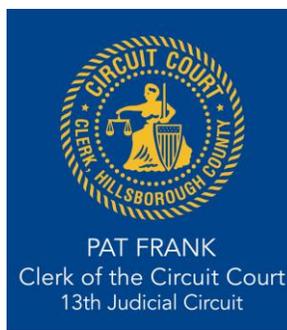




**Annual Budget
October 1, 2014 — September 30, 2015**





January 12, 2015



I am pleased to present the budget for the Hillsborough County Clerk of the Circuit Court/Comptroller for Fiscal Year (FY) 2015.

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 30th. 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 2013, the Court departments docketed 8,255,630 items; filed 379,478 court cases, processed 70,757 case reopenings, handled 1,939 Notice of Appeals, and collected \$57.6 million in fines and fees for the State, County, and other agencies. In addition, Jury Services issued 105,321 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 2013, the Tax Deed Department processed 1,389 tax certificates and conducted 449 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 13th 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 2013, Accounts Payable paid approximately 189,760 invoices (including 36,210 purchasing card transactions) representing over \$1.8 billion in vendor payments. During a single month, the Clerk also pays about 3,900 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 \$1.7 billion; auditing, recording and reconciling bank deposits; and managing the distribution of the Community Investment Tax and 9th Cent Fuel Tax to County municipalities.

During FY 2013, the Revenue and Treasury function recorded over 30,000 bank deposits for more than \$1.9 billion in receipts. The function also managed an approximate \$1.7 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, 2013, the Board had approximately \$5.80 billion in infrastructure assets and \$2.25 billion in other capital assets, net of accumulated depreciation. During FY 2013, Fixed Assets inventoried \$398 million in assets to verify the existence and proper accounting of capital assets.

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. The Clerk's Office has received a *Certificate of Achievement for Excellence in Financial Reporting* for the past 30 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 also received the GFOA's *Award for Outstanding Achievement in Popular Annual Financial Reporting* for its separately issued *Financial Summary Report*. 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.

The Payroll Department continues to strive for a full paperless environment by promoting electronic time-keeping in all supported agencies and the utilization of the Civil Service (Image Now) and Clerk's (OnBase) imaging and document management systems.

During FY 2013, the Payroll Department paid approximately 6,301 employees every two weeks, representing a total of \$301,357,895 in gross wages.

The **Systems Support Department** provides application support, help desk, training, application upgrade and implementation, and reporting services for the following systems:

DIRECT SUPPORT

- FAMIS (financial and procurement)
- Genesys (payroll processing)
- CATA (payroll time-keeping)
- OnBase (document imaging and workflow)
- Spoolview
- Clerk's Utility Payment System (CUPS)
- Oracle EBS

INDIRECT SUPPORT

- Axia (Value Adjustment Board)
- OnCore (Recording)
- DCR (meeting minutes)
- American Roll Call (electronic voting)

- Wells Fargo (electronic banking)
- Bank of America (electronic banking)
- Bank of America – WORKS (pCards)

The Board Systems Support Department is, to some degree, a subject matter expert and initial application tester for project upgrades and implementations. The utilization of the Department's analysts enables front-line personnel to carry on their normal duties with minimal interruption to daily business while these implementations/upgrades take place. The Department, because of its in-depth knowledge of the applications used by the Clerk and the Board, also serves as a business support role in processing Internal Revenue Service 1099 forms and performing initial set-up and maintenance on vendors, suppliers, and accounts receivable customers. As a result of the Clerk's high dependence on electronic data processing systems, it is very efficient to have a Board Systems Support Department that can translate between the information and technology staff and the Clerk and the Board departments.

The Board Systems Support Department represents the first line of support for business users. It identifies areas impacted and analyzes issues such as user errors versus software problems. Their analysis includes suggesting, developing, testing, documenting, and training on enhancements or changes to workflow procedures. It ensures that new tools and applications are effectively integrated with office operations and meet the necessary criteria and provisions for technical, security, and statutory requirements.

The Board Systems Support Department has a lead role in the rollout of a "best of breed" Enterprise Resource and Planning (ERP) System. A multi-agency project team, which includes the Clerk, Board, Civil Service, and City of Tampa, has worked together to configure and implement Oracle E-Business Suite software over the last two years.

During FY 2013, the Department issued 1,280 Internal Revenue Service 1099 forms, established 4,695 new suppliers/vendors/customers, and processed 5,196 application security requests.

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 2013, the Department accepted 2,398 VAB petitions, representing 4,147 parcels, and held 503 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 2013, the BOCC Support Services Department processed 220 applications for appointments to the 55 boards and councils as terms expired or positions became vacant.

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 2013, the Clerk's Accounting Department accounted for \$358,803,556 in receipts; distributed \$62,248,328 to various State and local agencies/trust funds; paid 18,161 jurors & witnesses; and disbursed \$175,391,909 from the court registry (including 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.

The County Audit Department has seen a steady increase in productivity during the past three years from issuing 16 reports in FY 2010, to 18 reports in FY 2011, to 21 reports in FY 2012.

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 2013, this Department recorded 497,194 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 2013, the Recording Department issued 5,526 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 2013, the Recording Department processed 6,777 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 is currently implementing 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 35 terabytes of information. Document images alone represent over 11 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 **Employee Relations 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 Employee Relations 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 2013, the Employee Relations Department provided services to 790 funded positions; coordinated 176 recruitments, administered 92 onboarding meetings and 10 new hire orientations, administered 8 pre-disciplinary hearings, performed 500 background checks, administered 100 leaves of absence, processed 10 ADA accommodation requests, coordinated 40 separations and 71 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 2013, the Mail Services Department supported 148 locations, received and distributed 1,339,955 pieces of mail, 12,415 boxes of files, 1,129,201 pieces of inter-office mail, and 48,120 pieces of express/accountable mail. In addition, the Mail Services Department processed 1,553,935 pieces of out-going mail representing \$835,223 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 1st through September 30th 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 30th 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,



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, 2013

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 total population as of April 1, 2013 was 1,276,410 making it the fourth most populous county in the state. Of this population, 869,181 or 68% live in the unincorporated area.

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, the four largest employers in the public sector are Hillsborough County School Board followed by Hillsborough County government, the University of South Florida and Tampa International Airport. Major private sector employers are Verizon Communications Corporation (telecommunications), St. Joseph's Hospital (medical facility), Publix Food Centers (supermarkets), Tampa Electric Corporation (electric utility), Bank of America (banking services), JPMorgan Chase (financial services), Busch Entertainment Corporation (tourist attraction), Sweet Bay Food Centers (supermarkets), Tribune Company (newspaper publishing) and MacDill Air Force Base (Central Command Headquarters).

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-eight 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 4th in the state and 59th in the United States. It ranks number 2 in Florida for the number of farms. In 2009, sales of crops were estimated at \$777.8 million. The crop with the highest sales in 2009 was strawberries.

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 St. Petersburg Times Forum 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 Forum 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.

VISION and MISSION STATEMENT

Our Vision

Our vision is to maintain the independence of the Clerk of the Circuit Court/Comptroller as a duly elected Constitutional Officer; to perform our duties with integrity, efficiency and 100% accuracy; and to maintain the highest ethical standards in our service to the people of Hillsborough County and the State of Florida.

Our Mission

Customer Service: Provide excellent *Customer Service* to the public we serve.

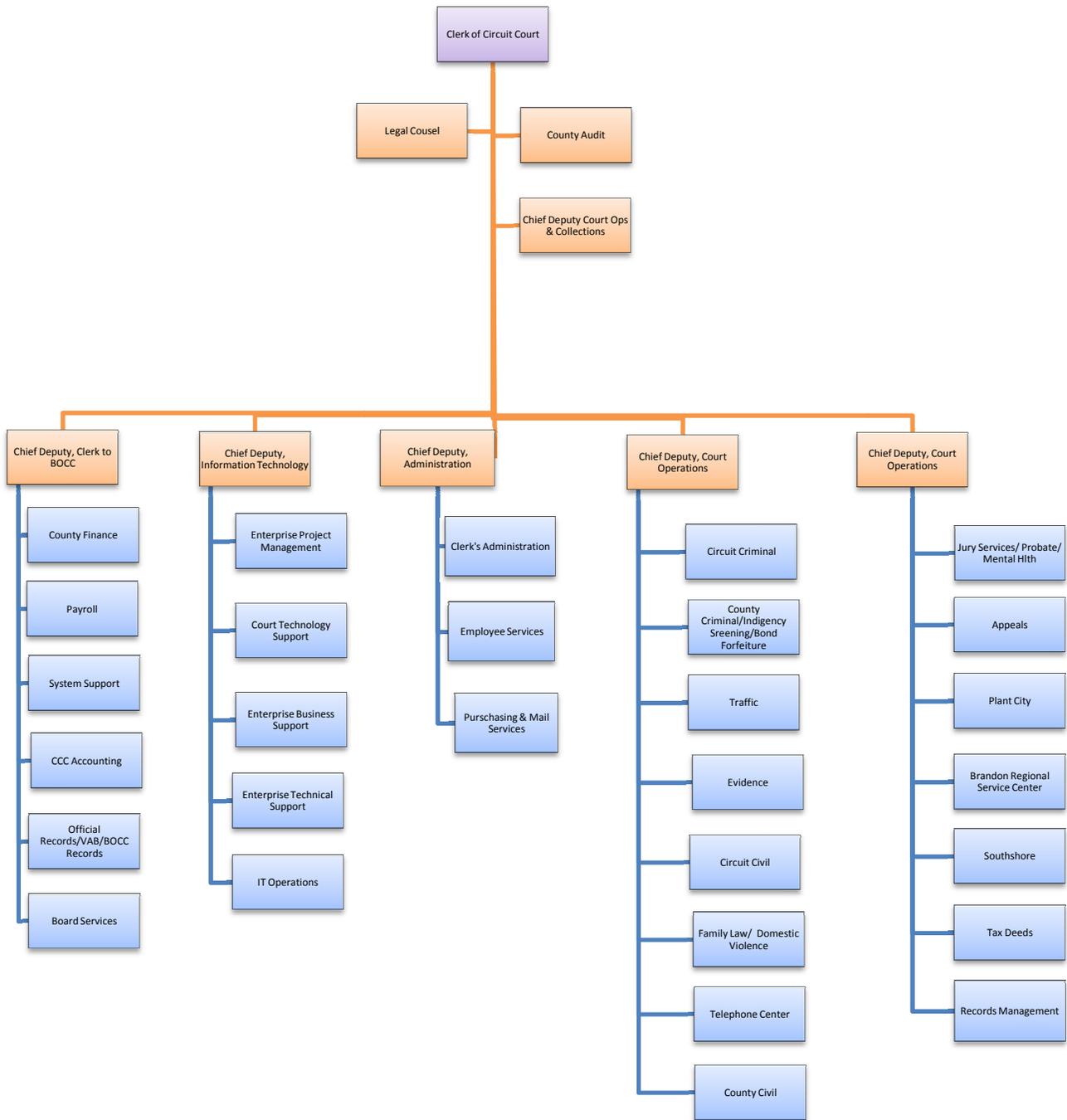
Legal: *Legal* custodian of court records, documents, evidence and court funds.

Employees: Develop and support a well-trained, diverse workforce of quality *Employees*.

Records: Maintain accurate, efficient *Records* – for the courts, the Board of County Commissioners and the community.

Keeper: As guardian and *Keeper* of the public's official records, uphold the ethics and integrity of the Clerk's Office.

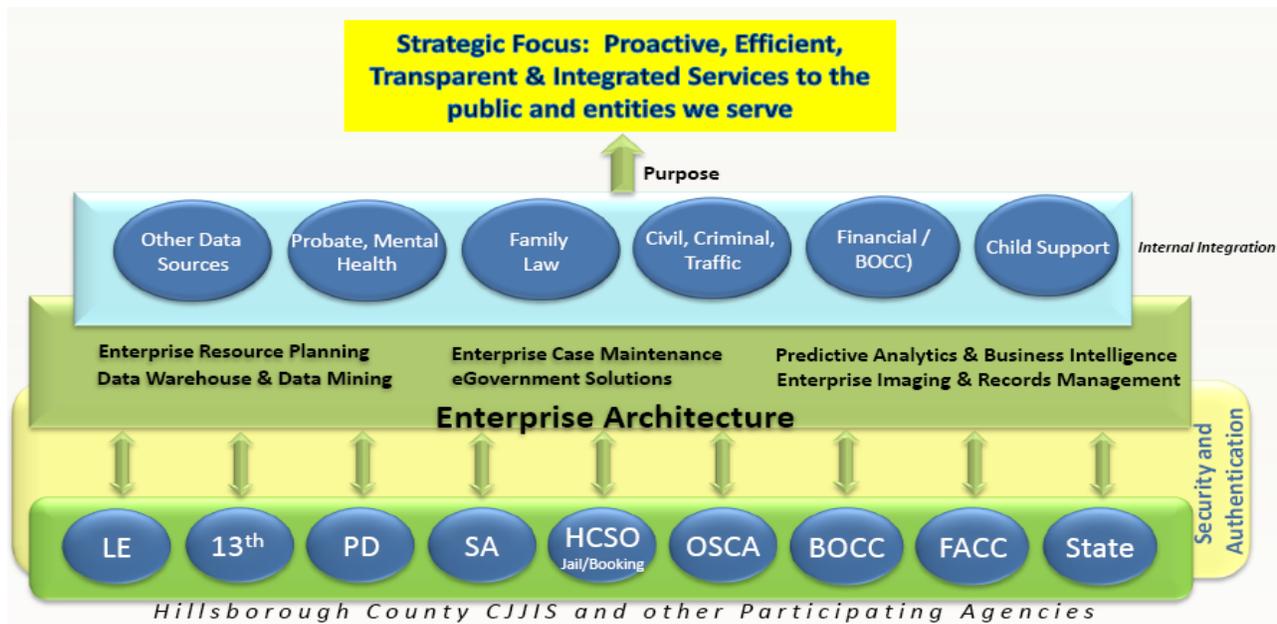
ORGANIZATION CHART



STRATEGIC TRANSFORMATION

Strategic planning is a process and measurement tool that helps an organization focus its energy to ensure that its members are working toward the same goals and to assess and adjust the organizations directions in response to a changing environment (adopted from a definition from the Alliance for Nonprofit Management. In high-performing organizations, strategic goals are clear and widely understood, and employees evaluate everything they do in terms of how their work contributes to those goals.

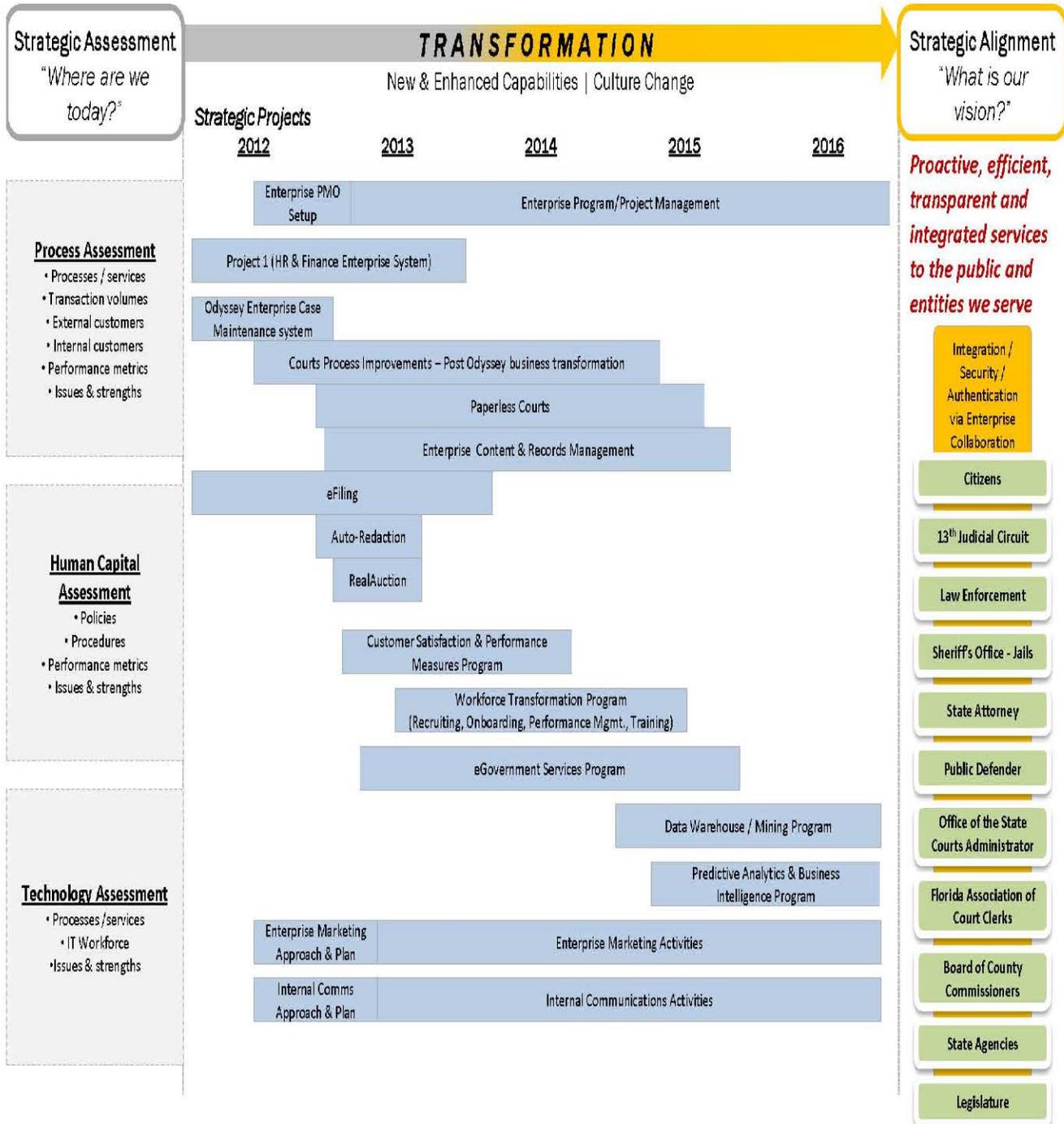
In late 2011, the Clerk and her leadership team began a strategic planning exercise. After several meetings, they defined the strategic focus statement and a framework that shows a new, enterprise view of the Clerk’s role (see below).



In early 2012, the next step in the process was begun – a Strategic Assessment. This step is necessary to determine “where we are today”. The assessment was focused in three different aspects of the office: Process Assessment, Human Capital Assessment, and Technology Assessment. The assessments were conducted by employees in every area of the office – Courts, Official Records, Finance, Information Technology, etc. In May, the leadership team reviewed the results and developed a Transformation Approach that will guide the Offices direction over the next few years (see below).

STRATEGIC TRANSFORMATION

Hillsborough Clerk of the Circuit Court – Transformation Approach



STRATEGIC TRANSFORMATION

Program/Project	Overview
Enterprise Program/Project Management Office (EPMO)	The ePMO will monitor and manage all Clerk's Office transformation projects to ensure they are delivered on time, within budget, and that they yield the intended benefits. The ePMO will also maximize resource utilization. An ePMO Director will coordinate and report on all project activities.
Project 1 (ERP) - EPMO will interface/interact	Project 1 is an Oracle-based finance and human resources enterprise solution deployment project being conducted by the Clerk's Office, the City of Tampa, and Hillsborough County. The Project 1 solution will standardize systems and processes across the three participating organizations, saving downstream maintenance costs and enabling best-practice business processing.
Odyssey Enterprise Case Maintenance (CMS)	The Odyssey Case Maintenance System is replacing several Courts legacy software products, enabling cross-departmental processing and laying the foundation for new capabilities, such as electronic in-court processing and eFiling.
Courts Process Improvements	This purpose of this program will be to identify and implement process improvements that leverage and maximize the value derived from the Odyssey Enterprise Case Management solution implementation, as well as related Courts-based projects, e.g. Paperless Courts and eFiling. In other words, how will the implementation of a new CMS transform/change the way we do business in the Courts area?
Paperless Courts	Conducted in conjunction with the 13th Judiciary, Paperless Courts will involve the deployment of technology into court rooms that will allow judges and their assistants to access and notate case files electronically, obviating the need for paper copies to be prepared, delivered and retrieved by Clerk's Office employees.
eFiling	The eFiling project involves the streamlining of the court filings process by enabling attorneys to electronically submit initial and subsequent filings through a web-based portal developed and managed by the Florida Association of Court Clerks (FACC) that is connected to the Clerk's Office Odyssey CMS.
Auto-Redaction	This project, through the implementation of Mentis aiRedact software, will auto-redact court documents to comply with Florida statutes.
RealAuction	The streamlining and automation of foreclosure and tax deed sales will be achieved through the RealAuction project.
Enterprise Content & Records Management and Imaging	This program will eliminate paper from the majority of Clerk's Office processing, allowing for significantly streamlined workflows and enhanced capabilities for customers who access case files, e.g. judges, the public, attorneys, as well as potentially eliminating the need for physical space thereby further reducing costs associated with paper handling and retention.
Customer Satisfaction & Performance Measures Program	This program will involve baselining the satisfaction of key customers, gauging the value of services provided, taking measures to eliminate low-value services, defining new customer satisfaction targets, and implementing internal performance measures collection and tracking to ensure success.
Workforce Transformation Program	<p>This program will aim to develop a high-performing workforce through a combination of far-reaching and quick-win projects:</p> <p><i>Recruiting</i> – Improving job posting quality via the subclassing of civil service positions and the use of civil service test scores in the selection process; also, prohibiting lateral transfers of problem employees (using standard job opening process instead)</p> <p><i>Onboarding</i> – Developing an onboarding approach that includes an overview of Clerk's Office functions and locations; conducting monthly tours of downtown Tampa locations; including a meet-and-greet with the Clerk and her leadership team as part of the monthly tours</p> <p><i>Training</i> – Providing new manager training to cover topics such as people management and conflict resolution; providing customer service training to select employees</p> <p><i>Performance Management</i> – Developing and implementing new policies and procedures to conduct performance appraisals for unclassified staff; defining career paths and landing points; re-defining and clarifying ratings and re-baselining employee ratings based on a bell curve; training leadership on changed policies and procedures</p> <p><i>Knowledge Management</i> – Defining procedures standards; ensuring all procedures are updated and saved centrally for sharing across departments</p> <p><i>Exit Processing</i> – Requiring employees to complete exit surveys; including a knowledge capture step to ensure institutional knowledge is</p>

STRATEGIC TRANSFORMATION

Program/Project	Overview
eGovernment Services Program	This program will leverage technology to allow the public to do business with the Clerk's Office virtually – whether online, via kiosks, or Apps for smartphones and other devices – saving them inconvenience, reducing in-person processing work, and potentially increasing revenues.
Data Warehouse / Mining Program	Centralizing data management and retrieval will allow for extensive on-demand data access and analysis. Through data mining, this data may be analyzed from various perspectives and summarized into useful information to improve efficiency, reduce costs, and provide better services
Predictive Analytics & Business Intelligence Program	This program will involve the application of quantitative methods to analyze and derive insights from data based on statistical models, and to use those insights to predict probabilities and trends. For example, collections data could be used to predict future outcomes or behavior.
Enterprise Marketing Approach, Plan, and Activities	<p>Enterprise marketing will build support for the Clerk's Office's transformation, demonstrate progress to external agencies and customers, and be critical to future funding approvals. This effort will define a marketing strategy that defines how the Clerk's Office will market its services with and communicate to its customers, e.g. the public, sheriff's office, judges, and other constituentials, including a branding approach that will be leveraged across all marketing activities. The second step will be to define the activities and materials that will best enable that strategy, assign owners to each activity, and monitor the plan to identify improvement opportunities.</p> <p>Recommended marketing activities:</p> <p>Overhaul www.hillsclerk.com – Modernize the site design to facilitate transactions with and obtaining information from the Clerk's Office.</p>
Internal Communications Approach, Plan and Activities	<p>This program's purpose is to enable all other initiatives and promote workforce productivity by issuing the right messages to the right people at the right time. The first step will be to develop a strategy that articulates overall communications objectives, key messages, preferred communications methods and vehicles, roles and responsibilities, and feedback mechanisms. The second step will be to develop a communications plan that defines specific communications activities, vehicles used, a summary of the content, who will develop the content and by when, and how each activity will be measured. The third step will be to execute those communications activities and tweak the approach based on feedback.</p> <p>Recommended communications activities:</p> <p><i>Revamp ClerkNet</i> – Overhaul to be a full-service, fully-updated employee portal that includes content such as leadership profiles, a current organization chart, list of new hires, department overviews, promotion updates, and a calendar of events.</p> <p><i>Develop an office-wide directory</i> – Design an easily navigated directory for call transfers; use a decision tree approach based on call types, volumes, and criticality</p>

BUDGET HIGHLIGHTS

The FY 2015 Adopted Budget for the Hillsborough County Clerk of the Circuit Court is \$66.3 million compared to the FY 2014 Adopted Budget of \$71.5 million. Of the \$5.2 million decrease in the budget, \$5.0 is a decrease in Trust Fund Reserves since the balances accumulated for technology projects have been used to complete the projects. The remaining \$0.2 million is due to lower projected revenues and therefore lower projected excess fees to the County and State.

THE BUDGET PROCESS

The FY 2015 Budget Process began in February with Department Directors and their staff updating the Planned Budget requests for each service they provide. This was a substantial update as the effects of the new Case Maintenance System (Odyssey) and new Financial System (Oracle E-Business Suites/ERP) were beginning to be known. The Department Directors submitted proposed reductions in positions related to creating, transporting and maintaining paper files. Requests for operating budget costs related to creating files (file folders and printing) were drastically reduced.

In April, the Senior Management review process began. In an abundance of caution, they did not accept all of the reduction proposals because some areas are still in the early stages of implementation of the new systems. However, 23 positions were eliminated and the policy of the full Senior Management team approving vacancy recruitment was extended. There may be further position reductions as the new systems mature and vacancies occur.

FUNDING PRIORITIES

The highest priorities of the Clerk's Office for the FY 2015 budget were to maintain current service levels, complete the remaining portions of Odyssey and ERP, and obtain the most efficiency and effectiveness from the new systems. The remaining project funding for Odyssey was carried over to complete the final phase – Traffic. In addition, funding was added to hire consultants to help create reports and aid in developing more efficient processes. Funding was also made available for additional equipment – scanners, monitors, etc. – needs for so end users can more fully utilize the new systems.

Funding is also included to convert 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.

In addition to technology initiatives, the Clerk requested funding for a 3.5% market equity adjustment for all employees effective October 6, 2014. 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.

Finally, while position reductions were included, it is apparent the skill level of some remaining positions, and therefore compensation levels, will need to increase in the new environment. The details of which positions and how they will be aligned – both within and across departments – is still a work in progress. To effectuate this change, some of the funding from position reductions was set aside in each funding source to accommodate these needs.

BUDGET HIGHLIGHTS

CONCLUSION

Maintaining service levels to the Public, 13th 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 2015.

BUDGET SUMMARY

BUDGET SOURCES & USES - ALL FUNDS

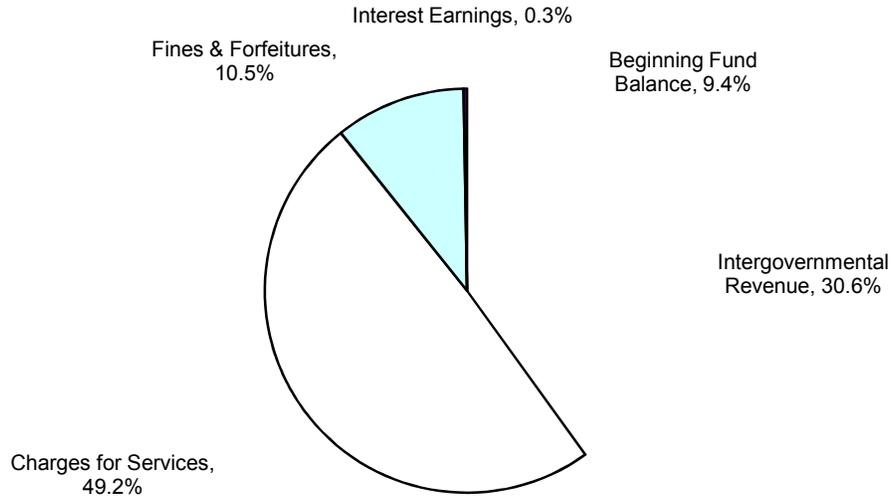
	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
<u>Sources</u>				
Beginning Fund Balance	\$ 8,466,724	\$ 9,738,157	\$ 10,282,113	\$ 6,256,345
<u>Revenues</u>				
Intergovernmental Revenue	48,607,887	43,159,243	20,222,286	20,303,199
Charges for Services	8,442,708	17,263,775	33,948,456	32,641,412
Fines & Forfeitures	1,444,574	3,211,171	6,877,668	6,939,708
Interest Earnings	200,194	132,586	166,671	177,854
Total Revenue	\$ 67,162,087	\$ 73,504,932	\$ 71,497,194	\$ 66,318,518
<u>Uses</u>				
<u>Expenditures</u>				
Personal Services	\$ 41,679,593	\$ 42,856,844	\$ 46,993,252	\$ 47,825,888
Operating Expenditures	7,656,096	6,938,092	9,220,209	9,690,652
Capital Outlay	2,273,805	2,931,800	4,793,566	3,314,241
<u>Non-Expenditures</u>				
Transfer to State & County	5,814,438	10,277,932	2,687,571	1,713,076
State Funds Carryforward	564,699	387,462	-	-
Reserve for Future Projects	9,173,456	10,112,802	7,802,596	3,774,661
Total Expenditures	\$ 67,162,087	\$ 73,504,932	\$ 71,497,194	\$ 66,318,518

BUDGETED POSITIONS - ALL FUNDS

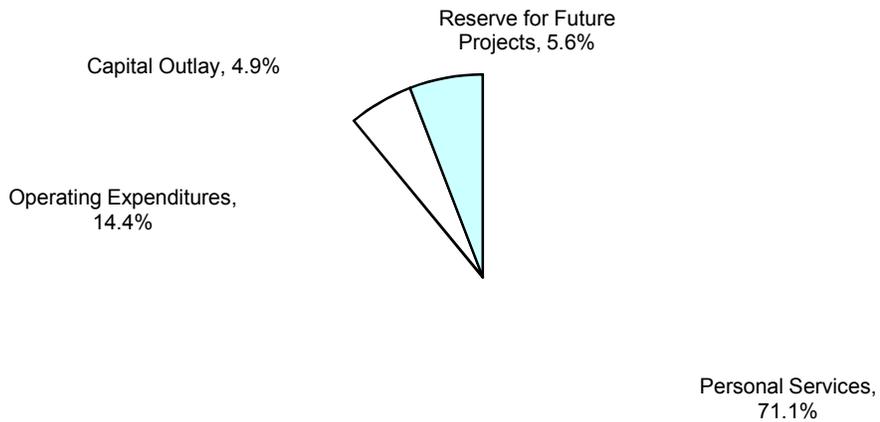
	<u>FY 12 Adopted</u>	<u>FY 13 Adopted</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
<u>Funding Source</u>				
Board Funding	111	108	108	108
Court Fees Funding	512	502	477	462
Court Fines Trust Fund	0	0	20	21
General Government Funding	55	53	55	56
Allocated Departments	138	127	129	119
Total Positions	816	790	789	766

BUDGET SUMMARY

FY 2015 Budget Sources



FY 2015 Budget Uses



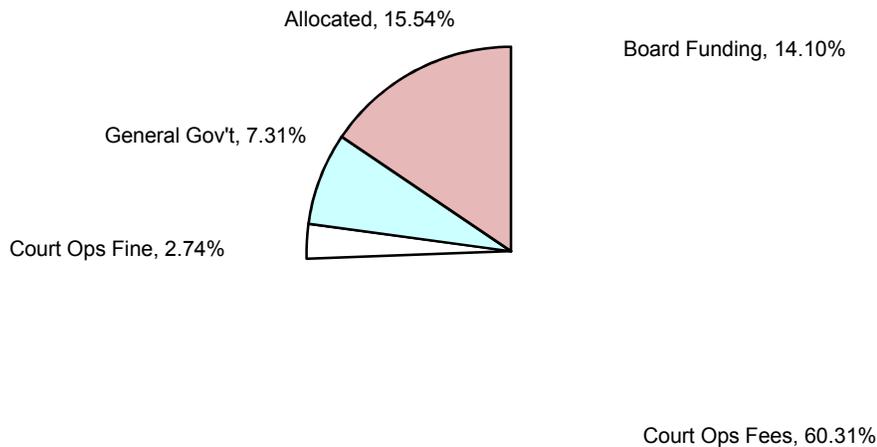
POSITION SUMMARY

	<u>FY 12 Adopted</u>	<u>FY 13 Adopted</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
<u>Board Funding</u>				
Value Adjustment Board	6	5	5	5
County Audit	10	10	10	10
Mail Services & Purchasing	6	6	6	6
Payroll	13	12	12	11
County Finance	53	53	53	54
Board Records	8	6	6	6
Systems Support	11	11	11	11
Board Services	4	5	5	5
Total	111	108	108	108
<u>General Government</u>				
Official Records	41	39	39	39
Plant City	2	2	2	2
Brandon Regional Svc Ctr	7	7	7	7
Southshore	2	2	2	2
Tax Deeds	3	3	5	6
Total	55	53	55	56
<u>Court Operations - State</u>				
Court Operations Management	7	7	6	3
Expungements & Sealings	2	2	0	0
Collections/C-Pay Program	8	7	0	0
Appeals	12	12	12	12
Mental Health	7	7	7	8
Jury Services	4	4	4	4
Probate	14	13	14	13
Plant City	30	30	30	30
Brandon Regional Svc Ctr	10	9	9	9
Southshore	2	2	2	1
Records Management	11	11	0	0
Circuit Criminal	81	79	79	69
County Criminal	48	48	45	43
Indigency Screening	4	4	4	3
Traffic	73	73	73	74
Evidence	4	4	4	4
Juvenile	37	36	36	35
County Civil	42	41	41	36
Family Law	46	48	46	43
Domestic Violence	6	6	6	5
Circuit Civil	64	59	59	49
Telephone Center	0	0	0	16
Bond Forfeiture	0	0	0	5
Total	512	502	477	462

POSITION SUMMARY

	FY 12 Adopted	FY 13 Adopted	FY 14 Adopted	FY 15 Adopted
<u>Court Operations - 10% Fine TF</u>				
Court Operations Management	0	0	0	2
Expungements & Sealings	0	0	2	2
Collections	0	0	7	7
Records Management	0	0	11	10
Total	0	0	20	21
<u>Allocated</u>				
Clerk's Administration	11	11	10	9
Employee Relations	9	8	7	8
Mail Services & Purchasing	8	7	8	9
CCC Accounting	32	30	30	29
Records Management	3	4	3	3
Telephone Center	9	9	14	4
Clerk (Executive)	1	1	1	1
Information Technology	65	57	56	56
Total	138	127	129	119
Funded Positions	816	790	789	766

Positions by Funding Source FY 2015



FUND SUMMARY

OPERATING FUNDS

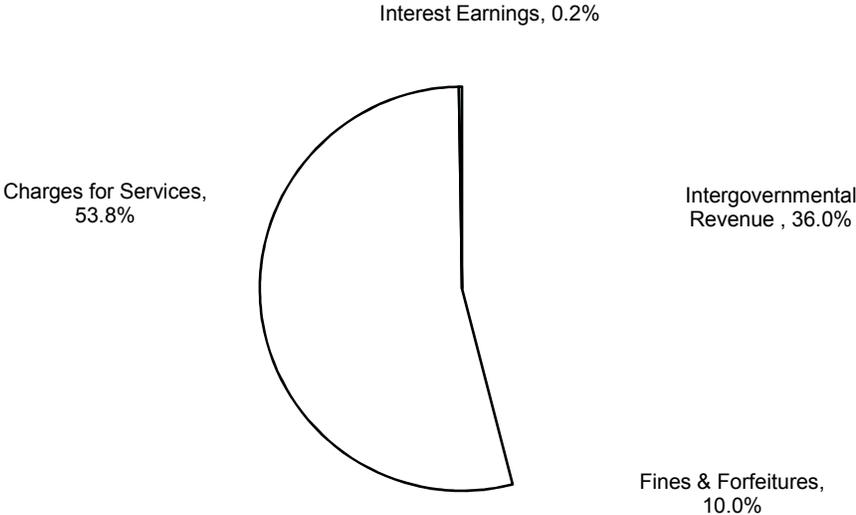
	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
<u>Sources</u>				
Intergovernmental Revenue - Federal	\$ 1,150,211	\$ 1,080,756	\$ 1,343,791	\$ 1,380,359
Intergovernmental Revenue - State	28,512,779	22,344,083	-	-
Intergovernmental Revenue - County	18,944,897	19,734,404	18,878,495	18,922,840
Charges for Services - General Govt	6,302,052	6,649,846	6,622,357	5,896,102
Charges for Services - Courts	-	7,894,537	24,591,552	24,430,134
Fines & Forfeitures	-	1,836,738	5,482,358	5,627,365
Interest Earnings	188,419	119,593	156,671	137,250
Beginning Fund Balance	523,961	564,701	-	-
Total Revenue	\$ 55,622,319	\$ 60,224,658	\$ 57,075,224	\$ 56,394,050
<u>Uses</u>				
<u>Operating</u>				
Personal Services	\$ 41,061,319	\$ 42,218,492	\$ 44,960,646	\$ 45,672,845
Operating Expenditures	7,122,180	6,315,284	8,329,579	7,870,029
Capital Outlay	1,059,683	1,025,488	1,097,428	1,138,100
<u>Non-Operating</u>				
Transfer to State	1,689,709	5,758,873	1,355,975	1,356,814
Transfer to County	4,124,729	4,519,059	1,331,596	356,262
State Funds Carryforward	564,699	387,462	-	-
Total Expenditures	\$ 55,622,319	\$ 60,224,658	\$ 57,075,224	\$ 56,394,050

TRUST FUNDS

	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
<u>Sources</u>				
Beginning Fund Balance	\$ 7,942,763	\$ 9,173,456	\$ 10,282,113	\$ 6,256,345
<u>Revenues</u>				
Charges for Services - Restricted	2,140,656	2,719,392	2,734,547	2,315,176
Fines & Forfeitures	1,444,574	1,374,433	1,395,310	1,312,343
Interest Earnings	11,775	12,993	10,000	40,604
Total Revenue	\$ 11,539,768	\$ 13,280,274	\$ 14,421,970	\$ 9,924,468
<u>Uses</u>				
<u>Operating</u>				
Personal Services	\$ 618,274	\$ 638,352	\$ 2,032,606	\$ 2,153,043
Operating Expenditures	533,916	496,304	890,630	714,407
Capital Outlay	118,901	123,814	225,462	197,790
<u>Non-Operating</u>				
Technology Projects	829,346	1,815,182	2,810,056	2,575,413
Technology Equipment	265,875	93,820	660,620	509,154
Reserve for Future Projects	9,173,456	10,112,802	7,802,596	3,774,661
Total Expenditures	\$ 11,539,768	\$ 13,280,274	\$ 14,421,970	\$ 9,924,468

FUND SUMMARY

Operating Fund Sources - FY 2015

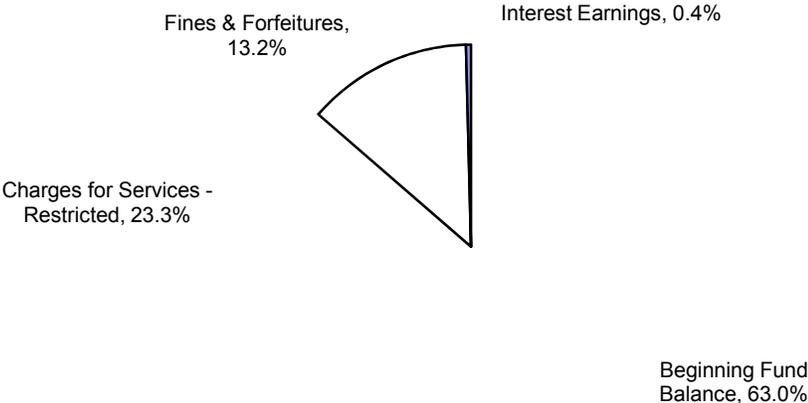


Operating Fund Uses - FY 2015

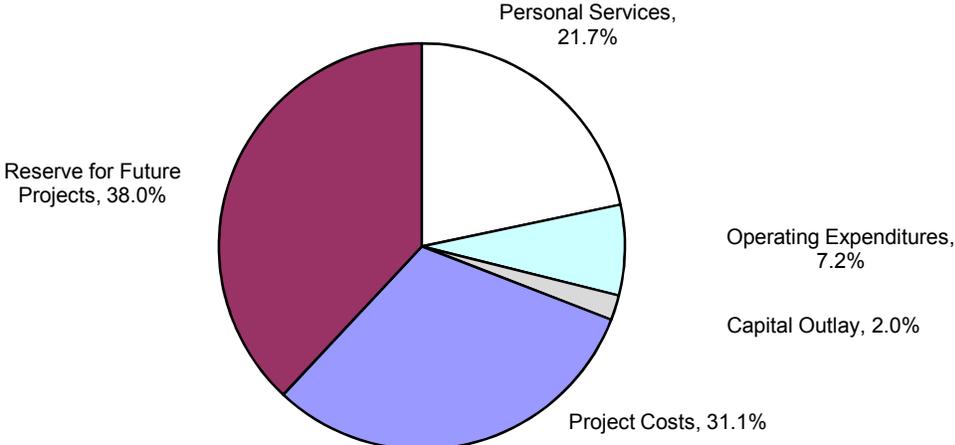


FUND SUMMARY

Trust Fund Sources - FY 2015



Trust Fund Uses - FY 2015



LINE ITEM DETAIL

Account Title	FY 12 Actual	FY 13 Actual	FY 14 Adopted	FY 15 Adopted
<u>Personal Services</u>				
Executive Salaries	\$ 153,052	\$ 153,211	\$ 153,211	\$ 158,766
Salaries & Wages	29,891,597	29,712,478	33,373,514	33,588,840
Salary Supplement	-	1,098,750	-	-
Longevity	84,350	86,200	92,300	-
Cafeteria Benefits	1,961,702	1,923,245	2,030,967	1,975,052
Deferred Comp	271,933	273,838	315,022	318,527
Salaries Temporary Employees	151,887	112,930	110,770	958,330
Overtime	257,601	395,355	47,242	34,014
Fica/Medicare Taxes	2,288,589	2,371,670	2,735,258	2,731,567
Frs Retirement	1,537,267	1,822,889	2,625,778	2,746,778
Health Insurance	4,501,986	4,326,913	5,025,900	4,600,800
Short And Long Term Disability	308,164	315,899	359,244	358,495
Employee Life Insurance	26,865	26,600	33,777	26,910
Workers Comp Assessments	81,361	83,190	90,269	93,514
Unemployment Compensation	48,548	44,412	-	53,695
Opeb Liability Assessment	114,690	109,264	-	180,600
Personnel Service Allocated In - IT	5,119,594	5,136,448	5,914,901	6,109,780
Personnel Svc Allocated In - Other	5,563,481	5,531,944	6,420,559	6,232,347
Personnel Svcs Allocated Out - IT	(5,119,593)	(5,136,448)	(5,914,901)	(6,109,780)
Personnel Svcs Allocated Out - Otr	(5,563,481)	(5,531,944)	(6,420,559)	(6,232,347)
Personal Services Subtotal	<u>\$ 41,679,593</u>	<u>\$ 42,856,844</u>	<u>\$ 46,993,252</u>	<u>\$ 47,825,888</u>
<u>Operating Expenditures</u>				
Medical Exams	\$ 278	\$ 152	\$ 10,000	\$ 10,000
Legal/Attorneys	82,650	69,628	97,409	97,409
Dp Services External	284,940	-	7,000	7,000
Computer Software Agreements	2,536,116	2,475,926	2,877,124	2,324,864
Investment Advisor	140,400	140,400	140,400	140,400
Other Professional Services	383,264	383,849	447,859	481,359
Accounting And Auditing	35,102	102,484	50,000	50,000
Contractual Non-Payroll Personnell	21,645	410,364	292,110	1,398,326
Other Contractual Services	56,645	55,501	96,931	96,321
Bank Services	28,248	53,099	110,554	110,554
Microfilm Services	50,918	41,502	56,200	32,000
Central Disbursement Unit	63,432	30,995	125,000	125,000
Retiree Health Insurance Subsidy	44,054	42,109	40,000	40,000
Vicinity Mileage	7,865	5,775	16,371	16,135
Other Travel Expenses	61,028	47,127	100,809	99,530
Fleet Fuel, Oil And Rental	29,021	26,259	41,708	39,406
Telecommunications	314,993	275,114	345,311	352,660
Postage & Freight Services	415,564	383,336	520,799	540,627
Other Freight/Transport Costs	7,452	2,300	1,644	1,644
Armored Car Services	63,882	63,131	80,210	90,795
Utilities Service	28,926	132	700	700
Rental Office Space	221,441	-	-	-

LINE ITEM DETAIL

<u>Account Title</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Rental Of Office Equipment	88,246	79,325	153,614	141,919
Rental Of Computer Hardware	108,640	-	-	-
Rental Of Computer Software	105,311	105,685	360,719	156,602
Rental Of Equipment - General	-	-	-	1,000
Other Rentals And Leases	348	573	2,500	2,000
General Insurance	131,672	134,536	138,643	142,624
Maintenance Building/Facility	88,681	73,510	450,434	94,298
Maintenance Of Equipment	30,575	35,935	50,515	50,906
Maintenance Of Computer Equip	443,857	397,011	674,607	694,607
Facility Security/Alarm Services	8,272	10,332	36,906	36,560
Fleet Management Services	19,252	18,135	32,008	29,624
Printing And Binding	67,094	88,091	141,746	136,368
Court Adm Printing & Binding	2,910	2,373	5,965	6,638
Awards Program	6,477	13,866	30,750	30,750
Claim Payments	2,000	3,000	-	-
Interest & Other Penalty Payments	36	-	-	-
Bad Debt And Bad Check Write-Off	369	154	-	-
Legal Advertising	5,695	6,037	7,527	7,527
Juror Compensation	268,440	299,520	340,000	340,000
Cash Over/Short	10,011	100	300	-
Other Operating Costs	90,403	959	9,576	495,609
Office Supplies & Minor Office Equip	334,740	304,311	336,566	262,960
Computer Software	11,983	19,146	15,845	16,295
General Oper Supplies & Minor Equip	16,267	25,066	20,438	24,438
DP Supplies & Minor DP Equip	766,204	579,095	637,345	642,133
Microfilm Supplies	15,042	14,817	18,100	14,000
Uniforms And Safety Apparel	4,667	3,710	6,188	6,588
Memberships And Dues	17,829	15,137	34,950	34,385
Books And Subscriptions	38,604	35,783	46,644	46,822
Training/Educational Costs	79,840	51,800	195,184	206,269
Employee Tuition Reimbursement	14,767	10,902	15,000	15,000
Oper Exp Alloc In-Mis	3,832,079	3,517,588	4,624,211	4,121,508
Oper Exp Alloc In-Other	457,080	422,202	733,078	768,599
Oper Exp Alloc Out-Mis	(3,832,079)	(3,517,588)	(4,624,211)	(4,121,508)
Oper Exp Alloc Out-Other	(457,080)	(422,202)	(733,078)	(768,599)
Operating Expenditure Subtotal	<u>\$ 7,656,096</u>	<u>\$ 6,938,092</u>	<u>\$ 9,220,209</u>	<u>\$ 9,690,652</u>
 <u>Capital Outlay</u>				
Office Furniture And Equipment	\$ -	36,689	\$ -	\$ -
Computer Equipment	1,100,353	968,655	1,934,010	1,790,544
Fleet Equipment	-	60,133	19,500	24,500
Installed Equipment	17,938	13,827	5,000	-
Other Equipment	58,606	47,152	-	5,000
Computer Software Projects	1,096,908	1,805,344	2,835,056	1,494,197
Capital Exp Alloc In-Mis	986,122	1,018,631	1,299,300	1,309,300
Capital Exp Alloc Out-Mis	(986,122)	(1,018,631)	(1,299,300)	(1,309,300)
Capital Outlay Subtotal	<u>\$ 2,273,805</u>	<u>\$ 2,931,800</u>	<u>\$ 4,793,566</u>	<u>\$ 3,314,241</u>

LINE ITEM DETAIL

<u>Account Title</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Transfer To BOCC	\$ 4,124,729	\$ 408,430	\$ 1,331,596	\$ 356,262
Transfer To State Of Fla	1,689,709	-	1,355,975	1,356,814
State Funds Carryover	564,699	387,462	-	-
Designated Reserves	9,173,456	5,759,029	7,802,596	3,774,661
	<u>\$ 67,162,087</u>	<u>\$ 59,281,657</u>	<u>\$ 71,497,194</u>	<u>\$ 66,318,518</u>

LINE ITEM DETAIL

FY 2015 BUDGET BY FUND

<u>Account Title</u>	<u>Allocated Depts</u>	<u>Board Funded</u>	<u>General Gov't</u>	<u>Court Revenues</u>	<u>Trust Funds</u>	<u>Total All Funds</u>
<u>Personal Services</u>						
Executive Salaries	\$ 158,766	\$ -	\$ -	\$ -	\$ -	\$ 158,766
Salaries & Wages	8,010,415	5,776,902	2,265,301	16,766,790	769,432	33,588,840
Cafeteria Benefits	322,851	280,183	143,069	1,174,374	54,575	1,975,052
Deferred Comp	89,478	57,790	22,145	140,786	8,328	318,527
Salaries Temporary Employees	-	10,002	-	948,328	-	958,330
Overtime	-	14,011	-	20,003	-	34,014
Fica/Medicare Taxes	638,156	462,671	185,934	1,381,958	62,848	2,731,567
Frs Retirement	750,519	459,439	182,933	1,294,099	59,788	2,746,778
Health Insurance	842,400	699,840	328,320	2,617,920	112,320	4,600,800
Short And Long Term Disability	93,435	64,374	25,546	166,190	8,950	358,495
Employee Life Insurance	4,228	3,784	1,989	16,163	746	26,910
Workers Comp Assessments	22,120	15,898	6,320	47,012	2,164	93,514
Unemployment Compensation	-	52,841	-	854	-	53,695
Opeb Liability Assessment	29,400	24,900	13,800	108,600	3,900	180,600
Personnel Service Allocated In - IT	-	4,288,733	898,070	-	922,977	6,109,780
Personnel Svc Allocated In - Other	-	794,756	1,781,133	3,509,443	147,015	6,232,347
Personnel Svcs Allocated Out - IT	(6,109,780)	-	-	-	-	(6,109,780)
Personnel Svcs Allocated Out - Otr	(4,851,988)	-	-	(1,380,359)	-	(6,232,347)
Personal Services Subtotal	\$ -	\$ 13,006,124	\$ 5,854,560	\$ 26,812,161	\$ 2,153,043	\$ 47,825,888
<u>Operating Expenditures</u>						
Medical Exams	10,000	-	-	-	-	\$ 10,000
Legal/Attorneys	50,000	47,409	-	-	-	97,409
Dp Services External	-	7,000	-	-	-	7,000
Computer Software Agreements	2,209,142	115,722	-	-	-	2,324,864
Investment Advisor	-	140,400	-	-	-	140,400
Other Professional Services	114,025	267,334	100,000	-	-	481,359
Accounting And Auditing	50,000	-	-	-	-	50,000
Contractual Non-Payroll Personnell	291,110	-	-	1,000	1,106,216	1,398,326
Other Contractual Services	47,305	978	38	23,000	25,000	96,321
Bank Services	27,000	83,554	-	-	-	110,554
Microfilm Services	4,000	28,000	-	-	-	32,000
Central Disbursement Unit	-	-	-	125,000	-	125,000
Retiree Health Insurance Subsidy	40,000	-	-	-	-	40,000
Vicinity Mileage	2,727	900	1,933	10,175	400	16,135
Other Travel Expenses	25,250	32,790	3,400	36,590	1,500	99,530
Fleet Fuel, Oil And Rental	2,625	36,781	-	-	-	39,406
Telecommunications	238,325	108,735	5,600	-	-	352,660
Postage & Freight Services	30,272	40,533	59,721	396,801	13,300	540,627
Other Freight/Transport Costs	-	1,144	-	500	-	1,644
Armored Car Services	84,420	6,375	-	-	-	90,795
Utilities Service	-	700	-	-	-	700
Rental Of Office Equipment	11,373	8,780	7,029	112,337	2,400	141,919
Rental Of Computer Software	154,002	2,600	-	-	-	156,602
Rental Of Equipment - General	-	-	-	1,000	-	1,000
Other Rentals And Leases	-	2,000	-	-	-	2,000
General Insurance	108,440	31,318	2,266	600	-	142,624

LINE ITEM DETAIL

FY 2015 BUDGET BY FUND

<u>Account Title</u>	<u>Allocated Depts</u>	<u>Board Funded</u>	<u>General Gov't</u>	<u>Court Revenues</u>	<u>Trust Funds</u>	<u>Total All Funds</u>
Maintenance Building/Facility	-	94,298	-	-	-	94,298
Maintenance Of Equipment	7,723	26,072	4,901	12,210	-	50,906
Maintenance Of Computer Equip	694,607	-	-	-	-	694,607
Facility Security/Alarm Services	29,550	7,010	-	-	-	36,560
Fleet Management Services	3,150	26,474	-	-	-	29,624
Printing And Binding	10,048	22,730	2,850	97,790	2,950	136,368
Court Adm Printing & Binding	-	-	-	6,638	-	6,638
Awards Program	30,750	-	-	-	-	30,750
Legal Advertising	1,160	6,367	-	-	-	7,527
Juror Compensation	-	-	-	340,000	-	340,000
Other Operating Costs	7,250	487,859	-	500	-	495,609
Office Supp & Minor Office Equip	31,731	41,916	18,383	166,780	4,150	262,960
Computer Software	11,490	4,805	-	-	-	16,295
General Oper Supp & Minor Equip	5,858	800	2,000	1,780	14,000	24,438
DP Supplies & Minor DP Equip	348,595	252,119	41,419	-	-	642,133
Microfilm Supplies	-	14,000	-	-	-	14,000
Uniforms And Safety Apparel	1,944	2,144	-	500	2,000	6,588
Memberships And Dues	25,520	7,765	700	400	-	34,385
Books And Subscriptions	11,342	29,075	370	5,735	300	46,822
Training/Educational Costs	154,373	35,610	3,276	10,510	2,500	206,269
Employee Tuition Reimbursement	15,000	-	-	-	-	15,000
Oper Exp Alloc In-IT	-	2,893,074	605,816	-	622,618	4,121,508
Oper Exp Alloc In-Other	-	125,897	63,485	555,928	23,289	768,599
Oper Exp Alloc Out-IT	(4,121,508)	-	-	-	-	(4,121,508)
Oper Exp Alloc Out-Other	(768,599)	-	-	-	-	(768,599)
Operating Expenditure Subtotal	\$ -	\$ 5,041,068	\$ 923,187	\$ 1,905,774	\$ 1,820,623	\$ 9,690,652
<u>Capital Outlay</u>						
Data Processing Equipment	1,279,300	2,090	\$ -	\$ -	509,154	\$ 1,790,544
Fleet Equipment	-	24,500	-	-	-	24,500
Installed Equipment	5,000	-	-	-	-	5,000
Computer Software Projects	25,000	-	-	-	1,469,197	1,494,197
Capital Exp Alloc In-IT	-	919,058	192,452	-	197,790	1,309,300
Capital Exp Alloc Out-IT	(1,309,300)	-	-	-	-	(1,309,300)
Capital Outlay Subtotal	\$ -	\$ 945,648	\$ 192,452	\$ -	\$ 2,176,141	\$ 3,314,241
Transfer To BOCC	\$ -	\$ -	356,262	\$ -	\$ -	\$ 356,262
Transfer To State	-	-	-	1,356,814	-	1,356,814
Designated Reserves	-	-	-	-	3,774,661	3,774,661
Grand Total	\$ -	\$ 18,992,840	\$ 7,326,461	\$ 30,074,749	\$ 9,924,468	\$ 66,318,518

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 2nd 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.

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.

The FY 2014 budget was developed under the same process as the FY 2013 budget. The FY 2015 was very similar as well, except for timing. The budget request was due to the CCOC by June 1.

BUDGET PROCESS

The CCOC reviewed the requested budgets and submitted their recommendations to the Legislative Budget Commission by September 1. The Legislative Budget Commission had until October 1 to either approve or modify the recommendation.

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.

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 PROCESS

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 was approved by the Legislative Budget Commission. The total reserve is approximately \$0.5 million for all of the Clerks and 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 one General Fund 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 Fund.

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 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.

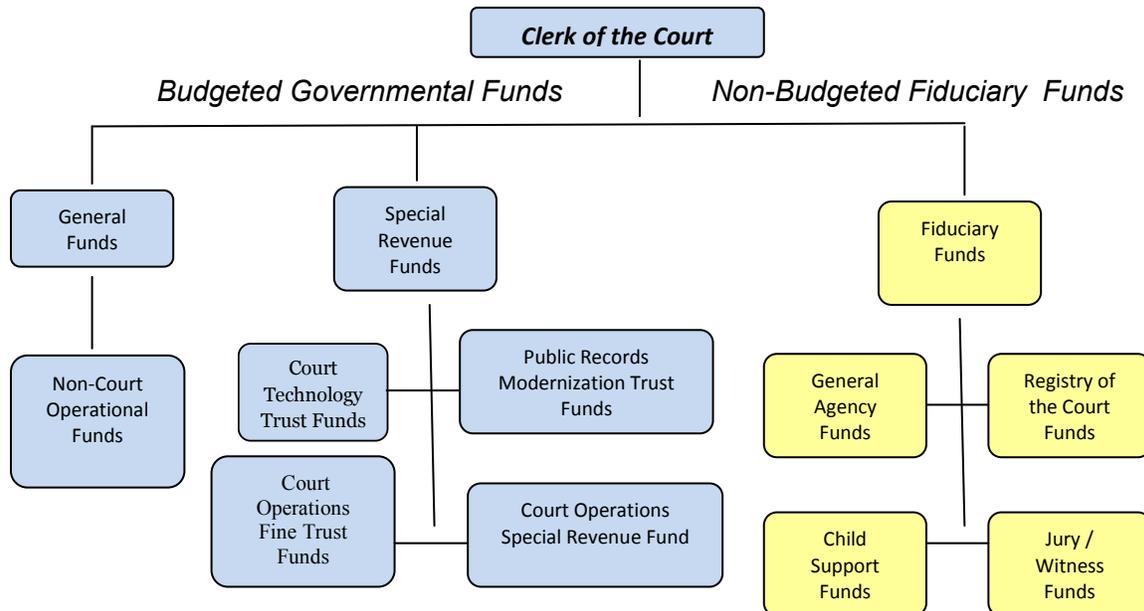
Fiduciary Fund Types:

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 Fund 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

ACCOUNTING CONCEPTS

- Public Records Modernization Trust Fund
 - ❖ Records Management Enhancements
 - ❖ Archive Enhancements

- Court Technology Trust Funds
 - ❖ 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.

	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
<u>Revenue by Type:</u>				
BOCC Funding - VAB	\$ 767,564	\$ 712,862	\$ 673,948	\$ 682,200
BOCC Funding - Clerk to Board	10,198,790	10,628,007	11,015,774	11,102,177
BOCC Funding - Circuit & County Court	7,978,543	8,393,535	7,188,773	7,138,463
BOCC Funding - Interest	146,022	68,905	96,660	70,000
Total Revenue	\$ 19,090,919	\$ 19,803,309	\$ 18,975,155	\$ 18,992,840

Expenditures by Department:

BOCC Services Costs

Value Adjustment Board	\$ 440,365	\$ 415,367	\$ 673,948	\$ 682,200
County Audit	886,935	888,933	969,771	994,131
Payroll	651,272	682,103	813,971	762,410
County Finance	3,401,838	3,575,338	3,955,097	4,223,948
Board Records	369,184	301,110	344,021	360,470
System Support	1,289,262	1,085,854	1,222,210	1,034,772
Board Services	369,413	495,200	519,313	563,062
Mail Services & Purchasing	285,784	330,801	363,139	360,588
Non-Departmental Clerk to Board	88,845	310,032	-	40,000
Clerk to Board Overhead & IT	2,377,815	2,315,646	2,828,252	2,749,940
Clerk to Board Technology Projects	281,240	105,424	-	-

Circuit Court Costs

Clerk's Administration	51,615	42,629	49,500	49,500
CCC Accounting	4,017	81,360	3,950	1,810
Official Records	2,967	4,588	3,192	7,000
Court Operations Management	9,457	9,876	10,700	14,000
Expungements & Sealings	967	593	650	650
Collections	4,773	4,473	8,800	5,800
Appeals	2,462	2,397	3,625	3,625
Mental Health	833	2,056	1,499	1,499
Jury Services	2,703	3,885	4,720	4,556
Probate	3,035	6,484	6,250	7,800
Plant City	18,075	17,541	52,003	46,634
Brandon Regional Svc Ctr	19,987	10,891	28,568	15,312
Southshore	3,048	5,789	6,184	6,184
Records Management	100,574	94,322	123,056	97,000
Circuit Criminal	33,236	32,086	38,097	41,355
County Criminal	13,801	12,528	17,950	15,600
Indigency Screening	2,245	1,405	3,650	2,650
Traffic	58,239	67,982	80,822	78,112
Evidence	1,829	1,440	11,100	11,100

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.

	FY 12 Actual	FY 13 Actual	FY 14 Adopted	FY 15 Adopted
Juvenile	12,026	13,891	12,917	14,624
County Civil	13,385	10,861	14,000	10,900
Family Law	21,555	20,968	21,500	21,500
Domestic Violence	5,301	10,609	9,750	9,750
Circuit Civil	15,297	16,262	15,542	19,837
Non-Departmental Circuit Court	281,218	929,419	381,979	519,828
Court Technology - IT	5,839,837	5,709,868	6,375,429	6,214,693
Court Technology - Projects	-	-	-	-
Total Expenditures	\$ 16,964,435	\$ 17,620,009	\$ 18,975,155	\$ 18,992,840
Residual Equity to BOCC	\$ 2,126,484	\$ 2,183,300	\$ -	\$ -
Funded Positions	111	108	108	108

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.

	FY 12 Actual	FY 13 Actual	FY 14 Adopted	FY 15 Adopted
<u>Revenue by Type:</u>				
Recording Fees	\$ 3,730,104	\$ 4,671,830	\$ 4,692,371	\$ 3,948,403
Other Recording Revenue	1,023,403	966,767	938,203	955,697
Marriage Licenses	370,657	382,082	395,535	399,297
Tax Deeds	91,586	171,304	107,829	156,199
Passports	244,315	265,850	289,247	249,597
Other Service Charges	830,262	180,413	173,672	161,409
IT Charges - External	11,725	11,600	25,500	25,500
Title IV-D Reimbursement	1,150,211	1,080,756	1,343,791	1,380,359
Interest Earnings	42,397	48,291	60,011	50,000
Total Revenue	\$ 7,494,660	\$ 7,778,893	\$ 8,026,159	\$ 7,326,461
<u>Expenditures by Department:</u>				
Official Records	\$ 1,858,543	\$ 1,880,731	\$ 2,300,861	\$ 2,285,145
Plant City	126,404	125,265	147,295	151,326
Brandon Regional Svc Ctr	337,444	354,199	384,623	397,453
Southshore	148,252	150,441	172,902	128,538
Tax Deeds	164,379	187,438	371,435	441,781
Title IV-D In (Family Law)	1,175,513	1,112,743	1,343,791	1,380,359
General Gov't Overhead & IT	1,202,456	1,150,070	1,455,640	1,415,404
Non-Departmental Costs	-	13,013	-	-
Passports	25,025	23,170	20,000	25,000
IT Services - External	11,726	11,300	25,500	25,500
Civil Court Technology - IT	446,673	434,763	472,516	719,693
Total Expenditures	\$ 5,496,415	\$ 5,443,134	\$ 6,694,563	\$ 6,970,199
Transfer to BOCC (Excess Fees)	\$ 1,998,245	\$ 2,335,759	\$ 1,331,596	\$ 356,262
Funded Positions	55	53	55	56

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 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
<u>Revenue by Type:</u>				
State Appropriations - CCOC Trust Fd	\$ 28,512,779	\$ 21,804,622	\$ -	\$ -
Collections	-	8,002	\$ 15,000	\$ 28,306
Appeals	-	25,425	\$ 60,000	\$ 110,218
Probate	-	239,559	\$ 753,000	\$ 715,042
Circuit Criminal	-	212,146	\$ 609,000	\$ 789,776
County Criminal	-	196,162	\$ 657,000	\$ 620,792
Indigency Screening	-	1,536	\$ 4,500	\$ 5,174
Traffic	-	3,801,647	\$ 11,159,185	\$ 12,457,131
Juvenile	-	14,787	\$ 42,000	\$ 56,370
County Civil	-	2,208,362	\$ 5,946,000	\$ 6,762,794
Family Law	-	480,182	\$ 1,338,000	\$ 1,447,478
Circuit Civil	-	2,146,156	\$ 8,774,180	\$ 6,108,339
Non-Departmental	-	399,708	\$ 716,045	\$ 973,329
Foreclosure Grant	-	539,461	-	-
Total Revenue	\$ 28,512,779	\$ 32,077,755	\$ 30,073,910	\$ 30,074,749

Expenditures by Department:

Court Operations Management	\$ 800,445	\$ 785,993	\$ 791,289	\$ 385,573
Expungements & Sealings	100,709	92,892	-	-
Collections	354,795	267,111	-	-
Appeals	573,212	623,710	687,539	711,017
Mental Health	317,766	312,526	357,146	409,349
Jury Services	365,374	276,887	303,648	295,324
Probate	687,180	710,189	810,608	804,296
Plant City	1,442,143	1,454,919	1,649,343	1,605,072
Brandon Regional Svc Ctr	443,363	444,685	488,274	510,881
Southshore	121,255	123,121	133,571	67,907
Records Management	353,742	383,650	-	-
Circuit Criminal	3,668,267	3,667,506	4,074,965	4,054,819
County Criminal	2,145,883	2,027,330	2,214,880	2,223,243
Indigency Screening	188,623	180,223	230,676	165,946
County Traffic	3,358,223	3,272,141	3,673,826	3,925,859
Evidence	251,689	258,295	279,845	287,760
Juvenile	1,712,895	1,644,053	1,781,173	1,807,815
County Civil	1,983,516	1,993,353	2,191,109	2,085,310
Family Law	2,203,313	2,083,506	2,443,256	2,300,599
Title IV-D Out (Family Law)	(1,175,513)	(1,112,743)	(1,343,791)	(1,380,359)
Domestic Violence	285,391	322,131	337,659	300,165
Circuit Civil	2,753,851	2,609,894	2,954,888	2,751,277
Telephone Center	-	-	-	710,586
Bond Forfeiture	-	-	-	274,039

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.

	FY 12 Actual	FY 13 Actual	FY 14 Adopted	FY 15 Adopted
Non-Departmental Costs	-	-	100,770	-
Courts Overhead	3,654,757	3,668,332	4,202,261	4,065,371
Foreclosure Grant	-	90,191	-	-
Juror Costs	191,453	316,228	355,000	356,086
Total Expenditures	\$ 26,782,332	\$ 26,496,121	\$ 28,717,935	\$ 28,717,935
Beginning Fund Balance	\$ 523,961	\$ 564,701	\$ -	\$ -
Excess Fees to State	1,689,709	5,758,873	1,355,975	1,356,814
Ending Fund Balance	\$ 564,699	\$ 387,462	\$ -	\$ -
Funded Positions	512	502	477	462

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.

	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
<u>Revenue by Source:</u>				
BOCC Funding	\$ 8,267,282	\$ 8,073,819	\$ 9,262,037	\$ 9,021,516
Court Fees Funding	3,654,757	3,668,332	4,202,261	4,065,371
General Government	1,660,855	1,596,134	1,953,656	2,160,598
Court Technology TF	1,199,948	1,175,788	2,054,266	1,743,385
Court Operations TF	-	-	176,038	170,304
Total Revenue	\$ 14,782,842	\$ 14,514,073	\$ 17,648,258	\$ 17,161,174

Expenditures by Department:

Overhead

Clerk's Administration	\$ 1,187,618	\$ 1,185,341	\$ 1,378,702	\$ 1,282,706
Employee Relations	549,491	558,885	671,552	759,224
Mail Services & Purchasing	381,287	316,920	427,225	522,125
CCC Accounting	1,838,666	1,768,385	2,003,712	2,078,814
Records Management	248,778	262,792	275,602	291,497
Telephone Center	302,599	398,245	654,912	261,099
Non-Departmental Allocations	155,876	160,153	173,550	177,114
Clerk (Executive)	180,733	190,683	224,591	248,007

IT

Information Technology	9,937,795	9,672,667	11,838,412	11,540,588
Total Expenditures	\$ 14,782,843	\$ 14,514,071	\$ 17,648,258	\$ 17,161,174

Funded Positions	138	127	129	119
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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 12 Actual	FY 13 Actual	FY 14 Adopted	FY 15 Adopted
<u>Revenue by Type:</u>				
Traffic Fines - 10%	\$ 1,162,445	\$ 1,102,463	\$ 1,119,867	\$ 1,038,928
Other Fines - 10%	282,129	271,970	275,443	273,415
Interest Earnings	5,226	6,068	5,000	18,472
Total Revenue	\$ 1,449,800	\$ 1,380,501	\$ 1,400,310	\$ 1,330,815
<u>Expenditures by Department:</u>				
Court Operations Management	\$ -	\$ -	\$ -	\$ 276,168
Expungements & Sealings	-	2,494	104,123	116,450
Collections	-	4,879	363,646	369,368
Probate	-	2,346	-	-
Plant City	-	1,994	-	-
Brandon Regional Svc Ctr	-	2,815	-	-
Records Management	-	11,020	450,625	389,565
County Civil	-	16,709	-	-
Family Law	-	23,456	-	-
Circuit Civil	-	16,970	-	-
Court Operations Projects	113,798	869,552	1,344,826	2,172,358
Courts Overhead	-	-	176,038	170,304
Total Expenditures	\$ 113,798	\$ 952,234	\$ 2,439,258	\$ 3,494,213
Net Revenues over Expenditures	\$ 1,336,002	\$ 428,268	\$ (1,038,948)	\$ (2,163,398)
Beginning Fund Balance	\$ 2,623,439	\$ 3,959,441	\$ 4,463,601	\$ 2,163,398
Reserve for Future Projects	\$ 3,959,441	\$ 4,387,709	\$ 3,424,653	\$ -
Funded Positions	0	0	20	21

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.

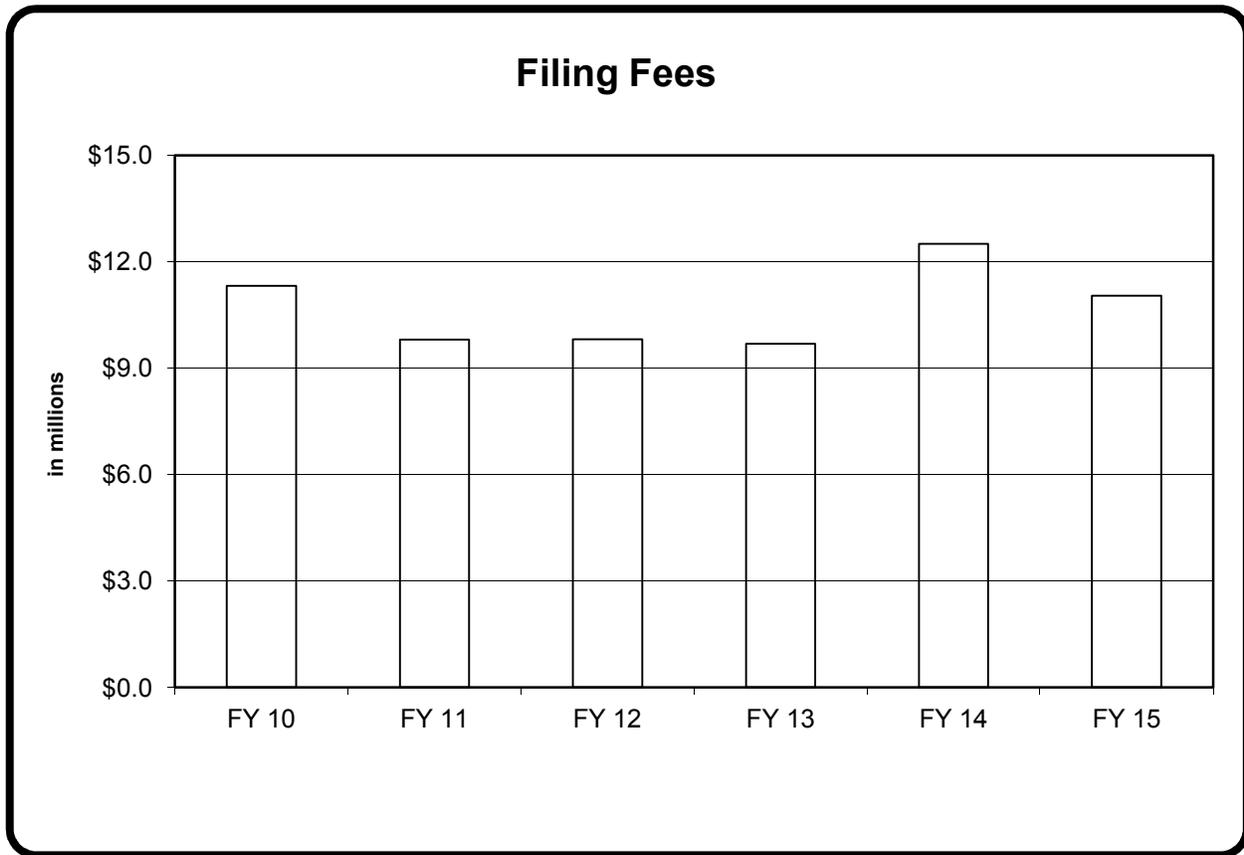
	FY 12 Actual	FY 13 Actual	FY 14 Adopted	FY 15 Adopted
<u>Revenue by Type:</u>				
Recording Fees	\$ 1,601,881	\$ 2,040,480	\$ 2,054,436	\$ 1,736,382
Interest Earnings	453	1,408	1,000	7,132
Total Revenue	\$ 1,602,334	\$ 2,041,888	\$ 2,055,436	\$ 1,743,514
<u>Expenditures by Department:</u>				
Civil Court Technology - IT	1,199,948	1,175,788	2,054,266	1,743,385
Total Expenditures	\$ 1,199,948	\$ 1,175,788	\$ 2,054,266	\$ 1,743,385
Net Revenues over Expenditures	\$ 402,386	\$ 866,100	\$ 1,170	\$ 129
Beginning Fund Balance	\$ 159,054	\$ 561,440	\$ 1,273,623	\$ 885,770
Reserve for Future Projects	\$ 561,440	\$ 1,427,540	\$ 1,274,793	\$ 885,899

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.

	FY 12 Actual	FY 13 Actual	FY 14 Adopted	FY 15 Adopted
<u>Revenue by Type:</u>				
Recording Fees	\$ 538,775	\$ 678,912	\$ 680,111	\$ 578,794
Interest Earnings	6,096	5,517	4,000	15,000
Total Revenue	544,871	684,429	684,111	593,794
<u>Expenditures by Department:</u>				
Courts Technology Projects	\$ 715,548	\$ 945,630	\$ 1,465,230	\$ 328,055
Other Technology Projects	-	-	-	75,000
Data Processing Equipment	337,018	93,820	660,620	509,154
Total Expenditures	\$ 1,052,566	\$ 1,039,450	\$ 2,125,850	\$ 912,209
Net Revenues over Expenditures	\$ (507,695)	\$ (355,021)	\$ (1,441,739)	\$ (318,415)
Beginning Fund Balance	\$ 5,160,270	\$ 4,652,575	\$ 4,544,889	\$ 3,207,177
Reserve for Future Projects	\$ 4,652,575	\$ 4,297,554	\$ 3,103,150	\$ 2,888,762

COURT RELATED REVENUES



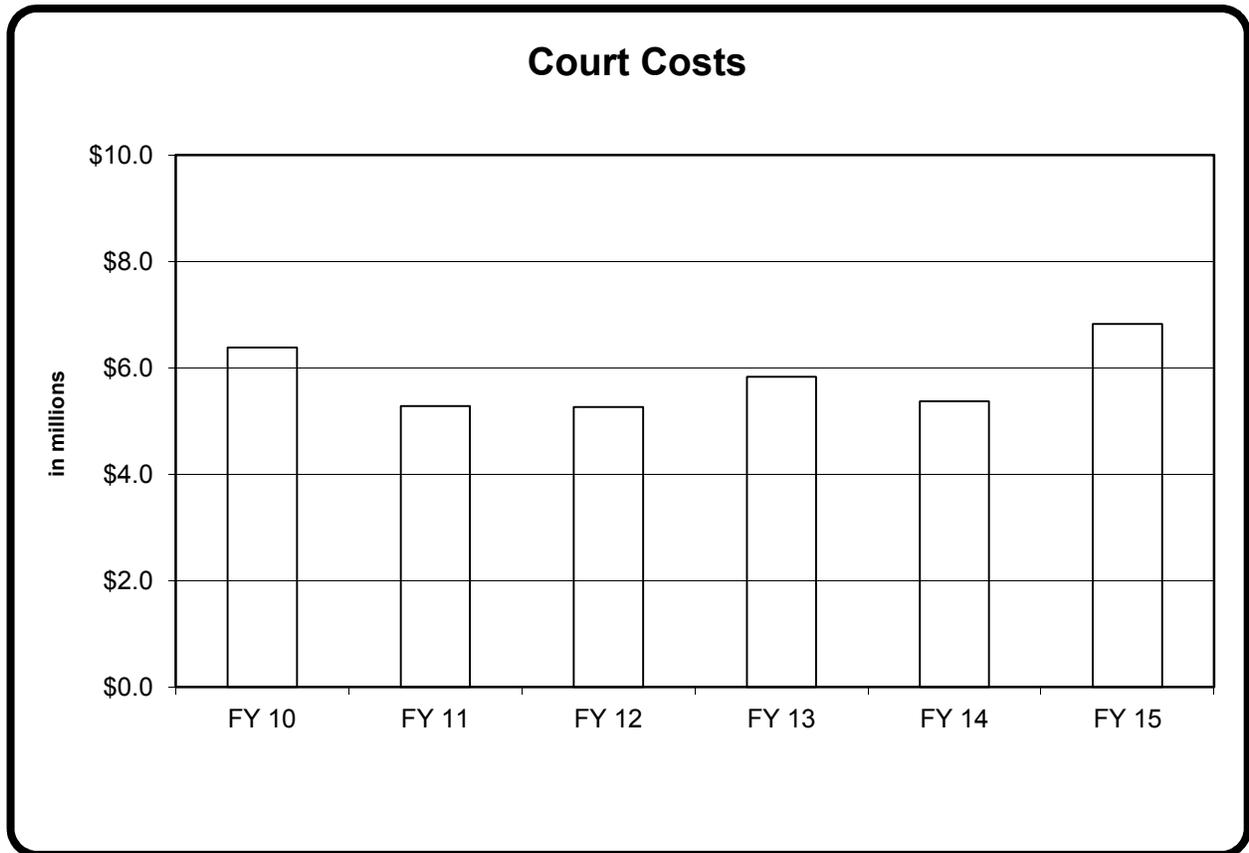
Revenue Base

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 goes down, 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. As the economy improved during FY 2011, the revenue declined. In addition, during FY 2011, many banks slowed down filing new foreclosure cases due to the "robo-signing" scandal. This level of new filings continued in FY 2012 and throughout most of FY 2013. The large increase projected in FY 2014 is 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 2015 reflect a decrease in the number of Circuit Civil cases (mainly foreclosures), but an increase in County Civil cases. Since the filing fees are less in County Civil, this resulted in an estimated 10% decrease.

COURT RELATED REVENUES



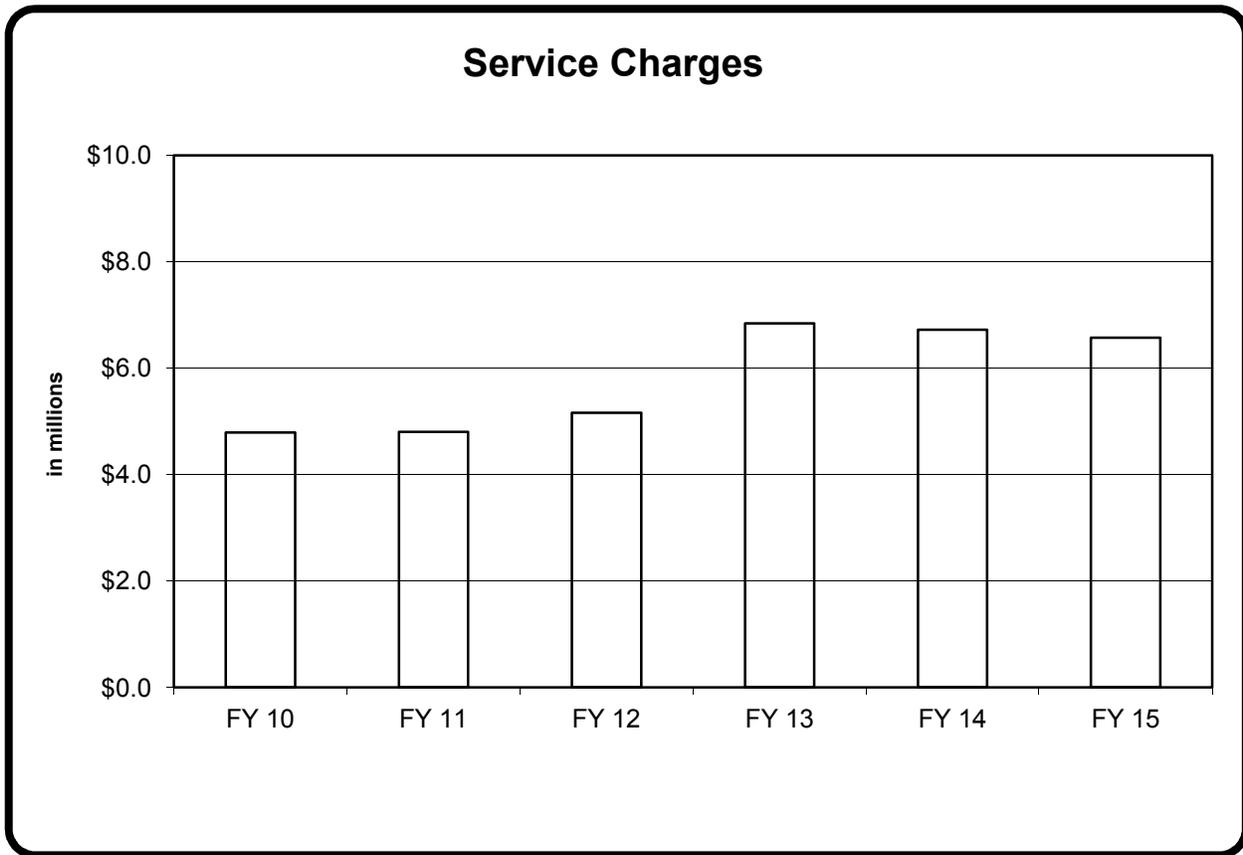
Revenue Base

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. The decrease from FY 10 to FY 11 was due to lower Civil Traffic citation volume as well as a continuing decline in collections due to the economy. While the citation volume increased in FY 12 and FY 13, the collection rate has remained below 80%. The FY 14 estimates reflected the end of Red Light camera violations being processed through the Court System, but the FY 15 estimate reflects the growing collection rate trend that began in FY 14.

COURT RELATED REVENUES



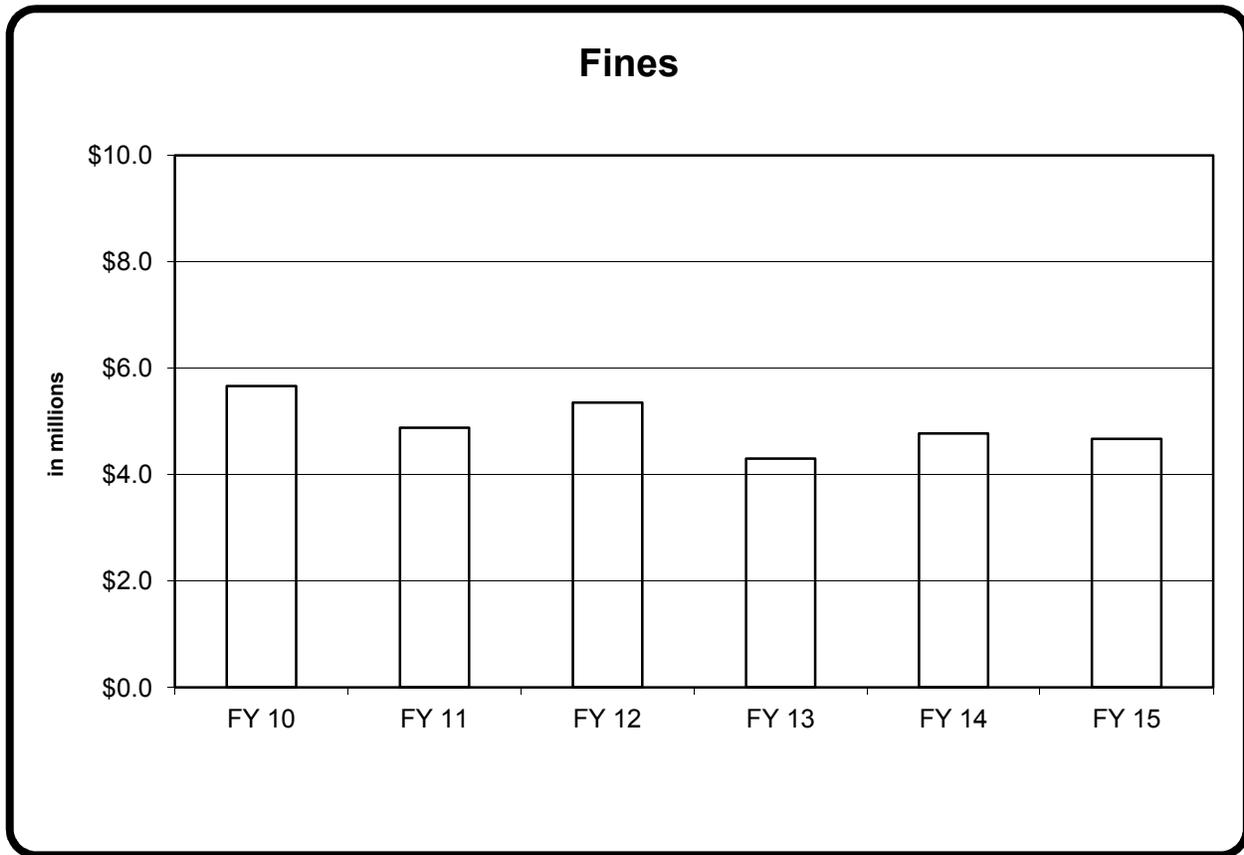
Revenue Base

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. Individually, these revenues are estimated as a percentage of the estimated filing fees or court costs in the court area to which they apply.

COURT RELATED REVENUES



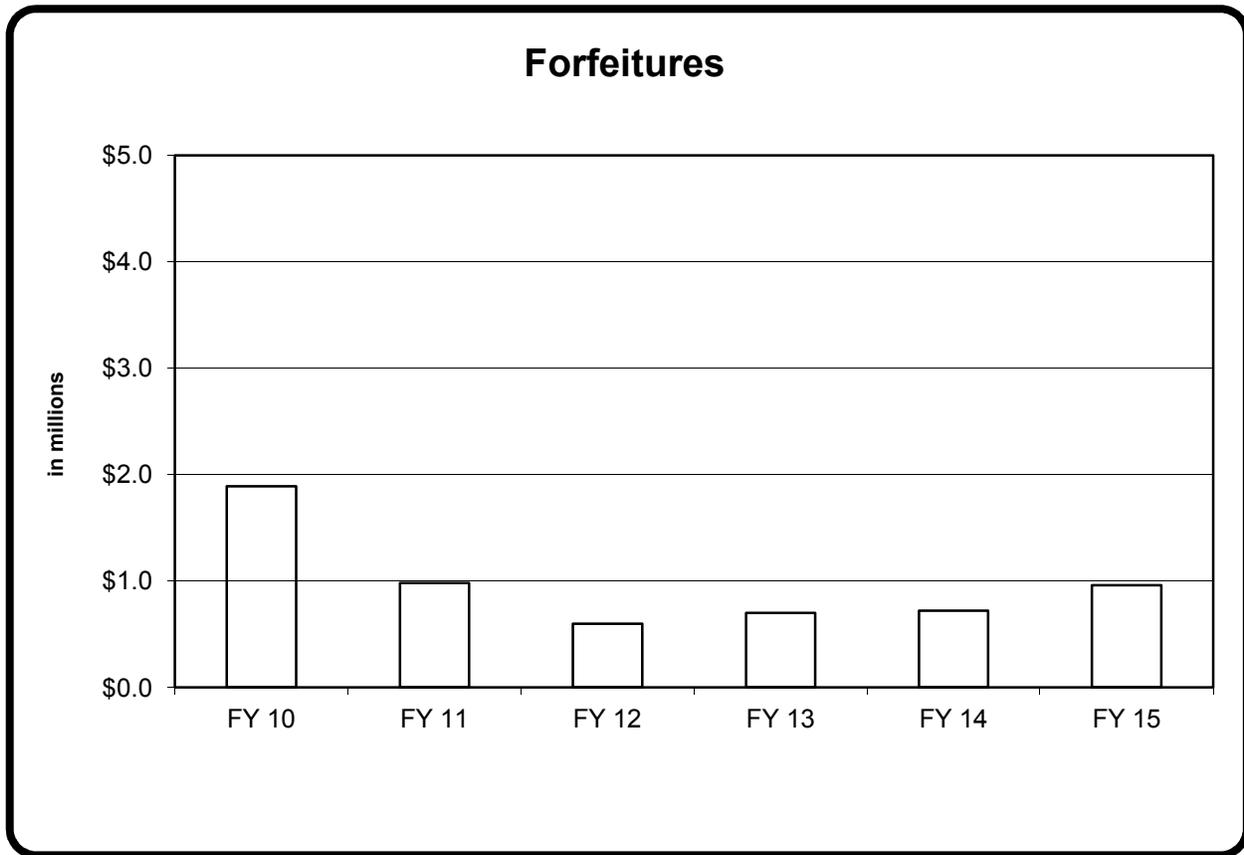
Revenue Base

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. The decrease from FY 10 to FY 11 was due to lower Civil Traffic citation volume as well as a continuing decline in collections due to the economy. While the citation volume increased in FY 12 and FY 13, the collection rate has remained below 80%. The FY 14 estimates reflected the end of Red Light camera violations being processed through the Court System, but the FY 15 estimate reflects the growing collection rate trend that began in FY 14.

COURT RELATED REVENUES



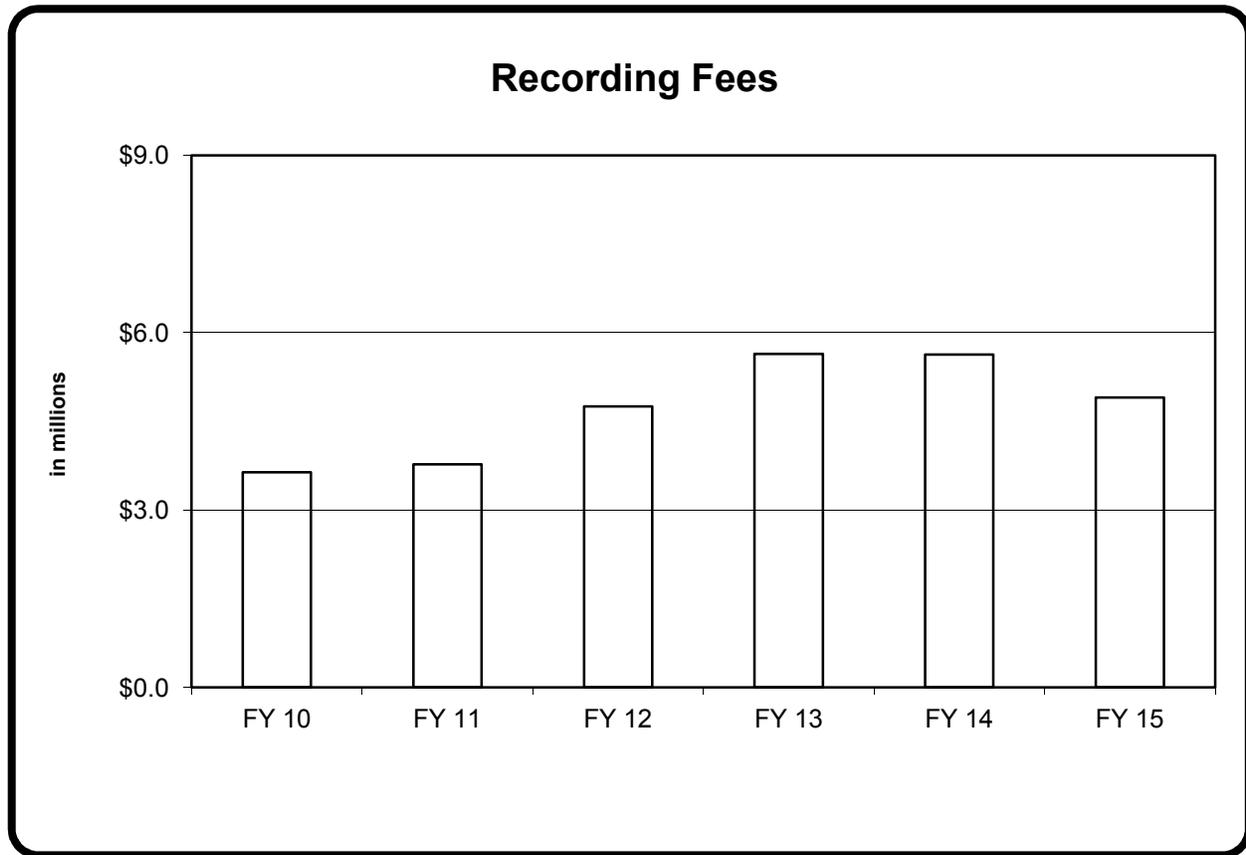
Revenue Base

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



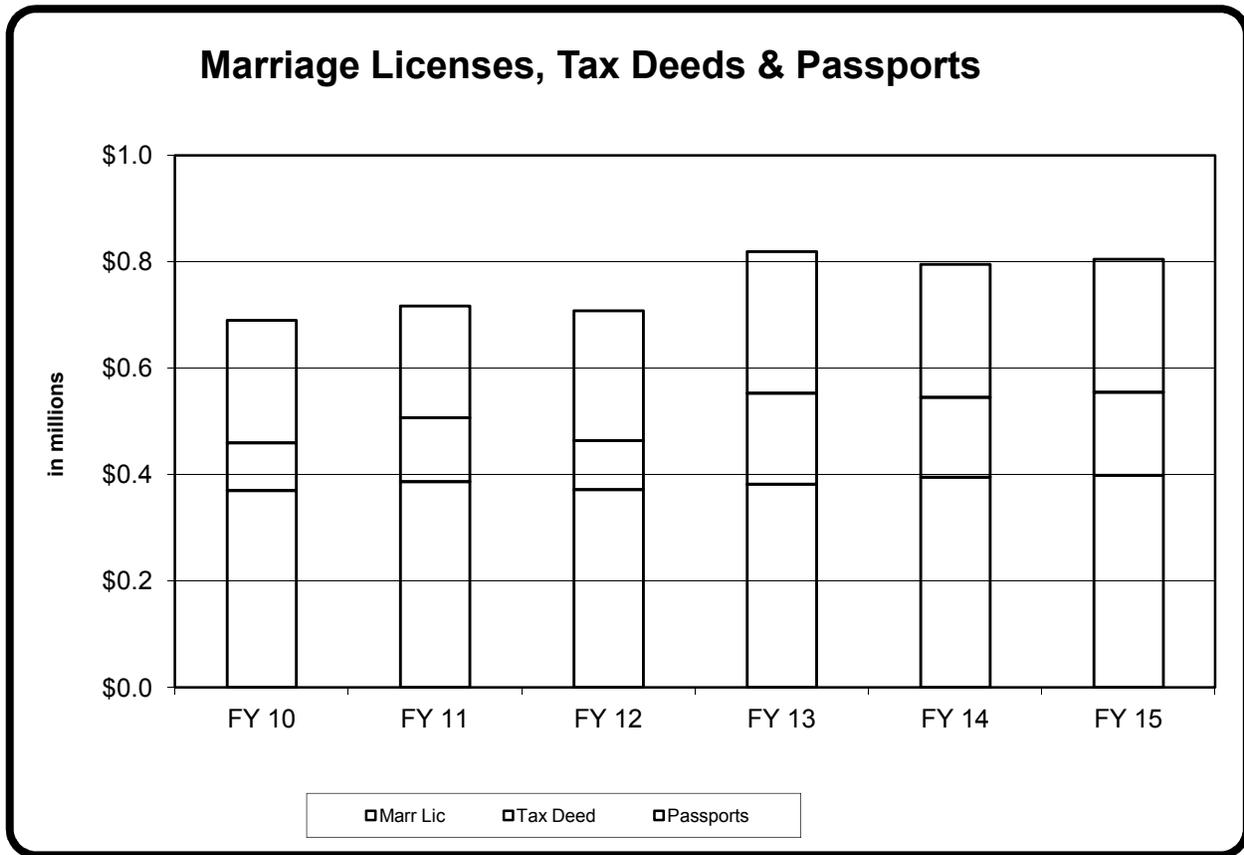
Revenue Base

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. That is why the revenue remained low from FY 09 to FY 11 - when the real estate market was very slow. Activity increased dramatically in FY 12 and FY 13 (30% over the two year period). The FY 14 estimate reflected an increase of 30% over FY 12 following the trend that began in the summer of Calendar Year 2012. However, in the latter part of FY 2014 the revenue began to decline to FY 12 levels, so the FY 15 estimate was projected at that level.

GENERAL GOVERNMENT REVENUES



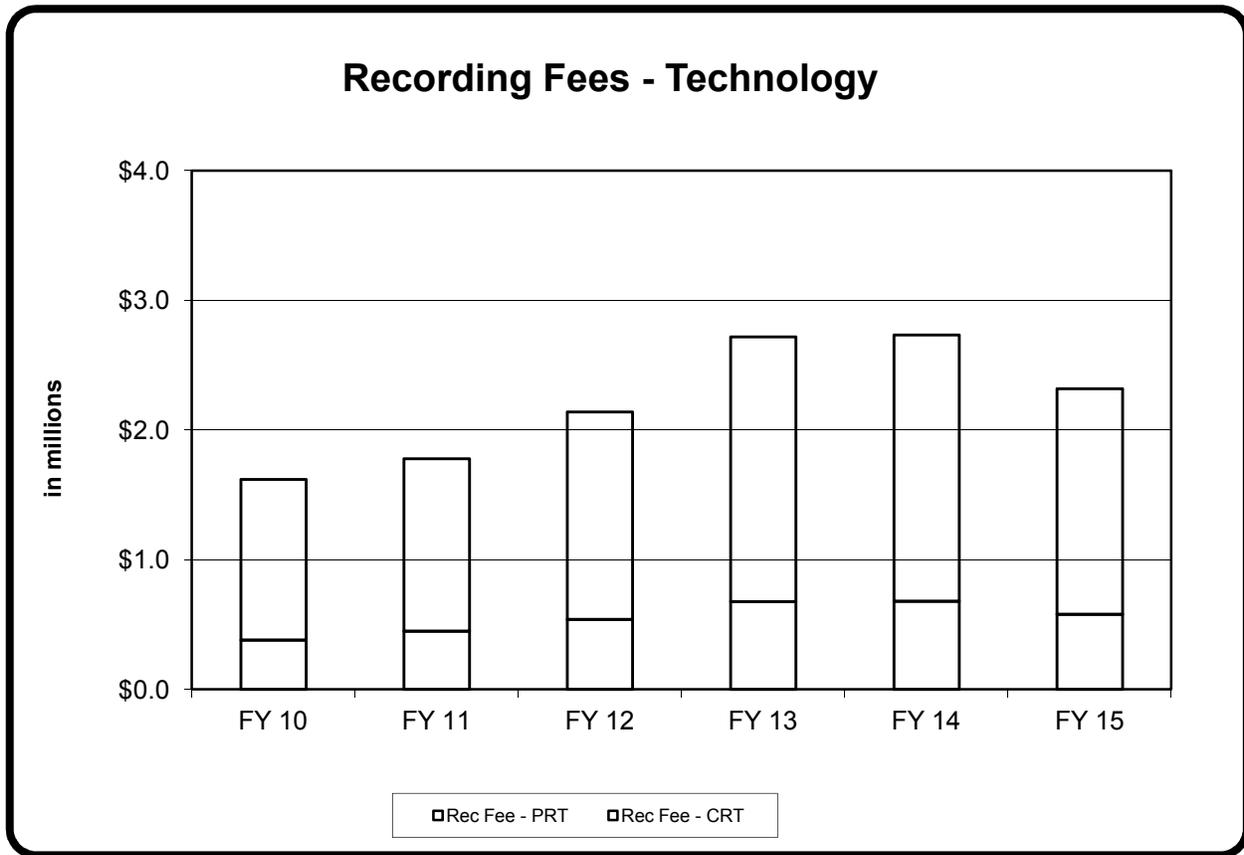
Revenue Base

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 15. 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 14 and FY 15 estimates are calculated using the average of the last three years. Passport revenues seem to be the most dependent on the economy and indeed they did drop slightly in FY 09 and further in FY 10 & FY 11. Passport revenue rebounded in FY 12 and that same level was estimated for FY 14 and FY 15.

OTHER REVENUES



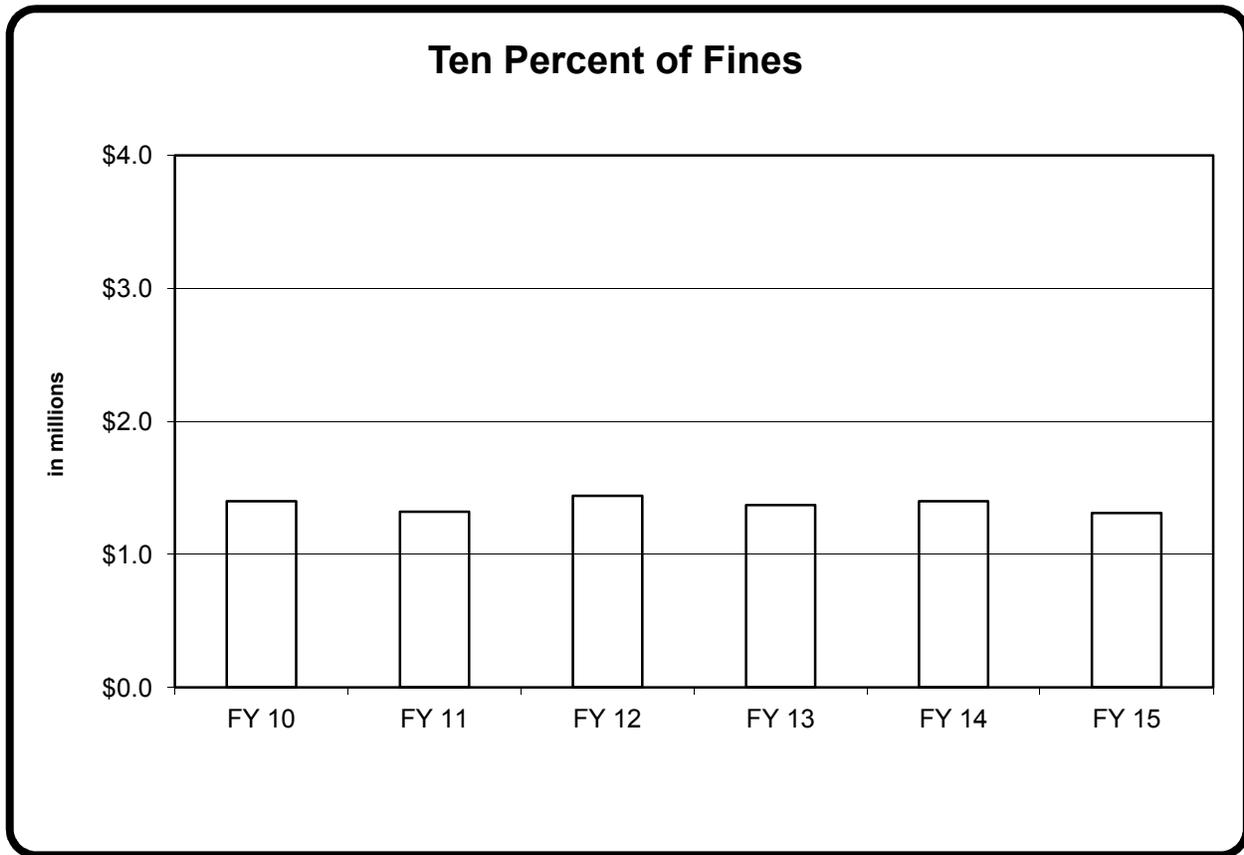
Revenue Base

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 Rec Mod fee and \$1.90 of the Court Tech fee.

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. That is why the revenue remained low from FY 09 to FY 11 - when the real estate market was very slow. Activity increased dramatically in FY 12 and FY 13 (30% over the two year period). The FY 14 estimate reflected an increase of 30% over FY 12 following the trend that began in the summer of Calendar Year 2012. However, in the latter part of FY 2014 the revenue began to decline to FY 12 levels, so the FY 15 estimate was projected at that level.

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

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. The decrease from FY 10 to FY 11 was due to lower Civil Traffic citation volume as well as a continuing decline in collections due to the economy. While the citation volume increased in FY 12 and FY 13, the collection rate has remained below 80%. The FY 14 estimates reflected the end of Red Light camera violations being processed through the Court System, but the FY 15 estimate reflects the growing collection rate trend that began in FY 14.

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 13th 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 two primary funding sources for Clerk technology projects are the Public Records Modernization Trust Fund and the Court Operations (10% Fine) Trust Fund. 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 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. Both 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 two funding sources.

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 2015. All Capital Projects are funded by Clerk service charges, Court fines, or the Board of County Commissioners.

COURT SYSTEM REPLACEMENT

In FY 2010, \$6.4 million was appropriated for the purchase and implementation of a new Case Maintenance System. This system (Odyssey) will replace several Court legacy software systems into one integrated system. It will allow for cross-departmental processing, in-court processing, and e-filing. At the end of FY 2014, the Civil Court areas and the Criminal Court areas were "live" and using the new Odyssey system and most of the work for the Traffic area was completed. Funding included the cost of purchasing the software, implementation and integration costs, necessary technology infrastructure costs, and capital equipment needs.

There is \$328,055 budgeted in FY 2015 to complete the project. The Traffic area is already using the Odyssey system and the entire project is projected to be completed by January 2015.

CAPITAL BUDGET

E-FILING AND REDACTION

The E-Filing and Redaction projects are related to Court Operations and are mandated by the Florida Legislature. Redaction of confidential information from Court records was deemed necessary to allow Court Files to be available on the internet. However, an automated system was needed to not only speed the redaction process, but also decrease the chance for errors. At the end of FY 2013, the new system was operational for new filings and when records are requested.

E-filing is the process of having attorneys file new cases and additional pleadings in electronic format, rather than paper. The filings are entered into a Statewide portal and each Clerk's Office downloads the cases for their County directly into their Case Maintenance System. The legacy systems in Hillsborough County would not accommodate e-filing, so Odyssey had to be implemented prior to implementing e-filing. By the end of FY 2014, both the Civil Court and Criminal Court areas were "live" with e-filing.

COURT PAPER RECORDS TO ELECTRONIC

Conversion of paper records to electronic has been ongoing in the Official Records (land records, marriage license, etc) and the Board Records (financials, meeting minutes) areas for several years. However, the largest volume of records the Clerk has responsibility for are Court Records. While the implementation of e-filing will reduce the number of new paper records being created, the conversion of existing records to paper is necessary both for operational efficiency and to alleviate the storage space needs.

In FY 2014, the Clerk's Office received a grant from the State of Florida to help with expediting foreclosure cases. In Hillsborough County, the grant funds were used to convert the existing paper files of open foreclosure cases to electronic format. This allows the entire case file to be in the same format and alleviates delays in transporting files from the warehouse to the courtroom and vice versa. In FY 2015, \$2,232,358 is budgeted to convert the remaining open case court files to electronic format. This will be a multi-year project and the intent is to convert to electronic format all Court files that are required by Statute to be retained.

COURT TECHNOLOGY PROJECTS EQUIPMENT

In order to fully utilize the New Case Management (Odyssey) and E-filing systems, new equipment will be needed. Departments will need additional scanners, computer monitors, courtroom printers, etc. In addition, to increase the pace of paper records conversion, additional workstations and equipment will be needed at the Record Center. In FY 2015, \$509,154 has been budgeted for additional equipment purchases.

CAPITAL BUDGET

OPERATIONAL IMPACT

Some of the Operational Impact of the Odyssey and E-filing is already included in the FY 2015 budget. There is a reduction of 23 positions in Court Operations, all of which are related to the declining need to intake paper pleadings from attorneys and maintaining those files in paper format. Most of these reductions were in the Civil Courts, since they were first, so more efficiencies are expected as the Criminal Courts implementation matures. However, it is also apparent that the skills of the employees need to be higher to operate in the new system. So while the number of positions will decline, the level of the remaining positions will likely need to increase. This will be a multi-year process as was the project itself.

The impacts to the Operating (Non-Personnel) Budgets are offsetting. The new system has higher maintenance costs than the legacy systems; however those are offset by the reduction in printing, paper, storage, case files, etc.

CAPITAL BUDGET

	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
<u>Board Funding Projects</u>				
Document Mgmt Sys Upgrades	\$ 281,240	\$ -	\$ -	\$ -
Records Conversion to Electronic		150,424	-	-
Total	\$ 281,240	\$ 150,424	\$ -	\$ -

<u>Public Records Modernization TF</u>				
Courts Sys Replace - Development	\$ 715,548	\$ 945,630	\$ -	\$ -
Courts Sys Replace - Equipment	337,018	93,820	660,620	509,154
Courts Sys Replace - Carryover	-	-	1,465,230	328,055
Fixed Assets Tracking Sys Upgrade	-	-	-	15,000
Total	\$ 1,052,566	\$ 1,039,450	\$ 2,125,850	\$ 852,209

<u>Court Fines (10%) Trust Fund</u>				
E-Filing & Redaction for Courts	\$ 113,798	\$ 869,552	\$ -	\$ -
E-Filing & Redaction Carryover	-	-	1,344,826	-
Court Records Conversion	-	-	-	2,232,358
Total	\$ 113,798	\$ 869,552	\$ 1,344,826	\$ 2,232,358

	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
<u>Total By Funding Source</u>				
Public Records Modernization TF	\$ 1,052,566	\$ 1,039,450	\$ 2,125,850	\$ 852,209
Court Fines (10%)	113,798	869,552	1,344,826	2,232,358
Board Funding	281,240	150,424	-	-
Total	\$ 1,447,604	\$ 2,059,426	\$ 3,470,676	\$ 3,084,567

COMPENSATION STRUCTURE

Salary Schedules

Prior to October 1, 2014, the Hillsborough County Clerk of the Circuit Court participated in the Hillsborough County Civil Service System. Among other employee related duties, the Civil Service Board determined which job classification a position should be in based on the duties and developed a pay plan for those classifications. Ninety-two percent of the positions in the Clerk's Office were in the classified Civil Service (exempt positions were Department Directors, Chief Deputies, certain Information Technology positions, Legal Counsel, and the Clerk). Due to a change in State Law, the Clerk opted out of the Civil Service System. However, during the transition period, Civil Service is still performing these functions for the Clerk. Below is the Classified Employee Pay Plan for FY 2013 - FY 2015.

Pay Grade	FY 2013		FY 2014		FY 2015	
	Minimum	Maximum	Minimum	Maximum	Minimum	Maximum
ZD	\$ 20,925	\$ 33,197	\$ 22,734	\$ 36,088	\$ 23,530	\$ 37,351
ZE	\$ 22,131	\$ 35,131	\$ 24,045	\$ 38,168	\$ 24,887	\$ 39,504
ZF	\$ 23,317	\$ 37,003	\$ 25,334	\$ 40,206	\$ 26,221	\$ 41,613
ZG	\$ 24,752	\$ 39,270	\$ 26,915	\$ 42,661	\$ 27,857	\$ 44,154
ZH	\$ 26,333	\$ 41,829	\$ 28,621	\$ 45,469	\$ 29,623	\$ 47,060
ZI	\$ 27,830	\$ 44,200	\$ 30,243	\$ 48,027	\$ 31,302	\$ 49,708
ZJ	\$ 29,578	\$ 46,987	\$ 32,136	\$ 51,064	\$ 33,261	\$ 52,851
ZK	\$ 31,512	\$ 50,045	\$ 34,258	\$ 54,371	\$ 35,457	\$ 56,274
ZL	\$ 33,696	\$ 53,498	\$ 36,629	\$ 58,157	\$ 37,911	\$ 60,193
ZM	\$ 35,838	\$ 56,888	\$ 38,938	\$ 61,838	\$ 40,301	\$ 64,002
ZN	\$ 38,168	\$ 60,590	\$ 41,475	\$ 65,853	\$ 42,927	\$ 68,158
ZO	\$ 40,768	\$ 64,709	\$ 44,304	\$ 70,325	\$ 45,855	\$ 72,786
ZP	\$ 43,098	\$ 68,411	\$ 46,845	\$ 74,336	\$ 48,485	\$ 76,938
ZQ	\$ 46,238	\$ 73,424	\$ 50,246	\$ 79,804	\$ 52,005	\$ 82,597
ZR	\$ 49,795	\$ 79,082	\$ 54,121	\$ 85,940	\$ 56,015	\$ 88,948
ZS	\$ 53,435	\$ 84,822	\$ 58,061	\$ 92,183	\$ 60,093	\$ 95,409
ZT	\$ 57,117	\$ 90,646	\$ 62,065	\$ 98,512	\$ 64,237	\$ 101,960
ZU	\$ 61,110	\$ 96,990	\$ 66,414	\$ 105,401	\$ 68,738	\$ 109,090
ZV	\$ 65,125	\$ 103,376	\$ 70,784	\$ 112,355	\$ 73,261	\$ 116,287
ZW	\$ 69,534	\$ 110,406	\$ 75,563	\$ 119,976	\$ 78,208	\$ 124,175
ZX	\$ 74,630	\$ 118,456	\$ 81,096	\$ 128,737	\$ 83,934	\$ 133,243
ZY	\$ 79,872	\$ 126,797	\$ 86,801	\$ 137,801	\$ 89,839	\$ 142,624

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	Court Clerk III
ZM	Accountant I
ZO	Manager, Software Specialist I
ZS	Accountant III, Software Specialist II, Systems Analyst

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 2012 through FY 2015.

<u>FRS Class</u>	<u>FY 2012 Rate</u>	<u>FY 2013 Rate</u>	<u>FY 2014 Rate</u>	<u>FY 2015 Rate</u>
Regular	4.91%	5.18%	6.95%	7.37%
Senior Management	6.27%	6.30%	18.31%	21.14%
Elected Official	11.14%	10.23%	33.03%	43.24%
DROP	4.45%	5.47%	12.84%	12.28%

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 - the employees contribution is different. 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 2012 through FY 2015 are listed below.

<u>Rate Tier</u>	<u>FY 2012 Rate</u>	<u>FY 2013 Rate</u>	<u>FY 2014 Rate</u>	<u>FY 2015 Rate</u>
Employee Only	\$ 360	\$ 360	\$ 360	\$ 360
Employee Plus Spouse	\$ 720	\$ 720	\$ 720	\$ 720
Employee Plus Children	\$ 720	\$ 720	\$ 720	\$ 720
Employee Plus Family	\$ 1,080	\$ 1,080	\$ 1,080	\$ 1,080

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.

	FY 2012 Actual	FY 2013 Actual	FY 2014 Estimate	FY 2015 Estimate
 <u>Clerk to BOCC/Comptroller</u>				
Number of Invoices	200,080	189,760	194,000	197,000
Number of Paychecks	152,098	163,838	165,000	167,000
VAB Petitions	2,073	2,398	2,290	2,400
BOCC Agenda Items	4,205	4,281	4,640	4,870
 <u>County Recorder</u>				
Documents Recorded	441,760	497,194	502,000	507,000
Marriage Licenses Issued	5,450	5,526	6,050	6,600
Passports Issued	6,750	6,777	7,140	7,497
 <u>Clerk of the Court</u>				
New Civil Cases	119,169	78,920	90,460	82,263
New Criminal Cases	88,309	89,702	91,800	87,271
New Civil Traffic Cases	195,474	210,856	215,000	193,500
Jurors Summoned	96,849	106,150	114,112	109,100
Reopens	62,509	70,757	63,900	72,100
Notices Of Appeal	2,160	1,939	2,202	1,867

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 cancelation of the hearing.
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 roles, 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.

SERVICES/MEASURES:	Key Obj Num	Actual FY 12	Actual FY 13	Projected FY 14	Projected FY 15
Workload/Demand:					
# of petitions filed	1,16	2,073	2,398	2,290	2,400
# of properties reflected on petitions	1,16	3,999	4,147	4,410	4,630
# of properties scheduled for hearings	2,16	2,941	1,700	3,030	3,180
# of hearings rescheduled	2,4,5, 16	1,385	1,717	1,810	1,900
# of properties with hearings held	3-8,11- 14,16	1,494	503	1,570	1,650
Efficiency:					
# of petitions filed per FTE	1	691	685	760	800
# of properties reflected on petitions per FTE	1	1,333	1,185	1,470	1,550
# of petitions scheduled per FTE	2	2,941	1,700	3,030	3,180
# of hearings rescheduled per FTE	2	1,385	1,717	1,810	1,900
# of hearings held per FTE	3	747			
# of hearing rooms scheduled per week	2-6	6	6	6	6

(Continued)

VALUE ADJUSTMENT BOARD

SERVICES/MEASURES:	Key Obj Num	Actual FY 12	Actual FY 13	Projected FY 14	Projected FY 15
<i>Effectiveness:</i>					
% 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	95%	95%	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	April 13	May 14	June 15	June 15
month in which VAB final meeting to approve magistrate recommendations and certify tax rolls is scheduled	10	April 13	May 14	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

VALUE ADJUSTMENT BOARD

<u>Type of Expenditure</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Personal Services	\$ 227,504	\$ 209,443	\$ 277,865	\$ 281,796
Operating Expenditures	163,230	157,617	337,727	339,161
MIS Allocation	49,630	48,307	58,356	56,880
Total	\$ 440,364	\$ 415,367	\$ 673,948	\$ 677,837

<u>Funding Source</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Board Funding	\$ 440,364	\$ 415,367	\$ 673,948	\$ 677,837
Total	\$ 440,364	\$ 415,367	\$ 673,948	\$ 677,837

<u>Positions</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Board Funding	6	5	5	5
Total	6	5	5	5

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 2013 budget reflects the reduction of one position. With the reduction in petitions, the workload has decreased. An additional \$10,000 for overtime and/or temporary help was added to aid with the workload during the peak season. The FY 2014 and FY 2015 budgets reflect continuation funding.

COUNTY AUDIT

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

We are an independent, objective assurance and consulting activity designed to add value and improve our organization's operations. We help the organization accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control, and governance processes under the Board of County Commissioners and Clerk of Circuit Court.

KEY OBJECTIVES:

1. Conduct audits, special projects, and investigations.
2. Present in-house 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.

SERVICES/MEASURES:	Key Obj Num	Actual FY 12	Actual FY 13	Projected FY 14	Projected FY 15
Workload/Demand:					
# of audit, special project, and investigation reports issued	1	21	11	29	29
# of in-house training sessions presented	2	0	0	1	1
# of management assistance and assurance letters issued	3	0	5	5	5
Efficiency:					
# of audit, special project, and investigation reports issued	1	2.7	1.1	2.9	2.9
# of in-house training sessions presented	2	0	0	0.1	0.1
# of management assistance and assurance letters issued	3	0	0.5	0.5	0.5
Effectiveness:					
% 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 by fiscal year end.	1,2	n/a	n/a	75.0%	75.0%
% 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	n/a	n/a	75.0%	75.0%
% of follow-up activities performed within 60 days of the client's implementation of its correction action plan.	4	n/a	n/a	75.0%	75.0%

COUNTY AUDIT

<u>Type of Expenditure</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Personal Services	\$ 844,280	\$ 860,056	\$ 929,571	\$ 953,031
Operating Expenditures	42,655	28,877	40,200	41,100
Capital Equipment	-	-	-	-
Total	\$ 886,935	\$ 888,933	\$ 969,771	\$ 994,131

<u>Funding Source</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Board Funding	\$ 886,935	\$ 888,933	\$ 969,771	\$ 994,131
Total	\$ 886,935	\$ 888,933	\$ 969,771	\$ 994,131

<u>Positions</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Board Funding	10	10	10	10
Total	10	10	10	10

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

The only modification made to the continuation budget for FY 2013 was inclusion of funding for the tri-annual quality review. The FY 2014 and FY 2015 budgets reflect continuation funding.

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

SERVICES/MEASURES:	Key Obj Num	Actual FY 12	Actual FY 13	Projected FY 14	Projected FY 15
<i>Workload/Demand:</i>					
# of checks issued	1	152,098	163,838	165,000	167,000
# of employees per pay cycle	1,2	5,850	6,301	6,346	6,700
# of deduction payments reconciled and paid	3	1,200	1,200	1,200	1,200
<i>Efficiency:</i>					
# of payroll checks per FTE (average)	1	15,210	16,383	16,500	16,700
# 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
<i>Effectiveness:</i>					
% of payments for deductions made within two days of payday	3	99.9%	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 th 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 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Personal Services	\$ 631,721	\$ 650,551	\$ 785,841	\$ 734,280
Operating Expenditures	19,551	31,553	28,130	28,130
Capital Equipment	-	-	-	-
Total	\$ 651,272	\$ 682,103	\$ 813,971	\$ 762,410

<u>Funding Source</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Board Funding	\$ 651,272	\$ 682,103	\$ 813,971	\$ 762,410
Total	\$ 651,272	\$ 682,103	\$ 813,971	\$ 762,410

<u>Positions</u>	<u>FY 12</u>	<u>FY 13</u>	<u>FY 14</u>	<u>FY 15</u>
Board Funding	13	12	12	11
Total	13	12	12	11

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

Due to increased efficiencies and cross training, Payroll was able to eliminate one position in FY 2013. The FY 2014 budget reflected continuation funding. Due to changes in workflow related to the new Enterprise Resource Planning (ERP) a position was transferred to County Finance in the FY 2015 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 12	Actual FY 13	Projected FY 14	Projected FY 15
Treasury:					
<i>Workload/Demand:</i>					
book value of portfolio (beginning of year – in millions)	5	\$1,483	\$1,677	\$1,711	\$1,725
# of new securities transactions processed	5	95	115	115	120
<i>Efficiency:</i>					
# of transactions per FTE	5	95	115	115	120
<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 12	Actual FY 13	Projected FY 14	Projected FY 15
Financial Reporting:					
<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	256	241	235	250
# 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	\$35	\$27	\$31	\$32
# of bond issues outstanding – enterprise fund	1	3	4	4	4
value of outstanding bonds (in millions) – enterprise fund	1	\$327	\$338	\$321	\$301
total enterprise funds assets (in millions)	1	\$1,760	\$1,812	\$1,830	\$1,850
total enterprise funds liabilities (in millions)	1	\$431	\$444	\$430	\$415
<i>Efficiency:</i>					
net grant expenditures monitored per FTE (in millions)	6	\$121	\$105	\$95	\$120
<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 unqualified 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
Bond Disclosure and Compliance:					
<i>Workload/Demand:</i>					
# of bond issues outstanding	10	19	21	21	21
value of bonds outstanding (in millions)	10	\$863	\$849	\$810	\$790
value of commercial paper outstanding (in millions)	10	\$98	\$109	\$120	\$125
total debt service payments (in millions)	10	\$135	\$96	\$88	\$88
# of debt service payments	10	24	24	24	24
# of escrowed bond issues outstanding	10	5	2	2	1
# of arbitrage rebate reports prepared	10	19	21	21	21
# of new and refunding bonds issued	10	2	1	0	0
# of commercial paper notes, new issues & rollovers	10	38	36	38	38
# of bond covenant tests prepared	10	20	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 12	Actual FY 13	Projected FY 14	Projected FY 15
Management Support:					
<i>Workload/Demand:</i>					
# of BOCC budget amendment agenda items reviewed	4	275	228	250	250
# of line items adjusted via budget amendment	4	3,504	2,745	2,500	2,500
# of review comments on County Administrator's Recommended Budget	4	155	8	200	200
# of account codes created in the financial accounting system	4	904	1,327	1,000	1,000
total value of all County assets controlled excluding infrastructure (in millions)	3	\$2,220	\$2,247	\$2,265	\$2,752
capital acquisitions recorded in the asset records during the fiscal year (in millions):	3	\$190	\$155	\$180	\$180
completed CIP projects transferred to depreciable assets (in millions)	3	\$32	\$51	\$65	\$85
capital asset disposals (in millions)	3	\$27	\$17	\$20	\$25
total assets inventoried (in millions)	3	\$370	\$398	\$410	\$415
<i>Efficiency:</i>					
# of Budget Section FTEs	4	2	2	2	2
# of budget amendment line items adjusted per FTE	4	1,752	1,372	1,250	1,250
# of financial system account codes created per FTE	4	452	663	500	500
# of Capital Assets Recording FTEs	3	2	2	2	2
total assets recorded, disposed, reconciled (in millions) per FTE	3	\$249	\$223	\$265	\$205
# of Capital Assets Inventory FTEs	3	2	2	2	2
total assets inventoried (in millions) per FTE	3	\$185	\$199	\$205	\$290
<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%
Bond:					
<i>Workload/Demand:</i>					
# of new financings, CP rollovers, and refundings completed	9	36	43	40	40
rating agency reviews and updates	9	45	53	55	55
prepared secondary market disclosure report	11	2	1	1	1
<i>Efficiency:</i>					
cost of bond management per debt obligation (Personnel)	9	\$4,630	\$4,630	\$4,052	\$3,813

(Continued)

COUNTY FINANCE

SERVICES/MEASURES:	Key Obj Num	Actual FY 12	Actual FY 13	Projected FY 14	Projected FY 15
Bond (continued):					
<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	1.50%	1.00%	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%
Expenditures:					
<i>Workload/Demand:</i>					
total # of invoices processed (includes county agencies)	7	200,080	189,760	189,760	189,760
electronic invoices	7	64,930	115,230	115,230	115,230
paper invoices	7	135,150	74,530	74,530	74,530
p-card invoices (included in invoice totals above)	7	39,240	36,210	36,210	36,210
utility invoices (included in invoice totals above)	7	46,910	48,410	48,410	48,410
# of pages scanned	7	448,680	117,500	117,500	117,500
total # of disbursements	7	50,620	45,090	45,090	45,090
Checks	7	41,420	35,580	35,580	35,580
ACH	7	8,180	8,730	8,730	8,730
EFT	7	480	430	430	430
E-Payables	7	540	350	350	350
# of direct deposit applications processed	7	421	210	210	210
# of financial reports/schedules prepared	7	19	18	20	20
# of special handling payment requests processed	7	980	820	820	820
# of other checks (payroll, poll workers, revenue) distributed	7	11,730	7,160	7,160	7,160
total # of transfers	7	710	600	600	600
journal entries	7	260	210	210	210
inter-organizational charges	7	450	390	450	450
# of county agencies served	7	21	21	21	21
# of invoices processed – county agencies	7	14,540	12,480	12,480	12,480
<i>Efficiency:</i>					
# of FTEs	7	28	26	26	26
# of invoices processed per FTE	7	7,280	7,300	7,300	7,300
personnel cost per invoice	7	\$7.32	\$8.19	\$6.74	\$6.74
<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 12	Actual FY 13	Projected FY 14	Projected FY 15
Receivables:					
<i>Workload/Demand:</i>					
# of cash collection sites monitored (includes county agencies)	7	149	122	122	122
# of journal documents processed (includes county agencies)	7	15,344	14,427	15,000	15,000
# of receipts issued	7	4,860	5,966	6,000	6,000
# of financial documents prepared (total)	8	1,970	1,708	2,718	3,218
financial reports/schedules	8	268	268	268	268
reconciliation reports (bank, AR & escrow)	8	762	937	950	950
AR invoices	8	940	503	1,500	1,500
# of payment requests audited/prepared	8	1,539	1,368	1,500	1,500
# of cash collection sites monitored - county agencies	7	11	11	11	11
# of documents processed - county agencies	7	1,585	1,353	1,500	1,500
<i>Efficiency:</i>					
# of documents processed per FTE	7	3,836	3,607	3,750	3,750
personnel costs per document	7	\$17.13	\$16.57	\$16.00	\$16.00
receipts issued (in millions)	7	\$2,035	\$1,865	\$2,000	\$2,000
Personnel costs receipt issued	7	\$27.04	\$20.04	\$20.00	\$20.00
# of financial documents prepared per FTE	8	657	569	906	1,073
personnel costs per financial document prepared	8	\$100.07	\$105.00	\$66.23	\$55.94
personnel costs per payment request audited/prepared per FTE	8	\$42.70	\$43.70	\$40.00	\$40.00
# of recon errors/irregularities identified/corrected	8	1,555	2,064	1,500	1,500
<i>Effectiveness:</i>					
% of documents audited and posted within 2 business days	7	95.0%	90.0%	95.0%	95.0%
% of financial documents completed within 30 days of period end	8	98.0%	90.0%	98.0%	98.0%
% of escrow payments audited/prepared within 2 days	8	100%	100%	100%	100%
% of AR invoices processed within 2 days	8	100%	100%	100%	100%

COUNTY FINANCE

<u>Type of Expenditure</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Personal Services	\$ 3,099,356	\$ 3,168,206	\$ 3,541,556	\$ 3,808,412
Operating Expenditures	295,265	383,041	413,541	415,541
Capital Equipment	7,217	24,090	-	-
Total	\$ 3,401,838	\$ 3,575,338	\$ 3,955,097	\$ 4,223,953

<u>Funding Source</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Board Funding	\$ 3,401,838	\$ 3,575,338	\$ 3,955,097	\$ 4,223,953
Total	\$ 3,401,838	\$ 3,575,338	\$ 3,955,097	\$ 4,223,953

<u>Positions</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Board Funding	53	53	53	54
Total	53	53	53	54

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

The FY 2013 budget included funding to replace one of the Fixed Assets section vehicles. The FY 2014 budget reflected continuation funding. Due to changes in workflow related to the new Enterprise Resource Planning (ERP) a position was transferred from Payroll in the FY 2015 budget.

BOARD 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. Report yearly lobbyist registrations to the BOCC and public, through the Clerk's internet.
4. Sale monthly bus passes to County employees and make bi-weekly bank deposits.

SERVICES/MEASURES:	Key Obj Num	Actual FY 12	Actual FY 13	Projected FY 14	Projected FY 15
Record Keeping for BOCC					
<i>Workload/Demand:</i>					
# of agenda items processed	1	4,205	4,281	4,640	4,870
# of meetings attended	1	178	194	200	210
# of BOCC meetings attended	1	75	77	80	90
# of hours in meetings	1	382	368	420	440
<i>Efficiency:</i>					
# of agenda items per FTE	1	2,102	2,140	2,320	2,430
# of meetings attended per FTE	1	44	48	50	50
<i>Effectiveness:</i>					
% of agenda items processed within 10 days of receipt	1	100%	100%	100%	100%
% of minutes produced within 21 days	1	98.0%	96.0%	98.0%	98.0%
% of BOCC minutes produced within 21 days	1	99.0%	97.0%	99.0%	99.0%
Zoning Process					
<i>Workload/Demand:</i>					
# of applications processed	2	202	232	220	230
# of yearly meetings	2	24	29	26	27
# of party of record notification letter mail-outs	2	428	1,253	450	480
# of oral argument requests received	2	109	120	120	130
<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%
Lobbyist Registration					
<i>Workload/Demand:</i>					
# of registrations processed	3	263	171	290	250
<i>Effectiveness:</i>					
% of registrations posted on the Clerk's internet quarterly	3	100%	100%	100%	100%

(Continued)

BOARD RECORDS

SERVICES/MEASURES:	Key Obj Num	Actual FY 12	Actual FY 13	Projected FY 14	Projected FY 15
BOCC Research					
<i>Workload/Demand:</i>					
# of research requests	1	1,242	1,127	1,370	1,440
# of copies	1	776	546	130	130
# of CD's and tapes	1	143	121	160	170
# of e-mails/faxes (per page)	1	1,108	1,011	1,220	1,280
<i>Effectiveness:</i>					
% of requests processed within 48 hours	1	100%	95.0%	95.0%	95.0%
Bus Pass Sales					
<i>Workload/Demand:</i>					
# of passes sold	4	2,834	2,838	3,130	3,280
# of deposits made	4	85	84	90	100

BOARD RECORDS

<u>Type of Expenditure</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Personal Services	\$ 356,063	\$ 288,408	\$ 328,336	\$ 343,194
Operating Expenditures	13,121	12,702	15,685	17,276
Capital Equipment	-	-	-	-
Total	\$ 369,184	\$ 301,110	\$ 344,021	\$ 360,470

<u>Funding Source</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Board Funding	\$ 369,184	\$ 301,110	\$ 344,021	\$ 360,470
Total	\$ 369,184	\$ 301,110	\$ 344,021	\$ 360,470

<u>Positions</u>	<u>FY 12</u>	<u>FY 13</u>	<u>FY 14</u>	<u>FY 15</u>
Board Funding	8	6	6	6
Total	8	6	6	6

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

Due to increased efficiencies and cross training, Board Records was able to eliminate one position in FY 2013. In addition, during FY 2012, Official Records was combined with Board Records which allowed a reduction of one management position. The FY 2014 and FY 2015 budgets reflect continuation funding.

SYSTEM SUPPORT

MISSION: Administer and oversee the BOCC and Clerk Integrated payroll and financial systems and sub-systems, to include functional support, training, application security, and reporting.

KEY OBJECTIVES:

1. Provide technical and functional support for BOCC and Clerk financial systems, payroll system, and sub-systems.
2. Provide hands on training for the BOCC and Clerk financial systems, payroll system, and sub-systems.
3. Establish and maintain security for the users of the Clerk and BOCC financial systems, payroll system, and sub-systems.
4. Coordinate and maintain system configurations, processes, and enhancements for the FAMIS and Oracle financial systems, Genesys payroll system, and OnBase imaging system.
5. Provide financial and payroll reports and data files to BOCC departments, County Finance, Payroll, and other constitutional officers and independent agencies of Hillsborough County Government and the public at large.
6. Provide efficiency in validating vendor W-9 forms and applications security forms electronically through an online imaging system.

SERVICES/MEASURES:	Key Obj Num	Actual FY 12	Actual FY 13	Projected FY 14	Projected FY 15
Workload/Demand:					
# of new and changed Legacy vendor records	1	80,839	4,695	0	0
# of new and changed Oracle Supplier/Customer records	1	0	13,773	99,516	99,516
# of batch jobs and standard reports submitted	1	7,244	4,695	679	0
# of 1099 notices mailed to vendors	1	2,043	1,280	950	998
# of IRS B-notices mailed to vendors	1	38	17	17	17
# of table maintenance changes completed	3	700	710	750	0
# of yearly external auditors reports requested	5	20	18	5	5
# of public record requests	5	11	15	5	5
# of ADHOC report requests	5	2,310	2,338	260	0
# of training classes conducted FAMIS & OnBase	2	112	40	18	18
# of students trained FAMIS & OnBase	2	715	252	252	264
# of Oracle Financial students trained	2	0	2,296	180	189
# of Oracle Financial classes scheduled	2	0	177	21	22
# of users established in Oracle financials	3	0	1,321	1,650	1,732
# of Oracle workflow records updated	3	0	961	5,700	5,985
# of Oracle user security responsibility changes	3	0	5,196	3,500	3,675
# of users established in Legacy systems (FAMIS, Genesys, Spoolview, & OnBase)	3	7,831	7,907	8,210	8,620
# of program modifications requested/completed (FAMIS & Genesys)	4	70/61	67/65	54/54	0
# of internal request for change to Oracle Financials	4	0	0	75	80
# of images scanned and indexed	6	6,036	3,837	2,974	3,122
# of notifications to system users	1	1,154	795	115	120
# of meetings facilitated	4	40	31	36	36
# of password resets	3	866	770	459	482
# of ERP HelpDesk calls	3	0	1,661	6,500	6,825
	1				
Efficiency:					
# of hours to reset passwords	3	1	1	1	1
# of days to establish new application users security	3	2-3	2-3	2-3	2-3
# of days to change/terminate application users security	3	1	1	1	1
Effectiveness:					
% of accuracy on establishing application securities	3	99.0%	95.0%	95.0%	95.0%
ERP Functional Support & Training					
# of Oracle Financials, FAMIS, Genesys, Spoolview, OnBase, CUPS, Wachovia users	2,3,4,5	7,831	8,400	9,032	9,524
average unit cost per customer	2,3,4,5	\$37.10	\$40.30	\$40.30	\$40.30

SYSTEM SUPPORT

<u>Type of Expenditure</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Personal Services	\$ 661,408	\$ 700,677	\$ 923,237	\$ 927,693
Operating Expenditures	492,486	385,177	298,973	107,079
Capital Equipment	135,368	-	-	-
Total	\$ 1,289,262	\$ 1,085,854	\$ 1,222,210	\$ 1,034,772

<u>Funding Source</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Board Funding	\$ 1,289,262	\$ 1,085,854	\$ 1,222,210	\$ 1,034,772
Total	\$ 1,289,262	\$ 1,085,854	\$ 1,222,210	\$ 1,034,772

<u>Positions</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Board Funding	11	11	11	11
Total	11	11	11	11

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

The FY 2012 budget included funding to reconfigure and furnish office and training room space for the Enterprise Resource Planning Project. The FY 2013 through FY 2015 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 & all Constitutional officers.

SERVICES/MEASURES:	Key Obj Num	Actual FY 12	Actual FY 13	Projected FY 14	Projected FY 15
Workload/Demand:					
Board of County Commissioners Support:					
# of Regular Board Meetings	1	21	20	23	23
# of Workshop Meetings	1	11	25	28	30
# of BOCC Master Calendars Prepared/Published	1	52	52	52	52
# of Incoming Mail Items	1	14,648	13,903	14,000	14,000
# of Chairman's Correspondence/Letters	1	100	78	80	80
Boards and Councils:					
# of Boards, Councils and Commissions	2	56	55	55	55
# of Positions on all Boards, Councils and Commissions	2	611	638	600	600
# of Applications Processed for Vacancies	2	276	220	200	200
# of Press Releases for Openings	2	9	7	6	6
Coordination of Financial Disclosure Reporting:					
# of Individuals with Financial Disclosure Requirements	3	196	183	180	180

BOARD SERVICES

<u>Type of Expenditure</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Personal Services	\$ 368,050	\$ 492,353	\$ 516,982	\$ 559,765
Operating Expenditures	1,363	2,847	2,331	3,297
Capital Equipment	-	-	-	-
Total	\$ 369,413	\$ 495,200	\$ 519,313	\$ 563,062

<u>Funding Source</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Board Funding	\$ 369,413	\$ 495,200	\$ 519,313	\$ 563,062
Total	\$ 369,413	\$ 495,200	\$ 519,313	\$ 563,062

<u>Positions</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Board Funding	4	5	5	5
Total	4	5	5	5

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

As part of the Enterprise Resource Planning Project (replacement of the County and Clerk financial systems), the Budget Director position was moved to Board Funding from Allocated Departments in FY 2013. The FY 2014 and FY 2015 budgets reflect continuation funding.

COURT OPERATIONS MANAGEMENT

MISSION: Oversee the efficient operation of the Clerk’s Court Operational Departments. Acts as a liaison for the Clerk with the Judiciary and other outside agencies. Support and facilitate the efficient operation of the Court Operational Management departments. Prepare, verify, and timely submit state mandated Quarterly Timeliness Report, Monthly Outputs Report, Annual Assessment and Collection Report and Quarterly Collection Rate Report.

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.

SERVICES/MEASURES:	Key Obj Num	Actual FY 12	Actual FY 13	Projected FY 14	Projected FY 15
<i>Workload/Demand:</i>					
# 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
<i>Efficiency:</i>					
# 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
<i>Effectiveness:</i>					
% 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 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Personal Services	\$ 793,709	\$ 779,993	\$ 779,013	\$ 646,891
Operating Expenditures	16,193	15,876	22,976	28,850
Capital Equipment	-	-	-	-
Total	\$ 809,902	\$ 795,869	\$ 801,989	\$ 675,741

<u>Funding Source</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Board Funding	\$ 9,457	\$ 9,876	\$ 10,700	\$ 14,000
Court Fees Funding	800,445	785,993	791,289	385,573
Court Fines (10%) Fund	-	-	-	276,168
Total	\$ 809,902	\$ 795,869	\$ 801,989	\$ 675,741

Positions

Court Fees Funding	7	7	6	3
Court Fines (10%) Fund	0	0	0	2
Total	7	7	6	5

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, telecommunications expenditures are budgeted in Board Funding and data processing expenditures are budgeted in Court Technology

The FY 2013 budget reflects the transfer of a position from Brandon Regional Service Center. The FY 2014 budget reflects the transfer of one position to the expanded Telephone Center. The FY 2015 budget eliminated one position and transferred the Business Analytics and Case Management System functional support functions to the Court Fines (10%) Fund.

EXPUNGEMENTS & SEALINGS

MISSION: The Expungements and Sealings Department is dedicated to providing superior customer service in the handling of petitioners seeking to seal or expunge non-judicial criminal history records. In regard to the official records of the court, including the court file of the cause, our duty is to remove from the official records of the court, excerpting the court file, and all entries and records that are subject to the order. While ensuring statutory compliance and using the latest technology and cost effective methodologies it is appropriate to condition the expunction or sealing of criminal history records upon the full payment of all court-related fees ,charges and cost as an exercise of the court’s discretion.

KEY OBJECTIVES:

1. Process Petitions for Sealing/Expungement of Criminal Court Records.
-

SERVICES/MEASURES:	Key Obj Num	Actual FY 12	Actual FY 13	Projected FY 14	Projected FY 15
Workload/Demand:					
# of Petitions for Sealing/Expungement	1	1,650	1,379	1,500	1,600
 Efficiency:					
# of Petitions processed per FTE	1	825	690	750	800
 Effectiveness:					
Compliance with Court Orders within 5 days	1	100%	100%	100%	100%

EXPUNGEMENTS & SEALINGS

<u>Type of Expenditure</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Personal Services	\$ 99,097	\$ 94,047	\$ 102,223	\$ 114,450
Operating Expenditures	2,579	1,932	2,550	2,650
Capital Equipment	-	-	-	-
Total	\$ 101,676	\$ 95,978	\$ 104,773	\$ 117,100

<u>Funding Source</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Board Funding	\$ 967	\$ 593	\$ 650	\$ 650
Court Fees Funding	100,709	92,892	-	-
Court Fines (10%) Fund	-	2,494	104,123	116,450
Total	\$ 101,676	\$ 95,978	\$ 104,773	\$ 117,100

Positions

Court Fees Funding	2	2	0	0
Court Fines (10%) Fund	0	0	2	2
Total	2	2	2	2

Most of the operational expenditures for Expungements & Sealings 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 2013 budget reflects continuation funding. The FY 2014 and FY 2015 budgets shift funding for the Expungements and Sealings function from Court Fees Funding to the Court Fines (10%) Fund. The overall budget is funded at continuation levels.

COLLECTIONS

MISSION: The Collections department has been put in place to produce the State mandated Quarterly Assessments & Collections Report and submit to the state pursuant to Florida Statute 28.35(2)(e). Perform collection efforts on outstanding fines, fees, and court costs utilizing the most cost effective and time efficient methodologies. Establish and monitor payment plans in a cost effective and time efficient manner pursuant to Florida Statute 28.246(4). Review and process applications developed by the Florida Clerks of Court operations Corporation to determine civil indigent status for a person seeking relief from payment of filing fees and prepayment of cost based on an inability to pay.

KEY OBJECTIVES:

1. Establish each new payment plan, to include having all data entry and imaging functions completed, using less than twenty minutes overall processing time.
2. Produce and mail out dunning letters on all cases with outstanding assessments.
3. Submit Quarterly Assessment & Collection Reports to the State within 20 days of the end of the respective quarter.
4. Upon completion of internal collection effort, submit outstanding assessments to collection agencies.
5. Review and Process Civil Indigent screening applications

SERVICES/MEASURES:	Key Obj Num	Actual FY 12	Actual FY 13	Projected FY 14	Projected FY 15
<i>Workload/Demand:</i>					
# of payment plans established	1	1,312	825	2,000	2,000
# of dunning letters, Civil Past Due and C-Pay Past Due Notices	2	23,000	19,095	25,000	25,000
# of Quarterly Collection Rate Reports produced and submitted to FACC	3	4	4	4	4
# of cases transmitted to collection agencies	4	39,891	59,290	60,000	60,000
# of Civil indigent applications processed	5	n/a	1,704	1,900	1,900
<i>Efficiency:</i>					
# of FTEs to establish and monitor payment plans	1	2	2	2	2
# of FTEs to produce dunning letters, Civil Past Due and C-Pay Past Due Notices	2	2	2	2	2
# of FTEs to produce Quarterly Collection Rate Reports	3	1	1	1	1
# of FTEs to transmit cases to collection agencies	4	2	2	2	2
# of FTEs to process and review Civil indigent applications	5	n/a	2	2	2
<i>Effectiveness:</i>					
% of payment plans established	1	100%	100%	100%	100%
% of Quarterly Collection Rate Reports produced and submitted to FACC	3	100%	100%	100%	100%
% of Civil indigent applications screened and processed	5	n/a	100%	100%	100%

COLLECTIONS

<u>Type of Expenditure</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Personal Services	\$ 340,807	\$ 261,495	\$ 342,146	\$ 348,868
Operating Expenditures	18,761	14,967	30,300	26,300
Capital Equipment	-	-	-	-
Total	\$ 359,568	\$ 276,463	\$ 372,446	\$ 375,168

<u>Funding Source</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Board Funding	\$ 4,773	\$ 4,473	\$ 8,800	\$ 5,800
Court Fees Funding	354,795	267,111	-	-
Court Fines (10%) Fund	-	4,879	363,646	369,368
Total	\$ 359,568	\$ 276,463	\$ 372,446	\$ 375,168

Positions

Court Fees Funding	8	7	0	0
Court Fines (10%) Fund	0	0	7	7
Total	8	7	7	7

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

Due to increased efficiencies and cross training, Collections was able to eliminate one position in FY 2013. The FY 2014 and FY 2015 budgets shift funding for the Collections program from Court Fees Funding to the Court Fines (10%) Fund. The overall budget is funded at continuation levels.

APPEALS

MISSION: Provide professional and courteous assistance to the public. Accept paper and electronic filings to process appellate documents, records, exhibits, and mandates for Appeal proceedings to and from the applicable jurisdictional court in a timely, accurate, and proficient manner. Maintain a secure and accurate case file and progress docket while assisting the judiciary in performing their duties.

KEY OBJECTIVES:

1. Prepare Appeal records for Circuit and County Court types in an efficient manner.
 2. Prepare 90% of appeals filed within the time limits prescribed by Statute.
-

SERVICES/MEASURES:	Key Obj Num	Actual FY 12	Actual FY 13	Projected FY 14	Projected FY 15
<i>Workload/Demand:</i>					
Number of new cases filed	1	2,055	2,067	2,154	2,244
<i>Efficiency:</i>					
Unit Cost per case	1	\$301	\$291	\$290	\$279
<i>Effectiveness:</i>					
% of Appeals records prepared within 50 days of the filing of the Notice of Appeal	2	82.0%	66.0%	80.0%	90.0%

APPEALS

<u>Type of Expenditure</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Personal Services	\$ 551,833	\$ 592,875	\$ 633,036	\$ 657,811
Operating Expenditures	23,841	33,232	58,128	56,831
Capital Equipment	-	-	-	-
Total	\$ 575,674	\$ 626,107	\$ 691,164	\$ 714,642

<u>Funding Source</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Board Funding	\$ 2,462	\$ 2,397	\$ 3,625	\$ 3,625
Court Fees Funding	573,212	623,710	687,539	711,017
Total	\$ 575,674	\$ 626,107	\$ 691,164	\$ 714,642

Positions

Court Fees Funding	12	12	12	12
Total	12	12	12	12

Most of the operational expenditures for Appeals 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 2013 - FY 2015 budgets reflect continuation funding.

MENTAL HEALTH

MISSION: Provide professional and courteous assistance to the public in filing ex-parte petitions. Maintain a secure and accurate case file and progress docket while assisting the judiciary in performing their duties. Accept filing for Marchman and Baker Act proceedings, Incapacity, Involuntary Placement and other petitions regarding Social Health issues.

KEY OBJECTIVES:

1. Enter 95% of docket entries within 3 business days after clock-in date.
 2. Enter 95% of new cases within 2 business days after initial pleadings are clocked in.
-

SERVICES/MEASURES:	Key Obj Num	Actual FY 12	Actual FY 13	Projected FY 14	Projected FY 15
<i>Workload/Demand:</i>					
# of docket entries	1	60,769	77,451	81,324	85,390
# of new cases filed	2	3,572	4,254	4,466	4,689
<i>Efficiency:</i>					
Average # of docket entries per FTE	1	30,385	38,726	40,662	42,695
Average # of cases filed per FTE	2	1,786	2,127	2,233	2,345
<i>Effectiveness:</i>					
% of pleadings docketed within 3 business days	1	96.1%	94.9%	95.0%	95.0%
% of new cases entered within 2 business days	2	99.6%	99.5%	95.0%	95.0%

MENTAL HEALTH

<u>Type of Expenditure</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Personal Services	\$ 311,683	\$ 307,885	\$ 349,032	\$ 401,235
Operating Expenditures	6,916	6,696	9,613	9,613
Capital Equipment	-	-	-	-
Total	\$ 318,599	\$ 314,582	\$ 358,645	\$ 410,848

<u>Funding Source</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Board Funding	\$ 833	\$ 2,056	\$ 1,499	\$ 1,499
Court Fees Funding	317,766	312,526	357,146	409,349
Total	\$ 318,599	\$ 314,582	\$ 358,645	\$ 410,848

Positions

Court Fees Funding	7	7	7	8
Total	7	7	7	8

Most of the operational expenditures for Mental Health 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 2013 & FY 2014 budgets reflect continuation funding. The FY 2015 budget transfers one position from Probate to Mental Health to reflect the change in workload between the two functions.

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 out within 2 days of receiving print job.
 2. Answer incoming calls from prospective jurors with less than a 5% dropped call rate.
-

SERVICES/MEASURES:	Key Obj Num	Actual FY 12	Actual FY 13	Projected FY14	Projected FY15
<i>Workload/Demand:</i>					
# of summonses mailed	1	96,849	105,321	115,853	127,438
# of incoming phone calls to ICD line	2	12,192	11,244	11,806	12,396
<i>Efficiency:</i>					
Average # of summonses processed per FTE	1	32,283	35,107	38,618	42,479
<i>Effectiveness:</i>					
% of calls handled by phone pod	2	94.9%	96.8%	99.0%	99.0%
% of calls abandoned	2	5.1%	3.2%	1.0%	1.0%

JURY SERVICES

<u>Type of Expenditure</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Personal Services	\$ 224,948	\$ 205,257	\$ 239,821	\$ 220,467
Operating Expenditures	143,129	75,516	68,547	79,413
Capital Equipment	-	-	-	-
Total	\$ 368,077	\$ 280,773	\$ 308,368	\$ 299,880

<u>Funding Source</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Board Funding	\$ 2,703	\$ 3,885	\$ 4,720	\$ 4,556
Court Fees Funding	365,374	276,887	303,648	295,324
Total	\$ 368,077	\$ 280,773	\$ 308,368	\$ 299,880

Positions

Court Fees Funding	4	4	4	4
Total	4	4	4	4

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.

The FY 2013 budget reflected continuation funding. The FY 2014 budget included a 100% increase in funding for juror summons (mailing and printing) due to the large increase in the number of jurors being summoned. The FY 2015 budget reflects continuation funding.

PROBATE

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.

KEY OBJECTIVES:

1. Enter 80% of new cases within 2 business days.
 2. Docket 80% of docket entries within 3 business days.
-

SERVICES/MEASURES:	Key Obj Num	Actual FY 12	Actual FY 13	Projected FY 14	Projected FY 15
<i>Workload/Demand:</i>					
# of new cases filed	1	4,509	4,936	5,500	5,750
# of docket entries	2	115,180	113,201	115,000	120,000
 <i>Efficiency:</i>					
# of cases filed per FTE	1	1,503	1,584	1,833	1,916
# of docket entries per FTE	2	28,795	28,300	28,750	30,000
 <i>Effectiveness:</i>					
% of new cases entered within 2 business days	1	93.3%	96.0%	80.0%	80.0%
% of documents docketed within 3 business days	2	78.3%	87.5%	80.0%	80.0%

PROBATE

<u>Type of Expenditure</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Personal Services	\$ 661,315	\$ 695,228	\$ 783,833	\$ 784,046
Operating Expenditures	28,900	23,790	33,025	28,050
Capital Equipment	-	-	-	-
Total	\$ 690,215	\$ 719,018	\$ 816,858	\$ 812,096

<u>Funding Source</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Board Funding	\$ 3,035	\$ 6,484	\$ 6,250	\$ 7,800
Court Fees Funding	687,180	710,189	810,608	804,296
Court Fines (10%) Fund	-	2,346	-	-
Total	\$ 690,215	\$ 719,018	\$ 816,858	\$ 812,096

Positions

Court Fees Funding	14	13	14	13
Total	14	13	14	13

Most of the operational expenditures for Circuit Probate 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 2013 budget reflects the reassignment of one management position as part of the new Odyssey Case Management System project. The FY 2014 budget restores this position to Circuit Probate. The FY 2015 budget transfers one position from Probate to Mental Health to reflect the change in workload between the two functions.

CIRCUIT CRIMINAL

MISSION: Perform effective and efficient delivery of court services to the 13th Judicial Circuit's circuit criminal divisions. The duties entrusted to the Clerk include keeping the Court's records, issuing its processes, entering judgments, managing funds, and recording all phases of Court's procedures.

KEY OBJECTIVES:

1. Open 90% of new cases within 2 business days after initial documents are received in our office.
2. Capture all required information during court proceedings and enter into the Clerk's case management system within 3 business days 90% of the time.
3. Export 90% of completed court dockets to agencies within 6 hours of court appearance.
4. Issue 80% of all commitments within 3 business days to help ensure prompt transportation of inmates to Florida State Prison.
5. Issuance of 80% of capiases within 1 business day of Judge's order.
6. Image 80% of documents received into the Clerk's case management system within 24-48 hours.

SERVICES/MEASURES:	Key Obj Num	Actual FY 12	Actual FY 13	Projected FY 14	Projected FY 15
<i>Workload/Demand:</i>					
# of cases opened	1	18,858	18,281	19,562	19,562
# of informations filed	1	14,079	13,030	14,294	14,294
# of events scheduled for court	2,3	130,250	143,245	166,918	166,918
# of commitments issued	4	15,720	15,343	15,136	15,136
# of capiases issued	5	3,826	3,634	3,852	3,852
# of pages imaged	6	1,615,124	1,627,969	1,854,236	1,854,236
<i>Efficiency:</i>					
# of cases opened per FTE	1	6,286	6,093	6,520	6,520
# of events processed per FTE	2,3	10,854	15,916	13,909	13,909
# of commitments issued per FTE	4	7,860	7,672	7,568	7,568
# of pages imaged per FTE	6	323,024	325,594	370,847	370,847
<i>Effectiveness:</i>					
% of new cases opened within 2 business days	1	86.0%	86.5%	90.0%	90.0%
% of events processed within 3 business days	2,3	82.0%	76.0%	90.0%	90.0%
% of commitments issued within 3 business days	4	86.0%	90.0%	90.0%	100%
% of pages imaged within 24-48 hours	6	80.0%	85.0%	90.0%	100%

CIRCUIT CRIMINAL

<u>Type of Expenditure</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Personal Services	\$ 3,554,538	\$ 3,550,391	\$ 3,946,164	\$ 3,936,005
Operating Expenditures	146,965	149,201	166,898	160,169
Capital Equipment	-	-	-	-
Total	\$ 3,701,503	\$ 3,699,592	\$ 4,113,062	\$ 4,096,174

<u>Funding Source</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Board Funding	\$ 33,236	\$ 32,086	\$ 38,097	\$ 41,355
Court Fees Funding	3,668,267	3,667,506	4,074,965	4,054,819
Total	\$ 3,701,503	\$ 3,699,592	\$ 4,113,062	\$ 4,096,174

Positions

Court Fees Funding	81	79	79	69
Total	81	79	79	69

Most of the operational expenditures for Circuit Criminal 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 2012 reflects the transfer of one position from Indigency Screening. The FY 2013 budget reflects the reduction of two management positions. The FY 2014 budgets reflected continuation funding. The FY 2015 budget reflects the elimination of 10 positions, but some of the remaining positions are being reclassified to different job classifications due to the change in duties related to the new Odyssey Case Management System.

COUNTY CRIMINAL

MISSION: To serve the general public, legal profession, judiciary, government agencies, internal and external customers in a prompt, reliable, professional and efficient manner. To process and maintain the integrity of all court documents and dispositions as set forth in Florida Statutes, Rules, Ordinances and Administrative Orders in a timely and accurate manner.

KEY OBJECTIVES:

1. Accurately process all legal documents and court results within time standards set by performance measures.
2. Monthly statistical reporting of all statutorily mandated requirements.
3. Answer a minimum of 85% of calls presented.
4. Collection of court costs, fines and fees via front counter, telephone and US Mail.
5. Provide information responsive to public record requests by the general public and outside agencies via front counter and correspondence clerks

SERVICES/MEASURES:	Key Obj Num	Actual FY 12	Actual FY 13	Projected FY 14	Projected FY 15
Workload/Demand:					
# of new Misdemeanor cases	1,2	22,235	19,370	18,500	18,500
# of new Non-Criminal Non-Traffic Civil Infractions	1,2	5,481	3,771	4,800	4,800
# of Misd & Civil Infraction pleadings & after court results docketed	1,2	703,415	874,536	650,000	650,000
# of Misdemeanor Court hearings	1,2	44,964	46,898	42,500	42,500
# of Non-Criminal Non-Traffic Civil Infractions court hearings	1,2	5,334	5,366	5,600	5,600
# of PP Court Hearings and Bond-outs	1,2	65,977	64,367	64,000	64,000
# of phone calls presented	3	31,883	22,961	n/a	n/a
# of correspondence	4,5	4,525	4,471	5,700	5,700
# of emails	4,5	2,940	3,564	3,200	3,200
# of cashier transactions	4,5	18,849	14,951	16,000	16,000
# of gun checks	5	329	373	400	400
# of walk-in customers served at front counter	4,5	16,397	16,440	17,200	17,200
Efficiency:					
Misd & Civil Infractions-New Cases, per person		3,080	2,571	2,589	2,589
Misd & Civil Infractions-Hearings, per person		1,093	1,340	1,233	1,233
First Appearance Court-Cases & Bond-out's, per person		32,989	32,184	32,000	32,000
Effectiveness:					
% of new cases entered within 3 business days		76.0%	77.0%	86.0%	86.0%
% of new cases entered within 4 business days		90.0%	90.0%	100%	100%
% of dockets entered within 3 business days		82.0%	81.0%	86.0%	86.0%
% of dockets entered within 4 business days		100%	100%	100%	100%
% of phone calls handled		89.0%	89.0%	n/a	n/a

COUNTY CRIMINAL

<u>Type of Expenditure</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Personal Services	\$ 2,093,537	\$ 1,973,322	\$ 2,142,330	\$ 2,159,243
Operating Expenditures	66,147	63,515	90,500	79,600
Capital Equipment	-	3,021	-	-
Total	\$ 2,159,684	\$ 2,039,857	\$ 2,232,830	\$ 2,238,843

<u>Funding Source</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Board Funding	\$ 13,801	\$ 12,528	\$ 17,950	\$ 15,600
Court Fees Funding	2,145,883	2,027,330	2,214,880	2,223,243
Total	\$ 2,159,684	\$ 2,039,857	\$ 2,232,830	\$ 2,238,843

Positions

Court Fees Funding	48	48	45	43
Total	48	48	45	43

Most of the operational expenditures for County Criminal 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 2013 budget reflects continuation funding. The FY 2014 budget reflects the transfer of two positions to the expanded Telephone Center. The FY 2015 budget reflects the elimination of two positions, but some of the remaining positions are being reclassified to different job classifications due to the change in duties related to the new Odyssey Case Management System.

INDIGENCY SCREENING

MISSION: Provide an overall level of superior customer service. To serve the general public, legal profession, judiciary, government agencies, internal and external customers in a prompt, reliable, professional and effective manner. To process and maintain the integrity of all court documents while efficiently processing all applications for indigent status received from the public seeking representation by the Office of the Public Defender as set forth in Florida Statutes, Rules and Administrative Orders in a timely and accurate manner.

KEY OBJECTIVES:

1. Assist customers at the window with the completion of indigent applications and status determination seeking appointment of a Public Defender or private attorney within 15 minutes.
2. Screen, docket, scan and create assessment records for all applications received from persons seeking the appointment of a Public Defender within 3 business days of receipt.
3. Research and create assessments if application is not submitted by defendant or if submitted, does not contain the necessary data to be properly screened by the Clerk. In these instances, A.O. 06-64 allows for an oral appointment of the Public Defender by the judge in first presentation court and authorizes the Clerk to assess the statutory application fee.

SERVICES/MEASURES:	Key Obj Num	Actual FY 12	Actual FY 13	Projected FY 14	Projected FY 15
<i>Workload/Demand:</i>					
# of applications for Determinations of Indigent Status	1&2	56,525	42,300	42,500	42,500
# of walk-up customers assisted	1,2,3	n/a	4,135	3,806	3,806
<i>Efficiency:</i>					
# of applications processed per FTE	1&2	18,842	16,920	17,000	17,000
# of walk-up customers assisted per FTE	1,2,3	n/a	1,654	1,522	1,522
<i>Effectiveness:</i>					
% of applications for Determinations of Indigent Status screened	1&2	100%	100%	100%	100%
% of applications for Determinations of Indigent Status docketed	1&2	100%	100%	100%	100%
% of applications for Determinations of Indigent Status scanned	1&2	60.0%	60.0%	87.0%	100%

INDIGENCY SCREENING

<u>Type of Expenditure</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Personal Services	\$ 184,645	\$ 175,336	\$ 216,226	\$ 156,696
Operating Expenditures	6,223	6,293	18,100	11,900
Capital Equipment	-	-	-	-
Total	\$ 190,868	\$ 181,628	\$ 234,326	\$ 168,596

<u>Funding Source</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Board Funding	\$ 2,245	\$ 1,405	\$ 3,650	\$ 2,650
Court Fees Funding	188,623	180,223	230,676	165,946
Total	\$ 190,868	\$ 181,628	\$ 234,326	\$ 168,596

Positions

Court Fees Funding	4	4	4	3
Total	4	4	4	3

Most of the operational expenditures for Indigency Screening 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 2012 reflects the transfer of one position to Circuit Criminal. The FY 2013 and FY 2014 budgets reflected continuation funding. The FY 2015 budget eliminated one position due to efficiencies gained from the new Odyssey Case Management System.

TRAFFIC

MISSION: Efficiently and accurately maintain all Hillsborough County Traffic and Parking citations in accordance with the Florida Statutes, Rules of Procedure, Administrative Orders, County Ordinances, Resolutions, and other directives. Provide support services to the 13th Judicial Courts and outstanding customer service to the public. Focus on developing and training staff to ensure the highest level of service is provided while maintaining the highest degree of ethical conduct. Continue to seek out innovative ways to improve services to the public and 13th Judicial Courts.

KEY OBJECTIVES:

1. Process incoming citations within 3 business days.
2. Prepare court files and dockets three days prior to court date while maintaining the integrity of the file.
3. Record court findings within 3 business days.
4. Process court documents within 3 business days.
5. Image court documents and case records within 3 business days.
6. Assist all front counter customers within 30 minutes.

SERVICES/MEASURES:	Key Obj Num	Actual FY 12	Actual FY 13	Projected FY 14	Projected FY 15
<i>Workload/Demand:</i>					
# of citations filed	1	225,525	206,531	206,531	206,531
# of court dates scheduled	2,3	173,108	140,902	140,902	140,902
# of court documents processed	4	489,225	488,852	488,852	488,852
# of images processed	5	486,357	893,448	893,448	893,448
# of front counter customers	6	130,987	121,191	121,191	121,191
<i>Efficiency:</i>					
# of citations filed per FTE	1	32,217	36,767	36,767	36,767
# of cases prepared for court per FTE	2,3	43,277	46,833	46,833	46,833
# of court findings entered per FTE	2,3	43,277	37,466	37,466	37,466
# of court documents processed per FTE	4	23,296	22,284	22,284	22,284
# of documents imaged per FTE	5	97,271	80,461	80,461	80,461
# of customers assisted per FTE	6	13,099	14,624	14,624	14,624
<i>Effectiveness:</i>					
% of criminal citations entered within 2 business days	1	87.0%	95.0%	95.0%	95.0%
% of civil infractions entered within 3 business days	1	88.0%	98.0%	98.0%	98.0%
% of docketing on criminal citations within 2 business days	4	88.0%	85.0%	85.0%	85.0%
% of docketing on civil infractions within 3 business days	4	95.0%	99.0%	99.0%	99.0%
% of documents imaged within 3 business days	5	92.0%	92.0%	92.0%	92.0%
% of customers assisted within 30 minutes	5	90.0%	90.0%	90.0%	90.0%

TRAFFIC

<u>Type of Expenditure</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Personal Services	\$ 3,213,147	\$ 3,129,637	\$ 3,460,676	\$ 3,718,069
Operating Expenditures	190,914	210,486	293,972	285,902
Capital Equipment	12,401	-	-	-
Total	\$ 3,416,462	\$ 3,340,123	\$ 3,754,648	\$ 4,003,971

<u>Funding Source</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Board Funding	\$ 58,239	\$ 67,982	\$ 80,822	\$ 78,112
Court Fees Funding	3,358,223	3,272,141	3,673,826	3,925,859
Total	\$ 3,416,462	\$ 3,340,123	\$ 3,754,648	\$ 4,003,971

Positions

Court Fees Funding	73	73	73	74
Total	73	73	73	74

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

During FY 2012, the Traffic Department replaced their safe and installed a self-service kiosk to aid in customer service. The FY 2013 and FY 2014 budgets reflected continuation funding. The FY 2015 budget added a position to help with implementation of the Odyssey Case Management System for Traffic. Traffic is the final area to be implemented and it is expected to reflect efficiencies in the FY 2016 budget.

EVIDENCE

MISSION: Perform all required functions in compliance with the State of Florida statues, local rules, administrative orders and county ordinances regarding the care, custody, and control of all exhibits that are in the possession of the Clerk of Circuit Court. Evidence records, both paper and electronic, must be maintained to show a chain of custody from the time of submission until proper disposal. All vaults and locked areas where exhibits are stored must be maintained for safety and security, protecting the items which have been given to the Clerk for the legally prescribed periods of time, which could be up to 75 years. Staff must perform all required services with professional manner.

KEY OBJECTIVES:

1. Accept all exhibits which are placed in the custody of the Clerk of Circuit Court within three days of the conclusion of the court event.
 2. Docket any transactions within the standard established for the court areas (80% of all pleadings or events must be docketed within three (3) business days after clock in date).
 3. Perform inventories and disposals of all exhibits timely. Sensitive items should be inventoried annually and general evidence should be inventoried annually with both random and itemized inventory as time permits.
-

SERVICES/MEASURES:	Key Obj Num	Actual FY 12	Projected FY 13	Projected FY 14	Planned FY 15
<i>Workload/Demand:</i>					
# of evidence ID numbers created	1	21,993	19,146	21,000	21,000
# of cases inventoried	1	1,629	1,756	1,800	1,800
# of cases released	2	235	433	450	450
# of items released	2	7,095	14,974	7,150	7,200
# of cases disposed	3	9338	8,202	9,000	9,000
<i>Efficiency:</i>					
# of evidence ID numbers created per FTE	1	10,996	9,573	11,250	11,500
# of cases handled with miscellaneous activities	1	5,116	9,460	9,000	9,000
<i>Effectiveness:</i>					
% of evidence IDs created within 3 business days for submission	1	100%	100%	100%	100%
% of release requests or orders completed within 3 business days	2	100%	100%	100%	100%
% of cases disposed in compliance with Florida Statutes & Rules	3	100%	100%	100%	100%

EVIDENCE

<u>Type of Expenditure</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Personal Services	\$ 249,666	\$ 256,853	\$ 273,895	\$ 282,310
Operating Expenditures	3,852	2,881	17,050	16,550
Capital Equipment	-	-	-	-
Total	\$ 253,518	\$ 259,735	\$ 290,945	\$ 298,860

<u>Funding Source</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Board Funding	\$ 1,829	\$ 1,440	\$ 11,100	\$ 11,100
Court Fees Funding	251,689	258,295	279,845	287,760
Total	\$ 253,518	\$ 259,735	\$ 290,945	\$ 298,860

Positions

Court Fees Funding	4	4	4	4
Total	4	4	4	4

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

The FY 2013 - FY 2015 budgets reflect continuation funding.

JUVENILE

MISSION: Keep and protect the records belonging to the Juvenile court divisions of the 13th Judicial Circuit. Provide all required services in a professional, accurate and efficient manner, while maintaining the confidentiality and integrity of the records.

KEY OBJECTIVES:

1. Open new cases within 2 business days after the initial document(s) are clocked in.
2. Docket all pleadings within 3 business days after the initial document(s) are clocked in and/or received electronically.
3. Accurately and timely process, verify and file all documents received within 3 business days from the clock-in date. In addition, deliver the available court files to the court hearings timely.
4. Prep all scheduled court files and attend all court proceedings for the Juvenile Division.

SERVICES/MEASURES:	Key Obj Num	Actual FY 12	Actual FY 13	Projected FY 14	Projected FY 15
<i>Workload/Demand:</i>					
# of new cases opened	1	7,293	6,600	6,296	6,296
# of pleadings docketed	2	271,419	267,593	228,671	228,671
# of pleadings processed, verified and filed	3	271,419	267,593	228,671	228,671
# of court hearings attended	4	59,892	57,752	50,584	50,584
<i>Efficiency:</i>					
# of cases per FTE	1	203	183	175	175
# of budget dollars per case	1	\$226	\$269	\$284	\$284
# of hearings per FTE	4	1,664	1,604	1,405	1,405
# of budget dollars per hearing	4	\$28	\$29	\$35	\$37
<i>Effectiveness:</i>					
% of new criminal case files opened within 2 days	1	98.9%	99.1%	100%	100%
% of new criminal case files opened within 3 days	1	100%	100%	100%	100%
% of new civil case files opened within 2 days	1	88.1%	87.4%	90.0%	90.0%
% of new civil case files opened within 3 days	1	100%	100%	100%	100%
% of criminal pleadings docketed within 3 days	2	93.0%	93.4%	95.0%	95.0%
% of criminal pleadings docketed within 4 days	2	100%	100%	100%	100%
% of civil pleadings docketed within 3 days	2	89.6%	89.6%	90.0%	90.0%
% of civil pleadings docketed within 4 days	2	100%	100%	100%	100%

JUVENILE

<u>Type of Expenditure</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Personal Services	\$ 1,695,681	\$ 1,623,466	\$ 1,754,453	\$ 1,786,064
Operating Expenditures	29,240	34,478	39,637	36,375
Capital Equipment	-	-	-	-
Total	\$ 1,724,921	\$ 1,657,943	\$ 1,794,090	\$ 1,822,439

<u>Funding Source</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Board Funding	\$ 12,026	\$ 13,891	\$ 12,917	\$ 14,624
Court Fees Funding	1,712,895	1,644,053	1,781,173	1,807,815
Total	\$ 1,724,921	\$ 1,657,943	\$ 1,794,090	\$ 1,822,439

Positions

Court Fees Funding	37	36	36	35
Total	37	36	36	35

Most of the operational expenditures for Circuit Juvenile 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 increased efficiencies and cross training, Circuit Juvenile was able to eliminate one position in FY 2013. The FY 2014 budget reflected continuation funding. The FY 2015 budget reflects the elimination of one positions, but some of the remaining positions are being reclassified to different job classifications due to the change in duties related to the new Odyssey Case Management System.

COUNTY CIVIL

MISSION: Perform all required functions in compliance with the Florida Statutes, Rules of Procedures and Administrative Orders. Process all cases filed by attorneys electronically. Continue to serve the pro se customers of this County while maintaining an accurate record of all cases filed either electronically or in paper form. Provide a high standard of customer service to the Public, Judiciary and other related agencies in an effective and efficient manner.

KEY OBJECTIVES:

1. File and process all civil action claims under \$15,000 within 3 business days.
 2. Accept & quality control electronic documents including summons, writs, defaults, and motions within 3 business days.
 3. Process all electronically civil action received through the portal within 3 business days.
 4. Schedule all pre-trial cases for hearings and provide court clerk assistance to the Division Judges.
 5. Schedule all eligible cases for dismissal due to lack of activity in accordance with the Statutes.
-

SERVICES/MEASURES:	Key Obj Num	Actual FY 12	Actual FY 13	Projected FY 14	Projected FY 15
<i>Workload/Demand:</i>					
# of cases filed and processed	1	36,631	34,696	32,962	32,962
# of documents docketed and attached	2	636,290	533,545	506,868	506,868
# of documents quality controlled	3	636,290	533,545	506,868	506,868
# of pre-trial hearings scheduled	4	12,338	12,585	12,837	12,837
# of cases scheduled for dismissal	5	3,317	19,398	18,428	18,428
<i>Efficiency:</i>					
# of cases filed per FTE	1	990	938	891	891
# of documents docketed per FTE	2	19,088	16,673	15,839	15,839
# of documents quality control per FTE	3	19,088	16,673	15,839	15,839
# of pre-trial hearings scheduled per FTE	4	1,542	1,573	1,605	1,605
# of dismissal docket cases per FTE	5	1,659	9,699	9,214	9,214
<i>Effectiveness:</i>					
% of cases filed within 3 business days	1	88.0%	90.0%	94.0%	96.0%
% of documents docketed within 3 business days	2	90.0%	92.0%	96.0%	98.0%

COUNTY CIVIL

<u>Type of Expenditure</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Personal Services	\$ 1,921,767	\$ 1,941,427	\$ 2,139,984	\$ 2,040,810
Operating Expenditures	75,134	79,496	65,125	55,400
Capital Equipment	-	-	-	-
Total	\$ 1,996,901	\$ 2,020,923	\$ 2,205,109	\$ 2,096,210

<u>Funding Source</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Board Funding	\$ 13,385	\$ 10,861	\$ 14,000	\$ 10,900
Court Fees Funding	1,983,516	1,993,353	2,191,109	2,085,310
Court Fines (10%) Fund	-	16,709	-	-
Total	\$ 1,996,901	\$ 2,020,923	\$ 2,205,109	\$ 2,096,210

Positions

Court Fees Funding	42	41	41	36
Total	42	41	41	36

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

Data processing expenditures are now budgeted in Board Funding. The FY 2013 budget reflects the reduction of one management position. The FY 2014 budget reflected continuation funding. The FY 2015 budget reflects the elimination of five positions, but some of the remaining positions are being reclassified to different job classifications due to the change in duties related to the new Odyssey Case Management System.

FAMILY LAW

MISSION: Provide outstanding customer service to the people of Hillsborough County in a professional, time efficient, and cost effective manner. Maintain accurate accounts and disbursements for all types of Support for the citizens of Hillsborough County.

KEY OBJECTIVES:

1. Process incoming Family Law cases within 3 business days.
2. Process court documents within 3 business days.
3. Prepare court files and dockets three weeks prior to court date while maintaining the integrity of the file.
4. Record court findings within 3 business days.
5. Process incoming cases in CLERC system within 2 business days.
6. Modify Support cases within 2 business days of receiving the Court Orders in CLERC system.
7. Assist front counter customers within 10 minutes.
8. Answer all phone calls within 3 minutes.

SERVICES/MEASURES:	Key Obj Num	Actual FY 12	Actual FY 13	Projected FY 14	Projected FY 15
Workload/Demand:					
# of Family Law new cases filed	1	14,691	15,972	16,000	16,000
# of Family Law documents evented	2	480,739	576,081	600,000	600,000
# of Family Law documents filed	3	480,739	266,476	100,000	0
# of phone calls answered	4	57,082	77,930	0	0
# of new cases entered in CLERC	5	5,205	4,336	5,000	5,000
# of modifications for support cases	6	53,209	26,635	30,000	30,000
Efficiency:					
# of new cases filed per FTE	1	2,938	2,662	2,667	2,667
# of documents evented per FTE	2	40,062	48,007	50,000	50,000
# of documents filed per FTE	3	80,123	44,413	100,000	0
# of phone calls answered per FTE	4	28,541	38,965	0	0
# of new cases entered in CLERC per FTE	5	1,735	1,445	1,667	1,667
# of Support cases modified per FTE	6	13,302	6,659	7,500	7,500
Effectiveness					
% of new cases filed within the 3 day requirement	1	93.8%	93.2%	95.0%	95.0%
% of documents evented within the 3 day requirement	2	83.6%	86.5%	90.0%	90.0%
% of phone calls answered within 3 minutes	4	90.0%	90.0%	0%	0%

FAMILY LAW

<u>Type of Expenditure</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Personal Services	\$ 2,095,448	\$ 2,016,352	\$ 2,248,256	\$ 2,129,399
Operating Expenditures	129,420	111,578	216,500	192,700
Capital Equipment	-	-	-	-
Total	\$ 2,224,868	\$ 2,127,930	\$ 2,464,756	\$ 2,322,099

<u>Funding Source</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Board Funding	\$ 21,555	\$ 20,968	\$ 21,500	\$ 21,500
Court Fees Funding	1,027,800	970,763	1,099,465	920,240
General Government	1,175,513	1,112,743	1,343,791	1,380,359
Court Fines (10%) Fund	-	23,456	-	-
Total	\$ 2,224,868	\$ 2,127,930	\$ 2,464,756	\$ 2,322,099

Positions

Court Fees Funding	46	48	46	43
Total	46	48	46	43

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

The FY 2012 reflects the transfer of one position from Circuit Civil. The FY 2013 budget reflects an increase in four court clerks to help with increasing workload, but the reduction of two management positions. The FY 2014 budget reflects the transfer of two positions to the expanded Telephone Center. The FY 2015 budget reflects the elimination of three positions, but some of the remaining positions are being reclassified to different job classifications due to the change in duties related to the new Odyssey Case Management System.

DOMESTIC VIOLENCE

MISSION: Provide outstanding customer service to the people of Hillsborough County seeking court ordered protection against Domestic Violence utilizing the most cost effective and time efficient methodologies to the benefit of both the Clerk's Office and the citizens of Hillsborough County. 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:

1. Provide a safe, secure, and confidential location for customers (365 days a year) to complete the necessary paperwork to request court ordered protection with current available resources.
2. Process the Domestic Violence paperwork and have initial case filing available for judicial review in less than 30 minutes from the time it is received from the customer utilizing existing resources.
3. Process Domestic Violence paperwork after judicial review to have information for customer in less than 15 minutes from receiving case back from the judge utilizing existing resources.
4. Integrate imaging into the Domestic Violence process to provide disaster recovery capability.
5. Reduce the amount of money budgeted and expended for rental of copier equipment by at least 75% through imaging.
6. Ensure that customers are provided an efficient system to file the necessary paperwork that requires them to spend less than one hour at the courthouse utilizing existing resources.
7. Attend court hearings to assist the judiciary with preparation of orders and proper distribution of paperwork.

SERVICES/MEASURES:	Key Obj Num	Actual FY 12	Actual FY 13	Projected FY 14	Projected FY 15
Workload/Demand:					
# of docket entries entered in Domestic Violence cases	2,3,4	64,862	77,546	80,000	80,000
# of new Domestic Violence cases	2,3,4	5,593	6,542	7,000	7,000
# of photocopies of Temporary Orders, Permanent Orders, and Orders of Dismissal for distribution per year	5	372,945	1,610,212	1,800,000	1,800,000
# of Court Hearings attended	7	416	8,678	9,000	9,000
Efficiency:					
# of Domestic Violence event entries per FTE	2,3,4	21,621	25,848	26,667	26,667
# of Domestic Violence new cases entered per FTE	2,3,4	2,797	3,721	3,500	3,500
Effectiveness					
% of new cases filed within the 3 day requirement	2,3,4	100%	100%	100%	100%
% of documents docketed within the 3 day requirement	2,3,4	95.7%	99.6%	99.6%	99.6%

DOMESTIC VIOLENCE

<u>Type of Expenditure</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Personal Services	\$ 260,774	\$ 296,886	\$ 310,459	\$ 273,715
Operating Expenditures	29,918	35,854	36,950	36,200
Capital Equipment	-	-	-	-
Total	\$ 290,692	\$ 332,740	\$ 347,409	\$ 309,915

<u>Funding Source</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Board Funding	\$ 5,301	\$ 10,609	\$ 9,750	\$ 9,750
Court Fees Funding	285,391	322,131	337,659	300,165
Total	\$ 290,692	\$ 332,740	\$ 347,409	\$ 309,915

Positions

Court Fees Funding	6	6	6	5
Total	6	6	6	5

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

The FY 2013 & FY 2014 budgets reflected continuation funding. The FY 2015 budget eliminated one position due to efficiencies gained from the new Odyssey Case Management System.

CIRCUIT CIVIL

MISSION: To provide the statutorily required services to the public pursuant to the Florida Statutes, Rules of Procedure, Administrative Orders and other directives. Receive, process, and maintain all official court cases in the Circuit Civil Division in a time efficient and cost effective manner. Process Mortgage Foreclosure sales ordered by the court and in accordance with Florida Statutes. Provide support for Circuit Civil court trials and hearings, which includes the maintenance of court files, exhibits, juror activity, and court minutes.

KEY OBJECTIVES:

1. File and process all new Circuit Civil cases within 2 business days of clock in date, while complying with all statutes, rules and procedures.
1. Accept and process all documents within 3 business days of clock in date.
2. Redact each new case filed within 2 business days of clock in date.
3. Redact requested case files within 3 business days of request.
4. Process all Mortgage Foreclosure sales starting with docketing the final judgment, scheduling sale, docketing the notice of sale, researching each case scheduled, updating online sale 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.

SERVICES/MEASURES:	Key Obj Num	Actual FY 12	Actual FY 13	Projected FY 14	Projected FY 15
<i>Workload/Demand:</i>					
# of cases filed and processed	1	20,058	16,885	12,144	12,144
# of documents accepted & processed	2	1,118,816	1,162,524	1,075,305	1,075,305
# of new cases redacted	3	20,058	16,885	12,144	12,144
# of requested case files redacted	4	n/a	8,490	11,180	12,298
# of Mortgage Foreclosure sales processed	5	9,356	13,247	17,236	20,000
# of pages prepared & scanned	6	846,215	866,934	900,000	810,000
<i>Efficiency:</i>					
# of cases filed per FTE	1	340	286	221	221
# of documents processed per FTE	2	18,963	19,703	19,551	19,551
# of new cases redacted per FTE	3	340	286	221	221
# of requested case files redacted per FTE	4	n/a	144	203	224
# of Mortgage Foreclosure sales processed per FTE	5	159	224	313	364
# of pages prepared & scanned per FTE	6	14,343	14,694	16,364	14,727
<i>Effectiveness:</i>					
% of cases filed within 2 days of clock in date	1	73.6%	73.8%	97.8%	100%
% of documents processed within 3 days of clock in date	2	65.5%	85.5%	98.3%	100%
% of new cases redacted within 2 business days	3	100%	100%	100%	100%
% of case file requests redacted within 3 business days	4	n/a	100%	100%	100%
% of Mortgage Foreclosure sales processed	5	100%	100%	100%	100%
% of pages prepared & scanned	6	100%	100%	100%	100%

CIRCUIT CIVIL

<u>Type of Expenditure</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Personal Services	\$ 2,682,202	\$ 2,547,966	\$ 2,877,813	\$ 2,686,551
Operating Expenditures	86,946	95,160	92,617	84,563
Capital Equipment	4,998	-	-	-
Total	\$ 2,769,148	\$ 2,643,125	\$ 2,970,430	\$ 2,771,114

<u>Funding Source</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Board Funding	\$ 15,297	\$ 16,262	\$ 15,542	\$ 19,837
Court Fees Funding	2,753,851	2,609,894	2,954,888	2,751,277
Court Fines (10%) Fund	-	16,970	-	-
Total	\$ 2,769,148	\$ 2,643,125	\$ 2,970,430	\$ 2,771,114

Positions

Court Fees Funding	64	59	59	49
Total	64	59	59	49

Most of the operational expenditures for Circuit Civil 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 2013 budget reflects the transfer of five positions to other Court Operations Departments. This was accomplished due to increased efficiencies and the decrease in cases. The FY 2014 budget reflected continuation funding. The FY 2015 budget reflects the elimination of 10 positions, but some of the remaining positions are being reclassified to different job classifications due to the change in duties related to the new Odyssey Case Management System.

TELEPHONE CENTER

MISSION: To provide for the constituents of Hillsborough County an accurate, consolidated, and customer service focused experience when contacting the Clerk of Circuit Court via Telephone. This is to support and assist the Traffic/Traffic Attorney Line, Family Law, Circuit Civil, County Civil, Felony, Misdemeanor, and Switchboard areas respectively. These services are provided in a timely, professional, and cost effective fashion. All services in this department are provided in English and Spanish. The goal is to continue to reduce the amount of abandoned calls and increase the efficiency of calls handled. Employees are cross-trained in more than one area of expertise.

KEY OBJECTIVES:

1. Maintain an average wait time for Traffic callers of 25 minutes or less
2. Maintain an average wait time for Switchboard callers of 6 minutes or less
3. Maintain an average service time for Traffic callers of 15 minutes or less
4. Maintain an average service time for Switchboard callers of 6 minutes or less
5. Maintain an average wait time for Family Law callers of 15 minutes or less
6. Maintain an average service time for Family Law callers of 25 minutes or less
7. Maintain an average wait time for Circuit Civil & County Civil callers of 7 minutes or less
8. Maintain an average service time for Circuit Civil & County Civil callers of 8 minutes or less
9. Maintain an average wait time for Felony & Misdemeanor callers of 6 minutes or less
10. Maintain an average service time for Felony & Misdemeanor callers of 8 minutes or less

SERVICES/MEASURES:	Key Obj Num	Actual FY 12	Actual FY 13	Projected FY 14	Projected FY 15
Workload/Demand:					
Average # of monthly incoming Traffic calls	1,3	n/a	20,338	20,925	21,972
Average # of monthly handled Traffic calls	1,3	n/a	12,207	13,882	14,577
Average # of monthly abandoned Traffic calls	1,3	n/a	8,120	7,039	7,004
Average # of monthly incoming Switchboard calls	2,4	n/a	16,749	16,832	16,916
Average # of monthly handled Switchboard calls	2,4	n/a	15,767	15,881	16,675
Average # of monthly abandoned Switchboard calls	2,4	n/a	982	868	824
Average # of monthly incoming Family Law calls	5,6	n/a	n/a	6,387	6,707
Average # of monthly handled Family Law calls	5,6	n/a	n/a	4,246	4,458
Average # of monthly abandoned Family Law calls	5,6	n/a	n/a	2,139	2,246
Average # of monthly incoming Circuit Civil calls	7,8	n/a	n/a	2,110	2,216
Average # of monthly handled Circuit Civil calls	7,8	n/a	n/a	1,970	2,069
Average # of monthly abandoned Circuit Civil calls	7,8	n/a	n/a	140	133
Average # of monthly incoming County Civil calls	7,8	n/a	n/a	3,438	3,610
Average # of monthly handled County Civil calls	7,8	n/a	n/a	3,121	3,278
Average # of monthly abandoned County Civil calls	7,8	n/a	n/a	317	302
Average # of monthly incoming Felony calls	9,10	n/a	n/a	2,607	2,738
Average # of monthly handled Felony calls	9,10	n/a	n/a	2,465	2,589
Average # of monthly abandoned Felony calls	9,10	n/a	n/a	142	140
Average # of monthly incoming Misdemeanor calls	9,10	n/a	n/a	2,164	2,272
Average # of monthly handled Misdemeanor calls	9,10	n/a	n/a	2,037	2,139
Average # of monthly abandoned Misdemeanor calls	9,10	n/a	n/a	126	120
Average # of monthly Total Phone Center calls handled	1-10	n/a	n/a	44,396	46,616
Efficiency:					
Average # of monthly Traffic calls per FTE	1,3			2,989	3,139
Average # of monthly Switchboard calls per FTE	2,4			7,947	8,345
Average # of monthly Family Law calls per FTE	5,6			3,193	3,353
Average # of monthly Circuit Civil calls per FTE	7,8			704	740
Average # of monthly County Civil per FTE	7,8			1,146	1,204
Average # of monthly Felony calls per FTE	9,10			1,304	1,370
Average # of monthly Misdemeanor calls per FTE	9,10			1,082	1,137

TELEPHONE CENTER

<u>Type of Expenditure</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Personal Services	\$ 302,600	\$ 341,647	\$ 648,212	\$ 950,066
Operating Expenditures	-	-	6,700	21,619
Capital Equipment	-	-	-	-
Total	\$ 302,600	\$ 341,647	\$ 654,912	\$ 971,685

<u>Funding Source</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Allocated Departments	\$ 302,600	\$ 341,647	\$ 654,912	\$ 261,099
Court Fees Funding	\$ -	\$ -	\$ -	710,586
Total	\$ 302,600	\$ 341,647	\$ 654,912	\$ 971,685

Positions

Allocated Departments	9	9	14	4
Court Fees Funding	0	0	0	16
Total	9	9	14	20

All of the operational expenditures for Telephone Center are budgeted in Allocated Departments.

The FY 2013 budget transferred a position from the Traffic Department to better reflect the position's duties. The FY 2014 budget expanded the Phone Center to answer all calls for the Clerk's main switchboard as well as answering most Court Operations inquiries. This necessitated the transfer of five positions from Civil and Criminal court 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 Phone Center. In addition, most of the positions were transferred to Court Fees Funding to reflect the area where the work is performed.

BOND FORFEITURE

<u>Type of Expenditure</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Personal Services	\$ -	\$ -	\$ -	\$ 274,039
Operating Expenditures	-	-	-	-
Capital Equipment	-	-	-	-
Total	\$ -	\$ -	\$ -	\$ 274,039

<u>Funding Source</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Board Funding	\$ -	\$ -	\$ -	\$ -
Court Fees Funding	-	-	-	274,039
Total	\$ -	\$ -	\$ -	\$ 274,039

<u>Positions</u>				
Court Fees Funding	0	0	0	5
Total	0	0	0	5

Most of the operational expenditures for Bond Forfeitures are budgeted in Court Fees Funding.

This is 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.

PLANT CITY

MISSION: To provide quality, efficient and professional service to the Citizens, Courts and Agencies in Hillsborough County. 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. Receive, review and enter all citations, CRA's and NTA's, 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 3 day time standards. Answer phone calls from citizens to provide information about Traffic, Family Law/Domestic Violence, County and Circuit Civil, and Probate cases.
4. Prepare court dockets and provide courtroom clerks for all Plant City Court divisions. Enter minutes from court within the required 3 day time standards.

SERVICES/MEASURES:	Key Obj Num	Actual FY 12	Actual FY 13	Projected FY 14	Projected FY 15
<i>Workload/Demand:</i>					
# of traffic citations filed	3,4	28,158	29,512	26,500	27,000
# of Circuit Civil cases filed	1,3	160	157	160	165
# of Family Law cases filed	1,3	2,328	2,168	2,400	2,500
# of Domestic Violence cases filed	1,3	1,950	1,612	1,650	1,700
# of County Civil cases filed	1,3	603	670	675	700
# of County Criminal cases filed	3,4	2,974	2,651	2,800	2,900
# of Probate cases filed	1,3	189	726	650	675
# of Marriage Licenses issued	1,2	707	721	950	875
# of Marriage Ceremonies performed	1,2	184	203	225	230
# of Pages recorded	1,2	76,567	169,646	170,000	172,000
# of Passports Issued	1,2	361	708	425	450
<i>Efficiency:</i>					
# of Traffic cases filed per FTE		4,918			
# of Misdemeanor cases filed per FTE		1,325			
# of Civil, Family Law & Probate cases filed per FTE		667			
# of dockets served in by Court Clerks per FTE		87			
# of marriage licenses issued per FTE		350			
# of marriage ceremonies performed per FTE		87			
# of documents recorded per FTE		48,254			
# of Passports Issued per FTE		204			
<i>Effectiveness:</i>					
% of traffic cases filed within 3 business days			95.0%		
% of traffic documents filed within 3 business days			90.0%		
% of county criminal cases filed within 3 business days			93.1%		
% of county criminal documents processed within 3 business days			93.1%		
% of family law cases filed within 3 business days			93.2%		
% of family law documents filed within 3 business days			88.0%		
% of county civil cases filed within 3 business days			88.0%		
% of county civil documents processed within 3 business days			95.0%		

PLANT CITY

<u>Type of Expenditure</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Personal Services	\$ 1,524,590	\$ 1,541,018	\$ 1,715,618	\$ 1,672,404
Operating Expenditures	62,032	58,701	133,023	130,628
Capital Equipment	-	-	-	-
Total	\$ 1,586,622	\$ 1,599,719	\$ 1,848,641	\$ 1,803,032

<u>Funding Source</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Board Funding	\$ 18,075	\$ 17,541	\$ 52,003	\$ 46,634
Court Fees Funding	1,442,143	1,454,919	1,649,343	1,605,072
General Government	126,404	125,265	147,295	151,326
Court Fines (10%) Fund	-	1,994	-	-
Total	\$ 1,586,622	\$ 1,599,719	\$ 1,848,641	\$ 1,803,032

Positions

Court Fees Funding	30	30	30	30
General Government Funding	2	2	2	2
Total	32	32	32	32

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 2013 - FY 2015 budgets reflect continuation funding.

BRANDON REGIONAL SERVICE CENTER

MISSION: Provide for the constituents of Hillsborough County, particularly the residents of Brandon, Valrico, Ruskin & Dover areas, a more convenient alternative for Traffic, Courts, Marriage License, Passport and Official Records services. All services are provided in English and Spanish.

KEY OBJECTIVES:

1. Maintain an average wait time for customers of 15 minutes or less.
 2. Maintain an average service time for customers of 15 minutes or less.
-

SERVICES/MEASURES:	Key Obj Num	Actual FY 12	Actual FY 13	Projected FY 14	Projected FY 15
<i>Workload/Demand:</i>					
Average # of customers served in person monthly in Courts	1,2	5,212	5,502	5,808	6,131
Average # of customers served in person monthly in Official Records	1,2	1,527	1,743	1,990	2,272
<i>Efficiency:</i>					
Average # of customers served in person monthly in Courts per FTE	1,2	651	683	723	763
Average # of customers served in person monthly in Official Records per FTE	1,2	303	327	382	438
<i>Effectiveness:</i>					
Average % of customers waiting 15 minutes or less	1	100%	100%	100%	100%
Average % of customers served in 15 minutes or less	2	100%	100%	100%	100%

BRANDON REGIONAL SERVICE CENTER

<u>Type of Expenditure</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Personal Services	\$ 768,938	\$ 788,650	\$ 844,394	\$ 883,344
Operating Expenditures	31,856	23,940	57,071	40,302
Capital Equipment	-	-	-	-
Total	\$ 800,794	\$ 812,590	\$ 901,465	\$ 923,646

<u>Funding Source</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Board Funding	\$ 19,987	\$ 10,891	\$ 28,568	\$ 15,312
Court Fees Funding	443,363	444,685	488,274	510,881
General Government	337,444	354,199	384,623	397,453
Court Fines (10%) Fund	-	2,815	-	-
Total	\$ 800,794	\$ 812,590	\$ 901,465	\$ 923,646

Positions

Court Fees Funding	10	9	9	9
General Government Funding	7	7	7	7
Total	17	16	16	16

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.

The FY 2013 budget reflects the transfer of a position to Court Operations Management. The FY 2014 and FY 2015 budgets reflect continuation funding.

SOUTHSHORE

MISSION: Provide for the constituents of Hillsborough County, particularly the residents of the South County area, a more convenient alternative for Traffic, Court Services, Marriage License, Official Records & Passport services. All services are provided in a professional and cost effective manner with an emphasis on customer service. All services are provided in English and Spanish.

KEY OBJECTIVES:

1. Process Court documents within 1 business day.
2. Process Recording documents within 1 business day.
3. Process Marriage Licenses within 1 business day.
4. Perform Marriage Ceremonies within 1 hour.
5. Perform Passport processing within 1 hour.
6. Take Passport pictures within 1 hour.
7. Perform Traffic Record research within 1 hour.
8. Process Traffic mail within 3 business days.
9. Set Traffic Court dates within 1 hour.
10. Issue D-6 clearance within 1 hour.

SERVICES/MEASURES:	Key Obj Num	Actual FY 12	Actual FY 13	Projected FY 14	Projected FY 15
Workload/Demand:					
Traffic mail	1,7-10	825	495	600	700
Traffic walk-ins	1,7-10	6,219	6,793	7,000	7,200
County Civil	1	493	514	575	650
Circuit Civil	1	664	699	734	775
Recording walk-in	2	7,971	10,274	10,788	11,000
Recording R-2	2	0	12,352	12,970	13,530
Marriage ceremonies performed	3,4	149	228	239	250
Marriage licenses issued	3,4	407	362	380	396
Passport applications processed	5,6	764	830	872	910
Passport photos taken	5,6	397	394	414	455
Efficiency:					
Transactions per Court FTE	1,7-10	7,405	4,661	4,894	4,930
Transactions per Recording FTE	2-6	9,782	22,956	24,104	24,325
Effectiveness:					
Enter Traffic citation payments within 10 minutes	1	99.0%	99.0%	99.0%	99.0%
Enter Driver History or D-6 clearance within 10 minutes	7-10	99.0%	99.0%	99.0%	99.0%
Enter Misdemeanor payments within 10 minutes	1	99.0%	99.0%	99.0%	99.0%
Enter County Ordinance payments within 10 minutes	1	99.0%	99.0%	99.0%	99.0%
Enter Circuit Civil filing new case within 20 minutes	1	99.0%	99.0%	99.0%	99.0%
Enter County Civil filing new case within 20 minutes	1	99.0%	99.0%	99.0%	99.0%
Enter Probate filing new case within 20 minutes	1	99.0%	99.0%	99.0%	99.0%
Enter Family Law filing new case within 20 minutes	1	99.0%	99.0%	99.0%	99.0%
Enter Recording documents within 20 minutes	2	80.0%	80.0%	80.0%	80.0%
Process Passport applications & photos within 1 hour	5,6	80.0%	80.0%	80.0%	80.0%
Perform marriage ceremony within 1 hour	4	80.0%	80.0%	80.0%	80.0%
Process marriage license applications within 1 hour	3	80.0%	80.0%	80.0%	80.0%

SOUTHSHORE

<u>Type of Expenditure</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Personal Services	\$ 266,558	\$ 270,929	\$ 295,917	\$ 185,889
Operating Expenditures	5,997	8,422	16,740	16,740
Capital Equipment	-	-	-	-
Total	\$ 272,555	\$ 279,351	\$ 312,657	\$ 202,629

<u>Funding Source</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Board Funding	\$ 3,048	\$ 5,789	\$ 6,184	\$ 6,184
Court Fees Funding	121,255	123,121	133,571	67,907
General Government	148,252	150,441	172,902	128,538
Total	\$ 272,555	\$ 279,351	\$ 312,657	\$ 202,629

Positions

Court Fees Funding	2	2	2	1
General Government Funding	2	2	2	2
Total	4	4	4	3

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 2013 & FY 2014 budgets reflected continuation funding. The FY 2015 budget eliminated one position due to efficiencies gained from the new Odyssey Case Management System.

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 deemed 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.
-

SERVICES/MEASURES:	Key Obj Num	Actual FY 12	Actual FY 13	Projected FY 14	Projected FY 15
<i>Workload/Demand:</i>					
# of marriage licenses issued	2	5,450	5,526	6,050	6,600
# of passport applications processed	3	2,506	2,533	2,800	3,000
\$ amount of records library service charges	4	\$372,000	\$184,592	\$18,600	\$188,000
# of total documents recorded	1	441,760	497,194	502,000	507,000
# of documents e-recorded	1	148,316	231,056	233,300	236,000
# of documents recorded in person or by mail	1	293,494	266,144	264,000	262,000

OFFICIAL RECORDS

<u>Type of Expenditure</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Personal Services	\$ 1,764,993	\$ 1,832,834	\$ 2,109,605	\$ 2,100,697
Operating Expenditures	60,763	52,485	192,448	191,448
Capital Equipment	35,754	-	2,000	-
Total	\$ 1,861,510	\$ 1,885,319	\$ 2,304,053	\$ 2,292,145

<u>Funding Source</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Board Funding	\$ 2,967	\$ 4,588	\$ 3,192	\$ 7,000
General Government	1,858,543	1,880,731	2,300,861	2,285,145
Total	\$ 1,861,510	\$ 1,885,319	\$ 2,304,053	\$ 2,292,145

Positions

General Government Funding	41	39	39	39
Total	41	39	39	39

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.

During FY 2012, Official Records installed a Q-Flow system that serves as a self-service kiosk and tracks customer wait time. The FY 2013 budget reflects the reduction of two positions due to increased efficiencies and cross training, . The FY 2014 and FY 2015 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 last advertised sale.
 2. Hold sales on time as advertised with the local newspaper.
-

SERVICES/MEASURES:	Key Obj Num	Actual FY 12	Actual FY 13	Projected FY 14	Projected FY 15
<i>Workload/Demand:</i>					
Tax Certificate files processed	1	915	1,389	1,401	1,401
Sales of property	2	116	449	450	425
<i>Efficiency:</i>					
Tax Certificate files per FTE	1	292	463	350	350
Sales of property per FTE	2	39	149	113	113
<i>Effectiveness:</i>					
% of Tax Certificate files processed within timeline	1	100%	100%	100%	100%
% of sales held on time	2	100%	100%	100%	100%

TAX DEEDS

<u>Type of Expenditure</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Personal Services	\$ 162,252	\$ 179,375	\$ 359,085	\$ 428,331
Operating Expenditures	2,127	8,064	12,350	13,450
Capital Equipment	-	-	-	-
Total	\$ 164,379	\$ 187,438	\$ 371,435	\$ 441,781

<u>Funding Source</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
General Government	\$ 164,379	\$ 187,438	\$ 371,435	\$ 441,781
Total	\$ 164,379	\$ 187,438	\$ 371,435	\$ 441,781

<u>Positions</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
General Government Funding	3	3	5	6
Total	3	3	5	6

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

The FY 2013 budget reflects continuation funding. The FY 2014 budget adds one position and transfers one position from Clerk's Administration due to increased volume. The FY 2015 budget adds one position due to increased volume.

CLERK'S ADMINISTRATION

<u>Type of Expenditure</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Personal Services	\$ 1,085,673	\$ 1,115,216	\$ 1,235,077	\$ 1,138,981
Operating Expenditures	153,560	112,754	193,125	193,225
Capital Equipment	-	-	-	-
Total	\$ 1,239,233	\$ 1,227,970	\$ 1,428,202	\$ 1,332,206

<u>Funding Source</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Board Funding	\$ 51,615	\$ 42,629	\$ 49,500	\$ 49,500
Allocated Departments	1,187,618	1,185,341	1,378,702	1,282,706
Total	\$ 1,239,233	\$ 1,227,970	\$ 1,428,202	\$ 1,332,206

Positions

Allocated Departments	11	11	10	9
Total	11	11	10	9

The Clerk's Administration and Legal Counsel expenditures are budgeted in Allocated Departments, while Facilities Administration expenditures are budgeted in Board Funding.

The FY 2013 budget reflects continuation funding. The FY 2014 budget reflects the transfer of a position to Tax Deeds. Due to changes in workflow related to the new Enterprise Resource Planning (ERP) a position was transferred to Employee Relations in the FY 2015 budget.

EMPLOYEE RELATIONS

<u>Type of Expenditure</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Personal Services	\$ 516,438	\$ 522,515	\$ 519,199	\$ 606,871
Operating Expenditures	33,053	36,370	152,353	152,353
Capital Equipment	-	-	-	-
Total	\$ 549,491	\$ 558,885	\$ 671,552	\$ 759,224

<u>Funding Source</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Allocated Departments	\$ 549,491	\$ 558,885	\$ 671,552	\$ 759,224
Total	\$ 549,491	\$ 558,885	\$ 671,552	\$ 759,224

<u>Positions</u>	<u>FY 12</u>	<u>FY 13</u>	<u>FY 14</u>	<u>FY 15</u>
Allocated Departments	9	8	7	8
Total	9	8	7	8

All of the operational expenditures for Employee Services are budgeted in Allocated Departments.

Due to increased efficiencies and cross training, Employee Services was able to eliminate one position in FY 2013. As part of the Enterprise Resource Planning Project (replacement of Clerk financial and purchasing systems), a position was transferred to Purchasing & Mail Services in FY 2014. Due to changes in workflow related to the new Enterprise Resource Planning (ERP) a position was transferred from Clerk's Administration in the FY 2015 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 redeliver 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. Manages Accounting changes to PO's within 24 hrs.
8. Manage an Automated Master Vendor & Purchase Order Listing through the Purchasing ACCESS database. Promote goodwill and clear communication with vendors and all those involved in the procurement process. (Ten months of FY 2013).
9. Manage competitive Bids, Requests for Proposals and Request for Quotation processes.
10. Manage automated purchasing activity and process an average of 2,000 regular, blanket and PCARD purchase orders per year.
11. Review/process Clerk's Authorization Request Forms (CARF) within 24 hours of receipt to expedite receiving the goods & services.
12. Manage service calls to vendors with 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.

SERVICES/MEASURES:	Key Obj Num	Actual FY 12	Actual FY 13	Projected FY 14	Projected FY 15
Workload/Demand:					
# of pieces of USPS mail received	1	1,744,568	1,339,955	1,339,955	1,339,955
# of pieces of USPS mail redelivered	1	1,744,568	1,339,955	1,339,955	1,339,955
# of pieces of expedited/certified mail tracked	1	49,609	48,120	48,120	48,120
# of pieces of mail processed or shipped	2	1,615,997	1,553,935	1,553,935	1,553,935
Postage cost	2	\$847,658	\$835,223	\$876,985	\$920,835
# of pieces of inter-office & prepaid mail picked up	3	1,161,930	1,129,201	1,129,201	1,129,201
# of pieces of inter-office & prepaid mail delivered	3	1,161,930	1,129,201	1,129,201	1,129,201
# of boxes picked up and delivered	3	17,179	12,415	12,415	12,415
# of Notices & Jury Summons	4	574,568	573,141	573,141	573,141
# of checks & accounting letters	4	65,838	60,976	60,976	60,976
# of mail stops	1	257	264	272	280
# of vehicles managed	5	8	8	7	7
# of requisitions (PR's) received, ordered & processed	6	2,023	1,950	1,950	1,950
# of Bids, Requests for Proposals & Quotations compiled and issued	9	4	1	4	4
# of vendors in Purchasing ACCESS data base	8	847	962	991	1,020
# of CARFs processed within 24 hours of receipt	11	163	164	164	164
# of P-Card purchases processed	6	153	128	135	142

(Continued)

MAIL SERVICES & PURCHASING

SERVICES/MEASURES:	Key Obj Num	Actual FY 12	Actual FY 13	Projected FY 14	Projected FY 15
Efficiency:					
# of incoming pieces of mail per FTE	1,2	139,565	107,197	107,197	107,197
# of outgoing pieces of mail per FTE	1,2	461,713	443,981	443,981	443,981
# of pieces of inter-office & prepaid mail per FTE	3	92,954	90,336	90,336	90,336
# of stops per FTE	1-3	21	21	22	23
# of vehicles managed per FTE	5	0.64	0.64	0.56	0.56
# of requisitions (PR's) processed per FTE	6	2,023	1,950	1,950	1,950
# of POs typed, logged in cross-ref books & filed in cabinets	6	2,023	1,950	1,950	1,950
Processing cost per requisition	7	\$53.13	\$59.42	\$59.42	\$59.42
Average hours required to process each requisition	10	1.54	1.60	1.60	1.60
Average hours to type PO's, log in cross-ref books & filed in cabinets	10	1.03	1.06	1.06	1.06
Average hours required to process P-Card purchases	6	0.14	0.06	0.02	0.02
Effectiveness:					
% of incoming mail delivered	1,3	99.9%	99.9%	99.9%	99.9%
% of requisitions completed within 5 working days	6	97.0%	93.0%	95.0%	95.0%
% of successful Bids, Requests for Proposals & Quotations	9	100.0%	100%	100%	100%
% of CARFs processed within 24 hours of receipt	11	95.0%	88.4%	95.0%	95.0%
% of P-Card purchases placed within 5 working days	6	99.0%	95.0%	95.0%	95.0%
Customer Satisfaction Survey (1-5 scale, 5 being the best)	13	4.9	n/a	n/a	n/a

MAIL SERVICES & PURCHASING

<u>Type of Expenditure</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Personal Services	\$ 592,520	\$ 536,007	\$ 664,461	\$ 760,672
Operating Expenditures	72,828	73,678	104,313	95,451
Capital Equipment	1,723	38,036	21,590	26,590
Total	\$ 667,071	\$ 647,721	\$ 790,364	\$ 882,713

<u>Funding Source</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Board Funding	\$ 285,784	\$ 330,801	\$ 363,139	\$ 360,588
Allocated Departments	381,287	316,920	427,225	522,125
Total	\$ 667,071	\$ 647,721	\$ 790,364	\$ 882,713

Positions

Board Funding	6	6	6	6
Allocated Departments	8	7	8	9
Total	14	13	14	15

The Purchasing function is budgeted in 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 increased efficiencies and cross training, Purchasing Services was able to eliminate one position in FY 2013. As part of the Enterprise Resource Planning Project (replacement of Clerk financial and purchasing systems), a position was transferred from Employee Services in FY 2014. Due to changes in workflow related to the new Enterprise Resource Planning (ERP) a position was transferred from CCC Accounting in the FY 2015 budget.

CCC ACCOUNTING

MISSION: The mission of CCC Accounting is to receive, audit, deposit & provide primary custody for all the Clerk's receipts; to ensure the security and control of all disbursements; ensure accurate and timely recording of all Clerk's accounting transactions; prepare and issue all financial reports; prepare and issue the annual budgets by the deadline; prepare and issue all state reporting requirements; and provide the accounting functions in compliance with GAAP as practiced in the United States.

KEY OBJECTIVES:

1. Audit & prepare deposits the next day 100% of the time.
2. Ensure that all check requests are processed within 4 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 a weekly average of 880 jury & witness checks with 100% accuracy.
6. Perform all accounting functions and close each month by the 14th of the next month.
7. Prepare the Clerk's annual budget by the BOCC & CCOC statutory deadlines.
8. File all budget reports by the county and state deadlines.
9. Review the Clerk's Authorization Request forms (CARF) and Position Classification forms within 24 hours of receipt.
10. Issue all monthly reports by the 15th of the following month.

SERVICES/MEASURES:	Key Obj Num	Actual FY 12	Actual FY 13	Projected FY 14	Projected FY 15
<i>Workload/Demand:</i>					
# of deposits per year	1	7,049	6,422	5,000	5,000
# of consolidated check requests per year	2	19,910	21,196	18,000	18,000
# of NSF checks per month	3	52	53	55	55
# of interfaces per month	4	127	132	130	130
# of jury & witness checks per month	5	1,485	1,395	2,000	2,000
# of monthly closings	6	12	12	12	12
# of bank reconciliations per month	7	12	12	10	10
# of budget reports filed	8	36	41	36	36
# of CARF's & classification requests	9	137	176	150	150
# of monthly reports	10	127	116	140	140
# of jury & witness requests entered	5	23,148	18,161	24,000	24,000
# of journal entries processed	10	9,271	9,033	10,000	10,000
<i>Efficiency:</i>					
# of deposits per FTE	1	1,762	1,284	1,250	1,250
# of check requests per FTE	2	3,982	4,239	3,600	3,600
# of NSF checks per FTE	3	26	17	26	26
# of interfaces per FTE	4	32	27	33	33
# of jury & witness checks per FTE	5	990	1,395	1,333	1,333
# of monthly closings per FTE	6	1	1	1	1
# of bank reconciliations per FTE	7	12	12	12	12
# of budget reports per FTE	8	36	41	36	36
# of CARF's & classification requests per FTE	9	137	176	150	150
# of monthly reports per FTE	10	35	35	35	35

(Continued)

CCC ACCOUNTING

SERVICES/MEASURES:	Key Obj Num	Actual FY 12	Actual FY 13	Projected FY 14	Projected FY 15
<i>Effectiveness:</i>					
% of deposits made the next business day	1	96.0%	97.0%	100%	100%
% of NSF checks collected	2	75.0%	77.0%	80.0%	80.0%
% of check requests processed within 4 business days	3	97.0%	84.0%	90.0%	90.0%
% of interfaces completed in 4 working days	4	97.0%	97.0%	99.0%	99.0%
% of jury & witness checks paid in 20 days from date of service	5	99.7%	99.8%	100%	100%
% of monthly closings on time	6	100%	83.0%	100%	100%
% of bank reconciliations completed by the 25 th of the following month	7	96.0%	75.0%	100%	100%
% of budget reports filed by deadline	8	100%	100%	100%	100%
% of CARF's & classification requests processed in 24 hours	9	100%	99.0%	100%	100%
% of monthly reports issued on time	10	100%	100%	100%	100%
% of jury & witness requests processed within 2 business days	5	97.0%	96.0%	100%	100%
% of journal entries entered within 4 business days	10	91.5%	99.0%	100%	100%

CCC ACCOUNTING

<u>Type of Expenditure</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Personal Services	\$ 1,695,681	\$ 1,633,926	\$ 1,800,047	\$ 1,861,102
Operating Expenditures	147,002	168,324	207,615	219,522
Capital Equipment	-	47,495	-	-
Total	\$ 1,842,683	\$ 1,849,745	\$ 2,007,662	\$ 2,080,624

<u>Funding Source</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Board Funding	\$ 4,017	\$ 81,360	\$ 3,950	\$ 1,810
Allocated Departments	1,838,666	1,768,385	2,003,712	2,078,814
Total	\$ 1,842,683	\$ 1,849,745	\$ 2,007,662	\$ 2,080,624

Positions

Allocated Departments	32	30	30	29
Total	32	30	30	29

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

Due to increased efficiencies and cross training, CCC Accounting was able to eliminate one position in FY 2013. As part of the Enterprise Resource Planning Project (replacement of the County and Clerk financial systems), the Budget Director position was moved to Board Funding from Allocated Departments in FY 2013. The FY 2014 budget reflected continuation funding. Due to changes in workflow related to the new Enterprise Resource Planning (ERP) a position was transferred to Mail Services & Purchasing in the FY 2015 budget.

RECORDS MANAGEMENT

MISSION: Practice sound Records Management techniques to include the efficient, effective and economical management of public records and information. Provide timely and responsive customer service to all Clerk departments and employees. Ensure compliance with Florida Statutes related to recordkeeping practices. Assist in scanning of records in Courts areas.

KEY OBJECTIVES:

1. Respond to court files requested from the Courts departments using Odyssey.
2. Manage the storage and retrieval of Administrative Box Records to respective owners by the following day.
3. Accurately file pleadings sent by our Court Departments within 2 days of receipt.
4. Deliver requested supplies within one working day to Clerk departments and bi-weekly to Plant City and Traffic.
5. Track the processing of Official Records Microfilm and coordinate the offsite storage of it.
6. Provide scanning services to designated court files, per user requests.
7. Destruction of court files, when appropriate.
8. Destruction of Administrative Records, when appropriate.
9. Participate and Perform audits, as needed or as requested.
10. Provide records management training

SERVICES/MEASURES:	Key Obj Num	Actual FY 12	Actual FY 13	Projected FY 14	Projected FY 15
<i>Workload/Demand:</i>					
# of daily case file requests	1	442	349	349	300
# of case file requests filled per 5 print schedules	1	88	70	70	60
# of daily supply requests	2	3	4	4	4
# of new box files received daily	3	14	32	25	25
# of pleadings	4	283,833	213,422	200,000	150,000
# of micro-film rolls processed	5	695	1,209	622	0
# of case files scanned	6	n/a	15	80	300
# of court files destroyed (cu. ft.)	7	5,540	2,292	1,000	1,000
# of administrative records destroyed (cu. ft.)	8	1,474	1,263	1,200	1,200
# of audits performed	9	8	5	5	3
# of records management trainings provided	10	15	4	4	4
<i>Efficiency:</i>					
Average # of case files pulled per FTE	1	111	70	70	50
Average # of supply items pulled for delivery	2	34	20	20	15
Average # of boxes filled	3	7	6	4	2
Average # of pleadings filed within 2 days	4	1,126	850	797	500
Average # of audits performed	9	8	7	4	4
Average # of trainings provided including scanning	10	15	6	6	6
<i>Effectiveness:</i>					
% of response to case file requests	1	100%	100%	100%	100%
% of response to supply requests	2	100%	100%	100%	100%
% of box files filed	3	100%	100%	100%	100%
% of court files destroyed	6	75.0%	100%	100%	100%
% of administrative records destroyed	7	75.0%	100%	100%	100%
% of audits performed	8	100%	100%	100%	100%

RECORDS MANAGEMENT

<u>Type of Expenditure</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Personal Services	\$ 575,845	\$ 619,785	\$ 658,627	\$ 602,062
Operating Expenditures	127,249	131,998	190,656	176,000
Capital Equipment	-	-	-	-
Total	\$ 703,094	\$ 751,783	\$ 849,283	\$ 778,062

<u>Funding Source</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Board Funding	\$ 100,574	\$ 94,322	\$ 123,056	\$ 97,000
Court Fees Funding	353,742	383,650	-	-
Allocated Departments	248,778	262,792	275,602	291,497
Court Fines (10%) Fund	-	11,020	450,625	389,565
Total	\$ 703,094	\$ 751,783	\$ 849,283	\$ 778,062

Positions

Court Fees Funding	11	11	0	0
Court Fines (10%) Fund	0	0	11	10
Allocated Departments	3	4	3	3
Total	14	15	14	13

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 Allocated Departments, while costs for vehicles, facilities and microfilming are budgeted in Board Funding.

The FY 2013 budget reflects the reassignment of one management position as part of the new Odyssey Case Management System project. The FY 2014 budget restores this position to Circuit Probate and transfers the Court Record Center program funding from Court Fees to Court Fines (10%). The FY 2015 budget eliminated one position due to efficiencies gained from the new Odyssey Case Management System.

INFORMATION TECHNOLOGY

MISSION:

IT Vision: 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 constitutionals to seek economies of scale and improved efficiencies

KEY OBJECTIVES:

1. Reduce number of IT Service Center (ITSC) calls by 10% per Full Time employees by increasing use of Self Service automation tools
Deliver requested supplies within one working day to Clerk departments and bi-weekly to Plant City and Traffic.
2. Reduce number of unplanned and emergency Request for Changes (RFC’s) by 20%, by transitioning to normal or pre-approved RFC types
3. Ensure that 95% of new requests are reviewed through the project initiation process.
4. Ensure that network servers are available 99% of the time during business hours
5. Ensure that production applications are available 99% of the time during business hours
6. Ensure all systems, including Disks and Storage Devices are being monitored on a daily basis to proactively identify issues before they become a problem

SERVICES/MEASURES:	Key Obj Num	Actual FY 12	Actual FY 13	Projected FY 14	Projected FY 15
IT Customer Service - ICS (Desktop Services)					
<i>Workload/Demand</i>					
Total # of ITSC Tickets	1	4,059	4,727	4,900	4,950
<i>Efficiency</i>					
ICS Tickets per staff member	1	810	787	816	825
Reduced # of ICS Tickets per staff member	1	730	816	825	825
<i>Effectiveness</i>					
% of ICS Tickets reduction per FTE	1	10.0%	-3.0%	-1.0%	0%
% of ICS Tickets resolved at first interaction	1	80%	81.0%	81.0%	81.0%
IT Department					
<i>Workload/Demand</i>					
Total # of RFCs	2,3	264	153	200	200
Total # of Project Initiations	2,3	30	3	30	40
<i>Efficiency</i>					
Number of unplanned and emergency RFCs	2,3	100	17	30	20
New requests for project initiation	2,3	28	3	25	30
<i>Effectiveness</i>					
Percentage of unplanned and emergency RFCs	2,3	20.0%	20.0%	20.0%	20.0%
Percentage of new requests for project initiation	2,3	95.0%	95.0%	95.0%	95.0%

(Continued)

INFORMATION TECHNOLOGY

SERVICES/MEASURES:	Key Obj Num	Actual FY 12	Actual FY 13	Projected FY 14	Projected FY 15
IT Network Services					
<i>Workload/Demand</i>					
Perform Network Monitoring on Prod Servers	4	246	257	269	281
Perform Network Monitoring on Applications & Interfaces	4	1,529	1,604	1,684	1,768
<i>Efficiency</i>					
Response time	4	>1 sec	>1 sec	>1 sec	>1 sec
<i>Effectiveness</i>					
Percentage of network availability	4	99%	99%	99%	99%
IT Systems Administration					
<i>Workload/Demand</i>					
Number of servers maintained	5	312	322	334	360
<i>Efficiency</i>					
Number of servers per administrator	5	44	46	47	51
<i>Effectiveness</i>					
Average production system uptime	5	99.0%	99.0%	99.0%	99.0%

INFORMATION TECHNOLOGY

<u>Type of Expenditure</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Personal Services	\$ 5,119,592	\$ 5,136,448	\$ 5,914,901	\$ 6,096,280
Operating Expenditures	3,832,080	3,517,588	4,624,211	4,112,401
Capital Equipment	986,123	1,018,631	1,299,300	1,306,407
Total	\$ 9,937,795	\$ 9,672,667	\$ 11,838,412	\$ 11,515,088

<u>Funding Source</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Allocated Departments	\$ 9,937,795	\$ 9,672,667	\$ 11,838,412	\$ 11,540,588
Total	\$ 9,937,795	\$ 9,672,667	\$ 11,838,412	\$ 11,540,588

<u>Positions</u>	<u>FY 12 Actual</u>	<u>FY 13 Actual</u>	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>
Allocated Departments	65	57	56	56
Total	65	57	56	56

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

The FY 2013 budget reflects a reduction of 8 positions due to increased efficiencies that Information Technology was able to achieve. The FY 2014 budget reflects the reduction of one position due to increased efficiencies. However, the FY 2014 and FY 2015 Operating and Capital budgets were increased to provide redundant servers and storage for disaster recovery. A major disaster could result in the disruption of IT service for the 13th Judicial Circuit, the County's Official Records system, and the BOCC's financial and payroll systems.

NON-DEPARTMENTAL ACCOUNTS

	FY 12 Actual	FY 13 Actual	FY 14 Adopted	FY 15 Adopted
<u>Board Funding</u>				
Property & Auto Insurance	\$ 21,979	\$ 23,072	\$ 23,893	\$ 25,081
Other Facilities Costs	259,239	40,114	358,086	481,896
Salary Supplement - \$1,500	-	1,176,345	-	-
New BOCC Agenda System	88,845	-	-	-
Residual Equity to BOCC	2,126,484	2,183,300	-	-
Total	\$ 2,496,547	\$ 3,422,831	\$ 381,979	\$ 506,977

<u>Court Fees Funding</u>				
Transfer to CCOC Trust Fund	\$ 1,689,709	\$ 5,758,873	\$ 1,355,975	\$ 1,356,814
Title IV-D Allocated Out	(1,175,513)	(1,112,743)	(1,343,791)	(1,380,359)
Juror Costs	191,453	316,228	355,000	356,086
Foreclosure Grant	-	90,191	-	-
Other Court Costs/Carryover	564,699	387,462	100,770	-
Total	\$ 1,270,348	\$ 5,440,011	\$ 467,954	\$ 332,541

<u>General Government</u>				
Excess Fees to BOCC	\$ 1,998,245	\$ 2,338,759	\$ 1,331,596	\$ 356,262
Title IV-D Allocated In	\$ 1,175,513	\$ 1,112,743	\$ 1,343,791	\$ 1,380,359
Passport Mailing Costs	25,025	23,170	20,000	25,000
Other Operating Costs	-	13,013	-	-
Total	\$ 3,198,783	\$ 3,487,685	\$ 2,695,387	\$ 1,761,621

<u>Allocated</u>				
Clerk's Salary	\$ 153,052	\$ 153,211	\$ 153,211	\$ 158,766
Clerk's Benefits & Taxes	27,681	37,472	71,380	89,241
General Liability Insurance	101,767	104,178	102,800	106,364
Retiree Health Insurance Subsidy	44,054	42,109	40,000	40,000
Employee Awards Program	10,055	13,866	30,750	30,750
Total	\$ 336,609	\$ 350,836	\$ 398,141	\$ 425,121

<u>Trust Fund Reserves</u>				
Court Technology	\$ 561,440	\$ 1,427,540	\$ 1,274,793	\$ 885,899
Public Records Modernization	4,652,575	4,297,554	3,103,150	2,888,762
Court Fines (10%)	3,959,441	4,387,708	3,424,653	-
Total	\$ 9,173,456	\$ 10,112,802	\$ 7,802,596	\$ 3,774,661