

Department

Finance & Administrative Services

GENERAL FUND

	FY15 Actual	FY16 Budget	FY17 Budget	Percent Change 2016-17	Positions	
					FY16 Budget	FY17 Budget
Administration	\$872,277	\$1,065,760	\$1,101,900	3%	8	8
Accounting	\$3,189,817	\$3,279,490	\$3,405,270	4%	41	42
Enterprise Technology Services	\$16,567,411	\$16,823,440	\$17,190,650	2%	156	155
Enterprise Technology Services/Assigned Costs	\$7,261,370	\$7,440,270	\$5,620,860	(24)%	—	—
Human Resources/General Fund	\$2,741,031	\$2,968,290	\$3,527,040	19%	29	30
Purchasing	\$4,639,147	\$4,778,360	\$4,970,250	4%	51	51
Records, Taxes and Treasury	\$13,723,179	\$14,027,770	\$15,458,720	10%	206	206
Assigned Department Costs	\$7,032,959	\$7,479,410	\$7,053,040	(6)%	—	—
Subtotal	\$56,027,191	\$57,862,790	\$58,327,730	1%	491	492

OTHER FUNDS

	FY15 Actual	FY16 Revised	FY17 Budget	Percent Change 2016-17	Positions	
					FY16 Budget	FY17 Budget
Value Adjustment Board	\$1,117,871	\$1,324,090	\$1,329,150	0%	10	10
Human Resources - Employee Benefits Fund	\$62,978,940	\$71,675,000	\$70,975,450	(1)%	16	18
Public Records Modernization Trust Fund	\$749,775	\$1,144,150	\$1,141,770	0%	—	—
Risk Management/Operating Fund	\$34,255,432	\$57,557,470	\$61,969,950	8%	38	38
Risk Management/Owner Controlled Insurance Program	\$4,228,532	\$2,638,950	\$3,415,500	29%	—	—
BSO Self Insurance	\$3,644,515	\$23,268,750	\$24,816,390	7%	—	—
BSO Workers' Compensation	\$12,291,119	\$52,623,950	\$51,640,500	(2)%	—	—
Telephone Fund	\$0	\$0	\$832,310	—	—	—
Subtotal	\$119,266,184	\$210,232,360	\$216,121,020	2%	64	66
Grand Total	\$175,293,375	\$268,095,150	\$274,448,750	2%	555	558

Division
Administration

SECTION SUMMARY

	FY15 Actual	FY16 Budget	FY17 Budget
Administration	\$872,277	\$1,065,760	\$1,101,900
Total	\$872,277	\$1,065,760	\$1,101,900

REVENUES

	FY15 Actual	FY16 Budget	FY17 Budget
Reimbursements	\$0	\$3,000	\$3,000
Total	\$0	\$3,000	\$3,000

APPROPRIATIONS

	FY15 Actual	FY16 Budget	FY17 Budget
Personal Services	\$817,109	\$1,029,310	\$1,065,450
Operating Expenses	\$52,223	\$33,250	\$33,250
Capital Outlay	\$2,945	\$3,200	\$3,200
Total	\$872,277	\$1,065,760	\$1,101,900
Total Positions	8	8	8

BUDGET VARIANCES

36,140	Normal Increases
	36,140 Personal Services
36,140	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

	FY15 Actual	FY16 Budget	FY17 Projected
Total interest income earned (in millions)	14.5	14.0	18.0
Spread above the Merrill Lynch 1-3 year Treasury & Agency Index	0.700	0.500	0.030
Return on investments (percent)	0.710	0.650	0.900

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 FASD Administration and the Value Adjustment Board, respectively.
- ❖ The performance measure comparing County investment yield to the chosen index has been

adjusted to reflect changes to the County investment policy approved by the Board. The new index more closely matches the County's current portfolio and is a more competitive comparison.

APPROPRIATIONS

	FY15 Actual	FY16 Budget	FY17 Budget
Total Dollars	\$872,277	\$1,065,760	\$1,101,900
Total Positions	8	8	8

Division

Value Adjustment Board

SECTION SUMMARY

	FY15 Actual	FY16 Budget	FY17 Budget
Value Adjustment Board	\$1,117,871	\$1,324,090	\$1,329,150
Total	\$1,117,871	\$1,324,090	\$1,329,150

REVENUES

	FY15 Actual	FY16 Budget	FY17 Budget
Commissions And Fees	\$266,870	\$235,000	\$250,000
Records Search, Copies, & Certifications	\$112	\$0	\$0
Reimbursement-School Board-VAB	\$510,350	\$440,340	\$436,660
TF 0010 General Fund	\$347,110	\$660,500	\$654,990
Less 5%	\$0	(\$11,750)	(\$12,500)
Interest Earnings	(\$519)	\$0	\$0
Total	\$1,123,923	\$1,324,090	\$1,329,150

APPROPRIATIONS

	FY15 Actual	FY16 Budget	FY17 Budget
Personal Services	\$603,327	\$626,960	\$634,330
Operating Expenses	\$511,877	\$697,130	\$694,820
Capital Outlay	\$2,667	\$0	\$0
Total	\$1,117,871	\$1,324,090	\$1,329,150
Total Positions	10	10	10

BUDGET VARIANCES

(55,810)	Decrease in personal services due to reduction in the positions shared with the Records, Taxes and Treasury Division.
60,870	Normal Increases/Decreases
63,180	Personal Services
(2,310)	Operating Expense
5,060	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

	FY15 Actual	FY16 Budget	FY17 Projected
Number of folios confirmed by the VAB	6,223	3,000	3,000
Average cost of folios confirmed by the VAB (\$)	70	70	70
Number of petitions received electronically	13,486	14,000	12,000
Percentage of petitions received electronically	73	70	75
Percentage of petitions that went to hearing	44	20	35
Number of hearings rescheduled	7,922	5,000	3,500
External customer satisfaction rating	4.53	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 and FASD Administration Divisions. The VAB budget includes one half of the funding associated with the RTT position and 15% of the FASD Administration position.
- ❖ Two performance measure targets (Percentage of petitions that went to hearing and Number of hearings rescheduled) are adjusted to account for changes in the state law regarding the number of allowed reschedules of VAB hearings.

APPROPRIATIONS

	FY15 Actual	FY16 Budget	FY17 Budget
Total Dollars	\$1,117,871	\$1,324,090	\$1,329,150
Total Positions	10	10	10



SECTION SUMMARY

	FY15 Actual	FY16 Budget	FY17 Budget
Accounting	\$3,189,817	\$3,279,490	\$3,405,270
Total	\$3,189,817	\$3,279,490	\$3,405,270

REVENUES

	FY15 Actual	FY16 Budget	FY17 Budget
Miscellaneous Revenue	\$347,697	\$15,000	\$15,000
Charges For Services	\$360	\$0	\$0
Total	\$348,057	\$15,000	\$15,000

APPROPRIATIONS

	FY15 Actual	FY16 Budget	FY17 Budget
Personal Services	\$3,067,801	\$3,177,100	\$3,303,910
Operating Expenses	\$122,016	\$102,390	\$101,360
Total	\$3,189,817	\$3,279,490	\$3,405,270
Total Positions	40	41	42

BUDGET VARIANCES

104,350	Normal Increases/Decreases
105,380	Personal Services
(1,030)	Operating Expense
BUDGET SUPPLEMENTS	
21,430	Net increase in personal services related to the addition of an Accounting Specialist position and the downclass of a higher-level position to assist with the centralization of county agency invoice processing.
125,780	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

	FY15 Actual	FY16 Budget	FY17 Projected
Receipt of GFOA Certificate of Excellence in financial reporting	Yes	Yes	Yes
Percent of time all financial reporting deadlines are met	95	95	95
Number of invoices processed	92,686	78,000	78,000
Number of credit card transactions	62,002	57,000	57,000
Number of paychecks and direct deposits per fiscal year	148,773	153,000	153,000
Cost per check/direct deposit	3.14	3.30	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	37	25	25
External customer satisfaction rating	4.35	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; 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.

HIGHLIGHTS:

- ❖ In FY17 an Accounting Specialist position is added and a higher-level position is downclassified to assist with the new centralized invoice processing procedures.

APPROPRIATIONS

	FY15 Actual	FY16 Budget	FY17 Budget
Total Dollars	\$3,189,817	\$3,279,490	\$3,405,270
Total Positions	40	41	42

Division

Enterprise Technology Services

SECTION SUMMARY

	FY15 Actual	FY16 Budget	FY17 Budget
Application Services	\$6,059,957	\$5,770,570	\$6,045,940
Customer Program Office	\$3,363,829	\$4,375,690	\$4,294,120
Infrastructure Services	\$7,143,625	\$6,677,180	\$6,850,590
Total	\$16,567,411	\$16,823,440	\$17,190,650

REVENUES

	FY15 Actual	FY16 Budget	FY17 Budget
Reimbursement-Other Government Agencies	\$400,000	\$62,170	\$63,150
Reimbursements	\$570,962	\$480,430	\$302,530
Warranty Revenues	\$685	\$750	\$750
Total	\$971,647	\$543,350	\$366,430

APPROPRIATIONS

	FY15 Actual	FY16 Budget	FY17 Budget
Personal Services	\$15,260,142	\$15,548,480	\$15,840,640
Operating Expenses	\$1,307,269	\$1,274,960	\$1,350,010
Total	\$16,567,411	\$16,823,440	\$17,190,650
Total Positions	155	156	155

BUDGET VARIANCES

(160,590)	Decrease in personal services related to the transfer of two Port-dedicated positions to the Port Everglades operating budget.
377,160	Normal Increases
	377,110 Personal Services
	50 Operating Expense
BUDGET SUPPLEMENTS	
75,640	Increase in personal services related to the addition of a Systems Network Analyst to support the VoIP phone systems at the courthouse.
75,000	Increase in operating expenses to fund an independent third-party risk assessment and audit of countywide HIPAA policies, as required every five years.
367,210	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

	FY15 Actual	FY16 Budget	FY17 Projected
Number of critical systems monitored	N/A	60	60
Number of project reviews or audits	N/A	25	25
Percent of project timesheets that are less than 15% late	N/A	75	75
Number of high and medium security vulnerabilities fixed	487	390	390
Number of IT Security compliance audits/scans completed	214	150	150
Percent of SPAM emails blocked	97	95	95
Number of people who received IT security awareness training	5,198	2,000	2,000
Percentage of technical training completed online	42	25	35
Cost per student for in-house instructor led IT training	42.24	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:

- ❖ Two positions are transferred to Port Everglades as they are security-related positions dedicated solely to Port operations. ETS reimbursement revenue from the Port is reduced to reflect this change.
- ❖ One position was transferred in FY16 to Application Services to meet organizational needs.

APPROPRIATIONS

	FY15 Actual	FY16 Budget	FY17 Budget
Total Dollars	\$3,363,829	\$4,375,690	\$4,294,120
Total Positions	33	41	38

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

	FY15 Actual	FY16 Budget	FY17 Projected
Number of application code reviews	8	6	6
Number of application services tickets resolved on time	2,206	2,000	2,000
Percent of application development tickets past due	15	15	15
Average cost per application development ticket	52.58	75.00	75.00
Number of Project Reviews	14	6	6
Percent of projects with approved business cases and/or Project Charters	97	90	90
Number of new/enhanced mobile friendly applications delivered	9	6	6
Customer satisfaction rating	N/A	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:

- ❖ One position was transferred in FY16 from the Customer Program Office to meet organizational needs.

APPROPRIATIONS

	FY15 Actual	FY16 Budget	FY17 Budget
Total Dollars	\$6,059,957	\$5,770,570	\$6,045,940
Total Positions	58	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

	FY15 Actual	FY16 Budget	FY17 Projected
Number of requests received by the ETS Service Desk	74,456	68,000	68,000
Percentage of Service Desk calls answered in less than one minute	93	99	99
Percentage of requests resolved on first contact by ETS Service Desk personnel	25	60	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	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:

- ❖ A Systems Network Analyst position is added for FY17 to support VoIP phone systems at the Main Courthouse. The position costs are offset by a \$222,000 reduction in contracted support, reflected in the FY17 ETS Assigned Costs budget.

APPROPRIATIONS

	FY15 Actual	FY16 Budget	FY17 Budget
Total Dollars	\$7,143,625	\$6,677,180	\$6,850,590
Total Positions	64	60	61

Division

Enterprise Technology Services/Assigned Costs

SECTION SUMMARY

	FY15 Actual	FY16 Budget	FY17 Budget
Enterprise Technology Services/Assigned Costs	\$7,261,370	\$7,440,270	\$5,620,860
Total	\$7,261,370	\$7,440,270	\$5,620,860

APPROPRIATIONS

	FY15 Actual	FY16 Budget	FY17 Budget
Operating Expenses	\$7,261,370	\$7,440,270	\$5,620,860
Total	\$7,261,370	\$7,440,270	\$5,620,860

BUDGET VARIANCES

(2,125,550)	Decrease in operating expenses for software support (\$2,079,200) and hardware support (\$46,350) by moving agency-specific costs to the respective general fund agencies.	
(442,260)	Decrease in operating expenses related to the elimination of software support for now obsolete financial and procurement systems.	
(222,000)	Decrease in operating expenses related to the elimination of the maintenance contract for legacy phone systems at the Main Courthouse. The maintenance of VoIP phone systems will now be performed by ETS staff with the addition of a position in FY17.	
42,000	Increase in operating expenses related to the first year of required software support for the Vulnerability Scanner and Endpoint Protection IT Capital projects approved in prior fiscal years.	
639,290	Increase in software support related to the first year support costs of new ERP financial and procurement systems.	
289,110	Normal Increases	
	289,110	Operating Expense
(1,819,410)	TOTAL DECREASE	

Division

Human Resources/General Fund

SECTION SUMMARY

	FY15 Actual	FY16 Budget	FY17 Budget
Human Resources/Learning and Organizational Development	\$739,134	\$824,320	\$1,246,520
Human Resources/General Services	\$2,001,897	\$2,143,970	\$2,280,520
Total	\$2,741,031	\$2,968,290	\$3,527,040

REVENUES

	FY15 Actual	FY16 Budget	FY17 Budget
Miscellaneous Revenues	\$404	\$0	\$0
Total	\$404	\$0	\$0

APPROPRIATIONS

	FY15 Actual	FY16 Budget	FY17 Budget
Personal Services	\$2,366,280	\$2,510,590	\$2,711,890
Operating Expenses	\$374,751	\$457,700	\$815,150
Total	\$2,741,031	\$2,968,290	\$3,527,040
Total Positions	28	29	30

BUDGET VARIANCES

55,000	Increase in operating expenses related to an expanded need for contracted education and employment verification services.
122,380	Normal Increases
119,930	Personal Services
2,450	Operating Expense
BUDGET SUPPLEMENTS	
81,370	Increase in personal services related to the addition of a Program/Project Coordinator position to oversee the countywide training course inventory.
300,000	Increase in operating expenses related to the reinstatement of the employee tuition reimbursement program (\$200,000) and expansion of contracted training (\$100,000) to support implementation of the Class & Pay study recommendations which encourage employees to pursue job-related education and certifications.
558,750	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

	FY15 Actual	FY16 Budget	FY17 Projected
Personnel transactions processed	4,096	3,800	4,500
Number of applications received countywide	N/A	40,000	40,000
Average number of working days from receipt of an approved requisition to offer acceptance	N/A	25	35
Total number of positions filled	N/A	800	850
First year of service turnover rate %	15	15	15
Formal position reviews	174	100	200
Ratio of HR FTE, per 100 Government FTEs	0.74	0.70	0.75

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.

APPROPRIATIONS

	FY15 Actual	FY16 Budget	FY17 Budget
Total Dollars	\$2,001,897	\$2,143,970	\$2,280,520
Total Positions	23	24	24

Section

Human Resources/Learning and Organizational Development

GOAL STATEMENT

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

PERFORMANCE MEASURES

	FY15 Actual	FY16 Budget	FY17 Projected
Number of HR-Sourced learning events delivered	555	400	400
Percentage of the workforce receiving training	15	15	15
Number of training hours per FTE	0.95	1.00	1.00
Percentage of training classes relevant to the employee's job responsibilities	92.5	95.0	95.0
Total learning hours received by County employees per Learning and Organizational Development staff member	5,697	4,700	1,480

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:

- ❖ A Program/Project Coordinator position is added in FY17 to collaborate with county agencies to create an inventory of training and education courses to promote employee advancement and aid in succession planning.
- ❖ The FY17 budget includes funding for reinstating the tuition reimbursement program. Contracted training services are expanded in FY17 to support implementation of the Class & Pay study recommendations which encourage employees to pursue job-related education and certifications.
- ❖ A comprehensive employee training plan is under development. Performance measures will be adjusted once the plan is complete.

APPROPRIATIONS

	FY15 Actual	FY16 Budget	FY17 Budget
Total Dollars	\$739,134	\$824,320	\$1,246,520
Total Positions	5	5	6

Division

Human Resources - Employee Benefits Fund

SECTION SUMMARY

	FY15 Actual	FY16 Budget	FY17 Budget
Employee Assistance Program	\$303,790	\$352,800	\$365,720
Employee Benefit Services	\$61,240,784	\$69,921,480	\$69,129,710
Employee Benefits Administration	\$1,434,366	\$1,400,720	\$1,480,020
Total	\$62,978,940	\$71,675,000	\$70,975,450

REVENUES

	FY15 Actual	FY16 Budget	FY17 Budget
Miscellaneous Revenue	\$2,571,539	\$150,000	\$150,000
Charges For Services	\$65,011,572	\$57,187,500	\$54,918,950
Less 5%	\$0	(\$12,500)	(\$13,500)
Fund Balance	\$13,514,870	\$14,250,000	\$15,800,000
Interest Earnings	\$125,533	\$100,000	\$120,000
Total	\$81,223,514	\$71,675,000	\$70,975,450

APPROPRIATIONS

	FY15 Actual	FY16 Budget	FY17 Budget
Personal Services	\$1,181,018	\$1,269,480	\$1,432,010
Operating Expenses	\$61,796,152	\$56,153,600	\$54,604,918
Capital Outlay	\$1,770	\$1,920	\$1,920
Reserves	\$0	\$14,250,000	\$14,936,602
Total	\$62,978,940	\$71,675,000	\$70,975,450
Total Positions	16	16	18

BUDGET VARIANCES

(2,341,770)	Net decrease in operating expenses related to shifts in employee plan election.
686,602	Increase in reserves for future claims due to an increase in projected fund balance.
715,080	Increase in operating expenses to allocate flexible spending account forfeitures to support FY17 health benefit costs.
12,218	Normal Increases/Decreases
	14,210 Personal Services
	(1,992) Operating Expense
BUDGET SUPPLEMENTS	
80,000	Increase in operating expenses to fund external audit services required to ensure claims are processed accurately by health and pharmacy providers.
148,320	Increase in personal services for two positions to increase member advocacy.
(699,550)	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

	FY15 Actual	FY16 Budget	FY17 Projected
Number of employee office visits	536	400	475
Current active cases/month	142	115	150
Percentage of clients that follow through with a referral	82	80	80
Percentage of cases resolved without obtaining a referral	46	50	50
Number of phone calls requesting new services	725	500	600
Number of organizational interventions	33	25	20
Number of management consultations	52	50	50
Number of training classes	106	100	75
Training evaluation rating	4.77	4.50	4.50
Internal customer satisfaction rating	4.89	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

	FY15 Actual	FY16 Budget	FY17 Budget
Total Dollars	\$303,790	\$352,800	\$365,720
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

	FY15 Actual	FY16 Budget	FY17 Projected
Employee satisfaction rating for health/dental/vision plans	77	80	80
New hire satisfaction rating for benefits orientation program	91	85	85
Average number of clients per program	28	35	30
Benefit plan assistance contacts (walk-in, phone, mail, email, fax) per 100 benefit-eligible employees (active, COBRA and retirees)	98	75	80
Number of wellness programs/seminars offered	896	850	850
Number of unique employees participating in a health, wellness or lifestyle program or seminar per 100 benefit-eligible employees	34	40	40
Internal customer satisfaction rating	3.80	4.00	4.00

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.

HIGHLIGHTS:

- ❖ In FY17, two new positions are added to increase member advocacy.

APPROPRIATIONS

	FY15 Actual	FY16 Budget	FY17 Budget
Total Dollars	\$1,434,366	\$1,400,720	\$1,480,020
Total Positions	12	12	14

Section

Employee Benefit Services

PROGRAM DESCRIPTION:

This program represents 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.

APPROPRIATIONS

	FY15 Actual	FY16 Budget	FY17 Budget
Total Dollars	\$61,240,784	\$69,921,480	\$69,129,710

Division

Purchasing

SECTION SUMMARY

	FY15 Actual	FY16 Budget	FY17 Budget
Purchasing Administration	\$4,639,147	\$4,778,360	\$4,970,250
Total	\$4,639,147	\$4,778,360	\$4,970,250

REVENUES

	FY15 Actual	FY16 Budget	FY17 Budget
Bid Protest Fee	\$130,846	\$21,400	\$21,400
Miscellaneous Service Revenues	\$19	\$0	\$0
Records Search, Copies, & Certifications	\$498	\$0	\$0
Credit Card Rebate	\$435,401	\$350,000	\$350,000
Insurance Proceeds	\$6,729	\$0	\$0
Reimbursements	\$122,480	\$107,160	\$0
Sale Of Surplus Equipment	\$52,963	\$60,000	\$60,000
Total	\$748,936	\$538,560	\$431,400

APPROPRIATIONS

	FY15 Actual	FY16 Budget	FY17 Budget
Personal Services	\$4,477,780	\$4,561,250	\$4,678,180
Operating Expenses	\$151,032	\$198,620	\$273,580
Capital Outlay	\$10,335	\$18,490	\$18,490
Total	\$4,639,147	\$4,778,360	\$4,970,250
Total Positions	51	51	51

BUDGET VARIANCES

75,000	Increase in operating expenses related to the reassigning of division-specific software support costs from ETS Assigned Costs to respective agency budgets.
(1,040)	Decrease in general liability based on experience ratings.
117,930	Normal Increases
	116,930 Personal Services
	1,000 Operating Expense
191,890	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

	FY15 Actual	FY16 Budget	FY17 Projected
Total central procurement activities	1,889	2,100	2,100
Total central procurement activities per professional position	46	50	50
Cost per central procurement activity	2,495	2,530	2,530
Average number of days to process construction bids within the Board's award authority	82	175	175
Average number of days to process construction bids within the Director of Purchasing Division's award authority	65	125	125
Average number of days to process commodities & general services bids within the Board's award authority	96	150	150
Average number of days to process commodities & general services bids within the Director of Purchasing Division's award authority	62	100	100
Average number of days to award RLI/RFPs within the Board's award authority	250	255	255
Average number of days to award RLI/RFPs within Director of Purchasing Division's award authority	118	150	150
Average number of days to award informal quotations and qualified vendor list (QVL) procurements	44	75	75
Average number of days to award sole source, emergency, or after-the-fact procurement	35	60	60
Average number of days to award work authorization, amendments, or change orders	8	25	25
Training events delivered (internal County events and public outreach events)	46	50	50
Dollar value of goods sold as surplus (auction or sale)	784,337	800,000	800,000
Internal customer satisfaction rating	4.23	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.

APPROPRIATIONS

	FY15 Actual	FY16 Budget	FY17 Budget
Total Dollars	\$4,639,147	\$4,778,360	\$4,970,250
Total Positions	51	51	51

Division

Records, Taxes and Treasury

SECTION SUMMARY

	FY15 Actual	FY16 Budget	FY17 Budget
Auto Tags	\$4,320,018	\$4,321,920	\$4,378,930
County Records	\$3,710,581	\$3,885,090	\$4,093,510
Operations/Treasury	\$2,534,864	\$2,475,770	\$2,764,820
Taxes, Licenses, Enforcement and Personal Property	\$2,764,007	\$2,922,270	\$3,764,830
Tourist Development Tax	\$393,709	\$422,720	\$456,630
Total	\$13,723,179	\$14,027,770	\$15,458,720

REVENUES

	FY15 Actual	FY16 Budget	FY17 Budget
Miscellaneous Revenue	\$587,372	\$589,720	\$623,630
Charges For Services	\$27,055,288	\$26,561,100	\$26,972,600
Licenses And Permits	\$350	\$1,000	\$1,000
Total	\$27,643,010	\$27,151,820	\$27,597,230

APPROPRIATIONS

	FY15 Actual	FY16 Budget	FY17 Budget
Personal Services	\$11,151,576	\$11,658,460	\$12,343,300
Operating Expenses	\$2,570,318	\$2,350,980	\$3,097,090
Capital Outlay	\$1,285	\$18,330	\$18,330
Total	\$13,723,179	\$14,027,770	\$15,458,720
Total Positions	205	206	206

BUDGET VARIANCES

680,800	Increase in operating expenses related to the reassigning of division-specific software support costs from ETS Assigned Costs to respective agency budgets.
52,140	Increase in operating expenses for postage due to increased volume in Auto Tags and Taxes, Licenses, Enforcement, and Personal Property sections.
55,810	Increase in personal services due to reduction in the positions shared with VAB.
642,200	Normal Increases
629,030	Personal Services
13,170	Operating Expense
1,430,950	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

	FY15 Actual	FY16 Budget	FY17 Projected
Number of boxes handled per employee per day	23	30	28
Number of records dispositions processed	37	35	35
Number of records transmittals processed	105	115	110
Average time spent per record disposition (hours)	24	90	80
Average time spent per record transmittal (hours)	12	20	20
Average time spent per record retrieval (minutes)	24	12	14
Average time spent per record shelving (minutes)	4	10	10
Number of records management search/research requests per staff member per day	2.7	3.0	3.0
Number of Summary Minutes produced	24	25	25
Total documents recorded	699,842	735,000	700,000
Average number of documents recorded per FTE in the Recording section per day	51	50	50
Number of Verbatim Minutes produced	77	90	90
Average number of days from meeting to minutes completion	12	10	12
Number of customers served (Official records research assistance)	27,443	30,000	28,000
Number of Public Records / research requests per staff member in this function per day	1.80	2.80	2.50
Percentage of total documents recorded electronically	65	60	70
Average number of calendar days between receipt and recordation of documents	2.0	3.5	2.5
County Records external customer satisfaction rating	4.50	4.50	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. Document Control is responsible for archiving the official minutes of the Commission Meetings and Workshops. Staff replies to all search requests for these public records made by the public and other county agencies. Real Time Reporters record meetings and prepare minutes of Commission Meetings, Workshops and Advisory Boards. The Records Center warehouses and arranges for disposition of Broward County and some Constitutional Officer records, pursuant to State of Florida archiving rules and retention schedules.

HIGHLIGHTS:

- ❖ A full-time position was transferred from Auto Tags in FY16 to meet operational demands.

APPROPRIATIONS

	FY15 Actual	FY16 Budget	FY17 Budget
Total Dollars	\$3,710,581	\$3,885,090	\$4,093,510
Total Positions	74	72	73

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

	FY15 Actual	FY16 Budget	FY17 Projected
Cash receipts monitored (in billions)	4.90	4.90	4.90
Bank reconciliations performed per employee	420	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

	FY15 Actual	FY16 Budget	FY17 Budget
Total Dollars	\$2,534,864	\$2,475,770	\$2,764,820
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

	FY15 Actual	FY16 Budget	FY17 Projected
Total revenue collected (in millions)	58.2	59.9	64.4
Total number of tax transactions processed per tax tag clerk	7,553	7,400	7,840
Expense as a percent of collections	0.66	0.80	0.80
External customer satisfaction rating	4.80	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

	FY15 Actual	FY16 Budget	FY17 Budget
Total Dollars	\$393,709	\$422,720	\$456,630
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

	FY15 Actual	FY16 Budget	FY17 Projected
Total transactions completed	2,464,039	2,463,823	2,533,800
Transactions per employee	44,800	43,918	46,070
Percentage of e-commerce transactions to total transactions processed	19.4	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:

- ❖ A full-time position was transferred to County Records in FY16 to meet operational demands.

APPROPRIATIONS

	FY15 Actual	FY16 Budget	FY17 Budget
Total Dollars	\$4,320,018	\$4,321,920	\$4,378,930
Total Positions	54	56	55

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

	FY15 Actual	FY16 Budget	FY17 Projected
Local business tax revenues	4,046,936	3,500,000	4,000,000
Local business tax customers	84,067	80,000	85,000
Number of current tax bills processed in office	188,895	150,000	150,000
Number of tax deeds applications brought to auction	1,271	1,200	1,200
Cost to process Ad Valorem tax revenue per parcel (\$)	2.94	2.00	3.00
Overall delinquency collected for past seven tax rolls versus delinquency stated on April 1st of past seven tax rolls	96	97	97
Enforcement actions against delinquent tangible personal property or business tax receipts accounts	2,261	1,200	2,000
External customer satisfaction rating	4.89	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.

APPROPRIATIONS

	FY15 Actual	FY16 Budget	FY17 Budget
Total Dollars	\$2,764,007	\$2,922,270	\$3,764,830
Total Positions	41	42	42

Division

Public Records Modernization Trust Fund

SECTION SUMMARY

	FY15 Actual	FY16 Budget	FY17 Budget
Public Records Modernization Trust	\$749,775	\$1,144,150	\$1,141,770
Total	\$749,775	\$1,144,150	\$1,141,770

REVENUES

	FY15 Actual	FY16 Budget	FY17 Budget
Charges For Services	\$700,996	\$750,000	\$770,000
Miscellaneous Revenue	\$14,800	\$0	\$0
Less 5%	\$0	(\$37,850)	(\$38,780)
Fund Balance	\$565,000	\$425,000	\$405,000
Interest Earnings	\$6,044	\$7,000	\$5,550
Total	\$1,286,840	\$1,144,150	\$1,141,770

APPROPRIATIONS

	FY15 Actual	FY16 Budget	FY17 Budget
Operating Expenses	\$698,595	\$836,000	\$809,530
Capital Outlay	\$51,180	\$50,000	\$30,000
Reserves	\$0	\$258,150	\$302,240
Total	\$749,775	\$1,144,150	\$1,141,770

BUDGET VARIANCES

(20,000)	Decrease in capital outlay related to decrease in the cost of projected hardware replacement.
44,090	Increase in reserves related to an increase in collected PRMTF fees and reduced costs.
(26,470)	Normal Decreases
	(26,470) Operating Expense
(2,380)	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

	FY15 Actual	FY16 Budget	FY17 Budget
Total Dollars	\$749,775	\$1,144,150	\$1,141,770

Division

Risk Management/Operating Fund

SECTION SUMMARY

	FY15 Actual	FY16 Budget	FY17 Budget
Risk Management Administration	\$1,747,190	\$1,536,670	\$1,613,570
Risk Management Liability	\$3,429,612	\$3,985,430	\$4,115,940
Risk Management Purchased Insurance	\$19,701,266	\$20,111,530	\$19,487,550
Risk Management Safety and Occupational Health	\$1,357,999	\$1,829,130	\$1,781,720
Risk Management Workers' Compensation	\$8,019,365	\$30,094,710	\$34,971,170
Total	\$34,255,432	\$57,557,470	\$61,969,950

REVENUES

	FY15 Actual	FY16 Budget	FY17 Budget
Miscellaneous Revenue	\$241,524	\$95,500	\$95,500
Charges For Services	\$32,674,021	\$34,755,500	\$35,213,760
Less 5%	\$0	(\$18,530)	(\$22,700)
Fund Balance	\$25,814,632	\$22,500,000	\$26,400,000
Interest Earnings	\$243,714	\$225,000	\$283,390
Total	\$58,973,891	\$57,557,470	\$61,969,950

APPROPRIATIONS

	FY15 Actual	FY16 Budget	FY17 Budget
Personal Services	\$3,082,603	\$3,223,090	\$3,322,830
Operating Expenses	\$31,170,555	\$32,695,510	\$32,247,120
Capital Outlay	\$2,274	\$33,300	\$0
Reserves	\$0	\$21,605,570	\$26,400,000
Total	\$34,255,432	\$57,557,470	\$61,969,950
Total Positions	38	38	38

BUDGET VARIANCES

(666,130)	Decrease in operating expenses as a result of the decrease in projected property insurance premiums in FY16.
(129,180)	Decrease in operating expenses related to a reduction in actuarial estimates for malpractice and general liability insurance.
201,010	Increase in operating expenses related to an increase in actuarial estimates for auto and transit liability insurance.
79,120	Net increase in operating expenses related to an increase in workers' compensation self-insurance and related costs.
(33,300)	Decrease in capital outlay related to the one-time nature of the expense.
4,794,430	Increase in worker's compensation reserves for future self-insurance claims.
166,530	Normal Increases
	99,740 Personal Services
	66,790 Operating Expense
4,412,480	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

	FY15 Actual	FY16 Budget	FY17 Projected
Internal customer satisfaction rating	4.87	4.50	4.70

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 Safety & Occupational Health section to meet operational demands.

APPROPRIATIONS

	FY15 Actual	FY16 Budget	FY17 Budget
Total Dollars	\$1,747,190	\$1,536,670	\$1,613,570
Total Positions	12	13	14

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

	FY15 Actual	FY16 Budget	FY17 Projected
"Best practices" adherence rating for adjusters	N/A	90	90
Percent of prescription dollars disbursed through preferred provider	N/A	85	85
Workers' compensation self-insurance costs per employee (dollars)	755	1,251	1,350
Number of workers' compensation claims per 100 employees	6.3	5.5	5.3
Workers' compensation claims closed as a percentage of claims opened annually	100	105	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
New workers' compensation (WC) claims processed and administered	481	420	400
Average number of workers' compensation claims closed per claim adjuster annually	120	140	135
Workers' compensation internal customer satisfaction rating	4.58	4.70	4.70

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.

APPROPRIATIONS

	FY15 Actual	FY16 Budget	FY17 Budget
Total Dollars	\$8,019,365	\$30,094,710	\$34,971,170
Total Positions	9	8	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

	FY15 Actual	FY16 Budget	FY17 Budget
Total Dollars	\$19,701,266	\$20,111,530	\$19,487,550

Section

Risk Management Liability

GOAL STATEMENT

To resolve investigated claims in an 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

	FY15 Actual	FY16 Budget	FY17 Projected
Liability self-insurance costs per capita	1.33	1.70	1.70
Number of general liability claims per 10,000 County population	0.66	0.57	0.57
Average number of liability claims closed per claim adjuster annually	118	110	110
New general liability (GL) claims processed and administered	120	105	110
New auto liability (AL) claims processed and administered	37	35	33
New Mass Transit (MT) claims processed and administered	230	275	250
General liability claims closed as a percentage of claims opened annually	120	100	100
Automobile liability claims closed as a percentage of claims opened annually	92	100	100
Mass Transit claims closed as a percentage of claims opened annually	127	100	100
Percentage of costs recovered for repair/replacement of County owned assets	77	80	80
Internal customer satisfaction rating	4.58	4.25	4.50

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

	FY15 Actual	FY16 Budget	FY17 Budget
Total Dollars	\$3,429,612	\$3,985,430	\$4,115,940
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

	FY15 Actual	FY16 Budget	FY17 Projected
Number of safety activities conducted (site visits, assessments, audits, inspections)	1,895	2,150	1,800
Number of occupational health activities conducted (site visits, assessments, audits, inspections)	330	280	280
Number of training sessions provided	406	395	300
Average daily number of driver's license reviews for authorized drivers	6,961	7,000	7,000
Number of criminal background checks completed	7,603	9,000	9,000
Number of post employment-offer physicals provided	1,119	900	900
Number of medical surveillance tests provided	918	1,100	1,100
Number of Safety and Occupational Health recommendations implemented by County agencies	N/A	N/A	160
Internal customer satisfaction rating	4.74	4.50	4.70

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:

- ❖ One position is transferred to the Administration section to meet operational demands.

APPROPRIATIONS

	FY15 Actual	FY16 Budget	FY17 Budget
Total Dollars	\$1,357,999	\$1,829,130	\$1,781,720
Total Positions	12	12	11

Division

Risk Management/Owner Controlled Insurance Program

SECTION SUMMARY

	FY15 Actual	FY16 Budget	FY17 Budget
Owner Controlled Insurance Program	\$4,228,532	\$2,638,950	\$3,415,500
Total	\$4,228,532	\$2,638,950	\$3,415,500

REVENUES

	FY15 Actual	FY16 Budget	FY17 Budget
Builder's Risk-OCIP Revenue	\$609,489	\$600,000	\$800,000
OCIP - Admin Fees	\$911,667	\$1,026,150	\$1,400,000
OCIP Ins Program (Premium-Agent/Broker Fees)	\$2,707,376	\$766,800	\$890,000
Less 5%	\$0	(\$2,000)	(\$2,500)
Fund Balance Forward	\$180,144	\$208,000	\$278,000
Interest Earnings	\$60,112	\$40,000	\$50,000
Total	\$4,468,788	\$2,638,950	\$3,415,500

APPROPRIATIONS

	FY15 Actual	FY16 Budget	FY17 Budget
Operating Expenses	\$4,228,532	\$2,392,950	\$3,090,000
Reserves	\$0	\$246,000	\$325,500
Total	\$4,228,532	\$2,638,950	\$3,415,500

BUDGET VARIANCES

697,050	Increase in Owner Controlled Insurance Program premiums, which are funded in budgeted capital projects. Increase is related to a change in expected level of capital project activity in FY17.
79,500	Increase in reserves due to the extension of the Owner Controlled Insurance Program.
776,550	TOTAL INCREASE

Section

Owner Controlled Insurance Program

PROGRAM DESCRIPTION:

The Owner Controlled Insurance Program (OCIP) purchases all insurance required for certain 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 managed insurance and oversight for each construction project. Premium costs are included in capital project budgets.

APPROPRIATIONS

	FY15 Actual	FY16 Budget	FY17 Budget
Total Dollars	\$4,228,532	\$2,638,950	\$3,415,500

Division

BSO Self Insurance

SECTION SUMMARY

	FY15 Actual	FY16 Budget	FY17 Budget
BSO Self Insurance Fund	\$3,644,515	\$23,268,750	\$24,816,390
Total	\$3,644,515	\$23,268,750	\$24,816,390

REVENUES

	FY15 Actual	FY16 Budget	FY17 Budget
Premium-BSO Self Insurance	\$4,243,100	\$4,000,000	\$4,441,890
Refund of Prior Year Expenditure	\$1,100	\$0	\$0
Less 5%	\$0	(\$6,250)	(\$7,500)
Fund Balance Forward	\$19,461,617	\$19,150,000	\$20,232,000
Interest Earnings	\$154,339	\$125,000	\$150,000
Total	\$23,860,156	\$23,268,750	\$24,816,390

APPROPRIATIONS

	FY15 Actual	FY16 Budget	FY17 Budget
Operating Expenses	\$3,644,515	\$4,000,000	\$4,441,890
Reserves	\$0	\$19,268,750	\$20,374,500
Total	\$3,644,515	\$23,268,750	\$24,816,390

BUDGET VARIANCES

441,890	Increase in operating expenses due to actuarial forecast of expected FY17 loss payments for all claims.
1,105,750	Increase in reserves for future claims due to increased fund balance.
1,547,640	TOTAL INCREASE

Division

BSO Workers' Compensation

SECTION SUMMARY

	FY15 Actual	FY16 Revised	FY17 Budget
BSO Workers' Compensation	\$12,291,119	\$52,623,950	\$51,640,500
Total	\$12,291,119	\$52,623,950	\$51,640,500

REVENUES

	FY15 Actual	FY16 Revised	FY17 Budget
Premium-W/C Self Insurance	\$14,328,201	\$0	\$0
Other Fines/Forfeits	\$0	(\$19,000)	\$0
Less 5%	\$0	\$0	(\$22,500)
Fund Balance Forward	\$50,662,877	\$52,262,950	\$51,213,000
Interest Earnings	\$413,173	\$380,000	\$450,000
Total	\$65,404,251	\$52,623,950	\$51,640,500

APPROPRIATIONS

	FY15 Actual	FY16 Revised	FY17 Budget
Personal Services	\$384,884	\$0	\$0
Operating Expenses	\$11,906,235	\$0	\$0
Transfers	\$0	\$1,500,000	\$0
Reserves	\$0	\$51,123,950	\$51,640,500
Total	\$12,291,119	\$52,623,950	\$51,640,500

BUDGET VARIANCES

516,550	Increase in reserves set aside for long-term liabilities of BSO's self-insurance workers' compensation program based on projected expenses.
(1,500,000)	Decrease in transfers related to the one-time nature of the expense.
(983,450)	TOTAL DECREASE

Division
Telephone Fund

SECTION SUMMARY

	FY15 Actual	FY16 Revised	FY17 Budget
Telephone Fund	\$0	\$0	\$832,310
Total	\$0	\$0	\$832,310

REVENUES

	FY15 Actual	FY16 Revised	FY17 Budget
Charges for Services	\$0	\$0	\$832,310
Total	\$0	\$0	\$832,310

APPROPRIATIONS

	FY15 Actual	FY16 Revised	FY17 Budget
Telephone Line Services	\$0	\$0	\$832,310
Total	\$0	\$0	\$832,310

BUDGET VARIANCES

832,310	Increase in telephone line services to charge telephone services centrally and distribute costs back to agencies.
832,310	TOTAL INCREASE

Division

Assigned Department Costs

SECTION SUMMARY

	FY15 Actual	FY16 Budget	FY17 Budget
Finance/Assigned Costs	\$7,032,959	\$7,479,410	\$7,053,040
Total	\$7,032,959	\$7,479,410	\$7,053,040

REVENUES

	FY15 Actual	FY16 Budget	FY17 Budget
Reimbursements	\$60,000	\$0	\$0
Refund of Prior Year Expenditure	\$15,195	\$0	\$0
Total	\$75,195	\$0	\$0

APPROPRIATIONS

	FY15 Actual	FY16 Budget	FY17 Budget
Personal Services	\$37,198	\$180,000	\$120,000
Operating Expenses	\$6,990,113	\$7,299,410	\$6,933,040
Capital Outlay	\$5,648	\$0	\$0
Total	\$7,032,959	\$7,479,410	\$7,053,040

BUDGET VARIANCES

(60,000)	Decrease in personal services dues to a continued reduced need for unemployment compensation.
(355,790)	Decrease in purchased insurance based on decreased premiums.
(25,000)	Decrease in operating expenses related to an anticipated decrease in bank fees based on historical trends.
14,420	Normal Increases
	14,420 Operating Expense
(426,370)	TOTAL DECREASE

Section

Finance/Assigned Costs**HIGHLIGHTS**

	FY15 Actual	FY16 Budget	FY17 Budget
Finance Administration			
Purchased Insurance	5,982,651	6,286,280	5,930,490
Financial Review Subscription Service	0	4,110	4,000
Arena Study			
Professional Services	168,663	0	0
Accounting			
Unemployment Compensation	37,198	180,000	120,000
Auditing Expenses	432,608	454,690	456,260
Cost Allocation Consultant	37,580	20,000	35,790
CAFR Online Maintenance	7,000	7,000	7,000
Grants Consultant	9,500	2,500	2,500
Records, Taxes and Treasury			
Internal Printing	28,553	40,000	40,000
Advertising	23,037	30,000	30,000
Contractual Services	122,608	160,000	160,000
Armored Car Services	100,735	125,000	125,000
Financial Services	41,965	42,000	42,000
Bank Service Charges	0	125,000	100,000
Human Resources			
Compensation and Pay Study	35,213	0	0
Advertising	0	2,830	0
Furniture	4,135	0	0
Computer Hardware	1,495	0	0

APPROPRIATIONS

	FY15 Actual	FY16 Budget	FY17 Budget
Total Dollars	\$7,032,959	\$7,479,410	\$7,053,040