

Appellate Circuit Operational Scorecard

Reporting Year _____

Case Processing Performance	Mean (Days)		Median (Days)		80% Performance (Days)	
	-1	-2	-1	-2	-1	-2
Total Case Processing Time						
Opening Interval						
Briefing Interval						
Submission Interval						
Hearing Interval						
Termination Interval						
		Mean (%)	-1	Mean (%)	-2	Mean (%)
Case Opening Accuracy						
Case Termination Accuracy						
Key Performance Indicators Met (Q4)						
Overall Public Filing Compliance						
Public Service Satisfaction						
Employee Satisfaction						

Quality Management Practices	-1	-2
ASQ/ANSI G1 Maturity Score		
IFCE Assessment Score		

Methodology for Use of the Appellate Circuit Operational Scorecard

Measurement	Purpose	Calculation
Total Case Processing Time	Provides the mean, median, and 80% performance levels across overall and the primary case performance intervals, which can be used for assessing court performance each year, the results of process improvements across case processing intervals, and benchmarking performance with other appellate courts.	Elapsed time in days from the notice of appeal to entry of judgment
Opening Interval		Elapsed time in days from the notice of appeal to docketing the new appeal
Briefing Interval		Elapsed time in days from docketing the new appeal to the filing of the last brief
Submission Interval		Elapsed time in days from the filing of the last brief to submission to the panel (no argument held)
Hearing Interval		Elapsed time in days from the filing of the last brief to hearing before a panel (argument held)
Termination Interval		Elapsed time in days from either the submission date to the panel or the hearing date before the panel to the entry of judgment. If briefing was not completed, then the elapsed time from either the docketing of the new appeal or the end of briefing to entry of judgment.
Case Opening Accuracy	Provides the accuracy of the court's docketing and integrity of its records.	The average percentage of cases opened by all deputy clerks without any errors across a 12-month period.
Case Termination Accuracy		The average percentage of cases closed by all deputy clerks without any errors across a 12-month period.
Key Performance Indicators Met (Q4)	Provides the ability of the court to meet its performance objectives tied to effective operations and customer requirements	The percentage of key performance indicators that met minimum requirements out of the total key performance indicators during the last quarter of the year.
Overall Public Filing Compliance	Provides transparency of the treatment of public filings.	The average percentage of public filings that were compliant (i.e., did not require corrected filings) across a 12-month period.
Public Service Satisfaction	Provides transparency of customer service interactions.	The average satisfaction score of public interactions across a 12-month period. See Appellate CourTools M1 for an example.
Employee Satisfaction	Provides transparency of the court as an employer	The average employee satisfaction score across a 12-month period. See Appellate CourTools M5 for an example.
ASQ/ANSI G1 Maturity Score	Provides external validation of the effectiveness of court services and operations	The recent internal (or external) maturity level of case processing under ASQ/ANSI G1. See ASQ/ANSI G1 Self-Evaluation Assessment: System Matrix .
IFCE Assessment Score	Provides transparency of court strategic planning efforts and maturation	The total score on the most recent self-assessment of the International Framework for Court Excellence.