

The Next Big Thing: Automated Performance Measurement Systems for Courts

Introduction

Roger K. Warren, President, National Center for State Courts

Panel

Kevin Burke, Chief Judge, Hennepin County, Minnesota

Sherri Z. Heller, Commissioner, Fed. Office of Child Support Enforcement

Moira O'Leary Rowley, Vice President, Court Services, ACS

Gerry Wethington, Chief Information Office, Missouri

Moderator

Ingo Keilitz, President, Sherwood Consulting/CourtMetrics

Functions of Performance Measurement

- Establish baseline performance
- Discern trends in performance
- Set controls
- Diagnose problems and craft solutions
- Assist planning



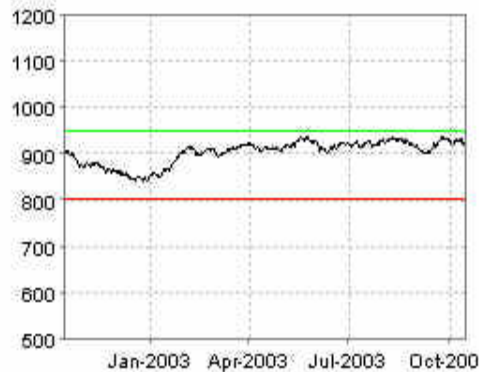
Court Performance Index

HELP SEARCH

COURT PERFORMANCE INDEX

Court Performance Index

▼ Court Performance Index : 916.58 -12.74 (1.37%)



The Court Performance Index (CPI) is a composite of seven measures and indicators of court performance. For more detailed information about this index, click the link below.

[More Information](#)

[See Larger Graph](#)

User Opinions
◆ 258.60

CTE Index
▼ 267.15 -0.69

Employee Opin.
▼ 139.60 -12.39

Cost Per Case
◆ 63.00

Case Rcrd Rel.
▲ 77.01 +0.01

Juror
▲ 74.00 +0.01

Restitution
▲ 37.22 +0.31

Instructions

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My Computer

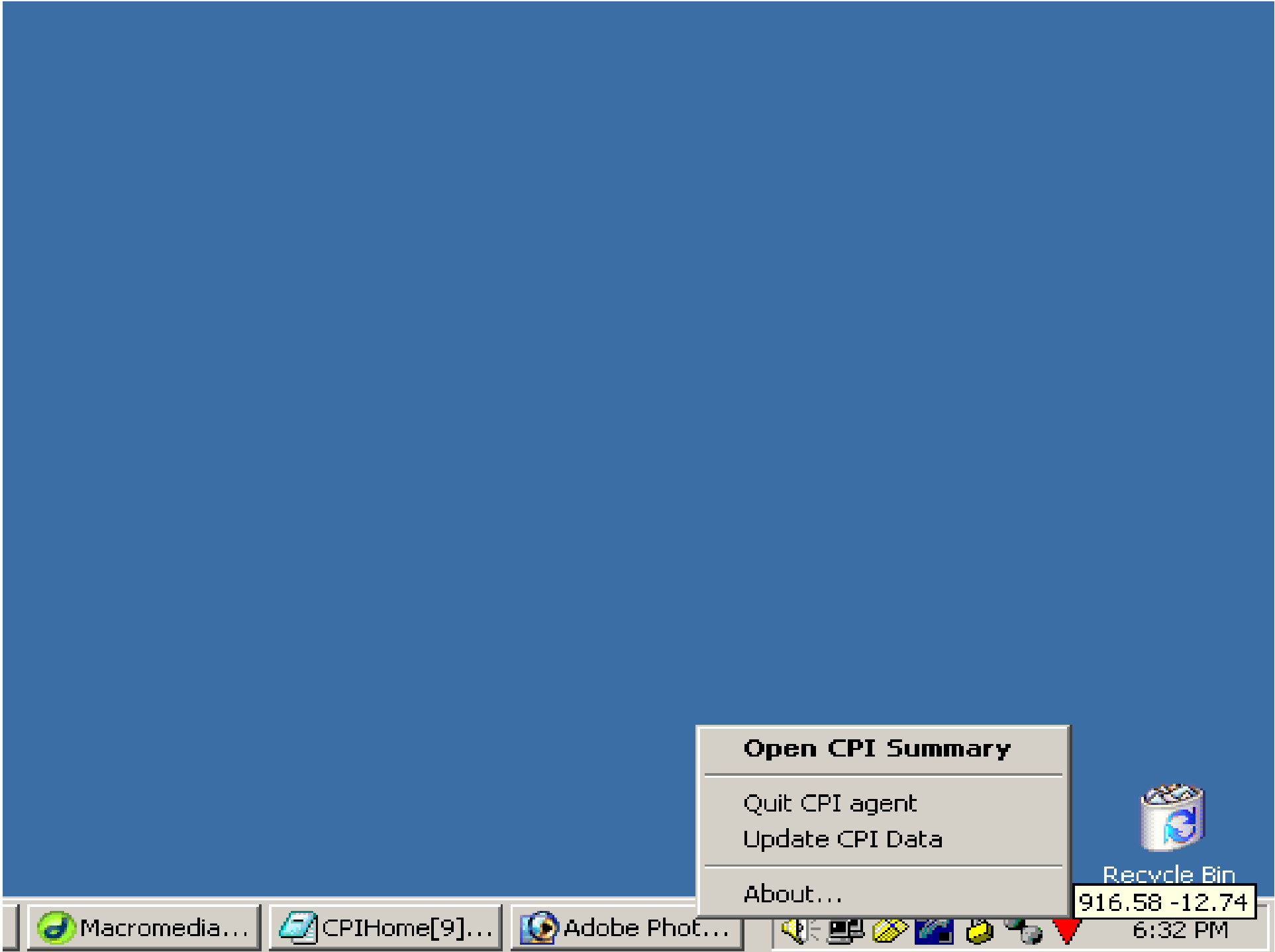


My Network Places



Recycle Bin

Start | [Taskbar icons: Explorer, Internet Explorer, Runes of Magic, Mail, Music, Photos] | [Taskbar icons: Ingo - Microsoft..., Re: CTC Supers..., Tomcat] | [Taskbar icons: Macromedia Dre..., CPIHome[9] - N...] | [System tray: Volume, Network, Safely Remove Hardware, System Clock] 6:31 PM



Open CPI Summary

Quit CPI agent

Update CPI Data

About...



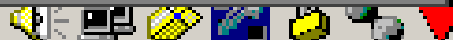
Recycle Bin

916.58 -12.74

Macromedia...

CPIHome[9]...

Adobe Phot...



6:32 PM

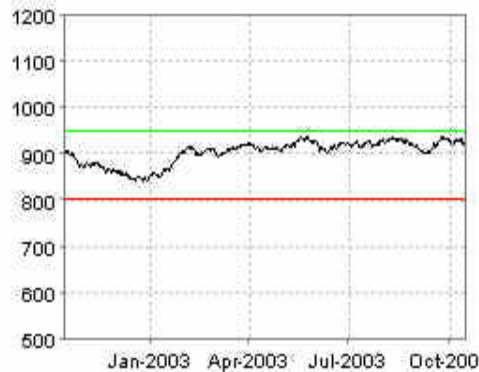
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Core Court Performance Measures Are

- Few in number, a vital few instead of a trivial many
- Linked to key success factors (e.g. court user opinions)
- Composite or index of several measures;
- Consistently used throughout the court;
- Serve as incentives and tools for improvement
- Easily understood (symbolic, emblematic)



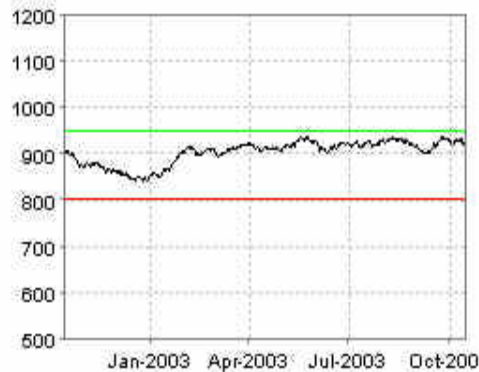
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Court Performance Index

HELP SEARCH

[CPI Summary](#) ▶ Employee Opinions

EMPLOYEE OPINIONS

Court Performance Index

▼ Court Performance Index : 916.58 -12.74 (1.37%)



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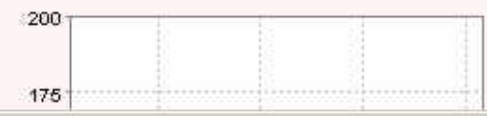
Juror
▲ 74.00 +0.01

Restitution
▲ 37.22 +0.31

▼ Employee Opinions : 139.60 -12.39 (8.16%)
 (Last Update : 10/28/2003)

Percent of court employees who believe the court's management and treatment of employees is high quality.

[More Information](#)



This metric is composed of the following values:

◀ Civil Division : 156.54 unchanged



[See Larger Graph](#)

indicators of court performance. For more detailed information about this metric, click the link below.

[More Information](#)

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▲ 37.22 +0.32

▼ **Employee Opinions : 139.60 -12.40 (8.16%)** (Last Update : 08/29/2003)



[See Larger Graph](#)

Percent of court employees who believe the courts management and treatment of employees is high quality.

[More Information](#)

This metric is composed of the following values:

◆ Civil Division:	156.54	unchanged
◆ Criminal Division:	144.70	unchanged
▼ Family Division:	87.24	-12.40 (12.44%)
◆ Probate Division:	145.84	unchanged
◆ Traffic Division:	163.68	unchanged

Instructions

Court Performance Index

HELP SEARCH

[CPI Summary](#) > [Employee Opinions](#) > Family Court

FAMILY COURT

Court Performance Index

▼ **Court Performance Index : 916.58 -12.74 (1.37%)**
 ▼ **Employee Opinions : 267.15 -0.69 (0.26%)**

Percent of court employees who believe the court's management and treatment of employees is high quality.

[More Information](#)



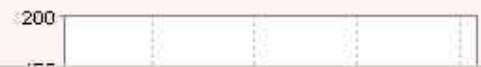
[See Larger Graph](#)

Criminal ◆ 144.70	Civil ◆ 156.54	Family ▼ 87.24 -12.40	Traffic ◆ 163.68	Probate ◆ 145.84
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▼ **Family :** 87.24 -12.40 (12.44%)
 (Last Update : 10/28/2003)

Percent of Family court employees who believe the court's management and treatment of employees is high quality.

[More Information](#)



This metric is based on the following summary...

Criminal 144.70
Civil 156.54
Family 87.24 -12.40 (12.44%)
Traffic 163.68
Probate 145.84

▼ **Family :** **87.24** **-12.40 (12.44%)**
 (Last Update : 10/28/2003)

Percent of Family court employees who believe the court's management and treatment of employees is high quality.

[More Information](#)



[See Larger Graph](#)

This metric is based on the following survey: [return rate](#)

Question	Number (Percent Agreement)
1. I know what is expected of me at work.	25.40 (16)
2. I have the materials and equipment I need to do my work right.	12.70 (8)
3. I have the opportunity to do what I do best every day.	20.63 (13)
4. In the last seven days, I have received recognition or praise for doing good work.	44.44 (28)
5. My supervisor, or someone at work, seems to care about me as a person.	63.49 (40)
6. Someone at work encourages my development.	49.21 (31)
7. My opinions seem to count.	39.68 (25)
8. The mission or purpose of the court makes me feel my job is important.	82.54 (52)
9. My coworkers are committed to doing quality work.	63.49 (40)
10. I have a best friend at work.	47.62 (30)
11. In the last six months, someone at work talked to me about my progress.	33.33 (21)
12. This last year, I have had opportunities at work to learn and grow.	41.27 (26)

Instructions

Court Performance Index

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COURT PERFORMANCE INDEX

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Instructions

Court Performance Index

[CPI Summary](#) ▶ Caseflow Expedition and Timeliness (CTE) Index

CASEFLOW EXPEDITION AND TIMELINESS (CTE) INDEX

Court Performance Index

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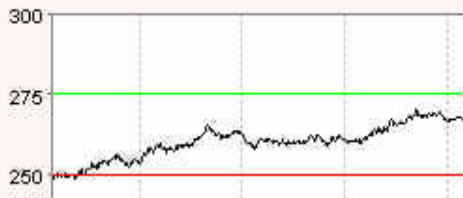
Cost Per Case
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Juror
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▼ Caseflow Expedition and Timeliness (CTE) Index : 267.15 -0.69 (0.26%) (Last Update : 10/27/2003)



Composite of four measures of caseflow efficiency and effectiveness.

[More Information](#)

This metric is composed of the following values:

▲ **Backlog Clearance:** 22.50 +0.43 1.95%



[See Larger Graph](#)

indicators of court performance. For more detailed information about this metric, click the link below.

[More Information](#)

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▼ **Caseflow Expedition and Timeliness (CTE) Index : 267.15 -0.69 (0.26%)** (Last Update : 10/27/2003)



[See Larger Graph](#)

Composite of four measures of caseflow efficiency and effectiveness.

[More Information](#)

This metric is composed of the following values:

▲	Backlog Clearance:	22.50	+0.43 1.95%
▼	Clearance:	33.25	-0.67 (1.98%)
▼	On-Time Case Processing:	22.50	-0.18 (0.79%)
▲	Trial Date Certainty:	10.80	+0.19 1.79%

Instructions

Court Performance Index

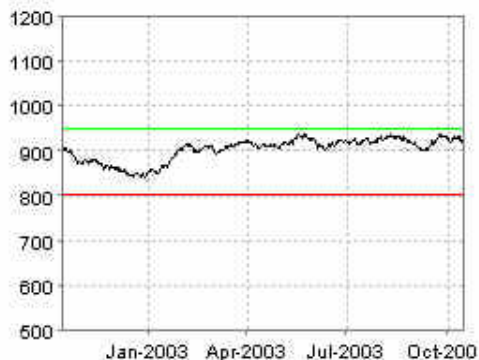
HELP SEARCH

[CPI Summary](#) > Juror Representativeness

JUROR REPRESENTATIVENESS

Court Performance Index

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▲ Juror Representativeness : 74.00 +0.01 (0.02%)

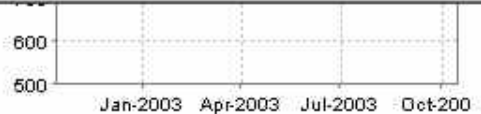
(Last Update : 10/28/2003)



The comparative parity -- expressed as a percentage -- between the representation of minority groups in the population and the representation of the same groups in the final juror pool.

[More Information](#)

This metric is composed of the following values:



[See Larger Graph](#)

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▲ **Juror Representativeness :** **74.00 +0.01 (0.02%)**
(Last Update : 10/28/2003)

The comparative parity -- expressed as a percentage -- between the representation of minority groups in the population and the representation of the same groups in the final juror pool.

[More Information](#)



[See Larger Graph](#)

[Yield](#) | [Juror Opinion](#) | [% to Voir Dire](#)

This metric is composed of the following values:

◆ Parity Black or African American :	62.23	unchanged
▲ Parity Hispanic or Latino :	62.93	+ 0.01 (0.02%)
▲ Parity Asian :	91.84	+ 0.03 (0.03%)
▼ Parity American Indian and Alaska Native :	72.14	- 0.12 (0.17%)
▲ Parity White :	61.01	+ 1.04 (1.70%)
▲ Parity Native Hawaiian and other Pacific Islander :	59.45	+ 3.25 (5.47%)
▼ Parity Mixed Race/Nat'l Origin :	55.55	- 2.11 (3.80%)
▲ Parity Other Race :	60.84	+ 0.67 (1.10%)
◆ Parity Unknown :	65.00	+ 0.02 (0.03%)

Instructions

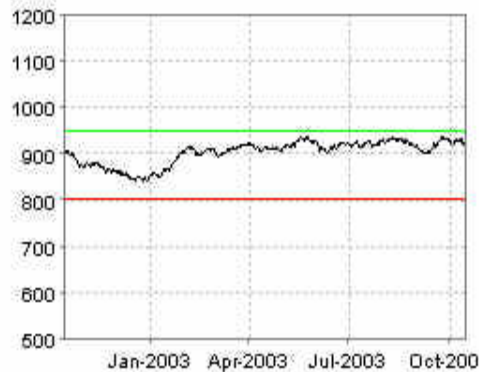
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