

JUDICIAL DEPARTMENT

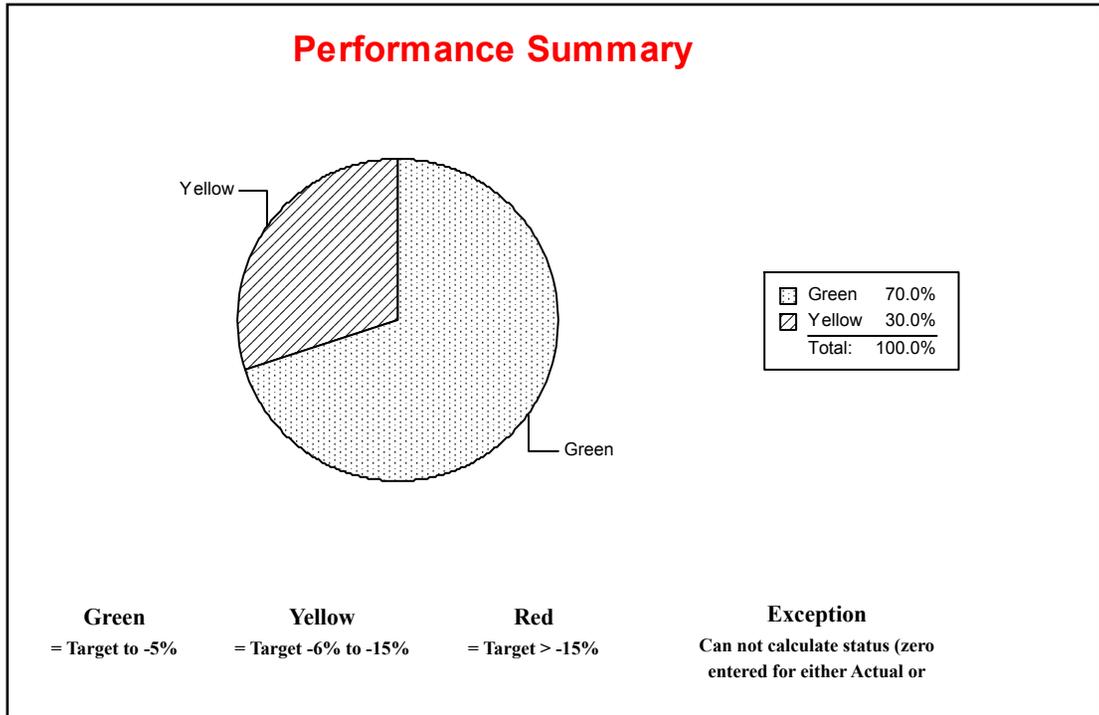
Annual Performance Progress Report (APPR) for Fiscal Year (2012-2013)

Original Submission Date: 2013

Finalize Date:

2012-2013 KPM #	2012-2013 Approved Key Performance Measures (KPMs)
1	Accessible Interpreter Services: The percentage of dollars spent on Oregon Judicial Department (OJD) certified freelance interpreters out of the total expenditures for freelance (non-staff) interpreters of languages in which certification testing is offered by the OJD.
2	Collection Rate: The percentage of all monetary penalties imposed by the appellate and circuit courts that are collected.
3	OJIN Data Timeliness and Accuracy: Average number of calendar days between the date a judge signs a judgment and the date a judgment is entered into the official record.
4	Representative Workforce: The parity between the representation of persons of color in the civilian labor force and the representation of the same group in the workforce of the Oregon Judicial Department.
5	Trained Workforce: The percentage of OJD education program participants who reported gaining specific knowledge related to the OJD by attending the program.
6	Timely Case Processing: The percentage of cases disposed or otherwise resolved within established time frames.
7	Permanency Action Plans: The percentage of circuit courts with a performance measure supporting permanency outcomes for children in foster care.
8	Drug Court Recidivism: The percentage of adult drug court graduates with no misdemeanor or felony charges filed in Oregon circuit courts within one year of program graduation.
11	Court User Satisfaction (Oregon Agency Questions) The percentage of court users rating their satisfaction with the court's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.
12	Court User Satisfaction(Court-Related Questions) The percent of court users who believe that the court provides accessible, fair, accurate, timely, knowledgeable, and courteous services.

JUDICIAL DEPARTMENT		I. EXECUTIVE SUMMARY	
Agency Mission: As a separate and independent branch of government, we provide fair and accessible justice services that protect the rights of individuals, preserve community welfare, and inspire public confidence			
Contact: James Comstock		Contact Phone: 503-986-6404	
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1. SCOPE OF REPORT

These Oregon Judicial Department (OJD) programs are partially addressed by our ten key performance measures: Court Interpreter Services, Collections, Court Improvement, Human Resources, Judicial and Staff Education, Citizen Review Board, Juvenile Court Improvement Project, Drug Courts, Juror Services, and Family Law Facilitation. Some OJD programs not directly included in the 2007-09 KPMs are the other Treatment Courts, Business Court, Arbitration and Mediation Services, and Court Security and Business Continuity Planning.

2. THE OREGON CONTEXT

The Oregon Judicial Department is responsible to: Enforce the laws and Oregon constitution; Resolve disputes fairly to ensure public and private safety; Enforce promises without favor or bias to enforce economic and property rights; Protect children and strengthen families; and Apply sentencing resources to promote public safety. OJDs partners in the executive and legislative branches recognize the critical responsibilities of the courts in protecting children and families, enhancing public safety, and enforcing economic and property rights. The business community is committed to an experienced, efficient, and impartial bench as a critical component of continued economic development in Oregon. In addition, non-governmental and professional organizations work daily with the local courts as well as support statewide issues.

3. PERFORMANCE SUMMARY

The reporting cycle for the KPMs is the Oregon fiscal year. OJD continues to make progress in most 2007-09 key performance measures. For the one KPM in the yellow zone (-13% from the 100% target), Representative Workforce, the 2006-2008 data increased from 68% to 87%, which is based on the parity between the representative of persons of color in the civilian and OJD workforces.

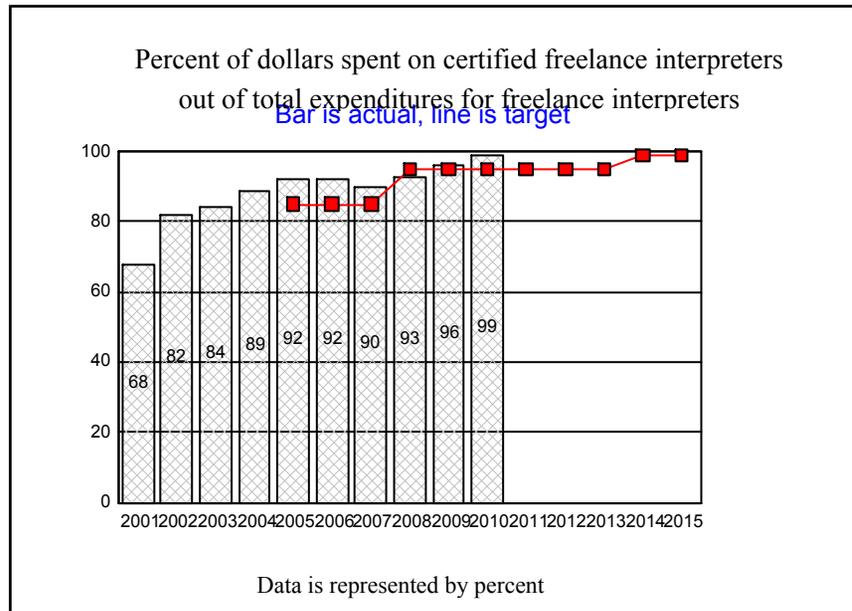
4. CHALLENGES

Since 2003, when OJD initiated work on performance measurement, the department worked to be inclusive in each phase of its work, beginning with education of judges, administrators, and local court staff on performance measures and strategic planning. Our early phases focused on developing output measures prior to initiating work on outcome measures. In 2007, OJDs long-standing Performance Measurement Advisory Committee (PMAC) launched an intensive redesign of the department's performance measurement system to: Provide the right performance information to the right people at the right time; Create a bottom-up, transparent, and accountable performance management system environment; and Allow for possible future enhancements, including added and refined core and subordinate KPMs, improved delivery and distribution of the KPMs, and integration of the performance areas and KPMs with key management process and operations of the judicial branch. This effort identified the department's five performance areas: court user satisfaction; human resources; timeliness and efficiency; financial integrity; and community justice. These performance areas and the proposed KPMs will be the centerpiece of a performance management system to monitor, analyze, and manage Oregon's court system. Additionally, as the performance management system matures, it will include numerous subordinate measures, creating a family of scalable performance areas. PMAC carefully documents every assumption and requirement of the current and proposed KPMs to ensure consistency, clarity, and replication of the data. The performance management system will support OJDs fundamental obligations and values to prudently manage its resources, to treat the public with respect, maintain public confidence and trust, produce quality and timely work, and vigilantly protect and enhance public access to justice. Unfortunately, budget cuts for 2009-11 eliminated all support for performance measurement. As a result, the department has no plans to move forward with the performance management system in 2009-11, and the PMAC will not meet in 2009-11.

5. RESOURCES AND EFFICIENCY

The Legislatively Adopted Budget for the 2009-11 Biennium is \$358,214,055. Efficiency measures are Accessible Interpreter Services, Collection Rate, and OJIN Data Timeliness and Accuracy (see Key Measure Analysis).

KPM #1	Accessible Interpreter Services: The percentage of dollars spent on Oregon Judicial Department (OJD) certified freelance interpreters out of the total expenditures for freelance (non-staff) interpreters of languages in which certification testing is offered by the OJD.	2005
Goal	Justice 2020 Access: Ensure access to court services for all people.	
Oregon Context	OJD Mission and 2009-2013 Strategic Plan.	
Data Source	Monthly Mandated Funds Financial Reports	
Owner	Court Programs and Services Division (CPSD) Court Interpreters Services: Kelly Mills 503-986-7004	



1. OUR STRATEGY

CPSD’s Court Interpreters Services (CIS) continues work on centralizing scheduling for the courts for efficiency and accuracy.

2. ABOUT THE TARGETS

Without access to court interpreter services, language barriers can often exclude non-English speaking people from their own court proceedings. Certification testing is the optimum method to assess an interpreter's qualifications for the unique demands of court interpreting.

3. HOW WE ARE DOING

CIS anticipated increased use of certified interpreters in 2007-09 as more interpreters became certified and available to the local courts. In addition, there is a growing awareness that certified interpreters provide more accurate and complete court interpreting thus the trend between 2001 and 2008 is improving.

4. HOW WE COMPARE

From 2002-04, the lower percentage reflects the high turnover in the legal interpreting profession. Now that the OJD is making progress, the OJD needs to retain experienced interpreters, and reduce loss of freelance interpreters to the private sector and other professions.

5. FACTORS AFFECTING RESULTS

Over the past biennia, the department has requested an increase in the certified freelance interpreters pay rate to match the public and private sector increases.

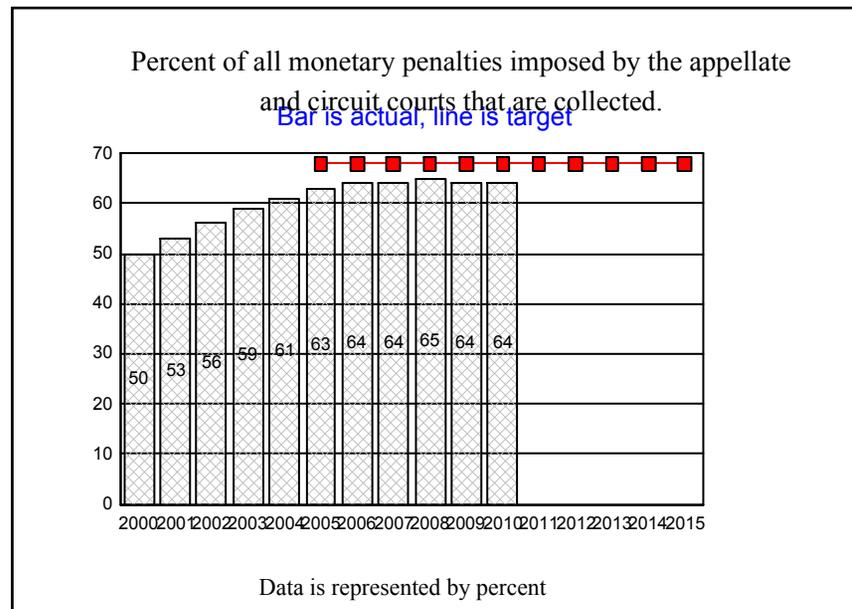
6. WHAT NEEDS TO BE DONE

CIS continues increased use of OJD remote interpreting technology to bring certified interpreter services to all courts.

7. ABOUT THE DATA

On a monthly basis, the OJD's Business and Financial Services Division (BFSD) sends a statewide summary of expenditures for freelance court interpreter services to CIS. The expenditures are organized by court, language, and certified or uncertified interpreter expenditures. CIS staff review these expenditures, correct any errors, and enter them into an Excel spreadsheet that is used as the raw data for calculating the performance measure.

KPM #2	Collection Rate: The percentage of all monetary penalties imposed by the appellate and circuit courts that are collected.	2005
Goal	Justice 2020 Administration: Make courts work for people.	
Oregon Context	OJD Mission and 2009-2013 Strategic Plan.	
Data Source	OJDs Financial Integrated Services System.	
Owner	Business and Financial Services Division (BFSD): Bonnie Savage 503-986-5601.	



1. OUR STRATEGY

Business and Financial Services Division educates administrators, judges, and community partners about best practices in collections through educational programs, training, and resources. BFSD also manages the relationship with third-party collection vendors to maximize their effectiveness.

2. ABOUT THE TARGETS

OJD's collection rate measures how much of the amounts imposed are collected. Most of the unpaid balances are related to felony and misdemeanor crimes. The target was set based on trending of previous years and plans for program improvements. Due to the length of time judgment remedies exist on these cases and the large dollar amounts that may be imposed, the unpaid balances are often pursued for many years.

3. HOW WE ARE DOING

OJD will not meet the 2009-11 target due to budget cuts in the courts and the economic downturn in Oregon.

4. HOW WE COMPARE

While we compare favorably to other court systems, it is difficult to find a statewide court system that uses the identical collection rate calculation. We do exchange information with other court systems to compare effectiveness of programs and tools.

5. FACTORS AFFECTING RESULTS

The majority of outstanding debt (over \$1 billion) is related to felonies and misdemeanors. Those committing these types of crimes are typically in and out of incarceration, very transient and hard to locate. In addition, the economic downturn in Oregon has reduced the department's ability to collect.

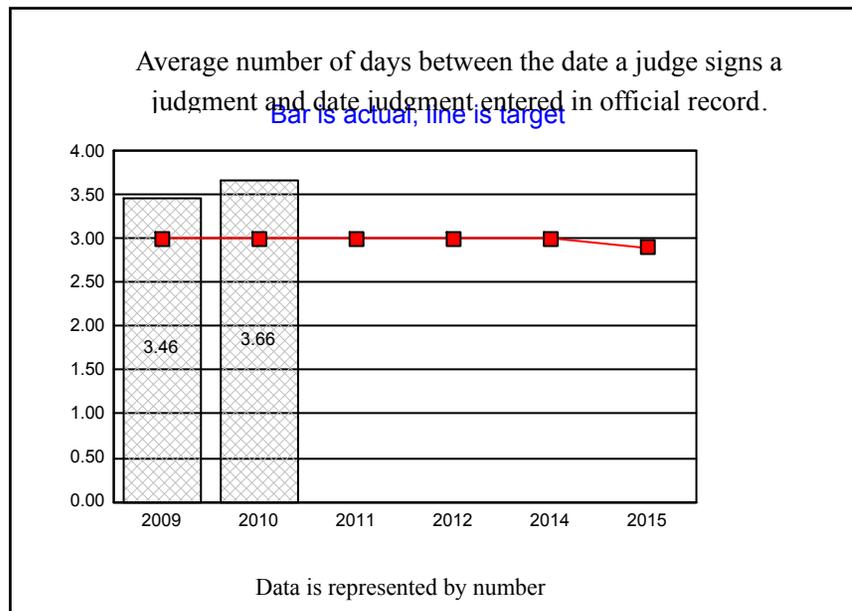
6. WHAT NEEDS TO BE DONE

The department is working with the Oregon legislative delegation and the National Center for State Courts on federal legislation that will allow the courts to intercept federal tax refunds. Training efforts with judges and staff have been intensified to focus on collecting amounts due earlier in the case. A new third-party collection contract has been established (Nov. '09).

7. ABOUT THE DATA

The measure is the cumulative collection rate calculated as collections/net amounts imposed. Net amounts imposed are receivables created in the Financial Integrated Services System (FIAS), less adjustments to accommodate the modification of sentences, data entry errors, or other instances where the imposed amount was changed. In addition, there is an adjustment where no receivable is created as in some civil case types.

KPM #3	OJIN Data Timeliness and Accuracy: Average number of calendar days between the date a judge signs a judgment and the date a judgment is entered into the official record.	2007
Goal	Justice 2020 Administration: Make courts work for people.	
Oregon Context	OJD Mission and Administration Standards.	
Data Source	OJD's Data Warehouse.	
Owner	None at this time due to budget cutbacks. Data calculated by BFSB staff.	



1. OUR STRATEGY

Oregon courts recognize the importance of minimizing delay, from case filing to final disposition, and strive to manage cases in accordance with the Oregon Standards of Timely Disposition. Timely entry of judgments is an important aspect of resolution within those Standards. This measure is designed to provide

judges, administrators, and managers a tool with which they can easily ascertain how quickly and efficiently cases are being entered into the official court record after judicial signature. Administrators and supervisors periodically review data entry protocols with staff to improve the timeliness and accuracy of the data entered.

2. ABOUT THE TARGETS

This KPM reflects only general judgments in civil and domestic relations cases and judgments in criminal. Circuit court staff should enter all court case actions into the official register of actions as expeditiously and accurately as possible. This is especially true for judgments, since any delay in the entry of a judgment into the official register of actions for a case may have important legal consequences under Oregon law.

3. HOW WE ARE DOING

The courts averaged 3.49 days in 2009.

4. HOW WE COMPARE

While data timeliness and accuracy is important to court systems, the department is not aware of other state courts tracking data for this measure.

5. FACTORS AFFECTING RESULTS

Manual entry of data allows for a greater degree of human error. The department has made efforts at the state and local levels to provide training and education, as well as data entry protocols and exception reporting to reduce the impact of human error. Improvement in timely data entry is largely impacted by staff. Declining resources translate to increased time in entering judgments into the register of actions.

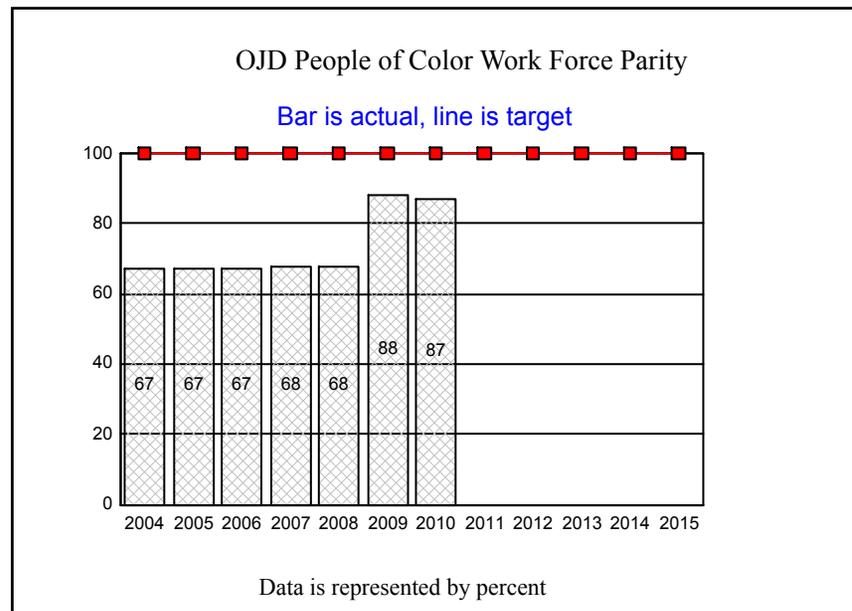
6. WHAT NEEDS TO BE DONE

Continued focus on accuracy and timeliness, along with adequate staff resources will continue to improve the timely entry of judgments. Oregon eCourt will improve the efficiency, timeliness, and accuracy of processes that are currently manually entered.

7. ABOUT THE DATA

KPM 3 is calculated using data in OJD's Data Warehouse. The measure is the average number of days between signature and entry for general judgments in civil and domestic relations cases and judgments in criminal cases that resolve charges.

KPM #4	Representative Workforce: The parity between the representation of persons of color in the civilian labor force and the representation of the same group in the workforce of the Oregon Judicial Department.	2003
Goal	Justice 2020 Administration: Make courts work for people.	
Oregon Context	OJD Mission and Administration Standards.	
Data Source	Oregon Judicial Department Biennial Affirmative Action Report.	
Owner	Human Resources Services Division: Gary Martin 503-986-5923.	



1. OUR STRATEGY

OJD participates in outreach activities and job fairs and provides recruitment and selection training to supervisors and lead workers, including affirmative action and diversity components.

2. ABOUT THE TARGETS

The Oregon Judicial Department strives to attain 100% parity with Oregon civilian labor force, thus higher data results are better.

3. HOW WE ARE DOING

Oregon Civilian Labor Force (2000 Census EEO Detailed Report by Residence) depicts 15% of Oregon's workforce as persons of color. Snapshot from September 30, 2006, depicts 10.2% (170/1,668) employees of color. Snapshot from September 30, 2008, depicts 13.1% (229/1,743) employees of color. The representation of people of color in OJD's work force increased from 68% (2006 data) to 87% (2008 data).

4. HOW WE COMPARE

It is difficult to compare the Judicial Department with other state agencies because the data for the majority of our workforce is based on county labor force data rather than data for statewide labor force.

5. FACTORS AFFECTING RESULTS

Having data on our applicant pools will help the department narrow the factors affecting our results on this measure.

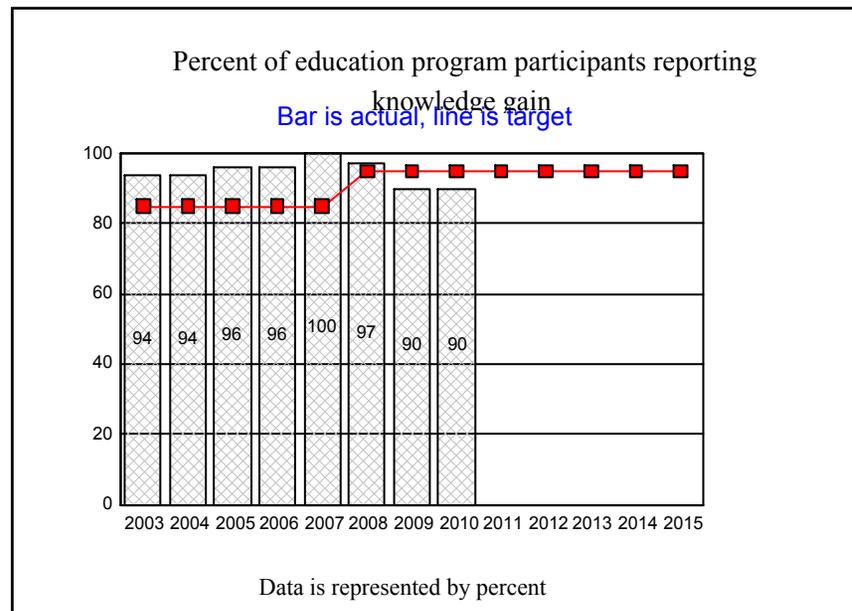
6. WHAT NEEDS TO BE DONE

The department needs to continue outreach activities and career fairs to promote employment opportunities. In addition, the department will develop additional tools and resources to expand applicant pools.

7. ABOUT THE DATA

Oregon Judicial Department Affirmative Action Plan (published January of odd years) is based on September of the even years' snapshot of employees compared against 2000 Census EEO Detailed Report by Residence Persons in Civilian Labor Force by Occupation, Sex, and Race/Ethnicity, February 2004.

KPM #5	Trained Workforce: The percentage of OJD education program participants who reported gaining specific knowledge related to the OJD by attending the program.	2005
Goal	Justice 2020 Administration: Make courts work for people.	
Oregon Context	OJD Mission and Administration Standards.	
Data Source	Education program participant surveys.	
Owner	Office of Education, Training, and Outreach (OETO): Mollie Croisan 503-986-5924.	



1. OUR STRATEGY

The Office of Education, Training, and Outreach develops and implements pre- and post-tests for OJD education programs.

2. ABOUT THE TARGETS

KPM 5 focuses on the effectiveness of OSCA's orientation trainings by tracking the percent of New Employee Orientation (NEO) and New Judge Seminar (NJS) attendees who reported gaining at least some knowledge about the department and their job by attending the training.

3. HOW WE ARE DOING

The evaluations had been consistently exceeding the targets. However, in 2009, the evaluations dropped below the targets.

4. HOW WE COMPARE

Our evaluation results are similar or exceed similar efforts by other state courts.

5. FACTORS AFFECTING RESULTS

Budget cuts for 2007-09 and 2009-11 reduced the frequency of NEO. How often the department is able to provide NEO programs impacts the evaluation ratings, since OJD staff that have to wait a significant time prior to NEO may have already been exposed to some topics at their work site.

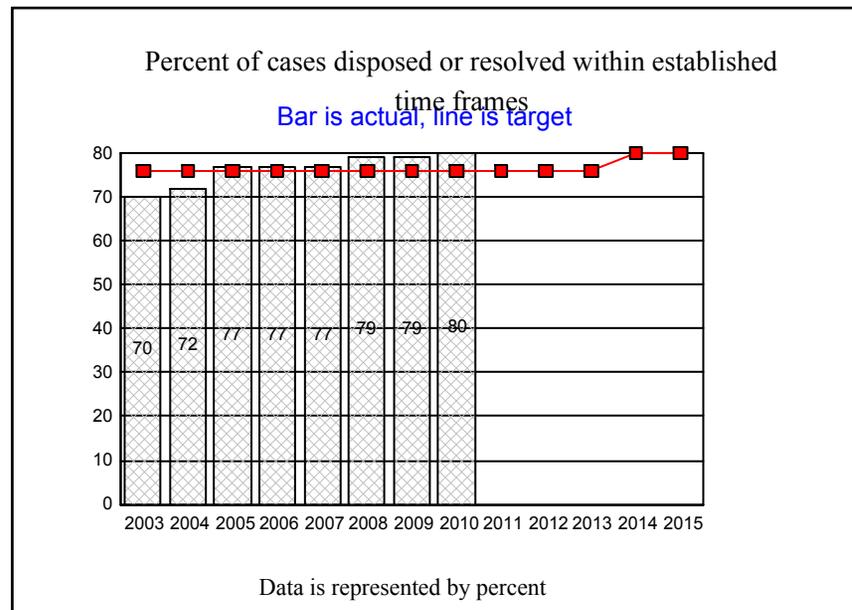
6. WHAT NEEDS TO BE DONE

The OETO staff work with all presenters to improve their learning objectives and the relevance of of their presentations to new employees.

7. ABOUT THE DATA

In 2005, the education program evaluations were changed to be able to collect the data necessary for the new 2005-07 Education performance measure. The percent for the 2003 data was calculated by a knowledge gained question. After each NEO, attendees are asked to rate how much knowledge they gained on a variety of topics covered during the training. The rating is done on a 1 to 5 scale with 1 representing "a little" and 5 representing "a great deal." The performance measure reports the percent of attendees that averaged a 3 or above in their knowledge-gained ratings. In 2003, averages were calculated from ratings on 5 different topics. Starting in 2004, one additional topic was added to the ratings.

KPM #6	Timely Case Processing: The percentage of cases disposed or otherwise resolved within established time frames.	2005
Goal	Justice 2020 Dispute Resolution: Help people choose the best way to resolve their disputes.	
Oregon Context	OJD Mission and Administration Standards.	
Data Source	Oregon Judicial Information Network (OJIN) and OJD's Data Warehouse.	
Owner	None at this time due to budget cutbacks. Data calculated by BFSB staff.	



1. OUR STRATEGY

OJD's commitment to timely case processing resonates in our strategic plan. We work with local justice system partners to continuously improve case processing times through effective case flow management. Some examples of these efforts include such programs as early case resolution, mediation, and

differentiated case management. Court administrators and court supervisors periodically review timely disposition statistics to monitor progress of cases. Judicial administration organized around the requirements of effective case flow, dispute resolution techniques, and trial management enhances justice.

2. ABOUT THE TARGETS

The Oregon Judicial Conference created the Oregon Standards of Timely Disposition for Oregon Circuit Courts in May 1990. These standards along with federal and state statutes establish the time frames for the target of this KPM. For 2009-11, the target is based on the second tier goal/standard of 98% and 100%. The performance measure target across all case groups is 99%.

3. HOW WE ARE DOING

The 2003 to 2009 trend shows a very gradual improvement. The increased volume and complexity of criminal and juvenile dependency cases will continue to slow progress.

4. HOW WE COMPARE

While other states collect similar data, different standards and time frames are used for measuring timely disposition of cases. We are not aware of any states with comparable standards for comparison.

5. FACTORS AFFECTING RESULTS

Improvement in timely disposition is largely impacted by available judicial and staff resources as well as the availability of resources from local justice system partners. Additional resources are needed to resolve cases within national and state standards. Declining resources typically translate to increased aging of cases and a lower percentage of cases meeting standards.

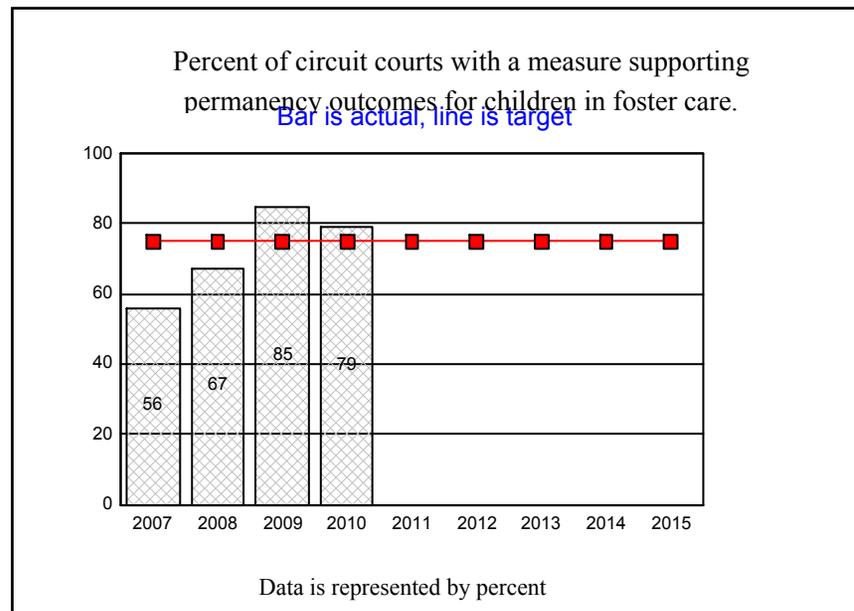
6. WHAT NEEDS TO BE DONE

Local court administrators and supervisors continue to work with staff to identify process efficiencies and with local justice system partners to help litigants find the most appropriate resolution to their dispute.

7. ABOUT THE DATA

The report cycle is the Oregon fiscal year. Data is from OJIN statistics. The statistics are updated monthly. Juvenile data is derived from juvenile reports that are run quarterly from OJDs Data Warehouse. These categories are combined and weighed according to the Case Type Priorities to produce the composite measure target and data.

KPM #7	Permanency Action Plans: The percentage of circuit courts with a performance measure supporting permanency outcomes for children in foster care.	2007
Goal	Justice 2020 Partnership: Build strong partnerships with local communities to promote public safety and quality of life.	
Oregon Context	OJD Mission and Partnership Standards.	
Data Source	Biannual survey of courts.	
Owner	Juvenile Court Improvement Project (JCIP): Leola McKenzie 503-986-5942.	



1. OUR STRATEGY

JCIP staff help local model court teams develop, implement, and monitor intergovernmental plans and statewide performance measures.

2. ABOUT THE TARGETS

The goal is for the local teams to work on strategies to achieve state and local measure targets for children in foster care. Creating the intergovernmental plans with firm commitments from all partners is the initial critical step.

3. HOW WE ARE DOING

KPM 7 is a developmental measure that charts the progress of the child welfare system in implementing effective system improvement and reform. In 2007, the Oregon Legislature, with its approval of OJD's KPM 7, recognized the necessity of collaboration among the trial courts, Department of Human Services, and other child welfare partners to support long-term permanency outcomes for children in foster care.

4. HOW WE COMPARE

All courts use the monthly data reports on the statewide measures of Time to Jurisdiction, Time to First Permanency Hearing, and Time to Termination of Parental Rights, to monitor their cases, thus, it could argue that all courts have a performance measure supporting permanency outcomes.

5. FACTORS AFFECTING RESULTS

Continued federal JCIP funding will ensure local model court teams implement outcome measures. The partners must identify and implement their responsibilities for improving outcomes as well as developing performance measure reports and monitoring improvement efforts.

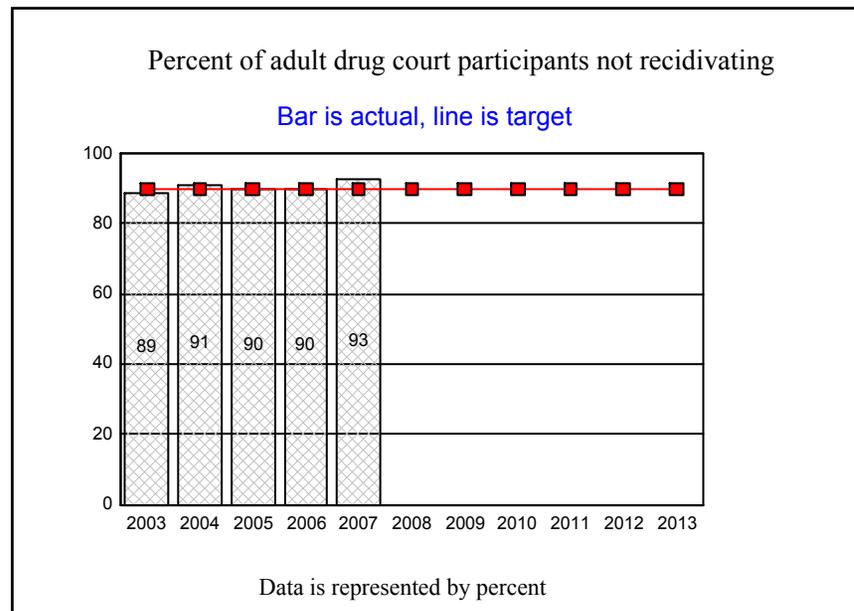
6. WHAT NEEDS TO BE DONE

The multi-agency JCIP Committee, with input from judges from all jurisdictions, researched and recommended a shared multi-disciplinary measure to move forward to the 2009 Oregon Legislature. None of the 09-11 KPMs were approved. The KPMs approved by the 2007 Legislature were carried forward.

7. ABOUT THE DATA

The reporting cycle is the Oregon fiscal year. The current data counts the number of courts with at least one outcome measure in their intergovernmental plans. JCIP funding is improving access to reliable data from the Juvenile OJIN Integrated Network (JOIN) that is necessary for trend analysis and outcome data monitoring.

KPM #8	Drug Court Recidivism: The percentage of adult drug court graduates with no misdemeanor or felony charges filed in Oregon circuit courts within one year of program graduation.	2003
Goal	Justice 2020 Partnership: Build strong partnerships with local communities to promote public safety and quality of life.	
Oregon Context	OJD Mission and Partnership Standards.	
Data Source	OJD Data Warehouse and Oregon Treatment Court Management System (OTCMS).	
Owner	None at this time due to budget cutbacks. Data calculated by BFSB staff.	



1. OUR STRATEGY

OJD is able to expand the use of Oregon Treatment Court Management System (OTCMS) and increase the number and capacity of adult drug courts.

2. ABOUT THE TARGETS

Some adult drug court graduates do not acquire the skills required to lead lives free of the criminal justice system. Participants not completing the program are often correlated with the inadequate capacity of services and supervision available to the treatment court programs.

3. HOW WE ARE DOING

Recidivating drug court graduates remains constant at 7% statewide.

4. HOW WE COMPARE

The largest national study of adult drug court recidivism (sample= 2,020 graduates from 95 drug courts) is based on charges estimates. The result was 16.4% charged within one year of graduation (John Roman, et al. Recidivism Rates for Drug Court Graduates: Final Report).

5. FACTORS AFFECTING RESULTS

Availability of program services, including community correction supervision, alcohol, drug, and mental health treatment, and other wrap around services associated with Oregon's collaborative treatment courts. Staff resources within the department to support treatment courts.

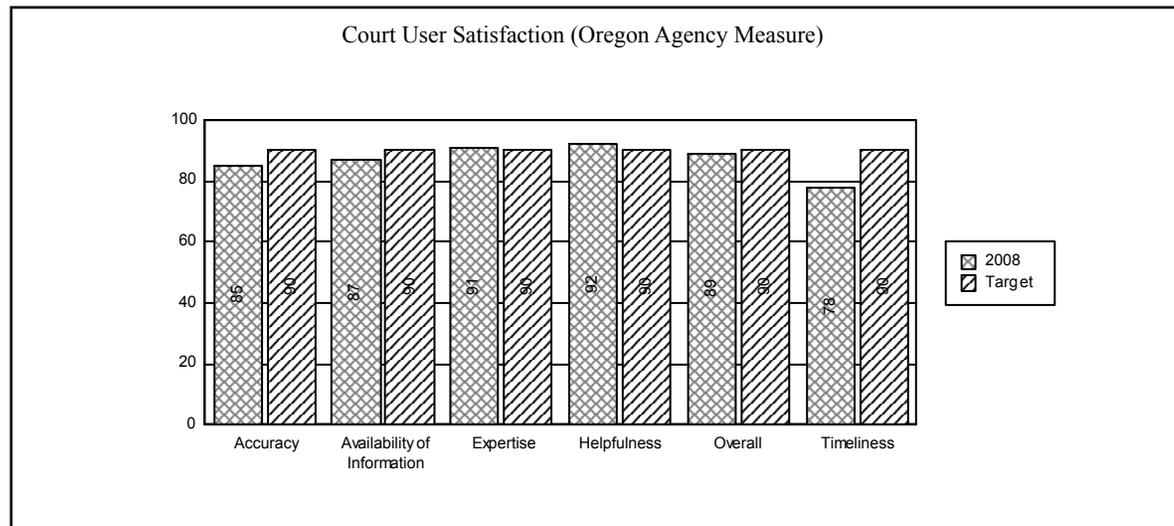
6. WHAT NEEDS TO BE DONE

Increase the capacity of adult, family, and juvenile drug courts through increased and stable funding for the Oregon Treatment Courts.

7. ABOUT THE DATA

OJIN data warehouse query: program graduates name, date of birth, state identification number, driver's license number, social security number, and Federal Bureau of Investigation (FBI) numbers are matched against court filings for one year post graduation. Graduates are identified in OJIN through records with associated DGCM codes and in the OTCMS.

KPM #11	Court User Satisfaction (Oregon Agency Questions) The percentage of court users rating their satisfaction with the court’s customer service as “good” or “excellent”: overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.	2008
Goal	Justice 2020: We respect, reflect, and respond to the diverse people we serve. We earn public trust; build partnerships; and promote safe, caring, and engaged communities.	
Oregon Context	OJD Mission and 2009-13 Strategic Plan.	
Data Source	Data from hard copy surveys are imported into the OJD's Data Warehouse.	
Owner	None at this time due to budget cutbacks. Data calculated by BFSB staff.	



1. OUR STRATEGY

Results from the court user surveys will assist courts to develop, implement, and monitor their local efforts to improve timeliness, accuracy, helpfulness, expertise, and availability of information.

2. ABOUT THE TARGETS

A survey was developed and piloted in three circuit courts in 2008 to provide baseline data for the measure and to set a reasonable target.

3. HOW WE ARE DOING

In 2008, timeliness was the lowest scoring customer service criteria, with 78% of respondents rating it good or excellent. Helpfulness was the highest scoring criteria at 92%. The targets for 2009-11 were established using 2008 data as a baseline.

4. HOW WE COMPARE

Customer service targets reported from 81 Oregon state agencies indicate that 53 agencies established 2007-09 targets of 85% or above based on agency past performance and expectations for improvement. Since OJD used the state agency questions in its two-part survey, the department established its target based on the three courts' pilot and a comparison with state agencies.

5. FACTORS AFFECTING RESULTS

Larger courts have less opportunity and smaller courts more opportunity to engage court users in an effort to persuade them to complete a survey. All court locations are laid out very differently. Most courthouses have county services in the same building(s). These make administering the survey consistently statewide a challenge.

6. WHAT NEEDS TO BE DONE

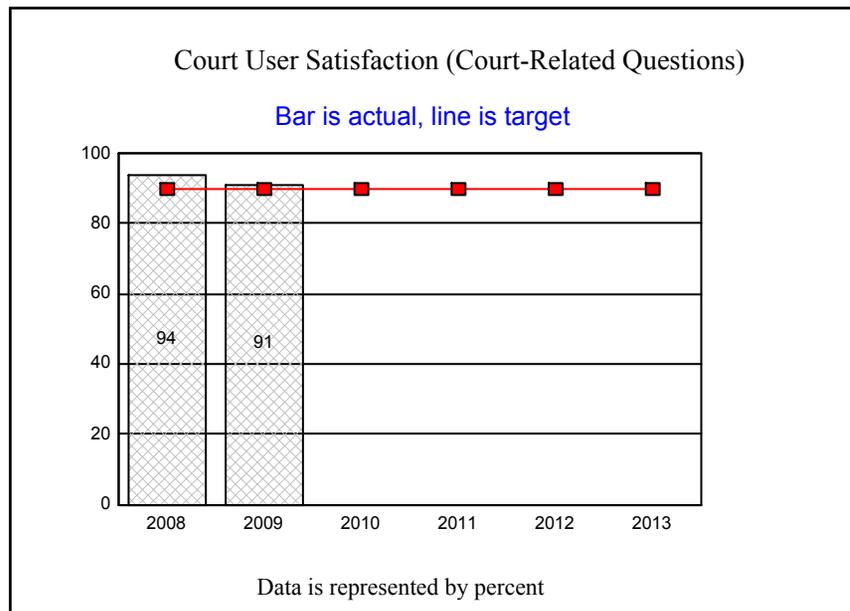
In 2008, timeliness was the lowest scoring customer service criteria, with 78% of respondents rating it good or excellent. While trial court administrators and staff can identify court procedure changes for efficiencies related to timeliness, often these changes can not be fully implemented because of staff reductions.

7. ABOUT THE DATA

Survey Name: Court User Survey Surveyor: Agency Staff Date Conducted: Pilot survey administered August September 2008. Population: Court Users - Defined as anyone at the courthouse for circuit court business. Does not include judges, court staff, in-custody defendants, or persons there for county, municipal court, or justice court services. Sampling Frame: Every person exiting the courthouse. Sampling Procedure: Convenience Sample - The method used

would most likely be characterized as a convenience sample. The survey was piloted in three out of 36 Oregon circuit courts in 2008. The procedure was to post court staff at all exits and ask all court users exiting to complete the survey. Future surveys will be administered in all circuit courts. Sample Characteristics: Population Size = No data. It is difficult to filter out people in the courthouse buildings there for circuit court business. Also, the frequency of courthouse use varies from person to person. This makes estimating the population size very difficult. Sample Size = 1,021 Number of Respondents = 762 Response Rate = 75% (762 / 1,021). Confidence level and margin of error cannot be calculated without data for the population size. Weighting: Weighted by the number of respondents. Due to budget cuts, the survey is no longer being compiled statewide. Individual courts may continue to do surveys if funding allows.

KPM #12	Court User Satisfaction(Court-Related Questions) The percent of court users who believe that the court provides accessible, fair, accurate, timely, knowledgeable, and courteous services.	2008
Goal	Justice 2020: We respect, reflect, and respond to the diverse people we serve. We earn public trust; build partnerships; and promote safe, caring, and engaged communities.	
Oregon Context	OJD Mission and 2009-13 Strategic Plan.	
Data Source	Hard copy surveys are scanned, and data is imported into OJD's Data Warehouse.	
Owner	None at this time due to budget cutbacks. Data calculated by BFSB staff.	



1. OUR STRATEGY

Results from the court user surveys will assist courts to develop, implement, and monitor their local efforts to improve timeliness, accuracy, helpfulness,

expertise and availability of information.

2. ABOUT THE TARGETS

A survey was developed and piloted in three circuit courts in 2008 to provide baseline data for the measure and to set a reasonable target.

3. HOW WE ARE DOING

In 2008, the lowest scoring responses were for the statement, "I was able to do my business in a reasonable amount of time," with 88% of respondents indicating they strongly agreed or agreed with the statement. The highest scoring responses were for the statement, "I was treated equally. My ethnic background, gender, economic status, or age made no difference, with 98% of respondents indicating they strongly agreed or agreed with the statement.

4. HOW WE COMPARE

In addition to the Oregon agency survey questions, OJD developed questions based on the National Center for State Courts (NCSC) CourTools' Court User survey. Since other state court systems are also incorporating the CourTools questions into their state surveys, the NCSC and state courts will be able to conduct comparison analysis. Results from the few jurisdictions with available data are generally within 80-84% range. (Massachusetts: 80.8%; Yuma County, Arizona:83%; Mesa County, Colorado:80.8%.)

5. FACTORS AFFECTING RESULTS

Larger courts have less opportunity and smaller courts more opportunity to engage court users in an effort to persuade them to complete a survey. All court locations are laid out very differently. Most courthouses have county services in the same building(s). These make administering the survey consistently statewide a challenge.

6. WHAT NEEDS TO BE DONE

The lowest scoring responses were for the question, "I was able to do my business in a reasonable amount of time." The score was 88%, while the target for responses to all questions is 90% or better.

7. ABOUT THE DATA

Survey Name: Court User Survey Surveyor: Agency Staff Date Conducted: Pilot survey administered August September 2008. Population: Court Users - Defined as anyone at the courthouse for circuit court business. Does not include judges, court staff, in-custody defendants, or persons there for county, municipal court, or justice court services. Sampling Frame: Every person exiting the courthouse. Sampling Procedure: Convenience Sample - The method used would most likely be characterized as a convenience sample. The survey was piloted in three out of 36 Oregon circuit courts in 2008. The procedure was to post court staff at all exits and ask all court users exiting to complete the survey. Future surveys will be administered in all circuit courts. Sample Characteristics: Population Size = No data. It is difficult to filter out people in the courthouse buildings there for circuit court business. Also, the frequency of courthouse use varies from person to person. This makes estimating the population size very difficult. Sample Size = 1,021 Number of Respondents = 762 Response Rate = 75% (762 / 1,021). Confidence level and margin of error cannot be calculated without data for the population size. Weighting: Weighted by the number of respondents. Due to budget cuts, the survey is no longer being compiled statewide. Individual courts may continue to do surveys if funding allows.

JUDICIAL DEPARTMENT	III. USING PERFORMANCE DATA
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Agency Mission: As a separate and independent branch of government, we provide fair and accessible justice services that protect the rights of individuals, preserve community welfare, and inspire public confidence

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The following questions indicate how performance measures and data are used for management and accountability purposes.

1. INCLUSIVITY	<p>* Staff: Throughout the department's KPM work, the Performance Measures Advisory Committee (PMAC) has involved numerous OJD committees, including Judicial Education, Access to Justice, Accounts Receivable, Chief Justice Treatment Courts, Staff Education, Juvenile Court Improvement Project (JCIP), Jury Coordinators Workgroup, and the State Family Law Advisory Committee. These committees, which include local court and state division staff, support PMAC in developing, improving, refining, and monitoring the measures, targets, and data reports. Budget cuts in 2009-11 eliminated staff support for PMs and suspended PMAC meetings. As a result, ongoing development, improvement, refining, or monitoring of the measures is not occurring.</p> <p>* Elected Officials: Since 2003, the department has presented its measures to the Legislature through the Public Safety Ways and Means subcommittee which adopts the KPMs. Judges serving on PMAC and the Chief Justice advisory committees have assisted with oversight of the performance measurement system.</p> <p>* Stakeholders: The judicial branch alone cannot solve difficult societal problems. Oregon courts work actively with their public and private partners and volunteers to strengthen the work of the courts and improve safety in our communities. As part of that effort, PMAC involves key stakeholder advisory committees such as the Access to Justice, Treatment Courts, Juvenile Court Improvement Project, and the State Family Law committees in continuous performance measurement monitoring and improvement.</p> <p>* Citizens: Currently, citizen involvement is through membership on the OJD committees. In the future, if funding allows, PMAC plans to expand participation and outreach to ensure their critical feedback.</p>
2 MANAGING FOR RESULTS	Due to budget cuts, there is no existing reporting support for performance measures.
3 STAFF TRAINING	For prior biennia, there were numerous education programs which addressed integrating performance measurement with daily court operations, including OJD's Clerk College, the Collections Managers Training, the Family Law

	<p>Facilitators Training, the Judicial Support Staff Program, and the New Employee Orientation. In addition, Oregon continues to be recognized as a model court in statewide performance measures, thus, the National Center for State Courts has provided technical assistance and training consultation to the Performance Measures Advisory Committee and project management staff. Training in 2009-11 will be very limited due to budget cuts.</p>
<p>4 COMMUNICATING RESULTS</p>	<ul style="list-style-type: none"> * Staff : Budget cuts in 2009-11 eliminated staff support for performance measures. * Elected Officials: During the Ways and Means hearings, the department provides background on our performance measurement system, including progress and needed improvements. * Stakeholders: * Citizens: