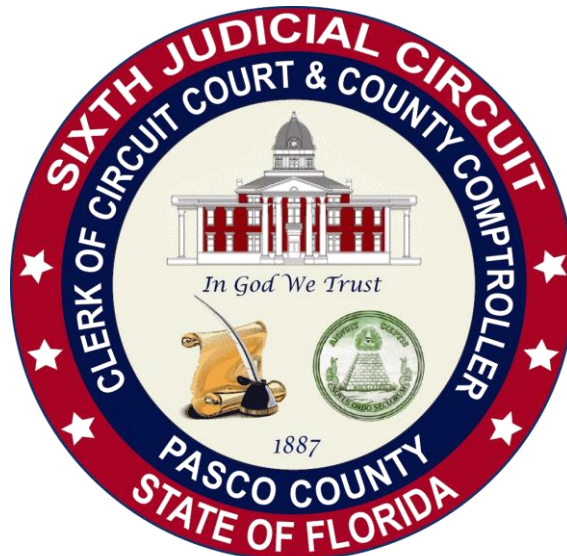


*Office of Paula S. O'Neil
Clerk & Comptroller
Pasco County, Florida*



*Annual Budget
Fiscal Year 2014-2015*

Excellence...Always

**ANNUAL BUDGET
OF THE
OFFICE OF THE CLERK & COMPTROLLER
PASCO COUNTY, FLORIDA

FOR

FISCAL YEAR ENDING
SEPTEMBER 30, 2015**

Respectfully submitted by

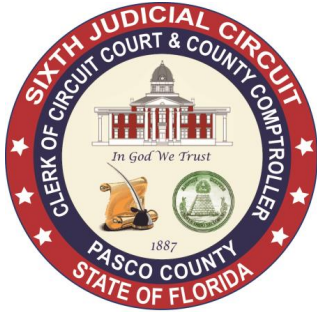
The Honorable Paula S. O'Neil, Ph.D., CPM
Clerk of Circuit Court & County Comptroller

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Excellence....Always

*Paula S. O'Neil, Ph.D.
Clerk & Comptroller
Pasco County, Florida*

May 30, 2014

The Honorable Jack Mariano and
Members of the Board of County Commissioners
Pasco County, Florida
37918 Meridian Avenue
Dade City, Florida 33525

Re: Proposed Budget

Dear Commissioners:

Pursuant to Section 129.03(2), Florida Statutes, the enclosed nationally recognized document includes the funding requirements for the Office of the Clerk of Circuit Court & County Comptroller to fulfill its statutory responsibilities to the Board of County Commissioners for Fiscal Year 2014-2015.

The enclosed budget request of \$3,164,973 exhibits a total consistent with that granted in Fiscal Year 2013-2014, together with a 5.27% net increase to cover increases in costs for providing services to the Board, and an overall increase in employer contribution rates to the Florida Retirement System. Figures 1, 2, and 3 on pages 4 and 5 illustrate the funding variances and the resulting impact experienced by the Clerk & Comptroller's Office in recent years.

Revenue sources, other than those that are court-related, remain static as a result of slow post-recession economic growth and legislative action. A total 6% decrease in court-related revenue is anticipated between this year and next due to an overall decrease in revenue-generating court filings. Customer needs and state performance measure requirements, however, remain on the rise. Three-percent increases have been budgeted for teammates to help minimize turnover and attract talented applicants.

The requested funding is necessary to provide required services to the public, Board of County Commissioners, County Administrator, County Attorney, County departments, outside auditors, and numerous state, federal, and regulatory agencies.

On behalf of your dedicated Clerk & Comptroller team, I would like to thank you for your continued support and partnership.

Sincerely,

Paula S. O'Neil, Ph.D.

Office of Paula S. O'Neil
Clerk & Comptroller

Annual Budget – Fiscal Year 2014-2015

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Clerk & Comptroller

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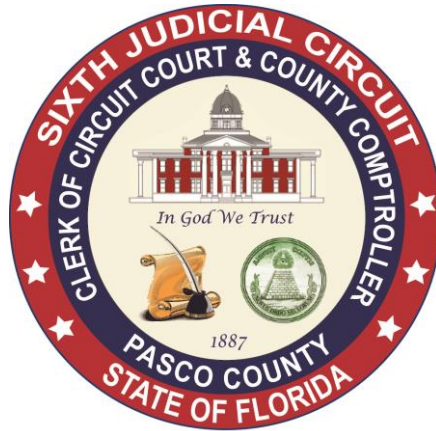
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*Office of Paula S. O'Neil
Clerk & Comptroller*

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Vision and Mission Statement

*Vision:
Excellence...Always*



Mission Statement:

*We serve with integrity,
professionalism, and
compassion as we safeguard
our customers' interests.*

*Office of Paula S. O'Neil
Clerk & Comptroller*

Annual Budget – Fiscal Year 2014-2015

Distinguished Budget Presentation Award



GOVERNMENT FINANCE OFFICERS ASSOCIATION

*Distinguished
Budget Presentation
Award*

PRESENTED TO

**Ofc of Paula S. O'Neil, Clerk/Comptroller-Pasco Co
Florida**

For the Fiscal Year Beginning

October 1, 2013

Executive Director

Office of Paula S. O'Neil

Clerk & Comptroller

Annual Budget – Fiscal Year 2014-2015

I. Executive Budget Summary

This budget describes services provided by the Office of the Clerk of Circuit Court & County Comptroller (Clerk & Comptroller) in support of the Pasco County Board of County Commissioners (BCC) and the Sixth Judicial Circuit Court for the period October 1, 2014, through September 30, 2015. The Clerk & Comptroller provides essential services to the public, the justice system, the BCC, the County Administrator, the County Attorney, County departments, outside auditors, and to state, federal, and regulatory agencies. The Clerk & Comptroller, pursuant to the Constitution of the State of Florida (Appendix A) and Florida Statutes (Appendix B), serves as Clerk of the Circuit Court, Clerk of the County Court, ex-officio Clerk to the Board of County Commissioners, Comptroller and Chief Fiscal Officer, County Auditor, County Recorder, and custodian of all county funds.

The Office of the Clerk & Comptroller contains nine divisions, comprised of four operational and five supportive functional areas. The Chief Operations Officer leads the business operations divisions of Criminal Courts, Civil Courts, and Records, and the operation support divisions of Strategic Enterprise and Information Technology. The Chief Administrative Officer leads the support divisions of Human Resources and Budget and the business operations division of Financial Services. The Division of Inspector General is the fifth support division. The Organizational Chart on page 13 provides more detailed information.

The basis for the Board-related funding request includes the requirements of the services provided to the Board, the operational interface with the Board's departments, and services provided by the Clerk & Comptroller to other agencies and the public. The allocation of budgeted expenses is based on the number of direct and indirect deputy clerks in each budget category and the corresponding percentage total. Where required, the costs of certain functions are restricted to particular revenue sources. The budget request for the Clerk to the Board is based on a full-time equivalent (FTE) allocation. In cases where Florida Statutes mandate that the Board provide specific functions, such as communications and facilities, the projected costs have been included at 100% of budget estimates.

The primary challenge associated with this budget is continuing to operate, predicated on funding levels from multiple revenue sources that remain cumulatively lower than in pre-recession years, despite increases in Board and court-related activity. The need for technological improvement and retirement of long-term deputy clerks continue to pose significant challenges. In response to these obstacles, the Clerk & Comptroller emphasizes close examination of procedures that may be made more efficient and identification of processes that are not statutorily required. Due to ongoing budgetary challenges, priorities focus on providing required services and eliminating non-essential

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Clerk & Comptroller

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duties. Additional responsibilities and requirements introduced during Fiscal Year 2013-2014 include:

Civil Division:

- Florida Supreme Court Order 11SC-399, revised October 18, 2012, required that electronic filing be instituted as of April 1, 2013. Until a judiciary solution is in place, all documents are needed in hard-copy format. Each case pleading must be reviewed, accepted, and completed or returned for further documentation. The pleadings are then printed and placed in case file folders. If multiple documents exist, this procedure must be completed for each document. Accepted documents are sent to CLERICUS and netDMS automatically via web services and the CLERICUS Adapter. Paper documents filed in the Office are subsequently scanned to the case maintenance system, validated, and filed for judiciary review.
- All cases must be reviewed, and remittance determinations made. Transactions may include escrow account assessments.
- Design of new workflows to maximize efficiencies is ongoing in the new case maintenance system (CLERICUS) and the Florida ePortal.
- Continued development of quality assurance reports.
- Update of business rules and procedures to coincide with new systems and requirements.

Criminal Division:

- An increase in toll violations is anticipated. Violations initiated by the Department of Transportation are on the rise. Due to a recent increase in toll prices and the projected elimination of manned toll booths, it is expected that the number of toll violations will increase by 30% to 40%.
- Florida Supreme Court Order 11SC-399, revised on October 18, 2012, expands eFiling to criminal cases effective October 1, 2013, and requires use of critical resources in all operational, business, and support functional areas. Voluntary eFiling began February 24, 2014, and mandatory eFiling was extended to July 2015.

Financial Services Division:

- Installation and implementation of a new, countywide Enterprise Resource Planning (ERP) system to replace the existing financial system that has been used for over two decades.
- Creation of a countywide Popular Annual Financial Report (PAFR) for Fiscal Year 2012-2013, initiated in accordance with Government Finance Officers Association (GFOA) standards.

Office of Paula S. O'Neil

Clerk & Comptroller

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- The conversion of civil and criminal data for use in CLERICUS.

Records Division:

- Official Records Florida Court Clerks & Comptrollers (FCCC) Education Webinars are held monthly in conjunction with surveys, including all counties, to create best practices.
- Effective September 3, 2013, the Pasco County Clerk & Comptroller's Office began utilizing MidFlorida Armored & ATM Service, Inc., to securely handle its bank deposit duties.
- Effective February 24, 2014, the Official Records Marriage License System was enhanced to process a marriage application systematically in lieu of being completed manually.

The County Recorder function and certain duties performed as an agent for state and federal agencies are funded by user fees. As a Constitutional Officer, the budget for support of these operations is outlined in Section 218.35(6), Florida Statutes, and the deadline for the 2014-2015 Fiscal Year is September 1, 2014.

Effective July 1, 2013, the Clerk of Court function and duties are funded by moneys received for fines, fees, forfeitures, court costs, service charges, and interest, much like they were before legislative changes made in 2009. In accordance with recent changes as noted in Section 28.36(2), Florida Statutes, the court-related budget is to be prepared, summarized, and submitted to the Florida Clerks of Court Operations Corporation on or before June 1st of each year for the upcoming county fiscal year, which runs from October 1st through September 30th. The following graphs depict how funding from the BCC and for Clerks' Offices statewide have changed and affected the overall Office budget over the last six years. The eighth marker identifies FY 2014-2015 funding in each graph. Funding for Pasco County's Office of Clerk & Comptroller in the current fiscal year is estimated to be at a level that remains less than what was received in SFY 2007-2008, when a dramatic decline in courts and other funding began. This indicates that while an economic recovery appears to be underway, true funding stabilization and the ability to adequately fund new, organization-wide projects has yet to be realized.

Office of Paula S. O'Neil Clerk & Comptroller

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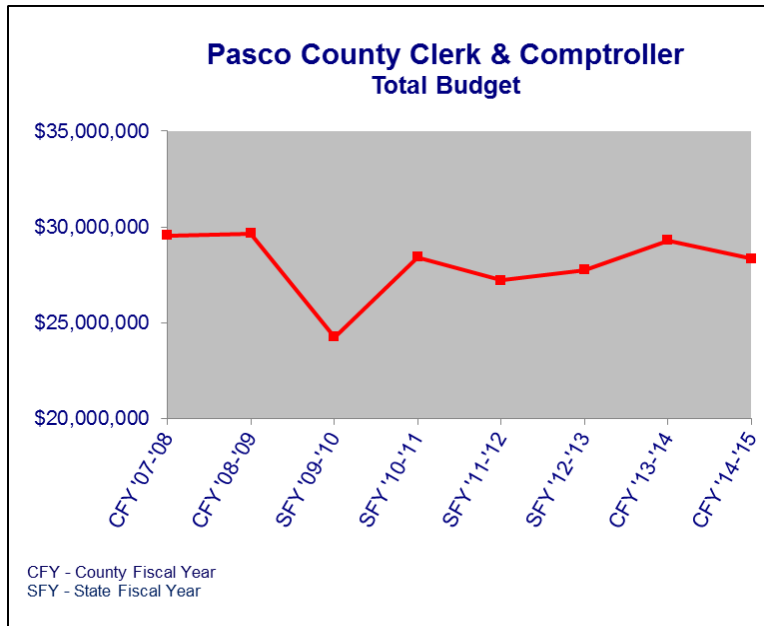


Figure 1: Pasco Clerk & Comptroller's Aggregate Budget

In aggregate, the Fiscal Year 2014-2015 operational expense budget totals \$28,357,568, and includes interfund transfers, inter- and intra-fund charges for services, and budgeted fund balances. This total reflects a \$928,022, or a 3.17% overall decrease from the Fiscal Year 2013-2014 adopted budget. It primarily reflects an anticipated decrease in court-related funding and moneys transferred between funds.

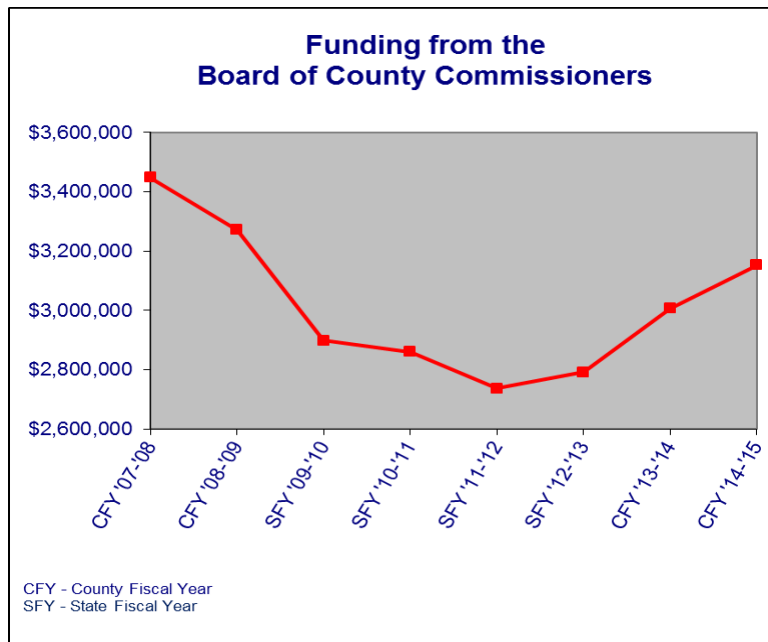


Figure 2: Annual Funding from the Board

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Clerk & Comptroller

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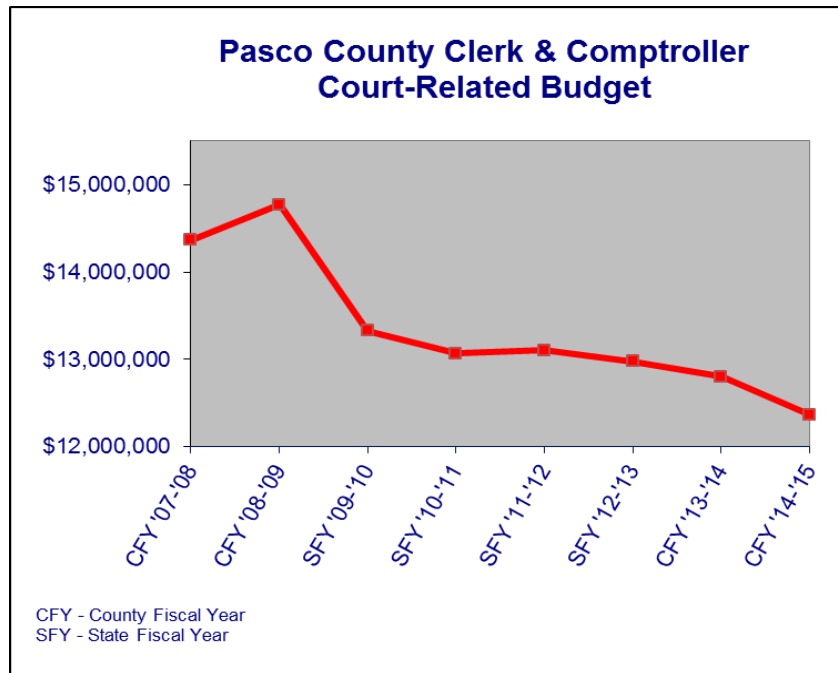


Figure 3: Clerk & Comptroller Court-Related Funding

While enduring multiple budgetary challenges over the past four years, Pasco County has experienced the additional burden of a growing population coupled with a higher-than-average rate of unemployment. The collapse of the housing market had a direct impact on revenue from external sources, affecting our customers' ability to pay court fines, fees, and service charges. This scenario, one of declining resources with an expanding County population, demanded that the Clerk & Comptroller's Office refine methods of service delivery.

Current statistics indicate that housing sales are up and residential inventory is down, resulting in an increase in recording revenue received into the General Fund. The reversal of Pasco's recording-related trends is recent. As shown on the following page, however, the population increase is not aligned with the lower rate of increased local unemployment opportunities. This reinforces the observation that Pasco may be experiencing an economic rebound, but not at the same rate as the State of Florida. It may also indicate that baby-boomer retirees may once again be eyeing Pasco as a destination.

*Office of Paula S. O'Neil
Clerk & Comptroller*

Annual Budget – Fiscal Year 2014-2015

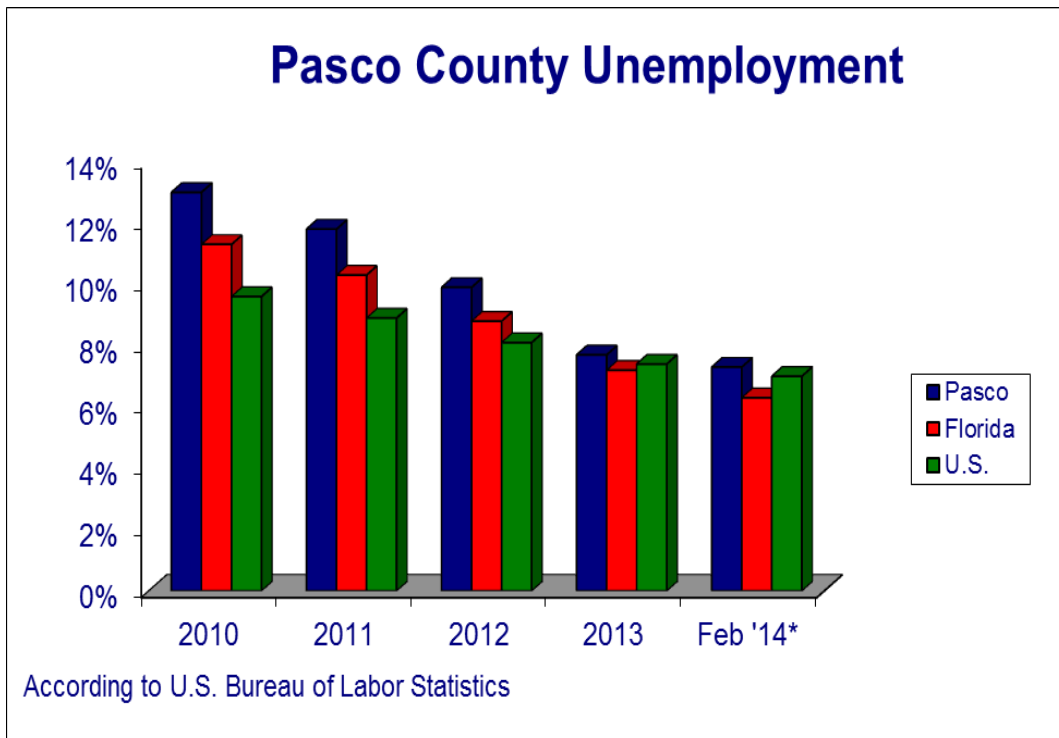


Figure 4: Pasco County Unemployment

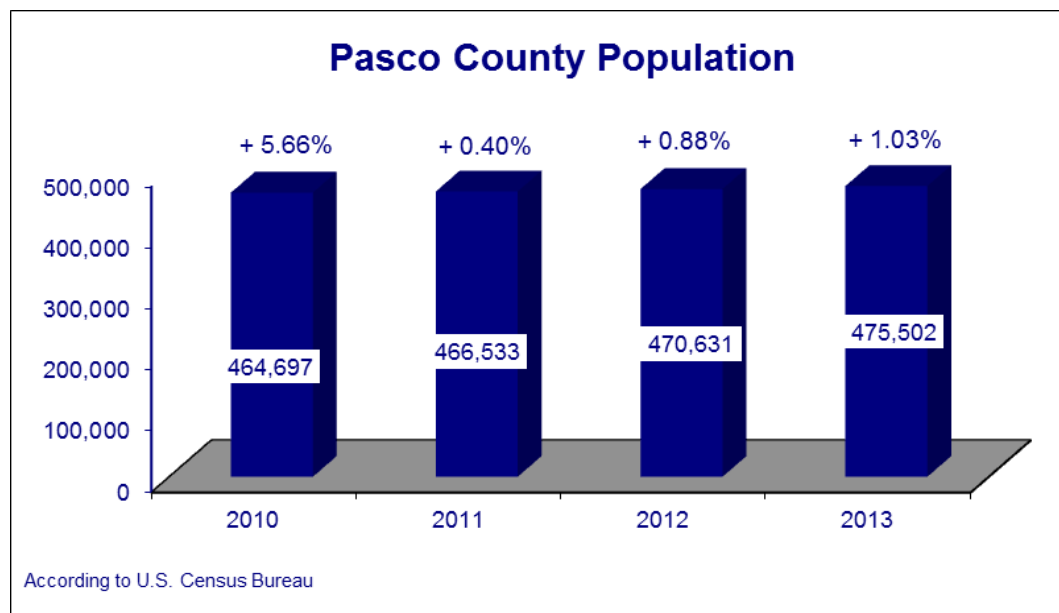


Figure 5: Pasco County Population

When the housing market began to decline in 2007-2008, it was thought that some residents and business owners, dependent on the construction industry for income, may have left Pasco County to avoid unemployment. As the decline spread, it became clear

Office of Paula S. O'Neil Clerk & Comptroller

Annual Budget – Fiscal Year 2014-2015

that significantly better employment opportunities were difficult to find elsewhere, so some residents returned. Desperate circumstances contributed to an increase in criminal cases being processed, due to an increased number of residents being underemployed or unemployed. With a higher percentage of population out of work, an increased level of service on the part of our team was required.

Meanwhile, foreclosure market spikes forced a significant decline in property values, making the Pasco market attractive to investors, first-time home buyers, retirees, and seasonal residents. The trend of an expanding population is expected to continue over the next ten years. As this occurs, the current shortage of jobs could actually result in a shortage of employees in service industries like health care, hospitality, and food service.

Pre-recession overbuilding and the subsequent high rate of unemployment due to the drop in available home construction jobs led to home prices falling between 2007 and 2012. The judicial foreclosure process during that period resulted in a high number of foreclosed properties, increased housing inventory, and a market that favored investors, who began to take advantage of these circumstances in 2012. Despite the foreclosure process causing backlogs of properties, the number of closed and pending home sales has risen recently. According to current Multiple Listing Service (MLS) data, home prices have increased by an average of 14%, with a median sales price in February 2014 of \$140,000 versus \$119,900 for the same period last year in Pasco County. Florida's statewide median sales price for February 2014 was \$165,000, up 10% from the previous year. The National Association of Realtors reported a national median sales price of \$189,000, which is 9.1% above the same month in 2013. According to Realtor.com, the median days on the market experienced a 9.5% increase to 81 days for the Tampa metropolitan area.

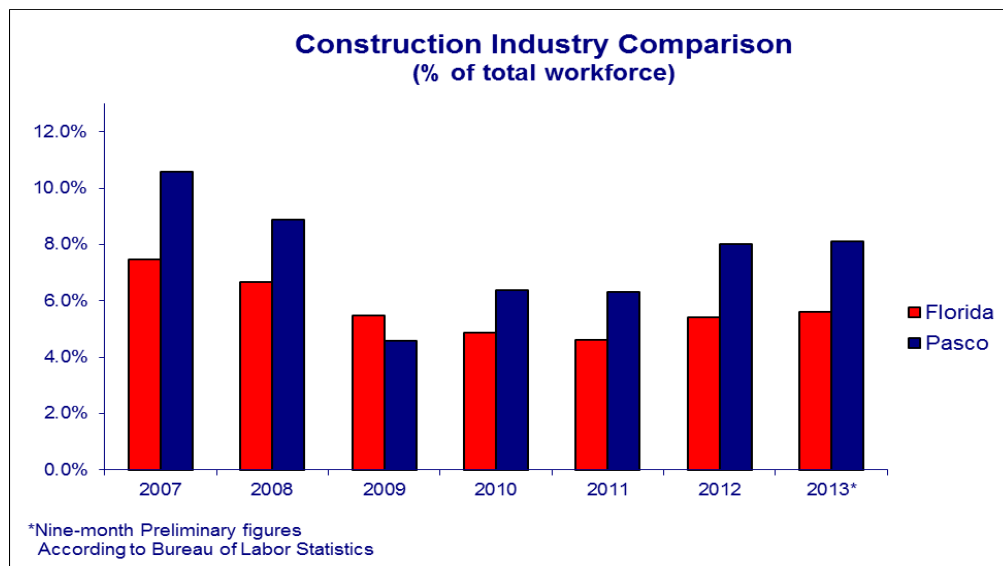


Figure 6: Construction Industry Comparison

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Annual Budget – Fiscal Year 2014-2015

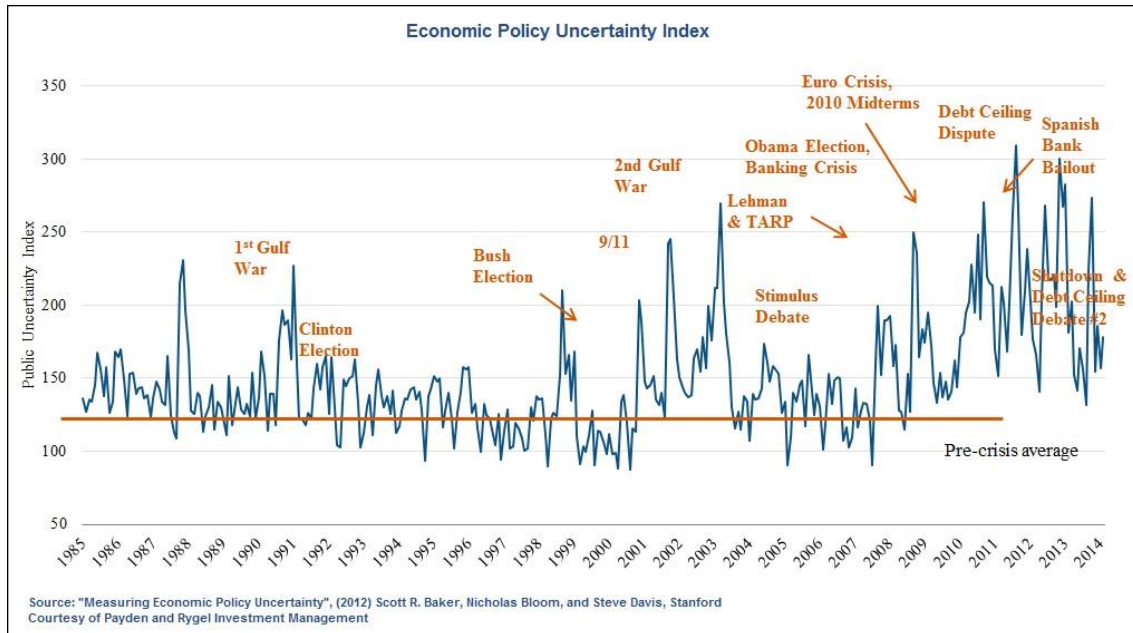


Figure 7: Economic Policy Uncertainty Index

The figures on this page demonstrate the impact of economic crises. Public uncertainty deters hiring and investment in business and the community. Coupled with the length and depth of the most recent recession, as compared with other recessions, it is no wonder that recovery is taking longer than anticipated by some and affecting lifestyles in locales like Pasco County.

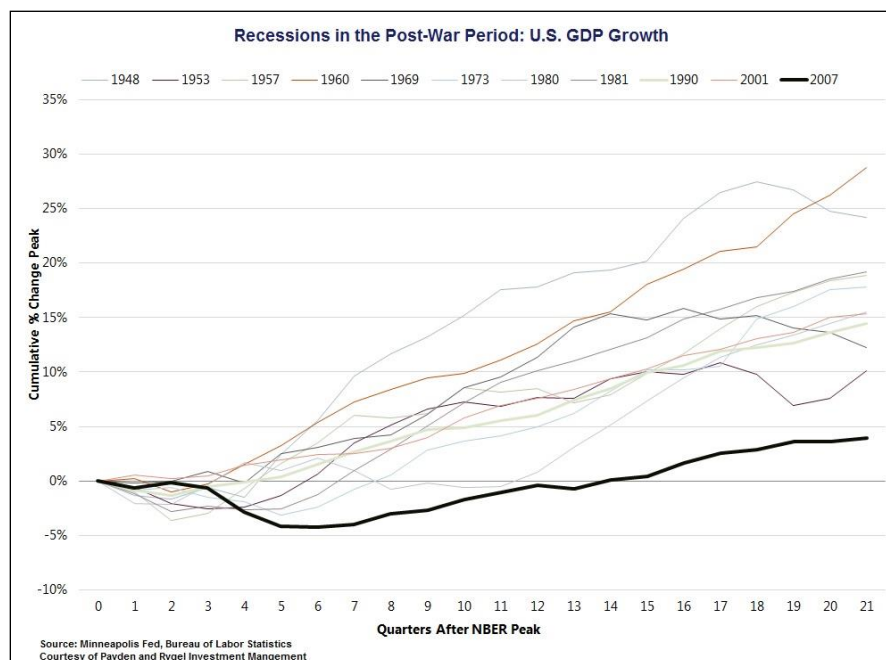


Figure 8: Post-War Recessions and U.S. GDP Growth

Office of Paula S. O'Neil Clerk & Comptroller

Annual Budget – Fiscal Year 2014-2015

Fortunately, Pasco County is experiencing progress in the real estate market. Such an improvement affects employment and improves the tax base. Although the Tampa metropolitan area is ranked highest in the percentage of foreclosures with 28%, this rate is down 20% from the same time last year, according to MSN Real Estate. The Tampa-St. Petersburg-Clearwater area ranks second in cities for first-time purchases. Florida ranks seventh in states with best return of taxpayer dollar. An annual income of \$24,651 is needed to purchase a home priced at \$142,400 with a 4.47% mortgage rate leading to monthly payments of approximately \$575 before taxes and insurance are included in the payment. According to Barron's, current mortgage rates are at yearly lows and are expected to remain favorable in 2014.

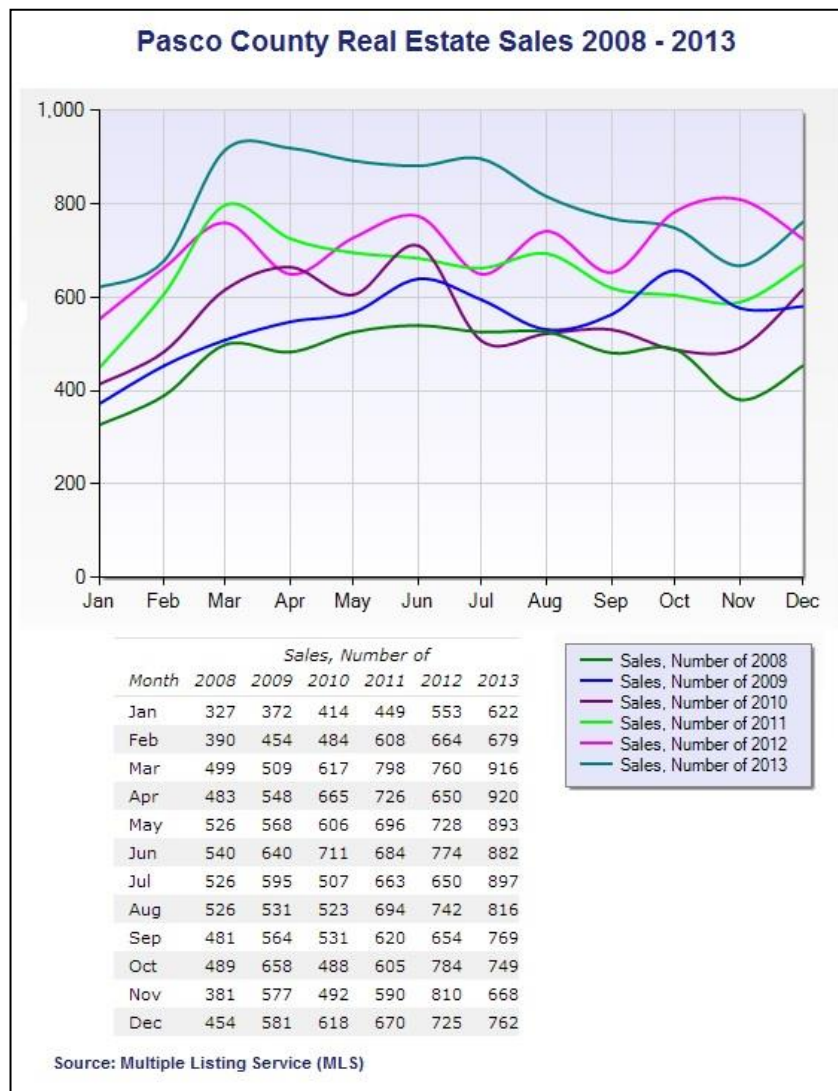


Figure 9: Pasco County Real Estate Sales 2008-2013

Office of Paula S. O'Neil Clerk & Comptroller

Annual Budget – Fiscal Year 2014-2015

According to the Bureau of Labor Statistics, the average annual pay for Pasco County has not kept pace with that of Florida. However, the Consumer Price Index (CPI) for the Tampa metropolitan area has paralleled itself with the national CPI. The housing component of the CPI shows that the Tampa metropolitan area lags behind the nation.

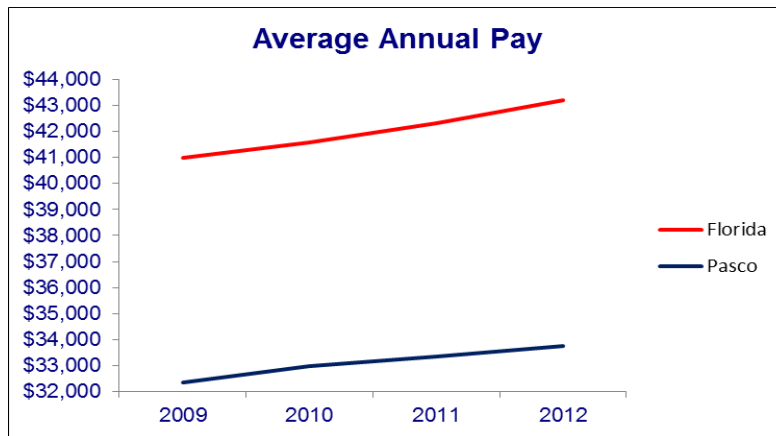


Figure 10: Average Annual Pay

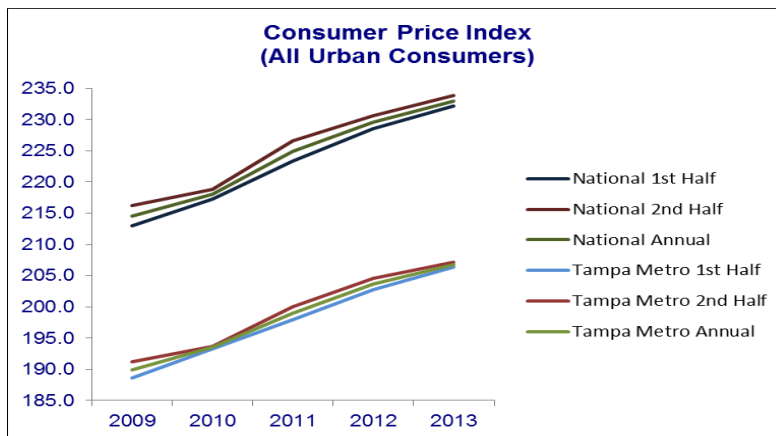


Figure 11: Consumer Price Index

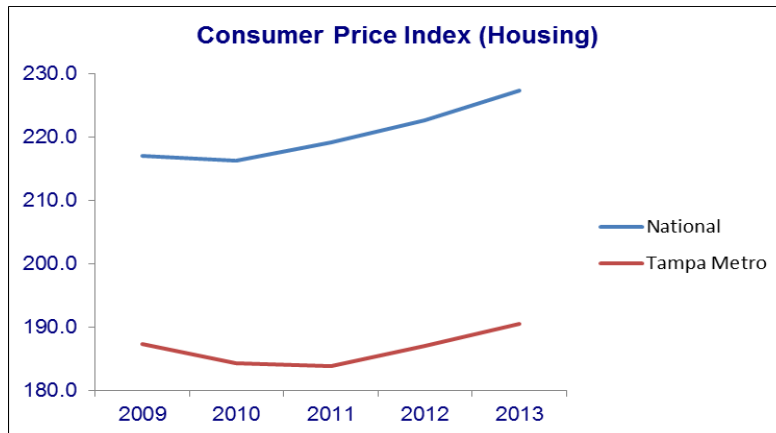


Figure 12: Consumer Price Index (Housing)

Office of Paula S. O'Neil Clerk & Comptroller

Annual Budget – Fiscal Year 2014-2015

A. Pasco County Statistical Data

GEOGRAPHY¹	Pasco	Florida	EMPLOYMENT³	Pasco	Florida
Land Area (Square Miles)	746.89	53,624.76	Natural Resource & Mining	0.7%	1.2%
Persons/Square Mile	622.20	350.6	Construction	6.7%	4.7%
			Manufacturing	3.2%	4.3%
			Trade, Transportation and Utilities	23.3%	20.9%
			Information	0.8%	1.8%
			Financial Activities	4.0%	6.7%
			Professional & Business Services	9.6%	14.6%
			Education & Health Services	19.6%	14.9%
			Leisure and Hospitality	12.3%	13.6%
			Other Services	3.3%	3.2%
			Government	16.4%	14.0%
COUNTY AND STATE POPULATION¹					
1980	193,661	9,746,961			
1990	281,131	12,938,071			
2000	344,771	15,982,839			
2010	464,697	18,801,310			
2012 (Estimated)	470,631	19,320,749			
2013 (Estimated)	475,502	19,552,860			
CITIES AND POPULATION³			AVERAGE ANNUAL WAGE³		
Dade City		6,455	All Industries	\$33,764	\$43,210
New Port Richey		14,868	Natural Resource & Mining	\$26,624	\$27,002
Port Richey		2,661	Construction	\$33,013	\$41,561
San Antonio		1,165	Manufacturing	\$44,905	\$53,284
St. Leo		1,420	Trade, Transportation and Utilities	\$28,146	\$38,621
Zephyrhills		14,227	Information	\$45,125	\$66,822
			Financial Activities	\$40,525	\$61,401
			Professional & Business Services	\$35,440	\$53,128
			Education & Health Services	\$44,817	\$45,165
			Leisure and Hospitality	\$15,752	\$22,304
			Other Services	\$25,890	\$30,377
			Government	\$38,909	\$47,898
LABOR FORCE - 18 YEARS AND OLDER³			DISTANCES TO OTHER FLORIDA DESTINATIONS (MILES)²		
2000			Clearwater		60
Employed	54.6%	63.8%	Tallahassee		244
Unemployment Rate	3.7%	3.8%	Tampa		39
2010			Jacksonville		168
Employed	54.6%	63.8%	Orlando		64
Unemployment Rate	13.0%	11.3%	Miami		265
2011			*Miles from County Seat of Dade City		
Employed	52.2%	62.1%			
Unemployment Rate	11.8%	10.3%			
2012					
Employed	52.1%	62.0%			
Unemployment Rate	9.9%	8.8%			
2013					
Employed	51.8%	61.8%			
Unemployment Rate	7.7%	7.0%			
PER CAPITA INCOME³					
2000	\$22,981	\$29,079			
2005	\$26,512	\$35,605			
2010	\$30,939	\$38,493			
2011	\$32,284	\$39,896			
2012	\$33,452	\$41,012			

¹ 2010 United States Census

² Google Maps

³ Florida Legislature, Office of Economic and Demographic Research

Table 1: Pasco County Statistics

Office of Paula S. O'Neil Clerk & Comptroller

Annual Budget – Fiscal Year 2014-2015



Figure 13: Pasco Clerk & Comptroller Facility Locations

Pasco County, located on Florida's Suncoast, was established on May 12, 1887, when the Florida Legislature split Hernando County into three, creating Pasco County to the south and Citrus County to the north. Pasco was named in honor of U.S. Senator Samuel W. Pasco, a Harvard-educated attorney who also served as Waukeena Academy Principal, Army Confederate Veteran, Florida Speaker of the House, and as the Clerk of Jefferson County. During Sen. Pasco's Army service, he was a prisoner of war, just one of many challenges he faced and overcame.

Dade City, Pasco's County Seat, is located approximately 39 miles north of the City of Tampa. It was named in honor of U.S. Army Major Francis L. Dade, who, with his entire army, was massacred by Seminole Indians in 1835. Pasco County's six municipalities are Dade City, Zephyrhills, San Antonio, Saint Leo, New Port Richey, and Port Richey, all established between 1889 and 1925.

Pasco is the 12th largest county in the State by population. The median age is 43.6. Major manufacturers include Pall Aerospace and Zephyrhills (Nestle's) Bottled Water; and largest employers include Pasco County District School Board and HCA Healthcare, with additional arrivals of large private sector employers – Raymond James and Dais Analytic Corp. – that are planning to locate to Pasco County in the near future. Household income is \$43,787 as compared to the State's \$47,309.

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B. Organizational Chart

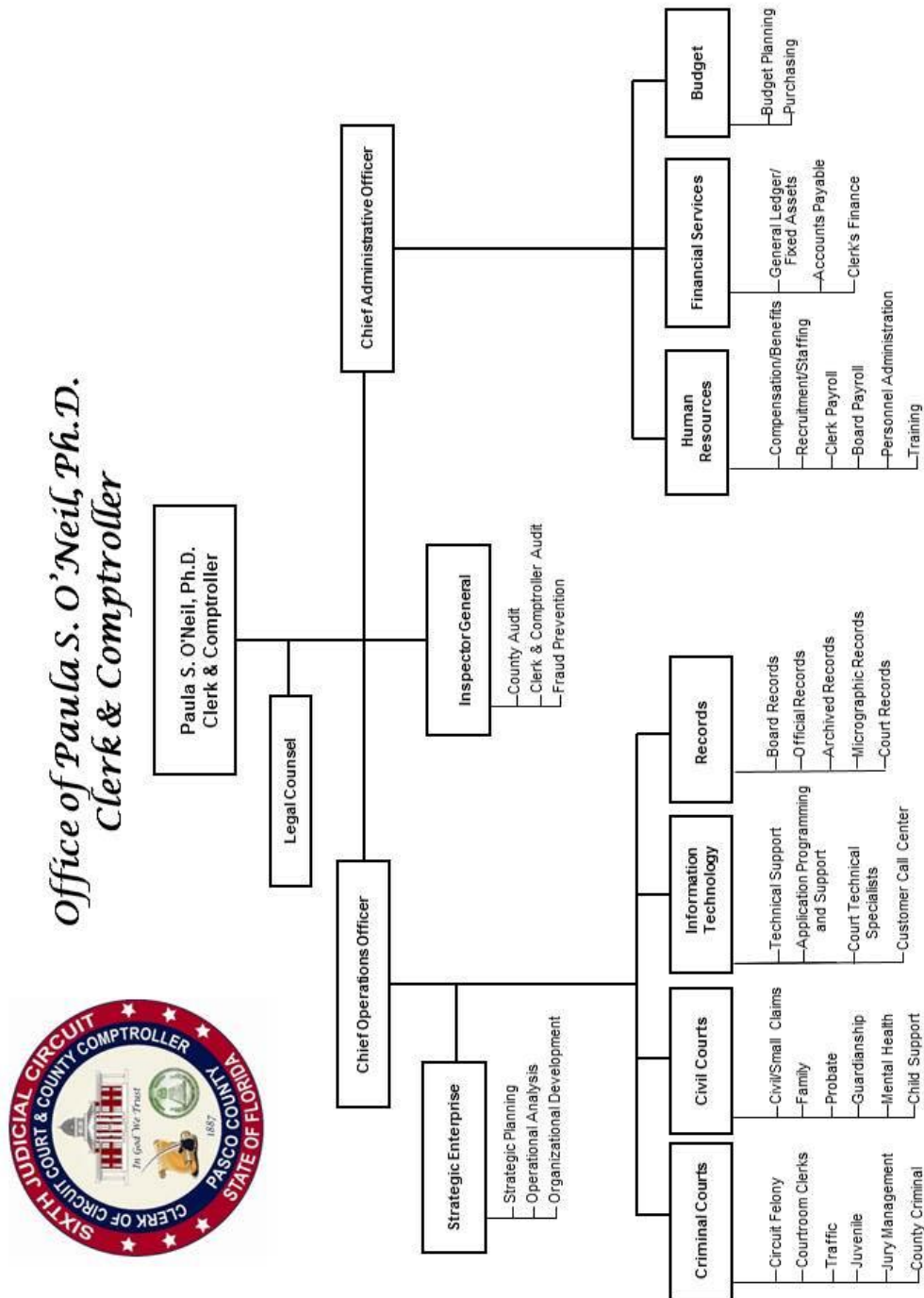


Figure 14: Organizational Chart

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C. Funded Positions – Assignment Distribution

Description	FY 2012-2013 (actual)	FY 2013-2014 (actual)	FY 2014-2015 (budgeted)
Administration & Human Resources	13	13	13
Court-related	231	236	236
Recording & Support	41	43	43
Financial Services	13	13	14
Information Technology	18	20	20
Board Support	33	34	34
Subtotal:	349	359	360
Contracted (Temporary)	10	17	0
Total:	359	376	360

Table 2: Funded Positions – Assignment Distribution

Note: This table includes part-time positions

D. Staffing Changes

Changes in apportioned positions between Fiscal Years 2013-2014 and 2014-2015 are partly due to reorganization and reassignments based on fluctuations in customer service needs and implementation of new programs. Allocation of the following additional position is important to the continuity of the procedural improvement of the organization:

- Manager, Accounting and Finance – Project Mgr. for Munis software implementation

After experiencing an unprecedented loss of 85 positions in FY 2008-2009, the Pasco County Clerk & Comptroller's Office implemented a plan for reorganization, mostly within the Criminal and Civil Courts Divisions and those departments that are served or are indirectly funded by court-generated revenue.

Legislative action, judicial requirements, performance standards, and accounting and reporting guidelines often require adjustments in work duties and assignments. Workload transitions and job task shifts within the Office enable a more efficient responsibility and accountability distribution.

The Clerk & Comptroller's Office has strived to maintain a consistent level of service by increasing internal procedural efficiency. Despite a continued work backlog and increased customer wait times, the Office is dedicated to maintaining its integrity, professional standards, and excellent service for the residents of Pasco County.

Annual overall turnover rate is the rate at which employees enter and leave an organization in a given fiscal year. Typically, the more loyal employees are to an

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organization, the lower the turnover rate. According to Society of Human Resource Management (SHRM), average annual turnover rates for all industries for years 2009, 2010, 2011, and 2012, were 14%, 15%, 13%, and 15% respectively. The increase from 2009 to 2010 and the decrease from 2010 to 2011 mirrors shifts in the unemployment rate during those periods. According to Bureau of Labor Statistics (BLS), the U.S. unemployment rate was 9.6% in 2010, a 3% increase from the 2009 rate of 9.3%. In 2011, job losses rebounded and the unemployment rate decreased 7.3% from the previous year to 8.9%.

Average annual turnover for the government industry was 10% in 2011 and 9% in 2012; this industry had one of the lower overall turnover rates. Typically, this industry requires more specific and trained skill sets. In addition, government industry reports higher than average tenure as employees are more likely to stay to take advantage of benefits and compensation. Lower turnover rates at the local level may also be attributed to budget cuts prior to 2011 and staff reductions between 1% and 10% since the recession began in December 2007.

Focus is given to turnover rates for several reasons. Turnover rates have significant cost implications and affects overall business performance. Lastly, turnover rates have the potential to become difficult to control, resulting in a talent crunch, where it is hard to find quality candidates with the skill sets required to fill open positions.

During 2013, the Office of the Clerk & Comptroller experienced an overall annual turnover rate of 11.76%. This is comprised of overall annual turnover rates from funding sources reflecting salaries. These are General Fund (C001), 10.91%; Fines and Forfeitures Fund (C002), 12.59%; and Records Modernization Article V (C191), 6.67%. According to BLS, the 2013 annual total turnover rate for both the government industry and local government was 16.0%. According to David Ossip, CEO of Ceridian, a human resources and payroll company, turnover rates ranging between 8% and 12% represent a good culture, while a very good culture is demonstrated by a turnover rate under 8%.

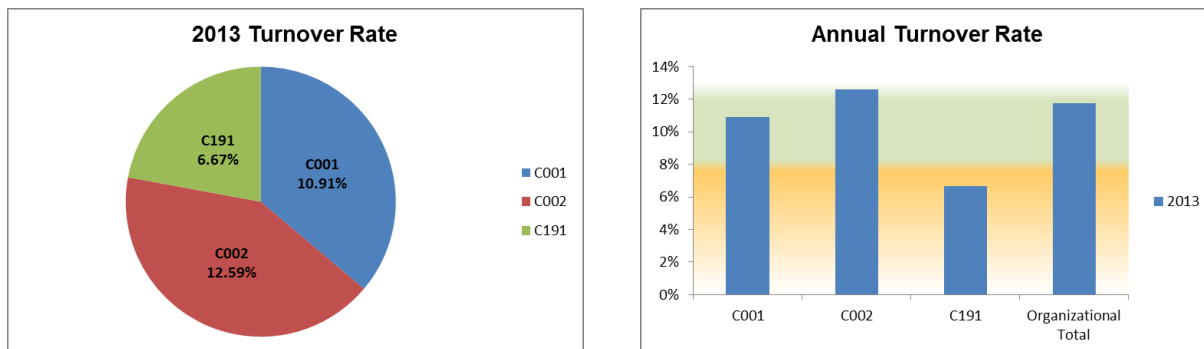


Figure 15: 2013 and Annual Turnover Rates

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E. Awards and Recognition

Members of the Office of the Clerk & Comptroller were recognized with awards in Fiscal Year 2013-2014. Acknowledgment of the efforts of the Office signifies the quality of work demonstrated by the dedicated and tireless deputy clerks who believe in the Office vision, “Excellence...Always.”

1. *Government Finance Officers Association (GFOA) Distinguished Budget Presentation Award for the 3rd year in a row, shown on page vii.* This award represents a significant achievement by the Clerk & Comptroller's Office. It reflects the commitment of the governing body and staff to meet the highest principles of governmental budgeting. To receive this award, the Office had to satisfy nationally recognized guidelines for effective budget presentation. These guidelines are designed to assess how well an entity's budget serves as a policy document, financial plan, operations guide, and communications device. The GFOA's Distinguished Budget Presentation Awards Program is the only national awards program in governmental budgeting.
2. *Certificate of Achievement for Excellence in Financial Reporting from the Government Finance Officers Association of the United States and Canada, for the 30th year in a row, in recognition of the FY 2011-2012 Comprehensive Annual Financial Report (CAFR).* The CAFR summarized the financial activity of the County and covered \$2,228,682,000 in assets. This award program was established in 1945 to recognize state and local governments that go beyond the minimum requirements of generally accepted accounting principles by preparing comprehensive annual financial reports that demonstrate the spirit of transparency and full disclosure.
3. *2013 Sapphire Team, Making Strides Against Breast Cancer.* This award was presented to the “Clerks for a Cure” Team for its fundraising efforts, exceeding \$20,000 collected to fight breast cancer in Pasco County.
4. *Lady Justice Award.* This award was presented to the Honorable Paula S. O'Neil, Ph.D., in recognition of providing legal education to legal professionals throughout the State of Florida by the West Pasco Legal Support Association.
5. *President's Volunteer Awards.* In 2013, these awards recognized over 1,760 hours contributed by ten dedicated Office volunteers, with four receiving special recognition.
6. *2014 Bronze Team, Relay for Life.* This level was achieved by the “Clerks for a Cure” Team for exceeding \$2,500 collected for the fight against cancer in Pasco County.

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II. Organizational Values and Initiatives

A. Values

The Pasco County Clerk & Comptroller's Office values are derived from its mission:

“We serve with integrity, professionalism, and compassion as we safeguard our customers' interests.”

- *Excellence* – We achieve and exemplify the highest standards of performance with a commitment to the vision, goals, and expectations of the organization.
- *Integrity* – We pledge to uphold the highest standards of ethical behavior.
- *Professionalism* – We exercise sound judgment, applying specialized knowledge to serve all customers with the highest level of discretion and courtesy.
- *Compassion* – We are empathetic to the circumstances and needs of our customers.
- *Teamwork* – We develop and strengthen relationships with our stakeholders as we share talents and resources to achieve common goals.

B. New and Progressing Initiatives

1. *Expanded Collection Efforts.* In January 2013, a team was created to focus on enhancing the revenue through collection efforts. In February 2013, this team partnered with the Pasco County Sheriff's Office to transition all outstanding cash bonds to the Clerk & Comptroller for review. By April 2014, the team receipted for \$1,493,664 in cash bonds. Pursuant to Section 903.286, Florida Statutes, these bonds are reviewed after case disposition for any outstanding court fees, court costs, and criminal penalties. The team has applied \$325,514 to outstanding criminal costs from refunds. Going forward, this team will continue to enhance revenue collection efforts.
2. *ePortal.* On April 1, 2013, the Clerk & Comptroller began electronic filing in the Civil Division through the state ePortal. Pleadings in Circuit Civil, County Civil, Family, and Appeals are filed electronically through the statewide, single-access ePortal. On February 24, 2014, the Clerk & Comptroller began accepting voluntary electronic filing for interim pleading documents for Criminal cases through the state ePortal. All Criminal Division court documents will be required to be filed electronically through the State ePortal starting in July 2015. Pleadings are reviewed, accepted, and completed in the new system. Documents are saved and routed to the Criminal Image Viewer and will be converted to CLERICUS once the Criminal Division is live in CLERICUS. Paper documents received by the Civil Division are then scanned into and validated in CLERICUS. This affords the filer round-the-clock access to filing

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documents and new cases. Filing fees are paid through the ePortal in electronic form. Although civil and criminal filing through the Florida ePortal is underway, attorneys are still filing through the LexisNexis system for Probate cases.

3. *Integration of the ePortal and CLERICUS.* On May 22, 2013, the ePortal and CLERICUS were fully integrated. This alleviated the need to scan and validate images on all new cases and pleadings filed by an attorney. Deputy clerks now review, accept, and complete the filing in the ePortal. At this point, the pleading is automatically docketed and the image transferred to CLERICUS. This will result in greater efficiency once the courts have a viewer in place and eFiling is open to pro se litigants.
4. *Imaging of Civil and Criminal Paper Documents.* All civil documents are scanned and validated in CLERICUS. All criminal documents that are received over the counter are scanned and validated in the Criminal Image Viewer. This affords the Clerk & Comptroller's Office the ability to view pleadings without the necessity of ordering files. It also cuts down on turnaround time for customers requesting copies. By using the existing image, the document can easily be emailed to the customer.
5. *Outsourced Benefits Administration and Brokerage.* A contracted party is now responsible for benefits administration and brokerage, managed selection process, and negotiated terms.
6. *Tyler Technologies Munis Enterprise Resource Planning (ERP) System.* The Board of County Commissioners and the Clerk & Comptroller are engaged in a joint project to replace the existing financial information system with a new ERP system known as "Munis". The new system will streamline work processes throughout Pasco County, facilitate the Clerk & Comptroller's efforts to reduce its paper consumption and environmental footprint, and improve the reporting of the County's financial position to the citizens of Pasco County. The "go-live" date for Phase 1 of the project is scheduled for early to mid-2015.
7. *Fraud, Waste, Abuse, and Ethics Hotline.* A hotline will be established to provide citizens and employees an anonymous reporting channel to report suspected fraud, waste, or abuse of county resources.
8. *Guardianship Hotline.* A hotline will be established to provide a mechanism for citizens if they become aware of any potential fraud, waste, or abuse of guardianships.
9. *Electronic Tax Deed Management and Sales.* The Office of the Clerk & Comptroller is collaborating with Realauktion to provide an online management workflow and tax deed sales, moving tax deed sales from the courthouse to the internet. This electronic process is designed to improve efficiencies and increase the convenience to third-party bidders. It affords increase access to the public to bid on tax deed sale properties in Pasco County.

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C. Organizational Public Relations

In the interest of gaining updates and information relevant to best practices, duties, responsibilities, standards, and the community, representatives of the Office participate in meetings held by professional organizations. For example, in 2013-2014, Paula S. O'Neil, Ph.D., served as President of the Florida Court Clerks & Comptrollers (FCCC), currently serves on the Executive Council for the Clerk of Courts Operations Corporation (CCOC) and as the Chairperson of the CCOC Performance Improvement and Efficiency (PIE) Committee. She and other members of the Clerk & Comptroller's Office serve on additional work-related and not-for-profit boards and/or maintain active membership in the following:

- Central Florida Behavioral Health Network (Clerk & Comptroller, Treasurer)
- Commission on Trial Court Performance & Accountability Court Statistics & Workload Committee (Clerk & Comptroller)
- Florida Local Government Investment Trust (Clerk & Comptroller, Trustee)
- Florida Supreme Court Domestic Violence Advisory Group (Clerk & Comptroller)
- Florida West Coast Credit Union Board (Clerk & Comptroller, Vice Chair)
- Rotary Club of Seven Springs (Clerk & Comptroller)
- Saint Leo Accounting Advisory Board (Clerk & Comptroller)
- Florida Bar Association (Chief Operations Officer)
- West Pasco Bar Association (Chief Operations Officer, President)
- Saint Leo University Senate Budget Committee (Chief Administrative Officer)
- Society of Emotional Intelligence (SOEI) – Tampa (Chief Administrative Officer)
- Florida Government Finance Officers Association (Chief Administrative Officer, Inspector General)
- Association of Local Government Auditors (ALGA) (Inspector General and Senior Auditor)
- National Association of Certified Fraud Examiners – Tampa Bay Chapter (Inspector General, Senior Auditor)
- Leadership Pasco (Director of Criminal Courts)
- Connections Job Development Board (Assistant Director of Human Resources)
- Institute of Internal Auditors (Inspector General, Senior Auditor)
- Junior Achievement of Pasco County (Interim Director of Records)

Members of the Office also participated in the:

- Florida Government Financial Officers Association (FGFOA) Annual Convention and School of Governmental Finance
- Florida Government Financial Officers Association
- Florida Society of Certified Public Managers
- Civitek Jury ITN Evaluation Team
- Homeless Advisory Board

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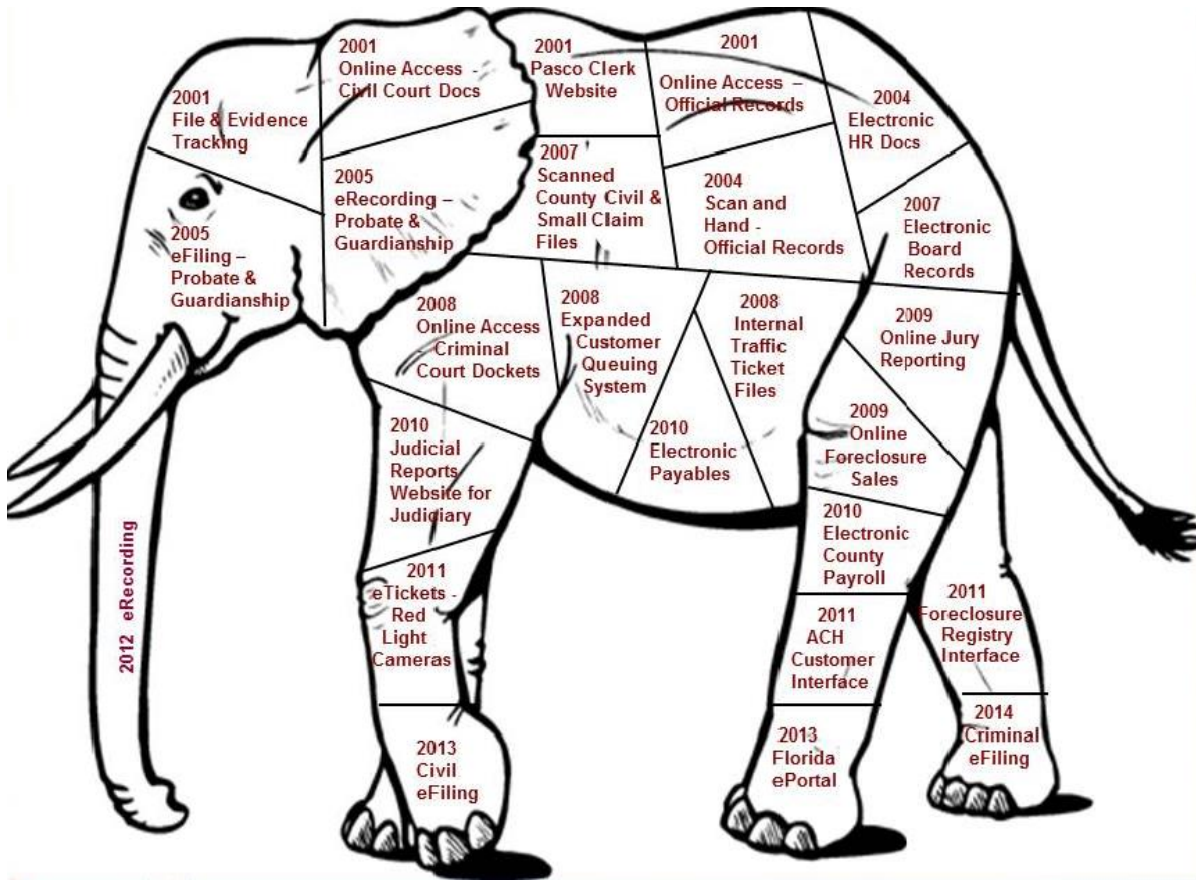
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- Pasco-Hernando Community College Advisory Committee
- Rasmussen College Criminal Justice Advisory Board
- Society for Human Resource Management (SHRM)
- Suncoast Guardian Association
- Florida Court Clerks and Comptrollers (FCCC) Remittance Workflow Project –
The purpose of this project was to provide a detailed workflow of fines and charges due to various state agencies. The Office provided information regarding the remittance process and filings to the various state agencies and the verification process of allocating collections to agencies based on the FCCC's Distribution Schedule of Court-Related Filing Fees, Service Charges, Costs, and Fines.
- Project One – A unified family court system in East Pasco County, which is one of three in the nation. Team members attend meetings with the Judiciary and other stakeholders in an effort to provide seamless services to families in need.
- Chambers of Commerce
- International Public Management Association for Human Resources (IPMA-HR)

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Question: How does an organization become more electronic?



Answer: One “byte” at a time.

Figure 16: Electronic Progress

D. Ongoing Initiatives

1. *Case Maintenance Information System Replacement.* In April of 2009, the Clerk & Comptroller entered into a contractual agreement with the Florida Association of Court Clerks & Comptrollers Services Group, LLC (FACCSG), for a new case maintenance information system named CLERICUS. This system will be used in at least 36 other Florida counties, enabling standardization of the impact of legislative changes and swift implementation of best practices. CLERICUS will replace many current systems, including the Criminal Justice Information System (CJIS) installed in 1977. This is a multi-year project involving all members of Pasco's justice system. Phase 1 of implementation was completed on April 8, 2013; it included all Civil and Probate Case types. Phase 2 of implementation is scheduled for 2015.

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2. *Trial Court Integrated Management Solution Project (TIMS)*. As requested by the Supreme Court of Florida, the Clerk & Comptroller's Office participates in the Trial Court Integrated Management Solution Project. The workgroup's purpose is to determine information, by case type, that needs to be accessed and tracked by the court in order to move cases more efficiently and effectively through the trial court process. The Sixth Circuit local implementation will require the Clerk & Comptroller's Office to provide integration between CLERICUS and the Judicial Automated Workflow System (JAWS), scheduled for implementation in 2015.
3. *Performance Tracking*. The Clerk & Comptroller's strategic planning process includes the use of Active Strategy Enterprise (ASE) software, to host data, display trend analyses, serve as a statistical portal, and track the progress of strategic initiatives on a balanced scorecard.
4. *Imaging*. The Clerk & Comptroller's Office began imaging traffic infraction cases in 2009. This process enhances customer service by improving the availability of case details, reducing storage, and expediting case processing. These efforts have prepared Pasco for future electronic transmission of traffic violation data from law enforcement agencies.
5. *Finding Greater Operational Efficiency*. The following steps have been or will be taken so that accurate benchmarks can be established:
 - Productivity is measured and analyzed using ActiveStrategy. Analyses integrate financial information, payroll records, supervisory input, statistics uploaded from operational systems and productivity data.
 - The automation and electronic transmission of reports to external parties, offices, or agencies helps to save on costs associated with paper, toner, and postage.
 - Maintenance contracts for equipment have been eliminated in some cases where replacement costs are low.
 - In response to increased public requests for statistical information, charts and graphs, updated monthly, are now provided on the website for customer use. As more requests are made, the statistical list increases.

These ongoing initiatives were reviewed in the development of this year's annual budget. Their impact continues to be positive, and they help to mitigate the ongoing effects of past budgetary challenges.

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III. Financial Policy, Guidelines, and Goals

A. Budget Policy

The goal of the Pasco County Office of Clerk & Comptroller is to submit a balanced budget so that the Office may operate in accordance with Florida Statutes and established directives. A *balanced budget* is one in which the total of estimated receipts, including balances brought forward, equals the total of estimated expenditures and reserves. The budget, as presented in this document, was prepared in accordance with generally accepted accounting principles (GAAP), is based on the modified accrual method of accounting, follows the State Uniform Chart of Accounts, and is the same basis used for the audited financial statements. Policies and guidelines were established at the outset of the budget process through meetings and memoranda.

Budget policy addresses the major components of the budget: personal services, operating expenditures, and capital. As the Office continues to cope with ongoing budgetary uncertainty and volatility, the potential of future revenue limitations stemming from recent legislation, and difficulty in collecting sufficient revenue locally, the following budget policies remain in place:

- *Personal Services* – Departmental budgets are prepared with bottom-of-range funding for vacant positions.
- *Operating Expenditures* – Due to budget volatility, spending continues to be conservative as the Office strives to meet state-mandated performance measurements. Vendors will continue to be paid in a timely manner, and the Office will not commit to expenditures beyond the availability of funds.
- *Capital Purchases* – Capital equipment purchases are made when deemed operationally necessary. Purchases of equipment budgeted for Fiscal Year 2014-2015 are based on effectiveness and useful life. Capital Expenditures, as defined in Appendix C, are for the acquisition or construction of physical assets with a life expectancy greater than one year and a cost equal to or greater than \$1,000.

On the following pages are shown a two-year capital plan for Fiscal Years 2015-2016 through 2016-2017 and a schedule of specific capital purchases planned for Fiscal Year 2014-2015, respectively. The two-year plan includes planned purchases for which the BCC should be responsible, indicated in parentheses. The majority of the capital purchases, which the Clerk & Comptroller's Office absorbs, is non-routine and includes replacement equipment other than for technology, equipment necessary for continuity and advancement of customer service, and technological infrastructure improvements. Unlike counties and municipalities, funding sources for Clerk & Comptroller capital purchases are not segregated and are the same as for operating budgets. When capital assets are purchased, they are added to the Office's fixed assets listing, bar-coded and tagged with a unique identifier, and tracked for accounting purposes.

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Two-Year Capital Plan

2015-2016	Replace two (2) vehicles	\$43,000
	Facility redesign (BCC funded)	25,000
	Generator for the East Pasco Records Center	25,000
	Storage cabinets for large-size plats and right-of-way plans in DC Official Records	5,000
	Two (2) automated letter openers for the east and west mailrooms	<u>5,000</u>
	General Fund (C001) Subtotal:	\$103,000
	Replace firewall equipment, software, and units that handle Internet connectivity and redundancy	\$73,150
	Software acquisition as needed	50,000
	Replacement scanners	28,000
	Micrographics scanning and reproduction equipment	<u>14,000</u>
	Info. Tech. Fund (C101/191) Subtotal:	\$165,150
	Fiscal Year 2015-2016:	\$268,150
	2016-2017	
	Replace two (2) vehicles	\$47,500
	Facility redesign (BCC funded)	25,000
	Replace rolling stairs in Records Centers	<u>5,000</u>
	General Fund (C001) Subtotal:	\$77,500
	Replace Cisco network switches in the WPJC, RSJC, and the EPGC, and wireless access points throughout the Office	\$238,100
	Software acquisition as needed	50,000
	Digitize east and west mailrooms with optical character recognition	30,000
	Replace two (2) wide-format printers for east and west Official Records	12,000
	Scanners for the east and west mailrooms	<u>8,000</u>
	Info. Tech. Fund (C101/191) Subtotal:	\$338,100
	Fiscal Year 2016-2017:	\$415,600

Table 3: Two-Year Capital Plan

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The impact of capital purchases on the Fiscal Year 2014-2015 operating budget is \$250,884 and includes:

Quantity	Item Description	Total
1	Jury Management System	\$87,000
2	Replacement fleet vehicles	48,000
1	Metal shelving	40,000
2	Servers	28,573
4	Scanner - Heavy-duty or Flatbed 90ppm (Financial Svcs.)	8,000
4	Scanner - Replacements for Official Records	8,000
1	Scanner - Flatbed 90ppm (Munis)	6,000
1	Server	5,100
2	Ovation 2100 Letter Opener	3,828
2	Canon EOS Digital Camera	2,400
2	Desktop Software - Sencha	2,000
1	Standalone FTP server	1,600
1	Replacement HP Color Laser Jet Printer	1,500
1	Substitute for ruggedized laptop	1,500
1	Wireless marriage photo system to include photo printer	1,500
1	Replacement paper shredder	1,380
1	Wireless passport photo printer	1,300
1	Scanner Compact 400ppm	1,100
1	Secure perfect upgrade	1,100
1	Printer - Laser Heavy	1,003
		\$250,884

Table 4: CFY 2014-2015 Capital Purchases

The budgeting basis of the Pasco County Clerk & Comptroller's Office is a conservative one and heavily considers the uncertainty of one of its main funding sources, revenue from fines, fees, forfeitures, services charges, court costs, and interest used to fund court-related activities. To consider current economic circumstances, routine expense calculations are based on a three-month moving average. In past years, court revenue, in the form of State appropriations, was reduced after the fiscal year was underway. To accommodate this potential, moneys were budgeted in the services and materials category of the Fines and Forfeitures Fund until it could later be determined that they were available for future viability of the Self Insurance Fund and other priorities.

During times of financial unpredictability, it is more important than ever to provide excellent customer service, improve service and reporting standards, rely more heavily on technological advances, ensure that volatile costs are covered, and to provide a seamless transition from one fiscal year to the next. Funds are encumbered for multi-year commitments, and are reflected in the increased fund balances carried over into the next fiscal year. Due to economic volatility, fund balances may vary greatly from year to year. It is presumed that funds encumbered in the prior year will be expended in the current year.

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Funding for each of the functional units described in this document is budgeted in the following individual funds, which are also described more fully beginning on page 28. The interdependence of their funding is also shown in Figure 17 on page 32. While the functions and funding may appear independent, each fund's ability to absorb its assigned costs is directly or indirectly dependent on one or more other areas of the financial structure. When funding is reduced, a ripple effect is felt throughout the entire organization.

Florida Statutes provide that the amount by which revenue and transfers exceeding annual expenditures for the General Fund be remitted to the BCC immediately following the fiscal year for which the funding was provided, or following the fiscal year during which other revenue is recognized. Likewise, unused appropriations that remain in the Fines and Forfeitures Fund at the conclusion of the county fiscal year are to be remitted to the Department of Revenue.

B. Budget Process

The budget process begins in mid-January of each year, when members of the Clerk & Comptroller's Executive Team submit requests to the Budget Division for goods or services that are required to be provided by the County according to Florida Statute 29.008. These requests are submitted to the County for consideration in late January or early February, depending on the County's schedule.

During the months of February and March, directors and supervisors have open access to an in-house budget database. After review of pertinent reports and pre-populated data, parties responsible for departmental budget requests affect detailed information, quantities, and unit costs for requested services, materials, supplies, and capital. By mid-March, division directors email updated narratives, quantitative information, and statistics to the Budget Division for analysis. If necessary, individual budget meetings are held in April among the Clerk & Comptroller, directors, chief officers, and the budget team.

By the end of April or beginning of May, depending on the Legislature's schedule, the Clerk & Comptroller's Office is notified of budget-related legislative impact and spending thresholds. Amounts are integrated into the overall Office budget and decisions are made regarding the ability of projected revenue to adequately cover the cost of requests made by departments.

By mid-May, a balanced, detailed budget is presented to the Clerk & Comptroller by the Budget Division for consideration. Over the course of two weeks, issues are resolved; and the proposed budgets are submitted to the BCC and the CCOC on or before June 1st for consideration at the county and state levels. The Board holds workshops throughout the summer and adopts its budget at the second of two public hearings toward the end of September. The CCOC submits the collective court-related budget to the Legislative Budget Commission (LBC) by August 1st, and all budgets are effective on October 1st. A calendar is provided on the next page for convenience.

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Budget Calendar

1/27/14	Deadline for Directors to email internal and external software, hardware, IT program change requests, or County-supported IT needs (use ITSR's, IDSR's, and tech item order sheets for County requests). In-house hardware and software requests may be in email form, and must include justification for new or replacement items. Send to Director of IT and Assistant Director of IT. Copy the Budget Team.
1/31/14	Deadline for Directors to submit non-IT County Interdepartmental Service Requests (IDSRs) to the Budget Team.
2/7/14	Deadline for Director of IT to submit County-related Information Technology Request Forms to the Budget Team.
2/14/14	Deadline for Budget Team to submit County-related requests to OMB. Deadline for Directors to email inquiries regarding staffing concerns to Chief Administrative Officer and Director of Budgets; please copy Budget Analyst. Include an itemized list of all associated computer and/or specialized equipment needs. Deadline for Budget Team to prepopulate the Clerk's Budget Database on the P:/ drive. Personal services costs will be added later in the budget cycle.
2/17/14	Budget Team sends prior year document to Directors for review and revision of narratives, graphs, goals/objectives, accomplishments, analyses, conclusions, and policies/guidelines. Budget Team also sends schedule of personnel allocation matrices, by department, for review and updating.
2/17 - 3/7/14	Directors and Supervisors have open access to the Clerk's BudgetEntry2003 folder in P:/Budget (4-digit year = 2015). Email a list of all significant changes to the Budget Team; include account numbers, quantities, unit costs, and descriptions. If budget entries should not be calculated according to past or current year expenditure trends, offer a reason and/or suggested methodology.
3/7/14	Clerk's budget system on the P:/ drive is closed at 5:00 p.m.
3/14/14	Directors return allocation matrices to the Budget Team.
3/21/14	Directors email updated departmental narrative and quantitative information to the Budget Team.
4/7/14	Deadline for Director of Budgets to submit revenue estimates and preliminary budget detail to Paula S. O'Neil, Ph.D., Clerk & Comptroller, for review.
4/7- 7/14	If necessary, individual budget meetings may be held with Clerk & Comptroller, Directors, Chief Officer(s), and Budget Team.
5/12-23/14	Director of Budgets reviews final budget proposals to the BCC and Legislative Budget Committee (LBC) with the Clerk & Comptroller. The budget document is also reviewed.
5/30/14	Deadline for Clerk & Comptroller to submit Board-related budget to the Pasco County Board of County Commissioners and court-related budget to the Clerks of Court Operations Corporation (CCOC) for eventual review, aggregation, and submission to the Legislative Budget Commission (LBC) by August 1 st .
8/29/14	Clerk & Comptroller submits fee-funded budget to Board Records.

Table 5: Calendar for CFY 2014-2015 Budget Preparation

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C. Performance Measurement

Throughout the year, budget performance is monitored through analyses generated by the Budget Division, including financial position, fund status, and departmental expenditure reports. These reports provide information about budgeted revenue and expenditure amounts, actual receipts and expenditures, year-to-date totals, and projections. Directors and department heads review these reports and follow up where unfavorable variances indicate that a budgeted amount may be exceeded.

D. Revenue Policy, Trends, and Assumptions

Statutory charges for services rendered by non-court personnel are collected to offset certain functions of the Clerk & Comptroller's Office. These fees are deposited into the General Fund. Court-related activities are funded by fines, fees, forfeitures, services charges, courts costs, and interest and are deposited into the Fines and Forfeitures Fund. In addition to charges for services, the General Fund is financed primarily by transfers from the BCC and the reimbursement of overhead costs. General Fund overhead costs are distributed among departments that support the Board, Courts, and Information Technology and are based on FTE allocations. The Records Modification Article V Fund collects overhead costs associated with technological support only from the General Fund.

Each fund's revenue is calculated independently and based on a current three-month moving average in conjunction with year-to-year trends. Tables depicting specific levels of major revenue sources begin on page 35. The impact of fee increases, fluctuations in court-related and County revenue, court filings, local ordinance requirements, and customers' payment abilities are carefully considered in the application of such trends. As revenue projections are calculated, the following are taken into account:

- *General Fund (Governmental Fund)* - The General Fund is used to account for all resources except those required to be counted for in other funds. This fund includes general administration, Clerk to the Board, Clerk of the Circuit Court, Clerk of the County Court, and Recording. Fluctuations in real estate activity and mortgage lending have great bearing on recording revenue. Until these sectors of the economy find greater stability and improve at a more consistent rate, expenditures from this fund will remain conservative. Because property values generate ad valorem dollars for the Board, the County budget remains a conservative one, there still exists the possibility of decreased fund availability. Main sources of funding are revenue from the recording of documents, an allocation from the BCC, and revenue collected for the performance of services for other operating funds.
- *Fines and Forfeitures Fund (Governmental Fund)* – Effective July 1, 2009, the funding structure of the Clerks' appropriations was significantly changed by the Florida Legislature. Until this year, almost all moneys collected by Clerks' Offices were sent to the Florida Department of Revenue (FDOR) for deposit into a trust

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fund. With the Clerks being part of the State appropriation process, the legislature determined the amount of funding that each Clerk was to receive to perform their court-related duties as outlined in Florida Statutes according to service units.

Legislation that became law on May 22, 2013, reverted this process back to a system where Clerk and Comptrollers' Offices retain moneys collected, and use them to cover expenses. Until funding becomes more stable, court operations will continue to search for greater efficiency while adjusting to the implementation of new laws and resources based on service demands. High unemployment rates can be correlated to customers' ability to pay fines, fees, and service charges. Until unemployment rates fall, it is anticipated that more focus on collection efforts will be needed.

- *Records Modification Funds (Special Revenue Funds)* – Like the General Fund, these funds rely heavily on recording revenue generated by transactions stemming from real estate and mortgage activity. The Pasco County Clerk & Comptroller's Office has two such funds. One is used to pay for the day-to-day operations of the Information Technology Division, while the other is restricted and used to pay for projects related to the modernization of and increased accessibility to records. Until economic conditions stabilize in Pasco County, an improved revenue stream is not anticipated in the short term. The main sources of funding are revenue from the recording of documents and for services performed for the general operating fund.
- *Self-Insurance Fund (Internal Service Fund)* – The viability of this fund depends on teammate participation, contributions from operating funds, and a well-designed plan administered by third parties. As costs of coverage and claims have fluctuated, adjustments of co-pays, deductibles, quality of service, and out-of-pocket requirements have been monitored and adjusted in the interest of the fund's viability.

E. Issues and Priorities

- In recent years, the Pasco County Clerk & Comptroller's Office faced a challenge never before experienced – decreased funding from each of its three main sources of revenue: appropriations from the State of Florida, Board transfers, and income from recording services, which helped to support the General and Records Modernization Funds. While an increase in recording revenue is projected, it relies on progress in the local housing market. Positive growth, slightly improved home values, and shrinking inventories have only been recent developments, so trends are not yet established.
- Due to the length of service and retirement of many deputy clerks, continued loss of institutional knowledge results in increased training costs and the need for a more structured individual development and a well-crafted succession program.

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- Fuel costs are volatile, and per-gallon prices fluctuate by as much as fifteen cents from week to week. An improved system of scheduling and communication was implemented to better enable and manage cross-county meetings via a video teleconferencing system, thereby saving on fuel. The system, however, is almost ten years old, and has needed repairs of late. Webinars are attended by deputy clerks in lieu of travelling out-of-county for training and updates.
- Paper and toner costs have increased significantly due to the Office's obligation to print eFiled case documentation for the judiciary until it chooses a system that can accept the information electronically.
- Reporting is constantly being examined for value and accuracy. Many reports have been converted to electronic format and are made available via the Web and email, resulting in reductions of paper, postage, ink, and toner expenses.
- Data accuracy continues to be improved and integration through technological innovation. While it is difficult to keep up with advances in software and cost prohibitive to upgrade many systems, in-house programming enables various systems to continue to interface seamlessly.
- Because the group health insurance program of the Clerk & Comptroller's Office receives contributions from funds that are dependent on external sources, its viability and its ability to cover claims remains both a priority and a concern. An in-house committee meets throughout the year to monitor funding potential, fluctuations in claims, trends, incentives, and medical breakthroughs. The plan is self-funded and administered through a third party. By funding it this way, the Office saved over \$2,000,000 prior to the 2012-2013 Fiscal Year, which helped to minimize cuts to office hours, customer service, and staffing. In May of 2012, consulting, day-to-day operations, and brokerage services were contracted with an outside vendor to offer an expanded array of services to the Office team and to increase savings by competitively bidding the process.

To cope with these issues, the top priority of the Pasco County Clerk & Comptroller's Office is to examine procedural efficiency on a continual basis. If it is determined that a process is not required by Florida Statutes, it is reviewed for value. As a result, processes are continually streamlined or eliminated. The potential for increased revenue is also constantly evaluated, and the Courts are encouraged to assess the maximum amount allowed by law.

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F. Debt Service

Although the Clerk & Comptroller's service charges are a bondable revenue source, the Pasco County Clerk & Comptroller's Office has a practice of incurring no debt beyond the value of compensated absences. However, should a critical need arise, the Clerk & Comptroller's policy is to incur debt only for specific project(s) lasting more than one year and such commitments are limited to available funding. The Pasco Clerk & Comptroller's Office currently has no long-term outstanding debt obligations, and there are no plans to incur any such debt during Fiscal Year 2014-2015.

G. Budget Amendments

Budgetary authority is legally maintained at the fund level. Amendments to the adopted budget may occur at any time during the fiscal year, are recommended and initiated by the Budget Division via email, approved by the Clerk & Comptroller, and processed by the Financial Services Division.

*Office of Paula S. O'Neil
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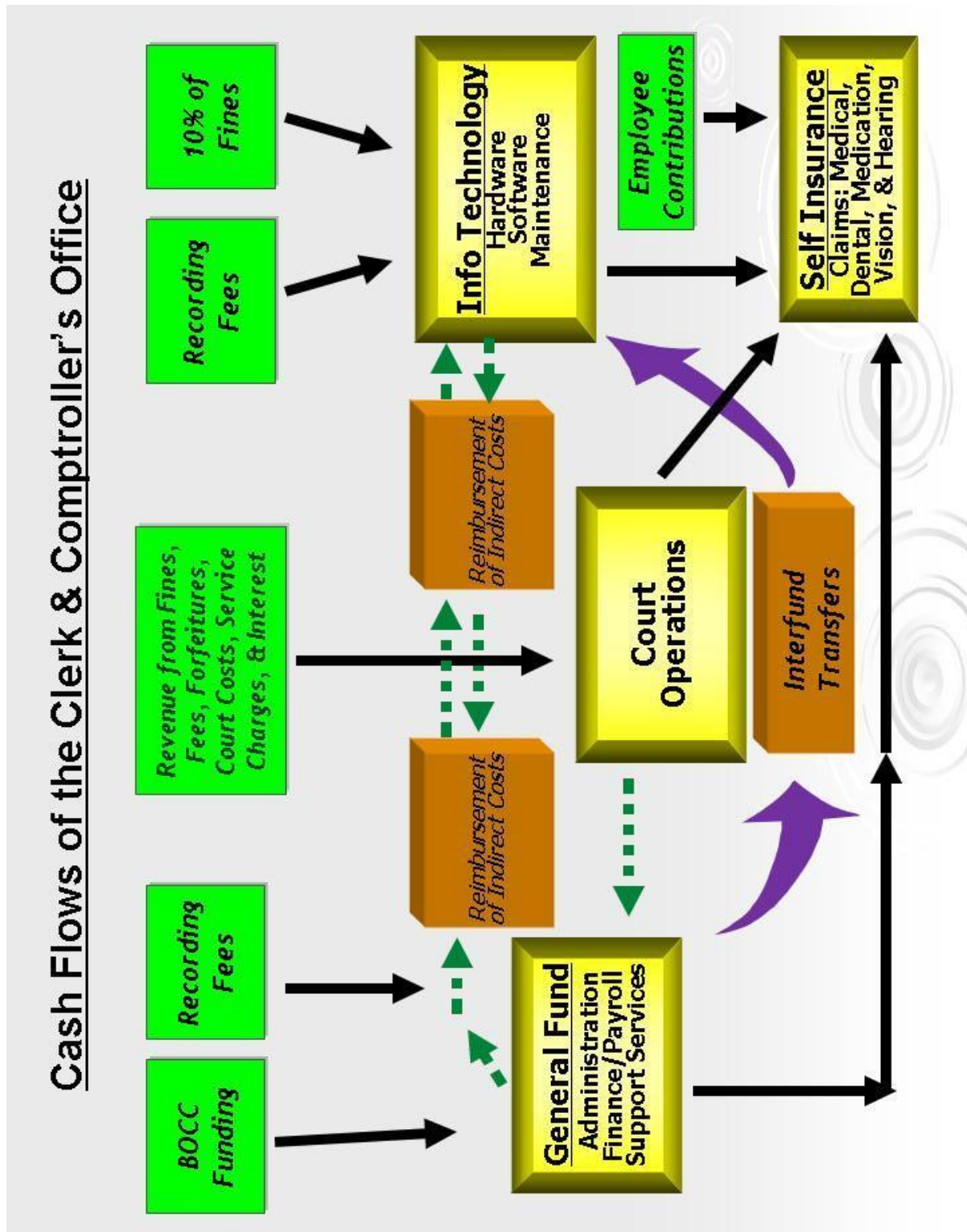


Figure 17: Functional Units and Funding Structure

Office of Paula S. O'Neil Clerk & Comptroller

Annual Budget – Fiscal Year 2014-2015

H. Major Sources of Revenue, Expenditures, and Fund Balances

Consolidated Budget Overview (All Funds)

Description	FY '11-'12 Actual	FY '12-'13 Actual	FY '13-'14 Actual*	FY '14-'15 Adopted	Dollar Change	% Change
Cumulative Beginning Fund Balance	6,195,246	7,960,402	10,049,281	8,728,670	(1,320,611)	-13.14%
Major External Revenue:						
Fines, Fees, and Service Charges	6,755	2,587,462	7,947,016	8,090,903	143,887	1.81%
State Appropriations/Clerks Trust Fund	12,598,188	11,100,473	4,108,706	4,276,176	167,470	4.08%
BCC Allocation	2,737,080	2,792,019	3,006,593	3,152,274	145,681	4.85%
Recording	2,591,702	3,171,310	2,512,422	2,632,139	119,717	4.77%
Miscellaneous Services & Fees	1,123,366	1,170,696	1,140,248	1,169,971	29,723	2.61%
Title IV-D, Reimbursements & Rebates	377,724	919,661	551,160	445,399	(105,761)	-19.19%
Interest & Other Income	161,614	127,970	117,372	124,502	7,130	6.07%
External Revenue Subtotal:	19,596,429	21,869,592	19,383,517	19,891,364	507,847	2.62%
Major Internal Revenue:						
Overhead	3,516,955	3,626,655	3,557,854	3,763,967	206,113	5.79%
Insurance Allocations & Assessments	3,713,862	4,523,250	3,052,721	2,737,530	(315,191)	-10.32%
Interfund Transfers	953,387	1,101,492	1,025,000	577,162	(447,838)	-43.69%
Fund Balances	0	0	0	1,387,545	1,387,545	
Internal Revenue Subtotal:	8,184,204	9,251,397	7,635,575	8,466,204	830,629	10.88%
Total Revenue:	27,780,633	31,120,989	27,019,092	28,357,568	1,338,476	4.95%
Expenditures:						
Personal Services	16,463,633	17,534,464	16,915,589	17,312,467	396,878	2.35%
Services & Materials	2,567,642	3,117,450	3,440,819	3,338,445	(102,374)	-2.98%
Capital	43,432	310,026	626,530	250,884	(375,646)	-59.96%
Insurance Administration	482,986	449,991	801,733	885,000	83,267	10.39%
Insurance Claims	2,413,251	3,408,396	2,565,360	2,634,500	69,140	2.70%
Excess to BCC/DOR	0	82,171	0	0	0	
Overhead	3,091,146	3,122,643	2,964,672	3,359,110	394,438	13.30%
Interfund Transfers	953,387	1,006,970	1,025,000	577,162	(447,838)	-43.69%
Total Expenditures:	26,015,477	29,032,110	28,339,703	28,357,568	17,865	0.06%
Cumulative Ending Fund Balance	7,960,402	10,049,281	8,728,670	7,341,125	(1,387,545)	-15.90%
Net Change in Fund Balances	1,765,156	2,088,879	(1,320,611)	(1,387,545)		

Table 6: Consolidated Funding Overview

*Figures may be amended upon finalization of CFY 2013-2014 financial statements.

*Office of Paula S. O'Neil
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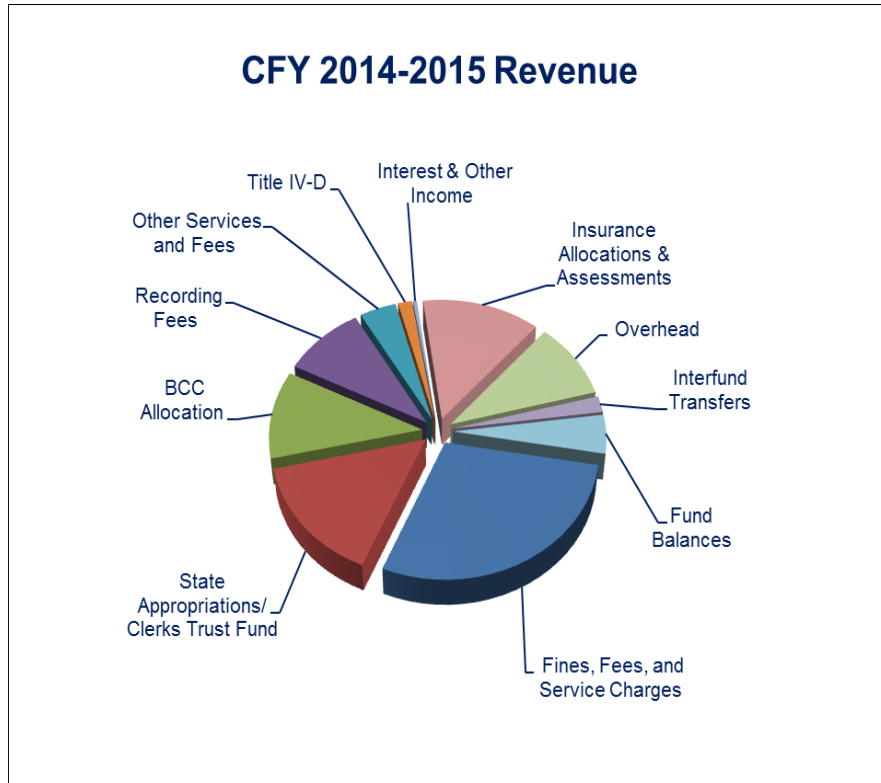


Figure 18: CFY 2014-2015 Revenue Budget Graph

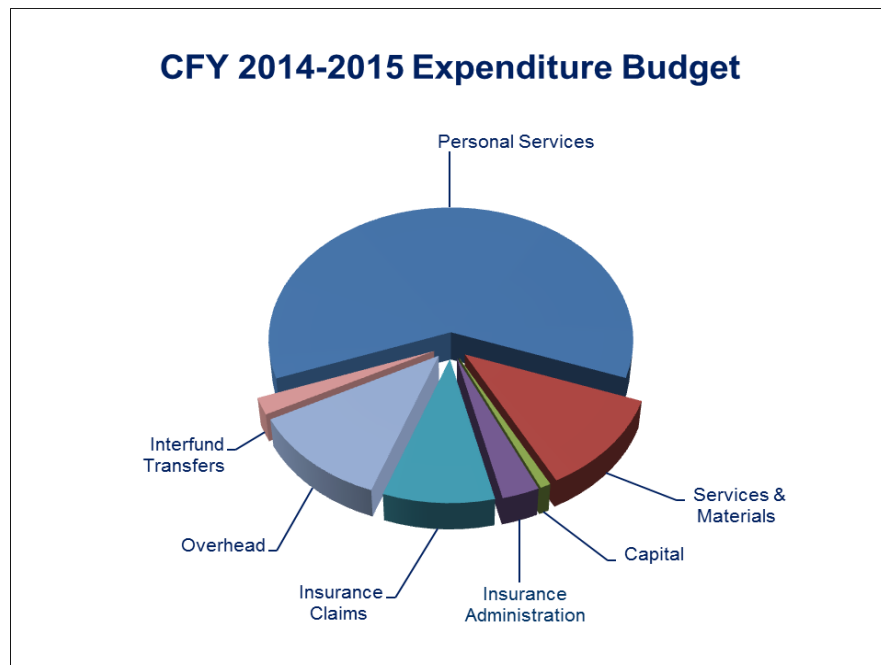


Figure 19: CFY 2014-2015 Expenditure Budget Graph

Office of Paula S. O'Neil Clerk & Comptroller

Annual Budget – Fiscal Year 2014-2015

General Fund

Description	FY '11-'12 Actual	FY '12-'13 Actual	FY '13-'14 Actual*	FY '14-'15 Adopted	Dollar Change	% Change
Beginning Fund Balance	404,015	724,645	844,076	483,179	(360,897)	-42.76%
Major Revenue Sources:						
Recording	1,674,337	2,031,160	1,606,846	1,676,689	69,843	4.35%
Miscellaneous Services & Fees	621,535	706,848	682,145	689,655	7,510	1.10%
Overhead	2,801,993	2,886,389	2,802,895	3,193,807	390,912	13.95%
Title IV-D, Reimbursements & Rebates	377,724	603,497	395,894	390,000	(5,894)	-1.49%
Interest & Other Income	124,115	107,800	105,527	105,124	(403)	-0.38%
BCC Allocation	2,737,080	2,792,019	3,006,593	3,152,274	145,681	4.85%
Revenue Subtotal:	8,336,784	9,127,713	8,599,900	9,207,549	607,649	7.07%
Expenditures:						
Personal Services	5,702,222	6,366,696	6,208,123	6,800,068	591,945	9.54%
Services & Materials	733,645	873,958	1,050,754	1,184,297	133,543	12.71%
Capital	38,476	53,162	99,687	94,228	(5,459)	-5.48%
Excess to BCC	0	82,171	0	0	0	
Overhead	588,424	625,325	577,233	551,794	(25,439)	-4.41%
Interfund Transfers	953,387	1,006,970	1,025,000	577,162	(447,838)	-43.69%
Expenditure Subtotal:	8,016,154	9,008,282	8,960,797	9,207,549	246,752	2.75%
Ending Fund Balance, incl. encumbrances	724,645	844,076	483,179	483,179	0	
Net Change in Fund Balance	320,630	119,431	(360,897)	0		

Table 7: General Fund Financing

*Figures may be amended upon finalization of CFY 2013-2014 financial statements.

Fines and Forfeitures Fund

Description	FY '11-'12 Actual	FY '12-'13 Actual	FY '13-'14 Actual*	FY '14-'15 Adopted	Dollar Change	% Change
Beginning Fund Balance	364,746	226,242	1,009,476	742,771	(266,705)	-26.42%
Major Revenue Sources:						
Fines, Fees, Svc. Charges	6,755	2,587,462	7,947,016	8,090,903	143,887	1.81%
State Appropriations/Clerks Trust Fund	12,598,188	11,100,473	4,108,706	4,276,176	167,470	4.08%
Revenue Subtotal:	12,604,943	13,687,935	12,055,722	12,367,079	311,357	2.58%
Expenditures:						
Personal Services	9,688,128	9,966,320	9,312,848	9,056,280	(256,568)	-2.75%
Services & Materials	654,386	584,016	882,657	713,353	(169,304)	-19.18%
Capital	0	0	6,541	0	(6,541)	-100.00%
Overhead	2,400,933	2,354,365	2,120,381	2,597,446	477,065	22.50%
Expenditure Subtotal:	12,743,447	12,904,701	12,322,427	12,367,079	44,652	0.36%
Ending Fund Balance, incl. encumbrances	226,242	1,009,476	742,771	742,771	0	
Net Change in Fund Balance	(138,504)	783,234	(266,705)	0		

Table 8: Fines and Forfeitures Fund Financing

*Figures may be amended upon finalization of CFY 2013-2014 financial statements.

Office of Paula S. O'Neil Clerk & Comptroller

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Public Records Modernization Fund

Description	FY '11-'12 Actual	FY '12-'13 Actual	FY '13-'14 Actual*	FY '14-'15 Adopted	Dollar Change	% Change
Beginning Fund Balance	2,077,696	2,295,327	2,589,419	2,462,996	(126,423)	-4.88%
Major Revenue Sources:						
Recording	235,651	288,648	233,509	244,719	11,210	4.80%
Interest & Other Income	13,788	6,729	3,878	6,515	2,637	68.00%
Interfund Transfers	0	94,522	0	0	0	
Fund Balance	0	0	0	591,795	591,795	
Revenue Subtotal:	249,439	389,899	237,387	843,029	605,642	255.13%
Expenditures:						
Services & Materials	31,808	89,003	363,810	707,256	343,446	94.40%
Capital	0	6,804	0	135,773	0	
Expenditure Subtotal:	31,808	95,807	363,810	843,029	479,219	131.72%
Ending Fund Balance, incl. encumbrances	2,295,327	2,589,419	2,462,996	1,871,201	(591,795)	-24.03%
Net Change in Fund Balance	217,631	294,092	(126,423)	(591,795)		

Table 9: Public Records Modernization Fund Financing

*Figures may be amended upon finalization of CFY 2013-2014 financial statements.

Records Modernization Article V

Description	FY '11-'12 Actual	FY '12-'13 Actual	FY '13-'14 Actual*	FY '14-'15 Adopted	Dollar Change	% Change
Beginning Fund Balance	784,781	1,410,410	765,100	376,806	(388,294)	-50.75%
Major Revenue Sources:						
Recording	681,714	851,503	672,067	710,731	38,664	5.75%
Miscellaneous Services & Fees	501,831	463,848	458,103	480,316	22,213	4.85%
Overhead	714,962	740,266	754,959	570,160	(184,799)	-24.48%
Interfund Transfers	953,387	378,563	1,025,000	577,162	(447,838)	-43.69%
Interest & Other Income	3,750	2,669	344	42	(302)	-87.79%
Revenue Subtotal:	2,855,644	2,436,849	2,910,473	2,338,411	(572,062)	-19.66%
Expenditures:						
Personal Services	1,073,283	1,201,447	1,394,618	1,456,119	61,501	4.41%
Services & Materials	1,049,987	1,487,699	1,116,789	651,539	(465,250)	-41.66%
Capital	4,956	250,060	520,302	20,883	(499,419)	-95.99%
Overhead	101,789	142,953	267,058	209,870	(57,188)	-21.41%
Expenditure Subtotal:	2,230,015	3,082,159	3,298,767	2,338,411	(960,356)	-29.11%
Ending Fund Balance, incl. encumbrances	1,410,410	765,100	376,806	376,806	0	0.00%
Net Change in Fund Balance	625,629	(645,310)	(388,294)	0		

Table 10: Records Modernization Article V Fund Financing

*Figures may be amended upon finalization of CFY 2013-2014 financial statements.

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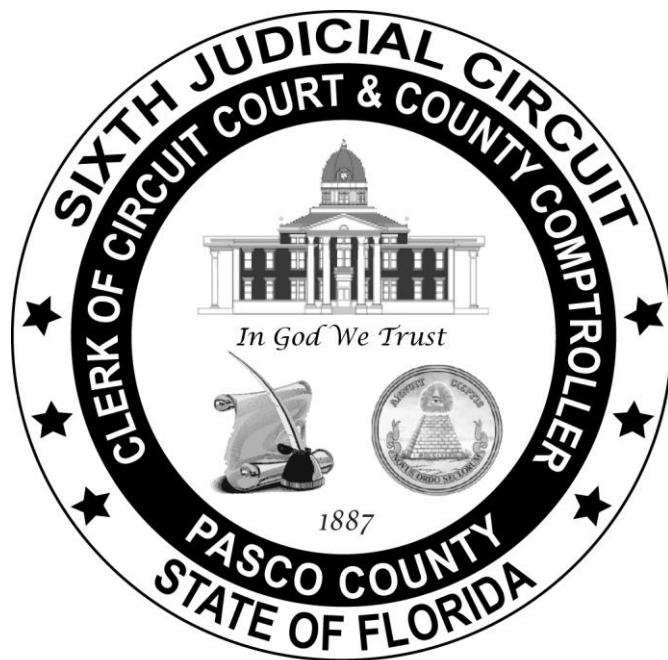
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Self-Insurance Fund

Description	FY '11-'12 Actual	FY '12-'13 Actual	FY '13-'14 Actual*	FY '14-'15 Adopted	Dollar Change	% Change
Beginning Fund Balance	2,564,008	3,303,778	4,841,210	4,662,918	(178,292)	-3.68%
Major Revenue Sources:						
Allocations & Assessments	3,713,862	4,523,250	3,052,721	2,737,530	(315,191)	-10.32%
Interest & Other Income	19,961	10,773	7,623	12,821	5,198	68.19%
Reimbursements & Rebates	0	316,164	155,266	55,399	(99,867)	-64.32%
Interfund Transfers	0	628,407	0	0	0	
Fund Balance	0	0	0	795,750	795,750	
Revenue Subtotal:	3,733,823	5,478,594	3,215,610	3,601,500	385,890	12.00%
Expenditures:						
Administration	482,986	449,991	801,733	885,000	83,267	10.39%
Claims	2,413,251	3,408,396	2,565,360	2,634,500	69,140	2.70%
Contracted Services	97,816	82,774	26,809	82,000	55,191	205.87%
Expenditure Subtotal:	2,994,053	3,941,161	3,393,902	3,601,500	5,072,302	149.45%
Ending Fund Balance, incl. encumbrances	3,303,778	4,841,210	4,662,918	3,867,168	(795,750)	-17.07%
Net Change in Fund Balance	739,770	1,537,432	(178,292)	(795,750)		

Table 11: Self-Insurance Fund Financing

*Figures may be amended upon finalization of CFY 2013-2014 financial statements.



CLERK TO THE BOARD

Office of Paula S. O'Neil Clerk & Comptroller

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IV. Clerk to the Board

A. Funding Request

Personnel:		
1100	Clerk's Salary	23,201
1200	Salaries	1,934,717
1400	Overtime	-
2100	FICA	149,295
2200	Retirement	189,187
2300	Group Insurance	382,303
2500	Unemployment	600
Subtotal:		\$2,679,303
Operations:		
3100	Professional Services	12,163
3101	Microfilm Labor Charges	217
3400	Other Contracted Services	189,476
4000	Travel	15,802
4001	Registration	12,218
4100	Communications	109,134
4400	Rental and Leases	11,044
4601	Maintenance - Buildings	35
4602	Maintenance - Auto	2,598
4603	Maintenance - Office	21,373
4609	Maintenance - Software	21,406
4700	Printing	5,486
4920	Advertising	685
4950	Research/Tuition Reimbursement	2,206
4951	Education and Training	13,001
4952	Awards	843
5100	Office Supplies	4,370
5101	Postage	10,406
5104	Duplicating	692
5105	Data Processing	382
5106	Uncapitalized Equipment	11,605
5107	Data Processing Software	2,613
5108	Microfilm Supplies	172
5109	Computer Office Supplies	2,981
5110	Multi-use Copy Paper	2,731
5200	Operating Supplies	1,191
5201	Fuel and Oil	15,149
5207	Clothing & Wearing Apparel	636
5401	Memberships	3,582
5402	Books	972
5403	Periodicals and Subscriptions	836
Subtotal:		\$476,007
Capital:		
6400	Machinery & Equipment	4,011
6401	Automotive Equipment	5,669
6402	Office Equipment	466
6403	Other Equipment	3,409
6450	Software Acquisition	119
Subtotal:		9,663
Total:		\$3,164,973

Table 12: Clerk to the Board Funding Request

*Office of Paula S. O'Neil
Clerk & Comptroller*

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B. Personnel Allocations

The following table lists positions in Financial Services and Board Records totally allocated to the Board for Fiscal Year 2014-2015.

Finance Clerk I's	
Finance Clerk II's	
Finance File Technician	
G/L Specialist	
Grants/Contract Specialists	
Manager, Accounting and Finance	
Operations Leads	
Operations Supervisors	
Payroll Clerk I's	
Records Clerk I's	
Records Clerk II's	
Total Clerk to the Board FTEs:	28.13

Table 13: Clerk to the Board FTE Schedule

Note: Full-time equivalents (FTEs) are calculated on a 40-hour workweek basis.

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Clerk & Comptroller

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C. Apportioned Personnel

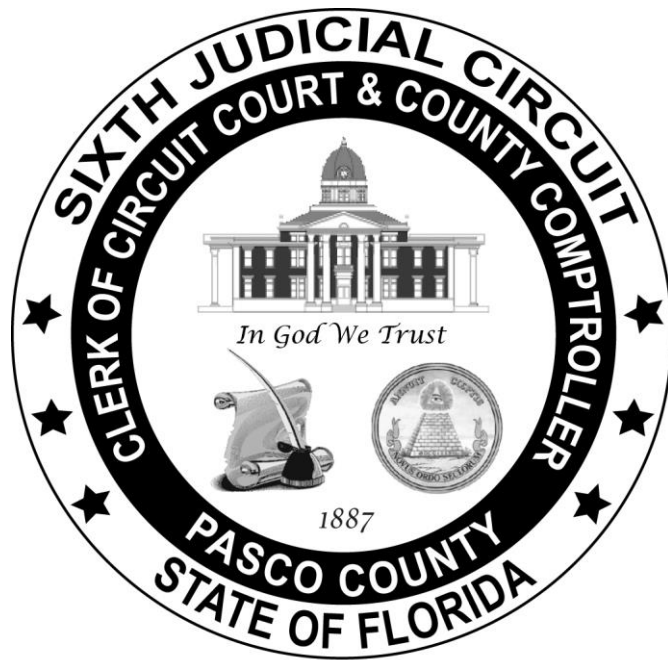
The operating requirements of the Office of the Clerk & Comptroller require the provision of support functions for business operations. Where possible, costs for supportive services, such as Administration, Human Resources, and Information Technology, are shared and appropriately apportioned. In certain instances, Florida Statutes require the apportionment of deputy clerks who perform specific functions.

The following is a list of positions apportioned for Fiscal Year 2014-2015 to the Clerk to the Board area of operations:

Administrative Assistant	Inspector General
Assistant Director of Financial Services	Mailroom Clerks
Assistant Director of Information Technology	Manager, Accounting & Financial Reporting
Assistant Director of Records	Micrographic Technician
Budget Analyst	Operations Leads
Chief Administrative Officer	Operations Specialist
Chief Operations Officer	Operations Supervisors
Clerk & Comptroller	Process Analyst I
Courier	Process Analyst II
Database Administrator	Programmer Analysts
Director of Budgets	Project Specialist
Director of Financial Services	Purchasing Specialist
Director of Human Resources	Records Clerk I's
Director of Information Technology	Records Clerk II's
Director of Records	Records Clerk III's
Director of Strategic Enterprise	Senior Internal Auditor
Finance Clerk I's	Software Analysts
Finance Clerk II's	Sr. Financial Services Technical Specialist
Finance Clerk III's	Sr. Technical Support Analyst
Human Resources Specialists	Systems Integration Facilitator
Human Resources Technicians	Technical Specialist
Information Technology Manager	Technical Support Analyst
Internal Auditors	Technical Support Specialist
Total Apportioned FTEs to the Board: 14.20	

Table 14: Clerk to the Board Apportioned Personnel

Note: Full-time equivalents (FTEs) are calculated on a 40-hour workweek basis.



OFFICE STRUCTURE

Office of Paula S. O'Neil

Clerk & Comptroller

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V. Office Structure

The Office of the Clerk & Comptroller contains nine divisions, comprised of four operational and five supportive functional areas. The Chief Operations Officer leads the business operations divisions of Criminal Courts, Civil Courts, and Records, and the operation support divisions of Information Technology and Strategic Enterprises. The Chief Administrative Officer leads the support divisions of Human Resources, Budget, and the business operations division of Financial Services. The Division of Inspector General is the fifth support division. The Organizational Chart on page 13 provides more detailed information. The above staff all report directly to the Clerk & Comptroller.

A. Administration

The Clerk & Comptroller provides the services required by the Florida Constitution, which include Clerk of the Circuit Court, Clerk of the County Court, ex-officio Clerk to the Board of County Commissioners, Comptroller and Chief Fiscal Officer, County Auditor, County Recorder, and custodian of all County funds.

Key Objectives

- Provide leadership and policy direction for the Office in compliance with federal laws, Florida statutes and rules, County ordinances, and Office policies and procedures.
- Provide leadership and policy direction with integrity, professionalism, and compassion, working toward the vision of *Excellence...Always*.
- Provide leadership direction for Business Operations, which includes Civil Courts, Criminal Courts, Financial Services, and Records.
- Provide leadership and policy direction for Support Operations, which includes Human Resources, Information Technology, Budget, Strategic Enterprise, and Inspector General.
- Seek legal counsel and direction to ensure compliance with all federal laws and regulations, state statutes and rules, local ordinances, and Office policies and procedures.

Office of Paula S. O'Neil

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B. Business Operations Branch

The Business Operations Branch includes five divisions: (1) Civil Courts, (2) Criminal Courts, (3) Financial Services, (4) Records, and (5) Strategic Enterprise.

1. Civil Courts Division

The Civil Courts Division provides services for the public, the judiciary, law enforcement agencies, the Bar, the business community, legal aid programs, and other court-related local and state agencies. The Civil Courts Division has three departments: (a) Civil Department, (b) Child Support Department, and (c) Probate Department.

Policies

- Deliver high-quality customer service, treating all customers with respect and compassion. Expedite and manage customer wait times, both in person and telephonically, with assistance from a queuing system and the Call Center. Provide resources for pro se customers, such as Bay Area Legal Services for indigent customers, and other non-profit organizations within the County.
- Work closely with local abuse shelters and law enforcement to assist victims of domestic violence with legal pleadings and shelter, including a designated area for victims to complete forms in privacy. We work in cooperation with Sunrise of Pasco and the Salvation Army Domestic Violence Shelter to offer these agencies private space to consult with victims of domestic violence in New Port Richey, Dade City, and Land O' Lakes.
- Participate with mental health agencies to provide legal resources and petitions. Facilitate court orders for mental health treatment.
- Participate in training opportunities afforded by other agencies in an effort to provide seamless service.
- Ensure that all processes are completed accurately and timely by using quality assurance reports on a weekly basis, and by addressing training issues immediately.
- Safeguard the integrity of court records while providing complete and thorough records for the public and the Court.
- Provide on-site and remote access to the Pasco County Clerk & Comptroller's website so that users may download forms approved by the Supreme Court. The website provides customers with access to bid remotely on foreclosed properties through Realauction, provides a list of court costs and fees required for each new case type, and provides eviction flow charts and links to various other resources.
- Ensure accurate and timely reporting to all federal, state, and local agencies based on statutory requirements, court orders, or customer requests.

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- Safeguard all financial transactions and records, ensuring that: (1) records accurately reflect balances due based on statutory requirements and/or court orders, and (2) that all customer payments are properly applied by balancing each individual teammate, verifying departments within the office, and by performing surprise cash counts and internal audits.
- Provide high-quality training to teammates on proper procedures, legislative changes, available resources, system processes, and customer needs through continued documentation of processes and cross training.
- Encourage community involvement of all teammates.

Key Objectives

- Improve case-processing ratios through the use of technology and process improvement projects.
- Increase efficiencies with case maintenance system and eFiling.
- Work with the Judiciary to alleviate the need to print eFiled documents in paper format.
- Improve accuracy and timely maintenance of court case records.
- Collaborate with customers to identify gaps, improve services, and address any additional needs.
- Analyze resources for possible consolidation between divisions and workflow modification.
- Continue to assist the legal community with eFiling in an effort to achieve proper filing of cases, interim documents, and monetary remittances.

Short-Term Goals

- Ongoing review and document business processes to maximize efficiencies with eFiling and new case maintenance system.
- Systematically examine and continually evaluate all processes in the Civil Courts Division.
- Continue cross training in consolidated functional areas to maximize resources by forming teams to enhance teammate efficiencies.
- Enhance accuracy and maintain timeliness in the processing of all services by reviewing statistics on a daily basis to ensure constant improvement.
- Continue verifying data against quality control reports and continue to reconcile information as necessary.

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- Continue the management of emergency petition procedures by coordinating efforts with law enforcement, Salvation Army, Sunrise of Pasco, mental health facilities, and other community services. Partner meetings are held to share information on a monthly basis.
- Enhance customer service delivery by listening to customer feedback or requests, researching possible adaptations through website requests, analyzing queuing system for timely response, and providing links and forms as a resource for our customers.
- Provide access to images through eFiling, redaction, and the integration of our case maintenance system.
- Provide access through Realauction for tax deed sales.
- Document redaction process to ensure confidentiality pursuant to Florida Judiciary Rule 2.420.

Long-Term Goals

- Integrate all court records and financial processes to the new case maintenance system.
- Receive and process all court filings electronically and process docketing from a remote site. This will include verifying, scanning, and validating paper documents until the State ePortal is globally operational.
- Expand electronic access to provide automated services to the judiciary, court-related agencies, and the public.
- Expand the imaging of all previously filed court documents to enhance records management efficiencies and expedite customer service.
- Encourage a culture of continuous process improvement through quality assurance reports, team involvement, and customer feedback.
- Collaborate with other agencies to combine resources and services to the public; e.g., Department of Revenue, Salvation Army, Pasco County Sheriff's Office, Sunrise of Pasco, and other county and state offices.
- Maximize teammate efficiency through cross-training efforts and empowering teammates to make decisions within their scope of responsibility.
- Work across divisions to combine like processes and create a greater knowledge base.
- Eliminate dual processes and the need to maintain paper file folders.

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Accomplishments:

- April 1, 2013, ePortal implementation.
- April 8, 2013, Case Maintenance conversion, FACTS to CLERICUS.
- May 22, 2013, ePortal and CLERICUS integration.

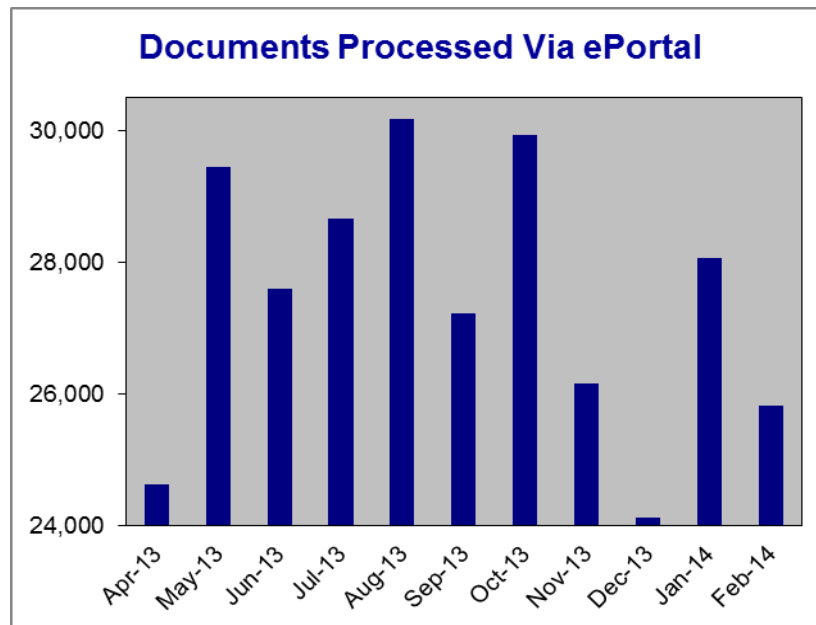


Figure 20: Documents Process Via ePortal

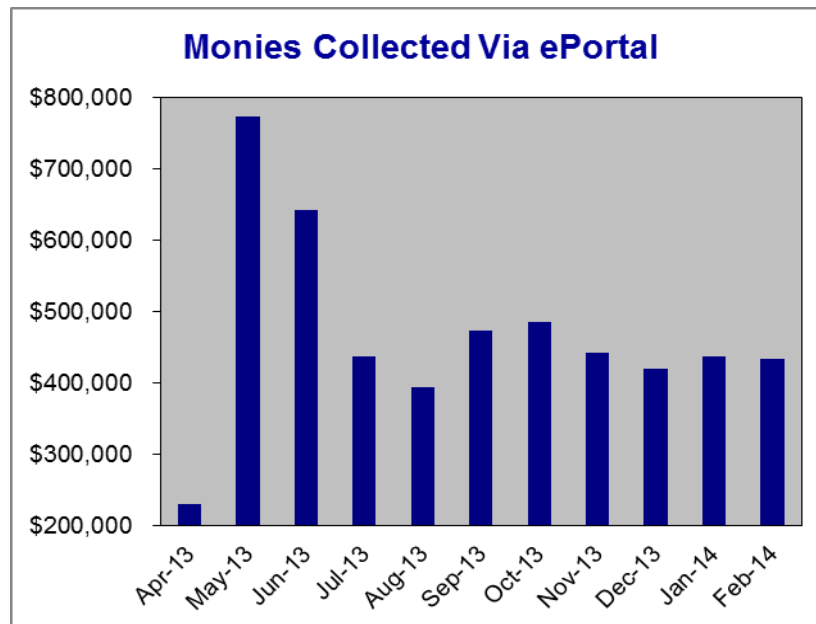


Figure 21: Monies Collected Via ePortal

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Deputy clerks in this division handle the following responsibilities, among others:

- Open new cases, index parties on each case record, review for confidential information, process interim filings, and close cases upon final disposition.
- Assist the public with and process emergency injunctions, simplified dissolution of marriages, mental health petitions, and small claims.
- Process financial activities that include receipting for payments, court registry deposits, and preparing check requests and registry disbursements.
- Track court-ordered events, process indigent applications, assist pro se litigants, and issue summonses, notices, and subpoenas.
- Maintain physical and computerized case records, maintain court calendars, attend court, manage foreclosure actions and sales, process writs and executions, manage evidence, issue clerk default judgments, manage tax deed sales, consolidate cases, manage eminent domain actions, prepare documents for recording in Official Records, process mass dismissals, process civil appeals, handle public record requests and inquiries, coordinate procedures with justice agencies, process collection notices and reports, audit guardianship reports, manage electronically-filed court documents, and maintain child support payment records.
- Report statistical and compliance information to local and state agencies.
- Provide the general public with resources, referrals, and information.

Civil New Case Filings			
Case Type	2012 (actual)	2013 (actual)	2014 (projected)
Circuit Civil	8,440	6,503	6,277
County Civil	4,605	4,425	4,561
Small Claims	2,596	2,591	2,551
Probate	2,763	1,575	2,377
Mental Health	1,159	1,083	1,122
Guardianship	260	123	215
Child Support Enforcement	1,183	1,732	1,557
Domestic Relations	5,380	5,557	5,403
Total:	26,386	23,589	24,063

Table 15: Civil Case Filings

Table 15 demonstrates little change in court case filings in the Civil Division. A typical civil case has 30 pleadings and 32 docket entries. Foreclosure filings are expected to increase, as adjustable rate mortgages are still re-setting and recent improvements in

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the economy have not fully restored consumer confidence in the job or real estate markets.

Technological advances over past years have had a significant impact on the Office's ability to manage this diverse and complex area of the court system. A few of these innovations are:

- A fully-integrated, electronic filing system for Probate and Guardianship cases.
- Online foreclosure auctions, enabling bidders to conduct research and perform bidding from the convenience of their computers.
- Internet access to forms and detailed information and directions for all case types.
- An automated customer service queuing system that enables tracking of the in-office customer service process, including wait times, service times, and volume of customers throughout office hours.
- A centralized call center, which maximizes time for teammates to process work and provides customers with quality service in all areas of the Civil Division.
- eFiling through ePortal.
- Implementation of a new case maintenance system.
- Implementation of redaction software.

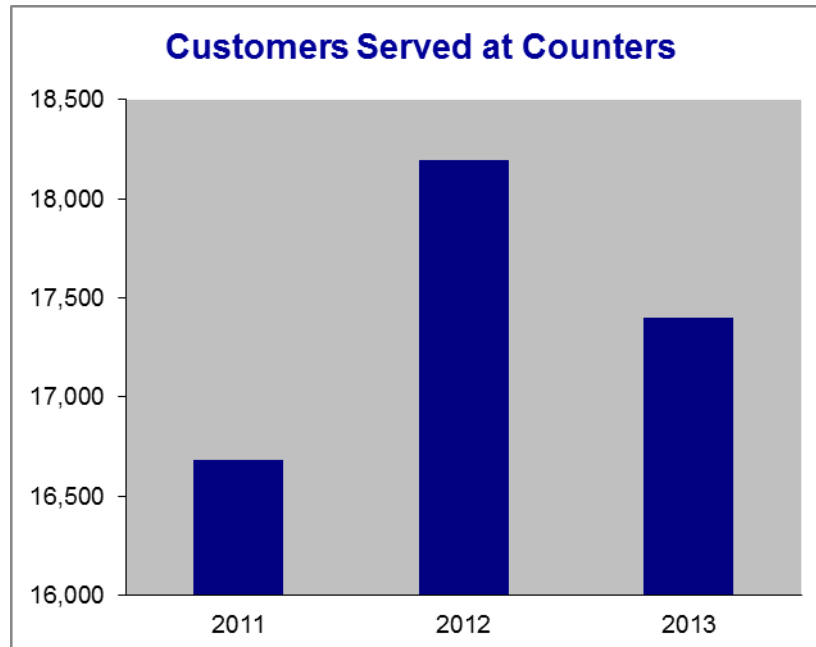


Figure 22: Customers Served at Counters

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a. Civil Department

Within the Civil Department, case types include County Civil, Circuit Civil, Small Claims, and Family Court. Deputy clerks in this department process evidence for the judiciary, provide forms for indigence and waiver of filing fees, record judgments and orders, collect mediation fees and court costs, verify outstanding warrants for the Sheriff's Office, process filings in accordance with state time standards, and submit weekly and monthly reports to the state and judiciary.

- *County Civil* – County Civil includes cases that do not exceed \$15,000. Examples of County Civil cases may be landlord-tenant evictions, auto negligence, recovery of property, and recovery of promissory notes.
- *Circuit Civil* – Circuit Civil includes cases that exceed \$15,000. Examples of Circuit Civil activity include actions for eminent domain, extraordinary writs, landlord-tenant evictions, and foreclosures. Following foreclosure judgments, the Clerk & Comptroller oversees the online auction of foreclosure properties through Realauction. Following foreclosure sales, the Clerk & Comptroller distributes associated fees and issues certificates of title.
- Figure 23 illustrates the impact of foreclosure filings and sales in this Office.

January 2006 through March 2014

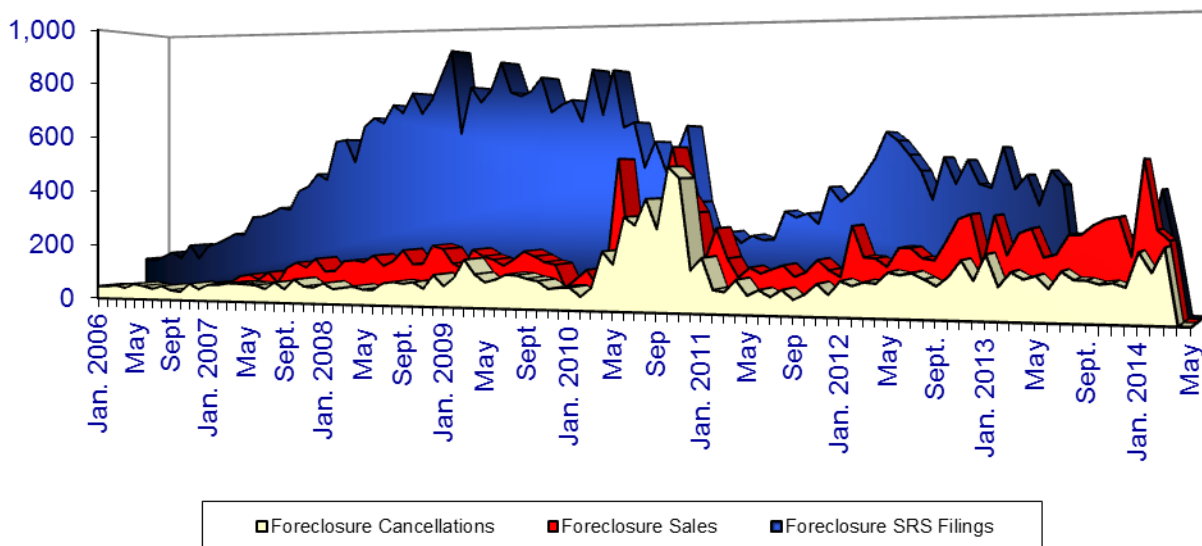


Figure 23: Foreclosure Activity

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- *Tax Deed Sales* – Tax deed sales are conducted as needed. The Clerk & Comptroller receives applications and performs statutory duties to present the properties for sale. Tax deed sales administered by the Clerk & Comptroller's Office provided over \$1.7 million to the county between 2001 and 2011. Effective in 2012, revenue was required to be submitted to the State.
- *Small Claims* – Small Claims include claims up to \$5,000. Examples of common types of actions handled in small claims include auto negligence, claims of goods sold, claims for work done and materials furnished, claims for money lent, promissory notes, and replevin actions for recovery of property. The Office provides assistance with the filing of small claim actions, prepares the calendar, and attends these small claims hearings. Landlord-tenant actions may also be filed in County Court.

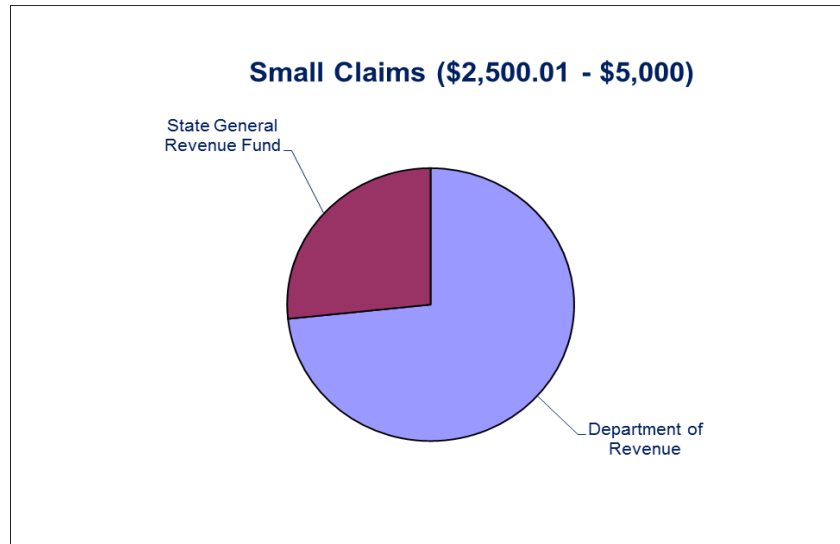


Figure 24: Small Claims Distribution

- *Family Court* – The Clerk & Comptroller provides the petition and all related paperwork to the public for the filing of protective injunctions including: domestic violence, repeat violence, dating violence, stalking, cyberstalking, and sexual violence cases. The Office prepares the calendar and attends hearings. Examples of other family cases include dissolution of marriage, simplified dissolution, adoption, name change, custody, paternity, enforcement of foreign actions, emergency pick-up orders, and other emergency motions. Family cases that have related juvenile histories may be assigned to the Unified Family Court (UFC) to ensure cases are considered by the same judge. The majority of these case types are filed without benefit of counsel, which makes this area labor-intensive due to the ministerial duties the deputy clerk is charged with providing. The majority of these case types are not charged a filing fee due to the Florida law or the determination of indigent status.

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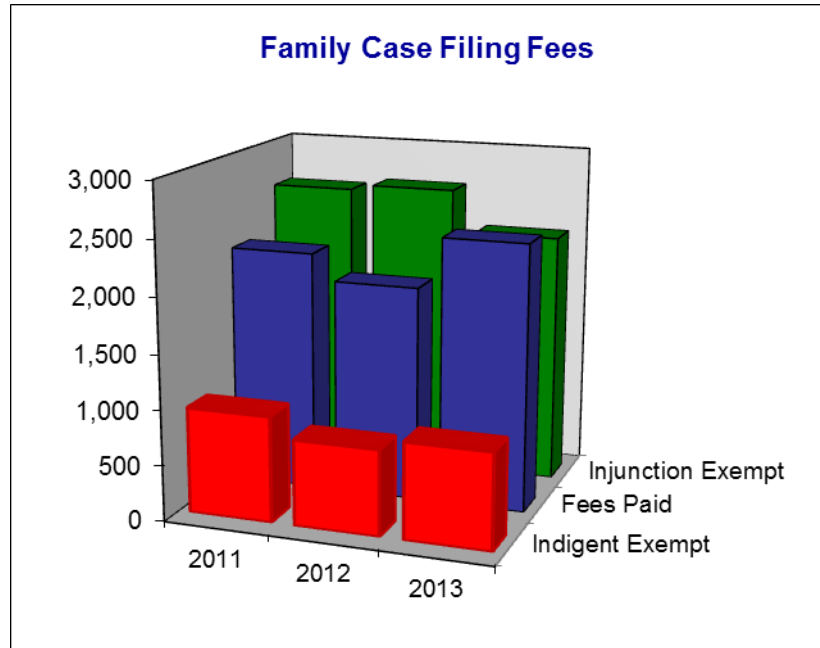


Figure 25: Family Case Filing Fees

b. Child Support Department

The Clerk & Comptroller maintains the official payment records for all Pasco County domestic relations support and alimony cases. This includes all filings, pleadings, and court orders, as well as a complete history of all payments assessed and received. The amount of support, frequency of payments, payment start dates, and payee information is determined by the Court. Payments may be paid through the State Disbursement Unit, through the Clerk & Comptroller's Office, or through one's employer by Income Deduction Order. The Clerk & Comptroller's Office updates the Child Support Enforcement System with additional orders such as modifications, suspensions, transfers, and general child support orders on an ongoing basis. The Child Support function also assists the Office of the Attorney General and the Department of Revenue in the maintenance of all records relating to child support, including opening cases and maintaining all payment records throughout the court-ordered timeframe. As demonstrated by Figure 26 and Figure 27, child support collections and new cases are projected to decrease in 2014. Filings had decreased in 2012 due to a major computer system conversion by the State, and that transition has stabilized.

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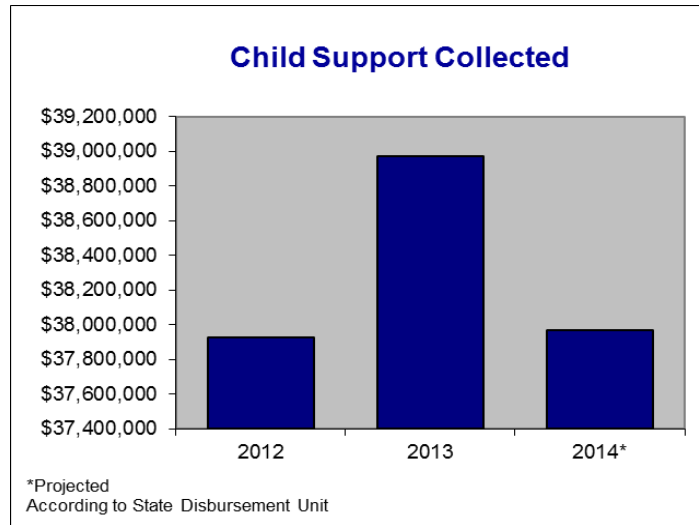


Figure 26: Child Support Collected

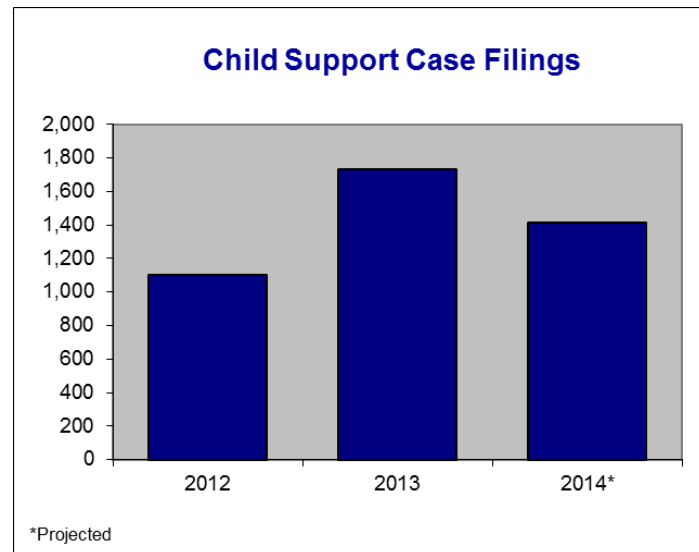


Figure 27: Child Support Case Filings

c. Probate Department

Within the Probate Department, case types include estates, guardianship, and mental health. Deputy clerks in this department attend hearings, process evidence for the judiciary, prepare case progress notes, and provide the public with forms for small estates, Baker Acts, Marchman Acts, and statements of claim. They also record judgments and orders pursuant to statute, collect court costs, verify outstanding

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warrants for the Sheriff's Office, process filings in accordance with state time standards, and submit weekly and monthly reports to the State and the Judiciary.

On November 1, 2005, the Clerk & Comptroller began electronic filing in Probate and Guardianship cases through the File & Serve System f/k/a LexisNexis. Afterward, all new cases and pleadings were electronically filed. Pleadings are reviewed, accepted, sent to the Court, and completed all through the electronic system. This alleviated the need for paper files and has drastically reduced the timeframe in processing cases.

- *Estates* – The Estates area of Probate involves the court-monitored distribution of a decedent's assets according to his/her will or, in the absence of a will, Florida Statutes. When a deceased person leaves titled assets in his or her name alone, a petition for probate may be filed that allows distribution of the decedent's assets. The court oversees the estate to make sure debts are paid and proper distribution is made. Case life can last from a few months to several years, depending on the case type and complexity. In cases when a file falls outside of statutory time standards, or becomes delinquent, the Office notifies the court. Deputy clerks process caveats, notices of trust, statements of claim, unclaimed funds; and they notify parties as required.
- *Guardianships* – Guardianships encompass the court monitoring of a ward's personal needs and/or property when he/she has been deemed incapacitated by the court or by reason of minority. There are several different types of guardianship actions: Guardianship of the Person, Guardianship of the Property, Guardianship of the Person and Property, Veterans Guardianship, Guardianship of a Minor, and Emergency Temporary Guardian. Guardianships can have a case life of one to many years. If a minor guardianship is opened on behalf of an infant, the case could remain open until the age of majority. The Clerk & Comptroller's responsibility, per statute, is to audit initial and annual guardianship reports following the Rules of Court and local procedures, using generally accepted accounting principles (GAAP). This is the standard that is set in rules that accountants follow in recording and summarizing transactions and financial statements. The Clerk & Comptroller is required to report to the Court the finding of the review and audits performed, maintain professional guardian files, and to monitor and maintain credit and criminal investigation reports of all guardians. The Clerk & Comptroller is also required to notify the court of any activity that requires intervention.
- *Mental Health* – The Mental Health section of the Probate Department involves court intervention when an individual becomes incapacitated, demonstrates substance abuse, or exhibits mental illness to the point that they may endanger themselves, while not willing to voluntarily seek treatment. Deputy clerks assist the petitioners in mental health and substance abuse cases. This involves the involuntary examination of individuals when it is believed that they are a danger to themselves or others and refuse voluntary medical care. Statute provides for the community's ability to access the court system when an individual refuses to voluntarily enter a

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receiving center or obtain outpatient services. The Probate Department also processes and prepares orders appointing the Public Defender, sets a court date for a hearing, and notifies parties pursuant to statute. These actions are considered emergency actions and receive priority processing. The role of the Clerk & Comptroller's Office in assisting applicants is to perform the following steps:

- Provide the public with resources, referrals, and information.
- Explain the purpose and procedure involved in filing the Baker and Marchman Acts.
- Explain, identify, and assist with the completion of forms.
- Remain active in attending community meetings pertaining to mental health and substance abuse to keep informed of updates and changes in legislation.

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2. Criminal Courts Division

The Criminal Courts Division contains three departments: (a) Criminal Department, (b) Traffic Department, and (c) Courtroom Clerk Department. The responsibilities of the Criminal Courts Division include the processing and maintenance of felonies, misdemeanor, criminal traffic, juvenile delinquency and dependency, jury management, appeals, county and municipal ordinances, and civil infractions.

Policies

- Deliver high-quality customer service, treating all customers with respect and compassion.
- Ensure that all workflows and procedures include quality assurance methodologies for the accurate and timely processing of our work.
- Safeguard the integrity of court records while providing access to records for the public and the court.
- Ensure accurate and timely reporting to all federal, state, and local agencies, based on statutory requirements, court order, or customer request.
- Safeguard all financial transactions and records, ensuring that: (1) records accurately reflect balances due based on statutory requirements and/or court orders, and (2) that all customer payments are properly applied.
- Provide high-quality training to teammates on proper procedures, legislative changes, available resources, system processes, and customer needs.

Key Objectives

- Coordinate with the Administrative Office of the Courts, the Judiciary, the State Attorney's Office, the Public Defender's Office, local and state law enforcement agencies, the Department of Children and Family Services, attorneys, and criminal justice agencies to process cases in a timely, accurate, and efficient manner.
- Support the complex process of the criminal justice system, ensuring the timely and accurate processing of warrants, capias notices, subpoenas, and summonses.
- Focus on the development and implementation of innovative technical solutions to maximize the efficiency of court services personnel within the constraints of limited financial resources.
- Analyze existing workflows for process improvement to reduce the overall cost of doing business.

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- Develop and implement quality assurance methodology to improve accuracy and ensure the division complies with state-mandated performance measures.
- Increase the collection of court-ordered assessments through the implementation of various automated efforts.

Short-Term Goals

- Identify and eliminate inconsistencies in workflows.
- Continue mapping and validating data contained in the obsolete mainframe system for upload to the new case maintenance system.
- Improve collections through automating the delinquency notification to the defendants by utilizing an Interactive Voice Response System (IVR) program to contact defendants when payments are due and when they become delinquent.
- Improve collections through the establishment of a system requiring defendants to visit the Clerk's Compliance Department (Collections Unit) to enter into a payment plan while gathering all pertinent contact information.
- Establish customer service best practices and educate our deputy clerks of performance expectations.
- Establish and maintain a partnership with the judiciary to further enhance collections efforts by requiring minimum monthly payments during term of probation.

Long-Term Goals

- Implement the new case maintenance system.
- Develop and implement innovative solutions to electronically file and receive all court documents.
- Expand electronic access to provide automated services to the judiciary, court-related agencies, and the public.
- Continue the implemented cross-training program to improve divisional understanding and encourage deputy clerks to reach their fullest potential.
- Partner with the Information Technology Division and Pasco County Sheriff's Office (PCSO) to develop a bi-lateral interface between CLERICUS and the Jail Management System that immediately updates information affecting the defendants' custody status.

Deputy clerks in this division handle the following responsibilities, among others:

- Assist attorneys, defendants, victims, businesses, and members of the public.

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- Respond to daily inquiries from the public in person, by mail, and on the telephone concerning details about hearings, fines and costs, court orders, and other critical information related to criminal and traffic cases.
- Work meticulously to make certain that case files meet all state-mandated processing time standards and remain available for court and to the public.
- Attend court sessions, prepare and maintain court calendars, create and maintain case dockets, safeguard evidence, receipt and record all filed documents, and coordinate the jury process.
- Collect and disburse statutory fees, assessed court costs, and fines, as well as the compilation of data required for numerous statistical reporting requirements.
- Issue subpoenas to witnesses in criminal and traffic proceedings, and issue summonses notifying individuals of pending court actions. In 2013, the Criminal Division issued 117,221 summonses, and notices. The Criminal Courts Division docketed over 1.3 million entries within case files, which included court rulings and other documents filed by the judiciary, attorneys, defendants, and other customers.

Criminal Case Filings			
Case Type	2012 (actual)	2013 (actual)	2014 (projected)
Appeals	392	382	390
Felony	9,870	9,159	9,450
Juvenile Delinquency	2,438	2,340	2,450
Juvenile Dependency	382	315	310
Misdemeanor	10,239	9,468	9,100
Non-Criminal Infractions	313	286	330
Traffic Criminal	7,926	6,892	7,520
Ordinance Violations	4,573	5,038	4,600
Traffic Infractions	48,483	47,228	47,749
Total:	84,616	81,108	81,899

Table 16: Criminal Court Activity

a. Criminal Department

Circuit case categories and services handled by the Criminal Department include felony, juvenile delinquency, juvenile dependency, and jury management. This section receives and processes all felony affidavits of probable cause, grand jury indictments and arrest warrants. County case categories and services handled by the Criminal Department include misdemeanor, (non-criminal) animal and marine infractions, and county and municipal ordinance violations, except for tobacco, smoking, and parking. The Criminal

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Department also handles all appeals from convictions and court rulings from the circuit and county civil and criminal courts for Pasco County as part of the Sixth Judicial Circuit.

Juvenile delinquency cases involve persons under 18, who have violated the law. The court's objective is to avoid future violations and ensure the minors become productive members of the community.

Juvenile dependency cases involve non-physical or mental injuries to a person under 18 years of age. Such cases may involve sexual abuse or exploitation, abandonment, insufficient food, housing, medical care, shelter, supervision, or other conditions that endanger the minor's life or development. Juvenile records are confidential under Florida Law and are handled with the utmost care.

The Criminal Department is responsible for all monetary payments for fines, costs, restitution, and fees. Duties involve indigent applications, payment plans, collection notices, and driver's license suspensions in accordance with state-mandated requirements.

The Criminal Division assists customers at the Traffic and Criminal customer service counters. In 2013, the Criminal Division assisted 81,743 customers. These customers visit both our New Port Richey and Dade City office locations to pay monetary obligations along with obtaining pertinent case information.

Customer Service			
Type of Service	2012 (actual)	2013 (actual)	2014 (projected)
# of Customers Served in NPR Traffic:	39,438	37,047	38,760
# of Customers Served in NPR Criminal:	19,216	18,110	18,050
# of Customers Served in DC Traffic and Criminal:	22,702	26,586	23,610

Table 17: Customer Service

The Criminal Division is also responsible for jury management. Summoned jurors report to the Robert D. Sumner Judicial Center in Dade City or the West Pasco Judicial Center in New Port Richey. The Clerk & Comptroller's Office works closely with the court to effectively support trial operations and assist citizens in performing their civic responsibilities.

The Clerk & Comptroller has worked in partnership within the community and has implemented a program in conjunction with the Supervisor of Elections to make voting registration available to jurors during their service in the courthouse. The Pasco County Friends of the Library System has made books available in the jury pool room and the BCC has extended free bus passes for jurors in need of transportation to and from the courthouses.

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Jury Activity			
Type of Service	2012 (actual)	2013 (actual)	2014 (projected)
# of Jurors Summoned:	32,114	35,384	36,000
# of Jurors Who Appeared for Service:	8,466	9,316	9,470
# of Jurors at the Start of Voir Dire:	4,381	5,258	5,220
# of Jurors Who Served on Trials:	1,076	1,246	1,330

Table 18: Jury Activity

The Clerk & Comptroller's Criminal Division implemented the imaging of criminal documents in Fiscal Year 2012-2013. Effective October 1, 2013, all pleadings filed in all criminal case types are imaged into the Criminal Image Viewer. During the first six months of this project, 249,341 documents were imaged.

The imaging of the documents allowed for realized efficiencies through the electronic transmission of these records to interested justice partners. Additional efficiencies gained include the processing of the electronic records on both sides of the county regardless of the location of the pleading filed. The ratio of imaging of the documents is 40.56% occurred on the east side and 59.44% were scanned on the west side of the county.

Furthermore, documents are sent electronically to be recorded in the official records. This eliminates original paper documents traveling via a courier and significantly reduces the time it takes to have original judgments and orders recorded.

Effective February 13, 2014, Administrative Order 2014-011 PA-CIR allowed for electronic filing of criminal pleadings on a voluntary basis. The Clerk & Comptroller's Criminal Division immediately partnered with Information Technology to begin accepting electronically filed criminal pleadings.

b. Traffic Department

The Traffic Department handles all civil traffic infractions and smoking, parking, and toll violations. It processes traffic citations issued by all local and state law enforcement agencies in Pasco County, including the Florida Highway Patrol and the Department of Transportation. Customers can make payments through online services, telephone, mail, or in person. Parking citations are written for violations of County or municipal ordinances or Florida State Statutes. In 2013, the Traffic Department processed 45,770 civil infractions, 279 noncriminal infractions, and 4,562 county and municipal ordinance violations. County and municipal ordinances enforce the minimum requirements adopted for the promotion of the public health, safety, comfort, convenience, and general welfare.

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The Traffic Department scans documents for all civil traffic infraction cases. In 2013, the Traffic Department scanned 331,581 documents. Deputy clerks access the images to assist customers over the counter or over the telephone. These images are used to update the docket in the case maintenance system.

The Traffic Department processes red light camera violation citations electronically. In 2013, the Clerk & Comptroller's Office processed 5,296 red light camera tickets.

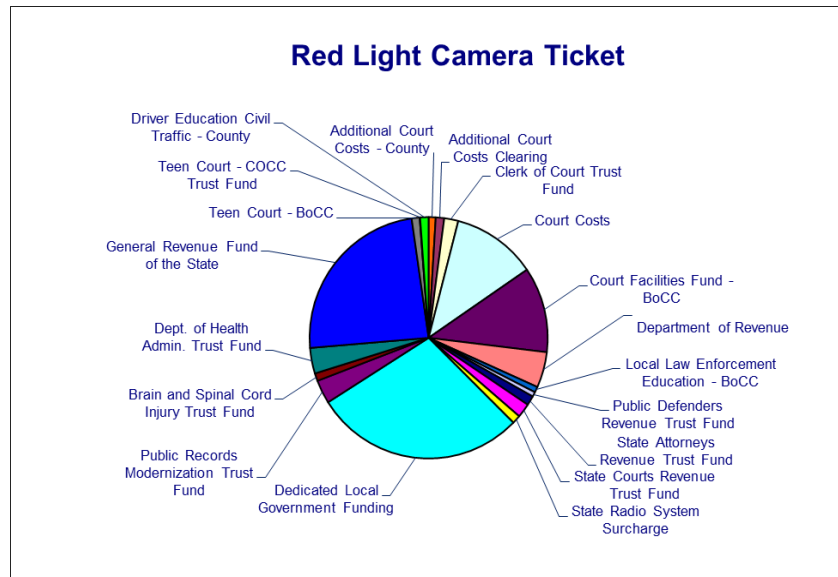


Figure 28: Red Light Camera Fine Distribution

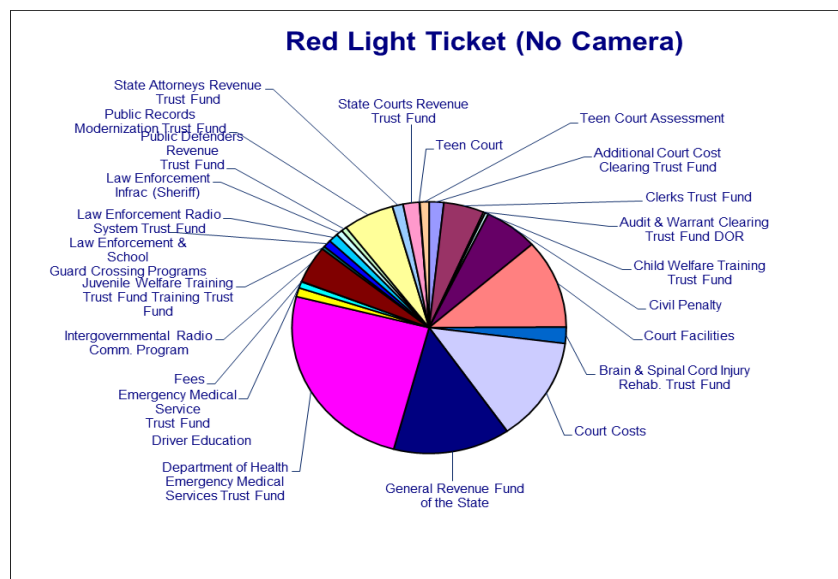


Figure 29: Red Light Fine Distribution – No Camera

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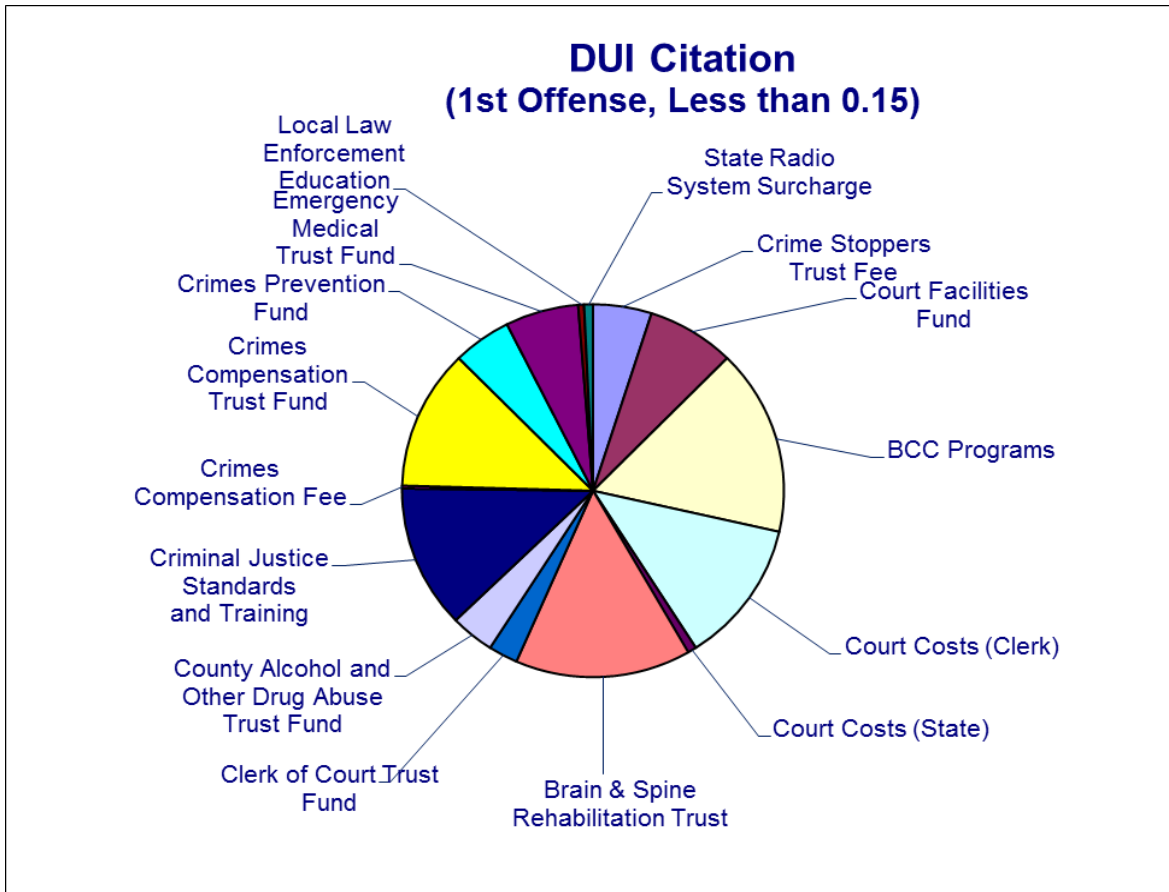


Figure 30: DUI Fine Distribution – First Offense

c. Courtroom Clerk Department

The Courtroom Clerk Department assists and supports the judiciary by attending first appearance hearings that are conducted daily, including weekends and holidays. Courtroom Clerks also attend criminal hearings and trials, County Civil final hearings, and Circuit Civil trials. These deputy clerks prepare court documents, maintain court records, and secure evidence. Other responsibilities include the recordkeeping of court proceedings, preparation of court orders and auxiliary paperwork, the tracking of exhibits and evidence in the courtroom, and documentation of the chain of custody. The Courtroom Clerks support 13 circuit court judges, 7 county court judges, 5 traffic-hearing officers, and senior judges on occasion.

Courtroom Clerks document and track thousands of pieces of evidence in the Pasco County Clerk & Comptroller's Office. They take every precaution in handling highly sensitive evidence to ensure its security and integrity. Each piece of admitted evidence is taken into custody, logged into a tracking system, and secured according to statutory requirements.

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3. Financial Services Division

The Financial Services Division provides the Clerk of Circuit Court and County Comptroller with reasonable assurance that assets are safeguarded against loss from unauthorized use or disposition. The Division has two general areas of operations: (a) Board Finance and (b) Clerk & Comptroller Finance. Its primary responsibilities are defined in the following policies.

Policies

- Ensure that all transactions of the BCC and of the Office of the Clerk & Comptroller are properly recorded in accordance with generally accepted accounting principles (GAAP).
- Ensure that all financial statements are prepared in accordance with GAAP and audited annually.
- Provide cash management services, including the investment of excess operating funds of the BCC and Clerk & Comptroller in accordance with adopted policy and Florida Statutes.
- Maintain BCC and Clerk & Comptroller accounts.
- Monitor debt service requirements and compliance with bond covenants.
- Deliver high-quality customer service, treating all customers with respect and compassion.
- Ensure accurate and timely reporting to all federal agencies, state agencies, local agencies, and other entities.
- Provide high-quality training to teammates on proper procedures, legislative changes, available resources, system processes, and customer needs.

Key Objectives

- Implement Lean Management principles and other effective methods to improve efficiency, without losing sight of legal responsibilities and high standards for customer service.
- Review and update policies and procedures of both the Clerk & Comptroller and the BCC to reflect statutory and policy changes.
- Assist with debt collection efforts, as needed.

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Short-Term Goals

- Systematically examine and improve all processes in the Financial Services Division.
- Consolidate designated functional areas to maximize resources.
- Enhance accuracy and timeliness in the processing of all services.
- Comply with all state processing standards and criteria.
- Enhance customer service delivery by listening to customer requests and researching possible adaptations.

Long-Term Goals

- Assist with the consolidation of financial processes within the conversion transition from the Cashiering System to the new case maintenance system.
- Receive and process all vendor activity electronically.
- Process all payments electronically.
- Encourage a culture of continuous process improvement.
- Maximize teammate skills through cross-training efforts.

During Fiscal Year 2012-2013, the Clerk & Comptroller collected and distributed approximately \$116.8 million on behalf of state, county, and municipal governments in accordance with statutes, court orders, and local ordinances. Also included are amounts collected on behalf of the public in the form of restitution, child support and alimony payments, jury and witness payroll, and court registry. Current year activity for collections and disbursements is included in the Section VI, titled *Revenue Collection and Distribution* on page 102.

a. Board Finance Operations

Services provided by Financial Services to the BCC include payment processing, accounting, imaging, financial reporting, banking, and investment services. Board Finance Operations includes General Ledger/Utilities and Accounts Payable.

Deputy clerks in these departments handle the following responsibilities on behalf of the BCC, among others:

- Maintenance of the books and records of all BCC financial transactions.
- Pre-audit of all vendor payments requiring review of each purchase order and multiple invoices referencing the purchase order or contract. Frequently, a single purchase order may generate as many as 30 to 40 invoices, while others may

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generate several hundred. Through the pre-audit function, all related contracts for BCC departments are reviewed to ensure compliance with BCC policy, sound financial management, generally accepted accounting principles (GAAP), and the safeguarding of BCC assets. Prior review of contracts obligating the BCC further ensures that timely compliance with Florida Statutes is incorporated. The BCC is subject to the provisions of the Florida Prompt Payment Act, Florida Statutes 218.70. There were 2,384 purchase orders issued in Fiscal Year 2012-2013.

- Issuance of vendor checks and electronic payments and refund checks.
- Pre-audits of travel reimbursements for members of the BCC and all its employees, as well as travel related to contractual services provided to the BCC.
- Tracking of revenue collected by the Clerk & Comptroller for deposit to the accounts of Pasco County. During Fiscal Year 2012-2013, revenue of \$3,291,134 as collected, accounted for, and deposited into the accounts of the BCC.
- Impact Fee Management – Monitoring of impact fee developer agreements that often provide various alternative methods for the developer to satisfy their financial obligation to the BCC. This can take the form of completion of designated construction projects; refund of cash for designated expenditures; donation of land, buildings, etc.; or utilization of outstanding credits. The developer transactions must be monitored and accounted for in order to ensure compliance with the financial terms of the agreements. This monitoring process is labor-intensive and demands a great deal of knowledge and expertise on the part of the Financial Services team.
- Reports and Grants
 - Preparation of financial reports for BCC and County staff as well as state and federal agencies. Monitoring of financial compliance with state and federal grant funds, review of related financial reports, and continual examination of grant budget and expenditure activity. There were 96 different grants in Fiscal Year 2012-2013.
 - Preparation of the State of Florida, Annual Local Government Financial Report submitted to the Department of Financial Services, Bureau of Accounting, and the County's Comprehensive Annual Financial Report submitted to the Government Finance Officers' Association (GFOA), the Auditor General, bond agencies, and other concerned parties. Also included is the reporting of federal and certain state financial assistance in compliance with the Federal and State of Florida Single Audit Acts. In addition, Section 318.18(13) Florida Statutes, *Assessment of Additional Costs Quarterly Summary* is submitted to the Chief Judge of the Circuit, the Governor, the President of the Senate, and the Speaker of the House of Representatives.

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- Capital (Fixed) Assets
 - The Clerk & Comptroller Financial Services team maintains records for capital assets purchased by the County, Tax Collector, Property Appraiser, Supervisor of Elections, and the Clerk & Comptroller.
 - Per Florida Statutes 274.02(2), a random sample physical inventory is performed annually for all entities except for the Clerk & Comptroller, where a 100% inventory is performed.
 - Monthly processing and reconciliation of all capital asset activities, including additions, transfers, disposals, and depreciation of all capital assets. This includes updating all data in the Capital Asset Module and the financial accounting and reporting module. A monthly reconciliation of all data in both systems is also performed to close each month and carry forward general ledger account balances.
 - BCC agendas are reviewed monthly to identify capital purchases, donations, and disposals. All items that appear to be capital in nature are identified and researched and supporting documentation is obtained to identify subsequent actions needed. This review process includes the detection of Eminent Domain and Easement cases involving the County.
- Construction Projects
 - A pre-audit of all transactions recorded to construction accounts is performed to confirm that all charges are related to a capital project.
 - Monthly project reports are distributed to BCC departments for their review of all capital project activity, verifying the report for accuracy and completeness. The Financial Services team is responsible for reconciling, tracking, and reporting all capital project activity for the life of the project, and ultimately its completion and addition to the fixed assets module.
- Investments and Bonds
 - Invest available funds in accordance with the BCC's Investment Policy and Florida Statutes. Deposits include pooled cash, checking, and investment accounts with reconciliations that are performed on a monthly basis. Quarterly investment reports are provided to the Board.
 - Participate in the issuance and administration of the BCC's bonded debt as well as activities related to arbitrage rebate calculation in compliance with the Internal Revenue Service code.

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- Administration
 - Schedule and process documents generated from BCC-supported areas for microfilming, imaging, storage, and destruction in compliance with Florida Statutes.
 - Provide information systems support for the accounting and financial reporting of all funds of the BCC.

Board Finance Activity			
	FY 2011-2012 (actual)	FY 2012-2013 (actual)	FY 2013-2014 (projected)
Vendor Payment Amount	445,366,524	409,755,423	415,000,000
Vendor Checks and Electronic Payments	14,963	15,480	15,250
Invoices Processed	63,768	62,362	62,000
Utility Customer Deposits – Water	\$4,095,395	\$4,757,056	\$5,000,000
Utility Customer Deposits – Solid Waste	\$23,879	\$24,629	\$25,000
Number of Fixed Assets	24,290	25,031	25,500
Aggregate Value of Fixed Assets	\$1,944,396,008	\$1,953,156,583	\$1,961,000,000

Table 19: Board Finance Activity

b. Clerk & Comptroller Finance Department

The Clerk & Comptroller's Finance Department monitors financial activity for the Clerk & Comptroller's Office.

Deputy clerks in this department handle the following responsibilities:

- Maintenance of the books and records of all Clerk & Comptroller financial transactions.
- Pre-audit of all vendor payments requiring review of each purchase order and multiple invoices referencing the purchase order or contract. Through the pre-audit function, all related contracts are reviewed to ensure compliance with Clerk & Comptroller policies, sound financial management, generally accepted accounting principles (GAAP), and the safeguarding of Clerk & Comptroller assets.
- Issuance of vendor checks and electronic payments, refund checks, juror checks, witness checks, and court-ordered checks.
- Pre-audits of travel reimbursements for the Clerk & Comptroller's operations.
- Tracking of moneys collected and distributed by the Clerk & Comptroller for deposit to state, county, and municipal governments.
- Daily monitoring, reconciliation, and processing of bidder and bank activity for online foreclosure sales, including deposits, settlement of accounts, refunds, and disbursements to Court Registry. Foreclosure activity included nearly \$73.1

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million in deposits, nearly \$63.5 million transferred to Court Registry, and over \$9.6 million in refunds.

- Reports – Preparation of financial reports for the Clerk & Comptroller for compliance with state reporting and monitoring requirements.
- Investments – Available funds are invested in accordance with the Clerk & Comptroller's Investment Policy and Florida Statutes. Deposits include pooled cash, checking, and investment accounts with reconciliations that are performed on a monthly basis.
- Administration
 - Scheduling and processing of documents generated from Clerk & Comptroller areas for imaging, storage, and destruction in compliance with Florida Statutes.
 - Provision of information systems support for the accounting of all funds of the Clerk & Comptroller.
 - Monitor legislative activity and recommend procedural changes, including those affecting cashing and the accounting for and reporting of financial activity.

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4. Records Division

The Records Division includes five departments: (a) Archived Records, (b) Court Records, (c) Official Records, (d) Micrographic Records, and (e) Board Records. The Records Division effectively administers all phases of records management by providing a systematic approach to the implementation and maintenance of procedures and controls used to safeguard records generated and maintained within Pasco County. Policies ensuring the success of the Division are listed below.

Policies

- Delivery of high-quality service to the public, courts, and local and state agencies, providing efficient access to requested information while treating all customers with respect and compassion.
- Reduction of the proliferation of paper and enhancement of access to records by maximizing the use of electronic media and effective disposal of records that have met state and judicial retention mandates.
- Commitment to providing accurate and timely reports to federal and state agencies as required by law.
- Dedication to high-quality training for the division team to ensure compliance with rapidly changing legal and organizational demands and the delivery of enhanced applications to more effectively meet our customers' needs.
- Accurate and thorough maintenance of historical records with effective retrieval systems.

Key Objectives

- Maintain and implement highly-efficient storage, retrieval, and microfilm processing systems for historical public records and court data submitted to the Clerk & Comptroller's Office.
- Meet the demands of the various agencies related to archival documents in an efficient and effective manner.
- Ensure that current and historical records are maintained in a proper climatic environment.
- Provide court document and evidence processing services to the public and the justice community in an efficient and effective manner.
- Focus on improving the implementation of technical and human resource innovations to maximize recording services within the constraints of limited financial resources.

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- Improve unit-processing ratios through the implementation of process improvement projects.
- Communicate records processing demands to customers as needed, requesting their support and understanding.

Short-Term Goals

- Systematically examine and improve all processes and functional areas in the Official Records Division to maximize resources.
- Enhance accuracy and timeliness to the processing of all services.
- Comply with all processing, retention, and redaction standards and criteria as required by Florida Statutes and Florida Rules of Judicial Administration.
- Enhance customer service delivery by effectively identifying customer needs and implementing appropriate enhancements to services.

Long-Term Goals

- Collaborate with all other divisions regarding transition to the new case maintenance system.
- Receive and process all official records electronically.
- Expand the imaging of all records to enhance records management efficiencies.
- Encourage a culture of continuous process improvement.
- Maximize teammate skills and professional growth through effective training and cross-training efforts and programs.

Accomplishments

- *Redaction* – The new redaction requirement, Florida Statutes, Section 119.0714(e)(1), which became effective January 1, 2012, has the Clerk & Comptroller keeping social security numbers; bank account; and debit, charge and credit card numbers exempt without any person having to request redaction.
- *eRecording* – From January 1, 2013, through December 31, 2013, for Official Records, eRecording, during the calendar year, 15% of documents and 27% of the number of pages recorded in Official Records were recorded through the ePortal. The Records Division anticipates a significant increase in participation as more vendors join the ePortal.
- *Official Records Statistics* – A 9% increase in recording volume was experienced by the Official Records Department in the last fiscal year. A 15% increase in the number of passport applications processed was also experienced. In 2013, the Office processed 3,147 passport pictures, an increase of 21% from the previous

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year. The Clerk & Comptroller's Office is referred for passport processing, even by other acceptance agencies.

- *Board Records Statistics* – A 27.5% increase in the number of documents previewed by Board Records staff for the BCC was recorded, and the Board Records Department processed 330 separate petitions for the Value Adjustment Board.
- *Court eFile* – The Courts began eFiling documents for Civil in July 2013 and Criminal in October 2013. This process moves us one step closer to less paper documents being handled in Official Records. eFile eliminates the touching of paper multiple times, sorting, cashiering, applying book and page stickers, scanning, verifying, and moving the paper document back into the departments.

a. Archived Records Department

The Archived Records Department of the Clerk & Comptroller's Office is responsible for the mailroom, courier services, records, evidence, and retention. Archived Records is the custodian for all inactive records and evidence maintained by the Clerk & Comptroller's Office. This department archives records in accordance with Chapter 119, Florida Statutes, which governs all aspects of public records and guarantees open access to all citizens. Records in these facilities include administrative records, files, and evidence, which are maintained from acceptance through destruction.

Deputy clerks in the Archived Records Department have the following responsibilities:

- Maintain records of acceptance, retention, and destruction of case files from the court and administrative areas of the Office. Records are retained in accordance with the Florida Rules of Judicial Administration as well as GS1SL and GS11 records schedules issued by the Florida Department of State for each type of individual record.
- Retain evidence as defined in the Florida Rules of Judicial Administration and Florida Statutes for the court area in a secure environment, while providing efficient and effective tracking from acceptance through destruction and access to the public as allowed by law.
- Manage the processing of mail for all areas of the Clerk & Comptroller's Office. Pick up, process, and deliver incoming mail in Dade City and New Port Richey. Prepare and meter outgoing mail for pickup by Access Mail. Deliver large and flat rate parcels to the U.S. Post Office.
- Provide courier transport of mail, interoffice documents, records, evidence, and associated paperwork to all departments housed in six locations across the county on a daily basis.

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Performance Measures and Workload

Records accepted into the Records Center are measured by box or case file. Individual files are requested by departments for examination, sent to the requesting department, and returned to the original storage box. White label boxes containing miscellaneous documentation are received from each department, retention schedules are checked, and destruction is performed when the retention time is met.

Incoming and outgoing mail is tracked by the piece. The Archived Records Department strives to deliver each piece of mail received each morning to the correct department. Outgoing mail is metered for postage at a discounted bulk rate and posted through Access Mail.

Customer request processing for copies, previously provided by mail and courier, has been enhanced by scanning and emailing documents interoffice and externally to government agencies. This has reduced costs and increased efficiencies, allowing the allocation of resources to other long-term projects.

Archived Records Activity					
Year	Evidence Processed	Records Destruction (Tons)	Mail Processed	Files Processed	Cross-County Courier Items
2012 (actual)	1,023	27	434,691	170,166	11,380
2013 (actual)	1,273	25	369,372	170,367	11,650
2014 (projected)	1,527	40	320,001	169,014	12,051

Table 20: Archived Records Activity

b. Court Records Department

The Court Records Department is the custodian of active court files for the Clerk & Comptroller's Office. Public records are maintained according to Florida Statutes in such a manner as to protect the court file and make it available for public viewing. The Court Records Department is responsible from the opening of a court file to the final disposition of the case. Handling of the case files is the major responsibility and function of this area. Filing must be performed continuously to ensure the quick retrieval of case documents.

Deputy clerks in the Court Records Department also perform the following responsibilities:

- Pull court files for judges' calendars and transport them twice a day to the courthouses on the east and west sides of the County.
- Perform emergency runs on demand for court proceedings.

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- Assist customers within the public viewing area and facilitate public access, while ensuring the security of the files.
- Ensure accurate tracking of files in the TrakMan court tracking system to allow instant file location.
- File court case documents quickly and properly to ensure easy access to the location of information.
- Provide citizens, the Public Defender, State Attorney, Attorney General in and out of state, Court Administration, private attorneys, Department of Revenue, law enforcement in and out of state, plaintiffs, and defendants with files for review and copies as requested and allowed by Florida Statutes. Copies are electronically transferred whenever permissible.

Performance Measures and Workload

The Court Records Department runs on a 24-hour turn around. Incoming documents are to be placed in court files within 24 hours. Maintaining the 24-hour turn-around time expectation can be challenging, considering that the departments submitting paperwork to Court Records receive documents in varying cycles. However, deputy clerks pride themselves on keeping a strict schedule.

Services have been enhanced by providing copies electronically to customers via email after payment is made by credit card over the phone. This benefits the customer by expediting the delivery of copies and saving them a trip to our office. Time and resources are also saved for the Clerk & Comptroller's Office.

Images are available on public PCs after redaction of non-public information and verification to eliminate the handling of paper documents. This is a benefit to the customer and the Office by expediting the viewing of documents, eliminating having to wait for file retrieval.

Court Records Activity					
Year	Documents Filed	Files Processed	Courier Deliveries	Customers Served	Copies Provided
2012 (actual)	1,304,128	395,804	3,362	40,427	143,019
2013 (actual)	1,615,249	393,932	4,344	62,764	243,242
2014 (projected)	1,533,600	387,216	4,444	70,302	261,810

Table 21: Court Records Activity

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c. Official Records Department

The Clerk & Comptroller is the Custodian of the Official Records for Pasco County. The Official Records Department is responsible for the following services:

- Accept documents for recording and eRecording into the official records.
- Collect state documentary stamps, intangible taxes, and fees associated with submitted documents per Florida Statutes.
- Verify scanned documents for quality assurance ensuring the integrity of official records.
- *Scan and Hand* is an enhanced customer service saving time and money, allowing the customer to leave with their papers immediately after the document is processed.
- Index and verify images of documents to provide easy retrieval on the Clerk's website and in the Office. Internet access is provided to the Official Records Indices (OR) for Pasco County. Names can be researched back to 1975.
- Issue marriage licenses.
- Accept and process passport applications, and offer passport photos as a convenience to customers.
- Issue electronic delivery of document copies with telephone credit card payments, saving both the customer and the Office time and money.
- Record plat maps with distribution to appropriate departments.
- Receipt for moneys and distribution of checks on behalf of the BCC.

Performance Measures and Workload

The Official Records Department is responsible for assisting customers as they come into the department to perform various tasks. Customers include, but are not limited to, attorneys, title companies, lending institutions, Pasco County agencies, and the general public. The workload is varied and dependent on housing sales, economic stability, and court case activity. The majority of each official document is recorded on the day it is received, if accompanied by proper information and fees.

An efficiency project was completed in 2011 to image marriage licenses recorded prior to 1975 and maintained on film. Enhanced accessibility was realized for marriage licenses recorded from 1887 to 1975. This project benefits the public by making these records easily accessible on computers available to the public at our offices, and for copy requests made. Enhanced accessibility projects are now underway to benefit both the Civil and Criminal Divisions to increase cross-departmental efficiencies.

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In April 2012, increased efficiencies were realized with the implementation of eRecording. Customer eRecord documents electronically, accelerating the recording process with an average time of completion under two hours. eRecording has streamlined and simplified the document workflow processes, dramatically increasing customer service and significantly reducing costly overhead over traditional submission and recordation. Within the first six months of implementation, more than 40% of all document pages recorded are eRecorded.

The *Scan and Hand Program* has proven to be a highly-regarded program by customers from both the public and private sectors. Original documents are imaged, recorded, verified, and returned to customers while they wait. This service saves time and money for customers and the Office. Resources have been reallocated to focus on the other timesaving projects.

Florida Statutes require the imaging of all plats beginning with those recorded in 1985. Plats filed prior to that year were maintained in large plat books. A special project was completed in 2011 to image the plats filed between 1975 and 1985. These digitized plat images can be printed for customers on request.

Official Records Activity					
Year	Recorded Pages	Marriage Licenses	Passports Processed	Customers Assisted	Names Indexed
2012 (actual)	628,553	2,320	5,260	51,304	694,618
2013 (actual)	680,219	2,406	6,284	51,165	757,134
2014 (projected)	741,439	2,586	7,710	48,732	825,276

Table 22: Official Records Activity

d. Micrographic Records Department

The Micrographic Records Department is responsible for microfilming and imaging documents, producing permanent archival records, and maintaining the best photographic quality possible.

All produced film is of archival quality and meets the standards set forth in Chapter 1A-26, Florida Administrative Code, developed by the National Archives and Record Service and the standards of the American National Standards Institute (ANSI). Images that are filmed and scanned include official records, various court cases, and personnel files. This procedure includes preparing, imaging, filming, processing, duplicating, converting digital images to microfilm, and storing archival quality film. The Micrographic Records Department produces two types of media storage: micrographic and optical imaging. Optical imaging is a key component in the expansion of eFiling and eRecording options, paperless storage, and access to documents through the Internet.

Deputy clerks in the Micrographic Records Department perform the following responsibilities:

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- Prepare, film, and process documents for microfilming and imaging.
- Process film for archival storage and duplicate information for outside customer sales.
- Verify and inspect images and film to ensure the best possible quality of image.
- Adhere to permanent media storage specifications set by the State.
- Convert scanned images of documents to microfilm, avoiding traditional filming procedures. This practice utilizes the best of both worlds: digital format for accessible storage and analog format for archival storage.
- Ensure permanent retention of documents on microfilm.
- Ensure permanent retention of paper files for all capital court cases.

Performance Measures and Workload

The Microfilm Department provides quality control for imaging and filming that takes place in the Records Division. It serves the Records Division and other departments in the Clerk & Comptroller's Office as well as outside agencies. The number of pages filmed each year demonstrates the team's outstanding performance. Also, the production quality of the images is excellent.

A special project has been implemented to transfer criminal microfiche, microfilm, and paper documents to digital images. This will make access user friendly, eliminate the need to house microfiche cards and reader printers, simplify the redaction process, and improve the quality of customer service for criminal records.

Micrographic Records Activity		
Year	Non-Court Related Pages	Court-Related Documents
2012 (actual)	388,230	647,556
2013 (actual)	420,338	827,756
2014 (projected)	425,000	800,000

Table 23: Imaging and Conversion Activity

Micrographic Records Storage Comparison			
Year	Files Filmed	Paper Storage	Microfilm Storage
2012 (actual)	3,031	283.0	2.0
2013 (actual)	4,039	365.0	1.5
2014 (projected)	4,000	365.0	1.5
Note: All measurements are in cubic feet.			

Table 24: Storage Activity

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e. Board Records Department

The main function of the Board Records Department is to fulfill the statutory responsibility of record keeper and custodian for the BCC. Deputy clerks receive and maintain all resolutions, ordinances, contracts, and other documents approved by the Board. The Board Clerks also clerk other board and committee meetings as required by statute or requested by the BCC and process documentation. The Board Records Department also serves as Clerk to the Value Adjustment Board per Florida Statutes. The Department of Revenue's guidelines mandate considerable resources to handle the duties of the Value Adjustment Board. This responsibility has become a full-time job and requires the maintenance of a separate functional area.

Deputy clerks in the Board Records Department perform the following responsibilities:

- Maintain all records of the BCC in accordance with Florida Statutes.
- Serve as Clerk to the BCC, attend meetings, audio record meetings, process documentation related to meetings, and prepare official minutes.
- Clerk and prepare minutes of various other boards and committees in accordance with Florida Statutes or BCC request.
- Serve as Clerk to the Value Adjustment Board (VAB), accept, process, and schedule VAB petitions in accordance with the Department of Revenue's guidelines and Florida Statutes.

Performance Measures and Workload

- The Board Records Department serves as Clerk to the Board of County Commissioners by attending meetings, recording the audio portion of the meeting, processing documentation, preparing minutes, and imaging and verifying all documents into the Board Records imaging system.
- The Board Records Department assists the public, attorneys, County Commissioners, County departments, other Constitutional Offices, and other Clerk & Comptroller's departments in providing copies of documents, copies of audio CDs, and research, which, at times, can be extensive.
- The Board Clerks also prepare verbatim transcripts when requested by citizens or County staff.
- The following committees, councils, and boards require the services of Board Records: Citizens Advisory Committee on the Comprehensive Plan, Pasco County Construction Board, Consolidated Justice Information System Advisory Board, Development Review Committee, Educational Facilities Authority, Emergency Medical Services Advisory Board, Environmental Land Acquisition Selection Committee, Government Operations Committee, Health Facility Authority, Impact Fee Advisory Committee, Land Development Code Rewrite

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Committee, Metropolitan Planning Organization, Planning Commission, Public Safety Coordinating Council, RESTORE Committee, Tourist Development Council, Transportation Disadvantaged Local Coordinating Board, Value Adjustment Board, and various subcommittees of the BCC. Official records of the proceedings and notifications of actions are provided.

- Attendance at all meetings and workshops of the BCC and its committees for the purpose of recording, indexing, and distributing official minutes. The Clerk & Comptroller is also the custodian of the official county seal, resolutions, contracts, and ordinances of the BCC.
- During Fiscal Year 2012-2013, Board Records clerked 173 meetings and processed 6,829 documents, 446 contracts, and 26 ordinances. As a result of the meetings, 82,100 pages were imaged; and 268 verbatim pages were provided to requestors. Board Records processed 330 separate petitions for the Value Adjustment Board.
- Day and evening meetings are held at various sites throughout the County, requiring additional travel and overtime. The time spent at meetings is misleading when compared to the amount of time needed to prepare and complete the related documentation. Every hour of meeting time generates from one to 10 hours of office work time, depending upon the depth of the minutes, the level of associated documentation, the need for verbatim transcripts, and the meeting location.
- The Optical Imaging System permits electronic document retrieval of Commission and other Board minutes at the Official Records Libraries in the Clerk & Comptroller's Offices on both sides of the County. Imaging enhances public and BCC department access to and retrieval of Board meeting minutes and the associated documents.
- The Board Records Department works together with the County to allow citizens to view and research documents of the BCC at their own convenience and view Commission meetings live from their homes.

Board Records Activity			
Year	Total # Pages Imaged	Documents Previewed	Meetings Clerked
2012 (actual)	64,307	7,035	161
2013 (actual)	82,100	6,829	173
2014 (projected)	75,098	7,250	180

Table 25: Board Records Activity

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C. Support Operations Branch

The Support Operations Branch includes five divisions: (1) Information Technology, (2) Human Resources, (3) Strategic Enterprise, (4) Budget, and (5) Inspector General.

1. Information Technology Division

The Information Technology Division is comprised of four departments: (a) Application Programming and Support, (b) Court Technical Specialists, (c) Customer Call Center/Endpoint Support, and (d) Technical Support. Each department is described below, along with details of their responsibilities.

Policies

- Safeguard all electronic data, providing for proper backups, firewalls, and precautions.
- Manage, maintain, and safeguard Information Technology hardware resources and data used within the Clerk & Comptroller's Office.
- Deliver the highest-quality customer service by working with our customers to achieve their operational objectives.
- All software developed in-house will be thoroughly tested, documented, and approved by the user department prior to implementation.

Key Objectives

- Provide information technology services for all internal and external customers of the Clerk & Comptroller's Office.
- Maintain network, servers, printers, personal computers, and related hardware to ensure access for deputy clerks in all divisions so that they may perform their jobs.
- Provide ongoing support for purchased or acquired software applications.
- Provide data migration support to the next generation of devices and application systems.
- Assist with accurate and timely reporting to all federal, state, and local agencies, based on statutory requirements, court order, or customer request.
- Provide accurate and consistent information to all customers via the Call Center, the IVR, and our website.

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Short-Term Goals

- Define and assist with all needs for the clean-up, mapping, and conversion of all (criminal) data for the new case maintenance system.
- Develop applications to enhance customer service and improve efficiency as requested by our in-house customers, such as ePayments, Foreclosure Registry, and red light camera traffic ticket electronic transfer.
- Review and monitor Comprehensive Case Information System (CCIS) reports and provide procedural and project feedback to the Courts Divisions.
- Consolidate designated functional areas to maximize resources.
- Comply with all state processing standards and criteria as requested by the responsible division director.
- Begin a technology cycle refresh in the operational divisions to increase efficiency.

Long-Term Goals

- Collaborate with other agencies to combine resources and reduce infrastructure and communications costs.
- Expand or develop applications to provide automated services to the judiciary, court-related agencies, and the public.
- Expand imaging workflow to include enhanced records management efficiencies.
- Maximize teammate skills through cross-training efforts.

a. Application Programming and Support Department

The team in this area includes programmer analysts and software analysts. Primary responsibilities include:

- Implementation and support of purchased or acquired applications.
- Oversight of data migration projects.
- Design and creation of new computer applications, documentation, testing, and training.

A careful analysis of all new application requests is performed to determine if they can be developed in-house or if the application needs to be purchased. The determining factors include size and scope, technical abilities of our deputy clerks, timing, and cost. The most cost-effective and efficient way of doing business is constantly being sought as the price of technological advancement climbs higher. This is an area that pays for

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itself; oftentimes, it is more cost-effective to develop programming in-house. Annual savings far exceed the labor costs of this department.

This department is now in the final stages of the conversion of data for all Criminal, Juvenile, and Traffic cases into CLERICUS. The department is working with the Public Defender's Office, the State Attorney, and County IT to develop systems, data migration, and interfaces to enhance the workflow between court agencies and the Clerk's Courts Divisions as we move forward into the next generation of technology. While the scope of this software project is much larger than what could be developed in-house, the IT Division is doing most of the auxiliary work involved in the conversion to the new application.

Some of the accomplishments during the past fiscal year include:

- *Complete Conversion of Civil and Probate Data into CLERICUS and netDMS* – All data and images were converted for the April 8, 2013, go-live date. This included implementation of netDMS, a new scanning and imaging system.
- *Completion of Civil eFiling* – Electronic filing of civil documents including new cases went live on April 1, 2013.
- *Conversion of Criminal, Juvenile, and Traffic Data* – Converted into suitable format for loading into CLERICUS, a next generation case management system. Several reusable data migration and transformation tools were also created as part of this project.
- *Criminal Imaging* – The Criminal Division started imaging all documents on October 1, 2013. These documents are currently linked to dockets in CJIS and will be converted to CLERICUS and netDMS.
- *Website Enhancement* – Improved reports supporting Foreclosure Mediation.
- *Windows 7 and Office 2010 Migrations* – Continuation of the acquisition and migration of the PCS and the software for Windows 7 and Office 2010.
- *Financial Record Preparation for CLERICUS Conversion* – Review and standardization of case financial records in preparation for conversion to CLERICUS.
- *CCIS Direct Programming Updates* – Automated CCIS case data updating process.
- *Court File Redaction Software* – Upgrade of software to assist in the court file redaction in the Records Center.

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b. Court Technical Specialists Department

The Court Technical Specialists are primarily responsible for creating mandated reports for the State. Customized programs generate reports for the judiciary and the management of the Clerk & Comptroller's Office. This group also works with the team that is leading the conversion from the current CJIS and JJIS case maintenance system to the new, fully-integrated CLERICUS Case Maintenance System.

As part of the CLERICUS conversion, millions of legacy court records have been reviewed and standardized. Hundreds of reports in the old system are being checked and verified in preparation for the transition.

c. Customer Call Center/Endpoint Support Department

To answer the demand for increased efficiency, the IT Division opened a Customer Call Center on February 15, 2010, and as of February 28, 2014, responded to over 678,000 calls. The Customer Service Clerks answered 93% of customer inquiries without referring the client to any court-related departments.

The Clerk & Comptroller's Office was able to implement the Call Center without hiring any additional deputy clerks. Deputy clerks were transferred from operational departments into the Customer Call Center. Every deputy clerk in the Call Center is highly trained in his or her area of expertise and capable of serving our customers in a professional and efficient manner.

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Performance Measures and Workload

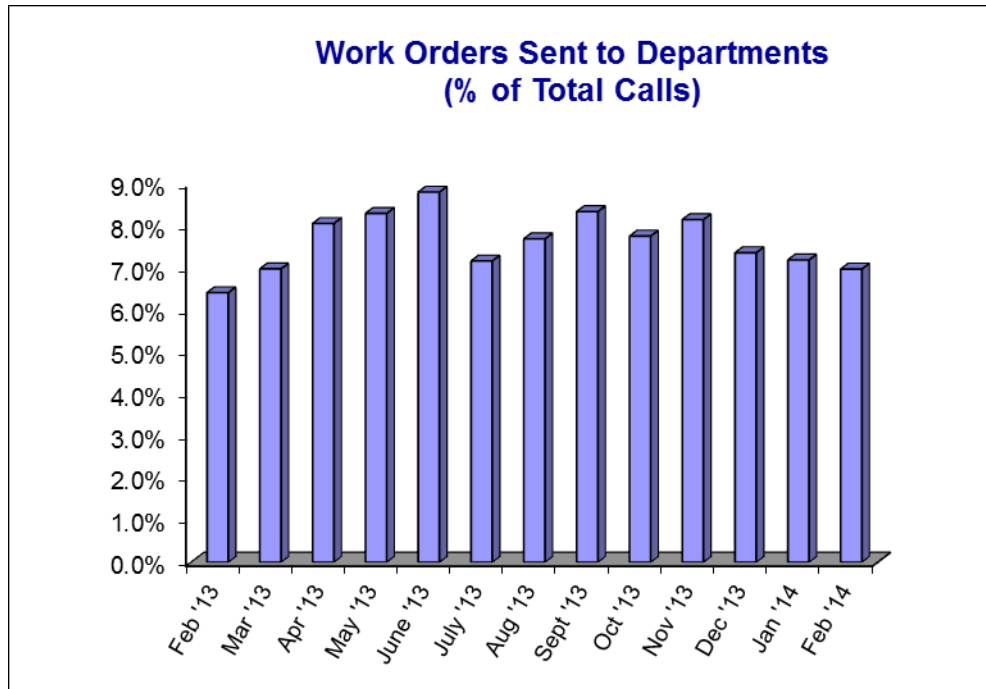


Figure 31: Call Center Work Orders

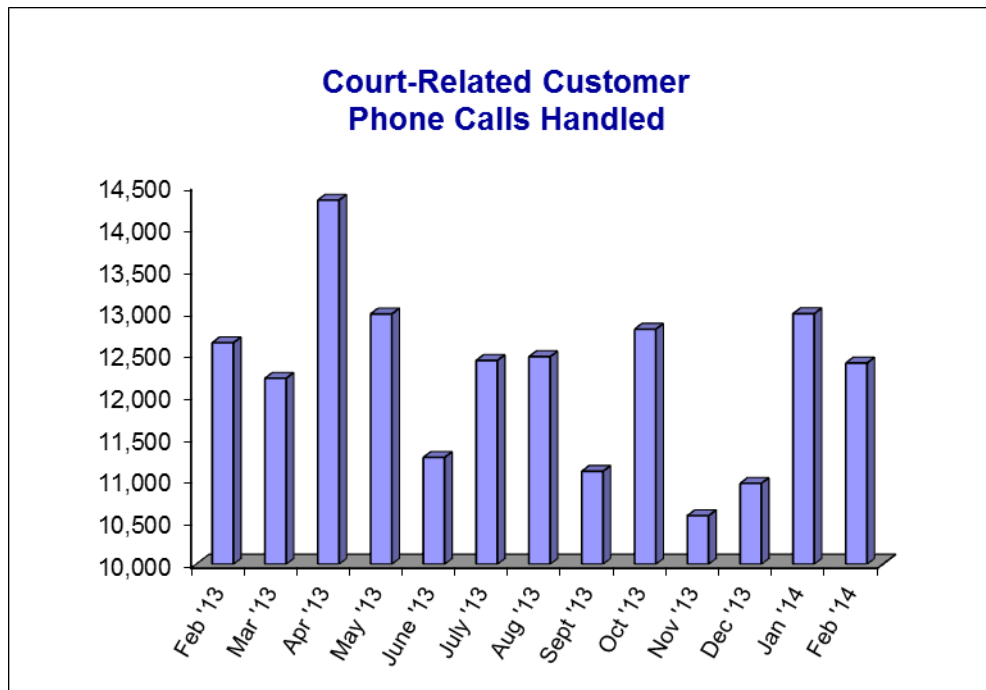


Figure 32: Court-Related Phone Calls Handled by Call Center

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In 2013, the IT Division separated the endpoint support functions from the Technical Support Department to increase focus on end-user productivity and service. The east- and west-side Endpoint Support teams are supervised by the same operational supervisors who manage the Customer Call Center.

The Endpoint Support team is responsible for providing all end-user support for computers, scanners, networked copiers, smart phones, tablets, and barcode equipment. This cross-functional team also provides desktop software and first-line enterprise application support with goal of assisting individual users to maximize the potential of their technical resources. Service requests are reported by end users utilizing the Clerk & Comptroller's intranet site. The service requests are routed to the appropriate endpoint support team member via email, which can be received via their cell phones. This has enabled the team to be immediately notified of issues as they are reported so that they can respond quickly to the user.

d. Technical Support Department

The IT Technical Support Department manages, maintains, and safeguards the IT hardware resources and data used within the Clerk & Comptroller's Office. The department is tasked with managing and maintaining the following:

- Physical and virtual computer servers running varied operating systems
- Network storage area networks (SAN-disk storage)
- Wired and wireless networking equipment and associated network links
- Firewalls and other equipment

Six technical support deputy clerks support the Clerk & Comptroller's operation, along with all the servers, data storage and network infrastructure, and network connections. There are approximately 160 servers.

The team handles the operational needs of the servers by performing and overseeing the backups of all the systems and user software upgrades. The Tech Support team is also responsible for:

- Managing our basic network and server infrastructure and for ensuring that our networks remain available.
- Maintaining the security access to the various user applications hosted on the Clerk's network, as well as the security of many non-Clerk users that utilize the various systems managed by the Clerk & Comptroller's team. The non-Clerk clients use the financial system, Comprehensive Case Information System (CCIS) data portal, the County mainframe-based Traffic System, and other local and state systems.

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Key Objectives

- Prepare for CLERICUS, replacing the legacy systems used since 1977. This has involved setting up a computer server cluster with data synchronization and failover redundancy.
- Establish network connectivity with state portals and various agencies to support CLERICUS integration and eFiling.
- Consolidate physical hardware and operating systems into a uniform virtual environment to lower long-term support costs.

Accomplishments

- Enhanced network security with the addition of a proxy server to existing firewall and antivirus infrastructure.
- Completed the planning and acquisitions necessary to implement a disk-based backup system with dual offsite replication.
- Configured network security and deployed servers as required for web services related to eRecording, eFiling, and the Image Redaction System.
- Provided database and technical support for the CJIS, JJIS, and Traffic data to the CLERICUS database.
- Improved security and teammate access by implementing a wireless virtual local area network (VLAN) dedicated to smart devices.

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2. Human Resources Division

The Human Resources Division encompasses the Human Resources Department for the Clerk & Comptroller as well as the Payroll Department for the BCC. Responsibilities include recruitment and staffing, compensation and benefits, employee relations, personnel processing and recordkeeping, regulatory compliance and safety, employee and organizational development, and preparation of BCC Payroll.

Policies

- Deliver high-quality customer service, treating all customers with respect and compassion.
- Ensure that all processes and documentation are completed accurately and timely, safeguarding the integrity of personnel records.
- Ensure that all areas of recruitment are in compliance with federal and state Equal Employment Opportunity (EEO) laws, American with Disabilities Act (ADA), Age Discrimination in Employment Act (ADEA), state Veterans' Preference Laws, Civil Rights Act of 1991, and Immigration Reform and Control Act (IRCA) of 1986.
- Monitor the Clerk & Comptroller's Office compensation program internally and facilitate comparison to the labor market as needed.
- Monitor teammate benefits in compliance with Employee Retirement Income Security Act (ERISA), Consolidated Omnibus Budget Reconciliation Act (COBRA), Section 125 of Internal Revenue Code, Family and Medical Leave Act (FMLA), Health Insurance Portability and Accountability Act (HIPAA), Patient Protection and Affordable Care Act (PPACA), Internal Revenue Service (IRS) Codes and determine comparison to the private sector.
- Manage the teammate recognition, health and safety, and volunteer programs.
- Ensure compliance with Florida's Right to Know Law in relation to toxic substances in the work place.
- Comply with labor laws such as Fair Labor Standards Act (FLSA), Whistle Blower's Act, new hire reporting, EEO, ADA, ADEA, Veterans Preference, Civil Rights Act of 1991, IRCA of 1986, ERISA, COBRA, Section 125, FMLA, HIPAA, PPACA, IRS Codes, the Equal Pay Act, worker's compensation laws, and other applicable regulations.
- Ensure accurate and timely reporting to all federal agencies, state agencies, and local agencies, based on statutory requirements, court order, or customer request.
- Safeguard all financial information and confidential records.

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- Provide high-quality training to deputy clerks on various subjects including teammate development, health and wellness, proper procedures, legislative changes, available resources, system processes, and customer needs.

Key Objectives

- Live and advocate the mission, vision, and values of the Office.
- Attract and retain the most qualified candidates.
- Provide first-class Human Resource services to internal and external customers.
- Improve staff performance and productivity through the implementation of process improvement initiatives.
- Improve accuracy and timely maintenance of personnel records.
- Communicate regulatory and processing requirements to customers as needed, requesting their support and understanding.

Short-Term Goals

- Continually examine and improve processes in the Human Resources Division, both through internal observation and external standards.
- Continue to observe functional areas to maximize resources.
- Enhance the accuracy and timeliness of processes and services.
- Comply with all state processing standards and criteria.
- Enhance customer service delivery by seeking input and listening to customer requests and researching possible improvements.
- Increase visibility of volunteer program and increase volunteer hours.
- Improve teammate engagement through initiative, communications, and feedback.
- Expand organizational wellness initiatives, as well as target specific high-risk areas that were identified through screenings and claims.
- Continue to look for opportunities to improve teammate benefits.
- Continue to refine HR processes associated with the relationships between Human Resources staff, all teammates, and outside vendors.

Long-Term Goals

- Encourage a culture of continuous process improvement.

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- Collaborate with internal departments and external agencies to form partnerships and provide more resources and services to our customers.
- Maximize teammate skills through cross-training, organizational efforts, and employing development initiatives.
- Increase professional expertise through human resource industry best practices and training opportunities.
- Develop talent management and succession planning program to ensure effective knowledge transfer and continuity of leadership.
- Continue to pursue ways to enhance workforce engagement through creative measures including communications tools, total rewards, and focus groups.

a. Human Resources Department

The Human Resources Department is multifaceted, requiring its staff to be versatile and able to adapt to changing priorities on a daily basis. The division's workload is affected by budgetary and legislative changes, turnover, internal procedural modifications, and incidents that affect teammates.

Human Resources Activity			
	FY 2011-2012 (actual)	FY 2012-2013 (actual)	FY 2013-2014 (projected)
Job Applications Received	4,720	4,517	5,510
Applicants Eligible for Interview	2,702	2,781	3,198
Number of Job Postings	73	64	71
New Hires	49	47	62
Volunteer hours	1,760	3,408	3,975
Staff training contact hours	4,248	6,133	7,555
Number of Payroll Transactions	34,012	39,320	44,277

Table 26: Human Resources Activity

The Clerk & Comptroller's payroll is processed bi-weekly and requires balancing into three funds according to department and teammate.

- Processing includes entering deductions for 48 different deduction codes (pre-tax and after-tax) for teammates split by funds. Deductions include medical and life insurance premiums, Federal Income Tax (FIT) and Federal Insurance Contributions Act (FICA), Florida State Retirement System (FRS) contributions for multiple plans (Regular, Investment, DROP, and Senior Management), income deduction orders, garnishments and tax levies, United Way contributions,

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processing and distribution of annual W2s, and individual payroll adjustments or deductions resulting from policy or legal changes.

- Balancing and processing invoices for three deferred compensation plans, optional benefit plans comprised of 14 products (pre- and after-tax). Contributions for pension plans are balanced bi-weekly and submitted to FRS monthly.

b. Board Payroll Department

Board Payroll is responsible for processing the BCC's bi-weekly payroll for employees working 4-day and 5-day workweeks, such as EMS shift employees paid bi-weekly over a 28-day cycle and employees with continually revised work schedules based on demand for service (i.e., landfill, part-time employees and part-time temporary employees). Some other specific responsibilities include:

- Manual calculations and/or verification of overtime, worker's compensation, sick leave, vacation leave, and other leave as provided by the Career Service Manual of Pasco County are completed for each payroll
- Entry of deductions for all medical and life insurance premiums, taxes, FRS contributions, domestic support deductions, deferred compensation, garnishments, and tax levies and all other individual payroll adjustments or deductions resulting from policy changes made by the BCC. Monthly reconciliation and payment of 20 insurance invoices, four deferred compensation invoices, garnishments, domestic support payments, Firefighter Benevolent Assoc., IAFF Local 4420 dues, United Way allotments, FRS Pension, and Dade City Firefighter Pension. Bi-weekly payroll is pre-audited and processed for an average of over 2,003 employees of the Board. Additionally, 2,329 W-2s were processed for 2013, totaling \$82,317,796.88.

Board Payroll Activity			
	FY 2011-2012 (actual)	FY 2012-2013 (actual)	FY 2013-2014 (projected)
Payroll Checks	868	714	120
Payroll Direct Deposits	66,148	66,141	67,754
Insurance Premium Payments	\$17,349,961	\$19,368,463	\$19,557,857
Retirement Contributions	\$8,495,141	\$9,367,982	\$11,939,785
Garnishments/Levies	\$428,952	\$456,633	\$430,674

Table 27: Board Payroll Activity

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Accomplishments

- Realigned positions, duties, and responsibilities to create greater efficiency and cross-training.
- Administered HR staffing realignment and other in response to budget reductions and to better align HR Division duties for the future.
- Increased volunteer outreach, resulting in increase of hours by 100%.
- Added multiple training subjects and initiatives for staff development.
- Implemented a career progression plan for specified positions.
- Established and deployed an electronic learning library.
- Board Payroll staff initiated a cross-training program which increased productivity and accuracy.
- Board Payroll continued to develop Q-Rep reports, as well as maintained over 120 existing reports, saving hundreds of payroll staff hours in report preparation and in manual calculations and research, as well as BCC IT staff time that was previously required for programming reports and creation.

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3. Strategic Enterprise Division

The Strategic Enterprise Division supports the Office's mission and vision by assisting other departments with their organizational goals and objectives, observing primary functional areas, and performing special projects. The Division's top priority over the next two years is to plan, formulate, and recommend a strategic plan that targets implementation of key executive, operational, and performance business initiatives.

To this effort, the Clerk & Comptroller's Office acquired the Active Strategy Enterprise (ASE) software. This software provides the ability to collect and collate operational data to track and report performance. Data is used to better allocate resources and provide quality customer service while safeguarding public records in compliance with state and federal reporting provisions.

In 2008, a legislative mandate modified the Office's operations, resulting in a refinement of the approach to data collection of measures pertaining to the Clerk & Comptroller's budget processes that required a state appropriation allocation. Another external factor in this same time period that affected data measurement was the implosion of the economy at the national, state, regional, and local scales resulting in a significant downturn, forcing public and private sector organizations into a survival mode. The culmination of these scenarios resulted in a reduced workforce and Florida Clerk budget reduction. It was experienced statewide by all Clerks starting in 2009, and necessitated a reprioritization of workload.

In light of statewide budgetary changes and re-prioritization of workload over the past five years, the deployment of certain electronic media directed by Florida State Law, and the deployment of best business practices, the Clerk & Comptroller's Office seeks to improve operational efficiencies to be implemented in phases in 2014. Due to these circumstances, the Strategic Planning Program and ASE have been reprogrammed to be initiated in the 2014-2015 fiscal year. The new technology media – ASE, ePortal, and CLERICUS are slated to be fully operational in 2015, and will serve to enhance the delivery of services to customers. It will also further assist in compliance with state and federal reporting requirements, as well as provide data to support a strategic plan.

In addition, during the 2013 Florida Regular Legislative Session, the Florida Clerks' budget process was restructured in Chapter 2013-44, Laws of Florida. The new law removed the Clerks' budget from the General Appropriations Act, reallocated a funding source, and reestablished the fiscal year to operate from October 1st through September 30th. The process reverts to the pre-2009 budget and financial practices. This budget timing aspect will be integrated into the development of the Strategic Planning Program as well.

The primary functions of the Strategic Enterprise Division include:

- Assist operational departments in efficiently and effectively accomplishing tasks and providing quality services to both internal and external customers.

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- Facilitate the Office's use of the ASE software to evaluate overall and targeted initiative performance. The strategic plan document is intended to help the Office focus on reaching goals, to develop and refine best business management practices, and advance initiatives and the overall operations of the Office. To undertake this effort, a tool to measure progress is critical; thus, the use of ASE. Rather than "planning for planning's sake," the Division strives to help other departments in their everyday work and processes.
- Produce internal and external communications.
- Serve as a liaison with other public and private sector entities on behalf of the Clerk & Comptroller's Office.
- Manage media relations.
- Review and oversee regulatory and legislative changes in partnership with division teammates.
- Integrate into the above functions a myriad of communication tasks, such as correspondence, reports, research, and policy recommendations deemed necessary to address administrative inquiries and to implement administrative, regulatory, and legislative protocols.

Policies

- Deliver high-quality customer service, treating all customers – both internal (other departmental teammates) and external – to the Office, with respect and compassion.
- Align performance of the organization with the strategic plan.
- Establish a formal protocol in partnership with the Information Technology Division to collate data for the Clerk & Comptroller's "at-a-glance" dashboard.
- Provide timely assistance and best practices guidance to Office teammates related to: administrative procedures, communication of legislative and regulatory processes and policy implications, ASE system resources, and external and internal customer services.
- Inform customers of new Office initiatives and services.
- Engage with the community through diverse educational initiatives.
- Provide actionable performance information to facilitate data-driven decision making.

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Key Objectives

- Develop a strategic plan with the perspective that implementation and refinement is continual and constant, a necessary part of successful development, and that it is ongoing deployment of a living, flexible, and dynamic plan.
- Communicate with customers and the media on a regular basis.
- Partner with the Human Resources Division to enhance the performance appraisal process.
- Provide Clerk & Comptroller educational opportunities to students.

Short Term Goals

- Create an eNewsletter for external customers and the public at-large.
- Coordinate the Clerk & Comptroller Office's courthouse educational tours.
- Update Clerk & Comptroller's Office Robert D. Sumner Judicial Center signage to provide better information to customers.
- Establish a formal protocol to collate data for an "at-a-glance" dashboard available for use by all Office teammates.
- Produce an introductory ASE teammate training program.

Long Term Goals

- Refine the strategic plan to accommodate changing priorities and fiscal resources.
- Continue to provide technical assistance to Office teammates in their use of ASE.
- Enhance communication among internal and external customers.
- Ensure the continued integrity of public communications
- Encourage teammates, through in-service training programs, to align their overall operations and functional areas with the strategic plan.
- Align the strategic plan with criteria used by the Florida Sterling Award, whose precursor is the Malcolm Baldrige National Quality Award for future award applications. Both quality performance programs include an extensive organizational self-assessment with scrutiny by certified external examiners. These awards target focus on the customer, operations, measurement, analysis, knowledge management, workforce, leadership, and strategic planning.

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Accomplishments

- *Launched an external public eNewsletter.* The first *Clerk & Comptroller Connection* was published in October 2013. The newsletter delivers free bi-monthly content to customers and stakeholders who subscribe at no cost. The *Clerk & Comptroller Connection* contains information on services, as well as statewide news that affects the Florida Court Clerks & Comptrollers. The eNewsletter informs customers about the Office's services, community involvement, and important events taking place in Pasco County.
- *Launched an internal team member eNewsletter.* The *Teammate Times* is published quarterly. The publication contains information on the Office's operations, human resources, wellness health guidance, and events for team members.
- *Created the first annual Constitution Essay Contest for Pasco County 5th graders in October 2013.* The essay topic, "Why is the U.S. Constitution important?" provided an opportunity for students to reflect on government. A panel of experienced judges evaluated the essays based on Florida Comprehensive Assessment Test (FCAT) criteria. Contest winners received awards at the District School Board of Pasco County's monthly meeting on November 5, 2013. The 1st place winner also experienced an in-depth tour of the West Pasco Judicial Center with the opportunity to learn from a number of judicial partners.
- *Completed the development of core competencies for performance appraisal evaluation forms.* The Strategic Enterprise Division helped to refine and enhance core and managerial competencies that are essential for organizational success.
- Completed educational promotion of Domestic Violence Awareness Month (October).
- Refined protocol for sharing regulatory and legislative content and reports for actionable items.
- Developed an internal introductory ASE one-on-one PowerPoint training guide.
- Completed the update of the Clerk & Comptroller's Office West Pasco Judicial Center signage to provide better information to customers.
- Produced Office writing and a media relations guidelines.

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4. Budget Division

The Office of the Clerk & Comptroller has a complex budget structure, as individual budgets are based on projected revenue and integrated according to the anticipated needs of the organization. The Clerk & Comptroller's funding sources and budgetary approval process have become specific to and dependent on functional responsibilities. All portions of the Clerk & Comptroller's budget have varied expenditure rules and approval authorities. The funding source descriptions include:

- *The State of Florida* – Court-related services are funded through the collection of court fines, fees, forfeitures, service charges, court costs, and interest. End-of-year remainders are sent to the state.
- *Pasco County Board of County Commissioners* – This revenue is used to account for Clerk functions that support the BCC, such as Clerk and Accountant to the Board, County Auditor, and County Comptroller. This revenue is the only tax-supported funding received by the Clerk & Comptroller and is transferred directly from the BCC on a quarterly basis.
- *Recording and Other Non-Court Funding* – Fees generated by statutorily-required functions of the County Recorder, such as recording legal instruments, maintaining official records, issuing marriage licenses, and processing passport applications. Fees for these services are stipulated within Florida Statutes.

The primary function of the Budget Division is to compile, present, and load a balanced budget into the financial system by October 1st of each year, comprised of three primary sub-budgets that are finalized between June 1st and September 30th: court-related, fee-funded, and BCC-funded. This division helps to analyze and identify areas of the organization that may be candidates for process improvement and potential time savings. Such analyses are performed by coupling financial information found in FASBE with productivity data collected, and by working to create efficiencies according to current and anticipated operating trends.

The Budget Division also oversees all purchasing for the Office of the Clerk & Comptroller to ensure that spending is within the confines of the budget and that purchases are made in accordance with Florida Statutes. Responsibilities include:

- Serve as purchasing agent for the Clerk & Comptroller's Office, seeking to select the best value for operating supplies, forms, and equipment.
- Research pricing and use reputable vendors for the best rates on bulk items, such as paper and office supplies. Items requisitioned are reviewed to validate the needs of the Office and to assure that the best value is obtained. Invoices are scrutinized to verify that items delivered match purchase orders.

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Policies

- Deliver high-quality customer service, treating all customers with respect and compassion.
- Ensure that all processes are completed accurately and timely, safeguarding the integrity of budget records.
- Ensure accurate and timely reporting to all federal agencies, state agencies, and local agencies, based on statutory requirements, court order, or customer request.
- Safeguard all financial transactions and records.
- Lead with a Balanced Scorecard approach.
- Provide high quality training to teammates on proper procedures, legislative changes, available resources, system processes, and customer needs.

Key Objectives

- Provide budget services for the Office of the Clerk & Comptroller to regularly forecast potential revenue and expenditures for the purpose of sound financial planning over the long term.
- Produce and enhance the Annual Budget document according to Government Finance Officers Association (GFOA) guidelines.
- Focus on improving the implementation of technical and human resource innovations to maximize services within the constraints of limited financial resources.
- Improve unit-processing ratios through the implementation of process improvement projects.
- Improve accuracy and timely maintenance of budget records.
- Increase debt collections through the combination of data extrapolation and sophisticated collection efforts.
- Remain fully informed on matters of legislation and economics so that their financial and operational impact on the Office may be considered and integrated appropriately.

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Short-Term Goals

- Systematically examine and improve all processes in the Budget Division, including automation of vehicle tracking and maintenance.
- Enhance accuracy and timeliness of the processing of all services.
- Comply with all state processing standards and criteria.
- Assist with collection processes to increase debt collection by at least 5%.
- Enhance customer service delivery by listening to customer requests and researching possible adaptations.
- Collaborate with other divisions to validate data collection processes.

Long-Term Goals

- Receive and process all budget documents electronically.
- Encourage a culture of continuous process improvement.
- Collaborate with other agencies to combine resources and services to the public.
- Maximize teammate skills through cross-training efforts.
- Assist with the conversion from FASBE to an upgraded financial system.

Accomplishments

- Produced an annual budget document worthy of the Government Finance Officers Association (GFOA) Distinguished Budget Presentation Award. This is the third time the award, explained on page 16, has been presented to the Pasco County Clerk & Comptroller's Office. The GFOA's Distinguished Budget Presentation Awards Program is the only national awards program in governmental budgeting.
- Received the purchasing and vehicle maintenance functions from the Records Division in 2011. This move prompted the implementation of online office supplies ordering and direct delivery, reducing inventory by over 90% and unnecessary waste in the retention of products that expire or become obsolete while on the shelf. By September of 2013, the cost of office supplies was reduced by 52% from Fiscal Year 2010-2011 expenditures through automation, accountability, and the implementation of lean processes in the operational departments.
- An automated vehicle tracking (VLOG) system was programmed in-house, maintains information on the use of vehicles, and allows for improved reporting on mileage and needed repairs. This additional level of automation eliminated the need for manual logs.

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5. Division of Inspector General

The Division of Inspector General is responsible for conducting independent, objective assurance, and consulting activities designed to add value and improve operations of the County as a service to management. The Division of Inspector General provides a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control, and governance processes.

Policies

- Deliver high-quality customer service, treating all customers with respect and consideration during the auditing process.
- Ensure audits are conducted in compliance with Generally Accepted Government Audit Standards (Yellow Book).
- Maintain high standards of conduct and character so that credibility and integrity are not open to question.
- Subscribe to the Code of Professional Ethics and Standards as promulgated by the Institute of Internal Auditors.
- Satisfy the continuing education requirements specified in the Government Auditing Standards to ensure internal auditors remain current on professional techniques and standards.

Key Objectives

- Conduct audits and reviews of functions, activities, and programs under the direction of the Clerk & Comptroller in an efficient and effective manner.
- Review compliance with applicable laws and regulations and with established policies and procedures. Assist members of management to discharge their responsibilities by furnishing analyses, appraisals, and recommendations concerning activities reviewed.
- Provide management information about the adequacy and effectiveness of internal controls and the quality of performance in carrying out assigned responsibilities.
- Minimize fraud by providing tip hotlines and performing investigations.

Short-Term Goals

- Systematically examine and improve all processes in the Division.
- Enhance timeliness of scheduled audits.

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- Communicate significant observations and information to management in a timely manner. Maintain a respectful, team-oriented Division that helps individuals reach their career potential and achieve personal growth goals.
- Establish an employee “Fraud, Waste of Abuse Hotline”.
- Collaborate with other divisions with regard to the transition to new software programs.

Long-Term Goals

- Collaborate with all other divisions with regard to the transition to new software programs.
- Encourage a culture of continuous process improvement.
- Work with management to improve the effectiveness of the organization's risk management, control, and governance processes.
- Collaborate with BCC management to perform an organizational risk assessment. Achieve accreditation with the Commission of Florida Law Enforcement Accreditation (CFA).
- Promote awareness of areas of risk for fraud and misuse of County funds and tangible assets through periodic outreach to teammates.

Performance Measures and Workload

The Division of Inspector General is responsible for auditing and reviewing the functions, activities, and programs under the direction of the Clerk & Comptroller. The Division of Inspector General is organizationally independent and has no direct responsibility for or authority over any BCC or Clerk & Comptroller function, activity, or program subject to audit and review. The Inspector General Division has the authority and responsibility to conduct audits and reviews of all agencies funded by the BCC and departments under the County Administrator and to issue reports thereon. The Division of Inspector General reports directly to the Clerk & Comptroller for the performance of internal audit activities and is, therefore, considered to be independent of the BCC operations being reviewed.

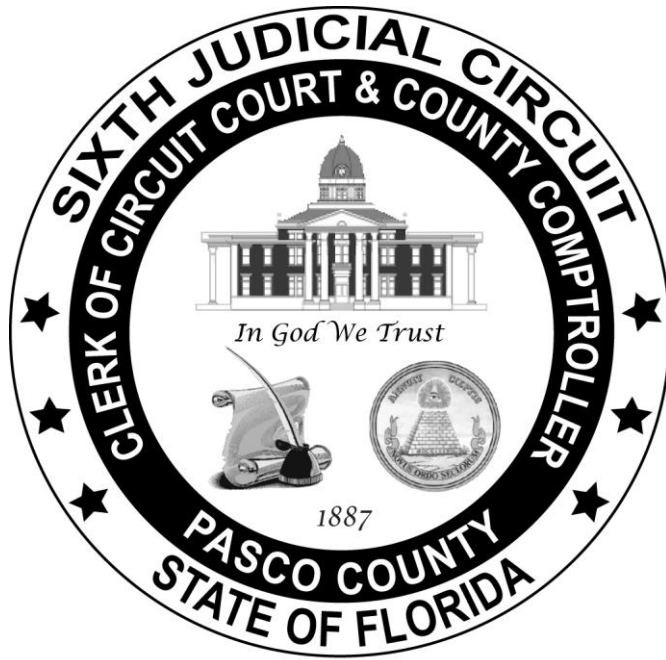
In performing these duties, the Division of Inspector General will endeavor to assist BCC administrators and department managers in achieving the best utilization and administration of taxpayer resources. These efforts are intended to improve County operations and to help ensure that the County is fulfilling its fiduciary responsibilities to its citizens and taxpayers.

The Division's scope of operations encompasses every phase and sector of county operations. This requires going beyond the accounting and financial records to obtain a full understanding of the operations under review. Objectivity is essential to the audit function.

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Therefore, the Division of Inspector General does not devise or install procedures that will be later reviewed. The Division of Inspector General's objectivity will not be compromised by reviewing and recommending controls for new systems. In the installation of new systems, the Division of Inspector General can offer suggestions for minimum controls during the course of program implementation without impairing objectivity.



REVENUE COLLECTION AND DISTRIBUTION

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VI. Revenue Collection and Distribution

A. Revenue Processed by the Clerk & Comptroller
(Excluding Board Interest Earnings)

	FY 2011-2012	FY 2012-2013	Oct - Mar * FY 2013-2014
Distributed to Units of Government and Individuals:			
Board of County Commissioners	\$3,229,874	\$3,184,057	\$1,423,376
Pasco County Sheriff	335,063	318,085	154,340
Pasco County Municipalities	703,031	614,203	255,280
Legal Aid	116,915	107,077	52,303
State of Florida	27,616,847	34,655,367	15,214,843
Indigent Criminal Defense Trust Fund	449,703	454,712	227,012
Indigent Civil Defense Trust Fund	45	1,400	45
State Attorney's Revenue Trust Fund	177,191	149,998	68,936
Public Defender	64,615	58,148	27,453
Crime Stoppers	108,681	103,106	50,491
Clerk of the Court Trust Fund	7,318,940	541,631	242,084
By Court Action:			
Court Registry	\$29,469,769	\$67,948,824	\$31,459,647
Restitution	232,712	292,135	128,873
Jury and Witness	45,841	46,613	17,483
School Impact Fees	5,335,163	6,279,081	1,943,266
Other Agencies	434,629	572,464	806,838
Total Revenue Collected on Behalf of Other Units of Government and Individuals:	\$75,639,018	\$115,326,901	\$52,072,269
Distributed to Recipients of Child Support and Alimony -- Child Support and Alimony Collected and Disbursed:	\$1,702,879	\$1,519,202	\$860,086

*This number represents six months of activity.
Totals are subject to rounding and audit adjustments.

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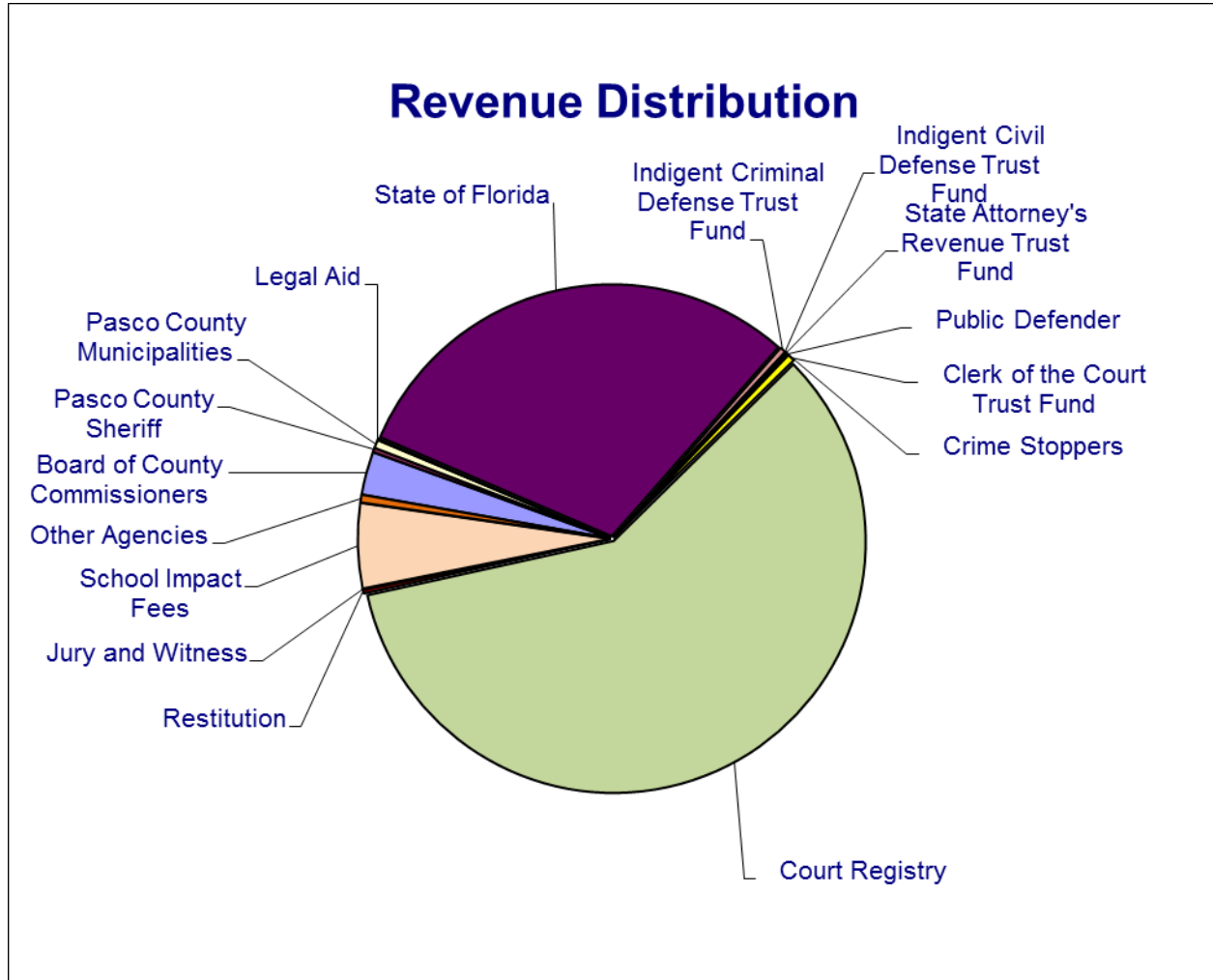


Figure 33: Revenue Distribution

The County uses a pooled cash concept in order to invest greater amounts of cash at favorable interest rates. At September 30, 2013, the County's equity in pooled cash and various other deposits and investments were principally in accounts with the State Board of Administration of Florida ("SBA") and qualified public depositories, in the Florida Local Government Investment Trust (FLGIT), and in certificates of deposit, and certain money market funds. Certain excess funds are transferred daily between various County bank accounts and the SBA, FLGIT, as well as money market funds.

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B. Interest Earnings (Loss) – Board Accounts

Interest Earnings (Loss) - Board Accounts

	FY 2011-2012	FY 2012-2013	Oct - Mar* FY 2013-2014
General	\$340,259	\$151,960	\$22,513
Municipal Service	71,207	20,374	1,709
Local Option Gas Tax	218,568	74,490	9,848
Building Inspections and Permitting Funds	10,062	5,278	1,022
West Pasco Law Library	174	74	12
East Pasco Law Library	358	122	15
Road and Bridge	12,039	5,712	1,219
Tree Fund	6,951	2,977	422
Quail Hollow Village MTSU	397	150	21
Municipal Fire Service Unit	55,233	21,737	3,687
Office of State Courts Administrator	393	158	22
Criminal Justice (FDLE)			6
American Recovery & Reinvestment Act			1
Penny for Pasco	230,401	109,059	18,860
Park Development	380	137	18
Education	325		
1/2 Cent Sales Tax Series 2003		396	191
1/2 Cent Sales Tax CIP	55,571	20,952	2,945
Guaranteed Entitlement CIP		794	298
Capital Improvements	115,534	44,659	5,352
Guaranteed Ent I & S Series 2003	29,814	8,062	1,038
Gas Tax Refund I & S 2002	2,222		
Solid Waste	220,490	101,438	14,739
Equipment Service	130,068	55,781	7,927
County Insurance	106,126	46,090	6,289
Lighting District	18,562	8,051	1,210
Law Enforcement	2,307	997	167
Pasco Water & Sewer Unit	2,720,560	770,699	617,808
Transportation Impact Fee	593,682	214,467	29,227
911 Emergency Management Service	25,284	8,162	1,417
Tourist Development Tax	68,973	28,118	3,975
Paving Assessment	54,879	21,993	3,443
Intergovernmental Radio Communication	9,683	4,007	607
Williamsburg West - MSTU	116	50	9
Court Facilities F.S. 939.18	35,739	15,878	2,543
Department of Children & Families			16
Housing Programs	1,430	526	101
Florida Boating Improvement Program	7,315	3,040	463
Teen Court	2,459	1,043	151
Combat Impact Fee	34,317	12,983	1,638
Park Impact Fee (East, West, Central)	123,290	44,474	5,916
Concurrency Fund	6,636	2,661	380
Rescue Impact Fee	32,768	12,612	1,697
Hurricane Impact Fee	915	368	56
Stormwater Management	122,806	45,758	5,522
Library Impact Fee	11,879	4,806	621
U.S. Department of Justice			7
TOTALS: Current FY - First six months:			\$775,128
Completed fiscal years:	\$5,480,172	\$1,871,093	

*This number represents six months of activity.

Totals subject to rounding and audit adjustments.

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C. Revenue Distributed to the Board of County Commissioners
(Processed by Clerk & Comptroller)

	FY 2011-2012	FY 2012-2013	Oct - Mar* FY 2013-2014
County Local Ordinance Violations			
Animal Control Ordinance Violations	1,455	727	410
Crime Prevention			
Substance Abuse Surcharge	18,154	15,353	8,189
Traffic Fines - Infractions	36,140	33,228	10,648
Rule Costs - Criminal Traffic			
School Crossing Guard	10,514	9,898	3,540
Handicap Parking - Improvements	37,404	48,374	26,752
Teen Court Assessment	183,172	163,694	78,030
Drug Abuse Assessment	217	107	
Intergovernmental Radio Comm. Program	279,678	268,331	133,144
Court Facilities	1,236,468	1,102,612	519,806
Law Libraries	116,887	107,083	52,283
Cost Recovery 34.045 (1) C	6,351	5,121	2,361
Courts Self-help Packets	2,988	1,008	
Driver Education	119,455	106,857	49,927
Domestic Violence	37,302	38,724	18,990
Judgment for Cost of Conviction	195	180	167
Prostitution - Civil Penalty - County	3,422	5,070	1,396
BCC \$2 Recording Fee	764,043	896,012	334,166
Legal Aid	116,915	107,077	52,303
BCC Innovations	116,937	107,053	52,288
Juvenile Programs	54,508	53,681	25,845
Miscellaneous Revenue Due to Article V**	204,583	220,944	105,435
TOTALS: Current FY - First six months:			\$1,475,680
Completed fiscal years:	\$3,346,788	\$3,291,134	

*This number represents six months of activity.

**Sheriff Transportation Costs, Investigative Costs, and Sheriff Fee.

Totals subject to rounding and audit adjustments.

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D. Revenue Distributed to the Sheriff
(Processed by Clerk & Comptroller)

	FY 2011-2012	FY 2012-2013	Oct - Mar * FY 2013-2014
Law Enforcement & School Guard Crossing Programs			
Current FY - First six months:			\$154,340
Completed fiscal years:	\$335,063	\$318,085	

*This number represents six months of activity.

Totals subject to rounding and audit adjustments.

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E. Revenue Distributed to Municipalities
(Processed by Clerk & Comptroller)

	FY 2011-2012	FY 2012-2013	Oct - Mar * FY 2013-2014
City of New Port Richey			
Fines	\$285,124	\$281,629	\$103,223
Law Enforcement Training	8,028	6,952	2,757
City of Port Richey			
Fines	285,116	223,624	88,018
Law Enforcement Training	13,580	10,961	4,364
City of Zephyrhills			
Fines	63,322	62,781	36,114
Law Enforcement Training	5,873	5,247	3,167
City of Dade City			
Fines	39,118	20,653	16,723
Law Enforcement Training	1,774	1,368	575
City of San Antonio			
Fines	1,035	930	279
Law Enforcement Training	8	17	16
Town of St. Leo			
Fines	49	35	40
Law Enforcement Training	4	6	4
TOTALS: Current FY - First six months:			255,280
Completed fiscal years:	\$703,031	614,203	

*This number represents six months of activity.

Totals subject to rounding and audit adjustments.

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F. Revenue Distributed to State Agencies
(Collected through Court-Related Activities)

	FY 2011-2012	FY 2012-2013	Oct - Mar* FY 2013-2014
Court Education Trust Fund	\$49,937	\$52,253	\$23,771
Child Welfare Training Trust Fund	42,394	37,736	18,418
Juvenile Justice Training Trust Fund	34,477	31,172	15,395
Displaced Homemaker Trust Fund	36,448	32,740	16,752
Epilepsy Services Trust Fund	24,481	18,645	8,276
Department of Health Administration Trust Fund	47,456	40,161	13,976
Dept. of Health Emergency Medical Services Trust Fund	60,978	52,341	30,997
Additional Court Costs - Clearing Trust Fund	213,997	193,567	92,733
Highway Safety Operating Trust Fund	265,589	246,799	115,460
Crimes Compensation Trust Fund	3,230	4,251	1,626
State Transportation Trust Fund	71	138	
Highway Safety General Revenue	143,337	130,923	58,496
General Revenue Fund of the State	1,633,567	905,620	255,461
Emergency Medical Service Trust Fund	134,692	122,982	61,003
Brain & Spinal Cord Injury Rehab. Trust Fund	192,591	174,820	85,795
Victims of Crimes Compensation Trust Fund	455,493	416,540	200,105
Department of Law Enforcement Operating Trust Fund	53,393	45,587	23,952
Court Mediation/Arbitration Trust Fund	473,654	661,312	293,538
Nongame Fish and Wildlife Trust Fund	35,418	29,923	13,680
Child Support Enforcement Trust Fund	37,544	30,749	14,153
Indigent Civil Defense Trust Fund	45	1,400	45
Indigent Criminal Defense Trust Fund	449,703	454,712	227,012
Department of Education	832	655	220
Crime Stoppers Trust Fund	108,681	103,106	50,491
Audit & Warrant Clearing Trust Fund	61,573	88,836	34,728
Marine Resources Conservation Trust Fund	3,292	1,417	457
Planning and Evaluation Trust Fund	19,555	17,507	8,970
Clerk of the Court Trust Fund	7,318,940	541,631	242,084
Domestic Violence Trust Fund	178,539	162,944	81,201
Public Defenders Revenue Trust Fund	64,615	58,148	27,453
Rape Crisis Trust Fund	47,836	51,132	24,593
State Attorney's Revenue Trust Fund	177,191	149,998	68,936
Recording Costs - Various State Agencies	858	128	89
Law Enforcement Radio System Trust Fund	82,433	77,323	36,057
Grants and Donations Trust Fund	1,674	2,341	1,050
Department of Financial Services	16,641	8,139	372
Solid Waste Management Trust Fund	2,115	1,638	1,187
Total Court-Related Revenues Remitted to State Agencies:	\$12,473,270	\$4,949,314	\$2,148,532

*This number represents six months of activity.

Totals subject to rounding and audit adjustments.

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G. Impact Fees Distributed to the School Board
(Processed by Clerk & Comptroller)

	FY 2011-2012	FY 2012-2013	Oct - Mar * FY 2013-2014
Impact Fees			
Current FY - First six months:			\$1,943,266
Completed fiscal years:	\$5,335,163	\$6,279,081	

*This number represents six months of activity.

**The total amount collected from inception, net of Clerk's fees, on behalf of the School Board is \$113,348,736.

Totals subject to rounding and audit adjustments.

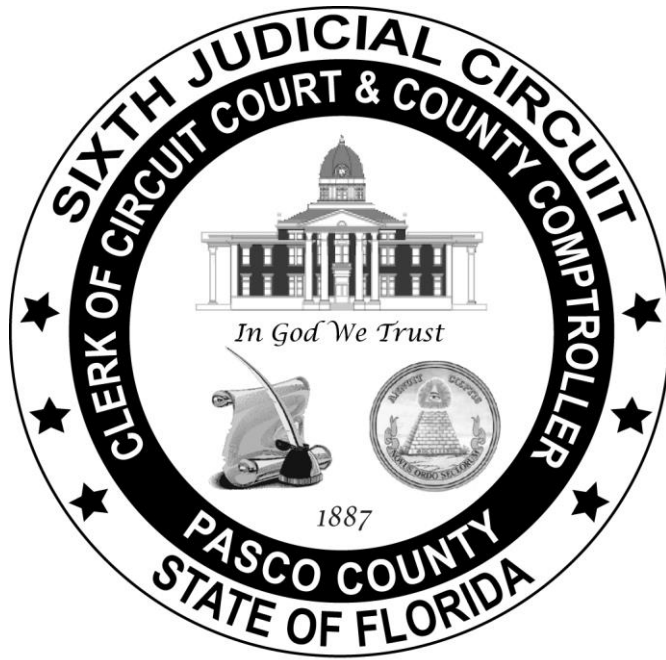
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H. Revenue Distributed to Other Agencies
(Processed by Clerk & Comptroller)

	FY 2011-2012	FY 2012-2013	Oct - Mar * FY 2013-2014
Other Agencies:			
Tax Deed and Applications - Other	\$396,425	\$527,661	\$790,123
FACC and Comptrollers, Inc.	38,204	44,803	16,715
TOTALS: Current FY - First six months:			\$806,838
Completed fiscal years:	\$434,629	\$572,464	

*This number represents six months of activity.
Totals subject to rounding and audit adjustments.



APPENDICES

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Appendix A: Florida Constitution - Article V

ARTICLE V. JUDICIARY

SECTION 14. (b) All funding for the offices of the clerks of the circuit and county courts performing court-related functions, except as otherwise provided in this subsection and subsection (c), shall be provided by adequate and appropriate filing fees for judicial proceedings and service charges and costs for performing court-related functions as required by general law. Selected salaries, costs, and expenses of the state courts system may be funded from appropriate filing fees for judicial proceedings and service charges and costs for performing court-related functions, as provided by general law. Where the requirements of either the United States Constitution or the Constitution of the State of Florida preclude the imposition of filing fees for judicial proceedings and service charges and costs for performing court-related functions sufficient to fund the court-related functions of the offices of the clerks of the circuit and county courts, the state shall provide, as determined by the legislature, adequate and appropriate supplemental funding from state revenues appropriated by general law.

(c) No county or municipality, except as provided in this subsection, shall be required to provide any funding for the state courts system, state attorneys' offices, public defenders' offices, court-appointed counsel or the offices of the clerks of the circuit and county courts performing court-related functions. Counties shall be required to fund the cost of communications services, existing radio systems, existing multi-agency criminal justice information systems, and the cost of construction or lease, maintenance, utilities, and security of facilities for the trial courts, public defenders' offices, state attorneys' offices, and the offices of the clerks of the circuit and county courts performing court-related functions. Counties shall also pay reasonable and necessary salaries, costs, and expenses of the state courts system to meet local requirements as determined by general law.

(d) The judiciary shall have no power to fix appropriations.

History.—S.J.R. 52-D, 1971; adopted 1972; Am. proposed by Constitution Revision Commission, Revision No. 7, 1998, filed with the Secretary of State May 5, 1998; adopted 1998.

SECTION 16. Clerks of the circuit courts.—There shall be in each county a clerk of the circuit court who shall be selected pursuant to the provisions of Article VIII section 1. Notwithstanding any other provision of the constitution, the duties of the clerk of the circuit court may be divided by special or general law between two officers, one serving as clerk of court and one serving as ex officio clerk of the board of county commissioners, auditor, recorder, and custodian of all county funds. There may be a clerk of the county court if authorized by general or special law.

History.—S.J.R. 52-D, 1971; adopted 1972.

ARTICLE VIII LOCAL GOVERNMENT

SECTION 1. Counties - (d) COUNTY OFFICERS. There shall be elected by the electors of each county, for terms of four years, a sheriff, a tax collector, a property appraiser, a supervisor of elections, and a clerk of the circuit court; except, when provided by county charter or special law approved by vote of the electors of the county, any county officer may be chosen in another manner therein specified, or any county office may be abolished when all the duties of the office prescribed by general law are transferred to another office. When not otherwise provided by county charter or special law approved by vote of the electors, the clerk of the circuit court shall be ex officio clerk of the board of county commissioners, auditor, recorder and custodian of all county funds.

History.—Am. H.J.R. 1907, 1973; adopted 1974; Am. H.J.R. 452, 1984; adopted 1984; Am. H.J.R. 125, 1998; adopted 1998; Am. proposed by Constitution Revision Commission, Revision No. 8, 1998, filed with the Secretary of State May 5, 1998; adopted 1998.

<http://www.leg.state.fl.us/Statutes/index.cfm?Mode=Constitution&Submenu=3&Tab=statutes&CFID=250029030&CFTOKEN=88019277#A8S01>

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Appendix B: Florida Statutes Chapter 28

CHAPTER 28: CLERKS OF THE CIRCUIT COURTS

28.001 Definitions.—As used in this chapter:

(1) “Official records” means each instrument that the clerk of the circuit court is required or authorized to record in one general series called “Official Records” as provided for in s. 28.222.

(2) “Public records” has the same meaning as in s. 119.011 and includes each official record.

History.—s. 1, ch. 94-348; s. 1, ch. 99-259.

28.01 Bond of circuit court clerks; small counties.—In each county of the state having a population of 150,000 or less according to the last state census, the clerk of the circuit court shall give bond as required by the board of county commissioners of the county, to be filed with the clerk of the circuit court and be conditioned upon the faithful discharge of the duties of office.

History.—ss. 1, 3, ch. 3724, 1887; RS 1381; GS 1821; RGS 3066; CGL 4847; s. 1, ch. 17754, 1937; s. 1, ch. 20719, 1941; ss. 10, 12, 35, ch. 69-106; s. 152, ch. 95-147; s. 12, ch. 95-312; s. 7, ch. 98-34.

28.02 Bond of circuit court clerks; large counties.—In each county of the state having a population in excess of 150,000 according to the last state census, the clerk of the circuit court shall give bond as required by the board of county commissioners of the county, to be filed with the clerk of the circuit court and be conditioned upon the faithful discharge of the duties of office.

History.—ss. 1, 3, ch. 3724, 1887; RS 1381; GS 1821; RGS 3066; CGL 4847; s. 1, ch. 17754, 1937; s. 1, ch. 20719, 1941; ss. 10, 12, 35, ch. 69-106; s. 153, ch. 95-147; s. 13, ch. 95-312; s. 8, ch. 98-34.

28.03 Obligation of sureties.—Each surety upon such bond may bind himself or herself for a specified sum, but the aggregate amount for which the sureties shall bind themselves shall not be less than the penalty of the bond.

History.—s. 9, ch. 3724, 1887; RS 934; GS 1822; RGS 3067; CGL 4848; s. 2, ch. 17754, 1937; s. 1, ch. 20719, 1941; s. 154, ch. 95-147.

28.04 Justification of sureties.—Each surety upon such bond shall make affidavit that the surety is a resident of the county for which the clerk is to be commissioned, and that he or she has sufficient visible property therein unencumbered and not exempt from sale under legal process to make good his or her bond.

History.—s. 10, ch. 3724, 1887; RS 935; GS 1823; RGS 3068; CGL 4849; s. 3, ch. 17754, 1937; s. 1, ch. 20719, 1941; s. 155, ch. 95-147.

28.05 Surety companies.—The provisions of ss. 28.01-28.04 as to number of sureties, affidavits of residence and justification of same, shall not apply to solvent surety companies authorized to do business and execute bonds in this state.

History.—GS 1824; RGS 3069; CGL 4850; s. 4, ch. 17754, 1937; s. 1, ch. 20719, 1941.

28.06 Power of clerk to appoint deputies.—The clerk of the circuit court may appoint a deputy or deputies, for whose acts the clerk shall be liable, and the said deputies shall have and exercise each and every power of whatsoever nature and kind as the clerk may exercise, excepting the power to appoint a deputy or deputies.

History.—s. 1, Feb. 12, 1834; s. 1, ch. 254, 1849; RS 1384; GS 1825; RGS 3070; CGL 4851; s. 1, ch. 21956, 1943; s. 156, ch. 95-147.

28.07 Place of office.—The clerk of the circuit court shall keep his or her office at the county seat. If the clerk finds a need for branch offices, they may be located in the county at places other than the county seat. Instruments presented for recording in the Official Records may be accepted and filed for that purpose at any branch office designated by the governing body of the county for the recording of instruments pursuant to s. 1, Art. VIII of the State Constitution. One or more deputy clerks authorized to

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issue process may be employed for such branch offices. The Official Records of the county must be kept at the county seat. Other records and books must be kept within the county but need not be kept at the county seat.

History.—s. 3, Feb. 12, 1834; RS 1385; GS 1826; RGS 3071; CGL 4852; s. 1, ch. 57-281; s. 1, ch. 87-190; ss. 2, 10, ch. 94-348; s. 2, ch. 99-259.

28.071 Clerk's seal.—Each clerk shall provide a seal which shall have inscribed thereon substantially the words:

“Circuit Court”

“Clerk,” “(Name of county)”

which shall be the official seal of the clerk of the circuit court in that county for authentication of all documents or instruments. It may be an imprint or impression type seal and shall be registered with the Department of State.

History.—s. 1, ch. 70-134; s. 1, ch. 70-439.

28.09 Clerk ad interim.—In the case of vacancy occurring in the office of a clerk of the circuit court by death, resignation, or other cause, the judge of that court shall appoint a clerk ad interim, who shall assume all the responsibilities, perform all the duties, and receive the same compensation for the time being as if he or she had been duly appointed to fill the office; and the clerk shall give such bond and security for the faithful performance of duties as required by the board of county commissioners.

History.—s. 1, ch. 722, 1855; RS 1393; GS 1838; RGS 3083; CGL 4866; s. 157, ch. 95-147; s. 9, ch. 98-34.

28.101 Petitions and records of dissolution of marriage; additional charges.—

(1) When a party petitions for a dissolution of marriage, in addition to the filing charges in s. 28.241, the clerk shall collect and receive:

(a) A charge of \$5. On a monthly basis, the clerk shall transfer the moneys collected pursuant to this paragraph to the Department of Revenue for deposit in the Child Welfare Training Trust Fund created in s. 402.40.

(b) A charge of \$5. On a monthly basis, the clerk shall transfer the moneys collected pursuant to this paragraph to the Department of Revenue for deposit in the Displaced Homemaker Trust Fund created in s. 446.50. If a petitioner does not have sufficient funds with which to pay this fee and signs an affidavit so stating, all or a portion of the fee shall be waived subject to a subsequent order of the court relative to the payment of the fee.

(c) A charge of \$55. On a monthly basis, the clerk shall transfer the moneys collected pursuant to this paragraph to the Department of Revenue for deposit in the Domestic Violence Trust Fund. Such funds which are generated shall be directed to the Department of Children and Family Services for the specific purpose of funding domestic violence centers.

(d) A charge of \$32.50. On a monthly basis, the clerk shall transfer the moneys collected pursuant to this paragraph as follows:

1. An amount of \$7.50 to the Department of Revenue for deposit in the Displaced Homemaker Trust Fund.

2. An amount of \$25 to the Department of Revenue for deposit in the General Revenue Fund.

(2) Upon receipt of a final judgment of dissolution of marriage for filing, and in addition to the filing charges in s. 28.241, the clerk may collect and receive a service charge of up to \$10.50 pursuant to s. 382.023 for the recording and reporting of such final judgment of dissolution of marriage to the Department of Health.

History.—s. 2, ch. 67-520; s. 2, ch. 70-134; s. 1, ch. 70-439; s. 1, ch. 73-300; s. 9, ch. 83-217; s. 103, ch. 86-220; s. 1, ch. 87-145; s. 25, ch. 87-387; s. 7, ch. 88-98; s. 2, ch. 88-181; s. 12, ch. 94-134; s. 12, ch. 94-135; s. 54, ch. 96-418; s. 82, ch. 97-237; s. 14, ch. 98-403; s. 13, ch. 99-2; s. 5, ch. 99-243; s. 4, ch. 2001-122; s. 25, ch. 2003-402; s. 3, ch. 2004-251; s. 14, ch. 2004-265.

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28.12 Clerk of the board of county commissioners.—The clerk of the circuit court shall be clerk and accountant of the board of county commissioners. He or she shall keep the minutes and accounts and perform such other duties as provided by law. The clerk shall have custody of the seal and affix the same to any paper or instrument as required by law.

History.—RS 1392; GS 1836; RGS 3081; CGL 4864; s. 3, ch. 70-134; s. 158, ch. 95-147.

28.13 Papers and electronic filings.—The clerk of the circuit court must maintain all papers and electronic filings in the clerk's office with the utmost care and security, storing them with related case files and affixing a stamp, which may be electronic, to each submission indicating the date and time that the submission was filed. The clerk may not permit any attorney or other person to remove filed documents from the control or custody of the clerk without leave of the court, except as otherwise provided by law.

History.—s. 59, Nov. 18, 1828; RS 1389; GS 1830; RGS 3075; CGL 4856; s. 1, ch. 89-297; s. 159, ch. 95-147; s. 1, ch. 2013-109.

28.14 Records, judgments, orders, and decrees prior to circuit courts.—All the records, judgments, orders, and decrees of the several circuit courts, in the respective counties, made and entered before July 28th, 1868, shall be taken and held to be the records, judgments, orders, and decrees of the circuit courts as established in said counties July 28th, 1868, and may be amended and enforced according to law and the practice of said courts.

History.—s. 9, ch. 1629, 1869; RS 1402; GS 1853; RGS 3098; CGL 4882.

28.15 Records from superior courts.—The files, rolls and books of record of the superior courts of the several districts of the Territory of Florida remaining in the clerk's offices of the respective counties, so far as the same, by the concurrence of the Congress and the Legislature of this state, may relate to matters of appropriate state authority and jurisdiction, are placed in the custody and under the control of the circuit courts of this state in the respective counties thereof, where the said superior courts were held and the records kept, and shall be deemed, held and taken to be files, rolls and records of the said circuit courts; and the said circuit courts may lawfully have and exercise such judicial cognizance and power over them as the said courts may lawfully have and exercise over their own files, rolls and records.

History.—s. 2, ch. 520, 1853; RS 1403; GS 1854; RGS 3099; CGL 4883.

28.16 Certain records from prior county courts.—All the records, judgments and orders in the several county courts, in the respective counties, made and entered prior to May 4th, 1875, where the amount sued upon exceeded the sum of \$100, shall be held, deemed and taken to be files, rolls and records of the circuit court and the said circuit court may lawfully have and exercise such cognizance and power over them as said courts may lawfully have and exercise over its own files, rolls and records.

History.—s. 1, ch. 3004, 1877; RS 1404-1406; s. 1, ch. 4725, 1899; GS 1855-1858; RGS 3100-3103; CGL 4884-4887.

28.211 Clerk to keep docket.—The clerk of the circuit court shall keep a progress docket in which he or she shall note the filing of each pleading, motion, or other paper and any step taken by him or her in connection with each action, appeal, or other proceeding before the court. The clerk may keep separate progress dockets for civil and criminal matters. The clerk shall keep an alphabetical index, direct and inverse, for the docket.

History.—s. 1, ch. 71-4; s. 160, ch. 95-147.

28.212 Minutes of court proceedings.—The clerk may keep minutes of court proceedings. The action of the court shall be noted in the minutes, but orders and judgments shall not be recorded in the minutes.

History.—s. 1, ch. 72-320.

28.213 Disposal of physical evidence filed as exhibits.—The clerk of any circuit court or county court may dispose of items of physical evidence which have been held as exhibits in excess of 3 years in cases on which no appeal, or collateral attack, is pending or can be made. Items of evidence having no monetary value which are designated by the clerk for removal shall be disposed of as unusable refuse. Items of evidence having a monetary value which are designated for removal by the clerk shall be sold and the revenue placed in the clerk's general revenue fund.

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History.—s. 1, ch. 72-7; s. 21, ch. 73-333; s. 2, ch. 89-176; s. 26, ch. 2003-402.

Note.—Former s. 43.195.

28.215 Pro se assistance.—The clerk of the circuit court shall provide ministerial assistance to pro se litigants. Assistance shall not include the provision of legal advice.

History.—s. 27, ch. 2003-402.

28.222 Clerk to be county recorder.—

(1) The clerk of the circuit court shall be the recorder of all instruments that he or she may be required or authorized by law to record in the county where he or she is clerk.

(2) The clerk of the circuit court shall record all instruments in one general series called “Official Records.” He or she shall keep a register in which he or she shall enter at the time of filing the filing number of each instrument filed for record, the date and hour of filing, the kind of instrument, and the names of the parties to the instrument. The clerk shall maintain a general alphabetical index, direct and inverse, of all instruments filed for record. The register of Official Records must be available at each office where official records may be filed.

(3) The clerk of the circuit court shall record the following kinds of instruments presented to him or her for recording, upon payment of the service charges prescribed by law:

(a) Deeds, leases, bills of sale, agreements, mortgages, notices or claims of lien, notices of levy, tax warrants, tax executions, and other instruments relating to the ownership, transfer, or encumbrance of or claims against real or personal property or any interest in it; extensions, assignments, releases, cancellations, or satisfactions of mortgages and liens; and powers of attorney relating to any of the instruments.

(b) Notices of lis pendens, including notices of an action pending in a United States court having jurisdiction in this state.

(c) Judgments, including certified copies of judgments, entered by any court of this state or by a United States court having jurisdiction in this state and assignments, releases, and satisfactions of the judgments.

(d) That portion of a certificate of discharge, separation, or service which indicates the character of discharge, separation, or service of any citizen of this state with respect to the military, air, or naval forces of the United States. Each certificate shall be recorded without cost to the veteran, but the clerk shall receive from the board of county commissioners or other governing body of the county the service charge prescribed by law for the recording.

(e) Notices of liens for taxes payable to the United States and other liens in favor of the United States, and certificates discharging, partially discharging, or releasing the liens, in accordance with the laws of the United States.

(f) Certified copies of petitions, with schedules omitted, commencing proceedings under the ¹Bankruptcy Act of the United States, decrees of adjudication in the proceedings, and orders approving the bonds of trustees appointed in the proceedings.

(g) Certified copies of death certificates authorized for issuance by the Department of Health which exclude the information that is confidential under s. 382.008, and certified copies of death certificates issued by another state whether or not they exclude the information described as confidential in s. 382.008.

(h) Any other instruments required or authorized by law to be recorded.

(4) The county recorder shall remove recorded court documents from the Official Records pursuant to a sealing or expunction order.

(5) Any reference in these statutes to the filing of instruments affecting title to real or personal property with the clerk of the circuit court shall mean recording of the instruments.

(6) The clerk of the circuit court may maintain a separate book for maps, plats, and drawings recorded pursuant to chapters 177, 253, and 337.

(7) All instruments recorded in the Official Records shall always be open to the public, under the supervision of the clerk, for the purpose of inspection thereof and of making extracts therefrom; but the

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clerk shall not be required to perform any service in connection with such inspection or making of extracts without payment of service charges as provided in s. 28.24.

History.—ss. 2, 4, ch. 71-4; s. 24, ch. 81-259; s. 2, ch. 84-114; s. 2, ch. 92-25; s. 1, ch. 93-42; s. 100, ch. 94-119; s. 11, ch. 94-348; s. 1324, ch. 95-147; s. 2, ch. 95-214; s. 83, ch. 97-237; s. 3, ch. 99-259; s. 2, ch. 2013-109.

¹**Note.**—Replaced by the 1978 Bankruptcy Code.

28.22205 Electronic filing process.—Each clerk of court shall implement an electronic filing process. The purpose of the electronic filing process is to reduce judicial costs in the office of the clerk and the judiciary, increase timeliness in the processing of cases, and provide the judiciary with case-related information to allow for improved judicial case management. The Legislature requests that, no later than July 1, 2009, the Supreme Court set statewide standards for electronic filing to be used by the clerks of court to implement electronic filing. The standards should specify the required information for the duties of the clerks of court and the judiciary for case management. The clerks of court shall begin implementation no later than October 1, 2009. The Florida Clerks of Court Operations Corporation shall report to the President of the Senate and the Speaker of the House of Representatives by March 1, 2010, on the status of implementing electronic filing. The report shall include the detailed status of each clerk office's implementation of an electronic filing process, and for those clerks who have not fully implemented electronic filing by March 1, 2010, a description of the additional steps needed and a projected timeline for full implementation. Revenues provided to counties and the clerk of court under s. 28.24(12)(e) for information technology may also be used to implement electronic filing processes.

History.—s. 16, ch. 2009-61.

28.2221 Electronic access to official records.—

(1) The Legislature finds that a proper and legitimate state purpose is served by providing the public with access to public records and information on the Internet. The Legislature further finds that a proper and legitimate state purpose is also served by preventing disclosure of records and information made exempt by law from public disclosure.

(2) No later than January 1, 2002, the county recorder in each county shall provide a current index of documents recorded in the official records of the county for the period beginning no later than January 1, 1990, on a publicly available Internet website which shall also contain a document requisition point for obtaining images or copies of the documents reflected in the index and which has the capability of electronically providing the index data to a central statewide search site. The index shall be limited to grantor and grantee names, party names, date, book and page number, comments, and type of record.

(3) Each county recorder shall use appropriate Internet security measures to ensure that no person has the ability to alter or to modify records placed on the Internet by the county recorder.

(4) Unless otherwise provided by law, no information retrieved electronically pursuant to this section shall be admissible in court as an authenticated document.

(5)(a) No county recorder or clerk of the court may place an image or copy of a public record, including an official record, on a publicly available Internet website for general public display if that image or copy is of a military discharge; death certificate; or a court file, record, or paper relating to matters or cases governed by the Florida Rules of Family Law, the Florida Rules of Juvenile Procedure, or the Florida Probate Rules.

(b) Any records specified in this subsection made available by the county recorder or clerk of the court on a publicly available Internet website for general public display prior to June 5, 2002, must be removed if the affected party identifies the record and requests that it be removed. Such request must be in writing and delivered by mail, facsimile, or electronic transmission, or in person to the county recorder or clerk of the court. The request must specify the identification page number of the document to be removed. No fee may be charged for the removal of a document pursuant to such request.

(c) No later than 30 days after June 5, 2002, notice of the right of any affected party to request removal of records pursuant to this subsection shall be conspicuously and clearly displayed by the county recorder or clerk of the court on the publicly available Internet website on which images or copies of the county's public records are placed and in the office of each county recorder or clerk of the court. In addition, no later than 30 days after June 5, 2002, the county recorder or the clerk of the court must have

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published, on two separate dates, a notice of such right in a newspaper of general circulation in the county where the county recorder's office is located as provided for in chapter 50. Such notice must contain appropriate instructions for making the removal request in person, by mail, by facsimile, or by electronic transmission. The notice shall state, in substantially similar form, that any person has a right to request that a county recorder or clerk of the court remove an image or copy of a public record, including an official record, from a publicly available Internet website if that image or copy is of a military discharge; death certificate; or a court file, record, or paper relating to matters or cases governed by the Florida Rules of Family Law, the Florida Rules of Juvenile Procedure, or the Florida Probate Rules. Such request must be made in writing and delivered by mail, facsimile, or electronic transmission, or in person to the county recorder or clerk of the court. The request must identify the document identification page number of the document to be removed. No fee will be charged for the removal of a document pursuant to such request.

(d) Any affected person may petition the circuit court for an order directing compliance with this subsection.

(e) By January 1, 2006, each county recorder or clerk of the court shall provide for electronic retrieval, at a minimum, of images of documents referenced as the index required to be maintained on the county's official records website by this section.

History.—s. 2, ch. 2000-164; s. 2, ch. 2002-302.

28.2222 Public records capital improvement plan.—On or before December 1 of each year immediately preceding each year in which the Public Records Modernization Trust Fund is scheduled for review under s. 19(f)(2), Art. III of the State Constitution, each clerk of the circuit court shall file a 4-year capital improvement plan with the President of the Senate and the Speaker of the House of Representatives. The plan must specify the clerk's goals for modernizing and improving the storage of, and public access to, public records and must state the manner in which moneys from the trust fund will be expended to obtain the stated objectives. The plan must specify the methodology used to determine the projected cost to implement the plan and to determine the projected revenue to meet the cost. Each capital improvement plan must state the progress made in fulfilling the objectives listed in the previously filed capital improvement plan and must state the manner in which moneys from the trust fund were expended to reach those objectives.

History.—s. 6, ch. 95-214; s. 5, ch. 2006-1.

28.223 Probate records; recordation.—

(1) The clerk of the circuit shall record all wills and codicils admitted to probate, orders revoking the probate of any wills and codicils, letters of administration, orders affecting or describing real property, final orders, orders of final discharge, and orders of guardianship filed in the clerk's office. No other petitions, pleadings, papers, or other orders relating to probate matters shall be recorded except on the written direction of the court. The direction may be by incorporation in the order of the words "To be recorded," or words to that effect. Failure to record an order or a judgment shall not affect its validity.

(2) The clerk shall record all instruments under this section in Official Records and index them in the same manner as prescribed in s. 28.222.

(3) All records of a court of this state heretofore exercising probate jurisdiction shall be placed, and remain, in the custody of the clerk and shall be the records of the circuit court. The circuit court may exercise judicial cognizance and power over them as it may over its own records.

(4) Certified transcripts of the whole or any part of probate or administration proceedings in any court of this state or of any foreign state or country may be recorded. If the certified copy is not a part of a pending probate proceeding in the court, the person causing it to be recorded shall pay the costs of recordation.

(5) The recording of any instrument required or permitted to be recorded under this section in a pending probate or administration proceeding in the county shall be included in the fees prescribed in s. 28.2401.

History.—s. 2, ch. 74-106; s. 1, ch. 77-174; s. 161, ch. 95-147; s. 20, ch. 95-401.

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28.231 Service charges by clerks of courts.—The clerk of any state appellate or county or state trial court shall receive as compensation for similar services the same charges as provided in this chapter for the clerk of the circuit court.

History.—s. 39, ch. 70-134.

28.235 Advance payments by clerk of circuit court.—The clerk of the circuit court is authorized to make advance payments on behalf of the county for goods and services, including, but not limited to, maintenance agreements and subscriptions, pursuant to rules or procedures adopted by the Chief Financial Officer for advance payments of invoices submitted to agencies of the state.

History.—s. 12, ch. 94-348; s. 89, ch. 2003-261.

28.24 Service charges by clerk of the circuit court.—The clerk of the circuit court shall charge for services rendered manually or electronically by the clerk's office in recording documents and instruments and in performing other specified duties. These charges may not exceed those specified in this section, except as provided in s. 28.345.

Charges:

- (1) For examining, comparing, correcting, verifying, and certifying transcripts of record in appellate proceedings, prepared by attorney for appellant or someone else other than clerk, per page. 5.00
- (2) For preparing, numbering, and indexing an original record of appellate proceedings, per instrument. 3.50
- (3) For certifying copies of any instrument in the public records.....2.00
- (4) For verifying any instrument presented for certification prepared by someone other than clerk, per page. 3.50
- (5)(a) For making copies by photographic process of any instrument in the public records consisting of pages of not more than 14 inches by 8 1/2 inches, per page. 1.00
- (b) For making copies by photographic process of any instrument in the public records of more than 14 inches by 8 1/2 inches, per page. 5.00
- (6) For making microfilm copies of any public records:
 - (a) 16 mm 100' microfilm roll. 42.00
 - (b) 35 mm 100' microfilm roll. 60.00
 - (c) Microfiche, per fiche. 3.50
- (7) For copying any instrument in the public records by other than photographic process, per page. 6.00
- (8) For writing any paper other than herein specifically mentioned, same as for copying, including signing and sealing. 7.00
- (9) For indexing each entry not recorded. 1.00
- (10) For receiving money into the registry of court:
 - (a) 1.First \$500, percent. 3
 - 2.Each subsequent \$100, percent. 1.5
 - (b) Eminent domain actions, per deposit. 170.00
- (11) For examining, certifying, and recording plats and for recording condominium exhibits larger than 14 inches by 8 1/2 inches:
 - (a) First page. 30.00
 - (b) Each additional page. 15.00
- (12) For recording, indexing, and filing any instrument not more than 14 inches by 8 1/2 inches, including required notice to property appraiser where applicable:
 - (a) First page or fraction thereof. 5.00
 - (b) Each additional page or fraction thereof. 4.00
 - (c) For indexing instruments recorded in the official records which contain more than four names, per additional name. 1.00

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(d) An additional service charge shall be paid to the clerk of the circuit court to be deposited in the Public Records Modernization Trust Fund for each instrument listed in s. 28.222, except judgments received from the courts and notices of lis pendens, recorded in the official records:

1. First page. 1.00
2. Each additional page. 0.50

Said fund shall be held in trust by the clerk and used exclusively for equipment and maintenance of equipment, personnel training, and technical assistance in modernizing the public records system of the office. In a county where the duty of maintaining official records exists in an office other than the office of the clerk of the circuit court, the clerk of the circuit court is entitled to 25 percent of the moneys deposited into the trust fund for equipment, maintenance of equipment, training, and technical assistance in modernizing the system for storing records in the office of the clerk of the circuit court. The fund may not be used for the payment of travel expenses, membership dues, bank charges, staff-recruitment costs, salaries or benefits of employees, construction costs, general operating expenses, or other costs not directly related to obtaining and maintaining equipment for public records systems or for the purchase of furniture or office supplies and equipment not related to the storage of records. On or before December 1, 1995, and on or before December 1 of each year immediately preceding each year during which the trust fund is scheduled for legislative review under s. 19(f)(2), Art. III of the State Constitution, each clerk of the circuit court shall file a report on the Public Records Modernization Trust Fund with the President of the Senate and the Speaker of the House of Representatives. The report must itemize each expenditure made from the trust fund since the last report was filed; each obligation payable from the trust fund on that date; and the percentage of funds expended for each of the following: equipment, maintenance of equipment, personnel training, and technical assistance. The report must indicate the nature of the system each clerk uses to store, maintain, and retrieve public records and the degree to which the system has been upgraded since the creation of the trust fund.

(e) An additional service charge of \$4 per page shall be paid to the clerk of the circuit court for each instrument listed in s. 28.222, except judgments received from the courts and notices of lis pendens, recorded in the official records. From the additional \$4 service charge collected:

1. If the counties maintain legal responsibility for the costs of the court-related technology needs as defined in s. 29.008(1)(f)2. and (h), 10 cents shall be distributed to the Florida Association of Court Clerks and Comptrollers, Inc., for the cost of development, implementation, operation, and maintenance of the clerks' Comprehensive Case Information System; \$1.90 shall be retained by the clerk to be deposited in the Public Records Modernization Trust Fund and used exclusively for funding court-related technology needs of the clerk as defined in s. 29.008(1)(f)2. and (h); and \$2 shall be distributed to the board of county commissioners to be used exclusively to fund court-related technology, and court technology needs as defined in s. 29.008(1)(f)2. and (h) for the state trial courts, state attorney, public defender, and criminal conflict and civil regional counsel in that county. If the counties maintain legal responsibility for the costs of the court-related technology needs as defined in s. 29.008(1)(f)2. and (h), notwithstanding any other provision of law, the county is not required to provide additional funding beyond that provided herein for the court-related technology needs of the clerk as defined in s. 29.008(1)(f)2. and (h). All court records and official records are the property of the State of Florida, including any records generated as part of the Comprehensive Case Information System funded pursuant to this paragraph and the clerk of court is designated as the custodian of such records, except in a county where the duty of maintaining official records exists in a county office other than the clerk of court or comptroller, such county office is designated the custodian of all official records, and the clerk of court is designated the custodian of all court records. The clerk of court or any entity acting on behalf of the clerk of court, including an association, shall not charge a fee to any agency as defined in s. 119.011, the Legislature, or the State Court System for copies of records generated by the Comprehensive Case Information System or held by the clerk of court or any entity acting on behalf of the clerk of court, including an association.

2. If the state becomes legally responsible for the costs of court-related technology needs as defined in s. 29.008(1)(f)2. and (h), whether by operation of general law or by court order, \$4 shall be remitted to the Department of Revenue for deposit into the General Revenue Fund.

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- (13) Oath, administering, attesting, and sealing, not otherwise provided for herein.3.50
- (14) For validating certificates, any authorized bonds, each.3.50
- (15) For preparing affidavit of domicile.5.00
- (16) For exemplified certificates, including signing and sealing.7.00
- (17) For authenticated certificates, including signing and sealing.7.00
- (18)(a) For issuing and filing a subpoena for a witness, not otherwise provided for herein (includes writing, preparing, signing, and sealing).7.00
- (b) For signing and sealing only.2.00
- (19) For approving bond.8.50
- (20) For searching of records, for each year's search.2.00
- (21) For processing an application for a tax deed sale (includes application, sale, issuance, and preparation of tax deed, and disbursement of proceeds of sale), other than excess proceeds.60.00
- (22) For disbursement of excess proceeds of tax deed sale, first \$100 or fraction thereof.10.00
- (23) Upon receipt of an application for a marriage license, for preparing and administering of oath; issuing, sealing, and recording of the marriage license; and providing a certified copy.30.00
- (24) For solemnizing matrimony.30.00
- (25) For sealing any court file or expungement of any record.42.00
- (26)(a) For receiving and disbursing all restitution payments, per payment.3.50
- (b) For receiving and disbursing all partial payments, other than restitution payments, for which an administrative processing service charge is not imposed pursuant to s. 28.246, per month.5.00
- (c) For setting up a payment plan, a one-time administrative processing charge in lieu of a per month charge under paragraph (b).25.00
- (27) Postal charges incurred by the clerk of the circuit court in any mailing by certified or registered mail shall be paid by the party at whose instance the mailing is made.
- (28) For furnishing an electronic copy of information contained in a computer database: a fee as provided for in chapter 119.

History.—s. 1, ch. 3106, 1879; RS 1394; GS 1839; RGS 3084; ss. 1, 2, ch. 11893, 1927; CGL 4867; s. 2, ch. 29749, 1955; s. 1, ch. 63-45; s. 5, ch. 70-134; s. 1, ch. 77-284; s. 1, ch. 78-367; s. 1, ch. 79-266; s. 12, ch. 79-400; s. 1, ch. 82-205; s. 35, ch. 85-180; s. 2, ch. 85-249; s. 22, ch. 87-95; s. 2, ch. 87-145; s. 1, ch. 88-176; s. 1, ch. 92-200; ss. 5, 13, ch. 94-348; s. 5, ch. 95-214; s. 2, ch. 2000-144; s. 90, ch. 2003-261; s. 28, ch. 2003-402; s. 16, ch. 2004-265; s. 6, ch. 2005-236; s. 14, ch. 2007-62; s. 6, ch. 2008-111; s. 2, ch. 2012-100; s. 3, ch. 2013-109.

28.2401 Service charges and filing fees in probate matters.—

- (1) Except when otherwise provided, the clerk may impose service charges or filing fees for the following services or filings, not to exceed the following amounts:
 - (a) Fee for the opening of any estate of one document or more, including, but not limited to, petitions and orders to approve settlement of minor's claims; to open a safe-deposit box; to enter rooms and places; for the determination of heirs, if not formal administration; and for a foreign guardian to manage property of a nonresident; but not to include issuance of letters or order of summary administration. \$230
 - (b) Charge for caveat. \$40
 - (c) Fee for petition and order to admit foreign wills, authenticated copies, exemplified copies, or transcript to record. \$230
 - (d) Fee for disposition of personal property without administration. \$230
 - (e) Fee for summary administration—estates valued at \$1,000 or more. \$340
 - (f) Fee for summary administration—estates valued at less than \$1,000. \$230
 - (g) Fee for formal administration, guardianship, ancillary, curatorship, or conservatorship proceedings. \$395

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- (h) Fee for guardianship proceedings of person only. \$230
- (i) Fee for veterans' guardianship pursuant to chapter 744. \$230
- (j) Charge for exemplified certificates. \$7
- (k) Fee for petition for determination of incompetency. \$230

The clerk shall remit \$115 of each filing fee collected under paragraphs (a), (c)-(i), and (k) to the Department of Revenue for deposit into the State Courts Revenue Trust Fund.

(2) Upon application by the clerk and a showing of extraordinary circumstances, the service charges or filing fees set forth in this section may be increased in an individual matter by order of the circuit court before which the matter is pending, to more adequately compensate for the services performed or filings made.

(3) An additional service charge of \$4 on petitions seeking summary administration, formal administration, ancillary administration, guardianship, curatorship, and conservatorship shall be paid to the clerk. The clerk shall transfer \$3.50 to the Department of Revenue for deposit into the Court Education Trust Fund and shall transfer 50 cents to the Department of Revenue for deposit into the Department of Financial Services' Administrative Trust Fund to fund clerk education. No additional fees, charges, or costs shall be added to the service charges or filing fees imposed under this section, except as authorized by general law.

(4) Recording shall be required for all petitions opening and closing an estate; petitions regarding real estate; and orders, letters, bonds, oaths, wills, proofs of wills, returns, and such other papers as the judge shall deem advisable to record or that shall be required to be recorded under the Florida Probate Code.

History.—s. 5, ch. 1981, 1874; s. 2, ch. 3888, 1889; RS 1592, 1596; GS 2056, 2060; RGS 3347, 3351; CGL 5200, 5204; s. 1, ch. 19174, 1939; CGL 1940 Supp. 2877(115); s. 1, ch. 21960, 1943; s. 1, ch. 28152, 1953; s. 1, ch. 65-430; s. 1, ch. 72-397; s. 16, ch. 73-333; s. 2, ch. 77-284; s. 2, ch. 78-367; s. 13, ch. 79-400; s. 25, ch. 81-259; s. 3, ch. 87-145; s. 5, ch. 91-152; s. 1, ch. 93-268; s. 2, ch. 96-209; s. 5, ch. 2001-122; s. 29, ch. 2003-402; s. 2, ch. 2004-5; s. 17, ch. 2004-265; s. 7, ch. 2008-111; s. 4, ch. 2009-61.

Note.—Former s. 36.17.

28.2402 Cost recovery; use of the circuit court for ordinance or special law violations.—

(1)(a) In lieu of payment of a filing fee under s. 28.241, a filing fee of \$10 shall be paid by a county or municipality when filing a county or municipal ordinance violation or violation of a special law in circuit court. This fee shall be paid to the clerk of the court for performing court-related functions. A county or municipality is not required to pay more than one filing fee for a single filing against a single defendant that contains multiple alleged violations. A filing fee, other than that imposed under this section, may not be assessed for initiating an enforcement proceeding in circuit court for a violation of a county or municipal code or ordinance or a violation of a special law. The filing fee shall not apply to instances in which a county or municipality has contracted with the state, or has been delegated by the state, responsibility for enforcing state operations, policies, or requirements under s. 125.69, s. 166.0415, or chapter 162.

(b) No other filing fee may be assessed for filing the violation in circuit court. If a person contests the violation in court, the court shall assess \$40 in costs against the nonprevailing party. The county or municipality shall be considered the prevailing party when there is a finding of violation to any count or lesser included offense of the charge. Costs recovered pursuant to this paragraph shall be deposited into the clerk's fine and forfeiture fund established pursuant to s. 142.01.

(2) To offset costs incurred by the clerks of the court in performing court-related functions associated with the processing of violations of special laws and municipal ordinances, 10 percent of the total amount of fines paid to each municipality for special law or ordinance violations filed in circuit court shall be retained by the clerk of the court for deposit into the clerk's fine and forfeiture fund established pursuant to s. 142.01, except for fines a portion of which the clerk of the court retains pursuant to any other provision of state law. A municipality does not include the unincorporated areas, if any, of a government created pursuant to s. 6(e), Art. VIII of the State Constitution.

History.—s. 30, ch. 2003-402; s. 18, ch. 2004-265; s. 7, ch. 2005-236.

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28.2405 Comprehensive Case Information System.—All clerks of the circuit court shall participate in the Comprehensive Case Information System of the Florida Association of Court Clerks and Comptrollers, Inc., and shall submit electronic case data to the system based on the case types designated by the Supreme Court.

History.—s. 3, ch. 2012-100.

28.241 Filing fees for trial and appellate proceedings.—

(1) Filing fees are due at the time a party files a pleading to initiate a proceeding or files a pleading for relief. Reopen fees are due at the time a party files a pleading to reopen a proceeding if at least 90 days have elapsed since the filing of a final order or final judgment with the clerk. If a fee is not paid upon the filing of the pleading as required under this section, the clerk shall pursue collection of the fee pursuant to s. 28.246.

(a)1.a. Except as provided in sub-subparagraph b. and subparagraph 2., the party instituting any civil action, suit, or proceeding in the circuit court shall pay to the clerk of that court a filing fee of up to \$395 in all cases in which there are not more than five defendants and an additional filing fee of up to \$2.50 for each defendant in excess of five. Of the first \$200 in filing fees, \$195 must be remitted to the Department of Revenue for deposit into the State Courts Revenue Trust Fund, \$4 must be remitted to the Department of Revenue for deposit into the Administrative Trust Fund within the Department of Financial Services and used to fund the contract with the Florida Clerks of Court Operations Corporation created in s. 28.35, and \$1 must be remitted to the Department of Revenue for deposit into the Administrative Trust Fund within the Department of Financial Services to fund audits of individual clerks' court-related expenditures conducted by the Department of Financial Services. By the 10th of each month, the clerk shall submit that portion of the filing fees collected in the previous month which is in excess of one-twelfth of the clerk's total budget to the Department of Revenue for deposit into the Clerks of the Court Trust Fund.

b. The party instituting any civil action, suit, or proceeding in the circuit court under chapter 39, chapter 61, chapter 741, chapter 742, chapter 747, chapter 752, or chapter 753 shall pay to the clerk of that court a filing fee of up to \$295 in all cases in which there are not more than five defendants and an additional filing fee of up to \$2.50 for each defendant in excess of five. Of the first \$100 in filing fees, \$95 must be remitted to the Department of Revenue for deposit into the State Courts Revenue Trust Fund, \$4 must be remitted to the Department of Revenue for deposit into the Administrative Trust Fund within the Department of Financial Services and used to fund the contract with the Florida Clerks of Court Operations Corporation created in s. 28.35, and \$1 must be remitted to the Department of Revenue for deposit into the Administrative Trust Fund within the Department of Financial Services to fund audits of individual clerks' court-related expenditures conducted by the Department of Financial Services.

c. An additional filing fee of \$4 shall be paid to the clerk. The clerk shall remit \$3.50 to the Department of Revenue for deposit into the Court Education Trust Fund and shall remit 50 cents to the Department of Revenue for deposit into the Administrative Trust Fund within the Department of Financial Services to fund clerk education provided by the Florida Clerks of Court Operations Corporation. An additional filing fee of up to \$18 shall be paid by the party seeking each severance that is granted. The clerk may impose an additional filing fee of up to \$85 for all proceedings of garnishment, attachment, replevin, and distress. Postal charges incurred by the clerk of the circuit court in making service by certified or registered mail on defendants or other parties shall be paid by the party at whose instance service is made. Additional fees, charges, or costs may not be added to the filing fees imposed under this section, except as authorized in this section or by general law.

2.a. Notwithstanding the fees prescribed in subparagraph 1., a party instituting a civil action in circuit court relating to real property or mortgage foreclosure shall pay a graduated filing fee based on the value of the claim.

b. A party shall estimate in writing the amount in controversy of the claim upon filing the action. For purposes of this subparagraph, the value of a mortgage foreclosure action is based upon the principal due on the note secured by the mortgage, plus interest owed on the note and any moneys advanced by the lender for property taxes, insurance, and other advances secured by the mortgage, at the time of filing the foreclosure. The value shall also include the value of any tax certificates related to the property. In

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stating the value of a mortgage foreclosure claim, a party shall declare in writing the total value of the claim, as well as the individual elements of the value as prescribed in this sub-subparagraph.

c. In its order providing for the final disposition of the matter, the court shall identify the actual value of the claim. The clerk shall adjust the filing fee if there is a difference between the estimated amount in controversy and the actual value of the claim and collect any additional filing fee owed or provide a refund of excess filing fee paid.

d. The party shall pay a filing fee of:

(I) Three hundred and ninety-five dollars in all cases in which the value of the claim is \$50,000 or less and in which there are not more than five defendants. The party shall pay an additional filing fee of up to \$2.50 for each defendant in excess of five. Of the first \$200 in filing fees, \$195 must be remitted by the clerk to the Department of Revenue for deposit into the General Revenue Fund, \$4 must be remitted to the Department of Revenue for deposit into the Administrative Trust Fund within the Department of Financial Services and used to fund the contract with the Florida Clerks of Court Operations Corporation created in s. 28.35, and \$1 must be remitted to the Department of Revenue for deposit into the Administrative Trust Fund within the Department of Financial Services to fund audits of individual clerks' court-related expenditures conducted by the Department of Financial Services;

(II) Nine hundred dollars in all cases in which the value of the claim is more than \$50,000 but less than \$250,000 and in which there are not more than five defendants. The party shall pay an additional filing fee of up to \$2.50 for each defendant in excess of five. Of the first \$705 in filing fees, \$700 must be remitted by the clerk to the Department of Revenue for deposit into the General Revenue Fund, \$4 must be remitted to the Department of Revenue for deposit into the Administrative Trust Fund within the Department of Financial Services and used to fund the contract with the Florida Clerks of Court Operations Corporation created in s. 28.35, and \$1 must be remitted to the Department of Revenue for deposit into the Administrative Trust Fund within the Department of Financial Services to fund audits of individual clerks' court-related expenditures conducted by the Department of Financial Services; or

(III) One thousand nine hundred dollars in all cases in which the value of the claim is \$250,000 or more and in which there are not more than five defendants. The party shall pay an additional filing fee of up to \$2.50 for each defendant in excess of five. Of the first \$1,705 in filing fees, \$930 must be remitted by the clerk to the Department of Revenue for deposit into the General Revenue Fund, \$770 must be remitted to the Department of Revenue for deposit into the State Courts Revenue Trust Fund, \$4 must be remitted to the Department of Revenue for deposit into the Administrative Trust Fund within the Department of Financial Services to fund the contract with the Florida Clerks of Court Operations Corporation created in s. 28.35, and \$1 must be remitted to the Department of Revenue for deposit into the Administrative Trust Fund within the Department of Financial Services to fund audits of individual clerks' court-related expenditures conducted by the Department of Financial Services.

e. An additional filing fee of \$4 shall be paid to the clerk. The clerk shall remit \$3.50 to the Department of Revenue for deposit into the Court Education Trust Fund and shall remit 50 cents to the Department of Revenue for deposit into the Clerks of the Court Trust Fund within the Justice Administrative Commission to fund clerk education. An additional filing fee of up to \$18 shall be paid by the party seeking each severance that is granted. The clerk may impose an additional filing fee of up to \$85 for all proceedings of garnishment, attachment, replevin, and distress. Postal charges incurred by the clerk of the circuit court in making service by certified or registered mail on defendants or other parties shall be paid by the party at whose instance service is made. Additional fees, charges, or costs may not be added to the filing fees imposed under this section, except as authorized in this section or by general law.

(b) A party reopening any civil action, suit, or proceeding in the circuit court shall pay to the clerk of court a filing fee set by the clerk in an amount not to exceed \$50. For purposes of this section, a case is reopened after all appeals have been exhausted or time to file an appeal from a final order or final judgment has expired. A reopen fee may be assessed by the clerk for any motion filed by any party at least 90 days after a final order or final judgment has been filed with the clerk in the initial case. A reservation of jurisdiction by a court does not cause a case to remain open for purposes of this section or exempt a party from paying a reopen fee. A party is exempt from paying the fee for any of the following:

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1. A writ of garnishment;
 2. A writ of replevin;
 3. A distress writ;
 4. A writ of attachment;
 5. A motion for rehearing filed within 10 days;
 6. A motion for attorney's fees filed within 30 days after entry of a judgment or final order;
 7. A motion for dismissal filed after a mediation agreement has been filed;
 8. A disposition of personal property without administration;
 9. Any probate case prior to the discharge of a personal representative;
 10. Any guardianship pleading prior to discharge;
 11. Any mental health pleading;
 12. Motions to withdraw by attorneys;
 13. Motions exclusively for the enforcement of child support orders;
 14. A petition for credit of child support;
 15. A Notice of Intent to Relocate and any order issuing as a result of an uncontested relocation;
 16. Stipulations and motions to enforce stipulations;
 17. Responsive pleadings;
 18. Cases in which there is no initial filing fee; or
 19. Motions for contempt.
- (c)1. A party in addition to a party described in sub-subparagraph (a)1.a. who files a pleading in an original civil action in circuit court for affirmative relief by cross-claim, counterclaim, counterpetition, or third-party complaint shall pay the clerk of court a fee of \$395. A party in addition to a party described in sub-subparagraph (a)1.b. who files a pleading in an original civil action in circuit court for affirmative relief by cross-claim, counterclaim, counterpetition, or third-party complaint shall pay the clerk of court a fee of \$295. The clerk shall remit the fee to the Department of Revenue for deposit into the General Revenue Fund.
2. A party in addition to a party described in subparagraph (a)2. who files a pleading in an original civil action in circuit court for affirmative relief by cross-claim, counterclaim, counterpetition, or third-party complaint shall pay the clerk of court a graduated fee of:
- a. Three hundred and ninety-five dollars in all cases in which the value of the pleading is \$50,000 or less;
 - b. Nine hundred dollars in all cases in which the value of the pleading is more than \$50,000 but less than \$250,000; or
 - c. One thousand nine hundred dollars in all cases in which the value of the pleading is \$250,000 or more.
- The clerk shall remit the fees collected under this subparagraph to the Department of Revenue for deposit into the General Revenue Fund.
- (d) The clerk of court shall collect a service charge of \$10 for issuing an original, a certified copy, or an electronic certified copy of a summons. The clerk shall assess the fee against the party seeking to have the summons issued.
- (2) Upon the institution of any appellate proceeding from any lower court to the circuit court of any such county, including appeals filed by a county or municipality as provided in s. 34.041(5), or from the circuit court to an appellate court of the state, the clerk shall charge and collect from the party or parties instituting such appellate proceedings a filing fee not to exceed \$280 for filing a notice of appeal from the county court to the circuit court and, in addition to the filing fee required under s. 25.241 or s. 35.22, \$100 for filing a notice of appeal from the circuit court to the district court of appeal or to the Supreme Court. If the party is determined to be indigent, the clerk shall defer payment of the fee. The clerk shall remit the first \$80 to the Department of Revenue for deposit into the General Revenue Fund.
- (3) A filing fee may not be imposed upon a party for responding by pleading, motion, or other paper to a civil or criminal action, suit, proceeding, or appeal in a circuit court.

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- (4) The fees prescribed in this section do not include the service charges required by law for the clerk as provided in s. 28.24 or by other sections of the Florida Statutes. Filing fees authorized by this section may not be added to any civil penalty imposed by chapter 316 or chapter 318.
- (5) Filing fees for the institution or reopening of any civil action, suit, or proceeding in county court shall be charged and collected as provided in s. 34.041.
- (6) From each attorney appearing pro hac vice, the clerk of the circuit court shall collect a fee of \$100 for deposit into the General Revenue Fund.
- (7) Nothing in this section authorizes the assessment of a filing fee if the assessment is otherwise prohibited by law.

History.—ss. 3, 4, 5, 6, 7, 8, ch. 26931, 1951; ss. 3, 4, 5, ch. 29749, 1955; ss. 1, 2, ch. 57-322; s. 1, ch. 63-47; s. 1, ch. 63-43; s. 6, ch. 70-134; s. 1, ch. 74-154; s. 4, ch. 75-124; s. 1, ch. 77-174; s. 3, ch. 77-284; s. 2, ch. 82-168; s. 2, ch. 82-205; s. 10, ch. 83-217; s. 122, ch. 86-220; s. 4, ch. 87-145; s. 1, ch. 87-231; s. 2, ch. 88-176; s. 6, ch. 89-290; s. 1, ch. 90-181; s. 69, ch. 90-271; s. 3, ch. 91-152; s. 162, ch. 95-147; s. 3, ch. 96-209; s. 1, ch. 96-350; s. 14, ch. 96-354; s. 1, ch. 97-155; s. 12, ch. 99-277; s. 6, ch. 2001-122; s. 2, ch. 2002-55; ss. 31, 32, ch. 2003-402; s. 19, ch. 2004-265; s. 3, ch. 2006-245; s. 8, ch. 2008-111; ss. 5, 20, ch. 2009-61; s. 1, ch. 2009-204; s. 11, ch. 2010-162; s. 1, ch. 2011-133; s. 4, ch. 2012-100; s. 1, ch. 2012-138; [s. 3, ch. 2013-44](#).

28.242 Service charges retained when case laid in wrong venue.—The service charge paid by law to the clerk or judge of the court wherein a case is laid in the wrong venue shall be retained by him or her on the transfer thereof. The charge received by the clerk or judge upon the filing of the case is earned as of the time of filing, and another service charge shall be required of the person filing the action in another venue in accordance with the statutes applicable in the county or district to which transferred. If the service charge is not paid within 30 days from transfer, the action may be dismissed without prejudice.

History.—s. 1, ch. 59-300; s. 43, ch. 67-254; s. 7, ch. 70-134; s. 163, ch. 95-147.

Note.—Former s. 53.17(3).

28.243 Personal liability for accepting checks.—

(1) A check received by the office of a clerk of a court or comptroller which is tendered to him or her in payment for any services, collection of fines and forfeitures, sale of documentary stamps, recording of documents and instruments, collection of legal fees, or any other duties relating to his or her office and which is returned by the bank upon which the check is drawn shall be the personal liability of the clerk or comptroller unless the clerk or comptroller, after due diligence to collect the returned check, forwards the returned check to the state attorney of the circuit where the check was drawn for prosecution.

(2) Notwithstanding the provisions of subsection (1), the office of a clerk of a court or comptroller may accept personal checks drawn on any bank or similar financial institution in the United States for the payment of traffic fines and related court costs, and the clerk or comptroller shall not incur any personal liability for the acceptance of such checks. Any such check received by the office of a clerk of a court or comptroller which is returned by the bank upon which the check is drawn may be forwarded to the state attorney of the circuit where the check was presented for prosecution. The clerk or comptroller shall not be subject to the provisions of s. 832.07(2).

History.—s. 1, ch. 75-176; s. 1, ch. 83-277; s. 164, ch. 95-147.

28.244 Refunds.—A clerk of the circuit court or a filing officer of another office where records are filed who receives payment for services provided and thereafter determines that an overpayment has occurred shall refund to the person who made the payment the amount of any overpayment that exceeds \$10. If the amount of the overpayment is \$10 or less, the clerk of the circuit court or a filing officer of another office where records are filed is not required to refund the amount of the overpayment unless the person who made the overpayment makes a written request.

History.—s. 1, ch. 96-209; [s. 4, ch. 2013-109](#).

¹28.245 Transmittal of funds to Department of Revenue; uniform remittance form required.—

Notwithstanding any other provision of law, all moneys collected by the clerks of the court as part of the clerk's court-related functions for subsequent distribution to any state entity must be transmitted electronically, by the 10th day of the month immediately after the month in which the moneys are collected, to the Department of Revenue for appropriate distribution. A uniform remittance form provided by the Department of Revenue detailing the specific amounts due each fund must accompany such

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submittal. All moneys collected by the clerks of court for remittance to any entity must be distributed pursuant to the law in effect at the time of collection.

History.—s. 2, ch. 2001-122; s. 33, ch. 2003-402; s. 20, ch. 2004-265; s. 8, ch. 2005-236; s. 12, ch. 2010-162.

¹Note.—Section 17, ch. 2013-44, provides that “[n]otwithstanding the requirement in s. 28.245, Florida Statutes, that all moneys collected by the clerks of court be distributed pursuant to the law in effect at the time of collection, the modifications in the distribution of moneys made in sections 3, 9, and 12 of this act shall be applied to moneys collected during June 2013. This section shall take effect upon becoming law.”

28.2457 Mandatory monetary assessments.—

(1)(a) Except as otherwise provided by law, a monetary assessment mandated by statute shall be imposed and included in the judgment without regard to whether the assessment is announced in open court.

(b) When an assessment mandated by statute prescribes a minimum assessment and a maximum assessment, or prescribes solely a minimum assessment, the minimum assessment is presumed and shall be imposed and included in the judgment, unless the court specifies a greater amount.

(2) The clerks of court, through their association and in consultation with the Office of the State Courts Administrator, shall develop by October 1, 2012, a uniform form for the identification and imposition of all assessments mandated by statute. The clerks shall submit the form by that date, and by October 1 every year thereafter if necessary to reflect changes in the law, to the Supreme Court for approval. Upon approval of the form by the Supreme Court, all circuit and county courts shall use the form.

(3) As used in this section, the term “monetary assessment” or “assessment” includes, but is not limited to, a fine or other monetary penalty, fee, service charge, or cost.

History.—s. 1, ch. 2012-124.

28.246 Payment of court-related fines or other monetary penalties, fees, charges, and costs; partial payments; distribution of funds.—

(1) The clerk of the circuit court shall report the following information to the Legislature and the Florida Clerks of Court Operations Corporation on a form, and using guidelines developed by the clerks of court, through their association and in consultation with the Office of the State Courts Administrator:

(a) The total amount of mandatory fees, service charges, and costs assessed; the total amount underassessed, if any, which is the amount less than the minimum amount required by law to be assessed; and the total amount collected.

(b) The total amount of discretionary fees, service charges, and costs assessed and the total amount collected.

(c) The total amount of mandatory fines and other monetary penalties assessed; the total amount underassessed, if any, which is the amount less than the minimum amount required by law to be assessed; and the total amount collected.

(d) The total amount of discretionary fines and other monetary penalties assessed and the total amount collected.

The clerk, in reporting to the Legislature and corporation, shall separately identify the monetary amount assessed and subsequently discharged or converted to community service, to a judgment or lien, or to time served. The form developed by the clerks shall include separate entries for recording the amount discharged and the amount converted. If a court waives, suspends, or reduces an assessment as authorized by law, the portion waived, suspended, or reduced may not be deemed assessed or underassessed for purposes of the reporting requirements of this section. The clerk also shall report a collection rate for mandatory and discretionary assessments. In calculating the rate, the clerk shall deduct amounts discharged or converted from the amount assessed. The clerk shall submit the report on an annual basis 90 days after the end of the county fiscal year. The clerks and the courts shall develop by October 1, 2012, the form and guidelines to govern the accurate and consistent reporting statewide of assessments as provided in this section. The clerk shall use the new reporting form and guidelines in submitting the report for the county fiscal year ending September 30, 2013, and for each year thereafter.

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(2) The clerk of the circuit court shall establish and maintain a system of accounts receivable for court-related fees, charges, and costs.

(3) Court costs, fines, and other dispositional assessments shall be enforced by order of the courts, collected by the clerks of the circuit and county courts, and disbursed in accordance with authorizations and procedures as established by general law.

(4) The clerk of the circuit court shall accept partial payments for court-related fees, service charges, costs, and fines in accordance with the terms of an established payment plan. An individual seeking to defer payment of fees, service charges, costs, or fines imposed by operation of law or order of the court under any provision of general law shall apply to the clerk for enrollment in a payment plan. The clerk shall enter into a payment plan with an individual who the court determines is indigent for costs. A monthly payment amount, calculated based upon all fees and all anticipated costs, is presumed to correspond to the person's ability to pay if the amount does not exceed 2 percent of the person's annual net income, as defined in s. 27.52(1), divided by 12. The court may review the reasonableness of the payment plan.

(5) When receiving partial payment of fees, service charges, court costs, and fines, clerks shall distribute funds according to the following order of priority:

(a) That portion of fees, service charges, court costs, and fines to be remitted to the state for deposit into the General Revenue Fund.

(b) That portion of fees, service charges, court costs, and fines required to be retained by the clerk of the court or deposited into the Clerks of the Court Trust Fund within the Justice Administrative Commission.

(c) That portion of fees, service charges, court costs, and fines payable to state trust funds, allocated on a pro rata basis among the various authorized funds if the total collection amount is insufficient to fully fund all such funds as provided by law.

(d) That portion of fees, service charges, court costs, and fines payable to counties, municipalities, or other local entities, allocated on a pro rata basis among the various authorized recipients if the total collection amount is insufficient to fully fund all such recipients as provided by law.

To offset processing costs, clerks may impose either a per-month service charge pursuant to s. 28.24(26)(b) or a one-time administrative processing service charge at the inception of the payment plan pursuant to s. 28.24(26)(c).

(6) A clerk of court shall pursue the collection of any fees, service charges, fines, court costs, and liens for the payment of attorney fees and costs pursuant to s. 938.29 which remain unpaid after 90 days by referring the account to a private attorney who is a member in good standing of The Florida Bar or collection agent who is registered and in good standing pursuant to chapter 559. In pursuing the collection of such unpaid financial obligations through a private attorney or collection agent, the clerk of the court must have attempted to collect the unpaid amount through a collection court, collections docket, or other collections process, if any, established by the court, find this to be cost-effective and follow any applicable procurement practices. The collection fee, including any reasonable attorney's fee, paid to any attorney or collection agent retained by the clerk may be added to the balance owed in an amount not to exceed 40 percent of the amount owed at the time the account is referred to the attorney or agent for collection. The clerk shall give the private attorney or collection agent the application for the appointment of court-appointed counsel regardless of whether the court file is otherwise confidential from disclosure.

History.—s. 34, ch. 2003-402; s. 21, ch. 2004-265; s. 1, ch. 2005-2; s. 9, ch. 2005-236; s. 2, ch. 2009-204; s. 13, ch. 2010-162; s. 2, ch. 2012-124; ch. 2013-44.

28.29 Recording of orders and judgments.—Orders of dismissal and final judgments of the courts in civil actions shall be recorded in official records. Other orders shall be recorded only on written direction of the court. The direction may be by incorporation in the order of the words "To be recorded" or words to that effect. Failure to record an order or judgment shall not affect its validity. The certified copy of a judgment, required under s. 55.10 to become a lien on real property, shall be recorded only when presented for recording with the statutory service charge.

History.—ss. 1-3, ch. 23825, 1947; s. 3, ch. 71-4; s. 2, ch. 72-320.

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28.30 Records; destruction; reproduction; electronic recordkeeping.—

(1) The purpose of this section and s. 28.31 is to make available for the use of the clerks of the circuit court of the several counties of the state sufficient space to enable them to efficiently administer the affairs of office.

(2) The clerk of the circuit court of each county of the state is authorized to destroy and dispose of public records pursuant to the rules adopted by the Division of Library and Information Services of the Department of State pursuant to s. 257.36.

(3) Each clerk of the circuit court is authorized to photograph, microphotograph, or reproduce on film, or to maintain in an electronic recordkeeping system, any public record that the clerk may select. Such photographs, microphotographs, or other reproductions on film or reproductions from an electronic recordkeeping system shall be admissible in evidence with the same force and effect as the originals. Duly certified or authenticated reproductions of such photographs, microphotographs, reproductions on film, or reproductions from an electronic recordkeeping system shall be admitted in evidence equally with the original photographs, microphotographs, reproductions on film, or reproductions from an electronic recordkeeping system.

(4) The clerk of the circuit court shall follow procedures for electronic recordkeeping in accordance with rules adopted by the Division of Library and Information Services of the Department of State.

(5) Except when otherwise provided by law or applicable rule, a document that is submitted to the clerk of the circuit court by electronic transmission is deemed filed when the document is received and the date and time are acknowledged by the clerk, as opposed to the date and time of transmission. The clerk is not liable for malfunctions or errors occurring in the transmission of documents for filing by electronic means.

History.—ss. 1, 2, 3, 4, ch. 25433, 1949; s. 8, ch. 69-82; s. 6, ch. 94-348.

28.31 Notice to county commissioners of intent to destroy; approval of board.—The clerk of the circuit court shall notify the board of county commissioners of the clerk's county in writing a reasonable time in advance of his or her intention to destroy such records and if for any reason the board of county commissioners of such county shall request the clerk to withhold destruction of such records the clerk shall refrain until such time as he or she obtains approval of such board.

History.—s. 5, ch. 25433, 1949; s. 165, ch. 95-147.

28.32 Destruction of certain instruments.—After the expiration of 20 years from the date of the execution of any bond or other instrument held by the clerk of the circuit court or a sheriff of any of the several counties of the state, which said instrument was executed to secure the performance or nonperformance of any act or matter and no proceeding of any type is pending involving said instrument any of the several clerks of the circuit courts or sheriffs of the state are hereby authorized, empowered and directed to cancel said instruments and to destroy the same upon making appropriate notation of the destruction and disposition thereof upon any remaining records pertaining thereto.

History.—s. 1, ch. 25502, 1949.

28.33 Investment of county funds by the clerk of the circuit court.—The clerk of the circuit court in each county shall invest county funds in excess of those required to meet expenses as provided in s. 218.415. No clerk investing such funds shall be liable for the loss of any interest when circumstances require the withdrawal of funds placed in a time deposit and needed for immediate payment of county obligations. Except for interest earned on moneys deposited in the registry of the court, all interest accruing from moneys deposited shall be deemed income of the county and may be expended as receipts of the county as approved by the board of county commissioners pursuant to chapter 129. The clerk may invest moneys deposited in the registry of the court and shall retain as income of the office of the clerk and as a reasonable investment management fee 10 percent of the interest accruing on those funds with the balance of such interest being allocated in accordance with the interest of the depositors.

History.—s. 1, ch. 73-282; s. 1, ch. 82-117; s. 166, ch. 95-147; s. 7, ch. 2000-264; s. 6, ch. 2009-61.

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28.34 Salary discrimination based on gender or race; review within the county and circuit

courts.—Each clerk of the court shall undertake an annual review of compensation, race, and gender employment policies for all persons employed or appointed by the clerk. Within the context of comparable positions, skills, experience, and responsibility, any inequities found to exist on the basis of gender or race shall be eliminated.

History.—s. 6, ch. 91-74; s. 14, ch. 94-348.

28.345 State access to records; exemption from court-related fees and charges.—

(1) Notwithstanding any other provision of law, the clerk of the circuit court shall, upon request, provide access to public records without charge to the state attorney, public defender, guardian ad litem, public guardian, attorney ad litem, criminal conflict and civil regional counsel, and private court-appointed counsel paid by the state, and to authorized staff acting on their behalf. The clerk of court may provide the requested public record in an electronic format in lieu of a paper format if the requesting entity is capable of accessing such public record electronically.

(2) Notwithstanding any other provision of this chapter or law to the contrary, judges and those court staff acting on behalf of judges, state attorneys, guardians ad litem, public guardians, attorneys ad litem, court-appointed private counsel, criminal conflict and civil regional counsel, public defenders, and state agencies, while acting in their official capacity, are exempt from all court-related fees and charges assessed by the clerks of the circuit courts.

(3) The exemptions from fees or charges provided in this section apply only to state agencies and state entities and the party represented by the agency or entity.

History.—s. 35, ch. 2003-402; s. 22, ch. 2004-265; s. 10, ch. 2005-236; s. 15, ch. 2007-62; s. 5, ch. 2013-109.

28.35 Florida Clerks of Court Operations Corporation.—

(1)(a) The Florida Clerks of Court Operations Corporation is created as a public corporation organized to perform the functions specified in this section and s. 28.36. All clerks of the circuit court shall be members of the corporation and hold their position and authority in an ex officio capacity. The functions assigned to the corporation shall be performed by an executive council pursuant to the plan of operation approved by the members.

(b) The executive council shall be composed of eight clerks of the court elected by the clerks of the courts for a term of 2 years, with two clerks from counties with a population of fewer than 100,000, two clerks from counties with a population of at least 100,000 but fewer than 500,000, two clerks from counties with a population of at least 500,000 but fewer than 1 million, and two clerks from counties with a population of more than 1 million. The executive council shall also include, as ex officio members, a designee of the President of the Senate and a designee of the Speaker of the House of Representatives. The Chief Justice of the Supreme Court shall designate one additional member to represent the state courts system.

(c) The corporation shall be considered a political subdivision of the state and shall be exempt from the corporate income tax. The corporation is not subject to the provisions of chapter 120.

(d) The functions assigned to the corporation under this section and ss. 28.36 and 28.37 are considered to be for a valid public purpose.

(2) The duties of the corporation shall include the following:

(a) Adopting a plan of operation.

(b) Conducting the election of directors as required in paragraph (1)(b).

(c) Recommending to the Legislature changes in the amounts of the various court-related fines, fees, service charges, and costs established by law to ensure reasonable and adequate funding of the clerks of the court in the performance of their court-related functions.

(d) Developing and certifying a uniform system of workload measures and applicable workload standards for court-related functions as developed by the corporation and clerk workload performance in meeting the workload performance standards. These workload measures and workload performance standards shall be designed to facilitate an objective determination of the performance of each clerk in accordance with minimum standards for fiscal management, operational efficiency, and effective collection of fines, fees, service charges, and court costs. The corporation shall develop the workload

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measures and workload performance standards in consultation with the Legislature. When the corporation finds a clerk has not met the workload performance standards, the corporation shall identify the nature of each deficiency and any corrective action recommended and taken by the affected clerk of the court. The corporation shall notify the Legislature of any clerk not meeting workload performance standards and provide a copy of any corrective action plans. As used in this subsection, the term:

1. "Workload measures" means the measurement of the activities and frequency of the work required for the clerk to adequately perform the court-related duties of the office as defined by the membership of the Florida Clerks of Court Operations Corporation.

2. "Workload performance standards" means the standards developed to measure the timeliness and effectiveness of the activities that are accomplished by the clerk in the performance of the court-related duties of the office as defined by the membership of the Florida Clerks of Court Operations Corporation.

(e) Entering into a contract with the Department of Financial Services for the department to audit the court-related expenditures of individual clerks pursuant to s. 17.0.

(f) Reviewing, certifying, and recommending proposed budgets submitted by clerks of the court pursuant to s. 28.36. As part of this process, the corporation shall:

1. Calculate the minimum amount of revenue necessary for each clerk of the court to efficiently perform the list of court-related functions specified in paragraph (3)(a). The corporation shall apply the workload measures appropriate for determining the individual level of review required to fund the clerk's budget.

2. Prepare a cost comparison of similarly situated clerks of the court, based on county population and numbers of filings, using the standard list of court-related functions specified in paragraph (3)(a).

3. Conduct an annual base budget review and an annual budget exercise examining the total budget of each clerk of the court. The review shall examine revenues from all sources, expenses of court-related functions, and expenses of noncourt-related functions as necessary to determine that court-related revenues are not being used for noncourt-related purposes. The review and exercise shall identify potential targeted budget reductions in the percentage amount provided in Schedule VIII-B of the state's previous year's legislative budget instructions, as referenced in s. 216.023(3), or an equivalent schedule or instruction as may be adopted by the Legislature.

4. Identify those proposed budgets containing funding for items not included on the standard list of court-related functions specified in paragraph (3)(a).

5. Identify those clerks projected to have court-related revenues insufficient to fund their anticipated court-related expenditures.

6. Use revenue estimates based on the official estimate for funds accruing to the clerks of the court made by the Revenue Estimating Conference.

7. Identify and report pay and benefit increases in any proposed clerk budget, including, but not limited to, cost of living increases, merit increases, and bonuses.

8. Provide detailed explanation for increases in anticipated expenditures in any clerk budget that exceeds the current year budget by more than 3 percent.

9. Identify and report the budget of any clerk which exceeds the average budget of similarly situated clerks by more than 10 percent.

(g) Developing and conducting clerk education programs.

(h) Beginning August 1, 2014, and each August 1 thereafter, submitting to the Legislative Budget Commission, as provided in s. 11.90, its proposed budget and the information described in paragraph (f), as well as the proposed budgets for each clerk of the court. Before October 1 of each year beginning in 2014, the Legislative Budget Commission shall consider the submitted budgets and shall approve, disapprove, or amend and approve the corporation's budget and shall approve, disapprove, or amend and approve the total of the clerks' combined budgets or any individual clerk's budget. If the Legislative Budget Commission fails to approve or amend and approve the corporation's budget or the clerks' combined budgets before October 1, the clerk shall continue to perform the court-related functions based upon the clerk's budget for the previous county fiscal year.

(3)(a) The list of court-related functions that clerks may fund from filing fees, service charges, costs, and fines is limited to those functions expressly authorized by law or court rule. Those functions include

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the following: case maintenance; records management; court preparation and attendance; processing the assignment, reopening, and reassignment of cases; processing of appeals; collection and distribution of fines, fees, service charges, and court costs; processing of bond forfeiture payments; payment of jurors and witnesses; payment of expenses for meals or lodging provided to jurors; data collection and reporting; processing of jurors; determinations of indigent status; and paying reasonable administrative support costs to enable the clerk of the court to carry out these court-related functions.

(b) The list of court-related functions that clerks may not fund from filing fees, service charges, costs, and fines includes:

1. Those functions not specified within paragraph (a).
2. Functions assigned by administrative orders which are not required for the clerk to perform the functions in paragraph (a).
3. Enhanced levels of service which are not required for the clerk to perform the functions in paragraph (a).
4. Functions identified as local requirements in law or local optional programs.

(4) The corporation shall be funded pursuant to a contract with the Chief Financial Officer. Funds shall be provided to the Chief Financial Officer for such purpose as appropriated by general law. Such funds shall be available to the corporation for the performance of the duties and responsibilities set forth in this section. The corporation shall participate in the Florida Retirement System for its eligible employees as provided in chapter 121. The corporation may hire staff and pay other expenses from such funds as necessary to perform the official duties and responsibilities of the corporation as described in this section.

(5) Certified public accountants conducting audits of counties pursuant to s. 218.39 shall report, as part of the audit, whether the clerks of the courts have complied with the requirements of this section and s. 28.36. In addition, each clerk of court shall forward a copy of the financial audit to the Florida Clerks of Court Operations Corporation. The Auditor General shall develop a compliance supplement for the audit of compliance with the budgets and applicable workload performance standards certified by the corporation.

History.—s. 36, ch. 2003-402; s. 23, ch. 2004-265; s. 2, ch. 2005-2; s. 2, ch. 2006-312; s. 9, ch. 2008-111; s. 3, ch. 2009-204; s. 3, ch. 2011-52; s. 6, ch. 2013-44.

28.36 Budget procedure.—There is established a budget procedure for the court-related functions of the clerks of the court.

(1) Only those functions listed in s. 28.35(3)(a) may be funded from fees, service charges, costs, and fines retained by the clerks of the court.

(2) Each proposed budget shall further conform to the following requirements:

(a) On or before June 1 of each year beginning in 2014, the proposed budget shall be prepared, summarized, and submitted by the clerk in each county to the Florida Clerks of Court Operations Corporation in the manner and form prescribed by the corporation. The proposed budget must provide detailed information on the anticipated revenues available and expenditures necessary for the performance of the court-related functions listed in s. 28.35(3)(a) of the clerk's office for the county fiscal year beginning October 1.

(b) The proposed budget must be balanced such that the total of the estimated revenues available equals or exceeds the total of the anticipated expenditures. Such revenues include revenue projected to be received from fees, service charges, costs, and fines for court-related functions during the fiscal period covered by the budget. The anticipated expenditures must be itemized as required by the corporation.

(3) If a clerk of the court estimates that available funds plus projected revenues from fines, fees, service charges, and costs for court-related services are insufficient to meet the anticipated expenditures for the standard list of court-related functions in s. 28.35(3)(a) performed by his or her office, the clerk must report the revenue deficit to the corporation in the manner and form prescribed by the corporation. The corporation shall verify that the proposed budget is limited to the standard list of court-related functions in s. 28.35(3)(a). If the corporation verifies that a revenue deficit is projected, the corporation

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shall certify a revenue deficit and notify the Department of Revenue that the clerk is authorized to retain revenues, in an amount necessary to fully fund the projected revenue deficit, which he or she would otherwise be required to remit to the Department of Revenue for deposit into the department's Clerks of the Court Trust Fund pursuant to s. 28.37. If a revenue deficit is projected for that clerk after retaining all of the projected collections from the court-related fines, fees, service charges, and costs, the corporation shall certify the amount of the revenue deficit to the Executive Office of the Governor and request release authority for funds from the department's Clerks of the Court Trust Fund. Notwithstanding s. 216.192 relating to the release of funds, the Executive Office of the Governor may approve the release of funds in accordance with the notice, review, and objection procedures set forth in s. 216.177 and shall provide notice to the Department of Revenue and the Chief Financial Officer. The Department of Revenue shall request monthly distributions from the Chief Financial Officer in equal amounts to each clerk certified to have a revenue deficit, in accordance with the releases approved by the Governor.

(4) The Legislative Budget Commission may approve increases or decreases to the previously authorized budgets approved for individual clerks of the court pursuant to s. 28.35 for court-related functions, if:

(a) The additional budget authority is necessary to pay the cost of performing new or additional functions required by changes in law or court rule; or

(b) The additional budget authority is necessary to pay the cost of supporting increases in the number of judges or magistrates authorized by the Legislature.

History.—s. 37, ch. 2003-402; s. 24, ch. 2004-265; s. 3, ch. 2005-2; s. 11, ch. 2005-236; s. 10, ch. 2008-111; s. 4, ch. 2009-204; s. 14, ch. 2010-162; s. 2, ch. 2011-4; s. 7, ch. 2013-44.

28.37 Fines, fees, service charges, and costs remitted to the state.—

(1) Pursuant to s. 14(b), Art. V of the State Constitution, selected salaries, costs, and expenses of the state courts system and court-related functions shall be funded from a portion of the revenues derived from statutory fines, fees, service charges, and costs collected by the clerks of the court.

(2) Beginning November 1, 2013, that portion of all fines, fees, service charges, and costs collected by the clerks of the court for the previous month which is in excess of one-twelfth of the clerks' total budget for the performance of court-related functions shall be remitted to the Department of Revenue for deposit into the Clerks of the Court Trust Fund. Such collections do not include funding received for the operation of the Title IV-D child support collections and disbursement program. The clerk of the court shall remit the revenues collected during the previous month due to the state on or before the 10th day of each month.

(3) No later than January 25, 2015, and each January 25 thereafter for the previous county fiscal year, the clerks of court, in consultation with the Florida Clerks of Court Operations Corporation, shall remit to the Department of Revenue for deposit in the General Revenue Fund the cumulative excess of all fines, fees, service charges, and costs retained by the clerks of the court, plus any funds received by the clerks of the court from the Clerks of the Court Trust Fund under s. 28.36(3), which exceed the amount needed to meet their authorized budget amounts established under s. 28.35. The Department of Revenue shall transfer from the Clerks of Court Trust Fund to the General Revenue Fund the cumulative excess of all fines, fees, service charges, and costs submitted by the clerks of court pursuant to subsection (2). However, if the official estimate for funds accruing to the clerks of court made by the Revenue Estimating Conference for the current fiscal year or the next fiscal year is less than the cumulative amount of authorized budgets for the clerks of court for the current fiscal year, the Department of Revenue shall retain in the Clerks of the Court Trust Fund the estimated amount needed to fully fund the clerks of court for the current and next fiscal year based upon the current budget established under s. 28.35.

(4) The Department of Revenue shall collect any funds that the Florida Clerks of Court Operations Corporation determines upon investigation were due but not remitted to the Department of Revenue. The corporation shall notify the clerk of the court and the Department of Revenue of the amount due to the Department of Revenue. The clerk of the court shall remit the amount due no later than the 10th day of the month following the month in which notice is provided by the corporation to the clerk of the court.

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(5) Ten percent of all court-related fines collected by the clerk, except for penalties or fines distributed to counties or municipalities under s. 316.0083(1)(b)3. or s. 318.18(15)(a), 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.

History.—s. 38, ch. 2003-402; s. 25, ch. 2004-265; s. 12, ch. 2005-236; s. 5, ch. 2009-204; s. 5, ch. 2012-100; s. 8, ch. 2013-44.

28.42 Manual of filing fees, charges, costs, and fines.—The clerks of court, through their association and in consultation with the Office of the State Courts Administrator, shall prepare and disseminate a manual of filing fees, service charges, costs, and fines imposed pursuant to state law, for each type of action and offense, and classified as mandatory or discretionary. The manual also shall classify the fee, charge, cost, or fine as court-related revenue or noncourt-related revenue. The clerks, through their association, shall disseminate this manual to the chief judge, state attorney, public defender, and court administrator in each circuit and to the clerk of the court in each county. The clerks, through their association and in consultation with the Office of the State Courts Administrator, shall at a minimum update and disseminate this manual on July 1 of each year.

History.—s. 98, ch. 2004-265; s. 3, ch. 2012-124.

28.44 Clerk discontinuance of court-related functions.—

(1) No function of the clerk of court being performed in support of the trial courts by the individual clerks of court on July 1, 2004, may be discontinued or substantially modified on a unilateral basis except pursuant to this section. A clerk of court may discontinue performing a function performed in support of the trial court only if:

(a) The chief judge of the circuit has consented in writing to the discontinuance or substantial modification of the function performed in support of the trial court; or

(b) The clerk of court has given written notice of the intention to substantially modify or discontinue a function performed in support of the trial court at least 1 year before the effective date of the discontinuance or substantial modification of the function.

(2) "Substantial modification" of a function performed in support of the trial court means a modification which has the effect of reducing the level of services provided to the trial court.

History.—s. 13, ch. 2005-236.

28.45 Provision of financial data to Executive Office of the Governor.—Each clerk of court shall provide financial data concerning his or her expenditures for court-related duties, including expenditures for court-related information technology, to the Executive Office of the Governor for the purposes contained in ch. 2009-74, Laws of Florida, or similar legislation.

History.—s. 17, ch. 2009-204.

http://www.leg.state.fl.us/Statutes/index.cfm?App_mode=Display_Statute&URL=0000-0099/0028/0028.html

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Appendix C: Glossary of Terms

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

Board of County Commissioners (BCC) - The governing body of Pasco County, composed of five persons elected by constituents from districts across the County.

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

Budget Message - A brief written statement presented by the Clerk & Comptroller to explain principal budget issues.

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

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

County Administrator - The Chief Executive Officer of the County, appointed by the BCC.

Deficit - The excess of expenditures over revenue during the fiscal year.

Expenditures - Decrease in fund financial resources for the procurement of assets or the cost of goods and/or services received.

Fiscal Year - The annual accounting period. The County Fiscal Year runs from October 1st through September 30th, while the State Fiscal Year runs from July 1st through June 30th.

Fringe Benefits - Teammate benefits that include, but may not be limited to, social security, retirement, group health and life insurance, and dental coverage.

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

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

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General Fund - The governmental accounting fund supported by taxes, licenses and permits, service charges, and other general revenue to provide for operating services.

Grant - A contribution of assets (usually cash) by one governmental unit or organization to another, given for a specified purpose.

Indirect Costs - Costs associated with, but not directly attributed to, the provision of a product or service. These are usually costs incurred by administrative departments in support of operating departments. Also referred to as “overhead”.

Interfund Transfers - Budgeted amounts transferred from one fund to another fund.

Less Charges - Short title for “Less Charges to Other Departments/Funds.” A credit given to the operating department, which represents work completed on behalf of another department or fund. Its offset is a charge to the affected department or fund, and the result is to show associated project costs properly allocated.

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

Modified Accrual Method of Accounting - An accounting method commonly used by government agencies that combines accrual-basis accounting with cash-basis accounting. Modified accrual accounting recognizes revenue when it becomes available and measurable and, with a few exceptions, recognizes expenditures when liabilities are incurred. This system divides available funds into separate entities within the organization to ensure that the money is being spent where it was intended.

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

Personal Services - Costs related to compensating teammates, including salaries, wages, and fringe benefits.

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

Uniform Accounting System - The chart of accounts prescribed by the Office of the State Comptroller, designed to standardize financial information to facilitate comparison and evaluation of reports.