What Courts Count

By Kylie Young

What do people want from the court?

- Access and meaningful participation
- Opportunity to participate and give input
- Treatment with dignity and respect
- Neutral procedures – unbiased and based on facts, consistent application of rules
- Timely services
- Consideration of needs and concerns, honest communication

How do courts manage what people want?

- Measure what matters
- Align court efforts with values
- Use tools developed to provide a court profile
- Utilize case flow management techniques
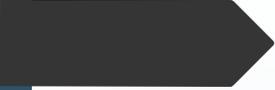
Case Flow Management

The particular way a court chooses to control the legal process by scheduling, arranging and conducting key procedural events while adhering to:

- Missouri Statutes
- Court Operating Rules
- Local Court Rules
- Expectations for Litigants

Tools Used

Cour Tools

Provides a court performance measurement through the use of monitoring analysis and management of results on a regular basis for the purpose of transparency, accountability, and continuous improvement.

What are the Cour Tools

- ✓ Access and Fairness
- ✓ Clearance Rate
- ✓ Time to Disposition
- ✓ Age of Active Pending Cases
- ✓ Trial Date Certainty

- ✓ Reliability and Integrity of Case Files
- ✓ Collection of Monetary Penalties
- ✓ Effective Use of Jurors
- ✓ Court Employee Satisfaction
- ✓ Cost per case

Cour Tool 1 - Access and Fairness

- Ratings of court users on the court's accessibility and it's treatment of customers in terms of fairness, equality, and respect.

- Many assume it is about winning or losing. What matters most to citizens is how they are treated. Does the courts process appear to be fair.

Cour Tool 2 – Clearance Rate

- The number of outgoing cases as a percentage of the number of incoming cases
- 1 or above is what a court should be striving for

Greene County Clearance Rate since Jan 1

Case Category	Cases Filed	Cases Disposed	Clearance Rate
Associate Civil	9,741	10,044	103.10%
Associate Criminal	6,743	11,828	175.40%
Circuit Felony	1,497	1,463	105.50%
Domestic Relations	5,568	5,615	100.80%
Probate	1,008	1,052	104.40%
Traffic/Ordinance	3,946	4,577	116.00%

Cour Tool 3 – Time to Disposition

- The percentage of cases disposed or otherwise resolved within the establish time frames
- Factors impacting Time to Disposition
  - Court Operating Rule 17 on Time Standards
  - Type of case and number of litigants
  - Continuances
 - Motions for Change of Judge

Time Standards per Court Operating Rule 17

Case Category	Goal 50% Disposed in	90% Disposed in	95% Disposed in
Circuit Civil	12 Months	24 Months	30 Months
Domestic Relations	4 Months	10 Months	14 Months
Associate Civil	4 Months	6 Months	12 Months
Circuit Felony	4 Months	10 Months	14 Months
Associate Criminal	3 Months	6 Months	8 Months

How Does 31st Circuit Fair since Jan 1, 2019

Case Category	No Cases Disposed Within Standard	Total Disposed Cases	% Disposed In Standard	Average Case Age Days
Associate Civil	9,923	10,044	99%	84
Associate Criminal	10,293	11,828	87%	125
Circuit Civil	1,394	1,570	89%	409
Circuit Felony	1,135	1,463	78%	284
Domestic Relations	1,903	2,259	84%	256

Time Standards do not apply to Juvenile, Probate or Mental Health proceedings, or to less serious general traffic offenses.
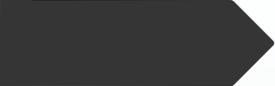
Cour Tool 4 – Age of Pending Cases

The age of the active cases pending before the court, measured as the number of days from filing until the time of measurement.

31st Circuit Age of Pending Case Load

Case Category	Total Pending Cases	% Cases Disposed Less 90%	% Cases Disposed Greater than 95%	Equal to 95% in Days
Associate Civil	2063	89.30%	2%	360
Associate Criminal	7019	76.60%	14%	240
Circuit Civil	1594	84.20%	10%	900
Circuit Felony	1344	65.30%	22%	420
Domestic Relations	1193	71.70%	17%	420

Cour Tool 5 - Trial Date Certainty

- The number of times cases are scheduled or disposed by before for trial date.

- One of the most difficult for the court to track. Currently we are able to track the number of continuances and by whom requested. However, we can not electronically track from the point of the date the trial was set. In the future, with changes to the court case management system, this measure should provide more beneficial data.

Cour Tool 6 – Reliability and Integrity of Case Files

Percentage of case files which can be retrieved within the established time standards, and that meet established standards for completeness and accuracy of content.

Cour Tool 7 - Collection of Monetary Penalties

- Payments are collected and disbursed within established time standards and meet established standards for completeness and accuracy.

Cour Tool 8 – Effective Use of Jurors

- The number of citizens who are selected for jury duty who are qualified and report to serve, expressed as a percentage of the total number of prospective jurors available.   Juror utilization is the rate at which prospective jurors are used at lease once in trial or Voir Dire.

Cour Tool 9 – Court Employee Satisfaction

Use of a standard questionnaire which collects respondents' assignment for important court divisions (civil, criminal probate)
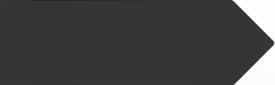
Cour Tool 10 – Cost per Case

- Is a measure of the return(i.e. completed cases) on investment (resources allocated)
- Use in evaluating staff utilization

Questions