



Quarterly Performance Measures & Action Plans Report

Section 28.35(2)(d), Florida Statutes

1st Quarter
County Fiscal Year 2021-22
(Oct 1, 2021 through Dec 31, 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

JD Peacock, II
OKALOOSA COUNTY
EXECUTIVE COUNCIL CHAIR
Jeffrey R. Smith, CPA, CGMA
INDIAN RIVER COUNTY
VICE-CHAIR
Tiffany Moore Russell, ESQ.
ORANGE COUNTY
SECRETARY/TREASURER



STACY BUTTERFIELD, CPA
POLK COUNTY
JOHN CRAWFORD
NASSAU COUNTY
TODD NEWTON
GILCHRIST COUNTY
LAURA E. ROTH
VOLUSIA COUNTY

HARVEY RUVIN, ESQ.
MIAMI-DADE COUNTY
RON FICARROTTA
13TH JUDICIAL CIRCUIT JUDGE
SUPREME COURT APPOINTEE
ANGELINA "ANGEL"
COLONNESO, ESQ.
MANATEE COUNTY
SENATE APPOINTEE

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 2021-2022 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 55 clerk offices that required an action plan related to collections, 14 clerk offices required an action plan for not filing cases timely, and 8 clerk offices required an action plan for not docketing cases timely. Due to COVID-19, there were five counties that did not issue jury summons. While 62 counties issued summons, 61 counties issued payments, 55 of which were timely.

Two counties were missing action plans for at least one court division in Collections and one county was missing an action plan for Time 1. The performance measure analysis and required action plans are in the following tables.

Table A
Collections Performance by Division
CFY 2021-22 Quarter 1

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



Table A
Collections Performance by Division
CFY 2021-22 Quarter 1

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								External		1
Nassau	External									1
Okaloosa							External		External	2
Okeechobee	External						External			2
Orange		External					External			2
Osceola							Internal	Internal	Internal	3
Palm Beach		External								1
Pasco							External		External	2
Pinellas		External	External				External			3
Polk	External	External					External			3
Putnam	External	External	External				External			4
Saint Johns										0
Saint Lucie		External			Internal					2
Santa Rosa										2
Sarasota		External					External			2
Seminole							External			1
Sumter										0
Suwannee										0
Taylor	External		External				External			3
Union					External		External	External	External	4
Volusia		External								1
Wakulla		External								1
Walton										0
Washington	External				External		External			3
Statewide	15	23	17	4	9	1	33	5	10	117
Internal Reasons	0	0	1	0	3	1	3	2	3	13
External Reasons	15	23	16	4	6	0	30	3	7	104

NOTES

1. Liberty missing an action plan for Criminal Traffic, Circuit Civil, and Family divisions.
2. Santa Rosa missing an action plan for Circuit Criminal and Civil Traffic.



Table B
Timeliness 1 - Filing New Cases by Division
CFY 2021-22 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					Staffing - Internal	2
Bay											0
Bradford											0
Brevard								Staffing - Internal			1
Broward						Staffing - Internal	Staffing - Internal	Staffing - Internal			3
Calhoun											0
Charlotte											0
Citrus											0
Clay											0
Collier											0
Columbia											0
DeSoto											0
Dixie											0
Duval											0
Escambia					Staffing - Internal						1
Flagler											1
Franklin											0
Gadsden											0
Gilchrist											0
Glades											0
Gulf											0
Hamilton											0
Hardee											0
Hendry				Staffing - External							1
Hernando											0
Highlands	Staffing - Internal										1
Hillsborough											0
Holmes											0
Indian River											0
Jackson											0
Jefferson											0
Lafayette											0
Lake											0
Lee						Staffing - Internal					1
Leon											0
Levy											0
Liberty											0

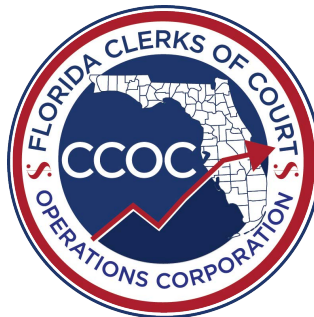


Table B
Timeliness 1 - Filing New Cases by Division
CFY 2021-22 Quarter 1

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependency	Total
Madison			Staffing - Internal								1
Manatee						Staffing - Internal					1
Marion					Staffing - Internal						1
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					Staffing - Internal	Staffing - Internal					2
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											0
Volusia											0
Wakulla				Staffing - Internal							1
Walton											0
Washington											0
Statewide	1	0	2	2	4	4	1	2	0	2	18
Internal Reasons	1	0	2	1	4	4	1	2	0	2	17
External Reasons	0	0	0	1	0	0	0	0	0	0	1

NOTES

1. Flagler missing an action plan for Juvenile Delinquency.

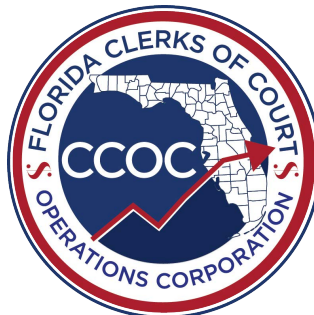


Table C
Timeliness 2 - Cases Docketed by Division
CFY 2021-22 Quarter 1

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
Miami-Dade											0
DeSoto											0
Dixie											0
Duval					Staffing - Internal						1
Escambia											0
Flagler											0
Franklin											0
Gadsden											0
Gilchrist											0
Glades											0
Gulf											0
Hamilton											0
Hardee				Staffing - External							1
Hendry											0
Hernando											0
Highlands											0
Hillsborough											0
Holmes											0
Indian River											0
Jackson											0
Jefferson											0
Lafayette											0
Lake		Systems/Conversions - Internal									1
Lee											0
Leon											0
Levy											0
Liberty			Staffing - Internal								1



Table C
Timeliness 2 - Cases Docketed by Division
CFY 2021-22 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
Monroe	Staffing - Internal	Staffing - Internal		Staffing - Internal							3
Nassau											0
Okaloosa											0
Okeechobee											0
Orange											0
Osceola											0
Palm Beach											0
Pasco											0
Pinellas											0
Polk					Staffing - Internal	Staffing - Internal					2
Putnam											0
Santa Rosa											0
Sarasota											0
Seminole											0
Saint Johns											0
Saint Lucie											0
Sumter											0
Suwannee											0
Taylor											0
Union											0
Volusia											0
Wakulla											0
Walton											0
Washington											0
Statewide	2	2	1	2	2	1	0	1	0	0	11
Internal Reasons	2	2	1	1	2	1	0	1	0	0	10
External Reasons	0	0	0	1	0	0	0	0	0	0	1

NOTES

1. All counties submitted an Outputs report with Timeliness 2 - Cases Docketed by Division data.



Table D
Descriptions of External Factors for Not Meeting Performance Standards
CFY 2021-22 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	Baker	Circuit Criminal	External	Most of the cases result in incarceration and for longer periods.
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		Juvenile Delinquency	External	Bay County Uses all means available to collect as much money as possible.
7		Civil Traffic	External	Bay County Uses all means available to collect as much money as possible.
8	Bradford	County Criminal	External	People are not paying the assessments they are being charged.
9	Brevard	County Criminal	External	Economic Factors. The standard was not met despite pursuit of all collection efforts within the control of the Clerk office.
10		Juvenile Delinquency	External	Economic Factors. The standard was not met despite pursuit of all collection efforts within the control of the Clerk office.
11		Civil Traffic	External	Economic Factors. The standard was not met despite pursuit of all collection efforts within the control of the Clerk office.
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	Civil Traffic	External	Continue to suspend dl and turn over to collection agency
16	Citrus	Juvenile Delinquency	External	Opportunities for collection efforts are reduced due to the confidential nature of this court type.
17		Criminal Traffic	External	During Pandemic, giving every opportunity to extend pplan and meet compliance
18	Columbia	County Criminal	External	There is a deputy clerk that attends each arraignment hearing, when the defendants are assessed court costs, the defendants are directed to speak with that clerk to set up a payment plan. People are just unable to pay the total amount of court costs in full so payment plans are arranged.
19	Dixie	County Criminal	External	Post Covid. Extremely poor county
20		Juvenile Delinquency	External	Post Covid. Very poor county
21		Criminal Traffic	External	Post covid. Very poor county
22		Civil Traffic	External	Post Covid. Very poor county
23		Probate	External	Post covid. Very poor county
24	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.
25		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.
26		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.
27		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.
28	Escambia	Criminal 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 collections rate. Additionally, Covid-19 has had a significant impact on the local economy and ability to pay.
29		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 collections rate. Additionally, Covid-19 has had a significant impact on the local economy and ability to pay.



Table D
Descriptions of External Factors for Not Meeting Performance Standards
CFY 2021-22 Quarter 1

Collections				
30	Franklin	Circuit Criminal	External	We are using all methods at our disposal to collect.
31		Civil Traffic	External	We are using all methods at our disposal to collect.
32	Gilchrist	Juvenile Delinquency	External	Includes new County Criminal charges
33		Circuit Civil	External	Approved Indigent Application \$400
34	Gulf	Juvenile Delinquency	External	It is difficult to get juveniles to pay their fees, as many either live in a facility or have difficulty finding employment due to their history with law enforcement.
35		Civil Traffic	External	Due to Covid 19 people are unemployed and unable to pay. Working on repayment establishing repayment plans for these accounts.
36	Hamilton	County Criminal	External	We are now sending our County Criminal cases to our collection agency and doing other activities to collect as much as possible, i.e. payment plans, online payments, phone payments.
37		Civil Traffic	External	We are continuing to work with our collection agency and doing other activities to collect as much as possible, i.e. payment plans, online payments, phone payments. We also feel that a 90% performance measure in traffic will never be reached.
38	Hardee	Circuit Criminal	External	Two cases of Drug Trafficking with a 15 year prison term. 252019CF000130 and 252019CF000131
39		Juvenile Delinquency	External	Cases are either on probation or have been placed on lien.
40	Hendry	Juvenile Delinquency	External	Juveniles usually choose community service over making payments
41		Family	External	Staffing Shortage
42	Highlands	County Criminal	External	Our in-house payment plan has raised our collection rate. We will continue to make improvements.
43	Hillsborough	Juvenile Delinquency	External	No collection methods available
44		Civil Traffic	External	Continued Transmission to Collection Agencies
45	Holmes	Criminal Traffic	External	Non-Payment. Continuing to use our collections department along with sending due diligent letters and judgements.
46		Circuit Civil	External	Non-Payment. Continuing to use our collections department along with sending due diligent letters and judgements.
47		Civil Traffic	External	Non-Payment. Continuing to use our collections department along with sending due diligent letters and judgements.
48		Family	External	Non-Payment. Continuing to use our collections department along with sending due diligent letters and judgements.
49	Jackson	Civil Traffic	External	If citation is not paid within the 30 days, suspending licenses and then sending to external collection agency. Our Collection Deputy Clerk is sending notices before due date with information about payment plans to increase collections.
50	Jefferson	Family	External	One case with a larger assessment has not been paid, we have sent to collection agency for resolution.
51	Lafayette	Circuit Criminal	External	Defendants incarcerated resulting in the inability to collect court costs and fines.
52	Lake	Circuit Criminal	External	While collections have decreased due to COVID-19, it is noteworthy that without the \$650,000 Drug Trafficking assessments our rate would have been 14.72%.
53		County Criminal	External	Collections have decreased due to COVID-19.
54		Juvenile Delinquency	External	Collections have decreased due to COVID-19.



Table D
Descriptions of External Factors for Not Meeting Performance Standards
CFY 2021-22 Quarter 1

Collections

55	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.
56		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.
57		Civil Traffic	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.
58		Family	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.
59	Madison	Circuit Criminal	External	The local economy, incarcerated defendants, and the overall ability to pay greatly affects our collection rate.
60		County Criminal	External	The local economy and the overall ability to pay greatly affects our collection rate.
61		Circuit Civil	External	The local economy and the overall ability to pay greatly affects our collection rate.
62		Civil Traffic	External	The local economy and the overall ability to pay greatly affects our collection rate.
63	Manatee	County Criminal	External	Full staff; collections could be related to customers inability to pay - possibly due to COVID
64		Civil Traffic	External	Full staff; following the Best Practices as to collection procedures. Percentage over period is approximately 1% higher than previous reporting periods.
65	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 will continue our efforts to improve compliance and review other potential causes for performance measures.
66	Miami-Dade	County Criminal	External	Due to our current economic conditions, many defendants are indigent or transient making collections efforts more difficult.
67		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.
68	Monroe	Probate	External	New Collection Agency Contracted
69	Nassau	Circuit Criminal	External	Decreased collections due to pandemic. Continue to send fines and fees to collections.
70	Okaloosa	Civil Traffic	External	Budget shortfalls and out of state tourist violators severely hampers our collection efforts.
71		Family	External	90% is an unrealistic standard
72	Okeechobee	Circuit Criminal	External	cases will be referred to Collections
73		Civil Traffic	External	cases will be referred to collections
74	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
75		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
76	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
77	Pasco	Civil Traffic	External	The Covid-19 pandemic negatively affected the control groups overall performance.
78		Family	External	The Covid-19 pandemic negatively affected the control groups overall performance.



Table D
Descriptions of External Factors for Not Meeting Performance Standards
CFY 2021-22 Quarter 1

Collections				
79	Pinellas	County Criminal	External	Work with the citizens to satisfy their fines/costs via a payment plan, community service, etc.
80		Juvenile Delinquency	External	Work with the citizens to satisfy their fines/costs via a payment plan, community service, etc.
81		Civil Traffic	External	Work with customers to help set them up with payment plan, court appearance, etc. to satisfy their fines and costs.
82	Polk	Circuit Criminal	External	Customers not paying.
83		County Criminal	External	Customers not paying due to financial hardships or incarceration.
84		Civil Traffic	External	Customers not paying timely due to current economy including covid/pandemic.
85	Putnam	Circuit Criminal	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 resubmitted to the new agency.
86		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.
87		Juvenile Delinquency	External	No compliance requirements by judiciary.
88		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 resubmitted to the new agency.
89	Sarasota	County Criminal	External	Economic conditions caused by the pandemic impacted the ability of defendants to pay and limited collection activities. This office continues to increase the volume of reminders to customers and implement improved processes with defendants in Probation.
90		Civil Traffic	External	Economic conditions caused by the 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
91	Seminole	Civil Traffic	External	Report does not appear to allow for case assessments that get cancelled and sent to a later quarter due to late hearing elections. Current CMS fees reflect \$1,553,183.67 paid on \$1,638,467.85 assessed, or 94.79%
92	Saint Lucie	County Criminal	External	Economic environment in our county. We continue to do internal collections as well as collections with our collection agencies.
93	Taylor	Circuit Criminal	External	Collections are below percentage due to economic hardships brought upon individuals. Staff will continue making attempt to collect fees.
94		Juvenile Delinquency	External	No enforcement or consequences for juveniles if payments aren't made.
95		Civil Traffic	External	Staff will continue making attempt to collect fees.
96	Union	Criminal Traffic	External	4 Inmate Cases dismissed or closed prior to getting an order placing a lien on their inmate account.
97		Civil Traffic	External	All cases with unpaid fines D-6'd
98		Probate	External	Filing fee addressed by judiciary and will be forthcoming
99		Family	External	Payment Plans
100	Volusia	County Criminal	External	Increase in the number of late paying cases
101	Wakulla	County Criminal	External	People are not working or paying fines and fees, working with them to set up payment plans and attempting to keep them on track.
102	Washington	Circuit Criminal	External	Incarceration of defendants. Payment plans.
103		Circuit Civil	External	Incarcerated defendant. Original waived fee, was assessed in case and payment made.
104		Civil Traffic	External	Driver License Suspended and sent to collection agency.
48		104		



Table D
Descriptions of External Factors for Not Meeting Performance Standards
CFY 2021-22 Quarter 1

Collections

CFY 2021-22 Quarter 1

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 2021-22 Quarter 1

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
	1	1		



Table E
Descriptions of Internal Factors for Not Meeting Performance Standards
CFY 2021-22 Quarter 1

Collections				
	County	Division	Reason Code	Description
1	Bradford	Circuit Civil	Internal	We are working to determine what fees are not being collected in advance, and will provide additional training for employees involved.
2	Charlotte	Circuit Civil	Internal	New E-Portal training is being conducted in the department.
3		County Civil	Internal	New E-Portal training is being conducted in the department.
4		Probate	Internal	New E-Portal training is being conducted in the department.
5		Family	Internal	New E-Portal training is being conducted in the department.
6	Gadsden	Civil Traffic	Internal	Multiple employees in this division were out for various reasons this quarter. We have temporarily added some staff to help meet the deficit in this division and help with collection efforts.
7	Glades	Juvenile Delinquency	Internal	Letters will be mailed out notifying Defendant of payment due.
8		Civil Traffic	Internal	send out notices of non payment
9	Levy	Family	Internal	DEFAULTED PAYMENT PLANS
10	Osceola	Civil Traffic	Internal	We are working on correcting issues within the report and will resubmit a version 2 once the research/corrections have been completed.
11		Probate	Internal	We are working on correcting issues within the report and will resubmit a version 2 once the research/corrections have been completed.
12		Family	Internal	We are working on correcting issues within the report and will resubmit a version 2 once the research/corrections have been completed.
13	Saint Lucie	Circuit Civil	Internal	Have reviewed cases and are taking steps to come back to our standards. We expect to be back within our measures soon.
	7	13		

CFY 2021-22 Quarter 1
Timeliness 1 - Filing New Cases

	County	Division	Reason Code	Description
1	Baker	Circuit Civil	Staffing - Internal	One Staff Position-Holidays, Vacations
2		Juvenile Dependency	Staffing - Internal	One Staff Position-Holidays, Vacations
3	Brevard	Probate	Staffing - Internal	In process of hiring and training new staff.
4	Broward	County Civil	Staffing - Internal	Filling vacant positions. Using temp employees to assist with backlog. Gave Satellite Staff access to file on new case type.
5		Civil Traffic	Staffing - Internal	Temps employees were brought onboard to assist until permanent employees can be retained.
6		Probate	Staffing - Internal	Budget permitting overtime will be utilized to improve timeliness
7	Escambia	Circuit Civil	Staffing - Internal	Staffing shortage; actively recruiting full and part-time staff
8	Highlands	Criminal Traffic	Staffing - Internal	Employees previously available to assist with new circuit criminal cases are no longer available due to the Clerk's new in-house partial payment program initiated to increase collection performance (a new position was requested but denied). The mandatory partial payment agreement effective January 1, 2022 also requires additional Clerk resources to assist applicants. Furthermore, a couple of employees were on COVID leave."
9	Lee	County Civil	Staffing - Internal	An usually high volume of new county court cases were received for processing causing the numbers to fall below standard.
10	Madison	Juvenile Delinquency	Staffing - Internal	We hit 85% on Day 5. Unfortunately this was due to a Staff Member being out 16 Days this Quarter with 4 Days straight in December, in addition to days our office was closed for the Holidays.
11	Manatee	County Civil	Staffing - Internal	Fully staffed; in training. Implemented overtime with pandemic funds to assist with timeliness. Improvements being made
12	Marion	Circuit Civil	Staffing - Internal	Staff shortage-evaluating workload and processing efficiencies
13	Polk	Circuit Civil	Staffing - Internal	Continue training new staff
14		County Civil	Staffing - Internal	Continue training new staff
15	Putnam	Juvenile Delinquency	Staffing - Internal	Staff is being trained in this area.
16		Juvenile Dependency	Staffing - Internal	Staff is being trained in this area.
17	Wakulla	Criminal Traffic	Staffing - Internal	Only 1 employee to process all cases as well as County Criminal, cross training staff to help on work load.
	12	17		



Table E
Descriptions of Internal Factors for Not Meeting Performance Standards
CFY 2021-22 Quarter 1

CFY 2021-22 Quarter 1
Timeliness 2 (Docket Entries) - Internal Reasons Provided

	County	Division	Reason Code	Description
1	Broward	Circuit Criminal	Staffing - Internal	Actions to Improve – Utilization of Overtime
2	Escambia	Circuit Civil	Staffing - Internal	Staffing shortage; actively recruiting full and part-time staff
3	Lee	County Criminal	Systems/Conversions - Internal	Lee County recently added an additional judge for county court. As a result, 7,000 docket events were updated in the case management system reflecting a date outside the 3 day standard.
4	Madison	Juvenile Delinquency	Staffing - Internal	Unfortunately this was due to a Staff Member being out 16 Days this Quarter with 4 Days straight in December, in addition to days our office was closed for the Holidays.
5	Marion	Probate	Staffing - Internal	We have reclassified a position as of 1/3/21 to help in processing case filings
6	Monroe	Circuit Criminal	Staffing - Internal	Volume of documents, Clerks out sick, short staffed
7		County Criminal	Staffing - Internal	Volume of documents, Clerks out sick, short staffed
8		Criminal Traffic	Staffing - Internal	Volume of documents, Clerks out sick, short staffed
9	Polk	Circuit Civil	Staffing - Internal	Continue training new staff
10		County Civil	Staffing - Internal	Continue training new staff
	7	10		



Table F
Descriptions for Not Meeting Performance Standards
CFY 2021-22 Quarter 1

Jury			
	County	Reason Code	Description
1	Bay	Systems	Notified Jurymark to correct issue
2	Bradford	Staffing - Training	Will set calendar reminder to make sure these payment requests get to Finance timely. Only missed it by 2 days.
3	Gilchrist	Systems	Transitioned to new jury system. This issue is already corrected
4	Glades	Procedural	Jury selection was in 10/18, the Defendant test positive for COVID, trial was delayed until the 1st week of November. Jurors were paid out 11/8.
5	Monroe	Systems	Working on a better interface.
6	Putnam	Staffing - Workload	Staff has been trained to ensure payments are made timely going forward.
	6	6	

NOTES

1. All counties submitted a Juror Timeliness report.

