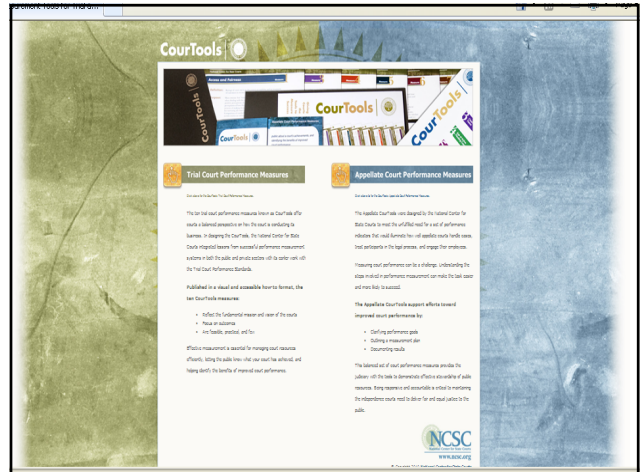


# What Gets Measured Counts

Jim Drennan  
Judicial District Executive Seminars  
October 29, 2015

*Attention is like sunshine to us. What we give our attention to, grows. What we ignore, withers.*



## COURTOOLS

- ▶ Each measure has instruments or measurement techniques online
- ▶ Data interpretation guides are available
- ▶ Can be adapted to local jurisdictions

## COURTOOLS

- ▶ Fundamental court values
  - Access, timeliness, and fairness
- ▶ Balanced perspective on court work
  - More than just case processing
  - Borrow from other major institutional tools
    - Fiscal responsibility, customer service and internal measures of satisfaction
- ▶ Feasibility and sustainability
  - Only 10

### Why Measure Court Performance?

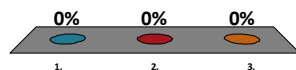
- ▶ To provide accurate data, and rebut negative perceptions
- ▶ Focuses on areas that leaders think are important
- ▶ Court community creativity is targeted
- ▶ Budgets may be affected
- ▶ Promotes judicial independence

### Why Don't We Measure Court Performance?

- ▶ No time
- ▶ Staff
- ▶ Poor data systems
- ▶ Fear of what it says
- ▶ Fear of misuse

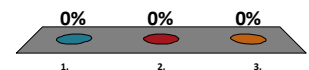
### Courts in my district are viewed by the public as accessible and fair

1. Yes
2. No
3. I don't know



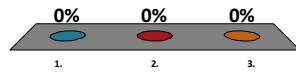
### With respect to my district's fairness and access reputation

1. I know all I need to know to evaluate it
2. I don't know enough to say
3. I don't know but don't want to know more



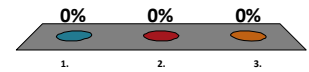
### The clearance rate in my district is acceptable

- 1. Yes
- 2. No
- 3. I don't know



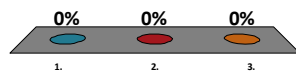
### With respect to the clearance rate

- 1. I know all I need to know
- 2. I don't know what I need to know
- 3. I don't know, but don't want to know more



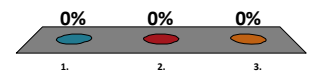
### Our district meets time to disposition standards

- 1. Yes
- 2. No
- 3. I don't know



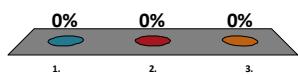
### With respect to our district's compliance with disposition time standards

- 1. I know what I need to know
- 2. I don't know
- 3. I don't know, but don't want to know more



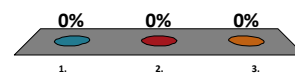
### Our age of pending caseload data is good

- 1. Yes
- 2. No
- 3. I don't know



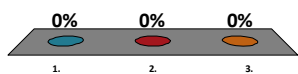
### With respect to case aging data in our district

- 1. I know what I need to know
- 2. I don't know what I need to know
- 3. I don't know, but don't want to know more



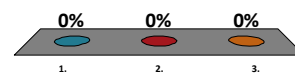
### Trial dates in our district are certain and reliably complied with

- 1. Yes
- 2. No
- 3. I don't know



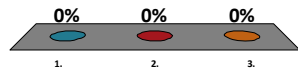
### With respect to trial date certainty

- 1. I know what I need to know
- 2. I don't know what I need to know
- 3. I don't know, but don't want to know more



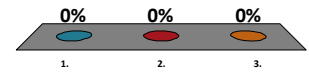
### Case files in my county/district are complete, accurate and retrievable

- 1. Yes
- 2. No
- 3. I don't know



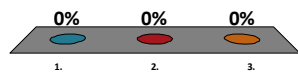
### With respect to case file integrity

- 1. I know what I need to know
- 2. I don't know
- 3. I don't know, but don't want to know more



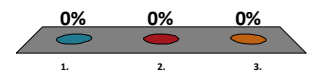
### Monetary sanctions are enforced and collected

- 1. Yes
- 2. No
- 3. I don't know



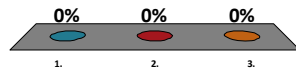
### With respect to monetary sanction compliance

- 1. I know what I need to know
- 2. I don't know
- 3. I don't know, but don't want to know more



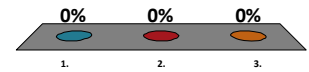
### Jurors are used effectively in my district

- 1. Yes
- 2. No
- 3. I don't know



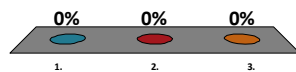
### With respect to our effective use of jurors

- 1. I know what I need to know
- 2. I don't know what I need to know
- 3. I don't know, but don't want to know more



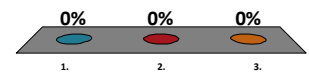
### Court employees in our district are generally satisfied with their working conditions

- 1. Yes
- 2. No
- 3. I don't know



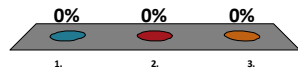
### With respect to employee satisfaction

- 1. I know what I need to know
- 2. I don't know what I need to know
- 3. I don't know, but don't want to know more



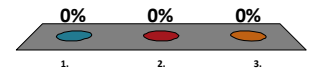
The cost per case in our district is an appropriate amount

- 1. Yes
- 2. No
- 3. I don't know



With respect with the cost per case

- 1. I know what I need to know
- 2. I don't know what I need to know
- 3. I don't know, but don't want to know more



How Do You Know?

For the items you said were "good"

HOW DO YOU KNOW YOU ARE RIGHT?

CAN YOU PROVE IT?