

Where do we take this blueprint?



Compliance Action Plan

Process	Purpose	Technique	Tool	Goal
Early Plan Enrollment	Reduce Defaults	Day of Court Intervention	Mobile Tech Cart Staffing Commitment	Enroll all sentenced customers Initiate Customer Service

Process	Purpose	Technique	Tool	Goal
Best Practice Inventory	Understand Service gaps	Review of Current Process to Best Practice Standards	Best Practices Standards Compliance Checklist	Identify gaps in service and goals for improvement

Process	Purpose	Technique	Tool	Goal
Simplified Plan Completion	Improved processing time	Use of approved simplified form	Manual and Online form	Reduction in staffing time Improvement in plan enrollments

Process	Purpose	Technique	Tool	Goal
Online Payment Plans	Remote service access	Provide electronic form through Clerk website	Website enhancement to incorporate online form	Provide improved service Reduce walk-in service requirements.

Why payment plans?

The most significant reason for implementing payment plans is to alleviate the immediate burden of large expenses.



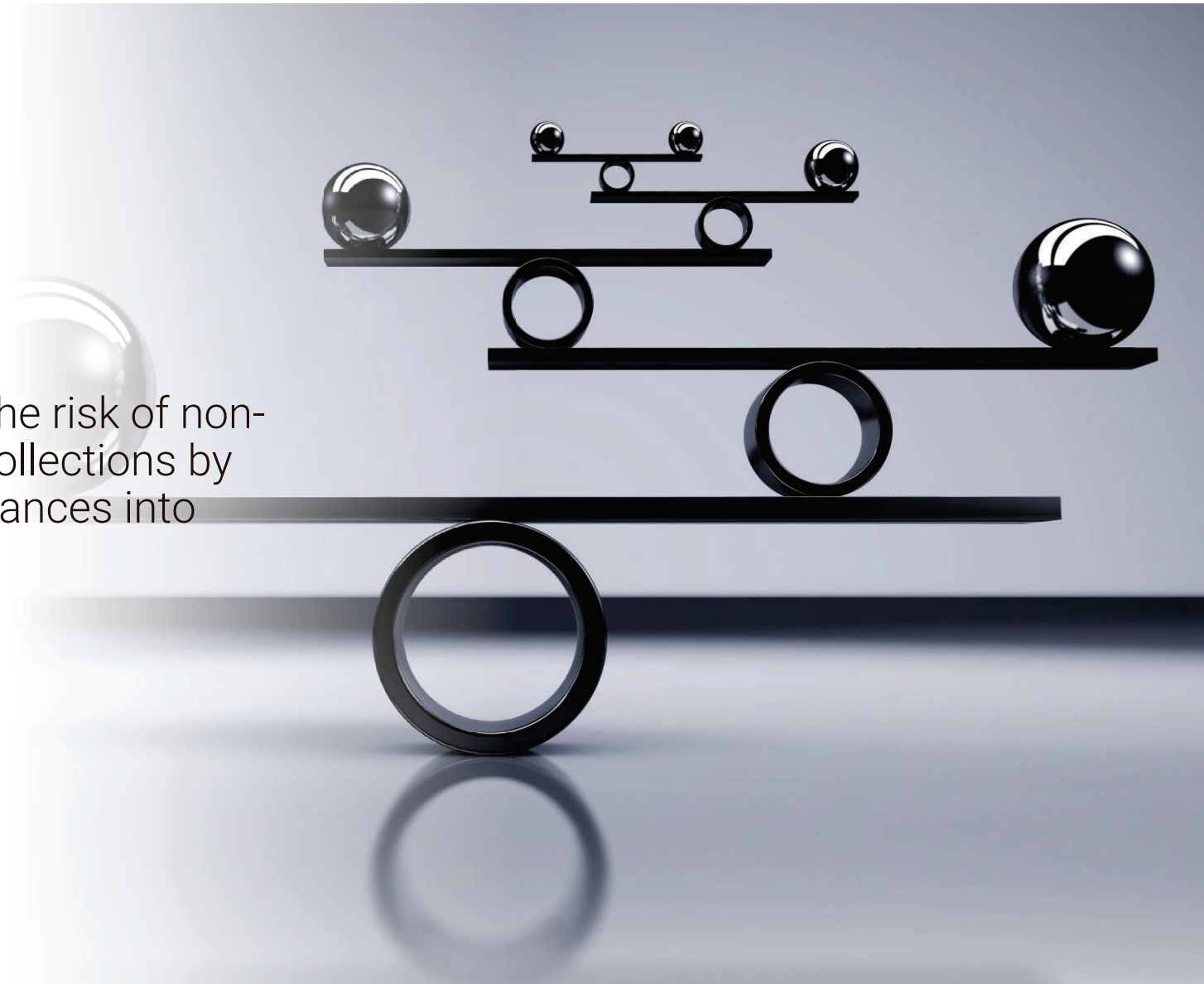


Provides Compliance Service

This demonstrates a commitment to customer satisfaction and financial inclusivity. It also establishes a reputation for being understanding and supportive.

Reduces Repayment Failure

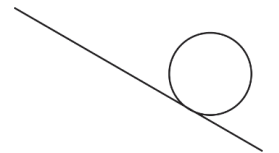
Payment plans reduce the risk of non-payment and improve collections by breaking down large balances into manageable chunks.





Establish Plans Early

- The moment the judge orders a sentence the process for satisfying terms begins. This includes repaying fines and costs. Paying off debt immediately is often times challenging for customers. Payment plans offer an opportunity for structured repayment.
- Initiating the plan should happen as soon as possible after sentencing. A plan that keeps in mind ability to pay with realistic contributions to a schedule creates an opportunity for satisfying the debt.





Simplify the Plan

- Paying off debt immediately is often times challenging for customers. Payment plans offer an opportunity for structured repayment.
- A plan that keeps in mind ability to pay with realistic contributions to a schedule creates an opportunity for satisfying the debt.

Customer Contact information

Full Name: _____
Citation Number(s) _____
Case Number(s) _____
Address 1: _____
Address 2: _____
City: _____ State _____ Zip Code _____
Mobile/Cell #: _____ Email: _____

I understand that by providing a mailing address, I acknowledge and verify that the mailing address is correct. I will keep my contact information updated with the clerk's office so that I may receive payment plan notifications. By signing and submitting this application, you consent to receive electronic notifications.

Financial Information

Financial Information	
Monthly Household Income \$ _____	Monthly Household Expenses \$ _____
Monthly Amount I Can Afford to Pay on this Payment Plan \$ _____	

I am requesting to establish a payment plan agreement for the above-listed citation(s) or case(s). A payment schedule will be created as referenced below and provided to me. I understand that the monthly payment will be due until paid in full. **{I agree to pay [the lesser of 10 percent of the total fine or \$100] as a down payment today.}**

I further understand that failure to comply with the payment plan will cause a default of the agreement, which may result in a notification being sent to the Department of Highway Safety and Motor Vehicles to suspend my driver's license and prohibit me from renewing my vehicle registration. Additionally, the case will be referred to a collection agency for further processing with an additional collection agency fee of up to {40%} of the amount due. When the case is referred to a collection agency, this amount will be added to the balance. In addition, in certain cases, a civil lien fee may be added to the original fine.

Once approved, the clerk will **{email, call, mail}** you the terms and instructions on paying your payment **{online, in-person, by phone, etc.}**. I understand the clerk charges a **{\$5 per month or \$25 one-time}** payment plan fee. I also understand that **[Credit Card Vendor Name Here]** charges a fee of **[Credit Card Service Charge Here]** per payment when making payments by credit card. This agreement will not be in effect until your first payment **{or down payment}** has been received and processed. Please contact our office at **{xxx-xxx-xxxx, email, or website}** if you have any questions.

Failure to keep the plan current may result in a suspended driver's license, the inability to renew a vehicle registration and additional fees added to the original fine.

Signature: _____ Date: _____

Provides contact consent

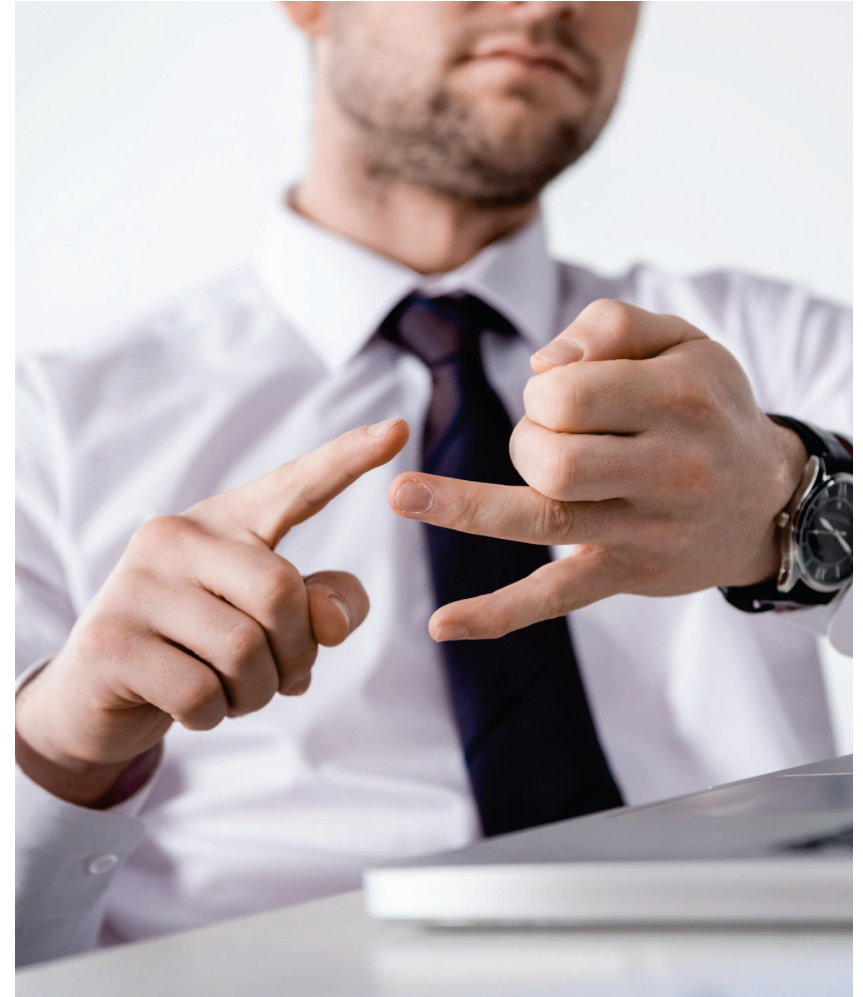
Setting up plan terms

More Affordable Payment Plans

F.S. 28.246(4)(b) 2. – Any amount required by the clerk as down payment to initially establish a payment plan shall be lesser of 10 percent of the total amount owed or \$100.

The amount does not include the imposition of a service charge pursuant to s. 28.24(27)(b) or (c).

The clerk shall establish all terms of a payment plan, and the court may review the reasonableness of the payment plan.





Consider schedule for re-payment

- Being done has value for your customer if payments are reasonable. Schedule can drive a payment solution.
- To complete the plan in 12 months will take monthly contributions of \$41.67.
- Schedule questions first reduces anxiety about the amount.



Early Intervention leads to better results

The Duval Clerk of Court committed to designating a team of employees to compliance service. The unit is entitled ("The Clerk's Court Fee Resolution Unit").



Once a sentencing is complete the ("client") is greeted by a compliance customer service agent immediately outside of the courtroom. The agent works behind a mobile cart equipped with a laptop, printer, and forms for payment plan enrollment.



The agent explains options to the client and enrolls them in a payment plan.



Translators are available from court to help as needed if family members can not assist.



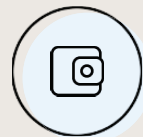
No money exchanges hands but is required at the first payment plan due date. The payment plan fee is added to the plan and paid prior to the end of the agreement.

Technology provides enrollment options online by providing a QR code to an online payment resolution portal. Customers are provided with the code that is scannable using a phone, tablet, or desk top computer.

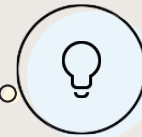
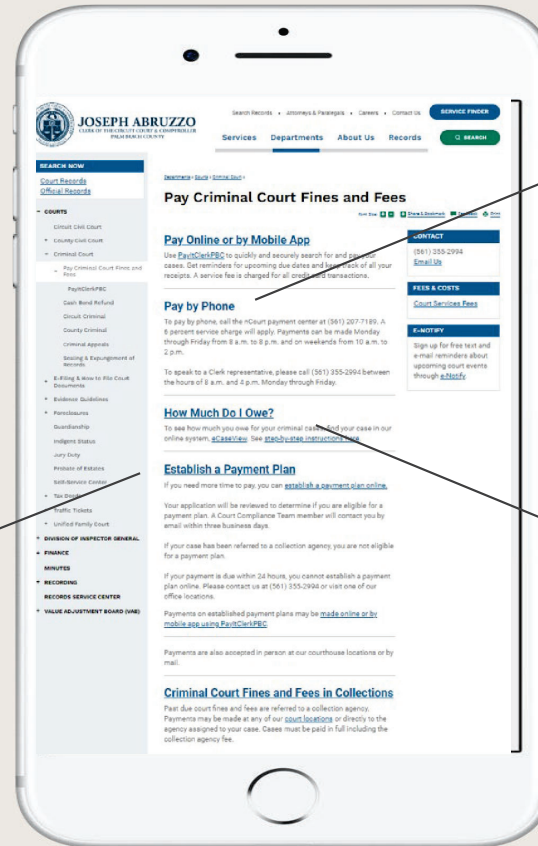


Payment Plan Review

Clerk of Court websites offer complete service options for understanding payment obligations and making payments online.



- Provisions are available to retrieve and complete an online payment plan application.



- The Palm Beach Clerk of Court provides options to pay a fine online using the website.



- Customers can discover their payment balance for all cases through an online case system search.

Palm Beach Conditional Plea- Over the Counter

- No need for a court hearing
- No points will be added to driving record
- Court will withhold adjudication
- Assessment of fines and costs



Palm Beach Conditional Plea Stats- Pleas Filed – 6,491



No Points

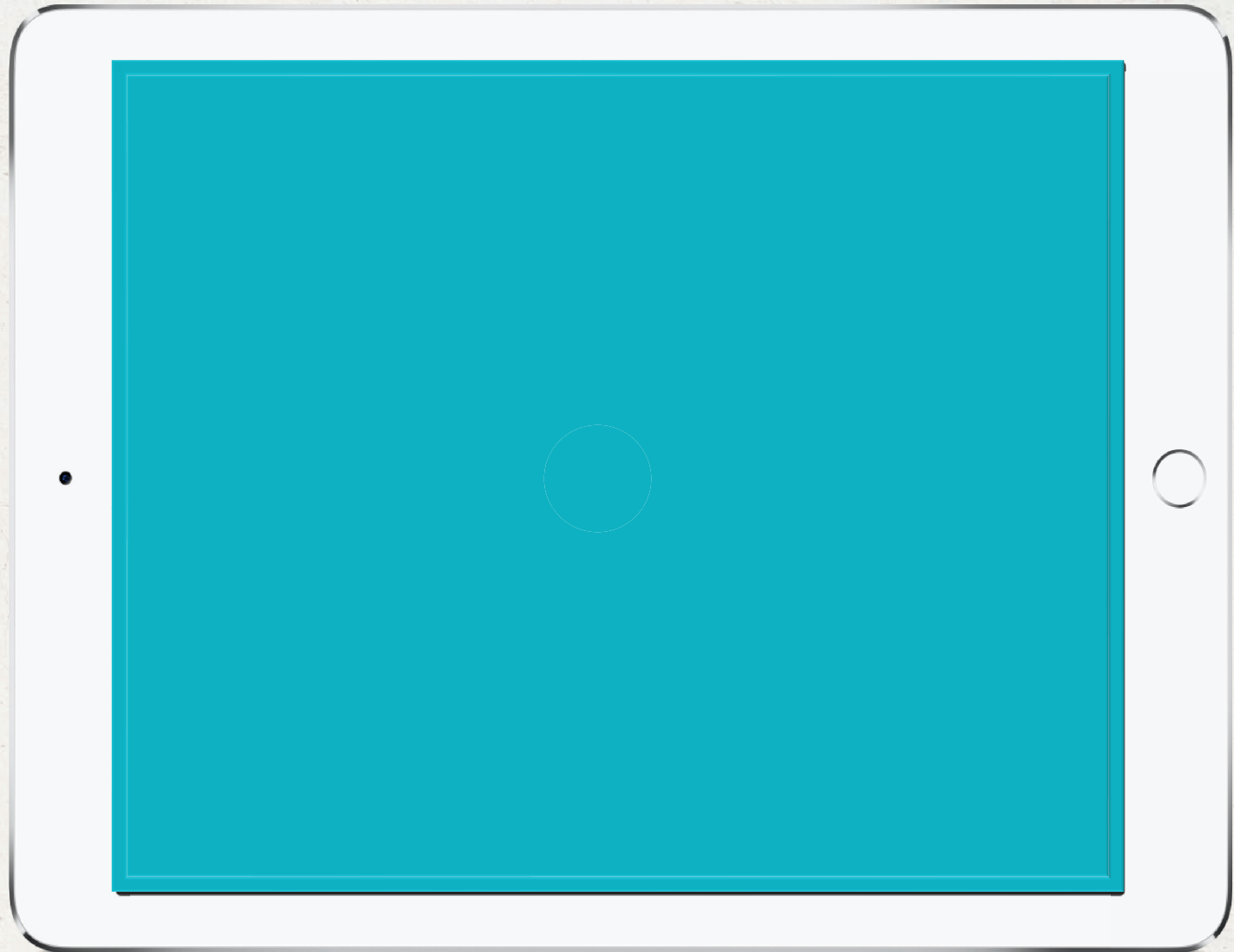


Conditional Plea Adjudication Held– 6,127

Online services for payment plans

In addition to receiving payment some offices are providing fillable forms that move completed data to the Courthouse digitally. Clerk teams receive these transmissions and deliver back completed agreements and payment schedules.

The St. Lucie Clerk's Office has built an online tool for payment plans that not only provides the application but makes it available remotely.





One Solution doesn't fit all

The most optimum compliance solution is to enroll customers right out of the courtroom following sentencing.

Staffing constraints and logistics might not allow your office to employ this solution.

Near time solutions are available that still enroll soon with a different approach.


Understanding the Potential

Thousands of Compliance Customers are Sentenced in County Criminal & Traffic proceedings
(according to [Florida Trial Court Statistics](#)-)



All case types should use payment plans

Each sentenced case receives court ordered fines and costs



317,917
FY 22/23

