

THE JOURNAL

Volume 3, No. 3



2007
LIVE, WORK, AND PLAY

BUDGET CUTS



Most of us are aware of the sweeping tax reform legislation that was passed by the Florida Legislature in July. The legislation resulted in budget cuts for every Florida county and city and Collier County is no exception.

The Commissioners met with staff to discuss the effects of the property tax legislation upon our operating budgets. Every attempt has been made to come up with savings that will allow us to avoid layoffs. In fact, that will be our last resort. However, some savings from personnel expenses will be required to help meet our goal. As a result, the following changes to the FY 2008 Pay Plan will be in effect.

- The Cost of Living Adjustment (COLA) will be limited by the maximum of each employee's pay range. Salaries/pay rates will no longer be driven above the maximum of the pay range because of the COLA. COLA will continue to be added to your salary/pay rate until your salary has reached the maximum of the pay range.
- All merit increases will be paid as a lump sum; merit pay will no longer be added to an employee's salary/pay rate.

The good news here, of course, is that all employees will still real-

ize some pay adjustment.

Vacant positions funded by general fund monies will not be filled. This also means that should any position funded with general funds becomes vacant, it will not be filled and will be considered frozen. It is important to note that not all positions will be frozen. Those positions funded from sources other than general funds are not affected.

In addition, all persons filling Job Bank full or part-time positions funded by general fund monies were dismissed.

I regret very much that these hard decisions had to be made. However, I want to reiterate strongly that these steps are being taken in order to avoid layoffs. I also want you to know that I value each and every one of you. I am truly proud of our employees and know that you will cooperate fully and do whatever has to be done so that we can get through these tough times together.

Thank you for your attention.

Jim Mudd
County Manager



All phone numbers on the county wide phone system can now be reached by dialing 252 plus the four digit extension.

Current exchanges will remain active until March 30, 2008. For example, 774-8888 and 252-8888 both now connect to the IT Service Desk. Beginning April 1, 2008, numbers dialed externally using the current exchanges will go to a recording: "The exchange for this number has been changed to 252. Please hang up and redial the number using 252 before the final four digits." During this transition phase, you should begin to use the 252 exchange in printed materials and publications.

Only numbers that can be dialed using four digit dialing are affected by this change. For our customers, the new 252 exchange will be easier to identify and remember.

Why Have Performance Measures?

Collier County Manager's



Strategic Excellence Program
for Ultimate Performance

The County Manager's Strategic Excellence Program for Ultimate Performance (STEP-UP) Project Team is designed to assist in the continuing development and to orchestrate the implementation of the Board of County Commissioners (BCC) 10-Year Strategic Plan. As a STEP-UP Team member, I want to share with you why our senior leadership decided on performance measurement to gauge our Strategic Plan. Our Strategic Plan is a road map that outlines the long-term goals of our organization and details how these goals will be achieved by adopting specific strategies, approaches and methodologies.

Performance measurement is a management tool that greatly assists our senior leaders in their decision making processes through the ongoing monitoring of programs, processes and personnel. One of the primary responsibilities of the STEP-UP Project Team is to assist with data collection and, more importantly, to ensure that the data being collected is relevant, meaningful, and useful. Performance measurement assists our senior leaders in effectively and efficiently

managing and improving services. If we don't know the level of our performance, we can't identify the scope for improvement.

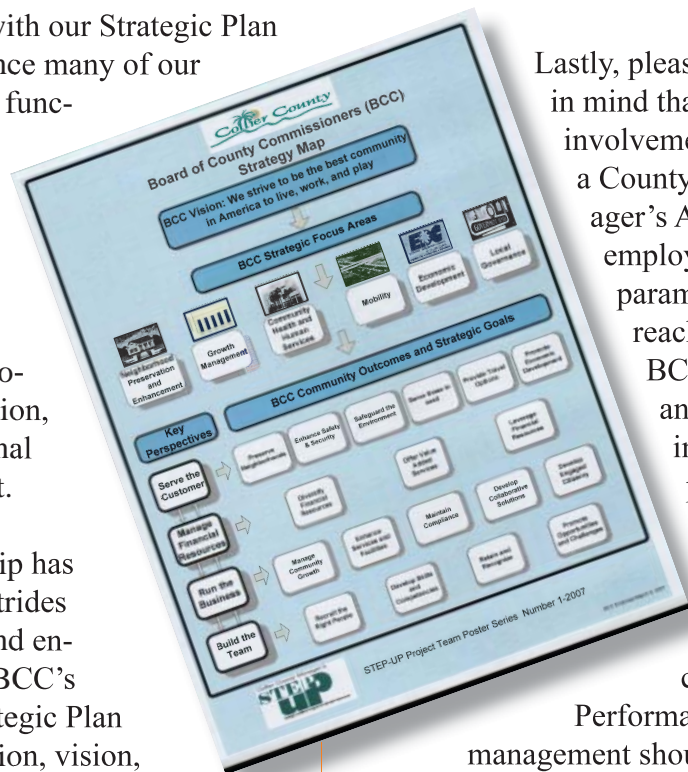
Ideally, a good set of performance measures should be used to set our goals and standards, detect and correct problems, manage and improve processes, provide measurable results, determine whether our organization is meeting customer needs, and document our accomplishments. Furthermore, sound performance measures that are aligned with our Strategic Plan greatly enhance many of our management functions such as planning and budgeting, accountability, allocation of resources, program evaluation, and operational improvement.

Our leadership has made great strides in creating and enhancing the BCC's 10-Year Strategic Plan and our mission, vision, and value statements. I strongly encourage every county employee to have at least a cursory knowledge of our Strategic Plan and performance measurement program. As employees, you can review the Strategic Plan and strategy map on the STEP-UP Team's SharePoint site. Equally important,

you are encouraged to familiarize yourselves with the Team's ongoing efforts in enhancing the County Manager's performance measurement program (Operations Management Tracking System or OPS Track) and metrics definitions on the SharePoint site as well, at http://bccintranet/sites/strategic_plan/Shared%20Documents/Forms/AllItems.aspx. These definitions need to be universally understood by employees, managers, supervisors, suppliers, and eventually customers.

Lastly, please keep in mind that your involvement as a County Manager's Agency employee is paramount in reaching the BCC's goals and ensuring our programs and processes are a success.

Performance management should become a key day-to-day management activity and all employees should play a part in collecting and analyzing performance data. In turn, use this data to drive improvement and successfully translate strategy into action! (Joe Frazier, Bureau of Emergency Services.)



STEP-UP Project Team Poster Series Number 1-2007

Florida Tax Reform...*And You*

The Board of Commissioners has cut the '07-'08 budget by \$44.2 million in gross ad valorem tax revenue to comply with the required state mandate. The budget cut includes approximately \$34.6 million from the general fund, \$6 million from the unincorporated area general fund and another \$3.6 million from Municipal Special Service Taxing Units (MSTUs).

To offset the revenue loss, the county has implemented a hiring freeze for general fund positions, eliminated the general fund job bank (temporary) positions, reduced budgeted fuel adjustment and contingency reserves, reduced funding for economic development incentives, eliminated general fund expanded positions, reduced Sheriff's Office funding, adjusted retirement rates based on final rates approved by the Florida Legislature, and increased/added fees for services provided by the Health Department, the Library Department, and the Emergency Medical Services Department.

It is always foremost in my mind that our employees are our most valuable asset. With the passing of the state's mandated tax reform legislation, county staff had to take a long hard look at where we were going to cut costs, working within our new budget constraints. We struggled with this mandated budget cut and luckily thought "outside the box" to develop a pay plan change that would prevent us from laying off any of our perma-

nent staff, while at the same time allowing our current staff the opportunity to receive well-deserved merit increases, as well as the "Cost of Living Adjustment" (COLA), and still stay within our budget constraints. Mr. Mudd and his staff did a remarkable job when tasked with this and he presented to you the outcome of the board-approved final plan.

I'm sincerely grateful that Mr. Mudd and his staff were able to meet our new lower budget goals, and at the same time enable us to support our staff at its current level. I hope you also recognize the significance of this revised pay plan for 2008 and appreciate how important it has been. I'm very grateful that staff was able to develop this type of plan, when many counties will be forced to induce layoffs.

I want to thank all of you for your continued service to our citizens. I'm proud of each and every one of you and your contribution to our accomplishments over these past several years. I believe we have



reached a level of superior service which our citizens have come to appreciate.

Sincerely,

Jim Coletta – Chairman,
Board of County Commissioners
Commissioner, District 5

Jim Coletta, Chairman
Board of County Commissioners
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Naples, FL 3412

239-774-8097
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Employee Spotlight

Collier County government would like to recognize those employees who have dedicated at least 20 years of service by highlighting them in our new Employee Spotlight section of the Journal. If you would like to nominate a co-worker, please e-mail sandraarnold@colliergov.net.



**Murdo Smith, regional manager in the Parks & Recreation Department
Employee since 1975**

What do you do on a daily basis/current project you are working on?

I manage the Parks and Recreation Department's Beach and Water Operation, Region 1 within the department. The Beach and Water Operation includes beach

maintenance, Park Rangers, interpretive programming, sea turtle monitoring and protection, Sugden Regional Park's ski and sailing center, county boat launches and marinas, beach concessions and the Exhibit Hall at North Collier Regional Park. Because I have worn many different hats throughout my 32-year career with the department, I am often called upon to assist with softball field management, beach access, and historical information.

What do you enjoy the most about your job?

I enjoy watching people having fun in our parks and at our special events. I also enjoy working with the wonderful group of people at Parks and Recreation Department as well as all the County employees.

Hometown?

Dunipace, Scotland

Best county park?

The Immokalee Sports Complex in Immokalee. They have a beautiful swimming pool, gymnasium, soccer complex, and fitness center.



**Ed Torroni, program supervisor in the Parks & Recreation Department
Employee since 1975**

What do you believe your greatest accomplishment has been while in this position? I was taught

years ago that recreation is a people business. In general, I believe working with multitudes of people in our community over the years through various sports mediums has been consistently rewarding. Additionally, being a part of the team that passed the \$8 million referendum in 1982, which really put Collier County in the parks and recreation business, was also a great accomplishment.

What was one of your biggest obstacles in your position and how did you overcome it?

Keeping up with growth and the demand for additional facilities and programs has always been challenging. Again, through department growth and management we have been able to sustain a high level of service and competency.

Hometown?

Yonkers, New York

Favorite County Park?

A tough question. They all are in their own respect and provide their users the best that can be asked for. Of course, the one I work in now is my favorite (the North Collier Regional Park located at 15000 Livingston Road, Naples).

Tom Kuck

September 30, 2007, Tom Kuck, Engineering Director for Community Development and Environmental Services retires after 24 years of service with Collier County.

Tom became Engineering Director/County Engineer in 1994 as part of the reorganization of CDES and he has remained in this position for the past 13 ½ years. Currently, his department is comprised of Engineering Review, Inspections, County Surveyor, FEMA/Flood Plain Management and PUD Monitoring, subdivision approval, SDP, SDPAs, SDIPs, and Insubstantial Changes as well as inspections of these projects and the inspection of residential homes for site improvement requirements.

“I take personal pride in my entire staff that has worked with me at CDES. They have served me well and made my job a pleasure,” said Kuck.



HOW WE CAN HELP

Many of you are aware of the very serious condition of Amy Tozier's young son. Amy is a member of our employee family; she works in the Housing and Human Services Department. Amy and her family face mounting medical bills. If you would like to show your support by making a donation to help offset these expenses, it would be most appreciated.

Another suggestion has been made that “Dollars for Denims” proceeds be dedicated to this worthy cause. Most of us would appreciate these dollars going to someone we know and work with.

Should you want to help as individuals, or as a group to contribute your “Denim Dollars,” checks should be made out to: “Sharon Ardrey for the Adam Saada Trust.”

The checks should be mailed to:
Encore Bank - Attn: Banking
3000 Tamiami Trail, North
Suite 100, Naples, FL 34103



The Human Resources Department is coordinating Collier County government's first employee art competition, scheduled for Sept. 10-14 at the Collier County Museum's Exhibit Hall.

Participants must be Collier County government employees, and submit original works of art in one of five categories (painting and works on paper; photography; sculpture and pottery; fine craft and jewelry; and other).

For more information, call Marilyn Hamachek at 774-8915.



Russell's Clambakes Arrives!

After an eight-year contract with Subway, as the snack bar provider at the main Government Center, the county contracted with Russell's Clambakes. The new vendor provides coffee and donuts in the mornings and hot lunches and sand-

wiches in the afternoon. The snack bar will be opening soon.

For more information, call Facilities Management at 774-8380 or visit www.russellscclambakes.com.

Collier Area Transit (CAT) Customer Appreciation Day

Collier Area Transit (CAT) held a customer appreciation day Wednesday, Aug. 22 at the new passenger transfer terminal located near the Collier County Museum at the Government Center to thank the hundreds of riders who travel by CAT bus each day.



CAT buses began transferring passengers at the new location on Aug. 1 after the previous transfer station, located at the Lorenzo Walker Institute of Technology, became unavailable due to growing parking issues.



Seven of CAT's nine routes now utilize the new passenger transfer location. Canopies for shade as

well as benches have been installed at the new location.

Welcome!



to supporting all tourism sales activities, Haschak is now directly responsible for the Florida Associations meetings market. Haschak joined the CVB November 1, 2005.

- **Liz Featherstone** joined the MedCenter staff as a physician assistant to serve employee health-care needs. She practiced internal medicine and urgent care as a PA over the last five years. Featherstone earned her master's degree in Medical Science from Nova Southeastern University and is also a professor at Hodges University where she teaches medical assistants in the Allied Health Program. She can be reached at 304-4257.

- **Nicole Haschak** was promoted from part-time tourism sales assistant to full-time tourism sales associate at the CVB. In addition

Spring Fever

Spring Into Exercise Team Winners

Nearly 500 employees and 20 departments participated in the eight-week exercise program, with a 60 percent completion rate.

The winning team in each category was recognized as Collier County's healthiest departments. Winners are also added to the Wellness Team Hall of Fame and receive the prestigious Wellness Team trophy plaque with their department's name included.

A. Category (5 - 15 employees)

| | |
|------------------------|------|
| Tax Collector (Marco) | 100% |
| East Naples Library | 100% |
| University Extension | 73% |
| Wastewater Lab | 55% |
| Emergency Management | 50% |
| Clerk Finance | 50% |
| Museum | 40% |
| Environmental Services | 23% |

B. Category (16 - 30 employees)

| | |
|------------------------------|-----|
| TECM | 60% |
| Human Resources | 40% |
| Clerk (Recording Department) | 37% |
| Purchasing | 36% |
| Housing & Human Services | 27% |
| Naples Regional Library | 24% |

C. Category (> 30)

| | |
|---------------------------------|-----|
| Driver License (Tax Collection) | 71% |
| Tax Collector Office | 63% |
| Headquarters Library | 59% |
| Water Distribution | 42% |
| Clerk - Criminal | 38% |
| Zoning & Land Development | 24% |



Olko Selected July EOM



Barbara Olko, an administrative assistant in the Public Utilities Division, was selected Collier County government's Employee of the Month for July 2007.

An employee of Collier County government since 1999, Olko maintains staff schedules and works

with the county's Human Resources generalist to manage training and oversee internal communications.

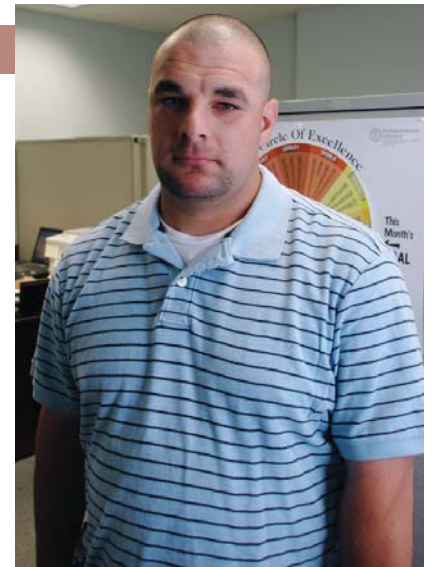
"Barbara always takes a selfless approach toward her work effort," said Tom Wides, director of fiscal operations for the Public Utilities Division. "She is frequently requested by other departments to assist or provide guidance in recognition of her sound thought process and evaluation skills and is recognized by her peers as an excellent mentor."

Shortly after her employment began with the county, Olko was faced with the challenge of learning to read building plans; a skill not taught in traditional administrative assistant positions.

"With the help of co-workers and engineers, I learned to read these complicated documents in a very short time and was therefore able to assist the public when they came in to the office with questions regarding water, sewer and meter locations," said Olko.

A native of Saddle Brook, New Jersey, Olko moved to Florida with her family in 1999.

Verrot Selected Supervisor of the Year



Dave Verrot, senior field crew leader in the Public Utilities Division, was selected Collier County government's Supervisor of the Year for 2006.

As a senior field crew leader working for Collier County government, his main responsibility is managing and directing a nine-member utility crew to ensure 400 lift stations throughout the county are operating properly.

In 2006, Verrot and his team were responsible for maintaining 1,500 miles of pipe work throughout the county, and spent more than 300 hours assisting nearly 150 customers with approximately 100 sewer-related problems.

"Dave does an exceptional job of planning and organizing tasks so that they are often completed ahead of schedule," said Jim Gammell, Wastewater Collections supervisor, "which often results in significant cost savings to the department."

In addition to assisting contractors with sewer-related issues, Verrot and his team work with customers to resolve their sewer issues in a timely manner, often following up with advice and suggestions concerning how to alleviate future problems.

Since his employment with the county began in 2000, he has completed C and B Wastewater Collections certifications and earned a Wastewater license.

Originally from Michigan, he and his family moved to Collier County in 1989.

30 Year Service Awards



James Thomas, Parks & Recreation, celebrates 30 years of service with Commissioner Donna Fiala.

20 Year Service Awards



Commissioner Donna Fiala congratulates Patrick Webb, Facilities Management, for his 20 years of service with Collier County government.

25 Year Service Awards



Joseph Chirico, Transportation, receives his 25-year service award from Commissioner Donna Fiala.

Not Available for Photo

30 Year - Robert Mayberry, Ochopee Fire District

20 Year - Willie Bullard, Transportation

15 Year - Dennis Gulley, Parks & Recreation

10 Year - Betty Postregna, Library

5 Year -

Sergio Valdes, Ochopee Fire District

David Velasquez, Public Utilities

Linda Williams, Library

Susan Hebbe, Parks & Recreation

Billy Blackmon Jr., Public Utilities

Alexander DeStefano Jr., Transportation

Jeffrey Klatzkow, County Attorney's Office

Nancy Lashley, Library

Christian DeBiasi, EMS

15 Year Service Awards



Commissioner Donna Fiala congratulates Edwin Barroso, Parks & Recreation, for his 15 years with Collier County government.

10 Year Service Awards



Commissioner Donna Fiala congratulates Maria Corzo, CDES; Susan Mason, Environmental Services; and Thomas Watts, Public Utilities, for their 10 years of dedicated service.

5 Year Service Awards



Commissioner Donna Fiala congratulates (back row:) Leunam Gutierrez, Public Utilities; Enrique Cruz, Parks & Recreation; Jim DeLony, Public Utilities; Les Williams, Emergency Medical Services; Joslyn Wallace, Transportation; Trevor Trinkaus, Public Utilities; Jorge Morera, Transportation; Felix Ortega, Transportation; (front row:) Margaret Kreyanus, Transportation; Joseph Giampa, Human Resources; Priscilla Doria, Housing and Human Services; and Leslie Weinreb; Housing and Human Services.