



TRANSPORTATION DIVISION BEGINS NEW ERA OF 'BUS'INESS

While the addition of the LakeXpress bus service is the most recognizable change to the Lake County Department of Community Services, Public Transportation Division, other behind-the-scenes transformations are equally significant.

In the past several months, the Division has added one new employee bringing the total to three. The workforce addition is helping to bill and track payments for its growing services and meet more stringent state and federal reporting requirements.

In addition to LakeXpress, the Division also manages Lake County Connection, which provides door-to-door transportation services throughout Lake County to individuals who qualify as "transportation disadvantaged" as defined by state statutes.

The Division is also responsible for overseeing a contract with LYNX, which provides transportation for two bus routes in South Lake County. LYNX operates an express service from the park-and-ride lot on U.S. Highway 27 and State Road 50, running five trips each morning and afternoon. LYNX also provides a connection from the Four Corners community to the Kissimmee and Disney resort areas.

"We have also been instrumental in establishing a weekly service route from the Paisley and Lake Mack area into DeLand every Friday," said Ken Harley, Division Manager. "This service provides our residents with an opportunity to take care of their medical and shopping needs closer to their homes. It also allows them to connect with VoTran, a fixed-route system offered in Volusia County."

Managing LakeXpress, Lake County Connection and its contracted service provider has also doubled the customer-service needs of the Division, as well as communication efforts to partnering agencies, such as the Lake-Sumter Metropolitan Planning Organization, Florida Department of Transportation and the Federal Transit Administration.

"The LakeXpress service is only as good as our ability to effectively communicate with our stakeholders," said Ken Harley, Division Manager. "By networking and partnering with other government agencies and other bus services, including Sumter County Transit, VoTran and LYNX, we are helping to make LakeXpress a success."

From its first three weeks of operation, LakeXpress is already making a positive impact with citizens and County employees. With its daily average of riders greater than 300, the new bus system is exceeding expectations.

"I was also encouraged by the number of calls we have received from employees," said Amy Bradford, Office Associate. "Just last week I had several calls and e-mails from employees asking about how to start using the service."

To request a schedule or for more information about LakeXpress, call (352) 326-8637 or log on to www.RideLakeXpress.com.

LAKEXPRESS ESSENTIALS

WHAT: New bus service from The Villages to Eustis began on May 21

WHERE: Buses run primarily along U.S. Highway 441 with a downtown Leesburg circulator

WHEN: Monday through Friday, 6 a.m. to 7:45 p.m. Buses do not run on Saturdays, Sundays, New Year's Day, Martin Luther King Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

HOW: Service is free until Aug. 17. Currently, LakeXpress does not feature established bus stops, but riders can "flag" down a bus anywhere along the route. To "flag" down a bus, a passenger needs to raise their hand and motion to the driver as the bus approaches.

WHY: Because LakeXpress is "The Way to Go!"



HEALTH INSURANCE & BENEFIT UPDATES

OPEN ENROLLMENT COMING SOON!

Lake County Benefits

OPEN ENROLLMENT 07

July 16 through August 14

Mark your calendars! Open enrollment will begin July 16 through August 14. For a schedule of locations and times of the informational sessions, visit the Employee Services Benefits webpages on the intranet or internet. All employees are highly encouraged to attend.

BLUE CROSS & BLUE SHIELD "OPEN ACCESS" PLAN

BlueCare (HMO) members are not required to obtain referrals from their participating Primary Care Physician (PCP) to receive care from any other participating physician (specialist or primary care) or when a specialist refers a member to another participating BlueCare specialist. This is commonly known as "Direct Access" or "Open Access".

- Members are still required to designate or select a PCP and utilize that physician to meet their primary health care needs. PCPs play a vital role in helping patients stay healthy, treat medical conditions and coordinate specialty care when needed.
- Members who see a PCP, other than their designated or selected PCP, will be charged the specialist co-pay of \$35.00.
- To help manage medical utilization, authorizations are still required for certain medical services such as hospitalization, rehabilitation services, home care, select Durable Medical Equipment (DME) and select injections/infusions and any referral to a non-participating provider.

DISEASE MANAGEMENT PROGRAMS FOR BLUE CROSS AND BLUE SHIELD PARTICIPANTS

Blue Cross and Blue Shield has a program called "Blueprint for Health®" that provides members with programs for chronic condition management and assists them in better managing their health needs on a daily basis. As part of the Blueprint for Health® program, disease management enhances the quality of care and enables members to cope with pain, prevent complications and deal with the emotional challenges of a long-term, complex condition. Participants of this program will benefit from decision support, health coaching, education and customized care plans for a more personalized health care experience. Programs are available to members for conditions such as Asthma, Diabetes, Congestive Heart Failure (CHF), and Cancer. The following toll-free numbers can provide more information about these programs:

<p>Asthma Program 1-800-937-9285, press 1, then ext. 45837</p>	<p>Cancer Care Program 1-800-955-7635, press 1, then ext. 17012</p>	<p>Congestive Heart Failure Program 1-800-955-7635, press 1, then ext. 17572 or 17566</p>	<p>Diabetes Program 1-800-937-9285, press 1, then ext. 45891</p>
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These programs are voluntary and free to eligible members, and also satisfy the Behavioral Change Program criteria for the Wellness Incentive Program.

LAKE COUNTY'S VALUES

Lake County's values are: *Accountability, Diversity, Excellent Service, Innovation, Integrity, Professionalism and Teamwork.* This quarter's featured value is *Diversity.*

Diversity is a concept that encompasses acceptance, respect, and an understanding that each individual is unique. Diversity is more than a destination; it is a journey and exploration of individual differences in a safe, positive, and nurturing environment. Lake County is committed to building an inclusive culture that recognizes uniqueness, empowers each employee, and values all contributions and contributors, which in turn helps to make our organization best suited to serve Lake County citizens.

Everyone has the ability to understand and be a leader in the value of diversity. Diversity can be fostered by understanding one another and moving beyond simple tolerance to embracing and celebrating the differences among us. People can challenge themselves to be leaders in diversity by moving out of their comfort zones, educating themselves on diversity issues, and actively working on their communication and leadership skills.



POLICIES & PROCEDURE UPDATES

WORKPLACE VIOLENCE: POLICY UPDATE AND NEW PROCEDURE

The Workplace Violence Policy LCC-74 was updated on 11/21/2006 to include the prohibition of "housing/carrying a weapon in a private vehicle parked on County owned or leased property. The sole exception to possession of a weapon shall be where the use of a weapon is a necessary and approved requirement of the employee's job."

The new Workplace Violence Procedure # ES-4.06.01 was approved on March 16, 2007. The new procedure defines

workplace violence and weapons, states examples of workplace violence, identifies Supervisor and Employee responsibilities, outlines preventive measures, and suggests actions to take when workplace violence has occurred.

To view the updated policy or new procedure, visit the Office of Employee Services intranet or internet webpage, "Employment Policies and Procedures" link under the "Jobs and Careers" heading.

Note: All County employees are required to attend the "Violence in Today's Workplace" and "Workplace Diversity" workshops before the end of 2007. To view the scheduled programs, visit page 6 of this newsletter, or the online training calendar on the intranet.

TECH TIPS



GOOGLE SEARCH TIPS TO MAKE YOUR LIFE EASIER

If you want to get the most out of your Google searches, the Small Business Hub Web site offers these tips to refine your searches:

- To look for a phrase (e.g., employee communications), enclose the words in double quote marks (e.g., "employee communications").
- To exclude a word from the search, use a dash sign in front of the word. For instance, if you want to search for *inspirational*, and want to exclude the word *religious*, you would search for "*inspirational -religion*."
- To search for a phrase on a specific site, type the phrase in quotes followed by the phrase "site:www.sitename.com" (e.g., "bathing suits" site:shop.com).
- To look up the number of someone who called you, enter it this way: phonebook:617-555-1212.
- To find out where the area code of a phone number is located, enter the three-number area code (e.g., 617).
- To calculate something, enter the expression into Google (e.g., 4 * 8, then hit enter for the answer).
- To find out the definition of a word, enter "define: someword."

WELLNESS

INACTIVE ADULTS CAN REVERSE POOR HEALTH WITH EXERCISE

According to a study by Duke University Medical Center, the negative effects from living a sedentary lifestyle can be reversed by participating in moderate exercise.

Study participants who had shown the most decline from a lack of physical activity also showed the greatest level of improvement once they began a program of moderate physical exercise, say researchers.

“The good news is that a small amount of physical activity can make a big difference in reducing risks for developing such conditions as heart disease, stroke or diabetes,” says Duke exercise physiologist Jennifer Robbins. “Our findings demonstrate that while the cost of choosing a sedentary lifestyle can be high, switching to an active way of life can be beneficial at any time.” It’s never too late to start exercising!

Follow these small steps to increase your physical activity:

- **Join an exercise group.**
- **Replace Sunday drive with Sunday walk.**
- **Bike to the store instead of driving.**
- **Go for a half-hour walk instead of watching TV.**
- **Run when running errands.**
- **Exercise with a video if the weather is bad.**
- **Play with your kids 30 minutes a day.**
- **Dance to music.**
- **Keep a pair of comfortable walking or running shoes in your car and office.**
- **Take the long way to the water cooler.**
- **Take the stairs instead of the elevator.**
- **Take your dog on longer walks.**
- **Walk briskly through the mall and shop ‘til you drop a certain number of pounds.**

These tips come from the U.S. Department of Health & Human Services’ (HHS) “Small Steps” program. To learn more, visit SmallStep.gov



The information included in this newsletter is no way intended as medical advice and should not substitute for consulting with a healthcare provider.

SAFETY

BELOW ARE TIPS TO KEEP YOU AND YOUR FAMILY SAFE ALL SUMMER LONG:

Wear a helmet when biking, skating, skateboarding, or riding scooters, all-terrain vehicles, and horses. Helmets reduce the risk of head injury by as much as 85%.

Prevent a swimming pool tragedy. Place barriers completely around your pool to prevent access, use door and pool alarms, and closely supervise your child. Always be prepared in case of an emergency.



- **Grill safely** — Never bring grills indoors, which produce deadly carbon monoxide. On gas grills, check the air tubes that lead into the burner for any blockage, and gas hoses for cracking, brittleness, holes, and leaks. If you detect a leak, immediately turn off the gas at the tank and don’t attempt to light the grill until the leak is fixed.
- **Home playgrounds** — Use at least 9 inches of wood chips or mulch to provide a cushion for falls, which cause 60% of playground injuries.
- **Trampolines** — Allow only one person on at a time, and do not allow somersaults. Use a shock-absorbing pad that completely covers the springs and place the trampoline away from structures and other play areas.
- **Hide-n-seek games** — Suffocation deaths involving children can occur when they crawl inside tight spaces such as old cedar chests, latch-type freezers, and picnic coolers. Childproof old appliances and warn children not to play inside them.
- **Camping** — Supervise your children. Instruct them to stay within your sight. Give them each a whistle to wear around their neck to be used only in an emergency. Agree on a location to meet. Consider ID bracelets. Keep a picture of your children with you in case they get lost.
- **Yard work** — Keep small children out of the yard when mowing, and turn the mower off if children enter the area. Never carry children on a riding mower.

Adapted from the U.S. Consumer Product Safety Commission

SUPERVISORY/MANAGEMENT

TIPS ON HOW TO BE A BETTER PUBLIC SPEAKER

You have probably heard it said that a strong ability to speak in public can improve your career. If you don’t feel comfortable speaking in front of others, there are some things you can do to get more punch into your speeches. You might want to use the principles of one of the most revered speakers of all time, Martin Luther King Jr.

Here are a few of his public speaking principles as outlined in [Martin Luther King Jr. on Leadership](#) by Donald T. Phillips:

- **Speak in clear, common language.**
- **Speak in the shared language of the community to whom you are speaking.**
- **Use metaphors, similes and images.**
- **Use devices such as rhythm, cadence and alliteration to enhance your speech.**
- **Select key words and phrases for repetition to increase the impact on listeners.**
- **Speak with sincerity and simplicity about the hopes and aspirations of those in your organization.**



EMPLOYEE ACHIEVEMENTS

Ryan Atwood, Extension Agent II
Department of Community Services
Received *UF Golden Image Award*

Wendy Breeden, Library Services Director
Department of Community Services
Appointed as *Chair for Florida Library Association Legislative Committee for FLA fiscal year 07/08*

Elizabeth Eginton, Housing & Community Development Director
Department of Community Services
Appointed as *Host Committee Chair for this year’s Florida Community Development Association (FCDA) conference*
Elected as *second vice president of FCDA*

Charles Fedunak, Extension Agent III
Department of Community Services
Received *UF Golden Image Award*

Mary Mason, Senior Budget Analyst
Office of Budget
Passed the *CPA exam*

Nicie Parks, Community Development Manager
Department of Community Services
Received the *Core Curriculum Certification and the Advanced Curriculum Certification through the Florida Housing Coalition*

Cindy Strickland, Resource Conservationist
Department of Community Services
Received *Lake County Community Service Award – Education*

Congratulations to all Graduates of the Certified Public Manager (CPM) Program:

Rene Bass, Office Associate V
Department of Community Services

Christopher Evensen, Network Administrator
Office of Information Technology

Kasie McAdams, Employee Services Manager
Office of Employee Services

Christopher Patton, Public Information Coordinator
Office of Information Outreach

Jason Showe, Revenue Coordinator
Office of Budget

Wendy Taylor, Executive Office Manager
County Managers Office

Todd Thornton, Financial Coordinator
Department of Facilities Development & Management

Patrick Werner, Lead Network Technician
Office of Information Technology

Supervisors: Please submit employee and workgroup accomplishments (e.g., credentials, certifications, certificates, awards, special recognition by professional association, publications, etc.) to the Office of Employee Services. These accomplishments should be County business and/or job related. Kudos will be used for future Lake@Work issues.



CALENDAR

The following programs are offered by the Office of Employee Services. Registration is required for all programs. Visit Lake County's online Training Calendar to register and view the most current information and schedule of programs, as this calendar is updated regularly.

REQUIRED TRAINING PROGRAMS

Violence in Today's Workplace — Provides participants with information about workplace violence, by examining possible perpetrator traits, warning signs, and guidelines on dealing with potential or immediate threats. (All BCC employees are required to attend a workshop by December 31, 2007.)

DATE	TIME	LOCATION
July 10	1:30 p.m. – 4:00 p.m.	Hunter Bldg., 312 W. Main St., Tavares, Training Rm.
July 19	9:00 a.m. – 11:30 a.m.	Agricultural Extension Center
July 31	9:00 a.m. – 11:30 a.m.	Agricultural Extension Center
Aug 8	1:30 p.m. – 4:00 p.m.	Agricultural Extension Center
Aug 15	9:00 a.m. – 11:30 a.m.	Hunter Bldg., 312 W. Main St., Tavares, Annex
Aug 23	9:00 a.m. – 11:30 a.m.	Agricultural Extension Center
Sept 12	9:00 a.m. – 11:30 a.m.	Hunter Bldg., 312 W. Main St., Tavares, Training Rm.
Sept 20	1:30 p.m. – 4:00 p.m.	Agricultural Extension Center

Workplace Diversity — Provides participants with information about workplace violence, by examining possible perpetrator traits, warning signs, and guidelines on dealing with potential or immediate threats. (All BCC employees are required to attend a workshop by December 31, 2007.)

DATE	TIME	LOCATION
July 12	1:30 p.m. – 4:00 p.m.	Hunter Bldg., 312 W. Main St., Tavares, Training Rm.
July 17	1:30 p.m. – 4:00 p.m.	Agricultural Extension Center
July 24	9:00 a.m. – 11:30 a.m.	Hunter Bldg., 312 W. Main St., Tavares, Training Rm.
Aug 9	9:00 a.m. – 11:30 a.m.	Agricultural Extension Center
Aug 15	1:30 p.m. – 4:00 p.m.	Hunter Bldg., 312 W. Main St., Tavares, Annex
Aug 21	1:30 p.m. – 4:00 p.m.	Hunter Bldg., 312 W. Main St., Tavares, Training Rm.
Aug 28	9:00 a.m. – 11:30 a.m.	Hunter Bldg., 312 W. Main St., Tavares, Training Rm.
Sept 6	1:30 p.m. – 4:00 p.m.	Agricultural Extension Center
Sept 25	9:00 a.m. – 11:30 a.m.	Hunter Bldg., 312 W. Main St., Tavares, Training Rm.

REQUIRED TRAINING PROGRAMS *(continued)*

New Employee Orientation (NEO) — Provides employees with a full day of valuable information pertaining to their employment with Lake County. Topics covered include the County's vision, mission, and values; harassment prevention; employment policies and procedures; legal discussion on ethics and public employment; Sunshine Law and records retention requirements; and employee safety and wellness programs.

DATE	TIME	LOCATION	SPECIAL COMMENTS
July 26 Aug 30 Sept 27	8:30 a.m. – 4:00 p.m.	Agricultural Extension Center	Information provided during New Hire Processing



HEALTH & BENEFITS PROGRAMS

General Overview of Deferred Compensation — This program provides employees with information regarding the deferred compensation programs available through payroll deduction. (This program is scheduled during the lunch hour, so employees are encouraged to bring their lunch with them.)

DATE	PRESENTED BY	TIME	LOCATION
July 10	Nationwide Retirement Solutions Jennifer Massey (407) 967-1880	10 a.m. – 1 p.m.	Administration Building, Employee Services Conference Room – Room 430

The presenter will also be available that day to meet individually with employees to review investment options and strategies. Please contact the representative directly to schedule a one-on-one meeting.

HOW TO REGISTER FOR A PROGRAM:

- **Intranet** — Go to the main page of the intranet, under Quick Links, and click on the Training Calendar and Registration link. The calendar can also be accessed by way of the Employee Services page.
- **Internet** — E-mail the webmaster, nohlinger@co.lake.fl.us or dmerrill@co.lake.fl.us for the link.
- **Those without access to intranet/internet**, please check with your supervisor or other coworkers to see if they have access. If they don't have access, please contact Employee Services at 343-9596 to register.

Programs listed in this publication are reserved for employees of Lake County BCC only. Employees of other Lake County government entities interested in the content, please contact Employee Services at 343-9596.

NEW HIRES

COMMUNITY SERVICES

Ullyseus M. Jones

EMPLOYEE SERVICES

Tammy Holt

ENVIRONMENTAL SERVICES

Wanda Andino
James F. Campbell
John S. Counts
Salena Elkins
Aaron Peterson

FACILITIES DEVELOPMENT AND MANAGEMENT

H. Michael Rowan

GROWTH MANAGEMENT

Richard Helfst
Angelica M. Thompson

INFORMATION TECHNOLOGY

Shawn P. New

MEDICAL EXAMINER

David Hutchinson

PUBLIC SAFETY

Scott Burrows

PUBLIC WORKS

Russell A. Boyd	Dominique Henderson	Thomas J. Neiswender
Thomas Fleming	David E. Houke	Dennis W. Owsley
Vicki L. Gesinski	Donald K. Hutchinson	Lisa M. Sanchez
Ricky Granger	James S. Kasch	Peter C. Signorotti
Jamie L. Grimes	Seth N. Lynch	Shawn C. Tong
Rebecca M. Grimm	Thomas J. McCann	

TOURISM AND BUSINESS RELATIONS

Charles L. Routh

PROMOTIONS

EMPLOYEE	TITLE	DEPARTMENT
Gregory C. Connell	Equipment Operator II	Public Works
Rusty Gentry	Equipment Operator III	Public Works
Dennis C. Martino	Equipment Operator III	Public Works
Wendell D. Nichols	Equipment Operator I	Public Works
Peter C. Signorotti	Equipment Operator I	Public Works
Natali Trejo	Associate Planner	Growth Management
James E. Willis	Equipment Operator III	Public Works

RETIREMENTS

EMPLOYEE	DEPARTMENT / DIVISION	YEARS OF SERVICE
Linda Meeker, Senior Probation Officer	Community Services	23 years

EMPLOYEE OF THE QUARTER



Magdalena Contreras
Graphic Artist II
Information Outreach

SUPERVISOR OF THE QUARTER



Earl "Ken" Harley
Public Transportation Manager
Community Services

SERVICE AWARDS

FIVE YEARS

Stephen Cantley	Charles Matlak
Shaaron Carter	April A. Mazak
Kathy A. Chaudoin	Lorena McCarroll
Teresa Conant	Jared Mielke
Betty Davis	Gregory Mihalic
James J. Drake	Donovan Miller
Anna L. Ely	Linda Moore
Dona Faber	Kathleen Pagan
Wendy R. Fenn	Elise L. Rainey
Paul Githuka	Grace Watson
Caryl Harris	Elbert Welch
Sharon Hogan	William B. Wiley, Jr.
Lonnie L. Kinzer	Sean Wilson
Corey Mathis	

TEN YEARS

Phyllis Hegg
Brenda Quattlebaum
Colleen A. Smith

FIFTEEN YEARS

James Condon
Joseph Harris
Paul R. Larson

TWENTY YEARS

James B. Benham II
Raymond Brittian
Steven Lee
Yancey Peterson
Robert Rinehart
Micheal W. TerMeer

TWENTY-FIVE YEARS

Carmen Carroll
Linda J. Lorentz