



Orange County Clerk of Courts

**2008 Governor's Sterling Award
Winner**



(Place video here)



Vision

The Orange County Clerk of Courts
delivers

Excellence

through

Efficiency and **Effectiveness**

in everything we do.



Strategic Perspectives

- Customer Focus
- Streamlined Processes
- Innovative Technology
- Employee Development
- Managing Our Money





We Pursue

- Leadership At All Levels
- Strategic Linkages
- Systematic Processes
- Engaged Employees
- E-Commerce
- Community Involvement
- Best Practices
- Results





Customer Focus

Kitchens' Report Survey of Orange County Residents

**91% Satisfaction
Rating**

Up 3.4%

From Previous
Year

Good

"Last year's 88% customer satisfaction rating was incredibly impressive. This year, it improved to 91%. It is almost as good as any government or business can do. I have never seen another organization with any better customer satisfaction rating."

- Dr. Jim Kitchens, President
The Kitchens Group

 myorangeclerk.com



Customer Focus Satisfaction Survey Results

Lydia Gardner
Clerk of Courts
Orange County, Florida
Customer feedback is important to us.
Please grade our services. Thank you.

A=Excellent B=Very Good C=Good D=Fair F=Poor

1. Overall, I received satisfactory service.
 A B C D F N/A

2. The clerk was friendly and courteous.
 A B C D F N/A

3. The clerk helped me understand the information provided to me.
 A B C D F N/A

4. The time I had to wait for service was reasonable.
 A B C D F N/A

Public Attorney Employee

Is there anything we can do to better serve you?

Appeals HR
 Civil John Young Records
 Criminal Juvenile Traffic
 Family Domestic Trial Clerks
 Financial Serv. OGD TSD
 Guardianship Probation Winter Park

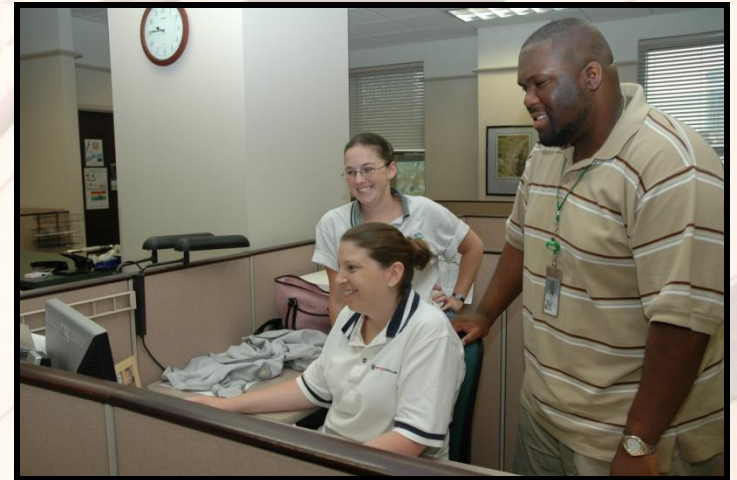
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	<u>GOAL</u>	<u>ACTUAL</u>
'07	95%	95%
'08	96%	97%
'09	%	%
'10	%	%




Streamlined Processes

- **Systematic Process Management Approach**
 - Plan-Do-Check-Act (PDCA)
 - Focus on Continuous Improvement and Problem Solving
 - Employee-Driven Teams
- **Performance Management Systems**
 - Balanced Scorecard
 - Management Operating System (MOS)





Innovative Technology

-  [myorangeclerk.COM](http://myorangeclerk.com)
- **Electronic Case Filing (ECF)**

ORANGE COUNTY CLERK OF COURTS FORECLOSURE SALES
LYDIA GARDNER, CLERK

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Clerk of Courts
County Comptroller
myFlorida.com
Property Appraiser
Tax Collector

Lydia Gardner
Orange County Clerk of Courts

Office of Lydia Gardner - Orange County Clerk of Courts

Welcome to Electronic Case Filing [ECF]

Log In

User Name

Password

Log In

Forgot Your Password?

New Users

If you have not signed in before, please request a user account.

Request Account

The electronic file is the official court file pursuant to Supreme Court Administrative Order AOSC09-24.

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Electronic Case Filing (ECF)

- Leadership Driven
- Stakeholder Driven (State and Federal Courts)
- Best Practice
- Meets Key Customer Requirements
- Streamlines Processes
- Improves Accuracy
- Improves Timeliness
- Saves Money





Employee Development

- **Engaged, *Deputized* Workforce**
- **Leadership Emphasis**
 - Succession Planning
 - Partners in Leadership Mentoring Program
- **Strong Benefits Package**
 - Flexible Work Schedules
 - Very Competitive in Local Market
- **Bench Building**
 - Innovative "Up Front" Tuition Assistance
 - Customer Service Certification





Managing Our Money

- **Strong Financial Management**
 - Meet or Exceed State Standards
- **Impact to Community**
 - Debt to Society Paid
 - Disbursements
 - State and Local Agencies
 - Victims of Crime in the Form of Restitution
- **Best in Class (and in the State) Collections Program**
 - Recognized by Governor's Sterling Council FY '06
 - Benchmark FY '07 Results





Maintaining Our Momentum

- **Insight from Kathryn Farynowski**



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