



Quarterly Performance Measures & Action Plans Report

Section 28.35(2)(d), Florida Statutes

1st Quarter
County Fiscal Year 2023-24
(Oct 1, 2023 through Dec 31, 2023)

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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 2023-2024 1st Quarter report identifies the Clerk's offices not meeting each performance standard. In addition, the report describes factors that may have contributed to the unmet standard. There were 46 clerk offices that required an action plan related to collections for a total of 101 action plans. Columbia, Gilchrist, and Jefferson Counties did not submit a Collections report. There were 14 clerk offices that required an action plan for not filing cases timely for a total of 28 action plans. Columbia and Jefferson Counties did not submit an Outputs - Timeliness report. There were 6 clerk offices that required an action plan for not docketing cases timely for a total of 12 action plans. There were 4 counties that did not issue jury summonses. Of the 61 counties that issued summonses, 60 issued payments, 4 of which were not timely. Columbia, Gulf, Hardee, and Jefferson Counties did not submit a Juror Timeliness report. There were 9 counties that 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 - Collections
Descriptions for Not Meeting Performance Standards
CFY 2023-24 Quarter 1

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

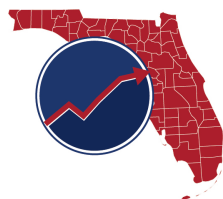


Table A - Collections
Descriptions for Not Meeting Performance Standards
CFY 2023-24 Quarter 1

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Total
Madison		External					External			2
Manatee										0
Marion										0
Martin	External									1
Miami-Dade	External	External		External			External			4
Monroe										0
Nassau	External						External			2
Okaloosa							External			1
Okeechobee		External								1
Orange		External					External			2
Osceola					Internal		Internal	Internal	Internal	4
Palm Beach		External					External			2
Pasco							Internal			1
Pinellas	External	Internal	Internal							3
Polk	External						External			2
Putnam	External	Internal	External				Internal			4
Saint Johns	External									1
Saint Lucie	Internal									1
Santa Rosa							External			1
Sarasota										0
Seminole							External			1
Sumter										0
Suwannee										0
Taylor	External						External			2
Union		External	External		External		External			4
Volusia										0
Wakulla	External									1
Walton										0
Washington	External						External			2
Statewide	27	16	14	4	4	0	30	2	4	101
Internal Reasons	5	3	3	1	1	0	6	2	4	25
External Reasons	22	13	11	3	3	0	24	0	0	76

NOTE

1. Columbia, Gilchrist, and Jefferson did not submit a Collections report at the time this report was compiled.
2. Report compiled by CCOC staff on February 14, 2024.



Table B - Timeliness 1
Descriptions for Not Meeting Performance Standards
CFY 2023-24 Quarter 1

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

Table B - Timeliness 1
Descriptions for Not Meeting Performance Standards
CFY 2023-24 Quarter 1

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

NOTE

1. Columbia, Gilchrist, and Jefferson did not submit an Outputs report with Timeliness 1 data.



Table C - Timeliness 2
Descriptions for Not Meeting Performance Standards
CFY 2023-24 Quarter 1

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

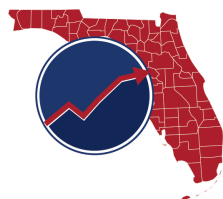


Table C - Timeliness 2
Descriptions for Not Meeting Performance Standards
CFY 2023-24 Quarter 1

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependency	Total
Manatee											0
Marion					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 - Internal						1
Pasco											0
Pinellas											0
Polk					Staffing - Internal			Staffing - Internal			2
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					2
Wakulla											0
Walton											0
Washington											0
Statewide	1	2	0	2	4	2	0	1	0	0	12
Internal Reasons	1	1	0	1	3	1	0	1	0	0	8
External Reasons	0	1	0	1	1	1	0	0	0	0	4

NOTE

1. Columbia, Gilchrist, and Jefferson did not submit an Outputs report with Timeliness 2 data.



Table D
Descriptions for Not Meeting Performance Standards
CFY 2023-24 Quarter 1

Collections				
	County	Division	Reason Code	Description
1	Alachua	Juvenile Delinquency	External	This group does not have jobs and parents do not have the money. Added a new additional Assessment which is very high.
2	Baker	Civil Traffic	External	Our office forwards the late citations to DHSMV weekly to suspended defendants driver's license and also forward all late citations to the collection agency once a month.
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	Bradford	Criminal Traffic	External	Our office assesses and creates payment plan per statute. Defendants are not paying, especially if they are incarcerated.
6		Circuit Civil	External	We have cases filed by inmates and those assessments are not collected at the time the case is open - we only receive as much as their inmate account sends.
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.
9		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	Juvenile Delinquency	External	Broward continues to work with other governmental agencies and judiciary to improve collections of court ordered assessments.
11		Civil Traffic	External	The number of indigent defendants impact collections.
12	Calhoun	Civil Traffic	External	Local economy and inability to pay. Will continue to send collection letters, suspend and turn over to collections.
13	Clay	Civil Traffic	External	Extension of due dates on red light camera tickets by the judiciary.
14	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.
15		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.
16		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.
17		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.
18	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.
19		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.
20	Franklin	Circuit Criminal	External	The assessments include a drug trafficking charge that we are unable to collect due to the person being incarcerated.
21	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.
22		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.
23		Juvenile Delinquency	External	Every effort is made for collection.
24		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.
25	Gulf	Civil Traffic	External	Due to unemployment as a result of COVID-19, as well as staffing changes within the office. Working on employee cross training, and establishing payment plans for cases.
26	Hardee	Circuit Criminal	External	Drug Cases, Defendants are in prison.
27		County Criminal	External	Cases are on Lien or Partial Payment Plans
28		Juvenile Delinquency	External	Cases are on Lien and are not paying.

Table D
Descriptions for Not Meeting Performance Standards
CFY 2023-24 Quarter 1

Collections				
29	Hernando	Circuit Criminal	External	Collections continue to be slow due to the economy.
30	Highlands	County Criminal	External	Increase compliance efforts.
31	Hillsborough	Circuit Criminal	External	Continued Transmission to Collection Agencies
32		Juvenile Delinquency	External	No Collection Methods Available.
33		Civil Traffic	External	Continued Transmission to Collection Agencies
34	Holmes	Civil Traffic	External	Non-payment. Continuing to use our collections department along with sending due diligent letters and judgements.
35	Jackson	Circuit Criminal	External	Majority of the defendants are sentenced to prison terms in excess of 15 months and Drug Trafficking assessment is over 50% of Total assessment for the quarter. Our Collection Deputy Clerk is sending notices about payment plans. We record liens in the official records if reduced to civil judgment. We also will refer to a collection agency.
36	Lafayette	Circuit Criminal	External	Defendants incarcerated resulting in the inability to collect court costs and fines.
37	Lake	Circuit Criminal	External	Without the \$1,750,000.00 Drug Trafficking assessments, our rate would have been 8.51%.
38		Juvenile Delinquency	External	Due to limited resources for collections, we are focusing on the accounts that are more easily collectible.
39	Leon	Circuit Criminal	External	Leon County uses all methods of collection available to them for collecting on these cases. License suspension and submission to the 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.
40		County Criminal	External	Leon County uses all methods of collection available to them for collecting on these cases. License suspension and submission to the 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.
41		Criminal Traffic	External	Leon County uses all methods of collection available to them for collecting on these cases. License suspension and submission to the 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.
42		Circuit Civil	External	Leon County uses all methods of collection available to them for collecting on these cases. License suspension and submission to the 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.
43		Civil Traffic	External	Leon County uses all methods of collection available to them for collecting on these cases. License suspension and submission to the 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.
44	Liberty	Juvenile Delinquency	External	We continue to work with the Probation Officer. Most of them are found incompetent and placed in a facility.
45	Madison	County Criminal	External	The local economy and overall inability to pay greatly affects our collection rate.
46		Civil Traffic	External	The local economy and overall inability to pay greatly affects our collection rate.
47	Martin	Circuit Criminal	External	Drug Trafficking assessments have skewed the total collection rate for Criminal. See Drug Trafficking tab for adjusted rate.
48	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 for this control group - would have met the standard if those assessments were excluded.
49		County Criminal	External	Due to current economic conditions, we have a high number of defendants who 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 beyond the timeframe captured in this report.
50		Criminal Traffic	External	We have a significant number of payment plans that extend the time required for full collection beyond the timeframe captured in this report.
51		Civil Traffic	External	We have a significant number of payment plans that extend the time required for full collection beyond the timeframe captured in this report. Additionally, a significant number of citations go to court which also delays collection times.
52	Nassau	Circuit Criminal	External	Refer to the drug trafficking tab for the correct collection rate for Circuit Felony 20.38%. Fines and fees continue to be sent to collections.
53		Civil Traffic	External	Collection rates continue to increase as reflected in previous control groups. Continue to set up and monitor payment plans. Unpaid fines and fees sent to collections.
54	Okaloosa	Civil Traffic	External	Out-of-state tourist violators severely hamper our collection efforts. We have recently engaged a new debt collection company in hopes of increasing collections.

Table D
Descriptions for Not Meeting Performance Standards
CFY 2023-24 Quarter 1

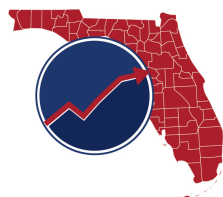
Collections				
55	Okeechobee	County Criminal	External	Sending cases to collections.
56	Orange	County Criminal	External	Most criminal defendants are on payment plans that extend well beyond 5-quarters, so this standard is not met for this case type. We have never met the standard on this case type.
57		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 Driver License suspension.
58	Palm Beach	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 the Sheriff's Office to obtain address information for defendants released to mail them payment reminders.
59		Civil Traffic	External	Collection is hindered by a high volume of defendants converting fees into community service/inmate work.
60	Pinellas	Circuit Criminal	External	During this reporting period, we had \$2,644,618 assessed for drug trafficking charges. While our percentage shows 7.20%, when taking into account the drug trafficking offenses, our percentage is <u>16.94%</u> .
61	Polk	Circuit Criminal	External	Customers not paying timely.
62		Civil Traffic	External	Customers not paying timely.
63	Putnam	Circuit Criminal	External	We have a high amount of drug trafficking assessments which also include lengthy DOC sentences with little chance of payments. If you look at our adjusted number we do meet the 9% measure. We will look into collections for costs reduced to civil liens.
64		Juvenile Delinquency	External	There is no enforcement options for non payment on a juvenile case as we do not plan on sending these types of cases to collections.
65	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.
66	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 \$1,513,833.11 paid on \$1,656,906.47 assessed, for 91.37%.
67	Saint Johns	Circuit Criminal	External	N/A - No action can be made by the Clerk's Office. Circuit Criminal cases are often sentenced to prison terms, defendants are unable to pay.
68	Taylor	Circuit Criminal	External	Staff will continue efforts to collect payments.
69		Civil Traffic	External	Attempts to collect fees will continue and staff will continue to send overdue/unpaid cases to collections.
70	Union	County Criminal	External	Multiple defendants have multiple cases for this reporting quarter and others. We are in the process of turning these cases over to Collections.
71		Juvenile Delinquency	External	5 cases with assessments. Two delinquents have two cases each, with the other defendant having other cases in subsequent quarters. We would love guidance with juvenile collections.
72		Circuit Civil	External	One inmate two cases. Liens on inmate bank account are in place.
73		Civil Traffic	External	All unpaid citations D6'd and sent to Collections.
74	Wakulla	Circuit Criminal	External	Trying to get customers to sign up and participate in a payment plan. Possibly many defendants are incarcerated and unable to make an effort to pay.
75	Washington	Circuit Criminal	External	Incarceration of defendants. Payment plans.
76		Civil Traffic	External	Driver license suspended and sent to collection agency.
	41		76	

Timeliness 1 - Filing New Cases; External Reasons Provided

County	Division	Reason Code	Description
1 Hendry	Circuit Criminal	Staffing - External	Due to Staffing turnover and changes as well as holidays/days off.
2	County Criminal	Staffing - External	Due to Staffing turnover and changes as well as holidays/days off.
3	Criminal Traffic	Staffing - External	Due to Staffing turnover and changes as well as holidays/days off.
1		3	

Timeliness 2 - Cases Docketed; External Reasons Provided

County	Division	Reason Code	Description
1 Hendry	County Criminal	Staffing - External	Due to Staffing turnover and changes as well as holidays/days off.
2	Criminal Traffic	Staffing - External	Due to Staffing turnover and changes as well as holidays/days off.
3 Marion	Circuit Civil	Staffing - External	Due to significant staff turnover and training of new staff, the workload has been redistributed to help improve in this area in the future.
4	County Civil	Staffing - External	Due to significant staff turnover and training of new staff, the workload has been redistributed to help improve in this area in the future.
2		4	



CCOC
FLORIDA CLERKS OF COURT
OPERATIONS CORPORATION

Table E
Descriptions for Not Meeting Performance Standards
CFY 2023-24 Quarter 1

Collections				
	County	Division	Reason Code	Description
1	Baker	Family	Internal	The assessment on 3 cases should have been waived due to indigent status.
2	Bay	Probate	Internal	Adjustment were made.
3	Bradford	Civil Traffic	Internal	We have cases filed by inmates and those assessment are not collected at the time the case is open - we only receive as much as their inmate acct sends.
4	Charlotte	Circuit Criminal	Internal	Staff issue - training has been completed.
5		Civil Traffic	Internal	Staff changeover.
6	Dixie	Circuit Criminal	Internal	August of 2023 we hired and additional collection agency to help get some of the back delinquent monies collected.
7		County Criminal	Internal	August of 2023 we hired and additional collection agency to help get some of the back delinquent monies collected.
8		Juvenile Delinquency	Internal	August of 2023 we hired and additional collection agency to help get some of the back delinquent monies collected.
9		Criminal Traffic	Internal	August of 2023 we hired and additional collection agency to help get some of the back delinquent monies collected.
10		Civil Traffic	Internal	August of 2023 we hired and additional collection agency to help get some of the back delinquent monies collected.
11	Glades	Juvenile Delinquency	Internal	Send out letters.
12	Holmes	Family	Internal	Work load heavy and short on staff. have hired several new clerks. Hoping this will improve.
13	Lee	Circuit Criminal	Internal	This percentage has increased 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.
14	Levy	Family	Internal	Default payment plan.
15	Liberty	Circuit Criminal	Internal	We will continue to turn it over to the collection agent. We have seen an increase every quarter since using them on our Felony cases. Hopefully, the payment plan will also help.
16	Osceola	Circuit Civil	Internal	We are working on correcting issues within the report.
17		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	We are undergoing a mass recall effort to ensure that all cases from a single defendant are referred to the same collections agencies. This coupled with our payment plan changes should see an increase in these numbers.
22		Juvenile Delinquency	Internal	We are continuing to work with our Revenue and Case Counts Workgroup to identify strategies to increase collections.
23	Putnam	County Criminal	Internal	We are working to send more cases to collections for non payment when defendants are not placed on probation but ordered to pay court costs.
24		Civil Traffic	Internal	For the first 3 quarters of this control group, we did not have a collection agency. We have corrected that and are sending cases to collections on a regular basis. We also going to D6 more frequently to have earlier contact with the offenders.
25	Saint Lucie	Circuit Criminal	Internal	Staff shortage due to multiple accounts of illness and time of for vacation. Working towards increasing the collection rate for the next quarter.
	15		25	

Table E
Descriptions for Not Meeting Performance Standards
CFY 2023-24 Quarter 1

Timeliness 1 - Filing New Cases

	County	Division	Reason Code	Description
1	Brevard	Circuit Civil	Staffing - Internal	We experienced staff changes and shortages, requiring hiring and training. We are working on hiring and training new staff to recover from these shortages.
2	Broward	Probate	Staffing - Internal	Budget permitting overtime will be utilized to improve timeliness.
3	Citrus	Circuit Criminal	Staffing - Internal	Continue cross-training and pulling other departmental resources due to unplanned outages. Also reviewing processes for efficiencies to meet timeliness.
4	Duval	County Civil	Staffing - Internal	We had an increased number of employees out due to circumstances beyond our control.
5	Glades	Circuit Criminal	Staffing - Internal	Staffing shortage.
6		County Criminal	Staffing - Internal	Staffing shortage.
7	Hardee	Criminal Traffic	Staffing - Internal	Hiring additional person and training.
8		Civil Traffic	Staffing - Internal	Hiring additional person and training.
9	Lee	County Criminal	Staffing - Internal	We had to reallocate personnel due to being short-staffed.
10	Manatee	County Civil	Staffing - Internal	The decrease should be a temporary trend. Staff shortage and management change along with departmental shifting of staff have been addressed. Will be monitoring closely for the upcoming quarter.
11	Orange	Civil Traffic	Staffing - Internal	Area is now fully staffed and other resources from across division assisting with this function weekly/as needed to maintain.
12	Polk	Probate	Staffing - Internal	On going training.
13	Sumter	Juvenile Delinquency	Staffing - Internal	Cross-training for backup staff.
14	Union	Circuit Criminal	Staffing - Internal	Holiday Staffing and Trials.
15		County Criminal	Staffing - Internal	Holiday Staffing and Trials.
16	Volusia	Circuit Civil	Staffing - Internal	Requested assistance from other areas.
17		County Civil	Staffing - Internal	Requested assistance from other areas.
	13		17	

Timeliness 2 (Docket Entries) - Internal Reasons Provided

	County	Division	Reason Code	Description
1	Broward	Circuit Criminal	Staffing - Internal	Provide overtime for backlog.
2	Glades	County Criminal	Staffing - Internal	Staffing shortage.
3	Hardee	Criminal Traffic	Staffing - Internal	Hiring an additional person and training.
4	Palm Beach	Circuit Civil	Staffing - Internal	Staffing shortages led to a backlog in processing filings. The department has filled positions and has engaged in cross-training to increase output/productivity.
5	Polk	Circuit 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.
	6		8	

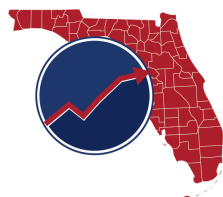


Table F - Juror Timeliness
Descriptions for Not Meeting Performance Standards
CFY 2023-24 Quarter 1

Juror

	County	Reason Code	Description
1	Charlotte	Staffing - Training	Training staff on importance of timely payment
2	Clay	Systems	3 Jurors were excused the morning of service, however the excusal reason w/in our system did not generatet their profile for payment. A support ticket has been entered with our vendor.
3	Gadsden	Staffing - Workload	We were short staffed this quarter
4	Sarasota	Staffing - Workload	Due to staffing issues payments were not paid timely. Now fully staffed
	4		4

NOTE

1. Columbia, Gulf, Hardee, and Jefferson did not submit a Juror Timeliness report at the time of this report.

