a limited budget, how do you accomplish the appraisal of over 430,000 parcels, complete over 41,000 permit inspections, process 40,000+ exemption applications, and answer thousands of customer inquiries every year? The smart way: Let technology support you.

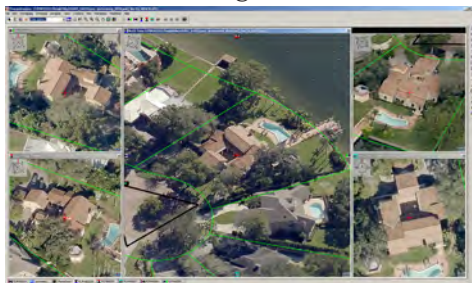
TECHNOLOGY IN THE FIELD

Oblique Imagery: Florida law requires the inspection of every property at least once every 5 years. A recent statutory change allows those inspections to be performed via aerial photography. Enter "Oblique Imagery", a tool we use to perform desktop inspections, saving time and gasoline. Oblique imagery allows us to view a parcel from all angles to detect new construction, additions and demolitions. Some neighborhoods have tree cover that requires us to perform physical inspections, but the majority of parcels can be viewed without leaving the office.

Field Data Collection: Portable devices are everywhere, from smartphones to tablets. We have those, too. We can collect data in the field using Field Data Collection devices that allow the entry of parcel changes. The changes are uploaded back in the office, eliminating the information being handled twice:

once on paper out in the field, and again in the office during data entry.

Laser Measuring Device: How do you measure the outside of a third story? How tall is the building behind that fence? We have an easy way to find out. Our laser measuring devices allow



Oblique Imagery

appraisers to accurately gather measurements from the street, from the ground, from beyond fence lines, and from hundreds of feet away. This saves inspection time and eliminates the need to return to meet with the owner.

TECHNOLOGY IN THE OFFICE

Website Data: Budget constraints mean the PAO can no longer provide customized reports to the hundreds of businesses who use our data for targeted marketing. We responded by placing virtually all data (excluding confidential and redacted) on our website, along with the ability to search and download by hundreds of variables. Need mailing labels for every home in Clearwater with over 3,000 square feet and a pool?

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No worries. You can get that from our web site.

Online Exemption Filing: Filing for homestead exemption used to mean a trip to the Courthouse. We love our customers, but we don't see them that often since we created Online Homestead Exemption filing (OLEX). Developed and maintained securely in-house, OLEX allows people to apply for homestead and other exemptions from home, which is not only a convenience for them, but a time saver for us. The applications can be uploaded for processing and approved without the need for paper or customer service personnel interaction.

Leveraging technology has allowed us to maintain our high level of customer service, and has also provided more efficient ways to perform our statutory duties. We're happy to share the details of what we've learned with any County agency that is interested.



Appraisers Lisa Wright and Tony Siragusa

Employee Spotlight



Tim Johns

Financial Operations Technician
Clerk's Accounting



What is your job in 25 words or less?

I handle the weekly and monthly disbursements of fines, fees and forfeiture funds to the Board, 23 municipalities, and the State of Florida.

What is something that makes you unique, that only a few people know about you?

I am a proud grandfather of 7, 3 girls and 4 boys. They range in age from 16 years to 3 months. This is the reason that I will be leaving the County and moving north, to be more involved with them.

Why did you first choose to work for the County and why have you stayed?

The County gave me an opportunity to get away from retail and be able to enjoy my nights and weekends with family. After 23 years in the Coast Guard and over ten years at Home Depot, working various shifts and many weekends, the Monday through Friday 8 to 5 was and still is a welcome change.

Who has been a mentor for you here at the County? How have they helped you?

Mona Wyllie was my first lead worker and mentor. I have always strived to have the same work ethic and helpful attitude that she has. Her sense of humor is a great thing, also.

What piece of advice would you give to a new employee?

Always ask questions; never be satisfied with "That is how it has always been done." Never be afraid to pose the same question to multiple people, you will usually get different answers. This does not mean that some are wrong, just that people view things differently.

The Employee Spotlight focuses on you. If you would like to nominate a fellow employee, please send his or her name, position, and why you are nominating them to employee.communications@pinellascounty.org. View previous [spotlighted employees](#).

OurSpace

Don't forget to check the employee blog – [Our Space](#) – regularly.

Bookmark it. There is news every day!

YOU can post to the blog. It's easier than you might think – give it a try! Share your photos, celebrations, upcoming events, and check for the latest news from the County.

If you have questions, please contact Mary Sault at 464-5098 or employee.communications@pinellascounty.org.

The Pen

INTERIM PUBLISHER: Beverly Waldron

EDITOR: Mary L. Sault

A monthly publication by the
Pinellas County Human Resources Department

How to Participate:

It's easy to get involved in *The Pen*. You can contribute by informing us of noteworthy news or sending us story ideas.

You can also ask about writing a guest column or submit photos of co-workers at work in your department.

PHONE: (727) 464-5098

FAX: (727) 453-3660

E-mail: employee.communications@pinellascounty.org



Mark Your Calendars

BLOOD DRIVE

**Every donor is
three more lives
saved!**

Clearwater Courthouse

315 Court Street
West Parking Lot
Thursday, October 15
10:30 a.m. - 3:30 p.m.

Logan Lab

1620 Ridge Road, Largo
West Parking Lot
Thursday, October 29
8:00 - 10:00 a.m.

In case you missed it!

The October [To Your Health](#) newsletter has lots of info about Breast Cancer Awareness Month plus the WalkingU Team Challenge and a dozen walks and races near you.

October's [Leadership Notes](#) talks about the supervisor's role in managing performance and includes many FACE resources for supervisors.



Q. How can I submit a photo for the desktop eCalendar?

A. The eCalendar we circulate is part of the National Arts Program® employee art show, Colors of Pinellas, which will be celebrating ten years in 2016. The images for the eCalendar are selected from artwork entered each year. We encourage you to consider submitting your photo for the 2016 Colors of Pinellas. Registration will begin in Spring of 2016. Keep an eye on the *Pen* for more information. Here's the link to more info - www.pinellascounty.org/hr/artshow.

Q. I recently went to one of the Walgreens locations listed on the Pinellas County flyer as places that do our biometric screenings. I was turned away because I did not have a "voucher" that they said they require to complete the screening. I told them I didn't believe we had vouchers and asked for them to run it through my insurance, but they couldn't do it and said I needed some code. I am not sure why this happened.

A. Employee Benefits reached out to Walgreens to ensure that their internal processes had not been changed to require a voucher. We learned that they do not require a voucher and you should have been able to obtain a biometric screening by presenting your ID card for your claim to be processed with United Healthcare. If you to return to that Walgreens location and request the biometric screening and receive the same response, you can ask the clinician to contact their

Support Line for assistance.

Please keep in mind that your primary care provider is another great resource to obtain a biometric screening as well.

Q. I recently applied for a position that is two pay grades below my current one. If I were to be offered the position would this represent a salary cut or would I still maintain my hourly rate?

A. According to **Rule VII** this would be considered a voluntary demotion with a two pay grade salary decrease of 5%.

Q. How do I retrieve my Florida Retirement System login and password. I have been with the County for almost two years and it is my understanding I can get my contributions paid to me.

A. You will need to find out the answer to your question from the FRS. You can call them at (866) 446-9377 or, go to www.myfrs.com, click on "Login Trouble" (top right), and follow the prompts.

LOGIN

Login Trouble

BenefitsU Information Sessions



Thank you to all who participated in the first annual *BenefitsU Information Sessions*. The vendors were very glad to be able to meet our employees in person and to share all the great benefits offered to County employees and their dependents. For those who did not have the opportunity to attend the event, the presentations from our benefit partners were recorded and will be available online for viewing during Annual Enrollment.

Meanwhile, [take a look](#) at what your co-workers had to say about the event.

Annual Enrollment

To help you prepare, Employee Benefits has conducted multiple Annual Enrollment information sessions around the County during the past three weeks. We hope you were able to attend one of them.

Annual Enrollment begins October 19 and ends November 6. During this time you may make changes to your medical, dental, life insurance and [flexible spending account \(FSA\)](#) benefits. This is also the one time during the year when you can elect to participate in the [annual exchange of leave](#) for 2016.

All employees must complete enrollment in OPUS, even if you opt out.

Human Resources will send an email on October 19 announcing the start of Annual Enrollment.

Use It or Lose It

For those who have not used their Personal Day or Floating Holidays, the last pay period to use them is:

Payroll 27 - Sunday 12/13/15 through Saturday 12/26/15.

Remember, if a Personal Day is taken immediately before or after a recognized holiday, it must be scheduled and approved in advance.

Promotions

Promotions listed are for September 2015.

Board of County Commissioners

Economic Development

Teresa Taylor Office Spec Sr

Management & Budget

Ralph Reid Strategic Perf Mgmt Analyst

Parks & Conservation Resources

Brennan Farrington Envir Spec Sr

Public Works

Vincent Carboni Crew Chf 2

Chester Williams Crew Chf 1

Purchasing

Lynn Baldyga Procurement Analyst Asst

Heather Fawley Purch Supt Spec

Rebecca Fiesbeck Procurement Analyst Asst

Real Estate Management

John Miller Fac Opns Mgr

Safety & Emergency Services

Jo Lugo Exec Admin Spec

Utilities

Adam Di Rienzo Elect Equip Tech 2

Kenneth Helt Wtr/Wstwr Plt Oper 2

Peter Provatas Elec/Mech Tech 2

Armando Socas Meter Rdr 2

Business Technology Services

Greta Finney Info Tech Spec

Elizabeth Harper Info Tech Spec

Eric Pieniak Info Tech Spec

Clerk of the Circuit Court

Tina Kunst Fin Opns Asst Supv

Property Appraiser's Office

Carlos Ayala Trainee Under-Fill



REMINDER: We now bring you the **Pen Extra** on a monthly basis. When you turn to the back pages of the **Pen** you'll find timely announcements of graduations, births, obituaries, want ads, awards, accomplishments, and more. It's our personal side, and it's news you want to get even more often. We are happy to bring it to you.



TECH BITS



Pinellas County

Training learning

Coming Soon to a Computer Screen Near You!

1. What is ULearnIT?

ULearnIT is a developmental portal with thousands of self-paced courses available 24x7; designed to supplement current offerings and provide a greater opportunity for skill development.

2. When will ULearnIT be accessible?

ULearnIT will be available to all employees of the Unified Personnel System the end of October.

3. Where can more information be found on ULearnIT?

Training contacts from each department have attended two information sessions to prepare for the launch of the ULearnIT online portal and additional resources can be found on the [Online Learning Portal SharePoint](#).

Find more Technical Training Resources at [Enterprise Technical Training](#).

Training & Development Upcoming Classes

Some classes fill up quickly so request enrollment early through [OPUS Learning Management](#) (OLM).

Five Questions Every Leader Must Ask - 11/5/15 (7 hrs.)

The Framework for Leadership uses a set of highly effective questions to shift a group's focus from a problem orientation to one of solutions and success.

The five questions in the Framework can be applied to almost every management challenge: improve teamwork, resolve conflict, encourage performance improvement, solve problems, manage projects, and much more.

You will find a complete list of courses with descriptions in the [Consortium Training Catalog](#) which is continually updated.

Need assistance? Contact Training and Development at 464-3796 or email training@pinellascounty.org.



Employees' Advisory Council Elections Update

EAC elections are coming soon! The first step is to select candidates, and nominations for EAC Representatives are due tomorrow, Friday, October 16th.

If you are a classified employee working in one of the following areas, please consider nominating yourself or someone else, using the [EAC Nomination Form](#).

BCC Group 1	Solid Waste, Utilities Maintenance North and South, Mosquito Control and Vegetation Management
BCC Group 2	All classified employees at Real Estate Management
BCC Group 6	Utilities Customer Service, Engineering Planning & Design Division, Office of Management and Budget
BCC Group 8	Communications, Purchasing, Economic Development, Planning, MPO, Airport, Convention & Visitors Bureau, Building Services, Risk Management
Clerk North	Finance, Payroll, Accounting, Inspector General, Administration, North County Branch, Recording Services & Official Records, Printing & Mail Services, Civil Court Records, Probate Court Records
Property Appraiser	All classified employees at the Property Appraiser's Office
Supervisor of Elections	All classified employees at the Supervisor of Elections

This year's election will be online, instead of using paper ballots. Electronic nomination forms and ballots will make the process easier for employees and for the EAC Elections Committee. Ballots will be distributed by email in November. Paper ballots will be available upon request.

The Employees' Advisory Council (EAC) serves in an advisory capacity to the Pinellas County Personnel Board concerning personnel matters, policies, rules, and regulations affecting Pinellas County employees.

Visit www.pinellascounty.org/hr/eac to learn more about the EAC, or contact Lisa Wombles, EAC Chair, at 464-4862 or by email at lwombles@pinellascounty.org.



Fall in love with a new pet at Pinellas County Animal Services

Take advantage of fall adoption specials at Pinellas County Animal Services through the end of November.

During the fall promotion, the adoption fee for cats and kittens over six months old will be \$5; the fee for those under six months will be \$10. The adoption fees for dogs will be as follows during the special:

- Over 45 lbs.: \$5
- 35 to 45 lbs.: \$10
- 25 to 34 lbs.: \$15
- 15 to 24 lbs.: \$20
- Under 15 lbs.: \$40

The fee includes a medical checkup, spaying/neutering, vaccinations, internal and external parasite control, heart-worm testing, feline leukemia testing and micro chipping. The required Pinellas County license is also provided.

Pinellas County Animal Services is located at 12450 Ulmerton Road in Largo. Normal hours of operation are Monday to Friday from 9 a.m. to 6 p.m., with the adoption center closing at 5:30 p.m. Saturday hours are 9 a.m. to 1 p.m. and services include adoptions. Rabies vaccinations are administered on Thursdays from 1 to 4 p.m. The facility is closed all Pinellas County holidays.

For information on how to adopt, donate or volunteer, join Pinellas County Animal Services on Facebook. To learn more about the shelter, visit www.pinellascounty.org/animalservices or call (727) 582-2600. The lost or found pets hotline is (727) 582-2604.

SERVICE ANNIVERSARIES

35 YEARS



Constance Daniels
Clerk of the Circuit Court



Bernice Haynes
Property Appraiser's Office

30 YEARS



Michael Liadis, *Parks & Conservation Resources*, Michael Putman, *Utilities*

25 YEARS



Terry Grimes, *Utilities*
Vincent Harper, *Public Works*



Royce Rarick
Utilities

20 YEARS



Nicolino Capra
Real Estate Management



Helen Karampelas,
Management & Budget
John McCleary, *Parks & Conservation Resources*

Unavailable for Photo

35 YEARS

Cherlyn Flounary, *Clerk of the Circuit Court*
Susan Hill, *Clerk of the Circuit Court*
Benjamin Starling, *Public Works*

30 YEARS

Donna Springmann, *Clerk of the Circuit Court*

25 YEARS

Kelvin Bostick, *Utilities*

20 YEARS

Ivan Cooper, *Parks & Conservation Resources*
Robin Moran, *Clerk of the Circuit Court*
Christopher Smith, *Utilities*
Sharon Winckler, *Clerk of the Circuit Court*

15 YEARS

Shana Oberle* Development Review Services
Brennan Farrington Parks & Conservation Resources
Derrick Hines Utilities
Karen Isak Purchasing
Sharita Jones Management & Budget
Frederick Johnson Utilities
Kathleen MacDaniel Planning
Robin Martinjak Building Services
John Parks Real Estate Management
Andrew Storms Real Estate Management
Daniel Swanson Parks & Conservation Resources
Rodney Tabler Clerk of the Circuit Court

10 YEARS

Adam Di Rienzo Utilities
Jonathan Ferguson Business Technology Services
Angela Labiak Tax Collector's Office
Charlie McClendon Utilities
Edna Persaud Clerk of the Circuit Court
Peggy Poole Clerk of the Circuit Court
Carmen Redondo Utilities

Holli Sattel Clerk of the Circuit Court
Thomas Washburn Public Works

5 YEARS

Jessica Green Business Technology Services
Raymond Southworth Business Technology Services
Scott Talcott Economic Development

3 YEARS

Misael Alers Utilities
Marissa Aleixo Clerk of the Circuit Court
Elizabeth Bemis Tax Collector's Office
Maria Cascone Management & Budget
Trudy Futch Business Technology Services
Karen Kelley Clerk of the Circuit Court
Sarah Markofski Human Resources
Kristin Marshall Consumer Protection
Curtis Owens Public Works
Connie Plate Property Appraiser's Office
Geraldine Sampson Clerk of the Circuit Court
Brian Williams Airport

*Anniversary inadvertently omitted from August list.

RETIREMENTS

Over 36 Years



Mark Rockhold
Crew Chief 2
Public Works

30 Years



Ron Kirkland
Land Survey Tech 1
Public Works

28 Years



Betty Gramley
Audit Support Spec
Tax Collector's Office

Over 26 Years



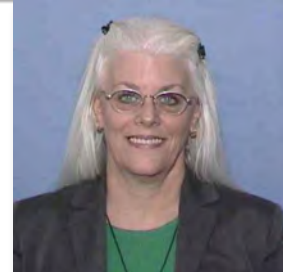
William "Bill" Schulz, II
PAO Appraiser 4
Property Appraiser's Office

Over 17 Years



Laura Berkowitz
Division Director
Human Resources

Over 12 Years



Taffar Cifalia
Legal Secretary
County Attorney's Office

UNAVAILABLE FOR PHOTO

30 Years

Steven Barriger, *Property and Stores Clerk 3, Utilities*

18 Years

Susan Tierney, *Information Technology System Analyst, Clerk of the Circuit Court*

Over 12 Years

Richard Roesler, *Department Computer Support Specialist Sr, Convention & Visitors Bureau*

Laurie Branley, *Office Specialist, Animal Services*

Reiner Riechert, *Park/Preserve Maintenance Worker, Parks & Conservation Resources*

REPCO News

REPCO's November 9 meeting will be at Wall Springs Park. This meeting will be our annual picnic and the menu will be fried chicken, baked beans, Greek salad and ice tea. The cost for attendees will be \$5.00 and can be paid at the picnic. RSVP is required. For more information contact Rudy at (813) 855-3466 or rdgarcia@verizon.net.

You don't have to be a Pinellas County retiree to attend. Current employees and family members are also welcome.

Welcome Aboard!

Board of County Commissioners

Building Services

Vincent Laporta Bldg Insp 1

Engineering & Technical Support

Erin Lawson Sr Eng

Human Services

Daisy Rodriguez Hlth Care Admin

Parks & Conservation Resources

Patricia Landon Mus Spec

Planning

Rachel Booth Principal Plan

Public Works

Lindsay Brock Env Spec Sr

Theodore Demps Craftwkr 1

David Kosior Traf Sig Tech

Anton Smith Maint 1

John Taylor Craftwkr 1

Regional 911

Cherie Mainenti Law Enf Telecomm

Real Estate Management

Helen Kendall Real Prop Spec Sr

Utilities

Rita Crouch Util Chem 1

Ivan Izquierdo Wtr/Wstwtr Plt Oper 1

Isaiah Osborne Wtr/Wstwtr Plt Oper Trne

Jorge Sanchez Guzman Meter Rdr 1

Eric Siegel Wtr/Wstwtr Plt Oper Trne

Clerk of the Circuit Court

Sharon Concannon Fin Opns Tech

Property Appraiser's Office

Amber Lee PAO Appraiser 1

Tax Collector's Office

Melody Coville Cust Svc Tech 1

Ebony Mensah Cust Svc Tech 1



New employee orientation class from September 14.



OPUS Tips & Tricks

The Missing Timecard Report

The *Missing Timecard Report* shows who in a department has not submitted their timecard for a specified timeframe. All managers are able to run a this report for their staff members. This is a hierarchical report so managers are NOT able to run this report for other managers in their department unless they report to them. The report will display only the immediate employees of the manager for whom the report is run.

To view additional levels of employees, run the report using the manager name for those employees. This can only be done one manager at a time so, if you have three managers who report to you, you will need to run the report three times (once for each manager).



Create Sustainable Solutions

Vision • Innovation • Collaboration

Pinellas County's Office Paper Recycling goal is **100%** employee participation.

[CONTAINER RECYCLING](#)

[OFFICE PAPER RECYCLING](#)



Want more information?

[UF IFAS Extension Class: Food for Thought](#)



UF IFAS Extension
UNIVERSITY of FLORIDA

FROM THE RECORD KEEPER



Empty Box Delivery

In an effort to more efficiently utilize staff resources, Records Management – Clearwater BCC has been sending empty boxes for records storage via the Clerk's Courier. Requests for empty records storage boxes should still be entered into the Oracle Records Management System. Boxes will arrive at your location broken down and will need to be assembled in your office.

If you have any questions about empty box requests or delivery, please feel free to contact Michele Koehler in Records Management at (727) 453-3038.

Consumer Corner



Connie Consumer

Through the Internet you can purchase just about anything, watch movies, play games, communicate and share information with friends and family around the world. The Internet can also pose real risks but there are steps you can take to protect yourself and your information.

- Use security software that updates automatically. Computer hackers constantly develop new ways to attack your computer, so your security software must be up-to-date to protect against the latest threats.
- Never give out your personal information unless you are sure who you are giving it to, why you are giving the information and how it will be used.
- Anyone can set up a website so be sure to check out the company to find out who you're really dealing with.
- When shopping and banking online, make sure to use encrypted websites. Look for "https" in the URL on every page of the site. The "s" stands for secure.
- Create strong passwords. It is recommended that you use 10 to 12 characters. Make them a mixture of letters, numbers, and special characters.
- Don't forget to back up your files. No system is completely secure, so copy important files onto a removable disc or an external hard drive, and store it in a safe place.

For more information or to file to a complaint, contact Pinellas County Consumer Protection at (727) 464-6200 or visit www.pinellascounty.org/consumer/tips.htm.

The offices of Pinellas County's Consumer Protection division have relocated. The offices are now at the Pinellas County Justice Center, 14250 49th St. N., Suite 1000, Room 2, in Clearwater.



Employee and family news including kudos, weddings, births, graduations, memorials, and classified ads. Send your news to employee.communications@pinellascounty.org or call 464-5098.

Creative Loafing's Best of the Bay Award for "Best Unexpectedly Great Service" goes to ... the Pinellas County Tax Collector

Creative Loafing, 2015

The employee on point was **Kathy Dempsey** at the TCO's Skyway Office. Here's what Creative Loafing had to say:

"A Creative Loafing staffer got a ticket for having out-of-date tags and needed to get new ones, pronto, which meant doing it in person. He dreaded the experience, certain he was about to waste a whole morning mired in bureaucratic lethargy. But no. The senior tax technician at the Skyway

Tax Collector's Office in South St. Pete, Kathy Dempsey, was helpful, friendly, efficient and surprisingly fast — the whole process, new license plate, new tag, and all, took about 10 minutes. With all that talk about centralizing Florida driver's license operations, [Creative Loafing] thought it worth noting that the system as it presently stands seems to work very well — especially when people like Kathy Dempsey are involved."

Tax Collector Receives Legacy Award

(Excerpted from press release)

Diane Nelson, Pinellas County Tax Collector, earned a special designation for excellence in the field of financial operations. A judging panel performed a detailed review of the Tax Collector's financial records, practices, and use of technology in considering Nelson for the honor.

"The Legacy Award is one of the highest achievements the Florida Tax Collector Association can award a local Tax Collector," said Florida Tax Collectors, Inc. Past-President Lisa Cullen of Brevard County. "The judging process was arduous and included a detailed review of the financial functions of the Tax Collector's Office. I am very proud to say that Honorable Diane Nelson has earned the designation. She represents the very top echelon of elected officials."

Previously, Nelson earned the Excellence in Financial Operations Award after demonstrating proficiency in four areas of expertise, innovation and automation, a perfect annual audit report, customer focus, and budgeting. For the 2015 Legacy Award, Ms. Nelson demonstrated that her office had further enhanced its financial operations.

"The citizens of Pinellas County can be very proud of Honorable Diane Nelson for the award-winning manner in which she operates the Tax Collector's Office," Eric Zwayer, President of FTCA, said. "The panelists' review of her office went far and above reviewing her perfect audit report. The review included methods utilized by Ms. Nelson to deliver service to the people she serves and consideration of the technological innovations she has developed and put into place."

Another Safety Commendation!



Congratulations to the staff at the **William E. Dunn Water Reclamation Facility** for an outstanding safety program for 2014, presented by the Florida Water & Pollution Control Operators Association.

Introducing...



Mason Alexander Boehnke was born August 14, 2015, weighed 8 pounds, 1 ounce, and was 21 inches long. Big brother Liam, 2 ½ years old, loves his little brother "sooooo much" as he would say. Rose (Tax Collector) and Mario DiGennaro welcome their 4th grandchild into the world! Proud parents are their daughter Sara and her husband Andy.