



NORTH CAROLINA
ADMINISTRATIVE OFFICE
of the COURTS

Measuring Performance in North Carolina State Courts

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LAW AND JUSTICE



North Carolina Judicial Branch – Court Performance Management System

The screenshot shows a web browser window with the address bar containing <http://www1.aoc.state.nc.us/cpms/login.do>. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The page title is "THE NORTH CAROLINA COURT SYSTEM". Below the title is a navigation menu with links for Jobs, Judicial Directory, Forms, FAQs, and Contact Us. A search bar with the text "SEARCH ADVANCE" and a "GO" button is also present. The main content area features a blue sidebar with the text "Guiding The Courts into the Future" and a list of links: Information, Disclaimer, Enter, Survey Results, and Exit. The main content area has the text "NORTH CAROLINA JUDICIAL BRANCH COURT PERFORMANCE MANAGEMENT SYSTEM" and a small image of a hand holding a gavel. At the bottom of the main content area, it says "A Management Tool for Court Managers".

Trial Court Indicators

1. Access and fairness
2. Clearance rates
3. Time to disposition
4. Age of active pending caseload
5. Trial date certainty
6. Reliability and integrity of case files
7. Collection of monetary penalties
8. Effective use of jurors
9. Court employee satisfaction
10. Cost per case

Trial Court Indicators – Does North Carolina Have the Data

1. Access and fairness – CPMS
2. Clearance rates – Yes*
3. Time to disposition – Yes*
4. Age of active pending caseload – Yes*
5. Trial date certainty – Not Yet
6. Reliability and integrity of case files – No
7. Collection of monetary penalties – Case Compliance
8. Effective use of jurors – No
9. Court employee satisfaction - No
10. Cost per case – Yes, internal

Case Activity Reports

- ❖ About
- ❖ Adjudicatory Hearings for Juvenile Matters
- ❖ Court Caseload Statistics
- ❖ Domestic Relations Cases not involving Child Support (Non-IV-D)
- ❖ Domestic Violence
- ❖ Felony Convictions
- ❖ Foreclosure Filings (calendar year)
- ❖ Impaired Driving Charges
- ❖ Matters Alleged in Juvenile Petitions
- ❖ NC Courts Offense Codes
- ❖ NC Judicial Branch Annual Report
- ❖ payNCticketActivity
- ❖ Quick Facts
- ❖ Statistical and Operational Summary

Case Activity Reports - Fiscal Year 2014 - 2015

- **Civil Case Processing System (VCAP) Load Activity Reports**
 - [Caseload Activity Report](#) (district, s superior, small claims, estates, special proceedings)
 - [District Domestic Aging Analysis Report](#) (Support Not IV-D, Dom Rel-No Child Support)
 - [Superior Court Civil Aging Analysis Report](#)
 - [VCAP Issue Filings/Order Results](#)
- **Criminal/Infractions Case Processing System (ACIS) Load Activity Reports**
 - [Civil License Revocation Activity Report](#)
 - [Criminal/Infraction Case Activity Report by County](#)
 - [Criminal/Infraction Case Activity Report by Prosecutorial District](#)
 - [Felony Case Activity Report](#)
 - [Infraction Case Activity Report](#)
 - [Misdemeanor Motor Vehicle Case Activity Report](#)
 - [Misdemeanor Non-Motor Vehicle Case Activity Report](#)
 - [Public Defender Case Disposition Activity Report](#)



Time to Disposition – An Example

Criminal – Felony (FY2014-15)

Standard	District Court	Superior Court
75% within 90 days	45%	22%
90% within 180 days	68%	40%
98% within 365 days	86%	63%

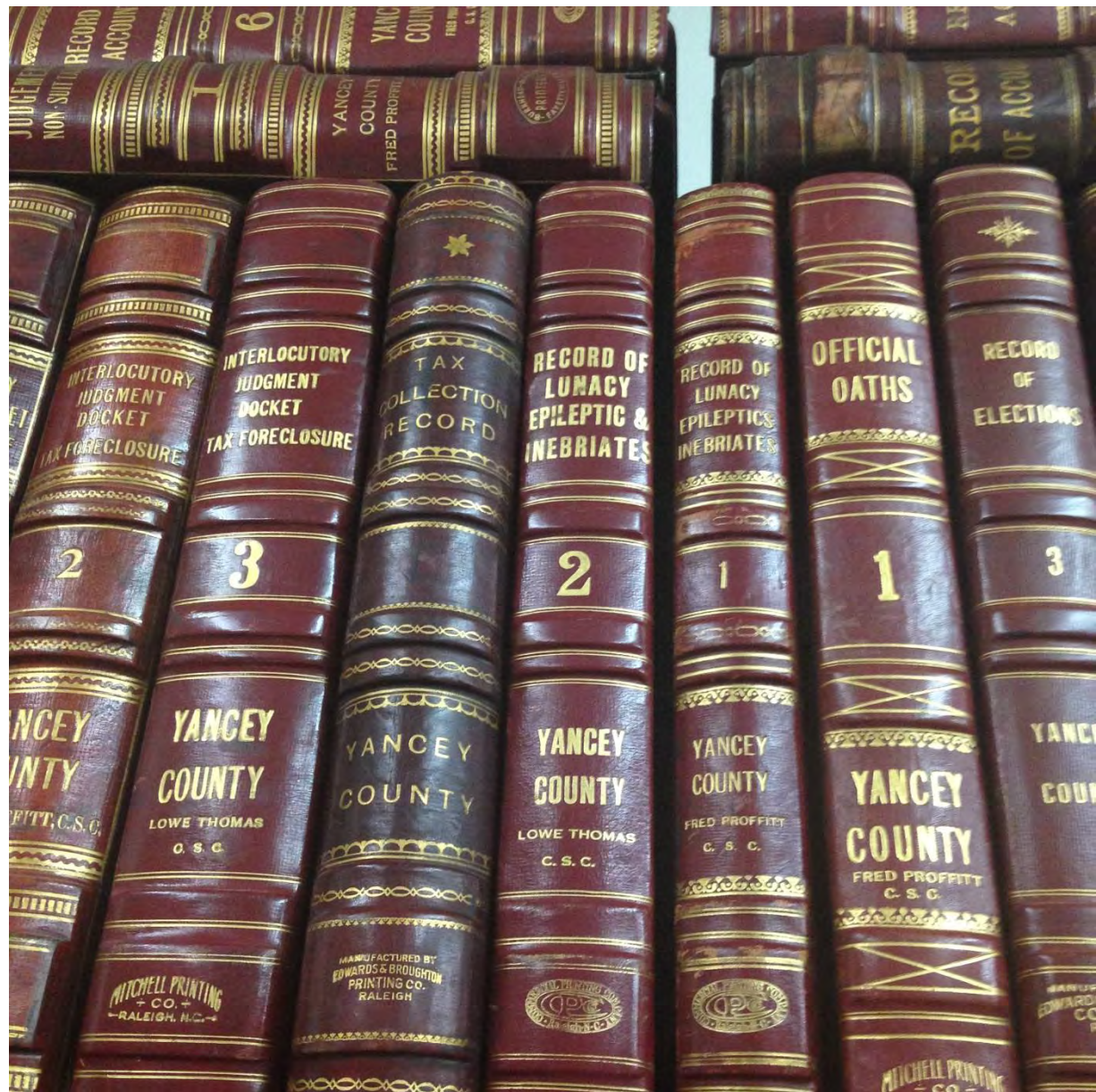
Time to Disposition – Another Example

Infractions (FY2014-15)

Standard	District Court
75% within 30 days	14%
90% within 60 days	44%
98% within 90 days	63%

Purpose of Court Data

- Initially for indexing
 - Fewer data fields
 - Significant/milestone information
- Increased expectations
 - Judicial Branch officials for case management
 - Potential for performance management
 - External audiences



Is There Data?

- Availability

For example:

Is continuance data available for criminal cases filed in 2013?

Yes – Available on outside of shucks

Trial Date 2/29/13 NO. 13 CR 700534
 Cont'd. 8/19/13 11/12/13 4/02/14
 Cont'd. 9/16/13(D) 10/09/13 4/8/14
 Cont'd. 10/28/13 1/30/14

General Court Of Justice
 Superior Court Division

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Is There Data?

- Availability

For example:

Is continuance data available for criminal cases filed in 2013?

Yes – Available on outside of shucks

- Paper
- Database (data field available v. required entry)

Is There Data?

- What else might you want to know?

For example:

How many times was a stepson the executor of a estate?

How often does a father get primary custody?







Is There Data (continued)?

- Accessibility
 - Technology cost
 - Data collection and entry costs
 - Data entry – more than just Clerks of Superior Court
 - Periodic sampling v. constant collection
- Consumability
 - Presentation format
 - Standard definitions/meanings

Data Challenges

- Completeness of data
- Required fields for data entry: required by policy or required by software application
- Lack of written definitions for some data fields
- Drop down v. free text fields
- Overcoming a culture of paper is king
- Balancing increased expectations for accessible, consumable, and meaningful data from internal and external groups





Resources

- CourTools website by National Center for State Courts
 - www.courtools.org
- Utah State Courts – Court Performance Measures
 - <http://www.utcourts.gov/courtools/>
- Massachusetts Case Flow Metrics (about halfway down the page)
 - <http://www.mass.gov/courts/court-info/court-management/case-stats/>
- Montana District Court Performance Measures
 - <http://courts.mt.gov/dcourt/measures>



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