



Quarterly Performance Measures & Action Plans Report

Section 28.35(2)(d), Florida Statutes

2nd Quarter
County Fiscal Year 2024-25
(Jan 1, 2025 through Mar 31, 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	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 Second Quarter Report identifies Clerk offices that did not meet established performance standards. It also outlines contributing factors for each unmet standard. A total of 50 Clerk offices were required to submit action plans related to collections, resulting in 99 action plans. Baker, Columbia, and Jefferson Counties did not submit a Collections report. Although Bay, Citrus, and Levy Counties were required to submit action plans, they did not provide any proposed actions for improvement. Additionally, 10 Clerk offices were required to submit action plans for not filing cases in a timely manner, totaling 13 action plans. Baker and Columbia Counties did not submit their Outputs – Timeliness reports. Nine Clerk offices needed to submit action plans for delays in docketing cases, accounting for 11 plans. Three counties did not issue jury summonses. Of the 63 counties that did issue summonses, all processed payments; however, Seven counties did so untimely. Baker, Columbia, and Gilchrist Counties did not submit a Juror Timeliness report. 15 counties had no required action plans. Details on performance measure outcomes and corresponding action plans are provided in the following tables.

Table A - Collections
Descriptions for Not Meeting Performance Standards
CFY 2024-25 Quarter 2

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Total
Alachua			External							1
Baker										
Bay	External	X					External			3
Bradford										0
Brevard		External	External				External			3
Broward			External				External			2
Calhoun	Internal	Internal								2
Charlotte	X									1
Citrus	External		External							2
Clay	External									1
Collier										0
Columbia										
DeSoto										0
Dixie	External	External		External		External	External	External	External	7
Duval	External		External							2
Escambia	External						External			2
Flagler										0
Franklin	External		External							2
Gadsden		External					External			2
Gilchrist								External	Internal	2
Glades									Internal	1
Gulf							External			1
Hamilton										0
Hardee	Internal	Internal								2
Hendry	External									1
Hernando	External									1
Highlands		External								1
Hillsborough	External		External				External			3
Holmes							External		Internal	2
Indian River										0
Jackson	External		External							2
Jefferson										
Lafayette										0
Lake	External		External							2
Lee	Internal		Internal							2
Leon										0
Levy									X	1
Liberty				External					Internal	2

Table A - Collections
Descriptions for Not Meeting Performance Standards
CFY 2024-25 Quarter 2

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								2
Marion	External	Internal								2
Martin										0
Miami-Dade		External		External			External			3
Monroe										0
Nassau	Internal									1
Okaloosa							External			1
Okeechobee	External		External							2
Orange		External					External			2
Osceola							External	Internal	Internal	3
Palm Beach		External	External							2
Pasco							Internal			1
Pinellas	External	Internal	Internal							3
Polk	External						External			2
Putnam	External	Internal	External							3
Saint Johns										0
Saint Lucie	Internal									1
Santa Rosa	External						External			2
Sarasota	External	External					External			3
Seminole							External			1
Sumter										0
Suwannee										0
Taylor			External				External			2
Union	External				External		External			3
Volusia		External								1
Wakulla								External		1
Walton										0
Washington	External		External							2
Statewide	28	17	17	3	1	1	21	4	7	99
Internal Reasons	5	6	2	0	0	0	1	1	5	20
External Reasons	23	11	15	3	1	1	20	3	2	79

NOTE

1. Baker, Columbia, and Jefferson Counties did not submit a Collections report at the time this report was compiled.
2. X represents a placeholder for a missing action plan and action to improve
3. Report compiled by CCOC staff on May 14, 2025.

Table B - Timeliness 1
Descriptions for Not Meeting Performance Standards
CFY 2023-24 Quarter 2

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					Staffing - External						1
Broward											0
Calhoun	Staffing - Internal										1
Charlotte											0
Citrus											0
Clay											0
Collier											0
Columbia											
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	Staffing - Internal										1
Hillsborough											0
Holmes											0
Indian River											0
Jackson											0
Jefferson											0
Lafayette											0
Lake											0
Lee		Systems/Conversions - Internal									1
Leon											0
Levy					Staffing - Internal						1
Liberty											0

Table B - Timeliness 1
Descriptions for Not Meeting Performance Standards
CFY 2023-24 Quarter 2

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependency	Total
Madison											0
Manatee											0
Marion			Staffing - Internal								1
Martin											0
Miami-Dade											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					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											0
Volusia					Staffing -	Staffing - Internal					2
Wakulla											0
Walton											0
Washington											0
Statewide	3	1	1	2	4	1	1	0	0	0	13
Internal Reasons	2	1	1	0	3	1	0	0	0	0	8
External Reasons	1	0	0	2	1	0	1	0	0	0	5

NOTE

1. Baker and Columbia did not submit an Outputs report with Timeliness 1 data.
2. Report compiled by CCOC staff on May 14, 2025.

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

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						Staffing - External					1
Broward											0
Calhoun	Staffing - Internal	Staffing - Internal									2
Charlotte											0
Citrus					Staffing - Internal						1
Clay											0
Collier											0
Columbia											
DeSoto											0
Dixie											0
Duval											0
Escambia					Staffing - External						1
Flagler											0
Franklin											0
Gadsden											0
Gilchrist											0
Glades				Staffing - Internal							1
Gulf											0
Hamilton											0
Hardee											0
Hendry											0
Hernando											0
Highlands											0
Hillsborough											0
Holmes											0
Indian River											0
Jackson											0
Jefferson											0
Lafayette											0
Lake											0
Lee				Systems/Conversions - Internal							1
Leon											0
Levy											0
Liberty											0
Madison											0

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

County	Circuit Criminal	County Criminal	Juvenile Delinquency	Criminal Traffic	Circuit Civil	County Civil	Civil Traffic	Probate	Family	Juvenile Dependency	Total
Manatee					Staffing - Internal						1
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											0
Volusia											0
Wakulla		Staffing - Internal		Staffing - Internal							2
Walton											0
Washington											0
Statewide	1	2	0	3	4	1	0	0	0	0	11
Internal Reasons	1	2	0	3	3	0	0	0	0	0	9
External Reasons	0	0	0	0	1	1	0	0	0	0	2

NOTE

1. Columbia, Gilchrist, and Jefferson did not submit an Outputs report with Timeliness 2 data.
2. Report compiled by CCOC staff on May 14, 2025.

Table D
Descriptions for Not Meeting Performance Standards
CFY 2024-25 Quarter 2

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	Bay	Circuit Criminal	External	Bay County Uses all means available to collect as much money as possible.
3		Civil Traffic	External	Bay County Uses all means available to collect as much money as possible.
4	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>
5		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>
6		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>
7	Broward	Juvenile Delinquency	External	Broward continues to work with other governmental agencies and judiciary to improve collections of court ordered assessments.
8		Civil Traffic	External	The number of indigent defendants impact collections.
9	Citrus	Circuit Criminal	External	We are out of compliance due to the drug trafficking fees being included; without those fees we would meet compliance.
10		Juvenile Delinquency	External	Out of 19 defendants, one paid in full and two paid partial payments. We will be starting to send juvenile collections letters during the next quarter.
11	Clay	Circuit Criminal	External	Large fines on trafficking cases that cannot be paid until the defendants are released.
12	Dixie	Circuit Criminal	External	Deficient county. Collection agency working on collections.
13		County Criminal	External	Deficient county. Collection agency working on collections.
14		Criminal Traffic	External	Deficient county. Collection agency working on collections.
15		County Civil	External	Deficient county working on collections
16		Civil Traffic	External	deficient county. Collection agency working on collections.
17		Probate	External	Deficient County, working on collections.
18		Family	External	Deficient county. Collection agency working on collections.
19	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.
20		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.
21	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.
22		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.
23	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 2

Collections				
24		Juvenile Delinquency	External	We are using all methods at our disposal to collect.
25	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.
26		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, <u>resulting in late fee and suspension.</u>
27	Gilchrist	Probate	External	23CP55 copy fees assessed in the case that remain unpaid. Reminder to staff to collect fees prior to releasing copies.
28	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 persistent attempt of collections.
29	Hendry	Circuit Criminal	External	CF costs & fees are not collected by the Clerk if the defendant is put on probation (which a majority of felony cases are) they are collected by Department of Corrections Probation Department. Also, cases in which the defendant is sentenced to extended County jail/prison time, the costs & fees are reduced to civil judgment, which are rarely paid off once the defendant is released.
30	Hernando	Circuit Criminal	External	We anticipate the improvement in this area within the next few months as we anticipate establishing recurring payment practices to help increase our regular collections. This is dependent upon the vendor's implementation schedule.
31	Highlands	County Criminal	External	Increase compliance efforts.
32	Hillsborough	Circuit Criminal	External	Continued Transmission to Collection Agencies
33		Juvenile Delinquency	External	No Collection Methods Available
34		Civil Traffic	External	Continued Transmission to Collection Agencies
35	Holmes	Civil Traffic	External	NON-PAYMENT, CONTINUING TO USE OUR COLLECTIONS DEPARTMENT ALONG WITH SENDING DUE DELIGENT LETTERS AND JUDGEMENTS.
36	Jackson	Circuit Criminal	External	Majority of the defendants are sentenced to prison terms in excess of 15 months. We record liens in the official records if reduced to civil judgment. We also will refer to a collection agency. Our Collection Deputy Clerk is sending notices about payment plans to increase collections.
37		Juvenile Delinquency	External	We will continue to work with the Juvenile Probation Officer's to assist in these collections.
38	Lake	Circuit Criminal	External	\$800,000 (more than half) 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 11.41% for the period.
39		Juvenile Delinquency	External	Will continue to suspend licenses, payment plans and collections.
40	Liberty	Criminal Traffic	External	Will continue to suspend licenses, payment plans and collections.
41	Madison	County Criminal	External	The local economy and overall inability to pay greatly affects our collection rate.
42		Juvenile Delinquency	External	The local economy and overall inability to pay greatly affects our collection rate.
43		Civil Traffic	External	The local economy and overall inability to pay greatly affects our collection rate.
44	Manatee	Circuit Criminal	External	No monies collected for drug trafficking cases. Collection rate less trafficking amounts is within performance measure standards.
45	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.
46	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.
47		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.
48		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.
49	Okaloosa	Civil Traffic	External	Have added additional collection agencies for out of state offenders and are seeing better collection efforts. Will continue to seek further efforts.
50	Okeechobee	Circuit Criminal	External	GOING TO SEND NOTICES OF FEES/COSTS DUE, OFFER PAYMENT PLANS
51		Juvenile Delinquency	External	INQUIRE OF JUDICIAL IF CAN UTILIZE PAYMENT PLANS RATHER THAN JUDGMENT LIENS
52	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.
53		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 2**

Collections				
54	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.
55	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
56		Juvenile Delinquency	External	Collection is hindered by cases being filed by state agencies which fee are waived by statute.
57	Pinellas	Circuit Criminal	External	During this reporting period, we had \$2,570,815 assessed in drug trafficking charges. While our percentage shows 4.33%, when taking into account the drug trafficking, our percentage is 11.70%.
58	Polk	Circuit Criminal	External	Consumers not paying timely.
59		Civil Traffic	External	Violaters not paying timely.
60	Putnam	Circuit Criminal	External	Our adjusted rate of 13.87%, without drug trafficking assessments, meets performance measure.
61		Juvenile Delinquency	External	Beginning July 1, 2025, we will create a process to send letters to the child and parents/guardians regarding the financial obligation. We will include the information of starting a payment plan as an option.
62	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.
63		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.
64	Sarasota	Circuit Criminal	External	High increase in Drug Trafficking charges - with those excluded, rate is at 13.70%
65		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
66		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 92.87% collection rate.
67	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 \$1,997,156.18 paid on \$2,138,953.13 assessed, for 93.37%
68	Taylor	Juvenile Delinquency	External	No enforcement or consequences for juveniles if payments arent made.
69		Civil Traffic	External	Staff will continue efforts to collect fees and will continue forwarding cases with overdue balances to collections.
70	Union	Circuit Criminal	External	Amounts due converted to Civil Judgment. Also several defendants have multiple cases.
71		Circuit Civil	External	6 of the 21 assessments have no payment. All of those cases have been filed by inmates. Of the six cases, 3 have been filed by the same inmate. Liens have been placed on the inmates bank accounts.
72		Civil Traffic	External	All cases with balances have been sent to collections and license have been D-6'd.
73	Volusia	County Criminal	External	Increase in the number of late paying cases the we are sending to collections
74	Wakulla	Probate	External	Probate is filing fee based, if citizens are determined to be indigent (DOH, poverty guidelines), the filing fees are waived if approved.
75	Washington	Circuit Criminal	External	Incarceration of defendant. Payment plans.
76		Juvenile Delinquency	External	Fines assessed will be entered as a Civil Judgment once defendant reaches 18 years of age.
	41		76	

Timeliness 1 - Filing New Cases; External Reasons Provided

	County	Division	Reason Code	Description
1	Brevard	Circuit Civil	Staffing - External	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	Hendry	Circuit Criminal	Staffing - External	Increased number of criminal cases without increasing staff
3		Criminal Traffic	Staffing - External	Increased number of criminal cases without increasing staff
4	Pinellas	Juvenile Delinquency	Unfunded Mandates - External	The Clerk's Office is not adequately funded to meet timeliness and comply with state and local requirements.
5		Civil Traffic	Unfunded Mandates - External	The Clerk's Office is not adequately funded to meet timeliness and comply with state and local requirements.
	3		4	

Table D
Descriptions for Not Meeting Performance Standards
CFY 2024-25 Quarter 2
Collections

Timeliness 2 - Cases Docketed; External Reasons Provided				
	County	Division	Reason Code	Description
1	Brevard	County Civil	Staffing - External	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	Escambia	Circuit Civil	Staffing - External	Our office experienced a 4-day closure due to a weather event (time was tolled per AOSC25-3); approx. 500 Notices of Appeal were filed during a 2-day period in March, which was an unforeseen anomaly; we are currently working on implementing single acceptance from the e-portal
	2		2	

Table E
Descriptions for Not Meeting Performance Standards
CFY 2024-25 Quarter 2

Collections				
	County	Division	Reason Code	Description
1	Calhoun	Circuit Criminal	Internal	Assessment has drug trafficking money. We are unable to collect due to the individuals being incarcerated.
2		County Criminal	Internal	We have hired a new collection agency and will start turning cases over starting next month.
3	Gilchrist	Family	Internal	Approved Indigent Applications
4	Glades	Family	Internal	SEND 15 DAYS TO COLLECT
5	Hardee	Circuit Criminal	Internal	CASES ARE ON LIEN AND DEFENDANTS ARE IN PRISON
6		County Criminal	Internal	CASES ARE ON LIEN
7	Holmes	Family	Internal	NON-PAYMENT, CONTINUING TO USE OUR COLLECTIONS DEPARTMENT ALONG WITH SENDING DUE DELIGENT LETTERS AND JUDGEMENTS.
8	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.
9		Juvenile Delinquency	Internal	Multiple credits for indigency application
10	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.
11		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.
12		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.
13		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.
14		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.
15		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 to monitor this.
16		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 to monitor this.
17	Liberty	Family	Internal	Waive and dismiss issues with Indigent Applications
18	Manatee	County Criminal	Internal	External and Internal External- External: No outside collections referrals due to Hurricane Milton. Internal: Staff changes, trained new members and referrals have resumed. Our upcoming quarter should show an increase in collections.
19	Marion	County Criminal	Internal	Staffing. Filled position to focus on suspending driver's license for failure to comply.

Table E
Descriptions for Not Meeting Performance Standards
CFY 2024-25 Quarter 2

20	Nassau	Circuit Criminal	Internal	Refer to the drug trafficking tab for the correct collectin rate for Circuit Felony is 16.57% Continue to send fines and fees to collections
21	Osceola	Probate	Internal	We are working on correcting issues within the report.
22		Family	Internal	We are working on correcting issues within the report.
23	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.
24	Pinellas	County Criminal	Internal	We have had about one year of utilizing an internal collections team to make outbound phone calls on past due fines. We are trying to do a more targeted focus on county criminal to increase these numbers.
25		Juvenile Delinquency	Internal	We continue to educate our front counter team about the importance of collecting valid phone numbers, up-to-date addresses, etc... to ensure that our communications regarding past-due payments are reaching our customers.
26	Putnam	County Criminal	Internal	As planned, we have begun suspending DLs in all cases County Criminal cases that fail to meet financial obligations. We will reevaluate at the end of 3rd quarter for improvement.
27	Saint Lucie	Circuit Criminal	Internal	Improved from last quarter and intend to hit measures next quarter.
	16		27	

Table E
Descriptions for Not Meeting Performance Standards
CFY 2024-25 Quarter 2

Timeliness 1 - Filing New Cases

	County	Division	Reason Code	Description
1	Calhoun	Circuit Criminal	Staffing - Internal	New Hire & Training
2	Highlands	Circuit Criminal	Staffing - Internal	Hire a new employee to fill a vacated position.
3	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 Hurrigan Milton.
4	Levy	Circuit Civil	Staffing - Internal	TRAINING
5	Marion	Circuit Civil	Juvenile Delinquency	Continue training new staff due to turnover in this division.
6	Polk	Circuit Civil	Staffing - Internal	Training new staff.
7	Volusia	Circuit Civil	Staffing - Internal	Requested assistance from other areas
8		County Civil	Staffing - Internal	Requested assistance from other areas
	7		8	

Timeliness 2 (Docket Entries) - Internal Reasons Provided

	County	Division	Reason Code	Description
1	Calhoun	Circuit Criminal	Staffing - Internal	New Hire & Training
2		County Criminal	Staffing - Internal	New Hire & Training
3	Citrus	Circuit Civil	Staffing - Internal	Enhance process efficiencies by implementing a routine review of standard operating procedures. Improve cross training and stabilize staffing resources by developing structured training plans that identify specific tasks and goal dates. Hold routine training syncs to check the status of training progress and to address any potential training obstacles.
4	Glades	Criminal Traffic	Staffing - Internal	NEW EMPLOYEE
5	Lee	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 Hurrigan Milton.
6	Manatee	Circuit Civil	Staffing - Internal	The decrease should be a temporary trend. We continue to monitor closely for the upcoming quarter, as new members progress timeliness will progress.
7	Polk	Circuit Civil	Staffing - Internal	Training new staff. Continuing cross training for efficiency.
8	Wakulla	County Criminal	Staffing - Internal	Misdemeanor clerk training felony clerk (felony clerk training almost complete)
9		Criminal Traffic	Staffing - Internal	Misdemeanor clerk training felony clerk (felony clerk training almost complete)
	7		9	

Table F - Juror Timeliness
Descriptions for Not Meeting Performance Standards
CFY 2024-25 Quarter 2

Juror

	County	Reason Code	Description
1	Bay	Staffing - Training	Staff will be more aware of scanning the cards.
2	Brevard	Systems	Issue reported to vendor and working towards a solution.
3	Charlotte	Procedural	This was for our Grand Jury. They were paid within 20 days of completing their term when the State Attorney's Office turned in the attendance list.
4	Citrus	Staffing - Training	While implementing processes from Q1, there was a payroll in process that was missed. After this 2nd occurrence, the Court Director conducted training both with manager and staff and reviewed the SOP to ensure clarity and accuracy. Manager implemented calendar invites and Director will monitor compliance. Successful compliance will be measured by timely and accurate submission for the next quarter. This goal is achievable as the Director has conducted training with manager and staff and calendar invites are now in place to enhance communication and visibility of deadlines. This goal is relevant to ensure adherence to performance standards. This will be monitored over the next quarter and compliance will continue. If non-compliance occurs next quarter, internal progressive discipline will follow.
5	Clay	Procedural	Juror lost his payment card and we had to wait several weeks to confirm the card was not activated. A secondary card was issued as soon as confirmation was received from the third party payment provider.
6	Gadsden	Systems	Late due to winter storms and technical issues
7	Sarasota	Staffing - Training	Group of pymts were missed. Train staff to better organize tasks to make sure future pymts are not missed
	7		7

NOTE

1. Baker, Columbia, and Gilchrist did not submit a Juror Timeliness report at the time of this report.