



December 2016



COUNTY LINE

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Daytona Beach Half Marathon
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DOWNED TREES EVERYWHERE – Road and Bridge tree crews clear debris in DeLand

Employees meet Hurricane Matthew's challenge

When Hurricane Matthew set its eye on Florida's east coast in early October, Volusia County employees were ready and waiting, responding with a comprehensive and coordinated approach. Every division played a vital role in protecting the county's residents, infrastructure and assets in an effective and massive team effort.

"At our county Emergency Operations Center, we plan for these types of events all year long," said the Director of Emergency Management, **Jim Judge**. "We plan, we train, we exercise and work with our internal and community partners. We all recognize the importance of preparedness, because you never know when a hurricane like Hurricane Matthew is going to come along."

Acting swiftly, the Volusia County Council declared a local state of emergency Oct. 5 and ordered evacuations

of the beachside, low-lying areas, RV parks and mobile homes that same day. Working with Volusia County Schools and the Florida Department of Health, 21 shelters were opened before the storm hit, hosting more than 4,000 evacuees. Voltran assisted in evacuating people who were not able to transport themselves and also returned evacuees needing assistance home after the storm had passed.

Volusia County's Citizens Information Center activated Oct. 4 and provided vital information to more than 10,800 callers for weeks following the storm. Beach Safety staff sprang into action, removing hundreds of signs, lifeguard towers and other equipment to prepare the beach for the storm. Department of Corrections and Public Works staff coordinated the effort to distribute thousands of

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Jim Dinneen

Wishing you every happiness this holiday season and throughout the coming year!

- Jim Dinneen and family



COUNTY COUNCIL

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New county health plan for 2017

Effective Jan. 1, 2017, Cigna will be the county's new health plan provider. The health plan consists of medical and prescription drug coverage, an employee assistance program, and a national in-network provider network.

Cigna will also provide the following resources:

- A 24/7, year-round customer service/health information line, 800-CIGNA24 (800-244-6224), connects customers with a representative who can speak with an experienced nurse and provide information to help you decide where to go for health care. The CIGNA representative can also provide billing and plan cost information.
- Cigna's personalized website (**myCigna.com**) provides information, tools and resources including a health care assessment, provider search, and the ability to compare costs and quality information for providers.
- A mobile app for smartphones provides access to the employee's

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PEACE AND JOY



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HEALTH PLAN *(Continued from page 2)*

Cigna account and lets employees search for providers, manage and track claims, view their ID card and review deductibles, co-pays, account balances and claims.

- With Cigna's Open Access Plus (OAP), participants do not need referrals for in-network providers. It provides health coaches, 100-percent covered annual preventive care services, and transparency tools and cost estimators.
- The national in-network provider search will replace the current in-network and expanded-network providers. Employees can look up providers prior to 2017 by going to cigna.com.
- Pharmacy resources allow participants to look for less-expensive generic or preferred drugs and compare local pharmacy and home-delivered drug prices. They also offer 24/7, year-round access to pharmacy claim history, benefits details, and other helpful tools and resources.
- A full-time Cigna wellness promotions advocate is a registered nurse who can assist with disease management, health promotions and coaching guidance.
- Telehealth/Telemedicine provides an MDLive service via online video, telephone or personal email. It offers consultations for non-urgent health care needs such as colds, rashes, earaches, headaches, etc.
- With Cigna's Enrollment Hotline, you can talk to a Cigna representative about the AOP plan.

Biweekly health plan premiums for 2017 are:

Employee only \$40
Couple \$139.04
Parent \$132.26
Family \$180.90

Aetna dental and vision biweekly premiums did not change.

Changes to health plan copays and deductibles include zero dollar in-network deductible and zero dollar telemedicine. Copays will be \$20 for primary care physician visits, \$45 for urgent care center visits, \$150 for emergency room visits, \$30 for chiropractic visits, and \$20 for durable medical equipment. Prescription drug copays will not change.

For more detailed information on premiums and copays, see the 2017 Benefits Open Enrollment section on the Human Resources webpage.

Retirees

July

Walter Stringfellow, Building and Zoning - 30 years
Anibal Ortiz, Corrections - 11 years
Nilda Santiago, Corrections - 11 years
Stephen Plummer, Fire Services - 19 years
Eric Register, Sheriff's Office - 20 years
Shirley Lohn, Solid Waste - 28 years

August

Peggy Beckwith, Accounting/EVAC - 25 years
Ralph Pugh Jr., Corrections - 23 years
Margie Helton, County Attorney's Office - 31 years
Arthur Riegle, Fire Services - 22 years
Vickie West, Revenue - 21 years
Charles Habermehl, Sheriff's Office - 15 years
David MacDonald, Sheriff's Office - 16 years
Rose Rego, Sheriff's Office - 16 years
Howard Wetzel, Sheriff's Office - 21 years
Marilyn Wilkie, Sheriff's Office - 11 years

September

Brian Bell, Community Information - 26 years
Gary Goerke, Fire Services - 29 years
Janie Boutwell, Management and Budget - 15 years
David Fratangelo, Property Appraiser's Office - 11 years

October

Patricia James, Community Assistance - 14 years
Clifford Coe, Corrections - 22 years
Susan Hughes, Corrections - 26 years
John Nogueira, Information Technology - 35 years
Nancy Gehres, Library Services - 47 years
Paul Newton, Road and Bridge - 27 years

THANK YOU FOR ALL YOU DO!



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sandbags to residents concerned with flooding from the storm. Simultaneously, all divisions rapidly implemented their emergency action plans with outstanding support from staff.

As Hurricane Matthew approached Central Florida early Oct. 7, fortunately it wobbled to the right, keeping it about 30 miles off the Volusia County coast.

Even with the slight course change, Volusia County experienced strong Category 1 sustained winds of 90 mph on the east side of I-95, with gusts reaching Category 2 in strength, and strong tropical storm force winds inland sustained at 70 mph in many areas. The storm surge reached 5 to 6 feet along the coast. Forty-seven percent of the county lost power due to the storm, and damages are estimated at more than \$493 million.

Before, during and after the storm, more than 200 county employees, representing every division from the airport to water utilities, were stationed inside the Emergency Operations Center, along with dozens of employees from municipalities and outside agencies. Functioning like a fine-tuned machine, they coordinated the emergency response and worked to get the area back to normal operations as quickly as possible.

Volusia County beaches took a heavy hit, with numerous ramps and walkovers compromised. Immediately after the storm, the Coastal Division did a condition assessment and restricted access to walkovers that were not safe.



The beaches are completely reopened; however, 39 of the county-owned dune walkovers will need to be rebuilt. The beaches would not have been able to open as quickly as they were without the massive labor effort put forth by Beach Safety, Coastal, Corrections and Environmental Management.

Volusia County libraries came back online as soon as power was restored, providing a safe place for residents and visitors to charge their cellphones; contact friends, loved ones and insurance companies on public access computers; access other important information; and request assistance.

The Ocean Center served several groups during and after the storm. A command center was set up for the Daytona Beach Police patrol and SWAT teams, 2,000 cots were provided for emergency utility workers, and a shelter was set up in conjunction with the Red Cross to host residents who could not return home after the storm.



As Hurricane Matthew approached, Road and Bridge employees evacuated their two east-side facilities, moving all equipment to a safe location. As the winds died down Friday afternoon, crews had one main task –

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MATTHEW (Continued from page 4) opening the county roads and making them drivable for emergency services vehicles, utility crews and residents. Crews worked outward from their staging areas to clear the major roadways. They worked from sunup to sun-down Saturday and Sunday. By the end of the weekend all intersections and more than 92 percent of the blocked road segments were opened. Seventy-two hours after the storm, Road and Bridge crews had reopened more than 1,100 miles of county-maintained roads.



The storm's winds forced the temporary suspension of ambulance service. However, the Sheriff's Office's Mine Resistant Ambush Protected/Armored Personnel (MRAP) carrier was able to navigate through the wind and rain for emergency medical situations.

The MRAP responded to several people, including a heart-attack patient who called 9-1-1 during the storm.

VCSO Deputy **Eddie Hart**, who was at the wheel of the MRAP, said the machine did its job. "It did exactly what we expect it to do in a crisis situation like that," he noted.

Power lines fell across roads, and Hart often had to steer in reverse to make detours. A downed power line briefly delayed the MRAP on U.S. 1 as it transported a heart-attack patient to a hospital in Daytona Beach. Gusts topping 100 mph blew water through the seams of the doors, but the 18-ton MRAP "didn't sway at all," Hart said.

After the storm, county staff quickly focused on recovery efforts. Staff from the Property Appraiser's Office fanned out across the county to assess damage, providing accurate information that was critical in obtaining FEMA assistance. Crews from Public Works and Facilities checked and repaired the county's infrastructure. Solid Waste contracted with a national firm to remove debris from county-maintained roads and unincorporated



homeowners. Parks, Recreation and Culture removed tons of trees from parks and trails. Staff from Building and Zoning handled a deluge of permit requests.

The recovery from the storm continues for many divisions as we near the holidays. Public Works continues to manage the collection of the massive amounts of storm-related debris left behind by the storm. Officials estimate total debris collection numbers will range from 800,000 to 1 million cubic yards of debris by the time all debris is collected. Emergency Management and multiple divisions continue to assist residents and businesses affected by the storm by helping to connect them to assistance from local, state and federal agencies. By the end of November, more than 1,400 people had visited the Disaster Recovery Center set up at the Department of Health in Volusia County, and FEMA has provided more than \$5 million in grants to help people with basic home repairs, rental assistance and other needs not covered by insurance.

"The response for Hurricane Matthew by our staff was truly remarkable, the best I have seen in my career," said County Manager **Jim Dinneen**. "Every single division played a key role in how we ramped up, responded and continue to meet the needs of our communities. I am truly thankful to everyone for their commitment and dedication to our residents every day, and most especially when they needed us most during and after this storm."



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Movers and shakers

Ray Manchester promoted

The Volusia County Council approved the appointment of **Ray Manchester** to Beach Safety director this fall.

Manchester, who began his career with Volusia County as a lifeguard in 1984, has more than 32 years of service in public safety. Since 1996, he has held the triple certifications required for beach safety officers – ocean rescue lifeguard, emergency medical technician and law enforcement officer.

During his tenure with the county, Manchester steadily moved up within the ranks, establishing himself as a leader who inspires others to also step up in leadership and ability. He has worked in every position within Beach Safety. After he was promoted to deputy chief of operations in 2014, he was instrumental in the redesign of the Beach Safety division and the implementation of the many policies and procedures that supported the redesign.

Manchester attends Daytona State College and is working toward a bachelor's degree in supervision and management.

The Beach Safety Division oversees and protects the 8 million people who visit Volusia County beaches every year. Staff includes senior lifeguards who are also sworn law enforcement officers, beach safety specialists who are full-time lifeguards and emergency medical technicians, and seasonal/part-time lifeguards. Together, this highly skilled and dedicated team patrols 47 miles of the county's beaches, making ocean rescues and enforcing beach laws and regulations. In 2015, lifeguards rescued 1,893 persons from the surf.



Karen Feaster appointed

Deputy Airport Director **Karen Feaster** has been appointed to a three-year term on the Florida Airports Council's Board of Directors.

Feaster has been an active member of the Florida Airports Council for many years. She has participated on the council's Educational Committee since 2012, serving as vice chair from 2012 to 2014 and chair from 2014 to 2016.

The Florida Airports Council is a membership association of airport and aviation industry professionals advocating for the development, improvement and enhancement of airports and aviation in Florida and supporting the educational and professional development needs of its members.



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Do you know a Mover and Shaker?
Please contact **Kate Sark** in Community Information at ksark@volusia.org with the details.



TOP STAFF – Sheriff Johnson recently honored the Sheriff's Office's top-performing employees for the second quarter of 2016. Pictured from left to right are: Volunteer of the Quarter Kenneth Gilleo, Investigator of the Quarter Sgt. Virgil Ford, Deputy of the Quarter Matt Tremblay, Sheriff Johnson, Telecommunicator of the Quarter Christina McCabe and Civilian Employee of the Quarter Andrew Gant.

VCSO honors top-performing employees

A motorcycle "MacGyver" and three civilian members of the Sheriff's Office saw their work recognized by Sheriff **Ben Johnson** during the agency's quarterly awards meeting.

The "MacGyver," Deputy of the Quarter **Matthew Tremblay**, was honored for his modifications and constant repair, replacement and fabrication work on the agency's motorcycle fleet. Tremblay, a 12-year veteran and member of the Traffic Homicide Unit, is the agency's go-to deputy for most motorcycle issues, in addition to his regular duties investigating traffic crashes – to which he often responds after hours, even when he's not on call.

Last year, the Sheriff's Office recognized a need for more emergency lights on its motorcycles to help keep deputies safer. Instead of purchasing new equipment, which would have cost the agency thousands of dollars, Tremblay designed, fabricated and installed brackets to fit every motorcycle with emergency lights already owned by the agency. Tremblay also serves as a liaison to county and state traffic officials, and has worked to resolve traffic issues on the west side of Volusia by suggesting new traffic patterns and signage.

"His worth to the Sheriff's Office is immeasurable," Sgt. **Joel Turney** wrote.

The Investigator of the Quarter was Sgt. **Virgil Ford**, who was instrumental in "Operation Fitbit," the disruption of an ongoing theft ring that resulted in the recovery of \$85,000 in stolen goods. Ford took the original tip about the theft ring and put the wheels in motion to put

a stop to it, using his own knowledge of several of the suspects and other potential figures in the investigation. And he did that, as always, while carrying a full caseload.

"Not only was his work on 'Operation Fitbit' instrumental to the outcome of the case, but he also worked many other active cases himself so the District 6 investigators could focus solely on 'Operation Fitbit,'" Lt. **Michelle Newman** wrote.

The Civilian Employee of the Quarter was **Andrew Gant**, from the Public Information Office. Gant worked to support several of the agency's recent community outreach events, including a deputy's campaign to deliver basketball hoops to six families in need; a "Cops and Kids" basketball game and similar skating event, each with the Boys & Girls Club; and efforts to check in on and deliver basic goods to people living in the woods in the DeLand area. The goal was to increase the public's awareness of a few of the agency's positive contributions to the community in addition to its crucial law enforcement work.

"I know he has helped a litany of other deputies with regards to having their praise-worthy actions documented," Deputy **Morris Froscher** wrote.

The Telecommunicator of the Quarter was **Christina McCabe**. After the June 12 mass shooting at Pulse nightclub in Orlando, McCabe bought cards of support and condolences, got them signed by her coworkers, and

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used one of her nights off to deliver them by hand to first responders and dispatchers in Orlando.

"We are under so much stress taking call after call and dispatching to our units that sometimes it feels like we are carrying the weight of the world on our shoulders," Telecommunicator **Michael Peterson** wrote. "She has taken high-priority calls where we have caught the bad guy, and she has had heartbreaking calls where an infant who never got to experience life is no longer with us. But through thick and thin, she puts one foot in front of the other, stays positive and tries to make an impact on not only her coworkers, but the people of Volusia we serve."

The Volunteer of the Quarter award went to **Kenneth Gilleo**, an audiovisual volunteer who produced three DVD presentations on the Sheriff's Office's Citizen Volunteer and Chaplain programs. Throughout the first part of 2016, Gilleo took hundreds of photos and videos of volunteers throughout the county for use in the presentations at the annual volunteer appreciation banquet. He's currently working on new recruiting videos for the Citizen Observer Program and Citizen Volunteer Auxiliary Program, and he's produced DVDs of other agency events like the Motorcycle Challenge and 100 Deputies/100 Kids celebrations.

"His audiovisual contributions exceed the scope of his responsibilities as a volunteer," Administrative Coordinator **Carol Keesecker** wrote.



INVESTIGATOR EARNS STATEWIDE AWARD – Investigator Jayson Paul was named the Florida Retail Federation's 2016 Law Enforcement Officer of the Year. Paul headed up an investigation into a large-scale racketeering case that became known as "Operation Plastic Paradise," resulting in the dismantling of an entire criminal enterprise and the issuance of 23 arrest warrants, five search warrants and six seizure warrants. Paul, second from the left, is shown accepting the award with a proud Sheriff Johnson looking on at the left of Paul.



Daytona Beach Half Marathon returns Feb. 5

Volusia County Government and Daytona International Speedway are again partnering to bring the iconic Daytona Beach Half Marathon to the community. Named one of the seven scenic half marathons in America by **Active.com**, this is one of the most distinctive courses in the running world, offering participants the opportunity to actually run on the speedway!

Organizers know that for runners, it's all about the bling. And for the 2017 event, there'll be plenty of sparkle to show off. Finisher medals are awarded for both half marathon and Lap the Track 5K participants.

This year's race debuts the Speedway Challenge, which encompasses both the half marathon and 5K. Speedway Challenge participants will receive a third finisher medal in addition to the half marathon and Lap the Track finisher medals, as well as a specialized jacket!

"We're building a first-class annual event," said Volusia County Manager **Jim Dinneen**. "The medals are important collector items for runners and the Daytona Beach Half Marathon offers a race for everyone in the family."

To register, visit **DaytonaBeachHalf.com**. Volusia County employees are eligible for an exclusive \$10 discount on the half, relay or challenge; to redeem, enter discount code VOLUSIA17 at checkout.

Volusia County needs more than 200 volunteers for the event. Activities include assisting with packet pickup, distributing drinks at one of the stations throughout the course, directing runners and more. If you are interested in volunteering, please send an email to **volunteer@daytonabeachhalf.com**.

Start your engines and get ready for an unbelievable experience at the Daytona Beach Half Marathon!

We hope to see you Feb. 5!

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