



Quarterly Performance Measures & Action Plans Report

Section 28.35(2)(d), Florida Statutes

2nd Quarter
County Fiscal Year 2019-20
(January 1, 2020 through March 31, 2020)

Table of Contents

A – Collections County Performance by Division	4
B – Timeliness 1 County Performance by Division	6
C – Timeliness 2 County Performance by Division	8
D – External Factors for Not Meeting Performance Standards	10
Collections, Timeliness 1, Timeliness 2	
E – Internal Factors for Not Meeting Performance Standards	13
F – Jury Factors for Not Meeting Performance Standards.....	15

JD Peacock, II
OKALOOSA COUNTY
EXECUTIVE COUNCIL CHAIR

Jeffrey R. Smith, CPA, CGMA
INDIAN RIVER COUNTY
VICE-CHAIR

Tiffany Moore Russell, ESQ.
ORANGE COUNTY
SECRETARY/TREASURER



STACY BUTTERFIELD, CPA
POLK COUNTY

JOHN CRAWFORD
NASSAU COUNTY

TODD NEWTON
GILCHRIST COUNTY

LAURA E. ROTH
VOLUSIA COUNTY

HARVEY RUVIN, ESQ.
MIAMI-DADE COUNTY

RON FICARROTTA
13TH JUDICIAL CIRCUIT JUDGE
SUPREME COURT APPOINTEE

ANGELINA "ANGEL"
COLONNESO, ESQ.
MANATEE COUNTY
SENATE APPOINTEE

VACANT
HOUSE APPOINTEE

JOHN DEW
EXECUTIVE DIRECTOR

JOE BOYD
GENERAL COUNSEL

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

Performance Measure & Quarterly Action Plan 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 the CCOC to develop a uniform system of performance measures and applicable standards in consultation with the Legislature. 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)

When the CCOC finds a Clerk's office has not met the performance standards, the 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 of any clerk not meeting performance standards and provide a copy of applicable corrective action plans.

The CCOC monitors the performance of the Clerk's offices through quarterly reports provided by the Clerk's offices, due on the 20th of the month following the end of the quarter. The CCOC provides notification of the status of the Clerks' performance standards to the Legislature through these quarterly reports.

The quarterly report for the 2nd Quarter of CFY 2019-2020 provides information about the performance of the Clerks of Courts on standards relating to collections, timeliness, and juror payment 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 unmet standard.

For the 2nd Quarter of CFY 2019-2020, 49 clerk offices required an action plan related to collections, 11 clerk offices required an action plan for not filing cases timely, 8 clerk offices required an action plan for not docketing cases timely, and four clerk offices required an action plan regarding not paying jurors timely. Six counties did not submit required performance reports for at least one measure this quarter. The performance measure analysis and required action plans are in the following tables.

Table A
Collections Performance by Division
CFY 2019-20 Quarter 2

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Total
Alachua			External							1
Baker							External			1
Bay	External	External					External			3
Bradford		External								1
Brevard			External		External					2
Broward	External		External				External			3
Calhoun							External			1
Charlotte										0
Citrus	External		External							2
Clay	External	External								2
Collier	External									1
Columbia	External	External	External	External			External			5
Miami-Dade		External					External			2
DeSoto										0
Dixie										0
Duval		Internal	Internal				Internal			3
Escambia	External						External			2
Flagler										0
Franklin							External			1
Gadsden	Internal	Internal					External			3
Gilchrist										0
Glades										0
Gulf										0
Hamilton										0
Hardee	External									1
Hendry			External						External	2
Hernando										0
Highlands	External	External		External						3
Hillsborough	Internal						External			2
Holmes	External		External				External			3
Indian River	External		Internal		Internal	Internal	Internal		Internal	6
Jackson	External		External				External			3
Jefferson										0
Lafayette	External									1
Lake	Internal	Internal								2
Lee							External			1
Leon		External								1
Levy										0
Liberty	External		External							2
Madison	External						External			2
Manatee							Internal			1
Marion		External								1
Martin										0
Monroe										0
Nassau							External			1



Table A
Collections Performance by Division
CFY 2019-20 Quarter 2

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Total
Okaloosa							Internal			1
Okeechobee	External	External					External			3
Orange		External	External				External			3
Osceola							External			1
Palm Beach	External	External	External							3
Pasco							Internal			1
Pinellas	Internal	External	Internal							3
Polk	External						External			2
Putnam	External		External							2
Santa Rosa							External			1
Sarasota		Internal					Internal			2
Seminole										0
Saint Johns										0
Saint Lucie										0
Sumter										0
Suwannee										0
Taylor		External	External				External			3
Union	External									1
Volusia		External								1
Wakulla			Internal	External						2
Walton	External									1
Washington	External						External			2
Statewide	26	18	17	3	2	1	28	0	2	97
Internal Reasons	4	4	4	0	1	1	6	0	1	21
External Reasons	22	14	13	3	1	0	22	0	1	76



Table B
Timeliness 1 - Filing New Cases by Division
CFY 2019-20 Quarter 2

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependency	Total
Alachua											0
Baker											0
Bay											0
Bradford											0
Brevard					Systems/Conversions - Internal						1
Broward								Staffing - Internal			1
Calhoun											0
Charlotte											0
Citrus											0
Clay											0
Collier											0
Columbia											0
Miami-Dade											0
DeSoto											0
Dixie	Staffing - Internal			Staffing - Internal							2
Duval						Staffing - External					1
Escambia											0
Flagler											0
Franklin											0
Gadsden											0
Gilchrist											0
Glades											0
Gulf											0
Hamilton											0
Hardee											0
Hendry				Staffing - Internal							1
Hernando											0
Highlands											0
Hillsborough											0
Holmes											0
Indian River											0
Jackson											0
Jefferson											0
Lafayette											0
Lake											0
Lee						Systems/Conversions - Internal					1
Leon											0
Levy											0



Table B
Timeliness 1 - Filing New Cases by Division
CFY 2019-20 Quarter 2

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependency	Total
Liberty											0
Madison											0
Manatee											0
Marion											0
Martin											0
Monroe											0
Nassau											0
Okaloosa											0
Okeechobee	Systems/Conversions - Internal										1
Orange											0
Osceola											0
Palm Beach											0
Pasco					Staffing - Internal						1
Pinellas											0
Polk					Staffing - Internal						1
Putnam			Staffing - Internal							Staffing - Internal	2
Santa Rosa											0
Sarasota											0
Seminole											0
Saint Johns											0
Saint Lucie											0
Sumter											0
Suwannee											0
Taylor											0
Union											0
Volusia					Staffing - External	Systems/Conversions - Internal					2
Wakulla											0
Walton											0
Washington											0
Statewide	2	0	1	2	4	3	0	1	0	1	14
Internal Reasons	2	0	1	2	3	2	0	1	0	1	12
External Reasons	0	0	0	0	1	1	0	0	0	0	2



Table C
Timeliness 2 - Cases Docketed by Division
CFY 2019-20 Quarter 2

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependency	Total
Alachua											
Baker											0
Bay											0
Bradford											0
Brevard											0
Broward								Staffing - Internal			1
Calhoun											0
Charlotte											0
Citrus											0
Clay											0
Collier											0
Columbia											0
Miami-Dade									Staffing - Internal		1
DeSoto											0
Dixie	Staffing - Internal										1
Duval											0
Escambia											0
Flagler											0
Franklin											0
Gadsden											0
Gilchrist											0
Glades											0
Gulf											0
Hamilton											0
Hardee											0
Hendry				Staffing - Internal							1
Hernando											0
Highlands											0
Hillsborough			Staffing - Internal								1
Holmes											0
Indian River											0
Jackson											0
Jefferson											0
Lafayette											0
Lake											0
Lee											0
Leon											0
Levy				Systems/Conversions - External							1



Table C
Timeliness 2 - Cases Docketed by Division
CFY 2019-20 Quarter 2

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependency	Total
Liberty											0
Madison											0
Manatee											0
Marion											0
Martin											0
Monroe											0
Nassau											0
Okaloosa											0
Okeechobee											0
Orange											0
Osceola											0
Palm Beach											0
Pasco											0
Pinellas											0
Polk					Staffing - Internal						1
Putnam	Staffing - External	Staffing - External	Staffing - Internal								3
Santa Rosa											0
Sarasota											0
Seminole											0
Saint Johns											0
Saint Lucie											0
Sumter											0
Suwannee											0
Taylor											0
Union											0
Volusia											0
Wakulla											0
Walton											0
Washington											0
Statewide	2	1	2	2	1	0	0	1	1	0	10
Internal Reasons	1	0	2	1	1	0	0	1	1	0	7
External Reasons	1	1	0	1	0	0	0	0	0	0	3



Table D
External Factors for Not Meeting Performance Standards
CFY 2019-20 Quarter 2

Collections				
	County	Division	Reason Code	Description
1	Alachua	Juvenile Delinquency	External	This group does not have jobs and parents do not have the Money.
2	Baker	Civil Traffic	External	OUR OFFICE FORWARDS THE LATE CITATIONS TO TALLAHASSEE WEEKLY TO SUSPENDED DEF DL AND ALSO FORWARD ALL LATE CITATIONS TO THE COLLECTION AGENCY ONCE A MONTH
3	Bay	Circuit Criminal	External	Bay County uses all means possible to collect
4		County Criminal	External	Bay County uses all means possible to collect
5		Civil Traffic	External	Bay County uses all means possible to collect
6	Bradford	County Criminal	External	People are not paying the assessments they have been charged. The Clerks Office does not currently perform collection efforts on these assessments.
7	Brevard	Juvenile Delinquency	External	Slight increase due to tax returns. Stalled by COVID-19.
8		Circuit Civil	External	Foreclosure Judgements
9	Broward	Circuit Criminal	External	Missing Action Plan
10		Juvenile Delinquency	External	Broward continues to work with other governmental agencies and judiciary to improve collections of court ordered assessments.
11		Civil Traffic	External	The number of indigent defendants impact collections.
12	Calhoun	Civil Traffic	External	Still recovering from Hurricane Michael. Will continue to suspend and turn over to collections.
13	Citrus	Circuit Criminal	External	Large fines on trafficking cases that cannot be paid until the defendants are released.
14		Juvenile Delinquency	External	We will begin in house collection effort as we are no longer using collection agency for CJ court type. New judicial assignment more fine and SAO cost assessed than prior years.
15	Clay	Circuit Criminal	External	COVID-19.
16		County Criminal	External	COVID-19.
17	Collier	Circuit Criminal	External	Exclude single Drug Case 2015-CF-001719 assessed \$2,100,830.00 would make percentage over 10%.
18	Columbia	Circuit Criminal	External	Any suggestions would be great
19		County Criminal	External	Any suggestions would be great
20		Juvenile Delinquency	External	Any suggestions would be great
21		Criminal Traffic	External	Any suggestions would be great
22		Civil Traffic	External	Any suggestions would be great
23	Miami-Dade	County Criminal	External	Due to our current economic conditions, many defendants are indigent or transient making collections efforts more difficult.
24		Civil Traffic	External	We have a significant number of payment plans which extend the time required for full collection. Additionally, a significant number of citations go to court which also delays collection times.
25	Escambia	Circuit Criminal	External	The local economy, incarcerated defendants, and the overall ability to pay greatly affect the collection rate. Escambia now offers expanded payment options such as online payments and is handing out court cards to defendants after their court appearance detailing their payment options. Escambia is also working with outside collections agencies in an effort to improve the criminal collections rate.
26		Civil Traffic	External	The local economy and ability to pay greatly impact the collection rate. Escambia now offers expanded payment options such as online payments. Escambia is also working with outside collections agencies in an effort to improve the civil traffic collections rate.
27	Franklin	Civil Traffic	External	We use all methods at our disposal to collect.
28	Gadsden	Civil Traffic	External	We are a small office with a small staff. We will continue to attempt to meet the standard using the resources we have at our disposal.
29	Hardee	Circuit Criminal	External	Drug Trafficking Case Incarcerated case put on lien.
30	Hendry	Juvenile Delinquency	External	Juveniles usually choose community service over making payments
31		Family	External	Most of these cases are indigent. Amounts are assessed but no payments are collected.
32	Highlands	Circuit Criminal	External	Continuing to send cases to collections. Each quarter our percentage is increasing.
33		County Criminal	External	Continuing to send cases to collections.
34		Criminal Traffic	External	Continuing to send cases to collections.
35	Hillsborough	Civil Traffic	External	Continued transmissions to Collections Agencies
36	Holmes	Circuit Criminal	External	Non-Payment. Continuing to use our collections department along with sending due diligent letters and judgements.
37		Juvenile Delinquency	External	Non-Payment. Continuing to use our collections department along with sending due diligent letters and judgements.



Table D
External Factors for Not Meeting Performance Standards
CFY 2019-20 Quarter 2

Collections				
38		Civil Traffic	External	Non-Payment. Continuing to use our collections department along with sending due diligent letters and judgements.
39	Indian River	Circuit Criminal	External	Non-Payment. Continuing to use our collections department along with sending due diligent letters and judgements.
40	Jackson	Circuit Criminal	External	Majority of the defendants are sentenced to prison terms in excess of 15 months. We record liens in the official records if reduced to civil judgment. We also will refer to a collection agency. In addition, in Jan. 2020 we hired an employee to work on collections and compliance.
41		Juvenile Delinquency	External	The defendant was sentence to confinement until 19th Birthday.
42		Civil Traffic	External	When a citation is not paid within 30 days, suspending licenses and then sending to external collection agency. In addition, in Jan. 2020 we hired an employee to work on collections and compliance.
43	Lafayette	Circuit Criminal	External	Incarcerated defendants with large fines owed and no ability to repay have resulted in collection amounts lower than the performance measure standard.
44	Lee	Civil Traffic	External	Feb 2020 new compliance program was implemented. Payment Plan and Payment due date call back project being reviewed.
45	Leon	County Criminal	External	The state attorney has two different diversion programs; one is for cases that aren't filed with the clerk, they are directly funneled from law enforcement straight to the state. The second program are for cases that have been filed with the clerk but are offered diversion at arraignment. Further, we used to get \$35 per case that was in the 2nd diversion program and that stopped in 2018 when the state started collecting their own fees (we used to receipt the diversion fees)
46	Liberty	Circuit Criminal	External	Defendants have the term of probation to pay, we continue to utilize pay or appear to attempt collection.
47		Juvenile Delinquency	External	When a defendants term of supervision terminates they are placed on a payment plan to attempt to collect outstanding costs.
48	Madison	Circuit Criminal	External	The local economy, incarcerated defendants, and the overall ability to pay greatly affects our collection rate.
49		Civil Traffic	External	Continue Collection efforts and continue to encourage Payment Plans.
50	Marion	County Criminal	External	Payment plans are not to exceed 2% of a person's annual net income which restrains the monthly payment amount. Improvements in the Collections Division include adding an additional staff member and re-evaluating payment compliance options.
51	Nassau	Civil Traffic	External	Continue to send fines to the collection agency
52	Okeechobee	Circuit Criminal	External	Cases will be sent to collections.
53		County Criminal	External	Cases will be sent to collections.
54		Civil Traffic	External	Cases will be sent to collections.
55	Orange	County Criminal	External	most criminal defendants are on payment plans which extend well beyond 5 quarters, so this standard is not met for this case type. We have never met the standard on this case type
56		Juvenile Delinquency	External	juveniles do not pay amounts due and we do not send to collection agencies.
57		Civil Traffic	External	Orange has a lot of out of state/out of country visitors who don't pay. Also, there is a general disregard for paying traffic cases. People don't seem to care if they have a DL suspension or not
58	Osceola	Civil Traffic	External	We have a high percentage of tourist from out of state/out of country who do not pay. We have developed and implemented text and email reminders.
59	Palm Beach	Circuit Criminal	External	Over \$1.8 million dollars in drug trafficking assessments which result in prison time have negatively impacted our ability to meet the 9% collection rate standard.
60		County Criminal	External	Due to a high volume of defendants sentenced to jail, as well as the homeless population, only 27% of misdemeanor assessments are collectible. Will work with Sheriff's Office to obtain address information for defendants released in order to mail them payment reminders
61		Juvenile Delinquency	External	Defendants placed on probation are not ordered to establish payment plans. Failure to pay as a condition of probation is usually converted to community service
62	Pinellas	County Criminal	External	Continue to work to improve our collection efforts and processes. Work with the citizens on payment plans and other options to pay their fines/costs.
63	Polk	Circuit Criminal	External	Customers not paying.
64		Civil Traffic	External	Civil Traffic customers not paying timely within the 5 quarters.
65	Putnam	Circuit Criminal	External	High incarceration rate. Economically repressed county.
66		Juvenile Delinquency	External	Local judges do not support collection efforts in this division.
67	Santa Rosa	Civil Traffic	External	Partial payment agreements can go up to 18 months which is outside the reporting time frame. Civil citation issued along with a criminal citation is held until the disposition of the civil citation.



Table D
External Factors for Not Meeting Performance Standards
CFY 2019-20 Quarter 2

Collections				
68	Taylor	County Criminal	External	Doing everything we know to do
69		Juvenile Delinquency	External	Doing everything we know to do
70		Civil Traffic	External	We are sending to collections and doing all we can
71	Union	Circuit Criminal	External	DOC Incarcerations
72	Volusia	County Criminal	External	Increase in the number of late paying cases that we are sending to collections
73	Wakulla	Criminal Traffic	External	Collections are down due to lays offs, etc. due to Corona Virus, COVID-19. In hopes that next quarter things will get back on track.
74	Walton	Circuit Criminal	External	Large mandatory drug assessments in addition to incarcerations. See additional notes.
75	Washington	Circuit Criminal	External	Incarceration, we have setup payment plans
76		Civil Traffic	External	Driver Licenses Suspended and sent to collection agency
Timeliness 1 - Filing New Cases				
	County	Division	Reason Code	Description
1	Duval	County Civil	Staffing - External	COVID-19 Closure.
2	Volusia	Circuit Civil	Staffing - External	Request assistance form other areas.
Timeliness 2 - Cases Docketed				
	County	Division	Reason Code	Description
1	Levy	Criminal Traffic	Systems/Conversions - External	Due to county going through CMS conversion follow-up email not sent for CAPs data submission.
2	Santa Rosa	Circuit Criminal	Staffing - External	Limited resources
3		County Criminal	Staffing - External	Limited resources



Table E
Internal Factors for Not Meeting Performance Standards
CFY 2019-20 Quarter 2

Collections				
	County	Division	Reasons	Action Plan to Improve
1	Duval	County Criminal	Internal	Finalizing new collection contract and developing a new collection process.
2		Juvenile Delinquency	Internal	Finalizing new collection contract .
3		Civil Traffic	Internal	Finalizing new collection contract and developing a new collection process.
4	Gadsden	Circuit Criminal	Internal	Division is unaware of the reason the collection rate is so low. They are continuing all collection efforts.
5		County Criminal	Internal	Every effort is made to collect payments on old cases.
6	Hillsborough	Circuit Criminal	Internal	Preparing to reinstitute transmissions to Collection Agencies.
7	Indian River	Juvenile Delinquency	Internal	correcting fee set up
8		Circuit Civil	Internal	correcting fee set up and cases upgraded and additional fees collected
9		County Civil	Internal	correcting fee set up
10		Civil Traffic	Internal	fee corrections
11		Family	Internal	correcting fee set up
12	Lake	Circuit Criminal	Internal	Lake of sufficient staffing due to continued budget cuts reduces ability to aggressively pursue delinquent accounts. Also note the rate would have been 9.59% if not for the \$250,000 in drug trafficking assessments.
13		County Criminal	Internal	Lack of sufficient staffing due to continued budget cuts reduces ability to aggressively pursue delinquent accounts. (19/20 Budget increase should allow for improved collection rates going forward as new program comes up to speed.)
14	Manatee	Civil Traffic	Internal	Best Practices in place - w/ internal collections dept and w/2 external collection agents in place. Need to continue to review to further determine any issues/concerns.
15	Okaloosa	Civil Traffic	Internal	Collection efforts have been difficult due to staff turnover and training.
16	Pasco	Civil Traffic	Internal	The collection workflow procedures are being reviewed and updated to assist in eliminating this impact going forward.
17	Pinellas	Circuit Criminal	Internal	continue to work on our current procedures for the collection efforts and work with citizens with payment plans and other collection efforts.
18		Juvenile Delinquency	Internal	Continue to streamline our processes and work through the COVID-19 Impact
19	Sarasota	County Criminal	Internal	Implementation of revenue management services of RevQ and new collection agency contracts in FY20 expected to increase collections. Continued strong oversight of existing payment plans will also contribute.
20		Civil Traffic	Internal	Implementation of revenue management services of RevQ and new collection agency contracts in FY20 expected to increase collections. Continued strong oversight of existing payment plans will also contribute.
21	Wakulla	Juvenile Delinquency	Internal	Attempting more contact with youths and parents.



Table E
Internal Factors for Not Meeting Performance Standards
CFY 2019-20 Quarter 2

Timeliness 1 - Filing New Cases

	County	Division	Reason Code	Action Plan to Improve
1	Brevard	Circuit Civil	Systems/Conversions - Internal	Our total number of cases shows 1162.
2	Broward	Probate	Staffing - Internal	Budget permitting, overtime will be utilized to improve timeliness
3	Dixie	Circuit Criminal	Staffing - Internal	Need to find funding to hire more staff
4		Criminal Traffic	Staffing - Internal	Need to find funding to hire more staff
5	Hendry	Criminal Traffic	Staffing - Internal	Short-Staffed. New staff turnover. Staff being trained and cross-trained.
6	Lee	County Civil	Systems/Conversions - Internal	Missing Action Plan
7	Okeechobee	Circuit Criminal	Systems/Conversions - Internal	search warrants are tracked manually
8	Pasco	Circuit Civil	Staffing - Internal	Holidays and reduced staff
9	Polk	Circuit Civil	Staffing - Internal	Monitor the workload and continue to assign queues.
10	Putnam	Juvenile Delinquency	Staffing - Internal	Short staff. Additional training.
11		Juvenile Dependency	Staffing - Internal	Missing Action Plan
12	Volusia	Circuit Civil	Staffing - External	Request assistance form other areas.

Timeliness 2 - Cases Docketed

	County	Division	Reason Code	Action Plan to Improve
1	Broward	Probate	Staffing - Internal	Budget permitting, overtime will be utilized to improve timeliness
2	Miami-Dade	Family	Staffing - Internal	Standard was not met due to a skeleton staff maintained from mid March to current to comply with social distancing as required by the COVID-19 emergency situation and local administrative/executive orders
3	Dixie	Circuit Criminal	Staffing - Internal	Need to find funding to hire more staff
4	Hendry	Criminal Traffic	Staffing - Internal	Short-Staffed. New staff turnover. Staff being trained and cross-trained.
5	Hillsborough	Juvenile Delinquency	Staffing - Internal	Cross training to improve
6	Polk	Circuit Civil	Staffing - Internal	Continue to monitor the work and assign queues.
7	Putnam	Juvenile Delinquency	Staffing - Internal	Short staff. Additional training.



Table F
Factors for Not Meeting Performance Standards
CFY19-20 Quarter 2

Jury			
	County	Reason	Action Plan
1	Flagler	Procedural	Workflow reviewed; corrective action taken to ensure compliance.
2	Martin	Other (Explain)	Reason: outside agency personnel change. Action: additional management oversight.
3	Sarasota	Systems	Help ticket will be submitted to correct issue explained in email.
4	Wakulla	Other (Explain)	Juror did not request payment for 2/17 & 2/19/20 jury duty until 3/12/20. Payment was processed on 3/12/20.

