

Department

# Finance & Administrative Services

## GENERAL FUND

	FY17 Actual	FY18 Budget	FY19 Budget	Percent Change 2018-19	Positions	
					FY18 Budget	FY19 Budget
Administration	\$1,180,986	\$1,209,130	\$1,273,780	5%	8	8
Accounting	\$3,768,244	\$3,588,800	\$3,866,690	8%	43	43
Enterprise Technology Services	\$17,581,489	\$17,631,040	\$18,380,210	4%	155	155
Enterprise Technology Services/Assigned Costs	\$5,064,717	\$6,097,850	\$7,678,580	26%	—	—
Human Resources/General Fund	\$2,887,713	\$3,478,440	\$3,540,670	2%	30	30
Purchasing	\$4,974,123	\$5,130,490	\$5,380,620	5%	51	51
Records, Taxes and Treasury	\$15,327,502	\$15,546,920	\$15,990,640	3%	205	205
Assigned Department Costs	\$6,121,740	\$7,272,420	\$7,322,310	1%	—	—
<b>Subtotal</b>	<b>\$56,906,514</b>	<b>\$59,955,090</b>	<b>\$63,433,500</b>	<b>6%</b>	<b>492</b>	<b>492</b>

## OTHER FUNDS

	FY17 Actual	FY18 Budget	FY19 Budget	Percent Change 2018-19	Positions	
					FY18 Budget	FY19 Budget
Value Adjustment Board	\$1,123,905	\$1,331,570	\$1,366,620	3%	10	10
Human Resources - Employee Benefits Fund	\$52,510,487	\$74,996,460	\$82,392,400	10%	19	19
Public Records Modernization Trust Fund	\$801,478	\$1,162,460	\$1,077,200	(7)%	—	—
Risk Management/Operating Fund	\$30,847,844	\$65,868,250	\$70,875,020	8%	38	38
BSO Self Insurance	\$4,716,594	\$24,149,250	\$22,769,380	(6)%	—	—
BSO Workers' Compensation	\$13,806,777	\$51,440,000	\$53,326,750	4%	—	—
<b>Subtotal</b>	<b>\$103,807,085</b>	<b>\$218,947,990</b>	<b>\$231,807,370</b>	<b>6%</b>	<b>67</b>	<b>67</b>
<b>Grand Total</b>	<b>\$160,713,599</b>	<b>\$278,903,080</b>	<b>\$295,240,870</b>	<b>6%</b>	<b>559</b>	<b>559</b>

Division  
**Administration**

**SECTION SUMMARY**

	<b>FY17 Actual</b>	<b>FY18 Budget</b>	<b>FY19 Budget</b>
Administration	\$1,180,986	\$1,209,130	\$1,273,780
<b>Total</b>	<b>\$1,180,986</b>	<b>\$1,209,130</b>	<b>\$1,273,780</b>

**REVENUES**

	<b>FY17 Actual</b>	<b>FY18 Budget</b>	<b>FY19 Budget</b>
Reimbursement-Other	\$0	\$3,000	\$0
<b>Total</b>	<b>\$0</b>	<b>\$3,000</b>	<b>\$0</b>

**APPROPRIATIONS**

	<b>FY17 Actual</b>	<b>FY18 Budget</b>	<b>FY19 Budget</b>
Personal Services	\$1,135,318	\$1,170,650	\$1,236,480
Operating Expenses	\$42,565	\$35,280	\$34,100
Capital Outlay	\$3,103	\$3,200	\$3,200
<b>Total</b>	<b>\$1,180,986</b>	<b>\$1,209,130</b>	<b>\$1,273,780</b>
Total Positions	8	8	8

**BUDGET VARIANCES**

64,650	Normal Increases/Decreases
	65,830 Personal Services
	(1,180) Operating Expense
64,650	TOTAL INCREASE

Section

## Administration

### GOAL STATEMENT

To efficiently administer the six divisions within the department, and to effectively invest and protect County assets.

### PERFORMANCE MEASURES

	FY17 Actual	FY18 Budget	FY19 Projected
Total interest income earned (in millions)	27.9	26.0	40.0
Spread above the Merrill Lynch 1-3 year Treasury & Agency Index	-0.072	0.003	0.001
Return on investments (percent)	1.270	1.250	2.000

### PROGRAM DESCRIPTION:

The Administration Section coordinates the activities of the Department's six divisions. The section is also responsible for the coordination of tasks associated with agenda items, personnel actions, annual budget preparation, payment of invoices, and special projects requested by the Board of County Commissioners and County Administration. In addition, the section is responsible for coordinating all County bond issues from the planning stages through issuance, and is responsible for ensuring ongoing compliance with bond requirements. The section also administers the County's investment program, and has primary responsibility for managing the County's banking relationships.

### HIGHLIGHTS:

- ❖ The Deputy Director position is split 85% / 15% between Department Administration and the Value Adjustment Board, respectively.

### APPROPRIATIONS

	FY17 Actual	FY18 Budget	FY19 Budget
Total Dollars	\$1,180,986	\$1,209,130	\$1,273,780
Total Positions	8	8	8

Division  
**Value Adjustment Board**

**SECTION SUMMARY**

	<b>FY17 Actual</b>	<b>FY18 Budget</b>	<b>FY19 Budget</b>
Value Adjustment Board	\$1,123,905	\$1,331,570	\$1,366,620
<b>Total</b>	<b>\$1,123,905</b>	<b>\$1,331,570</b>	<b>\$1,366,620</b>

**REVENUES**

	<b>FY17 Actual</b>	<b>FY18 Budget</b>	<b>FY19 Budget</b>
Commissions And Fees	\$277,640	\$250,000	\$265,000
Records Search, Copies, & Certifications	\$56	\$0	\$0
Reimbursement-Other Government Agencies	\$352,011	\$436,660	\$448,000
TF 0010 General Fund	\$494,198	\$657,410	\$666,870
Less 5%	\$0	(\$12,500)	(\$13,250)
<b>Total</b>	<b>\$1,123,905</b>	<b>\$1,331,570</b>	<b>\$1,366,620</b>

**APPROPRIATIONS**

	<b>FY17 Actual</b>	<b>FY18 Budget</b>	<b>FY19 Budget</b>
Personal Services	\$551,771	\$638,700	\$663,550
Operating Expenses	\$572,134	\$692,870	\$703,070
<b>Total</b>	<b>\$1,123,905</b>	<b>\$1,331,570</b>	<b>\$1,366,620</b>
Total Positions	10	10	10

**BUDGET VARIANCES**

35,050	Normal Increases
	24,850 Personal Services
	10,200 Operating Expense
35,050	TOTAL INCREASE

Section

## Value Adjustment Board

### GOAL STATEMENT

To manage the Administrative Review Process, on behalf of the Value Adjustment Board (VAB), for the taxpayers of Broward County in order to provide a means for taxpayers to appeal the assessments placed on their property by the Property Appraiser's Office.

### PERFORMANCE MEASURES

	FY17 Actual	FY18 Budget	FY19 Projected
Number of folios confirmed by the VAB	4,894	3,500	3,600
Average cost of folios confirmed by the VAB (\$)	72	72	72
Number of petitions received electronically	15,039	12,500	14,500
Percentage of petitions received electronically	78	80	82
Percentage of petitions that went to hearing	35	40	40
Number of hearings rescheduled	4,425	3,000	3,000
External customer satisfaction rating	4.80	4.60	4.80

### PROGRAM DESCRIPTION:

This program coordinates the process whereby taxpayers file petitions to contest the value and/or exemptions/classifications placed on real or personal property by the Property Appraiser. Special Hearing Magistrates (attorneys and appraisers) are appointed by the Value Adjustment Board. The Board consists of two County Commissioners, one School Board member, and two citizen members. One citizen member is appointed by the County Commission and must own homestead property within the County. The other is appointed by the School Board and must own a business occupying commercial space located within the school district. The Special Magistrates will conduct hearings on the Board's behalf, and the School Board reimburses the County for two-fifths (40%) of the net costs of the process.

### HIGHLIGHTS:

- ❖ Two positions are shared with the Records, Taxes, and Treasury and the Department Administration Divisions. The Value Adjustment Board budget includes one-half of the funding associated with the Records,

Taxes & Treasury position and 15% of the FASD Administration position.

### APPROPRIATIONS

	FY17 Actual	FY18 Budget	FY19 Budget
Total Dollars	\$1,123,905	\$1,331,570	\$1,366,620
Total Positions	10	10	10

Division  
**Accounting**

**SECTION SUMMARY**

	FY17 Actual	FY18 Budget	FY19 Budget
Accounting	\$3,768,244	\$3,588,800	\$3,866,690
<b>Total</b>	<b>\$3,768,244</b>	<b>\$3,588,800</b>	<b>\$3,866,690</b>

**REVENUES**

	FY17 Actual	FY18 Budget	FY19 Budget
Miscellaneous Revenue	\$16,603	\$15,000	\$15,000
<b>Total</b>	<b>\$16,603</b>	<b>\$15,000</b>	<b>\$15,000</b>

**APPROPRIATIONS**

	FY17 Actual	FY18 Budget	FY19 Budget
Personal Services	\$3,468,008	\$3,465,370	\$3,749,450
Operating Expenses	\$298,154	\$123,430	\$117,240
Capital Outlay	\$2,082	\$0	\$0
<b>Total</b>	<b>\$3,768,244</b>	<b>\$3,588,800</b>	<b>\$3,866,690</b>
Total Positions	42	43	43

**BUDGET VARIANCES**

277,890	Normal Increases/Decreases
	284,080 Personal Services
	(6,190) Operating Expense
277,890	TOTAL INCREASE

Section

## Accounting

### GOAL STATEMENT

To ensure accurate financial records are maintained; provide financial information and reports to management, the State, and other interested parties; to ensure vendors and employees of the County are paid timely and all applicable statutes and policies are complied with.

### PERFORMANCE MEASURES

	FY17 Actual	FY18 Budget	FY19 Projected
Receipt of GFOA Certificate of Excellence in financial reporting	Yes	Yes	Yes
Percent of time all financial reporting deadlines are met	65	95	85
Average number of days to pay invoice from invoice date	34	25	22
Number of invoices processed	109,173	78,000	113,000
Number of credit card transactions	59,886	60,000	62,000
External customer satisfaction rating	4.00	4.00	4.00
Number of paychecks and direct deposits per fiscal year	160,248	153,000	160,000
Cost per check/direct deposit	2.72	3.30	3.45
Average number of days to pay invoice from receiver date	20	13	13

### PROGRAM DESCRIPTION:

The Accounting Division maintains the County's financial records and prepares the County's Comprehensive Annual Financial Report; provides financial information and reports to management, State, and Federal agencies; and pays customers and employees of the County—all to comply with applicable statutes and policies. The Division is responsible for providing accounting services to all offices, divisions, and departments of the County over which the Board of County Commissioners has oversight responsibility. The functions of providing these services include the maintenance of the general ledger; financial reporting of federal and state grants; maintaining tangible property records; providing technical support and security to financial system users; paying suppliers for goods and services; processing payroll for all County employees; and providing assistance to employees with deferred compensation plans, the Florida Retirement System, and other payroll related items.

### APPROPRIATIONS

	FY17 Actual	FY18 Budget	FY19 Budget
Total Dollars	\$3,768,244	\$3,588,800	\$3,866,690
Total Positions	42	43	43

Division  
**Enterprise Technology Services**

**SECTION SUMMARY**

	<b>FY17 Actual</b>	<b>FY18 Budget</b>	<b>FY19 Budget</b>
Application Services	\$6,070,940	\$6,068,200	\$6,410,620
Customer Program Office	\$4,409,839	\$4,499,740	\$4,882,040
Infrastructure Services	\$7,100,710	\$7,063,100	\$7,087,550
<b>Total</b>	<b>\$17,581,489</b>	<b>\$17,631,040</b>	<b>\$18,380,210</b>

**REVENUES**

	<b>FY17 Actual</b>	<b>FY18 Budget</b>	<b>FY19 Budget</b>
Registration Fees	(\$528)	\$0	\$0
Reimbursement-Other Government Agencies	\$119,720	\$116,160	\$116,160
Reimbursements	\$263,798	\$305,700	\$293,030
Warranty Revenues	\$895	\$2,000	\$2,000
<b>Total</b>	<b>\$383,885</b>	<b>\$423,860</b>	<b>\$411,190</b>

**APPROPRIATIONS**

	<b>FY17 Actual</b>	<b>FY18 Budget</b>	<b>FY19 Budget</b>
Personal Services	\$16,389,846	\$16,282,220	\$16,856,380
Operating Expenses	\$1,191,643	\$1,348,820	\$1,523,830
<b>Total</b>	<b>\$17,581,489</b>	<b>\$17,631,040</b>	<b>\$18,380,210</b>
Total Positions	155	155	155

**BUDGET VARIANCES**

579,170	Normal Increases
574,160	Personal Services
5,010	Operating Expense
<b>BUDGET SUPPLEMENTS</b>	
170,000	Increase in professional services to support network security improvements.
749,170	TOTAL INCREASE



Section

## Customer Program Office

### GOAL STATEMENT

To provide enterprise information technology (IT) project portfolio management; manage customer and vendor relationships; provide skilled IT project management, customer service assistance, and technology training; develop integrated IT policies; and translate IT policies into executable processes for dissemination to the IT workforce.

### PERFORMANCE MEASURES

	FY17 Actual	FY18 Budget	FY19 Projected
Percent of projects with approved business cases and/or Project Charters	96.00	90.00	90.00
Number of critical systems monitored	33	70	70
Number of project reviews or audits	20	6	6
Percent of project timesheets that are less than 15% late	81	75	75
Number of high and medium security vulnerabilities fixed	580	390	470
Number of IT Security compliance audits/scans completed	247	160	200
Percent of SPAM emails blocked	100	95	95
Number of employees who complete the Cyber Security Awareness training	1,137	5,000	5,000
Percentage of technical training completed online	40	40	40
Cost per student for in-house instructor led IT training	42.22	45.00	45.00
Internal customer satisfaction rating	4.90	4.60	4.60

### PROGRAM DESCRIPTION:

The Customer Program Office provides executive and strategic direction of IT for Broward County. This section is responsible for the overall management of the agency's budgets, purchasing, accounts payable, revenue collection, inventory control, software management, payroll, and human resources systems. The mission is to maximize protection of information resources and meet compliance requirements while delivering reliable access to information to the right people at the right time.

### HIGHLIGHTS:

- ❖ In FY19, one position is transferred from Infrastructure Services to the Customer Program Office.

### APPROPRIATIONS

	FY17 Actual	FY18 Budget	FY19 Budget
Total Dollars	\$4,409,839	\$4,499,740	\$4,882,040
Total Positions	38	38	39

Section

## Application Services

### GOAL STATEMENT

To promote e-government applications by enabling easy access to Broward County data and services, and provide timely and quality service to all county agencies for maintenance and enhancement of existing information system applications.

### PERFORMANCE MEASURES

	FY17 Actual	FY18 Budget	FY19 Projected
Number of application code reviews	7	8	8
Number of application services tickets resolved on time	8,580	9,600	9,600
Percent of application development tickets past due	13	15	15
Number of new/enhanced mobile friendly applications delivered	8	8	8
Customer satisfaction rating	4.70	5.00	5.00

### PROGRAM DESCRIPTION:

The primary function of the Application Services Division (ASD) is to provide business application solutions to agencies within Broward County using an "internal consulting" approach. By focusing on the business processes through a service oriented approach, ASD designs and develops software solutions that increase productivity while reducing the cost of providing governmental services.

### HIGHLIGHTS:

- ❖ In FY19, one position is transferred from Infrastructure Services to Application Services.

### APPROPRIATIONS

	FY17 Actual	FY18 Budget	FY19 Budget
Total Dollars	\$6,070,940	\$6,068,200	\$6,410,620
Total Positions	56	55	56

Section

## Infrastructure Services

### GOAL STATEMENT

To provide the highest quality information technology infrastructure services for all activities and business services provided by the Board, and to provide dynamic innovative solutions in a reliable, effective, and secure manner to improve business decision-making and foster work process enhancements.

### PERFORMANCE MEASURES

	FY17 Actual	FY18 Budget	FY19 Projected
Number of requests received by the ETS Service Desk	77,373	68,000	68,000
Percentage of Service Desk calls answered in less than one minute	95	99	99
Percentage of requests resolved on first contact by ETS Service Desk personnel	75	60	60
Average time per call of Trouble Tickets resolved by Level 1 Service Desk support personnel (minutes)	2	6	6
Percentage of Problem Priority 1 Incidents resolved within 4 hours	100	100	100
The number of outages affecting Inbound/Outbound Internet Connectivity lasting more than 10 minutes	0	1	1
The number of network outages for County maintained equipment affecting more than 25 personnel lasting more than 60 minutes between 7:00AM-6:00PM	0	5	5

### PROGRAM DESCRIPTION:

Infrastructure Services covers a wide range of functions including system installations; 24/7 support for server technologies and network infrastructure; monitoring of network and server capacity, firewall and virus security; and maintaining the desktop environment, application related databases, and administrative voice systems. The evaluation of new hardware and software products is performed with the goal of improving employee productivity.

### HIGHLIGHTS:

- ❖ In FY19, one position is transferred from Infrastructure Services to the Customer Program Office, and one position is transferred to Application Services.

### APPROPRIATIONS

	FY17 Actual	FY18 Budget	FY19 Budget
Total Dollars	\$7,100,710	\$7,063,100	\$7,087,550
Total Positions	61	62	60

Division

## Enterprise Technology Services/Assigned Costs

### SECTION SUMMARY

	FY17 Actual	FY18 Budget	FY19 Budget
Enterprise Technology Services/Assigned Costs	\$5,064,717	\$6,097,850	\$7,678,580
<b>Total</b>	<b>\$5,064,717</b>	<b>\$6,097,850</b>	<b>\$7,678,580</b>

### APPROPRIATIONS

	FY17 Actual	FY18 Budget	FY19 Budget
Operating Expenses	\$5,064,717	\$6,097,850	\$7,678,580
<b>Total</b>	<b>\$5,064,717</b>	<b>\$6,097,850</b>	<b>\$7,678,580</b>

### BUDGET VARIANCES

950,000	Increase in operating expenses due to the transition of software and hardware support costs related to operating the ERP financial system from the capital project.	
160,000	Increase in operating expenses for additional licensing and security to support the virtualization of County technology.	
145,000	Increase in operating expenses for maintenance of additional software.	
325,730	Normal Increases	
	325,730	Operating Expense
1,580,730	TOTAL INCREASE	

Division

## Human Resources/General Fund

### SECTION SUMMARY

	FY17 Actual	FY18 Budget	FY19 Budget
Human Resources/Learning and Organizational Development	\$901,544	\$1,179,160	\$1,243,320
Human Resources/General Services	\$1,986,169	\$2,299,280	\$2,297,350
<b>Total</b>	<b>\$2,887,713</b>	<b>\$3,478,440</b>	<b>\$3,540,670</b>

### REVENUES

	FY17 Actual	FY18 Budget	FY19 Budget
Miscellaneous Receipts	\$47	\$0	\$0
<b>Total</b>	<b>\$47</b>	<b>\$0</b>	<b>\$0</b>

### APPROPRIATIONS

	FY17 Actual	FY18 Budget	FY19 Budget
Personal Services	\$2,412,878	\$2,662,180	\$2,725,190
Operating Expenses	\$474,835	\$816,260	\$815,480
<b>Total</b>	<b>\$2,887,713</b>	<b>\$3,478,440</b>	<b>\$3,540,670</b>
Total Positions	30	30	30

### BUDGET VARIANCES

62,230	Normal Increases/Decreases
	63,010 Personal Services
	(780) Operating Expense
62,230	TOTAL INCREASE

Section

## Human Resources/General Services

### GOAL STATEMENT

To effectively develop, manage, and improve Broward County's Human Resource programs for residents and County employees to ensure equal employment opportunity and sound human resource related business practices in an ethical, cost effective, and innovative manner.

### PERFORMANCE MEASURES

	FY17 Actual	FY18 Budget	FY19 Projected
Personnel transactions processed	4,238	5,300	5,000
Number of applications received countywide	53,580	40,000	45,000
Total number of positions filled	1,396	850	900
First year of service turnover rate %	19	16	17
Formal position reviews	271	200	200
Ratio of HR FTE, per 100 Government FTEs	0.85	0.69	0.75
Average number of days to fill position (from requisition creation in online recruitment system to offer acceptance)	N/A	N/A	75
Average number of days to start position (from acceptance to start date)	N/A	N/A	22

### PROGRAM DESCRIPTION:

The Division is responsible for human resources management support for all organizational units under the jurisdiction of the County Commission and County Administrator. This includes administration of human resource policies and procedures; recruitment, testing, and identification of qualified candidates for employment; representing Broward County in collective bargaining; maintaining and developing a classification and pay system; processing personnel transactions; serving as a resource to management and employees in the resolution of grievances, disciplinary actions, labor contract interpretations, and policy interpretations; managing the Employee Assistance Program; managing Employee Insurance Benefit and Learning and Organizational Development programs; and conducting a wide variety of related assigned activities.

### HIGHLIGHTS:

- ❖ In FY19, performance measures were revised to better reflect the employee on-boarding process.

### APPROPRIATIONS

	FY17 Actual	FY18 Budget	FY19 Budget
Total Dollars	\$1,986,169	\$2,299,280	\$2,297,350
Total Positions	24	24	24

Section

## Human Resources/Learning and Organizational Development

### GOAL STATEMENT

Learning and Organizational Development supports performance improvement for Broward County employees through strategically aligned development opportunities resulting in enhanced efficiencies and improved productivity.

### PERFORMANCE MEASURES

	FY17 Actual	FY18 Budget	FY19 Projected
Number of employees receiving tuition reimbursement	N/A	180	180
Number of HR-Sourced learning events delivered	621	400	450
Percentage of the workforce receiving training	14	17	17
Number of training hours per FTE	1.16	1	1
Total learning hours received by County employees per Learning and Organizational Development staff member	4,812	1,500	5,000

### PROGRAM DESCRIPTION:

The Learning and Organizational Development program is responsible for helping move Broward County government toward its goals by working with organizational systems and organizational culture, and providing individual and organizational learning and development support. This includes training needs analysis, content development, management of classroom and computer-based training courses, internships, facilitations, customer service programs, leadership and management development, change management, consulting, coaching, and critical mandatory training.

### APPROPRIATIONS

	FY17 Actual	FY18 Budget	FY19 Budget
Total Dollars	\$901,544	\$1,179,160	\$1,243,320
Total Positions	6	6	6

Division

## Human Resources - Employee Benefits Fund

### SECTION SUMMARY

	FY17 Actual	FY18 Budget	FY19 Budget
Employee Assistance Program	\$355,584	\$378,060	\$388,420
Employee Benefit Services	\$50,718,195	\$72,846,320	\$80,212,520
Employee Benefits Administration	\$1,436,708	\$1,772,080	\$1,791,460
<b>Total</b>	<b>\$52,510,487</b>	<b>\$74,996,460</b>	<b>\$82,392,400</b>

### REVENUES

	FY17 Actual	FY18 Budget	FY19 Budget
Miscellaneous Revenue	\$7,937	\$150,000	\$150,000
Charges For Services	\$57,995,474	\$59,410,460	\$59,660,460
Less 5%	\$0	(\$19,000)	(\$21,500)
Fund Balance	\$14,707,540	\$15,225,000	\$22,323,440
Interest Earnings	\$282,217	\$230,000	\$280,000
<b>Total</b>	<b>\$72,993,168</b>	<b>\$74,996,460</b>	<b>\$82,392,400</b>

### APPROPRIATIONS

	FY17 Actual	FY18 Budget	FY19 Budget
Personal Services	\$1,301,210	\$1,585,420	\$1,613,360
Operating Expenses	\$51,209,277	\$58,650,330	\$62,777,120
Capital Outlay	\$0	\$1,920	\$1,920
Reserves	\$0	\$14,758,790	\$18,000,000
<b>Total</b>	<b>\$52,510,487</b>	<b>\$74,996,460</b>	<b>\$82,392,400</b>
Total Positions	18	19	19

### BUDGET VARIANCES

3,057,790	Net increase in operating expenses based on an increase in projected claims cost.	
3,241,210	Increase in reserves for future claims due to an increase in fund balance.	
326,000	Increase in operating expenses to implement a lifestyle intervention program for County employees.	
770,940	Normal Increases	
	27,940	Personal Services
	743,000	Operating Expense
7,395,940	TOTAL INCREASE	



Section

## Employee Assistance Program

### GOAL STATEMENT

To provide assistance to Broward County employees and their families in order to improve their quality of life both at home and on the job, and provide agencies resources to safely deliver County services.

### PERFORMANCE MEASURES

	FY17 Actual	FY18 Budget	FY19 Projected
Number of employee office visits	449	475	475
Current active cases/month	127	140	140
Percentage of clients that follow through with a referral	86	85	85
Percentage of cases resolved without obtaining a referral	52	50	50
Number of requests for new services	412	500	500
Number of organizational interventions	47	25	25
Number of management consultations	42	55	55
Number of training classes	30	65	65
Training evaluation rating	4.79	4.50	4.50
Internal customer satisfaction rating	4.92	4.80	4.80

### PROGRAM DESCRIPTION:

The Employee Assistance Program (EAP) provides consultation to managers and supervisors regarding employee behavior, conducts confidential diagnostic interviews with troubled employees and/or family members, refers them to the appropriate treatment resource, and monitors their progress and participation in treatment. EAP provides training for managers and supervisors on how to recognize and deal with attitude and behavior problems, impaired employees, and the prevention and management of workplace violence. EAP also plays a prevention and educational role by providing workshops that increase awareness and teach job-related interpersonal communication and coping skills, such as conflict-resolution and stress management. EAP staff provides critical incident debriefing and crisis intervention services, Organizational Needs Assessments, management coaching, and other organizational interventions.

### APPROPRIATIONS

	FY17 Actual	FY18 Budget	FY19 Budget
Total Dollars	\$355,584	\$378,060	\$388,420
Total Positions	4	4	4

Section

## Employee Benefits Administration

### GOAL STATEMENT

To provide a comprehensive, affordable, and accessible employee benefit program for Broward County employees in order to maximize service and provide the best use of these benefits.

### PERFORMANCE MEASURES

	FY17 Actual	FY18 Budget	FY19 Projected
Employee satisfaction rating for health/dental/vision plans	82	80	80
New hire satisfaction rating for benefits orientation program	92	85	85
Average number of clients per program	19	30	30
Benefit plan assistance contacts (walk-in, phone, mail, email, fax) per 100 benefit-eligible employees (active, COBRA and retirees)	119	85	85
Number of wellness programs/seminars offered	1,073	1,000	1,100
Number of unique employees participating in a health, wellness or lifestyle program or seminar per 100 benefit-eligible employees	51	50	60
Internal customer satisfaction rating	3.70	4.50	4.50

### PROGRAM DESCRIPTION:

This section designs, plans, and administers the County-sponsored Cafeteria and Section 125 Flexible Benefit Programs, which include voluntary programs such as health, vision, and dental insurance; flexible spending accounts; the Health Reimbursement/Savings Accounts; basic and optional life insurance; long-term disability insurance; long term care insurance; cancer/dreaded disease insurance; pre-paid legal programs; and the Deferred Retirement Option Program (DROP). This section also administers the County's wellness program, educational programs on the County's Deferred Compensation Program, and the donated leave program.

### APPROPRIATIONS

	FY17 Actual	FY18 Budget	FY19 Budget
Total Dollars	\$1,436,708	\$1,772,080	\$1,791,460
Total Positions	14	15	15

Section

## Employee Benefit Services

### PROGRAM DESCRIPTION:

This program represents the County and Employee costs of the full array of voluntary insurance and benefits programs, including health, pharmacy, vision and dental benefits, long term disability, life insurance, personal income protection plans, pre-paid legal, flexible spending accounts for medical and dependent care, health reimbursement account, and health savings account.

### HIGHLIGHTS:

- ❖ In FY19, this section includes a reserve of \$18,000,000 to ensure sufficient funding in the event of a spike in claims, as the County’s health and prescription drug plans are self-insured. The reserve policy is to hold an amount equal to three months of claims costs; the reserve will be reduced over time to reach that level.

### APPROPRIATIONS

	FY17 Actual	FY18 Budget	FY19 Budget
Total Dollars	\$50,718,195	\$72,846,320	\$80,212,520

Division

# Purchasing

## SECTION SUMMARY

	FY17 Actual	FY18 Budget	FY19 Budget
Purchasing Administration	\$4,974,123	\$5,130,490	\$5,380,620
<b>Total</b>	<b>\$4,974,123</b>	<b>\$5,130,490</b>	<b>\$5,380,620</b>

## REVENUES

	FY17 Actual	FY18 Budget	FY19 Budget
Bid Protest Fee	(\$1,809)	\$21,400	\$21,400
Miscellaneous Service Revenues	\$0	\$0	\$2,000
Records Search, Copies, & Certifications	\$169	\$0	\$0
Credit Card Rebate	\$416,455	\$350,000	\$350,000
Refund of Prior Year Expenditure	\$451	\$0	\$0
Sale Of Surplus Equipment	\$17,852	\$60,000	\$60,000
<b>Total</b>	<b>\$433,118</b>	<b>\$431,400</b>	<b>\$433,400</b>

## APPROPRIATIONS

	FY17 Actual	FY18 Budget	FY19 Budget
Personal Services	\$4,726,377	\$4,840,200	\$5,073,680
Operating Expenses	\$243,718	\$271,800	\$288,450
Capital Outlay	\$4,028	\$18,490	\$18,490
<b>Total</b>	<b>\$4,974,123</b>	<b>\$5,130,490</b>	<b>\$5,380,620</b>
Total Positions	51	51	51

## BUDGET VARIANCES

250,130	Normal Increases
	233,480 Personal Services
	16,650 Operating Expense
250,130	TOTAL INCREASE

Section

## Purchasing Administration

### GOAL STATEMENT

To achieve the highest standard of public procurement and foster transparency in the procurement process; maintain a unified purchasing system to procure all commodities and general, professional, and construction services; and to dispose of surplus items for all agencies under the supervision of the Board of County Commissioners.

### PERFORMANCE MEASURES

	FY17 Actual	FY18 Budget	FY19 Projected
Total central procurement activities	2,524	2,800	2,800
Total central procurement activities per professional position	62	65	65
Cost per central procurement activity	2,014	1,830	1,915
Average number of days to process construction bids within the Board's award authority	158	200	175
Average number of days to process construction bids within the Director of Purchasing Division's award authority	108	125	125
Average number of days to process commodities & general services bids within the Board's award authority	257	150	150
Average number of days to process commodities & general services bids within the Director of Purchasing Division's award authority	114	100	100
Average number of days to award RLIs/RFPs within the Board's award authority	446	255	255
Average number of days to award RLIs/RFPs within Director of Purchasing Division's award authority	124	150	150
Average number of days to award informal quotations and qualified vendor list (QVL) procurements	101	75	75
Average number of days to award sole source, emergency, or after-the-fact procurement	65	60	60
Average number of days to award work authorization, amendments, or change orders	30	25	25
Training events delivered (internal County events and public outreach events)	46	50	12
Dollar value of goods sold as surplus (auction or sale)	406,394	800,000	800,000
Internal customer satisfaction rating	N/A	4.25	4.25

**PROGRAM DESCRIPTION:**

Purchasing Administration is responsible for the determination of applicable procedures to procure goods and services, the selection of vendors and price, the placement of purchase orders for the central procurement system, and the coordination of procurement contract administration after award and issuance of purchase orders. In addition, project management data is maintained to prepare various reports that track the progress of capital construction projects and efficiency of procurement operations in the County.

**HIGHLIGHTS:**

- ❖ In FY19, the performance measure for training events delivered is adjusted due to an increase in workload related to complex and time sensitive projects. The division plans to offer alternative training options online.

**APPROPRIATIONS**

	<b>FY17 Actual</b>	<b>FY18 Budget</b>	<b>FY19 Budget</b>
Total Dollars	\$4,974,123	\$5,130,490	\$5,380,620
Total Positions	51	51	51

Division

## Records, Taxes and Treasury

### SECTION SUMMARY

	FY17 Actual	FY18 Budget	FY19 Budget
Auto Tags	\$4,667,731	\$4,516,810	\$4,595,260
County Records	\$3,923,449	\$4,079,600	\$4,180,080
Operations/Treasury	\$2,715,219	\$2,716,670	\$2,903,610
Taxes, Licenses, Enforcement and Personal Property	\$3,571,879	\$3,772,810	\$3,835,100
Tourist Development Tax	\$449,224	\$461,030	\$476,590
<b>Total</b>	<b>\$15,327,502</b>	<b>\$15,546,920</b>	<b>\$15,990,640</b>

### REVENUES

	FY17 Actual	FY18 Budget	FY19 Budget
Miscellaneous Revenue	\$619,622	\$671,030	\$636,590
Charges For Services	\$28,478,411	\$27,699,970	\$27,774,790
Licenses And Permits	\$168	\$1,000	\$50
<b>Total</b>	<b>\$29,098,201</b>	<b>\$28,372,000</b>	<b>\$28,411,430</b>

### APPROPRIATIONS

	FY17 Actual	FY18 Budget	FY19 Budget
Personal Services	\$12,042,029	\$12,312,430	\$12,731,370
Operating Expenses	\$3,260,788	\$3,216,160	\$3,240,940
Capital Outlay	\$24,685	\$18,330	\$18,330
<b>Total</b>	<b>\$15,327,502</b>	<b>\$15,546,920</b>	<b>\$15,990,640</b>
Total Positions	206	205	205

### BUDGET VARIANCES

443,720	Normal Increases	
	418,940	Personal Services
	24,780	Operating Expense
443,720	TOTAL INCREASE	

Section

## County Records

### GOAL STATEMENT

To administer the Public Records for the citizens of Broward County for the purpose of cataloging public records and ensuring compliance with Florida law.

### PERFORMANCE MEASURES

	FY17 Actual	FY18 Budget	FY19 Projected
Number of boxes handled per employee per day	25	26	25
Number of records dispositions processed	17	32	28
Number of records transmittals processed	77	95	75
Average time spent per record disposition (hours)	30	40	35
Average time spent per record transmittal (hours)	3	12	8
Average time spent per record retrieval (minutes)	32	30	30
Average time spent per record shelving (minutes)	2	5	4
Number of records management search/research requests per staff member per day	1.6	3.0	3.0
Number of Summary Minutes produced	23	27	25
Total documents recorded	669,140	675,000	675,000
Average number of documents recorded per FTE in the Recording section per day	51	50	50
Number of Verbatim Minutes produced	57	75	62
Average number of days from meeting to minutes completion	11	12	12
Number of customers served (Official records research assistance)	13,487	10,000	10,000
Number of Public Records / research requests per staff member in this function per day	1.40	2.00	2.00
Percentage of total documents recorded electronically	73	70	72
Average number of calendar days between receipt and recordation of documents	1.5	2.0	1.8
External customer satisfaction rating	4.75	4.50	4.75



**PROGRAM DESCRIPTION:**

This program provides a repository of legal documents related to ownership of real property such as deeds, mortgages, liens, and court judgments. Required fees are collected and remitted to the Department of Revenue. Assistance is provided to the public in locating documents and obtaining copies. Secretaries attend Commission meetings, take notes, and prepare reports that become Public Records. The Records Center warehouses and arranges for disposition of Broward County and some Constitutional Officer records, pursuant to State of Florida archiving rules and schedules.

**HIGHLIGHTS:**

- ❖ In FY19, one position is transferred from County Records to Operations/Treasury, and one position is transferred to County Records from Taxes, Licenses, Enforcement & Personal Property.

**APPROPRIATIONS**

	FY17 Actual	FY18 Budget	FY19 Budget
Total Dollars	\$3,923,449	\$4,079,600	\$4,180,080
Total Positions	73	73	73

Section

## Operations/Treasury

### GOAL STATEMENT

To provide administration, business operations and application-specific technical support services; perform check disbursements and bank reconciliations; and execute debt service on County-bonded debt.

### PERFORMANCE MEASURES

	FY17 Actual	FY18 Budget	FY19 Projected
Cash receipts monitored (in billions)	5.15	5.10	5.40
Bank reconciliations performed per employee	430	432	432

### PROGRAM DESCRIPTION:

This section processes all lawful payments on behalf of the County, ensures bond compliance on debt issues, as well as assisting in other financing matters affecting the County. In addition, this section maintains the accountability of tax distributions to the taxing authorities within Broward County jurisdiction.

### HIGHLIGHTS:

- ❖ One Accounting Clerk position is shared with the Value Adjustment Board. The Records, Taxes & Treasury budget includes half of the funding associated with the position.
- ❖ In FY19, one position is transferred from County Records, and one position is transferred from Auto Tags to Operations/Treasury.

### APPROPRIATIONS

	FY17 Actual	FY18 Budget	FY19 Budget
Total Dollars	\$2,715,219	\$2,716,670	\$2,903,610
Total Positions	30	30	32

Section

## Tourist Development Tax

### GOAL STATEMENT

To administer, audit, and enforce the collection of Tourist Development Taxes pursuant to applicable laws and ordinances relating to this tax for the purpose of supporting the tourism activities of the Greater Fort Lauderdale Convention and Visitors Bureau, the Convention Center, and the debt service requirements of the County Civic Arena.

### PERFORMANCE MEASURES

	FY17 Actual	FY18 Budget	FY19 Projected
Total revenue collected (in millions)	63.3	62.1	79.8
Total number of tax transactions processed per tax tag clerk	9,842	9,500	9,800
Expense as a percent of collections	0.70	0.80	0.80
External customer satisfaction rating	4.90	4.80	4.80

### PROGRAM DESCRIPTION:

This section is responsible for the administration and collection of current and delinquent tourist development taxes from persons renting accommodations for six months or less. The program includes the collection, processing, and auditing of tax return payments, the enforcement of applicable laws and ordinances, and the issuance of tax warrant liens for non-payment of taxes.

### HIGHLIGHTS:

- ❖ The increase in total revenue collected is due to an increase in the tax rate in FY18.

### APPROPRIATIONS

	FY17 Actual	FY18 Budget	FY19 Budget
Total Dollars	\$449,224	\$461,030	\$476,590
Total Positions	6	6	6

Section

## Auto Tags

### GOAL STATEMENT

To responsively serve our customers through successful partnerships, providing the public with efficient methods and service relative to the registration and title processing for motor vehicles, vessels, mobile homes, and issuance of disabled parking permits. To ensure chain of ownership and payment of mandated taxes and fees per State Statute and Department of Highway Safety and Motor Vehicles rules and regulations.

### PERFORMANCE MEASURES

	FY17 Actual	FY18 Budget	FY19 Projected
Total transactions completed	2,394,441	2,442,200	2,541,270
Transactions per employee	43,536	44,400	46,210
Percentage of e-commerce transactions to total transactions processed	20.2	21.0	21.0

### PROGRAM DESCRIPTION:

As an agent of the State of Florida, this section is responsible for the renewal of motor vehicle, vessel, and mobile home registrations; the issuance of original registrations; the processing of title applications, checking proof of insurance, parking violations, and vehicle identification number verifications; checking drivers' license numbers; the issuance of special tags and disabled parking permits; and the collection of sales tax and local option taxes as required by law. Additionally, this section ensures compliance with the Federal odometer law.

### HIGHLIGHTS:

- ❖ In FY19, one position is transferred from Auto Tags to Operations/Treasury.

### APPROPRIATIONS

	FY17 Actual	FY18 Budget	FY19 Budget
Total Dollars	\$4,667,731	\$4,516,810	\$4,595,260
Total Positions	55	55	54

## Section

## Taxes, Licenses, Enforcement and Personal Property

### GOAL STATEMENT

To collect and process current and delinquent real and personal property ad valorem and non-ad valorem assessments on behalf of taxing authorities, local business taxes, hunting and fishing license fees, other State and County license fees, and other debts owed to Broward County in accordance with State Statutes, Rules and Regulations and Broward County ordinances.

### PERFORMANCE MEASURES

	FY17 Actual	FY18 Budget	FY19 Projected
Local business tax revenues	3,610,091	4,000,000	4,000,000
Local business tax customers	74,649	85,000	85,000
Number of current tax bills processed in office	179,826	175,000	175,000
Number of tax deeds applications brought to auction	1,433	1,200	1,400
Overall delinquency collected for past seven tax rolls versus delinquency stated on April 1st of past seven tax rolls	94	97	95
Enforcement actions against delinquent tangible personal property or business tax receipts accounts	22,301	22,000	22,000
External customer satisfaction rating	4.87	4.80	4.80

### PROGRAM DESCRIPTION:

This section is responsible for the collection of current ad valorem real and personal property taxes and non-ad valorem assessments, current and prior year delinquent real and personal property taxes, issuance and enforcement of local business taxes, hunting and fishing licenses, out of business sale permits, selling tax certificates and deeds on unpaid taxes, billing and refunding of funds due to corrections to the tax roll certified by the Property Appraiser and the Value Adjustment Board, and guardianship liens.

### HIGHLIGHTS:

- ❖ In FY19, one position is transferred from Taxes, Licenses, Enforcement & Personal Property to County Records.

### APPROPRIATIONS

	FY17 Actual	FY18 Budget	FY19 Budget
Total Dollars	\$3,571,879	\$3,772,810	\$3,835,100
Total Positions	42	41	40

Division

## Public Records Modernization Trust Fund

### SECTION SUMMARY

	FY17 Actual	FY18 Budget	FY19 Budget
Public Records Modernization Trust	\$801,478	\$1,162,460	\$1,077,200
<b>Total</b>	<b>\$801,478</b>	<b>\$1,162,460</b>	<b>\$1,077,200</b>

### REVENUES

	FY17 Actual	FY18 Budget	FY19 Budget
Charges For Services	\$732,674	\$797,000	\$748,000
Less 5%	\$0	(\$40,180)	(\$37,800)
Fund Balance	\$435,000	\$399,000	\$359,000
Interest Earnings	\$8,289	\$6,640	\$8,000
<b>Total</b>	<b>\$1,175,963</b>	<b>\$1,162,460</b>	<b>\$1,077,200</b>

### APPROPRIATIONS

	FY17 Actual	FY18 Budget	FY19 Budget
Operating Expenses	\$700,653	\$802,000	\$800,000
Capital Outlay	\$100,825	\$30,000	\$30,000
Reserves	\$0	\$330,460	\$247,200
<b>Total</b>	<b>\$801,478</b>	<b>\$1,162,460</b>	<b>\$1,077,200</b>

### BUDGET VARIANCES

(83,260)	Decrease in reserves due to a decrease in fees and fund balance.
(2,000)	Normal Decreases
(2,000)	Operating Expense
(85,260)	TOTAL DECREASE

Section

## Public Records Modernization Trust

### HIGHLIGHTS:

- ❖ The Public Records Modernization Trust Fund is used for acquiring new equipment and software, maintenance of equipment and software, personnel training, and technical assistance in modernizing the public records system.

### APPROPRIATIONS

	FY17 Actual	FY18 Budget	FY19 Budget
Total Dollars	\$801,478	\$1,162,460	\$1,077,200

Division

## Risk Management/Operating Fund

### SECTION SUMMARY

	FY17 Actual	FY18 Budget	FY19 Budget
Risk Management Administration	\$1,575,994	\$1,660,320	\$1,929,840
Risk Management Liability	\$4,291,183	\$4,151,060	\$4,277,560
Risk Management Purchased Insurance	\$17,518,565	\$19,897,560	\$19,861,510
Risk Management Safety and Occupational Health	\$1,441,857	\$1,758,750	\$1,897,410
Risk Management Workers' Compensation	\$6,020,245	\$38,400,560	\$42,908,700
<b>Total</b>	<b>\$30,847,844</b>	<b>\$65,868,250</b>	<b>\$70,875,020</b>

### REVENUES

	FY17 Actual	FY18 Budget	FY19 Budget
Miscellaneous Revenue	\$143,614	\$100,000	\$108,780
Charges For Services	\$33,225,688	\$35,455,000	\$35,665,430
Less 5%	\$0	(\$21,750)	(\$24,190)
Fund Balance	\$29,896,350	\$30,000,000	\$34,750,000
Interest Earnings	\$479,073	\$335,000	\$375,000
<b>Total</b>	<b>\$63,744,725</b>	<b>\$65,868,250</b>	<b>\$70,875,020</b>

### APPROPRIATIONS

	FY17 Actual	FY18 Budget	FY19 Budget
Personal Services	\$3,046,783	\$3,409,960	\$3,601,770
Operating Expenses	\$27,795,576	\$32,458,290	\$32,523,250
Capital Outlay	\$5,485	\$0	\$0
Reserves	\$0	\$30,000,000	\$34,750,000
<b>Total</b>	<b>\$30,847,844</b>	<b>\$65,868,250</b>	<b>\$70,875,020</b>
Total Positions	38	38	38



**BUDGET VARIANCES**

102,470	Increase in operating expenses related to a net increase in actuarial estimates for transit and general liability insurance.	
(60,620)	Decrease in operating expenses related to decreases in estimates for airport, auto, malpractice, and port liability insurance.	
(37,710)	Net decrease in operating expenses related to a decrease in workers' compensation self-insurance and related costs.	
4,750,000	Increase in reserves for future self-insurance claims.	
252,630	Normal Increases	
	191,810	Personal Services
	60,820	Operating Expense
5,006,770	TOTAL INCREASE	

Section

## Risk Management Administration

### GOAL STATEMENT

In accordance with State Statutes, provide and effectively manage the County's Self-Insurance Program at the lowest possible cost and in the best interests of the citizens and employees of Broward County, and ensure the safety and well-being of all County employees and the public visiting County property.

### PERFORMANCE MEASURES

	FY17 Actual	FY18 Budget	FY19 Projected
Internal customer satisfaction rating	4.87	4.70	4.80

### PROGRAM DESCRIPTION:

The Administration Section provides the executive and strategic direction of the Risk Management Division (RMD), the County's Self-Insurance Program, and the Property and Casualty Program. This section is responsible for overall management of the Self-Insurance Program, RMD's budgets, purchasing, accounts payable, revenue collection, inventory control, claims administration, software/hardware management and support, payroll, and human resources. The section is also responsible for procuring Property and Casualty policies for various types of exposures not covered under the Self-Insurance Program. In addition, the section is responsible for establishing all insurance requirements on County procurements and managing the certificate of insurance program.

### HIGHLIGHTS:

- ❖ In FY19, two positions are transferred from the Workers' Compensation section to the Administration section.

### APPROPRIATIONS

	FY17 Actual	FY18 Budget	FY19 Budget
Total Dollars	\$1,575,994	\$1,660,320	\$1,929,840
Total Positions	14	14	16

## Section

## Risk Management Workers' Compensation

### GOAL STATEMENT

To investigate, administer, and resolve all work related injury claims in accordance with Florida Statutes, Chapter 440.

### PERFORMANCE MEASURES

	FY17 Actual	FY18 Budget	FY19 Projected
"Best practices" adherence rating for adjusters	88	92	88
Percent of prescription dollars disbursed through preferred provider	87	94	88
Workers' compensation self-insurance costs per employee (dollars)	624	1,350	1,500
Number of workers' compensation claims per 100 employees	6.5	5.3	6.2
Workers' compensation claims closed as a percentage of claims opened annually	106	100	100
Percentage of workers' compensation medical bills paid within 45 days from receipt per State mandate	100	99	99
Percentage of workers' compensation indemnity payments paid within seven days of due date	95	99	99
New workers' compensation (WC) claims processed and administered	514	400	480
Average number of workers' compensation claims closed per claim adjuster annually	182	135	160
Workers' compensation internal customer satisfaction rating	5.00	4.80	4.80

### PROGRAM DESCRIPTION:

Broward County is self-insured and self-administered in accordance with Florida Statute 440. The Workers' Compensation Section of the Risk Management Division is structured so that the County's injured workers receive prompt, appropriate medical care along with accurate and timely disability benefits. All incoming claims are thoroughly investigated and compensability decisions are made in accordance with current case law. Licensed professionals ensure that the program is accurately reserved and claims are expeditiously resolved. All cases are adjusted per industry best practices.

### HIGHLIGHTS:

- ❖ This section includes a reserve of \$34,750,000 for FY19.
- ❖ In FY19, two positions are transferred to the Administration Section, and one position is transferred to the Liability Section from the Workers' Compensation Section.

### APPROPRIATIONS

	FY17 Actual	FY18 Budget	FY19 Budget
Total Dollars	\$6,020,245	\$38,400,560	\$42,908,700
Total Positions	8	8	5

Section

## Risk Management Purchased Insurance

### GOAL STATEMENT

To provide the best value and valuation for each line of purchased insurance coverage based on the potential risk and the likelihood of a probable hazard, liability, loss, or damage to county assets while maintaining the County's financial well-being.

### PROGRAM DESCRIPTION:

The Purchased Insurance Program purchases all property and casualty policies for various types of exposures not covered under the self-insurance program, including port and aviation liability, excess workers' compensation, pollution liability, etc. The premiums paid are charged back to the user agencies throughout the County.

### APPROPRIATIONS

	FY17 Actual	FY18 Budget	FY19 Budget
Total Dollars	\$17,518,565	\$19,897,560	\$19,861,510

Section

## Risk Management Liability

### GOAL STATEMENT

To resolve investigated claims in a expeditious manner based on the respective liability and/or damages of the involved party(ies) while managing associated expenses in accordance with Florida Statute 768.28.

### PERFORMANCE MEASURES

	FY17 Actual	FY18 Budget	FY19 Projected
Liability self-insurance costs per capita	1.28	1.50	1.50
Number of general liability claims per 10,000 County population	0.78	0.57	0.62
Average number of liability claims closed per claim adjuster annually	99	110	115
New general liability (GL) claims processed and administered	251	110	175
New auto liability (AL) claims processed and administered	44	35	40
New Transit (MT) claims processed and administered	210	250	230
General liability claims closed as a percentage of claims opened annually	86	100	100
Automobile liability claims closed as a percentage of claims opened annually	95	100	100
Transit claims closed as a percentage of claims opened annually	109	100	100
Percentage of costs recovered for repair/replacement of County owned assets	65	75	80
Internal customer satisfaction rating	5.00	4.60	4.70

### PROGRAM DESCRIPTION:

Broward County is self-insured for various types of liability (general liability, transit, medical malpractice, and property). The Liability Section manages claims presented against Broward County and some Constitutional Officers. Staff adjusters investigate claims by interviewing the parties and witnesses involved, consulting with local authorities, and inspecting property damage to determine the extent of the County's liability. Adjusters may also consult with other professionals, such as engineers, attorneys, and physicians throughout the evaluation of the claim. The Liability Section is comprised of adjusters that are licensed by the State of Florida. Subrogation for all damaged County property due to accident/incident is also handled by the Liability Section.

### HIGHLIGHTS:

- ❖ In FY19, one position is transferred from the Liability Section to the Safety & Occupational Health Section, and one position is transferred from the Workers Compensation Section to the Liability Section.

### APPROPRIATIONS

	FY17 Actual	FY18 Budget	FY19 Budget
Total Dollars	\$4,291,183	\$4,151,060	\$4,277,560
Total Positions	5	5	5

## Section

## Risk Management Safety and Occupational Health

### GOAL STATEMENT

To provide safe and healthful workplace conditions for County employees and the public, and to ensure the fitness of County employees in the performance of their job responsibilities.

### PERFORMANCE MEASURES

	FY17 Actual	FY18 Budget	FY19 Projected
Number of safety activities conducted (site visits, assessments, audits, inspections)	494	960	290
Number of occupational health activities conducted (site visits, assessments, audits, inspections)	508	325	400
Number of training sessions provided	114	150	150
Average daily number of driver's license reviews for authorized drivers	7,800	7,300	8,100
Number of criminal background checks completed	3,227	3,600	3,800
Number of post employment-offer physicals provided	1,139	1,000	1,200
Number of medical surveillance tests provided	793	1,000	850
Number of Safety and Occupational Health recommendations implemented by County agencies	64	160	72
Internal customer satisfaction rating	5.00	4.70	4.80

### PROGRAM DESCRIPTION:

The Safety and Occupational Health (S&OH) Section ensures the safety and health of County employees and the public by identifying and evaluating employee fitness and occupational hazards through the development of appropriate control programs and policies. These objectives are accomplished by the anticipation, identification, evaluation, and management of workplace hazards through the development of comprehensive and effective programs and investigative services throughout the County to eliminate unsafe conditions, unfit employees, and minimize the impact of hazardous situations. The S&OH staff analyzes work environments and develops and implements programs to control, eliminate, and prevent disease or injury caused by chemical, physical, radiological, and biological agents or ergonomic factors that involve the impact of equipment design on a worker's comfort or fatigue.

### HIGHLIGHTS:

- ❖ In FY19, one position is transferred from the Liability Section to the S&OH Section. to a focus on high and moderate severity and frequency events.
- ❖ In FY19, the performance measure target for the number of safety activities conducted is adjusted due

### APPROPRIATIONS

	FY17 Actual	FY18 Budget	FY19 Budget
Total Dollars	\$1,441,857	\$1,758,750	\$1,897,410
Total Positions	11	11	12

Division

**BSO Self Insurance****SECTION SUMMARY**

	<b>FY17 Actual</b>	<b>FY18 Budget</b>	<b>FY19 Budget</b>
BSO Self Insurance Fund	\$4,716,594	\$24,149,250	\$22,769,380
<b>Total</b>	<b>\$4,716,594</b>	<b>\$24,149,250</b>	<b>\$22,769,380</b>

**REVENUES**

	<b>FY17 Actual</b>	<b>FY18 Budget</b>	<b>FY19 Budget</b>
Premium-BSO Self Insurance	\$4,182,000	\$4,583,000	\$4,493,880
Interest Earnings	(\$25,109)	\$0	\$290,000
Less 5%	\$0	(\$8,750)	(\$14,500)
Fund Balance Forward	\$19,321,790	\$19,400,000	\$18,000,000
Interest Earnings	\$234,236	\$175,000	\$0
<b>Total</b>	<b>\$23,712,917</b>	<b>\$24,149,250</b>	<b>\$22,769,380</b>

**APPROPRIATIONS**

	<b>FY17 Actual</b>	<b>FY18 Budget</b>	<b>FY19 Budget</b>
Operating Expenses	\$4,716,594	\$4,583,000	\$4,493,880
Reserves	\$0	\$19,566,250	\$18,275,500
<b>Total</b>	<b>\$4,716,594</b>	<b>\$24,149,250</b>	<b>\$22,769,380</b>

**BUDGET VARIANCES**

(89,120)	Decrease in operating expenses due to actuarial forecast of expected FY19 loss payments for all claims.
(1,290,750)	Decrease in reserves set aside for long-term liabilities of BSO's self-insurance program based on actuarial projections of expenses.
(1,379,870)	<b>TOTAL DECREASE</b>

Division

## BSO Workers' Compensation

### SECTION SUMMARY

	FY17 Actual	FY18 Budget	FY19 Budget
BSO Workers' Compensation	\$13,806,777	\$51,440,000	\$53,326,750
<b>Total</b>	<b>\$13,806,777</b>	<b>\$51,440,000</b>	<b>\$53,326,750</b>

### REVENUES

	FY17 Actual	FY18 Budget	FY19 Budget
Premium-W/C Self Insurance	\$14,287,720	\$0	\$0
Less 5%	\$0	(\$25,000)	(\$38,250)
Fund Balance Forward	\$50,468,260	\$50,965,000	\$52,600,000
Interest Earnings	\$746,988	\$500,000	\$765,000
<b>Total</b>	<b>\$65,502,968</b>	<b>\$51,440,000</b>	<b>\$53,326,750</b>

### APPROPRIATIONS

	FY17 Actual	FY18 Budget	FY19 Budget
Personal Services	\$341,752	\$0	\$0
Operating Expenses	\$13,465,025	\$0	\$0
Reserves	\$0	\$51,440,000	\$53,326,750
<b>Total</b>	<b>\$13,806,777</b>	<b>\$51,440,000</b>	<b>\$53,326,750</b>

### BUDGET VARIANCES

1,886,750	Increase in reserves set aside for long-term liabilities of BSO's self-insurance workers' compensation program based on actuarial projections of expenses.
1,886,750	TOTAL INCREASE



Division

## Assigned Department Costs

### SECTION SUMMARY

	FY17 Actual	FY18 Budget	FY19 Budget
Finance/Assigned Costs	\$6,121,740	\$7,272,420	\$7,322,310
<b>Total</b>	<b>\$6,121,740</b>	<b>\$7,272,420</b>	<b>\$7,322,310</b>

### REVENUES

	FY17 Actual	FY18 Budget	FY19 Budget
Auto Tag Collection Fees	\$100	\$0	\$0
Refund of Prior Year Expenditure	\$1,117	\$0	\$0
<b>Total</b>	<b>\$1,217</b>	<b>\$0</b>	<b>\$0</b>

### APPROPRIATIONS

	FY17 Actual	FY18 Budget	FY19 Budget
Personal Services	\$62,908	\$100,000	\$80,000
Operating Expenses	\$6,058,832	\$7,172,420	\$7,242,310
<b>Total</b>	<b>\$6,121,740</b>	<b>\$7,272,420</b>	<b>\$7,322,310</b>

### BUDGET VARIANCES

(20,000)	Decrease in personal services due to a decrease in unemployment compensation based on actual expenses and current projections.	
(38,290)	Decrease in operating expenses by moving the cost consultant expenses to the Non-Departmental budget.	
100,000	Increase in operating expenses related to financial advisor retainer fees.	
3,180	Normal Increases	
	3,180	Operating Expense
49,890	TOTAL INCREASE	

Section

## Finance/Assigned Costs

### HIGHLIGHTS

	FY17 Actual	FY18 Budget	FY19 Budget
<b>Finance Administration</b>			
Purchased Insurance	\$5,200,126	\$6,116,190	\$6,116,190
Financial Review Subscription Service	\$0	\$3,600	\$3,240
Professional Services - Financial	\$0	\$0	\$100,000
<b>Accounting</b>			
Unemployment Compensation	\$62,908	\$100,000	\$80,000
Auditing Expenses	\$437,108	\$491,940	\$482,480
Cost Allocation Consultant	\$34,290	\$35,790	\$0
Grants Consultant	\$0	\$2,500	\$0
CAFR Online Maintenance	\$18,500	\$7,000	\$7,000
<b>Human Resources</b>			
Compensation and Pay Study	\$23,475	\$0	\$0
<b>Records, Taxes and Treasury</b>			
Internal Printing	\$17,214	\$36,400	\$36,400
Advertising	\$38,845	\$55,000	\$65,000
Court Related Costs	\$114,580	\$108,000	\$115,000
Armored Car Services	\$112,037	\$150,000	\$150,000
Financial Services	\$43,891	\$45,000	\$46,000
Bank Service Charges	\$1,150	\$100,000	\$100,000
Software Support	\$17,616	\$21,000	\$21,000

### APPROPRIATIONS

	FY17 Actual	FY18 Budget	FY19 Budget
Total Dollars	\$6,121,740	\$7,272,420	\$7,322,310