



2025

ANNUAL REPORT

OCTOBER 1, 2023 - SEPTEMBER 30, 2024



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KEY TO OUR NEW SEAL

With the swearing-in of a new Clerk of Court and Comptroller, the official seal of our office was redesigned to reflect both tradition and vision. At the heart of the seal is Lady Justice, a timeless symbol of the American judicial system and the values we uphold in serving Hillsborough County. Each element of the seal carries meaning rooted in ancient legal traditions. The blindfold signifies impartiality, reminding us that justice must be administered without bias. The scales represent the careful weighing of evidence and the balance between opposing arguments — a cornerstone of fairness in the legal process. The sword and shield, symbols of authority and enforcement, are intentionally placed lower than the scales, emphasizing that legal consequences must only follow after due consideration of the facts. Together, these symbols reflect the principles that guide our office: fairness, integrity, and accountability in service to the people.



VICTOR D. CRIST

CLERK OF CIRCUIT COURT & COMPTROLLER
HILLSBOROUGH COUNTY, FL

EXCELLENCE IN SERVICE!



WELCOME TO OUR ANNUAL REPORT

As the County Clerk, people often ask me what we do at the Clerk's Office. Many do not clearly understand the magnitude and scope of our work. We have redesigned this year's Annual Report to highlight our work in a more transparent and easier-to-grasp format. It includes a financial picture, performance data, and shares information about our unique team members. Our goal with this fresh, creative look is to provide our financial overview in an informative, interactive way for all to understand and enjoy.

At the Clerk's Office, our most valuable resource is our over 700 employees. They are at the heart of our service excellence and the driving force behind our success. Every member is vital in delivering essential services to our community, enabling Hillsborough County and our court system to be among the best in Florida.



At the core of our mission is a commitment to an efficient and expeditious court system. As an organization with a depth of skills, we are committed to enhancing service delivery for our local courts, county government, and citizens. The Hillsborough County Clerk of Circuit Court and Comptroller's Office works diligently to maintain a robust system of transparent checks and balances that safeguards your records, and manages over \$8 billion in monetary resources while protecting against fraud and waste.

High ethical standards, a deep sense of accountability, and a heartfelt responsibility to the public trust guide every decision we make. We unequivocally work by our creed, "Excellence in service, your expectation and our commitment to you. We seek to enable greatness in others to facilitate positive and sustainable change in our organizational culture."

Our priorities reflect our commitment to both excellence and care in service:

- **Enhancing Court Support:** We are dedicated to providing robust support to our court system so that judges can reduce backlogs and manage caseloads more efficiently, ensuring a smoother, more responsive process for everyone.
- **Optimizing Resources:** By thoughtfully reviewing our functions, we aim to trim or eliminate tasks that do not align with our constitutional and statutory requirements—ultimately reducing costs for taxpayers while maintaining our core mission.
- **Modernizing Technology:** We are investing in new technology to accelerate performance and improve the accuracy of critical processes throughout our court system, public recordkeeping, and financial functions.
- **Fostering a Supportive Workforce:** We recognize that our workforce is our greatest strength. So, we strive to reduce service delays and boost customer satisfaction by promoting teamwork, career progression, and retention.

My utmost priority as your Clerk is to bring out the best in our team and the organization. I am wholeheartedly dedicated to providing excellent services to the public and our partners, creating a cohesive collaborative culture, and being a conscientious financial steward to our court system and Hillsborough County.

I am grateful for the opportunity to serve as Hillsborough County's Clerk of Circuit Court and Comptroller.

Sincerely,

A handwritten signature in blue ink that reads "Victor Crist".

Victor D. Crist
Hillsborough County Clerk of Circuit Court and Comptroller



ROLES OF THE CLERK'S 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. We serve 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

- Prepares County Financial Reports
- Pays all County bills and pre-audits all County expenditures
- Manages the County's investments to earn investment income on taxpayer funds
- Documents and maintains minutes, records, and activities of the County government meetings

COUNTY AUDITOR

- Assist management in achieving efficient and effective administration of their areas of responsibility
- Makes recommendations to management to improve internal controls and mitigate risks

CLERK OF THE COURT

- Processes and files all civil and criminal court documents
- Protects evidence
 - Provides the public with access to court records on paper and online
 - Manages the County's jury system

COUNTY RECORDER

- Maintains official County records
- Records documents such as mortgages, deeds, liens, judgments, and marriage licenses



CLERK EXECUTIVE TEAM



VICTOR D. CRIST
**CLERK OF THE CIRCUIT COURT
& COMPTROLLER**

Oversees Circuit Court, County Finances, and Audits.

Fun Fact: From the age of 5, Clerk Crist studied to become a concert pianist.



TIMOTHY SIMON
CHIEF FINANCIAL OFFICER

Manages Financial Operations, budgeting, and reporting.

Fun Fact: Tim has run over 20 marathons!



AMY O'ROURKE
**ASSOCIATE CHIEF SPECIAL ASSISTANT
TO THE CLERK**

Assists the Clerk by providing strategic support and facilitating scheduling.

Fun Fact: Amy was born in the Bronx but has spent 40+ years in the South, becoming a gravy and pudding pro!



ERIC COLEMAN
**SPECIAL ASSISTANT TO THE CLERK:
PROCESS MANAGEMENT**

Assist the Clerk by streamlining processes and troubleshooting issues.

Fun Fact: While aboard USS Lake Erie, Eric witnessed the Southern Cross.



BRANDI WILLIAMS
CHIEF OPERATING OFFICER (COURTS)

Oversees court operations and case management.

Fun Fact: Brandi is a NASCAR Enthusiast.



RICK VANARSDALL
CHIEF DEPUTY: CLERK TO THE BOARD

Manages board records, meetings, and official documents.

Fun Fact: Rick's first job was at Chuck E. Cheese, where he WAS Chuck E. Cheese.



ANDREW BARRIOS
CHIEF HUMAN CAPITAL

Manages all human resources functions and payroll processing.

Fun Fact: Andrew enjoys playing bass guitar.



BILL BARRETT
CHIEF OF STAFF

Supports executive priorities and office operations.

Fun Fact: Bill's favorite hobby is driving and working on muscle cars.



JIM PORTER
GENERAL COUNSEL

Provides legal guidance and risk management.

Fun Fact: Jim is well-connected and loves to network!



HERMENGILDO SANTIAGO
**SPECIAL ASSISTANT TO THE CLERK:
ORGANIZATIONAL DEVELOPMENT**

Assists the Clerk by advising on organizational management matters.

Fun Fact: Herme is multilingual, fluent in French, English, Italian, Portuguese, and Spanish.



MARK DOWNING
**SPECIAL ASSISTANT TO THE CLERK:
RISK MANAGEMENT**

Assists the Clerk by providing risk mitigation management.

Fun Fact: Mark was a drum major in high school!



HEIDI PINNER
CHIEF AUDIT OFFICER

Leads county audits and compliance reviews.

Fun Fact: Heidi loves to attend sporting events in her spare time.



KIMBERLY RICHARDS
CHIEF RECORDS MANAGEMENT

Oversees retention, security, and accessibility of official records.

Fun Fact: Kim loves all things fitness related!



JARROD KLIMEK
CHIEF INFORMATION OFFICER

Manages IT strategy and cybersecurity.

Fun Fact: Jarrod loves the month of March and strawberry shortcake season!

BOARD OF COUNTY COMMISSIONERS



BONNIE WISE
COUNTY ADMINISTRATOR



HARRY COHEN
DISTRICT 1



KEN HAGAN
DISTRICT 2, CHAIR



GWEN MYERS
DISTRICT 3, CHAPLAIN



CHRISTINE MILLER
DISTRICT 4, VICE CHAIR



**DONNA CAMERON
CEPEDA**
DISTRICT 5, COUNTYWIDE



CHRIS BOLES
DISTRICT 6, COUNTYWIDE



JOSHUA WOSTAL
DISTRICT 7, COUNTYWIDE

COUNTY GOVERNMENT



VICTOR D. CRIST
CLERK OF CIRCUIT COURT
& COMPTROLLER



NANCY C. MILLAN
TAX COLLECTOR



CHAD CHRONISTER
SHERIFF



CRAIG LATIMER
SUPERVISOR OF ELECTIONS



SUZY LOPEZ
STATE ATTORNEY



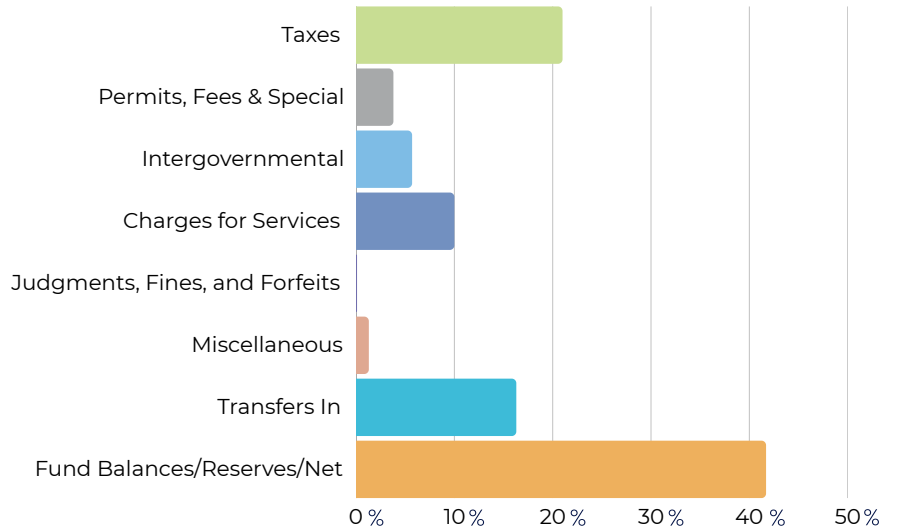
BOB HENRIQUEZ
PROPERTY APPRAISER



LISA MCLEAN
PUBLIC DEFENDER

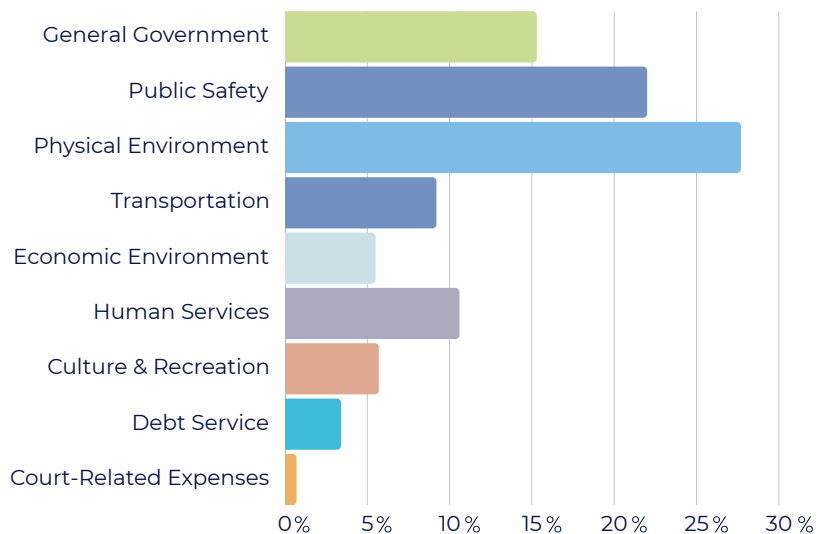
COUNTY REVENUES

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



COUNTY EXPENSES

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.



PEOPLE & TRAINING

The Clerk's Office provides aspiring professionals with valuable hands-on experience in the workforce. In FY24, we welcomed 37 interns, some of whom have since joined our team full-time! Our internship program offers immersive opportunities in various departments, allowing participants to contribute meaningfully while gaining real-world knowledge of public service. Interns receive mentorship from experienced staff, participate in department-wide initiatives, and build critical professional skills that prepare them for future careers. Whether it's policy, finance, technology, or customer service, our interns walk away with experience they can build on—and many return as permanent team members, continuing their growth journey right here with us.

EXCELLENCE IN SERVICE!



To reinforce our commitment to Excellence in Service, we've implemented an award system that honors employees who exemplify dedication, professionalism, and outstanding service. These awards are more than just accolades—they're a celebration of our culture, where hard work, empathy, and teamwork are recognized and uplifted. In FY24, outstanding team members were spotlighted through peer-nominated awards and special recognition ceremonies. Their contributions have not only elevated our internal standards but also brought external acclaim. Thanks to their efforts, the Clerk's Office earned Top Workplace Gold badges, regional recognition from The Tampa Bay Times, and national recognition from USA Today as a Top Workplace. These honors reflect the passion and professionalism embedded in our everyday work.



15k

VIDEOS VIEWED

4k

COURSE VIEWS

104k

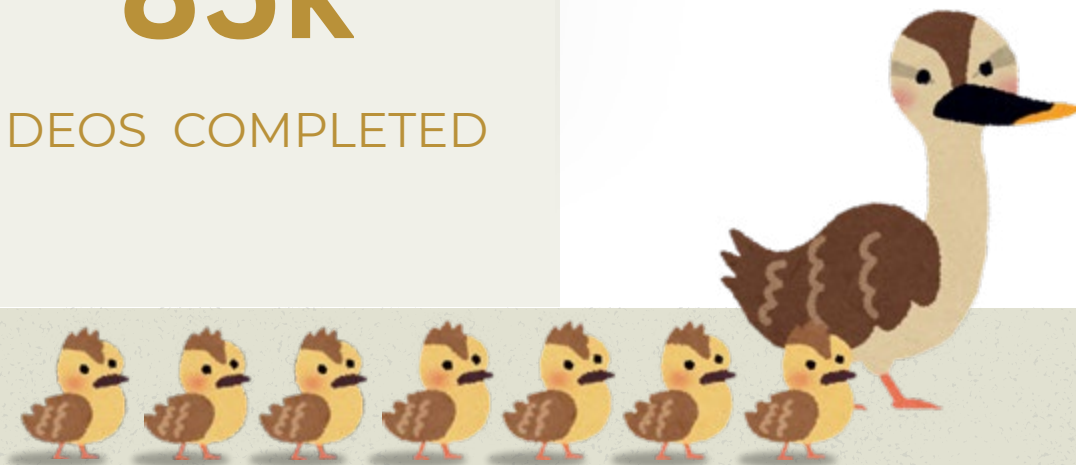
COURSE COMPLETIONS

85k

VIDEOS COMPLETED



Every employee at the Clerk's Office receives access to LinkedIn Learning—an award-winning online platform with thousands of courses covering technical, business, creative, and software topics. Whether someone is building Excel skills, developing leadership abilities, or exploring their creativity, LinkedIn Learning offers flexible, self-paced learning tailored to personal and professional goals. In FY24 alone, employees viewed over 100,000 videos and completed more than 4,000 courses. This strong engagement reflects our team's passion for continuous improvement. By investing in on-demand learning, we're not just empowering employees to grow—we're cultivating a workforce that's innovative, adaptable, and ready for the future.



FACTS AND FIGURES: FY24

 **480k**

Documents E-Recorded

 **559k**

Documents Recorded
(In-Person & E-Record)

 **46k**

Deeds Recorded

 **17k**

Marriage Licenses Issued

 **5k**


Marriage Ceremonies
Performed

 **7k**

Passport Photos Taken

 **15k**

Passport Applications
Processed

 **82**

Civil Jury Trials

 **177**

Criminal Jury Trials

 **645k**

Court Notices & Jury
Summons Mailed

 **170k**

Hillsborough County
Checks Issued Annually





11%

Purchase orders issued to disadvantaged minority/Women-Owned and Small Business Enterprises

LARGEST STAKEHOLDERS

Women Owned

7.6%

Hispanic Owned

2.7%

CUSTOMER SERVICE

230k

Customers Served In-Person

446k

Customers Served in Call Center

707k

Customers Served through Automatic Voice Response

1.4M

Total Customers Served

COMMUNITY ENGAGEMENT



SUPPORTING STUDENTS

The Clerk's Office is committed to helping students succeed. Through partnerships with the Future Career Academy and Cristo Rey, we provided valuable career support. As part of the Corporate Work-Study Program, five high school students gained hands-on experience interning with our office!



LOCAL PARADES

The Clerk's Office proudly participates in local parades to raise awareness about our 24/7 online resources. In the past year, we joined 11 parades celebrating Dr. MLK, Jr. Day, Juneteenth, Veterans Day, and more—engaging with the community, fostering connections, and building lasting relationships with our constituents.



GOVERNMENT CAREER FAIR

Starting a career in local government can feel overwhelming, but we're here to help. To support job seekers, we hosted the Second Annual Government Career Fair, connecting 250 attendees with employment opportunities from various local government agencies.



VOLUNTEER EVENTS

Clerk staff generously dedicated 1,250 volunteer hours across 45 events, demonstrating our commitment to making a difference. Whether walking dogs, cleaning up parks, or collecting school supplies, we're proud to support our community in every way we can!



We're committed to making our services as accessible and memorable as possible. That's why we host special wedding events throughout the year! On Valentine's Day, we united 23 couples in marriage in our Annual Tie the Knot ceremony. We also hosted our Second Star Wars-themed ceremony on May 4th! Our ceremony room is decorated seasonally, with themes like Harvest Weddings, Scaremonies, Valentine's, and Winter Wonderland—creating a unique and festive experience for every couple!

PASSPORT EVENTS

We understand that visiting our office during the workweek isn't always convenient. We host specialty events outside of normal business hours to better serve our community. Last year, our Passport events provided 870 constituents the opportunity to submit their passport applications after hours or on a Saturday—making the process easier and more accessible!

SHRED-A-THON

One of our key responsibilities is safeguarding important documents, but we also recognize that many residents have private paperwork they no longer need and aren't sure how to dispose of safely. To help prevent identity theft, we sponsored a shredding event, providing a secure way for the community to professionally shred sensitive materials.

OPERATION GREEN LIGHT

Many Floridians face the challenge of suspended driver's licenses due to unpaid traffic tickets, fines, and court obligations. The Operation Green Light program helps constituents regain their driving privileges by offering payment plans and reassessing cases. At our last event, we set up 619 payment plans and removed 605 cases from collections—helping people confidently move forward!

VETERANS COURT

Our annual Veterans Court event takes court services beyond the office and into the community, providing veterans with a streamlined way to resolve fines, legal fees, and outstanding cases in a single hearing. At our last event, we removed 96 cases from collections, dismissed 36 cases, and waived \$32,000 in court costs—honoring our commitment to those who served.

GOING ABOVE THE LINE OF DUTY

OFFERING **FREE** PROPERTY FRAUD ALERTS

Property fraud is a deceptive practice that involves illegal activities related to real estate. This can take many forms, such as forging documents like deeds to fraudulently transfer property ownership, taking out mortgages using someone else's identity, or engaging in scams related to property sales or rentals. The aim of property fraud is often to unlawfully gain financial benefit from a property, leaving the rightful owners with significant legal and financial challenges.

According to the FBI, property and mortgage fraud is the fastest-growing white-collar crime in the U.S. To help combat this, we offer a free Property Fraud Alert program that notifies homeowners within 48 hours if a document—such as a mortgage or deed—is recorded using their name or business name, providing an added layer of security and peace of mind.

A significant initiative for our office is increasing enrollment in this vital program. We currently have a total of 76,000 subscribers, and we are proud to have welcomed 14,000 new subscribers in the past year. We strongly encourage all homeowners to take advantage of this free service as a proactive step in safeguarding their valuable assets.



Join the other 76-thousand
Property Fraud Alert subscribers
in Hillsborough County!



(800) 728-3858



Propertyfraudalert.com
/FLHillsborough

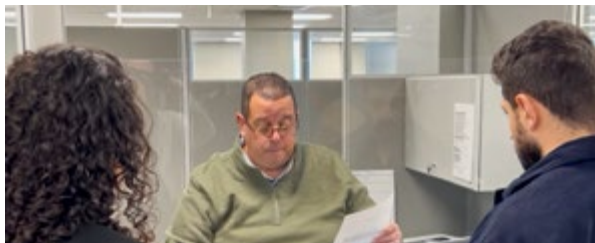


INITIATIVES THAT SET US APART



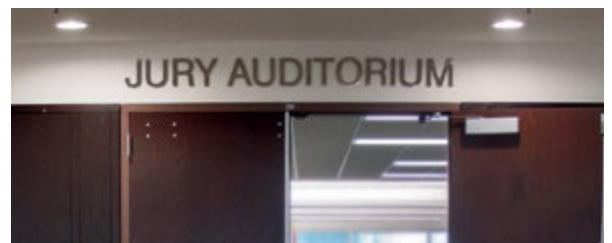
CLERK'S TABLE

Everyone deserves access to nutritious food, so we've partnered with Feeding Tampa Bay to establish The Clerk's Table, a dedicated food pantry for those in need—including domestic violence victims seeking assistance in our offices. In FY24, we provided food for 937 adults and 442 children, ensuring support for some of our community's most vulnerable members.



BILINGUAL PAY POLICY

Our Bilingual Pay Policy acknowledges and compensates approximately 50 bilingual employees who provide translation and interpretation services to Hillsborough County's Hispanic community. This initiative ensures greater accessibility to Clerk services for the 45,000+ Hispanic customers who request language support each year.



JURY COMPENSATION PROGRAM

Our Juror Compensation Program allows jurors to make a meaningful impact by donating their daily compensation to a statutorily appointed non-profit. In FY24, 1,393 jurors generously contributed, raising \$25,000 for Voices for Children of Tampa Bay, helping support vulnerable children in our community.

HOW WE SERVE YOU



SEARCH COURT RECORDS



MAKE PAYMENTS



PROCESS MARRIAGE LICENSES



FIND COURT DATES



CHECK JURY STATUS



FILE CASES



SEARCH HISTORICAL RECORDS



PASSPORT APPLICATIONS



SIGN UP FOR OUR
EMAIL NEWSLETTER





GEORGE E EDGECOMB COURTHOUSE

800 EAST TWIGGS STREET
TAMPA, FL 33602



PAT FRANK COURTS BUILDING

419 NORTH PIECE STREET
TAMPA, FL 33602



BRANDON REGIONAL SERVICE CENTER

311 PAULS DRIVE
BRANDON, FL 33511



PLANT CITY COURTHOUSE

301 NORTH MICHIGAN AVENUE
PLANT CITY, FL 33563

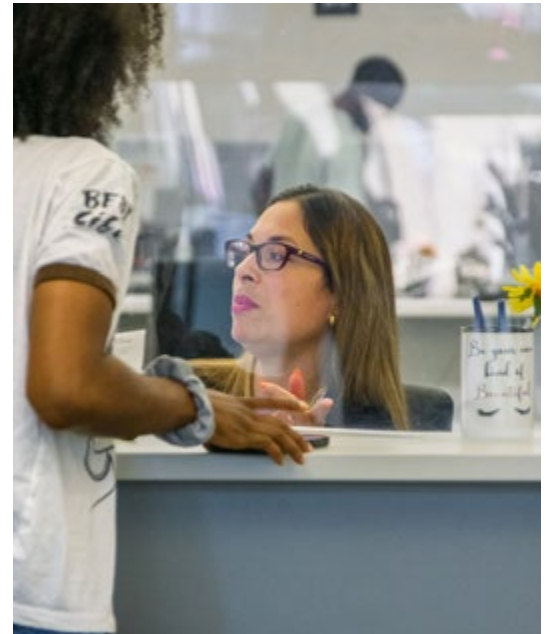


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EXCELLENCE IN SERVICE!

YOUR EXPECTATION, OUR COMMITMENT







 Kid Reviewed, Kid Approved!

