



Quarterly Performance Measures & Action Plans Report

Section 28.35(2)(d), Florida Statutes

3rd Quarter
County Fiscal Year 2023-24
(Apr 1, 2024 through June 31, 2024)

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 ORANGE COUNTY

ROB BRADLEY
 BRADLEY, GARRISON & KOMANDO, P.A.
 GENERAL COUNSEL

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 3rd Quarter report highlights unmet performance standards across Clerks' offices and details required corrective actions. 50 Clerks' offices required 113 action plans for collections, with Jefferson County not submitting the collections report and several counties, including Baker, Gilchrist, and Pinellas, omitting required reason codes. Additionally, 16 clerks' offices required 31 action plans for untimely case filings, with Dixie and Gadsden Counties missing required reason codes and actions to improve and Jefferson County not submitting timeliness reports. 11 clerk offices required an action plan for not docketing cases timely for a total of 14 action plans. Jefferson County did not submit a juror report while Union and Wakulla did not submit quarter 3 jury data. All 64 counties that issued summonses also issued payments, 3 of which were untimely. 12 met all standards on all reports. Detailed performance measure analysis and further action plans are included in the subsequent tables.

Table A - Collections
Descriptions for Not Meeting Performance Standards
CFY 2023-24 Quarter 3

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Total
Alachua		External	External							2
Baker	External	X					X			1
Bay	Internal						External			2
Bradford	Internal	Internal	Internal	Internal	Internal	External	Internal		Internal	8
Brevard		External					External			2
Broward	External		External				External			3
Calhoun	External									1
Charlotte										0
Citrus										0
Clay	External						External			2
Collier	External									1
Columbia	External	External					External		External	4
DeSoto										0
Dixie	Internal		Internal				Internal			3
Duval	External	External	External				External			4
Escambia	External						External			2
Flagler										0
Franklin			External		External					2
Gadsden	External	External					External			3
Gilchrist			X		X				X	0
Glades										0
Gulf	External		External		External		External		External	5
Hamilton										0
Hardee									Internal	1
Hendry										0
Hernando										0
Highlands	External	External								2
Hillsborough	External		External				External			3
Holmes							External		Internal	2
Indian River	External									1
Jackson							External			1
Jefferson										
Lafayette							External			1
Lake	External									1
Lee			Internal							1
Leon	X	X		X	X					0
Levy	Internal	Internal		Internal			External		Internal	5
Liberty										0

Table A - Collections
Descriptions for Not Meeting Performance Standards
CFY 2023-24 Quarter 3

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Total
Madison		External					External			2
Manatee								Internal		1
Marion	Internal	Internal								2
Martin										0
Miami-Dade	External	External		External			External			4
Monroe			Internal							1
Nassau	External						External			2
Okaloosa							X		X	0
Okeechobee										0
Orange	External	External					External			3
Osceola			External				Internal	External	Internal	4
Palm Beach		External								1
Pasco							Internal			1
Pinellas	External	Internal	X							2
Polk	External	External					External			3
Putnam	External	Internal	External				Internal			4
Saint Johns										0
Saint Lucie	Internal									1
Santa Rosa							External			1
Sarasota	Internal	External					External			3
Seminole							External			1
Sumter	External									1
Suwannee	External									1
Taylor			External				External			2
Union		X	External		External		External		External	4
Volusia		External								1
Wakulla				External				External	External	3
Walton										0
Washington	External						External			2
Statewide	30	18	14	4	4	1	30	3	9	113
Internal Reasons	7	5	4	2	1	0	5	1	5	30
External Reasons	23	13	10	2	3	1	25	2	4	83

NOTE

1. Jefferson did not submit a Collections report at the time this report was compiled.
2. Baker, Gilchrist, Leon, Okaloosa, Pinellas, and Union did not submit at least one required reason codes and actions to improve at the time this report was compiled.
3. Report compiled by CCOC staff on August 13, 2024.

Table B - Timeliness 1
Descriptions for Not Meeting Performance Standards
CFY 2023-24 Quarter 3

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

Table B - Timeliness 1
Descriptions for Not Meeting Performance Standards
CFY 2023-24 Quarter 3

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependency	Total
Madison											0
Manatee											0
Marion		Staffing - Internal									1
Martin											0
Miami-Dade		Staffing - Internal									1
Monroe											0
Nassau											0
Okaloosa											0
Okeechobee											0
Orange											0
Osceola			Staffing - Internal	Staffing - Internal			Staffing - Internal				3
Palm Beach											0
Pasco											0
Pinellas							Staffing - Internal				1
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				Staffing - Internal							1
Volusia					Staffing - Internal	Staffing - Internal					2
Wakulla				Systems/Conversions - Internal	Systems/Conversions - Internal	Systems/Conversions - Internal		Systems/Conversions - Internal			4
Walton											0
Washington											0
Statewide	2	5	2	5	5	5	3	4	0	0	31
Internal Reasons	1	5	2	5	5	5	3	4	0	0	30
External Reasons	1	0	0	0	0	0	0	0	0	0	1

NOTE

1. 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 3

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependency	Total
Alachua					Staffing - Internal						1
Baker											0
Bay											0
Bradford											0
Brevard								Staffing - Internal			1
Broward											0
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											0
Hendry				Staffing - External							1
Hernando					Systems/Conversions - Internal						1
Highlands											0
Hillsborough		Staffing - Internal		Staffing - Internal							2
Holmes											0
Indian River											0
Jackson											0
Jefferson											0
Lafayette											0
Lake											0
Lee		Systems/Conversions - Internal									1
Leon											0
Levy											0
Liberty											0
Madison											0

Table C - Timeliness 2
Descriptions for Not Meeting Performance Standards
CFY 2023-24 Quarter 3

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								1
Palm Beach											0
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					Staffing - Internal						1
Suwannee											0
Taylor											0
Union				Staffing - Internal							1
Volusia					Staffing - Internal	Staffing - Internal					2
Wakulla											0
Walton											0
Washington											0
Statewide	0	2	1	3	5	1	0	2	0	0	14
Internal Reasons	0	2	1	2	5	1	0	2	0	0	13
External Reasons	0	0	0	1	0	0	0	0	0	0	1

NOTE

1. Jefferson did not submit an Outputs report with Timeliness 2 data.
2. Report compiled by CCOC staff on August 13, 2024.



Table D
Descriptions for Not Meeting Performance Standards
CFY 2023-24 Quarter 3

Collections				
	County	Division	Reason Code	Description
1	Alachua	County Criminal	External	Alachua County uses all methods of collections available to them for collecting on these cases. License suspension, on-line payment, submission to Colleciton Agency are some of the methods used. In addition, the SA office operates a diversion program for misdemeanor cases.
2		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.
3	Baker	Circuit Criminal	External	Increased amount of jail time verses defendants being put on probation.
4	Bay	Civil Traffic	External	Bay County Uses all means available to collect as much money as possible.
5	Bradford	County Civil	External	This could be a result of indigent customers.
6	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. Additionally, the Court gives due dates outside a 15 month timeframe and payment plan set according to statute extend beyond a 12 month period.
7		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. Additionally, payment plans set according to statutory guidelines often extend beyond a 15 month timeframe.
8	Broward	Circuit Criminal	External	Broward continues to work with other governmental agencies and judiciary to improve collections of court ordered assessments.
9		Juvenile Delinquency	External	Broward continues to work with other governmental agencies and judiciary to improve collections of court ordered assessments.
10		Civil Traffic	External	Extension of due dates on red light camera tickets by the judiciary.
11	Calhoun	Circuit Criminal	External	Assessment has Drug trafficking money. We are unable to collect due to the individuals being incarcerated. Will send notices once released from prison.
12	Clay	Circuit Criminal	External	Large fines on trafficking cases that cannot be paid until the defendants are released.
13		Civil Traffic	External	Extension of due dates on red light camera tickets by the judiciary.
14	Collier	Circuit Criminal	External	Exclude Drug Cases: 11-2020-CF-001543 assessed at \$\$531,800, 11-2021-CF-000521 assessed at \$531,591 and case 11-2022-CF-000476 assessed at \$263,215. If excluding these three cases the collection rate percentage would be 10%
15	Columbia	Circuit Criminal	External	Collection efforts continue however when defendants are sentenced to prison it makes collecting court costs and fines difficult. Defendants are ordered to a payment plan once released from prison.
16		County Criminal	External	Collection efforts continue, there is a deputy clerk in each arraignment signing defendants up for payment plans. We also send out notices to defendants who have not signed up for a payment plan if they attend another type of court date.
17		Civil Traffic	External	This is just under the performance standard, collection efforts will continue.
18		Family	External	This is just under the standard, collection efforts continue with payment plans.
19	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.
20		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.
21		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.
22		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.
23	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.
24		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.
25	Franklin	Juvenile Delinquency	External	We are using all methods at our disposal to collect.

Table D
Descriptions for Not Meeting Performance Standards
CFY 2023-24 Quarter 3

Collections				
26		Circuit Civil	External	The assessments include \$800.00 in prisoner filing fees. A lien has been placed on the inmate's trust account.
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		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.
30	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 p
31		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.
32		Circuit Civil	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 p
33		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 p
34		Family	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 p
35	Highlands	Circuit Criminal	External	Increase compliance efforts.
36		County Criminal	External	Increase compliance efforts.
37	Hillsborough	Circuit Criminal	External	Continued Transmission to Collection Agencies
38		Juvenile Delinquency	External	No Collection Methods Available
39		Civil Traffic	External	Continued Transmission to Collection Agencies
40	Holmes	Civil Traffic	External	Non-payment. continuing to use our collections department along with sending due diligent letters and judgements.
41	Indian River	Circuit Criminal	External	Collections clerk is sending out an email the day after required payments not received.
42	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.
43	Lafayette	Civil Traffic	External	Citizens feeling the costs of inflation
44	Lake	Circuit Criminal	External	Without the \$950,000.00 Drug Trafficking assessments, our rate would have been 8.60%.
45	Levy	Civil Traffic	External	No payments
46	Madison	County Criminal	External	The local economy and overall inability to pay greatly affects our collection rate.
47		Civil Traffic	External	The local economy and overall inability to pay greatly affects our collection 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 standard if those assessments were excluded.
49		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.
50		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.
51		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.
52	Nassau	Circuit Criminal	External	Refer to the drug trafficking tab for the correct collection rate for Circuit Felony 12.21% 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	Orange	Circuit Criminal	External	Large Drug Case
55		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.

**Table D
Descriptions for Not Meeting Performance Standards
CFY 2023-24 Quarter 3**

Collections				
56		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.
57	Osceola	Juvenile Delinquency	External	Juveniles performing community service in lieu of paying.
58		Probate	External	We are working on correcting issues within the report.
59	Palm Beach	County Criminal	External	Due to a high volume of defendants sentenced to jail, as well as the homeless population, only 39% 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
60	Pinellas	Circuit Criminal	External	During this reporting period, we had \$2,935,606 assessed for drug trafficking charges. While our percentage shows 6.67%, when taking into account the drug trafficking offenses, our percentage is 18.39%
61	Polk	Circuit Criminal	External	Customers not paying timely.
62		County Criminal	External	Customers not paying timely.
63		Civil Traffic	External	Customers not paying timely.
64	Putnam	Circuit Criminal	External	Our adjusted rate of 13.49%, without drug trafficking assessments meets performance measure.
65		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.
66	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.
67	Sarasota	County Criminal	External	While improvements and higher collection rates are being realized, we are still fine tuning the collaborative efforts between the Clerk and County Probation to prompt more consistent payments from offenders while on supervision.
68		External	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 92.08% collection rate.
69	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 \$1,194,453.84 paid on \$2,092032.22 assessed, for 93.18%
70	Sumter	Circuit Criminal	External	Drug assessments that are not collectable will impact our collection rate.
71	Suwannee	Circuit Criminal	External	Approximately \$80,000.00 of assessment is due to Drug Trafficking charges.
72	Taylor	Juvenile Delinquency	External	No enforcement or consequences for juveniles if payments aren't made.
73		Civil Traffic	External	Attempts to collect fees will continue and staff will continue to send overdue/unpaid cases to collections.
74	Union	Juvenile Delinquency	External	13 cases with assessments. One defendant has 6 cases and another defendant has 5 cases. Both defendants come from homes where parents also have criminal cases. So tell me where to get the money
75		Circuit Civil	External	4 Inmate cases. Liens placed on their inmate bank accounts. We have collected \$74.76 from the liens.
76		Civil Traffic	External	All unpaid citations D-6'd and sent to Collections.
77		Family	External	The 3 cases with balances have been sent to collections.
78	Volusia	County Criminal	External	Increase in the number of late paying cases that we are sending to collections
79	Wakulla	Criminal Traffic	External	Only paying minimum amount, or no payment at all.
80		Probate	External	Probate is filing fee based, if citizens are determined to be indigent (DOH, poverty guidelines), the filing fees are waived if approved.
81		Family	External	Family is filing fee based, if citizens are determined to be indigent (DOH, poverty guidelines), the filing fees are waived if approved.
82	Washington	Circuit Criminal	External	Incarceration of defendants. Payment plans.
83		Civil Traffic	External	Driver license suspended and sent to collection agency.
	42		83	

Timeliness 1 - Filing New Cases; External Reasons Provided

	County	Division	Reason Code	Description
1	Hendry	Circuit Criminal	Staffing - External	Understaffed for increasing workload.
	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 3

Collections				
	County	Division	Reason Code	Description
1	Bay	Circuit Criminal	Internal	Adjustments were made
2	Bradford	Circuit Criminal	Internal	It appears that the criminal division may be back dating assessments. I will need to contact FCCC support to determine what cases are back dated and why.
3		County Criminal	Internal	It appears that the criminal division may be back dating assessments. I will need to contact FCCC support to determine what cases are back dated and why.
4		Juvenile Delinquency	Internal	It appears that there is back dating assessments. I will need to check with FCCC support.
5		Criminal Traffic	Internal	There appears to be back dated assessments. I will need to reach out to FCCC support.
6		Circuit Civil	Internal	It appears that there may be back dated assessmentsw. I will contact FCCC support to determine what cases and why.
7		Civil Traffic	Internal	There appears to be back dated assessments. I will need to check with FCCC support on why.
8		Family	Internal	There appears to be back dated assessments. Will need to get with FCCC support on what cases and why.
9	Dixie	Circuit Criminal	Internal	August of 2023 we hired and additional collection agency to help get some of the back delinquent monies collected.
10		Juvenile Delinquency	Internal	August of 2023 we hired and additional collection agency to help get some of the back delinquent monies collected.
11		Civil Traffic	Internal	August of 2023 we hired and additional collection agency to help get some of the back delinquent monies collected.
12	Hardee	Family	Internal	Cases are indigent
13	Holmes	Family	Internal	non-payment. continuing to use our collections department along with sending due diligent letters and judgements.
14	Lee	Juvenile Delinquency	Internal	Multiple expungement case fees charged .
15	Levy	Circuit Criminal	Internal	Collection when we have staff
16		County Criminal	Internal	Collections when we have staffing
17		Criminal Traffic	Internal	Collections when we have staffing
18		Family	Internal	Default payment plan collections when staffing available
19	Manatee	Civil Traffic	Internal	Internal- Staffing. Management change along with departmental shifting of staff have been addressed in the division. Continuing with staff training, collection rates are increasing.
20	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 also continue to work with defendants on initiating payment plans or reinstating payment plans. These cases typically are paid over an extended period of time.
21		County Criminal	Internal	Our collection agency terminated our contract and we have signed on with a new collection agent and anticipate improvement in the next quarter. We also continue to work with defendants on initiating payment plans or reinstating payment plans. These cases typically are paid over an extended period of time.
22	Monroe	Juvenile Delinquency	Internal	Payment Assessment Correction
23	Osceola	Civil Traffic	Internal	We are working on correcting issues within the report.
24		Family	Internal	We are working on correcting issues within the report.
25	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.
26	Pinellas	County Criminal	Internal	Starting this past quarter, we have an internal collections team that is making outbound calls on past due fines that have a balance of \$500 or more. Many of these outbound calls will be on misdemeanor cases and the goal would be to get these individuals on payment plans so we can increase our compliance rates.
27	Putnam	County Criminal	Internal	We are \$1700 in collections away from making this measure. We will work to make sure everything that is not collected has been sent to collections.
28		Civil Traffic	Internal	We are less than \$5,000 away from making this measure and are getting closer each quarter to hitting 90%. We will make sure all unpaid cases are with our collection agency.
29	Sarasota	Circuit Criminal	Internal	Circuit Criminal cases continue to be a challenge with high fines and fees assessments, high incarceration rates and offenders with low ability to pay.
30	Saint Lucie	Circuit Criminal	Internal	Staff shortage. Working to increase the collection rate for the next quarter.
	16		30	

Table E
Descriptions for Not Meeting Performance Standards
CFY 2023-24 Quarter 3

Timeliness 1 - Filing New Cases

	County	Division	Reason Code	Description
1	Alachua	Circuit Civil	Staffing - Internal	Unplanned absences, transfer, vacancies, new staff training..
2		County Civil	Staffing - Internal	Unplanned absences, transfer, vacancies, new staff training..
3	Brevard	County Criminal	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.
4		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.
5		County 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.
6		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.
7	Broward	Probate	Staffing - Internal	Budget permitting overtime will be utilized to improve timeliness
8	Glades	Juvenile Delinquency	Staffing - Internal	Staffing shortage
9	Hardee	Criminal Traffic	Staffing - Internal	New employee is still in training
10	Hernando	County Criminal	Systems/Conversions - Internal	Network Interruption. System has since been restored
11		Circuit Civil	Systems/Conversions - Internal	Network Interruption. System has since been restored
12		County Civil	Systems/Conversions - Internal	Network Interruption. System has since been restored
13	Lee	Circuit Criminal	Systems/Conversions - Internal	We had to reallocate personnel due to technology and staffing constraints.
14		County Criminal	Systems/Conversions - Internal	We had to reallocate personnel due to technology and staffing constraints.
15		Criminal Traffic	Systems/Conversions - Internal	We had to reallocate personnel due to technology and staffing constraints.
16		Civil Traffic	Systems/Conversions - Internal	We had to reallocate personnel due to technology and staffing constraints.
17	Marion	County Criminal	Staffing - Internal	Continue training new staff due to high staff turnover.
18	Miami-Dade	County Criminal	Staffing - Internal	In the process of filling vacancies.
19	Osceola	Juvenile Delinquency	Staffing - Internal	Hiring new staff, ensuring adequate training, and leadership assignment of functions.
20		Criminal Traffic	Staffing - Internal	Hiring new staff, ensuring adequate training, and leadership assignment of functions.
21		Civil Traffic	Staffing - Internal	Hiring new staff, ensuring adequate training, and leadership assignment of functions.
22	Pinellas	Civil Traffic	Staffing - Internal	New staff being trained.
23	Polk	Probate	Staffing - Internal	On going training
24	Union	Criminal Traffic	Staffing - Internal	DC out sick for a whole week in conjunction with Holiday vacations of other staff
25	Volusia	Circuit Civil	Staffing - Internal	Requested assistance from other areas
26		County Civil	Staffing - Internal	Requested assistance from other areas
27	Wakulla	Criminal Traffic	Systems/Conversions - Internal	Case Output Offense Report from Clericus shows 1 less, the Case Timeliness Report from Clericus shows 1 more.
28		Circuit Civil	Systems/Conversions - Internal	Case Output Offense Report from Clericus shows 2 less, the Case Timeliness Report from Clericus shows 2 more.
29		County Civil	Systems/Conversions - Internal	Case Output Offense Report from Clericus shows 1 less, the Case Timeliness Report from Clericus shows 1 more.
30		Probate	Systems/Conversions - Internal	Case Output Offense Report from Clericus shows 1 less, the Case Timeliness Report from Clericus shows 1 more.
	12	23		

Timeliness 2 (Docket Entries) - Internal Reasons Provided

	County	Division	Reason Code	Description
1	Alachua	Circuit Civil	Staffing - Internal	Unplanned absences, transfer, vacancies, new staff training..
2	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.
3	Hernando	Circuit Civil	Systems/Conversions - Internal	Network Outage. System has been restored.
4	Hillsborough	County Criminal	Staffing - Internal	Cross Training and Staff
5		Criminal Traffic	Staffing - Internal	Cross Training and Staff
6	Lee	County Criminal	Systems/Conversions - Internal	We had to reallocate personnel due to technology and staffing constraints.
7	Osceola	Juvenile Delinquency	Staffing - Internal	Hiring new staff, ensuring adequate training, and leadership assignment of functions.
8	Polk	Circuit Civil	Staffing - Internal	Ongoing training
9		Probate	Staffing - Internal	Ongoing training
10	Sumter	Circuit Civil	Staffing - Internal	Sr Clerk for Circuit Civil hired by Court Admin - major impact on this department
11	Union	Criminal Traffic	Staffing - Internal	DC out sick for a week in conjunction with Holiday vacation of other staff
12	Volusia	Circuit Civil	Staffing - Internal	Requested assistance from other areas
13		County Civil	Staffing - Internal	Requested assistance from other areas
	10	13		



Table F - Juror Timeliness
Descriptions for Not Meeting Performance Standards
CFY 2023-24 Quarter 3

Juror

	County	Reason Code	Description
1	Brevard	Systems	Issue reported to vendor and working towards a resolution.
2	Martin	Procedural	Procedures have been modified to ensure the timely disbursement of juror payments.
3	Nassau	Procedural	We had a high profile murder case and a huge number of jurors in. 28 jurors' payments were overlooked and issued late. We also had 82 payments that were issued after the 20 day limit, however, the Judge had all of the jurors on call due to the high profile of the trial. Those jurors were paid as soon as the trial concluded. I marked those as "timely" on the report. Please let me know if i need to adjust.
	3	3	

NOTE

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