
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.

Please note that where the caret (^) symbol appears to the right of a number or percentage it indicates that this data is an estimate.

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 classify over three hundred services provided by Hillsborough County as mandatory, essential, or discretionary. 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

Affordable Housing Office

Affordable Housing Services

Aging Services

In-Home Care

Senior Centers

Transportation

Nutrition

Retired Senior Volunteer Services

Working Seniors Services

Case Management

Animal Services

Enforcement/Protection

Sheltering Animals

Rabies Tags and Licensing

Responsible Pet Ownership Education

Animal Adoption

Pet Overpopulation

Board of County Commissioners

Set Policy & Directives/Implementation of Comp Plan

Performance Auditor

Children's Services

Head Start

Early Head Start

Residential Services for Children in Need Services

Clinical Services - Parenting Training

Emergency Shelter Residential Care

Severely Emotionally Disturbed Children (Residential)

Severely Emotionally Disturbed Children (Day Treatment)

Child and Family Counseling Program

Child Care Licensing

Respite Services-Families of Develop Delayed/Disabled Children

Community Reintegration

Medicaid Mental Health Services

Food and Nutrition

Independent Living Program

Circuit and County Courts

Conduct arraignments, hearings, and trials

Divert cases from the judiciary

Coordinate court appearances, conferences, and depositions

Assign guardian ad litem to represent minors

DEPARTMENT, OFFICE, AGENCY, BOARD

Civil Service Board

Applicant Recruiting and Screening

Job Classification and Compensation

Employee Record Maintenance

Job Performance Management

Clerk of Circuit Court

County Recorder

Internal Auditing

Recordkeeping for Circuit and County Courts

Financial Services

Recordkeeping for BOCC

Community Liaisons

African-American Affairs Liaison

Asian-American Affairs Liaison

Hispanic Affairs Liaison

Americans with Disabilities Act Liaison

Criminal Justice Liaison

Consumer Protection & Professional Responsibility Agency

Investigation of Employee Misconduct

Training & Policy Development-Employee Professional Responsibility

Investigation of Consumer Complaints

Mediation/Prosecution of Consumer Complaints

Public Education

Cooperative Extension

4-H and Youth Programs

Agricultural Programs

Horticulture

Family and Consumer Sciences

County Administrator

Strategic Operations Affecting Quality of Life

Administrative Support

Develop State Legislative Program

Develop Federal Legislative Program

County Legislative Representation

County Intergovernmental Representation

Performance Improvement Program

Targeted Process Improvements

Citizen Action Center

MATRIX OF SERVICES

DEPARTMENT, OFFICE, AGENCY, BOARD	DEPARTMENT, OFFICE, AGENCY, BOARD
Communications Public Information Community Relations Hillsborough Television Citizen Boards Support Printing Services	Fire Rescue Fire Suppression Fire Inspection Arson Investigation Paramedic services (advanced life support) Fire Prevention Plans Review Billing and Collection Fire Training (County employees and volunteers) Fleet Maintenance Fire/Medical Emergency Dispatch Services
County Attorney General Legal Services & Counsel Litigation Eminent Domain Hearings of Discipline Appeals and Grievances	Fleet Management Fuel Services Equipment Repair & Maintenance Services Parts Management Motor Pool Services Equipment Acquisition
Debt Management Manage County Debt Obligations Financial Advisory Services Municipal Securities Market Compliance & Disclosure Financial & Credit Evaluations of Conduit Bond Issues	Health and Social Services Indigent Health Care HIV Services - Ryan White Homeless Case Management Summer Food Program for Children Veterans Services Transportation for the Transportation Disadvantaged Client Assistance - Financial Aid for Indigents Baker Act Mental Health Program Trauma Care Section 8 Rental and Utility Assistance
Economic Development Corporate Business Development Small Business Information Center MBE/SBE Program Agriculture Industry Development Tourist Development Employment & Training/Workforce Board Business/Industry Development	HIPAA Compliance Office HIPAA Compliance
Emergency Dispatch Center Fire/Medical Emergency Dispatch Services	Housing and Community Improvement Code Enforcement/Compliance Inspections Single Family Housing Rehabilitation Down Payment and Other Assistance - First Time Homebuyers Operation "Clean-up"
Emergency Management Emergency Management	Human Resources Employee Benefits Program Administration Employee Development/Training Program Exempt Employee Recruitment Employee Relations Labor Negotiations Employee Safety and Loss Control Programs
Environmental Protection Commission Air Management Water/Wastewater Management Waste Management Wetlands Management Environmental Resources Management	
Equal Opportunity Administration Investigation of Complaints/Citizen Requests for Assistance	

MATRIX OF SERVICES

DEPARTMENT, OFFICE, AGENCY, BOARD

Citizen Volunteer Program
Workers Compensation Investigation/Administration
Liability and Insured Property Program Development/Administration

Information and Technology Services

Communications Services
Desktop Services
Geographic Information Systems (GIS)
Business Solutions/Services
Information Distribution and Data Management Services
Countywide 9-1-1 Database and Street/Address Management
Countywide 9-1-1 Network Administration

Law Library Board

Provide Access to Legal Research Materials

Legislative Delegation

Constituent Services
District Offices Support Services
Legislative Services

Library Services

Member Services
Circulation Services
Information & Reference Services
Programming

Management and Budget

Multi-Year Financial Planning/Economic Analysis
Capital Budget Services
Operating Budget Services
Budget Systems and Revenue Analysis
Outside Agency Contract Management
Management Analysis/Performance Measurement
Oversight of Cable Educational Consortium/Public Access Contract
Cable Franchise Administration
Capital Program Administration

Medical Examiner

Cause of Death Determination
Indigent Burial

Metropolitan Planning Organization

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

DEPARTMENT, OFFICE, AGENCY, BOARD

Neighborhood Relations

Technical Assistance & Neighborhood Liaison
Neighborhood Mini-Grant Program
Community-based Planning
Recognition Programs
Database Management

Parks, Recreation and Conservation

Management of Environmental Lands (ELAPP)
Marine Public Safety
Park Construction (In-house and Contractual)
Neighborhood, district, and regional park maintenance
Neighborhood, district, and regional park programs
Organized Youth Athletic Programs
Organized Adult Athletic Programs
After-school Recreation Programs
Summer Enrichment Program
Therapeutic Programs
Parks Planning and Design

Planning and Growth Management

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

Planning Commission

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

Procurement Services

Centralized Procurement - Informal (between \$2,500 and \$25,000)
Centralized Procurement - Formal (exceeding \$25,000)
Management of Automated Purchasing Activities
Purchasing Card Program

MATRIX OF SERVICES

DEPARTMENT, OFFICE, AGENCY, BOARD	DEPARTMENT, OFFICE, AGENCY, BOARD
Satisfaction Survey	Sheriff
Property Appraiser	Law Enforcement
Real and Tangible Property Assessment	Criminal Investigations
Exemptions Administration	Major Crimes
TRIM Notice Administration	Youth and Family
Public Defender	Detention
Legal Representation to Indigent Clients	Booking & Releasing
Public Works	Classification & Records
Emergency Management and NIMS/Incident Command Systems	Falkenburg Road Jail
Safety	Morgan Street Jail
Planning and Development	Work Release Center
Engineering Design	Transportation
Project Management	Support Services
Right of Way Management	Training
Utilities Coordination	Communications
Street Maintenance	Human Resources
Street Cleaning	Judicial Services
Stormwater Management	Court Process
Vector Control	Court Services
Traffic Services	Support Services
Aquatic Weed Control	Fleet Maintenance
Wetlands Maintenance and Mitigation	Property Control
Infrastructure Inventory, Condition and Assessment	Communications Maintenance
Real Estate	Technical Support
Real Estate Acquisition/Disposal	Inspectional Services
Environmental Land Acquisition (ELAPP)	Fiscal
Eminent Domain	Professional Standards
Property Management	Community Relations
Lease Negotiations and Management	Information Services
Parking Management	Planning and Research
Technical Support	Special Operations
Records Storage and Retrieval	Canine
Survey and Mapping	Aviation
Right-of-Way Inventory	Warrants
Building Maintenance & Repair	Tactical
GIS Services	Environmental Enforcement
Architectural Services & Project Management	Special Investigations
Building Renovation Project Management (R3M)	Vice
Public Art	Major Violators
Security Services Agency	Narcotics
County Facilities Security Services	Criminal Intelligence
	Legal Services
	Data Operations
	Soil Conservation Board
	Soil & Water Technical and Permitting Assistance
	Conservation and Environmental Education

MATRIX OF SERVICES

DEPARTMENT, OFFICE, AGENCY, BOARD

Solid Waste Management

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

State Attorney

Initiate Criminal Legal Actions on Behalf of the State
Victim Assistance
Notification of Hearings Service to Victims
Domestic Crime Assistance
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

Voter Registration
Administer Elections

Tax Collector

Bill and Collect Property Taxes and Assessments
License Issuance (occupational, hunting and fishing licenses)
Motor Vehicle Registration/Title
Collect Tourist Development Tax

Water Resource Services

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