



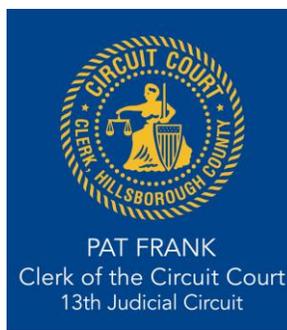
Hillsborough County, Florida Clerk of Circuit Court / Comptroller



**Annual Budget
October 1, 2015 — September 30, 2016**

**Planned Budget
October 1, 2016 — September 30, 2017**





February 29, 2016



I am pleased to present the budget for the Hillsborough County Clerk of the Circuit Court/Comptroller for Fiscal Year (FY) 2016.

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 2014, the Court departments docketed 6,668,156 items; filed 328,543 court cases, processed 72,581 case reopenings, handled 1,461 Notice of Appeals, and collected \$66.5 million in fines and fees for the State, County, and other agencies. In addition, Jury Services issued 109,120 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 2014, the Tax Deed Department processed 1,139 tax certificates and conducted 437 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 2014, Accounts Payable paid approximately 170,760 invoices (including 31,020 purchasing card transactions) representing over \$1.7 billion in vendor payments. During a single month, the Clerk also pays about 4,100 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 2014, the Revenue and Treasury function recorded over 30,000 bank deposits for more than \$1.8 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, 2014, the Board had approximately \$5.83 billion in infrastructure assets and \$2.27 billion in other capital assets, net of accumulated depreciation. During FY 2014, Fixed Assets inventoried \$410 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 2014, the Payroll Department paid approximately 6,346 employees every two weeks, representing over \$300 million in gross wages.

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

The BOCC Records/VAB Department, as ex officio Clerk to the VAB, provides the functions described in F.S. 192, 193, 194, 195, and 196 and Florida Administrative Code 12D-9, 12D-10, and 12D-16. The Department files, tracks, and archives VAB petitions for changes in appraisal value and exemption status. Petitioners can file online or in the Clerk's VAB office. Petitions are scanned and provided electronically to the special magistrates and the Property Appraiser's Office for the hearing process. The Department schedules and records hearings and resulting decisions, distributes the results of the hearing to petitioners, and manages the VAB revenues and expenditures. For FY 2014, the Department accepted 2,282 VAB petitions, representing 2,284 parcels, and held 517 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 2014, the BOCC Support Services Department processed 303 applications for appointments to the 50 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 2014, the Clerk's Accounting Department accounted for \$373 million in receipts; distributed \$336.6 million to various State and local agencies/trust funds; paid 16,835 jurors & witnesses; and disbursed \$196.6 million 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.

During FY 2014, the County Audit Department issued 19 Audit Reports and 4 Management Assistance Letters.

County Recorder

The **Recording Department** records, indexes, and archives all documents that create the Official Records of Hillsborough County. Over 35 million documents have been recorded in the Official Records since 1965, with additional recorded documents extending to 1846. The Recording Department also collects money for documentary stamp taxes, intangible taxes, recording fees and other miscellaneous fees. During FY 2014, this Department recorded 437,348 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 2014, the Recording Department issued 9,440 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 2014, the Recording Department processed 1,964 passport applications.

Support Services

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

The Clerk's technology infrastructure and applications allow the public and other governmental agencies to access most of the Clerk's records any day, any time via the Clerk's website. Security protocols ensure that confidential information is viewable only by those with authorization. The Information and Technology Department manages over 400 million files equaling over 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 **Human Resources Department** is responsible for recruiting and retaining employees, developing employee policies, managing employee compensation and benefits, administering workers compensation claims, overseeing the disciplinary process, managing the onboarding process for new hires, ensuring the Clerk's Office is in compliance with all employer/labor laws and regulations including Civil Service Rules, providing employee orientation and training, administering the annual open enrollment process for insurance benefits, providing retirement processing, and to being an overall resource to the Clerk's Office. The Human Resources Department continues to work toward a paperless environment through the use of OnBase imaging and workflow and the implementation of Oracle ERP - Human Capital Management. The Department is currently in the process of imaging and indexing current employee personnel files.

During FY 2014, the Human Resources Department provided services to 790 funded positions; coordinated 98 recruitments, administered 58 onboarding meetings and 9 new hire orientations, administered 8 pre-disciplinary hearings, performed 550 background checks, administered 135 leaves of absence, processed 10 ADA accommodation requests, coordinated 78 separations and 85 retirement/DROP applications.

The **Mail Services Department** is responsible for the receipt and distribution of all letters and parcels for offices of the Board and Clerk. During FY 2014, the Mail Services Department supported 148 locations, received and distributed 1,079,528 pieces of mail, 11,925 boxes of files, 905,079 pieces of inter-office mail, and 34,699 pieces of express/accountable mail. In addition, the Mail Services Department processed 1,127,887 pieces of out-going mail representing \$774,777 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, 2014

Jeffrey R. Emswiler

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, 2015 was 1,325,563 making it the fourth most populous county in the state. Of this population, 905,007 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 the University of South Florida, MacDill Air Force Base and Hillsborough County government. Major private sector employers are Verizon Communications Corporation (telecommunications), Publix Food Centers (supermarkets), Tampa Electric Corporation (electric utility), Bank of America (banking services), JPMorgan Chase (financial services), Busch Entertainment Corporation (tourist attraction), Amazon (e-commerce) and Tribune Company (newspaper publishing).

HILLSBOROUGH COUNTY FACTS

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

Another significant element of the economy is agriculture. The county's total agricultural production ranks 4th in the state and 59th in the United States. It ranks number 2 in Florida for the number of farms. In 2012, agricultural sales were estimated at \$378.1 million. The crop with the highest sales in 2012 was strawberries, accounting for 32% of crop sales.

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

GOVERNING THE COUNTY

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

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

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

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.

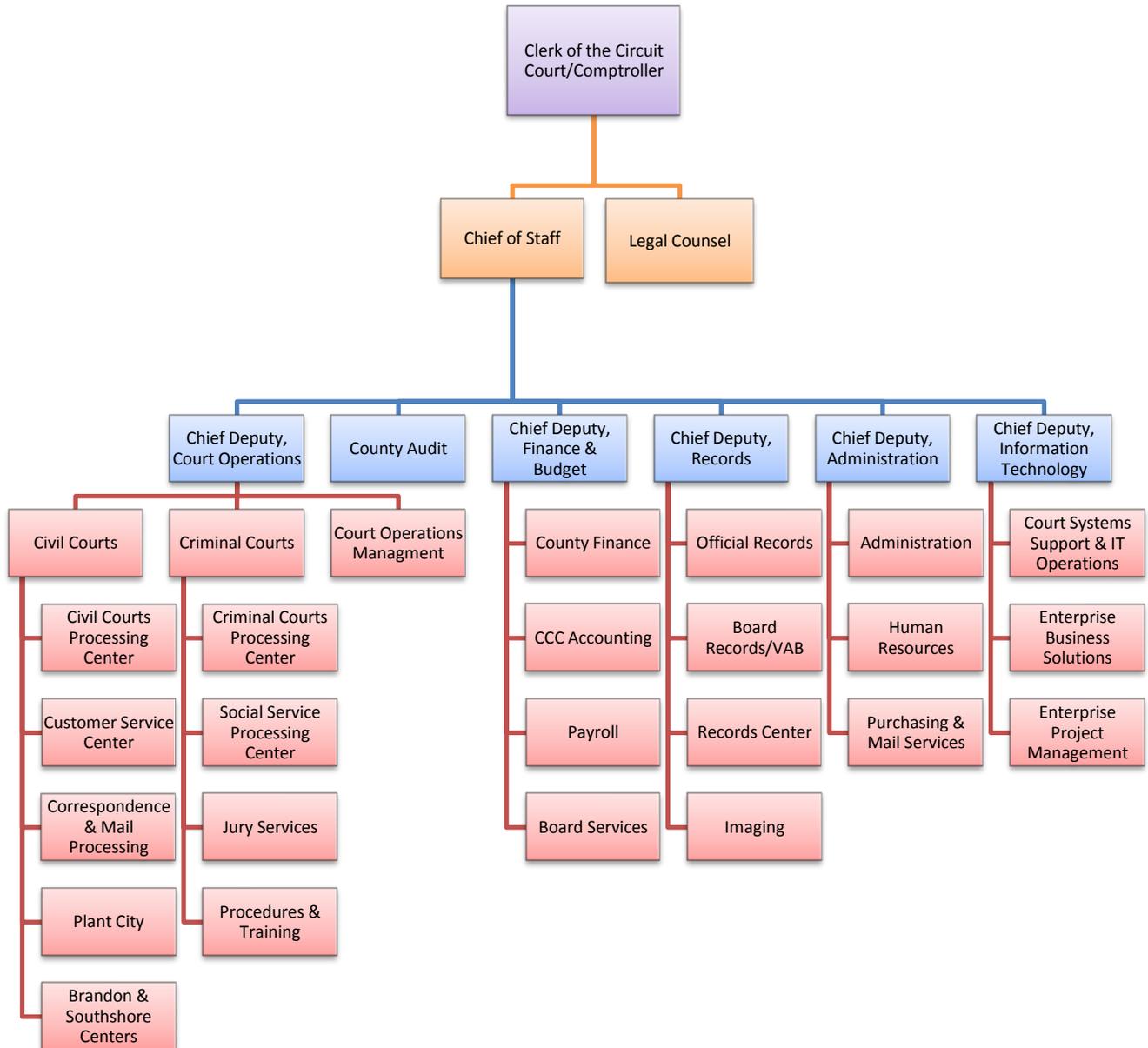
Legal: *Legal* custodian of court records, documents, evidence and court funds.

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



BUDGET HIGHLIGHTS

The FY 2016 Adopted Budget for the Hillsborough County Clerk of the Circuit Court is \$64.7 million compared to the FY 2015 Adopted Budget of \$66.3 million. Of the \$1.6 million decrease in the budget, \$1.0 million is a decrease in the projected excess fees due to the State and County. This is due to lower projected court-related revenues. The remaining \$0.6 million is in the Capital Budget and reflects the substantial completion of the new Case Maintenance System (Odyssey).

REORGANIZATION

Early in the budget process, Senior Management determined the best method for realizing the most return on investment from Odyssey, was to reorganize the entire Court Operations area. Historically, the Court Operations organization structure had mirrored the judicial court divisions of Circuit Criminal, County Criminal, Traffic, Juvenile, Family Law, Circuit Civil and County Civil. Each department had its own front counter, courtroom clerks, document processing teams, file rooms, etc. The new Court Operations organization is a service center concept and the departments are aligned by function rather than Court division. The Customer Service Center handles all front counter duties, with the exception of Mental Health and Domestic Violence. The Correspondence & Mail Processing Department processes mail for all court divisions. The Civil Court Processing Center includes all of the Civil Court courtroom clerks and the document processing teams for the civil divisions (Circuit Civil, County Civil and Family Law). The Criminal Court Processing Center handles the same duties as its civil counterpart for the Criminal divisions (Circuit Criminal, County Criminal, Traffic and Juvenile) and in addition processes Bonds, Appeals and Evidence. Finally, the Social Service Processing Center handles all functions for Probate, Mental Health and Domestic Violence. This allows these sensitive case types to be processed in a more secure environment than standard court cases.

This reorganization would not have been possible without e-filing of court cases and the conversion of paper records to electronic. Prior to these projects, the paper files had to be available for processing and to have in the courtroom. This made the court division structure necessary. Of course, now most active cases have documents in an electronic format and the court clerks can access them from anywhere in the courthouse with a computer. This change alone resulted in the elimination of 25 positions. As more cross training can be implemented, the efficiency will likely grow.

FUNDING PRIORITIES

The highest priorities of the Clerk's Office for the FY 2016 budget were to maintain current service levels, and obtain the most efficiency and effectiveness from our new systems (see reorganization section above). Funding has been included for further enhancements to the Odyssey case maintenance system, such as the in-court and probation modules. Expansion of the document management system, OnBase is also funded.

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

BUDGET HIGHLIGHTS

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

In addition to technology initiatives, the Clerk requested funding for a 2.0% market equity adjustment and a 2.0% performance based adjustment. This request was approved by the Board of County Commissioners and sufficient Court Related and General Government revenues are projected to fund this adjustment for employees paid from these funding sources.

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.

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 2016.

BUDGET SUMMARY

BUDGET SOURCES & USES - ALL FUNDS

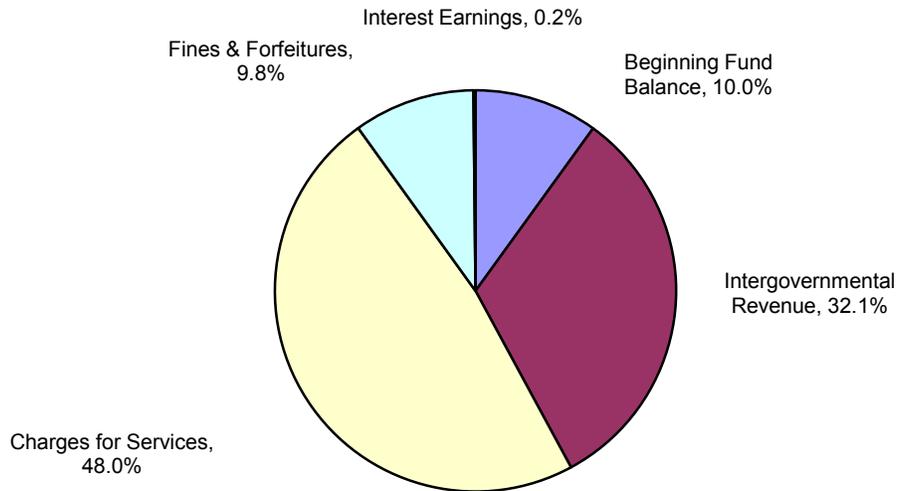
	FY 14 Actual	FY 15 Adopted	FY 16 Adopted	FY 17 Planned
<u>Sources</u>				
Beginning Fund Balance	\$ 10,500,266	\$ 6,256,345	\$ 6,442,603	\$ 4,571,965
<u>Revenues</u>				
Intergovernmental Revenue	20,073,511	20,303,199	20,778,715	20,739,856
Charges for Services	30,746,650	32,641,412	31,010,631	31,010,631
Fines & Forfeitures	6,643,952	6,939,708	6,311,130	6,311,130
Interest Earnings	(1,508)	177,854	108,008	108,008
Total Revenue	\$ 67,962,871	\$ 66,318,518	\$ 64,651,087	\$ 62,741,590
<u>Uses</u>				
<u>Expenditures</u>				
Personal Services	\$ 44,260,775	\$ 47,825,888	\$ 47,673,346	\$ 47,673,346
Operating Expenditures	8,601,992	9,690,652	9,512,490	9,628,209
Capital Outlay	5,565,238	3,314,241	2,376,926	2,687,184
<u>Non-Expenditures</u>				
Transfer to State & County	3,042,269	1,713,076	753,048	642,590
State Funds Carryforward	-	-	-	-
Reserve for Future Projects	6,492,597	3,774,661	4,335,277	2,110,261
Total Expenditures	\$ 67,962,871	\$ 66,318,518	\$ 64,651,087	\$ 62,741,590

BUDGETED POSITIONS - ALL FUNDS

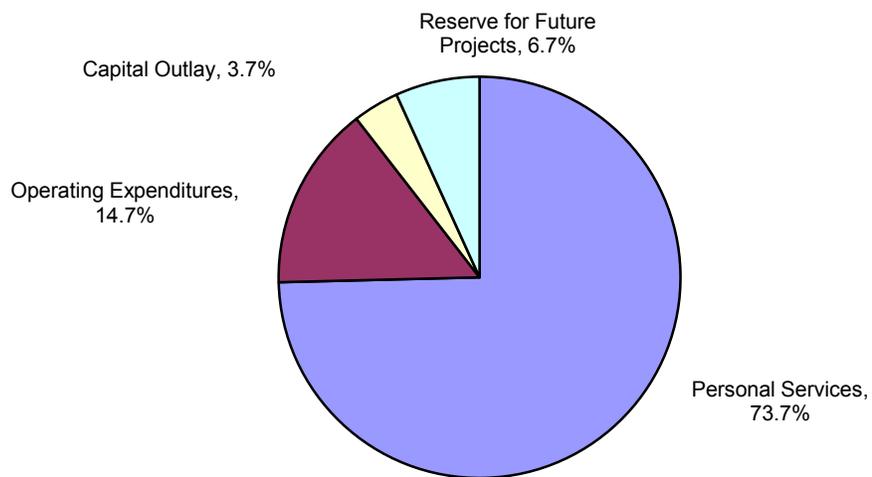
	FY 14 Adopted	FY 15 Adopted	FY 16 Adopted	FY 17 Adopted
<u>Funding Source</u>				
Board Funding	108	108	107	107
Court Fees Funding	477	462	426	426
Court Fines Trust Fund	20	21	32	32
General Government Funding	55	56	57	57
Allocated Departments	129	119	116	116
Total Positions	789	766	738	738

BUDGET SUMMARY

FY 2016 Budget Sources



FY 2016 Budget Uses



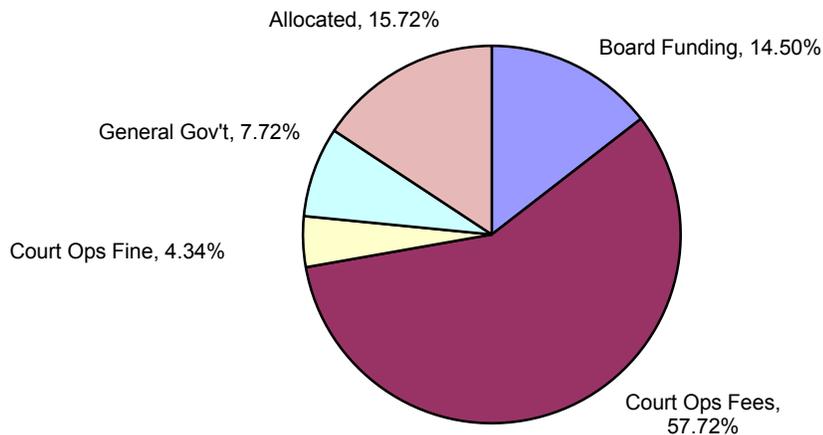
POSITION SUMMARY

	<u>FY 14 Adopted</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Adopted</u>
<u>Board Funding</u>				
Value Adjustment Board	5	5	5	5
County Audit	10	10	9	9
Mail Services & Purchasing	6	6	6	6
Payroll	12	11	11	11
County Finance	53	54	54	54
Board Records	6	6	6	6
Systems Support	11	11	0	0
Enterprise Solutions & Support	0	0	11	11
Board Services	5	5	5	5
Total	108	108	107	107
<u>General Government</u>				
Clerk's Administration	0	0	1	1
Official Records	39	39	39	39
Plant City	2	2	2	2
Brandon Regional Svc Ctr	7	7	9	9
Southshore	2	2	0	0
Tax Deeds	5	6	6	6
Total	55	56	57	57
<u>Court Operations - State</u>				
Court Operations Management	6	3	15	15
Appeals	12	12	0	0
Mental Health	7	8	0	0
Jury Services	4	4	3	3
Probate	14	13	0	0
Plant City	30	30	27	27
Brandon Regional Svc Ctr	9	9	10	10
Southshore	2	1	0	0
Circuit Criminal	79	69	0	0
County Criminal	45	43	0	0
Indigency Screening	4	3	0	0
Traffic	73	74	0	0
Evidence	4	4	0	0
Juvenile	36	35	0	0
County Civil	41	36	0	0
Family Law	46	43	0	0
Domestic Violence	6	5	0	0
Circuit Civil	59	49	0	0
Telephone Center	0	16	0	0
Bond Forfeiture	0	5	0	0
Customer Service Center	0	0	80	80
Civil Court Processing Center	0	0	76	76
Correspondence & Mail Processing	0	0	23	23
Centralized Procedures & Training	0	0	8	8
Criminal Court Processing Center	0	0	161	161
Social Service-Related Processing Ctr	0	0	23	23
Total	477	462	426	426

POSITION SUMMARY

	FY 14 Adopted	FY 15 Adopted	FY 16 Adopted	FY 17 Adopted
<u>Court Operations - 10% Fine TF</u>				
Court Operations Management	0	2	0	0
Expungements & Sealings	2	2	0	0
Collections	7	7	0	0
Records Management	11	10	6	6
Imaging	0	0	26	26
Total	20	21	32	32
<u>Allocated</u>				
Clerk's Administration	10	9	10	10
Human Resources	7	8	8	8
Mail Services & Purchasing	8	9	8	8
CCC Accounting	30	29	27	27
Records Management	3	3	3	3
Telephone Center	14	4	0	0
Customer Service Center	0	0	4	4
Clerk (Executive)	1	1	1	1
Information Technology	56	56	0	0
System Administration & Operations	0	0	17	17
Court Solutions & Support	0	0	14	14
Enterprise Solutions & Support	0	0	11	11
Enterprise Technical Support	0	0	5	5
Enterprise Program Management Office	0	0	8	8
Total	129	119	116	116
Funded Positions	789	766	738	738

Positions by Funding Source FY 2016



FUND SUMMARY

OPERATING FUNDS

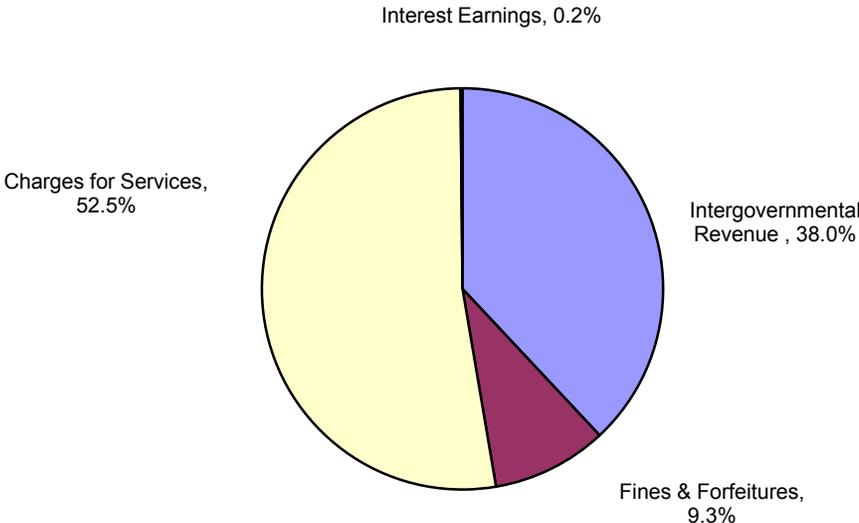
	FY 14 Actual	FY 15 Adopted	FY 16 Adopted	FY 17 Planned
<u>Sources</u>				
Intergovernmental Revenue - Federal	\$ 1,195,016	\$ 1,380,359	\$ 1,380,359	\$ 1,380,359
Intergovernmental Revenue - State	-	-	-	-
Intergovernmental Revenue - County	18,878,495	18,922,840	19,398,356	19,359,497
Charges for Services - General Govt	5,592,550	5,896,102	6,186,752	6,186,752
Charges for Services - Courts	23,034,670	24,430,134	22,508,703	22,508,703
Fines & Forfeitures	5,373,671	5,627,365	5,082,951	5,082,951
Interest Earnings	(19,190)	137,250	86,147	86,147
Beginning Fund Balance	387,463	-	-	-
Total Revenue	\$ 54,442,675	\$ 56,394,050	\$ 54,643,268	\$ 54,604,409
<u>Uses</u>				
<i><u>Operating</u></i>				
Personal Services	\$ 42,084,752	\$ 45,672,845	\$ 45,067,016	\$ 45,067,016
Operating Expenditures	7,321,677	7,870,029	7,893,610	7,768,285
Capital Outlay	1,993,977	1,138,100	929,594	1,126,518
<i><u>Non-Operating</u></i>				
Transfer to State	2,258,267	1,356,814	488,862	439,863
Transfer to County	784,002	356,262	264,186	202,727
State Funds Carryforward	-	-	-	-
Total Expenditures	\$ 54,442,675	\$ 56,394,050	\$ 54,643,268	\$ 54,604,409

TRUST FUNDS

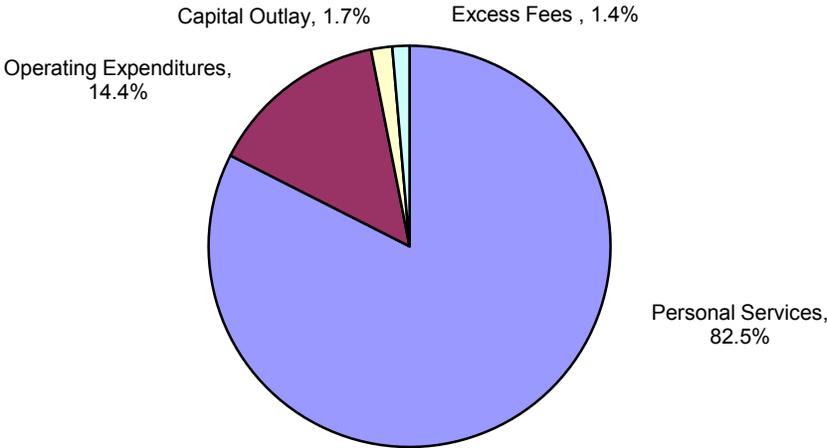
	FY 14 Actual	FY 15 Adopted	FY 16 Adopted	FY 17 Planned
<u>Sources</u>				
Beginning Fund Balance	\$ 10,112,803	\$ 6,256,345	\$ 6,442,603	\$ 4,571,965
<i><u>Revenues</u></i>				
Charges for Services - Restricted	2,119,430	2,315,176	2,315,176	2,315,176
Fines & Forfeitures	1,270,281	1,312,343	1,228,179	1,228,179
Interest Earnings	17,682	40,604	21,861	21,861
Total Revenue	\$ 13,520,196	\$ 9,924,468	\$ 10,007,819	\$ 8,137,181
<u>Uses</u>				
<i><u>Operating</u></i>				
Personal Services	\$ 2,176,023	\$ 2,153,043	\$ 2,606,330	\$ 2,606,330
Operating Expenditures	1,280,315	1,820,623	1,618,880	753,708
Capital Outlay	371,496	272,790	157,332	206,482
<i><u>Non-Operating</u></i>				
Technology Projects	3,199,765	1,394,197	300,000	1,205,400
Technology Equipment	-	509,154	990,000	1,255,000
Reserve for Future Projects	6,492,597	3,774,661	4,335,277	2,110,261
Total Expenditures	\$ 13,520,196	\$ 9,924,468	\$ 10,007,819	\$ 8,137,181

FUND SUMMARY

Operating Fund Sources - FY 2016

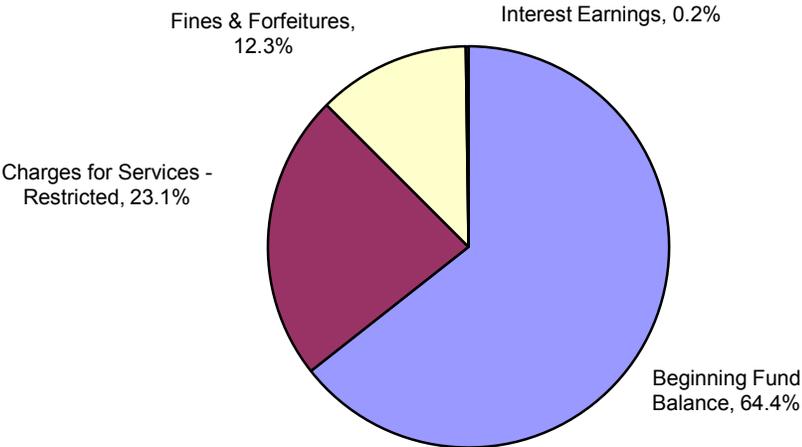


Operating Fund Uses - FY 2016

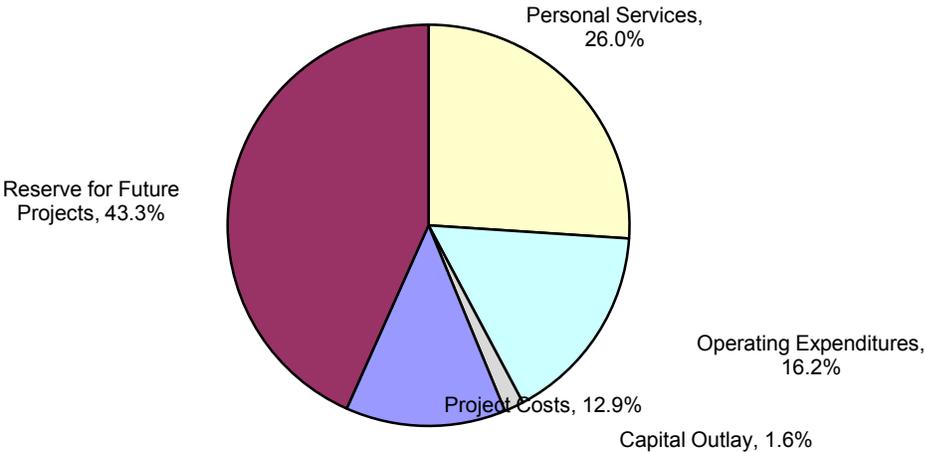


FUND SUMMARY

Trust Fund Sources - FY 2016



Trust Fund Uses - FY 2016



LINE ITEM DETAIL

<u>Account Title</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
<u>Personal Services</u>				
Executive Salaries	\$ 159,202	\$ 158,766	\$ 166,434	\$ 166,434
Salaries & Wages	31,061,922	33,589,148	33,476,112	33,476,112
Salary Supplement	368,000	0	-	-
Longevity	86,500	0	93,200	93,200
Cafeteria Benefits	1,880,962	1,975,052	1,907,733	1,907,733
Deferred Comp	289,323	318,527	328,713	328,713
Salaries Temporary Employees	61,759	958,330	139,708	139,708
Overtime	482,835	34,014	30,500	30,500
Fica/Medicare Taxes	2,427,351	2,731,567	2,711,140	2,711,140
FRS Retirement	2,524,505	2,746,778	2,800,208	2,800,208
Health Insurance	4,269,769	4,600,800	5,271,048	5,271,048
Short And Long Term Disability	328,175	358,495	391,779	391,779
Employee Life Insurance	25,568	26,910	26,149	26,149
Workers Comp Assessments	91,032	93,514	89,502	89,502
Unemployment Compensation	34,779	53,387	100,000	100,000
Opeb Liability Assessment	169,093	180,600	141,120	141,120
Personnel Service Allocated In - IT	5,561,027	6,109,780	6,138,634	6,138,634
Personnel Svc Allocated In - Other	6,377,711	6,232,347	6,365,055	6,365,055
Personnel Svcs Allocated Out - IT	(5,561,027)	(6,109,780)	(6,138,634)	(6,138,634)
Personnel Svcs Allocated Out - Otr	(6,377,711)	(6,232,347)	(6,365,055)	(6,365,055)
Personal Services Subtotal	<u>\$ 44,260,775</u>	<u>\$ 47,825,888</u>	<u>\$ 47,673,346</u>	<u>\$ 47,673,346</u>
<u>Operating Expenditures</u>				
Medical Exams	\$ -	\$ 10,000	\$ 3,000	\$ 3,000
Legal/Attorneys	28,129	97,409	97,409	97,409
Dp Services External	3,610	7,000	7,000	7,000
Computer Software Agreements	3,331,946	2,324,864	2,648,855	2,583,342
Investment Advisor	140,400	140,400	140,400	140,400
Other Professional Services	853,763	481,359	755,574	675,684
Accounting And Auditing	32,595	50,000	50,000	50,000
Contractual Non-Payroll Personnell	910,174	1,398,326	639,678	450,510
Other Contractual Services	54,852	96,321	97,946	99,126
Bank Services	66,931	110,554	128,564	128,564
Microfilm Services	28,737	32,000	37,000	42,000
Central Disbursement Unit	6,196	125,000	40,000	40,000
Retiree Health Insurance Subsidy	43,330	40,000	45,000	45,000
Vicinity Mileage	7,312	16,135	15,345	15,465
Airfare	27	-	1,000	1,000
Other Travel Expenses	74,443	99,530	127,895	125,945
Fleet Fuel, Oil And Rental	23,226	39,406	36,504	36,679
Telecommunications	329,289	352,660	464,812	465,955
Postage & Freight Services	424,461	540,627	460,169	507,816
Other Freight/Transport Costs	1,423	1,644	1,144	1,144
Armored Car Services	63,292	90,795	69,850	69,850
Utilities Service	-	700	700	700
Rental Office Space	-	-	-	-

LINE ITEM DETAIL

<u>Account Title</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Rental Of Office Equipment	77,597	141,919	111,218	111,755
Rental Of Computer Hardware	-	-	-	-
Rental Of Computer Software	101,643	156,602	7,700	7,700
Rental Of Equipment - General	-	1,000	-	-
Other Rentals And Leases	1,612	2,000	2,000	2,000
General Insurance	132,863	142,624	149,387	149,387
Maintenance Building/Facility	129,634	94,298	99,098	93,598
Maintenance Of Equipment	36,800	50,906	52,649	55,631
Maintenance Of Computer Equip	383,884	694,607	657,950	702,950
Facility Security/Alarm Services	11,413	36,560	24,900	47,400
Fleet Managment Services	18,546	29,624	28,424	28,424
Printing And Binding	56,838	136,368	121,843	122,933
Court Adm Printing & Binding	1,199	6,638	2,550	2,625
Awards Program	24,300	30,750	30,750	30,750
Claim Payments	-	-	-	-
Interest & Other Penalty Payments	131	-	-	-
Bad Debt And Bad Check Write-Off	14,309	-	-	-
Legal Advertising	4,289	7,527	7,827	7,827
Juror Compensation	313,635	340,000	340,000	340,000
Cash Over/Short	1,524	-	-	-
Other Operating Costs	6,031	495,609	933,896	9,353
Office Supplies & Minor Office Equip	242,903	262,960	274,158	267,501
Computer Software	46,723	16,295	27,160	24,318
General Oper Supplies & Minor Equip	22,438	24,438	30,080	30,080
DP Supplies & Minor DP Equip	335,873	642,133	390,788	388,520
Microfilm Supplies	11,991	14,000	2,000	2,000
Uniforms And Safety Apparel	3,423	6,588	5,564	5,564
Memberships And Dues	15,771	34,385	28,030	28,030
Books And Subscriptions	34,756	46,822	40,539	40,539
Training/Educational Costs	136,406	206,269	261,134	255,884
Employee Tuition Reimbursement	11,322	15,000	15,000	15,000
Oper Exp Alloc In-Mis	3,903,101	4,121,508	4,129,784	4,230,475
Oper Exp Alloc In-Other	438,410	768,599	721,428	717,591
Oper Exp Alloc Out-Mis	(3,903,101)	(4,121,508)	(4,129,784)	(4,230,475)
Oper Exp Alloc Out-Other	(438,410)	(768,599)	(721,428)	(717,591)
Operating Expenditure Subtotal	<u>\$ 8,601,990</u>	<u>\$ 9,690,652</u>	<u>\$ 9,512,490</u>	<u>\$ 8,356,358</u>
<u>Capital Outlay</u>				
Office Furniture And Equipment	\$ 4,362	\$ -	\$ -	\$ -
Computer Equipment	2,048,969	1,790,544	1,990,926	3,163,000
Fleet Equipment	52,639	24,500	56,000	24,000
Installed Equipment	259,503	-	30,000	130,000
Other Equipment	-	5,000	-	-
Computer Software Projects	3,199,764	1,494,197	300,000	-
Capital Exp Alloc In-Mis	2,137,656	1,309,300	1,018,000	1,333,000
Capital Exp Alloc Out-Mis	(2,137,656)	(1,309,300)	(1,018,000)	(1,333,000)
Capital Outlay Subtotal	<u>\$ 5,565,237</u>	<u>\$ 3,314,241</u>	<u>\$ 2,376,926</u>	<u>\$ 3,317,000</u>

LINE ITEM DETAIL

<u>Account Title</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Transfer To BOCC	\$ -	\$ 356,262	\$ 264,186	\$ 202,727
Transfer To State Of Fla	2,258,267	1,356,814	488,862	439,863
State Funds Carryover	-	-	-	-
Designated Reserves	-	3,774,661	4,335,277	2,110,261
	<u>\$ 60,686,269</u>	<u>\$ 66,318,518</u>	<u>\$ 64,651,087</u>	<u>\$ 62,099,555</u>

LINE ITEM DETAIL

FY 2016 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	\$ 166,434	\$ -	\$ -	\$ -	\$ -	\$ 166,434
Salaries & Wages	8,045,983	5,844,889	2,481,701	16,108,949	994,590	33,476,112
Longevity Pay	19,200	12,200	7,700	53,000	1,100	93,200
Cafeteria Benefits	315,651	279,842	146,628	1,084,972	80,640	1,907,733
Deferred Comp	91,045	61,040	23,937	142,745	9,946	328,713
Salaries Temporary Employees	-	-	-	139,708	-	139,708
Overtime	-	10,500	-	20,000	-	30,500
Fica/Medicare Taxes	638,355	464,389	201,808	1,323,571	83,017	2,711,140
FRS Retirement	788,876	483,285	214,197	1,239,908	73,942	2,800,208
Health Insurance	909,144	775,008	397,440	3,025,512	163,944	5,271,048
Short And Long Term Disability	100,302	69,784	29,046	179,688	12,959	391,779
Employee Life Insurance	4,086	3,767	2,025	15,134	1,137	26,149
Workers Comp Assessments	21,454	15,465	6,584	43,286	2,713	89,502
Unemployment Compensation	-	100,000	-	-	-	100,000
OPEB Liability Assessment	22,800	18,960	11,040	84,000	4,320	141,120
Personnel Service Allocated In - IT	-	4,284,883	905,025	-	948,726	6,138,634
Personnel Svc Allocated In - Other	-	846,401	1,831,475	3,457,883	229,296	6,365,055
Personnel Svcs Allocated Out - IT	(6,138,634)	-	-	-	-	(6,138,634)
Personnel Svcs Allocated Out - Otr	(4,984,696)	-	-	(1,380,359)	-	(6,365,055)
Personal Services Subtotal	\$ -	\$ 13,270,413	\$ 6,258,606	\$ 25,537,997	\$ 2,606,330	\$ 47,673,346
<u>Operating Expenditures</u>						
Medical Exams	3,000	-	-	-	-	\$ 3,000
Legal/Attorneys	50,000	47,409	-	-	-	97,409
Dp Services External	-	7,000	-	-	-	7,000
Computer Software Agreements	2,389,826	59,029	-	-	200,000	2,648,855
Investment Advisor	-	140,400	-	-	-	140,400
Other Professional Services	99,350	267,334	124,000	-	264,890	755,574
Accounting And Auditing	50,000	-	-	-	-	50,000
Contractual Non-Payroll Personnel	291,110	-	-	-	348,568	639,678
Other Contractual Services	49,000	978	38	22,930	25,000	97,946
Bank Services	36,000	92,564	-	-	-	128,564
Microfilm Services	4,000	33,000	-	-	-	37,000
Central Disbursement Unit	-	-	-	40,000	-	40,000
Retiree Health Insurance Subsidy	45,000	-	-	-	-	45,000
Vicinity Mileage	1,950	900	1,620	10,475	400	15,345
Airfare	-	1,000	-	-	-	1,000
Other Travel Expenses	50,700	39,095	3,400	34,700	-	127,895
Fleet Fuel, Oil And Rental	2,825	33,679	-	-	-	36,504
Telecommunications	365,900	93,272	5,640	-	-	464,812
Postage & Freight Services	28,171	26,626	39,450	365,922	-	460,169
Other Freight/Transport Costs	-	1,144	-	-	-	1,144
Armored Car Services	64,240	5,610	-	-	-	69,850
Utilities Service	-	700	-	-	-	700
Rental Of Office Equipment	18,524	81,396	8,798	100	2,400	111,218
Rental Of Computer Software	5,100	2,600	-	-	-	7,700
Other Rentals And Leases	-	2,000	-	-	-	2,000
General Insurance	111,950	34,428	2,409	600	-	149,387
Maintenance Building/Facility	-	99,098	-	-	-	99,098

LINE ITEM DETAIL

FY 2016 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 Of Equipment	3,350	26,981	5,268	17,050	-	52,649
Maintenance Of Computer Equip	617,950	-	-	-	40,000	657,950
Facility Security/Alarm Services	20,100	4,800	-	-	-	24,900
Fleet Management Services	4,950	23,474	-	-	-	28,424
Printing And Binding	11,558	34,154	3,974	71,507	650	121,843
Court Adm Printing & Binding	-	-	-	2,550	-	2,550
Awards Program	30,750	-	-	-	-	30,750
Legal Advertising	1,460	6,367	-	-	-	7,827
Juror Compensation	-	-	-	340,000	-	340,000
Other Operating Costs	7,250	925,146	1,000	500	-	933,896
Office Supp & Minor Office Equip	42,357	29,958	20,954	158,471	22,418	274,158
Computer Software	21,350	2,500	-	-	3,310	27,160
General Oper Supp & Minor Equip	6,400	700	3,500	1,480	18,000	30,080
DP Supplies & Minor DP Equip	185,148	148,878	41,762	-	15,000	390,788
Microfilm Supplies	-	2,000	-	-	-	2,000
Uniforms And Safety Apparel	1,620	2,144	-	300	1,500	5,564
Memberships And Dues	19,905	7,425	700	-	-	28,030
Books And Subscriptions	9,000	29,369	350	1,520	300	40,539
Training/Educational Costs	186,418	56,255	7,226	6,235	5,000	261,134
Employee Tuition Reimbursement	15,000	-	-	-	-	15,000
Oper Exp Alloc In-IT	-	2,882,669	608,857	500,455	638,258	4,630,239
Oper Exp Alloc In-Other	-	122,498	65,289	-	33,186	220,973
Oper Exp Alloc Out-IT	(4,129,784)	-	-	-	-	(4,129,784)
Oper Exp Alloc Out-Other	(721,428)	-	-	-	-	(721,428)
Operating Expenditure Subtotal	\$ -	\$ 5,374,580	\$ 944,235	\$ 1,574,795	\$ 1,618,880	\$ 9,512,490
<u>Capital Outlay</u>						
Data Processing Equipment	953,000	47,926	\$ -	\$ -	990,000	\$ 1,990,926
Fleet Equipment	35,000	21,000	-	-	-	56,000
Installed Equipment	30,000	-	-	-	-	30,000
Computer Software Projects	-	-	-	-	300,000	300,000
Capital Exp Alloc In-IT	-	710,584	150,084	-	157,332	1,018,000
Capital Exp Alloc Out-IT	(1,018,000)	-	-	-	-	(1,018,000)
Capital Outlay Subtotal	\$ -	\$ 779,510	\$ 150,084	\$ -	\$ 1,447,332	\$ 2,376,926
Transfer To BOCC	\$ -	\$ -	264,186	\$ -	\$ -	\$ 264,186
Transfer To State	-	-	-	488,862	-	488,862
Designated Reserves	-	-	-	-	4,335,277	4,335,277
Grand Total	\$ -	\$ 19,424,503	\$ 7,617,111	\$ 27,601,654	\$ 10,007,819	\$ 64,651,087

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 and FY 2014.

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

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

BUDGET PROCESS

INTERNAL PROCESS

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

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

BUDGET AMENDMENTS

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

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

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

ACCOUNTING CONCEPTS

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

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

Governmental Fund Types:

General Fund - used to account for all resources and expenditures except those that are required to be accounted for in another fund. The General Fund includes Clerk's Administration, Clerk to the Board activity, Recording and Information Technology. The Clerk uses 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.

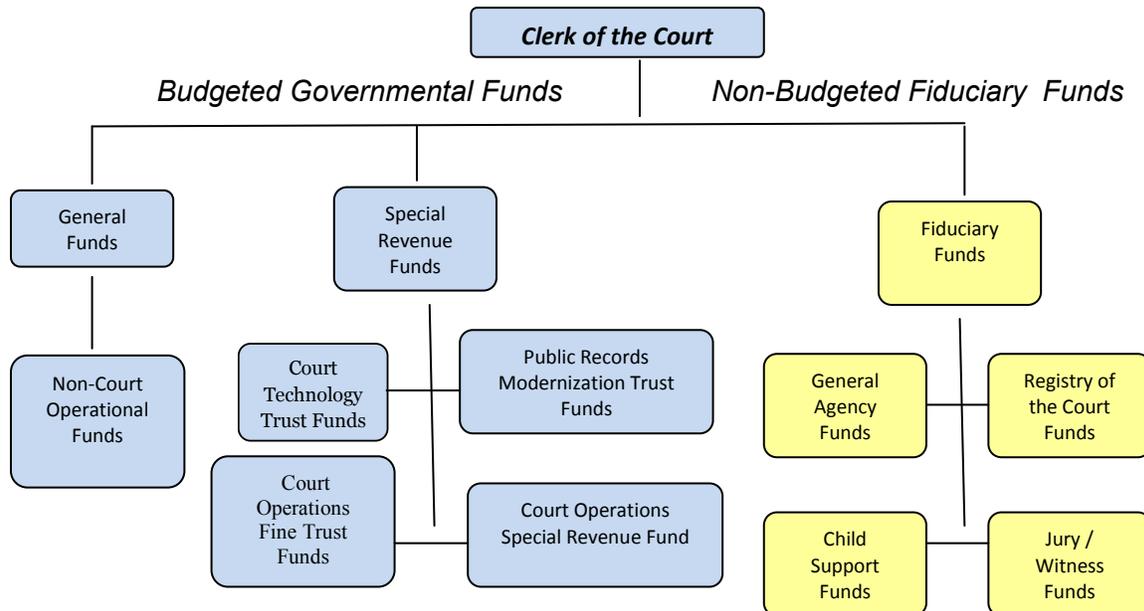
Fiduciary Fund Types:

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>Revenue by Type:</u>	FY 14 Actual	FY 15 Adopted	FY 16 Adopted	FY 17 Planned
BOCC Funding - VAB	\$ 673,948	\$ 682,200	\$ 693,404	\$ 693,404
BOCC Funding - Clerk to Board	11,015,774	11,102,177	11,260,917	\$ 11,213,158
BOCC Funding - Circuit & County Court	7,188,773	7,138,463	7,444,035	\$ 7,452,935
BOCC Funding - Interest	9,897	70,000	26,147	\$ 26,147
Total Revenue	\$ 18,888,392	\$ 18,992,840	\$ 19,424,503	\$ 19,385,644

Expenditures by Department:

BOCC Services Costs

Value Adjustment Board	\$ 337,140	\$ 625,315	\$ 638,715	\$ 638,715
County Audit	950,980	994,131	942,785	943,785
Payroll	738,470	762,410	791,734	791,734
County Finance	3,915,143	4,223,953	4,298,388	4,298,388
Board Records	357,632	360,470	372,478	366,478
System Support	1,079,385	1,034,772	1,127,184	1,127,184
Board Services	561,175	563,062	498,394	498,394
Mail Services & Purchasing	329,398	360,588	419,788	377,029
Non-Departmental Clerk to Board	-	-	-	-
Clerk to Board Overhead & IT	2,814,309	2,806,825	2,881,002	2,953,087
Clerk to Board Technology Projects	565,291	-	-	-

Circuit Court Costs

Clerk's Administration	98,028	49,500	51,190	49,500
CCC Accounting	1,447	1,810	-	3,110
Official Records	-	7,000	7,000	7,000
Court Operations Management	10,011	14,000	177,329	120,808
Expungements & Sealings	195	650	-	-
Collections	2,547	5,800	-	-
Appeals	3,939	3,625	-	-
Mental Health	1,054	1,499	-	-
Jury Services	2,557	4,556	4,850	4,927
Probate	4,238	7,800	-	-
Plant City	16,553	46,634	22,909	23,597
Brandon Regional Svc Ctr	8,557	15,312	23,110	23,660
Southshore	2,109	6,184	-	-
Records Management	134,038	97,000	88,800	93,800
Circuit Criminal	25,274	41,355	-	-
County Criminal	11,917	15,600	-	-
Indigency Screening	1,223	2,650	-	-
Traffic	39,476	78,112	-	-
Evidence	2,463	11,100	-	-
Juvenile	6,450	14,624	-	-
County Civil	9,704	10,900	-	-

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 14 Actual	FY 15 Adopted	FY 16 Adopted	FY 17 Planned
Family Law	18,442	21,500	-	-
Domestic Violence	4,676	9,750	-	-
Circuit Civil	14,348	19,837	-	-
Imaging	-	-	7,000	7,000
Customer Service Center	-	-	8,306	15,133
Civil Court Processing Center	-	-	6,537	15,750
Correspondence & Mail Processing	-	-	3,315	6,761
Procedures & Training Center	-	-	741	1,548
Criminal Court Processing Center	-	-	24,132	54,769
Social Service-Related Processing Center	-	-	10,240	16,996
Non-Departmental Circuit Court	164,201	559,828	1,052,543	746,714
Court Technology - IT	6,254,628	6,214,688	5,966,033	6,199,777
Court Technology - Projects	-	-	-	-
Total Expenditures	\$ 18,486,998	\$ 18,992,840	\$ 19,424,503	\$ 19,385,644
Residual Equity to BOCC	\$ 401,394	\$ -	\$ -	\$ -
Funded Positions	108	108	107	107

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 14 Actual	FY 15 Adopted	FY 16 Adopted	FY 17 Planned
<u>Revenue by Type:</u>				
Recording Fees	\$ 3,646,935	\$ 3,948,403	\$ 3,948,403	\$ 3,948,403
Other Recording Revenue	971,202	955,697	1,104,368	1,104,368
Marriage Licenses	402,291	399,297	466,000	466,000
Tax Deeds	159,723	156,199	189,422	189,422
Passports	248,306	249,597	297,650	297,650
Other Service Charges	151,393	161,409	155,409	155,409
IT Charges - External	12,700	25,500	25,500	25,500
Title IV-D Reimbursement	1,195,016	1,380,359	1,380,359	1,380,359
Interest Earnings	(38,608)	50,000	50,000	50,000
Total Revenue	\$ 6,748,958	\$ 7,326,461	\$ 7,617,111	\$ 7,617,111
<u>Expenditures by Department:</u>				
Clerk's Administration	\$ -	\$ -	\$ 97,153	\$ 97,153
Official Records	1,961,520	2,285,145	2,489,026	2,484,726
Plant City	142,283	151,326	160,902	161,655
Brandon Regional Svc Ctr	390,585	397,453	560,305	561,167
Southshore	115,020	128,538	-	-
Tax Deeds	354,180	441,781	460,809	461,110
Title IV-D In (Family Law)	1,223,831	1,380,359	1,380,359	1,380,359
General Gov't Overhead & IT	1,419,182	1,415,404	1,535,520	1,575,098
General Gov't Technology Projects	254,800	-	-	-
Non-Departmental Costs	22,089	-	24,000	24,000
Passports	6,597	25,000	-	-
IT Services - External	12,700	25,500	25,500	25,500
Civil Court Technology - IT	463,563	719,693	619,351	643,616
Total Expenditures	\$ 6,366,350	\$ 6,970,199	\$ 7,352,925	\$ 7,414,384
Transfer to BOCC (Excess Fees)	\$ 382,608	\$ 356,262	\$ 264,186	\$ 202,727
Funded Positions	55	56	57	57

COURT-RELATED REVENUE FUND

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

	<u>FY 14</u> <u>Actual</u>	<u>FY 15</u> <u>Adopted</u>	<u>FY 16</u> <u>Adopted</u>	<u>FY 17</u> <u>Planned</u>
<u>Revenue by Type:</u>				
State Appropriations - CCOC Trust Fd	\$ -	\$ -	\$ -	\$ -
Collections	25,910	28,306	25,133	25,133
Appeals	87,841	110,218	85,206	85,206
Probate	719,547	715,042	697,960	697,960
Circuit Criminal	769,665	789,776	746,575	746,575
County Criminal	578,281	620,792	560,933	560,933
Indigency Screening	2,806	5,174	2,721	2,721
Traffic	11,334,559	12,457,131	10,577,916	10,577,916
Juvenile	50,000	56,370	48,500	48,500
County Civil	6,280,252	6,762,794	6,091,844	6,091,844
Family Law	1,418,913	1,447,478	1,375,821	1,375,821
Circuit Civil	6,161,776	6,108,339	6,377,437	6,377,437
Non-Departmental	988,313	973,329	1,011,608	1,011,608
Foreclosure Grant	-	-	-	-
Total Revenue	\$ 28,417,863	\$ 30,074,749	\$ 27,601,654	\$ 27,601,654

Expenditures by Department:

Court Operations Management	\$ 726,721	\$ 385,573	\$ 1,844,421	\$ 1,851,575
Expungements & Sealings	-	-	-	-
Collections	-	-	-	-
Appeals	651,325	711,017	-	-
Mental Health	354,117	409,349	-	-
Jury Services	283,803	295,324	221,152	226,259
Probate	800,794	804,296	-	-
Plant City	1,501,693	1,605,072	1,439,751	1,478,144
Brandon Regional Svc Ctr	439,613	510,881	595,667	596,377
Southshore	136,036	67,907	-	-
Records Management	-	-	-	-
Circuit Criminal	3,767,863	4,054,819	-	-
County Criminal	2,120,921	2,223,243	-	-
Indigency Screening	141,580	165,946	-	-
County Traffic	3,606,712	3,925,859	-	-
Evidence	275,510	287,760	-	-
Juvenile	1,721,578	1,807,815	-	-
County Civil	1,897,609	2,085,310	-	-
Family Law	2,103,042	2,300,599	-	-
Title IV-D Out (Family Law)	(1,223,831)	(1,380,359)	(1,380,359)	(1,380,359)
Domestic Violence	288,328	300,165	-	-
Circuit Civil	2,188,083	2,751,277	-	-
Telephone Center	-	710,586	-	-
Bond Forfeiture	-	274,039	-	-
Customer Service Center	-	-	4,202,377	4,202,412
Civil Court Processing Center	-	-	4,052,277	4,052,438
Correspondence & Mail Processing	-	-	1,226,143	1,226,157

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 14 Actual	FY 15 Adopted	FY 16 Adopted	FY 17 Planned
Procedures & Training Center	-	-	488,709	488,712
Criminal Court Processing Center	-	-	8,694,745	8,694,753
Social Service-Related Processing Center	-	-	1,409,571	1,409,646
Non-Departmental Costs	-	-	-	-
Courts Overhead	4,044,904	4,065,371	3,958,338	3,955,677
Foreclosure Grant	387,463	-	-	-
Juror Costs	333,195	356,086	360,000	360,000
Total Expenditures	\$ 26,547,059	\$ 28,717,935	\$ 27,112,792	\$ 27,161,791
Beginning Fund Balance	\$ 387,463	\$ -	\$ -	\$ -
Excess Fees to State	2,258,267	1,356,814	488,862	439,863
Ending Fund Balance	\$ -	\$ -	\$ -	\$ -
Funded Positions	477	462	426	426

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.

	FY 14 Actual	FY 15 Adopted	FY 16 Adopted	FY 17 Planned
<u>Revenue by Source:</u>				
BOCC Funding	\$ 9,068,937	\$ 9,021,516	\$ 8,847,035	\$ 9,155,043
Court Fees Funding	4,044,904	4,065,371	3,958,338	3,955,677
General Government	1,895,445	2,160,598	2,180,371	2,218,714
Court Technology TF	2,015,342	1,743,385	1,744,316	1,812,657
Court Operations TF	169,446	170,304	262,482	262,305
Total Revenue	\$17,194,074	\$17,161,174	\$16,992,542	\$ 17,404,396

Expenditures by Department:

Overhead

Clerk's Administration	\$ 1,150,150	\$ 1,282,706	\$ 1,524,738	\$ 1,523,846
Human Relations	581,669	759,224	744,816	744,816
Mail Services & Purchasing	421,014	522,125	512,238	509,293
CCC Accounting	1,925,650	2,078,814	1,954,277	1,954,277
Records Management	260,515	291,497	247,990	247,990
Telephone Center	854,164	261,099	284,479	284,479
Non-Departmental Allocations	170,431	177,114	185,750	185,750
Clerk (Executive)	228,697	248,007	251,836	251,836

IT

Information Technology	11,601,784	11,540,588	-	-
Systems Administration & Operations	-	-	4,305,066	4,790,966
Court Solutions & Support	-	-	2,355,130	2,283,192
Enterprise Solutions & Support	-	-	2,064,204	2,096,455
Enterprise Technical Support	-	-	1,410,824	1,378,977
Enterprise Program Management Office	-	-	1,151,194	1,152,519
Total Expenditures	\$17,194,074	\$17,161,174	\$16,992,542	\$ 17,404,396

Funded Positions	129	119	116	116
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COURT OPERATIONS TRUST FUND

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

	FY 14 Actual	FY 15 Adopted	FY 16 Adopted	FY 17 Planned
<i>Revenue by Type:</i>				
Traffic Fines - 10%	\$ 994,890	\$ 1,038,928	\$ 965,043	\$ 965,043
Other Fines - 10%	275,391	273,415	263,136	263,136
Interest Earnings	7,073	18,472	6,861	6,861
Total Revenue	\$ 1,277,354	\$ 1,330,815	\$ 1,235,040	\$ 1,235,040
<i>Expenditures by Department:</i>				
Clerk's Administration	\$ -	\$ -	\$ 7,418	\$ -
Court Operations Management	-	276,168	-	-
Expungements & Sealings	102,171	116,450	-	-
Collections	325,679	369,368	-	-
Records Management	329,242	389,565	301,911	301,911
Circuit Criminal	43,114	-	-	-
County Criminal	30,586	-	-	-
Traffic	24,556	-	-	-
Juvenile	31,610	-	-	-
Family Law	3,272	-	-	-
Circuit Civil	321,942	-	-	-
Imaging	-	-	1,189,647	1,189,647
Court Operations Projects	2,393,986	2,172,358	298,568	-
Courts Overhead	169,446	170,304	262,482	262,305
Total Expenditures	\$ 3,775,604	\$ 3,494,213	\$ 2,060,026	\$ 1,753,863
Net Revenues over Expenditures	\$ (2,498,250)	\$ (2,163,398)	\$ (824,986)	\$ (518,823)
Beginning Fund Balance	\$ 4,387,709	\$ 2,163,398	\$ 1,107,121	\$ 518,823
Reserve for Future Projects	\$ 1,889,459	\$ -	\$ 282,135	\$ -
Funded Positions	20	21	32	32

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.

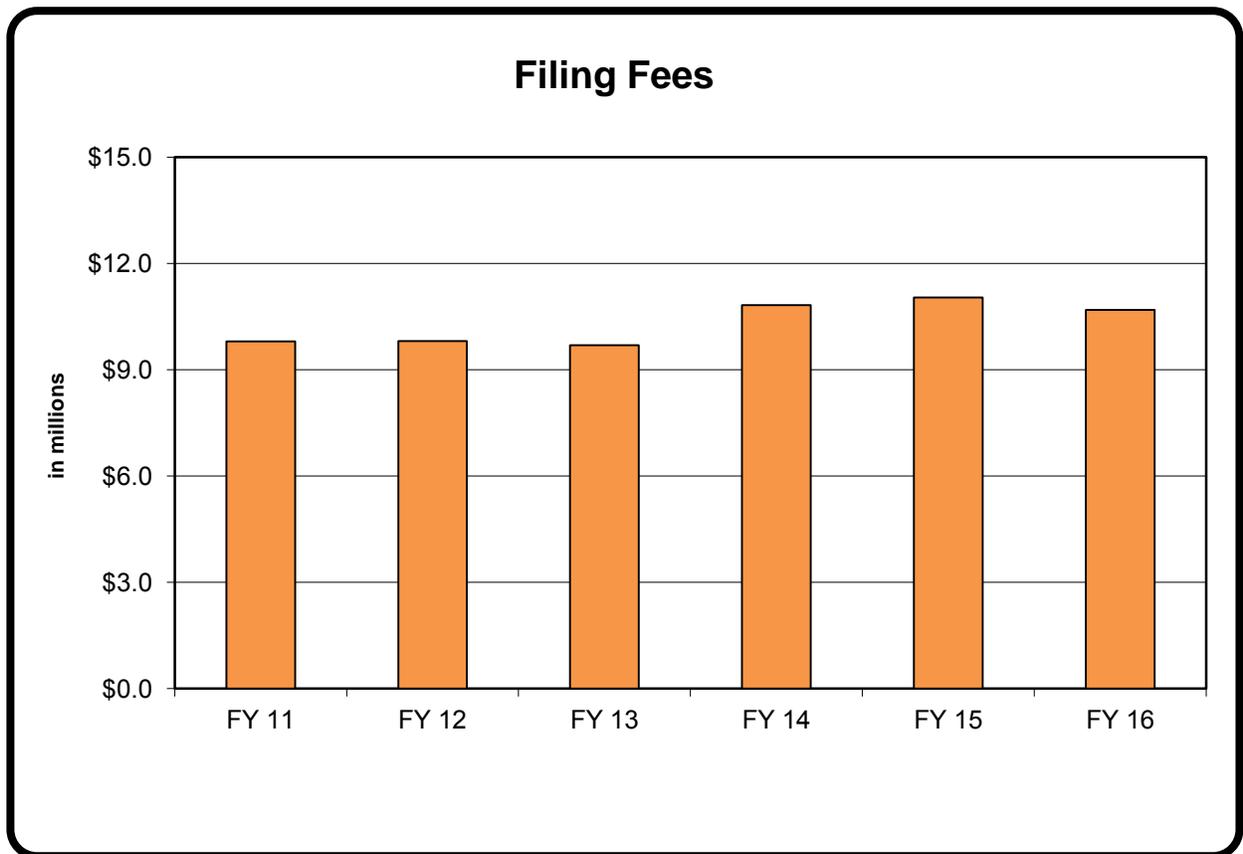
	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
<i>Revenue by Type:</i>				
Recording Fees	\$ 1,583,922	\$ 1,736,382	\$ 1,736,382	\$ 1,736,382
Interest Earnings	2,720	7,132	5,000	5,000
Total Revenue	\$ 1,586,642	\$ 1,743,514	\$ 1,741,382	\$ 1,741,382
<i>Expenditures by Department:</i>				
Civil Court Technology - IT	2,015,342	1,743,385	1,744,316	1,812,657
Total Expenditures	\$ 2,015,342	\$ 1,743,385	\$ 1,744,316	\$ 1,812,657
Net Revenues over Expenditures	\$ (428,700)	\$ 129	\$ (2,934)	\$ (71,275)
Beginning Fund Balance	\$ 1,427,540	\$ 885,770	\$ 1,220,018	\$ 1,217,084
Reserve for Future Projects	\$ 998,840	\$ 885,899	\$ 1,217,084	\$ 1,145,809

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.

	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
<i>Revenue by Type:</i>				
Recording Fees	\$ 535,508	\$ 578,794	\$ 578,794	\$ 578,794
Interest Earnings	7,889	15,000	10,000	10,000
Total Revenue	543,397	593,794	588,794	588,794
<i>Expenditures by Department:</i>				
Courts Technology Projects	\$ 1,236,653	\$ 328,055	\$ -	\$ 100,000
Other Technology Projects	-	75,000	878,200	1,105,400
Data Processing Equipment	-	509,154	990,000	1,255,000
Total Expenditures	\$ 1,236,653	\$ 912,209	\$ 1,868,200	\$ 2,460,400
Net Revenues over Expenditures	\$ (693,256)	\$ (318,415)	\$ (1,279,406)	\$ (1,871,606)
Beginning Fund Balance	\$ 4,297,554	\$ 3,207,177	\$ 4,115,464	\$ 2,836,058
Reserve for Future Projects	\$ 3,604,298	\$ 2,888,762	\$ 2,836,058	\$ 964,452

COURT RELATED REVENUES



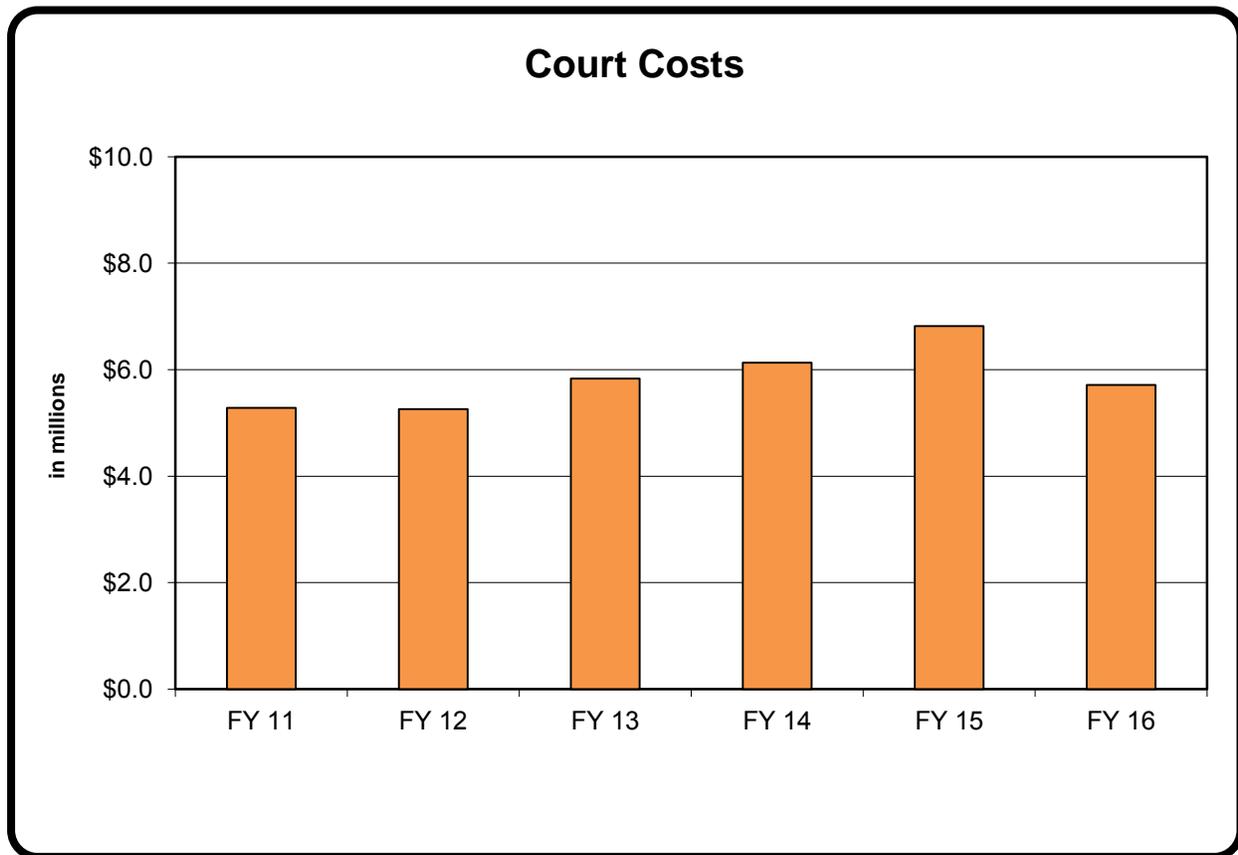
Revenue Base

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 2016 are projecting relatively stable filing fees in most court areas.

COURT RELATED REVENUES



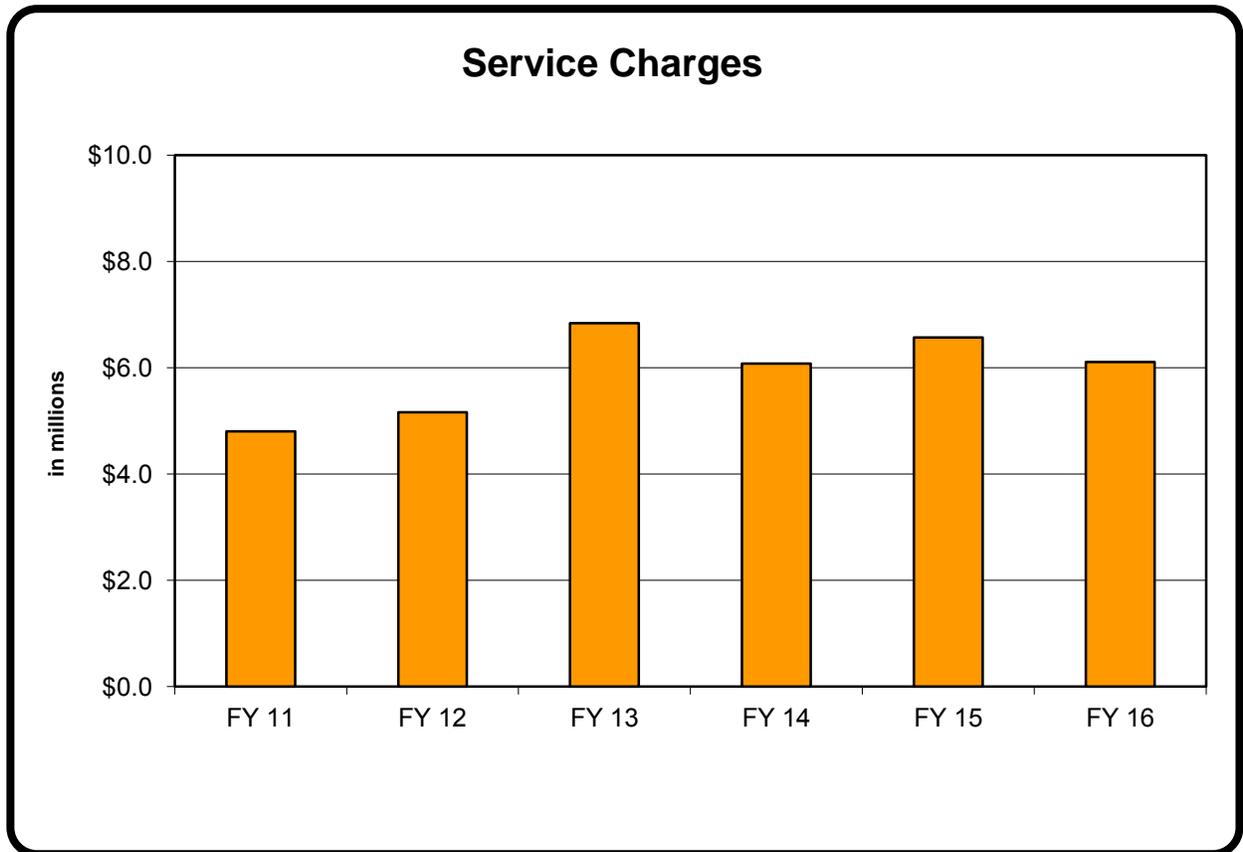
Revenue Base

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

Revenue Estimates

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

COURT RELATED REVENUES



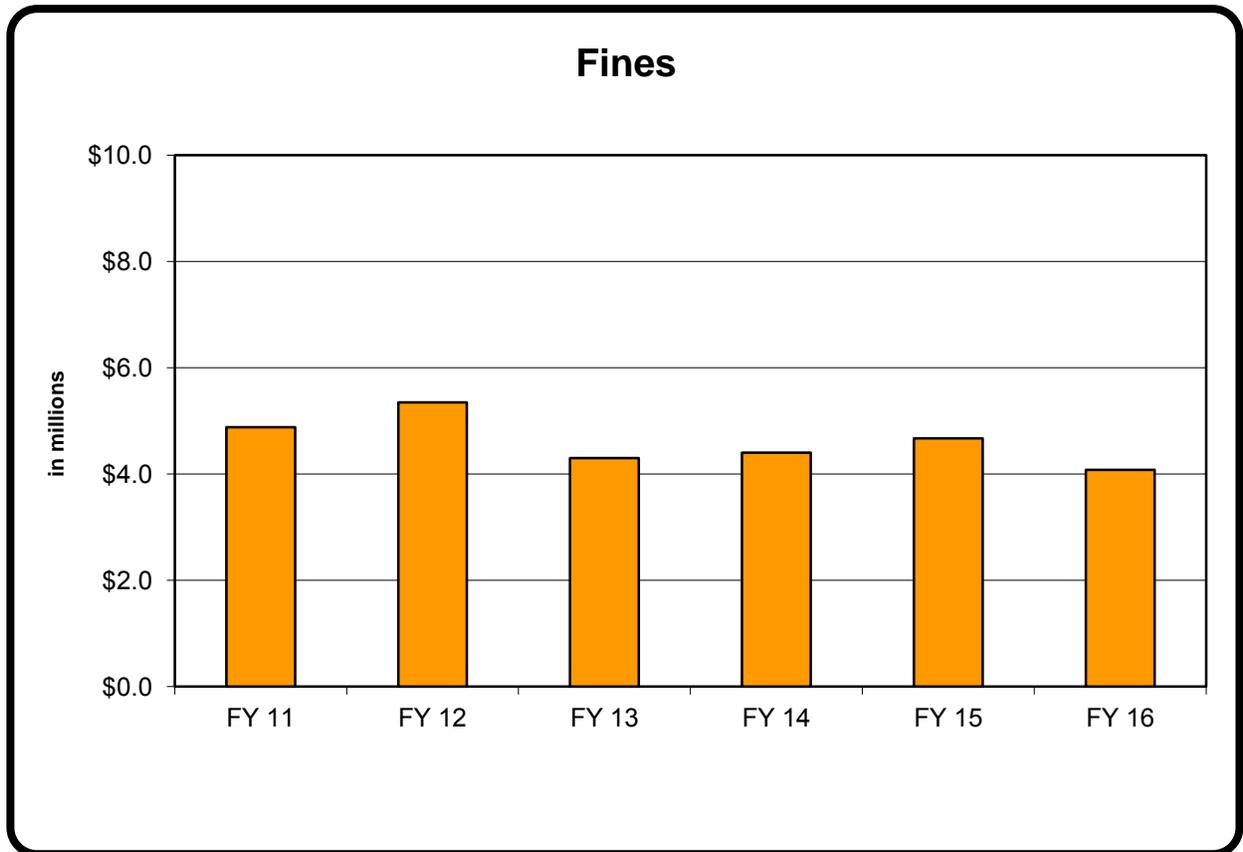
Revenue Base

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



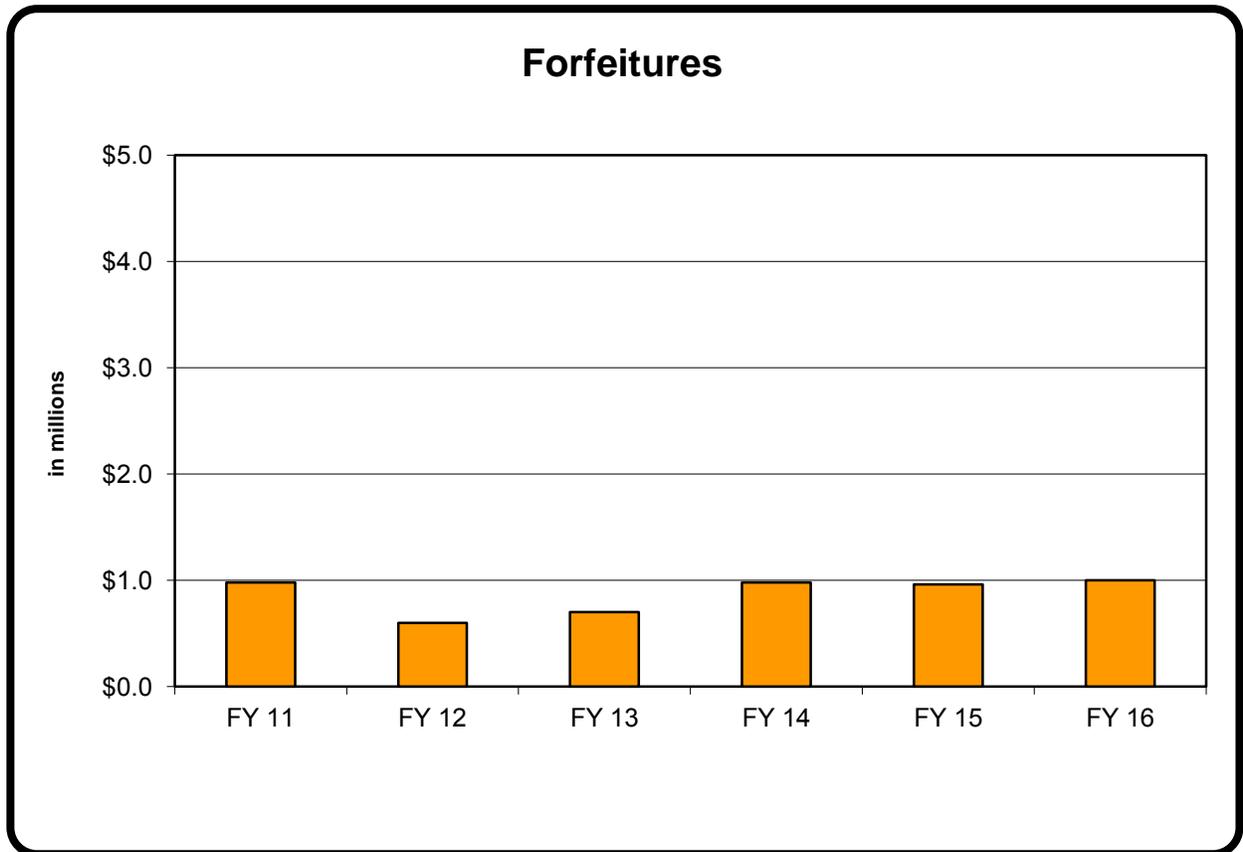
Revenue Base

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. While the citation volume increased in FY 12 and FY 13, the collection rate remained below 80%. The FY 15 estimate reflects the expectation that the collection rate would increase. The FY 16 estimate reflects a 7% decrease from FY 14 actual collections based on the collection results in FY 15.

COURT RELATED REVENUES



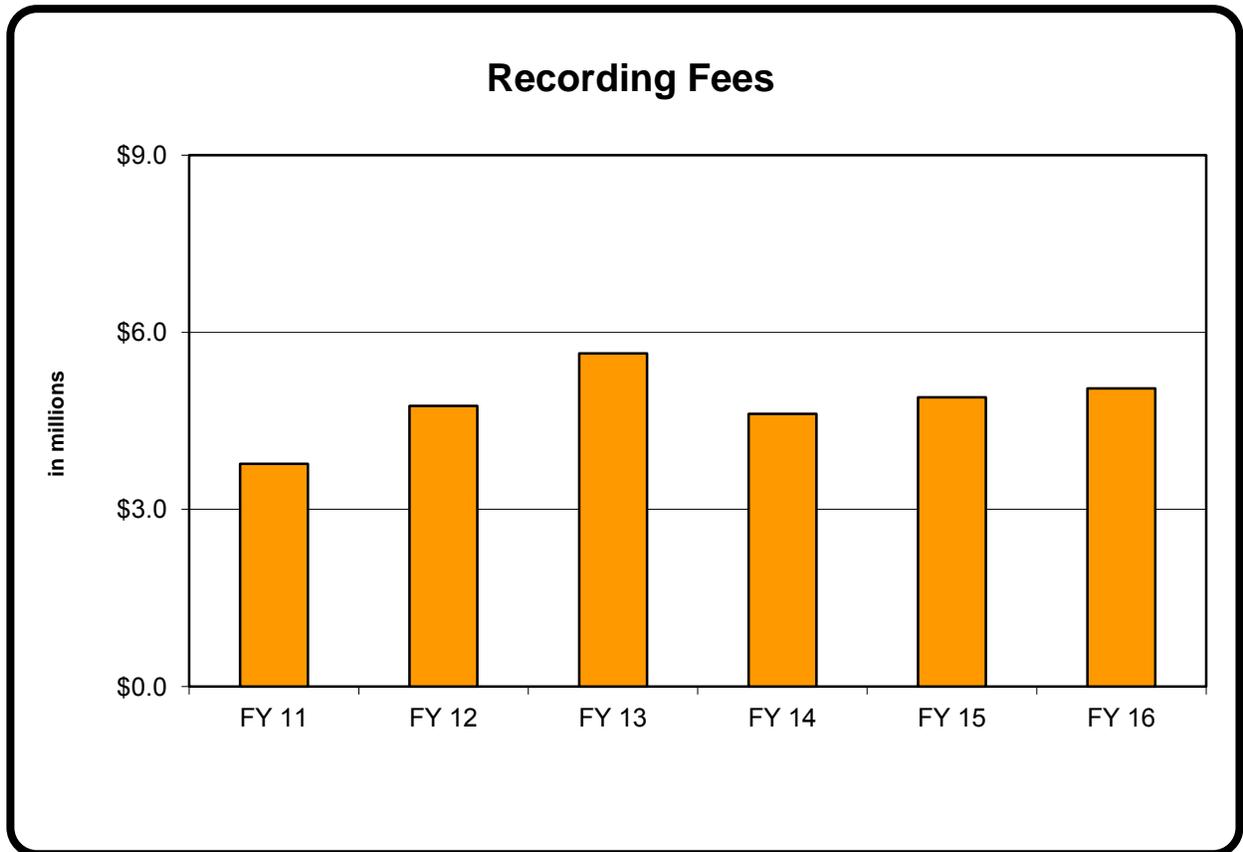
Revenue Base

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



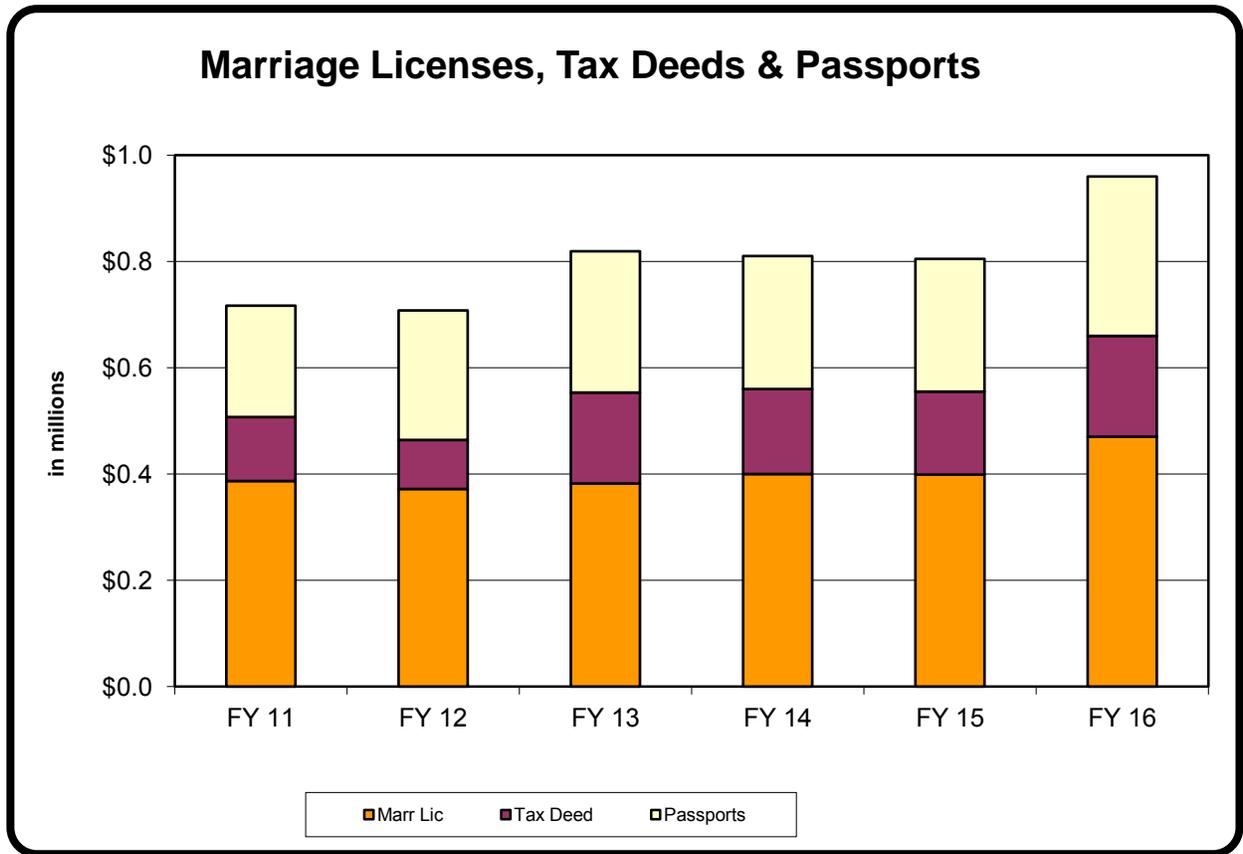
Revenue Base

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). However, in the latter part of FY 2014 the revenue declined to FY 12 levels, so the FY 15 and FY 16 estimates were projected at that level.

GENERAL GOVERNMENT REVENUES



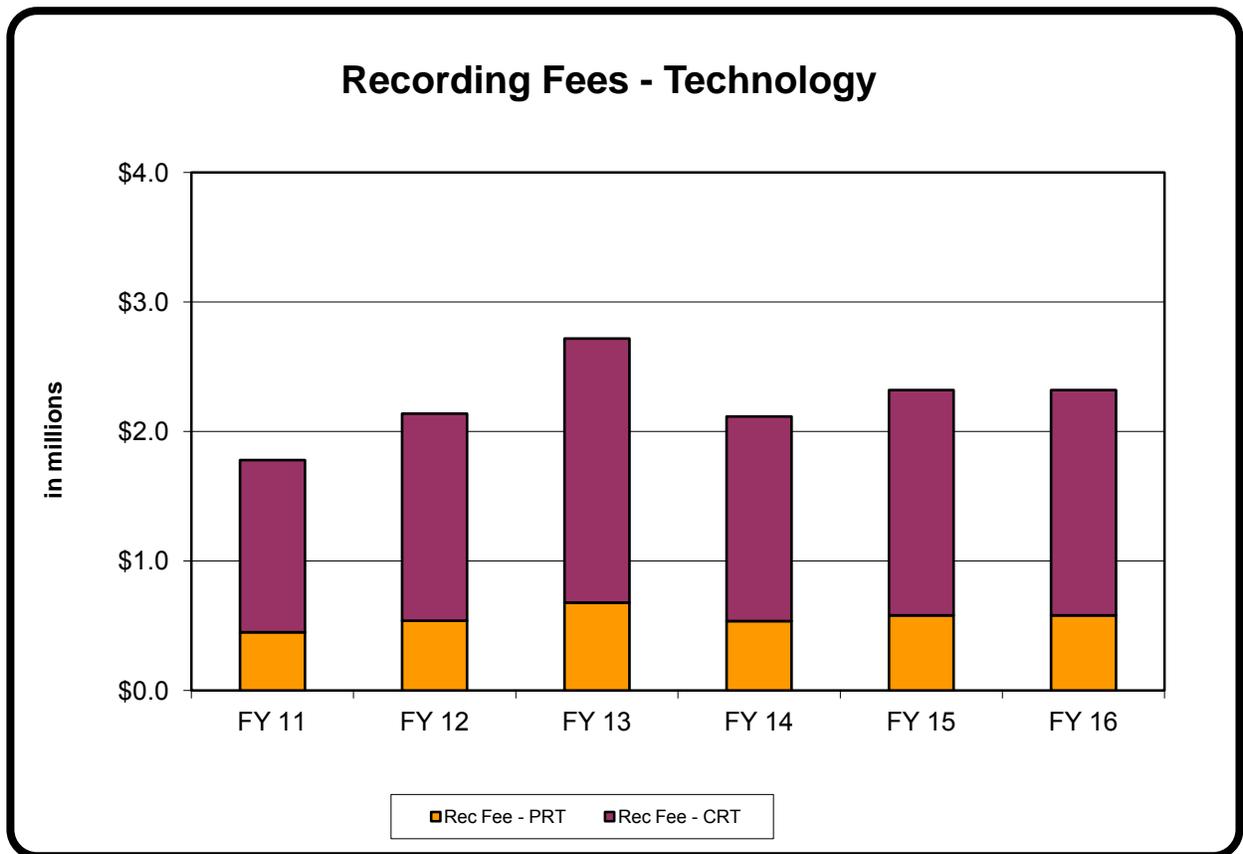
Revenue Base

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 16, fueled partially by legalizing same-sex marriages in 2015. Tax Deed revenue will fluctuate greatly from year to year and the pattern does seem to follow economic cycles, but it is a delayed reaction - generally two to three years later. While the revenue will fluctuate greatly, overall it has been flat; therefore the FY 15 and FY 16 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 FY 13 but decreased slightly in FY 14. FY 15 revenue was projected at the same level as FY 14 collections but FY 16 was projected slightly higher.

OTHER REVENUES



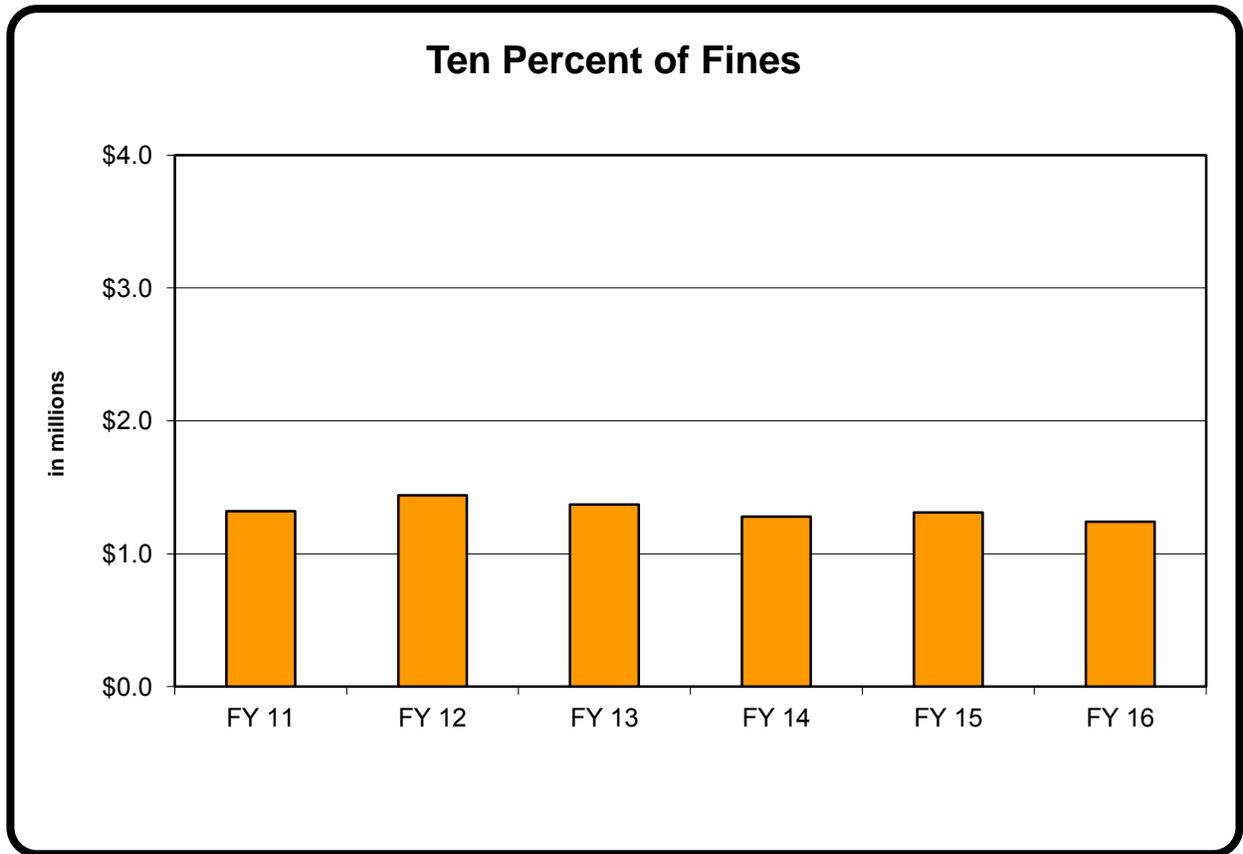
Revenue Base

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 declined to FY 12 levels, so the FY 15 and FY 16 estimates were 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. After peaking in FY 12, revenues declined in FY 13 and FY 14. Estimates for FY 15 and FY 16 are projected to remain at FY 14 levels.

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 2016 or FY 2017. All Capital Projects are funded by Clerk service charges, Court fines, or the Board of County Commissioners.

COURT PAPER RECORDS TO ELECTRONIC

The largest volume of records the Clerk has responsibility for are Court Records. While the implementation of e-filing has reduced the number of new paper records being created, the conversion of existing records to electronic format 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 2016, \$580,703 is budgeted to continue converting 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.

CAPITAL BUDGET

COURT SYSTEM ENHANCEMENTS

While the new Courts Case Maintenance System (Odyssey) is in full operation, some new enhancements have been planned for FY 2016 and FY 2017. A project to implement the in-court module for Odyssey (Session Works) is planned to be started in FY 2016. In addition, the Sheriff's Office recently agreed to assume responsibility for managing misdemeanor probation services. As part of this initiative, they will be utilizing Odyssey's probation services module. This will be a joint effort between the Clerk's Office and the Sheriff's Office. Finally, an upgrade to Odyssey is planned for FY 2017 that should provide more functionality and more seamless workflows. The FY 2016 budget includes \$310,657 and the FY 2017 includes \$349,400 for these projects.

BOARD SERVICES SYSTEMS ENHANCEMENTS

The FY 2016 budget includes \$69,328 to finish implementation of the security audit application (Assurance) for the integrated Financial and Human Resources system (Oracle EBS). This system is used by the Clerk, the County and the City of Tampa. The Assurance program audits user responsibilities and access that might undermine proper internal controls or that are not in line with industry best practices. In addition, \$30,000 is budgeted in FY 2016, for replacement of the Fixed Assets tracking system. The current system does not integrate with Oracle EBS and the goal is to obtain one that does.

The FY 2017 budget includes \$1,200,000 to expand the Document Management System (OnBase) infrastructure. While the Clerk's Office administers this system and in the beginning it was used primarily for financial and Board of County Commissioner's documents, the use is expanding quickly to many operational areas of the County (Public Utilities Department, Supervisor of Elections, Official Records). Additional infrastructure is needed to operate the system workflows and store the increased amount of data.

COMMUNICATIONS SYSTEMS ENHANCEMENTS

The FY 2016 budget includes \$123,215 to update the Clerk's website. The current website was implemented in FY 2007 and the goal is to make it easier for the public to get information and conduct business on the website at a time and place that is more convenient than downtown Tampa during normal business hours. In addition, \$150,000 is budgeted in FY 2016 to replace the current the Clerk's e-mail system (Exchange 2007) with Exchange 2013.

DISASTER RECOVERY

The Clerk's Office is a major service provider for the Judicial System and Board of County Commissioners Departments and a high level of system availability is expected and required for our major systems. In order to minimize the risk and impact of major system outages from natural disasters or other unplanned problems at the data center, a complete Disaster Recovery solution is needed. This project will purchase the equipment and software needed to have redundant capability at the County's Public Safety Operations Complex. The FY 2016 budget includes \$680,000 and the FY 2017 budget includes \$510,000 for this project.

CAPITAL BUDGET

OPERATIONAL IMPACT

Most of the potential savings from the Board Services projects will be in personnel costs. The Fixed Assets Tracking System replacement will save the time needed to interface data from one system to the other. Appurance will provide a more efficient tool for system security administrators to assess risk and allow more time for actual risk mitigation. Though neither is likely to result in position reductions, it will allow time to be redirected to other needed services.

The paper records conversion to electronic format has already had an impact in staffing. As more case files have been digitized, the need to retrieve and deliver records from the warehouse to the courtroom has decreased. Three positions at the Records Center have been "frozen" and may be eliminated altogether once the project is closer to completion. Of course the biggest savings is space. Additional storage space is no longer needed and at some point a substantial amount of existing space will be available to the County for other purposes.

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

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

CAPITAL BUDGET

	<u>FY 14 Actuals</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
<u>Board Funding Projects</u>				
Document Mgmt Sys Upgrades	\$ 565,291	\$ -	\$ -	\$ -
Total	\$ 565,291	\$ -	\$ -	\$ -

<u>Public Records Modernization TF</u>				
Courts Sys Replace - Development	\$ 1,236,653	\$ -	\$ -	\$ -
Courts Sys Replace - Equipment	-	509,154	-	-
Courts Sys Replace - Carryover	-	328,055	-	-
Court System Enhancements	-	-	310,657	349,400
Board Svcs Sys Enhancements	-	75,000	99,328	1,200,000
Infrastructure Equipment Replacement	-	-	680,000	510,000
Disaster Recovery Equipment	-	-	505,000	401,000
E-Mail System Upgrade	-	-	150,000	-
Clerk Website Upgrade	-	-	123,215	-
Total	\$ 1,236,653	\$ 912,209	\$ 1,868,200	\$ 2,460,400

<u>Court Fines (10%) Trust Fund</u>				
E-Filing & Redaction for Courts	\$ 2,393,386	\$ -	\$ -	\$ -
Court Records Conversion	-	2,172,358	-	-
Court Records Conversion Carryover	-	-	298,568	-
Total	\$ 2,393,386	\$ 2,172,358	\$ 298,568	\$ -

	<u>FY 14 Actuals</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
<u>Total By Funding Source</u>				
Public Records Modernization TF	\$ 1,236,653	\$ 912,209	\$ 1,868,200	\$ 2,460,400
Court Fines (10%)	2,393,386	2,172,358	298,568	-
Board Funding	565,291	-	-	-
Total	\$ 4,195,330	\$ 3,084,567	\$ 2,166,768	\$ 2,460,400

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 2014		FY 2015		FY 2016	
	Minimum	Maximum	Minimum	Maximum	Minimum	Maximum
ZD	\$ 22,734	\$ 36,088	\$ 23,530	\$ 37,351	\$ 24,003	\$ 38,106
ZE	\$ 24,045	\$ 38,168	\$ 24,887	\$ 39,504	\$ 25,376	\$ 40,290
ZF	\$ 25,334	\$ 40,206	\$ 26,221	\$ 41,613	\$ 26,749	\$ 42,453
ZG	\$ 26,915	\$ 42,661	\$ 27,857	\$ 44,154	\$ 28,413	\$ 45,053
ZH	\$ 28,621	\$ 45,469	\$ 29,623	\$ 47,060	\$ 30,222	\$ 48,006
ZI	\$ 30,243	\$ 48,027	\$ 31,302	\$ 49,708	\$ 31,928	\$ 50,710
ZJ	\$ 32,136	\$ 51,064	\$ 33,261	\$ 52,851	\$ 33,925	\$ 53,914
ZK	\$ 34,258	\$ 54,371	\$ 35,457	\$ 56,274	\$ 36,171	\$ 57,387
ZL	\$ 36,629	\$ 58,157	\$ 37,911	\$ 60,193	\$ 38,688	\$ 61,402
ZM	\$ 38,938	\$ 61,838	\$ 40,301	\$ 64,002	\$ 41,122	\$ 65,291
ZN	\$ 41,475	\$ 65,853	\$ 42,927	\$ 68,158	\$ 43,784	\$ 69,534
ZO	\$ 44,304	\$ 70,325	\$ 45,855	\$ 72,786	\$ 46,779	\$ 74,235
ZP	\$ 46,845	\$ 74,336	\$ 48,485	\$ 76,938	\$ 49,462	\$ 78,478
ZQ	\$ 50,246	\$ 79,804	\$ 52,005	\$ 82,597	\$ 53,061	\$ 84,240
ZR	\$ 54,121	\$ 85,940	\$ 56,015	\$ 88,948	\$ 57,138	\$ 90,750
ZS	\$ 58,061	\$ 92,183	\$ 60,093	\$ 95,409	\$ 61,298	\$ 97,323
ZT	\$ 62,065	\$ 98,512	\$ 64,237	\$ 101,960	\$ 65,520	\$ 104,000
ZU	\$ 66,414	\$ 105,401	\$ 68,738	\$ 109,090	\$ 70,117	\$ 111,259
ZV	\$ 70,784	\$ 112,355	\$ 73,261	\$ 116,287	\$ 74,714	\$ 118,622
ZW	\$ 75,563	\$ 119,976	\$ 78,208	\$ 124,175	\$ 79,768	\$ 126,651
ZX	\$ 81,096	\$ 128,737	\$ 83,934	\$ 133,243	\$ 85,613	\$ 135,907
ZY	\$ 86,801	\$ 137,801	\$ 89,839	\$ 142,624	\$ 91,624	\$ 145,475

Sample Job Classes in Each Pay Grade

ZE	Office Assistant
ZG	Office Assistant II, Court Clerk I
ZH	Accounting Clerk II
ZI	Office Assistant III, Court Clerk II
ZJ	Accounting Clerk III
ZK	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 2013 Rate</u>	<u>FY 2014 Rate</u>	<u>FY 2015 Rate</u>	<u>FY 2016 Rate</u>
Regular	5.18%	6.95%	7.37%	7.18%
Senior Management	6.30%	18.31%	21.14%	21.35%
Elected Official	10.23%	33.03%	43.24%	42.19%
DROP	5.47%	12.84%	12.28%	12.80%

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 2013 Rate</u>	<u>FY 2014 Rate</u>	<u>FY 2015 Rate</u>	<u>FY 2016 Rate</u>
Employee Only	\$ 360	\$ 360	\$ 360	\$ 414
Employee Plus Spouse	\$ 720	\$ 720	\$ 720	\$ 828
Employee Plus Children	\$ 720	\$ 720	\$ 720	\$ 828
Employee Plus Family	\$ 1,080	\$ 1,080	\$ 1,080	\$ 1,242

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 2014 Actual	FY 2015 Estimate	FY 2016 Estimate	FY 2017 Planned
 <u>Clerk to BOCC/Comptroller</u>				
Number of Invoices	170,760	170,760	170,760	176,760
Number of Paychecks	165,000	152,902	161,958	159,079
VAB Petitions	2,282	2,510	2,510	2,510
BOCC Agenda Items	3,385	4,000	4,000	4,000
 <u>County Recorder</u>				
Documents Recorded	437,348	504,680	519,820	535,414
Marriage Licenses Issued	9,440	9,724	10,015	10,315
Passports Issued	1,964	2,022	2,082	2,144
 <u>Clerk of the Court</u>				
New Civil Cases	81,528	88,785	91,568	95,703
New Criminal & Civil Traffic Cases	263,637	243,795	256,000	256,000
Jurors Summoned	108,396	110,000	120,000	130,000
Reopens	21,470	25,023	26,275	26,275
Notices Of Appeal	1,280	925	975	975

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 roles.
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 14	Projected FY 15	Projected FY 16	Planned FY 17
Workload/Demand:					
# of petitions filed	1,16	2,282	2,510	2,510	2,510
# of properties reflected on petitions	1,16	2,284	3,000	3,000	3,000
# of hearings scheduled 1 st time	2,16	1,766	2,310	2,310	2,310
# of hearings rescheduled	2,4,5, 16	1,602	2,000	2,000	2,000
# of hearings held	3-8,11- 14,16	517	660	660	660
Efficiency:					
# of petitions filed per FTE	1	761	837	837	837
# of properties reflected on petitions per FTE	1	762	1,000	1,000	1,000
# of petitions scheduled per FTE	2	1,766	770	770	770
# of hearings rescheduled per FTE	2	1,602	667	667	667
# of hearings held per FTE	3	258	220	220	220
# of hearing rooms scheduled per week	2-6	6	6	6	6

(Continued)

VALUE ADJUSTMENT BOARD

SERVICES/MEASURES:	Key Obj Num	Actual FY 14	Projected FY 15	Projected FY 16	Planned FY 17
<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	100%	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	June 15	June 15	June 15	June 15
month in which VAB final meeting to approve magistrate recommendations and certify tax rolls is scheduled	10	June 15	June 15	June 15	June 15
% of final decisions mailed within 20 days of final VAB meeting & reported to DOR as mandated	11,12	100%	100%	100%	100%
Timely advertisements, hiring of magistrates and attorney, and orientation meetings, as mandated by DOR & Florida Statutes	13,14, 15,16	Yes	Yes	Yes	Yes

VALUE ADJUSTMENT BOARD

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Personal Services	\$ 199,615	\$ 281,796	\$ 299,554	\$ 299,554
Operating Expenditures	137,526	343,524	339,161	339,161
MIS Allocation	56,787	56,880	55,629	55,629
Total	\$ 393,928	\$ 682,200	\$ 694,344	\$ 694,344

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Board Funding	\$ 393,928	\$ 682,200	\$ 694,344	\$ 694,344
Total	\$ 393,928	\$ 682,200	\$ 694,344	\$ 694,344

<u>Positions</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Board Funding	5	5	5	5
Total	5	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 2016 budget reflects continuation funding.

COUNTY AUDIT

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

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

KEY OBJECTIVES:

1. Conduct audits, special projects, and investigations.
2. Present in-house 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 14	Projected FY 15	Projected FY 16	Planned FY 17
Workload/Demand:					
# of audit, special project, and investigation reports issued	1	19	23	24	24
# of in-house training sessions presented	2	1	1	1	1
# of management assistance and assurance letters issued	3	4	5	5	5
Efficiency:					
# of audit, special project, and investigation reports issued per FTE	1	1.9	2.7	2.7	2.7
# of in-house training sessions presented per FTE	2	.1	.1	.1	.1
# of management assistance and assurance letters issued per FTE	3	.4	.6	.5	.5
Total Efficiency Per FTE:		2.4	3.4	3.3	3.3
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 within 10% of the budgeted hours scheduled.	1, 2	75%	75%	75%	75%
% of follow-up activities performed within 60 days of the client's implementation of its correction action plan.	4	100%	75%	75%	75%

COUNTY AUDIT

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Personal Services	\$ 900,874	\$ 953,031	\$ 898,035	\$ 898,035
Operating Expenditures	50,106	41,100	44,750	45,750
Capital Equipment	-	-	-	-
Total	\$ 950,980	\$ 994,131	\$ 942,785	\$ 943,785

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Board Funding	\$ 950,980	\$ 994,131	\$ 942,785	\$ 943,785
Total	\$ 950,980	\$ 994,131	\$ 942,785	\$ 943,785

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

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

One Internal Auditor position was released in FY 2016.

PAYROLL

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

KEY OBJECTIVES:

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

SERVICES/MEASURES:	Key Obj Num	Actual FY 14	Projected FY 15	Projected FY 16	Planned FY 17
Workload/Demand:					
# of checks issued	1	165,000	152,902	161,958	159,079
# of employees per pay cycle	1,2	6,346	5,881	5,998	6,118
# of deduction payments reconciled and paid	3	1,200	1,200	1,200	1,200
Efficiency:					
# of payroll checks per FTE (average)	1	16,500	15,290	16,195	15,908
# 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
Effectiveness:					
% of payments for deductions made within two days of payday	3	100%	100%	100%	100%
% of rewrite checks to generated checks (combined)	1	0.01%	0.01%	0.01%	0.01%
Clerk	1	0.008%	0.008%	0.008%	0.008%
BOCC	1	0.01%	0.01%	0.01%	0.01%
% of documents scanned and indexed within 2 week cycle	4	100%	100%	100%	100%
% of insurance deductions reconciled by 5 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 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Personal Services	\$ 722,247	\$ 734,280	\$ 763,604	\$ 763,604
Operating Expenditures	16,223	28,130	28,130	28,130
Capital Equipment	-	-	-	-
Total	\$ 738,470	\$ 762,410	\$ 791,734	\$ 791,734

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Board Funding	\$ 738,470	\$ 762,410	\$ 791,734	\$ 791,734
Total	\$ 738,470	\$ 762,410	\$ 791,734	\$ 791,734

<u>Positions</u>	<u>FY 14</u>	<u>FY 15</u>	<u>FY 16</u>	<u>FY 17</u>
Board Funding	12	11	11	11
Total	12	11	11	11

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

Due to changes in workflow related to the new Enterprise Resource Planning (ERP) a position was transferred to County Finance in the FY 2015 budget. The FY 2016 budget reflects continuation funding.

COUNTY FINANCE

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

KEY OBJECTIVES:

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

SERVICES/MEASURES:	Key Obj Num	Actual FY 14	Projected FY 15	Projected FY 16	Planned FY 17
Treasury:					
<i>Workload/Demand:</i>					
book value of portfolio (beginning of year – in millions)	5	\$1,718	\$1,631	\$1,725	\$1,730
# of new securities transactions processed	5	115	128	130	135
<i>Efficiency:</i>					
# of transactions per FTE	5	115	128	130	135
<i>Effectiveness:</i>					
monthly investment reports distributed timely	5	Yes	Yes	Yes	Yes
safe, liquid and diversified investment portfolio	5	Yes	Yes	Yes	Yes

(Continued)

COUNTY FINANCE

SERVICES/MEASURES:	Key Obj Num	Actual FY 14	Projected FY 15	Projected FY 16	Planned FY 17
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	176	180	180	180
# of audited financial reports prepared – enterprise fund	1	2	2	2	2
# of quarterly financial reports prepared – enterprise fund	1	6	6	6	6
total enterprise fund annual debt service (in millions)	1	31	32	31	31
# of bond issues outstanding – enterprise fund	1	4	4	4	4
value of outstanding bonds (in millions) – enterprise fund	1	\$321	\$321	\$292	\$292
total enterprise funds assets (in millions)	1	\$1,830	\$1,850	\$1,819	\$1,819
total enterprise funds liabilities (in millions)	1	\$430	\$415	\$428	\$428
<i>Efficiency:</i>					
net grant expenditures monitored per FTE (in millions)	6	\$103	\$108	\$114	\$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 unmodified audit opinion from County's CPA on:					
CAFR	2	Yes	Yes	Yes	Yes
Single Audit document	2	Yes	Yes	Yes	Yes
Water and Wastewater System Enterprise Fund	2	Yes	Yes	Yes	Yes
Solid Waste Resource Recovery Enterprise Fund	2	Yes	Yes	Yes	Yes
financial reports distributed timely	1	Yes	Yes	Yes	Yes
met rate covenant test for enterprise funds	1	Yes	Yes	Yes	Yes
Bond Disclosure and Compliance:					
<i>Workload/Demand:</i>					
# of bond issues outstanding	10	21	21	23	23
value of bonds outstanding (in millions)	10	\$810	\$790	\$800	\$800
value of commercial paper outstanding (in millions)	10	\$120	\$125	\$117	\$117
total debt service payments (in millions)	10	\$88	\$88	\$98	\$98
# of debt service payments	10	24	24	24	24
# of escrowed bond issues outstanding	10	2	1	1	1
# of arbitrage rebate reports prepared	10	21	21	21	21
# of new and refunding bonds issued	10	0	0	2	0
# of commercial paper notes, new issues & rollovers	10	38	38	38	38
# of bond covenant tests prepared	10	21	21	21	21
<i>Efficiency:</i>					
# of FTEs	10	1	1	1	1
<i>Effectiveness:</i>					
% of debt payments recorded accurately and timely	10	100%	100%	100%	100%

(Continued)

COUNTY FINANCE

SERVICES/MEASURES:	Key Obj Num	Actual FY 14	Projected FY 15	Projected FY 16	Planned FY 17
Management Support:					
<i>Workload/Demand:</i>					
# of BOCC budget amendment agenda items reviewed	4	242	250	250	250
# of line items adjusted via budget amendment	4	5,824	2,500	2,500	2,500
# of review comments on County Administrator's Recommended Budget	4	111	200	200	200
# of account codes created in the financial accounting system	4	559	500	500	500
total value of all County assets controlled excluding infrastructure (in millions)	3	\$2,265	\$2,752	\$3,200	\$3,500
capital acquisitions recorded in the asset records during the fiscal year (in millions):	3	\$180	\$180	\$180	\$180
completed CIP projects transferred to depreciable assets (in millions)	3	\$65	\$85	\$95	\$105
capital asset disposals (in millions)	3	\$20	\$25	\$25	\$25
total assets inventoried (in millions)	3	\$410	\$415	\$420	\$425
<i>Efficiency:</i>					
# of Budget Section FTEs	4	2	2	2	2
# of budget amendment line items adjusted per FTE	4	2,912	1,250	1,250	1,250
# of financial system account codes created per FTE	4	280	250	250	250
# of Capital Assets Recording FTEs	3	2	2	2	2
total assets recorded, disposed, reconciled (in millions) per FTE	3	\$265	\$205	\$205	\$205
# of Capital Assets Inventory FTEs	3	2	2	2	2
total assets inventoried (in millions) per FTE	3	\$205	\$290	\$290	\$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	40	40	40	40
rating agency reviews and updates	9	55	55	55	55
prepared secondary market disclosure report	11	1	1	1	1
<i>Efficiency:</i>					
cost of bond management per debt obligation (Personnel)	9	\$5,159	\$5,159	\$4,711	\$4,711

(Continued)

COUNTY FINANCE

SERVICES/MEASURES:	Key Obj Num	Actual FY 14	Projected FY 15	Projected FY 16	Planned FY 17
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	1.25%	1.25%	1.25%	1.25%
# of credit ratings reduced for technical reasons (Goal: 0)	9	0	0	0	0
% of bonds issued that are in compliance with structuring guidelines of debt policies	9	100%	100%	100%	100%
true interest cost of debt outstanding as a % of Bond Buyer Index (Goal: < or = to 105%)	9	80-95%	80-95%	80-95%	80-95%
County general bond rating at end of fiscal year	9	Aaa/AAA/AAA	Aaa/AAA/AAA	Aaa/AAA/AAA	Aaa/AAA/AAA
% of timely completion of secondary market disclosure reports	11	100%	100%	100%	100%
Payables:					
<i>Workload/Demand:</i>					
total # of invoices processed (includes county agencies)	7	170,760	170,760	170,760	176,760
electronic invoice packets	7	124,430	138,120	138,120	138,120
paper invoice packets (scanned)	7	46,330	41,740	41,740	41,740
p-card invoices (included in invoice totals above)	7	31,020	31,020	31,020	31,020
utility invoices (included in invoice totals above)	7	48,810	48,810	48,810	48,810
# of invoices processed – county agencies	7	10,890	10,890	10,890	10,890
# of account corrections	7	2,370	2,370	2,370	2,370
# of journal entries	7	70	70	70	70
total # of disbursements	7	45,210	45,210	45,210	45,210
Checks	7	33,870	27,760	27,760	27,760
ACH	7	10,820	14,390	14,390	14,390
EFT	7	400	400	400	400
E-Payables	7	120	120	120	120
# of direct deposit applications processed	7	240	240	240	240
# of financial reports/schedules prepared	7	22	22	22	22
# of special handling payment requests processed	7	820	820	820	820
# of other checks (payroll, poll workers, revenue) distributed	7	6,250	6,250	6,250	6,250
# of county agencies served	7	18	18	18	18
<i>Efficiency:</i>					
# of FTEs	7	24	24	24	24
# of invoices processed per FTE	7	7,120	7,120	7,120	7,120
personnel cost per invoice	7	7.33	7.33	7.33	7.33
<i>Effectiveness:</i>					
% of invoices paid/released within 10 days of receipt	7	99%	99%	99%	99%
% of payments returned for errors	7	<1%	<1%	<1%	<1%
% of financial reports/schedules prepared by agenda deadline	7	100%	100%	100%	100%

(continued)

COUNTY FINANCE

SERVICES/MEASURES:	Key Obj Num	Actual FY 14	Projected FY 15	Projected FY 16	Planned FY 17
Receivables:					
<i>Workload/Demand:</i>					
# of cash collection sites monitored (includes county agencies)	7	102	104	104	104
# of journal documents processed (includes county agencies)	7	16,144	16,467	16,796	17,132
# of receipts issued	7	5,742	5,857	5,974	6,093
# of financial documents prepared (total)	8	1,938	1,977	2,000	2,011
financial reports/schedules	8	258	263	268	268
reconciliation reports (bank, AR & escrow)	8	1,121	1,143	1,150	1,150
AR invoices	8	559	570	582	593
# of payment requests audited/prepared	8	1,005	1,025	1,046	1,067
# of cash collection sites monitored - county agencies	7	11	11	11	11
# of documents processed - county agencies	7	1,297	1,323	1,349	1,376
<i>Efficiency:</i>					
# of documents processed per FTE	7	4,036	4,117	4,199	4,283
personnel costs per document	7	\$17.40	\$17.68	\$17.34	\$17.00
funds receipted (in millions)	7	\$2,040	\$2,081	\$2,122	\$2,165
personnel costs per receipt issued	7	\$6.12	\$6.21	\$6.09	\$5.97
# of financial documents prepared per FTE	8	646	659	667	670
personnel costs per financial document prepared	8	\$108.74	\$110.47	109.19	108.58
personnel costs per payment request audited/prepared per FTE	8	\$34.95	\$35.51	\$34.81	\$34.13
# of recon errors/irregularities identified/corrected	8	2,681	2,700	2,700	2,700
<i>Effectiveness:</i>					
% of documents audited and posted within 2 business days	7	95%	95%	95%	95%
% of financial documents completed within 30 days of period end	8	98%	98%	98%	98%
% 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 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Personal Services	\$ 3,474,743	\$ 3,808,412	\$ 3,882,847	\$ 3,882,847
Operating Expenditures	440,399	415,541	415,541	415,541
Capital Equipment	-	-	-	-
Total	\$ 3,915,142	\$ 4,223,953	\$ 4,298,388	\$ 4,298,388

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Board Funding	\$ 3,915,142	\$ 4,223,953	\$ 4,298,388	\$ 4,298,388
Total	\$ 3,915,142	\$ 4,223,953	\$ 4,298,388	\$ 4,298,388

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

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

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. The FY 2016 budget reflects continuation funding.

BOCC RECORDS

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

KEY OBJECTIVES:

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

SERVICES/MEASURES:	Key Obj Num	Actual FY 14	Projected FY 15	Projected FY 16	Planned FY 17
Record Keeping for BOCC					
<i>Workload/Demand:</i>					
# of agenda items processed	1	3,385	4,000	4,000	4,000
# of meetings attended	1	210	220	220	220
# of BOCC meetings attended	1	91	90	90	90
# of hours in meetings	1	370	400	400	400
<i>Efficiency:</i>					
# of agenda items per FTE	1	1,692	2,430	2,000	2,000
# of meetings attended per FTE	1	52	55	55	55
<i>Effectiveness:</i>					
% of agenda items processed within 10 days of receipt	1	100%	100%	100%	100%
% of minutes produced within 21 days	1	96%	98%	98%	98%
% of BOCC minutes produced within 21 days	1	97%	99%	99%	99%
Zoning Process					
<i>Workload/Demand:</i>					
# of applications processed	2	253	230	260	260
# of yearly meetings	2	24	27	27	27
# of party of record notification letter mail-outs	2	1,502	600	600	600
# of oral argument requests received	2	143	140	140	140
# of FTE's	2	.25	.25	.25	.25
<i>Effectiveness:</i>					
% of applications processed within 10 days	2	100%	100%	100%	100%
% of evidence from yearly meetings processed and mailed within 24 hours	2	100%	100%	100%	100%
% of party of record notification mail-outs within 20 days of BOCC Land Use Meeting	2	100%	100%	100%	100%
% of oral argument requests copies and set out for pickup by county departments within 24 hours	2	100%	100%	100%	100%
Lobbyist Registration					
<i>Workload/Demand:</i>					
# of registrations processed	3	124	200	200	200
<i>Effectiveness:</i>					
% of registrations posted on the Clerk's internet quarterly	3	100%	100%	100%	100%

(Continued)

BOCC RECORDS

SERVICES/MEASURES:	Key Obj Num	Actual FY 14	Projected FY 15	Projected FY 16	Planned FY 17
BOCC Research					
<i>Workload/Demand:</i>					
# of research requests	1	691	1,000	1,000	1,000
# of copies	1	2,354	500	500	500
# of CD's and tapes	1	19	100	100	100
# of e-mails/faxes (per page)	1	288	500	500	500
<i>Effectiveness:</i>					
% of requests processed within 48 hours	1	100%	95%	95%	95%
Bus Pass Sales					
<i>Workload/Demand:</i>					
# of passes sold	4	2,768	3,280	3,280	3,280
# of deposits made	4	83	100	100	100

BOARD RECORDS

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Personal Services	\$ 343,060	\$ 343,194	\$ 349,202	\$ 349,202
Operating Expenditures	11,442	17,276	23,276	17,276
Capital Equipment	3,130	-	-	-
Total	\$ 357,632	\$ 360,470	\$ 372,478	\$ 366,478

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Board Funding	\$ 357,632	\$ 360,470	\$ 372,478	\$ 366,478
Total	\$ 357,632	\$ 360,470	\$ 372,478	\$ 366,478

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

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

The FY 2016 budget reflects 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	Actuals FY 14	Projected FY 15	Projected FY 16	Projected FY 17
Workload/Demand:					
Board of County Commissioners Support:					
# of Regular Board Meetings	1	22	22	22	22
# of Workshop Meetings	1	18	28	28	28
# of BOCC Master Calendars Prepared/Published	1	52	52	52	52
# of Incoming Mail Items	1	12,694	12,700	12,700	12,700
# of Chairman's Correspondence/Letters	1	42	40	40	40
Boards and Councils:					
# of Boards, Councils and Commissions	2	50	50	50	50
# of Positions on all Boards, Councils and Commissions	2	572	572	572	572
# of Applications Processed for Vacancies	2	303	250	250	250
# of Press Releases for Openings	2	6	6	6	6
Coordination of Financial Disclosure Reporting:					
# of Individuals with Financial Disclosure Requirements	3	196	190	190	190

BOARD SERVICES

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Personal Services	\$ 558,603	\$ 559,765	\$ 495,097	\$ 495,097
Operating Expenditures	2,571	3,297	3,297	3,297
Capital Equipment	-	-	-	-
Total	\$ 561,174	\$ 563,062	\$ 498,394	\$ 498,394

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Board Funding	\$ 561,174	\$ 563,062	\$ 498,394	\$ 498,394
Total	\$ 561,174	\$ 563,062	\$ 498,394	\$ 498,394

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

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

The FY 2016 budget reflects continuation funding.

PLANT CITY

MISSION:

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

KEY OBJECTIVES:

1. Serve the citizens in all areas of Branch operations in a courteous, professional and timely manner within the required time standards.
2. Record documents, issue marriage licenses, passports, and perform marriage ceremonies to comply with Clerk's policy and statutory requirements.
3. 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 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.
5. Maintain an average wait time for both Courts and Official Records of 15 minutes or less.

SERVICES/MEASURES:	Key Obj Num	Actual FY 14	Projected FY 15	Projected FY 16	Planned FY 17
Workload/Demand:					
# of Traffic citations filed	3,4	27,186	26,000	26,500	27,000
# of Circuit Civil cases filed	1,3	156	160	160	160
# of Family Law cases filed	1,3	2467	2450	2500	2525
# of Domestic Violence cases filed	1,3	1666	1600	1650	1700
# of County Civil cases filed	1,3	759	775	800	825
# of County Criminal cases filed	3,4	2731	2700	2725	2750
# of Probate/Guardianship cases filed	1,3	776	650	675	700
# of Marriage License issued	1,2	801	825	850	875
# of Marriage Ceremonies performed	1,2	203	225	230	245
# of Documents recorded	1,2	46580	46800	47000	47200
# of Passports Issued	1,2	308	310	315	320
Average # of customers served in person monthly in Courts	5	3606	3806	4006	4206
Average # of customers served in person monthly in Official Records	5	593	623	653	683
Efficiency:					
# of Traffic cases filed per FTE	1,3	5437	5200	5300	5400
# of County Criminal cases filed per FTE	1,3	1365	1350	1650	1375
# of Civil, Family Law & Probate cases filed per FTE	1,3	728	704	723	738
# of Court Dockets served in by Court Clerks per FTE	1,4	79	79	79	79
# of Marriage License issued per FTE	1,2	400	413	425	438
# of Marriage Ceremonies performed per FTE	1,2	101	112	115	222
#of Documents recorded per FTE	1,2	23290	23400	23500	23600
# of Passports issued per FTE	1,2	180	155	158	160
Average # of customers served in person monthly in Courts per FTE	5	361	380	400	420
Average # of customers served in person monthly in Official Records per FTE	5	297	311	326	341
Effectiveness:					
% of Traffic cases filed within 4 business days	1,3	88.2%	89%	90%	91%
% of Traffic documents filed within 4 business days	1,3	87.7%	89%	90%	91%
% of County Criminal cases filed within 3 business days	1,3	97.0%	97%	97%	97%
% of County Criminal documents processed within 3 business days	1,3	91.4%	92%	92%	92%
% of Family Law cases filed within 3 business days	1,3	99.2%	99.5%	99.5%	99.5%
% of Family Law documents filed within 3 business days	1,3	97.2%	98%	98.5%	99%
% of County Civil cases filed within 2 business days	1,3	98.8%	99%	99%	99%
% of County Civil documents filed within 3 business days	1,3	99.1%	99.5%	99.5%	99.5%
Average % of customers waiting 15 minutes or less Courts	5	96.6%	99%	100%	100%
Average % of customers waiting 15 minutes or less Official Records	5	96.2%	99%	100%	100%

PLANT CITY

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Personal Services	\$ 1,610,473	\$ 1,672,404	\$ 1,551,453	\$ 1,551,453
Operating Expenditures	50,056	130,628	72,109	111,943
Capital Equipment	-	-	-	-
Total	\$ 1,660,529	\$ 1,803,032	\$ 1,623,562	\$ 1,663,396

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Board Funding	\$ 16,553	\$ 46,634	\$ 22,909	\$ 23,597
Court Fees Funding	1,501,693	1,605,072	1,439,751	1,478,144
General Government	142,283	151,326	160,902	161,655
Total	\$ 1,660,529	\$ 1,803,032	\$ 1,623,562	\$ 1,663,396

Positions

Court Fees Funding	30	30	27	27
General Government Funding	2	2	2	2
Total	32	32	29	29

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

The FY 2016 budget transferred three positions to other Court departments as part of a reorganization in Courts, which resulted in a reduction in Court Fees funding.

BRANDON & SOUTHSORE REGIONAL SERVICE CENTERS

MISSION: Provide our customers, particularly the residents of Brandon, Valrico, Ruskin, Dover and the South County areas, a more convenient alternative for Traffic, Courts, Marriage License, Passports 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 in the Brandon location.
2. Maintain an average service time for customers of 15 minutes or less.
3. Maintain an average wait time for customers of 25 minutes or less in the South County location.

SERVICES/MEASURES:	Key Obj Num	Actual FY 14	Projected FY 15	Projected FY 16	Planned FY 17
Workload/Demand:					
Brandon location:					
Average # of customers served in person monthly in Courts	1,2	4491	5069	5647	6225
Average # of customers served in person monthly in Official Records	1,2	1664	1645	1626	1607
South County location:					
Average # of customers served in person monthly in Courts	3,2	877	921	967	1063
Average # of customers served in person monthly in Official Records	3,2	688	722	758	796
Efficiency:					
Brandon location:					
Average # of customers served in person monthly in Courts per FTE	1,2	561	634	706	778
Average # of customers served in person monthly in Official Records per FTE	1,2	333	329	325	321
South County location:					
Average # of customers served in person monthly in Courts per FTE	3,2	439	461	484	532
Average # of customers served in person monthly in Official Records per FTE	3,2	688	722	758	796
Effectiveness:					
Brandon location:					
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%
South County location:					
Average % of customers waiting 25 minutes or less	3	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 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Personal Services	\$ 813,131	\$ 883,344	\$ 1,111,293	\$ 1,111,293
Operating Expenditures	25,624	40,302	67,789	69,911
Capital Equipment	-	-	-	-
Total	\$ 838,755	\$ 923,646	\$ 1,179,082	\$ 1,181,204

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Board Funding	\$ 8,557	\$ 15,312	\$ 23,110	\$ 23,660
Court Fees Funding	439,613	510,881	595,667	596,377
General Government	390,585	397,453	560,305	561,167
Total	\$ 838,755	\$ 923,646	\$ 1,179,082	\$ 1,181,204

<u>Positions</u>				
Court Fees Funding	9	9	10	10
General Government Funding	7	7	9	9
Total	16	16	19	19

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.

For FY 2016, the Southshore Regional Service Center was combined with the Brandon Regional Service Center department as both Service Centers report to a single Director. The FY 2016 reflects continuation funding.

SOUTHSHORE

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Personal Services	\$ 246,887	\$ 185,889	\$ -	\$ -
Operating Expenditures	6,278	16,740	-	-
Capital Equipment	-	-	-	-
Total	\$ 253,165	\$ 202,629	\$ -	\$ -

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Board Funding	\$ 2,109	\$ 6,184	\$ -	\$ -
Court Fees Funding	136,036	67,907	-	-
General Government	115,020	128,538	-	-
Total	\$ 253,165	\$ 202,629	\$ -	\$ -

Positions

Court Fees Funding	2	1	0	0
General Government Funding	2	2	0	0
Total	4	3	0	0

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

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

OFFICIAL RECORDS

MISSION: To effectively record, manage, index and preserve official records for Hillsborough County that result in and become the public record; to issue and manage marriage licenses and forward those recorded licenses to Florida Department of Vital Statistics; and to administer the Passport application process effectively as the Clerk's agent for the U.S. State Department. Also, to provide service and information to the citizens of Hillsborough County by information dissemination using the 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 Department of Vital Statistics.
 3. To correctly and effectively process passport applications as an agent for the U.S. 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.
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SERVICES/MEASURES:	Key Obj Num	Actual FY 14	Projected FY 15	Projected FY 16	Planned FY 17
<i>Workload/Demand:</i>					
# of marriage licenses issued	2	9,440	9,724	10,015	10,315
# of passport applications processed	3	1,964	2,022	2,082	2,144
\$ amount of records library service charges (copies/certifications)	4	\$240,653	\$247,872	\$255,307	\$262,966
# of total documents recorded	1	437,348	504,680	519,820	535,414
# of documents e-recorded	1	221,633	228,281	235,129	242,182
# of documents recorded in person or by mail	1	215,515	209,050	202,779	196,696

OFFICIAL RECORDS

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Personal Services	\$ 1,894,310	\$ 2,100,697	\$ 2,300,740	\$ 2,300,740
Operating Expenditures	67,210	191,448	195,286	190,986
Capital Equipment	-	-	-	-
Total	\$ 1,961,520	\$ 2,292,145	\$ 2,496,026	\$ 2,491,726

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Board Funding	\$ -	\$ 7,000	\$ 7,000	\$ 7,000
General Government	1,961,520	2,285,145	2,489,026	2,484,726
Total	\$ 1,961,520	\$ 2,292,145	\$ 2,496,026	\$ 2,491,726

Positions

General Government Funding	39	39	39	39
Total	39	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.

The FY 2015 and FY 2016 budgets reflect continuation funding.

TAX DEEDS

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

KEY OBJECTIVES:

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

SERVICES/MEASURES:	Key Obj Num	Actual FY 14	Projected FY 15	Projected FY 16	Planned FY 17
Workload/Demand:					
Tax Certificate files processed	1	1,135	1248	1372	1509
Sales of property	2	437	480	528	580
Excess Proceeds	3	728	933	1194	1528
Efficiency:					
Tax Certificate files per FTE	1	378	416	457	503
Sales of property per FTE	2	145	160	176	193
Excess Proceeds per FTE	3	728	933	1194	1528
Effectiveness:					
% of Tax Certificate files processed within timeline	1	100%	100%	100%	100%
% of sales held on time	2	100%	100%	100%	100%
Excess Proceeds Distributed	3	33%	45%	60%	60%

- Excess Proceeds case distribution breaks down in the following manner:

	2014	2015
Jonathan's Office:	11%	8%
Excess Proceeds files under 90 Days:	16%	16%
Excess Proceeds Files Over 90 Days:	33%	36%
No Claims Files:	40%	40%

TAX DEEDS

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Personal Services	\$ 343,930	\$ 428,331	\$ 446,293	\$ 446,293
Operating Expenditures	10,250	13,450	14,516	14,817
Capital Equipment	-	-	-	-
Total	\$ 354,180	\$ 441,781	\$ 460,809	\$ 461,110

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
General Government	\$ 354,180	\$ 441,781	\$ 460,809	\$ 461,110
Total	\$ 354,180	\$ 441,781	\$ 460,809	\$ 461,110

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

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

The FY 2015 budget added one position due to increased volume. The FY 2016 budget reflects continuation funding.

CLERK'S ADMINISTRATION

MISSION:

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

KEY OBJECTIVES:

1. Deliver outstanding service, be effective and efficient and be a great place to work.
 2. Cultivate a culture of continuous improvement of all processes within the organization.
 3. Review the systems established to ensure compliance with policies, procedures, laws and regulations.
-

SERVICES/MEASURES:	Key Obj Num	Actual FY 14	Projected FY 15	Projected FY 16	Planned FY 17
<i>Workload/Demand:</i>					

Efficiency:

Effectiveness:

CLERK'S ADMINISTRATION

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Personal Services	\$ 1,094,083	\$ 1,138,981	\$ 1,477,274	\$ 1,477,274
Operating Expenditures	154,095	193,225	203,225	193,225
Capital Equipment	-	-	-	-
Total	\$ 1,248,178	\$ 1,332,206	\$ 1,680,499	\$ 1,670,499

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
General Government	\$ -	\$ -	\$ 97,153	\$ 97,153
Court Fines (10%) Fund	-	-	7,418	-
Board Funding	\$ 98,028	\$ 49,500	\$ 51,190	\$ 49,500
Allocated Departments	1,150,150	1,282,706	1,524,738	1,523,846
Total	\$ 1,248,178	\$ 1,332,206	\$ 1,680,499	\$ 1,670,499

<u>Positions</u>	<u>FY 14</u>	<u>FY 15</u>	<u>FY 16</u>	<u>FY 17</u>
General Government	0	0	1	1
Allocated Departments	10	9	10	10
Total	10	9	11	11

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

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. In FY 2016, a position was transferred from Information Technology.

HUMAN RESOURCES

MISSION: It is the mission of Human Resources is to provide quality and professional customer service to all employees and management of the Hillsborough County Clerk of the Circuit Court's office for all human resource needs in the areas of: employment, recruitment, hiring and selection, benefits administration, compensation, training and development, workers' compensation, retirement processing, policy administration, personnel records management, disciplinary issues and compliance with laws and regulations. Human Resources will provide these services responsibly, efficiently and cost effectively.

KEY OBJECTIVES:

1. Administer benefits to all active, separated and retired employees through briefings, open enrollment, one-on-one sessions to ensure employee satisfaction; process forms with 98% accuracy.
 2. Manage employee recruitment program with the objective of interviewing, hiring and retaining employees to provide quality service and support. Perform associated background investigation checks prior to job offers, promotions or deputizations.
 3. Perform records management for personnel files; complete all requests for employment verification within 24 hours, convert to and maintain electronic personnel files; process all public records requests in accordance with the law.
 4. Provide guidance to all levels of the organization concerning policies and human resource related topics, laws and regulations. Provide guidance regarding existing rules and assistance in implementing new policies or revising existing policies as needing and in accordance with all laws and regulations.
 5. Provide onboarding services and associated activities and processes in a timely manner.
 6. Administer, track and monitor all leaves of absence; conduct leave planning meetings; conduct FMLA training as needed.
 7. Administer all workers' compensation claims within the agency and coordinate all associated leaves of absence.
 8. Maintain and ensure accuracy of data/deductions within the Oracle HR system; prepare status reports and maintain organizational charts.
 9. Coordinate and process all agency retirements and associated benefits.
 10. Provide employee and management training and development.
 11. Conduct new hire orientation/onboarding.
 12. Coordinate all disciplinary proceedings and associated actions.
 13. Coordinate all requests regarding the Department of Economic Opportunity and EEOC and participate in associated hearings.
 14. Oversee all internal investigations.
 15. Participate in the insurance committee as a representative of the Clerk of the Circuit Court.
 16. Administer, monitor and process paperwork for the performance management process for the organization.
 17. Administer requests for accommodations under the ADA.
-

SERVICES/MEASURES:	Key Obj Num	Actual FY 14	Projected FY 15	Projected FY 16	Planned FY 17
<i>Workload/Demand:</i>					
Onboarding meetings	5	58	80	60	55
Recruitments	2	98	110	90	81
Pre-disciplinary hearings administered	12	8	14	10	8
New hire group onboarding/orientations	5	9	8	8	8
Background screenings	2	550	600	500	500
Employee separations processed	1,12	78	85	65	60
Retirement/DROP briefings/sessions	1	85	85	85	60
Leaves of absence administered	6	135	150	140	126
Unemployment Claims	13	32	50	45	41
ADA Accommodation Requests	17	10	10	10	10
Current/active retiree personnel files maintained	3	858	860	865	867
Investigations conducted	14	12	12	12	12

HUMAN RESOURCES

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Personal Services	\$ 537,782	\$ 606,871	\$ 630,266	\$ 630,266
Operating Expenditures	43,887	152,353	114,550	114,550
Capital Equipment	-	-	-	-
Total	\$ 581,669	\$ 759,224	\$ 744,816	\$ 744,816

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Allocated Departments	\$ 581,669	\$ 759,224	\$ 744,816	\$ 744,816
Total	\$ 581,669	\$ 759,224	\$ 744,816	\$ 744,816

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

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

Due to changes in workflow related to the new Enterprise Resource Planning (ERP) a position was transferred from Clerk's Administration in the FY 2015 budget. FY 2016 budget reflects continuation funding.

MAIL SERVICES & PURCHASING

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

KEY OBJECTIVES:

1. Efficiently sort and re-deliver all inbound mail received from the USPS and expedited mail services for the CCC, BOCC, and other Hillsborough County agencies on a daily and/or weekly basis.
2. Efficiently process outbound mail, expedited mail and apply postage cost daily.
3. Efficiently pick-up, redeliver, sort, and distribute inter-office and prepaid mail for CCC, BOCC, and other Hillsborough County agencies daily.
4. Efficiently fold, insert, seal and apply postage to various notices and checks (i.e., W-2's, 1099's, court notices, etc.) for CCC, BOCC, and other Hillsborough County agencies.
5. Efficiently monitor the maintenance of all Clerks' vehicles used in our daily courier operations.
6. Manage a centralized purchasing function capable of providing superior service and support for CCC Departments, with a processing goal of completing 95% of all requisitions received within (5) working days, including vendor quotes, P-Card purchases, and Blankets.
7. Ensure responsible and accountable procurement of goods and services. Manage Accounting changes to PO's within a timely manner.
8. Request vendors to be added to or request changes to be made to Oracle (isupplier). Promote goodwill and clear communication with vendors and all those involved in the procurement process.
9. Manage competitive Bids, Requests for Proposals and Requests for Quotations processes.
10. Manage automated purchasing activity and process 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 14	Projected FY 15	Projected FY 16	Planned FY 17
Workload/Demand:					
# of pieces of USPS mail received	1,13	1,079,528	1,079,528	1,079,528	1,079,528
# of pieces of USPS mail redelivered	1,13	1,079,528	1,079,528	1,079,528	1,079,528
# of pieces of expedited/certified mail tracked	1,2,13	34,699	34,699	34,699	34,699
# of pieces of mail processed or shipped	2,4,13	1,127,887	1,127,887	1,127,887	1,127,887
Postage cost	2,13	\$774,777	\$774,777	\$774,777	\$774,777
# of pieces of inter-office & prepaid mail picked up	3,13	905,079	905,079	905,079	905,079
# of pieces of inter-office & prepaid mail delivered	3,13	905,079	905,079	905,079	905,079
# of boxes picked up and delivered	3,13	11,925	11,925	11,925	11,925
# of Notices & Jury Summons	2,4,13	625,892	644,669	644,669	644,669
# of checks & accounting letters	2,4,13	56,634	56,634	56,634	56,634
# of mail stops	1,3,13	264	300	300	300
# of vehicles managed	5	8	8	8	8
# of requisitions (RQ's) reviewed & processed through Oracle (proj 1% increase)	6,7,10 ,13	1981	2001	2021	2041
# of Bids, Requests for Proposals & Quotations compiled and issued	6,9,13	4	5	6	7
# of isupplier vendors used by Purchasing	8,13	224	224	224	224
# of CARFs processed within 24 hours of receipt (proj 3% increase)	6,7,11 ,13	166	166	171	176
# of P-Card purchases processed (proj 5% increase)	6,7,10 ,13	132	132	139	146

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MAIL SERVICES & PURCHASING

SERVICES/MEASURES:	Key Obj Num	Actual FY 14	Projected FY 15	Projected FY 16	Planned FY 17
Efficiency:					
# of incoming pieces of mail per FTE (9 employees)	1,3,13	119,948	119,948	119,948	119,948
# of outgoing pieces of mail per FTE (3 employees)	1,2,4, 13	375,962	375,962	375,962	375,962
# of pieces of inter-office & prepaid mail per FTE (12 employees)	3,13	75,423	75,423	75,423	75,423
# of stops per FTE (9 employees)	1,3,13	30	34	34	34
# of vehicles managed per FTE (12 employees)	5	.66	.66	.66	.66
# of requisitions (RQ's) processed per FTE (based on 2 employees, 1% increase)	6,7,10 ,13	991	1,001	1,011	1,021
Average hours required to process each requisition	6,7,10	2.10	2.08	2.06	2.04
Formula = # of hours / by # of PR's (2080 hrs x 2 FTE = 4160 hrs)	,13				
Reviewed/Approved PCARD expenditures as PCARD Administrator (5 % increase / year)	6,7,10 ,13	289	289	303	318
Effectiveness:					
% of incoming mail delivered	1,3,13	99.9%	99.9%	99.9%	99.9%
% of requisitions completed within 5 working days	6,13	90%	95%	95%	95%
% of successful Bids, Requests for Proposals & Quotations	9,13	100.0%	100%	100%	100%
% of CARFs processed within 24 hours of receipt	11,13	82.0%	82.0%	95%	95%
% of P-Card purchases placed within 5 working days	6,13	95.0%	95.0%	95.0%	95.0%
d. Purchasing Customer Satisfaction Survey (1-5 scale, 5 being the best)	13	N/A	4.5	4.5	4.5

MAIL SERVICES & PURCHASING

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Personal Services	\$ 673,984	\$ 760,672	\$ 764,363	\$ 764,363
Operating Expenditures	76,429	95,451	98,737	97,959
Capital Equipment	-	26,590	68,926	24,000
Total	\$ 750,413	\$ 882,713	\$ 932,026	\$ 886,322

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Board Funding	\$ 329,399	\$ 360,588	\$ 419,788	\$ 377,029
Allocated Departments	421,014	522,125	512,238	509,293
Total	\$ 750,413	\$ 882,713	\$ 932,026	\$ 886,322

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

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

CCC ACCOUNTING

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

KEY OBJECTIVES:

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

SERVICES/MEASURES:	Key Obj. Num	Actual FY 14	Projected FY 15	Projected FY 16	Planned FY 17
<i>Workload/Demand:</i>					
# of deposit reconciliations per year	1	6,832	7,000	7,000	7,000
# of consolidated check requests per year	2,7	16,648	15,500	15,500	15,500
# of NSF checks per month	3	43	50	50	50
# of interfaces per month	4	187	64	64	64
# of jury & witness checks per month	5	1,403	1,250	1,250	1,250
# of monthly closings	6	12	12	12	12
# of bank reconciliations per month	7	12	10	10	10
# of monthly reports	8	60	60	60	60
# of jury & witness requests entered	5	16,835	15,000	15,000	15,000
# of journal entries processed	6	7,621	6,000	5,500	5,500
<i>Efficiency:</i>					
# of deposit reconciliations per FTE	1	1,366	1,750	1,750	1,750
# of check requests per FTE	2,7	3,330	3,100	3,875	3,875
# of NSF checks per FTE	3	27	25	25	25
# of interfaces per FTE	4	47	16	16	16
# of jury & witness checks per FTE	5	935	830	900	900
# of monthly closings per FTE	6	1	1	1	1
# of bank reconciliations per FTE	6	12	10	10	10
# of monthly reports per FTE	8	60	60	60	60

(Continued)

CCC ACCOUNTING

SERVICES/MEASURES:	Key Obj Num	Actual FY 14	Projected FY 15	Projected FY 16	Planned FY 17
<i>Effectiveness:</i>					
% of deposit reconciliations completed next business	1	98%	98%	100%	100%
% of NSF checks collected	3	71%	75%	75%	75%
% of checks issued within average of 10 days of request	2,7	85%	95%	98%	98%
% of interfaces completed in 4 business days	4	96%	98%	100%	100%
% of jury & witness checks paid in 20 days from date of service	5	99%	100%	100%	100%
% of monthly closings on time	6	58%	99%	100%	100%
% of bank reconciliations completed by the 25 th of the following month	6	47%	99%	100%	100%
% of monthly reports issued on time	8	100%	100%	100%	100%
% of jury requests processed to payment within 4 days	5	77%	98%	99%	99%

CCC ACCOUNTING

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Personal Services	\$ 1,784,964	\$ 1,861,102	\$ 1,737,928	\$ 1,737,928
Operating Expenditures	142,132	219,522	216,349	219,459
Capital Equipment	-	-	-	-
Total	\$ 1,927,096	\$ 2,080,624	\$ 1,954,277	\$ 1,957,387

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Board Funding	\$ 1,447	\$ 1,810	\$ -	\$ 3,110
Allocated Departments	1,925,649	2,078,814	1,954,277	1,954,277
Total	\$ 1,927,096	\$ 2,080,624	\$ 1,954,277	\$ 1,957,387

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

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

RECORDS MANAGEMENT

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

KEY OBJECTIVES:

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

SERVICES/MEASURES:	Key Obj Num	Actual FY 14	Projected FY 15	Projected FY 16	Planned FY 17
Workload/Demand:					
# of daily case file requests	1	399	400	350	300
# of case file requests filled per 5 print schedules	1	80	80	70	60
# of daily supply requests	7	3	4	4	4
# of new box files received daily	6	74	50	25	25
# of pleadings	7	74,797	65,000	58,500	52,650
# of case files scanned	5	140	150	1,500	2,000
# of court files destroyed (cu. ft.)	9	1216	2,500	5,000	11,000
# of administrative records destroyed (cu. ft.)	9	896	2,500	3,000	5,400
# of audits performed	4	2	4	4	4
# of records management trainings provided	8	0	1	5	5

Efficiency:

Average # of case files pulled per FTE	1	100	50	50	50
Average # of supply items pulled for delivery	7	15	15	15	15
Average # of boxes filled	6	4	4	4	4
Average # of pleadings filed within 2 days	7	593	500	500	500
Average # of audits performed	4	0	3	5	5
Average # of trainings provided (excluding scanning)	8	0	1	5	5

Effectiveness:

% of response to case file requests	1	100%	100%	100%	100%
% of response to supply requests	7	100%	100%	100%	100%
% of box files filed	6	100%	100%	100%	100%
% of court files destroyed	9	100%	100%	100%	100%
% of administrative records destroyed	9	100%	100%	100%	100%
% of audits performed	4	75%	100%	100%	100%

RECORDS MANAGEMENT

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Personal Services	\$ 565,735	\$ 602,062	\$ 465,051	\$ 465,051
Operating Expenditures	104,189	176,000	173,650	178,650
Capital Equipment	53,871	-	-	-
Total	\$ 723,795	\$ 778,062	\$ 638,701	\$ 643,701

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Board Funding	\$ 134,038	\$ 97,000	\$ 88,800	\$ 93,800
Court Fees Funding	-	-	-	-
Allocated Departments	260,515	291,497	247,990	247,990
Court Fines (10%) Fund	329,242	389,565	301,911	301,911
Total	\$ 723,795	\$ 778,062	\$ 638,701	\$ 643,701

<u>Positions</u>	<u>FY 14</u>	<u>FY 15</u>	<u>FY 16</u>	<u>FY 17</u>
Court Fines (10%) Fund	11	10	6	6
Allocated Departments	3	3	3	3
Total	14	13	9	9

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

SYSTEMS ADMINISTRATION & OPERATIONS AND ENTERPRISE TECHNICAL SUPPORT

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

We shall achieve our Vision through:

- Aligning IT goals and work portfolio with business goals and objectives
- Integrating IT within and throughout the Business
- Creating a culture where integrity, professionalism, cooperation, responsibility and performance excellence flourish
- Train and coach the IT employees to be System Thinkers and to be committed to the enterprise
- Setting and meeting expectations
- Establishing a common architecture (tools, standards, etc.)
- 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
- Ensuring the investment in IT adds value to the Clerk's business and the citizens and entities we serve
- Continue to work collaboratively with other constituents to seek economies of scale and improved efficiencies
- Continue to leverage the Clerk's investment in our key systems (Oracle, OnBase and Odyssey)

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
2. Ensure that network servers are available 99% of the time during business hours
3. Ensure that production applications are available 99% of the time during business hours

SERVICES/MEASURES:

	Key Obj Num	Actual FY 14	Projected FY 15	Projected FY 16	Projected FY 17
Workload/Demand:					
# of ITSC Calls/Tickets	1	4059	3653	3287	2959
Perform Network Monitoring on Production Servers	2	257	259	241	265
Perform Network Monitoring on Applications & Interfaces	2	1604	1684	1768	1768
Number of Servers Maintained	3	332	334	346	374
Efficiency:					
Number of ITSC Tickets per staff member		810	730	658	594
Reduced # of ICS Tickets per staff member		730	658	591	533
Response Time		>1sec	>1sec	>1sec	>1sec
Number of Servers per Administrator		46	47	49	53
Effectiveness:					
Percentage of ITSC Tickets reduction per FTE		10%	10%	10%	10%
Percentage of ICS Tickets resolved at first interaction		80%	82%	85%	90%
Percentage of network availability		99%	99%	99%	99%
Average production system uptime		99%	99%	99%	99%

SYSTEMS ADMINISTRATION AND OPERATIONS

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Personal Services	\$ -	\$ -	\$ 1,847,146	\$ 1,847,146
Operating Expenditures	-	-	2,030,420	2,166,320
Capital Equipment	-	-	427,500	777,500
Total	\$ -	\$ -	\$ 4,305,066	\$ 4,790,966

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Allocated Departments	\$ -	\$ -	\$ 4,305,066	\$ 4,790,966
Total	\$ -	\$ -	\$ 4,305,066	\$ 4,790,966

Positions

Allocated Departments			17	17
Total	0	0	17	17

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

This is a new department created for FY 2016 as part of a reorganization in Information Technology. Positions performing systems administration and network operations functions were transferred from Information Technology to Systems Administration and Operations.

ENTERPRISE TECHNICAL SUPPORT

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Personal Services	\$ -	\$ -	\$ 505,209	\$ 505,209
Operating Expenditures	-	-	315,115	318,268
Capital Equipment	-	-	590,500	555,500
Total	\$ -	\$ -	\$ 1,410,824	\$ 1,378,977

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Allocated Departments	\$ -	\$ -	\$ 1,410,824	\$ 1,378,977
Total	\$ -	\$ -	\$ 1,410,824	\$ 1,378,977

Positions

Allocated Departments			5	5
Total	0	0	5	5

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

This is a new department created for FY 2016 as part of a reorganization in Information Technology. Positions performing hardware and phone technology support functions were transferred from Information Technology to Enterprise Technical Support.

COURT SOLUTIONS AND SUPPORT

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

KEY OBJECTIVES:

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

SERVICES/MEASURES:	Key Obj Num	Actual FY 14	Projected FY 15	Projected FY 16	Projected FY 17
Workload/Demand:					
# of Odyssey Application/Technical Support issues reported/resolved	1	1007/934	1100/1050	1100/1050	1100/1050
# of Jury Application/Technical Support issues reported/resolved	1	76/76	80/80	80/80	80/80
# of Clerk’s Website Application/Technical Support issues reported/resolved	1	17/15	25/22	25/22	25/22
# of e-Filing Application/Technical Support issues reported/resolved	1	1072/1053	1200/1190	1200/1190	1200/1190
# of Odyssey Custom reports requested reported/resolved	2	101/89	25/25	25/25	25/25
# of Jury enhancements & program changes reported/resolved	2	4/3	4/3	4/3	4/3
# of Other System Application Support issues reported/resolved	2	471/469	500/495	500/495	500/495
# of patches / upgrades implemented reported/resolved	3	108/104	28/22	28/22	28/22

Efficiency:

Number of FTE’s to support technically Odyssey items	9	10	11	11
Number of FTE’s to support technically Jury items	2	2	2	2
Number of FTE’s to support technically e-Filing items	1	2	3	3
Number of FTE’s to support technically Other System items	3	3	3	3

Effectiveness:

Percentage of Critical items resolved within 24 hours	95%	98%	99%	99%
Implementation of Odyssey Major Upgrade Release every two years	1	2	1	1
Percentage of Technical configurations, programs and changes installed in production with no rollback or rework.	95%	95%	96%	97%

COURT SOLUTIONS AND SUPPORT

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Personal Services	\$ -	\$ -	\$ 1,509,521	\$ 1,509,521
Operating Expenditures	-	-	845,609	773,671
Capital Equipment	-	-	-	-
Total	\$ -	\$ -	\$ 2,355,130	\$ 2,283,192

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Allocated Departments	\$ -	\$ -	\$ 2,355,130	\$ 2,283,192
Total	\$ -	\$ -	\$ 2,355,130	\$ 2,283,192

Positions

Allocated Departments			14	14
Total	0	0	14	14

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

This is a new department created for FY 2016 as part of a reorganization in Information Technology. Positions performing Court technology support functions were transferred from Information Technology to Court Solutions and Support.

ENTERPRISE BUSINESS SOLUTIONS & SUPPORT

MISSION: To provide Enterprise Technical Support that is efficient, responsive, effective and using the latest technologies for Enterprise Business Solutions related to the critical mission Applications that are within the Oracle (EBS) Enterprise Business Suite, Hyland OnBase Enterprise Document Management System as well as other Systems (AXIA, Spoolview, OnCore & Tribute, CUPS).

KEY OBJECTIVES:

1. Provide Daily Operational technical support for Oracle EBS, KRONOS, OnBase and other systems.
2. Using technology through system configurations, programming and business process reengineering through the (SDLC) Systems Development Life Cycle document and build -automated solutions, enhancements and improvements to existing programs and workflow.
3. Review, manage, install and implement Oracle patches and OnBase upgrades with Enterprise Support teams in a timely schedule.

SERVICES/MEASURES:

	Key Obj Num	Actual FY 14	Projected FY 15	Projected FY 16	Projected FY 17
Workload/Demand:					
# of Oracle EBS Technical Support issues reported/resolved	1	229/153	250/200	250/200	250/200
# of OnBase Technical Support issues reported/resolved	1	210/184	225/200	250/235	250/240
# of Other Systems Technical Support issues reported/resolved	1	90/87	75/73	60/58	50/48
# of OnBase enhancements & Program changes developed & implemented	2	20	25	30	30
# of Program Changes / Request for Change for Oracle EBS	2	230	300	250	250
# of patches/upgrades for Oracle EBS	3	4	14	14	14
# of upgrades for OnBase	3	1	0	1	1
Efficiency:					
Number of FTE's to support technically OnBase items		2	3	4	4
Number of FTE's to support technically ERP items		4	4	4	4
Effectiveness:					
Percentage of Critical items resolved within 24 hours		95%	97%	98%	99%
Implementation of OnBase Major Upgrade Release every two years		1	0	1	0
Percentage of Technical configurations, programs and changes installed in production with no rollback or rework.		95%	95%	97%	98%

ENTERPRISE SOLUTIONS AND SUPPORT

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Personal Services	\$ -	\$ -	\$ 2,308,291	\$ 2,308,291
Operating Expenditures	-	-	883,097	915,348
Capital Equipment	-	-	-	-
Total	\$ -	\$ -	\$ 3,191,388	\$ 3,223,639

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Allocated Departments	\$ -	\$ -	\$ 2,064,204	\$ 2,096,455
Board Funding	\$ -	\$ -	\$ 1,127,184	\$ 1,127,184
Total	\$ -	\$ -	\$ 3,191,388	\$ 3,223,639

Positions

Allocated Departments	11	11
Board Funding	11	11
Total	0	0
	22	22

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

This is a new department created for FY 2016 as part of a reorganization in Information Technology. Positions providing support functions across the organization were transferred from Information Technology to Enterprise Solutions and Support. The ERP Systems Support department was also consolidated with this department for FY 2016.

ENTERPRISE PROGRAM MANAGEMENT OFFICE

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

KEY OBJECTIVES:

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

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

ENTERPRISE PROGRAM MANAGEMENT OFFICE

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Personal Services	\$ -	\$ -	\$ 1,039,570	\$ 1,039,570
Operating Expenditures	-	-	111,624	112,949
Capital Equipment	-	-	-	-
Total	\$ -	\$ -	\$ 1,151,194	\$ 1,152,519

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Allocated Departments	\$ -	\$ -	\$ 1,151,194	\$ 1,152,519
Total	\$ -	\$ -	\$ 1,151,194	\$ 1,152,519

Positions

Allocated Departments			8	8
Total	0	0	8	8

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

This is a new department created for FY 2016 as part of a reorganization in Information Technology. Positions performing quality assurance, resource allocation decisions, change control and change management were transferred from Information Technology to the Enterprise Program Management Office.

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 FY14	Actual FY 15	Projected FY 16	Planned FY 17
Workload/Demand:					
# 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
Efficiency:					
# 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
Effectiveness:					
% of scheduled meetings with Directors/Associate Directors, Clerk and Chief Deputies attended	1	95.0%	100%	100%	100%
% of scheduled meetings with Judiciary, Court Administrator, Public Defender, State Attorney and other agencies attended	2	95.0%	100%	100%	100%
% of mandated reports submitted by due date	3	95.0%	100%	100%	100%

COURT OPERATIONS MANAGEMENT

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Personal Services	\$ 721,910	\$ 646,891	\$ 1,319,772	\$ 1,319,772
Operating Expenditures	14,823	28,850	701,978	652,611
Capital Equipment	-	-	-	-
Total	\$ 736,733	\$ 675,741	\$ 2,021,750	\$ 1,972,383

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Board Funding	\$ 10,011	\$ 14,000	\$ 177,329	\$ 120,808
Court Fees Funding	726,722	385,573	1,844,421	1,851,575
Court Fines (10%) Fund	-	276,168	-	-
Total	\$ 736,733	\$ 675,741	\$ 2,021,750	\$ 1,972,383

Positions

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

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 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. In the FY 2016 budget, ten positions are transferred from other Court departments for the Business Analytics and Case Management System functional support 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 summons 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 14	Projected FY 15	Projected FY 16	Planned FY 17
<i>Workload/Demand:</i>					
# of summonses mailed	1	108,396	110,000	120,000	130,000
# of incoming phone calls to IDC line	2	11,042	11,594	12,173	12,781
<i>Efficiency:</i>					
Average # of summonses processed per FTE	1	36,132	36,666	40,000	43,333
<i>Effectiveness:</i>					
# of calls handled by phone pod	2	92.4%	99.0%	99.0%	99.0%
# of calls abandoned	2	2.1%	1.0%	1.0%	1.0%

JURY SERVICES

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Personal Services	\$ 212,004	\$ 220,467	\$ 158,474	\$ 158,474
Operating Expenditures	74,355	79,413	67,528	72,712
Capital Equipment	-	-	-	-
Total	\$ 286,359	\$ 299,880	\$ 226,002	\$ 231,186

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Board Funding	\$ 2,557	\$ 4,556	\$ 4,850	\$ 4,927
Court Fees Funding	283,802	295,324	221,152	226,259
Total	\$ 286,359	\$ 299,880	\$ 226,002	\$ 231,186

Positions

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

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.

One position was eliminated in FY 2016.

IMAGING

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

KEY OBJECTIVES:

1. Image 100% of court files within 3 days of the scheduled court date
 2. Ensure 100% quality of images
-

SERVICES/MEASURES:	Key Obj Num	Actual FY 14	Projected FY 15	Projected FY 16	Planned FY 17
<i>Workload/Demand:</i>					
# of cases imaged	1&2	17,421	19,000	21,000	21,000

Efficiency:

# of cases imaged by FTE	1&2	697
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Effectiveness:

IMAGING

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Personal Services	\$ -	\$ -	\$ 1,178,647	\$ 1,178,647
Operating Expenditures	-	-	18,000	18,000
Capital Equipment	-	-	-	-
Total	\$ -	\$ -	\$ 1,196,647	\$ 1,196,647

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Board Funding	\$ -	\$ -	\$ 7,000	\$ 7,000
Court Fines (10%) Fund	-	-	1,189,647	1,189,647
Total	\$ -	\$ -	\$ 1,196,647	\$ 1,196,647

<u>Positions</u>				
Court Fines (10%) Fund	0	0	26	26
Total	0	0	26	26

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

This is a new Department created for FY 2016 as part of the reorganization in Courts. Positions from other Court departments were transferred here to work on scanning documents in Court cases as the Clerk's office transitions to a paperless environment.

CUSTOMER SERVICE CENTER

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

KEY OBJECTIVES:

1. Assist Traffic, County Criminal, ISU, and Family Law front counter customers
 2. Increase the number of calls handled
 3. Decrease the number of abandoned calls
 4. Process traffic payment calls within 10 minutes
-

SERVICES/MEASURES:	Key Obj	Actual FY 14	Projected FY15	Projected FY 16	Projected FY 17
<i>Workload/Demand:</i>					
# of customers served at front counter	1	194,254	220,000	221,000	221,000
# of calls handled	2	507,459	508,000	508,000	508,000
# of payments accepted by phone	4	N/A	26,000	26,000	26,000
<i>Efficiency:</i>					
# of customers served at front counter per FTE	1	25,765	27,500	27,500	27,500
# of calls handled per FTE	2	26,708	27,000	27,000	27,000
# of payments accepted by phone per FTE	4	N/A	13,000	13,000	13,000
<i>Effectiveness:</i>					
% of customers served at front counter	1	N/A	83%	95%	95%
% of calls handled	1	99%	100%	100%	100%
% of payments accepted by phone	6	97%	100%	100%	100%

CUSTOMER SERVICE CENTER

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Personal Services	\$ -	\$ -	\$ 4,442,854	\$ 4,442,854
Operating Expenditures	-	-	52,308	59,170
Capital Equipment	-	-	-	-
Total	\$ -	\$ -	\$ 4,495,162	\$ 4,502,024

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Allocated Departments	\$ -	\$ -	\$ 284,479	\$ 284,479
Board Funding	\$ -	\$ -	\$ 8,306	\$ 15,133
Court Fees Funding	-	-	4,202,377	4,202,412
Total	\$ -	\$ -	\$ 4,495,162	\$ 4,502,024

<u>Positions</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Allocated Departments	0	0	4	4
Court Fees Funding	0	0	80	80
Total	0	0	84	84

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

This is a new department created for FY 2016 as part of a reorganization in Courts. Positions serving the public in all criminal and civil court divisions have been consolidated into a single "one stop" shopping location.

CIVIL COURT PROCESSING CENTER

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

KEY OBJECTIVES:

County Civil

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

Circuit Civil

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

Family Law

1. Process all new Family Law cases within 3 business days.
2. Process court documents within 3 business days.
3. File hard copy documents in court file within 2 business days.
4. Process incoming cases in CLERC system within 2 business days.
5. Modify Support cases within 2 business days of receiving the Court Orders in CLERC system.
6. Assist front counter customers within 10 minutes.

Juvenile Dependency

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

SERVICES/MEASURES:	Key Obj Num	Actual FY 14	Projected FY 15	Projected FY 16	Planned FY 17
<u>County Civil</u>					
<i>Workload/Demand:</i>					
# of new cases filed	1	37,273	40,735	44,518	48,653
# of documents evented	2	649,234	673,335	698,330	724,253
# of pre-trial hearings scheduled	3	21,008	25,000	30,000	30,000
# of documents prepared & scanned	4	150,402	155,000	160,000	165,000
# of cases scheduled for dismissal	5	5,883	7,148	7,812	8,538
<i>Efficiency:</i>					
# of cases filed per FTE	1	909	1,358	1,484	1,622
# of documents processed per FTE	2	15,834	22,445	23,278	24,142
# of pre-trial hearings scheduled per FTE	3	512	833	1,000	1,000
# of documents prepared & scanned per FTE	4	3,668	5,167	5,333	5,500
# of dismissal docket cases per FTE	5	143	238	260	285
<i>Effectiveness:</i>					
% of cases filed within 2 business days of clock in date	1	99%	100%	100%	100%
% of documents docketed within 3 business days of clock in date	2	99%	100%	100%	100%
% of pages prepared & scanned	4	100%	100%	100%	100%
<u>Circuit Civil</u>					
<i>Workload/Demand:</i>					
# of new cases filed	1	12,989	12,000	11,000	11,000
# of documents evented	2	1,020,827	900,000	850,000	800,000
# of requested case files redacted	3	18,496	15,883	13,738	12,931
# of Mortgage Foreclosure sales processed	4	13,608	12,000	11,000	10,000
# of documents prepared & scanned	5	181,878	140,000	120,000	100,000
<i>Efficiency:</i>					
# of cases filed per FTE	1	220	286	261	261
# of documents processed per FTE	2	17,302	21,429	20,238	19,048
# of requests for redaction (See KO #3)	3	313	378	327	308
# of Mortgage Foreclosure sales processed per FTE	4	231	286	261	238
# of documents prepared & scanned per FTE	5	3,083	3,333	2,857	2,381
<i>Effectiveness:</i>					
% of cases filed within 2 business days of clock in date	1	98%	100%	100%	100%
% of documents docketed within 3 business days of clock in date	2	99%	100%	100%	100%
% of case files request redacted within 3 business days	3	100%	100%	100%	100%
% of pages prepared & scanned	5	100%	100%	100%	100%

SERVICES/MEASURES:	Key Obj Num	Actual FY 14	Projected FY 15	Projected FY 16	Planned FY 17
<u>Family Law</u>					
<i>Workload/Demand:</i>					
# of new cases filed	1	20,200	24,500	24,500	24,500
# of documents evented	2	581,233	590,000	590,000	590,000
# of Family Law documents filed	3	19,181	0	0	0
# of new cases entered in CLERC	4	9,243	9,300	9,300	9,300
# of modifications for support cases	5	39,951	45,000	45,000	45,000
# of Family Law customers served at front counter	6	51,308	52,000	52,000	52,000
<i>Efficiency:</i>					
# of new cases filed per FTE	1	3,367	4,083	4,083	4,083
# of documents evented per FTE	2	27,678	28,095	28,095	28,095
# of documents filed per FTE	3	9,591	0	0	0
# of new cases entered in CLERC per FTE	4	1,155	1,163	1,163	1,163
# of Support cases modified per FTE	5	3,995	4,500	4,500	4,500
# of Family Law customers served per FTE	6	8,551	8,667	8,667	8,667
<i>Effectiveness:</i>					
% of new cases filed within the 3 day requirement	1	99.1%	99.5%	99.5%	99.5%
% of documents evented within the 3 day requirement	2	93.7%	95.0%	95.0%	95.0%
<u>Juvenile Dependency</u>					
<i>Workload/Demand:</i>					
# of new cases filed	1	2,204	2,200	2,200	2,200
# of events entered	2,3	339,253	340,000	340,000	340,000
# of court hearings scheduled and attended	4	8,226	8,300	8,300	8,300
<i>Efficiency:</i>					
# of cases per person FTE	1	735	800	800	800
# of events entered per person FTE	2,3	42,407	42,500	42,500	42,500
# of hearings per person FTE	4	1,028	1,038	1,038	1,038
<i>Effectiveness:</i>					
% of new case files opened within 2 days	1	94.9%	95%	90%	90%
% of pleadings processed within 3 days	2,3	83.3%	90%	90%	90%

CIVIL COURT PROCESSING CENTER

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Personal Services	\$ -	\$ -	\$ 4,048,717	\$ 4,048,717
Operating Expenditures	-	-	10,097	19,471
Capital Equipment	-	-	-	-
Total	\$ -	\$ -	\$ 4,058,814	\$ 4,068,188

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Board Funding	\$ -	\$ -	\$ 6,537	\$ 15,750
Court Fees Funding	-	-	4,052,277	4,052,438
Total	\$ -	\$ -	\$ 4,058,814	\$ 4,068,188

<u>Positions</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Court Fees Funding	0	0	76	76
Total	0	0	76	76

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

This is a new department created for FY 2016 as part of a reorganization in Courts. Positions providing in court and after court support for the civil court divisions have been consolidated into a single processing center. These functions were previously handled in Circuit Civil, County Civil and Family Law.

CORRESPONDENCE & MAIL PROCESSING CENTER

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Personal Services	\$ -	\$ -	\$ 1,225,049	\$ 1,225,049
Operating Expenditures	-	-	4,409	7,869
Capital Equipment	-	-	-	-
Total	\$ -	\$ -	\$ 1,229,458	\$ 1,232,918

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Board Funding	\$ -	\$ -	\$ 3,315	\$ 6,761
Court Fees Funding	-	-	1,226,143	1,226,157
Total	\$ -	\$ -	\$ 1,229,458	\$ 1,232,918

<u>Positions</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Court Fees Funding	0	0	23	23
Total	0	0	23	23

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

This is a new department created for FY 2016 as part of a reorganization in Courts. Positions providing mail and correspondence support for the criminal and civil court divisions have been consolidated into a single processing center.

CENTRALIZED PROCEDURES & TRAINING CENTER

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Personal Services	\$ -	\$ -	\$ 488,374	\$ 488,374
Operating Expenditures	-	-	1,076	1,886
Capital Equipment	-	-	-	-
Total	\$ -	\$ -	\$ 489,450	\$ 490,260

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Board Funding	\$ -	\$ -	\$ 741	\$ 1,548
Court Fees Funding	-	-	488,709	488,712
Total	\$ -	\$ -	\$ 489,450	\$ 490,260

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

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

This is a new department created for FY 2016 as part of a reorganization in Courts. Positions were transferred from other Court departments to provide training support and to write official procedures for the criminal and civil court divisions.

CRIMINAL COURT PROCESSING

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

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

KEY OBJECTIVES:

Intake:

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

Courtroom Clerks:

2. Record court findings during court proceedings.

After Court Processing:

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

Bonds:

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

Seal/Expungments:

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

Evidence:

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

Appeals:

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

SERVICES/MEASURES:

	Key Obj	Actual FY 14	Projected FY15	Projected FY 16	Planned FY 17
Workload/Demand:					
# of new cases opened	1	263,637	243,795	256,000	256,000
# of reopened cases	1	21,470	25,023	26,275	26,275
# of e-portal filings	1	N/A	320,390	336,450	336,450
# of bond forfeitures processed	6	2,744	2,881	2,881	2,881
# of petitions for sealing/expungments	7	1,635	1,288	1,355	1,355
# of evidence ID numbers created	8	17,086	18,400	19,325	19,325
# of appeal cases filed	10	1,280	925	975	975
Efficiency:					
# of new cases opened per FTE	1	32,955	29,868	32,000	32,000
#of e-portal filings per FTE	1	N/A	80,088	84,113	84,113
# of bonds forfeitures processed per FTE	6	686	823	823	823
# of sealings/expungments per FTE	7	818	644	678	678
# of evidence ID numbers created by FTE	8	5,696	6,133	6,442	6,442
# of appeals filed per FTE	10	320	231	244	244
Effectiveness:					
% of new cases processed within 3 days	1	95%	97%	100%	100%
% of e-portal filings processed within 3 days	1	99%	99%	100%	100%
% of bond forfeitures processed within 3 days	6	98%	99%	100%	100%
% of evidence ID's created within 3 business days	8	100%	100%	100%	100%
% of appeal cases prepared within mandated time limits	10	95%	96%	100%	100%

CRIMINAL COURT PROCESSING CENTER

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Personal Services	\$ -	\$ -	\$ 8,688,306	\$ 8,688,306
Operating Expenditures	-	-	30,571	61,216
Capital Equipment	-	-	-	-
Total	\$ -	\$ -	\$ 8,718,877	\$ 8,749,522

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Board Funding	\$ -	\$ -	\$ 24,132	\$ 54,769
Court Fees Funding	-	-	8,694,745	8,694,753
Total	\$ -	\$ -	\$ 8,718,877	\$ 8,749,522

Positions

Court Fees Funding	0	0	161	161
Total	0	0	161	161

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

This is a new department created for FY 2016 as part of a reorganization in Courts. Positions providing in court and after court support for the traffic and criminal court divisions have been consolidated into a single processing center. These functions were previously handled in Sealings & Expungements, Circuit Juvenile, Circuit Criminal, County Criminal, Appeals, Bond Forfeitures, Evidence and Traffic.

SOCIAL-SERVICE RELATED PROCESSING CENTER

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

KEY OBJECTIVES:

Probate:

1. Enter new cases within 2 business days.
2. Review Initial and Annual Guardianship Report (Accountings) to ensure compliance within 90 days per Florida Statute 744.368 (3)
3. Review 100% of Initial and Annual Guardianship Report (Plans) to ensure compliance within 30 days per Florida Statute 744.368 (2)
4. Report to the court when Initial and Annual Reports are not timely filed per Florida Statute 744.368 (4).

Domestic Violence:

5. Enter new cases and have initial case filing available for judicial review in less than 30 minutes from receipt.
6. Attend court hearings to assist the judiciary with preparation of orders and proper distribution of paperwork.

Mental Health:

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

SERVICES/MEASURES:	Key Obj Num	Actual FY 14	Projected FY 15	Projected FY 16	Planned FY 17
<i>Workload/Demand:</i>					
# of new cases filed	1	4,725	5,000	5,000	5,000
# of guardianship audits (Accountings)	2	860	910	910	910
# of guardianship audits (Plan of Person)	3	794	835	835	835
# of cases maintained or verified for compliance	4	6,857	7,200	7,200	7,200
# of new injunctions	5	6,631	7,000	7,000	7,000
# of Court Hearings attended	6	8,267	8,600	8,600	8,600
# of photocopies of Temporary Orders, Permanent Orders, and Orders of Dismissal for distribution	5	656,955	690,000	690,000	690,000
# of new Mental Health cases filed	7	4,137	4,350	4,350	4,350
<i>Efficiency:</i>					
# of cases filed per FTE	1	2,362	2,500	2,500	2,500
# of guardianship audits (Accountings) per FTE	2	860	910	910	910
# of guardianship audits (Plan of Person) per FTE	3	198	209	209	209
# of cases maintained or verified for compliance	4	1,714	1,800	1,800	1,800
# of new injunctions per FTE	5	2,210	2,334	2,334	2,334
# of new Mental Health cases per FTE	7	2,069	2,175	2,175	2,175
<i>Effectiveness:</i>					
% of new cases entered within 2 business days	1	99%	99%	99%	99%
% of guardianship audits (Accountings) within 90 days	2	99%	99%	99%	99%
% of guardianship audits (Plan of Person) within 30 days	3	99%	99%	99%	99%
% of delinquent cases set within 120 days of delinquency	4	99%	99%	99%	99%
% of new cases entered within 3 days (DV)	5	100%	100%	100%	100%
% of new cases entered within 2 days (MH)		97%	99%	99%	99%

SOCIAL SERVICE-RELATED PROCESSING CENTER

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Personal Services	\$ -	\$ -	\$ 1,388,580	\$ 1,388,580
Operating Expenditures	-	-	31,231	38,062
Capital Equipment	-	-	-	-
Total	\$ -	\$ -	\$ 1,419,811	\$ 1,426,642

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Board Funding	\$ -	\$ -	\$ 10,240	\$ 16,996
Court Fees Funding	-	-	1,409,571	1,409,646
Total	\$ -	\$ -	\$ 1,419,811	\$ 1,426,642

<u>Positions</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Court Fees Funding	0	0	23	23
Total	0	0	23	23

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

This is a new department created for FY 2016 as part of a reorganization in Courts. Positions formerly assigned to Probate, Mental Health and Domestic Violence departments have been consolidated into a single processing center.

APPEALS

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Personal Services	\$ 617,466	\$ 657,811	\$ -	\$ -
Operating Expenditures	37,798	56,831	-	-
Capital Equipment	-	-	-	-
Total	\$ 655,264	\$ 714,642	\$ -	\$ -

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Board Funding	\$ 3,939	\$ 3,625	\$ -	\$ -
Court Fees Funding	651,325	711,017	-	-
Total	\$ 655,264	\$ 714,642	\$ -	\$ -

<u>Positions</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Court Fees Funding	12	12	0	0
Total	12	12	0	0

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.

Due to a reorganization in Courts for FY 2016, this department was dissolved.

BOND FORFEITURE

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Personal Services	\$ -	\$ 274,039	\$ -	\$ -
Operating Expenditures	-	-	-	-
Capital Equipment	-	-	-	-
Total	\$ -	\$ 274,039	\$ -	\$ -

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Board Funding	\$ -	\$ -	\$ -	\$ -
Court Fees Funding	-	274,039	-	-
Total	\$ -	\$ 274,039	\$ -	\$ -

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

All 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. In FY 2016, this department was moved to the Criminal Courts Processing Center.

CIRCUIT CIVIL

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Personal Services	\$ 2,456,764	\$ 2,686,551	\$ -	\$ -
Operating Expenditures	67,609	84,563	-	-
Capital Equipment	-	-	-	-
Total	\$ 2,524,373	\$ 2,771,114	\$ -	\$ -

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Board Funding	\$ 14,348	\$ 19,837	\$ -	\$ -
Court Fees Funding	2,188,083	2,751,277	-	-
Court Fines (10%) Fund	321,942	-	-	-
Total	\$ 2,524,373	\$ 2,771,114	\$ -	\$ -

Positions

Court Fees Funding	59	49	0	0
Total	59	49	0	0

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 2015 budget reflects the elimination of 10 positions, but some of the remaining positions were reclassified to different job classifications due to the change in duties related to the new Odyssey Case Management System. Due to a reorganization in Courts for FY 2016, this department was dissolved.

CIRCUIT CRIMINAL

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Personal Services	\$ 3,669,089	\$ 3,936,005	\$ -	\$ -
Operating Expenditures	167,162	160,169	-	-
Capital Equipment	-	-	-	-
Total	\$ 3,836,251	\$ 4,096,174	\$ -	\$ -

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Board Funding	\$ 25,274	\$ 41,355	\$ -	\$ -
Court Fees Funding	3,767,863	4,054,819	-	-
Court Fines (10%) Fund	43,114	-	-	-
Total	\$ 3,836,251	\$ 4,096,174	\$ -	\$ -

Positions

Court Fees Funding	79	69	0	0
Total	79	69	0	0

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 2015 budget reflected the elimination of 10 positions, but some of the remaining positions were reclassified to different job classifications due to the change in duties related to the new Odyssey Case Management System. Due to a reorganization in Courts for FY 2016, this department was dissolved.

COLLECTIONS

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Personal Services	\$ 319,097	\$ 348,868	\$ -	\$ -
Operating Expenditures	9,129	26,300	-	-
Capital Equipment	-	-	-	-
Total	\$ 328,226	\$ 375,168	\$ -	\$ -

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Board Funding	\$ 2,547	\$ 5,800	\$ -	\$ -
Court Fees Funding	-	-	-	-
Court Fines (10%) Fund	325,679	369,368	-	-
Total	\$ 328,226	\$ 375,168	\$ -	\$ -

Positions

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

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 a reorganization in Courts for FY 2016, this department was dissolved.

COUNTY CIVIL

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Personal Services	\$ 1,870,288	\$ 2,040,810	\$ -	\$ -
Operating Expenditures	37,025	55,400	-	-
Capital Equipment	-	-	-	-
Total	\$ 1,907,313	\$ 2,096,210	\$ -	\$ -

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Board Funding	\$ 9,704	\$ 10,900	\$ -	\$ -
Court Fees Funding	1,897,609	2,085,310	-	-
Total	\$ 1,907,313	\$ 2,096,210	\$ -	\$ -

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

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.

The FY 2015 budget reflected the elimination of five positions, but some of the remaining positions were reclassified to different job classifications due to the change in duties related to the new Odyssey Case Management System. Due to a reorganization in Courts for FY 2016, this department was dissolved.

COUNTY CRIMINAL

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Personal Services	\$ 2,085,039	\$ 2,159,243	\$ -	\$ -
Operating Expenditures	78,385	79,600	-	-
Capital Equipment	-	-	-	-
Total	\$ 2,163,424	\$ 2,238,843	\$ -	\$ -

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Board Funding	\$ 11,917	\$ 15,600	\$ -	\$ -
Court Fees Funding	2,120,921	2,223,243	-	-
Court Fines (10%) Fund	30,586	-	-	-
Total	\$ 2,163,424	\$ 2,238,843	\$ -	\$ -

Positions

Court Fees Funding	45	43	0	0
Total	45	43	0	0

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 2015 budget reflected the elimination of two positions, but some of the remaining positions were reclassified to different job classifications due to the change in duties related to the new Odyssey Case Management System. Due to a reorganization in Courts for FY 2016, this department was dissolved.

DOMESTIC VIOLENCE

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Personal Services	\$ 265,864	\$ 273,715	\$ -	\$ -
Operating Expenditures	27,140	36,200	-	-
Capital Equipment	-	-	-	-
Total	\$ 293,004	\$ 309,915	\$ -	\$ -

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Board Funding	\$ 4,676	\$ 9,750	\$ -	\$ -
Court Fees Funding	288,328	300,165	-	-
Total	\$ 293,004	\$ 309,915	\$ -	\$ -

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

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

EVIDENCE

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Personal Services	\$ 273,515	\$ 282,310	\$ -	\$ -
Operating Expenditures	4,458	16,550	-	-
Capital Equipment	-	-	-	-
Total	\$ 277,973	\$ 298,860	\$ -	\$ -

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Board Funding	\$ 2,463	\$ 11,100	\$ -	\$ -
Court Fees Funding	275,510	287,760	-	-
Total	\$ 277,973	\$ 298,860	\$ -	\$ -

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

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

Due to a reorganization in Courts for FY 2016, this department was dissolved.

EXPUNGEMENTS & SEALINGS

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Personal Services	\$ 100,838	\$ 114,450	\$ -	\$ -
Operating Expenditures	1,527	2,650	-	-
Capital Equipment	-	-	-	-
Total	\$ 102,365	\$ 117,100	\$ -	\$ -

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Board Funding	\$ 195	\$ 650	\$ -	\$ -
Court Fees Funding	-	-	-	-
Court Fines (10%) Fund	102,170	116,450	-	-
Total	\$ 102,365	\$ 117,100	\$ -	\$ -

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

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.

Due to a reorganization in Courts for FY 2016, this department was dissolved.

FAMILY LAW

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Personal Services	\$ 2,053,679	\$ 2,129,399	\$ -	\$ -
Operating Expenditures	71,077	192,700	-	-
Capital Equipment	-	-	-	-
Total	\$ 2,124,756	\$ 2,322,099	\$ -	\$ -

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Board Funding	\$ 18,442	\$ 21,500	\$ -	\$ -
Court Fees Funding	879,211	920,240	-	-
General Government	1,223,831	1,380,359	-	-
Court Fines (10%) Fund	3,272	-	-	-
Total	\$ 2,124,756	\$ 2,322,099	\$ -	\$ -

Positions

Court Fees Funding	46	43	0	0
Total	46	43	0	0

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 2015 budget reflected the elimination of three positions, but some of the remaining positions were reclassified to different job classifications due to the change in duties related to the new Odyssey Case Management System. Due to a reorganization in Courts for FY 2016, this department was dissolved.

INDIGENCY SCREENING

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Personal Services	\$ 140,779	\$ 156,696	\$ -	\$ -
Operating Expenditures	2,024	11,900	-	-
Capital Equipment	-	-	-	-
Total	\$ 142,803	\$ 168,596	\$ -	\$ -

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Board Funding	\$ 1,223	\$ 2,650	\$ -	\$ -
Court Fees Funding	141,580	165,946	-	-
Total	\$ 142,803	\$ 168,596	\$ -	\$ -

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

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

JUVENILE

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Personal Services	\$ 1,709,199	\$ 1,786,064	\$ -	\$ -
Operating Expenditures	50,439	36,375	-	-
Capital Equipment	-	-	-	-
Total	\$ 1,759,638	\$ 1,822,439	\$ -	\$ -

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Board Funding	\$ 6,450	\$ 14,624	\$ -	\$ -
Court Fees Funding	1,721,578	1,807,815	-	-
Court Fines (10%) Fund	31,610	-	-	-
Total	\$ 1,759,638	\$ 1,822,439	\$ -	\$ -

Positions

Court Fees Funding	36	35	0	0
Total	36	35	0	0

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.

The FY 2015 budget reflected the elimination of one position, but some of the remaining positions were reclassified to different job classifications due to the change in duties related to the new Odyssey Case Management System. Due to a reorganization in Courts for FY 2016, this department was dissolved.

MENTAL HEALTH

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Personal Services	\$ 348,697	\$ 401,235	\$ -	\$ -
Operating Expenditures	6,474	9,613	-	-
Capital Equipment	-	-	-	-
Total	\$ 355,171	\$ 410,848	\$ -	\$ -

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Board Funding	\$ 1,054	\$ 1,499	\$ -	\$ -
Court Fees Funding	354,117	409,349	-	-
Total	\$ 355,171	\$ 410,848	\$ -	\$ -

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

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 2015 budget transfers one position from Probate to Mental Health to reflect the change in workload between the two functions. Due to a reorganization in Courts for FY 2016, this department was dissolved.

TELEPHONE CENTER

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Personal Services	\$ 852,815	\$ 950,066	\$ -	\$ -
Operating Expenditures	1,349	21,619	-	-
Capital Equipment	-	-	-	-
Total	\$ 854,164	\$ 971,685	\$ -	\$ -

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Allocated Departments	\$ 854,164	\$ 261,099	\$ -	\$ -
Court Fees Funding	-	710,586	-	-
Total	\$ 854,164	\$ 971,685	\$ -	\$ -

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

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

The FY 2015 budget added six positions to help with the increased call volume as nearly all Court Operations inquiries are now answered by the Phone Center. In addition, most of the positions were transferred to Court Fees Funding to reflect the area where the work is performed. In FY 2016, the Phone Center was moved to the Customer Service Center as part of a reorganization in Courts.

PROBATE

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Personal Services	\$ 782,795	\$ 784,046	\$ -	\$ -
Operating Expenditures	22,237	28,050	-	-
Capital Equipment	-	-	-	-
Total	\$ 805,032	\$ 812,096	\$ -	\$ -

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Board Funding	\$ 4,238	\$ 7,800	\$ -	\$ -
Court Fees Funding	800,794	804,296	-	-
Total	\$ 805,032	\$ 812,096	\$ -	\$ -

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

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 2015 budget transferred one position from Probate to Mental Health to reflect the change in workload between the two functions. Due to a reorganization in Courts for FY 2016, this department was dissolved.

TRAFFIC

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Personal Services	\$ 3,434,002	\$ 3,718,069	\$ -	\$ -
Operating Expenditures	236,742	285,902	-	-
Capital Equipment	-	-	-	-
Total	\$ 3,670,744	\$ 4,003,971	\$ -	\$ -

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Board Funding	\$ 39,476	\$ 78,112	\$ -	\$ -
Court Fees Funding	3,606,712	3,925,859	-	-
Court Fines (10%) Fund	24,556	-	-	-
Total	\$ 3,670,744	\$ 4,003,971	\$ -	\$ -

Positions

Court Fees Funding	73	74	0	0
Total	73	74	0	0

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.

the FY 2015 budget added a position to help with implementation of the Odyssey Case Management System for Traffic. Due to a reorganization in Courts for FY 2016, this department was dissolved.

SYSTEM SUPPORT

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Personal Services	\$ 792,790	\$ 927,693	\$ -	\$ -
Operating Expenditures	283,554	107,079	-	-
Capital Equipment	3,041	-	-	-
Total	\$ 1,079,385	\$ 1,034,772	\$ -	\$ -

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Board Funding	\$ 1,079,385	\$ 1,034,772	\$ -	\$ -
Total	\$ 1,079,385	\$ 1,034,772	\$ -	\$ -

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

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

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

INFORMATION TECHNOLOGY

<u>Type of Expenditure</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Personal Services	\$ 5,561,027	\$ 6,109,780	\$ -	\$ -
Operating Expenditures	3,903,101	4,121,508	-	-
Capital Equipment	2,137,655	1,309,300	-	-
Total	\$ 11,601,783	\$ 11,540,588	\$ -	\$ -

<u>Funding Source</u>	<u>FY 14 Actual</u>	<u>FY 15 Adopted</u>	<u>FY 16 Adopted</u>	<u>FY 17 Planned</u>
Allocated Departments	\$ 11,601,783	\$ 11,540,588	\$ -	\$ -
Total	\$ 11,601,783	\$ 11,540,588	\$ -	\$ -

<u>Positions</u>	<u>FY 14</u>	<u>FY 15</u>	<u>FY 16</u>	<u>FY 17</u>
Allocated Departments	56	56	0	0
Total	56	56	0	0

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

The 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. For FY 2016, the Information Technology department was split into 5 separate cost centers - Systems Administration & Operations, Court Solutions & Support, Enterprise Solutions & Support, Enterprise Technical Support, and Enterprise Program Management Office.

NON-DEPARTMENTAL ACCOUNTS

	FY 14 Actual	FY 15 Adopted	FY 16 Adopted	FY 17 Planned
<u>Board Funding</u>				
Property & Auto Insurance	\$ 23,893	\$ 25,081	\$ 28,000	\$ 28,000
Other Facilities Costs	6,255	-	-	-
Additional disk space for backup system	94,291	-	-	-
Computer Equip & Software Agreements	544,484	-	-	-
Other Operating Expenditures	60,569	534,742	1,024,543	718,714
Residual Equity to BOCC	401,394	-	-	-
Total	\$ 1,130,886	\$ 559,823	\$ 1,052,543	\$ 746,714

Court Fees Funding

Transfer to CCOC Trust Fund	\$ 2,258,267	\$ 1,356,814	\$ 488,862	\$ 439,863
Title IV-D Allocated Out	(1,223,831)	(1,380,359)	(1,380,359)	(1,380,359)
Juror Costs	333,195	356,086	360,000	360,000
Foreclosure Grant	387,463	-	-	-
Other Court Costs/Carryover	-	-	-	-
Total	\$ 1,755,094	\$ 332,541	\$ (531,497)	\$ (580,496)

General Government

Excess Fees to BOCC	\$ 382,608	\$ 356,262	\$ 264,186	\$ 202,727
Title IV-D Allocated In	1,223,831	1,380,359	1,380,359	1,380,359
Passport Mailing Costs	6,597	25,000	-	-
New Recording System	254,800	-	-	-
Other Operating Costs	22,089	-	24,000	24,000
Total	\$ 1,889,925	\$ 1,761,621	\$ 1,668,545	\$ 1,607,086

Allocated

Clerk's Salary	\$ 159,202	\$ 158,766	\$ 166,434	\$ 166,434
Clerk's Benefits & Taxes	69,495	89,241	85,402	85,402
General Liability Insurance	102,800	106,364	110,000	110,000
Retiree Health Insurance Subsidy	43,330	40,000	45,000	45,000
Employee Awards Program	24,300	30,750	30,750	30,750
Total	\$ 399,127	\$ 425,121	\$ 437,586	\$ 437,586

Trust Fund Reserves

Court Technology	\$ 998,840	\$ 885,899	\$ 1,217,084	\$ 1,145,809
Public Records Modernization	3,604,298	2,888,762	2,836,058	964,452
Court Fines (10%)	1,889,459	-	282,135	-
Total	\$ 6,492,597	\$ 3,774,661	\$ 4,335,277	\$ 2,110,261