



Quarterly Performance Measures & Action Plans Report

Section 28.35(2)(d), Florida Statutes

2nd Quarter
County Fiscal Year 2023-24
(Jan 1, 2024 through Mar 31, 2024)

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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 2nd Quarter report outlines performance standards not met by Clerk's offices, identifies factors contributing to these unmet standards, and details required corrective action plans. 50 clerk offices required 111 action plans related to collections, with Baker, Columbia, and Jefferson Counties not submitting collections reports, and Gilchrist County omitting required reason codes and actions to improve. Additionally, 16 clerk offices needed 26 action plans for not filing cases timely; Gilchrist and Saint Johns Counties did not provide the required reason codes and actions to improve, while Columbia and Jefferson Counties did not submit Outputs - Timeliness reports. 8 clerk offices required an action plan for not docketing cases timely for a total of 10 action plans. Columbia and Jefferson Counties did not issue jury summonses. Of the 65 counties issuing summonses, 63 issued payments, 6 of which were untimely. 10 met all standards on all reports. Detailed performance measure analysis and further action plans are included in the subsequent 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 2

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

Table A - Collections
Descriptions for Not Meeting Performance Standards
CFY 2023-24 Quarter 2

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Total
Madison		External	External				External			3
Manatee	External									1
Marion										0
Martin										0
Miami-Dade	External	External		External			External			4
Monroe										0
Nassau	External		External							2
Okaloosa							External			1
Okeechobee										0
Orange		External					External			2
Osceola		External					Internal	Internal	Internal	4
Palm Beach	External									1
Pasco	External						Internal			2
Pinellas	External	Internal	Internal							3
Polk	External						External			2
Putnam	External	Internal	External				Internal			4
Saint Johns										0
Saint Lucie	Internal									1
Santa Rosa							External			1
Sarasota	External						External			2
Seminole	External						External			2
Sumter										0
Suwannee										0
Taylor			External				External			2
Union	External	External	External							3
Volusia		External								1
Wakulla								External		1
Walton										0
Washington							External			1
Statewide	30	17	19	4	3	1	31	3	3	111
Internal Reasons	4	4	4	2	1	0	6	1	3	25
External Reasons	26	13	15	2	1	0	24	2	0	83

NOTE

1. Baker, Columbia, and Jefferson did not submit a Collections report at the time this report was compiled.
2. Gilchrist did not submit three required reason codes and actions to improve at the time this report was compiled.
3. Report compiled by CCOC staff on May 10, 2024.



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

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

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

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependency	Total
Madison											0
Manatee											0
Marion											0
Martin											0
Miami-Dade											0
Monroe											0
Nassau											0
Okaloosa											0
Okeechobee											0
Orange											0
Osceola			Staffing - Internal				Staffing - Internal				2
Palm Beach											0
Pasco											0
Pinellas							Staffing - Internal				1
Polk								Staffing - Internal			1
Putnam			Staffing - Internal								1
Saint Johns							X				1
Saint Lucie											0
Santa Rosa											0
Sarasota											0
Seminole											0
Sumter											0
Suwannee											0
Taylor										Staffing - Internal	1
Union		Staffing - Internal		Staffing - Internal						Staffing - Internal	3
Volusia			Staffing - Internal		Staffing - Internal	Staffing - Internal		Staffing - Internal	Staffing - Internal		5
Wakulla											0
Walton											0
Washington											0
Statewide	1	4	3	4	2	1	3	4	1	3	26
Internal Reasons	0	4	3	4	1	1	2	4	1	3	23
External Reasons	1	0	0	0	0	0	0	0	0	0	1

NOTE

1. Columbia 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 2

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

Table C - Timeliness 2
Descriptions for Not Meeting Performance Standards
CFY 2023-24 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											0
Nassau											0
Okaloosa											0
Okeechobee											0
Orange											0
Osceola					Staffing - Internal		Staffing - Internal				2
Palm Beach											0
Pasco											0
Pinellas											0
Polk								Staffing - Internal			1
Putnam											0
Saint Johns											0
Saint Lucie											0
Santa Rosa											0
Sarasota											0
Seminole											0
Sumter											0
Suwannee											0
Taylor											0
Union											0
Volusia											0
Wakulla											0
Walton											0
Washington											0
Statewide	1	1	2	2	1	0	1	2	0	0	10
Internal Reasons	1	1	2	2	1	0	1	2	0	0	10
External Reasons	0	0	0	0	0	0	0	0	0	0	0

NOTE

1. Columbia and Jefferson did not submit an Outputs report with Timeliness 2 data.
2. Report compiled by CCOC staff on May 10, 2024.



Table D
Descriptions for Not Meeting Performance Standards
CFY 2023-24 Quarter 2

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	Bay	Circuit Criminal	External	Bay County Uses all means available to collect as much money as possible.
3		County Criminal	External	Bay County Uses all means available to collect as much money as possible.
4		Civil Traffic	External	Bay County Uses all means available to collect as much money as possible.
5	Bradford	County Criminal	External	Customers are not paying their court costs. We set-up payment plans and reminders.
6		Juvenile Delinquency	External	It is challenging to collect on juveniles and their parents. We do the best we can to remind them of their fees.
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		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.
9	Broward	Juvenile Delinquency	External	Broward continues to work with other governmental agencies and judiciary to improve collections of court ordered assessments.
10		Civil Traffic	External	The number of indigent defendants impact collections.
11	Calhoun	Circuit Criminal	External	Assessment has Drug trafficking money. We are unable to collect due to the individuals being incarcerated.
12		Juvenile Delinquency	External	These are Juvenile cases and they do not have jobs and parents do not have the money.
13		Civil Traffic	External	Local economy and inability to pay. Will continue to send collection letters, suspend and turn over to collections.
14	Citrus	Circuit Criminal	External	Large fines on trafficking cases that cannot be paid until the defendants are released.
15	Clay	Juvenile Delinquency	External	The DJJ releases defendants from probation regardless of outstanding fees.
16	Collier	Circuit Criminal	External	Exclude Drug Case: 11-2019-CF-001335. This case is assessed at \$1,054,205 and if excluded would make the collection percentage 20%
17		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.
18	Duval	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.
19		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.
20		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.
21	Escambia	Civil Traffic	External	The local economy, incarcerated defendants, and the overall ability to pay greatly affect the collection rate. Escambia is working with an outside collection agency and providing expanded payment options in an effort to improve the collections rate.
22	Franklin	Circuit Criminal	External	The assessments include a drug trafficking charge that we are unable to collect due to the person being incarcerated. We are using all methods at our disposal to collect.
23		Civil Traffic	External	We are using all methods at our disposal to collect.
24	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.
25		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.

Table D
Descriptions for Not Meeting Performance Standards
CFY 2023-24 Quarter 2

Collections				
26		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.
27	Gulf	Circuit Criminal	External	While Gulf County Clerk is staffed for funded positions, requests were made in the Clerk budget for one additional person dedicated to collections. FLCOCC has rejected funding of the position. Due to our small department, time is not available for any persistent attempt of collections.
28		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.
29		Civil Traffic	External	While Gulf County Clerk is staffed for funded positions, requests were made in the Clerk budget for one additional person dedicated to collections. FLCOCC has rejected funding of the position. Due to our small department, time is not available for any persistent attempt of collections.
30	Hardee	Circuit Criminal	External	Drug Cases, Defendants are in prison.
31		County Criminal	External	Cases are on Lien or Partial Payment Plans
32		Probate	External	The case was filed in the wrong county
33	Hernando	Juvenile Delinquency	External	We are limited in our options to attempt to collect in these cases, but continue to work with our partners to encourage them to support payments in addition to restitution. As these are cases that can't be sent to collections or suspend, these cases are challenging.
34	Highlands	Circuit Criminal	External	Increase compliance efforts.
35		County Criminal	External	Increase compliance efforts.
36	Hillsborough	Circuit Criminal	External	Continued Transmission to Collection Agencies
37		Juvenile Delinquency	External	No Collection Methods Available
38		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	Jackson	Circuit Criminal	External	Majority of the defendants are sentenced to prison terms in excess of 15 months and Drug Trafficking assessment is over 85% 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.
41		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	Lake	Circuit Criminal	External	Without the \$1,875,000.00 Drug Trafficking assessments, our rate would have been 10.80%.
44		Juvenile Delinquency	External	Due to limited resources for collections, we are focusing on the accounts that are more easily collectible.
45	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. Leon County will continue to monitor this.
46		Criminal Traffic	External	Leon County uses all methods of collections available to them for collecting on these cases. License suspension and submission to Collection Agency are two methods used. Results of Collection Agency are outside of the 5 quarter accounting and are not credited to our collection rate. Leon County will continue to monitor this.
47		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.
48		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. Leon County will continue to monitor this.
49	Levy	Civil Traffic	External	judgement needs collections
50	Madison	County Criminal	External	The local economy and overall inability to pay greatly affects our collection rate.
51		Juvenile Delinquency	External	The local economy and overall inability to pay greatly affects our collection rate.

Table D
Descriptions for Not Meeting Performance Standards
CFY 2023-24 Quarter 2

Collections				
52		Civil Traffic	External	The local economy and overall inability to pay greatly affects our collection rate.
53	Manatee	Circuit Criminal	External	No monies collected for drug trafficking cases. Collection rate less trafficking amounts is within performance measure standards.
54	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 standard if those assessments were excluded.
55		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 beyond the timeframe captured in this report.
56		Criminal Traffic	External	We have a significant number of payment plans which extend the time required for full collection beyond the timeframe captured in this report.
57		Civil Traffic	External	We have a significant number of payment plans which 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.
58	Nassau	Circuit Criminal	External	Refer to the drug trafficking tab for the correct collection rate for Circuit Felony 13.39% Fines and fees continue to be sent to collections.
59		Juvenile Delinquency	External	Working with Department of Juvenile Justice to help collect cost and fees owed
60	Okaloosa	Civil Traffic	External	Out of state tourist violators severely hampers our collection efforts. We have recently engaged a new debt collection company in hopes of increasing collections.
61	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.
62		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.
63	Osceola	County Criminal	External	Defendant's are not paying. We are working with vendors to send text message alerts on payment due dates and past due payments.
64	Palm Beach	Circuit Criminal	External	58% of amount Assessed represents Drug Trafficking Cases, where collection is hindered by incarceration.
65	Pasco	Circuit Criminal	External	This quarter has over two million dollars in trafficking fines. Our collection rate would be 24.86% without these assessments.
66	Pinellas	Circuit Criminal	External	This quarter has over two million dollars in trafficking fines. Our collection rate would be 24.86% without these assessments.
67	Polk	Circuit Criminal	External	Consumers not paying timely.
68		Civil Traffic	External	Consumers not paying timely.
69	Putnam	Circuit Criminal	External	Our adjusted rate of 13.5%, without drug trafficking assessments, meets performance measure.
70		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.
71	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.
72	Sarasota	Circuit Criminal	External	Collection rates in circuit criminal have been trending upward over the past 5 quarters and the standard was missed by 0.22% this quarter. High assessments and offenders low ability to pay continue to be a challenge.
73		Civil Traffic	External	Red Light Camera citations continue to have very low collection rates compared to other traffic citations. The age and method of delivery of RLC citations contributes to the low collection rate. Removing RLC citations from this quarter results in a 91.39% collection rate.
74	Seminole	Circuit Criminal	External	Large amount (\$1.5 million) of the assessed was drug trafficking fines
75		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 \$1,928,104.42 paid on \$2,047,780.02 assessed, for 94.16%.
76	Taylor	Juvenile Delinquency	External	No enforcement or consequences for juveniles if payments arent made.
77		Civil Traffic	External	Attempts to collect fees will continue and staff will continue to send overdue/unpaid cases to collections.
78	Union	Circuit Criminal	External	Of the 102 cases with assessments, 56 of these cases are DOC commitments (56%). All of the cases have Civil Judgments entered. Also, 12 of the defendants have multiple cases with assessments for this quarter.
79		County Criminal	External	Payment in full was received on two cases on 4/16/2024. The totals of those receipts would have raised our rate to the 40%. We will be contacting the probation company to ascertain why payments were held up. Also, 3 defendants have felony costs. Two of those are in DOC.
80		Juvenile Delinquency	External	See last month, no change. We would love any guidance or advice when it comes to Juvenile collections. The children in these cases often come from troubled homes and the parents have court costs due as well.
81	Volusia	County Criminal	External	Increase in the number of late paying cases that we are sending to collections

Table D
Descriptions for Not Meeting Performance Standards
CFY 2023-24 Quarter 2

Collections

82	Wakulla	Probate	External	Probate is filing fee based, if citizens are determined to be indigent (DOH, poverty guidelines), the filing fees are waived if approved.
83	Washington	Civil Traffic	External	Driver license suspended and sent to collection agency.
	44		83	

Timeliness 1 - Filing New Cases; External Reasons Provided

	County	Division	Reason Code	Description
1	Hendry	Circuit Criminal	Staffing - External	Not enough intake staff and delays when waiting for bonds and/or out of county booking reports.
	1	1		

Timeliness 2 - Cases Docketed; External Reasons Provided

	County	Division	Reason Code	Description
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Table E
Descriptions for Not Meeting Performance Standards
CFY 2023-24 Quarter 2

Collections				
	County	Division	Reason Code	Description
1	Bradford	Civil Traffic	Internal	We give customers the full 180 days to pay a fine. Many of the fines assessed in this quarter will be paid next quarter.
2	Collier	Circuit Civil	Internal	Collection effort came up \$620 short, otherwise we would have achieved performance standard.
3	Dixie	Circuit Criminal	Internal	August of 2023 we hired and additional collection agency to help get some of the back delinquent monies collected.
4		County Criminal	Internal	August of 2023 we hired and additional collection agency to help get some of the back delinquent monies collected.
5		Juvenile Delinquency	Internal	August of 2023 we hired and additional collection agency to help get some of the back delinquent monies collected.
6		Criminal Traffic	Internal	August of 2023 we hired and additional collection agency to help get some of the back delinquent monies collected.
7		Civil Traffic	Internal	August of 2023 we hired and additional collection agency to help get some of the back delinquent monies collected.
8		Family	Internal	August of 2023 we hired and additional collection agency to help get some of the back delinquent monies collected.
9	Glades	Juvenile Delinquency	Internal	Send out letters
10		Civil Traffic	Internal	Hire additional traffic clerk to handle payements.
11	Holmes	Circuit Criminal	Internal	staffing issues, new clerks hired and training
12	Indian River	County Criminal	Internal	A large amount of cases were sent to collections and those fees were assessed during the time period.
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		Juvenile Delinquency	Internal	Multiple credits for Indigency Application.
15	Levy	Criminal Traffic	Internal	judgement needs collections
16		Family	Internal	No payments.
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	We finished our mass recall in March of 2024. In addition, we expanded our internal collections pilot efforts beginning in 2024 to non-traffic misdemenao and felony cases to enhance our compliance rates.
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 continuing to send cases to collections in a more timely manner and are issuing D6 on the applicable case types.
24		Civil Traffic	Internal	We have had some improvement since adjusting our procedures on timliness of D6. We have also made some adjustments to our extension time allowed.
25	Saint Lucie	Circuit Criminal	Internal	Staff shortage. Working to increase the collection rate for the next quarter.
	13		25	

Table E
Descriptions for Not Meeting Performance Standards
CFY 2023-24 Quarter 2

Timeliness 1 - Filing New Cases

	County	Division	Reason Code	Description
1	Brevard	Probate	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	Hardee	County Criminal	Staffing - Internal	Another division will help in this department.
4		Criminal Traffic	Staffing - Internal	New employee is still in training
5	Holmes	Juvenile Dependency	Staffing - Internal	New clerk training on Juv Dep
6	Lake	County Criminal	Staffing - Internal	January's timeliness was an anomaly due to multiple clerks being unexpectedly out of the office for various reasons. Though February and March were nearly 100% timely, it was not enough to meet the target for the quarter.
7		Criminal Traffic	Staffing - Internal	January's timeliness was an anomaly due to multiple clerks being unexpectedly out of the office for various reasons. Though February and March were nearly 100% timely, it was not enough to meet the target for the quarter.
8	Lee	County Criminal	Staffing - Internal	We had to reallocate personnel due to being shortstaffed
9		Criminal Traffic	Staffing - Internal	We had to reallocate personnel due to being shortstaffed
10	Osceola	Juvenile Delinquency	Staffing - Internal	Hiring new staff, ensuring adequate training, and leadership assignment of functions.
11		Civil Traffic	Staffing - Internal	Hiring new staff, ensuring adequate training, and leadership assignment of functions.
12	Pinellas	Civil Traffic	Staffing - Internal	Hiring and will be fully staffed 4/22
13	Polk	Probate	Staffing - Internal	On going training
14	Putnam	Juvenile Delinquency	Staffing - Internal	Staff is being trained in this area.
15	Taylor	Juvenile Dependency	Staffing - Internal	Dependency Clerk was training in another area resulting in a delay in entering this case
16	Union	County Criminal	Staffing - Internal	Same DC covers all 3 areas outside of timeframe. She has been reminded of the importance of them.
17		Criminal Traffic	Staffing - Internal	Same DC covers all 3 areas outside of timeframe. She has been reminded of the importance of them.
18		Juvenile Dependency	Staffing - Internal	There were 3 cases filed in this quarter. 1 was outside the timeframe. Staff have been
19	Volusia	Juvenile Delinquency	Staffing - Internal	Requested assistance from other areas
20		Circuit Civil	Staffing - Internal	Requested assistance from other areas
21		County Civil	Staffing - Internal	Requested assistance from other areas
22		Probate	Staffing - Internal	Requested assistance from other areas
23		Family	Staffing - Internal	Requested assistance from other areas
	13		23	

Timeliness 2 (Docket Entries) - Internal Reasons Provided

	County	Division	Reason Code	Description
1	Brevard	Probate	Staffing - Internal	We experienced staff changes and shortages, requiring hiring and training. We are working on training staff to recover from these shortages.
2	Broward	Circuit Criminal	Staffing - Internal	The action plan was to ask for additional temps which has been done and get them trained so they can help with batching and scanning paperwork, which will free up the staff, so they get the amount of backlogged work validated quickly.
3	Hardee	County Criminal	Staffing - Internal	Another division will help in this department.
4		Criminal Traffic	Staffing - Internal	New employee is still in training
5	Holmes	Juvenile Delinquency	Staffing - Internal	New clerk training on Juvenile Dependency
6	Jackson	Juvenile Delinquency	Staffing - Internal	Down one staff member and unable to meet goals.
7	Lee	Criminal Traffic	Staffing - Internal	We had to reallocate personnel due to being shortstaffed
8	Osceola	Circuit Civil	Staffing - Internal	Training additional team members to assist with the docketing.
9		Civil Traffic	Staffing - Internal	Hiring new staff, ensuring adequate training, and leadership assignment of functions.
10	Polk	Probate	Staffing - Internal	On going training
	8		10	

Table F - Juror Timeliness
Descriptions for Not Meeting Performance Standards
CFY 2023-24 Quarter 2

Juror			
	County	Reason Code	Description
1	Brevard	Systems	Issue reported to vendor and resolved.
2	Charlotte	Staffing - Training	Continuing training staff.
3	Gadsden	Systems	Our finance system crashed and we unable to issue payments of any kind for a short time.
4	Hardee	Staffing - Workload	Staffing new to department.
5	Monroe	Staffing - Workload	Additional Training
6	Putnam	Staffing - Training	One of the Juror pool paid during this quarter crossed the holiday season where the office was closed for three business days (Christmas Eve, Christmas Day and New Year's Day). This resulted in the pool being paid at 23 days. Going forward Staff has been trained to ensure payments are made timely.
	6		6

NOTE

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