



Quarterly Performance Measures & Action Plans Report

Section 28.35(2)(d), Florida Statutes

3rd Quarter
County Fiscal Year 2024-25
(Apr 1, 2025 through Jun 30, 2025)

Table of Contents

A – Collections Performance by Division	4
B – Timeliness 1 – Filing New Cases Performance by Division.....	6
C – Timeliness 2 – Cases Docketed Performance by Division	8
D – External Factors for Not Meeting Performance Standards	10
Collections, Timeliness 1, Timeliness 2	
E – Internal Factors for Not Meeting Performance Standards	13
Collections, Timeliness 1, Timeliness 2	
F – Factors for Not Meeting Jury Performance Standards.....	16
G – Summary Performance Measures & Action Plans Report	17



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 2024–2025 Third Quarter Report identifies Clerk offices that did not meet established performance standards and outlines the contributing factors for each unmet standard. A total of 51 Clerk offices were required to submit action plans related to collections, resulting in 116 plans. Jefferson and Okaloosa Counties did not submit a Collections report. Nine Clerk offices were required to submit action plans for untimely case filings, totaling 16 plans, while 13 offices submitted action plans for delays in docketing cases, accounting for 20 plans. Three counties did not issue jury summonses. Of the 65 counties that did issue summonses, 63 processed payments; however, three did so untimely. Gilchrist County did not submit a Juror Timeliness report. All counties submitted an Output Timeliness report, and 15 counties had no required action plans. Detailed performance measure results and corresponding action plans are provided in the following tables.

Table A - Collections
Descriptions for Not Meeting Performance Standards
CFY 2024-25 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		Internal		External	3
Bay	External			Internal		Internal	External			4
Bradford			External						External	2
Brevard		External					External			2
Broward	External						External			2
Calhoun	External		External				External			3
Charlotte	External									1
Citrus	External									1
Clay	External								Internal	2
Collier										0
Columbia	External	External								2
DeSoto										0
Dixie	External	External		External			External			4
Duval	External	External	External				External			4
Escambia	External						External			2
Flagler	External		External							2
Franklin			External							1
Gadsden		External					External			2
Gilchrist										0
Glades			Internal							1
Gulf							External			1
Hamilton										0
Hardee	Internal									1
Hendry										0
Hernando										0
Highlands	External	External								2
Hillsborough	External		External				External			3
Holmes	Internal			Internal			External			3
Indian River										0
Jackson										0
Jefferson										
Lafayette										0
Lake	External		External							2
Lee	Internal		Internal							2
Leon	Internal	Internal		Internal	Internal		Internal	Internal	Internal	7
Levy									Internal	1
Liberty	External	External	External		Internal					4

Table A - Collections
Descriptions for Not Meeting Performance Standards
CFY 2024-25 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	External									1
Marion	External									1
Martin	External									1
Miami-Dade	External	External					External			3
Monroe										0
Nassau			External							1
Okaloosa										
Okeechobee	External		External							2
Orange	External	External					External			3
Osceola							External	Internal	Internal	3
Palm Beach	External	External								2
Pasco	External						Internal			2
Pinellas	External	Internal	Internal							3
Polk							External			1
Putnam	External	Internal	External							3
Saint Johns			External							1
Saint Lucie	Internal									1
Santa Rosa	External						External			2
Sarasota	External	External					External			3
Seminole	External						External			2
Sumter										0
Suwannee										0
Taylor							External			1
Union	External	External		External	External		External		External	6
Volusia										0
Wakulla	External			External					External	3
Walton										0
Washington	External	External					External			3
Statewide	37	17	16	6	4	1	25	2	8	116
Internal Reasons	5	3	3	3	2	1	3	2	4	26
External Reasons	32	14	13	3	2	0	22	0	4	90

NOTE

1. Jefferson and Okaloosa did not submit a Collections report at the time this report was compiled.
2. Report compiled by CCOC staff on August 5, 2025.

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											0
Baker											0
Bay											0
Bradford											0
Brevard								Staffing - Internal			1
Broward											0
Calhoun	Staffing - Internal										1
Charlotte											0
Citrus											0
Clay											0
Collier											0
Columbia											0
DeSoto											0
Dixie											0
Duval											0
Escambia											0
Flagler											0
Franklin											0
Gadsden											0
Gilchrist											0
Glades											0
Gulf											0
Hamilton											0
Hardee											0
Hendry	Staffing - External			Staffing - External							2
Hernando											0
Highlands											0
Hillsborough											0
Holmes											0
Indian River											0
Jackson											0
Jefferson											0
Lafayette											0
Lake											0
Lee	Systems/C	Systems/Conversions - Internal		Systems/Conversions - Internal							3
Leon											0
Levy					Staffing -	Staffing - Internal		Staffing - Internal			3
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 - External					Staffing - External				2
Martin											0
Miami-Dade											0
Monroe											0
Nassau											0
Okaloosa											0
Okeechobee											0
Orange											0
Osceola											0
Palm Beach											0
Pasco											0
Pinellas				Unfunded Mandates - External			Unfunded Mandates - External				2
Polk											0
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	0	3	2	1	2	2	0	1	16
Internal Reasons	2	1	0	1	2	1	0	2	0	1	10
External Reasons	1	1	0	2	0	0	2	0	0	0	6

NOTE

1. All counties submitted 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											0
Baker											0
Bay											0
Bradford											0
Brevard								Staffing - Internal			1
Broward	Staffing - Internal										1
Calhoun	Staffing - Internal	Staffing - Internal									2
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							1
Hernando											0
Highlands											0
Hillsborough											0
Holmes								Staffing - Internal			1
Indian River											0
Jackson											0
Jefferson											0
Lafayette											0
Lake											0
Lee		Systems/Conversions - Internal									1
Leon					Staffing - Internal	Staffing - Internal					2
Levy					Staffing - Internal	Staffing - Internal		Staffing - Internal			3
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					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							Unfunded Mandates - External				1
Polk					Staffing - Internal	Staffing - Internal					2
Putnam											0
Saint Johns											0
Saint Lucie											0
Santa Rosa											0
Sarasota											0
Seminole											0
Sumter											0
Suwannee											0
Taylor											0
Union											0
Volusia											0
Wakulla		Staffing - Internal		Staffing - Internal							2
Walton											0
Washington											0
Statewide	2	3	0	2	5	4	1	3	0	0	20
Internal Reasons	2	3	0	1	5	4	0	3	0	0	18
External Reasons	0	0	0	1	0	0	1	0	0	0	2

NOTE

1. All counties submitted an Outputs report with Timeliness 2 data.

Table D
Descriptions for Not Meeting Performance Standards
CFY 2024-25 Quarter 3

Collections				
	County	Division	Reason Code	Description
1	Alachua	Circuit 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.
2	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.
3	Baker	Circuit Civil	External	Instructing clerks to be more diligent with indigent applications and verifying information.
4	Baker	Family	External	Instructing clerks to be more diligent with indigent applications and verifying information.
5	Bay	Circuit Criminal	External	Bay County Uses all means available to collect as much money as possible.
6	Bay	Civil Traffic	External	Bay County Uses all means available to collect as much money as possible.
7	Bradford	Juvenile Delinquency	External	We have no authority to collect fees on juveniles.
8	Bradford	Family	External	Several assessed fees could not be collected because the person is qualified as indigent.
9	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. The courts occasionally give due dates beyond a 15 month timeframe. Additionally, payment plans set according to statutory guidelines often extend beyond a 15 month timeframe.
10	Brevard	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. The courts occasionally give due dates beyond a 15 month timeframe. Additionally, payment plans set according to statutory guidelines often extend beyond a 15 month timeframe.
11	Broward	Circuit Criminal	External	Broward continues to work with other governmental agencies and judiciary to improve collections of court ordered assessments.
12	Broward	Civil Traffic	External	The number of indigent defendants impact collections.
13	Calhoun	Circuit Criminal	External	Assessment has drug trafficking money. We are unable to collect due to the individuals being incarcerated. We did come up a little bit just still shy of the 9%.
14	Calhoun	Juvenile Delinquency	External	Most juveniles don't hold down a regular job and rely on parents for income. Parents are struggling to keep food on the table.
15	Calhoun	Civil Traffic	External	Having problems with FACC creating a file to turn over to new collections agency. Hopefully will be resolved soon.
16	Charlotte	Circuit Criminal	External	\$964,501.00 is related to drug charges.
17	Citrus	Circuit Criminal	External	We are out of compliance due to the drug trafficking fees being included; without those fees we would meet compliance.
18	Clay	Circuit Criminal	External	Large fines on trafficking cases that cannot be paid until the defendants are released.
19	Columbia	Circuit Criminal	External	Continue collection efforts. Defendants are sentenced to prison and ordered to initiate a payment plan 60 days from their release date from Department of Corrections.
20	Columbia	County Criminal	External	Collection efforts continue. There is a clerk that is in court to sign defendants up on a payment plan.
21	Miami-Dade	Circuit Criminal	External	Due to current economic conditions, we have a high number of defendants that are indigent. 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. Lastly, if the drug trafficking cases were not included in the calculation, we would have met the standard.
22	Miami-Dade	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.
23	Miami-Dade	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.
24	Dixie	Circuit Criminal	External	Deficient county. Collection agency working on collections.
25	Dixie	County Criminal	External	Deficient county. Collection agency working on collections.
26	Dixie	Criminal Traffic	External	Deficient county. Collection agency working on collections.
27	Dixie	Civil Traffic	External	deficient county. Collection agency working on collections.
28	Duval	Circuit Criminal	External	We continue to have staffing challenges. To improve, we have enhanced online payment options, we have implemented the Compliance Department and recently entered into a contract for compliance software to better assist with the collection of fines and fees.
29	Duval	County Criminal	External	We continue to have staffing challenges. To improve, we have enhanced online payment options, we have implemented the Compliance Department and recently entered into a contract for compliance software to better assist with the collection of fines and fees.
30	Duval	Juvenile Delinquency	External	We continue to have staffing challenges. To improve, we have enhanced online payment options, we have implemented 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 2024-25 Quarter 3

Collections				
31	Duval	Civil Traffic	External	We continue to have staffing challenges. To improve, we have enhanced online payment options, we have implemented the Compliance Department and recently entered into a contract for compliance software to better assist with the collection of fines and fees.
32	Escambia	Circuit Criminal	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.
33	Escambia	Civil Traffic	External	We receive numerous citations weeks or even months after they are issued; however, when entered into the system, the original issued date must be used. This results in delayed assessments and collections of those fines. Additionally, 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.
34	Flagler	Circuit Criminal	External	Drug Trafficking Charges/ Incarceration
35	Flagler	Juvenile Delinquency	External	Drug Trafficking Charge/ Juvenile
36	Franklin	Juvenile Delinquency	External	We are using all methods at our disposal to collect.
37	Gadsden	County Criminal	External	Most of our defendants have companion cases, ie Felony and/or Traffic. We also have repeat offenders that do not have the means of paying their fines and/or fees. By statute, we are no longer allowed to issue a capias for failure to pay, but we have been sending cases to our external collections agency for possible payment and that appears to be somewhat successful.
38	Gadsden	Civil Traffic	External	Many individuals have more than one case or case type. Placed on payment plan until balance is paid. A number of individuals have failed to comply with the terms of payment plan and defaulted, resulting in late fee and suspension.
39	Gulf	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
40	Highlands	Circuit Criminal	External	Increase compliance efforts.
41	Highlands	County Criminal	External	Increase compliance efforts.
42	Hillsborough	Circuit Criminal	External	Continued Transmission to Collection Agencies
43	Hillsborough	Juvenile Delinquency	External	No Collection Methods Available
44	Hillsborough	Civil Traffic	External	Continued Transmission to Collection Agencies
45	Holmes	Civil Traffic	External	Non-payment, continuing to use our collections department along with sending due deligent letters and judgements.
46	Lake	Circuit Criminal	External	\$1,300,000 of the quarter's assessments were for Drug Trafficking charges. The defendants are in prison, and therefore not available for collection efforts to be pursued. The Collection Rate for the quarter would have otherwise been 10.58% for the period.
47	Lake	Juvenile Delinquency	External	History has shown it is nearly impossible to collect financial penalties on Delinquency cases. However, we will work with our judiciary and the Department of Juvenile Justice to search for other tools to assist in collection efforts. It is our goal to implement any additional compliance tools in the next six months and will monitor our progress for the next 12 months.
48	Liberty	Circuit Criminal	External	DOC sentences hinder collecting monies owed. Continued use of payment plans and collections.
49	Liberty	County Criminal	External	We will continue to work with our partners and utilize the Clerks Payment Plan.
50	Liberty	Juvenile Delinquency	External	There are no enforcement options for non-payment on juvenile cases. We are not sending juvenile cases to collections.
51	Madison	County Criminal	External	The local economy and overall inability to pay greatly affects our collection rate.
52	Madison	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	Marion	Circuit Criminal	External	Economic conditions, assessments include drug trafficking fines, incarcerated defendants unable to pay until released, payment plans extend out past collection timeframe. With the drug trafficking fines now reaching 500k, meeting 9% may be unattainable. Internal staffing issues as well. Filled position to focus on suspending driver's license for failure to comply.
55	Martin	Circuit Criminal	External	Drug Trafficking assessments have skewed the total collection rate for Criminal. See Drug Trafficking tab for adjusted rate.
56	Nassau	Juvenile Delinquency	External	Continue to work with department of juvenile justice to collect money
57	Okeechobee	Circuit Criminal	External	Utilize compliance dates to send out more notices of fees/costs due.
58	Okeechobee	Juvenile Delinquency	External	Attempt to send out notices on outstanding fees and costs
59	Orange	Circuit Criminal	External	Large Drug Case
60	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.
61	Orange	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.

Table D
Descriptions for Not Meeting Performance Standards
CFY 2024-25 Quarter 3

Collections				
62	Osceola	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.
63	Palm Beach	Circuit Criminal	External	50% of amount Assessed represents Drug Trafficking Cases, where collection is hindered by incarceration.
64	Palm Beach	County Criminal	External	Due to a high volume of defendants sentenced to jail, as well as the homeless population, only 36% 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
65	Pasco	Circuit Criminal	External	This quarter has over 4.5 million dollars in trafficking fines. Our collection rate would be 21.63% without these assessments.
66	Pinellas	Circuit Criminal	External	During this reporting period, we had \$4,440,011 assessed in drug trafficking charges. While our percentage shows 5.10%, when taking into account the drug trafficking, our percentage is 19.47%.
67	Polk	Civil Traffic	External	Violators not paying timely.
68	Putnam	Circuit Criminal	External	Our adjusted rate of 15.58%, without drug trafficking assessments, meets performance measure.
69	Putnam	Juvenile Delinquency	External	Unfortunately due to staffing issues, we have not been able to complete the process to send letters as planned. We will continue to work on implementing this.
70	Santa Rosa	Circuit Criminal	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.
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	High Felony assessment amounts continue to contribute to poor collection performance in these cases.
73	Sarasota	County Criminal	External	Extended payment plans for misdemeanor fines and fees are being drawn out over multi-years. While the collection rate is improved over the last several quarters, the rate is still hovering at just under 40%
74	Sarasota	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 92.88% collection rate
75	Seminole	Circuit Criminal	External	Large amount of drug trafficking fine assessed this quarter
76	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 #2,123,569.81 paid on \$2,267,315.80 assessed, for 93.66%
77	Saint Johns	Civil Traffic	External	more collected.
78	Taylor	Civil Traffic	External	Staff will continue efforts to collect fees and will continue forwarding cases with overdue balances to collections.
79	Union	Circuit Criminal	External	Amounts due converted to Civil Judgment. Several defendants have multiple cases and are currently incarcerated to be followed by probation. Release dates are after reporting periods so any payments would not be reflected in any report.
80	Union	County Criminal	External	Our probation folks did not submit payments in a timely fashion. \$2,621 that defendants paid in these cases not receipted until 7/15/25. Clerk meeting with probation folks.
81	Union	Criminal Traffic	External	Probation submitting monies paid by defendants late. \$3302.25 paid for this reporting period receipted on 7/15/25. Clerk meeting with probation.
82	Union	Circuit Civil	External	of the 44 case assessments 23 of these are inmate cases. 20 of the 23 inmate cases have been filed by the same inmate. Yep.. One inmate 20 cases. Liens have been placed on inmate bank account. But I don't see us getting \$8000 from him.
83	Union	Civil Traffic	External	All cases with balances have been sent to collections and license have been D-6'd. We are also changing collections vendors.
84	Union	Family	External	Two cases. Payment plans in place. Sent to Collections
85	Wakulla	Circuit Criminal	External	Trying to get customers to sign up and participate in a payment plan. Possibly many defendants are incarcerated and unable to make an effort to pay.
86	Wakulla	Criminal Traffic	External	Only paying minimum amount, or no payment at all.
87	Wakulla	Family	External	Family is filing fee based, if citizens are determined to be indigent (DOH, poverty guidelines), the filing fees are waived if approved.
88	Washington	Circuit Criminal	External	Incarceration of defendant. Payment plans.
89	Washington	County Criminal	External	Incarceration of defendants. Payment plans.
90	Washington	Civil Traffic	External	Driver license suspended and sent to collection agency.

Table E
Descriptions for Not Meeting Performance Standards
CFY 2024-25 Quarter 3

Collections				
	County	Division	Reason Code	Description
1	Baker	Civil Traffic	Internal	Previous Clerk allowed 90 days to pay civil traffic infractions. We have not changed that policy. <u>Change in policy is expected soon.</u>
2	Bay	Criminal Traffic	Internal	Adjustments were made
3	Bay	County Civil	Internal	Adjustments were made
4	Clay	Family	Internal	Outstanding appeal fees in the amount of \$1330.00.
5	Glades	Juvenile Delinquency	Internal	staff shortage
6	Hardee	Circuit Criminal	Internal	Cases are on lien and defendants are in prison.
7	Holmes	Circuit Criminal	Internal	Staffing issues
8	Holmes	Criminal Traffic	Internal	Staffing issues
9	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 <u>no action to improve.</u>
10	Lee	Juvenile Delinquency	Internal	Multiple credits for indigency application. Restitution charge added in Q3 that was not <u>assessed in Q2.</u>
11	Leon	Circuit Criminal	Internal	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 <u>to monitor this.</u>
12	Leon	County Criminal	Internal	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 <u>to monitor this.</u>
13	Leon	Criminal Traffic	Internal	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 <u>to monitor this.</u>
14	Leon	Circuit Civil	Internal	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 <u>to monitor this.</u>
15	Leon	Civil Traffic	Internal	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 <u>to monitor this.</u>
16	Leon	Probate	Internal	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 <u>to monitor this.</u>
17	Leon	Family	Internal	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 <u>to monitor this.</u>
18	Levy	Family	Internal	no collection
19	Liberty	Circuit Civil	Internal	Case transferred from other county without filing fee.
20	Osceola	Probate	Internal	We are working on correcting issues within the report.
21	Osceola	Family	Internal	We are working on correcting issues within the report.
22	Pasco	Civil Traffic	Internal	Internal processes are being adjusted in an attempt to improve collections; including the <u>conversion to Pay Choice and management of pay plans.</u>
23	Pinellas	County Criminal	Internal	We started a new internal payment plan workgroup to examine our payment plan policies and <u>develop recommendations for improvement.</u>

Table E
Descriptions for Not Meeting Performance Standards
CFY 2024-25 Quarter 3

24	Pinellas	Juvenile Delinquency	Internal	Juvenile collections remain low. We continue to identify strategies to help our customers make timely payments.
25	Putnam	County Criminal	Internal	We have seen an increase since suspending DLs in all cases that fail to meet financial obligations. We will evaluate next quarter.
26	Saint Lucie	Circuit Criminal	Internal	Staff shortage. Working to increase the collection rate for the next quarter.

Table E
Descriptions for Not Meeting Performance Standards
CFY 2024-25 Quarter 3

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. We have also been working overtime.
2	Calhoun	Circuit Criminal	Staffing - Internal	Training
3	Lee	Circuit Criminal	Systems/Conversions - Internal	Relocating personnel due to technology and staffing constraints.
4	Lee	County Criminal	Systems/Conversions - Internal	Relocating personnel due to technology and staffing constraints.
5	Lee	Criminal Traffic	Systems/Conversions - Internal	Relocating personnel due to technology and staffing constraints.
6	Levy	Circuit Civil	Staffing - Internal	Process of hiring and training
7	Levy	County Civil	Staffing - Internal	Process of hiring and training
8	Levy	Probate	Staffing - Internal	Process of hiring and training
9	Union	Juvenile Dependency	Staffing - Internal	1 pleading out of 2! One day late..just happened
10	Volusia	Circuit Civil	Staffing - Internal	Requested assistance from other areas

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 hiring and training new staff to recover from these shortages. We have also been working overtime to try to achieve time standards.
2	Broward	Circuit Criminal	Staffing - Internal	Cross trained our staff to assist with the backlog and prioritize the daily tasks.
3	Calhoun	Circuit Criminal	Staffing - Internal	The transition is taking a little longer than expected.
4	Calhoun	County Criminal	Staffing - Internal	The transition is taking a little longer than expected.
5	Citrus	Circuit Civil	Staffing - Internal	This is due to unexpected outages and continued cross-training. We have reassigned two clerks to civil and have offered overtime. We expect to improve by 10% next quarter as training continues.
6	Holmes	Probate	Staffing - Internal	New clerk was hired.
7	Lee	County Criminal	Systems/Conversions - Internal	Relocating personnel due to technology and staffing constraints.
8	Leon	Circuit Civil	Staffing - Internal	Issue is rectified and was cause for two reasons: (1) Staffing turnover in both Circuit and County Civil divisions, resulting in new hires who required training. (2) An influx of nearly 700 Small Claims cases filed by a single filer against the Florida Insurance Guaranty Association for damages occurring statewide. Because all claims against a Florida state agency must be filed in Leon County, this led to a significant increase in docketing activity—totaling 9,062 entries between April 1 and June 30, 2025.
9	Leon	County Civil	Staffing - Internal	Issue is rectified and was cause for two reasons: (1) Staffing turnover in both Circuit and County Civil divisions, resulting in new hires who required training. (2) An influx of nearly 700 Small Claims cases filed by a single filer against the Florida Insurance Guaranty Association for damages occurring statewide. Because all claims against a Florida state agency must be filed in Leon County, this led to a significant increase in docketing activity—totaling 9,062 entries between April 1 and June 30, 2025.
10	Levy	Circuit Civil	Staffing - Internal	Process of hiring and training
11	Levy	County Civil	Staffing - Internal	Process of hiring and training
12	Levy	Probate	Staffing - Internal	Process of hiring and training
13	Marion	Circuit Civil	Staffing - Internal	Staffing turnover, continually working to fill and train staff in these areas.
14	Marion	County Civil	Staffing - Internal	Staffing turnover, continually working to fill and train staff in these areas.
15	Polk	Circuit Civil	Staffing - Internal	Training new staff.
16	Polk	County Civil	Staffing - Internal	Training new staff.
17	Wakulla	County Criminal	Staffing - Internal	started a new clock in procedure; reviewing staffing issues; waiting on analysis report
18	Wakulla	Criminal Traffic	Staffing - Internal	started a clock in procedure; reviewing staffing issues; waiting on analysis report

Table F - Juror Timeliness
Descriptions for Not Meeting Performance Standards
CFY 2024-25 Quarter 3

Juror			
	County	Reason Code	Description
1	Baker	Staffing - Training	Office hired new staff in 03/25
2	Clay	Procedural	(2) Jurors did called requesting payment 1-2 months after serving. Previously indicated they were employer paid.
3	Okeechobee	Procedural	JUROR LEFT WITHOUT RECEIVING CASH PAYMENT. WILL RECONCILE PAYMENTS BEFORE RELEASING JURORS

NOTE

1. Gilchrist County did not submit a report.

Table G - Summary
Performance Measures & Action Plans Report
CFY 2024-25 Quarter 3

County	Collections	Time1	Time2	Jury	TOTAL Action Plans
Alachua	2	0	0	0	2
Baker	3	0	0	1	4
Bay	4	0	0	0	4
Bradford	2	0	0	0	2
Brevard	2	1	1	0	4
Broward	2	0	1	0	3
Calhoun	3	1	2	0	6
Charlotte	1	0	0	0	1
Citrus	1	0	1	0	2
Clay	2	0	0	1	3
Collier	0	0	0	0	0
Columbia	2	0	0	0	2
DeSoto	0	0	0	0	0
Dixie	4	0	0	0	4
Duval	4	0	0	0	4
Escambia	2	0	0	0	2
Flagler	2	0	0	0	2
Franklin	1	0	0	0	1
Gadsden	2	0	0	0	2
Gilchrist	0	0	0		0
Glades	1	0	0	0	1
Gulf	1	0	0	0	1
Hamilton	0	0	0	0	0
Hardee	1	0	0	0	1
Hendry	0	2	1	0	3
Hernando	0	0	0	0	0
Highlands	2	0	0	0	2
Hillsborough	3	0	0	0	3
Holmes	3	0	1	0	4
Indian River	0	0	0	0	0
Jackson	0	0	0	0	0
Jefferson		0	0	0	0
Lafayette	0	0	0	0	0
Lake	2	0	0	0	2
Lee	2	3	1	0	6
Leon	7	0	2	0	9
Levy	1	3	3	0	7
Liberty	4	0	0	0	4

Table G - Summary
Performance Measures & Action Plans Report
CFY 2024-25 Quarter 3

County	Collections	Time1	Time2	Jury	TOTAL Action Plans
Madison	2	0	0	0	2
Manatee	1	0	0	0	1
Marion	1	2	2	0	5
Martin	1	0	0	0	1
Miami-Dade	3	0	0	0	3
Monroe	0	0	0	0	0
Nassau	1	0	0	0	1
Okaloosa		0	0	0	0
Okeechobee	2	0	0	1	3
Orange	3	0	0	0	3
Osceola	3	0	0	0	3
Palm Beach	2	0	0	0	2
Pasco	2	0	0	0	2
Pinellas	3	2	1	0	6
Polk	1	0	2	0	3
Putnam	3	0	0	0	3
Saint Johns	1	0	0	0	1
Saint Lucie	1	0	0	0	1
Santa Rosa	2	0	0	0	2
Sarasota	3	0	0	0	3
Seminole	2	0	0	0	2
Sumter	0	0	0	0	0
Suwannee	0	0	0	0	0
Taylor	1	0	0	0	1
Union	6	1	0	0	7
Volusia	0	1	0	0	1
Wakulla	3	0	2	0	5
Walton	0	0	0	0	0
Washington	3	0	0	0	3
AP Required	51	9	13	3	53

1. No report for collections submitted by Jefferson and Okaloosa counties.
2. No missing Outputs Timeliness report.
3. No Jury report submitted by Gilchrist.