



## FLORIDA CLERKS OF COURT OPERATIONS CORPORATION

2560-102 BARRINGTON CIRCLE ✓ TALLAHASSEE, FLORIDA 32308 ✓ PHONE 850.386.2223 ✓ FAX 850.386.2224 ✓ WWW.FLCCOC.ORG

### BUSINESS RULES FOR PERFORMANCE MEASURES TIMELINESS

#### DEFINITIONS

- Docket Entry Date:** Clock-In Date - Date filed with the clerk.  
If there is no clock in date, use the date the action was taken.
- Input Date:** The date the clerk actually performed the function.
- Business Days:** Do not include weekends or holidays.  
If clocked-in today and opened (or entered) today, count as 0 business days.  
If clocked in today and opened (or entered) tomorrow, count as 1 business day.  
If clocked in on Friday and opened (or entered) on Monday, count as 1 business day.

#### CASES FILED

For each case type, report the percentage of new cases that were opened within X business days after the initial documents were clocked in. It is assumed that documents are clocked in upon receipt in the clerk's office.

This measure focuses on the time it takes to initially put a case/citation into the system/file and would include assignment of a case/citation number.

#### DOCKET ENTRIES

For each case type, report the percentage of docket entries entered within X business days after the docket entry date.

All docket entries should be counted.

This measure focuses on either the time it takes

- a. from receipt of a document in the clerk's office (clock in date) until the docket entry is actually entered in the docketing system (input date) or

- b. from an action taken date until the docket entry is actually entered in the docketing system (input date). For instance, if summarizing events from court, use the date of court compared to the date the entry was actually entered in the docketing system (input date).

## RECORDING AND REPORTING

For each case type, record the % achieved for the six-month period. Each six-month period will be represented independently, with the yearly average reflected in the last column. For reporting to the CCOC, please see the semi-annual report form that is to be submitted at the end of each six-month period.

## STANDARDS

### Cases Filed

Circuit (defendants)	# within 2 business days	80%
County (defendants)	# within 3 business days	80%
Juvenile Delinquency (juveniles)	# within 2 business days	80%
Traffic (UTC)	# within 3 business days	80%
Circuit (cases)	# within 2 business days	80%
County (cases)	# within 2 business days	80%
Traffic (UTC)	# within 4 business days	80%
Circuit Probate (cases)	# within 2 business days	80%
Family (cases)	# within 3 business days	80%
Juvenile Dependency (cases)	# within 2 business days	80%

### Docket Entries

Circuit (defendants)	# within 3 business days	80%
County (defendants)	# within 3 business days	80%
Juvenile Delinquency (juveniles)	# within 3 business days	80%
Traffic (UTC)	# within 3 business days	80%
Circuit (cases)	# within 3 business days	80%
County (cases)	# within 3 business days	80%
Traffic (UTC)	# within 4 business days	80%
Circuit Probate (cases)	# within 3 business days	80%
Family (cases)	# within 3 business days	80%
Juvenile Dependency (cases)	# within 3 business days	80%