

# FLORIDA CCOOC

Clerks of Court  
Operations Corporation



## Quarterly Performance Measure and Action Plans Report

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

2nd Quarter County Fiscal Year 2015 / 2016

(January 1, 2016 through March 31, 2016)

May, 2016



**CFY 2015/2016 2<sup>ND</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.

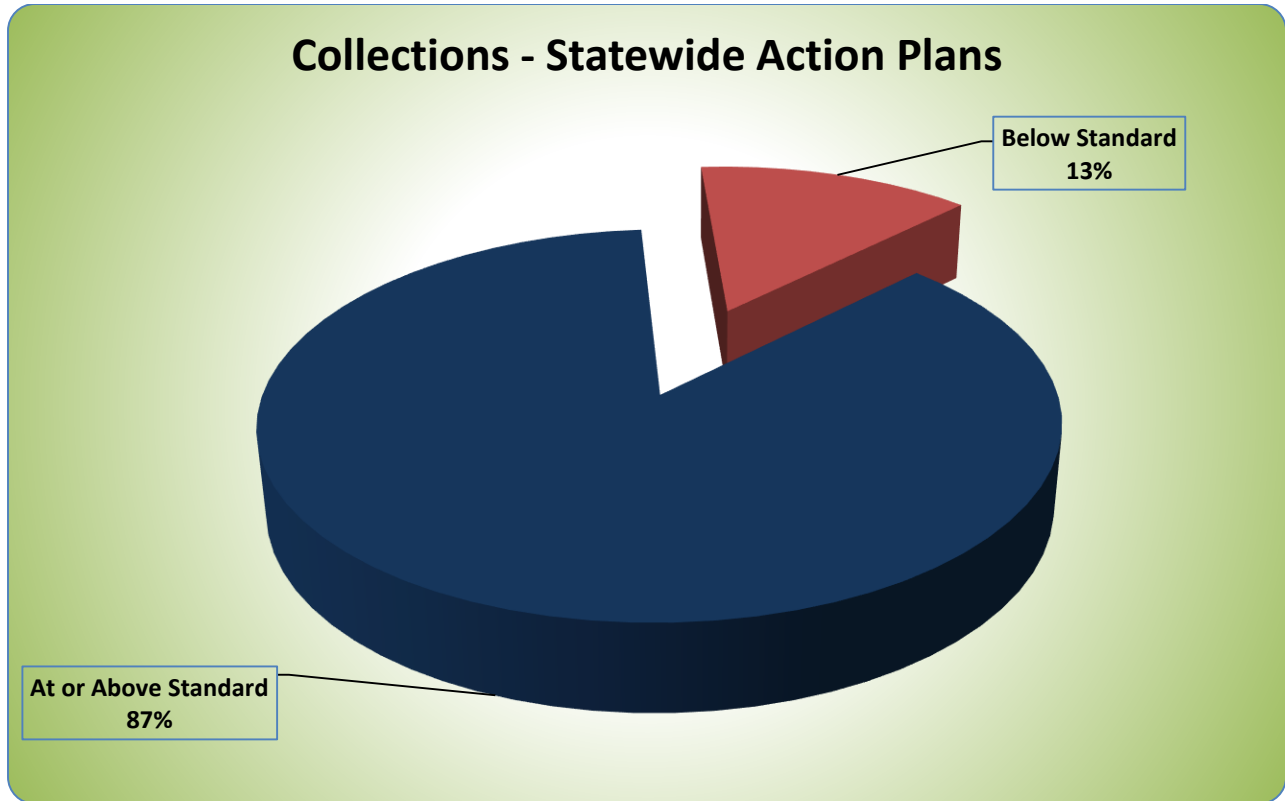
CCOC monitors the performance of the Clerk's offices quarterly through reports provided by the Clerk's offices, due on the 20<sup>th</sup> of the month following the end of the quarter. CCOC provides notification of the status of the Clerks' performance standards to the Legislature through these quarterly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

The quarterly report for the 2nd 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 2nd quarter, CFY 2015/2016, seventeen (17) Clerks met or exceeded performance standards for all measures in the areas of collections, timeliness, and juror payment:

**Charlotte, Citrus, Collier, Flagler, Gilchrist, Jackson, Jefferson, Lake, Martin, Nassau, Seminole, St. Johns, St. Lucie, Sumter, Taylor, Wakulla, Walton**

# Collections – Statewide Performance CFY 2015/16; 2<sup>nd</sup> Quarter

At or Above Standard	522
Below Standard	81



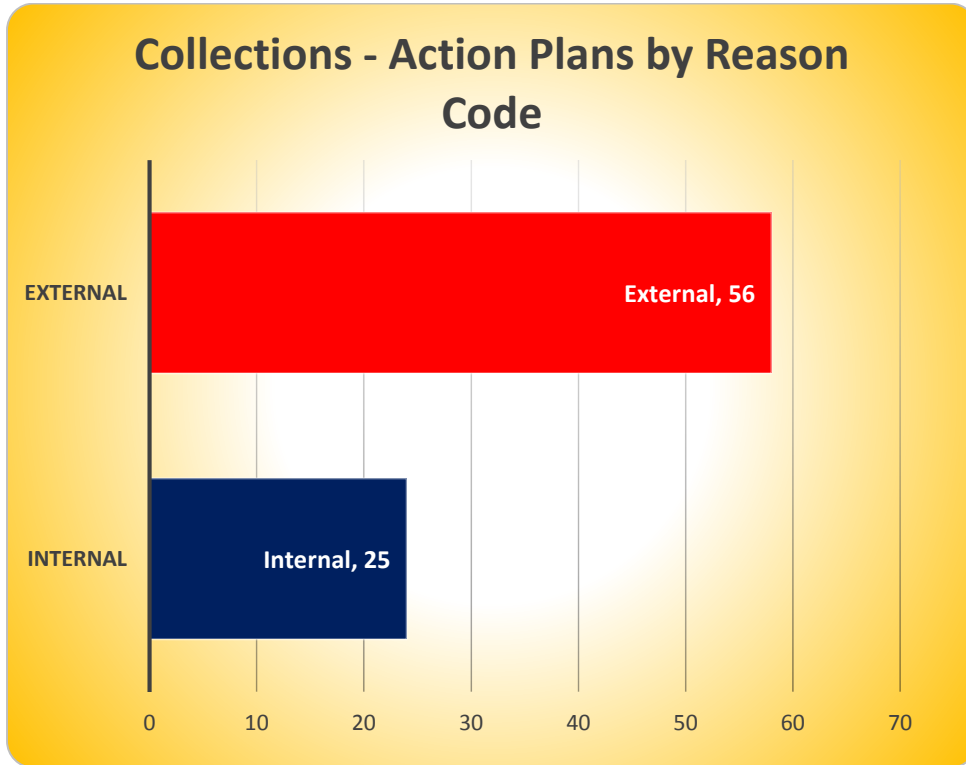
## Collection Performance by Reason Code

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.

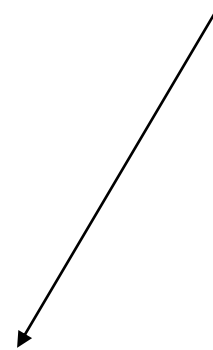
# Collections – Statewide Performance CFY 2015/16; 2<sup>nd</sup> Quarter

Of the 81 examples where the Collection standard was not met, 25 were classified as internal reasons. A list of the 25 Action Plans are found below. The remaining 56 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.



<u>Reason Code</u>	<u>#</u>
Internal	25
External	56
<b>Total</b>	<b>81</b>

The 25 Action Plans required due to internal reasons are below.



<u>#</u>	<u>County</u>	<u>Division</u>	<u>Plan to Improve</u>
1	Bay	Circuit Criminal	Report Changes have increased the amount assessed
2	Broward	Circuit Criminal	Changes in collection agencies created new collection rate assessments on all unpaid criminal cases.
3	Broward	County Criminal	Changes in collection agencies created new collection rate assessments on all unpaid criminal cases.
4	Broward	Criminal Traffic	Changes in collection agencies created new collection rate assessments on all unpaid criminal cases.
5	Broward	Civil Traffic	Changes in collection agencies created new collection rate assessments on all unpaid traffic cases for this control group.
6	Clay	Civil Traffic	Clay County Judiciary allows TR offenders 90 days to pay citations, versus 30 days. This process makes timely collections more difficult.
7	Gadsden	Civil Traffic	We are a small office with a small staff, one of which is out on leave. We will continue to attempt to meet the standard using the resources we have at our disposal.
8	Highlands	County Criminal	Our Judge allows the County Court defendants to pay as little as possible whenever they can. We have cases that are 10 years old where defendant is still sending in \$5.00 a month.

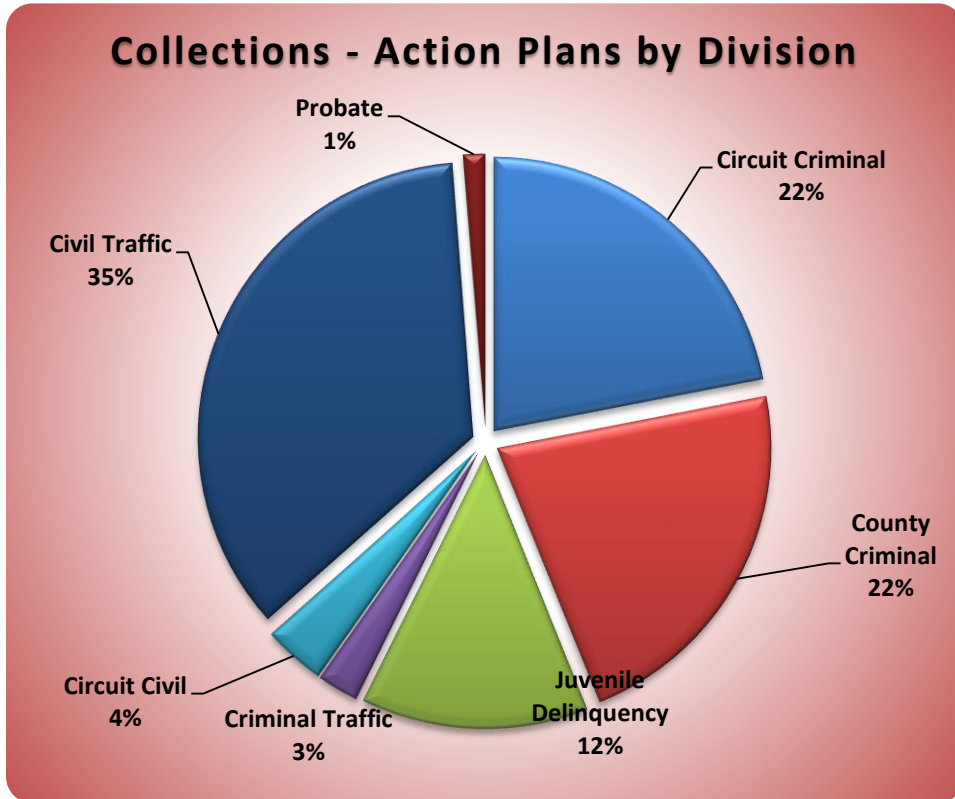
## Collections – Statewide Performance CFY 2015/16; 2<sup>nd</sup> Quarter

9	Highlands	Criminal Traffic	Judge has withdrawn several Capias and reduced the money to Judgement/liens. This has increased the assessment, creating a lower %.
10	Indian River	Circuit Criminal	LARGE AMOUNT FOR DRUG TRAFFICKING CASE THIS QUARTER. WE CONTINUE TO WORK ON OUR COLLECTION EFFORTS TO IMPROVE OUR RATE
11	Madison	Probate	Need to actively pursue collection.
12	Manatee	Civil Traffic	Have determined issued with the timing of assessments - unable to make correction in system; reported to case management system vendor
13	Marion	County Criminal	Unable to create an action plan to improve. We are following procedures set by the Best Practices Committee.
14	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.
15	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.
16	Osceola	Circuit Criminal	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.
17	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.
18	Pinellas	County Criminal	Implementing new methods/ways of collecting fines/costs with staff and how they are addressing defendants out of court or at our counters.
19	Pinellas	Juvenile Delinquency	Implementing new methods/ways of collecting fines/costs with staff and how they are addressing defendants out of court or at our counters.
20	Pinellas	Civil Traffic	Implementing new methods/ways of collecting fines/costs with staff and how they are addressing defendants out of court or at our counters.
21	Polk	County Criminal	Continuing to suspend cases through criminal obligation suspensions
22	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.
23	Sarasota	County Criminal	Intense management of existing payment plans and further utilization of collection agencies expected to improve collection rates in 2016.
24	Sarasota	Civil Traffic	Intense management of existing payment plans and further utilization of collection agencies expected to improve collection rates in 2016.
25	Washington	Civil Traffic	Increased our collection efforts

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; 2<sup>nd</sup> Quarter

## Collection Performance by Court Division



<u>Division</u>	<u>#</u>
Circuit Criminal	18
County Criminal	18
Juvenile Delinquency	10
Criminal Traffic	2
Circuit Civil	3
County Civil	0
Civil Traffic	29
Probate	1
Family	0
<b>Total</b>	<b>81</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. The 2<sup>nd</sup> quarter Collection rate is pending.

## Historic Statewide Collection Rate per Division

<u>Court Division</u>	<u>CFY 2013/14 Year End</u>	<u>CFY 2014/15 Year End</u>	<u>CFY 2015/16 1st Quarter</u>	<u>CFY 2015/16 2nd Quarter</u>	<u>Standard</u>
Circuit Criminal	7.45%	8.19%	8.81%	4.36%	9.00%
County Criminal	38.14%	38.54%	36.89%	29.86%	40.00%
Juvenile Delinquency	18.89%	17.34%	15.35%	16.56%	9.00%
Criminal Traffic	59.07%	61.27%	63.26%	53.16%	40.00%
Circuit Civil	98.71%	98.91%	99.03%	98.94%	90.00%
County Civil	99.32%	99.54%	99.64%	99.63%	90.00%
Probate	99.01%	99.10%	99.16%	99.21%	90.00%
Family	95.63%	96.12%	96.52%	97.05%	75.00%
Civil Traffic	85.09%	84.65%	85.66%	84.46%	90.00%
<b>Division-Wide</b>	<b>68.51%</b>	<b>67.61%</b>	<b>67.47%</b>	<b>52.68%</b>	



## Collections – Statewide Performance CFY 2015/16; 2<sup>nd</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.

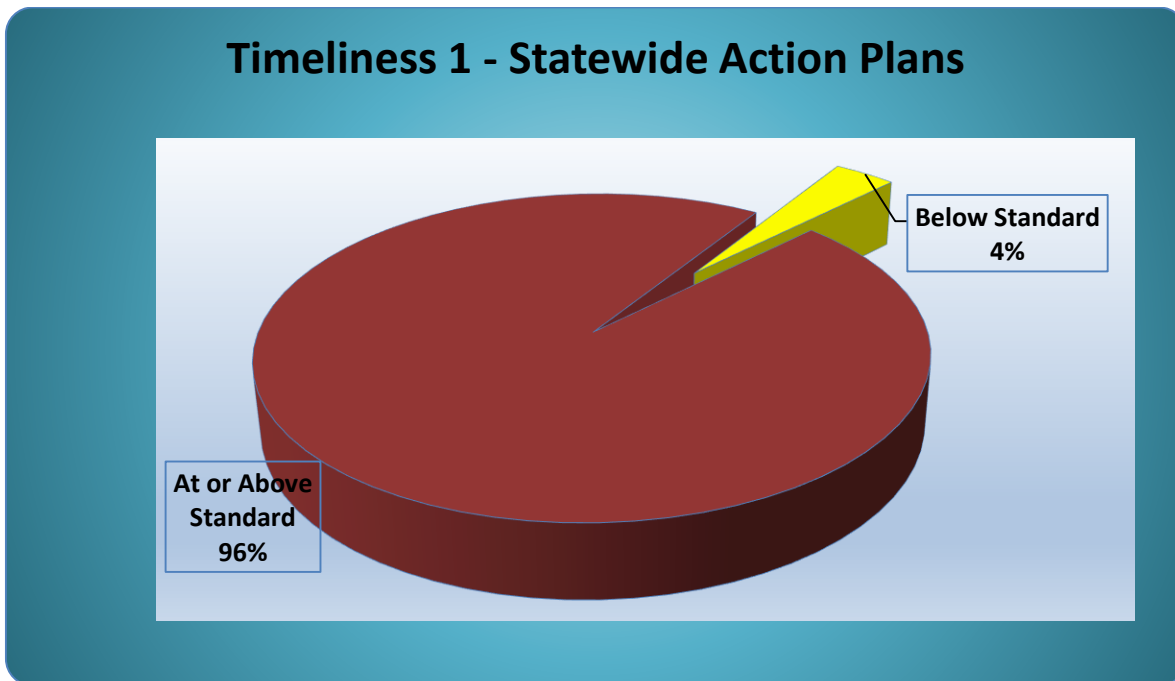
- After 5 quarters of control group (CQ2-16) data, the total assessment in the statewide Circuit Criminal division was \$135,559,971. Of this amount, \$70,639,949 (52.1%) was assessed in felony drug trafficking cases.
- After removing the drug trafficking dollar amounts assessed and collected from the Circuit Criminal division, the statewide collection rate increased from 4.36% to 8.62%.
- Of the 17 examples in the Circuit Criminal division of not meeting the 9.0% collection standard, 9 of these counties would have met the standard once the drug trafficking assessment and collection data was removed. Those counties are:
  - Duval: Total Circuit Criminal Rate: 5.46% / Rate omitting Drug Trafficking: 10.5%
  - Hardee: Total Circuit Criminal Rate: 5.81% / Rate omitting Drug Trafficking: 11.35%
  - Hillsborough: Total Circuit Criminal Rate: 6.0% / Rate omitting Drug Trafficking: 16.6%
  - Okaloosa: Total Circuit Criminal Rate: 4.76% / Rate omitting Drug Trafficking: 10.1%
  - Osceola: Total Circuit Criminal Rate: 6.47% / Rate omitting Drug Trafficking: 15.94%
  - Pasco: Total Circuit Criminal Rate: 7.54% / Rate omitting Drug Trafficking: 9.1%
  - Putnam: Total Circuit Criminal Rate: 4.5% / Rate omitting Drug Trafficking: 11.37%
  - Suwannee: Total Circuit Criminal Rate: 6.9% / Rate omitting Drug Trafficking: 18.2%
  - Volusia: Total Circuit Criminal Rate: 6.2% / Rate omitting Drug Trafficking: 10.2%

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; 2<sup>nd</sup> Quarter

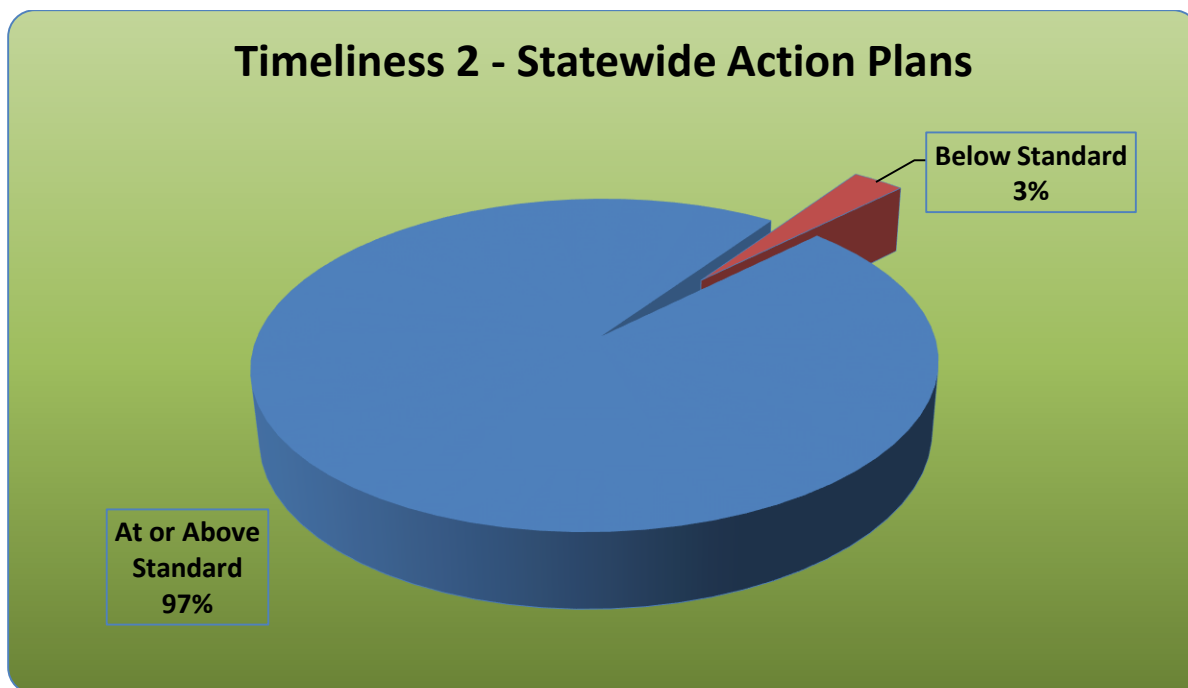
## New Cases Filed

At or Above Standard	646
Below Standard	24



## Cases Docketed

At or Above Standard	650
Below Standard	20



# **Timeliness - Statewide Performance CFY 2015/16; 2<sup>nd</sup> Quarter**

## **Timeliness Performance by Reason Code**

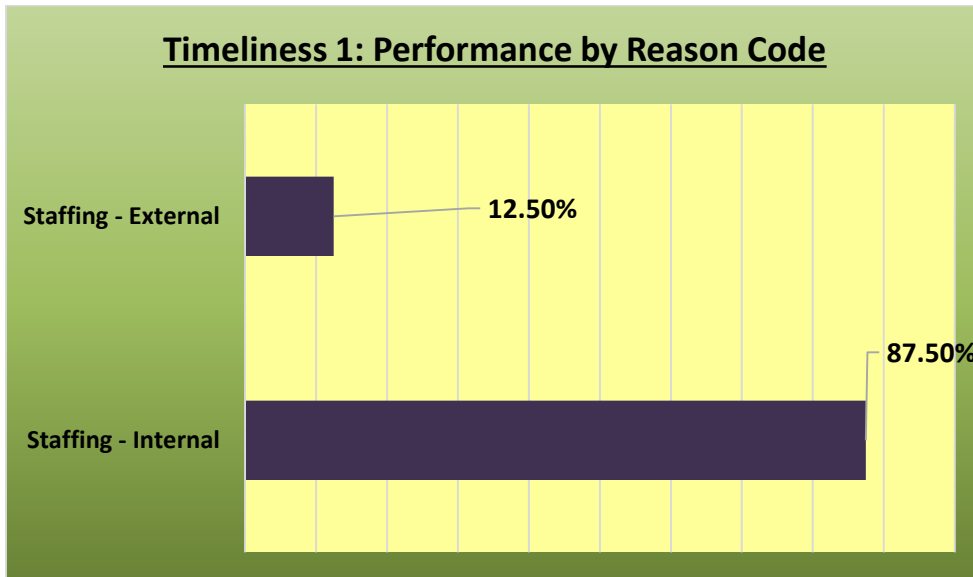
Pursuant to Executive Council direction on October 6, 2015, the “Reason Codes” chosen for not meeting a statewide Timeliness (Case Processing and Docket Entry) performance measures were amended to clarify what was under the control of the Clerk’s office and what was not. The CCOC conducted 4 separate Web-Ex training sessions in March to further clarify the new reason codes and potential Action Plans that may be required. The new Reason Codes, placed into production for the second 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 24 Timeliness 1 (Cases) and the 20 Timeliness 2 (Dockets) examples where the Timeliness Performance standards were not met (37) were classified as internal reasons; 21 New Case Processing and 16 Docket Entry. A list of the 37 Action Plans are found at the end of the “Timeliness by Reason Code” section of this report. The remaining 7 External Reason descriptions are found in this report as Appendix E.

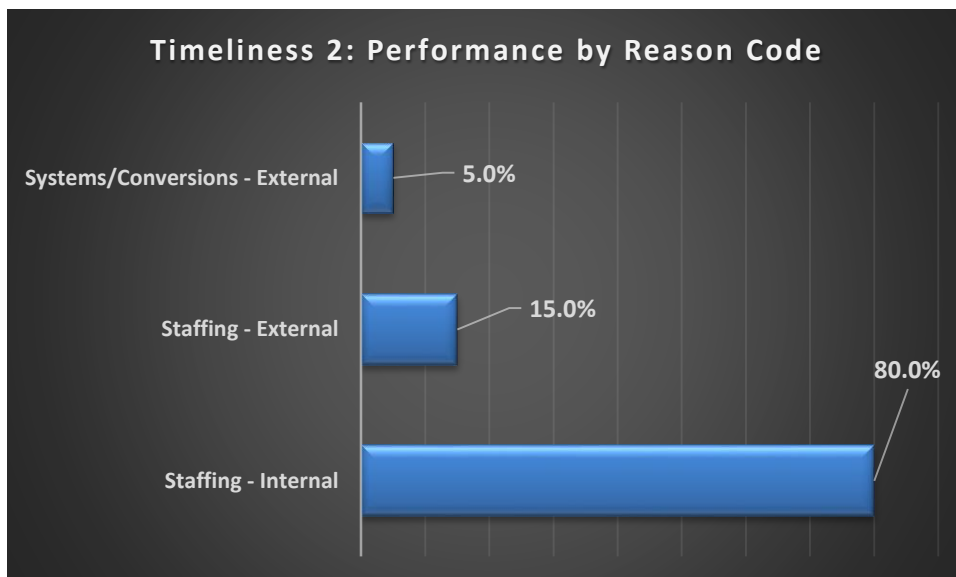
# Timeliness - Statewide Performance CFY 2015/16; 2<sup>nd</sup> Quarter

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



Reason Code	Plans
Staffing – Internal	21
Staffing – External	3
System / Conversion - Internal	0
System / Conversion – External	0
Unfunded Mandates - External	0
Total	24

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



Reason Code	Plans
Staffing – Internal	16
Staffing – External	3
System / Conversion - Internal	0
System / Conversion – External	1
Unfunded Mandates - External	0
Total	20

# Timeliness - Statewide Performance CFY 2015/16; 2<sup>nd</sup> Quarter

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

	<u>County</u>	<u>Division</u>	<u>Reason Code</u>	<u>Action Plan to Improve</u>
1	Broward	Circuit Civil	Staffing-Internal	As budget permits, frozen positions to be filled to provide resources.
2	Broward	Probate	Staffing-Internal	While new staff are now trained, additional staff is needed to meet the 80% standard.
3	Broward	Family	Staffing-Internal	As budget permits, frozen positions to be filled to provide resources.
4	Columbia	Juvenile Delinquency	Staffing-Internal	One person department. Staff from other areas will help cover when this person is on leave.
5	Dade	Criminal Traffic	Staffing-Internal	Unable to meet standard due to reduced staffing as a result of budget cuts
6	Dade	Civil Traffic	Staffing-Internal	Unable to meet standard due to reduced staffing as a result of budget cuts
7	Dixie	Circuit Civil	Staffing-Internal	Unexpected caseload
8	Dixie	County Civil	Staffing-Internal	Unexpected caseload
9	Franklin	Circuit Criminal	Staffing-Internal	Employee has health problems and has indicated she will be retiring in July. Should see improvements if budget allows replacement for this position.
10	Gadsden	Criminal Traffic	Staffing-Internal	insufficient staff available to handle caseload
11	Gadsden	County Civil	Staffing-Internal	insufficient staff available to handle caseload
12	Levy	Criminal Traffic	Staffing-Internal	SHORT STAFFED
13	Liberty	Circuit Civil	Staffing-Internal	Clerk returned from vacation and had to work on priority filings first.
14	Madison	Circuit Criminal	Staffing-Internal	We were without 1 Clerk for almost the whole quarter. Back to full staff.
15	Madison	County Criminal	Staffing-Internal	We were without 1 Clerk for almost the whole quarter. Back to full staff.

## Timeliness - Statewide Performance CFY 2015/16; 2<sup>nd</sup> Quarter

16	Madison	Criminal Traffic	Staffing-Internal	We were without 1 Clerk for almost the whole quarter. Back to full staff.
17	Marion	Civil Traffic	Staffing-Internal	Staffing-Insufficient - Due to extended period of leave for current employee. Adjustments made to better prioritize workload
18	Putnam	Circuit Criminal	Staffing-Internal	Showing improvement from last quarter
19	Putnam	County Criminal	Staffing-Internal	Showing improvement from last quarter
20	Putnam	Criminal Traffic	Staffing-Internal	Showing improvement from last quarter
21	Union	Juvenile Delinquency	Staffing-Internal	Unable to meet standards due to staff covering multiple areas

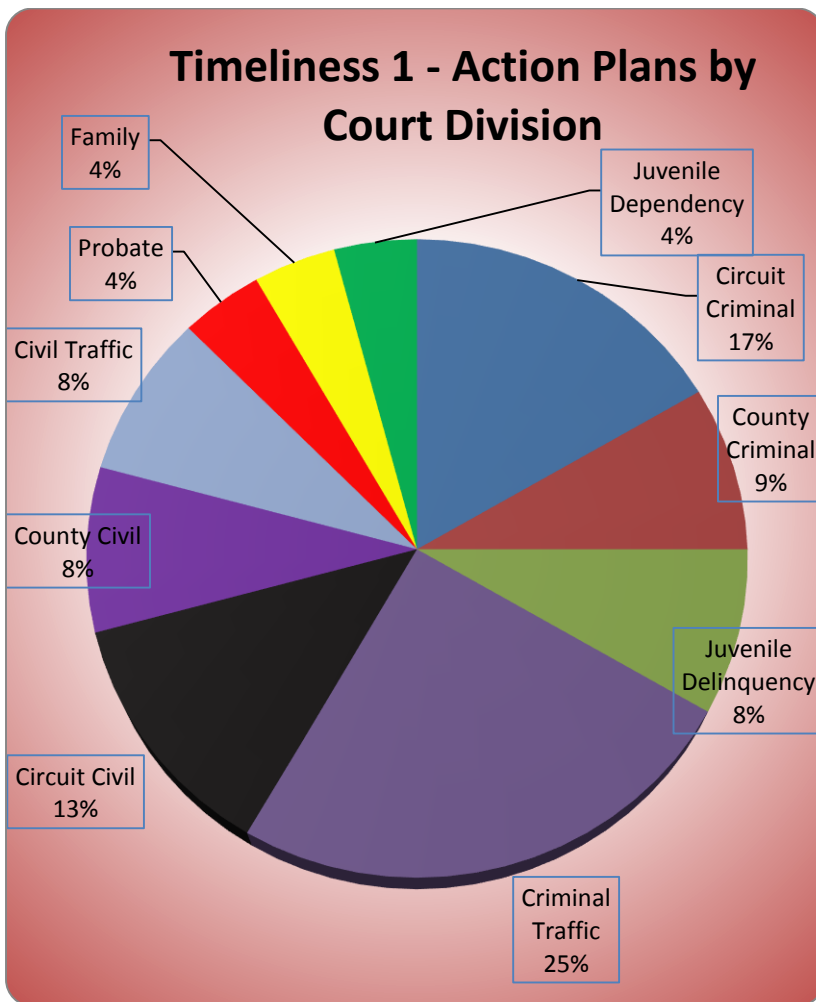
### Timeliness 2 (Docket Entry) – Inter-Office Action Plans

	<u>County</u>	<u>Division</u>	<u>Reason Code</u>	<u>Action Plan to Improve</u>
1	Broward	County Civil	Staffing-Internal	As budget permits, frozen positions to be filled to provide resources.
2	Broward	Family	Staffing-Internal	As budget permits, frozen positions to be filled to provide resources.
3	Clay	Juvenile Delinquency	Staffing-Internal	Discuss results with the 2 CJ Clerks to reiterate the importance of working the queues in a timely manner.
4	Dade	Circuit Civil	Staffing-Internal	Unable to meet standard due to reduced staffing as a result of budget cuts
5	Dixie	Circuit Criminal	Staffing-Internal	Unexpected court dates
6	Dixie	County Civil	Staffing-Internal	Unexpected caseload
7	Levy	Criminal Traffic	Staffing-Internal	UNDERSTAFFED
8	Levy	Probate	Staffing-Internal	UNDERSTAFFED
9	Levy	Family	Staffing-Internal	UNDERSTAFFED
10	Madison	County Criminal	Staffing-Internal	We were without 1 Clerk for almost the whole quarter. Back to full staff.
11	Madison	Criminal Traffic	Staffing-Internal	We were without 1 Clerk for almost the whole quarter. Back to full staff.

# Timeliness - Statewide Performance CFY 2015/16; 2<sup>nd</sup> Quarter

12	Palm Beach	Circuit Civil	Staffing-Internal	Lack of staffing due to budget cuts continue to negatively impact our ability to meet the timeliness standard.
13	Polk	Family	Staffing-Internal	To finalize training and shift resources when possible
14	Putnam	County Criminal	Staffing-Internal	Showing improvement from last quarter
15	Washington	Circuit Criminal	Staffing-Internal	Training new Staff
16	Washington	Juvenile Delinquency	Staffing-Internal	Training new Staff

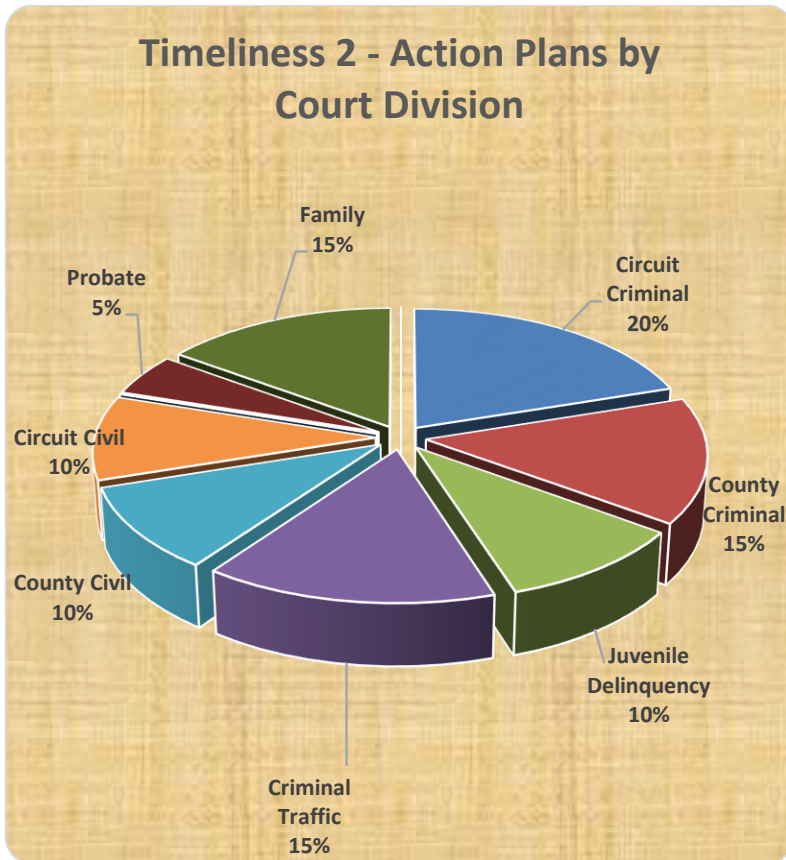
## Timeliness 1 (Cases Filed) - Performance by Court Division



Division	Plans/Description
Circuit Criminal	4
County Criminal	2
Juvenile Delinquency	2
Criminal Traffic	6
Circuit Civil	3
County Civil	2
Civil Traffic	2
Probate	1
Family	1
Juvenile Dependency	1
<b>Total</b>	<b>24</b>

# Timeliness - Statewide Performance CFY 2015/16; 2<sup>nd</sup> Quarter

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

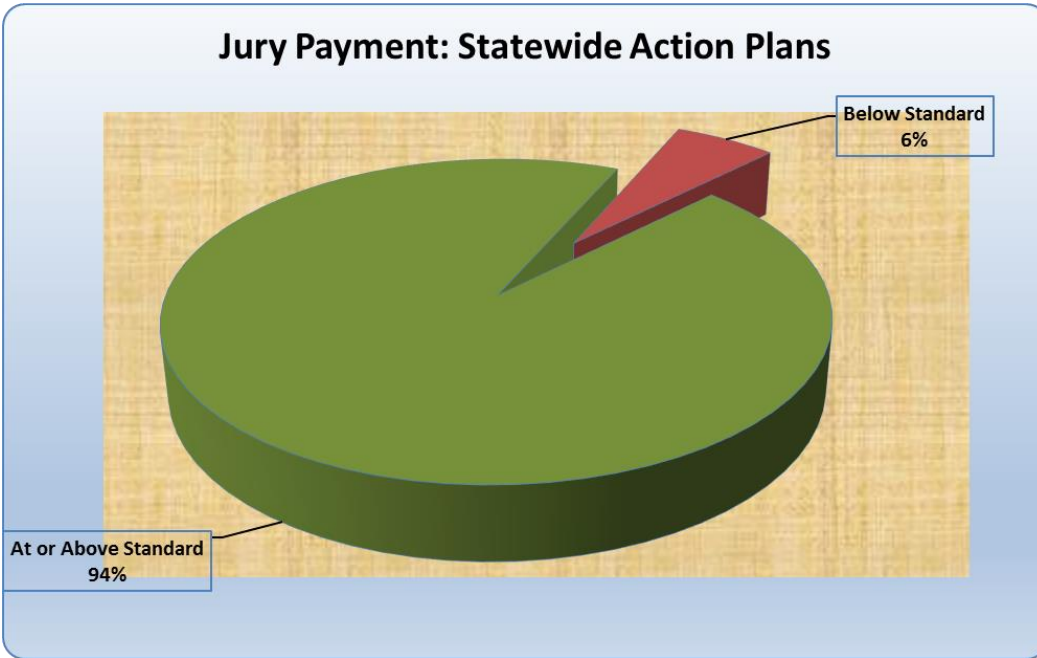


Division	Plans/Description
Circuit Criminal	4
County Criminal	3
Juvenile Delinquency	2
Criminal Traffic	3
Circuit Civil	2
County Civil	2
Civil Traffic	0
Probate	1
Family	3
Juvenile Dependency	0
<b>Total</b>	<b>20</b>



# Jury Payments – Statewide Action Plans Required

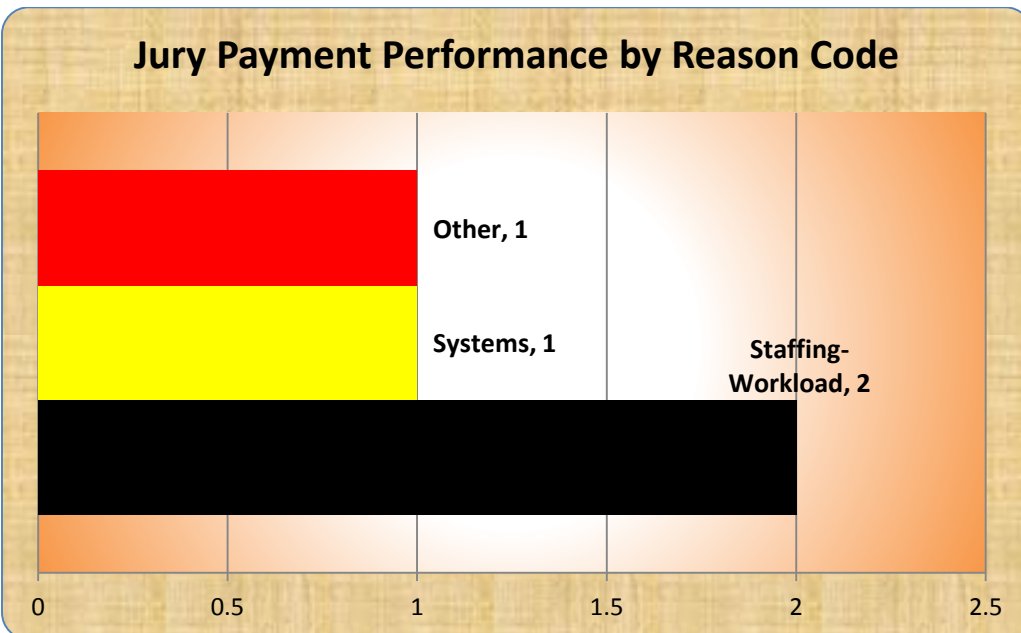
At or Above Standard	63
Below Standard	4



## 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	2
Staffing - Training	0
Systems	1
Procedural	0
Other	1
<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 2 1/1-3/31		External								1
Baker	Qrt 2 1/1-3/31							External			1
Bay	Qrt 2 1/1-3/31	Internal	External					External			3
Bradford	Qrt 2 1/1-3/31			External							1
Brevard	Qrt 2 1/1-3/31			External				External			2
Broward	Qrt 2 1/1-3/31	Internal	Internal		Internal			Internal			4
Calhoun	Qrt 2 1/1-3/31	External	External					External			3
Charlotte	Qrt 2 1/1-3/31										0
Citrus	Qrt 2 1/1-3/31										0
Clay	Qrt 2 1/1-3/31							Internal			1
Collier	Qrt 2 1/1-3/31										0
Columbia	Qrt 2 1/1-3/31		External								1
Dade	Qrt 2 1/1-3/31		External					External			2
Desoto	Qrt 2 1/1-3/31	External	External	External							3
Dixie	Qrt 2 1/1-3/31			External				external			2
Duval	Qrt 2 1/1-3/31	External	External					External			3
Escambia	Qrt 2 1/1-3/31							External			1
Flagler	Qrt 2 1/1-3/31										0
Franklin	Qrt 2 1/1-3/31	External									1
Gadsden	Qrt 2 1/1-3/31							Internal			1
Gilchrist	Qrt 2 1/1-3/31										0
Glades	Qrt 2 1/1-3/31			External							1
Gulf	Qrt 2 1/1-3/31			External		External					2
Hamilton	Qrt 2 1/1-3/31							External			1
Hardee	Qrt 2 1/1-3/31	External									1
Hendry	Qrt 2 1/1-3/31							External			1
Hernando	Qrt 2 1/1-3/31			External				External			2
Highlands	Qrt 2 1/1-3/31	External	Internal	External	Internal						4
Hillsborough	Qrt 2 1/1-3/31	External	External					External			3
Holmes	Qrt 2 1/1-3/31	External									1
Indian River	Qrt 2 1/1-3/31	Internal									1
Jackson	Qrt 2 1/1-3/31										0
Jefferson	Qrt 2 1/1-3/31										0
Lafayette	Qrt 2 1/1-3/31	External									1
Lake	Qrt 2 1/1-3/31										0
Lee	Qrt 2 1/1-3/31							External			1
Leon	Qrt 2 1/1-3/31		External			External		External			3
Levy	Qrt 2 1/1-3/31							External			1
Liberty	Qrt 2 1/1-3/31							External			1
Madison	Qrt 2 1/1-3/31							External	Internal		2
Manatee	Qrt 2 1/1-3/31							Internal			1
Marion	Qrt 2 1/1-3/31		Internal								1
Martin	Qrt 2 1/1-3/31										0
Monroe	Qrt 2 1/1-3/31										0
Nassau	Qrt 2 1/1-3/31										0
Okaloosa	Qrt 2 1/1-3/31	External						External			2
Okeechobee	Qrt 2 1/1-3/31										0
Orange	Qrt 2 1/1-3/31		Internal	External				Internal			3
Osceola	Qrt 2 1/1-3/31	Internal						Internal			2
Palm Beach	Qrt 2 1/1-3/31		External								1
Pasco	Qrt 2 1/1-3/31	External									1

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 2 1/1-3/31		Internal	Internal				Internal			3
Polk	Qrt 2 1/1-3/31	External	Internal					External			3
Putnam	Qrt 2 1/1-3/31										0
Santa Rosa	Qrt 2 1/1-3/31							Internal			1
Sarasota	Qrt 2 1/1-3/31		Internal					Internal			2
Seminole	Qrt 2 1/1-3/31										0
St. Johns	Qrt 2 1/1-3/31										0
St. Lucie	Qrt 2 1/1-3/31										0
Sumter	Qrt 2 1/1-3/31										0
Suwannee	Qrt 2 1/1-3/31	External									1
Taylor	Qrt 2 1/1-3/31										0
Union	Qrt 2 1/1-3/31					External					1
Volusia	Qrt 2 1/1-3/31	External	External								2
Wakulla	Qrt 2 1/1-3/31										0
Walton	Qrt 2 1/1-3/31										0
Washington	Qrt 2 1/1-3/31							Internal			1
<b>Statewide</b>		<b>18</b>	<b>18</b>	<b>10</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>29</b>	<b>1</b>	<b>0</b>	<b>81</b>
<b>Internal Reasons</b>		<b>4</b>	<b>7</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>10</b>	<b>1</b>	<b>0</b>	<b>25</b>
<b>External Reasons</b>		<b>14</b>	<b>11</b>	<b>9</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>19</b>	<b>0</b>	<b>0</b>	<b>56</b>

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

**CFY 2015/16 2nd Quarter Analysis**

**Circuit Criminal**

**Drug Trafficking**

**Circuit Criminal Net**

CountyName	Assessment	Collection	%
Alachua	\$437,114.34	\$79,600.93	18.21%
Baker	\$49,319.00	\$8,796.90	17.84%
Bay	\$697,347.56	\$68,506.43	9.82%
Bradford	\$78,426.00	\$20,114.16	25.65%
Brevard	\$703,632.75	\$112,127.61	15.94%
Broward	\$81,196,875.26	\$483,487.14	0.60%
Calhoun	\$61,088.00	\$3,152.00	5.16%
Charlotte	\$304,871.23	\$69,308.75	22.73%
Citrus	\$512,108.90	\$78,804.29	15.39%
Clay	\$1,424,069.00	\$220,950.00	15.52%
Collier	\$580,621.21	\$52,809.41	9.10%
Columbia	\$162,243.04	\$18,821.78	11.60%
Dade	\$3,060,414.00	\$399,895.00	13.07%
Desoto	\$271,294.35	\$31,699.50	11.68%
Dixie	\$54,843.00	\$12,093.00	22.05%
Duval	\$2,672,534.85	\$145,891.45	5.46%
Escambia	\$1,218,270.64	\$123,921.18	10.17%
Flagler	\$110,945.67	\$16,624.61	14.98%
Franklin	\$68,775.63	\$4,992.40	7.26%
Gadsden	\$69,638.00	\$13,059.84	18.75%
Gilchrist	\$26,247.00	\$5,790.00	22.06%
Glades	\$13,698.50	\$1,807.75	13.20%
Gulf	\$69,069.45	\$16,555.52	23.97%
Hamilton	\$21,759.19	\$3,397.41	15.61%
Hardee	\$215,018.20	\$12,491.95	5.81%
Hendry	\$53,628.50	\$16,842.14	31.41%
Hernando	\$507,385.89	\$63,395.75	12.49%
Highlands	\$363,825.44	\$14,275.53	3.92%
Hillsborough	\$7,121,019.00	\$427,088.00	6.00%
Holmes	\$277,251.25	\$21,146.26	7.63%
Indian River	\$1,448,249.35	\$38,495.81	2.66%
Jackson	\$114,976.75	\$17,450.71	15.18%
Jefferson	\$22,456.58	\$7,254.86	32.31%
Lafayette	\$19,895.33	\$ -	0.00%
Lake	\$1,157,179.62	\$133,714.14	11.56%
Lee	\$ 1,350,002.00	\$ 142,188.00	10.53%
Leon	\$1,021,431.18	\$184,518.08	18.06%
Levy	\$107,475.50	\$12,676.39	11.79%
Liberty	\$29,666.50	\$6,001.66	20.23%
Madison	\$89,544.52	\$11,534.78	12.88%
Manatee	\$637,056.62	\$91,485.71	14.36%
Marion	\$1,429,070.02	\$164,951.06	11.54%
Martin	\$325,952.52	\$36,514.08	11.20%
Monroe	\$344,705.00	\$76,545.00	22.21%
Nassau	\$78,879.04	\$21,537.15	27.30%
Okaloosa	\$2,003,089.68	\$95,255.17	4.76%
Okeechobee	\$300,595.76	\$30,863.61	10.27%
Orange	\$2,974,202.00	\$372,556.00	12.53%
Osceola	\$2,881,813.77	\$186,312.54	6.47%
Palm Beach	\$1,671,869.21	\$188,701.48	11.29%
Pasco	\$2,436,843.26	\$183,673.86	7.54%
Pinellas	\$2,865,510.00	\$331,139.00	11.56%
Polk	\$2,491,978.80	\$219,503.85	8.81%
Putnam	\$436,110.24	\$19,401.05	4.45%
Santa Rosa	\$432,049.99	\$63,812.35	14.77%

Assessment	Collection	%
\$105,725.36	\$39.85	0.04%
\$ -	\$ -	#DIV/0!
\$104,854.00	\$145.00	0.14%
\$ -	\$ -	#DIV/0!
\$213,080.00	\$193.00	0.09%
\$49,590,293.25	\$11,786.74	0.02%
\$ -	\$ -	#DIV/0!
\$711.00	\$0.00	0.00%
\$214,107.00	\$1,348.74	0.63%
\$766,279.00	\$26,206.00	3.42%
\$319,478.93	\$408.93	0.13%
\$ -	\$ -	#DIV/0!
\$582,585.00	\$9,827.00	1.69%
\$ -	\$ -	#DIV/0!
\$ -	\$ -	#DIV/0!
\$1,395,877.00	\$11,814.44	0.85%
\$372,376.00	\$1,237.00	0.33%
\$ -	\$ -	#DIV/0!
\$ -	\$ -	#DIV/0!
\$17,221.00	\$7,008.00	40.69%
\$ -	\$ -	#DIV/0!
\$ -	\$ -	#DIV/0!
\$ -	\$ -	#DIV/0!
\$ -	\$ -	#DIV/0!
\$ -	\$ -	#DIV/0!
\$105,865.00	\$100.00	0.09%
\$ -	\$ -	#DIV/0!
\$106,051.00	\$ -	0.00%
\$100,000.00	\$ -	0.00%
\$4,554,894.00	\$577.98	0.01%
\$ -	\$ -	#DIV/0!
\$1,016,659.91	\$664.62	0.07%
\$ -	\$ -	#DIV/0!
\$ -	\$ -	#DIV/0!
\$ -	\$ -	#DIV/0!
\$250,000.00	\$ -	0.00%
\$ 739,790.00	\$ 50.00	0.01%
\$104,920.95	\$395.40	0.38%
\$ -	\$ -	#DIV/0!
\$2,625.00	\$ -	0.00%
\$ -	\$ -	#DIV/0!
\$105,418.00	\$ -	0.00%
\$553,921.60	\$2,077.37	0.38%
\$ -	\$ -	#DIV/0!
\$203,146.00	\$30,309.37	14.92%
\$ -	\$ -	#DIV/0!
\$1,058,909.00	\$ -	0.00%
\$100,000.00	\$ -	0.00%
\$1,284,826.20	\$3,263.94	0.25%
\$1,720,111.00	\$1,143.84	0.07%
\$581,283.05	\$ -	0.00%
\$409,030.57	\$ -	0.00%
\$1,272,709.00	\$493.00	0.04%
\$ -	\$ -	#DIV/0!
\$265,450.00	\$ -	0.00%
\$ -	\$ -	#DIV/0!

Assessment	Collection	%
\$331,388.98	\$ 79,561.08	24.01%
\$ 49,319.00	\$ 8,796.90	17.84%
\$ 592,493.56	\$ 68,361.43	11.54%
\$ 78,426.00	\$ 20,114.16	25.65%
\$ 490,552.75	\$ 111,934.61	22.82%
\$ 31,606,582.01	\$ 471,700.40	1.49%
\$ 61,088.00	\$ 3,152.00	5.16%
\$ 304,160.23	\$ 69,308.75	22.79%
\$ 298,001.90	\$ 77,455.55	25.99%
\$ 657,790.00	\$ 194,744.00	29.61%
\$ 261,142.28	\$ 52,400.48	20.07%
\$ 162,243.04	\$ 18,821.78	11.60%
\$ 2,477,829.00	\$ 390,068.00	15.74%
\$ 271,294.35	\$ 31,699.50	11.68%
\$ 54,843.00	\$ 12,093.00	22.05%
\$ 1,276,657.85	\$ 134,077.01	10.50%
\$ 845,894.64	\$ 122,684.18	14.50%
\$ 110,945.67	\$ 16,624.61	14.98%
\$ 68,775.63	\$ 4,992.40	7.26%
\$ 52,417.00	\$ 6,051.84	11.55%
\$ 26,247.00	\$ 5,790.00	22.06%
\$ 13,698.50	\$ 1,807.75	13.20%
\$ 69,069.45	\$ 16,555.52	23.97%
\$ 21,759.19	\$ 3,397.41	15.61%
\$ 109,153.20	\$ 12,391.95	11.35%
\$ 53,628.50	\$ 16,842.14	31.41%
\$ 401,334.89	\$ 63,395.75	15.80%
\$ 263,825.44	\$ 14,275.53	5.41%
\$ 2,566,125.00	\$ 426,510.02	16.62%
\$ 277,251.25	\$ 21,146.26	7.63%
\$ 431,589.44	\$ 37,831.19	8.77%
\$ 114,976.75	\$ 17,450.71	15.18%
\$ 22,456.58	\$ 7,254.86	32.31%
\$ 19,895.33	\$ -	0.00%
\$ 907,179.62	\$ 133,714.14	14.74%
\$ 610,212.00	\$ 142,138.00	23.29%
\$ 916,510.23	\$ 184,122.68	20.09%
\$ 107,475.50	\$ 12,676.39	11.79%
\$ 27,041.50	\$ 6,001.66	22.19%
\$ 89,544.52	\$ 11,534.78	12.88%
\$ 531,638.62	\$ 91,485.71	17.21%
\$ 875,148.42	\$ 162,873.69	18.61%
\$ 325,952.52	\$ 36,514.08	11.20%
\$ 141,559.00	\$ 46,235.63	32.66%
\$ 78,879.04	\$ 21,537.15	27.30%
\$ 944,180.68	\$ 95,255.17	10.09%
\$ 200,595.76	\$ 30,863.61	15.39%
\$ 1,689,375.80	\$ 369,292.06	21.86%
\$ 1,161,702.77	\$ 185,168.70	15.94%
\$ 1,090,586.16	\$ 188,701.48	17.30%
\$ 2,027,812.69	\$ 183,673.86	9.06%
\$ 1,592,801.00	\$ 330,646.00	20.76%
\$ 2,491,978.80	\$ 219,503.85	8.81%
\$ 170,660.24	\$ 19,401.05	11.37%
\$ 432,049.99	\$ 63,812.35	14.77%

CountyName	Assessment	Collection	%
Sarasota	\$714,734.00	\$90,788.59	12.70%
Seminole	\$1,105,848.20	\$210,846.50	19.07%
St. Johns	\$429,394.81	\$69,951.63	16.29%
St. Lucie	\$1,034,932.50	\$104,810.90	10.13%
Sumter	\$288,848.65	\$39,900.22	13.81%
Suwannee	\$523,836.77	\$36,189.83	6.91%
Taylor	\$146,760.70	\$25,820.07	17.59%
Union	\$16,491.75	\$1,639.21	9.94%
Volusia	\$1,771,179.47	\$109,203.12	6.17%
Wakulla	\$62,373.00	\$6,955.05	11.15%
Walton	\$270,813.00	\$25,506.00	9.42%
Washington	\$120,820.13	\$11,813.66	9.78%
<b>Statewide</b>	<b>\$ 135,559,971.07</b>	<b>\$ 5,916,957.81</b>	<b>4.36%</b>

Assessment	Collection	%
\$184,574.00	\$ 5.00	0.00%
\$598,271.00	\$212,549.70	35.53%
\$105,618.00	\$ -	0.00%
\$401,501.00	\$1,372.76	0.34%
\$ -	\$ -	#DIV/0!
\$324,787.00	\$ -	0.00%
\$ -	\$ -	#DIV/0!
\$ -	\$ -	#DIV/0!
\$707,000.64	\$ 618.00	0.09%
\$ -	\$ -	#DIV/0!
\$ 100,000.00	\$ -	0.00%
\$ -	\$ -	#DIV/0!
<b>\$ 70,639,949.46</b>	<b>\$ 323,635.68</b>	<b>0.46%</b>

Assessment	Collection	%
\$ 530,160.00	\$ 90,783.59	17.12%
\$ 507,577.20	\$ (1,703.20)	-0.34%
\$ 323,776.81	\$ 69,951.63	21.60%
\$ 633,431.50	\$ 103,438.14	16.33%
\$ 288,848.65	\$ 39,900.22	13.81%
\$ 199,049.77	\$ 36,189.83	18.18%
\$ 146,760.70	\$ 25,820.07	17.59%
\$ 16,491.75	\$ 1,639.21	9.94%
\$ 1,064,178.83	\$ 108,585.12	10.20%
\$ 62,373.00	\$ 6,955.05	11.15%
\$ 170,813.00	\$ 25,506.00	14.93%
\$ 120,820.13	\$ 11,813.66	9.78%
<b>\$ 64,920,021.61</b>	<b>\$ 5,593,322.13</b>	<b>8.62%</b>

Font indicates Counties that would have surpassed the Circuit Criminal performance standard if drug trafficking assessments and collection data was omitted from the formula.

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

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
Levy	Qrt 2 1/1-3/31				Staffing - Internal							1
Liberty	Qrt 2 1/1-3/31					Staffing - Internal						1
Madison	Qrt 2 1/1-3/31	Staffing - Internal	Staffing - Internal		Staffing - Internal							3
Manatee	Qrt 2 1/1-3/31											0
Marion	Qrt 2 1/1-3/31							Staffing - Internal				1
Martin	Qrt 2 1/1-3/31											0
Monroe	Qrt 2 1/1-3/31											0
Nassau	Qrt 2 1/1-3/31											0
Okaloosa	Qrt 2 1/1-3/31											0
Okeechobee	Qrt 2 1/1-3/31										Staffing - External	1
Orange	Qrt 2 1/1-3/31											0
Osceola	Qrt 2 1/1-3/31											0
Palm Beach	Qrt 2 1/1-3/31											0
Pasco	Qrt 2 1/1-3/31											0
Pinellas	Qrt 2 1/1-3/31											0
Polk	Qrt 2 1/1-3/31											0
Putnam	Qrt 2 1/1-3/31	Staffing - Internal	Staffing - Internal		Staffing - Internal							3
Santa Rosa	Qrt 2 1/1-3/31											0
Sarasota	Qrt 2 1/1-3/31											0
Seminole	Qrt 2 1/1-3/31											0
St. Johns	Qrt 2 1/1-3/31											0
St. Lucie	Qrt 2 1/1-3/31											0
Sumter	Qrt 2 1/1-3/31											0
Suwannee	Qrt 2 1/1-3/31											0
Taylor	Qrt 2 1/1-3/31											0
Union	Qrt 2 1/1-3/31			Staffing - Internal								1
Volusia	Qrt 2 1/1-3/31											0
Wakulla	Qrt 2 1/1-3/31											0
Walton	Qrt 2 1/1-3/31											0
Washington	Qrt 2 1/1-3/31											0
<b>Statewide</b>		<b>4</b>	<b>2</b>	<b>2</b>	<b>6</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>24</b>
<b>Internal Reasons</b>		<b>3</b>	<b>2</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>21</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>0</b>	<b>0</b>	<b>1</b>	<b>3</b>

County	Reporting Quarter	Appendix D: Timeliness Standard 2 (Cases Docketed) Performance by Division										Total
		Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependency	
Alachua	Qrt 2 1/1-3/31											0
Baker	Qrt 2 1/1-3/31											0
Bay	Qrt 2 1/1-3/31											0
Bradford	Qrt 2 1/1-3/31											0
Brevard	Qrt 2 1/1-3/31											0
Broward	Qrt 2 1/1-3/31						Staffing - Internal			Staffing - Internal		2
Calhoun	Qrt 2 1/1-3/31											0
Charlotte	Qrt 2 1/1-3/31											0
Citrus	Qrt 2 1/1-3/31											0
Clay	Qrt 2 1/1-3/31			Staffing - Internal								1
Collier	Qrt 2 1/1-3/31											0
Columbia	Qrt 2 1/1-3/31											0
Dade	Qrt 2 1/1-3/31						Staffing - Internal					1
Desoto	Qrt 2 1/1-3/31											0
Dixie	Qrt 2 1/1-3/31	Staffing - Internal						Staffing - Internal				2
Duval	Qrt 2 1/1-3/31											0
Escambia	Qrt 2 1/1-3/31											0
Flagler	Qrt 2 1/1-3/31											0
Franklin	Qrt 2 1/1-3/31											0
Gadsden	Qrt 2 1/1-3/31											0
Gilchrist	Qrt 2 1/1-3/31											0
Glades	Qrt 2 1/1-3/31											0
Gulf	Qrt 2 1/1-3/31											0
Hamilton	Qrt 2 1/1-3/31											0
Hardee	Qrt 2 1/1-3/31											0
Henry	Qrt 2 1/1-3/31	Staffing - External	Staffing - External		Staffing - External							3
Hernando	Qrt 2 1/1-3/31											0
Highlands	Qrt 2 1/1-3/31											0
Hillsborough	Qrt 2 1/1-3/31											0
Holmes	Qrt 2 1/1-3/31											0
Indian River	Qrt 2 1/1-3/31											0
Jackson	Qrt 2 1/1-3/31											0
Jefferson	Qrt 2 1/1-3/31											0
Lafayette	Qrt 2 1/1-3/31											0
Lake	Qrt 2 1/1-3/31											0
Lee	Qrt 2 1/1-3/31											0
Leon	Qrt 2 1/1-3/31											0
Levy	Qrt 2 1/1-3/31					Staffing - Internal			Staffing - Internal	Staffing - Internal		3
Liberty	Qrt 2 1/1-3/31											0
Madison	Qrt 2 1/1-3/31		Staffing - Internal		Staffing - Internal							2
Manatee	Qrt 2 1/1-3/31											0
Marion	Qrt 2 1/1-3/31	Systems/Conversions - External										1
Martin	Qrt 2 1/1-3/31											0
Monroe	Qrt 2 1/1-3/31											0
Nassau	Qrt 2 1/1-3/31											0



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
Okaloosa	Qrt 2 1/1-3/31											0
Okeechobee	Qrt 2 1/1-3/31											0
Orange	Qrt 2 1/1-3/31											0
Osceola	Qrt 2 1/1-3/31											0
Palm Beach	Qrt 2 1/1-3/31					Staffing - Internal						1
Pasco	Qrt 2 1/1-3/31											0
Pinellas	Qrt 2 1/1-3/31											0
Polk	Qrt 2 1/1-3/31									Staffing - Internal		1
Putnam	Qrt 2 1/1-3/31		Staffing - Internal									1
Santa Rosa	Qrt 2 1/1-3/31											0
Sarasota	Qrt 2 1/1-3/31											0
Seminole	Qrt 2 1/1-3/31											0
St. Johns	Qrt 2 1/1-3/31											0
St. Lucie	Qrt 2 1/1-3/31											0
Sumter	Qrt 2 1/1-3/31											0
Suwannee	Qrt 2 1/1-3/31											0
Taylor	Qrt 2 1/1-3/31											0
Union	Qrt 2 1/1-3/31											0
Volusia	Qrt 2 1/1-3/31											0
Wakulla	Qrt 2 1/1-3/31											0
Walton	Qrt 2 1/1-3/31											0
Washington	Qrt 2 1/1-3/31	Staffing - Internal		Staffing - Internal								2
<b>Statewide</b>		<b>4</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>20</b>
<b>Internal Reasons</b>		<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>16</b>
<b>External Reasons</b>		<b>2</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</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 2 Collections -External Reasons Provided

Count	County	Division	Action Plan to Improve	Reason Code
1	Alachua	County Criminal	Economy / Type of case	External to Clerk's Control
2	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
3	Bay	County Criminal	Bay County is using all methods at our disposal to collect fees.	External to Clerk's Control
4	Bay	Civil Traffic	Bay County is using all methods at our disposal to collect fees.	External to Clerk's Control
5	Bradford	Juvenile Delinquency	Parents are having a hard time paying and the Department of Juvenile Justice does not seem to make paying the court costs an important part of their probation. Set compliance date to return and pay or set up community service work.	External to Clerk's Control
6	Brevard	Juvenile Delinquency	The standard was not met despite pursuit of all collection efforts within the control of 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.	External to Clerk's Control
7	Brevard	Civil Traffic	External	External to Clerk's Control
8	Calhoun	Circuit Criminal	Will work collections once release from prison.	External to Clerk's Control
9	Calhoun	County Criminal	More than \$5,000 was converted to a civil judgment and the individuals did jail time.	External to Clerk's Control
10	Calhoun	Civil Traffic	Will continue all collection efforts.	External to Clerk's Control
11	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
12	Miami-Dade	County Criminal	Due to our current economic conditions, many defendants are indigent or transient making collection efforts more difficult.	External to Clerk's Control
13	Miami-Dade	Civil Traffic	We currently have a significant number of payment plans which extend the time required for full collection.	External to Clerk's Control
14	Desoto	Circuit Criminal	Although collection efforts were maintained, ability to pay was significantly decreased. Continue collection efforts for next quarter.	External to Clerk's Control
15	Desoto	County Criminal	Although collections efforts were maintained, ability to pay was significantly decreased. Continue collection efforts for next quarter.	External to Clerk's Control
16	Desoto	Juvenile Delinquency	Although collection efforts were maintained, ability to pay decreased significantly. Will continue collection efforts for next quarter	External to Clerk's Control
17	Dixie	Juvenile Delinquency	We are doing everything possible	External to Clerk's Control
18	Dixie	Civil Traffic	We are doing everything possible	External to Clerk's Control
19	Duval	Circuit Criminal	Reviewing collection agency performance and other on-line payment options.	External to Clerk's Control
20	Duval	County Criminal	Reviewing collection agency performance and other on-line payment options.	External to Clerk's Control
21	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
22	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
23	Franklin	Circuit Criminal	Judge assessed minimal partial payments to start after prison term. Current Judge is working with clerk's office to try to improve collections.	External to Clerk's Control
24	Glades	Juvenile Delinquency	These have been sent to Collections.	External to Clerk's Control
25	Gulf	Juvenile Delinquency	Most minors have no income available to pay fines. They do community services programs with some cases. DJJ has not provided community service hours for defendants.	External to Clerk's Control

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

### CFY 2015/16 Quarter 2 Collections -External Reasons Provided

Count	County	Division	Action Plan to Improve	Reason Code
26	Gulf	Circuit Civil	Inmate cases on which filing fees are owed on have not been collected. We have no control over when these are paid.	External to Clerk's Control
27	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
28	Hardee	Circuit Criminal	Mandatory assessment - drug trafficking case.	External to Clerk's Control
29	Hendry	Civil Traffic	Non-Pays	External to Clerk's Control
30	Hernando	Juvenile Delinquency	We have not yet set up payment plans since we are finding it difficult to send to collections based on the sensitive nature of Juvenile records.	External to Clerk's Control
31	Hernando	Civil Traffic	We have changed collection agencies and are slowing coming up to standard.	External to Clerk's Control
32	Highlands	Circuit Criminal	Defendants sentenced to Prison do not normally start payment until released from custody. We send our outstanding assessments to Penn Collection Agency	External to Clerk's Control
33	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.	External to Clerk's Control
34	Hillsborough	Circuit Criminal	Continued dunning notice and collection agency process	External to Clerk's Control
35	Hillsborough	County Criminal	Continued dunning notice and collection agency process	External to Clerk's Control
36	Hillsborough	Civil Traffic	Continued use of internal collection methods and referral to outside collection agencies.	External to Clerk's Control
37	Holmes	Circuit Criminal	Fines reduced to civil judgement. Collections are being pursued by outside agency--Pioneer.	External to Clerk's Control
38	Lafayette	Circuit Criminal	The defendants were incarcerated.	External to Clerk's Control
39	Lee	Civil Traffic	Representative in the uncollected balance; 69% or \$424k are toll cases and of those toll cases, 88% have been referred to a collection agency	External to Clerk's Control
40	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
41	Leon	Circuit Civil	A change to this report occurred in 6/2013 which fixed a reporting error. After fixing that error, it exposed the low collection rate among prisoner cases	External to Clerk's Control
42	Leon	Civil Traffic	Question Standard. Statistically speaking this is so close (0.33%) to the standard, that it should be counted as meeting the standard.	External to Clerk's Control
43	Levy	Civil Traffic	Economy	External to Clerk's Control
44	Liberty	Civil Traffic	Measure was not met due to non-payment of traffic citations. Continue to send to collection agency.	External to Clerk's Control
45	Madison	Civil Traffic	Encourage payment in full.	External to Clerk's Control
46	Okaloosa	Circuit Criminal	More of the Defendant's are either incarcerated or indigent.	External to Clerk's Control
47	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
48	Orange	Juvenile Delinquency	Unsure why rate dropped below 9%. This is the first quarter this has ever happened. Dollars are immaterial for juvenile cases.	External to Clerk's Control
49	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
50	Pasco	Circuit Criminal	Uncollectable drug trafficking	External to Clerk's Control
51	Polk	Circuit Criminal	Polk is looking to send cases to outside collections in an effort to collect on older Felony cases. Also, our systems will not yet permit us to pull out the drug trafficking assessments.	External to Clerk's Control
52	Polk	Civil Traffic	Lack of payments from customers.	External to Clerk's Control

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

### CFY 2015/16 Quarter 2 Collections - External Reasons Provided

<u>Count</u>	<u>County</u>	<u>Division</u>	<u>Action Plan to Improve</u>	<u>Reason Code</u>
53	Suwannee	Circuit Criminal	Researching methods to collect from incarcerated defendants who are imprisoned for numerous years due to drug trafficking charges.	External to Clerk's Control
54	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
55	Volusia	Circuit Criminal	Increase number of late pay and non-pay cases sent to collection agencies.	External to Clerk's Control
56	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.	External to Clerk's Control

### CFY 2015/16 Quarter 2 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	Criminal Traffic	Down 1.0 FTE in this area and one experienced employee left to work for Court Admin with higher pay.	Staffing-External
2	Hendry	Circuit Criminal	Need increase in budget to hire more clerks and/or allow for overtime	Staffing-External
3	Okeechobee	Juvenile Dependency	understaffed therefore we are cross training in all areas	Staffing-External

### CFY 2015/16 Quarter 2 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	Marion	Circuit Criminal	CLERICUS ICPS- A continued work in progress with Civitek	Systems/Conversions-External

<b>Appendix F - Juror Payment Performance</b>		
<b>County</b>	<b>Reporting Quarter</b>	<b>Juror Payment All Courts</b>
Alachua	Qrt 2 1/1/16-3/31/16	
Baker	Qrt 2 1/1/16-3/31/16	
Bay	Qrt 2 1/1/16-3/31/16	
Bradford	Qrt 2 1/1/16-3/31/16	X
Brevard	Qrt 2 1/1/16-3/31/16	
Broward	Qrt 2 1/1/16-3/31/16	
Calhoun	Qrt 2 1/1/16-3/31/16	
Charlotte	Qrt 2 1/1/16-3/31/16	
Citrus	Qrt 2 1/1/16-3/31/16	
Clay	Qrt 2 1/1/16-3/31/16	
Collier	Qrt 2 1/1/16-3/31/16	
Columbia	Qrt 2 1/1/16-3/31/16	
Dade	Qrt 2 1/1/16-3/31/16	
Desoto	Qrt 2 1/1/16-3/31/16	
Dixie	Qrt 2 1/1/16-3/31/16	X
Duval	Qrt 2 1/1/16-3/31/16	
Escambia	Qrt 2 1/1/16-3/31/16	
Flagler	Qrt 2 1/1/16-3/31/16	
Franklin	Qrt 2 1/1/16-3/31/16	
Gadsden	Qrt 2 1/1/16-3/31/16	X
Gilchrist	Qrt 2 1/1/16-3/31/16	
Glades	Qrt 2 1/1/16-3/31/16	
Gulf	Qrt 2 1/1/16-3/31/16	
Hamilton	Qrt 2 1/1/16-3/31/16	
Hardee	Qrt 2 1/1/16-3/31/16	
Hendry	Qrt 2 1/1/16-3/31/16	
Hernando	Qrt 2 1/1/16-3/31/16	
Highlands	Qrt 2 1/1/16-3/31/16	
Hillsborough	Qrt 2 1/1/16-3/31/16	
Holmes	Qrt 2 1/1/16-3/31/16	
Indian River	Qrt 2 1/1/16-3/31/16	
Jackson	Qrt 2 1/1/16-3/31/16	
Jefferson	Qrt 2 1/1/16-3/31/16	
Lafayette	Qrt 2 1/1/16-3/31/16	
Lake	Qrt 2 1/1/16-3/31/16	
Lee	Qrt 2 1/1/16-3/31/16	
Leon	Qrt 2 1/1/16-3/31/16	

Appendix F - Juror Payment Performance		
County	Reporting Quarter	Juror Payment All Courts
Levy	Qrt 2 1/1/16-3/31/16	
Liberty	Qrt 2 1/1/16-3/31/16	
Madison	Qrt 2 1/1/16-3/31/16	
Manatee	Qrt 2 1/1/16-3/31/16	
Marion	Qrt 2 1/1/16-3/31/16	
Martin	Qrt 2 1/1/16-3/31/16	
Monroe	Qrt 2 1/1/16-3/31/16	X
Nassau	Qrt 2 1/1/16-3/31/16	
Okaloosa	Qrt 2 1/1/16-3/31/16	
Okeechobee	Qrt 2 1/1/16-3/31/16	
Orange	Qrt 2 1/1/16-3/31/16	
Osceola	Qrt 2 1/1/16-3/31/16	
Palm Beach	Qrt 2 1/1/16-3/31/16	
Pasco	Qrt 2 1/1/16-3/31/16	
Pinellas	Qrt 2 1/1/16-3/31/16	
Polk	Qrt 2 1/1/16-3/31/16	
Putnam	Qrt 2 1/1/16-3/31/16	
Santa Rosa	Qrt 2 1/1/16-3/31/16	
Sarasota	Qrt 2 1/1/16-3/31/16	
Seminole	Qrt 2 1/1/16-3/31/16	
St. Johns	Qrt 2 1/1/16-3/31/16	
St. Lucie	Qrt 2 1/1/16-3/31/16	
Sumter	Qrt 2 1/1/16-3/31/16	
Suwannee	Qrt 2 1/1/16-3/31/16	
Taylor	Qrt 2 1/1/16-3/31/16	
Union	Qrt 2 1/1/16-3/31/16	
Volusia	Qrt 2 1/1/16-3/31/16	
Wakulla	Qrt 2 1/1/16-3/31/16	
Walton	Qrt 2 1/1/16-3/31/16	
Washington	Qrt 2 1/1/16-3/31/16	
<b>Statewide</b>		<b>4</b>