
DEPARTMENT SUMMARIES

The Departmental Summaries that follow in this section include mission statements, summary budgets, and funded position comparisons for each individual department and various other organizations funded by the Board of County Commissioners.

MATRIX OF COUNTY SERVICES

Hillsborough County is a general-purpose government which performs many tasks and a wide range of services for the health, safety, and welfare of its citizens.

At a March 10, 1999 workshop to review recommendations made by the Blue Ribbon Committee on County Finances, the Board of County Commissioners requested that a matrix be developed to disclose over three hundred services provided by Hillsborough County. The original list was taken from a report prepared by Florida TaxWatch. The current list reflects organizational changes as well as refinements by the departments that are the direct result of the

'mapping' of specific performance measures to each service or program. Some services contracted by Hillsborough County as well as services provided by other taxing authorities are not included (e.g., Hillsborough County's three cities, the School Board, the Children's Board, the Hillsborough Area Regional Transit Authority, the Port Authority, independent special districts, and the Southwest Florida Water Management District). There may be some embedded programs within the list that could be identified separately.

The matrix is intended to be used as additional reference material for reviewing the budget.

For questions regarding the statutory authority of specific County services, please contact the County Attorney's Office at 272-5670 or the Management and Budget Department at 272-5890.

MATRIX OF SERVICES

DEPARTMENT, OFFICE, AGENCY, BOARD

9-1-1 Agency

Countywide 9-1-1 Database and Street/Address Management

Countywide 9-1-1 Network Administration

Affordable Housing Office

Affordable Housing Services

Down Payment and Other Assistance--First Time Homebuyers

Single Family Housing Rehabilitation

Aging Services

Case Management

In-Home Care

Nutrition

Retired Senior Volunteer Services

Senior Centers

Transportation

Animal Services

Animal Adoption

Enforcement/Protection

Pet Overpopulation

Rabies Tags and Licensing

Responsible Pet Ownership Education

Sheltering Animals

Board of County Commissioners

Performance Auditor

Set Policy and Directives/Implementation of Comprehensive Plan

Children's Services

Child and Family Counseling Program

Child Care Licensing

Clinical Services--Parenting Training

Early Head Start

Emergency Shelter Residential Care

Head Start

Residential Services for Children in Need Services

Respite Services-Families of Develop Delayed/Disabled Children

Severely Emotionally Disturbed Children (Day Treatment)

Severely Emotionally Disturbed Children (Residential)

Circuit and County Courts

Assign Guardian ad Litem to Represent Minors

Conduct Arraignments, Hearings, and Trials

Coordinate Court Appearances, Conferences, and Depositions

Divert Cases from the Judiciary

DEPARTMENT, OFFICE, AGENCY, BOARD

Civil Service Board

Applicant Recruiting and Screening

Employee Record Maintenance

Hearings of Discipline Appeals and Grievances

Job Classification and Compensation

Job Performance Management

Clerk of Circuit Court

County Recorder

Financial Services

Internal Auditing

Recordkeeping for BOCC

Recordkeeping for Circuit and County Courts

Code Enforcement

Burglar Alarm Management

Code Inspections

Condemnation and Removal of Dangerous Structures

Sign Enforcement

Communications

Citizen Boards Support

Community Relations

Hillsborough Television

Printing Services

Public Information

Community Liaisons

African-American Affairs Liaison

Americans with Disabilities Act Liaison

Asian-American Affairs Liaison

Criminal Justice Liaison

Hispanic Affairs Liaison

Consumer Protection Agency

Consumer Protection Public Education/Outreach

Intake/Investigation of Consumer Complaints

Mediation/Prosecution of Consumer Complaints

County Administrator

Administrative Support

County Intergovernmental Representation

County Legislative Representation

Develop Federal Legislative Program

Develop State Legislative Program

Strategic Operations Affecting Quality of Life

Targeted Process Improvements

MATRIX OF SERVICES

DEPARTMENT, OFFICE, AGENCY, BOARD

County Attorney

Eminent Domain
General Legal Services and Counsel
Litigation

Debt Management

Financial Advisory Services
Financial and Credit Evaluations of Conduit Bond Issues
Manage County Debt Obligations
Municipal Securities Market Compliance and Disclosure

Economic Development

Agriculture Industry Development
Business/Industry Development
Corporate Business Development
Employment and Training/Workforce Board
MBE/SBE Program
Small Business Information Center
Tourist Development

Emergency Dispatch Center

Fire/Medical Emergency Dispatch Services

Emergency Management

Emergency Management

Environmental Protection Commission

Air Management
Environmental Resources Management
Waste Management
Water/Wastewater Management
Wetlands Management

Equal Opportunity Administration

Employee Protected Category Discrimination Investigations
Employment Discrimination Complaint Investigations
Housing Discrimination Complaint Investigations
Respond to Citizen Requests for Assistance

Extension

4-H and Youth Programs
Agricultural Programs
Commercial and Residential Horticulture
Family and Consumer Sciences

DEPARTMENT, OFFICE, AGENCY, BOARD

Fire Rescue

Arson Investigation
Billing and Collection
Fire Inspection
Fire Prevention
Fire Suppression
Fire Training (County Employees and Volunteers)
Fire/Medical Emergency Dispatch Services
Paramedic Services (Advanced Life Support)
Plans Review

Fleet Management

Equipment Acquisition
Equipment Repair and Maintenance Services
Fuel Services
Motor Pool Services
Parts Management

Health and Social Services

Baker Act Mental Health Program
Client Assistance - Financial Aid for Indigents
HIV Services - Ryan White
Homeless Case Management
Indigent Health Care
Non-Profit Contract Management
Section 8 Rental and Utility Assistance
Summer Food Program for Children
Transportation for the Transportation Disadvantaged
Trauma Care
Veterans Services

HIPAA Compliance Office

HIPAA Privacy and Security Compliance

Human Resources

Employee Benefits Program Administration
Employee Development/Training Program
Employee Relations
Employee Safety and Loss Control Programs
Exempt Employee Recruitment
Labor Negotiations
Liability and Insured Property Program Development/Administration
Workers Compensation Investigation/Administration

MATRIX OF SERVICES

DEPARTMENT, OFFICE, AGENCY, BOARD

Information and Technology Services

Business Solutions/Services
Communications Services
Desktop Services
Geographic Information Systems (GIS)
Information Distribution and Data Management Services

Law Library Board

Provide Access to Legal Research Materials

Legislative Delegation

Constituent Services
District Offices Support Services
Legislative Services

Library Services

Circulation Services
Citizen Action Center
Information and Reference Services
Member Services
Programming

Management and Budget

Capital Budget Services
Management Analysis/Performance Measurement
Multi-Year Financial Planning/Economic Analysis
Operating Budget Services
Outside Agency Contract Management
Statutory Budget Compliance

Medical Examiner

Cause of Death Determination
Disposition of Dead Bodies

Metropolitan Planning Organization

Conduct Required Transportation Plans, Programs and Studies
Develop, Monitor and Evaluate Transportation Systems
Long-Range Transportation Planning
Technical Assistance to Local Governments

DEPARTMENT, OFFICE, AGENCY, BOARD

Parks, Recreation and Conservation

After-school Recreation Programs
Management of Environmental Lands (ELAPP)
Marine Public Safety
Neighborhood, district, and regional park maintenance
Neighborhood, district, and regional park programs
Organized Adult Athletic Programs
Organized Youth Athletic Programs
Summer Enrichment Program
Therapeutic Programs

Planning and Growth Management

Building Inspection
Building Permit Issuance
Building Plans Review
Community-Based Planning Implementation
Comprehensive Plan Implementation/Concurrency Management
Development Project Inspection
Emergency Management Planning
Impact Fee Program Administration
Land Development Review and Inspection
Land Use Counseling
Phosphate/Land Excavation
Transportation Planning
Zoning Administration

Planning Commission

Community/Neighborhood Planning
Countywide Comprehensive Planning
Countywide Long-Range Transportation Planning
Hillsborough River Planning
Local Planning Agency (LPA) Administration

Procurement Services

Bidder Registration and Management
Centralized Procurement--Formal (exceeding \$25,000)
Centralized Procurement--Informal (between \$2,500 and \$25,000)
Manage Consultant Automated Performance System (CAPES)
Management of Automated Purchasing Activities
Purchase Card Program

MATRIX OF SERVICES

DEPARTMENT, OFFICE, AGENCY, BOARD

DEPARTMENT, OFFICE, AGENCY, BOARD

Property Appraiser

Exemptions Administration
Real and Tangible Property Assessment
TRIM Notice Administration

Public Defender

Legal Representation to Indigent Clients

Public Works

Aquatic Weed Control
Emergency Management and NIMS/Incident Command Systems
Engineering Design
Infrastructure Inventory, Condition and Assessment
Planning and Development
Project Management
Right of Way Management
Safety
Stormwater Management
Street Cleaning
Street Maintenance
Traffic Services
Utilities Coordination
Vector Control
Wetlands Maintenance and Mitigation

Real Estate

Real Estate Acquisition/Disposal
 Environmental Land Acquisition (ELAPP)
 Eminent Domain
Property Management
 Lease Negotiations and Management
 Parking Management
Technical Support
 Records Storage and Retrieval
Survey and Mapping
Right-of-Way Inventory
Building Maintenance and Repair
GIS Services
Architectural Services and Project Management
Building Renovation Project Management (R3M)
Public Art

Security Services

County Facilities Security Services
(Transitioning to Sheriff during FY 10)

Sheriff

Law Enforcement
Criminal Investigations
 Major Crimes
 Youth and Family
Detention
 Booking and Releasing
 Classification and Records
 Falkenburg Road Jail
 Support Services
 Transportation
 Work Release Center
Training
Communications
Human Resources
Judicial Services
 Court Process
 Court Services
Support Services
 Communications Maintenance
 Fleet Maintenance
 Property Control
 Technical Support
Inspectional Services
 Community Relations
 Fiscal
 Information Services
 Planning and Research
 Professional Standards
Special Operations
 Aviation
 Canine
 Environmental Enforcement
 Tactical
 Warrants
Special Investigations
 Criminal Intelligence
 Major Violators
 Narcotics
 Vice
Legal Services
Data Operations

MATRIX OF SERVICES

DEPARTMENT, OFFICE, AGENCY, BOARD

Soil and Water Conservation Board

Conservation and Environmental Education
Soil and Water Technical and Permitting Assistance

Solid Waste Management

Solid Waste Collection
Community Collection Centers
Customer Services
Field Services
Franchise Collection
Household Chemical Collection
Keep America Beautiful Program
Recycling
Transfer Facilities Operation
Solid Waste Disposal
Closed Landfill Maintenance
Landfill Operation
Resource Recovery Operation
Tire Processing
Yard/Wood Waste Processing

State Attorney

Initiate Criminal Legal Actions on Behalf of the State
Victim Assistance
Domestic Crime Assistance
Notification of Hearings Service to Victims
On-Site Emergency Service (Counseling, etc.) to Violent Crime Victims
Sexual Battery Medical Screening
Worthless Check Diversion Program

DEPARTMENT, OFFICE, AGENCY, BOARD

Supervisor of Elections

Administer Elections
Voter Registration

Tax Collector

Bill and Collect Property Taxes and Assessments
Collect Tourist Development Tax
License Issuance (Occupational, Hunting and Fishing Licenses)
Motor Vehicle Registration/Title

Water Resource Services

Potable Water Treatment and Delivery
Wastewater Treatment and Disposal
Reclaimed Water Disposal
Support Services
Business Services
Employee Services
Engineering
Field Maintenance Services
Management Services and Accounting
Planning and Operations
Water Conservation
Evaluation of New and Existing Water Supply Projects
Communications and Public Involvement
Exercising of County's Arbitration Rights
Monitoring Wellfield Reductions