

FLORIDA CCOC

Clerks of Court
Operations Corporation



Quarterly Performance Measure and Action Plans Report

Section 28.35(2)(d) Florida Statutes

State Quarter One FY2012-13

(July 1, 2012 through September 30, 2012)

January 2013

EXECUTIVE SUMMARY

Section 28.35 (2) (d), F.S. states that the corporation shall develop measures and performance standards and when it finds a Clerk has not met the standards, the corporation shall identify the nature of each deficiency and any action recommended and taken by the affected Clerk of the Court.

This report, provided for SQ1-1213 (Jul1 – Sep 30, 2012), includes the information regarding collections, timeliness and juror management and identifies each Clerk's Office not meeting the performance standard for each. (See attachment for the county's action plans) In addition, this report contains factors that may have contributed to the standard not being met and a list of each action that is being taken by Clerks to work towards compliance.

Five Clerks met 100% of all performance measures for this time period, they are:

**Collier
Flagler
Glades
Suwannee
Union**

Quarter One SFY2012-13 report consisted of collections, timeliness and juror payments. 62 Clerks offices were contacted regarding 198 action plans; 104 for collections and 90 for timeliness (33-time1, 57-time2) and 4 juror payment reports.

COLLECTIONS

There are four control groups that are tracked during each state fiscal year for collections. See table one below, showing the time period for each control group's data captured, data tracked and the naming convention provided for each control group, which coordinates with the reporting quarter - period end for the state fiscal year.

Table One
Collections Control Group Structure

Date Range Control Group Data Captured	Date Range Control Group Data Tracked	Control Group Naming
Jul. 1, 2011 thru Sep. 30, 2011	Jul. 1, 2011 thru Sep. 30, 2012	SQ11213
Oct.1, 2011 thru Dec. 31, 2011	Oct.1, 2011 thru Dec.31, 2012	SQ21213
Jan.1, 2012 thru Mar. 31, 2012	Jan.1, 2012 thru Mar.31, 2013	SQ31213
Apr.1, 2012 thru Jun. 30, 2012	Apr.1, 2012 thru Jun.30, 2013	SQ41213

The collections control group reported here was originally assessed from July 1, 2011 through September 30, 2011. This control group's data has been tracked for five quarters to show what was collected from July 1, 2011 through September 30, 2012. There are nine divisions, of which collections are measured. See list below.

Court Division	Performance Standard Annual Collection Rate
Circuit Criminal	9%
County Criminal	40%
Juvenile Delinquency	9%
Criminal Traffic	40%
Circuit Civil	90%
County Civil	90%
Circuit Probate	90%
Family	75%
Civil Traffic	90%

Table two shows 6 Clerk offices met the standard in all 9 court divisions (100%). It is also noted in table two that 58 Clerk offices did not meet 100% of the standard. 58 Clerk offices needed 104 action plans. Following table two, see the list of counties who met 100% of the performance standard for collections.

Table Two
Number of Counties meeting standards

Quarter	100% (9 of 9)	90% (8 of 9)	80% (7 of 9)	70% (6 of 9)	60% and below (5 or less)
SQ1 1213	9	26	19	10	3

9 Counties that met 100% of Performance Standards for Collections SQ1 1213

Collier	Nassau	Union
Flagler	Seminole	
Glades	Sumter	
Holmes	Suwannee	

Table three shows that the civil traffic program is the program with the most Clerk offices not meeting the standard with 44, followed by county criminal at 23, then circuit criminal at 22; both within the criminal program.

Table Three
Number of Action Plans Required - Collections

Quarter	Criminal Program				Civil Program				Civil Traffic Program
	Circuit Criminal	County Criminal	Juv.Del.	Criminal Traffic	Circuit Civil	County Civil	Probate	Family	Civil Traffic
SQ1 1213	22	23	2	6	2	3	0	2	44

Counties Responded

104

Division /	Reasons Not Meeting Collections Standard	104
Circuit Civil		2
	System Issues	1
	Staffing	1
Circuit Criminal		22
	Economy	5
	Incarcerations	8
	Procedural	2
	Questions Standard	1
	Maximum Fine	4
	Late/Non-Pay/Pay plans	2
Civil Traffic		44
	Economy	21
	Late/Non-Pay/Pay plans	8
	Questions Standard	5
	Other	2
	Staffing	2
	System Issues	4
	Procedural	2
County Criminal		23
	Economy	14
	Incarcerations	1
	Late/Non-Pay/Pay plans	6
	Staffing	2
Family		2
	Late/Non-Pay/Pay plans	1
	Other	1
Criminal Traffic		6
	Economy	1
	Staffing	1
	OTHER	1
	Late/Non-Pay/Pay plans	1
	System Issues	2
Juvenile Delinquency		2
	System Issues	1
	Late/Non-Pay/Pay plans	1
	Procedural	
County Civil		3
	System Issues	1
	Other	2
Probate		0
Juvenile Dependency		0

Overall Reasons		
Economy	41	39.4%
Late/Non-Pay/Pay plans	19	18.3%
Questions Standard	6	5.8%
Incarcerations	9	8.7%
Procedural	4	3.8%
Systems Issues	9	8.7%
Maximum Fine	4	3.8%
Other	6	5.8%
Staffing	6	5.8%
Totals	104	100.0%

TIMELINESS

There are two types of timeliness performance measures reported—percentage of new cases “opened” within “x” business days after initial documents are clocked in; and dockets entered within “x” business days after court action taken. During 2012-2013 fiscal year timeliness performance standards are reported quarterly.

Table 3 Timeliness Date Range

Timeliness Date Range	Quarter
Jul. 1, 2012 thru Sep. 30, 2012	SQ11213
Oct.1, 2012 thru Dec.31, 2012	SQ21213
Jan.1, 2013 thru Mar.31, 2013	SQ31213
Apr.1, 2013 thru Jun.30, 2013	SQ41213

Timeliness: Requires 4 quarterly reports for 2 performance measures; Time1 - filing new cases, and Time2 - docketing court decisions.

<i>Court Division</i>	<i>Timeliness for New Cases Filed</i>	<i>Timeliness for Docketing</i>
Circuit Criminal	80%-2 bus. days	80%-3 bus. days
County Criminal	80%-3 bus. days	80%-3 bus. days
Juvenile Delinquency	80%-2 bus. days	80%-3 bus. days
Criminal Traffic	80%-3 bus. days	80%-3 bus. days
Circuit Civil	80%-2 bus. days	80%-3 bus. days
County Civil	80%-2 bus. days	80%-3 bus. days
Circuit Probate	80%-2 bus. days	80%-3 bus. days
Family	80%-3 bus. days	80%-3 bus. days
Juvenile Dependency	80%-2 bus. days	80%-3 bus. days
Civil Traffic	80%-4 bus. days	80%-4 bus. days

Timeliness 1

Table Four, shows that **49** Clerk offices met 100% of the new case filing timeliness standard, for all 10 court divisions. **18** Clerk offices did not meet 100%; **18** Clerk offices needed action plans for the court divisions not meeting the standards within timeliness 1. Following table four, see the list of Clerks offices who met 100% of the performance standard for timeliness 1.

Table Four
Timeliness #1 Number of Clerk Offices Meeting Filing Standard

SFY1213	100% (10 of 10)	90% (9 of 10)	80% (8 of 10)	70% (7 of 10)	60% or below (more than 7)
SQ1 1213	49	10	4	2	2

49 Counties that met 100% of Performance Standards for Timeliness1 SQ1 1213

Alachua	Citrus	Flagler	Indian River	Marion	Pasco	St Lucie
Baker	Clay	Franklin	Jackson	Martin	Pinellas	Suwannee
Bay	Collier	Gilchrist	Jefferson	Monroe	Polk	Taylor
Bradford	Columbia	Glades	Lafayette	Nassau	Santa Rosa	Union
Brevard	Dade	Hardee	Lake	Okaloosa	Sarasota	Wakulla
Calhoun	Dixie	Highlands	Lee	Okeechobee	Seminole	Walton
Charlotte	Escambia	Holmes	Leon	Orange	St Johns	Washington

Table five shows action plans needed by court division. There were **33** action plans needed for **19** Clerk offices for the timeliness 1 performance measure; **11** within criminal programs, **19** within civil programs and **3** within civil traffic.

Table Five
Timeliness #1 Number of Action Plans Needed

Criminal Court Program

SFY2012-13	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Total Criminal Program
SQ1 1213	2	4	3	2	11

Civil Court Program

SFY2012-13	Circuit Civil	County Civil	Probate	Family	Juvenile Dependency	Total Civil Program
SQ1 1213	6	6	6	0	1	19

Civil Traffic Court Program

SFY 2012-12	Traffic
SQ1 1213	3

TIMELINESS 1

ACTION PLAN RESPONSES

Counties Responded			
Division /	Reasons Not Meeting Timeliness 1 Standard		33
Circuit Civil			6
	Systems Issue	1	
	Staffing	5	
Juvenile Dependency			1
	Staffing	1	
Circuit Criminal			2
	Staffing	2	
Civil Traffic			3
	OTHER	1	
	Staffing	2	
County Criminal			4
	NOT YET RESPONDED	0	
	Staffing	4	
Criminal Traffic			2
	staffing	2	
Family			0
	Staffing		
Juvenile Delinquency			3
	Other	0	
	Staffing	3	
County Civil			6
	Staffing	6	
Probate			6
	Staffing	6	
Overall Reasons			
	Staffing	31	93.9%
	Systems Issue	1	3.0%
	other	1	3.0%
	Totals	33	100.0%

Timeliness 2

Table Six shows that **40** Clerk offices met 100% of the docketing timeliness standard for all 10 court divisions. **27** Clerk offices did not meet 100%; **27** Clerk offices needed action plans for the court divisions not meeting the standard for timeliness 2. Following table six, see the list of Clerks offices who met 100% of the performance standard for timeliness 2.

Table Six
Timeliness #2 Number of Clerk Offices Meeting Docketing Standard

SFY2012-13	100% (10 of 10)	90% (9 of 10)	80% (8 of 10)	70% (7 of 10)	60% or below (more than 7)
SQ1 1213	40	13	7	3	4

40 Counties that met 100% of Performance Standards for Timeliness2 SQ1 1213

Alachua	Escambia	Hendry	Okeechobee	St Lucie
Baker	Flagler	Highlands	Orange	Suwannee
Bay	Franklin	Jackson	Pasco	Taylor
Calhoun	Gadsden	Lafayette	Pinellas	Union
Charlotte	Gilchrist	Lee	Polk	Volusia
Citrus	Glades	Leon	Santa Rosa	Walton
Clay	Hamilton	Liberty	Sarasota	Wakulla
Collier	Hardee	Okaloosa	St Johns	Washington

Table Seven shows the action plans needed by court division for timeliness two. There were **57** action plans issued to **27** Clerks for the timeliness 2 performance measure; **16** within criminal programs and **41** within civil programs.

Table Seven
Timeliness #2 Number of Action Plans Needed

Criminal Court Program

SFY 2012-13	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Total Criminal Program
SQ1 1213	5	3	2	6	16

Civil Court Program

SFY 2012-13	Circuit Civil	County Civil	Probate	Family	Juvenile Dependency	Total Civil Program
SQ1 1213	15	5	8	11	2	41

Civil Traffic Court Program

SFY 2012-13	Traffic
SQ1 1213	0

TIMELINESS 2 ACTION PLAN RESPONSES

Counties Responded

Division /	Reasons Not Meeting Timeliness 2 Standard		57
Circuit Civil			15
	Procedural	2	
	System Issues		
	Staffing	13	
Juvenile Dependency			2
	System Issues		
	Staffing	2	
Circuit Criminal			5
	System Issues	1	
	Staffing	4	
Civil Traffic			0
	Procedural		
County Criminal			3
	Other		
	Staffing	3	
Criminal Traffic			6
	Staffing	6	
	Other		
Family			11
	Staffing	11	
	System Issues	0	
Juvenile Delinquency			2
	System Issues	1	
	Staffing	1	
County Civil			5
	Staffing	5	
Probate			8
	Staffing	8	

Overall Reasons		
Staffing	53	93.0%
Systems	2	3.5%
Procedural	2	3.5%
Totals	57	100.0%

JURY PAYMENTS PROCESSED

Juror payments processed standard is the number of jurors that are paid timely for their jury service. The standard to meet is 100%, per Chapter 40.32 Florida Statutes and/or Rules of Judicial Administration. Jurors must be paid within 20 days after completion of jury service. The juror payment activity is reported quarterly.

- Juror Payment Processing: Requires 4 quarterly reports.

Report Frequency	Payment Processing Standard
October through December	100%
January through March	100%
April through June	100%
July through September	100%

Table eight shows that **63** Clerk offices met the standard for the reporting period. Four counties have not met the measure of 100%.

Table Eight
Total Number of Clerks processing juror payments timely

<i>SFY2012-13</i>	<i>Number of clerks meeting the 100% standard</i>	<i>Percentage of clerks meeting 100% standard</i>
SQ1 1213	63	94%

JURORS ACTION PLAN RESPONSES

Counties Responded 4

Reasons Not Meeting Collections Standard

Juror Payments		4
STAFFING	3	
PROCEDURAL	1	

Overall Reasons			
STAFFING	3	33.33	
PROCEDURAL	1	66.67	
Totals	4	100.0%	

ATTACHMENT

*CONSOLIDATED
ACTION PLAN REPORT
State Fiscal Year Q1 1213
JUL – SEP 2012*

Collections: Assessments made from July 1, 2011 through September 30, 2011 and collections tracked through September 30, 2012.

Timeliness: Percentage of new cases “opened” and cases “docketed” within “x” business days from July 1, 2012 through September 30, 2012.

Juror payment processing: Percentage of jurors paid within 20 days after completion of jury service from July 1, 2012 through September 30, 2012.

COUNTY	Performance Measure Type	Performance Measure	CCOC Standard	Clerk Performance	Current Reasons Not Met	Current Actions to Improve
ALACHUA	COLLECTIONS	CIRCRIM	9%	8.1%	Maximum Fine	We had a 45% increase in assessments for the reporting quarter and then incarcerated.
ALACHUA	COLLECTIONS	COCRIM	40%	38.9%	Economy	Customers affected by the overall economy. Large amount of assessments.
BAKER	COLLECTIONS	CIVTR	90%	84.6%	Economy	We D6 on a regular basis and send the outstanding citations to collections monthly
BAY	COLLECTIONS	CIVTR	90%	87.2%	Economy	We have added an additional collection agency
BAY	COLLECTIONS	COCRIM	40%	38.3%	Economy	We have added an additional collection agency
BRADFORD	COLLECTIONS	COCIV	90%	100.05%	Other	We are above 100%. We think this is a problem that has come about from the conversion to Clericus
BRADFORD	TIME2	CRIM TR	80%	79.6%	Staffing	Some employees were out due to illness or family emergencies.
BREVARD	COLLECTIONS	CIRCRIM	9%	8.23%	Incarcerations	These are the most difficult debts to collect as the defendants are incarcerated. We will continue to monitor cases for release and forward to collections.
BREVARD	TIME2	FAM	80.0%	79.6%	Staffing	General increases in filings and also large number of filings due to e-service designations.
BREVARD	TIME2	PROBATE	80%	77.7%	Staffing	Retirements/staff changes in the prior quarter caused delays in this quarter due to training and increased filings due to e-service designations.
BROWARD	TIME2	CIRCIV	80%	39.20%	Staffing	Slight improvement in the performance is expected if case volumes decrease. Greater efficiencies will be realized if staff turnover is reduced and staff acquires experience with the case maintenance system.
BROWARD	COLLECTIONS	CIVTR	90%	80.31%	Systems	Staff continues efforts to update the delinquent case selection programming and continues to work closely with collection agency to improve collection rates.
BROWARD	TIME1	COCIV	80%	69.40%	Staffing	Slight improvement in the performance is expected if case volumes decrease. Greater efficiencies will be realized if staff turnover is reduced and staff acquires experience with the case maintenance system.
BROWARD	TIME2	COCIV	80%	69.10%	Staffing	Slight improvement in the performance is expected if case volumes decrease. Greater efficiencies will be realized if staff turnover is reduced and staff acquires experience with the case maintenance system.
BROWARD	TIME2	FAM	80%	62.00%	Staffing	Slight improvement in the performance is expected if case volumes decrease. Greater efficiencies will be realized if staff turnover is reduced and staff acquires experience with the case maintenance system.
BROWARD	COLLECTIONS	JUVDEL	9%	8.58%	Systems	Staff continues efforts to implement a new case maintenance system for juvenile cases that will permit office to send delinquent cases to collections agency. Use of the new system is anticipated during early 2013.
BROWARD	TIME1	PROBATE	80%	78.20%	Staffing	A position is being re-assigned to this area beginning in November to improve the timeliness.
CALHOUN	COLLECTIONS	CIRCRIM	9%	2.05%	Incarcerations	Due to large drug cases unable to meet the 9%. The defendants are incarcerated with no ability to pay at this time.
CALHOUN	COLLECTIONS	CIVTR	90%	87.44%	Economy	Will continue to suspend driver license and turn non payments into the credit bureau.
CHARLOTTE	COLLECTIONS	CIVTR	90%	87.38%	Economy	Every effort is made to collect civil traffic fines. We recently implemented a new internet payment process as well, hopefully this will make it more convenient to pay the fine.
CITRUS	COLLECTIONS	CIRCRIM	9%	6.12%	Incarcerations	The Mandatory Fines and Incarcerations impact the overall performance in Circuit Criminal. Defendants are D-6'd and cases are sent to collections after 90 days.
CLAY	COLLECTIONS	CIVTR	90%	89.65%	Late/Non-pay/Pay Plans	Customers paying late. Trying to encourage payment plans.
COLUMBIA	TIME2	CIRCIV	80%	69.7%	Staffing	Due budget cuts - limited staff to handle workload
COLUMBIA	COLLECTIONS	COCRIM	40%	39.37%	Economy	We will continue to exhaust all collection efforts to meet this standard
COLUMBIA	TIME2	COCRIM	80%	72.9%	Staffing	Due budget cuts - limited staff to handle workload
COLUMBIA	TIME2	CRIMTR	80%	77.2%	Staffing	Due budget cuts - limited staff to handle workload
COLUMBIA	TIME2	FAM	80%	77.8%	Staffing	Due budget cuts - limited staff to handle workload
DADE	TIME2	CIRCIV	80%	74.4%	Procedural	As part of our e-filing plan, attorneys are now required to submit a designation of e-mail address form which created a temporary backlog. Staffing adjustments were made to address the backlog.
DADE	COLLECTIONS	CIRCRIM	9%	7.11%	Late/Non-pay/Pay Plans	We continue to review our collection options in order to improve future collection rate.

COUNTY	Performance Measure Type	Performance Measure	CCOC Standard	Clerk Performance	Current Reasons Not Met	Current Actions to Improve
DADE	COLLECTIONS	CIVTR	90%	78.67%	Late/Non-pay/Pay Plans	We continue to review collection options, but we currently have a significant number of payment plans, which extends the time required for collections.
DADE	COLLECTIONS	COCRIM	40%	18.26%	Economy	We continue to review collection options; but due to our current economic conditions, many defendants are indigent or transient making collection efforts more difficult and resulting in a longer collection period.
DESOTO	COLLECTIONS	CIRCIV	90%	100.50%	Systems	Conversion Issues, should not occur again
DESOTO	TIME1	CIRCRIM	80%	42.0%	Economy	Due to layoffs from budget cuts. Reworked staff.
DESOTO	TIME2	CIRCRIM	80%	78.8%	Economy	Due to layoffs from budget cuts. Reworked staff.
DESOTO	COLLECTIONS	CIVTR	90%	100.62%	Systems	Conversion Issues, should not occur again
DESOTO	COLLECTIONS	COCIV	90%	103.88%	Systems	Conversion Issues, should not occur again
DESOTO	COLLECTIONS	CRIMTR	40%	103.95%	Systems	Conversion Issues, should not occur again
DIXIE	COLLECTIONS	CIRCRIM	9%	1.25%	Economy	Any ideas will be great
DIXIE	TIME2	CIRCRIM	80%	74.8%	Staffing	Everyone is well and back to work
DIXIE	COLLECTIONS	COCRIM	40%	27.65%	Economy	Any ideas will be great
DIXIE	COLLECTIONS	CRIMTR	40%	13.75%	Economy	Any ideas will be great
DUVAL	TIME2	CIRCIV	80%	34.0%	Staffing	Budget constraints continue to squeeze efficiency out of operations as best we can. We will hire additional help as funding permits.
DUVAL	COLLECTIONS	CIRCRIM	9%	3.84%	Incarcerations	This is mostly beyond our control.
DUVAL	COLLECTIONS	CIVTR	90%	83.44%	Economy	Are unable at this time to allocate internal collection staff to supplement our outsourcing of this function.
DUVAL	TIME2	COCIV	80%	67.1%	Staffing	Budget constraints continue to squeeze efficiency out of operations as best we can. We will hire additional help as funding permits.
DUVAL	COLLECTIONS	COCRIM	40%	26.61%	Incarcerations	This is mostly beyond our control.
DUVAL	TIME1	COCRIM	80%	78.8%	Staffing	Budget constraints continue to squeeze efficiency out of operations as best we can. We will hire additional help as funding permits.
DUVAL	TIME2	FAM	80%	48.6%	Staffing	Budget constraints continue to squeeze efficiency out of operations as best we can. We will hire additional help as funding permits.
ESCAMBIA	COLLECTIONS	CIVTR	90%	84.7%	Late/Non-pay/Pay Plans	Due to economy, payment plans continue to default. We are trying to work harder with customers to extend deadlines so that they can eventually pay off their tickets.
ESCAMBIA	COLLECTIONS	CRIMTR	40%	37.7%	Late/Non-pay/Pay Plans	Meet with judges to explain the importance of enforcing payment of fines & costs and not to allow numerous extensions on a case.
FRANKLIN	COLLECTIONS	CIVTR	90%	86.44%	Economy	People aren't paying as expected and we feel the standard may be too high. We will continue our collection efforts through our collection agency and license suspensions
FRANKLIN	COLLECTIONS	JUVDEL	9%	0.73%	Late/Non-pay/Pay Plans	We have low volume of cases and some put on probation to pay long-term, out of our control.
GADSDEN	COLLECTIONS	CIVTR	90%	79.79%	Questions Standard	We will continue to attempt to meet the standard but we still believe the standard is too high.
GADSDEN	TIME1	CIVTR	80%	73.9%	Staffing	This department is short one person and with the budget cuts we will not be able to replace this person. We will do the best we can with the staffing that we have.
GADSDEN	COLLECTIONS	COCRIM	40%	26.23%	Economy	We will continue to attempt to meet the standard utilizing the limited resources we have at our disposal.
GADSDEN	JUROR PMT		100%	99.40%	Staffing	
GADSDEN	COLLECTIONS	CRIMTR	9%	0.18%	Other	We will continue to attempt to meet the standard utilizing the limited resources we have at our disposal.
GILCHRIST	COLLECTIONS	CIVTR	90%	88.36%	Staffing	Limited Staff to handle day to day activities and no staff strictly dedicated to Collections, * see box below for rest of comments wouldn't allow all to fit here.
GILCHRIST	COLLECTIONS	COCRIM	40%	20.94%	Staffing	Limited Staff to handle day to day activities and no staff strictly dedicated to Collections, * see box below for rest of comments wouldn't allow all to fit here.
GILCHRIST	COLLECTIONS	CRIMTR	40%	11.67%	Staffing	Limited Staff to handle day to day activities and no staff strictly dedicated to Collections, * see box below for rest of comments wouldn't allow all to fit here.
GULF	TIME2	CIRCIV	80%	76.7%	Staffing	Staffing not sufficient to cover employee absences due to vacation or illness. Budget does not allow for additional employees.
GULF	TIME1	CIRCRIM	80%	65.8%	Staffing	Staffing not sufficient to cover employee absences due to vacation or illness. Budget does not allow for additional employees.
GULF	COLLECTIONS	CIVTR	90%	79.0%	Economy	Customers affected by the overall economy, high countywide unemployment; Poor County.

COUNTY	Performance Measure Type	Performance Measure	CCOC Standard	Clerk Performance	Current Reasons Not Met	Current Actions to Improve
GULF	TIME1	COCIV	80%	56.4%	Staffing	Staffing not sufficient to cover employee absences due to vacation or illness. Budget does not allow for additional employees.
GULF	TIME1	CRIMTR	80%	70.6%	Staffing	Staffing not sufficient to cover employee absences due to vacation or illness. Budget does not allow for additional employees.
GULF	TIME1	JUVDEL	80%	75.0%	Staffing	Staffing not sufficient to cover employee absences due to vacation or illness. Budget does not allow for additional employees.
GULF	TIME2	PROBATE	80%	69.5%	Staffing	Staffing not sufficient to cover employee absences due to vacation or illness. Budget does not allow for additional employees.
HAMILTON	COLLECTIONS	CIVTR	90%	85.1%	Late/Non-pay/Pay Plans	We are currently sending all citations 90 days past due to a collection agency.
HAMILTON	TIME1	PROBATE	80%	34.9%	Staffing	Our probate clerk is out with back surgery and other staff is having to assist in probate which creates delays - hopefully things will straighten out in the next few weeks.
HARDEE	COLLECTIONS	COCRIM	40%	39.6%	Economy	People are not paying. We have and continue to follow every statutory provision to maximize collections. Additionally, we made changes to our payment plans.
HENDRY	COLLECTIONS	CIVTR	90%	89.05%	Economy	Having trouble collecting due to the downturn of the economy; people are choosing to pay necessities, such as housing, over their traffic tickets.
HENDRY	TIME1	PROBATE	80%	75.0%	Staffing	Excess work load; not enough staff to handle paperwork and cover scheduled vacations and employee absences.
HERNANDO	TIME1	CIRCIV	80%	37.1%	Staffing	Due to budget cuts staff was stretched thin and hours were cut, which backed up the workload. With the budget reinstated, performance measures will increase.
HERNANDO	TIME2	CIRCIV	80%	45.0%	Staffing	Due to budget cuts staff was stretched thin and hours were cut, which backed up the workload. With the budget reinstated, performance measures will increase.
HERNANDO	COLLECTIONS	CIVTR	90%	88.23%	Economy	Due to the overall state of the economy, more people are not paying. We will continue to aggressively seek payment.
HERNANDO	TIME1	COCIV	80%	38.3%	Staffing	Due to budget cuts staff was stretched thin and hours were cut, which backed up the workload. With the budget reinstated, performance measures will increase.
HERNANDO	TIME2	COCIV	80%	45.5%	Staffing	Due to budget cuts staff was stretched thin and hours were cut, which backed up the workload. With the budget reinstated, performance measures will increase.
HERNANDO	TIME2	FAM	80.0%	58.2%	Staffing	Due to budget cuts staff was stretched thin and hours were cut, which backed up the workload. With the budget reinstated, performance measures will increase.
HERNANDO	TIME2	JUVDEP	80.0%	76.8%	Staffing	Due to budget cuts staff was stretched thin and hours were cut, which backed up the workload. With the budget reinstated, performance measures will increase.
HERNANDO	TIME2	PROBATE	80%	77.7%	Staffing	Due to budget cuts staff was stretched thin and hours were cut, which backed up the workload. With the budget reinstated, performance measures will increase.
HIGHLANDS	COLLECTIONS	CIVTR	90%	88.52%	Procedural	Conversion issue. Have not been able to extract collection report for agency since conversion to Clericus. Working with FACC to remedy this.
HIGHLANDS	COLLECTIONS	COCRIM	40%	25.26%	Late/Non-pay/Pay Plans	New Adm Order requiring Collection Agent to send in monthly partial payments on all cases in county court
HILLSBOROUGH	TIME1	CIRCIV	80%	71.1%	Staffing	Increase cross training so that the department has more flexibility in dedicating staff to docketing/new case filing before that area falls behind.
HILLSBOROUGH	TIME2	CIRCIV	80%	52.6%		Increase cross training so that the department has more flexibility in dedicating staff to docketing/new case filing before that area falls behind.
HILLSBOROUGH	COLLECTIONS	CIRCRIM	9%	1.54%	Questions Standard	Continue to pursue collections via internal processes as well as referrals to outside collection agencies.
HILLSBOROUGH	TIME2	CIRCRIM	80%	76.7%	Systems	To closely monitor the information that should come over via data share and make sure the IT Department is aware of any issues.
HILLSBOROUGH	COLLECTIONS	CIVTR	90% NO DATA		Systems	Implementation of new CMS in 2013 will resolved
HILLSBOROUGH	COLLECTIONS	COCRIM	40%	27.69%	Late/Non-pay/Pay Plans	Continue to pursue collections via internal processes as well as referrals to outside collection agencies.

COUNTY	Performance Measure Type	Performance Measure	CCOC Standard	Clerk Performance	Current Reasons Not Met	Current Actions to Improve
HILLSBOROUGH	COLLECTIONS	CRIMTR	40%	NO DATA	Systems	Implementation of new CMS in 2013 will resolved
HILLSBOROUGH	JUROR PMT		100.00%	99.7%	Staffing	Additional coaching of Court Clerks in System usage regarding accurate processing of a juror and a juror panel.
HOLMES	TIME2	CRIMTR	80%	79.5%	Staffing	Loss of one FTE has increased workload to others. Will continue to try to meet performance standards.
INDIAN RIVER	COLLECTIONS	CIRCRIM	9%	6.6%	Incarcerations	We will be moving to a new case management system which we hope will help us improve our collections. It is our intent to devote more time to collections in the near future.
INDIAN RIVER	COLLECTIONS	CIVTR	90%	87.9%	Incarcerations	We will be moving to a new case management system which we hope will help us improve our collections. It is our intent to devote more time to collections in the near future.
INDIAN RIVER	COLLECTIONS	COCRIM	40%	38.6%	Economy	We will be moving to a new case management system which we hope will help us improve our collections. It is our intent to devote more time to collections in the near future.
INDIAN RIVER	TIME2	PROBATE	80%	77.4%	Staffing	We only have two probate clerks in the department and the volume of work is very high.
JACKSON	COLLECTIONS	CIVTR	90%	89.73%	Economy	We will continue to send to the credit bureau as soon as possible. It should be noted that we collect after the reporting period is ended. We believe that our collection rate is actually over 90% if these additional collections were included
JEFFERSON	COLLECTIONS	CIRCIV	90%	83.8%	Staffing	We will continue to cross-train and re-allocate staff to accommodate workload fluxuations
JEFFERSON	TIME2	FAM	80%	79.0%	Staffing	We will continue to cross-train and re-allocate staff to accommodate workload fluxuations
JEFFERSON	TIME2	PROBATE	80%	66.4%	Staffing	we will continue to cross-train and re-allocate staff to accommodate workload fluxuations
LAFAYETTE	COLLECTIONS	CIVTR	90%	80.0%	Economy	People aren't paying. We will continue to try and collect all we can.
LAKE	TIME2	CIRCIV	80.0%	62.4%	Staffing	After LBC action, an unfilled vacancy was filled. Over \$400,000 in mandatory drug assessments where defendants are now in prison. Removal of these assessments results in our exceeding standard.
LAKE	COLLECTIONS	CIRCRIM	9%	8.9%	Incarcerations	Continue to look for new collection tools.
LAKE	COLLECTIONS	CIVTR	90%	88.1%	Questions Standard	Assessments of \$1.7m had prison terms out to 2036.
LEE	COLLECTIONS	CIRCRIM	9%	5.30%	Incarcerations	Adjusting for this rate would be 17.6%. As of Sep12 placement of license suspension with DHSMV for non-nawment
LEE	COLLECTIONS	CIVTR	90%	83.46%	Late/Non-pay/Pay Plans	Implementing referrals of toll violation non-pay to DHSMV for vehicle license renewal suspensions - Limit pay plan options to max of 3, and initiated daily referrals to collection agent (previously used monthly).
LEON	COLLECTIONS	CIVTR	90%	83.2%	Questions Standard	The Clerk will continue to monitor performance and will strive to meet the current standard. The Clerk will continue reviewing other possible improvements to internal procedures. However, as stated in previous CAPs, the apparent performance issue may be a function of variables beyond the control of the Clerk.
LEON	COLLECTIONS	COCRIM	40%	31.1%	Late/Non-pay/Pay Plans	The Clerk will continue to monitor performance and will strive to meet the current standard. The Clerk will continue reviewing other possible improvements to internal procedures. However, the apparent performance issue may be a function of variables beyond the control of the Clerk, i.e., defendants not paying, defendants seeking and getting community service hours instead of paying court costs and fines, etc.
LEVY	COLLECTIONS	CIRCRIM	9%	2.71%	Economy	try to send more to collection agency for collections
LEVY	COLLECTIONS	CIVTR	90%	89.22%	Economy	not off by far will try to increase to collections as well
LEVY	TIME1	COCIV	80%	47.8%	Staffing	working on cross training from other divisions as budget will allow
LEVY	TIME2	FAM	80%	72.2%	Staffing	budget and trying to cross train
LEVY	TIME1	PROBATE	80%	50.0%	Staffing	budget and trying to cross train
LIBERTY	TIME1	CIRCIV	80%	68.8%	Systems	During this period civil clerk's computer was down several days, this issue has been resolved.
LIBERTY	COLLECTIONS	CIVTR	90%	87.21%	Late/Non-pay/Pay Plans	Will continue to send delinquent cases to collection agency.
LIBERTY	COLLECTIONS	COCIV	90%	86.56%	Other	Fee assessed in error on indigent case. We will submit an amended report to reflect the correct assessment.
MADISON	TIME2	CIRCIV	80%	68.8%	Staffing	We need to shift more work on Recording Clerk who is helping Cir Civil Dept Head (1 in Dept) while she helps with new grandchild.
MADISON	COLLECTIONS	CIVTR	90%	80.94%	Economy	Our 81% actual dollars collected look pretty good for a small county Clerk's office.
MADISON	TIME1	COCRIM	80%	71.4%	Staffing	Our Dept Head (1 person dept) is currently helping Traffic Dept Head (1 in dept) who is out on maternity leave.

COUNTY	Performance Measure Type	Performance Measure	CCOC Standard	Clerk Performance	Current Reasons Not Met	Current Actions to Improve
MANATEE	TIME2	CIRCIV	80%	54.0%	Staffing	See above - All Juvenile/Civil/Family divisions included Processes/procedures continue to be monitored. New case management system implemented; may be able to utilize new concepts for collection
MANATEE	COLLECTIONS	CIVTR	90%	86.69%	Other	We continue to experience indigent filings proceeding with case at no cost. No recourse-statute allows.
MANATEE	COLLECTIONS	FAM	75%	71.75%	Late/Non-pay/Pay Plans	
MANATEE	TIME2	FAM	80%	78.0%	Staffing	See above - All Juvenile/Civil/Family divisions included Juvenile/Civil/Family divisions re-organization - new supervision assigned. Area being monitored; issues with productivity addressed with Supervisors/Staff
MANATEE	TIME1	JUVDEL	80%	78.6%	Staffing	
MARION	TIME2	CIRCIV	80%	71.7%	Staffing	Now that budgets have been restored and vacant positions filled, next quarter should meet performance standards This control group had 13 cases with fines over \$50K - one case with a fine of \$100K and one with a cost of incarceration of \$250K. In addition, every defendant was sentenced to prison.
MARION	COLLECTIONS	CIRCRIM	9%	8.05%	Maximum Fine	Although we are suspending licenses for failing to pay, people still aren't paying their traffic citations
MARION	COLLECTIONS	CIVTR	90%	89.69%	Economy	People aren't paying their financial penalties
MARION	COLLECTIONS	COCRIM	40%	39.67%	Economy	
MARION	TIME2	FAM	80%	66.7%	Staffing	Now that budgets have been restored and vacant positions filled, next quarter should meet performance standards
MARTIN	COLLECTIONS	CIVTR	90%	82.03%	Systems	Re-working the financial codes, suspending Driver Licenses and sending cases to collections.
MARTIN	TIME2	COCRIM	80%	79.4%	Staffing	Increased staff
MARTIN	TIME2	CRIMTR	80%	74.4%	Staffing	Increased staff
MONROE	COLLECTIONS	CIVTR	90%	88.8%	Questions Standard	We have done everything we can do. We are 1.2 % below the standard.
MONROE	TIME2	CRIMTR	80%	77.9%	Staffing	We don't have enough staff to attend court and docket the cases. Next quarter if the caseload is more normal, we should be in compliance.
NASSAU	TIME2	JUVDEL	80%	76.8%	Systems	New case management caused some reporting issues which should now be resolved since going live and training.
OKALOOSA	COLLECTIONS	CIVTR	90%	82.94%	Questions Standard	Everything possible is being done to improve collections with the current staff and funding available.
OKEECHOBEE	COLLECTIONS	CIRCRIM	9%	7.66%	Economy	Due to the economy customers are not paying. Cases are transmitted to collections.
OKEECHOBEE	COLLECTIONS	CIVTR	90%	87.21%	Economy	Due to the economy customers are not paying. Cases are transmitted to collections.
OKEECHOBEE	JUROR PMT		100%	82.4%	Procedural	
ORANGE	COLLECTIONS	CIVTR	90%	78.04%	Procedural	We did a financial clean up of several hundred thousand cases as a result of an earlier system conversion. Since we are unable to remove these case adjustments from this report, our assessments and collections were both impacted, resulting in our collection rate being negatively impacted by approximately 10%. This will impact our next year of collection rate reports.
ORANGE	COLLECTIONS	COCRIM	40%	33.58%	Economy	We continue to struggle with this particular case type. We are working with our judicial and payment partners to help with this effort and are making slow progress
OSCEOLA	TIME1	CIRCIV	80%	78.7%	Staffing	Until we are able to obtain additional staffing, timeliness in this area will be a struggle to meet.
OSCEOLA	TIME2	CIRCIV	80%	72.7%	Staffing	Until we are able to obtain additional staffing, timeliness in this area will be a struggle to meet.
OSCEOLA	COLLECTIONS	CIVTR	90%	83.53%	Economy	Continue to monitor our collection agencies performance.
OSCEOLA	TIME1	CIVTR	80%	76.2%	Other	Agencies are not submitting citations in a timely manner which results in an enormous amount to enter to meet timeliness. We have spoken to senior staff at the agencies to attempt to rectify the problem
OSCEOLA	TIME1	COCIV	80%	71.1%	Staffing	Until we are able to obtain additional staffing, timeliness in this area will be a struggle to meet.

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OSCEOLA	COLLECTIONS	COCRIM	40%	35.76%	Late/Non-pay/Pay Plans	We have begun sending Collection Court cases that have not made a payment within 90 days to a collection agency to improve our collection efforts.
PALM BEACH	TIME1	CIRCIV	80%	64.7%	Staffing	Continue to utilize cross-trained staff and temporarily reallocate staff from other areas.
PALM BEACH	TIME2	CIRCIV	80%	49.4%	Staffing	Continue to utilize cross-trained staff and temporarily reallocate staff from other areas.
PALM BEACH	COLLECTIONS	CIRCRIM	9%	5.25%	Economy	In spite of cost orders, judgments and forwarding delinquent accounts to two collection agencies, it remains difficult to collect on felony cases in which the defendant is in state prison.
PALM BEACH	TIME2	CIRCRIM	80%	62.8%	Staffing	Continue to utilize cross-trained staff and temporarily reallocate staff from other areas.
PALM BEACH	COLLECTIONS	CIVTR	90%	88.09%	Economy	PBC is less than 2% from meeting the collection rate standard. Continue to utilize cross-trained staff and temporarily reallocate staff from other areas.
PALM BEACH	TIME1	COCIV	80%	60.9%	Staffing	Continue to utilize cross-trained staff and temporarily reallocate staff from other areas.
PALM BEACH	TIME2	COCIV	80%	51.1%	Staffing	Continue to utilize cross-trained staff and temporarily reallocate staff from other areas.
PALM BEACH	COLLECTIONS	COCRIM	40%	25.58%	Economy	In spite of cost orders, judgments and forwarding delinquent accounts to two collection agencies, it remains difficult to collect on misdemeanor cases in which the defendant is either in county jail or on probation.
PALM BEACH	TIME1	COCRIM	80%	78.3%	Staffing	Continue to utilize cross-trained staff and temporarily reallocate staff from other areas.
PALM BEACH	TIME2	FAM	80%	74.50%	Staffing	Continue to utilize cross-trained staff and temporarily reallocate staff from other areas.
PALM BEACH	TIME2	PROBATE	80%	75.10%	Staffing	Continue to utilize cross-trained staff and temporarily reallocate staff from other areas.
PASCO	COLLECTIONS	CIVTR	90%	87.5%	Staffing	Positions were held vacant due to legislative budget cuts. Once funds were restored, positions were filled but training has impacted internal collection efforts.
PASCO	COLLECTIONS	COCRIM	40%	32.9%	Staffing	Pasco's conversion to CLERICUS will allow for a more efficient collection effort. Positions (re)established after the legislative budget restoration have been filled and new hires are currently in training.
PASCO	COLLECTIONS	FAM	75%	NO DATA	Other	CCOC Business Rules (rev. 2007) do not address the waiver of assessments when a person is determined indigent pursuant to F.S. 57.081. Therefore, assessments are captured, but cannot be collected.
PINELLAS	COLLECTIONS	CIRCRIM	9%	7.39%	Late/Non-pay/Pay Plans	Continue to suspend driver's licenses for late payments and use collection agencies as a method to enforce payment of fees.
PINELLAS	COLLECTIONS	COCRIM	40%	31.47%	Economy	We continue to utilize payment plans as an alternative option to enable payment of fees on a scheduled payment basis, due to inability to pay fines and fees in current state of economy.
POLK	COLLECTIONS	COCRIM	40%	33.82%	Economy	Economy & Systems - We continue to work through old cases since our new system went live in 01/12. Conversion cases continue to present challenges. Additionally, the sluggish economy makes collections tough but we continue to use both inside and outside collection efforts to maximize our collections.
PUTNAM	COLLECTIONS	CIRCRIM	9%	8.04%	Economy	Continue to follow best practices for collection as resources allow.
PUTNAM	TIME2	CIRCRIM	80%	57.4%	Staffing	Reallocate headcount, increase cross training, work with judiciary on timing of court activities requiring clerk staff.
PUTNAM	COLLECTIONS	CIVTR	90%	84.19%	Economy	Continue to follow best practices for collection as resources allow.
PUTNAM	TIME1	COCRIM	80%	52.8%	Staffing	Reallocate headcount, increase cross training, work with judiciary on timing of court activities requiring clerk staff.
PUTNAM	TIME2	COCRIM	80%	78.9%	Staffing	Reallocate headcount, increase cross training, work with judiciary on timing of court activities requiring clerk staff.
PUTNAM	TIME1	CRIMTR	80%	44.8%	Staffing	Reallocate headcount, increase cross training, work with judiciary on timing of court activities requiring clerk staff.
PUTNAM	TIME2	CRIMTR	80%	77.6%	Staffing	Reallocate headcount, increase cross training, work with judiciary on timing of court activities requiring clerk staff.

COUNTY	Performance Measure Type	Performance Measure	CCOC Standard	Clerk Performance	Current Reasons Not Met	Current Actions to Improve
PUTNAM	TIME2	FAM	80%	70.1%	Staffing	Reallocate headcount, increase cross training, work with judiciary on timing of court activities requiring clerk staff.
PUTNAM	TIME1	JUVDEL	80%	51.8%	Staffing	Reallocate headcount, increase cross training.
PUTNAM	TIME2	JUVDEL	80%	37.9%	Staffing	Reallocate headcount, increase cross training.
PUTNAM	TIME1	JUVDEP	80%	77.8%	Staffing	Reallocate headcount, increase cross training.
PUTNAM	TIME2	JUVDEP	80%	77.8%	Staffing	Reallocate headcount, increase cross training.
PUTNAM	TIME1	PROBATE	80%	55.2%	Staffing	Reallocate headcount, increase cross training.
PUTNAM	TIME2	PROBATE	80%	60.9%	Staffing	Reallocate headcount, increase cross training.
SANTA ROSA	JUROR PMT		100%	74.4%	Staffing	
SANTA ROSA	COLLECTIONS	CIVTR	90%	77.19%	Economy	Continuous efforts to place customers on partial payment agreements.
SARASOTA	COLLECTIONS	CIRCRIM	9%	7.61%	Incarcerations	There were 7 large drug cases reduced to judgment totaling \$580,826; the collection rate would be 17% if those cases were excluded.
SARASOTA	COLLECTIONS	CIVTR	90%	89.65%	Late/Non-pay/Pay Plans	511 Civil Traffic Cases entered the court payment plan; thus, extending the collection period. We are evaluating the current collection plan terms in an effort to identify additional efficiencies.
SARASOTA	COLLECTIONS	COCRIM	40%	32.91%	Late/Non-pay/Pay Plans	There was a shift of Misdemeanor Cases from the Clerk Payment Plan to the Court Payment Plan--which has a lower collection rate and a often times is converted to community service. We are evaluating the plans looking for further efficiencies.
SEMINOLE	TIME2	CIRCIV	80%	47.4%	Procedural	New software was installed; improving with learning curve. Lack of staff to get the work completed
ST JOHNS	COLLECTIONS	CIRCRIM	9%	5.02%	Maximum Fine	Sending out late notices and allowing payment plans to be set up on large balances.
ST LUCIE	COLLECTIONS	CIRCRIM	9%	5.27%	Procedural	We do see improvement in this measure. We are working on Civil Liens over 90 days old and moving cases into the collection process.
ST LUCIE	COLLECTIONS	COCRIM	40%	37.18%	Economy	We continue to monitor this measure. We are working on Civil Liens over 90 days old and moving accounts into the collection process. Also have changed how we work collections of cases where probation has been terminated and monies are due.
SUMTER	TIME1	CIRCIV	80%	72.5%	Staffing	Due to budget cuts - all staff cuts were in the civil & probate division and they can not handle the workload - CLERICUS CONVERSION
SUMTER	TIME2	CIRCIV	80%	46.4%	Staffing	Due to budget cuts - all staff cuts were in the civil & probate division and they can not handle the workload CLERICUS LIVE
SUMTER	TIME2	COCIV	80%	73.4%	Staffing	JUNE 1 - SCANNING
SUMTER	TIME1	PROBATE	80%	77.7%	Staffing	Due to budget cuts - all staff cuts were in the civil & probate division and they can not handle the workload CLERICUS CONVERSION
SUMTER	TIME2	PROBATE	80%	48.9%	Staffing	Due to budget cuts - all staff cuts were in the civil & probate division and they can not handle the workload CLERICUS LIVE
TAYLOR	COLLECTIONS	CIVTR	90%	88.85%	Economy	JUNE 1 - SCANNING
VOLUSIA	COLLECTIONS	CIRCRIM	9%	6.12%	Procedural	Collection efforts are being made, payments just aren't coming in.
VOLUSIA	TIME1	CIVTR	80.0%	74.3%	Staffing	Department of Corrections controls incoming payments made for probation and all court costs limiting the Clerk's ability to immediately apply money to fines and fees. Efforts are underway to reroute payments directly to the Clerk in order to pay off fines and fees.
VOLUSIA	COLLECTIONS	COCRIM	40%	23.97%	Late/Non-pay/Pay Plans	Budgetary adjustments and staffing reallocation to cover CJIS testing, training, and implementation have caused backlog. With new implementation numbers should rebound. Effort is being made on improving initial payment plan enrollment and follow-up discussions with enrollees. This includes potential in-house training and contract resources for payment plan processing.
WAKULLA	COLLECTIONS	CIVTR	90%	87.52%	Economy	N/A - we have already reviewed our collection process and modified it in several ways. We have engaged a second collection agency - Penn Credit.
WALTON	COLLECTIONS	CIRCRIM	9%	7.45%	Maximum Fine	Large number of felony drug cases with maximum fine amount assessed. Defendants unable to pay due to incarceration.
WASHINGTON	COLLECTIONS	CIVTR	90%	87.89%	Late/Non-pay/Pay Plans	Clients wanting to put off payments trying to collect asap.