



Quarterly Performance Measures & Action Plans Report

Section 28.35(2)(d), Florida Statutes

3rd Quarter
County Fiscal Year 2022-23
(Apr 1, 2023 through Jun 30, 2023)

Table of Contents

A – Collections Performance by Division	4
B – Timeliness 1 – Filing New Cases Performance by Division.....	6
C – Timeliness 2 – Cases Docketed Performance by Division	8
D – External Factors for Not Meeting Performance Standards	10
Collections, Timeliness 1, Timeliness 2	
E – Internal Factors for Not Meeting Performance Standards	15
Collections, Timeliness 1, Timeliness 2	
F – Factors for Not Meeting Jury Performance Standards.....	17



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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 3rd Quarter report identifies the Clerk's offices not meeting each performance standard. There were 54 clerk offices that required a total of 118 action plans for Collections. There were 17 clerk offices that required an action plan for not filing cases timely resulting in 27 action plans. There were 13 clerk offices that required an action plan for not docketing cases timely resulting in 21 action plans. While 66 counties issued summonses only 65 counties issued payments, 5 of which were not timely. Eleven counties did not have any action plans.

The performance measure analysis detail 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
Descriptions for Not Meeting Performance Standards - Collections
CFY 2022-23 Quarter 3

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



Table A
Descriptions for Not Meeting Performance Standards - Collections
CFY 2022-23 Quarter 3

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		Internal					Internal			2
Martin										0
Miami-Dade		External		External			External			3
Monroe										0
Nassau	External						External			2
Okaloosa							External		Internal	2
Okeechobee										0
Orange	External	External					External			3
Osceola							Internal	Internal	Internal	3
Palm Beach			External		External					2
Pasco	External						Internal			2
Pinellas	Internal	Internal								2
Polk	External						External			2
Putnam	External	External	External				External			4
Saint Johns	External									1
Saint Lucie										0
Santa Rosa							External			1
Sarasota	External	External					External			3
Seminole							External			1
Sumter										0
Suwannee										0
Taylor	External	External	External	External			External			5
Union	External	External		External	External					4
Volusia			External							1
Wakulla			External							1
Walton	External									1
Washington	External		External				External			3
Statewide	31	16	15	8	8	0	33	2	5	118
Internal Reasons	2	3	0	1	3	0	6	1	3	19
External Reasons	29	13	15	7	5	0	27	1	2	99



Table B
Descriptions for Not Meeting Performance Standards - Time 1 (Filing New Cases)
CFY 2022-23 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					Staffing - Internal						1
Bay											0
Bradford											0
Brevard					Staffing - External	Staffing - External					2
Broward								Staffing - Internal			1
Calhoun											0
Charlotte											0
Citrus											0
Clay											0
Collier											0
Columbia											0
DeSoto											0
Dixie											0
Duval											0
Escambia											0
Flagler											0
Franklin											0
Gadsden											0
Gilchrist											0
Glades	Staffing - Internal	Staffing - Internal		Staffing - Internal							3
Gulf											0
Hamilton											0
Hardee				Staffing - Internal							1
Hendry	Staffing - External										1
Hernando		Staffing - Internal			Staffing - External						2
Highlands								Staffing - Internal			1
Hillsborough											0
Holmes											0
Indian River											0
Jackson											0
Jefferson											0
Lafayette											0
Lake											0
Lee		Staffing - Internal			Staffing - Internal		Staffing - Internal				3
Leon											0
Levy											0
Liberty											0



Table B
Descriptions for Not Meeting Performance Standards - Time 1 (Filing New Cases)
CFY 2022-23 Quarter 3

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



Table C
Descriptions for Not Meeting Performance Standards - Time 2 (Cases Docketed)
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 - External	Staffing - External		Staffing - Internal			3
Broward											0
Calhoun	Staffing - Internal										1
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								Staffing - Internal	2
Gulf											0
Hamilton											0
Hardee				Staffing - Internal							1
Hendry											0
Hernando											0
Highlands											0
Hillsborough											0
Holmes											0
Indian River											0
Jackson											0
Jefferson											0
Lafayette											0
Lake											0
Lee				Staffing - Internal							1
Leon											0
Levy											0
Liberty											0
Madison											0



Table C
Descriptions for Not Meeting Performance Standards - Time 2 (Cases Docketed)
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											0
Marion											0
Martin											0
Miami-Dade											0
Monroe			Staffing - Internal								1
Nassau											0
Okaloosa											0
Okeechobee											0
Orange					Staffing - Internal						1
Osceola					Staffing - External	Staffing - External					2
Palm Beach					Staffing - External			Staffing - External			2
Pasco											0
Pinellas											0
Polk					Staffing - Internal	Staffing - Internal		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											0
Volusia					Staffing - Internal	Staffing - Internal					2
Wakulla											0
Walton											0
Washington											0
Statewide	1	1	1	2	7	4	0	4	0	1	21
Internal Reasons	1	1	1	2	3	2	0	3	0	1	14
External Reasons	0	0	0	0	4	2	0	1	0	0	7



Table D
Descriptions for Not Meeting Performance Standards
CFY 2022-23 Quarter 3

Collections - External Reasons Provided

	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	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.
3		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.
4		Probate	External	We do not send these cases to a collection agency and are working on them in-house.
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	K22 is not computing accurately. K23 should read 44.90%. Our office will continue to notice defendants of owed court costs and fees and encourage payment plans before sending to collections.
9		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.
10	Brevard	Juvenile Delinquency	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		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.
12	Broward	Circuit Criminal	External	The number of indigent defendants impact collection efforts.
13		Juvenile Delinquency	External	Broward continues to work with other governmental agencies and judiciary to improve collections of court ordered assessments.
14		Civil Traffic	External	The number of indigent defendants impact collections.
15	Calhoun	Circuit Criminal	External	Economy. The standard was not met despite pursuit of all collection efforts within the control of the Clerk's Office.
16	Clay	Circuit Criminal	External	\$317,474 of the amount assessed is in Drug Trafficking. 66% of this quarter's assessed fees are drug trafficking fines.
17	Collier	Circuit Criminal	External	Exclude Drug Case:11-2014-CF-002220. This case is assessed at \$2,393,845.70 and if excluded would make the collection percentage over 11%.
18	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.
19	Dixie	Circuit Criminal	External	We have hired an additional collection agency and have started collecting all past due fines. Very poor community.
20		Criminal Traffic	External	We have hired an additional collection agency to start collecting criminal fines. Very poor community.
21		Civil Traffic	External	We have hired an additional collection agency to start collecting criminal files. Very poor community.
22		Family	External	We have hired an additional collection agency to start collecting criminal files. Very poor community.



Table D
Descriptions for Not Meeting Performance Standards
CFY 2022-23 Quarter 3

Collections - External Reasons Provided

	County	Division	Reason Code	Description
23	Duval	Circuit Criminal	External	We continue to have staffing challenges. To improve, we have enhanced online payment options, we have implemented a Compliance Department and recently entered into a contract for compliance software to better assist with the collection of fines and fees.
24		County Criminal	External	We continue to have staffing challenges. To improve, we have enhanced online payment options, we have implemented a Compliance Department and recently entered into a contract for compliance software to better assist with the collection of fines and fees.
25		Juvenile Delinquency	External	We continue to have staffing challenges. To improve, we have enhanced online payment options, we have implemented a Compliance Department and recently entered into a contract for compliance software to better assist with the collection of fines and fees.
26		Civil Traffic	External	We continue to have staffing challenges. To improve, we have enhanced online payment options, we have implemented a Compliance Department and recently entered into a contract for compliance software to better assist with the collection of fines and fees.
27	Escambia	Circuit Criminal	External	The local economy, incarcerated defendants, and the overall ability to pay greatly affect the collection rate. Escambia now offers expanded payment options such as online payments and is handing out court cards to defendants after their court appearance detailing their payment options. Escambia is also working with an outside collections agency in an effort to improve the collections rate.
28		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.
29	Flagler	Circuit Criminal	External	Drug Trafficking fines coupled with incarceration.
30	Franklin	Juvenile Delinquency	External	We are using all methods at our disposal to collect.
31	Gadsden	Circuit 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.
32		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.
33		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.
34	Gulf	Circuit Criminal	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.
35		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.
36	Hamilton	Civil Traffic	External	We are continuing to work with our collection agency and doing other activities, i.e. payment plans, acceptance of payments online, phone, and in person. Our new county judge has also agreed to access additional court costs for defendants that choose civil traffic court.
37	Hardee	County Criminal	External	Cases are at collections or partial payment plans.
38	Hendry	Juvenile Delinquency	External	The majority of the juveniles do not pay their Public Defender/Indigent Application Fee - we will continue to remind the juveniles of this fee when they turn in their applications.
39		Civil Traffic	External	Turn over of employees and economic struggles within our county. Will continue to collect outstanding debt thru license suspension, collection agency, and offering payment plans.
40	Highlands	County Criminal	External	Will increase compliance efforts.
41	Hillsborough	Circuit Criminal	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		Civil Traffic	External	Continued transmission to collection agencies.
44	Lafayette	Circuit Criminal	External	Defendants incarcerated resulting in th inability to collect court costs and fines.
45		Juvenile Delinquency	External	Defendants are incarcerated.
46		Circuit Civil	External	Petitioner is incarcerated.
47	Lake	Circuit Criminal	External	Without the \$550,000 Drug Trafficking assessments, our rate would have been 11.34%.
48		Juvenile Delinquency	External	Due to limited resources for collections, we are focusing on the accounts that are more easily collectible.



Table D
Descriptions for Not Meeting Performance Standards
CFY 2022-23 Quarter 3

Collections - External Reasons Provided

	County	Division	Reason Code	Description
49	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 Attorney's office operates a Diversion Program for misdemeanor cases and local law enforcement uses civil citations. Leon County will continue to monitor this.
50		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 Attorney's office operates a Diversion Program for misdemeanor cases and local law enforcement uses civil citations. Leon County will continue to monitor this.
51		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 Attorney's office operates a Diversion Program for misdemeanor cases and local law enforcement uses civil citations. Leon County will continue to monitor this.
52		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 continue to monitor this.
53		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 Attorney's office operates a Diversion Program for misdemeanor cases and local law enforcement uses civil citations. Leon County will continue to monitor this.
54	Levy	Circuit Criminal	External	Defendant in jail.
55		Family	External	Default payment plan.
56	Liberty	Juvenile Delinquency	External	Juveniles placed on probation normally have time of probation to pay costs. Will work with Probation Office on getting payments.
57	Madison	County Criminal	External	The local economy and the overall inability to pay greatly affects our collection rate.
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	Following the Best Practices as to collection procedures with two external collection agents. Continuing increase of slightly over 1% from previous quarters.
61	Miami-Dade	County Criminal	External	Due to our current economic conditions, many defendants are indigent or transient making collections efforts more difficult.
62		Criminal 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.
63		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.
64	Nassau	Circuit Criminal	External	Refer to drug trafficking charge tab collections rate is actually 10.79% meeting the standard.
65		Civil Traffic	External	Collections continue to increase as reflected in the last two control groups. Continue to set up payment plans in person and electronically via the website and monitor.
66	Okaloosa	Civil Traffic	External	Errors caught and corrected lead to assessment change.
67	Orange	Circuit Criminal	External	Significant Drug Trafficking fines.
68		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.
69		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.



Table D
Descriptions for Not Meeting Performance Standards
CFY 2022-23 Quarter 3

Collections - External Reasons Provided

	County	Division	Reason Code	Description
70	Palm Beach	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.
71		Circuit Civil	External	Decrease is a result of receipt revisions due to case upgrades or downgrades, sales vacated, and registry fees returned.
72	Pasco	Circuit Criminal	External	This quarter has over 1.6 million dollars in trafficking fines. Our collection rate would be 17.34% without these assessments.
73	Polk	Circuit Criminal	External	Customers not paying. Looking into other payment options to generate payments.
74		Civil Traffic	External	Customers not paying. Looking into other payment options to generate payments.
75	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.
76		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.
77		Juvenile Delinquency	External	No compliance requirements by judiciary.
78		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 with initial records sent in June 2023.
79	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.
80	Sarasota	Circuit Criminal	External	For this quarter the Drug Trafficking assessments represented 78.2% of the total and had a collection rate of only 0.23%. The collection rate on non Drug Trafficking assessments was 20.66%.
81		County Criminal	External	This office continues to increase the volume and type of reminders to customer and implement improved processes with defendants in Probation and Payment Plans with very positive results.
82		Civil Traffic	External	Red Light Camera(RLC) 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%.
83	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 \$1,854,675.7 of \$1,998,164.51 for 92.82%
84	Saint Johns	Circuit Criminal	External	Court Costs not being paid.
85	Taylor	Circuit Criminal	External	Staff will continue efforts to collect payments.
86		County Criminal	External	Staff will continue efforts to collect payments.
87		Juvenile Delinquency	External	No enforcement or consequences for juveniles if payments aren't made.
88		Criminal Traffic	External	Staff continues with efforts to collect unpaid monies.
89		Civil Traffic	External	Attempts to collect fees will continue and staff will continue to send overdue/unpaid cases to collections.
90	Union	Circuit Criminal	External	Of the 87 cases with assessments 31 defendants were committed to the DOC; of the 31, 2 defendants have 3 cases, and 3 defendants have 2 cases. There are 37 Civil Judgments in place. 4 Defendants were ordered to pay through probations after sentence - lowest sentence is 5 years.
91		County Criminal	External	Of the 20 out of 37 cases with no payment there are 11 Civil Judgments, 9 D6's, 6 with active capias', and 2 defendants with multiple cases during quarter. Also 3 defendants currently in DOC.
92		Criminal Traffic	External	Probation late getting two checks (being reissued). These two checks will result in over 50% collections. Also FJ's and D6's for non-payment. 3 Defendants have active capias' and 2 defendants are in jail on felony charges.
93		Circuit Civil	External	The two cases with no payment were filed by the same inmate and dismissed prior to lien being placed. The outstanding debt will be sent to collections



Table D
Descriptions for Not Meeting Performance Standards
CFY 2022-23 Quarter 3

Collections - External Reasons Provided

	County	Division	Reason Code	Description
94	Volusia	Juvenile Delinquency	External	Increase in the number of late paying cases that we are sending to collections.
95		Wakulla	External	With no penalty on Juvenile cases for non-payment, juveniles and their parents make little to no effort in paying their fees.
96	Walton	Circuit Criminal	External	Increased number of drug trafficking assessments - all assessments reduced to a civil lien.
97	Washington	Circuit Criminal	External	Incarceration of defendants. Payment plans.
98		Juvenile Delinquency	External	Fines assessed will be entered as a Civil Judgment once defendant reaches 18 years of age.
99		Civil Traffic	External	Driver license suspended and sent to collection agency.
	47		99	

CFY 2022-23 Quarter 3

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 a backlog in processing most civil queues. We have been working overtime to try to get these cases current.
2		County Civil	Staffing - External	House Bill 837 - significant increase in circuit civil filings, causing a backlog in processing most civil queues. We have been working overtime to try to get these cases current.
3	Hendry	Circuit Criminal	Staffing - External	Out of county arrests take longer to get booking reports, bonds, etc. - as well as training new employees/staff turnover.
4	Hernando	Circuit Civil	Staffing - External	House Bill 337 has overwhelmed counties with new negligence and auto accident cases. It has taken considerable time to catch up.
5	Palm Beach	Circuit Civil	Staffing - External	Due to changes in Florida Civil Statute, unprecedented volume of filings were received during the reporting period.
6		County Civil	Staffing - External	Due to changes in Florida Civil Statute, unprecedented volume of filings were received during the reporting period.
	4		6	

CFY 2022-23 Quarter 3

Timeliness 2 (Cases Docketed) - External Reasons Provided

	County	Division	Reason Code	Description
1	Brevard	Circuit Civil	Staffing - External	House Bill 837 - significant increase in circuit civil filings, causing a backlog in processing most civil queues. We have been working overtime to try to get these cases current.
2		County Civil	Staffing - External	House Bill 837 - significant increase in circuit civil filings, causing a backlog in processing most civil queues. We have been working overtime to try to get these cases current.
3	Escambia	Circuit Civil	Staffing - External	Residual effect from House Bill 837 causing backlog on new/existing cases.
4	Osceola	Circuit Civil	Staffing - External	This is both external and internal. We are short staffed 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 are actively recruiting new staff to fill the vacant positions.
6	Palm Beach	Circuit Civil	Staffing - External	Due to changes in Florida Civil Statute, unprecedented volume of filings were received during the reporting period.
7		Probate	Staffing - External	Due to changes in Florida Civil Statute, unprecedented volume of filings were received during the reporting period.
	4		7	



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Table E
Descriptions for Not Meeting Performance Standards
CFY 2022-23 Quarter 3

Collections - Internal Reasons Provided				
	County	Division	Reason Code	Description
1	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 original fine & change the offense <u>date to the original date.</u>
2	Glades	Civil Traffic	Internal	Staff shortage and turnovers.
3		Family	Internal	Send collections letters.
4	Jefferson	County Criminal	Internal	We are going to reach out to our external collection agent to determine what steps we could take to increase our collection rate on these type of cases.
5		Circuit Civil	Internal	We did not miss the standard by much. We will contact our external collection agent to determine if there are any methods we could use to fully meet this standard.
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		Circuit Civil	Internal	Fees refunded to 3rd party bidders is an ongoing process.
8	Levy	Criminal Traffic	Internal	All Judgements.
9	Liberty	Circuit Civil	Internal	Case on portal rejected and then accepted after reports were run for end of month.
10		Civil Traffic	Internal	We continue to turn traffic tickets over to Collections Agent.
11	Marion	County Criminal	Internal	Our collection agency terminated our contract and we have signed on with a new collection agent and anticipate improvement in the next quarter. We continue to work with defendants on initiating payment plans or reinstating payment plans as these cases <u>typically are paid over an extended period of time.</u>
12		Civil Traffic	Internal	Our collection agency terminated our contract and we have signed on with a new collection agent and anticipate improvement in the next quarter. We continue to work with defendants on initiating payment plans or reinstating payment plans.
13	Okaloosa	Family	Internal	Working to send owed monies to collections.
14	Osceola	Civil Traffic	Internal	We are working on correcting issues within the report.
15		Probate	Internal	We are working on correcting issues within the report.
16		Family	Internal	We are working on correcting issues within the report.
17	Pasco	Civil Traffic	Internal	Internal processes being reviewed to determine opportunities to improve collections for civil traffic.
18	Pinellas	Circuit Criminal	Internal	We created a new Order to Pay for felony cases to remind defendants of the monies that they owe in their cases. In addition, we are working on a mass recall with our two collection agencies.
19		County Criminal	Internal	We are working with our judiciary to try to discourage the use of deferred payments and encourage them to send individuals directly to the Clerk's Office to pay or set up a payment plan. We are also working on a flyer to place in the courtrooms that contains pay <u>information.</u>
	11		19	



Table E
Descriptions for Not Meeting Performance Standards
CFY 2022-23 Quarter 3

CFY 2022-23 Quarter 3
Timeliness 1 (Filing New Cases) - Internal Reasons Provided

	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	Broward	Probate	Staffing - Internal	Budget permitting overtime will be utilized to improve timeliness.
3	Glades	Circuit Criminal	Staffing - Internal	Staffing shortage.
4		County Criminal	Staffing - Internal	Staffing shortage.
5		Criminal Traffic	Staffing - Internal	Staffing shortage.
6	Hardee	Criminal Traffic	Staffing - Internal	Short staffed, employees have been on vacation.
7	Hernando	County Criminal	Staffing - Internal	Impacted due to retirements and staff turnover, new employee training.
8	Highlands	Probate	Staffing - Internal	Training new clerks to open new cases. Reducing MH duties of probate clerks.
9	Lee	County Criminal	Staffing - Internal	Staff resources allocated to process mass tort reform cases due to recent legislation.
10		Circuit Civil	Staffing - Internal	Staff resources allocated to process mass tort reform cases due to recent legislation.
11		Civil Traffic	Staffing - Internal	Staff resources allocated to process mass tort reform cases due to recent legislation.
12	Miami-Dade	County Civil	Staffing - Internal	Unable to meet standard due to the influx of cases and summons filed as a result of House Bill 837 with limited staff.
13	Monroe	Juvenile Dependency	Staffing - Internal	Understaffed and Court is more often, so clerks do not have the time to meet the standards.
14	Orange	County Civil	Staffing - Internal	Continue to focus on training and building knowledge.
15	Pinellas	Civil Traffic	Staffing - Internal	Training additional staff to assist the traffic section.
16	Polk	Circuit Civil	Staffing - Internal	Ongoing training.
17		County Civil	Staffing - Internal	Ongoing training.
18		Probate	Staffing - Internal	Ongoing training.
19	Union	Juvenile Delinquency	Staffing - Internal	New staff in training.
20	Volusia	Circuit Civil	Staffing - Internal	Requested assistance from other areas.
21		County Civil	Staffing - Internal	Requested assistance from other areas.
	14		21	

CFY 2022-23 Quarter 3
Timeliness 2 (Docket Entries) - Internal Reasons Provided

	County	Division	Reason Code	Description
1	Brevard	Probate	Staffing - Internal	The probate department is still shorthanded. We are actively working on hiring and training for this department.
2	Calhoun	Circuit Criminal	Staffing - Internal	Will cross-train.
3	Glades	County Criminal	Staffing - Internal	Staffing shortage
4		Juvenile Dependency	Staffing - Internal	Staffing shortage
5	Hardee	Criminal Traffic	Staffing - Internal	Short staffed, employees have been on vacation.
6	Lee	Criminal Traffic	Staffing - Internal	Staff resources allocated to process mass tort reform cases due to recent legislation.
7	Monroe	Juvenile Delinquency	Staffing - Internal	Understaffed and Court is more often, so clerks do not have the time to meet the standards.
8	Orange	Circuit Civil	Staffing - Internal	Continue to focus on training and building knowledge.
9	Polk	Circuit Civil	Staffing - Internal	Ongoing training.
10		County Civil	Staffing - Internal	Ongoing training.
11		Probate	Staffing - Internal	Ongoing training.
12	Taylor	Probate	Systems/Conversions - Internal	Data and Case Clean Up for UCR and conversion purposes.
13	Volusia	Circuit Civil	Staffing - Internal	Requested assistance from other areas.
14		County Civil	Staffing - Internal	Requested assistance from other areas.
	10		14	



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Table F
Descriptions for Not Meeting Performance Standards
CFY 2022-23 Quarter 3

Jury

	County	Reason Code	Description
1	Brevard	Systems	Issue reported to vendor and being reviewed.
2	Charlotte	Staffing - Training	Reviewing procedure with new staff.
3	Clay	Systems	Debit cards would not load for payment, it took several weeks to resolve the issue with our vendor.
4	Gadsden	Procedural	I did not process one venire timely. There was one juror who served in 2022 and did not request payment until this quarter.
5	Sarasota	Staffing - Training	There was a lack of communication on jurors returning the following day - will make sure to verify going forward.
	5	5	

