

Department

Finance & Administrative Services

GENERAL FUND

	FY14 Actual	FY15 Budget	FY16 Budget	Percent Change 2015-16	Positions	
					FY15 Budget	FY16 Budget
Administration	\$1,299,165	\$1,123,050	\$1,065,760	(5)%	8	8
Accounting	\$3,243,209	\$3,125,290	\$3,279,490	5%	40	41
Enterprise Technology Services	\$16,454,358	\$16,504,950	\$16,823,440	2%	155	156
Enterprise Technology Services/Assigned Costs	\$5,368,833	\$6,675,750	\$7,440,270	11%	—	—
Human Resources/General Fund	\$2,610,807	\$2,821,740	\$2,968,290	5%	28	29
Purchasing	\$4,648,749	\$4,675,260	\$4,778,360	2%	51	51
Records, Taxes and Treasury	\$13,539,229	\$13,546,420	\$14,027,770	4%	206	206
Assigned Department Costs	\$8,002,932	\$8,545,180	\$7,479,410	(12)%	—	—
Subtotal	\$55,167,282	\$57,017,640	\$57,862,790	1%	488	491

OTHER FUNDS

	FY14 Actual	FY15 Budget	FY16 Budget	Percent Change 2015-16	Positions	
					FY15 Budget	FY16 Budget
Value Adjustment Board	\$874,990	\$1,275,620	\$1,324,090	4%	10	10
Human Resources - Employee Benefits Fund	\$61,457,161	\$72,365,460	\$71,675,000	(1)%	16	16
Public Records Modernization Trust Fund	\$1,393,752	\$1,293,340	\$1,144,150	(12)%	—	—
Risk Management/Operating Fund	\$36,586,909	\$59,440,760	\$57,557,470	(3)%	38	38
Risk Management/Owner Controlled Insurance Program	\$2,182,820	\$10,745,140	\$2,638,950	(75)%	—	—
BSO Self Insurance	\$1,815,725	\$22,197,100	\$23,268,750	5%	—	—
BSO Workers' Compensation	\$9,361,170	\$45,615,000	\$41,161,000	(10)%	—	—
Subtotal	\$113,672,527	\$212,932,420	\$198,769,410	(7)%	64	64
Grand Total	\$168,839,809	\$269,950,060	\$256,632,200	(5)%	552	555

Division

Administration**SECTION SUMMARY**

	FY14 Actual	FY15 Budget	FY16 Budget
Administration	\$1,299,165	\$1,123,050	\$1,065,760
Total	\$1,299,165	\$1,123,050	\$1,065,760

REVENUES

	FY14 Actual	FY15 Budget	FY16 Budget
Miscellaneous Revenues	\$10,000	\$0	\$0
Reimbursements	\$50,000	\$3,000	\$3,000
Total	\$60,000	\$3,000	\$3,000

APPROPRIATIONS

	FY14 Actual	FY15 Budget	FY16 Budget
Personal Services	\$1,205,582	\$1,086,360	\$1,029,310
Operating Expenses	\$93,583	\$33,420	\$33,250
Capital Outlay	\$0	\$3,270	\$3,200
Total	\$1,299,165	\$1,123,050	\$1,065,760
Total Positions	8	8	8

BUDGET VARIANCES

7,120	Increase in health insurance costs primarily due to increased pharmacy costs.
(64,410)	Normal Decreases
(64,170)	Personal Services
(170)	Operating Expense
(70)	Capital Expense
(57,290)	TOTAL DECREASE

Section

Administration

GOAL STATEMENT

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

PERFORMANCE MEASURES

	FY14 Actual	FY15 Budget	FY16 Projected
Total interest income earned (in millions)	14.3	10.0	14.0
Spread above the 3-month Treasury rate	0.722	0.500	0.500
Return on investments (percent)	0.620	0.500	0.650

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.

APPROPRIATIONS

	FY14 Actual	FY15 Budget	FY16 Budget
Total Dollars	\$1,299,165	\$1,123,050	\$1,065,760
Total Positions	8	8	8

Division

Value Adjustment Board

SECTION SUMMARY

	FY14 Actual	FY15 Budget	FY16 Budget
Value Adjustment Board	\$874,990	\$1,275,620	\$1,324,090
Total	\$874,990	\$1,275,620	\$1,324,090

REVENUES

	FY14 Actual	FY15 Budget	FY16 Budget
Commissions And Fees	\$271,235	\$300,000	\$235,000
Records Search, Copies, & Certifications	\$112	\$0	\$0
Reimbursement-School Board-VAB	\$359,704	\$390,250	\$440,340
TF 0010 General Fund	\$586,400	\$600,370	\$660,500
Less 5%	\$0	(\$15,000)	(\$11,750)
Interest Earnings	(\$1,402)	\$0	\$0
Total	\$1,216,049	\$1,275,620	\$1,324,090

APPROPRIATIONS

	FY14 Actual	FY15 Budget	FY16 Budget
Personal Services	\$598,564	\$617,350	\$626,960
Operating Expenses	\$274,743	\$658,270	\$697,130
Capital Outlay	\$1,683	\$0	\$0
Total	\$874,990	\$1,275,620	\$1,324,090
Total Positions	10	10	10

BUDGET VARIANCES

37,000	Increase in software support related to costs being shifted to VAB budget from the Public Records Modernization Trust Fund.
8,510	Increase in health insurance costs primarily due to increased pharmacy costs.
2,960	Normal Increases
	1,100 Personal Services
	1,860 Operating Expense
48,470	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

	FY14 Actual	FY15 Budget	FY16 Projected
Number of folios confirmed by the VAB	3,280	5,800	3,000
Average cost of folios confirmed by the VAB (\$)	70	70	70
Number of petitions received electronically	15,307	10,000	14,000
Percentage of petitions received electronically	70	60	70
Percentage of petitions that went to hearing	16	20	20
Number of hearings rescheduled	5,579	5,000	5,000
External customer satisfaction rating	4.79	4.50	4.50

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 Records, Taxes, and Treasury Division. The VAB budget includes one half of the funding associated with the two positions.
- ❖ Two performance measure targets are adjusted to account for more petitions being received electronically.

APPROPRIATIONS

	FY14 Actual	FY15 Budget	FY16 Budget
Total Dollars	\$874,990	\$1,275,620	\$1,324,090
Total Positions	10	10	10



SECTION SUMMARY

	FY14 Actual	FY15 Budget	FY16 Budget
Accounting	\$3,243,209	\$3,125,290	\$3,279,490
Total	\$3,243,209	\$3,125,290	\$3,279,490

REVENUES

	FY14 Actual	FY15 Budget	FY16 Budget
Charges For Services	\$360	\$0	\$0
Miscellaneous Revenue	\$1,267,061	\$15,000	\$15,000
Total	\$1,267,421	\$15,000	\$15,000

APPROPRIATIONS

	FY14 Actual	FY15 Budget	FY16 Budget
Personal Services	\$3,107,146	\$2,984,350	\$3,177,100
Operating Expenses	\$136,063	\$140,940	\$102,390
Total	\$3,243,209	\$3,125,290	\$3,279,490
Total Positions	41	40	41

BUDGET VARIANCES

45,320	Increase in health insurance costs primarily due to increased pharmacy costs.
(34,900)	Reduction in operating expenses related to the one-time nature of FY15 budget supplements.
64,370	Normal Increases/Decreases
68,020	Personal Services
(3,650)	Operating Expense
BUDGET SUPPLEMENTS	
79,410	Increase in personal services related to the addition of an Accountant position in the Financial Reporting unit to assist with federal grant reporting requirements.
154,200	TOTAL INCREASE

Section

Accounting

GOAL STATEMENT

To maintain accurate financial records; provide financial information and reports to management, the State, and other interested parties; to pay the customers and employees of the County; and comply with all applicable statutes and policies.

PERFORMANCE MEASURES

	FY14 Actual	FY15 Budget	FY16 Projected
Receipt of GFOA Certificate of Excellence in financial reporting	Yes	Yes	Yes
Percent of time all financial reporting deadlines are met	95	90	95
Number of invoices processed	92,976	78,000	78,000
Number of credit card transactions	58,321	57,000	57,000
Number of paychecks and direct deposits per fiscal year	151,730	153,000	153,000
Cost per check/direct deposit	3.30	3.00	3.30
Average number of days to pay invoice from receiver date	14	13	13
Average number of days to pay invoice from invoice date	31	27	25
External customer satisfaction rating	4.50	4.00	4.00

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, as well as other interested parties; 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 exercises oversight responsibility. The functions encompassed in providing these services include the maintenance of the general ledger; financial reporting of federal and state grants; maintaining the County's tangible property records; providing technical support and security to financial system users; paying suppliers for goods and services that support the operational needs of the County; processing payroll for all County employees, and providing assistance to employees with deferred compensation plans, the Florida Retirement System, and other payroll related items.

HIGHLIGHTS:

- ❖ An Accountant position is added to the Financial Reporting unit to assist with the compiling of mandatory financial statements and grant fund administration.

APPROPRIATIONS

	FY14 Actual	FY15 Budget	FY16 Budget
Total Dollars	\$3,243,209	\$3,125,290	\$3,279,490
Total Positions	41	40	41

Division

Enterprise Technology Services

SECTION SUMMARY

	FY14 Actual	FY15 Budget	FY16 Budget
Application Services	\$6,084,156	\$6,073,790	\$5,770,570
Customer Program Office	\$3,551,195	\$3,450,230	\$4,375,690
Infrastructure Services	\$6,819,007	\$6,980,930	\$6,677,180
Total	\$16,454,358	\$16,504,950	\$16,823,440

REVENUES

	FY14 Actual	FY15 Budget	FY16 Budget
Refund of Prior Year Expenditure	\$8,745	\$0	\$0
Reimbursement-Other Government Agencies	\$100,000	\$122,320	\$62,170
Reimbursements	\$501,394	\$480,430	\$480,430
Warranty Revenues	\$525	\$1,500	\$750
Total	\$610,664	\$604,250	\$543,350

APPROPRIATIONS

	FY14 Actual	FY15 Budget	FY16 Budget
Personal Services	\$15,200,808	\$15,079,340	\$15,548,480
Operating Expenses	\$1,253,550	\$1,425,610	\$1,274,960
Total	\$16,454,358	\$16,504,950	\$16,823,440
Total Positions	155	155	156

BUDGET VARIANCES

(157,060)	Decrease in operating expenses related to reduction in rental costs due to reduced need for data storage at Peak10.
143,710	Increase in health insurance costs primarily due to increased pharmacy costs.
254,750	Normal Increases
	248,340 Personal Services
	6,410 Operating Expense
BUDGET SUPPLEMENT	
77,090	Increase in personal services related to the addition of an Information Systems Analyst position in the Customer Program Office section. This position will assist in efforts to lower the risk of data breach and to ensure compliance with regulatory standards.
318,490	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

	FY14 Actual	FY15 Budget	FY16 Projected
Number of critical systems monitored	N/A	N/A	60
Number of project reviews or audits	N/A	N/A	25
Percent of project timesheets that are less than 15% late	N/A	N/A	75
Average number of business days to process an ETS Purchase Requisition	1.1	2.0	2.0
Number of high and medium security vulnerabilities fixed	N/A	180	390
Number of IT Security compliance audits/scans completed	209	150	150
Percent of SPAM emails blocked	97	95	95
Number of people who received IT security awareness training	N/A	600	2,000
Percentage of technical training completed online	38	25	25
Cost per student for in-house instructor led IT training	35.90	45.00	45.00
Internal customer satisfaction rating	4.83	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:

- ❖ An Information Systems Analyst position is added to reduce the risk of a data breach by assisting with Health Insurance Portability and Accountability Act, Florida Information Protection Act, and Payment Card Industry regulations.
- ❖ Seven positions are transferred to the Customer Program Office as part of an internal reorganization to create a Project Management Office.
- ❖ Three new measures are added to better reflect workload and project timeline reporting.

APPROPRIATIONS

	FY14 Actual	FY15 Budget	FY16 Budget
Total Dollars	\$3,551,195	\$3,450,230	\$4,375,690
Total Positions	29	33	41

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

	FY14 Actual	FY15 Budget	FY16 Projected
Number of application code reviews	6	6	6
Number of application services tickets resolved on time	2,228	2,000	2,000
Percent of application development tickets past due	10	15	15
Average cost per application development ticket	66.17	100.00	75.00
Number of Project Reviews	6	6	6
Percent of projects with approved business cases and/or Project Charters	95	90	90
Number of new/enhanced mobile friendly applications delivered	N/A	6	6
Customer satisfaction rating	5.00	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:

- ❖ Three positions are transferred to the Customer Program Office as part of an internal reorganization to create a Project Management Office.

APPROPRIATIONS

	FY14 Actual	FY15 Budget	FY16 Budget
Total Dollars	\$6,084,156	\$6,073,790	\$5,770,570
Total Positions	62	58	55

Section

Infrastructure Services

GOAL STATEMENT

To provide services and support for the Broward County Information Technology enterprise infrastructure, enabling and advancing the delivery of services to all County agencies in support of business processes in a fast and non-disruptive manner.

PERFORMANCE MEASURES

	FY14 Actual	FY15 Budget	FY16 Projected
Number of requests received by the ETS Service Desk	70,841	68,000	68,000
Percentage of Service Desk calls answered in less than one minute	96	96	99
Percentage of requests resolved on first contact by ETS Service Desk personnel	40	41	60
Average time per call of Trouble Tickets resolved by Level 1 Service Desk support personnel (minutes)	6	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	1	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	9	5	5
Percentage of virtual workstations installed versus traditional workstations	6	8	8

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:

- ❖ Four positions are transferred to the Customer Program Office as part of an internal reorganization to create a Project Management Office.

APPROPRIATIONS

	FY14 Actual	FY15 Budget	FY16 Budget
Total Dollars	\$6,819,007	\$6,980,930	\$6,677,180
Total Positions	64	64	60

Division

Enterprise Technology Services/Assigned Costs

SECTION SUMMARY

	FY14 Actual	FY15 Budget	FY16 Budget
Enterprise Technology Services/Assigned Costs	\$5,368,833	\$6,675,750	\$7,440,270
Total	\$5,368,833	\$6,675,750	\$7,440,270

REVENUES

	FY14 Actual	FY15 Budget	FY16 Budget
Reimbursement-Other Government Agencies	\$0	\$0	\$145,790
TF 4610 Water & Wastewater Services	\$0	\$0	\$159,180
TF 4700 Port Everglades	\$0	\$0	\$4,710
TF 4860 Solid Waste	\$0	\$0	\$5,010
Total	\$0	\$0	\$314,690

APPROPRIATIONS

	FY14 Actual	FY15 Budget	FY16 Budget
Operating Expenses	\$5,368,833	\$6,675,750	\$7,440,270
Total	\$5,368,833	\$6,675,750	\$7,440,270

BUDGET VARIANCES

534,280	Net increase in software support for the countywide GIS enterprise license agreement. Increase is partially supported by transfers and reimbursements from other county agencies (\$314,690) and an offset in previous operating expense (\$165,720).	
268,890	Net increase in software support related to first year hosting and maintenance of Human Services' ECHO business application.	
(66,650)	Net decrease in hardware support related to reductions in contractual support.	
28,000	Normal Increases	
	28,000	Operating Expense
764,520	TOTAL INCREASE	

Division

Human Resources/General Fund

SECTION SUMMARY

	FY14 Actual	FY15 Budget	FY16 Budget
Human Resources/Learning and Organizational Development	\$806,033	\$827,410	\$824,320
Human Resources/General Services	\$1,804,774	\$1,994,330	\$2,143,970
Total	\$2,610,807	\$2,821,740	\$2,968,290

REVENUES

	FY14 Actual	FY15 Budget	FY16 Budget
Miscellaneous Revenues	\$710	\$0	\$0
Total	\$710	\$0	\$0

APPROPRIATIONS

	FY14 Actual	FY15 Budget	FY16 Budget
Personal Services	\$2,217,754	\$2,364,180	\$2,510,590
Operating Expenses	\$393,053	\$457,560	\$457,700
Total	\$2,610,807	\$2,821,740	\$2,968,290
Total Positions	28	28	29

BUDGET VARIANCES

34,110	Increase in health insurance costs primarily due to increased pharmacy costs.
43,750	Normal Increases
43,610	Personal Services
140	Operating Expense

BUDGET SUPPLEMENTS

68,690	Increase in personal services related to the addition of a Special Project Coordinator position to assist with implementation of the new classification system, changes in the Family and Medical Leave Act, implementation of HR-related technologies, and other critical projects.
146,550	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

	FY14 Actual	FY15 Budget	FY16 Projected
Personnel transactions processed	3,797	3,500	3,800
Number of applications received countywide	N/A	N/A	40,000
Average number of working days from receipt of an approved requisition to offer acceptance	N/A	N/A	25
Total number of positions filled	N/A	N/A	800
First year of service turnover rate %	15	15	15
Formal position reviews	214	150	100
Ratio of HR FTE, per 100 Government FTEs	0.72	0.70	0.70

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:

- ❖ A Special Project Coordinator position is added to assist with regulatory compliance, implementation of HR-related technology, and other critical human capital management assignments.
- ❖ Three new performance measures are added to better reflect total applications, new hires, and time spent filling positions.

APPROPRIATIONS

	FY14 Actual	FY15 Budget	FY16 Budget
Total Dollars	\$1,804,774	\$1,994,330	\$2,143,970
Total Positions	23	23	24

Section

Human Resources/Learning and Organizational Development

GOAL STATEMENT

To provide learning opportunities and facilitation services to the workforce including the review of internal business processes and structure for enhanced efficiencies and/or improved effectiveness.

PERFORMANCE MEASURES

	FY14 Actual	FY15 Budget	FY16 Projected
Number of HR-Sourced learning events delivered	507	400	400
Percentage of the workforce receiving training	14	80	15
Number of training hours per FTE	1.07	4.00	1.00
Percentage of training classes relevant to the employee's job responsibilities	88.0	95.0	95.0
Total learning hours received by County employees per Learning and Organizational Development staff member	4,765	5,400	4,700

PROGRAM DESCRIPTION:

The Learning and Organizational Development (LOD) 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.

HIGHLIGHTS:

- ❖ The Employment Issues refresher course is only offered in odd-numbered years, which impacts the measure targets for “Total learning hours received” and “Percentage of the workforce receiving training.”

APPROPRIATIONS

	FY14 Actual	FY15 Budget	FY16 Budget
Total Dollars	\$806,033	\$827,410	\$824,320
Total Positions	5	5	5

Division

Human Resources - Employee Benefits Fund

SECTION SUMMARY

	FY14 Actual	FY15 Budget	FY16 Budget
Employee Assistance Program	\$253,877	\$357,260	\$352,800
Employee Benefit Services	\$59,900,324	\$70,767,430	\$69,921,480
Employee Benefits Administration	\$1,302,960	\$1,240,770	\$1,400,720
Total	\$61,457,161	\$72,365,460	\$71,675,000

REVENUES

	FY14 Actual	FY15 Budget	FY16 Budget
Miscellaneous Revenue	\$10,528	\$150,000	\$150,000
Charges For Services	\$59,176,681	\$61,045,260	\$57,187,500
Less 5%	\$0	\$0	(\$12,500)
Fund Balance	\$15,670,992	\$11,070,200	\$14,250,000
Interest Earnings	\$109,239	\$100,000	\$100,000
Total	\$74,967,440	\$72,365,460	\$71,675,000

APPROPRIATIONS

	FY14 Actual	FY15 Budget	FY16 Budget
Personal Services	\$1,009,358	\$1,230,110	\$1,269,480
Operating Expenses	\$60,447,803	\$59,819,510	\$56,153,600
Capital Outlay	\$0	\$1,920	\$1,920
Reserves	\$0	\$11,313,920	\$14,250,000
Total	\$61,457,161	\$72,365,460	\$71,675,000
Total Positions	15	16	16

BUDGET VARIANCES

(10,295,110)	Decrease in operating expenses due to a change in fund accounting procedures and elimination of related revenues.	
5,103,130	Increase in operating expenses related to an increase in expected prescription claims.	
1,177,000	Net increase in operating expenses related to an increase in expected health claims.	
232,950	Increase in operating expense related to an increase in Health Savings Account funding. Increase is offset by decreases in Health Reimbursement Account estimates.	
107,500	Increase in contractual services for employee benefits consulting services.	
2,936,080	Increase in reserves due to an increase in estimated fund balance.	
47,990	Normal Increases	
	39,370	Personal Services
	8,620	Operating Expense
(690,460)	TOTAL DECREASE	

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

	FY14 Actual	FY15 Budget	FY16 Projected
Number of employee office visits	403	450	400
Current active cases/month	225	215	115
Percentage of clients that follow through with a referral	49	50	80
Percentage of cases resolved without obtaining a referral	30	35	50
Number of phone calls requesting new services	N/A	2,100	500
Number of organizational interventions	1,522	15	25
Number of management consultations	N/A	400	50
Number of training classes	49	35	100
Training evaluation rating	4.55	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.

HIGHLIGHTS:

- ❖ Performance measure targets are adjusted to reflect changes in calculation methods.
- ❖ The addition of Training Briefs has increased the expected number of training classes.
- ❖ The methodology and definition of “organizational interventions” changed for FY15 causing the variance from the FY14 actual.

APPROPRIATIONS

	FY14 Actual	FY15 Budget	FY16 Budget
Total Dollars	\$253,877	\$357,260	\$352,800
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

	FY14 Actual	FY15 Budget	FY16 Projected
Internal customer satisfaction rating	3.70	4.00	4.00
Employee satisfaction rating for health/dental/vision plans	76	80	80
New hire satisfaction rating for benefits orientation program	91	85	85
Average number of clients per program	28	35	35
Benefit plan assistance contacts (walk-in, phone, mail, email, fax) per 100 benefit-eligible employees (active, COBRA and retirees)	79	70	75
Number of wellness programs/seminars offered	837	700	850
Number of unique employees participating in a health, wellness or lifestyle program or seminar per 100 benefit-eligible employees	49	40	40

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

	FY14 Actual	FY15 Budget	FY16 Budget
Total Dollars	\$1,302,960	\$1,240,770	\$1,400,720
Total Positions	11	12	12

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 care, long term disability, life insurance, medical and dependent care accounts, and the health reimbursement account, which is a component of the County's Consumer Driven Health Plan model.

APPROPRIATIONS

	FY14 Actual	FY15 Budget	FY16 Budget
Total Dollars	\$59,900,324	\$70,767,430	\$69,921,480

Division

Purchasing

SECTION SUMMARY

	FY14 Actual	FY15 Budget	FY16 Budget
Purchasing Administration	\$4,648,749	\$4,675,260	\$4,778,360
Total	\$4,648,749	\$4,675,260	\$4,778,360

REVENUES

	FY14 Actual	FY15 Budget	FY16 Budget
Bid Protest Fee	\$18,582	\$21,400	\$21,400
Records Search, Copies, & Certifications	\$48	\$0	\$0
Credit Card Rebate	\$383,505	\$350,000	\$350,000
Reimbursements	(\$58,975)	\$107,160	\$107,160
Sale Of Surplus Equipment	\$40,019	\$60,000	\$60,000
Total	\$383,179	\$538,560	\$538,560

APPROPRIATIONS

	FY14 Actual	FY15 Budget	FY16 Budget
Personal Services	\$4,504,867	\$4,455,650	\$4,561,250
Operating Expenses	\$136,019	\$201,120	\$198,620
Capital Outlay	\$7,863	\$18,490	\$18,490
Total	\$4,648,749	\$4,675,260	\$4,778,360
Total Positions	51	51	51

BUDGET VARIANCES

44,370	Increase in health insurance costs primarily due to increased pharmacy costs.
58,730	Normal Increases/Decreases
61,230	Personal Services
(2,500)	Operating Expense
103,100	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

	FY14 Actual	FY15 Budget	FY16 Projected
Total central procurement activities	2,016	2,100	2,100
Total central procurement activities per professional position	56	50	50
Cost per central procurement activity	2,286	2,530	2,530
Average number of days to process construction bids within the Board's award authority	N/A	146	175
Average number of days to process construction bids within the Director of Purchasing Division's award authority	N/A	70	125
Average number of days to process commodities & general services bids within the Board's award authority	N/A	121	150
Average number of days to process commodities & general services bids within the Director of Purchasing Division's award authority	N/A	61	100
Average number of days to award RLIs/RFPs within the Board's award authority	N/A	213	255
Average number of days to award RLIs/RFPs within Director of Purchasing Division's award authority	N/A	124	150
Average number of days to award informal quotations and qualified vendor list (QVL) procurements	N/A	56	75
Average number of days to award sole source, emergency, or after-the-fact procurement	N/A	33	60
Average number of days to award work authorization, amendments, or change orders	N/A	12	25
Training events delivered (internal County events and public outreach events)	135	50	50
Dollar value of goods sold as surplus (auction or sale)	510,709	800,000	800,000
Internal customer satisfaction rating	4.22	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:

- ❖ Targets for some performance measures have been adjusted to take into account the full procurement cycle, not just the time exclusive to the Purchasing Division.

APPROPRIATIONS

	FY14 Actual	FY15 Budget	FY16 Budget
Total Dollars	\$4,648,749	\$4,675,260	\$4,778,360
Total Positions	51	51	51

Division

Records, Taxes and Treasury

SECTION SUMMARY

	FY14 Actual	FY15 Budget	FY16 Budget
Auto Tags	\$4,023,104	\$4,053,060	\$4,321,920
County Records	\$3,791,977	\$3,892,910	\$3,885,090
Operations/Treasury	\$2,481,452	\$2,514,660	\$2,475,770
Taxes, Licenses, Enforcement and Personal Property	\$2,854,037	\$2,654,850	\$2,922,270
Tourist Development Tax	\$388,659	\$430,940	\$422,720
Total	\$13,539,229	\$13,546,420	\$14,027,770

REVENUES

	FY14 Actual	FY15 Budget	FY16 Budget
Charges For Services	\$25,639,061	\$26,082,000	\$26,561,100
Licenses And Permits	\$200	\$1,000	\$1,000
Miscellaneous Revenue	\$590,745	\$596,940	\$586,180
Total	\$26,230,006	\$26,679,940	\$27,148,280

APPROPRIATIONS

	FY14 Actual	FY15 Budget	FY16 Budget
Personal Services	\$11,021,357	\$11,423,020	\$11,658,460
Operating Expenses	\$2,467,073	\$2,105,070	\$2,350,980
Capital Outlay	\$50,799	\$18,330	\$18,330
Total	\$13,539,229	\$13,546,420	\$14,027,770
Total Positions	205	206	206

BUDGET VARIANCES

117,090	Increase in postage costs due to increases in volume and expected rate changes.
73,710	Increase in contractual services related to prior year trends.
173,230	Increase in health insurance costs primarily due to increased pharmacy costs.
117,320	Normal Increases
62,210	Personal Services
55,110	Operating Expense
481,350	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

	FY14 Actual	FY15 Budget	FY16 Projected
Number of boxes handled per employee per day	30	30	30
Number of records dispositions processed	35	35	35
Number of records transmittals processed	94	115	115
Average time spent per record disposition (hours)	90	40	90
Average time spent per record transmittal (hours)	21	20	20
Average time spent per record retrieval (minutes)	20	12	12
Average time spent per record shelving (minutes)	5	10	10
Number of records management search/research requests per staff member per day	3.3	3.0	3.0
Number of Summary Minutes produced	27	22	25
Total documents recorded	719,558	735,000	735,000
Average number of documents recorded per FTE in the Recording section per day	51	50	50
Number of Verbatim Minutes produced	87	90	90
Average number of days from meeting to minutes completion	12	10	10
Number of customers served (Official records research assistance)	31,735	30,000	30,000
Number of Public Records / research requests per staff member in this function per day	2.80	2.80	2.80
Percentage of total documents recorded electronically	59	55	60
Average number of calendar days between receipt and recordation of documents	2.9	3.5	3.5
County Records external customer satisfaction rating	4.42	4.35	4.50

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:

- ❖ Two full-time positions were transferred in FY15 to other sections to meet operational demands.

APPROPRIATIONS

	FY14 Actual	FY15 Budget	FY16 Budget
Total Dollars	\$3,791,977	\$3,892,910	\$3,885,090
Total Positions	73	74	72

Section

Operations/Treasury

GOAL STATEMENT

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

PERFORMANCE MEASURES

	FY14 Actual	FY15 Budget	FY16 Projected
Cash receipts monitored (in billions)	4.80	4.27	4.90
Bank reconciliations performed per employee	422	420	420

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.

APPROPRIATIONS

	FY14 Actual	FY15 Budget	FY16 Budget
Total Dollars	\$2,481,452	\$2,514,660	\$2,475,770
Total Positions	30	30	30

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

	FY14 Actual	FY15 Budget	FY16 Projected
Total revenue collected (in millions)	52.9	53.9	56.1
Total number of tax transactions processed per tax tag clerk	6,932	6,900	7,400
Expense as a percent of collections	0.80	1.00	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.

APPROPRIATIONS

	FY14 Actual	FY15 Budget	FY16 Budget
Total Dollars	\$388,659	\$430,940	\$422,720
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

	FY14 Actual	FY15 Budget	FY16 Projected
Total transactions completed	2,269,871	2,328,692	2,463,823
Transactions per employee	41,271	42,340	43,918
Percentage of e-commerce transactions to total transactions processed	19.3	20.0	20.0

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:

- ❖ Net of one additional full-time position transferred in FY15 to meet operational demands.

APPROPRIATIONS

	FY14 Actual	FY15 Budget	FY16 Budget
Total Dollars	\$4,023,104	\$4,053,060	\$4,321,920
Total Positions	54	55	56

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

	FY14 Actual	FY15 Budget	FY16 Projected
Local business tax revenues	3,615,580	3,200,000	3,500,000
Local business tax customers	79,296	75,000	80,000
Number of current tax bills processed in office	172,401	165,000	150,000
Number of tax deeds applications brought to auction	1,404	1,000	1,200
Cost to process Ad Valorem tax revenue per parcel (\$)	3.02	2.00	2.00
Percentage of tax certificates to current tax roll	2.60	3.00	3.00
Overall delinquency collected for past seven tax rolls versus delinquency stated on April 1st of past seven tax rolls	97	97	97
Enforcement actions against delinquent tangible personal property or business tax receipts accounts	N/A	1,000	1,200
External customer satisfaction rating	4.80	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:

- ❖ Net of one additional full-time position transferred in FY15 to meet operational demands.

APPROPRIATIONS

	FY14 Actual	FY15 Budget	FY16 Budget
Total Dollars	\$2,854,037	\$2,654,850	\$2,922,270
Total Positions	42	41	42

Division

Public Records Modernization Trust Fund

SECTION SUMMARY

	FY14 Actual	FY15 Budget	FY16 Budget
Public Records Modernization Trust	\$1,393,752	\$1,293,340	\$1,144,150
Total	\$1,393,752	\$1,293,340	\$1,144,150

REVENUES

	FY14 Actual	FY15 Budget	FY16 Budget
Charges For Services	\$873,440	\$787,730	\$750,000
Miscellaneous Revenue	\$16,033	\$0	\$0
Less 5%	\$0	(\$39,390)	(\$37,850)
Fund Balance	\$1,060,000	\$530,000	\$425,000
Interest Earnings	\$9,345	\$15,000	\$7,000
Total	\$1,958,818	\$1,293,340	\$1,144,150

APPROPRIATIONS

	FY14 Actual	FY15 Budget	FY16 Budget
Operating Expenses	\$1,228,218	\$816,000	\$836,000
Capital Outlay	\$165,534	\$10,000	\$50,000
Reserves	\$0	\$467,340	\$258,150
Total	\$1,393,752	\$1,293,340	\$1,144,150

BUDGET VARIANCES

100,000	Increase in contractual services related to the update and migration of the recording system replacement.
(40,000)	Decrease in software support related primarily to the transfer of related costs to VAB budget.
40,000	Increase in capital expenses due to the one-time nature of the expenditure.
(209,190)	Decrease in reserves primarily due to one time expenses for migration to a new recording system.
(40,000)	Normal Decreases
	(40,000) Operating Expense
(149,190)	TOTAL DECREASE

Section

Public Records Modernization Trust

HIGHLIGHTS:

❖ The Public Records Modernization Trust Fund (PRMTF) 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

	FY14 Actual	FY15 Budget	FY16 Budget
Total Dollars	\$1,393,752	\$1,293,340	\$1,144,150

Division

Risk Management/Operating Fund

SECTION SUMMARY

	FY14 Actual	FY15 Budget	FY16 Budget
Risk Management Administration	\$36,586,909	\$1,501,320	\$1,536,670
Risk Management Liability	\$0	\$4,548,770	\$3,985,430
Risk Management Purchased Insurance	\$0	\$24,496,410	\$20,111,530
Risk Management Safety and Occupational Health	\$0	\$1,771,150	\$1,829,130
Risk Management Workers' Compensation	\$0	\$27,123,110	\$30,094,710
Total	\$36,586,909	\$59,440,760	\$57,557,470

REVENUES

	FY14 Actual	FY15 Budget	FY16 Budget
Miscellaneous Revenue	\$510,817	\$95,500	\$95,500
Less 5%	\$0	(\$14,780)	(\$18,530)
Fund Balance	\$28,730,691	\$23,244,900	\$22,500,000
Charges For Services	\$32,869,752	\$35,915,140	\$34,755,500
Interest Earnings	\$258,463	\$200,000	\$225,000
Total	\$62,369,723	\$59,440,760	\$57,557,470

APPROPRIATIONS

	FY14 Actual	FY15 Budget	FY16 Budget
Personal Services	\$3,083,842	\$3,167,880	\$3,223,090
Operating Expenses	\$33,502,244	\$37,380,760	\$32,695,510
Capital Outlay	\$823	\$0	\$33,300
Reserves	\$0	\$18,892,120	\$21,605,570
Total	\$36,586,909	\$59,440,760	\$57,557,470
Total Positions	38	38	38

BUDGET VARIANCES

(3,374,000)	Decrease in operating expenses as a result of the decrease in property insurance premiums during FY15.	
(587,570)	Decrease in operating expense related to a reduction in actuarial estimates for general, auto, and mass transit liability coverages.	
33,300	Increase in capital expenses to provide funding for scheduled personal computer replacement.	
2,713,450	Increase in reserves for future workers' compensation claims.	
(668,470)	Normal Increases/Decreases	
	55,210	Personal Services
	(723,680)	Operating Expense
(1,883,290)	TOTAL DECREASE	

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

	FY14 Actual	FY15 Budget	FY16 Projected
Internal customer satisfaction rating	N/A	4.50	4.50

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 and for the Owner Controlled Insurance Program for major County construction projects. In addition, the section is responsible for establishing all insurance requirements on County procurements and managing the certificate of insurance program.

HIGHLIGHTS:

- ❖ One position is transferred from the Workers' Compensation section to meet operational demands.

APPROPRIATIONS

	FY14 Actual	FY15 Budget	FY16 Budget
Total Dollars	\$36,586,909	\$1,501,320	\$1,536,670
Total Positions	38	12	13

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

	FY14 Actual	FY15 Budget	FY16 Projected
"Best practices" adherence rating for adjusters	N/A	N/A	90
Percent of prescription dollars disbursed through preferred provider	N/A	N/A	85
Workers' compensation self-insurance costs per employee (dollars)	968	1,107	1,251
Number of workers' compensation claims per 100 employees	5.9	6.5	5.5
Workers' compensation claims closed as a percentage of claims opened annually	144	110	105
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	97	98	98
Workers' compensation internal customer satisfaction rating	4.67	4.70	4.70
New workers' compensation (WC) claims processed and administered	446	480	420
Average number of workers' compensation claims closed per claim adjuster annually	161	180	140

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:

- ❖ One position is transferred to the Administration section to meet operational demands.
- ❖ Two new performance measures are added to demonstrate work efficiencies and cost savings.

APPROPRIATIONS

	FY14 Actual	FY15 Budget	FY16 Budget
Total Dollars	\$0	\$27,123,110	\$30,094,710
Total Positions	—	9	8

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

	FY14 Actual	FY15 Budget	FY16 Budget
Total Dollars	\$0	\$24,496,410	\$20,111,530

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

	FY14 Actual	FY15 Budget	FY16 Projected
Liability self-insurance costs per capita	1.09	1.50	1.70
Number of general liability claims per 10,000 County population	0.57	0.60	0.57
Average number of liability claims closed per claim adjuster annually	106	120	110
New general liability (GL) claims processed and administered	102	110	105
New auto liability (AL) claims processed and administered	27	40	35
New Mass Transit (MT) claims processed and administered	239	300	275
General liability claims closed as a percentage of claims opened annually	126	100	100
Automobile liability claims closed as a percentage of claims opened annually	107	100	100
Mass Transit claims closed as a percentage of claims opened annually	110	90	100
Percentage of costs recovered for repair/replacement of County owned assets	79	80	80
Internal customer satisfaction rating	N/A	4.25	4.25

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.

APPROPRIATIONS

	FY14 Actual	FY15 Budget	FY16 Budget
Total Dollars	\$0	\$4,548,770	\$3,985,430
Total Positions	—	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

	FY14 Actual	FY15 Budget	FY16 Projected
Number of safety site visits/assessments/audits/inspections conducted including phone and email consultations	1,823	2,150	2,150
Number of occupational health site visits/assessments/audits/inspections conducted including phone and email consultations	254	280	280
Number of training sessions provided	458	395	395
Average daily number of driver's license reviews for authorized drivers	6,631	7,000	7,000
Number of criminal background checks completed	8,155	8,900	9,000
Number of post employment-offer physicals provided	995	800	900
Number of medical surveillance tests provided	983	1,000	1,100
Internal customer satisfaction rating	N/A	4.50	4.50

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 and safety 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 safety and health 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.

APPROPRIATIONS

	FY14 Actual	FY15 Budget	FY16 Budget
Total Dollars	\$0	\$1,771,150	\$1,829,130
Total Positions	—	12	12

Division

Risk Management/Owner Controlled Insurance Program

SECTION SUMMARY

	FY14 Actual	FY15 Budget	FY16 Budget
Owner Controlled Insurance Program	\$2,182,820	\$10,745,140	\$2,638,950
Total	\$2,182,820	\$10,745,140	\$2,638,950

REVENUES

	FY14 Actual	FY15 Budget	FY16 Budget
Builder's Risk-OCIP Revenue	\$813,830	\$3,400,000	\$600,000
OCIP - Admin Fees	\$814,283	\$957,240	\$1,026,150
OCIP Ins Program (Premium-Agent/Broker Fees)	\$554,707	\$6,237,500	\$766,800
Refund of Prior Year Expenditure	\$36,934	\$0	\$0
Less 5%	\$0	\$0	(\$2,000)
Fund Balance Forward	\$62,000	\$150,400	\$208,000
Interest Earnings	\$81,561	\$0	\$40,000
Total	\$2,363,315	\$10,745,140	\$2,638,950

APPROPRIATIONS

	FY14 Actual	FY15 Budget	FY16 Budget
Operating Expenses	\$2,182,820	\$10,594,740	\$2,392,950
Reserves	\$0	\$150,400	\$246,000
Total	\$2,182,820	\$10,745,140	\$2,638,950

BUDGET VARIANCES

(8,165,790)	Decrease in Owner Controlled Insurance Program premiums, which are funded in budgeted capital projects. Decrease is related to a change in expected level of capital project activity in FY16.
95,600	Increase in reserves due to the extension of the Owner Controlled Insurance Program.
(36,000)	Normal Decreases
	(36,000) Operating Expense
(8,106,190)	TOTAL DECREASE

Section

Owner Controlled Insurance Program

PROGRAM DESCRIPTION:

The Owner Controlled Insurance Program (OCIP) purchases all insurance required for construction projects, including workers' compensation, general liability, pollution liability, excess liability, and builder's risk. This program covers major construction projects involving Aviation, Port Everglades, Construction Management, Highway Construction, and Parks Divisions. The purpose of the program is to save money on construction costs by having the County manage the insurance purchases and provide safety oversight of the covered construction projects, rather than separately managing insurance and oversight for each construction project. Premium costs are included in capital project budgets.

APPROPRIATIONS

	FY14 Actual	FY15 Budget	FY16 Budget
Total Dollars	\$2,182,820	\$10,745,140	\$2,638,950

Division

BSO Self Insurance**SECTION SUMMARY**

	FY14 Actual	FY15 Budget	FY16 Budget
BSO Self Insurance Fund	\$1,815,725	\$22,197,100	\$23,268,750
Total	\$1,815,725	\$22,197,100	\$23,268,750

REVENUES

	FY14 Actual	FY15 Budget	FY16 Budget
Premium-BSO Self Insurance	\$4,483,493	\$4,243,100	\$4,000,000
Refund of Prior Year Expenditure	\$7,253	\$0	\$0
Less 5%	\$0	\$0	(\$6,250)
Fund Balance Forward	\$17,652,000	\$17,802,000	\$19,150,000
Interest Earnings	\$121,552	\$152,000	\$125,000
Total	\$22,264,298	\$22,197,100	\$23,268,750

APPROPRIATIONS

	FY14 Actual	FY15 Budget	FY16 Budget
Operating Expenses	\$1,815,725	\$4,243,100	\$4,000,000
Reserves	\$0	\$17,954,000	\$19,268,750
Total	\$1,815,725	\$22,197,100	\$23,268,750

BUDGET VARIANCES

(243,100)	Decrease in operating expenses due to actuarial forecast of expected FY16 loss payments for all claims.
1,314,750	Increase in reserves for future claims
1,071,650	TOTAL INCREASE

Division

BSO Workers' Compensation

SECTION SUMMARY

	FY14 Actual	FY15 Budget	FY16 Budget
BSO Workers' Compensation	\$9,361,170	\$45,615,000	\$41,161,000
Total	\$9,361,170	\$45,615,000	\$41,161,000

REVENUES

	FY14 Actual	FY15 Budget	FY16 Budget
Premium-W/C Self Insurance	\$17,836,035	\$0	\$0
Less 5%	\$0	\$0	(\$19,000)
Fund Balance Forward	\$45,275,000	\$45,445,000	\$40,800,000
Interest Earnings	\$391,399	\$170,000	\$380,000
Total	\$63,502,434	\$45,615,000	\$41,161,000

APPROPRIATIONS

	FY14 Actual	FY15 Budget	FY16 Budget
Personal Services	\$403,763	\$0	\$0
Operating Expenses	\$8,957,407	\$0	\$0
Reserves	\$0	\$45,615,000	\$41,161,000
Total	\$9,361,170	\$45,615,000	\$41,161,000

BUDGET VARIANCES

(4,454,000)	Decrease in reserves set aside for long-term liabilities of BSO's self-insurance workers' compensation program based on prior year expenses.
(4,454,000)	TOTAL DECREASE

Division
Assigned Department Costs

SECTION SUMMARY

	FY14 Actual	FY15 Budget	FY16 Budget
Finance/Assigned Costs	\$8,002,932	\$8,545,180	\$7,479,410
Total	\$8,002,932	\$8,545,180	\$7,479,410

APPROPRIATIONS

	FY14 Actual	FY15 Budget	FY16 Budget
Personal Services	\$139,242	\$215,000	\$180,000
Operating Expenses	\$7,863,690	\$8,330,180	\$7,299,410
Total	\$8,002,932	\$8,545,180	\$7,479,410

BUDGET VARIANCES

(1,030,690)	Decrease in purchased insurance based on decreased premiums.
(35,000)	Decrease in unemployment compensation based on prior years' utilization.
40,000	Increase in internal printing based on projected expenses.
(40,000)	Decrease in contractual services based on historical expenses.
(80)	Normal Decreases
	(80) Operating Expense
(1,065,770)	TOTAL DECREASE

Section

Finance/Assigned Costs

HIGHLIGHTS

	FY14 Actual	FY15 Budget	FY16 Budget
Finance Administration			
Purchased Insurance	6,727,429	7,316,970	6,286,280
Financial Review Subscription Service	0	4,110	4,110
Arena Study			
Professional Services	80,090	0	0
Accounting			
Unemployment Compensation	139,242	215,000	180,000
Auditing Expenses	444,340	454,770	454,690
Cost Allocation Consultant	43,566	20,000	20,000
CAFR Online Maintenance	7,000	7,000	7,000
Grants Consultant	1,318	2,500	2,500
Records, Taxes and Treasury			
Internal Printing	18,008	0	40,000
Advertising	15,238	30,000	30,000
Contractual Services	148,887	200,000	160,000
Armored Car Services	105,457	125,000	125,000
Financial Services	39,986	40,000	42,000
Bank Service Charges	103,258	125,000	125,000
Human Resources			
Compensation and Pay Study	129,113	0	0
Advertising	0	4,830	2,830

APPROPRIATIONS

	FY14 Actual	FY15 Budget	FY16 Budget
Total Dollars	\$8,002,932	\$8,545,180	\$7,479,410