



Quarterly Performance Measures & Action Plans Report

Section 28.35(2)(d), Florida Statutes

4th Quarter
County Fiscal Year 2016-17
(July 1, 2017 through September 30, 2017)

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Performance Measures & Quarterly Action Plans Report

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), Florida Statute 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.

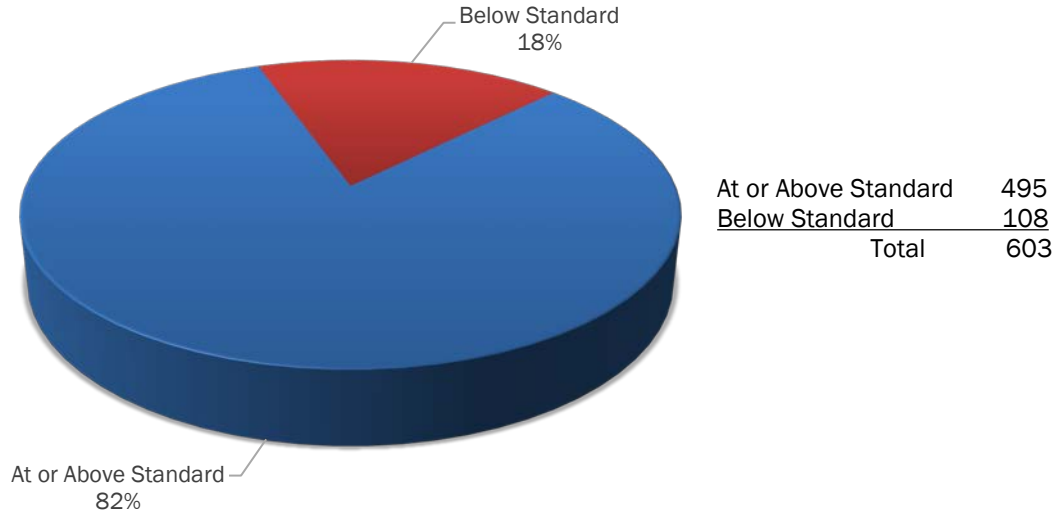
The quarterly report for the 4th Quarter of County Fiscal Year (CFY) 2016-2017 provides information about the performance of the Clerks of Courts on standards relating to collections, timeliness, and juror payment management. The report identifies the Clerk's offices not meeting each performance standard. In addition, the report provides a description of factors that may have contributed to the unmet standard. Dixie County did not submit a 3rd Quarter report for Jurors or Collections.

For the 4th Quarter of CFY 2016-2017, seven counties did not have any action plans. Twelve counties did not have action plans related to Collections, 44 counties had no action plans for Timeliness 1, 57 counties had no action plans for Timeliness 2, and 64 counties had no action plans regarding Jury Timeliness. The performance measure analysis and required action plans are in the following pages of this report.

Collections

Statewide Performance Summary

Collections - Statewide Action Plans Required



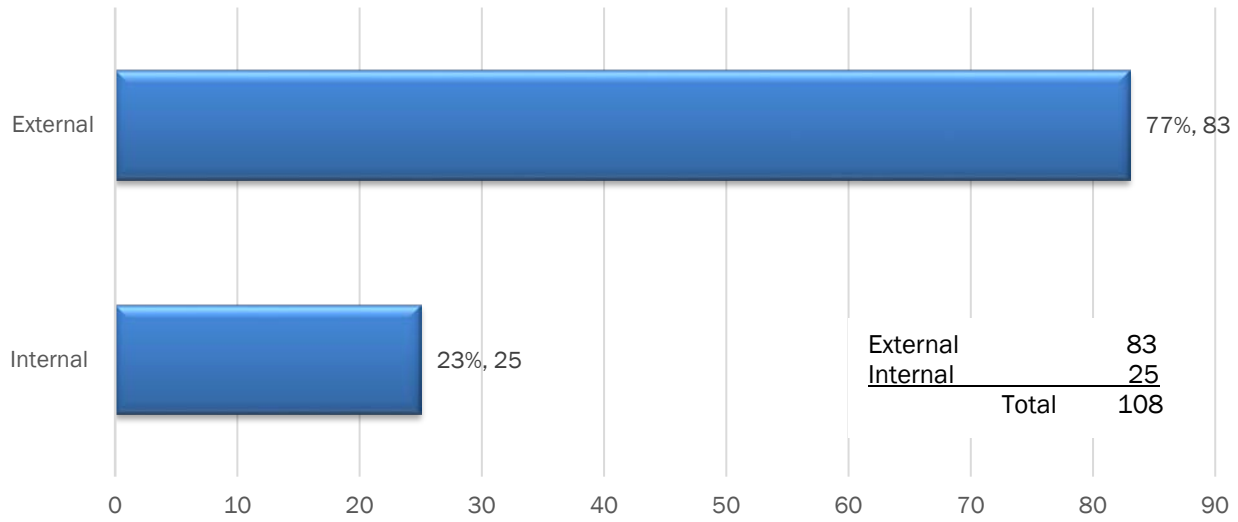
Statewide Performance by Reason Code

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 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.

There are 603 possible action plans, of which 108 did not meet the collection standard. Of those that did not meet the standard, 25 were internal; within the control of the Clerk. A list of the 25 action plans is found below the chart. The remaining 83 action plans were external; outside the control of the Clerks' offices. A list of these external reasons is found in Appendix B. The chart below shows the percentage and number of action plans by reason code.

Collections - Action Plans by Reason Code



Internal Collections Action Plans Required

The following are the action plans for internal reasons for counties missing a statewide performance measure as submitted by the Clerks:

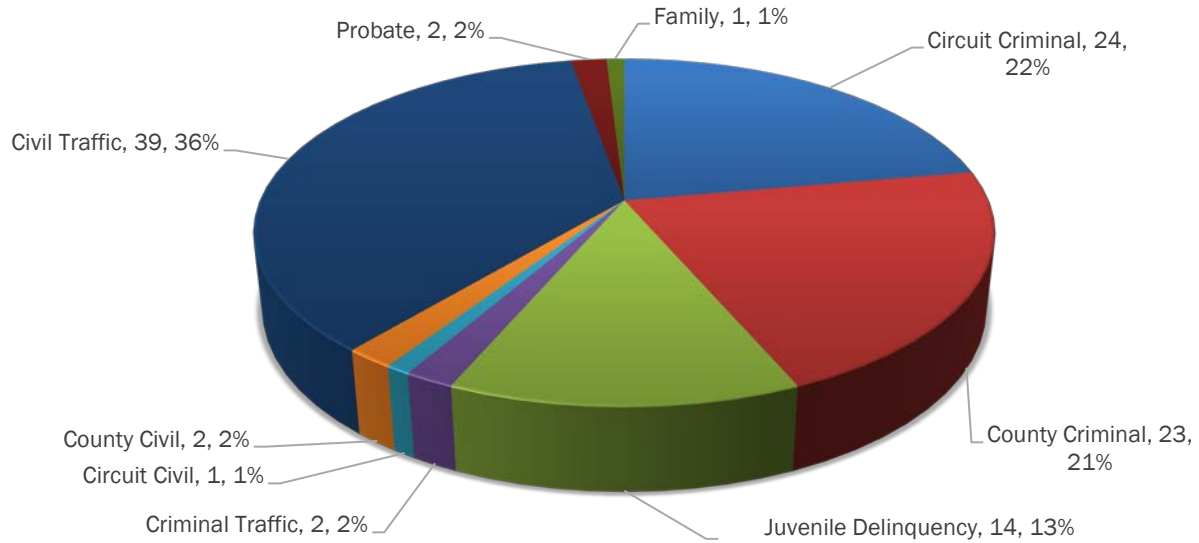
	County	Court Division	Plan to Improve
1	Bay	Circuit Criminal	Bay County is doing everything we can to collect fees.
2	Bay	Family	Corrections were made to the assessments and collections.
3	Bradford	Juvenile Delinquency	Additional training needed.
4	Brevard	Circuit Civil	Internal balance adjustments.
5	Brevard	County Civil	The standard was not met despite pursuit of all collections efforts within the control of the Clerk.
6	Brevard	Juvenile Delinquency	The standard was not met despite pursuit of all collection efforts within the Clerk's Office.
7	Escambia	Circuit Criminal	Ability to pay and incarceration affects the collection rate. Work continues on implementation of a payment system to offer expanded payment options.
8	Glades	County Criminal	Case was assessed late because assessment was not in Clericus. This has been corrected.
9	Gulf	Civil Traffic	Changed collection agencies. During this time, there was a period of no collections.
10	Hernando	Civil Traffic	Collection rates remain steady and close to standard. Notifications are taking place prior to suspension of driver's licenses hoping this will encourage payment. We will meet with our collection agent to see if

			there is anything they can do to help us boost this by at least 1% to get to standard.
11	Highlands	Circuit Criminal	Will continue to process more cases for collection agency referrals.
12	Highlands	County Criminal	Working with Civitek to accept payments via online credit cards.
13	Jefferson	Civil Traffic	Historically, it has taken us multiple reporting cycles to collect at a rate that meets our performance standard. Some of this can be attributed to payment plans as well as extensions.
14	Jefferson	County Criminal	We have a large assessment on a case that is on a payment plan. Our collection rate will improve as payments are made.
15	Lake	Circuit Criminal	Lack of sufficient staffing due to continued budget cuts reduces ability to aggressively pursue delinquent accounts.
16	Lake	Juvenile Delinquency	Lack of sufficient staffing due to continued budget cuts reduces ability to aggressively pursue delinquent accounts.
17	Marion	County Criminal	Unable to create an action plan to improve. We are following procedures set by the Best Practices Committee. Lack of adequate staffing due to continued budget cuts.
18	Martin	Probate	Isolated incident.
19	Monroe	Circuit Criminal	Reports were re-run for this period and showed an increase in assessments for same period.
20	Monroe	County Civil	Reports were re-run for this period and showed an increase in assessments for same period.
21	Monroe	Probate	Previous RPE 9/30/16 assessed amount s/b \$41,143
22	Pinellas	Civil Traffic	Continue with the new collection efforts that have been implemented.
23	Pinellas	County Criminal	Continuing to work with new processes regarding improvement of our collections efforts.
24	Sarasota	Civil Traffic	Intense management of existing payment options and further pressure on collection agencies expected to improve collection rates in 2017.
25	Sarasota	County Criminal	Intense management of existing payment plans and further utilization of collection agencies expected to improve collection rates in 2017.

Statewide Performance by Court Division

As shown below, the civil traffic court division continues to exceed (32%) all other court divisions for not meeting collection standards. Criminal court division cases (65%) also continue to be a challenge to collect. The graph below shows the number and percentage of action plans by court division.

Collections - Action Plans by Court Division





Historic Collection Rates

The table below shows a decrease in collection rates overall statewide in the 4th Quarter from the 3rd Quarter. Civil Traffic was the only court division with a slight increase in collection rates in the 4th Quarter from the 3rd Quarter. County Criminal and Civil Traffic did not meet the minimum standard statewide.

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%	6.13%	9.50%	9.04%	9%
Circuit Criminal (No Trafficking)	13.12%	16.60%	16.48%	16.19%	15.76%	NA
County Criminal	35.70%	39.07%	40.47%	40.97%	39.30%	40%
Juvenile Delinquency	16.32%	13.97%	14.03%	14.55%	12.86%	9%
Criminal Traffic	61.92%	61.53%	62.37%	62.12%	61.54%	40%
Circuit Civil	99.06%	99.15%	99.31%	99.23%	99.33%	90%
County Civil	99.56%	99.64%	99.68%	99.72%	99.71%	90%
Civil Traffic	84.94%	84.17%	86.23%	84.51%	83.30%	90%
Probate	99.15%	99.78%	99.38%	99.48%	99.27%	90%
Family	96.78%	96.64%	96.91%	97.05%	96.81%	75%
Statewide	63.69%	67.76%	62.09%	67.90%	65.97%	

After adjusting the drug trafficking mandatory assessments and collections; the statewide Circuit Criminal court division collection rate increased from 9.04% to 15.76%.

Of the 23 counties who did not meet the Circuit Criminal collection standard, 16 would have met the standard had Drug Trafficking assessments not been included as part of Circuit Criminal assessments. Drug Trafficking assessments accounted for 54.24% of total Circuit Criminal assessments statewide in Quarter 4.

CFY 2016-17 saw an overall increase of 2.11% in collections statewide over CFY 2015-16. Juvenile Delinquency, Criminal Traffic, and Civil Traffic saw a decrease in CFY 2016-17 from CFY 2015-16.

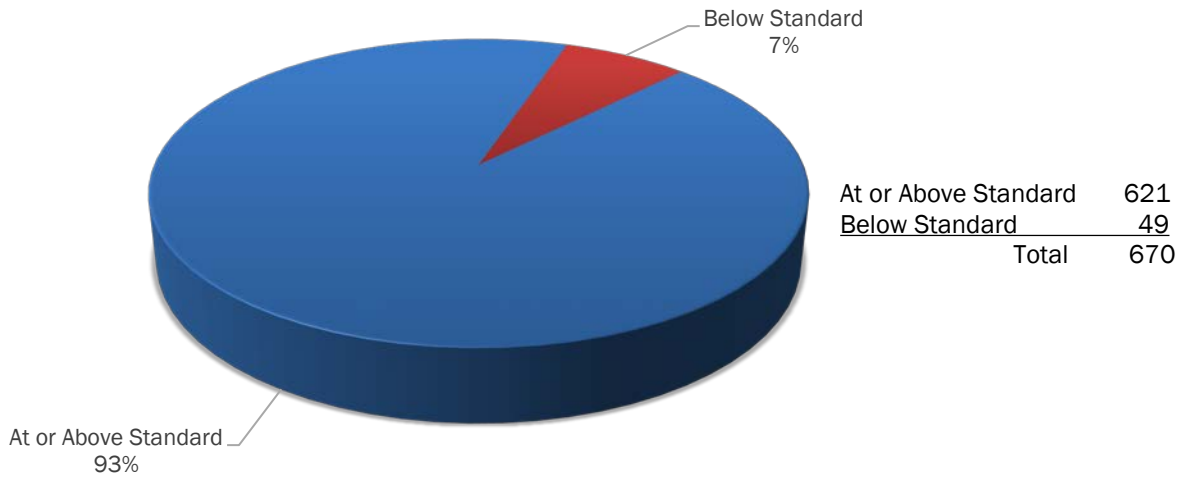
Court Division	CFY 2015-16 Year End	CFY 2106-17 Year End
Circuit Criminal	6.57%	8.25%
Circuit Criminal (No Trafficking)	13.12%	16.25%
County Criminal	35.70%	39.97%
Juvenile Delinquency	16.32%	13.88%
Criminal Traffic	61.92%	61.91%
Circuit Civil	99.06%	99.26%
County Civil	99.56%	99.69%
Civil Traffic	84.94%	84.57%
Probate	99.15%	99.47%
Family	96.78%	96.86%
Statewide	63.69%	65.80%

Timeliness

Statewide Performance Summary

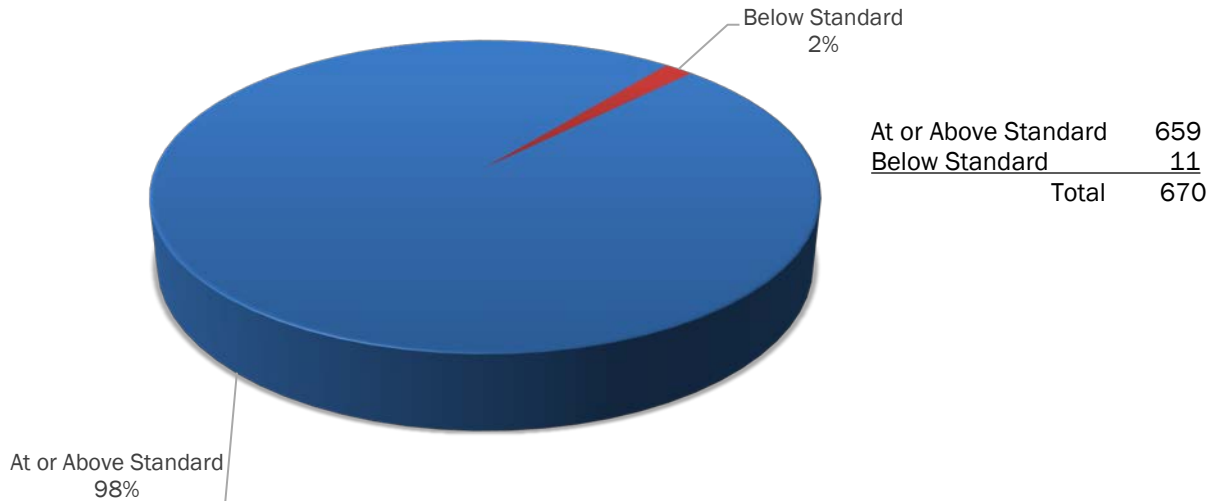
Timeliness 1 – Filing New Cases

Timeliness 1 - Statewide Action Plans



Timeliness 2 – Cases Docketed

Timeliness 2 - Statewide Action Plans



Statewide Performance by Reason Code

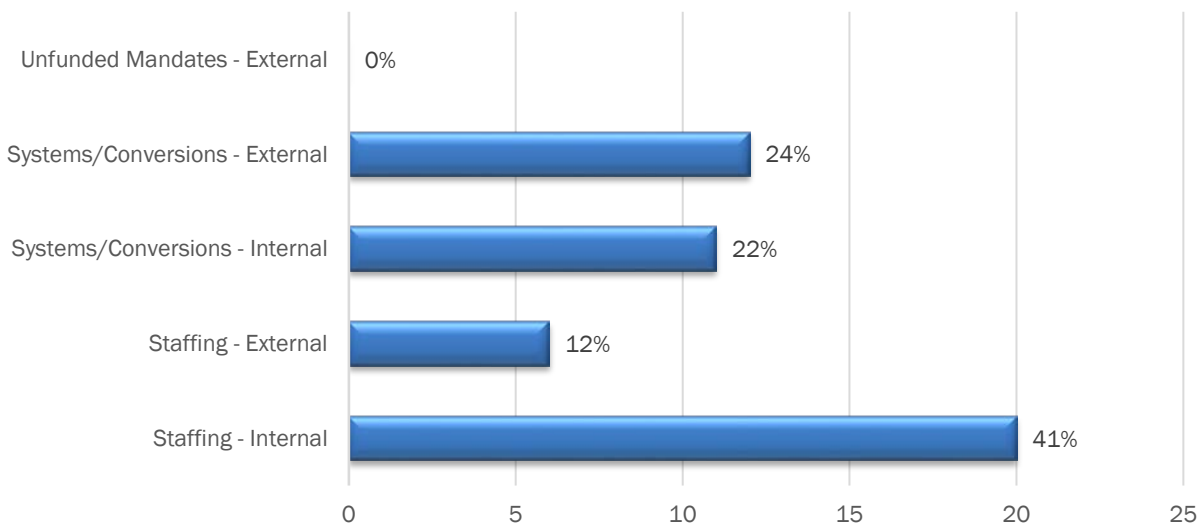
Pursuant to Executive Council direction on October 6, 2015, the “Reason Codes” chosen for not meeting a statewide Timeliness (filing cases timely and entering dockets timely) performance measures were amended to clarify what was under the control of the Clerk’s office to correct and what was not. The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

Timeliness 1 – Filing New Cases

There were 38 action plans for Timeliness 1 - Filing New Cases, of which 20 were for Staffing – Internal, 6 were related to Staffing – External, 11 for Systems/Conversions – Internal, 12 for Systems/Conversions – External, and none for Unfunded Mandates.

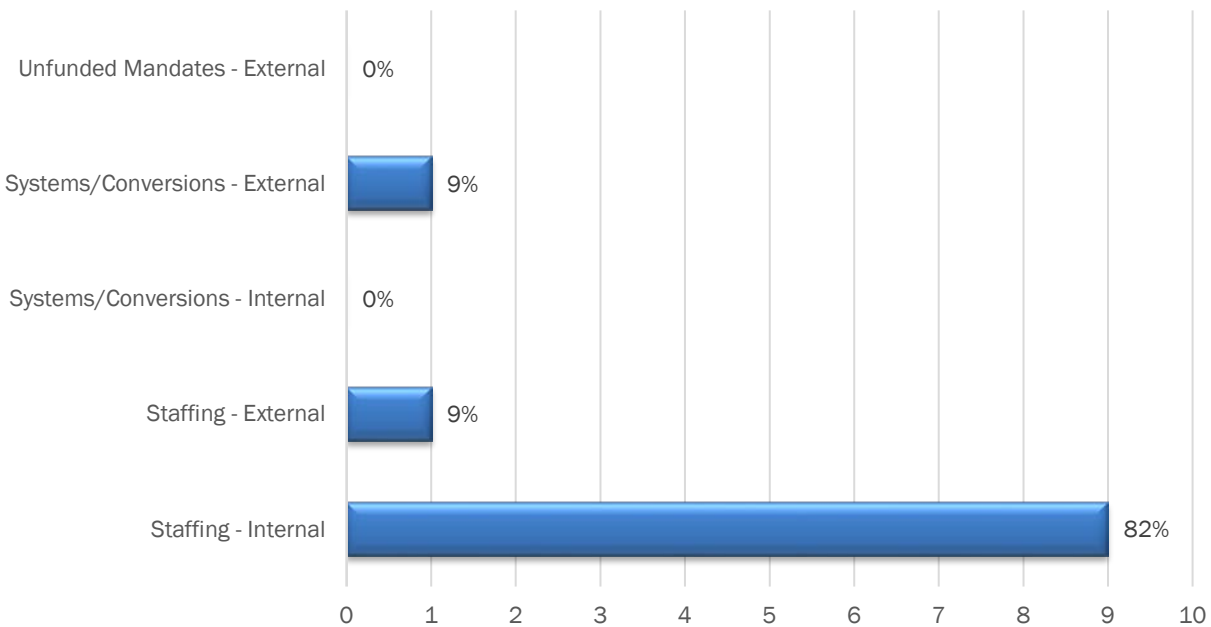
Timeliness 1 - Action Plans by Reason Code



Timeliness 2 – Cases Docketed

There were and 11 action plans for Timeliness 2 – Cases Docketed, of which 9 action plans were for Staffing – Internal, one for Staffing – External, one for Systems/Conversions – External, and none for Systems/Conversions – Internal or Unfunded Mandates.

Timeliness 2 - Action Plans by Reason Code



Explanations for external reasons for Timeliness 1 and 2 are provided in Appendix B. Internal reasons are listed below.

Internal Action Plans Required Timeliness 1 – Filing New Cases

The following are the action plans for internal reasons for counties missing a statewide performance measure as submitted by the Clerks:

	County	Division	Reason Code	Action Plan to Improve
1	Brevard	Probate	Staffing - Internal	Significant progress is being made in this department with staffing.
2	Broward	Circuit Civil	Staffing - Internal	Clerks still in training. Progress delayed due to Hurricane Irma. Clerks continue to work aggressively on backlog.
3	Broward	Family	Staffing - Internal	Clerks still in training. Progress delayed due to Hurricane Irma. Clerks continue to work aggressively on backlog.

4	Broward	Probate	Staffing - Internal	Budget permitting, overtime will be utilized to improve timeliness.
5	Citrus	Circuit Criminal	Staffing - Internal	Short-staffed by 1 clerk; currently have 2 clerks in training.
6	Dixie	Circuit Criminal	Staffing - Internal	Too many cases.
7	Gulf	Circuit Criminal	Systems/Conversions - Internal	Based on the new case counting rules this case count went down.
8	Lafayette	Criminal Traffic	Staffing - Internal	Time limitations and staffing restrictions caused the shortfall in meeting this standard this quarter.
9	Lafayette	Juvenile Delinquency	Systems/Conversions - Internal	No cases for this quarter for the section.
10	Lake	Criminal Traffic	Systems/Conversions - Internal	Due to change in business rules as to how cases are to be counted.
11	Lake	Probate	Staffing - Internal	Lack of staffing to keep workload current when regular staff members are out of the office.
12	Levy	Civil Traffic	Staffing - Internal	Need to hire, no budget.
13	Levy	Criminal Traffic	Staffing - Internal	Need to hire, no budget.
14	Levy	Juvenile Delinquency	Staffing - Internal	Using clerk in another department. No budget to hire.
15	Madison	County Civil	Staffing - Internal	Unable to open the office for 3 days during Hurricane Irma had an impact on our departments.
16	Madison	Criminal Traffic	Staffing - Internal	Unable to open the office for 3 days during Hurricane Irma had an impact on our Traffic Department.
17	Manatee	Circuit Criminal	Staffing - Internal	Court Input division suffered loss of staffing due to budget and resignations. Should see improvement once resignation positions are filled.
18	Manatee	Criminal Traffic	Staffing - Internal	Court Input division suffered loss of staffing due to budget, and resignations. Should see improvement once resignation positions are filled.
19	Okaloosa	Circuit Criminal	Staffing - Internal	Due to increased budget cuts we do not have the staffing to maintain current workload.
20	Okaloosa	Criminal Traffic	Staffing - Internal	Due to increased budget cuts, we do not have the staffing to maintain current workload.
21	Okeechobee	Circuit Civil	Systems/Conversions - Internal	No response provided.
22	Okeechobee	County Civil	Systems/Conversions - Internal	No response provided.
23	Okeechobee	County Criminal	Systems/Conversions - Internal	No response provided.
24	Okeechobee	Juvenile Delinquency	Systems/Conversions - Internal	No response provided.
25	Okeechobee	Probate	Systems/Conversions - Internal	No response provided.

26	Putnam	Probate	Staffing - Internal	10% TO in one month alone. Low wages and costly benefits in an increasingly robust labor market are making it nearly impossible to hire quality candidates. Due to budget constraints, only 4 of 6 will be rehired. You cannot cross train yourself out of this. We also reorganized to centralize customer service during July. This will likely have a negative impact for a few minutes.
27	Santa Rosa	Circuit Criminal	Systems/Conversions - Internal	My Timeliness report shows 684 total cases.
28	Santa Rosa	Criminal Traffic	Systems/Conversions - Internal	My Timeliness report shows 660 total cases.
29	Santa Rosa	Family	Systems/Conversions - Internal	My Timeliness report shows 493 total cases.
30	Washington	Criminal Traffic	Staffing - Internal	Staffing Issues that have been resolved.

Timeliness 2 – Cases Docketed

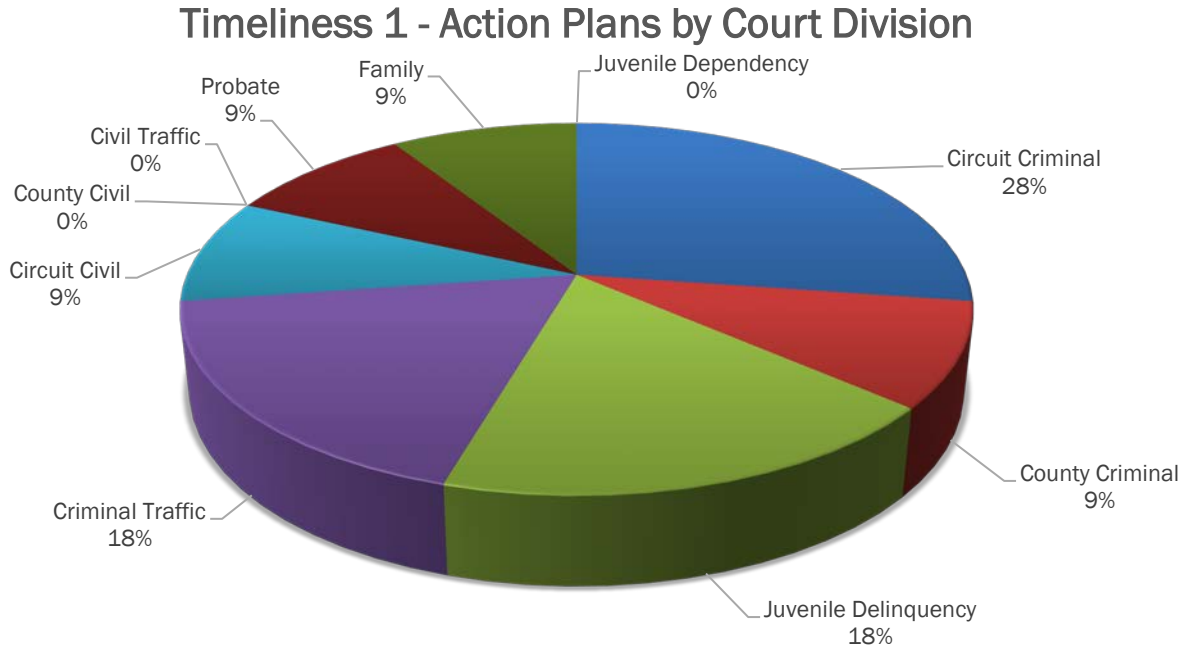
The following are the action plans for internal reasons for counties missing a statewide performance measure as submitted by the Clerks:

	County	Division	Reason Code	Action Plan to Improve
1	Bradford	Juvenile Delinquency	Staffing - Internal	Training.
2	Brevard	Probate	Staffing - Internal	Significant progress is being made in this department with staffing.
3	Dixie	Circuit Criminal	Staffing - Internal	Too many cases.
4	Levy	County Criminal	Staffing - Internal	Training.
5	Levy	Criminal Traffic	Staffing - Internal	Need to hire, no budget.
6	Madison	Criminal Traffic	Staffing - Internal	Unable to open the office for 3 days during Hurricane Irma had an impact on our Traffic Dept.
7	Polk	Circuit Civil	Staffing - Internal	Staff absences, new staff in training.
8	Putnam	Circuit Criminal	Staffing - Internal	Turnover is rapidly increasing. We cannot manage daily or weekly volume levels/ peaks at this resource level. We are already redirecting resources to timeliness that would be better utilized training our new employees (turnover).
9	Taylor	Juvenile Delinquency	Staffing - Internal	Higher volume of court for the period. Staff could not keep up, things should go back to normal.

Statewide Performance by Court Division

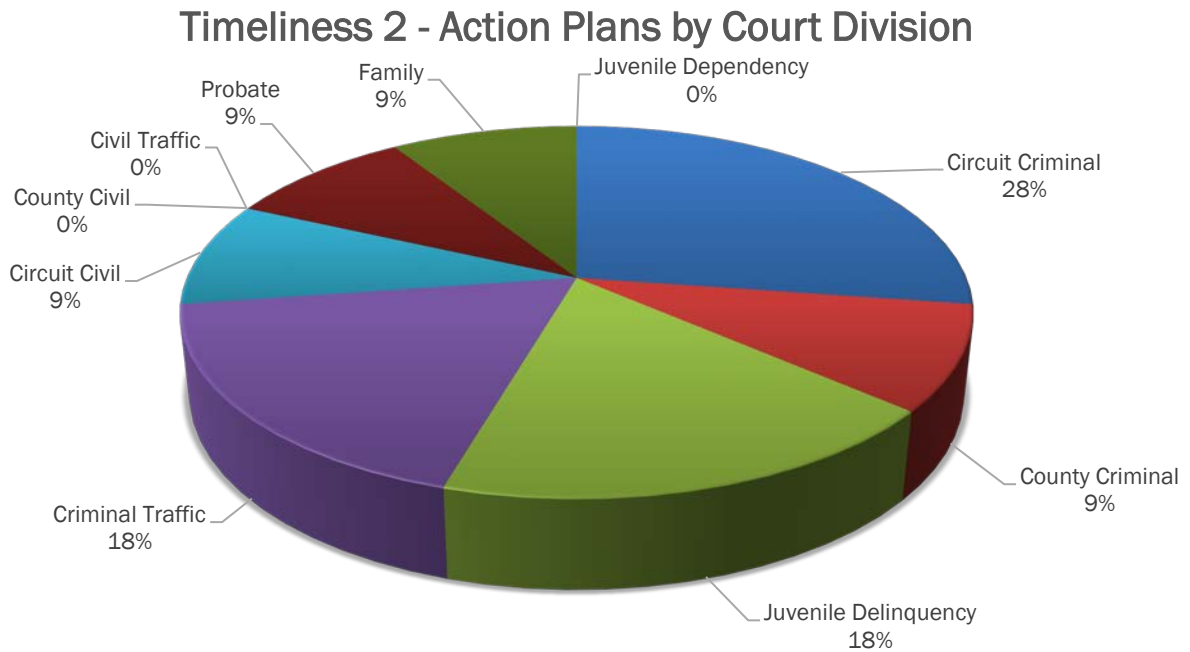
Timeliness 1 – Filing New Cases

As shown below, 65% of action plans for Timelines 1 – Filing New Cases were in the Criminal court divisions, accounting for 32 of the 49 action plans. Criminal Traffic alone was 29% of the action plans for Timeliness 1 – Filing New Cases.



Timeliness 2 – Cases Docketed

As shown below, 73% of action plans for Timeliness 2 – Cases Docketed were in the Criminal court divisions, accounting for 8 of the 11 action plans. County Civil, Civil Traffic, and Juvenile Dependency had zero action plans statewide for Quarter 4.



Historic Timeliness Rates

Timeliness 1 – Filing New Cases

For Timeliness 1 – Filing New Cases, all court divisions met the 80% standard; however, only four court divisions saw increases from the 3rd Quarter. Circuit Civil saw the largest decrease. Percentages have been updated for prior quarters based on revised output reports.

Quarter 4 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	97.89%	94.13%	94.32%	95.19%	94.13%	80.00%
County Criminal	95.69%	96.40%	94.18%	95.58%	95.82%	80.00%
Juvenile Delinquency	97.49%	95.61%	94.37%	96.37%	94.82%	80.00%
Criminal Traffic	89.90%	91.24%	92.60%	93.81%	94.13%	80.00%
Circuit Civil	83.77%	78.38%	87.78%	88.48%	83.65%	80.00%
County Civil	95.19%	93.19%	94.32%	96.24%	94.75%	80.00%
Civil Traffic	91.84%	95.83%	94.41%	97.51%	96.70%	80.00%
Probate	95.12%	92.75%	92.00%	94.47%	92.24%	80.00%
Family	96.92%	96.87%	95.07%	95.95%	96.42%	80.00%
Juvenile Dependency	97.05%	94.04%	93.83%	97.96%	98.44%	80.00%

Timeliness 2 - Cases Docketed

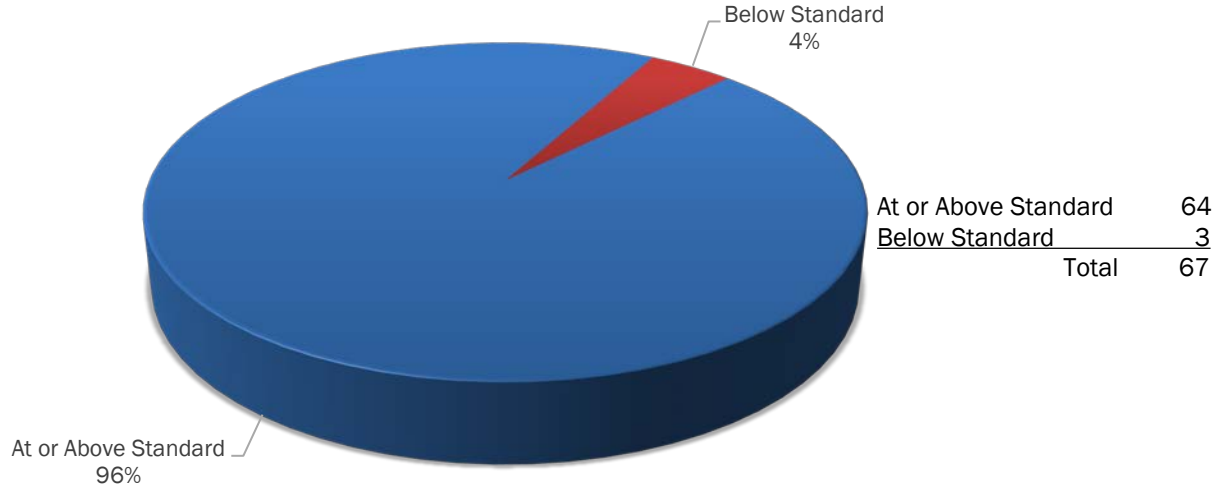
For Timeliness 2 – Cases Docketed, all court divisions meet the 80% standard for entering dockets timely; however, all Criminal court divisions saw a slight decrease from the 3rd Quarter. Percentages have been updated for prior quarters based on revised output reports.

Quarter 4 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%	94.15%	94.91%	94.91%	94.83%	80.00%
County Criminal	95.47%	95.07%	94.31%	95.25%	94.79%	80.00%
Juvenile Delinquency	95.19%	96.64%	96.79%	96.82%	95.73%	80.00%
Criminal Traffic	95.58%	95.07%	95.56%	95.76%	95.67%	80.00%
Circuit Civil	88.67%	90.19%	96.79%	96.15%	94.55%	80.00%
County Civil	92.52%	94.13%	95.96%	97.03%	97.25%	80.00%
Civil Traffic	96.47%	97.21%	97.46%	97.46%	98.10%	80.00%
Probate	94.19%	93.69%	95.27%	95.55%	95.28%	80.00%
Family	92.75%	92.44%	92.58%	93.02%	94.43%	80.00%
Juvenile Dependency	95.38%	93.18%	93.38%	93.43%	94.11%	80.00%

Jury Payment

Statewide Action Plans Required

Juror Payment - Statewide Action Plans



Statewide Action Plans by Reason Code

The performance standard for timely juror payment is 100% payment of jurors within 20 days of final jury attendance. There are five reason codes for not meeting the performance measure: Staffing – Training, Staffing – Workload, Systems, Procedural, and Other. For Quarter 4, there were only 3 below the standard and all chose Other as their explanation. Action plans are on page 16.

Jury Payment Action Plans

The following are the action plans for counties missing the statewide performance measure as submitted by the Clerks:

	County	Reason	Action Plan
1	Charlotte	Other (Explain)	Late Juror Payments due to Hurricane Irma.
2	Lee	Other (Explain)	Due to Hurricane Irma and office Closures.
3	Pinellas	Other (Explain)	Closure due to Hurricane Irma for 4 days from 9/8/17 through 9/13/17.

Appendix A
Collections Performance by Division
CFY 2016-17 Quarter 4

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Total
Alachua		External	External							2
Baker							External			1
Bay	Internal	External					External		Internal	4
Bradford			Internal							1
Brevard			Internal		Internal	Internal				3
Broward		External	External				External			3
Calhoun		External					External			2
Charlotte										0
Citrus										0
Clay							External			1
Collier			External							1
Columbia							External			1
Dade	External	External					External			3
Desoto	External	External	External	External			External			5
Dixie										0
Duval	External	External	External				External			4
Escambia	Internal						External			2
Flagler	External									1
Franklin							External			1
Gadsden							External			1
Gilchrist			External							1
Glades		Internal		External			External			3
Gulf							Internal			1
Hamilton		External					External			2
Hardee	External									1
Hendry			External-Judicial							1
Hernando	External						Internal			2
Highlands	Internal	Internal								2
Hillsborough	External						External			2
Holmes	External						External			2
Indian River										0
Jackson	External		External							2
Jefferson		Internal					Internal			2
Lafayette	External	External					External			3
Lake	Internal	External	Internal				External			4
Lee							External			1
Leon		External								1
Levy	External						External			2
Liberty							External			1
Madison		External					External			2
Manatee		External					External			2
Marion		Internal								1
Martin							External	Internal		2
Monroe	Internal					Internal		Internal		3
Nassau	External						External			2
Okaloosa	External						External			2
Okeechobee										0
Orange		External					External			2
Osceola	External						External			2
Palm Beach		External	External							2
Pasco										0
Pinellas		Internal	External				Internal			3
Polk	External						External			2
Putnam	External	External					External			3
Santa Rosa							External			1
Sarasota	External	Internal					Internal			3
Seminole							External			1
St. Johns										0
St. Lucie										0
Sumter	External									1
Suwannee										0
Taylor										0

Appendix A
Collections Performance by Division
CFY 2016-17 Quarter 4

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Total
Union							External			1
Volusia	External	External	External							3
Wakulla										0
Walton										0
Washington							External			1
Statewide	24	23	14	2	1	2	39	2	1	108
Internal Reasons	5	6	3	0	1	2	5	2	1	25
External Reasons	19	17	11	2	0	0	34	0	0	83

Appendix A
Timeliness 1 - Filing New Cases by Division
CFY 2016-17 Quarter 4

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependency	Total
Alachua											0
Baker											0
Bay											0
Bradford											0
Brevard								Staffing - Internal			1
Broward			Staffing - External		Staffing - Internal			Staffing - Internal	Staffing - Internal		4
Calhoun											0
Charlotte											0
Citrus	Staffing - Internal										1
Clay											0
Collier											0
Columbia				Systems/Conversions - External							1
Dade					Staffing - External						1
Desoto											0
Dixie	Staffing - Internal										1
Duval											0
Escambia											0
Flagler											0
Franklin											0
Gadsden				Staffing - External							1
Gilchrist											0
Glades											0
Gulf	Systems/Conversions - Internal										1
Hamilton											0
Hardee											0
Hendry	Staffing - External			Systems/Conversions - External	Staffing - External						3
Hernando	Systems/Conversions - External	Systems/Conversions - External	Systems/Conversions - External	Systems/Conversions - External	Systems/Conversions - External				Systems/Conversions - External		6
Highlands											0
Hillsborough											0
Holmes	Systems/Conversions - External			Systems/Conversions - External	Systems/Conversions - External						3
Indian River											0
Jackson											0
Jefferson											0
Lafayette			Systems/Conversions - Internal	Staffing - Internal							2
Lake				Systems/Conversions - Internal				Staffing - Internal			2
Lee	Staffing - External			Systems/Conversions - External							2
Leon											0
Levy			Staffing - Internal	Staffing - Internal			Staffing - Internal				3
Liberty											0
Madison				Staffing - Internal		Staffing - Internal					2
Manatee	Staffing - Internal			Staffing - Internal							2
Marion											0
Martin											0
Monroe											0
Nassau											0

Appendix A
Timeliness 1 - Filing New Cases by Division
CFY 2016-17 Quarter 4

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependency	Total
Okaloosa	Staffing - Internal			Staffing - Internal							2
Okeechobee		Systems/Conversions - Internal	Systems/Conversions - Internal		Systems/Conversions - Internal	Systems/Conversions - Internal		Systems/Conversions - Internal			5
Orange											0
Osceola											0
Palm Beach											0
Pasco											0
Pinellas											0
Polk											0
Putnam								Staffing - Internal			1
Santa Rosa	Systems/Conversions - Internal			Systems/Conversions - Internal					Systems/Conversions - Internal		3
Sarasota											0
Seminole											0
St. Johns											0
St. Lucie											0
Sumter											0
Suwannee											0
Taylor											0
Union											0
Volusia											0
Wakulla											0
Walton											0
Washington				Staffing - Internal							1
Statewide	10	2	5	14	6	2	1	5	3	0	48
Internal Reasons	6	1	3	8	2	2	1	5	2	0	30
External Reasons	4	1	2	6	4	0	0	0	1	0	18

Appendix A
Timeliness 2 - Cases Docketed by Division
CFY 2016-17 Quarter 4

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependency	Total
Alachua											0
Baker											0
Bay											0
Bradford			Staffing - Internal								1
Brevard								Staffing - Internal			1
Broward											0
Calhoun											0
Charlotte											0
Citrus											0
Clay											0
Collier											0
Columbia											0
Dade									Staffing - External		1
Desoto											0
Dixie	Staffing - Internal										1
Duval											0
Escambia											0
Flagler											0
Franklin											0
Gadsden											0
Gilchrist											0
Glades											0
Gulf											0
Hamilton											0
Hardee											0
Hendry											0
Hernando											0
Highlands											0
Hillsborough											0
Holmes	Systems/Conversions - External										1
Indian River											0
Jackson											0
Jefferson											0
Lafayette											0
Lake											0
Lee											0
Leon											0
Levy		Staffing - Internal		Staffing - Internal							2
Liberty											0
Madison				Staffing - Internal							1
Manatee											0
Marion											0
Martin											0
Monroe											0
Nassau											0
Okaloosa											0
Okeechobee											0
Orange											0
Osceola											0
Palm Beach											0
Pasco											0
Pinellas											0
Polk					Staffing - Internal						1
Putnam	Staffing - Internal										1
Santa Rosa											0
Sarasota											0
Seminole											0
St. Johns											0
St. Lucie											0
Sumter											0
Suwannee											0
Taylor			Staffing - Internal								1

Appendix A
Timeliness 2 - Cases Docketed by Division
CFY 2016-17 Quarter 4

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependency	Total
Union											0
Volusia											0
Wakulla											0
Walton											0
Washington											0
Statewide	3	1	2	2	1	0	0	1	1	0	11
Internal Reasons	2	1	2	2	1	0	0	1	0	0	9
External Reasons	1	0	0	0	0	0	0	0	1	0	2

Appendix B
Descriptions of External Factors for Not Meeting Performance Standards
CFY 2016-17 Quarter 4

	County	Division	Description	Reason Code
Collections				
1	Alachua	County Criminal	People charged with this level do not have the money to pay.	External
2	Alachua	Juvenile Delinquency	This group does not have jobs and parents do not have the Money. Added a new additional assessment.	External
3	Baker	Civil Traffic	We D6 their DL weekly, and send unpaid citations to the collections agency. We are open to suggestions.	External
4	Bay	Civil Traffic	Bay County is doing everything we can to collect fees.	External
5	Bay	County Criminal	Bay County is doing everything we can to collect fees.	External
6	Broward	Civil Traffic	Impact of courthouse closure due to hurricane Irma.	External
7	Broward	County Criminal	Impact of courthouse closure due to hurricane Irma.	External
8	Broward	Juvenile Delinquency	Impact of courthouse closure due to hurricane Irma.	External
9	Calhoun	Civil Traffic	Will continue to send to the collection agencies.	External
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
11	Clay	Civil Traffic	Hurricane Irma. Courthouse closed for 4 days which impacted collections.	External
12	Collier	Juvenile Delinquency	Larger than normal assessments for the reporting period with many of the assessments for indigent cases.	External
13	Columbia	Civil Traffic	We will continue to exhaust all collection efforts to improve this measure.	External
14	Dade	Circuit Criminal	Many of the defendants with an outstanding balance are incarcerated making collection efforts more difficult.	External
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
16	Dade	County Criminal	Due to our current economic conditions, many defendants are indigent or transient making collections efforts more difficult.	External
17	Desoto	Circuit Criminal	Hurricane Irma had a major impact on QTR 5. The office was closed for a total of 3 business days and revenue decreased by 50% in the month of September 2017.	External
18	Desoto	Civil Traffic	Hurricane Irma had a major impact on QTR 5. The office was closed for a total of 3 business days and revenue decreased by 50% in the month of September 2017.	External
19	Desoto	County Criminal	Hurricane Irma had a major impact on QTR 5. The office was closed for a total of 3 business days and revenue decreased by 50% in the month of September 2017.	External
20	Desoto	Criminal Traffic	Hurricane Irma had a major impact on QTR 5. The office was closed for a total of 3 business days and revenue decreased by 50% in the month of September 2017.	External
21	Desoto	Juvenile Delinquency	Hurricane Irma had a major impact on QTR 5. The office was closed for a total of 3 business days and revenue decreased by 50% in the month of September 2017.	External
22	Duval	Circuit Criminal	Reviewing collection agency performance and other on-line payment options.	External
23	Duval	Civil Traffic	Reviewing collection agency performance and other options to pay as well as enforcing 30 days to pay.	External
24	Duval	County Criminal	Reviewing collection agency performance and other on-line payment options.	External
25	Duval	Juvenile Delinquency	Reviewing collection agency performance and other on-line payment options.	External
26	Escambia	Civil Traffic	The local economy and ability to pay greatly impact the collection rate.	External
27	Flagler	Circuit Criminal	Confinement to Prison.	External
28	Franklin	Civil Traffic	Contracted with new collection company. Hope to see improvements next quarter.	External
29	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
30	Gilchrist	Juvenile Delinquency	Fees are in one juvenile case; juvenile is incarcerated and cannot pay.	External
31	Glades	Civil Traffic	We were closed 5 days due to Hurricane Irma.	External
32	Glades	Criminal Traffic	No response provided.	External
33	Hamilton	Civil Traffic	We are continuing to work to increase collections in civil traffic. Cases forwarded to collections have increased in the past few months.	External
34	Hamilton	County Criminal	Only reason we can think of is case dismissals, non-payments, low assessments. Will continue to monitor and try to locate issues.	External
35	Hardee	Circuit Criminal	Drug trafficking case conviction, defendant incarcerated; monies on lien.	External
36	Hendry	Juvenile Delinquency	Community Service is usually chosen over making a payment.	External
37	Hernando	Circuit Criminal	You can't get money from prisoners. The rate without the drug trafficking cases is 11.48%.	External
38	Hillsborough	Circuit Criminal	Continued dunning notice and collection agency process.	External

Appendix B
Descriptions of External Factors for Not Meeting Performance Standards
CFY 2016-17 Quarter 4

	County	Division	Description	Reason Code
39	Hillsborough	Civil Traffic	Continued use of internal collection methods and referral to outside collection agencies.	External
40	Holmes	Circuit Criminal	Non-Payments, continuing to use our collections department by sending our due diligent letters and judgements.	External
41	Holmes	Civil Traffic	Non-payment, currently sending letters from our inhouse collections department.	External
42	Jackson	Circuit Criminal	These individuals have been sentenced to prison. We do record liens and refer to a collection agency.	External
43	Jackson	Juvenile Delinquency	We will continue to work with the Juvenile Parole Office to assist in these collections. We are also sending letters notifying violators that driving privileges will be suspended.	External
44	Lafayette	Circuit Criminal	The defendants in the cases with large fines are currently incarcerated.	External
45	Lafayette	Civil Traffic	We will contact our collection agency in an effort to improve collection efforts on unpaid citations.	External
46	Lafayette	County Criminal	Several defendants with large outstanding balances are currently incarcerated pending additional charges in other cases.	External
47	Lake	Civil Traffic	Collections were down in September due to Hurricane Irma impacts.	External
48	Lake	County Criminal	Collections were down in September due to Hurricane Irma impacts.	External
49	Lee	Civil Traffic	Representative in the uncollected balance; 57% or \$287k are toll cases and of those toll cases, 71% have been referred to a collection agency with DL suspension and 23% are on an active payment plan.	External
50	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
51	Levy	Circuit Criminal	Economy	External
52	Levy	Civil Traffic	Economy	External
53	Liberty	Civil Traffic	Measure was not met due to non-payment of traffic citations. Continue to send to collection agency.	External
54	Madison	Civil Traffic	Encourage payment plans.	External
55	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
56	Manatee	Civil Traffic	No improvements seen with rebuild of system. Will continue to review and monitor for any information/trends to improve collection rate.	External
57	Manatee	County Criminal	Area continues to be monitored. Best Practices are followed.	External
58	Martin	Civil Traffic	No response provided.	External
59	Nassau	Circuit Criminal	Continue to send fees to collections agencies. Hurricane may have had impact on collections.	External
60	Nassau	Civil Traffic	Continue to suspend drivers license and send all unpaid fines to collection agency. Hurricane may have had impact on collections.	External
61	Okaloosa	Circuit Criminal	Most of the Defendant's are either incarcerated or indigent.	External
62	Okaloosa	Civil Traffic	Due to unsustainable court funding, our ability to prioritize collections in this case type are constrained.	External
63	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 Driver's license suspension or not.	External
64	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
65	Osceola	Circuit Criminal	The standard was not met due to the volume of defendants sentenced to DOC.	External
66	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

Appendix B
Descriptions of External Factors for Not Meeting Performance Standards
CFY 2016-17 Quarter 4

	County	Division	Description	Reason Code
67	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
68	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
69	Pinellas	Juvenile Delinquency	Defendant's satisfying fines/cost by community service.	External
70	Polk	Circuit Criminal	Drug trafficking cases not paid. When they're excluded we meet the standard.	External
71	Polk	Civil Traffic	Customers not paying.	External
72	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
73	Putnam	Civil Traffic	Primarily driven by poor demographics. No recovery in sight. We are following Best Practices as published by FCCC.	External
74	Putnam	County Criminal	The judge in this area no longer sends the majority of those found guilty to outside probation. We believe this change alone is responsible for our collections dropping from ~60% to less than 40%. We have implemented an internal collection effort, but the judge will not make enrollment mandatory.	External
75	Santa Rosa	Civil Traffic	Partial payment agreements can go up to 18 months which is outside the reporting time frame. Civil citation issued along with a criminal citation is held until the disposition of the civil citation.	External
76	Sarasota	Circuit Criminal	Six cases comprise a total of \$581,073 in fines assessed with \$0 paid. These few high fine cases comprise 54% of the net still due for the quarter.	External
77	Seminole	Civil Traffic	Get additional funding.	External
78	Sumter	Circuit Criminal	Drug Trafficking assessment included. Exclude and 9.29% is actual collection rate.	External
79	Union	Civil Traffic	All citations have been D-6'd and turned over to collections.	External
80	Volusia	Circuit Criminal	Increase in the number of late pay cases we are sending to collections.	External
81	Volusia	County Criminal	Increase in the number of late pay cases we are sending to collections.	External
82	Volusia	Juvenile Delinquency	Increase in the number of late pay cases we are sending to collections.	External
83	Washington	Civil Traffic	Send to collection agency, also D-6 Driver's license.	External

Timeliness 1 - Filing New Cases

	County	Division	Description	Reason Code
1	Broward	Juvenile Delinquency	Unable to update documents timely due to hurricane Irma (Sept)	Staffing - External
2	Columbia	Criminal Traffic	this is due to the recent change in the Business rules for outputs. Our actual rate is not this low.	Systems/Conversions - External
3	Dade	Circuit Civil	Our offices were closed for 7 business days due to Hurrigan Irma	Staffing - External
4	Gadsden	Criminal Traffic	We are a small office with insufficient staff due to budget cuts. We will continue to attempt to meet the standard with the resources we have at our disposal.	Staffing - External
5	Hendry	Circuit Civil	Short staffed due to budget cuts	Staffing - External
6	Hendry	Circuit Criminal	Short staffed/cross training/staff turnover/no OT allowed	Staffing - External
7	Hendry	Criminal Traffic	Report was developed in Clericus for new case count business rules but does not tie to timeliness case count; old way would have been 189 UTC count and 90%	Systems/Conversions - External
8	Hernando	Circuit Civil	Case timeliness for this area should be 96.62% within 3 days.	Systems/Conversions - External
9	Hernando	Circuit Criminal	The new sub-case counting method and the old timeliness case count report created this error. It should be 96.62% within 2 days.	Systems/Conversions - External
10	Hernando	County Criminal	The correct timeliness indicator should be 89.79% within 3 days.	Systems/Conversions - External
11	Hernando	Criminal Traffic	The new sub-case counting method and the old timeliness case count report created this. It should be 89.2% within 3 days.	Systems/Conversions - External
12	Hernando	Family	The new sub-case counting method and the old timeliness case count report created this. It should be 99.83% within 3 days.	Systems/Conversions - External
13	Hernando	Juvenile Delinquency	The new sub-case counting method and the old timeliness case count report created this. It should be 75% within 2 days and learning curve for new staff.	Systems/Conversions - External
14	Holmes	Circuit Civil	Waiting on external computer updates	Systems/Conversions - External

Appendix B
Descriptions of External Factors for Not Meeting Performance Standards
CFY 2016-17 Quarter 4

	County	Division	Description	Reason Code
15	Holmes	Circuit Criminal	Waiting on external comput updates	Systems/Conversions - External
16	Holmes	Criminal Traffic	Waiting on external computer updates	Systems/Conversions - External
17	Lee	Circuit Criminal	Hurricane Irma	Staffing - External
18	Lee	Criminal Traffic	Timeliness mappings configured by case type not by UTC as per new CCOC Business Rules	Systems/Conversions - External

Timeliness 2 - Cases Docketed

	County	Division	Description	Reason Code
1	Dade	Family	Our offices were closed for 7 business days due to Hurrigan Irma.	Staffing - External
2	Holmes	Circuit Criminal	Waiting on external computer updates.	Systems/Conversions - External