

MEASURING COURT PERFORMANCE

PREPARED FOR THE
MICHIGAN TRIAL COURT FUNDING COMMISSION

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National Center for State Courts

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Introduction

“If you don't know where you are going,
you'll end up someplace else.”

■ --Yogi Berra

- Performance Measurement
- Performance Management
- Implementation Strategies

I

Court Performance Measurement

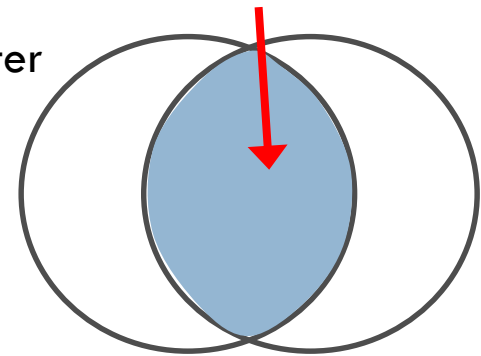
Performance Measurement

What are the criteria for a good set of performance indicators?

- Linked to key principles
- Balanced
- Measurable
- Sustainable
- Feasible few
- Focused on outcomes

CourTools

Things that matter



Things that can be
measured

Why measure *outcomes*?

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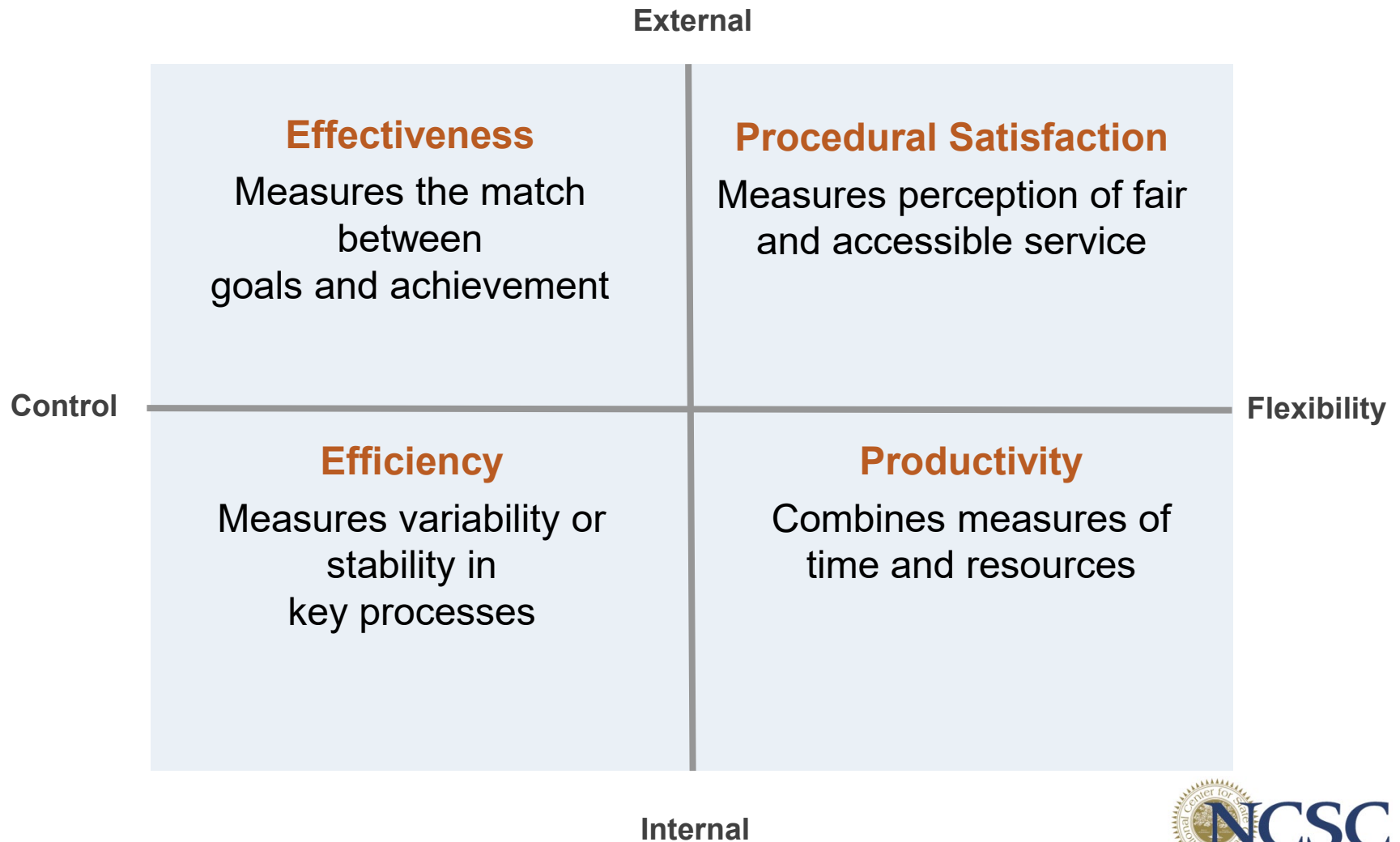
- Outcomes assess the quality or effectiveness of a service
 - Indicate progress toward achieving the goals and objectives of the court
 - Measure the results of court activity compared to its intended purpose

The Ten *CourTools* Measures

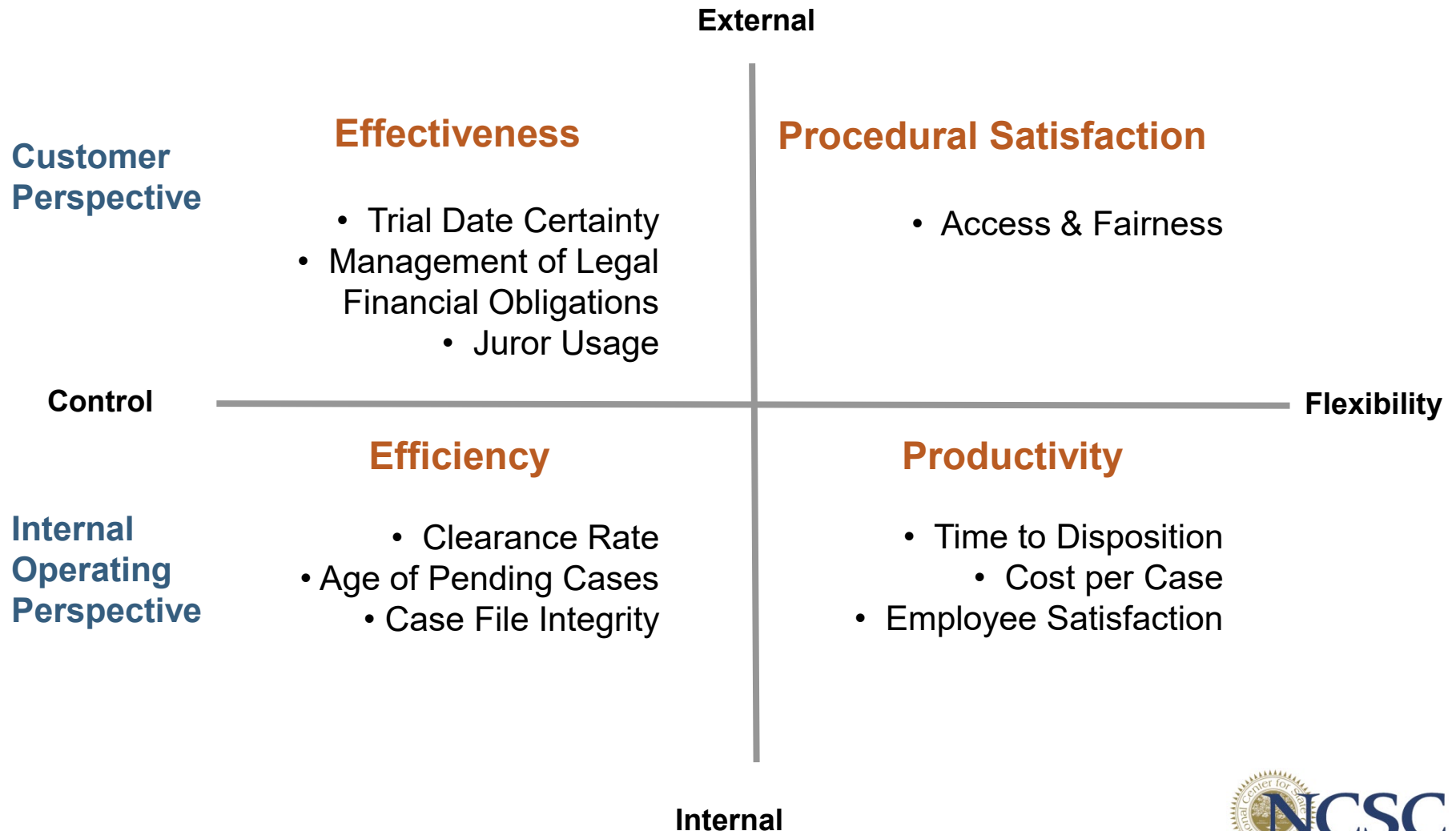


- Access and Fairness
- Clearance Rate
- Time to Disposition
- Age of Pending Cases
- Trial Date Certainty
- Reliability & Integrity of Case Files
- Management of Legal Financial Obligations
- Jury Yield/Utilization
- Employee Satisfaction
- Cost per Case

Balanced Scorecard



Balanced Scorecard



II Performance Management



Performance Measure Reports

Access and Fairness

Effective Use of Jurors

Clearance Rate

[District Court](#) | [Juvenile Court](#) |
[Justice Court](#) | [Supreme Court](#) |
[Court of Appeals](#)

Time to Disposition

[District Court](#) | [Juvenile Court](#) |
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Age of Pending Cases

[District Court](#) | [Justice Court](#)

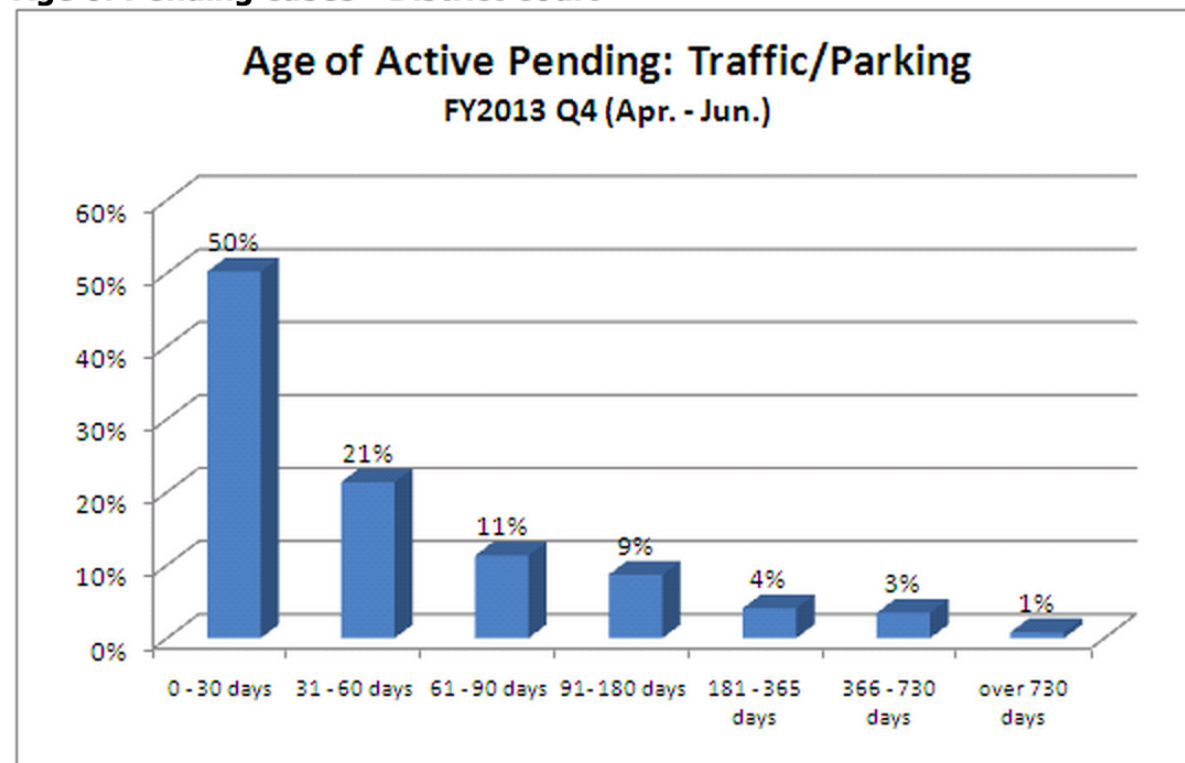
Restitution, Fines, and Fees

[District Court](#) | [Juvenile Court](#)

Court Employee Satisfaction

Related Performance Information

Age of Pending Cases - District Court



[All Cases](#) | [Criminal](#) | [Domestic](#) | [General Civil](#) | [Probate](#)
[Property Rights](#) | [Torts](#) | [Traffic/Parking](#)

[See Previous Years](#) | [See Details](#)

Age of Active Pending

What it is: The age of active pending cases is the average age of cases awaiting disposition.

How it is Measured: Case pending age is measured from the time of filing to the time of measurement. Only active cases (cases in which the court is able to proceed) are included in this measure.

Why it is Important: This measure helps the court ensure cases are disposed in a timely manner. Cases pending longer than recommended timelines may indicate the need for case management intervention.



Performance Measure Reports

[Access and Fairness](#)

[Effective Use of Jurors](#)

Clearance Rate

[District Court](#) | [Juvenile Court](#) |
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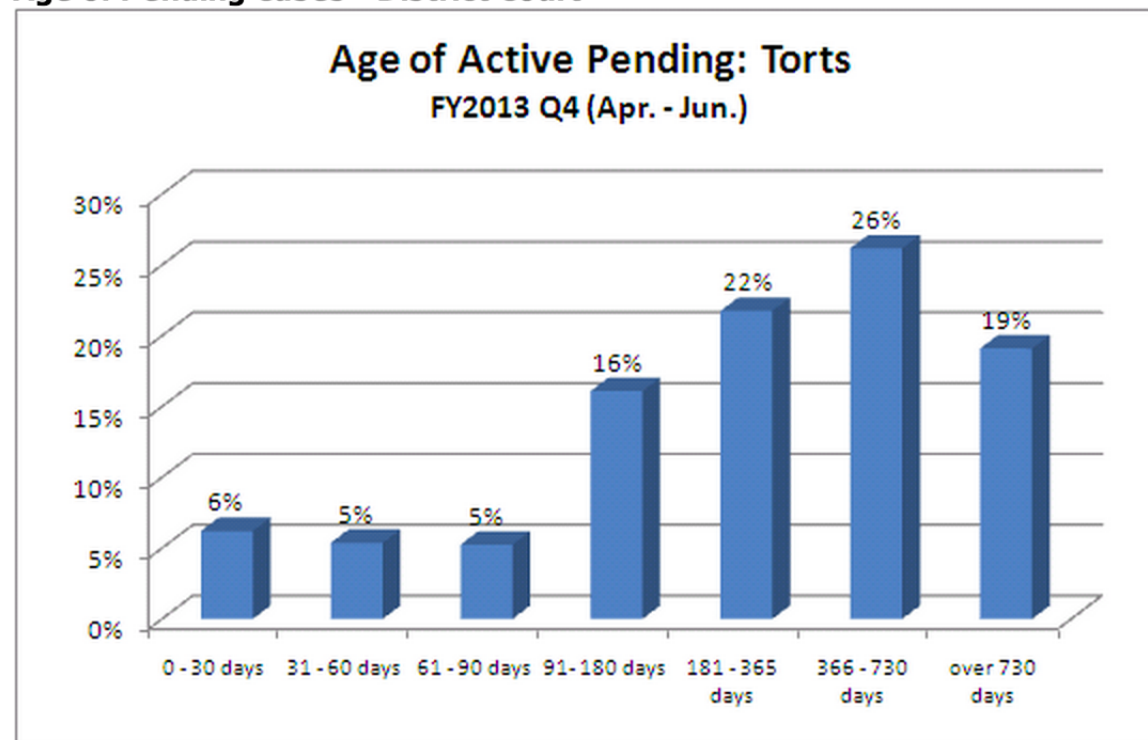
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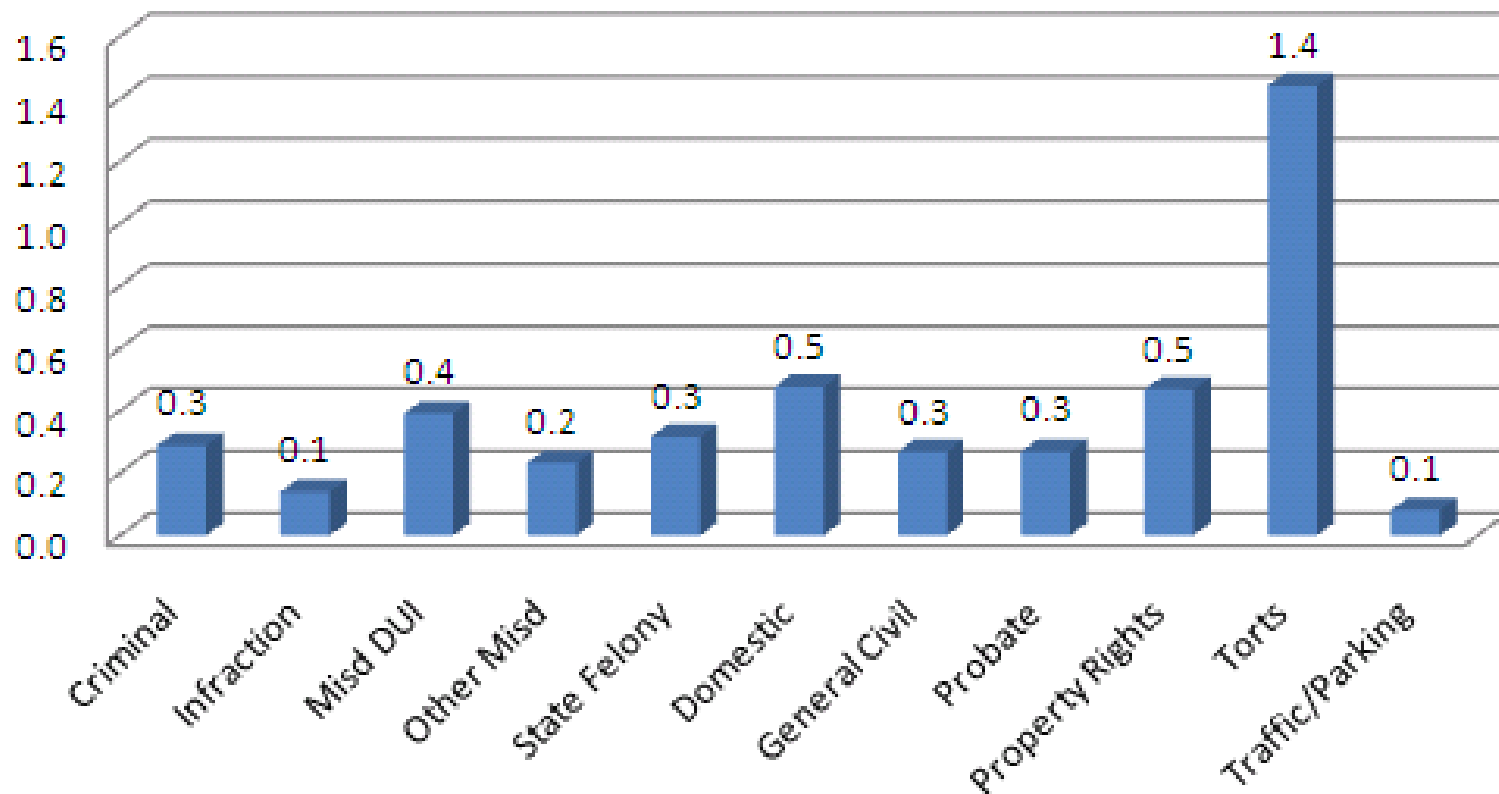
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* Capacity Index - District Court

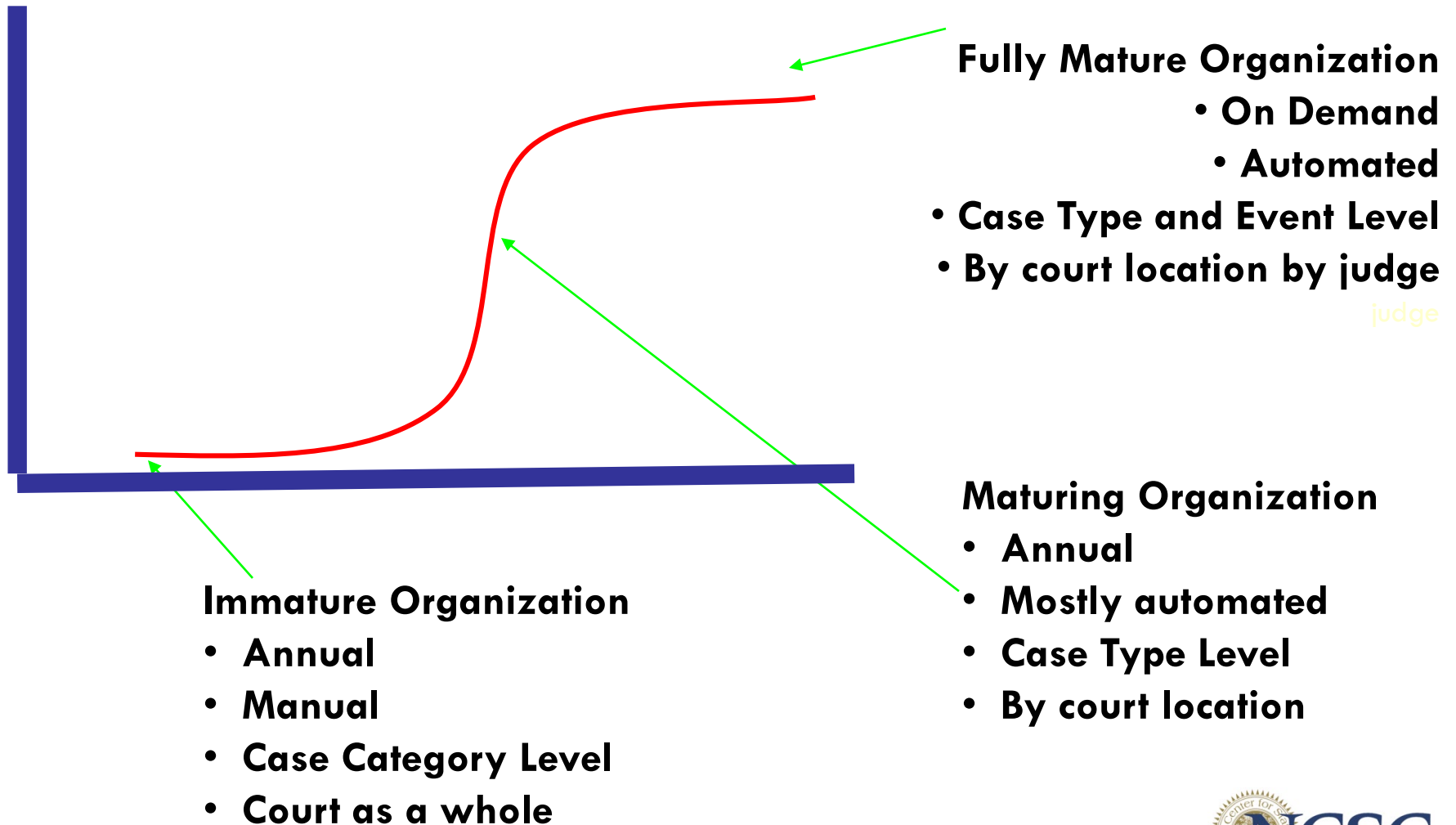
Capacity Index Statewide: All Cases
October 1, 2011 - December 31, 2011 (FY2012 Q2)



III

Implementation Strategies

Organizational Maturity: Measuring Time to Disposition



MA: Statewide, Select Measures

□ Access and Fairness

- Clearance Rate
- Time to Disposition
- Age of Pending Cases
- Trial Date Certainty

□ Reliability & Integrity of Case Files

- Management of Legal Financial Obligations
- Jury Yield/Utilization
- Employee Satisfaction
- Cost per Case

MA: Time to Disposition

Case Flow Metric 2: Time to Disposition

Q4

Case Activity October 1, 2012 to December 31, 2012

Court Department	Total Disposed	Disposed Within Time Standard	% Within Time Standard	Time to Disposition Goal	Progress Towards Goal
Boston Municipal Court					
Civil	9,453	9,187	97%	97%	Goal Achieved
Criminal	7,132	6,340	89%	93%	
Sub-Total	16,585	15,527	94%	95%	
District Court					
Civil	20,606	19,859	96%	98%	
Criminal	43,413	38,797	89%	91%	
Sub-Total	64,019	58,656	92%	94%	
Housing	10,742	9,930	92%	91%	Goal Achieved
Juvenile					
Civil					
Criminal					
Sub-Total					
Land	214	151	71%	61%	Goal Achieved
Probate and Family	13,142	10,707	81%	83%	
Superior					
Civil	5,559	4,078	73%	73%	Goal Achieved
Criminal	1,086	370	34%	36%	
Sub-Total	6,645	4,448	67%	67%	Goal Achieved
Total	111,347	99,419	89%	90%	

MN: Statewide, Select Measures

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MT: Statewide, Select Measures

- Access and Fairness

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MONTANA DISTRICT COURTS

STATEWIDE CASE PROCESSING MEASURES

Sept-Dec 2013

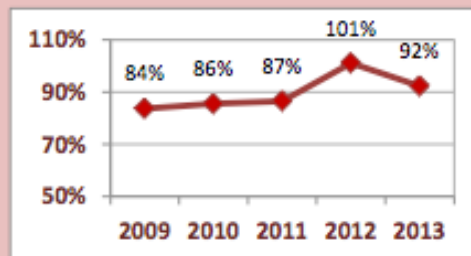
Year-to-Date Report

CASE PROCESSING MEASURES

Case Clearance Rate: The case clearance rate measures whether a court is keeping up with its incoming caseload. The rate is the number of outgoing cases as a percentage of incoming cases. A clearance rate under 100% means the courts are disposing of fewer cases than are being filed.

On-Time Case Processing Rate: The on-time case processing rate measures the extent a District Court is processing its cases within established timeframes. The rate is the percentage of cases that are disposed or otherwise resolved within each timeframe.

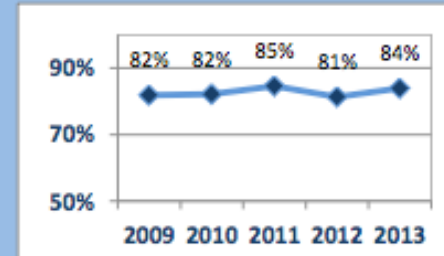
Case Clearance Rate by Year



Case Clearance Rate Detail (Sept-Dec 2013)

Case Category	Cases Filed	Cases Closed	Clearance Rate
Child Abuse & Neglect	369	352	95%
Civil	3175	3079	97%
Criminal	2153	2093	97%
Family	2691	2636	98%
Involuntary Commitment	323	284	88%
Juvenile	371	343	92%
Probate/Guardianship	1105	1014	92%
Total	10187	9801	96%

On-Time Case Processing Rate by Year



On-Time Case Processing Rate Detail (Sept-Dec 2013)

Case Category	On-Time Cases	Over-Time Cases	OTCP Rate
Child Abuse & Neglect	266	86	76%
Civil	2676	403	87%
Criminal	1832	261	88%
Family	2248	388	85%
Involuntary Commitment	282	2	99%
Juvenile	299	44	87%
Probate/Guardianship	762	252	75%
Total	8365	1436	85%

How to Measure and Manage Performance?

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**Make everything as simple as possible,
but not simpler.**

--Albert Einstein

References

- Brian J. Ostrom, Bostrom@ncsc.org
- National Center for State Courts
 - www.ncsc.org
- CourTools
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