



Quarterly Performance Measure & Action Plans Report

Section 28.35(2)(d) Florida Statutes

1st Quarter
County Fiscal Year 2016 – 2017

(October 1, 2016 through December 31, 2016)

July 2017

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Performance Measure & Quarterly Action Plan Background

The Florida Clerks of Court Operations Corporation (CCOC) was created as a public corporation to perform the functions specified in sections 28.35 and 28.36, Florida Statutes. Section 28.35 (2)(d), F.S. requires the CCOC to develop a uniform system of performance measures and applicable standards in consultation with the Legislature. These measures and standards are designed to facilitate an objective determination of the performance of each clerk in fiscal management, operational efficiency, and effective collection of fines, fees, service charges, and court costs. Current performance measures address:

- Collections (one measure each for nine court divisions, reported quarterly)
- Timeliness (two measures for each of ten court divisions, reported quarterly)
- Juror Payment Processing (one measure, reported quarterly)
- Fiscal Management (one measure, reported annually)

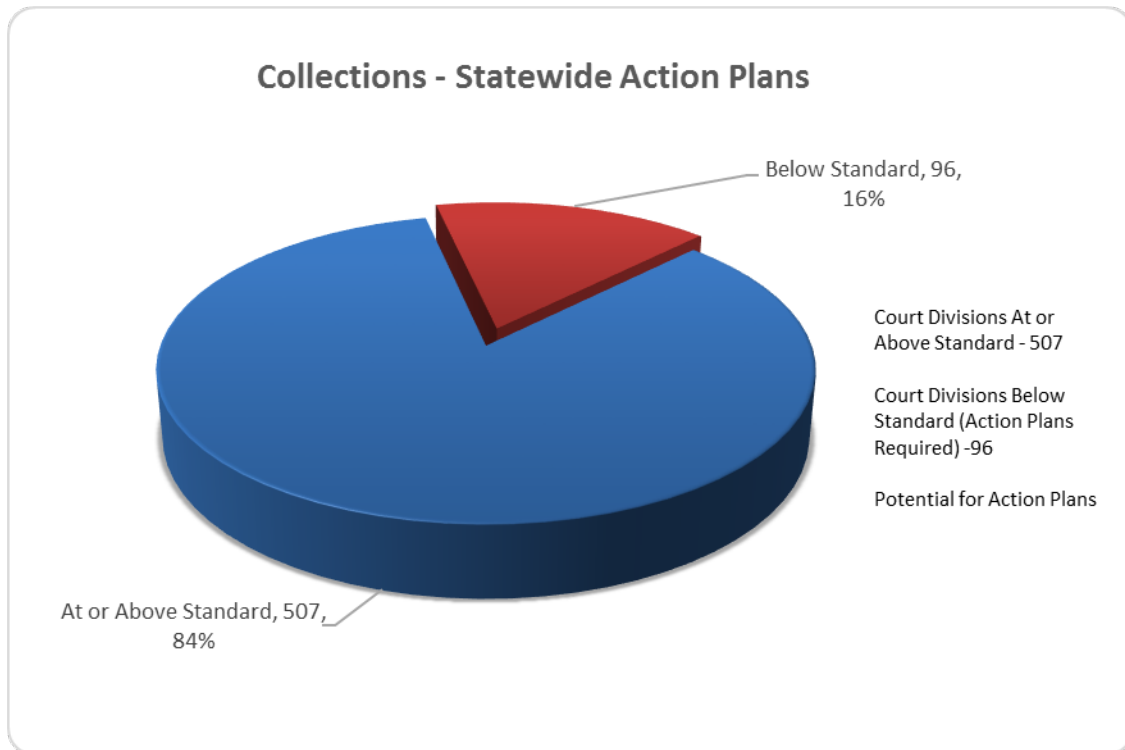
When the CCOC finds a Clerk's office has not met the performance standards, the CCOC identifies the nature of each deficiency and any corrective action recommended and taken by the affected Clerk of the Court. The CCOC is required to notify the Legislature of any clerk not meeting performance standards and provide a copy of applicable corrective action plans.

The CCOC monitors the performance of the Clerk's offices through quarterly reports provided by the Clerk's offices, due on the 20th of the month following the end of the quarter. The CCOC provides notification of the status of the Clerks' performance standards to the Legislature through these quarterly reports.

The quarterly report for the 1st Quarter of CFY 2016-2017 provides information about the performance of the Clerks of Courts on standards relating to collections, timeliness, and juror payment management. The report identifies the Clerk's offices not meeting each performance standard. In addition, the report provides a description of factors that may have contributed to the unmet standard.

For the 1st Quarter of CFY 2016-2017, 14 counties did not have an action plan related to Collections, 54 counties had no action plans for Timeliness 2, and 62 counties had no action plans regarding Jury Timeliness. Information not available for analysis of the Timeliness 1 standard. The performance measure analysis and required action plans are in the following pages of this report.

Collections – Statewide Performance

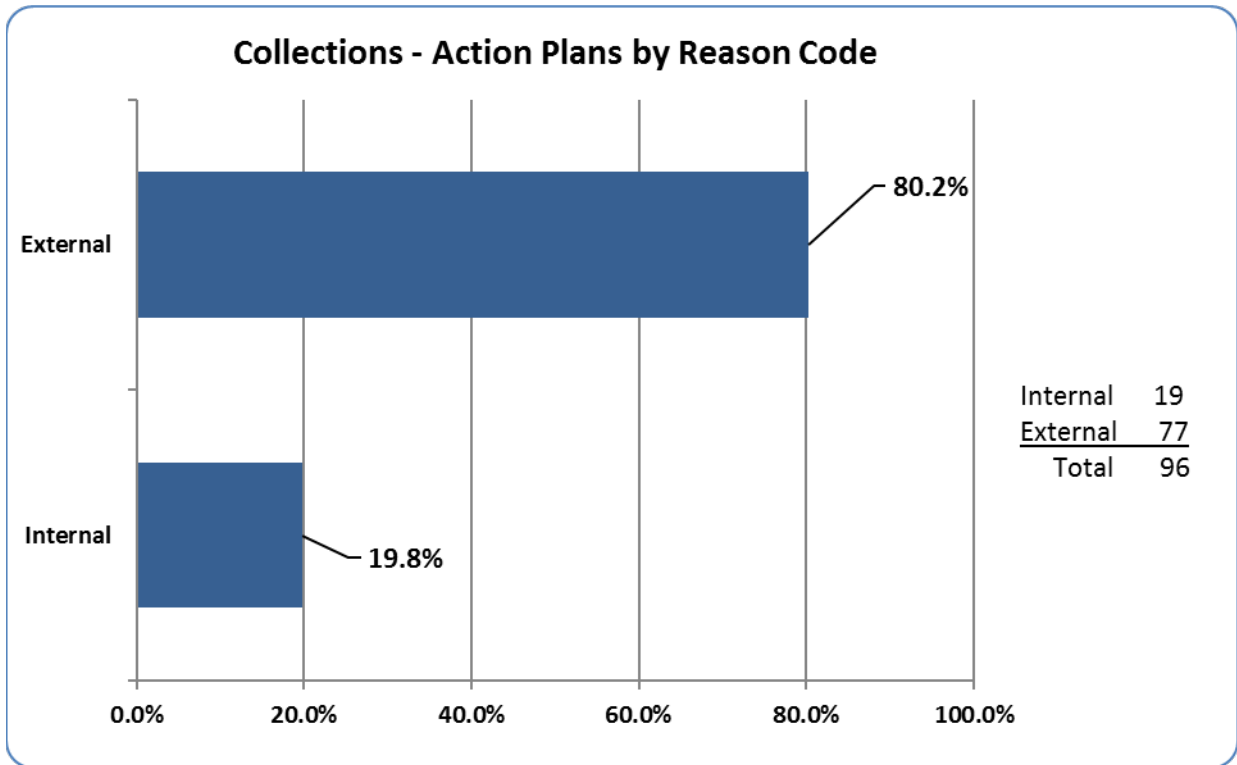


Collection Performance by Reason Code

Pursuant to Executive Council direction on October 6, 2015, the “Reason Codes” chosen for not meeting a statewide Collection performance measure were amended to clarify what was under the control of the Clerk’s office and what was not. The new reason codes are:

- “Internal” – Reasons are inter-office and controllable. Internal reasons will require an “Action to Improve” and a detailed explanation of the reason why the standard was not met and an expected duration of time to have this reason resolved.
- “External” – Factors outside of office management and/or process control. External Reasons will not require an Action to Improve but must have a detailed explanation of the external reason why the Collection Performance Standard was not met.

Of the 96 action plans where the collection standard was not met, 19 (20%) were classified as within the control of the Clerk. A list of the 19 action plans for 13 counties is found below. The remaining 77 (80%) action plans were outside the control of the Clerks' offices. A list of these external reasons is found in Appendix C.



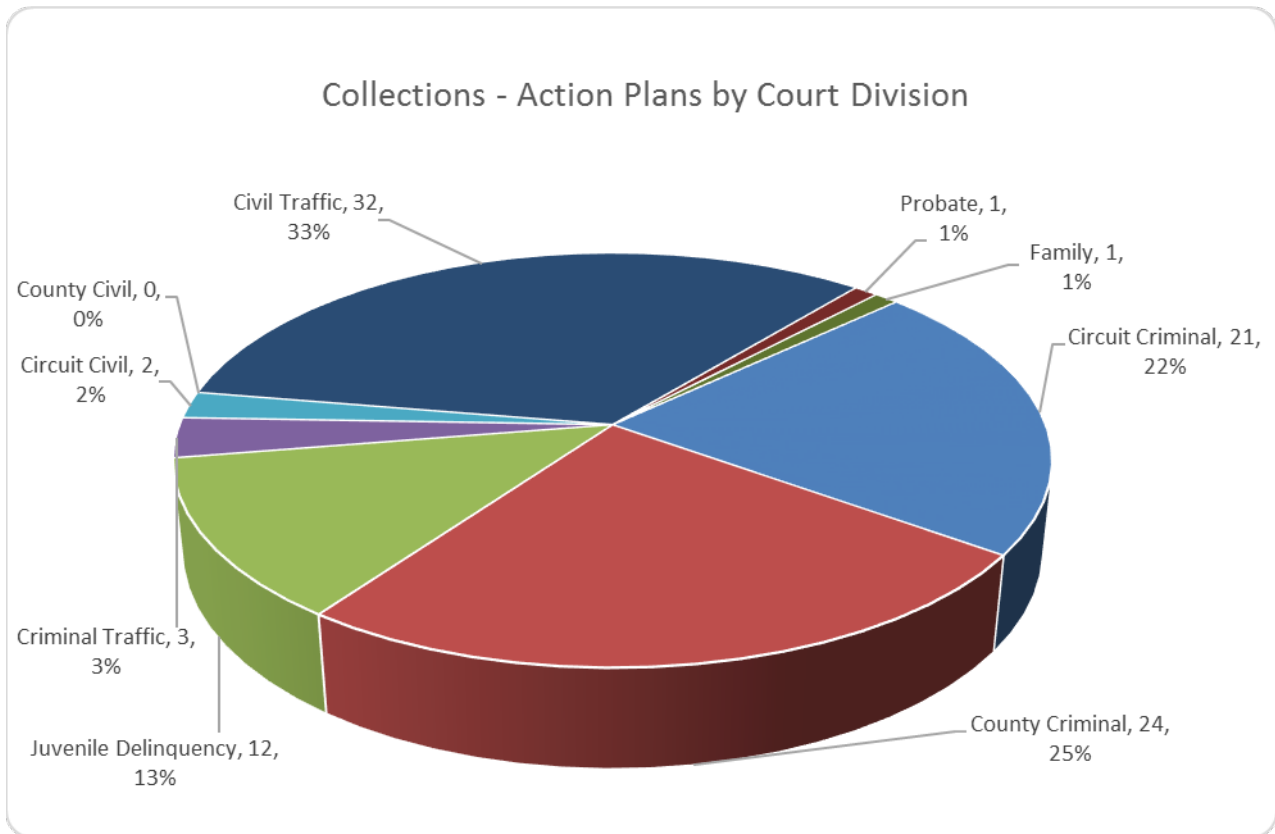
Internal – Action Plans

	County	Court Division	Plan to Improve
1	Brevard	County Criminal	Balance adjustments related to court orders.
2	Broward	Civil Traffic	Reduced hours of operation at our service windows and closed DHSMV payment locations because of budget reductions impact our collections efforts.
3	Charlotte	County Criminal	Late notice will be sent to defendants on cases that are 30 days late. If not paid 90 days after late notice, case will be sent to collections.
4	Charlotte	Civil Traffic	Fell below the measurement by 1/10 of a percent. Continuing efforts will be made sending D-6 letters and onto Collections after 90days.
5	Clay	Circuit Criminal	Defect in Report with CMS - Tyler Technologies. We are working with Tyler on a Solution.
6	Hamilton	Civil Traffic	We are working to increase collections in civil traffic. Cases forwarded to collections have increased in the past few months.
7	Highlands	County Criminal	Contracting with FCCC/Civitek to take credit card payments via our website. This will allow customers to make payment 24 hours a day. Should be up and running by next quarter.
8	Highlands	Criminal Traffic	Will be taking credit card payments 24 hours a day via our website within the next quarterly review/report.
9	Lafayette	County Criminal	Make sure to report community service amounts correctly.
10	Lake	County Criminal	Lack of sufficient staffing due to continued budget cuts reduces ability to aggressively pursue delinquent accounts.
11	Lake	Civil Traffic	Lack of sufficient staffing due to continued budget cuts reduces ability to aggressively pursue delinquent accounts.
12	Manatee	Civil Traffic	Have rebuilt financial code to make date range correction- historically have used original fine date; now using date assessed by court. Should see improvements moving forward.
13	Marion	County Criminal	Unable to create an action plan to improve. We are following procedures set by the Best Practices Committee.
14	Pinellas	County Criminal	Refining processes and looking for additional ways of improving our collections.
15	Pinellas	Juvenile Delinquency	Refining processes and looking for additional ways of improving our collections and by the next reporting period we hope to meet our standards.
16	Pinellas	Civil Traffic	Restructure of collection efforts and find additional or better methods to improve our collections in this area.

17	Sarasota	County Criminal	Intense Management of existing payment plans and further utilization of collection agencies expect to improve collection rates in 2017.
18	Sarasota	Civil Traffic	Intense management of existing payment plans and further utilization of collection agencies expected to improve collection rates in 2017.
19	Washington	County Criminal	Change the procedures for collection to increase amount collected.

Collection Performance by Court Division

As shown below, the civil traffic court division continues to exceed (33%) all other court divisions for not meeting collection standards. Criminal court division cases, as a whole (63%) continue to be a challenge to collect.



Historic Collection Rates

The table below shows that from the end of CFY 2015-16 through the 1st quarter of CFY 2016-17 Circuit Criminal and County Criminal showed an increase in collection performance; however, county criminal remains below the performance standard. Juvenile Dependency and Criminal Traffic saw a decrease in collection performance, but remained well above the performance standard.

In the civil court divisions, Circuit Civil, County Civil, Probate, and Family remain above their performance standards. Civil Traffic court division continues to remain below the collection standard.

Court Division	CFY 2015-16 Year End	CFY 2016-17 1st Quarter	CFY 2016-17 2nd Quarter	CFY 2016-17 3rd Quarter	CFY 2016-17 4th Quarter	Standard
Circuit Criminal	6.57%	9.44%				9%
Circuit Criminal (No Trafficking)	13.12%	16.61%				NA
County Criminal	35.70%	39.07%				40%
Juvenile Delinquency	16.32%	13.97%				9%
Criminal Traffic	61.92%	61.53%				40%
Circuit Civil	99.06%	99.15%				90%
County Civil	99.56%	99.64%				90%
Civil Traffic	84.94%	84.17%				90%
Probate	99.15%	99.11%				90%
Family	96.78%	96.64%				75%
	63.69%	67.75%				

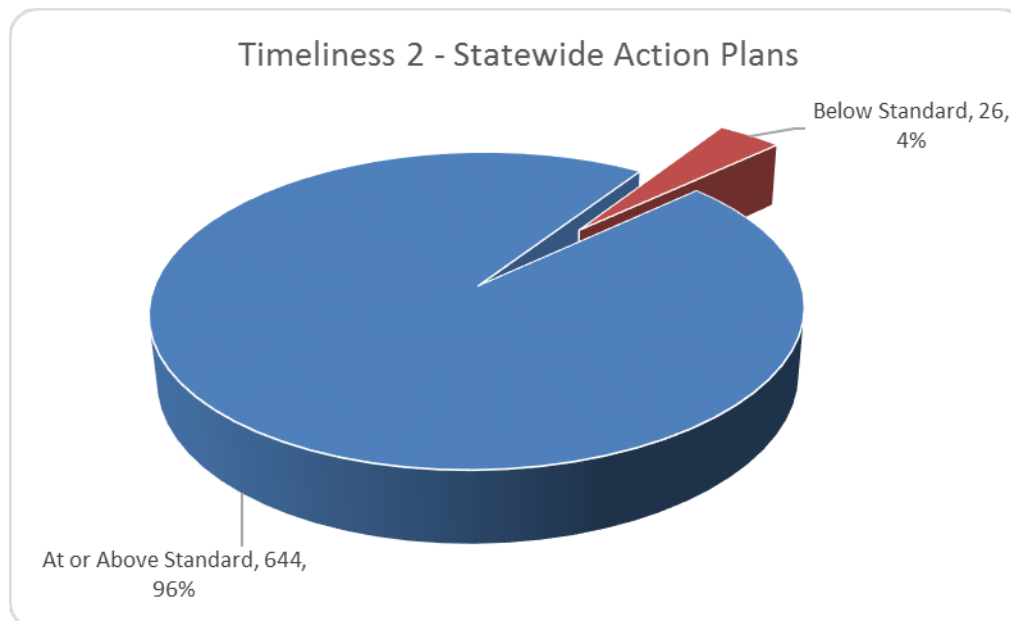
After adjusting the drug trafficking mandatory assessments and collections; the statewide Circuit Criminal court division collection rate increased from 9.44% to 16.61%.

Of the 21 counties who did not meet the Circuit Criminal collection standard, 13 would have met the standard had Drug Trafficking assessments not be included as part of Circuit Criminal assessments. Drug Trafficking assessments accounted for over 57% of total assessments for these counties in Quarter 1. Less than a half percent was collected due to the prison sentence.

Timeliness 1 – Cases Filed

Timeliness data cannot be obtained for Timeliness 1 because of changes in the case counting rules for CFY 2016-17. New timeliness standards are currently under review and development. A date for completion and implementation is unknown at this time.

Timeliness - Statewide Performance Cases Docketed



Timeliness Performance by Reason Codes

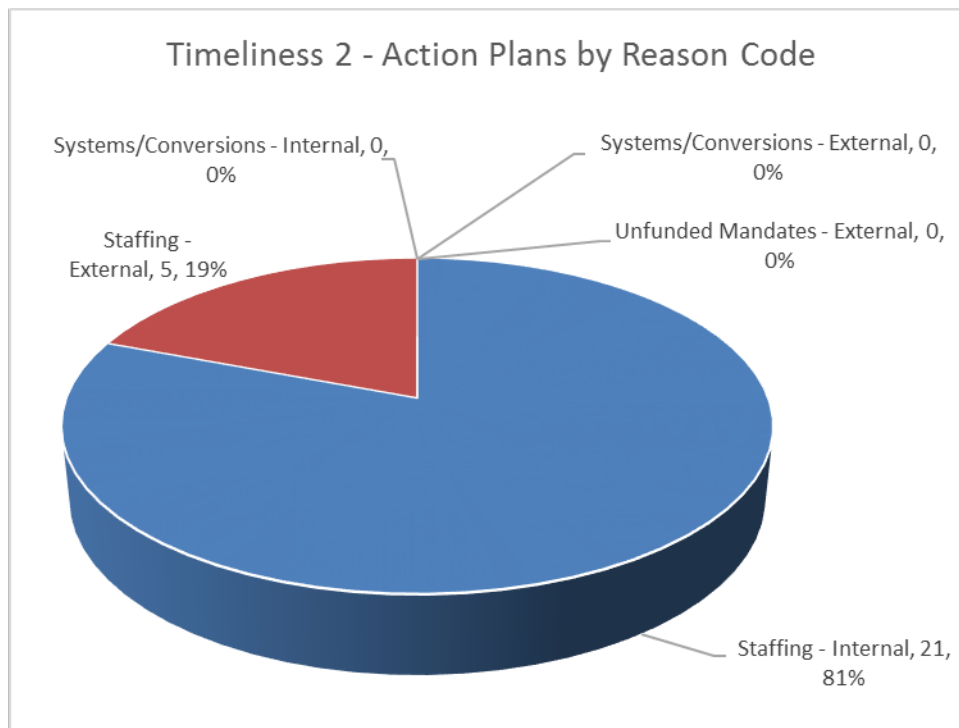
Pursuant to Executive Council direction on October 6, 2015, the “Reason Codes” chosen for not meeting a statewide Timeliness (filing cases timely and entering dockets timely) performance measures were amended to clarify what was under the control of the Clerk’s office to correct and what was not. The reason codes are:

- “Staffing - Internal”: Reason is inter-office and controllable. Internal Staffing reasons will require an “Action to Improve” and a detailed explanation of the reason why the standard was not met and an expected duration of time to have this reason resolved.
- “Staffing External”: Staffing factors outside of office management and/or process control. External Staffing Reasons will not require an Action to Improve but must have a detailed explanation of the external reason why the Timeliness Performance Standard was not met.
- “Systems / Conversions - Internal”: Reason is inter-office and controllable. Internal System reasons will require an “Action to Improve” including all factors noted above.
- “Systems – Conversions - External”: System / Conversion is outside of office management and/or process control. External Systems / Conversion reasons will not require an Action to Improve but must have a detailed explanation of the external reason why the Timeliness Performance Standard was not met.

- “Unfunded Mandates - External”: Federal, State and / or local mandates outside of office management and/or process control. Unfunded Mandate reason(s) will not require an Action to Improve but must have a detailed explanation of the external reason why the Timeliness Performance Standard was not met.

The 26 action plans required for not docketing cases timely (Time 2), 21 were in their control to correct. All 21 of those action plans site internal staffing as their reason for not meeting the standard. The 5 action plans for external reasons also site staffing as the reason and are detailed in Appendix B.

Timeliness 2 (Docket Entries) – Performance by Reason Code



Timeliness 2 (Docket Entry) – Internal Office Action Plans

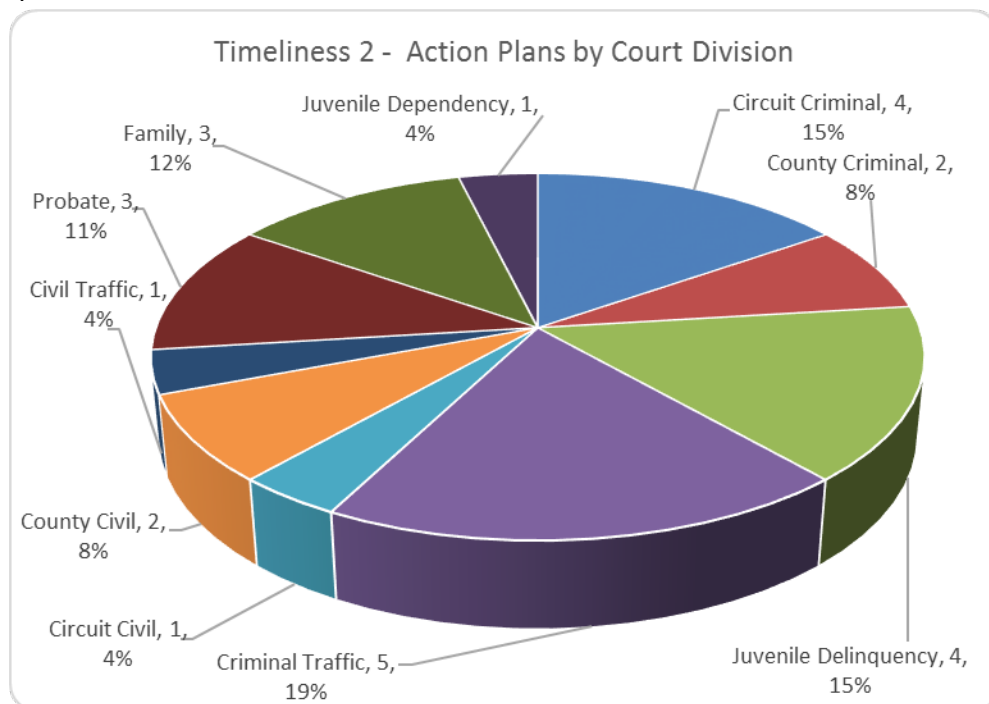
	County	Division	Reason Code	Action Plan to Improve
1	Broward	Probate	Staffing	Budget permitting, overtime will be utilized to improve timeliness.
2		Family	Staffing	Vacant positions to be filled in January
3	Calhoun	Circuit Criminal	Staffing	Cross training and re-arranged duties.

4	Citrus	Probate	Staffing	We are cross training internal and hope to find next opening with probate experience
5	Dade	Circuit Civil	Staffing	Unable to meet standard due to reduced staff as a result of the 15-16 budget cut
6		Family	Staffing	Unable to meet standard due to reduced staff as a result of the 15-16 budget cut
7		Juvenile Dependency	Staffing	Unable to meet standard due to reduced staff as a result of the 15-16 budget cut
8	Dixie	Circuit Criminal	Staffing	case load larger than expected - training staff for backup
9	Gadsden	Criminal Traffic	Staffing	insufficient staff available to handle caseload
10		County Civil	Staffing	insufficient staff available to handle caseload
11	Glades	Civil Traffic	Staffing	We have employed a part-time employee to assist with traffic.
12	Gulf	Juvenile Delinquency	Staffing	Moving staff to new positons due to budget cuts. Retraining staff for the new duties.
13	Highlands	Circuit Criminal	Staffing	CF Clerk was out on FMLA. Will perform additional cross training with CF court clerks on eFiling. Should resolve by next quarter.
14	Leon	Criminal Traffic	Staffing	short staff
15		County Civil	Staffing	clerk assist in other departments not enough staff
16		Probate	Staffing	clerk assist in other departments not enough staff
17		Family	Staffing	understaffed
18	Okaloosa	Juvenile Delinquency	Staffing	Judiciary changes in proceedings required a shift in responsibilities of duties for this court type. Changes

				in Judiciary processes and unsustainable court funding are slowing down the required training.
19	Putnam	Circuit Criminal	Staffing	We are reducing headcount to meet budget reductions and do not have adequate staff to meet all performance measures. Cross training and moving headcount to pinch points is not enough to counter reductions, planned and unplanned time off, etc. Even so, this is a near-miss which we will work vigorously to resolve next quarter.
20		Criminal Traffic	Staffing	
21	Washington	Juvenile Delinquency	Staffing	Moved to new Courthouse Everything is now back to normal.

Statewide Performance by Court Division – Timeliness 2 (Docket Entry)

As shown below, 59% of action plans for Timeliness 2 (docket entry) were in the Criminal court divisions, accounting for 15 of the 26 action plans. Criminal Traffic alone accounted for 19% of the actions plans for Timeliness 2.

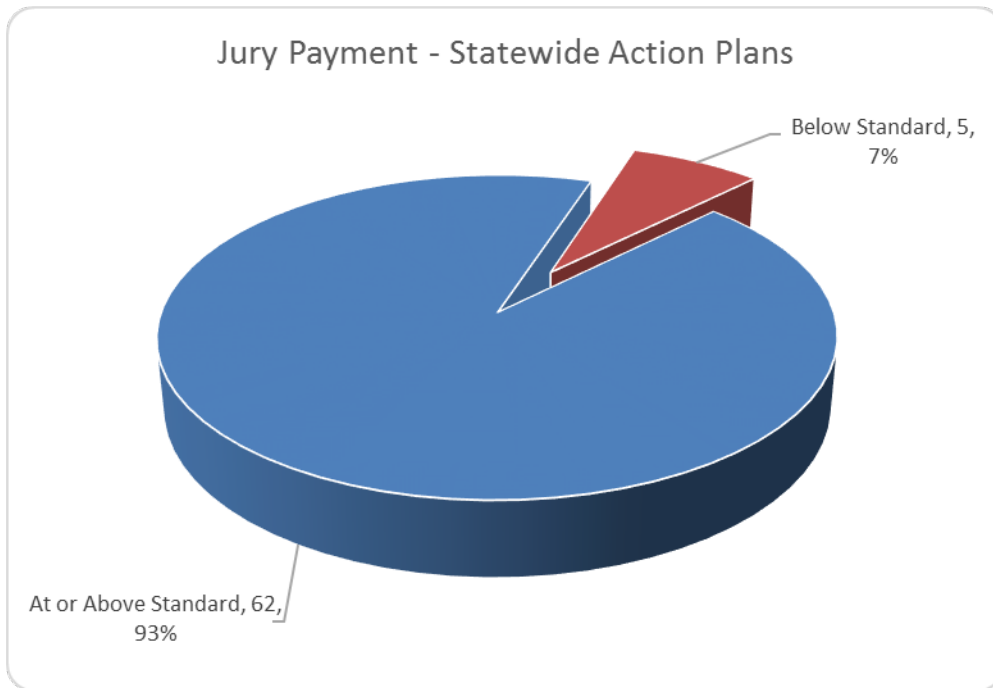


Historic Timeliness 2 Rates

For Timeliness 2, all court divisions are meeting the standard for entering dockets timely. For the Criminal court divisions, all had a slight decrease over CFY 2015-16 totals, except for an increase in Juvenile Delinquency. Half of the Civil court divisions had an increase while Probate, Family, and Juvenile Dependency had decreases.

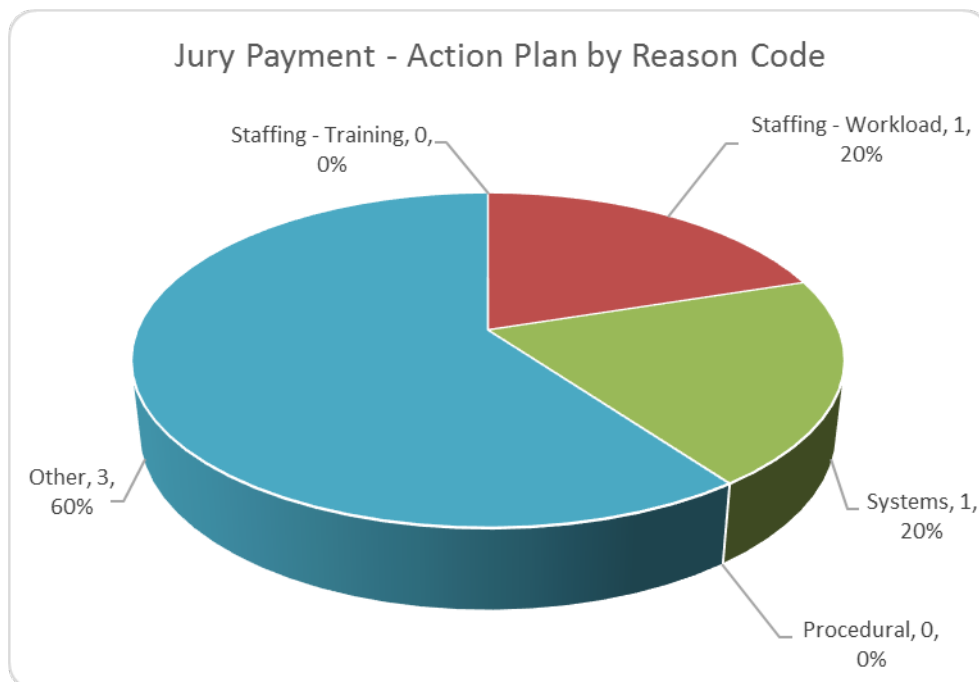
Time 2						
Quarter 1 CFY 2016-17						
Court Division	CFY 2015-16 Year End	CFY 2016-17 1st Quarter	CFY 2016-17 2nd Quarter	CFY 2016-17 3rd Quarter	CFY 2016-17 4th Quarter	Standard
Circuit Criminal	95.48%	94.24%				80.00%
County Criminal	95.47%	95.14%				80.00%
Juvenile Delinquency	95.19%	96.65%				80.00%
Criminal Traffic	95.58%	95.11%				80.00%
Circuit Civil	88.67%	90.28%				80.00%
County Civil	92.52%	94.20%				80.00%
Civil Traffic	96.47%	97.39%				80.00%
Probate	94.19%	93.77%				80.00%
Family	92.75%	92.55%				80.00%
Juvenile Dependency	95.38%	93.20%				80.00%

Jury Payments – Statewide Action Plans Required



Jury Payment Action Plans by Reason Code

The performance standard for timely juror payment is 100% payment of jurors within 20 days of final jury attendance. Of the five reason codes for not meeting the performance standard, Staffing – Training and Procedural had none. Three counties listed Other, one listed Staffing – Workload, and one listed Systems.



Jury Payment Action Plans

	County	Reason	Action Plan
1	Bradford	Staffing - Workload	Coordination between 3 employees wasn't effective during the holidays. Will try to improve.
2	Gadsden	Other (Explain)	One juror requested payment late
3	Madison	Other (Explain)	All Jury Trials were called off before court was held.
4	Monroe	Systems	Our finance system is still not compactable to our Jury system. Some of the checks are not posting in the system. So, we have to manually put them in.
5	Santa Rosa	Other (Explain)	Please see the attachment for explanation.

Appendix A
Collections Performance by Division
CFY 2017-16 Quarter 1

County	Reporting Quarter	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Total
Alachua	Qrt 1 10/1-12/31		External								1
Baker	Qrt 1 10/1-12/32		External		External			External			3
Bay	Qrt 1 10/1-12/33	External	External								2
Bradford	Qrt 1 10/1-12/34			External		External					2
Brevard	Qrt 1 10/1-12/35		Internal								1
Broward	Qrt 1 10/1-12/36			External				Internal			2
Calhoun	Qrt 1 10/1-12/37		External	External							2
Charlotte	Qrt 1 10/1-12/38	External	Internal					Internal			3
Citrus	Qrt 1 10/1-12/39										0
Clay	Qrt 1 10/1-12/40	Internal									1
Collier	Qrt 1 10/1-12/41										0
Columbia	Qrt 1 10/1-12/42		External								1
Dade	Qrt 1 10/1-12/43		External					External			2
Desoto	Qrt 1 10/1-12/44										0
Dixie	Qrt 1 10/1-12/45		External		External			External			3
Duval	Qrt 1 10/1-12/46		External					External			2
Escambia	Qrt 1 10/1-12/47	External						External			2
Flagler	Qrt 1 10/1-12/48										0
Franklin	Qrt 1 10/1-12/49										0
Gadsden	Qrt 1 10/1-12/50							External			1
Gilchrist	Qrt 1 10/1-12/51							External			1
Glades	Qrt 1 10/1-12/52	External								External	2
Gulf	Qrt 1 10/1-12/53										0
Hamilton	Qrt 1 10/1-12/54	External						Internal			2
Hardee	Qrt 1 10/1-12/55										0
Hendry	Qrt 1 10/1-12/56			External-Judicial				External			2
Hernando	Qrt 1 10/1-12/57	External		External							2
Highlands	Qrt 1 10/1-12/58		Internal		Internal						2
Hillsborough	Qrt 1 10/1-12/59		External					External			2
Holmes	Qrt 1 10/1-12/60							External			1
Indian River	Qrt 1 10/1-12/61	External									1
Jackson	Qrt 1 10/1-12/62			External							1
Jefferson	Qrt 1 10/1-12/63										0
Lafayette	Qrt 1 10/1-12/64		Internal								1
Lake	Qrt 1 10/1-12/65		Internal					Internal			2
Lee	Qrt 1 10/1-12/66	External						External			2
Leon	Qrt 1 10/1-12/67		External								1
Levy	Qrt 1 10/1-12/68	External						External			2
Liberty	Qrt 1 10/1-12/69			External		External		External			3
Madison	Qrt 1 10/1-12/70		External					External			2
Manatee	Qrt 1 10/1-12/71							Internal			1
Marion	Qrt 1 10/1-12/72		Internal								1
Martin	Qrt 1 10/1-12/73										0
Monroe	Qrt 1 10/1-12/74							External			1
Nassau	Qrt 1 10/1-12/75							External			1
Okaloosa	Qrt 1 10/1-12/76	External						External			2
Okeechobee	Qrt 1 10/1-12/77							External			1
Orange	Qrt 1 10/1-12/78		External	External				External			3
Osceola	Qrt 1 10/1-12/79	External						External			2
Palm Beach	Qrt 1 10/1-12/80		External	External							2
Pasco	Qrt 1 10/1-12/81	External									1
Pinellas	Qrt 1 10/1-12/82		Internal	Internal				Internal			3
Polk	Qrt 1 10/1-12/83	External	External					External			3
Putnam	Qrt 1 10/1-12/84	External		External				External			3
Santa Rosa	Qrt 1 10/1-12/85							External			1
Sarasota	Qrt 1 10/1-12/86	External	Internal					Internal			3
Seminole	Qrt 1 10/1-12/87							External			1
St. Johns	Qrt 1 10/1-12/88										0
St. Lucie	Qrt 1 10/1-12/89										0
Sumter	Qrt 1 10/1-12/90										0
Suwannee	Qrt 1 10/1-12/91	External									1
Taylor	Qrt 1 10/1-12/92	External						External			2
Union	Qrt 1 10/1-12/93	External							External		2
Volusia	Qrt 1 10/1-12/94	External	External	External							3
Wakulla	Qrt 1 10/1-12/95										0
Walton	Qrt 1 10/1-12/96										0
Washington	Qrt 1 10/1-12/97	External	Internal								2
Statewide		21	24	12	3	2	0	32	1	1	96
Internal Reasons		1	9	1	1	0	0	7	0	0	19
External Reasons		20	15	11	2	2	0	25	1	1	77

Appendix A
Timeliness 1 (Case Processing) by Division
CFY 2017-16 Quarter 1

County	Reporting Quarter	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependency	Total
Alachua	Qrt 1 10/1-12/31											0
Baker	Qrt 1 10/1-12/32											0
Bay	Qrt 1 10/1-12/33											0
Bradford	Qrt 1 10/1-12/34											0
Brevard	Qrt 1 10/1-12/35											0
Broward	Qrt 1 10/1-12/36					Staffing - Internal			Staffing - Internal			2
Calhoun	Qrt 1 10/1-12/37											0
Charlotte	Qrt 1 10/1-12/38											0
Citrus	Qrt 1 10/1-12/39											0
Clay	Qrt 1 10/1-12/40											0
Collier	Qrt 1 10/1-12/41											0
Columbia	Qrt 1 10/1-12/42		Staffing - External		Staffing - External							2
Dade	Qrt 1 10/1-12/43					Staffing - Internal						1
Desoto	Qrt 1 10/1-12/44											0
Dixie	Qrt 1 10/1-12/45	Staffing - Internal										0
Duval	Qrt 1 10/1-12/46											0
Escambia	Qrt 1 10/1-12/47				Staffing - Internal							1
Flagler	Qrt 1 10/1-12/48											0
Franklin	Qrt 1 10/1-12/49											0
Gadsden	Qrt 1 10/1-12/50				Staffing - Internal							1
Gilchrist	Qrt 1 10/1-12/51											0
Glades	Qrt 1 10/1-12/52											0
Gulf	Qrt 1 10/1-12/53			Staffing - Internal								1
Hamilton	Qrt 1 10/1-12/54											0
Hardee	Qrt 1 10/1-12/55											0
Hendry	Qrt 1 10/1-12/56	Staffing - External										0
Hernando	Qrt 1 10/1-12/57											0
Highlands	Qrt 1 10/1-12/58											0
Hillsborough	Qrt 1 10/1-12/59											0
Holmes	Qrt 1 10/1-12/60											0
Indian River	Qrt 1 10/1-12/61											0
Jackson	Qrt 1 10/1-12/62											0
Jefferson	Qrt 1 10/1-12/63											0
Lafayette	Qrt 1 10/1-12/64											0
Lake	Qrt 1 10/1-12/65											0
Lee	Qrt 1 10/1-12/66											0
Leon	Qrt 1 10/1-12/67			Staffing - Internal	Staffing - Internal			Staffing - Internal				3
Levy	Qrt 1 10/1-12/68											0
Liberty	Qrt 1 10/1-12/69											0
Madison	Qrt 1 10/1-12/70				Staffing - Internal							1
Manatee	Qrt 1 10/1-12/71			Staffing - Internal								1
Marion	Qrt 1 10/1-12/72											0
Martin	Qrt 1 10/1-12/73											0
Monroe	Qrt 1 10/1-12/74											0
Nassau	Qrt 1 10/1-12/75					Systems/Conversions - Internal						1
Ocala	Qrt 1 10/1-12/76											0
Okeechobee	Qrt 1 10/1-12/77	Staffing - Internal		Staffing - Internal		Systems/Conversions - Internal	Systems/Conversions - Internal		Systems/Conversions - Internal		Systems/Conversions - Internal	5
Orange	Qrt 1 10/1-12/78											0
Osceola	Qrt 1 10/1-12/79											0
Palm Beach	Qrt 1 10/1-12/80											0
Pasco	Qrt 1 10/1-12/81											0
Pinellas	Qrt 1 10/1-12/82											0
Polk	Qrt 1 10/1-12/83					Staffing - Internal						1
Putnam	Qrt 1 10/1-12/84					Staffing - Internal						1
Santa Rosa	Qrt 1 10/1-12/85										Staffing - Internal	1
Sarasota	Qrt 1 10/1-12/86											0
Seminole	Qrt 1 10/1-12/87											0
St. Johns	Qrt 1 10/1-12/88											0
St. Lucie	Qrt 1 10/1-12/89											0
Sumter	Qrt 1 10/1-12/90											0
Suwannee	Qrt 1 10/1-12/91											0
Taylor	Qrt 1 10/1-12/92											0
Union	Qrt 1 10/1-12/93					Staffing - External						1
Volusia	Qrt 1 10/1-12/94											0
Wakulla	Qrt 1 10/1-12/95											0
Walton	Qrt 1 10/1-12/96											0
Washington	Qrt 1 10/1-12/97											0
Statewide		3	1	4	5	7	1	1	2	0	0	
Internal Reasons		2	0	4	4	6	1	1	2	0	2	
External Reasons		1	1	0	1	1	0	0	0	0	4	

Appendix A
Timeliness 2 (Docket Entries) by Division
CFY 2017-16 Quarter 1

County	Reporting Quarter	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependency	Total
Alachua	Qrt 1 10/1-12/31											0
Baker	Qrt 1 10/1-12/32											0
Bay	Qrt 1 10/1-12/33											0
Bradford	Qrt 1 10/1-12/34											0
Brevard	Qrt 1 10/1-12/35											0
Broward	Qrt 1 10/1-12/36								Staffing - Internal	Staffing - Internal		2
Calhoun	Qrt 1 10/1-12/37	Staffing - Internal										0
Charlotte	Qrt 1 10/1-12/38											0
Citrus	Qrt 1 10/1-12/39								Staffing - Internal			1
Clay	Qrt 1 10/1-12/40											0
Collier	Qrt 1 10/1-12/41											0
Columbia	Qrt 1 10/1-12/42		Staffing - External		Staffing - External							2
Dade	Qrt 1 10/1-12/43					Staffing - Internal				Staffing - Internal	Staffing - Internal	3
Desoto	Qrt 1 10/1-12/44											0
Dixie	Qrt 1 10/1-12/45	Staffing - Internal										0
Duval	Qrt 1 10/1-12/46											0
Escambia	Qrt 1 10/1-12/47											0
Flagler	Qrt 1 10/1-12/48											0
Franklin	Qrt 1 10/1-12/49											0
Gadsden	Qrt 1 10/1-12/50				Staffing - Internal		Staffing - Internal					2
Gilchrist	Qrt 1 10/1-12/51											0
Glades	Qrt 1 10/1-12/52							Staffing - Internal				1
Gulf	Qrt 1 10/1-12/53			Staffing - Internal								1
Hamilton	Qrt 1 10/1-12/54											0
Hardee	Qrt 1 10/1-12/55											0
Henry	Qrt 1 10/1-12/56		Staffing - External		Staffing - External							2
Hernando	Qrt 1 10/1-12/57											0
Highlands	Qrt 1 10/1-12/58	Staffing - Internal										0
Hillsborough	Qrt 1 10/1-12/59											0
Holmes	Qrt 1 10/1-12/60											0
Indian River	Qrt 1 10/1-12/61											0
Jackson	Qrt 1 10/1-12/62											0
Jefferson	Qrt 1 10/1-12/63											0
Lafayette	Qrt 1 10/1-12/64											0
Lake	Qrt 1 10/1-12/65											0
Lee	Qrt 1 10/1-12/66											0
Leon	Qrt 1 10/1-12/67				Staffing - Internal		Staffing - Internal		Staffing - Internal	Staffing - Internal		4
Levy	Qrt 1 10/1-12/68											0
Liberty	Qrt 1 10/1-12/69											0
Madison	Qrt 1 10/1-12/70											0
Manatee	Qrt 1 10/1-12/71											0
Marion	Qrt 1 10/1-12/72											0
Martin	Qrt 1 10/1-12/73											0
Monroe	Qrt 1 10/1-12/74											0
Nassau	Qrt 1 10/1-12/75											0
Okaloosa	Qrt 1 10/1-12/76			Staffing - Internal								1
Okeechobee	Qrt 1 10/1-12/77											0
Orange	Qrt 1 10/1-12/78											0
Osceola	Qrt 1 10/1-12/79											0
Palm Beach	Qrt 1 10/1-12/80											0
Pasco	Qrt 1 10/1-12/81											0
Pinellas	Qrt 1 10/1-12/82											0
Polk	Qrt 1 10/1-12/83											0
Putnam	Qrt 1 10/1-12/84	Staffing - Internal			Staffing - Internal							1
Santa Rosa	Qrt 1 10/1-12/85											0
Sarasota	Qrt 1 10/1-12/86											0
Seminole	Qrt 1 10/1-12/87											0
St. Johns	Qrt 1 10/1-12/88											0
St. Lucie	Qrt 1 10/1-12/89											0
Sumter	Qrt 1 10/1-12/90											0
Suwannee	Qrt 1 10/1-12/91											0
Taylor	Qrt 1 10/1-12/92											0
Union	Qrt 1 10/1-12/93			Staffing - External								1
Volusia	Qrt 1 10/1-12/94											0
Wakulla	Qrt 1 10/1-12/95											0
Walton	Qrt 1 10/1-12/96											0
Washington	Qrt 1 10/1-12/97			Staffing - Internal								1
Statewide		4	2	4	5	1	2	1	3	3	0	
Internal Reasons		4	0	3	3	1	2	1	3	3	1	
External Reasons		0	2	1	2	0	0	0	0	0	5	

Appendix B

External Descriptions for not Meeting Performance Standards by Division

CFY 2016-17 Quarter 1

Collections - External Reasons Provided

Count	County	Division	Action Plan to Improve / Description of External Factor	Reason Code
1	Alachua	County Criminal	People charged with this level do not have the money to pay.	External to Clerk's Control
2	Baker	County Criminal	Our defendants are placed on probation, we set up payment plans, and suspend their DL for failure to comply. We are open to any suggestions.	External to Clerk's Control
3	Baker	Criminal Traffic	Our defendants are placed on probation, we set up payment plans, and suspend their DL for failure to comply. We are open to any suggestions.	External to Clerk's Control
4	Baker	Civil Traffic	We D6 their DL weekly, and send unpaid citations to the collections agency. We are open to suggestions.	External to Clerk's Control
5	Bay	Circuit Criminal	Bay County is doing everything at our disposal to collect the money owed.	External to Clerk's Control
6	Bay	County Criminal	Bay County is doing everything at our disposal to collect the money owed.	External to Clerk's Control
7	Bradford	Juvenile Delinquency	Paying restitution first, still on probation and some will need to be brought back up before the judge. \$750 will be converted to community service work.	External to Clerk's Control
8	Bradford	Circuit Civil	Inmate cases in which we have no control of when we receive payment.	External to Clerk's Control
9	Broward	Juvenile Delinquency	Explore options with other state agencies, like State Attorney's Office, to improve enforcement of court ordered assessments.	External to Clerk's Control
10	Calhoun	County Criminal	Will work with Probation officer and the Judges office with collection efforts on civil judgments. Will continue to improve collection efforts in the office.	External to Clerk's Control
11	Calhoun	Juvenile Delinquency	Probation officer request case closed before all payments made. Will continue to work with him to collect before he closes case.	External to Clerk's Control
12	Charlotte	Circuit Criminal	There was one case assessed at 3,255,411 and Defendant will be in prison for 30 years.	External to Clerk's Control
13	Columbia	County Criminal	We will continue to exhaust all collection efforts to mprove this measure.	External to Clerk's Control
14	Dade	County Criminal	Due to our current economic conditions, many defendants are indigent or transient making collections efforts more difficult.	External to Clerk's Control
15	Dade	Civil Traffic	We have a significant number of payment plans which extend the time required for full collection. Additionally, a significant number of citations go to court which also delays collection times.	External to Clerk's Control
16	Duval	County Criminal	Reviewing collection agency performance and other on-line payment options.	External to Clerk's Control
17	Duval	Civil Traffic	Reviewing collection agency performance and other options to pay as well as enforcing 30 days to pay.	External to Clerk's Control
18	Escambia	Circuit Criminal	The local economy and ability to pay controls the collection rate. We are implementing a payment system to offer expanded payment options for citizens.	External to Clerk's Control
19	Escambia	Civil Traffic	The local economy and ability to pay controls the collection rate. We are implementing a new system which will offer expanded payment options for citizens.	External to Clerk's Control
20	Gadsden	Civil Traffic	We are a small office with a small staff. We will continue to attempt to meet the standard using the resources we have at our disposal.	External to Clerk's Control
21	Gilchrist	Civil Traffic	Sending notices, accepting new payment plans and we are reevaluating our current collection company and procedures.	External to Clerk's Control
22	Glades	Circuit Criminal	Most are incarcerated or reduced to Civil Judgment.	External to Clerk's Control
23	Glades	Family	Two counterpetitions filed and the filing fee was not paid. 15 day letters have been sent.	External to Clerk's Control
24	Hamilton	Circuit Criminal	All felony fines & costs are paid through the State Probation and Parole office. These costs are normally paid monthly.	External to Clerk's Control
25	Hendry	Juvenile Delinquency	Community Service is usually chosen over making a payment.	External to Clerk's Control
26	Hendry	Civil Traffic	Non-Pays, out of our control.	External to Clerk's Control
27	Hernando	Circuit Criminal	This collection rate is off by a slim margin from the performance measure standard. It is 11.79% excluding drug trafficking. We will continue to work to increase collections efforts, increase payments on payment plans, and collect these fees and fines.	External to Clerk's Control
28	Hernando	Civil Traffic	This performance measure standard is also off by just a slim margin. We will continue to work with our collection agent, continue to work with our customers to put payment plans in place and work to increase this percentage.	External to Clerk's Control
29	Hillsborough	County Criminal	Transitioning from private probation service provider to local sheriff has greatly improved collections and we will continue to monitor performance.	External to Clerk's Control
30	Hillsborough	Civil Traffic	Continued use of internal collection methods and referral to outside collection agencies.	External to Clerk's Control
31	Holmes	Civil Traffic	Non-payment, currently sending letters from our inhouse collections department.	External to Clerk's Control
32	Indian River	Circuit Criminal	People are slowly beginning to pay as a result of our collection efforts. It is difficult to collect when they are incarcerated or not employed. We are starting to put them on payment plans.	External to Clerk's Control
33	Jackson	Juvenile Delinquency	We will continue to work with the Juvenile PO's to assist in these collections. We are also sending letters notifying violators that driving privileges will be suspended.	External to Clerk's Control
34	Lee	Circuit Criminal	Drug trafficking assessments are 65% of total assessments.	External to Clerk's Control
35	Lee	Civil Traffic	Representative in the uncollected balance; 57% or \$294k are toll cases and of those toll cases, 67% have been referred to a collection agency with DL suspension and 25% are on an active payment plan.	External to Clerk's Control
36	Leon	County Criminal	Leon County uses all methods of collections available to them for collecting on these criminal cases. License suspension and submission to Collection Agency are two methods used. Results of Collection Agency are outside of the 5 quarter accounting and are not credited to our collection rate. Leon County will continue to monitor this.	External to Clerk's Control
37	Levy	Circuit Criminal	Most in jail/ economy	External to Clerk's Control
38	Levy	Civil Traffic	Economy	External to Clerk's Control
39	Liberty	Juvenile Delinquency	When a defendants term of supervision terminates, they are placed on a payment plan to attempt to collect outstanding costs.	External to Clerk's Control
40	Liberty	Circuit Civil	Liens placed on inmate trust accounts to attempt collection of filing fees on Writ of Mandamus Cases.	External to Clerk's Control
41	Liberty	Civil Traffic	Measure was not met due to non-payment of traffic citations. Continue to send to collection agency.	External to Clerk's Control
42	Madison	County Criminal	We are starting to suspend licenses on these types of cases as well as offer payment plans to help people pay these fees.	External to Clerk's Control
43	Madison	Civil Traffic	Encourage payment plans.	External to Clerk's Control
44	Marion	County Criminal	Unable to create an action plan to improve. We are following procedures set by the Best Practices Committee.	External to Clerk's Control
45	Nassau	Civil Traffic	Continue to suspend drivers license and send all unpaid fines to collection agency.	External to Clerk's Control

Appendix B
External Descriptions for not Meeting Performance Standards by Division
CFY 2016-17 Quarter 1

46	Okaloosa	Circuit Criminal	Most of the Defendant's are either incarcerated or indigent.	External to Clerk's Control
47	Okaloosa	Civil Traffic	Due to unsustainable court funding, our ability to prioritize collections in this case type are constrained.	External to Clerk's Control
48	Okeechobee	Civil Traffic	Cases will be sent to collections.	External to Clerk's Control
49	Orange	County Criminal	We have never met this standard. The majority of our customers are on payment plans that extend beyond the 5 quarters of this report.	External to Clerk's Control
50	Orange	Juvenile Delinquency	Juveniles do not pay amounts due and if they are on a payment plan, the plans extend beyond 5 quarters. Also, juvenile dollars are so immaterial, it is not worth pursuing.	External to Clerk's Control
51	Orange	Civil Traffic	A lot of out of state/out of country visitors who don't pay and a general disregard for paying traffic cases. People don't care if they have a DL suspension or not.	External to Clerk's Control
52	Osceola	Circuit Criminal	The standard was not met due to the volume of defendants sentenced to DOC.	External to Clerk's Control
53	Osceola	Civil Traffic	The standard was not met despite collection efforts within the control of the Clerk's Office. In addition we have a percentage of tourist in our county who live out of country and we are unable to collect on.	External to Clerk's Control
54	Palm Beach	County Criminal	Defendant's provided too much time to pay without being ordered onto a Clerk payment plan. Defendants on probation are not ordered to establish payment plans. Failure to pay as a condition does not have negative impact on successful completion of probation. Since meeting with the judges, we have seen an increase in payment plans. We expect the collection rate to increase as payment plan activity increases.	External to Clerk's Control
55	Palm Beach	Juvenile Delinquency	Defendants placed on probation are not ordered to establish payment plans. Failure to pay as a condition of probation is usually converted to community service.	External to Clerk's Control
56	Pasco	Circuit Criminal	Drug trafficking cases caused the missed percentages.	External to Clerk's Control
57	Polk	Circuit Criminal	Drug trafficking cases not paid. When they're excluded we meet the standard.	External to Clerk's Control
58	Polk	County Criminal	Customers not paying.	External to Clerk's Control
59	Polk	Civil Traffic	Customers not paying.	External to Clerk's Control
60	Putnam	Circuit Criminal	High incarceration rates extend beyond collection period. All converted to civil lien on release. Few, if any, assets in defendant's name.	External to Clerk's Control
61	Putnam	Juvenile Delinquency	Primarily driven by poor demographics. No recovery in sight.	External to Clerk's Control
62	Putnam	Civil Traffic	Primarily driven by poor demographics. No recovery in sight.	External to Clerk's Control
63	Sarasota	Circuit Criminal	Two \$500,000 fines were assessed in one case, none of which has been paid. A single case with this amount of fines is an anomaly.	External to Clerk's Control
64	Seminole	Circuit Criminal	Amount in DOC is \$646,133.00 or 66.53%. Percent collected out of what is actually "collectible" is 9.17%.	External to Clerk's Control
65	Seminole	Civil Traffic	Get additional funding.	External to Clerk's Control
66	Suwannee	Circuit Criminal	\$350,000 of assessments were mandatory drug trafficking fines. Our collection rate would be 19.06% without these assessments.	External to Clerk's Control
67	Taylor	Circuit Criminal	The defendants with highest assessment are incarcerated. We have been sending some fines to collections	External to Clerk's Control
68	Taylor	Civil Traffic	We are doing everything we can to collect and payments are not being made.	External to Clerk's Control
69	Union	Circuit Criminal	Increased number of incarcerations for this reporting period. All have been reduced to judgments and sent to collections.	External to Clerk's Control
70	Union	Probate	One case with payment plan and no payments has been turned over to collections.	External to Clerk's Control
71	Volusia	Circuit Criminal	Increase in the number of late pay cases we are sending to collections.	External to Clerk's Control
72	Volusia	County Criminal	Increase in the number of late pay cases we are sending to collections.	External to Clerk's Control
73	Volusia	Juvenile Delinquency	Increase in the number of late pay cases we are sending to collections.	External to Clerk's Control
74	Washington	Circuit Criminal	Most are in prison, will try to collect upon their release.	External to Clerk's Control

Timeliness 1 (Case Processing) - External Reasons Provided

Count	County	Division	Description	Reason Code
1	Columbia	County Criminal	Down 1.0 FTE in this area and one experienced employee left to work for Court Admin with higher pay.	Staffing - External
2	Columbia	Criminal Traffic	Down 1.0 FTE in this area and one experienced employee left to work for Court Admin with higher pay.	Staffing - External
3	Hendry	Circuit Criminal	Due to the budget, we are short staffed and not allowed over-time.	Staffing - External
4	Nassau	Circuit Civil	When documents are returned through e-filing for corrections and then resubmitted, the dates can change. We will need to watch those dates more carefully.	Systems - External
5	Union	Circuit Civil	Reduction in Court Staff hours due to budget cuts.	Staffing - External

Timeliness 2 (Docket Entry) - External Reasons Provided

Count	County	Division	Description	Reason Code
1	Columbia	County Criminal	Down 1.0 FTE in this area and one experienced employee left to work for Court Admin with higher pay.	Staffing - External
2	Columbia	Criminal Traffic	Down 1.0 FTE in this area and one experienced employee left to work for Court Admin with higher pay.	Staffing - External
3	Hendry	County Criminal	Due to the budget, we are short staffed and not allowed over-time.	Staffing - External
4	Hendry	Criminal Traffic	Due to the budget, we are short staffed and not allowed over-time.	Staffing - External