



Quarterly Performance Measures & Action Plans Report

Section 28.35(2)(d), Florida Statutes

4th Quarter
County Fiscal Year 2021-22
(July 1, 2022 through September 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 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 4th 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 50 clerk offices that required an action plan related to collections, 12 clerk offices required an action plan for not filing cases timely, and eight clerk offices required an action plan for not docketing cases timely. There were two counties that did not issue jury summons. A total of 62 counties issued payments, with five counties requiring an action plan for not paying jurors timely.

Union County did not submit an Outputs report 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 4

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

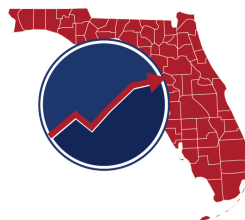


Table A
Collections Performance by Division
CFY 2021-22 Quarter 4

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Total
Madison			External		External		Internal			3
Manatee	External	External					External			3
Marion										0
Martin			External							1
Miami-Dade		External	External				External			3
Monroe										0
Nassau	External						External			2
Okaloosa							External		External	2
Okeechobee	Internal									1
Orange	Internal	External					External			3
Osceola							Internal	Internal	Internal	3
Palm Beach	External	External								2
Pasco							External		Internal	2
Pinellas	Internal	Internal	Internal							3
Polk	External									1
Putnam	External	External	External				External		External	5
Saint Johns	External									1
Saint Lucie										0
Santa Rosa							External			1
Sarasota		External								1
Seminole							External			1
Sumter										0
Suwannee	External									1
Taylor	External	External		External						3
Union										0
Volusia										0
Wakulla	External		External	External						3
Walton										0
Washington	External						External			2
Statewide	26	15	15	6	5	1	33	3	5	109
Internal Reasons	5	3	2	2	2	1	7	3	2	27
External Reasons	21	12	13	4	3	0	26	0	3	82

NOTES

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

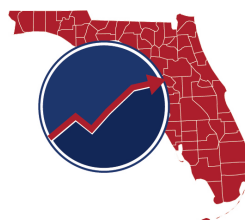


Table B
Timeliness 1 - Filing New Cases by Division
CFY 2021-22 Quarter 4

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependency	Total
Alachua											0
Baker					Staffing - Internal					Staffing - Internal	2
Bay											0
Bradford											0
Brevard					Staffing - Internal						1
Broward						Staffing - Internal					1
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							1
Gulf											0
Hamilton											0
Hardee		Staffing - Internal		Staffing - Internal							2
Hendry	Staffing - External										1
Hernando											0
Highlands											0
Hillsborough			Staffing - Internal								1
Holmes											0
Indian River											0
Jackson											0
Jefferson											0
Lafayette											0
Lake											0
Lee											0
Leon											0
Levy											0
Liberty											0

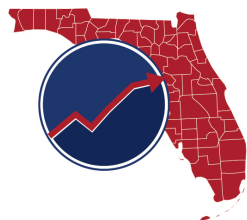


Table B
Timeliness 1 - Filing New Cases by Division
CFY 2021-22 Quarter 4

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependency	Total
Madison											0
Manatee											0
Marion											0
Martin											0
Miami-Dade					Staffing - Internal						1
Monroe											0
Nassau											0
Okaloosa											0
Okeechobee											0
Orange											0
Osceola											0
Palm Beach											0
Pasco					Staffing - Internal						1
Pinellas											0
Polk		Staffing - Internal		Staffing - Internal				Staffing - Internal			3
Putnam		Staffing - Internal	Staffing - Internal	Staffing - Internal							3
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	1	4	2	4	4	1	0	1	0	1	18
Internal Reasons	0	4	2	4	4	1	0	1	0	1	17
External Reasons	1	0	0	0	0	0	0	0	0	0	1

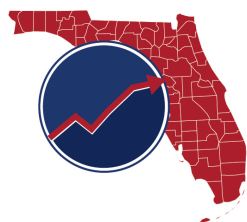


Table C
Timeliness 2 - Cases Docketed by Division
CFY 2021-22 Quarter 3

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						Staffing - Internal					1
Broward											0
Calhoun	Staffing - Internal										1
Charlotte											0
Citrus											0
Clay											0
Collier											0
Columbia											0
DeSoto											0
Dixie											0
Duval											0
Escambia									Staffing - Internal		1
Flagler											0
Franklin											0
Gadsden											0
Gilchrist											0
Glades											0
Gulf											0
Hamilton											0
Hardee		Staffing - Internal		Staffing - Internal							2
Hendry											0
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
Madison											0

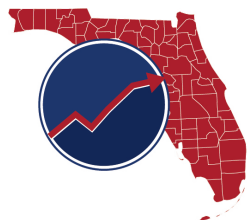


Table C
Timeliness 2 - Cases Docketed by Division
CFY 2021-22 Quarter 3

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependency	Total
Manatee											0
Marion											0
Martin											0
Miami-Dade											0
Monroe	Staffing - Internal	Staffing - Internal		Staffing - Internal							3
Nassau											0
Okaloosa											0
Okeechobee											0
Orange					Staffing - Internal						1
Osceola											0
Palm Beach											0
Pasco											0
Pinellas											0
Polk					Staffing - Internal						1
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	0	3	2	1	0	0	1	0	12
Internal Reasons	2	3	0	3	2	1	0	0	1	0	12
External Reasons	0	0	0	0	0	0	0	0	0	0	0

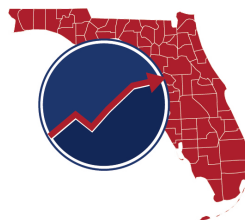


Table D
Descriptions of External Factors for Not Meeting Performance Standards
CFY 2021-22 Quarter 4
Collections

	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 defendant driver's license 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	Defendants are going to prison and not paying fees.
7		Juvenile Delinquency	External	Juveniles are not paying on fees.
8		Criminal Traffic	External	Defendants are not paying their court costs. Our office is going to revise our collection policy to make it more feasible for defendants.
9		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.
10	Brevard	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	Civil Traffic	External	The number of indigent defendants impact collections.
13	Calhoun	Civil Traffic	External	We are sending out reminder letters. Continue to suspend driver's license and turn over to collection agency.
14	Citrus	Circuit Criminal	External	Large fines on trafficking cases that cannot be paid until the defendants are released.
15	Clay	Civil Traffic	External	Extension of due dates on red light camera tickets by the judiciary.
16	Columbia	Circuit Criminal	External	We will continue to collect monies through our compliance department.
17		County Criminal	External	A deputy clerk attends each arraignment hearing to sign defendants up for payment plans. People in our community are beginning school during this time and it's the end of summer due to this they are not paying their fines. A lot of seasonal workers are not here and not being paid. Our collection efforts continue utilizing our compliance department.
18	Dixie	Circuit Civil	External	Very poor county. Have hired collection agency to help with collections.
19		Civil Traffic	External	Very poor county. Have hired collection agency for assistance.
20	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.
21		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.
22		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.
23		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.
24	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.
25		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.
26	Franklin	Civil Traffic	External	We are using all methods at our disposal to collect.
27	Gilchrist	Juvenile Delinquency	External	Includes new County Criminal charges
28	Hardee	Circuit Criminal	External	Case 252020CF000079 has a prison term for trafficking.

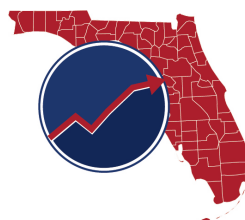


Table D
Descriptions of External Factors for Not Meeting Performance Standards
CFY 2021-22 Quarter 4
Collections

29		County Criminal	External	Cases are on Lien or in collections.
30	Hillsborough	Juvenile Delinquency	External	No collection methods available
31		Civil Traffic	External	Continued Transmission to Collection Agencies
32	Holmes	Juvenile Delinquency	External	Non-Payment. Continuing to use our collections department along with sending due diligent letters and judgements.
33		Civil Traffic	External	Non-Payment. Continuing to use our collections department along with sending due diligent letters and judgements.
34	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.
35	Jefferson	Circuit Criminal	External	Collecting on felony cases has always been very difficult. This has been the case no matter the collection agent or internal methodologies. We are open to any suggestions that would enhance collections on this particular case type.
36	Lafayette	Circuit Criminal	External	Defendants incarcerated resulting in the inability to collect court costs and fines.
37		Criminal Traffic	External	State Attorney recommending civil liens being applied
38		Civil Traffic	External	Economy
39	Lake	Circuit Criminal	External	Without the \$500,000 Drug Trafficking assessments, our rate would have been 11.73%.
40		Juvenile Delinquency	External	Due to limited resources for collections, we are focusing on the accounts that are more easily collectible.
41	Leon	Circuit 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.
42		Juvenile Delinquency	External	Leon County uses all methods of collections available to them for collecting on these cases. License suspension and submission to Collection Agency are two methods used. Results of Collection Agency are outside of the 5 quarter accounting and are not credited to our collection rate. In addition, the State Attorneys office operates a Diversion Program for misdemeanor cases and local law enforcement uses civil citations. Leon County will continue to monitor this.
43		Circuit Civil	External	Leon County 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		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.
45		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.
46	Madison	Juvenile Delinquency	External	Community Service is routinely chosen over making a payment.
47		Circuit Civil	External	An Inmate owes the \$400 on a case, that if paid, the Collection Rate would be at 100%
48	Manatee	Circuit Criminal	External	Assessments included over \$3.3 mil in drug trafficking amounts with no monies collected to date.
49		County Criminal	External	Following the Best Practices with two external collection agents. Approximately 2% increase; indication of slight higher collection then previous.
50		Civil Traffic	External	Following the Best Practices as to collection procedures with two collection agents. Approximately 2% increase; indication of higher collections than previous quarter.
51	Martin	Juvenile Delinquency	External	These amounts will likely remain uncollected until the eight defendants reach 19 years of age. Additionally, 50% of this uncollected amount is associated with one defendant whose parent applied for but was denied indigent status.
52	Miami-Dade	County Criminal	External	Due to our current economic conditions, many defendants are indigent or transient making collections efforts more difficult.

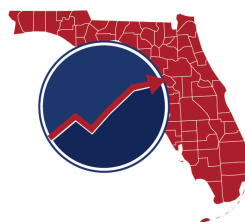


Table D
Descriptions of External Factors for Not Meeting Performance Standards
CFY 2021-22 Quarter 4
Collections

53		Juvenile Delinquency	External	Decreased collections (\$200) is the result of the current COVID-19 pandemic situation and the economic impact on the local community.
54		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.
55	Nassau	Circuit Criminal	External	Continue to send fines and fees to collections
56		Civil Traffic	External	Continue to send fines and fees to collections
57	Okaloosa	Civil Traffic	External	Out of state tourist violators severely hampers our collection efforts
58		Family	External	Working through payment plan options to increase collections
59	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.
60		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.
61	Palm Beach	Circuit Criminal	External	Collection is hindered by a high volume of incarcerated defendants on drug trafficking charges. 24% of Assessed amount are drug trafficking charges.
62		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.
63	Pasco	Civil Traffic	External	The Covid-19 pandemic negatively affected the control groups overall performance.
64	Polk	Circuit Criminal	External	Customers not paying.
65	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.
66		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.
67		Juvenile Delinquency	External	No compliance requirements by judiciary.
68		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.
69		Family	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.
70	Saint Johns	Circuit Criminal	External	Abnormal amount of fees assessed in comparison to amount collected, which is causing the standard not to be met. Drug Trafficking fines were higher than previous quarters.
71	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.
72	Sarasota	County Criminal	External	This office continues to increase the volume and type of reminders to customer and implement improved processes with defendants in Probation with very positive results.
73	Seminole	Civil Traffic	External	Report does not allow for case assessments that get deferred to a later quarter due to late hearing elections. Current CMS fees reflect \$1,818,498.77 paid on \$1,932,245.73 assessed, for 94.11%
74	Suwannee	Circuit Criminal	External	\$156,658.46 of assessment is due to drug trafficking charges.
75	Taylor	Circuit Criminal	External	Collections are below percentage due to economic hardships brought upon individuals. Staff will continue making attempt to collect fees.
76		County Criminal	External	Staff will continue making attempt to collect fees.
77		Criminal Traffic	External	Staff will continue making attempt to collect fees.
78	Wakulla	Circuit Criminal	External	Receiving only minimum payment in numerous cases, FO when not paying.
79		Juvenile Delinquency	External	Only receiving minimum payments or not paying at all.
80		Criminal Traffic	External	Only paying minimum amount or no payment at all.
81	Washington	Circuit Criminal	External	Incarceration of defendants. Payment plans.
82		Civil Traffic	External	Driver License Suspended and sent to collection agency.
	42		82	

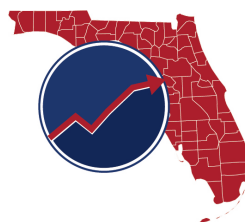


Table D
Descriptions of External Factors for Not Meeting Performance Standards
CFY 2021-22 Quarter 4
Collections
CFY 2021-22 Quarter 4
Timeliness 1 - Filing New Cases

	County	Division	Reason Code	Description
1	Hendry	Circuit Criminal	Staffing - External	Training new employees
	1	1		

CFY 2021-22 Quarter 4
Timeliness 2 - Cases Docketed

	County	Division	Reason Code	Description
	0	0		

Table E
Descriptions of Internal Factors for Not Meeting Performance Standards
CFY 2021-22 Quarter 4
Collections

	County	Division	Reason Code	Description
1	Baker	Criminal Traffic	Internal	New County Judge in office and adapting.
2		Probate	Internal	Charged a copy fee.
3	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.
4	Columbia	Civil Traffic	Internal	Judge assesses fines in court and gives defendants 90 days to pay.
5	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.
6		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.
7		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.
8	Gilchrist	County Criminal	Internal	There was an issue with under assessments coming through the Portal. We have addressed this issue.
9		Circuit Civil	Internal	Several Civil cases were under assessed when paid through the Portal. This issue has been corrected
10	Glades	Circuit Criminal	Internal	Staffing shortage
11		Juvenile Delinquency	Internal	Staffing shortage
12		Civil Traffic	Internal	Staffing shortage
13	Indian River	Criminal Traffic	Internal	Additional fees assessed
14		Civil Traffic	Internal	Additional fees assessed
15	Lee	Civil Traffic	Internal	Our offices were closed during the last week of the quarter. This resulted in an estimated \$1,900 loss, and caused us to be slightly under the threshold. This may be the case for next quarter as well, as we were closed 9/26/2022-10/7/2022.
16	Liberty	County Civil	Internal	Plaintiff filed and was found Indigent but assessment was not waived. Corrected in October 22.
17		Probate	Internal	This was a from Office of the Guardianship case and the fees should have been waived. Error just discovered and corrected in Oct 22.
18	Madison	Civil Traffic	Internal	Restructuring our department in order to improve efficiency in our processes.
19	Okeechobee	Circuit Criminal	Internal	Fees Imposed in Nov. but assessed in Dec. Clerks will work to improve timeframe for assessing case.
20	Orange	Circuit Criminal	Internal	Single Drug case carried a \$3.5M assessment and the defendant was sentenced to 30 years in prison.
21	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.
22		Probate	Internal	We are working on correcting issues within the report and will resubmit a version 2 once the research/corrections have been completed.
23		Family	Internal	We are working on correcting issues within the report and will resubmit a version 2 once the research/corrections have been completed.
24	Pasco	Family	Internal	Vacancies and New Hires
25	Pinellas	Circuit Criminal	Internal	We are continuing to work with our Revenue and Case Counts Workgroup to identify strategies to increase collections. In the next quarter, we will be finalizing new business practices on payments and payment plans.
26		County Criminal	Internal	We are continuing to work with our Revenue and Case Counts Workgroup to identify strategies to increase collections. In the next quarter, we will be finalizing new business practices on payments and payment plans.
27		Juvenile Delinquency	Internal	We are continuing to work with our Revenue and Case Counts Workgroup to identify strategies to increase collections. In the next quarter, we will be finalizing new business practices on payments and payment plans.
	15		27	

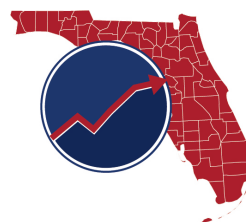


Table E
Descriptions of Internal Factors for Not Meeting Performance Standards

CFY 2021-22 Quarter 4
Timeliness 1 - Filing New Cases

	County	Division	Reason Code	Description
1	Baker	Circuit Civil	Staffing - Internal	One Staff member
2		Juvenile Dependency	Staffing - Internal	One Staff member
3	Brevard	Circuit Civil	Staffing - Internal	Increased Training, Cross training Limited overtime
4	Broward	County Civil	Staffing - Internal	Automated more processes. Crossed trained Circuit Civil Staff to assist with County Civil
5	Citrus	County Criminal	Staffing - Internal	Turnover in staff and coverage for courts reduces processing staff
6	Glades	Criminal Traffic	Staffing - Internal	Clerk assisting with felony clerk issues and training
7	Hardee	County Criminal	Staffing - Internal	Staff left in June and new staff was hired in September and is still in training.
8		Criminal Traffic	Staffing - Internal	Staff left in June and new staff was hired in September and is still in training.
9	Hillsborough	Juvenile Delinquency	Staffing - Internal	Crossing training staffing
10	Miami-Dade	Circuit Civil	Staffing - Internal	Unable to meet standard due to staff shortage and hurricane lan office closure.
11	Pasco	Circuit Civil	Staffing - Internal	Training of new employees.
12	Polk	County Criminal	Staffing - Internal	Continue training, and utilizing overtime while it is still available.
13		Criminal Traffic	Staffing - Internal	Continue training, and utilizing overtime while it is still available.
14		Probate	Staffing - Internal	Office closures
15	Putnam	County Criminal	Staffing - Internal	Staff is being trained in this area.
16		Juvenile Delinquency	Staffing - Internal	Staff is being trained in this area.
17		Criminal Traffic	Staffing - Internal	Staff is being trained in this area.
	11		17	

CFY 2021-22 Quarter 4
Timeliness 2 - Cases Docketed

	County	Division	Reason Code	Description
1	Brevard	County Civil	Staffing - Internal	Increased Training, Cross training, Limited overtime
2	Calhoun	Circuit Criminal	Staffing - Internal	Cross training
3	Escambia	Family	Staffing - Internal	County criminal clerk training felony clerk
4	Hardee	County Criminal	Staffing - Internal	Staff left in June and new staff was hired in September and is still in training.
5		Criminal Traffic	Staffing - Internal	Staff left in June and new staff was hired in September and is still in training.
6	Monroe	Circuit Criminal	Staffing - Internal	Understaffed and Criminal Court is more often so clerks do not have the time to meet the standards
7		County Criminal	Staffing - Internal	Understaffed and Criminal Court is more often so clerks do not have the time to meet the standards
8		Criminal Traffic	Staffing - Internal	Understaffed and Criminal Court is more often so clerks do not have the time to meet the standards
9	Orange	Circuit Civil	Staffing - Internal	Several new clerks in the area, currently cross training to expand knowledge base. The division works overtime.
10	Polk	Circuit Civil	Staffing - Internal	Continue training
11	Putnam	County Criminal	Staffing - Internal	Staff is being trained in this area.
12		Criminal Traffic	Staffing - Internal	Staff is being trained in this area.
	8		12	

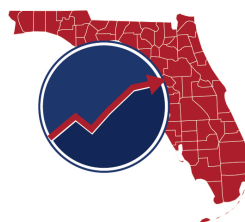
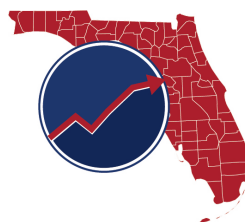


Table F
Descriptions for Not Meeting Performance Standard

CFY 2021-22 Quarter 4
Jury

	County	Reason Code	Description
1	Clay	Procedural	We have re-evaluated our business process to ensure we are meeting the standards. I believe we should be at 100% going forward.
2	Escambia	Procedural	Being more diligent about double checking to ensure payments are issued.
3	Hendry	Systems	As of 8/23/22, we have gone to automatic same day payments
4	Nassau	Procedural	3 Jurors only worked Friday 7/8/22. 2 in the same check run worked on Monday 7/11/22. The check run was done on 7/29/22, causing the 3 jurors from 7/8/22 to be one day late.
5	Sarasota	Procedural	This was not an error on employees. The juror said he was paid by employer and then later alerted the Clerk's Office that he was only paid for 1 day by his employer. He was sent another check for 2 additional days of serving.
	5	5	



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