

**County Fiscal Year 2016-2017  
Collections Quarterly Report Form**

**REQUIRED: Reason Codes AND Action to Improve / Descriptions Required if Measure(s) Not Met**  
**Internal:** Must clarify reason AND expected duration internal reason will be resolved  
**External:** Detailed explanation of external reason the measure wasn't met

Report for Quarter Ending: **September 2017**

Version #: **1**

County: **Hillsborough**

Contact Person: **Angela Gary-Austin**

Telephone #: **813-276-2029 ext 3886**

Court/Case Type: **Circuit Criminal**

Performance Measure Standard: **9%**

Email: **gary@hillsclerk.com**

Control Groups		10/01/15 - 12/31/15	01/01/16 - 03/31/16	04/01/16 - 06/30/16	07/01/16 - 09/30/16	10/01/16 - 12/31/16	01/01/17 - 03/31/17	04/01/17 - 06/30/17	07/01/17 - 09/30/17	Action Plan	
		Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 5				Reason Code	Current Actions to Improve
<b>CGE CQ1-17</b>	<b>RPE 12/31/15</b>										
	C = Cumulative Collections	\$376,142.00	\$443,789.00	\$516,801.00	\$566,300.00	\$613,437.00					
	A = Amount Assessed - Adjusted	\$5,619,467.00	\$5,597,448.00	\$5,588,852.00	\$5,582,051.00	\$5,575,215.00					
	CR = Collection Rate	6.69%	7.93%	9.25%	10.15%	11.00%					
<b>CGE CQ2-17</b>	<b>RPE 03/31/16</b>		Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 5			<b>External</b>	Continued dunning notice and collection agency process
	C = Cumulative Collections		\$199,553.00	\$287,889.00	\$340,860.00	\$399,547.00	\$448,776.00				
	A = Amount Assessed - Adjusted		\$7,359,615.00	\$6,184,425.00	\$6,221,012.00	\$6,210,694.00	\$6,200,524.00				
	CR = Collection Rate		2.71%	4.66%	5.48%	6.43%	7.24%				
<b>CGE CQ3-17</b>	<b>RPE 06/30/16</b>			Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 5		<b>External</b>	Continued dunning notice and collection agency process
	C = Cumulative Collections			\$254,489.00	\$336,502.00	\$406,893.00	\$468,230.00	\$521,174.00			
	A = Amount Assessed - Adjusted			\$8,060,791.00	\$8,089,743.00	\$8,081,605.00	\$8,074,467.00	\$8,064,355.00			
	CR = Collection Rate			3.16%	4.16%	5.03%	5.80%	6.46%			
<b>CGE CQ4-17</b>	<b>RPE 09/30/16</b>				Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 5	<b>External</b>	Continued dunning notice and collection agency process
	C = Cumulative Collections				\$394,549.00	\$480,201.00	\$550,582.00	\$622,396.00	\$672,819.00		
	A = Amount Assessed - Adjusted				\$8,743,250.00	\$8,724,520.00	\$8,713,024.00	\$8,700,947.00	\$8,690,261.00		
	CR = Collection Rate				4.51%	5.50%	6.32%	7.15%	7.74%		
<b>CGE CQ1-18</b>	<b>RPE 12/31/16</b>					Qtr 1	Qtr 2	Qtr 3	Qtr 4		
	C = Cumulative Collections					\$335,452.00	\$410,199.00	\$472,469.00	\$531,123.00		
	A = Amount Assessed - Adjusted					\$5,212,843.00	\$5,198,299.00	\$5,188,018.00	\$5,178,655.00		
	CR = Collection Rate					6.44%	7.89%	9.11%	10.26%		
<b>CGE CQ2-18</b>	<b>RPE 03/31/17</b>						Qtr 1	Qtr 2	Qtr 3		10/01/16 - 12/31/16:
	C = Cumulative Collections						\$342,063.00	\$417,522.00	\$469,840.00		
	A = Amount Assessed - Adjusted						\$5,909,302.00	\$5,885,067.00	\$5,876,550.00		
	CR = Collection Rate						5.79%	7.09%	8.00%		01/01/17 - 03/31/17:
<b>CGE CQ3-18</b>	<b>RPE 06/30/17</b>							Qtr 1	Qtr 2		
	C = Cumulative Collections							\$316,784.00	\$389,323.00		
	A = Amount Assessed - Adjusted							\$8,589,740.00	\$8,571,310.00		04/01/17 - 06/30/17:
	CR = Collection Rate							3.69%	4.54%		
<b>CGE CQ4-18</b>	<b>RPE 09/30/17</b>								Qtr 1		07/01/17 - 09/30/17:
	C = Cumulative Collections								\$247,937.00		
	A = Amount Assessed - Adjusted								\$7,716,030.00		
	CR = Collection Rate								3.21%		

**Business Rules**

**Purpose of Report:** The CCOC Collection Rate Performance Measure report tracks dollars in the quarter they are assessed and then how well those assessed dollars have been collected over the next five quarters.

**Adjustments to Assessments:** The amount assessed in a given assessment control group should be adjusted in the reporting period when assessments are later adjusted by the Court or other provisions of law.

- NOTES:** The following conditions will alert when performance standards are not met and/or established business rules within the control group are not followed.
- Action Plan:** If the 5th quarter Collection Rate is below Standard (red numbers on rose background), select a "Reason Code" and write a brief statement in "Current Action to Improve" in the green area ONLY.
  - Additional Notes Related to Collection Issues:** Include a brief explanation when either of the following conditions not consistent with the Collection Report Business Rules.
    - Cumulative Collection amount has **Decreased** from the previous quarter in the same Control Group (font color for amount will change to **RED**)
    - The Amount Assessed - Adjusted has **Increased** from the previous quarter in the same Control Group (font color for amount will change to **RED**)
  - To see Circuit Criminal Collection Rate LESS Drug Trafficking assessment and collection dollars, please see Drug Trafficking tab/page.

**County Fiscal Year 2016-2017  
Collections Quarterly Report Form for CCOC**

Report for Quarter Ending: September 2017  
Version #: 1

County: Hillsborough

Court/Case Type: Circ Crim Drug Trfc Cases

**Circuit Criminal Drug Trafficking Cases -- Not included in Corrective Action Plan**

**Note: The Collection and Amount Assessed are subsets of the entire dollars posted in the Circuit Criminal Court Division tab .  
This break-out is in response to CCOC Executive Council direction to isolate criminal drug trafficking case collection rates and mirrors the efforts within the FCCC Collections and Assessment report.**

Control Groups		10/01/15 - 12/31/15	01/01/16 - 03/31/16	04/01/16 - 06/30/16	07/01/16 - 09/30/16	10/01/16 - 12/31/16	01/01/17 - 03/31/17	04/01/17 - 06/30/17	07/01/17- 09/30/17	Circuit Criminal Less Drug Trafficking Results			
CGE CQ1-17	RPE 12/31/15	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 5					Collection	\$606,731.00	
	C = Cumulative Collections	\$505.00	\$1,679.00	\$3,922.00	\$5,262.00	\$6,706.00					Assessment	\$2,975,283.00	
	A = Amount Assessed - Adjusted	\$2,600,074.00	\$2,599,974.00	\$2,599,974.00	\$2,599,974.00	\$2,599,932.00					Adj. Cir Crim Rate	20.39%	
	CR = Collection Rate	0.02%	0.06%	0.15%	0.20%	0.26%							
CGE CQ2-17	RPE 03/31/16	Qtr 1		Qtr 2	Qtr 3	Qtr 4	Qtr 5					Collection	\$445,281.00
	C = Cumulative Collections	\$365.00		\$1,338.00	\$2,053.00	\$2,648.00	\$3,495.00					Assessment	\$2,413,699.00
	A = Amount Assessed - Adjusted	\$4,890,325.00		\$3,734,374.00	\$3,786,825.00	\$3,786,825.00	\$3,786,825.00					Adj. Cir Crim Rate	18.45%
	CR = Collection Rate	0.01%		0.04%	0.05%	0.07%	0.09%						
CGE CQ3-17	RPE 06/30/16	Qtr 1			Qtr 2	Qtr 3	Qtr 4	Qtr 5				Collection	\$517,864.00
	C = Cumulative Collections	\$869.00			\$1,471.00	\$2,649.00	\$2,931.00	\$3,310.00				Assessment	\$2,488,256.00
	A = Amount Assessed - Adjusted	\$5,524,301.00			\$5,576,650.00	\$5,576,600.00	\$5,576,600.00	\$5,576,099.00				Adj. Cir Crim Rate	20.81%
	CR = Collection Rate	0.02%			0.03%	0.05%	0.05%	0.06%					
CGE CQ4-17	RPE 09/30/16	Qtr 1			Qtr 2	Qtr 3	Qtr 4	Qtr 5				Collection	\$669,716.00
	C = Cumulative Collections	\$444.00			\$665.00	\$1,755.00	\$2,316.00	\$3,103.00				Assessment	\$2,675,711.00
	A = Amount Assessed - Adjusted	\$6,014,700.00			\$6,014,550.00	\$6,014,550.00	\$6,014,550.00	\$6,014,550.00				Adj. Cir Crim Rate	25.03%
	CR = Collection Rate	0.01%			0.01%	0.03%	0.04%	0.05%					
CGE CQ1-18	RPE 12/31/16	Qtr 1		Qtr 2	Qtr 3	Qtr 4					Collection	\$1,971.00	
	C = Cumulative Collections	\$844.00		\$996.00	\$1,261.00	\$1,971.00					Assessment	\$2,731,010.00	
	A = Amount Assessed - Adjusted	\$2,731,295.00		\$2,731,095.00	\$2,731,010.00	\$2,731,010.00					Adj. Cir Crim Rate	0.07%	
	CR = Collection Rate	0.03%		0.04%	0.05%	0.07%							
CGE CQ2-18	RPE 03/31/17	Qtr 1		Qtr 2	Qtr 3					Collection	\$1,428.00		
	C = Cumulative Collections	\$608.00		\$988.00	\$1,428.00					Assessment	\$3,296,008.00		
	A = Amount Assessed - Adjusted	\$3,296,258.00		\$3,296,058.00	\$3,296,008.00					Adj. Cir Crim Rate	0.04%		
	CR = Collection Rate	0.02%		0.03%	0.04%								
CGE CQ3-18	RPE 06/30/17	Qtr 1		Qtr 2					Collection	\$1,093.00			
	C = Cumulative Collections	\$300.00		\$1,093.00					Assessment	\$5,765,076.00			
	A = Amount Assessed - Adjusted	\$5,765,276.00		\$5,765,076.00					Adj. Cir Crim Rate	0.02%			
	CR = Collection Rate	0.01%		0.02%									
CGE CQ4-18	RPE 09/30/17	Qtr 1							Collection	\$570.00			
	C = Cumulative Collections	\$570.00							Assessment	\$5,358,451.00			
	A = Amount Assessed - Adjusted	\$5,358,451.00							Adj. Cir Crim Rate	0.01%			
	CR = Collection Rate	0.01%											

**Business Rules**

**Purpose of Report:** The CCOC Collection Rate Performance Measure report tracks dollars in the quarter they are assessed and then how well those assessed dollars have been collected over the next five quarters.

**Adjustments to Assessments:** The amount assessed in a given assessment control group should be adjusted in the reporting period when assessments are later adjusted by the Court or other provisions of law.

- NOTES:** 1.) There is no agreed standard for this tab because it is a sub-set of the Circuit Criminal Court Division measures.  
2.) Circuit Criminal LESS Drug Trafficking Rate will not be calculated until all 5 quarters of data is reported.

## County Fiscal Year 2016-2017 Collections Quarterly Report Form for CCOC

Report for Quarter Ending: September 2017  
 Version #: 1  
 County: Hillsborough  
 Court/Case Type: County Criminal Performance Measure Standard: 40%

**REQUIRED: Reason Codes AND Action to Improve / Descriptions Required if Measure(s) Not Met**  
Internal: Must clarify reason AND expected duration internal reason will be resolved  
External: Detailed explanation of external reason the measure wasn't met

Control Groups		10/01/15 - 12/31/15	01/01/16 - 03/31/16	04/01/16 - 06/30/16	07/01/16 - 09/30/16	10/01/16 - 12/31/16	01/01/17 - 03/31/17	04/01/17 - 06/30/17	07/01/17 - 09/30/17	Action Plan	
		Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 5	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Reason Code
CGE CQ1-17	<b>RPE 12/31/15</b>									External	Transitioning from private probation service provider to local sheriff has greatly improved collections and we will continue to monitor performance.
	C = Cumulative Collections	\$320,711.00	\$385,845.00	\$428,384.00	\$445,105.00	\$456,956.00					
	A = Amount Assessed - Adjusted	\$1,589,904.00	\$1,458,886.00	\$1,444,806.00	\$1,440,274.00	\$1,436,390.00					
	CR = Collection Rate	20.17%	26.45%	29.65%	30.90%	31.81%					
CGE CQ2-17	<b>RPE 03/31/16</b>										
	C = Cumulative Collections		\$491,944.00	\$610,427.00	\$650,056.00	\$667,352.00	\$678,651.00				
	A = Amount Assessed - Adjusted		\$1,755,242.00	\$1,702,095.00	\$1,686,445.00	\$1,675,156.00	\$1,672,612.00				
	CR = Collection Rate		28.03%	35.86%	38.55%	39.84%	40.57%				
CGE CQ3-17	<b>RPE 06/30/16</b>									External	Transitioning from private probation service provider to local sheriff has greatly improved collections and we will continue to monitor performance.
	C = Cumulative Collections			\$407,607.00	\$519,409.00	\$560,283.00	\$595,835.00	\$609,961.00			
	A = Amount Assessed - Adjusted			\$1,616,960.00	\$1,559,278.00	\$1,541,069.00	\$1,537,593.00	\$1,534,174.00			
	CR = Collection Rate			25.21%	33.31%	36.36%	38.75%	39.76%			
CGE CQ4-17	<b>RPE 09/30/16</b>										
	C = Cumulative Collections				\$382,162.00	\$525,340.00	\$612,216.00	\$655,625.00	\$672,602.00		
	A = Amount Assessed - Adjusted				\$1,857,166.00	\$1,759,432.00	\$1,704,693.00	\$1,668,347.00	\$1,651,604.00		
	CR = Collection Rate				20.58%	29.86%	35.91%	39.30%	40.72%		
CGE CQ1-18	<b>RPE 12/31/16</b>										Additional Notes Related to Collection Issues
	C = Cumulative Collections					\$311,027.00	\$510,463.00	\$602,086.00	\$644,995.00		
	A = Amount Assessed - Adjusted					\$1,815,223.00	\$1,688,339.00	\$1,616,205.00	\$1,585,031.00		
	CR = Collection Rate					17.13%	30.23%	37.25%	40.69%		
CGE CQ2-18	<b>RPE 03/31/17</b>										10/01/16 - 12/31/16:
	C = Cumulative Collections					\$253,242.00	\$435,314.00	\$495,071.00			
	A = Amount Assessed - Adjusted					\$1,727,389.00	\$1,602,011.00	\$1,539,246.00			
	CR = Collection Rate					14.66%	27.17%	32.16%	01/01/17 - 03/31/17:		
CGE CQ3-18	<b>RPE 06/30/17</b>										04/01/17 - 06/30/17:
	C = Cumulative Collections					\$266,491.00	\$419,926.00				
	A = Amount Assessed - Adjusted					\$1,653,165.00	\$1,547,546.00				
	CR = Collection Rate					16.12%	27.13%				
CGE CQ4-18	<b>RPE 09/30/17</b>										07/01/17 - 09/30/17:
	C = Cumulative Collections							\$216,818.00			
	A = Amount Assessed - Adjusted							\$1,457,899.00			
	CR = Collection Rate							14.87%			

### Business Rules

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**NOTES:** The following conditions will alert when performance standards are not met and/or established business rules within the control group are not followed.

- 1.) **Action Plan:** If the 5th quarter Collection Rate is below Standard (red numbers on rose background), select a "Reason Code" and write a brief statement in "Current Action to Improve" in the green area ONLY.
- 2.) **Additional Notes Related to Collection Issues:** Include a brief explanation when either of the following conditions not consistent with the Collection Report Business Rules.
  - a.) Cumulative Collection amount has **Decreased** from the previous quarter in the same Control Group (font color for amount will change to **RED**)
  - b.) The Amount Assessed - Adjusted has **Increased** from the previous quarter in the same Control Group (font color for amount will change to **RED**)

## County Fiscal Year 2016-2017 Collections Quarterly Report Form for CCOC

Report for Quarter Ending: September 2017  
 Version #: 1  
 County: Hillsborough  
 Court/Case Type: Juvenile Delinquency      Performance Measure Standard: 9%

**REQUIRED: Reason Codes AND Action to Improve / Descriptions Required if Measure(s) Not Met**  
Internal: Must clarify reason AND expected duration internal reason will be resolved  
External: Detailed explanation of external reason the measure wasn't met

Control Groups		10/01/15 - 12/31/15	01/01/16 - 03/31/16	04/01/16 - 06/30/16	07/01/16 - 09/30/16	10/01/16 - 12/31/16	01/01/17 - 03/31/17	04/01/17 - 06/30/17	07/01/17 - 09/30/17	Action Plan	
		Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 5	Qtr 5	Qtr 3	Qtr 4	Qtr 5	Reason Code
CGE CQ1-17	<b>RPE 12/31/15</b>										
	C = Cumulative Collections	\$3,820.00	\$9,705.00	\$12,677.00	\$13,613.00	\$14,013.00					
	A = Amount Assessed - Adjusted	\$103,098.00	\$101,498.00	\$100,998.00	\$100,398.00	\$100,098.00					
	CR = Collection Rate	3.71%	9.56%	12.55%	13.56%	14.00%					
CGE CQ2-17	<b>RPE 03/31/16</b>										
	C = Cumulative Collections		\$6,617.00	\$11,749.00	\$15,569.00	\$16,968.00	\$16,387.00				
	A = Amount Assessed - Adjusted		\$117,971.00	\$115,821.00	\$114,871.00	\$114,596.00	\$113,027.00				
	CR = Collection Rate		5.61%	10.14%	13.55%	14.81%	14.50%				
CGE CQ3-17	<b>RPE 06/30/16</b>										
	C = Cumulative Collections			\$5,036.00	\$9,470.00	\$13,274.00	\$14,561.00	\$15,048.00			
	A = Amount Assessed - Adjusted			\$114,859.00	\$111,574.00	\$110,421.00	\$110,071.00	\$109,971.00			
	CR = Collection Rate			4.38%	8.49%	12.02%	13.23%	13.68%			
CGE CQ4-17	<b>RPE 09/30/16</b>										
	C = Cumulative Collections				\$4,524.00	\$7,407.00	\$12,080.00	\$14,021.00	\$14,750.00		
	A = Amount Assessed - Adjusted				\$112,534.00	\$110,509.00	\$110,109.00	\$110,059.00	\$109,609.00		
	CR = Collection Rate				4.02%	6.70%	10.97%	12.74%	13.46%		
CGE CQ1-18	<b>RPE 12/31/16</b>										
	C = Cumulative Collections					\$4,325.00	\$7,130.00	\$9,241.00	\$10,262.00		
	A = Amount Assessed - Adjusted					\$101,099.00	\$97,699.00	\$96,784.00	\$96,464.00		
	CR = Collection Rate					4.28%	7.30%	9.55%	10.64%		
CGE CQ2-18	<b>RPE 03/31/17</b>										
	C = Cumulative Collections						\$10,260.00	\$15,269.00	\$17,336.00		
	A = Amount Assessed - Adjusted						\$114,542.00	\$111,693.00	\$110,718.00		
	CR = Collection Rate						8.96%	13.67%	15.66%	10/01/16 - 12/31/16:	
CGE CQ3-18	<b>RPE 06/30/17</b>										
	C = Cumulative Collections							\$5,702.00	\$8,785.00		
	A = Amount Assessed - Adjusted							\$105,090.00	\$99,525.00		
	CR = Collection Rate							5.43%	8.83%	04/01/17 - 06/30/17:	
CGE CQ4-18	<b>RPE 09/30/17</b>										
	C = Cumulative Collections								\$3,189.00		
	A = Amount Assessed - Adjusted								\$77,736.00		
	CR = Collection Rate								4.10%	07/01/17 - 09/30/17:	

### Business Rules

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## County Fiscal Year 2016-2017 Collections Quarterly Report Form for CCOC

Report for Quarter Ending: September 2017  
 Version #: 1  
 County: Hillsborough  
 Court/Case Type: Criminal Traffic

Performance Measure Standard: 40%

**REQUIRED: Reason Codes AND Action to Improve / Descriptions Required if Measure(s) Not Met**

**Internal:** Must clarify reason AND expected duration internal reason will be resolved  
**External:** Detailed explanation of external reason the measure wasn't met

Control Groups		10/01/15 - 12/31/15	01/01/16 - 03/31/16	04/01/16 - 06/30/16	07/01/16 - 09/30/16	10/01/16 - 12/31/16	01/01/17 - 03/31/17	04/01/17 - 06/30/17	07/01/17 - 09/30/17	Action Plan	
		Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 5				Reason Code	Current Actions to Improve
CGE CQ1-17	RPE 12/31/15										
	C = Cumulative Collections	\$764,253.00	\$1,287,468.00	\$1,506,298.00	\$1,667,173.00	\$1,726,157.00					
	A = Amount Assessed - Adjusted	\$2,594,083.00	\$2,571,711.00	\$2,554,595.00	\$2,539,479.00	\$2,522,887.00					
	CR = Collection Rate	29.46%	50.06%	58.96%	65.65%	68.42%					
CGE CQ2-17	RPE 03/31/16										
	C = Cumulative Collections		\$921,351.00	\$1,353,641.00	\$1,545,959.00	\$1,673,793.00	\$1,779,158.00				
	A = Amount Assessed - Adjusted		\$2,662,400.00	\$2,640,431.00	\$2,629,167.00	\$2,602,249.00	\$2,589,087.00				
	CR = Collection Rate		34.61%	51.27%	58.80%	64.32%	68.72%				
CGE CQ3-17	RPE 06/30/16										
	C = Cumulative Collections			\$883,649.00	\$1,325,083.00	\$1,526,108.00	\$1,731,103.00	\$1,800,231.00			
	A = Amount Assessed - Adjusted			\$2,697,489.00	\$2,684,709.00	\$2,667,274.00	\$2,641,905.00	\$2,624,803.00			
	CR = Collection Rate			32.76%	49.36%	57.22%	65.52%	68.59%			
CGE CQ4-17	RPE 09/30/16										
	C = Cumulative Collections				\$801,661.00	\$1,291,069.00	\$1,590,403.00	\$1,791,513.00	\$1,858,759.00		
	A = Amount Assessed - Adjusted				\$2,812,303.00	\$2,746,706.00	\$2,673,521.00	\$2,615,682.00	\$2,586,822.00		
	CR = Collection Rate				28.51%	47.00%	59.49%	68.49%	71.85%		
CGE CQ1-18	RPE 12/31/16										
	C = Cumulative Collections					\$823,504.00	\$1,448,860.00	\$1,741,709.00	\$1,909,338.00		
	A = Amount Assessed - Adjusted					\$3,074,059.00	\$2,920,504.00	\$2,811,796.00	\$2,755,697.00		
	CR = Collection Rate					26.79%	49.61%	61.94%	69.29%		Additional Notes Related to Collection Issues
CGE CQ2-18	RPE 03/31/17										
	C = Cumulative Collections					\$771,271.00	\$1,350,932.00	\$1,644,682.00			
	A = Amount Assessed - Adjusted					\$3,077,741.00	\$2,967,941.00	\$2,879,652.00			
	CR = Collection Rate					25.06%	45.52%	57.11%		01/01/17 - 03/31/17:	
CGE CQ3-18	RPE 06/30/17										
	C = Cumulative Collections					\$701,235.00	\$1,192,504.00				
	A = Amount Assessed - Adjusted					\$2,808,212.00	\$2,710,493.00				04/01/17 - 06/30/17:
	CR = Collection Rate					24.97%	44.00%				
CGE CQ4-18	RPE 09/30/17										
	C = Cumulative Collections							\$529,912.00			07/01/17 - 09/30/17:
	A = Amount Assessed - Adjusted							\$2,409,210.00			
	CR = Collection Rate							22.00%			

### Business Rules

**Purpose of Report:** The CCOC Collection Rate Performance Measure report tracks dollars in the quarter they are assessed and then how well those assessed dollars have been collected over the next five quarters.

**Adjustments to Assessments:** The amount assessed in a given assessment control group should be adjusted in the reporting period when assessments are later adjusted by the Court or other provisions of law.

**NOTES:** The following conditions will alert when performance standards are not met and/or established business rules within the control group are not followed.

- 1.) **Action Plan:** If the 5th quarter Collection Rate is below Standard (red numbers on rose background), select a "Reason Code" and write a brief statement in "Current Action to Improve" in the green area ONLY.
- 2.) **Additional Notes Related to Collection Issues:** Include a brief explanation when either of the following conditions not consistent with the Collection Report Business Rules.
  - a.) Cumulative Collection amount has **Decreased** from the previous quarter in the same Control Group (font color for amount will change to **RED**)
  - b.) The Amount Assessed - Adjusted has **Increased** from the previous quarter in the same Control Group (font color for amount will change to **RED**)

## County Fiscal Year 2016-2017 Collections Quarterly Report Form for CCOC

Report for Quarter Ending: September 2017  
 Version #: 1  
 County: Hillsborough  
 Court/Case Type: Circuit Civil

Performance Measure Standard: 90%

**REQUIRED: Reason Codes AND Action to Improve / Descriptions Required if Measure(s) Not Met**  
Internal: Must clarify reason AND expected duration internal reason will be resolved  
External: Detailed explanation of external reason the measure wasn't met

Control Groups		10/01/15 - 12/31/15	01/01/16 - 03/31/16	04/01/16 - 06/30/16	07/01/16 - 09/30/16	10/01/16 - 12/31/16	01/01/17 - 03/31/17	04/01/17 - 06/30/17	07/01/17 - 09/30/17	Action Plan	
		Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 5	Qtr 5	Qtr 4	Qtr 5	Reason Code	Current Actions to Improve
CGE CQ1-17	<b>RPE 12/31/15</b>										
	C = Cumulative Collections	\$2,415,698.00	\$2,466,328.00	\$2,473,252.00	\$2,475,425.00	\$2,476,478.00					
	A = Amount Assessed - Adjusted	\$2,516,050.00	\$2,507,951.00	\$2,507,851.00	\$2,507,681.00	\$2,507,281.00					
	CR = Collection Rate	96.01%	98.34%	98.62%	98.71%	98.77%					
CGE CQ2-17	<b>RPE 03/31/16</b>										
	C = Cumulative Collections		\$2,679,070.00	\$2,713,019.00	\$2,718,732.00	\$2,719,836.00	\$2,719,707.00				
	A = Amount Assessed - Adjusted		\$2,749,640.00	\$2,746,280.00	\$2,746,280.00	\$2,746,264.00	\$2,745,454.00				
	CR = Collection Rate		97.43%	98.79%	99.00%	99.04%	99.06%				
CGE CQ3-17	<b>RPE 06/30/16</b>										
	C = Cumulative Collections			\$2,718,968.00	\$2,747,320.00	\$2,749,202.00	\$2,749,794.00	\$2,749,946.00			
	A = Amount Assessed - Adjusted			\$2,787,240.00	\$2,780,810.00	\$2,780,810.00	\$2,780,810.00	\$2,780,410.00			
	CR = Collection Rate			97.55%	98.80%	98.86%	98.88%	98.90%			
CGE CQ4-17	<b>RPE 09/30/16</b>										
	C = Cumulative Collections				\$2,511,514.00	\$2,536,205.00	\$2,543,298.00	\$2,545,947.00	\$2,546,286.00		
	A = Amount Assessed - Adjusted				\$2,583,023.00	\$2,582,429.00	\$2,581,407.00	\$2,580,387.00	\$2,580,387.00		
	CR = Collection Rate				97.23%	98.21%	98.52%	98.67%	98.68%		
CGE CQ1-18	<b>RPE 12/31/16</b>										
	C = Cumulative Collections					\$1,926,846.00	\$1,953,354.00	\$1,954,464.00	\$1,954,647.00		
	A = Amount Assessed - Adjusted					\$1,984,719.00	\$1,983,186.00	\$1,983,167.00	\$1,982,755.00		
	CR = Collection Rate					97.08%	98.50%	98.55%	98.58%		
CGE CQ2-18	<b>RPE 03/31/17</b>										
	C = Cumulative Collections						\$2,529,127.00	\$2,550,318.00	\$2,552,776.00		
	A = Amount Assessed - Adjusted						\$2,599,274.00	\$2,596,918.00	\$2,596,918.00		
	CR = Collection Rate						97.30%	98.21%	98.30%		
CGE CQ3-18	<b>RPE 06/30/17</b>										
	C = Cumulative Collections							\$2,556,263.00	\$2,581,610.00		
	A = Amount Assessed - Adjusted							\$2,619,304.00	\$2,616,649.00		
	CR = Collection Rate							97.59%	98.66%		
CGE CQ4-18	<b>RPE 09/30/17</b>										
	C = Cumulative Collections								\$2,003,091.00		
	A = Amount Assessed - Adjusted								\$2,063,269.00		
	CR = Collection Rate								97.08%		

### Business Rules

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## County Fiscal Year 2016-2017 Collections Quarterly Report Form for CCOC

Report for Quarter Ending: September 2017  
 Version #: 1  
 County: Hillsborough  
 Court/Case Type: County Civil

Performance Measure Standard: 90%

**REQUIRED: Reason Codes AND Action to Improve / Descriptions Required if Measure(s) Not Met**

**Internal:** Must clarify reason AND expected duration internal reason will be resolved  
**External:** Detailed explanation of external reason the measure wasn't met

Control Groups		10/01/15 - 12/31/15	01/01/16 - 03/31/16	04/01/16 - 06/30/16	07/01/16 - 09/30/16	10/01/16 - 12/31/16	01/01/17 - 03/31/17	04/01/17 - 06/30/17	07/01/17 - 09/30/17	Action Plan			
		Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 5				Reason Code	Current Actions to Improve		
CGE CQ1-17	RPE 12/31/15												
	C = Cumulative Collections	\$1,783,748.00	\$1,784,906.00	\$1,784,986.00	\$1,785,046.00	\$1,785,046.00							
	A = Amount Assessed - Adjusted	\$1,803,681.00	\$1,802,427.00	\$1,802,427.00	\$1,802,427.00	\$1,802,427.00							
	CR = Collection Rate	98.89%	99.03%	99.03%	99.04%	99.04%							
CGE CQ2-17	RPE 03/31/16												
	C = Cumulative Collections		\$2,041,059.00	\$2,042,246.00	\$2,042,302.00	\$2,042,377.00	\$2,042,772.00						
	A = Amount Assessed - Adjusted		\$2,059,283.00	\$2,056,729.00	\$2,056,524.00	\$2,056,524.00	\$2,056,214.00						
	CR = Collection Rate		99.12%	99.30%	99.31%	99.31%	99.35%						
CGE CQ3-17	RPE 06/30/16												
	C = Cumulative Collections			\$1,941,228.00	\$1,941,146.00	\$1,940,926.00	\$1,941,002.00	\$1,941,090.00					
	A = Amount Assessed - Adjusted			\$1,957,301.00	\$1,954,586.00	\$1,953,976.00	\$1,953,966.00	\$1,953,966.00					
	CR = Collection Rate			99.18%	99.31%	99.33%	99.34%	99.34%					
CGE CQ4-17	RPE 09/30/16												
	C = Cumulative Collections				\$2,103,839.00	\$2,105,463.00	\$2,105,773.00	\$2,105,773.00	\$2,105,773.00	\$2,105,773.00			
	A = Amount Assessed - Adjusted				\$2,124,793.00	\$2,123,857.00	\$2,123,037.00	\$2,123,037.00	\$2,123,037.00	\$2,123,037.00			
	CR = Collection Rate				99.01%	99.13%	99.19%	99.19%	99.19%				
CGE CQ1-18	RPE 12/31/16												
	C = Cumulative Collections					\$1,984,283.00	\$1,986,209.00	\$1,986,424.00	\$1,986,424.00				
	A = Amount Assessed - Adjusted					\$2,002,103.00	\$2,001,010.00	\$2,000,700.00	\$2,000,390.00				
	CR = Collection Rate					99.11%	99.26%	99.29%	99.30%	Additional Notes Related to Collection Issues			
CGE CQ2-18	RPE 03/31/17												
	C = Cumulative Collections					\$2,374,940.00	\$2,375,450.00	\$2,375,450.00	\$2,375,450.00	10/01/16 - 12/31/16:			
	A = Amount Assessed - Adjusted					\$2,393,070.00	\$2,391,234.00	\$2,390,924.00	\$2,390,924.00	01/01/17 - 03/31/17: Corrections for assessments / collections done in error.			
	CR = Collection Rate					99.24%	99.34%	99.35%		04/01/17 - 06/30/17:			
CGE CQ3-18	RPE 06/30/17												
	C = Cumulative Collections					\$2,493,958.00	\$2,495,674.00	\$2,495,674.00	\$2,495,674.00	07/01/17 - 09/30/17:			
	A = Amount Assessed - Adjusted					\$2,507,694.00	\$2,506,930.00	\$2,506,930.00	\$2,506,930.00	07/01/17 - 09/30/17:			
	CR = Collection Rate					99.45%	99.55%			07/01/17 - 09/30/17:			
CGE CQ4-18	RPE 09/30/17												
	C = Cumulative Collections								\$2,352,786.00	07/01/17 - 09/30/17:			
	A = Amount Assessed - Adjusted								\$2,372,065.00	07/01/17 - 09/30/17:			
	CR = Collection Rate								99.19%	07/01/17 - 09/30/17:			

### Business Rules

**Purpose of Report:** The CCOC Collection Rate Performance Measure report tracks dollars in the quarter they are assessed and then how well those assessed dollars have been collected over the next five quarters.

**Adjustments to Assessments:** The amount assessed in a given assessment control group should be adjusted in the reporting period when assessments are later adjusted by the Court or other provisions of law.

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  - a.) Cumulative Collection amount has **Decreased** from the previous quarter in the same Control Group (font color for amount will change to **RED**)
  - b.) The Amount Assessed - Adjusted has **Increased** from the previous quarter in the same Control Group (font color for amount will change to **RED**)

## County Fiscal Year 2016-2017 Collections Quarterly Report Form for CCOC

Report for Quarter Ending: September 2017  
 Version #: 1  
 County: Hillsborough  
 Court/Case Type: Civil Traffic

Performance Measure Standard: 90%

**REQUIRED: Reason Codes AND Action to Improve / Descriptions Required if Measure(s) Not Met**

**Internal:** Must clarify reason AND expected duration internal reason will be resolved  
**External:** Detailed explanation of external reason the measure wasn't met

Control Groups		10/01/15 - 12/31/15	01/01/16 - 03/31/16	04/01/16 - 06/30/16	07/01/16 - 09/30/16	10/01/16 - 12/31/16	01/01/17 - 03/31/17	04/01/17 - 06/30/17	07/01/17 - 09/30/17	Action Plan			
		Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 5					Reason Code	Current Actions to Improve	
CGE CQ1-17	RPE 12/31/15										External	Continued use of internal collection methods and referral to outside collection agencies.	
	C = Cumulative Collections	\$2,639,230.00	\$4,054,699.00	\$4,455,893.00	\$4,581,707.00	\$4,648,904.00							
	A = Amount Assessed - Adjusted	\$7,726,732.00	\$6,428,628.00	\$5,736,062.00	\$5,575,285.00	\$5,519,070.00							
	CR = Collection Rate	34.16%	63.07%	77.68%	82.18%	84.23%							
CGE CQ2-17	RPE 03/31/16										External	Continued use of internal collection methods and referral to outside collection agencies.	
	C = Cumulative Collections		\$3,272,196.00	\$4,602,904.00	\$5,042,726.00	\$5,198,752.00	\$5,342,093.00						
	A = Amount Assessed - Adjusted		\$8,491,411.00	\$7,202,927.00	\$6,535,875.00	\$6,354,349.00	\$6,296,744.00						
	CR = Collection Rate		38.54%	63.90%	77.15%	81.81%	84.84%						
CGE CQ3-17	RPE 06/30/16										External	Continued use of internal collection methods and referral to outside collection agencies.	
	C = Cumulative Collections			\$3,004,336.00	\$4,436,461.00	\$4,911,106.00	\$5,190,071.00	\$5,290,084.00					
	A = Amount Assessed - Adjusted			\$8,335,805.00	\$7,015,710.00	\$6,445,181.00	\$6,306,015.00	\$6,194,087.00					
	CR = Collection Rate			36.04%	63.24%	76.20%	82.30%	85.41%					
CGE CQ4-17	RPE 09/30/16										External	Continued use of internal collection methods and referral to outside collection agencies.	
	C = Cumulative Collections				\$3,148,500.00	\$4,844,455.00	\$5,721,420.00	\$5,952,742.00	\$6,056,311.00				
	A = Amount Assessed - Adjusted				\$9,645,710.00	\$8,109,322.00	\$7,427,369.00	\$7,182,758.00	\$7,147,321.00				
	CR = Collection Rate				32.64%	59.74%	77.03%	82.88%	84.74%				
CGE CQ1-18	RPE 12/31/16										Additional Notes Related to Collection Issues		
	C = Cumulative Collections					\$2,815,474.00	\$4,526,186.00	\$4,948,747.00	\$5,102,970.00				
	A = Amount Assessed - Adjusted					\$8,268,709.00	\$6,549,978.00	\$6,119,439.00	\$6,035,478.00				
	CR = Collection Rate					34.05%	69.10%	80.87%	84.55%				
CGE CQ2-18	RPE 03/31/17										10/01/16 - 12/31/16:  01/01/17 - 03/31/17:		
	C = Cumulative Collections					\$3,477,817.00	\$5,048,539.00	\$5,543,597.00					
	A = Amount Assessed - Adjusted					\$9,106,648.00	\$7,263,583.00	\$6,922,219.00					
	CR = Collection Rate					38.19%	69.50%	80.08%					
CGE CQ3-18	RPE 06/30/17										04/01/17 - 06/30/17:		
	C = Cumulative Collections					\$2,847,569.00	\$4,630,189.00						
	A = Amount Assessed - Adjusted					\$8,747,886.00	\$7,252,496.00						
	CR = Collection Rate					32.55%	63.84%						
CGE CQ4-18	RPE 09/30/17										07/01/17 - 09/30/17:		
	C = Cumulative Collections						\$2,678,080.00						
	A = Amount Assessed - Adjusted						\$8,422,906.00						
	CR = Collection Rate						31.80%						

### Business Rules

**Purpose of Report:** The CCOC Collection Rate Performance Measure report tracks dollars in the quarter they are assessed and then how well those assessed dollars have been collected over the next five quarters.  
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- 1.) **Action Plan:** If the 5th quarter Collection Rate is below Standard (red numbers on rose background), select a "Reason Code" and write a brief statement in "Current Action to Improve" in the green area ONLY.
- 2.) **Additional Notes Related to Collection Issues:** Include a brief explanation when either of the following conditions not consistent with the Collection Report Business Rules.
  - a.) Cumulative Collection amount has **Decreased** from the previous quarter in the same Control Group (font color for amount will change to RED)
  - b.) The Amount Assessed - Adjusted has **Increased** from the previous quarter in the same Control Group (font color for amount will change to RED)



## County Fiscal Year 2016-2017 Collections Quarterly Report Form for CCOC

Report for Quarter Ending: September 2017  
 Version #: 1  
 County: Hillsborough  
 Court/Case Type: Probate

Performance Measure Standard: 90%

**REQUIRED: Reason Codes AND Action to Improve / Descriptions Required if Measure(s) Not Met**

**Internal:** Must clarify reason AND expected duration internal reason will be resolved  
**External:** Detailed explanation of external reason the measure wasn't met

Control Groups		10/01/15 - 12/31/15	01/01/16 - 03/31/16	04/01/16 - 06/30/16	07/01/16 - 09/30/16	10/01/16 - 12/31/16	01/01/17 - 03/31/17	04/01/17 - 06/30/17	07/01/17 - 09/30/17	Action Plan	
		Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 5	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Reason Code
CGE CQ1-17	RPE 12/31/15										
	C = Cumulative Collections	\$281,694.00	\$285,298.00	\$285,573.00	\$285,848.00	\$285,842.00					
	A = Amount Assessed - Adjusted	\$294,723.00	\$292,379.00	\$292,379.00	\$292,379.00	\$291,868.00					
	CR = Collection Rate	95.58%	97.58%	97.67%	97.77%	97.94%					
CGE CQ2-17	RPE 03/31/16										
	C = Cumulative Collections		\$325,635.00	\$329,132.00	\$329,827.00	\$329,975.00	\$330,335.00				
	A = Amount Assessed - Adjusted		\$337,298.00	\$336,267.00	\$336,182.00	\$335,847.00	\$335,847.00				
	CR = Collection Rate		96.54%	97.88%	98.11%	98.25%	98.36%				
CGE CQ3-17	RPE 06/30/16										
	C = Cumulative Collections			\$317,623.00	\$318,875.00	\$319,116.00	\$319,372.00	\$319,610.00			
	A = Amount Assessed - Adjusted			\$325,063.00	\$324,259.00	\$324,259.00	\$324,259.00	\$324,239.00			
	CR = Collection Rate			97.71%	98.34%	98.41%	98.49%	98.57%			
CGE CQ4-17	RPE 09/30/16										
	C = Cumulative Collections				\$307,044.00	\$309,112.00	\$309,537.00	\$310,102.00	\$310,482.00		
	A = Amount Assessed - Adjusted				\$321,627.00	\$317,272.00	\$317,252.00	\$317,167.00	\$317,082.00		
	CR = Collection Rate				95.47%	97.43%	97.57%	97.77%	97.92%		
CGE CQ1-18	RPE 12/31/16										
	C = Cumulative Collections					\$284,660.00	\$287,316.00	\$287,736.00	\$288,359.00		
	A = Amount Assessed - Adjusted					\$293,353.00	\$292,743.00	\$292,743.00	\$292,743.00		
	CR = Collection Rate					97.04%	98.15%	98.29%	98.50%		
CGE CQ2-18	RPE 03/31/17										
	C = Cumulative Collections						\$306,043.00	\$308,351.00	\$308,876.00		
	A = Amount Assessed - Adjusted						\$316,391.00	\$313,863.00	\$313,863.00		
	CR = Collection Rate						96.73%	98.24%	98.41%	01/01/17 - 03/31/17:	Corrections for assessments / collections done in error.
CGE CQ3-18	RPE 06/30/17										
	C = Cumulative Collections						\$297,754.00	\$299,712.00			
	A = Amount Assessed - Adjusted						\$310,663.00	\$309,197.00			
	CR = Collection Rate						95.84%	96.93%			04/01/17 - 06/30/17:
CGE CQ4-18	RPE 09/30/17										
	C = Cumulative Collections							\$295,593.00			
	A = Amount Assessed - Adjusted							\$304,398.00			
	CR = Collection Rate							97.11%			07/01/17 - 09/30/17:

### Business Rules

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  - b.) The Amount Assessed - Adjusted has **Increased** from the previous quarter in the same Control Group (font color for amount will change to RED)

## County Fiscal Year 2016-2017 Collections Quarterly Report Form for CCOC

Report for Quarter Ending: September 2017  
 Version #: 1  
 County: Hillsborough  
 Court/Case Type: Family

Performance Measure Standard: 75%

**REQUIRED: Reason Codes AND Action to Improve / Descriptions Required if Measure(s) Not Met**  
Internal: Must clarify reason AND expected duration internal reason will be resolved  
External: Detailed explanation of external reason the measure wasn't met

Control Groups		10/01/15 - 12/31/15	01/01/16 - 03/31/16	04/01/16 - 06/30/16	07/01/16 - 09/30/16	10/01/16 - 12/31/16	01/01/17 - 03/31/17	04/01/17 - 06/30/17	07/01/17 - 09/30/17	Action Plan	
		Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 5	Qtr 5	Qtr 4	Qtr 5	Reason Code	Current Actions to Improve
CGE CQ1-17	<b>RPE 12/31/15</b>										
	C = Cumulative Collections	\$632,342.00	\$636,142.00	\$636,790.00	\$637,236.00	\$637,655.00					
	A = Amount Assessed - Adjusted	\$677,850.00	\$673,144.00	\$669,907.00	\$668,722.00	\$668,285.00					
	CR = Collection Rate	93.29%	94.50%	95.06%	95.29%	95.42%					
CGE CQ2-17	<b>RPE 03/31/16</b>										
	C = Cumulative Collections		\$713,404.00	\$719,629.00	\$722,267.00	\$722,536.00	\$722,588.00				
	A = Amount Assessed - Adjusted		\$766,128.00	\$755,217.00	\$752,334.00	\$751,979.00	\$751,979.00				
	CR = Collection Rate		93.12%	95.29%	96.00%	96.08%	96.09%				
CGE CQ3-17	<b>RPE 06/30/16</b>										
	C = Cumulative Collections			\$732,735.00	\$737,494.00	\$738,924.00	\$739,117.00	\$739,462.00			
	A = Amount Assessed - Adjusted			\$773,266.00	\$766,639.00	\$763,909.00	\$763,496.00	\$763,177.00			
	CR = Collection Rate			94.76%	96.20%	96.73%	96.81%	96.89%			
CGE CQ4-17	<b>RPE 09/30/16</b>										
	C = Cumulative Collections				\$676,696.00	\$683,143.00	\$683,706.00	\$684,553.00	\$684,564.00		
	A = Amount Assessed - Adjusted				\$708,666.00	\$702,405.00	\$701,348.00	\$700,228.00	\$700,218.00		
	CR = Collection Rate				95.49%	97.26%	97.48%	97.76%	97.76%		
CGE CQ1-18	<b>RPE 12/31/16</b>										
	C = Cumulative Collections					\$672,221.00	\$678,308.00	\$678,409.00	\$679,122.00		
	A = Amount Assessed - Adjusted					\$705,544.00	\$698,916.00	\$697,906.00	\$697,880.00		
	CR = Collection Rate					95.28%	97.05%	97.21%	97.31%		Additional Notes Related to Collection Issues
CGE CQ2-18	<b>RPE 03/31/17</b>										
	C = Cumulative Collections						\$726,674.00	\$731,487.00	\$731,803.00		10/01/16 - 12/31/16:
	A = Amount Assessed - Adjusted						\$770,383.00	\$758,567.00	\$757,312.00		
	CR = Collection Rate						94.33%	96.43%	96.63%		01/01/17 - 03/31/17:
CGE CQ3-18	<b>RPE 06/30/17</b>										
	C = Cumulative Collections						\$747,010.00	\$751,835.00			
	A = Amount Assessed - Adjusted						\$784,430.00	\$779,315.00			04/01/17 - 06/30/17:
	CR = Collection Rate						95.23%	96.47%			
CGE CQ4-18	<b>RPE 09/30/17</b>										
	C = Cumulative Collections							\$646,742.00			07/01/17 - 09/30/17:
	A = Amount Assessed - Adjusted							\$684,208.00			
	CR = Collection Rate							94.52%			

### Business Rules

**Purpose of Report:** The CCOC Collection Rate Performance Measure report tracks dollars in the quarter they are assessed and then how well those assessed dollars have been collected over the next five quarters.  
**Adjustments to Assessments:** The amount assessed in a given assessment control group should be adjusted in the reporting period when assessments are later adjusted by the Court or other provisions of law.

**NOTES:** The following conditions will alert when performance standards are not met and/or established business rules within the control group are not followed.

- 1.) **Action Plan:** If the 5th quarter Collection Rate is below Standard (red numbers on rose background), select a "Reason Code" and write a brief statement in "Current Action to Improve" in the green area ONLY.
- 2.) **Additional Notes Related to Collection Issues:** Include a brief explanation when either of the following conditions not consistent with the Collection Report Business Rules.
  - a.) Cumulative Collection amount has **Decreased** from the previous quarter in the same Control Group (font color for amount will change to RED)
  - b.) The Amount Assessed - Adjusted has **Increased** from the previous quarter in the same Control Group (font color for amount will change to RED)

**County Fiscal Year 2016 - 2017**

**Collections Quarterly Action Plan Form for CCOC**

Report for Quarter Ending **September 2017** Contact  
 Version # **1** Telephone  
 County **Hillsborough** E-Mail

Performance Measure	Quarter	CCOC Standard	Clerk Performance	Reason Code	Current Actions to Improve
Circuit Criminal	10/01/16 - 12/31/16	9%			
	01/01/17 - 03/31/17	9%	7.24%	External	Continued dunning notice and collection agency process
	04/01/17 - 06/30/17	9%	6.46%	External	Continued dunning notice and collection agency process
	07/01/17 - 09/30/17	9%	7.74%	External	Continued dunning notice and collection agency process
County Criminal	10/01/16 - 12/31/16	40%	31.81%	External	Transitioning from private probation service provider to local sheriff has greatly improved collections and we will continue to monitor performance.
	01/01/17 - 03/31/17	40%			
	04/01/17 - 06/30/17	40%	39.76%	External	Transitioning from private probation service provider to local sheriff has greatly improved collections and we will continue to monitor performance.
	07/01/17 - 09/30/17	40%			
Juvenile Delinquency	10/01/16 - 12/31/16	9%			
	01/01/17 - 03/31/17	9%			
	04/01/17 - 06/30/17	9%			
	07/01/17 - 09/30/17	9%			
Criminal Traffic	10/01/16 - 12/31/16	40%			
	01/01/17 - 03/31/17	40%			
	04/01/17 - 06/30/17	40%			
	07/01/17 - 09/30/17	40%			
Circuit Civil	10/01/16 - 12/31/16	90%			
	01/01/17 - 03/31/17	90%			
	04/01/17 - 06/30/17	90%			
	07/01/17 - 09/30/17	90%			
County Civil	10/01/16 - 12/31/16	90%			
	01/01/17 - 03/31/17	90%			
	04/01/17 - 06/30/17	90%			
	07/01/17 - 09/30/17	90%			
Civil Traffic	10/01/16 - 12/31/16	90%	84.23%	External	Continued use of internal collection methods and referral to outside collection agencies.
	01/01/17 - 03/31/17	90%	84.84%	External	Continued use of internal collection methods and referral to outside collection agencies.
	04/01/17 - 06/30/17	90%	85.41%	External	Continued use of internal collection methods and referral to outside collection agencies.
	07/01/17 - 09/30/17	90%	84.74%	External	Continued use of internal collection methods and referral to outside collection agencies.
Probate	10/01/16 - 12/31/16	90%			
	01/01/17 - 03/31/17	90%			
	04/01/17 - 06/30/17	90%			
	07/01/17 - 09/30/17	90%			
Family	10/01/16 - 12/31/16	75%			
	01/01/17 - 03/31/17	75%			
	04/01/17 - 06/30/17	75%			
	07/01/17 - 09/30/17	75%			