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# Quarterly Performance Measures & Action Plans Report

Section 28.35(2)(d), Florida Statutes

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4<sup>th</sup> Quarter  
County Fiscal Year 2024-25  
(Jul 1, 2025 through Sep 30, 2025)

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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 20<sup>th</sup> 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 fourth Quarter Report identifies Clerk offices that did not meet established performance standards and outlines the contributing factors for each unmet standard. A total of 52 Clerk offices were required to submit action plans related to collections, resulting in 118 plans. Additionally, eight Clerk offices were required to submit action plans addressing untimely case filings, totaling 14 plans, while another eight Clerk offices submitted 12 action plans for delays in docketing cases. All 67 counties submitted a Jury Timeliness Report for Quarter 4. Of the 64 counties that processed juror payments, 58 met all the jury timeliness standards. At the time of this report, Gadsden and Jefferson Counties had not submitted their collections reports, and Jefferson and Okaloosa Counties had not submitted an Output Timeliness Report. Finally, 11 counties, Collier, DeSoto, Flagler, Hamilton, Indian River, Liberty, Martin, Okeechobee, Sumter, Suwannee, and Walton, met all performance standards and were not required to submit any 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 4**

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

**Table A - Collections**  
**Descriptions for Not Meeting Performance Standards**  
**CFY 2024-25 Quarter 4**

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Total
Madison		External	External				External			3
Manatee	External	Internal						External		3
Marion	External	External								2
Martin										0
Miami-Dade	External	External		External			External			4
Monroe									Internal	1
Nassau	Internal									1
Okaloosa										0
Okeechobee										0
Orange	External	External					External			3
Osceola							External	Internal	Internal	3
Palm Beach		External								1
Pasco	External						Internal			2
Pinellas	External	Internal	Internal							3
Polk							External			1
Putnam	External	External	Internal							3
Saint Johns	External									1
Saint Lucie	Internal									1
Santa Rosa	External						External			2
Sarasota	External	External					External			3
Seminole	External				Internal		External			3
Sumter										0
Suwannee										0
Taylor							External			1
Union		External	External		External		External			4
Volusia			External							1
Wakulla			External	External					External	3
Walton										0
Washington	External						External			2
<b>Statewide</b>	<b>30</b>	<b>20</b>	<b>19</b>	<b>5</b>	<b>5</b>	<b>2</b>	<b>26</b>	<b>3</b>	<b>8</b>	<b>118</b>
<b>Internal Reasons</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>25</b>
<b>External Reasons</b>	<b>26</b>	<b>16</b>	<b>15</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>23</b>	<b>2</b>	<b>4</b>	<b>93</b>

**NOTE**

1. Gadsden and Jefferson did not submit a Collections report at the time this report was compiled.
2. Report compiled by CCOC staff on November 4, 2025.

**Table B - Timeliness 1**  
**Descriptions for Not Meeting Performance Standards**  
**CFY 2024-25 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			1
Broward											0
Calhoun	Staffing - Internal		Staffing - Internal								2
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											
Lafayette											0
Lake											0
Lee											0
Leon											0
Levy					Staffing - Internal	Staffing - Internal					2
Liberty											0

**Table B - Timeliness 1**  
**Descriptions for Not Meeting Performance Standards**  
**CFY 2024-25 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 - External				1
Martin											0
Miami-Dade											0
Monroe											0
Nassau											0
Okaloosa											
Okeechobee											0
Orange											0
Osceola			Staffing - Internal								1
Palm Beach											0
Pasco											0
Pinellas				Unfunded Mandates - External			Unfunded Mandates - External			Unfunded Mand	3
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											0
Walton											0
Washington											0
Statewide	1	2	3	1	2	1	2	1	0	1	14
Internal Reasons	1	1	2	0	2	1	0	1	0	0	8
External Reasons	0	1	1	1	0	0	2	0	0	1	6

**NOTE**

1. Jefferson and Okaloosa did not submit an Outputs report with Timeliness 1 data at the time this report was compiled.

**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											0
Baker											0
Bay											0
Bradford											0
Brevard								Staffing - Internal			1
Broward											0
Calhoun		Staffing - Internal									1
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							2
Hernando											0
Highlands											0
Hillsborough	Staffing - Internal										1
Holmes											0
Indian River											0
Jackson											0
Jefferson											0
Lafayette											0
Lake											0
Lee											0
Leon											0
Levy											0
Liberty											0
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											0
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		Staffing - Internal			3
Putnam											0
Saint Johns											0
Saint Lucie											0
Santa Rosa											0
Sarasota											0
Seminole											0
Sumter											0
Suwannee											0
Taylor											0
Union											0
Volusia								Staffing - Internal			1
Wakulla		Staffing - Internal		Staffing - Internal							2
Walton											0
Washington											0
Statewide	1	3	0	2	2	1	0	3	0	0	12
Internal Reasons	1	2	0	1	2	1	0	3	0	0	10
External Reasons	0	1	0	1	0	0	0	0	0	0	2

**NOTE**

1. Jefferson and Okaloosa did not submit an Outputs report with Timeliness 1 data at the time this report was compiled.

**Table D**  
**Descriptions for Not Meeting Performance Standards**  
**CFY 2024-25 Quarter 4**

Collections				
	County	Division	Reason Code	Description
1	Alachua	Juvenile Delinquency	External	This group does not have jobs and parents do not have the Money. Added a new additional Assessment. Which is very high.
2	Alachua	Family	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.
3	Baker	County Criminal	External	More defendants serving jail time or doing community hours in lieu of fines and fees.
4	Baker	Circuit Civil	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	County Criminal	External	Bay County Uses all means available to collect as much money as possible.
7	Bay	Civil Traffic	External	Bay County Uses all means available to collect as much money as possible.
8	Bradford	Civil Traffic	External	In July we began processing camera detection citaions from Redspeed. Late fees were added to 209 past due camera tickets. The judge has started increasing some of these fines in court for defendants who fail to appear.
9	Bradford	Family	External	Several assessed fees could not be collected because the person is qualified as indigent.
10	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.
11	Brevard	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. 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.
12	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.
13	Broward	Juvenile Delinquency	External	Broward continues to work with other governmental agencies and judiciary to improve collections of court ordered assessments.
14	Broward	County Criminal	External	Broward continues to work with other governmental agencies and judiciary to improve collections of court ordered assessments.
15	Broward	Civil Traffic	External	The number of indigent defendants impact collections.
16	Calhoun	Circuit Criminal	External	New Collection Agency, hopefully will meet the standard next time.
17	Calhoun	County Criminal	External	New collection agency, hopefully will meet the standard next time.
18	Calhoun	Civil Traffic	External	Having problems with FACC creating a file to turn over to new collections agency. Hopefully will be resolved soon.
19	Charlotte	Circuit Criminal	External	\$903,037.00 is related to drug charges.
20	Citrus	Circuit Criminal	External	We are out of compliance due to the drug trafficking fees being included; without those fees we would meet compliance.
21	Citrus	Juvenile Delinquency	External	Opportunites for collection efforts are reduced due to the confidential nature of this court type.
22	Clay	Circuit Criminal	External	Large fines on trafficking cases that cannot be paid until the defendants are released.
23	Clay	Criminal Traffic	External	Waived fees due to death of defendants
24	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.
25	Columbia	County Criminal	External	Collection efforts continue. There is a clerk that is in court to sign defendants up on a payment plan.
26	Dixie	Circuit Criminal	External	Deficient county. Collection agency working on collections.
27	Dixie	Juvenile Delinquency	External	Deficient county. Collection agency working on collections.
28	Dixie	County Civil	External	deficient county working on collections
29	Dixie	Civil Traffic	External	deficient county. Collection agency working on collections.
30	Dixie	Probate	External	Deficient County, working on collections.
31	Dixie	Family	External	deficient county. Collection agency working on collections.
32	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.
33	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.

**Table D**  
**Descriptions for Not Meeting Performance Standards**  
**CFY 2024-25 Quarter 4**

Collections				
34	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.
35	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.
36	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.
37	Franklin	Circuit Criminal	External	The assessments include a drug trafficking charge that we are unable to collect due to the person being incarcerated.
38	Gulf	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.
39	Gulf	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
40	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
41	Hendry	Juvenile Delinquency	External	Juveniles payment of their Public Defender Application Fees are briefly mentioned in Court and often times left unpaid by the minors or their guardians - collections seems to increase when DJJ advises the juveniles to make their payments with the Clerk's Office.
42	Hernando	Circuit Criminal	External	We have experienced a delay in the implemtnation of recurring payment practices which we hope will increase our regular collections. At this time, we do not have a new date. This is dependent upon the vendor's implementation schedule.
43	Highlands	Circuit Criminal	External	Increase compliance efforts.
44	Highlands	County Criminal	External	Increase compliance efforts.
45	Hillsborough	Circuit Criminal	External	Continued Transmission to Collection Agencies
46	Hillsborough	Juvenile Delinquency	External	No Collection Methods Available
47	Hillsborough	Civil Traffic	External	Continued Transmission to Collection Agencies
48	Holmes	Civil Traffic	External	NON-PAYMENT, CONTINUING TO USE OUR COLLECTIONS DEPARTMENT ALONG WITH SENDING DUE DELIGENT LETTERS AND JUDGEMENTS.
49	Jackson	Civil Traffic	External	Our Collection Deputy Clerk is sending notices before due date with information about payment plans to increase collections. If citation is not paid by due date, suspending licenses and then sending them to external collection agency. We have contracted with a new collection agency to assist with the collections.
50	Lafayette	Circuit Criminal	External	Incarcerated
51	Lafayette	Juvenile Delinquency	External	Still on probation
52	Lake	Circuit Criminal	External	More than 30% 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.
53	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.
54	Madison	County Criminal	External	The local economy and overall inability to pay greatly affects our collection rate.
55	Madison	Juvenile Delinquency	External	The local economy and overall inability to pay greatly affects our collection rate.
56	Madison	Civil Traffic	External	The local economy and overall inability to pay greatly affects our collection rate.
57	Manatee	Circuit Criminal	External	No monies collected for drug trafficking cases. Collection rate less trafficking amounts is within performance measure standards.
58	Manatee	Probate	External	Guardianship GA/ Mental Health filings fees were waived by an order of the court, order authorizing temporary waiver of filing fees, or an application for indigent status was granted at the time of a new case filing.
59	Marion	Circuit Criminal	External	Economic conditions, assessments include drug trafficking fines, incarcerated defendants unable to pay until releases, payment plans extended out past collection timeframe. With the drug trafficking fines now reaching 500k, meeting 9% may be unattainable.
60	Marion	County Criminal	External	Economic conditions, payment plans extended out past collection timeframe.
61	Miami-Dade	Circuit 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.

**Table D**  
**Descriptions for Not Meeting Performance Standards**  
**CFY 2024-25 Quarter 4**

<b>Collections</b>				
62	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.
63	Miami-Dade	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.
64	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.
65	Orange	Circuit Criminal	External	Large Drug Case
66	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.
67	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.
68	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.
69	Palm Beach	County Criminal	External	Due to a high volume of defendants sentenced to jail, as well as the homeless population, only 32% 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
70	Pasco	Circuit Criminal	External	This quarter has over 2.2 million dollars in trafficking fines. Our collection rate would be 21.40% without these assessments.
71	Pinellas	Circuit Criminal	External	During this reporting period, we had \$6,021,768 assessed in drug trafficking charges. While our percentage shows 3.91% when taking into account the drug trafficking, our percentage is 17.64%.
72	Polk	Civil Traffic	External	Violators not paying timely.
73	Putnam	Circuit Criminal	External	Our adjusted rate of 10.7%, without drug trafficking assessments, meets performance measure.
74	Putnam	County Criminal	External	In May of this year a new probation company took over county probation. Collections have been below average as they are starting up. Also, MM suspensions are not being accepted by DHSMV and we are investigating why.
75	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.
76	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.
77	Sarasota	Circuit Criminal	External	High Felony assessment amounts and extended confinement sentences contribute to poor collection performance in these cases.
78	Saint Johns	Circuit Criminal	External	Staff shortage. Working to increase the collection rate for the next quarter.
79	Sarasota	County Criminal	External	The dollar amount collected has remained fairly consistent each quarter. The assessed fines/fees increased by over 50K from last quarter which dropped the collection rate by 7%. Continued collaboration with County Probation to increase collections will continue.
80	Sarasota	Civil Traffic	External	Red Light Camera and now school zone camera citations continue to have very low collection rates compared to other traffic citations. The age and method of delivery of RLC and SZC citations contributes to the low collection rate. Removing RLC/SZC citations from this quarter results in a 93.02% collection rate
81	Seminole	Circuit Criminal	External	Large amount of drug trafficking fine assessed this quarter
82	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 \$2,001,625.61 paid on \$2,153,302.38 assessed, for 92.96%
83	Taylor	Civil Traffic	External	Staff will continue efforts to collect fees and will continue forwarding cases with overdue balances to collections.
84	Union	County Criminal	External	FJ's and D-6'ing has been employed. Multiple defendants on felony probation. Also 4 defendants have multiple cases, resulting in 28% of the assessments.
85	Union	Juvenile Delinquency	External	Juveniles and/or their parents do not have the ability to pay. Several of the defendant's have multiple cases.
86	Union	Circuit Civil	External	70 Total cases. 51 of those cases are inmate filings. 49 of the inmate cases were filed by one inmate. Leins have been placed on inmate bank account
87	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.
88	Volusia	Juvenile Delinquency	External	Increase in the number of late paying cases that we're sending to collections
89	Wakulla	Juvenile Delinquency	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.

**Table D**  
**Descriptions for Not Meeting Performance Standards**  
**CFY 2024-25 Quarter 4**

<b>Collections</b>				
90	Wakulla	Criminal Traffic	External	Only paying minimum amount, or no payment at all.
91	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.
92	Washington	Circuit Criminal	External	Incarceration of defendant. Payment plans.
93	Washington	Civil Traffic	External	Driver license suspended and sent

**Table E**  
**Descriptions for Not Meeting Performance Standards**  
**CFY 2024-25 Quarter 4**

<b>Collections</b>				
	<b>County</b>	<b>Division</b>	<b>Reason Code</b>	<b>Description</b>
1	Baker	Internal	Civil Traffic	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	Internal	Criminal Traffic	Adjustments were made
3	Bay	Internal	County Civil	Adjustments were made
4	Glades	Internal	Juvenile Delinquency	staff shortage
5	Hardee	Internal	County Criminal	CASES ARE ON LIEN
6	Lee	Internal	Circuit Criminal	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>
7	Lee	Internal	Juvenile Delinquency	Multiple credits for indigency application
8	Leon	Internal	Circuit Criminal	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 misdeamoner cases and local law enforcement uses civil citations. Leon County will continue <u>to monitor this</u>
9	Leon	Internal	County Criminal	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 misdeamoner cases and local law enforcement uses civil citations. Leon County will continue <u>to monitor this</u>
10	Leon	Internal	Criminal Traffic	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 misdeamoner cases and local law enforcement uses civil citations. Leon County will continue <u>to monitor this</u>
11	Leon	Internal	Circuit Civil	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 misdeamoner cases and local law enforcement uses civil citations. Leon County will continue <u>to monitor this</u>
12	Leon	Internal	Civil Traffic	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 misdeamoner cases and local law enforcement uses civil citations. Leon County will continue <u>to monitor this</u>
13	Leon	Internal	Family	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 misdeamoner cases and local law enforcement uses civil citations. Leon County will continue <u>to monitor this</u>
14	Levy	Internal	Family	no collection
15	Manatee	Internal	County Criminal	Internal: Staff changes, trained new members and referrals have resumed. Our upcoming quarter should show an increase in collections.
16	Monroe	Internal	Family	Payment Assessment Correction
17	Nassau	Internal	Circuit Criminal	Refer to the drug trafficking tab for the correct collectin rate for Circuit Felony is 19.79% <u>Continue to send fines and fees to collections</u>
18	Osceola	Internal	Probate	We are working on correcting issues within the report.
19	Osceola	Internal	Family	We are working on correcting issues within the report.
20	Pasco	Internal	Civil Traffic	Internal processes are being adjusted in an attempt to improve collections; including the conversion to Pay Choice and management of pay plans.
21	Pinellas	Internal	County Criminal	The payment plan workgroup is in the final stages of developing a new proposal for <u>presentation and adoption to the Clerk.</u>
22	Pinellas	Internal	Juvenile Delinquency	Juvenile collections remain low. We continue to identify strategies to help our customers <u>make timely payments.</u>
23	Putnam	Internal	Juvenile Delinquency	Unfortunatley due to staffing issues, we have not been able to complete the process to send letters as planned. <u>We will continue to work on implementing this.</u>
24	Saint Lucie	Internal	Circuit Criminal	Staff shortage. Working to increase the collection rate for the next quarter.
25	Seminole	Internal	Circuit Civil	I transposed the numbers here. I have sent a Version 2 of the report for Oct. 2024

**Table E**  
**Descriptions for Not Meeting Performance Standards**  
**CFY 2024-25 Quarter 4**

**Timeliness 1 - Filing New Cases**

	County	Division	Reason Code	Description
1	Brevard	Staffing - Internal	Probate	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	Staffing - Internal	Circuit Criminal	Training
3	Calhoun	Staffing - Internal	Juvenile Delinquency	Training
4	Levy	Staffing - Internal	Circuit Civil	NEW HIRES & TRAINING
5	Levy	Staffing - Internal	County Civil	NEW HIRES & TRAINING
6	Osceola	Staffing - Internal	Juvenile Delinquency	Hiring new staff, ensuring adequate training, and leadership assignment of functions.
7	Polk	Staffing - Internal	County Criminal	Continued cross- training for staff and continued learning on new system.
8	Polk	Staffing - Internal	Circuit Civil	Continued cross training for staff.

**Timeliness 2 (Docket Entries) - Internal Reasons Provided**

	County	Division	Reason Code	Description
1	Brevard	Staffing - Internal	Probate	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	Calhoun	Staffing - Internal	County Criminal	The transition is taking a little longer than expected.
3	Citrus	Staffing - Internal	Circuit Civil	This is due to unexpected outages and continued cross-training. Cross-training and reallocation of tasks have helped improve timelessness, this is evident by September's timeliness. We expect to continue this improvement as training continues.
4	Hillsborough	Staffing - Internal	Circuit Criminal	Cross Training and Staff
5	Polk	Staffing - Internal	Circuit Civil	cross training staff
6	Polk	Staffing - Internal	County Civil	cross training staff
7	Polk	Staffing - Internal	Probate	Training new hires
8	Volusia	Staffing - Internal	Probate	Request assistance from other areas
9	Wakulla	Staffing - Internal	County Criminal	waiting on analysis report to determine reduction
10	Wakulla	Staffing - Internal	Criminal Traffic	waiting on analysis report to determine reduction

**Table F - Juror Timeliness**  
**Descriptions for Not Meeting Performance Standards**  
**CFY 2024-25 Quarter 4**

<b>Juror</b>			
	<b>County</b>	<b>Reason Code</b>	<b>Description</b>
1	Brevard	Systems	Issue reported to vendor and working towards a solution.
2	Clay	Staffing - Workload	Staff member was on vacation
3	Gadsden	Staffing - Workload	One venire was unable to be processed timely.
4	Glades	Staffing - Training	Employees being trained on Jury processing procedures to prevent payment errors and delays
5	Hillsborough	Systems	Jury team was unable to update juror's profile after changing compensation type per juror's request. A ticket was placed with IT and issue was resolved in jury system.
6	Sarasota	Staffing - Training	The Branch Office Manager and assigned court clerk will receive training on reporting juror attendance information timely to meet established payment timelines, specifically, when jurors report one day but are directed by the court to return on another day for voir dire.

**NOTE**

Report compiled by CCOC staff on November 4, 2025.



**Table G - Summary**  
**Performance Measures & Action Plans Report**  
**CFY 2024-25 Quarter 4**

County	Collections	Time1	Time2	Jury	TOTAL Action Plans
Alachua	2	0	0	0	2
Baker	3	0	0	0	3
Bay	5	0	0	0	5
Bradford	2	0	0	0	2
Brevard	3	1	1	1	6
Broward	2	0	0	0	2
Calhoun	3	2	1	0	6
Charlotte	1	0	0	0	1
Citrus	2	0	1	0	3
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	6	0	0	0	6
Duval	4	0	0	0	4
Escambia	1	0	0	0	1
Flagler	0	0	0	0	0
Franklin	1	0	0	0	1
Gadsden		0	0	1	1
Gilchrist	0	0	0		
Glades	1	0	0	1	2
Gulf	3	0	0	0	3
Hamilton	0	0	0	0	0
Hardee	1	0	0	0	1
Hendry	1	2	2	0	5
Hernando	1	0	0	0	1
Highlands	2	0	0	0	2
Hillsborough	3	0	1	1	5
Holmes	1	0	0	0	1
Indian River	0	0	0	0	0
Jackson	1	0	0	0	1
Jefferson				0	
Lafayette	2	0	0	0	2
Lake	2	0	0	0	2
Lee	2	0	0	0	2
Leon	5	0	0	0	5
Levy	1	2	0	0	3
Liberty	0	0	0	0	0

**Table G - Summary**  
**Performance Measures & Action Plans Report**  
**CFY 2024-25 Quarter 4**

County	Collections	Time1	Time2	Jury	TOTAL Action Plans
Madison	3	0	0	0	3
Manatee	3	0	0	0	3
Marion	2	1	0	0	3
Martin	0	0	0	0	0
Miami-Dade	4	0	0	0	4
Monroe	1	0	0	0	1
Nassau	1	0	0	0	1
Okaloosa	0			0	
Okeechobee	0	0	0	0	0
Orange	3	0	0	0	3
Osceola	3	1	0	0	4
Palm Beach	1	0	0	0	1
Pasco	2	0	0	0	2
Pinellas	3	3	0	0	6
Polk	1	2	3	0	6
Putnam	3	0	0	0	3
Saint Johns	2	0	0	0	2
Saint Lucie	3	0	0	0	3
Santa Rosa	3	0	0	0	3
Sarasota	0	0	0	1	1
Seminole	1	0	0	0	1
Sumter	0	0	0	0	0
Suwannee	0	0	0	0	0
Taylor	1	0	0	0	1
Union	4	0	0	0	4
Volusia	1	0	1	0	2
Wakulla	3	0	2	0	5
Walton	0	0	0	0	0
Washington	2	0	0	0	2
	115	14	12	6	147
No AP	14	57	57	60	11
Total AP	65	65	65	66	64
AP Required	51	8	8	6	53

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