

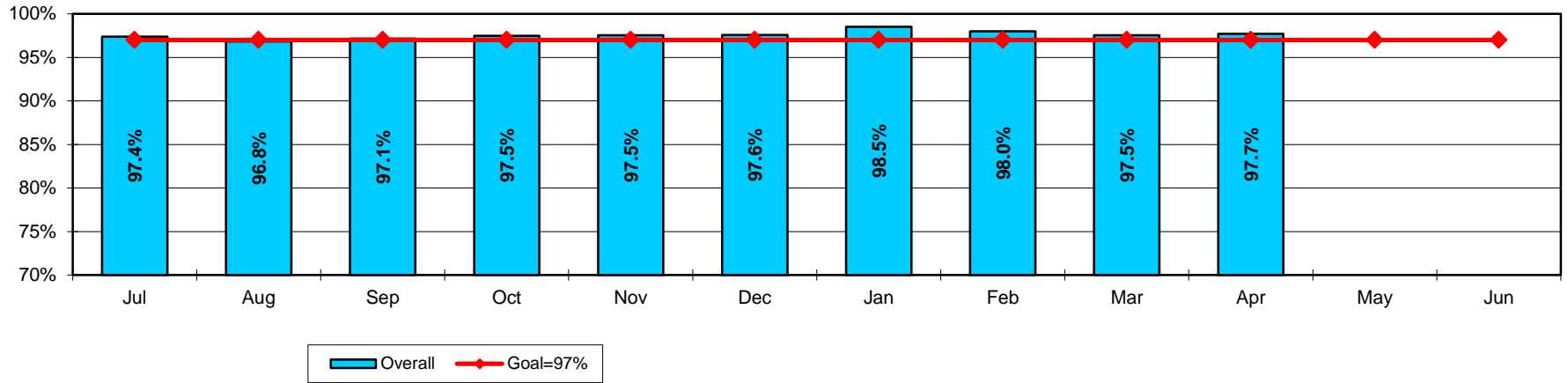


**LYDIA GARDNER
CLERK OF THE CIRCUIT AND COUNTY COURTS ORANGE COUNTY**

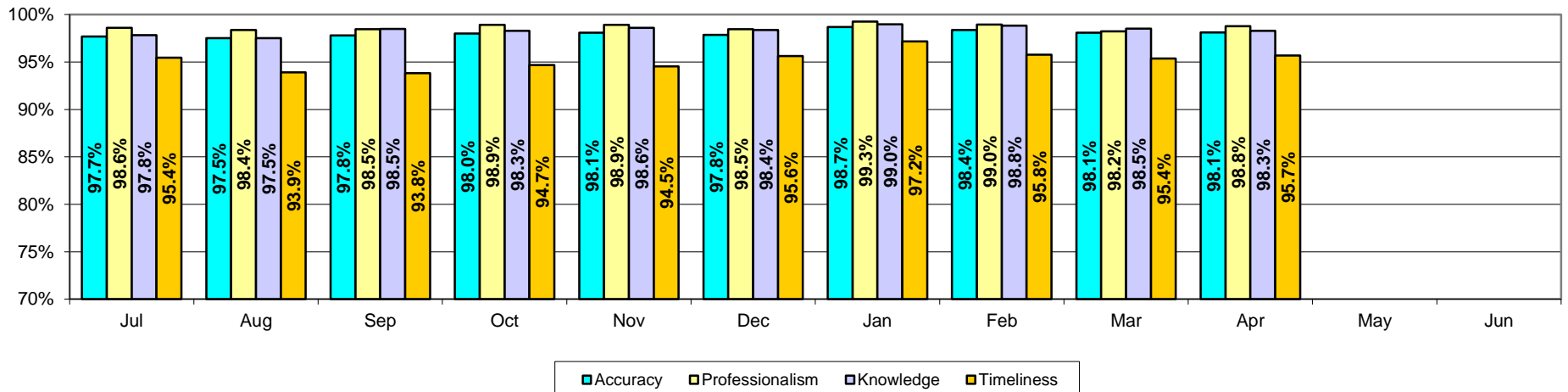
CUSTOMER SERVICE SATISFACTION - OVERALL ORGANIZATION

FY12

Overall Customer Service Satisfaction



Customer Service Satisfaction by Category



Number of Surveys FY12

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Apopka	106	80	59	50	66	41	37	72	58	53		
Civil	126	93	205	212	109	214	159	199	206	138		
Criminal	52	15	93	49	34	42	60	35	74	53		
Family	255	358	186	291	396	164	560	404	397	376		
Financial Services	15	0	0	0	1	0	0	0	0			
Goldenrod	114	0	59	51	53	61	79	126	0	50		
HR	0	0	0	0	0	0	0	0	0			
Juvenile	13	6	20	8	23	2	21	16	10	68		
OOD	0	0	0	0	0	0	0	0	0			
Ocoee	0	0	0	0	0	0	0	0	13	180		
PMH	155	111	32	36	22	11	106	45	19	133		
Records Management	1	94	32	38	29	22	8	15	20	16		
Trial Clerks	6	0	0	0	0	0	0	1	1			
Traffic	230	208	399	432	333	120	116	324	195	255		
TSD	0	0	0	0	0	0	0	0	0			
Winter Park	49	73	77	74	87	93	19	66	59	62		
Overall	1,122	1,038	1,162	1,241	1,153	770	1,165	1,303	1,052	1,384		