

Board of County Commissioners

Karen Williams Seel, Chair  
Susan Latvala, Vice Chair  
Charlie Justice  
Janet C. Long  
John Morroni  
Norm Roche  
Kenneth T. Welch



Mark S. Woodard, Interim County Administrator  
James Bennett, County Attorney  
Ken Burke, Clerk of the Court and Comptroller

Pinellas County Board of County Commissioners  
315 Court Street, 5<sup>th</sup> Floor Assembly Room  
Clearwater, Florida 33756  
www.pinellascounty.org

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Budget Information Session

May 15, 2014

9:30 A.M.

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## AGENDA

### Constitutional Officers & Independent Agencies

1. [Tax Collector](#)
2. [Supervisor of Elections](#)
3. [Property Appraiser](#)
4. [Clerk of the Circuit Court](#)
6. [Pinellas Planning Council](#)
7. [Business Technology Services](#)

Order of items is subject to change. All times are approximate. Break may be taken.

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### *Citizen's Comments Will Follow Presentation(s)*

*Any person wishing to speak regarding a work session topic must have a blue card completed and given to the agenda staff at the staff table. The Chair will call the speakers, one by one, to the podium to be heard. Each speaker may speak up to three minutes. Persons who have been authorized to represent a group of five or more individuals, who are present, should each complete blue cards and limit their presentation to 10 minutes.*

## TAX COLLECTOR

The Tax Collector bills, collects and distributes all taxes for the County, Municipalities, Tourist Development Council, School Board, and taxing districts. The Tax Collector issues licenses and titles for cars, trucks, boats and mobile homes, issues fishing and hunting licenses, and issues Drivers Licenses. This budget reflects the funds associated with the Tax Collector fees related to the collection of the Countywide and Unincorporated area (MSTU) millage. In addition, in accordance with Florida Statute 192.091, the fees associated with the School Board and Municipalities are paid for by the County and are included in the appropriations shown below. The amount the Board must budget as fees and commissions for the Tax Collector is set by statutory formula. In general the formula calls for fees of 3% on taxes collected up to an assessed valuation of \$50 million, and 2% on the balance above \$50 million. The Tax Collector's total budget request is approved by the Florida Department of Revenue (not the Board of County Commissioners). Statutory fees and commissions shown below reflect those in the General Fund only. Those of other property tax levying funds (EMS, Fire Districts, etc.) are shown separately within their fund budgets. Statutory fees and commissions not expended by the Tax Collector are returned proportionately to the taxing authority.

### 0001 GENERAL FUND

Department Expenditures by Fund / Account		FY14 Revised Budget (a)	FY15 Request	FY15 Request vs.	
				FY14 Bud	%
0001	Statutory Fees and Commissions	16,192,540	16,666,540	474,000	2.9%
<b>Total General Fund Budget</b>		<b>16,192,540</b>	<b>16,666,540</b>	<b>474,000</b>	<b>2.9%</b>

Department Expenditures by Program		FTE by Program				
0001	Tax Collector Program	16,192,540	16,666,540	268.0	474,000	2.9%
	Total Estimated Excess Fees Returned to BCC	(7,188,450)	(7,205,212)		(16,762)	0.2%
<b>Total Net Expenditures</b>		<b>9,004,090</b>	<b>9,461,328</b>		<b>457,238</b>	<b>5.1%</b>

### Personnel Summary

Total FTE (Full-time equivalent positions)	268.0	268.0	0
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### Target Reconciliation

FY15 Net Budget Target	\$ 9,350,880
Target Variance	\$ 110,448 over

### TAX COLLECTOR TOTAL BUDGET

	<u>FY14 Budget</u>	<u>FY15 Request</u>
General Fund Ad Valorem Portion	16,192,540	16,666,540
Other BCC Funds Ad Valorem Portion	1,180,170	1,192,580
Fire Districts Ad Valorem Portion	316,330	319,980
County Non-Ad Valorem Portion	822,560	835,620
Total County Transfers to Tax Collector	18,511,600	19,014,720

(a) FY14 Revised Budget as of January 26, 2014





## SUPERVISOR OF ELECTIONS

The Supervisor of Elections conducts all Federal, State, County and Municipal elections. The Supervisor registers and maintains the records for all County voters and qualifies all candidates for County and Special District. The Supervisor recruits, trains and assigns all poll workers, locates and contracts with polling locations, surveys polling places and makes improvements to comply with ADA accessibility requirements, and purchases and maintains voting equipment and supplies. The Supervisor conducts voter registration and education for all senior high schools, colleges and citizens countywide. The Supervisor mails sample ballots to all registered voter households. Sample ballots, canvassing board meeting schedules and polling place changes are published in newspapers. The Supervisor maintains an internet website that provides information regarding voter registration, polling places, election dates, election results and candidates.

### 0001 GENERAL FUND

Department Revenues by Fund / Account		FY14 Revised	FY15	FY15 Request vs.	
		Budget (a)	Request	FY14 Bud	%
0001	General Fund Tax Support	5,113,660	5,679,068	565,408	11.1%
	FY14 General Fund Tax Support Non-recurring	1,642,410	-	(1,642,410)	-100.0%
	FY14 Budget Amendment #2 - Special Election	1,062,690	-	(1,062,690)	-100.0%
<b>Total Revenues &amp; Fund Balance</b>		<b>7,818,760</b>	<b>5,679,068</b>	<b>(2,139,692)</b>	<b>-27.4%</b>
<b>Department Expenditures by Program</b>		<b>FTE by Program</b>			
0001	Elections	6,280,779	4,040,028	35.0	(2,240,751) -35.7%
	Voter Registration	1,279,339	1,409,051		129,712 10.1%
	Voter Education	258,642	229,989		(28,653) -11.1%
<b>Total Expenditures</b>		<b>7,818,760</b>	<b>5,679,068</b>		<b>(2,139,692) -27.4%</b>
<b>Personnel Summary</b>					
Total FTE (Full-time equivalent positions)		<b>33.0</b>		<b>35.0</b>	<b>2.0</b>

#### Target Reconciliation

FY15 Base Budget Request Target	5,245,900
Target Variance	433,168 over

(a) FY14 Revised Budget as of January 26, 2014 includes \$1,642,410 in non-recurring expenditures for Electronic Poll Books and \$1,062,690 for Special Election. These non-recurring expenditures are excluded from the F15 Base Budget Request Target.



## PROPERTY APPRAISER

The Property Appraiser is responsible for placing a fair, equitable, and just value on all property in Pinellas County. While the Property Appraiser determines the value on over 434,000 parcels and 65,000 tangible personal property accounts, for the purpose of levying taxes, the Property Appraiser does not set tax rates. These tax rates are set by the Board of County Commissioners, by municipalities, by the School Board and other tax levying boards such as the Southwest Florida Water Management District and Pinellas Suncoast Transit Authority, etc. The Property Appraiser also administers any tax exemptions granted by statute such as widows and disabled exemptions and the \$50,000 Homestead Exemption. The amount noted reflects an estimate of the Property Appraiser Statutory commissions to be paid by the County. The Property Appraiser's total budget is approved by the State Department of Revenue (not the Board of County Commissioners). The commissions the Board must budget for the Property Appraiser is set by Florida Statute 192.091, which states the Property Appraiser's budget, as approved by the Department of Revenue, is basis for the Property Appraiser's billing for services rendered. The commissions associated with the School Board and Municipalities are paid for by the County and included in the appropriations shown below. Each taxing authority is billed a proportional amount based on its proportional share of total ad valorem taxes for the preceding year. The commissions shown below reflect those associated with General Fund ad valorem levies only. Those of other property tax levying funds (EMS, Fire Districts, etc.) are shown separately within their fund budgets. Statutory commissions not expended by the Property Appraiser at the end of each fiscal year are returned proportionately to the taxing authority.

### 0001 GENERAL FUND

Department Revenues by Fund / Account		FY14 Revised	FY15	FY15 Request vs.	
		Budget (a)	Request	FY14 Bud	%
0001	General Fund Tax Support	9,221,306	9,654,809	433,503	4.7%
<b>Total Revenues &amp; Fund Balance</b>		<b>9,221,306</b>	<b>9,654,809</b>	<b>433,503</b>	<b>4.7%</b>
Department Expenditures by Program		FTE by Program			
0001	Property Appraiser Program	9,221,306	9,654,809	123.0	433,503 4.7%
<b>Subtotal Expenditures</b>		<b>9,221,306</b>	<b>9,654,809</b>	<b>123.0</b>	<b>433,503 4.7%</b>
Personnel Summary					
Total FTE (Full-time equivalent positions)		<b>123.0</b>		<b>123.0</b>	<b>0.0 0.0%</b>

Target Reconciliation	
FY15 Budget Request Target	\$ 9,531,216
Target Variance	\$ 123,593 over

PROPERTY APPRAISER TOTAL BUDGET	FY14 Budget	FY15 Request
General Fund Portion	9,221,306	9,654,809
Other BCC Ad Valorem Portion	666,929	687,980
Other Taxing Authorities Portion	1,129,498	1,185,660
<b>Property Appraiser Total Budget</b>	<b>11,017,733</b>	<b>11,528,449</b>



(a) FY14 Revised Budget as of January 26, 2014

Pam Dubov, CFA, CAE  
Pinellas County  
Property Appraiser

2014 - 2015

Budget Presentation

# 2015 General Fund Budget Target (with current FRS Rates)

FY15 Budget Target: \$9,531,216

FY15 Property Appraiser

Request (Gen Fund): \$9,654,809

Amount **OVER** Target: **\$ (123,593)**

No FRS Rate Increase

**PROPERTY APPRAISER'S**

**SUMMARY OF THE 2014-15 BUDGET BY APPROPRIATION CATEGORY**

PINELLAS COUNTY

EXHIBIT A

APPROPRIATION CATEGORY	ACTUAL EXPENDITURES 2012-13	APPROVED BUDGET 2013-14	ACTUAL EXPENDITURES 3/31/2014	REQUEST 2014-15	(INCREASE/(DECREASE))		AMOUNT APPROVED 2014-15
					AMOUNT	%	
(1)	(2)	(3)	(4)	(5)	(6)	(6a)	(7)
PERSONNEL SERVICES (Sch. 1-1A)	9,263,019	10,019,066	4,953,397	10,489,667	470,601	4.70	0
OPERATING EXPENSES (Sch. II)	938,883	972,167	513,653	998,775	26,608	2.74	0
OPERATING CAPITAL OUTLAY (Sch. III)	50,998	25,500	20,215	40,000	14,500	56.86	0
NON-OPERATING (Sch. IV)		0		0	0	0.00	0
<b>TOTAL EXPENDITURES</b>	10,252,900	11,016,733	5,487,265	<b>11,528,442</b>	511,709	4.64	0
NUMBER OF POSITIONS	123	123		123	0	0.00	0

BOCC General Fund Target Request	9,531,216
BOCC Amount with Current Budget	9,654,809
Amount Over Target	(123,593)

## COMMISSIONS DUE FOR THE 2015 FISCAL YEAR

2013 TAXES LEVIED	<b>2015 REQUESTED BUDGET</b>	<b>11,528,442.00</b>
<b>1,220,256,258.68</b>	<b>Final</b>	

TAXING AUTHORITY	2013 TAXES LEVIED	% OF TOTAL LEVIED	BUDGETED TOTAL \$	QUARTERLY REQUISITION
Pinellas County Government	696,276,698.37	57.059675%	5,578,114.92	1,644,528.09
General Fund County	295,917,125.37	24.250408%	2,735,894.26	698,923.57
General Fund MSTU	29,743,189.25	2.437454%	291,000.51	79,250.13
<b>SUB TOTAL</b>	<b>1,021,937,012.99</b>	<b>83.747738%</b>	<b>8,654,909.39</b>	<b>2,413,702.36</b>

Emergency Medical Services	47,570,545.51	3.898406%	449,425.50	112,356.39
Library Services	4,963,791.18	0.406783%	46,895.71	11,723.93
Health Department	3,489,121.15	0.285933%	32,963.88	8,240.02
Feather Sound Community Services	120,066.79	0.009639%	1,134.34	283.69
Palm Harbor MSTU	815,700.66	0.066847%	7,706.38	1,926.60
Palm Harbor Recreation	815,700.65	0.066847%	7,706.38	1,926.60
<b>SUB TOTAL</b>	<b>57,774,920.94</b>	<b>4.734655%</b>	<b>545,831.99</b>	<b>136,458.02</b>

### FIRE DISTRICTS

Bellair Bluff	492,790.53	0.040284%	4,655.67	1,183.82
Clearwater	2,693,054.26	0.226096%	26,442.79	6,360.70
Dunedin	1,013,391.99	0.083047%	9,574.07	2,393.52
Gandy	107,345.17	0.008797%	1,014.15	253.54
High Point	1,762,058.51	0.144401%	16,647.15	4,161.79
Largo	1,814,201.49	0.148674%	17,136.72	4,284.94
Pinellas Park	761,218.22	0.064021%	7,380.60	1,845.15
Safety Harbor	178,853.12	0.014665%	1,690.67	422.67
Seminole	4,256,672.68	0.348998%	40,234.06	10,058.82
South Pasadena	97,594.82	0.007998%	922.03	230.51
Tarpon Springs	393,322.65	0.032233%	3,715.94	928.99
Tierra Verde	1,453,465.63	0.119112%	13,731.70	3,432.93
<b>SUB TOTAL</b>	<b>15,046,068.17</b>	<b>1.233025%</b>	<b>142,148.60</b>	<b>36,537.16</b>

<b>GRAND TOTAL B.C.C.</b>	1,094,758,007.10	89.715419%	10,342,780.98	<b>2,585,097.56</b>
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### OTHER TAXING AUTHORITIES

Clearwater Dwntrn Devl. Board	235,236.54	0.019278%	2,222.43	555.61
East Lake Tarpon Fire Dist.	4,572,605.97	0.374725%	43,189.96	10,799.99
Juvenile Welfare Board	50,362,015.06	4.126806%	475,967.02	118,996.75
Loalman Fire & Rescue	3,669,963.80	0.300754%	34,672.20	8,668.05
Palm Harbor Fire Dist.	6,526,578.10	0.534771%	61,600.78	15,412.68
Pinellas Park Wtr Mngt Dist	3,338,517.34	0.273591%	31,540.64	7,885.21
Pinellas Planning Council	867,467.36	0.072547%	8,478.66	2,119.72
Pinellas Suncoast Transit	34,458,263.01	2.823855%	325,540.44	81,386.61
Southwest Fla Wtr Mngt Dist	21,418,602.29	1.755254%	202,353.48	50,588.37
<b>GRAND TOTAL OTHERS</b>	<b>125,498,251.58</b>	<b>10.264582%</b>	<b>1,165,652.02</b>	<b>296,413.01</b>

<b>GRAND TOTAL FEES</b>	1,220,256,258.68	100%	11,528,442.00	<b>2,882,110.50</b>
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# Budget Challenges

- **Increase in Real Estate Sales**
  - **Inspections**
  - **Deeds Processing**
- **Aging Workforce**
  - **Training**
  - **Double encumbrances**
  - **Tangible Personal Property**

# Budget Challenges

- **Aging Vehicles**
- **Unplanned Flood Insurance Impacts**
- **Salary competitiveness**

# Budget Increases

- **Vehicle leases**
- **Temporary Employees & Interns**
- **Parcel Fabric Conversion (EGIS)**
- **Flood Insurance Related Projects**
  - Building footprint placement
  - Building elevation estimates
  - Customer Surveys

## CLERK OF THE CIRCUIT COURT

Pursuant to Revision 7 of Article V, the Clerk has three distinct functions - recording legal documents such as real estate transfers, performing statutorily mandated support for the court system and the legal community, and providing services to the Board of County Commissioners. The Clerk serves as Accountant and Clerk to the Board of County Commissioners, Custodian of county funds, Ex-Officio County Auditor and Clerk for the Water and Navigation Control Authority. Additionally, the Clerk provides printing services and mail services to County departments. The Clerk's varied court responsibilities are not reflected in the County budget, as they are a separate state budget responsibility, supported by fees. The recording function is also supported by fees, and if the revenues exceed expenditures the county receives excess fees from the Clerk.

### 0001 GENERAL FUND

Department Revenues by Fund / Account		FY14 Revised	FY15	FY15 Request vs.	
		Budget (a)	Request	FY14 Bud	%
0001	General Fund Tax Support	8,770,530	9,174,787	404,257	4.6%
	Court Revenues	681,600	678,420	(3,180)	-0.5%
	Fines and Forfeitures	66,500	70,200	3,700	5.6%
<b>Total Revenues &amp; Fund Balance</b>		<b>9,518,630</b>	<b>9,923,407</b>	<b>404,777</b>	<b>4.3%</b>
<b>Department Expenditures by Program</b>		<b>FTE by Program</b>			
0001	Clerk of the Circuit Court-Board Support Program	9,518,630	9,923,407	112.6	4.3%
<b>Subtotal Expenditures</b>		<b>9,518,630</b>	<b>9,923,407</b>	<b>112.6</b>	<b>4.3%</b>
<b>Personnel Summary</b>					
Total FTE (Full-time equivalent positions)		<b>110.6</b>	<b>112.6</b>	<b>112.6</b>	<b>2.0 1.8%</b>

<b>Target Reconciliation</b>	
FY15 Budget Request Target	\$ 9,824,510
Target Variance	\$ 98,897 over

CLERK OF THE CIRCUIT COURT TOTAL BUDGET	FY14 Budget	FY15 Request
General Fund Portion	\$ 9,518,630	\$ 9,923,407
<i>Not reflected in County budget:</i>		
Recording (Legal Documents pursuant to Revision 7)	\$ 5,825,350	TBD (b)
State Funded Budget	\$ 22,975,139	TBD (b)
State Regulated Trust Funds	\$ 7,074,184	TBD (b)
<b>Clerk of the Circuit Court Total Budget</b>	<b>\$ 45,393,303</b>	<b>\$ 9,923,407</b>



(a) FY14 Revised Budget as of January 26, 2014

(b) The FY15 totals for the non-Board funded budgets are currently in development. These functions do not impact General Fund support of the Clerk's board functions.

## PINELLAS PLANNING COUNCIL

The Pinellas Planning Council (PPC) is a dependent special district that acts as the advisory body to the Countywide Planning Authority. Chapter 88-464, Laws of Florida, states that the Board of County Commissioners has the right to review and adjust the PPC's approved budget and certify its millage. The PPC is not included in the County's budget. The PPC mission is to maintain and enhance a representative forum for countywide planning and provides for overall policy direction, plan consistency, interagency coordination and technical assistance in furtherance of a coherent, efficient and effective countywide planning process. The maximum millage rate that can be levied is 0.1666 mills. It is proposed that the PPC will merge with the Metropolitan Planning Organization in FY15.

Department Revenues by Fund / Account	FY14 Revised	FY15	FY15 Request vs.	
	Budget (a)	Request	FY14 Bud	%
Ad Valorem Taxes	854,060	890,980	36,920	4.3%
Interest Earnings & Local Assistance	1,500	17,500	16,000	1066.7%
Subtotal Pinellas Planning Council Revenue	855,560	908,480	52,920	6.2%
Beginning Fund Balance	335,525	402,395	66,870	19.9%
<b>Total Revenues &amp; Fund Balance</b>	<b>1,191,085</b>	<b>1,310,875</b>	<b>119,790</b>	<b>10.1%</b>
Millage Rate	0.0160	0.0160	0.0000	0.0%
<i>*FY15 ad valorem revenues are based on a 4.5% increase in taxable values</i>				
Department Expenditures by Program		FTE by Program		
Personal Services	693,000	674,000	7.8	(19,000) -2.7%
Operating Expenses	316,000	290,000		(26,000) -8.2%
Budgeted Contingency	100,900	96,400		(4,500) -4.5%
Subtotal - Expenditures	1,109,900	1,060,400		(49,500) -4.5%
Reserves **	81,185	250,475		169,290 208.5%
<b>Subtotal Expenditures</b>	<b>1,191,085</b>	<b>1,310,875</b>	<b>7.8</b>	<b>119,790 10.1%</b>
Personnel Summary				
Total FTE (Full-time equivalent positions)	7.8	7.8	7.8	0.0 0.0%

\*\* In FY2010 the PPC lowered its millage rate as part of a planned drawdown of \$1,081,630 in reserves. FY2013 was the fifth year of the drawdown. Ending Fund Balance at the end of FY2013 was \$547,205. The PPC millage rate was increased from 0.0125 in FY14 to the current rate. The FY2015 Ending Fund Balance including contingency is \$356,515.

Target Reconciliation	
FY15 Budget Request Target	Not Applicable
County support of the Pinellas Planning Council is funded by a separate property tax levy apart from the General Fund.	
FY15 Decision Package Request above target	Not Applicable



(a) FY14 Budget as Adopted

## PINELLAS PLANNING COUNCIL

## Proposed FY15 Work Program Allocation

<b>By Classification of Major Program Components</b>
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	<u>Dollar</u>	<u>Percent</u>	<u>FTE's</u>
<b><u>I. Land Use Plan and Local Assistance</u></b>	\$ 482,000	50.00%	3.00
Countywide Future Land Use Plan / Rules			
<b><u>II. Countywide Plan and Intergovernmental Coordination</u></b>	\$ 401,667	41.67%	2.50
Countywide Plan Coordination / Implementation			
<b><u>III. Council Operations</u></b>	\$ 80,333	8.33%	0.50
Plan Administration / Management			
	\$ 964,000 *	100%	6.00

\*does not include 10% of Budgeted Contingency

## PPC Budgeted Expenditures Compared with Tax Revenues



Budget figures do not include "budgeted contingency" of approximately 10% of expenditures  
2008 - 2014 based on adopted budgets  
2015 budget as proposed and tax revenues as estimated  
2016 preliminary estimates

Mayor David O. Archie, Chairman  
Councilmember Doreen Hock-DiPolito, Vice Chairman  
Mayor Joe Ayoub, Secretary  
Commissioner John Morroni, Treasurer  
Mayor Doug Bevis  
Commissioner Harriet K. Crozier  
Mayor Dave Eggers  
Mayor Sam Henderson  
Councilmember Jim Kennedy  
Vice Mayor Joanne "Cookie" Kennedy  
Vice Mayor Jerry A. Mullins  
School Board Member Peggy O'Shea  
Commissioner Marvin Shavlan

MEMORANDUM

Michael C. Crawford, AICP  
Interim Executive Director

**TO:** Office of Management and Budget  
Katherine Burbridge, Intergovernmental Liaison, Office of Management  
and Budget

**FROM:** Pinellas Planning Council  
Michael C. Crawford, Interim Executive Director 

**SUBJECT:** Transmittal of Pinellas Planning Council Preliminary FY 15 Budget  
Information for May Information Session

**DATE:** May 1, 2014

Please find the accompanying information to be used as background for our budget information session in May. As you know, this submission is preliminary and will continue to be reviewed with the Planning Council, ultimately to be approved in by them in July for consideration by the Board of County Commissioners in September.

Here is a summary of the items involved in the Council's FY15 budget:

- Overall, our revenues are up by \$54,380 (6.0%) from FY14, and our expenditures are down by \$45,000 (-4.5%) from FY14;
- Revenues from taxes are at 92% of expenditures, consistent with the Council's direction to utilize available fund balance to make up the difference, with the ultimate goal of having expenditures and revenues essentially equal;

- This budget, as well as previous year budgets, reflects reductions in expenditures as we have carried out the unification of the MPO and PPC. Previous estimates show approximately \$290,000 saved per year, or almost \$1.5 million dollars over a five year period; and
- The additional items associated with unification anticipated to impact our budget are being developed through discussions with the Metropolitan Planning Organization (MPO) Interim Executive Director and County staff.

## **MORE DETAIL ON OUR BUDGET**

The following will provide a summary of two main items: expected revenues and proposed expenditures.

### **FY15 Revenues**

The following revenues (rounded) are expected to be available:

- At 0.0160 mils our revenues from taxes are expected to be up \$38,380 (4.5%) for a total of \$890,980. This equates to approximately \$1.60 per average household in Pinellas County;
- We expect to have a total of approximately \$17,500 available from a combination of interest on our cash invested (i.e., \$2,500) and an increased amount of income from local assistance work (i.e., \$15,000) intended to start carrying out the provisions in the updated Countywide Plan; and
- Total revenues are expected to be \$908,480.

### **FY15 Expenditures**

The following expenditures (rounded) are proposed in the Council's budget:

- We expect an overall reduction of \$45,000, or -4.5% in budgeted expenditures from the current fiscal year (FY14's reduction was -3.0%);
- We expect \$674,000 in the Payroll Account, including salaries and benefits for staff as well as 35% of the unfilled executive director position. At this point in time this account shows a reduction of \$19,000, or -3% from the current fiscal year. This is due to a closer matching of budgeted expenditures to actual expenses and the non-filling of a part time position vacated due to a retirement;
- We are proposing \$290,000 in the Operating Account, a reduction of \$26,000 (-8%) from the current fiscal year, mainly because of the reduction

in rent at our new location we share with the MPO on 310 Court Street (FY14's reduction -5.4%);

- Total expenditures are expected to be \$964,000 (not including our Budgeted Contingency); and
- When the Budgeted Contingency of 10% of our expenditures is considered (i.e., \$96,400), the total expenditures for FY15 are expected to be \$1,060,400, down by \$49,500.

### **FY15 Revenues vs. Expenditures**

- When our tax, interest, and local assistance revenues are compared with expenditures we show a shortfall of approximately \$151,920. This deficit is proposed to be overcome by use of a portion of our Unassigned Fund Balance;
- We expect to have an Unassigned Fund Balance to use of approximately \$291,405<sup>1</sup>;
- 1% of our budget (i.e., \$10,090) that the County has requested we not spend is expected to be available; and
- We should be able to count on carrying over our unused FY14 Budgeted Contingency (10% of expenditures) in the amount of \$100,900.

Our Fund Balance has been decreased each year since FY09, as expected. For FY14 we started with \$547,205 (see Attachment 2) as shown in our FY13 Audit and expect to end with \$402,395, a reduction of \$144,810. For FY15 our current estimate is to start with that same \$402,395 and end with \$356,515, a \$45,880 reduction.

We are showing that revenues are approximately 92% of expenditures for FY15, as compared to 85% for FY14 and an estimated 98% for FY16. This is right in-line with the Council's goal to utilize our Fund Balance to balance our budget over the past number of years, as opposed to relying entirely on tax revenues during that time. Our longer term goal has been to have expenditures and revenues matching in FY16 or FY17.

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<sup>1</sup> This \$291,405 in Unassigned Fund Balance is calculated as if all expenditures in the FY14 budget were expended. It is expected that we will not expend 100% of these line items, and this resulting difference will appear in our FY14 audit and be used to adjust our total Fund Balance higher at that point.

## **Outlook for FY16**

The FY16 estimates are as follows:

- Our revenues from taxes for use in FY16 are estimated to be up from FY15 by 3%, for a total of \$917,710 (using 0.0160 mils);
- As we help local governments transition to the updated Countywide Plan, as well as providing further planning assistance where needed, we should expect to see local assistance revenue of approximately \$15,000;
- Current estimates indicate we would have approximately \$935,210 in revenues for FY16, or 98% of our needed revenues (not including Budgeted Contingencies, which we expect to carry over from year to year). This compares with 85% for FY14 and 92% for FY15;
- In addition to the \$935,210 in total revenues noted above, we should be able to count on carrying over our unused FY15 Budgeted Contingency of \$96,400; and
- We should also be able to reduce our expenditures slightly for FY16 due to lower advertising fees expected as the result of amended advertising requirements to be adopted into the Countywide Rules, as well as reduced expenses for consultant services.

## **ATTACHMENTS**

- |              |   |
|--------------|---|
| Attachment 1 | FY14 and FY15 Budget Comparison – Revenues and Expenditures |
| Attachment 2 | FY14 and FY15 Budget Comparison – Fund Balance              |

**FY14 and FY15 Budget Comparison - Revenues and Expenditures**

	<b>FY14 Budget As Amended (unless noted)</b>	<b>FY15 Budget Proposed</b>	<b>Variance</b>
<b>Revenues</b>			
Tax Revenues	\$ 852,600	\$ 890,980	\$ 38,380
**Interest, Local Assistance, Other	\$ 1,500	\$ 17,500	\$ 16,000
<b>Total</b>	<b>\$ 854,100</b>	<b>\$ 908,480</b>	<b>\$ 54,380</b>
<b>Expenditures</b>			
Payroll Account	\$ 693,000	\$ 674,000	\$ (19,000)
Operating Account	\$ 316,000	\$ 290,000	\$ (26,000)
<b>Total Expenditures</b>	<b>\$ 1,009,000</b>	<b>\$ 964,000</b>	<b>\$ (45,000)</b>
Unexpected Expenditures (10% of Expenditures)	\$ 100,900	\$ 96,400	\$ (4,500)
<b>Total Expenditures + Unexpected Expenditures</b>	<b>\$ 1,109,900</b>	<b>\$ 1,060,400</b>	<b>\$ (49,500)</b>
<b>Difference</b>			
Revenues Less Expenditures	\$ (255,800)	\$ (151,920)	\$ (103,880)
Unassigned Fund Balance Used/Needed	\$ 255,800	\$ 151,920	\$ (103,880)

**FY14 and FY15 Budget Comparison - Fund Balance Estimate**

	FY14	FY15	Variance
<b>Beginning Fund Balance (FY14 and FY15 Estimated)</b>			
Assigned	\$ 153,440	\$ 151,920	
Unassigned	\$ 393,765	\$ 250,475	
<b>Total Fund Balance</b>	<b>\$ 547,205</b>	<b>\$ 402,395</b>	\$ (144,810)
<b>Ending Fund Balance</b>			
Assigned to Budget	\$ (255,800)	\$ (151,920)	
Unassigned	\$ 291,405	\$ 250,475	
Unspent Budgeted Contingency	\$ 100,900	\$ 96,400	
1% requested by Pinellas County to be unspent	\$ 10,090	\$ 9,640	
<b>Total Fund Balance</b>	<b>\$ 402,395</b>	<b>\$ 356,515</b>	\$ (45,880)

## BUSINESS TECHNOLOGY SERVICES

Business Technology Services (BTS) provides a full suite of technology services to all BCC Departments, as well as continuing services to the Constitutional Officers, Agencies, and the Courts to enable business strategies that enhance the mission of Pinellas County Government. Internal centers of competency are developed to protect information assets, ensure business continuity, and leverage financial resources through shared business services. In response to citizen demands for more responsive and self service government, strategies are implemented that enable more ubiquitous access to public information. The adoption of strategic planning, project management and service management best practices add value to county operations in the form of cost effective service delivery and support. Internet services also promote world-wide branding, tourism and positive economic impact to the County. The BTS Department is governed by the BTS Board. This Board consists of representation from each Constitutional Officer, the County Administrator and the Judiciary.

The budget associated with the BCC Strategic Projects and DEI Enterprise cost centers are controlled through the County Administrator's Executive Leadership Team. The budget associated with the OPUS Project cost center is controlled through the Oracle Business Applications Executive Committee. The budget associated with the Justice CCMS cost center is controlled through the CJIS Policy Board.

### 5001 BUSINESS TECHNOLOGY SERVICES FUND

Department Revenues by Fund / Account		FY14 Revised Budget (b)		FY15 Request		FY15 Request vs. FY14 Adopted	%
5001	Internal Service Charges	31,850,080		32,175,280		325,200	1.0%
	Interest Earnings	42,750		32,670		(10,080)	-23.6%
	Sales - Surplus	108,250		118,750		10,500	9.7%
	Other Miscellaneous Revenues	39,320		35,630		(3,690)	-9.4%
	Beginning Fund Balance	10,399,820		6,977,500		(3,422,320)	-32.9%
<b>Total Revenues &amp; Fund Balance</b>		<b>42,440,220</b>		<b>39,339,830</b>		<b>(3,100,390)</b>	<b>-7.3%</b>
Department Expenditures by Program		FTE by Program		FTE by Program			
Recurring Programs							
5001	Enterprise IT Services	26,315,790	149.9	26,410,850	150.0	95,060	0.4%
	Custom IT Services	1,380,070	8.1	1,326,730	7.0	(53,340)	-3.9%
	DEI Enterprise (funded entirely by DEI Enterprise)	2,896,150	-	4,881,400	-	1,985,250	68.5%
<b>TOTAL - RECURRING PROGRAMS</b>		<b>30,592,010</b>	<b>158.0</b>	<b>32,618,980</b>	<b>157.0</b>	<b>2,026,970</b>	<b>6.6%</b>
Non-Recurring Programs							
	Retire Mainframe Project (a)	1,152,120	2.0	-	-	(1,152,120)	-100.0%
	BCC Strategic Projects	4,064,150	1.0	3,916,050	1.0	(148,100)	-3.6%
	OPUS Project	607,980	-	-	-	(607,980)	-100.0%
	Justice CCMS	5,426,510	3.0	1,600,000	-	(3,826,510)	-70.5%
<b>TOTAL - NON-RECURRING PROGRAMS</b>		<b>11,250,760</b>	<b>6.0</b>	<b>5,516,050</b>	<b>1.0</b>	<b>(5,734,710)</b>	<b>-51.0%</b>
	Reserves	597,450	n/a	1,204,800	n/a	607,350	101.7%
<b>Total Expenditures</b>		<b>42,440,220</b>	<b>164.0</b>	<b>39,339,830</b>	<b>158.0</b>	<b>(3,100,390)</b>	<b>-7.3%</b>
Personnel Summary							
Total FTE (Full-time equivalent positions)			<b>164.0</b>		<b>158.0</b>	<b>(6.0)</b>	<b>-3.7%</b>

## BUSINESS TECHNOLOGY SERVICES

<b>Target Reconciliation</b>		
FY15 Budget Request Target (applicable to Enterprise & Custom IT Services programs, excluding Capital Improvement Plan)	\$ 25,480,290	
<i>Target Variance</i>	\$ 884,380	<i>over</i>
<b>FY15 Decision Packages</b>		
Non-recurring Request	\$ 1,955,000	
Recurring Request	\$ 2,793,550	
<b>Total Request</b>	<b>\$ 4,748,550</b>	

- (a) Three-year mainframe retirement project scheduled to conclude in FY14.  
 (b) Revised budget as of April 24, 2014.



## BUSINESS TECHNOLOGY SERVICES

### Program Descriptions

#### Recurring Programs

Enterprise IT Services	BTS Board supported services that are available for use by all County departments under the BOCC as well as BOCC approved agency affiliates, Independents, and Constitutional Officers. Funding is primarily General Government and consumption of services is tracked and notionally billed by BTS. This program tracks all recurring expenses for labor, licensing, maintenance and support, and technology refresh in support of Enterprise IT Services.
Custom IT Services	This program tracks all labor, licensing, maintenance and support, and technology refresh in support of Custom IT Services. BTS Custom Services are particular to a specific business need that falls outside or is in addition to Enterprise IT Services. Customers of these services are directly billed according to the terms of a negotiated service level agreement with BTS.
DEI Enterprise	Provide essential services and support to maintain DEI-Utilities day-to-day Operations such as, but not limited to, desktop file and print services, infrastructure, etc.
Reserves	Oversees the management and allocation of the county's financial reserves.

#### Non-Recurring Programs

Retire Mainframe Project	Mainframe dependencies currently exist with many County systems. The largest being the county's Financial system which is being replaced by Oracle, and CJIS which will be replaced by JUSTICE. It is estimated that support for the Mainframe will be needed until the Justice CCMS project is complete.
BCC Strategic Projects	Provide business services needed to manage and implement strategic projects for the BCC departments at the direction of the County Administrator's Executive Leadership Team.
OPUS Project	Oracle Project Unified Solution (OPUS) goal is to implement an integrated countywide financial platform that supports all aspects of the County's financial and human resource operations.
Justice CCMS	Justice Consolidated Case Management System (CCMS) project goal is to replace the current legacy Criminal Justice Information System (CJIS).

## BUSINESS TECHNOLOGY SERVICES

Decision Package Title (FY15)	Funding Request	Recurring or Non-Recurring	Recurring Future Year Impacts *
<b>1. Salary Step Adjustment</b> <i>65K is based on a 5% career ladder increase on a random selection of staff in each pay classification. It amounts to less than a half of a percent of the total personal services budget for BTS and is part of the total staff retention strategy implemented via the BTS reorganization and Salary Survey adjustments made in FY14. This request was listed as part of the Org Adjustments when presented to the BTS Board and they supported the approach upon approval to move the BTS Strategic Plan and Budget forward to the BOCC.</i>	<b>65,000</b>	<b>Recurring</b>	<b>65,000</b>
<b>2. Capital Improvement Plan</b> <i>BCC approved \$1,372,910 on a recurring basis to address the County's Business Technology Services 10 year Capital Improvement plan in 2012 as a baseline. The BTS capital improvement plan contains all refresh and growth of systems in support of BTS provided services. However, due to non-uniform refresh cycle years, there are gaps between what has been approved and what is needed to fully fund CIP for a given fiscal year. \$510,850 represents the gap for FY15 (\$1,883,760). This gap addresses servers, network, telephony, and storage resources needed in support of BTS Enterprise Services. The BTS Board reviewed this request at the April 16, 2014 meeting and voted to support increasing the recurring request from \$1,372,910 to \$1,885,000 to accommodate the \$510,850 gap in FY15 and to minimize the impact of projected future gaps. The average gap from FY16-24 is \$770,000.</i>	<b>512,090</b>	<b>Recurring</b>	<b>770,000</b>
<b>3. Personnel (BRM, OCM, Oracle UPK, BI)</b>			
<b>a. Business Relationship Management (BRM) - 1 FTE</b> <i>BTS has leveraged existing managerial staff in the past to deliver this service to our customers. This model has proved to not be as effective as we need to improve our partnerships and solution delivery to our customers. The Business Relationship Manager is the main liaison and account manager for each line of business and BTS. This year we are putting in place a model that leverages three full-time personnel representing main areas within county government (Justice, BCC, Constitutionals). As part of our recent re-organization, we have been able to re-purpose two vacant positions for the BCC and Constitutionals and are seeking a third position for the Justice area.</i>	<b>124,200</b>	<b>Recurring</b>	<b>124,200</b>
<b>b. Organizational Change Management (OCM) - 2 FTE</b> <i>OCM focuses on the people side of change – integrating people, processes, and technology. During technology implementations, upgrades, or new functionality releases, County departments and agencies experience changes in business processes, changes in the technology systems, and changes in the way employees use and interact with these systems. Effective OCM is necessary to guide the County through the stages of change presented by these initiatives. The four main components include leadership alignment, communication, change impact analysis (through business process re-engineering), and training. OCM is applied to a larger or lesser degree depending on the size and scale of the change being implemented. As the County continues to move toward its "Enterprise" Technology Vision to gain efficiencies for sharing data across departments, strengthening partnerships, streamlining processes, and ultimately serving our citizens more efficiently; OCM is a vital element. Improving service delivery to our citizens in the face of limited resources requires more than installing new technology tools. It takes an ongoing, end-to-end process improvement approach before, during, and after the technology tools are installed. This approach involves stakeholders at all levels systematically identifying the root causes of rework and delays, eliminating wasteful steps and redundant efforts, finding ways to reduce performance variability, and reinforcing through ongoing communication and training.</i>	<b>195,320</b>	<b>Recurring</b>	<b>195,320</b>
<b>c. Oracle User Productivity Kit (UPK) - 1 FTE</b> <i>Now that the OPUS eBusiness Suite and Hyperion Planning and Budgeting applications are in production and in use by the user community, on-going maintenance of training materials is necessary for the various OPUS training course offerings for county staff that use OPUS. While the Business Owner Departments are responsible for instructing each course, having UPK Support centralized and permanent ensures consistency in training material standardization and ongoing support to the Business Owner Departments. This also allows BTS to prepare for enterprise wide expansion as other enterprise technology solutions are introduced in the production environment.</i>	<b>89,550</b>	<b>Recurring</b>	<b>89,550</b>

## BUSINESS TECHNOLOGY SERVICES

Decision Package Title (FY15)	Funding Request	Recurring or Non-Recurring	Recurring Future Year Impacts *
<b>d. Business Intelligence (BI) - 1 FTE</b>	<b>149,100</b>	<b>Recurring</b>	<b>149,100</b>
<i>Customer demand for leveraging the Oracle Business Intelligence tools continues to grow and exceeds our capacity to deliver solutions to our customers in an acceptable timeframe. This position will help us deliver within expectations and alleviate some of our dependence on contractors. Business Intelligence is a set of theories, methodologies, architectures, and technologies that transform raw data into meaningful and useful information for business purpose. Common functions of business intelligence technologies are reporting, online analytical processing, analytics, data mining, process mining, complex event processing, business performance management, benchmarking, text mining, predictive analytics and prescriptive analytics.</i>			
<b>4. Mobile Device Management</b>	<b>125,000</b>	<b>Non-Recurring</b>	<b>25,000</b>
<b>5. Splunk Software Increase (Sheriff)</b>	<b>160,000</b>	<b>Non-Recurring</b>	<b>30,000</b>
<b>6. Vulnerability Management Software</b>	<b>100,000</b>	<b>Non-Recurring</b>	<b>20,000</b>
<b>7. Microsoft Enterprise Agreement</b>	<b>1,200,000</b>	<b>Recurring</b>	<b>1,200,000</b>
<i>As part of a budget reduction strategy in FY09 in response to the economic downturn, BTS bought out the remaining term of the existing Enterprise Agreement with Microsoft which effectively allowed for ownership of the current products in perpetuity with no upgrade rights. This was a cost-savings initiative that helped the County through some of the worst years of the economic downturn. However, this was a short-term strategy, and BTS communicated that when the products reach their functional end of life and or supported license term, the County would have to buy back into an agreement with Microsoft. Due to the timeframe required to migrate these technologies and the staff training effort needed to roll out a newer version of Microsoft Office, Email and other Microsoft products, BTS needs to commence these efforts in FY15. The budgetary estimate of \$1.2M from Microsoft encompasses the Microsoft Office and Collaboration needs of the BOCC, SA, PD, SOE, PAO, Clerk &amp; Tax Collector (Sheriff and Courts currently maintain, each separately, their own Microsoft Enterprise Agreement (EA)). This estimate also includes back-end Microsoft System licensing and client access licenses required by all Microsoft platform based systems including backend servers &amp; personal computers. Maintaining an EA with Microsoft ensures access to future releases of Microsoft products the County is licensed for under the program. The County is also at risk of incompatibility issues to newer Microsoft technologies used by others outside the County.</i>			
<b>8. Laptop Drive Encryption</b>	<b>50,000</b>	<b>Non-Recurring</b>	<b>10,000</b>
<b>9. Oracle Advanced Security</b>	<b>780,000</b>	<b>Non-Recurring</b>	<b>172,000</b>
<b>10. Training and Development</b>	<b>45,000</b>	<b>Recurring</b>	<b>45,000</b>
<i>Budgetary Estimate for Curriculum and online classroom training tools in support of Enterprise IT Services; training materials related to end-user training to prepare the workforce for business process and software systems implementations and changes. Training county staff in the use of software systems is paramount to the success of the large investment the county has in those software systems. No Personnel is included in this request, though these items are in support of current Organizational Change Management (OCM) staff.</i>			

## BUSINESS TECHNOLOGY SERVICES

Decision Package Title (FY15)	Funding Request	Recurring or Non-Recurring	Recurring Future Year Impacts *
<b>11. Phone Survey ACD</b>	<b>60,000</b>	<b>Non-Recurring</b>	<b>12,000</b>
<i>BTS recommends transitioning post-call satisfaction survey functions to the County's current Unify telephone system through the integration of a 3rd party (ASC) that already performs call recording. This capability will be immediately leveraged by existing large scale call centers operated within the County (Tax Collector, Clerk, DEI, &amp; BTS). Current surveys are accommodated through a legacy end-of-life version of Syntellect Interactive Voice Response (IVR) system. Scalability to the existing system is limited and changes are not cost effective. Surveys are used by call centers and changed often in support of measuring customer satisfaction. The Current IVR system will remain for its primary intended purpose through end-of-life for call routing via voice response through this transition. Primary IVR call routing functionality will be transitioned at a later date to fully retire the current IVR solution. This solution can also be leveraged if the county moves to a 311 system.</i>			
<b>12. GIS Monitoring Tool and Contractor Support</b>	<b>170,000</b>	<b>Non-Recurring</b>	<b>4,000</b>
<i>\$20,000 is needed for GIS Monitoring Tools and \$150,000 for professional services to accommodate anticipated demand for GIS services in FY15. The eGIS Technical team would like to purchase a systems monitoring software package that is tailored to monitor ESRI ArcGIS Server and ArcSDE databases. By having this software in place the team will be able to proactively monitor the GIS service for the County and react to outages more quickly. This tool will allow BTS to monitor and capture service availability data to fine tune service support and enable proactive responses to anticipated system outages. Professional services have been used in past years to assist BTS staff in the deployment of specific GIS vendor solutions. This item is supported by the Property Appraiser's Office.</i>			
<b>13. Reserve Contingency Increase</b>	<b>200,000</b>	<b>Recurring</b>	<b>200,000</b>
<i>Current Reserve Contingency is less than 1% of total IT operating budget. Increasing reserve contingency to a more adequate level is in line with IT budgets and organizations of similar size to BTS. This request is a recommendation of the BTS CIO and supported by the BTS Board. Reserve Contingency is used for unexpected mid budget year technology purchases that are new to the BTS portfolio but add value or drive down long term cost to the county.</i>			
<b>14. Amazon Web Cloud</b>	<b>10,000</b>	<b>Non-Recurring</b>	<b>n/a</b>
<i>BTS recommends research and development in support of exploring Cloud services for targeted backend systems where traditional infrastructure is costly. Cloud services are becoming more and more available and mainstream. BTS requests further exploration into the feasibility of such services for County business where security risk is low and cost savings over traditional architecture makes the most sense.</i>			
<b>15. Network Security</b>			
<b>a. Network Segmentation</b>	<b>500,000</b>	<b>Non-Recurring</b>	<b>100,000</b>
<b>b. Security Personnel - 2 FTE</b>	<b>213,290</b>	<b>Recurring</b>	<b>213,290</b>
<b>TOTALS</b>	<b>1,955,000</b>	<b>Non-Recurring</b>	
	<b>2,793,550</b>	<b>Recurring</b>	<b>3,424,460</b>
	<b>4,748,550</b>	<b>All Requests</b>	<b>3,424,460</b>

NOTE: Future year impacts do not reflect inflationary increases. Justifications provided by BTS.

## BUSINESS TECHNOLOGY SERVICES

Decision Package Title (FY14)	FY14 Approved Funding	Recurring Future Year Impacts *
<b>1. Public Safety Complex</b> <i>STATUS - Project on schedule and costs are estimated at \$1,282,656 which is \$35,000 over budget, \$25,000 was for additional fiber for Brighthouse, \$10,000 for a change in technology which required additional electrical needs. Recurring maintenance of \$235,840 is below the estimated \$236,000 in approved decision package.</i>	<b>1,270,200</b>	<b>236,000</b>
<b>2. Justice CCMS Paperless / Tyler Gap</b> <i>The Clerk of the Court requires a robust imaging and workflow system. Currently a third party vendor (OpenText Case360) application is in full production in the Probate Court Type and partial production, with the intent to further implement, in the Criminal Court Type. Con-currently there is a strategic project in flight to replace the County's 35 year old Consolodated Justice Information System (CJIS). The replacement System (Tyler Technologies Odyssey Case Managment System) provides imaging and workflow core functionality; however, there are identified functional gaps when compared to the Clerk's existing imaging and workflow system. Replacing the existing software would significantly reduce integration complexities, on-going implementation and support resources, and remove the County's M&amp;S OpenText vendor obligation. Additionally, the County would gain the benefit of future software releases that provide imaging/workflow enhancements sponsored by the Vendor, Tyler Technologies.</i> <i>STATUS - Delayed start to due to Justice CCMS project implementation. This project is dependent upon the completion of the current Justice project. Projected to commence in FY15. Funds carried forward in FY15 budget request.</i>	<b>1,600,000</b>	<b>0</b>
<b>3. Capital Improvement Plan</b> <i>STATUS - Plan to be completed and funds spent by FY14 year end. Additional funding gap for FY15-24 described in FY15 decision packages.</i>	<b>111,350</b>	<b>0</b>
<b>4. Network Fiber</b>		
<b>a. St. Petersburg Courthouse</b> <i>Extend the fiber to courthouse providing significantly higher bandwidth and cost avoid the recurring cost of a redundant carrier.</i> <i>STATUS - Delayed due to a dependency on the completion of the DEI South Fiber Loop project. Project to be completed in FY 15, funds carried forward in FY15 budget request.</i>	<b>154,000</b>	<b>0</b>
<b>b. US19 Road Widening Project</b> <i>In anticipation of road widening, relocate conduits, pull boxes, and fiber optic cabling outside of right of way and onto County property.</i> <i>STATUS - Project on schedule to be completed by year end FY14 and within budget.</i>	<b>45,000</b>	<b>0</b>
<b>c. Public Safety Complex (PSC)</b> <i>Extend fiber into PSC complex allowing for relocation of primary data center components. STATUS - Project on schedule to be completed by year end FY14 and within budget.</i>	<b>30,000</b>	<b>0</b>

## BUSINESS TECHNOLOGY SERVICES

Decision Package Title (FY14)	FY14 Approved Funding	Recurring Future Year Impacts *
<b>5. Security Vulnerability Assessment</b>		
<b>a. Personnel</b>	<b>269,600</b>	<b>296,500</b>
<i>STATUS - Completed.</i>		
<b>b. Staff Augmentation</b>	<b>50,000</b>	<b>50,000</b>
<i>STATUS - Projected to be completed and funds spent by FY14 year end.</i>		
<b>c. Security Tools</b>	<b>105,000</b>	<b>43,000</b>
<i>STATUS - Projected to be completed and funds spent by FY14 year end.</i>		
<b>6. Personnel</b>	<b>657,650</b>	<b>657,650</b>
<i>Infrastructure Server Support (2), Organizational Change Management, Customer Support Center, Project Management, Vendor Contract Management, Technology Trainer</i>		
<i>STATUS - Completed.</i>		
<b>7. Oracle ULA</b>	<b>224,000</b>	<b>0</b>
	<b>8,500</b>	<b>8,500</b>
<i>On January 5, 2010, Pinellas County entered into an master agreement with Applications Software Technology Corporation (AST) for the implementation of Oracle E-Business Suite ERP System to consolidate all financial, human resources, and administrative functions into one system. January 2010, Pinellas County approved and entered into a Unlimited Licensing Agreement (ULA) with Oracle Corporation for the software technology licenses and maintenance. Pinellas County and Oracle will be going through a license certification process to verify the quantities of the applicable license type(s) for each Unlimited Deployment Program installed and running. On the date the Unlimited Deployment Period ends, the quantity of licenses of the Unlimited Deployment Programs shall be established as set forth in the Certified Deployment and shall be owned in perptuity in accordance with the terms of the agreement. The certification deadline is January 2014. This issue is to budget for servers and software to fully leverage the ULA.</i>		
<i>STATUS - An alternative solution was implemented by using servers originally bought for the new PSC Data Center. Due to PSC Data Center project delays, there was an opportunity to use these servers at the time of need. The PSC Data Center is now online and this funding is needed to purchase servers. To be completed in FY14.</i>		
<b>TOTALS</b>	<b>4,525,300</b>	<b>1,291,650</b>

NOTE: Future year impacts reflect information provided during budget development and do not reflect inflationary increases. Status provided by BTS.

## BUSINESS TECHNOLOGY SERVICES

<u>Decision Package Title (FY13)</u>	<u>FY13 Approved Funding</u>	<u>Recurring Future Year Impacts *</u>
<b>1. WiFi Connectivity Project</b> <i>Replace and Extend Wifi access to all County buildings.</i> <i>STATUS - Project completed in FY14. Recurring maintenance is \$120,000.</i>	<b>360,000</b>	<b>110,000</b>
<b>2. Oracle Project Unified Solution Support</b> <i>As part of the Oracle Project Unified Solution (OPUS) business case, 250,000 was identified as needed to support the post project production environment.</i> <i>STATUS - Completed via contractors in FY13 and part of FY14. Full-time position created in FY14.</i>	<b>250,000</b>	<b>250,000</b>
<b>3. Wide Area Network Redundancy</b> <i>Implement Wide Area Network Redundancy through Time Warner for County locations serving: EMS, DEI-Logan Station, South County, North County, St. Petersburg, General Maintenance Division South, Dunn, South Cross Water Reclamation Facility, and Tax Collector-Tarpon Springs.</i> <i>STATUS - completed in FY13.</i>	<b>78,000</b>	<b>78,000</b>
<b>4. Computer Aided Drafting &amp; Design Support</b> <i>This decision package is supported by the BCC Technical Steering Committee (BCC-TSC). The BCC TSC approved funding for two contractor positions for this purpose in FY12 and supported moving a request for two permanent positions as part of the FY13 BTS Budget.</i> <i>STATUS - Implemented two full-time positions in FY13.</i>	<b>113,520</b>	<b>113,520</b>
<b>5. Justice CCMS Project</b> <i>STATUS - Project fully funded and projected to conclude in FY14.</i>	<b>3,900,000</b>	<b>0</b>
<b>TOTALS</b>	<b>4,701,520</b>	<b>551,520</b>

NOTE: Future year impacts reflect information provided during budget development and do not reflect inflationary increases. Status provided by BTS.



# **Pinellas County Business Technology Services**

## **Strategic Business Plan 2014 and BTS Budget Executive Overview**

*Partnering to provide the solutions most important to our Customers' Business*

**May 15, 2014**

# Vision and Mission

## **VISION**

Service Provider of Choice:  
Partnering in relentless pursuit of value-added service

## **MISSION**

As the technology leader in Pinellas County Government, we are driven to ensure the success of our customers and partners by providing cost effective and innovative technology solutions with the goal of improving the lives of Pinellas County Citizens.

# Guiding Principles

1. Enhance Business Value
2. Solution and Cost Optimization
3. Promote “One County” Partnership
4. Simplify and Reduce Complexity
5. Provide Secure and Available Business Systems
6. Prefer COTS over Custom Development (reuse, buy, then build)

# BTS Statistics

Number of	Infrastructure/Applications
103	Facilities (Buildings) Supported
311	Applications (includes all COTS, GIS, OPUS, Mainframe, BI, Hyperion and in-house developed)
603	Physical Servers
620	Virtual Servers
1,434	Network Nodes
4,396	Workstations Supported
1,392	Workstations Deployed (FY13)
45,557/year	Help Desk Tickets Opened
33,344/year	Help Desk Tickets Resolved
115,819/day	Emails (sent and received)
39K/day	Block Unauthorized Access (inbound)
79K/day	Blocked websites content, virus, spyware (outbound)
55K/day	SPAM (90% of all inbound mail is blocked)

# Stakeholder Accomplishments

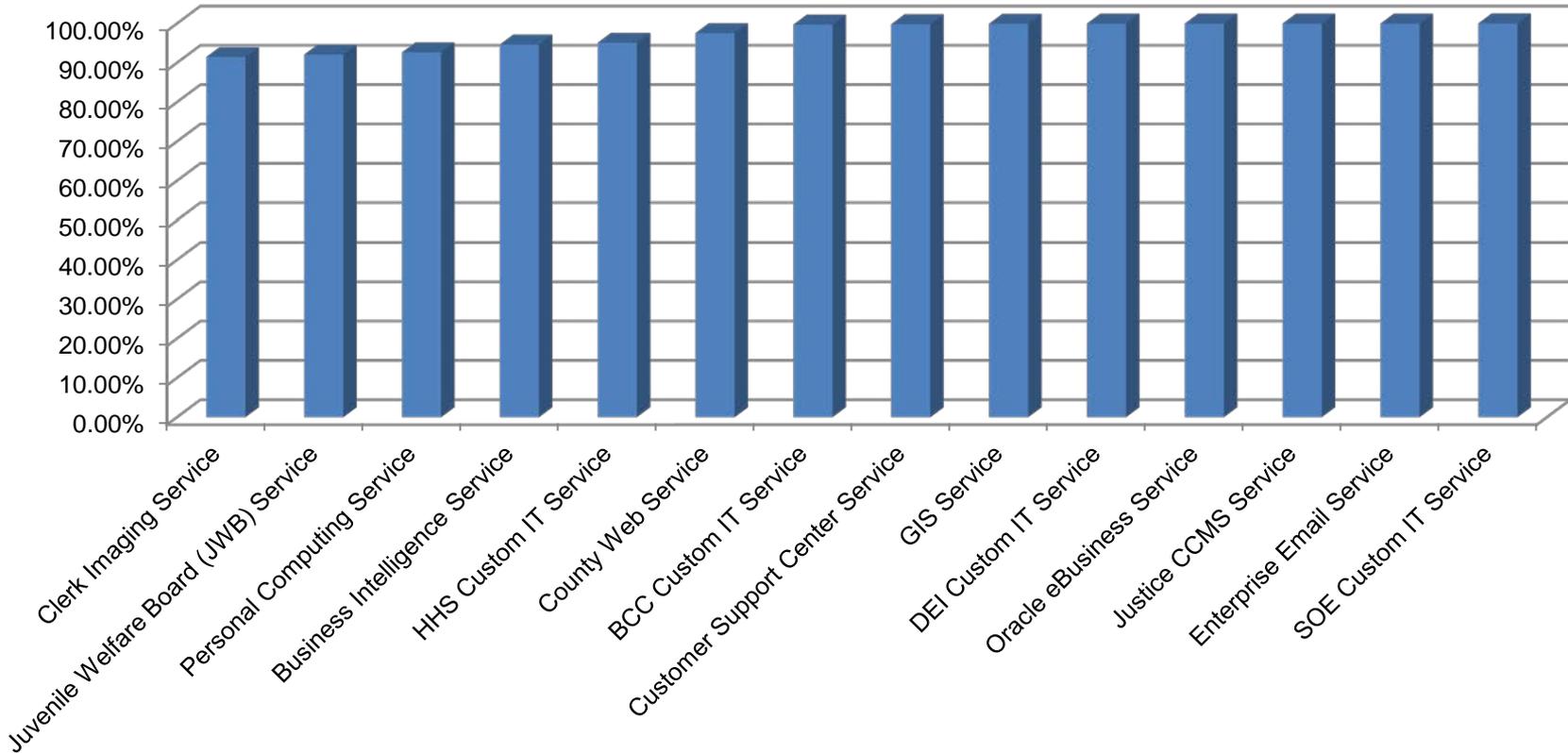
- Facilitated several Etown Hall Budget meetings to provide citizen's access to County Commissioners and Administrator.
- Implemented ConstantContact, a DEI Customer Contact base of 19,000 subscribers to address legal compliance and improve notifications efficiency.
- Awarded outstanding Citizen Engaged Community designation by Public Technology Institute, an A+ for government transparency by Sunshine Review, and Best of the Web finalist by the Center for Digital Government.
- Implemented GIS "Know Your Zone" for Citizens to look up their evacuation zone (Safety and Emergency Services).
- Implementation of Financial Transparency through the Clerk's office to provide public access to vendor expenditures and payroll salaries.

# Stakeholder Accomplishments

- Completion of eFiling for Probate, Juvenile, and Civil.
- Completion of the Domestic Partnership Registry that allows domestic partners to register with the County.
- Partnered with the Courts 6<sup>th</sup> Judicial Circuit and the 13<sup>th</sup> Judicial Circuit to build an implementation of a Judicial Automated Workflow System (JAWS) and integration with Odyssey.
- Provided on-site support during the last three elections for SOE.
- Replaced the PAO Tax Parcel Viewer application.
- Facilitated Probation Supervision migration from Salvation Army to Sheriff.
- Continued to provide ongoing technical support services and strategic planning services for JWB.

# Service Hardware Availability

## Service Hardware Availability



**KEY**

90% = 19 hours of business downtime.

Period between Mar 1, 2013 12:00 am to Mar 1, 2014 12:00 am

# Primary Strategic & Recurring Priorities

## BTS PRIORITIES – “THE SHORT LIST”

### Strategic Projects

JUSTICE <sub>ccms</sub>  
Public Safety Complex  
Enterprise GIS (eGIS)  
Enterprise Asset Management (EAM)

## Business Strategies

- |   |  |
|---|--|
| <ul style="list-style-type: none"><li>• Citizen Engagement</li><li>• Business Value (TCO)</li><li>• Business Relationship Management</li><li>• Rapid Application Delivery</li><li>• End-User-Experience</li><li>• Platform Agnostic Application Delivery</li><li>* Cost Effective Development Framework</li></ul> | <ul style="list-style-type: none"><li>• Cost Recovery</li><li>• Service Management</li><li>• Organizational Change Management</li><li>• Application Portfolio Management</li><li>• Enhance Security Oversight &amp; Awareness</li><li>• IT Governance</li><li>• Invest in Talent and High Performance Organization</li></ul> |
|---|--|

# Primary Strategic & Recurring Priorities

## BTS PRIORITIES – “THE SHORT LIST”

### Strategic Projects

JUSTICE ccms  
Public Safety Complex  
Enterprise GIS (eGIS)  
Enterprise Asset Management (EAM)

## Technology Strategies

- |   |  |
|---|--|
| <ul style="list-style-type: none"><li>• Cloud Computing and Private Cloud</li><li>• Application Portfolio Modernization</li><li>• Mobility and Wireless Connectivity</li><li>• Business Intelligence and Dashboards</li><li>• Preparing to Replace Aging Cable Plant</li><li>• Enterprise Call Center Management</li><li>• Engineered Systems</li></ul> | <ul style="list-style-type: none"><li>• Collaboration (UC, IM, Video, WebEx...)</li><li>• Microsoft Products and Enterprise Agreement</li><li>• Virtualization (Server, VDI, Applications...)</li><li>• Tapeless Backups</li><li>• Security Technologies</li></ul> |
|---|--|

# BTS Fund Overview

*The BTS Fund encompasses ...*

- **Base Budget**
  - Labor (BTS) & Operating (ELM) in Support of BTS Services
    - **Enterprise IT Services**
    - **Custom IT Services**
- **Cost Pools**
  - Capital Improvement Plan (CIP)
  - Major Projects
  - Special Purpose Budgets (DEI, BCC Strategic Projects)
- **Reserves**

# Base Budget Target Summary

## BTS Budget Target Summary

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<b>FY15 Budget Target</b>	<b>\$ 25,480,290</b>
FY15 Budget Request	\$ 26,364,670
<b>*Variance from Target</b>	<b>\$ 884,380</b>

## \*Breakout of: FY14 Approved Decision Packages & Org Adjustments

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<i>FY14 Approved Budget Issues ELM One-Time</i>	\$ 283,000
<i>FY14 Approved Budget Issues ELM Maintenance to Start FY15</i>	258,840
<i>Estimated Retirement Leave Payouts</i>	242,676
<i>FY14 Cost of Labor Adjustments for Retention</i>	99,864
<b>Total</b>	<b>\$ 884,380</b>

\* Forecast Cost Inflation Budgeted in (4.3% Personal Services, 1.7% Operating Expenses)

\*\* FY09 – FY12 Resignation count = 27, FY13 – FY14 Resignation count = 18

# FY15 BTS Fund Summary

**Total Budget = Base Budget + Cost Pools**

**\$38,135,030 = \$26,364,670 + \$11,770,360**

## Base Budget

<b>FY15 Budget Target</b>	<b>\$25,480,290</b>
<b>FY15 Proposed Budget</b>	<b>\$26,364,670</b>
<i>Personal Services</i>	16,310,000
<i>Operating Expenses</i>	830,330
<i>Enterprise Lic &amp; Mtn</i>	7,298,340
<i>Inter-Gov &amp; Adjustments</i>	1,926,000

## Cost Pools

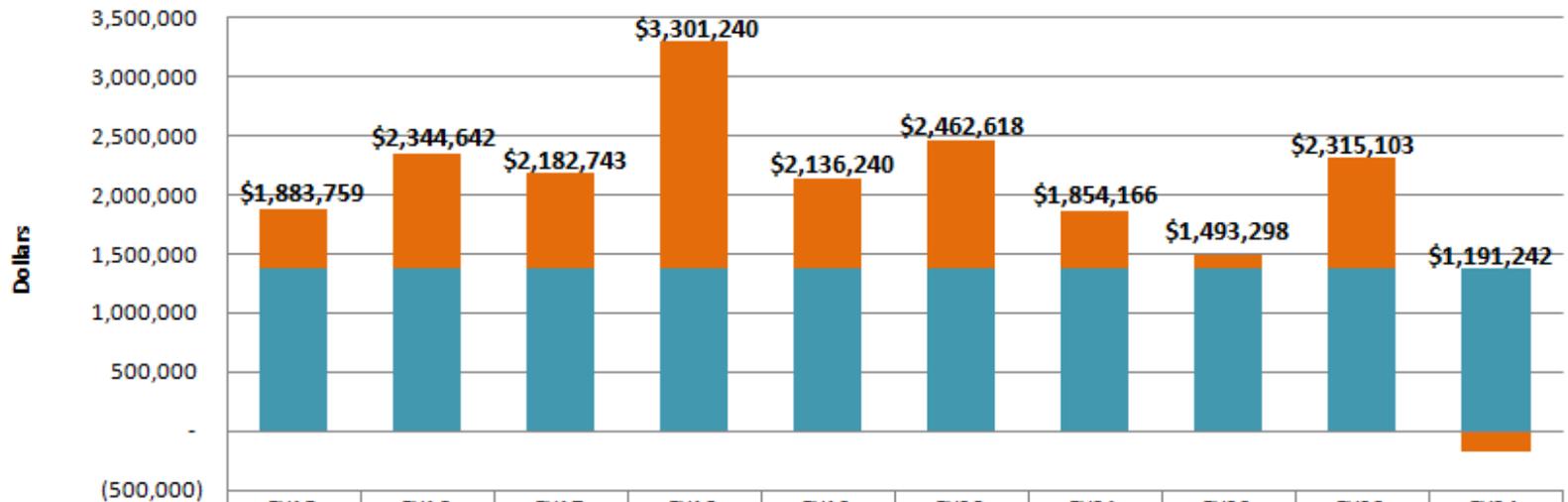
<b>Cost Pools</b>	<b>\$11,770,360</b>
<i>CIP *</i>	1,372,910
<i>Retire Mainframe Project</i>	0
<i>Clerk Paperless/Tyler Gap</i>	1,600,000
<i>OPUS Project</i>	0
<i>BCC Strategic Projects</i>	3,916,050
<i>DEI Enterprise **</i>	4,881,400

\* CIP is not fully funded based on 10-Year CIP Plan.

\*\* Increase of \$1,985,242 from prior year is due to shifted expenses from DEI to BTS Budget (SCADA, SAP, other).

# BTS 10-Year CIP Forecast

BTS CIP Forecast



	FY15	FY16	FY17	FY18	FY19	FY20	FY21	FY22	FY23	FY24
■ GAP in CIP	510,848	971,732	809,833	1,929,064	763,330	1,089,708	481,256	120,388	942,193	(181,668)
■ CIP BOCC Approved Recurring Appropriation	1,372,911	1,372,910	1,372,910	1,372,910	1,372,910	1,372,910	1,372,910	1,372,910	1,372,910	1,372,910

# FY15 Budget Issues

<b>Service</b>	<b>Description</b>	<b>FY15 Recurring</b>	<b>FY15 One Time</b>	<b>FY16 Recurring</b>
<b>Enterprise IT Srvc</b>	Salary Step Adjustment	\$ 65,000		\$ 65,000
	Capital Improvement Plan FY15 GAP	\$ 512,090		\$ 512,090
	Personnel (BRM, OCM, Oracle UPK, BI)	\$ 558,170		\$ 558,170
<b>Security</b>	Mobile Device Management Software		\$ 125,000	\$ 25,000
	Splunk Software Increase (Sheriff)		\$ 160,000	\$ 30,000
	Vulnerability Management Software		\$ 100,000	\$ 20,000
<b>Personal Computing</b>	Microsoft Enterprise Agreement	\$1,200,000		\$ 1,200,000
<b>Security</b>	Laptop Drive Encryption *		\$ 50,000	\$ 10,000
	Oracle Advanced Security *		\$ 780,000	\$ 172,000
<b>Enterprise IT Srvc</b>	Training & Development	\$ 45,000		\$ 45,000

\* Average fine for HIPAA violation is \$1.5m.

# FY15 Budget Issues

<b>Service</b>	<b>Description</b>	<b>FY15 Recurring</b>	<b>FY15 One Time</b>	<b>FY16 Recurring</b>
<b>Telephone</b>	Phone Survey ACD *		\$ 60,000	\$ 12,000
<b>GIS</b>	GIS Monitoring Tool & Contractor Support		\$ 170,000	\$ 4,000
<b>Enterprise IT Srvc</b>	Reserve Contingency Increase (100K to 300K)	\$ 200,000		\$ 200,000
<b>Infrastructure</b>	Amazon Web Cloud		\$ 10,000	
<b>Security</b>	Network Segmentation (Firewalls)		\$ 500,000	\$ 100,000
	Security Personnel (2-Info Tech Lead)	\$ 213,282		\$ 213,282
<b>Total</b>		<b>\$ 2,793,542</b>	<b>\$1,955,000</b>	<b>\$ 3,424,452</b>

**FY15 Grand Total \$ 4,748,542    FY16 Total \$ 3,424,452**

\* Countywide long-term cost savings, is needed for call center 311.

# FY15 Budget Issues Analysis

Total One-Time FY15	\$2,793,542
<u>Total Recurring FY15</u>	<u>\$1,955,000</u>
Total FY15	\$4,748,542

*Total Recurring FY16*                      \$3,424,452

Note: Approval of all budget issues would constitute an additional \$4,748,542 (one time funding + recurring cost for FY15), and an additional \$3,424,452 (recurring cost) for FY16.

The total budget proposal for FY15:

$$\begin{aligned} \underline{\text{Total Budget}}^* &= \underline{\text{Base Budget}} + \underline{\text{Cost Pools}} + \underline{\text{Issues}} \\ \$42,883,572 &= \$26,364,670 + \$11,770,360 + \$4,748,542 \end{aligned}$$

\* Budget increase of 1.2% over FY14 Adopted Budget less \$1,985,242 DEI Increase.

# Future Budget Issues

- Aging Cable Infrastructure
- CIP
- Unfunded issues from this year's budget
- Enterprise Content Management
- Video Conferencing & Collaboration
- 311/CRM