

FLORIDA CCOOC

Clerks of Court
Operations Corporation



Quarterly Performance Measure and Action Plans Report

Section 28.35(2)(d) Florida Statutes

State Quarter Three FY 2012-13

(January 1, 2013 through March 31, 2013)

June 30, 2013

BACKGROUND

The Florida Clerks of Court Operations Corporation (CCOC) was created as a public corporation to perform the functions specified in Sections 28.35 and 28.36, Florida Statutes. Section 28.35 (2)(d), F.S. requires CCOC to develop a uniform system of performance measures and applicable standards in consultation with the Legislature and the Supreme Court. These measures and standards are designed to facilitate an objective determination of the performance of each clerk in fiscal management, operational efficiency, and effective collection of fines, fees, service charges, and court costs. Current performance measures address:

- Collections (one measure each for nine court divisions, reported quarterly)
- Timeliness (two measures for each of ten court divisions, reported quarterly)
- Juror Payment Processing (one measure, reported quarterly)
- Fiscal Management (one measure, reported annually)

When the CCOC finds a Clerk's office has not met the performance standards, CCOC identifies the nature of each deficiency and any corrective action recommended and taken by the affected clerk of the court. The CCOC is required to notify the Legislature and the Supreme Court of any clerk not meeting performance standards and provide a copy of any corrective action plans.

CCOC monitors the performance of the Clerk's offices quarterly through reports provided by the Clerk's offices, due on the 20th of the month following the end of the quarter. Action plans are due from the Clerks three weeks after receipt of the CCOC analysis of the performance reports. CCOC provides notification of the status of performance to the Legislature and Supreme Court through quarterly reports.

EXECUTIVE SUMMARY FOR QUARTER THREE

The quarterly report for State Quarter Three FY2012 - 13 (SQ31213) (for Jan 1 – Mar 31, 2013) provides information about the performance of the Clerks of Courts on standards relating to collections, timeliness and juror management. The report identifies the Clerk's Offices not meeting each performance standard. In addition, the report provides a description of factors that may have contributed to the standard not being met and a list of actions taken by Clerks to improve compliance. Action plans, as applicable for each county, are provided as an attachment.

For the SQ31213 quarter, **seven Clerks met or exceeded performance standards for all measures** in the areas of collections, timeliness, and juror payment, including:

**Citrus
Flagler
Glades
Indian River**

**Seminole
Sumter
Suwannee**

The remaining 60 Clerk's offices were required to submit action plans for areas where performance fell below the standard. A total of 233 action plans were required, including 115 for Collections and 112 for Timeliness (53 – Filing New Cases, 59 – Docketing Court Decisions) and 6 for Jury Management.

COLLECTIONS

The Collections standards are designed to determine whether amounts assessed in a particular quarter were collected within the next five quarters. Each grouping of assessments is referred to a "Control Group." Table 1 shows the control groups for FY2012 - 13. This report is associated with the third Control Group for FY2012 - 13 (SQ31213).

Table 1
Collections Control Groups for SFY12 - 13

| Date Collections Assessed | Date Collections Tracked (5 Quarters) | Control Group Name |
|--------------------------------------|---------------------------------------|--------------------|
| 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, 2013 thru Mar 31, 2013 | SQ31213 |
| Apr 1, 2012 thru Jun 30, 2012 | Apr 1, 2013 thru Jun 30, 2013 | SQ41213 |

Each quarter, performance is measured for 67 counties on nine standards, one for each of nine court divisions; therefore, there are a total of 603 measures for Collections (67 X 9 = 603). The Collections standards for each division are shown in Table 2.

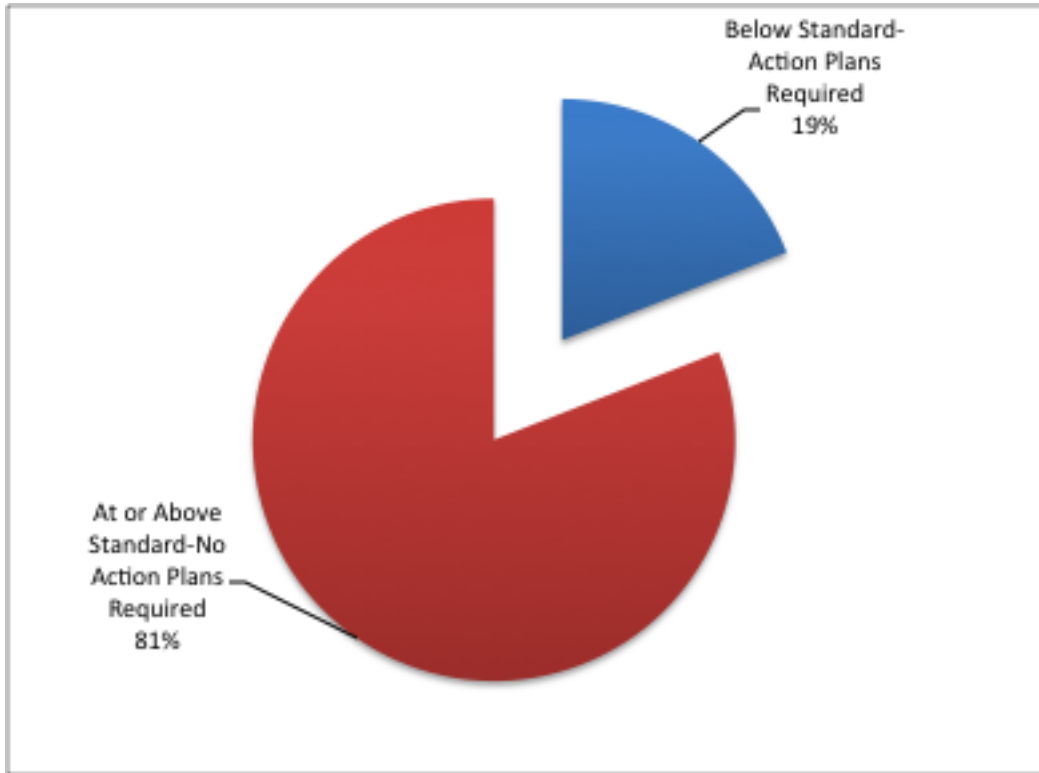
Table 2
Collections Standards by Court Division for SFY12 - 13

| 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% |

As shown in Table 2 above, each court division has a percentage standard to be met by the end of the fifth quarter of tracking. The performance percentage is calculated by dividing the total amount collected by the total amount assessed.

For SQ31213, for all counties combined, **Collections performance met or exceeded the standard for 81% of the measures** (488 of 603), and fell below the standard for 19% of the measures (115 out of 603). Figure 1 illustrates the overall performance on Collections standards.

Figure 1
Overall Performance on Collections Standards (603 Total) for SQ31213



10 Clerk's offices (15%) met or exceeded the performance standard for **all nine** Collections measures for SQ31213, including:

- | | |
|-----------------|-----------------|
| Citrus | Seminole |
| Collier | Sumter |
| Escambia | Suwannee |
| Flagler | Union |
| Levy | Walton |

57 Clerk's offices fell below the standard on one or more of the nine Collections measures for SQ31213, requiring 115 action plans:

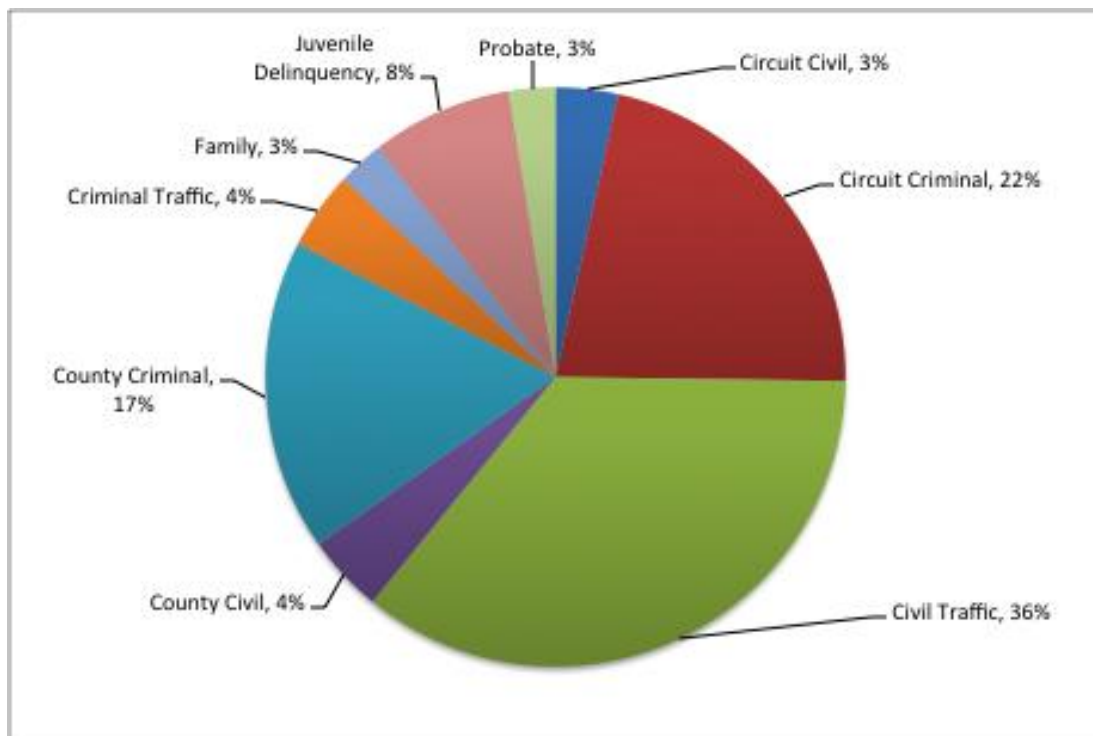
- 22 offices (33%) missed the standard on 1 measure (22 action plans)
- 17 offices (25%) missed the standard on 2 measures (34 action plans)
- 13 offices (19%) missed the standard on 3 measures (39 action plans)
- 5 offices (7%) missed the standard on 4 measures (20 action plans)

By court division, Civil Traffic accounted for the most action plans for Collections, with 41 (61%) of counties requiring an action plan for Collections in this division (accounting for 36% of all Collections action plans.) Table 3 shows the number of action plans for Collections for SQ31213 by court division. Figure 2 shows the percentage of all Collections action plans (115 total) by court division.

Table 3
Number of Action Plans for Collections by Court Division for SQ31213

| Criminal Court Division | | | | Civil Court Division | | | | |
|-------------------------|-----------------|-----------|------------------|----------------------|--------------|---------|---------|---------------|
| Circuit Criminal | County Criminal | Juv. Del. | Criminal Traffic | Circuit Civil | County Civil | Probate | Family | Civil Traffic |
| 25 of 67 | 20 of 67 | 9 of 67 | 5 of 67 | 4 of 67 | 5 of 67 | 3 of 67 | 3 of 67 | 41 of 67 |

Figure 2
Percentage of Collections Action Plans (115 Total) by Division for SQ31213



For each standard not met, the Clerks provided the reason why each standard was not met and provided action plans describing what corrective actions would be taken to improve performance. Figure 3 shows the percentage for each reason for Collections action plans for all court divisions and all counties combined. Reasons associated with the economy accounted for 36% of all reasons for Collections action plans.

Figure 3
Percentage of Reasons (115 Total) for Collections Action Plans (All Divisions, All Counties)
for SQ31213

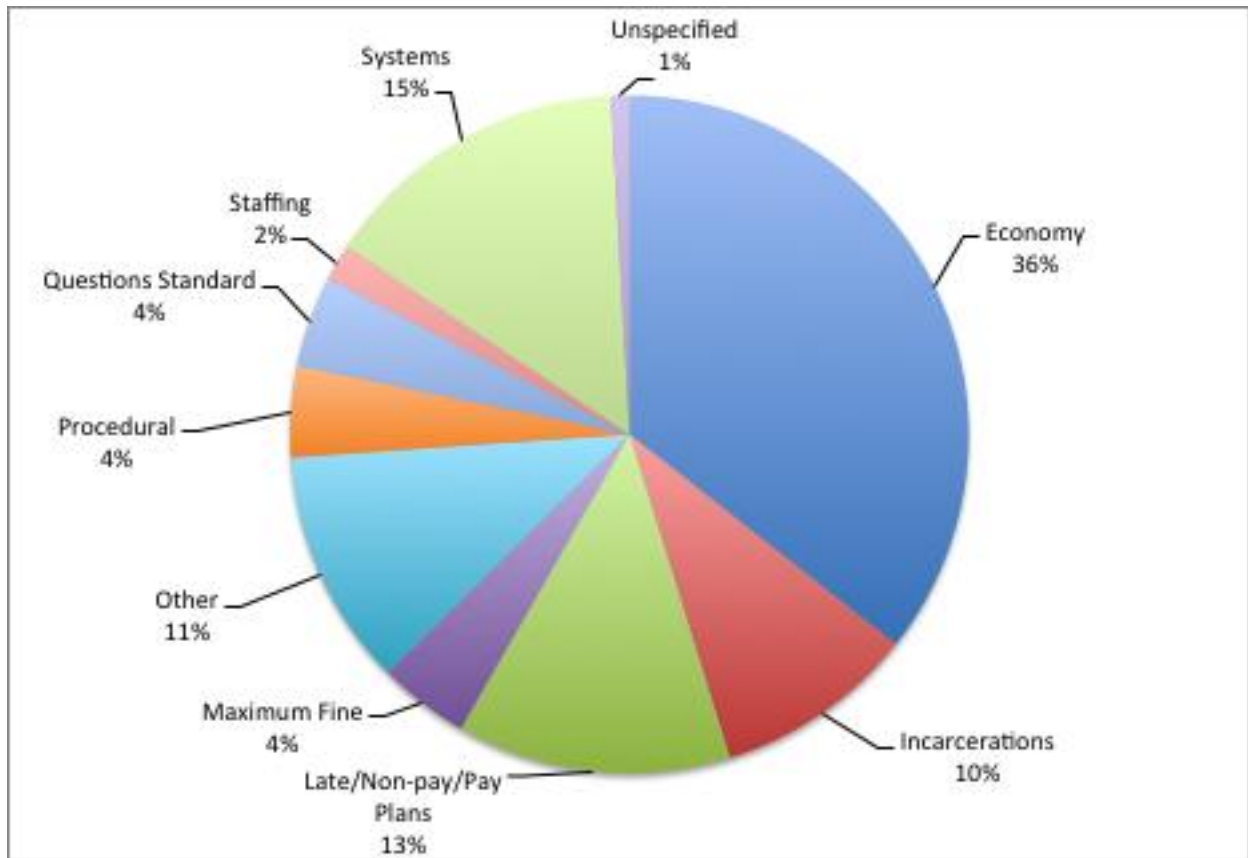


Table 4 provides an overview of the reasons for the 115 action plans associated with the Collections measures, by court division.

Table 4
Reasons for Collections Action Plans by Court Division for SQ31213

| Court Division | Reason Collections Standard Not Met | Number |
|-----------------------|--|---------------|
| Circuit Criminal | Economy | 5 |
| | Incarcerations | 8 |
| | Late/Non-pay/Pay Plans | 4 |
| | Maximum Fine | 5 |
| | Procedural | 1 |
| | Systems | 2 |
| | TOTAL | 25 |
| County Criminal | Economy | 12 |
| | Incarcerations | 2 |
| | Late/Non - pay/Pay Plans | 5 |
| | Systems | 1 |
| | TOTAL | 20 |
| Juvenile Delinquency | Economy | 1 |
| | Other | 5 |
| | Procedural | 1 |
| | Systems | 1 |
| | Unspecified | 1 |
| | TOTAL | 9 |
| Criminal Traffic | Economy | 1 |
| | Incarcerations | 1 |
| | Systems | 3 |
| | TOTAL | 5 |
| Circuit Civil | Procedural | 1 |
| | Systems | 3 |
| | TOTAL | 4 |
| County Civil | Other | 3 |
| | Procedural | 1 |
| | Systems | 1 |
| | TOTAL | 5 |
| Circuit Probate | Other | 1 |
| | Systems | 2 |
| | TOTAL | 3 |
| Family | Other | 1 |
| | Procedural | 1 |
| | Systems | 1 |
| | TOTAL | 3 |
| Civil Traffic | Economy | 22 |
| | Late/Non - pay/Pay Plans | 6 |
| | Other | 3 |
| | Questions Standard | 5 |
| | Staffing | 2 |
| | Systems | 3 |
| | TOTAL | 41 |

TIMELINESS

The Timeliness standards are designed to determine whether Clerks file new cases and docket court decisions in a timely manner. Two measures of timeliness performance are reported—(1) percentage of new cases “opened” within “x” business days after initial documents are clocked in, and (2) dockets entered within “x” business days after court action taken. Timeliness performance standards are reported quarterly as shown in Table 5. This report is associated with the third time period for FY2012 - 13 (SQ31213).

Table 5
Timeliness Reporting Periods

| Timeliness Reporting Period | 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 |

Each quarter, performance is measured for 67 counties on two Timeliness standards for each of ten court divisions; therefore, there are a total of 1,340 measures for Timeliness (67 X 20 = 1,340). The two Timeliness standards for each division are shown in Table 6.

Table 6
Timeliness Standards by Court Division for SFY12 - 13

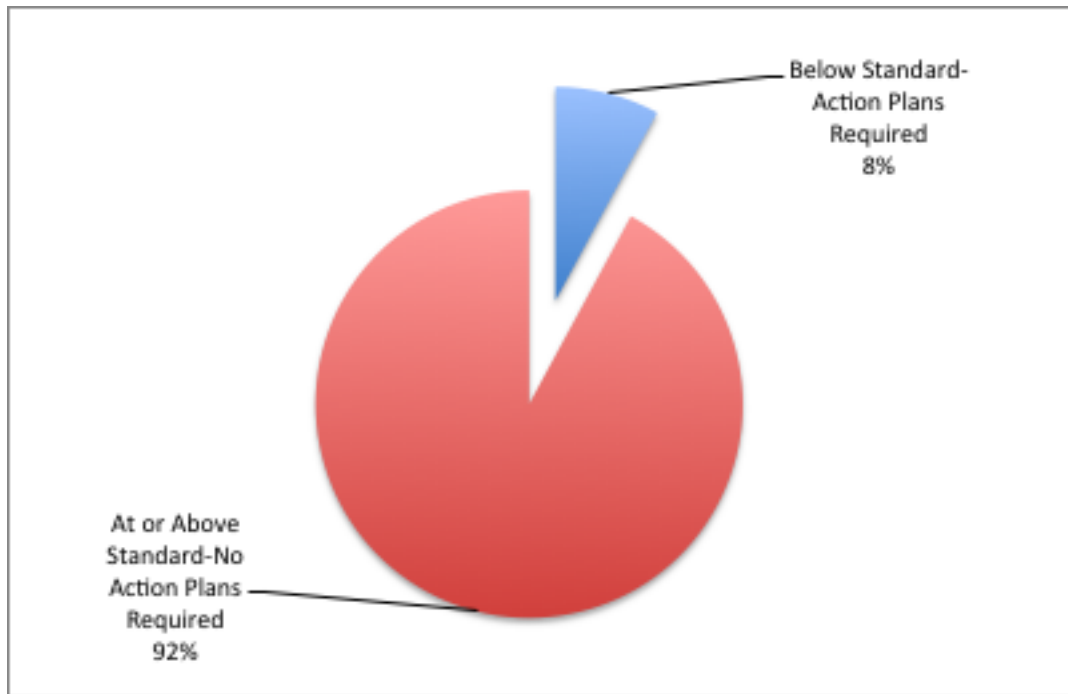
| Court Division | Timeliness 1: Filing New Cases | Timeliness 2: Docketing Court Decisions |
|-----------------------|---------------------------------------|--|
| Circuit Criminal | 80% - 2 business days | 80% - 3 business days |
| County Criminal | 80% - 3 business days | 80% - 3 business days |
| Juvenile Delinquency | 80% - 2 business days | 80% - 3 business days |
| Criminal Traffic | 80% - 3 business days | 80% - 3 business days |
| Circuit Civil | 80% - 2 business days | 80% - 3 business days |
| County Civil | 80% - 2 business days | 80% - 3 business days |
| Circuit Probate | 80% - 2 business days | 80% - 3 business days |
| Family | 80% - 3 business days | 80% - 3 business days |
| Juvenile Dependency | 80% - 2 business days | 80% - 3 business days |
| Civil Traffic | 80% - 4 business days | 80% - 4 business days |

Timeliness 1: Filing New Cases

As shown in Table 6 above, each court division has one percentage standard to be met each quarter each of two timeliness measures. For Timeliness 1: Filing New Cases, the performance percentage is calculated by dividing the total number of new cases filed timely (within 2-4 days as required) by the total number of new cases filed.

For SQ31213, for all counties combined, **performance on Timeliness 1 (Filing New Cases) met or exceeded the standard for 92% of the measures** (617 of 670), and fell below the standard for 8% of the measures (53 out of 670). Figure 4 illustrates the overall performance on the Timeliness 1 standard.

Figure 4
Overall Performance on Timeliness 1 Standard (Filing New Cases) (670 Total) for SQ31213



41 Clerk's offices (61%) met or exceeded the performance standard for the Timeliness 1 measure (Filing New Cases) for SQ31213, including:

| | | |
|------------------|---------------------|-------------------|
| Baker | Gulf | Okaloosa |
| Bay | Hamilton | Orange |
| Bradford | Highlands | Pasco |
| Brevard | Holmes | Polk |
| Charlotte | Indian River | Santa Rosa |
| Citrus | Jackson | Sarasota |
| Clay | Jefferson | Seminole |
| Dade | Lafayette | St. Johns |
| Duval | Lake | St. Lucie |
| Flagler | Lee | Sumter |
| Franklin | Leon | Suwannee |
| Gadsden | Liberty | Wakulla |
| Gilchrist | Martin | Washington |
| Glades | Monroe | |

26 Clerk's offices fell below the standard on one or more of the 10 Timeliness 1 measures for SQ31213, requiring 53 action plans:

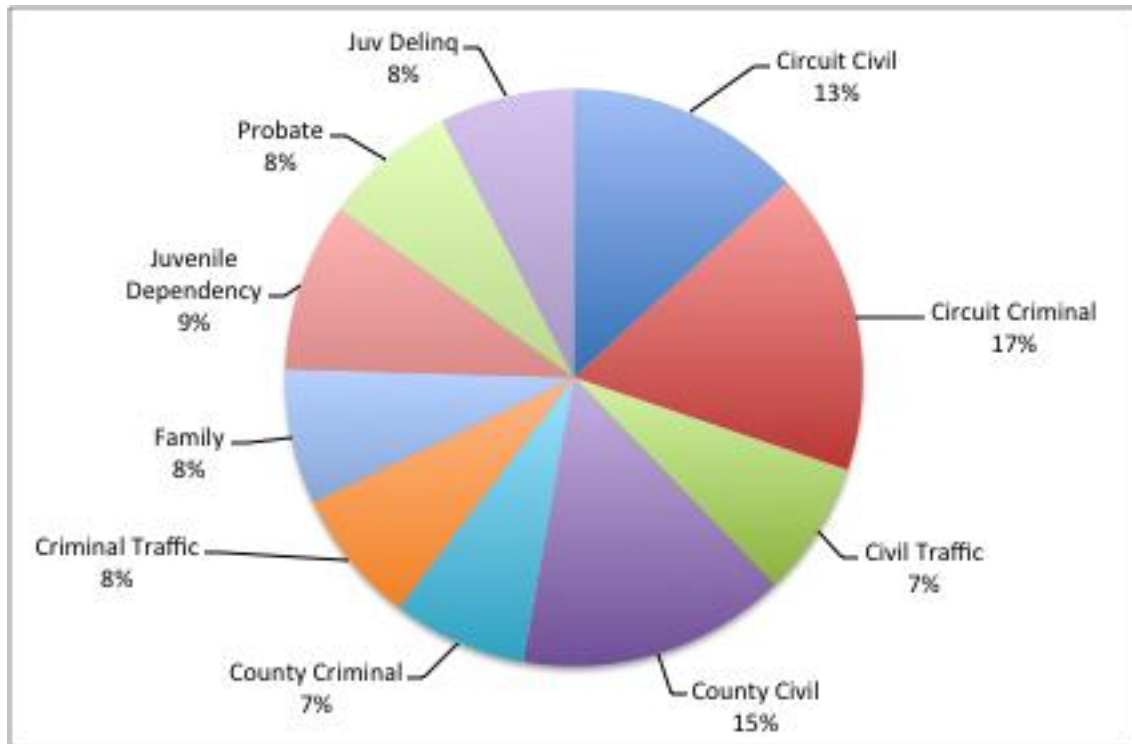
- 15 offices (22%) missed the standard on 1 measure (15 action plans).
- 6 offices (9%) missed the standard on 2 measures (12 action plans)
- 2 offices (3%) missed the standard on 3 measures (6 action plans)
- 1 office (1%) missed the standard on 4 measures (4 action plans)
- 1 office (1%) missed the standard on 6 measures (6 action plans)
- 1 office (1%) missed the standard on 10 measures (10 action plans)

By court division, Circuit Criminal accounts for the most action plans for Timeliness 1, with 9 (13%) counties requiring an action plan for Timeliness 1 in this division (accounting for 17% of all Timeliness 1 action plans.) Table 7 shows the number of action plans for Timeliness 1 for SQ31213 by court division. Figure 5 shows the percentage of all Timeliness 1 action plans (53 total) by court division.

Table 7
Number of Action Plans for Timeliness 1 (Filing New Cases) by Court Division for SQ31213

| Criminal Court Division | | | | Civil Court Division | | | | | |
|-------------------------|-----------------|-----------|------------------|----------------------|--------------|---------|---------|---------------|-----------|
| Circuit Criminal | County Criminal | Juv. Del. | Criminal Traffic | Circuit Civil | County Civil | Probate | Family | Civil Traffic | Juv. Dep. |
| 9 of 67 | 4 of 67 | 4 of 67 | 4 of 67 | 7 of 67 | 8 of 67 | 4 of 67 | 4 of 67 | 4 of 67 | 5 of 67 |

Figure 5
Percentage of Timeliness 1 Action Plans (53 Total) by Division for SQ31213



For each standard not met, the Clerks provided the reason why each standard was not met and provided action plans describing what corrective actions would be taken to improve performance. Figure 6 shows the percentage for each reason for Timeliness 1 action plans for all court divisions and all counties combined. Reasons associated with staffing accounted for 59% of all reasons for Timeliness 1 action plans.

Figure 6
Percentage of Reasons (53 Total) for Timeliness 1 Action Plans (All Divisions, All Counties)
for SQ31213

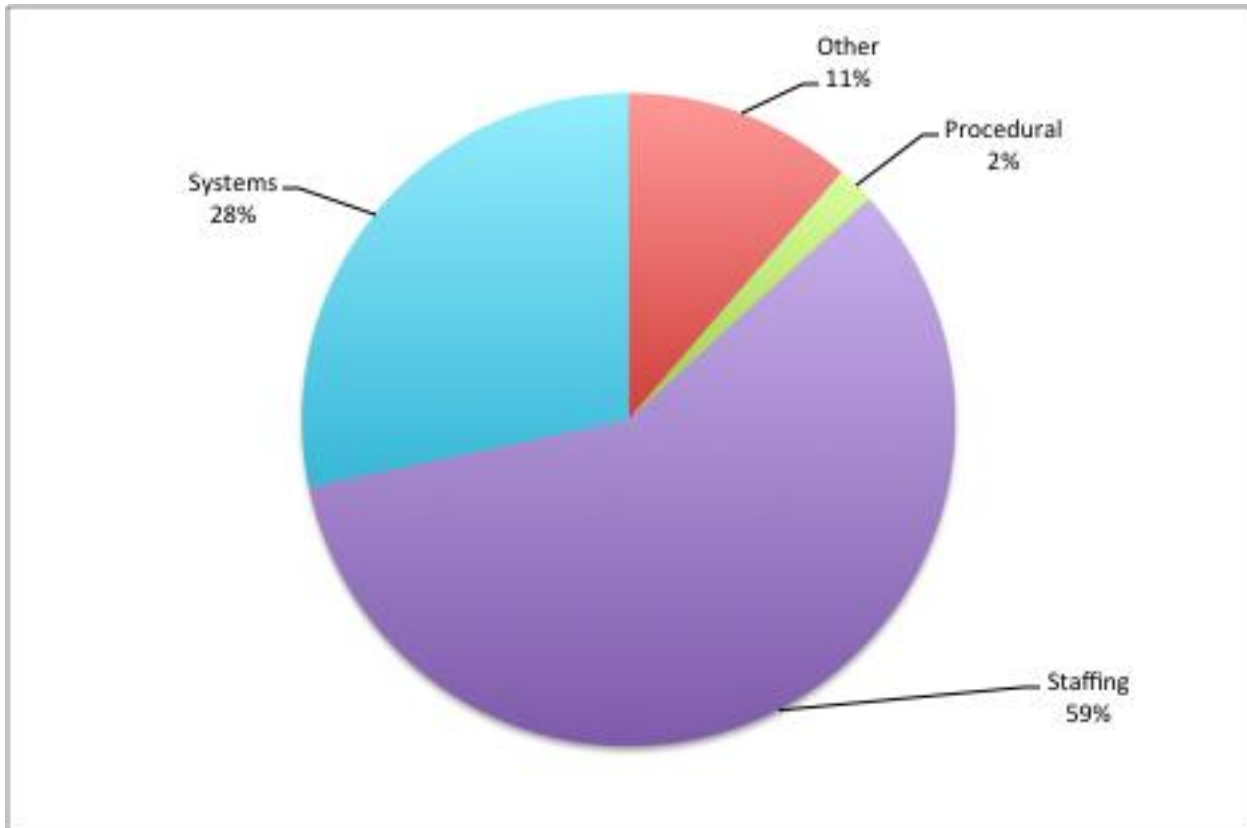


Table 8 provides an overview of the reasons for the 53 action plans associated with the Timeliness 1 measures, by court division.

Table 8
Reasons for Timeliness 1 Action Plans by Court Division for SQ31213

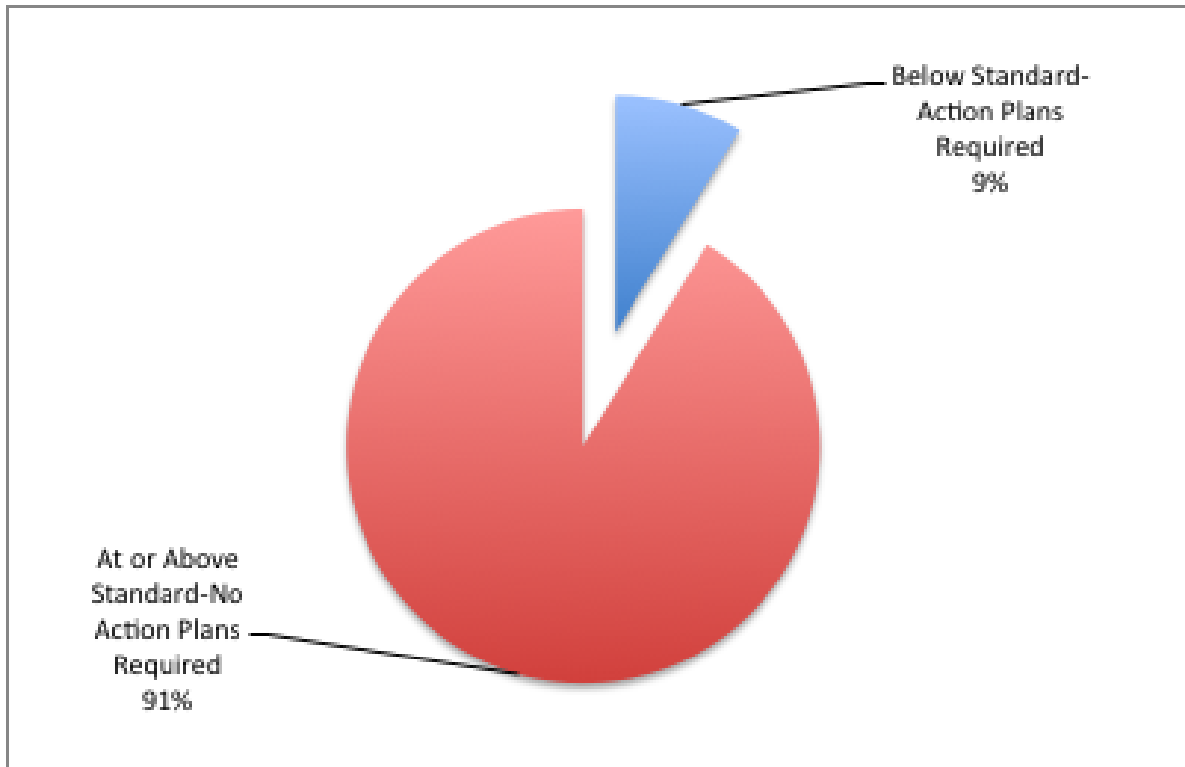
| Court Division | Reason Collections Standard Not Met | Number |
|-----------------------|--|---------------|
| Circuit Criminal | Staffing | 7 |
| | Systems | 1 |
| | Other | 1 |
| | TOTAL | 9 |
| County Criminal | Staffing | 2 |
| | Systems | 1 |
| | Other | 1 |
| | TOTAL | 4 |
| Juvenile Delinquency | Staffing | 3 |
| | Systems | 1 |
| | TOTAL | 4 |
| Criminal Traffic | Staffing | 3 |
| | Systems | 1 |
| | TOTAL | 4 |
| Circuit Civil | Procedural | 1 |
| | Staffing | 4 |
| | Systems | 1 |
| | Other | 1 |
| | TOTAL | 7 |
| County Civil | Staffing | 4 |
| | Systems | 3 |
| | Other | 1 |
| | TOTAL | 8 |
| Circuit Probate | Staffing | 3 |
| | Systems | 1 |
| | TOTAL | 4 |
| Family | Staffing | 1 |
| | Systems | 3 |
| | TOTAL | 4 |
| Civil Traffic | Staffing | 1 |
| | Systems | 2 |
| | Other | 1 |
| | TOTAL | 4 |
| Juvenile Dependency | Staffing | 3 |
| | Systems | 1 |
| | Other | 1 |
| | TOTAL | 5 |

Timeliness 2: Docketing Court Decisions

As shown in Table Six on page 5, each court division has one percentage standard to be met each quarter for each of two timeliness measures. For Timeliness 2: Docketing Court Decisions, the performance percentage is calculated by dividing the total number of dockets entered timely (within 3-4 days as required) by the total number of dockets entered.

For SQ31213, for all counties combined, **performance on Timeliness 2 (Docketing Court Decisions) met or exceeded the standard for 91% of the measures** (611 of 670), and fell below the standard for 9% of the measures (59 out of 670). Figure 7 illustrates the overall performance on the Timeliness 2 standard.

Figure 7
Overall Performance on Timeliness 2 Standard (Docketing Court Decisions) (670 Total) for SQ31213



44 Clerk's offices (66%) met or exceeded the performance standard for the Timeliness 2 measure (Docketing Court Decisions) for SQ31213, including:

| | | |
|------------------|---------------------|-------------------|
| Alachua | Glades | Okaloosa |
| Baker | Gulf | Orange |
| Bay | Hamilton | Pinellas |
| Brevard | Hardee | Polk |
| Calhoun | Hernando | Santa Rosa |
| Charlotte | Highlands | Sarasota |
| Citrus | Holmes | Seminole |
| Clay | Indian River | St. Johns |
| Collier | Jackson | St. Lucie |
| Dade | Lafayette | Sumter |
| Dixie | Lee | Suwannee |
| Flagler | Leon | Union |
| Franklin | Levy | Walton |
| Gadsden | Martin | Washington |
| Gilchrist | Nassau | |

23 Clerk's offices fell below the standard on one or more of the 10 Timeliness 2 measures for SQ31213, requiring 59 action plans:

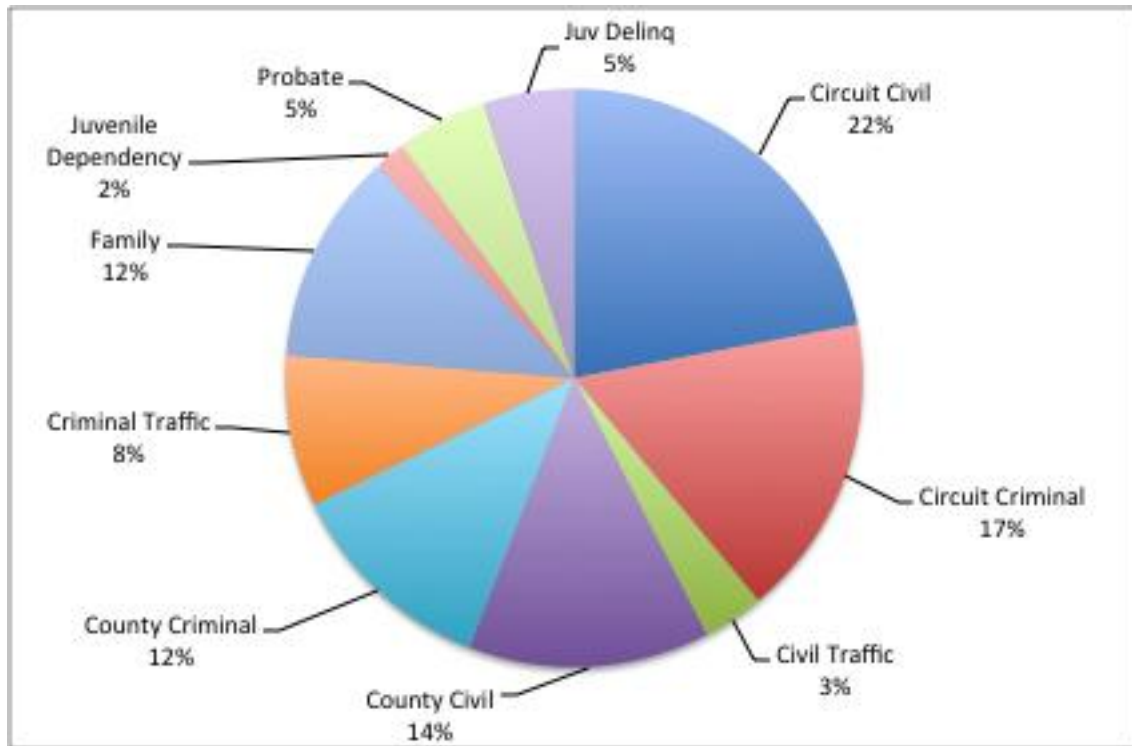
- 11 offices (16%) missed the standard on 1 measure (11 action plans).
- 2 offices (3%) missed the standard on 2 measures (4 action plans)
- 5 offices (7%) missed the standard on 3 measures (15 action plans)
- 1 office (1%) missed the standard on 4 measures (4 action plans)
- 1 office (1%) missed the standard on 5 measures (5 action plans)
- 2 offices (3%) missed the standard on 6 measures (12 action plans)
- 1 office (1%) missed the standard on 8 measures (8 action plans)

By court division, Circuit Civil accounts for the most action plans for Timeliness 2, with 13 (19%) counties requiring an action plan for Timeliness 2 in this division (accounting for 22% of all Timeliness 2 action plans.) Table 9 shows the number of action plans for Timeliness 2 for SQ31213 by court division. Figure 8 shows the percentage of all Timeliness 2 action plans (59 total) by court division.

Table 9
Number of Action Plans for Timeliness 2 (Docketing Court Decisions) by Court Division for SQ31213

| Criminal Court Division | | | | Civil Court Division | | | | | |
|-------------------------|-----------------|-----------|------------------|----------------------|--------------|---------|---------|---------------|-----------|
| Circuit Criminal | County Criminal | Juv. Del. | Criminal Traffic | Circuit Civil | County Civil | Probate | Family | Civil Traffic | Juv. Dep. |
| 10 of 67 | 7 of 67 | 3 of 67 | 5 of 67 | 13 of 67 | 8 of 67 | 3 of 67 | 7 of 67 | 2 of 67 | 1 of 67 |

Figure 8
Percentage of Timeliness 2 Action Plans (59 Total) by Division for SQ31213



For each standard not met, the Clerks provided the reason why each standard was not met and provided action plans describing what corrective actions would be taken to improve performance. Figure 9 shows the percentage for each reason for Timeliness 2 action plans for all court divisions and all counties combined. Reasons associated with staffing accounted for 80% of all reasons for Timeliness 2 action plans.

Figure 9
Percentage of Reasons (59 Total) for Timeliness 2 Action Plans (All Divisions, All Counties)
for SQ31213

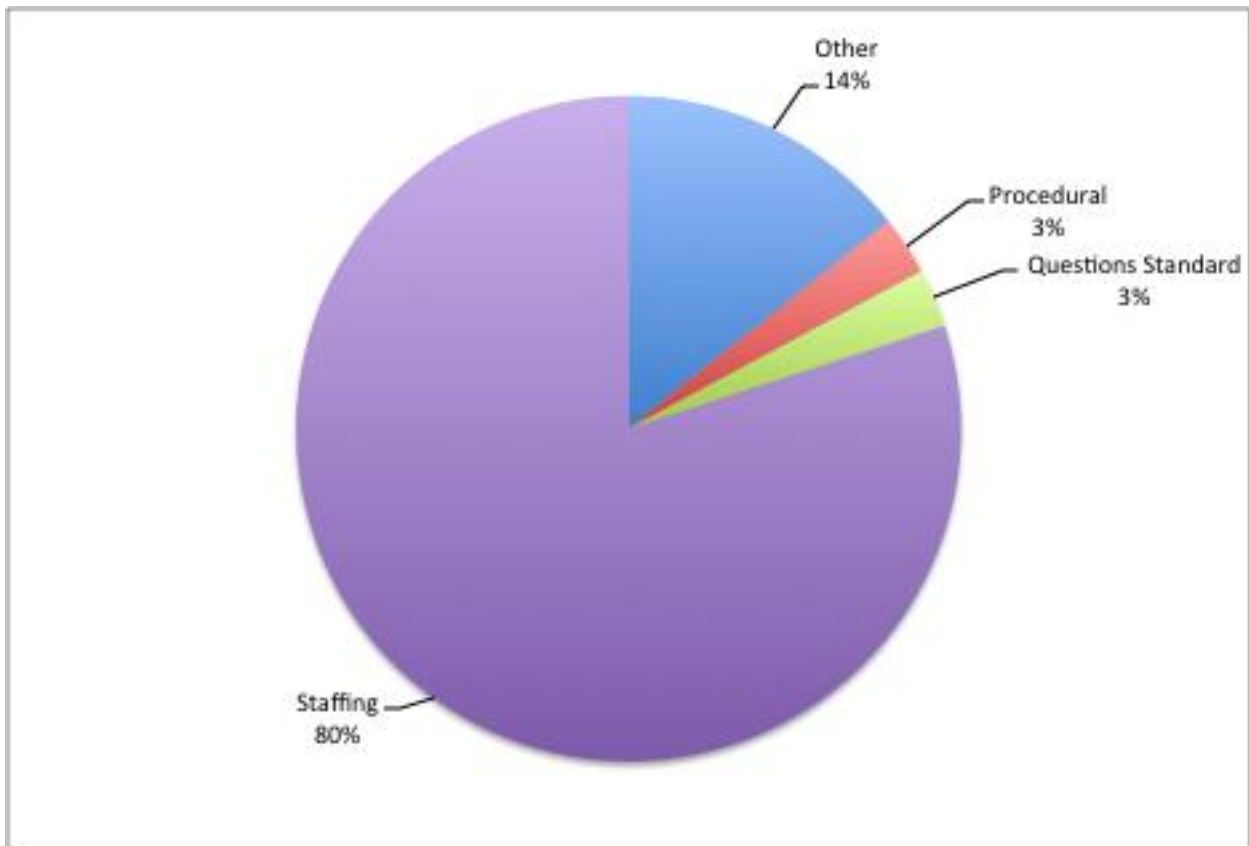


Table 10 provides an overview of the reasons for the 59 action plans associated with the Timeliness 2 measures, by court division.

Table 10
Reasons for Timeliness 2 Action Plans by Court Division for SQ31213

| Court Division | Reason Collections Standard Not Met | Number |
|-----------------------|--|---------------|
| Circuit Criminal | Procedural | 1 |
| | Staffing | 5 |
| | Systems | 4 |
| | TOTAL | 10 |
| County Criminal | Questions Standard | 1 |
| | Staffing | 2 |
| | Systems | 4 |
| | TOTAL | 7 |
| Juvenile Delinquency | Staffing | 1 |
| | Systems | 2 |
| | TOTAL | 3 |
| Criminal Traffic | Staffing | 2 |
| | Systems | 3 |
| | TOTAL | 5 |
| Circuit Civil | Staffing | 8 |
| | Systems | 2 |
| | Other | 3 |
| | TOTAL | 13 |
| County Civil | Staffing | 3 |
| | Systems | 4 |
| | Other | 1 |
| | TOTAL | 8 |
| Probate | Staffing | 2 |
| | Systems | 1 |
| | TOTAL | 3 |
| Family | Staffing | 4 |
| | Systems | 3 |
| | TOTAL | 7 |
| Civil Traffic | Systems | 1 |
| | Other | 1 |
| | TOTAL | 2 |
| Juvenile Dependency | Staffing | 1 |
| | TOTAL | 1 |

JURY PAYMENTS PROCESSED

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 Jury Payments standard is designed to determine whether Clerks pay jurors in a timely manner, that is, within 20 days. One measure of performance is reported quarterly as shown in Table 5. This report is associated with the third time period for FY2012 - 13 (SQ31213).

Table 5
Jury Payments Reporting Periods

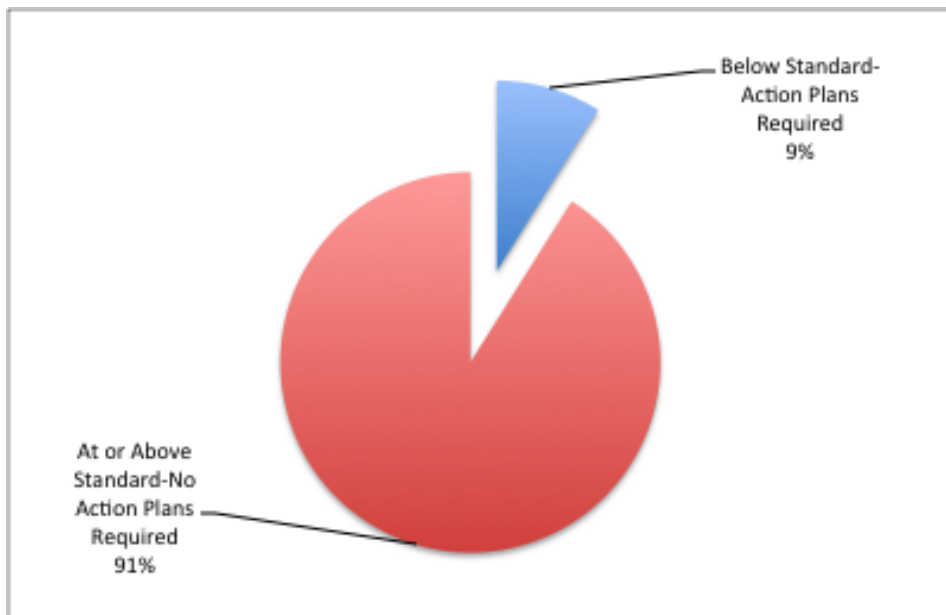
| Jury Payment Reporting Period | Quarter |
|--------------------------------------|----------------|
| Jul 1, 2012 thru Sep 30, 2012 | SQ11213 |
| Oct 1, 2012 thru Dec 31, 2012 | SQ21213 |
| Jan 1, 2013 thru Mar 31, 2013 | SQ31213 |
| Apr 1, 2013 thru Jun 30, 2013 | SQ41213 |

Each quarter, performance is measured for 67 counties on one standard for all court divisions combined; therefore, there are a total of 67 measures for Jury Payments (67 X 1 = 67). The performance percentage is calculated by dividing the total number of juror payments paid timely (within 20 days as required) by the total number of juror payments.

The Jury Payment standard is 100%.

For SQ31213, for all counties combined, **performance on Jury Payments met or exceeded the standard for 91% of counties** (61 of 67), and fell below the standard for 12% of counties (6 out of 67). Figure 10 illustrates the overall performance on the Jury Payments standard.

Figure 10
Overall Performance on Jury Payments Standard (67 Total) for SQ31213

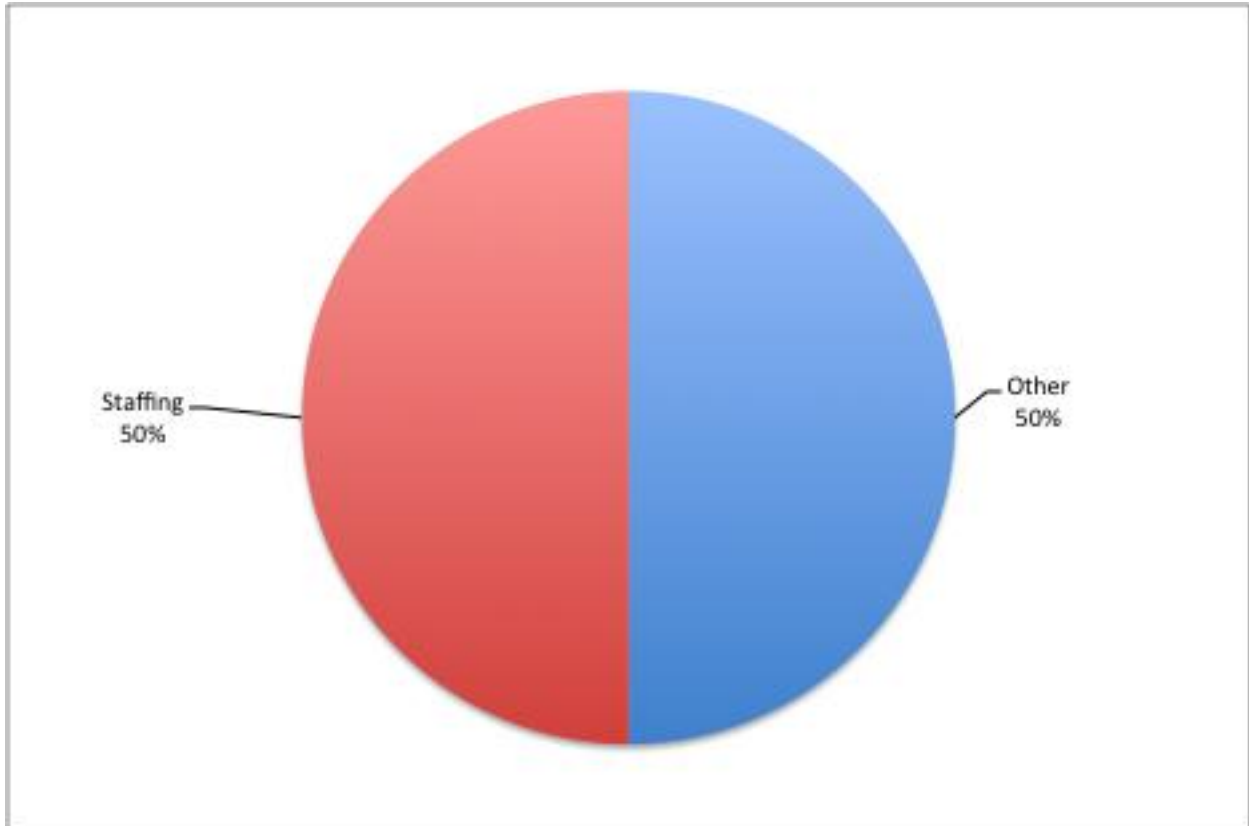


61 Clerk's offices (91%) met or exceeded the performance standard for the Jury Payment measure for SQ31213, including:

| | | |
|------------------|---------------------|-------------------|
| Alachua | Gulf | Okeechobee |
| Baker | Hamilton | Orange |
| Bay | Hardee | Osceola |
| Bradford | Hendry | Palm Beach |
| Brevard | Hernando | Pasco |
| Broward | Highlands | Pinellas |
| Calhoun | Hillsborough | Polk |
| Charlotte | Holmes | Sarasota |
| Citrus | Indian River | Seminole |
| Clay | Jackson | St. Johns |
| Collier | Jefferson | St. Lucie |
| Columbia | Lafayette | Sumter |
| Dade | Lake | Suwannee |
| Desoto | Lee | Taylor |
| Duval | Levy | Union |
| Escambia | Liberty | Volusia |
| Flagler | Madison | Wakulla |
| Franklin | Manatee | Walton |
| Gadsden | Marion | Washington |
| Gilchrist | Nassau | |
| Glades | Okaloosa | |

When the Jury Payment standard was not met, the Clerks provided the reasons the standard was not met and provided action plans describing what corrective actions would be taken to improve performance. Figure 11 shows the percentage for each reason for Jury Payment action plans for counties combined. Reasons associated with staffing accounted for 50% of all reasons for Jury Payments action plans.

Figure 11
Percentage of Reasons (6 Total) for Jury Payment Action Plans (All Divisions, All Counties)
for SQ31213



COUNTY-LEVEL ACTION PLANS

Each county's action plan is available for review at:

[Click to view each county's action plan](#)