



Orange County Clerk of Courts Information and Reporting

<p>What is the purpose of this core mission?</p>	<p>The Clerk's Office is the information hub of the justice system. This core mission provides the ability to maintain and present accurate information that is critical to the success of the justice system. The information is available to the end-users of the products and services in a timely manner. The information within the Clerk's Case Maintenance System contains details of circuit and criminal court proceedings in Orange County. This information is requested by many different agencies in several different formats. This core mission is in place to fulfill those requests.</p>											
<p>What services are provided by this core mission?</p>	<p>The Clerk of the Courts provides information on cases, money, and people involved in the court process for a variety of purposes, including meeting the mandates of state and federal statutes, rules and administrative orders or upon requests by the Clerk's justice partners, various agencies and the citizens of Orange County and throughout the world.</p>											
<p>How are services delivered?</p>	<p>Services are being delivered via electronic means, including a web site or as an attachment to electronic correspondence, as allowed by law. Paper reports are provided to users when requested and may be sent via mail or picked up by the user.</p>											
<p>How does this core mission benefit the citizens of Orange County?</p>	<p>Information is provided to the citizens upon request. It is available to citizens for their own personal use because they are a party to a court case or for their own research. The information also assists with the successful administration of justice by providing accurate details of criminal activity. It helps with long-term growth and allocation of resources of other agencies that are associated with the court system, such as corrections and the local law enforcement agencies, which in turn benefit the citizens by providing the protection where and when it is needed. The accuracy of the information is imperative in order to retain an inmate in the corrections system for the appropriate amount of time.</p>											
<p>What are the workload activity numbers for this core mission?</p>	<p>In Fiscal Year 2008-09, the Orange County Clerk of Courts received over 1.2 million phone calls for information, and the average number of minutes a customer waited for service was 2:14 minutes. The number of calls that were handled by deputy clerks in this core mission totaled 125 per day per employee. In addition, the case maintenance system was available to retrieve information 99.87% of the time in FY 2008-2009, and the agency has received over 2.8 million in record searches. Accuracy of information, a key to the success of this core mission, is measured through random audit checks within the operational divisions in addition to the "knowledge" component of customer satisfaction. Availability of the information is measured in "up-time" of the systems that provide the information in addition to the time it takes to access/retrieve the information. The timely delivery of reports is also measured based on the number of days it takes to deliver a judicial report. The number of public information requests is also tracked for the organization. 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 www.myorangeclerk.com.</p>											
<p>What are some additional measures/numbers/results used to evaluate this core mission?</p>	<p>In order to ensure the integrity, accuracy, and reliability of data and information, we have established information verification procedures in our data input processes. This redundancy provides a high degree of confidence in the accuracy of data. Additional measures for this core mission include those measure used to capture the effectiveness and productivity of the Clerk's Call Center, including the number of calls answered per day, the length of wait time, length of call time, and percentage of calls dropped.</p>											
<p>How often are the outcomes/measures/results of this core mission reviewed?</p>	<p>Measures are reviewed bi-weekly and through various monthly, quarterly and annual 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>How is this core mission funded?</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #cccccc;">Categories</th> <th style="background-color: #cccccc;">FTEs</th> <th style="background-color: #cccccc;">Appropriation</th> </tr> </thead> <tbody> <tr> <td>Clerk Trust Fund</td> <td style="text-align: center;">52.50</td> <td style="text-align: right;">\$3,539,310</td> </tr> <tr> <td>Total</td> <td style="text-align: center;">52.50</td> <td style="text-align: right;">\$3,539,310</td> </tr> </tbody> </table>		Categories	FTEs	Appropriation	Clerk Trust Fund	52.50	\$3,539,310	Total	52.50	\$3,539,310	<p>To operate the Orange County Clerk of Courts' Information and Reporting core mission in 2009-10, the proposed annual budget appropriation amount from the Legislature is \$3,539,310. Necessary central services cost have been allocated to this core mission.</p>
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