



Quarterly Performance Measures & Action Plans Report

Section 28.35(2)(d), Florida Statutes

2nd Quarter
County Fiscal Year 2021-22
(January 1, 2022 through March 31, 2022)

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 | 13 |
| Collections, Timeliness 1, Timeliness 2 | |
| F – Factors for Not Meeting Jury Performance Standards..... | 15 |

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.

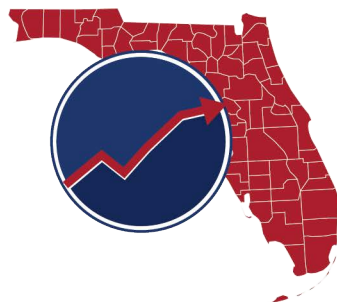
The CCOC monitors the performance of the Clerk's offices through quarterly reports provided by the Clerk's offices, due on the 20th of the month following the end of the quarter. The CCOC provides notification of the status of the Clerks' performance standards to the Legislature through these quarterly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

The CFY 2021-2022 2nd 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 45 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. There were five counties that did not issue jury summons and 62 counties issued summons. A total of 63 counties issued payments, 58 of which were timely.

Escambia, Leon, Nassau, and Suwannee Counties were missing action plans for one or more court division in Collections at the time this report was produced. The performance measure analysis and required action plans are in the following tables.

Table A
Collections Performance by Division
CFY 2021-22 Quarter 2

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



CCOC

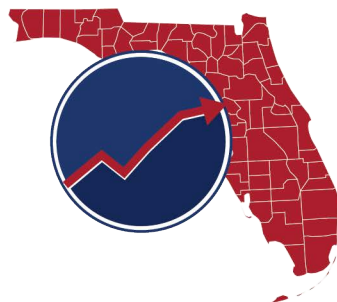
FLORIDA CLERKS OF COURT
OPERATIONS CORPORATION

Table A
Collections Performance by Division
CFY 2021-22 Quarter 2

| 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 | X | | | | | | External | | | 2 |
| Okaloosa | | | | | | | External | | External | 2 |
| Okeechobee | | | | | | | | | | 0 |
| Orange | | External | | | | | External | | | 2 |
| Osceola | | | | | | | Internal | Internal | Internal | 3 |
| Palm Beach | | | | | | | | | | 0 |
| Pasco | | | | | | | External | | | 1 |
| Pinellas | Internal | Internal | Internal | | | | | | | 3 |
| Polk | External | | | | | | External | | | 2 |
| Putnam | External | | External | | | | External | | | 3 |
| Saint Johns | | | | | | | | | | 0 |
| Saint Lucie | | | | | | | | | | 0 |
| Santa Rosa | | | | | | | External | | | 1 |
| Sarasota | | External | | | | | | | | 1 |
| Seminole | | | | | | | External | | | 1 |
| Sumter | | | | | | | | | | 0 |
| Suwannee | X | | | | | | | | | 1 |
| Taylor | | | External | | | | External | | | 2 |
| Union | | | External | External | | | External | External | | 4 |
| Volusia | | External | | | | | | | | 1 |
| Wakulla | | | | | | | | | | 0 |
| Walton | | | | | | | | | | 0 |
| Washington | External | | | | | | External | | | 2 |
| Statewide | 13 | 16 | 12 | 4 | 3 | 0 | 32 | 2 | 4 | 86 |
| Internal Reasons | 2 | 3 | 2 | 0 | 1 | 0 | 5 | 1 | 2 | 16 |
| External Reasons | 11 | 13 | 10 | 4 | 2 | 0 | 27 | 1 | 2 | 70 |

NOTES

1. Escambia, Leon, Nassau, and Suwannee did not include an action plan for one or more court divisions failing to meet performance standards at the time this report was produced.

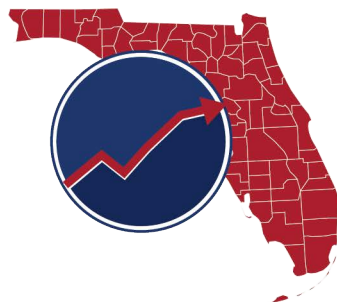


CCOC

FLORIDA CLERKS OF COURT
OPERATIONS CORPORATION

Table B
Timeliness 1 - Filing New Cases by Division
CFY 2021-22 Quarter 2

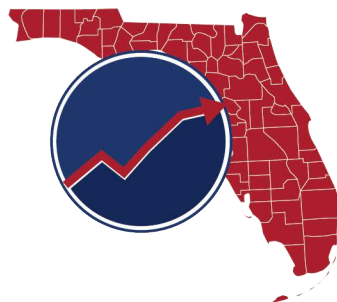
| County | Circuit Criminal | County Criminal | Juvenile Delinquency | Criminal Traffic | Circuit Civil | County Civil | Civil Traffic | Probate | Family | Juvenile Dependency | Total |
|--------------|---------------------|---------------------|----------------------|---------------------|---------------------------------|---------------------|---------------------|---------------------|--------|---------------------|-------|
| Alachua | | | | | | | | | | | 0 |
| Baker | | | | | Systems /Conversions - External | | | | | | 1 |
| Bay | | | | | | | | | | | 0 |
| Bradford | | | | | | | | | | | 0 |
| Brevard | | | | | | | | | | | 0 |
| Broward | | | | | | Staffing - Internal | Staffing - Internal | Staffing - Internal | | | 3 |
| Calhoun | | | | | | | | | | | 0 |
| Charlotte | | | | | | | | | | | 0 |
| Citrus | | | Staffing - Internal | | | | | | | | 1 |
| 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 | | | | | | | | | | | 0 |
| Holmes | | | | | | | | | | | 0 |
| Indian River | | | | | | | | | | | 0 |
| Jackson | | | | | | | | | | | 0 |
| Jefferson | | | | | Staffing - Internal | | | | | | 1 |
| Lafayette | | | | | | | | | | | 0 |
| Lake | | | | | | | | | | | 0 |
| Lee | | | | | | | | | | | 0 |
| Leon | | | | | | | | | | | 0 |
| Levy | | | | | | | | | | | 0 |
| Liberty | | | | | | | | | | | 0 |



CCOC
FLORIDA CLERKS OF COURT
OPERATIONS CORPORATION

Table B
Timeliness 1 - Filing New Cases by Division
CFY 2021-22 Quarter 2

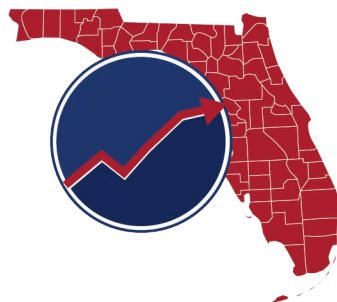
| County | Circuit Criminal | County Criminal | Juvenile Delinquency | Criminal Traffic | Circuit Civil | County Civil | Civil Traffic | Probate | Family | Juvenile Dependency | Total |
|------------------|---------------------|---------------------|----------------------|---------------------|---------------------|---------------------|---------------|---------|--------|---------------------|-------|
| Madison | | | | | | | | | | | 0 |
| Manatee | | | | | | | | | | | 0 |
| Marion | | | | | | | | | | | 0 |
| Martin | | | | | | | | | | | 0 |
| Miami-Dade | | | | | | | | | | | 0 |
| Monroe | | | | | | | | | | | 0 |
| Nassau | | | | | | | | | | | 0 |
| Okaloosa | | | | | | | | | | | 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 | | Staffing - Internal | Staffing - Internal | | | | | Staffing - Internal | 5 |
| Saint Johns | | | | | | | | | | | 0 |
| Saint Lucie | | | | | | | | | | | 0 |
| Santa Rosa | | | | | | | | | | | 0 |
| Sarasota | | | | | | | | | | | 0 |
| Seminole | | | | | | | | | | | 0 |
| Sumter | | | | | | | | | | | 0 |
| Suwannee | | | | | | | | | | | 0 |
| Taylor | | | | | | | | | | | 0 |
| Union | | | | | | | | | | | 0 |
| Volusia | | | | | Staffing - External | | | | | | 1 |
| Wakulla | | Staffing - Internal | | | | | | | | | 1 |
| Walton | | | | | | | | | | | 0 |
| Washington | | | | | | | | | | | 0 |
| Statewide | 2 | 3 | 1 | 2 | 5 | 2 | 1 | 1 | 0 | 1 | 18 |
| Internal Reasons | 2 | 3 | 1 | 1 | 3 | 2 | 1 | 1 | 0 | 1 | 15 |
| External Reasons | 0 | 0 | 0 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 3 |



CCOC
FLORIDA CLERKS OF COURT
OPERATIONS CORPORATION

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

| 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 | | | | | Staffing - Internal | | | | | | 1 |
| Hernando | | | | | | | | | | | 0 |
| Highlands | | | | | | | | | | | 0 |
| Hillsborough | | | | | | | | | | | 0 |
| Holmes | | | | | | | | | | | 0 |
| Indian River | | | | | | | | | | | 0 |
| Jackson | | | | | | | | | | | 0 |
| Jefferson | | | | | | | | | | | 0 |
| Lafayette | | | | | | | | | | | 0 |
| Lake | | | | | | | | | | | 0 |
| Lee | | | | | | | | | | | 0 |
| Leon | | | | | | | | | | | 0 |
| Levy | | | | | | | | | | | 0 |
| Liberty | | | | | | | | | | | 0 |

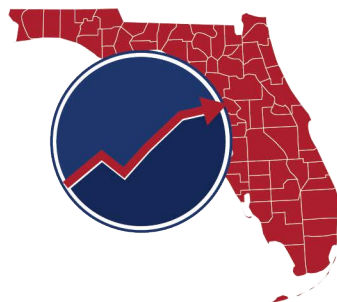


CCOC

FLORIDA CLERKS OF COURT
OPERATIONS CORPORATION

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

| 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 | | | | | Staffing - External | Staffing - External | | | | | 2 |
| Palm Beach | | | | | | | | | | | 0 |
| Pasco | | | | | | | | | | | 0 |
| Pinellas | | | | | | | | | | | 0 |
| Polk | | | | | Staffing - Internal | Staffing - Internal | | | Staffing - Internal | | 3 |
| Putnam | Staffing - Internal | | | Staffing - Internal | | | | | | | 2 |
| Santa Rosa | | | | | | | | | | | 0 |
| Sarasota | | | | | | | | | | | 0 |
| Seminole | | | | | | | | | | | 0 |
| Saint Johns | | | | | | | | | | | 0 |
| Saint Lucie | | | | | | | | | | | 0 |
| Sumter | | | | | | | | | | | 0 |
| Suwannee | | | | | | | | | | | 0 |
| Taylor | | | | | | | | | | | 0 |
| Union | | | | | | | | | | | 0 |
| Volusia | | | | | | | | | | | 0 |
| Wakulla | | Staffing - Internal | | Staffing - Internal | | | | | | | 2 |
| Walton | | | | | | | | | | | 0 |
| Washington | | | | | | | | | | | 0 |
| Statewide | 2 | 2 | 0 | 4 | 5 | 2 | 0 | 1 | 1 | 0 | 17 |
| Internal Reasons | 2 | 2 | 0 | 3 | 4 | 1 | 0 | 1 | 1 | 0 | 14 |
| External Reasons | 0 | 0 | 0 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 3 |



CCOC
FLORIDA CLERKS OF COURT
OPERATIONS CORPORATION

Table D
Descriptions of External Factors for Not Meeting Performance Standards
CFY 2021-22 Quarter 2

| 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 | 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 |
| 3 | Bay | County Criminal | External | Bay County Uses all means available to collect as much money as possible. |
| 4 | | Civil Traffic | 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 are being charged. |
| 6 | | Civil Traffic | External | Defendants are not their paying their citations timely. The civil traffic division enters cases and assessments timely, after that it's up to the defendant to pay. After 150 days of no payment, accounts are sent to collections. |
| 7 | Brevard | County Criminal | External | Economic Factors. The standard was not met despite pursuit of all collection efforts within the control of the Clerk Office. |
| 8 | | Juvenile Delinquency | External | Economic Factors. The standard was not met despite pursuit of all collection efforts within the control of the Clerk Office. |
| 9 | | Civil Traffic | External | Economic Factors. The standard was not met despite pursuit of all collection efforts within the control of the Clerk Office. |
| 10 | Broward | Civil Traffic | External | The number of indigent defendants impact collections. |
| 11 | Calhoun | Circuit Criminal | External | Most of these cases are in prison. Waiting on the release of the inmate to begin payment plan. |
| 12 | | Civil Traffic | External | Continue to suspend dl and turn over to collection agency |
| 13 | Citrus | Circuit Criminal | External | Large fines on trafficking cases that cannot be paid until the defendants are released. |
| 14 | | Criminal Traffic | External | During Pandemic, giving every opportunity to extend payment plan and meet compliance |
| 15 | Dixie | Circuit Criminal | External | Very poor county. Have hired collection agency to help with this. |
| 16 | | Criminal Traffic | External | Very poor county. Have hired collection agency to help with this. |
| 17 | | Civil Traffic | External | very poor county. Have hired collection agency for assistance |
| 18 | Duval | Circuit Criminal | External | This is due to 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. |
| 19 | | County Criminal | External | This is due to 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. |
| 20 | | Juvenile Delinquency | External | This is due to 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 | | Civil Traffic | External | This is due to 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 | 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 collections rate. Additionally, Covid-19 has had a significant impact on the local economy and ability to pay. |
| 23 | Gilchrist | Circuit Criminal | External | Working with collections agency |
| 24 | | Juvenile Delinquency | External | Includes new County Criminal charges |
| 25 | Gulf | Civil Traffic | External | Due to Covid 19 people are unemployed and unable to pay. Working on repayment establishing repayment plans for these accounts. |

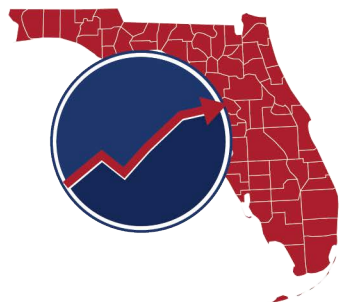


Table D
Descriptions of External Factors for Not Meeting Performance Standards
CFY 2021-22 Quarter 2

| Collections | | | | |
|--------------------|--------------|----------------------|----------|---|
| 26 | Hamilton | 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. |
| 27 | Hardee | Juvenile Delinquency | External | Cases are either on probation or have been placed on lien. |
| 28 | Hillsborough | Civil Traffic | External | Continued Transmission to Collection Agencies |
| 29 | Holmes | Juvenile Delinquency | External | Non-Payment. Continuing to use our collections department along with sending due diligent letters and judgements. |
| 30 | 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. |
| 31 | Leon | 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. |
| 32 | Levy | County Criminal | External | No payment plans judge put all to judgements. |
| 33 | Madison | Circuit Criminal | External | The local economy, incarcerated defendants, and the overall ability to pay greatly affects our collection rate. |
| 34 | | County Criminal | External | The local economy and the overall ability to pay greatly affects our collection rate. |
| 35 | | Circuit Civil | External | The local economy and the overall ability to pay greatly affects our collection rate. |
| 36 | | Civil Traffic | External | The local economy and the overall ability to pay greatly affects our collection rate. |
| 37 | Manatee | County Criminal | External | Full staff; collections Best Practices followed w/in-house program and two external agents - could be related to customers inability to pay. |
| 38 | | Civil Traffic | External | Following Collection Best Practices with in-house program plus two external collection agents. Percentage is currently just under 90% which continues to indicate higher collections than previous reported quarters. |
| 39 | Marion | County Criminal | External | We are continuing our efforts to improve compliance and review other potential causes for performance measures. Payment plans not to exceed 2% of a person's annual net income can restrain monthly payment amounts. |
| 40 | Miami-Dade | County Criminal | External | Due to our current economic conditions, many defendants are indigent or transient making collections efforts more difficult. |
| 41 | | 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. |
| 42 | Nassau | Civil Traffic | External | continue to send fines and fees to collections and suspend drivers license for non payment |
| 43 | Okaloosa | Civil Traffic | External | Out of state tourist violators severely hampers our collection efforts |
| 44 | | Family | External | Working through payment plan options to increase collections |
| 45 | 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 |
| 46 | | 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 |
| 47 | Pasco | Civil Traffic | External | The Covid-19 pandemic negatively affected the control groups overall performance. |
| 48 | Polk | Circuit Criminal | External | Customers not paying. |
| 49 | | Civil Traffic | External | Customers not paying timely due to current economy including covid/pandemic. |

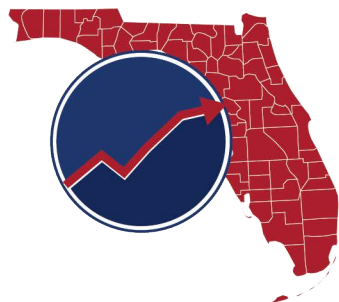


Table D
Descriptions of External Factors for Not Meeting Performance Standards
CFY 2021-22 Quarter 2

| Collections | | | | |
|--------------------|------------|----------------------|----------|--|
| 50 | 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. |
| 51 | | Juvenile Delinquency | External | No compliance requirements by judiciary. |
| 52 | | 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. |
| 53 | Santa Rosa | Civil Traffic | External | Partial payment agreements can go up to 18 months which is outside the reporting time frame. Civil citation issued along with a criminal citation is held until the disposition of the civil citation. |
| 54 | 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. |
| 55 | Seminole | Civil Traffic | External | Report does not appear to allow for case assessments that get cancelled and reset to a later quarter due to late hearing elections. Current CMS fees reflects \$1,809,592.91 paid on \$1,892,115.22 assessed, or 95.64% |
| 56 | Taylor | Juvenile Delinquency | External | No enforcement or consequences for juveniles if payments aren't made. |
| 57 | | Civil Traffic | External | Staff will continue making attempt to collect fees. |
| 58 | Union | Juvenile Delinquency | External | 2 cases - one case the defendant has turned 18 and is currently in jail on MM charges. The other case parents child have moved with no forwarding address |
| 59 | | Criminal Traffic | External | All amounts due and owing have been converted to a FJ and license D6'd. Also, one defendant has 3 cases in this quarter (FJ & D6) who has been sentenced to prison in other cases. |
| 60 | | Civil Traffic | External | All cases with unpaid fines D-6'd |
| 61 | | Probate | External | Filing fee addressed by judiciary and will be forthcoming |
| 62 | Volusia | County Criminal | External | Increase in the number of late paying cases |
| 63 | Washington | Circuit Criminal | External | Incarceration of defendants. Payment plans. |
| 64 | | Civil Traffic | External | Driver License Suspended and sent to collection agency. |
| 37 | | 64 | | |

CFY 2021-22 Quarter 2
Timeliness 1 - Filing New Cases; External Reasons Provided

| | County | Division | Reason Code | Description |
|---|---------------|------------------|--------------------------------|--|
| 1 | Baker | Circuit Civil | Systems/Conversions - External | Converting to new e-portal |
| 2 | Hendry | Criminal Traffic | Staffing - External | Continue to be understaffed for volume of cases/documents |
| 3 | Volusia | Circuit Civil | Staffing - External | Request assistance from other areas. Large number of case filings due to special tourist events. |
| 3 | | 3 | | |

CFY 2021-22 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 | Osceola | Circuit Civil | Staffing - External | This is both external and internal. We are short staffed and also have a lot of new staff in training. We are actively recruiting new staff to fill the vacant positions. |
| 3 | Osceola | County Civil | Staffing - External | This is both external and internal. We are short staffed and also have a lot of new staff in training. We are actively recruiting new staff to fill the vacant positions. |
| 3 | | 3 | | |

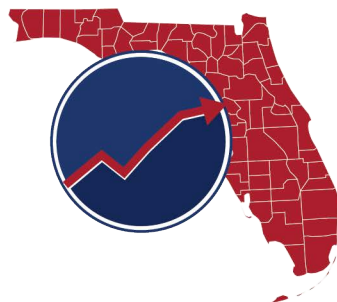


Table E
Descriptions of Internal Factors for Not Meeting Performance Standards
CFY 2021-22 Quarter 2

| Collections | | | | |
|--------------------|---------------|----------------------|--------------------|--|
| | County | Division | Reason Code | Description |
| 1 | Bradford | Circuit Civil | Internal | People are not paying the assessments they are being charged. |
| 2 | Clay | Civil Traffic | Internal | In November of 2020, the Traffic Department underwent a change in management. During this change, it was discovered a large number of red light camera citations were never entered into our CMS. All citations were entered and 30-day letters were sent in an attempt to collect payment. We have sent all unpaid citations to collections as an additional attempt to collect payment. Going forward, we do not anticipate these same issues due to new business processes implemented. |
| 3 | Gadsden | Circuit Criminal | Internal | We are a small office with a small staff. We will continue to attempt to meet the standard using the resources we have available. |
| 4 | | County Criminal | Internal | We are a small office with a small staff. We will continue to attempt to meet the standard using the resources we have available. |
| 5 | | Civil Traffic | Internal | Multiple employees in this division were out for various reasons this quarter. We have added some staff to help meet the deficit in this division and help with collection efforts. |
| 6 | Gilchrist | Family | Internal | Not all Indigent Application fees were waived and dismissed. This has been addressed internally. |
| 7 | Glades | Juvenile Delinquency | Internal | staffing shortage. cross training other departments |
| 8 | | County Civil | Internal | staffing shortage. cross training other departments |
| 9 | Highlands | County Criminal | Internal | Our in-house payment plan has raised our collection rate. We will continue to make improvements. |
| 10 | Liberty | Civil Traffic | Internal | Due to a recent audit on traffic we found some that had not completed traffic school. This information has been corrected now and hope this doesn't happen in the future. |
| 11 | 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 |
| 12 | | Probate | Internal | We are working on correcting issues within the report and will resubmit a version 2 once the research/corrections have been completed |
| 13 | | Family | Internal | We are working on correcting issues within the report and will resubmit a version 2 once the research/corrections have been completed |
| 14 | Pinellas | Circuit Criminal | Internal | Continue to work through other collection methods and work to expand to reminders such as texting and or email, single payment plans, etc. |
| 15 | | County Criminal | Internal | Continue to work through other collection methods and work to expand to reminders such as texting and or email, single payment plans, etc. |
| 16 | | Juvenile Delinquency | Internal | Continue to work through other collection methods and work to expand to reminders such as texting and or email, single payment plans, etc. |
| | 9 | 16 | | |

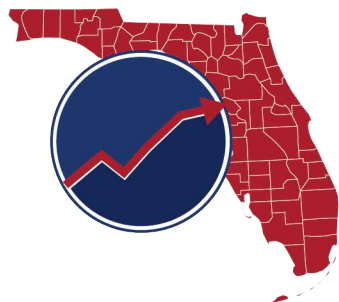


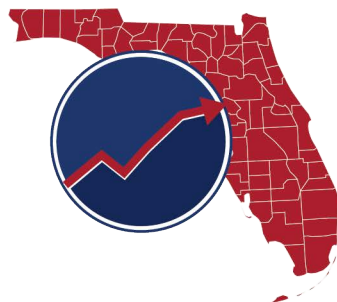
Table E
Descriptions of Internal Factors for Not Meeting Performance Standards
CFY 2021-22 Quarter 2

CFY 2021-22 Quarter 2
Timeliness 1 - Filing New Cases

| | County | Division | Reason Code | Description |
|----|-----------|----------------------|---------------------|--|
| 1 | Broward | County Civil | Staffing - Internal | Use temp employees to offset the impact of staff shortage. Temps will process supplementals. Permanent staff will work on new filings. |
| 2 | | Civil Traffic | Staffing - Internal | Temps employees were brought onboard to assist until permanent employees can be retained. |
| 3 | | Probate | Staffing - Internal | Budget permitting overtime will be utilized to improve timeliness |
| 4 | Citrus | Juvenile Delinquency | Staffing - Internal | Continue cross-training for this court type with a focus on transfer cases. |
| 5 | Glades | Circuit Criminal | Staffing - Internal | staffing shortage. Cross training other departments |
| 6 | | County Criminal | Staffing - Internal | staffing shortage. Cross training other departments |
| 7 | Jefferson | Circuit Civil | Staffing - Internal | Our civil traffic cases are up and to process them we had to re-allocate our aggregate workload. We plan on requesting one additional FTE during the upcoming budgeting process. |
| 8 | Polk | Circuit Civil | Staffing - Internal | Continue training/cross-training and utilizing overtime - Also having branch locations assist with filing new cases. |
| 9 | | County Civil | Staffing - Internal | Continue training/cross-training and utilizing overtime - Also having branch locations assist with filing new cases. |
| 10 | Putnam | Circuit Criminal | | Staff out due to illness. Department going through total reconstruction, staff is being cross-trained. |
| 11 | | County Criminal | | Staff out due to illness. Department going through total reconstruction, staff is being cross-trained. |
| 12 | | Criminal Traffic | | Staff out due to illness. Department going through total reconstruction, staff is being cross-trained. |
| 13 | | Circuit Civil | | Employee turnover. Department going through total reconstruction, staff is being cross-trained. |
| 14 | | Juvenile Dependency | | Staff out due to illness. Department going through total reconstruction, staff is being cross-trained. |
| 15 | Wakulla | County Criminal | Staffing - Internal | One employee to open all cases in addition to attending all court dates. |
| | 7 | 15 | | |

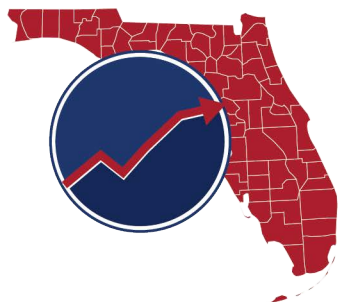
CFY 2021-22 Quarter 2
Timeliness 2 (Docket Entries) - Internal Reasons Provided

| | County | Division | Reason Code | Description |
|----|----------|------------------|---------------------|---|
| 1 | Broward | Probate | Staffing - Internal | Budget permitting overtime will be utilized to improve timeliness |
| 2 | Escambia | Circuit Civil | Staffing - Internal | Staffing shortage; actively recruiting full and part-time staff |
| 3 | Hernando | Circuit Civil | Staffing - Internal | Training of new personnel |
| 4 | Marion | Circuit Civil | Staffing - Internal | Due to staff turnover in the Civil Division, we trained five new staff members in the last two quarters. To increase production we reassigned a senior staff member to assist in this area. |
| 5 | Monroe | Circuit Criminal | Staffing - Internal | Understaffed and Criminal Court is more often so Clerks do not have the time to meet the standards |
| 6 | | County Criminal | Staffing - Internal | Understaffed and Criminal Court is more often so Clerks do not have the time to meet the standards |
| 7 | | Criminal Traffic | Staffing - Internal | Understaffed and Criminal Court is more often so Clerks do not have the time to meet the standards |
| 8 | Polk | Circuit Civil | Staffing - Internal | Continue training and utilizing overtime. |
| 9 | | County Civil | Staffing - Internal | Continue training and utilizing overtime. |
| 10 | | Family | Staffing - Internal | A new employee begins 5/1/22 and will be trained to assist in this area during times of backlog. |
| 11 | Putnam | Circuit Criminal | Staffing - Internal | Staff out due to illness. Department going through total reconstruction, staff is being cross-trained. |
| 12 | | Criminal Traffic | Staffing - Internal | Staff out due to illness. Department going through total reconstruction, staff is being cross-trained. |
| 13 | Wakulla | County Criminal | Staffing - Internal | One staff member to process all court dockets as well as enter cases and attend court dates. |
| 14 | | Criminal Traffic | Staffing - Internal | One staff member to process all court dockets as well as enter cases and attend court dates. |
| | 8 | 14 | | |



CCOC
FLORIDA CLERKS OF COURT
OPERATIONS CORPORATION

| Table F | | | |
|--|---------|---------------------|---|
| Descriptions for Not Meeting Performance Standards | | | |
| CFY 2021-22 Quarter 2 | | | |
| Jury | | | |
| | County | Reason Code | Description |
| 1 | Baker | Staffing - Training | Had One Personnel most of Qtr. Started Training New Personnel in Dept. |
| 2 | Bay | Procedural | Clerk marked juror employer paid then called back requesting payment |
| 3 | Flagler | Systems | New system implemented and workflows completed. |
| 4 | Monroe | Systems | We just changed systems we are live on Jury Mark and integrated with workday. |
| 5 | Nassau | Systems | There was a software issue with paying recalled Grand Jurors. The issue is fixed. There will be no problems moving forward. |
| | 5 | 5 | |



CCOC
FLORIDA CLERKS OF COURT
OPERATIONS CORPORATION