



Quarterly Performance Measures & Action Plans Report

Section 28.35(2)(d), Florida Statutes

3rd Quarter
County Fiscal Year 2020-21
(Apr 1, 2021, through Jun 30, 2021)

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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.

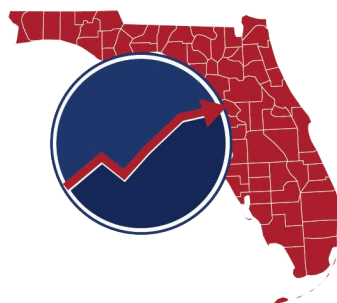
The CCOC monitors the performance of the Clerk's offices through quarterly reports provided by the Clerk's offices, due on the 20th of the month following the end of the quarter. The CCOC provides notification of the status of the Clerks' performance standards to the Legislature through these quarterly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

The CFY 2020-2021 3rd 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 47 clerk offices that required an action plan related to collections, 10 clerk offices required an action plan for not filing cases timely, and 10 clerk offices required an action plan for not docketing cases timely. Due to COVID-19, there were four counties that did not issue jury summons. While 63 counties issued summons, 60 issued payments, 10 required an action plan for not filing timely.

One county did not submit its performance report for Collections. All counties submitted their Timeliness and Juror Payment reports. The performance measure analysis and required action plans are in the following tables.

Table A
Collections Performance by Division
CFY 2020-21 Quarter 3

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



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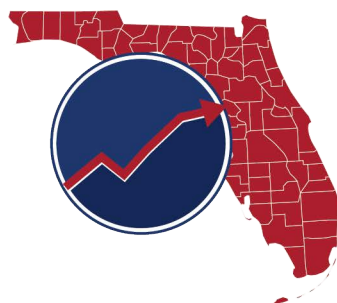
FLORIDA CLERKS OF COURT
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Table A
Collections Performance by Division
CFY 2020-21 Quarter 3

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Total
Madison					External		External			2
Manatee	External	External					External			3
Marion	External	External								2
Martin	External						External			2
Miami-Dade	External	External		External			External			4
Monroe										0
Nassau	External						External			2
Okaloosa							External			1
Okeechobee							External			1
Orange		External					External			2
Osceola							External			1
Palm Beach		External	External							2
Pasco							External			1
Pinellas		Internal	Internal				Internal			3
Polk	External						External			2
Putnam	External	External					External			3
Saint Johns		External					Internal			2
Saint Lucie										0
Santa Rosa										0
Sarasota	External	External								2
Seminole			External							1
Sumter										0
Suwannee										0
Taylor		External	External				External			3
Union	External						External			2
Volusia		External					External			2
Wakulla	External	Internal	Internal	Internal			External			5
Walton										0
Washington	External	External								2
Statewide	23	21	14	3	3	1	31	0	0	96
Internal Reasons	0	2	2	2	1	1	3	0	0	11
External Reasons	23	19	12	1	2	0	28	0	0	85

NOTES

1. At the time of this report, Baker County did not submit a Collections report.

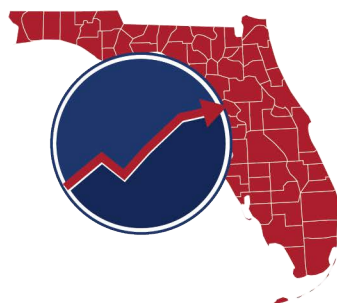


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Table B
Timeliness 1 - Filing New Cases by Division
CFY 2020-21 Quarter 3

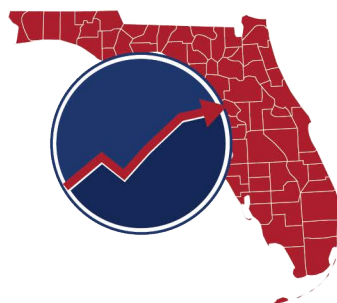
County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependency	Total
Alachua											0
Baker											0
Bay											0
Bradford											0
Brevard					Staffing - Internal	Staffing - Internal					2
Broward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



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Table B
Timeliness 1 - Filing New Cases by Division
CFY 2020-21 Quarter 3

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						Staffing - Internal					1
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											0
Putnam			Staffing - Internal							Staffing - Internal	2
Saint Johns											0
Saint Lucie											0
Santa Rosa											0
Sarasota											0
Seminole											0
Sumter											0
Suwannee											0
Taylor											0
Union				Staffing - Internal							1
Volusia											0
Wakulla											0
Walton											0
Washington											0
Statewide	0	2	2	3	1	4	1	0	0	1	14
Internal Reasons	0	2	2	2	1	4	1	0	0	1	13
External Reasons	0	0	0	1	0	0	0	0	0	0	1

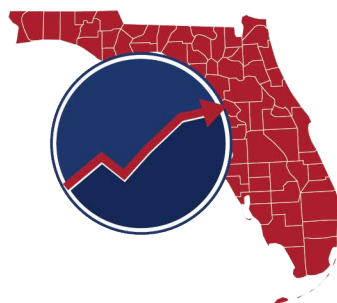


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Table C
Timeliness 2 - Cases Docketed by Division
CFY 2020-21 Quarter 3

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	Staffing - Internal					2
Broward											0
Calhoun											0
Charlotte											0
Citrus											0
Clay											0
Collier											0
Columbia											0
DeSoto											0
Dixie											0
Duval											0
Escambia											0
Flagler											0
Franklin											0
Gadsden											0
Gilchrist											0
Glades			Staffing - Internal				Staffing - Internal				2
Gulf											0
Hamilton											0
Hardee											0
Hendry				Staffing - External							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											0
Liberty											0
Madison											0

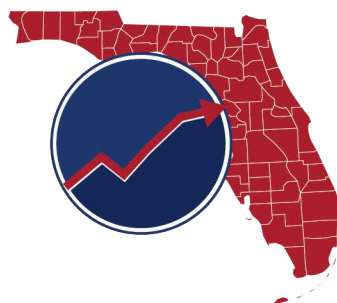


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Table C
Timeliness 2 - Cases Docketed by Division
CFY 2020-21 Quarter 3

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependency	Total
Manatee						Staffing - Internal					1
Marion											0
Martin											0
Miami-Dade											0
Monroe		Staffing - External		Staffing - Internal							2
Nassau											0
Okaloosa											0
Okeechobee											0
Orange											0
Osceola											0
Palm Beach											0
Pasco											0
Pinellas											0
Polk									Staffing - Internal		1
Putnam									Staffing - Internal		1
Saint Johns											0
Saint Lucie											0
Santa Rosa											0
Sarasota											0
Seminole											0
Sumter											0
Suwannee											0
Taylor											0
Union				Staffing - Internal			Staffing - Internal				2
Volusia					Staffing - External	Staffing - External					2
Wakulla											0
Walton											0
Washington											0
Statewide	1	1	1	3	2	3	2	0	2	0	15
Internal Reasons	1	0	1	2	1	2	2	0	2	0	11
External Reasons	0	1	0	1	1	1	0	0	0	0	4

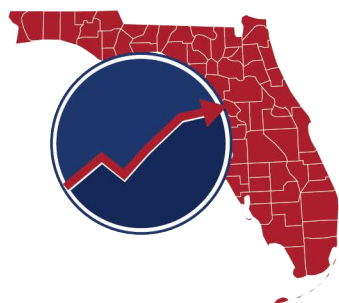


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Table D
Descriptions of External Factors for Not Meeting Performance Standards
CFY 2020-21 Quarter 3

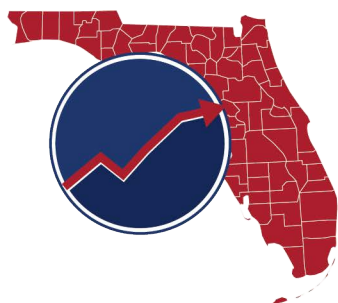
Collections				
	County	Division	Reason Code	Description
1	Alachua	County Criminal	External	Reductions in revenue due to COVID-19 and court closures and reductions in staffing due to budgetary constraints.
2		Juvenile Delinquency	External	This group does not have jobs and parents do not have money to pay.
3	Bay	Circuit Criminal	External	Bay County Uses all means available to collect as much money as possible.
4		County Criminal	External	Bay County Uses all means available to collect as much money as possible.
5	Bradford	County Criminal	External	People are not paying the assessments they have been charged.
6	Brevard	Juvenile Delinquency	External	External economic factors
7		Civil Traffic	External	External economic factors
8	Broward	Circuit Criminal	External	The number of indigent defendants impact collection efforts.
9		Juvenile Delinquency	External	Broward continues to work with other governmental agencies and judiciary to improve collections of court ordered assessments.
10		Civil Traffic	External	The number of indigent defendants impact collections.
11	Calhoun	Circuit Criminal	External	Continue to place on payment plans, suspend driver license
12		Civil Traffic	External	Continue to suspend and turn over to collections
13	Charlotte	County Criminal	External	COVID-19
14		Juvenile Delinquency	External	COVID-19
15	Clay	Circuit Criminal	External	\$421,704 of the amount assessed is in Drug Trafficking
20	Duval	Circuit Criminal	External	This is due to COVID staffing challenges. To improve, we have enhanced online payment options, are finalizing implementation of the Compliance Department and recently entered into a contract for compliance software to better assist with the collection of fines and fees.
21		County Criminal	External	This is due to COVID staffing challenges. To improve, we have enhanced online payment options, are finalizing implementation of the Compliance Department and recently entered into a contract for compliance software to better assist with the collection of fines and fees.
22		Juvenile Delinquency	External	This is due to COVID staffing challenges. To improve, we have enhanced online payment options, are finalizing implementation of the Compliance Department and recently entered into a contract for compliance software to better assist with the collection of fines and fees.
23		Civil Traffic	External	This is due to COVID staffing challenges. To improve, we have enhanced online payment options, are finalizing implementation of the Compliance Department and recently entered into a contract for compliance software to better assist with the collection of fines and fees.
24	Escambia	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	Gadsden	Circuit Criminal	External	Due to Covid collections are down. We continue to use every resource available to meet the standard.
26		Civil Traffic	External	Due to Covid collections are down. We continue to use every resource available to meet the standard.
27	Gulf	Civil Traffic	External	Due to Covid 19 people are unemployed and unable to pay. Working on repayment establishing repayment plans for these accounts.
28	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.
29	Hendry	Juvenile Delinquency	External	Juveniles usually choose community service over making payments
30	Highlands	Circuit Criminal	External	In the process of implementing an in-house payment plan.
31		County Criminal	External	In the process of implementing an in-house payment plan.



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Table D
Descriptions of External Factors for Not Meeting Performance Standards
CFY 2020-21 Quarter 3

Collections				
32		Juvenile Delinquency	External	Sending more cases to collections.
33	Hillsborough	Civil Traffic	External	Reinstated transmissions to Collections Agencies
34	Holmes	Circuit Criminal	External	Non-Payment. Continuing to use our collections department along with sending due diligent letters and judgements.
35	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.
36		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.
37	Jefferson	Circuit Criminal	External	The major case in this sample was one by which the person assessed is now incarcerated and is not making restitution payments.
38	Lake	Circuit Criminal	External	Collections have decreased due to COVID-19.
39		County Criminal	External	Collections have decreased due to COVID-19.
40		Juvenile Delinquency	External	Collections have decreased due to COVID-19.
41	Lee	Juvenile Delinquency	External	Due to minimal collection efforts in 2020 during the Covid Pandemic. We are discussing ways to improve collection rates.
42	Leon	County Criminal	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. In addition, the State Attorneys office operates a Diversion Program for misdemeanor cases and local law enforcement uses civil citations. Leon County will continue to monitor this.
43		Circuit Civil	External	Leon County receives Circuit Civil cases from prisoners against the Department of Corrections. While a filing fee assessed, these are seldom paid. 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		Civil Traffic	External	Leon County is within 99% of the performance standard and is actively working to meet the standard by using collection tools including on-line payment options, payment plans, DL suspensions for non-payment, and referral to collection agencies.
45	Levy	Circuit Criminal	External	COVID / NO COLLECTION
46		Civil Traffic	External	COVID / NO COLLECTION
47	Madison	Circuit Civil	External	We will continue our Collection efforts.
48		Civil Traffic	External	Slight improvement over last quarter. We will continue our Collection efforts.
49	Manatee	Circuit Criminal	External	Not quite half of the amount assessed was assessed in a drug trafficking case
50		County Criminal	External	Reduction of the disposition of cases due to COVID-19 restrictions; reduction in collection staff. Should see more cases disposed with assessments. Also beginning to see increase applicants for positions
51		Civil Traffic	External	Reduction in collection staffing last year; seeing additional applicants recently - hope to fill positions
52	Marion	Circuit 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 restricts the monthly payment amount.
53		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 restricts the monthly payment amount.
54	Martin	Circuit Criminal	External	Eleven trafficking cases (\$478,498) 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 35.54%.

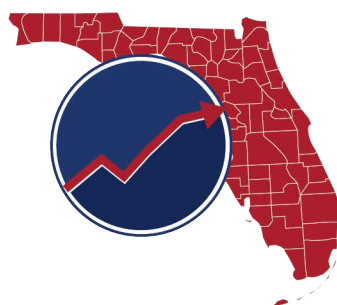


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Table D
Descriptions of External Factors for Not Meeting Performance Standards
CFY 2020-21 Quarter 3

Collections				
55		Civil Traffic	External	During the pandemic, this office temporarily provided additional time for defendants to pay traffic fines prior to suspending driver licenses or referring cases to collections. This office has resumed normal operating procedures and have seen a return to our customary collection rates.
16	Miami-Dade	Circuit Criminal	External	Standard was not met due to the COVID-19 pandemic situation and its economic impact in the community.
17		County Criminal	External	Due to our current economic conditions, many defendants are indigent or transient making collections efforts more difficult.
18		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.
19		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.
56	Nassau	Circuit Criminal	External	DUE TO PANDEMIC CONTINUE TO SEND FINES AND FEES TO COLLECTIONS
57		Civil Traffic	External	DUE TO PANDEMIC CONTINUE TO SEND FINES AND FEES TO COLLECTIONS
58	Okaloosa	Civil Traffic	External	Covid related budget cuts led to the shortfall. We are redefining the collection plans to address the shortages.
59	Okeechobee	Civil Traffic	External	cases will be sent to collections
60	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
61		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. We also offer payment plans, which can prolong repayment, especially when combined with criminal cases.
62	Osceola	Civil Traffic	External	Covid-19 pandemic has decreased the amount of tickets and collections.
63	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
64		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
65	Pasco	Civil Traffic	External	The Covid-19 pandemic negatively affected the control groups overall performance.
66	Polk	Circuit Criminal	External	Customers not paying due to financial hardships or incarceration.
67		Civil Traffic	External	Defendants not paying timely/Covid Pandemic
68	Putnam	Circuit Criminal	External	High incarceration rates; low income; low net worth. We cannot address these issues.
69		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.
70		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. In addition, we are in the process of changing collection agency. All past due files for the prior collection agency have been returned and are in the process of being resubmitted to the new agency
71	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
72		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



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Table D
Descriptions of External Factors for Not Meeting Performance Standards
CFY 2020-21 Quarter 3

Collections				
73	Seminole	Juvenile Delinquency	External	Restitution fees account for most of this assessment (multiple cases). Limiting to non-restitution is still red. However (6.78%)
74	Saint Johns	County Criminal	External	Covid-19 D6 suspensions and office openings just started to become normal in this last quarter. Courthouse operations were limited during most of this 5 quarter period. The previous quarter involved Operation Green Light, which helped the paid amount increase
75	Taylor	County Criminal	External	Due to Covid- reduced payments and relaxed collections. Full collections have since been reinstated.
76		Juvenile Delinquency	External	No enforcement or consequences for juveniles if they do not pay
77		Civil Traffic	External	Researching how to implement a way to send payment reminders via text.
78	Union	Circuit Criminal	External	12 of the Defendants in the 39 cases reported for this quarter are currently incarcerated. In 24 of the 39 cases the assessments have been converted to a Civil Judgment. Also, 3 defendants have multiple cases within this quarter.
79		Civil Traffic	External	All unpaid citations have been D6'd and will be sent to collections.
80	Volusia	County Criminal	External	Increase in the number of late paying cases
81		Civil Traffic	External	Increase in the number of late paying cases
82	Wakulla	Circuit Criminal	External	COVID has slowed customer from coming in to courthouse, trying to make customers comfortable with social distancing policies.
83		Civil Traffic	External	Tax returns that have been used in the past to pay off court fees have bee delayed this year.
84	Washington	Circuit Criminal	External	Incarceration of defendants. Payment plans.
85		County Criminal	External	Incarceration of defendants. Payment Plans.
45		85		

CFY 2020-21 Quarter 3

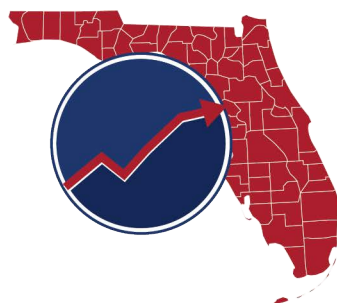
Timeliness 1 - Filing New Cases; External Reasons Provided

	County	Division	Reason Code	Description
1	Hendry	Criminal Traffic	Staffing - External	Continue to be understaffed for volume of cases/documents
	1	1		

CFY 2020-21 Quarter 2

Timeliness 2 - Cases Docketed; External Reasons Provided

	County	Division	Reason Code	Description
1	Hendry	Criminal Traffic	Staffing - External	Continue to be understaffed for volume of cases/documents
2	Monroe	County Criminal	Staffing - External	Still Short Staff and Training a new employee
3	Volusia	Circuit Civil	Staffing - External	Staff levels fell due to COVID-related illness causing a slow down in case processing
4		County Civil	Staffing - External	Staff levels fell due to COVID-related illness causing a slow down in case processing
	3	4		



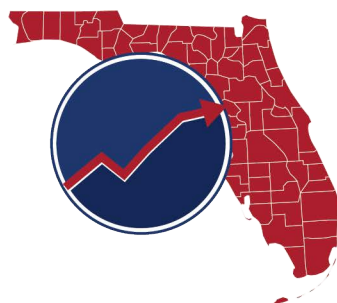
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Table E
Descriptions of Internal Factors for Not Meeting Performance Standards
CFY 2020-21 Quarter 3

Collections				
	County	Division	Reason Code	Description
1	Bay	Criminal Traffic	Internal	Adjustments have been made.
2		Circuit Civil	Internal	Adjustments have been made.
3		Civil Traffic	Internal	Bay County Uses all means available to collect as much money as possible.
4	Indian River	County Civil	Internal	corrections to cases
5	Pinellas	County Criminal	Internal	Working with defendants to get them back on track making payment on their fines/costs.
6		Juvenile Delinquency	Internal	Meet with staff and CIS on methods we can use to assist us in our efforts.
7		Civil Traffic	Internal	Working to recover from the COVID-19 impact and court closures.
8	Saint Johns	Civil Traffic	Internal	There was a dismissal of civil infractions and waiver of associated fees order signed by our county judge during this quarter that removed some assessed fees. Cases exceeded statue of limitations for prosecution and were administratively dismissed.
9	Wakulla	County Criminal	Internal	Significant increase in number of cases, however cases are not being sentenced.
10		Juvenile Delinquency	Internal	Pleas are being continued resulting in lack of payments.
11		Criminal Traffic	Internal	Have started suspending licenses in an effort to get payments from customers.
	5		11	

CFY 2020-21 Quarter 3
Timeliness 1 - Filing New Cases; Internal Reasons Provided

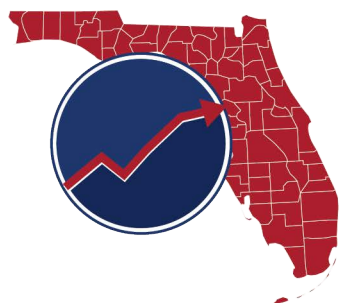
	County	Division	Reason Code	Description
1	Brevard	Circuit Civil	Staffing - Internal	Staff shortages and implementation of changes related to AOSC 20-23
2		County Civil	Staffing - Internal	Staff shortages and implementation of changes related to AOSC 20-23
3	Gadsden	County Civil	Staffing - Internal	There are only 2 people in this office.
4	Glades	Criminal Traffic	Staffing - Internal	We are working hard to make sure all deadlines are met in a timely manner.
5		Civil Traffic	Staffing - Internal	I have since hired an additional traffic clerk to help with the workload. Getting closer to having all County citations electronically filed.
6	Hillsborough	County Criminal	Staffing - Internal	Cross Training of Staff.
7	Lee	County Criminal	Staffing - Internal	A staffing shortage and outsourcing of a resource to another area caused processing delays outside of the 3-day standard.
8		County Civil	Staffing - Internal	Total case filings were double for May due to an influx of new case filings causing a process delay outside the 2-day standard.
9	Manatee	County Civil	Staffing - Internal	Continued loss of staff members; small pool of applicants to fill positions
10	Okaloosa	Juvenile Delinquency	Staffing - Internal	Covid Related illnesses caused reduced staff combined with increased caseload due to Spring Break
11	Putnam	Juvenile Delinquency	Staffing - Internal	Staff is being trained in this area.
12		Juvenile Dependency	Staffing - Internal	Staff is being trained in this area.
13	Union	Criminal Traffic	Staffing - Internal	No Misdemeanor or Criminal Traffic Deputy Clerk
	9		13	



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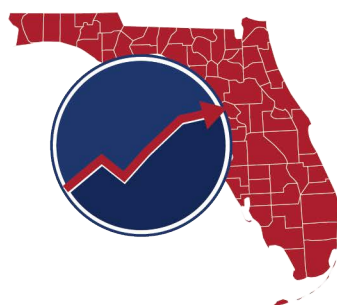
Table E Descriptions of Internal Factors for Not Meeting Performance Standards CFY 2020-21 Quarter 3 CFY 2020-21 Quarter 3 Timeliness 2 - Cases Docketed; Internal Reasons Provided				
	County	Division	Reason Code	Description
1	Bradford	Circuit Civil	Staffing - Internal	Staff shortages caused backlog. Three part-time employees have gone full-time and we are seeing progress with our backlog.
2		County Civil	Staffing - Internal	Staff shortages caused backlog. Three part-time employees have gone full-time and we are seeing progress with our backlog.
3		Family	Staffing - Internal	Staff shortages caused backlog. Three part-time employees have gone full-time and we are seeing progress with our backlog.
4	Dixie	Circuit Criminal	Staffing - Internal	Training
5	Glades	Civil Traffic	Staffing - Internal	I have one traffic clerk handling all traffic duties. I hope to have all citations received electronically soon. That will reduce the amount of time manually entering citations.
6	Hernando	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
7	Monroe	County Criminal	Staffing - Internal	Short staff. Trying to hire.
8		Criminal Traffic	Staffing - Internal	Short staff. Trying to hire.
9	Polk	Circuit Civil	Staffing - Internal	Two out of four indexers in training - plus staff out on leave during this period.
10		Family	Staffing - Internal	Staff still in training, but progressing. Absenteeism is still a factor beyond our control due to COVID.
11	Putnam	Juvenile Delinquency	Staffing - Internal	Impact resulted from staff being out due to illness. In addition, a staff member has now transferred to this department and is being cross-trained in this area
	7	11		



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Table F
Descriptions for Not Meeting Performance Standards
CFY 2020-21 Quarter 3

Jury			
	County	Reason Code	Description
1	Baker	Staffing - Training	Turnover in Personnel and Sharing Personnel between depts.
2	Bay	Procedural	None - Juror said employer to pay and they did not - Clerk had to pay for Apr 12 service on Jun 4 request date
3	Bradford	Staffing - Workload	Will set calendar reminder to make sure these payment requests get to Finance timely. There were multiple reasons these fell through the crack this quarter. It shouldn't happen again.
4	Brevard	Procedural	Clerks will be mindful to review, update, or release the hold pay feature timely
5	Escambia	Systems	The issue with the new software has been resolved.
6	Hendry	Systems	New system was implemented on June 1st. Still having trouble processing payments and pulling reports.
7	Leon	Staffing - Training	Train reserve staff to make sure information comes in needed to do payroll.
8	Martin	Procedural	Review COVID-related Jury processes.
9	Nassau	Systems	6 checks delayed due to change to check printing. All issues corrected.
10	Sarasota	Staffing - Training	Juror Clerk Error. Steps have been taken to correct
	10	10	



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