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# Quarterly Performance Measures & Action Plans Report

Section 28.35(2)(d), Florida Statutes

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4<sup>th</sup> Quarter  
County Fiscal Year 2020-21  
(Jul 1, 2021, through Sep 30, 2021)

## Table of Contents

A – Collections Performance by Division .....	4
B – Timeliness 1 – Filing New Cases Performance by Division.....	6
C – Timeliness 2 – Cases Docketed Performance by Division .....	8
D – External Factors for Not Meeting Performance Standards.....	10
Collections, Timeliness 1, Timeliness 2	
E – Internal Factors for Not Meeting Performance Standards .....	14
Collections, Timeliness 1, Timeliness 2	
F – Factors for Not Meeting Jury Performance Standards.....	16

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## Quarterly Performance Measures & Action Plans Report

The Legislature created the Florida Clerks of Court Operations Corporation (CCOC) 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 uniform performance measures and applicable standards in consultation with the Legislature. These measures and standards 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, CCOC identifies the nature of each deficiency and any corrective action recommended and taken by the affected clerk. In addition, the law requires CCOC to notify the Legislature of any clerk not meeting performance standards and provide a copy of applicable corrective action plans.

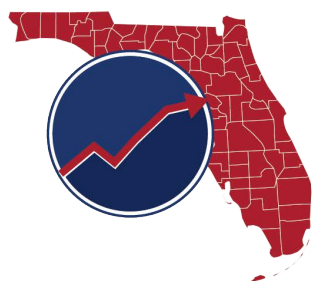
The CCOC monitors the performance of the clerk's offices through quarterly reports provided by the clerk's offices, due on the 20<sup>th</sup> of the month following the end of the quarter. The CCOC provides notification of the status of the Clerks' performance standards to the Legislature through these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

The CFY 2020-2021 4<sup>th</sup> Quarter report identifies the clerk's offices not meeting each performance standard. In addition, the report describes factors that may have contributed to the unmet standard. Forty-six clerk offices required an action plan related to collections, 13 clerk offices required an action plan for not filing cases timely, and 11 clerk offices required an action plan for not docketing cases timely. In addition, six counties required actions plans for not issuing jury payments timely.

Two counties did not submit performance reports for Collections and output Timeliness reports. Four counties did not submit 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 4**

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Total
Alachua			External							1
Baker	External						External			
Bay	External	External	Internal	Internal	Internal	Internal	External			7
Bradford	External	External								2
Brevard		External	External		Internal		External		Internal	5
Broward	External		External				External			3
Calhoun	External						External			2
Charlotte										0
Citrus										0
Clay										0
Collier			External							1
Columbia		External								1
DeSoto										0
Dixie							External			1
Duval	External	External	External				External			4
Escambia							External			1
Flagler										0
Franklin	External									1
Gadsden		External					External			2
Gilchrist				External						1
Glades							Internal			1
Gulf							External			1
Hamilton	External	External					External			3
Hardee		External	External							2
Hendry										0
Hernando										0
Highlands		External								1
Hillsborough			External				External			2
Holmes							External			1
Indian River										0
Jackson	External		External				External			3
Jefferson							External			1
Lafayette										
Lake		External								1
Lee							External			1
Leon		External			External		External			3
Levy	External	External		External			External			4
Liberty										0



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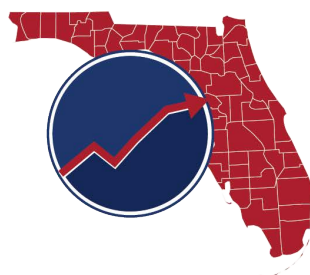
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**Table A**  
**Collections Performance by Division**  
**CFY 2020-21 Quarter 4**

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Total
Madison		External	External		External		External			4
Manatee		External					External			2
Marion		External								1
Martin										0
Miami-Dade		External					External			2
Monroe										0
Nassau							External			1
Okaloosa							External			1
Okeechobee	External	External					External			3
Orange		External	External				External			3
Osceola							External			1
Palm Beach		External	External				Internal			3
Pasco							External			1
Pinellas		Internal	External				Internal			3
Polk	External	Internal					External			3
Putnam		External	External				External			3
Saint Johns										0
Saint Lucie										0
Santa Rosa										0
Sarasota		External					External			2
Seminole										0
Sumter										0
Suwannee										0
Taylor	External			External			External			3
Union										
Volusia			External							1
Wakulla										0
Walton										0
Washington	External	External								2
Statewide	14	24	15	4	4	1	34	0	1	97
Internal Reasons	0	2	1	1	2	1	3	0	1	11
External Reasons	14	22	14	3	2	0	31	0	0	86

**NOTES**

1. At the time of this report, the following counties did not submit a Collections report: LaFayette and Union.

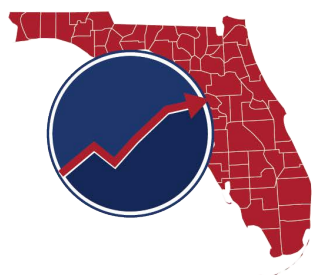


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**Table B**  
**Timeliness 1 - Filing New Cases by Division**  
**CFY 2020-21 Quarter 4**

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



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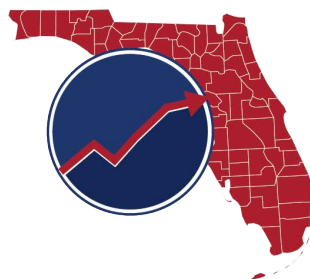
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**Table B**  
**Timeliness 1 - Filing New Cases by Division**  
**CFY 2020-21 Quarter 4**

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependency	Total
Madison											0
Manatee						Systems/Conversions - Internal					1
Marion											0
Martin											0
Miami-Dade											0
Monroe											0
Nassau											0
Okaloosa											0
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											
Volusia					Staffing - External	Staffing - External					2
Wakulla											0
Walton											0
Washington											0
Statewide	3	0	2	2	5	5	1	0	0	1	19
Internal Reasons	2	0	2	1	4	4	1	0	0	1	15
External Reasons	1	0	0	1	1	1	0	0	0	0	4

**NOTES**

1. At the time of this report, the following counties did not submit a Timeliness report: LaFayette and Union.

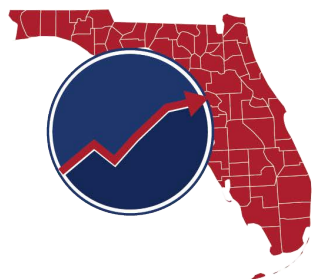


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**Table C**  
**Timeliness 2 - Cases Docketed by Division**  
**CFY 2020-21 Quarter 4**

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											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				1
Gulf											0
Hamilton											0
Hardee											0
Hendry		Staffing - External		Staffing - External							2
Hernando											0
Highlands											0
Hillsborough										Staffing - Internal	1
Holmes											0
Indian River											0
Jackson											0
Jefferson											0
Lafayette											
Lake											0
Lee		Staffing - Internal		Staffing - Internal							2
Leon											0
Levy											0
Liberty											0
Madison			Staffing - Internal								1



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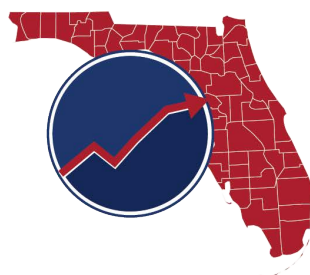


**Table C**  
**Timeliness 2 - Cases Docketed by Division**  
**CFY 2020-21 Quarter 4**

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependency	Total
Manatee					Systems/ Conversions - Internal	Systems/ Conversions - Internal		Systems/ Conversions - Internal			3
Marion											0
Martin											0
Miami-Dade											0
Monroe	Staffing - Internal	Staffing - Internal		Staffing - Internal							3
Nassau											0
Okaloosa											0
Okeechobee											0
Orange									Staffing - Internal		1
Osceola											0
Palm Beach											0
Pasco											0
Pinellas											0
Polk					Staffing - Internal	Staffing - Internal					2
Putnam											0
Saint Johns											0
Saint Lucie											0
Santa Rosa											0
Sarasota											0
Seminole											0
Sumter											0
Suwannee											0
Taylor											0
Union											
Volusia					Staffing - Internal	Staffing - Internal					2
Wakulla			Staffing - Internal	Staffing - Internal							2
Walton											0
Washington											0
Statewide	1	3	2	4	3	3	1	1	1	1	20
Internal Reasons	1	2	2	3	3	3	1	1	1	1	18
External Reasons	0	1	0	1	0	0	0	0	0	0	2

**NOTES**

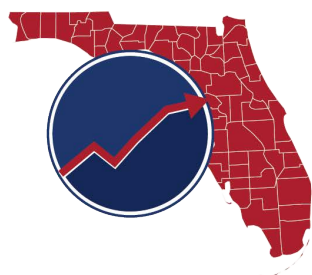
1. At the time of this report, the following counties did not submit a Timeliness report: LaFayette and Union.



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**Table D**  
**Descriptions of External Factors for Not Meeting Performance Standards**  
**CFY 2020-21 Quarter 4**

<b>Collections</b>				
	<b>County</b>	<b>Division</b>	<b>Reason Code</b>	<b>Description</b>
1	Alachua	Juvenile Delinquency	External	This group does not have jobs and parents do not have money to pay.
2	Baker	Circuit Criminal	External	The court places the defendants on probation and our office sets up payment plans and suspends the defendants DL for non-payment.
3		Civil Traffic	External	our office forwards the late citations to Tallahassee weekly to suspended def dl and also forward all late citations to the collection agency once a month
4	Bay	Circuit Criminal	External	Bay County Uses all means available to collect as much money as possible.
5		County Criminal	External	Bay County Uses all means available to collect as much money as possible.
6		Civil Traffic	External	Bay County Uses all means available to collect as much money as possible.
7	Bradford	Circuit Criminal	External	People are not paying the assessments they have been charged.
8		County Criminal	External	People are not paying the assessments they have been charged.
9	Brevard	County Criminal	External	External economic factors. The standards was not meet despite pursuit of all collection efforts within the control of the Clerk.
10		Juvenile Delinquency	External	External economic factors. The standards was not met despite pursuit of all collection efforts within the control of the Clerk.
11		Civil Traffic	External	External economic factors. The standards was not met despite pursuit of all collection efforts within the control of the Clerk.
12	Broward	Circuit Criminal	External	The number of indigent defendants impact collection efforts.
13		Juvenile Delinquency	External	Broward continues to work with other governmental agencies and judiciary to improve collections of court ordered assessments.
14		Civil Traffic	External	The number of indigent defendants impact collections.
15	Calhoun	Circuit Criminal	External	Continue to place on payment plans, suspend driver license
16		Civil Traffic	External	Continue to suspend and turn over to collections
17	Collier	Juvenile Delinquency	External	Excludes Cases:11-2020-CJ-000344, Assessed \$52,500.00 would make percentage over 9%
18	Columbia	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. COVID-19 was also a factor this quarter and defendants were simply not paying as we were in a pandemic.
19	Dixie	Civil Traffic	External	Inability to pay due to low median income level makes collection efforts difficult.
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 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	Franklin	Circuit Criminal	External	We are using all methods at our disposal to collect.

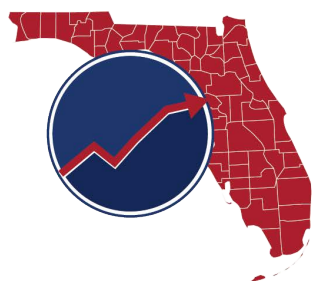


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OPERATIONS CORPORATION

**Table D**  
**Descriptions of External Factors for Not Meeting Performance Standards**  
**CFY 2020-21 Quarter 4**

<b>Collections</b>				
26	Gadsden	County Criminal	External	Due to Covid collections are down. We continue to use every resource available to meet the standard.
27		Civil Traffic	External	Due to Covid collections are down. We continue to use every resource available to meet the standard.
28	Gilchrist	Criminal Traffic	External	Compliance docket pushed out due to Co-Vid
29	Gulf	Civil Traffic	External	Due to Covid 19 people are unemployed and unable to pay. Working on repayment establishing repayment plans for these accounts.
30	Hamilton	Circuit Criminal	External	Due to the Covid 19 pandemic we have not had active court dates, therefore our fines and costs have dropped.
31		County Criminal	External	Due to the Covid-19 Pandemic we did not have regular court days therefore fines and costs payments were down.
32		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	County Criminal	External	Cases are either in Collections, PPP, or Lien.
34		Juvenile Delinquency	External	Cases have been put on Lien.
35	Highlands	County Criminal	External	In the process of implementing an in-house payment plan.
36	Hillsborough	Juvenile Delinquency	External	No collection methods available
37		Civil Traffic	External	Reinstated transmissions to Collections Agencies
38	Holmes	Civil Traffic	External	Non-Payment. Continuing to use our collections department along with sending due diligent letters and judgements.
39	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.
40		Juvenile Delinquency	External	We will continue to work with the Juvenile Probation Officer's to assist in these collections.
41		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.
42	Jefferson	Civil Traffic	External	We changed collection agents in hopes that we will do better with collecting outstanding receivables.
43	Lake	County Criminal	External	Collections have decreased due to COVID-19.
44	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.
45	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.
46		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.
47		Civil Traffic	External	Leon County is within 97% 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.
48	Levy	Circuit Criminal	External	covid / no collection
49		County Criminal	External	covid / no collection
50		Criminal Traffic	External	covid / no collection

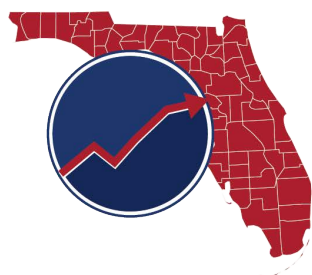


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OPERATIONS CORPORATION

**Table D**  
**Descriptions of External Factors for Not Meeting Performance Standards**  
**CFY 2020-21 Quarter 4**

<b>Collections</b>				
51		Civil Traffic	External	covid / no collection
52	Madison	County Criminal	External	Economic Conditions have impacted the ability of defendants to pay
53		Juvenile Delinquency	External	This is one case, Case #20-CJ-26, that the Judge has allowed community service, according to the 90 Day Performance Plan.
54		Circuit Civil	External	Continuing our Collection efforts, although we are doing a better job in collecting more recent assessments.
55		Civil Traffic	External	Another slight improvement over last quarter. We are continuing our Collection efforts.
56	Manatee	County Criminal	External	As of 10/11 staffing complete and in training; hope to see collections increase with staff working collection cases
57		Civil Traffic	External	As of 10/11 staffing in place and training; hope to see collections increase with staffing to work collection cases
58	Miami-Dade	County Criminal	External	Due to our current economic conditions, many defendants are indigent or transient making collections efforts more difficult.
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	Marion	County Criminal	External	Payment plans are not to exceed 2% of a person's annual net income which restrains the monthly payment amount. We have added additional staff members in the collection division and are researching other potential causes for performance measures and ways to improve collections.
61	Nassau	Civil Traffic	External	due to pandemic continue to send fines and fees to collections
62	Okaloosa	Civil Traffic	External	Covid related budget cuts led to the shortfall. We are redefining the collection plans to address the shortages.
63	Okeechobee	Circuit Criminal	External	Cases will be sent to collections
64		County Criminal	External	cases will be sent to collections
65		Civil Traffic	External	cases will be sent to collections
66	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
67		Juvenile Delinquency	External	The trend has been diversion programs and not requiring juveniles or their parent/guardian to be responsible for financial obligations. Also, with the pandemic, juveniles have been especially hard hit in terms of job prospects.
68		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.
69	Osceola	Civil Traffic	External	Covid-19 pandemic has decreased the amount of tickets and collections.
70	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
71		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
72	Pasco	Civil Traffic	External	The Covid-19 pandemic negatively affected the control groups overall performance.
73	Pinellas	Juvenile Delinquency	External	Working with citizen to better establish their payment plan to ensure they are able to pay their fines/costs.
74	Polk	Circuit Criminal	External	Customers not paying due to financial hardships or incarceration.
75		Civil Traffic	External	Defendants still not paying timely/Covid Pandemic
76	Putnam	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.
77		Juvenile Delinquency	External	No compliance requirements by judiciary.



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FLORIDA CLERKS OF COURT  
OPERATIONS CORPORATION

**Table D**  
**Descriptions of External Factors for Not Meeting Performance Standards**  
**CFY 2020-21 Quarter 4**

**Collections**

78		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.
79	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.
80		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
81	Taylor	Circuit Criminal	External	Collections are below percentage due to economic hardships that covid brought upon individuals. Staff will continue making attempt to collect fees.
82		Criminal Traffic	External	Hardships brought on by Covid - Staff will continue to attempt collecting Fees.
83		Civil Traffic	External	Staff will continue making attempts to collect court fees.
84	Volusia	Juvenile Delinquency	External	Increase in the number of late paying cases
85	Washington	Circuit Criminal	External	Incarceration of defendants. Payment plans.
86		County Criminal	External	Incarceration of defendants. Payment Plans.
45		86		

**CFY 2020-21 Quarter 4**

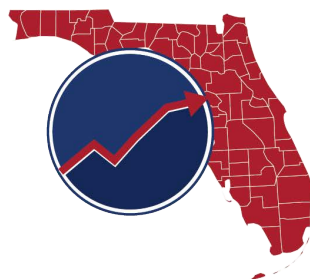
**Timeliness 1 - Filing New Cases; External Reasons Provided**

	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	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
2		4		

**CFY 2020-21 Quarter 4**

**Timeliness 2 - Cases Docketed; External Reasons Provided**

	County	Division	Reason Code	Description
1	Hendry	County 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
1		2		



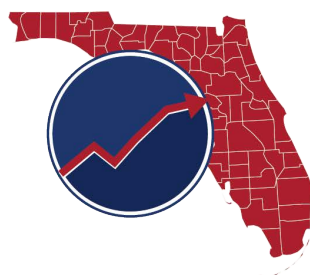
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**Table E**  
**Descriptions of Internal Factors for Not Meeting Performance Standards**  
**CFY 2020-21 Quarter 4**

Collections				
	County	Division	Reason Code	Description
1	Bay	Juvenile Delinquency	Internal	Adjustments have been made.
2		Criminal Traffic	Internal	Adjustments have been made.
3		Circuit Civil	Internal	Adjustments have been made.
4		County Civil	Internal	Adjustments have been made.
5	Brevard	Circuit Civil	Internal	Balance adjustments related to court orders and/or keying errors
6		Family	Internal	Balance adjustments related to court orders and/or keying errors
7	Glades	Civil Traffic	Internal	hired additional deputy clerk to help with traffic department.
8	Palm Beach	Civil Traffic	Internal	This appears to be a temporary drop. Looking forward it appears we will once again meet standards next quarter.
9	Pinellas	Juvenile Delinquency	Internal	Continue to work with defendants to get them back on track making payments on their fines/costs.
10		Civil Traffic	Internal	Working to recover from the COVID-19 impact and court closures.
11	Polk	County Criminal	Internal	Customers not paying due to financial hardships or incarceration.
	6	11		

**CFY 2020-21 Quarter 4**  
**Timeliness 1 - Filing New Cases; Internal Reasons Provided**

	County	Division	Reason Code	Description
1	Baker	Juvenile Dependency	Staffing - Internal	The low volume of cases and staff was in court, we have limited backup.
2	Brevard	Circuit Civil	Staffing - Internal	Training new staff and unanticipated staff shortages causing backlogs.
3	Broward	Circuit Civil	Staffing - Internal	AO 2021-35-CO was signed 7/23/21; section (V) affected how new insurance cases are processed; which had a major impact on the new case filing section. We also had staffing challenges. Budget permitting overtime will be utilized to improve timeliness.
4		County Civil	Staffing - Internal	Budget permitting overtime will be utilized to improve timeliness
5	Columbia	Juvenile Delinquency	Staffing - Internal	Juvenile Clerk on vacation, this will be rectified by having a back up juvenile back up clerk.
6	Gadsden	Criminal Traffic	Staffing - Internal	There are only 3 employees and more absences than normal this quarter.
7		County Civil	Staffing - Internal	There are only 2 people in this office.
8	Glades	Civil Traffic	Staffing - Internal	I have hired additional clerk to help with traffic department
9	Hernando	Circuit Civil	Staffing - Internal	Loss of key trained personnel whose responsibilities have now been reassigned
10		County Civil	Staffing - Internal	Loss of key trained personnel whose responsibilities have now been reassigned
11	Highlands	Circuit Criminal	Staffing - Internal	Budget reductions; employees out due to Covid-19 requirements.
12	Lee	Circuit Civil	Staffing - Internal	A staffing shortage compounded by staff being OOTO for summer vacation resulted in processing delays outside the standard.
13	Manatee	County Civil	Systems/Conversions - Internal	Staff hired/in training; implemented new imaging/workflow system which has affected workload. Next quarter should see improvements to timeliness.
14	Putnam	Circuit Criminal	Staffing - Internal	Impact resulted from staff member leaving the office. The office is currently in the process hiring to fill vacancies in this department
15		Juvenile Delinquency	Staffing - Internal	Continued training of staff in this department.
	11	15		



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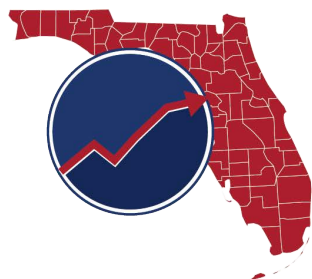
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**Table E**  
**Descriptions of Internal Factors for Not Meeting Performance Standards**  
**CFY 2020-21 Quarter 4**

**CFY 2020-21 Quarter 4**

**Timeliness 2 - Cases Docketed; Internal Reasons Provided**

	County	Division	Reason Code	Description
1	Glades	Civil Traffic	Staffing - Internal	I hired additional help for the traffic department.
2	Hillsborough	Juvenile Dependency	Staffing - Internal	Cross Training of Staff
3	Lee	County Criminal	Staffing - Internal	A staffing shortage and the process of training additional personnel affected the numbers for this quarter.
4		Criminal Traffic	Staffing - Internal	A staffing shortage and the process of training additional personnel affected the numbers for this quarter.
5	Madison	Juvenile Delinquency	Staffing - Internal	At 79.96% Day 3 then 80.60% Day 4, due to Staff out a couple weeks this quarter
6	Manatee	Circuit Civil	Systems/Conversions - Internal	Implemented new imaging/workflow system which has affected workload - should see significant improvement in the next quarter.
7		County Civil	Systems/Conversions - Internal	Staffing complete and training; implemented new imaging/workflow system which has affected workload. Should see significant improvement in the next quarter.
8		Probate	Systems/Conversions - Internal	Implemented new imaging/workflow system which has affected workload. Should see significant improvement in next quarter.
9	Monroe	Circuit Criminal	Staffing - Internal	Still Short Staff, Trying to hirer
10		County Criminal	Staffing - Internal	Still Short Staff, Trying to hirer
11		Criminal Traffic	Staffing - Internal	Still Short Staff, Trying to hirer
12	Orange	Family	Staffing - Internal	Several new clerks in the area, currently cross training to expand knowledge base. Increased in volume specific to debits and credits process. May 17948, June 12697, July 8451, Aug 6888, Sept 9399.
13	Polk	Circuit Civil	Staffing - Internal	working O.T. to get caught up and training new staff.
14		County Civil	Staffing - Internal	working O.T. to get caught up and training new staff.
15	Volusia	Circuit Civil	Staffing - Internal	We are in the process of re-assigning and training additional staff to this task
16		County Civil	Staffing - Internal	We are in the process of re-assigning and training additional staff to this task
17	Wakulla	Juvenile Delinquency	Staffing - Internal	New staff, continued training, not quite up to speed.
18		Criminal Traffic	Staffing - Internal	Criminal Traffic Clerk is also Co Criminal Clerk, not sufficient staffing to cover workload.
	10	18		



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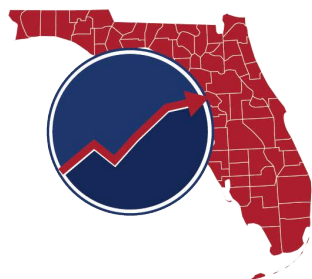
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**Table F**  
**Descriptions for Not Meeting Performance Standards**  
**CFY 2020-21 Quarter 4**

**Jury**

	County	Reason Code	Description
1	Bay	Systems	Contacting vendor
2	Brevard	Systems	Programming error corrected by vendor.
3	Charlotte	Staffing - Workload	Additional training and task reminder created
4	Escambia	Procedural	Juror marked that he was paid by employer; juror discovered later that they were not paid by employer.
5	Hardee	Procedural	Additional procedures installed to ensure all payments issued timely.
6	Lee	Procedural	Clerk to verify interface was run by receipt of payroll register weekly
	6	6	



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