



Quarterly Performance Measures & Action Plans Report

Section 28.35(2)(d), Florida Statutes

4th Quarter
County Fiscal Year 2023-24
(Jul 1, 2024 through Sep 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 4th Quarter report highlights unmet performance standards across Clerks' offices and details required corrective actions. 54 Clerks' offices required 118 action plans for collections, with Baker, Dixie, and Jefferson Counties not submitting collections reports. Additionally, 12 clerks' offices required 19 action plans for untimely case filings, with DeSoto and Leon Counties missing required reason codes and actions to improve and Baker and Jefferson Counties not submitting timeliness reports. Eight clerk offices required an action plan for not docketing cases timely for a total of 11 action plans. Baker, Gilchrist, and Jefferson Counties did not submit a juror report. All 64 counties that issued summonses also issued payments, 6 of which were untimely. Nine counties 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 4

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Total
Alachua			External							1
Baker										
Bay	Internal	External	Internal			Internal	External	Internal		6
Bradford							Internal		External	2
Brevard		External	External		External		External			4
Broward		External	External				External			3
Calhoun	External	External								2
Charlotte	External		External							2
Citrus	External		External							2
Clay	External		External							2
Collier	External									1
Columbia	External	External								2
DeSoto										0
Dixie										
Duval	External	External	External				External			4
Escambia							External			1
Flagler										0
Franklin			External							1
Gadsden		External		External			External			3
Gilchrist									Internal	1
Glades							Internal			1
Gulf										0
Hamilton										0
Hardee		External								1
Hendry										0
Hernando	Internal		External					External		3
Highlands		External								1
Hillsborough			External				External			2
Holmes							External		Internal	2
Indian River										0
Jackson								External		1
Jefferson										
Lafayette	External	External					External			3
Lake	External									1
Lee			Internal							1
Leon	External	External		External	External		External			5
Levy	Internal			Internal			External		Internal	4
Liberty	External						External			2

Table A - Collections
Descriptions for Not Meeting Performance Standards
CFY 2023-24 Quarter 4

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Total
Madison		External					External			2
Manatee	External									1
Marion	Internal	Internal								2
Martin	External									1
Miami-Dade	External	External		External			External			4
Monroe			Internal				Internal			2
Nassau										0
Okaloosa							External		Internal	2
Okeechobee		External								1
Orange	External	External					External			3
Osceola			External				External	Internal	Internal	4
Palm Beach		External								1
Pasco	External						Internal			2
Pinellas	External	Internal	Internal							3
Polk	External	External					External			3
Putnam	External		External				Internal			3
Saint Johns										0
Saint Lucie										0
Santa Rosa							External			1
Sarasota		External					External			2
Seminole							External			1
Sumter										0
Suwannee	External									1
Taylor			External				External			2
Union			External	External	External		External		External	5
Volusia		External	External							2
Wakulla			External							1
Walton	External									1
Washington		External	External				External		External	4
Statewide	25	22	21	5	3	1	29	4	8	118
Internal Reasons	4	2	4	1	0	1	5	2	5	24
External Reasons	21	20	17	4	3	0	24	2	3	94

NOTE

1. Baker, Dixie, and Jefferson did not submit a Collections report by the deadline.
2. Report compiled by CCOC staff on November 10, 2024.
3. Report compiled by CCOC staff on November 10, 2024.

Table B - Timeliness 1
Descriptions for Not Meeting Performance Standards
CFY 2023-24 Quarter 4

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

Table B - Timeliness 1
Descriptions for Not Meeting Performance Standards
CFY 2023-24 Quarter 4

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependency	Total
Madison											0
Manatee											0
Marion						Staffing - Internal	Staffing - External				2
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				Staffing - Internal							1
Volusia					Staffing - Internal						1
Wakulla											0
Walton											0
Washington											0
Statewide	3	2	1	3	3	3	2	2	0	0	19
Internal Reasons	2	1	1	2	3	2	1	2	0	0	14
External Reasons	1	1	0	1	0	1	1	0	0	0	5

NOTE

1. Baker and Jefferson did not submit a Collections report by the deadline.
2. DeSoto and Leon did not submit a Collections report by the deadline.
3. Report compiled by CCOC staff on November 10, 2024.

Table C - Timeliness 2
Descriptions for Not Meeting Performance Standards
CFY 2023-24 Quarter 4

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	Systems/Conversions - Internal							Staffing - Internal			2
Calhoun			Staffing - Internal								1
Charlotte											0
Citrus											0
Clay											0
Collier											0
Columbia											0
DeSoto											0
Dixie											0
Duval											0
Escambia											0
Flagler											0
Franklin											0
Gadsden											0
Gilchrist											0
Glades											0
Gulf											0
Hamilton											0
Hardee											0
Hendry											0
Hernando											0
Highlands											0
Hillsborough											0
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 4

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependency	Total
Manatee											0
Marion					Staffing - Internal	Staffing - Internal					2
Martin											0
Miami-Dade											0
Monroe											0
Nassau											0
Okaloosa											0
Okeechobee											0
Orange											0
Osceola											0
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 - External			1
Suwannee											0
Taylor											0
Union											0
Volusia											0
Wakulla											0
Walton											0
Washington											0
Statewide	1	1	1	0	3	3	0	2	0	0	11
Internal Reasons	1	1	1	0	3	3	0	1	0	0	10
External Reasons	0	0	0	0	0	0	0	1	0	0	1

NOTE

1. Baker and Jefferson did not submit a Collections report by the deadline.
2. DeSoto and Leon did not submit a Collections report by the deadline.
3. Report compiled by CCOC staff on November 10, 2024.

Table D
Descriptions for Not Meeting Performance Standards
CFY 2023-24 Quarter 4

Collections

	County	Division	Reason Code	Actions to Improve
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	County Criminal	External	Bay County Uses all means available to collect as much money as possible.
3		Civil Traffic	External	Bay County Uses all means available to collect as much money as possible.
4	Bradford	Family	External	Indigent filers
5	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, court due dates and payment plan due dates frequently extend beyond a 15 month timeframe.
6		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. Additionally, court due dates and payment plan due dates frequently extend beyond a 15 month timeframe.
7		Circuit Civil	External	Brevard County Administrative Order 24-06 3rd Amended requires submission of a proposed case management plan and order for issuance of a summons. These fees are part of the overall payment remitted by the filer through the portal, requiring manual review for refund of the summons fee if the required documents are not filed, which causes a backlog in receipting the filing fees. Brevard is working on processing these payments within time standards.
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. Additionally, payment plans set according to statutory guidelines often extend beyond a 15 month timeframe.
9	Broward	County Criminal	External	Broward continues to work with other governmental agencies and judiciary to improve collections of court ordered assessments.
10		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	Circuit Criminal	External	Assessment has drug trafficking money. Unable to collect due to individuals being incarcerated. Will send notices once released from prison and send to collections.
13		County Criminal	External	Will continue to work with probation.
14	Charlotte	Circuit Criminal	External	Our Collection efforts continue in Charlotte when defendants are sentenced to prison it make collecting court costs and fines difficult as many are not coming in to establish payment plans.
15		Juvenile Delinquency	External	Unable to send Juvenile accounts to collections looking into other avenues to support.
16	Citrus	Circuit Criminal	External	Large fines on trafficking cases that cannot be paid until the defendants are released.
17		Juvenile Delinquency	External	Opportunities for collection efforts are reduced due to the confidential nature of this court type.
18	Clay	Circuit Criminal	External	Large fines on trafficking cases that cannot be paid until the defendants are released.
19		Juvenile Delinquency	External	The DJJ releases defendants from probation regardless of outstanding fees.
20	Collier	Circuit Criminal	External	Exclude Drug Cases: 11-2022-CF-001405 assessed at \$1,419,002 and 11-2021-000370 assessed at \$633,341. If excluding these two cases the collection rate would be 12.55%
21	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.
22		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.
23	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.
24		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.
25		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.

Table D
Descriptions for Not Meeting Performance Standards
CFY 2023-24 Quarter 4

Collections

26		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.
27	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.
28	Franklin	Juvenile Delinquency	External	We are using all methods at our disposal to collect.
29	Gadsden	County Criminal	External	Please note the increased rate of collections. 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.
30		Criminal Traffic	External	Please note how close we are to meeting the standard. A lot of our defendants are repeat offenders and have multiple cases without the means to pay their fines and fees. We've initiated payment plans and have suspended licenses on multiple cases if payment is not made within 30 days of issuance of ticket.
31		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.
32	Hardee	County Criminal	External	Cases are on Lien or Partial Payment Plans
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		Probate	External	A new judge has been assigned this docket who has ordered filing fees deferred for some petitioners in Incapacity and Guardianship cases until such time that the Guardian has gained access to the Ward's funds. However, subsequent orders have been silent on payment of the filing fee. Our office plans to work closely with our judicial partners to address this issue. Collections in subsequent quarters have met the benchmark.
35	Highlands	County Criminal	External	Increase compliance efforts.
36	Hillsborough	Juvenile Delinquency	External	No Collection Methods Available
37		Civil Traffic	External	Continued Transmission to Collection Agencies
38	Holmes	Civil Traffic	External	Non-payment, continuing to use our collections department along with sending due diligent letters and judgements.
39	Jackson	Probate	External	The amount not collected was the cost of preparation of the appeal record. The attorney/party refused to pay the invoice.
40	Lafayette	Circuit Criminal	External	Defendants incarcerated resulting in the inability to collect court costs and fines.
41		County Criminal	External	Defendants incarcerated resulting in the inability to collect court costs and fines.
42		Civil Traffic	External	Citizens feeling the costs of inflation
43	Lake	Circuit Criminal	External	Without the \$1,000,000.00 Drug Trafficking assessments, our rate would have been 8.88%.
44	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.
45		County Criminal	External	Leon County uses all methods of collections available to them for collecting on these cases. License suspension and submission to Collection Agency are two methods used. Results of Collection Agency are outside of the 5 quarter accounting and are not credited to our collection rate. In addition, the State Attorneys office operates a Diversion Program for misdemeanor cases and local law enforcement uses civil citations. 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. 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.
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	No payments

Table D
Descriptions for Not Meeting Performance Standards
CFY 2023-24 Quarter 4

Collections

50	Liberty	Circuit Criminal	External	Collections company has had some staffing issues and have not collected as much this last quarter.
51		Civil Traffic	External	Collections company has had some staffing issues and have not collected as much this last quarter.
52	Madison	County Criminal	External	The local economy and overall inability to pay greatly affects our collection rate.
53		Civil Traffic	External	The local economy and overall inability to pay greatly affects our collection rate.
54	Manatee	Circuit Criminal	External	Very minimal monies collected for drug trafficking cases. Collection rate less trafficking amounts is within performance measure standards.
55	Martin	Circuit Criminal	External	Drug Trafficking assessments have skewed the total collection rate for Criminal. See Drug Trafficking tab for adjusted rate.
56	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.
57		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.
58		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.
59		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.

Table D
Descriptions for Not Meeting Performance Standards
CFY 2023-24 Quarter 4

Collections

60	Okaloosa	Civil Traffic	External	Recently signed with additional collection agency specializing in out state collections.
61	Okeechobee	County Criminal	External	Sending cases to collections. implement ing new payment plans.
62	Orange	Circuit Criminal	External	Large Drug Case
63		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.
64		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.
65	Osceola	Juvenile Delinquency	External	Juveniles performing community service in lieu of paying.
66		Civil Traffic	External	We have a high percentage of tourist from out of state/out of country who do not pay. We have developed and implemented text and email reminders.
67	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
68	Pasco	Circuit Criminal	External	This quarter has over two million dollars in trafficking fines. Our collection rate would be 21.76% without these assessments.
69	Pinellas	Circuit Criminal	External	During this reporting period, we had \$4,414,156 assessed for drug trafficking charges. While our percentage shows 5.13%, when taking into account the drug trafficking offenses, our percentage is 20.49%
70	Polk	Circuit Criminal	External	Customers not paying timely.
71		County Criminal	External	Customers not paying timely.
72		Civil Traffic	External	Customers not paying timely.
73	Putnam	Circuit Criminal	External	Our adjusted rate of 10.78%, without drug trafficking assessments meets performance measure.
74		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.
75	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.
76	Sarasota	County Criminal	External	Collection totals are up in this area but still remain a challenge. The population in this group are experiencing financial distress and the courts deferring fines/fees payments for longer periods of time and 2% maximum payments on Clerk payment plans.
77		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 91.5% collection rate.
78	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 \$1,838,162.63 paid on \$1,961,360.62 assessed, for 93.72%
79	Suwannee	Circuit Criminal	External	Approximately \$157,000.00 of assessment is due to Drug Trafficking charges.
80	Taylor	Juvenile Delinquency	External	No enforcement or consequences for juveniles if payments arent made.
81		Civil Traffic	External	Attempts to collect fees will continue and staff will continue to send overdue/unpaid cases to collections.
82	Union	Juvenile Delinquency	External	6 cases with assessment. On defendant has 5 of these cases.. The juvenile does not live in Union County, and lives with elderly grandparents. Could you any helpful hints on how to collect
83		Criminal Traffic	External	Cases not paid in full, have been D6'd and Final Judgments entered.
84		Circuit Civil	External	3 inmate cases. Liens placed on their inmate bank accounts.
85		Civil Traffic	External	All unpaid citations D-6'd and sent to Collections.
86		Family	External	2 counter-petition assessments. Pursuing through collections
87	Volusia	County Criminal	External	Increase in the number of late paying cases the we are sending to collections
88		Juvenile Delinquency	External	Increase in the number of late paying cases the we are sending to collections
89	Wakulla	Juvenile Delinquency	External	Only receiving minimum payments, or not paying at all.
90	Walton	Circuit Criminal	External	Only receiving minimum payments, or not paying at all.
91	Washington	County Criminal	External	Incarceration of defendants. Payment plans.
92		Juvenile Delinquency	External	Fines assessed will be entered as a Civil Judgment once defendant reaches 18 years of age.
93		Civil Traffic	External	Driver license suspended and sent to collection agency.
94		Family	External	Truancy cases; fines assessed will be entered as a Civil Judgment once defendant reaches 18 years of age.
	49		94	

**Table D
Descriptions for Not Meeting Performance Standards
CFY 2023-24 Quarter 4**

Collections

Timeliness 1 - Filing New Cases; External Reasons Provided

	County	Division	Reason Code	Description
1	Hendry	Circuit Criminal	Staffing - External	Increase in cases; shortage of staff.
2		County Criminal	Staffing - External	Increase in cases; shortage of staff.
3		Criminal Traffic	Staffing - External	Increase in cases; shortage of staff.
4	Lafayette	County Civil	Staffing - External	Hurricane Debby
5	Marion	Civil Traffic	Staffing - External	Consistent increase during this reporting year in the number of Civil Traffic UTC's creating delay. Cross-Training staff to assist with increased workload.
	3	5		

Timeliness 2 - Cases Docketed; External Reasons Provided

	County	Division	Reason Code	Description
1	Sumter	Probate	Probate	Circuit Judge filed over 320 notices of lack of prosecution causing portal backup.

Table E
Descriptions for Not Meeting Performance Standards
CFY 2023-24 Quarter 4

Collections				
	County	Division	Reason Code	Description
1	Bay	Circuit Criminal	Internal	Bay County Uses all means available to collect as much money as possible.
2		Juvenile Delinquency	Internal	Adjustments were made
3		County Civil	Internal	Adjustments were made
4		Probate	Internal	Adjustments were made
5	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.
6	Gilchrist	Family	Internal	Correcting waive and dismiss issues with regard to Indigent Applications
7	Glades	Civil Traffic	Internal	Send citations to collections
8	Hernando	Circuit Criminal	Internal	Collections continue to be slow due to the economy.
9	Holmes	Family	Internal	work load heavy and short on staff. have hired several new clerks. hoping this will improve.
10	Lee	Juvenile Delinquency	Internal	Multiple credits for Indigency Application.
11	Levy	Circuit Criminal	Internal	collection when we have staff
12		Criminal Traffic	Internal	collections when we have staffing
13		Family	Internal	No payments
14	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.
15		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.
16	Monroe	Juvenile Delinquency	Internal	Payment Assessment Correction
17		Civil Traffic	Internal	Payment Assessment Correction
18	Okaloosa	Family	Internal	Additional steps needed to improve indigency accuracy and collection efforts when indigency revoked.
19	Osceola	Probate	Internal	We have a high percentage of tourist from out of state/out of country who do not pay. We have developed and implemented text and email reminders.
20		Family	Internal	We are working on correcting issues within the report.
21	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.
22	Pinellas	County Criminal	Internal	We are in our second quarter of utilizing an internal collections team to make outbound calls on past due fines that have a balance of \$500 or more. The goal will be to help get individuals on payment plans to increase compliance rates.
23		Juvenile Delinquency	Internal	Some of our staff recently underwent a communications training to try to help work with customers on how to best comply with court-ordered financial obligations.
24	Putnam	Civil Traffic	Internal	We are sending cases to collections as well as applying D6 in a more timely manner. We have changed out payment plan option, allowing customers to determine monthly payment amount to increase compliance with payment plans.
	15		24	

Table E
Descriptions for Not Meeting Performance Standards
CFY 2023-24 Quarter 4

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 training of new hires. Staff also have been working overtime, including clerks outside of the data entry department.
2		County Civil	Staffing - Internal	We experienced staff changes and shortages, requiring hiring and training. We are working on training of new hires. Staff also have been working overtime, including clerks outside of the data entry department.
3	Broward	Probate	Staffing - Internal	Budget permitting overtime will be utilized to improve timeliness
4	Citrus	Circuit Criminal	Staffing - Internal	Case initiation has been integrated into the depts to help meet timeliness. Continue training and pulling other resources until the depts are able to be self-sustaining. Also, reviewing processes for efficiencies to meet timeliness.
5	Highlands	Circuit Criminal	Staffing - Internal	A part-time position was filled on 8/26/2024.
6	Lee	County Criminal	Systems/Conversions - Internal	We had to reallocate personnel due to technology and staffing constraints.
7		Criminal Traffic	Staffing - Internal	We had to reallocate personnel due to technology and staffing constraints.
8		Circuit Civil	Staffing - Internal	We had to reallocate personnel due to technology and staffing constraints.
9	Marion	County Civil	Staffing - Internal	Due to significant staff turnover and training of new staff, the workload has been redistributed to help improve in this area in the future.
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	Polk	Probate	Staffing - Internal	On going training
13	Union	Criminal Traffic	Staffing - Internal	Increase in number of trials. DC for CT cases helps with trials.
14	Volusia	Circuit Civil	Staffing - Internal	Requested assistance from other areas
	10		14	

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	County Civil	Staffing - Internal	We experienced staff changes and shortages, requiring hiring and training. We are working on training staff to recover from these shortages. Additionally, staff have worked some overtime to process backlog.
3	Broward	Circuit Criminal	Systems/Conversions - Internal	Ongoing conversion effort of all data to a current platform
4		Probate	Staffing - Internal	Budget permitting overtime will be utilized to improve timeliness
5	Calhoun	Juvenile Delinquency	Staffing - Internal	Cross-training staff
6	Lee	County Criminal	Systems/Conversions - Internal	We had to reallocate personnel due to technology and staffing constraints.
7	Marion	Circuit Civil	Staffing - Internal	Due to significant staff turnover and training of new staff, the workload has been redistributed to help improve in this area in the future.
8		County Civil	Staffing - Internal	Due to significant staff turnover and training of new staff, the workload has been redistributed to help improve in this area in the future.
9	Polk	Circuit Civil	Staffing - Internal	On going training
10		County Civil	Staffing - Internal	On going training
	7		10	

Table F - Juror Timeliness
Descriptions for Not Meeting Performance Standards
CFY 2023-24 Quarter 4

Juror			
	County	Reason Code	Description
1	Bay	Staffing - Training	Additional training on card-loading procedures.
2	Brevard	Systems	Issue reported to vendor and resolved.
3	Clay	Systems	One juror over 70 was excused and the system hid the payment for this excusal type. This was found in an audit and payment was made although paid to the juror late.
4	Hillsborough	Procedural	A grand juror forgot to check in one week and request payment. She notified the jury team 2 weeks later so we paid her late for the service date. There is no Clerk action to improve in this situation.
5	Marion	Staffing - Workload	We were 1 day late-we have hired a person
6	Monroe	Procedural	Double check employer pay.
	6		6

NOTE

1. Baker, Gilchrist, and Jefferson Counties did not submit a juror report
2. Report compiled by CCOC staff on November 10, 2024.