

# FLORIDA CCOOC

Clerks of Court  
Operations Corporation



## Quarterly Performance Measure and Action Plans Report

*Section 28.35(2)(d) Florida Statutes*

3rd Quarter County Fiscal Year 2015 / 2016

(April 1, 2016 through June 30, 2016)

November, 2016



**CFY 2015/2016 3<sup>RD</sup> QUARTER ACTION PLAN**  
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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 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, 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 any corrective action plans.

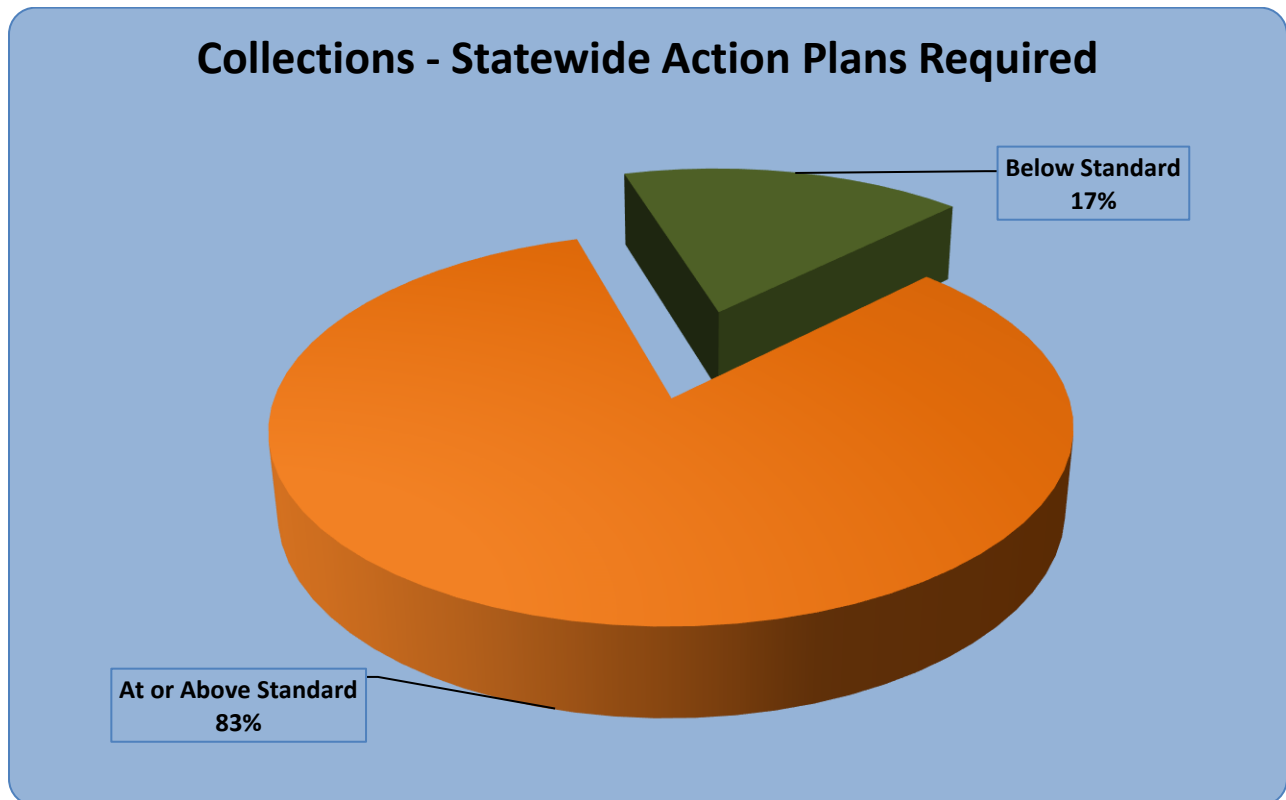
CCOC monitors the performance of the Clerk's offices through quarterly reports provided by the Clerk's offices, due on the 20<sup>th</sup> of the month following the end of the quarter. CCOC provides notification of the status of the Clerks' performance standards to the Legislature through these quarterly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

The quarterly report for the 3rd quarter of CFY 2015/2016 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 standard not being met. For the 3rd quarter, CFY 2015/2016, eleven (11) or 16.4% Clerks met or exceeded performance standards for all measures in the areas of collections, timeliness, and juror payment:

**Charlotte, Citrus, Clay, Gulf, Hardee, Jefferson, Martin, Sumter, Suwannee, Wakulla, Walton**

## Collections – Statewide Performance CFY 2015/16; 3<sup>rd</sup> Quarter

Court Divisions at or Above Standard	500
Court Divisions Below Standard (Action Plans Required)	103
Potential Action Plans Required	603



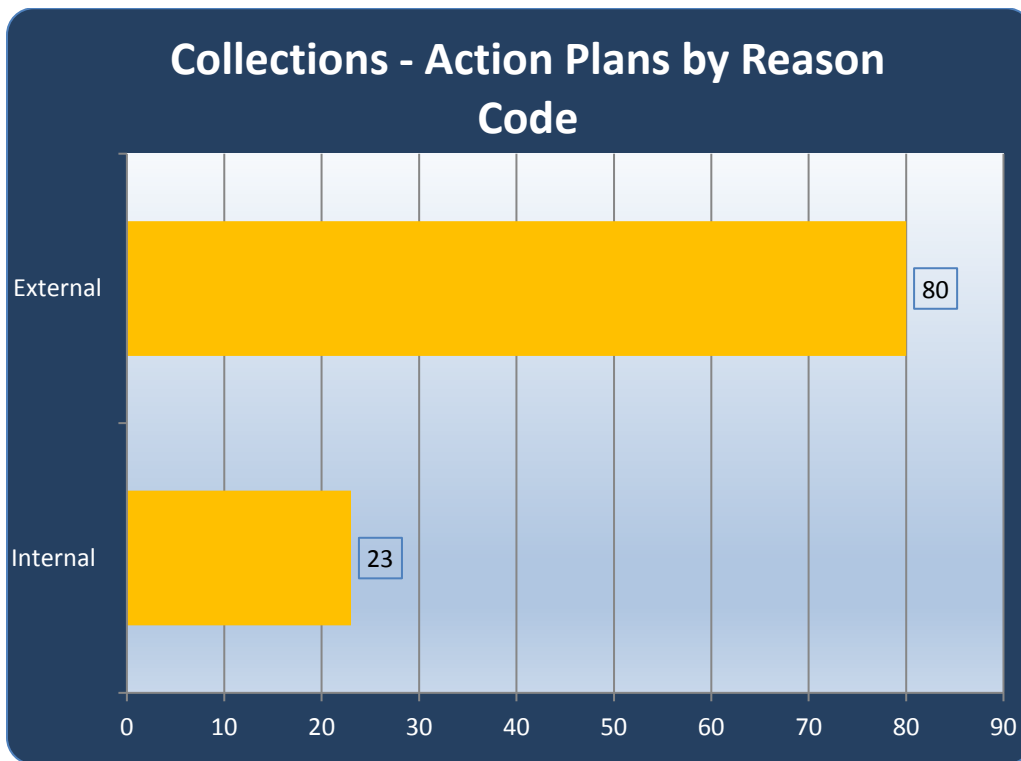
### Collection Performance by Reason Code

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, placed into production beginning in the 2015/16 County Fiscal Year (CFY) 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.

# Collections – Statewide Performance CFY 2015/16; 3<sup>rd</sup> Quarter

Of the 103 examples where the Collection standard was not met, 23 were classified as internal reasons. A list of the 23 Action Plans are found below. The remaining 80 examples were due to external reasons outside the control of the Clerks’ offices. A list of these external reasons are found in this report as Appendix E.



Reason Code	#
Internal	23
External	80
<b>Total</b>	<b>103</b>

The 23 Action Plans required due to internal reasons are below.

#	County	Division	Plan to Improve
1	Brevard	Civil Traffic	Balance Adjustment
2	Broward	Circuit Criminal	Staff is working with agencies on additional strategies to improve collection performance as resources permit.
3	Broward	Civil Traffic	Reduced hours of operation at our service windows and closed DHSMV payment locations because of budget reductions impact our collections efforts. Improvement in collection performance is anticipated in the next quarter.
4	Franklin	Juvenile Delinquency	We now have a collection person in place and expect to see improvements in collections for Juvenile Delinquency.
5	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.
6	Manatee	Civil Traffic	Issue determined/issue reported to case management system vendor for assistance and/or correction
7	Osceola	Civil Traffic	Osceola County continues to successfully collect and increase revenues for Traffic Citations. Each quarter the percentage improves due to the implementation of partial payment plans. We should meet the standard by the next quarter.
8	Pinellas	County Criminal	Implementing new methods/ways of collecting fines/costs with staff and how they are addressing defendants out of court, at our counters and by phone call from our compliance section of the department.

## Collections – Statewide Performance CFY 2015/16; 3<sup>rd</sup> Quarter

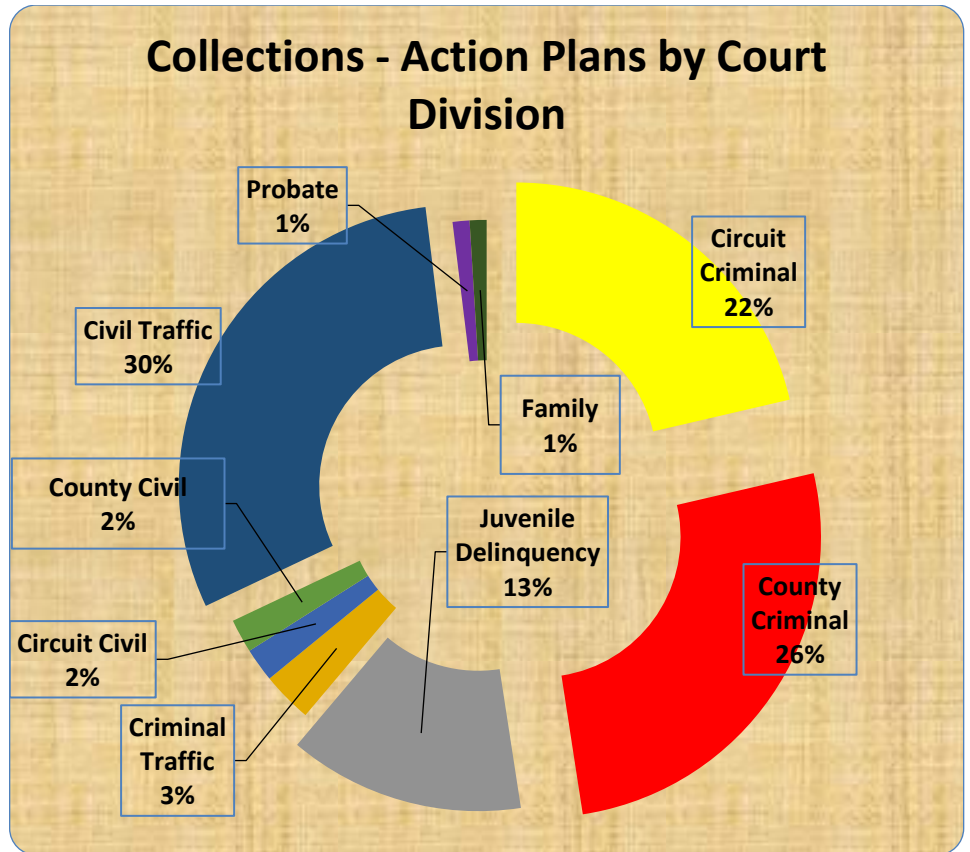
9	Pinellas	Juvenile Delinquency	Refining processes and looking for additional ways of improving our collections and by the next reporting period we hope to meet our standards.
10	Pinellas	Civil Traffic	Implementing new methods/ways of collecting fines/costs with staff and how they are addressing defendants out of court, at our counters and by phone.
11	Sarasota	County Criminal	Intense management of existing payment plans and further utilization of collection agencies expected to improve collection rates in 2016.
12	Sarasota	Civil Traffic	Intense management of existing payment plans and further utilization of collection agencies expected to improve collection rates in 2016.
13	Seminole	Civil Traffic	Get additional funding to hire staff.
14	St. Lucie	Circuit Criminal	System migration. Should be fixed next quarter (JY via Shai Francis)
15	St. Lucie	County Criminal	System migration. Should be fixed next quarter (JY via Shai Francis)
16	St. Lucie	Juvenile Delinquency	System migration. Should be fixed next quarter (JY via Shai Francis)
17	St. Lucie	Criminal Traffic	
18	St. Lucie	Circuit Civil	System migration. Should be fixed next quarter (JY via Shai Francis)
19	St. Lucie	County Civil	System migration. Should be fixed next quarter (JY via Shai Francis)
20	St. Lucie	Civil Traffic	System migration. Should be fixed next quarter (JY via Shai Francis)
21	St. Lucie	Probate	System migration. Should be fixed next quarter (JY via Shai Francis)
22	St. Lucie	Family	System migration. Should be fixed next quarter (JY via Shai Francis)
23	Washington	County Criminal	Increased efforts on collections of County Criminal.

The remaining 80 examples of not meeting the Collection performance standard are classified as external reasons outside the control of the Clerks' offices and are listed in Appendix E of this report.

# Collections – Statewide Performance CFY 2015/16; 3<sup>rd</sup> Quarter

## Collection Performance by Court Division

<u>Division</u>	<u>#</u>
Circuit Criminal	22
County Criminal	27
Juvenile Delinquency	14
Criminal Traffic	3
Circuit Civil	2
County Civil	2
Civil Traffic	31
Probate	1
Family	1
<b>Total</b>	<b>103</b>





## Collections – Statewide Performance CFY 2015/16; 3<sup>rd</sup> Quarter

The table below is designed to illustrate the historic collection rate of assessments per court division. The timeframe is from the CFY 2013/14 year end through the third quarter of CFY 2015/16.

<b><i>Historic Statewide Collection Rate</i></b>						
<b>Court Division</b>	<b>CFY 2013/14 Year End</b>	<b>CFY 2014/15 Year End</b>	<b>CFY 2015/16 1st Quarter</b>	<b>CFY 2015/16 2nd Quarter</b>	<b>CFY 2015/16 3rd Quarter</b>	<b>Standard</b>
<b>Circuit Criminal</b>	7.45%	8.19%	8.81%	4.36% *	7.99%	9.00%
<b>Circuit Criminal (No Trafficking)*</b>	NA	NA	14.77%	8.62%	13.89%	NA
<b>County Criminal</b>	38.14%	38.54%	36.89%	29.86%	38.35%	40.00%
<b>Juvenile Delinquency</b>	18.89%	17.34%	15.35%	16.56%	17.97%	9.00%
<b>Criminal Traffic</b>	59.07%	61.27%	63.26%	53.16%	65.69%	40.00%
<b>Circuit Civil</b>	98.71%	98.91%	99.03%	98.94%	99.06%	90.00%
<b>County Civil</b>	99.32%	99.54%	99.64%	99.63%	99.46%	90.00%
<b>Civil Traffic</b>	85.09%	84.65%	85.66%	84.46%	85.13%	90.00%
<b>Probate</b>	99.01%	99.10%	99.16%	99.21%	98.83%	90.00%
<b>Family</b>	95.63%	96.12%	96.52%	97.05%	96.88%	75.00%
<b>Statewide</b>	<b>68.51%</b>	<b>67.61%</b>	<b>67.47%</b>	<b>52.68%</b>	<b>66.35%</b>	

- Note: CCOC is presently studying the CFY 2015/16 2<sup>nd</sup> quarter Collection rates in the Criminal Court Divisions.
- Note: St. Lucie County assessment and collection data is omitted from the CFY 2015/16 3<sup>rd</sup> quarter due to system enhancement.
- Note: CCOC staff, upon request, was asked to present Circuit Criminal and Circuit Criminal Drug Trafficking collection rate data in this table separately.

Recognizing the large percentage of drug trafficking assessments filed in the Circuit Criminal court division, the CCOC Executive Council approved further analysis of how these assessments and collections would affect the collection rate in the Circuit criminal division.

- After 5 quarters of control group (CQ3-16) data, the total assessment in the statewide Circuit Criminal division was \$69,422,129.69. Of this amount, \$31,552,327.01 (45.5%) was assessed in felony drug trafficking cases.

## **Collections – Statewide Performance CFY 2015/16; 3<sup>rd</sup> Quarter**

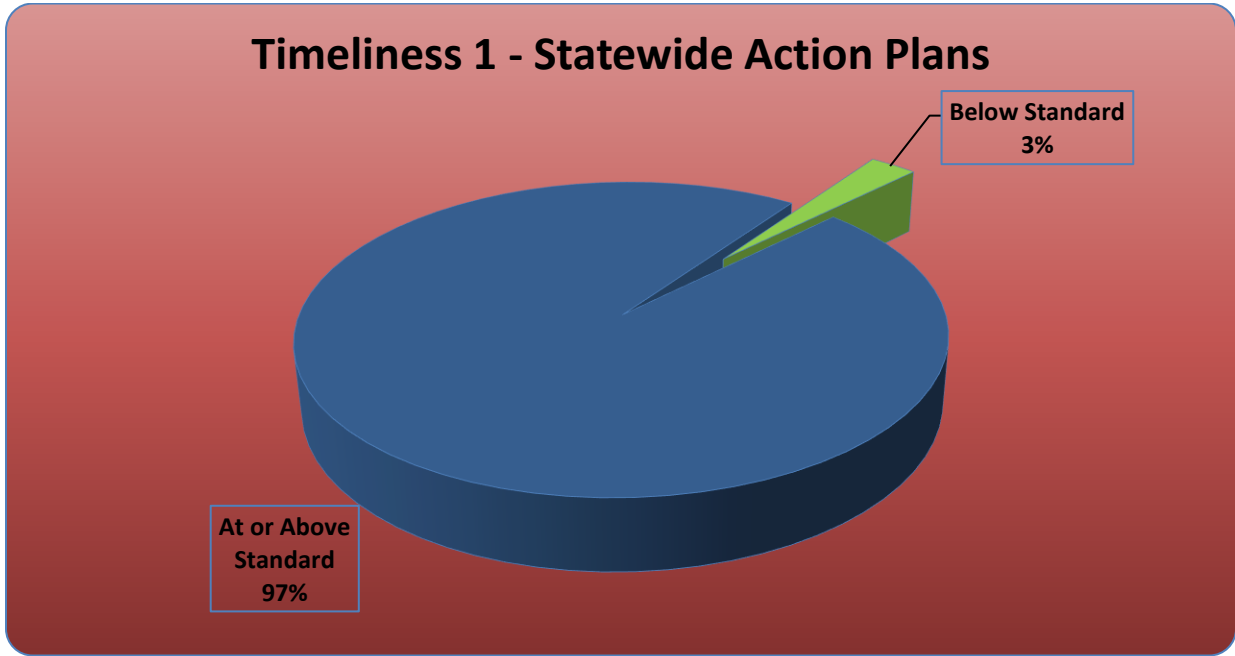
- After removing the drug trafficking dollar amounts assessed and collected from the Circuit Criminal division, the statewide collection rate increased from 7.99% to 13.89%.
- Of the 22 examples in the Circuit Criminal division of not meeting the 9.0% collection standard, 12 of these counties would have met the standard once the drug trafficking assessment and collection data was removed. Those counties are:
  - Bay: Total Circuit Criminal Rate: 8.77% / Rate omitting Drug Trafficking: 12.96%
  - Broward: Total Circuit Criminal Rate: 6.70% / Rate omitting Drug Trafficking: 9.98%
  - Collier: Total Circuit Criminal Rate: 5.33% / Rate omitting Drug Trafficking: 18.94%
  - Duval: Total Circuit Criminal Rate: 7.76% / Rate omitting Drug Trafficking: 10.42%
  - Hillsborough: Total Circuit Criminal Rate: 3.45% / Rate omitting Drug Trafficking: 13.25%
  - Lake: Total Circuit Criminal Rate: 8.10% / Rate omitting Drug Trafficking: 11.32%
  - Lee: Total Circuit Criminal Rate: 3.83% / Rate omitting Drug Trafficking: 24.72%
  - Levy: Total Circuit Criminal Rate: 2.88% / Rate omitting Drug Trafficking: 9.93%
  - Orange: Total Circuit Criminal Rate: 8.75% / Rate omitting Drug Trafficking: 25.29%
  - Osceola: Total Circuit Criminal Rate: 5.31% / Rate omitting Drug Trafficking: 16.44%
  - Putnam: Total Circuit Criminal Rate: 4.42% / Rate omitting Drug Trafficking: 10.81%
  - Volusia: : Total Circuit Criminal Rate: 7.38% / Rate omitting Drug Trafficking: 10.78%

A complete table of the results seen by each county by removing the drug trafficking data from the Circuit Criminal division is found in this report as Appendix B.

# Timeliness - Statewide Performance CFY 2015/16; 3<sup>rd</sup> Quarter

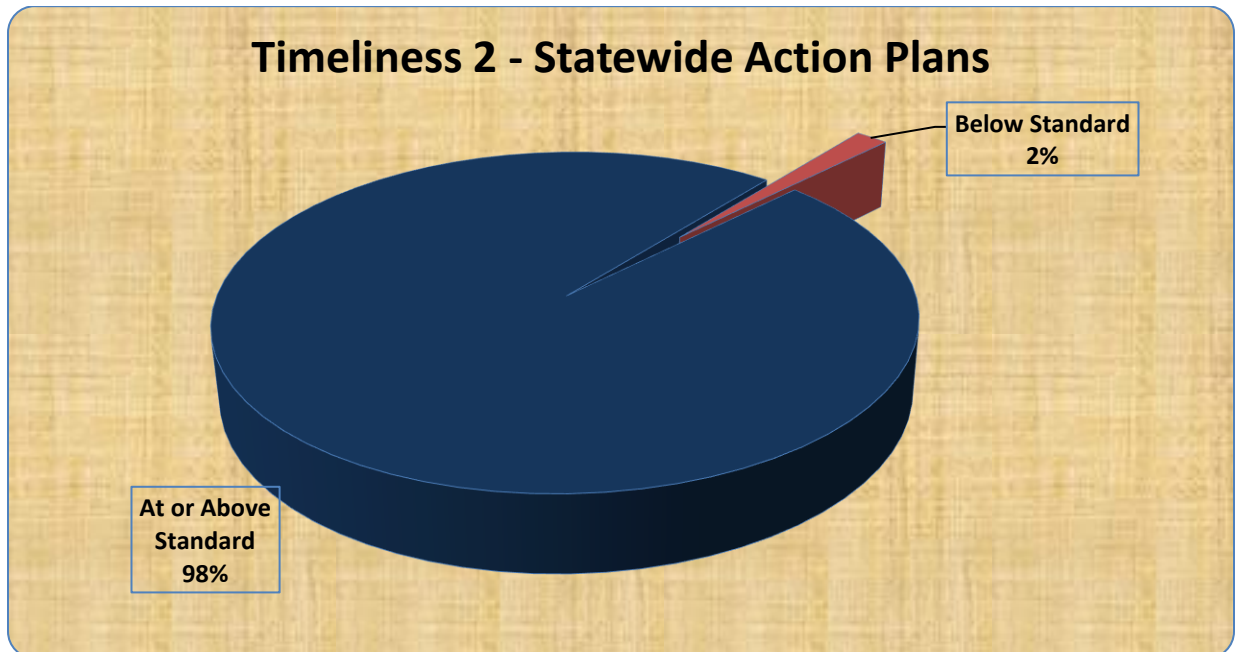
## New Cases Filed

Court Divisions At or Above Standard	649
Court Divisions Below Standard (Action Plans Required)	21
Potential Action Plans Required	670



## Cases Docketed

Court Divisions At or Above Standard	657
Court Divisions Below Standard (Action Plans Required)	13
Potential Action Plans Required	670



# Timeliness - Statewide Performance CFY 2015/16; 3<sup>rd</sup> Quarter

## Timeliness Performance by Reason Codes

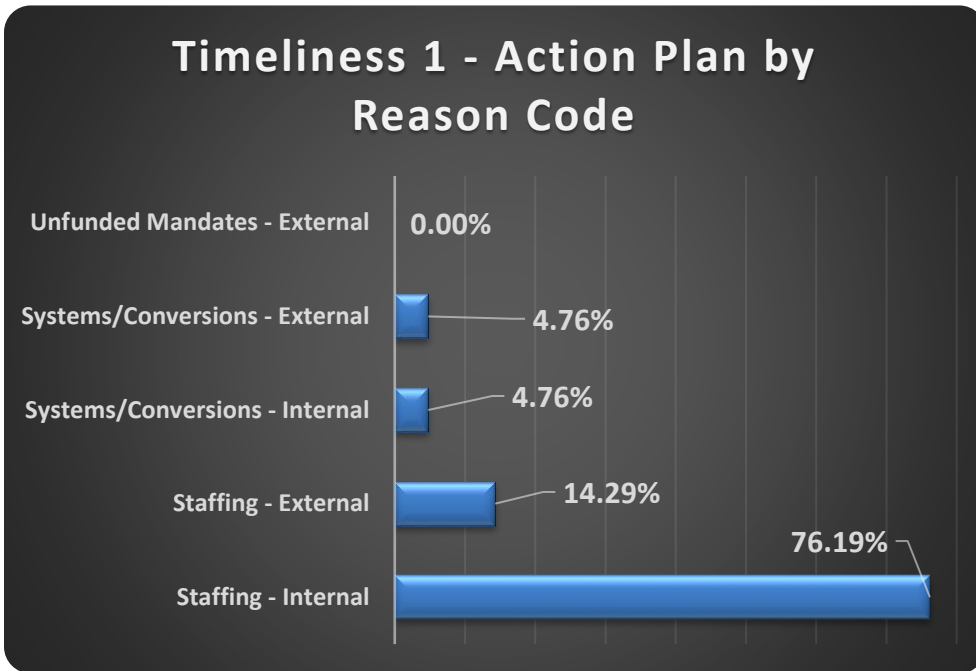
Pursuant to Executive Council direction on October 6, 2015, the “Reason Codes” chosen for not meeting a statewide Timeliness (Case Processing and Docket Entry) performance measures were amended to clarify what was under the control of the Clerk’s office and what was not. The CCOC conducted 4 separate Web-Ex training sessions in March and participated in 4 of the FCCC’s regional training seminars to further clarify the new reason codes and potential Action Plans that may be required. The new Reason Codes, placed into production for the third quarter of the 2015/16 County Fiscal Year (CFY) 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.

Of the 21 Timeliness 1 (Cases) and the 13 Timeliness 2 (Dockets) examples where the Timeliness Performance standards were not met 26 were classified as internal reasons; 17 New Case Processing and 9 Docket Entry. A list of the 26 Action Plans are found at the end of the “Timeliness by Reason Code” section of this report. The remaining 8 External Reason descriptions are found in this report as Appendix E.

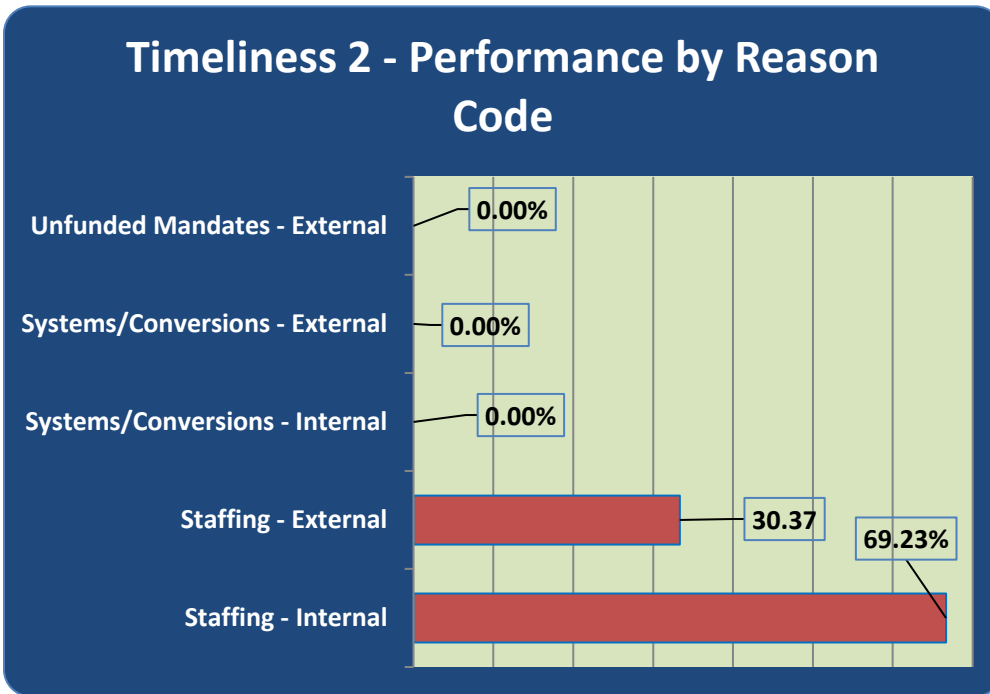
# Timeliness - Statewide Performance CFY 2015/16; 3<sup>rd</sup> Quarter

## Timeliness 1 (Cases Filed) - Performance by Reason Code



Reason Code	Plans
Staffing – Internal	16
Staffing – External	3
System / Conversion - Internal	1
System / Conversion – External	1
Unfunded Mandates - External	0
<b>Total</b>	<b>21</b>

## Timeliness 2 (Docket Entries) Performance by Reason Code



Reason Code	Plans
Staffing – Internal	9
Staffing – External	4
System / Conversion - Internal	0
System / Conversion – External	0
Unfunded Mandates - External	0
<b>Total</b>	<b>13</b>

# Timeliness - Statewide Performance CFY 2015/16; 3<sup>rd</sup> Quarter

## Timeliness 1 (Case Processing) – Internal Office Action Plans

	<u>County</u>	<u>Division</u>	<u>Reason Code</u>	<u>Action Plan to Improve</u>
1	Bradford	Juvenile Delinquency	Staffing-Internal	Continue to encourage meeting time line
2	Broward	Circuit Civil	Staffing-Internal	As budget permits, frozen positions to be filled to provide resources.
3	Broward	Probate	Staffing-Internal	Additional case filers are needed in order to meet the 80% standard.
4	Broward	Family	Staffing-Internal	As budget permits, frozen positions to be filled to provide resources.
5	Franklin	Juvenile Delinquency	Staffing-Internal	Clerk in training. Should see improvement next quarter.
6	Gadsden	Criminal Traffic	Staffing-Internal	Insufficient staff available
7	Gadsden	County Civil	Staffing-Internal	Insufficient staff available
8	Levy	Circuit Criminal	Staffing-Internal	Short staff with dc illness
9	Madison	Circuit Criminal	Staffing-Internal	Staff will work to meet the demands of the volume.
10	Miami-Dade	County Criminal	Staffing-Internal	Unable to meet standard due to reduced staffing as a result of budget cuts
11	Miami-Dade	Criminal Traffic	Staffing-Internal	Unable to meet standard due to reduced staffing as a result of budget cuts
12	Miami-Dade	Circuit Civil	Staffing-Internal	Unable to meet standard due to reduced staffing as a result of budget cuts
13	Miami-Dade	Civil Traffic	Staffing-Internal	Unable to meet standard due to reduced staffing as a result of budget cuts
14	Okaloosa	Criminal Traffic	Staffing-Internal	Undergoing reorganization due to budget constraints
15	Okeechobee	Circuit Civil	Staffing-Internal	Short staffed during this quarter, continue to cross-train
16	Okeechobee	County Civil	Staffing-Internal	Short staffed during this quarter, continue to cross-train
17	Santa Rosa	Juvenile Dependency	Systems/Conversions - Internal	Multiple Filings per case, thus showing a lower number of cases completed

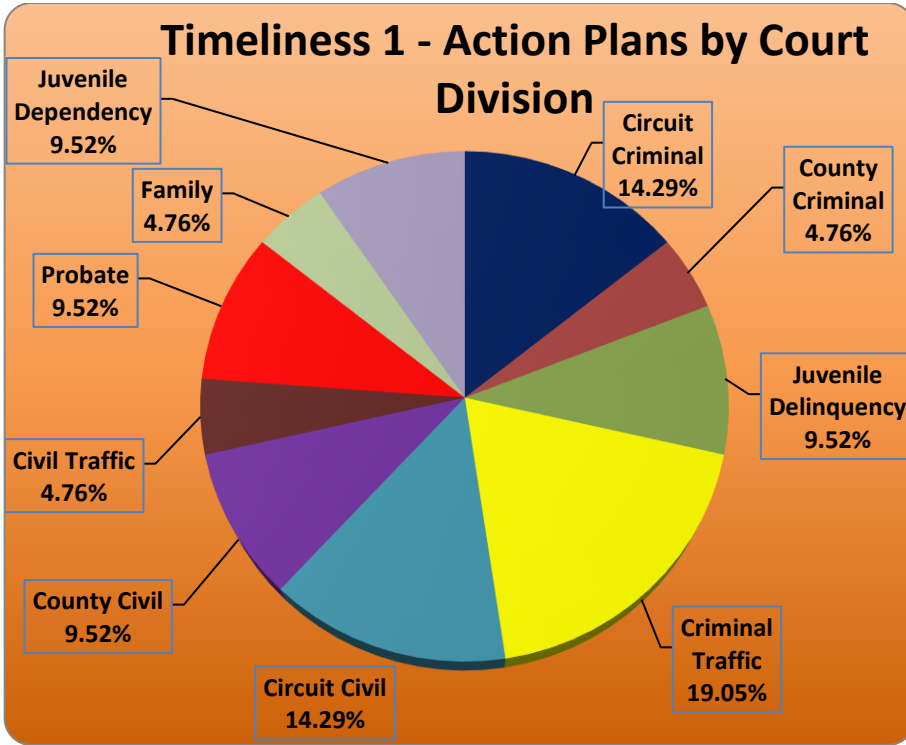
# Timeliness - Statewide Performance CFY 2015/16; 3<sup>rd</sup> Quarter

## Timeliness 2 (Docket Entry) – Internal Office Action Plans

	<u>County</u>	<u>Division</u>	<u>Reason Code</u>	<u>Action Plan to Improve</u>
1	Bradford	Juvenile Delinquency	Staffing-Internal	Continue to encourage meeting time line
2	Broward	Probate	Staffing-Internal	As budgets permit, additional staffing is needed to consistently meet the 80% standard.
3	Broward	Family	Staffing-Internal	As budget permits, frozen positions to be filled to provide resources.
4	Gadsden	Criminal Traffic	Staffing-Internal	Insufficient staff available
5	Levy	Probate	Staffing-Internal	Understaffed
6	Marion	Family	Staffing-Internal	Staff turnover, filled three vacant positions
7	Miami-Dade	Circuit Civil	Staffing-Internal	Unable to meet standard due to reduced staffing as a result of budget cuts
8	Miami-Dade	Family	Staffing-Internal	Unable to meet standard due to reduced staffing as a result of budget cuts
9	Okeechobee	County Criminal	Staffing-Internal	Short staffed during this quarter, continue to cross-train

# Timeliness - Statewide Performance CFY 2015/16; 3<sup>rd</sup> Quarter

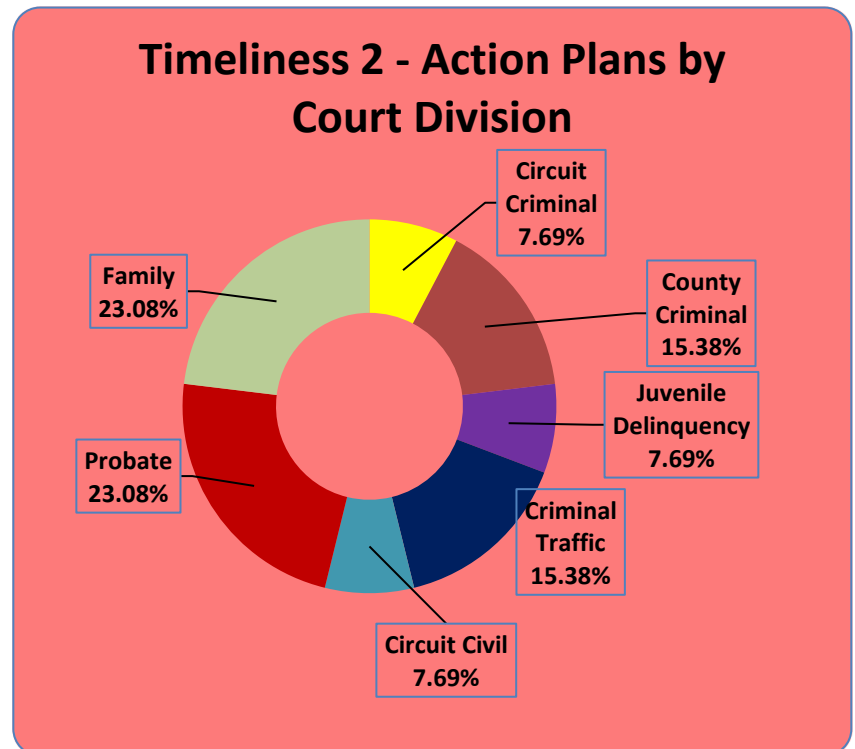
## Timeliness 1 (Cases Filed) - Performance by Court Division



Division	Plans
Circuit Criminal	3
County Criminal	1
Juvenile Delinquency	2
Criminal Traffic	4
Circuit Civil	3
County Civil	2
Civil Traffic	1
Probate	2
Family	1
Juvenile Dependency	2
<b>Total</b>	<b>21</b>

## Timeliness 2 (Docket Entry) - Performance by Court Division

Division	Plans
Circuit Criminal	1
County Criminal	2
Juvenile Delinquency	1
Criminal Traffic	2
Circuit Civil	1
County Civil	0
Civil Traffic	0
Probate	3
Family	3
Juvenile Dependency	0
<b>Total</b>	<b>13</b>





# Timeliness - Statewide Performance CFY 2015/16; 3<sup>rd</sup> Quarter

To clarify historically the total success rate of both Timeliness measures the tables below provides the total number of new cases filed and docketed by the respective standard measures.

## Timeliness Measures #1: % of New Cases opened within X business days after initial documents are clocked in

### Standards:

**Circuit Criminal: 80% within 2 business days**

**County Criminal: 80% within 3 business days**

**Juvenile Delinquency: 80% within 2 business days**

**Criminal Traffic: 80% within 3 business days**

**Circuit Civil: 80% within 2 business days**

**County Civil: 80% within 2 business days**

**Civil Traffic: 80% within 4 business days**

**Probate: 80% within 2 business days**

**Family: 80% within 3 business days**

**Juvenile Dependency: 80% within 2 business days**

As seen in the table below, many court divisions are maintaining strong rates of meeting the New Case Filing Timeliness standards. This is to be expected especially in the Criminal Divisions where the Clerks are ensuring a defendant's right to due process. In contrast, however, offices are seeing a decrease in meeting all standards in the Civil Divisions from the previous year. In response to budget reductions, Clerk offices are prioritizing resources for the Criminal divisions that may have been utilized to meet the civil timeliness standards previously.

<b>Court Division</b>	<b>CFY 2014/15 Year End</b>	<b>CFY 2015/16 1st Quarter</b>	<b>CFY 2015/16 2nd Quarter</b>	<b>CFY 2015/16 3rd Quarter</b>
<b>Circuit Criminal</b>	<b>97.52%</b>	<b>97.73%</b>	<b>97.75%</b>	<b>97.98%</b>
<b>County Criminal</b>	<b>95.38%</b>	<b>96.39%</b>	<b>96.49%</b>	<b>94.69%</b>
<b>Juvenile Delinquency</b>	<b>96.53%</b>	<b>96.82%</b>	<b>97.57%</b>	<b>98.04%</b>
<b>Criminal Traffic</b>	<b>97.04%</b>	<b>94.48%</b>	<b>87.99%</b>	<b>86.59%</b>
<b>Circuit Civil</b>	<b>90.64%</b>	<b>91.63%</b>	<b>89.30%</b>	<b>77.47%</b>
<b>County Civil</b>	<b>95.43%</b>	<b>94.41%</b>	<b>97.04%</b>	<b>94.95%</b>
<b>Civil Traffic</b>	<b>95.59%</b>	<b>95.75%</b>	<b>91.22%</b>	<b>89.70%</b>
<b>Probate</b>	<b>95.45%</b>	<b>94.69%</b>	<b>96.03%</b>	<b>94.73%</b>
<b>Family</b>	<b>97.43%</b>	<b>97.43%</b>	<b>96.38%</b>	<b>96.90%</b>
<b>Juvenile Dependency</b>	<b>98.03%</b>	<b>97.76%</b>	<b>96.50%</b>	<b>96.43%</b>

# Timeliness - Statewide Performance CFY 2015/16; 3<sup>rd</sup> Quarter

Timeliness Measures #2: % of Docket Entries entered within X business days after clock in / action taken date

Standards:

Circuit Criminal: 80% within 3 business days

County Criminal: 80% within 3 business days

Juvenile Delinquency: 80% within 3 business days

Criminal Traffic: 80% within 3 business days

Circuit Civil: 80% within 3 business days

County Civil: 80% within 3 business days

Civil Traffic: 80% within 4 business days

Probate: 80% within 3 business days

Family: 80% within 3 business days

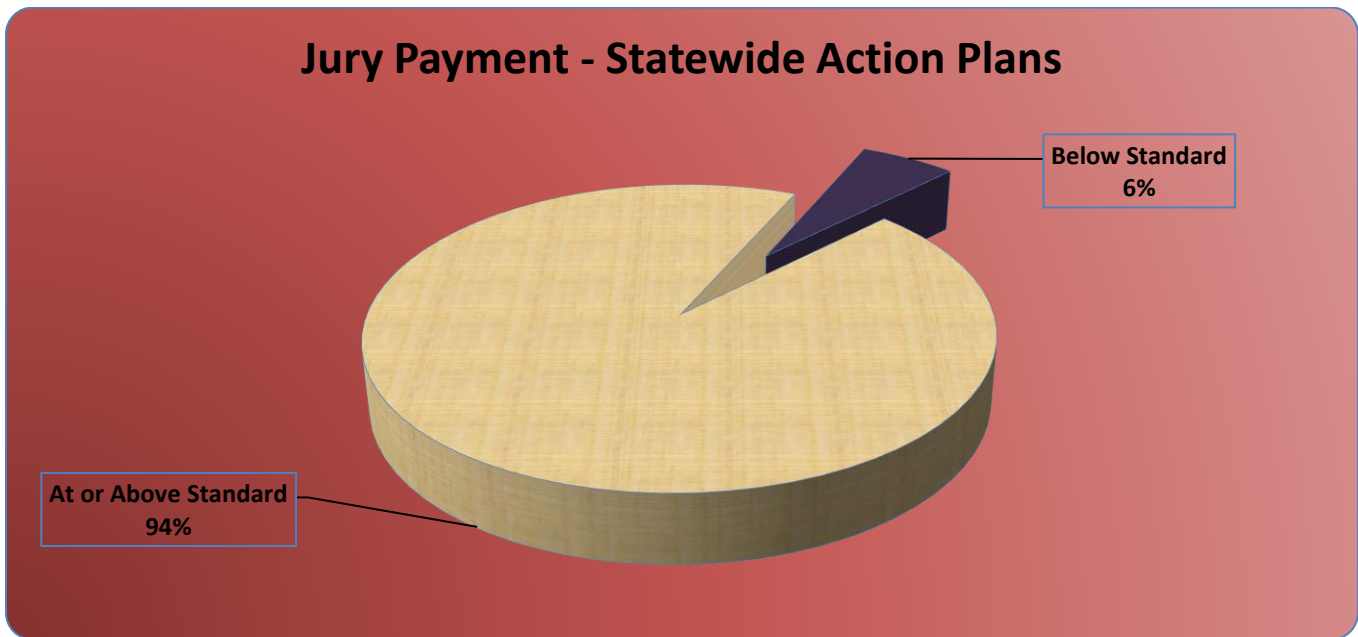
Juvenile Dependency: 80% within 3 business days

Like the Timeliness 1 measure, many court divisions are maintaining strong rates of meeting the Docket Entry Timeliness 2 standard from the previous year however these divisions did see a decrease in meeting the standard from the previous quarter. Again, the Criminal Divisions, with the exception of Juvenile Delinquency, are meeting the standard regularly. However, Clerk offices are also seeing a decrease in meeting the Docket Entry Timeliness measure standard in a majority of the Civil Divisions from the previous quarter. The decrease in meeting the docketing standard is primarily due to the 19.0% increase in dockets filed from the 1<sup>st</sup> to the 3<sup>rd</sup> quarter of CFY 2015/16.

Court Division	CFY 2014/15 Year End	CFY 2015/16 1st Quarter	CFY 2015/16 2nd Quarter	CFY 2015/16 3rd Quarter
Circuit Criminal	95.10%	95.14%	96.05%	95.43%
County Criminal	94.99%	94.25%	96.31%	95.81%
Juvenile Delinquency	96.37%	96.24%	95.25%	91.81%
Criminal Traffic	94.91%	95.90%	95.79%	95.46%
Circuit Civil	95.10%	91.34%	89.15%	85.78%
County Civil	96.52%	88.32%	91.98%	94.50%
Civil Traffic	96.74%	96.58%	96.66%	96.22%
Probate	95.23%	90.84%	96.51%	94.57%
Family	94.40%	93.42%	93.44%	91.47%
Juvenile Dependency	93.84%	94.56%	96.55%	96.19%

# Jury Payments – Statewide Action Plans Required

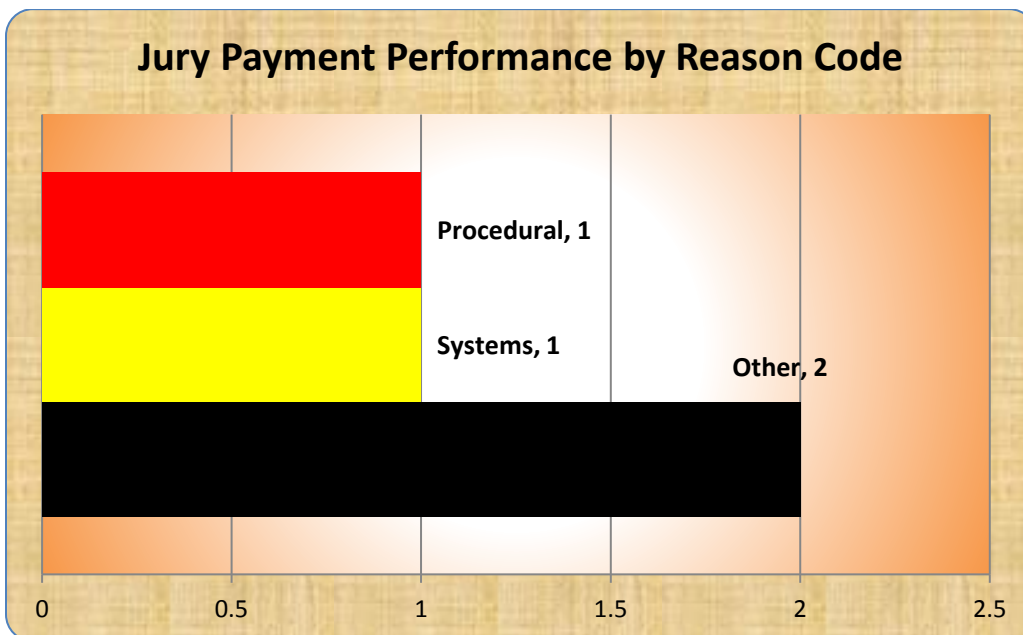
Court Divisions At or Above Standard	63
Court Divisions Below Standard (Action Plans Required)	4
Potential Action Plans Required	67



## 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.

The reason codes for not meeting the performance standard were not changed from the previous reporting cycle.



Reason Code	Plans
Staffing-Workload	0
Staffing - Training	0
Systems	1
Procedural	1
Other	2
Total	4



County	Reporting Quarter	Appendix A: Collections Performance by Division									
		Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Total
Pinellas	Qrt 3 Apr. - June 2016		Internal	Internal				Internal			3
Polk	Qrt 3 Apr. - June 2016	External	External					External			3
Putnam	Qrt 3 Apr. - June 2016	External	External	External				External			4
Santa Rosa	Qrt 3 Apr. - June 2016							External			1
Sarasota	Qrt 3 Apr. - June 2016		Internal					Internal			2
Seminole	Qrt 3 Apr. - June 2016							Internal			1
St. Johns	Qrt 3 Apr. - June 2016	External									1
St. Lucie	Qrt 3 Apr. - June 2016	Internal	Internal	Internal	Internal	Internal	Internal	Internal	Internal	Internal	9
Sumter	Qrt 3 Apr. - June 2016										0
Suwannee	Qrt 3 Apr. - June 2016										0
Taylor	Qrt 3 Apr. - June 2016			External				External			2
Union	Qrt 3 Apr. - June 2016			External		External	External				3
Volusia	Qrt 3 Apr. - June 2016	External	External								2
Wakulla	Qrt 3 Apr. - June 2016										0
Walton	Qrt 3 Apr. - June 2016										0
Washington	Qrt 3 Apr. - June 2016	External	Internal								2
<b>Statewide</b>		<b>22</b>	<b>27</b>	<b>14</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>31</b>	<b>1</b>	<b>1</b>	<b>103</b>
<b>Internal Reasons</b>		<b>2</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>9</b>	<b>1</b>	<b>1</b>	<b>23</b>
<b>External Reasons</b>		<b>20</b>	<b>23</b>	<b>11</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>22</b>	<b>0</b>	<b>0</b>	<b>80</b>

**Appendix B**

**Drug Traffic Assessment and Collections Affect on Circuit Criminal Collection Rate**

**CFY 2015/16 3rd Quarter Analysis**

**Circuit Criminal**

**Drug Trafficking**

**Circuit Criminal Net**

County Name	Assessment	Collection	%
Alachua	\$ 845,198.03	\$ 110,478.49	13.07%
Baker	\$ 76,451.00	\$ 15,755.19	20.61%
Bay	\$ 939,920.05	\$ 82,433.83	8.77%
Bradford	\$ 146,990.00	\$ 16,995.93	11.56%
Brevard	\$ 597,360.82	\$ 104,258.97	17.45%
Broward	\$ 5,069,735.36	\$ 339,469.57	6.70%
Calhoun	\$ 65,982.00	\$ 7,047.00	10.68%
Charlotte	\$ 307,207.27	\$ 72,612.96	23.64%
Citrus	\$ 563,148.10	\$ 70,870.48	12.58%
Clay	\$ 452,457.00	\$ 80,755.00	17.85%
Collier	\$ 1,245,807.85	\$ 66,434.37	5.33%
Columbia	\$ 179,476.89	\$ 25,193.20	14.04%
Desoto	\$ 164,561.95	\$ 23,857.00	14.50%
Dixie	\$ 35,844.00	\$ 6,430.00	17.94%
Duval	\$ 1,896,217.42	\$ 147,077.96	7.76%
Escambia	\$ 1,157,185.70	\$ 118,780.18	10.26%
Flagler	\$ 173,036.00	\$ 10,367.71	5.99%
Franklin	\$ 54,766.00	\$ 5,848.68	10.68%
Gadsden	\$ 88,317.00	\$ 9,841.08	11.14%
Gilchrist	\$ 24,576.00	\$ 5,987.00	24.36%
Glades	\$ 113,938.35	\$ 2,802.68	2.46%
Gulf	\$ 100,590.32	\$ 12,413.77	12.34%
Hamilton	\$ 17,372.76	\$ 2,774.44	15.97%
Hardee	\$ 168,735.00	\$ 19,087.89	11.31%
Hendry	\$ 114,058.50	\$ 30,237.79	26.51%
Hernando	\$ 487,315.77	\$ 61,443.89	12.61%
Highlands	\$ 322,860.80	\$ 19,605.00	6.07%
Hillsborough	\$ 14,971,147.00	\$ 516,095.00	3.45%
Holmes	\$ 172,782.87	\$ 9,057.12	5.24%
Indian River	\$ 483,104.89	\$ 34,045.94	7.05%
Jackson	\$ 114,976.75	\$ 22,166.62	19.28%
Jefferson	\$ 2,065.50	\$ 1,917.71	92.84%
Lafayette	\$ 151,955.05	\$ 1,391.67	0.92%
Lake	\$ 1,227,515.22	\$ 99,368.45	8.10%
Lee	\$ 3,522,803.00	\$ 134,925.00	3.83%
Leon	\$ 958,865.92	\$ 152,331.66	15.89%
Levy	\$ 410,014.35	\$ 11,795.43	2.88%
Liberty	\$ 16,434.50	\$ 2,373.62	14.44%
Madison	\$ 85,264.08	\$ 11,358.54	13.32%
Manatee	\$ 799,339.88	\$ 101,420.34	12.69%
Marion	\$ 2,797,709.65	\$ 270,306.45	9.66%
Martin	\$ 347,552.00	\$ 53,127.58	15.29%
Miami-Dade	\$ 4,356,462.00	\$ 433,688.00	9.96%
Monroe	\$ 243,283.00	\$ 65,709.00	27.01%
Nassau	\$ 79,714.00	\$ 22,611.83	28.37%

Assessment	Collection	%
\$ 107,761.00	\$ 427.00	0.40%
\$ -	\$ -	#DIV/0!
\$ 305,213.00	\$ 152.00	0.05%
\$ -	\$ -	#DIV/0!
\$ 108,176.13	\$ 245.00	0.23%
\$ 1,756,436.50	\$ 8,674.43	0.49%
\$ -	\$ -	#DIV/0!
\$ 511.00	\$ 511.00	100.00%
\$ 271,872.00	\$ 2,551.00	0.94%
\$ 211,299.00	\$ 27.00	0.01%
\$ 902,302.82	\$ 1,360.82	0.15%
\$ -	\$ -	#DIV/0!
\$ -	\$ -	#DIV/0!
\$ -	\$ -	#DIV/0!
\$ 512,663.00	\$ 2,907.18	0.57%
\$ 264,137.00	\$ 144.00	0.05%
\$ 50,668.00	\$ -	0.00%
\$ -	\$ -	#DIV/0!
\$ 31,787.00	\$ 9,627.00	30.29%
\$ -	\$ -	#DIV/0!
\$ 53,050.00	\$ -	0.00%
\$ -	\$ -	#DIV/0!
\$ -	\$ -	#DIV/0!
\$ 53,840.00	\$ -	0.00%
\$ -	\$ -	#DIV/0!
\$ 80,222.00	\$ -	0.00%
\$ 50,000.00	\$ -	0.00%
\$ 11,083,957.00	\$ 1,231.75	0.01%
\$ -	\$ -	#DIV/0!
\$ 160,344.40	\$ 73.40	0.05%
\$ -	\$ -	#DIV/0!
\$ 114,200.50	\$ 1,232.61	1.08%
\$ 100,250.00	\$ -	0.00%
\$ 350,000.00	\$ -	0.00%
\$ 2,978,562.00	\$ 370.00	0.01%
\$ 56,039.94	\$ 623.29	1.11%
\$ 291,236.79	\$ -	0.00%
\$ 875.00	\$ -	0.00%
\$ -	\$ -	#DIV/0!
\$ 210,418.00	\$ -	0.00%
\$ 541,462.10	\$ 3,003.18	0.55%
\$ 53,465.00	\$ -	0.00%
\$ 1,715,067.00	\$ 12,499.00	0.73%
\$ 83,577.00	\$ 30,458.45	36.44%
\$ -	\$ -	#DIV/0!

Assessment	Collection	%
\$737,437.03	\$ 110,051.49	14.92%
\$ 76,451.00	\$ 15,755.19	20.61%
\$ 634,707.05	\$ 82,281.83	12.96%
\$ 146,990.00	\$ 16,995.93	11.56%
\$ 489,184.69	\$ 104,013.97	21.26%
\$ 3,313,298.86	\$ 330,795.14	9.98%
\$ 65,982.00	\$ 7,047.00	10.68%
\$ 306,696.27	\$ 72,101.96	23.51%
\$ 291,276.10	\$ 68,319.48	23.46%
\$ 241,158.00	\$ 80,728.00	33.48%
\$ 343,505.03	\$ 65,073.55	18.94%
\$ 179,476.89	\$ 25,193.20	14.04%
\$ 164,561.95	\$ 23,857.00	14.50%
\$ 35,844.00	\$ 6,430.00	17.94%
\$ 1,383,554.42	\$ 144,170.78	10.42%
\$ 893,048.70	\$ 118,636.18	13.28%
\$ 122,368.00	\$ 10,367.71	8.47%
\$ 54,766.00	\$ 5,848.68	10.68%
\$ 56,530.00	\$ 214.08	0.38%
\$ 24,576.00	\$ 5,987.00	24.36%
\$ 60,888.35	\$ 2,802.68	4.60%
\$ 100,590.32	\$ 12,413.77	12.34%
\$ 17,372.76	\$ 2,774.44	15.97%
\$ 114,895.00	\$ 19,087.89	16.61%
\$ 114,058.50	\$ 30,237.79	26.51%
\$ 407,093.77	\$ 61,443.89	15.09%
\$ 272,860.80	\$ 19,605.00	7.18%
\$ 3,887,190.00	\$ 514,863.25	13.25%
\$ 172,782.87	\$ 9,057.12	5.24%
\$ 322,760.49	\$ 33,972.54	10.53%
\$ 114,976.75	\$ 22,166.62	19.28%
\$ (112,135.00)	\$ 685.10	-0.61%
\$ 51,705.05	\$ 1,391.67	2.69%
\$ 877,515.22	\$ 99,368.45	11.32%
\$ 544,241.00	\$ 134,555.00	24.72%
\$ 902,825.98	\$ 151,708.37	16.80%
\$ 118,777.56	\$ 11,795.43	9.93%
\$ 15,559.50	\$ 2,373.62	15.26%
\$ 85,264.08	\$ 11,358.54	13.32%
\$ 588,921.88	\$ 101,420.34	17.22%
\$ 2,256,247.55	\$ 267,303.27	11.85%
\$ 294,087.00	\$ 53,127.58	18.07%
\$ 2,641,395.00	\$ 421,189.00	15.95%
\$ 159,706.00	\$ 35,250.55	22.07%
\$ 79,714.00	\$ 22,611.83	28.37%

**Appendix B**

**Drug Traffic Assessment and Collections Affect on Circuit Criminal Collection Rate**

**CFY 2015/16 3rd Quarter Analysis**

**Circuit Criminal**

**Drug Trafficking**

**Circuit Criminal Net**

County Name	Assessment	Collection	%
Okaloosa	\$ 708,162.11	\$ 75,381.83	10.64%
Okeechobee	\$ 205,680.33	\$ 26,701.85	12.98%
Orange	\$ 4,300,466.00	\$ 376,424.00	8.75%
Osceola	\$ 3,585,472.27	\$ 190,224.64	5.31%
Palm Beach	\$ 1,885,694.09	\$ 194,772.02	10.33%
Pasco	\$ 1,300,647.07	\$ 189,774.34	14.59%
Pinellas	\$ 2,353,886.00	\$ 257,125.00	10.92%
Polk	\$ 2,991,822.26	\$ 206,150.16	6.89%
Putnam	\$ 359,291.13	\$ 15,864.41	4.42%
Santa Rosa	\$ 594,421.35	\$ 60,161.49	10.12%
Sarasota	\$ 580,800.22	\$ 80,809.19	13.91%
Seminole	\$ 1,079,923.36	\$ 174,654.43	16.17%
St. Johns	\$ 957,821.28	\$ 64,560.30	6.74%
St. Lucie *	\$ -	\$ -	#DIV/0!
Sumter	\$ 197,615.40	\$ 29,118.73	14.74%
Suwannee	\$ 199,461.20	\$ 21,300.72	10.68%
Taylor	\$ 97,511.63	\$ 10,270.92	10.53%
Union	\$ 33,273.50	\$ 6,128.28	18.42%
Volusia	\$ 1,394,321.53	\$ 102,953.33	7.38%
Wakulla	\$ 58,123.52	\$ 13,697.02	23.57%
Walton	\$ 250,205.00	\$ 29,243.00	11.69%
Washington	\$ 137,430.84	\$ 10,962.51	7.98%
<b>Statewide</b>	<b>\$ 69,422,129.69</b>	<b>\$ 5,548,828.19</b>	<b>7.99%</b>

Assessment	Collection	%
\$ 319,235.00	\$ 100.00	0.03%
\$ 50,000.00	\$ -	0.00%
\$ 2,815,337.89	\$ 899.87	0.03%
\$ 2,429,229.76	\$ 150.00	0.01%
\$ 736,692.00	\$ -	0.00%
\$ 269,953.00	\$ 5.00	0.00%
\$ 746,845.00	\$ -	0.00%
\$ -	\$ -	#DIV/0!
\$ 212,570.00	\$ -	0.00%
\$ 255,087.00	\$ -	0.00%
\$ 53,233.00	\$ -	0.00%
\$ 598,271.00	\$ 212,549.70	35.53%
\$ 26,868.00	\$ -	0.00%
		#DIV/0!
\$ -	\$ -	#DIV/0!
\$ -	\$ -	#DIV/0!
\$ -	\$ -	#DIV/0!
\$ -	\$ -	#DIV/0!
\$ 439,612.18	\$ 72.61	0.02%
\$ -	\$ -	#DIV/0!
\$ 100,000.00	\$ -	0.00%
\$ -	\$ -	#DIV/0!
\$ 31,552,327.01	\$ 289,895.29	0.92%

Assessment	Collection	%
\$ 388,927.11	\$ 75,281.83	19.36%
\$ 155,680.33	\$ 26,701.85	17.15%
\$ 1,485,128.11	\$ 375,524.13	25.29%
\$ 1,156,242.51	\$ 190,074.64	16.44%
\$ 1,149,002.09	\$ 194,772.02	16.95%
\$ 1,030,694.07	\$ 189,769.34	18.41%
\$ 1,607,041.00	\$ 257,125.00	16.00%
\$ 2,991,822.26	\$ 206,150.16	6.89%
\$ 146,721.13	\$ 15,864.41	10.81%
\$ 339,334.35	\$ 60,161.49	17.73%
\$ 527,567.22	\$ 80,809.19	15.32%
\$ 481,652.36	\$ (37,895.27)	-7.87%
\$ 930,953.28	\$ 64,560.30	6.93%
\$ -	\$ -	#DIV/0!
\$ 197,615.40	\$ 29,118.73	14.74%
\$ 199,461.20	\$ 21,300.72	10.68%
\$ 97,511.63	\$ 10,270.92	10.53%
\$ 33,273.50	\$ 6,128.28	18.42%
\$ 954,709.35	\$ 102,880.72	10.78%
\$ 58,123.52	\$ 13,697.02	23.57%
\$ 150,205.00	\$ 29,243.00	19.47%
\$ 137,430.84	\$ 10,962.51	7.98%
\$ 37,869,802.68	\$ 5,258,932.90	13.89%

\* NOTE 1: Shaded Counties meet Circuit Criminal collection standard once Drug Trafficking assessments and collection amounts are removed.  
 \* NOTE 2: St. Lucie county is working with their software vendor to ensure accurate 3rd quarter assessment and collection data.





County	Reporting Quarter	Appendix C: Timeliness Standard 1 (New Cases Opened) Performance by Division										Total	
		Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependency		
Martin	Qrt 3 4/1-6/30												0
Monroe	Qrt 3 4/1-6/30												0
Nassau	Qrt 3 4/1-6/30												0
Okaloosa	Qrt 3 4/1-6/30				Staffing - Internal								1
Okeechobee	Qrt 3 4/1-6/30					Staffing - Internal	Staffing - Internal						2
Orange	Qrt 3 4/1-6/30												0
Osceola	Qrt 3 4/1-6/30												0
Palm Beach	Qrt 3 4/1-6/30												0
Pasco	Qrt 3 4/1-6/30												0
Pinellas	Qrt 3 4/1-6/30												0
Polk	Qrt 3 4/1-6/30												0
Putnam	Qrt 3 4/1-6/30												0
Santa Rosa	Qrt 3 4/1-6/30										Systems/Conversions - Internal		1
Sarasota	Qrt 3 4/1-6/30												0
Seminole	Qrt 3 4/1-6/30												0
St. Johns	Qrt 3 4/1-6/30												0
St. Lucie	Qrt 3 4/1-6/30												0
Sumter	Qrt 3 4/1-6/30												0
Suwannee	Qrt 3 4/1-6/30												0
Taylor	Qrt 3 4/1-6/30												0
Union	Qrt 3 4/1-6/30												0
Volusia	Qrt 3 4/1-6/30												0
Wakulla	Qrt 3 4/1-6/30												0
Walton	Qrt 3 4/1-6/30												0
Washington	Qrt 3 4/1-6/30												0
<b>Statewide</b>		<b>3</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>		<b>21</b>
<b>Internal Reasons</b>		<b>2</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>17</b>
<b>External Reasons</b>		<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>		<b>4</b>



County	Reporting Quarter	Appendix D: Timeliness Standard 2 (Cases Docketed) Performance by Division										
		Circuit Criminal	County Criminal Staffing - Internal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependency	Total
Okeechobee	Qrt 3 4/1-6/30											1
Orange	Qrt 3 4/1-6/30											0
Osceola	Qrt 3 4/1-6/30											0
Palm Beach	Qrt 3 4/1-6/30											0
Pasco	Qrt 3 4/1-6/30											0
Pinellas	Qrt 3 4/1-6/30											0
Polk	Qrt 3 4/1-6/30											0
Putnam	Qrt 3 4/1-6/30											0
Santa Rosa	Qrt 3 4/1-6/30											0
Sarasota	Qrt 3 4/1-6/30											0
Seminole	Qrt 3 4/1-6/30											0
St. Johns	Qrt 3 4/1-6/30											0
St. Lucie	Qrt 3 4/1-6/30											0
Sumter	Qrt 3 4/1-6/30											0
Suwannee	Qrt 3 4/1-6/30											0
Taylor	Qrt 3 4/1-6/30											0
Union	Qrt 3 4/1-6/30											0
Volusia	Qrt 3 4/1-6/30											0
Wakulla	Qrt 3 4/1-6/30											0
Walton	Qrt 3 4/1-6/30											0
Washington	Qrt 3 4/1-6/30											0
<b>Statewide</b>		<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>13</b>
<b>Internal Reasons</b>		<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>9</b>
<b>External Reasons</b>		<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>4</b>

## Appendix E: External Descriptions for not Meeting Performance Standards by Division

### CFY 2015/16 Quarter 3 Collections -External Reasons Provided

Count	County	Division	Action Plan to Improve / Description of External Factor	Reason Code
1	Alachua	County Criminal	Economy / Type of case	External to Clerk's Control
2	Baker	County Criminal	With defendants being incarcerated and fined, DOC P/P collects fines and costs while on probation. Our office also sets up payment plans. We D6 their Drivers License and make sure that all Civil Judgments are recorded as a lien. We are open to any other options that are available to us that we are not aware of.	External to Clerk's Control
3	Baker	Civil Traffic	At this time our office D6 the DL weekly and send all unpaid traffic citations to the collections agency on a monthly basis. We are open for any suggestions that we may not be aware of that we can do.	External to Clerk's Control
4	Bay	Circuit Criminal	Bay County is using all methods at our disposal to collect fees.	External to Clerk's Control
5	Bay	County Criminal	Bay County is using all methods at our disposal to collect fees.	External to Clerk's Control
6	Bay	Civil Traffic	Bay County is using all methods at our disposal to collect fees.	
7	Bradford	County Criminal	Encourage timeliness in collections from local county probation office	External to Clerk's Control
8	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
9	Calhoun	County Criminal	Will continue to work with the probation officer to improve collections.	External to Clerk's Control
10	Calhoun	Juvenile Delinquency	Will continue to work with the probation officer to improve collections.	External to Clerk's Control
11	Calhoun	Criminal Traffic	Will continue to work with the probation officer to improve collections.	External to Clerk's Control
12	Calhoun	Civil Traffic	Will continue all collection efforts.	External to Clerk's Control
13	Collier	Circuit Criminal	Collier County nearly all felony cases result in incarceration/probation with the DOC (this quarter 97.8%). Collier suspends the driver license of those released from probation without paying their fines/costs, as well as those not on probation who owe fines/costs. Additionally, we held discussions with probation to provide assistance to aid their collection efforts. Collier currently has two collection agencies working to collect past due balances. We are collecting on average \$77,946 per month of past due amounts. The collections agencies will continue working these outstanding amounts (particularly circuit criminal) to resolve the balances as they are released from incarceration. Collier has already collect 49.1% of assessments against defendants not incarcerated or on probation. Next 4 quarters of collections listed on the report have already met the performance goals.	External to Clerk's Control
14	Columbia	County Criminal	We had issues receiving payments in a timely manner from one of two probation offices. It appears that these issues have been addressed.	External to Clerk's Control
15	Miami-Dade			External to Clerk's Control
16	Miami-Dade			External to Clerk's Control
17	Desoto	County Criminal	Assessment increase is being investigated by Clericus.	External to Clerk's Control
18	Dixie	County Criminal	We are doing everything possible	External to Clerk's Control
19	Dixie	Juvenile Delinquency	We are doing everything possible	External to Clerk's Control
20	Dixie	Criminal Traffic	We are doing everything possible	External to Clerk's Control
21	Dixie	Civil Traffic	We are doing everything possible	External to Clerk's Control
22	Duval	Circuit Criminal	Reviewing collection agency performance and other on-line payment options.	External to Clerk's Control
23	Duval	County Criminal	Reviewing collection agency performance and other on-line payment options.	External to Clerk's Control
24	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
25	Escambia	Civil Traffic	The ability to collect traffic fines and court costs is impacted by the economic situation in the county. We have been working with a new internal collections program to try to improve our collections.	External to Clerk's Control
26	Flagler	Circuit Criminal	Drug Trafficking; Incarceration	External to Clerk's Control
27	Gadsden	County Criminal	We do not have the budget to fund the positions we need to maintain current level operations. We will continue to attempt to meet the standard using the resource we have.	External to Clerk's Control
28	Gilchrist	Juvenile Delinquency	Contact State Attorney to discuss options to secure payment of court costs not just restitution.	External to Clerk's Control

## Appendix E: External Descriptions for not Meeting Performance Standards by Division

### CFY 2015/16 Quarter 3 Collections -External Reasons Provided

Count	County	Division	Action Plan to Improve / Description of External Factor	Reason Code
29	Glades	Circuit Criminal	Incarceration of defendants	External to Clerk's Control
30	Hamilton	County Criminal	Fines and costs reduced to lien, indigent defendants unable to pay	External to Clerk's Control
31	Hamilton	Civil Traffic	County Judge reduces or dismisses fines/cases; many cases not paid; sent to collection in 90 days	External to Clerk's Control
32	Hendry	Juvenile Delinquency	Most often choose community service rather than paying	External to Clerk's Control
33	Hernando	Civil Traffic	We are working with the new collection agency and are slowly coming up to standard.	External to Clerk's Control
34	Highlands	Circuit Criminal	Prison commitments with outstanding assessments	External to Clerk's Control
35	Highlands	County Criminal	Same as previous quarters. Low payments from defendants due to struggling economy of the Heartland. Our Judge has sympathy & compassion for these people.	External to Clerk's Control
36	Hillsborough	Circuit Criminal	Continued dunning notice and collection agency process	External to Clerk's Control
37	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
38	Hillsborough	Civil Traffic	Continued use of internal collection methods and referral to outside collection agencies.	External to Clerk's Control
39	Holmes	Circuit Criminal	Fines reduced to civil judgement. Collections are being pursued by outside agency--Pioneer. Also, we now have a collections clerk.	External to Clerk's Control
40	Indian River	Circuit Criminal	WE CONTINUE TO WORK ON COLLECTION EFFORTS TO IMPROVE OUR RATE.	External to Clerk's Control
41	Jackson	Juvenile Delinquency	We have no way of enforcing payments from juveniles. Our probation officers change and it takes a period of time to educate them about payments. We send out letters that indicate that we will restrict drivers license eligibility.	External to Clerk's Control
42	Lafayette	Circuit Criminal	The defendants were incarcerated in the case with the large fines.	External to Clerk's Control
43	Lafayette	Civil Traffic	One defendant had 4% of our tickets this quarter.	External to Clerk's Control
44	Lake	Circuit Criminal	\$350,000 of assessments were Mandatory Drug Trafficking Fines. Without those assessments, our collection rate would have been 11.32%.	External to Clerk's Control
45	Lake	County Criminal	Lack of sufficient staffing due to continued budget cuts reduces ability to aggressively pursue delinquent accounts.	External to Clerk's Control
46	Lee	Circuit Criminal	Three (3) cases totaling over \$2 million in assessments with lengthy incarceration periods. Exclusion of these cases returns a collection rate of 9.9%	External to Clerk's Control
47	Lee	Civil Traffic	Representative in the uncollected balance; 51% or \$229k are toll cases and of those toll cases, 74% have been referred to a collection agency and 15% are on an active payment plan. Collections improvement in this area	External to Clerk's Control
48	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
49	Leon	Civil Traffic	Question Standard. Statistically speaking this is so close (0.87%) to the standard, that it should be counted as meeting the standard.	External to Clerk's Control
50	Levy	Circuit Criminal	MOST SERVING TIME	External to Clerk's Control
51	Levy	Civil Traffic	ECONOMY	External to Clerk's Control
52	Liberty	Juvenile Delinquency	When a defendants term of supervision terminates they are placed on a payment plan to attempt to collect outstanding cost.	External to Clerk's Control
53	Madison	Civil Traffic	Encourage payment in full.	External to Clerk's Control
54	Manatee	Circuit Criminal	Area continues to be worked/reviewed to determine issue. Best Practices guidelines are followed - external issue with economy	External to Clerk's Control
55	Nassau	Civil Traffic	Continue to suspend drivers license and send all unpaid fines to collection agency.	External to Clerk's Control
56	Okaloosa	Civil Traffic	Question Standard - Everything possible is being done to improve collections with the current staff and funding available.	External to Clerk's Control

## Appendix E: External Descriptions for not Meeting Performance Standards by Division

### CFY 2015/16 Quarter 3 Collections -External Reasons Provided

Count	County	Division	Action Plan to Improve / Description of External Factor	Reason Code
57	Orange	Circuit Criminal	Unsure why our rate has dropped below required rate. This is the first quarter it has ever happened. Looking at our next 2 quarterly periods we are already above 9%	External to Clerk's Control
58	Orange	County Criminal	While we are working on projects to improve collections org-wide, our criminal area continues to show declines in rates, attributable to high underemployed society and struggles with cost increases locally.	External to Clerk's Control
59	Orange	Civil Traffic	Rate has dropped fairly significantly over the prior quarter. This has to be attributable to external factors, similar to what is occurring in the other criminal case types	External to Clerk's Control
60	Osceola	Circuit Criminal	Many Circuit Criminal Cases/defendants are sentenced to prison and ordered court costs and restitution. These cases are assessed court costs however payments are not made due to the length of sentencing in DOC.	External to Clerk's Control
61	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
62	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
63	Pasco	County Criminal	During this quarter, there were a number of county ordinances that were assessed a higher than normal fine, similar to the drug trafficking cases.	External to Clerk's Control
64	Polk	Circuit Criminal	Programming must be developed to define drug trafficking. This is our first full quarter of felony cases suspended via the TCATS Criminal Obligation file.	External to Clerk's Control
65	Polk	County Criminal	Customers do not pay.	External to Clerk's Control
66	Polk	Civil Traffic	Lack of payments from customers.	External to Clerk's Control
67	Putnam	Circuit Criminal	High incarceration rate and depressed economy continue. Relatively high drug trafficking.	External to Clerk's Control
68	Putnam	County Criminal	The local economy is not improving. People have exhausted any savings and cannot pay. We are preparing to implement new collection effort for misdemeanors and criminal traffic which may help.	External to Clerk's Control
69	Putnam	Juvenile Delinquency	Poor economy and demographics; high violence rate. Judge will not press for collection due to perceived parental retaliation against juvenile.	External to Clerk's Control
70	Putnam	Civil Traffic	Extremely poor economic conditions continue.	External to Clerk's Control
71	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 to Clerk's Control
72	St. Johns	Circuit Criminal	Unusually large assessment-13001579CFMA mandatory \$500,000 fine for F.S. 893.20 Continuing Criminal Enterprise	External to Clerk's Control
73	Taylor	Juvenile Delinquency	One Defendant sentenced in 6 cases, then transferred supervision to Indian River. Defendant now resides in Indian River and has not paid, still on probation	External to Clerk's Control
74	Taylor	Civil Traffic	We are doing everything we can to collect	External to Clerk's Control
75	Union	Juvenile Delinquency	The parents/delinquents in the cases related to these assessments are unemployed and receive state/government assistance. Pursuing collections.	External to Clerk's Control
76	Union	Circuit Civil	All unpaid cases are Department of Corrections inmate cases. Order to Pay Fees have been entered in all cases.	External to Clerk's Control
77	Union	County Civil	6 Inmate Cases. Order to pay fees entered. 3 of these cases have been filed by the same inmate.	External to Clerk's Control
78	Volusia	Circuit Criminal	Increase number of late pay and non-pay cases sent to collection agencies.	External to Clerk's Control
79	Volusia	County Criminal	Increase number of late pay and non-pay cases sent to collection agencies. We were unable to negotiate contract to outsource administration of payment plans.	External to Clerk's Control
80	Washington	Circuit Criminal	Most are Incarcerated. The incarceration collections is in place but not much to collected.	External to Clerk's Control

## Appendix E: External Descriptions for not Meeting Performance Standards by Division

### CFY 2015/16 Quarter 3 Collections - External Reasons Provided

<u>Count</u>	<u>County</u>	<u>Division</u>	<u>Action Plan to Improve / Description of External Factor</u>	<u>Reason Code</u>
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### CFY 2015/16 Quarter 3 Timeliness 1 (Case Processing) - External Reasons Provided

<u>Count</u>	<u>County</u>	<u>Division</u>	<u>Description</u>	<u>Reason Code</u>
1	Gilchrist	Juvenile Dependency	E-portal issue for one case and clerk error on one	Staffing-External
2	Hendry	Circuit Criminal	Need increase in budget to hire more clerks and/or allow for overtime	Staffing-External
3	Hendry	Criminal Traffic	Need increase in budget to hire more clerks and/or allow for overtime	Staffing-External
4	Lake	Probate	We continue to explore the reallocation of our reduced staff to assist in departments that are hurting the most.	Staffing-External

### CFY 2015/16 Quarter 3 Timeliness 2 (Docket Entry) - External Reasons Provided

<u>Count</u>	<u>County</u>	<u>Division</u>	<u>Description</u>	<u>Reason Code</u>
1	Hendry	Circuit Criminal	Need increase in budget to hire more clerks and/or allow for overtime	Staffing-External
2	Hendry	County Criminal	Need increase in budget to hire more clerks and/or allow for overtime	Staffing-External
3	Hendry	Criminal Traffic	Need increase in budget to hire more clerks and/or allow for overtime	Staffing-External
4	Lake	Probate	We continue to explore the reallocation of our reduced staff to assist in departments that are hurting the most.	Staffing-External

**Appendix F - Juror Payment Performance**

County	Reporting Quarter	Juror Payment All Courts
Alachua	Qrt 3 4/1/16-6/30/16	
Baker	Qrt 3 4/1/16-6/30/16	
Bay	Qrt 3 4/1/16-6/30/16	
Bradford	Qrt 3 4/1/16-6/30/16	
Brevard	Qrt 3 4/1/16-6/30/16	
Broward	Qrt 3 4/1/16-6/30/16	
Calhoun	Qrt 3 4/1/16-6/30/16	
Charlotte	Qrt 3 4/1/16-6/30/16	
Citrus	Qrt 3 4/1/16-6/30/16	
Clay	Qrt 3 4/1/16-6/30/16	
Collier	Qrt 3 4/1/16-6/30/16	
Columbia	Qrt 3 4/1/16-6/30/16	
Dade	Qrt 3 4/1/16-6/30/16	
Desoto	Qrt 3 4/1/16-6/30/16	
Dixie	Qrt 3 4/1/16-6/30/16	
Duval	Qrt 3 4/1/16-6/30/16	
Escambia	Qrt 3 4/1/16-6/30/16	
Flagler	Qrt 3 4/1/16-6/30/16	
Franklin	Qrt 3 4/1/16-6/30/16	
Gadsden	Qrt 3 4/1/16-6/30/16	X
Gilchrist	Qrt 3 4/1/16-6/30/16	
Glades	Qrt 3 4/1/16-6/30/16	
Gulf	Qrt 3 4/1/16-6/30/16	
Hamilton	Qrt 3 4/1/16-6/30/16	
Hardee	Qrt 3 4/1/16-6/30/16	
Hendry	Qrt 3 4/1/16-6/30/16	
Hernando	Qrt 3 4/1/16-6/30/16	
Highlands	Qrt 3 4/1/16-6/30/16	
Hillsborough	Qrt 3 4/1/16-6/30/16	
Holmes	Qrt 3 4/1/16-6/30/16	
Indian River	Qrt 3 4/1/16-6/30/16	
Jackson	Qrt 3 4/1/16-6/30/16	
Jefferson	Qrt 3 4/1/16-6/30/16	
Lafayette	Qrt 3 4/1/16-6/30/16	
Lake	Qrt 3 4/1/16-6/30/16	
Lee	Qrt 3 4/1/16-6/30/16	
Leon	Qrt 3 4/1/16-6/30/16	X



Appendix F - Juror Payment Performance		
County	Reporting Quarter	Juror Payment All Courts
Levy	Qrt 3 4/1/16-6/30/16	
Liberty	Qrt 3 4/1/16-6/30/16	
Madison	Qrt 3 4/1/16-6/30/16	
Manatee	Qrt 3 4/1/16-6/30/16	
Marion	Qrt 3 4/1/16-6/30/16	
Martin	Qrt 3 4/1/16-6/30/16	
Monroe	Qrt 3 4/1/16-6/30/16	X
Nassau	Qrt 3 4/1/16-6/30/16	
Okaloosa	Qrt 3 4/1/16-6/30/16	
Okeechobee	Qrt 3 4/1/16-6/30/16	
Orange	Qrt 3 4/1/16-6/30/16	
Osceola	Qrt 3 4/1/16-6/30/16	
Palm Beach	Qrt 3 4/1/16-6/30/16	
Pasco	Qrt 3 4/1/16-6/30/16	
Pinellas	Qrt 3 4/1/16-6/30/16	
Polk	Qrt 3 4/1/16-6/30/16	
Putnam	Qrt 3 4/1/16-6/30/16	
Santa Rosa	Qrt 3 4/1/16-6/30/16	
Sarasota	Qrt 3 4/1/16-6/30/16	
Seminole	Qrt 3 4/1/16-6/30/16	
St. Johns	Qrt 3 4/1/16-6/30/16	
St. Lucie	Qrt 3 4/1/16-6/30/16	
Sumter	Qrt 3 4/1/16-6/30/16	
Suwannee	Qrt 3 4/1/16-6/30/16	
Taylor	Qrt 3 4/1/16-6/30/16	
Union	Qrt 3 4/1/16-6/30/16	X
Volusia	Qrt 3 4/1/16-6/30/16	
Wakulla	Qrt 3 4/1/16-6/30/16	
Walton	Qrt 3 4/1/16-6/30/16	
Washington	Qrt 3 4/1/16-6/30/16	
<b>Statewide</b>		<b>4</b>