



ANNUAL REPORT 2023

FISCAL YEAR 2022 | OCTOBER 1, 2021-SEPTEMBER 30, 2022

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A MESSAGE FROM CINDY STUART

CLERK OF COURT & COMPTROLLER



Equity, transparency, and independence drive our office whether it's serving the function of the Court, providing important records, or being stewards of County dollars. Our team focused on four strategic priorities for the past fiscal year: Customer Experience, Community Engagement, People and Training, and DEI: Diversity, Equity, and Inclusion. We are dedicated to serving the public, every hour of every day, in an equitable way. Delivering new service innovations 24/7 was also top of mind. Some of these innovations augmented our fast, efficient and friendly service (page 18) while others, domestic violence injunction innovations (page 17), will save lives. Our Community Engagement team has been interacting with people across Hillsborough County. Outreach fosters lasting relationships and offers our employees a variety of ways to share their talents and time. Our Clerk's Table food pantry provides meals for our employees as well as two large community partners (page 10). Lastly, I wanted to share the Florida Court Clerks & Comptrollers (FCCC) recognized my office for excellence in June awarding us Best Practices awards in 12 different categories. On June 9th, I also graduated from the FCCC's New Clerks Academy after completing 240 hours of extensive training and certification programs. Then on Tuesday, Sept. 14th, our office was proud to host about 50 members of the FCCC from other counties for a 2022 Regional Best Practices Training Seminar. Innovative work will continue to define our path in the coming year.

Together we will get to Yes!



ABOUT OUR OFFICE

The Florida Constitution established the Clerk of the Circuit Court & Comptroller as a public trustee, independently elected to safeguard your public records and public funds. Nearly every payment, court document, and public record in Hillsborough County passes through our office.

The Hillsborough Clerk of Court & Comptroller serves many roles including Chief Financial Officer, Treasurer, Board of County Commissioners, Clerk of the Court, County Recorder, and County Auditor.



CHIEF FINANCIAL OFFICER, TREASURER, BOCC

- Prepare County financial reports for state and federal governments, bondholders, and the public
- Pay all County bills and pre-audit all County expenditures
- Manage the County's investments to earn investment income on taxpayer funds
- Document and maintain minutes, records, and activities of County government meetings



CLERK OF THE COURT

- Process and file all civil and criminal court documents
- Protect evidence
- Provide the public with access to court records on paper and online
- Manage the County's jury system



COUNTY RECORDER

- Maintain official County records
- Record documents such as mortgages, deeds, liens, judgments, and marriage licenses



COUNTY AUDITOR

- Assist management in achieving efficient and effective administration of their areas of responsibility
- Make recommendations to management to improve internal controls and mitigate risks
- Monitor management's corrective action plans
- Offer training to County staff on internal controls and fraud prevention

VISION AND MISSION

Dedicated to serving the public by providing excellent customer service and safeguarding your records and the public's financial assets and dollars with equity, transparency, and independence

CORE VALUES:

Protect, Steward, Serve, Innovate, Equity-Driven, Transparent, Competent, Inclusive, Lead with Integrity



STRATEGIC PRIORITIES

- **People & Training:** Working diligently to secure and retain highly effective teams and leaders through recruitment, relevant and applicable training and development, and pathways to internal success strategies
- **Diversity, Equity, and Inclusion (DEI):** Fostering a culture embracing diversity, equity, and inclusion so we may serve our constituents "where they are" and develop a workforce that mirrors the diverse communities we serve
- **Community Engagement:** Creating a positive impact on our community through partnerships, education, and outreach
- **Customer Experience:** Delivering a positive customer experience by fostering a customer-centric culture to meet the needs of our constituents

MEET OUR TEAM



TIMOTHY SIMON
CHIEF FINANCIAL OFFICER
DEPUTY COMPTROLLER



**MARYLOU FERNANDEZ
WHALEY**
CHIEF OF STAFF



JIM PORTER
GENERAL COUNSEL



MICHELLE DECKER
CHIEF INFORMATION
OFFICER



HEIDI PINNER
CHIEF AUDIT EXECUTIVE



DOUG R BAKKE
CHIEF OPERATING
OFFICER OF COURT
OPERATIONS



CHRISTINE NAPPI
AIDE TO THE CLERK



ANDREW BARRIOS
CHIEF OF HUMAN
CAPITAL AND TALENT
DEVELOPMENT



KIMBERLY RICHARDS
CHIEF DEPUTY RECORDS
MANAGEMENT



ROBERT RUSS
DIRECTOR OF
COMMUNITY
ENGAGEMENT & DEI



CARSON CHAMBERS
SENIOR DIRECTOR OF
COMMUNICATIONS AND
MARKETING



RICK VANARSDALL
CHIEF OPERATING OFFICER
BOARD SERVICES



JULIAN MENDEZ
ASSOCIATE DIRECTOR OF
OPERATIONS, SAFETY, &
FLEET MANAGEMENT

COUNTY GOVERNMENT PARTNERS



PROPERTY APPRAISER

Bob Henriquez
Assesses your property's
taxable value



SHERIFF

Chad Chronister
Protects your
community



SUPERVISOR OF ELECTIONS

Craig Latimer
Oversees the election
process



TAX COLLECTOR

Nancy C. Millan
Collects your taxes



COUNTY ADMINISTRATOR

Bonnie Wise
Provides fiscal and policy
recommendations to the
BOCC



STATE ATTORNEY'S OFFICE

Suzy Lopez
Promotes the safety and well-being
of the public



PUBLIC DEFENDER

Julianne Holt
Provides legal
representation, consultation,
and advice to clients



13TH JUDICIAL CIRCUIT

Hears all criminal and civil
matters not within the
jurisdiction of county courts



BOARD OF COUNTY COMMISSIONERS



BONNIE WISE
County Administrator



HARRY COHEN
District 1



KEN HAGAN
District 2



GWEN MYERS
District 3



STACY WHITE
District 4



MARIELLA SMITH
District 5 County-Wide Vice
Chair



PAT KEMP
District 6



KIMBERLY OVERMAN
District 7 County-Wide Chair

WHAT WE'VE ACCOMPLISHED

DEI, SUPPLIER DIVERSITY PROGRAM, BILINGUAL PAY POLICY



SUPPLIER DIVERSITY PROGRAM

- For the Fiscal Year 2022, a total of \$2,194,030.37 out of \$10,704,519.34 (20%) in Purchase Orders were issued to Disadvantaged Minority/ Women-Owned and Small Business Enterprises.
- The three largest stakeholders include Asian-Owned (7.6%), Hispanic (7%), and Veteran-Owned (5%).
- Procurement met with Minority, Women-Owned, and Small Business enterprises on November 3rd to provide information regarding contracting opportunities for goods and services procured by the County government and County agencies.

BILINGUAL PAY POLICY

- Our bilingual pay policy recognizes and compensates approximately 50 bilingual employees who provide translation/interpretation services to our Hispanic Community in Hillsborough County.
- Clerk services are now more accessible to non-English speaking members of our community, particularly the more than 45,000 Hispanic customers who request support.

CLERK'S TABLE

The Clerk's Table is a food bank program managed by the Hillsborough Clerk's Office and stocked by **Feeding Tampa Bay**. Our Office started the program to assist our employees in dealing with rising inflation rates and food insecurity. As of July 27th, 2022, the Hillsborough County School District voted in favor of a partnership with the Clerk's Table, allowing school district employees to volunteer and seek food assistance. On October 3rd, the 13th Judicial Circuit also joined the partnership. Our employees and partners can choose various dry goods, grocery packages, and even school supplies. We also offer food to customers visiting our domestic violence injunction and mental health services departments.



CLERK'S TABLE STATISTICS

- On Tuesday, November 15th The Clerk's Table received its 21st delivery from Feeding Tampa Bay for a total 14,305 lbs. which equates to 11,921 meals for families.
- As of November 17th, the Clerk's Table has served 1,153 people and 586 children. We track our service through pantry submission forms topping 295 requests.

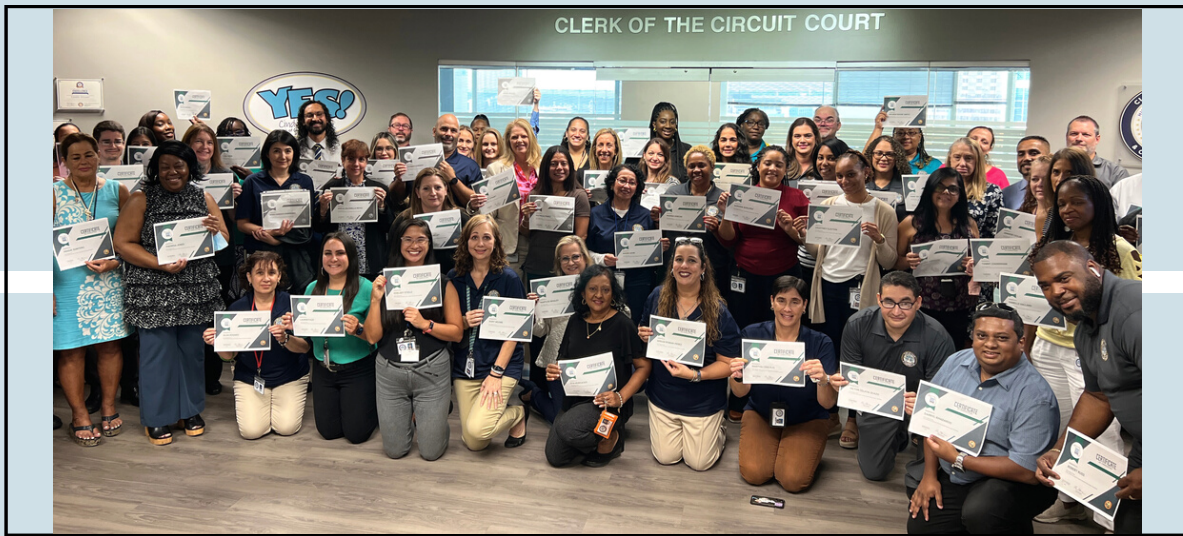


HUMAN TRAFFICKING AWARENESS

Our employees act as hundreds of eyes and ears to combat human trafficking in Hillsborough County. We serve the public daily with a clear mission to provide excellent service but also to show compassion to customers experiencing hardship, trauma, and any other adversity. Florida Attorney General Ashley Moody's office raised awareness and provided resources to report human trafficking.

WE ARE A PROUD MEMBER AND ONE OF THE FIRST CLERK'S OFFICES IN THE STATE TO JOIN THE ATTORNEY GENERAL'S 100 PERCENT CLUB.

Once our employees completed the training challenge, they displayed their certificates at our downtown Tampa, Brandon, and Plant City offices to help spread awareness to the public. 642 employees received certificates by completing the course.





COMMUNITY ENGAGEMENT

CORPORATE WORK-STUDY PROGRAM

Our first corporate work-study program is preparing local students at Cristo Rey Tampa Salesian High School for their professional careers. Four students are working side-by-side with our employees in various departments five full days every month. The high school's innovative model provides students with a private, college preparatory education and opportunities outside the classroom as they prepare for the workforce.

NAACP

The Clerk's Office brought on-the-go training to constituents at the local NAACP Empowerment Center in Tampa. We strive to reach out to our community when they can't visit one of our locations. Training includes how to navigate our website, enroll as a vendor, use our systems to pay fines or fees, look up a case, learn about careers or find answers to other questions.

PASSPORT SATURDAY

Passport Saturday is popular! We processed 707 passport applications and snapped 379 passport photos during five of these special events. Passport Saturday is for constituents who can't make it to our offices during the regular work week. You can reserve an appointment to apply for your passport and/or for your children, and even get a photo taken. Walk-ins are always welcome when appointments are full. (FY 22)



VETERANS COURT

It's another way to say 'thank you' to veterans for serving our country. We bring court services out of the courthouse and into the community to the James A. Haley Veterans' Hospital working with our partners at the Hillsborough County 13th Judicial Circuit Court. Veterans were able to resolve fines, legal fees, and other outstanding legal issues in one hearing.

TEACHING TOOLS

Our generous staff supported the efforts of the Hillsborough County Education Foundation to strengthen public education in August. The Teaching Tools program empowers students to achieve both academic and personal success in the classroom. The Clerks' Office provided donations allowing teachers to "shop" for the school year ahead.



OPERATION GREEN LIGHT 2022

Thousands of Floridians live with the obstacle of a suspended driver's license because of unpaid traffic tickets, fines, and other court obligations. OGL helps community members reclaim their independence in one day, saving money, settling fines and fees and getting their driver's license reinstated on-site. Our office partners with the Tax Collector, the 13th Judicial Circuit, the State Attorney's Office, the Public Defender, as well as Florida's Department of Highway Safety and Motor Vehicles.

CINDY'S HUNGER-IN-ACTION PROJECT

In honor of Hunger in Action month (September), Clerk Cindy Stuart invited employees to give-back with our community partner Feeding Tampa Bay. They did not disappoint! In just one night of volunteering, our staff and their families sorted 6,042 lbs of food which provided 5,035 meals for families in need.

CAMP CEO GIRL SCOUT EVENT

Clerk Cindy Stuart shared her career advice & experiences as a Girl Scout from her youth with Girl Scouts of West Central Florida. Camp CEO places successful female community leaders with local Girl Scouts for a full weekend. Together, they collaborated on college and secondary career paths as well as leadership skill-building and goal-setting! Thanks, Girl Scouts of West Central Florida!

COMMUNITY WEDDING EVENTS

All Lovebirds welcome! We plan two unique, community Wedding Events open to as many as 50 couples in Chillura Courthouse Square in the heart of downtown Tampa. Our Clerk officiates both annual events called 'Tie the Knot' Valentine's Day Wedding and 'Love is Love' Pride Month Wedding. Our team prepares special vows for these special days and we treat couples to a commemorative marriage certificate and photo, a waived ceremony fee, plus refreshments and decorations.



CLERK NEWS

JOINT CUSTOMER SERVICE CENTER AND MISDEMEANOR PROBATION SERVICES

Clerk Cindy Stuart and Hillsborough County Sheriff Chad Chronister cut the ribbon, opening a newly remodeled joint Customer Service Center and misdemeanor Probation Services area in the Edgecomb Courthouse. Opening the remodeled location is a major step in the Clerk's strategic priority to provide excellent customer service to Hillsborough County residents. The new counter space combines the previously redesigned Clerk of Court's Customer Service area with a brand-new probation services area operated by HCSO. Having both of these service centers open within feet of each other, using shared tech platforms, provides residents with much-needed services and added convenience.

"OPENING THE REMODELED LOCATION IS A MAJOR STEP TO PROVIDE EXCELLENT CUSTOMER SERVICE TO HILLSBOROUGH COUNTY RESIDENTS. HAVING THE CUSTOMER SERVICE CENTER AND MISDEMEANOR PROBATION SERVICES WITHIN FEET OF EACH OTHER PROVIDES RESIDENTS WITH MUCH-NEEDED SERVICES"



CLERK NEWS: COURT INNOVATIONS

JUROR COMPENSATION

\$15 a day adds up. In the summer of 2022, the Clerk's Office added a new option to juror summons which had never been done before in Hillsborough County. Now, jurors' charitable donations are helping to end domestic violence by the added option to donate daily compensation to a Bay area non-profit, The Spring of Tampa Bay. During the fiscal year of 2022, jurors donated almost \$13 thousand to the local domestic violence shelter.

DURING THE FISCAL YEAR OF 2022, JURORS DONATED ALMOST \$13 THOUSAND TO A LOCAL DOMESTIC VIOLENCE SHELTER, THE SPRING OF TAMPA BAY.



CLERK NEWS: COURT INNOVATIONS

NEW DOMESTIC VIOLENCE INJUNCTION LAW A SWIFTER PATH TO PROTECTION

A simple language change requiring Clerks statewide to Email instead of U.S. Mail domestic violence injunction documents is a win for survivors across Florida. Clerk Cindy Stuart, State Senator Janet Cruz, State Representative Elizabeth Fetterhoff, and CEO Mindy Murphy of The Spring of Tampa Bay, Inc. guided the legislation to the Governor's Desk. The new law took effect in October during Domestic Violence Awareness Month. Our Office is the first stop for thousands affected by domestic violence. We have assisted with more than 31-thousand protective injunctions since 2018. We continue to innovate introducing a way to file these documents online and sending text notifications to quickly alert survivors on their request status. These solutions allow victims to stay in their safe place.



Pictured: Public Defender Julianne M. Holt, Clerk of Court Cindy Stuart, CEO The Spring of Tampa Bay, Inc. Mindy Murphy

DOMESTIC VIOLENCE INJUNCTION SB 654 and HB 905 LAW TIMELINE

- DECEMBER 13 & OCTOBER 27, 2021
State Representative Elizabeth Fetterhoff and State Senator Janet Cruz file protective injunction bills
- JANUARY 27 & 31, 2022
Clerk Cindy Stuart speaks in front of legislative Committees in Tallahassee
- MARCH 2, 2022
Lawmakers approve legislation and moves from Senate Floor to Governor's desk
- JUNE 7, 2022
Governor signs law
- OCTOBER 1, 2022
Law goes into effect as Domestic Violence Awareness Month begins

BY THE NUMBERS

Transparency is one of our Clerk's Office Core Values and a key tenant of good government. Here's a quick snapshot of the work we do recording and providing official documents and excellent customer service to the public.

OFFICIAL RECORDS STATS FY22

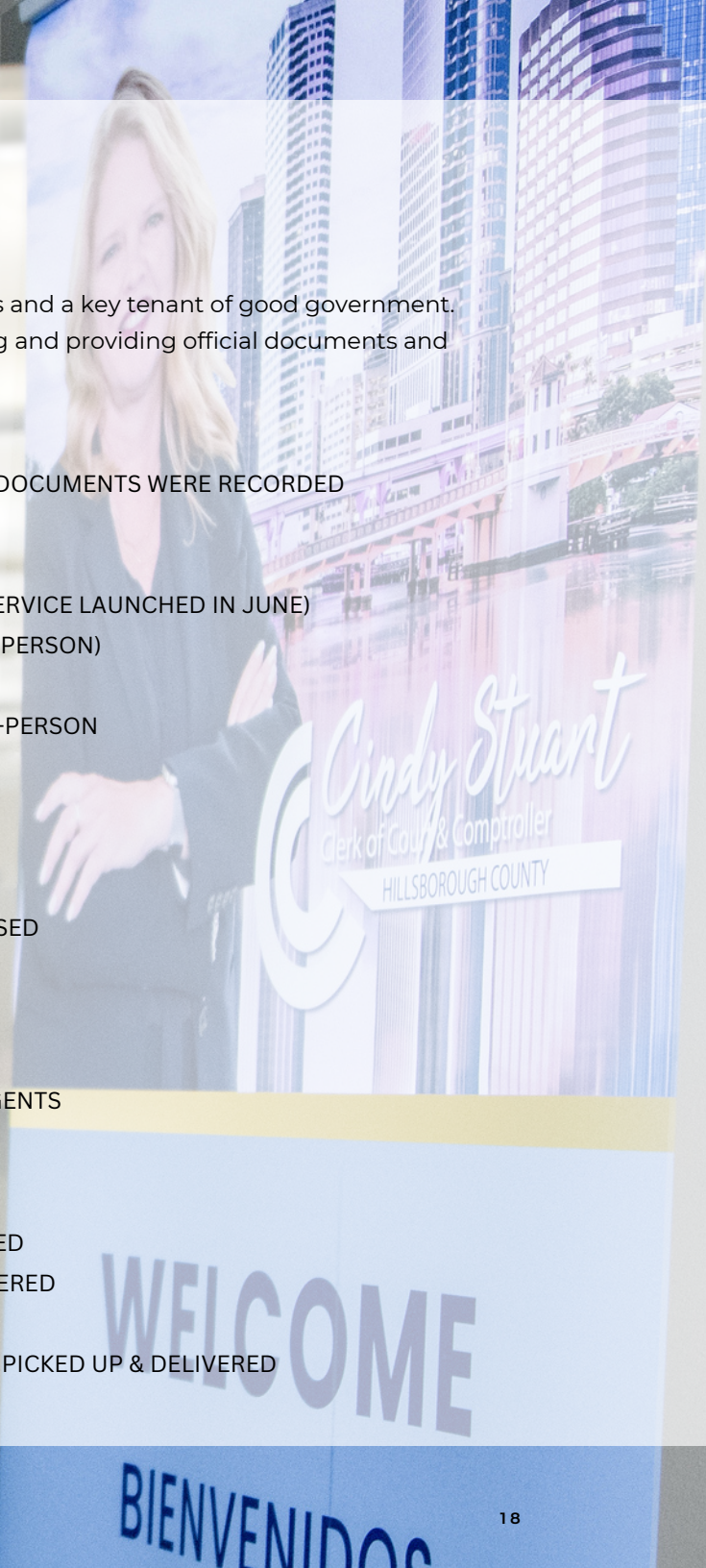
- **547,175** DOCUMENTS E-RECORDED (84% OF OUR DOCUMENTS WERE RECORDED ELECTRONICALLY)
- **7,517** E-CERTIFY TRANSACTIONS
- **246** ONLINE MARRIAGE LICENSES ISSUED (NEW SERVICE LAUNCHED IN JUNE)
- **14,332** MARRIAGE LICENSES ISSUED (ONLINE + IN-PERSON)
- **3,970** MARRIAGE CEREMONIES PERFORMED
- **648,604** DOCUMENTS RECORDED (INCLUDING IN-PERSON AND E-RECORD)
- **44,970** IN-PERSON CUSTOMERS SERVED
- **9,387** PASSPORT APPLICATIONS PROCESSED
- **2,931** PASSPORT PHOTOS TAKEN
- **254** HOME SOLICITATION APPLICATIONS PROCESSED
- **753** TAX CERTIFICATIONS RECEIVED

CUSTOMER SERVICE STATS, ORGANIZATION-WIDE FY22

- **219,747** CUSTOMERS SERVED ON-SITE (Q-FLOW)
- **452,157** CUSTOMERS SERVED BY CALL CENTER AGENTS
- **8,513** CUSTOMERS SERVED BY IVR

MAIL SERVICES STATS, ACTUAL FY21

- **2,085,289** PIECES OF MAIL PROCESSED OR SHIPPED
- **840,407** PIECES OF USPS MAIL RECEIVED & DELIVERED
- **746,075** NOTICES & JURY SUMMONS
- **717,392** PIECES OF INTER-OFFICE & PREPAID MAIL PICKED UP & DELIVERED



BY THE NUMBERS: RECORDS CENTER

PERCENTAGES FY22 AS COMPARED TO FY21

- OVERALL PRODUCTION TARGET ACHIEVED AT **124%**
- RC IMAGING TEAM ON-DEMAND IMAGING: **46%** PRODUCTION INCREASE
- RC IMAGING TEAM FULL CASE IMAGING: **113%** PRODUCTION INCREASE
- WAREHOUSE TEAM: **37%** DESTRUCTION AFTER DIGITIZATION INCREASE
- WAREHOUSE TEAM: **203%** R2D2 DESTRUCTION INCREASE
- WAREHOUSE TEAM: **37.5%** REDUCTION IN THE PHYSICAL FILE REQUEST BY COURTS AREA DUE TO DIGITIZATION.

RECORDS CENTER STATS FY22

- **85** NEW ADMINISTRATIVE BOXES RECEIVED FOR STORAGE
- **298** ADMINISTRATIVE BOXES DESTROYED
- **53** REQUESTS FOR ADMINISTRATIVE BOXES
- **67** REQUESTS FOR DEED BOOKS
- **188** REQUESTS FOR SUPPLY ITEMS
- **4,711** FILES REQUESTED BY COURTS
- **225,832** CASES DESTROYED VIA R2D2
- **34,546** CASES DESTROYED AFTER DIGITIZATION
- **20,458** FULL CASES IMAGING
- **7,167** ON-DEMAND IMAGING



YOUR COUNTY'S EXPENSES

GOVERNMENTAL ACTIVITIES EXPENSES*

GENERAL GOVERNMENT
\$682,987,618

PUBLIC SAFETY
\$1,031,369,078

PHYSICAL ENVIRONMENT
\$1,032,749,285

TRANSPORTATION
\$448,612,868

ECONOMIC ENVIRONMENT
\$224,609,371

HUMAN SERVICES
\$362,893,367

Tax dollars and other sources of revenue must be spent in accordance with the County's budget. Each year, the Board of County Commissioners creates and approves a balanced budget detailing how public money will be spent on government operations, services, and projects. By law, each fund type must be balanced and may not show a deficit.

CULTURE & RECREATION
\$234,809,755

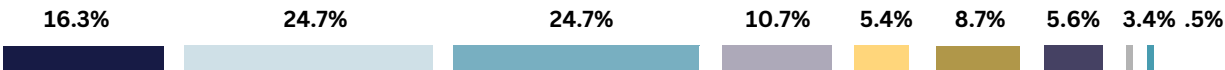
DEBT SERVICE
\$142,019,226

COURT-RELATED EXPENSES
\$23,184,055

OTHER NONOPERATING COSTS
\$75,000

TOTAL EXPENDITURES
\$4,183,309,623

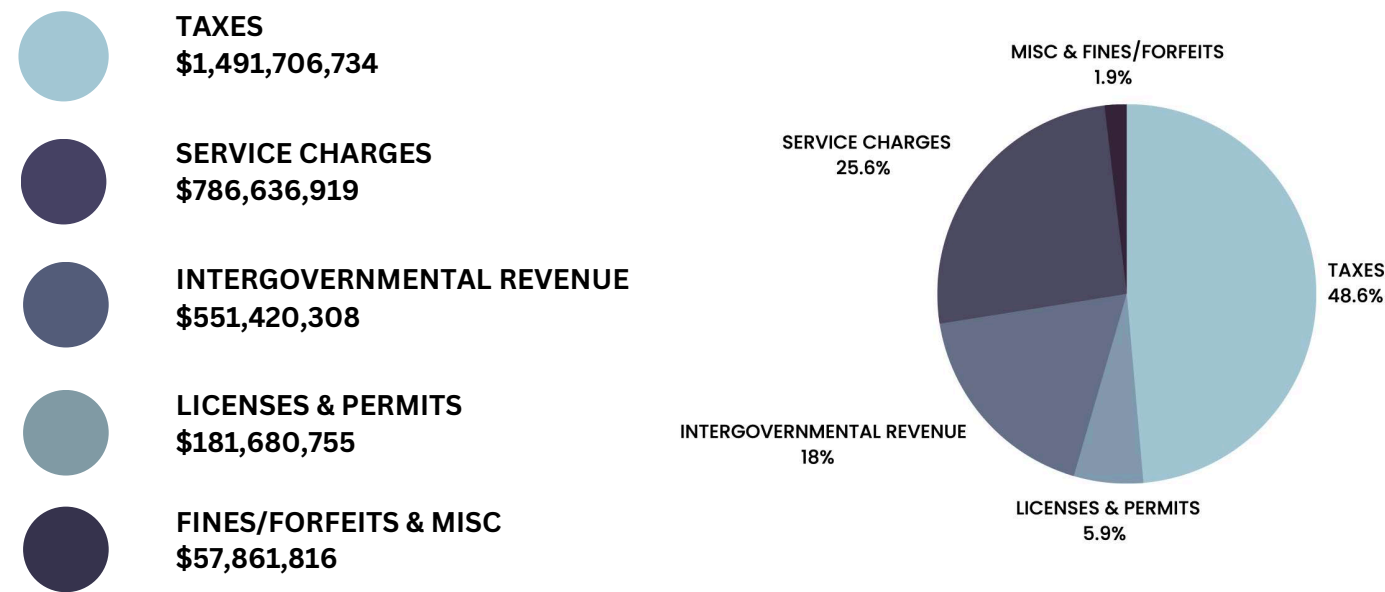
***ADOPTED FY21-22**



YOUR COUNTY'S FUNDING

GOVERNMENTAL ACTIVITIES REVENUE SOURCES *

Hillsborough County generates revenue from multiple sources, with the largest being property taxes. Other revenue generators include user fees, grants, other local taxes, and state-shared revenues. The County uses this money to provide necessary services for residents.



*ADOPTED FY22





OUR LOCATIONS

PLANT CITY COURTHOUSE
301 NORTH MICHIGAN AVENUE, ROOM 107
PLANT CITY, FL 33563

BRANDON REGIONAL SERVICE CENTER
311 PAULS DRIVE BRANDON, FL 33511

GEORGE E. EDGECOMB COURTHOUSE
800 EAST TWIGGS STREET TAMPA, FL 33602

PAT FRANK COURTS BUILDING
419 NORTH PIERCE STREET TAMPA, FL 33602

FREDERICK B. KARL COUNTY CENTER
601 EAST KENNEDY BOULEVARD, 12TH FLOOR & 13TH
TAMPA, FL 33602

NOTES



24/7 SERVICES AVAILABLE ON HILLSCLERK.COM

- PAY CRIMINAL COURT COSTS OR TRAFFIC TICKETS
- REQUEST TRAFFIC COURT HEARING DATE
- CHECK JURY DUTY STATUS
- CHECK TRAFFIC TICKET COURT DATE
- CHECK TRAFFIC TICKET STATUS
- CHECK TRAFFIC TICKET TOTAL DUE & DUE DATE
- CHECK TRAFFIC TICKET SCHOOL CERTIFICATION WAS RECEIVED

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HOW ARE WE DOING?

TAKE THE SURVEY & SIGN UP FOR
OUR EMAIL NEWSLETTER



FOLLOW @HILLSCLERK

