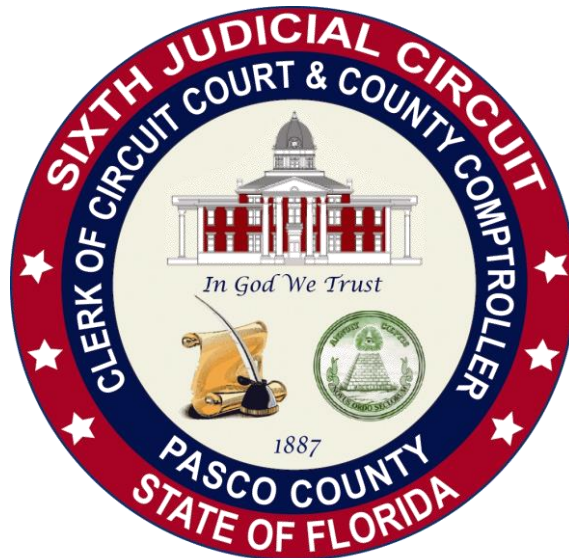


*Office of Paula S. O'Neil
Clerk & Comptroller
Pasco County, Florida*



*Annual Budget
Fiscal Year 2018-2019*

Excellence ... Always

**ANNUAL BUDGET
OF THE
OFFICE OF THE CLERK & COMPTROLLER
PASCO COUNTY, FLORIDA
FOR
FISCAL YEAR ENDING
SEPTEMBER 30, 2019**

Respectfully submitted by

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

Nichole Alvarez-Sowles, Esq., CPM, Chief Operations Officer
Heather Grimes, MBA, PMP, CPM, Chief Administrative Officer

Christine M. Mettler, MBA, CPM
Director of Budgets

Ann W. Warchol, MBA, CPM
Budget Analyst



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

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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.*



Organizational Values

The values of the Pasco County Clerk & Comptroller's Office derive from its mission:

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

- *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.
- *Excellence* – We achieve and exemplify the highest standards of performance with a commitment to the vision, goals, and expectations of the organization.
- *Teamwork* – We develop and strengthen relationships with our stakeholders as we share talents and resources to achieve common goals.





Strategic Direction and Perspectives



Preservation: Preserve the history of Pasco County, its citizens, and our customers, in accordance with the entrusted responsibilities of the Office.

Continue to:

- Preserve Pasco's history utilizing technological advancements, while ensuring security and reducing environmental impact.
- Enhance access to records entrusted to the Clerk & Comptroller's Office, while protecting confidential and exempt information.

Stewardship: Proficiently manage resources and perform at the highest level of excellence, while ensuring transparency.

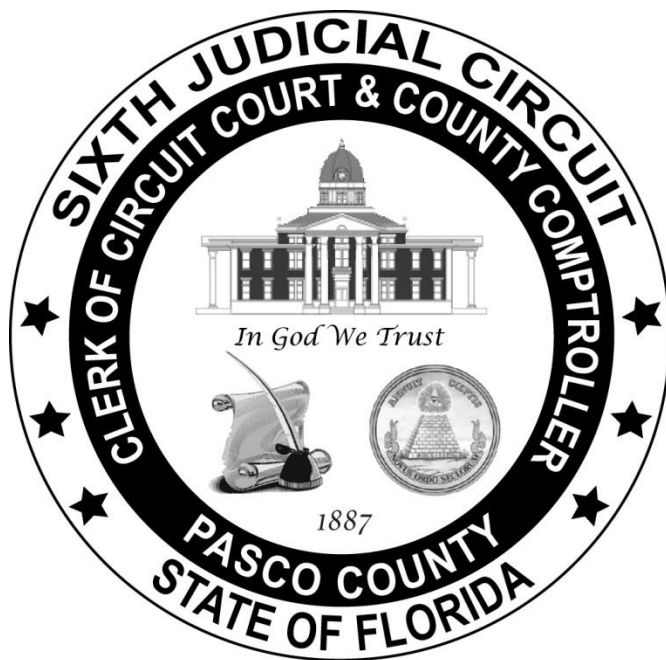
Continue to:

- Reduce expenses, while maintaining excellent customer service.
- Improve business practices and training to enhance organizational performance and effectiveness.

Community: Inspire public trust by engaging teammates to serve our customers and stakeholders with compassion and integrity.

Continue to:

- Increase community access to legal resources.
- Improve outreach by providing ongoing communications.
- Collaborate with stakeholders to improve service delivery.



CLERK TO THE BOARD



Mailing Addresses:

Dade City:
38053 Live Oak Avenue
Dade City, FL 33523-3894

New Port Richey:
P.O. Box 338
New Port Richey, FL 34656-0338

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7530 Little Road, Suite 106
New Port Richey, FL 34654

East Pasco Government Center
14236 Sixth Street, Suite 201
Dade City, FL 33523

West Pasco Government Center
7530 Little Road, Suite 220
New Port Richey, FL 34654

East Pasco Records Center
38319 McDonald Street
Dade City, FL 33525

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Excellence...Always

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

May 1, 2018

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

Re: Proposed Budget

Dear Chairman Wells and County Commissioners:

Pursuant to Section 129.03(2), Florida Statutes, the attached documents include 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 2018-2019.

The attached General Fund budget request is \$3,979,559. Increased efficiencies have allowed us to reduce expenditures in several areas. Although healthcare and retirement costs have risen and merit pay increases are being requested at a rate of 5%, the total request is only 9.4% over last year's final budget. Increases are necessary to attract and retain highly qualified employees, as turnover has increased significantly in recent years.

As per Ordinance 16-23, the Clerk & Comptroller's Office will continue to provide law library services through the Legal Resource Centers in East and West Pasco County. It is requested that \$118,893 be allocated in support of the services as outlined on page two of the attached documents. These services continue to be funded through dedicated revenue sources at no additional tax burden to the citizens of Pasco County and the Board of County Commissioners.

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.



I. Clerk to the Board

A. Funding Request

Personnel:		General Fund	2105 - East LRC	2106 - West LRC
511100	Clerk's Salary	30,469		
511200	Salaries	2,466,282	25,115	22,611
512100	FICA	190,351	1,924	1,730
512200	Retirement	262,398	2,078	1,868
512300	Group Insurance	501,315	9,500	9,500
512500	Unemployment	750		
Subtotal:		\$3,451,565	\$38,617	\$35,709
Operations:				
533100	Professional Services	20,973		
533400	Other Contracted Services	219,100	12,444	12,444
534000	Travel	22,937		
534001	Registration	20,765		
534100	Communications	25,324		
534400	Rental and Leases	11,752		
534602	Maintenance – Auto	16,200		
534603	Maintenance – Office	5,555		
534609	Maintenance – Software	80		
534700	Printing	5,613		
534920	Advertising	5,030		
534930	Commissions-Fees-Costs	93		
534950	Research/Tuition Reimbursement	4,125		
534951	Education and Training	25,561		
534952	Awards	2,683		
546009	IT Maintenance and Support	17,420		
555100	Office Supplies	2,863	465	331
555101	Postage	14,004	684	614
555106	Uncapitalized Equipment	7,573	188	281
555107	Data Processing Software	15,951		
555109	Computer Office Supplies	2,143		
555110	Multi-Purpose Copy Paper	3,272	2,914	3,182
555200	Operating Supplies	2,580		
555201	Fuel and Oil	7,195		
555207	Clothing and Wearing Apparel	1,339		
555401	Memberships	9,211		
555402	Books	2,265	5,510	5,510
555403	Periodicals and Subscriptions	1,458		
Subtotal:		\$473,065	\$22,205	\$22,362
Capital:				
566401	Automotive Equipment	50,000		
566402	Office Equipment	719		
566403	Other Equipment	4,210		
Subtotal:		\$54,929		
Total BCC Funding Request:		\$3,979,559	\$60,822	\$58,071

Note: Above request does not include Spectrum bandwidth or investment board fees and consulting costs. These recurring costs are included in the County's CFY 2018-2019 budget.

Table 1: Clerk to the Board Funding Request



B. Personnel Allocations

The following table lists positions that are totally allocated to the Board for Fiscal Year 2018-2019.

Accountant I, II	
Compliance Accountant	
Finance Clerk I, II, III	
Grants/Contract Specialist	
Manager of Financial Services	
Operations Lead	
Operations Supervisor	
Payroll Clerk I	
Records Clerk I, II	
Security Technician I, III	
Total Clerk to Board Personnel (FTEs):	37.5

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

Table 2: Clerk to the Board FTE Schedule

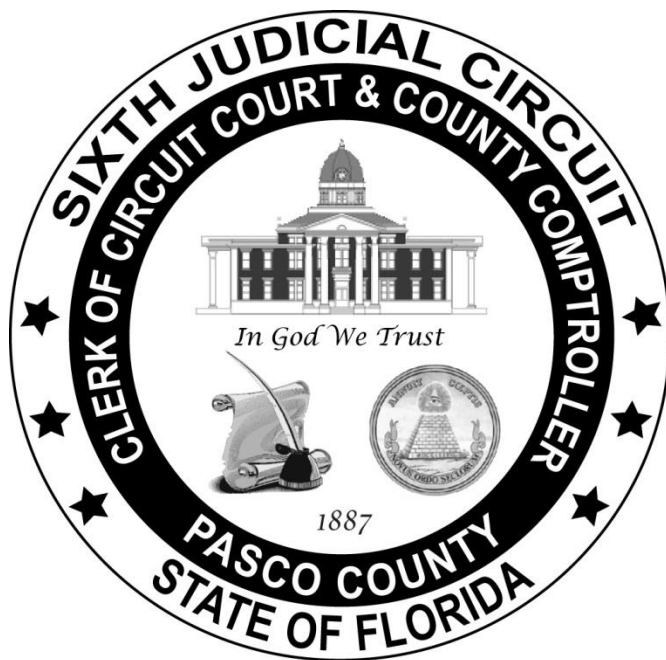
C. Apportioned Personnel

The operating requirements of the Office of the Clerk & Comptroller necessitate 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 Clerk to the Board operations:

Accountant II	Information Technology Manager
Assistant Director of Information	Intern
Assistant Director of Records	Mailroom Clerk
Assistant Director of Human Resources	Manager of Financial Services
Auditor I, II, III	Official Records Technical Specialist
Budget Analyst	Operations Lead
Chief Administrative Officer	Operations Supervisor
Chief Operations Officer	Operations Technician I
Courier	Process Analyst I
Director of Budgets	Programmer Analyst II, IV
Director of Financial Services	Project Specialist
Director of Human Resources	Purchasing Specialist
Director of Information Technology	Records Clerk I, II, III, IV
Director of Inspector General	Sr. Financial Services Technical
Director of Records	Systems Integration Facilitator
Executive Assistant	Tech Support Analyst I, III, IV, V, VI
Human Resources Benefits Analyst	Technical Specialist
Human Resources Specialist	Training Specialist
Human Resources Technician	User Support Analyst II
Total Apportioned Personnel (FTEs):	17.27

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

Table 3: Clerk to the Board Apportioned Personnel



EXECUTIVE SUMMARY



II. Executive 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, 2018, through September 30, 2019. The Clerk & Comptroller provides essential services to the public, justice system, BCC, County Administrator, 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, 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 eight departments, comprised of five business operations and three supportive functional areas. The Chief Operations Officer leads the business operations departments of Criminal Courts, Civil Courts, and Financial Services, and the operational support department of Information Technology. The Chief Administrative Officer leads the business operations department of Records, the support departments of Human Resources and Budget, and the Communications Office. The Department of Inspector General is the fifth business operations department and reports directly to the Clerk & Comptroller. The Organizational Chart on page 10 provides detailed information.

The basis for the Board-related funding request includes the requirements of the services provided to the BCC, 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 Statute mandates the BCC 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 to continue to operate and provide excellent customer service while court-related funding, a major revenue source, has decreased by almost \$5.1 million over the last ten years, with \$2.3 million over the last eight. Additional responsibilities, including increased reporting to state agencies, have been mandated and will be provided. The implementation of technological improvements and the retirement of long-term deputy clerks also continue to pose significant challenges. In response to these obstacles, the Clerk & Comptroller continues to emphasize close examination of policies and procedures. Due to ongoing budgetary challenges, priorities focus on providing required services and eliminating nonessential duties. Additional or continued responsibilities and requirements introduced, accomplished, or maintained include:



Civil Department

- Florida Supreme Court Order 11SC-399, revised October 18, 2012, required electronic filing as of April 1, 2013. The judiciary is currently testing a solution to view all documents electronically. Until the implementation is complete, all documents are needed in hard-copy format. Each electronically filed pleading must be reviewed, accepted, and docketed or returned for further action. The accepted pleadings then are printed and placed in case file folders. If multiple documents exist in a single filing, 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, docketed, and processed for special handling (if necessary).
- All cases must be reviewed, and remittance determinations made. Transactions may include escrow account assessments.
- New workflows have been designed to maximize efficiencies in the case maintenance system (CLERICUS) and the Florida Courts eFiling Portal.
- Quality assurance reports continue to be developed and reviewed.
- Business rules and procedures continue to be updated to coincide with new systems and requirements.
- Best practices for standardized docket code descriptions in the ePortal have been implemented.
- Documents are redacted on demand and in accordance with the Standards for Access to Electronic Court Records and the Access Security Matrix for viewing electronic images of court records. To accelerate the deployment of a judicial viewer in Pasco County, the Clerk's Office temporarily provided local development and support and is still providing integration support, as well as hosting the systems while working with County IT and the Sixth Circuit IT.
- Successful conversion of the Law Library to the Legal Resource Center (LRC), including the management transfer of it from the County to the Clerk & Comptroller, provides legal information to the public, legal community, and judiciary.

Criminal Department

- Voluntary criminal case eFiling was effective in October 2013. Mandatory criminal case eFiling was effective April 1, 2017. Department management has worked closely with the State Attorney's Office, the Public Defender's Office, and private attorneys to develop new workflows and processes to leverage eFiling.



- November 14, 2016, the Criminal Department went live with AgileJury®, replacing a legacy mainframe system. This transition allowed for improved workflows, including a web interface for individual jurors to qualify for service, request postponements or excusals, and to check the status of their reporting requirement. The improved workflows enhance efficient administration of the judiciary's juror needs. Additionally, this cutting-edge system provides a more robust juror data analysis and reporting functionality.
- December 12, 2016, the Criminal Department successfully converted to the CLERICUS case-management system, replacing the 38-year-old legacy system.
 - Post-go-live, the team:
 - transmits all case types (except juvenile) with delinquent balances in the Criminal Department to two collection agencies to enhance the collections of court-ordered costs, fines, and penalties for Pasco County
 - leverages enhanced technology, incorporating redaction practices required to protect legally confidential information, in compliance with Supreme Court Administrative Order 15-18
 - worked with County IT, the State Attorney, and the Public Defender to implement additional modules that will allow for an efficient paperless court operation for years to come
 - enhanced workflows by automating previously manually generated documents, improving the team's accuracy and efficiency

Financial Services Department

- Deliver outstanding service and remain well organized, efficient, and effective, despite an overall reduction in funding resources.
- Continue to recognize process improvements and technology efficiencies to perform the financial services functions of the Clerk & Comptroller.
- Continue conversion from the outdated FASBE financial system and implementation of Munis. A system upgrade is planned for CFY 2018-2019.
- Cultivate additional strategies to increase portfolio investment income.
- Ensure accurate and timely reporting requirements to all federal, state, and local agencies for financial reporting.
- Continue to streamline month-end and year-end processes.
- Carry on the application of less paper processing for Clerk and County financial documents, employee reimbursements through Munis employee reimbursement module, cash receipting, and electronic signatures.



- Assist with the development in the electronic management of financial document retention schedules.
- Review and evaluate all contracts and services to reduce costs.
- Provide online access to financial documents and reports.
- Develop and expand additional payment options for the citizens of Pasco County.
- Receive the Certificate of Achievement for Excellence in Financial Reporting from the Government Finance Officers Association of the United States and Canada for the Comprehensive Annual Financial Report (CAFR) for the 35th consecutive year.
- Receive the award for Outstanding Achievement in Popular Annual Financial Reporting (PAFR), initiated in accordance with Government Finance Officers Association (GFOA) standards for the fourth consecutive year.

Records Department

- Official Records Florida Court Clerks & Comptrollers (FCCC) Education webinars are held monthly to create best practices.
- Official Records electronically recorded 60,388 documents in 2017 through the eFiling Portal with Simplifile. Official Records looks to locally expand the vendors utilized for this purpose and increase substantially the number of electronically recorded documents over the next year.

All judgments and other court documents requiring recording and redaction come over electronically in a process that is 85% automated. The interface carries the image, indexing, and redactions from courts. There are three manual steps for acceptance of the document by the Official Records team. The team ensures the document will be indexed properly, verifies the placement of the book and page label so it does not obscure text, and performs a final verification of the code under which the document will be recorded. We are upgrading the process of verification of the placement of the book and page label so it does not obscure text. This will increase the level of electronically processing each document to 95%. 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 annual deadline for this submission is August 31.

Communications Office

- Responded to numerous public records requests to provide transparency.
- Established a foothold in social media with a Facebook page (Pasco County Clerk & Comptroller) and a Twitter account (@pascoclerk), each rolled out in the spring of 2017.



- Facebook “fans” passed 850 in November 2018.
- Twitter followers topped 740 in November 2018.
- Analytics provided by both Facebook and Twitter indicate our posts and tweets frequently are seen by far larger audiences than are represented by our fans and followers.
- During the approach of Hurricane Irma, and in its aftermath, our social media feeds became the go-to source for the legal community and our customers for news about Office and courthouse closings/openings, as well as the status of hearings and advisories.
- As a result of these efforts, MailChimp dollars were redirected into a much-needed online photo-editing subscription program by ending our lightly read e-newsletter.
- Boosted the publication of our in-house newsletter, The Teammate Times, to monthly from quarterly.
- Concurrently enhanced content of the newsletter to include human-interest stories about teammates, coverage of Office-related events with tightly edited photo galleries, and other regular features.
- Consistently provided area media with ready-to-publish releases and staff-produced photographs.
- Provided timely updates to our official website, www.pascoclerk.com.

As this is written, the Communications Office also is immersed in planning and preparation of two key projects:

- A redesigned website that promises to be cleaner, more engaging, and more interactive than its predecessor, while maintaining the original’s depth of useful information. Expected to go live in January 2019.
- An updated juror orientation video created to be more engaging, informative, and useful for Pasco residents who answer the call to perform a critical civic responsibility. Expected to debut in spring 2019.

Organizational Chart

Office of Paula S. O'Neil, Ph.D. Clerk & Comptroller

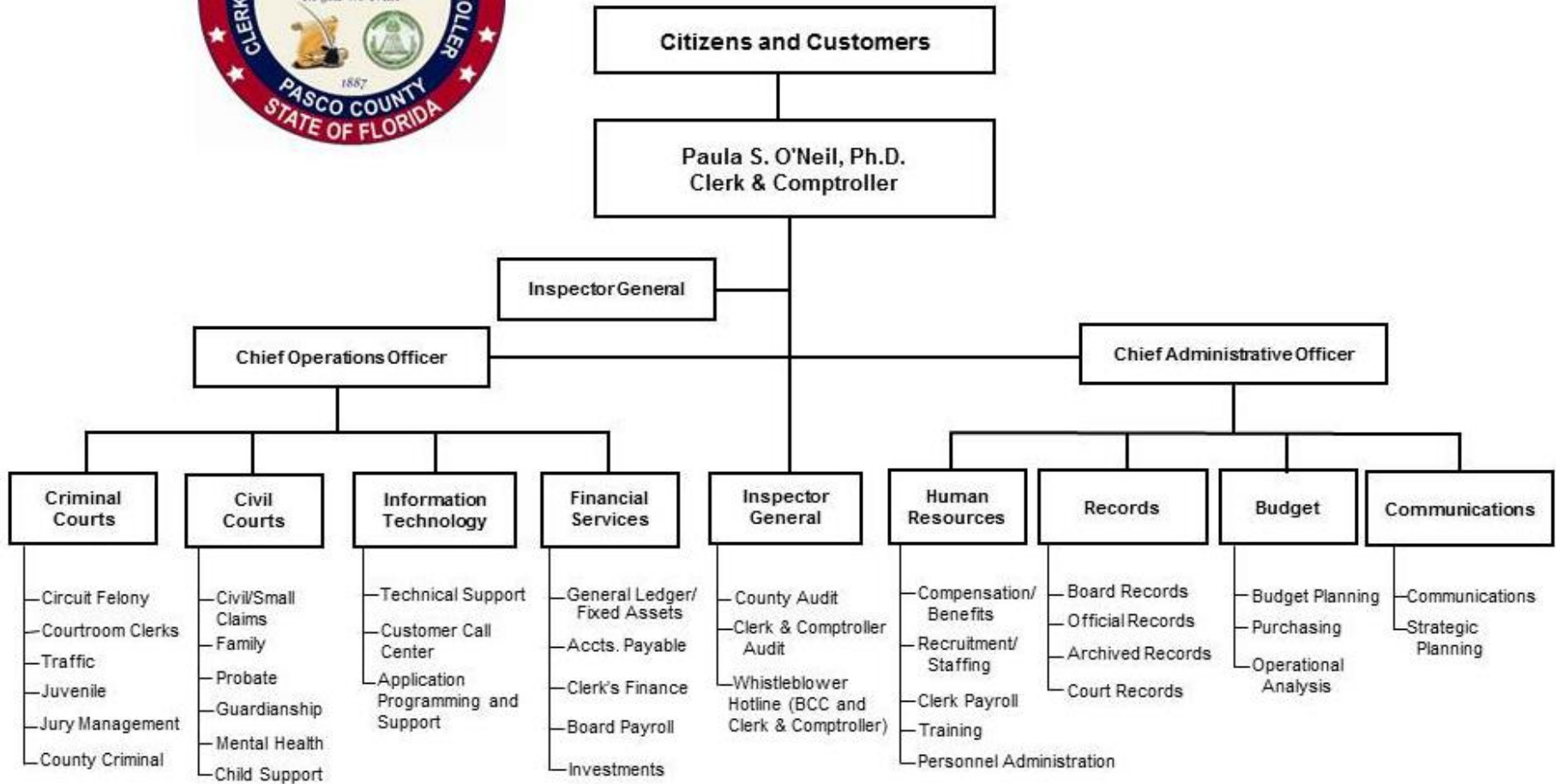


Figure 1: Organizational Chart



III. Economics and Demographics

A. Overview

Effective July 1, 2013, the Clerk of Court function and duties are funded by monies 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 1 of each year for the upcoming county fiscal year, which runs from October 1 through September 30. The following graphs depict how funding from the BCC and the State for clerks' offices statewide has changed and affected the Office budget over the last eight years. The ninth marker identifies CFY 2018-2019 funding in each graph. While a post-recession economic recovery continues, true stabilization and the ability to fund adequately new, organization-wide projects have yet to be fully realized.

In aggregate, the Fiscal Year 2018-2019 operational expense budget totals \$30,854,275, and includes interfund transfers, inter- and intrafund charges for services, and budgeted fund balances. This total reflects a \$1,143,234, or 3.8%, overall increase from the Fiscal Year 2017-2018 adopted budget. It contains the net result of court-related funding that has been significantly reduced over the last seven years, reduced fund balances that are carried over from one year to the next, and an increase in requested funding from the BCC.

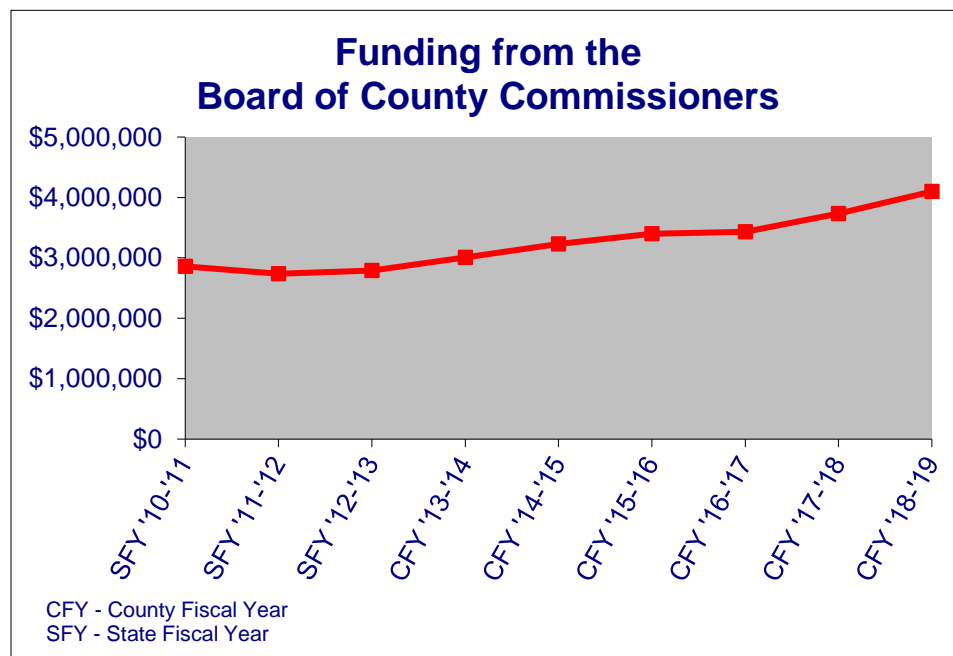


Figure 2: Annual funding from the Board

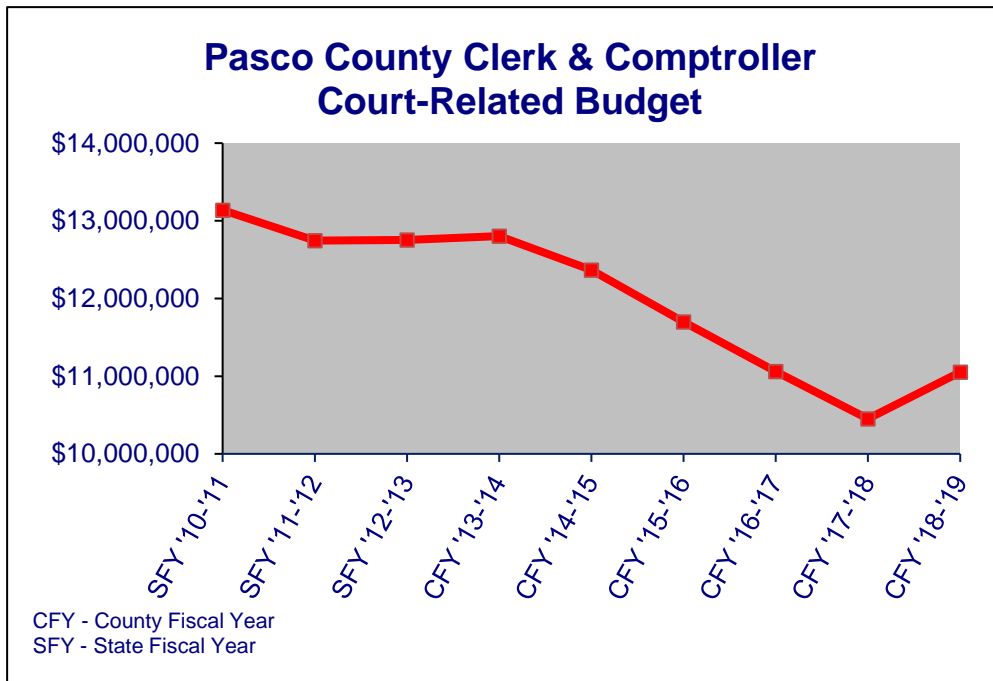


Figure 3: Court-Related Budget

While enduring multiple budgetary challenges over the past eight years, Pasco County continues to experience the additional burden of a growing population coupled with a rate of unemployment that remains higher than the national and state averages. This dynamic affects 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 population, demands the Clerk & Comptroller's Office continually refine methods of service delivery. In Figure 3 above, a net increase is the result of less money coming from a state trust fund, offset by an increase in legislated revenue.

Pasco County's unemployment rate remains higher than that of the State of Florida and relatively comparable to that of the United States. Pasco's population continues to increase, however, so it remains to be seen whether local employment opportunities will support the population growth. This

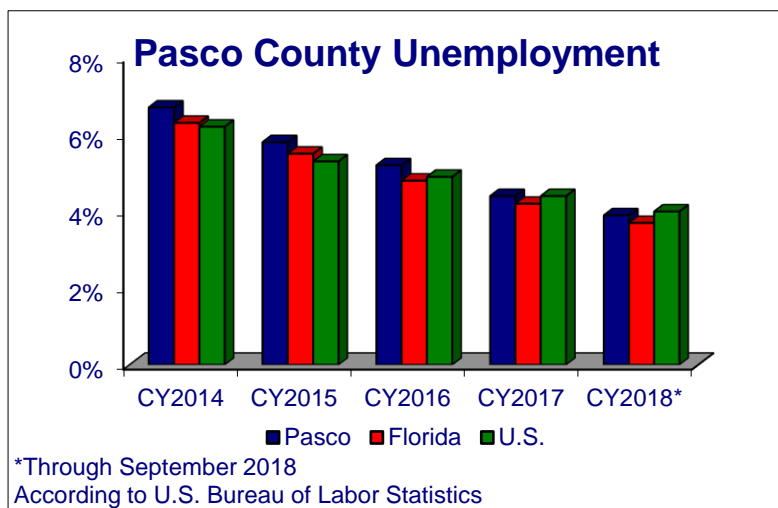


Figure 4: Pasco County Unemployment



arrangement reinforces the observation that Pasco may be experiencing an economic rebound while, at the same time, lagging behind the State of Florida's rate. It also may indicate that baby-boomer retirees are eyeing Pasco as a destination or current residents are staying in Pasco after they transition out of the workforce.

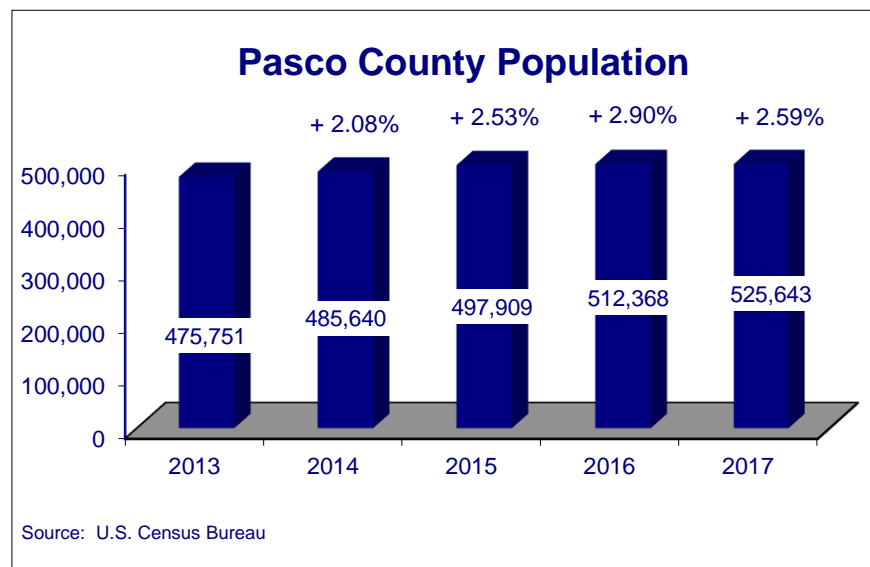


Figure 5: Pasco County Population

Cash Flows of the Clerk & Comptroller's Office

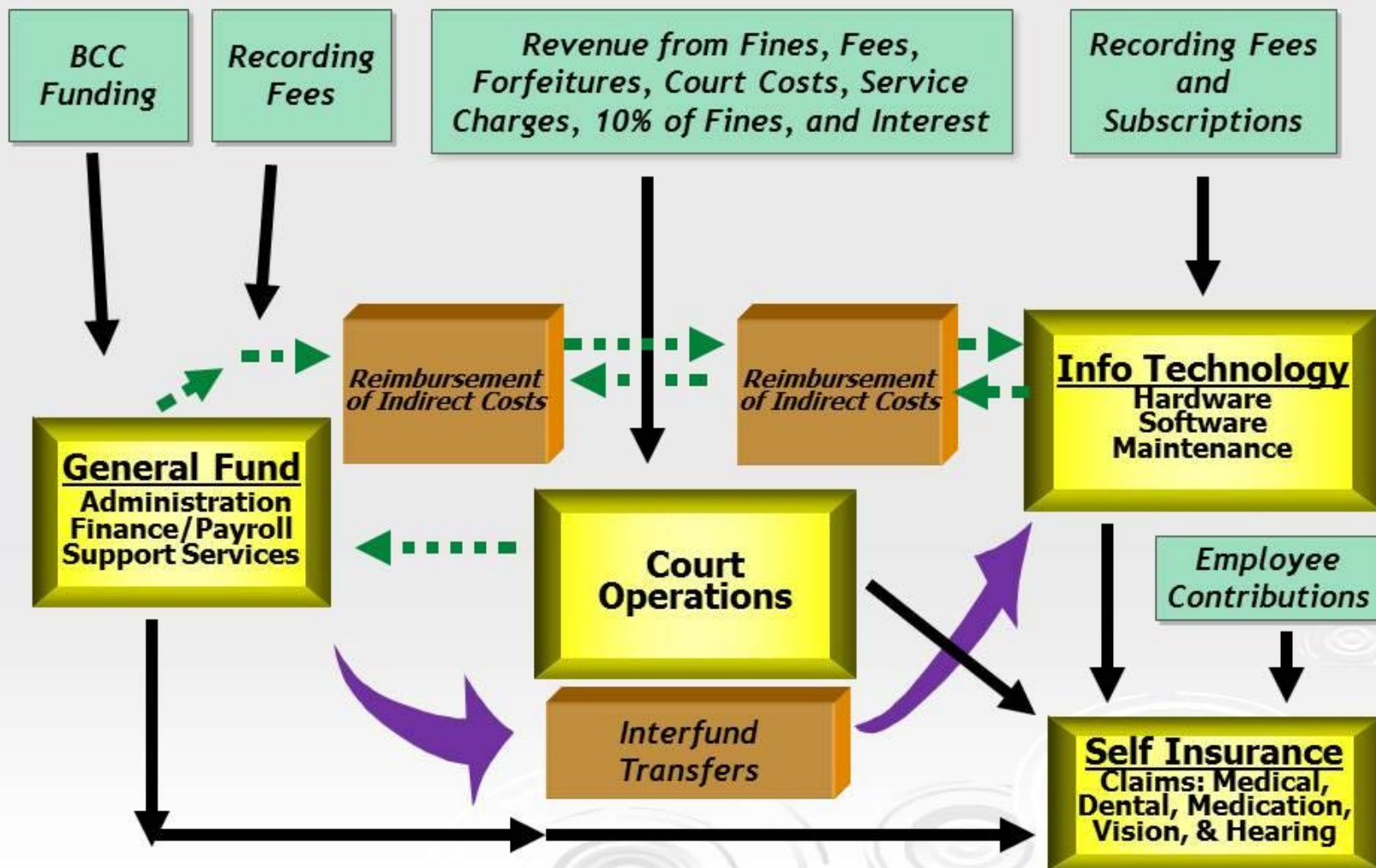


Figure 6: Cash Flows and Functional Area Financing



B. Pasco County Statistical Data

GEOGRAPHY¹			EMPLOYMENT³		
	Pasco	Florida		Pasco	Florida
Land Area (Square Miles)	746.89	53,624.76	Natural Resource and Mining	0.7%	0.9%
Persons/Square Mile	622.20	350.60	Construction	7.7%	5.7%
			Manufacturing	3.1%	4.3%
			Trade, Transportation, and Utilities	23.6%	20.6%
			Information	1.0%	1.6%
			Financial Activities	3.6%	6.5%
			Professional and Business Services	9.6%	15.5%
			Education and Health Services	19.7%	14.8%
			Leisure and Hospitality	12.9%	14.1%
			Other Services	3.1%	3.3%
			Government	15.1%	12.6%
COUNTY AND STATE POPULATION¹			AVERAGE ANNUAL WAGE³		
1980	193,661	9,746,961	All Industries	\$37,207	\$47,060
1990	281,131	12,938,071	Natural Resource and Mining	\$31,809	\$31,501
2000	344,771	15,982,839	Construction	\$38,479	\$47,342
2010	464,703	18,804,592	Manufacturing	\$47,514	\$57,824
2014	479,340	19,507,369	Trade, Transportation, and Utilities	\$31,566	\$41,939
2015	487,588	19,815,183	Information	\$50,068	\$77,256
2016	512,368	20,612,439	Financial Activities	\$44,538	\$69,701
2017 (Estimate)	525,643	20,984,400	Professional and Business Services	\$43,901	\$56,930
			Education and Health Services	\$47,626	\$48,616
			Leisure and Hospitality	\$17,049	\$24,399
			Other Services	\$28,590	\$33,996
			Government	\$41,970	\$52,022
CITIES AND POPULATION¹			DISTANCES TO OTHER FLORIDA DESTINATIONS (MILES)²		
Dade City		7,099	Clearwater		60
New Port Richey		16,167	Tallahassee		244
Port Richey		2,812	Tampa		39
San Antonio		1,359	Jacksonville		168
St. Leo		1,422	Orlando		64
Zephyrhills		14,907	Miami		265
			*Miles from County Seat of Dade City		
LABOR FORCE - 18 YEARS AND OLDER³					
2000					
Employed	54.6%	63.7%			
Unemployment Rate	3.7%	3.7%			
2010					
Employed	56.6%	62.2%			
Unemployment Rate	11.9%	11.1%			
2016					
Employed	55.7%	61.4%			
Unemployment Rate	5.2%	4.9%			
PER CAPITA INCOME³					
2000	\$22,946	\$29,744			
2010	\$32,049	\$38,626			
2011	\$33,580	\$40,494			
2012	\$33,522	\$41,000			
2013	\$33,706	\$40,797			
2014	\$34,911	\$43,064			
2015	\$36,684	\$45,441			
2016	\$37,083	\$45,953			

¹ 2010 United States Census

² Google Maps

³ Florida Legislature, Office of Economic and Demographic Research

Table 4: Pasco County Statistics

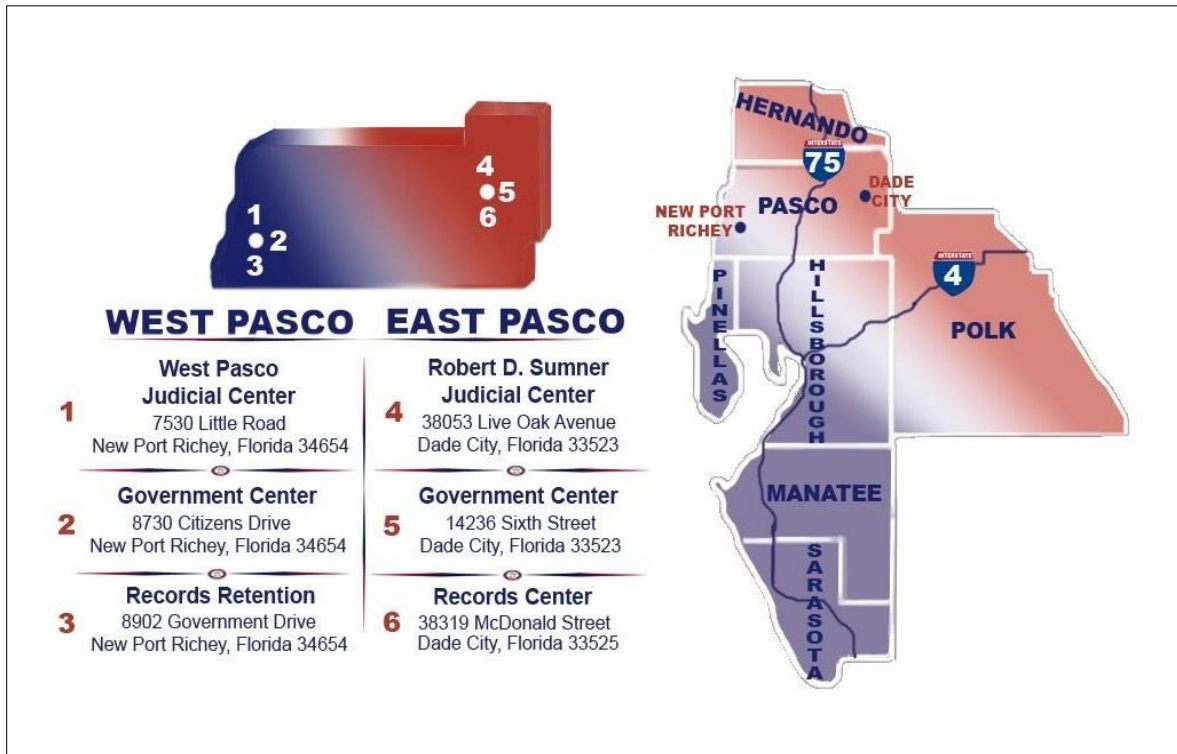


Figure 7: Pasco Clerk & Comptroller Facility Locations

Pasco County, located on Florida's Nature Coast, was established 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 London-born, Harvard-educated attorney who also served as Waukeenh Academy Principal, Army Confederate veteran, Florida Speaker of the House, and as the Clerk of Jefferson County. Despite having moved to the South only two years earlier, Sen. Pasco joined the army of the Confederate States of America at the outbreak of the Civil War. He was wounded and captured in Mississippi, becoming a prisoner of war, just one of many challenges he 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 44.2. Major manufacturers include Mettler-Toledo, Pall Aerospace Corporation, and Zephyrhills Bottled Water, Co. Its largest employers include the Pasco County District School Board, Pasco County Government, HCA Healthcare, and State of Florida. Median household income is \$46,010 as compared to the State's \$48,900, according to the Florida Legislature Office of Economic and Demographic Research.



IV. Awards and Recognition

Members of the Office of the Clerk & Comptroller were recognized with awards in Fiscal Year 2017-2018. 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*.



Figure 8: GFOA Distinguished Budget Presentation Award



1. *Government Finance Officers Association (GFOA) Distinguished Budget Presentation Award.* This award represents a significant achievement by the Clerk & Comptroller's Office, reflecting 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, 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. This award was received for the seventh year in a row
2. *Certificate of Achievement for Excellence in Financial Reporting from the Government Finance Officers Association of the United States and Canada.* This award was received for the 35th year in a row, in recognition of the FY 2016-2017 Comprehensive Annual Financial Report (CAFR). Established in 1945, this program recognizes 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. *Award for Outstanding Achievement in Popular Annual Financial Reporting from the Government Finance Officers Association of the United States and Canada* in recognition of the FY 2016-2017 Popular Annual Financial Report (PAFR). This is the fourth PAFR award received. The GFOA established the Popular Annual Financial Reporting Awards Program (PAFR Program) in 1991 to encourage and assist state and local governments in extracting information from their Comprehensive Annual Financial Report to produce high-quality Popular Annual Financial Reports specifically designed to be readily accessible and easily understandable to the public and other interested parties who lack a background in public finance.
4. *Passport Audit Awards.* The U.S. Department of State's Passport Services Division audits the Office every other year. Certificates of achievement for having perfect scores from the past two audits have been received (January 2015 and April 2017).



V. Local Government Activity and Factors

A. Pasco Median Age

The median age of Pasco County has decreased over the years. Younger generations also may be taking advantage of Pasco's growing amenities, less expensive housing, expanding school system, lower taxes, and easier commute to metro areas.

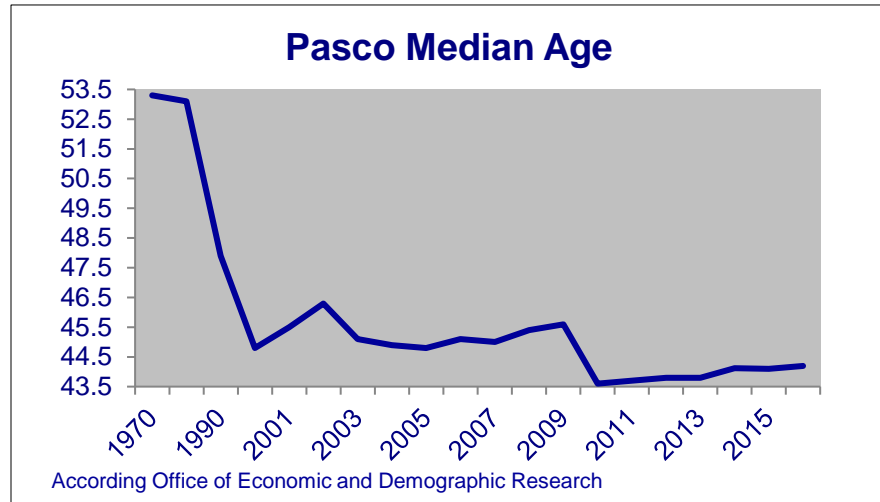


Figure 9: Pasco County Median Age

B. Housing and Permits

Statistics show single-family home sales increased between 2016 and 2017, and the median house price continued to increase over the last five years. Increased sales typically result in an increase in recording revenue received into the General Fund if sales are transacted with mortgages attached. Revenue does not increase proportionately if sales are transacted on a cash basis or with no mortgage. The reversal of Pasco's recording-related trends shows increased stability in the local real estate market.

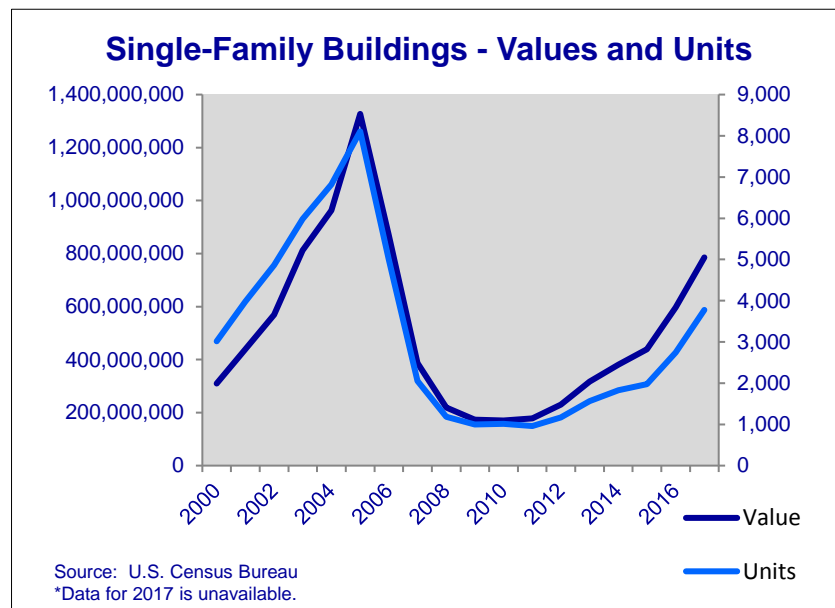


Figure 10: Single-Family Buildings - Values and Units

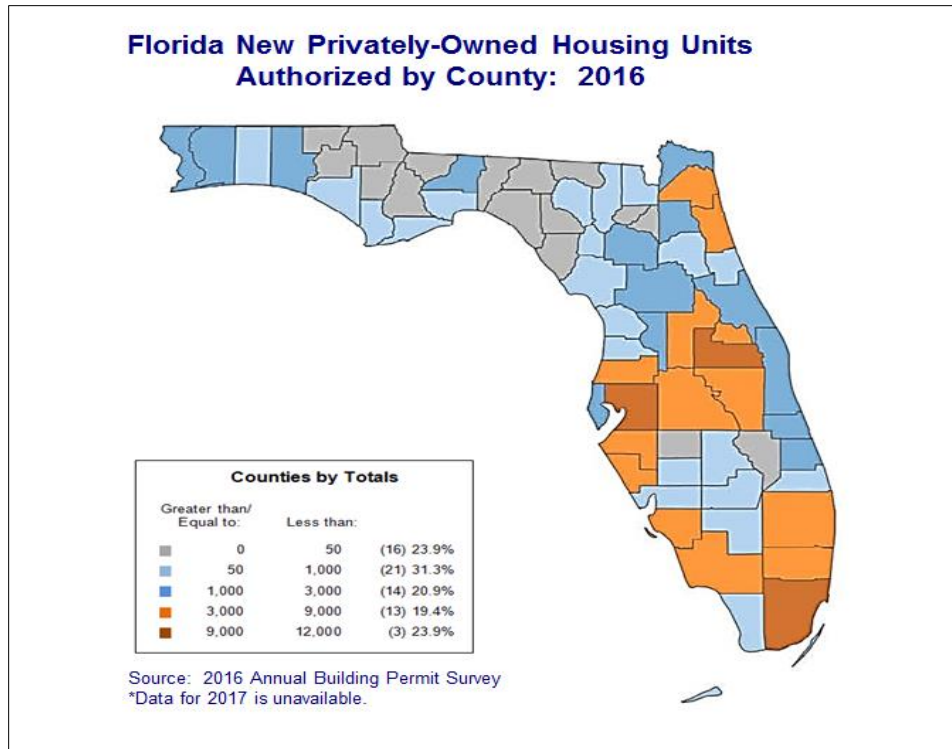


Figure 11: Authorized Housing Units by County

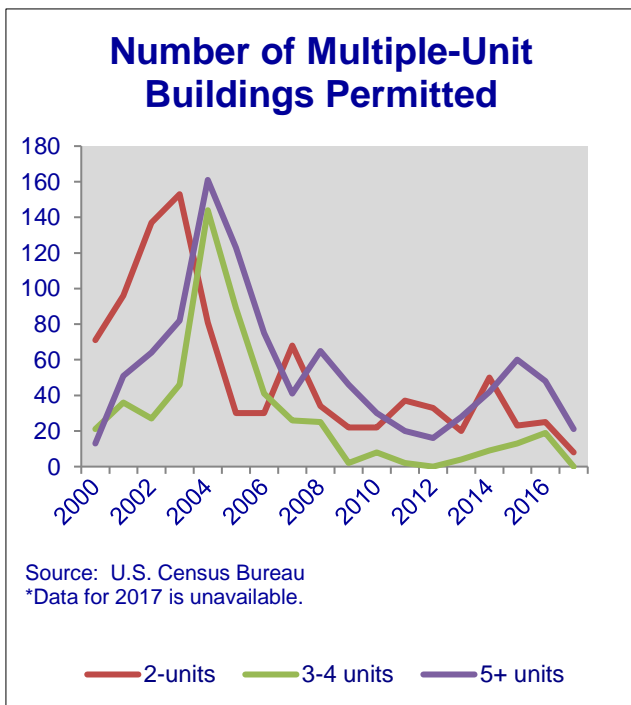


Figure 12: Multiple-Unit Buildings Permitted

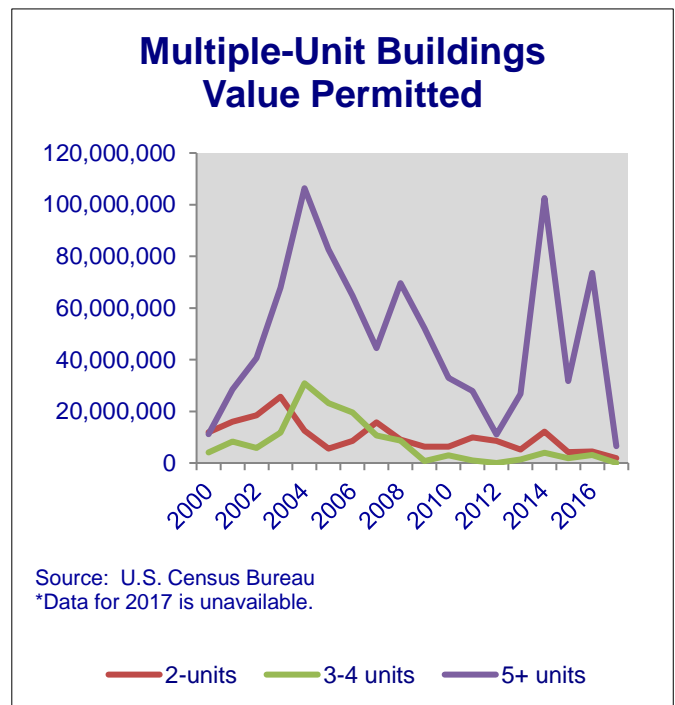


Figure 13: Multiple-Unit Buildings Value Permitted



C. Construction

The tide of new construction in Florida turned upward recently, once again becoming one of the fastest growing job sectors. In fact, in February 2017, Florida ranked first in the nation by adding 34,700 construction jobs for the year, a 7.5% increase, according to a Labor Department analysis. By 2017, the State's construction jobs were increasing significantly each month. These improvements brought Florida construction employment to 497,200, the third highest in the country, following California and Texas. Workers are returning to a landscape they were forced to abandon in 2007 and 2008. Plans for apartment building and townhouse construction supplement the increasing single-family homes trend, especially on the east side of the county.

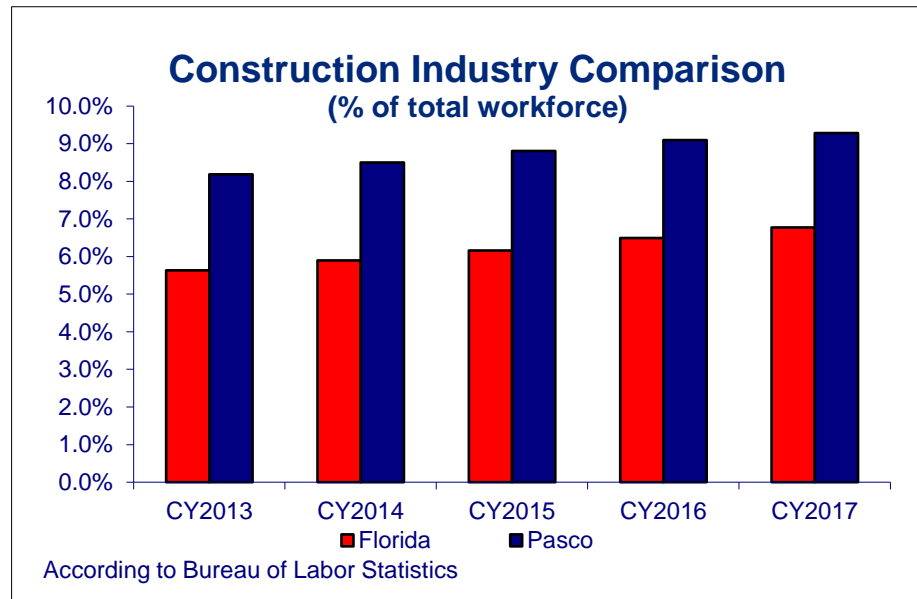


Figure 14: Construction Industry Comparison

Recently, site managers have been expected to be more technologically perceptive, and demand for technologically skilled laborers is increasing. In Central Florida, construction companies are partnering with the ACE Mentor program and grooming students to become architects, contractors, and engineers. The demand for experienced employees is exceptionally high. It is not uncommon to be offered hiring bonuses, higher salaries, vacation time, medical and health benefits, 401(k), project completion bonuses, and safety bonuses.

According to constructconnect.com, the construction industry will be influenced by construction software, virtual reality, computer-software-operated devices and robots, a more technological workforce, and green construction. These changes will make for better communication and planning, less-costly mistakes, and fewer delays. Although some of these technological advances currently are cost-prohibitive, today's technology pushes the construction industry toward an encouraging future, providing an attractive, promising career field as well as safer, sturdier, more sustainable buildings.



D. Home Sales

The foreclosure and short-sale markets continue to make Pasco attractive to investors, first-time home buyers, retirees, and seasonal residents. According to the Tampa Bay Times, the Tampa Bay Area population is expected to reach 3.3 million over the next five years. As this occurs, the current shortage of jobs could result in a shortage of employees in industries such as health care, hospitality, and food service.

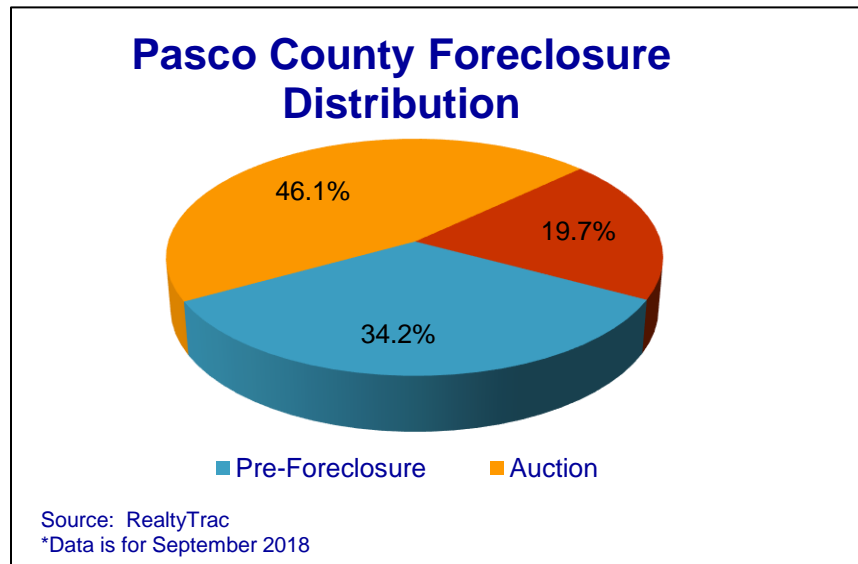


Figure 15: Pasco County Foreclosure Distribution

Prerecession overbuilding and the subsequent high rate of unemployment due to the decrease in 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, an increased housing inventory, and a market favoring investors, who began taking advantage of these circumstances in 2012.

According to the National Association of Realtors (NAR), the pending home sales index, a forward-looking indicator, dipped during January 2018 to the lowest level in more than three years. The index fell 4.7% to 104.6%, 3.8% lower than a year ago and the lowest since January 2015. These figures are attributable to low supply levels and the sudden surge in mortgage rates. Low supply levels can be remedied when institutional investors begin to release their

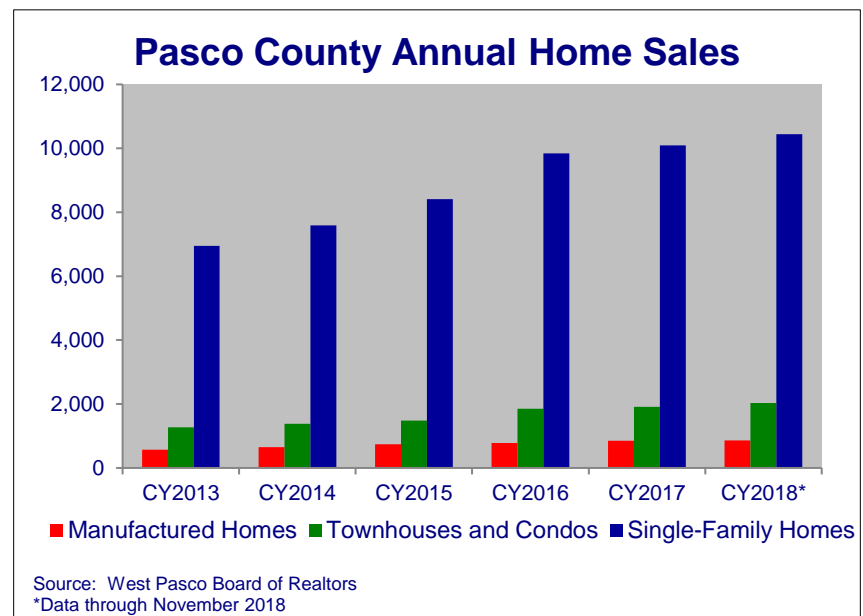


Figure 16: Pasco County Annual Home Sales



portfolio back into the market and hesitant homeowners decide to sell. However, buyer traffic was higher than a year ago despite available listings sinking 9.5% for the same period. Although the index sagged in all four regions, the South Region experienced the lowest year-to-year drop at 1.1%. The South's index declined 3.9% to 121.9 from the previous month's 126.8. Lawrence Yun, NAR chief economist, forecast 2018 sales to be unchanged.

According to Realtor.com, February 2018 U.S. median home list prices increased by an average of 10% over the previous year and 2% from the previous month to \$274,900. The U.S. Median Age of Inventory decreased to 83 days, an 8% drop from the previous year and a 7% dip from January 2018. Active listings totaled 1,253,332, or 2% more than January 2018 and 8% less than January 2017. In Pasco County, the median list price was \$230,995 for February 2018, a 1.3% increase from the same period in 2017. For the same period, there were 2,530 active listings; the median number of days on the market was 57, a 12% decrease from 2017. RealtyTrac states the December 2017 median foreclosure sales price increased 27% from the previous year, rising to \$104,600. In January, property foreclosure filings were 11% lower than the previous month, and 34% lower than the same month in 2017. In December 2017, home sales were up 2% from November 2017, and up 37% from a year earlier. As this document is published, the vacant home percentage in Pasco County is 17.65%.

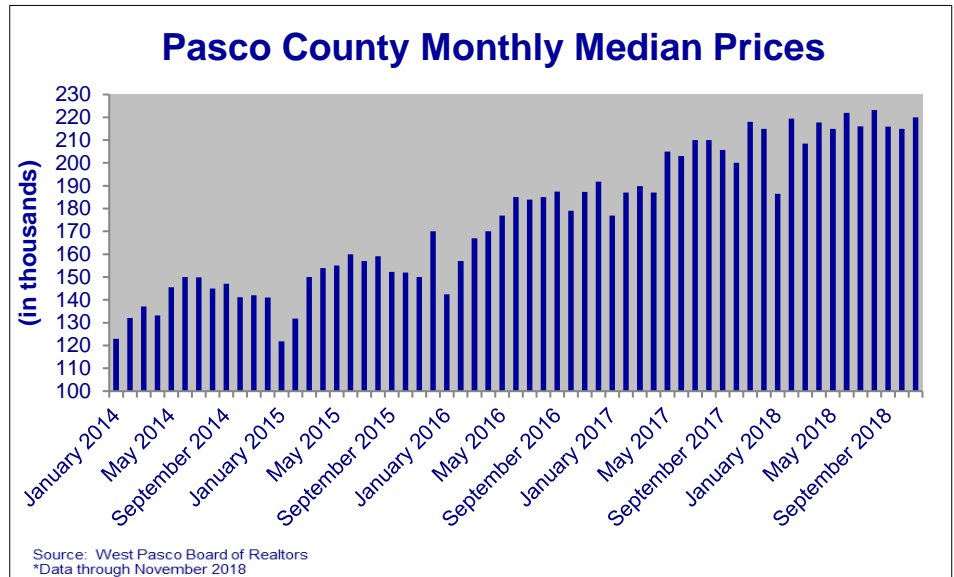


Figure 17: Pasco County Monthly Median Prices

Other Tampa Metro Area and Florida indicators:

- By January 2018, home sales in Florida decreased .3% from the same period the previous year. Also, Tampa Metro Area single-family home sales dropped 9.8% as compared to 2017. In a growing economy, this is good because it shows that inventory is shrinking.
- The median home price for this area was \$217,000, up 11.3% from January 2017.
- Seriously underwater mortgages, where homeowners owe at least 25% more than the market value of the house, fell nationally in the fourth quarter to 9.3%, according to Attom Data Solutions. This percentage is 0.3% lower than the fourth quarter of 2016 despite Hurricanes Harvey, Irma, and Maria. This is the smallest year-over-



year decrease since the first quarter of 2012. Nonetheless, during the third quarter of 2017, Florida had the nation's second highest percentage of negative equity properties (9%).

- FloridaRealtors.com reports Florida's statewide single-family median sales price for January 2018 was \$240,000, up 9.1% from the previous year. Single-family home sellers received 96% of their original listing price.

According to Realtor.com, in the Tampa metropolitan area, the number of days a home lingered on the market sank to 59, decreasing 11.3% from the previous month and 9.2% year-over-year. The figure on the next page demonstrates the impact of past and current economic crises and concerns. In 2014, economic policy concerns remained higher than in the 2007, when there was much discussion in the media about the housing bubble getting ready to burst. These concerns increased throughout 2016. Public uncertainty in the years since, speculation about minimum wage and overtime laws, national political polarization in a presidential election year, and budget and foreign relation policies of a new administration hinder hiring and investment in business and the community. Coupled with the length and depth of the fallout of the most recent recession and compared with earlier recessions, recovery is taking longer than historically anticipated. It is volatile and affects lifestyles in locales like Pasco County.

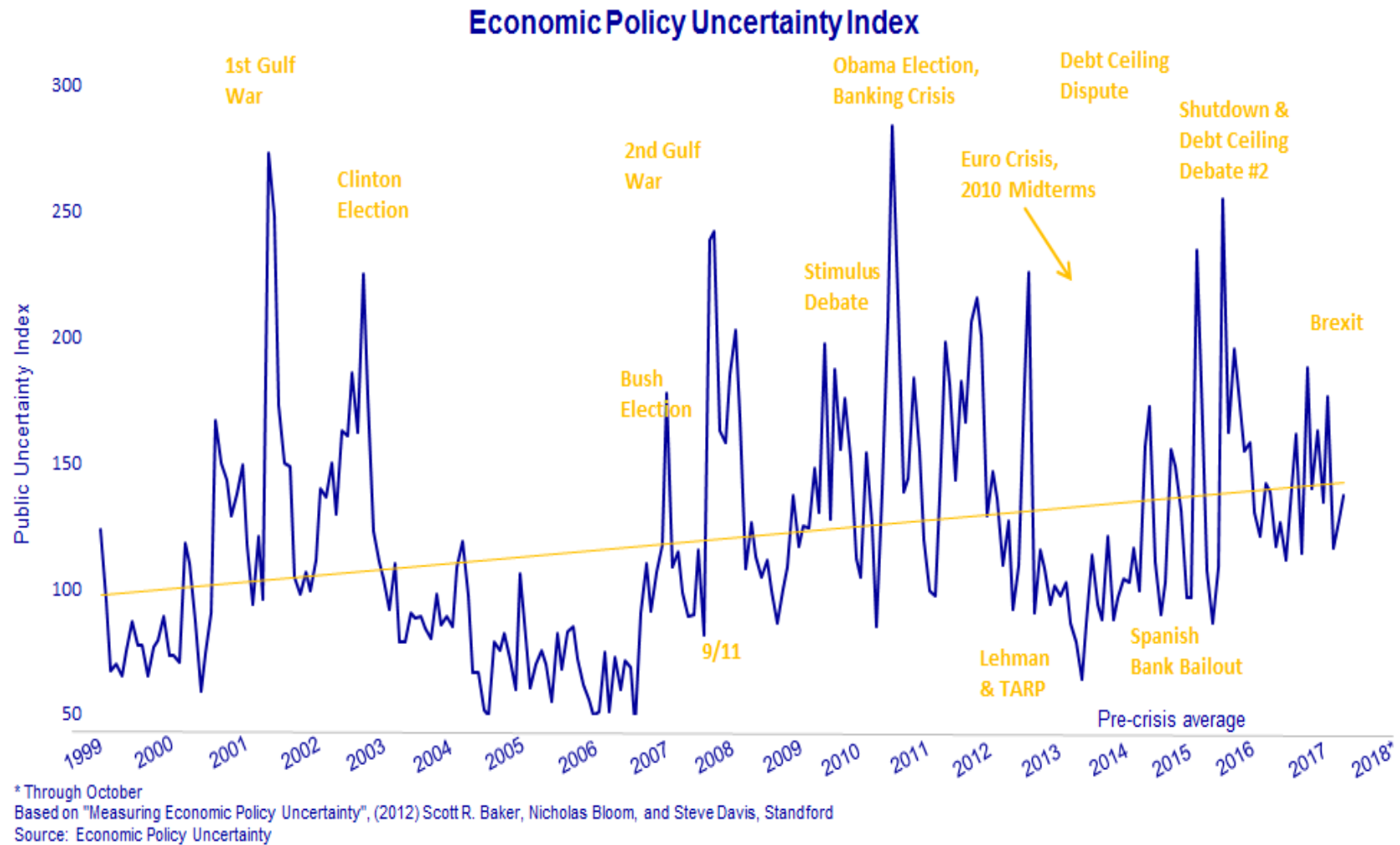


Figure 18: Economic Policy Uncertainty Index



Between 2009 and 2016, Pasco County experienced steady improvement in the real estate market. Such progress affects employment and improves the tax base. The January 2018 Florida pre-foreclosures were down 39.5% from the previous year and up 19.1% from December 2017. Florida foreclosure activity showed one in every 1,887 housing units

suffering a foreclosure filing. Nationally, January's pre-foreclosures were one in every 1,907 homes, down 10.5% for the same period of the previous year and up 7.0% from the previous month. Pasco County saw one in every 1,298 homes experience foreclosure activity. Pre-foreclosure activity was down 84.8% from all of 2017 and 83.3% from December 2017.

HSH.com, utilizing National Association of Realtors' (NAR) data, determined an annual income of \$49,322.55 is needed to purchase a typical home in Tampa priced at

\$223,000 with a 5.05% mortgage rate and a 20% down payment. This results in monthly payments of approximately \$1,150.86 before taxes and insurance are included. If only 10% is put down, an annual salary of \$57,065.98 would be needed. According to Barron's, mortgage rates climbed to 4.5% at the end of January 2018, closing at a four-year high. In 2016, Pasco's average annual income was \$37,204.

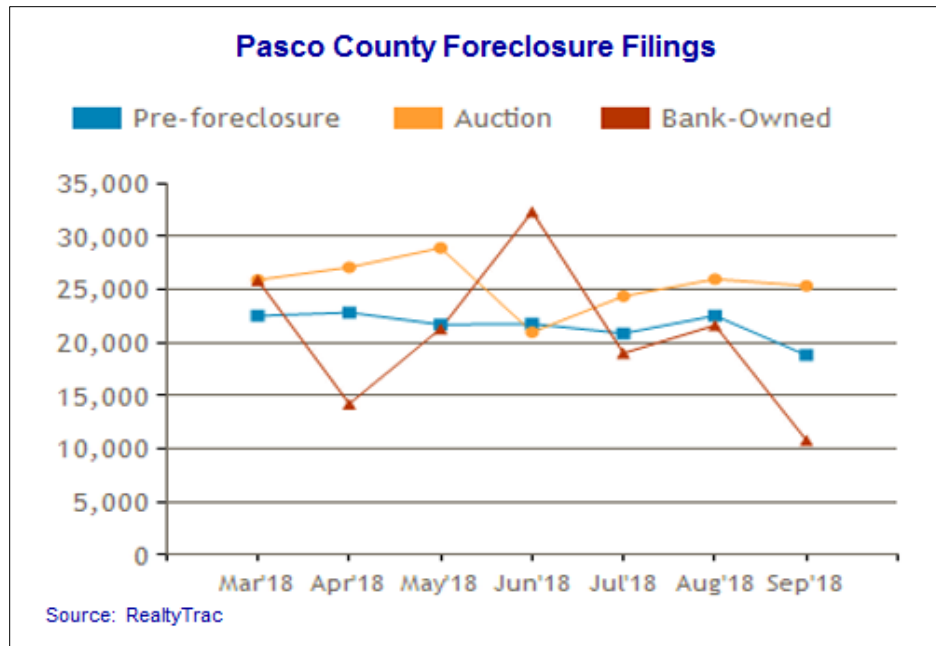


Figure 19: Pasco County Foreclosure Filings

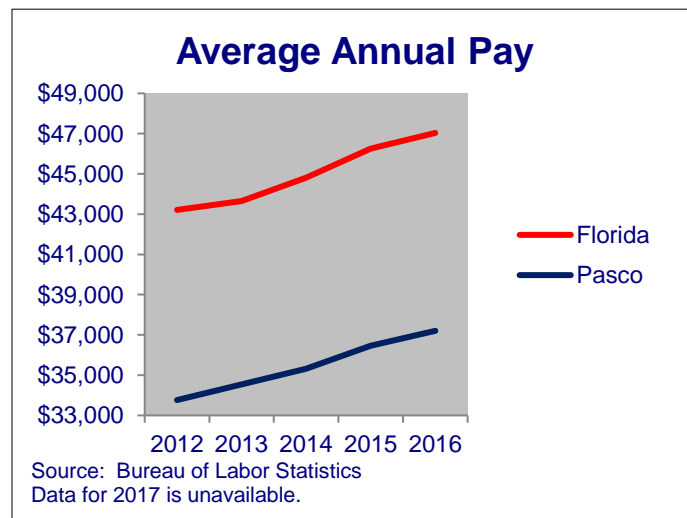


Figure 20: Average Annual



E. Consumer Price Index

According to the federal Bureau of Labor Statistics, the average annual pay for Pasco County is almost keeping pace with that of Florida overall. The Consumer Price Index (CPI) for the Tampa metropolitan area has aligned itself with the national CPI. The housing component of the CPI is beginning to align itself with that of the nation.

The factors discussed beginning on page 12 influence two important statistics and drivers of a

local economy: annual home sales, shown on page 22, and average annual pay, shown on page 26. When home ownership and pay rates are stable and in line with the state of the nation, a local economy generally flourishes. When they are volatile, a local economy suffers.

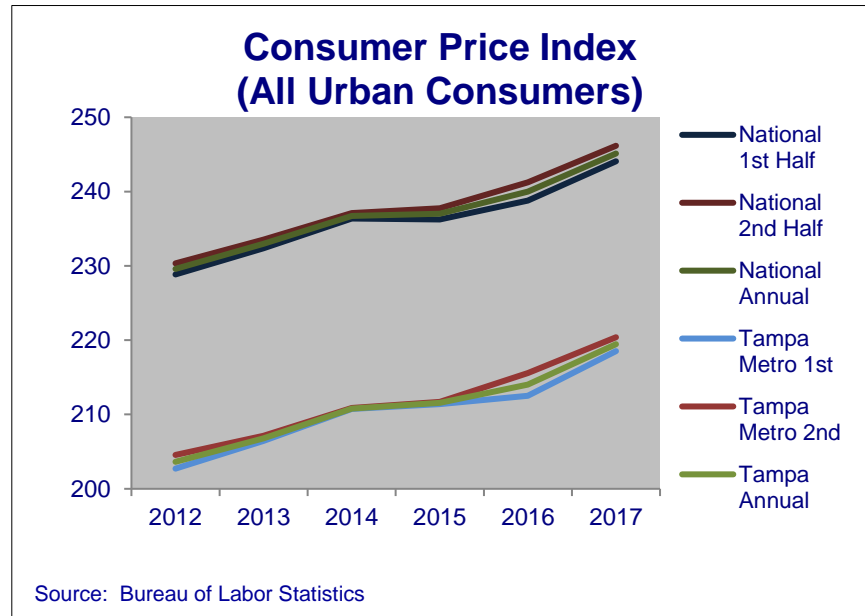


Figure 21: Consumer Price Index

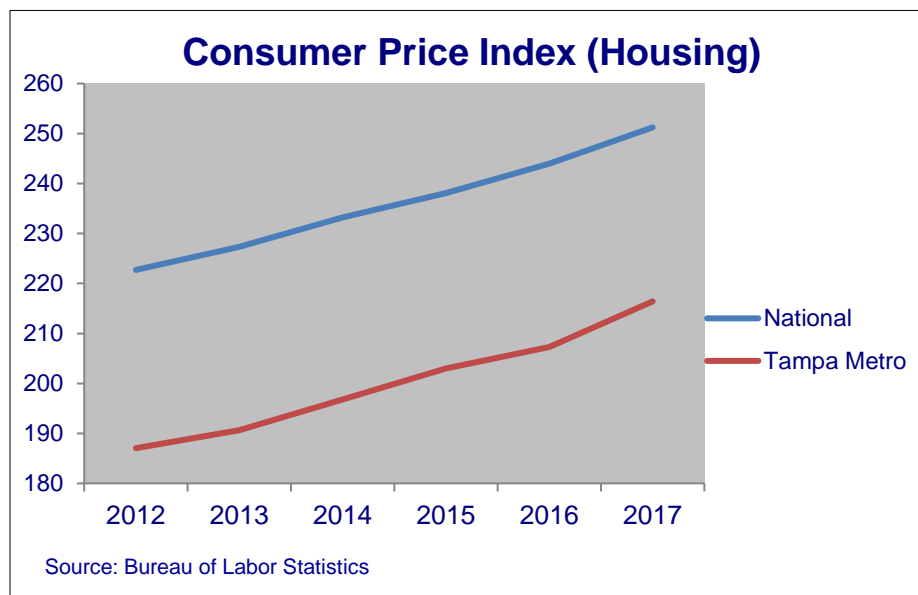


Figure 22: Housing Consumer Price Index



CPI measures changes in prices of all goods and services purchased for consumption by urban households, including user fees and sales and excise taxes. These goods and services are referred to collectively as a market basket. The motor vehicle component depicted here

represents new and used motor vehicle pricing. Expenditures by urban wage earners and clerical workers, professional, managerial, and technical workers, the self-employed, short-term workers, the unemployed, retirees, and others not in the

labor force are included. The CPI is an economic indicator that is most widely used to measure inflation. Prices for goods and services collected from 87 urban areas throughout the country are used. Data is also collected from 23,000 retail and service establishments and 50,000 landlords and/or tenants. The Consumer Expenditure Survey estimates are used to derive the weight of an item.

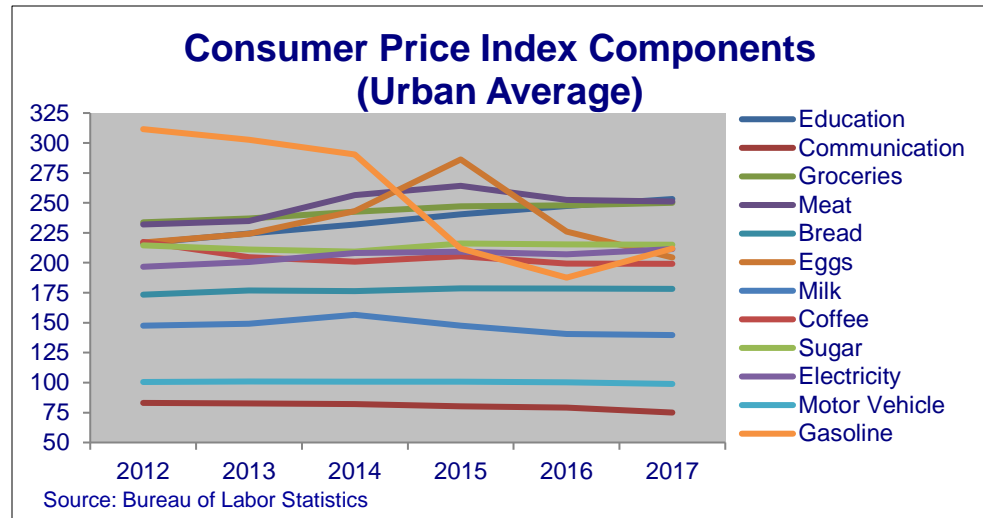


Figure 23: Consumer Price Index Components

F. Richest and Poorest Counties

Following the parameters set in recent 24/7 Wall Street publications, Madison County and St. Johns counties are Florida's poorest and richest counties, respectively. Madison County replaced Putnam this year, while St. Johns remains the richest county for the fourth consecutive year. A comparison follows.

	Madison	Pasco	St. Johns
Median Annual Household Income	\$29,806	\$46,010	\$69,523
Five-Year Poverty Rate (ending 2016)	28.5%	13.6%	9.0%
Unemployment Rate	12.4%	8.2%	6.0%
Homeownership rate	78.5%	72.8%	76.1%
Education Attainment Percentage for High School	82.7%	88.3%	94.7%
Education Attainment Percentage for Bachelor's Degrees	12.3%	22.5%	42.5%
Uninsured Population	17.0%	13.4%	9.5%
Urban Area	0.3%	33.7%	15.9%
Rural Area	99.7%	66.3%	84.1%

Table 5: Multiple County Comparison



Observations

- Pasco County's five-year median annual household income through 2016 was 154.4% above that of Madison County, while its median annual household income was approximately 66.2% of St. Johns County.
- Pasco County's unemployment rate was less than half that of Madison County and almost 51% higher than St. Johns County's rate.
- Despite the varied annual household incomes, homeownership held steady among the three counties: Madison, 78.5%, Pasco, 72.8%, and St. Johns, 76.1%.
- The education attainment percentage for high school degrees for Madison County was 5.6% lower than Pasco's rate, while St. Johns County was 6.4% higher.
- Distinct gaps were seen for the education attainment percentage for bachelor's degrees. Pasco County's rate was almost 183% of Madison County's rate, but slightly more than half of St. Johns County's rate.
- Extremely wide gaps were observed regarding the counties' uninsured populations; Pasco's rate was approximately 79% of Madison's rate, while St. Johns County's rate was approximately 71% of Pasco's rate.
- Most of the poorer counties have high rural population vs. urban population. Urban demographics tend to provide more job opportunities and higher median annual household incomes. These factors tend to promote higher homeownership, higher education attainment rates, and lower uninsured health rates.



VI. Positions and Staffing

Description	FY 2014-2015 (actual)	FY 2015-2016 (actual)	FY 2016-2017 (actual)	FY 2017-2018 (actual)	FY 2018-2019 (budgeted)
Admin. & Human Res.	11	13	11	14	12
Court-Related	235	230	225	221	210
Recording & Support	46	44	43	41	43
Financial Services	15	14	14	14	14
Information Technology	20	20	20	20	20
Board Support	33	35	32	39	40
Subtotal:	360	356	345	349	339
Contracted (Temporary)	10	0	0	0	0
Total:	370	356	345	349	339

Note: This table includes part-time positions

Table 6: Position Assignment by Functional Area

Position changes, reallocations, and a net decrease of ten positions are partly due to reorganization and reassignments based on fluctuations in customer service needs, implementation of new programs and technological systems, reporting requirements, and funding constraints. The following positions were defunded in Fiscal Year 2018-2019:

- 1 Court Svcs. Procedural Analyst
- 7 Records Clerk Is
- 2 Records Clerk IIs

Two Communications positions and one position in the Legal Resource Center were recategorized in functional areas.

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 strives to maintain a consistent level of service by increasing internal procedural efficiency. It remains dedicated to safeguarding its integrity, professional standards, and excellent service for the residents of Pasco County.



VII. Cash Flows and Financing

Consolidated Overview (All Funds)

Description	FY '15-'16 Actual	FY '16-'17 Actual	FY '17-'18 Actuals	FY '18-'19 Budget	Dollar Change	% Change
Cumulative Beginning Fund Balance	8,268,427	8,907,561	7,986,822	7,566,962	(419,860)	-5.26%
Major External Revenue:						
Fines, Fees, and Service Charges	7,864,943	7,745,638	8,130,231	7,951,876	(178,355)	-2.19%
State Appropriations/Clerks Trust Fund	4,456,927	2,791,017	2,840,755	2,943,560	102,805	3.62%
BCC Allocation	3,398,561	3,338,714	3,896,779	3,979,559	82,780	2.12%
Recording	3,194,793	3,428,133	3,624,042	3,348,960	(275,082)	-7.59%
Miscellaneous Services and Fees	861,396	1,223,959	1,141,933	1,079,732	(62,200)	-5.45%
Title IV-D Reimbursements and Rebates	824,642	547,396	496,460	297,000	(199,460)	-40.18%
Interest and Other Income	254,137	308,348	350,206	87,062	(263,144)	-75.14%
External Revenue Subtotal:	20,855,399	19,383,205	20,480,406	19,687,749	(792,656)	-3.87%
Major Internal Revenue:						
Overhead	3,358,290	3,702,943	4,875,251	5,940,630	1,065,379	21.85%
Insurance Allocations and Assessments	3,153,533	2,490,364	2,050,846	2,157,485	106,639	5.20%
Interfund Transfers	1,288,405	1,847,211	3,970,885	620,009	(3,350,876)	-84.39%
Fund Balances	0	0	0	2,448,401	2,448,401	
Internal Revenue Subtotal:	7,800,228	8,040,518	10,896,982	11,166,525	269,543	2.47%
Total Revenue:	28,655,627	27,423,723	31,377,388	30,854,274	(523,113)	-1.67%
Expenditures:						
Personal Services	16,947,003	15,889,506	15,441,432	16,483,072	1,041,640	6.75%
Services and Materials	2,931,099	2,565,701	2,110,174	2,604,291	494,117	23.42%
Capital	90,051	360,538	335,002	238,100	(96,902)	-28.93%
Insurance Administration	903,290	813,842	805,568	851,114	45,546	5.65%
Insurance Claims	3,027,158	3,381,335	3,950,247	3,285,500	(664,747)	-16.83%
Excess to BCC/DOR	0	136,064	257,058	0	(257,058)	-100.00%
Overhead	2,829,487	3,246,012	4,746,822	6,152,230	1,405,409	29.61%
Interfund Transfers	1,288,405	1,953,162	3,970,885	1,239,967	(2,730,918)	-68.77%
Total Expenditures:	28,016,493	28,346,160	31,617,188	30,854,274	(762,913)	-2.41%
Cumulative Ending Fund Balance	8,907,561	7,985,124	7,745,324	5,296,923	(2,448,401)	-31.61%
Net Change in Fund Balances	639,134	(922,437)	(239,800)	(2,448,401)	(2,208,601)	

Table 7: Consolidated Funding Overview

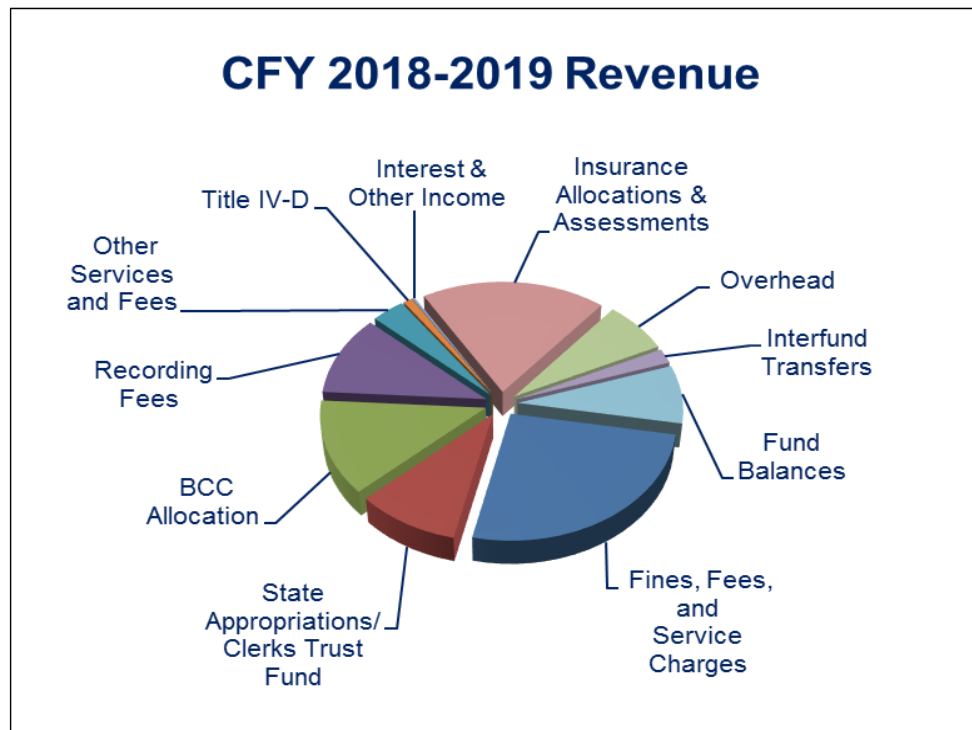


Figure 24: CFY 2018-2019 Revenue

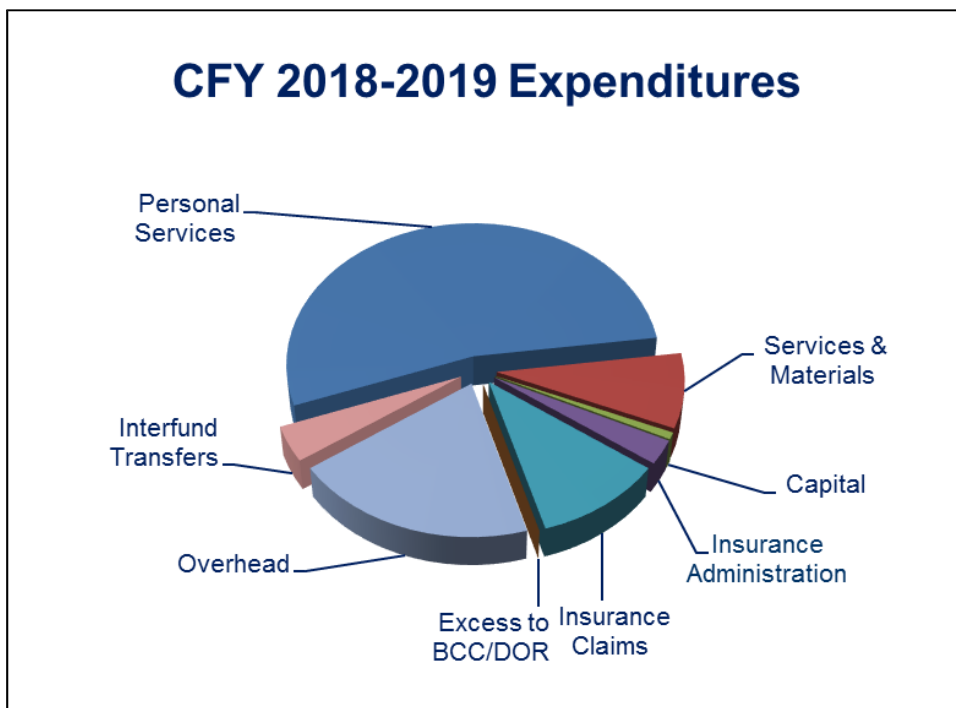


Figure 25: CFY 2018-2019 Expenditures



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Pasco County, Florida*

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General Fund

Description	FY '15-'16 Actual	FY '16-'17 Actual	FY '17-'18 Actuals	FY '18-'19 Budget	Dollar Change	% Change
Beginning Fund Balance	0	0	0	0	0	0.00%
Major Revenue Sources:						
Recording	2,030,169	2,171,445	2,297,137	2,140,607	(156,530)	-6.81%
Miscellaneous Services and Fees	846,406	1,209,908	1,128,038	1,044,346	(83,691)	-7.42%
Overhead	2,903,955	2,807,439	3,984,381	5,214,255	1,229,874	30.87%
Title IV-D Reimbursements and Rebates	503,361	342,701	217,309	252,000	34,691	15.96%
Interest and Other Income	228,515	263,349	251,748	73,026	(178,722)	-70.99%
BCC Allocation	3,398,561	3,338,714	3,731,672	3,979,559	247,887	6.64%
Revenue Subtotal:	9,910,967	10,133,556	11,610,285	12,703,793	1,093,509	9.42%
Expenditures:						
Personal Services	7,029,700	7,066,577	6,365,316	7,430,766	1,065,450	16.74%
Services and Materials	1,159,320	938,922	546,451	929,400	382,949	70.08%
Capital	8,519	69,840	175,839	56,900	(118,939)	-67.64%
Overhead	425,023	438,863	2,451,794	3,046,760	594,967	24.27%
Interfund Transfers	1,288,405	1,619,354	2,070,885	1,239,967	(830,918)	-40.12%
Expenditure Subtotal:	9,910,967	10,133,556	11,610,285	12,703,793	1,093,509	9.42%
Ending Fund Balance, incl. encumbrances	0	0	0	0	0	
Net Change in Fund Balance	0	0	0	0	0	

Table 8: General Fund Financing

** Note: The increase in overhead expense from CFY 2016-2017 to CFY 2017-2018 and CFY 2018-2019 is due to a technical issue in the Munis ERP System. Contraexpenditures are loaded into the system as revenue but are trued up and netted out at the end of the year.

Fine and Forfeitures Fund

Description	FY '15-'16 Actual	FY '16-'17 Actual	FY '17-'18 Actuals	FY '18-'19 Budget	Dollar Change	% Change
Beginning Fund Balance	965,612	2,050,037	2,050,037	1,111,278	(938,759)	-45.79%
Major Revenue Sources:						
Fines, Fees, Svc. Charges	7,864,943	7,614,785	7,981,251	7,749,720	(231,531)	-2.90%
Interest and Other Income	4,348	14,698	48,946	5,594	(43,352)	-88.57%
Overhead		439,321	498,922	352,467	(146,455)	-29.35%
State Appropriations/Clerks Trust Fund	4,456,927	2,791,017	2,840,755	2,943,560	102,805	3.62%
Revenue Subtotal:	12,326,218	10,859,821	11,369,874	11,051,341	(318,533)	-2.80%
Expenditures:						
Personal Services	8,554,317	7,420,551	7,804,166	7,679,316	(124,850)	-1.60%
Services and Materials	530,324	418,347	425,731	591,099	165,368	38.84%
Capital	2,051	1,035		44,250	44,250	
Overhead	2,155,101	2,564,893	2,016,678	2,736,676	719,998	35.70%
Excess to FDOR		121,187	162,058		(162,058)	-100.00%
Interfund Transfers		333,808	1,900,000		(1,900,000)	-100.00%
Expenditure Subtotal:	11,241,793	10,859,821	12,308,633	11,051,341	(1,257,292)	-10.21%
Ending Fund Balance, incl. encumbrances	2,050,037	2,050,037	1,111,278	1,111,278	0	0.00%
Net Change in Fund Balance	1,084,425	0	(938,759)	0	(1,111,278)	

Table 9: Fine and Forfeitures Fund Financing



Public Records Modernization Fund

Description	FY '15-'16 Actual	FY '16-'17 Actual	FY '17-'18 Actuals	FY '18-'19 Budget	Dollar Change	% Change
Beginning Fund Balance	2,204,061	1,669,094	1,041,788	667,252	(374,536)	-35.95%
Major Revenue Sources:						
Recording	291,426	313,206	331,274	302,476	(28,798)	-8.69%
Interest and Other Income	4,958	6,875	7,694	1,324	(6,370)	-82.79%
Fund Balance				486,890	486,890	
Revenue Subtotal:	296,384	320,081	338,968	790,690	451,722	133.26%
Expenditures:						
Services and Materials	758,326	819,956	621,699	660,690	38,991	6.27%
Capital	73,025	127,431	91,805	130,000	38,195	41.60%
Expenditure Subtotal:	831,351	947,387	713,504	790,690	77,186	10.82%
Ending Fund Balance, incl. encumbrances	1,669,094	1,041,788	667,252	180,362	(486,890)	-72.97%
Net Change in Fund Balance	(534,967)	(627,306)	(374,536)	(486,890)	(112,354)	

Table 10: Public Records Modernization Fund Financing

Records Modernization Article V

Description	FY '15-'16 Actual	FY '16-'17 Actual	FY '17-'18 Actuals	FY '18-'19 Budget	Dollar Change	% Change
Beginning Fund Balance	0	0	0	0	0	0.00%
Major Revenue Sources:						
Recording	873,198	943,482	995,631	905,877	(89,754)	-9.01%
Miscellaneous Services and Fees	14,990	14,051	13,895	35,386	21,491	154.67%
Overhead	454,335	456,183	391,948	373,908	(18,040)	-4.60%
Interfund Transfers	724,402	639,108	558,426	620,009	61,583	11.03%
Interest and Other Income	3,580		2,699		(2,699)	
Revenue Subtotal:	2,070,505	2,052,824	1,962,599	1,935,180	(27,419)	-1.40%
Expenditures:						
Personal Services	1,362,986	1,342,633	1,183,520	1,263,269	79,749	6.74%
Services and Materials	451,700	305,703	433,371	330,055	(103,316)	-23.84%
Capital	6,456	162,232	67,358	6,950	(60,408)	-89.68%
Overhead	249,363	242,256	278,350	334,906	56,556	20.32%
Expenditure Subtotal:	2,070,505	2,052,824	1,962,599	1,935,180	(27,419)	-1.40%
Ending Fund Balance, incl. encumbrances	0	0	0	0	0	
Net Change in Fund Balance	0	0	0	0	0	

Table 11: Records Modernization Article V Fund Financing



Legal Resource Center Fund

Description	FY '15-'16 Actual	FY '16-'17 Actual	FY '17-'18 Actuals	FY '18-'19 Budget	Dollar Change	% Change
Beginning Fund Balance	0	0	(1,698)	178,362	180,060	-10604.24%
Major Revenue Sources:						
Fines, Fees, Svc. Charges		130,853	148,980	202,156	53,176	35.69%
BCC Allocation			165,107			
Interfund Transfers			95,000		(95,000)	
Interest and Other Income			1,275			
Revenue Subtotal:	0	130,853	410,362	202,156	(208,206)	-50.74%
Expenditures:						
Personal Services		59,745	88,430	109,721	21,291	24.08%
Services & Materials		57,929	46,872	58,547	11,675	24.91%
Capital						
Overhead				33,888		
Excess to BCC		14,877	95,000		(95,000)	-100.00%
Expenditure Subtotal:	0	132,551	230,302	202,156	(28,146)	-12.22%
Ending Fund Balance, incl. encumbrances	0	(1,698)	178,362	178,362	0	0.00%
Net Change in Fund Balance	0	(1,698)	180,060	0	(180,060)	

Table 12: Legal Resource Center Fund Financing

Self-Insurance Fund

Description	FY '15-'16 Actual	FY '16-'17 Actual	FY '17-'18 Actuals	FY '18-'19 Budget	Dollar Change	% Change
Beginning Fund Balance	5,098,754	5,188,430	4,894,997	5,788,432	893,435	18.25%
Major Revenue Sources:						
Allocations & Assessments	3,153,533	2,490,364	2,050,846	2,157,485	106,639	5.20%
Interest and Other Income	12,736	23,426	37,844	7,118	(30,726)	-81.19%
Reimbursements and Rebates	321,281	204,695	279,151	45,000	(234,151)	-83.88%
Interfund Transfers	564,003	1,208,103	3,317,459		(3,317,459)	-100.00%
Fund Balance				1,961,511	1,961,511	
Revenue Subtotal:	4,051,553	3,926,588	5,685,300	4,171,114	(1,514,186)	-26.63%
Expenditures:						
Administration	903,290	813,842	805,568	851,114	45,546	5.65%
Claims and Initiatives	3,027,158	3,381,335	3,950,247	3,285,500	(664,747)	-16.83%
Contracted Services	31,429	24,844	36,050	34,500	(1,550)	-4.30%
Expenditure Subtotal:	3,961,877	4,220,021	4,791,865	4,171,114	(620,751)	-12.95%
Ending Fund Balance, incl. encumbrances	5,188,430	4,894,997	5,788,432	3,826,921	(1,961,511)	-33.89%
Net Change in Fund Balance	89,676	(293,433)	893,435	(1,961,511)	(2,854,946)	

Table 13: Self-Insurance Fund Financing



VIII. Organizational Initiatives

A. New and Progressing Initiatives

1. *Expanded Collection Efforts.* In January 2013, a team was created to focus on enhancing revenue through collection efforts. After converting to CLERICUS, the team began sending all case types (except juvenile) to two collection agencies to enhance revenues. This is in addition to sending letters to delinquent account holders after 30 days of nonpayment. Future collection initiatives will focus on developing a method to send automated calls, text, and/or emails to the account holders to remind them of upcoming payments or overdue amounts.
2. *eFiling Portal.* On April 1, 2013, the Clerk & Comptroller began electronic filing in the Civil Department through the ePortal, an online tool that affords filers round-the-clock access to filing documents and new cases. Pleadings in Circuit Civil, County Civil, Family, and Appeals are filed electronically through the statewide, single-access ePortal Review Client and flow to CLERICUS via automated interface. Filing fees are paid through the ePortal electronic form. Paper documents received by the Civil Department, primarily from pro se clients, are scanned into and validated in CLERICUS. On April 1, 2017, electronic filing for interim pleading documents for criminal cases through the ePortal became mandatory. Paper documents received by the Criminal Department are scanned into and validated in CLERICUS. Probate case filings are still governed by local Administrative Order 2005-065 as modified by Supreme Court Administrative Order AOSC07-23. Attorneys still file through the File & Serve Express (formerly LexisNexis) for probate cases.
3. *New Jury Management System.* The new system offers a public internet component to allow jurors to complete the following tasks online: Fill out surveys, check their reporting status, and request deferments or excusals. Check-in is more efficient with the use of barcode scanners. The new system allows for automated tracking and reconciliation of the juror cash payments that are processed each week. State reporting requirements are automated in the new software. Future initiatives will include self-check-in and juror service payment kiosks.
4. *Integration of the eFiling Portal and CLERICUS.* On May 22, 2013, the ePortal and CLERICUS were fully integrated, alleviating 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. As of June 23, 2014, eFiling was open to pro se litigants. On September 20, 2014, ePortal became open to law enforcement, mediators, mental health facilities, process servers, and court reporters. On September 18, 2015, the ePortal was expanded to include state and local agencies, insurance agencies, surety bond agents, creditors, and media.
5. *Imaging of Civil and Criminal Paper Documents.* All civil and criminal documents are scanned and validated in CLERICUS. This affords the Clerk & Comptroller's Office,



justice partners, and the public the ability to view pleadings without the necessity of ordering files. It also cuts down on fulfillment time for customers requesting copies. By using the existing image, the document can be emailed easily to the customer.

6. *Tyler Technologies Munis Enterprise Resource Planning (ERP) System.* The Board of County Commissioners and the Clerk & Comptroller continue to streamline work processes throughout Pasco County, facilitate the Clerk & Comptroller's efforts to reduce its paper consumption, minimize its environmental footprint, and improve the reporting of the county's financial position to its citizens.
7. *Electronic Tax Deed Management and Sales.* The Office of the Clerk & Comptroller is collaborating with Realauction.com and the Pasco County Tax Collector's Office to provide an online workflow for tax deed sales. This will migrate tax deed sales from the courthouse to the Internet. This electronic process is designed to improve efficiencies and increase convenience to third-party bidders. It affords increased access for the public to bid on tax deed sale properties in Pasco County.
8. *Implementation of AOSC16-14 Standards for Access to Electronic Court Records.* This Florida Supreme Court Administrative Order permits expanded online access to court records. The order provides standards for public access, party access, attorney of record access, and access for various governmental and judicial agencies. New standards are imposed and previous access standards under AOSC07-47, AOSC14-19, and AOSC15-18 are superseded.
9. *CLERICUS Integration with Pasco County Sheriff's SunGard Jail Management System (JMS).* This integration, replacing the integration between the County Mainframe Criminal Justice Information System (CJIS) and the Pasco County Sheriff's Tiburon Inmate Management System, permits near-real-time creation of cases in the CLERICUS system as the booking information is entered into JMS. This creates a single reference number for the case and person, starting with the first appearance. The result is increased accuracy and efficiency in processing documents and data associated with the early stage of court activity.
10. *Annual Image Verification.* The medium in which we retain permanent official records and permanent 75-year retention records is being changed from microfilm to optically imaged electronic records. The Records and Information Technology departments are finalizing a procedure for annual image verification designed to exceed the minimum standards contained in the Supreme Court of Florida Administrative Order AOSC10-17 and the Department of State Division of Library and Information Services Rule 1B-26.003. The process utilizes hashing algorithms to create a unique "thumbprint" for each electronic document. A statistical sample of all permanent and long-term records from each storage location will be selected and their "thumbprints" verified, testing that the electronic copy remains unchanged. All permanent and long-term electronic records will be verified programmatically every 10 years or fewer.



11. *Wellness Program.* A wellness program for the health and well-being of our teammates was launched in 2016. Lunch-and-Learns and Fitbit Challenges have helped increase energy and motivation to become a healthier and more productive workforce. The Office recently partnered with the BCC to provide teammates access to employee Wellness Centers in Pasco County. Some results were:

- Weight Watchers – 40 teammates participated during 2017-2018. At last count, 432 pounds were lost.
- 4 UHC presentations with an average of 30 attendees.
- 4 exercise programs with an average of 38 attendees.
- 43 teammates completed the Apple-A-Day challenge in one month.
- 11 heart-healthy recipes collected from teammates in one month.
- Salad recipes were contributed by teammates every day of one month.
- A sleep deprivation presentation was attended by 55 teammates.

B. 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 currently is installed in 55% of the 67 Florida counties, enabling standardization of the impact of legislative changes and swift implementation of best practices. CLERICUS is replacing many current systems, including the Criminal Justice Information System (CJIS), installed in 1977. This has been a multiyear project involving all members of Pasco's justice system. Phase 1 of implementation was completed on April 8, 2013, and included all civil and probate case types. Phase 2, covering the criminal case sector, was implemented December 12, 2016. Additional stages include transitioning to a completely paperless system sometime in the near future.
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 to move cases more efficiently and effectively through the trial court process. The Sixth Circuit local implementation required the Clerk & Comptroller's Office to provide integration between CLERICUS and the Judicial Automated Workflow System (JAWS). With additional development assistance for JAWS in addition to the above-mentioned integration, a pilot is ongoing with one participating judge in Circuit Civil.



3. *Performance Tracking.* The Clerk & Comptroller's strategic planning process includes the use of a system of in-house matrices to display trend analyses, serve as a statistical portal, and track the progress of strategic initiatives.
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 physical storage, and expediting case processing. All Court records are being imaged. The Munis ERP System includes a content management solution for storing documents related to financial transactions. These efforts have prepared Pasco for future electronic transmission of traffic violation data from law enforcement agencies.
5. *Employee Retention.* The Clerk & Comptroller's Office began a program to allow team members to cross-train in other areas and participate in an individual development plan. Systematic training of all new and current employees is under development.
6. *Finding Greater Operational Efficiency.* The following steps have been or will be taken so accurate benchmarks can be established:
 - Productivity is measured and analyzed using a system of integrated spreadsheets that auto-populate. Analyses integrate financial information, statistics uploaded from operational systems, and productivity data.
 - The automation and electronic transmission of reports to external parties, offices, or agencies help to save on costs formerly 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 provided on the website for customer use. As more requests are made, the statistical list increases.
7. *Fraud, Waste, or Abuse Hotline.* On January 5, 2015, a hotline was established for Clerk & Comptroller and Pasco County employees. The "i-LOOK-4-Pasco" hotline is administered by a third-party vendor, is available 24 hours per day, and offers anonymity. Employees also have access to a web-based report, a dedicated email address, and a post office box to submit any suspected instances of fraud, waste, or abuse of county resources and assets. The hotline is a key element in the ongoing effort to deter and detect fraud, waste, or abuse of public resources and assets.

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



Question: How does an organization become more electronic?

Answer: One "byte" at a time.

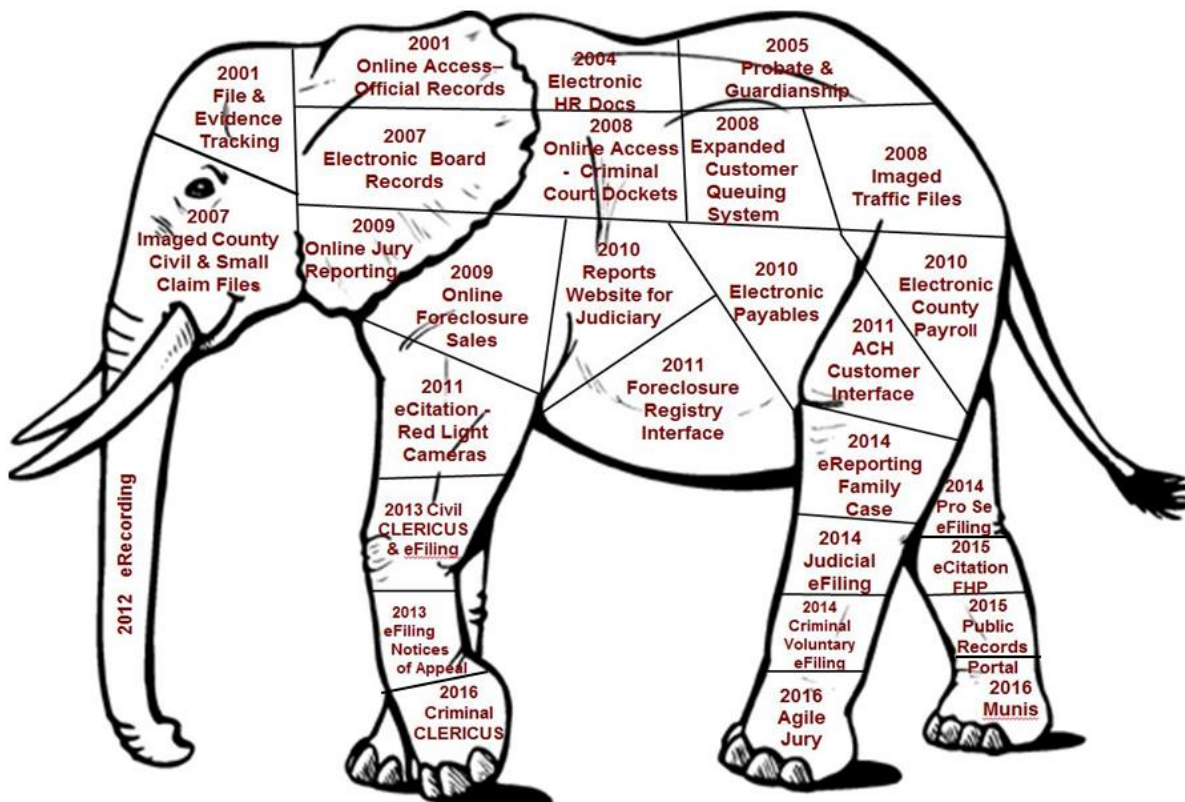


Figure 26: Electronic Progress



C. Organizational Public Relations

In the interest of receiving 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, Paula S. O'Neil, Ph.D., served as President of the Florida Court Clerks & Comptrollers (FCCC) in CFY 2013-2014. She currently serves as Chair of the Florida Local Government Investment Trust, FCCC Justice Partners Committee, and the CLERICUS Committee, and as Vice Chair of the Constitution and Bylaws Committee. She is a committee member of the FCCC Strategic Planning, Technology, and Forerunners Courageous Committees. She is a council member for the Clerk of Courts Operations Corporation (CCOC) and serves on the Civitek Board of Managers. Dr. O'Neil was appointed to the Florida Trust, the Florida Supreme Court's Court Workload & Statistics Committee, and its Domestic Violence Advisory Group. Dr. O'Neil is the immediate past Chair of the Central Florida Behavioral Health Network and a member of the Metropolitan Ministries Advisory Board and Pasco Homeless Advisory Board. 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:

- Association of Certified Fraud Examiners (ACFE) (Inspector General and Auditors)
- Association of Certified Fraud Examiners – Tampa Bay Chapter (Inspector General and Auditors)
- Association of Inspectors General (AIG) (Inspector General and Auditors)
- Association of Local Government Auditors (ALGA) (Inspector General and Auditors)
- Central Florida Behavioral Health Network, Acute Care, Pasco Regional Council (Clerk & Comptroller, Immediate Past Chair, Operations Supervisor/Probate)
- Central Pasco, Dade City, Greater Wesley Chapel, Trinity-Odessa, West Pasco, and Zephyrhills Chambers of Commerce (Clerk & Comptroller)
- Commission on Trial Court Performance & Accountability Court Statistics & Workload Committee (Clerk & Comptroller)
- Connections Job Development Board (Assistant Director of Human Resources)
- Domestic Violence Fatality Task Force (Operations Supervisor/Civil, Hearing Clerks/Civil)
- East Pasco Bar Association (Chief Operations Officer)
- Florida Audit Forum (Inspector General and Auditors) (Inspector General, Secretary)
- Florida Bar Association (Chief Operations Officer)
- Florida Bar Small Claims Rules Committee (Chief Operations Officer)
- Florida Government Finance Officers Association (FGFOA) (Clerk & Comptroller, Chief Operations Officer, Chief Administrative Officer, Inspector General, Manager of Financial Services, and Auditor III)
- Florida Local Government Investment Trust (Clerk & Comptroller, Chair of Trustees)



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- Florida Local Government Investment Trust Advisory Committee (Director of Financial Services, Member)
- Florida Public Human Resources Association (Assistant Director of Human Resources)
- Florida Supreme Court Domestic Violence Advisory Group (Clerk & Comptroller)
- Florida West Coast Credit Union Board (Clerk & Comptroller)
- Government Finance Officers Association (GFOA) (Clerk & Comptroller, Chief Operations Officer, Chief Administrative Officer, Director of Financial Services, Director of Budgets, Inspector General, and Manager of Financial Services)
- Guardian Association of Pinellas County, Inc. (Members of the Probate Division)
- Habitat for Humanity of East & Central Pasco County Board of Directors (Director of Financial Services, Treasurer)
- Institute of Internal Auditors (IIA) (Inspector General and Auditors)
- Institute of Internal Auditors – West Coast Chapter Board of Governors (Inspector General)
- Leadership Pasco (Director of Human Resources)
- Leadership Pasco Board of Directors (Chief Administrative Officer, Chief Operations Officer, and Director of Financial Services)
- Mandatory/Discretionary Form Matrix Workgroup (Director of Criminal Courts)
- Nature Coast Human Resource Society (SHRM Local Chapter) (Director of Human Resources)
- Pasco-Hernando State College Advisory Committee (Clerk & Comptroller)
- Pasco Guardianship Council, Inc. – Suncoast Guardian Association (Members of the Probate Division)
- Project Management Institute – PMI Local Chapter (Chief Administrative Officer)
- Rotary Club of Seven Springs (Clerk & Comptroller)
- Saint Leo University Accounting Advisory Board (Clerk & Comptroller)
- Society for Human Resource Management (SHRM) (Assistant Director of Human Resources)
- Veterans Stand Down (Director of Criminal Courts)
- West Pasco Bar Association (Chief Operations Officer, Past President)
- Estate Planning Attorneys Association – Bar-certified attorneys specializing in estate planning in Pasco County (Operations Supervisor/Probate)

Members of the Office also participated in the:

- CCOC Budget Workgroup (Director of Budgets)



- CCOC Financial Analysis and Enhancement Workgroup (Director of Criminal Courts, Director of Budgets, Assistant Director of Civil Courts)
- CCOC PSAT (Programs, Services, Activities, and Tasks) Team – Updates for the new PSAT/PAC (Performance and Accountability of Clerks) Framework
 - Civil Courts (Assistant Director of Civil Courts)
 - Criminal Courts/Traffic (Director of Criminal Courts)
 - Financial Processing/Jury Management Services (Director of Criminal Courts)
 - Format (Director of Budgets)
- Document Storage Workgroup – Functioning under the Florida Courts Technology Committee (FCTC), this group of technologists is developing a plan to move from image storage to the storage and retention of documents in a manner that preserves the intelligence embedded in the original submission formats. (Director of Information Technology)
- Florida Court Clerks and Comptrollers (FCCC) Technical Subcommittee – This technical group is charged with assisting all clerks in the implementation of the technical portion of the FCCC's strategic plan. (Director of Information Technology)
- Florida Records Management Association (Director of Records, Assistant Director of Records, Operations Supervisor of Court and Archived Records)
- Habitat for Humanity of East and Central Pasco County Board of Directors (Director of Financial Services)
- Leadership Pasco Board of Directors (Chief Operations Officer: Vice President; Chief Administration Officer: Past President, and Director of Financial Services)
- Munis Executive Team (Chief Operations Officer, Chief Administrative Officer, and Director of Financial Services)
- New Clerk Academy (Clerk & Comptroller/Instructor)
- Portal Change Advisory Board (PCAB) – This technical group reviews all requested technical and functional changes to the Florida Courts eFiling Portal. The group makes recommendations for implementation and prioritization to the Florida Courts eFiling Authority. (Director of Information Technology)
- Project One – A unified family court system in east Pasco County, one of three in the nation. Team members attend meetings with the judiciary and other stakeholders to provide seamless services to families in need. (Director of Criminal Courts, Director of Civil Courts, Operations Supervisor/Civil, and Operations Supervisor/Criminal)



IX. Financial Policies and Guidelines

A. Budget Process and Policy

The goal of the Pasco County Office of Clerk & Comptroller is to submit a balanced budget, so 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, equal the total of estimated expenditures and reserves, if any. 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.

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 was reduced after the fiscal year was well underway. To accommodate this potential, monies were budgeted in the services and materials category of the Fine and Forfeitures Fund until it could be determined they were available for future viability of the Self-Insurance Fund and other priorities.

During times of financial unpredictability, it is important to provide excellent customer service, improve service and reporting standards, rely more heavily on technological advances, ensure volatile costs are covered, and to provide a seamless transition from one fiscal year to the next. Due to economic volatility, fund balances may vary greatly from year to year.

Funding for the functional units described in this document is budgeted in individual, major operating funds; their specific funding levels are shown beginning on page **Error! Bookmark not defined..** The interdependence of their funding is shown in Figure 6: Cash Flows and Functional Area Financing on page 14, and descriptions of the funds begin on page 49. 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 additional areas of the financial structure. When funding is reduced, ripples are felt throughout the organization.

Florida Statutes provide that the amount by which revenue and transfers exceeding annual expenditures for the General Fund be remitted to the BCC within 30 days of the last day of the prior fiscal year. Likewise, unused revenue that remains in the Fine and Forfeitures Fund at the end of the county fiscal year is to be remitted to the Florida Department of Revenue.

The budget process begins in mid-January, when members of the Clerk & Comptroller's Executive Team submit requests to the Budget Department for goods or services 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.

From January until March, directors and supervisors have open access to Munis budget module. After review of pertinent reports and prepopulated data, parties responsible for divisional budget requests present detailed information, quantities, and unit costs for requested services, materials, supplies, and capital. By mid-March, department directors email updated narratives, quantitative information, and statistics to the Budget Team for analysis. If necessary, individual budget meetings are held among the Clerk & Comptroller, directors, chief officers, and the Budget Team.

By early April, the Clerk & Comptroller's Office is notified of potential budget-related legislative impact and spending threshold concerns. Projections are integrated into the overall Office budget and decisions are made regarding the ability of estimated revenue to adequately cover the cost of requests made by departments.

By mid-April, the Budget Team presents a balanced, detailed budget to the Clerk & Comptroller for consideration. Issues are resolved, and a proposed budget is submitted to the BCC on or before May 1 for consideration at the County level. The BCC holds workshops throughout the summer and adopts its budget during the second of two public hearings at the end of September. Between May 1 and June 1, a court-related budget is submitted to the CCOC for consideration at the state level. The CCOC analyzes and adjusts the collective court-related budget throughout the summer as well. All budgets are effective October 1. A calendar is provided on the next page for convenience.



B. Budget Calendar

2018 Schedule for CFY 2018-2019 Budget Preparation (Subject to change)	
1/9/18 - 3/9/18	Florida Legislature is in session.
1/12/2018	Deadline for Directors to email internal and external software, hardware, IT program change requests, or County-supported IT needs, using (attached) forms, also provided in email dated January 3. Requests should be sent electronically to Director of IT and IT Assistant Director and must include justification for new or replacement items. Please copy: Director of Budgets and Budget Analyst (the "Budget Team"). No late requests will be accepted.
1/16/2018	Deadline for Directors to submit <u>non-IT</u> County Interdepartmental Service Requests (IDSRs) to the Budget Team. No late requests will be accepted.
1/17/2018	Deadline for Director of IT to submit County-related IT Request Forms to the Budget Team.
1/17/18 -2/19/18	Directors and Supervisors have open access to Munis Budget Input. Email a list of all <u>significant</u> 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.
1/26/2018	Deadline for Directors to email inquiries regarding staffing concerns to Chief Administrative Officer and Chief Operations Officer. Cc: Director of Human Resources and Budget Team. Include an itemized list of all associated computer and/or specialized equipment needs.
2/2/2018	Deadline for Budget Team to submit County-related requests to OMB.
2/5/2018	Budget Team sends schedule of personnel allocation matrices, by department, for review and updating.
2/5/18 - 2/9/18	Department-specific meetings held with Director, Budget Team, and Chief Officer (optional).
2/19/2018	Budget Team sends prior year document to Directors for review and revision of narratives, graphs, goals, objectives, accomplishments, analyses, conclusions, policies/guidelines, and alignment with Strategic Plan.
2/19/2018	Clerk's budget input in Munis is closed at 5 p.m.
2/26/2018	Directors return allocation matrices to the Budget Team.
3/16/2018	Directors email updated departmental narrative and quantitative information to the Budget Team.
3/26/2018	Deadline for Director of Budgets to submit revenue estimates and preliminary budget detail to Paula S. O'Neil, Ph.D., Clerk & Comptroller, for review.
4/2 - 4/13/18	Director of Budgets reviews budget proposals to the BCC and CCOC with Chief Officers.
4/9 - 4/23/18	Director of Budgets reviews budget proposals to the BCC and CCOC with the Clerk & Comptroller.
5/1/2018	Deadline for Clerk & Comptroller to submit Board-related budget to the BCC.
6/1/2018	Deadline for Clerk & Comptroller to submit court-related budget to the CCOC.
8/3/2018	Recommended last day to encumber funds for CFY 2017-2018 expenditures.
8/30/2018	Clerk & Comptroller submits fee-funded budget to Board Records.
9/18/2018	(Tentative) Pasco County Board of County Commissioners approves CFY 2018-2019 BCC and Clerk & Comptroller budgets.

Table 14: Calendar for CFY 2018-2019 Budget Development and Preparation



C. Performance Measurement

Throughout the year, budget performance is monitored through analyses generated by the Budget Department, including financial position, fund status, peer-group unit cost comparisons, and divisional expenditure reports. With the implementation of Munis, departments gained access to up-to-date information. These reports provide information about budgeted revenue and expenditure amounts, actual receipts and expenditures, year-to-date totals, and projections. Directors and division 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 noncourt 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; these are deposited into the Fine 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.

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, and court costs. 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.
- *Recording and Other Noncourt 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.

Each fund's revenue is calculated independently and based on a current three-month moving average in conjunction with year-to-year and seasonal trends. Tables depicting specific levels of major revenue sources begin on page 31. The impact of fee increases, fluctuations in court-related and county revenue, court filings, local ordinance requirements, and customers' payment abilities are considered carefully in the



application of such trends. As revenue projections are calculated, the following are considered:

- *General Fund (Governmental Fund)* – The General Fund is used to account for all resources except those required to be counted in other funds. This fund includes general administration, Clerk to the Board, 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 BCC, the county budget remains a conservative one; there remains the possibility of decreased fund availability. Main sources of funding are revenue from the recording of documents, an allocation from the BCC based on Clerk & Comptroller services provided to the Board, and revenue collected for the performance of services for other operating funds.
- *Fine and Forfeitures Fund (Governmental Fund)* – Effective July 1, 2009, the funding structure of the Clerk of the Circuit Courts' revenue and appropriations was significantly changed by the Florida Legislature. Until 2013, almost all monies collected by Clerks' Offices were sent to the Florida Department of Revenue (FDOR) for deposit into a trust fund. With the Clerks being part of the state appropriation process, the Legislature determined the amount of funding each Clerk was to receive to perform his or her court-related duties as outlined in Florida Statutes and according to service units.

Legislation that became law May 22, 2013, reverted this process to a system in which Clerk and Comptrollers' Offices retain monies collected, and use them to cover expenses. As 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. Slow declines of high unemployment rates can be correlated to customers' ability to pay fines, fees, and service charges. Until unemployment rates stabilize and legislation better addresses adequate funding, more focus on collection efforts will be necessary.

- *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 three such funds. One is used to pay for the day-to-day operations of the Information Technology Department; another is restricted and used to pay for projects related to the modernization of and increased accessibility to records; and the third is used to support the new Legal Resource Centers. Until economic conditions stabilize in Pasco County, an improved revenue stream is not anticipated in the short term. The main source of revenue comes from the recording of documents.



- *Legal Resource Center Fund (Special Revenue Fund)* – This newly created fund isolates revenue and expenses specifically for the day-to-day operation of the former Law Libraries. The Legal Resource Centers are in the Robert D. Sumner Judicial Center (Dade City) and the West Pasco Judicial Center (New Port Richey). They were established by ordinance for the use of the Board of County Commissioners, officers of the court system, members of the Bar Association, and the public. They are funded by a portion of filing fees and costs of over-the-counter services.
- *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

- Over the last eight years, the Pasco County Clerk & Comptroller's Office has faced a challenge without precedent: a combination of volatile funding from one or more of its main revenue sources in conjunction with substantial legislative changes and trends that contradict funding drivers. Court-related revenue collection, BCC transfers, and income from recording services have not been aligned with performance mandates and efficiencies. While an increase in noncourt-related revenue is projected, this forecast relies on progress in the local housing market. Growth, improved home values, shrinking housing inventories, and less time on the market have been recent developments, but solid trends are recent and not well-established. Court-related revenue, however, remains challenged while the workload does not decrease in direct proportion.
- Cases filed without fees or with fees waived continue to deplete Clerk's resources. Protective injunctions, mental health, and indigent cases require more employee time initially than any other cases. No funds or reimbursements exist to offset costs incurred by the Clerks for these case types. The Clerks are left to absorb the costs of these no-fee cases.
- A substantial loss of institutional knowledge that accompanied the retirements of many deputy clerks with decades of service to the Office has resulted in increased training costs, the need for a more structured individual development plan, and a well-crafted succession program.
- Travel and training costs have increased. An improved system of scheduling and communication was implemented to better enable and manage cross-county meetings via video teleconferencing system, thereby saving on fuel and time. At more than 10 years old, however, the system demands frequent repair. Webinars are attended by deputy clerks in lieu of traveling out-of-county for training and updates.



- Paper and toner costs remain high due to the Office's obligation to print eFiled case documentation for the judiciary until JAWS, the electronic viewer, is fully implemented and supported.
- Reporting is examined constantly for value and accuracy. Many reports have been updated in new systems and converted to electronic format. These are available via the internet and email, resulting in some reduction of paper, postage, ink, and toner expense.
- Data accuracy continues to be improved and integrated through technological innovation. While it is difficult to keep pace with advances in software and cost-prohibitive to upgrade many systems, in-house programming enables various systems to continue to interface seamlessly.
- Because the Clerk & Comptroller's self-funded group health insurance program receives contributions from funds dependent on external sources, its viability and its ability to cover claims remain 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 administered through a third party. By funding it this way, the Office has saved millions of dollars, helping to minimize cuts to office hours, customer service, and staffing.

Since May 2012, consulting, day-to-day operations, and brokerage services have been contracted with an outside vendor to offer an expanded array of services to the Office and increase savings by competitively bidding the process.

Since 2017, the Office has partnered with Pasco County to save money by using local wellness clinics for every day, non-emergency health issues.

To cope with these budgetary concerns, the top priority of the Pasco County Clerk & Comptroller's Office is to examine procedural efficiency constantly. If it is determined a process is not required by Florida Statute or local ordinance, it is reviewed for value. As a result, processes routinely are streamlined or eliminated. The potential for increased revenue also is evaluated regularly, and the courts are encouraged to assess the maximum amount allowed by law.

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 2018-2019.



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 Department in Munis, reviewed by the Chief Operations Officer and/or Chief Administrative Officer, and approved by the Clerk & Comptroller or her designee. Budget amendments are prompted by changing circumstances that occur after the fiscal year has begun. They recognize an increase or decrease in anticipated revenue and are presented as a balanced adjustment to the both the revenue and expenditure sides of the budget.

H. Significant Changes in Fund Balances

Changes in cash flows or operations often affect fund balances or the amounts carried over from one year to the next and made available for qualified expenditures. Continued operations within the following major funds are expected to decrease respective fund balances for the reasons provided:

- *Public Records Modernization Fund* – A 73% decrease in fund balance is expected in CFY 2018-2019 due to decreased revenue going to another technology-based fund that formerly absorbed the cost of equipment and software upgrades. When a critical revenue stream shifted from the Records Modernization Article V Fund to the Fines and Forfeitures Fund to fund day-to-day operations, purchases that improve technological infrastructure were budgeted in this fund. This fund is highly regulated and prohibited from covering salaries and associated expenses. Fund balance is expected to be exhausted in CFY 2019-2020, leaving only a meager, recording-related revenue stream to fund future technological purchases.
- *Self-Insurance Fund* – With an aggregate lower rate of contribution from the three major operating funds that contain personnel and related expenses, this fund is expected to use more than \$2.5 million of its carried-over fund balance. If self-paid claims are contained within the budgeted amount for the fiscal year, the result will be a 34% decrease in fund balance. This anticipated decrease may not make the fund less viable in the short term but may have a long-term effect on operations. Continued decreases may require changes to contribution requirements, modifications to plan benefits, or both.

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 enough 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 2018-2019 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 a schedule of specific capital purchases planned for Fiscal Year 2018-2019 and an extended capital plan for Fiscal Years 2019-2022. Most capital purchases absorbed by the Clerk & Comptroller's Office are non-routine and include replacement equipment in addition to upgraded 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, tagged with a unique identifier, and tracked for accounting purposes.

The impact of capital purchases on the Fiscal Year 2018-2019 operating budget is \$238,100 and includes:

Fund	Qty.	Description	Amount
9101	1	Infrastructure replacement and enhancement - Improved storage, networking, data archiving, disaster recovery resources, and remote access	\$70,000
9101	1	Software acquisitions, add-on modules, upgrades to enterprise existing systems, in-court docketing, NetDMS upgrade, and storage software	60,000
9001	2	Replacement vehicles	50,000
9002	10	Replacement mail machines	20,000
9002	7	Replacement and additional office furnishings	20,000
9002	1	Additional shelving tarps to protect case files	6,750
9001	2	Replacement letter openers	4,400
9191	1	Replacement tablets and laptops for Inspector General field work	4,000
9191	1	RFID readers and endpoint hardware inventory reader	1,600
9191	1	Wireless passport system	1,350
CFY 2018-2019:			\$238,100

Table 15: CFY 2017-2018 Planned Capital Purchases



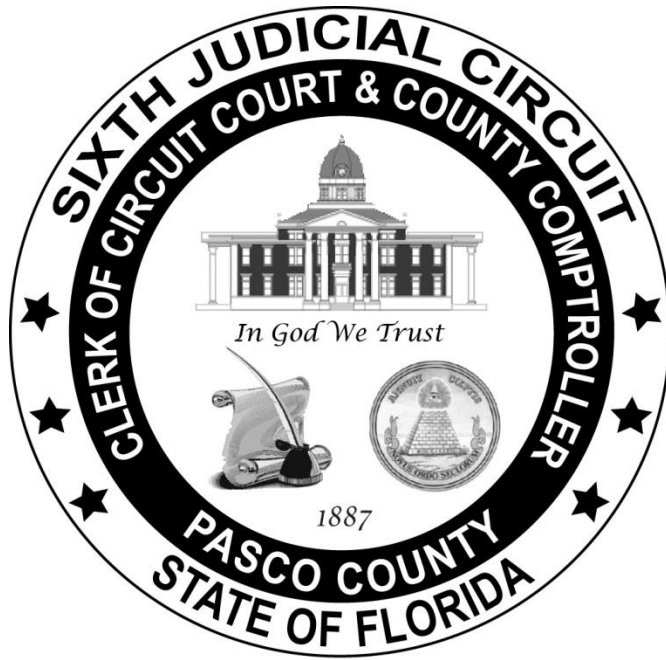
Extended Capital Plan

Fund	Qty.	Description	Amount
9101/9191	1	Secure archive storage	\$158,000
9001	2	Replacement vehicles	50,000
9101/9191	50	Replacement PC's for the Office	42,500
9101/9191	1	Communications equipment to create a redundant path from the PTC to the WPJC complex	35,000
		CFY 2019-2020:	\$285,500

Fund	Qty.	Description	Amount
9101/9191	1	Intellidact PDF Redaction (carried from CFY 2017-2018)	\$92,000
9101/9191	1	Storage and backup capacity enhancement	60,000
9001	2	Replacement vehicles	50,000
9101/9191	50	Replacement PC's for the Office	42,500
9101/9191	1	Nutanix hyperconverged server node	37,000
		CFY 2020-2021:	\$281,500

Fund	Qty.	Description	Amount
9101/9191	1	Firewall Upgrades	\$156,000
9001	2	Replacement vehicles	50,000
9101/9191	50	Replacement PC's for the Office	42,500
9101/9191	1	Nutanix hyperconverged server node	37,000
		CFY 2021-2022:	\$285,500

Table 16: Extended Capital Plan



OFFICE STRUCTURE



X. Office Structure

The Office of the Clerk & Comptroller contains nine departments, comprised of five operational and four supportive functional areas. The Chief Operations Officer leads the business operations departments of Criminal Courts, Civil Courts, and Financial Services, and the operational support department of Information Technology. The Chief Administrative Officer leads the business operations department of Records, the support departments of Human Resources, Budget, and Communications. The Department of Inspector General is the fifth operational department and reports directly to the Clerk & Comptroller. The Organizational Chart on page 10 provides detailed information.

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 include Civil Courts, Criminal Courts, Financial Services, Records, and Inspector General.
- Provide leadership and policy direction for support operations, which include Human Resources, Information Technology, and Budget.
- 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.

Accomplishments

- In conjunction with the Pasco County School Board, the Clerk & Comptroller's Office facilitated its Second Annual All-American Youth Art Walk, affording a venue to display local kindergarten through grade-12 students' artwork in both the West Pasco Judicial Center in New Port Richey and the Robert D. Sumner Judicial Center in Dade City. Award ceremony receptions were held to showcase student music and artwork.



Department Budget and Personnel Allocations

Expenditure Category	CFY '14-'15 Actuals	CFY '15-'16 Actuals	CFY '16-'17 Actuals	CFY '17-'18 Actuals	CFY '18-'19 Budget
Personnel	643,319	643,643	759,307	837,993	893,471
Services and Materials	355,045	238,000	449,135	272,526	324,322
Capital			69,840	175,839	50,000
Overhead			49,047	68,248	96,454
Transfers	(454,340)	(416,739)			
Technology	3,225	2,572	916	4,610	4,597
Total	547,249	467,475	1,328,244	1,359,216	1,368,844
*Budgeted FTEs					

*Budgeted FTEs are shown due to actuals fluctuating throughout the fiscal year.

B. Business Operations Branch

The Business Operations Branch includes four Departments: Civil Courts, Criminal Courts, Financial Services, and Records.

1. Civil Courts Department

The main responsibilities of the Civil Courts Department include the processing and maintenance of civil, county, small claims, domestic relations, probate, guardianship, mental health, tax deeds, and the Legal Resource Centers. The Civil Department assists customers at two locations: The Robert D. Sumner Judicial Center in Dade City and the West Pasco Judicial Center in New Port Richey.



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

- Assist members of the public, attorneys, domestic violence victims, pro se litigants, mental health facilities, and the judiciary.
- Open new cases, determine indigency, verify pleadings, fees, and parties in the ePortal, accept them into the case maintenance system, and review for confidential information.
- Process financial activities that include receipting for payments, court registry deposits, and preparing check requests



- Provide ministerial assistance for small claims, simplified dissolutions, mental health petitions, and emergency injunctions.
- Process interim filings, summonses, subpoenas, writs, defaults, mass dismissals, civil appeals, and dispositions.
- Attend court sessions, prepare and maintain court calendars, and safeguard evidence.
- Manage foreclosure and tax deed sales, as well as eminent domain actions.
- Report statistical and compliance information to local and state agencies. Provide members of the public with information, forms, referrals, and resources.

The Civil Courts Department contains six divisions with the following responsibilities:

1. Circuit Civil Division – Circuit case categories and services handled by the Civil Division include malpractice, foreclosures, eminent domain, and negligence actions.
 - a. The Circuit Civil Division receives and processes all cases valued at more than \$15,000.
 - b. Negligence and malpractice cases involve parties injured either financially, physically, emotionally, or in combination.
 - c. Foreclosures are circuit civil cases the Clerk actively maintains beyond the disposition of the case. The Clerk & Comptroller oversees the online auction of foreclosure properties through Realauction.com.
2. County Civil Division – County case categories and services handled by the County Division include landlord-tenant, auto negligence, recovery of property, and small claims.
 - a. The county civil division receives and processes all cases that do not exceed \$15,000.
 - b. Landlord-tenant cases typically involve nonpayment of rent and recovering possession of rental property. Small claims cases tend to be less formal than those decided in other types of courts and the parties usually represent themselves. The Clerk provides ministerial assistance for these cases.
3. Domestic Relations Division – Domestic Relations case categories and services handled by the domestic relations division, also known as “family cases,” include dissolutions, protective injunctions, paternity, and child support.
 - a. The domestic relations section includes all cases related to families. The clerk provides forms, resources, and ministerial assistance.
 - b. Many of these cases are either indigent or no-fee cases such as protective injunctions.



- c. The child support section works with the Department of Revenue in obtaining support and maintaining financial records for payments. The section receives payments through a lockbox process as well as over the counter. Payments are distributed in accordance with court orders that direct payment for child support or alimony.
4. Probate Division – Probate Division case types include estates, guardianship, and mental health. Case categories and services handled by this division include summary administration, small estates, involuntary placements, and limited guardianships, among others.
 - a. Estates – The Estate area of Probate involves the court-monitored distribution of assets according to the decedent's will or by Florida Statutes. The Clerk's Office notifies the Court when a file falls outside the statutory time standards or is delinquent. Deputy clerks process caveats, notices of trust, statements of claim, unclaimed funds, deposit wills, pre-needs, and notify parties as warranted.
 - b. Guardianships – Guardianships encompass the court monitoring of a ward's personal property when the ward is determined by the court to be incapacitated. The Clerk & Comptroller is responsible for reviewing each initial and annual guardianship report to ensure it meets specific criteria as outlined within the statute.
 - c. Mental Health – The mental health section of the Probate Division involves court intervention when individuals become incapacitated, demonstrate substance abuse, or exhibit mental illness to the point they may endanger themselves or others, and are unwilling to seek treatment.
 - d. Home Solicitation Permits – The Clerk & Comptroller assists the applications of individuals who engage in certain door-to-door solicitation activities that sell, lease, or rent consumer goods or services and are required to obtain a permit pursuant to statute.
5. Tax Deed Division – Tax deed sales are conducted by the Clerk & Comptroller on an as-needed basis. The Clerk & Comptroller receives applications and performs statutory duties to present the properties for sale. The funds are distributed, with excess revenue submitted to the State.
6. Legal Resource Center – Provides legal resources to the community such as books, forms, and online references. Additional services include faxing and copying. Also, compact discs are available to attorneys to aid in CLE credits.



Department Goals

- 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.
- Manage Legal Resource Centers for the public, judiciary, and legal community. Facilitate access to legal information in both electronic and paper form.
- Provide resources and ministerial assistance for pro se customers.
- 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. This division works 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, both online and in person. Facilitate court orders and the appointment of regional counsel or the Public Defender for an individual requiring mental health treatment.
- Participate in training opportunities afforded by other agencies to help provide seamless service.
- Ensure all processes are completed accurately and in a timely manner by using quality assurance reports on a daily and weekly basis and by addressing training issues immediately.
- Redact publicly viewed documents on our website for confidential information pursuant to Florida Statutes and rules.
- 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 users may view documents and download forms approved by the Supreme Court. The website provides customers access to bid remotely on foreclosed properties through Realauction.com; provides a list of court costs and fees required for each new case type; and provides an eviction flowchart and links to various other resources.
- Facilitate tax deed sales for the County, providing all parties an equal opportunity to bid and purchase at auction or from the list of lands.
- Ensure accurate and timely reporting to all federal, state, and local agencies based on statutory requirements, court orders, or customer requests.





- Safeguard all financial transactions and records, ensuring:
 - records accurately reflect balances due based on statutory requirements and/or court orders.
 - all customer payments are properly applied by having each individual teammate balance at the end of each day, verifying divisions within the Office, and 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 individual development plans.
- Encourage community involvement of all teammates.
- Improve case-processing ratios through technology and process-improvement projects.
- Increase efficiencies with the case maintenance system and eFiling.
- Work with the judiciary to alleviate the need to print eFiled documents, create file folders, print labels, and store in paper format.
- Improve accuracy and timely maintenance of court case records.
- Collaborate with customers to identify gaps, improve services, and address additional needs.
- Analyze resources for possible consolidation among divisions and workflow modification.
- Continue to assist the legal community, other agencies, and pro se litigants with eFiling to help achieve proper filing of cases, interim documents, and monetary remittances.
- Provide access to current legal information through the Legal Resource Center.
- Increase the use of individual development plans to improve retention of teammates.

Key Objectives

Short-Term Objectives

- Implement eSignatures for documents requiring a clerk's signature.
- Initiate electronic tax deed sales through Realauction.
- Continue to analyze workflow, processes, and procedures for efficiencies.
- Participate in testing the judiciary's electronic viewer JAWS.





- Work with outside agencies to decrease paper flow and utilize electronic means of transmission.
- Institute the Civil progression plan for hearing clerks and increase the number of employees participating in individual development plans.

Long-Term Objectives

- Eliminate dual processes and the need to maintain paper file folders.
- Develop standardized training on our systems, processes, and procedures.
- Combine emergency actions and filings. Develop a specialized team to assist with these types of case filings, i.e., protective injunctions, Baker Acts, and Marchman Acts, to provide appropriate assistance for multiple issues.
- Work with other departments to identify like processes and create streamlined workflows.
- Install a public scanner in the LRC to enable pro se filers to eFile documents.

Performance Measures and Workload

The department tracks multiple measures of progress toward accomplishing the organization's mission, goals, and objectives. The following charts and graphs show a subset of the most important measures.

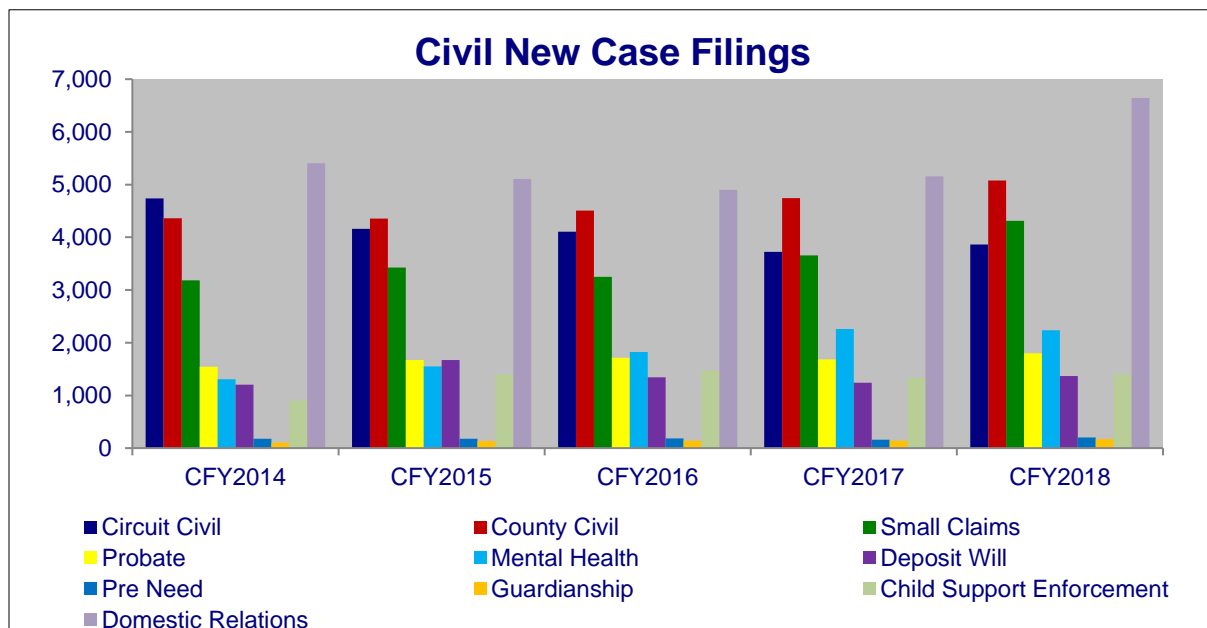


Figure 27: Civil New Case Filings

New civil case filings reflect a consistent upward trend, with domestic, or family, increasing. This workload is difficult to handle when court-related funding remains challenged.



Foreclosure Filings and Sales

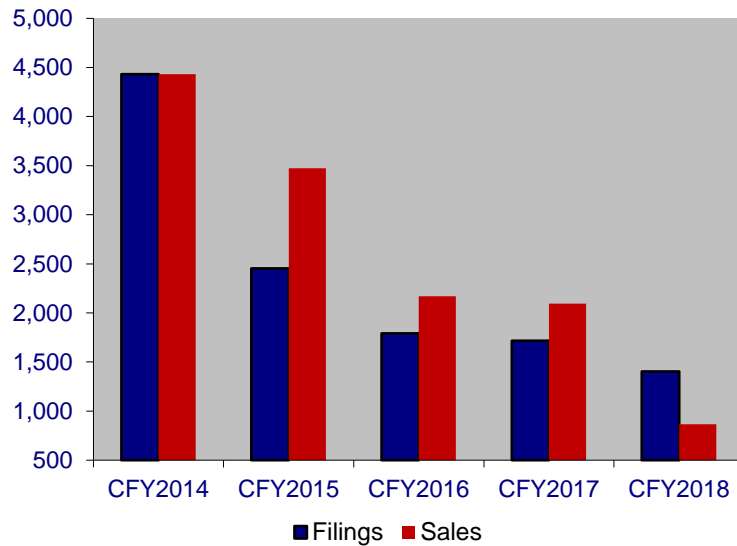


Figure 28: Foreclosure Filings and Sales

Foreclosure filings have reverted to prerecession rates. For the first time in many years, foreclosure sales are lower than cases filed. This shows that cases are being resolved and fewer sales are taking place.

The Child Support Division processed payments totaling more than \$37 million in CFY 2017-2018. This is less than in CFY 2016-2017, signaling the local economy still may have its challenges. In Figure 28, the Child Support Enforcement cases stay

Customers Served at Counters

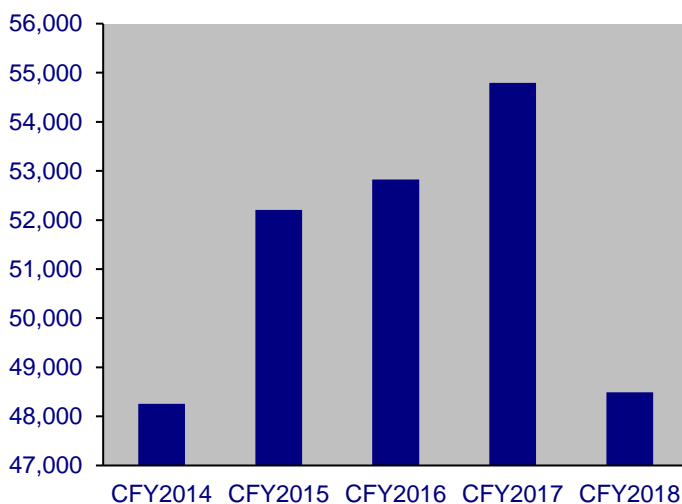
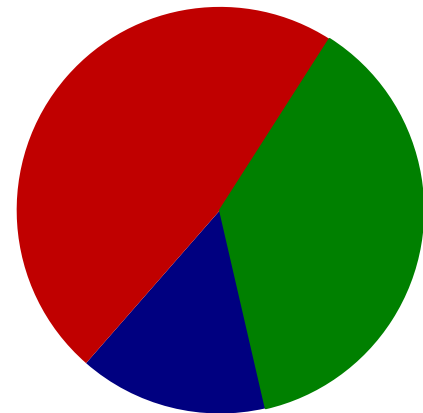


Figure 30: Customers Served at Counters

Family Case Filings



*Reflects activity for 2018

■ Indigent ■ With Fee ■ Injunctions

Figure 29: Family Case Filings



steady for the last three years. With a consistent case load and the presumption that amounts due do not generally decrease, it may be concluded that defendants were not able to pay as much as in prior years. More than half of the filings received in the Domestic Relations (Family) Division are cases which do not have associated fees.

The number of customers served at our counters continues to increase. The implementation of eFiling has shown no impact on counter service.

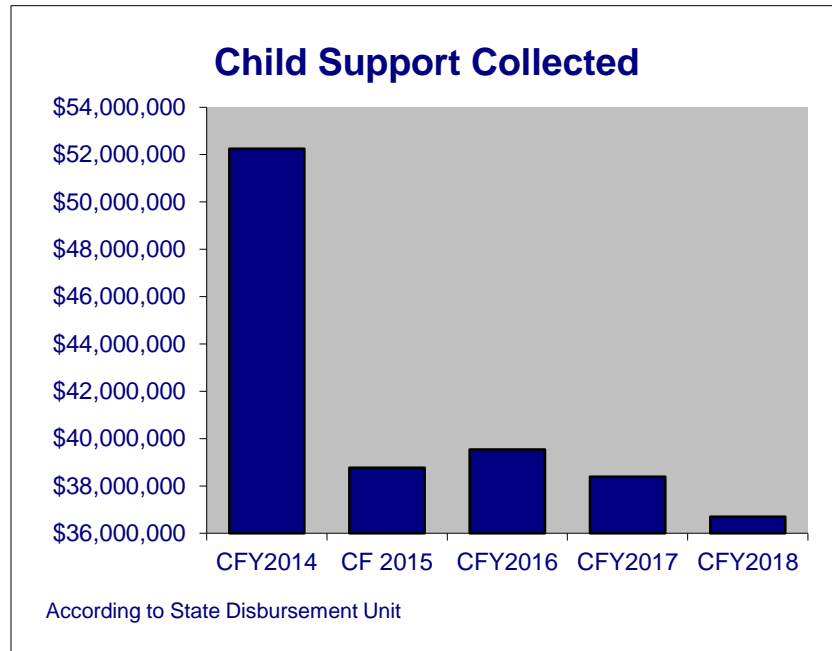


Figure 31: Child Support Collected

The number of documents processed in the ePortal continues to increase; however, the monies collected have not. This is due to indigent filings and laws now in place for reopening cases without a fee for up to six months after closing.

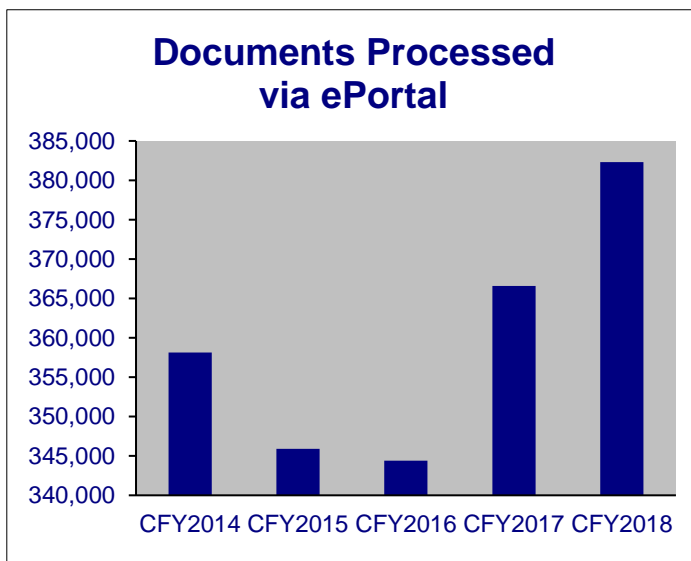


Figure 33: Documents Processed Via ePortal

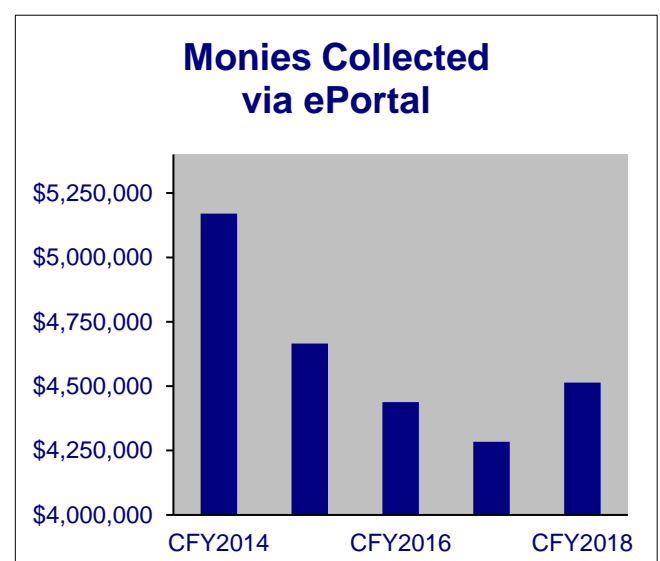


Figure 32: Monies Collected Via ePortal



A tax deed sale is the sale of property for past due real estate taxes and fees associated with the sale. Each year, real estate taxes are to be paid by a predetermined date to avoid becoming delinquent. Once delinquent, the Clerk & Comptroller's Office holds an auction to pay off the taxes. This auction is referred to as a Tax Certificate Sale (FS 197.432). The successful bidder at this auction is issued a tax lien certificate, which ensures the bidder that the tax lien will be paid off, with interest. A tax lien certificate, or tax certificate, is not a purchase of property; rather, it is a lien imposed on the property by payment of the delinquent taxes. According to Florida law, the Clerk must conduct a sale of tax certificates beginning on June 1 for the preceding year of delinquent real estate taxes. If the tax lien certificate has not been paid off within two years

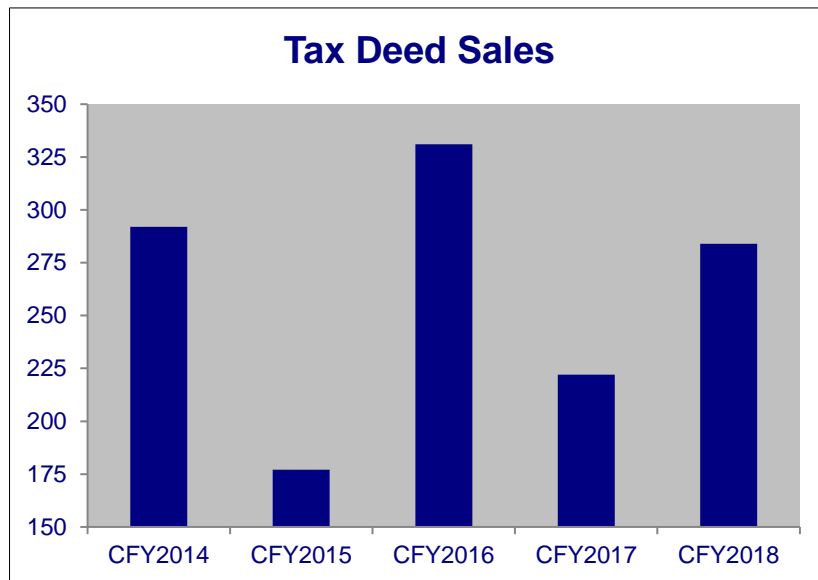


Figure 34: Tax Deed Sales

from the date the taxes became delinquent, the holder of the certificate can apply to force a public auction of the property. For example, if 2018 taxes are delinquent April 1, 2019, a tax deed application may be made after April 1, 2021. In applying for a tax deed, a certificate holder must redeem all other certificates and pay all applicable fees. The public auction selling the property is referred to as a tax deed sale (FS 197.542).

Mental health case filings have increased since the addition of new receiving facilities in Pasco County. Mental health cases are no-fee cases. These case types are anticipated to increase with the current legislative focus on mental health and the opioid crisis.

Although guardianship case filings have remained consistent, the number of audits continues to increase, a result of existing cases that require yearly audits.

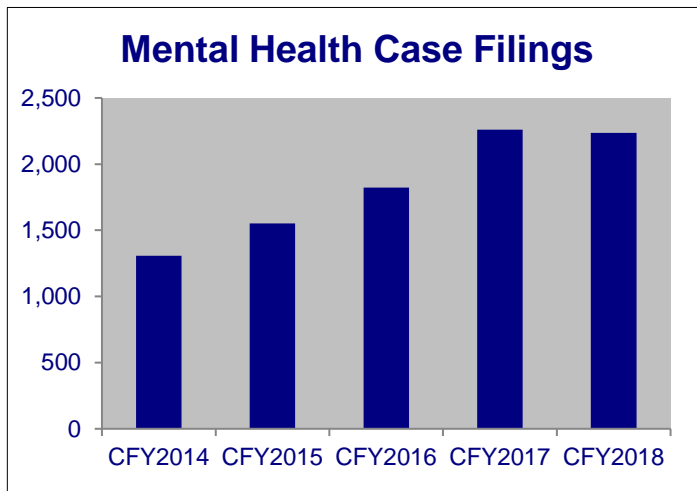


Figure 35: Mental Health Case Filings

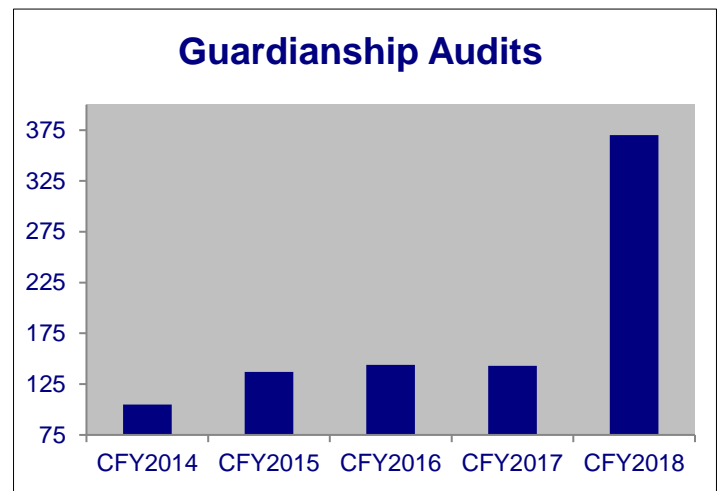


Figure 36: Guardianship Audits

Accomplishments

- Created an electronic solution for transmission of Mental Health and Protective Injunction filings to the Pasco County Sheriff's Office.
- Initiated electronic case transfers from one county to another.
- Integrated tax deed documents into the case maintenance system, CLERICUS, in preparation for electronic sales.
- Decreased the number of pending cases through the mass dismissals process.
- Participated in National Adoption Day in November 2017.
- Established a Hearing Clerk Progression Plan.
- Cross-trained multiple team members on additional activities and tasks.

Department Budget and Personnel Allocations

Expenditure Category	CFY '14-'15 Actuals	CFY '15-'16 Actuals	CFY '16-'17 Actuals	CFY '17-'18 Actuals	CFY '18-'19 Budget
Personnel	3,506,847	3,551,848	3,076,792	3,405,452	3,090,922
Services and Materials	169,697	226,779	180,972	157,000	197,712
Capital	0	(0)	0	0	0
Overhead	1,243,877	1,186,403	1,060,190	916,531	1,117,175
Transfers	(365,815)	(461,438)	14,587	95,000	320,000
Technology	38,031	31,384	27,172	29,886	37,738
Total	4,592,637	4,534,976	4,359,713	4,603,868	4,763,547
*Budgeted FTEs					

*Budgeted FTEs are shown due to actuals fluctuating throughout the fiscal year.



2. Criminal Courts Department

The Criminal Courts Department contains three divisions: Criminal, Customer Service, and Courtroom Clerks. These are in the Robert D. Sumner Judicial Center in Dade City and the West Pasco Judicial Center in New Port Richey. The responsibilities of the Criminal Courts Department include the processing and maintenance of felonies, misdemeanor, criminal traffic, juvenile delinquency and dependency, jury management, appeals, county and municipal ordinances, and civil infractions.

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

- Assist attorneys, defendants, victims, businesses, and members of the public.
- 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 case files meet all state-mandated processing time standards and remain available for the 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 traffic proceedings and issue summonses and notifying individuals of pending court actions. In 2017, the Criminal Courts Department issued 9,415 summonses and subpoenas. The Department docketed more than 996,400 entries within case files, which included court rulings and other documents filed by the judiciary, attorneys, defendants, and other customers.
- Issue active-process documents to defendants, including capias, notices, warrants, orders to take into custody, and arrest orders. The Criminal Courts Department issued 7,722 active processes in 2017.

The Criminal Courts Department contains eight divisions with the following responsibilities:

1. Circuit Criminal Division – Felony case categories and services handled by the Felony Division include all felony arrests, direct file cases, and felony warrants.
 - a. The Circuit Criminal Division receives and processes all cases that are classified by the Florida Statutes as a felony offense, which includes charges for burglary, kidnapping, homicide, drug related offenses and many others.



2. County Criminal Division – County criminal case categories and services handled by the County Criminal Division include all misdemeanor arrests, notice to appear, direct file cases, and misdemeanor warrants.
 - a. The County Criminal Division receives and processes all cases that are classified by the Florida Statutes as a misdemeanor offense, which includes charges for petit theft, trespass, simple battery, drug paraphernalia offenses and many others.
 - b. The County Criminal Division also receives and processes all cases involving county or municipal ordinance violations. There are hundreds of county and municipal violations and include violations of junk and debris in the yard, unlicensed or derelict vehicles, or contracting without a license.
 - c. Non-criminal infractions issued by Fish and Wildlife are handled by the County Criminal Division. These infractions are issued for individuals who hunt or fish without a license.
3. Juvenile Dependency and Delinquency Division – Dependency and delinquency cases involve nonphysical or mental injuries to a person under 18 years of age. Juvenile records are confidential under Florida law and handled with the utmost care.
 - a. Dependency cases are filed when children are at risk and the State moves to place them into a safer environment. These 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.
 - i. Dependency cases can also be filed for a child or family in need of services.
 - ii. Truancy cases also fall into the dependency case filings.
 - iii. Judicial waivers of termination of pregnancy are also filed under the dependency case type.
 - b. Delinquency cases involve persons under 18 who is alleged to have committed a felony or misdemeanor offense. The court's objective is to avoid future violations and ensure the minors become productive members of the community.
4. Criminal Traffic Division – The Criminal Traffic Division receives and processes all cases that are classified by the Florida Statutes as a misdemeanor offense involving a vehicle.
 - a. Criminal traffic cases are filed for crimes committed that involve misdemeanor vehicle related crimes, such as reckless driving, driving under the influence, and driving while license is suspended just to name a few.



- b. These cases are reported to the Florida Department of Highway Safety and Motor Vehicles via an electronic transmission of data to the Traffic Citation Accounting Transmission System (TCATS).
5. Civil Traffic Division – The Civil Traffic Division receives all civil citations issued by the Florida Department of Highway Patrol, Pasco County Sheriff's Office, and various City Police Departments.
 - a. Civil traffic cases are non-criminal and involve violations of traffic laws, such as speeding, careless driving, running a red light, and not wearing a seat belt.
 - b. Civil citations are filed both electronically and in paper.
 - c. Some civil citations require a mandatory court appearance, for example any case involving a fatality or serious bodily injury.
6. The Courtroom Clerk Division assists and supports the judiciary by attending all court proceedings including first appearance hearings that are conducted daily, including weekends and holidays.
 - a. Courtroom clerks prepare court documents, maintain court records, and secure evidence.
7. Appeals Division – The criminal appeals team handles appeals for both the civil and criminal departments. Rule 9 of the Florida Rules of Procedure governs the appeal process.
 - a. Circuit Courts review by appeal the orders of lower tribunals, otherwise known as County Courts.
 - b. District Courts of Appeal review by appeal:
 - c. Final orders of trial courts not directly reviewable by the Supreme Court or a Circuit Court
 - d. Non-final orders of Circuit Courts
 - e. The Supreme Court reviews by appeal final orders of courts imposing death sentences and decisions of the state courts that declare invalid any statutes or provisions of the state constitution.
8. Jury Management – Provides jurors to the judicial community for the resolution of both civil and criminal trials.
 - a. Jurors are summoned to appear on most Monday mornings for trials that occur during that week.
 - b. Jurors are required to serve one-day or on one trial if they are instructed to appear for service.



Departmental Goals

- Deliver high-quality customer service, treating all customers with respect and compassion.
- Capture court rulings accurately, ensuring the information and the records are updated timely.
- Ensure all workflows and procedures include quality assurance methodologies for the accurate and timely processing of 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 orders, or customer requests.
- Safeguard all financial transactions and records, ensuring records accurately reflect balances due based on statutory requirements, court orders are timely processed, and all customer payments are properly applied.
- Provide high-quality training to teammates on proper procedures, legislative changes, 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.
- Develop and implement quality assurance methodology to improve accuracy and ensure the department complies with state-mandated performance measures.
- Increase the collection of court-ordered assessments through the implementation of various automated efforts.
- Implementation of a judicial viewer that will allow for the elimination of paper files.





Short-Term Objectives

- Identify and eliminate inconsistencies in workflows.
- 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 Division (Collections Unit) to enter into a payment plan while gathering all pertinent contact information.
- Establish customer service best practices and educate deputy clerks about performance expectations.
- Develop and implement innovative solutions to redact all electronically filed court documents.
- Expand electronic access to provide automated services to the judiciary, court-related agencies, and the public.
- Implement an in-court processing program to allow the capturing of court actions electronically in the courtroom. Currently, this is a manual process captured on paper documents, requiring subsequent scanning and docketing into the case-management system.

Long-Term Objectives

- Continue the implemented cross-training program to improve departmental understanding and encourage deputy clerks to reach their full potential.
- Collaborate with Human Resources to develop classroom environment training for new hires and experienced court operations clerks.

Performance Measures and Workload

The Criminal Courts Department assists customers at the criminal counter and the customer service counters. In 2017, the Criminal Courts Department assisted 63,463 customers, who visited either the New Port Richey or Dade City office locations to pay monetary obligations and/or obtain pertinent case information.

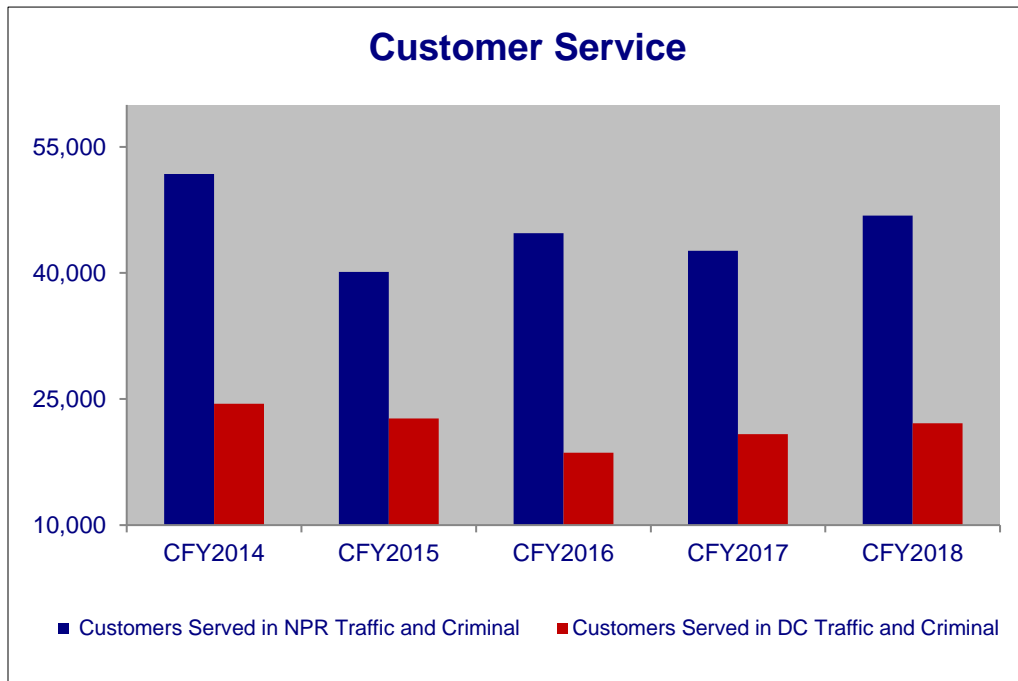


Figure 37: Customer Service

The Criminal Courts Department 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.

To provide additional services to our serving jurors, the Clerk & Comptroller has collaborated with the Supervisor of Elections to make voting registration available during their service in the courthouse. Additionally, the Clerk & Comptroller's Office has worked with the Pasco County Friends of the Library System to provide books in the jury assembly room and with the Board of County Commissioners to extend free bus passes for jurors needing transportation to and from the courthouses.

To enhance the juror experience, the Clerk & Comptroller's Office provides amenities such as Wi-Fi, refreshments, charging stations, storage lockers, activities, and a kitchen area for lunch and break periods.

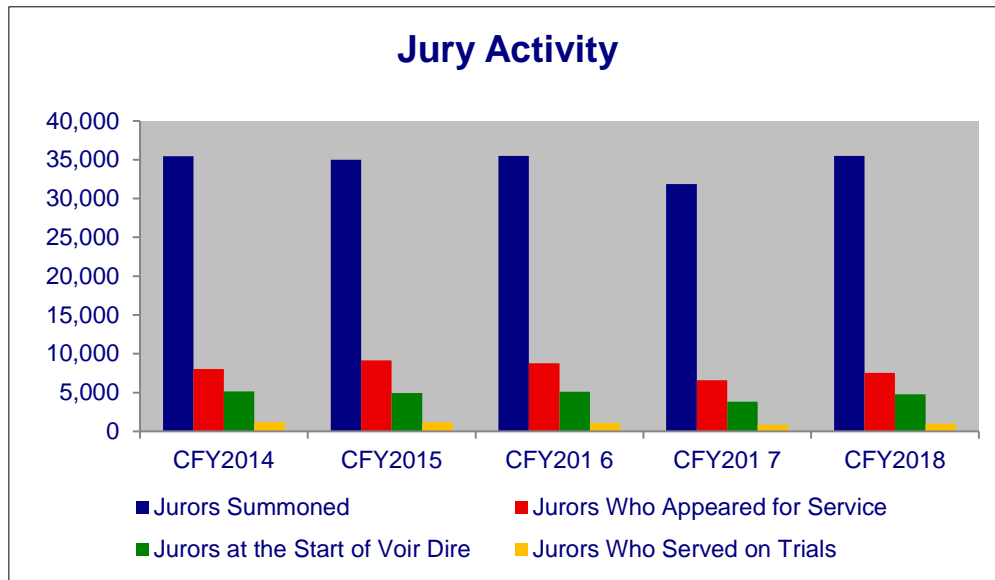


Figure 38: Jury Activity

To provide efficiency, heighten the juror experience, and improve the juror compensation process for Pasco County, the Clerk & Comptroller implemented the Juror Cash Payments Program on May 5, 2014. The program, authorized in §40.24(8), Florida Statutes, provides cash compensation to eligible jurors on the day of their service. Furthermore, it provides an opportunity for eligible jurors to donate their jury service compensation to the Guardian ad Litem Program or a specified domestic violence shelter. In 2017, the Guardian ad Litem Program received \$3,510, Sunrise of Pasco received \$2,520, and the Salvation Army received \$3,225. Donations for 2017 total \$9,255. Jurors can receive instant gratification on the day of their service for the benefits to which they are entitled.

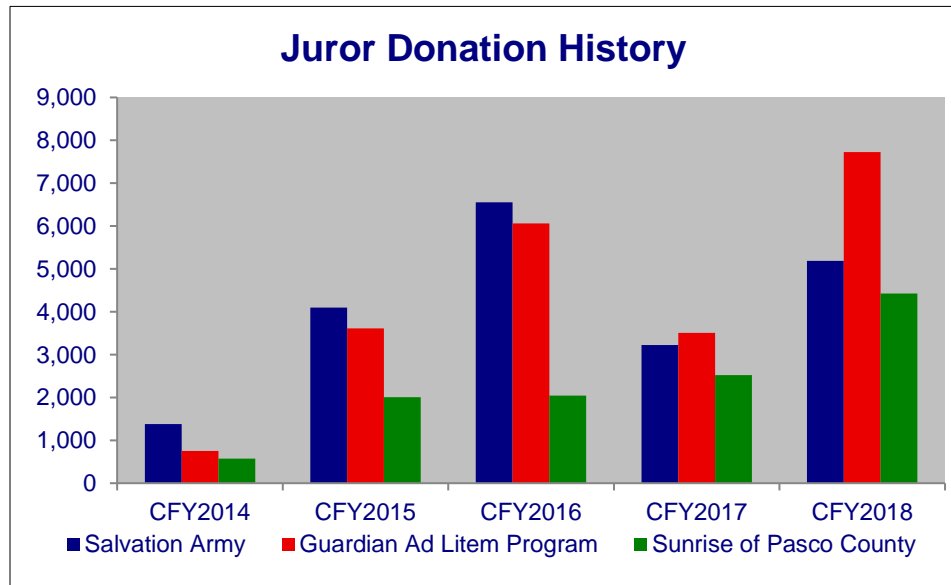


Figure 39: Juror Donation History

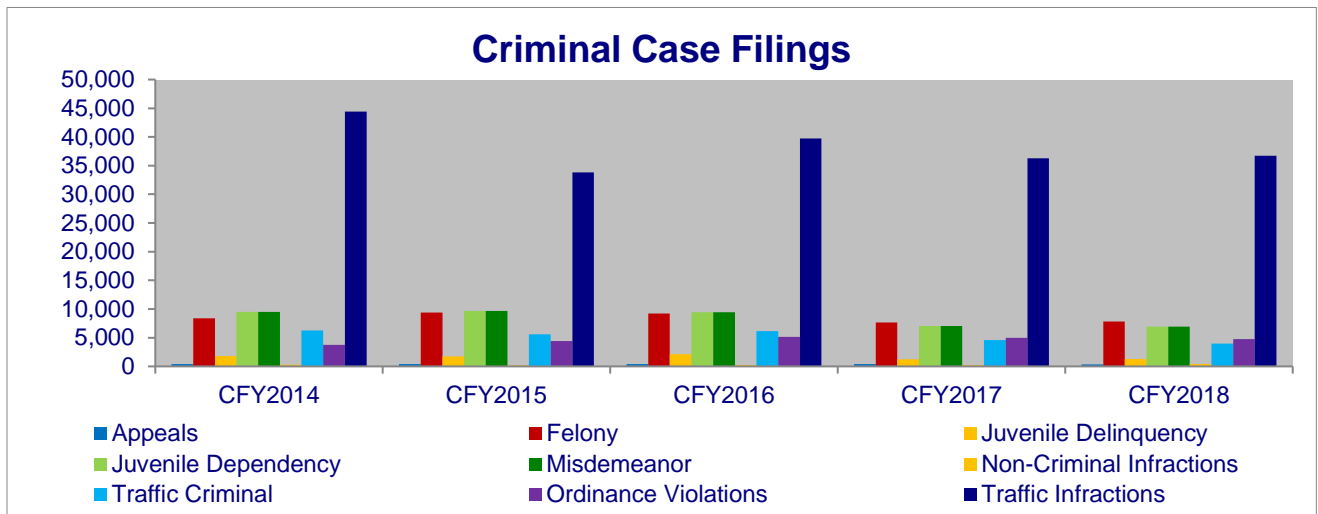


Figure 40: Criminal Case Filings

Effective Fiscal Year 2012-2013, the Clerk & Comptroller's Criminal Courts Department implemented the imaging of criminal documents into the Criminal Image Viewer, which was replaced in December 2016 by the implementation of the CLERICUS case maintenance system. During the 2016-2017 fiscal year, the criminal team imaged 512,575 documents containing 993,277 pages.

The imaging of documents allowed for realized efficiencies through electronic transmission of these records to interested justice partners. Additional efficiencies gained include processing of electronic records on both sides of the County regardless of the location where the pleading is filed. Image processing occurred 25.9% on east side and 74.1% on the west side. The imaging of documents allows resource allocation to occur across the County without physically moving individuals. Deputy clerks processed 37.1% of filed cases on the east side and 62.9% on the County's west side.

An additional benefit to imaging court documents is they can be recorded in the Clerk & Comptroller's Official Records of Pasco County through electronic transmission, eliminating original paper documents traveling via courier and significantly reducing the time required to record original judgments and orders.

Effective February 13, 2014, Administrative Order 2014-011 PA-CIR allowed electronic filing of criminal pleadings on a voluntary basis. The Clerk & Comptroller's Criminal Courts Department immediately partnered with Information Technology to begin accepting electronically filed criminal pleadings. The filing of documents through the ePortal increased more than 127% between 2016 and 2017. During the 2016-2017 fiscal year, there were 30,556 filings involving 36,440 documents through the eFiling Portal for criminal cases. Once the State Attorney in Pasco County begins electronically filing through the ePortal, we expect this number to increase significantly, in turn reducing the number of paper pleadings that require imaging.



Having court records imaged allows interested parties access to the records online through the Clerk & Comptroller's website. All public criminal court records can be accessed using the view-on-request workflow, allowing the team to review the document for confidential information before it is released online.

In December 2016, the Criminal Department converted from a legacy mainframe case-maintenance system, CJIS, to Windows-based CLERICUS. This conversion changed case-number assignments from a one-charge-per-case number to multiple charges on one case number, which lowered the number of actual case filings. The case numbers now are assigned to the incident for which a defendant is charged. Section 903.286(1), Florida Statutes, requires the Clerk & Comptroller's Office to withhold from a posted cash bond any unpaid cost of supervision, cost of prosecution, and court fees, court costs, and criminal penalties. Cash bonds are posted with the Pasco County Sheriff's Office, which subsequently are transferred to the Clerk & Comptroller's Office. This money is held until the case for which it was posted is disposed; then the money is applied to that case or any other cases where the defendant has outstanding financial obligations.

The Criminal Division 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.

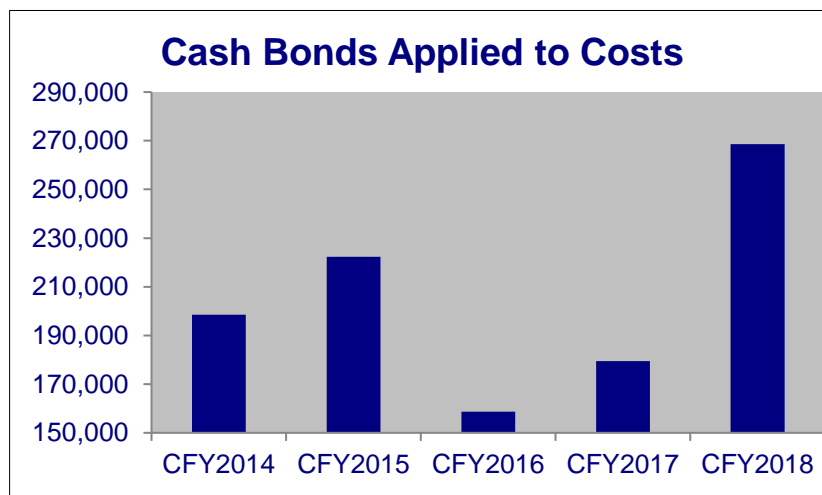


Figure 41: Cash Bonds Applied to Costs

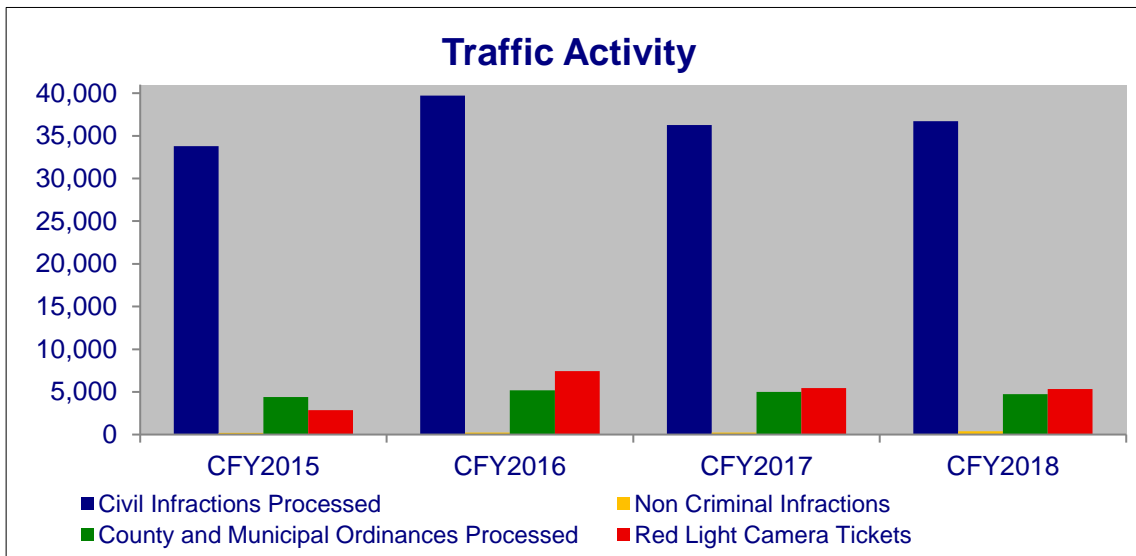


Figure 44: Traffic Activity

The Traffic Division 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 2017, the Traffic Division processed 36,253 civil infractions, 218 noncriminal infractions, and 4,996 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. Red-light camera violation citations are processed electronically. In 2017, 5,462 red-light tickets were processed. Through technological innovation and electronic processing, results show a decreasing need to scan documents.

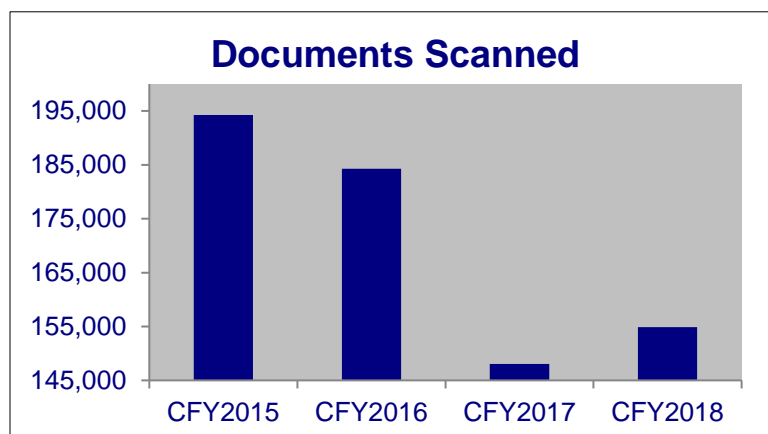


Figure 43: Documents Scanned



The Courtroom Clerk Division assists and supports the judiciary by attending first appearance hearings that are conducted daily, including weekends and holidays. Courtroom Clerks attended 106,165 criminal hearings and trials, County Civil final hearings, and Circuit Civil trials. Courtroom clerks spent a total of 10,966 hours in court.

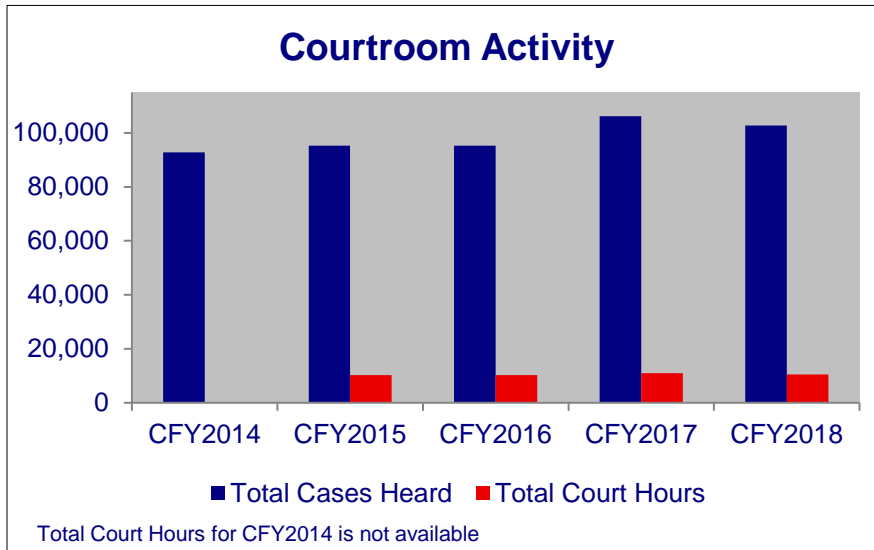


Figure 45: Courtroom Activity

Courtroom 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 15 circuit court

judges, seven county court judges, five traffic hearing officers, and, on occasion, senior judges. 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, using an automated program, Trakman, to track the location of the evidence.

Accomplishments

- *Operation Stand Down.* The Pasco County Clerk & Comptroller's Office aided our county's veterans by participating in the Operation Stand Down Veteran's Court Program at Veteran's Memorial Park on September 29, 2017. During this event, 135 cases were heard, helping 34 veterans resolve outstanding court costs totaling approximately \$70,352.65.
- *Auto-Generated Forms.* Many of the forms used or provided by our team now are auto-generated, reducing time and/or money spent, and significantly reducing the number of errors caused by manual data entry. These forms include Advisory Order of Commitment, Infraction Dispositions, Advice to Defendant, and Provisional Orders of Appointment. Also automated are forms for fingerprints, temporary dispositions, circuit and county judgments, court event forms, capias, and custody endorsements. An example of the efficiencies gained: Auto-creation of the Advisory Order of Commitment document has saved, on these forms alone, more than 700 labor hours spent typing the forms or making corrections to typographical errors.



- *Converted to the CLERICUS case-maintenance system.* Collaborating with the Information Technology Department, the Criminal Department converted to CLERICUS from a legacy mainframe case-management system allowing for more efficient, effective use of resources, quality control reports, and more accurate collecting and reporting of data.
- *Combined the Criminal Customer Service Team with the Traffic Customer Service Team in New Port Richey location.* This allowed the unified customer service team to address customer needs regardless of the case type in one location. It is more efficient for the customer and the Clerk & Comptroller's Office to have a single customer service point of service location.
- *Collection Agency Information*
 - Linebarger – CFY 2016-2017
 - Sent cases totaling over \$1,074,918.
 - Payments received totaled \$830,018.
 - Penn Credit – CFY 2016-2017
 - Sent 3,504 cases totaling \$1,735,309.
 - Payments received totaled \$197,042.
- *Delinquency Letters*
 - The Collections Team mailed 6,590 letters to delinquent defendants in 2017.
 - Cases paid in full after letters were mailed totaled 707.
- *Cash Bonds Applied to Outstanding Costs*

Technological Improvements

- *PRV Tool.* Used for docketing, redaction, eRecording. A future use for this in-house developed tool will include electronic signatures.
- *PSO Interface.* Creates new arrest cases in case-maintenance system CLERICUS, updates time-served with defendant location, minimizes creation of duplicate defendant name ID numbers, adds generic public defender code to defendant, and provides electronic case access for the Public Defender.
- *Time Served Website.* Tracks custody location of a defendant and acts as a report delivery method for justice partners.
- *ePortal.* Reduces paper filing and eliminates scanning of documents filed via the portal, resulting in quicker docketing to the case.
- *AgileJury & eJuror.* Jury system used to process jury activity and jurors throughout the jury process. Allows for a more automated process and provides automated communication with the jury through eJuror. Jurors are able to check



their reporting requirements, qualify for juror service, request postponements or excusals, and can complete their juror questionnaire prior to reporting for service.

Workflow Improvements

- *Bond Discharges.* Process streamlined through use of an automated report, and documents are emailed to bond agencies.
- *Notice to Surety.* Eliminates docketing of codes that do not have an actual image attached. Pertinent case information is available on the image on the docket.
- *Notices.* Electronically produces images, and the image is auto-docketed to case.
- *Dependency Court Files.* Physical files are not ordered for court, reducing work the criminal and court records divisions.
- *Posting.* Court Event forms have replaced the notation of court actions on the file jacket from the court calendar, eliminating duplicated work: Court calendar information is captured on the court event form, which is docketed into the court case.
- *Capias/Warrant Recall Report.* Generated daily and emailed to the Sheriff's Warrants Division, significantly reducing the possibility for arrests on recalled warrants. Additionally, the report eliminates the need for courtroom clerks to email copies of the order recalling the capias/warrant to the Sheriff's Office.

Department Budget and Personnel Allocations

Expenditure Category	CFY '14-'15 Actuals	CFY '15-'16 Actuals	CFY '16-'17 Actuals	CFY '17-'18 Actuals	CFY '18-'19 Budget
Personnel	4,168,051	4,186,322	3,852,417	4,025,324	4,095,639
Services and Materials	555,184	343,375	293,918	310,927	432,875
Capital		2,051	1,035		37,500
Overhead	1,409,513	1,361,951	1,360,536	1,128,848	1,562,292
Technology	49,384	43,388	35,861	40,137	42,158
Total	6,182,132	5,937,088	5,543,768	5,505,236	6,170,464
*Budgeted FTEs					

*Budgeted FTEs are shown due to actuals fluctuating throughout the fiscal year.



3. Financial Services Department

The main responsibilities of the Financial Services Department are to provide the Clerk of Circuit Court and County Comptroller with reasonable assurance that assets are safeguarded against loss from unauthorized use or disposition and ensure all transactions of the Board of County Commissioners (BCC) are properly recorded in accordance with generally accepted accounting principles (GAAP).



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

- 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.
- Deliver superior customer service. Respond to daily inquiries from the public in person, by mail, and on the telephone concerning details about financial transactions, treating all customers with respect and compassion.
- Work fastidiously to make certain accurate and timely financial reporting is met for all federal, state, local agencies, and other entities.
- Ensure all financial statements are prepared in accordance with GAAP and audited annually.
- Maintain BCC and Clerk & Comptroller accounts.
- Monitor debt-service requirements and compliance with bond covenants.
- Audit and disburse statutory fees, assessed court costs and fines, as well as the compilation of data required for numerous statistical reporting requirements.
- Provide high-quality training to teammates on proper procedures, legislative changes, available resources, system processes, and customer needs.

The Financial Services Department contains four divisions with the following responsibilities:

1. Accounts Payable Division: Services provided by the Financial Services Department to the BCC include pre-audit function, accounting, financial reporting, and payment processing.
 - a. Maintenance of the books and records of all BCC financial transactions.
 - b. Preaudit of all vendor payments requiring review of each purchase order and multiple invoices referencing the purchase order or contract.
 - c. Preaudit of all vendor payments requiring review of each purchase order and multiple invoices referencing the purchase order or contract.



- d. Through the preaudit function, all related contracts for BCC departments are reviewed to ensure compliance with BCC policy, sound financial management, GAAP, and the safeguarding of BCC assets. Prior review of contracts obligating the BCC further ensures timely compliance with Florida Statutes is incorporated. The BCC is subject to the provisions of the Florida Prompt Payment Act, Section 218.70, Florida Statutes.
2. Board Payroll Division: Responsible for processing the BCC's biweekly payroll for employees working four- and five-day workweeks, such as EMS shift employees paid biweekly over a 28-day cycle and employees with continually revised work schedules based on demand for service (e.g., landfill, part-time employees, and part-time temporary employees).
 - a. After each payroll, verify calculations of overtime, worker's compensation, sick leave, vacation leave, and other leave as provided by the Career Service Manual of Pasco County.
 - b. Verify preaudit deduction entries for all medical and life insurance premiums, taxes, Florida State Retirement System (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.
 - c. Perform monthly reconciliation and payment of insurance invoices, deferred compensation invoices, garnishments, domestic support payments, Firefighter Benevolent Assoc., IAFF Local 4420 dues, Teamsters Local 79 dues, United Way allotments, FRS Pension, and Dade City Firefighter Pension.
 - d. Biweekly payroll is preaudited and processed for an average of more than 2,200 employees of the Board.
3. Clerk's Finance Division: Monitors financial activity for the Clerk & Comptroller's Office and tracks monies collected and distributed for deposit to state, county, municipal governments, and other agencies. Its responsibilities include:
 - a. Maintenance of the books and records of all Clerk & Comptroller financial transactions.
 - b. Preaudit of all vendor payments requiring review of each purchase order and multiple invoices referencing the purchase order or contract. Through the preaudit function, all related contracts are reviewed to ensure compliance with Clerk & Comptroller policies, sound financial management, GAAP, and the safeguarding of Clerk & Comptroller assets.
 - c. Issuance of vendor checks and electronic payments, refund checks, witness checks, and court-ordered checks.



- d. Daily monitoring, reconciliation, and processing of bidder and bank activity for online foreclosure sales including deposits, settlement of accounts, refunds, and disbursements of court registry.
 - e. Investments of available funds are in accordance with the Clerk & Comptroller's Investment Policy and Florida Statutes. Deposits include pooled cash, checking, and investment accounts with reconciliations performed monthly.
 - f. Financial reports for the Clerk & Comptroller are prepared in compliance with state reporting and monitoring requirements.
 - g. Monitor legislative activity and recommend procedural changes, including those affecting cashiering and the accounting for the reporting of financial activity.
7. General Ledger Division: Services provided by the Financial Services Department to the BCC include preaudit function, accounting, financial reporting, fixed assets, banking, and investment services. General Ledger responsibilities include:
- a. Maintenance of the books and records of all BCC financial transactions.
 - b. Monitoring impact-fee developer agreements that often provide various alternative methods for developers 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 or buildings, or utilization of outstanding credits. The developer transactions must be accounted for 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 General Ledger Division team.
 - c. 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.
 - d. Preparation of the State of Florida Annual Local Government Financial Report, submitted to the Department of Financial Services and Bureau of Accounting, and the County's Comprehensive Annual Financial Report (CAFR), 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.



- e. Maintain records for capital assets purchased by the County, Tax Collector, Property Appraiser, Supervisor of Elections, and the Clerk & Comptroller.
- f. 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.
- g. Monthly processing and reconciliation of all capital asset activities, including additions, transfers, disposals, and depreciation of all capital assets. 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 also is performed to close each month and carry forward general ledger account balances.
- h. 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.
- i. A preaudit of all transactions recorded to construction accounts is performed to confirm all charges are related to a capital project.
- j. Invest available funds in accordance with the BCC's Investment Policy and Florida Statutes. Deposits include pooled cash, checking, and investment accounts with reconciliations performed monthly. Quarterly investment reports are provided to the Board.
- k. 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.

Department Goals

The financial Services Department has the following goals to help us achieve the organization's vision of *Excellence ... Always*.

- Deliver high-quality customer service, treating all customers with respect and compassion.
- Ensure all workflows and procedures include quality assurance methodologies for the accurate and timely processing of our work. Encourage a culture of continuous process improvement.
- Ensure accurate and timely reporting to all federal, state, and local agencies, based on statutory requirements, court order, or customer request.
- Provide high-quality training to teammates on proper procedures, legislative changes, available resources, system processes, and customer needs.





- Focus on the development and implementation of innovative technical solutions to maximize the efficiency of financial services personnel within the constraints of limited financial resources.
- Continue developing a program for electronic storage and retention of all County Finance documents.

Key Objectives

Short-Term Objectives



- Systematically examine and improve all processes in the Financial Services Department.
- Review and update policies and procedures of both the Clerk & Comptroller and the BCC to reflect statutory and policy changes.
- Implement best practice principles and other effective methods to improve efficiency, without losing sight of legal responsibilities and high standards for customer service.
- Continue the implemented cross-training program to improve departmental understanding and encourage deputy clerks to reach their fullest potential. Consolidate designated functional areas to maximize resources.
- Maximize and expand banking service agreements to minimize bank fees.
- Coordinate education opportunities to facilitate leadership skills among the Financial Services Department management team.
- Continue working to integrate processes and systems to maximize payroll processing efficiencies and increase automation processes related to payment processing.
- Continue excellence as investment stewards by monitoring investment plan options and ensure investments in the highest quality plans.

Long-Term Objectives

- Expand electronic access to provide automated services to the judiciary, court-related agencies, and the public.
- Develop and implement quality assurance methodology to improve accuracy and ensure the Financial Services Department complies with state-mandated performance measures.
- Establish efficient processes to interface all court-related and county disbursement transactions with Munis.
- Develop processes to receive all vendor activity electronically.
- Fully implement paperless work environment.



- Implement and upgrade to current version of Munis to include employee reimbursement module and system upgrades to improve ERP system efficiencies.
- Maximize teammate skills through cross-training.

Performance Measures and Workload

The department tracks multiple measures of progress toward accomplishing the organization's mission, goals, and objectives. The following charts and graphs show a subset of the most important measures.

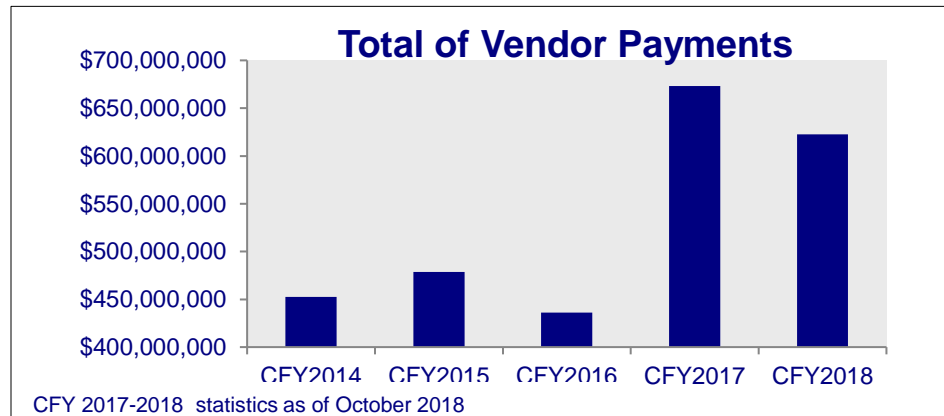


Figure 46: Vendor Payments

The Accounts

Payable Division preaudits and processes more than \$600 million vendor payments, 15,000 vendor payments, and 60,000 invoices each year. The total projected amount in FY 2017-2018 for vendor payments is more than \$675 million through 16,500 vendor payments and 69,000 invoices.

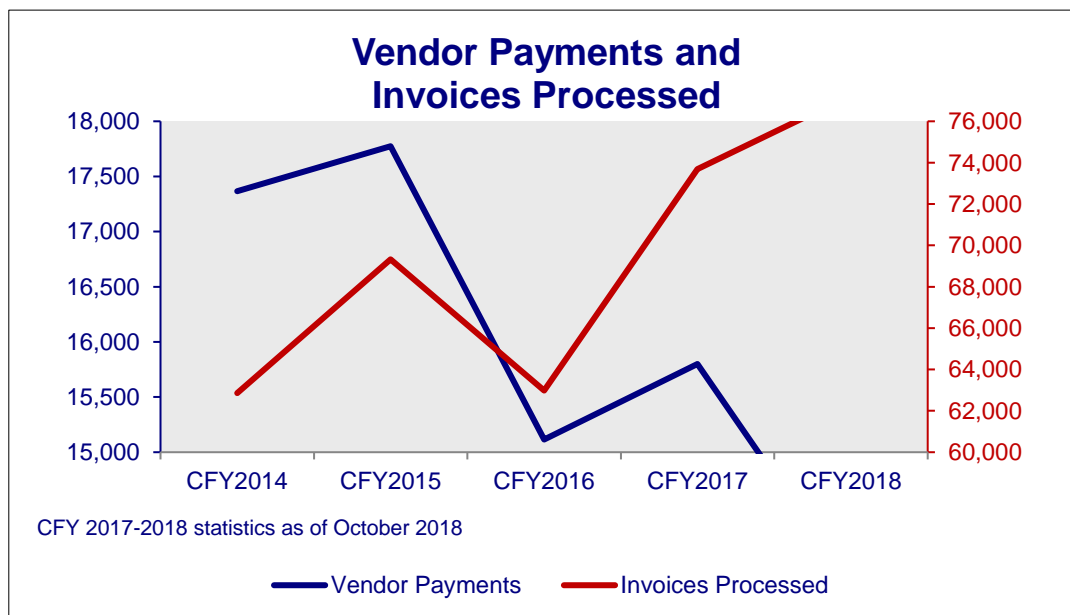
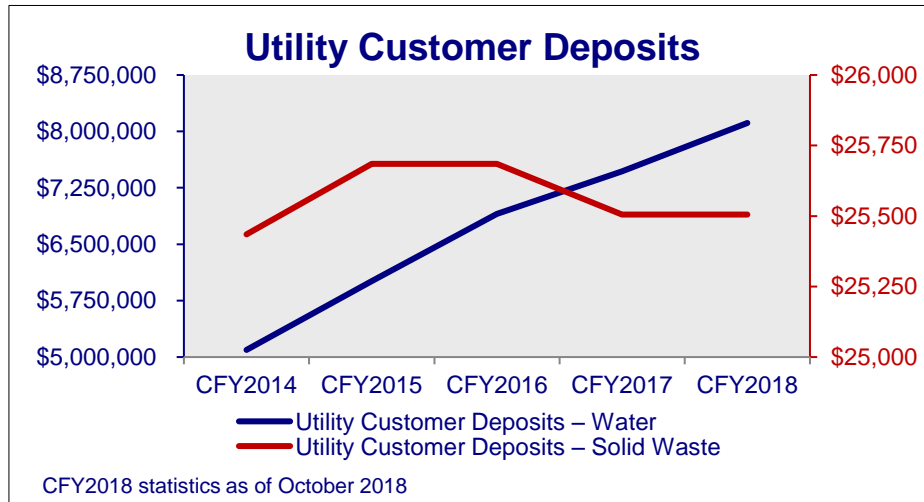


Figure 47: Vendor Payments and Invoices Processed



The General Ledger Division reconciles the utility customer deposits for the BCC enterprise funds; projected amounts in FY 2017-2018 are more than \$8 million.

Figure 48: Utility Customer Deposits

The fixed-asset team within the General Ledger Division processes and reconciles all capital-asset activities, including additions, transfers, disposals, and depreciation monthly. The projected number of assets for FY 2017-2018 is 32,350, with an aggregate value of more than \$2.5 billion.

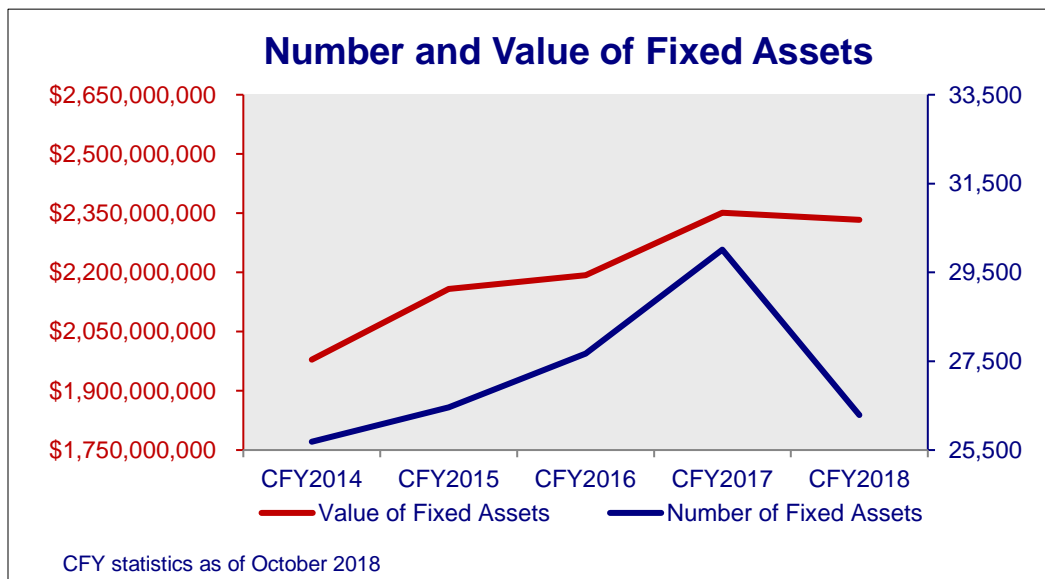


Figure 49: Number and Value of Fixed Assets



The General Ledger Division reviews all budget amendments and general ledger entries posted in Munis. The projected number of budget amendments for FY 2017-2018 is 10,000 and 350,000 general ledger entries.

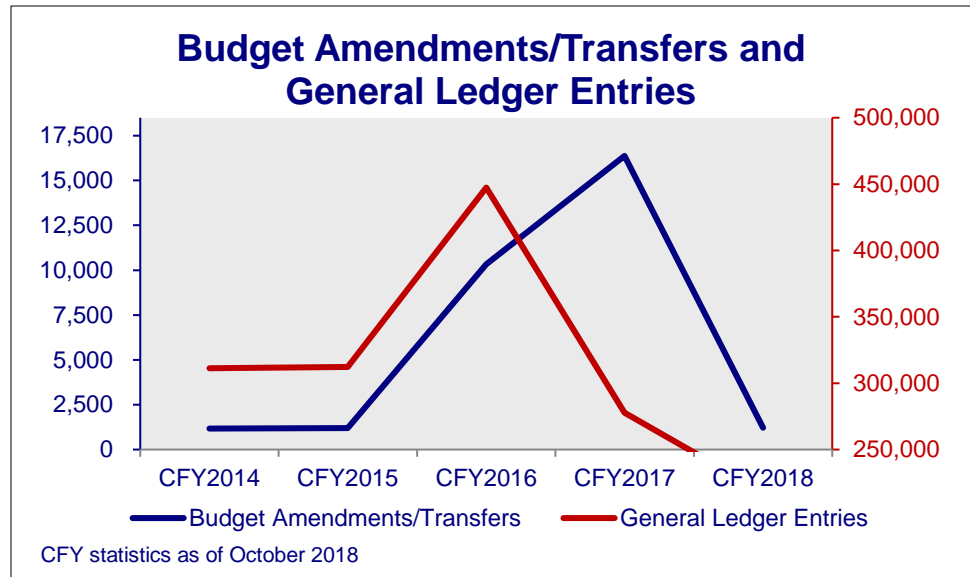


Figure 50: Board General Ledger Entries

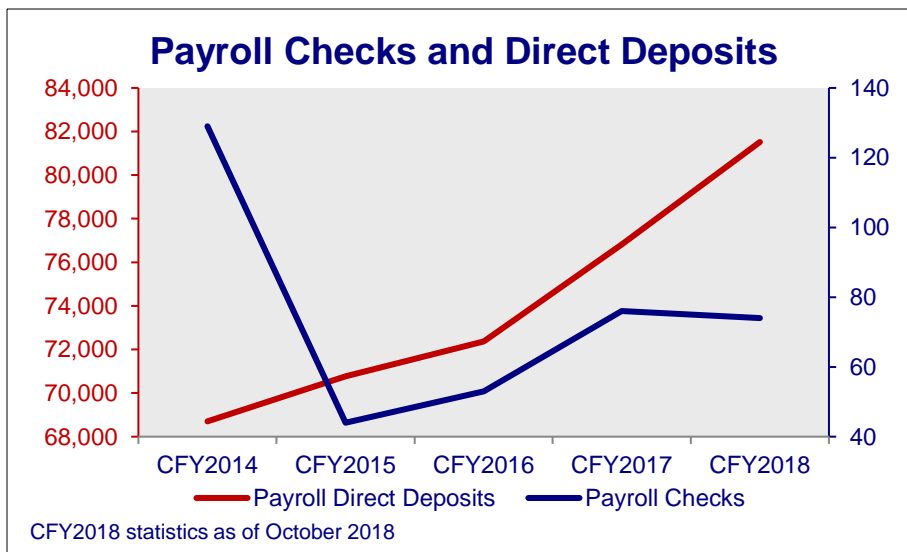


Figure 51: Payroll Checks and Direct Deposits

The Board Payroll Division is responsible for processing the BCC's biweekly payroll for more than 2,200 employees, issuing approximately 60 checks and 80,000 direct deposits each year.



The total projected amounts for retirement contributions, insurance premium payments, and garnishments and tax levies are \$20.9 million, \$14.4 million, and \$375,000, respectively.

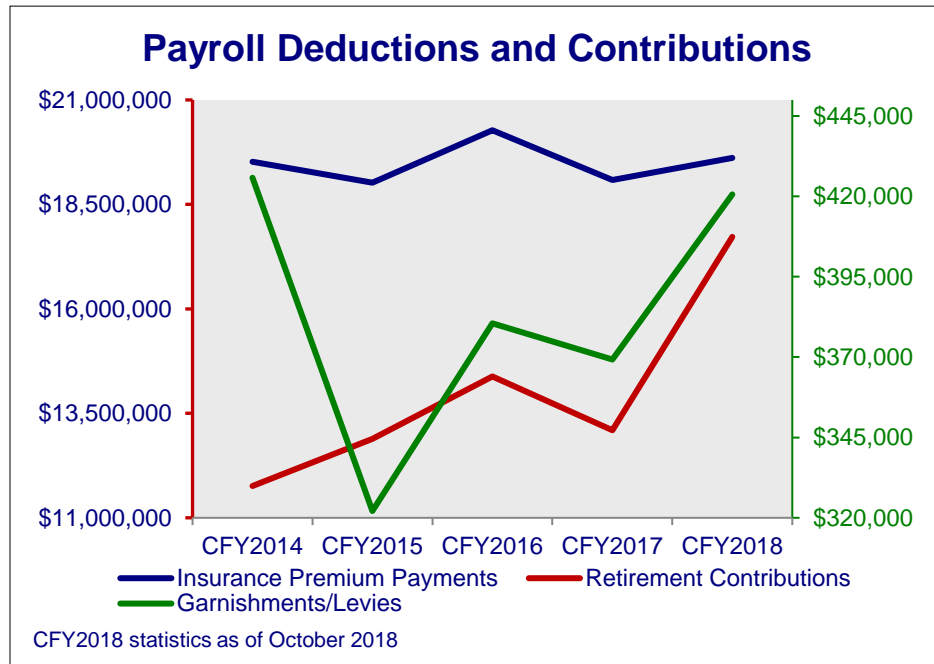


Figure 53: Payroll Deductions and Contributions

The Clerk's Finance Division preaudits and processes more than 14,000 vendor payments, 16,000 invoices, and over 1,000 purchase orders/contracts/change orders each year. The total projected amounts in CFY 2017-2018 for vendor payments are more than 14,500 vendor payments; 17,000 invoices; and over 1,400 purchase orders/contracts/change orders.

The Clerk's Finance Division also reviews all budget amendments and general ledger entries posted in Munis. The projected number of budget amendments for CFY 2017-2018 is 10,000 and 350,000 general ledger entries.

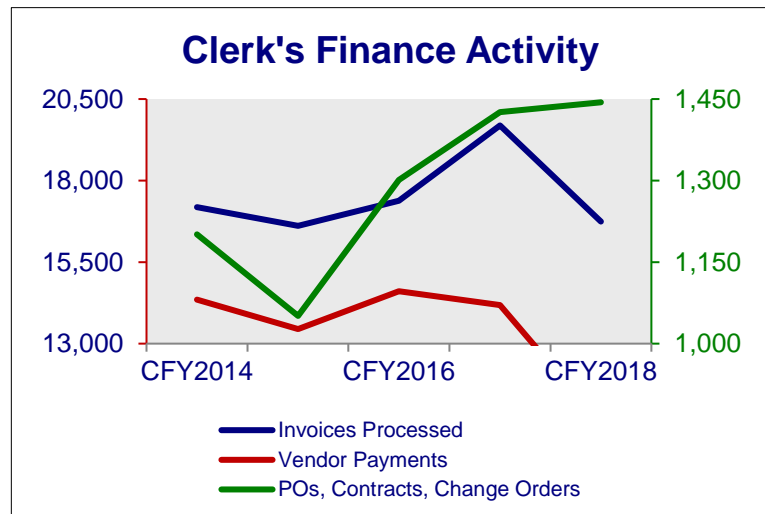


Figure 52: Clerk's Finance Activity

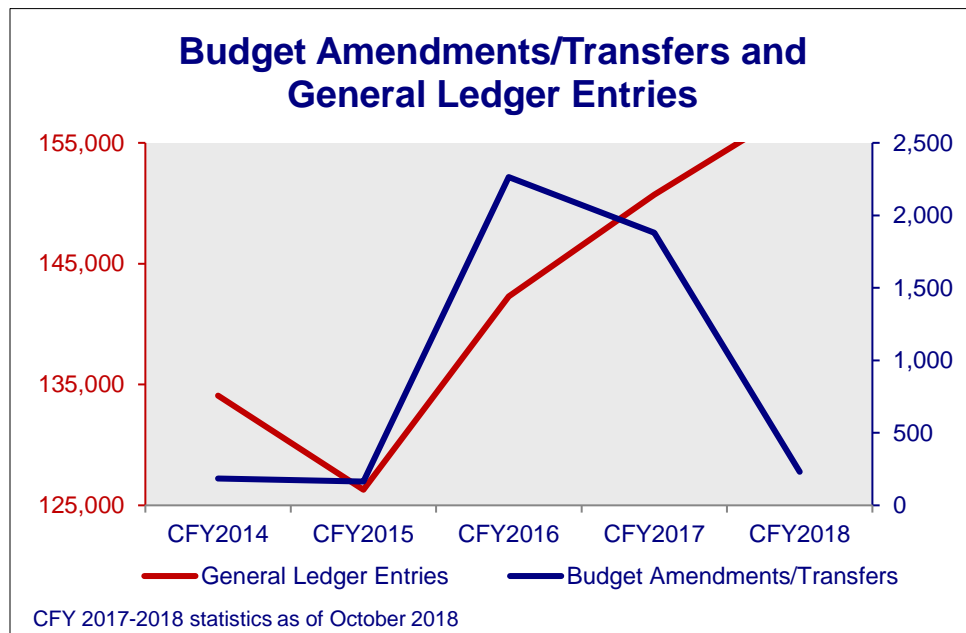


Figure 54: Clerk's Finance Entries

Department Budget and Personnel Allocations

Expenditure Category	CFY '14-'15 Actuals	CFY '15-'16 Actuals	CFY '16-'17 Actuals	CFY '17-'18 Actuals	CFY '18-'19 Budget
Personnel	1,904,447	1,867,491	1,888,210	1,673,913	2,259,481
Services and Materials	352,969	497,220	138,302	50,213	120,260
Capital		2,051			
Overhead	921,140	902,748	1,123,215	845,454	1,159,338
Transfers	(536,628)	(718,872)			
Technology	10,342	7,336	7,553	72,891	8,816
Total	2,652,270	2,557,974	3,157,280	2,642,471	3,547,894
*Budgeted FTEs					



4. Records Department

The main responsibilities of the Records Department include the processing and maintenance of evidence, case files, mail, passports, marriage licenses, and serving as Clerk to the Board of County Commissioners. The Records Department assists customers at the East Pasco Government Center and the East Pasco Records Retention Center in Dade City, as well as the West Pasco Government Center and Jack Albert Records Center in New Port Richey.



Deputy clerks in this department handle the following responsibilities:

- Maintain records of acceptance, retention, and destruction of case files from the court and administrative areas of the Office.
- Manage the processing of mail for all areas of the Clerk & Comptroller's Office.
- Maintain all records of the BCC in accordance with Florida Statutes.
- Serve as Clerk to the Value Adjustment Board (VAB).
- Collect state documentary stamps, intangible taxes, and fees associated with submitted documents per Florida Statutes.
- Accept and process passport applications and offer passport photos as a convenience to customers.
- Ensure permanent retention of paper files for all capital cases.
- Verify images through the Pasco Redaction Validation (PRV) to ensure confidential information is redacted per Florida Statutes prior to viewing online.

The Records Department contains four divisions with the following responsibilities:

1. **Archived Records Division:** Archived Records is the custodian for all inactive records and evidence maintained by the Clerk & Comptroller's Office. This division is responsible for the mailroom, courier services, and records 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:
 - a. Maintain records of acceptance, retention, and destruction of case files from the court and administrative areas of the Office.
 - b. 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.



- c. 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.
 - d. Prepare and meter outgoing mail for pickup by Access Mail. Deliver large and flat-rate parcels to the U.S. Post Office.
 - e. Provide courier transport of mail, interoffice documents, records, evidence, and associated paperwork to all divisions housed in six locations across the county.
 - f. Process customer requests for copies via scanning and emailing documents interoffice and externally to government agencies.
2. Court Records Division: The Court Records Division is the custodian of active court files for the Clerk & Comptroller's Office. Court 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 Division is responsible from the opening of a court file to the final disposition of the case:
 - a. Pull court files for judges' calendars and transport them twice a day to the courthouses on the east and west sides of the County.
 - b. Perform emergency runs on demand for court proceedings.
 - c. Assist customers within the public viewing area and facilitate public access, while ensuring the security of the files.
 - d. Ensure accurate tracking of files in the court tracking system to allow instant file location.
 - e. File court case documents accurately to ensure the file has the most up to date documents available.
 - f. Provide citizens, 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.
 - g. Use of the Pasco Redaction Validation program (PRV), which involves the process of manually validating and redacting confidential information.
3. Official Records Division: The Clerk & Comptroller is the custodian of the official records for Pasco County. The Official Records Division is responsible for the following services:
 - a. Accept documents for recording and eRecording into the official records.
 - b. Collect state documentary stamps, intangible taxes, and fees associated with submitted documents, per Florida Statutes.



- c. Verify scanned documents for quality assurance ensuring the integrity of the original document.
 - d. 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.
 - e. Issue marriage licenses.
 - f. 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 Indexes (OR) for Pasco County. Names can be researched back to 1975.
 - g. Accept and process passport applications and offer passport photos as a convenience to customers.
 - h. Record plat maps with distribution to appropriate agencies.
 - i. Receipt for monies and distribution of checks on behalf of the BCC.
 - j. Issue electronic delivery of document copies with telephone credit card payments, saving both the customer and the Office time and money.
4. Board Records Division: The Board Records Division is the recordkeeper and custodian for the Board of County Commissioners (BCC). The Board Records Division 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. Deputy clerks in the Board Records Division perform the following responsibilities:
- a. Maintain all records of the BCC in accordance with Florida Statutes.
 - b. Serve as Clerk to the BCC, attend meetings, audio record meetings, process documentation related to meetings, and prepare official minutes.
 - c. Clerk and prepare minutes of various other boards and committees in accordance with Florida Statutes or BCC requests.
 - d. Serve as Clerk to the Value Adjustment Board (VAB), accept, process, and schedule VAB petitions in accordance with the Department of Revenue's Policies.
 - e. 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.



Department Goals

- 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 proliferation of paper and enhancement of access to records by maximizing 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 department team to ensure compliance with rapidly changing legal and organizational demands and the delivery of enhanced applications to more effectively meet our customer's needs.
- Accurate and thorough maintenance of historical records with effective retrieval.



Key Objectives

- Maintain and implement highly efficient storage, retrieval, and image 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 current and historical records are maintained in 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.
- Improve unit-processing ratios through process improvement projects.
- Communicate records processing demands to customers as needed, requesting their support and understanding.



Short-Term Objectives

- Systematically examine and improve all processes and functional areas in the Records Department to maximize resources.
- Enhance accuracy and timeliness to the processing of all services.



- Update cashiering codes in the indexing program to reflect only 40 document types.

Long-Term Objectives

- Install individual scanners for each deputy clerk workstation to scan, record, and process over-the-counter mailed documents, reducing the number of manual labels required for original documents.
- Process all closing paperwork, overages and shortages, supervisor approvals, etc., electronically and in coordination with the Financial Services Department.
- Receive and process all official records electronically.
- Expand imaging of all records to enhance records management efficiencies.
- Encourage a culture of continuous process improvement.
- Comply with all processing, retention, and redaction standards and criteria as required by Florida Statutes and Florida Rules of Judicial Administration.
- Maximize teammate skills and professional growth through effective training and cross-training efforts and programs. Enhance customer service delivery by effectively identifying customer needs and implementing appropriate enhancements to services.
- Implement a thumbprint program to transfer criminal microfiche, microfilm, and paper documents to digital images. This will make access to records more 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.

a. Archived Records Division

The Archived Records Division 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 division archives records in accordance with Rules of Court, 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.



Performance Measures and Workload

Records accepted into the Records Center are measured by cubic feet. Individual files are requested by divisions for examination, sent to the requesting division, and returned to the original storage box. White label boxes containing miscellaneous documentation are received from each division, 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 Division delivers each piece of mail received to the appropriate division. Outgoing mail is metered for postage at a discounted bulk rate and posted through Access Mail. While technological advances are expected to make many processes more efficient, notices and documents will likely continue to be sent to customers via the U.S. Postal service for the foreseeable future.

Evidence is also housed and processed in the Archived Records Division. As shown in the graph, cross-county courier items have been on a dramatic decrease due to the availability of viewing images in CLERICUS. Additionally, with the implementation of Munis, the sending of checks and refunds cross county has been eliminated.

b. Court Records Division

The Court Records Division 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 Division is responsible for tracking to the beginning of a court file to the final disposition of the case. Filing must be performed continuously to ensure the most up to date documents are in the case file.

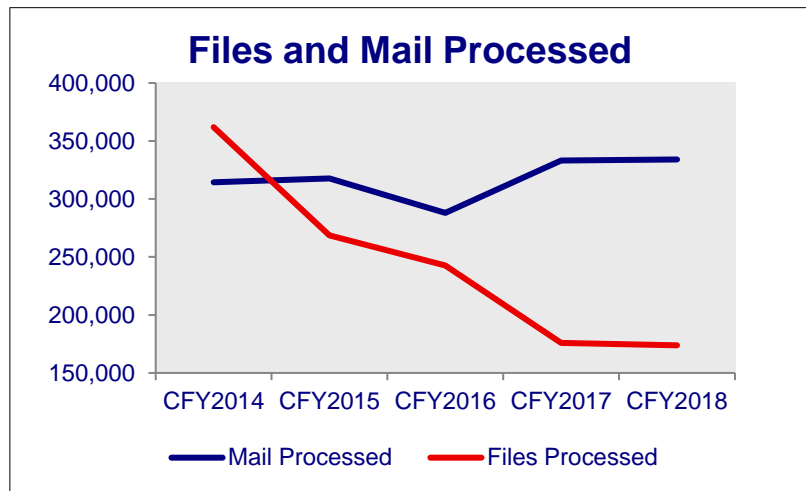


Figure 55: Files and Mail Processed

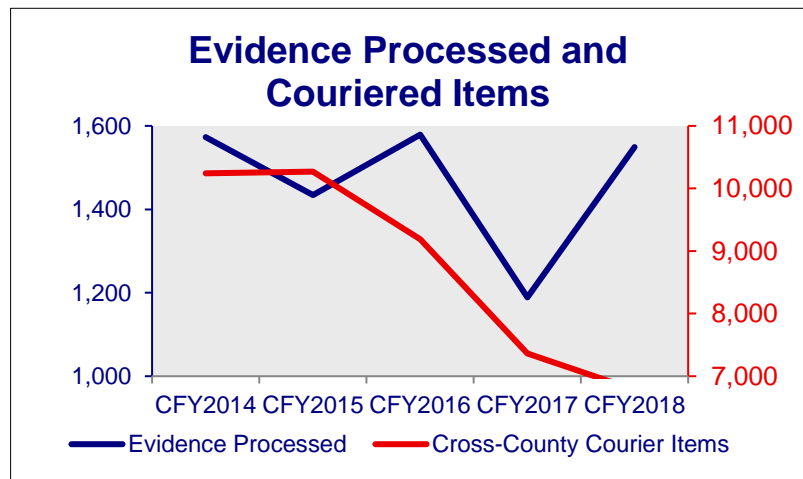


Figure 56: Evidence Processed and Items Couried



Performance Measures and Workload

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

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 and eliminating having to wait for file retrieval.

The Pasco County Clerk & Comptroller's Office made images available online for the Civil Department on July 6, 2015, and for the Criminal Department on December 16, 2016. Court Records teammates are responsible for managing the internet image request queues for documents that have not been manually validated or redacted.

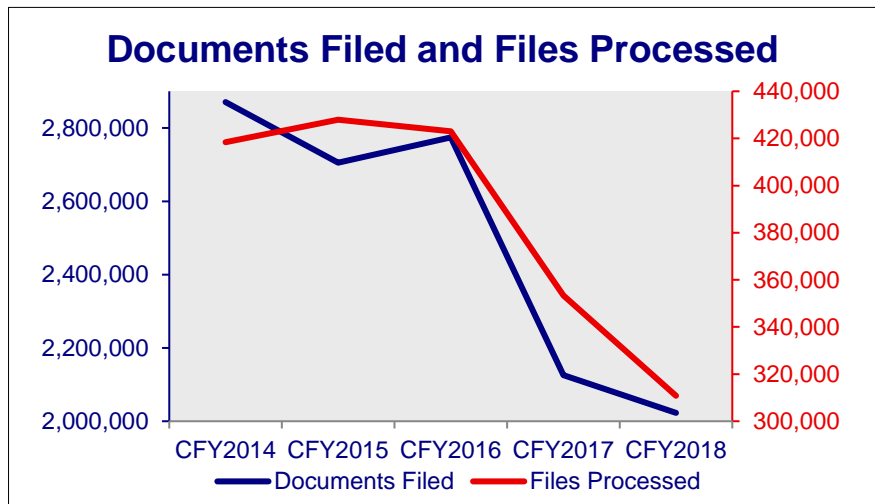


Figure 57: Documents Filed and Files Processed

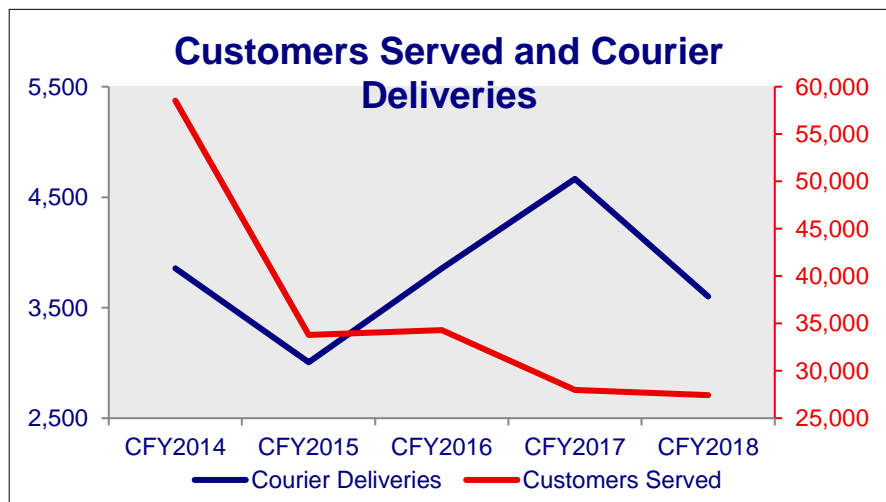


Figure 58: Customers Served and Courier Deliveries



Not all documents are eligible to be viewed online and most documents have already been auto redacted through the Intellidact auto redaction program. Some documents will require a second look due to confidentiality of parties, addresses, and sensitivity of case type of case. The program that is used in this procedure to

manually validate and redact documents is called PRV – Pasco Redaction Validation.

The previous Micrographic Records Division had been responsible for microfilming and imaging documents, producing permanent archival records, and maintaining the best photographic quality possible. Due to budget reductions in court-related funding, this division was dissolved in the beginning of Fiscal Year 2016-2017. Most of the division's revised tasks have been reallocated to the Court Records Division as an imaging function. This action makes way for more advanced methods of preserving records. Going digital will allow the office to maintain records in a more secure and accessible environment, and one that is not prone to physical deterioration. Initial quality assurance, storage integrity data redundancy and recovery, and improved archiving were motivating factors in this move. Electronic records are easily backed up on a regular basis.

In the meantime, 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 and various court cases. This procedure included preparing, imaging, filming, processing, duplicating, converting digital images to microfilm, and storing archival quality film. The imaging function 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 this function perform the following responsibilities:

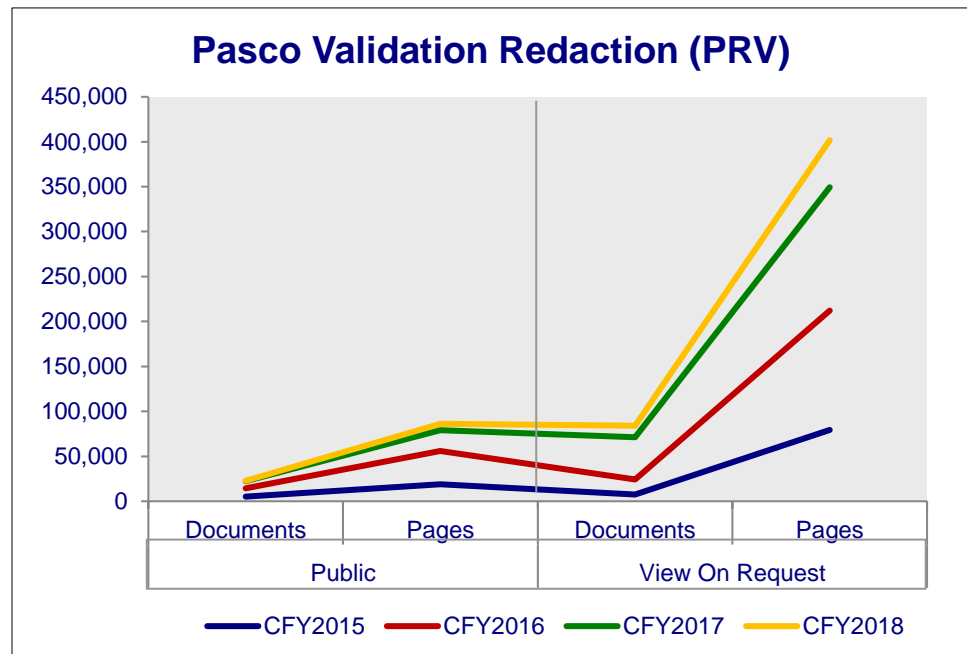


Figure 59: Pasco Redaction Validation (PRV)



- Prepare and process documents for imaging.
- Archival Storage and duplication of information for outside customer requests.
- Verify and inspect images and film to ensure the best possible quality of image.
- Adhere to permanent media storage specifications set by the Division of Library.
- Convert microfilm to scanned images of documents. This practice utilizes the best of both worlds: digital format for accessible storage and analog format for archival storage.
- Back scanning of documents that are not on film.

c. Official Records Division

The Clerk & Comptroller is the custodian of the Official Records for Pasco County. The Official Records include court judgments, deeds, indexing, liens, marriage licenses, process passports, mortgages, plats and tax deeds.

Performance Measures and Workload

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

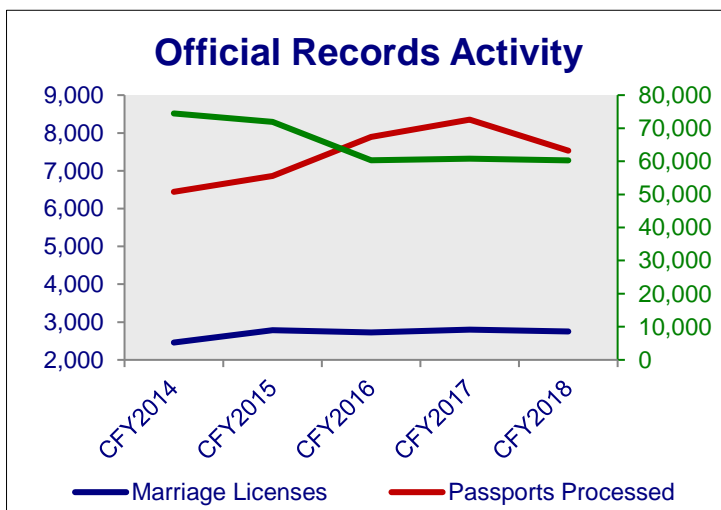


Figure 60: Official Records Activity

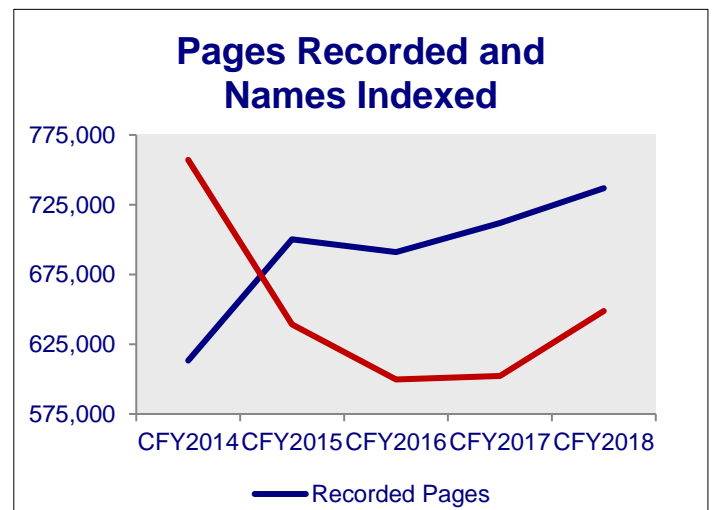


Figure 61: Pages Recorded and Names Indexed



d. Board Records Division

The Board Records Division 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 main function of the Board Records Division 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 BCC. Board Records clerks

also clerk other BCC and committee meetings and process documentation, as required by statute or requested by the BCC. The Board Records Division 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.

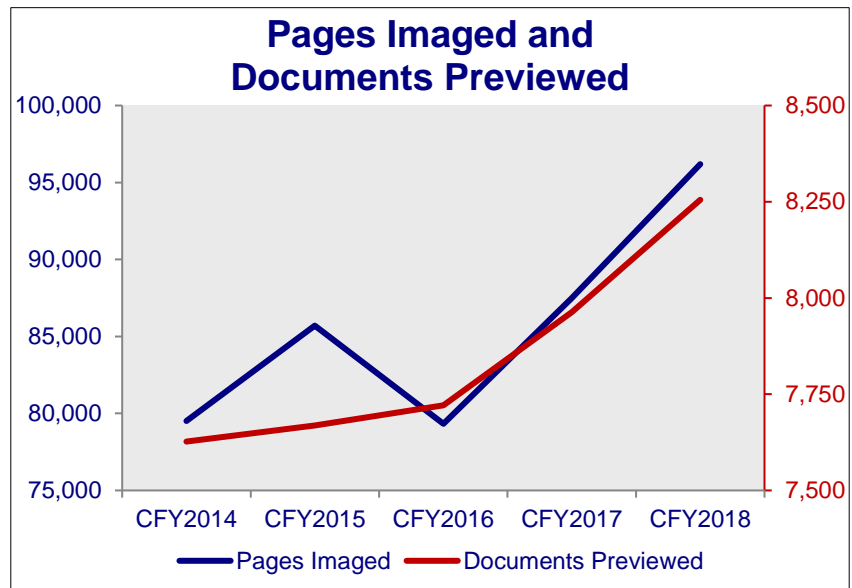


Figure 62: Pages Imaged and Documents Previewed

Performance Measures and Workload

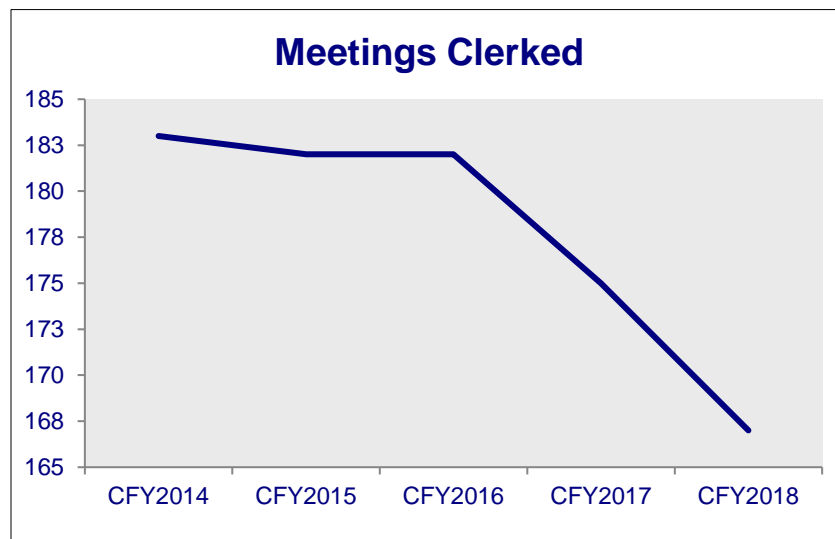


Figure 63: Meetings Clerked



Accomplishments

- *Passports Issued.* For 2017, the Office processed 8,352 passports, an increase of 30% since 2014. The Clerk & Comptroller's Office is referred to for passport processing, even by other acceptance agencies. Projected estimates for 2018 indicate the Office is due to process 7,920 passports.
- *Marriage Licenses Issued.* For 2017, 2,799 marriage licenses were issued. Projected estimates for 2018 indicate the Office is due to process 2,808 marriage licenses, an increase of 14% since 2014.
- *Passport Audit Awards.* The U.S. Department of State's Passport Services Division audits the Office every other year. Certificates of achievement for having perfect scores from the past two audits were received (January 2015 and April 2017).
- *Paperless Project.* End of day paperwork is now scanned electronically and sent to Finance for daily reconciliation in hopes of achieving long-term goal of a completely paperless process.
- *Thumbprint.* Implementation of the Thumbprint program, permanent electronically-based record keeping of all recorded documents.
- *FTP Transmission.* FTP Transmission (File Transfer Protocol) of all record documents in lieu of mailed CDs.
- *Additional Doc Types.* Consolidation of "Doc Type" search function on pascoclerk.com.
- *Plats Available Online.* Plats are now recorded and available online at pascoclerk.com
- *Bus Passes and ID Cards.* Official Records is now working in conjunction with the County to issue bus passes and identification cards.
- *Indexing All Names.* Documents received are indexed under all names provided on the document resulting in overall increased revenue.
- *Marriage License Application Form.* The Marriage License Application Form is now integrated with the OR Recording System for faster customer service.
- *Remapping of Indexing Codes.* Utilizing the Table Maintenance Program, OR successfully remapped all the document codes received from civil and criminal to streamline the indexing process.
- *Board Records.* Board Records Division processed 511 separate petitions for the Value Adjustment Board.
- *Munis Implementation.* Archived Records inventory is tracked through Munis, replacing the previous, manual system.



Department Budget and Personnel Allocations

Expenditure Category	CFY '14-'15 Actuals	CFY '15-'16 Actuals	CFY '16-'17 Actuals	CFY '17-'18 Actuals	CFY '18-'19 Budget
Personnel	3,151,526	3,241,893	3,003,878	2,613,652	2,812,019
Services and Materials	257,603	178,981	119,855	90,818	149,297
Capital		6,468			13,650
Overhead	1,478,115	1,435,275	1,367,990	1,138,848	1,432,897
Transfers	(823,799)	(670,499)	(17,320)		129,169
Technology	47,267	43,378	31,355	57,563	47,853
Total	4,110,712	4,235,496	4,505,758	3,900,880	4,584,885
*Budgeted FTEs					

*Budgeted FTEs are shown due to actuals fluctuating throughout the fiscal year.



5. Department of Inspector General

The Department 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. This department provides a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control, and governance processes.



Departmental Goals

- Deliver high-quality customer service, treating all customers with respect and consideration during the auditing process.
- Ensure audits are conducted in compliance with International Professional Practices Framework (Red 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 with professional techniques, trends, and standards.



Key Objectives

- Conduct audits and reviews of functions, activities, and programs 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.
- Deter fraud by providing tip hotlines and performing inquiries and audits.



Objectives

Short-Term Objectives

- Enhance timeliness and efficiency of scheduled audits.



- Communicate significant observations and information to management in a timely manner. Maintain a respectful, team-oriented department that helps individuals reach their career potential and achieve personal growth goals.
- Promote the employee "Fraud, Waste, or Abuse Hotline."
- Raise awareness of the functions and benefits of internal auditing during Internal Audit Awareness Month.
- Supplement the existing audit review phase of our audit process by developing and implementing a formal Quality Assurance Review checklist and procedure to be included in all audit projects.
- Auditor Is prepare and achieve the Association of Certified Fraud Examiners CFE certification.

Long-Term Objectives

- Collaborate with all other departments regarding 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.
- Promote awareness of areas of risk for fraud and misuse of County funds and tangible assets through periodic outreach to teammates.
- Develop a countywide "Risk Assessment Model" for annual audit planning.
- Develop a program for continuous monitoring of purchasing card transactions.

Performance Measures and Workload

Under the direction of the Clerk & Comptroller, the Department of Inspector General is responsible for auditing and reviewing the functions, activities, and programs of the County and the Office of the Clerk & Comptroller. This department is organizationally independent. It has no direct responsibility for or authority over any BCC or Clerk & Comptroller function, activity, or program subject to audit and review. It has the authority and responsibility to conduct audits and reviews of BCC departments under the County Administrator, and to issue reports thereon.

Department of Inspector General assists BCC administrators and department managers in achieving the best use and administration of taxpayer resources. These efforts are intended to improve County operations and help ensure that the County is fulfilling its fiduciary responsibilities to its citizens and taxpayers.



The department'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. Independence is essential to the audit function. Therefore, the Department of Inspector General does not devise or install procedures that it will review later when auditing a County department. The Department's independence will not be compromised by reviewing and recommending controls for new systems. In the installation of new systems, the Department of Inspector General may offer suggestions for minimum controls during program implementation without impairing independence.

Accomplishments

- Completed a full review and update of the Inspector General Audit Workpaper templates and Audit Plan templates.
- Created and implemented a Progression Program for Auditors to encourage longevity and success through promotion from Auditor I through Auditor III.
- Replaced the annual cash count audit project with newly established and implemented ongoing unannounced cash counts throughout the year.
- Changed audit project entrance conference to a PowerPoint format. This created a more audit friendly relationship, while promoting the function of the Department of Inspector General.
- Established a new process flow and templates for communicating audit comments to audit customers. This change resulted in more timely final reports.
- Audit I achieved the Certified Inspector General Auditor (CIGA) designation.
- Inspector General achieved the Certified Public Manager (CPM) designation from Florida State University.

Department Budget and Personnel Allocations

Expenditure Category	CFY '14-'15 Actuals	CFY '15-'16 Actuals	CFY '16-'17 Actuals	CFY '17-'18 Actuals	CFY '18-'19 Budget
Personnel	320,779	303,111	319,812	307,289	388,865
Services and Materials	12,748	11,092	10,618	12,509	24,916
Overhead	133,096	141,953	158,758		
Transfers	(14,716)	(9,436)			
Technology	5,390	4,388	3,489	12,097	16,473
Total	457,297	451,108	492,676	331,894	430,254
*Budgeted FTEs					

*Budgeted FTEs are shown due to actuals fluctuating throughout the fiscal year.



C. Support Operations Branch

The Support Operations Branch includes: Information Technology, Human Resources, Budget, and Communications.

1. Information Technology Department

The main responsibilities of the Information Technology Department are to safeguard electronic records, manage and protect the network, and provide the efficient tools, often through software development, to assist other departments in achieving their operational directives. Support is provided to users in six buildings in three locations. Managing call center teams for Civil and Criminal Courts provide first-hand knowledge of operational challenges and of opportunities for applying technology to enhance customer service.

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

- Establish and maintain security systems and policies to protect electronic records and allow for the proper segregation of duties and workflows between different departments.
- Build computing infrastructure to ensure deputy clerks in all departments are able to perform their jobs.
- Create programs for efficient workflows between systems.
- Provide data access continuity over time across multiple platforms and applications.
- Present users at the state and local level with the data needed to make business, policy, and judicial decisions.
- Provide accurate and consistent information to all customers via the Call Center.



The Information Technology Department contains three main areas.

1. Technical Support – Focuses on security tasks, networks, and computing hardware. Responsibilities include:
 - a. Manage firewalls, establish virtual local area network (VLAN) segmentation, maintain domain security, implement malware prevention software, prevent users from being inundated with junk email, and educate other departments about security risks such as phishing.
 - b. Establish data storage policies and backup processes that enable good system performance and the data redundancy to recover from system hardware failures.



- c. Maintain network switches, file servers, print servers, application servers, email servers, web servers, printers, personal computers, and related hardware to ensure access for deputy clerks in all departments so that they may perform their jobs.
 - d. Provide hardware and operating system support to individual users to ensure that their tools meet their needs and to extend the useful life of hardware.
2. Application Programming – Is involved with all software both purchased and written in-house. Responsibilities include:
 - a. Write custom desktop application software for the use within the office. Depending on scale and scope, the software can be tailored to the specific needs of the Department resulting in a more efficient and cost-effective tool than purchasing commercial software.
 - b. Create intersystem workflows between commercial software to automate many tasks.
 - c. Create website programs that make records readily available to the public.
 - d. Create reports and programs for the accurate and timely reporting to all federal, state, and local agencies, based on statutory requirements or court administrative order.
 - e. Provide application system support to individual users to ensure that they are getting maximum value from the software tools.
3. Civil and Criminal Call Center Teams
 - a. Assist customers seeking to understand and pay their court case assessments.
 - b. Answer customers regarding the status and progression of a case.
 - c. Help customers understand their obligations and the arrangements for jury service.
 - d. Provide general and specific case information, short of legal advice, for Child Support, Family Law, Probate, Civil, Criminal, and Traffic Infraction cases without needing to transfer the customer.

Department Goals

The Information Department has the following goals to help us achieve the organization's vision of "Excellence...Always":

- Deliver high-quality customer service, treating all customers with respect and compassion.
- Provide the hardware and software that meets the needs of our internal and external customers.





- Work with each department to understand their workflow and computing needs and find ways to use technology to improve their processes.
- Work with various state-level technology workgroups to map the future of technology in clerk's offices throughout the State of Florida.
- Find new strategies to upgrade obsolete equipment within an ever-shrinking budget.
- Reduce computing platform diversity to improve cross training, increase resiliency, and lower long-term costs.
- Utilize the Pasco Technology Center (PTC) resources for computing operations.
- Invest in hyperconverged, integrated systems which consist of shared software-defined compute and storage resources. These systems deliver value through software tools, which allow commoditization of the underlying hardware and lower cost just-in-time incremental upgrades.
- Foster a department culture that centers on creativity, achievement, and personal development to increase employee retention and productivity.
- Eliminate all process, systems, and activities that do not directly service our core mission.

Key Objectives

Short-Term Objectives



- Migrate key systems to the Nutanix hyperconverged platform installed in the PTC.
- Establish a secondary, high-speed communications path to the PTC.
- Shift data and virtual server operating systems from two older storage devices to new technology.
- Expand the eRecording process and implement interfaces with four new vendors.
- For customer convenience, expand the payment options to include locations and websites external to the Clerk & Comptroller's Office.
- Create a Florida ePortal local review workflow to server as a framework for future process automation of court documents.
- Enhance the inventory management of IT equipment via passive Radio Frequency Identification (RFID) tags and readers.



Long-Term Objectives

- Move court file tracking, Child Support, Website Subscriber Management and other application systems from the Informix database and UNIX operating system platform.
- Categorize and tier data storage and archiving to allow take advantage of newer technologies at lower long-term costs.
- Create intelligent, database-centric systems that utilize application programming interfaces and robotic process automation to increase the efficiency of the court electronic document workflow.
- Increase the Sixth Circuit's Judicial Access Workflow System (JAWS) value by adding calendar integration and adjusting internal clerk workflows to take advantage of new capabilities.

Performance Measures and Workload

Lines of code, service calls, or even the installation of new equipment do not measure technological success. Instead, success is determined by the impact of technical change on users of the systems, delivering new efficiencies, direct automation, and long-term cost reductions. See the Accomplishments section below for some of these impacts.

The Call Center teams track two primary measures as they assist customers with questions related to court cases: customer call volume and the numbers of work orders generated as a percentage to the total calls.

Call Center Customer Call Courts					
Work Order Percentage	CY2014 (actual)	CY2015 (actual)	CY2016 (actual)	CY2017 (actual)	CY2018 (actual)
Civil Percentage	69,917	70,565	72,354	68,255	64,558
Criminal Percentage	77,308	77,241	77,205	70,209	66,810

Table 17: Call Center Customer Calls

Work orders are sent to the home department when the Call Center is unable to answer the customer's question based on data within the system. It is the

Call Center Work Orders as a Percentage of Calls					
Work Order Percentage	CY2014 (actual)	CY2015 (actual)	CY2016 (actual)	CY2017 (actual)	CY2018 (actual)
Civil Percentage	9.65%	9.62%	7.79%	7.39%	8.13%
Criminal Percentage	4.59%	4.04%	3.26%	4.87%	3.25%

Table 18: Call Center Work Order Percentages

goal of the Call Center to answer every customer question during the call without generating a work order. It is also the goal of the Civil Court and Criminal Court Departments to enter information into the court computer systems as soon as possible, thus eliminating the need to create work orders.

Call volume is the primary workload measure. It generally tracks the new case volume trends but with a time delay.



Accomplishments

- Converted criminal, juvenile, juvenile dependency, traffic infractions, and criminal traffic cases from a 38-year-old mainframe system to CLERICUS was a major multiyear hurdle which unlocked the possibility of additional workflow enhancements:
 - A new custom docketing program was designed and implemented that enabled a 10,000-page backlog to be brought current.
 - A new process automation called Hot Docket was developed that can read case numbers from anywhere in the document and eliminates the need to manually docket the document to the court case. Since its inception, this program has saved 180,000 manual docketing operations.
 - CLERICUS also supports interfaces between the Clerk & Comptroller's Office and the office of the State Attorney and Public Defender. The programming team provided significant implementation and coding assistance to the vendor to maximize the effectiveness of this interface.
 - With the workflow established from the Public Defender and State Attorney systems to the Clerk & Comptroller's system, the next step was automating any manual processes associated with the interface. This process automation, to date, has automated updates to over 190,000 demographic and attorney-related system records.
 - The programming group wrote 33,000 lines of code to implement a bi-lateral interface between CLERICUS and the Jail Management System that immediately updates information affecting the defendant's custody status.
 - Programming automated subpoena processing in a way that enabled the Sheriff's Office to terminate a service that was costing thousands per month with a commercial vendor.
 - CLERICUS was modified to achieve real-time updates to the Comprehensive Case Information System (CCIS), which is a single point of search for statewide court information and is used by over 38,000 users from courts, judicial agencies, the legislature, and law enforcement including the Pasco County Sheriff's Office. Making criminal and mental health data available as soon as possible is a key public safety issue.
- The Pasco Redaction and Verification program was improved by adding logic to look for optical character recognition (OCR) flaws. A soundex, which is a soundalike index, was also added to assist with finding and redacting confidential victim names that may be misspelled in the original document.
- Implemented a workflow called Second-look, allowing management to designate specific case types for a second verification step by a different employee.



- Programming enhanced the dataflow for eCitations from the Florida Highway Patrol (FHP) to increase reliability of automated case creation for FHP citations.
- The technical support team worked with the Criminal Courts Department to implement new jury systems. Extensive work was required with the vendor to customize, debug, and fine-tune the installation. The two systems allow for more efficient management of the jurors' activities onsite and allow jurors to submit information from the comfort of their home.
- Four systems, OfficeNet, Board Records, Official Records Recordation, and Microfilm Processing, were converted to Informix databases to Microsoft SQL Server databases. This resulted in a \$26,000 savings in licensing fees and \$18,000 savings in operating system costs.
- Temporarily extended the Pasco County Clerk & Comptroller's network to Safety Town to support Criminal Courts Department staff in the Operation Stand Down Veteran's Court Program.

The technical support network team installed high-speed communications link from the Clerk's Computer Room, located in the East Pasco Government Center, to our allocated rack space in the Pasco Technology Center. Switches were also upgraded in the Robert D. Sumner Judicial Center, the West Pasco Judicial Center, and the West Pasco Government Center.

Department Budget and Personnel Allocations

Expenditure Category	CFY '14-'15 Actuals	CFY '15-'16 Actuals	CFY '16-'17 Actuals	CFY '17-'18 Actuals	CFY '18-'19 Budget
Personnel	2,168,994	2,416,316	2,262,480	1,848,071	2,100,601
Services and Materials	531,934	1,048,792	994,650	829,003	838,552
Capital		78,415	286,098	159,164	131,600
Overhead	229,823	315,639	302,323	278,400	334,906
Technology (included above)	n/a	n/a	n/a	n/a	n/a
Total	2,930,750	3,859,162	3,845,552	3,114,638	3,405,659
*Budgeted FTEs					

*Budgeted FTEs are shown due to actuals fluctuating throughout the fiscal year.



2. Human Resources Department

The Human Resources Department encompasses the Human Resources Division for the Clerk & Comptroller. Responsibilities include recruitment and staffing, compensation and benefits, employee relations, personnel processing and recordkeeping, regulatory compliance and safety, wellness initiatives, and employee and organizational development.

Departmental Goals

- Deliver high-quality customer service, treating all customers with respect and compassion.
- Ensure that all processes and documentation are completed accurately and in a timely manner, 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, state, and local agencies, based on statutory requirements, court order, or customer request.
- Safeguard all financial information and confidential records.





- 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 Objectives

- Continually examine and improve processes in the Human Resources Department, 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 the Human Resources Department, all teammates, and outside vendors.

Long-Term Objectives

- Encourage a culture of continuous process improvement.
- 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 Division

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

Performance Measures and Workload

Human Resources Activity					
	CFY 2013-2014 (actual)	CFY 2014-2015 (actual)	CFY 2015-2016 (actual)	CFY 2016-2017 (actual)	CFY 2017-2018 (actual)
Job Applications Received	5,510	3,100	2,944	2,699	2,644
Applicants Eligible for Interview	3,521	2,127	2,023	1,984	2,446
Number of Job Requisitions ¹	101	78	69	76	80
New Hires	59	59	39	63	44
Volunteer hours	1,617	802	867	833	750
Staff training contact hours ²	3,704	7,623	752	4,948	3,740
Number of Payroll Transactions	25,162	26,019	26,141	27,566	65,171 ³

¹ Increase due to one application being allocated to numerous postings.

² In-service (all day training) takes place every other year.

³ Increase due to importing benefit data into ADP from third-party software.

Table 19: Human Resources Activity

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

- Processing includes entering deductions for 67 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,



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 40 products (pre- and after-tax). Contributions for pension plans are balanced bi-weekly and submitted to FRS monthly.

Accomplishments

- Helped to realign positions, duties, and responsibilities to create greater efficiency and cross-training, respond to budget reductions, and to adapt to increasing responsibilities in the future.
- Implemented Teammate Recognition Program
- Improved processes to create a more efficient onboarding process
- Increased wellness exposure with
 - Regularly scheduled nutrition/fitness sessions
 - Financial health information sessions
- Added multiple training subjects and initiatives for staff development.

Department Budget and Personnel Allocations

Expenditure Category	CFY '14-'15 Actuals	CFY '15-'16 Actuals	CFY '16-'17 Actuals	CFY '17-'18 Actuals	CFY '18-'19 Budget
Personnel	325,388	429,405	420,597	399,604	437,850
Services and Materials	278,821	181,984	205,686	106,278	305,274
Transfers	(155,829)	(182,125)	0	0	0
Technology	6,019	7,108	6,290	3,819	4,646
Insurance	4,082,703	3,961,877	4,220,021	4,798,811	4,171,114
Total	4,537,102	4,398,249	4,852,594	5,308,512	4,918,884
*Budgeted FTEs					

*Budgeted FTEs are shown due to actuals fluctuating throughout the fiscal year.



3. Budget Department

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.

The primary function of the Budget Department is to plan throughout the year, then compile, present, and load a balanced budget into the financial system by October 1 of each year. The budget is comprised of three primary sub-budgets that are finalized between May 1 and September 30: BCC-funded, court-related, and fee-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 Munis with productivity data collected, and by working to create efficiencies according to current and anticipated operating trends.

The Budget Department also oversees all purchasing for the Office of the Clerk & Comptroller. It ensures that spending is within the confines of the budget and that purchases are made in accordance with Florida Statutes.

Purchasing 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.

Departmental Goals

- 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, state, and local agencies, based on statutory requirements, court order, or customer request.
- Safeguard all financial transactions and records.



Key Objectives

- Provide budget services for the Office of the Clerk & Comptroller to regularly forecast potential revenue and expenditures for 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.

Short-Term Objectives

- Systematically examine and improve all processes in the Budget Department, 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.
- Enhance customer service delivery by listening to customer requests and researching possible adaptations.
- Collaborate with other departments to validate data collection processes.
- Collaborate with court-related departments to improve the Pasco Clerk & Comptroller's Office's position among the peer group in which it is evaluated for state funding.

Long-Term Objectives

- 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.
- Lead the Office in paper consumption reduction by 20% within two years.



Accomplishments

- Received and processed all budget documents electronically and with improved detail.
- Processed 216 purchase orders in Munis.
- Processed 191 journal entries, including budget amendments.
- Purchased seven replacement vehicles and surplused the same number.
- Provided ongoing training for more than 50 budget "power users" in Munis budget detail input.
- Produced an annual budget document worthy of the Government Finance Officers Association (GFOA) Distinguished Budget Presentation Award. This is the seventh time the award, explained on page 18, 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.
- Helped to successfully manage the Clerk & Comptroller's CFY 2017-2018 financial plan, despite budgetary challenges associated with the main source of external funding, court revenue.
- Helped to plan, coordinate, and implement event logistics for the Office's 2018 Teammate Appreciation Spring Picnic held in February, in conjunction with a picnic committee.

Department Budget and Personnel Allocations

Expenditure Category	CFY '14-'15 Actuals	CFY '15-'16 Actuals	CFY '16-'17 Actuals	CFY '17-'18 Actuals	CFY '18-'19 Budget
Personnel	225,137	306,973	306,013	224,086	248,934
Services and Materials	9,997	10,897	14,377	5,368	18,059
Capital					
Transfers	(82,732)	(130,155)			
Technology	3,049	24,117	24,274	515	334
Total	155,451	211,832	344,664	229,969	267,327
*Budgeted FTEs	3	3	3	3	3

*Budgeted FTEs are shown due to actuals fluctuating throughout the fiscal year.



4. Communications Department

In February 2017, the Office established a Communications Office to develop and implement strategies to unify and professionalize internal and external messaging. Attention has been paid to integrating effective communications with the ongoing development of an initial strategic plan.



Central to this strategy was the plunge into social media. The Office established a Facebook page and a Twitter account to engage frequently and urgently with its customers, the citizens of Pasco

County, and partners in state and local government. Typically, topics of posts include photo galleries from activities facilitated by the Clerk & Comptroller, alerts about upcoming events, and timely notices about services (marriage license and passport application processing, for example) offered by the Office.

However, in September, under threat from Hurricane Irma, our social-media feeds earned a reputation—especially among the area legal community—as the go-to source for timely and accurate information about courthouse closings and related activity, including hearings, advisories, jury summonses, and so on. When the storm passed, we used Twitter and Facebook to deliver news about reopenings within seconds of those decisions being made.

While the Communications team works to build its audience, the Office's social media reach extends far beyond its followers and fans. Twitter "impressions" – the number of unique Twitter users to whom tweets are delivered – exceeds by many multiples the number of followers. One tweet, on "Take Our Daughters and Sons to Work Day," reached nearly 19,000 Twitter users. Each month, our top tweets, according to Twitter analytics, attract three to seven times as many impressions as we have followers. Similarly, Facebook reports posts occasionally reach more than twice as many as fans.

Virtually all the Office's social media growth is accomplished without dollars being spent on boosting tweets or posts. As of April 2018, the single exception was a \$20 investment to promote our 10th Annual Valentine's Day Group Wedding Ceremony. Otherwise, our steady social media growth has been completely organic.

Internal communications are boosted by the enrichment of the Office's in-house newsletter to include human-interest features and interviews with teammates, and by increasing its publication frequency, from quarterly (prior to February 2017) to monthly. Efforts at expanding external communications through traditional media resulted in the publishing of staff-produced photographs accompanied by stories or lengthy captions covering events (Juror Appreciation Month, Constitution Essay Contest winners, our inaugural The Big Shred, the historic decommissioning of our microfilm processor), alerts to the public (fraud warnings), and awards in local media, both print and online.



As this is written, the Communications Department also is immersed in planning and preparation of two key projects:

- A redesigned website that promises to be cleaner, more engaging, and more interactive than its predecessor, while maintaining the original's depth of useful information.
- An updated juror orientation video created to be more engaging, informative, and useful for Pasco residents who answer the call to perform a critical civic responsibility.

With ongoing statewide budgetary challenges and re-prioritization of workload over the past nine years, the Clerk & Comptroller's Office continually seeks to improve operational efficiencies. As a result, the Strategic Planning Program has been reprogrammed to begin in Fiscal Year 2018-2019. New technology media (ePortal and CLERICUS) became operational in 2017 and serve to enhance the delivery of services to customers. These systems further assist in compliance with state and federal reporting requirements, as well as provide data to support a strategic plan.

Primary functions include:

- Assist operational departments in efficiently and effectively accomplishing tasks and providing quality services to both internal and external customers.
- Facilitate the Office's collection and use of statistics to evaluate overall and targeted initiative performance. The strategic plan document is intended to help the Office focus on reaching goals, develop and refine best business management practices, and advance initiatives and overall operations of the Office.
- Produce internal and external communications.
- Serve as a liaison with other public and private sector entities on behalf of the Clerk & Comptroller's Office.
- Serve as liaison for providing public records requests.
- Review and oversee regulatory and legislative changes in partnership with departmental teammates.
- Provide high-quality training to teammates on proper procedures, legislative changes, available resources, system processes, and customer needs.
- Integrate communication tasks, such as correspondence, reports, research, and policy recommendations deemed necessary to address administrative inquiries and to implement administrative, regulatory, and legislative protocols.



Key Objectives

- Deliver high-quality customer service, treating all customers – both internal and external to the Office – with respect and compassion.
- Align performance of the organization with the strategic plan.
- Provide timely assistance and best practices guidance to Office teammates related to: administrative procedures, communication of legislative, regulatory, best practices, mandatory reporting processes and policy implications, and external and internal customer services to share information.
- Inform customers of new Office initiatives and services.
- Ensure continued integrity of public communications.
- Engage with the community through diverse educational initiatives, such as, but not exclusive to, hosting school field trips and social media initiatives.
- Provide actionable performance information to facilitate data-driven decision making.
- 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.
- Provide Clerk & Comptroller educational opportunities to students.



Departmental Goals

Short-Term Goals

- Complete, publish, and begin implementation of the strategic plan.
- Complete and implement resign of www.pascolerk.com
- Complete and deploy updated juror orientation video.
- Develop and publish a Clerk & Comptroller writing style guide, using the AP Stylebook and Strunk & White's "The Elements of Style" as cornerstones.
- Coordinate the Clerk & Comptroller Office's courthouse educational tours.
- Establish a protocol, in partnership with the Information Technology Department, to collate data for the Clerk & Comptroller's "at-a-glance" dashboard. The intention is to organize data with a balanced scorecard approach.





- Create a best-practices reporting system.

Long-Term Goals

- Refine the strategic plan to accommodate changing priorities and resources.
- Enhance communication among internal and external customers.
- Assist teammates to become stronger writers and communicators, with attention paid to embracing the Office style guide.
- 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.

Accomplishments

- Updated the 2018 legislative tracking processes and enhanced the policy review analysis for the Office to streamline leadership's review and legislative oversight.
- Created a mandatory reporting tracking system to enhance accountability and streamline teammate updates regarding transmittal of external documents electronically or by hard copy.
- Provided monthly Office article submissions to Pasco County's assorted chambers of commerce.
- Rather than duplicate social media efforts, ended distribution of eNewsletter to external customers and the at-large public, and redirected the savings to a robust subscription online photo-editing program.
- Circulated, monthly, the *Teammate Times*, an internal eNewsletter for teammates.
- Coordinated the fifth annual Pasco County Constitutional Officer's Essay Contest schedule for CFY 2017-2018. Five Constitutional Officers (up from four in CFY 2016-2017) committed to implement an essay or multimedia contest to their respective service-delivery industries.
- The fifth annual Clerk & Comptroller's Constitutional Officer's Essay Contest attracted a record number of entries. A panel of experienced judges evaluated the essays and named three winners, who received plaudits and awards at the Pasco County School Board meeting on December 2017.
- Photographs of the winners were published in several local newspapers.

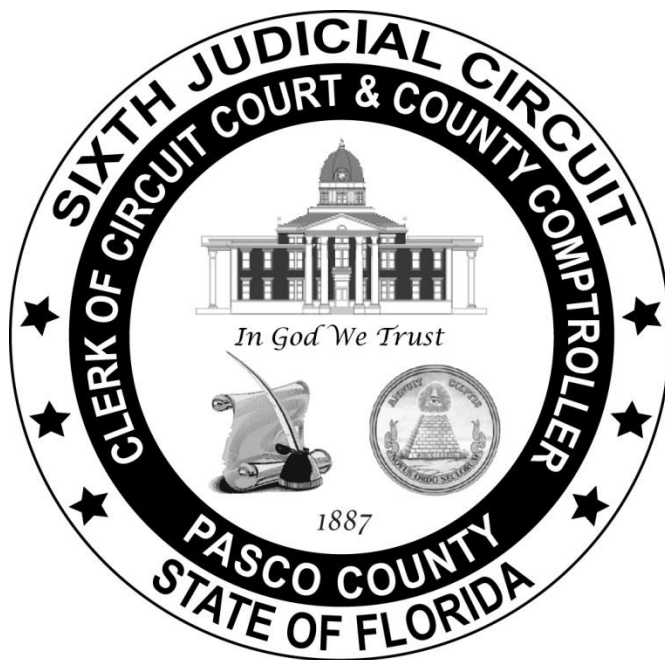


- Enhanced protocols for the collection of “at-a-glance” statistical dashboard data available for use by all Office teammates.
- Helped with development of biennial teammate off-site, in-service training presentations.
- Helped to develop PowerPoint presentations used by Office leadership for speaking engagements.
- Helped to plan, coordinate, and implement event logistics and marketing for the Office’s 2018 Teammate Appreciation Spring Picnic held on February 24, 2018, in conjunction with a picnic committee.
- Helped with development, execution, and coverage of biennial teammate off-site, in-service training presentation in September 2017.
- Helped Human Resources launch its reconceived New Employees Orientation event by designing “baseball trading card” concept for presenters at the meeting. Also, edited and refined content on the PowerPoint.
- Presented 2018 Take Our Daughters and Sons to Work Day on April 26, 2018, for youngsters in grades 2-8. The Clerk & Comptroller’s Office joined in programs with external partners, including the Public Defender, State Attorney, Court Administration, Supervisor of Elections, Pasco Sheriff’s Office, and Pasco Fire Rescue. Children from all agencies learned about the work of the Clerk & Comptroller’s Office and its community partners. In the afternoon, children shadowed their parents and guardians in their respective departments.

Department Budget and Personnel Allocations

Expenditure Category	CFY '14-'15 Actuals	CFY '15-'16 Actuals	CFY '16-'17 Actuals	CFY '17-'18 Actuals	CFY '18-'19 Budget
Personnel	221,018			117,093	155,290
Services and Materials	1,709			251	1,249
Capital				0	0
Overhead				0	0
Transfers	(82,555)			0	0
Technology	25,202			0	10
Total	165,374	0	0	117,345	156,549
*Budgeted FTEs				2	2

*Budgeted FTEs are shown due to actuals fluctuating throughout the fiscal year.



REVENUE COLLECTION AND DISTRIBUTION



XI. Revenue Collection and Distribution

A. Total Monies Processed or Distributed

	CFY 2015-2016	CFY 2016-2017	CFY 2017-2018
Distributed to Units of Government and Individuals:			
Board of County Commissioners	\$2,496,024	\$2,931,099	\$2,860,533
Pasco County Sheriff	285,546	259,671	245,457
Pasco County Municipalities	555,866	571,867	523,466
Legal Aid	47,515	91,073	95,237
State of Florida	47,599,098	56,168,074	61,786,428
Indigent Criminal Defense Trust Fund	467,684	380,224	516,776
State Attorney's Revenue Trust Fund	116,502	107,798	90,469
Public Defender	49,282	46,751	43,842
State Courts Revenue Trust Fund	481,655	393,897	374,547
Crime Stoppers	104,283	91,943	98,467
Monies Handled by Court Action:			
Revenue	20,360,026	19,318,276	19,122,038
Agency Funds	190,961,169	192,728,281	197,978,699
Deposits	7,068,847	10,285,316	5,371,403
Court Registry	60,987,863	56,004,282	33,172,254
Restitution	481,308	314,063	441,820
Jury and Witness	40,315	29,105	27,873
Child Support and Alimony	2,000,763	1,664,202	1,717,527
School Impact Fees	11,487,132	13,705,362	17,520,623
Total revenue collected and processed on behalf of other units of government and individuals:	\$345,590,878	\$355,091,284	\$341,987,460

Totals are subject to rounding and audit adjustments.

Table 20: Total Monies Processed or Distributed

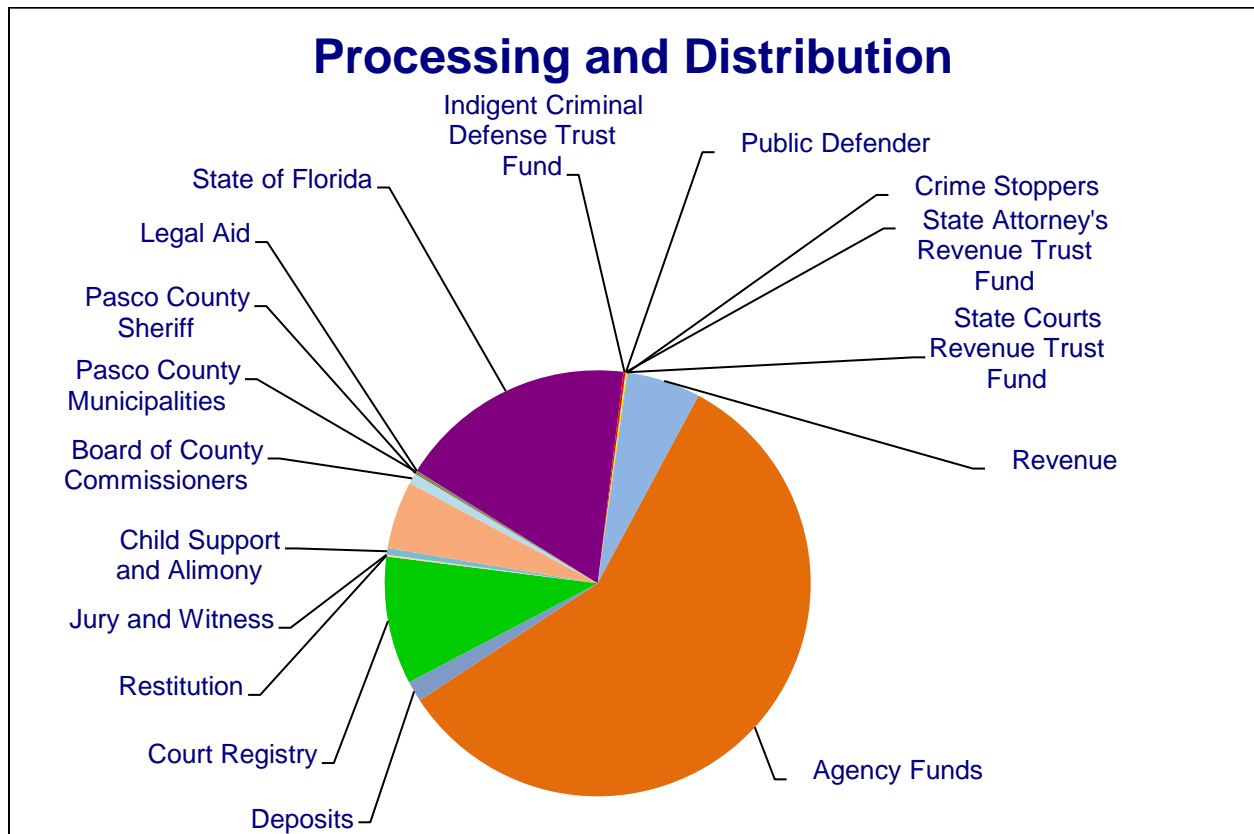


Figure 64: Monetary Processing and Distribution

The County pools substantially all cash and investments, except for those situations requiring separate cash and investment accounts in accordance with legal restrictions. Each fund's equity in pooled cash and investments is stated at the respective fund's contributed costs plus earnings. Earnings from pooled cash and investments are allocated to each fund based on a three-month average of the equity balance of each fund. In fiscal year 2016, deposits earned interest at the following overall averaged rates: State Board of Administration of Florida ("SBA") Florida PRIME, .54%; Florida Local Government Investment Trust (FL Trust) (reported at NAV), averaged .29% (SEC yield); FL Trust Day to Day Fund, (reported at NAV) .42%; and money market funds averaged .43%.



B. Interest Earnings (Loss) – Board Accounts

Description	CFY 2013-2014	CFY 2014-2015	CFY 2015-2016	CFY 2016-2017	CFY 2017-2018
General	\$40,466	\$223,001	\$846,662	\$1,269,187	\$1,185,162
Municipal Service	3,009	21,774	(3,534)	69,001	100,830
Local Option Gas Tax	16,711	91,353	62,459	214,881	359,232
Building Inspections and Permitting Funds	2,019	20,472	22,986	85,164	162,249
West Pasco Law Library	21	111	70	509	
East Pasco Law Library	25	74	48	447	
County Transportation	2,738	40,480	83,996	203,066	277,666
Tree Fund	769	5,333	2,159	8,500	15,293
Quail Hollow Village MTSU	37	222	121	379	475
Municipal Fire Service Unit	7,111	58,740	296,334	212,419	226,247
Office of State Courts Administrator	40	249	(23)	462	621
Criminal Justice (FDLE)			29	43	3
American Recovery & Reinvestment Act			(2)	33	45
Penny for Pasco	34,978	236,604	189,812	656,661	973,002
Park Development	31	108	36	147	198
Education					
1/2 Cent Sales Tax Series 2003	303		13		
1/2 Cent Sales Tax Series 2013		1,544	1,288	1,818	2,146
1/2 Cent Sales Tax CIP	4,100	11,973	5,033	19,761	26,540
Guaranteed Entitlement CIP	298	4	2	7	10
Guaranteed Entitlement 2014	505	26,210	74,172	37,913	36,715
Capital Improvements	8,644	26,188	12,081	49,451	76,916
Tommytown Capital					
Refunding Impr. Revenue Bonds, Series 1996					
Tommytown Debt Service					
Local Option Gas Tax I & S - Series 1989					
Guaranteed Ent I & S Series 2003	1,734		31	6,976	9,388
Guaranteed Ent I & S Series 2013	387	30,002	11,427	2,218	1,480
Gas Tax Refund I & S 2002					
Housing Programs Notes				15,479	34,817
Solid Waste Unit	21,900	138,207	157,798	1,018,880	2,539,602
Solid Waste Project			102,869	108,975	117,505
Equipment Service	13,957	90,520	(34,834)	116,470	239,794
County Insurance	11,657	78,096	37,876	140,974	243,813
Health Insurance	4,692	36,746	29,712	50,402	74,177
County Alcohol and Other Drug Abuse	3	3	33	55	118
Lighting District	2,227	14,508	32,399	39,649	49,372
Law Enforcement	315	2,350	1,353	3,650	5,276
Pasco Water & Wastewater Unit	730,268	1,855,623	943,735	2,388,401	2,344,867
Water and Sewer Revenue Bonds Series 2009					197,781
Water and Sewer Revenue Bonds Series 2014					122,981
Pasco Water & Wastewater Project			398,106	204,071	761,894
Transportation Impact Fee	51,959	296,923	135,837	546,245	700,019
Multi-Modal Transportation			68,579	76,190	136,421
911 Emergency Management Service	2,559	11,919	4,666	17,086	23,433
Drug Programs					
Tourist Development Tax	7,051	41,025	21,317	84,998	117,817
Special Assessment	6,339	42,150	82,991	453,588	728,594
Intergovernmental Radio Communication	1,105	7,160	3,266	12,470	15,630
Williamsburg West - MSTU	16	101	188	197	269
Court Facilities F.S. 939.18	4,696	33,477	21,594	73,596	107,731
Department of Children & Families			960	1,152	2,014
Housing Programs	184	1,072	(41)	89,872	80,048
State Housing Initiatives Partnership	835	6,531	21,461	43,934	39,188
Affordable Housing			464	2,455	4,084
Trilacoochee Redevelopment			74	91	199
Pasco County Housing Finance Authority	27	178	219	1,120	1,386
Florida Boating Improvement Program	846	5,585	3,144	7,870	11,186
Rural Economic and Development			106	496	712



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

Excellence ... Always

Description	CFY 2013-2014	CFY 2014-2015	CFY 2015-2016	CFY 2016-2017	CFY 2017-2018
Teen Court	253	655	302	992	1,517
Fire Impact Fee	2,777	13,263	12,063	34,303	56,109
Park Impact Fee (East, West, Central)	10,523	56,414	34,640	95,073	102,803
Mobility Fee	13,971	137,657	158,653	440,785	750,547
Restore Act		72	323	228	134
Concurrency Fund	683	4,216	1,938	7,858	10,595
Rescue Impact Fee	2,975	18,386	12,756	39,935	59,891
Hurricane Mitigation Fee	109	800	596	2,089	3,462
VOPH Transportation			3,096	3,867	11,023
Stormwater Management	9,812	56,960	105,344	142,050	322,919
Library Impact Fee	1,131	8,064	6,132	19,418	30,652
Fox Ridge MSBU			2,707	4,309	7,672
U.S. Environmental Protection					
U.S. Department of Health and Human Services					6
U.S. Department of Justice			(90)	163	159
Florida Department of Elder Affairs				43	
Board Pooled in Cash			580,384	1,492,850	519,260
Environmental Lands Management	1,761	10,562	4,805	19,162	25,163
Total Interest Earnings:	\$1,028,557	\$3,763,665	\$4,562,721	\$10,640,533	\$14,056,855

Totals are subject to rounding and audit adjustments.

Table 21: Interest Earnings (Loss) – Board Accounts



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

Description	CFY 2013-2014	CFY 2014-2015	CFY 2015-2016	CFY 2016-2017	CFY 2017-2018
County Local Ordinance Violations		\$4,785	\$462		
County Court Fines/Costs			145		
Animal Control Ordinance Violations	760	640	606	361	331
Substance Abuse Surcharge	16,725	17,004	16,809	14,649	16,805
Traffic Fines - Infractions	22,508	24,322	24,615	23,128	18,550
Traffic Fines - Criminal Traffic			44		
School Crossing Guard	7,113	7,459	7,091	7,435	5,859
Handicap Parking - Improvements	43,445	43,778	35,353	26,267	10,167
Teen Court Assessment	155,975	139,008	2,390	129,722	133,650
Pub. Def./St. Atty. Add'l Crt Costs			1,961		
Drug Abuse Assessment	(189)	205	15	464	372
Intergov'tal Radio Comm. Pgm.	282,020	237,024	229,853	210,014	223,183
Court Facilities	1,074,571	897,523	939,662	912,381	924,581
Law Libraries	99,508	101,355	47,538	91,088	
Cost Recovery 34.045 (1) C	4,852	6,261		8,197	7,161
Public Defender Fees			2,342		
Driver Education	104,435	85,360	89,149	84,170	86,454
Domestic Violence	37,804	37,015	44,775	46,587	55,299
Judgment for Cost of Conviction	429	845	1,330	15,434	1,852
Prostitution - Civil Penalty - County	1,870	4,975	1,352	918	1,128
BCC \$2 Recording Fee	707,021	900,838	918,787	992,908	967,168
Legal Aid	99,525	101,356	47,515	91,073	95,237
BCC Innovations	99,623	101,217		91,084	95,250
Juvenile Programs	51,658	52,690	10,022	49,549	52,388
Misc. Revenue Due to Art. V*	224,201	235,780	121,723	226,743	260,335
Total:	\$3,033,854	\$2,999,440	\$2,543,538	\$3,022,172	\$2,955,770

*Sheriff Transportation Costs, Investigative Costs, and Sheriff Fee.
Totals are subject to rounding and audit adjustments.

Table 22: Revenue Distributed to the BCC



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

Description	CFY 2013-2014	CFY 2014-2015	CFY 2015-2016	CFY 2016-2017	CFY 2017-2018
Law Enforcement and School Guard Crossing Programs	\$306,385	\$282,811	\$285,546	\$259,671	\$245,457

Totals are subject to rounding and audit adjustments.

Table 23: Revenue Distributed to the Sheriff

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

Description	CFY 2013-2014	CFY 2014-2015	CFY 2015-2016	CFY 2016-2017	CFY 2017-2018
City of New Port Richey					
Fines	\$198,501	\$213,933	\$339,889		\$285,229
Law Enforcement Training	5,958	6,170	9,521	9,735	10,190
City of Port Richey					
Fines	151,570	105,729	116,165	179,157	135,082
Law Enforcement Training	7,525	4,375	4,126	5,671	5,046
City of Zephyrhills					
Fines	70,846	53,567	57,600	57,256	49,106
Law Enforcement Training	6,102	5,326	5,300	5,086	4,860
City of Dade City					
Fines	28,020	27,740	21,156	14,683	32,067
Law Enforcement Training	1,111	1,051	1,009	947	1,665
City of San Antonio					
Fines	1,149	0	822	1,188	193
Law Enforcement Training	24	0	78	19	22
Town of St. Leo					
Fines	40	50	184	33	4
Law Enforcement Training	4	4	16	4	2
Total:	\$470,850	\$417,945	\$555,866	\$273,779	\$523,466

Totals are subject to rounding and audit adjustments.

Table 24: Revenue Distributed to Municipalities



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

Description	CFY 2013-2014	CFY 2014-2015	CFY 2015-2016	CFY 2016-2017	CFY 2017-2018
Court Education Trust Fund	\$53,248	\$52,686	\$51,967	\$52,845	\$57,770
Child Welfare Training Trust Fund	39,016	32,491	32,052	30,142	29,483
Juvenile Justice Training Trust Fund	32,364	25,980	25,264	23,248	22,545
Displaced Homemaker Trust Fund	33,801	34,781	35,944	29,295	
Epilepsy Services Trust Fund	19,215	10,754	10,783	8,299	5,839
Department of Health Administration Trust Fund	22,738	21,684	41,078	43,232	34,992
Dept. of Health Emergency Med. Svcs. Trust Fund	60,081	58,903	57,690	52,352	60,195
Additional Court Costs - Clearing Trust Fund	194,275	159,231	157,029	153,247	154,618
Highway Safety Operating Trust Fund	219,718	212,174	233,925	213,227	195,252
Crimes Compensation Trust Fund	11,460	7,717	6,172	6,339	6,564
State Transportation Trust Fund	29	41			
Highway Safety General Revenue	115,316	107,734	115,248	101,393	93,947
General Revenue Fund of the State	526,460	451,416	490,155	411,888	372,138
Emergency Medical Service Trust Fund	128,204	106,519	102,495	98,307	96,478
Brain & Spinal Cord Injury Rehab. Trust Fund	177,065	150,175	148,285	140,445	133,716
Victims of Crimes Compensation Trust Fund	387,086	393,634	391,742	330,336	329,944
Dept. of Law Enforcement Operating Trust Fund	47,794	48,571	50,164	40,020	41,509
Court Mediation/Arbitration Trust Fund	594,797	569,286	637,195	659,479	687,133
Nongame Fish and Wildlife Trust Fund	32,274	26,005	25,315	23,075	22,853
Child Support Enforcement Trust Fund	28,020	27,460	27,904	24,433	21,772
Indigent Criminal Defense Trust Fund	437,670	460,711	467,684	380,224	516,776
Department of Education	348	424	414	144	1,008
Crime Stoppers Trust Fund	96,287	99,568	104,283	91,943	98,467
Audit & Warrant Clearing Trust Fund	61,364	38,442	29,575	24,937	27,141
Marine Resources Conservation Trust Fund	1,282	1,056	997	2,427	5,253
Planning and Evaluation Trust Fund	18,071	18,426	18,969	19,427	17,931
Clerk of the Court Trust Fund			130		
State Courts Revenue Trust Fund	544,833	461,182	481,655	393,897	374,547
Domestic Violence Trust Fund	164,506	166,269	175,973	181,670	181,541
Public Defenders Revenue Trust Fund	57,414	46,944	49,282	46,751	43,842
Rape Crisis Trust Fund	46,721	45,688	55,309	61,503	64,139
State Attorney's Revenue Trust Fund	140,102	115,963	116,502	107,798	90,469
Recording Costs - Various State Agencies	89	133	1,157	3,601	742
Law Enforcement Radio System Trust Fund	75,682	64,097	68,016	64,722	60,765
Grants and Donations Trust Fund	2,482	3,253	2,268	2,291	3,128
Department of Financial Services	735	749	755	754	818
Solid Waste Management Trust Fund	2,672	1,980	2,594	2,990	1,710
Total Court-Related Revenues Remitted to State Agencies:	\$4,373,309	\$4,022,127	\$4,215,970	\$3,826,681	\$3,855,025

Totals are subject to rounding and audit adjustments.

Table 25: Revenue Distributed to State Agencies



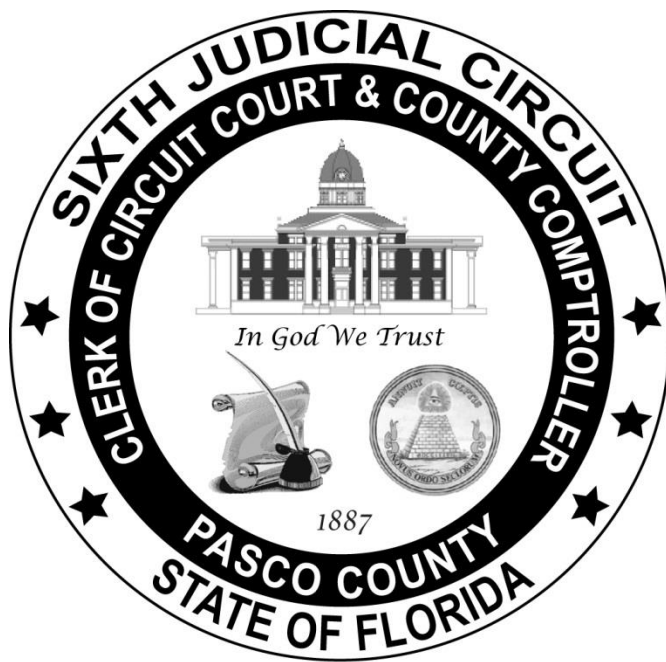
G. Impact Fees Distributed to the School Board
(Processed by Clerk & Comptroller)

Description	CFY 2013-2014	CFY 2014-2015	CFY 2015-2016	CFY 2016-2017	CFY 2017-2018
Impact Fees	\$8,089,702	\$9,169,755	\$11,487,132	\$13,705,362	\$17,520,623

*The total amount collected from inception, net of Clerk's fees, on behalf of the School Board is \$171,404,644.

Totals are subject to rounding and audit adjustments.

Table 26: Revenue Distributed to School Board



APPENDICES



Appendix A: Florida Constitution

ARTICLE V – JUDICIARY

SECTION 14. Funding.—

(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.

<http://www.leg.state.fl.us/Statutes/index.cfm?Mode=Constitution&Submenu=3&Tab=statutes&CFID=265360883&CFTOKEN=4a9f436773cd9d25-C3A90324-9480-C9B2-98D482CC3368EBA8%20-%20A5S14#A5S14>



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=265649854&CFTOKEN=de68ed00b78497d1-F0235291-A622-B5DC-69DEA86028F106EC#A8>



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 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 \$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 Families for the specific purpose of funding domestic violence centers.

(c) A charge of \$37.50. On a monthly basis, the clerk shall transfer the moneys collected pursuant to this paragraph 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; s. 8, ch. 2014-19; s. 7, ch. 2017-233.

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.

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 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.

¹Note.—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. 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; s. 6, ch. 2014-17; s. 5, ch. 2015-2.

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 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.

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.—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



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- (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
- (d) An additional service charge must 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 must 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, may 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.

(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 must 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
- (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.



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 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, except that the first \$1.5 million in such filing fees remitted to the Department of Revenue and deposited into the General Revenue Fund in fiscal year 2018-2019 shall be distributed to the Miami-Dade County Clerk of Court; \$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 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.

(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:

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 deposit the fee into the fine and forfeiture fund established pursuant to s. 142.01.

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 deposit the fees collected under this subparagraph into the fine and forfeiture fund established pursuant to s. 142.01.

(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.

(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.

(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. Of the fee, the clerk must remit \$50 to the Department of Revenue for deposit into the General Revenue Fund and \$50 to the Department of Revenue for deposit into the State Courts Revenue Trust 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; s. 2, ch. 2017-126; ss. 3, 4, ch. 2018-118.

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.

28.245 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 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.

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.

(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 Department of Revenue.

(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; s. 5, 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.

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.

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)1. 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 1 million or more. 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.

2. Members of the executive council of the corporation are subject to ss. 112.313(1)-(8), (10), (12), and (15); 112.3135; and 112.3143(2). For purposes of applying ss. 112.313(1)-



(8), (10), (12), and (15); 112.3135; and 112.3143(2) to activities of executive council members, members shall be considered public officers and the corporation shall be considered the members' agency.

(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 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 including a detailed budget for the corporation.

(b) Conducting the election of an executive council 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 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. 17.03.

(f) Approving the proposed budgets submitted by clerks of the court pursuant to s. 28.36. The corporation must ensure that the total combined budgets of the clerks of the court do not exceed the total estimated revenues available for court-related expenditures as determined by the most recent Revenue Estimating Conference. The corporation may amend any individual clerk of the court budget to ensure compliance with this paragraph and must consider performance measures, workload performance standards, workload measures, and expense data before modifying the budget. 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. The total combined budgets of the clerks of the court may not exceed the revenue estimates established by the most recent Revenue Estimating Conference.

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

8. Identify increases in anticipated expenditures in any clerk budget that exceeds the current year budget by more than 3 percent.

9. Identify 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) Preparing and submitting a report to the Governor, the President of the Senate, the Speaker of the House of Representatives, and the chairs of the legislative appropriations committees by January 1 of each year on the operations and activities of the corporation and detailing the budget development for the clerks of the court and the end-of-year reconciliation of actual expenditures versus projected expenditures for each clerk of court.

(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 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; data collection and reporting; 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; s. 1, ch. 2014-183; s. 3, ch. 2017-126.

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, 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 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 corporation 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; s. 4, ch. 2017-126.

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.

(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 fine and forfeiture fund to be used exclusively for clerk court-related functions, as provided in s. 28.35(3)(a).

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; s. 5, ch. 2017-126.

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=0000-0099/0028/0028ContentsIndex.html&StatuteYear=2018&Title=%2D%3E2018%2D%3EChapter%2028



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 (fiscal year) that matches proposed expenditures with anticipated revenue.

Budget Amendment – A balanced transaction that increases or decreases budgeted amounts for revenue and expenditures.

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.

CLERICUS – A case-management system developed exclusively for Florida Clerks.

Clerk of the Circuit Court – An elected public trustee at the county level of checks and balances, which was established in the provisions of the Florida Constitutions of 1838. 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.

Comprehensive Annual Financial Report (CAFR) – A thorough and detailed presentation of the county's financial condition, reporting on county activities and balances for each fiscal year.

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.

Consumer Price Index (CPI) – An economic indicator that measures changes in prices of all goods and services or market basket purchased for consumption by urban households.

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

County Fiscal Year (CFY) – October 1 through September 30.

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



Department – A business unit, which includes divisions, dealing with a specific area of activity.

Division – A business sector of a department dealing in specific functions.

Economic Policy Uncertainty Index – An index that measures uncertainty about fiscal, monetary, and regulatory policy. It draws on the frequency of newspaper references to policy uncertainty and other indicators.

eFiling Portal (ePortal) – Electronic filing of court documents allows attorneys to submit court documents electronically 24 hours a day, 7 days a week. The eFiling portal allows for a single statewide login, utilizing a uniform authentication process through a single point of access.

Enterprise Resource Planning (ERP) – A system that allows the development of a paperless workflow process through imaging and procedural changes to electronically move invoices, receipts, and other supporting documentation throughout the system.

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

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

Fine and Forfeitures Fund – A governmental accounting fund or system where Clerk and Comptrollers' Offices retain monies collected and use them to cover expenses supported by fines and forfeitures.

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.

Full-Time Equivalent (FTE) – A unit that indicates the workload of an employee working on a full-time basis and is used to make workloads and caseloads comparable.

Fund - Money set aside and accounted for separately 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.

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



Generally Accepted Accounting Principles (GAAP) – Standards and guidelines for financial accounting.

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

Home Sales Index – A National Association of Realtors (NAR) created index that tracks home sales in which a contract is signed but the sale has not yet closed. It is a leading indicator of future existing home sales due to the fact that it takes four to six weeks to close a sale after a contract has been signed.

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

Individual Development Plan (IDP) – A tool to assist employees in career and personal development.

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

Judicial Automated Workflow System (JAWS) – The local deployment and development of a judicial viewer in Pasco County.

Legal Resource Center Fund – The governmental accounting fund supported by a portion of criminal fines as stipulated in 939.185, Florida Statutes. Monies are collected and used for the purpose of providing to the public resources for researching Florida laws, rules, and regulations.

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

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.



Overhead - Costs associated with, but not directly attributed to, the provision of a product or service. These are usually costs incurred by administrative divisions in support of operating divisions. Also referred to as "indirect costs."

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

Popular Annual Financial Report (PAFR) – A document that is intended to convey the financial results of the county's operations to those stakeholder's that do not necessarily have a financial background.

Records Modernization Fund(s) – Special revenue funds that 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 Department, while the other is restricted and used to pay for projects related to the modernization of and increased accessibility to records.

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

State Fiscal Year (SFY) – Runs from July 1 through June 30.

Self-Insurance Fund – An internal service fund that depends on teammate participation, contributions from operating funds, and a well-designed plan administered by third parties.

State Uniform Chart of Accounts – The chart of accounts prescribed by the Office of the State Comptroller, designed to standardize financial information to facilitate comparison and evaluation of reports.

Strategic Plan – A process of defining an organization's strategy or direction for making decisions on allocating its resources to accomplish this strategy.

Teammate – A fellow member of the team known as the Pasco County Clerk & Comptroller's Office.

Trial Court Integrated Management Solution Project (TIMS) – The development of an automated solution to address certain major needs of the trial court system and to advance the goals and strategies of the long-range strategic plan of the Florida Judicial Branch.