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to the county family

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to respond to anything

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County Line

September/October 2011



Employee 'pays it forward' by training service dog

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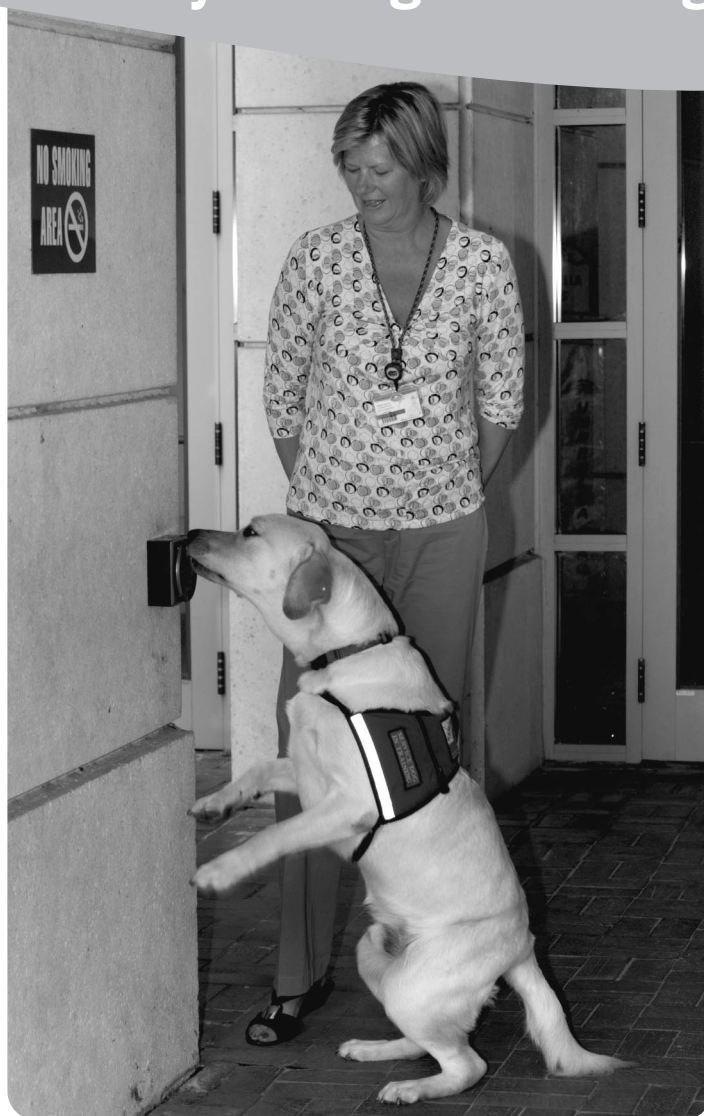
When **Lynne Coffin** lost her beloved 12-year-old chocolate lab to Cushing's disease last December, she was heartbroken. She needed to fill the void in her life with another animal, but couldn't bear the thought of going through another death.

That's when she learned about New Horizons Service Dogs, a non-profit organization that partners trained dogs with the disabled, mostly in the area of wheelchair and mobility assistance.

She volunteered to raise and train a puppy and was matched with an 8-week-old yellow lab she named Biscayne. The two have been inseparable at home and work as Coffin teaches him basic obedience, socializes him, and exposes him to advanced commands.

She brings the growing, enthusiastic puppy every day to the Property Appraiser's office, where she has worked for 20 years, currently as analytical and information technology director. Biscayne has his own crate in Coffin's office, but he spends most of the day sleeping at her feet and greeting visitors

(See Dog, page 5)



NEW HORIZONS – Lynne Coffin teaches Biscayne how to open the door at the Thomas C. Kelly Administration Center in DeLand.

Welcome EVAC and dispatch to the county family



Jim Dinneen

Here's a new twist. We've actually added a significant number of employees to the county workforce. It seems odd to be saying this, after several years of downsizing. But there's a good reason for the new hires in next year's budget.

In case you haven't heard, our county council earlier this year approved the integration of all emergency dispatching functions under county operation. We'll be adding 27 full-time and nine part-time telecommunicators who'll be working for the Sheriff's Office. Mostly, these are skilled 9-1-1 operators that are being hired over from cities where they formerly worked.

Also coming into the county fold are approximately 180 EMTs and support personnel from EVAC. The county council, in a separate decision earlier this year, decided to make EVAC ambulance a fully funded service provided by county government.

Although adding these two responsibilities increases cost to county government, the overall effect is less cost to the taxpayers we serve because, overall, I believe we can provide these functions at less cost. We will be able to integrate some of the administrative and operational support for these new responsibilities into existing county functions.

I hope you join me in welcoming these new public safety employees. These are highly trained professionals who are coming to county government with great experience. I am confident they will be a very fine addition to our team and, although this is a change for them, I believe they will be happy with their transition to county government employment.

The dispatch and EVAC additions are the only new services in the budget just approved by the county council. Like years past, we worked all year to position the organization and the county council for more budget cost-cutting. As much as possible, we have offset any increase in costs with reductions in other parts of the budget.

I wish to thank every department for banding together to achieve additional service efficiencies that have allowed us to reduce many areas of the budget in response to the continued difficult fiscal realities we face.

With your help and support we are maintaining service levels, although difficult, in a manner that is mostly transparent to the customers we serve. It takes dedication, teamwork and hard work by everyone to meet the challenges of increased service loads.

Finally, the new budget does not contain an employee salary increase. However, I will be discussing the possibility of a raise at the county council's second meeting in November. Any raise would have to be funded with savings we can realize through operating efficiencies.

I especially wish to thank the many people who worked long and hard to lay the groundwork for the dispatch and EVAC

(See EVAC, page 5)



Retirements

July

Phillip Solano Jr., Building and Zoning – 24 years

Richard Lavallee, Sheriff's Office – 17 years

August

Martin Hurst, Sheriff's Office – 21 years

Gary Watkins, Corrections – 23 years

Dana White, Sheriff's Office – 30 years

Dorothy Davis, Library Services – 34 years

William "Greg" Piser, Sheriff's Office – 21 years

September

Linda Autry, Solid Waste – 20 years

County Line

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reThink your commute and save money

Volusia County Government has partnered with an innovative new program that reduces fuel consumption and saves employees money.

The reThink program, launched by the Florida Department of Transportation (FDOT) last year, encourages Central Floridians to “reThink” how they get to and from work. reThink works with companies and local governments to explore existing transportation options and bring agencies together to coordinate viable transit modes. This reduces fuel consumption and saves employees money.

One of the services offered by reThink is the “Find Me a Match!” program, which helps employees find a travel partner. Using the service is simple: visit rethinkyourcommute.com and click on “Find Me a Match!” The

reThink system will provide you with a list of commuters in your area who travel a similar route every day. The system provides basic contact information and lets you get in touch with potential ride partners.

With 82 percent of Central Floridians driving to work alone, there are about 1.3 million cars with only one rider on our roads.



If you're driving more than 25 miles each way to work, you can save even more money by organizing a Votran vanpool group, which will reduce wear and tear on your personal vehicle.

If you carpool, vanpool, walk, bike or ride the bus to/from work at least two

times a week, you can sign up for the Emergency Ride Home program. This program reimburses you for the cost of transportation home in case of a qualifying emergency.

Transportation expenses account for about 20 percent of your paycheck – from obvious costs like gas to the easy-to-forget costs of maintenance and insurance. By sharing the ride to work, you can split the cost of gas with your carpool partners. Programs like reThink and Votran's Vanpool Service are smart ways to help you get to and from work, while lowering your transportation costs

significantly.

To learn more about reThink or to sign up to find a carpool partner, call 866-610-RIDE (7433) or visit

reThinkYourCommute.com. — **Richard Carter de Treville, Environmental Management**

Parks employee loses weight the old-fashioned way

Mary “Claire” Capps feels better and has more energy since she lost 93 pounds in one wonderful year.

The Parks, Recreation and Culture staff assistant had been overweight her entire life and was suffering from several health problems that sapped her strength. Three years ago, she suddenly decided she wasn't going to take it anymore.

“I realized I needed to take control of my health,” she said.

She found a new doctor, went on a high-protein, low-carbohydrate diet and joined a gym, spending countless hours on a treadmill. She started walking more, and then she started jogging.

“It was amazing to see the changes month by month,” she said. “It was slow at the beginning, but as I made subtle changes, the weight really began to fall off. I lost 93 pounds in one year through diet and exercise alone.”

That's better than most people who have surgical intervention.

“It wasn't about hitting a certain number for me,” she said. “I just wanted to feel good and have control.”

She has a message of hope for others: “I hope my story can inspire others who are going through similar things. There are answers, there is hope, and they can do it.”



INCREDIBLE SHRINKING WOMAN – Claire Capps works out in the county's Wellness Center.

Around the County

HazMat Team ready to respond to anything

Volusia County's HazMat Team is on call 24/7, ready to protect the public from everything from fuel spills to terrorist attacks. Members respond to 50 - 60 incidents a year, but the call they received Sept. 2 hit really close to home.

An employee in the Property Appraiser's Office on the first floor of the Thomas C. Kelly Administration Center had noticed white powder in a pile of incoming mail, prompting the evacuation of the four-story building.

The HazMat Team responded immediately and quickly made detailed plans based on years of training and preparation.

After suiting up and being briefed by HazMat Team Commander **Nick Castelli**, **Lt. Todd Bastian** and **Ken Giraldo** entered the building, tested the substance and determined it was not hazardous.

"The team members performed as true professionals," Castelli said. "This was a very sensitive response due to the parties involved. Safety was our No. 1 priority. We responded and put many years of training to practical use."

Since joining the team in 1999, Castelli has undergone extensive training in dealing with suicide bombs, radiological and terrorist attacks, and nerve and biological agents. He's traveled to New Mexico, Maryland and Virginia to study at some of the nation's premier hazmat training sites.

He and his twin brother – **Lt. Jason Castelli**, also a HazMat Team member – have had a passion for hazmat since their brother, Charlie Allison, died as a result of a hazmat call while working for Charlotte County Fire/EMS in 1995.

In 2007, Nick Castelli's career – and life – were side-tracked when he underwent open heart surgery to replace an aortic valve. But he fought back and passed the firefighter physical skills assessment just nine weeks later.

The county's Hazmat Team, formed in 1989, is composed of 70 firefighters from fire agencies throughout the county. The team has four hazardous materials response vehicles equipped with air monitors, chemical testers, and decontamination and spill equipment. Members attend six drills a year, must become hazardous materials technicians, and must take yearly refresher courses.

Nick Castelli said the team has become more mission oriented and improved its response time under the leadership of Fire Chief **Joseph Pozzo**.

"We are getting better every day," he said proudly. "The team members are a special breed. They are trained to deal with the types of hazards everyone fears." — **Pat Kuehn**,

Community Information



HazMat Team Commander Nick Castelli briefs County Manager Jim Dinneen about air monitoring for weapons of mass destruction during the Sept. 2 incident in DeLand.



HazMat Technicians Ken Giraldo, left, and Lt. Todd Bastian, right, with Commander Barry Ellis leaving the building with the sealed substance.

Dog *(Continued from page 1)*

who stop by for a hug and face-washing.

He also has his own chew toy, but that doesn't stop him from gnawing on Property Appraiser **Morgan Gilreath's** shoelaces when he stops by for some playful rough-housing and stress relief.

"He has such a loving personality," Gilreath said of the dog. "He has been a very positive influence on everybody because he's full of love, and love makes the workplace a happy place, even if it comes from a ball of fur. I'm delighted the county allows people to bring service dog trainees into the workplace. It's such a good program, and it's positive all around."

Office training is critical because Biscayne learns to wait patiently as his human spends time working quietly at a computer, Coffin explains. He also attends business meetings, rides the elevator, and goes to lunch with Coffin. It's all part of his training, which is preparing him to enhance the life of a person with physical disabilities.

When Biscayne is between 18 and 22 months old, he'll be returned to New Horizons, where he'll enter advanced training with expert trainers, learning how to open and close

doors, turn light switches on and off, retrieve objects, and perform other specialized tasks.

Coffin is happy she has the opportunity to "pay it forward" and help a disabled person. When Biscayne graduates, she'll be by his side and hand his leash to the disabled person he will serve.

"I'll be sad to lose him, but I'll be very proud of him," Coffin said. "He's going to do great things."

For more information about New Horizons, visit newhorizonsservicedogs.org. — **Pat Kuehn, Community Information**

EVAC *(Continued from page 1)*

transition. And, as always, our budget staff performed above and beyond with the preparation of our new budget. Our county council also deserves much appreciation for their leadership in getting our budget approved so professionally.

Great work everyone and thank you. — **Jim Dinneen, County Manager**

In the spotlight



Name: Bob Schumann

Job: Information Technology Analyst, Property Appraiser Department

Number of years with the county: Three

Hometown: Daytona Beach

What you might not know: He learned how to play the bagpipes from a Scottish pipe major and has played at VFW,

AMVETS, American Legion and Eagles events. His hero is Nikola Tesla, inventor of the radio and alternating current system.

How he spends his spare time: Bob saves money by doing his own electrical, electronic, plumbing and carpentry work. He also enjoys working with electronics, robotics, micro-controllers, Tesla coils and high-voltage experiments. In addition to bagpipes, he plays the piano and guitar.



Around the County

Beach Patrol honors top lifeguards



Ben Manganaro and Laura Warner are this year's Lifeguard and Officer of the Year, respectively.

Lauren Warner and **Ben Manganero** were named Officer and Lifeguard of the Year, respectively, during the Beach Patrol's annual awards banquet Aug. 16.

Warner has worked for the Beach Patrol for six years. After graduating from the University of Florida in 2006, she moved to Atlanta, where she worked for several years as an interior designer with an architecture firm. She missed her lifeguard job and returned to Daytona Beach and was hired as an officer in 2009.

Other nominees for Officer of the Year were **Ben Whetstine**, a field training officer and the "go to" guy for technical repairs; **Dylan Copello**, an exceptional lifeguard and former Ormond Beach police officer; and **Cara Gittner**, who always asks to work in the busy areas and is working her way to becoming a field training officer.

Manganero has been a Beach Patrol lifeguard for three years. An exceptional lifeguard, he sits on the busiest tower on

the beach and has been responsible for training many new recruits. Manganero said he loves being a lifeguard, and his goal is to become a full-time Beach Patrol employee.

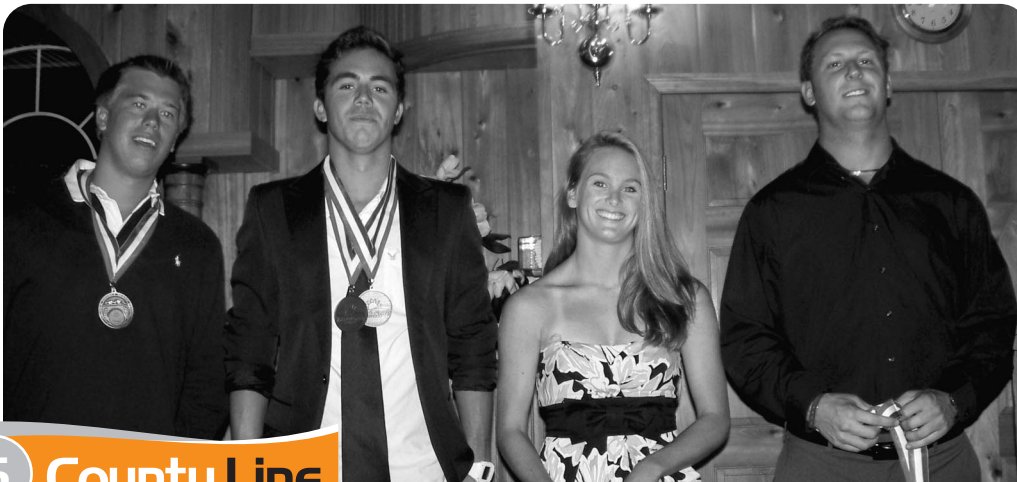
Other Lifeguard of the Year nominees were **Tim Fennell**, who completed his seventh summer as a lifeguard and is headed to the University of Sheffield in England to pursue a master's degree in European historical archaeology; **Trey Zinke**, a Mainland High School senior whose responsible nature has earned him a place on the No. 1 priority tower; **Amber Batchelder**, a five-year lifeguard who sits on the busiest tower in New Smyrna Beach and trained all the New Smyrna Beach lifeguard recruits this year; **Mike Gunshanan**, who has been a dependable and loyal lifeguard for six years and regularly shows up an hour early to work out and help get things ready for the day; and **Colleen Neubert**, a junior lifeguard instructor who plans to enter medical school next year.

As part of the festivities each year, one rookie from each zone is recognized for exemplary work. This year's Rookies of the Year are:

- **Dylan Smith**, who has participated in several rescues at the New Smyrna Beach jetty this year and helped swimmers avoid serious injuries
- **Morgan Schimp**, a 16-year-old Spruce Creek High School senior who usually outperforms her coworkers in their daily drills, even beating veteran guards
- **Cody Kontny**, 18, an enthusiastic lifeguard who moved here recently from Wisconsin and always comes to swim drills on his days off
- **Derek Taylor**, an outstanding first-year lifeguard who is pursuing a degree in criminal justice and hopes to become a

Beach Patrol officer

The Beach Patrol has 388 full-time and part-time employees who rescue swimmers, surfers and boaters and enforce beach laws and regulations. Last year, lifeguards rescued 1,743 people from the ocean. — **Tamra Marris**, Beach Safety Division



ROOKIES OF THE YEAR – Pictured from left to right are: Cody Kontny, Dylan Smith, Morgan Schimp and Derek Taylor.

Three Sheriff's Office veterans earn promotions



MOVING UP THE RANKS – Sheriff Ben Johnson poses with his three newly promoted deputies. From left to right are: Lt. Mike Odgers, Capt. Michelle Newman, Sheriff Johnson and Sgt. Sean Dwan.

A 13-year Sheriff's Office veteran has earned a new badge and a new role heading the agency's law enforcement operations in Northwest Volusia. And with her recent promotion, **Capt. Michelle Newman** became the highest-ranking female officer in the Sheriff's Office and the second woman in the history of the agency to command a district headquarters.

Also promoted were **Lt. Mike Odgers** and **Sgt. Sean Dwan**.

The promotions took effect in June. However, Sheriff **Ben Johnson** recently took time to present the trio formally with their new badges in front of a large group of friends, family and co-workers who had gathered at the Deputy Stephen Saboda Training Center to mark the occasion. The sheriff noted the three are representative of the quality and depth of his employees, saying the future of the agency is in good hands.

"Each and every one of these people has excelled in their areas of responsibility," said the sheriff. "We're very proud of them."

Born in Jacksonville and raised in Volusia County, 37-year-old Newman came to the Sheriff's Office in September 1998. She has a bachelor's degree in organizational management from Warner Southern College and has prior law enforcement experience with the U.S. Air Force Security Police and Stetson University. Her tenure at the Sheriff's Office has included assignments in judicial services, road patrol and investigations. In her new assignment, Newman heads the Sheriff's Office's District 2 headquarters in DeLand, where she previously served as assistant district commander.

With her new position, Capt. Newman commands a staff of 34 sworn officers who work road patrol and investigations. Another 22 civilian employees – including 20 school crossing guards, one school crossing guard supervisor and an office assistant – also work out of the facility. Newman is married and has two children.

Lt. Odgers, 41, has been with the Sheriff's Office for 14

years and has worked assignments in patrol, civil, extraditions and courthouse security. He is now one of the agency's two night watch commanders.

Sgt. Dwan, 43, joined the Sheriff's Office six years ago. He has spent his entire tenure in road patrol, where he has specialized in DUI and traffic enforcement. He's now a road patrol supervisor in the Southeast Volusia District 5 area. — **Gary Davidson, Volusia County Sheriff's Office**



SILVER ANNIVERSARY – Sheriff Ben Johnson presents the Medal of Merit to 25-year Sheriff's Office employees. Pictured from left to right are: Telecommunicator Patricia McDonnell, Communications Coordinator Glenn Lopez, Sheriff Johnson, Capt. Gordon Meyer (recently retired), Capt. Joe McDonald and Capt. Rocky Norris. Telecommunicator Robin Franz was unable to attend.



EMPLOYEES OF THE QUARTER – Pictured from left to right are: Volunteer of the Quarter Ken Grant, Investigator of the Quarter Stella Ott, Sheriff Johnson, Telecommunicator of the Quarter Elizabeth Altizer and Deputy of the Quarter William Maxwell II. Not pictured is the Civilian Employee of the Quarter Matt Houston.

Movers and shakers

- Sheriff **Ben Johnson** recently was installed as president of the Florida Sheriffs Association, vowing to fight prescription drug abuse and crack down on online sexual predators. Johnson also has been appointed to another term on the Florida Violent Crime and Drug Control Council, which develops and implements statewide strategies to combat violent crime and drug activity. Johnson, a graduate of the FBI Academy, has 37 years of law enforcement experience and has served three terms as Volusia County's sheriff.



- **Bill Greening**, an environmental specialist with the Mosquito Control Division, is one of six people from across the nation receiving Field & Stream magazine's "Hero for a Day" award. He will accept the award during the magazine's Heroes of Conservation Gala Oct. 11 in Washington, D.C. Greening is being honored for volunteer work on the living shoreline restoration project at Turtle Mound in Canaveral National Seashore. Turtle Mound, a Native American shell midden on the eastern shore of Mosquito Lagoon, has experienced severe erosion due to wave action over the years. The restoration project consisted of installing oyster mats, mangroves and salt marsh grasses to slow the wave action and erosion.



- **Tamara Sines Lyhne**, teen librarian at the Port Orange Regional Library, has received a master's degree in library science from the University of South Florida. She also has a bachelor's degree in general studies from the University of Central Florida and recently wrote an article titled "Quilt Recollections," which was published in the book



"Multicultural Programs for Tweens and Teens." By the way, Tamara is married to **Stefan Lyhne-Nielsen**, reference librarian at the Ormond Beach Regional Library.

- **Ryan Williams**, activity project manager for the Emergency Management Division, has earned certification as a Florida Professional Emergency Manager from the Florida Emergency Preparedness Association (FEPA). The certification recognizes full-time professionals who have devoted at least four years to the emergency management profession and achieved a high level of training and management. Williams, who has worked for Volusia County for three years, also has an advanced professional series certification from FEMA and a graduate certification in emergency management and a bachelor's degree in meteorology from Florida State University.



- Beach Safety Director **Kevin Sweat**, left, and Deputy Chief **Scott Petersohn**, right, congratulate **Mindy Greene** and **Scott Wise** upon their promotions to captain. Greene, a 13-year employee, was a field training officer and the No. 1 female paddle boarder in the nation in 2007 and 2008. Wise, a 24-year veteran of the Beach Patrol, is a member of the county dive team and a former field training officer.

Do you know a mover and shaker?

Please contact Pat Kuehn in Community Information at pkuehn@co.volusia.fl.us with the details.