

Diane is Her Name, and World-Class Customer Service is Her Game

By Brenna Haggar, Manager of Public Affairs, Tax Collector's Office

Diane Nelson has served as Pinellas County's Tax Collector since 2001 and has worked at the Tax Collector's office since 1969. That is 47 years and almost 100,000 hours.

As many of you know, Ms. Nelson will retire at the end of 2016, and if you've ever worked with her, you know that she will work until her very last day giving 100 percent. Diane is passionate about many things, and one of the most important to her over the life of her career has been providing world-class customer service to the residents of Pinellas County.



Many people in Pinellas County are familiar with her name, but who is the woman that we write checks to every year for our property taxes and vehicle registration renewals? What makes her tick? *The Pen* thought you'd like to know and so we're featuring her this month. Here are her answers to some "burning" questions.

Do you have a hobby?

I have never been a hobby person, perhaps because I've never had the time. My husband and I enjoy traveling. We like to drive whenever possible so that we can enjoy visiting state and national Parks, waterfalls, and beautiful vistas. We enjoy having lunch on the water with a glass of wine. I like walking, exercising, cycling, and may take up scuba diving. I also enjoy baking and trying out new recipes. I love to read and even enjoy following politics; can you imagine that? In retirement, I plan on taking art lessons. I'm not sure which type of media, but I'm sure I'll figure that out quickly once I see what my options are.

As for volunteering, I want to take a year off and have no scheduled events. For 47 years I have had to be somewhere at a specific time, and I want to experience not having a planned schedule. I do like being involved with young children and would like to pursue volunteer work with young adults in the future.

You've said you and your husband will travel once you retire. Have you booked a trip yet?

My husband, Ken, and I plan on visiting Italy in October of 2017 for about a month. I want to visit Milan, Lake Como, Venice, Florence, Cinque Terra, Tuscany, Pompeii, and the Amalfi

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Coast. Ken and I have probably visited 40 different U.S. states already; we have another 10 to go. Ken's family is Norwegian, so in the future we would like to plan a trip that allows us to visit England, Sweden, and Norway.

What motivated you to have such a laser focus on customer service excellence?

It is the way I was raised. I grew up in an Italian/Spanish family where I learned from an early age to respect my elders and love everyone. It has always been my philosophy to live by the golden rule—do unto others as you would have them to do unto you. Living by this guiding principle has served me well, and I highly recommend it.

To give you examples of how living by this philosophy has enriched my life and the lives of our customers, let me tell you two quick stories...

When I was the manager of our Clearwater office, teenagers that purchased their first car would come in around 4 p.m. on Friday afternoons to transfer title and purchase a plate. Many times they were short \$5 or \$10 because they did not account for all the fees associated with buying a car. I would personally loan them money, with the promise that they would bring back the money the following week. I got so much

Continued on page 4.

Employee Spotlight



Natashsa Kinsley

Court Records Specialist/Deputy Clerk
Criminal Court Records
Clerk of the Circuit Court



What is your job?

In Criminal Intake we process initiation documents to create new Felony, Misdemeanor, Non-Criminal Infraction, Municipal and County Ordinance cases. When the State Attorney files charging or dismissal documents with the Clerk, we enter the appropriate information onto the official Court record. It is also our responsibility to redact confidential information from sensitive cases prior to public view. In addition, I write and update Business Procedures, facilitate training and head the regression testing of our section's procedures for system updates.

What aspect of your job do you enjoy the most?

I enjoy training, helping others enhance their understanding of how a process works and why it is important that is accomplished a specific way. I feel very fortunate to work on a team of such wonderful people who enable an open discourse of shared knowledge and ideas. I appreciate anything that expands my knowledge base, and I feel that I have learned something from each of them.

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

Martha Simpson was my first teacher. She took time to explain our procedures, the numerous steps involved and the importance behind each one. She has helped me to thrive in our section and has been gracious enough to share her thirty years of Clerk's knowledge with me.

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](#).

Prior to her retirement, **Kimberly Samojeden** took me under her wing and expanded upon my knowledge by entrusting a great deal of her knowledge with me. She answered my myriad questions, increased my understanding and gave me the tools to ensure that the procedures I update are not only accurate, but are fair and impartial to agencies and individuals who file with the Clerk.

Who is one colleague who deserves praise and recognition? Why?

Allyson Matos was asked to take on a dual position in our section to cover the early shift when someone takes time off. On such days she would come in three and a half hours earlier to process juvenile intake and would then spend the second half of her day working her usual adult intake position. It was impressive watching how well she handled the change in the work she processed and the daily fluctuation of hours she worked. She always finishes her responsibilities quickly, with impeccable accuracy and is eager to offer her help to others.

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

Ask questions, take notes, absorb as much as you can. If you make a mistake, own it. Learn from the incident and use the knowledge gained to help you be successful in the future. Take the classes the County has to offer; they are well constructed and will aid in your personal growth.



FLORIDA
BLOOD
SERVICES

BLOOD DRIVE
Mark Your
Calendars

Downtown Clearwater

Courthouse
315 Court St., west lot
January 11

Public Works

22211 US Hwy. 19 N.
Building 1, Clearwater
January 26

Utilities Building

14 S. Fort Harrison Ave.
Clearwater
January 19

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



Q. *I think during my new employee orientation I was told I can reach out for a free consultation with an attorney. Who I can talk to about this?*

A. You are referring to our EAP benefit. Our provider, CompPsych, provides legal support and resources in addition to the more traditional counseling. Take a look at the [CompPsych flyer](#) which includes contact information. And view the video [EAP: More than Counseling](#) as well.

HR's [EAP web page](#) has even more information. Of course, you can always call Employee Benefits for assistance or more information at 464-4570 or employee.benefits@pinellascounty.org.

The [Clerk's Legal Self Help Center](#) is also an inexpensive resource for any citizen and is newly located in the downtown Clearwater Courthouse, 315 Court St., 1st floor.

Use It or Lose It!

For those who have not used their Personal Day or Floating Holidays, the last day to use them is **December 24**.

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

Federal Student Loan Forgiveness Program

Being employed in the public sector may make you eligible for the public service student loan forgiveness program. Individuals employed in public service that have made **120 consecutive payments** under certain repayment plans towards their student loans may qualify to have the remaining debt forgiven.



A requirement of the application is employer certification. The HR office of Records Administration can certify your length of employment. They can be reached at 464-3367.

For more information and to see if you qualify, go to the [Federal Student Aid website](#).

Annual Benefits Enrollment Ends November 18

- In OPUS, first select **Employee Self Service**, then **Benefits**, read and **Accept** the conditions, then make your 2017 benefit elections.
- In OPUS, the coverage start date for "FSA" will be updated to "01-Jan-2017" once you've enrolled. This is true whether or not you chose to participate in the FSA.
- You may log in multiple times to update your selections prior to November 18. Your choices will be final at 11:59 p.m. on November 18.
- You do not have to be logged in to a County computer to enroll. OPUS Benefits Enrollment may be accessed on the Internet from any computer.
- **Opt Out** proof for 2017 must be received by December 2.
- The **domestic partner notarized affidavit** is due no later than December 2 if you are electing domestic partner coverage for the first time in 2017.
- **All employee must enroll in OPUS to have benefits coverage in 2017.**
- To access helpful tools, go to the Human Resources [2017 Annual Benefits Enrollment](#) website.



BIOMETRIC SCREENING and HEALTH SURVEY

IMPORTANT: You must complete your biometric screening and online health survey (formerly known as a health assessment) **by December 31, 2016**, to earn the preferred premium in 2017.

First, get your biometric screening at your doctor's office, a local lab, or a [convenience care clinic](#). Required information includes blood pressure, cholesterol, height and weight.

Next, complete the health survey in your [Rally account](#). If you haven't yet, you'll need to create one.

Find out more [on the HR website](#).

When you complete the screening and the survey, not only will you avoid a \$500 surcharge in 2017, you'll learn more about the status of your health.

If you need more information, call the Wellness Program at 464-4049 or email wellness@pinellascounty.org.



Diane Nelson -

[Continued from page 1.](#)

satisfaction knowing that I had helped this child who just wanted to drive his or her new car over the weekend. I always told them, "If you fail to return the money, I will stop helping other people just like you." Over the many years I did this I only got stiffed once. I didn't let that one incident stop me from helping teenagers that were short a few bucks.

Another example included a semi-truck that was carrying perishable fruits and vegetables that was stopped at a weigh station because his load was more than what he was declaring as his gross vehicle weight. An agent of the trucking company came into our office for help with their dilemma. We were able to charge the additional fee due and faxed the verification to the weigh station. Once the station received the confirmation of payment, the trucker was allowed to proceed with his load. If I had not gone out of my way, the trucker and the company would have lost thousands of dollars' worth of product. The company and the truck driver were so appreciative that they sent roses to our office.

I have always gotten joy out of helping people because they appreciated the little things we did for them. Are you familiar with the old saying, "I'm from the government and I'm here to help"? I like to think people coming into our offices truly feel that our core mission is to serve them. I have hundreds of examples like these two stories that gave me joy and satisfaction in my job, and that taught me the importance of world-class customer service.

What accomplishments are you most proud of?

When legislators decided to transfer responsibility for **driver license services** from the Department of Highway Safety and Motor Vehicles to tax collectors, I was chosen to be the liaison between the Department and the Florida Tax Collectors Association. We started work in 2010 and developed a five-year plan for this transition. This was a large undertaking and it was truly rewarding to be part of the project from the beginning through to completion.

Another project that I am proud of is when tax collectors started accepting **concealed weapon**

license applications. About 12 years ago, I heard about the long waits to apply for concealed weapon licenses. This was due to the limited number of offices the Department of Agriculture had throughout the state. I proposed that tax collectors start accepting and processing concealed weapon license applications since we are already proficient at fingerprinting, document verification, and ID photos. This finally came to fruition in 2014 after much work of convincing tax collectors throughout the state that it would be a beneficial service for us to offer residents, and then convincing the Department of Agriculture it would help them with their business. The last piece of the puzzle was getting legislators on board to pass the legislation required to allow this collaborative project. In the end, I have received nothing but praise from customers that have utilized the service in our office. They say the process is efficient and convenient.

With the increasing importance of electronic accessibility, one project that I worked very hard on is the **exemption of taxpayers' email addresses from public records law.** This allows us to send tax bills to customers electronically while protecting their email addresses from possible fraud. Senator Latvala's support of this bill was a big part of getting it passed and enacted into law. Exempting taxpayers' email addresses gives our customers peace of mind while providing them the convenience of electronic billing. Just today, I received a compliment from a customer that came in to pay their property taxes. They love the online billing option since they travel often. It is also beneficial for the many residents that live out of state and call Pinellas County their second home.

Our Tourist Development Department is small but mighty. In 2015, I worked closely with our Chief Tax Auditor over Tourist Development, Erin Sullivan, to negotiate and execute a contract with Airbnb that facilitates collection and payment of tourist development taxes on all of Airbnb's short-term rentals in Pinellas. **We were the first self-administering county in the State of Florida to sign a contract with Airbnb.** The additional revenue the County is now receiving from this agreements helps support and promote tourism in Pinellas County.

Lastly, the community project that I'm most proud of is the [Kids Tag](#)



Art Pinellas program. Kids Tag Art Pinellas is a community partnership program facilitated by my office where fifth-grade students design artwork for vanity plates that anyone can purchase for the front of their cars. Proceeds from sponsorships and the sale of tags support arts education in Pinellas County. One dollar from the sale of each tag benefits the **St. Petersburg College Foundation's "I AM 4 ART, U CAN B 2" Scholarship** that I founded 11 years ago. It provides funding for college students pursuing art degrees. Remaining proceeds are distributed amongst participating elementary art classrooms to be used exclusively as supplemental funding for arts education programs and supplies.

What advice would you like to give your employees?

Start planning for your retirement now. Start putting a little money away each paycheck, so that when you retire, you can afford to enjoy life. Don't procrastinate; it's here before you know it.

What advice do you have for the next Tax Collector, your Chief Deputy of 15 years, Charles "Carlos" Thomas?

Continue, continue, continue! Continue on the path that we made together. Continue to be innovative but never forget there is a human element such as empathy and sympathy that must be considered when serving the public and managing employees. Continue to empower our team members so that they may develop to their full potential as they are the ones that make you look good each and every day.

For more information about Diane Nelson's career, [read this informative article](#) from the Tampa Bay Weekly newspapers. - Ed.

Alert Pinellas: A Lifeline to Safety at Home and On the Job

What if there was an active shooter in the parking lot of the downtown Clearwater County Courthouse? How would the County send immediate notification to the employees in the Courthouse and surrounding buildings?

The answer is Alert Pinellas, an emergency notification service which allows emergency managers to quickly notify employees, residents and businesses in a variety of ways, including text to voice calls via cellular, home and work phones, text messaging and emails. The power of Alert Pinellas is that messages can be sent to targeted people or places – or to the whole County.

In the case of a campus incident like an active shooter, all employees could be notified at once that an emergency exists in the vicinity of the Courthouse. Further messages could be sent informing employees of the developing incident and to issue instructions. Alert Pinellas has already been used to communicate with Utilities customers, neighborhoods, and most recently, it was used by Emergency Management Countywide to keep citizens updated on the potential effects of Hurricane Hermine.

“Alert Pinellas has proven to be a valuable tool that enables us to communicate directly and quickly with our residents and businesses and we continue to urge everyone to sign up for this free service,

including the automatic weather warnings,” said **Sally Bishop**, director of Emergency Management. “For our employees, it offers an added layer of safety when they are at work. And when they aren’t, we can still make them aware of an incident or call them to share information about County operations such as delayed openings or closures, or to call them to report to work if we have to respond to a crisis and activate.”

While residents have to register for the free service to benefit from it, County employees are entered into the mass notification system from employee data contained in OPUS. It is the employee’s responsibility to keep their information updated, which they can do by going into OPUS, to Employee Self Service, and then the Personal Information Section. Use the plus sign to add more information. Please fill out all of the fields and provide as much information as possible so that we can notify you in an emergency.

Later this month, Emergency Management will conduct a test of Alert Pinellas as part of the bi-annual testing program. Calls will go out to all County employees. Alert Pinellas messages will have a caller ID of (866) 419-5000. It is suggested that you add this number in your contacts. Not only can you see where it’s coming from, but if you need to replay the message you can dial the number back and it will replay.

For more information, call Emergency Management at 464-5550.



TECH BITS

Tips on Finding Technology Training

Ever wonder what technology training is available to County employees?

Pinellas County employees have several ways to access technology training:

- **Instructor-led training** – offered in HR’s technology training lab for a unique hands-on experience.

***Visit the related video [Signing Up for Classes in OPUS](#) to enroll.*

- **ULearnIT** – offered 24x7 online with access to courses, books, videos, and job aids.

***Visit the related video [ULearnIT Login Tips](#) for assistance with access and logging in.*

- **Breakfast Bytes and Lunch ‘n Learns** – offered as special events throughout the year.

***These are quick 1-hour instructor-led classroom style personal development opportunities full of tips and tricks to help address on-the-job challenges.*

- **Quick Start Guides and Cheat Sheets** – offered on [HR’s Microsoft Office Training Resources](#) page.

***Printable guides that offer quick tips and tricks on Microsoft Office applications.*

- **GCF Learn Free** – offered free 24x7 online by Goodwill Industries with access to a variety of topics.

***Includes hands-on mouse and typing tutorials.*

Reminder: Discuss any training needs with your supervisor or manager.

Approval is needed if enrolling through OPUS.

To find additional information on this topic, access our [Training & Development Resources](#) page.

Fair Labor Standards Act (FLSA) Overtime Rule Change

The minimum salary threshold for employees in positions exempt from overtime will increase as of December 1, 2016. According to federal law, as of December 1, 2016, any exempt or classified/excluded Pinellas County employee paid under \$47,476 will be eligible for overtime for hours worked beyond a 40-hour work week.

Each Appointing Authority will reach out to their impacted employees one-on-one to explain the changes. If you have not been notified by your Appointing Authority, you are not affected by the rule change. Find out more details on our [website](#).

Pinellas County Jail Receives *Facility of the Year Award*

The Pinellas County Jail is the recipient of the **R. Scott Chavez Facility of the Year Award** from the **National Commission on Correctional Health Care**.

The award was presented Monday, Oct. 24, 2016. The jail is located at 14400 49th St. N. in Clearwater.

The award recognizes accredited correctional facilities for outstanding quality, innovation and dedication in correctional health care. It is named after a longtime NCCHC vice president who was a champion of accreditation.

This year, the Pinellas County Jail stood out from nearly 500 eligible jails, prisons and juvenile confinement facilities because of its broad-spectrum health care, strong emphasis on quality and mutual respect and cooperation between health services and security staff. A Triple Crown facility, the jail has been accredited by NCCHC since 1987.

After bringing health services back in-house in June 2014, the jail hired a medical director, health services administrator and nursing director, and established a nurse educator position.

The health services team reviewed operational procedures and made many changes to improve quality of care, efficiency and productivity, and to decrease costs.

The result is a comprehensive and integrated medical, dental and mental health program that demonstrates outstanding compliance with the NCCHC standards. Continuity and coordination of care is excellent, as is treatment planning for special needs and chronic care patients.

"Pinellas County Jail is highly deserving of this award," said Thomas L. Joseph, MPS, CAE, CCHP, president and CEO of the National Commission. "With its team of dedicated professionals and its ongoing focus on quality improvement, the jail ensures that the inmate-patients receive appropriate and timely care on par with health care available in the community."

NCCHC is a not-for-profit 501(c)(3) organization working to improve the quality of care in the nation's jails, prisons, and juvenile detention and confinement facilities. NCCHC establishes standards for health services in correctional facilities, operates a voluntary accreditation program for institutions that meet these standards, produces and disseminates resource publications, conducts educational trainings and conferences, and offers a certification program for correctional health professionals.

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Promotions

Promotions listed are for October 2016.

Board of County Commissioners

Management & Budget

Andrew Brown.....Fin & Acctg Analyst

Parks & Conservation Resources

Anissa Kwaak.....Admin Supt Spec

Public Works

Sharla Becker.....Dept Admin Mgr

Matthew Bellefeuille.....AEO 2

Vincent Dipadua.....Crew Chf 3

Joseph Hemberger IV.....Craftwkr 1

Shawn Johnson.....AEO 2

Kenneth Morrisette.....AEO 3

Thomas Murray III.....Fld Insp 1

Kevin Rosekrans.....AEO 3

Caleb Settle.....AEO 3

LJ Wood.....AEO 3

Solid Waste

Mary Burns.....Envir Prog Mgr

Charles Mangio.....Solid Waste Prog Mgr

Utilities

Michael Smith.....Util Warehse Supv

Business Technology Services

Lisa Williams.....Info Tech Analyst Sr

Clerk of the Circuit Court

Pamela Flynn.....CCC Exec Asst

Linda Truslow.....Fin Opns Spec

Property Appraiser's Office

Joey Lynn Clayton.....Asst Dir Pers Exemptions

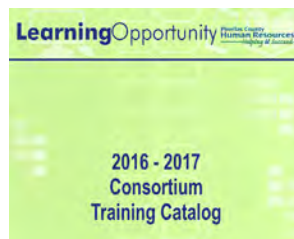
Upcoming Training Classes

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

It's never too early to plan for training especially since the [Consortium Training Catalog](#) now lists the classes to be offered for 2017.

We have the all-time favorites such as the Career Development Forum, Communicate This!, Give 'Em the Pickle, Myers-Briggs Type Indicator, Supervisory and Management Competencies Series, and so much more.

So take a moment out of your day and request enrollment in several. After all, that is the best way to ensure you have a spot reserved with your name on it!





Vote for Your EAC Representative

Look for Your Email Ballot on Nov. 28th

On **Monday, November 28**, classified employees who work in the groups listed below will receive an email ballot to vote for their Employees' Advisory Council (EAC) Representative. Ballots must be returned by December 9.

The email ballot will be sent from Employee Communications via Survey Monkey. BTS staff has enabled settings so that the message should not get caught in your spam filter. Please look for it.

If you do not receive a ballot by the close of business on November 28 or if you would prefer a paper ballot, please contact Human Resources at 464-3506 or by email at employee.relations@pinellascounty.org.

Each year, half of the Employees' Advisory Council (EAC) Representatives positions are up for election. If your department is not listed below, your rep's election will be next year. If you are eligible, please vote!

BCC Group 3 - Classified employees at Public Works

Nominees:

- ▶ Lisa Arispe (formerly Wombles)
- ▶ Jason Grant

BCC Group 8 - Classified employees at Airport, Building Services, Convention & Visitors Bureau, Development Review Services, Economic Development, Marketing & Communications, Planning, Purchasing, Risk Management (NOTE: This is a special election for a one-year term due to the current Representative moving to a different department.)

Nominees:

- ▶ Marisa Chartier ▶ Clare McGrane
- ▶ Daphne Michener ▶ Nikki Vasquez

Clerk South - Classified employees at Criminal Court Customer Service, Criminal Court Records, Clerk's Customer Information Center, Court Assistance/Jury Services, Records Management, St. Petersburg Branch, Tyrone Branch

Nominees:

- ▶ Marion Nuraj ▶ Peggy Poole

Tax Collector - Classified employees at the Tax Collector's Office

Nominees:

- ▶ Amber Bradley ▶ Richard Carvale

Other Appointing Authorities - Classified employees at Business Technology Services, County Attorney, Forward Pinellas, Construction Licensing Board, Human Resources, Human Rights

Nominees:

- ▶ Gene Fields ▶ Alana Lewis ▶ Alicia Parinello

Please note that elections will not be held in the following areas:

BCC Group 1 - Utilities Field Services, Dunn, Keller, Logan, South Cross

- ▶ Congratulations to Charles Toney who wins unopposed.

BCC Group 5 - Animal Services, Emergency Management, Human Services, Safety and Emergency Services

- ▶ Congratulations to Donna Beim who wins unopposed.

BCC Group 7 - Parks and Conservation Resources

- ▶ Congratulations to Bill Gorman who wins unopposed.

EAC Representatives are elected to two-year terms by their fellow employees and meet monthly to address important workplace issues, such as:

- ▶ Serving in an advisory capacity to the Pinellas County Personnel Board and the Director of Human Resources concerning personnel matters, policies, rules, and regulations affecting employees.
- ▶ Developing and recommending ideas related to working conditions, morale, public image, efficiency, employee safety and employee benefit programs
- ▶ Appointing two members of the Personnel Board

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

SERVICE ANNIVERSARIES

35 YEARS



Marjorie Pietroburgo
Real Estate Management

30 YEARS



Kelsi Oswald
Solid Waste



Toni Smith
Business Technology Services

25 YEARS



Marc Hanger
Forward Pinellas

20 YEARS



Michael Sarabia
Utilities

Unavailable for Photo

30 Years

Marcia Belot, *Clerk of the Circuit Court*

20 Years

Randall Hall, *Clerk of the Circuit Court*

15 YEARS

Christine Kitzler..... Clerk of the Circuit Court
Marcella Mitchell-Faucette..... Planning
Erin Moore..... Property Appraiser's Office
Charlotte Mora..... Clerk of the Circuit Court
Angela Powell..... County Administration
Christine Sickles Clerk of the Circuit Court
Steven Taylor..... Clerk of the Circuit Court

10 YEARS

Stephanie Ammons Utilities
Natalien Brown..... Clerk of the Circuit Court
Jessica Fahey Clerk of the Circuit Court
Lucille Farrugia Engineering & Technical Support
Ryan Ryczek Public Works
Pamela Satriano Clerk of the Circuit Court
Darrel Slocumb..... Animal Services
James Stevenson Parks & Conservation Resources

5 YEARS

Stephanie Bennett Tax Collector's Office
Elisa Bess..... Clerk of the Circuit Court
Meagan Decker..... Human Resources

James Just Purchasing
Kenia Latelers..... Tax Collector's Office
Joseph Lofaso..... Business Technology Services
David Martin Public Works
Nicholas Rintrona..... Utilities
Jadonn Sowell..... Human Services
Gregory Zellers..... Solid Waste

3 YEARS

Sherrill Culliver..... Parks & Conservation Resources
Jason DeCou..... Safety & Emergency Services
Ana Fernandez Convention & Visitors Bureau
Nicholas Jasko..... Clerk of the Circuit Court
Susan Kish Tax Collector's Office
Jeffrey Mendes..... Supervisor of Elections Office
Denise Molero Casasnovas Utilities
Vicki Myjak Supervisor of Elections Office
Hipolito Perez Parks & Conservation Resources
Michael Rink..... Parks & Conservation Resources
Martin Rose Business Technology Services
Megan Ross Utilities
Aaron Swartzbeck..... Public Works

RETIREMENTS

35 Years



Annette Douglas
*Tax Collector Supervisor
Tax Collector's Office*

35 Years



Teresa Williams-Brown
*Administrative Support Specialist
Convention & Visitors Bureau*

Over 34 Years



Marvin McAuley
*Maintenance Specialist 2
Utilities*

Over 24 Years



Peter Makrianes, Jr.
*Executive Assistant
Clerk of the Circuit Court*

17 Years



Carol Bond
*Accounting & Finance Technician
Utilities*

Over 13 Years



Eileen "Ikey" Leishear
*Emergency Management Coordinator
Emergency Management*

Unavailable for Photo

17 Years Frank Bowman, *Planning
Section Manager, Planning Department*

REPCO News

REPCO's December 12 meeting will be the annual holiday dinner, 4:00 p.m. at the Olive Garden in the Largo Mall. Interested parties may contact Rudy Garcia 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.



Have you seen the latest Two-Minute Tuesday videos?

Walk Your Way to Fitness - Walking is easy and a way to fitness.

Maintain Campaign - Create a team with four employees to support each other during the holidays.

Don't Sugarcoat Me! - You'll be surprised about the amount of sugar added to processed foods.

View these videos and subscribe to future videos at www.pinellascounty.org/hr/two.

Welcome Aboard!

Board of County Commissioners

Animal Services

Kara Crabtree..... Ani Care Asst

Building Services

Steven Buhler..... Mech Insp 1

Convention & Visitors Bureau

Jose Ramirez CVB Sales Rep

Monica Silva-Verona CVB Sales Re

Parks & Conservation Resources

Allison Hemhauser..... Ed Supt Spec

Planning

Rebecca Stonefield..... Principal Plan

Public Works

Doug Chase AEO 2

Jimmie Ciccarello..... Spray Tech...

Michelle Monteclaro..... Office Spec Sr

Real Estate Management

Daniel Sundermeyer..... HVAC Mech

Risk Management

Stephanie Pissarides Admin Supt Spec

Scott Rintz..... Risk Mgmt Spec

Maykau Thor..... Risk Mgmt Insurance Tech

Solid Waste

Jeffery Wolverton..... AEO 2

Utilities

Montez Brown Meter Rdr 1

Robert Kacinko Elect Equip Tech 1

Chrystan Scott Wtr/Wstwr Plt Oper Trne

Richard White Elec/Mech Tech 1

Business Technology Services

Akhilandeswari Bavara..... Info Tech SME

Matthew Haynes Info Tech Analyst

Clerk of the Circuit Court

Kimberly Addison..... Admin Sec

Property Appraiser's Office

Dina Meath PAO Appraiser 1

Andi Muharemi..... Prop Rcds Asst

Marie Swift..... GIS Analyst

Tax Collector's Office

Robert Ashmeade Cust Svc Tech 1

Eric Bermudez Cust Svc Tech 1

Raulanda Boyd Cust Svc Tech 1

Carol Castillo..... Cust Svc Tech 1

Sabrina Crockett-Srinivasa..... Cust Svc Tech 1

Lynn Gerken Cust Svc Tech 1

Angela Gorbet Cust Svc Tech 1

Susan Huzzy Cust Svc Tech 1

Cloretta McCloud Cust Svc Tech 1

Sara Thome Cust Svc Tech 1



New Employee Orientation class October 24th.



New Employee Orientation class October 10th.



Find it Fast: HR from A to Z

Find what you need on the HR website quickly and easily with the [A to Z Index](#). Access the link on the blue menu bar from any Human Resources web page. New index items are added frequently. [Let us know](#) if you have items to add.

THE RECORD KEEPER

Empty Box Requests

If you need empty records storage boxes to store your records at the records center, Records Management is happy to provide them. Simply submit an empty box request through the Oracle Records Management System, then as long as we have empty boxes available, we will fulfill your request. Occasionally, we may run low on empty boxes. If you can't wait for our stock to be replenished, you can order one of these boxes shown [here](#) from Office Depot.

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



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Consumer Corner



Connie Consumer

According to the Federal Trade Commission's 2015 *Consumer Sentinel Report*, Florida ranked #1 in fraud complaints and #3 in identity theft complaints. November 13-19, 2016 is **Fraud Awareness Week**. In recognition, the Pinellas County Sheriff's Office and Pinellas County Consumer Protection are hosting five forums throughout the county to educate residents about the most common scams in Pinellas County and how to protect yourself from falling victim. In addition, free shredding services will be offered at each location.

For a list of the forum locations, to file a consumer complaint, or check the complaint history of a business, call Pinellas County Consumer Protection at (727) 464-6200 or visit www.pinellascounty.org/consumer.



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.

The APWA Annual Equipment Rodeo

By Dana J. Land, Field Operations Supervisor, Public Works, Transportation and Stormwater

This past October, employees from Pinellas County Public Works and Utilities along with employees from several municipalities participated in the annual American Public Works Association's (APWA) Florida West Coast Branch Rodeo. This year the event was hosted by Pinellas Park and included best tasting water contests, vendor booths showcasing innovative equipment, great food, wacky challenges giving heavy equipment operators a chance to strut their stuff, and other fun events.

I'm happy to say we won first place in two events! We also had a few second places.

In 'Top Ops' for Vactor Truck Basketball Control, first place went to **Rafael Hernandez** with our Public Works, Stormwater section. Second place went to **Ron Harders** also from Stormwater. Basketball control means that they use the vactor vacuum hose to pick up a basketball off of a safety cone and transport it 30 feet and put it through a regulation hoop. The shortest time wins. May sound easy but I tried and couldn't even get the ball off the top of the cone.

Wrenn Smotherman with Stormwater won the first place plaque for the Automated Side-loader contest. The operator uses an excavator shovel to pick up a raw egg from a pile of sand and transport it with the least amount of sand to a plastic bucket ... without breaking it. It's a timed event and the weight of the transported sand is added to the time.

Aside from being fun, this is a great event that establishes connections, discussions and communication with other agencies in Pinellas County. Just wait till next year.



Wrenn Smotherman



Rafael Hernandez



Introducing ...

Briella Monroe Cespedes was born October 13. She is the second child of Dina and Carlos Cespedes (Clerk) and new sister to big brother Maximino.



Welcome **Zane Vincant Forristall**, born October 17 to Megan Reed and Scott Forristall. Zane was 7 pounds, 15 ounces and 20 inches long. He is the first grandchild of a very excited Becky Batten (BTS).

Fall 2016 Golf Scramble

Another great success!



It was a spectacular day for golf, fun, and fundraising on Saturday, November 5 at the beautiful Lansbrook Golf Club in Palm Harbor. The volunteers and 89 players together raised \$1,100 for [The First Tee of Clearwater](#). Congratulations to all the winners! [View more photos](#).

1st Place



John Downey, James Poulter, Kirk Heller, Mallory Hubbard.

2nd Place



Clay Harvey, Nathan Harvey, Pick Talley, and Ken Jacobs. The Harvey kids' mom in the middle is Gina Harvey.

3rd Place

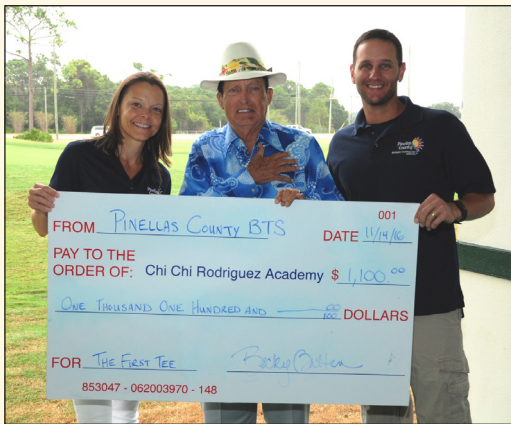


Drew Working, Skip Sprague, Steve Chesley, and Danny Hage.

**SAVE THE
DATE**



The next tournament is scheduled to be at Countryside Country Club in Clearwater, **Saturday, June 3rd, 11 a.m. shotgun start.** BBQ dinner buffet is included. Registration will open in April.



Event organizers Becky Batten and Justin Taylor (BTS) present the donation check to Chi Chi Rodriguez, Nov. 14, 2016.

The following sponsors provided in-kind contributions: CDM Smith Conference Services, Chi-Chi Rodriguez Foundation, City of Clearwater, First Tee of Clearwater, Lansbrook Golf Club, The Public Defender's Office, U.S. Saws.

Gone but not Forgotten

The Pen is saddened to report the passing of the following retirees:

Marian H. Casey, 89, of Tampa, formerly of Largo, passed October 10, 2016. A secretary for the State Attorney's Office, she retired in 1992. She is survived by two sons, two daughters, six grandchildren and a great-grandchild. Further information can be found at [Veterans Funeral Care](#).

Rose Molander, 93, passed away on November 7. She retired from Pinellas County in March 1991. She is survived by a son, a daughter, eight grandchildren and five great-grandchildren.

Audrey M. Mullis, 75, passed October 10, 2016. She retired from the CJC in July of 2003 and was a Deputy Clerk of Court. A former coworker refers to her as "a true Southern Bell." Audrey is survived by a loving family. Arrangements were handled by Brett Funeral Home in St. Petersburg. More information and condolences may be viewed at [Brett Funeral Home](#).

An EMS Halloween!



Classified Ad

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