

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



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

Quarter: Qtr 1: Oct - Dec

Version #: 1

CCOC Form Version 2  
Updated: 01/05/2024

Court/Case Type: Circuit Criminal

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	RPE 12/31/22									External	Continued Transmission to Collection Agencies
	C = Cumulative Collections	\$ 436,869.00	\$ 484,109.00	\$ 509,776.00	\$ 552,460.00	\$ 583,645.00					
	A = Amount Assessed	\$ 11,478,121.00	\$ 11,454,655.00	\$ 11,424,591.00	\$ 11,417,699.00	\$ 11,410,917.00					
	CR = Collection Rate	3.81%	4.23%	4.46%	4.84%	5.11%					
CGE CQ2-24	RPE 03/31/23		Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 5				
	C = Cumulative Collections		\$ 553,470.00	\$ 607,639.00	\$ 632,895.00	\$ 678,299.00					
	A = Amount Assessed		\$ 10,260,170.00	\$ 10,241,251.00	\$ 10,221,274.00	\$ 10,215,183.00					
	CR = Collection Rate		5.39%	5.93%	6.19%	6.64%	100.00%				
CGE CQ3-24	RPE 06/30/23			Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 5			
	C = Cumulative Collections			\$ 329,490.00	\$ 380,208.00	\$ 421,319.00					
	A = Amount Assessed			\$ 9,164,965.00	\$ 9,144,690.00	\$ 9,138,905.00					
	CR = Collection Rate			3.60%	4.16%	4.61%	100.00%	100.00%			
CGE CQ4-24	RPE 09/30/23				Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 5		
	C = Cumulative Collections				\$ 586,466.00	\$ 663,853.00					
	A = Amount Assessed				\$ 8,348,132.00	\$ 8,308,549.00					
	CR = Collection Rate				7.03%	7.99%	100.00%	100.00%	100.00%		
CGE CQ1-25	RPE 12/31/23					Qtr 1	Qtr 2	Qtr 3	Qtr 4		
	C = Cumulative Collections					\$ 579,430.00					
	A = Amount Assessed					\$ 9,184,407.00					
	CR = Collection Rate					6.31%	100.00%	100.00%	100.00%	Additional Notes Related to Collection Issues	
CGE CQ2-25	RPE 03/31/24						Qtr 1	Qtr 2	Qtr 3	10/01/23 - 12/31/23	
	C = Cumulative Collections										
	A = Amount Assessed										
	CR = Collection Rate						100.00%	100.00%	100.00%	01/01/24 - 03/31/24	
CGE CQ3-25	RPE 06/30/24							Qtr 1	Qtr 2		
	C = Cumulative Collections										
	A = Amount Assessed										
	CR = Collection Rate							100.00%	100.00%	04/01/24 - 06/30/24	
CGE CQ4-25	RPE 09/30/24								Qtr 1		
	C = Cumulative Collections										
	A = Amount Assessed										
	CR = Collection Rate								100.00%	07/01/24 - 09/30/24	

**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 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)
- To see Circuit Criminal Collection Rate LESS Drug Trafficking assessment and collection dollars, please see Drug Trafficking tab/page.
- This report form worksheet should be completed and returned in this report form workbook to [reports@flococ.org](mailto:reports@flococ.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 1: Oct - Dec  
Version #: 1

Court/Case Type: Drug Trafficking

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.

		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	RPE 12/31/22	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 5				
	C = Cumulative Collections	\$ 224.00	\$ 244.00	\$ 293.00	\$ 3,340.00	\$ 4,122.00				
	A = Amount Assessed	\$ 6,659,982.00	\$ 6,659,632.00	\$ 6,659,432.00	\$ 6,659,432.00	\$ 6,659,282.00				
	CR = Collection Rate	0.00%	0.00%	0.00%	0.05%	0.06%				
CGE CQ2-24	RPE 03/31/23									
	C = Cumulative Collections									
	A = Amount Assessed									
	CR = Collection Rate									
CGE CQ3-24	RPE 06/30/23									
	C = Cumulative Collections									
	A = Amount Assessed									
	CR = Collection Rate									
CGE CQ4-24	RPE 09/30/23									
	C = Cumulative Collections									
	A = Amount Assessed									
	CR = Collection Rate									
CGE CQ1-25	RPE 12/31/23									
	C = Cumulative Collections									
	A = Amount Assessed									
	CR = Collection Rate									
CGE CQ2-25	RPE 03/31/24									
	C = Cumulative Collections									
	A = Amount Assessed									
	CR = Collection Rate									
CGE CQ3-25	RPE 06/30/24									
	C = Cumulative Collections									
	A = Amount Assessed									
	CR = Collection Rate									
CGE CQ4-25	RPE 09/30/24									
	C = Cumulative Collections									
	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**)

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



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

Report for the Quarter of: Qtr 1: Oct - Dec

Version #: 1

CCOC Form Version 2  
Updated: 01/05/2024

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		Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 5				
	C = Cumulative Collections		\$ 359,360.00	\$ 432,627.00	\$ 475,011.00	\$ 500,374.00					
	A = Amount Assessed		\$ 1,233,197.00	\$ 1,178,076.00	\$ 1,171,620.00	\$ 1,165,127.00					
	CR = Collection Rate		29.14%	36.72%	40.54%	42.95%	100.00%				
CGE CQ3-24	RPE 06/30/23			Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 5			
	C = Cumulative Collections			\$ 366,334.00	\$ 445,280.00	\$ 492,279.00					
	A = Amount Assessed			\$ 1,292,240.00	\$ 1,248,422.00	\$ 1,242,846.00					
	CR = Collection Rate			28.35%	35.67%	39.61%	100.00%	100.00%			
CGE CQ4-24	RPE 09/30/23				Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 5		
	C = Cumulative Collections				\$ 349,380.00	\$ 412,348.00					
	A = Amount Assessed				\$ 1,261,207.00	\$ 1,201,033.00					
	CR = Collection Rate				27.70%	34.33%	100.00%	100.00%	100.00%		
CGE CQ1-25	RPE 12/31/23					Qtr 1	Qtr 2	Qtr 3	Qtr 4		
	C = Cumulative Collections					\$ 344,124.00					
	A = Amount Assessed					\$ 1,219,453.00					
	CR = Collection Rate					28.22%	100.00%	100.00%	100.00%	Additional Notes Related to Collection Issues	
CGE CQ2-25	RPE 03/31/24						Qtr 1	Qtr 2	Qtr 3	10/01/23 - 12/31/23	
	C = Cumulative Collections										
	A = Amount Assessed										
	CR = Collection Rate						100.00%	100.00%	100.00%		
CGE CQ3-25	RPE 06/30/24							Qtr 1	Qtr 2		
	C = Cumulative Collections										
	A = Amount Assessed										
	CR = Collection Rate						100.00%		100.00%	04/01/24 - 06/30/24	
CGE CQ4-25	RPE 09/30/24								Qtr 1		
	C = Cumulative Collections										
	A = Amount Assessed										
	CR = Collection Rate								100.00%	07/01/24 - 09/30/24	

**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 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.

2. **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.

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**)

3. This report form worksheet should be completed and returned in this report form workbook to [reports@flccoc.org](mailto:reports@flccoc.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



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

Report for the Quarter of: Qtr 1: Oct - Dec

Version #: 1

CCOC Form Version 2  
Updated: 01/05/2024

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.

											Action Plan	
		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	Reason Code	Actions to Improve	
CGE CQ1-24	RPE 12/31/22	Qtr 1Qtr 2Qtr 3Qtr 4Qtr 5								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	RPE 03/31/23	Qtr 1Qtr 2Qtr 3Qtr 4Qtr 5										
	C = Cumulative Collections	\$ 1,337.00	\$ 2,502.00	\$ 2,880.00	\$ 3,418.00							
	A = Amount Assessed	\$ 56,024.00	\$ 52,874.00	\$ 51,824.00	\$ 51,424.00							
	CR = Collection Rate	2.39%	4.73%	5.56%	6.65%	100.00%						
CGE CQ3-24	RPE 06/30/23	Qtr 1Qtr 2Qtr 3Qtr 4Qtr 5										
	C = Cumulative Collections	\$ 1,490.00	\$ 2,019.00	\$ 2,819.00								
	A = Amount Assessed	\$ 48,349.00	\$ 44,469.00	\$ 43,769.00								
	CR = Collection Rate	3.08%	4.54%	6.44%	100.00%	100.00%						
CGE CQ4-24	RPE 09/30/23	Qtr 1Qtr 2Qtr 3Qtr 4Qtr 5										
	C = Cumulative Collections	\$ 801.00	\$ 1,473.00									
	A = Amount Assessed	\$ 69,164.00	\$ 60,634.00									
	CR = Collection Rate	1.16%	2.43%	100.00%	100.00%	100.00%						
CGE CQ1-25	RPE 12/31/23	Qtr 1Qtr 2Qtr 3Qtr 4								Additional Notes Related to Collection Issues		
	C = Cumulative Collections	\$ 1,363.00										
	A = Amount Assessed	\$ 59,555.00										
	CR = Collection Rate	2.29%	100.00%	100.00%	100.00%							
CGE CQ2-25	RPE 03/31/24	Qtr 1Qtr 2Qtr 3								10/01/23 - 12/31/23		
	C = Cumulative Collections											
	A = Amount Assessed											
	CR = Collection Rate	100.00%	100.00%	100.00%								
CGE CQ3-25	RPE 06/30/24	Qtr 1Qtr 2								01/01/24 - 03/31/24		
	C = Cumulative Collections											
	A = Amount Assessed											
	CR = Collection Rate	100.00%	100.00%									
CGE CQ4-25	RPE 09/30/24	Qtr 1								07/01/24 - 09/30/24		
	C = Cumulative Collections											
	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:** 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](mailto:reports@flccoc.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



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

Report for the Quarter of: Qtr 1: Oct - Dec

Version #: 1

CCOC Form Version 2  
Updated: 01/05/2024

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.

											Action Plan		
		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	Reason Code	Actions to Improve		
CGE CQ1-24	RPE 12/31/22	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	RPE 03/31/23	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								
	A = Amount Assessed	\$ 2,199,294.00	\$ 2,182,929.00	\$ 2,175,215.00	\$ 2,170,140.00								
	CR = Collection Rate	48.34%	62.25%	70.63%	76.40%	100.00%							
CGE CQ3-24	RPE 06/30/23	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									
	A = Amount Assessed	\$ 2,129,456.00	\$ 2,120,995.00	\$ 2,114,306.00									
	CR = Collection Rate	48.80%	61.32%	70.45%	100.00%	100.00%							
CGE CQ4-24	RPE 09/30/23	Qtr 1		Qtr 2		Qtr 3		Qtr 4		Qtr 5			
	C = Cumulative Collections	\$ 956,711.00	\$ 1,180,493.00										
	A = Amount Assessed	\$ 1,975,580.00	\$ 1,960,410.00										
	CR = Collection Rate	48.43%	60.22%	100.00%	100.00%	100.00%							
CGE CQ1-25	RPE 12/31/23	Qtr 1		Qtr 2		Qtr 3		Qtr 4					
	C = Cumulative Collections	\$ 1,058,922.00											
	A = Amount Assessed	\$ 2,052,669.00											
	CR = Collection Rate	51.59%	100.00%	100.00%	100.00%								
CGE CQ2-25	RPE 03/31/24	Qtr 1		Qtr 2		Qtr 3		10/01/23 - 12/31/23					
	C = Cumulative Collections												
	A = Amount Assessed												
	CR = Collection Rate	100.00%	100.00%	100.00%									
CGE CQ3-25	RPE 06/30/24	Qtr 1		Qtr 2		01/01/24 - 03/31/24							
	C = Cumulative Collections												
	A = Amount Assessed												
	CR = Collection Rate	100.00%	100.00%										
CGE CQ4-25	RPE 09/30/24	Qtr 1		07/01/24 - 09/30/24									
	C = Cumulative Collections												
	A = Amount Assessed												
	CR = Collection Rate	100.00%											

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.
- 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.
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    - 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](mailto:reports@flccoc.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



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

Report for the Quarter of: Qtr 1: Oct - Dec

Version #: 1

CCOC Form Version 2  
Updated: 01/05/2024

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	Reason Code	Actions to Improve			
CGE CQ1-24	RPE 12/31/22	Qtr 1					Qtr 2		Qtr 3		Qtr 4		Qtr 5	
	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	RPE 03/31/23	Qtr 1					Qtr 2		Qtr 3		Qtr 4		Qtr 5	
	C = Cumulative Collections	\$ 5,170,123.00	\$ 5,173,210.00	\$ 5,174,329.00	\$ 5,174,329.00	\$ 5,174,329.00								
	A = Amount Assessed	\$ 5,215,795.00	\$ 5,201,565.00	\$ 5,200,722.00	\$ 5,199,882.00									
	CR = Collection Rate	99.12%	99.45%	99.49%	99.51%	100.00%								
CGE CQ3-24	RPE 06/30/23	Qtr 1					Qtr 2		Qtr 3		Qtr 4		Qtr 5	
	C = Cumulative Collections	\$ 1,468,747.00	\$ 1,475,899.00	\$ 1,476,394.00										
	A = Amount Assessed	\$ 1,486,524.00	\$ 1,485,928.00	\$ 1,486,298.00										
	CR = Collection Rate	98.80%	99.33%	99.33%	100.00%	100.00%								
CGE CQ4-24	RPE 09/30/23	Qtr 1					Qtr 2		Qtr 3		Qtr 4		Qtr 5	
	C = Cumulative Collections	\$ 1,455,391.00	\$ 1,469,842.00											
	A = Amount Assessed	\$ 1,497,448.00	\$ 1,496,446.00											
	CR = Collection Rate	97.19%	98.22%	100.00%	100.00%	100.00%								
CGE CQ1-25	RPE 12/31/23	Qtr 1					Qtr 2		Qtr 3		Qtr 4			
	C = Cumulative Collections	\$ 1,096,560.00												
	A = Amount Assessed	\$ 1,131,534.00												
	CR = Collection Rate	96.91%	100.00%	100.00%	100.00%									
CGE CQ2-25	RPE 03/31/24	Qtr 1					Qtr 2		Qtr 3		10/01/23 - 12/31/23			
	C = Cumulative Collections													
	A = Amount Assessed													
	CR = Collection Rate		100.00%	100.00%	100.00%									
CGE CQ3-25	RPE 06/30/24	Qtr 1					Qtr 2		Qtr 3		01/01/24 - 03/31/24			
	C = Cumulative Collections													
	A = Amount Assessed													
	CR = Collection Rate		100.00%	100.00%										
CGE CQ4-25	RPE 09/30/24	Qtr 1									07/01/24 - 09/30/24			
	C = Cumulative Collections													
	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: 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.
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Clerk of Court Quarterly Collections Performance Measure Report  
County Fiscal Year 2023 - 2024



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

Report for the Quarter of: Qtr 1: Oct - Dec

Version #: 1

CCOC Form Version 2  
Updated: 01/05/2024

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.

											Action Plan								
		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	Reason Code	Actions to Improve								
CGE CQ1-24	RPE 12/31/22	Qtr 1		Qtr 2		Qtr 3		Qtr 4		Qtr 5									
	C = Cumulative Collections	\$ 4,971,077.00	\$ 4,981,486.00	\$ 4,981,726.00	\$ 4,981,891.00	\$ 4,981,891.00													
	A = Amount Assessed	\$ 5,048,743.00	\$ 5,047,438.00	\$ 5,047,438.00	\$ 5,047,193.00	\$ 5,047,193.00													
	CR = Collection Rate	98.46%	98.69%	98.70%	98.71%	98.71%													
CGE CQ2-24	RPE 03/31/23			Qtr 1		Qtr 2		Qtr 3		Qtr 4		Qtr 5							
	C = Cumulative Collections			\$ 7,920,874.00		\$ 7,867,574.00		\$ 7,867,632.00		\$ 7,867,632.00									
	A = Amount Assessed			\$ 7,971,451.00		\$ 7,896,872.00		\$ 7,896,862.00		\$ 7,896,677.00									
	CR = Collection Rate			99.37%		99.63%		99.63%		99.63%		100.00%							
CGE CQ3-24	RPE 06/30/23					Qtr 1		Qtr 2		Qtr 3		Qtr 4		Qtr 5					
	C = Cumulative Collections					\$ 4,671,735.00		\$ 4,681,069.00		\$ 4,681,109.00									
	A = Amount Assessed					\$ 4,698,709.00		\$ 4,698,224.00		\$ 4,698,196.00									
	CR = Collection Rate					99.43%		99.63%		99.64%		100.00%		100.00%					
CGE CQ4-24	RPE 09/30/23							Qtr 1		Qtr 2		Qtr 3		Qtr 4		Qtr 5			
	C = Cumulative Collections							\$ 4,012,430.00		\$ 4,021,245.00									
	A = Amount Assessed							\$ 4,045,071.00		\$ 4,043,796.00									
	CR = Collection Rate							99.19%		99.44%		100.00%		100.00%		100.00%			
CGE CQ1-25	RPE 12/31/23									Qtr 1		Qtr 2		Qtr 3		Qtr 4			
	C = Cumulative Collections									\$ 3,782,738.00									
	A = Amount Assessed									\$ 3,828,443.00									
	CR = Collection Rate									98.81%		100.00%		100.00%		100.00%			
CGE CQ2-25	RPE 03/31/24											Qtr 1		Qtr 2		Qtr 3		10/01/23 - 12/31/23	
	C = Cumulative Collections																		
	A = Amount Assessed																		
	CR = Collection Rate											100.00%		100.00%		100.00%			
CGE CQ3-25	RPE 06/30/24													Qtr 1		Qtr 2		01/01/24 - 03/31/24	
	C = Cumulative Collections																		
	A = Amount Assessed																		
	CR = Collection Rate											100.00%		100.00%					
CGE CQ4-25	RPE 09/30/24													Qtr 1				07/01/24 - 09/30/24	
	C = Cumulative Collections																		
	A = Amount Assessed																		
	CR = Collection Rate													100.00%					

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.

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



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

Report for the Quarter of: Qtr 1: Oct - Dec

Version #: 1

CCOC Form Version 2  
Updated: 01/05/2024

Court/Case Type: Probate

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	Reason Code	Actions to Improve			
CGE CQ1-24	RPE 12/31/22	Qtr 1					Qtr 2		Qtr 3		Qtr 4		Qtr 5	
	C = Cumulative Collections	\$ 349,316.00	\$ 350,699.00	\$ 350,699.00	\$ 351,038.00	\$ 351,038.00								
	A = Amount Assessed	\$ 358,498.00	\$ 356,789.00	\$ 356,789.00	\$ 356,789.00	\$ 356,789.00								
	CR = Collection Rate	97.44%	98.29%	98.29%	98.39%	98.39%								
CGE CQ2-24	RPE 03/31/23	Qtr 1					Qtr 2		Qtr 3		Qtr 4		Qtr 5	
	C = Cumulative Collections	\$ 395,300.00	\$ 396,014.00	\$ 396,645.00	\$ 396,645.00	\$ 396,975.00								
	A = Amount Assessed	\$ 406,736.00	\$ 405,141.00	\$ 405,141.00	\$ 405,141.00	\$ 405,306.00								
	CR = Collection Rate	97.19%	97.75%	97.90%	97.94%	100.00%								
CGE CQ3-24	RPE 06/30/23	Qtr 1					Qtr 2		Qtr 3		Qtr 4		Qtr 5	
	C = Cumulative Collections	\$ 381,904.00	\$ 383,445.00	\$ 383,445.00	\$ 383,445.00									
	A = Amount Assessed	\$ 392,277.00	\$ 389,934.00	\$ 389,934.00	\$ 389,594.00									
	CR = Collection Rate	97.36%	98.34%	98.42%	100.00%	100.00%								
CGE CQ4-24	RPE 09/30/23	Qtr 1					Qtr 2		Qtr 3		Qtr 4		Qtr 5	
	C = Cumulative Collections	\$ 346,546.00	\$ 347,007.00											
	A = Amount Assessed	\$ 360,038.00	\$ 358,163.00											
	CR = Collection Rate	96.25%	96.89%	100.00%	100.00%	100.00%								
CGE CQ1-25	RPE 12/31/23	Qtr 1					Qtr 2		Qtr 3		Qtr 4			
	C = Cumulative Collections	\$ 369,724.00												
	A = Amount Assessed	\$ 381,146.00												
	CR = Collection Rate	97.00%	100.00%	100.00%	100.00%									
CGE CQ2-25	RPE 03/31/24	Qtr 1					Qtr 2		Qtr 3		10/01/23 - 12/31/23			
	C = Cumulative Collections													
	A = Amount Assessed													
	CR = Collection Rate	100.00%	100.00%	100.00%										
CGE CQ3-25	RPE 06/30/24	Qtr 1					Qtr 2		Qtr 3		01/01/24 - 03/31/24			
	C = Cumulative Collections													
	A = Amount Assessed													
	CR = Collection Rate	100.00%	100.00%											
CGE CQ4-25	RPE 09/30/24	Qtr 1									07/01/24 - 09/30/24			
	C = Cumulative Collections													
	A = Amount Assessed													
	CR = Collection Rate	100.00%												

Business Rules

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



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

Report for the Quarter of: Qtr 1: Oct - Dec

Version #: 1

CCOC Form Version 2  
Updated: 01/05/2024

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	Reason Code	Actions to Improve		
CGE CQ1-24	RPE 12/31/22	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 5							
	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	Qtr 1		Qtr 2	Qtr 3	Qtr 4	Qtr 5						
	C = Cumulative Collections	\$ 710,820.00	\$ 717,915.00	\$ 717,986.00	\$ 717,996.00								
	A = Amount Assessed	\$ 757,659.00	\$ 742,388.00	\$ 740,537.00	\$ 740,537.00								
	CR = Collection Rate	93.82%	96.70%	96.95%	96.96%	100.00%							
CGE CQ3-24	RPE 06/30/23	Qtr 1			Qtr 2	Qtr 3	Qtr 4	Qtr 5					
	C = Cumulative Collections	\$ 726,781.00	\$ 730,351.00	\$ 731,466.00									
	A = Amount Assessed	\$ 764,421.00	\$ 756,815.00	\$ 755,587.00									
	CR = Collection Rate	95.08%	96.50%	96.81%	100.00%	100.00%							
CGE CQ4-24	RPE 09/30/23	Qtr 1				Qtr 2	Qtr 3	Qtr 4	Qtr 5				
	C = Cumulative Collections	\$ 686,492.00	\$ 690,104.00										
	A = Amount Assessed	\$ 723,790.00	\$ 719,827.00										
	CR = Collection Rate	94.85%	95.87%	100.00%	100.00%	100.00%							
CGE CQ1-25	RPE 12/31/23	Qtr 1					Qtr 2	Qtr 3	Qtr 4				
	C = Cumulative Collections	\$ 613,279.00											
	A = Amount Assessed	\$ 656,817.00											
	CR = Collection Rate	93.37%	100.00%	100.00%	100.00%	Additional Notes Related to Collection Issues							
CGE CQ2-25	RPE 03/31/24	Qtr 1						Qtr 2	Qtr 3	10/01/23 - 12/31/23			
	C = Cumulative Collections												
	A = Amount Assessed												
	CR = Collection Rate							100.00%	100.00%	100.00%	01/01/24 - 03/31/24		
CGE CQ3-25	RPE 06/30/24	Qtr 1							Qtr 2				
	C = Cumulative Collections												
	A = Amount Assessed												
	CR = Collection Rate								100.00%			100.00%	
CGE CQ4-25	RPE 09/30/24	Qtr 1								07/01/24 - 09/30/24			
	C = Cumulative Collections												
	A = Amount Assessed												
	CR = Collection Rate									100.00%			

Business Rules

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



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

Report for the Quarter of: Qtr 1: Oct - Dec

Version #: 1

CCOC Form Version 2  
Updated: 01/05/2024

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.

											Action Plan						
		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	Reason Code	Actions to Improve						
CGE CQ1-24	RPE 12/31/22	Qtr 1		Qtr 2		Qtr 3		Qtr 4		Qtr 5		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	RPE 03/31/23			Qtr 1		Qtr 2		Qtr 3		Qtr 4		Qtr 5					
	C = Cumulative Collections			\$ 1,919,945.00	\$ 3,324,808.00	\$ 3,826,446.00	\$ 4,054,052.00										
	A = Amount Assessed			\$ 6,830,673.00	\$ 5,672,454.00	\$ 5,376,051.00	\$ 5,301,332.00										
	CR = Collection Rate			28.11%	58.61%	71.18%	76.47%	100.00%									
CGE CQ3-24	RPE 06/30/23					Qtr 1		Qtr 2		Qtr 3		Qtr 4		Qtr 5			
	C = Cumulative Collections					\$ 2,128,938.00	\$ 3,603,376.00	\$ 4,106,148.00									
	A = Amount Assessed					\$ 7,633,399.00	\$ 6,320,785.00	\$ 5,917,323.00									
	CR = Collection Rate					27.89%	57.01%	69.39%	100.00%	100.00%							
CGE CQ4-24	RPE 09/30/23					Qtr 1		Qtr 2		Qtr 3		Qtr 4		Qtr 5			
	C = Cumulative Collections					\$ 1,698,230.00	\$ 2,956,584.00										
	A = Amount Assessed					\$ 6,552,361.00	\$ 5,421,457.00										
	CR = Collection Rate					25.92%	54.53%	100.00%	100.00%	100.00%							
CGE CQ1-25	RPE 12/31/23							Qtr 1		Qtr 2		Qtr 3		Qtr 4			
	C = Cumulative Collections							\$ 1,765,631.00									
	A = Amount Assessed							\$ 6,959,429.00									
	CR = Collection Rate							25.37%	100.00%	100.00%	100.00%	Additional Notes Related to Collection Issues					
CGE CQ2-25	RPE 03/31/24									Qtr 1		Qtr 2		Qtr 3		10/01/23 - 12/31/23	
	C = Cumulative Collections																
	A = Amount Assessed																
	CR = Collection Rate									100.00%		100.00%		100.00%		01/01/24 - 03/31/24	
CGE CQ3-25	RPE 06/30/24											Qtr 1		Qtr 2			
	C = Cumulative Collections																
	A = Amount Assessed																
	CR = Collection Rate									100.00%		100.00%					
CGE CQ4-25	RPE 09/30/24											Qtr 1				07/01/24 - 09/30/24	
	C = Cumulative Collections																
	A = Amount Assessed																
	CR = Collection Rate													100.00%			

Business Rules

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