



Quarterly Performance Measures & Action Plans Report

Section 28.35(2)(d), Florida Statutes

1st Quarter
County Fiscal Year 2024-25
(Oct 1, 2024 through Dec 31, 2024)

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	14
Collections, Timeliness 1, Timeliness 2	
F – Factors for Not Meeting Jury Performance Standards.....	17



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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 2024-2025 1st Quarter report identifies the Clerk's offices not meeting each performance standard. In addition, the report describes factors that may have contributed to the unmet standard. There were 48 clerk offices that required an action plan related to collections for a total of 102 action plans. Baker, Jefferson, and Union Counties did not submit a Collections report. There were 13 clerk offices that required an action plan for not filing cases timely for a total of 24 action plans. Baker, Jefferson, and Union Counties did not submit an Outputs - Timeliness report. There were 9 clerk offices that required an action plan for not docketing cases timely for a total of 17 action plans. There were 3 counties that did not issue jury summonses. Of the 61 counties that issued summonses, 59 issued payments, 4 of which were not timely. Baker, Calhoun, Jefferson, and Union Counties did not submit a Juror Timeliness report. There were 12 counties that did not have any action plans. The performance measure analysis detail and required action plans are in the following tables.

Table A - Collections
Descriptions for Not Meeting Performance Standards
CFY 2024-25 Quarter 1

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

Table A - Collections
Descriptions for Not Meeting Performance Standards
CFY 2024-25 Quarter 1

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							External		2
Marion	Internal	Internal								2
Martin										0
Miami-Dade		External					External			2
Monroe										0
Nassau	Internal									1
Okaloosa							External			1
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	Internal	External							3
Saint Johns										0
Saint Lucie	Internal	Internal								2
Santa Rosa	External						External			2
Sarasota		External					External			2
Seminole							External			1
Sumter	External									1
Suwannee										0
Taylor							External			1
Union										
Volusia		External	External							2
Wakulla										0
Walton										0
Washington	External	External	External							3
Statewide	29	21	16	2	3	0	23	3	5	102
Internal Reasons	6	6	3	1	1	0	2	2	2	23
External Reasons	23	15	13	1	2	0	21	1	3	79

NOTE

1. Baker, Jefferson, and Union did not submit a Collections report at the time this report was compiled.
2. Report compiled by CCOC staff on February 12, 2025.

Table B - Timeliness 1
Descriptions for Not Meeting Performance Standards
CFY 2024-25 Quarter 1

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

Table B - Timeliness 1
Descriptions for Not Meeting Performance Standards
CFY 2024-25 Quarter 1

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 -	Staffing - Internal					2
Martin											0
Miami-Dade											0
Monroe											0
Nassau					Staffing - Internal						1
Okaloosa											0
Okeechobee											0
Orange											0
Osceola											0
Palm Beach											0
Pasco											0
Pinellas				Systems/Conversions - Internal			Staffing - Internal				2
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											
Volusia					Staffing -	Staffing - Internal					2
Wakulla			Systems/Conversions - External								1
Walton											0
Washington											0
Statewide	4	2	3	4	4	4	1	1	1	0	24
Internal Reasons	3	1	1	3	4	4	1	1	1	0	19
External Reasons	1	1	2	1	0	0	0	0	0	0	5

NOTE

1. Baker, Jefferson, Union counties did not submit an Outputs report with Timeliness 1 data.

Table C - Timeliness 2
Descriptions for Not Meeting Performance Standards
CFY 2024-25 Quarter 1

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											
Bay											0
Bradford											0
Brevard											0
Broward											0
Calhoun											0
Charlotte											0
Citrus					Staffing - Internal	Staffing - Internal					2
Clay											0
Collier											0
Columbia											0
DeSoto											0
Dixie											0
Duval											0
Escambia											0
Flagler											0
Franklin											0
Gadsden											0
Gilchrist											0
Glades				Staffing - Internal	Staffing - Internal						2
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		Systems/Conversions - Internal		Systems/Conversions - Internal		Systems/Conversions - Internal			Systems/Conversions - Internal		4
Leon											0
Levy											0
Liberty											0
Madison											0

Table C - Timeliness 2
Descriptions for Not Meeting Performance Standards
CFY 2024-25 Quarter 1

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependency	Total
Manatee					Staffing - Internal	Staffing - Internal					2
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										1
Putnam											0
Saint Johns											0
Saint Lucie											0
Santa Rosa											0
Sarasota											0
Seminole											0
Sumter											0
Suwannee											0
Taylor											0
Union											
Volusia					Staffing - Internal						1
Wakulla		Staffing - Internal		Staffing - Internal							2
Walton											0
Washington											0
Statewide	1	3	1	3	5	3	0	0	1	0	17
Internal Reasons	1	2	0	3	5	3	0	0	1	0	15
External Reasons	0	1	1	0	0	0	0	0	0	0	2

NOTE

1. Baker, Jefferson, Union counties did not submit an Outputs report with Timeliness 1 data.

Table D
Descriptions for Not Meeting Performance Standards
CFY 2024-25 Quarter 1

Collections				
	County	Division	Reason Code	Description
1	Alachua	County Criminal	External	Alachua County uses all methods of collections available to them for collecting on these cases. License suspension, on-line payment, submission to Colleciton Agency are some of the methods used. In addition, the SA office operates a diversion program for misdeameenor cases.
2		Juvenile Delinquency	External	This group does not have jobs and parents do not have the Money. Added a new additional Assessment. Which is very high.
3	Bay	Circuit Criminal	External	Bay County Uses all means available to collect as much money as possible.
4		Civil Traffic	External	Bay County Uses all means available to collect as much money as possible.
5	Bradford	Family	External	Several assessed fees could not be collected because the person is qualified as indigent.
6	Brevard	County Criminal	External	The Brevard County Clerk of the Circuit Court and Comptroller utilizes all statutory available methods for collection. Our office is timely in posting payments received in this division. The factors affecting our collection rate are external and beyond our office's control. The courts occasionally give due dates beyond a 15 month timeframe. Additionally, payment plans set according to <u>statutory guidelines often extend beyond a 15 month timeframe.</u>
7		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 <u>statutory guidelines often extend beyond a 15 month timeframe.</u>
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. The courts occasionally give due dates beyond a 15 month timeframe. Additionally, payment plans set according to <u>statutory guidelines often extend beyond a 15 month timeframe.</u>
9	Broward	Juvenile Delinquency	External	Broward continues to work with other governmental agencies and judiciary to improve collections of court ordered assessments.
10		Circuit Civil	External	X
11		Civil Traffic	External	The number of indigent defendents impact collections.
12	Clay	Circuit Criminal	External	Large fines on trafficking cases that cannot be paid until the defendants are released.
13	Collier	Circuit Criminal	External	Exclude Drug Cases assessed: 11-2022-CF-54 at \$683,558; 11-2022-CF-280 at \$578,570; 11-2022-CF-787 at \$107,791 and 11-2021-CF-1538 at \$106,108. If excluding these four cases the <u>collection rate percentage would be 9.3%</u>
14	DeSoto	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.
15		County Criminal	External	Collection efforts continue. There is a clerk that is in court to sign defendants up on a payment plan.
16		Family	External	Just under the threshold on this one. Collection efforts will continue.
17	Dixie	Circuit Criminal	External	Deficient county. Collection agency working on collections.
18		County Criminal	External	Deficient county. Collection agency working on collections.
19		Juvenile Delinquency	External	Deficient county. Collection agency working on collections.
20		Criminal Traffic	External	Deficient county. Collection agency working on collections.
		Civil Traffic	External	Deficient county. Collection agency working on collections.
21	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.
22		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.
23		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.
24		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.
25	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.
26	Franklin	Circuit Criminal	External	The assessments include a drug trafficking charge that we are unable to collect due to the person being incarcerated.

Table D
Descriptions for Not Meeting Performance Standards
CFY 2024-25 Quarter 1

Collections				
27		Juvenile Delinquency	External	We are using all methods at our disposal to collect.
28	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.
29		Juvenile Delinquency	External	Most juveniles don't hold jobs so parents are responsible for court costs and they do not pay, even after notices are sent.
30		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.
31	Gilchrist	Circuit Criminal	External	Working with collections
32		Circuit Civil	External	Waiting for Indigency approval from judge
33	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.
34		Civil Traffic	External	While Gulf County Clerk is staffed for funded positions, requests were made in the Clerk budget for one additional person dedicated to collections. FLCOCC has rejected funding of the position. Due to our small department, time is not available for any persistent attempt of collections.
35	Highlands	County Criminal	External	Increase compliance efforts.
36	Hillsborough	Circuit Criminal	External	Continued Transmission to Collection Agencies
37		Juvenile Delinquency	External	No Collection Methods Available
38		Civil Traffic	External	NON-PAYMENT, CONTINUING TO USE OUR COLLECTIONS DEPARTMENT ALONG WITH SENDING DUE DELIGENT LETTERS AND JUDGEMENTS.
39	Holmes	Civil Traffic	External	NON-PAYMENT, CONTINUING TO USE OUR COLLECTIONS DEPARTMENT ALONG WITH SENDING DUE DELIGENT LETTERS AND JUDGEMENTS.
40	Lafayette	Circuit Criminal	External	Incarcerated
41	Lake	Circuit Criminal	External	Without the \$300,250.00 Drug Trafficking assessments, our rate would have been 9.97%.
42	Levy	Family	External	defaulting payment plans
43	Liberty	Circuit Criminal	External	Assessment includes drug trafficking fines. Unable to collect while defendants are in prison. Will attempt to collect once defendant is released.
44		Civil Traffic	External	Local economy. We will continue to suspend driver licenses and send to collections.
45	Madison	Circuit Criminal	External	The local economy and overall inability to pay greatly affects our collection rate.
46		County Criminal	External	The local economy and overall inability to pay greatly affects our collection rate.
47		Civil Traffic	External	The local economy and overall inability to pay greatly affects our collection rate.
48	Manatee	Circuit Criminal	External	No monies collected for drug trafficking cases. Collection rate less trafficking amounts is within performance measure standards.
49		Probate	External	18% of the Guardianship GA filings fees were waived by an order of the court or an application for indigent status was granted at the time of a new case filing. 55% of the Mental Health (MH) filings fees were waived by an order of the court authorizing temporary waiver of filings fees or an application for indigent status was granted at the time of a new case filing.
50	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.
51		Civil Traffic	External	We have a significant number of payment plans which extend the time required for full collection beyond the timeframe captured in this report. Additionally, a significant number of citations go to court which also delays collection times.
52	Okaloosa	Civil Traffic	External	Out of state offenders make it difficult to collect. Added additional Collections agencies
53	Okeechobee	Circuit Criminal	External	LARGE INDIGENT POPULATION. GOING TO CONTINUE EFFORTS TO OFFER PAYMENT PLANS.
54	Orange	Circuit Criminal	External	Large Drug Case

Table D
Descriptions for Not Meeting Performance Standards
CFY 2024-25 Quarter 1

Collections				
55		County Criminal	External	Most criminal defendants are on payment plans which extend well beyond 5 quarters, so this standard is not met for this case type. We have never met the standard on this case type.
56		Civil Traffic	External	Orange has a lot of out of state/out of country visitors who don't pay. Also, there is a general disregard for paying traffic cases. People don't seem to care if they have a DL suspension.
57	Osceola	Juvenile Delinquency	External	Juveniles performing community service in lieu of paying.
58		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.
59	Palm Beach	County Criminal	External	Due to a high volume of defendants sentenced to jail, as well as the homeless population, only 39% of misdemeanor assessments are collectible. Will work with Sheriff's Office to obtain address information for defendants released in order to mail them payment reminders
60	Pasco	Circuit Criminal	External	This quarter has over 1.8 million dollars in trafficking fines. Our collection rate would be 21.06% without these assessments.
61	Pinellas	Circuit Criminal	External	During this reporting period, we had \$4,677,025 assessed in drug trafficking charges. While our percentage shows 4.11%, when taking into account the drug trafficking, our percentage is 16.66%
62	Polk	Circuit Criminal	External	Consumers not paying timely.
63		County Criminal	External	Consumers not paying timely.
64		Civil Traffic	External	Violaters not paying timely.
65	Putnam	Circuit Criminal	External	Our adjusted rate of 13.92%, without drug trafficking assessments, meets performance measure.
66		Juvenile Delinquency	External	There are no enforcement options for non payment on a juvenile case as we do not plan on sending these types of cases to collections.
67	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.
68		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.
69	Sarasota	County Criminal	External	Economic factors impacting offenders in this category have resulted in courts ordering pay plans with very low monthly payments. As a result, collections for these fines/fees are drawn out over many years
70		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 90.68% collection rate.
71	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 \$1,618,938.15 paid on \$1,747,208.96 assessed for 92.66%
72	Sumter	Circuit Criminal	External	We have three defendants, each with five or more cases and multiple counts, sentenced to significant DOC time. Fines and costs were assessed for each count in each case, resulting in a total assessment of \$48,700.00. Also, if we exclude the drug trafficking assessments, which are not collectible within one years, we surpassed the performance measure.
73	Taylor	Civil Traffic	External	Staff will continue efforts to collect fees and will continue forwarding cases with overdue balances to collections.
74	Volusia	County Criminal	External	Increase in the number of late paying cases the we are sending to collections
75		Juvenile Delinquency	External	Increase in the number of late paying cases that we are sending to collections.
76	Washington	Circuit Criminal	External	Incarceration of defendant. Payment plans.
77		County Criminal	External	Incarceration of defendants. Payment plans.
78		Juvenile Delinquency	External	Fines assessed will be entered as a Civil Judgment once defendant reaches 18 years of age.

41

79

Timeliness 1 - Filing New Cases; External Reasons Provided

	County	Division	Reason Code	Description
1	Hendry	Circuit Criminal	Staffing - External	Due to hurricane closure, holidays, and staff shortage
2		County Criminal	Staffing - External	Due to hurricane closure, holidays, and staff shortage
		Juvenile Delinquency	Staffing - External	Due to hurricane closure, holidays, and staff shortage

Table D
Descriptions for Not Meeting Performance Standards
CFY 2024-25 Quarter 1

Collections

3		Criminal Traffic	Staffing - External	Due to hurricane closure, holidays, and staff shortage
	1		4	

Timeliness 2 - Cases Docketed; External Reasons Provided

	County	Division	Reason Code	Description
1	Hendry	County Criminal	Staffing - External	Due to hurricane closure & holidays - some docketing delays
2		Juvenile Delinquency	Staffing - External	Due to hurricane closure & holidays - some docketing delays
	1		2	

Table E
Descriptions for Not Meeting Performance Standards
CFY 2024-25 Quarter 1

Collections				
	County	Division	Reason Code	Description
1	Gilchrist	Family	Internal	Reasearching
2	Glades	Juvenile Delinquency	Internal	staff shortage
3	Hardee	County Criminal	Internal	CASES ARE ON LIEN
4	Holmes	Circuit Criminal	Internal	STAFFING ISSUES
5		Probate	Internal	STAFFING ISSUES
6	Lee	Circuit Criminal	Internal	This percentage has increased quarter over quarter but we are still under the 9% due to multiple co-defendants on a Felony complex case(s) with high dollar assessments and there is no action to improve.
7		Juvenile Delinquency	Internal	Multiple credits for indigency application
8	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 to monitor this.
9		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 to monitor this.
10		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 to monitor this.
11		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 to monitor this.
12		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 to monitor this.
13	Marion	Circuit Criminal	Internal	Our collection agency terminated out contract and we have signed with a new agent and anticipate improvement in the next quarter. We continue to initiate payment plans or reinstate payment plans with defendants and these cases typically are paid over an extended period of time. Anticipated additional staff training.
14		County Criminal	Internal	Our collection agency terminated out contract and we have signed with a new agent and anticipate improvement in the next quarter. We continue to initiate payment plans or reinstate payment plans with defendants and these cases typically are paid over an extended period of time. Anticipated additional staff training.
15	Nassau	Circuit Criminal	Internal	Refer to the drug trafficking tab for the correct
16	Osceola	Probate	External	We are working on correcting issues within the report.
17		Family	External	We are working on correcting issues within the report.
18	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.
19	Pinellas	County Criminal	Internal	We are in the third quarter of utilizing an internal collections team to make outbound phone calls on past due fines. We have updated our report to make calls on county criminal cases that have a balance of \$350 or more.
20		Juvenile Delinquency	Internal	We continue to work on strategies to improve collections overall. We are working on a redesign of our payment portal to be more customer friendly.
21	Putnam	County Criminal	Internal	We are discussing implementing a practice of suspending driver's licenses for failing to comply with criminal financial obligation.
22	Saint Lucie	Circuit Criminal	Internal	No action needed. Collection rate is due to over 4 million drug trafficking dollars being assessed.

Table E
Descriptions for Not Meeting Performance Standards
CFY 2024-25 Quarter 1

23		County Criminal	Internal	We have an increase in assessments due to Prostitution civil penalties and large amounts assessed in animal cases with about the same amount of cases normally disposed in a quarterly period. We are on track to meet the standard in the next quarter.
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13	23
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Table E
Descriptions for Not Meeting Performance Standards
CFY 2024-25 Quarter 1

Timeliness 1 - Filing New Cases

	County	Division	Reason Code	Description
1	Gadsden	County Civil	Staffing - Internal	We had some turnover in this division this quarter. New staff had to be trained.
2	Glades	Circuit Criminal	Staffing - Internal	SHORT STAFF
3	Hillsborough	Circuit Criminal	Staffing - Internal	Cross Training and Staff
4	Lafayette	Criminal Traffic	Staffing - Internal	Additional funding to replace deputy clerk when on vacation
5	Lee	Circuit Criminal	Systems/Conversions - Internal	In addition to relocating personnel due to technology and staffing constraints, the office was shut down for a week due to Hurrican Milton.
6		County Criminal	Systems/Conversions - Internal	In addition to relocating personnel due to technology and staffing constraints, the office was shut down for a week due to Hurrican Milton.
7		Criminal Traffic	Systems/Conversions - Internal	In addition to relocating personnel due to technology and staffing constraints, the office was shut down for a week due to Hurrican Milton.
8		Circuit Civil	Systems/Conversions - Internal	In addition to relocating personnel due to technology and staffing constraints, the office was shut down for a week due to Hurrican Milton.
9		County Civil	Systems/Conversions - Internal	In addition to relocating personnel due to technology and staffing constraints, the office was shut down for a week due to Hurrican Milton.
10		Family	Systems/Conversions - Internal	In addition to relocating personnel due to technology and staffing constraints, the office was shut down for a week due to Hurrican Milton.
11	Levy	Juvenile Delinquency	Staffing - Internal	X
12	Marion	Circuit Civil	Staffing - Internal	Staffing turnover; lack of fully trained staff; continually working to fill and train staff in these areas.
13		County Civil	Staffing - Internal	Staffing turnover; lack of fully trained staff; continually working to fill and train staff in these areas.
14	Nassau	Circuit Civil	Staffing - Internal	Training for new employee. Also we had several days of office closures due to hurricances the month of October.
15	Pinellas	Criminal Traffic	Systems/Conversions - Internal	The implementation of AO 2024-029 PI-CIR, TCI Updates, Staff Transfers trained.
16		Civil Traffic	Staffing - Internal	TCI Updates, Staff Transfers trained.
17	Polk	Probate	Staffing - Internal	Training new hires
18	Volusia	Circuit Civil	Staffing - Internal	Requested assistance from other areas
19		County Civil	Staffing - Internal	Requested assistance from other areas
20	Wakulla	Juvenile Delinquency	Systems/Conversions - Internal	see comment above with 27 case number difference (15+27=41)
	12		20	

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	Citrus	Circuit Civil	Staffing - Internal	Following retirements, reorganization and emergency closures, we hired another clerk and will continue interdepartmental training on case initiation.
3		County Civil	Staffing - Internal	Following retirements, reorganization and emergency closures, we hired another clerk and will continue interdepartmental training on case initiation.
4	Glades	Criminal Traffic	Staffing - Internal	SHORT STAFF
5		Circuit Civil	Staffing - Internal	SHORT STAFF
6	Lee	County Criminal	Systems/Conversions - Internal	In addition to relocating personnel due to technology and staffing constraints, the office was shut down for a week due to Hurrican Milton.
7		Criminal Traffic	Systems/Conversions - Internal	In addition to relocating personnel due to technology and staffing constraints, the office was shut down for a week due to Hurrican Milton.
8		County Civil	Systems/Conversions - Internal	In addition to relocating personnel due to technology and staffing constraints, the office was shut down for a week due to Hurrican Milton.
9		Family	Systems/Conversions - Internal	In addition to relocating personnel due to technology and staffing constraints, the office was shut down for a week due to Hurrican Milton.
10	Manatee	Circuit Civil	Staffing - Internal	The decrease should be a temporary trend. Staff shortage and management change of staff have been addressed. Will be monitoring closely for the upcoming quarter, as new members progress timeliness will progress.
11		County Civil	Staffing - Internal	The decrease should be a temporary trend. Staff shortage and management change along with departmental shifting of staff have been addressed. Will be monitoring closely for the upcoming quarter, as new members progress timeliness will progress.
12	Polk	Circuit Criminal	Staffing - Internal	Continue with cross-training among staff for better efficiencies
13	Volusia	Circuit Civil	Staffing - Internal	Request assistance from other areas
14	Wakulla	County Criminal	Staffing - Internal	this staffing issue was due to a two week criminal trial in December 2024
15		Criminal Traffic	Staffing - Internal	this staffing issue was due to a two week criminal trial in December 2024
	8		15	

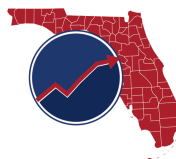


Table F - Juror Timeliness
Descriptions for Not Meeting Performance Standards
CFY 2024-25 Quarter 1

Juror

	County	Reason Code	Description
1	Brevard	Systems	Issue reported to vendor and working towards a solution.
2	Citrus	Staffing - Training	Additional training provided
3	Monroe	Procedural	State Attorney office to provide Grand Jury Attendance prior to the 20 days and not at the end of their service.
4	Nassau	Procedural	Jury Trial was a month long. 6 jurors were excused after 1 or 2 days, but the payroll cannot be completed until the Jury Trial is over, which made their payments be after the 20 days allotted.
	4		4

NOTE

1. Baker, Calhoun, Jefferson, and Union did not submit a Juror Timeliness report at the time of this report.