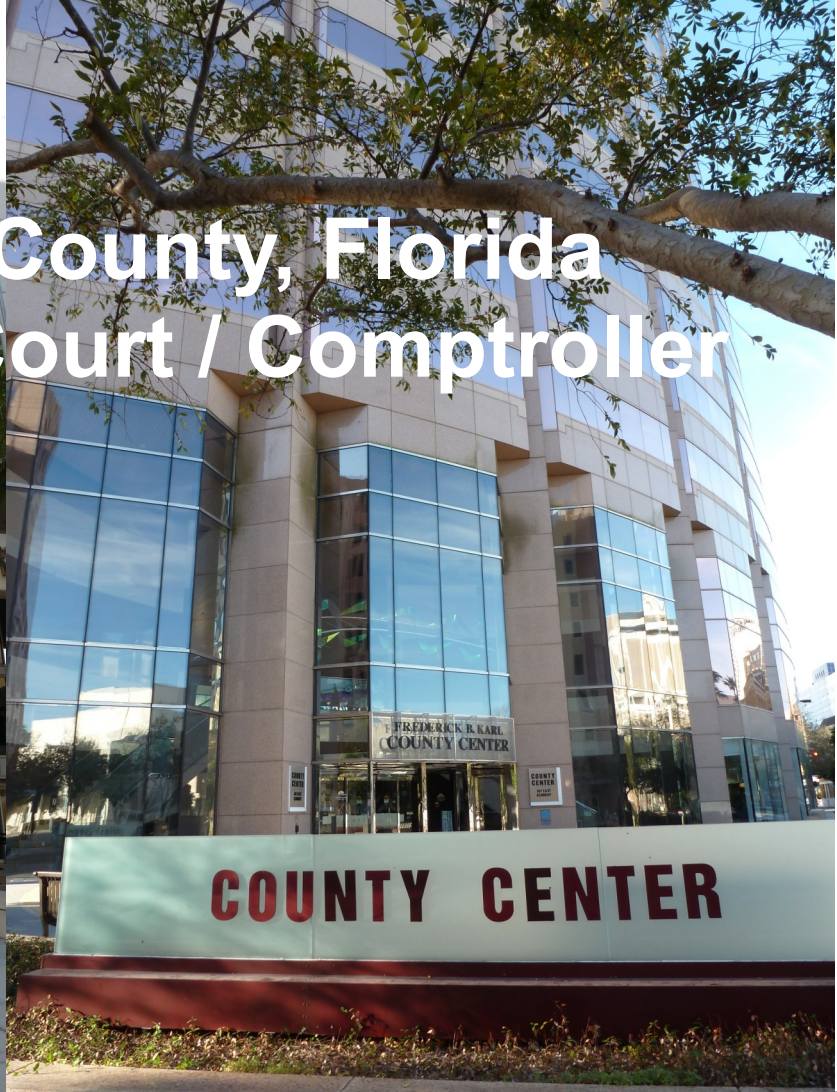
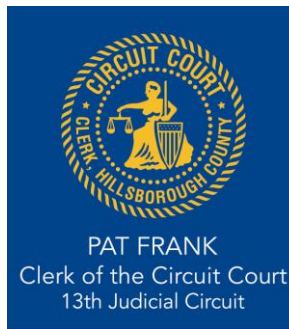


# Hillsborough County, Florida Clerk of Circuit Court / Comptroller



## Annual Budget October 1, 2016 — September 30, 2017





January 31, 2017



I am pleased to present the budget for the Hillsborough County Clerk of the Circuit Court/Comptroller for Fiscal Year (FY) 2017.

To put this budget in context, it is important to understand the roles and responsibilities of this Office. The Clerk of the Circuit Court/Comptroller (Clerk) is a ministerial officer whose authority and responsibilities are derived from both the Constitution of the State of Florida (State) and statutory provisions. Accordingly, the Clerk only provides services or programs that have been specifically assigned by law, order of the Chief Judge, or the Hillsborough

County Board of County Commissioners (Board). As such, the Clerk is not able to eliminate a service or activity without direction from the Florida Legislature, the Chief Judge, or the Board.

As an independently elected official, the Clerk serves as Clerk to the Courts and Comptroller to Hillsborough County. The Clerk's primary responsibilities are outlined in Articles V and VIII of the State Constitution. These duties are very complex and diverse. These constitutional and statutory responsibilities can be grouped into the following major functions:

- **Clerk of the Circuit and County Court**
- **Chief Financial Officer including Ex Officio Clerk to the Board**
- **County Auditor**
- **County Recorder**
- **Support Services**

While each major function is unique, each function shares a common responsibility for the custodianship of public records (e.g. court case records, Board records, financial records, and official records).

### **Clerk of the Circuit and County Court**

As Clerk to the Courts, the office is ministerial and includes no judicial authority except that which it may receive through constitutional or legislative grant. The Clerk has neither the judicial duty nor the judicial power to decide the sufficiency of a complaint. The Clerk is required to accept the complaint as tendered, provided it is accompanied by a proper fee. The Clerk must keep all papers, exhibits, evidence, and any other records of the court pursuant to statutes or rules. These records shall be available to the court and to the public with the exceptions stated in Florida Statute (F.S.) 119. The Clerk must keep a progress docket, which contains notes of the filing of each pleading, motion, other paper, and any step taken in connection with each action, appeal, or other proceeding before the court.

The Courts function is comprised of several departments, whose primary function is to manage the flow of information through the court system. The receipt, filing, and dissemination of cases to many agencies and parties to cases, the processing and reporting of case dispositions, and the collection of fines and court fees are all handled by Clerk court departments. Additionally, the Clerk provides a wide range of services, which include processing traffic citation payments, collecting and disbursing child support payments, and filing domestic violence injunctions. The Clerk is a vital part of the local court system, responsible for coordinating jurors, swearing in court witnesses, and recording and protecting evidence during a trial. All monies collected are forwarded to the State to fund many State activities ranging from the State court system to various educational programs and trust funds.

The Clerk's budget associated with court-related functions is prepared each fiscal year running from October 1st to September 30<sup>th</sup>. The budget is reviewed by the Clerk of Courts Operations Corporation and it is approved by the Florida Legislature. By law, the Board is responsible for funding communication services, multi-agency criminal justice information systems, and the construction, lease, maintenance, utilities, and security of facilities for the circuit and county courts, Public Defender, State Attorney, and Clerk. In addition, the Board is responsible for funding any local court-related programs.

During FY 2015, the Court departments docketed 7,072,927 items; filed 320,817 court cases, processed 25,023 case reopenings, handled 1,461 Notice of Appeals, and collected \$63.2 million in fines and fees for the State, County, and other agencies. In addition, Jury Services issued 107,495 jury summonses.

The **Tax Deed Department** is an integral part of the Clerk's Court organization. It is responsible for advertising, notifying, scheduling, and holding auctions of real property that meet the criteria to be sold for delinquent taxes. Once the property is sold and there are surplus monies after the taxes and after applicants have been paid, the Tax Deed Department notifies the property owner(s), lien holder(s), and interested parties of the surplus funds (overbid) to which they may be entitled. Auctions are held weekly at the County Courthouse. During FY 2015, the Tax Deed Department processed 1,490 tax certificates and conducted 506 property sales.

### **Chief Financial Officer Including Ex Officio Clerk to the Board**

The Clerk is the Chief Financial Officer of Hillsborough County. Although this role primarily covers acting as ex officio Clerk to the Board of County Commissioners, it also includes preparing the entire County's Comprehensive Annual Financial Report, financial reporting to the state of Florida Department of Financial Services and Auditor General per F.S. 218.32 and 218.39, and coordinating the annual County audit by the County's independent Certified Public Accountants in accordance with F.S. 11.45. As ex officio Clerk to the Board, the Clerk has the statutory duty to keep the records and minutes of the Board of County Commissioners per F.S. 28.12. In this capacity, the Clerk is custodian of the Board seal, which is affixed to any paper or instrument when it is proper and necessary. The Clerk, under Article V of the State Constitution, functions as county auditor and custodian of all Board funds. Thus, the Clerk has all the duties that comprise the treasury function including: receiving and depositing all funds of the Board

per F.S. 136.03, investing excess Board funds per F.S. 28.33, and keeping an accurate and complete set of books per F.S. 136.05.

The Clerk possesses significant responsibilities in the area of disbursing Board funds. The Clerk is personally responsible for ensuring that every transaction that results in an expenditure of funds is legal in every respect. Where this becomes most important is in the expenditure of funds designated for specific purposes, such as proceeds from bond issues, grants, and tax revenues for specified programs. These expenditures often involve vague areas that may not be clearly defined by statute or agreement, thus necessitating the pre-audit of all invoices prior to payment and the payment only on warrants/checks drawn on Board depositories signed by the Chairman of the Board and attested by the Clerk.

The roles and responsibilities as ex officio Clerk to the Board are fulfilled by the County Finance, Payroll, BOCC Records/VAB (Value Adjustment Board), Board Systems Support, and Board Support Services Departments.

The **County Finance Department** is responsible for the delivery of most functions associated with the Clerk's responsibilities as ex officio accountant to the Board and custodian of all Board funds. This includes Accounts Payable, Accounts Receivable, Treasury, Investments, Financial Reporting and other accounting functions for the Board, as well as other agencies such as the Supervisor of Elections, Hillsborough County City-County Planning Commission, Environmental Protection Commission, Civil Service Board, Public Transportation Commission. It also includes County funding of the 13<sup>th</sup> Judicial Circuit Court, State Attorney, and Public Defender. County Finance operates in a nearly paperless environment through utilization of imaging and workflow software to electronically move invoices, receipts, and supporting documents throughout the Clerk and Board offices.

The **Accounts Payable** function is responsible for pre-auditing all payment requests made by vendors providing goods and services to these agencies, paying vendor invoices, tracking payments according to the agency's contracts, withholding and balancing contract retainage, and reconciling vendor statements to invoices paid. Invoices are monitored for accuracy and compliance with contracts, Board ordinances and policies, administrative directives, Florida statutes, and federal law. The Accounts Payable function also handles various financial and tax reporting required by federal and State law related to vendor/contractor payments (i.e. Internal Revenue Service 1099 forms).

The Clerk's Office pays vendor invoices via check, automated clearing house (ACH), and wire transfer and encourages vendors to utilize ACH to avoid the issuance of paper checks, reducing the risk of fraud. The Clerk also utilizes the bank's positive pay program to limit the Clerk's and Board's exposure to fraud (all checks are verified at the bank for check number, check date, vendor name, and amount).

During FY 2015, Accounts Payable paid approximately 167,740 invoices (including 33,640 purchasing card transactions) representing over \$1.6 billion in vendor payments. During a single month, the Clerk also pays about 4,200 utility bills for County operated facilities.

The **Revenue and Treasury** function administers banking relationships for the Board and supported agencies. This function is also responsible for investing and managing the Board's investment portfolio of approximately \$1.6 billion; auditing, recording and reconciling bank deposits; and managing the distribution of the Community Investment Tax and 9<sup>th</sup> Cent Fuel Tax to County municipalities.

During FY 2015, the Revenue and Treasury function managed an approximate \$1.6 billion investment portfolio consisting of money market accounts, treasuries, agencies, commercial paper, corporate bonds, and the State's local government investment pool. This function also managed banking relationships related to the 14 bank accounts held on behalf of the Board and the supported agencies.

The **General Accounting/Financial Reporting** function provides the final check and balance for the financial information of the Board and supported agencies. It monitors the budget and financial transactions for accuracy and proper accounting treatment. In addition, this function records and tracks fixed assets inventory for the Board and all of the Constitutional Offices. Capital assets include assets such as land, buildings, equipment as well as infrastructure assets such as streets, sidewalks, and bridges. At September 30, 2015, the Board had approximately \$5.93 billion in infrastructure assets and \$2.57 billion in other capital assets, net of accumulated depreciation.

The General Accounting/Financial Reporting function performs all accounting associated with grants and capital projects. It also monitors budget and debt compliance including reporting any significant changes to the Board's financial ability to meet debt commitments to the Electronic Municipal Market Access (EMMA) portal and prepares the IRS arbitrage rebate calculations.

The **Financial Reporting** function prepares various reports, including those related to bond compliance; federal and state returns; audited financial statements; state financial reports; various interim financial reports; and various State and agency reports. Some of the major reports prepared by this function include:

- Comprehensive Annual Financial Report (CAFR)
- Federal and State Single Audit Reports
- Annual Local Government Financial Report to the Florida Chief Financial Officer
- All Inclusive Financial Report to the Florida Auditor General
- Financial Summary Report, an easy-to-read financial report for the public
- Statement of County-Funded Court-Related Functions
- State of Florida Solid Waste Management Facility Letter
- Public Depositor Annual Report
- Tourist Development Funds Quarterly Financial Reports
- State and Local Monthly Revenue Reports
- Abandoned Property Reports
- Sales Tax Reporting

In order to minimize the cost of printing and mailing statements, the County Finance Department utilizes electronic information sharing whenever possible. Reports (including the Board's CAFR) are published on the Clerk's website at [www.hillsclerk.com](http://www.hillsclerk.com). The Clerk's Office has received a *Certificate of*

*Achievement for Excellence in Financial Reporting* for the past 33 consecutive years. This Certificate is presented by the Government Finance Association of the United States and Canada to government units and public employee retirement systems whose comprehensive annual financial reports achieve the highest standards in government accounting and financial reporting. The County Finance Department has also received the GFOA's *Award for Outstanding Achievement in Popular Annual Financial Reporting* for its separately issued *Financial Summary Report* for the past 15 consecutive years. The Financial Summary Report is a simplified popular annual financial report specifically designed for the general public.

The **Payroll Department** handles the wage and salary records for the Board; Clerk; Supervisor of Elections (including poll workers); County-funded portion of the Court Administration; Public Transportation Commission; Environmental Protection Commission; Hillsborough County City-County Planning Commission; Public Transportation Commission; and Civil Service Board employees. The Payroll Department supported payroll-related provisions of three collective bargaining agreements:

- AFSCME (American Federation of State, County and Municipal Employees)
- EMPACCT (Emergency Medical Personnel and Critical Care Technicians)
- IAFF (International Association of Fire Fighters)

The Payroll Department is responsible for paying all wages, overseeing voluntary and involuntary deductions for three individual tax entities (companies), and filing all financial and tax reports required by federal and State law. Payroll also manages Florida Retirement System reporting and payment of the monthly retirement expenses.

During FY 2015, the Payroll Department paid approximately 6,154 employees every two weeks, representing over \$300 million in gross wages.

The **BOCC (Board) Records/VAB (Value Adjustment Board) Department** fulfills the requirements for the ex officio Clerk to the Board and provides Board meeting minutes in accordance with 28.12 F.S. and the custodial requirements and preservation of Board records in conjunction with F.S. 119.021. This Department is also responsible for maintaining a permanent file of all documents presented to the Board during its meetings. Documents that are presented to the Board, but not fully executed, are tracked until completed and signed by the Board Chairman. Minutes, with direct links to the audio portion of the meeting, are available online once approved by the Board. All Board documents are imaged and are fully searchable on the Clerk's website. The BOCC Records function is also responsible for maintaining lobbyist registrations and the production of quarterly lobbyist reports per County Ordinance No. 07-8.

The BOCC Records/VAB Department, as ex officio Clerk to the VAB, provides the functions described in F.S. 192, 193, 194, 195, and 196 and Florida Administrative Code 12D-9, 12D-10, and 12D-16. The Department files, tracks, and archives VAB petitions for changes in appraisal value and exemption status. Petitioners can file online or in the Clerk's VAB office. Petitions are scanned and provided electronically to the special magistrates and the Property Appraiser's Office for the hearing process. The Department schedules and records hearings and resulting decisions, distributes the results of the

hearing to petitioners, and manages the VAB revenues and expenditures. For FY 2015, the Department accepted 2,156 VAB petitions, representing 2,382 parcels, and held 538 hearings.

The **BOCC Support Services Department** provides administrative support to the Board on the second floor of the County Center. Services include receptionist; ordering office supplies; mail distribution; correspondence for the Board Chairman; the coordination of appointments to boards, councils, authorities, and commissions on which individual Commissioners sit or make appointments; managing the Board's master calendar; acting as payroll coordinator; coordinating financial disclosure and all activities surrounding the Board's Investiture Ceremony and Reception. During FY 2015, the BOCC Support Services Department processed 296 applications for appointments to the 50 boards and councils as terms expired or positions became vacant and distributed 10,746 pieces of mail to the Commissioners.

The **Clerk's Accounting Department** provides services similar to those of County Finance except, rather than providing support to the Board, the Clerk's Accounting Department supports the entire office of the Clerk. Services provided include general accounting; financial statement preparation; disbursements associated with vendor/supplier invoices, court orders, jurors, witnesses, tax deeds, and overpayment refunds; cash receipts and associated distribution to appropriate State and local agencies and trust funds; and treasury functions associated with investments, bank reconciliations, and accounting of the court registry.

During FY 2015, the Clerk's Accounting Department accounted for \$356 million in receipts; distributed \$335.3 million to various State and local agencies/trust funds; processed 15,423 invoices; paid 13,821 jurors & witnesses; and disbursed \$137.1 million from the court registry (eminent domain, landlord/tenant cases, civil settlements, mortgage foreclosures, and garnishments).

### **County Auditor**

The **County Audit Department** serves the citizens and taxpayers of Hillsborough County. The Department provides independent, objective assurance and consulting activities designed to add value and improve the Clerk's and Board's operations. The Department helps these organizations accomplish their objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control, and governance processes under the Clerk and Board. The Department conducts performance, management, and compliance audits based on a risk assessment and workplan developed prior to the start of each fiscal year. The County Audit work plan is developed based on criteria suggested in the International Standards for the Professional Practice of Internal Auditing (Red Book Standards), as published by the Institute of Internal Auditors. Follow-up audits are performed 6 to 12 months after original audit reports are issued. The Department's goal is for management of the audited area to implement 80% of the audit recommendations prior to the follow-up date.

During FY 2015, the County Audit Department issued 27 Audit Reports and 11 Management Assistance Letters.

## County Recorder

The **Recording Department** records, indexes, and archives all documents that create the Official Records of Hillsborough County. Over 35 million documents have been recorded in the Official Records since 1965, with additional recorded documents extending to 1846. The Recording Department also collects money for documentary stamp taxes, intangible taxes, recording fees and other miscellaneous fees. During FY 2015, this Department recorded 508,429 documents.

The Clerk acts as an agent for the State for issuing marriage licenses per F.S. 741. As a public service, the Deputy Clerk may also perform marriage ceremonies. During FY 2015, the Recording Department issued 10,828 marriage licenses.

The U.S. Department of State has authorized the Clerk to accept passport applications. The Clerk's Office cannot issue a U.S. passport. A passport can only be issued by the Department of State through regional passport offices. The Clerk's Office is a passport application acceptance facility. During FY 2015, the Recording Department processed 9,795 passport applications.

## Support Services

The **Information Technology Department** is responsible for all technology and telecommunication services within the Clerk's Office. The Clerk's Office processes large amounts of transactions (data and money) daily, handling them according to State statutes, local rules, court rules, and policies. As such, technology is at the core of the efficiencies and the productivity gains made by the Clerk's Office over the last decade, as well as an integral part of the major technology initiatives currently underway within the organization. The Clerk's Office has recently implemented major systems in the areas of courts (Tyler Odyssey), finance and accounting (Oracle ERP in conjunction with the Board and City of Tampa), Enterprise Content Management throughout the organization, expansion of the document management and workflow functions in OnBase in other areas of the Clerk's Office and various Board departments, electronic filing of court documents (FCCC ePortal), redaction (Mentis), and an electronic courtroom for the judges (JAWS).

The Clerk's technology infrastructure and applications allow the public and other governmental agencies to access most of the Clerk's records any day, any time via the Clerk's website. Security protocols ensure that confidential information is viewable only by those with authorization. The Information and Technology Department manages over 400 million files equaling over 36 terabytes of information. Document images alone represent over 12 terabytes of storage.

The Clerk's website provides offsite access to several of its databases, such as official records, certain court records, Board minutes and associated records, internal audit reports, various financial and budget reports, State court performance measures, and an inventory of forms used throughout the Clerk's Office. In addition to providing transparency, the ability to access this information online provides convenience to the taxpayer.



The **Human Resources Department** is responsible for recruiting and retaining employees, developing employee policies, managing employee compensation and benefits, administering workers compensation claims, overseeing the disciplinary process, managing the onboarding process for new hires, ensuring the Clerk's Office is in compliance with all employer/labor laws and regulations including Civil Service Rules, providing employee orientation and training, administering the annual open enrollment process for insurance benefits, providing retirement processing, and to being an overall resource to the Clerk's Office. The Human Resources Department continues to work toward a paperless environment through the use of OnBase imaging and workflow and the implementation of Oracle ERP - Human Capital Management. The Department is currently in the process of imaging and indexing current employee personnel files.

During FY 2015, the Human Resources Department provided services to 766 funded positions; coordinated 110 recruitments, administered 80 onboarding meetings and 8 new hire orientations, administered 14 pre-disciplinary hearings, performed 600 background checks, administered 150 leaves of absence, processed 10 ADA accommodation requests, coordinated 85 separations and 85 retirement/DROP applications.

The **Mail Services Department** is responsible for the receipt and distribution of all letters and parcels for offices of the Board and Clerk. During FY 2015, the Mail Services Department supported 250 departments, received and distributed 923,081 pieces of mail, 9,513 boxes of files, 811,467 pieces of inter-office mail, and 30,507 pieces of express/accountable mail. In addition, the Mail Services Department processed 1,330,464 pieces of out-going mail representing \$736,750 in postage.

### **Funding Clerk Operations**

Funding for the Clerk's Office is derived from three sources: Court-related fines & fees, the Board, and fees for services.

The State authorizes the Clerk to retain a portion of **Court-related fines & fees** for Circuit and County Court case maintenance, records management, court preparation and attendance, processing of appeals, jury services, and collection and distribution of fines, fees, services charges, and court costs. The amount of fines & fees the Clerk is authorized to retain is recommended by the Florida Clerk of Courts Operations Corporation (CCOC) and approved by the Legislature.

The **Board** provides funding for the following: accountant to the Board (County Finance); minutes and the management of Board records (BOCC Records); VAB administration; statute-required funding for the courts; optional local court programs such as drug court, County Audit, Payroll, Systems Support, Information Technology; and a percentage of the Clerk's overhead. The Board is also required to provide resources in the form of office space, utilities, and security. The expenditures associated with these resources are budgeted in the Board's countywide general fund. The Board funded budget is based on an October 1<sup>st</sup> through September 30<sup>th</sup> fiscal year.

The Clerk's Office is permitted to collect **fees** for recording of documents in the official records of the County. The Clerk's Office also receives a commission for collecting document stamps and intangible

taxes for the State, accepting marriage license applications and forwarding the licenses to the State Bureau of Vital Statistics, as well as acting as a passport agent on behalf of the United States State Department. These fees are used to offset the cost of providing these services to the public, as well as, the cost of other overhead support functions.

As with all Constitutional Officers at the end of each fiscal year, the Clerk returns to the Board any operating revenues not spent during the year. In the Clerk's Office, the amount referred to as excess fees, is a mixture of unspent Board funding and Clerk fees for services. Similarly, any excess court related fines & fees available on September 30<sup>th</sup> of each year are returned to the State Clerk of Courts Trust Fund.

I would like to take this opportunity to express my appreciation to my senior staff for their commitment to providing efficient and effective services to all of our stakeholders. I am committed to providing the highest level of service to the 13th Judicial Circuit, the Board, and the residents of Hillsborough County. Thank you for the opportunity to serve as your Clerk of the Circuit Court. I will do my best to meet the challenges of today and the future.

Sincerely,

A handwritten signature in blue ink that reads "Pat Frank". The signature is written in a cursive, flowing style.

Pat Frank  
Clerk of the Circuit Court/Comptroller



GOVERNMENT FINANCE OFFICERS ASSOCIATION

*Distinguished  
Budget Presentation  
Award*

PRESENTED TO

**Hillsborough County- Clerk of the Circuit Court  
Florida**

For the Fiscal Year Beginning

**October 1, 2015**

Executive Director

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# HILLSBOROUGH COUNTY FACTS

## GEOGRAPHY AND DEMOGRAPHICS

Located midway along the west coast of Florida, the county's boundaries embrace 1,048 square miles of land and 24 miles of inland water for a total of 1,072 square miles. With the largest bay in Florida opening to the Gulf of Mexico, its coast spans 76 miles.

The unincorporated area encompasses 87% of the total county land area. The municipalities of Tampa (the county seat), Temple Terrace and Plant City account for the remainder. According to the latest estimates from the University of Florida's Bureau of Economic and Business Research, the county's estimated population as of April 1, 2016 was 1,352,797, making it the fourth most populous county in the state. Of this population, 924,013 or 68% live in the unincorporated area. Hillsborough County's population increased 10.1% between 2010 and 2016.

## A RICH HISTORY

Hillsborough County takes its name from Wills Hill, the Earl of Hillsborough and British Colonial Secretary of 1772. The Spanish first mapped and explored the area in the early 16th century. Between 1559 and 1819, the area now called Florida was under the rule of four nations: Spain, France, Great Britain and, finally, the United States. The United States purchased Florida from Spain in 1821 for \$5 million. In 1845, it was granted statehood. On January 25, 1834, the U.S. Legislative Council for the Territory of Florida approved an act organizing Hillsborough as Florida's 19th county. Its area then was 5.5 million acres and included the present counties of Hillsborough, Pinellas, Polk, Pasco, Manatee, Sarasota, Charlotte, DeSoto, Hardee and Highlands. The civilian non-native population in 1834 was less than 100.

Hillsborough County's Board of County Commissioners held its first meeting on January 25, 1846. The County's first courthouse was a frontier cabin burned during the Second Seminole War in 1836. In 1847, Capt. James McKay built a two story courthouse at a cost of \$1,358. A third structure was erected in 1855 and was used until 1891, when a red brick, domed structure mimicking the architecture of the Tampa Bay Hotel was built, occupying a square block in downtown Tampa. This is the courthouse depicted on today's County seal. The current courthouse was built in 1952 and a new county government administration building, called Frederick B. Karl County Center, opened in 1994.

## THE COUNTY'S ECONOMY

Hillsborough County has a diversified economic base including a large service sector, a large manufacturing sector and a thriving retail trade sector. According to the latest information in 2015, the four largest employers in the public sector are Hillsborough County School Board followed by the MacDill Air Force Base, University of South Florida, and Hillsborough County government. Major private sector employers are Publix Food Centers (supermarkets), Tampa General Hospital (medical facilities), Tampa Electric Corporation (electric utility), Bank of America (banking services), JPMorgan Chase (financial services), Busch Entertainment Corporation (tourist attraction), USAA (insurance), and Amazon (e-commerce).

## HILLSBOROUGH COUNTY FACTS

The Port of Tampa serves as the closest port in the United States to the Panama Canal. It is also the largest tonnage port in Florida and the tenth largest port in the United States with respect to annual tonnage. Ninety-seven percent of the cargo moving through the port is bulk phosphate, phosphate chemicals, rock, coal and petroleum products. The Garrison Seaport Center is a \$300 million cruise terminal and entertainment complex. Along with the Florida Aquarium, it is helping spur redevelopment in the area known as the Channel District.

Another significant element of the economy is agriculture. The county's total agricultural production ranks 4<sup>th</sup> in the state and 59th in the United States. It ranks number 2 in Florida for the number of farms. Strawberries are a major crop, accounting for 32% of crop sales.

Tourism is another major component of the economy. The number of tourists visiting Florida is expected to continue growing. Busch Gardens of Tampa is one of the leading tourist attractions in the nation. There are numerous other attractions in Hillsborough County such as the Florida Aquarium, the Museum of Science and Industry, Tampa Museum of Art, Glazer Children's Museum, the Lowry Park Zoo, the New York Yankees spring training facility, the Tampa Bay History Museum and the Amalie Arena in downtown Tampa. The county is also the home of the 2003 Super Bowl Champions, the Tampa Bay Buccaneers, as well as the 2004 National Hockey League Stanley Cup Champion, the Tampa Bay Lightning. The Amalie Arena in downtown Tampa was the site of the 2012 Republican National Convention.

### GOVERNING THE COUNTY

A political subdivision of the State of Florida, the County is governed by an elected seven-member Board of County Commissioners. Through partisan elections, three are elected to represent the entire county as a district and four are elected to represent single-member districts. Under a Charter Ordinance effective May 1985, the Board is restricted to performing the legislative functions of government by developing policy for the management of Hillsborough County. The County Administrator, a professional appointed by the Board, and his staff are responsible for the implementation of those policies. The County Auditor and the County Attorney also directly report to the Board.

The Board of County Commissioners is responsible for functions and services delivered throughout the county including municipalities and for municipal services to residents and businesses in the unincorporated area. The countywide responsibilities include such services as local social services, health care for the medically indigent, animal services, mosquito control, consumer protection, and a regional park system. Its responsibilities to the residents and businesses in the unincorporated area include, for example, fire protection, local parks, emergency medical services, planning, zoning, and code enforcement.

In addition to the Commissioners, citizens also elect five Constitutional Officers: Tax Collector, Property Appraiser, Clerk of the Circuit Court, Sheriff, and Supervisor of Elections. These Officers are not governed by the Board of County Commissioners, but the Board funds all or, in some cases, a portion of the operating budgets of these Constitutional Officers. The Constitutional Officers maintain separate accounting systems and expanded budget detail information.

# Strategic Plan Framework



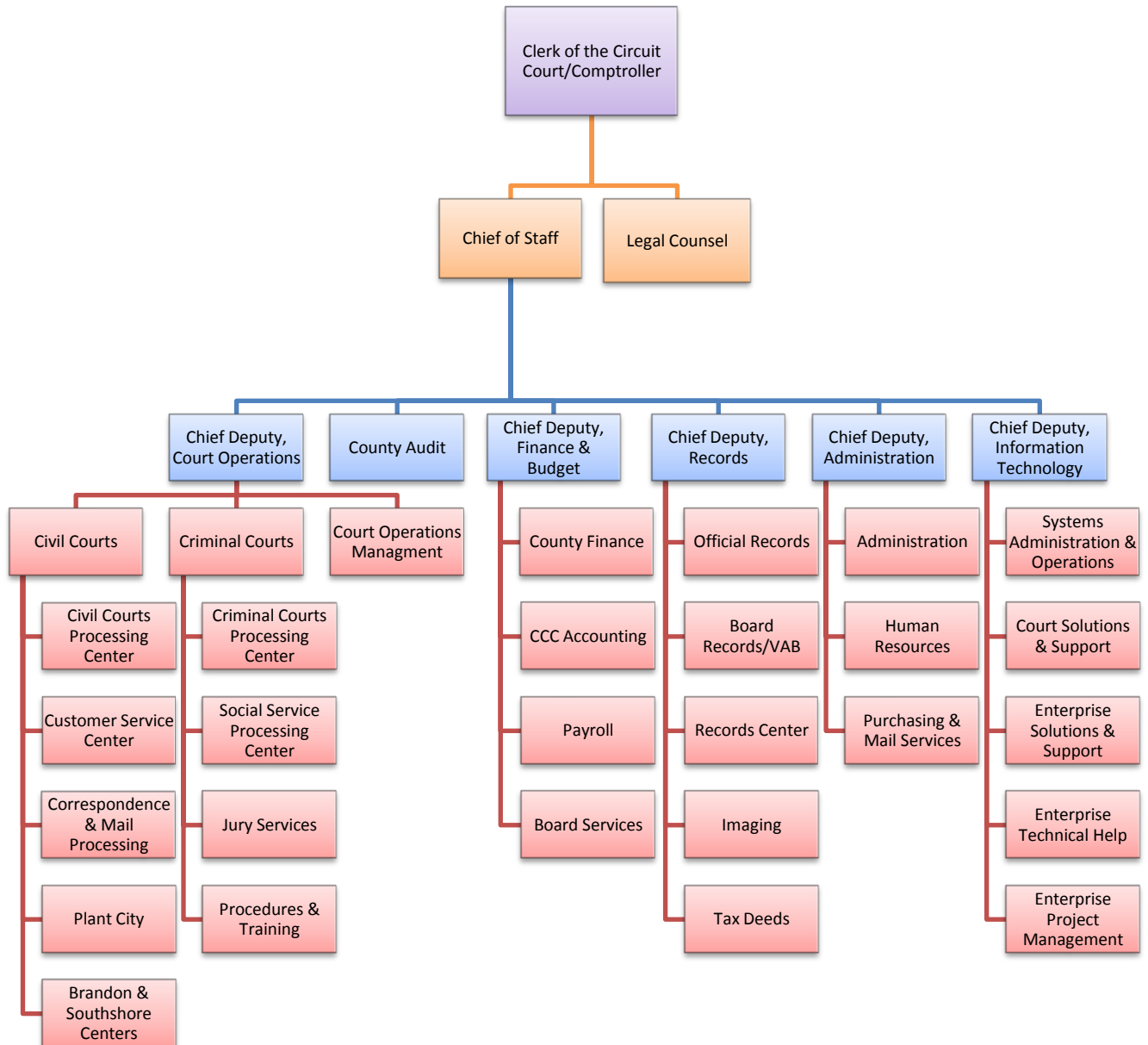
**Mission:** To preserve the public trust as guardian of the people's records and assets while upholding the highest ethical and professional standards.

**Values:** Integrity. Transparency. Accountability.





# ORGANIZATION CHART



## BUDGET HIGHLIGHTS

The FY 2017 Adopted Budget for the Hillsborough County Clerk of the Circuit Court is \$63.7 million compared to the FY 2016 Adopted Budget of \$64.7 million. Of the \$1 million decrease in the budget, \$0.5 million is a decrease in the projected excess fees due to the State and County due to lower projected court-related revenues. The remaining \$0.5 million is in the Capital Budget.

### THE BUDGET PROCESS

The FY 2017 Budget Process began in February with Department Directors and their staff preparing budget requests for each service they provide. Directors prepare their request for operating and capital line items; the Budget Manager prepares the personnel budgets for all departments. Budget submissions were due from all departments on March 28. The key dates in the budget calendar are presented below.

#### **Preparation Phase:**

February 8                      Distribute Instructions and Forms to Directors and Chiefs  
February 15 – March 4      Budget Training  
**March 28**                      **Budget submissions due from departments**

#### **Review Phase:**

March 31 – April 20        Departmental Budget reviews between the Clerk and select Board-funded and General Government funded departments  
April 3                        BOCC Budget Workshop 1:30 pm  
April 21 – 28                Finalize Clerk's Board Budget  
**April 29**                      **Clerk's Board Budget submitted to BOCC**  
May 2 – 20                    Departmental Budget reviews between the Clerk and select Courts-funded departments  
May 23 – 31                 Finalize Clerk's Courts Budget  
**June 1**                        **Clerk's Courts Budget submitted to CCOC**

#### **Public Adoption Phase:**

June 2                        Delivery of County Administrator's Recommended Budget  
June 27 -30                 CCOC Executive Council & Annual Corporation Meetings  
June 9                        BOCC Budget Workshop 1:30 pm  
June 21                      BOCC Budget Public Hearing 6:00 pm  
June 24                      CCOC Budget Committee Meeting  
July 17                        BOCC Budget Workshop 1:30 pm  
July 22 & 23                CCOC Budget Committee Budget Deliberations  
July 26                        BOCC Budget Workshop 1:30 pm  
July 28                        BOCC Budget Reconciliation workshop to set TRIM rates 9:00 am-4:30 pm  
August 1                      CCOC files Courts Budget with Legislative Budget Commission (LBC)  
August 1 – 31                Finalize Clerk's General Government & Trust Fund Budgets  
**September 1**                **Total Budget Filed with Clerk to BOCC**  
September 8                BOCC Budget Public Hearing to adopt tentative millages and budget (6 pm)  
September 15               BOCC Budget Public Hearing to adopt final millages and budget (6 pm)  
October 1                    Deadline for final Courts Budget Approval by LBC

## **BUDGET HIGHLIGHTS**

General Government and Board-funded departments requested continuation budgets. One position was eliminated from the General Government budget. Both budgets were approved as submitted.

The Clerk of Courts Operations Corporation (CCOC) requested that all Clerks submit a needs-based budget for Court operations, which included a request to fund some or all of the FTEs unfunded during FY 2016 mid-year budget reductions. The total needs-based budget for all Clerks was \$466 million. After considering state revenue estimates, the CCOC reduced the Clerk's budgets to \$422 million and this amount was approved by the Legislative Budget Commission (LBC) in September. The \$44 million reduction was pro-rated among all Clerks, with Hillsborough County receiving a cut of \$2.4 million. The approved Courts budget is 7.75% less than the amount requested. In response to this reduction, we eliminated 33 Court positions and 5 overhead positions in Accounting, Administration and Human Resources, for a total of 38 positions funded fully or partially by Court Operations.

### **FUNDING PRIORITIES**

The highest priorities of the Clerk's Office for the FY 2017 budget were to maintain current service levels and to obtain the most efficiency and effectiveness from our new systems, the Odyssey case maintenance system and the document management system, OnBase.

Funding is also included to continue converting Court paper documents to electronic format. This conversion is needed to provide better public records access to the public, as well as to realize the full efficiencies of the new systems. Not only will this conversion save storage space, it will allow more efficient document processing and on-line access to information. Once the existing paper documents are converted, all case documents and financial records will be available by computer immediately, negating the need to order files from the Record Center and waiting for transport.

Since the major system changes have been implemented, available technology funding has been allocated to enhance and update the system infrastructure. Some of this funding will be used to replace end-of-life equipment and some will be used to implement redundancy for Disaster Recovery. Finally, the Clerk's website will also be updated to provide the public easier access to court information.

In addition to technology initiatives, the Clerk requested funding for a 3.5% performance-based pay adjustment. This request was approved by the Board of County Commissioners and sufficient Court Related and General Government revenues are projected to fund this adjustment for employees paid from these funding sources.

### **CONCLUSION**

Maintaining service levels to the Public, 13<sup>th</sup> Judicial Circuit, and the Board of County Commissioners was the main goal in developing this budget. Almost as important is transforming operations to fully utilize the new Courts and Financial systems. Part of this transformation includes the conversion of paper records to electronic. This transformation will be ongoing of course, but real benefits should be seen during FY 2017.

# BUDGET SUMMARY

## BUDGET SOURCES & USES - ALL FUNDS

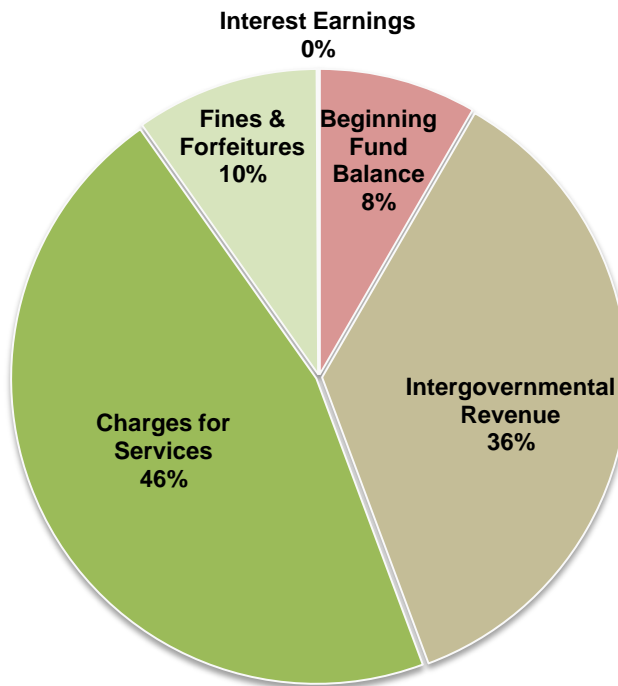
	FY 14 Actual	FY 15 Actual	FY 16 Adopted	FY 17 Adopted
<b><u>Sources</u></b>				
Beginning Fund Balance	\$ 10,522,537	\$ 6,525,763	\$ 6,442,603	\$ 5,314,488
<b><u>Revenues</u></b>				
Intergovernmental Revenue	20,073,511	22,010,787	20,778,715	22,914,777
Charges for Services	30,757,545	29,025,135	31,010,631	29,214,336
Fines & Forfeitures	6,643,952	6,459,404	6,311,130	6,184,178
Interest Earnings	(1,508)	104,069	108,008	51,186
<b>Total Revenue</b>	<b>\$ 67,996,037</b>	<b>\$ 64,125,157</b>	<b>\$ 64,651,087</b>	<b>\$ 63,678,965</b>
<b><u>Uses</u></b>				
<b><u>Expenditures</u></b>				
Personal Services	\$ 44,260,775	\$ 43,566,478	\$ 47,673,346	\$ 47,873,555
Operating Expenditures	8,601,992	7,606,339	9,512,490	9,158,276
Capital Outlay	5,565,238	1,754,206	2,376,926	1,799,000
<b><u>Non-Expenditures</u></b>				
Transfer to State & County	3,042,269	4,735,924	753,048	222,704
State Funds Carryforward	-	-	-	-
Reserve for Future Projects	6,525,763	6,462,209	4,335,277	4,625,430
<b>Total Expenditures</b>	<b>\$ 67,996,037</b>	<b>\$ 64,125,157</b>	<b>\$ 64,651,087</b>	<b>\$ 63,678,965</b>

## BUDGETED POSITIONS - ALL FUNDS

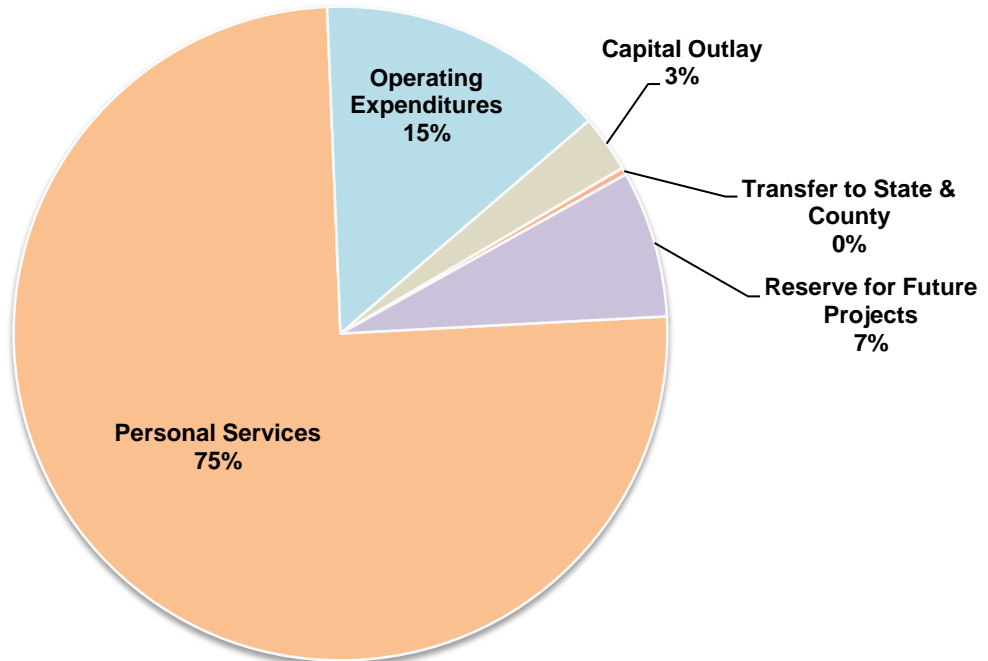
	FY 14 Adopted	FY 15 Adopted	FY 16 Adopted	FY 17 Adopted
<b><u>Funding Source</u></b>				
Board Funding	108	108	107	107
Court Fees Funding	477	462	426	398
Court Fines Trust Fund	20	21	32	27
General Government Funding	55	56	57	56
Allocated Departments	129	119	116	111
<b>Total Positions</b>	<b>789</b>	<b>766</b>	<b>738</b>	<b>699</b>

# BUDGET SUMMARY

## FY 2017 Budget Sources



## FY 2017 Budget Uses



## POSITION SUMMARY

	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
<b><u>Board Funding</u></b>				
Value Adjustment Board	5	5	5	5
County Audit	10	10	9	9
Mail Services & Purchasing	6	6	6	6
Payroll	12	11	11	10
County Finance	53	54	54	55
Board Records	6	6	6	6
Systems Support	11	11	-	-
Enterprise Solutions & Support	-	-	11	11
Board Services	5	5	5	5
<b>Total</b>	<b>108</b>	<b>108</b>	<b>107</b>	<b>107</b>

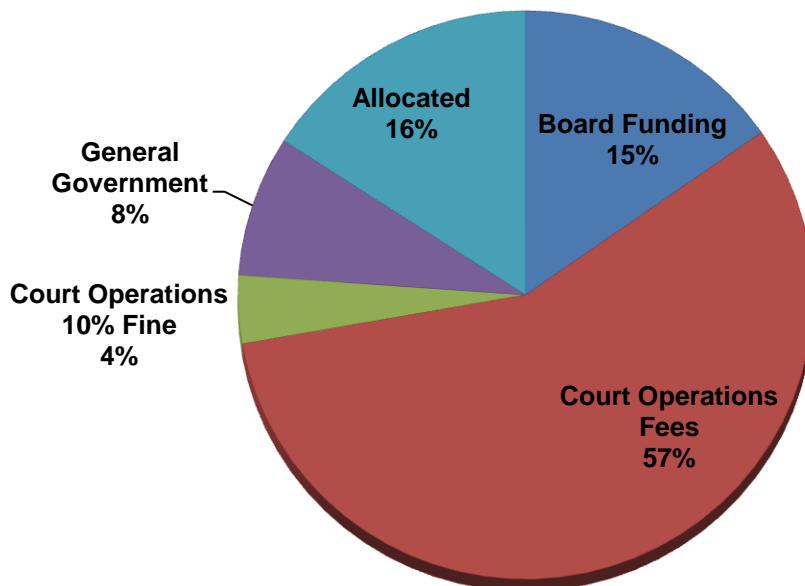
<b><u>General Government</u></b>				
Clerk's Administration	-	-	1	1
Official Records	39	39	39	39
Plant City	2	2	2	2
Brandon Regional Svc Ctr	7	7	9	8
Southshore	2	2	-	-
Tax Deeds	5	6	6	6
<b>Total</b>	<b>55</b>	<b>56</b>	<b>57</b>	<b>56</b>

<b><u>Court Operations - State</u></b>				
Court Operations Management	6	3	15	10
Appeals	12	12	-	-
Mental Health	7	8	-	-
Jury Services	4	4	3	3
Probate	14	13	-	-
Plant City	30	30	27	19
Brandon Regional Svc Ctr	9	9	10	7
Southshore	2	1	-	-
Circuit Criminal	79	69	-	-
County Criminal	45	43	-	-
Indigency Screening	4	3	-	-
Traffic	73	74	-	-
Evidence	4	4	-	-
Juvenile	36	35	-	-
County Civil	41	36	-	-
Family Law	46	43	-	-
Domestic Violence	6	5	-	-
Circuit Civil	59	49	-	-
Telephone Center	-	16	-	-
Bond Forfeiture	-	5	-	-
Customer Service Center	-	-	80	89
Civil Court Processing Center	-	-	76	66
Correspondence & Mail Processing	-	-	23	19
Centralized Procedures & Training	-	-	8	3
Criminal Court Processing Center	-	-	161	160
Social Service-Related Processing Ctr	-	-	23	22
<b>Total</b>	<b>477</b>	<b>462</b>	<b>426</b>	<b>398</b>

## POSITION SUMMARY

	FY 14 Adopted	FY 15 Adopted	FY 16 Adopted	FY 17 Adopted
<b><u>Court Operations - 10% Fine TF</u></b>				
Court Operations Management	-	2	-	-
Expungements & Sealings	2	2	-	-
Collections	7	7	-	-
Records Management	11	10	6	12
Imaging	-	-	26	8
Centralized Procedures & Training	-	-	-	7
<b>Total</b>	<b>20</b>	<b>21</b>	<b>32</b>	<b>27</b>
<b><u>Allocated</u></b>				
Clerk's Administration	10	9	10	9
Human Resources	7	8	8	7
Mail Services & Purchasing	8	9	8	6
CCC Accounting	30	29	27	26
Records Management	3	3	3	3
Telephone Center	14	4	-	-
Customer Service Center	-	-	4	4
Clerk (Executive)	1	1	1	1
Information Technology	56	56	-	-
System Administration & Operations	-	-	17	14
Court Solutions & Support	-	-	14	15
Enterprise Solutions & Support	-	-	11	12
Enterprise Technical Support	-	-	5	8
Enterprise Program Management Office	-	-	8	6
<b>Total</b>	<b>129</b>	<b>119</b>	<b>116</b>	<b>111</b>
<b>Funded Positions</b>	<b>789</b>	<b>766</b>	<b>738</b>	<b>699</b>

### Positions by Funding Source FY 2017



## FUND SUMMARY

### OPERATING FUNDS

	FY 14 Actual	FY 15 Actual	FY 16 Adopted	FY 17 Adopted
<b><u>Sources</u></b>				
Intergovernmental Revenue - Federal	\$ 1,195,016	\$ 1,063,074	\$ 1,380,359	\$ 1,100,000
Intergovernmental Revenue - State	-	2,024,872	-	1,593,250
Intergovernmental Revenue - County	18,878,495	18,922,840	19,398,356	20,221,527
Charges for Services - General Govt	5,592,550	6,317,263	6,186,752	6,395,300
Charges for Services - Courts	23,034,670	20,323,839	22,508,703	20,149,311
Fines & Forfeitures	5,373,671	5,239,362	5,082,951	4,904,324
Interest Earnings	(19,190)	91,994	86,147	27,286
Beginning Fund Balance	387,463	-	-	-
<b>Total Revenue</b>	<b>\$ 54,442,675</b>	<b>\$ 53,983,245</b>	<b>\$ 54,643,268</b>	<b>\$ 54,390,998</b>
<b><u>Uses</u></b>				
<i><u>Operating</u></i>				
Personnel Services	\$ 42,084,752	\$ 41,573,521	\$ 45,067,016	\$ 45,182,302
Operating Expenditures	7,321,677	6,492,422	7,893,610	7,952,251
Capital Outlay	1,993,977	1,181,378	929,594	1,033,741
<i><u>Non-Operating</u></i>				
Transfer to State	2,258,267	2,283,430	488,862	-
Transfer to County	784,002	2,452,494	264,186	222,704
State Funds Carryforward	-	-	-	-
<b>Total Expenditures</b>	<b>\$ 54,442,675</b>	<b>\$ 53,983,245</b>	<b>\$ 54,643,268</b>	<b>\$ 54,390,998</b>

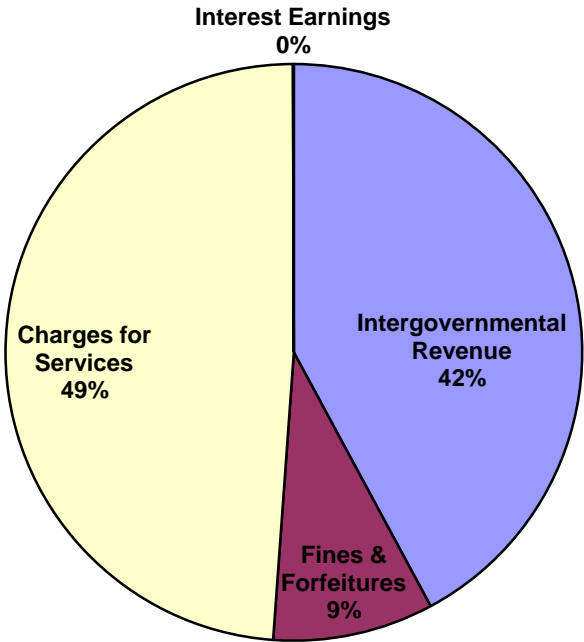
### TRUST FUNDS

	FY 14 Actual	FY 15 Actual	FY 16 Adopted	FY 17 Adopted
<b><u>Sources</u></b>				
Beginning Fund Balance	\$ 10,135,074	\$ 6,525,763	\$ 6,442,603	\$ 5,314,488
<i><u>Revenues</u></i>				
Charges for Services - Restricted	2,130,325	2,384,032	2,315,176	2,669,725
Fines & Forfeitures	1,270,281	1,220,042	1,228,179	1,279,854
Interest Earnings	17,682	12,074	21,861	23,900
<b>Total Revenue</b>	<b>\$ 13,553,362</b>	<b>\$ 10,141,911</b>	<b>\$ 10,007,819</b>	<b>\$ 9,287,967</b>
<b><u>Uses</u></b>				
<i><u>Operating</u></i>				
Personnel Services	\$ 2,176,023	\$ 1,992,958	\$ 2,606,330	\$ 2,691,253
Operating Expenditures	1,280,315	1,113,916	1,618,880	1,206,025
Capital Outlay	371,496	197,016	157,332	160,259
<i><u>Non-Operating</u></i>				
Technology Projects	3,199,765	353,741	300,000	-
Technology Equipment	-	22,070	990,000	605,000
Reserve for Future Projects	6,525,763	6,462,209	4,335,277	4,625,430
<b>Total Expenditures</b>	<b>\$ 13,553,362</b>	<b>\$ 10,141,911</b>	<b>\$ 10,007,819</b>	<b>\$ 9,287,967</b>

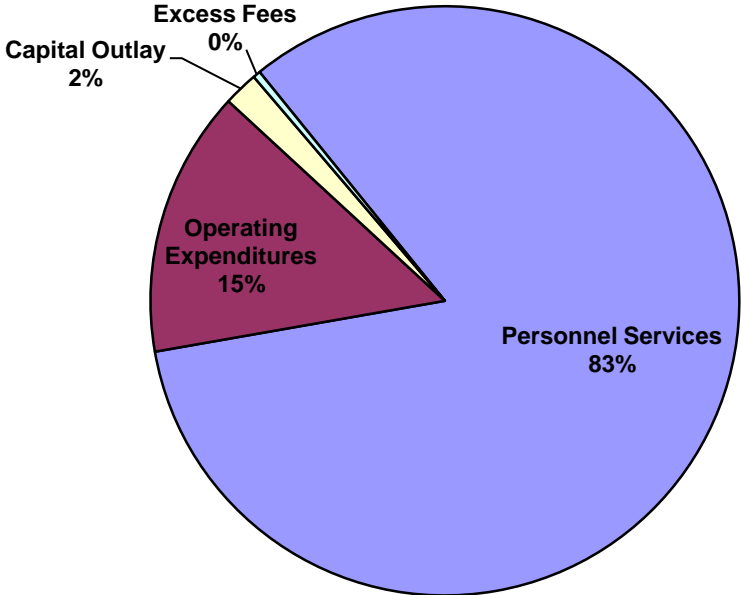


**FUND SUMMARY**

**Operating Fund Sources - FY 2017**

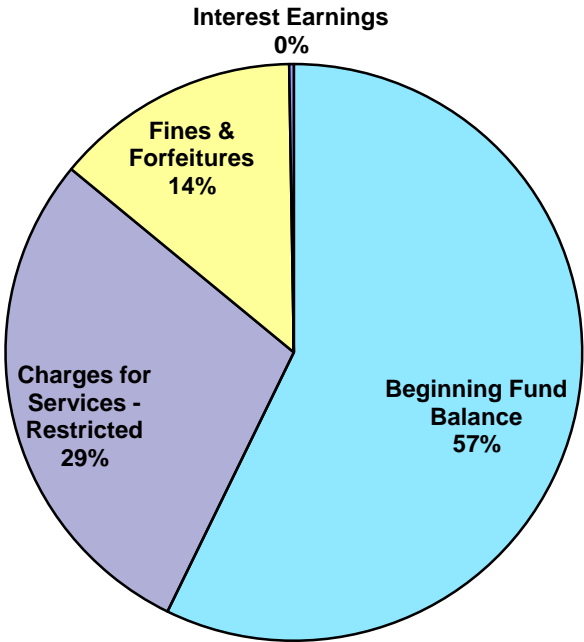


**Operating Fund Uses - FY 2017**

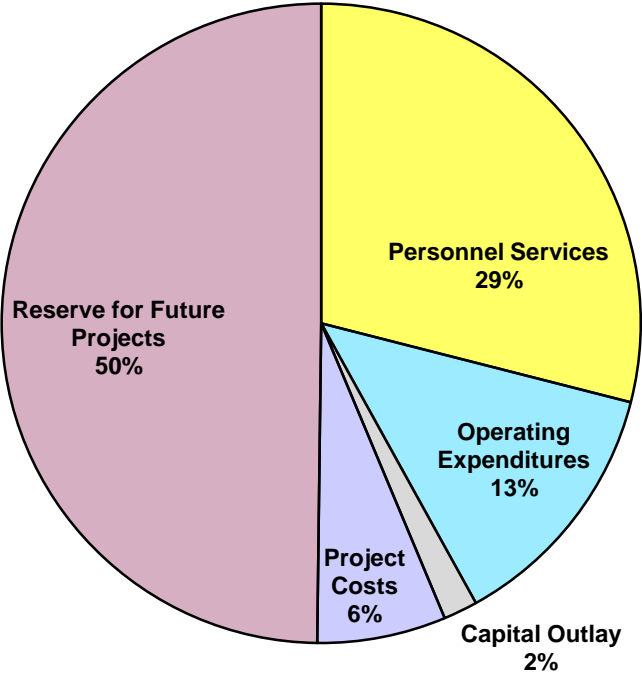


# FUND SUMMARY

## Trust Fund Sources - FY 2017



## Trust Fund Uses - FY 2017



## LINE ITEM DETAIL

Account Title	FY 14 Actual	FY 15 Actual	FY 16 Adopted	FY 17 Adopted
<b><u>Personal Services</u></b>				
Executive Salaries	\$ 159,202	\$ 159,980	\$ 166,434	\$ 166,212
Salaries & Wages	31,061,922	\$ 30,541,281	33,476,112	32,359,416
Salary Supplement	368,000	\$ -	-	-
Longevity	86,500	\$ 86,100	93,200	82,550
Cafeteria Benefits	1,880,962	\$ 1,784,509	1,907,733	1,821,542
Deferred Compensation	289,323	\$ 287,599	328,713	330,205
Salaries Temporary Employees	61,759	\$ -	139,708	110,053
Overtime	482,835	\$ 407,212	30,500	30,500
Stipend (General)	-	\$ 10,000	-	-
FICA/Medicare Taxes	2,427,351	\$ 2,337,425	2,711,140	2,619,177
FRS Retirement	2,524,505	\$ 2,591,662	2,800,208	2,735,725
Health Insurance	4,269,769	\$ 4,717,198	5,271,048	6,987,996
Short and Long Term Disability	328,175	\$ 338,200	391,779	387,060
Employee Life Insurance	25,568	\$ 24,317	26,149	24,839
Workers Compensation Assessments	91,032	\$ 92,908	89,502	79,560
Unemployment Compensation	34,779	\$ 27,879	100,000	-
OPEB Liability Assessment	169,093	\$ 159,933	141,120	138,720
Personnel Service Allocated In - IT	5,561,027	\$ 5,488,750	6,138,634	6,430,134
Personnel Service Allocated In - Other	6,377,711	\$ 5,666,938	6,365,055	5,934,445
Personnel Service Allocated Out - IT	(5,561,027)	\$ (5,488,750)	(6,138,634)	(6,430,134)
Personnel Service Allocated Out - Other	(6,377,711)	\$ (5,666,663)	(6,365,055)	(5,934,445)
<b>Personal Services Subtotal</b>	<b><u>\$ 44,260,776</u></b>	<b><u>\$ 43,566,478</u></b>	<b><u>\$ 47,673,346</u></b>	<b><u>\$ 47,873,555</u></b>
<b><u>Operating Expenditures</u></b>				
Medical Exams	\$ -	\$ 40	\$ 3,000	\$ 2,000
Legal/Attorneys	28,129	29,873	97,409	97,409
DP Services External	3,610	1,320	7,000	7,000
Computer Software Agreements	3,331,946	2,880,676	2,648,855	2,785,632
Investment Advisor	140,400	140,400	140,400	140,400
Other Professional Services	853,763	948,452	755,574	870,184
Accounting And Auditing	32,595	25,680	50,000	50,000
Contractual Non-Payroll Personnel	910,174	438,663	639,678	281,356
Other Contractual Services	54,852	80,954	97,946	82,706
Bank Services	66,931	65,156	128,564	127,564
Microfilm Services	28,737	26,085	37,000	38,000
Central Disbursement Unit	6,196	15,329	40,000	40,000
Retiree Health Insurance Subsidy	43,330	38,955	45,000	45,000
Vicinity Mileage	7,312	5,880	15,345	12,270
Airfare	27	-	1,000	1,000
Other Travel Expenses	74,443	83,005	127,895	142,145
Fleet Fuel, Oil And Rental	23,226	22,615	36,504	35,788
Telecommunications	329,289	329,151	464,812	420,711
Postage & Freight Services	424,461	391,519	460,169	493,363
Other Freight/Transport Costs	1,423	1,174	1,144	1,344
Armored Car Services	63,292	59,468	69,850	55,610
Utilities Service	-	38	700	800

## LINE ITEM DETAIL

<b>Account Title</b>	<b>FY 14 Actual</b>	<b>FY 15 Actual</b>	<b>FY 16 Adopted</b>	<b>FY 17 Adopted</b>
Rental Of Office Equipment	77,597	86,743	111,218	111,287
Rental Of Computer Software	101,643	8,885	7,700	10,700
Other Rentals And Leases	1,612	410	2,000	2,000
General Insurance	132,863	138,762	149,387	149,774
Maintenance Building/Facility	129,634	266,468	99,098	90,098
Maintenance Of Equipment	36,800	36,178	52,649	50,830
Maintenance Of Computer Equip	383,884	413,956	657,950	670,700
Facility Security/Alarm Services	11,413	28,014	24,900	46,900
Fleet Management Services	18,546	13,636	28,424	26,924
Printing And Binding	56,838	62,052	121,843	86,299
Court Adm Printing & Binding	1,199	-	2,550	2,750
Awards Program	24,300	44,325	30,750	50,000
Interest & Other Penalty Payments	131	-	-	-
Bad Debt And Bad Check Write-Off	14,309	2,161	-	-
Legal Advertising	4,289	5,190	7,827	7,527
Juror Compensation	313,635	309,135	340,000	340,000
Cash Over/Short	1,524	10,671	-	-
Other Operating Costs	6,031	3,491	933,896	789,218
Office Supplies & Minor Office Equip	242,903	208,377	274,158	236,624
Computer Software	46,723	18,318	27,160	24,950
General Oper Supplies & Minor Equip	22,438	10,052	30,080	22,521
DP Supplies & Minor DP Equip	335,873	228,265	390,788	350,145
Microfilm Supplies	11,991	-	2,000	2,000
Uniforms And Safety Apparel	3,423	5,442	5,564	6,636
Memberships And Dues	15,771	15,710	28,030	28,165
Books And Subscriptions	34,756	36,721	40,539	40,719
Training/Educational Costs	136,406	57,342	261,134	264,227
Employee Tuition Reimbursement	11,322	11,879	15,000	17,000
Operating Expenditures Allocated In - IT	3,903,101	3,577,695	4,129,784	4,256,510
Operating Expenditures Allocated In - Other	438,410	481,022	721,428	726,782
Operating Expenditures Allocated Out - IT	(3,903,101)	(3,577,695)	(4,129,784)	(4,256,510)
Operating Expenditures Allocated Out - Other	(438,410)	(481,297)	(721,428)	(726,782)
<b>Operating Expenditure Subtotal</b>	<b>\$ 8,601,992</b>	<b>\$ 7,606,339</b>	<b>\$ 9,512,490</b>	<b>\$ 9,158,276</b>
<b><u>Capital Outlay</u></b>				
Office Furniture And Equipment	\$ 4,362	\$ 1,713	\$ -	\$ -
Computer Equipment	2,048,969	1,298,878	1,990,926	1,645,000
Fleet Equipment	52,639	31,052	56,000	24,000
Installed Equipment	259,503	51,522	30,000	130,000
Other Equipment	-	17,300	-	-
Computer Software Projects	3,199,764	353,741	300,000	-
Capital Expenditures Allocated In - IT	2,137,656	1,320,109	1,018,000	1,070,000
Capital Expenditures Allocated Out - IT	(2,137,656)	(1,320,109)	(1,018,000)	(1,070,000)
<b>Capital Outlay Subtotal</b>	<b>\$ 5,565,238</b>	<b>\$ 1,754,206</b>	<b>\$ 2,376,926</b>	<b>\$ 1,799,000</b>

## LINE ITEM DETAIL

<u>Account Title</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Transfer To BOCC	\$ 784,002	\$ 2,452,494	\$ 264,186	\$ 222,704
Transfer To State Of Fla	2,258,267	2,283,430	488,862	-
State Funds Carryover	-	-	-	-
Designated Reserves	-	-	4,335,277	4,625,430
	<u><b>\$ 61,470,274</b></u>	<u><b>\$ 57,662,947</b></u>	<u><b>\$ 64,651,087</b></u>	<u><b>\$ 63,678,965</b></u>

# LINE ITEM DETAIL

## FY 2017 BUDGET BY FUND

<u>Account Title</u>	<u>Allocated Depts</u>	<u>Board Funded</u>	<u>General Government</u>	<u>Court Revenues</u>	<u>Trust Funds</u>	<u>Total All Funds</u>
<b><u>Personal Services</u></b>						
Executive Salaries	\$ 166,212	\$ -	\$ -	\$ -	\$ -	\$ 166,212
Salaries & Wages	7,894,644	5,935,506	2,449,063	15,138,844	941,359	32,359,416
Longevity Pay	16,350	11,100	7,300	45,950	1,850	82,550
Cafeteria Benefits	311,281	284,373	144,059	1,013,789	68,040	1,821,542
Deferred Comp	96,914	65,136	23,472	137,065	7,618	330,205
Salaries Temporary Employees	-	100,000	-	3,002	7,051	110,053
Overtime	-	10,500	-	20,000	-	30,500
FICA/Medicare Taxes	627,895	471,788	198,668	1,243,024	77,802	2,619,177
FRS Retirement	783,223	487,851	215,596	1,174,571	74,484	2,735,725
Health Insurance	1,220,856	1,079,988	523,224	3,855,360	308,568	6,987,996
Short and Long Term Disability	101,557	72,715	28,872	173,706	10,210	387,060
Employee Life Insurance	3,944	3,802	1,989	14,144	960	24,839
Workers Comp Assessments	19,383	14,455	5,971	37,411	2,340	79,560
OPEB Liability Assessment	22,320	19,680	10,320	80,400	6,000	138,720
Personnel Service Allocated In - IT	-	4,489,406	977,658	-	963,070	6,430,134
Personnel Service Allocated In - Other	-	879,869	1,560,239	3,272,436	221,901	5,934,445
Personnel Service Allocated Out - IT	(6,430,134)	-	-	-	-	(6,430,134)
Personnel Service Allocated Out - Other	(4,834,445)	-	-	(1,100,000)	-	(5,934,445)
<b>Personal Services Subtotal</b>	<b>\$ -</b>	<b>\$ 13,926,169</b>	<b>\$ 6,146,431</b>	<b>\$ 25,109,702</b>	<b>\$ 2,691,253</b>	<b>\$ 47,873,555</b>
<b><u>Operating Expenditures</u></b>						
Medical Exams	2,000	-	-	-	-	\$ 2,000
Legal/Attorneys	50,000	47,409	-	-	-	97,409
Dp Services External	-	7,000	-	-	-	7,000
Computer Software Agreements	2,537,913	185,719	-	-	62,000	2,785,632
Investment Advisor	-	140,400	-	-	-	140,400
Other Professional Services	111,850	296,834	124,000	-	337,500	870,184
Accounting And Auditing	50,000	-	-	-	-	50,000
Contractual Non-Payroll Personnel	252,556	-	-	-	28,800	281,356
Other Contractual Services	28,000	1,988	38	22,680	30,000	82,706
Bank Services	36,000	91,564	-	-	-	127,564
Microfilm Services	-	38,000	-	-	-	38,000
Central Disbursement Unit	-	-	-	40,000	-	40,000
Retiree Health Insurance Subsidy	45,000	-	-	-	-	45,000
Vicinity Mileage	2,000	700	1,670	7,500	400	12,270
Airfare	-	1,000	-	-	-	1,000
Other Travel Expenses	65,150	39,095	3,400	34,500	-	142,145
Fleet Fuel, Oil And Rental	3,000	32,788	-	-	-	35,788
Telecommunications	342,245	73,366	5,100	-	-	420,711
Postage & Freight Services	26,873	26,126	37,060	403,304	-	493,363
Other Freight/Transport Costs	200	1,144	-	-	-	1,344
Armored Car Services	50,000	5,610	-	-	-	55,610
Utilities Service	-	800	-	-	-	800
Rental Of Office Equipment	19,091	83,219	8,977	-	-	111,287
Rental Of Computer Software	7,500	3,200	-	-	-	10,700
Other Rentals And Leases	-	2,000	-	-	-	2,000
General Insurance	112,104	33,928	2,528	1,214	-	149,774
Maintenance Building/Facility	-	90,098	-	-	-	90,098
Maintenance Of Equipment	2,050	24,498	5,541	18,741	-	50,830
Maintenance Of Computer Equip	660,700	-	-	-	10,000	670,700
Facility Security/Alarm Services	20,100	5,800	-	-	21,000	46,900

## LINE ITEM DETAIL

### FY 2017 BUDGET BY FUND

<u>Account Title</u>	<u>Allocated Depts</u>	<u>Board Funded</u>	<u>General Government</u>	<u>Court Revenues</u>	<u>Trust Funds</u>	<u>Total All Funds</u>
Fleet Management Services	4,950	21,974	-	-	-	26,924
Printing And Binding	12,044	20,358	3,492	48,255	2,150	86,299
Court Adm Printing & Binding	-	-	-	2,750	-	2,750
Awards Program	50,000	-	-	-	-	50,000
Legal Advertising	1,460	6,067	-	-	-	7,527
Juror Compensation	-	-	-	340,000	-	340,000
Other Operating Costs	2,750	785,368	1,000	100	-	789,218
Office Supp & Minor Office Equip	41,507	33,843	17,424	126,350	17,500	236,624
Computer Software	21,950	2,500	-	500	-	24,950
General Oper Supp & Minor Equip	4,241	1,500	3,500	4,280	9,000	22,521
DP Supplies & Minor DP Equip	176,332	125,593	38,220	-	10,000	350,145
Microfilm Supplies	-	2,000	-	-	-	2,000
Uniforms And Safety Apparel	2,380	2,456	-	300	1,500	6,636
Memberships And Dues	20,040	7,425	700	-	-	28,165
Books And Subscriptions	9,300	29,969	150	1,000	300	40,719
Training/Educational Costs	195,006	56,255	2,816	5,150	5,000	264,227
Employee Tuition Reimbursement	17,000	-	-	-	-	17,000
Oper Exp Alloc In-IT	-	2,971,821	647,173	-	637,516	4,256,510
Oper Exp Alloc In-Other	-	132,274	69,190	491,959	33,359	726,782
Oper Exp Alloc Out-IT	(4,256,510)	-	-	-	-	(4,256,510)
Oper Exp Alloc Out-Other	(726,782)	-	-	-	-	(726,782)
<b>Operating Expenditure Subtotal</b>	<b>\$ -</b>	<b>\$ 5,431,689</b>	<b>\$ 971,979</b>	<b>\$ 1,548,583</b>	<b>\$ 1,206,025</b>	<b>\$ 9,158,276</b>
<b><u>Capital Outlay</u></b>						
Computer Equipment	1,040,000	100,000	\$ -	\$ -	505,000	\$ 1,645,000
Fleet Equipment	-	24,000	-	-	-	24,000
Installed Equipment	30,000	-	-	-	100,000	130,000
Capital Exp Alloc In-IT	-	747,055	162,686	-	160,259	1,070,000
Capital Exp Alloc Out-IT	(1,070,000)	-	-	-	-	(1,070,000)
<b>Capital Outlay Subtotal</b>	<b>\$ -</b>	<b>\$ 871,055</b>	<b>\$ 162,686</b>	<b>\$ -</b>	<b>\$ 765,259</b>	<b>\$ 1,799,000</b>
Transfer To BOCC	\$ -	\$ -	222,704	\$ -	\$ -	\$ 222,704
Transfer To State	-	-	-	-	-	-
Designated Reserves	-	-	-	-	4,625,430	4,625,430
<b>Grand Total</b>	<b>\$ -</b>	<b>\$ 20,228,913</b>	<b>\$ 7,503,800</b>	<b>\$ 26,658,285</b>	<b>\$ 9,287,967</b>	<b>\$ 63,678,965</b>

## BUDGET PROCESS

The process for development and adoption of the Hillsborough County Clerk of the Circuit Court's budget is actually three processes combined into one. The Board of County Commissioner's process is followed for funding provided by the Board. The Florida Clerk of the Courts Operations Corporation's process is followed for Court Related Revenue funding. While any process could be used for preparing the General Government and Special Revenue Funds budgets, the BOCC process is generally used.

### BOCC PROCESS

Following the effective date for Article V implementing legislation, July 1, 2004, the funding provided to the Clerk's Office from the BOCC was reduced dramatically. However, approximately 25% of the budget is still provided by the BOCC and their process is followed for making that request.

In January, the County's Budget Officer, the County Administrator, through the Business and Support Services Department, will distribute instructions for budget preparation and submission to the various agencies and departments funded by the BOCC. While those instructions may be modified from year to year, the two most important items have been in place since FY 1996: Decision Units for justifying budget requests and the Biennial Budget Process.

**Decision Units** – The decision unit process is the tool that the County Administrator and the BOCC use to make funding decisions for the upcoming fiscal year. The decision unit form requires the requesting agency or department to detail the costs for each program, the number of positions required, what performance measure levels are expected to be achieved with the funding level requested, and narrative justification and explanation of the funding request(s). The process involves three levels of service for each program: Continuation, New Mandates and Desired. Continuation is the same resources provided now only adjusted for inflationary cost increases. New Mandates are additional resources needed to meet new directives from the Federal or State governments or to enact policies already approved by the BOCC. Desired requests are additional resources needed to meet increased demand for the service provided or enhancements desired for the program. Desired requests are also used for new programs the agency or department would like to implement.

**Biennial Budget Process** – The Board's biennial budget process requires that a two-year budget be developed every other year. The first year of the budget will be adopted in accordance with State Statutes, while the second year is a planned budget. The second year is then updated in the "off-year" to reflect any changes to revenue or cost assumptions used in the two-year budget then adopted in accordance with State Statutes. The goal is to plan major programmatic and policy decisions in the two-year budget and be sure that it can also be afforded in the second year as well. However, the main goal is to provide a better tool for planning and weighing competing interests for resources. It does require more work to develop a two-year budget, but it provides agencies and departments a lighter workload in the "off-year" since only changes to the Planned Budget need to be requested.

Statutorily, the BOCC funding requests from all Constitutional Officers, including the Clerk, is due to the Board by June 1. However, in accordance with Chapter 129.03(2), Florida Statutes, the BOCC passed a resolution requiring the Sheriff, Clerk, and Supervisor of Elections to submit their tentative budgets by May 1. The BOCC's final approval of the budget comes in September at the 2<sup>nd</sup> of two state required budget public hearings.



# BUDGET PROCESS

## CCOC PROCESS

Implementing legislation of Article V required a new budget process for Clerks as it pertained to their court related functions effective July 1, 2004. A budget cap system was introduced and was adjusted each year for changes in court fees and fines collected – a system called rebasing. The final court related budget was approved by the Florida Legislature, but the budget request system was developed and is administered by the Clerk of the Courts Operations Corporation under contract with the Florida Department of Financial Services. Effective July 1, 2009, this system was modified. The budget cap and rebasing system were replaced with a State Appropriation from the Clerk of Courts Operations Trust Fund. The CCOC Trust Fund was funded by the Court Fees, Fines & Service Charges that were formerly retained by the individual Clerks for Court Operations. The budget request was still submitted to the CCOC and approved by the Legislature, but there was no per se budget cap related to revenue for each individual Clerk. There was however a de facto cap overall for the Clerks based on the new Trust Fund balance. Effective July 1, 2013, the system was modified again. The most important change was that Court Fees, Fines & Service Charges are retained locally and any fees received in excess of the CCOC approved budget are remitted to the CCOC Trust Fund each month.

**Rebasing** – The first fiscal year of the new system for court-related budgets, FY 2005, Clerk's were allowed to increase their FY 2004 court-related budgets (the last year of County responsibility for those costs) by 3%. In FY 2006, they were allowed to increase the budgets by the projected change in court-related revenues from FY 2005 to FY 2006. In other words, if revenues were projected to increase by 5%, then the budget cap would increase by 5%. An additional adjustment was made beginning with the FY 2007 budget. Before changing the budget for the projected increase in revenues, the prior year cap was rebased for the actual change in revenues from July - June of the previous year. In other words, if the projected revenue growth was 5%, but the growth was actually 3%, the budget was rebased 2% lower. Not every Clerk's revenues matched their expenditure caps. Some brought in more revenue than the cap and some brought in less than the cap. If the Clerk's estimated court-related revenues were in excess of the approved expenditure budget, the excess was remitted to the Clerk of Courts Trust Fund in monthly installments. If the Clerk's estimated court-related revenues were insufficient to fund the approved budget, monthly installments were remitted from the Clerk of Courts Trust Fund. Hillsborough County was an "excess" County in all five years under this system.

**State Appropriations** – The FY 2010 was the first budget under the State Appropriations system. Being such, the budget process was a transitional one. The Legislature set the appropriation level (\$451 million) for all Clerks and left the CCOC to determine the actual allocation to each Clerk. The appropriation is based on the State Fiscal Year – i.e., from July 1, 2009 through June 30, 2010. All Court Fines, Fees and Service Charges are submitted to the Clerk of Courts Operations Trust Fund and operational funding is remitted from the Trust Fund to the Clerks in equal monthly installments. Beginning in State Fiscal Year 2011, the individual Clerks submit budget requests to the CCOC by October 1 and the total operational budgets for all of the Clerks will be submitted to the Legislature by December 1. The budget requests are compared by unit costs, i.e. per case/defendant, for each Court Division – Circuit Criminal, County Criminal, Juvenile Delinquency, Criminal Traffic, Circuit Civil, County Civil, Probate, Family Law, Juvenile Dependency, and Civil Traffic. The approved budget will actually set the unit cost rate and the total budget will be the unit cost times the projected caseload. At the end of the third quarter of the State Fiscal Year (March), the total budget is to be adjusted for actual case volume in the first three quarters. However, it will only be decreased if volume is lower. In addition, the total budget for the Clerk's comes from the Clerk of Courts

## BUDGET PROCESS

Operations Trust Fund, so if revenue is insufficient to fund the appropriations, mid-year adjustments are a likely possibility.

**Revenue Model** – The basis for Court Operations budgets was changed for FY 2015 and the process brings together portions of the two previous models. The Clerks now retain revenues locally and only remit to the CCOC those fees collected each month that are in excess of 1/12 of their approved budget. For those Clerks that are projected to receive less in fees than their approved budgets, the CCOC remits the projected deficit in 12 monthly installments. In addition, the budgets are developed and approved on a Local Fiscal Year basis (October 1 – September 30). The budgets are reviewed similar to how they were under the State Appropriations process – comparison of unit costs to Clerks of similar populations and case loads. However, they are not approved as part of the State Appropriations process during the Legislative Session, but rather by the Legislative Budget Commission in August & September. The quarterly true-up provisions have been eliminated.

**Budget Submission** – The Clerk of Courts Operations Corporation is composed of all 67 Clerks who elect an Executive Council to oversee the Clerks' court-related budget process. Through the FY 2010 budget process, the CCOC staff submitted budget instructions and forms for the upcoming fiscal year's budget in the Spring. While the forms changed over the five years of the system, the basics did not. First, the expenditure cap was rebased as described above and revenues were estimated to determine the new expenditure cap – except FY 2010 when the cap had already been determined based on Legislature's Appropriation. Second, FTE counts by function were listed and overhead positions were allocated among the various Clerk functions based on FTE count. Next, budgets by Personal Services, Operating Expenditures and Capital Outlay were listed among the various Overhead (Administration, Accounting, etc.) and Court areas (Circuit Criminal, County Civil, Traffic, etc.). The final step was to estimate case loads. The forms allocated the overhead budgets based on the FTE distribution and a budget was calculated for each Court area. The forms also checked that the expenditure cap had not been exceeded. The budget was due to the CCOC by August 15. After review by CCOC staff and approval by the Executive Council, the budgets of all 67 Clerks are forwarded to the Legislature for final approval.

The FY 2011 budget changed the timetable in that it had to be submitted to the CCOC by October 1, 2009. Unit Cost calculations were added based on survey data from the Clerks and historical cost data for the various Court areas. Other than the unit cost data, very little about the forms changed. However, as the CCOC reviewed the requested budgets it became clear that the information was insufficient for the review needed, so the forms were changed for the FY 2012 budget submission due on October 1, 2010. Most of these changes dealt with questions that the Council used to determine why unit costs differ – multiple courthouses, insurance costs, unions or civil service, judicial administrative orders, etc. There were no major changes to the process for FY 2013 and FY 2014.

Beginning with the FY 2015 budget, the timing of the budget request changed. The budget request is due to the CCOC by June 1. The CCOC reviews the requested budgets and submits their recommendations to the Legislative Budget Commission by August 1. The Legislative Budget Commission has until October 1 to either approve or modify the recommendation. The FY 2017 budget was developed under the same process as the FY 2015 and FY 2016 budget.

In addition to the budget submission, periodic reporting on court-related functions is required. Revenue and expenditure reports are required to be submitted monthly. Collection rate, Caseload and timeliness performance measure reports are submitted quarterly.

# BUDGET PROCESS

## INTERNAL PROCESS

The internal budget process starts in early February with distribution of the budget instructions to the Department Directors. Generally, the BOCC budget process, specifically decision units and the biennial process, is followed. The requests from the Department Directors are due in late March to allow sufficient review time by the Budget Director, Chief Deputies and the Clerk prior to the May 1 deadline for BOCC budget submission. During that time, personnel and operating cost assumptions are developed by budget and purchasing. In April, final budget decisions relating to departments receiving Board Funding are made.

During May and June, revenue estimates for Court Fees, General Government Fees and Special Revenue Fund Fees are finalized. In July and August, the remaining departmental budget decisions are made. The final budget for all funding sources is filed with the Board of County Commissioners by September 1.

## BUDGET AMENDMENTS

Departments can request mid-year amendments to the adopted budget if needed. Requests to realign the budget between personnel, operating and capital can be approved by the Clerk. The Clerk can also approve realignments between departments within the same funding source and changes to the overall funding for General Government or Special Revenue Funds, assuming revenue is available.

Requests for additional Board Funding must be submitted to the Board of County Commissioners for approval. The procedure is to have a budget amendment request placed on the Board's agenda that appropriates funding to the Clerk from the General Fund Reserve for Contingency. Due to the BOCC policy regarding appropriations from General Fund Reserve for Contingency, a supermajority vote is required for approval.

Prior to the change to a State Appropriations budget, amendments to the Court Fee budget were submitted to the CCOC on a budget amendment request form. If the amendment was to increase the budget to the expenditure cap or to receive extra funding from the Trust Fund due to a revenue shortfall, then the CCOC Executive Council could approve it. However, these types of amendments did not change the expenditure cap. If the amendment required an increase in the expenditure cap final approval had to come from the Legislative Budget Commission. The only two reasons that allowed an increase in the cap were the assignment of new judges to the county or a new mandate from the Legislature or State Court System. There was not a specific provision for budget amendments in the State Appropriations procedure. In the new Revenue Model, amendments can be requested from a small reserve that is approved by the Legislative Budget Commission and it is for unforeseen mandatory expenditures. The budget amendment request is forwarded to the CCOC and must be approved by the Executive Council.

## ACCOUNTING CONCEPTS

The Clerk's accounting records are organized as a fund with assigned account groups, each of which is treated as a separate accounting entity. The operation of each fund is accounted for with a separate set of self balancing accounts that are comprised of the assets, liabilities, fund balance, and revenue and expenditure activity. The Clerk's resources are allocated to and accounted for in individual funds based upon the purpose for which they are to be expended and the methods utilized to control the expending activity.

The purpose of the Clerk's various funds are as follows:

### **Governmental Fund Types:**

General Fund - used to account for all resources and expenditures except those that are required to be accounted for in another fund. The General Fund includes Clerk's Administration, Clerk to the Board activity, Recording and Information Technology. The Clerk uses three General Funds to account for all operational revenues and expenditures that are Non-Court related. The General Fund revenues and expenditures are budgeted and accounted for using modified accrual accounting basis of accounting. Modified accrual accounting basis recognizes revenues when they are received or when they may be received soon thereafter to pay for current liabilities. Expenditures and the related liability are recognized as soon as the goods or services are substantially received. The Clerk utilizes encumbrance accounting for budgetary expenditure control within the General Funds.

Special Revenue Funds – used to account for revenues received from a specific source and that have legal restrictions to expenditures for specific purposes or functions. This includes the Court Operations Special Revenue Fund, the Public Records Modernization Trust Fund, the Court Technology Trust Fund, the Foreclosure Public Education Trust Fund and the Court Operations Fine Trust Fund. These funds are restricted to use in Court operations, records modernization, technology enhancements or foreclosure education for the public. Each special revenue fund has different restrictions that are placed on the fund by Florida Statutes. Special revenue funds are budgeted, revenues and expenditures are recognized, and liabilities are recorded based on the modified accrual basis of measurement. The Clerk utilizes encumbrance accounting for budgetary expenditure control within the Special Revenue Funds.

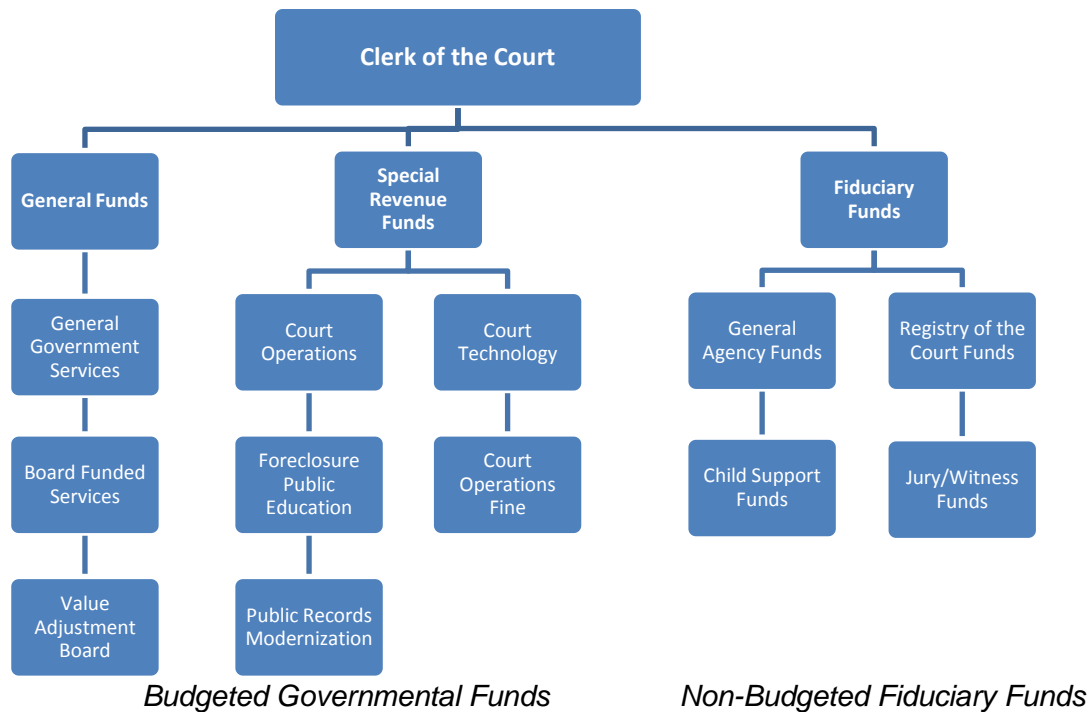
### **Fiduciary Fund Types:**

Trust and Agency Funds – used to account for the assets that are held by the Clerk as an agent for individuals, private entities, other governmental organizations, or other funds. Trust and agency funds are funds that consist of assets and liabilities and, as such, a budget is neither required nor prepared for these fund types. These funds consist of General Agency Funds, Registry of the Court Funds, Jury/Witness Funds and Child Support Funds.

All budgets and accounting is performed or prepared in accordance with generally accepted accounting principles and the Clerk's funds and accounts follow the State of Florida Uniform Chart of Accounts.

# ACCOUNTING CONCEPTS

The following chart depicts the relationship between the various funds of the Clerk of the Circuit Court and the major functional areas. As stated earlier, the General Fund and the Special Revenue Funds are the only funds that require a budget and are the funds included within the budget book.



## General Funds Non-Court Operations

- Clerk’s Administration, Internal Audit & Records Management
- Finance & Accounting
- Board Minutes and Records
- Recording
- Tax Deeds
- Information Technology

## Special Revenue Funds

- Court Operations Special Revenue Fund
  - ❖ Circuit Court Operations
  - ❖ County Court Operations
  - ❖ Jury Operations
  - ❖ Juvenile Operations
  - ❖ Probate & Mental health
  - ❖ Satellite Operations
  - ❖ Collections
- Foreclosure Public Education
  - ❖ Public Education of homeowner’s rights

## ACCOUNTING CONCEPTS

- Public Records Modernization Trust Fund
  - ❖ Records Management Enhancements
  - ❖ Archive Enhancements
  
- Court Technology Trust Fund
  - ❖ Court Automation Enhancement
  - ❖ Court Telecommunication Enhancements
  
- Court Operations Fine Trust Fund
  - ❖ Court-Related Operations
  - ❖ Court Related Program Enhancements

## BOARD OF COUNTY COMMISSIONERS FUNDING

All costs related to the Clerk's duties as Ex Officio Clerk to the BOCC, County Auditor, and Custodian of all County funds are budgeted in this funding source, as well as costs related to administration of the Value Adjustment Board. Although not required to by Florida Statutes, the Clerk provides mail services for BOCC departments and those costs are also budgeted in this funding source. Finally, Section 29.008, Florida Statutes requires that the Board of County Commissioners fund all facilities and telecommunications costs for court related functions as well as provide funding for maintenance and operation of the multi-agency criminal justice system. All of these costs not directly paid for by the County, are budgeted in this funding source.

<b><u>Revenue by Type:</u></b>	<b>FY 14 Actual</b>	<b>FY 15 Actual</b>	<b>FY 16 Adopted</b>	<b>FY 17 Adopted</b>
BOCC Funding - VAB	\$ 673,948	\$ 682,200	\$ 693,404	\$ 709,740
BOCC Funding - Clerk to Board	11,254,997	11,102,177	11,260,917	11,916,560
BOCC Funding - Circuit & County Court	6,949,550	7,138,463	7,444,035	7,595,227
BOCC Funding - Interest	9,897	6,410	26,147	7,386
<b>Total Revenue</b>	<b>\$ 18,888,392</b>	<b>\$ 18,929,250</b>	<b>\$ 19,424,503</b>	<b>\$ 20,228,913</b>

### **Expenditures by Department:**

#### **BOCC Services Costs**

Value Adjustment Board	\$ 337,141	\$ 382,814	\$ 638,715	\$ 658,095
County Audit	950,980	875,300	942,785	905,664
Payroll	738,470	751,358	791,734	789,512
County Finance	3,915,143	3,896,901	4,298,388	4,621,303
Board Records	357,633	338,960	372,478	393,866
System Support	1,079,385	940,277	1,127,184	1,216,953
Board Services	561,174	458,428	498,394	505,117
Mail Services & Purchasing	329,399	374,059	419,788	395,965
Non-Departmental Clerk to Board	164,201	491,750	1,052,543	-
Clerk to Board Overhead & IT	2,814,309	2,567,632	2,881,002	3,147,211
Clerk to Board Technology Projects	565,291	407,383	-	-

#### **Circuit Court Costs**

Clerk's Administration	98,028	250,517	51,190	49,500
CCC Accounting	1,447	1,087	-	3,110
Official Records	-	-	7,000	7,000
Court Operations Management	10,011	12,539	177,329	102,981
Expungements & Sealings	195	234	-	-
Collections	2,547	5,480	-	-
Appeals	3,939	5,758	-	-
Mental Health	1,054	2,369	-	-
Jury Services	2,557	4,290	4,850	5,551
Probate	4,238	3,739	-	-
Plant City	16,553	12,420	22,909	16,076
Brandon Regional Svc Ctr	8,557	10,428	23,110	18,748
Southshore	2,109	5,427	-	-
Records Management	134,038	61,840	88,800	93,700
Circuit Criminal	25,274	19,857	-	-
County Criminal	11,917	8,209	-	-
Indigency Screening	1,223	1,084	-	-
Traffic	39,475	22,871	-	-
Evidence	2,463	1,029	-	-
Juvenile	6,450	6,706	-	-
County Civil	9,704	8,438	-	-
Family Law	18,442	20,438	-	-

## BOARD OF COUNTY COMMISSIONERS FUNDING

All costs related to the Clerk's duties as Ex Officio Clerk to the BOCC, County Auditor, and Custodian of all County funds are budgeted in this funding source, as well as costs related to administration of the Value Adjustment Board. Although not required to by Florida Statutes, the Clerk provides mail services for BOCC departments and those costs are also budgeted in this funding source. Finally, Section 29.008, Florida Statutes requires that the Board of County Commissioners fund all facilities and telecommunications costs for court related functions as well as provide funding for maintenance and operation of the multi-agency criminal justice system. All of these costs not directly paid for by the County, are budgeted in this funding source.

	<b>FY 14 Actual</b>	<b>FY 15 Actual</b>	<b>FY 16 Adopted</b>	<b>FY 17 Adopted</b>
Domestic Violence	4,676	8,904	-	-
Circuit Civil	14,348	10,481	-	-
Imaging	-	-	7,000	8,757
Customer Service Center	-	-	8,306	19,797
Civil Court Processing Center	-	-	6,537	10,250
Correspondence & Mail Processing	-	-	3,315	-
Procedures & Training Center	-	-	741	-
Criminal Court Processing Center	-	-	24,132	42,200
Social Service-Related Processing Center	-	-	10,240	7,456
Non-Departmental Circuit Court	-	87,510	-	912,765
Court Technology - IT	6,254,629	5,554,737	5,966,033	6,073,214
Court Technology - Projects	-	144,500	-	224,122
<b>Total Expenditures</b>	<b>\$ 18,486,998</b>	<b>\$ 17,755,755</b>	<b>\$ 19,424,503</b>	<b>\$ 20,228,913</b>
<b>Residual Equity to BOCC</b>	<b>\$ 401,394</b>	<b>\$ 1,173,495</b>	<b>\$ -</b>	<b>\$ -</b>
<b>Funded Positions</b>	<b>108</b>	<b>108</b>	<b>107</b>	<b>107</b>



## GENERAL GOVERNMENT FUND

All costs related to the Clerk's role as County Recorder are budgeted in this funding source, as well as all other non-court related clerk functions that charge a fee for service. As is the case with all government funding, expenditures must be for a public purpose, but that is the only restriction on these revenues. Therefore, depending on the availability of funds, service improvement and/or long term cost savings initiatives are also budgeted in this funding source. Any revenues in excess of expenditures at year end are remitted to the Board of County Commissioners.

	<b>FY 14 Actual</b>	<b>FY 15 Actual</b>	<b>FY 16 Adopted</b>	<b>FY 17 Adopted</b>
<b><i>Revenue by Type:</i></b>				
Recording Fees	\$ 3,646,935	\$ 4,132,420	\$ 3,948,403	\$ 4,180,000
Other Recording Revenue	971,202	1,103,977	1,104,368	1,162,000
Marriage Licenses	402,291	465,234	466,000	481,100
Tax Deeds	159,723	168,469	189,422	70,800
Passports	248,306	282,076	297,650	332,000
Other Service Charges	151,393	152,012	155,409	143,900
IT Charges - External	12,700	13,075	25,500	25,500
Title IV-D Reimbursement	1,195,016	1,063,074	1,380,359	1,100,000
Interest Earnings	(38,608)	78,192	50,000	8,500
<b>Total Revenue</b>	<b>\$ 6,748,958</b>	<b>\$ 7,458,530</b>	<b>\$ 7,617,111</b>	<b>\$ 7,503,800</b>

***Expenditures by Department:***

Clerk's Administration	\$ -	\$ -	\$ 97,153	\$ 89,024
Official Records	1,961,520	2,008,496	2,489,026	2,570,600
Plant City	142,283	142,503	160,902	158,126
Brandon Regional Svc Ctr	390,585	384,149	560,305	539,231
Southshore	115,020	132,497	-	-
Tax Deeds	354,180	419,525	460,809	483,169
Title IV-D In (Family Law)	1,223,831	1,096,325	1,380,359	1,100,000
General Gov't Overhead & IT	1,419,182	1,325,693	1,535,520	1,646,234
General Gov't Technology Projects	254,800	-	-	-
Non-Departmental Costs	22,089	8,925	24,000	24,000
Passports	6,597	-	-	-
IT Services - External	12,700	13,075	25,500	25,500
Civil Court Technology - IT	463,563	648,342	619,351	645,212
<b>Total Expenditures</b>	<b>\$ 6,366,350</b>	<b>\$ 6,179,531</b>	<b>\$ 7,352,925</b>	<b>\$ 7,281,096</b>

<b>Transfer to BOCC (Excess Fees)</b>	<b>\$ 382,608</b>	<b>\$ 1,278,999</b>	<b>\$ 264,186</b>	<b>\$ 222,704</b>
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<b>Funded Positions</b>	<b>55</b>	<b>56</b>	<b>57</b>	<b>56</b>
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## COURT-RELATED REVENUE FUND

All Circuit and County Court operational expenditures authorized to be paid for from court-related revenues pursuant to Chapter 28.35, Florida Statutes, are budgeted in this funding source. These functions include: case maintenance, records management, court preparation and attendance, processing the assignment, reopening and reassignment of cases, processing appeals, collection and distribution of court-related revenues, payment of jurors and witnesses, processing of jurors, and indigence determinations. Effective October 1, 2013, all court-related revenues authorized to be retained by the Clerks are again retained locally. All fees in excess of the approved court-related budget are remitted to the Florida Department of Revenue for deposit in the Clerk of the Courts Trust Fund.

	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
<b><u>Revenue by Type:</u></b>				
State Appropriations - CCOC Trust Fund	\$ -	\$ 1,812,043	\$ -	\$ 992,359
State Appropriations - Jury Services	-	-	-	600,891
Collections	25,910	29,666	25,133	22,250
Appeals	87,841	96,658	85,206	60,725
Probate	719,547	733,805	697,960	813,840
Circuit Criminal	769,665	763,876	746,575	730,340
County Criminal	578,281	605,519	560,933	668,000
Indigency Screening	2,806	6,203	2,721	6,350
Traffic	11,334,559	8,814,307	10,577,916	8,750,210
Juvenile	50,000	54,172	48,500	64,660
County Civil	6,280,252	6,528,134	6,091,844	6,537,760
Family Law	1,418,913	1,477,579	1,375,821	1,429,360
Circuit Civil	6,161,776	5,190,416	6,377,437	4,968,040
Non-Departmental	988,313	1,270,259	1,011,608	1,013,500
Foreclosure Grant	-	212,829	-	-
<b>Total Revenue</b>	<b>\$ 28,417,863</b>	<b>\$ 27,595,466</b>	<b>\$ 27,601,654</b>	<b>\$ 26,658,285</b>

**Expenditures by Department:**

Clerk's Administration	\$ -	\$ -	\$ -	\$ 7,000
Court Operations Management	726,721	617,547	1,844,421	1,400,150
Appeals	651,325	468,594	-	-
Mental Health	354,117	245,737	-	-
Jury Services	283,803	253,125	221,152	256,632
Probate	800,794	615,643	-	-
Plant City	1,501,693	1,401,426	1,439,751	1,093,491
Brandon Regional Svc Ctr	439,613	488,127	595,667	439,573
Southshore	136,036	54,892	-	-
Circuit Criminal	3,767,863	2,549,411	-	-
County Criminal	2,120,921	1,347,440	-	-
Indigency Screening	141,580	111,017	-	-
County Traffic	3,606,712	2,582,271	-	-
Evidence	275,510	161,106	-	-
Juvenile	1,721,578	1,233,501	-	-
County Civil	1,897,609	1,180,217	-	-
Family Law	2,103,042	1,281,317	-	-
Title IV-D Out (Family Law)	(1,223,831)	(1,096,325)	(1,380,359)	(1,100,000)
Domestic Violence	288,328	227,686	-	-
Circuit Civil	2,188,083	1,424,304	-	-
Telephone Center	-	682,606	-	-
Bond Forfeiture	-	200,910	-	-
Customer Service Center	-	914,957	4,202,377	4,881,079
Civil Court Processing Center	-	1,080,201	4,052,277	3,764,415
Correspondence & Mail Processing	-	338,619	1,226,143	1,074,133
Procedures & Training Center	-	107,792	488,709	174,471

## COURT-RELATED REVENUE FUND

All Circuit and County Court operational expenditures authorized to be paid for from court-related revenues pursuant to Chapter 28.35, Florida Statutes, are budgeted in this funding source. These functions include: case maintenance, records management, court preparation and attendance, processing the assignment, reopening and reassignment of cases, processing appeals, collection and distribution of court-related revenues, payment of jurors and witnesses, processing of jurors, and indigence determinations. Effective October 1, 2013, all court-related revenues authorized to be retained by the Clerks are again retained locally. All fees in excess of the approved court-related budget are remitted to the Florida Department of Revenue for deposit in the Clerk of the Courts Trust Fund.

	<b>FY 14 Actual</b>	<b>FY 15 Actual</b>	<b>FY 16 Adopted</b>	<b>FY 17 Adopted</b>
Criminal Court Processing Center	-	2,400,181	8,694,745	9,120,396
Social Service-Related Processing Center	-	284,273	1,409,571	1,422,550
Courts Overhead	4,044,904	3,612,821	3,958,338	3,764,395
Foreclosure Grant	387,463	212,829	-	-
Juror Costs	333,195	329,812	360,000	360,000
<b>Total Expenditures</b>	<b>\$ 26,547,059</b>	<b>\$ 25,312,036</b>	<b>\$ 27,112,792</b>	<b>\$ 26,658,285</b>
<b>Beginning Fund Balance</b>	<b>\$ 387,463</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>Excess Fees to State</b>	<b>2,258,267</b>	<b>2,283,430</b>	<b>488,862</b>	<b>-</b>
<b>Ending Fund Balance</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>Funded Positions</b>	<b>477</b>	<b>462</b>	<b>426</b>	<b>398</b>

## ALLOCATED DEPARTMENTS

The costs for administrative overhead and technology operations costs are budgeted in this funding source. The overhead departments are allocated to the applicable funding source based on the number of positions budgeted in the funding source. Information Technology (IT) is allocated based on position count as well. However in compliance with Chapters 28.36, 28.24 and 29.008, Florida Statutes, the IT portion attributable to court operations is allocated to BOCC funding for Criminal Courts IT, while a combination of General Government & Court Technology Trust Fund is utilized for Civil Courts IT.

<b><u>Revenue by Source:</u></b>	<b><u>FY 14 Actual</u></b>	<b><u>FY 15 Actual</u></b>	<b><u>FY 16 Adopted</u></b>	<b><u>FY 17 Adopted</u></b>
BOCC Funding	\$ 9,068,938	\$ 8,122,369	\$ 8,847,035	\$ 9,220,425
Court Fees Funding	4,044,904	3,612,821	3,958,338	3,764,395
General Government	1,895,445	1,987,111	2,180,371	2,316,946
Court Technology TF	2,015,342	1,553,013	1,744,316	1,760,845
Court Operations TF	169,446	162,875	262,482	255,260
<b>Total Revenue</b>	<b>\$ 17,194,075</b>	<b>\$ 15,438,189</b>	<b>\$ 16,992,542</b>	<b>\$ 17,317,871</b>

### **Expenditures by Department:**

#### **Overhead**

Clerk's Administration	\$ 1,150,150	\$ 1,269,699	\$ 1,524,738	\$ 1,530,155
Human Relations	581,669	646,353	744,816	691,314
Mail Services & Purchasing	421,014	481,299	512,238	364,530
CCC Accounting	1,925,650	1,655,146	1,954,277	1,984,118
Records Management	260,515	277,812	247,990	240,248
Telephone Center	854,164	290,704	284,479	302,032
Non-Departmental Allocations	170,431	189,644	185,750	205,000
Clerk (Executive)	228,697	240,978	251,836	243,830

#### **IT**

Information Technology	11,601,785	10,386,554	-	-
Systems Administration & Operations	-	-	4,305,066	3,443,524
Court Solutions & Support	-	-	2,355,130	2,574,294
Enterprise Solutions & Support	-	-	2,064,204	2,255,635
Enterprise Technical Support	-	-	1,410,824	2,548,075
Enterprise Program Management Office	-	-	1,151,194	935,116

<b>Total Expenditures</b>	<b>\$ 17,194,075</b>	<b>\$ 15,438,189</b>	<b>\$ 16,992,542</b>	<b>\$ 17,317,871</b>
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<b>Funded Positions</b>	<b>129</b>	<b>119</b>	<b>116</b>	<b>111</b>
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## COURT OPERATIONS TRUST FUND

Per Section 28.37 (2) Florida Statutes, 10 percent of all court-related fines collected by the clerk shall be deposited into the clerk's Public Records Modernization Trust Fund to be used exclusively for additional clerk court-related operational needs and program enhancements. This provision was authorized by the Legislature effective July 1, 2009.

	FY 14 Actual	FY 15 Actual	FY 16 Adopted	FY 17 Adopted
<b><u>Revenue by Type:</u></b>				
Traffic Fines - 10%	\$ 994,890	\$ 909,494	\$ 965,043	\$ 969,273
Other Fines - 10%	275,391	310,548	263,136	310,581
Interest Earnings	7,073	2,875	6,861	3,000
<b>Total Revenue</b>	<b>\$ 1,277,354</b>	<b>\$ 1,222,917</b>	<b>\$ 1,235,040</b>	<b>\$ 1,282,854</b>
<b><u>Expenditures by Department:</u></b>				
Clerk's Administration	\$ -	\$ -	\$ 7,418	\$ -
Court Operations Management	-	43,315	-	-
Expungements & Sealings	102,171	69,192	-	-
Collections	325,679	206,319	-	-
Records Management	329,242	270,654	301,911	654,435
Circuit Criminal	43,114	-	-	-
County Criminal	30,586	-	-	-
Traffic	24,556	-	-	-
Juvenile	31,610	-	-	-
Family Law	3,272	-	-	-
Circuit Civil	321,942	-	-	-
Imaging	-	446,049	1,189,647	394,379
Centralized Procedures & Training	-	-	-	513,318
Courts Overhead	169,446	162,875	262,482	255,260
Court Operations Projects	2,393,986	792,276	298,568	-
<b>Total Expenditures</b>	<b>\$ 3,775,604</b>	<b>\$ 1,990,681</b>	<b>\$ 2,060,026</b>	<b>\$ 1,817,392</b>
<b>Net Revenues over Expenditures</b>	<b>\$ (2,498,250)</b>	<b>\$ (767,764)</b>	<b>\$ (824,986)</b>	<b>\$ (534,538)</b>
<b>Beginning Fund Balance</b>	<b>\$ 4,387,709</b>	<b>\$ 1,889,458</b>	<b>\$ 1,107,121</b>	<b>\$ 768,132</b>
<b>Reserve for Future Projects</b>	<b>\$ 1,889,459</b>	<b>\$ 1,121,694</b>	<b>\$ 282,135</b>	<b>\$ 233,594</b>
<b>Funded Positions</b>	<b>20</b>	<b>21</b>	<b>32</b>	<b>27</b>

## COURT TECHNOLOGY TRUST FUND

This is the primary funding source for Civil Court Technology costs and depending on the availability of funds will from time to time have budget for technology projects that are court related. The revenue source is 47.5% (\$1.90) of a \$4 per page service charge on documents recorded in Official Records per Section 28.24(12), Florida Statutes and its use is restricted to court-related technology needs of the Clerk as defined in Section 29.008, Florida Statutes. This is a Special Revenue Fund and any excess funding at the end of the fiscal year is retained by the Clerk to fund technology needs in future year budgets.

	<b>FY 14 Actual</b>	<b>FY 15 Actual</b>	<b>FY 16 Adopted</b>	<b>FY 17 Adopted</b>
<b><i>Revenue by Type:</i></b>				
Recording Fees	\$ 1,583,922	\$ 1,782,449	\$ 1,736,382	\$ 2,001,383
Interest Earnings	2,720	2,087	5,000	5,800
<b>Total Revenue</b>	<b>\$ 1,586,642</b>	<b>\$ 1,784,536</b>	<b>\$ 1,741,382</b>	<b>\$ 2,007,183</b>
<b><i>Expenditures by Department:</i></b>				
Courts Technology Projects	\$ -	\$ -	\$ -	\$ 121,300
Civil Court Technology - IT	2,015,342	1,553,013	1,744,316	1,760,845
<b>Total Expenditures</b>	<b>\$ 2,015,342</b>	<b>\$ 1,553,013</b>	<b>\$ 1,744,316</b>	<b>\$ 1,882,145</b>
<b>Net Revenues over Expenditures</b>	<b>\$ (428,700)</b>	<b>\$ 231,523</b>	<b>\$ (2,934)</b>	<b>\$ 125,038</b>
<b>Beginning Fund Balance</b>	<b>\$ 1,427,540</b>	<b>\$ 998,840</b>	<b>\$ 1,220,018</b>	<b>\$ 1,820,144</b>
<b>Reserve for Future Projects</b>	<b>\$ 998,840</b>	<b>\$ 1,230,363</b>	<b>\$ 1,217,084</b>	<b>\$ 1,945,182</b>

## PUBLIC RECORDS MODERNIZATION TRUST FUND

The revenue source for this fund is a per page service charge, \$1.00 for the first page \$0.50 for each additional page, on documents recorded in Official Records per Section 28.24(12)(d), Florida Statutes. These funds are used exclusively for equipment, maintenance of equipment, training and technical assistance in modernizing the public records system of the Clerk. Since any excess funding at the end of the fiscal year is retained by the Clerk to fund technology needs in future year budgets, this has been the primary funding source for long-term technology projects. In addition, a every four years a report on this fund must be filed with the Florida Legislature that includes an accounting of how the funds have been spent and a five-year technology capital improvement plan.

	<b>FY 14 Actual</b>	<b>FY 15 Actual</b>	<b>FY 16 Adopted</b>	<b>FY 17 Adopted</b>
<b><i>Revenue by Type:</i></b>				
Recording Fees	\$ 535,508	\$ 595,599	\$ 578,794	\$ 660,442
Interest Earnings	7,889	7,051	10,000	15,000
<b>Total Revenue</b>	<b>543,397</b>	<b>602,650</b>	<b>588,794</b>	<b>675,442</b>
<b><i>Expenditures by Department:</i></b>				
Courts Technology Projects	\$ 1,236,653	7,500	-	-
Other Technology Projects - Operating	-	97,988	878,200	358,000
Data Processing Equipment	-	4,770	990,000	605,000
<b>Total Expenditures</b>	<b>\$ 1,236,653</b>	<b>\$ 110,258</b>	<b>\$ 1,868,200</b>	<b>\$ 963,000</b>
<b>Net Revenues over Expenditures</b>	<b>\$ (693,256)</b>	<b>\$ 492,392</b>	<b>\$ (1,279,406)</b>	<b>\$ (287,558)</b>
<b>Beginning Fund Balance</b>	<b>\$ 4,297,554</b>	<b>\$ 3,604,298</b>	<b>\$ 4,115,464</b>	<b>\$ 2,710,512</b>
<b>Reserve for Future Projects</b>	<b>\$ 3,604,298</b>	<b>\$ 4,096,690</b>	<b>\$ 2,836,058</b>	<b>\$ 2,422,954</b>

## FORECLOSURE PUBLIC EDUCATION TRUST FUND

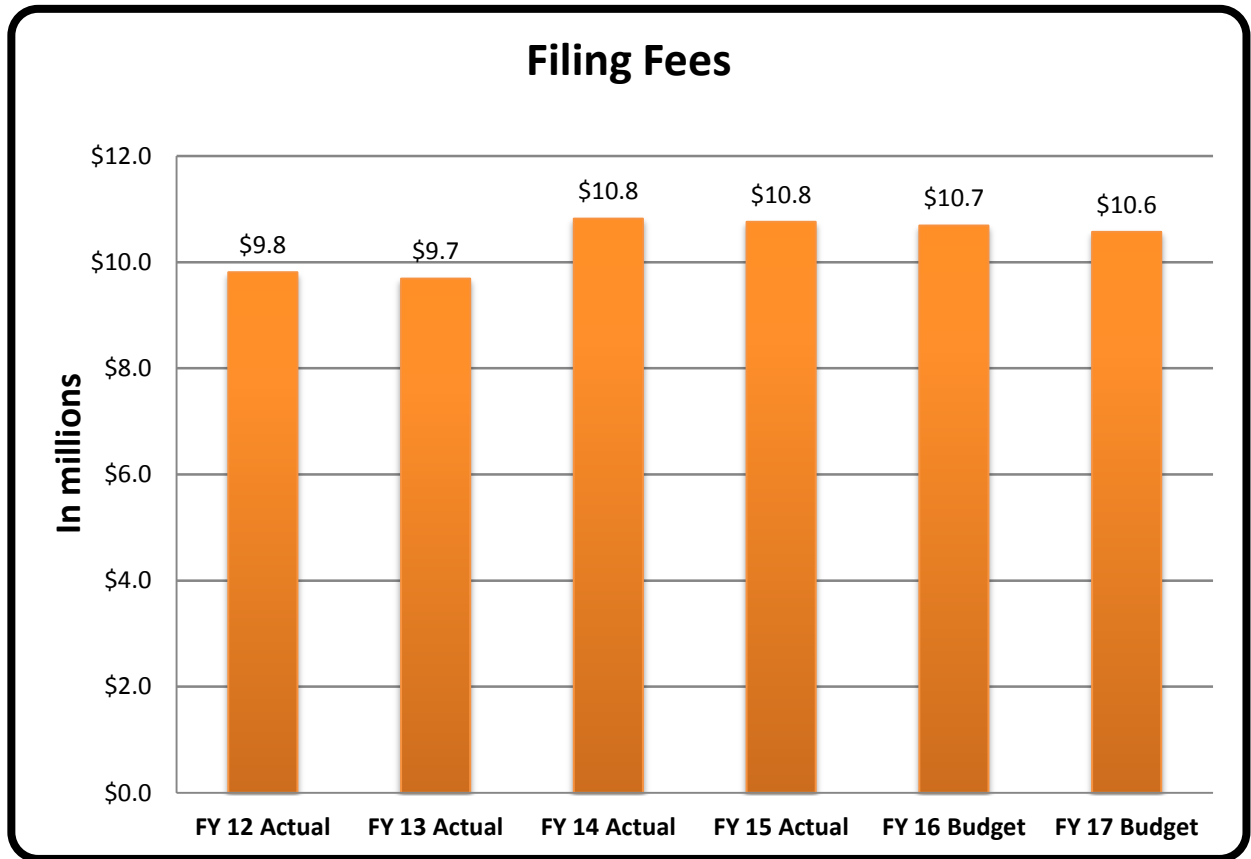
The revenue source for this fund is \$28 withheld from the surplus of judicial sale proceeds per Section 45.035(2) (a), Florida Statutes. This funding may only be used for purposes of educating the public as to the rights of homeowners regarding foreclosure proceedings.

During Fiscal Year 2015, these funds were used to implement a free Property Fraud Alert System for Hillsborough County. This system monitors documents being recorded in the Official Records of Hillsborough County. When a person signs up to receive property fraud alerts, they will receive notifications whenever a document is recorded in Hillsborough County using his or her name.

	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
<b><i>Revenue by Type:</i></b>				
Judicial Sales	\$ 10,895	\$ 5,984	\$ -	\$ 7,900
Interest Earnings	-	61	-	100
<b>Total Revenue</b>	<b>10,895</b>	<b>6,046</b>	<b>-</b>	<b>8,000</b>
<b><i>Expenditures by Department:</i></b>				
Technology Projects	\$ -	25,750	-	-
<b>Total Expenditures</b>	<b>\$ -</b>	<b>\$ 25,750</b>	<b>\$ -</b>	<b>\$ -</b>
<b>Net Revenues over Expenditures</b>	<b>\$ 10,895</b>	<b>\$ (19,704)</b>	<b>\$ -</b>	<b>\$ 8,000</b>
<b>Beginning Fund Balance</b>	<b>\$ 22,271</b>	<b>\$ 33,166</b>	<b>\$ -</b>	<b>\$ 15,700</b>
<b>Reserve for Future Projects</b>	<b>\$ 33,166</b>	<b>\$ 13,462</b>	<b>\$ -</b>	<b>\$ 23,700</b>



## COURT RELATED REVENUES



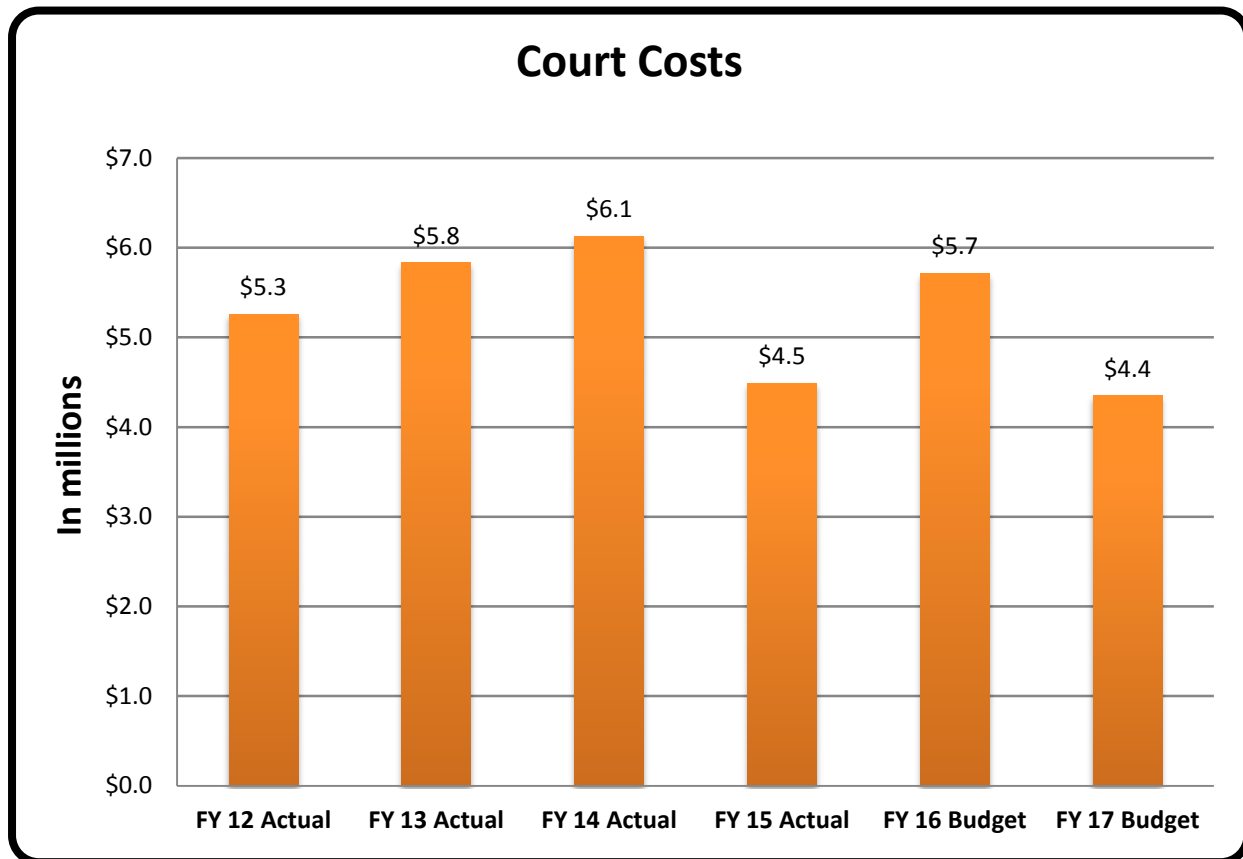
### **Revenue Base**

Civil Filing Fees are authorized under Chapters 28.241 (Circuit), 28.2401 (Probate) and 34.041 (County). Generally, the portion of the fee retained for Clerk operations is \$195 per case in Circuit Court. Probate Filing Fees will vary depending on the nature and size of the estate. A summary administration is \$100, while the fee retained for formal administration is \$250. County Court filing fees are as low as \$50 for claims less than \$100 to \$250 for cases between \$2,500 and \$15,000.

### **Revenue Estimates**

Generally speaking filing fees will have an inverse relationship with the economy. As the state of the economy declines, filing fee revenue goes up. Foreclosures, automobile repair disputes, tenant evictions will all rise. Probate cases will not fluctuate with the economy as greatly, but since it is only a small portion of the revenue, the impact is of a small magnitude. During FY 12 and FY 13, many banks slowed down filing new foreclosure cases due to the “robo-signing” scandal. The large increase in FY 14 was due to an increase in the portion of Circuit Civil filing fees the Clerk retains. Effective July 1, 2013, the amount increased from \$115 to \$195. The estimated revenues for FY 16 and FY 17 are projecting stable filing fees in most court areas, based on actual filing fee revenues during FY 14, FY 15 and the first half of FY 16.

## COURT RELATED REVENUES



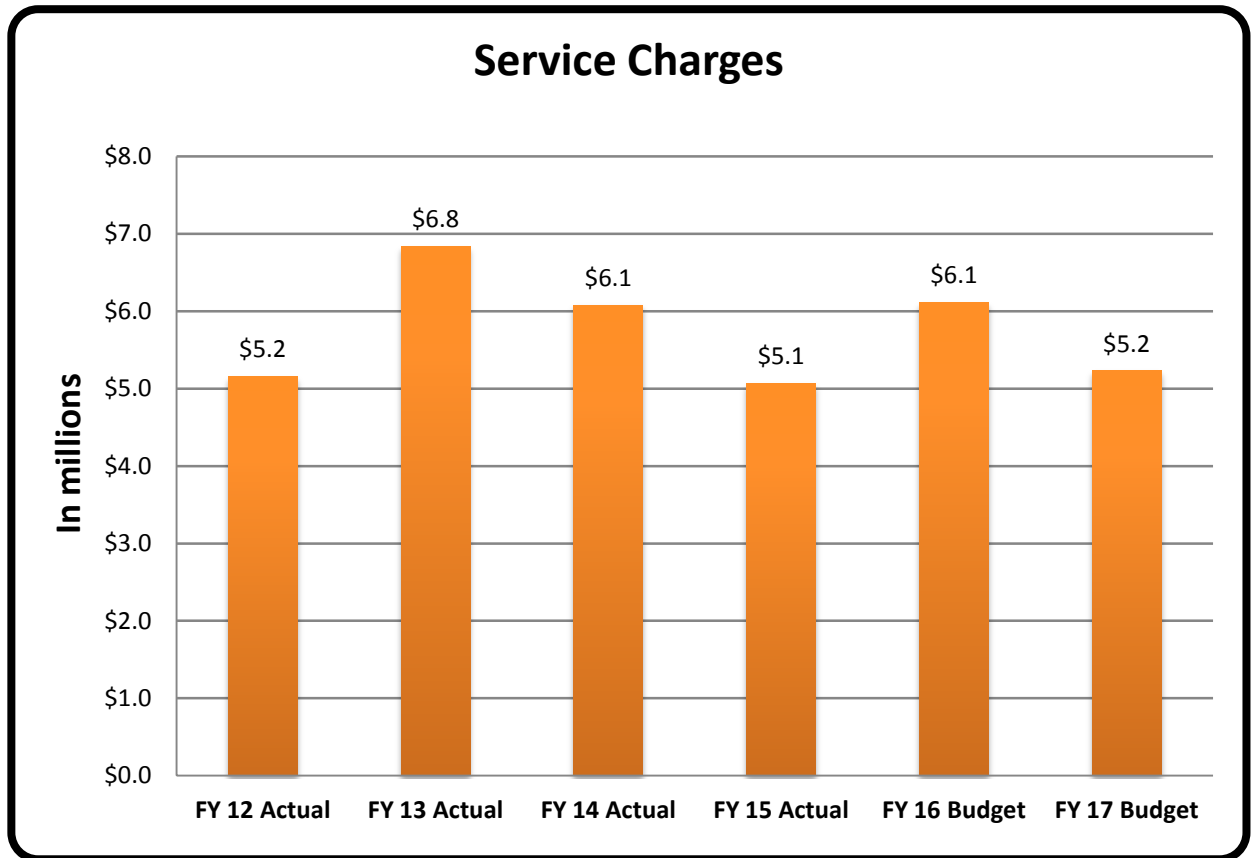
### **Revenue Base**

Three-quarters of the Court Costs that are revenue for Clerk operations come from Civil Traffic cases. The Civil Traffic Court Costs are mandated under Chapter 318.18(11), Florida Statutes. The amount of the fee is \$30.00 for a moving violation, \$16.00 for a non-moving violation and \$3.00 for a pedestrian infraction. The remaining court costs come from the Criminal Court areas are mandated under Chapter 938.05, Florida Statutes. The amount of the fee is \$200.00 for a Felony and \$50.00 for a Misdemeanor or Criminal Traffic offense.

### **Revenue Estimates**

Generally speaking, this revenue shows a fairly consistent pattern over the last 10 years. It does however have years of peaks and valleys depending on how aggressive the law enforcement jurisdictions are in writing citations. In addition, the collection rate is an issue, especially during periods of high unemployment. While the citation volume increased in FY 12 and FY 13, the collection rate remained below 80%. The FY 16 estimate reflects a 7% decrease from FY 14 actual collections based on the collection results in FY 15. The FY 17 estimate is based on the average of collections between FY 14 and the first half of FY 16.

## COURT RELATED REVENUES



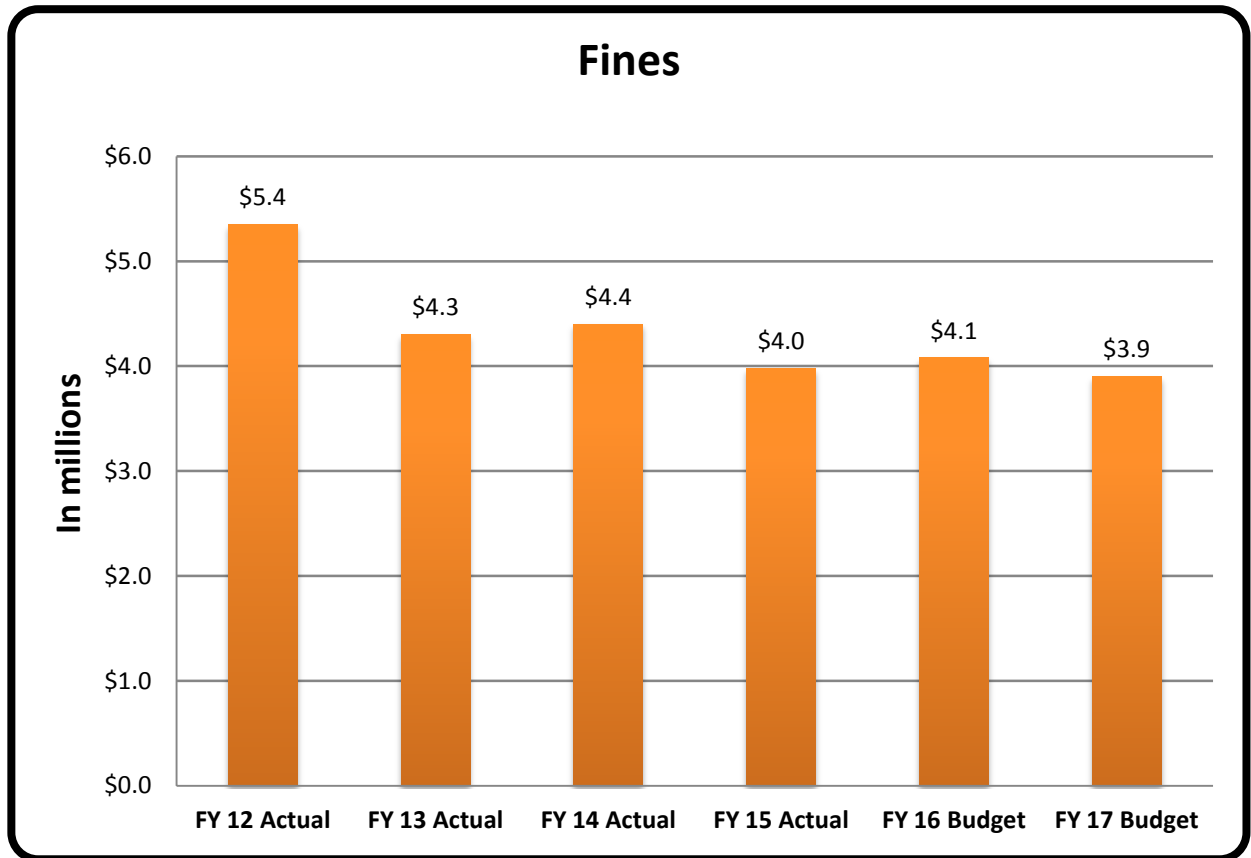
### Revenue Base

Court-Related service charges are found in various Florida Statutes. They include copying charges, court registry fees, certifying fees, appeal preparation fees, foreclosure processing fees, drivers license reinstatement fees, collection fees, fees for sealing court files or expunging records, family law fees, and record search fees.

### Revenue Estimates

Since these charges are collected in all court areas, they are the most stable court-related revenue source and if there is any fluctuation it is related to an overall change in the number of cases. These revenues were estimated as a percentage of the estimated filing fees or court costs in the court area to which they apply in FY 16. The FY 17 projection is based on the average of actual revenues collected between FY 14 and the first half of FY 16.

## COURT RELATED REVENUES



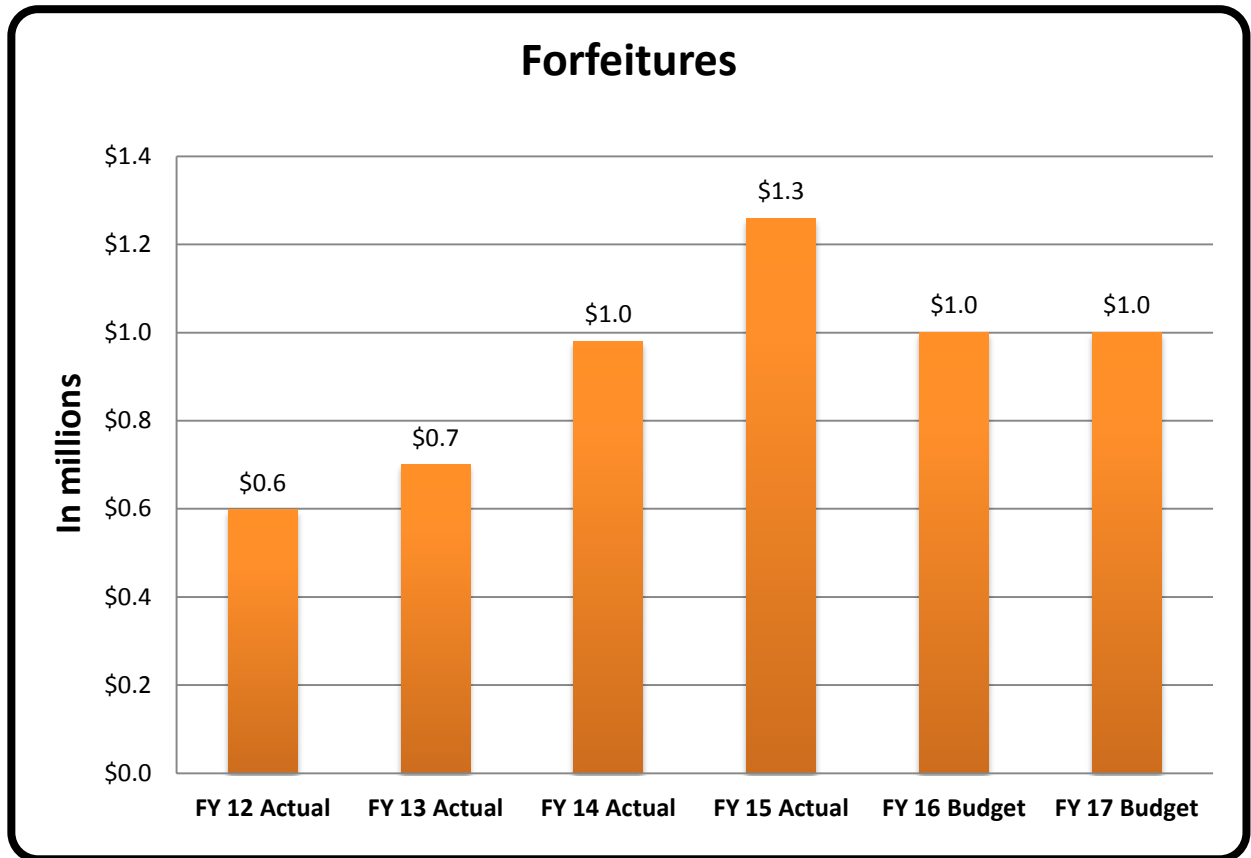
### Revenue Base

Most of the Civil Traffic Fines are mandated under Chapter 318.18, Florida Statutes. The base fine for a non-moving is \$30.00 for a moving violation it is \$60.00, and \$15.00. However, the fines will vary depending on the offense and certain moving violations, such as speeding and failure to stop at a signal, carry a significantly larger fine. Distribution of the base fine is outlined in Chapter 318.21, Florida Statutes. If the violation occurs in the Unincorporated area of the County, the Clerk retains 56.9% of the fine. If the violation occurs in one of the cities, the Clerk retains 6.1% of the fine, with the difference of 50.8% being remitted to the city. In accordance with Chapter 775.083, Florida Statutes all criminal fines become Clerk's Revenue. The amount of the fine will vary based on the type of offense, the severity/degree, and whether it is the defendant's first, second, third etc. offense.

### Revenue Estimates

Generally speaking, this revenue shows a fairly consistent pattern over the last 10 years. It does however have years of peaks and valleys depending on how aggressive the law enforcement jurisdictions are in writing citations. In addition, the collection rate is an issue, especially during periods of high unemployment. While the citation volume increased in FY 12 and FY 13, the collection rate remained below 80%. The FY 16 estimate reflects a 7% decrease from FY 14 actual collections based on the collection results in FY 15. The FY 17 estimate is based on average collections during FY 14, FY 15 and the first half of FY 16.

## COURT RELATED REVENUES



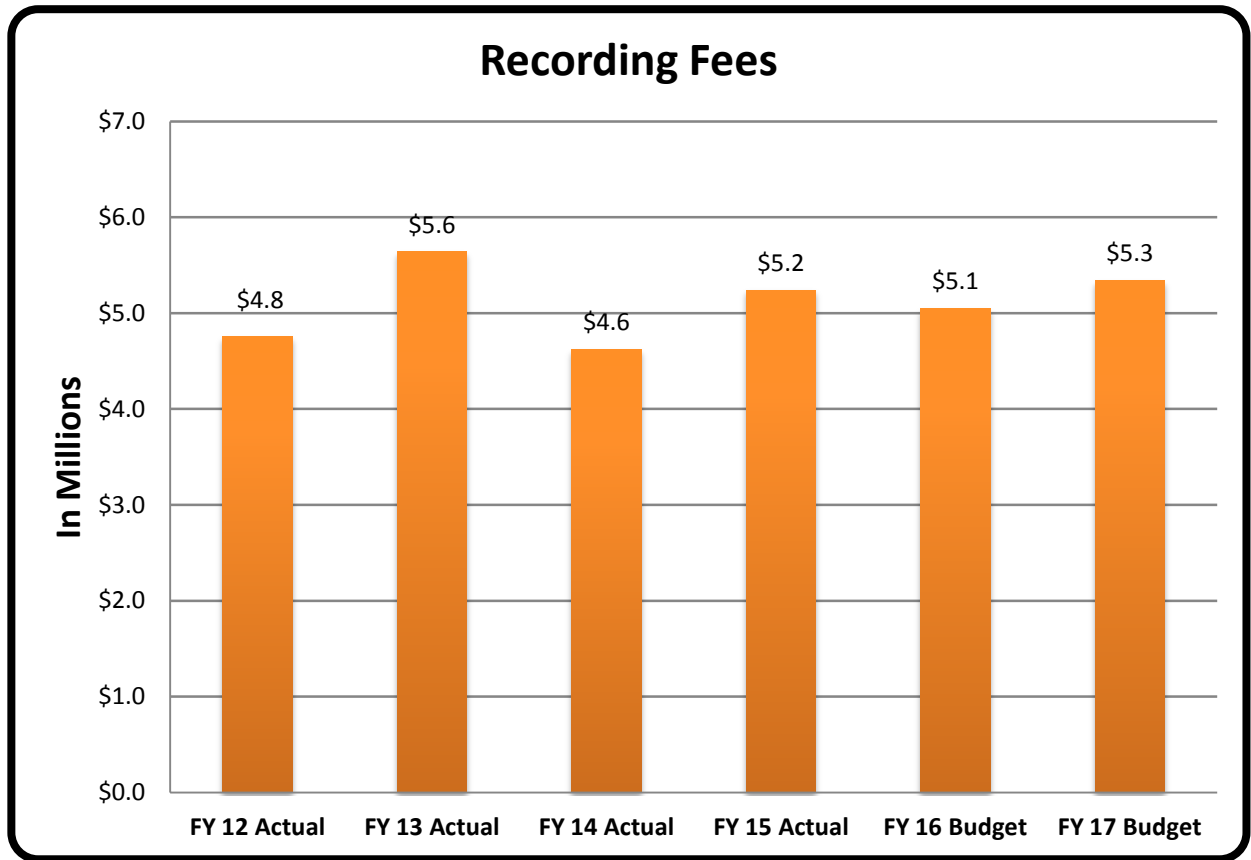
### Revenue Base

Chapter 903.26, Florida Statutes directs that forfeited bail bonds become revenues of the Clerk. If there is a breach of the bond and it is not "cured" within 60 days, the bond is considered forfeited. Unclaimed funds, mainly small cash bonds, are also included in this category in accordance with Chapter 116.21, Florida Statutes, but forfeited bonds are the bulk of the revenue.

### Revenue Estimates

Forfeiture revenue does not tend to follow any pattern, other than more criminal cases will cause it to be slightly higher. Estimation of the revenue is done by averaging the prior 3 - 4 years giving greater weight to the more recent.

## GENERAL GOVERNMENT REVENUES



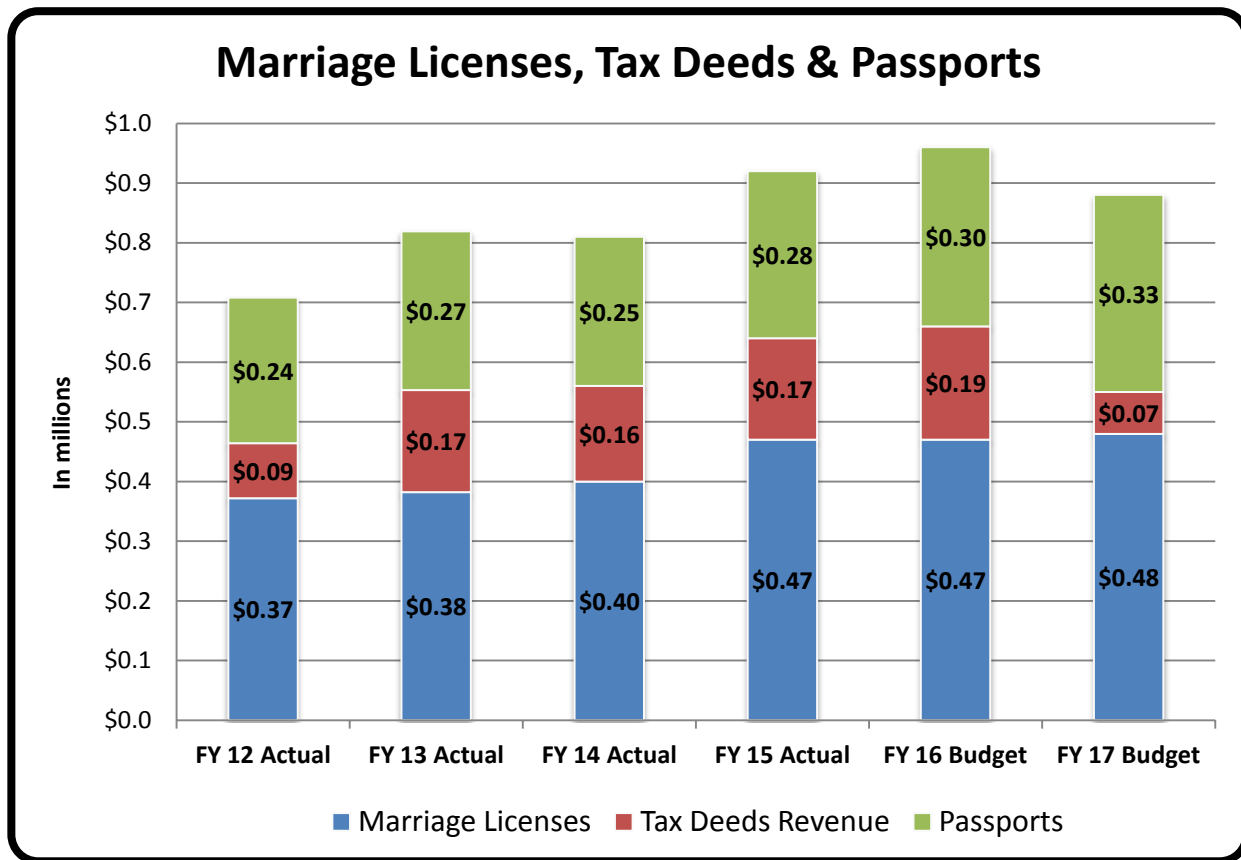
### Revenue Base

Recording Charges are those fees authorized under Chapter 28.24 for recording documents in the Official Records of Hillsborough County. The vast majority of these documents are related to real estate transactions. The charges for recording plats and any other instrument larger than 14 inches by 8 1/2 inches is \$30.00 for the first page and \$15.00 for each additional page. The base charge for recording any instrument smaller than that the charge is \$5.00 for the first page and \$4.00 for each additional page. For real estate transactions there is a 0.5% commission on the sales price for collecting documentary stamp taxes (deeds & mortgages) as well as the intangibles tax.

### Revenue Estimates

Since the vast majority of documents required to be recorded are related to real property, this revenue is very much dependent on the real estate market. The sales price is of minor importance (as it only applies to doc stamp tax commissions), but the volume of transactions is very important. The real estate market was very slow from FY 09 to FY 11 but activity increased dramatically in FY 12 and FY 13 (30% over the two year period). However, FY 2014 revenue declined for unknown reasons FY 15 revenue reflected continued real estate market recovery. The FY 16 projection was based on actual results between FY13 and the first half of FY 15. The FY 17 estimates were based on FY 15 and the first half of FY 16.

## GENERAL GOVERNMENT REVENUES



### Revenue Base

All of the General Government fee revenues outlined above are authorized under Chapter 28.24, Florida Statutes. Marriage License fees are \$30.00 for the license and an additional \$30.00 if the Clerk performs the ceremony. Tax Deed sale fees are \$60.00 and an additional \$10.00 for the disbursement of any excess proceeds, if applicable. Passport Fees are \$25 to process the application and an additional \$15 if the Clerk's Office takes the required photographs.

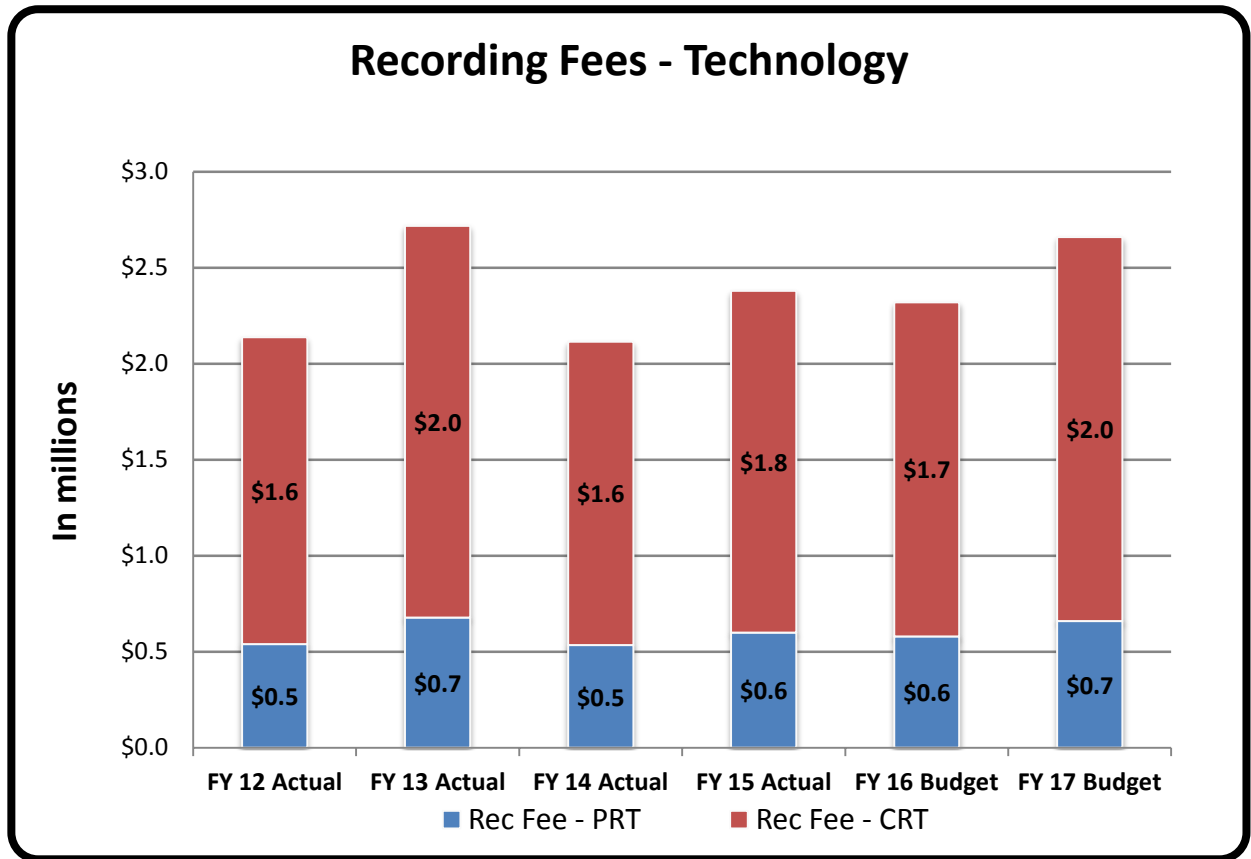
### Revenue Estimates

Marriage License fee revenue averaged five percent growth until FY 2008 and then "leveled off" through FY 2012. The state of the economy and the lack of population growth seemed to be the reason. The economy began to improve in FY 13 and revenue is projected to be slightly higher through FY 17, fueled partially by legalizing same-sex marriages in 2015.

Tax Deed revenue will fluctuate greatly from year to year and the pattern does seem to follow economic cycles, but it is a delayed reaction - generally two to three years later. While the revenue will fluctuate greatly, overall it has been flat; therefore the FY 16 estimates were calculated using the average of the last three years. The amount of property sales for back taxes dramatically declined during FY 16 so the FY17 estimate was based on actual collections during the first half of FY 16.

Passport revenues seem to be the most dependent on the economy and is trending upward as the economy improves. Passport revenue rebounded between FY 12 and FY 15 with a slight decrease in FY 14. FY 16 was projected slightly higher based on actual collections in FY 15. The FY 17 estimate is based on revenues during FY 15 and the first half of FY 16.

## OTHER REVENUES



### Revenue Base

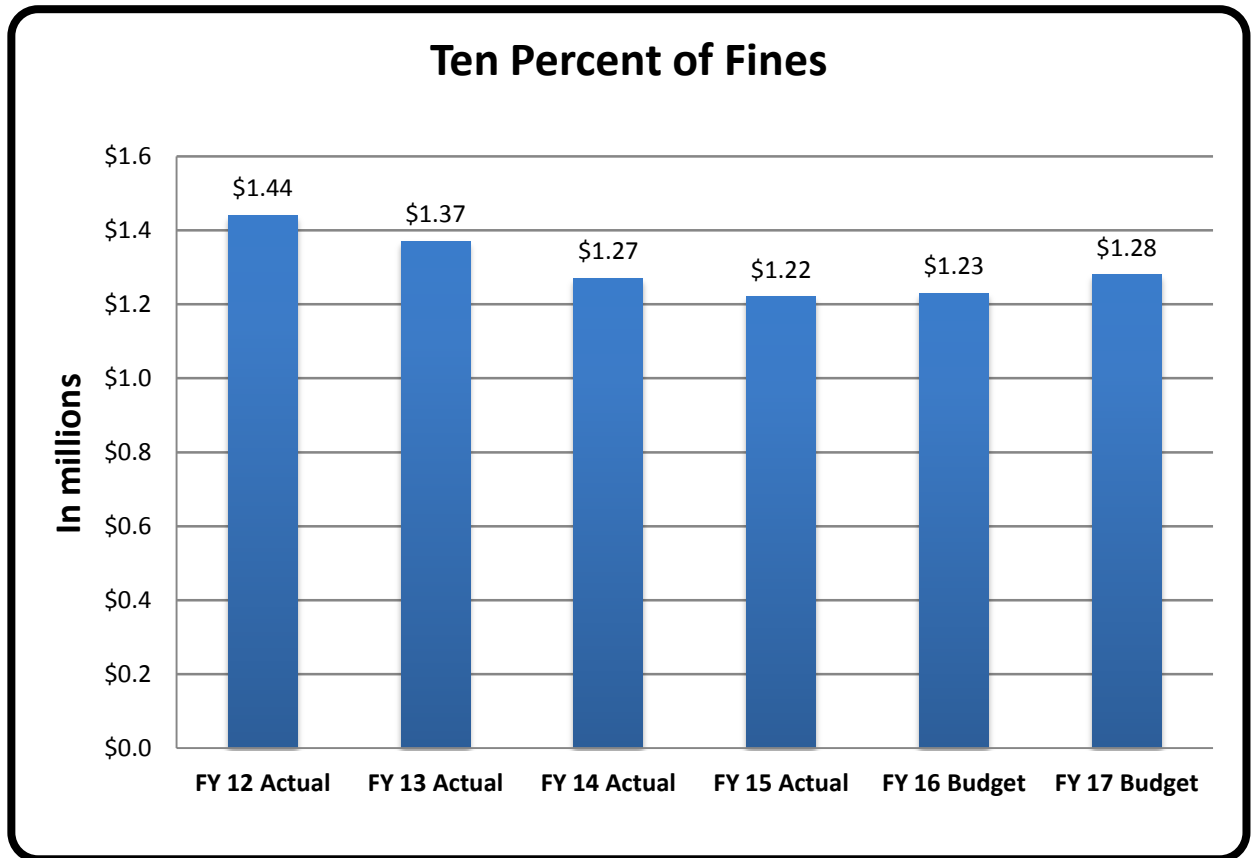
Technology Recording Charges are those fees authorized under Chapter 28.24 (12)(d&e) for recording documents in the Official Records of Hillsborough County. The vast majority of these documents are related to real estate transactions. These are additional recording charges of \$1.00 for the first page and \$0.50 for each additional page specifically for technology needs of the Clerk's Office (**PRT**) and \$4.00 per page for technology needs of the State Court System (**CRT**). The Clerk retains all of the Records Modernization fee (**PRT**) and \$1.90 of the Court Technology fee (**CRT**).

### Revenue Estimates

Since the vast majority of documents required to be recorded are related to real property, this revenue is very much dependent on the real estate market. The sales price is of minor importance (as it only applies to doc stamp tax commissions), but the volume of transactions is very important. The real estate market was very slow from FY 09 to FY 11 but activity increased dramatically in FY 12 and FY 13 (30% over the two year period). However, FY 14 revenue declined to FY 12 levels for unknown reasons. FY 15 revenue reflected continued real estate market recovery. The FY 16 projection was based on actual results between FY13 and the first half of FY 15. The FY 17 estimates were based on FY 15 and the first half of FY 16.



## OTHER REVENUES



### **Revenue Base**

In 2009, Chapter 28.37, Florida Statutes was amended to direct the Clerk to retain ten percent of all fines collected - both Civil and Criminal - to fund Court Operations program enhancements. Most of the revenue comes from Civil Traffic Fines and those fines are outlined in Chapter 318.18, Florida Statutes. The base fine for a non-moving is \$30.00 for a moving violation it is \$60.00, and \$15.00. However, the fines will vary depending on the offense and certain moving violations, such as speeding and failure to stop at a signal, carry a significantly larger fine. On the Criminal fine side, the amount of the fine will vary based on the type of offense, the severity/degree, and whether it is the defendant's first, second, third etc. offense.

### **Revenue Estimates**

After peaking in FY 12, revenues declined in FY 13 through FY 15. Estimates for FY 16 were projected to remain at FY 14 and FY 15 levels. FY 17 was estimated based on actual revenue collected during FY 15 and the first half of FY 16.

## CAPITAL BUDGET

The Capital Budget for the Hillsborough County Clerk of the Circuit Court's is focused on technology hardware and software that allows the office to maintain the Public Records for Hillsborough County and the 13<sup>th</sup> Judicial Circuit. The Hillsborough County Board of County Commissioners is required, pursuant to State Statute, to provide facilities for the Clerk's Office. For the most part, those capital project costs are paid directly by the BOCC. However, at times they will provide funding and have the Clerk's Office manage the project.

### FUNDING SOURCES

The three primary funding sources for Clerk technology projects are the Court Operations (10% Fine) Trust Fund, the Court Technology Trust Fund and the Public Records Modernization Trust Fund. All three of these are special revenue funds and the Clerk is authorized to carry over excess funds at year end for use in future years. For this reason, most multi-year projects are funded in one of these funding sources.

- The **Court Operations (10% Fine) Trust Fund** can only be used for Court-related program enhancement projects and is funded by a 10% surcharge on all court fines that the Clerk collects.
- The **Court Technology Trust Fund** can only be used for court-related technology needs and is funded by a service charge on all documents recorded in the Official Records of Hillsborough County except judgments received from the courts and notices of lis pendens.
- The **Public Records Modernization Trust Fund** can be used to modernize any public records in the Clerk's Office and is funded by a service charge on all documents recorded in the Official Records of Hillsborough County.

The other funding source for Clerk Capital Projects is Board of County Commissioner (BOCC) funding. Generally, these projects are ones that benefit the County. These will include technology for BOCC Services, technology that reduces space needs such as paper document conversion to electronic format, and minor office space renovation. The BOCC has some responsibility for Court Technology costs and will at times provide funding for Court Technology projects as well. Since all excess County funding must be returned to the BOCC at the end of the fiscal year, short term (one year or less) projects are usually budgeted in this funding source.

### DEBT SERVICE

The Hillsborough County Clerk's Office has no long-term outstanding debt obligations nor any plans to issue any in FY 2017. All Capital Projects are funded by Clerk service charges, Court fines, or the Board of County Commissioners.

# CAPITAL BUDGET

## COURT SYSTEM ENHANCEMENTS

While the new Courts Case Maintenance System (Odyssey) is in full operation, we continue to work on functionality, conversion, integrations and state reporting issues. We are committed to leveraging this investment to receive the maximum efficiency and effectiveness by incorporating new features, workflows, integrations, reporting, bug fixes and software upgrades offered by the software vendor. The FY 2017 budget includes \$121,300 to expand new modules purchased in FY 2016, such as Probation Services and Session Works, and to fully test and deploy the vendor's full rewrite of Odyssey in late 2017.

## BOARD SERVICES SYSTEMS ENHANCEMENTS

The FY 2017 budget includes \$117,000 to purchase advanced security software designed to protect the Clerk's assets and records from cyberattacks, malware, malicious viruses and ransomware.

It also includes \$100,000 designated to continue upgrades and enhancements to the Enterprise Content Management system, OnBase. OnBase is currently used in several areas of the Clerk's Office and across many County agencies that interact with the Clerk's Office and is vital to our paperless environment initiatives. Each year, we continue to expand the OnBase functionality, which requires additional licenses and workflow queues.

## COMMUNICATIONS SYSTEMS ENHANCEMENTS

The FY 2017 budget includes \$70,000 to finish updating the Clerk's website. The current website was implemented in FY 2007 and the goal is to make it easier for the public to get information and conduct business on the website at a time and place that is more convenient than downtown Tampa during normal business hours. This project was started in FY 2016 and will be completed in FY 2017.

In addition, \$100,000 is budgeted in FY 2017 to enhance the Clerk's Call Center operations. The enhancements will reduce the number of dropped or disconnected calls, reduce customer wait times and redesign the Interactive Voice Response (IVR) mapping to improve customer service.

## DISASTER RECOVERY

The Clerk's Office is a major service provider for the Judicial System and Board of County Commissioners Departments and a high level of system availability is expected and required for our major systems. In order to minimize the risk and impact of major system outages from natural disasters or other unplanned problems at the data center, a complete Disaster Recovery solution is needed. This project will purchase the equipment and software needed to have redundant capability at the County's Public Safety Operations Complex. The FY 2017 budget includes \$201,000 for this project.

# CAPITAL BUDGET

## INFRASTRUCTURE EQUIPMENT REPLACEMENT

The FY 2017 budget includes \$475,000 to replace network equipment that has reached its end-of-life and is no longer eligible for critical vendor support. The Clerk generally keeps network equipment in service for its entire supported life in order to obtain the most value from our purchases. The new equipment will enhance the speed, reliability and security of our network by using the latest technology.

## OPERATIONAL IMPACT

Most of the potential savings from the Court System Enhancements will be in personnel costs. Leveraging technology should allow us to continue providing outstanding service to the public and judicial partners despite our Courts workforce shrinking each year due to reductions in funding.

The Board Services OnBase expansion will allow us to further reduce operating and personnel costs, while reducing turnaround time on payables transactions. The more records we can digitize and store electronically, the less need there is for file cabinet space, records storage space at the warehouse and staff needed to move records between the originating locations and the warehouse. Printing costs are also lower since documents can be routed through workflow queues instead of hand delivered or mailed via inter-office courier. Additionally, the records are more secure electronically since OnBase records each user who accesses a document.

The Call Center enhancements will impact operations positively by enabling us to shorten wait times, handle more volume before calls are dropped, and allow customers to be directed to the correct person more efficiently. Our call center currently answers approximately 510,000 calls per year and takes 30,000 payments by phone so this is a significant portion of our customer-facing operations.

The updated website could potentially have the largest operational impact of all. The more information the public can retrieve through the website, the less they will need to visit our office or call. Further, if more customers pay online, there will be a decrease in the number of cashiers needed. It is not likely to result in the need for less staff in the short-term, but it should help in the long-term.

Having redundant equipment for Disaster Recovery will have a fiscal impact because it will need to be maintained and replaced at regular intervals to be effective. However, the use of a County-owned building to house the equipment will lessen the impact to some extent.

The infrastructure equipment replacement will optimize our business operations by improving our network's speed, reliability and security. For example, the current switches are capable of 1 GB speed while the new switches are capable of 10 GB. The new wireless hardware will have faster speed and higher capacity as well as enhanced Internet security. The new hardware will allow our network to support the increased bandwidth necessary for the growing demands of our imaging applications, OnBase and Odyssey.

# CAPITAL BUDGET

	<u>FY 14 Actuals</u>	<u>FY 15 Actuals</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
<b><u>Board Funding Projects</u></b>				
Document Mgmt Sys Upgrades	\$ 167,775	\$ -	\$ -	\$ 100,000
<b>Total</b>	<b>\$ 167,775</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 100,000</b>

<b><u>Public Records Modernization TF</u></b>				
Courts Sys Replace - Development	\$ 1,236,653	\$ 7,500	\$ -	\$ -
Oracle GRC Application Suite	-	97,988	-	-
Courts Sys Replace - Carryover	-	-	-	-
Court System Enhancements	-	-	310,657	-
Board Svcs Sys Enhancements	-	-	99,328	117,000
Call Center Enhancements	-	-	-	100,000
Infrastructure Equipment Replacement	-	4,770	680,000	475,000
Disaster Recovery Equipment	-	-	505,000	201,000
E-Mail System Upgrade	-	-	150,000	-
Clerk Website Upgrade	-	-	123,215	70,000
<b>Total</b>	<b>\$ 1,236,653</b>	<b>\$ 110,258</b>	<b>\$ 1,868,200</b>	<b>\$ 963,000</b>

<b><u>Court Fines (10%) Trust Fund</u></b>				
E-Filing & Redaction for Courts	\$ 1,963,112	\$ -	\$ -	\$ -
Court Records Conversion	-	363,541	-	-
Court Records Conversion Carryover	-	-	298,568	-
<b>Total</b>	<b>\$ 1,963,112</b>	<b>\$ 363,541</b>	<b>\$ 298,568</b>	<b>\$ -</b>

<b><u>Court Technology Trust Fund</u></b>				
Court System Expansion	\$ -	\$ -	\$ -	\$ 121,300
<b>Total</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 121,300</b>

	<u>FY 14 Actuals</u>	<u>FY 15 Actuals</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
<b><u>Total By Funding Source</u></b>				
Public Records Modernization TF	\$ 1,236,653	\$ 110,258	\$ 1,868,200	\$ 963,000
Court Technology Trust Fund	\$ -	\$ -	\$ -	\$ 121,300
Court Fines (10%)	1,963,112	363,541	298,568	-
Board Funding	167,775	-	-	100,000
<b>Total</b>	<b>\$ 3,367,540</b>	<b>\$ 473,799</b>	<b>\$ 2,166,768</b>	<b>\$ 1,184,300</b>

# COMPENSATION STRUCTURE

## Salary Schedules

Below is the Classified Employee Pay Plan for FY 2015 - FY 2017. For the FY 2017 budget year, eighty-seven percent of the positions in the Clerk's Office are Classified and follow the Classified Employee Pay Plan below. Thirteen percent are unclassified management positions (Department Directors, Chief Deputies, Legal Counsel, and certain professional positions in Information Technology and Finance).

Pay Grade	FY 2015		FY 2016		FY 2017	
	Minimum	Maximum	Minimum	Maximum	Minimum	Maximum
ZE	\$ 24,887	\$ 39,504	\$ 25,376	\$ 40,290	\$ 25,376	\$ 40,290
ZF	\$ 26,221	\$ 41,613	\$ 26,749	\$ 42,453	\$ 26,749	\$ 42,453
ZG	\$ 27,857	\$ 44,154	\$ 28,413	\$ 45,053	\$ 28,413	\$ 45,053
ZH	\$ 29,623	\$ 47,060	\$ 30,222	\$ 48,006	\$ 30,222	\$ 48,006
ZI	\$ 31,302	\$ 49,708	\$ 31,928	\$ 50,710	\$ 31,928	\$ 50,710
ZJ	\$ 33,261	\$ 52,851	\$ 33,925	\$ 53,914	\$ 33,925	\$ 53,914
ZK	\$ 35,457	\$ 56,274	\$ 36,171	\$ 57,387	\$ 36,171	\$ 57,387
ZL	\$ 37,911	\$ 60,193	\$ 38,688	\$ 61,402	\$ 38,688	\$ 61,402
ZM	\$ 40,301	\$ 64,002	\$ 41,122	\$ 65,291	\$ 41,122	\$ 65,291
ZN	\$ 42,927	\$ 68,158	\$ 43,784	\$ 69,534	\$ 43,784	\$ 69,534
ZO	\$ 45,855	\$ 72,786	\$ 46,779	\$ 74,235	\$ 46,779	\$ 74,235
ZP	\$ 48,485	\$ 76,938	\$ 49,462	\$ 78,478	\$ 49,462	\$ 78,478
ZQ	\$ 52,005	\$ 82,597	\$ 53,061	\$ 84,240	\$ 53,061	\$ 84,240
ZR	\$ 56,015	\$ 88,948	\$ 57,138	\$ 90,750	\$ 57,138	\$ 90,750
ZS	\$ 60,093	\$ 95,409	\$ 61,298	\$ 97,323	\$ 61,298	\$ 97,323
ZT	\$ 64,237	\$ 101,960	\$ 65,520	\$ 104,000	\$ 65,520	\$ 104,000
ZU	\$ 68,738	\$ 109,090	\$ 70,117	\$ 111,259	\$ 70,117	\$ 111,259
ZV	\$ 73,261	\$ 116,287	\$ 74,714	\$ 118,622	\$ 74,714	\$ 118,622
ZW	\$ 78,208	\$ 124,175	\$ 79,768	\$ 126,651	\$ 79,768	\$ 126,651
ZX	\$ 83,934	\$ 133,243	\$ 85,613	\$ 135,907	\$ 85,613	\$ 135,907
ZY	\$ 89,839	\$ 142,624	\$ 91,624	\$ 145,475	\$ 91,624	\$ 145,475

### Sample Job Classes in Each Pay Grade

ZE	Office Assistant
ZG	Office Assistant II, Court Clerk I
ZH	Accounting Clerk II
ZI	Office Assistant III, Court Clerk II
ZJ	Accounting Clerk III
ZK	Office Assistant IV, Court Clerk III
ZL	Accounting Technician
ZM	Accountant I, Supervisor, Court Team Supervisor
ZN	Paralegal Specialist
ZO	Accountant II, Manager, Functional Support Analyst I
ZP	Internal Auditor II
ZQ	Functional Support Analyst II
ZS	Accountant III, Software Specialist II, Systems Analyst, Senior Internal Auditor

# COMPENSATION STRUCTURE

## Florida Retirement System

Since the Clerk of the Circuit Court is a County Constitutional Officer, employees are mandatory members of the Florida Retirement System (FRS). The FRS provides two pension plans for members: a traditional pension plan that provides a lifetime monthly benefit upon retirement based on years of service and annual pay and an investment plan that allows contributions to accumulate tax deferred until retirement. From a budget perspective which plan the employee chooses makes no difference because the contribution rate is the same. However, several different classifications in the system that do affect the contribution rate. The Clerk's Office has employees enrolled in four of these classifications: Regular Class (most employees), Senior Management (Chief Deputies & Legal Counsel), Elected Officer (the Clerk), DROP participants (Deferred Retirement Option Program). Until July 1, 2011 the FRS was funded entirely by Employer contributions, but after that date, employees contribute 3 percent of their salary to the system. Below is a comparison of Employer Contribution Rates ONLY from FY 2014 through FY 2017.

<u>FRS Class</u>	<u>FY 2014 Rate</u>	<u>FY 2015 Rate</u>	<u>FY 2016 Rate</u>	<u>FY 2017 Rate</u>
Regular	6.95%	7.37%	7.26%	7.52%
Senior Management	18.31%	21.14%	21.43%	21.77%
Elected Official	33.03%	43.24%	42.27%	42.47%
DROP	12.84%	12.28%	12.88%	12.99%

## Employee Group Health Insurance

The Clerk of the Circuit Court participates in Hillsborough County's employee group health insurance plan. The County has three different plans for employees - EPO Open Access (no deductible), Coverage First (low deductible) and High Deductible. The Clerk contributes the same amount per month for each enrollee, regardless of plan selection but the employee's contribution differs based on selection. There are four tiers for each plan based on the number of family members each employee is insuring: Employee Only, Employee Plus Spouse, Employee Plus Children, and Employee Plus Family. The different tiers do impact the Clerk's contribution and the monthly employer rates from FY 2014 through FY 2017 are listed below.

<u>Rate Tier</u>	<u>FY 2014 Rate</u>	<u>FY 2015 Rate</u>	<u>FY 2016 Rate</u>	<u>FY 2017 Rate</u>
Employee Only	\$ 360	\$ 360	\$ 414	\$ 559
Employee Plus Spouse	\$ 720	\$ 720	\$ 828	\$ 1,118
Employee Plus Children	\$ 720	\$ 720	\$ 828	\$ 1,118
Employee Plus Family	\$ 1,080	\$ 1,080	\$ 1,242	\$ 1,677

## MAJOR WORKLOAD DRIVERS

The Clerk of the Circuit Court has three main duties under the State Constitution and the Hillsborough County Charter. As Clerk to the BOCC and County Comptroller, the Clerk maintains the minutes and records of all actions of the BOCC and VAB, as well as being the Chief Financial Officer for the County. As County Recorder, the Clerk maintains the Official Records of the County including all Real Property Records and Marriage Licenses. As the Clerk of the Court, the Clerk receives all new case filings and pleadings, maintains the case progress docket, collects and disburses all court related fees and fines and maintains the Official Court records. The drivers below are not the only measures for each of the major functions, but they are the most indicative of the workload in each area.

	<u>FY 2014 Actual</u>	<u>FY 2015 Actual</u>	<u>FY 2016 Estimate</u>	<u>FY 2017 Estimate</u>
<b><u>Clerk to BOCC/Comptroller</u></b>				
Number of Invoices	170,760	167,740	167,740	167,740
Number of Paychecks	152,902	160,001	165,787	161,000
VAB Petitions	2,282	2,156	2,510	2,510
BOCC Agenda Items	3,385	3,786	4,000	4,000
<b><u>County Recorder</u></b>				
Documents Recorded	437,348	508,429	558,661	585,344
Marriage Licenses Issued	9,440	10,828	8,073	8,431
Passports Issued	8,040	9,795	2,838	2,955
<b><u>Clerk of the Court</u></b>				
New Civil Cases	74,896	77,022	81,314	81,314
New Criminal & Civil Traffic Cases	263,637	243,795	256,000	256,000
Jurors Summoned	104,227	107,495	111,258	111,258
Reopens	21,470	25,023	26,275	26,275
Notices Of Appeal	1,280	1,461	1,680	1,680



# VALUE ADJUSTMENT BOARD

**MISSION:** Receive and hold hearings for petitions filed by taxpayers concerning property value assessments, classification, homestead exemptions, and other disputes of exemptions from ad valorem taxes. Report to the Value Adjustment Board and the Department of Revenue.

**KEY OBJECTIVES:**

1. Accept petitions from taxpayers who wish to appeal property assessments and exception denials by the 25th day from the mailing of TRIM notices.
2. Schedule and begin hearings no later than 60 days following the mailing of TRIM notices; mail notice of hearings at least 30 days prior to hearings; reschedule on demand if requested at least 5 days prior to hearing.
3. Assist special magistrates in the hearings; accept evidence and scan into VAB program; record hearings and convert to mp3 and attach to online VAB program. Some evidence issues require rescheduling.
4. Track every property that is remanded or postponed to Property Appraiser; specific time limits apply; copies must be sent to petitioners; reschedule each to new hearing date for conclusion.
5. Track all portability petitions; mail cross-county petitions to counties from which a petitioner moved; must wait until other county's hearing decision is received before scheduling a hearing in Hillsborough.
6. Track all requests to hold hearings in the petitioners' absence ("no show" hearings). Otherwise, all nonappearances will result in a automatic denial of the petition.
7. Audit all special magistrate recommended findings of fact and conclusions of law for each property considered in hearings and mail to petitioner and Property Appraiser timely (before final VAB meeting).
8. Balance each VAB tax year and compile values and statistics for Department of Revenue.
9. Let petitioners know when the final VAB hearing will be held.
10. Report to the Value Adjustment Board at least four times each year to hire special magistrates, review DOR rules, approve internal operating procedures, extend tax rolls, approve magistrate hearing recommendations, and certify tax rolls.
11. Advertise and report loss in taxes due to VAB action to the Florida Department of Revenue as mandated by statute.
12. Within 20 days of the final VAB meeting, mail final hearing decisions to all petitioners who had a hearing before a special magistrate.
13. Hold orientation meetings after special magistrates are hired and before hearings begin.
14. Advertise and assist the VAB in hiring special magistrates each year.
15. Advertise and assist in hiring of VAB attorney each year.
16. Assist in yearly VAB member appointment process.

<b>SERVICES/MEASURES:</b>	<b>Key Obj Num</b>	<b>Actuals FY 14</b>	<b>Actuals FY 15</b>	<b>Projected FY 16</b>	<b>Projected FY 17</b>
<b>Workload/Demand:</b>					
# of petitions filed	1,16	2,282	2156	2510	2510
# of properties reflected on petitions	1,16	2284	2382	3000	3000
# of hearings scheduled 1 <sup>st</sup> time	2,16	1766	1998	2310	2310
# of hearings rescheduled	2,4,5, 16	1,602	1159	2000	2000
# of hearings held	3-8,11- 14,16	517	538	660	660
<b>Efficiency:</b>					
# of petitions filed per FTE	1	761	719	837	837
# of properties reflected on petitions per FTE	1	762	794	1000	1000
# of petitions scheduled per FTE	2	1766	666	770	770
# of hearings rescheduled per FTE	2	1,602	386	667	667
# of hearings held per FTE	3	258	179	220	220
# of hearing rooms scheduled per week	2-6	6	6	6	6

(Continued)

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## VALUE ADJUSTMENT BOARD

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SERVICES/MEASURES:	Key Obj Num	Actuals FY 14	Actuals FY 15	Projected FY 16	Projected FY 17
<b><i>Effectiveness:</i></b>					
% of notices mailed 30 days prior to hearing	2	100%	100%	100%	100%
hearings begun no later than sixty (60) days from TRIM	2	Yes	Yes	Yes	Yes
% of hearings completed by March	3	100%	99%	95%	95%
% of special magistrate recommended decisions audited by staff and mailed to petitioners in timely manner throughout the hearing process and before the final VAB meeting, as required by DOR	7	100%	100%	100%	100%
month in which total staff & special magistrate VAB process is completed and balanced	8,9	June 15	May 15	June 15	June 15
month in which VAB final meeting to approve magistrate recommendations and certify tax rolls is scheduled	10	June 15	May 15	June 15	June 15
% of final decisions mailed within 20 days of final VAB meeting & reported to DOR as mandated	11,12	100%	100%	100%	100%
Timely advertisements, hiring of magistrates and attorney, and orientation meetings, as mandated by DOR & Florida Statutes	13,14, 15,16	Yes	Yes	Yes	Yes

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## VALUE ADJUSTMENT BOARD

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<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Personal Services	\$ 199,614	\$ 207,825	\$ 299,554	\$ 318,934
Operating Expenditures	137,526	174,989	339,161	339,161
MIS Allocation	56,787	50,830	55,629	57,952
<b>Total</b>	<b>\$ 393,928</b>	<b>\$ 433,644</b>	<b>\$ 694,344</b>	<b>\$ 716,047</b>

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Board Funding	\$ 393,928	\$ 433,644	\$ 694,344	\$ 716,047
<b>Total</b>	<b>\$ 393,928</b>	<b>\$ 433,644</b>	<b>\$ 694,344</b>	<b>\$ 716,047</b>

<u>Positions</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Board Funding	5	5	5	5
<b>Total</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>5</b>

All of the operational expenditures for Value Adjustment Board are budgeted in Board Funding. In addition, their MIS allocation is shown here rather than included in the Clerk to the Board allocation account.

The FY 2016 and FY 2017 budgets reflect continuation funding.

# COUNTY AUDIT

**MISSION:** The mission of the County Audit Department is to serve the citizens and taxpayers of the County.

County Audit is an independent, objective, assurance and consulting activity designed to add value and improve the Clerk of Circuit Court's and the Board of County Commissioners' organizations. County Audit helps the organizations accomplish their objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control, and governance processes.

**KEY OBJECTIVES:**

1. Conduct audits, special projects, and investigations.
2. Present in-house internal fraud, risk, and control training sessions upon request.
3. Provide management assistance and assurance activities upon request.
4. Perform follow-up activities within 60 days of the client's implementation of its corrective action plan.

<b>SERVICES/MEASURES:</b>	<b>Key Obj Num</b>	<b>Actual FY 14</b>	<b>Actual FY 15</b>	<b>Projected FY 16</b>	<b>Planned FY 17</b>
<b>Workload/Demand:</b>					
# of audit, special project, and investigation reports issued	1	19	27	24	24
# of in-house training sessions presented	2	1	9	20	4
# of management assistance and assurance letters issued	3	4	11	5	5
<b>Efficiency:</b>					
# of audit, special project, and investigation reports issued per FTE	1	1.9	3.2	3.7	2.7
# of in-house training sessions presented per FTE	2	.1	1.1	2.8	.4
# of management assistance and assurance letters issued per FTE	3	.4	1.3	.7	.6
Total Efficiency Per FTE:		2.4	5.6	7.2	3.7
<b>Effectiveness:</b>					
% of audits, special projects, investigations, in-house training sessions, management assistance projects, and assurance projects listed on the Clerk approved Audit Work Plan that were completed within 10% of the budgeted hours scheduled.	1, 2	75%	78.3%	75%	75%
% of follow-up activities performed within 60 days of the client's implementation of its correction action plan.	4	100%	100%	100%	100%

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## COUNTY AUDIT

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<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Personal Services	\$ 900,874	\$ 841,203	\$ 898,035	\$ 829,664
Operating Expenditures	50,106	34,097	44,750	76,000
Capital Equipment	-	-	-	-
<b>Total</b>	<b>\$ 950,980</b>	<b>\$ 875,300</b>	<b>\$ 942,785</b>	<b>\$ 905,664</b>

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Board Funding	\$ 950,980	\$ 875,300	\$ 942,785	\$ 905,664
<b>Total</b>	<b>\$ 950,980</b>	<b>\$ 875,300</b>	<b>\$ 942,785</b>	<b>\$ 905,664</b>

<u>Positions</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Board Funding	10	10	9	9
<b>Total</b>	<b>10</b>	<b>10</b>	<b>9</b>	<b>9</b>

All of the operational expenditures for County Audit are budgeted in Board Funding.

One Internal Auditor position was eliminated in FY 2016.

# PAYROLL

**MISSION: Provide payroll services for the Clerk of the Circuit Court as well as BOCC employees.**

**KEY OBJECTIVES:**

1. Produce accurate and timely payroll payments each two weeks for employees of agencies covered under the payroll system.
2. Audit the appropriateness of payments to these employees.
3. Distribute moneys deducted from employees to all appropriate vendors within two days of the pay day.
4. Manage back up documentation for historical records

<b>SERVICES/MEASURES:</b>	<b>Key Obj Num</b>	<b>Actual FY 14</b>	<b>Actual FY 15</b>	<b>Projected FY 16</b>	<b>Projected FY 17</b>
<b><i>Workload/Demand:</i></b>					
# of checks issued	1	152,902	160,001	165,787	161,000
# of employees per pay cycle	1,2	5,881	6,154	6,140	6,130
# of deduction payments reconciled and paid	3	1,200	1,200	1,200	1,200
<b><i>Efficiency:</i></b>					
# of payroll checks per FTE (average)	1	15,290	16,000	16,578	16,100
# of payroll deduction payments made per FTE	3	110	110	110	110
# of back up documents scanned and indexed within each 2 weeks	4	350	350	350	350
<b><i>Effectiveness:</i></b>					
% of payments for deductions made within two days of payday	3	100%	100%	100%	100%
% of rewrite checks to generated checks (combined)	1	0.01%	0.01%	0.01%	0.01%
Clerk	1	0.008%	0.008%	0.008%	0.008%
BOCC	1	0.01%	0.01%	0.01%	0.01%
% of documents scanned and indexed within 2 week cycle	4	100%	100%	100%	100%
% of insurance deductions reconciled by 5 <sup>th</sup> of following month	2,3	100%	100%	100%	100%
% of time bank reconciliation done by end of month	2	100%	100%	100%	100%
% of time G/L subsidiaries balanced each 2 weeks	2	100%	100%	100%	100%
% of time G/L interfaces balanced/reconciled by pay day	1,2	100%	100%	100%	100%

## PAYROLL

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Personal Services	\$ 722,247	\$ 740,721	\$ 763,604	\$ 761,382
Operating Expenditures	16,223	10,637	28,130	28,130
Capital Equipment	-	-	-	-
<b>Total</b>	<b>\$ 738,470</b>	<b>\$ 751,358</b>	<b>\$ 791,734</b>	<b>\$ 789,512</b>

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Board Funding	\$ 738,470	\$ 751,358	\$ 791,734	\$ 789,512
<b>Total</b>	<b>\$ 738,470</b>	<b>\$ 751,358</b>	<b>\$ 791,734</b>	<b>\$ 789,512</b>

<u>Positions</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Board Funding	12	11	11	10
<b>Total</b>	<b>12</b>	<b>11</b>	<b>11</b>	<b>10</b>

All of the operational expenditures for Payroll are budgeted in Board Funding.

Due to changes in workflow related to the new Enterprise Resource Planning (ERP) system, a position was transferred to County Finance in the FY 2015 budget. The FY 2016 and FY 2017 budgets reflect continuation funding. An additional position was transferred to County Finance in the FY 2017 budget.

## COUNTY FINANCE

**MISSION:** Perform financial functions supporting the Clerk of Circuit Court’s role as accountant and treasurer for the Board of County Commissioners (BOCC) and chief financial officer of Hillsborough County. Financial functions include preparation of countywide, enterprise, and other financial reports, coordination of the annual audit by the County’s independent auditors, maintenance and retention of financial records, banking, cash management and investment of County funds, issuance and management of County debt, monitoring grants, auditing the County’s budget and budget amendments, and receipt and disbursement of County funds of the BOCC and other agencies in compliance with Generally Accepted Accounting Principles (GAAP), federal, state, and County laws and regulations, County policies and contractual obligations.

**KEY OBJECTIVES:**

1. Issue County's Comprehensive Annual Financial Report (CAFR), Single Audit, Water Resource and Solid Waste Enterprise Fund Financial Reports, the Annual Local Government Financial Report to state of Florida, Financial Summary Report, and other reports by statutory or other due dates.
2. Ensure that Hillsborough County financial statements are prepared using generally accepted accounting principles and are audited annually in accordance with Florida Statutes.
3. Record capital asset additions, disposals, contributions and transfers in a timely and accurate manner. Inventory all tagged property (equipment and vehicles) on a 12-month cycle.
4. Audit BOCC budget and budget amendments for compliance with Florida Statutes, ordinances, bond covenants, grant contracts, interlocal agreements, and other requirements on a timely basis.
5. Manage County cash and investments while fulfilling fiduciary responsibilities for safety of principal, liquidity to meet cash needs, and optimization of earnings.
6. Monitor financial aspects of grants.
7. Timely review and processing of all accounting documents including revenues and expenditures.
8. Reconcile ledger balances within 30 days of month-end to maintain integrity of accounting entries, systems and financial reports.
9. Debt Management: (a) Identify, analyze and develop new financings to fund infrastructure and capital requirements approved by the BOCC at the lowest cost and highest possible credit ratings; (b) maximize interest cost savings by refinancing outstanding debt as indicated by financial and/or legal changes; and (c) administer outstanding debt to maintain general credit ratings of at least Aa2/AA/AA.
10. Monitor debt service requirements and compliance with bond covenants and initiate all principal and interest payments in a timely manner.
11. Research, compile, and submit financial information to ensure 100% compliance with municipal securities market disclosure requirements.

SERVICES/MEASURES:	Key Obj Num	Actual FY 14	Actual FY 15	Projected FY 16	Projected FY 17
<b>Treasury:</b>					
<i>Workload/Demand:</i>					
book value of portfolio (beginning of year – in millions)	5	\$1,718	\$1,634	\$1,710	\$1,750
# of new securities transactions processed	5	115	132	135	140
<i>Efficiency:</i>					
# of transactions per FTE	5	115	128	130	135
<i>Effectiveness:</i>					
monthly investment reports distributed timely	5	Yes	Yes	Yes	Yes
safe, liquid and diversified investment portfolio	5	Yes	Yes	Yes	Yes

(Continued)



## COUNTY FINANCE

SERVICES/MEASURES:	Key Obj Num	Actual FY 14	Actual FY 15	Projected FY 16	Projected FY 17
<b>Financial Reporting:</b>					
<i>Workload/Demand:</i>					
# of major annual financial reports produced – countywide	1	3	3	3	3
# of federal and state grant programs or projects monitored	6	176	178	180	180
# of audited financial reports prepared – enterprise fund	1	2	2	2	2
# of quarterly financial reports prepared – enterprise fund	1	6	6	6	6
total enterprise fund annual debt service (in millions)	1	31	34	23	23
# of bond issues outstanding – enterprise fund	1	4	4	3	4
value of outstanding bonds (in millions) – enterprise fund	1	\$321	\$321	\$301	\$292
total enterprise funds assets (in millions)	1	\$1,830	\$1,869	\$1,969	\$1,969
total enterprise funds liabilities (in millions)	1	\$430	\$403	\$400	\$428
<i>Efficiency:</i>					
net grant expenditures monitored per FTE (in millions)	6	\$103	\$102	\$107	\$112
<i>Effectiveness:</i>					
obtain Certificate for Achievement for Excellence in Financial Reporting (CAFR)	1	Yes	Yes	Yes	Yes
obtain award for Outstanding Achievement in Popular Annual Financial Reporting (Financial Summary Report)	1	Yes	Yes	Yes	Yes
receive unmodified audit opinion from County's CPA on:					
CAFR	2	Yes	Yes	Yes	Yes
Single Audit document	2	Yes	Yes	Yes	Yes
Water and Wastewater System Enterprise Fund	2	Yes	Yes	Yes	Yes
Solid Waste Resource Recovery Enterprise Fund	2	Yes	Yes	Yes	Yes
financial reports distributed timely	1	Yes	Yes	Yes	Yes
met rate covenant test for enterprise funds	1	Yes	Yes	Yes	Yes
<b>Bond Disclosure and Compliance:</b>					
<i>Workload/Demand:</i>					
# of bond issues outstanding	10	21	19	18	19
value of bonds outstanding (in millions)	10	\$810	\$821	\$926	\$888
value of commercial paper outstanding (in millions)	10	\$120	\$65	\$65	\$65
total debt service payments (in millions)	10	\$88	\$86	\$76	\$82
# of debt service payments	10	24	24	24	24
# of escrowed bond issues outstanding	10	2	5	4	4
# of arbitrage rebate reports prepared	10	21	19	18	18
# of new and refunding bonds issued	10	0	1	0	0
# of commercial paper notes, new issues & rollovers	10	38	45	45	45
# of bond covenant tests prepared	10	21	21	21	21
<i>Efficiency:</i>					
# of FTEs	10	1	1	1	1
<i>Effectiveness:</i>					
% of debt payments recorded accurately and timely	10	100%	100%	100%	100%

(Continued)

## COUNTY FINANCE

SERVICES/MEASURES:	Key Obj Num	Actual FY 14	Actual FY 15	Projected FY 16	Projected FY 17
<b>Management Support:</b>					
<i>Workload/Demand:</i>					
# of BOCC budget amendment agenda items reviewed	4	242	222	240	240
# of line items adjusted via budget amendment	4	5,824	4,698	4,700	4,700
# of review comments on County Administrator's Recommended Budget	4	111	216	220	220
# of account codes created in the financial accounting system	4	559	790	800	800
total value of all County assets controlled excluding infrastructure (in millions)	3	\$2,265	\$3,930	\$4,000	\$4,000
capital acquisitions recorded in the asset records during the fiscal year (in millions):	3	\$180	\$105	\$150	\$150
completed CIP projects transferred to depreciable assets (in millions)	3	\$65	\$360	\$200	\$200
capital asset disposals (in millions)	3	\$20	\$10	\$10	\$15
total assets inventoried (in millions)	3	\$410	\$415	\$420	\$425
<i>Efficiency:</i>					
# of Budget Section FTEs	4	2	2	2	2
# of budget amendment line items adjusted per FTE	4	2,912	2,349	2,350	2,350
# of financial system account codes created per FTE	4	280	395	400	400
# of Capital Assets Recording FTEs	3	2	2	2	2
total assets recorded, disposed, reconciled (in millions) per FTE	3	\$265	\$265	\$275	\$280
# of Capital Assets Inventory FTEs	3	2	2	2	2
total assets inventoried (in millions) per FTE	3	\$205	\$252	\$260	\$265
<i>Effectiveness:</i>					
% of approved budget amendment line items entered timely in financial system	4	100%	100%	100%	100%
% of account codes created within 1 day of request date	4	100%	100%	100%	100%
% of asset transactions recorded/reconciled by end of fiscal year	3	100%	100%	100%	100%
<b>Bond:</b>					
<i>Workload/Demand:</i>					
# of new financings, CP rollovers, and refundings completed	9	40	40	40	40
rating agency reviews and updates	9	55	55	55	55
prepared secondary market disclosure report	11	1	1	1	1
<i>Efficiency:</i>					
cost of bond management per debt obligation (Personnel)	9	\$5,159	\$5,159	\$4,711	\$4,711

(Continued)

## COUNTY FINANCE

SERVICES/MEASURES:	Key Obj Num	Actual FY 14	Actual FY 15	Projected FY 16	Projected FY 17
<b>Bond (continued):</b>					
<i>Effectiveness:</i>					
% of debt financings/refinancings that maximize interest cost savings	9	100%	100%	100%	100%
% of debt refinancing opportunities completed	9	100%	100%	100%	100%
bond issuance costs as a % of par amount issued (Goal: <2%)	9	1.25%	1.25%	1.25%	1.25%
# of credit ratings reduced for technical reasons (Goal: 0)	9	0	0	0	0
% of bonds issued that are in compliance with structuring guidelines of debt policies	9	100%	100%	100%	100%
true interest cost of debt outstanding as a % of Bond Buyer Index (Goal: < or = to 105%)	9	80-95%	80-95%	80-95%	80-95%
County general bond rating at end of fiscal year	9	Aaa/AAA/AAA	Aaa/AAA/AAA	Aaa/AAA/AAA	Aaa/AAA/AAA
% of timely completion of secondary market disclosure reports	11	100%	100%	100%	100%
<b>Payables:</b>					
<i>Workload/Demand:</i>					
total # of invoices processed	7	170,760	167,740	167,740	167,740
electronic invoice packets	7	124,430	142,260	142,260	142,260
paper invoice packets (scanned)	7	46,330	23,630	23,630	23,630
p-card invoices (included in total # of invoices)	7	31,020	33,640	33,640	33,640
utility invoices (included in total # of invoices)	7	48,810	50,900	50,900	50,900
# of invoices/county agencies (included in total # of invoices)	7	10,890	9,460	9,460	9,460
# of account corrections (included in total # of invoices)	7	2,370	2,220	2,220	2,220
# of journal entries	7	70	58	58	58
total # of disbursements	7	45,210	44,230	44,230	44,230
Checks	7	33,870	31,850	31,850	31,850
ACH/Direct Deposit	7	10,820	11,800	11,800	11,800
EFT	7	400	490	490	490
E-Payables	7	120	90	90	90
# of direct deposit applications processed	7	240	170	170	170
# of financial reports/schedules prepared	7	22	23	23	23
# of special handling payment requests processed	7	820	720	720	720
# of other checks (payroll, poll workers, revenue) distributed	7	6,250	5,680	5,680	5,680
# of county agencies served	7	18	13	13	13
<i>Efficiency:</i>					
# of FTEs	7	24	24	24	24
# of invoices processed per FTE	7	7,120	6,990	6,990	6,990
personnel cost per invoice	7	7.33	7.93	7.93	7.93
<i>Effectiveness:</i>					
% of invoices paid/released within 10 days of receipt	7	99%	99%	99%	99%
% of payments returned for errors	7	<1%	<1%	<1%	<1%
% of financial reports/schedules prepared by agenda deadline	7	100%	100%	100%	100%

(continued)

## COUNTY FINANCE

SERVICES/MEASURES:	Key Obj Num	Actual FY 14	Actual FY 15	Projected FY 16	Projected FY 17
<b>Receivables:</b>					
<i>Workload/Demand:</i>					
# of cash collection sites monitored (includes county agencies)	7	102	103	103	103
# of journal documents processed (includes county agencies)	7	16,144	17,457	17,806	18,162
# of receipts issued	7	5,742	7,039	7,180	7,323
# of financial documents prepared (total)	8	1,938	1,997	2,036	2,077
financial reports/schedules	8	258	232	232	232
reconciliation reports (bank, AR & escrow)	8	1,121	987	987	987
AR invoices	8	559	778	817	858
# of payment requests audited/prepared	8	1,005	1,020	1,030	1,041
# of cash collection sites monitored - county agencies	7	11	11	11	11
# of documents processed - county agencies	7	1,297	1,138	1,195	1,255
<i>Efficiency:</i>					
# of documents processed per FTE	7	4,036	4,364	4,452	4,541
personnel costs per document	7	\$17.40	\$16.90	\$17.23	\$17.57
funds receipted (in millions)	7	\$2,040	\$2,186	\$2,230	\$2,274
personnel costs per receipt issued	7	\$6.12	\$5.24	\$5.34	\$5.45
# of financial documents prepared per FTE	8	646	666	679	692
personnel costs per financial document prepared	8	\$108.74	\$110.79	\$113.02	\$115.23
personnel costs per payment request audited/prepared per FTE	8	\$34.95	\$36.15	\$37.23	\$38.33
# of recon errors/irregularities identified/corrected	8	2,681	2,225	2,203	2,181
<i>Effectiveness:</i>					
% of documents audited and posted within 2 business days	7	95%	97%	98%	98%
% of financial documents completed within 30 days of period end	8	98%	90%	100%	100%
% of escrow payments audited/prepared within 2 days	8	100%	90%	95%	95%
% of AR invoices processed within 2 days	8	100%	100%	100%	100%

## COUNTY FINANCE

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Personal Services	\$ 3,474,743	\$ 3,556,475	\$ 3,882,847	\$ 4,206,262
Operating Expenditures	440,399	340,426	415,541	415,041
Capital Equipment	-	-	-	-
<b>Total</b>	<b>\$ 3,915,143</b>	<b>\$ 3,896,901</b>	<b>\$ 4,298,388</b>	<b>\$ 4,621,303</b>

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Board Funding	\$ 3,915,143	\$ 3,896,901	\$ 4,298,388	\$ 4,621,303
<b>Total</b>	<b>\$ 3,915,143</b>	<b>\$ 3,896,901</b>	<b>\$ 4,298,388</b>	<b>\$ 4,621,303</b>

<u>Positions</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Board Funding	53	54	54	55
<b>Total</b>	<b>53</b>	<b>54</b>	<b>54</b>	<b>55</b>

All of the operational expenditures for County Finance are budgeted in Board Funding.

Due to changes in workflow related to the new Enterprise Resource Planning (ERP) system, a position was transferred from Payroll in the FY 2015 budget. The FY 2016 and FY 2017 budgets reflect continuation funding. An additional position was transferred from Payroll in the FY 2017 budget.

# BOCC RECORDS

**MISSION: Keep and protect the public records, provide required services, and serve the people of Hillsborough County in a professional, accurate, and efficient manner.**

**KEY OBJECTIVES:**

1. Maintain minutes and records of the BOCC and other committees and councils appointed by the BOCC, process and distribute agenda items within ten days of receipt and produce meeting minutes within 21 days of meeting date.
2. Attend and record zoning meetings; have zoning files available for view by the public; accept oral argument requests; notify parties of record of the BOCC Land Use Meeting dates.
3. Maintain historic lobbyist registrations through the Clerk's internet.
4. Sell monthly bus passes to County employees and make bi-weekly bank deposits.

SERVICES/MEASURES:	Key Obj Num	Actuals FY 14	Actuals FY 15	Projected FY 16	Projected FY 17
<b>Record Keeping for BOCC</b>					
<i>Workload/Demand:</i>					
# of agenda items processed	1	3,385	3786	4,000	4,000
# of meetings attended	1	210	204	220	220
# of BOCC meetings attended	1	91	69	90	90
# of hours in meetings	1	370	386	400	400
<i>Efficiency:</i>					
# of agenda items per FTE	1	1692	1893	2000	2000
# of meetings attended per FTE	1	52	51	55	55
<i>Effectiveness:</i>					
% of agenda items processed within 10 days of receipt	1	100%	100%	100%	100%
% of minutes produced within 21 days	1	96%	87%	98%	98%
% of BOCC minutes produced within 21 days	1	97%	95%	99%	99%
<b>Zoning Process</b>					
<i>Workload/Demand:</i>					
# of applications processed	2	253	284	260	260
# of yearly meetings	2	24	25	27	27
# of party of record notification letter mail-outs	2	1502	712	600	600
# of oral argument requests received	2	143	195	140	140
# of FTE's	2	.25	.25	.25	.25
<i>Effectiveness:</i>					
% of applications processed within 10 days	2	100%	100%	100%	100%
% of evidence from yearly meetings processed and mailed within 24 hours	2	100%	100%	100%	100%
% of party of record notification mail-outs within 20 days of BOCC Land Use Meeting	2	100%	100%	100%	100%
% of oral argument requests copies and set out for pickup by county departments within 24 hours	2	100%	100%	100%	100%
<b>Lobbyist Registration</b>					
<i>Workload/Demand:</i>					
# of registrations processed	3	124	133	25	0
<i>Effectiveness:</i>					
% of registrations posted on the Clerk's internet quarterly	50%	100%	100%	100%	0

**\*\*Pursuant to Ordinance 16-1, effective 4/21/16, County Attorney's Office handles lobbyist registration.  
(Continued)**

## BOCC RECORDS

SERVICES/MEASURES:	Key Obj Num	Actuals FY 14	Actuals FY 15	Projected FY 16	Projected FY 17
<b>BOCC Research</b>					
<i>Workload/Demand:</i>					
# of research requests	1	691	531	1000	1000
# of copies	1	2354	7256	500	500
# of CD's and tapes	1	19	27	100	100
# of e-mails/faxes (per page)	1	288	298	500	500
<i>Effectiveness:</i>					
% of requests processed within 48 hours	1	100%	95%	95%	95%
<b>Bus Pass Sales</b>					
<i>Workload/Demand:</i>					
# of passes sold	4	2768	2568	3280	3280
# of deposits made	4	83	80	100	100

## BOARD RECORDS

<b><u>Type of Expenditure</u></b>	<b><u>FY 14 Actual</u></b>	<b><u>FY 15 Actual</u></b>	<b><u>FY 16 Adopted</u></b>	<b><u>FY 17 Adopted</u></b>
Personal Services	\$ 343,060	\$ 328,479	\$ 349,202	\$ 376,590
Operating Expenditures	11,442	10,481	23,276	17,276
Capital Equipment	3,130	-	-	-
<b>Total</b>	<b>\$ 357,633</b>	<b>\$ 338,960</b>	<b>\$ 372,478</b>	<b>\$ 393,866</b>

<b><u>Funding Source</u></b>	<b><u>FY 14 Actual</u></b>	<b><u>FY 15 Actual</u></b>	<b><u>FY 16 Adopted</u></b>	<b><u>FY 17 Adopted</u></b>
Board Funding	\$ 357,632	\$ 338,960	\$ 372,478	\$ 393,866
<b>Total</b>	<b>\$ 357,632</b>	<b>\$ 338,960</b>	<b>\$ 372,478</b>	<b>\$ 393,866</b>

<b><u>Positions</u></b>	<b><u>FY 14 Actual</u></b>	<b><u>FY 15 Actual</u></b>	<b><u>FY 16 Adopted</u></b>	<b><u>FY 17 Adopted</u></b>
Board Funding	6	6	6	6
<b>Total</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>6</b>

All of the operational expenditures for Board Records are budgeted in Board Funding.

The FY 2016 and FY2017 budgets reflect continuation funding.



## BOARD SERVICES

**MISSION:** Provide professional administrative support to the Board of County Commissioners in a cost effective manner.

**KEY OBJECTIVES:**

1. Provide quality professional administrative and clerical support to the Board of County Commissioners and their Aides.
2. Administer the appointment process for all Boards, Councils, and Commissions.
3. Coordinate the Financial Disclosure Reporting for the BOCC, County Administrator and all Constitutional officers.

SERVICES/MEASURES:	Key Obj Num	Actuals FY 14	Projected FY 15	Projected FY 16	Projected FY 17
<b>Workload/Demand:</b>					
<b>Board of County Commissioners Support:</b>					
# of Regular Board Meetings	1	22	22	22	22
# of Work Shop Meetings	1	18	16	26	20
# of BOCC Master Calendars Prepared/Published	1	52	52	52	52
# of Incoming Mail Items	1	12,694	10,746	10,500	10,500
# of Chairman's Correspondence/Letters	1	42	59	50	50
<b>Boards and Councils:</b>					
# of Boards, Councils, and Commissions	2	50	50	50	50
# of Positions on all Boards, Councils, and Commissions	2	572	598	598	598
# of Applications Processed for Vacancies	2	303	296	300	300
# of Press Releases for Openings	2	6	6	6	6
<b>Coordination of Financial Disclosure Reporting:</b>					
# of individuals with Financial Disclosure Requirements	3	211	211	211	211

## BOARD SERVICES

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Personal Services	\$ 558,603	\$ 454,250	\$ 495,097	\$ 501,820
Operating Expenditures	2,572	4,178	3,297	3,297
Capital Equipment	-	-	-	-
<b>Total</b>	<b>\$ 561,174</b>	<b>\$ 458,428</b>	<b>\$ 498,394</b>	<b>\$ 505,117</b>

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Board Funding	\$ 561,174	\$ 458,428	\$ 498,394	\$ 505,117
<b>Total</b>	<b>\$ 561,174</b>	<b>\$ 458,428</b>	<b>\$ 498,394</b>	<b>\$ 505,117</b>

<u>Positions</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Board Funding	5	5	5	5
<b>Total</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>5</b>

All of the operational expenditures for BOCC Services are budgeted in Board Funding.

The FY 2016 and FY 2017 budgets reflect continuation funding.

# PLANT CITY

**MISSION:** To provide quality, efficient and professional service to all customers. To maintain accurate and timely records in all departments within our branch operations including Traffic, County Criminal, County and Circuit Civil, Family Law, Probate and Recording.

**KEY OBJECTIVES:**

1. Serve the citizens in all areas of Branch operations in a courteous, professional and timely manner within the required time standards.
2. Record documents, issue marriage licenses, passports, and perform marriage ceremonies to comply with Clerk's policy and statutory requirements.
3. Accept and process pleadings for Traffic and County Criminal. Accept and process petitions and pleadings for pro se parties for Family Law/Domestic Violence, County and Circuit Civil, and Probate cases within time standards.
4. Prepare court dockets and provide courtroom clerks for all Plant City Court divisions.
5. Maintain an average wait time for both Courts and Official Records of 15 minutes or less.

<b>SERVICES/MEASURES:</b>	<b>Key Obj Num</b>	<b>Actuals FY 14</b>	<b>Actuals FY 15</b>	<b>Projected FY 16</b>	<b>Projected FY 17</b>
<b><i>Workload/Demand:</i></b>					
# of Marriage License issued	1,2	801	844	900	900
# of Marriage Ceremonies performed	1,2	203	219	250	250
# of Documents recorded	1,2	46,580	30,604	25,000	25,000
# of Passports Issued	1,2	308	391	500	500
# of customers served in Courts	1,3,5	43,272	38,964	40,000	40,000
# of customers served in Official Records	1,5	7,116	7,092	7,115	7,115
<b><i>Efficiency:</i></b>					
# of Marriage License issued per FTE	1,2	400	422	450	450
# of Marriage Ceremonies performed per FTE	1,2	101	110	125	125
# of Documents recorded per FTE	1,2	23,290	15,302	12,500	12,500
# of Passports issued per FTE	1,2	154	196	250	250
# of customers served in Courts per FTE	1,3,5	4,327	3,896	4,000	4,000
# of customers served Official Records per FTE	1,5	3,558	3,546	3,558	3,558
<b><i>Effectiveness:</i></b>					
% of customers waiting 15 minutes or less Courts	1,3,5	96.6%	99%	100%	100%
% of customers waiting 15 minutes or less Official Records	1,5	96.2%	99%	100%	100%

**PLANT CITY**

<b><u>Type of Expenditure</u></b>	<b><u>FY 14 Actual</u></b>	<b><u>FY 15 Actual</u></b>	<b><u>FY 16 Adopted</u></b>	<b><u>FY 17 Adopted</u></b>
Personal Services	\$ 1,610,473	\$ 1,522,231	\$ 1,551,453	\$ 1,234,395
Operating Expenditures	50,056	34,118	72,109	33,298
Capital Equipment	-	-	-	-
<b>Total</b>	<b>\$ 1,660,529</b>	<b>\$ 1,556,349</b>	<b>\$ 1,623,562</b>	<b>\$ 1,267,693</b>

<b><u>Funding Source</u></b>	<b><u>FY 14 Actual</u></b>	<b><u>FY 15 Actual</u></b>	<b><u>FY 16 Adopted</u></b>	<b><u>FY 17 Adopted</u></b>
Board Funding	\$ 16,553	\$ 12,420	\$ 22,909	\$ 16,076
Court Fees Funding	1,501,693	1,401,426	1,439,751	1,093,491
General Government	142,283	142,503	160,902	158,126
<b>Total</b>	<b>\$ 1,660,529</b>	<b>\$ 1,556,349</b>	<b>\$ 1,623,562</b>	<b>\$ 1,267,693</b>

<b><u>Positions</u></b>	<b><u>FY 14 Actual</u></b>	<b><u>FY 15 Actual</u></b>	<b><u>FY 16 Adopted</u></b>	<b><u>FY 17 Adopted</u></b>
Court Fees Funding	30	30	27	19
General Government Funding	2	2	2	2
<b>Total</b>	<b>32</b>	<b>32</b>	<b>29</b>	<b>21</b>

The Plant City location is a full courthouse, so the bulk of the operating budget is funded by court fees. However, since they also perform official records functions, a portion of the operating budget is in general government funding. Finally, in accordance with Chapters 28.35 and 29.008, Florida Statutes, court data processing, facilities and telecommunications expenditures are budgeted in Board Funding.

The FY 2016 budget transferred three positions to other Court departments as part of a reorganization in Courts. Two positions were eliminated in the FY 2017 budget and six positions were transferred to other Court departments.

## BRANDON AND SOUTHSHORE REGIONAL SERVICE CENTERS

**MISSION:** The Regional Service Centers are committed to providing outstanding customer service to the Brandon and Southshore communities. Both locations provide customer support for Official Records and multiple court areas.

**KEY OBJECTIVES:**

1. Maintain an average wait time for both Courts and Official Records of 15 minutes or less.

<b>SERVICES/MEASURES:</b>	<b>Key Obj Num</b>	<b>Actuals FY 14</b>	<b>Actuals FY 15</b>	<b>Projected FY 16</b>	<b>Projected FY 17</b>
<u>Brandon Service Center</u>					
<b>Workload/Demand:</b>					
# of customers served at front counter in Courts	1	53,892	41,700	40,000	40,000
# of customers served at front counter in Official Records	1	19,968	19,440	19,200	19,200
 <b>Efficiency:</b>					
# of customers served at front counter in Courts per FTE	1	6,732	6,950	6,666	6,666
# of customer served at front counter in Official Records per FTE	1	3,996	3,888	3,840	3,840
 <b>Effectiveness:</b>					
% of customers waiting 15 minutes or less	1	100%	85%	100%	100%
 <u>Southshore Service Center</u>					
<b>Workload/Demand:</b>					
# of customers served at front counter in Courts	1	10,524	12,468	14,400	14,400
# of customers served at front counter in Official Records	1	8,256	7,476	7,200	7,200
 <b>Efficiency:</b>					
# of customers served at front counter in Courts per FTE	1	5,262	6,234	7,200	7,200
# of customer served at front counter in Official Records per FTE	1	8,256	7,476	7,200	7,200
 <b>Effectiveness:</b>					
% of customers waiting 15 minutes or less	1	100%	100%	100%	100%

## BRANDON REGIONAL SERVICE CENTER

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Personal Services	\$ 813,131	\$ 854,602	\$ 1,111,293	\$ 945,078
Operating Expenditures	25,623	28,103	67,789	52,474
Capital Equipment	-	-	-	-
<b>Total</b>	<b>\$ 838,754</b>	<b>\$ 882,704</b>	<b>\$ 1,179,082</b>	<b>\$ 997,552</b>

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Board Funding	\$ 8,557	\$ 10,428	\$ 23,110	\$ 18,748
Court Fees Funding	439,613	488,127	595,667	439,573
General Government	390,585	384,149	560,305	539,231
<b>Total</b>	<b>\$ 838,754</b>	<b>\$ 882,704</b>	<b>\$ 1,179,082</b>	<b>\$ 997,552</b>

<u>Positions</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Court Fees Funding	9	9	10	7
General Government Funding	7	7	9	8
<b>Total</b>	<b>16</b>	<b>16</b>	<b>19</b>	<b>15</b>

Since Brandon Regional Service Center performs court operations functions and official records function, the operating budget is divided between court fees funding and general government funding. However, in accordance with Chapters 28.35 and 29.008, Florida Statutes, court data processing, facilities and telecommunications expenditures are budgeted in Board Funding.

Starting with the FY 2016 budget, the Southshore Regional Service Center was combined with the Brandon Regional Service Center department as both Service Centers report to a single Director. The FY 2016 reflects continuation funding. Four positions were eliminated in the FY 2017 budget year - three Court positions and one General Government position.

## SOUTHSHORE

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Personal Services	\$ 246,887	\$ 178,210	\$ -	\$ -
Operating Expenditures	6,278	14,606	-	-
Capital Equipment	-	-	-	-
<b>Total</b>	<b>\$ 253,166</b>	<b>\$ 192,816</b>	<b>\$ -</b>	<b>\$ -</b>

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Board Funding	\$ 2,109	\$ 5,427	\$ -	\$ -
Court Fees Funding	136,036	54,892	-	-
General Government	115,020	132,497	-	-
<b>Total</b>	<b>\$ 253,166</b>	<b>\$ 192,816</b>	<b>\$ -</b>	<b>\$ -</b>

### Positions

Court Fees Funding	2	1	-	-
General Government Funding	2	2	-	-
<b>Total</b>	<b>4</b>	<b>3</b>	<b>0</b>	<b>0</b>

Since SouthShore performs court operations functions and official records function, the operating budget is divided between court fees funding and general government funding. However, in accordance with Chapters 28.35 and 29.008, Florida Statutes, court data processing, facilities and telecommunications expenditures are budgeted in Board Funding.

The FY 2015 budget eliminated one position due to efficiencies gained from the new Odyssey Case Management System. Starting with the FY 2016 budget, the Southshore Regional Service Center was combined with the Brandon Regional Service Center department as both Service Centers report to a single Director.

# OFFICIAL RECORDS

**MISSION:** To effectively record, manage, index and preserve official records for Hillsborough County that result in and become the public record; to issue and manage marriage licenses and forward those recorded licenses to Florida Dept of Vital Statistics; and to administer the Passport application process effectively as the Clerk's agent for the US State Dept. Also, to provide service to the citizens and information of Hillsborough County by information dissemination using telephone, internet and face to face service contacts.

**KEY OBJECTIVES:**

1. To ensure the public record is correct and available to all who wish to access it and to preserve and protect the information needed protected or confidential to the general public.
2. To manage the marriage license process for the public and to ensure that the licenses that are issued are recorded and sent to the State Dept of Vital Statistics effectively.
3. To correctly and effectively process passport applications as an agent of the US State Department.
4. To serve the public in the Records Library by accessing and understanding public records from the 1800s to present and to service those records, on an as needed basis.

<b>SERVICES/MEASURES:</b>	<b>Key Obj Num</b>	<b>Actuals FY 14</b>	<b>Actuals FY 15</b>	<b>Projected FY 16</b>	<b>Projected FY 17</b>
<b><i>Workload/Demand:</i></b>					
# of marriage licenses issued	2	5,925	6,831	7,173	7,531
# of passport applications processed	3	1,964	2,227	2,338	2,455
\$ amount of records library service charges	4	\$240,653	\$245,415	\$257,685	\$270,569
# of total documents recorded	1	437,348	508,249	533,661	560,344
# of documents e-recorded	1	221,633	318,972	334,920	351,666
# of documents recorded in person or by mail	1	215,515	189,207	179,807	170,817
<b><i>Effectiveness:</i></b>					
# of marriage licenses issued per FTE	2	494	569	598	628
# of passport applications processed per FTE	3	157	185	194	205
# of documents recorded per FTE	1	23,018	23,750	28,087,	29,192



## OFFICIAL RECORDS

<b><u>Type of Expenditure</u></b>	<b><u>FY 14 Actual</u></b>	<b><u>FY 15 Actual</u></b>	<b><u>FY 16 Adopted</u></b>	<b><u>FY 17 Adopted</u></b>
Personal Services	\$ 1,894,310	\$ 1,877,876	\$ 2,300,740	\$ 2,386,614
Operating Expenditures	67,210	130,620	195,286	190,986
Capital Equipment	-	-	-	-
<b>Total</b>	<b>\$ 1,961,520</b>	<b>\$ 2,008,496</b>	<b>\$ 2,496,026</b>	<b>\$ 2,577,600</b>

<b><u>Funding Source</u></b>	<b><u>FY 14 Actual</u></b>	<b><u>FY 15 Actual</u></b>	<b><u>FY 16 Adopted</u></b>	<b><u>FY 17 Adopted</u></b>
Board Funding	\$ -	\$ -	\$ 7,000	\$ 7,000
General Government	1,961,520	2,008,496	2,489,026	2,570,600
<b>Total</b>	<b>\$ 1,961,520</b>	<b>\$ 2,008,496</b>	<b>\$ 2,496,026</b>	<b>\$ 2,577,600</b>

### **Positions**

General Government Funding	39	39	39	39
<b>Total</b>	<b>39</b>	<b>39</b>	<b>39</b>	<b>39</b>

Most of the operational expenditures for Official Records are budgeted in General Government. However, in accordance with 29.008, Florida Statutes, facilities and microfilming expenditures are budgeted in Board Funding.

The FY 2016 and FY 2017 budgets reflect continuation funding.

## TAX DEEDS

**MISSION:** The mission of Tax Deeds is to process all tax deed certificates received from the Tax Collectors Office in an efficient manner within the dictates of Florida Law. The procedure of processing a tax certificate can result in either a tax sale & issuance of tax deed or by redemption of property. If property is sold for an amount greater than those owed to cover the taxes and costs of sale, excess proceeds may have to be disbursed. The Tax Deeds Department must perform all the tasks detailed in Chapter 197, Florida Statutes together with complying with the case law and Department of Revenue regulations governing tax deed sales. The tax deed sales process includes a number of steps including the mailing of official notifications, advertising the property for sale, including publishing the correct legal description, and holding the public auction for the sale of the tax deed.

**KEY OBJECTIVES:**

1. Process all Tax Certificates within 60 days from the date of advertised sale.
2. Hold sales on time as advertised with the local newspaper.
3. Distribute Excess Proceeds In accordance with F.S.197.582 and Dept of Revenue rule 12d-13.065

<b>SERVICES/MEASURES:</b>	<b>Key Obj Num</b>	<b>Actuals FY 14</b>	<b>Actuals FY 15</b>	<b>Projected FY 16</b>	<b>Projected FY 17</b>
<b><i>Workload/Demand:</i></b>					
Tax Certificate files processed	1	1135	1490	1372	1509
Sales of Property	2	437	506	528	580
Excess Proceeds	3	728	431	1194	1528
<b><i>Efficiency:</i></b>					
Tax Certificate files per FTE	1	378	496	457	503
Sales of property per FTE	2	145	168	176	193
Excess Proceeds per FTE	3	728	431	1194	1528
<b><i>Effectiveness:</i></b>					
% of Tax Certificate files processed within timeline	1	100%	100%	100%	100%
% of sales held on time	2	100%	100%	100%	100%
Excess Proceeds Distributed	3	33%	57%	60%	60%

## TAX DEEDS

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Personal Services	\$ 343,929	\$ 412,302	\$ 446,293	\$ 468,352
Operating Expenditures	10,250	7,224	14,516	14,817
Capital Equipment	-	-	-	-
<b>Total</b>	<b>\$ 354,180</b>	<b>\$ 419,525</b>	<b>\$ 460,809</b>	<b>\$ 483,169</b>

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
General Government	\$ 354,180	\$ 419,525	\$ 460,809	\$ 483,169
<b>Total</b>	<b>\$ 354,180</b>	<b>\$ 419,525</b>	<b>\$ 460,809</b>	<b>\$ 483,169</b>

<u>Positions</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
General Government Funding	5	6	6	6
<b>Total</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>6</b>

All of the operational expenditures for Tax Deeds are budgeted in General Government Funding.

The FY 2015 budget added one position due to increased volume in the number of tax deed sales. The FY 2016 and FY 2017 budgets reflect continuation funding.

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## CLERK'S ADMINISTRATION

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**MISSION:** To provide the citizens of Hillsborough County and the stakeholders we serve with the core functions of ex officio Clerk to the Board of County Commissioners/Chief Financial Officer, County Recorder, and Clerk of the Circuit and County Courts; and to protect, preserve and maintain the public records and public funds with integrity and accountability. These functions are all mandated by the federal, state, and local government statues and laws. These services will be provided in a professional and efficient manner and at the lowest cost consistent with effective performance.

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**KEY OBJECTIVES:**

1. Deliver outstanding service, be effective and efficient and be a great place to work.
  2. Cultivate a culture of continuous improvement of all processes within the organization.
  3. Review the systems established to ensure compliance with policies, procedures, laws and regulations.
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<b>SERVICES/MEASURES:</b>	<b>Key Obj Num</b>	<b>Actuals FY 14</b>	<b>Actuals FY 15</b>	<b>Projected FY 16</b>	<b>Projected FY 17</b>
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***Workload/Demand:***

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***Efficiency:***

***Effectiveness:***

## CLERK'S ADMINISTRATION

<b><u>Type of Expenditure</u></b>	<b><u>FY 14 Actual</u></b>	<b><u>FY 15 Actual</u></b>	<b><u>FY 16 Adopted</u></b>	<b><u>FY 17 Adopted</u></b>
Personal Services	\$ 1,094,083	\$ 1,195,777	\$ 1,477,274	\$ 1,475,454
Operating Expenditures	154,095	324,439	203,225	200,225
Capital Equipment	-	-	-	-
<b>Total</b>	<b>\$ 1,248,178</b>	<b>\$ 1,520,215</b>	<b>\$ 1,680,499</b>	<b>\$ 1,675,679</b>

<b><u>Funding Source</u></b>	<b><u>FY 14 Actual</u></b>	<b><u>FY 15 Actual</u></b>	<b><u>FY 16 Adopted</u></b>	<b><u>FY 17 Adopted</u></b>
Allocated Departments	\$ 1,150,150	\$ 1,269,699	\$ 1,524,738	\$ 1,530,155
Board Funding	98,028	250,517	51,190	49,500
Court Fees Funding	-	-	-	7,000
Court Fines (10%) Fund	-	-	7,418	-
General Government	-	-	97,153	89,024
<b>Total</b>	<b>\$ 1,248,178</b>	<b>\$ 1,520,215</b>	<b>\$ 1,680,499</b>	<b>\$ 1,675,679</b>

### **Positions**

General Government	0	0	1	1
Allocated Departments	10	9	10	9
<b>Total</b>	<b>10</b>	<b>9</b>	<b>11</b>	<b>10</b>

The Clerk's Administration and Legal Counsel expenditures are budgeted in the Allocated Departments, while Facilities Administration expenditures are budgeted in Board Funding. One administrative position is budgeted in General Government.

Due to changes in workflow related to the new Enterprise Resource Planning (ERP) system, a position was transferred to Employee Relations in the FY 2015 budget. In FY 2016, a new Allocated funding position was created and a General Government position was transferred from Information Technology. One Allocated position was eliminated in the FY 2017 budget.

## HUMAN RESOURCES

<b><u>Type of Expenditure</u></b>	<b><u>FY 14 Actual</u></b>	<b><u>FY 15 Actual</u></b>	<b><u>FY 16 Adopted</u></b>	<b><u>FY 17 Adopted</u></b>
Personal Services	\$ 537,782	\$ 577,011	\$ 630,266	\$ 577,864
Operating Expenditures	43,887	69,342	114,550	113,450
Capital Equipment	-	-	-	-
<b>Total</b>	<b>\$ 581,669</b>	<b>\$ 646,353</b>	<b>\$ 744,816</b>	<b>\$ 691,314</b>

<b><u>Funding Source</u></b>	<b><u>FY 14 Actual</u></b>	<b><u>FY 15 Actual</u></b>	<b><u>FY 16 Adopted</u></b>	<b><u>FY 17 Adopted</u></b>
Allocated Departments	\$ 581,669	\$ 646,353	\$ 744,816	\$ 691,314
<b>Total</b>	<b>\$ 581,669</b>	<b>\$ 646,353</b>	<b>\$ 744,816</b>	<b>\$ 691,314</b>

<b><u>Positions</u></b>	<b><u>FY 14</u></b>	<b><u>FY 15</u></b>	<b><u>FY 16</u></b>	<b><u>FY 17</u></b>
Allocated Departments	7	8	8	7
<b>Total</b>	<b>7</b>	<b>8</b>	<b>8</b>	<b>7</b>

All of the operational expenditures for Human Resources are budgeted in the Allocated Departments. This department was known as Employee Relations until FY 2016 when the name changed to Human Resources.

Due to changes in workflow related to the new Enterprise Resource Planning (ERP) system, a position was transferred from Clerk's Administration in the FY 2015 budget. One position was eliminated in the FY 2017 budget.

## MAIL SERVICES & PURCHASING

**MISSION:** Provide proficient, expedient & reliable mail services to over (250) departments of the Clerk of the Circuit Court, Board of County Commissioners, and other Hillsborough County agencies while remaining compliant with all USPS regulations and the Federal Private Express Statutes. Also, provide a legal, timely and cost effective method of purchasing goods and services under the Clerk of the Circuit Court while maintaining the highest level of professionalism, ethics, and integrity.

**KEY OBJECTIVES:**

1. Efficiently sort and re-deliver all inbound mail received from the USPS and expedited mail services for the CCC, BOCC, and other Hillsborough County agencies on a daily and/or weekly basis.
2. Efficiently process outbound mail, expedited mail and apply postage cost daily.
3. Efficiently pick-up, redeliver, sort, and distribute inter-office and prepaid mail for CCC, BOCC, and other Hillsborough County agencies daily.
4. Efficiently fold, insert, seal and apply postage to various notices and checks (i.e., W-2's, 1099's, court notices, etc.) for CCC, BOCC, and other Hillsborough County agencies.
5. Efficiently monitor the maintenance of all Clerks' vehicles used in our daily courier operations.
6. Manage a centralized purchasing function capable of providing superior service and support for CCC Departments, with a processing goal of completing 95% of all requisitions received within (5) working days, including vendor quotes, P-Card purchases, and Blankets.
7. Ensure responsible and accountable procurement of goods and services. Manage Accounting changes to PO's within a timely manner.
8. Request vendors to be added to or request changes to be made to Oracle (isupplier). Promote goodwill and clear communication with vendors and all those involved in the procurement process.
9. Manage competitive Bids, Requests for Proposals and Requests for Quotations processes.
10. Manage automated purchasing activity and process approximately 2,000 regular, blanket and PCARD purchase orders per year.
11. Review/process proper Clerk's Authorization Request Forms (CARF) within 24 hours of receipt to expedite receiving the goods & services.
12. Manage service calls to vendors for certain office equipment maintenance Blanket PO's within 4 hours (excluding IT equipment).
13. Provide all of the above services in a reliable manner, while providing superior customer service.

<b>SERVICES/MEASURES:</b>	<b>Key Obj Num</b>	<b>Actual FY 14</b>	<b>Actual FY 15</b>	<b>Projected FY 16</b>	<b>Projected FY 17</b>
<b>Workload/Demand:</b>					
# of pieces of USPS mail received & redelivered	1,13	1,079,528	923,081	923,081	923,081
# of pieces of expedited/certified mail tracked	1,2,13	34,699	30,507	31,422	32,364
# of pieces of mail processed or shipped	2,4,13	1,127,887	1,330,464	1,410,290	1,452,598
Postage cost	2,13	\$774,777	\$811,146	\$835,480	\$860,564
# of pieces of inter-office & prepaid mail picked up & delivered	3,13	905,079	811,467	835,801	860,875
# of boxes picked up and delivered	3,13	11,925	9,513	9,798	10,091
# of Notices & Jury Summons	2,4,13	625,892	589,153	606,827	625,031
# of checks & accounting letters	2,4,13	56,634	40,915	42,142	43,406
# of locations serviced	1,3,13	264	228	250	250
# of vehicles managed	5	8	8	8	8
# of requisitions (RQ's) reviewed & processed through Oracle (proj 2% increase)	6,7,10 ,13	1981	1866	1904	1944
# of Bids, Requests for Proposals & Quotations compiled and issued	6,9,13	4	1	2	2
# of isupplier vendors used by Purchasing	8,13	224	229	229	229
# of proper CARFs processed	6,7,11 ,13	202	190	200	200
# of P-Card purchases processed (proj 5% increase)	6,7,10 ,13	132	129	135	142

**(Continued)**

## MAIL SERVICES & PURCHASING

SERVICES/MEASURES:	Key Obj Num	Actual FY 14	Actual FY 15	Projected FY 16	Projected FY 17
<b>Efficiency:</b>					
# of incoming pieces of mail per FTE (8 employees)	1,3,13	119,948	115,385	115,385	115,385
# of outgoing pieces of mail per FTE (3 employees)	1,2,4, 13	375,962	443,488	470,097	484,199
# of pieces of inter-office & prepaid mail per FTE (11 employees)	3,13	75,423	73,770	75,982	78,261
Average # of locations serviced per FTE (8 employees)	1,3,13	30	29	31	31
# of vehicles managed per FTE (2 employees)	5	4	4	4	4
# of requisitions (RQ's) processed per FTE (based on 2 employees, 2% increase)	6,7,10 ,13	991	933	952	972
Average hours required to process each requisition	6,7,10	1.51	1.61	1.58	1.54
Formula = # of hours / by # of RQ's (1500 hrs x 2 FTE = 3000 hrs)	,13				
# of proper CARFs processed within 24 hours of receipt	6,7,11 ,13	166	147	170	170
Reviewed/Approved PCARD expenditures as PCARD Administrator (5 % increase / year)	6,7,10 ,13	289	335	352	370
<b>Effectiveness:</b>					
% of incoming mail delivered	1,3,13	99.9%	99.9%	99.9%	99.9%
% of requisitions completed within 5 working days	6,13	90%	85%	95%	95%
% of office supply requisitions completed within 5 working days	6,13	N/A	98%	95%	95%
Avg # of days to complete a requisition	6,13	N/A	2	2	2
% of successful Bids, Requests for Proposals & Quotations	9,13	100.0%	100%	100%	100%
% of proper CARFs processed within 24 hours of receipt	11,13	82%	77.4%	90%	90%
% of P-Card purchases placed within 5 working days	6,13	95%	81%	95%	95%
Overall rating on the Purchasing Customer Satisfaction Survey (1-5 scale, 5 being the best)	13	4.9	4.8	4.5	4.5



## MAIL SERVICES & PURCHASING

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Personal Services	\$ 673,984	\$ 725,010	\$ 764,363	\$ 640,500
Operating Expenditures	76,429	75,045	98,737	95,995
Capital Equipment	-	55,304	68,926	24,000
<b>Total</b>	<b>\$ 750,413</b>	<b>\$ 855,359</b>	<b>\$ 932,026</b>	<b>\$ 760,495</b>

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Allocated Departments	\$ 421,014	\$ 481,299	\$ 512,238	\$ 364,530
Board Funding	329,399	374,059	419,788	395,965
<b>Total</b>	<b>\$ 750,413</b>	<b>\$ 855,359</b>	<b>\$ 932,026</b>	<b>\$ 760,495</b>

<u>Positions</u>	<u>FY 14</u>	<u>FY 15</u>	<u>FY 16</u>	<u>FY 17</u>
Allocated Departments	8	9	8	6
Board Funding	6	6	6	6
<b>Total</b>	<b>14</b>	<b>15</b>	<b>14</b>	<b>12</b>

The Purchasing function is budgeted in the Allocated Departments. Mail Services processes mail for both BOCC and Clerk Departments, so the operational expenditures are budgeted in both the Allocated Departments and Board Funding. The division is based on mail volume, which is roughly an even split between BOCC and Clerk. However, all costs associated with vehicles is budgeted in Board Funding.

Due to changes in workflow related to the new Enterprise Resource Planning (ERP) system, a position was transferred from CCC Accounting in the FY 2015 budget. In FY 2016, one position was eliminated. Two positions were eliminated in the FY 2017 budget.

# CCC ACCOUNTING

**MISSION:** The mission of CCC Accounting is to audit & reconcile cash activities related to all the Clerk's receipting functions; to ensure the security and control of all disbursements; to ensure accurate and timely recording of all Clerk's accounting transactions; to prepare and issue all financial reports; prepare and issue all state reports as required; and to provide the accounting functions in compliance with GAAP as practiced in the United States.

**KEY OBJECTIVES:**

1. Audit & reconcile deposits the next business day 100% of the time.
2. Ensure that all payment requests are processed within 10 business days.
3. Process 100% of NSF checks and collect 65%.
4. Audit 100% of receiving reports and interface within 4 working days.
5. Process 100% of juror payments accurately and within 20 days of service completion.
6. Perform all accounting functions and close each month by the 14<sup>th</sup> of the next month.
7. Submit mandatory remittances by the county and state deadlines.
8. Issue all monthly reports by the 15<sup>th</sup> of the following month.

<b>SERVICES/MEASURES:</b>	<b>Key Obj. Num</b>	<b>Actual FY 14</b>	<b>Actual FY 15</b>	<b>Projected FY 16</b>	<b>Projected FY 17</b>
<b>Workload/Demand:</b>					
# of deposit reconciliations per year	1	6,832	2010	2,010	2,010
# of consolidated payment requests per year	2,7	16,648	15,423	15,000	15,000
# of NSF checks per month	3	43	30	50	50
# of interfaces per month	4	187	65	65	65
# of jury & witness checks per month	5	1,403	1,350	1,300	1,300
# of monthly closings	6	12	12	12	12
# of bank reconciliations per month	7	12	10	10	10
# of monthly reports	8	60	36	36	36
# of jury & witness requests entered	5	16,835	16,200	16,000	16,000
# of journal entries processed	6	7,621	4,660	4,000	4,000
<b>Efficiency:</b>					
# of deposit reconciliations per FTE per year	1	1,366	1005	1,005	1,005
# of payment requests per FTE per year	2,7	3,330	3,240	3,000	3,000
# of NSF checks per FTE per month	3	27	20	20	20
# of interfaces per FTE per month	4	47	21	21	21
# of jury & witness checks per FTE per month	5	935	900	850	850
# of monthly closings per FTE	6	1	1	1	1
# of bank reconciliations per FTE	6	12	10	10	10
# of monthly reports per FTE	8	60	36	36	36
<b>Effectiveness:</b>					
% of deposit reconciliations completed next business	1	98%	98%	100%	100%
% of NSF checks collected	3	71%	92%	95%	95%
% of payments issued within average of 10 days of request	2,7	85%	86%	90%	98%
% of interfaces completed in 4 business days	4	96%	95%	100%	100%
% of jury & witness checks paid in 20 days from date of service	5	99%	100%	100%	100%
% of monthly closings on time	6	58%	92%	100%	100%
% of bank reconciliations completed by the 25th of the following month	6	47%	100%	100%	100%
% of monthly reports issued on time	8	100%	58%	90%	100%
% of jury requests processed to payment within 4 days	5	77%	98%	99%	99%

## CCC ACCOUNTING

<b><u>Type of Expenditure</u></b>	<b><u>FY 14 Actual</u></b>	<b><u>FY 15 Actual</u></b>	<b><u>FY 16 Adopted</u></b>	<b><u>FY 17 Adopted</u></b>
Personal Services	\$ 1,784,964	\$ 1,539,835	\$ 1,737,928	\$ 1,767,769
Operating Expenditures	142,132	116,398	216,349	219,459
Capital Equipment	-	-	-	-
<b>Total</b>	<b>\$ 1,927,096</b>	<b>\$ 1,656,232</b>	<b>\$ 1,954,277</b>	<b>\$ 1,987,228</b>

<b><u>Funding Source</u></b>	<b><u>FY 14 Actual</u></b>	<b><u>FY 15 Actual</u></b>	<b><u>FY 16 Adopted</u></b>	<b><u>FY 17 Adopted</u></b>
Allocated Departments	\$ 1,925,650	\$ 1,655,146	\$ 1,954,277	\$ 1,984,118
Board Funding	1,447	1,087	-	3,110
<b>Total</b>	<b>\$ 1,927,096</b>	<b>\$ 1,656,232</b>	<b>\$ 1,954,277</b>	<b>\$ 1,987,228</b>

<b><u>Positions</u></b>	<b><u>FY 14</u></b>	<b><u>FY 15</u></b>	<b><u>FY 16</u></b>	<b><u>FY 17</u></b>
Allocated Departments	30	29	27	26
<b>Total</b>	<b>30</b>	<b>29</b>	<b>27</b>	<b>26</b>

Most of the operational expenditures for CCC Accounting are budgeted in the Allocated Departments. However, in accordance with 29.008, Florida Statutes, facilities expenditures are budgeted in Board Funding.

Due to changes in workflow related to the new Enterprise Resource Planning (ERP) system, a position was transferred to Mail Services & Purchasing in the FY 2015 budget. Due to efficiencies realized from the ERP and Odyssey case management systems, two positions were eliminated in FY 2016 and one position was eliminated in FY 2017.

# RECORDS MANAGEMENT

**MISSION:** Provide timely and responsive customer service to all Clerk departments and employees. Comply with rules, regulations, standards and procedures issued by relevant Federal, State, or other controlling entities. Create and implement systematic controls for records (regardless of format) from the point where records are created and received through final disposition or archival retention, including storage, retrieval, protection and preservation.

**KEY OBJECTIVES:**

1. Respond to court files requested from the Courts departments using Odyssey.
2. Apply systematic controls and cost reduction principles to the creation, use, maintenance and disposition of recorded information.
3. Direct efforts to manage the full life cycle of records through the giving of full support and assistance from all areas to the development of efficient systems and procedures for the storage and retrieval of information.
4. Manage control over the creation, distribution, retention, utilization, storage, retrieval, protection, preservation, and final disposition of all types of records within Records Management purview. Participate and Perform audits, as needed or as requested. The goal is one (1) audit every quarter.
5. Accurately file pleadings sent by our Court Departments within 2 days of receipt.
6. Deliver requested supplies within one working day to Clerk Departments; within one day for Administrative Boxes; & bi-weekly to Plant City and Traffic.
7. Provide records management training to new and existing staff.
8. Destruction of court files and administrative records, when appropriate.

<b>SERVICES/MEASURES:</b>	<b>Key Obj Num</b>	<b>Actual FY 14</b>	<b>Actual FY 15</b>	<b>Projected FY 16</b>	<b>Planned FY 17</b>
<b>Workload/Demand:</b>					
# of daily case file requests	1	399	185	250	300
# of case file requests filled per 5 print schedules	1	80	35	50	60
# of daily supply requests	7	3	4	2	2
# of pleadings	7	74,797	65,000	2,000	2,000
# of court files audited (Destruction Dept.)	9	0	9,936	10,000	25,000
# of court files destroyed (cu. ft.)	9	1216	2,551	5,000	11,000
# of administrative records destroyed (cu. ft.)	9	896	1,713	5,000	5,500
# of audits performed	4	2	2	2	2
# of records management trainings provided	8	0	2	2	4
<b>Efficiency:</b>					
Average # of case files pulled per FTE	1	100	37	50	60
Average # of supply items pulled for delivery	7	15	20	10	10
Average # of boxes filled	6	4	4	4	4
Average # of pleadings filed within 2 days	7	593	500	500	500
Average # of court files audited per FTE-Destruction Dept.	9	0	4,968	5,000	5,000
Average # of audits performed	4	0	2	2	2
Average # of trainings provided (excluding scanning)	8	0	2	2	4
<b>Effectiveness:</b>					
% of response to case file requests	1	100%	100%	100%	100%
% of response to supply requests	7	100%	100%	100%	100%
% of box files filed	6	100%	100%	100%	100%
% of court files destroyed	9	100%	100%	100%	100%
% of administrative records destroyed	9	100%	100%	100%	100%
% of audits performed	4	75%	100%	100%	100%

## RECORDS MANAGEMENT

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Personal Services	\$ 565,735	\$ 533,817	\$ 465,051	\$ 828,983
Operating Expenditures	104,189	76,490	173,650	159,400
Capital Equipment	53,871	-	-	-
<b>Total</b>	<b>\$ 723,795</b>	<b>\$ 610,307</b>	<b>\$ 638,701</b>	<b>\$ 988,383</b>

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Allocated Departments	\$ 260,515	\$ 277,812	\$ 247,990	\$ 240,248
Board Funding	134,038	61,840	88,800	93,700
Court Fines (10%) Fund	329,242	270,654	301,911	654,435
<b>Total</b>	<b>\$ 723,795</b>	<b>\$ 610,307</b>	<b>\$ 638,701</b>	<b>\$ 988,383</b>

### Positions

Allocated Departments	3	3	3	3
Court Fines (10%) Fund	11	10	6	12
<b>Total</b>	<b>14</b>	<b>13</b>	<b>9</b>	<b>15</b>

The largest costs for Records Management is operations of the Court Records Center, so the bulk of the positions are funded in Court Fees Funding. Expenditures for overall records management are budgeted in the Allocated Departments, while costs for vehicles, facilities and microfilming are budgeted in Board Funding.

The FY 2015 budget eliminated one position due to efficiencies gained from the new Odyssey Case Management System. The FY 2016 budget transferred four positions to the Imaging team to assist with scanning Court documents. Six positions were transferred from Imaging in the FY 2017 budget to assist with Records destruction.

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## SYSTEMS ADMINISTRATION AND OPERATIONS

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**MISSION:** To be the Clerk's IT consultancy organization that is a partner to the Clerk's business units and one that is designed for efficiency, responsiveness, and effectiveness given the drivers and constraints of the Clerk's organization.

**We shall achieve our Vision through:**

- ✓ Integrating IT within and throughout the Business
- ✓ A Business Relationship Management approach
- ✓ Creating a culture where honesty, mutual respect, and job satisfaction flourish
- ✓ Training and coaching the IT employees to be System Thinkers and to be committed to the enterprise
- ✓ Completely aligning IT goals and work portfolio with business goals and objectives
- ✓ Setting and meeting expectations
- ✓ Establishing a common architecture (tools, standards, etc.)
- ✓ Nurturing our staff to achieve exceptional productivity and job satisfaction
- ✓ Providing timely, efficient, and quality services to our clients and working diligently toward continuously evaluating our Information Technology strategies and infrastructure to assure this objective
- ✓ Cost-effectiveness and value propositions – ensuring the investment in IT adds value to the Clerk's business and the citizens and entities we serve
- ✓ Continue to work collaboratively with other constituents to seek economies of scale and improved efficiencies

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**KEY OBJECTIVES:**

1. Reduce number of unplanned and emergency Request for Changes (RFC's) by 20%, by transitioning to normal or pre-approved RFC types
2. Ensure that 95% of new requests are reviewed through the project initiation process.
3. Ensure that network servers are available 99% of the time during business hours
4. Ensure that production applications are available 99% of the time during business hours

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<b>SERVICES/MEASURES:</b>	<b>Key Obj Num</b>	<b>Actual FY 14</b>	<b>Actual FY 15</b>	<b>Projected FY 16</b>	<b>Projected FY 17</b>
<b><i>Workload/Demand:</i></b>					
Number of servers maintained	5	332	334	365	375
<b><i>Efficiency:</i></b>					
Number of servers per administrator		46	47	73	75
<b><i>Effectiveness:</i></b>					
Average production system uptime		99%	99%	99%	99%

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## SYSTEMS ADMINISTRATION AND OPERATIONS

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<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Personal Services	\$ -	\$ -	\$ 1,847,146	\$ 1,519,259
Operating Expenditures	-	-	2,030,420	1,536,265
Capital Equipment	-	-	427,500	388,000
<b>Total</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 4,305,066</b>	<b>\$ 3,443,524</b>

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Allocated Departments	\$ -	\$ -	\$ 4,305,066	\$ 3,443,524
<b>Total</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 4,305,066</b>	<b>\$ 3,443,524</b>

### Positions

Allocated Departments	-	-	17	14
<b>Total</b>	<b>0</b>	<b>0</b>	<b>17</b>	<b>14</b>

All of the operational expenditures for Systems Administration and Operations are budgeted in the Allocated Departments.

This department was created in FY 2016 as part of a reorganization in Information Technology. Positions performing systems administration and network operations functions were transferred from Information Technology to Systems Administration and Operations. Three positions were transferred to Enterprise Technical Support in the FY 2017 budget.

## COURT SOLUTIONS AND SUPPORT

**MISSION:** To provide Technical Support that is efficient, responsive, effective, and using the latest technologies for Courts Solutions related to the critical mission Applications that are with the Tyler Odyssey Suite as well as other Systems (e-Filing, Jury, Clerk's Website, Trakman, Imaging, Appeals, Real Auction, and Public Access).

**KEY OBJECTIVES:**

1. Provide Daily Operational technical support for Odyssey Case Management, Jury, e-Filing, Clerk's Website, Trakman, Imaging, Appeals, Real Auction, Public Access, and other systems.
2. Using technology through system configurations, programming and business process reengineering through the (SDLC) Systems Development Life Cycle document and build automated solutions, enhancements and improvements to existing programs and workflow.
3. Review, manage, install and implement Odyssey patches and Odyssey upgrades with the Enterprise Support teams in a timely schedule.

<b>SERVICES/MEASURES:</b>	<b>Key Obj Num</b>	<b>Actual FY 14</b>	<b>Actual FY 15</b>	<b>Projected FY 16</b>	<b>Projected FY 17</b>
<b>Workload/Demand:</b>					
# of Odyssey Application/Technical Support issues reported/resolved	1	1007/934	1689/1697	1858/1867	2044/2054
# of Jury Application/Technical Support issues reported/resolved	1	76/76	30/29	33/32	36/35
# of Clerk's Website Application/Technical Support issues reported/resolved	1	17/15	13/15	14/16	15/17
# of e-Filing Application/Technical Support issues reported/resolved	1	1072/1053	105/111	116/122	128/134
# of Odyssey Custom reports requested reported/resolved	2	101/89	44/34	48/37	53/41
# of Other System Application Support issues reported/resolved	2	471/469	395/388	434/427	477/470
# of patches / upgrades implemented reported/resolved	3	108/104	21/07	15/08	16/09
<b>Efficiency:</b>					
Number of FTE's to support technically Odyssey items		9	8	8	8
Number of FTE's to support technically Jury items		2	2	2	2
Number of FTE's to support technically e-Filing items		1	2	2	2
Number of FTE's to support technically Other System items		3	2	3	3
<b>Effectiveness:</b>					
Percentage of Critical items resolved within 24 hours		95%	95%	96%	97%
Implementation of Odyssey Major Upgrade Release every two years		1	2	2	1
Percentage of Technical configurations, programs and changes installed in production with no rollback or rework.		95%	95%	96%	97%



## COURT SOLUTIONS AND SUPPORT

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Personal Services	\$ -	\$ -	\$ 1,509,521	\$ 1,729,233
Operating Expenditures	-	-	845,609	845,061
Capital Equipment	-	-	-	-
<b>Total</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 2,355,130</b>	<b>\$ 2,574,294</b>

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Allocated Departments	\$ -	\$ -	\$ 2,355,130	\$ 2,574,294
<b>Total</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 2,355,130</b>	<b>\$ 2,574,294</b>

<u>Positions</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Allocated Departments	-	-	14	15
<b>Total</b>	<b>0</b>	<b>0</b>	<b>14</b>	<b>15</b>

All of the operational expenditures for Court Solutions and Support are budgeted in the Allocated Departments.

This department was created in FY 2016 as part of a reorganization in Information Technology. Positions performing Court technology support functions were transferred from Information Technology to Court Solutions and Support. One position was transferred in from Enterprise Program Management in the FY 2017 budget.

# ENTERPRISE SOLUTIONS AND SUPPORT

**MISSION:** To provide Enterprise Technical Support, that is efficient, responsive, effective and using the latest technologies for Enterprise Business Solutions related to the critical mission Applications that are within the Oracle (EBS) Enterprise Business Suite, Hyland OnBase Enterprise Document Management System as well as other Systems (AXIA, Spoolview, OnCore & Tribute, CUPS, QFlow). Provide 1<sup>st</sup> and 2<sup>nd</sup> level support for Oracle and OnBase including application security, workflow, Supplier Administration, application functional support and training coordination.

**KEY OBJECTIVES:**

1. Provide Daily Operational technical support for Oracle EBS, KRONOS, OnBase and other systems.
2. Using technology through system configurations, programming and business process reengineering through the (SDLC) Systems Development Life Cycle document and build -automated solutions, enhancements and improvements to existing programs and workflow.
3. Review, manage, install and implement Oracle patches and OnBase upgrades with Enterprise Support teams in a timely schedule.
4. Schedule Enterprise Oracle EBS training and provide hands on training for OnBase users.
5. Establish and maintain application security and workflow maintenance for Enterprise Oracle EBS and OnBase users.
6. Provide call center customer support for Oracle EBS and OnBase systems users.
7. Provide efficiency in validation vendor W-9 forms and application security forms electronically through OnBase.
8. Manage the Enterprise Oracle EBS Supplier and Customer master file.

<b>SERVICES/MEASURES:</b>	<b>Key Obj Num</b>	<b>Actuals FY 14</b>	<b>Actuals FY 15</b>	<b>Projected FY 16</b>	<b>Projected FY 17</b>
<b>Workload/Demand:</b>					
# of Oracle EBS Support issues reported/resolved	1	1159/895	941/540	874/740	874/740
# of OnBase Support issues reported/resolved	1	210/184	225/200	250/235	250/240
# of Other Systems Technical Support issues reported/resolved	1	90/87	75/73	60/58	50/48
# of OnBase enhancements & Program changes developed & implemented	2	20	25	30	30
# of Program Changes / Request for Change for Oracle EBS	2	230	300	250	250
# of patches/upgrades for Oracle EBS	3	4	14	14	14
# of upgrades for OnBase	3	1	0	1	1
# of new and changed Oracle Supplier/Customer records	8	99,516	104,775	68,338	68,338
# of training classes scheduled and conducted	4	27	33	32	32
# of students trained in OnBase and Oracle EBS	4	257	375	90	90
# of Oracle EBS Classroom sessions scheduled	4	283	28	111	111
# of active users in Oracle EBS (all applications)	5	8,012	5,919	6,000	6,000
# of Oracle Workflow Configurations assigned	5	8,194	7,334	1,800	1,800
# of Oracle Security Responsibilities provisioned to Users	5	6,865	4,988	2,900	2,900
# of active OnBase, CUPS, Spoolview, Wells Fargo Access user	5	2,271	1,862	2,548	2,548
# of images scanned and indexed (OnBase)	7	6,137	7,616	9,624	9,624
# of notifications to systems users	6	154	260	175	175
# of password resets	6	931	1383	1008	1008
# of ERP HelpDesk Phone calls and HelpDesk emails received	6	7,370	4,140	4,140	4,140
<b>Efficiency:</b>					
Number of FTE's to support OnBase items		3	4	5	5
Number of FTE's to support ERP items		10	11	11	11
Number of FTE's to support HelpDesk		2	3	5	5
# of hours to reset passwords		1	1	1	1
# of days to update application security		1-2	1-2	1-2	1-2
# of days to update or establish Supplier and Customer records		2	2	2	2
<b>Effectiveness:</b>					
% of Critical items resolved within 24 hours		95%	97%	98%	99%
Implementation of OnBase Major Upgrade Release every two years		1	0	1	0
% of configurations, programs and changes installed in production with no rollback or rework		95%	95%	97%	98%
% of Help Desk calls answered		99%	99%	99%	99%
% of Supplier maintenance updates completed in 2 days or less		95%	97%	98%	98%
% of Request for Oracle EBS Application Security completed within 1 day		98%	98%	98%	98%

## ENTERPRISE SOLUTIONS AND SUPPORT

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Personal Services	\$ -	\$ -	\$ 2,308,291	\$ 2,568,027
Operating Expenditures	-	-	883,097	904,561
Capital Equipment	-	-	-	-
<b>Total</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 3,191,388</b>	<b>\$ 3,472,588</b>

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Allocated Departments	\$ -	\$ -	\$ 2,064,204	\$ 2,255,635
Board Funding	-	-	1,127,184	1,216,953
<b>Total</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 3,191,388</b>	<b>\$ 3,472,588</b>

### Positions

Allocated Departments	-	-	11	12
Board Funding	-	-	11	11
<b>Total</b>	<b>0</b>	<b>0</b>	<b>22</b>	<b>23</b>

The expenditures for Enterprise Solutions and Support are split between the Allocated Departments and Board Funding.

This department was created in FY 2016 as part of a reorganization in Information Technology. Positions providing support functions across the organization were transferred from Information Technology to Enterprise Solutions and Support. The ERP Systems Support department was also consolidated with this department beginning in FY 2016. One position was transferred in from Enterprise Program Management in the FY 2017 budget.

## ENTERPRISE TECHNICAL SUPPORT

**MISSION:** To provide technical support that is efficient, responsive, effective, and using the latest technologies for the deployment and maintenance of operational infrastructure of the Clerk's office. The infrastructure consists of networking, telephony and PC client services.

**KEY OBJECTIVES:**

1. Provide a network infrastructure for the Clerk's office which is available 99% of the time during business hours.
2. Upgrade End of Life/End of Service Networking Equipment to maintain a less that 1 second response time on the network.
3. Reduce number of 2<sup>nd</sup> Level Support (SLS) incidents by 10% per Full Time Employees by efficiently performing preventive maintenance and timely refreshes on client workstation devices and peripherals.

SERVICES/MEASURES:	Key Obj Num	Actuals FY 14	Actuals FY 15	Projected FY 16	Projected FY 17
<u>IT Network Services</u>					
<b>Workload/Demand:</b>					
Perform Network Monitoring on Prod Servers	1	257	259	241	265
Perform Network Monitoring on Applications & Interfaces		1604	1684	1768	1768
Perform Network equipment replacements (180 devices)	2	-	50	50	50
 <b>Efficiency:</b>					
Response time		<1 sec	<1 sec	<1 sec	<1 sec
 <b>Effectiveness:</b>					
Percentage of network availability		99%	99%	99%	99%
 <u>IT 2nd Level Support</u>					
<b>Workload/Demand:</b>					
Total # of incoming Incidents	3	12177	10959	9360	9000
 <b>Efficiency:</b>					
Total # of FTE's		5	4	4	4
Total # of incoming Incidents per FTE		2435	2740	2340	2127
 <b>Effectiveness:</b>					
% of SLS incident reduced per FTE		0	-12%	4%	10%
% of Incidents Resolved		75%	80%	79%	85%

## ENTERPRISE TECHNICAL SUPPORT

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Personal Services	\$ -	\$ -	\$ 505,209	\$ 949,382
Operating Expenditures	-	-	315,115	916,693
Capital Equipment	-	-	590,500	682,000
<b>Total</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 1,410,824</b>	<b>\$ 2,548,075</b>

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Allocated Departments	\$ -	\$ -	\$ 1,410,824	\$ 2,548,075
<b>Total</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 1,410,824</b>	<b>\$ 2,548,075</b>

### Positions

Allocated Departments	-	-	5	8
<b>Total</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>8</b>

All of the operational expenditures for Enterprise Technical Support are budgeted in the Allocated Departments.

This department was created in FY 2016 as part of a reorganization in Information Technology. Positions performing hardware and phone technology support functions were transferred from Information Technology to Enterprise Technical Support. Three positions were transferred from Systems Administration and Operations in the FY 2017 budget.

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## ENTERPRISE PROGRAM MANAGEMENT OFFICE

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**MISSION:** To provide governance structure and processes that enable the Clerk's office to make informed decisions on the investment of Clerk resources.

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**KEY OBJECTIVES:**

1. Drive organizational collaboration on the identification, prioritization, implementation and monitoring of clerk-wide initiatives
2. Establish a solutions development life cycle (SDLC), ensuring value-added design, optimal resource allocation, quality assurance, change control, change management and benefits realization.
3. Design and implement portfolio, program and project management standards and best practices.

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<b>SERVICES/MEASURES:</b>	<b>Key Obj Num</b>	<b>Actuals FY 14</b>	<b>Actuals FY 15</b>	<b>Projected FY 16</b>	<b>Projected FY 17</b>
<b><i>Effectiveness:</i></b>					
Percentage of active projects leveraging key systems	1	NA	NA	80%	90%
Percentage of active projects managed in accordance with the SDLC process	2,3	NA	NA	80%	90%
Percentage of compliance-driven projects delivered on time	1,2,3	NA	NA	100%	100%

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## ENTERPRISE PROGRAM MANAGEMENT OFFICE

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<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Personal Services	\$ -	\$ -	\$ 1,039,570	\$ 827,097
Operating Expenditures	-	-	111,624	108,019
Capital Equipment	-	-	-	-
<b>Total</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 1,151,194</b>	<b>\$ 935,116</b>

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Allocated Departments	\$ -	\$ -	\$ 1,151,194	\$ 935,116
<b>Total</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 1,151,194</b>	<b>\$ 935,116</b>

### Positions

Allocated Departments	-	-	8	6
<b>Total</b>	<b>0</b>	<b>0</b>	<b>8</b>	<b>6</b>

All of the operational expenditures for Enterprise Program Management Office are budgeted in the Allocated Departments.

This department was created in FY 2016 as part of a reorganization in Information Technology. Positions performing quality assurance, resource allocation decisions, change control and change management were transferred from Information Technology to the Enterprise Program Management Office. In the FY 2017 budget, one position was transferred to Court Solutions and Support and one position was transferred to Enterprise Solutions and Support.

## COURT OPERATIONS

**MISSION:** Oversee and supports the efficient operation of the Clerk's Court Operational Departments. Acts as a liaison for the Clerk with the Judiciary and other outside agencies. Oversees the day to day operations of the Business Analytics and Intelligence Service Center and Fast Action Solutions Team. Oversees the preparation, verification, and timely submittal of all state mandated reports.

**KEY OBJECTIVES:**

1. Attend meetings with court operational Directors/Associate Directors to communicate, guide, and ensure proper department operations.
2. Initiate and maintain open communication with the Judiciary and other outside agencies to establish a concerted and cooperative working relationship.
3. Submit mandated reports timely and ensure accuracy.

<b>SERVICES/MEASURES:</b>	<b>Key Obj Num</b>	<b>Actuals FY 14</b>	<b>Actuals FY 15</b>	<b>Projected FY 16</b>	<b>Projected FY 17</b>
<b><i>Workload/Demand:</i></b>					
# of scheduled meetings with Operations Directors/Associate Directors, Clerk and Chief Deputies	1	1,704	1,704	1,704	1,704
# of scheduled meetings with Judiciary, Court Administrator, Public Defender, State Attorney and other agencies	2	148	148	148	148
# of mandated reports	3	38	38	38	40
<b><i>Efficiency:</i></b>					
# of scheduled meetings with Directors/Associate Directors, Clerk and Chief Deputies per FTE	1	1,704	1,704	1,704	1,704
# of scheduled meetings with Judiciary, Court Administrator, Public Defender, State Attorney and other agencies per FTE	2	148	148	148	148
# of FTEs preparing, verifying and submitting state mandated reports	3	1	1	1	1
<b><i>Effectiveness:</i></b>					
% of scheduled meetings with Directors/Associate Directors, Clerk and Chief Deputies attended	1	95.0%	100%	100%	100%
% of scheduled meetings with Judiciary, Court Administrator, Public Defender, State Attorney and other agencies attended	2	95.0%	100%	100%	100%
% of mandated reports submitted by due date	3	95.0%	100%	100%	100%



## COURT OPERATIONS MANAGEMENT

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Personal Services	\$ 721,910	\$ 652,858	\$ 1,319,772	\$ 898,901
Operating Expenditures	14,823	20,544	701,978	604,230
Capital Equipment	-	-	-	-
<b>Total</b>	<b>\$ 736,733</b>	<b>\$ 673,402</b>	<b>\$ 2,021,750</b>	<b>\$ 1,503,131</b>

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Board Funding	\$ 10,011	\$ 12,539	\$ 177,329	\$ 102,981
Court Fees Funding	726,721	617,547	1,844,421	1,400,150
Court Fines (10%) Fund	-	43,315	-	-
<b>Total</b>	<b>\$ 736,733</b>	<b>\$ 673,402</b>	<b>\$ 2,021,750</b>	<b>\$ 1,503,131</b>

### Positions

Court Fees Funding	6	3	15	10
Court Fines (10%) Fund	0	2	0	0
<b>Total</b>	<b>6</b>	<b>5</b>	<b>15</b>	<b>10</b>

Most of the operational expenditures Court Operations Management are budgeted in Court Fees Funding. However, in accordance with Chapters 28.35 and 29.008, Florida Statutes, data processing and telecommunications expenditures are budgeted in Board Funding.

The FY 2015 budget eliminated one position and transferred the Business Analytics and Case Management System functional support position to the Court Fines (10%) Fund for part of the year. In the FY 2016 budget, ten positions were transferred from other Court departments to expand the Business Analytics and Case Management System functional support functions. Also in the FY 2016 budget, practically all Court operating expenditures are budgeted in this department in an effort to streamline the Courts purchasing functions. In the FY 2017 budget, two positions were eliminated and three positions were transferred to other Court departments. Certain operating expenditures were moved back to the Court departments as well in the FY 2017 budget.

## JURY SERVICES

**MISSION:** Provide a comprehensive list of prospective jurors to preside over trials that represents a qualified cross section of the community and process payments of all prospective and selected jurors in accordance with Florida Statute 40.32.

**KEY OBJECTIVES:**

1. Mail summonses to potential jurors in a timely manner.
2. Maintain and process juror paperwork accurately and in a timely manner for the 13<sup>th</sup> Judicial Circuit.

<b>SERVICES/MEASURES:</b>	<b>Key Obj Num</b>	<b>Actuals FY 14</b>	<b>Actuals FY 15</b>	<b>Projected FY 16</b>	<b>Projected FY 17</b>
<b><i>Workload/Demand:</i></b>					
# of jurors summoned	1	104,227	107,496	111,258	111,258
# of jurors reporting	2	24,094	26,909	27,851	27,851
# of jurors sent to voir dire	2	20,855	18,950	18,950	18,950
<b><i>Efficiency:</i></b>					
Average # of summonses processed per FTE	1	34,742	35,832	37,086	37,086
Average # of jurors reporting processed per FTE	2	8,031	8,970	9,284	9,284
<b><i>Effectiveness:</i></b>					
% of jurors processed within 1 hour	2	99%	100%	100%	100%

## JURY SERVICES

<b><u>Type of Expenditure</u></b>	<b><u>FY 14 Actual</u></b>	<b><u>FY 15 Actual</u></b>	<b><u>FY 16 Adopted</u></b>	<b><u>FY 17 Adopted</u></b>
Personal Services	\$ 212,004	\$ 187,078	\$ 158,474	\$ 182,989
Operating Expenditures	74,356	70,336	67,528	79,194
Capital Equipment	-	-	-	-
<b>Total</b>	<b>\$ 286,360</b>	<b>\$ 257,415</b>	<b>\$ 226,002</b>	<b>\$ 262,183</b>

<b><u>Funding Source</u></b>	<b><u>FY 14 Actual</u></b>	<b><u>FY 15 Actual</u></b>	<b><u>FY 16 Adopted</u></b>	<b><u>FY 17 Adopted</u></b>
Board Funding	\$ 2,557	\$ 4,290	\$ 4,850	\$ 5,551
Court Fees Funding	283,803	253,125	221,152	256,632
<b>Total</b>	<b>\$ 286,360</b>	<b>\$ 257,415</b>	<b>\$ 226,002</b>	<b>\$ 262,183</b>

<b><u>Positions</u></b>	<b><u>FY 14 Actual</u></b>	<b><u>FY 15 Actual</u></b>	<b><u>FY 16 Adopted</u></b>	<b><u>FY 17 Adopted</u></b>
Court Fees Funding	4	4	3	3
<b>Total</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>3</b>

Most of the operational expenditures for Jury Services are budgeted in Court Fees Funding. However, in accordance with Chapters 28.35 and 29.008, Florida Statutes, data processing and telecommunications expenditures are budgeted in Board Funding.

Due to efficiencies gained during a reorganization in the Courts area, one position was eliminated in the FY 2016 budget.

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## IMAGING

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**MISSION:** The mission of the Imaging Team is to comply with the Florida Statutes, Rules of Procedure, and Administrative Orders in regards to Electronic Court Records that are filed with or maintained by the Clerk of Court. Provide high-quality imaged court records to the public, judiciary, and governmental agencies.

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**KEY OBJECTIVES:**

1. Provide scanning services to establish paperless court rooms to support the conduct of hearings, trials, etc. within 13th Judicial Circuit.
  2. Image 100% of court files within 3 days of the scheduled court date
  3. Ensure 100% quality of images.
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<b>SERVICES/MEASURES:</b>	<b>Key Obj Num</b>	<b>Actuals FY 14</b>	<b>Actuals FY 15</b>	<b>Projected FY 16</b>	<b>Projected FY 17</b>
<b><i>Workload/Demand:</i></b> # of case files imaged	1&2	17,421	10,590	11,000	21,000
 <b><i>Efficiency:</i></b> # of cases imaged by FTE	1&2	697	756	785	1500
 <b><i>Effectiveness:</i></b>	2&3	50%	50%	100%	100%

## IMAGING

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Personal Services	\$ -	\$ 446,049	\$ 1,178,647	\$ 379,379
Operating Expenditures	-	-	18,000	23,757
Capital Equipment	-	-	-	-
<b>Total</b>	<b>\$ -</b>	<b>\$ 446,049</b>	<b>\$ 1,196,647</b>	<b>\$ 403,136</b>

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Board Funding	\$ -	\$ -	\$ 7,000	\$ 8,757
Court Fines (10%) Fund	-	446,049	1,189,647	394,379
<b>Total</b>	<b>\$ -</b>	<b>\$ 446,049</b>	<b>\$ 1,196,647</b>	<b>\$ 403,136</b>

### Positions

Court Fines (10%) Fund	-	-	26	8
<b>Total</b>	<b>0</b>	<b>0</b>	<b>26</b>	<b>8</b>

Most of the operational expenditures for Imaging are budgeted in Court Fines (10%) Funding. However, in accordance with Chapters 28.35 and 29.008, Florida Statutes, data processing and telecommunications expenditures are budgeted in Board Funding.

This department was created during FY 2015 as part of the reorganization in Courts. Positions from other Court departments were transferred here to work on scanning documents in Court cases as the Clerk's office transitions to a paperless environment. Seven positions were eliminated in the FY 2017 budget and eleven positions were transferred to other Court departments.

## CUSTOMER SERVICE CENTER

**MISSION:** Customer Service includes the Customer Service and Call Center. The centers are responsible for providing outstanding customer service to the public, judiciary, and governmental agencies pursuant to the Florida Statutes, Rules of Procedure, Administrative Orders and other directives with the highest level of professionalism and accuracy. Continue to drive efficiencies by applying innovative ideas and utilizing technology to improve processes. Maintain accurate accounts and disbursements for all types of Support for the citizens of Hillsborough County.

**KEY OBJECTIVES:**

1. Assist civil and criminal court customers within 30 minutes.
2. Increase the number of calls handled within 15 minutes.
3. Accepts all traffic payments via telephone within 10 minutes. .
4. Process incoming cases in CLERC system within 2 business days.
5. Modify Support cases within 2 business days of receiving the Court Orders in CLERC system

<b>SERVICES/MEASURES:</b>	<b>Key Obj Num</b>	<b>Actuals FY 14</b>	<b>Actuals FY 15</b>	<b>Projected FY 16</b>	<b>Projected FY 17</b>
<b><i>Workload/Demand:</i></b>					
# of customers served at front counter	1	194,254	266,526	279,852	279,852
# of calls handled	2	507,459	508,188	533,597	533,597
# of payments accepted by phone	3	N/A	13,647	30,023	30,023
# of new cases entered in CLERC	4	9,243	4,399	7,500	7,500
# of modifications for child support cases	5	39,951	36,437	36,000	36,000
<b><i>Efficiency:</i></b>					
# of customers served at front counter per FTE	1	25,765	10,251	10,764	10,764
# of calls handled per FTE	2	26,708	26,747	28,084	28,084
# of payments accepted by phone per FTE	3	N/A	4,549	10,008	10,008
# of new cases entered in CLERC per FTE	4	1,155	489	833	833
# of support cases modified per FTE	5	3,995	4049	4,000	4,000
<b><i>Effectiveness:</i></b>					
% of customers served at front counter within 30 minutes	1	N/A	83%	95%	95%
% of calls handled within 15 minutes	2	N/A	85%	95%	95%
% of payments accepted by phone	3	97%	100%	100%	100%

## CUSTOMER SERVICE CENTER

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Personal Services	\$ -	\$ 914,957	\$ 4,442,854	\$ 5,129,034
Operating Expenditures	-	-	52,308	73,874
Capital Equipment	-	-	-	-
<b>Total</b>	<b>\$ -</b>	<b>\$ 914,957</b>	<b>\$ 4,495,162</b>	<b>\$ 5,202,908</b>

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Allocated Departments	\$ -	\$ -	\$ 284,479	\$ 302,032
Board Funding	-	-	8,306	19,797
Court Fees Funding	-	914,957	4,202,377	4,881,079
<b>Total</b>	<b>\$ -</b>	<b>\$ 914,957</b>	<b>\$ 4,495,162</b>	<b>\$ 5,202,908</b>

### Positions

Allocated Departments	-	-	4	4
Court Fees Funding	-	-	80	89
<b>Total</b>	<b>0</b>	<b>0</b>	<b>84</b>	<b>93</b>

Most of the operational expenditures for Customer Service Center are budgeted in Court Fees Funding. However, in accordance with Chapters 28.35 and 29.008, Florida Statutes, data processing and telecommunications expenditures are budgeted in Board Funding. Four positions from the Telephone Center are budgeted in the Allocated departments.

This department was created during the latter part of FY 2015 as part of a reorganization in Courts. Positions serving the public in all criminal and civil court divisions have been consolidated into a single "one stop" shopping location. The Telephone Center was also consolidated in the Customer Service Center. Nine positions were transferred from other Court departments to the Customer Service Center in the FY 2017 budget.

# CIVIL COURT PROCESSING CENTER

**MISSION:** The Court Processing Center is responsible for the processing of Circuit Civil, County Civil, Family Law, and Juvenile dependency cases from case initiation to the closing of each case. We are committed to providing the statutorily required services with the highest level of professionalism to the public, judiciary and governmental agencies pursuant to the Florida Statutes, Rules of Procedure, Administrative Orders and other directive in a time efficient and cost effective manner.

**KEY OBJECTIVES:**

**County Civil**

1. Process all new County Civil and Small Claims cases within 2 business days of clock in date, while complying with all statutes, rules and procedures.
2. Process all documents within 3 business days of clock in date.
3. Schedule all Small Claims cases for pre-trial hearings.
4. Prepare and scan orders and pro se pleadings within 2 business days.
5. Schedule all eligible cases for dismissal docket due to lack of activity in accordance with the Florida Statutes.

**Circuit Civil**

1. Process all new Circuit Civil cases within 2 business days of clock in date, while complying with all statutes, rules and procedures.
2. Process all documents within 3 days of clock in date.
3. Redact requested case files within 3 business days of request and redact new cases within 1 business day of clock in date.
4. Process all Mortgage Foreclosure sales starting with docketing the final judgment, scheduling sales, docketing the notice of sale, researching each case scheduled, updating online sales site, processing third party bidders, disbursement of funds and issuance of title.
5. Prepare and scan orders and pro se pleadings within 2 business days.

**Family Law**

1. Process all new Family Law cases within 3 business days.
2. Process court documents within 3 business days.
3. File hard copy documents in court file within 2 business days.

**Juvenile Dependency**

1. Process all new Juvenile Dependency cases within 2 business days after the initial document(s) clock in date.
2. Event all pleadings within 3 business days after the initial document(s) are clocked in and/or received electronically.
3. Process documents received within 3 business days from the clock in or receipt date.
4. Schedule, prepare and/or deliver al court cases timely. In addition, attend all scheduled court proceedings for the Juvenile division.

<b>SERVICES/MEASURES:</b>	<b>Key Obj Num</b>	<b>Actuals FY 14</b>	<b>Actuals FY 15</b>	<b>Projected FY 16</b>	<b>Projected FY 17</b>
<u>County Civil</u>					
<b>Workload/Demand:</b>					
# of new cases filed	1	37,273	40,859	44,518	44,518
# of documents evented	2	649,234	607,208	600,000	600,000
# of pre-trial hearings scheduled	3	21,008	26,455	30,000	30,000
# of documents prepared & scanned	4	150,402	104,452	100,000	100,000
# of cases scheduled for dismissal	5	5,883	7,279	8,538	8,538
<b>Efficiency:</b>					
# of cases filed per FTE	1	909	997	1,086	1,086
# of documents processed per FTE	2	15,834	14,810	14,634	14,634
# of pre-trial hearings scheduled per FTE	3	512	645	732	732
# of documents prepared & scanned per FTE	4	3,668	2,548	2,439	2,439
# of dismissal docket cases per FTE	5	143	178	148	148



## CIVIL COURT PROCESSING CENTER

**Effectiveness:**

% of cases filed within 2 business days of clock in date	1	99%	100%	100%	100%
% of documents docketed within 3 business days of clock in date	2	99%	100%	100%	100%
% of pages prepared & scanned	4	100%	100%	100%	100%

Circuit Civil

**Workload/Demand:**

# of new cases filed	1	12,989	12,002	11,900	11,900
# of documents evented	2	1,020,827	804,532	795,000	795,000
# of requested case files redacted	3	18,496	11,105	10,700	10,700
# of Mortgage Foreclosure sales processed	4	13,608	10,628	10,000	10,000
# of documents prepared & scanned	5	181,878	98,861	94,000	94,000

**Efficiency:**

# of cases filed per FTE	1	220	203	202	202
# of documents processed per FTE	2	17,302	13,636	13,475	13,475
# of requests for redaction (See KO #3)	3	313	188	181	181
# of Mortgage Foreclosure sales processed per FTE	4	231	286	170	170
# of documents prepared & scanned per FTE	5	3,083	1,676	1,593	1,593

**Effectiveness:**

% of cases filed within 2 business days of clock in date	1	98%	100%	100%	100%
% of documents docketed within 3 business days of clock in date	2	99%	100%	100%	100%
% of case files request redacted within 3 business days	3	100%	100%	100%	100%
% of pages prepared & scanned	5	100%	100%	100%	100%

Family Law

**Workload/Demand:**

# of new cases filed	1	13,569	13,348	13,068	13,068
# of documents evented	2	581,233	682,840	700,000	700,000
# of Family Law documents filed	3	19,181	0	0	0

**Efficiency:**

# of new cases filed per FTE	1	2,262	2,225	2,178	2,178
# of documents evented per FTE	2	27,678	32,516	33,333	33,333
# of documents filed per FTE	3	9,591	0	0	0

**Effectiveness:**

% of new cases filed within the 3-day requirement	1	99.1%	99.5%	99.5%	99.5%
% of documents evented within the 3-day requirement	2	93.7%	95.0%	95.0%	95.0%

Juvenile Dependency

**Workload/Demand:**

# of new cases filed	1	2,204	1,329	1,766	1,766
# of events entered	2,3	339,253	221,621	280,437	280,437
# of court hearings scheduled and attended	4	8,226	20,891	23,000	23,000

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## CIVIL COURT PROCESSING CENTER

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**Efficiency:**

# of cases per FTE	1	735	443	589	589
# of events entered per FTE	2,3	42,407	27,703	35,055	35,055
# of hearings per FTE	4	1,028	2,611	2,875	2,875

**Effectiveness:**

% of new case files opened within 2 days	1	94.9%	95%	90%	90%
% of pleadings processed within 3 days	2,3	83.3%	90%	90%	90%

## CIVIL COURT PROCESSING CENTER

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Personal Services	\$ -	\$ 1,080,201	\$ 4,048,717	\$ 3,759,595
Operating Expenditures	-	-	10,097	15,070
Capital Equipment	-	-	-	-
<b>Total</b>	<b>\$ -</b>	<b>\$ 1,080,201</b>	<b>\$ 4,058,814</b>	<b>\$ 3,774,665</b>

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Board Funding	\$ -	\$ -	\$ 6,537	\$ 10,250
Court Fees Funding	-	1,080,201	4,052,277	3,764,415
<b>Total</b>	<b>\$ -</b>	<b>\$ 1,080,201</b>	<b>\$ 4,058,814</b>	<b>\$ 3,774,665</b>

### Positions

Court Fees Funding	-	-	76	66
<b>Total</b>	<b>0</b>	<b>0</b>	<b>76</b>	<b>66</b>

Most of the operational expenditures for Civil Court Processing Center are budgeted in Court Fees Funding. However, in accordance with Chapters 28.35 and 29.008, Florida Statutes, data processing and telecommunications expenditures are budgeted in Board Funding.

This department was created during the latter part of FY 2015 as part of a reorganization in Courts. Positions providing in-court and after-court support for the civil court divisions have been consolidated into a single processing center. These functions were previously handled in the Circuit Civil, County Civil and Family Law departments. Ten positions were eliminated in the FY 2017 budget.

## CORRESPONDENCE AND MAIL PROCESSING

**MISSION:** The Correspondence and Mail Processing Center is responsible for the processing of documents received by mail and email for every court area.

The Processing Center is responsible for scanning and processing civil and criminal cases as set forth in Florida Statutes, Rules, Ordinances and Administrative Orders in a timely and accurate manner.. In all areas we strive to serve the general public, legal profession, judiciary, and government agencies in a prompt, reliable, professional and efficient manner.

**KEY OBJECTIVES:**

1. Process documents accurately and timely.
2. Scan documents to the appropriate queues.
3. Process financial transactions.

SERVICES/MEASURES:	Key Obj Num	Actuals FY 14	Actuals FY 15	Projected FY 16	Projected FY 17
<b>Workload/Demand:</b>					
# of documents processed	1	N/A	47,000	140,000	140,000
# of scanned pages	2	N/A	65,000	260,000	260,000
# of Financial transactions	3	N/A	14,000	55,000	55,000
<b>Efficiency:</b>					
# of documents processed per FTE	1	N/A	9,400	28,000	28,000
# of scanned pages per FTE	2	N/A	22,000	65,000	65,000
# of financial transactions per FTE	3	N/A	1,700	6,700	6,700
<b>Effectiveness:</b>					
% of documents processed within 3 days	1	N/A	97%	100%	100%
% of scanned page within 2 days	2	N/A	99%	100%	100%
% of financial transactions within 3 days	3	N/A	97%	100%	100%

## CORRESPONDENCE & MAIL PROCESSING CENTER

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Personal Services	\$ -	\$ 338,619	\$ 1,225,049	\$ 1,074,133
Operating Expenditures	-	-	4,409	-
Capital Equipment	-	-	-	-
<b>Total</b>	<b>\$ -</b>	<b>\$ 338,619</b>	<b>\$ 1,229,458</b>	<b>\$ 1,074,133</b>

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Board Funding	\$ -	\$ -	\$ 3,315	\$ -
Court Fees Funding	-	338,619	1,226,143	1,074,133
<b>Total</b>	<b>\$ -</b>	<b>\$ 338,619</b>	<b>\$ 1,229,458</b>	<b>\$ 1,074,133</b>

### Positions

Court Fees Funding	-	-	23	19
<b>Total</b>	<b>0</b>	<b>0</b>	<b>23</b>	<b>19</b>

Most of the operational expenditures for Correspondence & Mail Processing Center are budgeted in Court Fees Funding. However, in accordance with Chapters 28.35 and 29.008, Florida Statutes, data processing and telecommunications expenditures are budgeted in Board Funding.

This department was created during the latter part of FY 2015 as part of a reorganization in Courts. Positions providing mail and correspondence support for the criminal and civil court divisions have been consolidated into a single department. In the FY 2017 budget, two positions were eliminated and two positions were transferred to other Court departments.

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## CENTRALIZED PROCEDURES AND TRAINING

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**MISSION:** Develop and provide continual support to a well-trained, diverse workforce of quality employees.

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**KEY OBJECTIVES:**

1. Develop, update and implement procedures on court functions.
2. Train courts employees on procedures and technological enhancements.

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<b>SERVICES/MEASURES:</b>	<b>Key Obj Num</b>	<b>Actuals FY 14</b>	<b>Actuals FY 15</b>	<b>Projected FY 16</b>	<b>Projected FY 17</b>
<b><i>Workload/Demand:</i></b>					
# of new procedures developed	1	N/A	N/A	29	75
# of training classes conducted	2	N/A	N/A	49	100
# of employees trained	2	N/A	N/A	41	300
 <b><i>Efficiency:</i></b>					
# of procedures developed per FTE	1	N/A	N/A	9	25
# of training classes per FTE	2	N/A	N/A	25	33
 <b><i>Effectiveness:</i></b>					
% of new procedures approved by Policy Group	1	N/A	N/A	100%	100%

## CENTRALIZED PROCEDURES & TRAINING CENTER

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Personal Services	\$ -	\$ 107,792	\$ 488,374	\$ 687,789
Operating Expenditures	-	-	1,076	-
Capital Equipment	-	-	-	-
<b>Total</b>	<b>\$ -</b>	<b>\$ 107,792</b>	<b>\$ 489,450</b>	<b>\$ 687,789</b>

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Board Funding	\$ -	\$ -	\$ 741	\$ -
Court Fines (10%) Fund	-	-	-	513,318
Court Fees Funding	-	107,792	488,709	174,471
<b>Total</b>	<b>\$ -</b>	<b>\$ 107,792</b>	<b>\$ 489,450</b>	<b>\$ 687,789</b>

### Positions

Court Fines (10%) Fund	-	-	-	7
Court Fees Funding	-	-	8	3
<b>Total</b>	<b>0</b>	<b>0</b>	<b>8</b>	<b>10</b>

Most of the operational expenditures for Centralized Procedures and Training are budgeted in Court Fees Funding. However, in accordance with Chapters 28.35 and 29.008, Florida Statutes, data processing and telecommunications expenditures are budgeted in Board Funding.

For the FY 2017 budget, seven positions are budgeted in Court Fines (10%) funding and three positions are budgeted in Court Fees funding.

This department was created during the latter part of FY 2015 as part of a reorganization in Courts. Positions were transferred from other Court departments to provide training support and to write official procedures for the criminal and civil court divisions. Two positions were transferred from other Court departments in the FY 2017 budget.

## CRIMINAL COURT PROCESSING

**MISSION:** The Criminal Court Processing Center is responsible for the processing of all criminal cases. From the case initiation through disposition, we are dedicated to providing superior customer service to our customers while ensuring statutory compliance and using the latest technology and cost effective methodologies.

The Processing Center consists of Intake, Court Processing, After Court Entry, Bonds, Sealing/Expungement, Evidence, and Appeals. In all areas we strive to serve the general public, legal profession, judiciary, government agencies, internal and external customers in a prompt, reliable, professional and efficient manner. It is also our goal to process and maintain the integrity of all court documents/filings and dispositions as set forth in Florida Statutes, Rules, Ordinances and Administrative Orders in a timely and accurate manner.

### KEY OBJECTIVES:

#### Intake:

1. Process all new cases and associated documents accurately and timely.

#### Courtroom Clerks:

2. Record court findings during court proceedings.

#### After Court Processing:

3. Enter court findings within 3 days.
4. Prepare Judgment & Sentences and commitment packets within 3 days of entry for Judge's signature.

#### Bonds:

5. Process all posted bonds and forfeitures accurately and timely.
6. Apply cash bonds to all eligible cases with monies owed.

#### Seal/Expungements:

7. Process petitions for Expungement /Sealing of Criminal Court Records timely.

#### Evidence:

8. Collect and intake all exhibits at the conclusion of court hearing.
9. Perform inventories and disposals of all exhibits timely.

#### Appeals:

10. Prepare Appeal records for Civil and Criminal courts in an efficient and timely manner.

SERVICES/MEASURES:	Key Obj Num	Actuals FY 14	Actuals FY 15	Projected FY 16	Projected FY 17
<b>Workload/Demand:</b>					
# of new cases opened	1	263,637	243,795	256,000	256,000
# of reopened cases	1	21,470	25,023	26,275	26,275
# of e-portal filings	1	N/A	320,390	336,450	336,450
# of court dates	2,3,4,5	407,932	391,068	400,000	400,000
# of bond forfeitures processed	6	2,744	2,881	2,881	2,881
# of petitions for sealing/expungement	7	1,635	1,288	1,355	1,355
# of evidence ID numbers created	8	17,086	18,400	19,325	19,325
# of notices of appeal filed	10	1,280	1,461	1,680	1,680
<b>Efficiency:</b>					
# of new cases opened per FTE	1	32,955	29,868	32,000	32,000
# of e-portal filings per FTE	1	N/A	80,088	84,113	84,113
# of court dates processed per FTE	2,3,4,5	4,975	4,888	5,000	5,000
# of bond forfeitures processed per FTE	6	686	823	823	823
# of sealing/expungements per FTE	7	818	644	678	678
# of evidence ID numbers created per FTE	8	5,696	6,133	6,442	6,442
# of notices of appeal filed per FTE	10	320	365	420	420
<b>Effectiveness:</b>					
% of new cases processed within 3 days	1	95%	97%	100%	100%
% of e-portal filings processed within 3 days	1	99%	99%	100%	100%
% of bond forfeitures processed within 3 days	6	98%	99%	100%	100%
% of evidence ID's created within 3 business days	8	100%	100%	100%	100%
% of appeal cases prepared within mandated time limits	10	95%	96%	100%	100%



## CRIMINAL COURT PROCESSING CENTER

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Personal Services	\$ -	\$ 2,400,181	\$ 8,688,306	\$ 9,104,196
Operating Expenditures	-	-	30,571	58,400
Capital Equipment	-	-	-	-
<b>Total</b>	<b>\$ -</b>	<b>\$ 2,400,181</b>	<b>\$ 8,718,877</b>	<b>\$ 9,162,596</b>

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Board Funding	\$ -	\$ -	\$ 24,132	\$ 42,200
Court Fees Funding	-	2,400,181	8,694,745	9,120,396
<b>Total</b>	<b>\$ -</b>	<b>\$ 2,400,181</b>	<b>\$ 8,718,877</b>	<b>\$ 9,162,596</b>

### Positions

Court Fees Funding	-	-	161	160
<b>Total</b>	<b>0</b>	<b>0</b>	<b>161</b>	<b>160</b>

Most of the operational expenditures for Criminal Court Processing Center are budgeted in Court Fees Funding. However, in accordance with Chapters 28.35 and 29.008, Florida Statutes, data processing and telecommunications expenditures are budgeted in Board Funding.

This department was created during the latter part of FY 2015 as part of a reorganization in Courts. Positions providing in-court and after-court support for the traffic and criminal court divisions have been consolidated into a single processing center. These functions were previously handled in Sealings & Expungements, Circuit Juvenile, Circuit Criminal, County Criminal, Appeals, Bond Forfeitures, Evidence and Traffic. One position was eliminated in the FY 2017 budget.

## SOCIAL SERVICE-RELATED PROCESSING CENTER

**MISSION:** Provide outstanding customer service to the citizens and judiciary of Hillsborough County in a professional, time efficient, and cost effective manner. Maintain accurate court records, case files and case progress dockets. Provide support services to the judiciary, State Attorney, local law enforcement, Public Defender, and other agencies in the overall effort to reduce violence in our community.

### KEY OBJECTIVES:

#### Probate:

1. Enter new cases within 2 business days.
2. Review Initial and Annual Guardianship Report (Accountings) to ensure compliance within 90 days per Florida Statute 744.368 (3)
3. Review 100% of Initial and Annual Guardianship Report (Plans) to ensure compliance within 30 days per Florida Statute 744.368 (2)

#### Domestic Violence:

4. Enter new cases and have initial case filing available for judicial review in less than 30 minutes from receipt.

#### Mental Health:

5. Enter new cases within 2 business days after initial pleadings are clocked in.

SERVICES/MEASURES:	Key Obj Num	Actual FY 14	Actual FY 15	Projected FY 16	Planned FY 17
<b>Workload/Demand:</b>					
# of new probate cases filed	1	4,724	4,973	5,100	5,100
# of guardianship audits (Accountings)	2	894	1,048	1,205	1,205
# of guardianship audits (Plan of Person)	3	926	970	1,019	1,019
# of new injunctions	4	6,631	6,638	6,704	6,704
# of photocopies of temporary orders, permanent orders, and orders of dismissal for distribution	4	656,955	640,493	650,000	650,000
# of new mental health cases filed	5	4,137	4,511	4,962	4,962
<b>Efficiency:</b>					
# of probate cases filed per FTE	1	2,362	2,487	2,550	2,550
# of guardianship audits (Accountings) per FTE	2	894	1,048	1,205	1,205
# of guardianship audits (Plan of Person) per FTE	3	926	970	1,019	1,019
# of new injunctions per FTE	4	2,210	2,213	2,235	2,235
# of new mental health cases per FTE	5	2,069	2,255	2,481	2,481
<b>Effectiveness:</b>					
% of new probate cases entered within 2 days	1	99%	99%	99%	99%
% of guardianship audits (Accountings) within 90 days	2	99%	99%	99%	99%
% of guardianship audits (Plan of Person) within 30 days	3	99%	99%	99%	99%
% of new injunctions entered within 3 days	4	100%	100%	100%	100%
% of new mental health cases entered within 2 days	5	97%	99%	99%	99%

## SOCIAL SERVICE-RELATED PROCESSING CENTER

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Personal Services	\$ -	\$ 284,273	\$ 1,388,580	\$ 1,401,050
Operating Expenditures	-	-	31,231	28,956
Capital Equipment	-	-	-	-
<b>Total</b>	<b>\$ -</b>	<b>\$ 284,273</b>	<b>\$ 1,419,811</b>	<b>\$ 1,430,006</b>

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Board Funding	\$ -	\$ -	\$ 10,240	\$ 7,456
Court Fees Funding	-	284,273	1,409,571	1,422,550
<b>Total</b>	<b>\$ -</b>	<b>\$ 284,273</b>	<b>\$ 1,419,811</b>	<b>\$ 1,430,006</b>

### Positions

Court Fees Funding	-	-	23	22
<b>Total</b>	<b>0</b>	<b>0</b>	<b>23</b>	<b>22</b>

Most of the operational expenditures for Social Services-Related Processing Center are budgeted in Court Fees Funding. However, in accordance with Chapters 28.35 and 29.008, Florida Statutes, data processing and telecommunications expenditures are budgeted in Board Funding.

This department was created during the latter part of FY 2015 as part of a reorganization in Courts. Positions formerly assigned to Probate, Mental Health and Domestic Violence departments have been consolidated into a single processing center. One position was eliminated in the FY 2017 budget.

## APPEALS

<b><u>Type of Expenditure</u></b>	<b><u>FY 14 Actual</u></b>	<b><u>FY 15 Actual</u></b>	<b><u>FY 16 Adopted</u></b>	<b><u>FY 17 Adopted</u></b>
Personal Services	\$ 617,466	\$ 453,267	\$ -	\$ -
Operating Expenditures	37,798	21,084	-	-
Capital Equipment	-	-	-	-
<b>Total</b>	<b>\$ 655,263</b>	<b>\$ 474,352</b>	<b>\$ -</b>	<b>\$ -</b>

<b><u>Funding Source</u></b>	<b><u>FY 14 Actual</u></b>	<b><u>FY 15 Actual</u></b>	<b><u>FY 16 Adopted</u></b>	<b><u>FY 17 Adopted</u></b>
Board Funding	\$ 3,939	\$ 5,758	\$ -	\$ -
Court Fees Funding	651,325	468,594	-	-
<b>Total</b>	<b>\$ 655,263</b>	<b>\$ 474,352</b>	<b>\$ -</b>	<b>\$ -</b>

<b><u>Positions</u></b>	<b><u>FY 14</u></b>	<b><u>FY 15</u></b>	<b><u>FY 16</u></b>	<b><u>FY 17</u></b>
Court Fees Funding	12	12	-	-
<b>Total</b>	<b>12</b>	<b>12</b>	<b>0</b>	<b>0</b>

Most of the operational expenditures for Appeals were budgeted in Court Fees Funding. However, in accordance with Chapters 28.35 and 29.008, Florida Statutes, data processing and telecommunications expenditures were budgeted in Board Funding.

Due to a reorganization in Courts during the latter part of FY 2015, this department was dissolved.

## BOND FORFEITURE

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Personal Services	\$ -	\$ 200,910	\$ -	\$ -
Operating Expenditures	-	-	-	-
Capital Equipment	-	-	-	-
<b>Total</b>	<b>\$ -</b>	<b>\$ 200,910</b>	<b>\$ -</b>	<b>\$ -</b>

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Court Fees Funding	-	200,910	-	-
<b>Total</b>	<b>\$ -</b>	<b>\$ 200,910</b>	<b>\$ -</b>	<b>\$ -</b>

<u>Positions</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Court Fees Funding	-	5	-	-
<b>Total</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>0</b>

All of the operational expenditures for Bond Forfeitures were budgeted in Court Fees Funding.

This was a new Department created in FY 2015. The functions of Bond Forfeiture processing were performed in the individual Criminal Departments, but the positions were consolidated in this department for efficiency and consistency. During the latter part of FY 2015, this department was moved to the Criminal Courts Processing Center due to a reorganization in Courts.

## CIRCUIT CIVIL

<b><u>Type of Expenditure</u></b>	<b><u>FY 14 Actual</u></b>	<b><u>FY 15 Actual</u></b>	<b><u>FY 16 Adopted</u></b>	<b><u>FY 17 Adopted</u></b>
Personal Services	\$ 2,456,765	\$ 1,384,565	\$ -	\$ -
Operating Expenditures	67,609	50,221	-	-
Capital Equipment	-	-	-	-
<b>Total</b>	<b>\$ 2,524,373</b>	<b>\$ 1,434,786</b>	<b>\$ -</b>	<b>\$ -</b>

<b><u>Funding Source</u></b>	<b><u>FY 14 Actual</u></b>	<b><u>FY 15 Actual</u></b>	<b><u>FY 16 Adopted</u></b>	<b><u>FY 17 Adopted</u></b>
Board Funding	\$ 14,348	\$ 10,481	\$ -	\$ -
Court Fees Funding	2,188,083	1,424,304	-	-
Court Fines (10%) Fund	321,942	-	-	-
<b>Total</b>	<b>\$ 2,524,373</b>	<b>\$ 1,434,786</b>	<b>\$ -</b>	<b>\$ -</b>

<b><u>Positions</u></b>	<b><u>FY 14 Actual</u></b>	<b><u>FY 15 Actual</u></b>	<b><u>FY 16 Adopted</u></b>	<b><u>FY 17 Adopted</u></b>
Court Fees Funding	59	49	-	-
<b>Total</b>	<b>59</b>	<b>49</b>	<b>0</b>	<b>0</b>

Most of the operational expenditures for Circuit Civil were budgeted in Court Fees Funding. However, in accordance with Chapters 28.35 and 29.008, Florida Statutes, data processing and telecommunications expenditures were budgeted in Board Funding.

The FY 2015 budget reflects the elimination of 10 positions, but some of the remaining positions were reclassified to different job classifications due to the change in duties related to the new Odyssey Case Management System. Due to a reorganization in Courts during the latter part of FY 2015, this department was dissolved.

## CIRCUIT CRIMINAL

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Personal Services	\$ 3,669,089	\$ 2,443,884	\$ -	\$ -
Operating Expenditures	167,162	125,383	-	-
Capital Equipment	-	-	-	-
<b>Total</b>	<b>\$ 3,836,251</b>	<b>\$ 2,569,267</b>	<b>\$ -</b>	<b>\$ -</b>

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Board Funding	\$ 25,274	\$ 19,857	\$ -	\$ -
Court Fees Funding	3,767,863	2,549,411	-	-
Court Fines (10%) Fund	43,114	-	-	-
<b>Total</b>	<b>\$ 3,836,251</b>	<b>\$ 2,569,267</b>	<b>\$ -</b>	<b>\$ -</b>

<u>Positions</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Court Fees Funding	79	69	-	-
<b>Total</b>	<b>79</b>	<b>69</b>	<b>0</b>	<b>0</b>

Most of the operational expenditures for Circuit Criminal were budgeted in Court Fees Funding. However, in accordance with Chapters 28.35 and 29.008, Florida Statutes, data processing and telecommunications expenditures were budgeted in Board Funding.

The FY 2015 budget reflected the elimination of 10 positions, but some of the remaining positions were reclassified to different job classifications due to the change in duties related to the new Odyssey Case Management System. Due to a reorganization in Courts during the latter part of FY 2015, this department was dissolved.

## COLLECTIONS

<b><u>Type of Expenditure</u></b>	<b><u>FY 14 Actual</u></b>	<b><u>FY 15 Actual</u></b>	<b><u>FY 16 Adopted</u></b>	<b><u>FY 17 Adopted</u></b>
Personal Services	\$ 319,097	\$ 204,153	\$ -	\$ -
Operating Expenditures	9,129	7,646	-	-
Capital Equipment	-	-	-	-
<b>Total</b>	<b>\$ 328,226</b>	<b>\$ 211,799</b>	<b>\$ -</b>	<b>\$ -</b>

<b><u>Funding Source</u></b>	<b><u>FY 14 Actual</u></b>	<b><u>FY 15 Actual</u></b>	<b><u>FY 16 Adopted</u></b>	<b><u>FY 17 Adopted</u></b>
Board Funding	\$ 2,547	\$ 5,480	\$ -	\$ -
Court Fines (10%) Fund	325,679	206,319	-	-
<b>Total</b>	<b>\$ 328,226</b>	<b>\$ 211,799</b>	<b>\$ -</b>	<b>\$ -</b>

<b><u>Positions</u></b>	<b><u>FY 14</u></b>	<b><u>FY 15</u></b>	<b><u>FY 16</u></b>	<b><u>FY 17</u></b>
Court Fines (10%) Fund	7	7	-	-
<b>Total</b>	<b>7</b>	<b>7</b>	<b>0</b>	<b>0</b>

Most of the operational expenditures for Collections/C-Pay Program were budgeted in Court Fees Funding. However, in accordance with Chapters 28.35 and 29.008, Florida Statutes, data processing and telecommunications expenditures were budgeted in Board Funding.

Due to a reorganization in Courts during the latter part of FY 2015, this department was dissolved.



## COUNTY CIVIL

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Personal Services	\$ 1,870,288	\$ 1,162,382	\$ -	\$ -
Operating Expenditures	37,025	26,274	-	-
Capital Equipment	-	-	-	-
<b>Total</b>	<b>\$ 1,907,313</b>	<b>\$ 1,188,656</b>	<b>\$ -</b>	<b>\$ -</b>

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Board Funding	\$ 9,704	\$ 8,438	\$ -	\$ -
Court Fees Funding	1,897,609	1,180,217	-	-
<b>Total</b>	<b>\$ 1,907,313</b>	<b>\$ 1,188,656</b>	<b>\$ -</b>	<b>\$ -</b>

<u>Positions</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Court Fees Funding	41	36	-	-
<b>Total</b>	<b>41</b>	<b>36</b>	<b>0</b>	<b>0</b>

Most of the operational expenditures for County Civil were budgeted in Court Fees Funding. However, in accordance with Chapters 28.35 and 29.008, Florida Statutes, telecommunications and data processing expenditures were budgeted in Board Funding.

The FY 2015 budget reflected the elimination of five positions, but some of the remaining positions were reclassified to different job classifications due to the change in duties related to the new Odyssey Case Management System. Due to a reorganization in Courts during the latter part of FY 2015, this department was dissolved.

## COUNTY CRIMINAL

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Personal Services	\$ 2,085,039	\$ 1,307,263	\$ -	\$ -
Operating Expenditures	78,384	48,386	-	-
Capital Equipment	-	-	-	-
<b>Total</b>	<b>\$ 2,163,424</b>	<b>\$ 1,355,649</b>	<b>\$ -</b>	<b>\$ -</b>

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Board Funding	\$ 11,917	\$ 8,209	\$ -	\$ -
Court Fees Funding	2,120,921	1,347,440	-	-
Court Fines (10%) Fund	30,586	-	-	-
<b>Total</b>	<b>\$ 2,163,424</b>	<b>\$ 1,355,649</b>	<b>\$ -</b>	<b>\$ -</b>

<u>Positions</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Court Fees Funding	45	43	-	-
<b>Total</b>	<b>45</b>	<b>43</b>	<b>0</b>	<b>0</b>

Most of the operational expenditures for County Criminal were budgeted in Court Fees Funding. However, in accordance with Chapters 28.35 and 29.008, Florida Statutes, data processing and telecommunications expenditures were budgeted in Board Funding.

The FY 2015 budget reflected the elimination of two positions, but some of the remaining positions were reclassified to different job classifications due to the change in duties related to the new Odyssey Case Management System. Due to a reorganization in Courts during the latter part of FY 2015, this department was dissolved.

## DOMESTIC VIOLENCE

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Personal Services	\$ 265,863	\$ 203,710	\$ -	\$ -
Operating Expenditures	27,140	32,880	-	-
Capital Equipment	-	-	-	-
<b>Total</b>	<b>\$ 293,004</b>	<b>\$ 236,590</b>	<b>\$ -</b>	<b>\$ -</b>

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Board Funding	\$ 4,676	\$ 8,904	\$ -	\$ -
Court Fees Funding	288,328	227,686	-	-
<b>Total</b>	<b>\$ 293,004</b>	<b>\$ 236,590</b>	<b>\$ -</b>	<b>\$ -</b>

<u>Positions</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Court Fees Funding	6	5	-	-
<b>Total</b>	<b>6</b>	<b>5</b>	<b>0</b>	<b>0</b>

Most of the operational expenditures for Domestic Violence were budgeted in Court Fees Funding. However, in accordance with Chapters 28.35 and 29.008, Florida Statutes, telecommunications and data processing expenditures were budgeted in Board Funding.

The FY 2015 budget eliminated one position due to efficiencies gained from the new Odyssey Case Management System. Due to a reorganization in Courts during the latter part of FY 2015, this department was dissolved.

## EVIDENCE

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Personal Services	\$ 273,515	\$ 159,194	\$ -	\$ -
Operating Expenditures	4,457	2,941	-	-
Capital Equipment	-	-	-	-
<b>Total</b>	<b>\$ 277,972</b>	<b>\$ 162,135</b>	<b>\$ -</b>	<b>\$ -</b>

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Board Funding	\$ 2,463	\$ 1,029	\$ -	\$ -
Court Fees Funding	275,510	161,106	-	-
<b>Total</b>	<b>\$ 277,972</b>	<b>\$ 162,135</b>	<b>\$ -</b>	<b>\$ -</b>

<u>Positions</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Court Fees Funding	4	4	-	-
<b>Total</b>	<b>4</b>	<b>4</b>	<b>0</b>	<b>0</b>

Most of the operational expenditures for Evidence were budgeted in Court Fees Funding. However, in accordance with Chapters 28.35 and 29.008, Florida Statutes, data processing, telecommunications and facilities expenditures were budgeted in Board Funding

Due to a reorganization in Courts during the latter part of FY 2015, this department was dissolved.

## EXPUNGEMENTS & SEALINGS

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Personal Services	\$ 100,838	\$ 68,135	\$ -	\$ -
Operating Expenditures	1,527	1,291	-	-
Capital Equipment	-	-	-	-
<b>Total</b>	<b>\$ 102,365</b>	<b>\$ 69,426</b>	<b>\$ -</b>	<b>\$ -</b>

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Board Funding	\$ 195	\$ 234	\$ -	\$ -
Court Fines (10%) Fund	102,170	69,192	-	-
<b>Total</b>	<b>\$ 102,365</b>	<b>\$ 69,426</b>	<b>\$ -</b>	<b>\$ -</b>

<u>Positions</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Court Fines (10%) Fund	2	2	-	-
<b>Total</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>0</b>

Most of the operational expenditures for Expungements & Sealings were budgeted in Court Fees Funding. However, in accordance with Chapters 28.35 and 29.008, Florida Statutes, data processing and telecommunications expenditures were budgeted in Board Funding.

Due to a reorganization in Courts during the latter part of FY 2015, this department was dissolved.

## FAMILY LAW

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Personal Services	\$ 2,053,679	\$ 1,228,683	\$ -	\$ -
Operating Expenditures	71,076	71,360	-	-
Capital Equipment	-	1,713	-	-
<b>Total</b>	<b>\$ 2,124,756</b>	<b>\$ 1,301,755</b>	<b>\$ -</b>	<b>\$ -</b>

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Board Funding	\$ 18,442	\$ 20,438	\$ -	\$ -
Court Fees Funding	879,211	184,993	-	-
Court Fines (10%) Fund	3,272	-	-	-
General Government	1,223,831	1,096,325	-	-
<b>Total</b>	<b>\$ 2,124,756</b>	<b>\$ 1,301,755</b>	<b>\$ -</b>	<b>\$ -</b>

<u>Positions</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Court Fees Funding	46	43	-	-
<b>Total</b>	<b>46</b>	<b>43</b>	<b>0</b>	<b>0</b>

Most of the operational expenditures for Family Law were budgeted in Court Fees Funding. However, in accordance with Chapters 28.35 and 29.008, Florida Statutes, telecommunications and data processing expenditures were budgeted in Board Funding. The portion of Family Law's budget in General Government Funding represents the reimbursement of child support enforcement expenditures through the Federal Title IV-D grant. The costs are allocated to General Government because the revenue is deposited in that funding source.

The FY 2015 budget reflected the elimination of three positions, but some of the remaining positions were reclassified to different job classifications due to the change in duties related to the new Odyssey Case Management System. Due to a reorganization in Courts during the latter part of FY 2015, this department was dissolved.

## INDIGENCY SCREENING

<b><u>Type of Expenditure</u></b>	<b><u>FY 14 Actual</u></b>	<b><u>FY 15 Actual</u></b>	<b><u>FY 16 Adopted</u></b>	<b><u>FY 17 Adopted</u></b>
Personal Services	\$ 140,779	\$ 107,963	\$ -	\$ -
Operating Expenditures	2,024	4,139	-	-
Capital Equipment	-	-	-	-
<b>Total</b>	<b>\$ 142,803</b>	<b>\$ 112,102</b>	<b>\$ -</b>	<b>\$ -</b>

<b><u>Funding Source</u></b>	<b><u>FY 14 Actual</u></b>	<b><u>FY 15 Actual</u></b>	<b><u>FY 16 Adopted</u></b>	<b><u>FY 17 Adopted</u></b>
Board Funding	\$ 1,223	\$ 1,084	\$ -	\$ -
Court Fees Funding	141,580	111,017	-	-
<b>Total</b>	<b>\$ 142,803</b>	<b>\$ 112,102</b>	<b>\$ -</b>	<b>\$ -</b>

<b><u>Positions</u></b>	<b><u>FY 14</u></b>	<b><u>FY 15</u></b>	<b><u>FY 16</u></b>	<b><u>FY 17</u></b>
Court Fees Funding	4	3	-	-
<b>Total</b>	<b>4</b>	<b>3</b>	<b>0</b>	<b>0</b>

Most of the operational expenditures for Indigency Screening were budgeted in Court Fees Funding. However, in accordance with Chapters 28.35 and 29.008, Florida Statutes, data processing and telecommunications expenditures were budgeted in Board Funding.

The FY 2015 budget eliminated one position due to efficiencies gained from the new Odyssey Case Management System. Due to a reorganization in Courts during the latter part of FY 2016, this department was dissolved.

## JUVENILE

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Personal Services	\$ 1,709,199	\$ 1,225,765	\$ -	\$ -
Operating Expenditures	50,439	14,443	-	-
Capital Equipment	-	-	-	-
<b>Total</b>	<b>\$ 1,759,638</b>	<b>\$ 1,240,207</b>	<b>\$ -</b>	<b>\$ -</b>

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Board Funding	\$ 6,450	\$ 6,706	\$ -	\$ -
Court Fees Funding	1,721,578	1,233,501	-	-
Court Fines (10%) Fund	31,610	-	-	-
<b>Total</b>	<b>\$ 1,759,638</b>	<b>\$ 1,240,207</b>	<b>\$ -</b>	<b>\$ -</b>

### Positions

Court Fees Funding	36	35	-	-
<b>Total</b>	<b>36</b>	<b>35</b>	<b>0</b>	<b>0</b>

Most of the operational expenditures for Circuit Juvenile were budgeted in Court Fees Funding. However, in accordance with Chapters 28.35 and 29.008, Florida Statutes, data processing and telecommunications expenditures were budgeted in Board Funding.

The FY 2015 budget reflected the elimination of one position, but some of the remaining positions were reclassified to different job classifications due to the change in duties related to the new Odyssey Case Management System. Due to a reorganization in Courts during the latter part of FY 2015, this department was dissolved.



## MENTAL HEALTH

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Personal Services	\$ 348,697	\$ 242,878	\$ -	\$ -
Operating Expenditures	6,474	5,227	-	-
Capital Equipment	-	-	-	-
<b>Total</b>	<b>\$ 355,171</b>	<b>\$ 248,105</b>	<b>\$ -</b>	<b>\$ -</b>

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Board Funding	\$ 1,054	\$ 2,369	\$ -	\$ -
Court Fees Funding	354,117	245,737	-	-
<b>Total</b>	<b>\$ 355,171</b>	<b>\$ 248,105</b>	<b>\$ -</b>	<b>\$ -</b>

<u>Positions</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Court Fees Funding	7	8	-	-
<b>Total</b>	<b>7</b>	<b>8</b>	<b>0</b>	<b>0</b>

Most of the operational expenditures for Mental Health were budgeted in Court Fees Funding. However, in accordance with Chapters 28.35 and 29.008, Florida Statutes, data processing and telecommunications expenditures were budgeted in Board Funding.

The FY 2015 budget transferred one position from Probate to Mental Health to reflect the change in workload between the two functions. Due to a reorganization in Courts during the latter part of FY 2015, this department was dissolved.

## TELEPHONE CENTER

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Personal Services	\$ 852,815	\$ 966,103	\$ -	\$ -
Operating Expenditures	1,349	7,207	-	-
Capital Equipment	-	-	-	-
<b>Total</b>	<b>\$ 854,164</b>	<b>\$ 973,310</b>	<b>\$ -</b>	<b>\$ -</b>

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Allocated Departments	\$ 854,164	\$ 290,704	\$ -	\$ -
Court Fees Funding	-	682,606	-	-
<b>Total</b>	<b>\$ 854,164</b>	<b>\$ 973,310</b>	<b>\$ -</b>	<b>\$ -</b>

<u>Positions</u>	<u>FY 14</u>	<u>FY 15</u>	<u>FY 16</u>	<u>FY 17</u>
Allocated Departments	14	4	-	-
Court Fees Funding	0	16	-	-
<b>Total</b>	<b>14</b>	<b>20</b>	<b>0</b>	<b>0</b>

Most of the operational expenditures for the Telephone Center were budgeted in the Court Fees funding to reflect the proportion of phone calls that are related to Court cases. Four positions were budgeted in the Allocated Departments.

The FY 2015 budget added six positions to help with the increased call volume as nearly all Court Operations inquiries are now answered by the Telephone Center. In addition, most of the positions were transferred to Court Fees Funding to reflect the area where the work is performed. During the latter part of FY 2015, the Telephone Center was moved to the Customer Service Center as part of a reorganization in Courts.

## PROBATE

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Personal Services	\$ 782,795	\$ 602,368	\$ -	\$ -
Operating Expenditures	22,237	17,014	-	-
Capital Equipment	-	-	-	-
<b>Total</b>	<b>\$ 805,032</b>	<b>\$ 619,382</b>	<b>\$ -</b>	<b>\$ -</b>

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Board Funding	\$ 4,238	\$ 3,739	\$ -	\$ -
Court Fees Funding	800,794	615,643	-	-
<b>Total</b>	<b>\$ 805,032</b>	<b>\$ 619,382</b>	<b>\$ -</b>	<b>\$ -</b>

<u>Positions</u>	<u>FY 14</u>	<u>FY 15</u>	<u>FY 16</u>	<u>FY 17</u>
Court Fees Funding	14	13	-	-
<b>Total</b>	<b>14</b>	<b>13</b>	<b>0</b>	<b>0</b>

Most of the operational expenditures for Circuit Probate were budgeted in Court Fees Funding. However, in accordance with Chapters 28.35 and 29.008, Florida Statutes, data processing and telecommunications expenditures were budgeted in Board Funding.

The FY 2015 budget transferred one position from Probate to Mental Health to reflect the change in workload between the two functions. Due to a reorganization in Courts during the latter part of FY 2015, this department was dissolved.

## TRAFFIC

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Personal Services	\$ 3,434,002	\$ 2,399,357	\$ -	\$ -
Operating Expenditures	236,742	205,784	-	-
Capital Equipment	-	-	-	-
<b>Total</b>	<b>\$ 3,670,744</b>	<b>\$ 2,605,142</b>	<b>\$ -</b>	<b>\$ -</b>

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Board Funding	\$ 39,475	\$ 22,871	\$ -	\$ -
Court Fees Funding	3,606,712	2,582,271	-	-
Court Fines (10%) Fund	24,556	-	-	-
<b>Total</b>	<b>\$ 3,670,744</b>	<b>\$ 2,605,142</b>	<b>\$ -</b>	<b>\$ -</b>

### Positions

Court Fees Funding	73	74	-	-
<b>Total</b>	<b>73</b>	<b>74</b>	<b>0</b>	<b>0</b>

Most of the operational expenditures for County Traffic were budgeted in Court Fees Funding. However, in accordance with Chapters 28.35 and 29.008, Florida Statutes, data processing, telecommunications and facilities expenditures were budgeted in Board Funding.

The FY 2015 budget added a position to help with implementation of the Odyssey Case Management System for Traffic. Due to a reorganization in Courts during the latter part of FY 2015, this department was dissolved.

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## SYSTEM SUPPORT

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<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Personal Services	\$ 792,790	\$ 914,516	\$ -	\$ -
Operating Expenditures	283,554	24,492	-	-
Capital Equipment	3,041	1,269	-	-
<b>Total</b>	<b>\$ 1,079,385</b>	<b>\$ 940,277</b>	<b>\$ -</b>	<b>\$ -</b>

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Board Funding	\$ 1,079,385	\$ 940,277	\$ -	\$ -
<b>Total</b>	<b>\$ 1,079,385</b>	<b>\$ 940,277</b>	<b>\$ -</b>	<b>\$ -</b>

<u>Positions</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Board Funding	11	11	-	-
<b>Total</b>	<b>11</b>	<b>11</b>	<b>0</b>	<b>0</b>

All of the operational expenditures for System Support were budgeted in Board Funding.

This department merged with the Enterprise Solutions and Support department in the FY 2016 budget.

## INFORMATION TECHNOLOGY

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Personal Services	\$ 5,561,027	\$ 5,488,750	\$ -	\$ -
Operating Expenditures	\$ 3,903,101	3,577,695	-	-
Capital Equipment	\$ 2,137,656	1,320,109	-	-
<b>Total</b>	<b>\$ 11,601,784</b>	<b>\$ 10,386,554</b>	<b>\$ -</b>	<b>\$ -</b>

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Allocated Departments	\$ 11,601,784	\$ 10,386,554	\$ -	\$ -
<b>Total</b>	<b>\$ 11,601,784</b>	<b>\$ 10,386,554</b>	<b>\$ -</b>	<b>\$ -</b>

<u>Positions</u>	<u>FY 14 Actual</u>	<u>FY 15 Actual</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
Allocated Departments	56	56	-	-
<b>Total</b>	<b>56</b>	<b>56</b>	<b>0</b>	<b>0</b>

All of the operational expenditures for Information Technology were budgeted in Allocated Departments.

For FY 2016, the Information Technology department was reorganized into 5 separate departments, organized by function:

1. Systems Administration and Operations
2. Court Solutions and Support
3. Enterprise Solutions and Support
4. Enterprise Technical Support
5. Enterprise Program Management

## NON-DEPARTMENTAL ACCOUNTS

	FY 14 Actual	FY 15 Actual	FY 16 Adopted	FY 17 Adopted
<b><u>Board Funding</u></b>				
Property & Auto Insurance	\$ 23,893	\$ 25,081	\$ 28,000	\$ 28,000
Other Facilities Costs	6,255	2,075	-	-
Additional disk space for backup system	94,291	-	-	-
Computer Equip & Software Agreements	544,484	343,998	-	224,122
Professional Services for IT Projects	-	207,885	-	-
End-of-Year Health Insurance Assessment	-	512,803	-	-
Other Operating Expenditures	60,569	39,301	1,024,543	884,765
Residual Equity to BOCC	401,394	1,173,495	-	-
<b>Total</b>	<b>\$ 1,130,886</b>	<b>\$ 2,304,638</b>	<b>\$ 1,052,543</b>	<b>\$ 1,136,887</b>

<b><u>Court Fees Funding</u></b>				
Transfer to CCOC Trust Fund	\$ 2,258,267	\$ 2,283,430	\$ 488,862	\$ -
Title IV-D Allocated Out	(1,223,831)	(1,096,325)	(1,380,359)	(1,100,000)
Juror Costs	333,195	329,812	360,000	360,000
Foreclosure Grant	387,463	212,829	-	-
Other Court Costs/Carryover	-	-	-	-
<b>Total</b>	<b>\$ 1,755,094</b>	<b>\$ 1,729,747</b>	<b>\$ (531,497)</b>	<b>\$ (740,000)</b>

<b><u>General Government</u></b>				
Excess Fees to BOCC	\$ 382,608	\$ 1,278,999	\$ 264,186	\$ 222,704
Title IV-D Allocated In	1,223,831	1,096,325	1,380,359	1,100,000
Passport Mailing Costs	6,597	-	-	-
New Recording System	254,800	-	-	-
Other Operating Costs	22,089	8,925	24,000	24,000
<b>Total</b>	<b>\$ 1,889,925</b>	<b>\$ 2,384,249</b>	<b>\$ 1,668,545</b>	<b>\$ 1,346,704</b>

<b><u>Allocated</u></b>				
Clerk's Salary	\$ 159,202	\$ 159,980	\$ 166,434	\$ 166,212
Clerk's Benefits & Taxes	69,495	80,998	85,402	77,618
General Liability Insurance	102,800	106,364	110,000	110,000
Retiree Health Insurance Subsidy	43,330	38,955	45,000	45,000
Employee Awards Program	24,300	44,325	30,750	50,000
<b>Total</b>	<b>\$ 399,127</b>	<b>\$ 430,622</b>	<b>\$ 437,586</b>	<b>\$ 448,830</b>

<b><u>Trust Fund Reserves</u></b>				
Court Technology	\$ 998,840	\$ 1,230,363	\$ 1,217,084	\$ 1,945,182
Public Records Modernization	3,604,298	4,096,690	2,836,058	2,422,954
Court Fines (10%)	-	-	-	233,594
Foreclosure Public Education	33,166	13,462	-	23,700
<b>Total</b>	<b>\$ 4,636,304</b>	<b>\$ 5,340,515</b>	<b>\$ 4,053,142</b>	<b>\$ 4,625,430</b>

## GLOSSARY OF TERMS

**Balanced Budget** - The total of estimated receipts, including balances brought forward, shall equal the total of estimated expenditures and reserves.

**Board of County Commissioners (BOCC)** - The governing body of Hillsborough County, composed of seven persons elected by constituents from districts across the County.

**Budget** - A financial plan for a specified period of time (fiscal year) that matches proposed expenditures with anticipated revenue.

**Budget Message** - A brief written statement presented by the Clerk & Comptroller to explain the role and function of the Clerk along with important budget issues.

**Capital Expenditures** - Appropriations for the acquisition or construction of physical assets with a life expectancy greater than one year and a cost equal to or greater than \$1,000.

**Constitutional Officer(s)** - Elected official(s) that are funded in part or in total by the BOCC, but maintain autonomy of their own offices. The five Constitutional Officers in Hillsborough County are the Clerk of the Circuit Court/Comptroller, Property Appraiser, Sheriff, Supervisor of Elections, and Tax Collector.

**Expenditures** – Decreases in fund financial resources for the procurement of assets or the cost of goods and/or services received.

**Fiduciary Funds** – Funds used to account for assets held in a trustee or agency capacity for others, which cannot be used to support the Clerk's own programs.

**Fiscal Year** - The annual accounting period. The Clerk's fiscal year runs from October 1st through September 30th.

**Fund** - Money set aside and accounted for separately in order to ensure that the money is spent for a specific purpose.

**Fund Balance** - The amount available within a fund at the close of a fiscal period, which can be carried over as a source of available funding for the succeeding fiscal period.

**General Fund** - A governmental accounting fund supported by service charges or funding by the County's BOCC to provide for general government operating services; used to account for all resources and expenditures except those legally required to be accounted for in a separate fund.

**Line Item Budget** - A budget that lists each account category separately along with the dollar amount budgeted for each account, such as office supplies, overtime, or capital purchases.

**Modified Accrual Method of Accounting** - An accounting method commonly used by government agencies that combines accrual-basis accounting with cash-basis accounting. Modified accrual accounting recognizes revenue when it becomes available and measurable and recognizes expenditures when liabilities are incurred.

**Operating Expenditures** - Also known as operating and maintenance costs, these are expenditures for day-to-day operations, such as office supplies, maintenance of equipment, and travel. Capital costs are excluded.



## GLOSSARY OF TERMS

**Personal Services** - Costs related to compensating employees, including salaries, wages and benefits. Benefits include Florida Retirement costs, medical insurance, disability insurance, worker's compensation insurance assessments, Social Security taxes, Medicare taxes, and deferred compensation.

**Revenue** - Income received from normal business activities and/or from other governmental sources. Receipts may include interest earnings, service charges, court costs, fines, grants, and intergovernmental payments.

**Special Revenue Funds** – Funds used to account for revenues received from a specific source and that are legally restricted to expenditure for specific purposes or functions.

**Trust and Agency Funds** – Fiduciary funds used to account for the assets held by the Clerk as an agent for individuals, private entities and governmental organizations. Such funds are held in a purely custodial capacity.