



Quarterly Performance Measures & Action Plans Report

Section 28.35(2)(d), Florida Statutes

4th Quarter
County Fiscal Year 2022-23
(Jul 1, 2023 through Sep 30, 2023)

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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 the 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 4th 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 16 clerk offices that required an action plan for not filing cases timely resulting in 28 action plans. There were 9 clerk offices that required an action plan for not docketing cases timely resulting in 14 action plans. While 64 counties issued summonses only 61 counties issued payments, 5 of which were not timely requiring an action plan. Jefferson County did not submit any of the three reports. Baker County did not submit a jurors measures report. Ten counties did not require an action plan for any performance measures.

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
Collections Performance by Division
CFY 2022-23 Quarter 4

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Total
Alachua			External							1
Baker				External						1
Bay	External	External	Internal		Internal	Internal	External	Internal		7
Bradford					External		Internal			2
Brevard		External	External				External			3
Broward	External									1
Calhoun	External						External			2
Charlotte										0
Citrus	External									1
Clay	External						External			2
Collier										0
Columbia	External									1
DeSoto										0
Dixie				External			External		External	3
Duval	External	External	External				External			4
Escambia	External						External			2
Flagler										0
Franklin			External							1
Gadsden	External	External	External				External			4
Gilchrist	External							Internal	Internal	3
Glades							Internal			1
Gulf			External				External			2
Hamilton										0
Hardee		External								1
Hendry			External							1
Hernando	External									1
Highlands		External								1
Hillsborough							External			1
Holmes							External		External	2
Indian River										0
Jackson							External			1
Jefferson										
Lafayette	External	External					External			3
Lake	External		External							2
Lee	Internal		Internal		Internal					3
Leon	External	External		External	External		External		External	6
Levy				Internal			Internal		External	3
Liberty										0



Table A
Collections Performance by Division
CFY 2022-23 Quarter 4

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Total
Madison	External	External					External		Internal	4
Manatee	External									1
Marion	Internal						Internal			2
Martin	External									1
Miami-Dade	External	External		External			External			4
Monroe										0
Nassau	External						External			2
Okaloosa							External		External	2
Okeechobee		External					External			2
Orange		External					External			2
Osceola							Internal	Internal	Internal	3
Palm Beach	External	External	External							3
Pasco	External						Internal			2
Pinellas	External	Internal	Internal							3
Polk	External						External			2
Putnam	External						External			2
Saint Johns	External									1
Saint Lucie										0
Santa Rosa							External			1
Sarasota	External	External					External			3
Seminole	External						External			2
Sumter										0
Suwannee										0
Taylor							External			1
Union		External		External	External		External			4
Volusia										0
Wakulla			External	External					External	3
Walton										0
Washington	External						External			2
Statewide	30	16	13	7	5	1	34	3	9	118
Internal Reasons	2	1	3	1	2	1	6	3	3	22
External Reasons	28	15	10	6	3	0	28	0	6	96

NOTE

1. Jefferson and Baker County did not submit a Collections report at the time this report was compiled.



Table B
Timeliness 1 – Filing New Cases Performance by Division
CFY 2022-23 Quarter 4

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependency	Total
Alachua											0
Baker										X	1
Bay											0
Bradford					Staffing - Internal						1
Brevard					Staffing - Internal	Staffing - Internal					2
Broward								Staffing - Internal			1
Calhoun											0
Charlotte											0
Citrus	Staffing - Internal	Staffing - Internal	Staffing - Internal				Staffing - Internal				4
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									2
Gulf											0
Hamilton											0
Hardee				Staffing - Internal							1
Hendry	Staffing - External	Staffing - External		Staffing - External							3
Hernando											0
Highlands											0
Hillsborough	Staffing - Internal		Staffing - Internal								2
Holmes											0
Indian River											0
Jackson											0
Jefferson											0
Lafayette											0
Lake											0
Lee		Staffing - Internal					Staffing - Internal				2
Leon											0
Levy											0
Liberty											0



Table B
Timeliness 1 – Filing New Cases Performance by Division
CFY 2022-23 Quarter 4

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependency	Total
Madison											0
Manatee											0
Marion											0
Martin											0
Miami-Dade						Staffing - Internal					1
Monroe										Staffing - Internal	1
Nassau											0
Okaloosa											0
Okeechobee											0
Orange											0
Osceola											0
Palm Beach											0
Pasco											0
Pinellas							Staffing - Internal				1
Polk		Staffing - Internal		Staffing - Internal	Staffing - Internal			Staffing - Internal			4
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	4	5	3	3	4	3	3	2	0	2	29
Internal Reasons	3	4	3	2	4	3	3	2	0	1	25
External Reasons	1	1	0	1	0	0	0	0	0	1	4

NOTE

1. Jefferson County did not submit an Outputs report at the time this report was compiled.



Table C
Timeliness 2 – Cases Docketed Performance by Division
CFY 2022-23 Quarter 4

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependency	Total
Alachua											0
Baker											0
Bay											0
Bradford											0
Brevard					Staffing - Internal						1
Broward											0
Calhoun	Staffing - Internal										1
Charlotte											0
Citrus											0
Clay											0
Collier											0
Columbia											0
DeSoto											0
Dixie											0
Duval											0
Escambia											0
Flagler											0
Franklin											0
Gadsden											0
Gilchrist											0
Glades											0
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											0
Leon											0
Levy											0
Liberty											0
Madison											0

Table C
Timeliness 2 – Cases Docketed Performance by Division
CFY 2022-23 Quarter 4

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependency	Total
Manatee											0
Marion					Staffing - External	Staffing - External					2
Martin											0
Miami-Dade											0
Monroe											0
Nassau											0
Okaloosa											0
Okeechobee											0
Orange											0
Osceola											0
Palm Beach					Staffing - External						1
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											0
Union											0
Volusia					Staffing - Internal	Staffing - Internal		Staffing - Internal			3
Wakulla		Staffing - Internal		Staffing - Internal							2
Walton											0
Washington											0
Statewide	1	1	0	2	5	3	0	2	0	0	14
Internal Reasons	1	1	0	2	3	2	0	2	0	0	11
External Reasons	0	0	0	0	2	1	0	0	0	0	3

NOTE

1. Jefferson County did not submit an Outputs report at the time this report was compiled.



Table D
Descriptions for Not Meeting Performance Standards

CFY 2022-23 Quarter 4

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	Judge caused for additional fees and citizen paid. No Improvement at this time.
3	Bay	Circuit Criminal	External	Bay County Uses all means available to collect as much money as possible.
4		County Criminal	External	Bay County Uses all means available to collect as much money as possible.
5		Civil Traffic	External	Bay County Uses all means available to collect as much money as possible.
6	Bradford	Circuit 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.
7	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.
8		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.
ed.		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.
10	Broward	Circuit Criminal	External	The number of indigent defendants impact collection efforts.
11	Calhoun	Circuit Criminal	External	Economy. The standard was not met despite pursuit of all collection efforts within the control of the Clerk's Office.
12		Civil Traffic	External	Continue to suspend driver license and turn over to collections.
13	Citrus	Circuit Criminal	External	Large fines on trafficking cases that cannot be paid until the defendants are released.
14	Clay	Circuit Criminal	External	\$421,554 of the amount assessed is in Drug Trafficking. 77% of this quarter's assessed fees are drug trafficking fines.
15		Civil Traffic	External	Extension of due dates on red light camera tickets by the judiciary.
16	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.
17	Dixie	Criminal Traffic	External	We have hired an additional collection agency to start collecting criminal fines.
18		Civil Traffic	External	We have hired an additional collection agency to start collecting criminal files. Very poor community.
19		Family	External	We have hired an additional collection agency to start collecting
20	Duval	Circuit Criminal	External	We continue to have staffing challenges. To improve, we have enhanced online payment options, we have implemented of the Compliance Department and recently entered into a contract for compliance software to better assist with the collection of fines and fees.
21		County Criminal	External	We continue to have staffing challenges. To improve, we have enhanced online payment options, we have implemented of the Compliance Department and recently entered into a contract for compliance software to better assist with the collection of fines and fees.
22		Juvenile Delinquency	External	We continue to have staffing challenges. To improve, we have enhanced online payment options, we have implemented of the Compliance Department and recently entered into a contract for compliance software to better assist with the collection of fines and fees.
23		Civil Traffic	External	We continue to have staffing challenges. To improve, we have enhanced online payment options, we have implemented of the Compliance Department and recently entered into a contract for compliance software to better assist with the collection of fines and fees.
24	Escambia	Circuit Criminal	External	The local economy, incarcerated defendants, and the overall ability to pay greatly affect the collection rate. Escambia now offers expanded payment options such as online payments and is handing out court cards to defendants after their court appearance detailing their payment options. Escambia is also working with an outside collections agency in an effort to improve the collections rate.
25		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.
26	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 4

Collections - External Reasons Provided

	County	Division	Reason Code	Description
27	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.
28		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.
29		Juvenile Delinquency	External	Every effort is made for collection
30		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.
31	Gilchrist	Circuit Criminal	External	Working with collection agency
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			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	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.
36	Hernando	Circuit Criminal	External	Collections for felony have been lower on the whole, likely a result of the economy and inflation. We will continue to work with our Collection agencies to try to increase the collection rate for Felony.
37	Highlands	County Criminal	External	Will increase compliance efforts.
38	Hillsborough	Civil Traffic	External	Continued Transmission to Collection Agencies
39	Holmes	Civil Traffic	External	Non-Payment. Continuing to use our collections department along with sending due diligent letters and judgements.
40		Family	External	Increased number of cases
41	Jackson	Civil Traffic	External	If citation is not paid within the 30 days, suspending licenses and then sending to external collection agency. Our Collection Deputy Clerk is sending notices before due date with information about payment plans to increase collections.
42	Lafayette	Circuit Criminal	External	Defendants incarcerated resulting in the inability to collect court costs and fines.
43		County Criminal	External	Defendants are doing community service hours instead of paying fine
44		Civil Traffic	External	Economy
45	Lake	Circuit Criminal	External	Without the \$375,000 Drug Trafficking assessments, our rate would have been 13.64%.
46		Juvenile Delinquency	External	Due to limited resources for collections, we are focusing on the accounts that are more easily collectible.
47	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>
48		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>
49		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>
50		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.
51		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>
52		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. Leon County will continue to monitor this.



**Table D
Descriptions for Not Meeting Performance Standards**

**CFY 2022-23 Quarter 4
Collections - External Reasons Provided**

County	Division	Reason Code	Description
53 Levy	Family	External	Default payment plans
54 Madison	Circuit Criminal	External	The local economy and the overall inability to pay greatly affects our collection rate.
55	County Criminal	External	The local economy and the overall inability to pay greatly affects our collection rate.
56	Civil Traffic	External	The local economy and the overall inability to pay greatly affects our collection rate.
57 Manatee	Circuit Criminal	External	No monies collected for drug trafficking cases. Collection rate less trafficking amounts is within performance measure standards.
58 Martin	Circuit Criminal	External	A trafficking case with a total assessment of \$525,615 is included in this window. The incarceration is for 25 years and the case has gone to collections. If excluded, the collection rate would be 12.18%
59 Miami-Dade	Circuit Criminal	External	Many defendants are on payment plans which extends the time required for full payment to be received beyond the timeframe captured in this report. Also impact of drug trafficking case assessments on the collection rate.
60	County Criminal	External	Due to current economic conditions, we have a high number of defendants that are indigent and/or transient. We also have a significant number of cases on payment plans, which extends the amount of time for full payment.
61	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.
62	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.
63 Nassau	Circuit Criminal	External	Refer to drug trafficking charge tab collections rate is actually 4.22%. We continue to send fines and fees to collections
64	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
65 Okaloosa	Civil Traffic	External	Being a tourist town a lot of out of state citations go unpaid.
66	Family	External	More Indigent filers not paying when found not indigent.
67 Okeechobee	County Criminal	External	Cases being sent to collections
68	Civil Traffic	External	Cases being 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 Criminal	External	Collection is hindered by a high volume of incarcerated defendants on drug trafficking charges. 45% of Assessed amount are drug trafficking charges.
72	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
73	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
74 Pasco	Circuit Criminal	External	This quarter has over 1.7 million dollars in trafficking fines. Our collection rate would be 20.26% without these assessments.
75 Pinellas	Circuit Criminal	External	During this reporting period, we had \$4,226,632 assessed for drug trafficking charges. While our percentage shows as 4.51%, when taking into account the drug trafficking offenses, our percentage is 18.76%. With that said, we are continuing our workgroup efforts to improve, including a recent addition of a payment options flyer in the felony courtrooms at our Justice Center.
76 Polk	Circuit Criminal	External	Customers not paying. Looking into other payment options to generate payments.
77	Civil Traffic	External	Customers not paying/looking to add other payment options.
78 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.
79	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.
80 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.
81 Sarasota	Circuit Criminal	External	For this quarter the Drug Trafficking assessments represented 50.33% of the total and had a collection rate of only 0.23%. The collection rate on non-Drug Trafficking assessments was 17.62%.
82	County Criminal	External	This office continues to increase the volume and type of contacts to customer and implement improved processes with defendants in Probation and Payment Plans with very positive results.
83	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.



Table D
Descriptions for Not Meeting Performance Standards

CFY 2022-23 Quarter 4
Collections - External Reasons Provided

	County	Division	Reason Code	Description
84	Seminole	Circuit Criminal	External	Large drug trafficking fines imposed this quarter.
85		Civil Traffic	External	Report does not allow for case assessments that get deferred to a later quarter due to late elections. Current CMS fees reflect \$1,650,843.24 of \$1,764,911.59 for 93.54%
86	Saint Johns	Circuit Criminal	External	More than 70% of the fees assessed were drug trafficking related, which comes with a larger prison sentence and less opportunity for defendants to comply with their fines.
87	Taylor	Civil Traffic	External	Attempts to collect fees will continue and staff will continue to send overdue/unpaid cases to collections.
88	Union	County Criminal	External	19 cases no receipts. 11 have D6's and FJ. 8 of these cases have the same defendant. 7 of the defendants owe monies to other counties or other cases in Union County. 1 Defendant just committed to DOC. 1 case is on appeal. Two cases were paid in full after 9/30/23 - \$1059.50
89		Criminal Traffic	External	10 cases with monies owed: 5 cases with FJ & D6. 6 Defendants DL suspended/revoked at time of Union case. 4 Defendants on Probation. 2 Defendants have cases pending in other counties. 3 Defendants owe monies in other cases, with 1 Defendant owing 3 counties.
90		Circuit Civil	External	Inmate Case. Case transferred to Leon County.
91		Civil Traffic	External	All citations without payment have been D6'd and sent to Collections
92	Wakulla	Juvenile Delinquency	External	Without penalties for non payment, juveniles as well as their parents are making little to no effort to take care of these assessments.
93		Criminal Traffic	External	Dealing with inflation, COL increasing and back to school expenses. Working with folks to keep them on track.
94		Family	External	We are seeing an increase in indigent cases, therefore we are seeing a drop in collections.
95	Washington	Circuit Criminal	External	Incarceration of defendants. Payment plans.
96		Civil Traffic	External	Driver license suspended and sent to collection agency.
	49		95	

CFY 2022-23 Quarter 4
Timeliness 1 (Filing New Cases) - External Reasons Provided

	County	Division	Reason Code	Description
1	Hendry	Circuit Criminal	Staffing - External	Frequently our Criminal Dept will not receive the paperwork from the jail / officers for criminal cases until 2 days later.
2		County Criminal	Staffing - External	Frequently our Criminal Dept will not receive the paperwork from the jail / officers for criminal cases until 2 days later.
3		Criminal Traffic	Staffing - External	Frequently our Criminal Dept will not receive the paperwork from the jail / officers for criminal cases until 2 days later.
	1		3	

CFY 2022-23 Quarter 4
Timeliness 2 (Cases Docketed) - External Reasons Provided

	County	Division	Reason Code	Description
1	Marion	Circuit Civil	Staffing - External	Due to staff turnover and training of new staff. The workload has been redistributed to help improve in this area in the future.
2		County Civil	Staffing - External	Due to staff turnover and training of new staff. The workload has been redistributed to help improve in this area in the future.
3	Palm Beach	Circuit Civil	Staffing - External	Due changes in Florida Civil Statute, unprecedented volume of filing were received during the reporting period
	2		3	



Table E
Descriptions for Not Meeting Performance Standards
CFY 2022-23 Quarter 4
Collections - Internal Reasons Provided

	County	Division	Reason Code	Description
1	Bay	Juvenile Delinquency	Internal	Adjustments have been made
2		Circuit Civil	Internal	Adjustments have been made
3		County Civil	Internal	Adjustments have been made
4		Probate	Internal	Adjustments have been made
5	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 <u>offense date to the org. date.</u>
6	Gilchrist	Probate	Internal	Unknown reason - will continue to review and evaluate
7		Family	Internal	Unknown, however this problem was rectified
8	Glades	Civil Traffic	Internal	Short staff due to turnover.
ed.	Lee	Circuit Criminal	Internal	This percentage has fluctuated 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.
10		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.
11		Circuit Civil	Internal	Fees refunded to 3rd party bidders is an ongoing process.
12	Levy	Criminal Traffic	Internal	Judgements
13		Civil Traffic	Internal	No collections/only D6 being done
14	Madison	Family	Internal	An error has been identified in which cases initiated by DOR were assessed the initial filing fee that should have been waived. These cases are being corrected. This error affected multiple quarters and changes will be reflected in the next quarter's reporting.
15	Marion	Circuit 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, these cases <u>typically get paid over extended period of time.</u>
16		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, these cases <u>typically get paid over extended period of time.</u>
17	Osceola	Civil Traffic	Internal	We are working on correcting issues within the report.
18		Probate	Internal	We are working on correcting issues within the report.
19		Family	Internal	We are working on correcting issues within the report.
20	Pasco	Civil Traffic	Internal	Internal processes are being adjusted in an attempt to improve collections; including the conversion to Pay Choice and management of pay plans.
21	Pinellas	County Criminal	Internal	During this reporting period, we had \$4,226,632 assessed for drug trafficking charges. While our percentage shows as 4.51%, when taking into account the drug trafficking offenses, our percentage is 18.76%. With that said, we are continuing our workgroup efforts to improve, including a recent addition of a payment options flyer in the felony courtrooms at our Justice Center.
22		Juvenile Delinquency	Internal	We recently placed a flyer in the courtrooms to help defendants know their payment options. We are also continuing our workgroup efforts to identify additional methods to increase compliance rates in this case type.
	11		22	



Table E
Descriptions for Not Meeting Performance Standards

CFY 2022-23 Quarter 4

Timeliness 1 (Filing New Cases) - Internal Reasons Provided

	County	Division	Reason Code	Description
1	Bradford	Circuit Civil	Staffing - Internal	We are currently training new staff in civil due to a scheduled retirement. Staff is training is progressing.
2	Brevard	Circuit Civil	Staffing - Internal	We experienced staff changes and shortages, requiring hiring and training. We have worked overtime to try to get these cases current.
3		County Civil	Staffing - Internal	We experienced staff changes and shortages, requiring hiring and training. We have worked overtime to try to get these cases current.
4	Broward	Probate	Staffing - Internal	Budget permitting overtime will be utilized to improve timeliness
5	Citrus	Circuit Criminal	Staffing - Internal	Continue cross-training and pulling other departmental resources due to unplanned outages.
6		County Criminal	Staffing - Internal	Continue cross-training and pulling other departmental resources due to unplanned outages.
7		Juvenile Delinquency	Staffing - Internal	Continue cross-training and pulling other departmental resources due to unplanned outages. We will also review the process for transfer cases to ensure timely processing.
8		Civil Traffic	Staffing - Internal	Continue cross-training and pulling other departmental resources due to unplanned outages.
9	Glades	Circuit Criminal	Staffing - Internal	Staffing Shortage
10		County Criminal	Staffing - Internal	Staffing Shortage
11	Hardee	Criminal Traffic	Staffing - Internal	Office close for Hurricane, cases rescheduled, added more workload.
12	Hillsborough	Circuit Criminal	Staffing - Internal	Cross Training and Staff
13		Juvenile Delinquency	Staffing - Internal	Cross Training and Staff
14	Lee	County Criminal	Staffing - Internal	Staff resources reallocated to process mass tort reform cases due to recent legislation.
15		Civil Traffic	Staffing - Internal	Staff resources reallocated to process mass tort reform cases due to recent legislation.
16	Miami-Dade	County Civil	Staffing - Internal	Challenges in hiring staff to backfill vacancies due to retirements. Also working through increased workload related to influx of cases as a result of HB 837
17	Monroe	Juvenile Dependency	Staffing - Internal	Understaffed and Court is more often so clerks do not have the time to meet the standards
18	Pinellas	Civil Traffic	Staffing - Internal	Training new staff and additional staff in the traffic section
19	Polk	County Criminal	Staffing - Internal	Continued training
20		Criminal Traffic	Staffing - Internal	Continued training
21		Circuit Civil	Staffing - Internal	Continued training
22		Family	Staffing - Internal	Ongoing training
23	Putnam	Juvenile Delinquency	Staffing - Internal	Prioritize these cases due to the low amount filed which leaves little room for error.
24	Volusia	Circuit Civil	Staffing - Internal	Requested assistance from other areas
25		County Civil	Staffing - Internal	Requested assistance from other areas
	14		25	

CFY 2022-23 Quarter 4

Timeliness 2 (Docket Entries) - Internal Reasons Provided

	County	Division	Reason Code	Description
1	Brevard	Circuit Civil	Staffing - Internal	We experienced staff changes and shortages, requiring hiring and training. We have worked overtime to try to get these cases current.
2	Calhoun	Circuit Criminal	Staffing - Internal	will continue to cross train
3	Hardee	Criminal Traffic	Staffing - Internal	Office close for Hurricane, cases rescheduled, added more workload.
4	Polk	Circuit Civil	Staffing - Internal	Ongoing training
5		County Civil	Staffing - Internal	Ongoing training
6		Probate	Staffing - Internal	Ongoing training
7	Volusia	Circuit Civil	Staffing - Internal	Requested assistance from other areas.
8		County Civil	Staffing - Internal	Requested assistance from other areas.
9		Probate	Staffing - Internal	Requested assistance from other areas.
10	Wakulla	County Criminal	Staffing - Internal	Staffing shortage during this timeframe, one clerk to cover numerous case types.
11		Criminal Traffic	Staffing - Internal	Staffing shortage during this timeframe, one clerk to cover numerous case types.
	6		11	



Table F
Descriptions for Not Meeting Performance Standards

CFY 2022-23 Quarter 4
Jurors Timeliness

	County	Reason Code	Description
1	Brevard	Systems	Issue reported to vendor and being reviewed.
2	Clay	Procedural	Misunderstanding with the donate pay process.
3	Gadsden	Staffing - Training	Some Venires were delayed due to new staff creating error and also a data breach put processing behind. We also had a few jurors turn in their pay request late.
4	Santa Rosa	Systems	Error in payment screen that we didn't catch timely.
5	Sarasota	Staffing - Training	Clerical error by Jury Staff. Prospective juror reported to Venice on a Monday and then were to return on another day. Clerk forgot to continue them over.
	5		5

