

## The 2015 Biennial Employee Survey

In November, Human Resources sent an employee survey to all employees under the Unified Personnel System. Fifty-eight percent of our employees completed the survey. We join the other Appointing Authorities in thanking you for taking the time to share your opinions.

This is the second biennial National Employee Survey (NES) we conducted in partnership with the National Research Center and International City/County Management Association (ICMA).

The NES affords us two major advantages:

- We can track our progress on various aspects of job satisfaction over time.
- We can compare our results to the benchmark of more than 18,000 employees of 31 local governments across the country.

**89%**  
think Pinellas  
County is a good  
employer

This year's results reflect many positive aspects of working for Pinellas County.

### Key Findings of the UPS Survey Results

- Employees are satisfied with their jobs (85%) and think Pinellas County is a good employer (89%).
- 84% award positive ratings to "The work being done in my work group overall" and 87% indicate they have good friends at work.
- The single highest rated item is "Maintaining a work environment that is free of drug or alcohol abuse" (95% positive).
- Employees feel their values fit well with the values of our organization (85%).

### Performance Management

Ratings for performance measurement and two-way communication between employees and supervisors improved. Both of these areas received low ratings in 2013, and these survey findings contributed to the Appointing Authorities' decision to implement the FACE performance management system (Feedback, Ask Questions, Conversation and Explore Options).

**85%**  
are satisfied  
with their jobs

### New Questions

Two of the new questions that were introduced in 2015 were to assist in measuring additional aspects of performance management:

- 63% report, "I have received recognition or praise for doing good work in the last seven days."
- 73% agree with the statement, "In the last six months, someone at work has talked with me about my progress."

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On page four, meet **Amy Hertog**, UHC Nurse Liaison to Pinellas County, and **Crystal Lockwood**, our new Wellness Manager. Learn the ways they can help you manage your health.

See also UHC's **Rally**, a new online health and wellness portal. Rally offers more support and additional incentives to help keep you motivated.

### Examples of Areas of Improved Positive Ratings from 2013 to 2015

Statement	2015 rating	2013 rating	% point change
Connection between compensation and performance	36%	23%	+13
Accurately evaluating performance	56%	44%	+12
Opportunities to develop a career path	52%	44%	+8
Encouraging employees to come up with innovative solutions to problems	60%	53%	+7
Communicating standards of ethical behavior	68%	61%	+7
Modeling standards of ethical behavior	66%	59%	+7
Welcoming employee involvement in decision-making	64%	58%	+6

# Employee Spotlight

## James Monroe

Crew Chief 1  
Public Works



**What is something only a few people know about you?**

I spent 6 years in the Marine Corps and I also served in Desert Storm/Shield with an Amtrac Unit.

**What is your job in 25 words or less?**

To inform the public about the stormwater system, and how important it is to keep our water ways clean.

**What aspect of your job do you enjoy the most?**

It's the technology part of my job. We are moving forward from the Trimble Unit to using a tablet which will eliminate using so much paper while doing my job. And it gives us live updates instead of waiting for the data.

**Why did you first choose to work for the County and why do you stay?**

I came to work for the County to be closer to home and have a chance to work with my wife Gail Monroe. There are plenty of reasons to stay with the County. The benefits as well as the people and the different BCC functions we have throughout the year like the picnics.

**If you could take a vacation anywhere, where would you go?**

I would like to take my wife back to Hawaii. The first time we went was for our honeymoon. But this time we will take my daughter and make it a family vacation.

*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](mailto:employee.communications@pinellascounty.org). View previous [spotlighted employees](#).*

# Tribute

The Pen is saddened to report that **Jean Long** (Parks and Conservation Resources) passed away Wednesday, March 2, 2016.



Jean joined Pinellas County Government in 1999 and quickly became a valued member of the Parks and Conservation Resources team. Jean was a truly dedicated professional who always focused on the employees' well-being and on providing excellent customer service to employees, residents and visitors alike.



Outside of work, Jean enjoyed spending time with her family and friends, traveling and volunteering her time at various organizations.

Jean was a mentor to many in the organization and will be truly missed by her family, friends and coworkers.



## BLOOD DRIVE

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

## Mark Your Calendars

### Public Works

22211 US Hwy. 19, Bldg. 1  
Clearwater  
**March 24**  
In the afternoon

### Logan Lab

1620 Ridge Road, Largo  
Under the flag pole  
**March 29**  
10:00 a.m. - 12:00 p.m.

## The Pen

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

E-mail: [employee.communications@pinellascounty.org](mailto:employee.communications@pinellascounty.org)



**Q.** *We had an employee ask if time taken off to stay home with their child when the child has the flu would be covered under this policy.*

**A.** No, it is not part of the [flu policy](#). Of course if they meet notice requirements it may be considered scheduled.

**Q.** *Is there a County policy about the appropriateness of employees speaking a language other than English at work?*

**A.** There is no County policy that prohibits coworkers from speaking another language at work. Having a workforce with the capacity to speak numerous languages allows us to better serve the varied population of Pinellas County. The County's workforce is diverse and there are a number of employees who speak multiple languages.

Of course, people who speak languages other than English should be mindful of their colleagues in the workplace who only speak English. For instance, if two employees are speaking English but switch to a different language when a coworker enters the room, they should be mindful of how this might look to their coworker. By using good manners and common sense while showing respect to all, we should welcome the ability to provide services to as many of our residents as possible.

## 2015 Biennial Employee Survey

Continued from [page 1](#).

### Examples of Areas Rated Lower from 2013 to 2015

- "Providing individual and group work spaces to do the job effectively" (74%), dropped 6% from 80%.
- "The working relationships in my work group overall" (76%), down 3%.

### Opportunities to Improve

- Only 27% rate "Dealing with low-performing employees" positively. This is 4% higher than 2013 ratings.
- "Rewarding high-performing employees" received 29% positive ratings.
- "Applying discipline fairly and consistently" is rated positively at 40%.

### Benchmarking

Fifty-six items are benchmarked for this survey, meaning the results were compared to other local governments across the country.

- We scored above the benchmark for 18. The other 38 are similar to the benchmark.
- There are no ratings below the benchmark in 2015.
- Pinellas County rates higher than the benchmark in employee performance evaluation, employee development, communication and decision making, and physical work environment.

The comments section of the survey has been reviewed and separated into topic areas such as Benefits, Scheduling and Wages. We thank you for taking the time to tell us your thoughts.

Like any organization, we have areas where we can improve. Human Resources will continue to work strategically with the other Appointing Authorities to make Pinellas County government an even better place to work.

The Appointing Authorities will convey the results of the survey which are specific to their organization with their employees.

## Upcoming Training Classes

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

### Leading with Persuasion - 3/23

Learn how to persuade others about your good ideas. You will become skilled at communicating your ideas to others through the power of positive persuasion. At the end of the workshop you will be able to lead with persuasion by following the three essential steps: preparation, presentation and response.

### Problem Solving / Decision Making - 3/24

Wonder what the best practices for problem solving and decision making might be? Can effective problem solving and decision making benefit leaders, their employees and the entire organization? In this class learn how to define problems by identifying the root cause. Follow six essential steps including analyzing the problem, brainstorming solutions, making the best decisions, and following through by monitoring results. Plus evaluate solutions in order to choose the best idea that will yield measurable results.

Find a complete list of courses with descriptions in the [2016 Consortium Training Catalog](#) which is continually updated. Need assistance? Contact Training and Development at 464-3796 or email [training@pinellascounty.org](mailto:training@pinellascounty.org).



## Welcome Nurse Amy!

Meet **Amy Hertog** a.k.a. **Nurse Amy**. She has been a registered nurse for 20 years and is now filling a new and unique role at Pinellas County. Her official title is Nurse Liaison but she prefers to be thought of as your “Nurse Navigator” because it better describes why she is here.



Amy's ready smile and down-to-earth humor help people feel at ease right away. But she is serious about helping others get and stay healthy. Amy plans to get to know Pinellas County employees and help you improve your health, manage your conditions, and assist you with navigating the health care system.

Some examples of the things Amy will do are:

- Help you find a doctor or specialist
- Explain the tools and resources available to you such as myuhc.com and Rally
- Help you understand your health conditions
- Offer the opportunity to use disease management programs

Amy also offers educational presentations for groups about health, disease management, and lifestyle.

Amy can help in many ways but she can't diagnose or treat you. She can't see your medical records or help you with claims. She can't give flu shots or write prescriptions. Most importantly, under HIPAA, all information you share with Amy cannot be shared with anyone.

Amy will work closely with you and the Benefits staff and the Wellness Program staff to bring you resources and help you make better health care decisions.

Contact Amy at 464-5579 or [amy\\_hertog@uhc.com](mailto:amy_hertog@uhc.com) during regular business hours.



Have you heard about the new Rally Health Portal? Offered by United Healthcare (UHC), it's an interactive and user-friendly solution to completing your annual health survey (formerly known as the Health Assessment) and keeping track of your qualifying well visits and biometrics. All with a point and click.

Rally can also help you improve your health habits. Big changes start with small steps and, based on your answers in the health survey, Rally will generate simple activities you can fit into your daily routine to help you form healthy habits. These activities are called “missions.”

### Missions

An example of a Rally mission is suggesting you delay your next cigarette to help you reduce smoking. Or a mission may urge to you cook at home more often to help you eat healthier.

And if you download the Rally app you'll get reminders on your smart phone to take a minute and change a habit, before it changes you.

Rally also offers an additional incentive called “coins” which can be used to enter in sweepstakes for prizes. Coins are **in addition** to wellness reward points which means you now have two reward opportunities to help keep you motivated and on track.

Last but not least, Rally can connect you to people in similar situations in “communities” with members all across the country.

Go to [WeRally.com](http://WeRally.com) and get started today!



## New Wellness Manager, Crystal Lockwood



*Crystal Lockwood,  
Wellness Manager*

Crystal Lockwood told us one of the reasons she was interested in working with Pinellas County was because she was impressed with its investment in the health and wellness of its employees. “We spend the majority of our days at work. It only makes sense that we provide education, tools and resources which can lead to a healthier life.”

Among her many great qualities, Crystal brings her experience as a physical education teacher for youth and adults and feels her teaching background will help to create great education sessions for employees and a stronger grasp on how to better oneself.

Crystal also said “I think what drives anyone in this field is a past health experience or struggle they've experienced. When you understand how severely poor health can affect you, then you truly understand the power of good health.”

Crystal can be reached at 464-3768 or [clockwood@pinellascounty.org](mailto:clockwood@pinellascounty.org).



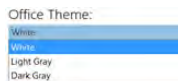


## TECH BITS

### Change Your Office 2013 Color Theme

**Unhappy with the color theme in your newly acquired Office 2013?**

1. While in Outlook, click the File tab
2. Click Office Account
3. Click in the drop down under Office Theme
4. White is the default Office Theme
5. Choose from white, light gray or dark gray (many prefer dark gray which provides more contrast).



Changing the theme can also be done from any of the other Office 2013 suite of applications (Word, Excel or PowerPoint).

1. Click Account
2. Click in the drop down under Office Theme
3. Choose from white, light gray or dark gray

Find more [Technical Training Resources](#).



## Have you seen the latest Two-Minute Tuesday videos?

**[Nurse Navigator Amy](#)** - Meet Amy, a nurse with United Healthcare assigned to help County employees. Learn how she can help you find the resources you need.

**[Spotlight on Employees](#)** - Nominate other employee for recognition.

**[Clerk's Valentine's Day Wedding Ceremony](#)** - Officiated by Ken Burke, this is the 10th year of the group wedding at Florida Botanical Gardens.

**[Denial is Not a River in Egypt](#)** - Acknowledge conflict and find win-win solutions.

View these videos and subscribe to future videos at [www.pinellascounty.org/hr/two](http://www.pinellascounty.org/hr/two).

## Promotions

*Promotions listed are for February 2016.*

### Board of County Commissioners

#### Airport

Matthew Weaver ..... Airpt Opns Mgr

#### Animal Services

David Mitchell ..... Ani Cntl Ofcr 1

#### Engineering & Technical Support

Merry Celeste ..... Sr Dept Admin Mgr

#### Real Estate Management

John Miller ..... Fac Opns Mgr

#### Safety & Emergency Services

Kathryn Boucher ..... Quality Assurance Spec, 911

Jennifer Peters ..... Quality Assurance Spec, 911

#### Solid Waste

Gregory Zellers ..... Solid Waste Prog Supv

#### Utilities

Robert Burke ..... Util Maint Spec 4

Robert Butler ..... Meter Rdr 2

David Cunningham ..... Wtr/Wstwr Plt Oper Chf

### Business Technology Services

Louis Ricardo ..... Info Tech Tech

Robert Thomas ..... Info Tech Tech

### Clerk of the Circuit Court

Dawn Bauer ..... Fin Opns Supv

Michelle Coates ..... Deptl Trng Spec

Shantina Collins ..... Fis Rec Spec

Wonda Humbert ..... Fis Rec Spec

Marion Nuraj ..... Crt Clk

## FACE Tips



### Can You Read My Mind?

Quite often managers will say, "Employees should know what they are supposed to do" or "My employees know they are doing a good job." Our team members are not mind readers! It's important to observe employee performance and have conversations about that performance with the employee. The FACE system provides a tool for managers in the form of a "comments" section to note these conversations. For help with how to use this tool, check out [this guide](#).

# SERVICE ANNIVERSARIES

## 40 YEARS



Christy Alderman  
Property Appraiser's Office

## 30 YEARS



Deborah Traver  
Clerk of the Circuit Court

## 25 YEARS



Tammy Allen, *Parks & Conservation Resources*, Lawrence Markunas, *Real Estate Management*, Rose Ott, *Planning*

## 20 YEARS



Chad Madonia, *Utilities*, Tina Dean, *Parks & Conservation Resources*, Whitney Creech, *County Commissioners Office*, Steven Allen, *Utilities*

## Unavailable for Photo

**30 YEARS** Kim Diller, *Safety & Emergency Services*, Mark Downing, *Safety & Emergency Services*, Roger McKenzie, *Business Technology Services*

**25 YEARS** Arthur Bailey, *Utilities*, Connie Dials, *Clerk of the Circuit Court*, John Lemonias, *Tax Collector's Office*

**20 YEARS** Maria Hargrett, *Convention and Visitors Bureau*

## 15 YEARS

Kenneth Bell..... Building Services  
Faye Creter .....Property Appraiser's Office  
Karen Davis ..... Business Technology Services  
Tracy Hill ..... Clerk of the Circuit Court  
David Kelly..... Clerk of the Circuit Court  
James McClendon..... Parks and Conservation Resources  
Samuel Rastom..... Clerk of the Circuit Court  
Joellen Wright..... Utilities

## 10 YEARS

Pamela Bradford .....Safety and Emergency Services  
Karin Brooks.....Clerk of the Circuit Court  
Jay Heckathorn ..... Utilities  
Lesya Kindiuk.....Clerk of the Circuit Court  
Kent Maxwell..... Engineering and Technical Support  
Donald Mello .....Management and Budget  
Vanessa Pinckney.....Clerk of the Circuit Court  
Jacqueline Sherman .....Clerk of the Circuit Court  
Shannon St. Jean .....Clerk of the Circuit Court  
Joanne Stewart .....Human Services

## 5 YEARS

Scott Davis ..... Business Technology Services  
Margaret Gibbs .....Safety and Emergency Services

Anthony Livera ..... Business Technology Services  
Natasha Suarez .....Planning  
Lonny Wilson..... Real Estate Management

## 3 YEARS

John Bishop.....Public Works  
Frank Ciafone..... Solid Waste  
Deborah Colton .....Tax Collector's Office  
Shantay Daniels.....Clerk of the Circuit Court  
Scott Glaeser.....Human Services  
Glenys Guerre..... Property Appraiser's Office  
Paul Hayes..... Solid Waste  
Zeffery Mims .....Human Services  
Benjamin Panike ..... Solid Waste  
Joseph Passaretti ..... Business Technology Services  
Mario Ruggia..... Solid Waste  
Holly Rush..... Parks and Conservation Resources  
Beth Sanders.....Clerk of the Circuit Court  
Anthony Stran .....Public Works  
Randall Vandermolten ..... Business Technology Services  
Edward Weller ..... Property Appraiser's Office



# RETIREMENTS

## Over 28 Years



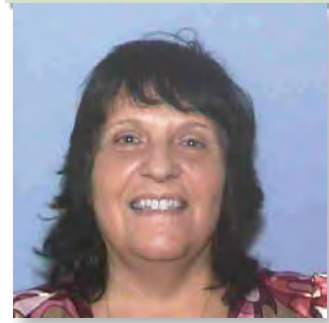
Michael Huskey  
Revenue Management Supervisor  
Utilities

## Over 21 Years



Brenda Holleran  
Administrative Support Supervisor  
Planning

## Over 13 Years



Elena Weeks  
Surplus Coordinator  
Real Estate Management

### RETIREEES UNAVAILABLE FOR PHOTO

**Over 28 Years** Wendy Petrasky, *Craftworker 2, Real Estate Management*  
**27 Years** Nadine Musante, *Administrative Support Specialist, Construction Management*  
**Over 17 Years** Jeanne Day, *Court Records Spec 2, Clerk of the Circuit Court*

## REPCO News

**REPCO's** April lunch meeting will be at **noon, April 11, 2016** at Applebee's, 5110 East Bay Drive. Our speaker will be Debbie Wilson from the Pinellas County Speakers Bureau to tell us about El Niño and Weather Related Emergency Preparedness. For more information contact Rudy at (813) 855-3466 or [rdgarcia@verizon.net](mailto:rdgarcia@verizon.net).

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

## Colors of Pinellas \$2,400 in Prize Money Up for Grabs

Did you know that cash prizes totaling \$2,400 will be distributed to the 2016 Art Show winners?

The top prize of \$300 is awarded to three first-place adult winners and to the Best of Show entry. What a great way to earn some extra money! Select your favorite photo, drawing, painting, craft project, etc. and register by May 20, 2016.

Visit [pinellascounty.org/hr/artshow](http://pinellascounty.org/hr/artshow).

SPONSORED BY THE NATIONAL ARTS PROGRAM

## Note to Retirees and Subscribers About Receiving Emails from Pinellas County

Most email providers like GMail, AOL, Yahoo, and Hotmail, try to protect users from unwanted email, commonly called **spam**. This is a necessary service. Some do a really great job.

We know that **TampaBay.rr.com** (or RoadRunner) does a really great job blocking emails because many messages we send there bounce back. It seems bulk messages from PinellasCounty.org are regarded as junk and blocked.

You can fix that on your account. If you'd like to receive emails like the Pen and the eCalendar, please be sure to add **PinellasCounty.org** to your "Safe Senders" list. If you need technical support, please contact your provider.



# Welcome Aboard!

## Board of County Commissioners

### Building Services

Michael Howsare.....Bldg Plans Examiner

### Convention & Visitors Bureau

Timothy Ramsberger.....Asst Dir

### Development & Review Services

Kerry McDermott..... BDRS Code Enf Ofcr

Dayne Morris..... Eng Spec 3

### Engineering & Technical Support

Glenn Goss.....Fld Insp 1

### Justice & Consumer Services

Sara Gordils ..... Grant Wkr "A"

### Parks & Conservation Resources

Hillary Miller..... Grant Wkr "A"

### Planning

Diana Sweeney..... Prog Plan

### Public Works

Timothy Benjamin ..... Craftwkr 1

Paul Weaver ..... Crew Chf 2

### Safety & Emergency Services

Kimberly Jenkins ..... Office Spec Sr

### Utilities

Jermaine Bennett..... Util Maint 3

Kenneth Vollmer ..... Dept Comp Supt Spec Sr

## Business Technology Services

Gail Fitzpatrick ..... Exec Admin Sec

## Clerk of the Circuit Court

Laura Albenzio..... Crt Rec Spec 1

Deborah Casey..... Crt Rec Spec 1

Terricka Edmonds..... Cust Info Ctr Spec 1

Vincent Esponilla..... Rec Spec 1

Viende Facyson ..... Cust Info Ctr Spec 1

Elizabeth Hite..... Rec Spec 1

Elissandra Lima..... Crt Rec Spec 1

Alejandro Murgueytio..... Crt Rec Spec 1

Tue Nguyen ..... Crt Rec Spec 1

Nichelle Palmer ..... Crt Rec Spec 1

Antwon Scott..... Fis Rec Spec

Jason Stanley..... Insp Gen Audit

Diane Stockdale..... Crt Rec Spec 1

Marlica Tomlinson..... Crt Rec Spec 1

Kyle Whitehurst ..... Fis Rec Spec

Antoinette Wiegand ..... Crt Rec Spec 1

## Human Resources

Crystal Lockwood ..... HR Bus Partner

## Property Appraiser

Michelle Monendo..... Prop Rclds Asst

## Tax Collector

Scott Anderson..... Cust Svc Tech 1

Jean Black..... Cust Svc Tech 1

Marci Colton ..... Cust Svc Tech 1

Denise Larsen ..... Cust Svc Tech 1

Janet McMahon ..... Cust Svc Tech 1

Daniella Rodriguez..... Tax Col Acctg & Fin Spec

Dawn Rodriguez..... Cust Svc Tech 1



New Employee Orientation class, February 8, 2016.

## FROM THE RECORD KEEPER

### Returning Files and Boxes to the Records Center



When preparing files or boxes for return to the Records Center, please be sure to include the entire box or file that was originally sent to you. Submitting a Re-file Request in the Oracle Records Management System should only be done when your file or box are ready to be placed in the interoffice mail for return to us. We are not able to process files or boxes back into the Records Center without a Re-File Request.

For more information, please contact Michele Koehler in Records Management at (727) 453-3038.





## Create Sustainable Solutions

Vision • Innovation • Collaboration

### Looking for ways to be healthier in 2016?

[UF/IFAS Extension has resources.](#)

Contact Nan Jensen

Nutrition, Food Safety and Health Programs

Email: [njensen@pinellascounty.org](mailto:njensen@pinellascounty.org)



### Want more information?

All programs and more can be found online at

[www.pinellascountyextension.org](http://www.pinellascountyextension.org)



**UF** **IFAS Extension**  
UNIVERSITY of FLORIDA

## Consumer Corner



**Connie Consumer**

Does this sound familiar?

- The caller claims to be computer tech associated with a well-known company like Microsoft. They say that they've detected viruses or other malware on your computer and need you to give them remote access to your computer or pay for software to fix the problem.
- Someone calls claiming you've won a lottery or sweepstakes. They tell you you'll have to pay taxes or service charges before you can collect your winnings.
- The caller says they are from the IRS, the Sheriff's office or a government entity threatening to have you arrested or take you to court if you don't pay on a debt you supposedly owe.

No matter who they claim to be, they are scam artists! It's called the Imposter Scam. The caller pretends to be someone they're not. They use different tactics, but the goal is the same—to steal your personal and financial information.

Some more things to look out for:

- Scammers try to pressure people into wiring money or putting the money on a prepaid debit card and then giving them the card information.
- Federal government agencies and law enforcement do NOT call, threatening people with arrest or demanding they send money for prizes or an unpaid debt.
- If you get a call from someone who claims to be a tech support person, hang up and call the company yourself on a phone number you know to be genuine. Do not trust the name and telephone numbers you're given, even if displayed on caller ID. Chances are they are phony.

Remember, never give out or confirm your personal information unless you know who you're dealing with and know how the information will be used.

For more information or to file a complaint, visit Pinellas County Consumer Protection at [www.pinellascounty.org/consumer/tips.htm](http://www.pinellascounty.org/consumer/tips.htm).



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

## The Clerk's 10th Annual Valentine's Day Wedding

*Contributed by Clerk's Office staff*

The Wedding Garden at the Florida Botanical Gardens was the perfect setting for the Clerk's 10th Annual Valentine's Day Group Wedding event. With a light breeze and clear blue sky, a total of 50 couples were married with six couples renewing their vows.

The couples and their guests were treated to beautiful melodies performed by Deputy Clerk Tiffany Glenn and Una Voce: The Florida Men's Chorale. In addition, everyone in attendance was serenaded with a cappella melodies performed by the Charmonizers Barbershop Quartet. Afterwards, the couples and their guests celebrated with wedding cake and refreshments provided by local sponsors.



For the first time, wedding photos were available in the private Topiary Garden and it clearly met a very big need for the couples and their guests. It was a huge success.

Over the course of a decade, the Clerk's office has joined in matrimony well over 300 couples during the Valentine's Day Group Wedding.

Many things have changed in the past decade, but the one thing that has stayed true is the dedication with which the Clerk's office conducts these wedding events to ensure everyone has a cherished memory of their special day.

[View photos](#) of the event.

## Graduated



Alexandra Dolce, EMS & Fire Administration

This month **Alexandra (Alex) Dolce** earned her Master's in Public Administration from Ashford University. She already holds a Master's in Organizational Management with a minor in Human Resources as well as a Bachelor's in Social and Criminal Justice. Alexandra is excited about accomplishing her educational goals and looking forward to continued growth and "Doing Things" within the Pinellas County family.



## Doing Things for a Fellow Employee

*Employee Communications received the following email February 16.*

I am not sure who to share this with but I'd like take a moment and express my gratitude towards the two men pictured below who assisted me yesterday with my flat tire. After attempting to leave our County "In Service Day" event, I noticed I had a flat tire. Some of our County employees offered to give a helping hand. Not only do they work hard to satisfy the needs of our residents but also help their fellow employees in distress as well. I cannot exactly remember which department they worked for but I do believe it may have been Public Works. One of the men pictured is Deontay and I am unaware of the other gentleman's name. It may not be much but sometimes a simple thank you and a

little recognition can go a long way for someone.

**Natasha Suarez**  
Planning  
Department



We learned their names are **Deontay Voss** and **Tre Sanders** from Public Works Roadway Maintenance. We are very pleased to be able to share this story.

## Milestone Birthday

**Lisette Hakin** (Clerk's Office) submitted this photo to the *Pen*. Her grandfather, Cristobel, turned 100 years old in December. Here he is with his family around him.



## Classified Ads

**FOR SALE:** 2000 Chevy Silverado 1500 extended cab truck. Automatic, 3 door, V-8, less than 64,000 miles. Runs excellent and everything works. One owner and I have all of the original documentation. Asking \$5,000. Please contact Jennifer Hunter at (813) 244-4843.



## Customer KUDOS for Call Center

*The Utilities Customer Care Center received the following compliments from customers:*

Customer D.S. stated that he is a first time home buyer, which has been very nerve racking to him. He said that **Nancy Squires** was at ease when handling his request. She was supportive and very professional when setting up his service. He said that she made it easy for him, unlike the other companies he had to call today, and he appreciates all the support she provided to him. He said "I don't want to move to any other area without people like Nancy supporting me."

Nancy's supervisor: Excellent level of service Nancy! Thank you so much for making this customer's experience with us a positive and memorable one. You are the BEST!

Another customer took the time on February 26 to compliment **the whole of Pinellas County Utilities** on the helpfulness/friendliness of the staff. He said he doesn't receive the same quality of service from other utility companies like Duke Energy.

**Way to go!**