



Clerk of Court Quarterly Collections Performance Measure Report  
County Fiscal Year 2023 - 2024



CCOC Form Version 2  
Updated: 01/05/2024

County: Hillsborough  
Contact: Angela Gary-Austin  
E-Mail Address: gary@hillsclerk.com

Report for the Quarter of: Qtr 2: Jan - Mar

Version #: 1

NOTE: The drug trafficking Collection and Amount Assessed values are subsets of the entire dollars posted in the Circuit Criminal court division tab. This breakout is in response to the CCOC Executive Council direction to isolate criminal drug trafficking case collection rates and mirrors the efforts within the FCCC Collections and Assessment report.

Court/Case Type: Drug Trafficking

		10/01/22 - 12/31/22	01/01/23 - 03/31/23	04/01/23 - 06/30/23	07/01/23 - 09/30/23	10/01/23 - 12/31/23	01/01/24 - 03/31/24	04/01/24 - 06/30/24	07/01/24 - 09/30/24	Adjusted Circuit Criminal Rate
CGE CQ1-24	<b>RPE 12/31/22</b>									This is the percent of collections for Circuit Criminal if Drug Trafficking Cases had not been included:  Collection \$ 579,523.00 Assessment \$ 4,751,635.00 Adj. Circuit Criminal Rate 12.20%
	C = Cumulative Collections	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 5				
	A = Amount Assessed	\$ 224.00	\$ 244.00	\$ 293.00	\$ 3,340.00	\$ 4,122.00				
	CR = Collection Rate	\$ 6,659,982.00	\$ 6,659,632.00	\$ 6,659,432.00	\$ 6,659,432.00	\$ 6,659,282.00				
CGE CQ2-24	<b>RPE 03/31/23</b>									Collection \$ 720,039.00 Assessment \$ 6,396,045.00 Adj. Circuit Criminal Rate 11.26%
	C = Cumulative Collections	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 5				
	A = Amount Assessed	\$ 734.00	\$ 863.00	\$ 863.00	\$ 1,474.00	\$ 2,214.00				
	CR = Collection Rate	\$ 3,810,225.00	\$ 3,809,925.00	\$ 3,809,575.00	\$ 3,809,524.00	\$ 3,809,473.00				
CGE CQ3-24	<b>RPE 06/30/23</b>									Collection \$ - Assessment \$ - Adj. Circuit Criminal Rate 100.00%
	C = Cumulative Collections	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 5				
	A = Amount Assessed	\$ 524.00	\$ 1,892.00	\$ 2,073.00	\$ 2,424.00					
	CR = Collection Rate	\$ 4,894,190.00	\$ 4,893,540.00	\$ 4,893,490.00	\$ 4,893,440.00					
CGE CQ4-24	<b>RPE 09/30/23</b>									Collection \$ - Assessment \$ - Adj. Circuit Criminal Rate 100.00%
	C = Cumulative Collections	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 5				
	A = Amount Assessed	\$ 219.00	\$ 367.00	\$ 429.00						
	CR = Collection Rate	\$ 4,196,195.00	\$ 4,195,695.00	\$ 4,191,859.00						
CGE CQ1-25	<b>RPE 12/31/23</b>									Collection \$ - Assessment \$ - Adj. Circuit Criminal Rate 100.00%
	C = Cumulative Collections	Qtr 1	Qtr 2	Qtr 3	Qtr 4					
	A = Amount Assessed	\$ 269.00	\$ 316.00							
	CR = Collection Rate	\$ 4,175,603.00	\$ 4,175,503.00							
CGE CQ2-25	<b>RPE 03/31/24</b>									Collection \$ - Assessment \$ - Adj. Circuit Criminal Rate 100.00%
	C = Cumulative Collections	Qtr 1	Qtr 2	Qtr 3						
	A = Amount Assessed	\$ 470.00								
	CR = Collection Rate	\$ 4,657,119.00								
CGE CQ3-25	<b>RPE 06/30/24</b>									Collection \$ - Assessment \$ - Adj. Circuit Criminal Rate 100.00%
	C = Cumulative Collections	Qtr 1	Qtr 2							
	A = Amount Assessed									
	CR = Collection Rate									
CGE CQ4-25	<b>RPE 09/30/24</b>									Collection \$ - Assessment \$ - Adj. Circuit Criminal Rate 100.00%
	C = Cumulative Collections	Qtr 1								
	A = Amount Assessed									
	CR = Collection Rate									

**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:** No Corrective Action Plan reporting is needed as this is a subset of the Circuit Criminal performance measure.
- Additional Notes Related to Collection Issues:** No additional information is needed as this is a subset of the Circuit Criminal performance measure. However, reported data should still be consistent with the Collection Report Business Rules as follows for the Cumulative Collection and Amount Assessed-Adjusted.
  - Cumulative Collection amount should **NOT Decrease** from the previous quarter in the same Control Group (font color for amount will change to RED)
  - The Amount Assessed - Adjusted should **NOT Increase** from the previous quarter in the same Control Group (font color for amount will change to RED)

County: Hillsborough  
Contact: Angela Gary-Austin  
E-Mail Address: gary@hillsclerk.com

Report for the Quarter of: Qtr 2: Jan - Mar

Version #: 1

Court/Case Type: County Criminal

Performance Measure Standard: 40%

**Reason Code selection and Actions to Improve description is REQUIRED for missing standard.**  
**Internal:** Must clarify the reason for missing standard and give an expected time the internal reason will be resolved.  
**External:** Give a detailed explanation of the External reason for missing standard.

		10/01/22 - 12/31/22	01/01/23 - 03/31/23	04/01/23 - 06/30/23	07/01/23 - 09/30/23	10/01/23 - 12/31/23	01/01/24 - 03/31/24	04/01/24 - 06/30/24	07/01/24 - 09/30/24	Action Plan	
		Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 5				Reason Code	Actions to Improve
CGE CQ1-24	RPE 12/31/22										
	C = Cumulative Collections	\$ 315,313.00	\$ 403,965.00	\$ 462,324.00	\$ 483,545.00	\$ 493,608.00					
	A = Amount Assessed	\$ 1,106,089.00	\$ 1,055,733.00	\$ 1,051,688.00	\$ 1,050,038.00	\$ 1,047,804.00					
	CR = Collection Rate	28.51%	38.26%	43.96%	46.05%	47.11%					
CGE CQ2-24	RPE 03/31/23										
	C = Cumulative Collections		\$ 359,360.00	\$ 432,627.00	\$ 475,011.00	\$ 500,374.00	\$ 513,904.00				
	A = Amount Assessed		\$ 1,233,197.00	\$ 1,178,076.00	\$ 1,171,620.00	\$ 1,165,127.00	\$ 1,164,055.00				
	CR = Collection Rate		29.14%	36.72%	40.54%	42.95%	44.15%				
CGE CQ3-24	RPE 06/30/23										
	C = Cumulative Collections			\$ 366,334.00	\$ 445,280.00	\$ 492,279.00	\$ 522,787.00				
	A = Amount Assessed			\$ 1,292,240.00	\$ 1,248,422.00	\$ 1,242,846.00	\$ 1,239,529.00				
	CR = Collection Rate			28.35%	35.67%	39.61%	42.18%	100.00%			
CGE CQ4-24	RPE 09/30/23										
	C = Cumulative Collections				\$ 349,380.00	\$ 412,348.00	\$ 460,255.00				
	A = Amount Assessed				\$ 1,261,207.00	\$ 1,201,033.00	\$ 1,192,184.00				
	CR = Collection Rate				27.70%	34.33%	38.61%	100.00%	100.00%		
CGE CQ1-25	RPE 12/31/23										
	C = Cumulative Collections					\$ 344,124.00	\$ 423,804.00				
	A = Amount Assessed					\$ 1,219,014.00	\$ 1,170,296.00				
	CR = Collection Rate					28.23%	36.21%	100.00%	100.00%		
CGE CQ2-25	RPE 03/31/24										
	C = Cumulative Collections						\$ 373,672.00				
	A = Amount Assessed						\$ 1,264,282.00				
	CR = Collection Rate						29.56%	100.00%	100.00%		
CGE CQ3-25	RPE 06/30/24										
	C = Cumulative Collections										
	A = Amount Assessed										
	CR = Collection Rate							100.00%	100.00%		
CGE CQ4-25	RPE 09/30/24										
	C = Cumulative Collections										
	A = Amount Assessed										
	CR = Collection Rate								100.00%		

**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.

**Business Rules**

- 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 Collection Rate in quarter five (Qtr 5) is below Standard (red numbers on rose background), select a "Reason Code" and write a brief statement in "Actions to Improve" in the green area ONLY.
  - Additional Notes Related to Collection Issues:** Include a brief explanation when either of the following conditions occur that are 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)
  - This report form worksheet should be completed and returned in this report form workbook to reports@flccoc.org (in Excel format) by the 20th of the month following the end of the quarter being reported.

County: Hillsborough  
Contact: Angela Gary-Austin  
E-Mail Address: gary@hillsclerk.com

Report for the Quarter of: Qtr 2: Jan - Mar

Version #: 1

Court/Case Type: Juvenile Delinquency

Performance Measure Standard: 9%

**Reason Code selection and Actions to Improve description is REQUIRED for missing standard.**  
**Internal:** Must clarify the reason for missing standard and give an expected time the internal reason will be resolved.  
**External:** Give a detailed explanation of the External reason for missing standard.

		10/01/22 - 12/31/22	01/01/23 - 03/31/23	04/01/23 - 06/30/23	07/01/23 - 09/30/23	10/01/23 - 12/31/23	01/01/24 - 03/31/24	04/01/24 - 06/30/24	07/01/24 - 09/30/24	Action Plan	
		Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 5			Reason Code	Actions to Improve	
CGE CQ1-24	<b>RPE 12/31/22</b>									External	No Collection Methods Available
	C = Cumulative Collections	\$ 1,113.00	\$ 1,820.00	\$ 2,773.00	\$ 3,329.00	\$ 3,761.00					
	A = Amount Assessed	\$ 56,891.00	\$ 52,926.00	\$ 52,276.00	\$ 51,511.00	\$ 51,011.00					
	CR = Collection Rate	1.96%	3.44%	5.30%	6.46%	7.37%					
CGE CQ2-24	<b>RPE 03/31/23</b>									External	No Collection Methods Available
	C = Cumulative Collections		\$ 1,337.00	\$ 2,502.00	\$ 2,880.00	\$ 3,418.00	\$ 4,038.00				
	A = Amount Assessed		\$ 56,024.00	\$ 52,874.00	\$ 51,824.00	\$ 51,424.00	\$ 50,874.00				
	CR = Collection Rate		2.39%	4.73%	5.56%	6.65%	7.94%				
CGE CQ3-24	<b>RPE 06/30/23</b>										
	C = Cumulative Collections			\$ 1,490.00	\$ 2,019.00	\$ 2,819.00	\$ 3,069.00				
	A = Amount Assessed			\$ 48,349.00	\$ 44,469.00	\$ 43,769.00	\$ 43,519.00				
	CR = Collection Rate			3.08%	4.54%	6.44%	7.05%	100.00%			
CGE CQ4-24	<b>RPE 09/30/23</b>										
	C = Cumulative Collections				\$ 801.00	\$ 1,473.00	\$ 2,173.00				
	A = Amount Assessed				\$ 69,164.00	\$ 60,634.00	\$ 59,634.00				
	CR = Collection Rate				1.16%	2.43%	3.64%	100.00%	100.00%		
CGE CQ1-25	<b>RPE 12/31/23</b>										
	C = Cumulative Collections					\$ 1,363.00	\$ 2,063.00				
	A = Amount Assessed					\$ 59,555.00	\$ 53,255.00				
	CR = Collection Rate					2.29%	3.87%	100.00%	100.00%		
CGE CQ2-25	<b>RPE 03/31/24</b>										
	C = Cumulative Collections						\$ 2,111.00				
	A = Amount Assessed						\$ 71,804.00				
	CR = Collection Rate						2.94%	100.00%	100.00%		
CGE CQ3-25	<b>RPE 06/30/24</b>										
	C = Cumulative Collections										
	A = Amount Assessed										
	CR = Collection Rate							100.00%	100.00%		
CGE CQ4-25	<b>RPE 09/30/24</b>										
	C = Cumulative Collections										
	A = Amount Assessed										
	CR = Collection Rate								100.00%		

**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.

**Business Rules**

**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 Collection Rate in quarter five (Qtr 5) is below Standard (red numbers on rose background), select a "Reason Code" and write a brief statement in "Actions to Improve" in the green area ONLY.
- Additional Notes Related to Collection Issues:** Include a brief explanation when either of the following conditions occur that are 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)
- This report form worksheet should be completed and returned in this report form workbook to reports@fccoc.org (in Excel format) by the 20th of the month following the end of the quarter being reported.

County: Hillsborough  
Contact: Angela Gary-Austin  
E-Mail Address: gary@hillsclerk.com

Report for the Quarter of: Qtr 2: Jan - Mar

Version #: 1

Court/Case Type: Criminal Traffic

Performance Measure Standard: 50%

**Reason Code selection and Actions to Improve description is REQUIRED for missing standard.**  
**Internal:** Must clarify the reason for missing standard and give an expected time the internal reason will be resolved.  
**External:** Give a detailed explanation of the External reason for missing standard.

		10/01/22 - 12/31/22					01/01/23 - 03/31/23					04/01/23 - 06/30/23					07/01/23 - 09/30/23					10/01/23 - 12/31/23					01/01/24 - 03/31/24					04/01/24 - 06/30/24					07/01/24 - 09/30/24					Action Plan	
		Reason Code	Actions to Improve																																								
CGE CQ1-24	<b>RPE 12/31/22</b>	Qtr 1		Qtr 2		Qtr 3		Qtr 4		Qtr 5																																	
	C = Cumulative Collections	\$ 983,059.00	\$ 1,218,183.00	\$ 1,367,021.00	\$ 1,479,443.00	\$ 1,525,516.00																																					
	A = Amount Assessed	\$ 1,974,464.00	\$ 1,958,377.00	\$ 1,948,467.00	\$ 1,944,934.00	\$ 1,942,506.00																																					
	CR = Collection Rate	49.79%	62.20%	70.16%	76.07%	78.53%																																					
CGE CQ2-24	<b>RPE 03/31/23</b>	Qtr 1		Qtr 2		Qtr 3		Qtr 4		Qtr 5																																	
	C = Cumulative Collections	\$ 1,063,115.00	\$ 1,358,948.00	\$ 1,536,264.00	\$ 1,658,050.00	\$ 1,721,145.00																																					
	A = Amount Assessed	\$ 2,199,294.00	\$ 2,182,929.00	\$ 2,175,215.00	\$ 2,170,140.00	\$ 2,165,040.00																																					
	CR = Collection Rate	48.34%	62.25%	70.63%	76.40%	79.50%																																					
CGE CQ3-24	<b>RPE 06/30/23</b>	Qtr 1		Qtr 2		Qtr 3		Qtr 4		Qtr 5																																	
	C = Cumulative Collections	\$ 1,039,175.00	\$ 1,300,630.00	\$ 1,489,427.00	\$ 1,641,053.00																																						
	A = Amount Assessed	\$ 2,129,456.00	\$ 2,120,995.00	\$ 2,114,306.00	\$ 2,106,669.00																																						
	CR = Collection Rate	48.80%	61.32%	70.45%	77.90%	100.00%																																					
CGE CQ4-24	<b>RPE 09/30/23</b>	Qtr 1		Qtr 2		Qtr 3		Qtr 4		Qtr 5																																	
	C = Cumulative Collections	\$ 956,711.00	\$ 1,180,493.00	\$ 1,365,380.00																																							
	A = Amount Assessed	\$ 1,975,580.00	\$ 1,960,410.00	\$ 1,953,643.00																																							
	CR = Collection Rate	48.43%	60.22%	69.89%	100.00%	100.00%																																					
CGE CQ1-25	<b>RPE 12/31/23</b>	Qtr 1		Qtr 2		Qtr 3		Qtr 4																																			
	C = Cumulative Collections	\$ 1,058,922.00	\$ 1,307,309.00																																								
	A = Amount Assessed	\$ 2,052,669.00	\$ 2,035,796.00																																								
	CR = Collection Rate	51.59%	64.22%	100.00%	100.00%																																						
CGE CQ2-25	<b>RPE 03/31/24</b>	Qtr 1		Qtr 2		Qtr 3																																					
	C = Cumulative Collections	\$ 1,137,173.00																																									
	A = Amount Assessed	\$ 2,161,973.00																																									
	CR = Collection Rate	52.60%	100.00%	100.00%																																							
CGE CQ3-25	<b>RPE 06/30/24</b>	Qtr 1		Qtr 2																																							
	C = Cumulative Collections																																										
	A = Amount Assessed																																										
	CR = Collection Rate																																										
CGE CQ4-25	<b>RPE 09/30/24</b>	Qtr 1																																									
	C = Cumulative Collections																																										
	A = Amount Assessed																																										
	CR = Collection Rate																																										

**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.

**Business Rules**

- 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 Collection Rate in quarter five (Qtr 5) is below Standard (red numbers on rose background), select a "Reason Code" and write a brief statement in "Actions to Improve" in the green area ONLY.
  - Additional Notes Related to Collection Issues:** Include a brief explanation when either of the following conditions occur that are 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)
  - This report form worksheet should be completed and returned in this report form workbook to reports@fccoc.org (in Excel format) by the 20th of the month following the end of the quarter being reported.

**Clerk of Court Quarterly Collections Performance Measure Report**  
**County Fiscal Year 2023 - 2024**



CCOC Form Version 2  
 Updated: 01/05/2024

County: Hillsborough  
 Contact: Angela Gary-Austin  
 E-Mail Address: gary@hillsclerk.com

Report for the Quarter of: Qtr 2: Jan - Mar

Version #: 1

Court/Case Type: Circuit Civil

Performance Measure Standard: 95%

**Reason Code selection and Actions to Improve description is REQUIRED for missing standard.**  
**Internal:** Must clarify the reason for missing standard and give an expected time the internal reason will be resolved.  
**External:** Give a detailed explanation of the External reason for missing standard.

		10/01/22 - 12/31/22	01/01/23 - 03/31/23	04/01/23 - 06/30/23	07/01/23 - 09/30/23	10/01/23 - 12/31/23	01/01/24 - 03/31/24	04/01/24 - 06/30/24	07/01/24 - 09/30/24	Action Plan	
		Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 5				Reason Code	Actions to Improve
CGE CQ1-24	<b>RPE 12/31/22</b>										
	C = Cumulative Collections	\$ 1,281,699.00	\$ 1,288,739.00	\$ 1,289,384.00	\$ 1,289,559.00	\$ 1,289,559.00					
	A = Amount Assessed	\$ 1,300,542.00	\$ 1,299,637.00	\$ 1,299,637.00	\$ 1,299,637.00	\$ 1,299,637.00					
	CR = Collection Rate	98.55%	99.16%	99.21%	99.22%	99.22%					
CGE CQ2-24	<b>RPE 03/31/23</b>										
	C = Cumulative Collections	\$ 5,170,123.00	\$ 5,173,210.00	\$ 5,174,329.00	\$ 5,174,329.00	\$ 5,174,429.00					
	A = Amount Assessed	\$ 5,215,795.00	\$ 5,201,565.00	\$ 5,200,722.00	\$ 5,199,882.00	\$ 5,198,662.00					
	CR = Collection Rate	99.12%	99.45%	99.49%	99.51%	99.53%					
CGE CQ3-24	<b>RPE 06/30/23</b>										
	C = Cumulative Collections	\$ 1,468,747.00	\$ 1,475,899.00	\$ 1,476,394.00	\$ 1,476,794.00						
	A = Amount Assessed	\$ 1,486,524.00	\$ 1,485,928.00	\$ 1,486,298.00	\$ 1,486,288.00						
	CR = Collection Rate	98.80%	99.33%	99.33%	99.36%	100.00%					
CGE CQ4-24	<b>RPE 09/30/23</b>										
	C = Cumulative Collections	\$ 1,455,391.00	\$ 1,469,842.00	\$ 1,470,255.00							
	A = Amount Assessed	\$ 1,497,448.00	\$ 1,496,446.00	\$ 1,496,032.00							
	CR = Collection Rate	97.19%	98.22%	98.28%	100.00%	100.00%					
CGE CQ1-25	<b>RPE 12/31/23</b>										
	C = Cumulative Collections	\$ 1,096,560.00	\$ 1,102,167.00								
	A = Amount Assessed	\$ 1,131,534.00	\$ 1,130,964.00								
	CR = Collection Rate	96.91%	97.45%	100.00%	100.00%						Additional Notes Related to Collection Issues
CGE CQ2-25	<b>RPE 03/31/24</b>										
	C = Cumulative Collections	\$ 1,652,099.00									
	A = Amount Assessed	\$ 1,682,238.00									
	CR = Collection Rate	98.21%	100.00%	100.00%							01/01/24 - 03/31/24
CGE CQ3-25	<b>RPE 06/30/24</b>										
	C = Cumulative Collections										
	A = Amount Assessed										
	CR = Collection Rate										Internal-Assessment Collection
CGE CQ4-25	<b>RPE 09/30/24</b>										
	C = Cumulative Collections										
	A = Amount Assessed										
	CR = Collection Rate										04/01/24 - 06/30/24
											07/01/24 - 09/30/24

**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.

**Business Rules**

**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 Collection Rate in quarter five (Qtr 5) is below Standard (red numbers on rose background), select a "Reason Code" and write a brief statement in "Actions to Improve" in the green area ONLY.
- Additional Notes Related to Collection Issues:** Include a brief explanation when either of the following conditions occur that are 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)
- This report form worksheet should be completed and returned in this report form workbook to reports@fccoc.org (in Excel format) by the 20th of the month following the end of the quarter being reported.

County: Hillsborough  
Contact: Angela Gary-Austin  
E-Mail Address: gary@hillsclerk.com

Report for the Quarter of: Qtr 2: Jan - Mar

Version #: 1

Court/Case Type: County Civil

Performance Measure Standard: 95%

**Reason Code selection and Actions to Improve description is REQUIRED for missing standard.**  
**Internal:** Must clarify the reason for missing standard and give an expected time the internal reason will be resolved.  
**External:** Give a detailed explanation of the External reason for missing standard.

		10/01/22 - 12/31/22					01/01/23 - 03/31/23					04/01/23 - 06/30/23					07/01/23 - 09/30/23					10/01/23 - 12/31/23					01/01/24 - 03/31/24					04/01/24 - 06/30/24					07/01/24 - 09/30/24					Action Plan	
		Reason Code	Actions to Improve																																								
CGE CQ1-24	<b>RPE 12/31/22</b>																										Reason Code		Actions to Improve														
	C = Cumulative Collections																										Reason Code		Actions to Improve														
	A = Amount Assessed																										Reason Code		Actions to Improve														
	CR = Collection Rate																										Reason Code		Actions to Improve														
CGE CQ2-24	<b>RPE 03/31/23</b>																										Reason Code		Actions to Improve														
	C = Cumulative Collections																										Reason Code		Actions to Improve														
	A = Amount Assessed																										Reason Code		Actions to Improve														
	CR = Collection Rate																										Reason Code		Actions to Improve														
CGE CQ3-24	<b>RPE 06/30/23</b>																										Reason Code		Actions to Improve														
	C = Cumulative Collections																										Reason Code		Actions to Improve														
	A = Amount Assessed																										Reason Code		Actions to Improve														
	CR = Collection Rate																										Reason Code		Actions to Improve														
CGE CQ4-24	<b>RPE 09/30/23</b>																										Reason Code		Actions to Improve														
	C = Cumulative Collections																										Reason Code		Actions to Improve														
	A = Amount Assessed																										Reason Code		Actions to Improve														
	CR = Collection Rate																										Reason Code		Actions to Improve														
CGE CQ1-25	<b>RPE 12/31/23</b>																										Reason Code		Actions to Improve														
	C = Cumulative Collections																										Reason Code		Actions to Improve														
	A = Amount Assessed																										Reason Code		Actions to Improve														
	CR = Collection Rate																										Reason Code		Actions to Improve														
CGE CQ2-25	<b>RPE 03/31/24</b>																										Reason Code		Actions to Improve														
	C = Cumulative Collections																										Reason Code		Actions to Improve														
	A = Amount Assessed																										Reason Code		Actions to Improve														
	CR = Collection Rate																										Reason Code		Actions to Improve														
CGE CQ3-25	<b>RPE 06/30/24</b>																										Reason Code		Actions to Improve														
	C = Cumulative Collections																										Reason Code		Actions to Improve														
	A = Amount Assessed																										Reason Code		Actions to Improve														
	CR = Collection Rate																										Reason Code		Actions to Improve														
CGE CQ4-25	<b>RPE 09/30/24</b>																										Reason Code		Actions to Improve														
	C = Cumulative Collections																										Reason Code		Actions to Improve														
	A = Amount Assessed																										Reason Code		Actions to Improve														
	CR = Collection Rate																										Reason Code		Actions to Improve														

**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.

**Business Rules**

- 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 Collection Rate in quarter five (Qtr 5) is below Standard (red numbers on rose background), select a "Reason Code" and write a brief statement in "Actions to Improve" in the green area ONLY.
  - Additional Notes Related to Collection Issues:** Include a brief explanation when either of the following conditions occur that are 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)
  - This report form worksheet should be completed and returned in this report form workbook to reports@fccoc.org (in Excel format) by the 20th of the month following the end of the quarter being reported.



**Clerk of Court Quarterly Collections Performance Measure Report**  
**County Fiscal Year 2023 - 2024**



CCOC Form Version 2  
 Updated: 01/05/2024

County: Hillsborough  
 Contact: Angela Gary-Austin  
 E-Mail Address: gary@hillsclerk.com

Report for the Quarter of: Qtr 2: Jan - Mar

Version #: 1

Court/Case Type: Family

Performance Measure Standard: 90%

**Reason Code selection and Actions to Improve description is REQUIRED for missing standard.**  
**Internal:** Must clarify the reason for missing standard and give an expected time the internal reason will be resolved.  
**External:** Give a detailed explanation of the External reason for missing standard.

		10/01/22 - 12/31/22	01/01/23 - 03/31/23	04/01/23 - 06/30/23	07/01/23 - 09/30/23	10/01/23 - 12/31/23	01/01/24 - 03/31/24	04/01/24 - 06/30/24	07/01/24 - 09/30/24	Action Plan	
		Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 5				Reason Code	Actions to Improve
CGE CQ1-24	RPE 12/31/22										
	C = Cumulative Collections	\$ 695,292.00	\$ 700,492.00	\$ 700,187.00	\$ 699,870.00	\$ 700,193.00					
	A = Amount Assessed	\$ 736,555.00	\$ 732,265.00	\$ 731,572.00	\$ 731,144.00	\$ 731,134.00					
	CR = Collection Rate	94.40%	95.66%	95.71%	95.72%	95.77%					
CGE CQ2-24	RPE 03/31/23										
	C = Cumulative Collections	\$ 710,402.00	\$ 717,497.00	\$ 717,568.00	\$ 717,578.00	\$ 717,578.00	\$ 717,398.00				
	A = Amount Assessed	\$ 757,241.00	\$ 741,970.00	\$ 740,119.00	\$ 740,119.00	\$ 740,119.00	\$ 739,016.00				
	CR = Collection Rate	93.81%	96.70%	96.95%	96.95%	96.95%	97.07%				
CGE CQ3-24	RPE 06/30/23										
	C = Cumulative Collections	\$ 726,781.00	\$ 730,351.00	\$ 731,171.00	\$ 731,192.00	\$ 731,192.00					
	A = Amount Assessed	\$ 764,126.00	\$ 756,520.00	\$ 755,292.00	\$ 755,292.00	\$ 755,292.00					
	CR = Collection Rate	95.11%	96.54%	96.81%	96.81%	100.00%					
CGE CQ4-24	RPE 09/30/23										
	C = Cumulative Collections	\$ 686,432.00	\$ 690,044.00	\$ 689,437.00							
	A = Amount Assessed	\$ 723,730.00	\$ 719,767.00	\$ 719,367.00							
	CR = Collection Rate	94.85%	95.87%	95.84%	100.00%	100.00%					
CGE CQ1-25	RPE 12/31/23										
	C = Cumulative Collections	\$ 613,279.00	\$ 618,764.00								
	A = Amount Assessed	\$ 656,817.00	\$ 652,992.00								
	CR = Collection Rate	93.37%	94.76%	100.00%	100.00%						Additional Notes Related to Collection Issues
CGE CQ2-25	RPE 03/31/24										
	C = Cumulative Collections	\$ 692,130.00									
	A = Amount Assessed	\$ 731,127.00									
	CR = Collection Rate	94.67%	100.00%	100.00%							01/01/24 - 03/31/24
CGE CQ3-25	RPE 06/30/24										
	C = Cumulative Collections										
	A = Amount Assessed										
	CR = Collection Rate										04/01/24 - 06/30/24
CGE CQ4-25	RPE 09/30/24										
	C = Cumulative Collections										
	A = Amount Assessed										
	CR = Collection Rate										07/01/24 - 09/30/24

**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.

**Business Rules**

**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 Collection Rate in quarter five (Qtr 5) is below Standard (red numbers on rose background), select a "Reason Code" and write a brief statement in "Actions to Improve" in the green area ONLY.
- Additional Notes Related to Collection Issues:** Include a brief explanation when either of the following conditions occur that are 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)
- This report form worksheet should be completed and returned in this report form workbook to reports@fccoc.org (in Excel format) by the 20th of the month following the end of the quarter being reported.

County: Hillsborough  
Contact: Angela Gary-Austin  
E-Mail Address: gary@hillsclerk.com

Report for the Quarter of: Qtr 2: Jan - Mar

Version #: 1

Court/Case Type: Civil Traffic

Performance Measure Standard: 90%

**Reason Code selection and Actions to Improve description is REQUIRED for missing standard.**  
**Internal:** Must clarify the reason for missing standard and give an expected time the internal reason will be resolved.  
**External:** Give a detailed explanation of the External reason for missing standard.

		10/01/22 - 12/31/22	01/01/23 - 03/31/23	04/01/23 - 06/30/23	07/01/23 - 09/30/23	10/01/23 - 12/31/23	01/01/24 - 03/31/24	04/01/24 - 06/30/24	07/01/24 - 09/30/24	Action Plan	
		Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 5				Reason Code	Actions to Improve
CGE CQ1-24	<b>RPE 12/31/22</b>									External	Continued Transmission to Collection Agencies
	C = Cumulative Collections	\$ 1,544,028.00	\$ 2,528,948.00	\$ 2,869,701.00	\$ 3,034,517.00	\$ 3,106,210.00					
	A = Amount Assessed	\$ 4,954,892.00	\$ 4,034,326.00	\$ 3,875,211.00	\$ 3,837,567.00	\$ 3,822,321.00					
	CR = Collection Rate	31.16%	62.69%	74.05%	79.07%	81.27%					
CGE CQ2-24	<b>RPE 03/31/23</b>									External	Continued Transmission to Collection Agencies
	C = Cumulative Collections		\$ 1,919,945.00	\$ 3,324,808.00	\$ 3,826,446.00	\$ 4,054,052.00	\$ 4,242,074.00				
	A = Amount Assessed		\$ 6,830,673.00	\$ 5,672,454.00	\$ 5,376,051.00	\$ 5,301,332.00	\$ 5,278,014.00				
	CR = Collection Rate		28.11%	58.61%	71.18%	76.47%	80.37%				
CGE CQ3-24	<b>RPE 06/30/23</b>										
	C = Cumulative Collections			\$ 2,128,938.00	\$ 3,603,376.00	\$ 4,106,148.00	\$ 4,472,995.00				
	A = Amount Assessed			\$ 7,633,399.00	\$ 6,320,785.00	\$ 5,917,323.00	\$ 5,850,243.00				
	CR = Collection Rate			27.89%	57.01%	69.39%	76.46%	100.00%			
CGE CQ4-24	<b>RPE 09/30/23</b>										
	C = Cumulative Collections				\$ 1,698,230.00	\$ 2,956,584.00	\$ 3,565,995.00				
	A = Amount Assessed				\$ 6,552,361.00	\$ 5,421,457.00	\$ 5,025,786.00				
	CR = Collection Rate				25.92%	54.53%	70.95%	100.00%	100.00%		
CGE CQ1-25	<b>RPE 12/31/23</b>										
	C = Cumulative Collections					\$ 1,765,631.00	\$ 3,350,241.00				
	A = Amount Assessed					\$ 6,959,269.00	\$ 5,735,259.00				
	CR = Collection Rate					25.37%	58.41%	100.00%	100.00%		
CGE CQ2-25	<b>RPE 03/31/24</b>										
	C = Cumulative Collections						\$ 2,686,285.00				
	A = Amount Assessed						\$ 9,681,745.00				
	CR = Collection Rate						27.75%	100.00%	100.00%		
CGE CQ3-25	<b>RPE 06/30/24</b>										
	C = Cumulative Collections										
	A = Amount Assessed										
	CR = Collection Rate							100.00%	100.00%		
CGE CQ4-25	<b>RPE 09/30/24</b>										
	C = Cumulative Collections										
	A = Amount Assessed										
	CR = Collection Rate								100.00%		

**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.

**Business Rules**

- 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 Collection Rate in quarter five (Qtr 5) is below Standard (red numbers on rose background), select a "Reason Code" and write a brief statement in "Actions to Improve" in the green area ONLY.
  - Additional Notes Related to Collection Issues:** Include a brief explanation when either of the following conditions occur that are 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**)
  - This report form worksheet should be completed and returned in this report form workbook to reports@fccoc.org (in Excel format) by the **20th** of the month following the end of the quarter being reported.