



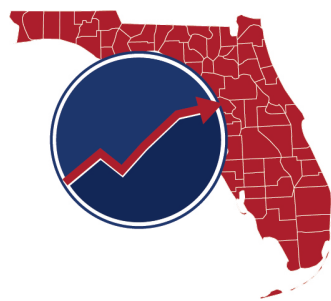
Quarterly Performance Measures & Action Plans Report

Section 28.35(2)(d), Florida Statutes

2nd Quarter
County Fiscal Year 2022-23
(Jan 1, 2023 through Mar 31, 2023)

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CCOC
FLORIDA CLERKS OF COURT
OPERATIONS CORPORATION



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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.

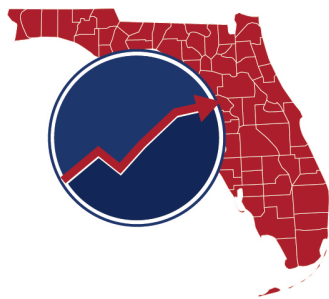
The CCOC monitors the performance of the Clerk's offices through quarterly reports provided by the Clerk's offices, due on the 20th of the month following the end of the quarter. The CCOC provides notification of the status of the Clerks' performance standards to the Legislature through these quarterly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

The CFY 2022-2023 2nd Quarter report identifies the Clerk's offices not meeting each performance standard. There were 52 clerk offices that required a total of 119 action plans for Collections. There were 19 clerk offices that required an action plan for not filing cases timely resulting in 27 action plans. There were 11 clerk offices that required an action plan for not docketing cases timely totaling 14 action plans. While all 67 counties issued summonses only 63 counties issued payments, 5 of which were not timely. Twelve counties did not have any action plans.

Also, of note, is the impact of legislation signed into law that increased the volume of cases filed in Circuit Civil at unprecedented levels. It is expected to be a one-time influx of cases. 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 2

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Total
Alachua	External	External	External							3
Baker				External			External			2
Bay	Internal	Internal			Internal		Internal	Internal	Internal	6
Bradford				External	External		Internal			3
Brevard		External			External		External			3
Broward			External				External			2
Calhoun							External			1
Charlotte										0
Citrus	External									1
Clay	External						External			2
Collier										0
Columbia	External		External				External		Internal	4
DeSoto										0
Dixie	External	External	External	External			External			5
Duval	External	External	External				External			4
Escambia							External			1
Flagler										0
Franklin			External							1
Gadsden							External			1
Gilchrist										0
Glades							Internal			1
Gulf			External		Internal		External			3
Hamilton										0
Hardee		External								1
Hendry							External			1
Hernando	External									1
Highlands	External	External								2
Hillsborough	External		External				External			3
Holmes							External			1
Indian River										0
Jackson	External						External			2
Jefferson										0
Lafayette							External			1
Lake	External		External							2
Lee	Internal		Internal							2
Leon	External	External		External	External		External			5
Levy				External					External	2
Liberty	Internal		External						Internal	3



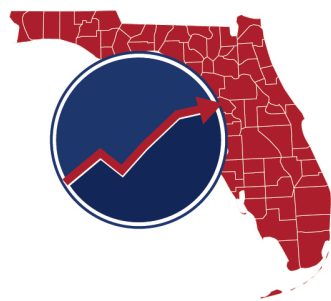
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FLORIDA CLERKS OF COURT
OPERATIONS CORPORATION

Table A
Descriptions for Not Meeting Performance Standards
CFY 2022-23 Quarter 2

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										0
Martin	External									1
Miami-Dade		External	External				External			3
Monroe										0
Nassau							External			1
Okaloosa							External		External	2
Okeechobee	external				Internal					2
Orange		External					External			2
Osceola							Internal	Internal	Internal	3
Palm Beach					External					1
Pasco							Internal			1
Pinellas	Internal	Internal	Internal							3
Polk	External						External			2
Putnam	External	External	External				External			4
Saint Johns										0
Saint Lucie										0
Santa Rosa							External			1
Sarasota	External	External					External			3
Seminole		External					External			2
Sumter										0
Suwannee										0
Taylor	External		External				External			3
Union	External	Internal	External	External						4
Volusia		External								1
Wakulla	External		External							2
Walton										0
Washington	External	External	External				External			4
Statewide	26	18	19	6	7	0	35	2	6	119
Internal Reasons	4	3	2	0	3	0	5	2	4	23
External Reasons	22	15	17	6	4	0	30	0	2	96

NOTE

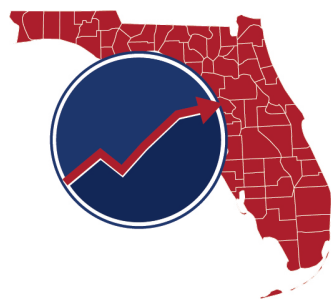
1. All counties submitted a Collections report.



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Table B
Descriptions for Not Meeting Performance Standards
CFY 2022-23 Quarter 2

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



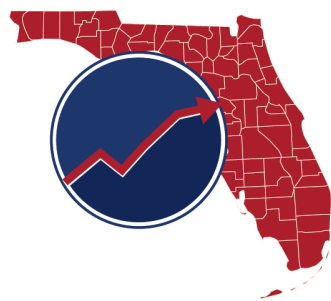
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Table B
Descriptions for Not Meeting Performance Standards
CFY 2022-23 Quarter 2

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependency	Total
Madison											0
Manatee					Staffing - Internal						1
Marion					Staffing - External						1
Martin											0
Miami-Dade					Staffing - External	Staffing - External					2
Monroe											0
Nassau											0
Okaloosa											0
Okeechobee											0
Orange					Staffing - Internal	Staffing - Internal					2
Osceola											0
Palm Beach					Staffing - External	Staffing - External					2
Pasco											0
Pinellas					Staffing - Internal						1
Polk		Staffing - Internal		Staffing - Internal	Staffing - External						3
Putnam										Staffing - Internal	1
Saint Johns											0
Saint Lucie											0
Santa Rosa											0
Sarasota											0
Seminole											0
Sumter											0
Suwannee											0
Taylor											0
Union											0
Volusia					Staffing - Internal	Staffing - Internal					2
Wakulla											0
Walton											0
Washington											0
Statewide	2	1	1	2	14	5	0	1	0	1	27
Internal Reasons	1	1	1	2	8	3	0	1	0	1	18
External Reasons	1	0	0	0	6	2	0	0	0	0	9

NOTE

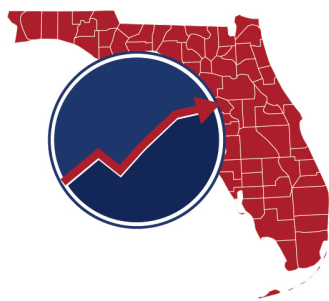
1. All counties submitted an Outputs report with Timeliness 1 data.



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Table C
Descriptions for Not Meeting Performance Standards
CFY 2022-23 Quarter 2

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



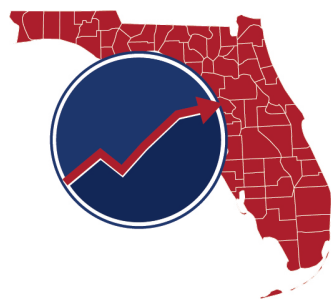
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Table C
Descriptions for Not Meeting Performance Standards
CFY 2022-23 Quarter 2

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependency	Total
Manatee					Staffing - Internal						1
Marion											0
Martin											0
Miami-Dade											0
Monroe											0
Nassau											0
Okaloosa											0
Okeechobee											0
Orange					Staffing - Internal						1
Osceola											0
Palm Beach					Staffing - External						1
Pasco											0
Pinellas											0
Polk					Staffing - External	Staffing - External			Staffing - Internal		3
Putnam											0
Saint Johns											0
Saint Lucie											0
Santa Rosa											0
Sarasota											0
Seminole											0
Sumter											0
Suwannee											0
Taylor								Systems/Conversions - Internal			1
Union			Staffing - Internal								1
Volusia					Staffing - Internal	Staffing - Internal					2
Wakulla											0
Walton											0
Washington											0
Statewide	1	0	1	0	6	2	0	2	2	0	14
Internal Reasons	1	0	1	0	3	1	0	2	2	0	10
External Reasons	0	0	0	0	3	1	0	0	0	0	4

NOTE

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



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Table D
Descriptions for Not Meeting Performance Standards
CFY 2022-23 Quarter 2

Collections				
	County	Division	Reason Code	Description
1	Alachua	Circuit Criminal	External	The local economy, incarcerated defendants, and the overall ability to pay greatly effects the collection rate. Alachua County accepts payment on-line, sign defendants up for collection plan, and pursues collection via collection agency.
2		County Criminal	External	Alachua County uses all methods of collections available to them for collecting on these cases. License suspension, on-line payment, submission to Collection Agency are some of the methods used. In addition, the SA office operates a diversion program for misdemeanor cases.
3		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.
4	Baker	Criminal Traffic	External	Citizens are not following the payment plan and we do not set them up on outside collections. No improvement at this time. We see the trend going up and feel we are going in the right direction.
5		Civil Traffic	External	Collections at the collection agency is down. However, we feel it is going in the right direction and no improvements need to be made.
6	Bradford	Criminal Traffic	External	Our office will continue to notice defendants of owed court costs and encourage payment plans before sending to collections.
7		Circuit Civil	External	We have plaintiffs 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.
8	Brevard	County Criminal	External	The Brevard County Clerk of the Circuit Court and Comptroller utilizes all statutory available methods for collection. Our office is timely in posting payments received in this division. The factors affecting our collection rate are external and beyond our office's control.
9		Circuit Civil	External	Refunds to filing fees/service charges due to overpayments or statutorily driven adjustments.
10		Civil Traffic	External	The Brevard County Clerk of the Circuit Court and Comptroller utilizes all statutory available methods for collection. Our office is timely in posting payments received in this division. The factors affecting our collection rate are external and beyond our office's control.
11	Broward	Juvenile Delinquency	External	Broward continues to work with other governmental agencies and judiciary to improve collections of court ordered assessments.
12		Civil Traffic	External	The number of indigent defendants impact collections.
13	Calhoun	Civil Traffic	External	Continue to suspend driver license and turn over to collections.
14	Citrus	Circuit Criminal	External	Large fines on trafficking cases that cannot be paid until the defendants are released.
15	Clay	Circuit Criminal	External	\$528,914 of the amount assessed is in Drug Trafficking. 75% of this quarter's assessed fees are drug trafficking fines.
16		Civil Traffic	External	Extension of due dates on red light camera tickets by the judiciary.
17	Columbia	Circuit Criminal	External	Continue collection efforts by offering payment plans to defendants who have been released from DOC. If a defendant is sentenced to DOC, they do not typically pay their court costs and fines until they are released. If a defendant is sentenced to DOC Probation then they pay their costs through probation.
18		Juvenile Delinquency	External	Continue the collection efforts. Parents cannot afford to pay the court costs/fines of their children.
19		Civil Traffic	External	We are offering payment plans to customers, the judge is giving 30-90 days for customers to pay if they elected court.
20	Dixie	Circuit Criminal	External	We have hired an additional collection agency to start collecting criminal fines. Very poor community.
21		County Criminal	External	we have hired an additional collection agency to start collecting criminal fines. Very poor community.
22		Juvenile Delinquency	External	Not able to collect from juvenile's. Most are still in school and do not have jobs.
23		Criminal Traffic	External	We have hired an additional collection agency to start collecting criminal fines. Very poor community.
24		Civil Traffic	External	We have hired an additional collection agency to start collecting criminal fines. Very poor community.
25	Duval	Circuit Criminal	External	We continue to have 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		County Criminal	External	We continue to face 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		Juvenile Delinquency	External	We continue to face 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.
28		Civil Traffic	External	We continue to face 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.

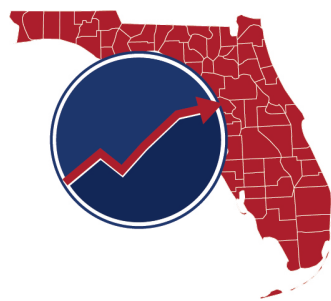


Table D
Descriptions for Not Meeting Performance Standards
CFY 2022-23 Quarter 2

Collections				
29	Escambia	Civil Traffic	External	The local economy, incarcerated defendants, and the overall ability to pay greatly affect the collection rate. Escambia is working with an outside collection agency and providing expanded payment options in an effort to improve the collections rate.
30	Franklin	Juvenile Delinquency	External	We are using all methods at our disposal to collect.
31	Gadsden	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	Gulf	Juvenile Delinquency	External	It is difficult to get juveniles to pay their fees, as many either live in a facility or have difficulty finding employment due to their history with law enforcement.
33		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	Hendry	Civil Traffic	External	Lack of employment and economic struggles within our county. Will continue to collect outstanding debt thru license suspension, collection agency and offering payment plans.
36	Hernando	Circuit Criminal	External	Collections for felony have been lower on the whole. We will continue to work with our Collection agencies to try to increase the collection rate for Felony.
37	Highlands	Circuit Criminal	External	Will increase compliance efforts.
38		County Criminal	External	Will increase compliance efforts.
39	Hillsborough	Circuit Criminal	External	Continued Transmission to Collection Agencies
40		Juvenile Delinquency	External	No Collection Methods Available
41		Civil Traffic	External	Continued transmission to Collection Agencies
42	Holmes	Civil Traffic	External	Non-Payment. Continuing to use our collections department along with sending due diligent letters and judgements.
43	Jackson	External	External	Majority of the defendants are sentenced to prison terms in excess of 15 months. We record liens in the official records if reduced to civil judgment. We also will refer to a collection agency. Our Collection Deputy Clerk is sending notices about payment plans to increase collections.
44		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.
45	Lafayette	Civil Traffic	External	Economy
46	Lake	Circuit Criminal	External	Without the \$425,000 Drug Trafficking assessments, our rate would have been 14.79%.
47		Juvenile Delinquency	External	Due to limited resources for collections, we are focusing on the accounts that are more easily collectible.
48	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. <u>Leon County will continue to monitor this.</u>
49		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. <u>Leon County will continue to monitor this.</u>
50		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. In addition, the State Attorneys office operates a Diversion Program for misdemeanor cases and local law enforcement uses civil citations. <u>Leon County will continue to monitor this.</u>
51		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. Leon County will <u>continue to monitor this.</u>
52		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. <u>Leon County will continue to monitor this.</u>
53	Levy	Criminal Traffic	External	No payment all judgement.
54		Family	External	Default payment plan

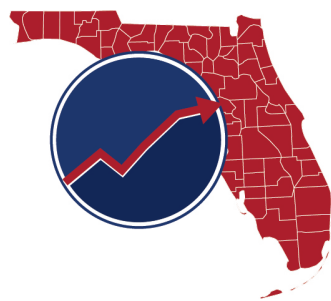


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Descriptions for Not Meeting Performance Standards
CFY 2022-23 Quarter 2

Collections				
55	Liberty	Juvenile Delinquency	External	Juveniles placed on probation normally have time of probation to pay costs. Will work with Probation Office on getting payments.
56	Madison	County Criminal	External	The local economy and the overall inability to pay greatly affects our collection rate.
57		Juvenile Delinquency	External	6 Cases, where 5 may perform Community Service Hours in lieu of costs and 1 has been transferred to Polk County and committed to the custody of the Judicial Dept of Juvenile Justice and they also may perform Community Service Hours in lieu of costs.
58		Civil Traffic	External	The local economy and the overall inability to pay greatly affects our collection rate.
59	Manatee	Circuit Criminal	External	No monies collected for drug trafficking cases. Collection rate less trafficking amounts is within performance measure standards.
60		Civil Traffic	External	Best Practices are being followed with two external collection agents. Continuing to have an increase from previous reporting period and from previous quarters.
61	Martin	Circuit Criminal	External	Two trafficking cases with a total assessment of \$683,185 are included in this window. The incarcerations are for 8 and 25 years; cases have gone to collections. If we exclude these cases, the collection rate would be 11.35%.
62	Miami-Dade	County Criminal	External	Due to our current economic conditions, many defendants are indigent or transient making collections efforts more difficult.
63		Juvenile Delinquency	External	Unable to meet standard due to inflation and its current economic impact in our community.
64		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.
65	Nassau	Civil Traffic	External	Continue to send cases to the collection agency
66	Okaloosa	Civil Traffic	External	Errors caught and corrected lead to assessment change
67		Family	External	More Indigent filers not paying when found not indigent.
68	Okeechobee	Circuit Criminal	External	Cases to be sent to collections
69	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.
70		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.
71	Palm Beach	Circuit Civil	External	Decrease is a result of receipt revisions due to case upgrades or downgrades, sales vacated, and registry fees returned.
72	Polk	Circuit Criminal	External	Customers not paying. Looking into other payment options to generate payments.
73		Civil Traffic	External	Customers not paying/looking to add other payment options.
74	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.
75		County 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.
76		Juvenile Delinquency	External	No compliance requirements by judiciary.
77		Civil Traffic	External	Low income levels; high unemployment rates. We cannot solve these problems. Our collection agency went out of business in December 2022. We have secured a new agency and are onboarding with them in April 2023.
78	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.
79	Sarasota	Circuit Criminal	External	For this quarter the Drug Trafficking assessments represented 76.6% of the total and had a collection rate of only 0.001%. The collection rate on non Drug Trafficking assessments was 17.48%.
80		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.
81		Civil Traffic	External	Red Light Camera tickets traditionally have a lower collection rate than other UTCs and also have a higher assessment amount than the average UTC. For this quarter the RLC citations accounted for over 19% of the UTCs compared to a recent past average of 8%.
82	Seminole	County Criminal	External	The collections on these assessments were down in this last quarter and appears to be an anomaly. The collections overall for the quarter of 1/1/23 - 3/31/23 are not down. It appears to only be on these assessments.
83		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 \$1,851,631.44 paid on \$1,950,870.20 assessed, for 93.98%
84	Taylor	Circuit Criminal	External	Economic hardships. Staff will continue efforts to collect payments.

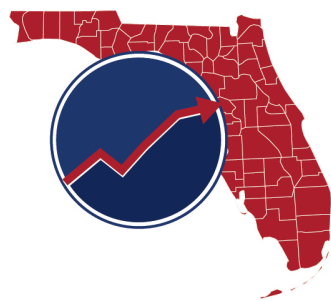


Table D
Descriptions for Not Meeting Performance Standards
CFY 2022-23 Quarter 2

Collections				
85		Juvenile Delinquency	External	No enforcement or consequences for juveniles if payments aren't made.
86		Civil Traffic	External	Attempts to collect fees will continue and staff will continue to send overdue/unpaid cases to collections.
87	Union	Circuit Criminal	External	42 Cases Civil Judgments in place; 7 Defendants have two or more cases within reporting period; 6 cases Defendants to pay after release - no sentence less than 3 years
88		Juvenile Delinquency	External	Of the 2 cases with assessments one child is in Foster Care and the other juvenile is currently in court for violating probation in this case.
89		Criminal Traffic	External	Just one assessment is over 50% of the assessments for this quarter (\$2596.75). This defendant is on probation and has their driver's license suspended for 5 years.
90	Volusia	County Criminal	External	Increase in the number of late paying cases the we are sending to collections
91	Wakulla	Circuit Criminal	External	Customers are only making minimum \$10 payments and \$5 of it is for Clerk fees therefore not making much progress on their balance. Also, tax refunds delayed so no payments from those that typically use their returns funds toward their fines and fees.
92		Juvenile Delinquency	External	No penalties for non-payment on Juvenile cases, continued research on successful collection methods.
93	Washington	Circuit Criminal	External	Incarceration of defendants. Payment plans.
94		County Criminal	External	Incarceration of defendants. Payment Plans.
95		Juvenile Delinquency	External	Fines assessed will be entered as a Civil Judgment once defendant reaches 18 years of age.
96		Civil Traffic	External	Driver license suspended and sent to collection agency.
	46		96	

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

	County	Division	Reason Code	Description
1	Brevard	Circuit Civil	Staffing - External	House Bill 837 - significant increase in circuit civil filings, causing backlog in processing these cases. This issue will likely persist into the next quarter. We have been working overtime to try to get these cases current.
2	Hendry	Circuit Criminal	Staffing - External	Staff shortage/turnover and increase in workload
3	Hernando	Circuit Civil	Staffing - External	House Bill 837 has overwhelmed counties with new negligence and auto accident cases.
4	Marion	Circuit Civil	Staffing - External	Due to the anticipation of the passing of HB 837 there was an influx of CA case filings.
5	Miami-Dade	Circuit Civil	Staffing - External	Unable to meet standard due to the influx of cases filed in March as a result of House Bill 837.
6		County Civil	Staffing - External	Unable to meet standard due to the influx of cases filed in March as a result of House Bill 837.
7	Palm Beach	Circuit Civil	Staffing - External	Due to changes in Florida Civil Statute, unprecedented volume of filing were received during the reporting period.
8		County Civil	Staffing - External	Due to changes in Florida Civil Statute, unprecedented volume of filing were received during the reporting period.
9	Polk	Circuit Civil	Staffing - External	Due to over abundance of cases filed before Tort Reform Bill was passed. We are in the process of training new staff.
	4		4	

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

	County	Division	Reason Code	Description
1	Escambia	Circuit Civil	Staffing - External	House Bill 837 caused nearly 1,200 cases to be filed in three days causing backlog for docketing on new and existing cases.
2	Palm Beach	Circuit Civil	Staffing - External	Due to changes in Florida Civil Statute, unprecedented volume of filing were received during the reporting period.
3	Polk	Circuit Civil	Staffing - External	Due to Tort Reform Bill that passed in March an overabundance of cases were filed. We are in the process of training new employees.
4		County Civil	Staffing - External	In the process of training new staff.
	3		4	

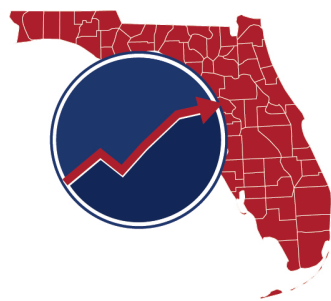


Table E
Descriptions for Not Meeting Performance Standards
CFY 2022-23 Quarter 2

Collections				
	County	Division	Reason Code	Description
1	Bay	Circuit Criminal	Internal	Adjustments have been made. Bay County Uses all means available to collect as much money as possible.
2		County Criminal	Internal	Adjustments have been made. Bay County Uses all means available to collect as much money as possible.
3		Circuit Civil	Internal	Adjustments have been made. Bay County Uses all means available to collect as much money as possible.
4		Civil Traffic	Internal	Adjustments have been made. Bay County Uses all means available to collect as much money as possible.
5		Probate	Internal	Adjustments have been made. Bay County Uses all means available to collect as much money as possible.
6		Family	Internal	Adjustments have been made. Bay County Uses all means available to collect as much money as possible.
7	Bradford	Civil Traffic	Internal	When we receive payments from collections on citations before 2012, we must delete the original assessment and create a new assessment with the current date - this is due to the conversion of an old CMS to CLERICUS. We update the org. fine & change the offense date to the org. date.
8	Columbia	Family	Internal	Continue collection efforts by offering payment plans in our compliance department.
9	Glades	Civil Traffic	Internal	Staffing shortage
10	Gulf	Circuit Civil	Internal	Staff changes over the last couple of years has made it difficult to meet collection goals. When new employees are hired and properly trained, the collection rates should improve.
11	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.
12		Juvenile Delinquency	Internal	We have a higher case volume that in turn has an increase in credit for the Indigence application fee per statute 939.06 and there is no action to improve.
13	Liberty	Circuit Criminal	Internal	Turn cases over to Collection Agent.
14		Family	Internal	Turn cases over to Collection Agent.
15	Okeechobee	Circuit Civil	Internal	Assess fees timely
16	Osceola	Civil Traffic	Internal	We are working on correcting issues within the report.
17		Probate	Internal	We are working on correcting issues within the report.
18		Family	Internal	We are working on correcting issues within the report.
19	Pasco	Civil Traffic	Internal	Internal processes being reviewed to determine opportunities to improve collections for civil traffic.
20	Pinellas	Circuit Criminal	Internal	We are re-evaluating the payment plan program that we launched on January 1, 2023 to determine if there are more effective ways to promote individuals going on payment plans for these harder-to-collect case types. In addition, nearly \$4 million is drug trafficking charges for circuit criminal.
21		County Criminal	Internal	We are re-evaluating the payment plan program that we launched on January 1, 2023 to determine if there are more effective ways to promote individuals going on payment plans for these harder-to-collect case types.
22		Juvenile Delinquency	Internal	We are continuing to work with our Revenue and Case Counts Workgroup to identify strategies to increase collections. We are currently exploring opportunities to have parents enter into payment plans on behalf of their minor children.
23	Union	County Criminal	Internal	In conjunction with Judiciary we've not been actively D-6'ing license at time of Civil Judgment. Collections have dropped. We will begin D-6'ing when Civil Judgments entered. All cases with outstanding balances have Civil Judgments entered.
	12		23	

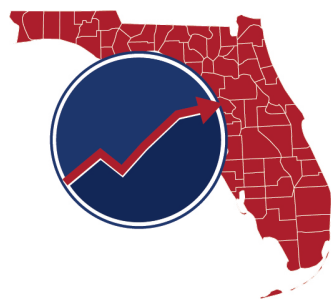


Table E
Descriptions for Not Meeting Performance Standards
CFY 2022-23 Quarter 2

CFY 2022-23 Quarter 2
Timeliness 1 - Filing New Cases

	County	Division	Reason Code	Description
1	Baker	Circuit Civil	Staffing - Internal	Our one staff member was out of the office. Currently we are trying to cross train others.
2	Brevard	County Civil	Staffing - Internal	One loss and one retirement in the department. We are working on hiring then training new staff to recover from these shortages.
3	Broward	Probate	Staffing - Internal	Budget permitting overtime will be utilized to improve timeliness
4	Calhoun	Juvenile Delinquency	Staffing - Internal	will cross train
5	Duval	Circuit Civil	Staffing - Internal	Significant increase in the number of cases filed in March 2023. Overtime was utilized to open the cases as soon as possible. We were caught up by April 10.
6	Glades	Circuit Criminal	Staffing - Internal	Short staff. Funding will not allow additional staff.
7		Criminal Traffic	Staffing - Internal	Short staff.
8	Lee	Circuit Civil	Staffing - Internal	Due to recent legislative changes, the number of cases filed for the Auto Negligence case type were way above the norm causing the processing of the influx of cases to be below standard.
9	Levy	Circuit Civil	Staffing - Internal	Short staff, no help, no money.
10	Manatee	Circuit Civil	Staffing - Internal	None - due to an unprecedented volume of negligence cases filed; staff was unable to timely enter new cases and/or docket timely.
11	Orange	Circuit Civil	Staffing - Internal	Continue to consistently train new hires due to turnover. Increase in filings due to implementation of House Bill 837.
12		County Civil	Staffing - Internal	Continue to consistently train new hires due to turnover.
13	Pinellas	Circuit Civil	Staffing - Internal	Tort Reform Legislation - Passed causing surge in Filings
14	Polk	County Criminal	Staffing - Internal	Continued training.
15		Criminal Traffic	Staffing - Internal	Continued training.
16	Putnam	Juvenile Dependency	Staffing - Internal	Staff is being trained in this area with a focus on meeting performance measures.
17	Volusia	Circuit Civil	Staffing - Internal	Requested assistance from other areas
18		County Civil	Staffing - Internal	Requested assistance from other areas
	14		18	

CFY 2022-23 Quarter 2
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	Family	Staffing - Internal	We are in the process of hiring temps to assist.
3	Glades	Circuit Criminal	Staffing - Internal	staffing shortage
4	Manatee	Circuit Civil	Staffing - Internal	None - due to an unprecedented volume of negligence cases filed; staff was unable to timely enter new cases and/or docket timely.
5	Orange	Circuit Civil	Staffing - Internal	Continue to consistently train new hires due to turnover. Increase in filings due to implementation of House Bill 837.
6	Polk	Family	Staffing - Internal	Get a fully trained staff.
7	Taylor	Probate	Systems/Conversions - Internal	Data and Case Clean up for UCR and Conversion purposes.
8	Union	Juvenile Delinquency	Staffing - Internal	Increase in Cases; New Staff
9	Volusia	Circuit Civil	Staffing - Internal	Requested assistance from other areas.
10		County Civil	Staffing - Internal	Requested assistance from other areas.
	9		10	

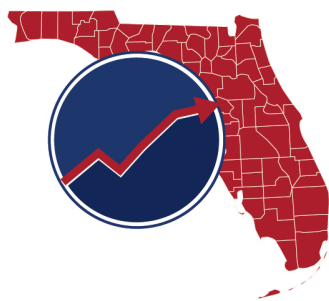


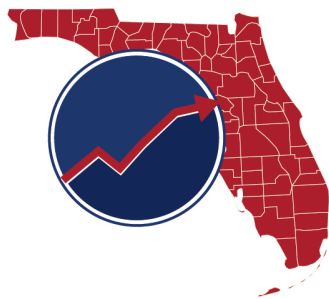
Table F
Descriptions for Not Meeting Performance Standards
CFY 2022-23 Quarter 2

Jury

	County	Reason Code	Description
1	Charlotte	Procedural	The Judge for this trial brought a Jury Panel in late December and didn't release the jurors until January 11th.
2	Gadsden	Procedural	One juror didn't turn in her payment request until a few months after she served.
3	Martin	Procedural	Ask SAO to instruct Grand Jurors to fill out the check-in form completely.
4	Monroe	Staffing - Training	Continue training on implementation of new juror system.
5	Volusia	Staffing - Workload	Will add reminder to Outlook Calendar.
	5	5	

NOTE

1. All counties submitted a Juror Management Performance report.



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