



# LEAP into Excellence

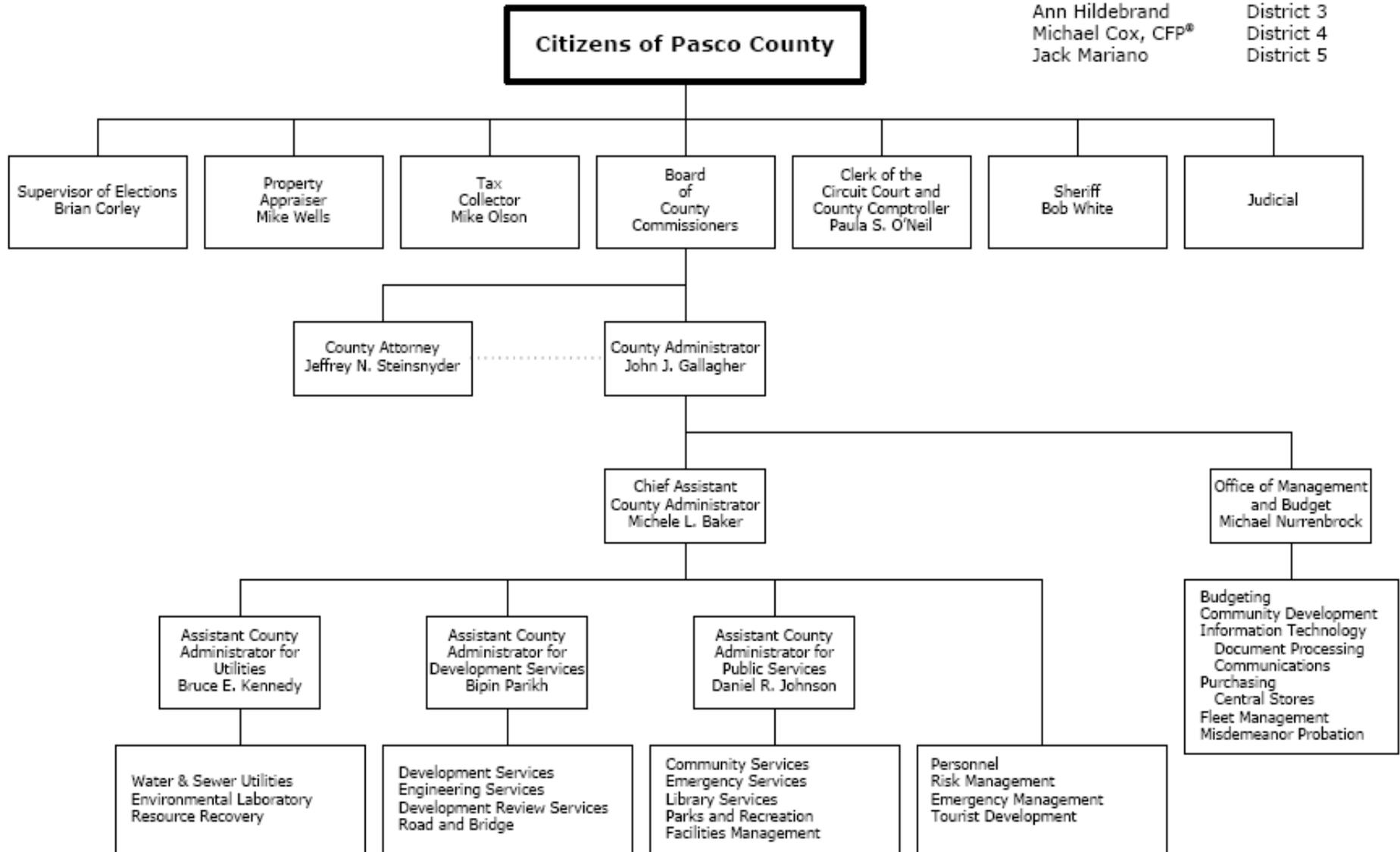
## Pasco County

# Organizational Chart of Pasco County

Fiscal Year 2009

Board of County Commissioners

Ted Schrader	District 1
Pat Mulieri, Ed. D.	District 2
Ann Hildebrand	District 3
Michael Cox, CFP®	District 4
Jack Mariano	District 5



# Welcome

- Please grab a 'clicker' if you don't have one
- You can keep the clicker in its case
- Data is anonymous and reported in group form only



# Warm-up!

The following are real places in Florida:

- 0%      **1. Withlacoochee**
- 0%      **2. Kumquat Landing**
- 0%      **3. San Antonio**
- 0%      **4. Chassahowitzka**
- 0%      **5. Lake Panasoffkee**
- 0%      **6. All of the above**





# Which of the dog owners looked like their pets?

- 0% **1. All of them**
- 0% **2. Most of them**
- 0% **3. Some of them**
- 0% **4. None of them**
- 0% **5. What was that?!**



# Part I

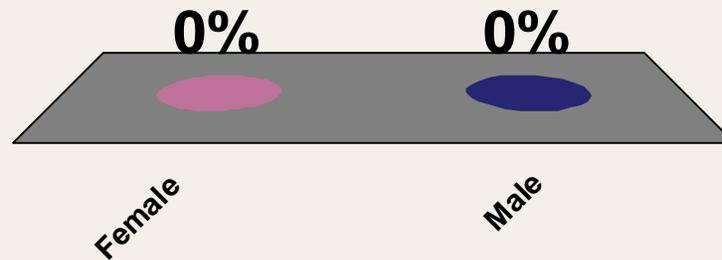
## Participant Information

*Get ready to vote!*



# What is your gender?

1. Female
2. Male



# What is your age category?

- 0%      **1. 18-24**
- 0%      **2. 25-34**
- 0%      **3. 35-44**
- 0%      **4. 45-54**
- 0%      **5. 55-64**
- 0%      **6. 65-74**
- 0%      **7. 75 years or older**

*Be honest – this is anonymous!*



## You would describe yourself as...

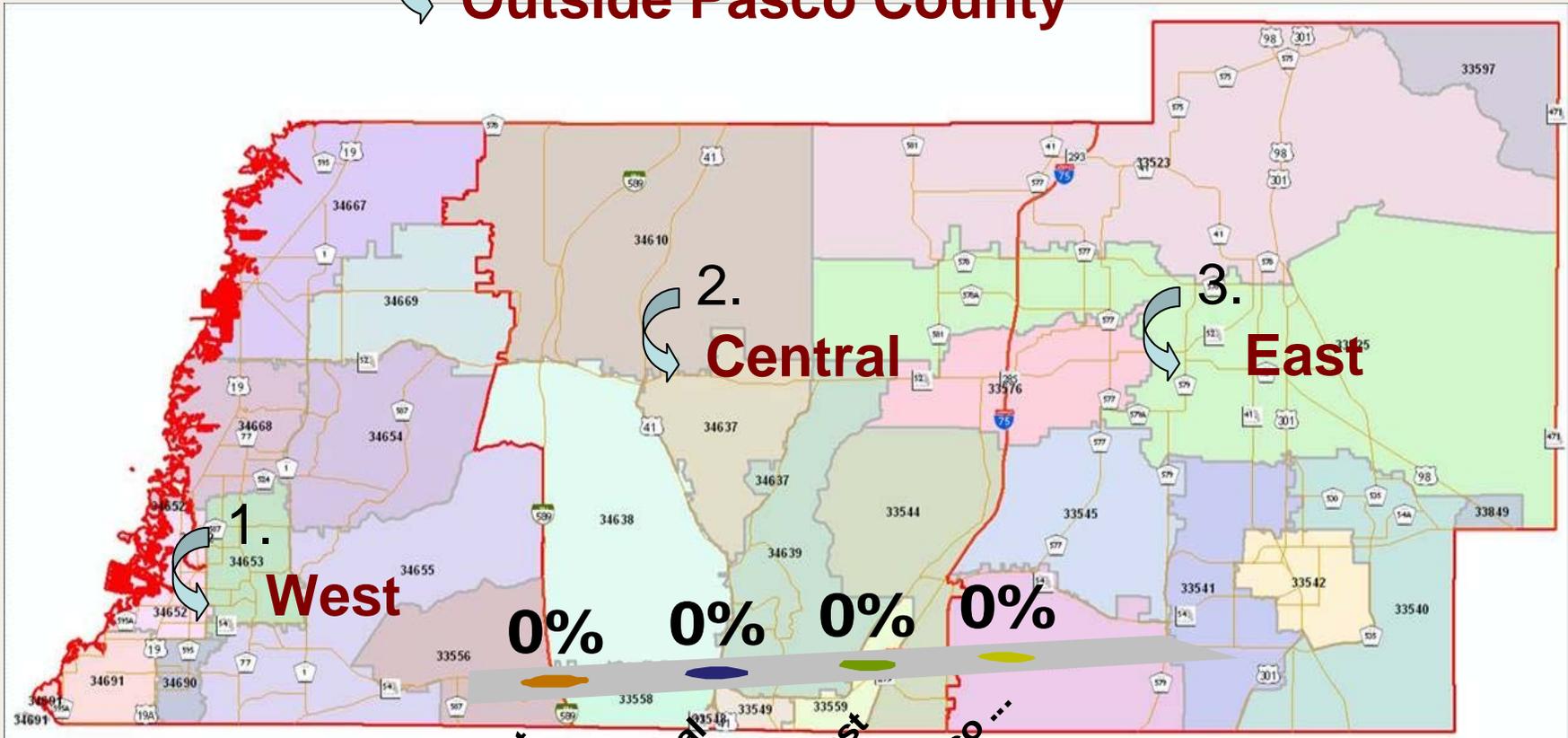
- 0% **1. American Indian or Alaskan Native**
- 0% **2. Asian, Asian Indian or Pacific Islander**
- 0% **3. Black or African American**
- 0% **4. Hispanic**
- 0% **5. White, Non-Hispanic**
- 0% **6. Other**



# In what part of Pasco County do you live?<sup>4</sup>



**Outside Pasco County**



West  
Central  
East  
Outside Pasco ...



# How many years have you lived in Pasco County

- 0%      **1. Less than 2 years**
- 0%      **2. 2-5 years**
- 0%      **3. 6-10 years**
- 0%      **4. 11-20 years**
- 0%      **5. More than 20 years**
- 0%      **6. Seasonal Resident**
- 0%      **7. Not a resident**



# How are you employed?

- 0% **1. Public sector**
- 0% **2. Private sector**
- 0% **3. Nonprofit sector**
- 0% **4. Retired**
- 0% **5. Student**
- 0% **6. Not employed – looking**
- 0% **7. Not employed – not looking**



# Where do you work?

- 0% **1. Within the County**
- 0% **2. Outside the County**
- 0% **3. Not currently working**



What will your household's total pre-tax income be for the current year?

0%

**1. Less than \$24,999**

0%

**2. \$25,000-\$49,999**

0%

**3. \$50,000-\$99,999**

0%

**4. \$100,000-\$149,000**

0%

**5. \$150,000 or more**



# Part II

## County Services- Customer Feedback



## What You Get:

Listed below are the major services funded by County property taxes

1. **Animal Control**
2. **Code Enforcement**
3. **Cooperative Extension (4-H, Horticulture)**
4. **Emergency Medical (ambulance)**
5. **Fire Services**
6. **Law Enforcement (Sheriff)**
7. **Libraries**
8. **Social Services**
9. **Parks and Recreation**
10. **Veteran's Services**



# Rank the top three County services in terms of importance to you.

- 0% **1. Animal Control**
- 0% **2. Code Enforcement**
- 0% **3. Cooperative Extension (4-H, Horticulture)**
- 0% **4. Emergency Medical (ambulance)**
- 0% **5. Fire Services**
- 0% **6. Law Enforcement (Sheriff)**
- 0% **7. Libraries**
- 0% **8. Social Services**
- 0% **9. Parks and Recreation**
- 0% **10. Veteran's Services**



# Rank the next three County services in terms of importance to you.

- 0% **1. Animal Control**
- 0% **2. Code Enforcement**
- 0% **3. Cooperative Extension (4-H, Horticulture)**
- 0% **4. Emergency Medical (ambulance)**
- 0% **5. Fire Services**
- 0% **6. Law Enforcement (Sheriff)**
- 0% **7. Libraries**
- 0% **8. Social Services**
- 0% **9. Parks and Recreation**
- 0% **10. Veteran's Services**



# Are you satisfied with the services you receive from Pasco County?

- 0% **1. Yes**
- 0% **2. No**
- 0% **3. Don't Know/Not sure**



When it comes to County government services, which of the following is most important to you?

- 0% **1. Overall quality of service**
- 0% **2. Low cost / low tax impact**
- 0% **3. Speed of delivery / efficiency**
- 0% **4. Courteous personnel**
- 0% **5. Convenience / accessibility (nearby)**



# How would you rate the services provided by the County?

- 0% **1. Service should be better**
- 0% **2. Service is about what I expect**
- 0% **3. Service exceeds my expectations**



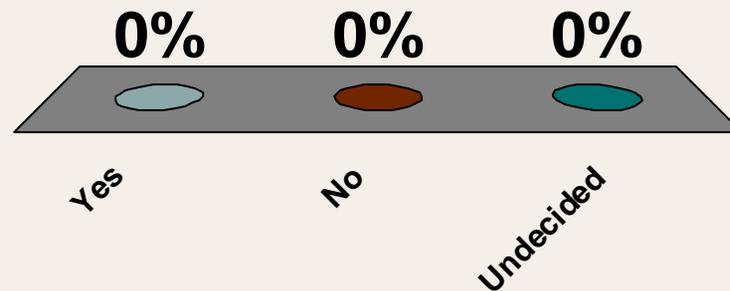
# The services I receive from the County are:

- 0% **1. A bargain**
- 0% **2. The price is right**
- 0% **3. Slightly overpriced**
- 0% **4. Too expensive for what I receive**



# Do you believe the county is headed in the right direction?

1. Yes
2. No
3. Undecided



**Tell Us Why**

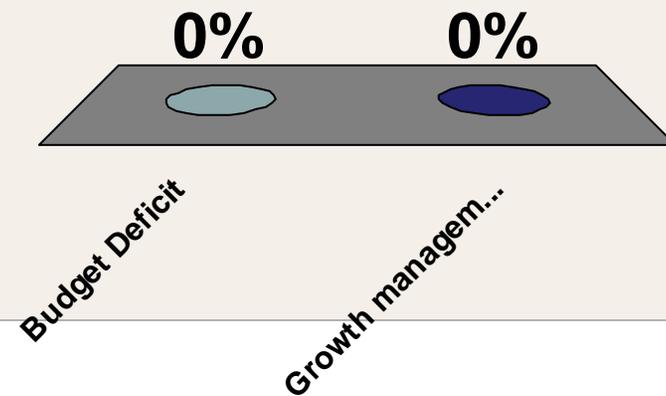
# What are the greatest challenges facing the County?

- 1. Budget Deficit**
- 2. Growth management**
- 3. Audience, add more!**



# What are the greatest challenges facing the County?

1. Budget Deficit
2. Growth management



# Part III

## Delivering Services – Making Choices



# The Situation

**Due to declining property values Pasco County faces a \$28.8 million budget deficit.**



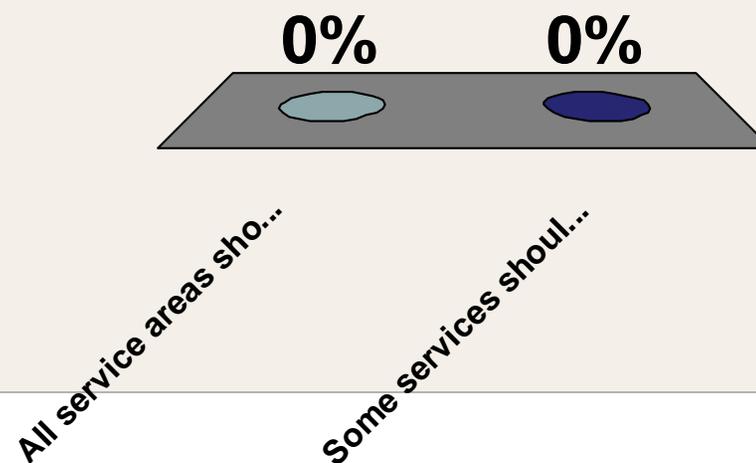
# To Address the Budget Deficit the County should:

- 0% **1. Reduce Services/Expenses**
- 0% **2. Raise Revenues- taxes & fees**
- 0% **3. A combination of 1 & 2**



If service reductions have to be made, what approach should be followed?

1. All service areas should bear the burden of cost reduction
2. Some services should be exempt from budget reductions



Select the three property tax funded areas you would support reductions, if necessary.

1. **Animal Control**
2. **Code Enforcement**
3. **Cultural Extension** (4-H, Horticulture)
4. **Emergency Medical** (ambulance)
5. **Fire Services**
6. **Law Enforcement** (Sheriff)
7. **Libraries**
8. **Social Services**
9. **Parks and Recreation**
10. **Veteran's Services**



# Revenue Raising Options



# What do you consider a reasonable increase in County property tax rates to maintain services?

- 0%      **1. < 0% (Reduce my taxes)**
- 0%      **2. 0% (No Increase)**
- 0%      **3. 0% - 2%**
- 0%      **4. 2% - 4%**
- 0%      **5. 4% - 6%**
- 0%      **6. > 6%**



# Other Revenue: Gas Tax

- **The Local Option Gas Tax is typically used to fund road improvements, and residents of the County currently pay 6 cents per gallon as part of this tax.**
- **How much more per gallon are you willing to pay in order to increase funding for road construction?**



# Gas Tax Increase (select only one)

- 0%     **1. No increase**
- 0%     **2. 1 cent / gallon**
- 0%     **3. 2 cents / gallon**
- 0%     **4. 3 cents / gallon**
- 0%     **5. 4 cents / gallon**
- 0%     **6. 5 cents / gallon**



# Other Revenue Sources- User Fees



Would you support establishing user fees for services if they were applied only to those who use the service?

- 0% **1. Strongly support**
- 0% **2. Somewhat support**
- 0% **3. Somewhat oppose**
- 0% **4. Strongly oppose**
- 0% **5. Don't know**



Would you support establishing Municipal Services Taxing Units (like the Fire Fee) for specific services?

- 0% **1. Strongly support**
- 0% **2. Somewhat support**
- 0% **3. Somewhat oppose**
- 0% **4. Strongly oppose**
- 0% **5. Don't know**



Would you support non-property tax special assessments (those who benefit, pay) for services?

- 0% **1. Strongly support**
- 0% **2. Somewhat support**
- 0% **3. Somewhat oppose**
- 0% **4. Strongly oppose**
- 0% **5. Don't know**



# Part IV

## Planning Issues



Please rank the top three greatest challenges facing the County related to growth and development?

- 0% **1. Too much growth**
- 0% **2. Not enough growth**
- 0% **3. Traffic, congestion and commuting**
- 0% **4. Job creation**
- 0% **5. Access to recreational and natural areas**
- 0% **6. Protecting environment/water supply**
- 0% **7. Availability of financing/credit**
- 0% **8. Development process**
- 0% **9. Lack of vision**
- 0% **10. Other**



Please rank the next three greatest challenges facing the County related to growth and development?

- 0% **1. Too much growth**
- 0% **2. Not enough growth**
- 0% **3. Traffic, congestion and commuting**
- 0% **4. Job creation**
- 0% **5. Access to recreational and natural areas**
- 0% **6. Protecting environment/water supply**
- 0% **7. Availability of financing/credit**
- 0% **8. Development process**
- 0% **9. Lack of vision**
- 0% **10. Other**



# Urban Expansion



Would you support a planning approach that designates target areas to accommodate future urban-scale development?

- 0% **1. Strongly support**
- 0% **2. Somewhat support**
- 0% **3. Somewhat oppose**
- 0% **4. Strongly oppose**
- 0% **5. Don't know**

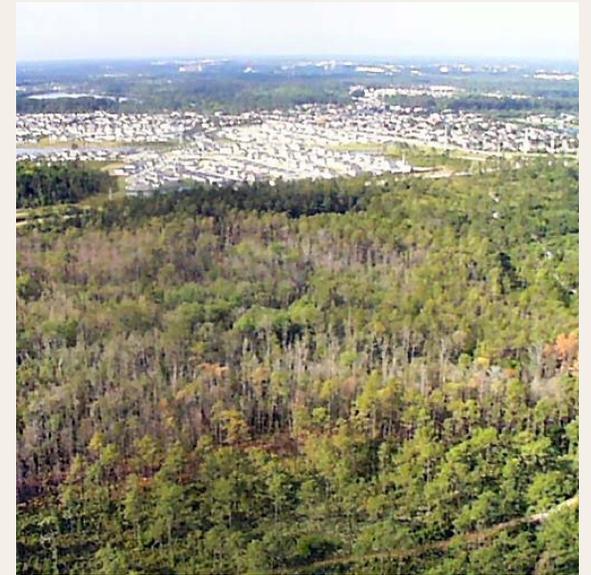


# How should urban development in the County be accommodated over the next 25 years?

- 0% 1. Expansion of existing cities
- 0% 2. Incorporation of some areas into new cities
- 0% 3. Into new town centers
- 0% 4. Within urban service areas
- 0% 5. Redevelopment/more density in existing areas
- 0% 6. In the same way we have developed in the past



# Rural Areas



How do you feel about residential development in rural areas that won't have urban services (water, sewer, etc)?

- 0% **1. Strongly support**
- 0% **2. Somewhat support**
- 0% **3. Somewhat oppose**
- 0% **4. Strongly oppose**
- 0% **5. Don't know**



How do you feel about clustered residential developments on private wells and septic systems in conservation subdivisions?

- 0% **1. Strongly support**
- 0% **2. Somewhat support**
- 0% **3. Somewhat oppose**
- 0% **4. Strongly oppose**
- 0% **5. Don't know**



# Agricultural Areas



# What is the most important reason for preserving farmland in Pasco County?

- 0% **1. Provides open space**
- 0% **2. Creates local food source**
- 0% **3. Provides local jobs**
- 0% **4. Preserves rural lifestyle**
- 0% **5. Other**



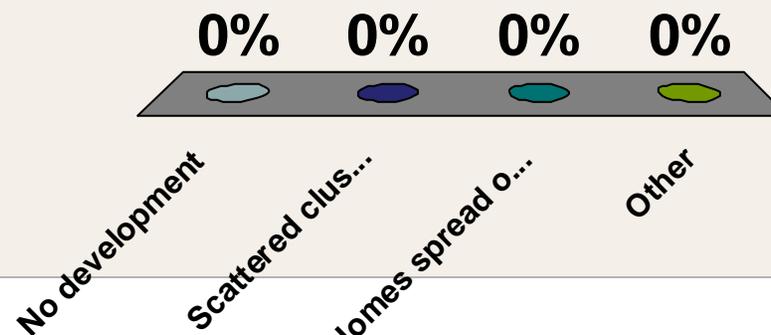
# If you are a farmer, what use would you prefer for your land in 2035?

- 0%** 1. I'm not a farmer
- 0%** 2. I continue to farm it
- 0%** 3. My family farms it
- 0%** 4. Someone outside my family farms it
- 0%** 5. I sell the land and retire
- 0%** 6. I sell the land / purchase acreage elsewhere
- 0%** 7. I develop it
- 0%** 8. Preserve it through conservation easement, etc.



Prioritize the kind of development that should occur in the County's agricultural areas within the next 25 years.

- 1. No development**
- 2. Scattered clusters of homes in conservation subdivisions**
- 3. Homes spread out on large lots (5+ acres)**
- 4. Other**



# Parks, Trails and Open Space



As Pasco County develops its parks and open space, please prioritize the following elements (select only 3, in order of priority)

- 0%      1. Maintaining existing facilities
- 0%      2. Providing programs and activities
- 0%      3. Purchasing and opening new facilities
- 0%      4. Expanding system of trails
- 0%      5. Preserving open spaces
- 0%      6. Protecting environment and wetlands
- 0%      7. Creation of beaches/swimming areas
- 0%      8. Develop multi-sports park
- 0%      9. Develop professional sports stadium (tennis)



With prices decreasing and open spaces dwindling, should the County act now to preserve natural and open spaces?

- 0% **1. Strongly support**
- 0% **2. Somewhat support**
- 0% **3. Somewhat oppose**
- 0% **4. Strongly oppose**
- 0% **5. Don't know**



# When you hear the term “critical linkage,” what do you envision?

1. Hiking and walking trails
2. A linear system of open space with or without trails
3. Rivers, streams, and wetlands
4. Wildlife corridors and habitat areas
5. All of the above
6. None of the above



# Transportation



## Select your top three elements for investing in the County's transportation system.

- 0% **1. Maintain existing roads**
- 0% **2. Expand roadway system for more capacity**
- 0% **3. Pave dirt roads**
- 0% **4. Enhance the appearance of existing corridors**
- 0% **5. Increased trails and sidewalks**
- 0% **6. Provide for future interchanges**
- 0% **7. Improve existing public transit**
- 0% **8. Develop an express bus corridor**
- 0% **9. Provide more transit hubs, park-n-rides, bus lanes**
- 0% **10. Preserve future transit corridors**



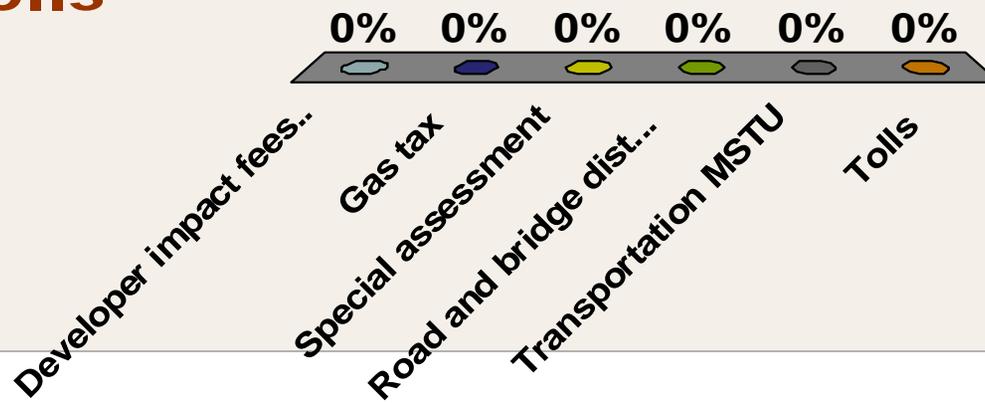
Prioritize these major transportation projects in order of importance.

- 0%**      **1. I-75**
- 0%**      **2. Ridge Road Extension**
- 0%**      **3. SR 52**
- 0%**      **4. SR 54**
- 0%**      **5. TBARTA / Transit**
- 0%**      **6. US 19**
- 0%**      **7. US 41**



# What is the best way to fund transportation improvements?

1. Developer impact fees / proportionate share
2. Gas tax
3. Special assessment
4. Road and bridge district millage
5. Transportation MSTU
6. Tolls



# Solid Waste



# Residential Curbside Recycling Program: The situation

- **Currently Pasco has a voluntary recycling program offered to anyone who pays for twice-a-week garbage service.**
- **The cost of the recycling pickup is included in the garbage service and is provided at a minimum of twice a month.**
- **The program uses blue bags for all program recyclables, which include aluminum, bi-metal cans, # 1 & # 2 plastic and clear, green and brown glass.**
- **Currently, there is no curbside paper recycling.**



To what extent would you support a recycling program that used recycling bins instead of blue bags?

- 0%      **1. Strongly support**
- 0%      **2. Somewhat support**
- 0%      **3. Somewhat oppose**
- 0%      **4. Strongly oppose**
- 0%      **5. Don't know**



If changing to recycling bins incurred additional costs to you, how much would you be willing to pay?

- 0%      **1. \$ 8.00 for the bin**
- 0%      **2. \$ 10.00 for the bin**
- 0%      **3. \$ 12.00 for the bin**
- 0%      **4. I don't want to pay anything**



To what extent would you support a recycling program that expanded the curbside recycling stream to accept paper?

- 0%      **1. Strongly support**
- 0%      **2. Somewhat support**
- 0%      **3. Somewhat oppose**
- 0%      **4. Strongly oppose**
- 0%      **5. Don't know**



To what extent would you support a recycling program that expanded the curbside recycling service to once a week?

- 0% **1. Strongly support**
- 0% **2. Somewhat support**
- 0% **3. Somewhat oppose**
- 0% **4. Strongly oppose**
- 0% **5. Don't know**



If adding paper to the recycling stream and going to once-a-week recycling pick up incurred additional costs to you, how much would you be willing to pay?

- 0%      **1. \$ 1.00 extra/month**
- 0%      **2. \$ 2.00 extra/month**
- 0%      **3. \$ 3.00 extra/month**
- 0%      **4. I don't want to pay more**



# Garbage Pickup: The Situation

- **Currently Pasco has a free market system where garbage service providers compete with each other for residential business.**
- **They may provide curbside or dumpster service. Some citizens can opt not to contract for service; others may have to accept service contracted by their HOA or CDD.**
- **This system can result in multiple trucks on the same street, differences in services offered, different rates being charged and citizens occasionally being refused service.**



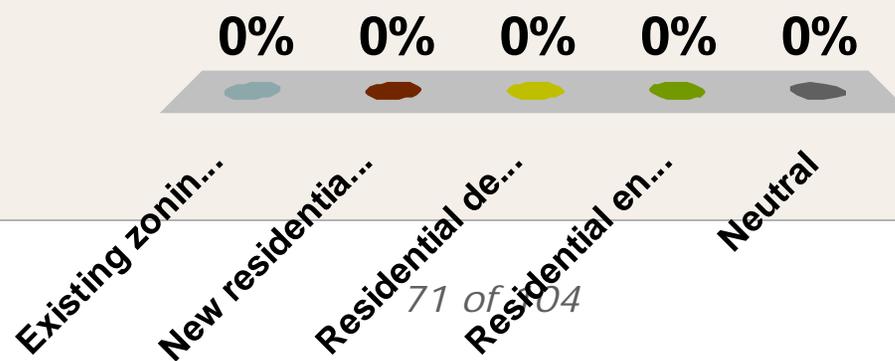
To what extent would you support a countywide required participation garbage collection system that would standardize services and rate structure?

- 0%      **1. Strongly support**
- 0%      **2. Somewhat support**
- 0%      **3. Somewhat oppose**
- 0%      **4. Strongly oppose**
- 0%      **5. Don't know**



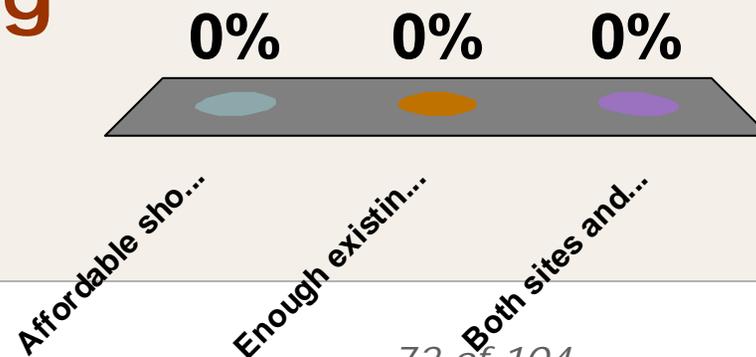
# What is your opinion of residential entitlements in Pasco County?

1. Existing zoning and land use entitlements suit the needs of existing and potential population trends
2. New residential entitlements need to be focused on supporting employment centers and town centers
3. Residential density increases are necessary and economically beneficial to the County
4. Residential entitlements are over-allocated and should be reviewed and phased to avoid sprawl
5. Neutral



What is your opinion regarding the supply and availability of industrial and manufacturing land uses in Pasco County?

- 1. Affordable shovel-ready sites served with adequate infrastructure**
- 2. Enough existing sites, but lacking supportive infrastructure service**
- 3. Both sites and infrastructure are lacking**



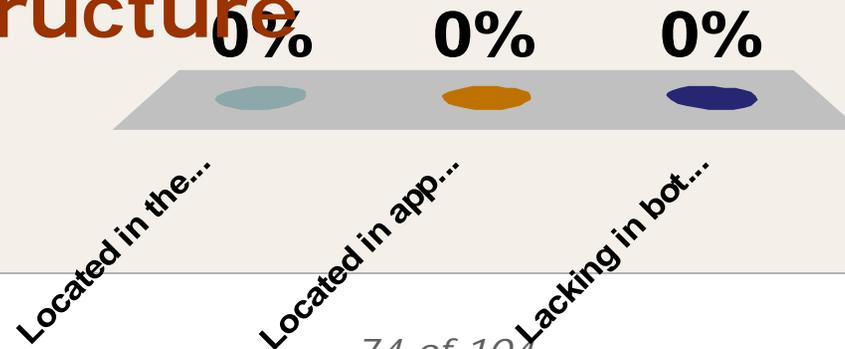
Considering the County as a whole, do you believe that Pasco County's vacant land area and entitlements for future retail / commercial growth are:

1. Severely Under-Allocated
2. Under-Allocated
3. Just Right
4. Over-Allocated
5. Severely Over-Allocated



Considering the County as a whole, do you believe that Pasco County's vacant land area and entitlements for future office / employment growth are:

1. Located in the appropriate locations with necessarily infrastructure
2. Located in appropriate locations but lacking appropriate infrastructure
3. Lacking in both location and infrastructure



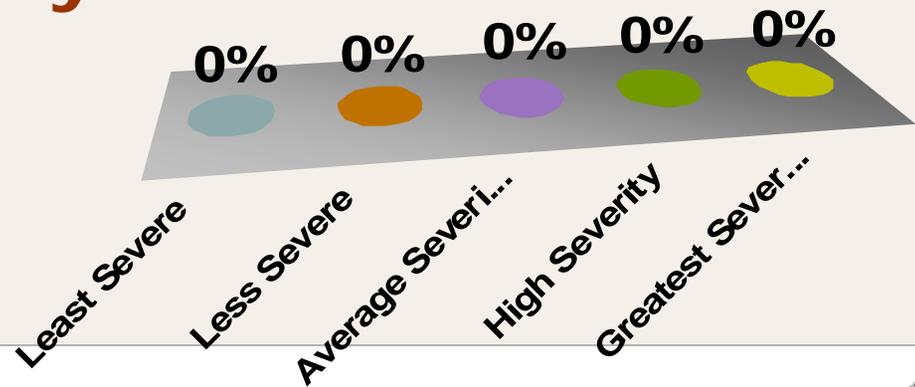
In the next slides, we will be rating the severity of **taxes and fees** based on **impediment** to economic development in Pasco County. The taxes/fees are:

- 1. Gas Tax**
- 2. Ad Valorem Taxes**
- 3. Real Estate Transfer Tax**
- 4. Sales Tax**
- 5. Impact Fees**
- 6. User Fees (tolls, etc.)**
- 7. Special Assessments**



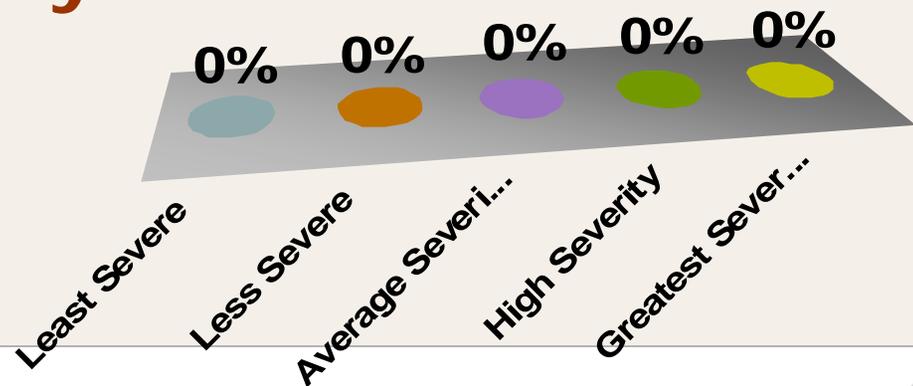
Please rank the severity based on **impediment** to economic development in Pasco County of the **Gas Tax**.

1. Least Severe
2. Less Severe
3. Average Severity
4. High Severity
5. Greatest Severity



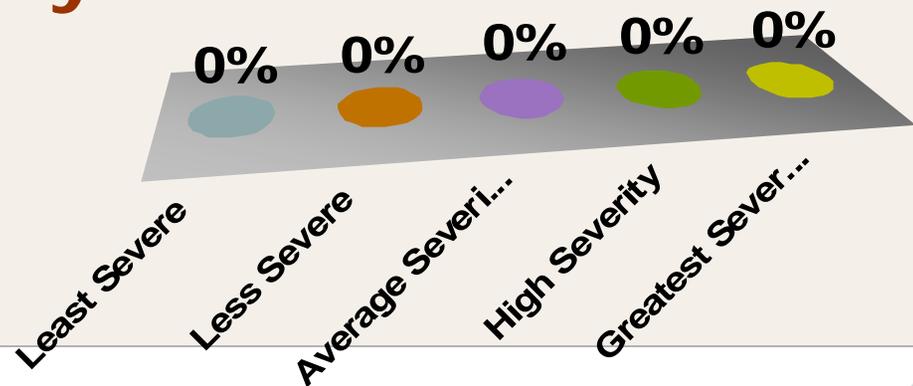
Please rank the severity based on **impediment** to economic development in Pasco County of **Ad Valorem Taxes**.

1. Least Severe
2. Less Severe
3. Average Severity
4. High Severity
5. Greatest Severity



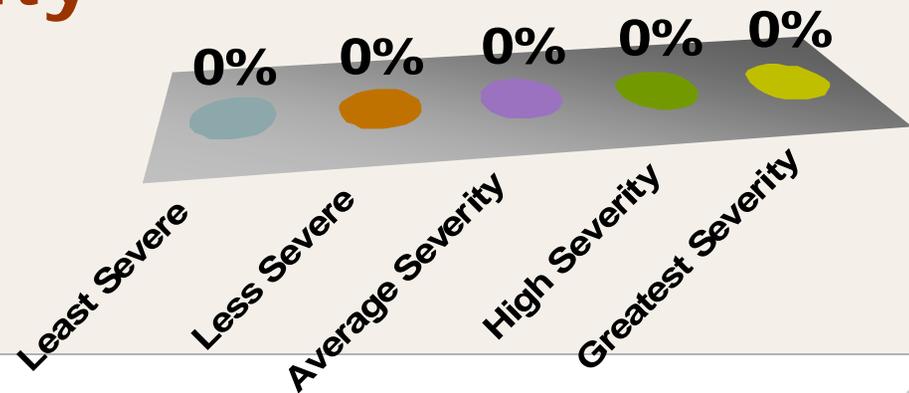
Please rank the severity based on **impediment** to economic development in Pasco County of the **Real Estate Transfer Tax**.

1. Least Severe
2. Less Severe
3. Average Severity
4. High Severity
5. Greatest Severity



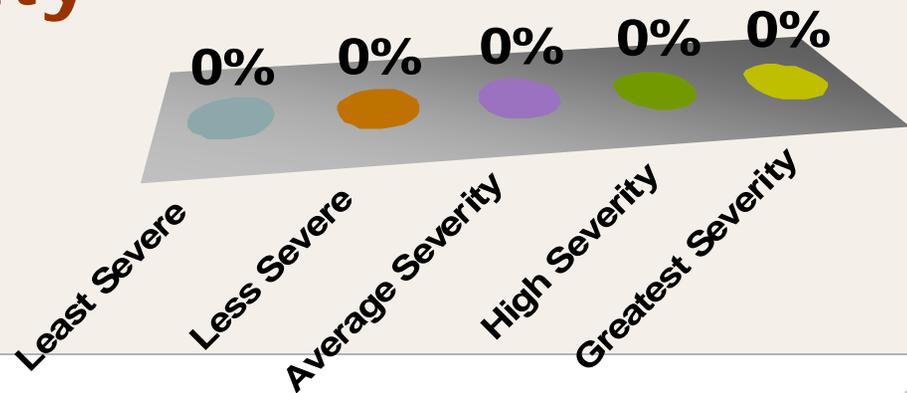
Please rank the severity based on **impediment** to economic development in Pasco County of the **Sales Tax**.

1. Least Severe
2. Less Severe
3. Average Severity
4. High Severity
5. Greatest Severity



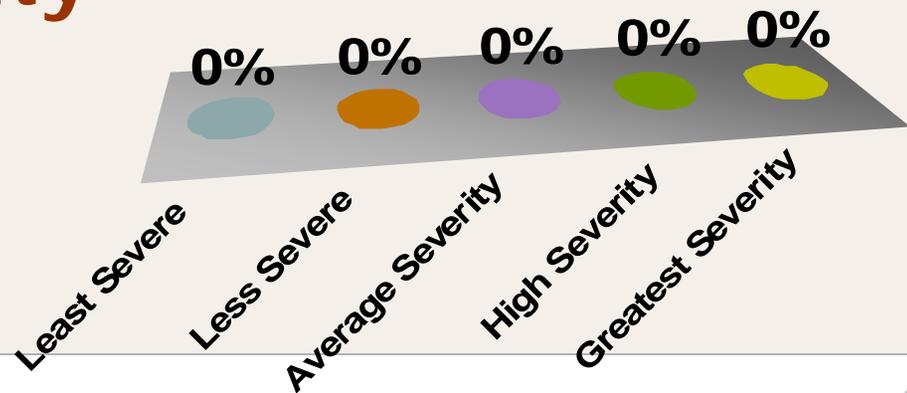
Please rank the severity based on **impediment** to economic development in Pasco County of **Impact Fees**.

1. Least Severe
2. Less Severe
3. Average Severity
4. High Severity
5. Greatest Severity



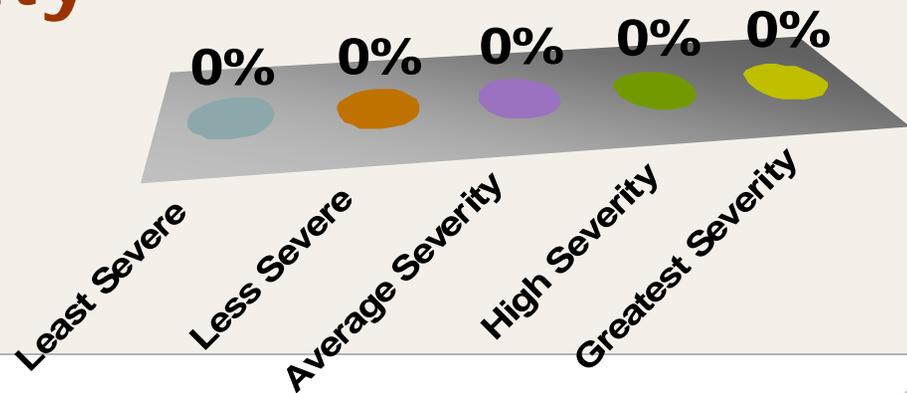
Please rank the severity based on **impediment** to economic development in Pasco County of **User Fees.**

1. Least Severe
2. Less Severe
3. Average Severity
4. High Severity
5. Greatest Severity



Please rank the severity based on **impediment** to economic development in Pasco County of **Special Assessments.**

1. Least Severe
2. Less Severe
3. Average Severity
4. High Severity
5. Greatest Severity



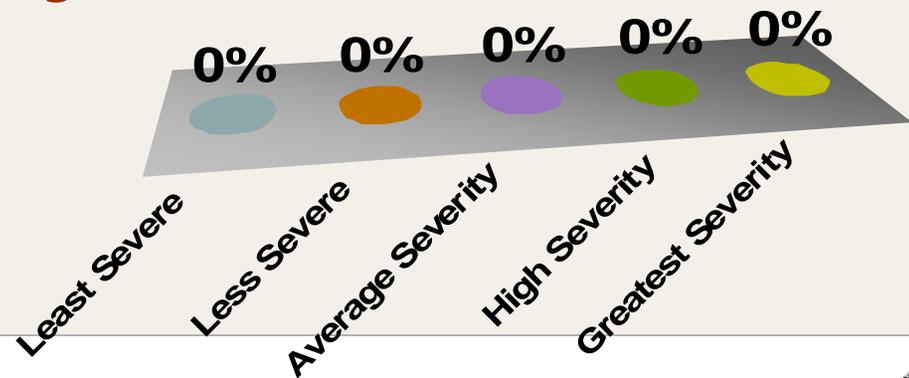
In the next slides, we will be rating the severity of **regulations** based on **impediment** to economic development in Pasco County. The regulations are:

- 1. Concurrency and Proportionate Share**
- 2. Drainage Regulations**
- 3. Sign Regulations**
- 4. Tree and Landscaping Regulations**
- 5. Right of Way Preservation Regulations**



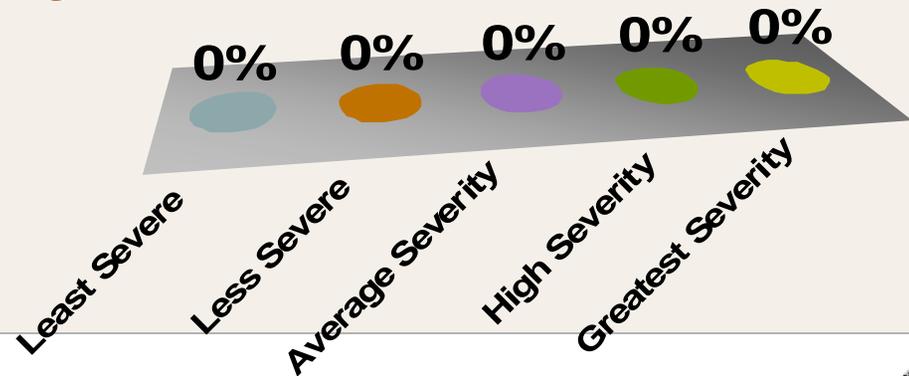
Please rank the severity based on **impediment** to economic development in Pasco County of **Concurrency and Proportionate Share**.

1. Least Severe
2. Less Severe
3. Average Severity
4. High Severity
5. Greatest Severity



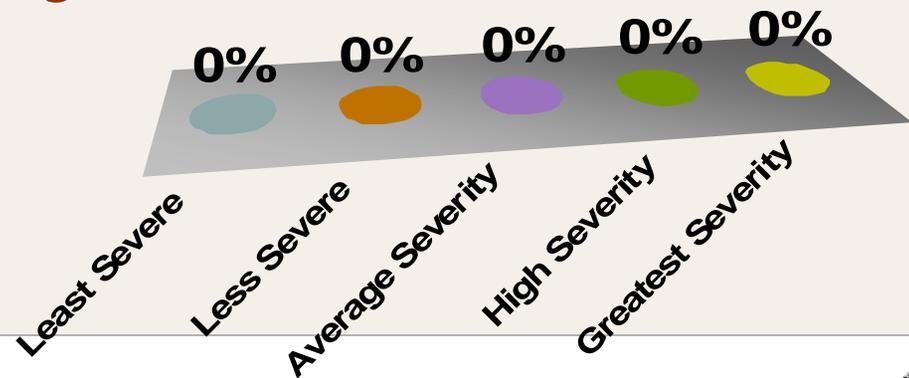
Please rank the severity based on **impediment** to economic development in Pasco County of **Drainage Regulations**.

1. Least Severe
2. Less Severe
3. Average Severity
4. High Severity
5. Greatest Severity



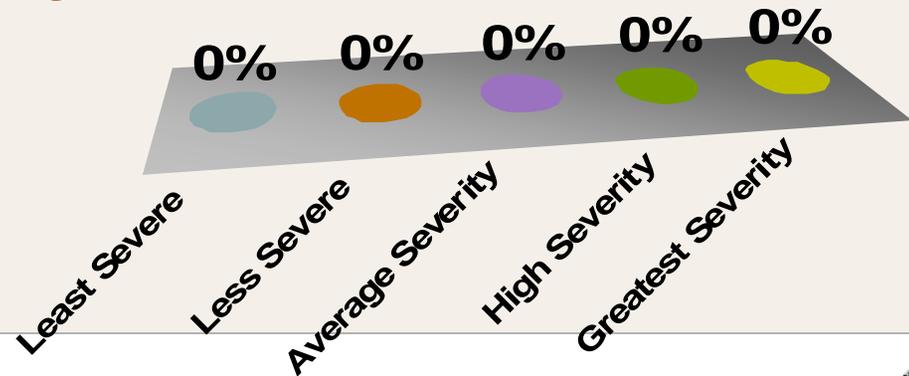
Please rank the severity based on **impediment** to economic development in Pasco County of **Sign Regulations**.

1. Least Severe
2. Less Severe
3. Average Severity
4. High Severity
5. Greatest Severity



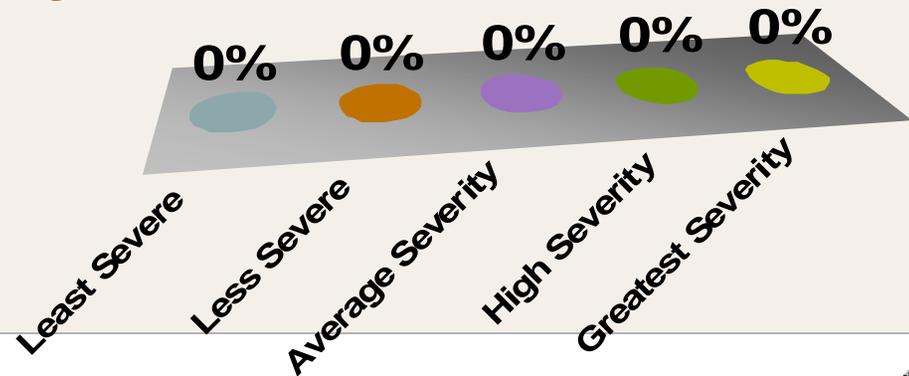
Please rank the severity based on **impediment** to economic development in Pasco County of **Tree and Landscaping Regulations.**

1. Least Severe
2. Less Severe
3. Average Severity
4. High Severity
5. Greatest Severity



Please rank the severity based on **impediment** to economic development in Pasco County of **Right of Way Preservation Regulations.**

1. Least Severe
2. Less Severe
3. Average Severity
4. High Severity
5. Greatest Severity



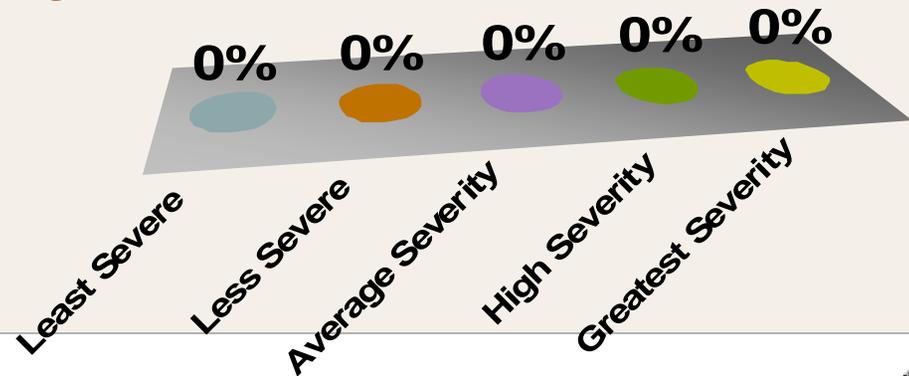
More fun with Likert! In the next slides, we will be rating the severity of **County processes** based on **impediment** to economic development in Pasco County. The processes are:

1. **Zoning or Rezoning**
2. **Site Plan Approval**
3. **Comprehensive Plan Amendment Process**
4. **County Organizational Structure**
5. **Customer Service Focus**
6. **Professional Best Practice Training / Education of County Staff**
7. **Lack of Economic Development Incentives**
8. **Fire Inspection for the C/O**



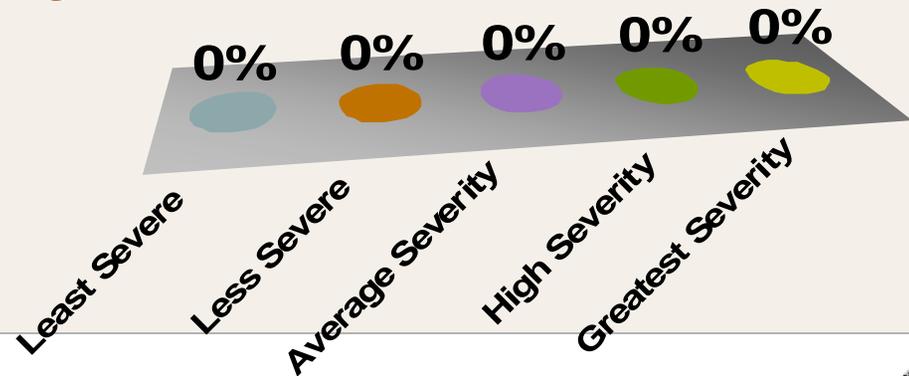
Please rank the severity based on **impediment** to economic development in Pasco County of **Zoning and Rezoning**.

1. Least Severe
2. Less Severe
3. Average Severity
4. High Severity
5. Greatest Severity



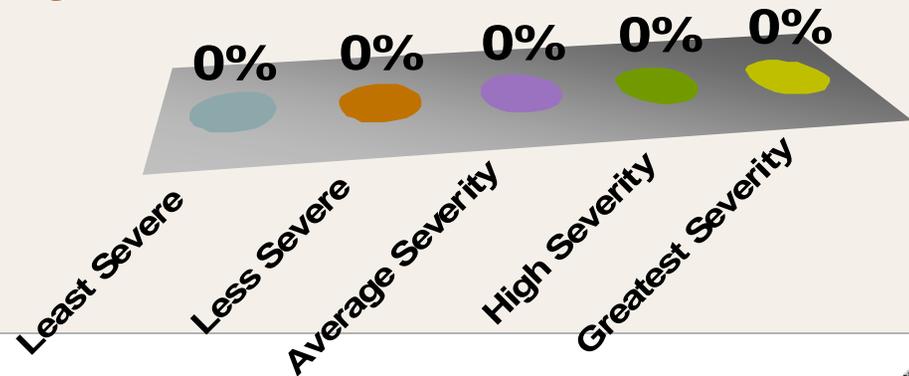
Please rank the severity based on **impediment** to economic development in Pasco County of **Site Plan Approval**.

1. Least Severe
2. Less Severe
3. Average Severity
4. High Severity
5. Greatest Severity



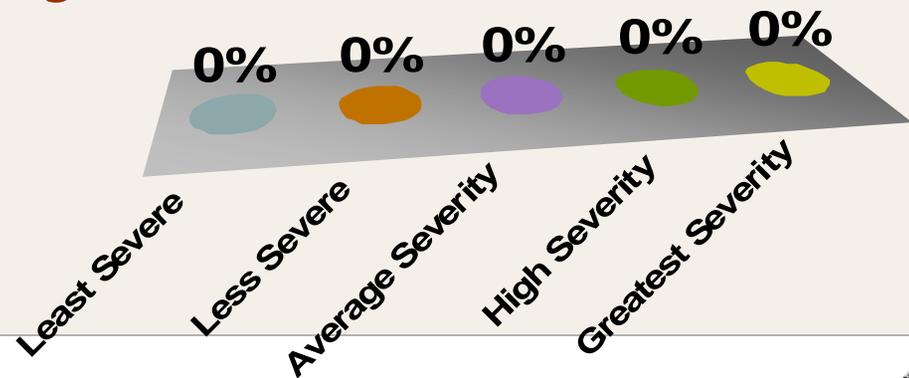
Please rank the severity based on **impediment** to economic development in Pasco County of **Comprehensive Plan Amendment Process.**

1. Least Severe
2. Less Severe
3. Average Severity
4. High Severity
5. Greatest Severity



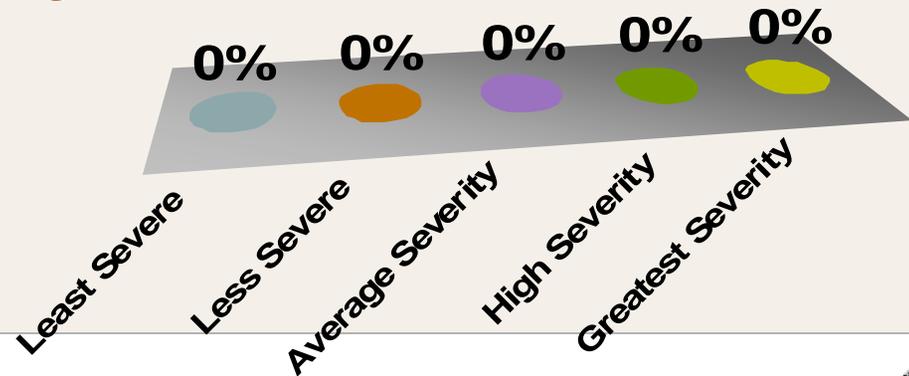
Please rank the severity based on **impediment** to economic development in Pasco County of **County Organizational Structure**.

1. Least Severe
2. Less Severe
3. Average Severity
4. High Severity
5. Greatest Severity



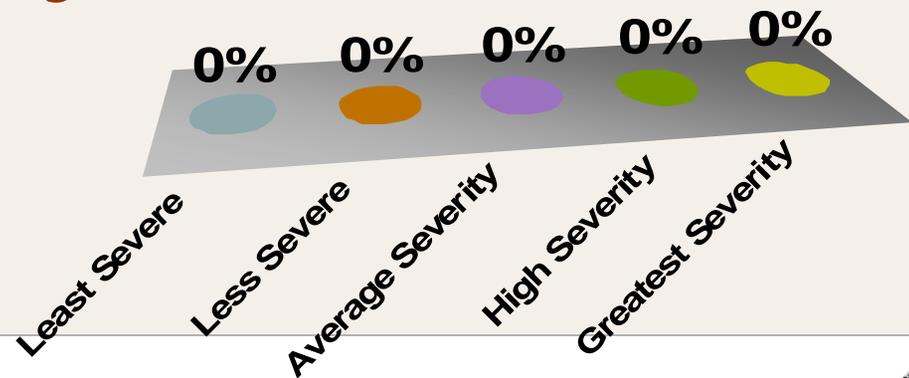
Please rank the severity based on **impediment** to economic development in Pasco County of **Customer Service Focus**.

1. Least Severe
2. Less Severe
3. Average Severity
4. High Severity
5. Greatest Severity



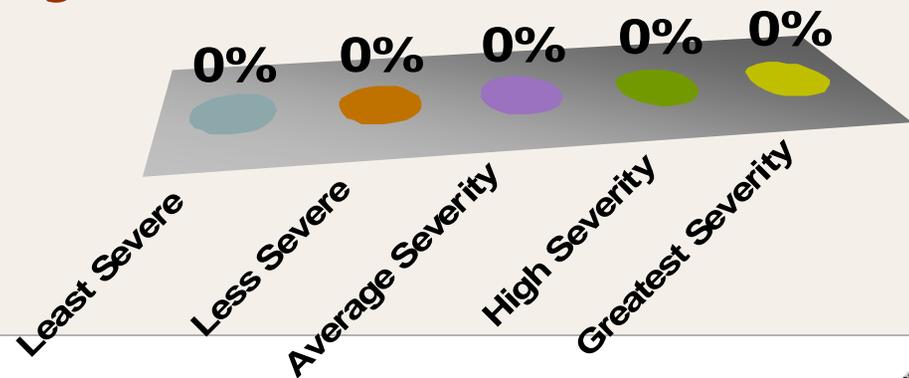
Please rank the severity based on **impediment** to economic development in Pasco County of **Professional Best Practice Training / Education of County Staff.**

1. Least Severe
2. Less Severe
3. Average Severity
4. High Severity
5. Greatest Severity



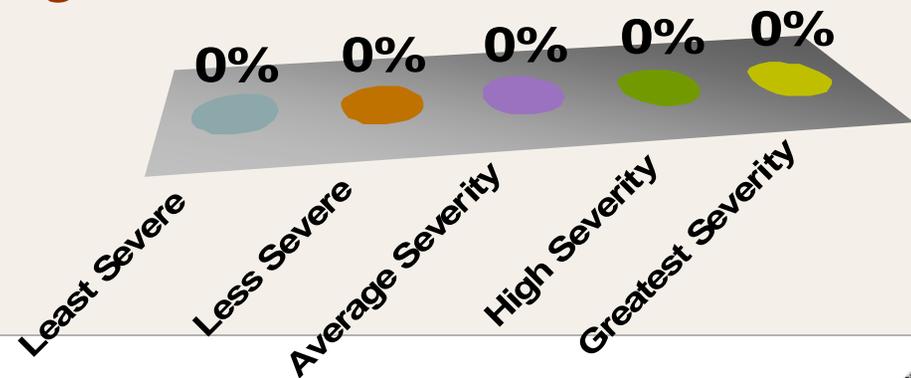
Please rank the severity based on **impediment** to economic development in Pasco County of **Lack of Economic Development Incentives.**

1. Least Severe
2. Less Severe
3. Average Severity
4. High Severity
5. Greatest Severity



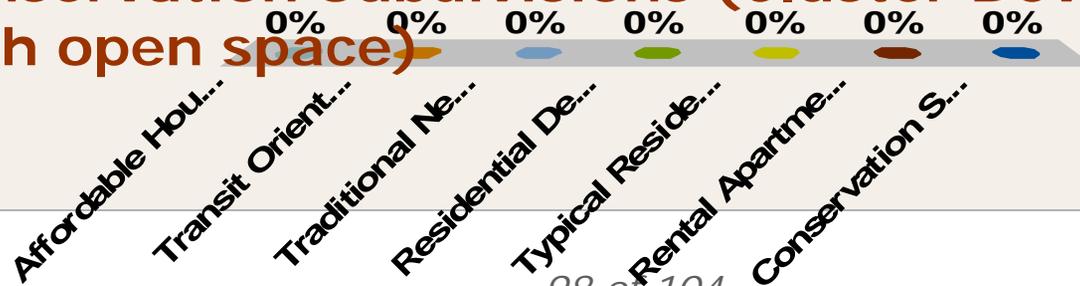
Please rank the severity based on **impediment** to economic development in Pasco County of **Fire Inspection for C/O**.

1. Least Severe
2. Less Severe
3. Average Severity
4. High Severity
5. Greatest Severity



Select the top three forms of residential development for which Pasco County should provide incentives (e.g. first choice, every incentive possible).

1. Affordable Housing
2. Transit Oriented Development (future transit routes)
3. Traditional Neighborhood Design (TND)
4. Residential Development Preserving Critical Linkages
5. Typical Residential Subdivisions
6. Rental Apartments
7. Conservation Subdivisions (Cluster Development with open space)



Select the top three forms of employment and commercial development for which Pasco County should provide incentives (e.g. first choice, every incentive possible).

1. **Mixed-Use Town Centers**
2. **Transit Oriented Development (future transit routes)**
3. **Primary Target Industries (e.g. Manufacturing & Corporate Business Parks)**
4. **Light Industrial Development (Non-Targeted Industry)**
5. **Heavy Industrial Development (Non-Targeted Industry)**
6. **Smaller "Condo" Office Development**
7. **Retail/Commercial Development (Non-TND)**



# Water Conservation: The Situation

Establishing a more comprehensive water conservation program would provide for expanding or adding the following types components:

- **Rebates for installation of water saving/water conservation technologies such as low flow toilets, soil moisture sensors for the irrigation system and water-saving appliances.**
- **Education materials; workshops, promotional programs and publications for water conservation in the home, lawn and garden, and commercial establishments.**
- **Staffing to perform irrigation evaluations and water efficiency audits for homes and businesses.**
- **Other water-wise activities in schools and the community, such as support for Florida Yards and Neighborhoods Program.**



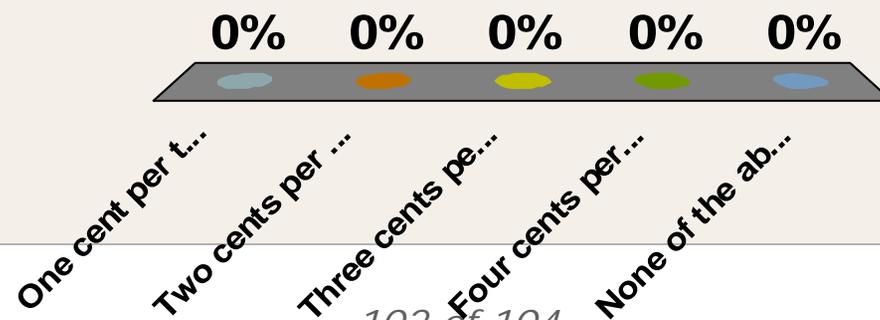
To what extent would you support an expanded comprehensive water conservation program by Pasco County Utility Services?

- 0%      **1. Strongly support**
- 0%      **2. Somewhat support**
- 0%      **3. Somewhat oppose**
- 0%      **4. Strongly oppose**
- 0%      **5. Don't know**



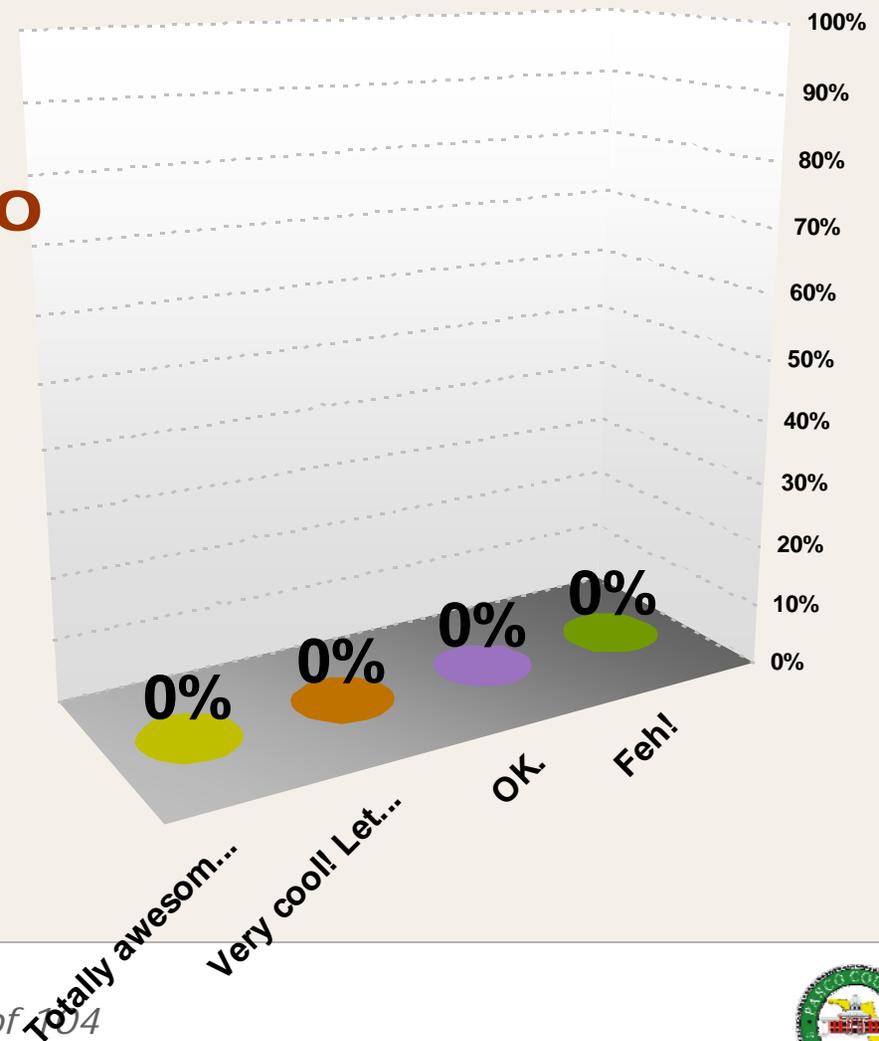
If implementation of a more comprehensive water conservation program requires an increase to your water use rate and monthly utility bill, how much would you be willing to pay?

1. One cent per thousand gallons used?
2. Two cents per thousand gallons used?
3. Three cents per thousand gallons used?
4. Four cents per thousand gallons used?
5. None of the above



# The clickers were...

1. **Totally awesome.**
2. **Very cool! Let's do this again sometime.**
3. **OK.**
4. **Feh!**



# Thank You

- You may now rest your weary thumbs
- We would like to thank Turning Technologies for their support and supplying the interactive technology
- Remember to return your clicker!

