

# FLORIDA CCOOC

Clerks of Court  
Operations Corporation



## Quarterly Performance Measure and Action Plans Report

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

1st Quarter County Fiscal Year 2015 / 2016

(October 1, 2015 through December 31, 2015)

March, 2016



**CFY 2015/2016 1<sup>ST</sup> QUARTER ACTION PLAN**  
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**CFY 2015/2016 1<sup>ST</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.

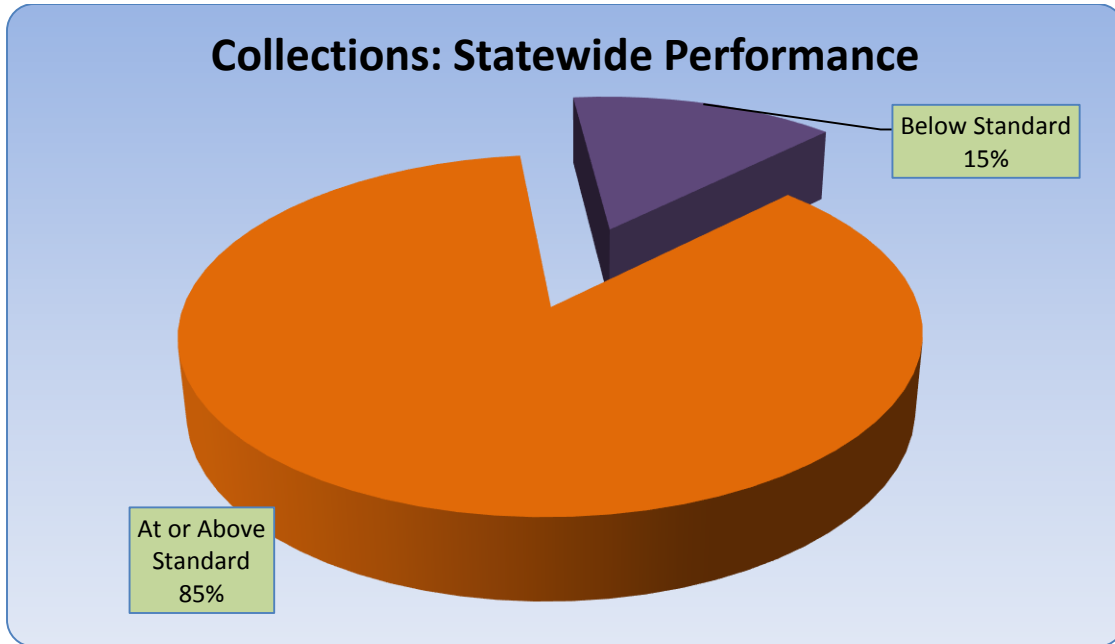
CCOC monitors the performance of the Clerk's offices quarterly through reports provided by the Clerk's offices, due on the 20<sup>th</sup> of the month following the end of the quarter. CCOC provides notification of the status of the Clerks' performance standards to the Legislature through these quarterly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

The quarterly report for the 1st 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 1st quarter, CFY 2015/2016, fifteen (15) Clerks met or exceeded performance standards for all measures in the areas of collections, timeliness, and juror payment:

**Citrus, Collier, Flagler, Franklin, Glades, Jackson, Jefferson, Lafayette, Monroe, Pasco, St. Johns, St. Lucie, Sumter, Wakulla, Walton**

# Collections – Statewide Performance CFY 2015/16; 1<sup>st</sup> Quarter

At or Above Standard	511
Below Standard	92



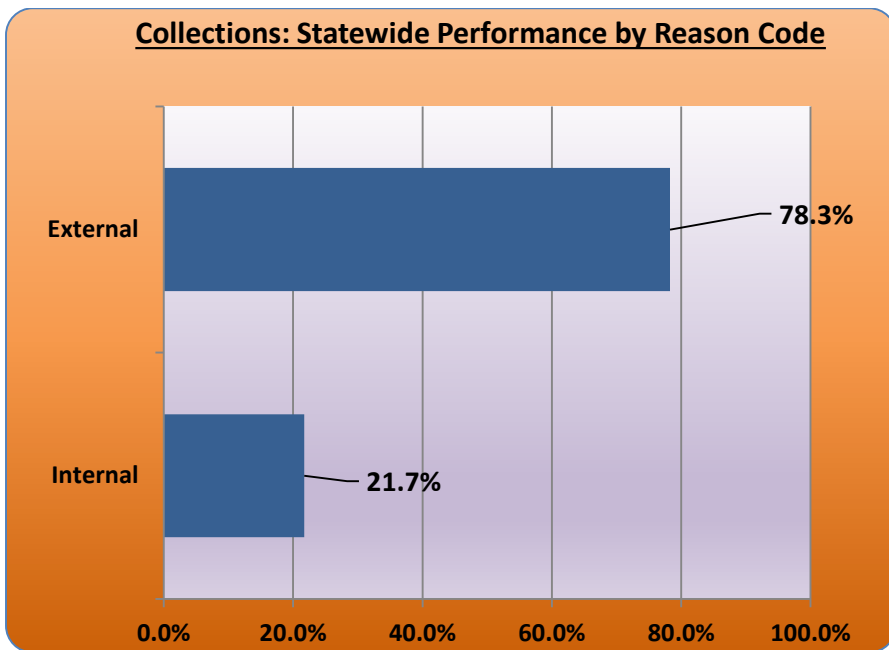
## Collection Performance by Reason Code

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 in the first quarter of 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.

Of the 92 examples where the Collection standard was not met, 20 were classified as internal reasons. A list of the 20 Action Plans are found below. The remaining 72 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.

# Collections – Statewide Performance CFY 2015/16; 1<sup>st</sup> Quarter



Reason Code	#
Internal	20
External	72
Total	92

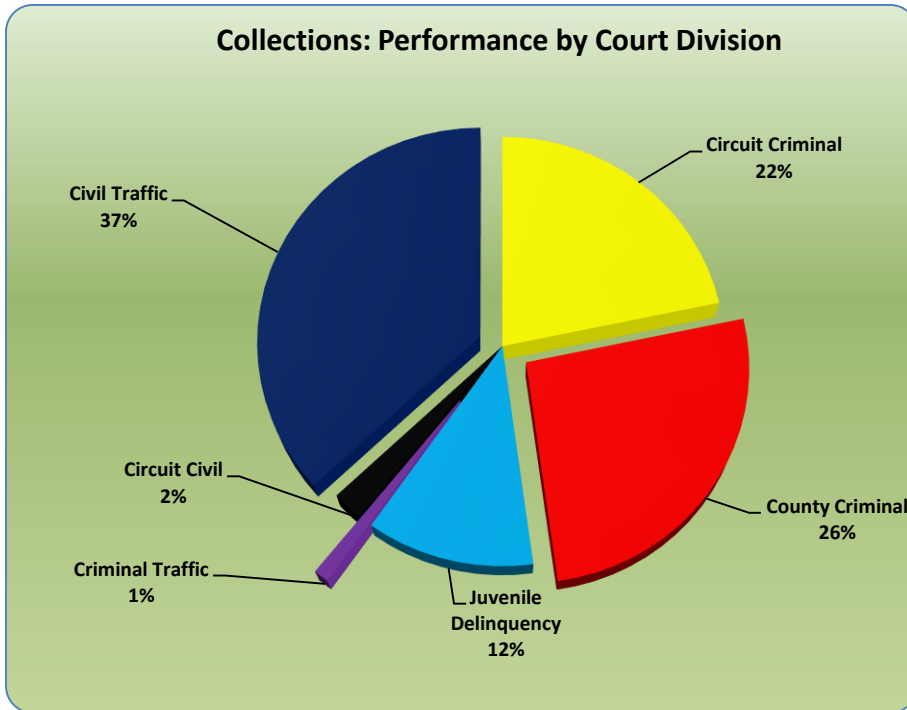
The 20 Action Plans required due to internal reasons are below.

#	County	Division	Plan to Improve
1	Bay	Circuit Criminal	Report Changes have increased the amount assessed
2	Broward	Civil Traffic	Reduced hours of operation at our service windows and closed DHSMV payment locations because of budget reductions impact our collections efforts. Improvement in collection performance is anticipated in the next quarter.
3	Charlotte	County Criminal	Judgement Liens are 28% of the amount assessed. Licenses now suspended and/or after 90 days sent to collections
4	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.
5	Highlands	County Criminal	Our Judge places most defendants on a partial payment program Waiting on an Order from Chief Judge to set limits on partial payment failures and refer balances to Collection Agency.
6	Leon	County Criminal	Increase of conversion of payment plans to community service hours. Monitor.
7	Leon	Circuit Civil	Unable to post response.
8	Manatee	Civil Traffic	Area continues to be monitored; assessment for post court cases may be at issue. We are reviewing/determining new process for timing of assessments.
9	Marion	Circuit Criminal	Unable to create an action plan to improve. We are following procedures set by the Best Practices Committee. Changes made to our payment plan procedures in September 2015, consistent with the FCCC Best Practices. These new procedures allow for extremely low monthly payment based on the person's ability to pay.
10	Marion	County Criminal	Unable to create an action plan to improve. We are following procedures set by the Best Practices Committee.
11	Marion	Civil Traffic	Increased number (734) of payment plan extension requests during this reporting period causing a decrease in collections and payments to be due outside of the reporting period. There was also an increase in the number of hearing requests during this period. Collections for these payment plans should improve during the next reporting period.
12	Orange	County Criminal	Collections Project is underway to review complete process and recommend changes. Project will likely extend to end of fiscal year or further.
13	Orange	Civil Traffic	Collections Project is underway to review complete process and recommend changes. Project will likely extend to end of fiscal year or further.
14	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.
15	Pinellas	County Criminal	Refining processes and looking for additional ways of improving our collections.
16	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.
17	Pinellas	Civil Traffic	Restruction of collection efforts and find additional or better methods to improve our collections in this area.
18	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.
19	Sarasota	County Criminal	Intense management of existing payment plans and further utilization of collection agencies expected to improve collection rates.
20	Sarasota	Civil Traffic	Intense management of existing payment plans and further utilization of collection agencies expected to improve collection rates.

The remaining 72 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; 1<sup>st</sup> Quarter

## Collection Performance by Court Division



<u>Division</u>	<u>#</u>
Circuit Criminal	20
County Criminal	24
Juvenile Delinquency	11
Criminal Traffic	1
Circuit Civil	2
County Civil	0
Civil Traffic	34
Probate	0
Family	0
<b>Total</b>	<b>92</b>

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 first quarter of CFY 2015/16.

### Historic Statewide Collection Rate per Division

Court Division	CFY 2013/14 Year End	CFY 2014/15 Year End	CFY 2015/16 1st Quarter	Standard
Circuit Criminal	7.45%	8.19%	8.81%	9.00%
County Criminal	38.14%	38.54%	36.89%	40.00%
Juvenile Delinquency	18.89%	17.34%	15.35%	9.00%
Criminal Traffic	59.07%	61.27%	63.26%	40.00%
Circuit Civil	98.71%	98.91%	99.03%	90.00%
County Civil	99.32%	99.54%	99.64%	90.00%
Probate	99.01%	99.10%	99.16%	90.00%
Family	95.63%	96.12%	96.52%	75.00%
Civil Traffic	85.09%	84.65%	85.66%	90.00%
<b>Division-Wide</b>	<b>68.51%</b>	<b>67.61%</b>	<b>67.47%</b>	

## Collections – Statewide Performance CFY 2015/16; 1<sup>st</sup> Quarter

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 (CQ1-16) data, the total assessment in the statewide Circuit Criminal division was \$61,483,482.29. Of this amount, \$25,589,822.07 (41.6%) was assessed in felony drug trafficking cases.
- After removing the drug trafficking dollar amounts assessed and collected from the Circuit Criminal division, the statewide collection rate increased from 8.81% to 14.77%.
- Of the 20 examples in the Circuit Criminal division of not meeting the 9.0% collection standard, 8 of these counties would have met the standard once the drug trafficking assessment and collection data was removed. Those counties are:
  - Baker: Total Circuit Criminal Rate: 7.77% / Rate omitting Drug Trafficking: 14.59%
  - Bay: Total Circuit Criminal Rate: 7.89% / Rate omitting Drug Trafficking: 11.16%
  - Hernando: Total Circuit Criminal Rate: 7.96% / Rate omitting Drug Trafficking: 11.90%
  - Hillsborough: Total Circuit Criminal Rate: 3.96% / Rate omitting Drug Trafficking: 14.54%
  - Lake: Total Circuit Criminal Rate: 6.83% / Rate omitting Drug Trafficking: 13.49%
  - Liberty: Total Circuit Criminal Rate: 3.65% / Rate omitting Drug Trafficking: 17.12%
  - Marion: Total Circuit Criminal Rate: 8.56% / Rate omitting Drug Trafficking: 16.50%
  - Osceola: Total Circuit Criminal Rate: 4.90% / Rate omitting Drug Trafficking: 12.16%

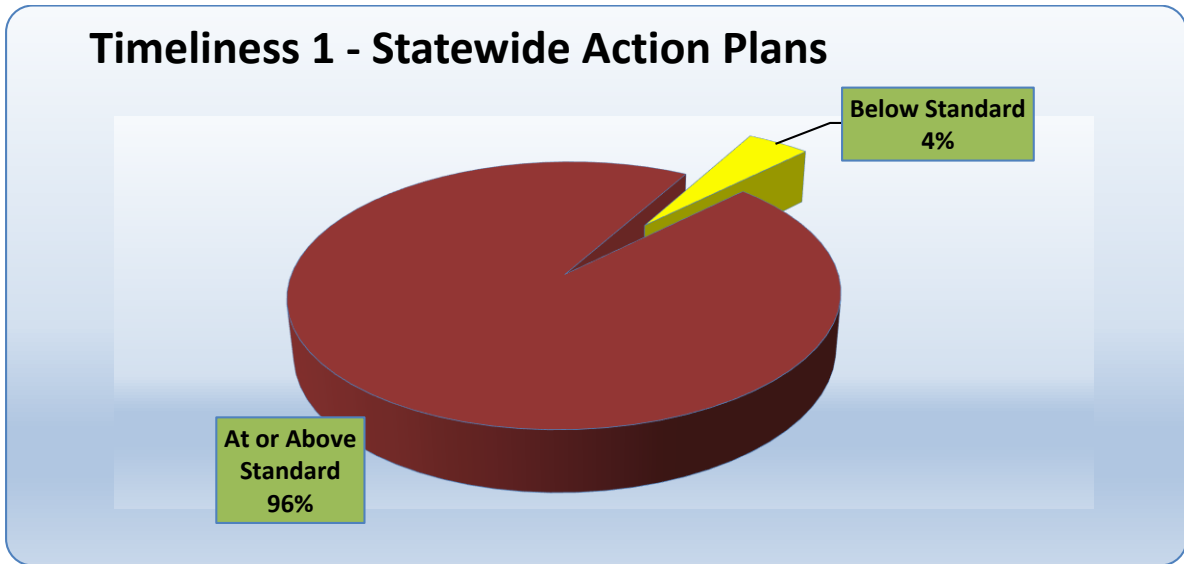
A complete table of the results seen by each county by removing the drug trafficking data from the Circuit Criminal division is found in this report as Appendix B.



# Timeliness - Statewide Performance CFY 2015/16; 1<sup>st</sup> Quarter

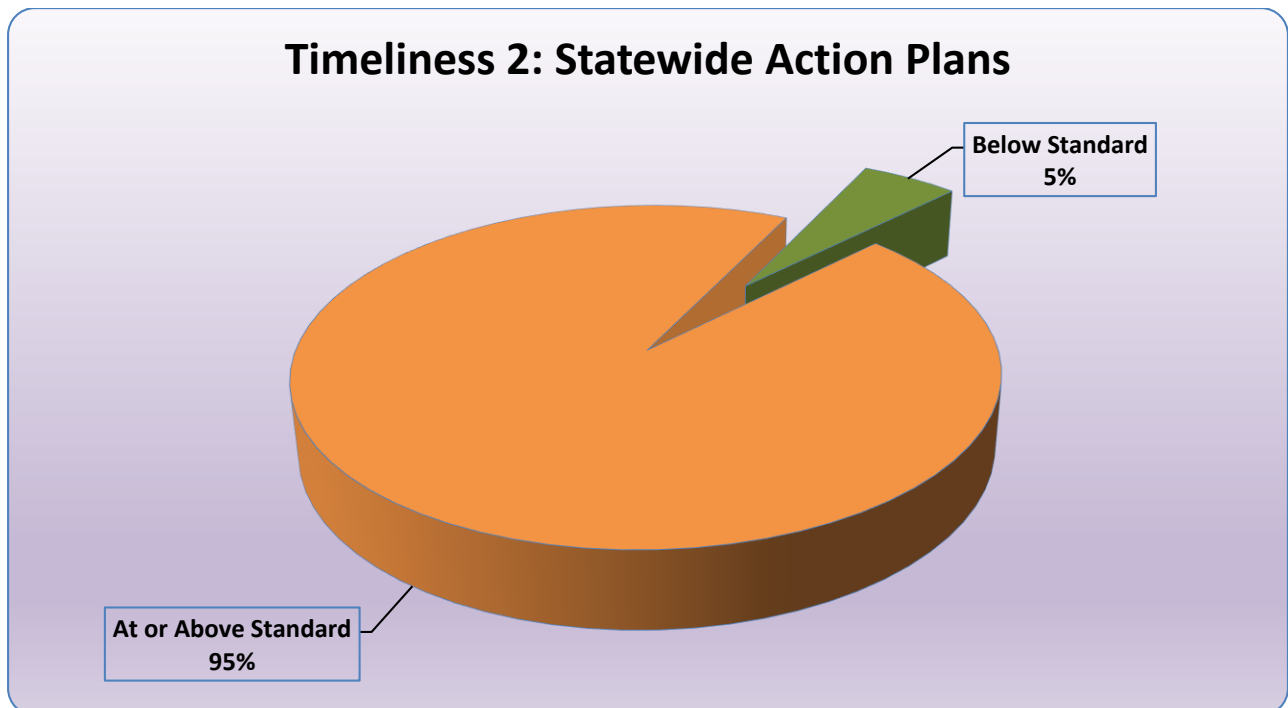
## New Cases Filed

At or Above Standard	640
Below Standard	30



## Cases Docketed

At or Above Standard	634
Below Standard	36



# **Timeliness - Statewide Performance CFY 2015/16; 1<sup>st</sup> Quarter**

## **New Cases Filed by Reason Code**

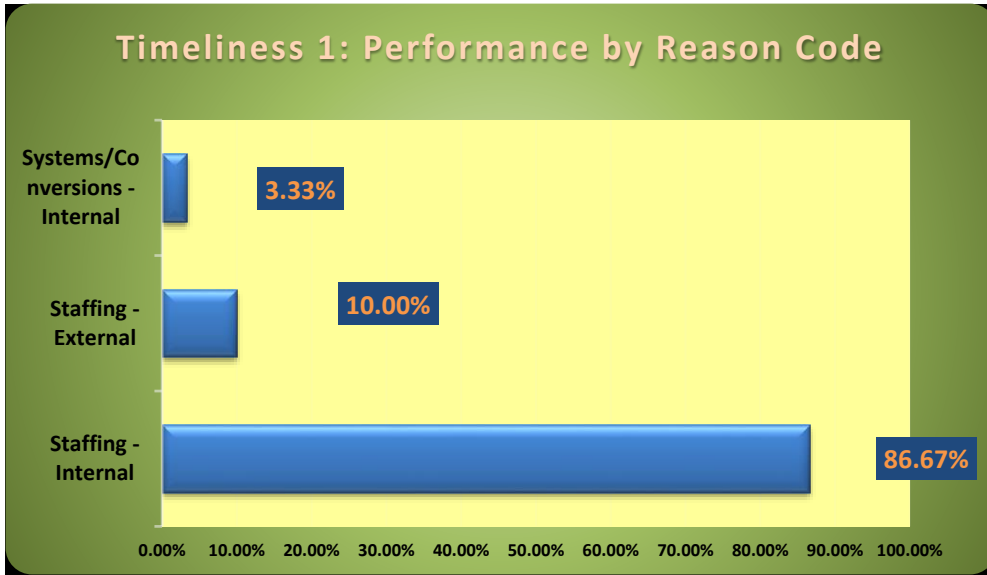
Pursuant to Executive Council direction on October 6, 2015, the “Reason Codes” chosen for not meeting a statewide Timeliness (Case Processing and Docket Entry) performance measures were amended to clarify what was under the control of the Clerk’s office and what was not. The new Reason Codes, placed into production in the first 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 30 Timeliness 1 (Cases) and the 36 Timeliness 2 (Dockets) examples where the Timeliness Performance standards were not met, 58 were classified as internal reasons; 27 New Case Processing and 31 Docket Entry. A list of the 58 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.

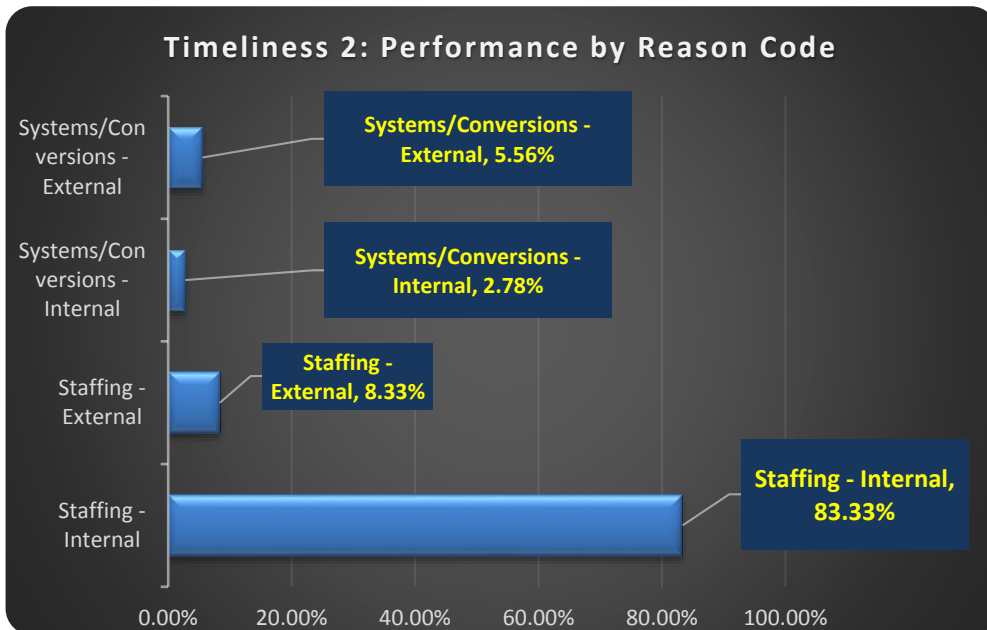
# Timeliness - Statewide Performance CFY 2015/16; 1<sup>st</sup> Quarter

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



Reason Code	Plans
Staffing – Internal	26
Staffing – External	3
System / Conversion - Internal	1
System / Conversion – External	0
Unfunded Mandates - External	0
<b>Total</b>	<b>30</b>

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



Reason Code	Plans
Staffing – Internal	30
Staffing – External	3
System / Conversion - Internal	1
System / Conversion – External	2
Unfunded Mandates - External	0
<b>Total</b>	<b>36</b>

# Timeliness - Statewide Performance CFY 2015/16; 1<sup>st</sup> Quarter

## Timeliness 1 (Case Processing) – Inter-Office Action Plans

	<u>County</u>	<u>Division</u>	<u>Reason Code</u>	<u>Plan to Improve</u>
1	Broward	Circuit Civil	Staffing - Internal	As budgets permit, removal of hiring freeze and furloughs may provide additional resources for case processing.
2	Broward	County Civil	Staffing - Internal	As budgets permit, removal of hiring freeze and furloughs may provide additional resources for case processing.
3	Broward	Probate	Staffing - Internal	Additional staffing was hired and was in training during this quarter.
4	Columbia	Juvenile Delinquency	Staffing - Internal	One person department. Staff from other areas will help cover when this person is on leave.
5	Dixie	Circuit Criminal	Staffing - Internal	Unexpected caseload
6	Dixie	Criminal Traffic	Staffing - Internal	Unexpected caseload
7	Dixie	County Civil	Staffing - Internal	One staff member out on maternity will return next month
8	Gulf	Juvenile Dependency	Staffing - Internal	Internal staffing transition.
9	Hendry	Circuit Criminal	Staffing - Internal	Need increase in budget to hire more clerks and/or allow for overtime
10	Levy	Criminal Traffic	Staffing - Internal	short staffed
11	Liberty	Circuit Civil	Staffing - Internal	Limited number of staff, civil clerk on vacation caused delays, will work toward cross training.
12	Madison	Circuit Criminal	Staffing - Internal	Staff will work to meet the demands of the increased volume.
13	Madison	County Criminal	Staffing - Internal	Staff will work to meet demands due to absence of MM Clerk for medical reasons.
14	Manatee	Juvenile Delinquency	Staffing - Internal	Position became vacant during time period/remains vacant. Workload has been shifted to another division to resolve Timeliness issue.
15	Marion	Probate	Staffing - Internal	Priorities have been evaluated and more resources will be applied to mental health cases.
16	Okeechobee	Circuit Civil	Staffing - Internal	Case load doubled and our office is under staffed. We are training more staff to process these cases
17	Palm Beach	Circuit Civil	Staffing - Internal	Staff reductions due to budget cuts played a significant role in not meeting timeliness standards. In addition, PBC has been preparing for a conversion to a new CMS. Many staff members were dedicated to testing and reviewing converted data to ensure data accuracy. The system is scheduled to go live on January 19, 2016.
18	Pinellas	Circuit Civil	Staffing - Internal	Look at options to reassign staff to provide sufficient coverage to process new case filing timely
19	Putnam	Circuit Criminal	Staffing - Internal	Hired new employees for this office
20	Putnam	County Criminal	Staffing - Internal	Hired new employees for this office
21	Putnam	Criminal Traffic	Staffing - Internal	Hired new employees for this office
22	Putnam	Circuit Civil	Staffing - Internal	Staff shortage in December
23	Santa Rosa	Juvenile Dependency	Systems / Conversions - Internal	Backscanning old cases. Pending orders - no ETA
24	Suwannee	Circuit Civil	Staffing - Internal	Staff shortage due to death in family and sick children. Staff have returned to work so standards will be corrected next quarter.
25	Taylor	Juvenile Dependency	Staffing - Internal	Training and system setup has been resolved
26	Washington	Circuit Criminal	Staffing - Internal	Short staffed, hired and are training new staff member.
27	Washington	Juvenile Dependency	Staffing - Internal	Truancy reclassified as Juv. Dep. Handed by Criminal Dept. hired and training new staff.

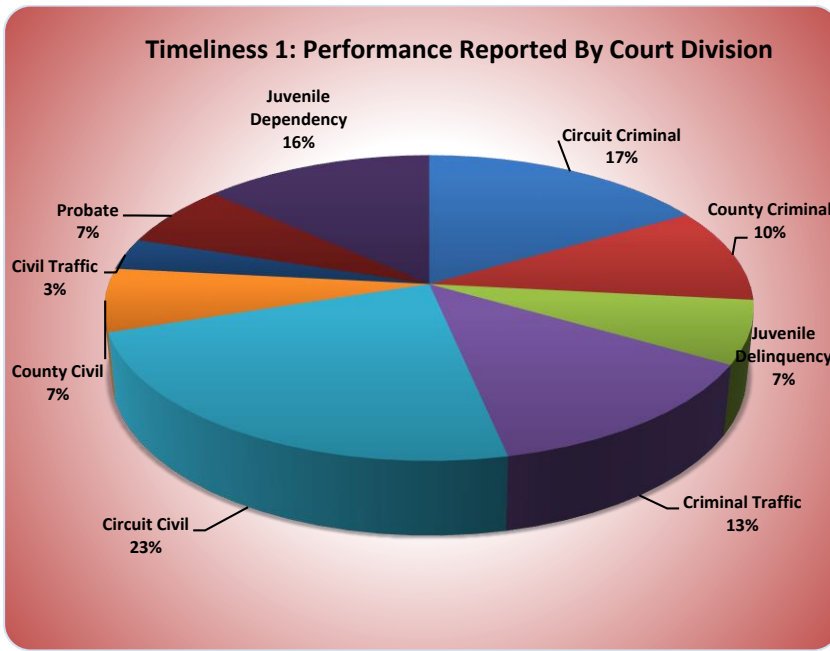
## Timeliness 2 (Docket Entry) – Inter-Office Action Plans

	<u>County</u>	<u>Division</u>	<u>Reason Code</u>	<u>Plan to Improve</u>
1	Broward	Circuit Civil	Staffing - Internal	As budgets permit, removal of hiring freeze and furloughs may provide additional resources for case processing.
2	Broward	County Civil	Staffing - Internal	As budgets permit, removal of hiring freeze and furloughs may provide additional resources for case processing.
3	Broward	Probate	Staffing - Internal	As budgets permit, additional staffing for validation is needed.
4	Broward	Family	Staffing - Internal	As budgets permit, removal of hiring freeze and furloughs may provide additional resources for case processing.
5	Clay	Juvenile Delinquency	Systems / Conversions - Internal	We are always <90%, I will run a detailed report to locate the problem. Discuss issue w/ dept. director.
6	Columbia	Circuit Criminal	Staffing - Internal	New Employee in this area. Should improve with training.
7	Columbia	Juvenile Delinquency	Staffing - Internal	One person department. Staff from other areas will help cover when this person is on leave.
8	Columbia	Family	Staffing - Internal	Small department. Paid leave during qtr contributed to slight decrease.
9	Dixie	Circuit Criminal	Staffing - Internal	Unexpected caseload
10	Dixie	County Civil	Staffing - Internal	Unexpected caseload
11	Hamilton	County Criminal	Staffing - Internal	Continue to work with staff to prioritize and organize to be more efficient
12	Hamilton	Criminal Traffic	Staffing - Internal	Continue to work with staff to prioritize and organize to be more efficient
13	Hendry	County Criminal	Staffing - Internal	Need increase in budget to hire more clerks and/or allow for overtime
14	Hendry	Criminal Traffic	Staffing - Internal	Need increase in budget to hire more clerks and/or allow for overtime
15	Levy	Criminal Traffic	Staffing - Internal	UNDERSTAFFED
16	Levy	County Civil	Staffing - Internal	UNDERSTAFFED
17	Levy	Probate	Staffing - Internal	UNDERSTAFFED
18	Levy	Family	Staffing - Internal	UNDERSTAFFED
19	Madison	Criminal Traffic	Staffing - Internal	Staff will work to meet demands due to absence of MM Clerk for medical reasons.
20	Marion	Family	Staffing - Internal	Training two new employees will alleviate the backlog to enable meeting standards
21	Okeechobee	Criminal Traffic	Staffing - Internal	Our office is also understaffed in this area. Also cross training in this area
22	Palm Beach	Circuit Civil	Staffing - Internal	Staff reductions due to budget cuts played a significant role in not meeting timeliness standards. In addition, PBC has been preparing for a conversion to a new CMS. Many staff members were dedicated to testing and reviewing converted data to ensure data accuracy. The system is scheduled to go live on January 19, 2016.
23	Pinellas	Probate	Staffing - Internal	Look at options to reassign staff to provide sufficient coverage to process new case filing timely

# Timeliness - Statewide Performance CFY 2015/16; 1<sup>st</sup> Quarter

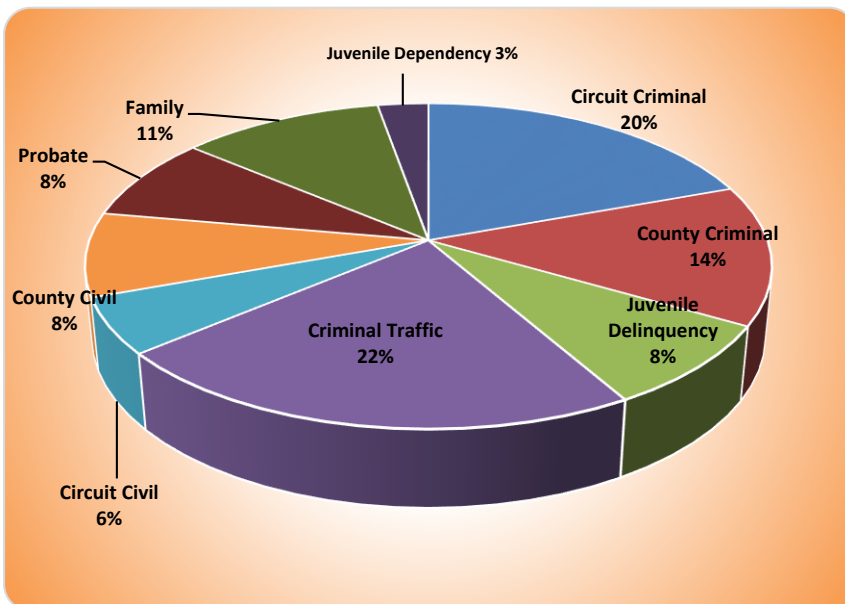
24	Putnam	Circuit Criminal	Staffing - Internal	Staff shortage in December
25	Putnam	Criminal Traffic	Staffing - Internal	Staff shortage in December
26	Suwannee	Criminal Traffic	Staffing - Internal	Staff shortage due to death in family and sick children. Staff have returned to work so standards will be corrected next quarter.
27	Suwannee	Juvenile Dependency	Staffing - Internal	Staff shortage due to death in family and sick children. Staff have returned to work so standards will be corrected next quarter.
28	Washington	Circuit Criminal	Staffing - Internal	Training new staff
29	Washington	County Criminal	Staffing - Internal	Training new staff
30	Washington	Juvenile Delinquency	Staffing - Internal	Training new staff
31	Washington	Criminal Traffic	Staffing - Internal	Training new staff

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



Division	Plans/Description
Circuit Criminal	5
County Criminal	3
Juvenile Delinquency	2
Criminal Traffic	4
Circuit Civil	7
County Civil	2
Civil Traffic	1
Probate	2
Family	0
Juvenile Dependency	4
Total	30

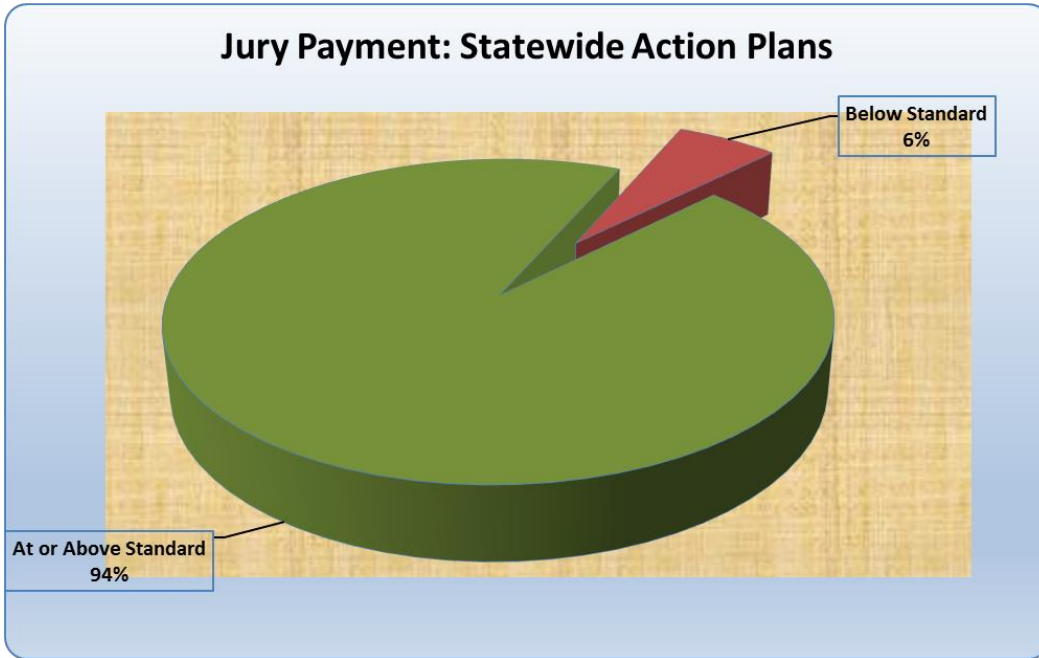
## Timeliness 2 (Docket Entry) - Performance by Court Division



Division	Plans/Description
Circuit Criminal	7
County Criminal	5
Juvenile Delinquency	3
Criminal Traffic	8
Circuit Civil	2
County Civil	3
Civil Traffic	0
Probate	3
Family	4
Juvenile Dependency	1
Total	36

# Jury Payments – Statewide Action Plans Required

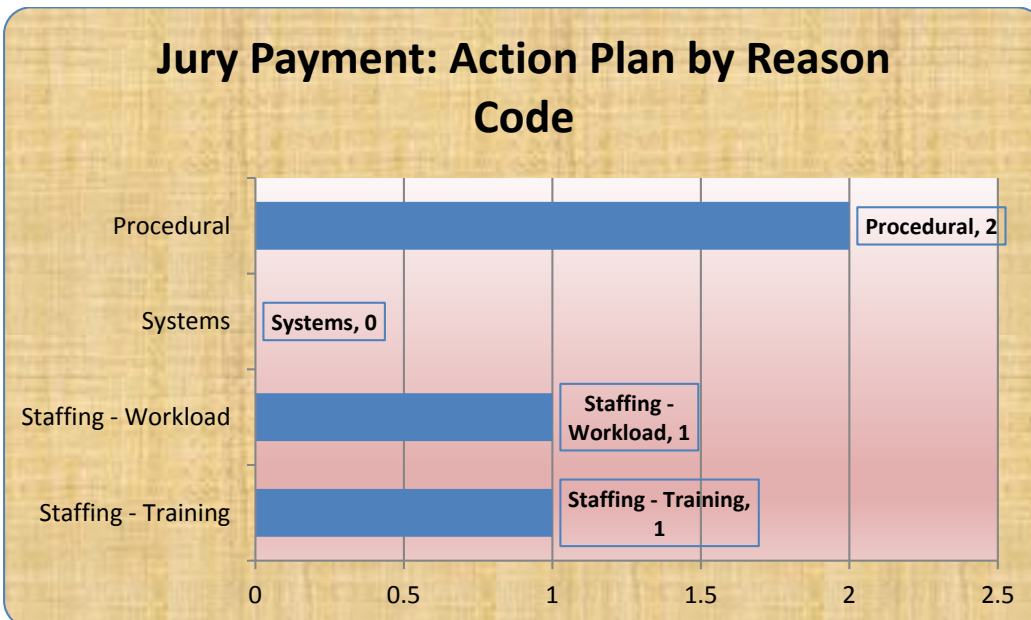
At or Above Standard	63
Below Standard	4



## 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	1
Staffing - Training	1
Systems	0
Procedural	2
Other	0
<b>Total</b>	<b>4</b>

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
Alachua	Qrt 1 10/1-12/31		External								1
Baker	Qrt 1 10/1-12/31	External						External			2
Bay	Qrt 1 10/1-12/31	Internal	External					External			3
Bradford	Qrt 1 10/1-12/31										0
Brevard	Qrt 1 10/1-12/31		External					External			2
Broward	Qrt 1 10/1-12/31		External	External				Internal			3
Calhoun	Qrt 1 10/1-12/31	External		External							2
Charlotte	Qrt 1 10/1-12/31		Internal								1
Citrus	Qrt 1 10/1-12/31										0
Clay	Qrt 1 10/1-12/31										0
Collier	Qrt 1 10/1-12/31										0
Columbia	Qrt 1 10/1-12/31		External								1
Dade	Qrt 1 10/1-12/31		External					External			2
Desoto	Qrt 1 10/1-12/31	External	External	External							3
Dixie	Qrt 1 10/1-12/31	External	External	External	External			External			5
Duval	Qrt 1 10/1-12/31	External	External					External			3
Escambia	Qrt 1 10/1-12/31							External			1
Flagler	Qrt 1 10/1-12/31										0
Franklin	Qrt 1 10/1-12/31										0
Gadsden	Qrt 1 10/1-12/31							Internal			1
Gilchrist	Qrt 1 10/1-12/31			External							1
Glades	Qrt 1 10/1-12/31										0
Gulf	Qrt 1 10/1-12/31			External							1
Hamilton	Qrt 1 10/1-12/31							External			1
Hardee	Qrt 1 10/1-12/31		External								1
Hendry	Qrt 1 10/1-12/31			External							1
Hernando	Qrt 1 10/1-12/31	External						External			2
Highlands	Qrt 1 10/1-12/31	External	Internal	External							3
Hillsborough	Qrt 1 10/1-12/31	External	External					External			3
Holmes	Qrt 1 10/1-12/31	External						External			2
Indian River	Qrt 1 10/1-12/31	External									1
Jackson	Qrt 1 10/1-12/31										0
Jefferson	Qrt 1 10/1-12/31										0
Lafayette	Qrt 1 10/1-12/31										0
Lake	Qrt 1 10/1-12/31	External	External								2
Lee	Qrt 1 10/1-12/31							External			1
Leon	Qrt 1 10/1-12/31		Internal			Internal		External			3
Levy	Qrt 1 10/1-12/31							External			1
Liberty	Qrt 1 10/1-12/31	External						External			2
Madison	Qrt 1 10/1-12/31							External			1
Manatee	Qrt 1 10/1-12/31		External					Internal			2
Marion	Qrt 1 10/1-12/31	Internal	Internal					Internal			3

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
Martin	Qrt 1 10/1-12/31							External			1
Monroe	Qrt 1 10/1-12/31										0
Nassau	Qrt 1 10/1-12/31							External			1
Okaloosa	Qrt 1 10/1-12/31	External						External			2
Okeechobee	Qrt 1 10/1-12/31							External			1
Orange	Qrt 1 10/1-12/31		Internal					Internal			2
Osceola	Qrt 1 10/1-12/31	External						Internal			2
Palm Beach	Qrt 1 10/1-12/31		External	External				External			3
Pasco	Qrt 1 10/1-12/31										0
Pinellas	Qrt 1 10/1-12/31		Internal	Internal				Internal			3
Polk	Qrt 1 10/1-12/31	External	External					External			3
Putnam	Qrt 1 10/1-12/31	External	External	External				External			4
Santa Rosa	Qrt 1 10/1-12/31							Internal			1
Sarasota	Qrt 1 10/1-12/31		Internal					Internal			2
Seminole	Qrt 1 10/1-12/31							External			1
St. Johns	Qrt 1 10/1-12/31										0
St. Lucie	Qrt 1 10/1-12/31										0
Sumter	Qrt 1 10/1-12/31										0
Suwannee	Qrt 1 10/1-12/31										0
Taylor	Qrt 1 10/1-12/31							External			1
Union	Qrt 1 10/1-12/31					External					1
Volusia	Qrt 1 10/1-12/31	External	External								2
Wakulla	Qrt 1 10/1-12/31										0
Walton	Qrt 1 10/1-12/31										0
Washington	Qrt 1 10/1-12/31	External									1
<b>Statewide</b>		<b>20</b>	<b>24</b>	<b>11</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>34</b>	<b>0</b>	<b>0</b>	<b>92</b>
<b>Internal Reasons</b>		<b>2</b>	<b>7</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>9</b>			<b>20</b>
<b>External Reasons</b>		<b>18</b>	<b>17</b>	<b>10</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>25</b>			<b>72</b>



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

**CFY 2015/16 1st Quarter Analysis**

**Circuit Criminal**

**Drug Trafficking**

**Circuit Criminal Net**

CountyName	Assessment	Collection	%
Alachua	\$ 790,778.40	\$ 179,185.23	22.66%
Baker	\$ 112,435.32	\$ 8,739.55	7.77%
Bay	\$ 727,690.74	\$ 58,041.32	7.98%
Bradford	\$ 96,202.00	\$ 18,084.92	18.80%
Brevard	\$ 544,982.95	\$ 104,158.79	19.11%
Broward	\$ 2,982,908.67	\$ 339,437.47	11.38%
Calhoun	\$ 50,520.00	\$ 1,981.00	3.92%
Charlotte	\$ 398,260.85	\$ 65,411.89	16.42%
Citrus	\$ 361,739.65	\$ 66,931.67	18.50%
Clay	\$ 275,678.00	\$ 49,427.00	17.93%
Collier	\$ 499,670.56	\$ 108,547.02	21.72%
Columbia	\$ 155,490.57	\$ 20,551.48	13.22%
Dade	\$ 2,864,015.00	\$ 353,259.00	12.33%
Desoto	\$ 408,727.68	\$ 25,906.41	6.34%
Dixie	\$ 56,088.00	\$ 3,017.00	5.38%
Duval	\$ 1,195,895.09	\$ 104,245.40	8.72%
Escambia	\$ 1,286,943.62	\$ 123,059.81	9.56%
Flagler	\$ 146,964.00	\$ 13,942.66	9.49%
Franklin	\$ 46,714.00	\$ 5,609.55	12.01%
Gadsden	\$ 90,671.20	\$ 17,362.00	19.15%
Gilchrist	\$ 27,060.00	\$ 4,327.00	15.99%
Glades	\$ 16,051.00	\$ 3,298.86	20.55%
Gulf	\$ 69,794.68	\$ 7,131.41	10.22%
Hamilton	\$ 47,547.27	\$ 4,619.39	9.72%
Hardee	\$ 83,532.50	\$ 8,124.01	9.73%
Hendry	\$ 51,365.00	\$ 15,539.20	30.25%
Hernando	\$ 641,178.15	\$ 51,063.81	7.96%
Highlands	\$ 382,273.21	\$ 15,062.47	3.94%
Hillsborough	\$ 13,729,238.00	\$ 543,739.00	3.96%
Holmes	\$ 191,217.35	\$ 11,720.51	6.13%
Indian River	\$ 312,569.58	\$ 27,226.70	8.71%
Jackson	\$ 120,574.82	\$ 16,930.24	14.04%
Jefferson	\$ 21,214.75	\$ 3,964.59	18.69%
Lafayette	\$ 14,027.00	\$ 1,599.45	11.40%
Lake	\$ 1,716,102.19	\$ 117,167.24	6.83%
Lee	\$ 1,176,064.00	\$ 122,259.00	10.40%
Leon	\$ 1,012,775.37	\$ 122,527.42	12.10%
Levy	\$ 87,621.08	\$ 9,699.56	11.07%
Liberty	\$ 67,716.50	\$ 2,472.24	3.65%
Madison	\$ 102,944.23	\$ 13,956.72	13.56%
Manatee	\$ 814,115.12	\$ 103,278.49	12.69%
Marion	\$ 1,805,656.64	\$ 154,652.54	8.56%
Martin	\$ 327,582.22	\$ 35,358.48	10.79%

Assessment	Collection	%
\$ 316,593.00	\$ 309.54	0.10%
\$ 52,520.00	\$ -	0.00%
\$ 209,506.00	\$ 193.25	0.09%
\$ -	\$ -	#DIV/0!
\$ 2,506.00	\$ 200.00	7.98%
\$ 291,574.62	\$ 5,394.70	1.85%
\$ -	\$ -	#DIV/0!
\$ 53,115.00	\$ -	0.00%
\$ 160,576.00	\$ 50.00	0.03%
\$ -	\$ -	#DIV/0!
\$ 163,618.04	\$ 95.04	0.06%
\$ -	\$ -	#DIV/0!
\$ 555,485.00	\$ 13,830.00	2.49%
\$ -	\$ -	#DIV/0!
\$ -	\$ -	#DIV/0!
\$ 428,407.00	\$ 284.00	0.07%
\$ 52.00	\$ 2.00	3.85%
\$ -	\$ -	#DIV/0!
\$ 34,386.00	\$ 12,467.00	36.26%
\$ -	\$ -	#DIV/0!
\$ -	\$ -	#DIV/0!
\$ -	\$ -	#DIV/0!
\$ -	\$ -	#DIV/0!
\$ -	\$ -	#DIV/0!
\$ 212,147.00	\$ -	0.00%
\$ 125,000.00	\$ -	0.00%
\$ 9,996,033.00	\$ 991.26	0.01%
\$ 53,093.00	\$ -	0.00%
\$ 841.02	\$ 841.02	100.00%
\$ -	\$ -	#DIV/0!
\$ -	\$ -	#DIV/0!
\$ -	\$ -	#DIV/0!
\$ 850,000.00	\$ 294.41	0.03%
\$ 511,873.00	\$ 100.00	0.02%
\$ 210,028.06	\$ 418.00	0.20%
\$ -	\$ -	#DIV/0!
\$ 53,275.00	\$ -	0.00%
\$ -	\$ -	#DIV/0!
\$ 157,918.00	\$ -	0.00%
\$ 873,126.88	\$ 761.00	0.09%
\$ 105,465.00	\$ -	0.00%

Assessment	Collection	%
\$ 474,185.40	\$ 178,875.69	37.72%
\$ 59,915.32	\$ 8,739.55	14.59%
\$ 518,184.74	\$ 57,848.07	11.16%
\$ 96,202.00	\$ 18,084.92	18.80%
\$ 542,476.95	\$ 103,958.79	19.16%
\$ 2,691,334.05	\$ 334,042.77	12.41%
\$ 50,520.00	\$ 1,981.00	3.92%
\$ 345,145.85	\$ 65,411.89	18.95%
\$ 201,163.65	\$ 66,881.67	33.25%
\$ 275,678.00	\$ 49,427.00	17.93%
\$ 336,052.52	\$ 108,451.98	32.27%
\$ 155,490.57	\$ 20,551.48	13.22%
\$ 2,308,530.00	\$ 339,429.00	14.70%
\$ 408,727.68	\$ 25,906.41	6.34%
\$ 56,088.00	\$ 3,017.00	5.38%
\$ 1,195,895.09	\$ 104,245.40	8.72%
\$ 858,536.62	\$ 122,775.81	14.30%
\$ 146,912.00	\$ 13,940.66	9.49%
\$ 46,714.00	\$ 5,609.55	12.01%
\$ 56,285.20	\$ 4,895.00	8.70%
\$ 27,060.00	\$ 4,327.00	15.99%
\$ 16,051.00	\$ 3,298.86	20.55%
\$ 69,794.68	\$ 7,131.41	10.22%
\$ 47,547.27	\$ 4,619.39	9.72%
\$ 83,532.50	\$ 8,124.01	9.73%
\$ 51,365.00	\$ 15,539.20	30.25%
\$ 429,031.15	\$ 51,063.81	11.90%
\$ 257,273.21	\$ 15,062.47	5.85%
\$ 3,733,205.00	\$ 542,747.74	14.54%
\$ 138,124.35	\$ 11,720.51	8.49%
\$ 311,728.56	\$ 26,385.68	8.46%
\$ 120,574.82	\$ 16,930.24	14.04%
\$ 21,214.75	\$ 3,964.59	18.69%
\$ 14,027.00	\$ 1,599.45	11.40%
\$ 866,102.19	\$ 116,872.83	13.49%
\$ 664,191.00	\$ 122,159.00	18.39%
\$ 802,747.31	\$ 122,109.42	15.21%
\$ 87,621.08	\$ 9,699.56	11.07%
\$ 14,441.50	\$ 2,472.24	17.12%
\$ 102,944.23	\$ 13,956.72	13.56%
\$ 656,197.12	\$ 103,278.49	15.74%
\$ 932,529.76	\$ 153,891.54	16.50%
\$ 222,117.22	\$ 35,358.48	15.92%

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

**CFY 2015/16 1st Quarter Analysis**

**Circuit Criminal**

**Drug Trafficking**

**Circuit Criminal Net**

CountyName	Assessment	Collection	%
Monroe	\$ 476,431.00	\$ 60,168.00	12.63%
Nassau	\$ 71,620.00	\$ 16,239.49	22.67%
Okaloosa	\$ 1,224,406.83	\$ 75,813.77	6.19%
Okeechobee	\$ 172,342.40	\$ 18,898.47	10.97%
Orange	\$ 4,183,556.00	\$ 385,479.00	9.21%
Osceola	\$ 4,118,315.13	\$ 201,865.58	4.90%
Palm Beach	\$ 1,630,999.69	\$ 177,129.95	10.86%
Pasco	\$ 1,726,593.22	\$ 162,717.17	9.42%
Pinellas	\$ 2,403,730.00	\$ 298,701.00	12.43%
Polk	\$ 2,138,096.50	\$ 138,325.71	6.47%
PUTNAM	\$ 286,265.13	\$ 10,426.25	3.64%
Santa Rosa	\$ 424,000.73	\$ 55,120.77	13.00%
Sarasota	\$ 1,024,553.88	\$ 103,183.64	10.07%
Seminole	\$ 1,725,252.64	\$ 221,800.17	12.86%
St. Johns	\$ 289,171.82	\$ 43,817.94	15.15%
St. Lucie	\$ 807,416.76	\$ 102,822.36	12.73%
Sumter	\$ 370,772.87	\$ 110,682.14	29.85%
Suwannee	\$ 144,239.11	\$ 14,755.92	10.23%
Taylor	\$ 100,348.40	\$ 13,784.95	13.74%
Union	\$ 27,536.50	\$ 3,072.43	11.16%
Volusia	\$ 1,875,117.73	\$ 81,854.14	4.37%
Wakulla	\$ 75,821.84	\$ 23,745.84	31.32%
Walton	\$ 190,360.00	\$ 25,664.00	13.48%
Washington	\$ 85,937.15	\$ 5,377.30	6.26%
<b>Statewide</b>	<b>\$ 61,483,482.29</b>	<b>\$ 5,414,063.49</b>	<b>8.81%</b>

Assessment	Collection	%
\$ 348,847.00	\$ 20,023.96	5.74%
\$ -	\$ -	#DIV/0!
\$ 318,146.00	\$ -	0.00%
\$ -	\$ -	#DIV/0!
\$ 2,659,716.99	\$ 1,660.00	0.06%
\$ 2,474,271.57	\$ 1,930.87	0.08%
\$ 212,050.00	\$ -	0.00%
\$ 354,375.00	\$ 125.72	0.04%
\$ 845,064.00	\$ -	0.00%
\$ -	\$ -	#DIV/0!
\$ 159,540.00	\$ -	0.00%
\$ -	\$ -	#DIV/0!
\$ 423,347.00	\$ 10.00	0.00%
\$ 1,266,390.63	\$ 53,131.47	4.20%
\$ 53,218.00	\$ -	0.00%
\$ 268,689.50	\$ 445.09	0.17%
\$ -	\$ -	#DIV/0!
\$ -	\$ -	#DIV/0!
\$ -	\$ -	#DIV/0!
\$ 739,027.76	\$ 463.57	0.06%
\$ -	\$ -	#DIV/0!
\$ 50,000.00	\$ -	0.00%
\$ -	\$ -	#DIV/0!
<b>\$ 25,589,822.07</b>	<b>\$ 114,021.90</b>	<b>0.45%</b>

Assessment	Collection	%
\$ 127,584.00	\$ 40,144.04	31.46%
\$ 71,620.00	\$ 16,239.49	22.67%
\$ 906,260.83	\$ 75,813.77	8.37%
\$ 172,342.40	\$ 18,898.47	10.97%
\$ 1,523,839.01	\$ 383,819.00	25.19%
\$ 1,644,043.56	\$ 199,934.71	12.16%
\$ 1,418,949.69	\$ 177,129.95	12.48%
\$ 1,372,218.22	\$ 162,591.45	11.85%
\$ 1,558,666.00	\$ 298,701.00	19.16%
\$ 2,138,096.50	\$ 138,325.71	6.47%
\$ 126,725.13	\$ 10,426.25	8.23%
\$ 424,000.73	\$ 55,120.77	13.00%
\$ 601,206.88	\$ 103,173.64	17.16%
\$ 458,862.01	\$ 168,668.70	36.76%
\$ 235,953.82	\$ 43,817.94	18.57%
\$ 538,727.26	\$ 102,377.27	19.00%
\$ 370,772.87	\$ 110,682.14	29.85%
\$ 144,239.11	\$ 14,755.92	10.23%
\$ 100,348.40	\$ 13,784.95	13.74%
\$ 27,536.50	\$ 3,072.43	11.16%
\$ 1,136,089.97	\$ 81,390.57	7.16%
\$ 75,821.84	\$ 23,745.84	31.32%
\$ 140,360.00	\$ 25,664.00	18.28%
\$ 85,937.15	\$ 5,377.30	6.26%
<b>\$ 35,893,660.22</b>	<b>\$ 5,300,041.59</b>	<b>14.77%</b>

Font indicates Clerk offices that would make the Circuit Criminal performance standard if drug trafficking assessment and collections were omitted.

County	Reporting Quarter	Appendix C: Timeliness Standard 1 (New Cases Opened) Performance by Division										
		Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependency	Total
Alachua	Qrt 1 10/1-12/31											0
Baker	Qrt 1 10/1-12/31											0
Bay	Qrt 1 10/1-12/31											0
Bradford	Qrt 1 10/1-12/31											0
Brevard	Qrt 1 10/1-12/31											0
Broward	Qrt 1 10/1-12/31					Staffing - Internal	Staffing - Internal		Staffing - Internal			3
Calhoun	Qrt 1 10/1-12/31											0
Charlotte	Qrt 1 10/1-12/31											0
Citrus	Qrt 1 10/1-12/31											0
Clay	Qrt 1 10/1-12/31											0
Collier	Qrt 1 10/1-12/31											0
Columbia	Qrt 1 10/1-12/31		Staffing - External	Staffing - Internal	Staffing - External							3
Dade	Qrt 1 10/1-12/31											0
Desoto	Qrt 1 10/1-12/31											0
Dixie	Qrt 1 10/1-12/31	Staffing - Internal			Staffing - Internal		Staffing - Internal					3
Duval	Qrt 1 10/1-12/31											0
Escambia	Qrt 1 10/1-12/31											0
Flagler	Qrt 1 10/1-12/31											0
Franklin	Qrt 1 10/1-12/31											0
Gadsden	Qrt 1 10/1-12/31											0
Gilchrist	Qrt 1 10/1-12/31											0
Glades	Qrt 1 10/1-12/31											0
Gulf	Qrt 1 10/1-12/31									Staffing - Internal		1
Hamilton	Qrt 1 10/1-12/31											0
Hardee	Qrt 1 10/1-12/31											0
Hendry	Qrt 1 10/1-12/31	Staffing - Internal										1
Hernando	Qrt 1 10/1-12/31											0
Highlands	Qrt 1 10/1-12/31											0
Hillsborough	Qrt 1 10/1-12/31											0
Holmes	Qrt 1 10/1-12/31											0
Indian River	Qrt 1 10/1-12/31											0
Jackson	Qrt 1 10/1-12/31											0
Jefferson	Qrt 1 10/1-12/31											0
Lafayette	Qrt 1 10/1-12/31											0
Lake	Qrt 1 10/1-12/31											0
Lee	Qrt 1 10/1-12/31											0
Leon	Qrt 1 10/1-12/31											0
Levy	Qrt 1 10/1-12/31				Staffing - Internal							1
Liberty	Qrt 1 10/1-12/31					Staffing - Internal						1

County	Reporting Quarter	Appendix C: Timeliness Standard 1 (New Cases Opened) Performance by Division										
		Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependency	Total
Madison	Qrt 1 10/1-12/31	Staffing - Internal	Staffing - Internal									2
Manatee	Qrt 1 10/1-12/31			Staffing - Internal								1
Marion	Qrt 1 10/1-12/31							Staffing - External	Staffing - Internal			2
Martin	Qrt 1 10/1-12/31											0
Monroe	Qrt 1 10/1-12/31											0
Nassau	Qrt 1 10/1-12/31											0
Okaloosa	Qrt 1 10/1-12/31											0
Okeechobee	Qrt 1 10/1-12/31					Staffing - Internal						1
Orange	Qrt 1 10/1-12/31											0
Osceola	Qrt 1 10/1-12/31											0
Palm Beach	Qrt 1 10/1-12/31					Staffing - Internal						1
Pasco	Qrt 1 10/1-12/31											0
Pinellas	Qrt 1 10/1-12/31					Staffing - Internal						1
Polk	Qrt 1 10/1-12/31											0
Putnam	Qrt 1 10/1-12/31	Staffing - Internal	Staffing - Internal		Staffing - Internal	Staffing - Internal						4
Santa Rosa	Qrt 1 10/1-12/31										Systems/Conversions - Internal	1
Sarasota	Qrt 1 10/1-12/31											0
Seminole	Qrt 1 10/1-12/31											0
St. Johns	Qrt 1 10/1-12/31											0
St. Lucie	Qrt 1 10/1-12/31											0
Sumter	Qrt 1 10/1-12/31											0
Suwannee	Qrt 1 10/1-12/31					Staffing - Internal						1
Taylor	Qrt 1 10/1-12/31										Staffing - Internal	1
Union	Qrt 1 10/1-12/31											0
Volusia	Qrt 1 10/1-12/31											0
Wakulla	Qrt 1 10/1-12/31											0
Walton	Qrt 1 10/1-12/31											0
Washington	Qrt 1 10/1-12/31	Staffing - Internal									Staffing - Internal	2
<b>Statewide</b>		<b>5</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>7</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>4</b>	<b>30</b>
<b>Internal</b>		<b>5</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>7</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>4</b>	<b>27</b>
<b>External</b>		<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>

County	Reporting Quarter	Appendix D: Timeliness Standard 2 (Cases Docketed) Performance by Division										
		Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependency	Total
Alachua	Qrt 1 10/1-12/31											0
Baker	Qrt 1 10/1-12/31											0
Bay	Qrt 1 10/1-12/31											0
Bradford	Qrt 1 10/1-12/31											0
Brevard	Qrt 1 10/1-12/31											0
Broward	Qrt 1 10/1-12/31					Staffing - Internal	Staffing - Internal		Staffing - Internal	Staffing - Internal		4
Calhoun	Qrt 1 10/1-12/31											0
Charlotte	Qrt 1 10/1-12/31											0
Citrus	Qrt 1 10/1-12/31											0
Clay	Qrt 1 10/1-12/31			Systems/Conversions - Internal								1
Collier	Qrt 1 10/1-12/31											0
Columbia	Qrt 1 10/1-12/31	Staffing - Internal	Staffing - External	Staffing - Internal	Staffing - External					Staffing - Internal		5
Dade	Qrt 1 10/1-12/31											0
Desoto	Qrt 1 10/1-12/31											0
Dixie	Qrt 1 10/1-12/31	Staffing - Internal					Staffing - Internal					2
Duval	Qrt 1 10/1-12/31											0
Escambia	Qrt 1 10/1-12/31											0
Flagler	Qrt 1 10/1-12/31											0
Franklin	Qrt 1 10/1-12/31											0
Gadsden	Qrt 1 10/1-12/31											0
Gilchrist	Qrt 1 10/1-12/31											0
Glades	Qrt 1 10/1-12/31											0
Gulf	Qrt 1 10/1-12/31											0
Hamilton	Qrt 1 10/1-12/31		Staffing - Internal		Staffing - Internal							2
Hardee	Qrt 1 10/1-12/31											0
Hendry	Qrt 1 10/1-12/31		Staffing - Internal		Staffing - Internal							2
Hernando	Qrt 1 10/1-12/31											0
Highlands	Qrt 1 10/1-12/31											0
Hillsborough	Qrt 1 10/1-12/31											0
Holmes	Qrt 1 10/1-12/31											0
Indian River	Qrt 1 10/1-12/31											0
Jackson	Qrt 1 10/1-12/31											0
Jefferson	Qrt 1 10/1-12/31											0
Lafayette	Qrt 1 10/1-12/31											0
Lake	Qrt 1 10/1-12/31	Staffing - External										1
Lee	Qrt 1 10/1-12/31											0
Leon	Qrt 1 10/1-12/31											0
Levy	Qrt 1 10/1-12/31				Staffing - Internal		Staffing - Internal		Staffing - Internal	Staffing - Internal		4

County	Reporting Quarter	Appendix D: Timeliness Standard 2 (Cases Docketed) Performance by Division										
		Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependency	Total
Liberty	Qrt 1 10/1-12/31											0
Madison	Qrt 1 10/1-12/31				Staffing - Internal							1
Manatee	Qrt 1 10/1-12/31											0
Marion	Qrt 1 10/1-12/31	Systems/Conversions - External	Systems/Conversions - External							Staffing - Internal		3
Martin	Qrt 1 10/1-12/31											0
Monroe	Qrt 1 10/1-12/31											0
Nassau	Qrt 1 10/1-12/31											0
Okaloosa	Qrt 1 10/1-12/31											0
Okeechobee	Qrt 1 10/1-12/31	Staffing - Internal										1
Orange	Qrt 1 10/1-12/31											0
Osceola	Qrt 1 10/1-12/31											0
Palm Beach	Qrt 1 10/1-12/31					Staffing - Internal						1
Pasco	Qrt 1 10/1-12/31											0
Pinellas	Qrt 1 10/1-12/31								Staffing - Internal			1
Polk	Qrt 1 10/1-12/31											0
Putnam	Qrt 1 10/1-12/31	Staffing - Internal			Staffing - Internal							2
Santa Rosa	Qrt 1 10/1-12/31											0
Sarasota	Qrt 1 10/1-12/31											0
Seminole	Qrt 1 10/1-12/31											0
St. Johns	Qrt 1 10/1-12/31											0
St. Lucie	Qrt 1 10/1-12/31											0
Sumter	Qrt 1 10/1-12/31											0
Suwannee	Qrt 1 10/1-12/31				Staffing - Internal						Staffing - Internal	2
Taylor	Qrt 1 10/1-12/31											0
Union	Qrt 1 10/1-12/31											0
Volusia	Qrt 1 10/1-12/31											0
Wakulla	Qrt 1 10/1-12/31											0
Walton	Qrt 1 10/1-12/31											0
Washington	Qrt 1 10/1-12/31	Staffing - Internal	Staffing - Internal	Staffing - Internal	Staffing - Internal							4
Statewide		7	5	3	8	2	3	0	3	4	1	36
Internal		5	3	3	7	2	3	0	3	4	1	31
External		2	2	0	1	0	0	0	0	0	0	5

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

### CFY 2015/16 Quarter 1 Collections -External Reasons Provided

<u>Count</u>	<u>County</u>	<u>Division</u>	<u>Action Plan to Improve</u>	<u>Timeliness Reason Code</u>
1	Alachua	County Criminal	Economy / Type of case	
2	Baker	Circuit 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.	
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.	
4	Bay	County Criminal	Bay County is using all methods at our disposal to collect fees.	
5	Bay	Civil Traffic	Bay County is using all methods at our disposal to collect fees.	
6	Brevard	County Criminal	The standard was not met despite pursuit of all collection efforts within the control fo the Clerk. By the end if this fiscal year, we anticipate a change by the judiciary which will require payment on the day of sentencing with direction to either pay in full or enroll in a payment plan.	
7	Brevard	Civil Traffic	The standard was not met despite pursuit of all collection efforts within the control the Clerk. By the end of this fiscal year, we anticipate a change by the judiciary which will require payment on the day of sentencing with direction to either pay in full or enroll in a payment plan.	
8	Broward	County Criminal	Customers are selecting the option to enter into payment plan agreements as opposed to paying the total amount imposed.	
9	Broward	Juvenile Delinquency	Explore options with other state agencies, like State Attorney's Office, to improve enforcement of court ordered assessments.	
10	Calhoun	Circuit Criminal	Will work collections once release from prison.	
11	Calhoun	Juvenile Delinquency	New probation officer. Will work with him to improve collections.	
12	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.	
13	Dade	County Criminal	Due to our current economic conditions, many defendants are indigent or transient making collection efforts more difficult.	
14	Dade	Civil Traffic	We currently have a significant number of payment plans which extend the time required for full collection.	
15	Desoto	Circuit Criminal	Although collection efforts were maintained, ability to pay was significantly decreased. Continue collection efforts for next quarter.	
16	Desoto	County Criminal	Although collections efforts were maintained, ability to pay was signifantly decreased. Continue collection efforts for next quarter.	
17	Desoto	Juvenile Delinquency	Although collection efforts were maintained, ability to pay decreased significantly. Will continue collection efforts for next quarter	
18	Dixie	Circuit Criminal	We are doing everything possible	
19	Dixie	County Criminal	We are doing everything possible	
20	Dixie	Juvenile Delinquency	We are doing everything possible	
21	Dixie	Criminal Traffic	We are doing everything possible	
22	Dixie	Civil Traffic	We are doing everything possible	
23	Duval	Circuit Criminal	Reviewing collection agency performance and other on-line payment options.	
24	Duval	County Criminal	Reviewing collection agency performance and other on-line payment options.	
25	Duval	Civil Traffic	Reviewing collection agency performance and other options to pay as well as enforcing 30 days to pay.	

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

### CFY 2015/16 Quarter 1 Collections -External Reasons Provided

Count	County	Division	Action Plan to Improve	Timeliness Reason Code
26	Escambia	Civil Traffic	The ability to collect traffic fines and court costs is impacted by the economic situation in the count. We have been working with a new internal collection program to try to improve our collections.	
27	Gilchrist	Juvenile Delinquency	Discuss alternatives with Judges	
28	Gulf	Juvenile Delinquency	Most minors have no income available to pay fines. They do community services programs with some cases.	
29	Hamilton	Civil Traffic	County Judge reduces or dismisses fines/cases; many cases not paid; sent to collection in 90 days	
30	Hardee	County Criminal	People are not paying. We have & continue to follow every statutory provision to maximize collections. Additionally, we made changes to our payment plans.	
31	Hendry	Juvenile Delinquency	There is currently no enforcement in place for juveniles under age	
32	Hernando	Circuit Criminal	Rate would have been 11.9% without the Drug Trafficking assessment. Increasing rate from last quarter and continue to establish payment plans and achieve payments. (7.4 to 7.96%)	
33	Hernando	Civil Traffic	Red light cameras are affecting this performance as they are being assessed but dismissed at hearing, of which there is a backlog to get the cases to court.	
34	Highlands	Circuit Criminal	Defendants sentenced to Prison do not normal start payment until released from custody. We send our outstanding assessments to Penn Collection Agency	
35	Highlands	Juvenile Delinquency	We reduce balances to Judgment/liens and refer to Collection Agency. Unless the parent is buying/selling land they hardly ever pay off the lien.	
36	Hillsborough	Circuit Criminal	Continued dunning notice and collection agency process	
37	Hillsborough	County Criminal	Continued dunning notice and collection agency process	
38	Hillsborough	Civil Traffic	Continued use of internal collection methods and referral to outside collection agencies.	
39	Holmes	Circuit Criminal	Fines reduced to civil judgement. Collections are being pursued by outside agency--Pioneer.	
40	Holmes	Civil Traffic	Non-payment...Currently sending letters for collections/reminders.	
41	Indian River	Circuit Criminal	CONTINUE TO WORK ON OUR COLLECTIONS PLANS AND EFFORTS	
42	Lake	Circuit Criminal	\$850,000 of assessments were Mandatory Drug Trafficking Fines. Without those assessments, our collection rate would have been 13.53%.	
43	Lake	County Criminal	Late/Non-Pay/Lengthy Pay Plans. Reviewing opportunities through new CMS to see if enhanced collections tools can be implemented.	
44	Lee	Civil Traffic	Beginning 10/01/15, launch of compliance office and outbound calling for payments due reminders to customers. Expectation of program is increased collections in the coming year.	
45	Leon	Civil Traffic	Question Standard.	
46	Levy	Civil Traffic	economy	
47	Liberty	Circuit Criminal	Drug trafficking case, defendant sentenced to DOC.	
48	Liberty	Civil Traffic	Measure was not met due to non-payment of traffic citations. Continue to send to collection agency.	
49	Madison	Civil Traffic	Encourage payment in full.	
50	Manatee	County Criminal	Area continues to be monitored and reviewed to determine issue with low standard. Best practice guidelines followed/external issue with economy .	
51	Martin	Civil Traffic	Potential delay in our external collection agency commencing action on delinquent accounts	
52	Nassau	Civil Traffic	Continue to send fines to collections and offer payment plans when available	
53	Okaloosa	Circuit Criminal	More of the Defendant's are either incarcerated or indigent.	
54	Okaloosa	Civil Traffic	Question Standard - Everything possible is being done to improve collections with the current staff and funding available.	
55	Okeechobee	Civil Traffic	Economy - Cases sent to Collections	
56	Osceola	Circuit Criminal	The defendants for Felony cases who are sentenced to serve time in prison may take many years before we receive payment for court cost and fines. We have many cases that have assessed monies without any activity in revenues due to the reason stated.	



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

### CFY 2015/16 Quarter 1 Collections - External Reasons Provided

<u>Count</u>	<u>County</u>	<u>Division</u>	<u>Action Plan to Improve</u>	<u>Timeliness Reason Code</u>
57	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.	
58	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.	
59	Palm Beach	Civil Traffic	Traffic Hearing Officers providing too much time for the defendant to pay without placing him/her on a payment plan. We expect the collection rate to increase as payment plans increase.	
60	Polk	Circuit Criminal	Polk is looking to send cases to outside collections in an effort to collect on older Felony cases.	
61	Polk	County Criminal	Criminal obligation suspension programming was moved into production January 2016.	
62	Polk	Civil Traffic	Lack of payments from customers.	
63	Putnam	Circuit Criminal	Eliminating Drug Trafficking brings rate up to 8.23%. Challenges from high incarceration rate and local economy continue.	
64	Putnam	County Criminal	The local economy is not improving. People are unable to pay.	
65	Putnam	Juvenile Delinquency	Primarily related to economy and demographics of offenders.	
66	Putnam	Civil Traffic	Poor economic conditions.	
67	Seminole	Civil Traffic	get additional funding to hire staff.	
68	Taylor	Civil Traffic	Failure to pay, we are implementing new collections procedures.	
69	Union	Circuit Civil	All unpaid cases are Department of Corrections inmate cases. Order to Pay Fees have been entered in all cases.	
70	Volusia	Circuit Criminal	Increase number of late pay and non-pay cases sent to collection agencies.	
71	Volusia	County Criminal	Increase number of late pay and non-pay cases sent to collection agencies and negotiate contract to outsource administration of payment plans.	
72	Washington	Circuit Criminal	Over 50 % of late collections are incarcerated.. We have implemented a plan to collect some assessments while incarcerated.	

### CFY 2015/16 Quarter 1 Timeliness 1 (Case Processing) - External Reasons Provided

<u>Count</u>	<u>County</u>	<u>Division</u>	<u>Description</u>	<u>Reason Code</u>
1	Columbia	County Criminal	Down 1.0 FTE in this area and one experienced employee left to work for Court Admin with higher pay.	Staffing - External
2	Columbia	Criminal Traffic	Down 1.0 FTE in this area and one experienced employee left to work for Court Admin with higher pay.	Staffing - External
3	Marion	Civil Traffic	An outside agency filed a backlog of cases causing a delay in timeliness of cases being processed	Staffing - External

### CFY 2015/16 Quarter 1 Timeliness 2 (Docket Entry) - External Reasons Provided

<u>Count</u>	<u>County</u>	<u>Division</u>	<u>Description</u>	<u>Reason Code</u>
1	Columbia	County Criminal	Down 1.0 FTE in this area and one experienced employee left to work for Court Admin with higher pay.	Staffing - External
2	Columbia	Criminal Traffic	Down 1.0 FTE in this area and one experienced employee left to work for Court Admin with higher pay.	Staffing - External
3	Lake	Circuit Criminal	Two recent large drug busts created more paperwork than our reduced staff could process timely.	Staffing - External
4	Marion	Circuit Criminal	CLERICUS ICPS- A continued work in progress with Civitek	Staffing - External
5	Marion	County Criminal	CLERICUS ICPS- A continued work in progress with Civitek	Staffing - External

<b>Appendix F - Juror Payment Performance</b>		
<b>County</b>	<b>Reporting Quarter</b>	<b>Juror Payment All Courts</b>
Alachua	Qrt 1 10/1-12/31	
Baker	Qrt 1 10/1-12/31	
Bay	Qrt 1 10/1-12/31	
Bradford	Qrt 1 10/1-12/31	<b>Staffing-Workload</b>
Brevard	Qrt 1 10/1-12/31	
Broward	Qrt 1 10/1-12/31	
Calhoun	Qrt 1 10/1-12/31	
Charlotte	Qrt 1 10/1-12/31	
Citrus	Qrt 1 10/1-12/31	
Clay	Qrt 1 10/1-12/31	
Collier	Qrt 1 10/1-12/31	<b>Procedural</b>
Columbia	Qrt 1 10/1-12/31	
Dade	Qrt 1 10/1-12/31	
Desoto	Qrt 1 10/1-12/31	
Dixie	Qrt 1 10/1-12/31	
Duval	Qrt 1 10/1-12/31	
Escambia	Qrt 1 10/1-12/31	
Flagler	Qrt 1 10/1-12/31	<b>Procedural</b>
Franklin	Qrt 1 10/1-12/31	
Gadsden	Qrt 1 10/1-12/31	
Gilchrist	Qrt 1 10/1-12/31	
Glades	Qrt 1 10/1-12/31	
Gulf	Qrt 1 10/1-12/31	
Hamilton	Qrt 1 10/1-12/31	
Hardee	Qrt 1 10/1-12/31	
Hendry	Qrt 1 10/1-12/31	
Hernando	Qrt 1 10/1-12/31	
Highlands	Qrt 1 10/1-12/31	
Hillsborough	Qrt 1 10/1-12/31	
Holmes	Qrt 1 10/1-12/31	
Indian River	Qrt 1 10/1-12/31	
Jackson	Qrt 1 10/1-12/31	
Jefferson	Qrt 1 10/1-12/31	
Lafayette	Qrt 1 10/1-12/31	
Lake	Qrt 1 10/1-12/31	
Lee	Qrt 1 10/1-12/31	
Leon	Qrt 1 10/1-12/31	

<b>Appendix F - Juror Payment Performance</b>		
<b>County</b>	<b>Reporting Quarter</b>	<b>Juror Payment All Courts</b>
Levy	Qrt 1 10/1-12/31	
Liberty	Qrt 1 10/1-12/31	
Madison	Qrt 1 10/1-12/31	
Manatee	Qrt 1 10/1-12/31	
Marion	Qrt 1 10/1-12/31	
Martin	Qrt 1 10/1-12/31	
Monroe	Qrt 1 10/1-12/31	
Nassau	Qrt 1 10/1-12/31	
Okaloosa	Qrt 1 10/1-12/31	
Okeechobee	Qrt 1 10/1-12/31	<b>Staffing - Training</b>
Orange	Qrt 1 10/1-12/31	
Osceola	Qrt 1 10/1-12/31	
Palm Beach	Qrt 1 10/1-12/31	
Pasco	Qrt 1 10/1-12/31	
Pinellas	Qrt 1 10/1-12/31	
Polk	Qrt 1 10/1-12/31	
Putnam	Qrt 1 10/1-12/31	
Santa Rosa	Qrt 1 10/1-12/31	
Sarasota	Qrt 1 10/1-12/31	
Seminole	Qrt 1 10/1-12/31	
St. Johns	Qrt 1 10/1-12/31	
St. Lucie	Qrt 1 10/1-12/31	
Sumter	Qrt 1 10/1-12/31	
Suwannee	Qrt 1 10/1-12/31	
Taylor	Qrt 1 10/1-12/31	
Union	Qrt 1 10/1-12/31	
Volusia	Qrt 1 10/1-12/31	
Wakulla	Qrt 1 10/1-12/31	
Walton	Qrt 1 10/1-12/31	
Washington	Qrt 1 10/1-12/31	
<b>Statewide</b>		<b>4</b>