



Quarterly Performance Measures & Action Plans Report

Section 28.35(2)(d), Florida Statutes

1st Quarter
County Fiscal Year 2020-21
(Oct 1, 2020 through Dec 31, 2020)

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SUPREME COURT APPOINTEE

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COLONNESO, ESQ.
MANATEE COUNTY
SENATE APPOINTEE

KEN BURKE, CPA
PINELLAS COUNTY
HOUSE APPOINTEE

JOHN DEW
EXECUTIVE DIRECTOR

FIRM OF BOYD AND DURANT
GENERAL COUNSEL

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

Quarterly Performance Measures & Action Plans Report

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 2020-2021 1st 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 50 clerk offices that required an action plan related to collections, 17 clerk offices required an action plan for not filing cases timely, and 14 clerk offices required an action plan for not docketing cases timely. Due to COVID-19, there were 10 counties that did not issue jury summons. While 60 counties issued summons, 58 counties issued payments, 56 of which were timely.

Three counties did not submit their Collections performance report. One county did not submit their Outputs report while 5 counties were missing action plans for at least one court division. Two counties did not submit their juror payment performance report. The performance measure analysis and required action plans are in the following tables.

Table A
Collections Performance by Division
CFY 2020-21 Quarter 1

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Total
Alachua			External							1
Baker										0
Bay	Internal	External			Internal	Internal	External			5
Bradford		External								1
Brevard										0
Broward	External		External				External			3
Calhoun	External						External			2
Charlotte										0
Citrus		External	External							2
Clay		External					External			2
Collier	External									1
Columbia	External	External								2
DeSoto										0
Dixie							External			1
Duval	External	External	External				External			4
Escambia	External		External				External			3
Flagler	External									1
Franklin	External						External			2
Gadsden	External	External					External			3
Gilchrist										0
Glades						Internal				1
Gulf							External			1
Hamilton							External			1
Hardee	External	External	External							3
Hendry			External							1
Hernando	External		External							2
Highlands	External	External								2
Hillsborough			External				External			2
Holmes				External			External			2
Indian River										0
Jackson	External						External			2
Jefferson										0
Lafayette										0
Lake	External	External	External							3
Lee							External			1
Leon										0
Levy	Internal	Internal	Internal	Internal	Internal	Internal	Internal	Internal	Internal	9
Liberty	External		External							2

Table A
Collections Performance by Division
CFY 2020-21 Quarter 1

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Total
Madison							External			1
Manatee		External					External			2
Marion		External								1
Martin										0
Miami-Dade		External		External			External			3
Monroe										0
Nassau							External			1
Okaloosa							External			1
Okeechobee										0
Orange		External					External			2
Osceola							External			1
Palm Beach	External	External	External							3
Pasco							Internal			1
Pinellas		External	External				Internal			3
Polk	External						External			2
Putnam	External	External	External				External			4
Saint Johns		External								1
Saint Lucie										0
Santa Rosa							External			1
Sarasota		External					External			2
Seminole										0
Sumter										0
Suwannee							Internal			1
Taylor			External				External			2
Union	External		External							2
Volusia		External	External				External			3
Wakulla										0
Walton										0
Washington	External						External			2
Statewide	22	21	18	3	2	3	33	1	1	104
Internal Reasons	2	1	1	1	2	3	4	1	1	16
External Reasons	20	20	17	2	0	0	29	0	0	88

NOTES

1. Baker, Brevard, and Gilchrist Counties did not submit their Collections information at the time of this report.

Table B
Timeliness 1 - Filing New Cases by Division
CFY 2020-21 Quarter 1

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
DeSoto											0
Dixie	Staffing - Internal										1
Duval											0
Escambia											0
Flagler											0
Franklin											0
Gadsden				Missing AP		Missing AP					2
Gilchrist											0
Glades			Staffing - Internal		Staffing - Internal						2
Gulf											0
Hamilton											0
Hardee											0
Hendry	Staffing - External			Staffing - External							2
Hernando	Staffing - Internal				Staffing - Internal	Staffing - Internal					3
Highlands											0
Hillsborough			Staffing - Internal								1
Holmes											0
Indian River											0
Jackson											0
Jefferson											0
Lafayette											0
Lake											0
Lee											0
Leon											0
Levy		Staffing - Internal		Missing AP							2
Liberty											0

Table B
Timeliness 1 - Filing New Cases by Division
CFY 2020-21 Quarter 1

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependency	Total
Madison											0
Manatee							Staffing - Internal				1
Marion											0
Martin											0
Miami-Dade											0
Monroe											0
Nassau						Missing AP					1
Okaloosa					Staffing - Internal						1
Okeechobee											0
Orange											0
Osceola											0
Palm Beach					Staffing - Internal						1
Pasco											0
Pinellas											0
Polk					Staffing - Internal	Staffing - Internal					2
Putnam											0
Saint Johns											0
Saint Lucie							Missing AP				1
Santa Rosa											0
Sarasota											0
Seminole											0
Sumter											0
Suwannee		Staffing - Internal		Staffing - Internal							2
Taylor											0
Union	Staffing - External	Staffing - External									2
Volusia			Staffing - External		Staffing - External	Staffing - External					3
Wakulla				Staffing - Internal							1
Walton											0
Washington										Staffing - Internal	1
Statewide	4	3	3	5	6	5	2	1	0	1	30
Internal Reasons	2	2	2	2	5	2	1	1	0	1	18
External Reasons	2	1	1	3	1	3	1	0	0	0	12

NOTES

1. Brevard did not submit their December Outputs report with appropriate quarterly timeliness information.
2. Gadsden, Levy, Nassau, and Saint Lucie County is missing an action plan for at least one court division.

Table C
Timeliness 2 - Cases Docketed by Division
CFY 2020-21 Quarter 1

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

Table C
Timeliness 2 - Cases Docketed by Division
CFY 2020-21 Quarter 1

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
Monroe											0
Nassau											0
Okaloosa					Staffing - Internal	Staffing - Internal		Staffing - Internal	Staffing - Internal		4
Okeechobee											0
Orange											0
Osceola											0
Palm Beach											0
Pasco											0
Pinellas											0
Polk					Staffing - Internal	Staffing - Internal			Staffing - Internal		3
Putnam	Staffing - Internal	Staffing - Internal		Staffing - Internal							3
Santa Rosa											0
Sarasota											0
Seminole											0
Saint Johns											0
Saint Lucie											0
Sumter											0
Suwannee		Staffing - Internal		Staffing - Internal							2
Taylor											0
Union			Staffing - External	Staffing - External							2
Volusia					Staffing - External	Staffing - External					2
Wakulla		Staffing - Internal		Staffing - Internal							2
Walton											0
Washington											0
Statewide	3	5	4	6	3	3	1	1	2	2	30
Internal Reasons	2	4	3	4	2	2	0	1	2	2	22
External Reasons	1	1	1	2	1	1	1	0	0	0	8

NOTES

1. Brevard did not submit their December Outputs report with appropriate quarterly timeliness information.
2. Baker is missing an action plan for at least one court division.

Table D
Descriptions of External Factors for Not Meeting Performance Standards
CFY 2020-21 Quarter 1

Collections				
	County	Division	Reason Code	Description
1	Alachua	Juvenile Delinquency	External	This group does not have jobs and parents do not have the Money. Added a new additional Assessment. Which is very high.
2	Bay	County Criminal	External	Bay County Uses all means available to collect as much money as possible.
3		Civil Traffic	External	Bay County Uses all means available to collect as much money as possible.
4	Bradford	County Criminal	External	People are not paying the assessments they have been charged.
5	Broward	Circuit Criminal	External	The number of indigent defendants impact collection efforts.
6		Juvenile Delinquency	External	Broward continues to work with other governmental agencies and judiciary to improve collections of court ordered assessments.
7		Civil Traffic	External	The number of indigent defendants impact collections.
8	Calhoun	Circuit Criminal	External	Continue to place on payment plans, suspend driver license
9		Civil Traffic	External	Continue to suspend and turn over to collections
10	Citrus	County Criminal	External	During Pandemic, giving every opportunity to extend payment plan and meet compliance
11		Juvenile Delinquency	External	Opportunities for collection efforts are reduced due to the confidential nature of this court type.
12	Clay	County Criminal	External	COVID-19
13		Civil Traffic	External	COVID-19
14	Collier	Circuit Criminal	External	Excludes Drug Cases: 11-2014-CF-2220 , 11-2018-CF-1180, Assessed \$1,250,970.05 would make percentage over 10%
15	Columbia	Circuit Criminal	External	Collection efforts continue, a compliance dept has been added to help with this. Defendant's being sentenced to prison, amounts are being assessed but are unable to pay at the time of assessment.
16		County Criminal	External	Collection efforts continue, a deputy clerk is in court at arraignment which is when majority of the fines and costs are being assessed. Payment plans are being created by each defendant, there is a compliance department in the office sending out late notices, defendants just aren't able to pay.
17	DeSoto	Civil Traffic	External	Inability to pay due to low median income level makes collection efforts difficult.
18	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.
19		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.
20		Juvenile Delinquency	External	Limitations posed by COVID-19 including limited staff and the closure of the courthouse.
21		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.
22	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 an outside collections agency 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.
23		Juvenile Delinquency	External	The local economy and ability to pay affect the collection rate. Additionally, Covid-19 has had a significant impact on the local economy and ability to pay.
24		Civil Traffic	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 an outside collections agency 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	Flagler	Circuit Criminal	External	Incarceration; Drug Trafficking
26	Franklin	Circuit Criminal	External	We use all methods at our disposal to collect.
27		Civil Traffic	External	We use all methods at our disposal to collect.

Table D
Descriptions of External Factors for Not Meeting Performance Standards
CFY 2020-21 Quarter 1

Collections				
28	Gadsden	Circuit Criminal	External	Due to COVID collections are down. We continue to use every resource available to meet the standard.
29		County Criminal	External	Due to COVID collections are down. We continue to use every resource available to meet the standard.
30		Civil Traffic	External	Due to COVID collections are down. We continue to use every resource available to meet the standard.
31	Gulf	Civil Traffic	External	Due to COVID 19 people are unemployed and unable to pay. Working on repayment establishing repayment plans for these accounts.
32	Hamilton	Civil Traffic	External	We are continuing to work with our collection agency and doing other activities, i.e. payment plans, acceptance of payments online, phone and in person. COVID-19, of course, has also reduced our income from traffic citations as well as other court fines. We also feel that a 90% performance standard in civil traffic is too high.
33	Hardee	Circuit Criminal	External	Drug Trafficking Case Incarcerated case put on lien 252018CF000058
34		County Criminal	External	Cases are either in Collections, PPP, D6, or Lien.
35		Juvenile Delinquency	External	Cases have been put on Lien.
36	Hendry	Juvenile Delinquency	External	Juveniles usually choose community service over making payments
37	Hernando	Circuit Criminal	External	PARTIAL RESPONSIBILITY FALLS ON THE PANDEMIC, ECONOMIC CHANGES IN OUR COMMUNITY, AND OUR COLLECTION AGENCY'S ABILITIES TO COLLECT. WE CONTINUE TO WORK WITH OUR COLLECTION AGENCY, CREATE PAYMENT PLANS AND RECALL CASES FROM COLLECTIONS.
38		Juvenile Delinquency	External	WE CONTINUE TO WORK WITH PARENTS TO PAY FOR THE COURT COSTS AND FEES, BUT THEY TYPICALLY PAY RESTITUTION FIRST. WE WILL WORK TO NOTICE PARTIES IN THE FUTURE IN ATTEMPTS TO COLLECT.
39	Highlands	Circuit Criminal	External	Continue to send cases to collections.
40		County Criminal	External	Continue to send cases to collections.
41	Hillsborough	Juvenile Delinquency	External	No collection methods available
42		Civil Traffic	External	Due to COVID-19 we temporarily suspended transmissions to the Collection Agencies and extended time to pay.
43	Holmes	Criminal Traffic	External	Non-Payment. Continuing to use our collections department along with sending due diligent letters and judgements.
44		Civil Traffic	External	Non-Payment. Continuing to use our collections department along with sending due diligent letters and judgements.
45	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.
46		Civil Traffic	External	If citation is not paid within the 30 days, suspending licenses and then sending to external collection agency. However the Collection Deputy Clerk is sending notices before due date with information about payment plans to increase collections.
47	Lake	Circuit Criminal	External	Collections have decreased due to COVID-19.
48		County Criminal	External	Collections have decreased due to COVID-19.
49		Juvenile Delinquency	External	Collections have decreased due to COVID-19.
50	Lee	Civil Traffic	External	Due to tickets received in 4Q 2019 and 1Q 2020 with difficulty in collections due to pandemic, causing financial hardships on defendants.
51	Liberty	Circuit Criminal	External	Drug Trafficking Case, defendant committed to the Dept of Corrections. Deducting the trafficking assessment increases the rate to 18.31%.
52		Juvenile Delinquency	External	Defendant committed to the custody of the Dept of Juvenile Justice. Parents do not pay.
53	Madison	Civil Traffic	External	We now have a Collection Employee that started in December, 2020. Once she completes her training in the Traffic Dept, her collection efforts will begin.
54	Manatee	County Criminal	External	Reductions in collections due to COVID 19 and budget reductions led to reduction of staff
55		Civil Traffic	External	COVID-19 related due to reduction in collections with staffing reductions due to budget cuts
56	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.

Table D
Descriptions of External Factors for Not Meeting Performance Standards
CFY 2020-21 Quarter 1

Collections				
57	Miami-Dade	County Criminal	External	Due to our current economic conditions, many defendants are indigent or transient making collections efforts more difficult.
58		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.
59		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.
60	Nassau	Civil Traffic	External	DUE TO PANDEMIC CONTINUE TO SEND FINES AND FEES TO COLLECTIONS
61	Okaloosa	Civil Traffic	External	COVID related budget cuts led to the shortfall. We are redefining the collection plans to address the shortages.
62	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
63		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
64	Osceola	Civil Traffic	External	Covid-19 pandemic has decreased the amount of tickets and collections.
65	Palm Beach	Circuit Criminal	External	
66		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
67		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
68	Pinellas	County Criminal	External	Continue to work with defendants to set up payment plans that better meet their income and helping them be successful in making their payments.
69		Juvenile Delinquency	External	Continue to work on better collections by working with the defendants to establish pay plans.
70	Polk	Circuit Criminal	External	Customers not paying due to financial hardships or incarceration. Without drug trafficking cases included we meet the standard.
71		Civil Traffic	External	Defendants not paying timely/COVID Pandemic
72	Putnam	Circuit Criminal	External	High incarceration rates; low income; low net worth. We cannot address these issues.
73		County Criminal	External	Low income levels; high unemployment rates; minimal supervised probation; We cannot solve these problems. We are following best practices for collections, but do not have control over all of the relevant factors.
74		Juvenile Delinquency	External	No compliance requirements by judiciary.
75		Civil Traffic	External	Low income levels; high unemployment rates. We cannot solve these problems. We are following best practices for collections, but do not have control over all of the relevant factors.
76	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.
77	Sarasota	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
78		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 variety of reminders to customers
79	Saint Johns	County Criminal	External	COVID-19. The decrease in D6 suspensions due to the closing of offices and people being unable to pay because they are unemployed.

Table D
Descriptions of External Factors for Not Meeting Performance Standards
CFY 2020-21 Quarter 1

Collections				
80	Taylor	Juvenile Delinquency	External	No enforcement or consequences for juveniles if they do not pay
81		Civil Traffic	External	We are looking at ways to text reminders
82	Union	Circuit Criminal	External	35 of the Defendants in the 70 cases reported for this quarter are currently incarcerated. Civil Judgments entered in those cases and more. Also, 5 defendants have multiple cases within this quarter.
83		Juvenile Delinquency	External	3 cases no payment: 1st delinquent currently in a residential treatment program facing felony charges, 2nd delinquent has 8 siblings mother unable to pay, 3rd delinquent moved out of state
84	Volusia	County Criminal	External	Increase in the number of late paying cases
85		Juvenile Delinquency	External	Increase in the number of late paying cases
86		Civil Traffic	External	Increase in the number of late paying cases
87	Washington	Circuit Criminal	External	Incarceration of defendants. Payment plans.
88		Civil Traffic	External	Driver License Suspended and sent to collection agency.
46		88		

CFY 2020-21 Quarter 1

Timeliness 1 - Filing New Cases; External Reasons Provided

	County	Division	Reason Code	Description
1	Hendry	Circuit Criminal	Staffing - External	Continue to be understaffed for volume of cases/documents
2		Criminal Traffic	Staffing - External	Continue to be understaffed for volume of cases/documents
3	Union	Circuit Criminal	Staffing - External	Normal Staffing levels to resume in 2021
4		County Criminal	Staffing - External	Normal Staffing levels to resume in 2021
5	Volusia	Juvenile Delinquency	Staffing - External	Staff levels fell due to COVID-related illness causing a slow down in case processing
6		Circuit Civil	Staffing - External	Staff levels fell due to COVID-related illness causing a slow down in case processing
7		County Civil	Staffing - External	Staff levels fell due to COVID-related illness causing a slow down in case processing
3		7		

CFY 2020-21 Quarter 1

Timeliness 2 - Cases Docketed; External Reasons Provided

	County	Division	Reason Code	Description
1	Calhoun	Circuit Criminal	Staffing - External	Continue to cross train
2		County Criminal	Staffing - External	Continue to cross train
3	Hendry	Criminal Traffic	Staffing - External	Continue to be understaffed for volume of cases/documents
4	Union	Juvenile Delinquency	Staffing - External	Normal staffing levels to resume in 2021
5		Criminal Traffic	Staffing - External	Normal staffing levels to resume in 2021
6	Volusia	Circuit Civil	Staffing - External	Staff levels fell due to COVID-related illness causing a slow down in case processing
7		County Civil	Staffing - External	Staff levels fell due to COVID-related illness causing a slow down in case processing
4		7		

Table E
Descriptions of Internal Factors for Not Meeting Performance Standards
CFY 2020-21 Quarter 1

Collections				
	County	Division	Reason Code	Description
1	Bay	Circuit Criminal	Internal	Bay County Uses all means available to collect as much money as possible.
2		Circuit Civil	Internal	Adjustments have been made.
3		County Civil	Internal	Adjustments have been made to assessments
4	Glades	County Civil	Internal	Training staff to assess assessments in a timely manner.
5	Levy	Circuit Criminal	Internal	conversion data
6		County Criminal	Internal	converted data
7		Juvenile Delinquency	Internal	converted data
8		Criminal Traffic	Internal	converted data
9		Circuit Civil	Internal	converted data
10		County Civil	Internal	converted data
11		Civil Traffic	Internal	converted data
12		Probate	Internal	converted data
13		Family	Internal	converted data
14	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.
15	Pinellas	Civil Traffic	Internal	Working to improve collections, during COVID-19.
16	Suwannee	Civil Traffic	Internal	Multiple staff out due to COVID. Percentages will improve as staff are able to return to work.
	6	16		

CFY 2020-21 Quarter 1
Timeliness 1 - Filing New Cases

	County	Division	Reason Code	Description
1	Brevard	Circuit Civil	Staffing - Internal	Staff shortages caused backlog in adding new cases. Staff is working overtime to clear backlog.
2		County Civil	Staffing - Internal	Staff shortages caused backlog in adding new cases. Staff is working overtime to clear backlog.
3		Probate	Staffing - Internal	Staff shortages-one new employee has been hired to be trained and assist in this area
4	Broward	Probate	Staffing - Internal	Budget permitting overtime will be utilized to improve timeliness
5	Dixie	Circuit Criminal	Staffing - Internal	Internal vacancies has resulted in case processing delays.
6	Glades	Juvenile Delinquency	Staffing - Internal	We have hired 1 new employee to help with staffing shortage.
7		Circuit Civil	Staffing - Internal	We have hired 1 new employee to help with staffing shortage.
8	Hernando	Circuit Criminal	Staffing - Internal	Loss of key trained personnel, plans to redistribute and prioritize workload which will only ease, depending on budgetary constraints, when we are able to replace lost staff
9		Circuit Civil	Staffing - Internal	Loss of key trained personnel, plans to redistribute and prioritize workload which will only ease, depending on budgetary constraints, when we are able to replace lost staff
10		County Civil	Staffing - Internal	Loss of key trained personnel, plans to redistribute and prioritize workload which will only ease, depending on budgetary constraints, when we are able to replace lost staff
11	Hillsborough	Juvenile Delinquency	Staffing - Internal	Cross Training of Staff.
12	Levy	County Criminal	Staffing - Internal	TRAINING
13		Civil Traffic	Staffing - Internal	SHORT STAFFED
14	Manatee	Civil Traffic	Staffing - Internal	Lost Civil Traffic staff during FY19/20 to attrition and lay offs due to budgetary constraints. Positions have been filled FY20/21 and are in training. As new staff members progress timeliness will progress.
15	Okaloosa	Circuit Civil	Staffing - Internal	Covid-19 Related Furloughs; hope to improve when the nation does as well
16	Pam Beach	Circuit Civil	Staffing - Internal	COVID 19 related staffing issues. Training new clerks to open cases
17	Polk	Circuit Civil	Staffing - Internal	work flow and processes being re-evaluated to come up with more efficiencies.
18		County Civil	Staffing - Internal	work flow and processes being re-evaluated to come up with more efficiencies.

Table E
Descriptions of Internal Factors for Not Meeting Performance Standards
CFY 2020-21 Quarter 1

19	Suwannee	County Criminal	Staffing - Internal	Multiple staff out due to COVID. Percentages will improve as staff are able to return to work.
20		Criminal Traffic	Staffing - Internal	Multiple staff out due to COVID. Percentages will improve as staff are able to return to work.
21	Wakulla	Criminal Traffic	Staffing - Internal	Insufficient amount staff to cover outages and handle workload.
22	Washington	Juvenile Delinquency	Staffing - Internal	Due to COVID absences.
	14	22		

CFY 2020-21 Quarter 1
Timeliness 2 (Docket Entries) - Internal Reasons Provided

	County	Division	Reason Code	Description
1	Baker	Juvenile Delinquency	Staffing - Internal	COVID hit, low staff
2	Brevard	Probate	Staffing - Internal	Staff shortages-one new employee has been hired to be trained and assist in this area
3	Dixie	Circuit Criminal	Staffing - Internal	Critical vacancies has resulted in a backlog of case processing.
4	Gulf	Juvenile Dependency	Staffing - Internal	New employee training. Results should improve next Quarter
5	Hillsborough	County Criminal	Staffing - Internal	Cross Training of Staff.
6		Juvenile Delinquency	Staffing - Internal	Cross Training of Staff.
7		Criminal Traffic	Staffing - Internal	Cross Training of Staff.
8		Juvenile Dependency	Staffing - Internal	Cross Training of Staff.
9	Holmes	Juvenile Delinquency	Staffing - Internal	Staff turnover, training in progress
10	Okaloosa	Circuit Civil	Staffing - Internal	Covid-19 Related Furloughs; hope to improve when the nation does as well
11		County Civil	Staffing - Internal	Covid-19 Related Furloughs; hope to improve when the nation does as well
12		Probate	Staffing - Internal	Covid-19 Related Furloughs; hope to improve when the nation does as well
13		Family	Staffing - Internal	Covid-19 Related Furloughs; hope to improve when the nation does as well
14	Polk	Circuit Civil	Staffing - Internal	The workflow is being re-evaluated to have more staff process documents in this area.
15		County Civil	Staffing - Internal	The workflow is being re-evaluated to have more staff process documents in this area.
16		Family	Staffing - Internal	Training is being completed and workflow is being re-evaluated to cover for reduced or absent staff.
17	Putnam	Circuit Criminal	Staffing - Internal	Recently filled positions, 2 in our Criminal area, are being trained. Still struggling with COVID leave.
18		County Criminal	Staffing - Internal	Recently filled positions, 2 in our Criminal area, are being trained. Still struggling with COVID leave.
19		Criminal Traffic	Staffing - Internal	Recently filled positions, 2 in our Criminal area, are being trained. Still struggling with COVID leave.
20	Suwannee	County Criminal	Staffing - Internal	Multiple staff out due to COVID. Percentages will improve as staff are able to return to work.
21		Criminal Traffic	Staffing - Internal	Multiple staff out due to COVID. Percentages will improve as staff are able to return to work.
22	Wakulla	County Criminal	Staffing - Internal	Insufficient amount of staff to cover outages and handle workload.
23		Criminal Traffic	Staffing - Internal	Insufficient amount of staff to cover outages and handle workload.
	11	23		

Table F			
Descriptions for Not Meeting Performance Standards			
CFY2020-21 Quarter 1			
Jury			
	County	Reason Code	Description
1	Charlotte	Staffing - Training	Training on importance of timeliness
2	Gadsden	Systems	2 jurors submitted their request for payment late.
	2	2	

NOTES

1. Brevard and Gilchrist Counties did not submit a juror performance measure information in time for this report.