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# Quarterly Performance Measures & Action Plans Report

Section 28.35(2)(d), Florida Statutes

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3<sup>rd</sup> Quarter  
County Fiscal Year 2021-22  
(April 1, 2022 through June 30, 2022)

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## Quarterly Performance Measures & Action Plans Report

The Florida Clerks of Court Operations Corporation (CCOC) was created as a public corporation to perform the functions specified in sections 28.35 and 28.36, Florida Statutes. Section 28.35 (2)(d), F.S., requires the CCOC to develop a uniform system of performance measures and applicable standards in consultation with the Legislature. These measures and standards are designed to facilitate an objective determination of the performance of each clerk in fiscal management, operational efficiency, and effective collection of fines, fees, service charges, and court costs. Current performance measures address:

- Collections (one measure each for nine court divisions, reported quarterly)
- Timeliness (two measures for each of ten court divisions, reported quarterly)
- Juror Payment Processing (one measure, reported quarterly)

When the CCOC finds a Clerk's office has not met the performance standards, the CCOC identifies the nature of each deficiency and any corrective action recommended and taken by the affected Clerk of the Court. The CCOC is required to notify the Legislature of any clerk not meeting performance standards and provide a copy of applicable corrective action plans.

The CCOC monitors the performance of the Clerk's offices through quarterly reports provided by the Clerk's offices, due on the 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.

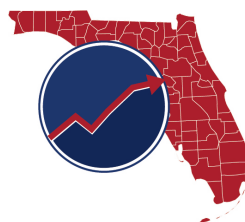
The CFY 2021-2022 3<sup>rd</sup> Quarter report identifies the Clerk's offices not meeting each performance standard. In addition, the report provides a description of factors that may have contributed to the unmet standard. There were 49 clerk offices that required an action plan related to collections, seven clerk offices required an action plan for not filing cases timely, and six clerk offices required an action plan for not docketing cases timely. There were five counties that did not issue jury summons. A total of 64 counties issued payments. Five counties required an action plan for not paying jurors timely.

Lafayette and Jefferson 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.

**Our Mission:** As a governmental organization created by the Legislature, we evaluate Clerks' court-related budgetary needs, and recommend the fair and equitable allocation of resources needed to sustain court operations.

**Table A**  
**Collections Performance by Division**  
**CFY 2021-22 Quarter 3**

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					External			3
Bradford	External	External			Internal		External			4
Brevard			External				External			2
Broward	External		External				External			3
Calhoun							External			1
Charlotte										0
Citrus	External			External						2
Clay							External			1
Collier										0
Columbia										0
DeSoto										0
Dixie	External	External		External	External		External			5
Duval	External	External	External				External			4
Escambia	External						External			2
Flagler										0
Franklin			External							1
Gadsden	Internal	Internal					Internal			3
Gilchrist	X									1
Glades				Internal	Internal		Internal			3
Gulf										0
Hamilton							External			1
Hardee										0
Hendry										0
Hernando	External		External							2
Highlands		Internal								1
Hillsborough	External		External				External			3
Holmes			External	External			External		External	4
Indian River										0
Jackson							External			1
Jefferson									Internal	1
Lafayette										0
Lake			External							1
Lee	Internal									1
Leon					External	External		External		3
Levy		External								1
Liberty							Internal			1

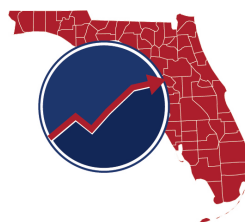


**Table A**  
**Collections Performance by Division**  
**CFY 2021-22 Quarter 3**

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Total
Madison	External				External		External			3
Manatee		External					External			2
Marion	External									1
Martin										0
Miami-Dade							External			1
Monroe			External							1
Nassau							External			1
Okaloosa							External		External	2
Okeechobee										0
Orange										0
Osceola			External				Internal		Internal	3
Palm Beach	External		External							2
Pasco							External		External	2
Pinellas	Internal	Internal	Internal							3
Polk	External						External			2
Putnam	External	External	External				External			4
Saint Johns	External									1
Saint Lucie										0
Santa Rosa							External			1
Sarasota		External								1
Seminole							External			1
Sumter										0
Suwannee										0
Taylor							External			1
Union	External	External			External		External	External		5
Volusia	External	External								2
Wakulla										0
Walton										0
Washington	External		External				External			3
Statewide	22	13	15	4	6	1	31	2	5	99
Internal Reasons	3	3	1	1	2	0	4	0	2	16
External Reasons	19	10	14	3	4	1	27	2	3	83

NOTES

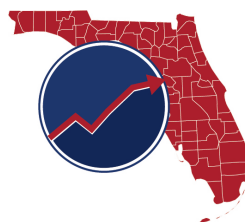
1. Lafayette did not submit form at the time of this report.



**CCOC**  
**FLORIDA CLERKS OF COURT**  
**OPERATIONS CORPORATION**

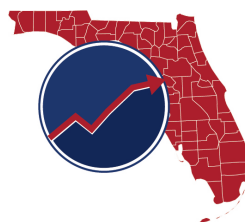
**Table B**  
**Timeliness 1 - Filing New Cases by Division**  
**CFY 2021-22 Quarter 3**

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependency	Total
Alachua											0
Baker											0
Bay											0
Bradford											0
Brevard											0
Broward						Staffing - Internal		Staffing - Internal			2
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				Staffing - Internal							1
Gilchrist			X								1
Glades	Staffing - Internal	Staffing - Internal	Staffing - Internal	Staffing - Internal							4
Gulf											0
Hamilton											0
Hardee											0
Hendry	Staffing - External										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		Staffing - Internal									1
Liberty											0



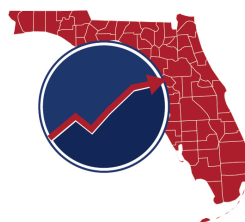
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**Timeliness 1 - Filing New Cases by Division**  
**CFY 2021-22 Quarter 3**

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependency	Total
Madison											0
Manatee											0
Marion											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											0
Volusia											0
Wakulla											0
Walton											0
Washington											0
Statewide	2	3	3	2	0	1	0	1	0	0	12
Internal Reasons	1	3	2	2	0	1	0	1	0	0	10
External Reasons	1	0	1	0	0	0	0	0	0	0	2



**Table C**  
**Timeliness 2 - Cases Docketed by Division**  
**CFY 2021-22 Quarter 3**

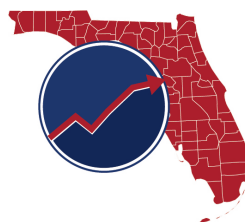
County	Circuit Criminal	County Criminal	Juvenile Delinquenc	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependenc	Total
Alachua											0
Baker											0
Bay											0
Bradford											0
Brevard											0
Broward								Staffing - Internal			1
Calhoun	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





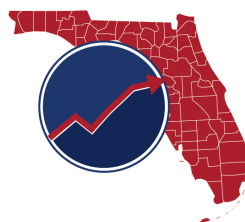
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**Timeliness 2 - Cases Docketed by Division**  
**CFY 2021-22 Quarter 3**

County	Circuit Criminal	County Criminal	Juvenile Delinquenc	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependenc	Total
Manatee											0
Marion											0
Martin											0
Miami-Dade											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											0
Putnam											0
Saint Johns											0
Saint Lucie											0
Santa Rosa											0
Sarasota											0
Seminole											0
Sumter											0
Suwannee											0
Taylor											0
Union											0
Volusia											0
Wakulla											0
Walton											0
Washington											0
Statewide	3	2	0	2	0	1	0	1	0	1	10
Internal Reasons	3	2	0	2	0	0	0	1	0	1	9
External Reasons	0	0	0	0	0	1	0	0	0	0	1



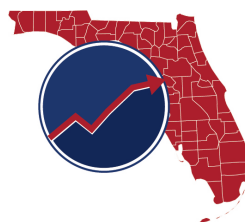
**Table D**  
**Descriptions of External Factors for Not Meeting Performance Standards**  
**CFY 2021-22 Quarter 3**

<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 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	Circuit Criminal	External	Bay County Uses all means available to collect as much money as possible.
4		County Criminal	External	Bay County Uses all means available to collect as much money as possible.
5		Civil Traffic	External	Bay County Uses all means available to collect as much money as possible.
6	Bradford	Circuit Criminal	External	People are not paying the assessments they are being charged.
7		County Criminal	External	People are not paying the assessments they are being charged.
8		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.
9	Brevard	Juvenile Delinquency	External	Economic Factors. The standard was not met despite pursuit of all collection efforts within the control of the Clerk Office.
10		Civil Traffic	External	Economic Factors. The standard was not met despite pursuit of all collection efforts within the control of the Clerk Office.
11	Broward	Circuit Criminal	External	The number of indigent defendants impact collection efforts.
12		Juvenile Delinquency	External	Broward continues to work with other governmental agencies and judiciary to improve collections of court ordered assessments.
13		Civil Traffic	External	The number of indigent defendants impact collections.
14	Calhoun	Civil Traffic	External	We are sending out reminder letters. Continue to suspend dl and turn over to collection agency.
15	Citrus	Circuit Criminal	External	Large fines on trafficking cases that cannot be paid until the defendants are released.
16		Criminal Traffic	External	During Pandemic, giving every opportunity to extend payment plan and meet compliance
17	Clay	Civil Traffic	External	Extension of due dates on red light camera tickets by the judiciary.
18	Dixie	Circuit Criminal	External	Very poor county. We have hired an additional collection agency to help with collections.
19		County Criminal	External	Very poor county. Have hired collection agency to help with this.
20		Criminal Traffic	External	Very poor county. Have hired collection agency to help with this.
21		Circuit Civil	External	Very poor county. Have hired collection agency to help with collections.
22		Civil Traffic	External	Very poor county. Have hired collection agency for assistance
23	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.
24		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.
25		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.
26		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.
27	Escambia	Circuit Criminal	External	The local economy, incarcerated defendants, and the overall ability to pay greatly affect the collection rate. Escambia now offers expanded payment options such as online payments and is handing out court cards to defendants after their court appearance detailing their payment options. Escambia is also working with an outside collections agency in an effort to improve the collections rate. Additionally, Covid-19 has had a significant impact on the local economy and ability to pay.
28		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.
29	Franklin	Juvenile Delinquency	External	We are using all methods at our disposal to collect.
30	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 payment



**Table D**  
**Descriptions of External Factors for Not Meeting Performance Standards**  
**CFY 2021-22 Quarter 3**

<b>Collections</b>				
31	Hernando	Circuit Criminal	External	we are using all methods at our disposal to collect.
32		Juvenile Delinquency	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 payment
33	Hillsborough	Circuit Criminal	External	Continued Transmission to Collection Agencies
34		Juvenile Delinquency	External	No collection methods available
35		Civil Traffic	External	Continued Transmission to Collection Agencies
36	Holmes	Juvenile Delinquency	External	Non-Payment. Continuing to use our collections department along with sending due diligent letters and judgements.
37		Criminal Traffic	External	Non-Payment. Continuing to use our collections department along with sending due diligent letters and judgements.
38		Civil Traffic	External	Non-Payment. Continuing to use our collections department along with sending due diligent letters and judgements.
39		Family	External	Non-Payment. Continuing to use our collections department along with sending due diligent letters and judgements.
40	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.
41	Lake	Juvenile Delinquency	External	Lack of sufficient staffing due to continued budget cuts reduces ability to aggressively pursue delinquent accounts.
42	Leon	Circuit Civil	External	Leon County uses all methods of collections available to them for collecting on these cases. License suspension and submission to Collection Agency are two methods used. Results of Collection Agency are outside of the 5 quarter accounting and are not credited to our collection rate. In addition, the State Attorneys office operates a Diversion Program for misdemeanor cases and local law enforcement uses civil citations. Leon County will continue to monitor this.
43		County Civil	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.
44		Probate	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.
45	Levy	County Criminal	External	court issue judgements
46	Madison	Circuit Criminal	External	The local economy, incarcerated defendants, and the overall ability to pay greatly affects our collection rate.
47		Circuit Civil	External	The local economy and the overall ability to pay greatly affects our collection rate.
48		Civil Traffic	External	The local economy and the overall ability to pay greatly affects our collection rate.
49	Manatee	County Criminal	External	Full staff; Best Practices are in place with two external collection agents. Perhaps economy issue and inability to pay.
50		Civil Traffic	External	Full staff; Best Practices are in place with two external collection agents. Perhaps economy issue and inability to pay.
51	Marion	Circuit Criminal	External	Increased amount assessed in drug trafficking.
52	Miami-Dade	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.
53	Monroe	Juvenile Delinquency	External	New Collection Agency Contracted
54	Nassau	Civil Traffic	External	continue to send fines and fees to collections and suspend drivers license for non payment
55	Okaloosa	Civil Traffic	External	Out of state tourist violators severely hampers our collection efforts
56		Family	External	Working through payment plan options to increase collections
57	Osceola	Juvenile Delinquency	External	Juveniles performing community service in lieu of paying.
58	Palm Beach	Circuit Criminal	External	68% Amount Assessed represents Drug Trafficking Cases, where collection is hindered by a high volume of incarcerated defendants.



**Table D**  
**Descriptions of External Factors for Not Meeting Performance Standards**  
**CFY 2021-22 Quarter 3**

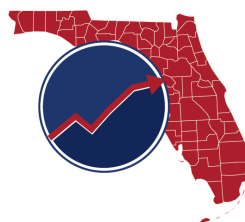
<b>Collections</b>				
59		Juvenile Delinquency	External	Defendants placed on probation are not ordered to establish payment plans. Failure to pay as a condition of probation is usually converted to community service
60	Pasco	Civil Traffic	External	The Covid-19 pandemic negatively affected the control groups overall performance.
61		Family	External	The Covid-19 pandemic negatively affected the control groups overall performance.
62	Polk	Circuit Criminal	External	Customers not paying.
63		Civil Traffic	External	Customers not paying timely due to current economy including covid/pandemic,
64	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.
65		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.
66		Juvenile Delinquency	External	No compliance requirements by judiciary.
67		Civil Traffic	External	Low-income levels; high unemployment rates. We cannot solve these problems. We are following
68	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.
69	Sarasota	County Criminal	External	This office continues to increase the volume of reminders to customer and implement improved processed with defendants in Probation with very positive results.
70	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 reflect \$1,798,171.97 paid on \$1,969,059.10 assessed, or 91.32%
71	Saint Johns	Circuit Criminal	External	Abnormal amount of fees assessed in comparison to amount collected, which is causing the standard not to be met
72	Taylor	Civil Traffic	External	Staff will continue making attempt to collect fees and will continue to send overdue/unpaid cases to collections.
73	Union	Circuit Criminal	External	DOC incarcerations - all cases have been converted to Civil Judgments. Also multiple defendants have multiple cases, i.e. 5 cases with assessments during the assessment period
74		County Criminal	External	Civil Judgments have been entered on cases have outstanding balances. Cases have been d-6'd as well. Again multiple defendants with multiple cases. Also, some of the defendants have graduated to Felony cases and are guests of DOC
75		Circuit Civil	External	Inmate case. Order to place lien on inmate bank account in place.
76		Civil Traffic	External	All cases with unpaid fines D-6'd
77		Probate	External	Sent to collections
78	Volusia	Circuit Criminal	External	Increase in the number of late paying cases the we are sending to collections
79		County Criminal	External	Increase in the number of late paying cases the we are sending to collections
80	Washington	Circuit Criminal	External	Incarceration of defendants. Payment plans.
81		Juvenile Delinquency	External	Fines assessed will be entered as a civil judgment once defendant reaches 18 years of age.
82		Civil Traffic	External	Driver License Suspended and sent to collection agency.
41		82		

**CFY 2021-22 Quarter 3**  
**Timeliness 1 - Filing New Cases; External Reasons Provided**

	<b>County</b>	<b>Division</b>	<b>Reason Code</b>	<b>Description</b>
1	Hendry	Circuit Criminal	Staffing - External	Staff shortage-hiring new employees
	1	1		

**CFY 2021-22 Quarter 3**  
**Timeliness 2 - Cases Docketed; External Reasons Provided**

	<b>County</b>	<b>Division</b>	<b>Reason Code</b>	<b>Description</b>
	Escambia	County Civil	Unfunded Mandates - External	Support staff will be reassigned to assist when volume increases as a result of AO 2021-12.
	1	1		

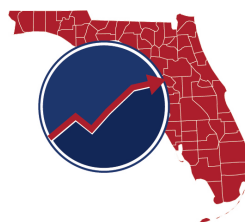


**Table E**  
**Descriptions of Internal Factors for Not Meeting Performance Standards**  
**CFY 2021-22 Quarter 3**

<b>Collections</b>				
	<b>County</b>	<b>Division</b>	<b>Reason Code</b>	<b>Description</b>
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	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.
3		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.
4		Civil Traffic	Internal	We've had a lot of staff change in this division. We will try to improve collection efforts using the resources we have at our disposal.
5	Glades	Criminal Traffic	Internal	staffing shortage
6		Circuit Civil	Internal	staffing shortage
7		Civil Traffic	Internal	staffing shortage - working on cross training other departments
8	Highlands	County Criminal	Internal	Our in-house payment plan has raised our collection rate. We will continue to make improvements.
9	Jefferson	Family	Internal	We had several cases that were not paid in this control group. We have sent them to our collections agent in hope that they will be able to collect.
10	Lee	Circuit Criminal	Internal	This percentage has been going up quarter over quarter but we are still under the 9% due to multiple co-defendants on a Felony complex case(s) with high dollar assessments and there is no action to improve.
11	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.
12	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.
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	We have created a Revenue and Case Counts Workgroup to try to analyze internal and external collection efforts and develop strategies to improve collections.
15		County Criminal	Internal	We have created a Revenue and Case Counts Workgroup to try to analyze internal and external collection efforts and develop strategies to improve collections.
16		Juvenile Delinquency	Internal	We have created a Revenue and Case Counts Workgroup to try to analyze internal and external collection efforts and develop strategies to improve collections.
9		16		

**CFY 2021-22 Quarter 3**  
**Timeliness 1 - Filing New Cases**

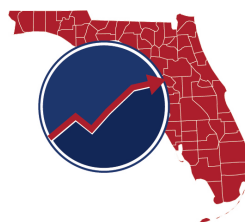
	<b>County</b>	<b>Division</b>	<b>Reason Code</b>	<b>Description</b>
1	Broward	County Civil	Staffing - Internal	We put temporary workers in permanent positions, so there are now more people who can take on new cases.
2		Probate	Staffing - Internal	Budget permitting overtime will be utilized to improve timeliness
3	Gadsden	Criminal Traffic	Staffing - Internal	We've had a lot of staff change in this division. Please note how close we are to meeting the standard.
4	Gilchrist	Circuit Criminal	Staffing - Internal	new felony clerk in training.
5		County Criminal	Staffing - Internal	county criminal clerk training felony clerk.
6		Juvenile Delinquency	Staffing - Internal	staffing shortage
7		Criminal Traffic	Staffing - Internal	county criminal clerk training felony clerk.
8	Levy	County Criminal	Staffing - Internal	illness & vacations will spread the work
9	Putnam	County Criminal	Staffing - Internal	Staff is being trained in this area.
10		Juvenile Delinquency	Staffing - Internal	Staff is being trained in this area.
5		10		



**Table E**  
**Descriptions of Internal Factors for Not Meeting Performance Standards**  
**CFY 2021-22 Quarter 3**

**CFY 2021-22 Quarter 3**  
**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	Glades	Circuit Criminal	Staffing - Internal	staffing shortage
3		County Criminal	Staffing - Internal	county criminal clerk training felony clerk
4		Criminal Traffic	Staffing - Internal	staffing shortage
5		Juvenile Dependency	Staffing - Internal	staffing shortage
6	Highlands	Circuit Criminal	Staffing - Internal	Short staffed, training new employees.
7	Monroe	Circuit Criminal	Staffing - Internal	Understaffed and Criminal Court is more often so Clerks do not have the time to meet the standards
8		County Criminal	Staffing - Internal	Understaffed and Criminal Court is more often so Clerks do not have the time to meet the standards
9		Criminal Traffic	Staffing - Internal	Understaffed and Criminal Court is more often so Clerks do not have the time to meet the standards
	4	9		



**Table F**  
**Descriptions for Not Meeting Performance Standards**  
**CFY 2021-22 Quarter 3**

<b>Jury</b>			
	<b>County</b>	<b>Reason Code</b>	<b>Description</b>
1	Brevard	Systems	Issue was reported to the vendor and resolved.
2	Charlotte	Procedural	Review procedures to make adjustments
3	Collier	Staffing - Training	Additional training required.
4	Gadsden	Systems	We had a problem with our email server at the beginning of this quarter leading to some payments being delayed.
5	Nassau	Systems	Continuing to work out the bugs in new jury system
	5	5	