
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 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	DEPARTMENT, OFFICE, AGENCY, BOARD
Affordable Housing Office Affordable Housing Services Aging Services In-Home Care Senior Centers Transportation Nutrition Retired Senior Volunteer 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	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
<p>Communications Public Information Community Relations Hillsborough Television Citizen Boards Support Printing Services</p> <p>County Attorney General Legal Services & Counsel Litigation Eminent Domain Hearings of Discipline Appeals and Grievances</p> <p>Debt Management Manage County Debt Obligations Financial Advisory Services Municipal Securities Market Compliance & Disclosure Financial & Credit Evaluations of Conduit Bond Issues</p> <p>Economic Development Corporate Business Development Small Business Information Center MBE/SBE Program Agriculture Industry Development Tourist Development Employment & Training/Workforce Board Business/Industry Development</p> <p>Emergency Dispatch Center Fire/Medical Emergency Dispatch Services</p> <p>Emergency Management Emergency Management</p> <p>Environmental Protection Commission Air Management Water/Wastewater Management Waste Management Wetlands Management Environmental Resources Management</p> <p>Equal Opportunity Administration Investigation of Complaints/Citizen Requests for Assistance</p> <p>Citizen Volunteer Program</p>	<p>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</p> <p>Fleet Management Fuel Services Equipment Repair & Maintenance Services Parts Management Motor Pool Services Equipment Acquisition</p> <p>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</p> <p>HIPAA Compliance Office HIPAA Compliance</p> <p>Housing and Community Improvement Code Enforcement/Compliance Inspections Single Family Housing Rehabilitation Down Payment and Other Assistance - First Time Homebuyers</p> <p>Human Resources Employee Benefits Program Administration Employee Development/Training Program Exempt Employee Recruitment Employee Relations Labor Negotiations Employee Safety and Loss Control Programs</p> <p>Neighborhood Relations</p>

MATRIX OF SERVICES

DEPARTMENT, OFFICE, AGENCY, BOARD	DEPARTMENT, OFFICE, AGENCY, BOARD
Workers Compensation Investigation/Administration	Technical Assistance & Neighborhood Liaison
Liability and Insured Property Program Development/Administration	Neighborhood Mini-Grant Program
Information and Technology Services	Community-based Planning
Communications Services	Recognition Programs
Desktop Services	Database Management
Geographic Information Systems (GIS)	Parks, Recreation and Conservation
Business Solutions/Services	Management of Environmental Lands (ELAPP)
Information Distribution and Data Management Services	Marine Public Safety
Countywide 9-1-1 Database and Street/Address Management	Park Construction (In-house and Contractual)
Countywide 9-1-1 Network Administration	Neighborhood, district, and regional park maintenance
Law Library Board	Neighborhood, district, and regional park programs
Provide Access to Legal Research Materials	Organized Youth Athletic Programs
Legislative Delegation	Organized Adult Athletic Programs
Constituent Services	After-school Recreation Programs
District Offices Support Services	Summer Enrichment Program
Legislative Services	Therapeutic Programs
Library Services	Parks Planning and Design
Member Services	Planning and Growth Management
Circulation Services	Building Inspection
Information & Reference Services	Building Permit Issuance
Programming	Building Plans Review
Management and Budget	Zoning Administration
Multi-Year Financial Planning/Economic Analysis	Development Project Inspection
Capital Budget Services	Land Use Counseling
Operating Budget Services	Phosphate/Land Excavation
Budget Systems and Revenue Analysis	Comprehensive Plan Implementation/Concurrency Management
Outside Agency Contract Management	Transportation Planning
Management Analysis/Performance Measurement	Community-based Planning
Oversight of Cable Educational Consortium	Impact Fee Program Administration
Medical Examiner	Emergency Management Planning
Cause of Death Determination	Land Development Review and Inspection
Indigent Burial	Planning Commission
Metropolitan Planning Organization	Countywide Comprehensive Planning
Long-Range Transportation Planning	Community/Neighborhood Planning
Develop, Monitor and Evaluate Transportation Systems	Countywide Long-range Transportation Planning
Technical Assistance to Local Governments	Hillsborough River Planning
Conduct Required Transportation Plans, Programs and Studies	Local Planning Agency (LPA) Administration
Satisfaction Survey	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
	Sheriff
	Law Enforcement

MATRIX OF SERVICES

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

MATRIX OF SERVICES

DEPARTMENT, OFFICE, AGENCY, BOARD	DEPARTMENT, OFFICE, AGENCY, BOARD
Franchise Collection	
Recycling	
Field Services	
Transfer Facilities Operation	
Community Collection Centers	
Household Chemical Collection	
Keep America Beautiful Program	
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	
	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