



County of Frederick

Department of Human Resources

(540) 665-5668
Fax: (540) 665-5669
hr@fcva.us

TO: Board of Supervisors
FROM: HR Committee
DATE: November 23, 2015
SUBJECT: Human Resources Committee Report

The HR Committee met in the First Floor Conference Room at 107 North Kent Street at 8:00 a.m. on Friday, November 13, 2015. A quorum was not present. Committee members present were Supervisor Robert Hess and Supervisor Robert Wells; absent were Supervisor Jason Ransom, Citizen Members Dorrie Greene, Beth Lewin, and Don Butler.

***** Items Requiring Action*****

1. Creation of a Recreation Technician position within the Parks & Recreation Department: The Committee did not have a quorum in order to make a formal approval of the request for the position; however it was the consensus of the members present to move forward with the request, no additional funding is needed for the position (see attachment).

*****Items Not Requiring Action*****

1. Ann Lloyd, Clerk of the Frederick County/Winchester Juvenile & Domestic Relations Court and Debra Bull, Clerk of the Frederick County/Winchester General District Court presented the Committee with information regarding their departments staffing levels, caseload, and salary information (see attachment).

There being no further business, the meeting was adjourned.

The next HR Committee meeting is currently scheduled for Friday, December 11, 2015.

Respectfully Submitted,

Human Resources Committee

Robert Hess, Chairman
Robert Wells
Jason Ransom
Don Butler
Dorrie Greene
Beth Lewin

By: 
Jay E. Tibbs
Interim Director of Human Resources



COUNTY of FREDERICK

Parks and Recreation Department

540-665-5678

FAX: 540-665-9687

www.fcprd.net

e-mail: fcprd@fcva.us

MEMO

To: Human Resource Committee
From: Jason Robertson, Director of Parks and Recreation
Subject: Recreation Technician Position
Date: November 6, 2015

The Parks and Recreation Commission recommended ten Recreation Technicians in its fiscal 2016 budget request. The revenue from the basicREC program and Camp basicREC offset all expenses for these programs including the Recreation Technician salaries and benefits. The tenth Recreation Technician position was not funded.

Last winter the Parks and Recreation Commission recommended and the Board of Supervisors funded a ninth Recreation Technician when the average daily attendance climbed to 453. The average daily attendance at basicREC is now at 517 as of November 2, 2015. This past summer full day camp basicREC attendance climbed 24% leading the department to prepare opening an additional summer location in 2016.

The Parks and Recreation Commission is recommending the tenth Recreation Technician with a starting salary of \$29,500 be filled at this time in order provide a quality experience to an increased number of children and effectively manage the additional summer location. Funding for this position in the current fiscal year will be provided by transfers, not requiring additional local funds.

Please call me at 722-8294 should you have any questions regarding the above.

County of Frederick, Virginia

Position Details

Position Title: Recreation Technician		Date Position Created:
Department: Parks and Recreation		Reports To: basicREC Manager
☐ Exempt ☒ Non-Exempt	Date Prepared: 11/6/2015	Prepared By: Melissa Banks
Range: 3	Grade:	Salary: starting at \$29,500
G/L Line Item: 7104-1001-000-020;7104-1001-000-021;7104-1001-000-022;7104-1001-000-023;7104-1001-000-024;7104-1001-000-025;7104-1001-000-026;7104-1001-000-027;7104-1001-000-028;7104-1001-000-029		

Job Description

Job Purpose: Performs difficult technical and administrative work in planning, supervising, implementing and assisting in the direction of county-wide specialized recreation programs, weekly summer camps and related activities primarily targeted for elementary – middle school aged children. May exercise supervision over part-time staff, volunteers, and activity participants. Performs related duties as assigned.

Essential Functions

- Assists with the development, planning, implementation, and evaluation of recreation programs for assigned populations; engages in problem-solving activities as needed.
- Assists with activity organization, procurement of materials and supplies, recruitment of participants, preparation and distribution of promotional information, and securing community support;
- Assists with preparing and implementing budget recommendations for activities as assigned;
- Prepares and maintains program documentation as required by the Department;
- Assists with inventory management for the Division as needed;
- Produces activity reports and other reports and projects as needed

Job Requirements:

Education: Valid driver's license, Minimum age of 21 years, Community First Aid and Safety with CPR, Medication Administration Training / MAT Certified, Computer programs: Excel, Word, Outlook, ability to learn RecTrac

Experience: Any combination of education and experience equivalent to graduation from an accredited college with an associates degree in recreation, or a related field.

Knowledge/Skills:

Thorough knowledge and use of recreation principles and practices of professional recreation work. Thorough knowledge of various leisure needs of youth populations. Ability to provide leadership to various groups. Ability to act independently and make appropriate decisions. Ability to present ideas effectively both orally and in writing. Ability to establish and maintain effective working relationships with co-workers, other government agencies, program participants and the general public and possess excellent telephone etiquette.

Working Conditions:

Physical Demands: Walking, talking, stooping, kneeling, bending, reaching and gripping. May be required on occasion to move up to 30 lbs.

Supervisory Responsibilities:	
Number of Employees Supervised: 4	Number of Subordinate Supervisors Reporting to Job: 0
Approvals:	
Department Director:	Date:
HR Director:	Date:
Finance Director:	Date:
County Administrator:	Date:
Board of Supervisors Approval:	Date:



COMMONWEALTH OF VIRGINIA

William W. Sharp
Judge

Elizabeth Kellas
Judge

Kimberly M. Athey
Judge

JUVENILE AND DOMESTIC RELATIONS DISTRICT COURT CITY OF WINCHESTER—COUNTY OF FREDERICK

JUDICIAL CENTER

5 North Kent Street

Winchester, Virginia 22601

(540) 667-5770

(For TDD Users – Call VRC 1-800-828-1120)

FAX Number (540) 723-8886

Ann B. Lloyd
Clerk

November 13, 2015

To: Paula Nofsinger, HR Director

From: Ann B. Lloyd, Clerk

Re: Presentation of the Frederick/Winchester JDR Court
in support of salary supplements

Attached please find:

1. Power Point presentation of 11-13-15 as to the JDR Court, including caseload (we've updated from this morning's presentation to include figures not previously entered).
2. 2015 Clerk Staffing Model reflecting the Frederick/Winchester JDR Court at 67% staffing. General District at 75%. This reflects the current FTE (Full Time Employees), the number needed to fully staff the court and the percentage of current staffing.
3. Email from Rhonda Gardner of the Office of the Executive Secretary, Supreme Court of Virginia, Department of Judicial Services, as to courts receiving supplements. In addition to this list we add Arlington JDR and Arlington GD who receive a 15 percent local supplement, paid bi-monthly; County of Washington, General District Court who receives \$625, quarterly, and Montgomery County who also receive a supplement, of \$600.00, quarterly.
4. Copy of remarks of Ann B. Lloyd, Clerk, presented at the October Board of Supervisors meeting in support of local supplements for the Frederick County JDR and GD Courts.

Please feel free to let me know if there is anything else you need. We greatly appreciate consideration of this request.

District Courts of Virginia

2015 Clerk Staffing

2

General District

	FTE	General District Need	Additional Staff	Staff %
1 Chesapeake	30.0	34.5	4.5	87%
2 VA Beach	58.0	61.0	3.0	95%
3 Portsmouth	20.0	18.0	-2.0	111%
4 Norfolk	54.0	51.0	-3.0	106%
5 Isle of Wight	3.3	4.0	0.7	83%
6 Suffolk	9.0	11.0	2.0	82%
7 Newport News	32.4	32.4	0.0	100%
8 Hampton	24.2	26.0	1.8	93%
9 Gloucester	3.6	5.5	1.9	65%
9 King William/King & Queen	3.0	4.0	1.0	75%
9 Mathews/Middlesex	2.0	4.0	2.0	50%
9 New Kent	3.5	4.0	0.5	88%
9 Williamsburg/James City	6.5	7.5	1.0	87%
9 York	5.8	6.0	0.2	97%
10 Appomattox	2.0	2.0	0.0	100%
10 Charlotte	2.0	2.0	0.0	100%
10 Halifax	4.5	5.0	0.5	90%
10 Mecklenburg	6.5	6.5	0.0	100%
11 Petersburg	10.0	10.0	0.0	100%
12 Chesterfield	31.0	35.5	4.5	87%
13 Richmond	65.5	65.0	-0.5	119%
14 Henrico	34.0	38.0	4.0	89%
16 Caroline	5.5	6.5	1.0	85%
16 Fredericksburg	9.0	13.0	4.0	69%
16 Hanover	11.0	13.5	2.5	81%
16 Lancaster	2.0	2.0	0.0	100%
16 Northumberland	2.0	2.0	0.0	100%
16 Spotsylvania	11.4	12.0	0.6	95%
16 Stafford	11.0	14.0	3.0	79%
16 Westmoreland	2.0	2.0	0.0	100%
16 Albemarle	9.5	12.5	3.0	76%
16 Charlottesville	7.6	6.0	-1.6	127%
16 Culpeper	4.8	6.0	1.2	80%
16 Louisa	3.0	3.0	0.0	100%
17 Arlington	22.0	22.0	0.0	100%
18 Alexandria	13.0	12.0	-1.0	108%
19 Fairfax	80.1	85.0	4.9	94%
19 Fairfax City	4.0	3.0	-1.0	133%

	FTE	General District Need	Additional Staff	Staff %
20 Fauquier	6.4	7.0	0.6	91%
20 Loudoun	17.0	21.0	4.0	81%
21 Henry/Martinsville	9.0	9.0	0.0	100%
21 Patrick	2.0	2.0	0.0	100%
22 Danville	8.4	8.6	0.2	98%
22 Franklin County	5.0	5.0	0.0	100%
22 Pittsylvania	4.3	4.0	-0.3	108%
23 Roanoke City	23.6	23.0	-0.6	103%
23 Roanoke County	8.5	8.5	0.0	100%
24 Amherst	3.8	4.5	0.7	84%
24 Bedford County/City	5.3	6.0	0.7	88%
24 Campbell	5.0	4.0	-1.0	125%
24 Lynchburg	12.2	12.5	0.3	98%
24 Nelson	2.0	2.0	0.0	100%
25 Augusta	6.4	6.5	0.1	98%
25 Lexington/Rockbridge	5.0	6.0	1.0	83%
25 Staunton	3.5	4.0	0.5	88%
25 Waynesboro	3.1	3.5	0.4	89%
26 Clarke	2.0	2.0	0.0	100%
26 Frederick/Winchester	11.2	15.0	3.8	75%
26 Page	2.6	3.0	0.4	87%
26 Rockingham/Harrisonburg	13.0	16.0	3.0	81%
26 Shenandoah	5.0	5.6	0.6	89%
26 Warren	4.6	5.5	0.9	84%
27 Carroll	3.8	6.5	2.7	58%
27 Montgomery	11.0	11.0	0.0	100%
27 Pulaski	5.0	5.0	0.0	100%
27 Wythe	7.0	8.5	1.5	82%
28 Bristol	4.0	4.0	0.0	100%
28 Smyth	5.0	7.0	2.0	71%
28 Washington	6.2	8.0	1.8	78%
29 Tazewell	6.0	6.0	0.0	100%
30 Wise	5.5	5.5	0.0	100%
31 Prince William	34.5	39.5	5.0	87%
32 Accomack	4.3	5.0	0.7	86%
32 Northampton	3.6	5.5	1.9	65%

Clerk FTE	Clerks Needed FTE	Additional FTE Need
873.5	933.1	59.6

%
Staffed **93.6%**

District Courts of Virginia

2015 Clerk Staffing

Juvenile & Domestic Relations

2

	Juvenile & Domestic			
	FTE	Need	Additional Staff	Staff %
1 Chesapeake	16.0	19.0	3.0	84%
2 VA Beach	37.0	41.0	4.0	90%
3 Portsmouth	13.0	14.0	1.0	93%
4 Norfolk	25.0	30.0	5.0	83%
5 Isle of Wight	2.2	3.0	0.8	73%
6 Suffolk	6.4	7.0	0.6	91%
7 Newport News	19.5	18.0	-1.5	108%
8 Hampton	12.6	16.0	3.4	79%
9 Gloucester	5.3	6.0	0.7	88%
9 King William/King & Queen	2.0	4.0	2.0	50%
9 New Kent	2.0	2.0	0.0	100%
9 Williamsburg/James City	4.2	5.0	0.8	84%
9 York	4.2	5.0	0.8	84%
10 Appomattox	2.0	2.0	0.0	100%
10 Charlotte	2.0	2.0	0.0	100%
10 Halifax	3.5	3.6	0.1	97%
10 Mecklenburg	3.2	3.0	-0.2	107%
11 Petersburg	6.6	6.0	-0.6	110%
12 Chesterfield	22.5	26.0	3.5	87%
13 Richmond	25.0	23.0	-2.0	109%
14 Henrico	22.5	26.0	3.5	87%
15 Caroline	3.0	4.0	1.0	75%
15 Fredericksburg	3.2	4.0	0.8	80%
15 Hanover	6.0	7.0	1.0	86%
15 Lancaster/Northumberland	2.6	3.0	0.4	87%
16 Spotsylvania	10.0	12.0	2.0	83%
15 Stafford	11.0	12.5	1.5	88%
15 Westmoreland	2.2	2.0	-0.2	110%
16 Albemarle/Charlottesville	9.0	9.5	0.5	95%
16 Culpeper	4.6	6.0	1.4	77%
16 Louisa	3.0	3.5	0.5	86%
17 Arlington	8.0	7.0	-1.0	114%
18 Alexandria	7.0	7.0	0.0	100%
19 Fairfax	34.1	37.0	2.9	92%

	Juvenile & Domestic			
	FTE	Need	Additional Staff	Staff %
20 Fauquier	4.0	4.8	0.8	83%
20 Loudoun	8.5	9.5	1.0	89%
21 Henry	5.5	6.0	0.5	92%
21 Martinsville	2.4	3.0	0.6	80%
21 Patrick	2.0	2.0	0.0	100%
22 Danville	6.2	6.0	-0.2	103%
22 Franklin County	5.0	6.5	1.5	77%
22 Pittsylvania	4.6	5.5	0.9	84%
23 Roanoke City	12.6	14.0	1.4	90%
23 Roanoke County	5.8	7.0	1.2	83%
24 Amherst	3.4	3.8	0.4	89%
24 Bedford County/City	7.5	8.0	0.5	94%
24 Campbell	5.2	5.5	0.3	95%
24 Lynchburg	8.3	10.5	2.2	79%
24 Nelson	2.0	2.0	0.0	100%
25 Augusta/Staunton	8.0	11.0	3.0	73%
25 Lexington/Rockbridge	2.0	3.0	1.0	67%
25 Waynesboro	3.0	4.0	1.0	75%
26 Clarke	2.0	2.0	0.0	100%
26 Frederick/Winchester	7.4	11.0	3.6	67%
26 Page	2.6	3.0	0.5	83%
26 Rockingham/Harrisonburg	8.0	11.0	3.0	73%
26 Shenandoah	3.4	4.0	0.6	85%
26 Warren	4.0	4.8	0.8	83%
27 Carroll	2.4	3.0	0.6	80%
27 Montgomery	5.4	5.5	0.1	98%
27 Pulaski	4.4	5.0	0.6	88%
27 Wythe	3.5	3.5	0.0	100%
28 Bristol	3.0	3.0	0.0	100%
28 Smyth	3.4	5.0	1.6	68%
28 Washington	5.0	5.0	0.0	100%
29 Tazewell	4.4	5.0	0.6	88%
30 Wise	5.0	6.0	1.0	83%
31 Prince William	23.7	27.0	3.3	88%
32 Accomack	3.0	3.0	0.0	100%
32 Northampton	2.0	2.0	0.0	100%

Clerk FTE	Clerks Needed FTE	Additional FTE Need
528.9	597.0	68.1
%		
Staffed 88.6%		

From: Ann Lloyd/JDR/VaJud
To: Lisa Eaton/JDR/VaJud@VaJud

Date: Friday, November 13, 2015 09:16AM
Subject: Fw: Re: Supplements

-----Forwarded by Ann Lloyd/JDR/VaJud on 11/13/2015 09:16AM -----

To: Ann Lloyd/JDR/VaJud@VaJud
From: Rhonda Gardner/OES/VaJud
Date: 11/12/2015 01:16PM
Cc: Lisa Eaton/JDR/VaJud@VaJud
Subject: Re: Supplements

Ann,

I just received the list from Renee on Tuesday late afternoon. Please know that this list is not comprehensive, only what HR has on file based on courts reporting it to our office.

Good luck to you in getting this for your staff, Rhonda

Falls Church Combined

Richmond City GD - Criminal Division

Page GDC

Botetourt Combined

Alexandria JDR

Alexandria GD

Hampton GD

Chesapeake JDR

Page JDR

Virginia Beach GD

Salem Combined

Roanoke County GD and JDR

Roanoke City GD and JDR

Rhonda B. Gardner
 J & DR Court Services Manager
 Department of Judicial Services
 Office of the Executive Secretary

Supreme Court of Virginia
540-586-7572

rgardner@courts.state.va.us

The above analysis is not intended to be and should not be construed as providing legal advice. It is offered for your consideration and use to the extent you decide it is helpful. If you are seeking legal advice, it is suggested that you consult with your Judge or Chief Judge for direction.

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-----Amy Burnham/JDR/VaJud wrote: -----

To: Ann Lloyd/JDR/VaJud@VaJud
From: Amy Burnham/JDR/VaJud
Date: 11/13/2015 10:02AM
Subject: Re: Question

Ann,
Wow - that's a great sign. I hope you get it.

Yes, we receive 15% of our state salaries. We are paid biweekly along with the County employees. I think they treat us like contract workers. We have to enter time into their payroll system every pay period to show that each employee worked or earned leave during that pay period.

Let me know if you need any more info.
Amy

Amy K. Burnham, CCE
Clerk of Court
Juvenile & Domestic Relations District Court
1425 N. Courthouse Road, Suite 4100
Arlington, Virginia 22201
703-228-7333

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-----Ann Lloyd/JDR/VaJud wrote: -----

To: Amy Burnham/JDR/VaJud@VaJud
From: Ann Lloyd/JDR/VaJud
Date: 11/13/2015 09:57AM
Subject: Question

Amy:

Hope all is going well with you. I need a favor this morning, if possible. Can you tell me how you and your staff receive your local supplements? Is it paid monthly, bi-monthly, quarterly, etc. Also, is it still at 15 percent?

I appeared before the HR/Board of Supervisors this morning and feel we have a chance. They are interested in how others pay this and I wanted to check to be certain I was right.

Thank you so much.

Ann B. Lloyd, Clerk
Frederick County-City of Winchester
JDR Courts
5 North Kent Street
Winchester, VA 22601
540-667-5770, ext. 347
E-mail: alloyd@courts.state.va.us
Fax: 540-723-8886

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PERMANENT EMPLOYEES

March, 2015

Prepared By	Initials	Date
Approved By		

Updated: February 1, 2015

		1	2	3
		Comp. Bd.	Co. Supplem.	Total
1	00001 Hogan, Rebecca	10,112.33 ✓	1,806.29	11,918.62
2				
3	00005 Eckman, Vickie	3,645.17 ✓	1,813.17	5,458.34
4				
5	00003 Miller, Sharon S.	2,828.50 ✓	1,269.42	4,097.92
6				
7	00002 Bursey, Kimberly	2,036.25 ✓	422.09	2,458.34
8				
9	00004 Stinson, Kathy J.	2,228.08 ✓	971.92	3,200.00
10				
11	00010 Whittale, Kirk M.	2,036.25 ✓	1,455.41	3,491.66
12				
13	00008 Miller, Pamela A.	2,036.25 ✓	788.75	2,825.00
14				
15	00009 Bayless, Elizabeth	2,036.25 ✓	422.09	2,458.34
16				
17				
18	TOTALS	26,959.08	8,949.14	35,908.22
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EXHIBIT B

001 MAR 28 AM 10:31
JUVENILE & DOMESTIC
VIOLENCE COURT
MICHAEL & FRED CO.

**District Court System:
Salary and Classification Plan**

**Statewide
August 10, 2015**

***Below are the pay grades, entry steps, and salaries for each
classification listed.***

Clerk of Court	Step	Salary
Pay Grade 15	2290	\$52,752
Pay Grade 14	1990	\$45,526
Pay Grade 13	1790	\$41,281
Pay Grade 12	1590	\$37,405
Pay Grade 11	1390	\$33,925
Pay Grade 10	1290	\$32,282

Supervising Deputy Clerk	Step	Salary
Pay Grade 14	1890	\$43,353
Pay Grade 13	1690	\$39,303
Pay Grade 12	1490	\$35,626
Pay Grade 11	1290	\$32,282
Pay Grade 10	1190	\$30,756

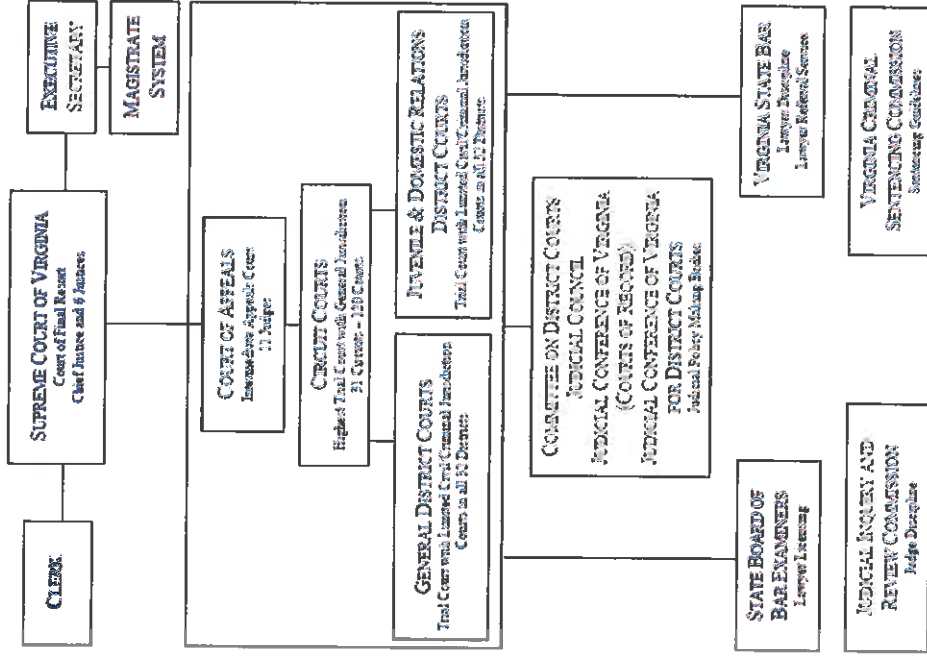
Deputy Clerk	Step	Salary
Pay Grade 9	1090	\$29,277
Pay Grade 8	1030	\$28,438
Pay Grade 7	931	\$27,066
Pay Grade 6	830	\$25,783



Frederick County-City of Winchester Juvenile & Domestic Relations District Court

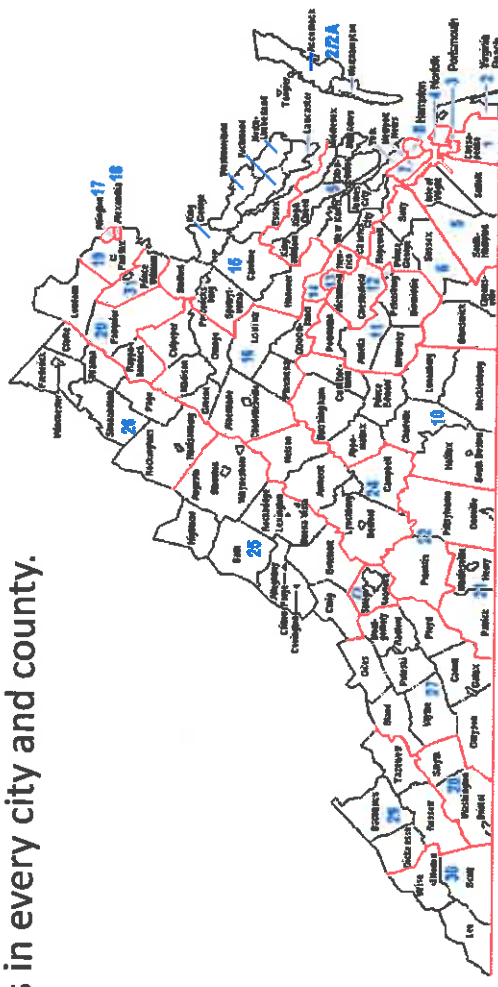
Frederick Co. Human Resources Presentation
November 13, 2015

Virginia Judicial System



The mission of Virginia's judicial system is to assure that disputes are resolved justly, promptly, and economically. The components necessary to discharge these functions are a court system unified in its structure and administration, competent, honest judges and court personnel, and uniform rules of practice and procedure.

Within the 32 districts of the state, there are general district courts and juvenile and domestic relations district courts in every city and county.





COURT SYSTEM

The Court System is a public service organization. Individuals requiring the services of the courts are often confused by the complexity of the system and may be in a highly emotional state. It may often be their first and only contact with the Court System. Personnel are expected to assist all individuals in a courteous, tactful, and patient manner.

JDR Court Description

“Under the Code of Virginia, a child, juvenile, or minor is defined as a person less than eighteen years of age. The general categories of children defined in the law include the abused or neglected child, the abandoned child, the child in need of services, the child in need of supervision and the delinquent child. Adults come within the jurisdiction of the juvenile and domestic relations district court because of their involvement ... because of charges of criminal acts against children or against family members.”

Types of Cases Heard in JDR Court

- juvenile delinquency and status offenses
- juveniles accused of traffic violations
- children in need of services or supervision
- children subjected to abuse or neglect
- children who are abandoned or without parental guardianship
- foster care and entrustment agreements
- children for whom relief of custody or termination of parental rights is requested
- adults accused of child abuse or neglect, or of offenses against family or household members
- adults involved in disputes concerning the custody, visitation or support of a child
- spousal support
- minors seeking emancipation or work permits
- court consent for certain medical treatments
- protective orders involving certain family or household members or juveniles

Unique Characteristics of the JDR Court



Working With Others

A very important component of what we do is insuring that our courts work well with other agencies with which we have contact, on top of providing outstanding customer service.

Department of Social Services

Law Enforcement

Adult Detention Centers

Juvenile Detention Centers

Judicial System (other courts)

County and City Agencies (budget and spending)

Supreme Court of Virginia

Legislature

Commonwealth Attorneys

Victim Witness

Schools

Mental Health Providers, Psychiatrists Psychologists

Court Service Unit

Adult Probation

Federal Agencies

What is a multi-jurisdictional court?

- Winchester-Frederick County district courts are one of  within the Commonwealth who serve two different localities.
- To be considered multi-jurisdictional, localities must have separate Circuit Courts.
 - Rockingham/Harrisonburg is not a multi-jurisdictional court as there is only one circuit court

Frederick/Winchester Filings (2008-2014)

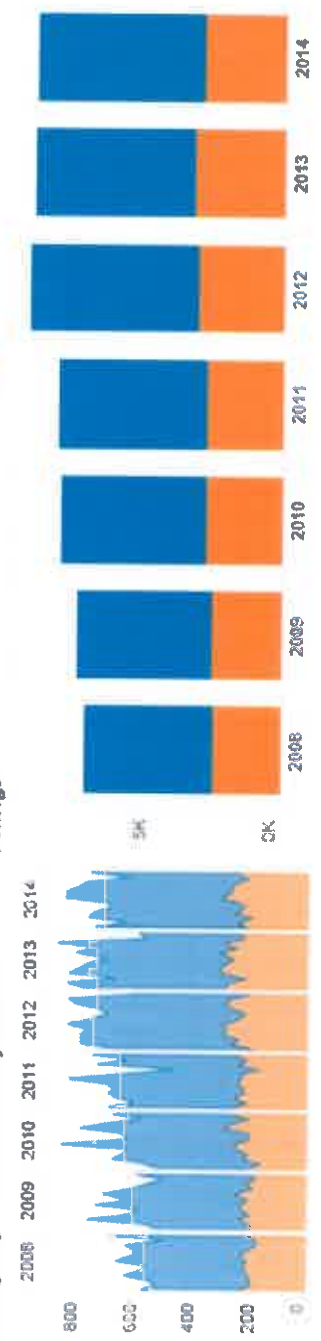
Filings from 2008 thru 2014

div	Filing Type	2008	2009	2010	2011	2012	2013	2014	2008-2014 % Change	div	Filing T...
A	CF	173	168	117	128	116	195	187	8%	A	CF
CM	CM	722	791	783	1,054	1,044	909	682	-6%	CM	CM
Other	Other	1,515	1,767	1,596	1,553	1,859	2,245	2,200	45%	Other	Other
VS	VS	866	1,039	1,154	1,010	1,145	955	994	15%	VS	VS
Total	Total	3,276	3,765	3,650	3,745	4,184	4,304	4,063	24%	Total	Total
J	AN	35	13	39	55	25	46	55	57%	J	AN
CV	CV	1,436	1,488	2,184	2,038	2,540	2,184	2,364	65%	CV	CV
DF	DF	236	162	135	96	158	155	186	-21%	DF	DF
DM	DM	897	749	651	827	867	978	777	-13%	DM	DM
Other	Other	411	386	405	404	393	535	550	34%	Other	Other
RC	RC	181	220	236	241	274	271	282	56%	RC	RC
RV	RV	168	200	232	244	272	261	264	57%	RV	RV
T	T	309	247	212	246	215	179	172	-44%	T	T
Total	Total	3,673	3,473	4,094	4,151	4,744	4,462	4,650	27%	Total	Total
Grand Total	Grand Total	6,949	7,258	7,744	7,896	8,908	8,766	8,713	25%	Grand Total	Grand Total

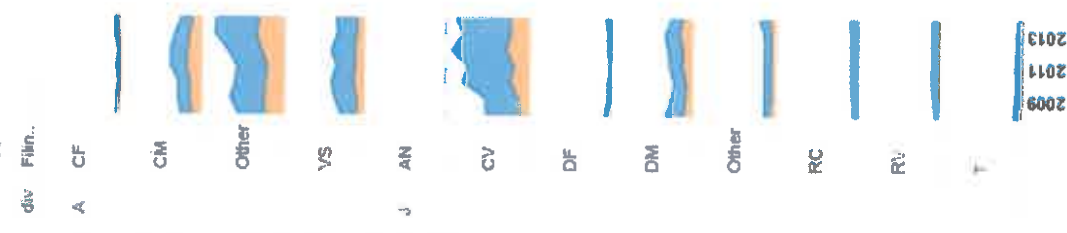
Filings

locale	2008	2009	2010	2011	2012	2013	2014
Frederick	4,530	4,776	5,081	5,198	5,906	5,599	5,843
Winchester	2,419	2,462	2,663	2,558	3,002	3,167	2,870

Filings by Year/Month by Locale



Case Types Trends



Caseload

- Caseload is reflected by the number of **new cases** brought before the **Judge** each year
- Differs greatly from the number of hearings held
 - new cases may come before the Judge from anywhere from one to four, five hearings, depending on the nature of the case and the facts involved
- Caseload for the Frederick/Winchester JDR Court is 
- Whereas the JDR Court held  hearings

Number of Employees

- The budget for the Court System is prepared every two years
 - budget biennium begins on July 1 of the even-numbered years
- Court System's budget drives the number of positions authorized for each office.
- Currently this office has a total of 10 employees:
 - Clerk, Supervisor, 5 Full Time Employees, 3 Part-Time Employees

Job Description

Each court in the Commonwealth maintains a clerks' office, which receives, processes, and maintains records of all cases brought before that court, as well as other records and papers the court is required by law to maintain.

Court Clerk

- Responsible for the management and application of court resources to develop effective operational systems.
- Includes authority over service to the public, financial performance, staffing, budgets, and efficient case processing systems.
- Monitors all procedures to provide high quality customer service, comply with law, and meet needs of court and criminal justice agencies.
- Responsible for personnel management, development and monitoring of performance standards
 - Develop standards, which establish the level of performance expected of personnel in fulfilling their duties and responsibilities.
 - Provide employees with an environment, which encourages efficient, productive, and stimulating work.

Deputy Clerk

- Data entry
- Operational responsibilities in high volume office with frequent deadlines.
 - Provides judge with support in court
 - Ensures court's instructions are executed and legal papers prepared with accuracy and in accordance with appropriate policies and judicial instructions.
 - File court documents as prescribed by court's records management system.
- Delivers high degree of customer service by providing information in person and by telephone, resolving problems
- Assessing fines and costs.
- Responsible for court accounting including closing cash registers, conducting daily cash reconciliation, preparing bank deposits and accounting reports.
- Take affidavits and administer oaths and affirmations...in the same manner as a notary public (§47.1-12, Code of Virginia)

Staffing

- 2015 Staffing Study by the Supreme Court of Virginia
 - JDR Court is staffed at **67%**
 - GDC is staffed at 75%
 - For 15-years the courts have not been able to obtain sufficient staffing

Imagine coming to work every day with 30% or more of your staff not present but having to turn out the same of work!

- Judgeships added December 2014
 - JDR Court created 2 dockets, every day with 2 judges
 - GDC Court has 2 dockets, 2-3 days per week



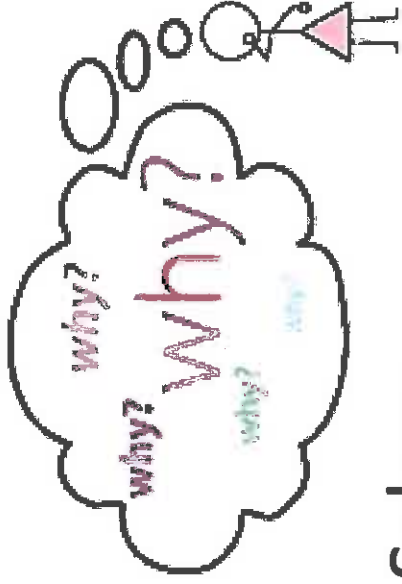
So, on top of being short staffed we received additional work!

Turnover

How do we deal with turnover?

General District Court largest turnover rate

- Losing an average of 3 employees per year
 - Some years higher with up to 5 leaving



Salary

- Starting salary of \$27,000/year

Pay

Employees of the Judicial Branch of the Commonwealth of Virginia, paid by the Office of the Executive Secretary of the Supreme Court of Virginia

- Salary and Classification Plan
 - Pay system is set up by pay grades, with steps within that grade, established by the Office of the Executive Secretary
 - Determined by population, caseload, and responsibilities
- Court Clerk is currently Grade 15, largely due to multi-jurisdictional responsibilities
- Supplements
 - Localities may supplement the salaries of the clerks and other personnel of the district court wholly out of local funds.
 - District Court judges and substitute judges CANNOT receive supplements

District Court System: Salary and Classification Plan

Statewide
August 10, 2015

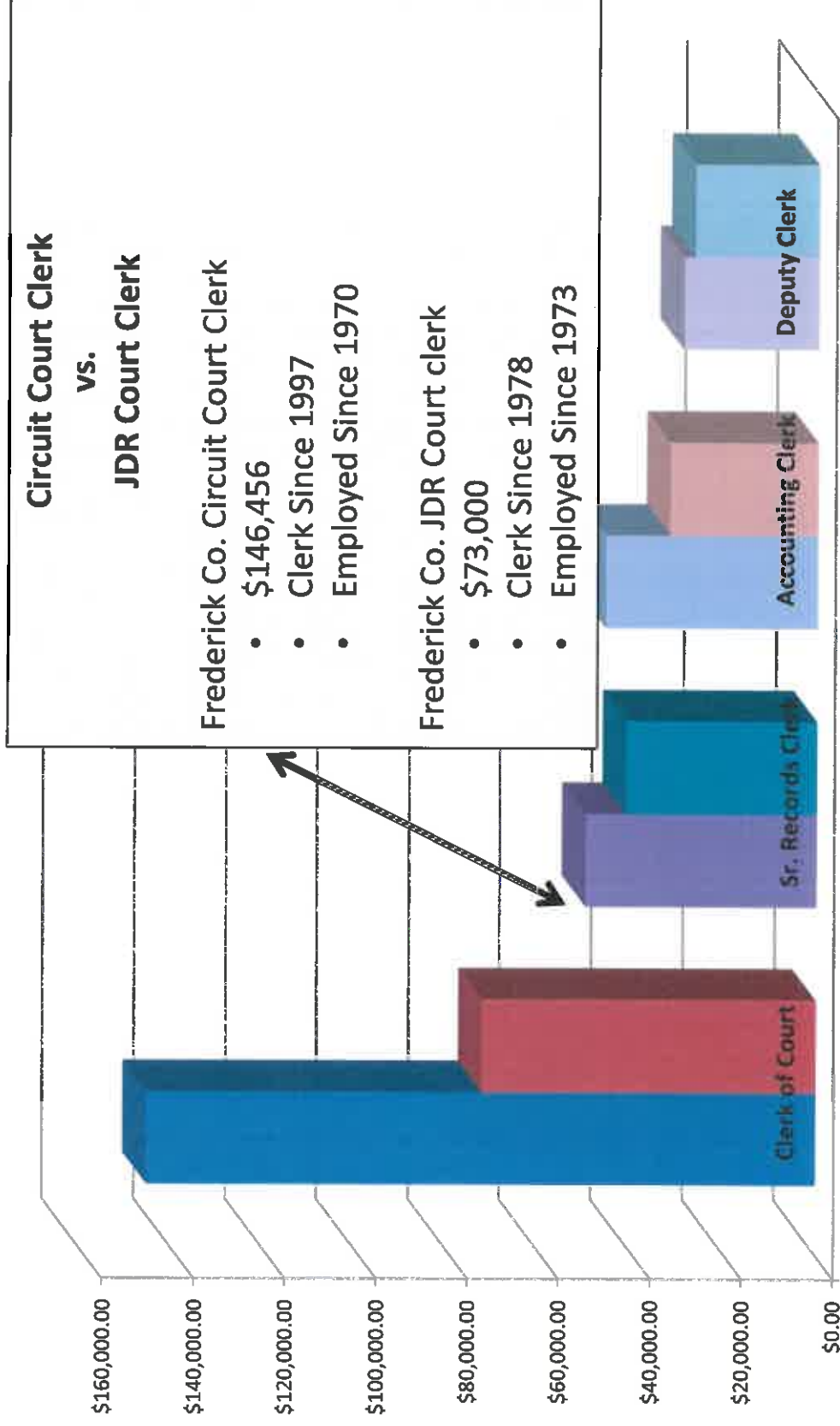
Below are the pay grades, entry steps, and salaries for each classification listed.

Clerk of Court	Step	Salary
Pay Grade 15	2290	\$52,752
Pay Grade 14	1990	\$45,526
Pay Grade 13	1790	\$41,281
Pay Grade 12	1590	\$37,403
Pay Grade 11	1390	\$33,925
Pay Grade 10	1290	\$32,282

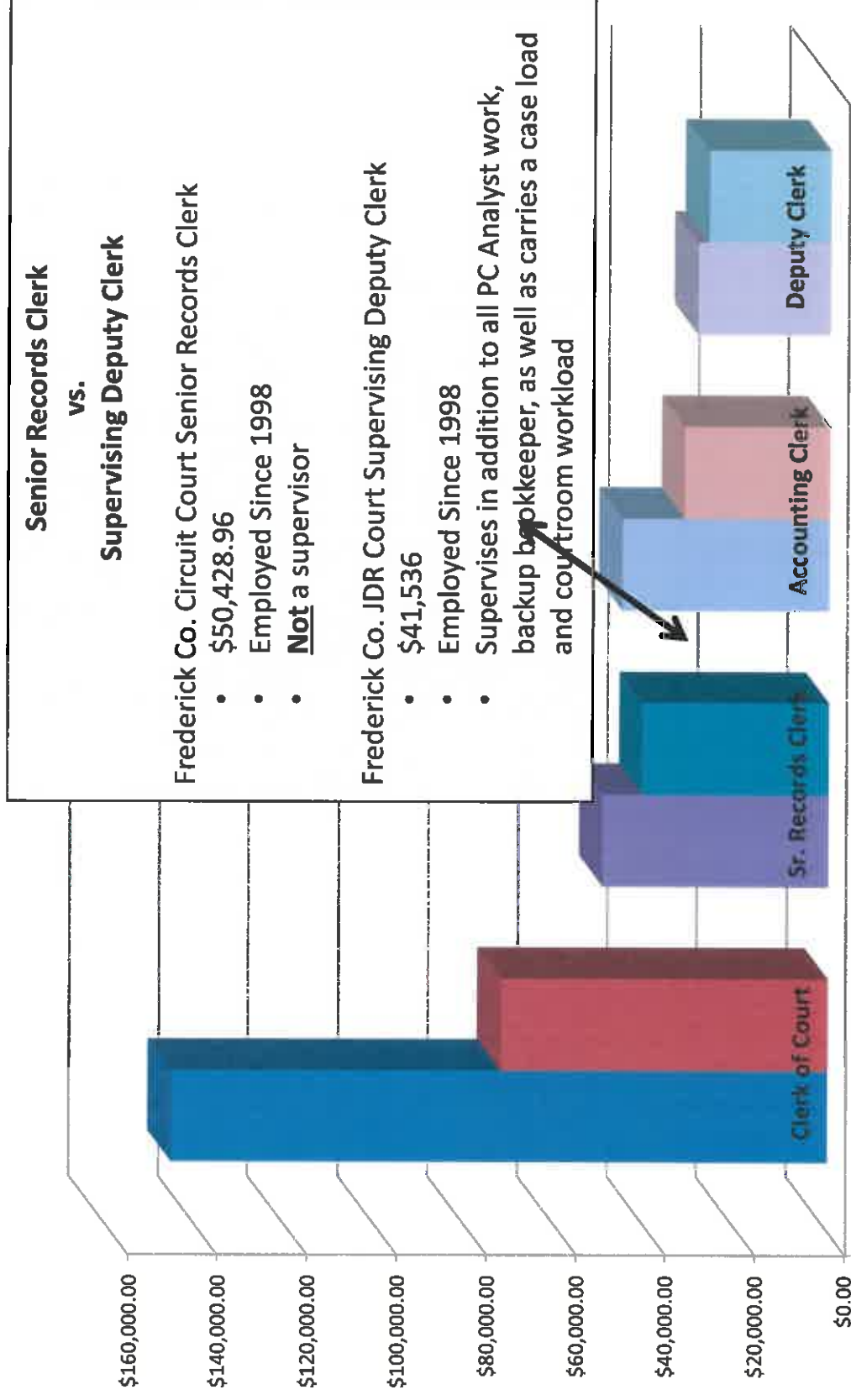
Supervising Deputy Clerk	Step	Salary
Pay Grade 14	1890	\$43,353
Pay Grade 13	1690	\$39,303
Pay Grade 12	1490	\$35,626
Pay Grade 11	1290	\$32,282
Pay Grade 10	1190	\$30,756

Deputy Clerk	Step	Salary
Pay Grade 9	1090	\$29,277
Pay Grade 8	1030	\$28,438
Pay Grade 7	931	\$27,066
Pay Grade 6	830	\$25,783

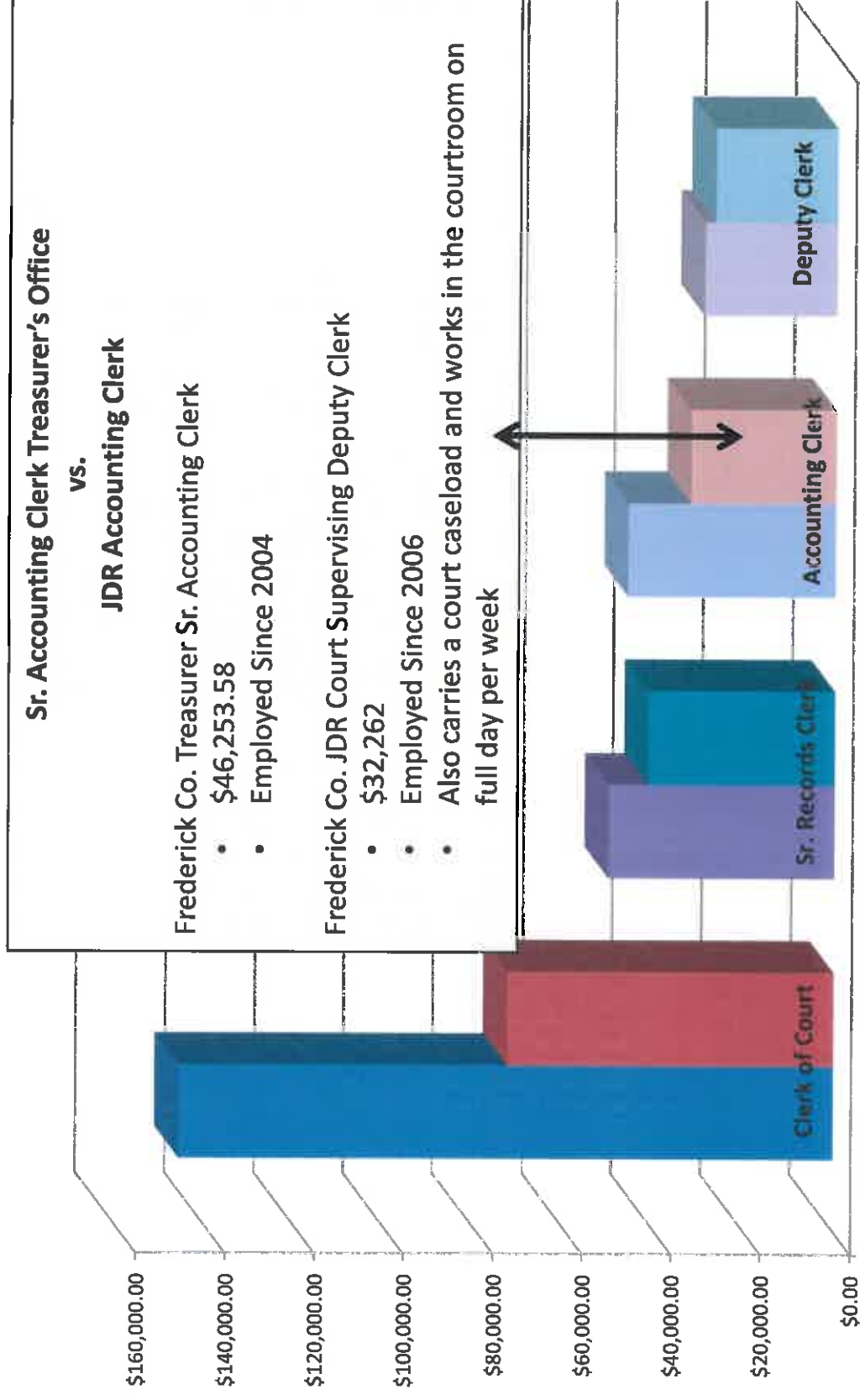
So, how do we compare?



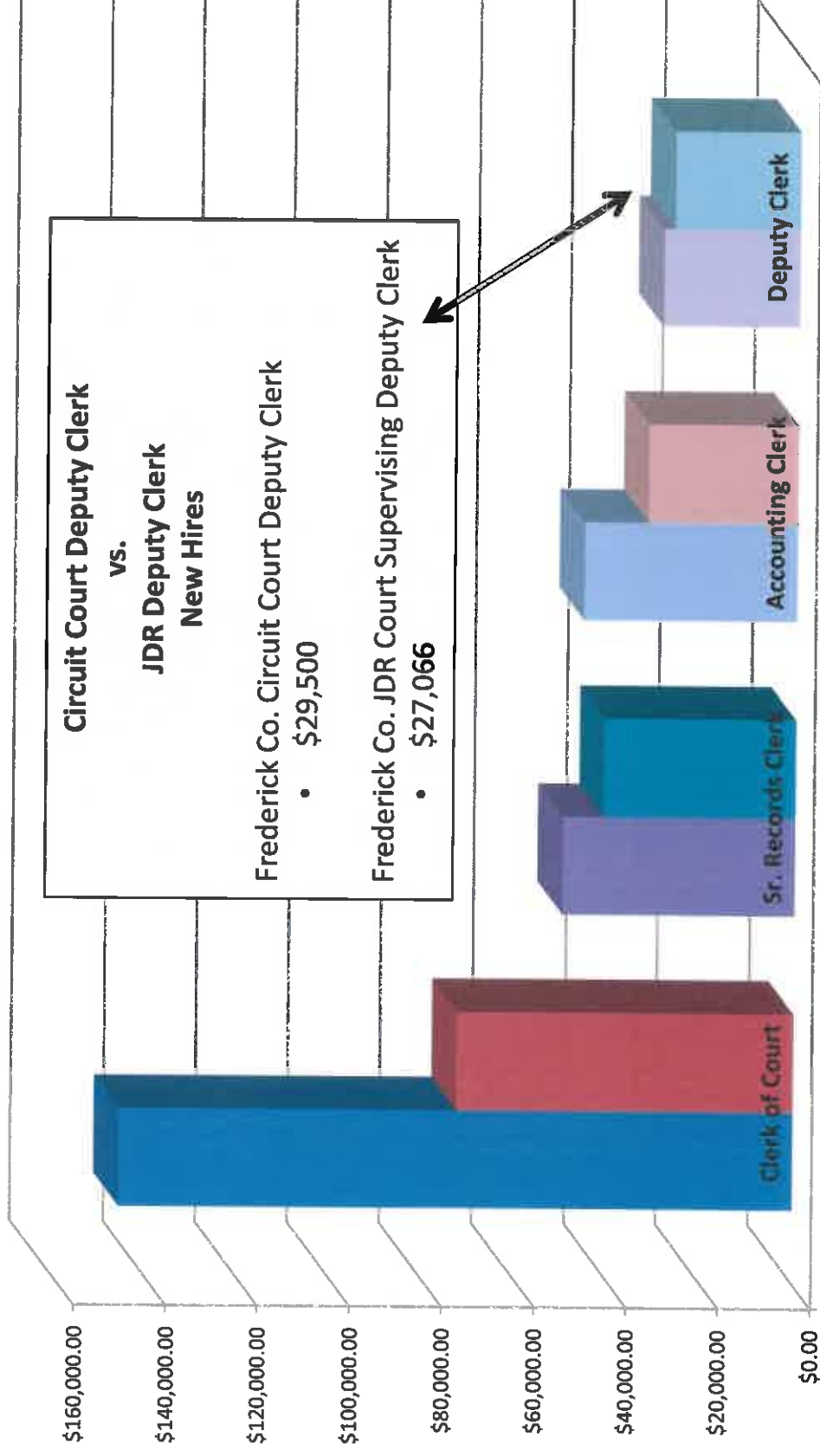
So, how do we compare?



So, how do we compare?



So, how do we compare?



How do we do it?

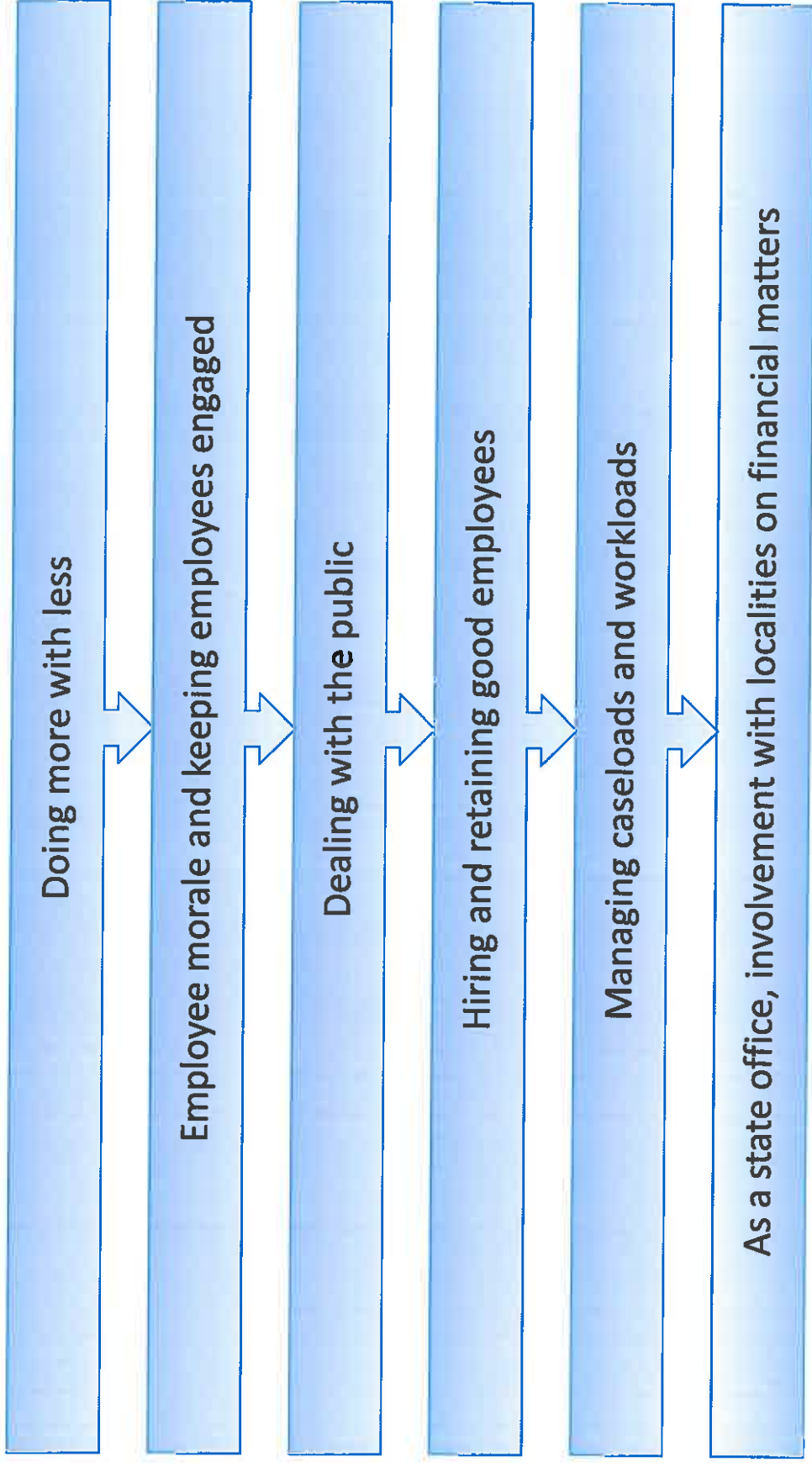
Good Leadership

- Clerk and supervisor(s) have an important and responsible role to play
- Hands on Clerk and Supervisor(s)
- Open Communication
- Being aware of your surroundings within the office setting

Training & Education

- Update and Staff Meetings
- Continuing Legal Education
- Insuring the wishes of the Judge are met and that they are also reasonable and “do-able”.

Our Daily Struggles



What do we do for the state and localities?

- Collections as a whole for County of Frederick, City of Winchester, Commonwealth of Virginia
- Monies sent to the Circuit Court Clerks of which they retain 5% for an administration fee
- Amount returned to Frederick County for excess fees in 2014 was **\$67,000**



“The quality of a court system is determined chiefly by the quality of its judges and court personnel. Virginia is fortunate to have a judiciary of the highest competence and integrity.”

Supreme Court of Virginia

The Staff of the Juvenile & Domestic Relations District Court

Halloween October 30, 2015





**FREDERICK COUNTY GENERAL
DISTRICT COURT
CLERK'S OFFICE**

**OFFICE OVERVIEW FOR FREDERICK
COUNTY HUMAN RESOURCES
COMMITTEE**

NOVEMBER 2015

GENERAL DISTRICT COURTS IN VIRGINIA OPERATE UNDER THE DIRECTION OF THE OFFICE OF THE EXECUTIVE SECRETARY OF THE SUPREME COURT OF VIRGINIA.

THE OFFICE OF THE EXECUTIVE SECRETARY PROVIDES ADMINISTRATIVE SUPPORT FOR ALL THE COURTS AND MAGISTRATE OFFICES WITHIN THE COMMONWEALTH.

- TRAINING AND EDUCATION OF ALL JUDICIAL BRANCH EMPLOYEES
- LEGAL RESEARCH ASSISTANCE FOR JUDGES
- PROVIDES PAYROLL, PURCHASING, ACCOUNTS PAYABLE, HUMAN RESOURCES, PLANNING AND GRANT SERVICES TO THE COURTS
- SUPPLIES ALL INFORMATION TECHNOLOGY, ALONG WITH TECHNICAL SUPPORT, INCLUDING INTERNET, E-MAIL, CASE MANAGEMENT AND VIDEO TECHNOLOGY
- PROVIDES TECHNICAL SUPPORT TO THE COURTS AND MAGISTRATE OFFICES IN THE COMMONWEALTH

KARL R. HADE-EXECUTIVE SECRETARY

804-786-6455

GENERAL DISTRICT COURT

- COURTS OF LIMITED JURISDICTION WHICH MEANS THE COURTS ONLY HAVE CASES IN WHICH JURISDICTION IS SPECIFICALLY GIVEN BY STATUTE
- NO JURY TRIALS—ALL CASES ARE HEARD BY A JUDGE
- DIVIDED INTO GENERAL DISTRICT COURTS AND JUVENILE & DOMESTIC RELATIONS DISTRICT COURTS
- VIRGINIA HAS 32 DISTRICTS

FREDERICK COUNTY IS IN THE TWENTY-SIXTH JUDICIAL
DISTRICT OF VIRGINIA
W. DALE HOUFF—CHIEF JUDGE

CASE TYPES

CIVIL

- EXCLUSIVE JURISDICTION IN CASES INVOLVING \$4,500 OR LESS
- CLAIMS FOR RECOVERY OF POSSESSION OF PERSONAL PROPERTY OR RENTED PREMISES
- SHARED JURISDICTION WITH THE CIRCUIT COURTS WHEN THE AMOUNT CLAIMED IS BETWEEN \$4,500 AND \$25,000

CRIMINAL CASES INVOLVING ADULTS

- JURISDICTION OVER MISDEMEANORS AND VIOLATIONS OF ORDINANCES, LAWS AND BYLAWS OF THE COUNTIES, CITIES AND TOWNS WITHIN THEIR DISTRICT
- CONDUCTS PRELIMINARY HEARINGS IN FELONY CASES

TRAFFIC CASES INVOLVING ADULTS

MENTAL COMMITMENTS

PROTECTIVE ORDERS

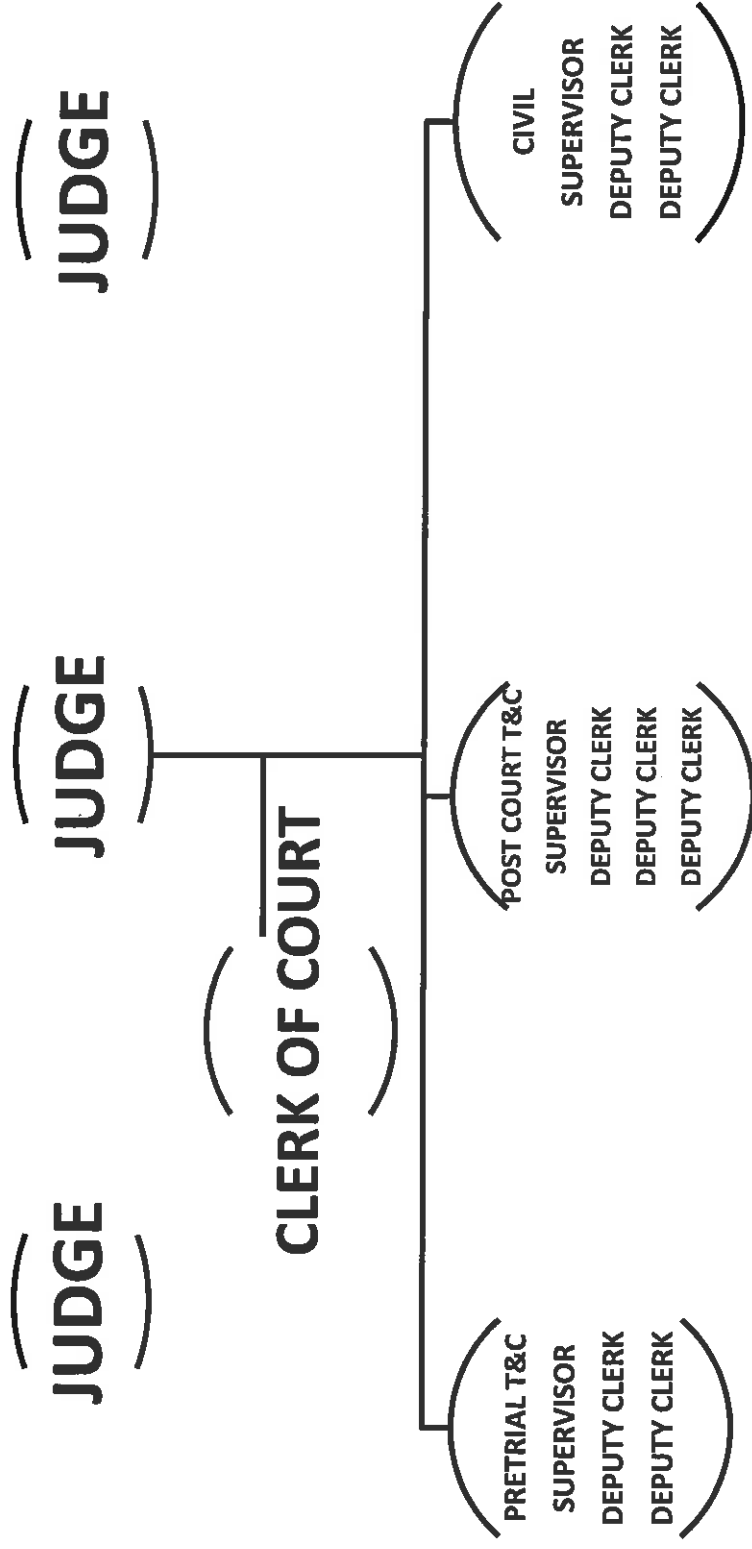
THE CLERKS OFFICE IS THE ADMINISTRATIVE ARM OF THE COURT. THE CLERK OF COURT IS THE CHIEF ADMINISTRATIVE OFFICER OF THE COURT AND IS APPOINTED BY AND ACCOUNTABLE TO THE PRESIDING JUDGE AND CHIEF JUDGE FOR ALL OFFICE FUNCTIONS. CLERKS ARE PAID BY THE OFFICE OF THE EXECUTIVE SECRETARY OF THE SUPREME COURT OF VIRGINIA.

CLERK OF THE COURT

- DEVELOPS, IMPLEMENTS AND ADMINISTERS PROCEDURES NECESSARY FOR THE EFFICIENT OPERATION OF THE CLERKS OFFICE
- KEEPS THE RECORDS AND ACCOUNTS OF THE COURT
- HIRES AND SUPERVISES NONJUDICIAL PERSONNEL
- DISCHARGES ALL OTHER DUTIES AS PRESCRIBED BY THE JUDGE

THERE ARE CURRENTLY 11 FULL TIME EMPLOYEES AND 3 PART TIME EMPLOYEES IN THE CLERK'S OFFICE

SUPREME COURT OF VIRGINIA CONDUCTED A 2015 CLERK STAFFING STUDY AND DETERMINED THAT THE OFFICE IS 3.8 EMPLOYEES SHORT OF BEING FULLY STAFFED.



BOOKKEEPER

11 FULL TIME EMPLOYEES

3 PART TIME EMPLOYEES

2015 NEW CASELOAD STATISTICS:

	CIVIL	CRIMINAL	TRAFFIC
JANUARY:	197	298	1442
FEBRUARY:	228	213	777
MARCH:	225	213	1322
APRIL:	251	217	979
MAY:	197	222	832
JUNE:	255	284	1129
JULY:	236	246	1124
AUGUST:	224	300	1417
SEPTEMBER:	210	251	945
OCTOBER:	274	232	1080

FREDERICK GENERAL DISTRICT COURT HANDLES
APPROXIMATELY 19,576 CRIMINAL & TRAFFIC
CASES A YEAR

COURT IS IN SESSION

2 COURTS EVERY MONDAY

1 COURT EVERY TUESDAY

1 COURT FIRST, SECOND, THIRD AND FIFTH WEDNESDAY

2 COURTS FOURTH WEDNESDAY

2 COURTS EVERY THURSDAY

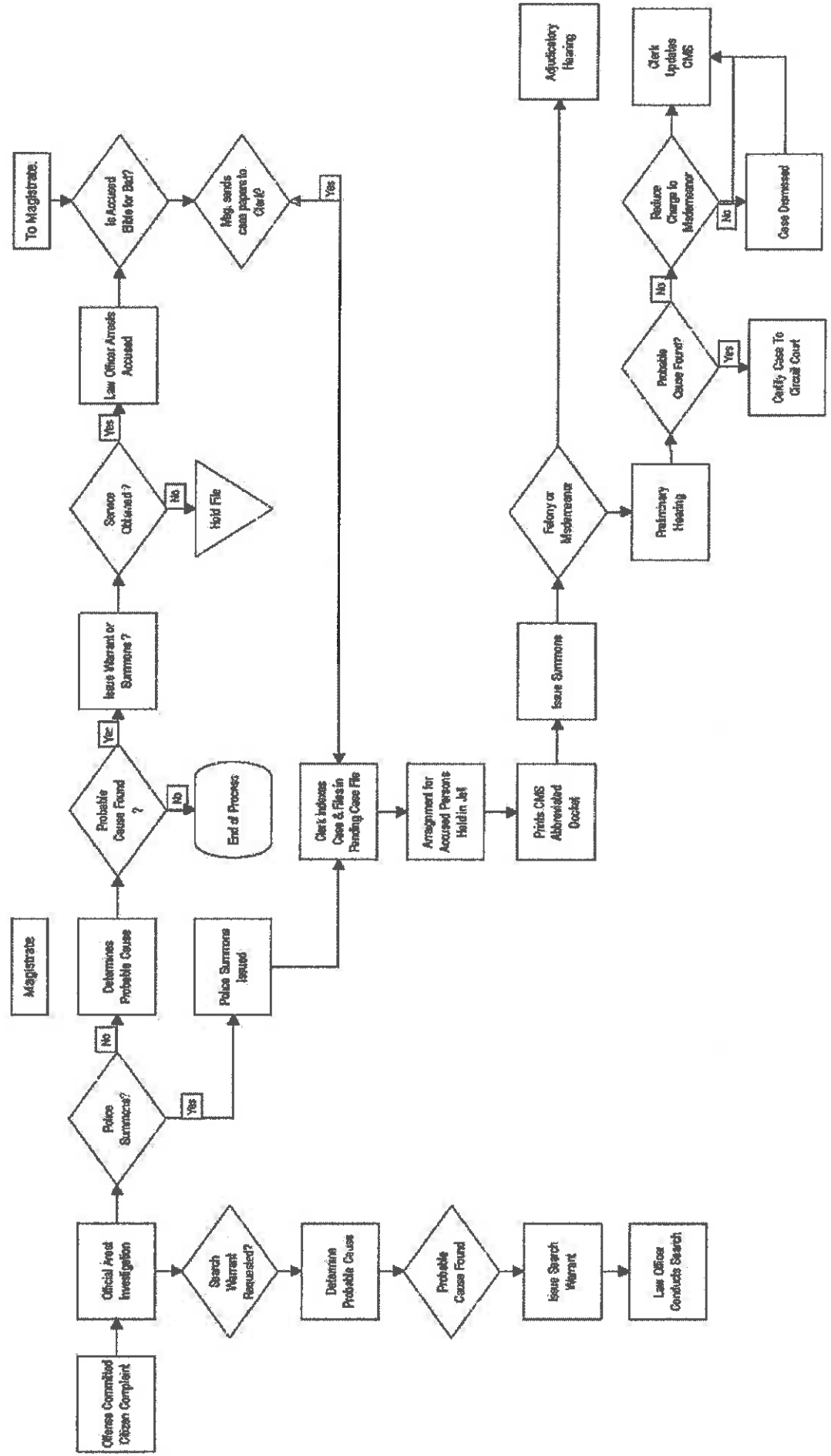
2 COURTS FIRST, SECOND, THIRD AND FIFTH FRIDAY

1 COURT FOURTH FRIDAY

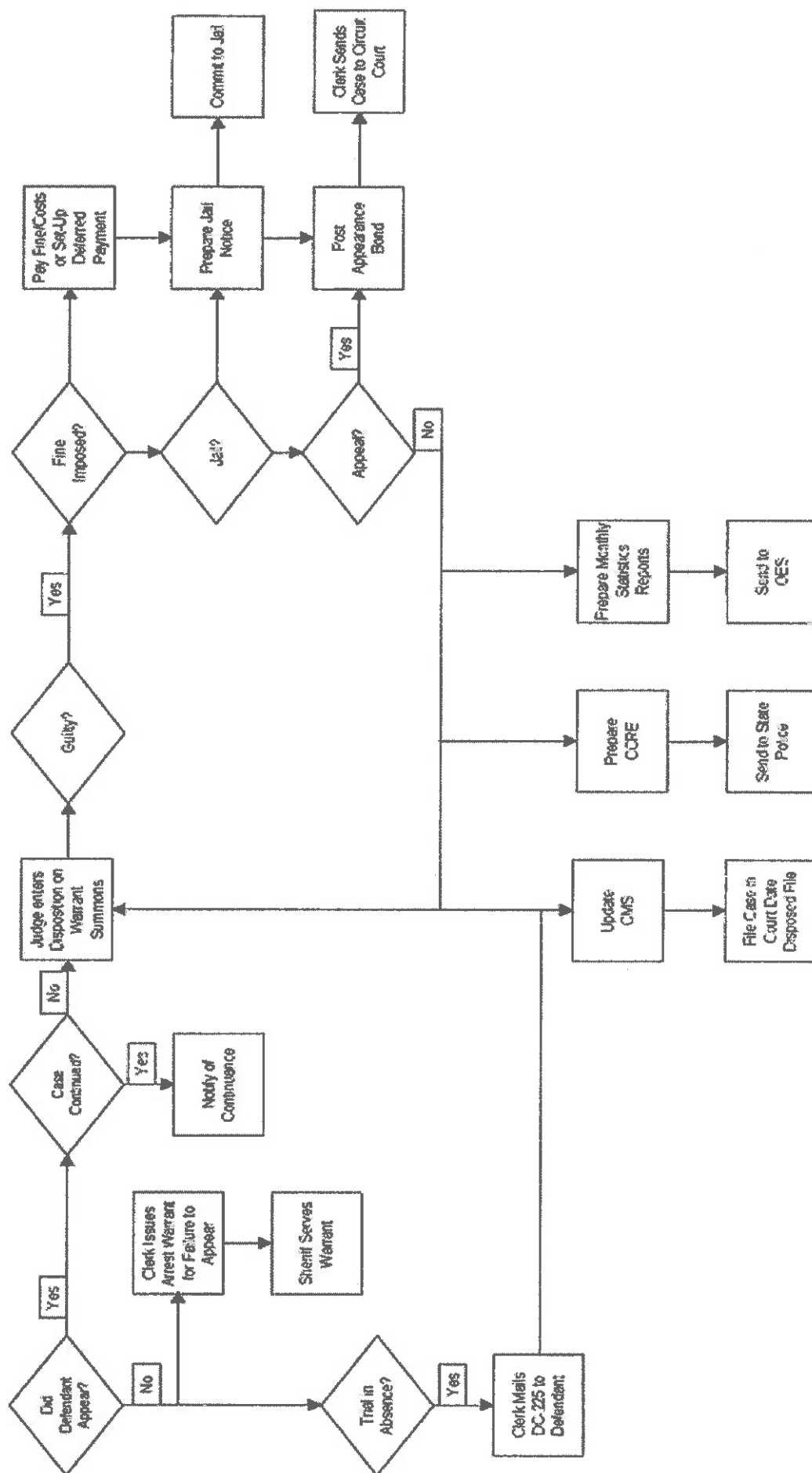
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graph TD
    Start([Traffic violation occurs]) --> D1{Infraction or Misdemeanor or?}
    D1 -- Yes --> D2{Summons or Warrant or?}
    D1 -- No --> B1[Magistrate Probable Cause Hearing]
    B1 --> B2[Warrant Issued, Bond Posted]
    B2 --> D3{Does motorist Appear or Trial?}
    D3 -- Yes --> D4{Court Appearance Required?}
    D4 -- No --> B3[Traffic Infraction which is Prepayable]
    B3 --> B4[Motorist mails or delivers fine and plea waiver]
    B4 --> B5[Clerk receipts fines & costs]
    B5 --> B6[Clerk Office sends abstract to DMV]
    B6 --> B7[Clerk Office fields case court date, disposed file]
    D3 -- No --> D5{Defendant Tried in Absence}
    D5 --> D6{Guilty}
    D6 --> D7{Appeal to Circuit Court?}
    D7 -- Yes --> B8[Sends case to Circuit Court]
    D7 -- No --> B7
    D6 -- Not Guilty --> B9[Fine and/or Other Disposition]
    B9 --> B10[Notify of Disposition, DC-225]
    D5 -- Not Tried --> B11[Case Continued]
    B11 --> D8{Issue FTA or Capias?}
    D8 --> B12[Arrest and Bond for Trial]
    D8 --> B13[Notify of Continuance]
    D2 --> B14[Forward Summons or Warrant to Clerks Office]
    B14 --> B15[Index Case, File in Pending Court Date Desk Top File]
    B15 --> B16[Issue Subpoenas]
    B16 --> B17[Print CMS Abbreviated Docket]
  
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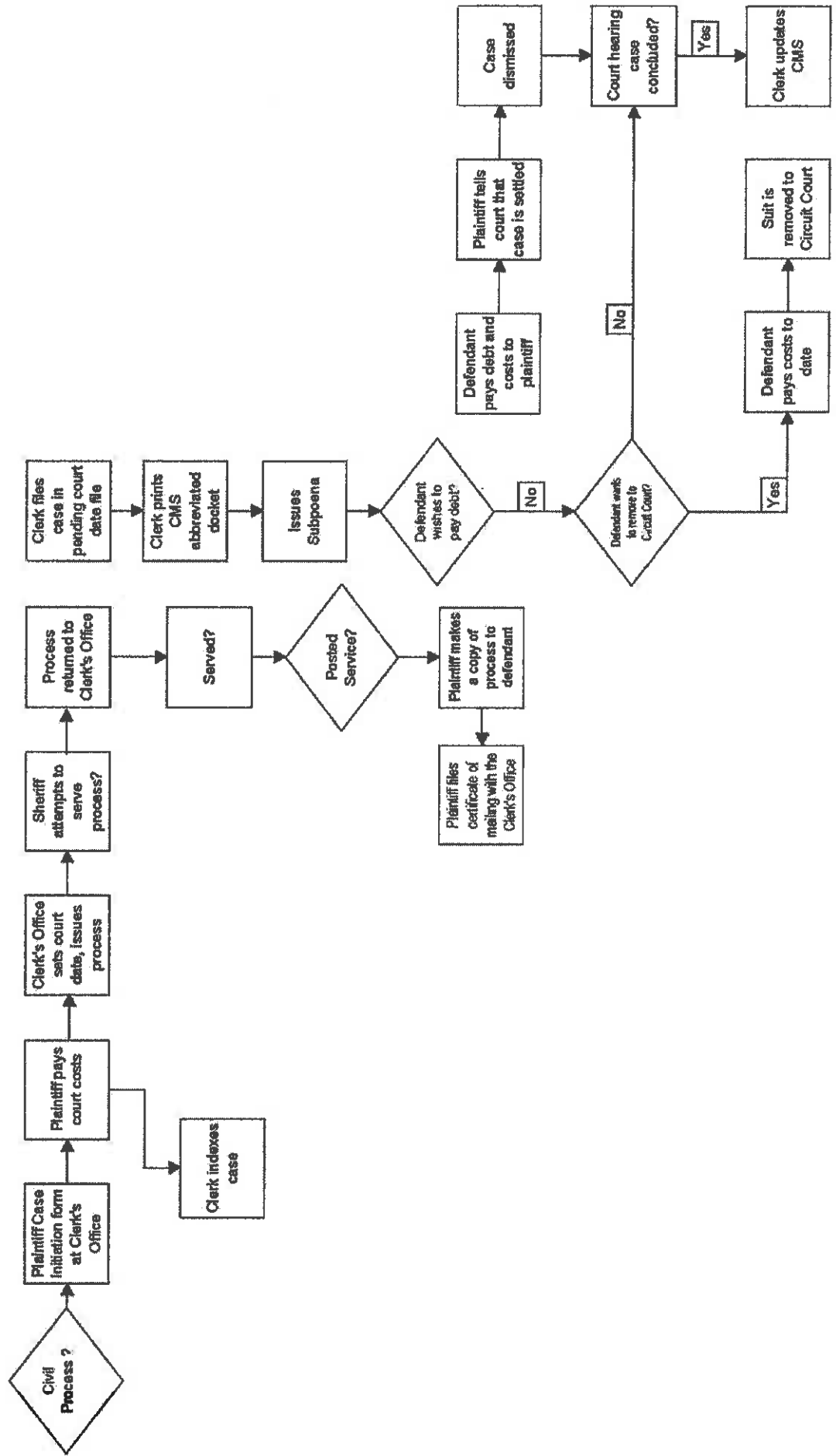
CRIMINAL CASE PROCESSING PRE-COURT PROCEDURES



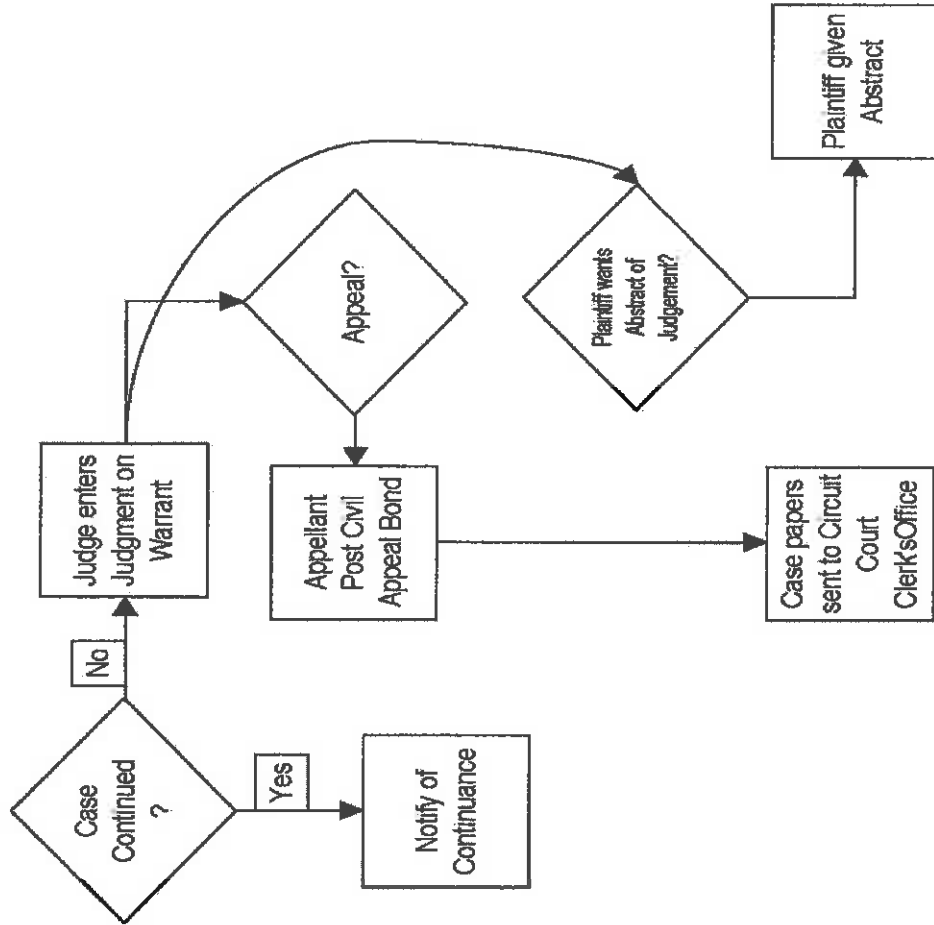
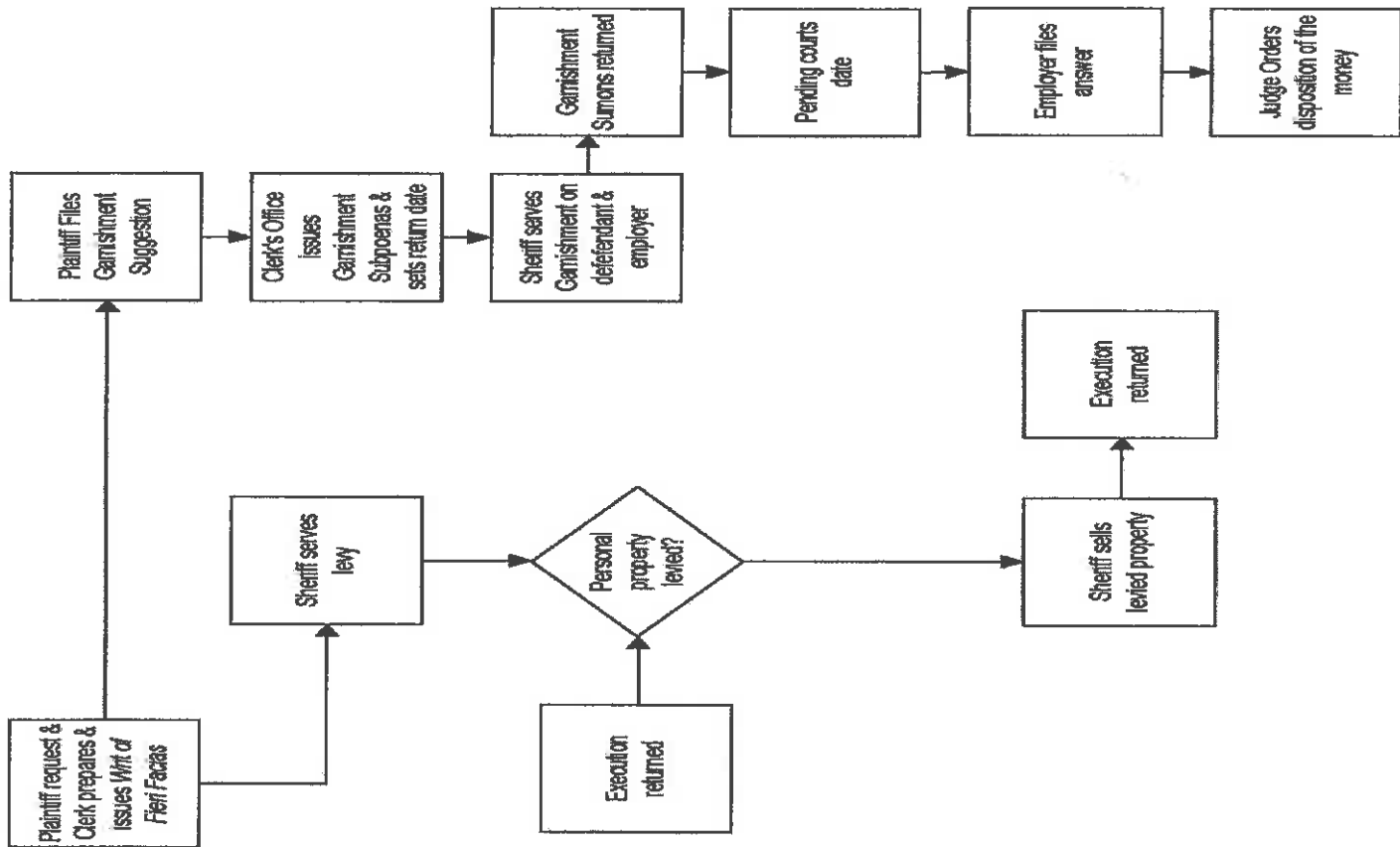
CRIMINAL CASE PROCESSING POST-COURT PROCEDURES



CIVIL CASE PROCESS PRE-TRIAL PROCEDURES



CIVIL CASE PROCESS TRIAL AND POST-TRIAL PROCEDURES



STAFF

- HIGH VOLUME MULTI JURISDICTION COURT. WE HANDLE WINCHESTER AND FREDERICK COUNTY CASES. WE DO DOUBLE EVERYTHING
- HIGH SCHOOL DIPLOMA OR EQUIVALENT IS REQUIRED. MOST OF OUR EMPLOYEES HAVE SOME COLLEGE AND/OR ARE WORKING ON DEGREES IN CRIMINAL JUSTICE OR HAD EXPERIENCE WITHIN THE JUDICIAL FIELD. DUE TO THE COMPLEXITY OF THE ISSUES AND REQUIREMENTS OF THESE POSITIONS—TURNOVER IS HIGH IN DEPUTY CLERK POSITIONS
- TAKES APPROXIMATELY SIX MONTHS TO TRAIN A NEW EMPLOYEE DUE TO THE MANY DUTIES AND RESPONSIBILITIES
- VACANCIES ARE HARD TO FILL WITH A STARTING SALARY OF \$27,066
- EMPLOYEES LEAVE FOR HIGHER PAYING POSITIONS: FEMA, FBI, CIRCUIT COURT, ATTORNEY OFFICES, ETC. WE LOST FOUR EMPLOYEES IN 2014 AND FOUR EMPLOYEES IN 2015 DUE TO SALARY
- SUPREME COURT OF VIRGINIA DID A STAFFING STUDY IN 2015 AND WE ARE 3.8 EMPLOYEES SHORT OF BEING FULLY STAFFED
- 75% OF THE GENERAL DISTRICT COURT CASES ARE PRO-SE LITIGANTS

STATE AND LOCAL REVENUE COLLECTIONS FOR THE GENERAL DISTRICT COURT

THIS OFFICE UTILIZES THE TAX SET OFF PROGRAM TO COLLECT
DELINQUENT FINE AND COSTS.

A 5% CIRCUIT COURT CLERKS COMMISSION IS AUTHORIZED FOR
LOCAL COLLECTIONS.

2013 \$615,637.64 WAS COLLECTED FOR A \$30,781.88 COMMISSION.

2014 \$661,038.18 WAS COLLECTED FOR A \$33,051.91 COMMISSION.

2015 \$559,217.20 THRU MID COTOBER FOR A \$27,960.86
COMMISSION.

THE STATE COMPENSATION BOARD NOTIFIES
THE DEPARTMENT OF ACCOUNTS IF A COURT
HAS EXCESS FUNDS (COLLECTIONS ARE MORE
THAN THE COURT EXPENSES) SENDING 1/3 OF
EXCESS BACK TO LOCALITY. LAST FISCAL YEAR
\$67,173 IN EXCESS FEES WERE RETURNED TO

FREDERICK COUNTY

PERCENTAGE OF FREDERICK/WINCHESTER GENERAL DISTRICT COURT CASES:

TOTAL CASES

2012:	FREDERICK COUNTY 53%
	WINCHESTER 47%
2013:	FREDERICK COUNTY 54%
	WINCHESTER 47%
2014:	FREDERICK COUNTY 53%
	WINCHESTER 47%

CRIMINAL & TRAFFIC CASES

2012:	FREDERICK COUNTY 86%
	WINCHESTER 14%
2013:	FREDERICK COUNTY 85%
	WINCHESTER 14%
2014:	FREDERICK COUNTY 87%
	WINCHESTER 13%

CIVIL CASES

2012:	FREDERICK COUNTY 47%
	WINCHESTER 53%
2013:	FREDERICK COUNTY 43%
	WINCHESTER 57%
2014:	FREDERICK COUNTY 45%
	WINCHESTER 55%

TOTAL STATE & LOCAL COLLECTIONS

MONTH	2012	2013	2014	2015
JANUARY	\$209,022.54	\$238,962.12	\$215,575.03	\$211,088.44
FEBRUARY	\$287,557.79	\$250,968.85	\$241,971.06	\$270,647.53
MARCH	\$251,037.41	\$333,363.55	\$208,676.29	\$275,915.15
APRIL	\$222,070.01	\$265,687.98	\$220,987.42	\$234,183.01
MAY	\$244,295.05	\$238,432.77	\$222,976.03	\$193,626.18
JUNE	\$238,594.95	\$207,229.90	\$222,843.62	\$240,878.70
JULY	\$224,765.54	\$245,593.48	\$268,132.86	\$247,557.63
AUGUST	\$228,437.93	\$222,971.32	\$239,519.79	\$221,301.81
SEPTEMBER	\$220,786.52	\$219,087.39	\$267,041.85	\$246,214.97
OCTOBER	\$239,451.60	\$249,153.86	\$247,123.77	\$217,660.64
NOVEMBER	\$203,590.36	\$185,970.62	\$247,123.77	
DECEMBER	\$179,892.91	\$175,540.40	\$232,990.56	
TOTAL	\$2,749,502.61	\$2,832,962.24	\$2,784,005.31	\$2,359,074.06
TOTAL 2012 THRU 2014 \$8,366,470.16				

TOTAL STATE & LOCAL COLLECTIONS
WINCHESTER & FREDERICK COUNTY

FREDERICK COUNTY / WINCHESTER MONTHLY COLLECTIONS		
MONTH	FREDERICK COLLECTIONS	WINCHESTER COLLECTIONS
JANUARY 2015	\$211,088.44	\$98,582.92
FEBRUARY 2015	\$270,647.53	\$121,106.19
MARCH 2015	\$275,915.15	\$129,783.96
APRIL 2015	\$234,183.01	\$124,453.42
MAY 2015	\$193,626.18	\$120,523.57
JUNE 2015	\$240,878.70	\$116,420.60
JULY 2015	\$247,557.63	\$117,547.16
AUGUST 2015	\$221,301.81	\$95,593.79
SEPTEMBER 2015	\$246,214.97	\$123,792.12
OCTOBER 2015	\$217,660.64	\$111,808.72
TOTAL	\$2,359,077.06	\$1,159,612.45

FREDERICK COUNTY 2013 LOCAL COLLECTIONS

MONTH	LOCAL FINES	SHERIFF FE	LAW LIBR	COURTHOU	COURTHOU	JAIL ADMI	COURTHOUSE	SUMMON	MONTH TOTAL
	201	206	219	228	229	234	244	241	
JANUARY	\$24,384.56	\$1,709.00	\$660.00	\$3,001.32	\$1,922.18	\$249.50	\$8,694.60	\$0.00	\$40,621.13
FEBRUARY	\$30,062.34	\$3,134.00	\$776.00	\$4,319.01	\$2,790.06	\$569.75	\$12,898.15	\$0.00	\$54,549.31
MARCH	\$35,506.42	\$2,301.00	\$472.00	\$4,380.11	\$2,769.08	\$556.94	\$13,680.86	\$0.00	\$59,666.41
APRIL	\$30,671.07	\$2,459.00	\$584.00	\$3,854.10	\$2,474.60	\$406.99	\$11,689.19	\$0.00	\$52,138.95
MAY	\$33,586.89	\$2,906.00	\$512.00	\$3,674.59	\$2,356.09	\$512.21	\$11,189.94	\$0.00	\$54,737.72
JUNE	\$34,872.53	\$2,473.00	\$824.00	\$4,622.93	\$2,882.43	\$426.68	\$13,484.38	\$0.00	\$59,585.95
JULY	\$39,299.97	\$4,064.00	\$856.00	\$4,998.42	\$3,205.02	\$434.81	\$14,867.62	\$0.00	\$67,725.84
AUGUST	\$31,670.20	\$3,714.00	\$1,016.00	\$4,035.67	\$2,600.95	\$328.75	\$11,271.08	\$0.00	\$54,636.65
SEPTEMBER	\$31,923.46	\$3,208.00	\$764.00	\$3,711.93	\$2,395.37	\$320.25	\$10,797.83	\$0.00	\$53,120.84
OCTOBER	\$34,546.36	\$3,312.00	\$964.00	\$4,227.64	\$2,686.36	\$399.45	\$11,973.94	\$0.00	\$58,109.75
NOVEMBER	\$25,766.81	\$1,844.00	\$524.00	\$2,960.49	\$1,880.06	\$461.44	\$8,878.96	\$0.00	\$42,315.76
DECEMBER	\$11,408.09	\$941.00	\$272.00	\$1,254.39	\$806.20	\$95.75	\$3,651.90	\$0.00	\$18,429.33
TOTALS	\$363,698.67	\$32,065.00	\$8,224.00	\$45,040.60	\$28,768.40	\$4,762.52	\$133,078.45	\$0.00	615637.64

FREDERICK COUNTY 2014 LOCAL COLLECTIONS

MONTH	LOCAL FINES SHERIFF FEI				LAW LIBR/ COURTHOU				COURTHOU JAIL ADMI				COURTHOUSE E-SUMMON				MONTH TOTAL
	201	206	219	228	229	234	244	241									
JANUARY	\$24,291.31	\$2,293.00	\$708.00	\$2,985.93	\$1,895.86	\$233.50	\$8,300.54	\$0.00	\$40,708.14								
FEBRUARY	\$41,491.39	\$2,506.00	\$604.00	\$3,689.73	\$2,285.81	\$573.50	\$11,111.54	\$0.00	\$62,261.97								
MARCH	\$31,662.68	\$2,602.00	\$624.00	\$3,147.65	\$2,007.24	\$420.70	\$9,325.23	\$0.00	\$49,789.50								
APRIL	\$25,617.15	\$2,228.00	\$568.00	\$2,927.25	\$1,908.23	\$298.89	\$8,768.01	\$0.00	\$42,315.53								
MAY	\$25,253.42	\$2,086.00	\$456.00	\$3,103.54	\$1,967.90	\$502.95	\$9,299.67	\$0.00	\$42,669.48								
JUNE	\$37,451.82	\$2,616.00	\$816.00	\$4,340.64	\$2,780.76	\$475.16	\$12,936.99	\$0.00	\$61,417.37								
JULY	\$27,885.15	\$2,553.00	\$596.00	\$3,717.21	\$2,319.61	\$436.56	\$11,054.71	\$0.00	\$48,562.24								
AUGUST	\$44,519.36	\$2,817.00	\$624.00	\$4,659.72	\$3,008.74	\$403.81	\$14,230.58	\$0.00	\$70,263.21								
SEPTEMBE	\$28,901.54	\$2,335.00	\$624.00	\$3,533.76	\$2,264.36	\$349.44	\$10,488.65	\$0.00	\$48,496.75								
OCTOBER	\$36,941.02	\$2,199.00	\$524.00	\$3,492.01	\$2,196.47	\$301.51	\$10,845.70	\$675.00	\$57,174.71								
NOVEMBE	\$37,051.46	\$3,145.00	\$728.00	\$4,148.26	\$2,623.05	\$424.50	\$12,293.25	\$4,606.00	\$65,019.52								
DECEMBE	\$50,804.16	\$1,785.00	\$676.00	\$3,211.24	\$2,074.63	\$312.25	\$9,347.33	\$4,149.15	\$72,359.76								
TOTALS	\$411,870.46	\$29,165.00	\$7,548.00	\$42,956.94	\$27,332.66	\$4,732.77	\$128,002.20	\$9,420.15	\$661,038.18								

FREDERICK COUNTY 2015 LOCAL COLLECTIONS

MONTH	LOCAL FINE	SHERIFF	FE	LAW	LIBR	COURTHOU	COURTHOU	JAIL	ADM	COURTHOUSE	E-SUMMO	E-SUMMO	E-SUMMO	E-SUMMON	E-SUMMON	MONTH TOTAL
	201	206	219	228	229	234	244	272	262	2XO	241					
JANUARY	\$21,862.64	\$1,760.00	\$484.00	\$2,964.90	\$1,858.38	\$325.00	\$8,777.64	\$0.00	\$0.00	\$0.00	\$3,980.00	\$42,012.56				
FEBRUARY	\$36,857.38	\$2,599.00	\$680.00	\$4,462.14	\$2,749.12	\$719.18	\$13,395.64	\$0.00	\$0.00	\$0.00	\$5,869.52	\$67,341.98				
MARCH	\$25,904.18	\$2,695.00	\$600.00	\$3,600.45	\$2,292.45	\$624.91	\$10,849.45	\$0.00	\$0.00	\$0.00	\$4,855.89	\$51,422.33				
APRIL	\$27,133.26	\$2,203.00	\$536.00	\$3,268.20	\$2,025.48	\$399.66	\$9,739.18	\$0.00	\$0.00	\$0.00	\$4,471.00	\$49,775.78				
MAY	\$29,974.19	\$2,920.00	\$684.00	\$3,728.08	\$2,409.42	\$593.80	\$11,025.61	\$0.00	\$0.00	\$0.00	\$4,990.00	\$56,325.10				
JUNE	\$22,974.10	\$2,698.00	\$788.00	\$2,979.39	\$1,970.25	\$433.00	\$8,309.80	\$0.00	\$0.00	\$0.00	\$3,954.69	\$44,107.23				
JULY	\$37,444.33	\$3,935.00	\$1,024.00	\$5,368.80	\$3,377.34	\$452.74	\$15,713.51	\$0.00	\$0.00	\$0.00	\$4,572.42	\$71,888.14				
AUGUST	\$24,633.75	\$2,309.00	\$736.00	\$3,630.63	\$2,318.70	\$347.26	\$10,661.35	\$125.00	\$120.00	\$3,001.90	\$1,785.73	\$49,669.32				
SEPTEMBER	\$28,290.71	\$2,432.00	\$688.00	\$3,768.61	\$2,380.40	\$599.50	\$11,000.00	\$95.00	\$125.00	\$2,904.55	\$2,113.15	\$54,396.92				
OCTOBER	\$19,587.96	\$2,097.00	\$704.00	\$3,350.31	\$2,097.43	\$515.82	\$9,548.66	\$120.00	\$80.00	\$2,879.15	\$1,495.00	\$42,475.33				
TOTALS	\$274,672.50	\$25,648.00	\$6,924.00	\$37,121.51	\$23,478.97	\$5,010.87	\$109,020.84	\$340.00	\$325.00	\$8,785.60	\$38,087.40	\$529,414.69				

One of the most important things to remember as you work in the courts is that everything you do affects people's lives in significant ways.

People remember:

Good service...

For 18 months and tell 9-12 people

Bad service...

For 23 years and tell 20 people a year

Therefore, it is vital that everyone at the Court does everything possible to create good service and impressions because bad impressions tend to be much longer lasting.



THANK YOU FROM THE EMPLOYEES
OF THE FREDERICK COUNTY
GENERAL DISTRICT COURT
CLERK'S OFFICE