

THE JOURNAL

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2007
LIVE, WORK, AND PLAY

Through the guidance and direction of the Board of County Commissioners, staff continues to be committed to providing the best services for our residents. As a team serving the countywide community, we remain focused on how to conduct business with improved customer service results, targeting work getting done smarter, faster and more efficiently. It is an honor for me to lead an organization in which each and every employee takes pride in the work they do in the best interests of all the citizens in Collier County.

Without a doubt, the events that transpired in Tallahassee – and continued with a fourth Special Session called this year in October on property tax reform – dominated our work efforts this year as we prepared for a variety of different tax cut scenarios that were being debated by the State Legislature. On June 15, 2007 the Florida State Legislature adopted a tax reform package that includes statutory revisions capping local government tax levies. The statutory revisions limit a local government's ability to generate revenue through its ad valorem taxing powers and have implications on tax levies in both FY08 and FY09. The Constitutional element of the law was struck down by the court and a revised Constitutional Amendment was approved that will go to the voters Jan. 29.

In order to meet the new mandates, cities and counties across the state have enacted budget cuts and Collier County was no exception. The BCC

voted to cut the 2007- 2008 budget by \$44.2 million in gross ad valorem tax revenue to comply with the required state mandate.

To offset the revenue loss, the county implemented a hiring freeze for General Fund employee 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, and increased/added fees for services provided by the Health Department, the Library Department, and Emergency Medical Services.

Under the Board's guidance, we crafted a budget plan that minimizes the impact to the greatest degree possible because of the decisions made in Tallahassee. However, the long-term effects of the hiring freeze have yet to be felt and will almost surely impact the level of services we provide our citizens. We will continue to be challenged by the long-term effects of tax reform in FY08 and beyond.

It is worth noting that the BCC in the preceding year cut \$23 million from its budget, which means that in the past two years, Collier County has reduced a total of \$67 million from your taxes.

We wanted to find out how citizens felt about our job performance and conducted a bi-annual Citizen Survey, which included surveying 710 full-time

and part-time residents between March 19 and April 5, 2007 to make sure we were focused on the desires of the taxpayers we serve.

Asked if things in Collier County are moving in the right direction or wrong direction, 56 percent of respondents believe things are moving in the right direction. Also, 61 percent of respondents approve of the job performance of the County Commission. And, 57 percent of respondents agreed with the following statement: "The property taxes you pay for county services are

generally fair in relation to the value of benefits received." Other findings include 94 percent believe trash collection and recycling programs are working well; 70 percent believe roads and highways are well maintained in Collier County; 82 percent are satisfied with parks and recreational facilities and services; and 83 percent believe county beaches are clean and well maintained.

Overall, the survey revealed what we had thought all along - residents are satisfied with the services and leadership provided by county government.

Thank you for the great work you do every day.

Jim Mudd
County Manager



SAP Upgrade – On Time/On Budget

Many projects that require cross-departmental partnerships often bring professionals together to work toward a common goal, but, no county project has required such a partnership as much as the recent SAP upgrade project. Fiscal Year 2007 afforded an opportunity to shore up partnerships created during the original roll out of SAP as the SAP upgrade commenced. This time, however, the synergy of expertise and commitment allowed the SAP project team to progress easily and flawlessly towards their goal of completing the upgrade in record time with few glitches and seamless transitions for end users.

The \$1.2 million upgrade was completed in July, on-time, on-budget, and within the original project scope. The team consisted of more than 60 highly talented staff members from the Board, Clerk and Supervisor of Election agencies, who attempted to keep more than 400 department users and stakeholders informed of the progress, expected down time, and future benefits of the upgrade.

The project dealt with software and hardware updates in an effort to ensure accurate financial reporting, accelerate transaction processing, and prepare for future SAP business integration applications such as work orders, asset tracking and grants management. Most users will not recognize the changes and

will be able to continue business as usual, but may occasionally wonder at the new ease and flexibility the system now seems to offer, including streamlined/reduced transaction processing, accurate financial reports, improved transaction search capability, and new and enhanced reporting.

“The project team is to be commended for their professionalism, efficiency and for continuing their synergistic partnerships,” Administrator Len Price, Administrative

Services Division. “The upgrade fixed what was broken and laid the foundation for future enhancements that will provide a level of information integration never before experienced in Collier County.”

View Journal Online

Log on to

www.colliergov.net/Journal
to view the latest edition of
your employee newsletter.

Leadership Collier Program



Public Services Administrator Marla Ramsey and Public Relations Manager JoNell Modys, Tourism Department, are participating in the 2008 Leadership Collier Program and are scheduled to graduate in May 2008.

The primary objective of the Leadership Collier Program is to educate local business leaders about the societal and economic challenges facing the community today.

Benefits Fair



Human Resources held its first Benefits Fair in mid-November to inform employees of available benefits and to answer enrollment questions. Additionally, the Wellness staff was on hand to provide wellness screenings, administer flu shots and to schedule medical appointments at The MedCenter- a primary care facility, located in the Risk Management Building at the Collier County Government Center that provides employees who are currently covered under the Group Health Plan with a convenient medical care alternative.



ADOPT A SOLDIER

Collier County Transportation Services Division staff rose to the call to "Adopt a Soldier," a program sponsored by the Collier County Sheriff's Office, by contributing close to 100 pounds of toiletries, duct tape, hard candy, powdered drink mixes, puzzles, stationery items and lip balm to help our men and women overseas who will be away from home during the holidays. Pictured left to right are a few of the staff.

Back row: Gary Putaansuu, Connie Deane, Daniel Hall, Paul Young

Front row: Ana Fuentes, Lisa Taylor, Rebecca Harding, Diane Lynch, Deborah Farris and Tamika Seaton.



Thank You!



Mark Moreno and Miguel Perez

Public Utilities

A crew of two, Mark Moreno and Miguel Perez (Public Utilities Division), are hard at work digging up the street to expose the leak on the service line to my neighbor's water meter. The Mark and Miguel team are quite an efficient pair. If I was still running underground utility crews, I would certainly hire them myself.

Mark knocked on my door about 11:05 a.m. to report that the repair to the service connection was completed. He indicated that a crew will come back in the next day or two to patch the street.

Again, thanks for such prompt service and please let the supervisors for both Mark and Miguel know how pleased I am with their work effort, attitudes, and friendliness. They were excellent and a credit to the Public Utilities Division.

Citizen J.A. Rautio



Todd Farek and Ray Lurry

Public Utilities

We just had to share this experience with you. Yesterday (Sunday, Oct. 28) at about 7 p.m., we were doing some laundry and heard a strange swishing sound from a bathroom far from the laundry. It actually sounded as though water was running close to or under our house.

I called the county's Water or Sewer telephone number. I just went about my business figuring they would be here sometime on Monday.

Well, they came right out. They searched, measured, photographed and videoed our sewer pipes with a camera like the doctors scope your organs. They showed me the videos of the inners of our sewer pipes and proved there was no blockage.

These folks are wonderful and provide a service which is beyond any expectations. The two gentlemen who attended our situation were Ray Lurry and Todd Farek. All too often the county's employees do

great work and get no 'atta-boys'.

These two gentlemen represented our tax dollars being well spent.

Doug and Jennifer Tanner

Communication and Customer Relations

I am writing to commend the actions of your office, and in particular praise the responsiveness of Ms. Heather Grimshaw.



Heather Grimshaw

Recently, my company had an issue that needed immediate attention. I contacted your office and spoke with Ms. Grimshaw.

First and foremost, I found her to be extremely pleasant and professional (qualities that are sometimes unusual to find in this day). In discussing my dilemma with her, she felt that the best course of action was to e-mail the appropriate parties that could assist me.

Within a short period of time, I had my issue resolved and that is solely attributed to her handling the matter in such an expeditious manner. I

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Thank You!

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am also extremely pleased with her follow-up phone call and the offer of her direct line should I have any other issues.

As a new business owner in Collier County, it is important to me to know that I have such an organized support system to fall back on. It is also refreshing to have someone from a government agency show actual concern and want to help.

In closing, I commend your decision in hiring Ms. Grimshaw for this position (citizen liaison).

Sincerely,
Michelle Gauto
Diego's Auto Body

FAREWELL



Chief Assistant County Attorney Michael Pettit returned to private practice after serving 12 years at the county.

PROMOTION



Phil Tindall was named manager of the Collier Metropolitan Planning Organization. He was previously principal planner for the Transportation Services Division Planning Department. He has been a Collier County employee since 1996 and also worked as a senior budget and management analyst, impact fee coordinator and an assistant to the county manager.

Melissa Blazier, Supervisor of Elections Office, was presented with a plaque for her dedication in coordinating county employee efforts to raise nearly \$6,000 for the United Way of Collier County's annual campaign. Each year, more than 100,000 people receive assistance from one or more United Way agency. This year's goal is \$2.8 million.



EMPLOYEE OF THE MONTH

Mosca Selected August EOM

Michele Mosca, a principal planner in the Community Development and Environmental Services Division's Comprehensive Planning Department, was selected Collier County government's Employee of the Month for August 2007.



An county employee for nearly a decade, Mosca prepares studies, reviews planning projects to ensure consistency with the county's Growth Management Plan, and works with community groups to resolve planning and procedural issues.

"Michele is a proactive, solution-oriented team player who was instrumental in facilitating an inter-local agreement pertaining to school concurrency for the Growth Management Plan," said Director Randall Cohen, Comprehensive Planning Department. "Michele assumed the major responsibility of coordinating and acting as the liaison between the county and the Collier County School Working Group, and ultimately contributed more than 20 hours in her off time to see this project through to fruition."

Mosca was first hired as a planning technician in the Growth Management Department. She believes this position provided her with the necessary knowledge required to successfully prepare amendments to the county's Growth Management Plan and make significant contributions to the 2004 Evaluation and Appraisal Report.

A native of Westwood, Mass., Mosca earned a Bachelor of Arts degree from the University of Massachusetts Amherst before moving to Florida in 1989.

Hollocher Selected September EOM

Joel Hollocher, a risk analyst in the Risk Management Department, was selected Collier County government's Employee of the Month for September 2007.



An employee of Collier County government since 2001, Hollocher maintains and oversees the county's Workers' Compensation, Property and Casualty, and Subrogation Recovery programs (designed to recover funds owed to the county by third parties as a result of damage incurred to county property).

"Joel is the kind of employee every manager could hope for, said Director Jeff Walker, Risk Management Department. "He is one of the hardest working employees I have ever known. Joel is focused and detail oriented, but most of all, Joel treats the county's money as if it were his own."

Since the Subrogation Recovery Program's inception in January 2002, Hollocher has collected over \$1.5 million in funds.

"I enjoy the challenge of having a job that never becomes routine," said Hollocher. "In each of my areas of responsibility, I am faced with a set of constantly changing circumstances that require problem solving skills and flexibility. Reaching a conclusion that doesn't compromise the desired outcome of any of the participants is often challenging, but gratifying when accomplished."

Hollocher earned a Bachelor of Science degree from Washington University in St. Louis, Mo. He and his family moved to Collier County from Missouri in 2001.

Sexton Selected October EOM

Fred Sexton, a field engineering inspector in the Public Utilities Division, was selected Collier County government's Employee of the Month for October 2007.



An employee for more than five years, Sexton inspects underground utilities including water mains and conducts underground damage prevention inspections to ensure trench safety within Collier County rights of ways.

"Fred is an excellent selection for Employee of the Month, said Senior Project Manager Karen Guliani, Public Utilities Division. "He is instrumental in job site overview, coordination and quality control and is especially successful in dealing with contractors to ensure that the county gets a final product that meets our standards."

Sexton's hands-on approach concerning the design review of roadway expansion projects has saved the county thousands of dollars in utilities infrastructure repairs and replacement by providing the expertise necessary to ensure installations are completed properly the first time.

"I want customers to receive the quality and workmanship they are promised when bids are awarded for a project," said Sexton.

A native of Canton, Ohio, Sexton is an active member of the Collier County Damage Prevention Task Force, is certified in Work Zone Traffic Control and is the Public Utilities Engineering Department's safety coordinator.

von Rinteln Selected November EOM

Jim von Rinteln, an emergency management coordinator in the Emergency Management Department, was selected Collier County government's Employee of the Month for November 2007.



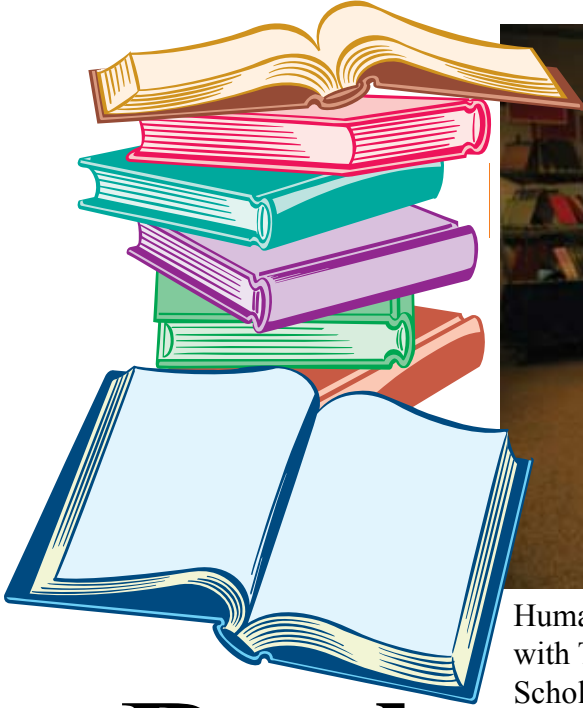
For more than a decade, von Rinteln has served as an ambassador to the private sector and to community agencies, and has been instrumental in county hurricane, tornado and wildfire evacuations and responses.

"Because of his natural leadership ability, strong organizational and sharp analytical skills, Jim was selected as the project manager of the \$56 million Emergency Services Center construction project; an assignment clearly beyond the scope of his normal work responsibilities," said Director Dan Summers, Bureau of Emergency Services.

As project manager, von Rinteln sought local, state and federal grant resources and successfully secured \$3.15 million in grant support.

The new center, scheduled for completion in late 2008, will house numerous agencies and a new county Emergency Operations Center with provisions to manage and orchestrate the county's multi-faceted disaster response activities.

Von Rinteln retired as an Army major after 20 years of dedicated service. Prior to his employment with the county, he earned a Bachelor of Arts in Political Science and Economics from the University of Maryland and a Master of Arts in Human Resource Management from Hawaii Pacific University.



Book Fair



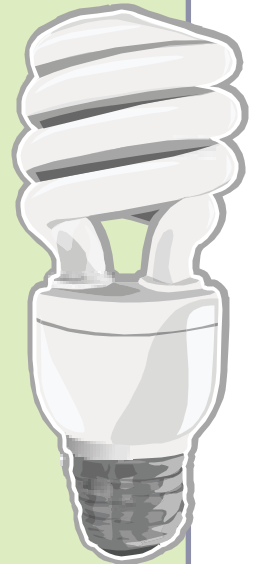
Human Resources teamed up with The Book People USA from Scholastic Books to provide employees with up to 70 percent off the retail price of books. 165 employees purchased 561 items during the two-day event.



Energy Saving Tips

The Department of Facilities Management is striving to reduce the county's power consumption. Below are great ideas provided by the U.S. Department of Energy. Please review these items and apply the applicable ones to your workspace.

- Always use compact fluorescent lights when possible
- Switch off all unnecessary lights when possible
- Use natural lighting when possible
- Unplug equipment that drains energy even when not in use (cell phone chargers, radio chargers, coffeemakers, etc.)
- Turn off office equipment (computer monitors) at the end of the day
- Use efficient Energy Star products
- Tilt window blinds to block direct sunlight to reduce cooling during warm months
- Photocopy ONLY what you need
- Use the second side of the paper
- Carpool, bike or use mass transit when commuting to work - We have a great CAT system
- Drive the speed limit, accelerate and decelerate slower and make sure tires are at manufacturer's level
- Use durable coffee mugs instead of disposable cups



Be Green, When Green Makes Cents!
Skip Camp, CFM



Cascading the BCC's Strategic Plan

In the Fall of 2006, County Manager Jim Mudd announced the approval

by the Board of County Commissioners (BCC) of a new 10-year Strategic Plan which included the BCC's Vision, Mission, Guiding Principles, Motto and six Strategic Focus Areas (SFAs). Mr. Mudd also announced the formation of a team "to guide us in implementing our strategic planning and performance measurement endeavors."

That team has been subsequently identified as the County Manager's "Strategic Excellence Program for Ultimate Performance (STEP-UP) Project Team" and has been actively carrying out the direction provided by the County Manager.

The last two articles in the Collier County Journal have introduced you to the members of the STEP-UP team, identified its milestones achieved and future objectives, and discussed the usefulness of performance measures as a management tool.

This third installment is intended to describe the six Strategic Focus Areas (SFAs) and to provide you with examples of the County Manager's key goals for FY 2008 and how they "cascade" from the

SFAs. The examples of the goals are intended to guide you and your team to develop your own goals and work plans in alignment with the goals of the County Manager and the intent of the BCC's 10-year Strategic Plan.

The six Strategic Focus Areas are:

SFA 1. Neighborhood Preservation & Enhancement – To preserve and enhance the safety, quality, value, character and heritage of our neighborhoods, communities and region.

SFA 2. Growth Management – To responsibly manage community growth, development and redevelopment, while enhancing the natural environment.

SFA 3. Community Health and Human Services – To improve the quality of life and promote personal self-reliance and independence through improved access to community health care and human services for those most in need.

SFA 4. Mobility – To provide for the various mobility needs of the community and the region while respecting and enhancing the character of our diverse neighborhoods.

SFA 5. Economic Development – To help create a business climate that promotes a diversified, growing economy consistent with the estab-

lished growth management plans and community desires.

SFA 6. Local Governance – To sustain public trust & confidence in County government through sound public policy decisions, expert professional management and active citizen participation.

The following discussion, because of space constraints, only refers to certain portions of the County Manager's key FY 08 goals; the entire detailed set of goals for the County Manager can be found at www.colliergov.net/strategicplan.

Strategic Focus Area (SFA)
Examples of the County Manager's FY 2008 Goals That Support SFAs

SFA 1. Neighborhood Preservation & Enhancement
Continue to implement beach and boat access initiatives.

Continue certain public safety projects such as the new Emergency Services Center, the Sheriff's Special Operations Center and repairs to deficient bridges.

Continue certain utility projects such as plant and wellfield expansion projects, landfill and recycling center improvements and the increased availability of reclaimed water. *Continued on page 10*

Cascading the BCC's Strategic Plan

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SFA 2. Growth Management

Supervise the revision, reorganization,

and updating of outdated and obsolete provisions of the Land Development Code (LDC).

Finalize a long range County plan for infrastructure improvements East of County Road 951.

Initiate Watershed Management Plan studies and associated Long Range Stormwater Management Plans.

SFA 5. Economic Development

Develop more regional strength at the State Legislative level to develop even more unified positions on issues from Tallahassee that effect Southwest Florida.

Continue to implement measures to improve customer service in CDES in order to get permits and development review items back to the public within established standards.

SFA 6. Local Governance

Ensure that for each key capital project there are clearly established responsibilities, budgets and schedules.

Ensure that systems are in place to respond to the general public in a timely and accurate manner.

Although these examples represent only a small portion of the County Manager's FY 08 Annual Action Plan, it is clear that they are linked to the SFAs as adopted by the BCC effective FY 07. That linkage ensures that the strategic direction provided by the BCC is carried out every day at the highest levels of the County Manager's agency. It is now time to extend that linkage further down into the agency.

So, what comes next?

The members of the STEP-UP team will work with the Directors, Managers and Supervisors in each

division to ensure that all employees' goals and work plans have linkage to the County Manager's goals and work plans and ultimately to the BCC's six SFAs. This will not be accomplished overnight, and may, in some cases, take a few years. However, the will and staff resources are in place to make the Strategic Plan an eventual part of every employee's daily work life.

In the meantime, take a moment to visit

www.colliergov.net/strategicplan to review the County Manager's FY 08 goals.

Don Albonesi
Manager - Compensation
Human Resources Department

In Memory

We are saddened to report the sudden death of Ken Dozier, Parks and Recreation maintenance worker. For those who didn't know Ken, he worked at Pelican Bay Park for many years and was a dedicated employee. Ken's southern accent and pleasant approach to life will be missed by all who knew him.

We are thankful for the time we had with Ken and our sympathies are with his family.

WEB SITE AWARDS

Collier County government's redesigned Web site (www.colliergov.net) earned the 2007 Pinnacle Award, the top honor in its population group, at this year's National Association of

Gov-ern-ment Web-masters Annual Confer-ence in Valley Forge, Pa.



The Pinnacle Awards are judged by a group of Web professionals from government and private Web development agencies and are graded in eight different categories including content, organization, design,

function, accessibility, standards, interactivity and the size of the Web team. The NAGW has more than 200 members from 29 states.

“This award recognizes all of the individuals within the departments and divisions who have worked extremely hard to make the transition from the old site to the new site a success,” said Director John Torre, Communication and Customer Relations Department.

Additionally, the Collier County Emergency Management Department earned second place in the International Association of Emergency Managers 2007 Technology & Innovation Awards competition, Local Emergency Management Agency Division, for its Web site redesign (www.colliergov.net/em). The award recognizes the development of technology and innovation to improve emergency management operations, public education, or the emergency management/homeland security field.

30 Year Service Awards



Bonnie Fauls, Housing and Human Services, accepts her 30-year service award from Commissioner Jim Colletta and Deputy County Manager Leo Ochs.

20 Year Service Awards



Keith Magero, Water, celebrates 20 years of service.

20 Year Service Awards



Jane McDonald, Veteran Services, accepts her 20-year service award at a Board of County Commissioners meeting.



David Streit, Utility Billing, receives his 20-year service award from Commissioner Tom Henning.

15 Year Service Awards



Eugenia Schindler, Utility Billing & Customer Service, celebrates 15 years of dedicated service.



Donald Holt, Traffic Operations; Bonnie Buchholz, Library; Alan Pitts, Emergency Medical Services; and Timothy Stick, Building Review and Permitting, accept their 15-year service awards.

10 Year Service Awards



John Kelly, Zoning and Land Development; John Marsh, Code Enforcement; Jorge Araujo, Domestic Animal Services; Kathy Topoleski, Parks and Recreation; Michael Toolan, Parks and Recreation; and Peggy Bush, Pollution Control & Prevention, receive their 10-year service awards from Commissioner Tom Henning.



David Southall, Museum; Benito Barnhart, Transportation; Edward Mitchell, Building Review & Permitting; and Ellen Barkin, Parks & Recreation Department, celebrate 10 years of service with Collier County government.

5 Year Service Awards



(Not in order): Romona Attle, Building Review and Permitting; Dora Carrillo Aparicio, Housing and Human Services; Brandon Davidson, Water Department; Lloyd Demonn Jr., Water Department; Frank Inzano, Public Utilities; Thomas McDonald, Wastewater Collections; Troy Miller, Communication and Customer Relations; Britt Pate, Parks and Recreation; Christopher Robinson, Utility Billing; Carol Ropp, Purchasing; Ismael Ruiz Jr., Water Department; Vincent Saccomani, Water Department; Michael Sawyer, Zoning & Land Development; Fred Sexton, Public Utilities; Carol Stachura, Building Review and Permitting; and Jonathan Vortherms, Road Maintenance, celebrate five years of service.



(Not in order): Benton Bryan, Facilities Management; David Sosinski, Wastewater; Eduardo Ruiz, Information Technology; Elizabeth Woods, Pollution Control & Prevention; John Olney, Communication and Customer Relations; Kelly Grimm, Emergency Medical Services; Laura Wells, CDES; Lisa Hendrickson, Transportation; Lisa Koehler, Community Development and Environmental Services; Richard McGee, EMS; Rogelio Orta, Parks & Recreation; Rolando Torres, Housing and Human Services; Ronald Martindale, Code Enforcement; Hans Russell, Real Estate Services; William DeJohn, Library; and Ann Stack, Pollution Control & Prevention, received their five-year service awards from Deputy County Manager Leo Ochs.