



# Orange County Clerk of Courts Case Processing

<p><b>What is the purpose of this core mission?</b></p>	<p>A core mission of the Orange County Clerk of Courts (OCCOC) is Case Processing. This core service is responsible for the creation and maintenance of circuit and county court records and for the support of courtroom operations for the justice system so it can effectively and efficiently administer justice.</p>											
<p><b>What services are provided by this core mission?</b></p>	<p>Key services include:</p> <ul style="list-style-type: none"> <li>✓ Establish cases</li> <li>✓ Docket case events</li> <li>✓ Manage and retain case documents</li> <li>✓ Maintain evidence</li> <li>✓ Manage appeals</li> <li>✓ Manage collections</li> <li>✓ Prepare for trials</li> <li>✓ Support courtroom</li> <li>✓ Provide courtroom follow-up</li> </ul>											
<p><b>How are services delivered?</b></p>	<p>Multiple service delivery mechanisms are employed at OCCOC. They include direct customer contact at the courthouse or one of four branch locations; Electronic Case Filing; integrated voice recognition for payments; Internet (myorangeclerk.com); web-pay; mail; phone; drop box; self-service payment centers; fax; AMSCOT; Western Union; e-mail and escrow accounts. Case Processing utilizes Odyssey, our Case Maintenance System; and Trakman, a records-tracking system. OCCOC partners with criminal justice agencies to share data through the Integrated Criminal Justice Information System.</p>											
<p><b>How does this core mission benefit the citizens of Orange County?</b></p>	<p>The Orange County Clerk of Courts manages information of the justice system and provides other public services for the global community. As custodian of all court records of the justice system, we serve the citizens of Orange County, private and public attorneys, and the judiciary.</p>											
<p><b>What are the workload activity numbers for this core mission?</b></p>	<p>In Fiscal Year 2008-09 (the most recent year for which actual data are available), the Orange County Clerk of Courts <b>processed 455,540 in new case filings. OCCOC docketed in excess of 8.5 million entries annually. Our Customer Activity Number averages 60,087 interactions per day.</b> Each Customer Activity is an opportunity for us to meet our customers' requirements. The actual number is calculated by adding the number of docket entries, cash transactions and customers served in our divisions each day. Other performance measures and standards for the core mission may be found in the Clerk's Annual Report and Clerks in the Sunshine web link at <a href="http://www.myorangeclerk.com">www.myorangeclerk.com</a>.</p>											
<p><b>What are some additional measures/numbers/results used to evaluate this core mission?</b></p>	<p><b>In FY 2008-2009, the Orange County Clerk of Courts received a customer satisfaction score of 96%. In addition, the agency achieved a 92% rating in docket case information, 98% rating for processing new cases, and exceeded collection figures there were established by the Florida Legislature by over \$4.0 million.</b></p>											
<p><b>How often are the outcomes/measures/results of this core mission reviewed?</b></p>	<p>Measures are reviewed bi-weekly and through various reports. In addition, performance measures for this core mission are reviewed on a monthly basis as part of a management business review. The management business review is conducted to ensure measures are on target and applicable action plans are in place to address low-performing measures.</p>											
<p><b>How is this core mission funded?</b></p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Categories</th> <th style="text-align: center;">FTEs</th> <th style="text-align: center;">Appropriation</th> </tr> </thead> <tbody> <tr> <td>Clerk Trust Fund</td> <td style="text-align: center;">368.75</td> <td style="text-align: center;">\$22,425,123</td> </tr> <tr> <td><b>Total</b></td> <td style="text-align: center;"><b>368.75</b></td> <td style="text-align: center;"><b>\$22,425,123</b></td> </tr> </tbody> </table>		Categories	FTEs	Appropriation	Clerk Trust Fund	368.75	\$22,425,123	<b>Total</b>	<b>368.75</b>	<b>\$22,425,123</b>	<p>To operate the Orange County Clerk of Courts' Case Processing core mission in 2009-10, the proposed annual budget appropriation amount from the Legislature is \$22,425,123. Necessary central services cost have been allocated to this core mission.</p>
Categories	FTEs	Appropriation										
Clerk Trust Fund	368.75	\$22,425,123										
<b>Total</b>	<b>368.75</b>	<b>\$22,425,123</b>										