



Quarterly Performance Measures & Action Plans Report

Section 28.35(2)(d), Florida Statutes

1st Quarter
County Fiscal Year 2022-23
(Oct 1, 2022 through Dec 31, 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)

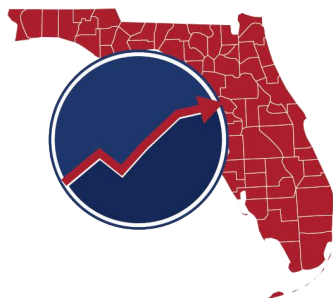
When the CCOC finds a Clerk's office has not met the performance standards, the CCOC identifies the nature of each deficiency and any corrective action recommended and taken by the affected Clerk of the Court. The CCOC is required to notify the Legislature of any clerk not meeting performance standards 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 2022-2023 1st Quarter report identifies the Clerk's offices not meeting each performance standard. In addition, the report provides a description of factors that may have contributed to the unmet standard. There were 50 clerk offices that required an action plan related to collections for a total of 105 action plans. There were 17 clerk offices that required an action plan for not filing cases timely for a total of 28 action plans. And 14 clerk offices required an action plan for not docketing cases timely for a total of 25 action plans. There were two counties that did not issue jury summonses. Of the 65 counties that issued summonses only 62 counties issued payments, 6 of which were not timely. Twelve counties did not have any action plans. The performance measure analysis detail and required action plans are in the following tables.

Table A
Descriptions for Not Meeting Performance Standards
CFY 2022-23 Quarter 1

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



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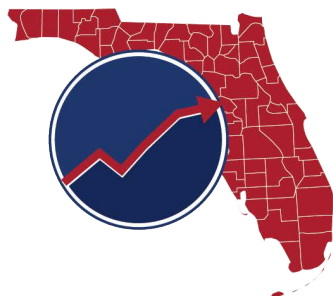
FLORIDA CLERKS OF COURT
OPERATIONS CORPORATION

Table A
Descriptions for Not Meeting Performance Standards
CFY 2022-23 Quarter 1

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Total
Madison		External					External			2
Manatee	External						External			2
Marion										0
Martin										0
Miami-Dade	External	External		External			External			4
Monroe										0
Nassau	External						External			2
Okaloosa							External		Internal	2
Okeechobee										0
Orange		External					External			2
Osceola							Internal	Internal	Internal	3
Palm Beach	External	External	External							3
Pasco	External						Internal			2
Pinellas	Internal	Internal	Internal							3
Polk	External	External					External			3
Putnam			External				External		External	3
Saint Johns	External									1
Saint Lucie										0
Santa Rosa							External			2
Sarasota	External	External								2
Seminole							External			1
Sumter										0
Suwannee										0
Taylor	External	External	External				External			4
Union			External		External		External			3
Volusia										0
Wakulla			External	External						2
Walton										0
Washington	External						External			2
Statewide	21	17	17	5	5	1	32	2	5	105
Internal Reasons	3	1	2	0	1	1	2	2	3	15
External Reasons	18	16	15	5	4	0	30	0	2	90

NOTE

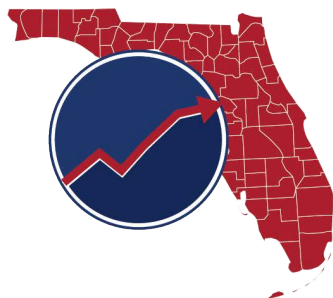
1. Columbia did not submit a Collections report at the time of this report.



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Table B
Descriptions for Not Meeting Performance Standards
CFY 2022-23 Quarter 1

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependency	Total
Alachua											0
Baker											0
Bay											0
Bradford											0
Brevard			Staffing - External		Staffing - External	Staffing - External		Staffing - Internal			4
Broward							Staffing - Internal	Staffing - Internal			2
Calhoun											0
Charlotte											0
Citrus											0
Clay											0
Collier											0
Columbia											0
DeSoto			Staffing - Internal								1
Dixie											0
Duval											0
Escambia											0
Flagler											1
Franklin											0
Gadsden											0
Gilchrist						Staffing - Internal					1
Glades	Staffing - Internal	Staffing - Internal		Staffing - Internal	Staffing - Internal						4
Gulf											0
Hamilton											0
Hardee				Staffing - Internal							1
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



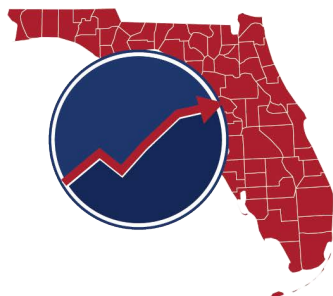
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Table B
Descriptions for Not Meeting Performance Standards
CFY 2022-23 Quarter 1

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependency	Total
Madison	Systems/Conversions - Internal										1
Manatee											0
Marion											0
Martin											0
Miami-Dade											0
Monroe											0
Nassau											0
Okaloosa											0
Okeechobee											0
Orange					Staffing - Internal	Staffing - Internal					2
Osceola											0
Palm Beach											0
Pasco											0
Pinellas				Staffing - Internal			Staffing - Internal				2
Polk								Staffing - Internal			1
Putnam		Staffing - Internal	Staffing - Internal	Staffing - Internal							3
Saint Johns											0
Saint Lucie											0
Santa Rosa											0
Sarasota											0
Seminole											0
Sumter											0
Suwannee				Staffing - Internal							1
Taylor											0
Union				Staffing - Internal							1
Volusia					Staffing - Internal	Staffing - Internal					2
Wakulla											0
Walton											0
Washington											0
Statewide	3	2	4	6	5	3	2	3	0	0	28
Internal Reasons	2	2	3	6	4	2	2	3	0	0	24
External Reasons	1	0	1	0	1	1	0	0	0	0	4

NOTE

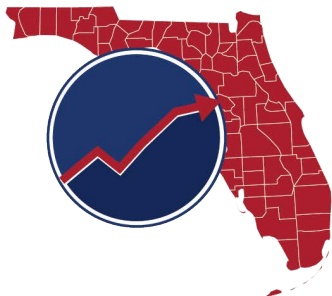
1. All counties submitted an Outputs report with Timeliness 1 data.



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Table C
Descriptions for Not Meeting Performance Standards
CFY 2022-23 Quarter 1

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependency	Total
Alachua											0
Baker											0
Bay											0
Bradford											0
Brevard								Staffing - Internal			1
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				Staffing - Internal		2
Flagler											0
Franklin											0
Gadsden											0
Gilchrist											0
Glades	Staffing - Internal										1
Gulf											0
Hamilton											0
Hardee											0
Hendry		Staffing - External		Staffing - External							2
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
Madison											0



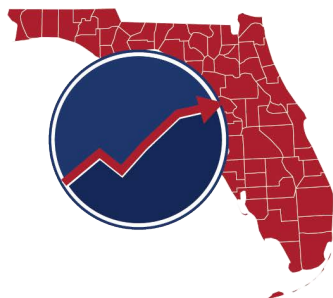
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FLORIDA CLERKS OF COURT
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Table C
Descriptions for Not Meeting Performance Standards
CFY 2022-23 Quarter 1

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								2
Nassau											0
Okaloosa											0
Okeechobee											0
Orange					Staffing - Internal	Staffing - Internal					2
Osceola					Staffing - External	Staffing - External					2
Palm Beach											0
Pasco											0
Pinellas											0
Polk					Staffing - Internal	Staffing - Internal		Staffing - Internal	Staffing - Internal		4
Putnam		Staffing - Internal		Staffing - Internal							2
Saint Johns											0
Saint Lucie											0
Santa Rosa											0
Sarasota											0
Seminole											0
Sumter											0
Suwannee				Staffing - Internal							1
Taylor											0
Union	Staffing - Internal		Staffing - Internal								2
Volusia					Staffing - Internal	Staffing - Internal					2
Wakulla											0
Walton											0
Washington											0
Statewide	3	2	2	3	5	4	0	3	2	1	25
Internal Reasons	3	1	2	2	3	3	0	3	2	1	20
External Reasons	0	1	0	1	2	1	0	0	0	0	5

NOTE

1. All counties submitted an Outputs report with Timeliness 2 data.



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FLORIDA CLERKS OF COURT
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Table D
Descriptions for Not Meeting Performance Standards
CFY 2022-23 Quarter 1

Collections				
	County	Division	Reason Code	Description
1	Alachua	Juvenile Delinquency	External	This group does not have jobs and parents do not have the money. Added a new additional Assessment which is very high.
2		Circuit Civil	External	Working within height of Covid-19 lockdown during this time period.
3	Baker	Juvenile Delinquency	External	Clerk's office has no assistance in pushing the juvenile to close their cases.
4		Civil Traffic	External	Court is zoom and the citizens don't understand to pay online.
5	Bay	Circuit Criminal	External	Bay County Uses all means available to collect as much money as possible.
6		County Criminal	External	Bay County Uses all means available to collect as much money as possible.
7		Civil Traffic	External	Bay County Uses all means available to collect as much money as possible.
8	Bradford	Criminal Traffic	External	We have plaintiff's that are in prison filing complaints and cannot pay the filing fees. We keep the assessment open so that when their inmate account reaches the threshold amount of \$10.00, the state will automatically send us a portion of that money.
9		Circuit Civil	External	We have plaintiff's that are in prison filing complaints and cannot pay the filing fees. We keep the assessment open so that when their inmate account reaches the threshold amount of \$10.00, the state will automatically send us a portion of that money.
10	Brevard	County Criminal	External	The standard was not met despite pursuit of all collections efforts within the control of the Clerk.
11		Juvenile Delinquency	External	The standard was not met despite pursuit of all collections efforts within the control of the Clerk.
12		Civil Traffic	External	The standard was not met despite pursuit of all collections efforts within the control of the Clerk.
13	Broward	Civil Traffic	External	The number of indigent defendants impact collections.
14	Calhoun	Civil Traffic	External	Economy. The standard was not met despite pursuit of all collection efforts within the control of the Clerk's Office.
15	Clay	Civil Traffic	External	Extension of due dates on red light camera tickets by the judiciary.
16	DeSoto	County Criminal	External	Continue collection efforts by being present at County Criminal Arraignments and continue to assist with signing defendants up on a payment plan.
17	Dixie	Circuit Criminal	External	We have hired and additional collection agency to start collecting criminal fines. Very poor community on top of this quarter falling during the Christmas holiday.
18		County Criminal	External	We have hired an additional collection agency to start collecting criminal fines. Very poor community on top of this quarter falling during the Christmas holiday.
19		Juvenile Delinquency	External	Not able to collect from juvenile's. Most are still in school and do not have jobs.
20		Criminal Traffic	External	We have hired and additional collection agency to start collecting criminal fines. Very poor community on top of this quarter falling during the Christmas holiday.
21		Civil Traffic	External	We have hired an additional collection agency to start collecting criminal fines. Very poor community on top of this quarter falling during the Christmas holiday.
22	Duval	Circuit Criminal	External	This is due to COVID staffing challenges. To improve, we have enhanced online payment options, are finalizing implementation of the Compliance Department and recently entered into a contract for compliance software to better assist with the collection of fines and fees.
23		County Criminal	External	This is due to COVID staffing challenges. To improve, we have enhanced online payment options, are finalizing implementation of the Compliance Department and recently entered into a contract for compliance software to better assist with the collection of fines and fees.
24		Juvenile Delinquency	External	This is due to COVID staffing challenges. To improve, we have enhanced online payment options, are finalizing implementation of the Compliance Department and recently entered into a contract for compliance software to better assist with the collection of fines and fees.
25		Civil Traffic	External	This is due to COVID staffing challenges. To improve, we have enhanced online payment options, are finalizing implementation of the Compliance Department and recently entered into a contract for compliance software to better assist with the collection of fines and fees.
26	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.
27		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.
28	Franklin	Juvenile Delinquency	External	We are using all methods at our disposal to collect.

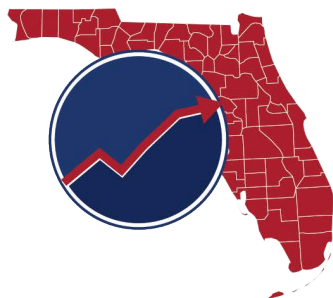


Table D
Descriptions for Not Meeting Performance Standards
CFY 2022-23 Quarter 1

Collections				
29	Gadsden	County Criminal	External	A lot of our defendants are repeat offenders and have multiple cases without the means to pay their fines and fees. We make every effort to collect.
30		Juvenile Delinquency	External	Defendant was committed to a program in Leon County and hasn't paid any of their fines/court fees in Gadsden County.
31		Civil Traffic	External	A lot of our defendants are repeat offenders and have multiple cases without the means to pay their fines and fees. We've initiated payment plans and have suspended licenses on multiple cases if payment is not made within 30 days of issuance of ticket.
32	Gilchrist	Circuit Criminal	External	Working with collection agency.
33	Gulf	Civil Traffic	External	Due to unemployment as a result of COVID-19, as well as staffing changes within the office. Working on employee cross-training, and establishing payment plans for cases.
34	Hardee	County Criminal	External	Cases are at collections or partial payment plans.
35	Highlands	Circuit Criminal	External	Will increase compliance efforts.
36		County Criminal	External	Will increase compliance efforts.
37	Hillsborough	Circuit Criminal	External	Continued Transmission to Collection Agencies.
38		Juvenile Delinquency	External	No collection methods available.
39		Civil Traffic	External	Continued Transmission to Collection Agencies.
40	Holmes	Civil Traffic	External	Non-Payment. Continuing to use our collections department along with sending due diligent letters and judgements.
41	Jackson	Juvenile Delinquency	External	We will continue to work with the Juvenile Probation Officer's to assist in these collections.
42		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.
43	Lafayette	Circuit Criminal	External	Defendants incarcerated resulting in the inability to collect court costs and fines.
44		Civil Traffic	External	Economy.
45	Lake	Juvenile Delinquency	External	Due to limited resources for collections, we are focusing on the accounts that are more easily collectible.
46	Leon	County Criminal	External	Leon County uses all methods of collections available to them for collecting on these cases. License suspension and submission to Collection Agency are two methods used. Results of Collection Agency are outside of the 5 quarter accounting and are not credited to our collection rate. In addition, the State Attorneys office operates a Diversion Program for misdemeanor cases and local law enforcement uses civil citations. Leon County will continue to monitor this.
47		Criminal 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. Leon County will continue to monitor this.
48		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.
49		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.
50		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.
51	Levy	Civil Traffic	External	Payment plans and non payment.
52	Madison	County Criminal	External	The local economy and the overall inability to pay greatly affects our collection rate.
53		Civil Traffic	External	The local economy and the overall inability to pay greatly affects our collection rate.
54	Manatee	Circuit Criminal	External	No monies collected for drug trafficking cases. Collection rate less trafficking amounts is within performance measure standards.

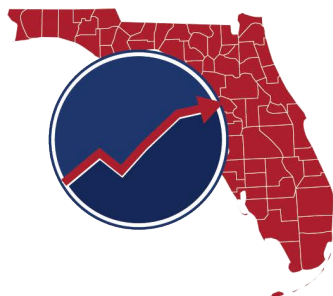


Table D
Descriptions for Not Meeting Performance Standards
CFY 2022-23 Quarter 1

Collections				
55	Miami-Dade	Circuit Criminal		Standard was not met due to the COVID-19 pandemic situation and its economic impact in the community.
56		County Criminal		Due to our current economic conditions, many defendants are indigent or transient making collections efforts more difficult.
57		Criminal Traffic		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.
58		Civil Traffic		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.
59		Civil Traffic	External	Following the Best Practices as to collection procedures with two external collection agents. Increase of approximately 1% higher than previous reporting period and a continuing increase from previous quarters.
60	Nassau	Circuit Criminal	External	Continue to send cases to collections.
61		Civil Traffic	External	Continue to send cases to the collection agency.
62	Okaloosa	Civil Traffic	External	Out of state tourist violators severely hampers our collection efforts.
63	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.
64		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.
65	Palm Beach	Circuit Criminal	External	Collection is hindered by a high volume of incarcerated defendants on drug trafficking charges. 51% of Assessed amount are drug trafficking charges.
66		County Criminal	External	Due to a high volume of defendants sentenced to jail, as well as the homeless population, only 37% 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.
67		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.
68	Pasco	Circuit Criminal	External	This quarter has over two million dollars in trafficking fines. Our collection rate would be 15.12% without these assessments.
69	Polk	Circuit Criminal	External	Customers not paying, looking to add other payment options.
70		County Criminal	External	Consumers not paying timely.
71		Civil Traffic	External	Customers not paying/looking to add other payment options.
72	Putnam	Juvenile Delinquency	External	No compliance requirements by judiciary.
73		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.
74		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.
75	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.
76	Sarasota	Circuit Criminal	External	For this quarter the Drug Trafficking assessments represented 75.6% of the total and had a collection rate of only 0.04%. The collection rate on non Drug Trafficking assessments was 22%.
77		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.
78	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 \$1,839,728.28 paid on \$1,957,672.60 assessed, for 93.98%
79	Saint Johns	Circuit Criminal	External	Court Costs not being paid.
80	Taylor	Circuit Criminal	External	Economic hardships. Staff will continue efforts to collect payments.
81		County Criminal	External	Staff will continue efforts to collect payments.
82		Juvenile Delinquency	External	No enforcement or consequences for juveniles if payments aren't made.
83		Civil Traffic	External	Attempts to collect fees will continue and staff will continue to send overdue/unpaid cases to collections.

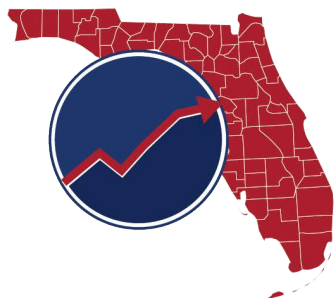


Table D
Descriptions for Not Meeting Performance Standards
CFY 2022-23 Quarter 1

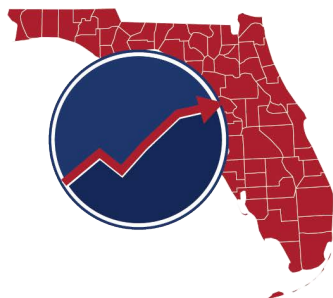
Collections				
84	Union	Juvenile Delinquency	External	Of the 7 cases with assessments 3 of the cases are with the same defendant totaling \$900. The defendant lives in subsidized housing and currently has new charges along with a sibling. They are very fiscally constrained.
85		Circuit Civil	External	The one case with no payments is an Inmate case. A lien on the inmate's bank account is in place.
86		Civil Traffic	External	All citations without payment have been D6'd.
87	Wakulla	Juvenile Delinquency	External	Collections program being implemented, have hired a collections clerk.
88		Criminal Traffic	External	Collections program being implemented with collections clerk recently hired.
89	Washington	Circuit Criminal	External	Incarceration of defendants. Payment plans.
90		Civil Traffic	External	Driver license suspended and sent to collection agency.
	43		90	

CFY 2022-23 Quarter 1
Timeliness 1 - Filing New Cases; External Reasons Provided

	County	Division	Reason Code	Description
1	Brevard	Juvenile Delinquency	Staffing - External	Continue to be understaffed for volume of cases/documents.
2		Circuit Civil	Staffing - External	Hurricanes Ian and Nicole caused office closures. We worked overtime to recover.
3		County Civil	Staffing - External	Hurricanes Ian and Nicole caused office closures. We worked overtime to recover.
4	Hendry	Circuit Criminal	Staffing - External	Due to the holidays/staff being off as well as out of county arrests that take time to get booking reports and bonds.
	2		4	

CFY 2022-23 Quarter 1
Timeliness 2 - Cases Docketed; External Reasons Provided

	County	Division	Reason Code	Description
1	Escambia	Criminal Traffic	Unfunded Mandates - External	Cross-training support staff to handle increased case activity due to AO 2021-12.
2	Hendry	County Criminal	Staffing - External	Due to the holidays/staff being off as well as out of county arrests that take time to get booking reports and bonds.
3		Criminal Traffic	Staffing - External	Due to the holidays/staff being off as well as out of county arrests that take time to get booking reports and bonds.
4	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.
5		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		5	



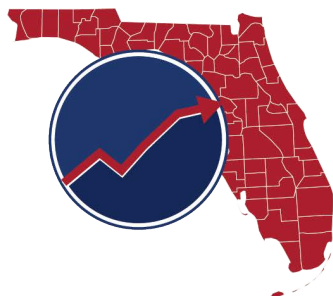
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Table E
Descriptions for Not Meeting Performance Standards
CFY 2022-23 Quarter 1

Collections			
County	Division	Reason Code	Description
1 Charlotte	County Civil	Internal	Indigent E-Filing Portal cases processed as received, payments were voided in this quarter.
2 Glades	Juvenile Delinquency	Internal	Send collections letters.
3	Circuit Civil	Internal	Send out collections letters.
4 Hamilton	Probate	Internal	I have conducted a review of the cases for this time period and have yet to account for this discrepancy. We will determine the cause and correct.
5 Hillsborough	Family	Internal	Assessment Corrections
6 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.
7 Liberty	Circuit Criminal	Internal	Prior quarter assessed amount was entered wrong. A zero was left off.
8 Okaloosa	Family	Internal	Indigency procedures are being reworked to insure payments are made after party found nonindigent.
9 Osceola	Civil Traffic	Internal	We are working on correcting issues within the report.
10	Probate	Internal	We are working on correcting issues within the report.
11	Family	Internal	We are working on correcting issues within the report.
12 Pasco	Civil Traffic	Internal	Internal processes being reviewed to determine opportunities to improve collections for civil traffic.
13 Pinellas	Circuit Criminal	Internal	We are continuing to work with our Revenue and Case Counts Workgroup to identify strategies to increase collections. On January 1, 2023, we launched new payment plan policies and an internal collections program.
14	County Criminal	Internal	We are continuing to work with our Revenue and Case Counts Workgroup to identify strategies to increase collections. On January 1, 2023, we launched new payment plan policies and an internal collections program.
15	Juvenile Delinquency	Internal	We are continuing to work with our Revenue and Case Counts Workgroup to identify strategies to increase collections.
10	15		

CFY 2022-23 Quarter 1
Timeliness 1 - Filing New Cases

County	Division	Reason Code	Description
1 Brevard	Probate	Staffing - Internal	We experienced a loss of several staff members in this department. We are actively working on hiring. Also, hurricanes Ian and Nicole caused office closures. We worked overtime to recover.
2 Broward	Civil Traffic	Staffing - Internal	(1) clerk is on FMLA, requested temporary employee to improve timeliness.
3	Probate	Staffing - Internal	Budget permitting overtime will be utilized to improve timeliness.
4 DeSoto	Juvenile Delinquency	Staffing - Internal	Holiday closures coupled with a string of juvenile arrests and incomplete paperwork which prevented us from putting the cases on in a timely manner.
5 Gilchrist	Circuit Civil	Staffing - Internal	Clerk out sick in conjunction with holiday. Backup clerk to work Portal.
6 Glades	Circuit Criminal	Staffing - Internal	Short staff. Staff out on sick leave.
7	County Criminal	Staffing - Internal	Short staff. Staff out on sick leave.
8	Criminal Traffic	Staffing - Internal	Short staff. Staff out on sick leave.
9	Circuit Civil	Staffing - Internal	Short staff. Staff out on sick leave.
10 Hardee	Criminal Traffic	Staffing - Internal	New Staff still in training.
11 Hillsborough	Juvenile Delinquency	Staffing - Internal	Cross Training and Staff.
12 Madison	Circuit Criminal	Systems/Conversions - Internal	We have already changed our process of entering Circuit Criminal Cases.
13 Orange	Circuit Civil	Staffing - Internal	Continuously training new hires due to turnover. Additional resources, overtime and cross training to assist in this area.
14	County Civil	Staffing - Internal	Continuously training new hires due to turnover. Additional resources, overtime and cross training to assist in this area.
15 Pinellas	Criminal Traffic	Staffing - Internal	Training additional staff to assist the traffic section.
16	Civil Traffic	Staffing - Internal	Training additional staff to assist the traffic section.
17 Polk	Probate	Staffing - Internal	Ongoing training.
18 Putnam	County Criminal	Staffing - Internal	Staff is being trained in this area with a focus on meeting performance measures.
19	Juvenile Delinquency	Staffing - Internal	Staff is being trained in this area with a focus on meeting performance measures.
20	Criminal Traffic	Staffing - Internal	Staff is being trained in this area with a focus on meeting performance measures.



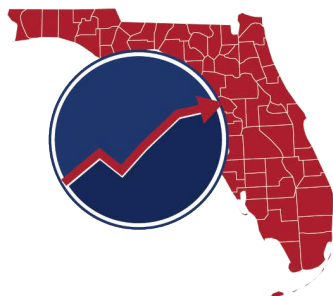
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Table E
Descriptions for Not Meeting Performance Standards
CFY 2022-23 Quarter 1

21	Suwannee	Criminal Traffic	Staffing - Internal	Several staff out sick in this division. Percentages will increase as staff have returned to work.
22	Union	Criminal Traffic	Staffing - Internal	Low staffing due to holidays.
23	Volusia	Circuit Civil	Staffing - Internal	Requested assistance from other areas.
24		County Civil	Staffing - Internal	Requested assistance from other areas.
	11		17	

CFY 2022-23 Quarter 1
Timeliness 2 (Docket Entries) - Internal Reasons Provided

	County	Division	Reason Code	Description
1	Brevard	Probate	Staffing - Internal	We experienced a loss of several staff members. We are actively working on hiring. We are also affected by Staffing - External. Hurricanes Ian and Nicole caused office closures. We worked overtime to recover.
2	Broward	Probate	Staffing - Internal	Budget permitting overtime will be utilized to improve timeliness.
3	Escambia	Circuit Civil	Staffing - Internal	Cross-training support staff to handle increased case activity due to AO 2021-12.
4	Glades	Circuit Criminal	Staffing - Internal	Short staff. Staff out sick.
5	Hillsborough	Juvenile Dependency	Staffing - Internal	Cross Training of Staff.
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		Juvenile Delinquency	Staffing - Internal	Understaffed and Criminal Court is more often so clerks do not have the time to meet the standards.
8	Orange	Circuit Civil	Staffing - Internal	Continuously training new hires due to turnover. Additional resources, overtime and cross training to assist in this area.
9		County Civil	Staffing - Internal	Continuously training new hires due to turnover. Additional resources, overtime and cross training to assist in this area.
10	Polk	Circuit Civil	Staffing - Internal	We are in the process of training new employees and cross training staff to assist in processing filings.
11		County Civil	Staffing - Internal	We are in the process of training new employees and cross training staff to assist in processing filings.
12		Probate	Staffing - Internal	Ongoing training.
13		Family	Staffing - Internal	We are to become fully staffed and have new employees trained.
14	Putnam	County Criminal	Staffing - Internal	Staff is being trained in this area with a focus on meeting performance measures.
15		Criminal Traffic	Staffing - Internal	Staff is being trained in this area with a focus on meeting performance measures.
16	Suwannee	Criminal Traffic	Staffing - Internal	Several staff out sick in this division. Percentages will increase as staff have returned to work.
17	Union	Circuit Criminal	Staffing - Internal	Holiday staffing.
18		Juvenile Delinquency	Staffing - Internal	Holiday staffing.
19	Volusia	Circuit Civil	Staffing - Internal	Requested assistance from other areas.
20		County Civil	Staffing - Internal	Requested assistance from other areas.
	12		20	



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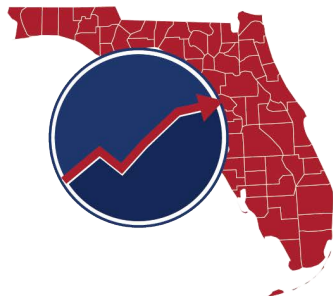
Table F
Descriptions for Not Meeting Performance Standards
CFY 2022-23 Quarter 1

Jury

	County	Reason Code	Description
1	Bay	Systems	We missed one - and system error on the 2nd one.
2	Brevard	Systems	Issue reported to vendor and resolved.
3	Charlotte	Staffing - Training	Staff in training.
4	Clay	Systems	Glitch in the jury system which created a duplicate pool. This is a one-off scenario.
5	Nassau	Staffing - Workload	Batch was received the same day we were closing our prior Fiscal year. Checks were issued the next day.
6	Sarasota	Staffing - Workload	Department was short staffed - in process of hiring additional employees.
	6	6	

NOTE

1. Columbia did not submit a Juror Timeliness report at the time of this report.



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