



Quarterly Performance Measures & Action Plans Report

Section 28.35(2)(d), Florida Statutes

4th Quarter
County Fiscal Year 2019-20
(Jul 1, 2020 through Sep 30, 2020)

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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 CFY 2019-2020 4th Quarter 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. There were 53 clerk offices that required an action plan related to collections, 10 clerk offices required an action plan for not filing cases timely, and six clerk offices required an action plan for not docketing cases timely. Due to COVID-19, there were 41 counties that did not issue jury summons. While 26 counties issued summons, only 19 counties issued payments, all of which were timely.

Two counties did not submit required performance reports for at least one performance measure. The performance measure analysis and required action plans are in the following tables.

Table A
Collections Performance by Division
CFY 2019-20 Quarter 4

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Total
Alachua	External		External							2
Baker								Internal		1
Bay	External	External					External	Internal		4
Bradford		External								1
Brevard		External	External		Internal		External			4
Broward	External		External				External			3
Calhoun		External					External			2
Charlotte										0
Citrus	External									1
Clay							External			1
Collier	External									1
Columbia		Internal								1
Miami-Dade		External		External			External			3
DeSoto										0
Dixie		External					External			2
Duval	External	External	External				External			4
Escambia	External						External			2
Flagler										0
Franklin		External								1
Gadsden	External						External			2
Gilchrist										0
Glades										0
Gulf										0
Hamilton							External			1
Hardee		External								1
Hendry			External							1
Hernando			External							1
Highlands	External	External								2
Hillsborough							External			1
Holmes							External			1
Indian River										0
Jackson	External									1
Jefferson										0
Lafayette										0
Lake	External	External								2
Lee	Internal						External			2
Leon		External		External	External					3
Levy		External		External			External			3
Liberty			External				External			2
Madison			External				Internal			2
Manatee	External	External					External			3
Marion		External								1
Martin	External		Internal							2
Monroe										0
Nassau			External				External			2



Table A
Collections Performance by Division
CFY 2019-20 Quarter 4

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Total
Okaloosa							External			1
Okeechobee	External	External	External							3
Orange	External	External					External			3
Osceola	External						External			2
Palm Beach		External	External							2
Pasco							Internal			1
Pinellas	Internal	External	Internal				External			4
Polk	External						External			2
Putnam	External	External	External				External			4
Santa Rosa							External			1
Sarasota	External	External					External			3
Seminole										0
Saint Johns	External									1
Saint Lucie										0
Sumter										0
Suwannee	External									1
Taylor			External	External			External			3
Union		External	External							2
Volusia	External	External	External							3
Wakulla				External						1
Walton										0
Washington	External						External			2
Statewide	25	24	17	5	2	0	30	2	0	105
Internal Reasons	2	1	2	0	1	0	2	2	0	10
External Reasons	23	23	15	5	1	0	28	0	0	95

NOTES

1. Baker and Lafayette Counties did not submit a report in time for this quarterly report.



Table B
Timeliness 1 - Filing New Cases by Division
CFY 2019-20 Quarter 4

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								Staffing - Internal			1
Broward								Staffing - Internal			1
Calhoun											0
Charlotte											0
Citrus											0
Clay											0
Collier											0
Columbia											0
DeSoto											0
Dixie	Staffing - Internal			Staffing - Internal							2
Duval											0
Escambia											0
Flagler											0
Franklin											0
Gadsden											0
Gilchrist											0
Glades											0
Gulf											0
Hamilton											0
Hardee											0
Hendry											0
Hernando			Staffing - External								1
Highlands	Staffing - Internal										1
Hillsborough											0
Holmes											0
Indian River											0
Jackson											0
Jefferson											0
Lafayette											0
Lake											0
Lee											0
Leon											0
Levy							Staffing - Internal				1
Liberty											0



Table B
Timeliness 1 - Filing New Cases by Division
CFY 2019-20 Quarter 4

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependency	Total
Madison											0
Manatee											0
Marion											0
Martin											0
Miami-Dade											0
Monroe											0
Nassau											0
Okaloosa				Staffing - Internal							1
Okeechobee											0
Orange											0
Osceola											0
Palm Beach											0
Pasco											0
Pinellas											0
Polk		Staffing - Internal			Staffing - Internal	Staffing - Internal					3
Putnam											0
Saint Johns											0
Saint Lucie											0
Santa Rosa											0
Sarasota											0
Seminole											0
Sumter											0
Suwannee											0
Taylor											0
Union	Staffing - External	Staffing - External			Staffing - External	Staffing - External					4
Volusia			Staffing - External								1
Wakulla											0
Walton											0
Washington											0
Statewide	3	2	2	2	2	2	1	2	0	0	16
Internal Reasons	2	1	0	2	1	1	1	2	0	0	10
External Reasons	1	1	2	0	1	1	0	0	0	0	6

NOTES

1. Baker County and Lafayette County did not submit a report in time for this quarterly report.



Table C
Timeliness 2 - Cases Docketed by Division
CFY 2019-20 Quarter 4

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											0
Broward								Staffing - Internal			1
Calhoun											0
Charlotte											0
Citrus											0
Clay											0
Collier											0
Columbia											0
Miami-Dade											0
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 - External	Staffing - External	Staffing - External							3
Hernando											0
Highlands											0
Hillsborough	Staffing - Internal		Staffing - Internal								2
Holmes											0
Indian River											0
Jackson											0
Jefferson											0
Lafayette											0
Lake											0
Lee											0
Leon											0
Levy											0



Table C
Timeliness 2 - Cases Docketed by Division
CFY 2019-20 Quarter 4

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			Staffing - Internal								1
Orange											0
Osceola											0
Palm Beach											0
Pasco											0
Pinellas											0
Polk					Staffing - Internal	Staffing - Internal			Staffing - Internal		3
Putnam											0
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	3	1	1	1	0	1	1	0	11
Internal Reasons	2	0	2	0	1	1	0	1	1	0	8
External Reasons	0	1	1	1	0	0	0	0	0	0	3

NOTES

1. Baker County and Lafayette County did not submit a report in time for this quarterly report.



Table D
External Factors for Not Meeting Performance Standards
CFY 2019-20 Quarter 4

Collections				
	County	Division	Reason Code	Description
1	Alachua	Circuit Criminal	External	Incarcerated defendants lack the ability or resources to pay.
2		Juvenile Delinquency	External	This group does not have jobs and parents do not have the Money.
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.
7	Brevard	County Criminal	External	Due to COVID-19, collections are down.
8		Juvenile Delinquency	External	Due to Covid-19 collections are down
9		Civil Traffic	External	Due to Covid-19 collections are down
10	Broward	Circuit Criminal	External	No Comment Provided
11		Juvenile Delinquency	External	Broward continues to work with other governmental agencies and judiciary to improve collections of court ordered assessments.
12		Civil Traffic	External	The number of indigent defendants impact collections.
13	Calhoun	County Criminal	External	covid
14		Civil Traffic	External	Will continue to suspend and turn over to collections.
15	Citrus	Circuit Criminal	External	Large fines on trafficking cases that cannot be paid until the defendants are released.
16	Clay	Civil Traffic	External	COVID-19 and TCATS errors
17	Collier	Circuit Criminal	External	Exclude single Drug Case 2018-CF-001180 assessed \$1,125,000.00 would make percentage over 10%.
18	Dixie	County Criminal	External	Payments have been declining due to the economic challenges from COVID-19.
19		Civil Traffic	External	Inability to pay due to low median income level makes collection efforts difficult. These efforts are more difficult due to COVID-19 and the suspension of traffic hearings
20	Duval	Circuit Criminal	External	Limitations posed by COVID-19 including limited staff, collections reduced due to collections agency's inability to collect and the closure of the courthouse.
21		County Criminal	External	Limitations posed by COVID-19 including limited staff, collections reduced due to collections agency's inability to collect and the closure of the courthouse.
22		Juvenile Delinquency	External	Limitations posed by COVID-19 including limited staff and the closure of the courthouse.
23		Civil Traffic	External	Limitations posed by COVID-19 including limited staff, collections reduced due to collections agency's inability to collect and the closure of the courthouse.
24	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. Additionally, Covid-19 has had a significant impact on the local economy and ability to pay.
25		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. Additionally, Covid-19 has had a significant impact on the local economy and ability to pay.
26	Franklin	County Criminal	External	We use all methods at our disposal to collect.
27	Gadsden	Circuit Criminal	External	Collections are down due to COVID
28		Civil Traffic	External	Collections are down due to COVID
29	Hamilton	Civil Traffic	External	COVID-19 and we feel that this performance measure standard is set too high. We are a very small county and a very small office with limited staff.
30	Hardee	County Criminal	External	Cases have gone to collections, or are waiting to be released from jail, to enter into Partial Payment Plan or for payment.
31	Hendry	Juvenile Delinquency	External	Juveniles usually choose community service over making payments
32	Hernando	Juvenile Delinquency	External	Q5 - 7/1/2020-09/30/2020 - WE CONTINUE TO SEEK WAYS TO COLLECT ON THESE FEES INCLUDING SENDING LETTERS TO PARTIES WHO HAVE REACHED THE AGE OF MAJORITY.
33	Highlands	Circuit Criminal	External	Continuing to send cases to collections.
34		County Criminal	External	Continuing to send cases to collections.
35	Hillsborough	Civil Traffic	External	Continued transmissions to Collections Agencies
36	Holmes	Civil Traffic	External	Non-Payment. Continuing to use our collections department along with sending due diligent letters and judgements.
37	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.
38	Lake	Circuit Criminal	External	- Note the rate would have been 11.01% if not for the \$350,000 in drug trafficking assessments. - Collections have decreased due to COVID-19.



Table D
External Factors for Not Meeting Performance Standards
CFY 2019-20 Quarter 4

Collections				
39		County Criminal	External	Collections have decreased due to COVID-19.
40	Lee	Civil Traffic	External	Started to submit suspensions on driver licenses as of July 20 due to the impacts of the pandemic. Operations reenlight in November 2020 and suspension notices should increase our collection rate next quarter.
41	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)
42		Criminal Traffic	External	Covid19 Impact.
43		Circuit Civil	External	Leon County uses all methods of collections available to them for collecting on these cases. License suspension and submission to Collection Agency are two methods used. Results of Collection Agency are outside of the 5 quarter accounting and are not credited to our collection rate. Leon County will continue to monitor this.
44	Levy	County Criminal	External	all sent to civil judgment.
45		Criminal Traffic	External	civil judgment.
46		Civil Traffic	External	start D6 processing again
47	Liberty	Juvenile Delinquency	External	Defendant committed to the custody of the Dept of Juvenile Justice. Parents do not pay.
48		Civil Traffic	External	Driver's license suspension and send to collection agency to attempt collection.
49	Madison	Juvenile Delinquency	External	Judge ordered Community Service Hours in lieu of Court Costs & Fines at the rate of \$10 an Hour
50	Manatee	Circuit Criminal	External	Assessments included over \$3.7 mil in drug trafficking cases. Also, reduced collection efforts were made to due staff reductions and furloughs due to COVID-19 during last 2 quarters of period
51		County Criminal	External	Reduction in collections related to COVID 19; reduced collection efforts made during the last 2 quarters of the period as furloughs and reduced staffing occurred.
52		Civil Traffic	External	COVID-19 related; reduction in collection efforts with staffing reductions and furloughs during last two quarters.
53	Marion	County Criminal	External	Reduction in revenue due to COVID-19 and court closures. Payment plans are not to exceed 2% of a person's annual net income which restrains the monthly payment amount.
54	Martin	Circuit Criminal	External	Five trafficking cases (\$321,228) are included in this assessment window, incarcerations of 3 to 7 years; cases have gone to collections. Excluding these trafficking cases, collection rate would be 19.4%.
55	Miami-Dade	County Criminal	External	Due to our current economic conditions, many defendants are indigent or transient making collections efforts more difficult.
56		Criminal 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.
57		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.
58	Nassau	Juvenile Delinquency	External	Due to COVID cases have decreased
59		Civil Traffic	External	COVID Pandemic payments have decreased.
60	Okaloosa	Civil Traffic	External	COVID related Budget shortfalls as well as state mandates make collection efforts difficult.
61	Okeechobee	Circuit Criminal	External	Cases will be sent to collections.
62		County Criminal	External	Cases will be sent to collections.
63		Juvenile Delinquency	External	Cases will be sent to collections.
64	Orange	Circuit Criminal	External	It is difficult to get customers to pay in felony cases. And the pandemic had a significant influence on the economy this fiscal year.
65		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
66	Osceola	Circuit Criminal	External	Many of the Defendants with an outstanding balance are incarcerated.
67		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.
68	Palm Beach	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
69		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
70	Pasco	Civil Traffic	External	The collection workflow procedures are being reviewed and updated to assist in eliminating this impact going forward. Additionally, the Covid-19 Pandemic negatively affected the quarters overall performance.
71	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 as COVID-19 has impacted many citizens financially.



Table D
External Factors for Not Meeting Performance Standards
CFY 2019-20 Quarter 4

Collections				
72		Civil Traffic	External	continue to work with the defendants on setting up a payment plan that will work for them and make them successful.
73	Polk	Circuit Criminal	External	Customers not paying.
74		Civil Traffic	External	Civil Traffic customers not paying timely within the 5 quarters. COVID19 also a factor.
75	Putnam	Circuit Criminal	External	High incarceration rate. Economically repressed county. People can't pay. Add jobs lost and businesses closed to COVID-19. A recovery will be very slow here.
76		County Criminal	External	Limited supervised probation, Economically repressed county, Judge does not require collection agreements.
77		Juvenile Delinquency	External	Local judges do not support collection efforts in this division.
78		Civil Traffic	External	Economically repressed county - before COVID. People cannot pay.
79	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.
80	Sarasota	Circuit Criminal	External	Economic conditions caused by the COVID-19 pandemic impacted the ability of defendants to pay and limited collection activities by our office and our collection agencies. This office continues to increase the volume and variety of reminders to customers
81		County Criminal	External	Economic conditions caused by the COVID-19 pandemic impacted the ability of defendants to pay and limited collection activities by our office and our collection agencies. This office continues to increase the volume and variety of reminders to customers
82		Civil Traffic	External	Economic conditions caused by the COVID-19 pandemic impacted the ability of defendants to pay and limited collection activities by our office and our collection agencies. This office continues to increase the volume and
83	Saint Johns	Circuit Criminal	External	Allowed defendants to set up payment plans on previously defaulted ones
84	Suwannee	Circuit Criminal	External	Covid related issues with courts and drug trafficking fine of \$52,918.
85	Taylor	Juvenile Delinquency	External	We are sending to collections and doing all we can
86		Criminal Traffic	External	We are sending to collections and doing all we can
87		Civil Traffic	External	We are sending to collections and doing all we can
88	Union	County Criminal	External	All cases with outstanding assessments have been reduced to a FJ and D-6'd.
89		Juvenile Delinquency	External	2 unpaid cases, same defendant. Correspondence mail returned
90	Volusia	Circuit Criminal	External	Increase in the number of late paying cases that we are sending to collections due to COVID-19 economic conditions
91		County Criminal	External	Increase in the number of late paying cases that we are sending to collections due to COVID-19 economic conditions
92		Juvenile Delinquency	External	Increase in the number of late paying cases that we are sending to collections due to COVID-19 economic conditions
93	Wakulla	Criminal Traffic	External	Collections down due to lack of court being held in person and not suspending licenses for lack of payment.
94	Washington	Circuit Criminal	External	incarceration, we have setup payment plans
95		Civil Traffic	External	Driver Licenses Suspended and sent to collection agency

Timeliness 1 - Filing New Cases

	County	Division	Reason Code	Description
1	Hernando	Juvenile Delinquency	Staffing - External	Anomaly - Received detention orders only on eighteen cases without the SO forwarding us arrest paperwork. Cases were put on to address scheduled court dates without complete information.
2	Union	Circuit Criminal	Staffing - External	Budget cuts have led to staff members covering multiple areas. We hope this will be remedied by the end of next quarter.
3		County Criminal	Staffing - External	Budget cuts have led to staff members covering multiple areas. We hope this will be remedied by the end of next quarter.
4		Circuit Civil	Staffing - External	Budget cuts have led to staff members covering multiple areas. We hope this will be remedied by the end of next quarter.
5		County Civil	Staffing - External	Budget cuts have led to staff members covering multiple areas. We hope this will be remedied by the end of next quarter.
6	Volusia	Juvenile Delinquency	Staffing - External	Request assistance from other areas.

Timeliness 2 - Cases Docketed

	County	Division	Reason Code	Description
1	Hendry	County Criminal	Staffing - External	Short-staffed due to COVID-19
2		Juvenile Delinquency	Staffing - External	Short-staffed due to COVID-19
3		Criminal Traffic	Staffing - External	Short-staffed due to COVID-19



Table E
Internal Factors for Not Meeting Performance Standards
CFY 2019-20 Quarter 4

Collections				
	County	Division	Reasons	Action Plan to Improve
1	Baker	Probate	Internal	charged reopen fees
2	Bay	Probate	Internal	It appears I had a typo the previous submission data should have been 75,336.50
3	Brevard	Circuit Civil	Internal	Payment adjustment
4	Columbia	County Criminal	Internal	Continue collection efforts.
5	Lee	Circuit Criminal	Internal	One case had same fees assessed mutiple times.
6	Madison	Civil Traffic	Internal	We are in the process of Hiring someone Full-Time for Collections
7	Martin	Juvenile Delinquency	Internal	Recent conversion to a new case maintenance system caused a delay in generating collection letters for Juvenile Delinquency cases. This issue has been resolved and the letters are currently in production. Also, due to the economic downturn caused by COVID19, we have seen a decline in collections.
8	Pasco	Civil Traffic	Internal	The collection workflow procedures are being reviewed and updated to assist in eliminating this impact going forward. Additionally, the Covid-19 Pandemic negatively affected the quarters overall performance.
9	Pinellas	Circuit Criminal	Internal	Continue to work with staff on the overall collection's process.
10		Juvenile Delinquency	Internal	Continue to streamline our processes and work through the COVID-19 Impact
Timeliness 1 - Filing New Cases				
	County	Division	Reason Code	Action Plan to Improve
1	Brevard	Probate	Staffing - Internal	Reduced Staffing due to furloughs and layoffs
2	Broward	Probate	Staffing - Internal	Budget permitting, overtime will be utilized to imprpove timeliness
3	Dixie	Circuit Criminal	Staffing - Internal	Critical Vacancies need to be filled.
4		Criminal Traffic	Staffing - Internal	Critical Vacancies need to be filled.
5	Highlands	Circuit Criminal	Staffing - Internal	New fiscal year will hopefully not require furlough days.
6	Levy	Civil Traffic	Staffing - Internal	clerks out should improve with time
7	Okaloosa	Criminal Traffic	Staffing - Internal	Covid-19 Related Furloughs; hope to improve when the nation does as well
8	Polk	County Criminal	Staffing - Internal	Clerks Office faced layoffs and furloughs which reduced staff. Looking to hire replacement staff within coming months.
9		Circuit Civil	Staffing - Internal	COVID-19 Had a huge impact on the Clerk's Office causing furloughs & layoffs - hopefully, vacant positions can be filled in the near future
10		County Civil	Staffing - Internal	COVID-19 Had a huge impact on the Clerk's Office causing furloughs & layoffs - hopefully, vacant positions can be filled in the near future
11				
Timeliness 2 - Cases Docketed				
	County	Division	Reason Code	Action Plan to Improve
1	Broward	Probate	Staffing - Internal	Budget permitting, overtime will be utilized to imprpove timeliness
2	Dixie	Circuit Criminal	Staffing - Internal	Critical Vacancies need to be filled.
3	Hillsborough	Circuit Criminal	Staffing - Internal	Cross training to improve
4		Juvenile Delinquency	Staffing - Internal	Cross training to improve
5	Okeechobee	Juvenile Delinquency	Staffing - Internal	short staffed
6	Polk	Circuit Civil	Staffing - Internal	COVID-19 Had a huge impact on the Clerk's Office causing furloughs & layoffs - hopefully, vacant positions can be filled in the near future
7		County Civil	Staffing - Internal	COVID-19 Had a huge impact on the Clerk's Office causing furloughs & layoffs - hopefully, vacant positions can be filled in the near future
8		Family	Staffing - Internal	Utilize assistance from other areas; replace laid-off staff members as budget allows; restrict unnecessary staff absences



Table F Factors for Not Meeting Performance Standards CFY19-20 Quarter 4		
Jury		
County	Reason	Action Plan
		ALL PAYMENTS MADE TIMELY.

NOTES

1. Lafayette County did not submit a report in time for this quarterly report.

