

## MATRIX OF SERVICES

NUMBER	DEPARTMENT, OFFICE, AGENCY, BOARD	CLASS
<b>Administrative Services</b>		
AD01	Administrative Support	D
<b>Aging Services</b>		
AG01	In-Home Care	M1
AG02	Senior Centers	M1
AG03	Transportation	M1
AG04	Nutrition	M1
AG05	Retired Senior Volunteer Services	D
AG06	Working Seniors Services	D
AG07	Case Management	M1
<b>Animal Services</b>		
AN01	Enforcement/Protection	M1/M2
AN02	Sheltering Animals	M1
AN03	Rabies Tags and Licensing	M2
AN04	Responsible Pet Ownership Education	D
AN05	Animal Adoption	M2
AN06	Pet Overpopulation	M2
<b>Board of County Commissioners</b>		
BC01	Set Policy and Directives/Implementation of Comprehensive Plan	M1
BC02	Performance Auditor	M1
<b>Children's Services</b>		
CS01	Head Start	M1
CS02	Early Head Start	M1
CS03	Residential Services for Children in Need Services	M1
CS04	Clinical Services - Parenting Training	M1
CS05	Emergency Shelter Residential Care	E
CS06	Severely Emotionally Disturbed Children (Residential)	E
CS07	Severely Emotionally Disturbed Children (Day Treatment)	E
CS08	Child and Family Counseling Program	M1
CS09	Child Care Licensing	M2
<b>Circuit and County Courts</b>		
JB01	Conduct arraignments, hearings, and trials	M1
JB02	Divert cases from the judiciary	D
JB03	Coordinate court appearances, conferences, and depositions	E
JB04	Assign guardian ad litem to represent minors	D
<b>Civil Service Board</b>		
CV01	Applicant Recruiting and Screening	M1
CV02	Job Classification and Compensation	M1
CV03	Employee Record Maintenance	M1
CV04	Job Performance Management	M1
CV05	Hearings of Discipline Appeals and Grievances	M1

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NUMBER	DEPARTMENT, OFFICE, AGENCY, BOARD	CLASS
	<b>Clerk of Circuit Court</b>	
CC01	County Recorder	TBD
CC02	Internal Auditing	TBD
CC03	Recordkeeping for Circuit and County Courts	TBD
CC04	Financial Services	TBD
CC05	Recordkeeping for BOCC	TBD
	<b>Communications</b>	
CM01	Public Information	M1
CM02	Community Relations	D
CM03	Hillsborough Television	D
CM04	Public Art	M2
CM05	Citizen Boards Support	M2
CM06	Printing Services	D
CM07	Citizen Action Center	D
	<b>Community Improvement</b>	
CI01	Code Enforcement/Compliance Inspections	M2
CI02	Single Family Housing Rehabilitation	M2
CI03	Section 8 Rental and Utility Assistance	M2
CI04	Down Payment and Other Assistance - First Time Homebuyers	M2
CI05	Operation "Clean-up"	D
	<b>Community Liaisons</b>	
CL01	African-American Affairs Liaison	D
CL02	Asian-American Affairs Liaison	D
CL03	Hispanic Affairs Liaison	D
CL04	Americans with Disabilities Act Liaison	D
CL05	Criminal Justice Liaison	D
	<b>Consumer Protection Agency</b>	
CF01	Investigation of Consumer Complaints	D
CF02	Mediation/Prosecution of Consumer Complaints	D
CF03	Public Education	D
	<b>Cooperative Extension</b>	
CX01	4-H and Youth Programs	D
CX02	Agricultural Programs	D
CX03	Horticulture	D
CX04	Family and Consumer Sciences	D
	<b>County Administrator</b>	
CA01	Strategic Operations Affecting Quality of Life	M1
	<b>County Attorney</b>	
AT01	General Legal Services & Counsel	M1, M2
AT02	Litigation	M1
AT03	Eminent Domain	E

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NUMBER	DEPARTMENT, OFFICE, AGENCY, BOARD	CLASS
<b>Debt Management</b>		
DM01	Manage County Debt Obligations	E
DM02	Financial Advisory Services	D
DM03	Municipal Securities Market Compliance & Disclosure	M1
DM04	Financial & Credit Evaluations of Conduit Bond Issues	D
<b>Economic Development</b>		
ED01	Corporate Business Development	D
ED02	Small Business Information Center	D
ED03	MBE/SBE Program	D
ED04	Agriculture Industry Development	D
ED05	Tourist Development	M2
ED06	Employment & Training/Workforce Board	D
<b>Environmental Protection Commission</b>		
EP01	Air Management	M1
EP02	Water/Wastewater Management	M1
EP03	Waste Management	M1
EP04	Wetlands Management	M1
<b>Equal Opportunity Administration</b>		
EQ01	Investigation of Complaints/Citizen Requests for Assistance	M2
<b>Fire Rescue</b>		
FR01	Fire Suppression	E
FR02	Fire Inspection	M1
FR03	Arson Investigation	M2
FR04	Paramedic services (advanced life support)	M1
FR05	Fire Prevention	D
FR06	Plans Review	M2
FR07	Billing and Collection	D
FR08	Fire Training (County employees and volunteers)	E
FR09	Fleet Maintenance	E
<b>Fleet Management</b>		
FM01	Fuel Services	D
FM02	Equipment Repair & Maintenance Services	M1, E
FM03	Parts Management	M1, E
FM04	Motor Pool Services	D
FM05	Equipment Acquisition	E

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NUMBER	DEPARTMENT, OFFICE, AGENCY, BOARD	CLASS
<b>Health and Social Services</b>		
HS01	Indigent Health Care	M1
HS02	HIV Services - Ryan White	E
HS03	Homeless Case Management	M1
HS04	Summer Food Program for Children	M1
HS05	Veterans Services	D
HS06	Transportation for the Transportation Disadvantaged	M1
HS07	Client Assistance - Financial Aid for Indigents	M1
HS08	Baker Act Mental Health Program	M1
HS09	Trauma Care	D
<b>Human Resources</b>		
HR01	Employee Benefits Program Administration	E
HR02	Employee Development/Training Program	D
HR03	Exempt Employee Recruitment	E
HR04	Employee Relations	E
HR05	Labor Negotiations	M1
HR06	Employee Safety and Loss Control Programs	E
HR07	Citizen Volunteer Program	D
HR08	Workers Compensation Investigation/Administration	E
HR09	Liability and Insured Property Program Development/Administration	E
<b>Information and Technology Services</b>		
IT01	Communications Services	E
IT02	Desktop Services	E
IT03	Geographic Information Systems (GIS)	E
IT04	Business Solutions/Services	D
IT05	Information Distribution and Data Management Services	E
<b>Law Library Board</b>		
LL01	Provide Access to Legal Research Materials	M2
<b>Legislative Delegation</b>		
LD01	Constituent Services	M1
LD02	District Offices Support Services	M1
LD03	Legislative Services	M1
<b>Library Services</b>		
LS01	Member Services	M1
LS02	Circulation Services	D
LS03	Information & Reference Services	D
LS04	Programming	D

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NUMBER	DEPARTMENT, OFFICE, AGENCY, BOARD	CLASS
<b>Management and Budget</b>		
MB01	Multi-Year Financial Planning/Economic Analysis	E
MB02	Capital Budget Services	M1
MB03	Operating Budget Services	M1, D
MB04	Budget Systems and Revenue Analysis	E
MB05	Outside Agency Contract Management	D
MB06	Management Analysis/Performance Measurement	D
MB07	Oversight of Cable Educational Consortium/Public Access Contract	D
MB08	Cable Franchise Administration	E
MB09	Capital Program Administration	D
<b>Medical Examiner</b>		
ME01	Cause of Death Determination	M1, E
ME02	Indigent Burial	M1
<b>Metropolitan Planning Organization</b>		
MP01	Long-Range Transportation Planning	M1
MP02	Develop, Monitor and Evaluate Transportation Systems	M1
MP03	Technical Assistance to Local Governments	D
MP04	Conduct Required Transportation Plans, Programs and Studies	M1
<b>Neighborhood Relations</b>		
NR01	Technical Assistance & Neighborhood Liaison	D
NR02	Neighborhood Mini-Grant Program	D
NR03	Community-based Planning	D
NR04	Recognition Programs	D
NR05	Database Management	D
<b>Office of Public Affairs</b>		
PA01	Develop State Legislative Program	E
PA02	Develop Federal Legislative Program	E
PA03	County Legislative Representation	D
PA04	County Intergovernmental Representation	D
<b>Office of Quality Services</b>		
QS01	Performance Improvement Program	D
QS02	Targeted Process Improvements	D
<b>Parks and Recreation</b>		
PR01	Management of Environmental Lands (ELAPP)	M2
PR02	Landscaping Maintenance on Roadway Medians	E
PR03	Park Construction (In-house and Contractual)	D
PR04	Neighborhood, district, and regional park maintenance	E
PR05	Neighborhood, district, and regional park programs	M2
PR06	Organized Youth Athletic Programs	D
PR07	Organized Adult Athletic Programs	D
PR08	After-school Recreation Programs	E
PR09	Summer Enrichment Program	E
PR10	Therapeutic Programs	E

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NUMBER	DEPARTMENT, OFFICE, AGENCY, BOARD	CLASS
<b>Planning and Growth Management</b>		
PG01	Building Inspection	M1
PG02	Building Permit Issuance	M2
PG03	Building Plans Review	M3
PG04	Zoning Administration	M2
PG05	Development Project Inspection	M2
PG06	Land Use Counseling	D
PG07	Phosphate/Land Excavation	M2
PG08	Comprehensive Plan Implementation/Concurrency Management	M1
PG09	Transportation Planning	M1
PG10	Greenways and Trails Roadways Planning	D
PG11	Community-based Planning	E
PG12	Impact Fee Program Administration	D
PG13	Emergency Management Planning	D
<b>Planning Commission</b>		
PC01	Countywide Comprehensive Planning	M1
PC02	Community/Neighborhood Planning	M1
PC03	Countywide Long-range Transportation Planning	M1
PC04	Hillsborough River Planning	M1
PC05	Local Planning Agency (LPA) Administration	M1
<b>Property Appraiser</b>		
PP01	Real and Tangible Property Assessment	M1
PP02	Exemptions Administration	M1
PP03	TRIM Notice Administration	M1
<b>Public Defender</b>		
PD01	Legal Representation to Indigent Clients	M1
<b>Public Safety</b>		
PS01	Fire/Medical Emergency Dispatch Services	M1
PS02	Countywide 9-1-1 Database and Street/Address Management	M2
PS03	Countywide 9-1-1 Network Administration	M1
PS04	Emergency Management	M1
PS05	Marine Public Safety	E
PS06	County Facilities Security Services	E

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NUMBER	DEPARTMENT, OFFICE, AGENCY, BOARD	CLASS
<b>Public Works</b>		
PW01	Roadway Maintenance (sidewalks, intersections, resurfacing)	E
PW02	Right-of-Way/Median Maintenance (mowing and herbicide)	E
PW03	Traffic Signal, Sign and Markings Maintenance	E
PW04	Traffic Engineering and Safety Management	M1
PW05	Street Lighting District Administration	M2
PW06	Transportation Project Design and Construction	E
PW07	CIP Project Management	E
PW08	Stormwater Design and Management	M1
PW09	Wetlands Maintenance/Mitigation	M1
PW10	Mosquito Control	E
PW11	Aquatic Weed Control	E
PW12	Infrastructure Inventory and Assessment	M1, D
<b>Purchasing</b>		
PH01	Centralized Procurement - Informal (between \$2,500 and \$25,000)	E
PH02	Centralized Procurement - Formal (exceeding \$25,000)	E
PH03	Management of Automated Purchasing Activities	D
PH04	Purchase Card Program	D
PH05	Manage Consultant Automated Performance System (CAPES)	D
PH06	Surplus Property Disposition	D
<b>Real Estate</b>		
RE01	Real Estate Acquisition/Disposal	E
RE02	Environmental Land Acquisition (ELAPP)	M2
RE03	Eminent Domain	E
RE04	Property Management	E
RE05	Lease Negotiations and Management	E
RE06	Parking Management	E
RE07	Technical Support	E
RE08	Records Storage and Retrieval	D
RE09	Survey and Mapping	E
RE10	Right-of-Way Inventory	D
RE11	Building Maintenance & Repair	E
RE12	GIS Services	E
RE13	Architectural Services & Project Management	E
RE14	Building Renovation Project Management (R3M)	E

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NUMBER	DEPARTMENT, OFFICE, AGENCY, BOARD	CLASS
	<b>Sheriff</b>	
SH01	Law Enforcement	M1
SH02	Criminal Investigations	M1
SH03	Major Crimes	M1
SH04	Youth and Family	M1
SH05	Detention	M1
SH06	Booking & Releasing	M1
SH07	Classification & Records	M1
SH08	Falkenburg Road Jail	M1
SH09	Morgan Street Jail	M1
SH10	Work Release Center	M1
SH11	Transportation	M1
SH12	Support Services	M1
SH13	Training	M1
SH14	Communications	M1
SH15	Human Resources	M1
SH16	Judicial Services	M1
SH17	Court Process	M1
SH18	Court Services	M1
SH19	Support Services	M1
SH20	Fleet Maintenance	M1
SH21	Property Control	M1
SH22	Communications Maintenance	M1
SH23	Technical Support	M1
SH24	Inspectional Services	M1
SH25	Fiscal	M1
SH26	Professional Standards	M1
SH27	Community Relations	M1
SH28	Information Services	M1
SH29	Planning and Research	M1
SH30	Special Operations	M1
SH31	Canine	M1
SH32	Aviation	M1
SH33	Warrants	M1
SH34	Tactical	M1
SH35	Environmental Enforcement	M1
SH36	Special Investigations	M1
SH37	Vice	M1
SH38	Major Violators	M1
SH39	Narcotics	M1
SH40	Criminal Intelligence	M1
SH41	Legal Services	M1
SH42	Data Operations	M1
	<b>Soil Conservation Board</b>	
SC01	Soil & Water Technical and Permitting Assistance	D
SC02	Conservation and Environmental Education	E

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NUMBER	DEPARTMENT, OFFICE, AGENCY, BOARD	CLASS
<b>Solid Waste Management</b>		
SW01	Solid Waste Collection	
SW02	Customer Services	E
SW03	Franchise Collection	E
SW04	Recycling	E
SW05	Field Services	E
SW06	Transfer Facilities Operation	E
SW07	Community Collection Centers	E
SW08	Household Chemical Collection	M2
SW09	Keep America Beautiful Program	D
SW10	Operation "Clean-up"	D
SW11	Solid Waste Disposal	
SW12	Resource Recovery Operation	E
SW13	Landfill Operation	M2
SW14	Closed Landfill Maintenance	M1
SW15	Yard/Wood Waste Processing	D
SW16	Tire Processing	D
<b>State Attorney</b>		
SA01	Initiate Criminal Legal Actions on Behalf of the State	M1
SV01	Victim Assistance	
SV02	Notification of Hearings Service to Victims	TBD
SV03	Domestic Crime Assistance	TBD
SV04	On-site Emergency Service (counseling, etc.) to Violent Crime Victims	TBD
SV05	Sexual Battery Medical Screening	TBD
SV06	Worthless Check Diversion Program	TBD
<b>Supervisor of Elections</b>		
SE01	Voter Registration	M1
SE02	Administer Elections	M1
<b>Tax Collector</b>		
TC01	Bill and Collect Property Taxes and Assessments	M1
TC02	License Issuance (occupational, hunting and fishing licenses)	M1, M2
TC03	Motor Vehicle Registration/Title	M1
TC04	Collect Tourist Development Tax	M2
<b>Water Department</b>		
WA01	Potable Water Treatment & Delivery	M1
WA02	Wastewater Treatment & Disposal	M1
WA03	Reclaimed Water Disposal	M1
WA04	Support Services	
WA05	Customer Service	M1
WA06	Engineering	M1
WA07	Fiscal Services	M1
WA08	Water Conservation	M1

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<u>NUMBER</u>	<u>DEPARTMENT, OFFICE, AGENCY, BOARD</u>	<u>CLASS</u>
	<b>Water Resource Team</b>	
WT01	Evaluation of New and Existing Water Supply Projects	D
WT02	Communications and Public Involvement	D
WT03	Exercising of County's Arbitration Rights	D
WT04	Monitoring Wellfield Reductions	D