

**State Bar Court
of California**

**2015 Report
Court Performance
Standards and Assessment**

Court Performance Standards Assessment

A Study of the State Bar Court

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State Bar Court of California 2015 Court Performance Standards Assessment

Introduction

The State Bar Court has used the Court Performance Standards Assessment (CPSA) to evaluate its overall performance since 2004. The goal is to comprehensively measure the court's performance on an ongoing basis at a modest cost in time and money.

We examine court performance in five specific areas:

1. Access to Justice
2. Expedition and Timeliness
3. Equality, Fairness, and Integrity
4. Independence and Accountability
5. Public Trust and Confidence

These performance measures are formulated from those recommended for courts of record by the National Center for State Courts. Several measures are based on existing State Bar Court timelines, which derive from the Rules of Procedure of the State Bar and pendency standards similar to those of the American Bar Association. The key performance measures analyze: time to trial, submission time for decisions and opinions, overall pendency of cases, and backlog reduction.

The 2015 CPSA report presents the statistical data of the State Bar Court's performance. In an effort to promote full transparency, the report provides several ways to view the data, including by graph, 10-year quarterly chart, and 10-year annual chart. Commentaries for the expedition and timeliness measures are also offered. For several years, the State Bar Court has implemented methods to improve overall case processing efficiency in its effort to increase public protection without sacrificing the due process rights of the parties. That effort continues.

Highlights of the 2015 State Bar Court accomplishments include:

State Bar Court:

- Cleared 136% of its cases – the highest percentage in ten years (Measure 2, page 4)

Hearing Department:

- Maintained compliance with the CPSA timeline of 10% or less for backlog of cases (Measure 4, page 18)
- Filed all decisions and stipulations in 100% compliance with CPSA timeline (Measure 5, page 27)
- Completed 95% of its cases within the 150% CPSA timeline and 81% within the 100% timeline (Measure 3, page 11)

Review Department:

- Closed 66 cases – the highest number in ten years (Measure 3, page 11)
- Filed all opinions in 100% compliance with CPSA timeline (Measure 5, page 33)

Effectuations:

- Processed 96% of cases within CPSA timeline – the highest annual percentage in ten years (Measure 3, page 11)
- Maintained 0% backlog of cases in three of four quarters in 2015 (Measure 4, page 16)

Conclusion

The State Bar Court adopted the high CPSA standards of performance to increase public protection and preserve confidence in the legal profession. Where the CPSA standard has not been achieved, the court has targeted that measure for a detailed analysis to ascertain various means for improvement. The State Bar Court is dedicated to meeting the CPSA standards while continuing to provide the objectivity, effectiveness, and competence associated with our court.

I wish to acknowledge and thank the judges, managers, and all staff members for their dedication and hard work this past year and always.

Catherine D. Purcell
Presiding Judge, State Bar Court
June 2016

**State Bar Court of California
Core Performance Measures**

	PERFORMANCE AREA	OPERATIONAL DEFINITION	METHODOLOGY	STANDARD
Measure 1 Survey of Court Performance	Area 1: Access to Justice	A survey administered to obtain perceptions about the court from litigants in five performance areas: Access to Justice; Equality, Fairness and Integrity; Expedition and Timeliness; Independence and Accountability; Effectiveness and Quality	Using a consultant’s services, administer the Court Performance Inventory (CPI) Survey; distribute the survey to various litigants with a cover letter and due date; compile and review the results.	Improve performance in targeted areas; maintain performance in other areas; resurvey in 24-36 months.
Measure 2 Caseload Clearance	Area 2: Expedition and Timeliness	Number of cases “cleared” (completed) as a percent of total number of cases filed	Calculate the total number of cases closed in the State Bar Court and compare to the total number of cases filed during the same time period. Express results as a percentage.	100% clearance rate or a 1:1 ratio of dispositions to case filings.
Measure 3 On Time Case Processing	Area 2: Expedition and Timeliness	Closed Cases: Percent of cases reaching the first final outcome (i.e. resolved, disposed, or concluded) within established timeframes	For closed matters, calculate the number of days a case was open in Hearing, in Review, and in Effectuations. Using existing SBC Timelines, express results as the percentage of cases meeting the timeframes established at each level.	For Hearing and Review Departments, 90% of cases to be processed within case type timelines; 100% of cases to be processed within 150% of case type timelines; for Effectuations 100% of cases to be processed within timeline.
Measure 4 Case Backlog	Area 2: Expedition and Timeliness	Open Cases: Total workload represented by the pending cases that are “older” than the established time guidelines for these cases	For open matters, calculate the number of days the case has been open in Hearing, in Review, and in Effectuations. Using the existing SBC Timelines, express results as the percentage of open cases which exceed the guidelines.	For Hearing and Review Departments, backlog not to exceed 10%; for Effectuations, no backlog or 0%.
Measure 5 Commencement of Trials & Oral Arguments; Timeliness of Submissions	Area 2: Expedition and Timeliness	The percent of trials and oral argument commenced within established timeframes, and the percent of cases under submission in which the decision, order or opinion are filed within established timeframes	For Trials and Oral Argument conducted, calculate the number of days the case was pending before the Trial or Oral Argument commenced, and report the percent commenced within the SBC Timelines. For decisions, orders and opinions filed, calculate the number of days a case was under submission, and report the percent of cases in compliance with the SBC Timelines.	For Trials and Oral Arguments, 90% of cases commence Trial/Oral Argument within case type timelines; 100% commence within 150% of timelines. For Submission time, 100% compliance with case type timelines.

**State Bar Court of California
Core Performance Measures**

	PERFORMANCE AREA	OPERATIONAL DEFINITION	METHODOLOGY	STANDARD
Measure 6 Case File Reliability and Accuracy	Area 3: Equality, Fairness and Integrity	Percentage of case files meeting established criteria of accuracy and completeness (integrity)	Establish criteria regarding timeliness and accuracy of case processing. Select a sample of various case types and compare to the established criteria to verify timely and accurate processing. Express results as the percentage of case files which met the criteria.	100% compliance with established audit criteria.
Measure 7 Accountability for Public Resources	Area 4: Independence and Accountability	Review of adopted budget as compared to actual expenditures	Compare the monthly and cumulative expenditures to the adopted budget. Report basis for over/under expenditures. Determine and report the impact of the current expenditure rate.	Operate within authorized budget.
Measure 8 Public Education - Outreach Events and Written Practice Guides	Area 4: Independence and Accountability	Assessment of Court's Community Outreach efforts	Assign responsibility for documenting and coordinating the State Bar Court's outreach efforts. Develop an evaluation survey to distribute at the close of each session; tabulate and report the results of the surveys.	Conduct at least 1 Annual Bench/Bar Meeting; Present at least 1 program at Section Education Institute and/or Annual Meeting; participate in at least 10 outreach activities per year; increase the written and electronic dissemination of materials.
Measure 9 Court Workforce Strength	Area 4: Independence and Accountability	A survey administered to court employees to obtain their views and opinions regarding Resources; Vision, Goals and Priorities; Management and Leadership; Job Satisfaction and Nature of Work; Communication; Teamwork; Structure and Organization	Resurvey staff regarding resources, goals, leadership, job satisfaction, communication, teamwork and organizational structure. Compile and review the results. Compare with prior survey results.	Improve performance in targeted areas; maintain performance in other areas; resurvey staff in 24-36 months.

State Bar Court of California
Timelines (not applicable to expedited proceedings)

Day	Department	Activity
Track 1 - Hearing Department (decision)		
1	Hearing	Case filed
5	Hearing	Case assigned to judge
10	Hearing	Notice of assignment prepared; Notice of 1st status conference served
25	Hearing	Response due (assumes date of filing and service are the same)
40	Hearing	Last day to request discovery
45	Hearing	1st status conference held; pre-trial conference and trial dates set
65	Hearing	Discovery served
75	Hearing	2nd status conference held; (as needed)
85	Hearing	Settlement conference held
95	Hearing	Exhibits and witness list due
105	Hearing	Pre-trial conference held
125	Hearing	Trial held
130	Hearing	Case submitted (when 5 or less days of trial required)
135	Hearing	Case submitted (when 5-10 days of trial required)
140	Hearing	Case submitted (when culpability and mitigation/aggravation phases are bifurcated)
230	Hearing	Decision filed
265	Hearing	Case closed out (sent to Effectuation) or forwarded to Review Department
295	Effectuation	Case transmitted to Supreme Court (probation, suspension, disbarment cases only)
Track 2 - Hearing Department (motion for reconsideration)		
250	Hearing	Last day to file motion for reconsideration (as appropriate)
265	Hearing	Opposition due
275	Hearing	Ruling on motion for reconsideration due
310	Hearing	Case closed out (sent to Effectuation) or forwarded to Review Department
340	Hearing	Case transmitted to Supreme Court (probation, suspension, disbarment cases only)
Track 1 - Review Department		
1 / 310	Review	Request for plenary review filed
45 / 355	Review	Transcript prepared, received by court, served on parties
95 / 405	Review	Opening brief due
130 / 440	Review	Responsive brief due
150 / 460	Review	Reply brief due; case assigned to judge/counsel
245 / 585	Review	Oral argument held; case submitted
335 / 675	Review	Opinion filed
355 / 695	Review	Case transmitted to Effectuations
385 / 725	Review	Case transmitted to Supreme Court (probation, suspension, disbarment cases only)

State Bar Court of California
Timeline Standards by Case Type

Timeline standards in days and Court Performance Measure(s) utilizing this standard.
(2011 revised standards based on new rules and timelines used to measure cases filed on and after July 1, 2011.)
(2014 revised standards based on revised rules effective July 1, 2014.)

Case Type (see following page for descriptions)	Hearing Pendency (Time spent open in the Hearing Department) (Measures 3 and 4)	Review Pendency (Time spent open in Review Department) (Measures 3 and 4)	Effectuations Pendency (Time spent open in Effectuations) (Measures 3 and 4)	Pendency at Time of Trial (Time spent open in the Hearing Department at commencement of trial) (Measure 5)	Pendency at Time of Oral Argument (Time spent open in Review Department at time of Oral Argument) (Measure 5)	Hearing Submission Time (Number of days matter was submitted for decision in the Hearing Department) (Measure 5)	Review Submission Time (Number of days the matter was submitted for Opinion in the Review Department) (Measure 5)	Hearing Submission Time for Stips (Number of days matter was submitted for order re: stipulation in the Hearing Department) (Measure 5)	Hearing Pendency at Completion of Alternative Discipline Program (Number of days in Referral, Evaluation and Program) (Measure 3)
AE	95	*	30	45	*	30	*	30	~
C##	265	355	30	125	245	90	90	30	1395
G	110	*	30	60	*	30	90	30	~
H##	265	355	30	125	245	90	90	30	1395
J##	220	355	30	90	245	90	90	30	1395
M	335	355	30	200	245	90	90	30	~
N##	265	355	30	125	245	90	90	30	1395
O##	265	355	30	125	245	90	90	30	1395
PF#	50	*	30	25	*	5	*	0	~
PM##	125	355	30	60	245	30/90***	90	30	1395
Q	0	125	15	0	0	0	0	0	~
R##	335	355	30	200	245	90	90	30	~
S	175	355	30	110	245	90	90	30	~
TB	80	*	30	30	*	30	*	30	~
TE##	85	*	30	35	*	30	*	30	~
TH	69	*	30	35	*	10**	*	10**	~
TR	80	*	30	30	*	30	*	30	~
TT	150	*	30	100	*	30	*	30	~
V	115	*	30	80	*	15	*	15	~
W#	~	~	30	~	~	~	~	~	~
ZA	44	*	30	0	*	10**	*	10**	~
ZB	80	*	30	30	*	30	*	30	~
ZE	64	*	30	30	*	10**	*	10**	~
ZH	64	*	30	30	*	10**	*	10**	~
ZR	80	*	30	30	*	30	*	30	~
ZT	80	*	30	30	*	30	*	30	~

= new standard for Case Type starting 7/1/2011

= revised standard effective 7/1/2014

~ = standard not applicable

* = matters subject to interlocutory review only

** = court days

*** = Stip/Decision ADP

**State Bar Court of California
Case Types and Descriptions**

Case Type	Description
AE	Fee Arbitration Enforcement
C	Conviction Referral
G	Legal Services Trust Fund
H	Rule 9.19 (Violation of reproof conditions)
J	Discipline in Other Jurisdiction
M	Moral Character
N	Rule 9.20 (Duties of Disbarred, Resigned, Suspended Attorneys)
O	Original Matter
PM	Probation Revocation - Motion
Q	Resignation with Charges Pending
R	Reinstatement
S	Legal Specialization
TB	Inactive Enrollment §6007(b)(1) (Insanity Defense)
TE	Inactive Enrollment §6007(c) (Substantial Threat of Harm)
TH	Interim Remedies §6007(h) (Restricted Practice)
TR	Inactive Enrollment §6007(b)(2) (Court Jurisdiction of Law Practice)
TT	Inactive Enrollment §6007(b)(3) (Mental Illness/Substance Abuse)
V	Standard 1.4(c)(ii) (Relief from Actual Suspension)
ZA	Return from Inactive Arbitration Enforcement
ZB	Return from Inactive §6007(b)(1) (Insanity Defense)
ZE	Return from Inactive §6007(c) (Substantial Threat of Harm)
ZH	Interim Remedies §6007(h) (Restriction Lifted)
ZR	Return from Inactive §6007(b)(2) (Court Jurisdiction of Law Practice)
ZT	Return from Inactive §6007(b)(3) (Mental Illness/Substance Abuse)

Measure 1

Survey of Court Performance

Definition

This measure reports the results of a survey administered to litigants to obtain their perceptions about the court in the following performance areas: Access to Justice; Equality, Fairness and Integrity; Expedition and Timeliness; Independence and Accountability; and Effectiveness and Quality.

Standard

Based on the first survey results in 2004, the following standard was adopted:

Identify and improve performance in targeted areas; maintain performance in other areas; resurvey approximately every 24-36 months.

Methodology

In 2008, the court contracted with consultant Dr. Brenda J. Wagenknecht-Ivey to re-administer the survey of court users. Using a consultant outside the court ensured that survey responses would be confidential. This survey evolved from surveys used by courts of record to assess their performance, with the questions adapted to reflect the procedures of the State Bar Court. Those surveyed included attorneys from the Offices of Chief Trial Counsel, Probation, and Fee Arbitration, respondents, and respondents' counsel. The survey results highlighted the following three areas for improvement: (1) procedural fairness; (2) perception of independence; and (3) timeliness.

The State Bar Court is scheduled to conduct a Court User Survey in 2016. The purpose of the survey is to assess court users' perceptions of the Court. Court users will be asked questions about their experiences over the past 12-18 months in the following 5 key areas:

1. Access to Justice
2. Equality, Fairness, and Integrity
3. Expedition and Timeliness
4. Independence and Accountability
5. Effectiveness and Quality

Measure 2 Caseload Clearance

Definition

A comparison of the number of cases closed to the number of cases filed.

Standard

100% clearance rate or a 1:1 ratio of cases closed to cases filed.

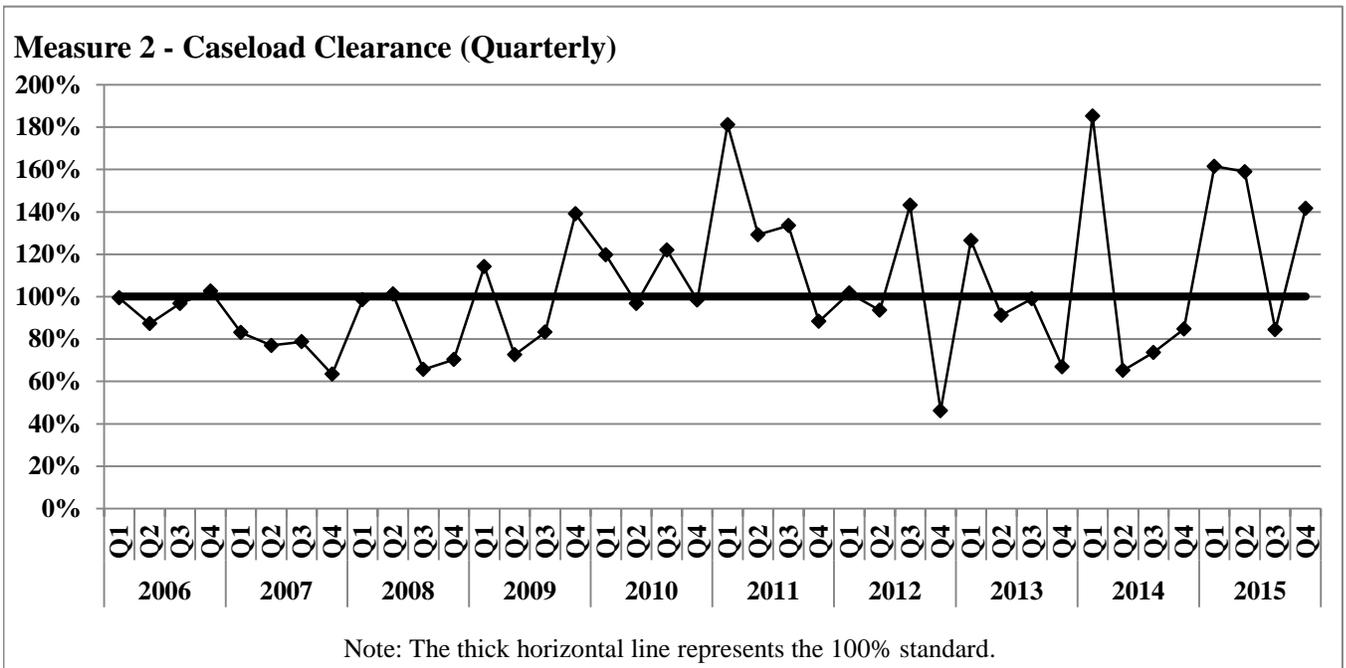
Methodology

Each quarter, the number of cases closed (i.e., final disposition) is calculated and compared to the number of cases filed. If the court closed as many cases as were filed during the quarter, the percentage cleared would be 100%. If the court closed fewer cases than were filed, the percentage would be less than 100%; and if the court closed more cases than were filed, the percentage would be greater than 100%. Generally accepted court performance standards suggest that courts aspire to clear at least as many cases as are filed within the reporting period.

Beginning in 2011, two additional case types are tracked: pre-filing matters and voluntary resignations without charges pending. Pre-filing matters (e.g., motion to quash subpoena) are included in the Caseload Clearance chart, but voluntary resignations are not. However, the resignations are tracked since the high volume can impact the court's overall workload but not reported here. In 2014, 524 voluntary resignations were processed and 483 have been processed through the fourth quarter of 2015.

Commentary

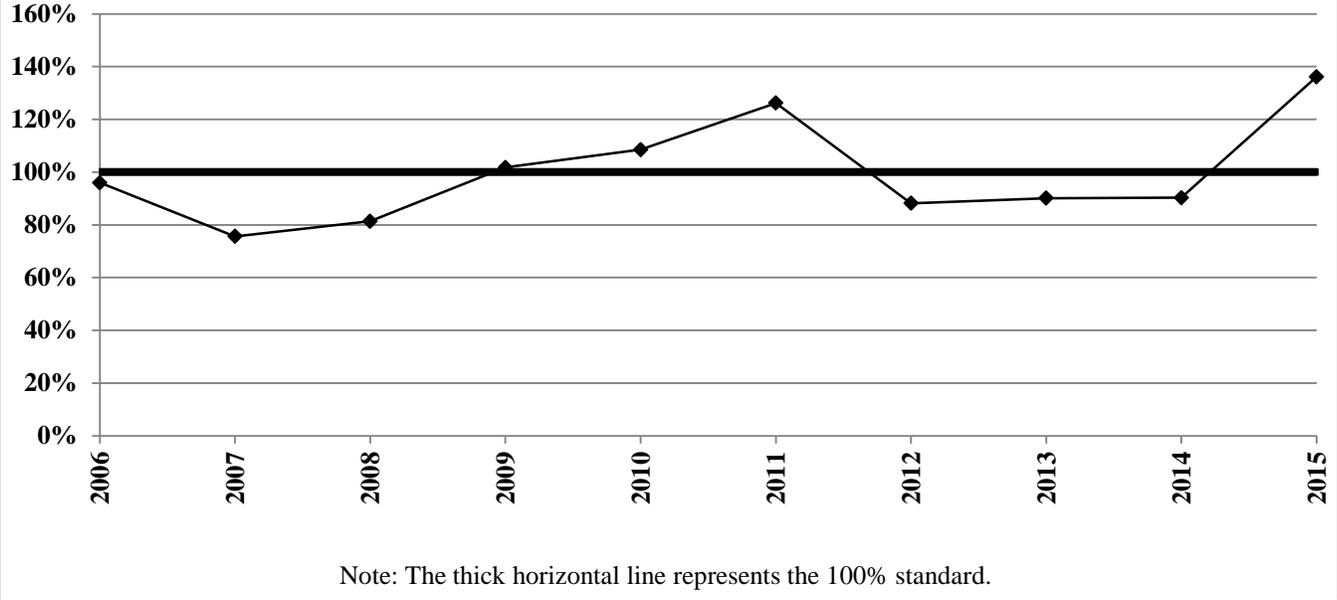
The State Bar Court cleared 787 or 136% of its cases, meeting the CPSA standard. This was the highest clearance rate in ten years.



Measure 2 - Caseload Clearance (Quarterly)

	Cases Cleared	Cases Filed	Percent Cleared
2006 Q1	185	186	99%
Q2	205	235	87%
Q3	182	188	97%
Q4	197	192	103%
2007 Q1	152	183	83%
Q2	144	187	77%
Q3	133	169	79%
Q4	111	175	63%
2008 Q1	137	139	99%
Q2	167	165	101%
Q3	134	204	66%
Q4	156	222	70%
2009 Q1	169	148	114%
Q2	119	164	73%
Q3	159	191	83%
Q4	242	174	139%
2010 Q1	219	183	120%
Q2	184	190	97%
Q3	244	200	122%
Q4	246	250	98%
2011 Q1	328	181	181%
Q2	296	229	129%
Q3	303	227	133%
Q4	287	325	88%
2012 Q1	178	175	102%
Q2	190	203	94%
Q3	229	160	143%
Q4	135	292	46%
2013 Q1	167	132	127%
Q2	198	217	91%
Q3	189	191	99%
Q4	194	290	67%
2014 Q1	213	115	185%
Q2	146	224	65%
Q3	171	232	74%
Q4	216	255	85%
2015 Q1	210	130	162%
Q2	213	134	159%
Q3	119	141	84%
Q4	245	173	142%

Measure 2 - Caseload Clearance (Annual)



Measure 2 - Caseload Clearance (Annual)

	Cases Cleared	Cases Filed	Percent Cleared
2006	769	801	96%
2007	540	714	76%
2008	594	730	81%
2009	689	677	102%
2010	893	823	109%
2011	1214	962	126%
2012	732	830	88%
2013	748	830	90%
2014	746	826	90%
2015	787	578	136%

Measure 3

On Time Case Processing

Definition

The percentage of closed cases that were processed within established timelines.

Standard

Hearing and Review:

90% of cases to be processed within the case type timelines;

100% of cases to be processed within 150% of the case type timelines.

Effectuations:

100% of cases to be processed within the timeline.

Methodology

The cases examined are those cases closed (i.e., final disposition) during the quarter. The number of days the case was open in each department (Hearing, Review, and Effectuations) is calculated. An open case is one that is pending in a department, which is not abated and not in the State Bar Court's Alternative Discipline Program (ADP). The number of days open in each department is then compared to the existing timelines for that department and case type (see "Timeline Standards by Case Type"). Results are reported for each department.

Beginning in 2012, the ADP cases in the Hearing Department are measured against timelines based on all phases of the program: referral, evaluation, and program status. Also, all reports have been adjusted to exclude the time a case is in default.

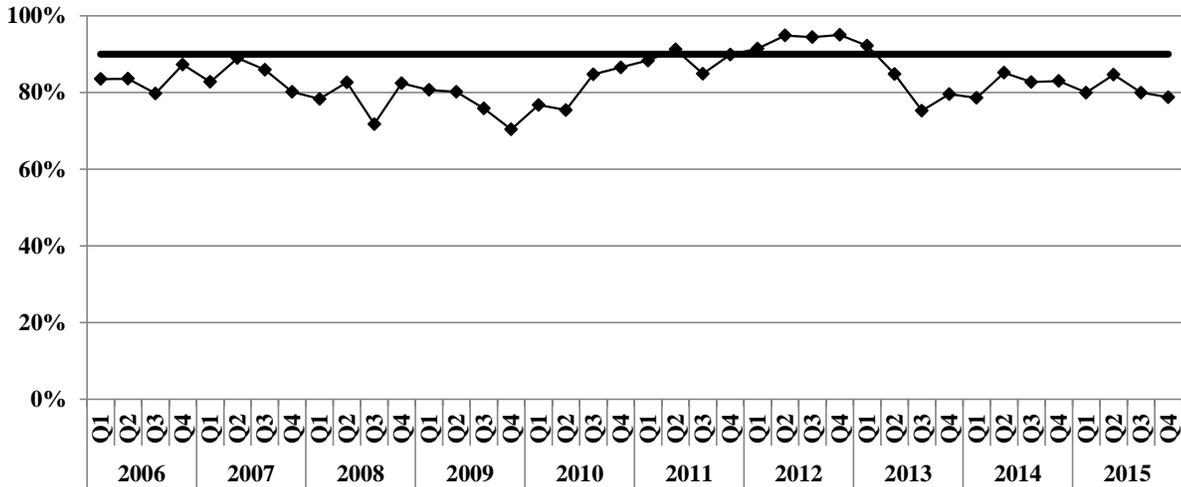
Commentary

Of the 748 cases measured for on-time case processing in the Hearing Department, 605 cases (81%) were completed within the timeline and 712 cases (95%) were completed within 150% of the timeline. Efforts to improve this result are ongoing.

Of the 66 cases measured for on-time case processing in the Review Department, 19 cases (29%) were completed within the timeline and 60 cases (91%) were completed within the 150% of the timeline. In 2013 and 2014, the court experienced a significant increase in the number of petitions for review that were filed. The court has implemented methods to improve overall case processing efficiency, resulting in the 66 closed cases, the highest number in ten years.

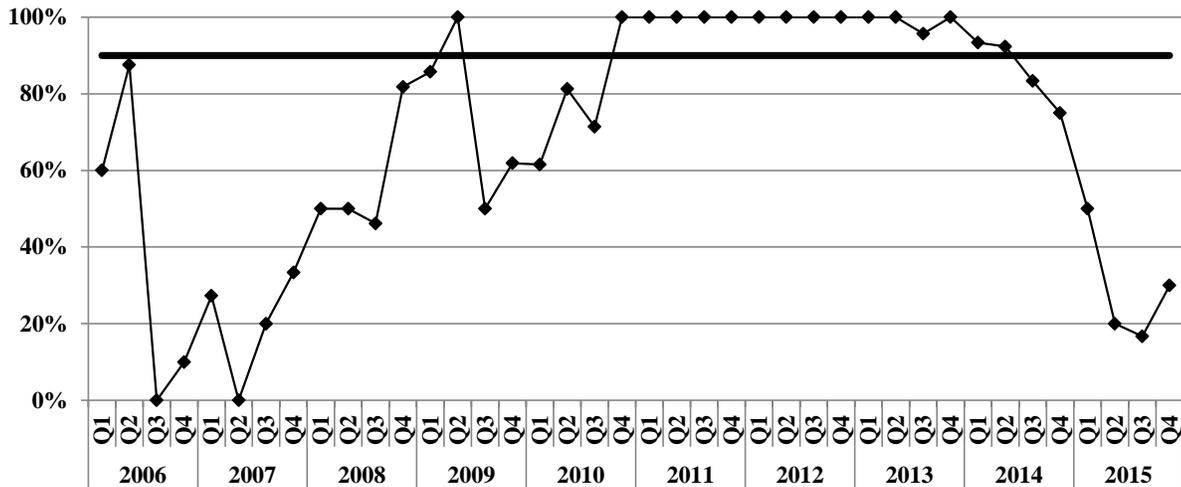
Of the 569 cases measured for on-time case processing in the Effectuations Unit, 548 cases (96%) were completed within the established CPSA timeline. This was the highest percentage in 10 years. The court initiated new procedures and controls in 2015 to further improve this result.

Measure 3 - On Time Case Processing - HEARING (Quarterly)



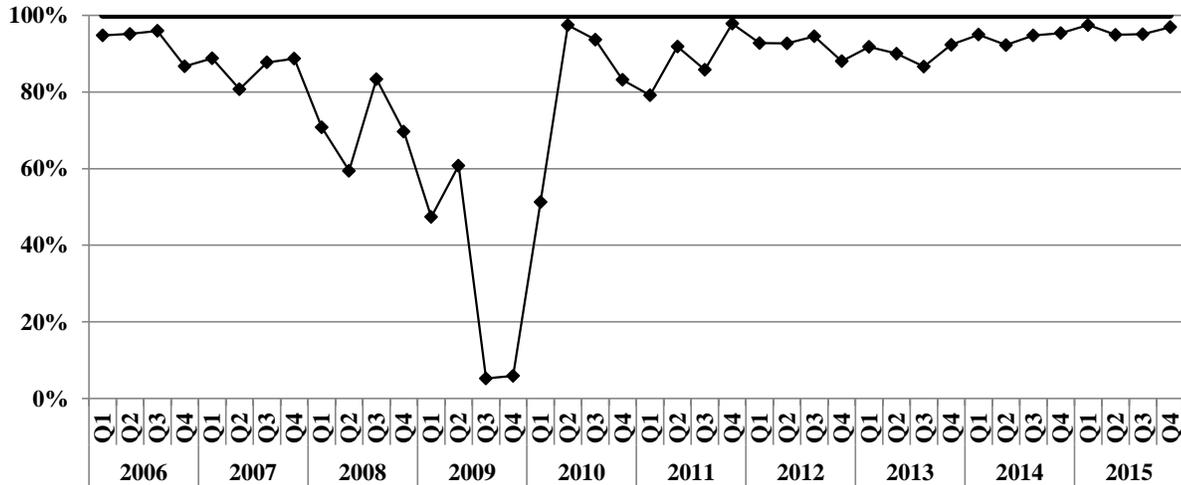
Note: The thick horizontal line represents the 90% standard.

Measure 3 - On Time Case Processing - REVIEW (Quarterly)



Note: The thick horizontal line represents the 90% standard.

Measure 3 - On Time Case Processing - EFFECTUATIONS (Quarterly)



Note: The thick horizontal line represents the 100% standard.

Measure 3 - On Time Case Processing - Hearing (Quarterly)

	Cases Closed	Cases Within Timeline	Percentage Within Timeline	Cases Within 150% of Timeline	Percentage Within 150% of Timeline
2006 Q1	164	137	84%	152	93%
Q2	177	148	84%	168	95%
Q3	153	122	80%	139	91%
Q4	173	151	87%	165	95%
2007 Q1	122	101	83%	116	95%
Q2	118	105	89%	114	97%
Q3	114	98	86%	110	96%
Q4	106	85	80%	102	96%
2008 Q1	120	94	78%	110	92%
Q2	127	105	83%	120	94%
Q3	124	89	72%	115	93%
Q4	148	122	82%	140	95%
2009 Q1	140	113	81%	134	96%
Q2	106	85	80%	100	94%
Q3	145	110	76%	128	88%
Q4	223	157	70%	198	89%
2010 Q1	211	162	77%	198	94%
Q2	175	132	75%	151	86%
Q3	236	200	85%	218	92%
Q4	216	187	87%	209	97%
2011 Q1	275	243	88%	263	96%
Q2	274	250	91%	265	97%
Q3	265	225	85%	246	93%
Q4	267	240	90%	258	97%
2012 Q1	164	150	91%	161	98%
Q2	176	167	95%	174	99%
Q3	216	204	94%	215	100%
Q4	122	116	95%	121	99%
2013 Q1	155	143	92%	154	99%
Q2	185	157	85%	181	98%
Q3	174	131	75%	163	94%
Q4	186	148	80%	181	97%
2014 Q1	201	158	79%	184	92%
Q2	135	115	85%	132	98%
Q3	162	134	83%	155	96%
Q4	206	171	83%	195	95%
2015 Q1	210	168	80%	202	96%
Q2	202	171	85%	194	96%
Q3	105	84	80%	100	95%
Q4	231	182	79%	216	94%

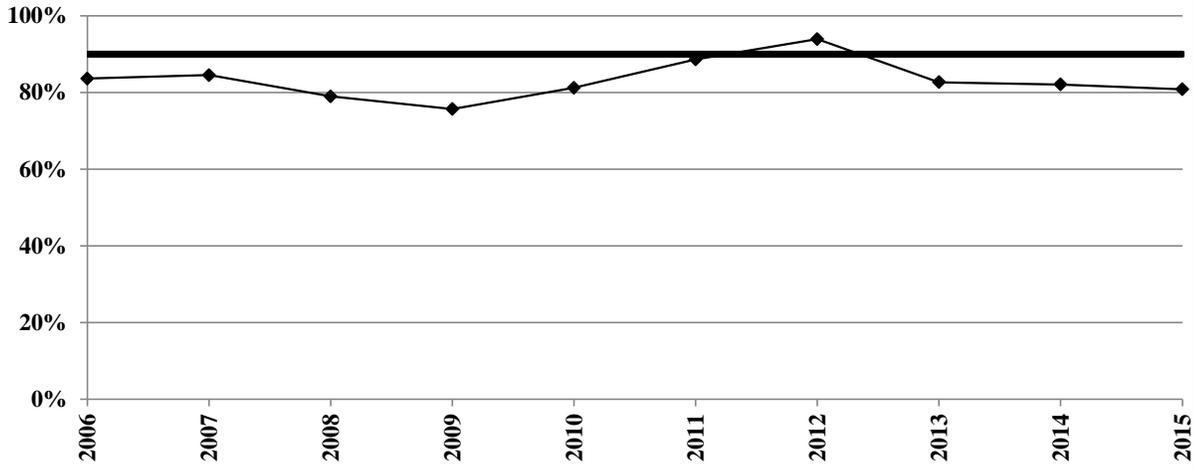
Measure 3 - On Time Case Processing - Review (Quarterly)

	Cases Closed	Cases Within Timeline	Percentage Within Timeline	Cases Within 150% of Timeline	Percentage Within 150% of Timeline
2006 Q1	15	9	60%	11	73%
Q2	8	7	88%	8	100%
Q3	5	0	0%	1	20%
Q4	10	1	10%	8	80%
2007 Q1	11	3	27%	6	55%
Q2	5	0	0%	2	40%
Q3	5	1	20%	3	60%
Q4	9	3	33%	7	78%
2008 Q1	4	2	50%	4	100%
Q2	4	2	50%	3	75%
Q3	13	6	46%	12	92%
Q4	11	9	82%	10	91%
2009 Q1	7	6	86%	7	100%
Q2	2	2	100%	2	100%
Q3	6	3	50%	6	100%
Q4	21	13	62%	20	95%
2010 Q1	13	8	62%	13	100%
Q2	16	13	81%	15	94%
Q3	14	10	71%	14	100%
Q4	15	15	100%	15	100%
2011 Q1	18	18	100%	18	100%
Q2	12	12	100%	12	100%
Q3	21	21	100%	21	100%
Q4	14	14	100%	14	100%
2012 Q1	8	8	100%	8	100%
Q2	6	6	100%	6	100%
Q3	10	10	100%	10	100%
Q4	6	6	100%	6	100%
2013 Q1	12	12	100%	12	100%
Q2	16	16	100%	16	100%
Q3	23	22	96%	22	96%
Q4	11	11	100%	11	100%
2014 Q1	15	14	93%	15	100%
Q2	13	12	92%	13	100%
Q3	18	15	83%	18	100%
Q4	12	9	75%	12	100%
2015 Q1	14	7	50%	13	93%
Q2	20	4	20%	19	95%
Q3	12	2	17%	11	92%
Q4	20	6	30%	17	85%

Measure 3 - On Time Case Processing - Effectuations (Quarterly)

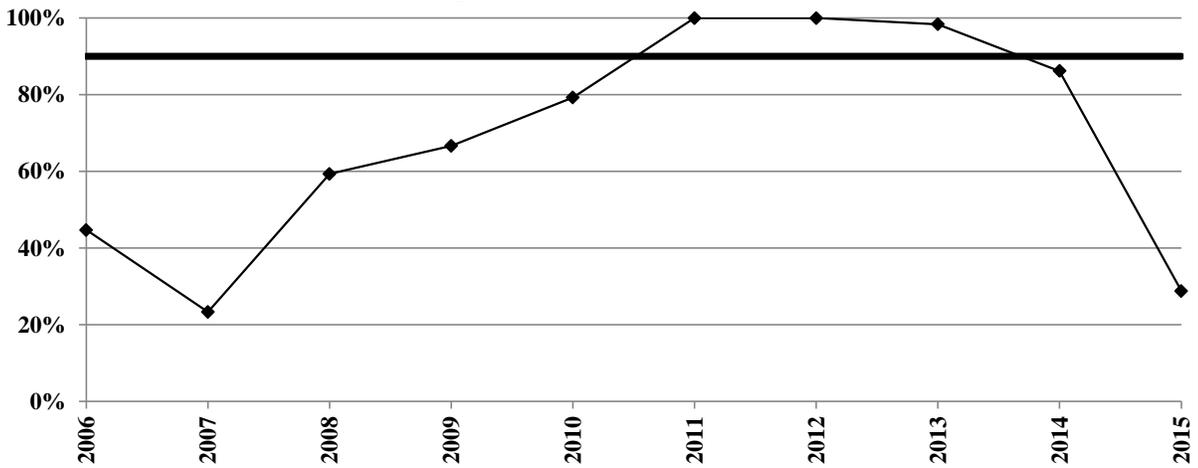
	Cases Closed	Cases Within Timeline	Percentage Within Timeline
2006 Q1	114	108	95%
Q2	103	98	95%
Q3	98	94	96%
Q4	105	91	87%
2007 Q1	80	71	89%
Q2	88	71	81%
Q3	57	50	88%
Q4	62	55	89%
2008 Q1	82	58	71%
Q2	106	63	59%
Q3	84	70	83%
Q4	89	62	70%
2009 Q1	95	45	47%
Q2	51	31	61%
Q3	95	5	5%
Q4	152	9	6%
2010 Q1	158	81	51%
Q2	116	113	97%
Q3	157	147	94%
Q4	172	143	83%
2011 Q1	225	178	79%
Q2	221	203	92%
Q3	225	193	86%
Q4	231	226	98%
2012 Q1	110	102	93%
Q2	136	126	93%
Q3	182	172	95%
Q4	92	81	88%
2013 Q1	121	111	92%
Q2	140	126	90%
Q3	142	123	87%
Q4	117	108	92%
2014 Q1	158	150	95%
Q2	90	83	92%
Q3	115	109	95%
Q4	151	144	95%
2015 Q1	158	154	97%
Q2	157	149	95%
Q3	61	58	95%
Q4	193	187	97%

Measure 3 - On Time Case Processing - HEARING (Annual)



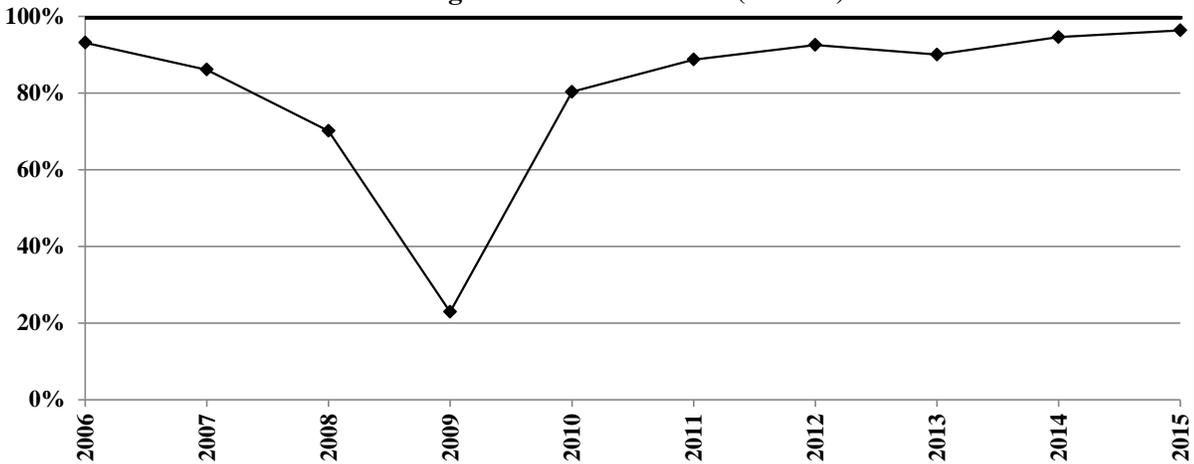
Note: The thick horizontal line represents the 90% standard.

Measure 3 - On Time Case Processing - REVIEW (Annual)



Note: The thick horizontal line represents the 90% standard.

Measure 3 - On Time Case Processing - EFFECTUATIONS (Annual)



Note: The thick horizontal line represents the 100% standard.

Measure 3 - On Time Case Processing - Hearing (Annual)

	Cases Closed	Cases Within Timeline	Percentage Within Timeline	Cases Within 150% of Timeline	Percentage Within 150% of Timeline
2006	667	558	84%	624	94%
2007	460	389	85%	442	96%
2008	519	410	79%	485	93%
2009	614	465	76%	560	91%
2010	838	681	81%	776	93%
2011	1081	958	89%	1032	95%
2012	678	637	94%	671	99%
2013	700	579	83%	679	97%
2014	704	578	82%	666	95%
2015	748	605	81%	712	95%

Measure 3 - On Time Case Processing - Review (Annual)

	Cases Closed	Cases Within Timeline	Percentage Within Timeline	Cases Within 150% of Timeline	Percentage Within 150% of Timeline
2006	38	17	45%	28	74%
2007	30	7	23%	18	60%
2008	32	19	59%	29	91%
2009	36	24	67%	35	97%
2010	58	46	79%	57	98%
2011	65	65	100%	65	100%
2012	30	30	100%	30	100%
2013	62	61	98%	61	98%
2014	58	50	86%	58	100%
2015	66	19	29%	60	91%

Measure 3 - On Time Case Processing - Effectuations (Annual)

	Cases Closed	Cases Within Timeline	Percentage Within Timeline
2006	420	391	93%
2007	287	247	86%
2008	361	253	70%
2009	393	90	23%
2010	603	484	80%
2011	902	800	89%
2012	520	481	93%
2013	520	468	90%
2014	514	486	95%
2015	569	548	96%

Measure 4 Case Backlog

Definition

The percentage of open cases that are older than the established timelines.

Standard

Hearing and Review: backlog not to exceed 10%.

Effectuations: no backlog or 0%.

Methodology

The cases examined are those cases open during the quarter in Hearing, Review, or Effectuations. An open case is one which is pending in a department, which is not abated and not in the State Bar Court's Alternative Discipline Program (ADP). The number of days a case is open in a department is calculated and compared to the existing timelines for the department and case type (see "Timeline Standards by Case Type"). Cases exceeding the timelines are reported as the backlog. Results are reported for each department.

Beginning in 2012, the ADP cases in the Hearing Department are measured against timelines based on all phases of the program: referral, evaluation, and program status. Also, all reports have been adjusted to exclude the time a case is in default.

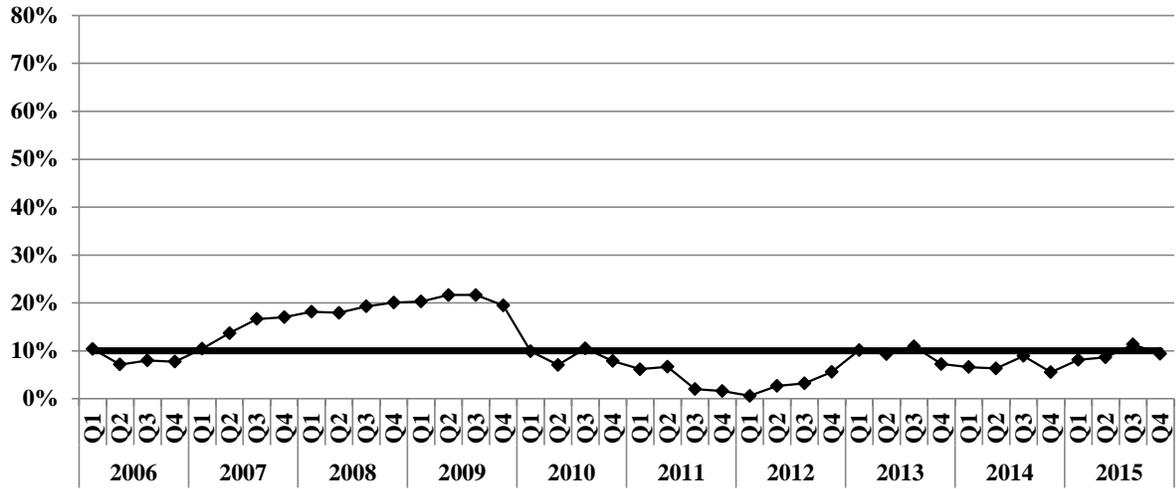
Commentary

At year end, the Hearing Department had 33 cases (9%) in backlog. This is the second year in which the Hearing Department backlog has met the 10% or less CPSA standard. Efforts to identify and reduce the number of backlogged cases are ongoing.

At year end, the Review Department had 19 cases (37% of 52 pending cases) in backlog, an improvement over the prior year when 38 cases (41% of the 92 pending cases) were in backlog. The Review Department continues its efforts to reduce this number while working carefully to keep newer cases from adding to the backlog.

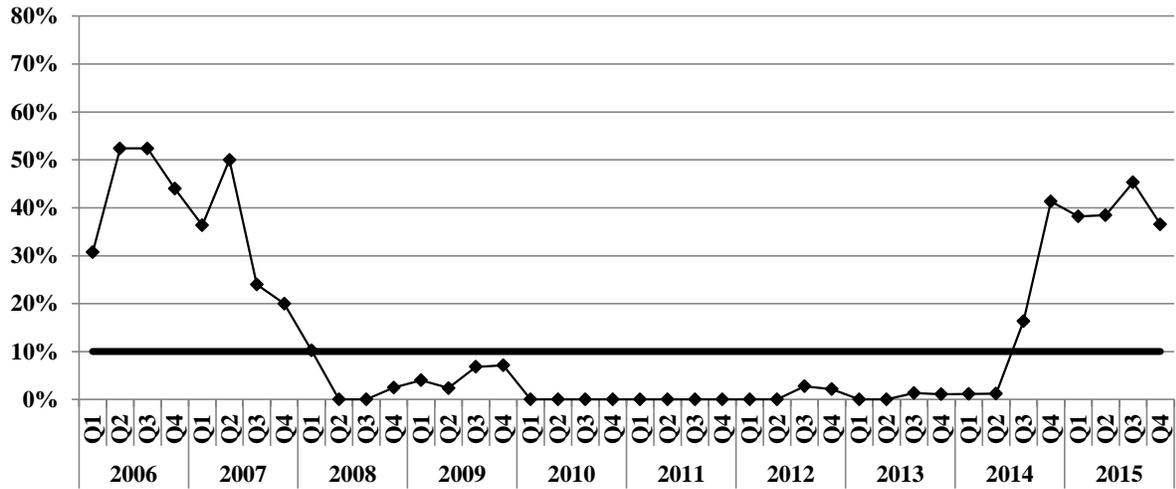
In the fourth quarter of 2015, the Effectuations Unit had only one case in backlog of its 28 open cases, or 4% – the lowest year-end backlog percentage in ten years. The Effectuations Unit maintained 0% backlog for the first three quarters of the year, and continues its newly implemented case management tools to avoid any further backlog occurrences.

Measure 4 Case Backlog - HEARING (Quarterly)



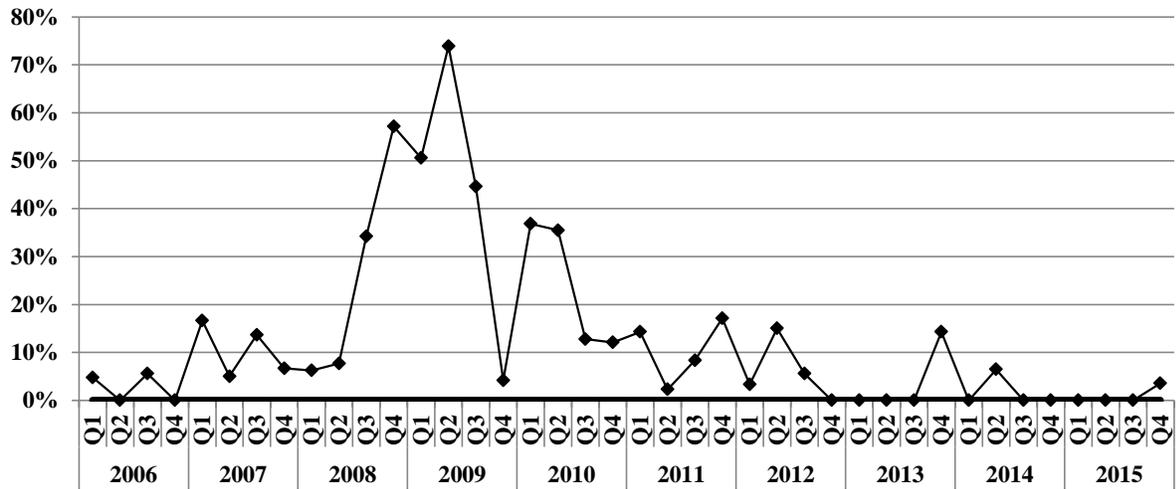
Note: The thick horizontal line represents the 10% standard.

Measure 4 Case Backlog - REVIEW (Quarterly)



Note: The thick horizontal line represents the 10% standard.

Measure 4 Case Backlog - EFFECTUATIONS (Quarterly)



Note: The thick horizontal line represents the 0% standard.

Measure 4 Case Backlog - Hearing (Quarterly)

	Cases Open	Cases in Backlog	Percentage in Backlog
2006 Q1	298	31	10%
Q2	321	23	7%
Q3	299	24	8%
Q4	310	24	8%
2007 Q1	316	33	10%
Q2	321	44	14%
Q3	324	54	17%
Q4	376	64	17%
2008 Q1	358	65	18%
Q2	362	65	18%
Q3	409	79	19%
Q4	443	89	20%
2009 Q1	389	79	20%
Q2	388	84	22%
Q3	374	81	22%
Q4	313	61	19%
2010 Q1	332	33	10%
Q2	369	26	7%
Q3	362	38	10%
Q4	407	32	8%
2011 Q1	340	21	6%
Q2	315	21	7%
Q3	296	6	2%
Q4	432	7	2%
2012 Q1	331	2	1%
Q2	410	11	3%
Q3	431	14	3%
Q4	536	30	6%
2013 Q1	471	48	10%
Q2	451	42	9%
Q3	449	49	11%
Q4	538	39	7%
2014 Q1	437	29	7%
Q2	457	29	6%
Q3	480	43	9%
Q4	522	29	6%
2015 Q1	455	37	8%
Q2	393	34	9%
Q3	344	39	11%
Q4	351	33	9%

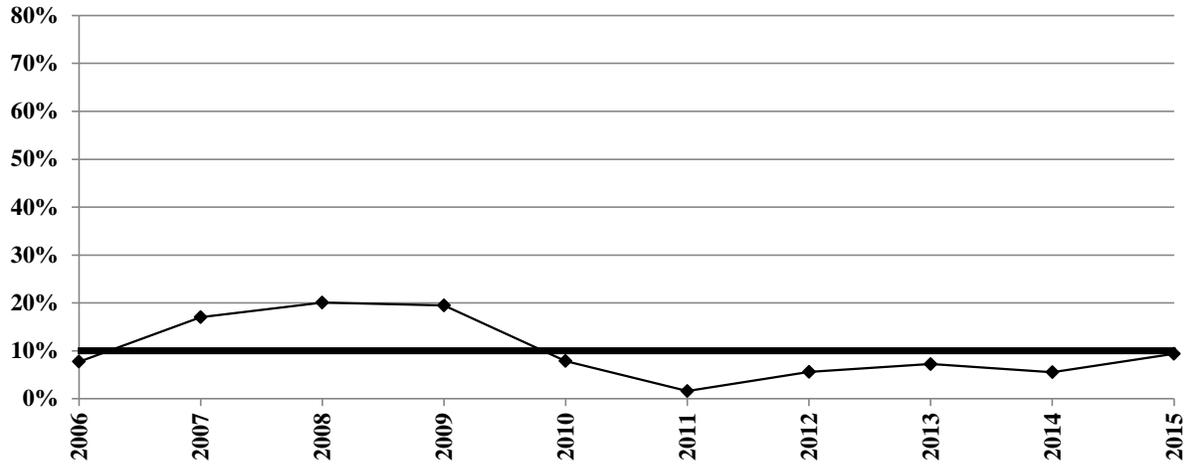
Measure 4 Case Backlog - Review (Quarterly)

	Cases Open	Cases in Backlog	Percentage in Backlog
2006 Q1	39	12	31%
Q2	21	11	52%
Q3	21	11	52%
Q4	25	11	44%
2007 Q1	22	8	36%
Q2	20	10	50%
Q3	25	6	24%
Q4	30	6	20%
2008 Q1	39	4	10%
Q2	34	0	0%
Q3	29	0	0%
Q4	40	1	3%
2009 Q1	50	2	4%
Q2	42	1	2%
Q3	44	3	7%
Q4	42	3	7%
2010 Q1	37	0	0%
Q2	43	0	0%
Q3	36	0	0%
Q4	29	0	0%
2011 Q1	30	0	0%
Q2	30	0	0%
Q3	28	0	0%
Q4	23	0	0%
2012 Q1	25	0	0%
Q2	27	0	0%
Q3	36	1	3%
Q4	46	1	2%
2013 Q1	49	0	0%
Q2	60	0	0%
Q3	75	1	1%
Q4	91	1	1%
2014 Q1	87	1	1%
Q2	80	1	1%
Q3	98	16	16%
Q4	92	38	41%
2015 Q1	89	34	38%
Q2	78	30	38%
Q3	64	29	45%
Q4	52	19	37%

Measure 4 Case Backlog - Effectuations (Quarterly)

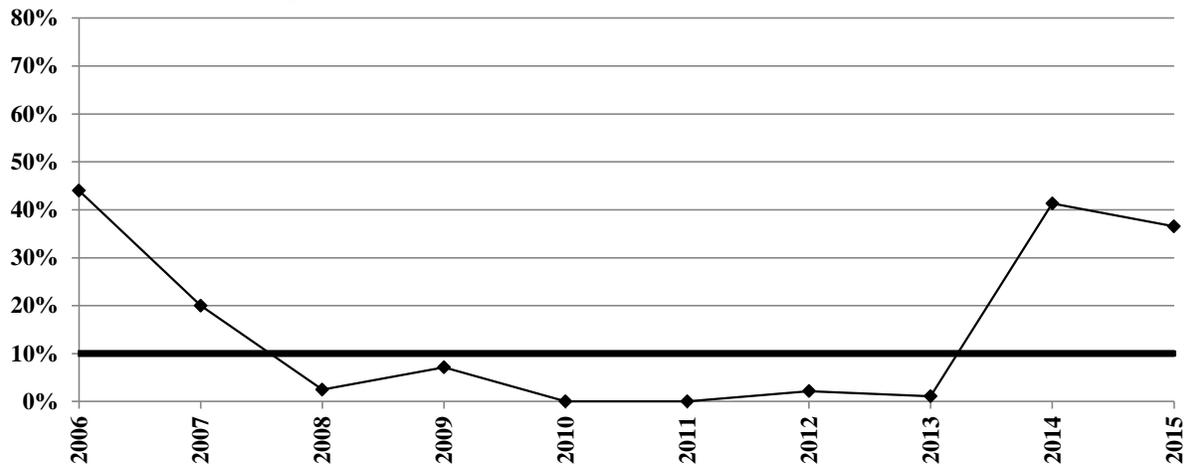
	Cases Open	Cases in Backlog	Percentage in Backlog
2006 Q1	21	1	5%
Q2	20	0	0%
Q3	18	1	6%
Q4	20	0	0%
2007 Q1	6	1	17%
Q2	20	1	5%
Q3	22	3	14%
Q4	15	1	7%
2008 Q1	32	2	6%
Q2	26	2	8%
Q3	38	13	34%
Q4	56	32	57%
2009 Q1	176	89	51%
Q2	153	113	74%
Q3	74	33	45%
Q4	24	1	4%
2010 Q1	57	21	37%
Q2	62	22	35%
Q3	47	6	13%
Q4	58	7	12%
2011 Q1	49	7	14%
Q2	44	1	2%
Q3	36	3	8%
Q4	35	6	17%
2012 Q1	30	1	3%
Q2	20	3	15%
Q3	18	1	6%
Q4	26	0	0%
2013 Q1	26	0	0%
Q2	42	0	0%
Q3	35	0	0%
Q4	14	2	14%
2014 Q1	37	0	0%
Q2	31	2	6%
Q3	28	0	0%
Q4	32	0	0%
2015 Q1	26	0	0%
Q2	42	0	0%
Q3	36	0	0%
Q4	28	1	4%

Measure 4 Case Backlog - HEARING (Annual)



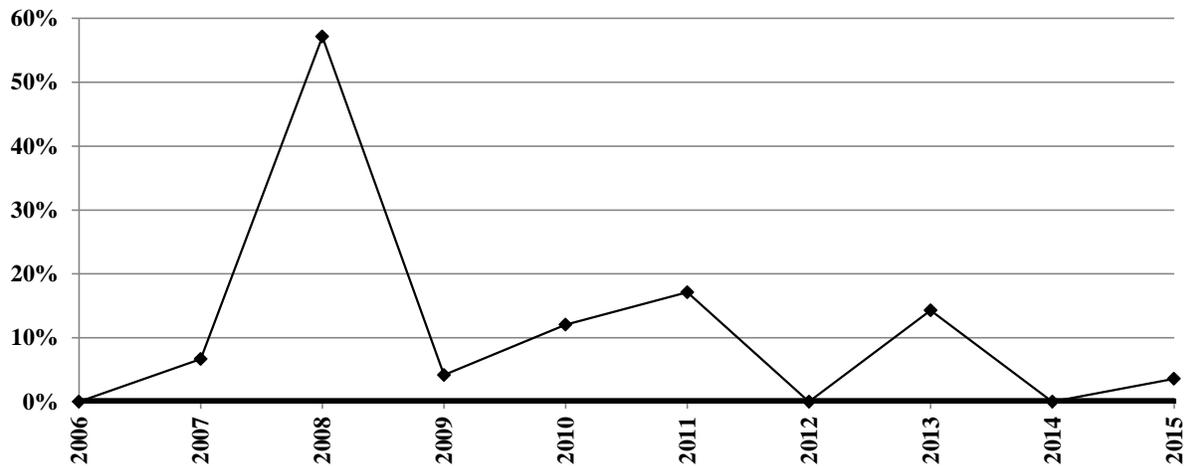
Note: The thick horizontal line represents the 10% standard.

Measure 4 Case Backlog - REVIEW (Annual)



Note: The thick horizontal line represents the 10% standard.

Measure 4 Case Backlog - EFFECTUATIONS (Annual)



Note: The thick horizontal line represents the 0% standard.

Measure 4 Case Backlog - Hearing (Annual)

	Cases Open	Cases in Backlog	Percentage in Backlog
2006	310	24	8%
2007	376	64	17%
2008	443	89	20%
2009	313	61	19%
2010	407	32	8%
2011	432	7	2%
2012	536	30	6%
2013	538	39	7%
2014	522	29	6%
2015	351	33	9%

Measure 4 Case Backlog - Review (Annual)

	Cases Open	Cases in Backlog	Percentage in Backlog
2006	25	11	44%
2007	30	6	20%
2008	40	1	3%
2009	42	3	7%
2010	29	0	0%
2011	23	0	0%
2012	46	1	2%
2013	91	1	1%
2014	92	38	41%
2015	52	19	37%

Measure 4 Case Backlog - Effectuations (Annual)

	Cases Open	Cases in Backlog	Percentage in Backlog
2006	20	0	0%
2007	15	1	7%
2008	56	32	57%
2009	24	1	4%
2010	58	7	12%
2011	35	6	17%
2012	26	0	0%
2013	14	2	14%
2014	32	0	0%
2015	28	1	4%

Measure 5 Commencement of Trials - Hearing Department

Definition

The percentage of trials started within established timelines.

Standard

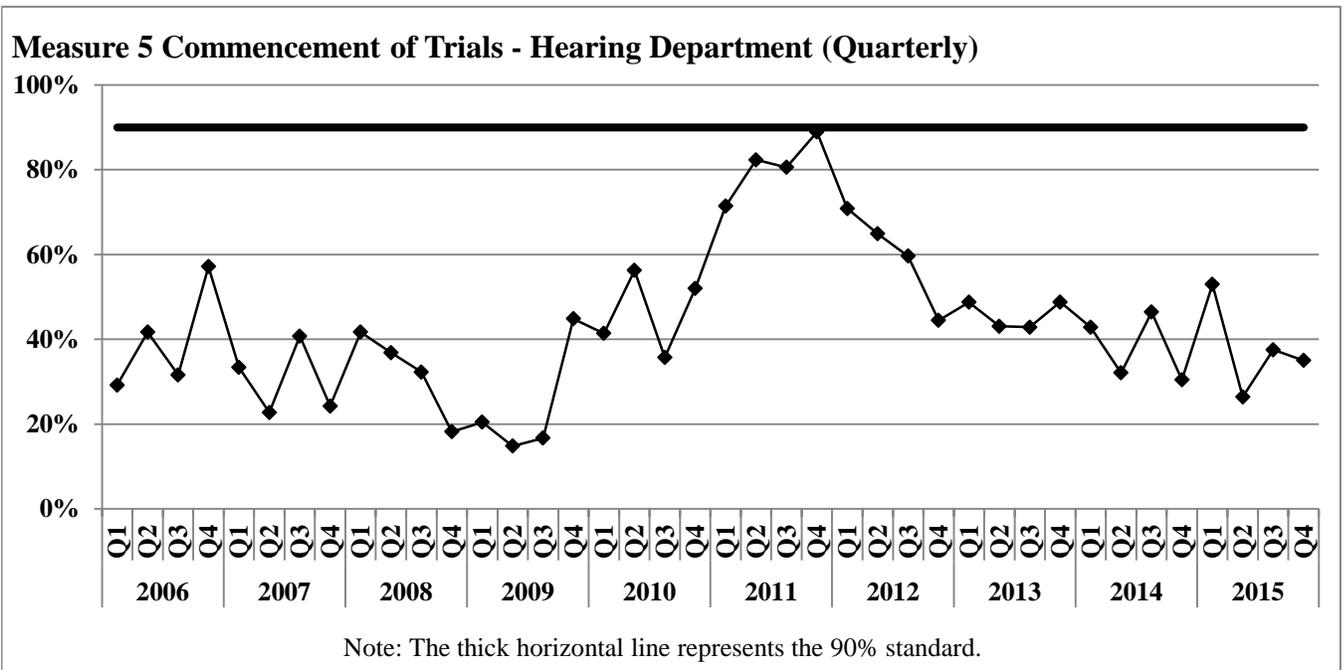
90% of cases are to commence trial within case type timelines;
100% of cases are to commence trial within 150% of case type timelines.

Methodology

The first part of this measure examines the pendency of cases in the Hearing Department at the start of trial. For each case in which trial started during the quarter, the number of days from the date the case was filed to the date of trial is calculated and compared to the timeline for the case type (see "Timeline Standards by Case Type").

Commentary

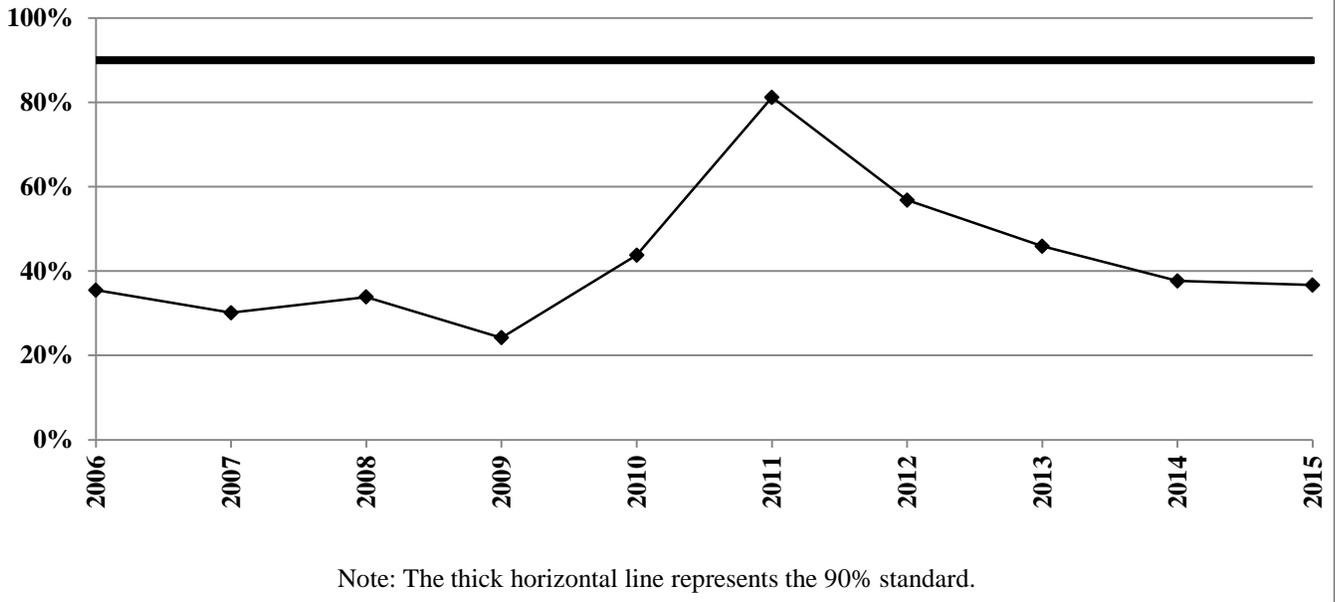
The Hearing Department commenced trial in 139 cases of which 51 cases (37%) met the timeline for the respective case type, and 87 cases (63%) met the 150% timeline. On a quarterly as well as annual basis, commencement of trial results are analyzed to identify the frequent factors that contribute to delay, some of which are due to circumstances the hearing judges do not control, such as default cases or reassigned cases. Significant effort has been made to discover ways to reduce delay in the commencement of trials and to accurately report the reasons for any delays.



Measure 5 Commencement of Trials - Hearing Department (Quarterly)

	Cases Trial Commenced	Cases Within Timeline	Percentage Within Timeline	Cases Within 150% of Timeline	Percentage Within 150% of Timeline
2006 Q1	24	7	29%	15	63%
Q2	12	5	42%	9	75%
Q3	19	6	32%	11	58%
Q4	7	4	57%	7	100%
2007 Q1	21	7	33%	16	76%
Q2	22	5	23%	14	64%
Q3	27	11	41%	18	67%
Q4	33	8	24%	17	52%
2008 Q1	36	15	42%	28	78%
Q2	38	14	37%	24	63%
Q3	31	10	32%	22	71%
Q4	22	4	18%	14	64%
2009 Q1	44	9	20%	31	70%
Q2	27	4	15%	12	44%
Q3	24	4	17%	16	67%
Q4	29	13	45%	18	62%
2010 Q1	29	12	41%	21	72%
Q2	16	9	56%	14	88%
Q3	42	15	36%	29	69%
Q4	25	13	52%	21	84%
2011 Q1	21	15	71%	20	95%
Q2	17	14	82%	15	88%
Q3	36	29	81%	32	89%
Q4	27	24	89%	26	96%
2012 Q1	24	17	71%	20	83%
Q2	37	24	65%	34	92%
Q3	52	31	60%	47	90%
Q4	63	28	44%	48	76%
2013 Q1	80	39	49%	56	70%
Q2	65	28	43%	51	78%
Q3	56	24	43%	41	73%
Q4	41	20	49%	30	73%
2014 Q1	42	18	43%	32	76%
Q2	53	17	32%	38	72%
Q3	28	13	46%	21	75%
Q4	23	7	30%	13	57%
2015 Q1	34	18	53%	26	76%
Q2	53	14	26%	33	62%
Q3	32	12	38%	16	50%
Q4	20	7	35%	12	60%

Measure 5 Commencement of Trials - Hearing Department (Annual)



Measure 5 Commencement of Trials - Hearing Department (Annual)

	Cases Trial Commenced	Cases Within Timeline	Percentage Within Timeline	Cases Within 150% of Timeline	Percentage Within 150% of Timeline
2006	62	22	35%	42	68%
2007	103	31	30%	65	63%
2008	127	43	34%	88	69%
2009	124	30	24%	77	62%
2010	112	49	44%	85	76%
2011	101	82	81%	93	92%
2012	176	100	57%	149	85%
2013	242	111	46%	178	74%
2014	146	55	38%	104	71%
2015	139	51	37%	87	63%

Measure 5

Timeliness of Submissions - Hearing Department

Definition

The percentage of cases in which submission time meets the established timelines.

Standard

100% compliance with case type timelines for submission of decisions and stipulations.

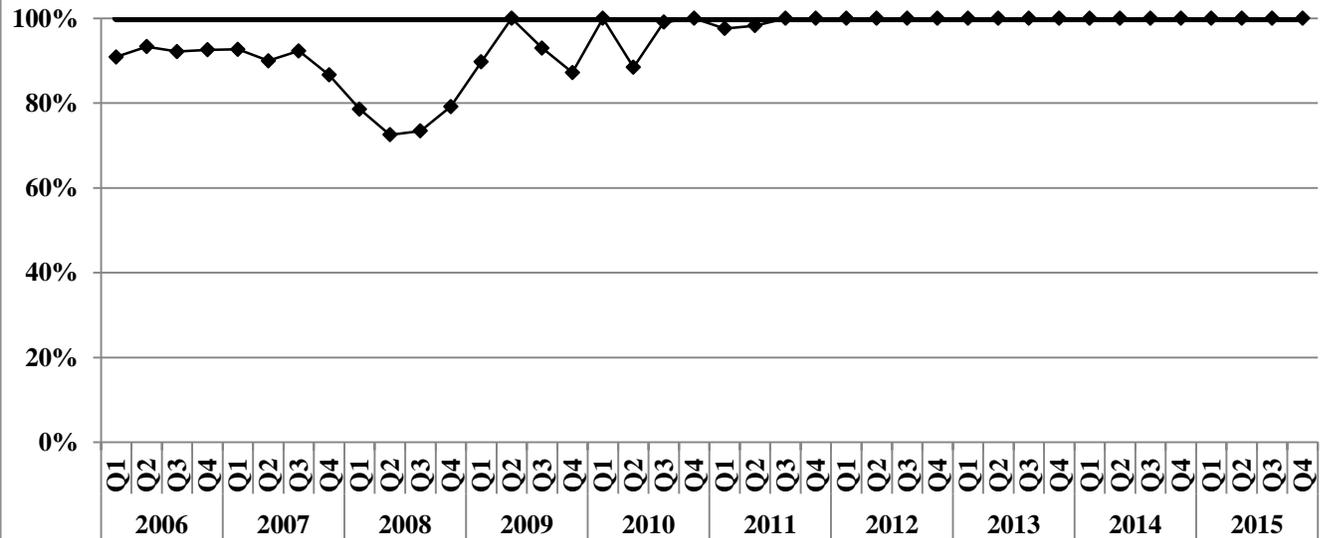
Methodology

The second part of this measure examines the submission time of decisions and stipulations in the Hearing Department. For cases closed during the quarter, the number of days the case was under submission is calculated and compared to the timeline for the case type (see "Timeline Standards by Case Type").

Commentary

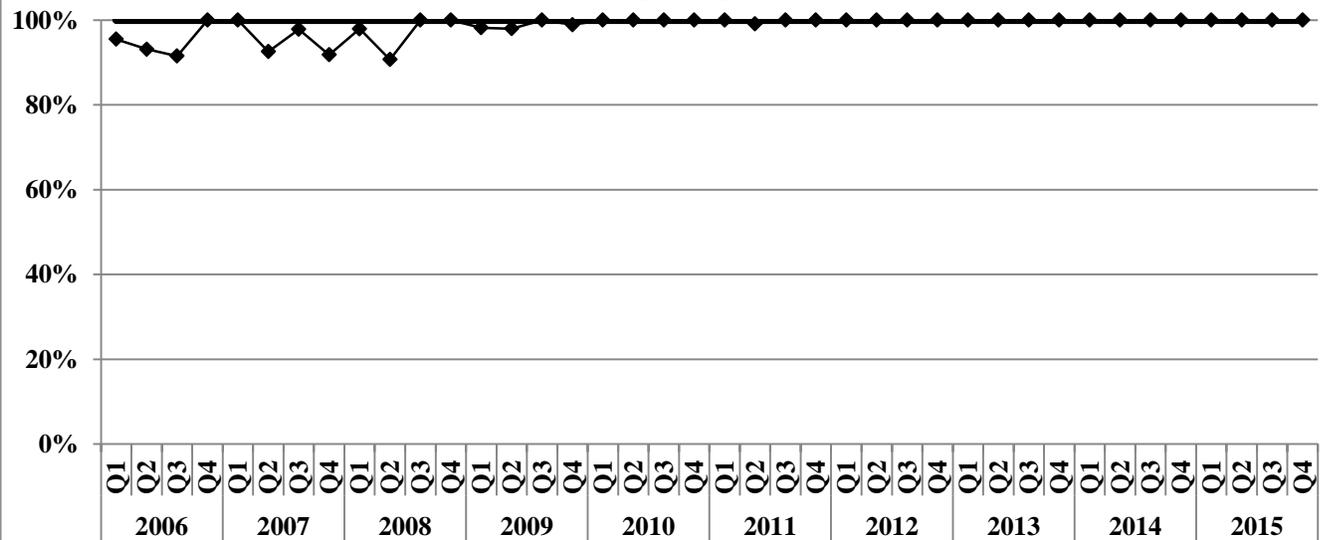
The Hearing Department has achieved the CPSA 100% goal for the last four years for both the submission of decisions and stipulations.

Measure 5 Timeliness of Submissions - Hearing - Decisions (Quarterly)



Note: The thick horizontal line represents the 100% standard.

Measure 5 Timeliness of Submissions - Hearing - Stipulations (Quarterly)



Note: The thick horizontal line represents the 100% standard.

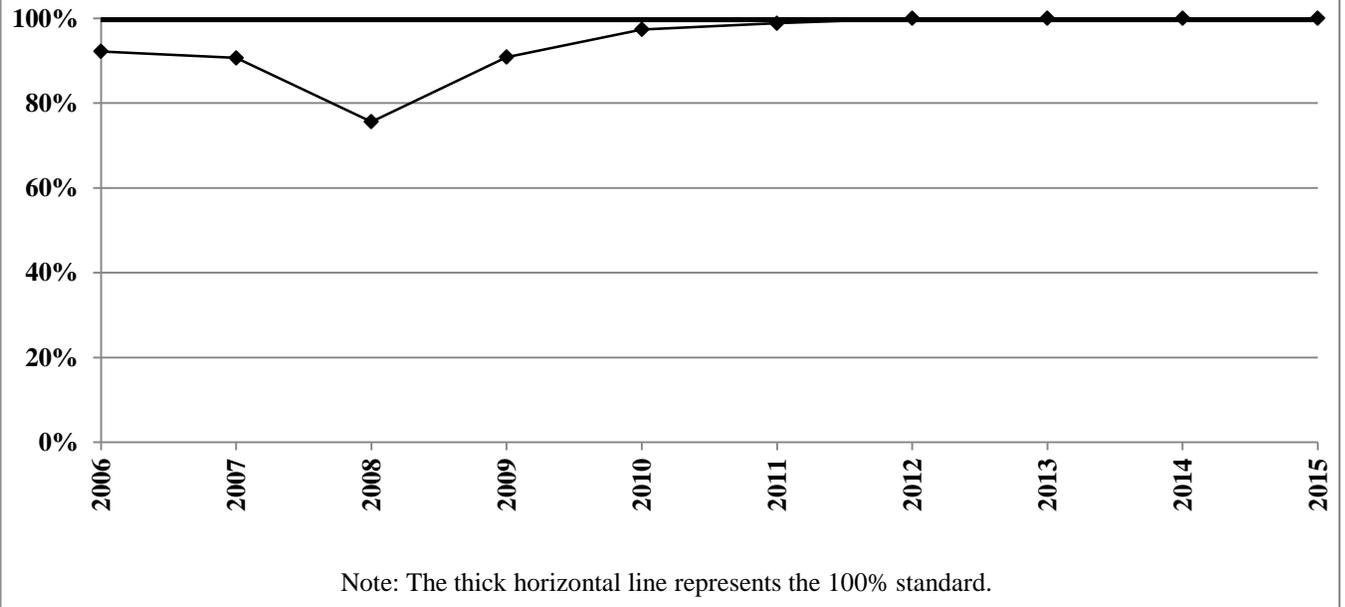
Measure 5 Timeliness of Submissions - Hearing Department - Decisions (Quarterly)

	Cases Submitted	Cases Meeting Timeline	Percentage Meeting Timeline
2006 Q1	55	50	91%
Q2	45	42	93%
Q3	51	47	92%
Q4	54	50	93%
2007 Q1	41	38	93%
Q2	40	36	90%
Q3	39	36	92%
Q4	30	26	87%
2008 Q1	42	33	79%
Q2	51	37	73%
Q3	64	47	73%
Q4	48	38	79%
2009 Q1	39	35	90%
Q2	26	26	100%
Q3	57	53	93%
Q4	86	75	87%
2010 Q1	103	103	100%
Q2	78	69	88%
Q3	111	110	99%
Q4	89	89	100%
2011 Q1	84	82	98%
Q2	116	114	98%
Q3	72	72	100%
Q4	79	79	100%
2012 Q1	38	38	100%
Q2	37	37	100%
Q3	60	60	100%
Q4	52	52	100%
2013 Q1	62	62	100%
Q2	70	70	100%
Q3	81	81	100%
Q4	77	77	100%
2014 Q1	90	90	100%
Q2	46	46	100%
Q3	58	58	100%
Q4	72	72	100%
2015 Q1	68	68	100%
Q2	60	60	100%
Q3	37	37	100%
Q4	94	94	100%

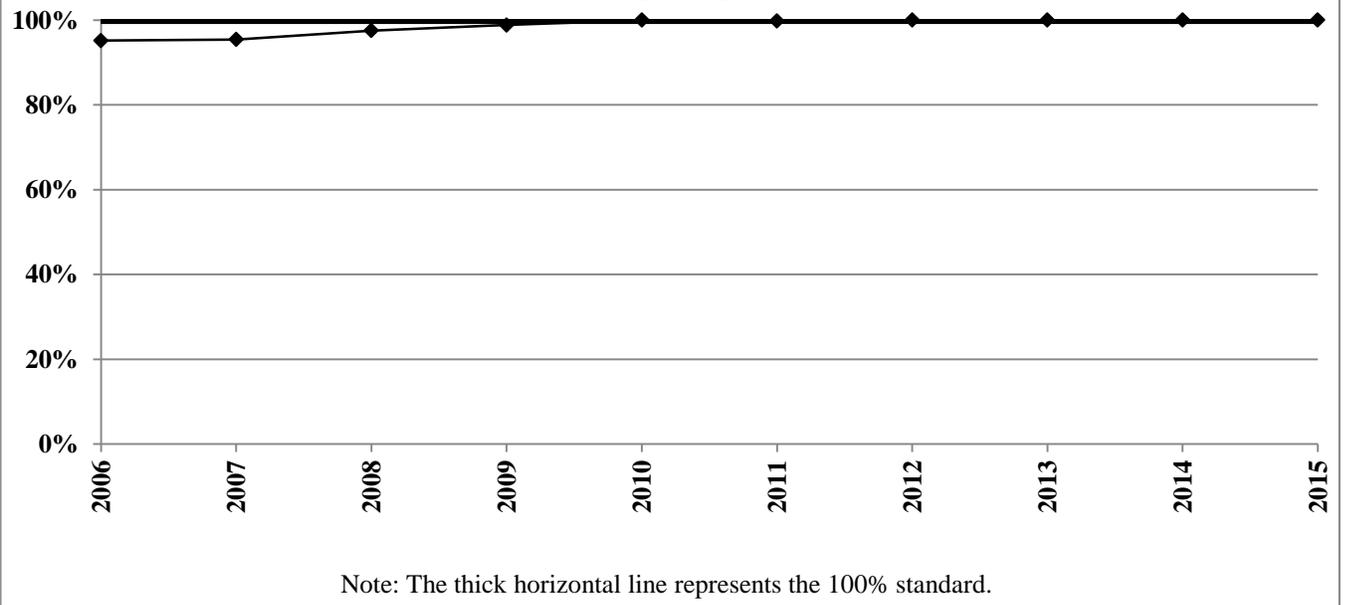
Measure 5 Timeliness of Submissions - Hearing Department - Stipulations (Quarterly)

	Cases Submitted	Cases Meeting Timeline	Percentage Meeting Timeline
2006 Q1	67	64	96%
Q2	73	68	93%
Q3	59	54	92%
Q4	71	71	100%
2007 Q1	48	48	100%
Q2	54	50	93%
Q3	46	45	98%
Q4	49	45	92%
2008 Q1	49	48	98%
Q2	43	39	91%
Q3	37	37	100%
Q4	75	75	100%
2009 Q1	56	55	98%
Q2	50	49	98%
Q3	67	67	100%
Q4	92	91	99%
2010 Q1	87	87	100%
Q2	66	66	100%
Q3	82	82	100%
Q4	85	85	100%
2011 Q1	153	153	100%
Q2	116	115	99%
Q3	162	162	100%
Q4	163	163	100%
2012 Q1	99	99	100%
Q2	112	112	100%
Q3	128	128	100%
Q4	49	49	100%
2013 Q1	74	74	100%
Q2	74	74	100%
Q3	76	76	100%
Q4	73	73	100%
2014 Q1	81	81	100%
Q2	61	61	100%
Q3	70	70	100%
Q4	100	100	100%
2015 Q1	110	110	100%
Q2	109	109	100%
Q3	40	40	100%
Q4	99	99	100%

Measure 5 Timeliness of Submissions - Hearing - Decisions (Annual)



Measure 5 Timeliness of Submissions - Hearing - Stipulations (Annual)



Measure 5 Timeliness of Submissions - Hearing Department - Decisions (Annual)

	Cases Submitted	Cases Meeting Timeline	Percentage Meeting Timeline
2006	205	189	92%
2007	150	136	91%
2008	205	155	76%
2009	208	189	91%
2010	381	371	97%
2011	351	347	99%
2012	187	187	100%
2013	290	290	100%
2014	266	266	100%
2015	259	259	100%

Measure 5 Timeliness of Submissions - Hearing Department - Stipulations (Annual)

	Cases Submitted	Cases Meeting Timeline	Percentage Meeting Timeline
2006	270	257	95%
2007	197	188	95%
2008	204	199	98%
2009	265	262	99%
2010	320	320	100%
2011	594	593	100%
2012	388	388	100%
2013	297	297	100%
2014	312	312	100%
2015	358	358	100%

Measure 5 Commencement of Oral Arguments - Review Department

Definition

The percentage of oral arguments started within the established timelines.

Standard

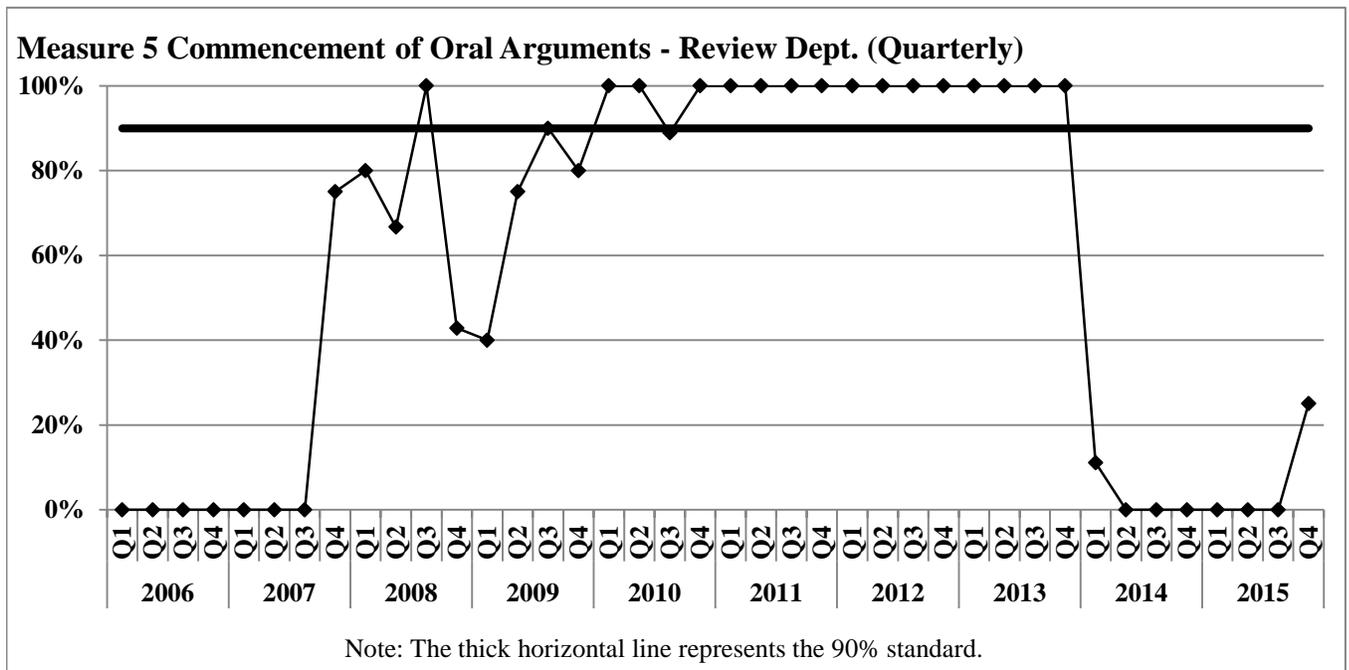
90% of cases are to commence oral argument within Review Department timelines;
100% of cases are to commence oral argument within 150% of Review Department timelines.

Methodology

The first part of this measure examines the pendency of cases in the Review Department at the time oral argument was held. For each case in which oral argument was held during the quarter, the number of days from the date the request for review was filed to the date of oral argument is calculated and compared to the timeline (see "Timeline Standards by Case Type").

Commentary

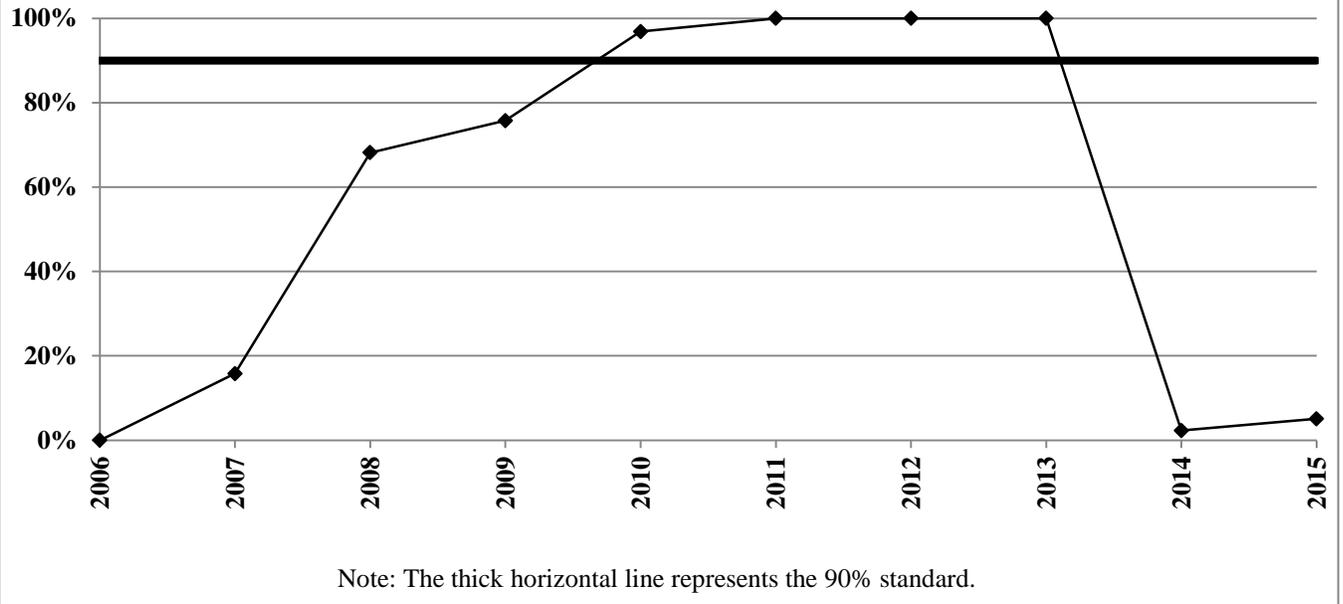
The Review Department commenced oral argument in 59 cases of which 3 cases (5%) met the timeline and 27 cases (46%) met the 150% timeline. Since 2014, the Review Department has worked to reduce the backlog of cases awaiting oral argument. The fourth quarter of 2015 was the first quarter in nearly two years that reported cases met the timeline standard. The Review Department has initiated several steps that have improved, and will continue to improve, performance of this measure.



Measure 5 Commencement of Oral Arguments - Review Department (Quarterly)

	Cases Oral Argument Commenced	Cases Within Timeline	Percentage Within Timeline	Cases Within 150% of Timeline	Percentage Within 150% of Timeline
2006 Q1	1	0	0%	0	0%
Q2	4	0	0%	1	25%
Q3	2	0	0%	0	0%
Q4	6	0	0%	2	33%
2007 Q1	5	0	0%	2	40%
Q2	4	0	0%	2	50%
Q3	6	0	0%	2	33%
Q4	4	3	75%	4	100%
2008 Q1	5	4	80%	5	100%
Q2	6	4	67%	6	100%
Q3	4	4	100%	4	100%
Q4	7	3	43%	7	100%
2009 Q1	5	2	40%	5	100%
Q2	8	6	75%	8	100%
Q3	10	9	90%	10	100%
Q4	10	8	80%	10	100%
2010 Q1	6	6	100%	6	100%
Q2	8	8	100%	8	100%
Q3	9	8	89%	9	100%
Q4	9	9	100%	9	100%
2011 Q1	10	10	100%	10	100%
Q2	7	7	100%	7	100%
Q3	7	7	100%	7	100%
Q4	7	7	100%	7	100%
2012 Q1	7	7	100%	7	100%
Q2	4	4	100%	4	100%
Q3	9	9	100%	9	100%
Q4	9	9	100%	9	100%
2013 Q1	9	9	100%	9	100%
Q2	12	12	100%	12	100%
Q3	8	8	100%	8	100%
Q4	12	12	100%	12	100%
2014 Q1	9	1	11%	9	100%
Q2	11	0	0%	11	100%
Q3	9	0	0%	8	89%
Q4	15	0	0%	9	60%
2015 Q1	19	0	0%	8	42%
Q2	17	0	0%	6	35%
Q3	11	0	0%	7	64%
Q4	12	3	25%	6	50%

Measure 5 Commencement of Oral Arguments - Review Dept. (Annual)



Measure 5 Commencement of Oral Arguments - Review Department (Annual)

	Cases Oral Argument Commenced	Cases Within Timeline	Percentage Within Timeline	Cases Within 150% of Timeline	Percentage Within 150% of Timeline
2006	13	0	0%	3	23%
2007	19	3	16%	10	53%
2008	22	15	68%	22	100%
2009	33	25	76%	33	100%
2010	32	31	97%	32	100%
2011	31	31	100%	31	100%
2012	29	29	100%	29	100%
2013	41	41	100%	41	100%
2014	44	1	2%	37	84%
2015	59	3	5%	27	46%

Measure 5 Timeliness of Submissions - Review Department

Definition

The percentage of cases in which submission time meets the established timeline.

Standard

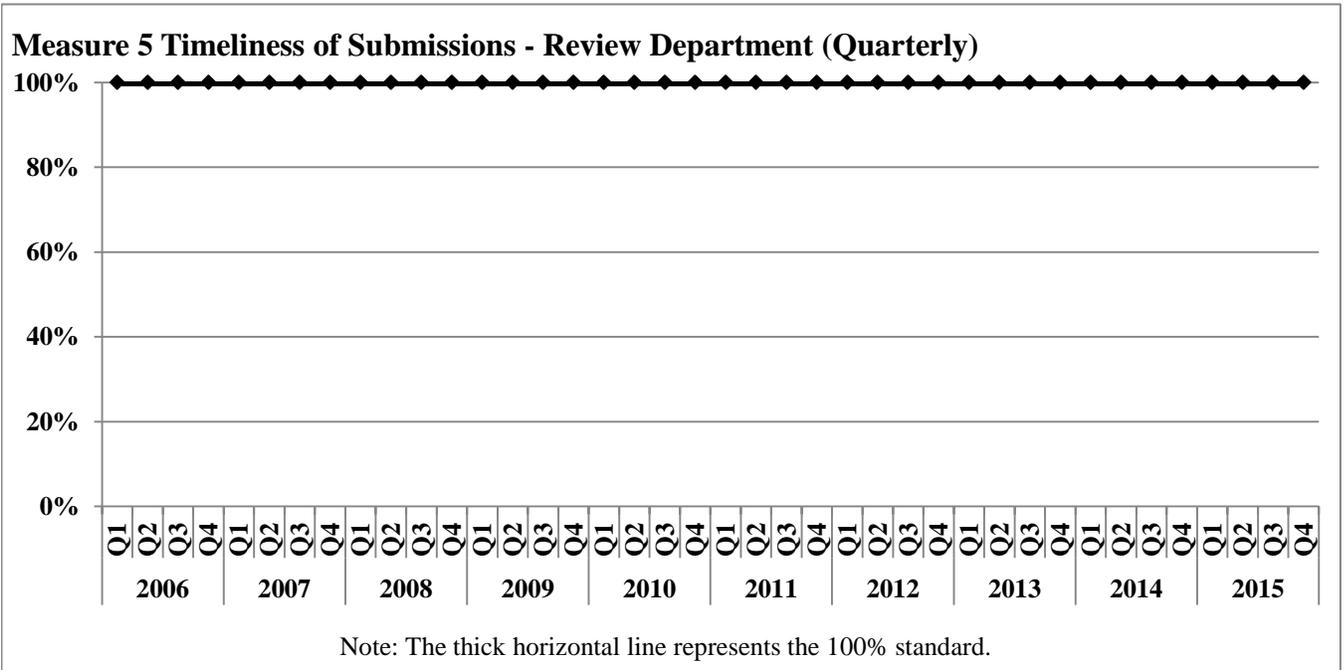
100% compliance with timeline for submission.

Methodology

The second part of this measure examines the submission time of opinions in the Review Department. For cases closed during the quarter, the number of days a case was under submission is calculated and compared to the timeline (see "Timeline Standards by Case Type").

Commentary

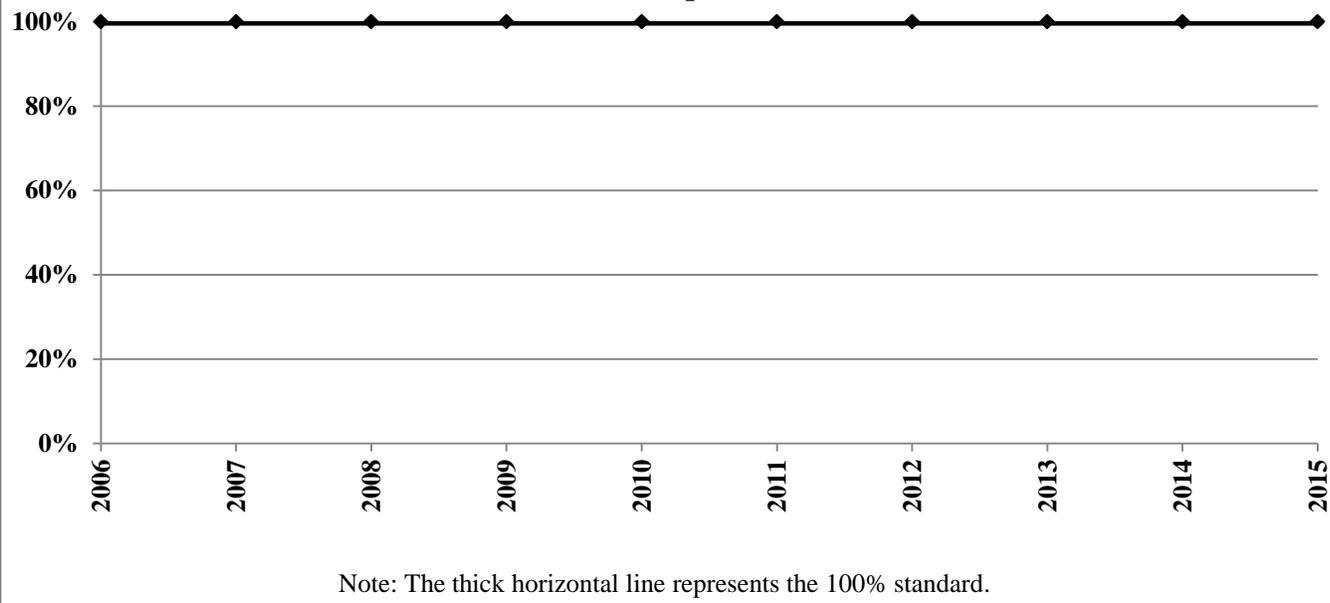
The Review Department has achieved the CPSA 100% goal for the last ten years for filing all opinions.



Measure 5 Timeliness of Submissions - Review Department (Quarterly)

	Cases Submitted	Cases Meeting Timeline	Percentage Meeting Timeline
2006 Q1	7	7	100%
Q2	1	1	100%
Q3	4	4	100%
Q4	6	6	100%
2007 Q1	7	7	100%
Q2	5	5	100%
Q3	3	3	100%
Q4	6	6	100%
2008 Q1	5	5	100%
Q2	1	1	100%
Q3	8	8	100%
Q4	8	8	100%
2009 Q1	5	5	100%
Q2	1	1	100%
Q3	5	5	100%
Q4	14	14	100%
2010 Q1	12	12	100%
Q2	12	12	100%
Q3	10	10	100%
Q4	6	6	100%
2011 Q1	9	9	100%
Q2	11	11	100%
Q3	15	15	100%
Q4	6	6	100%
2012 Q1	4	4	100%
Q2	5	5	100%
Q3	8	8	100%
Q4	5	5	100%
2013 Q1	8	8	100%
Q2	9	9	100%
Q3	16	16	100%
Q4	5	5	100%
2014 Q1	13	13	100%
Q2	10	10	100%
Q3	16	16	100%
Q4	10	10	100%
2015 Q1	7	7	100%
Q2	15	15	100%
Q3	9	9	100%
Q4	13	13	100%

Measure 5 Timeliness of Submissions - Review Department (Annual)



Measure 5 Timeliness of Submissions - Review Department (Annual)

	Cases Submitted	Cases Meeting Timeline	Percentage Meeting Timeline
2006	18	18	100%
2007	21	21	100%
2008	22	22	100%
2009	25	25	100%
2010	40	40	100%
2011	41	41	100%
2012	22	22	100%
2013	38	38	100%
2014	49	49	100%
2015	44	44	100%

Measure 6

Case File Reliability and Accuracy

Definition

The percentage of case files meeting established criteria of accuracy and completeness.

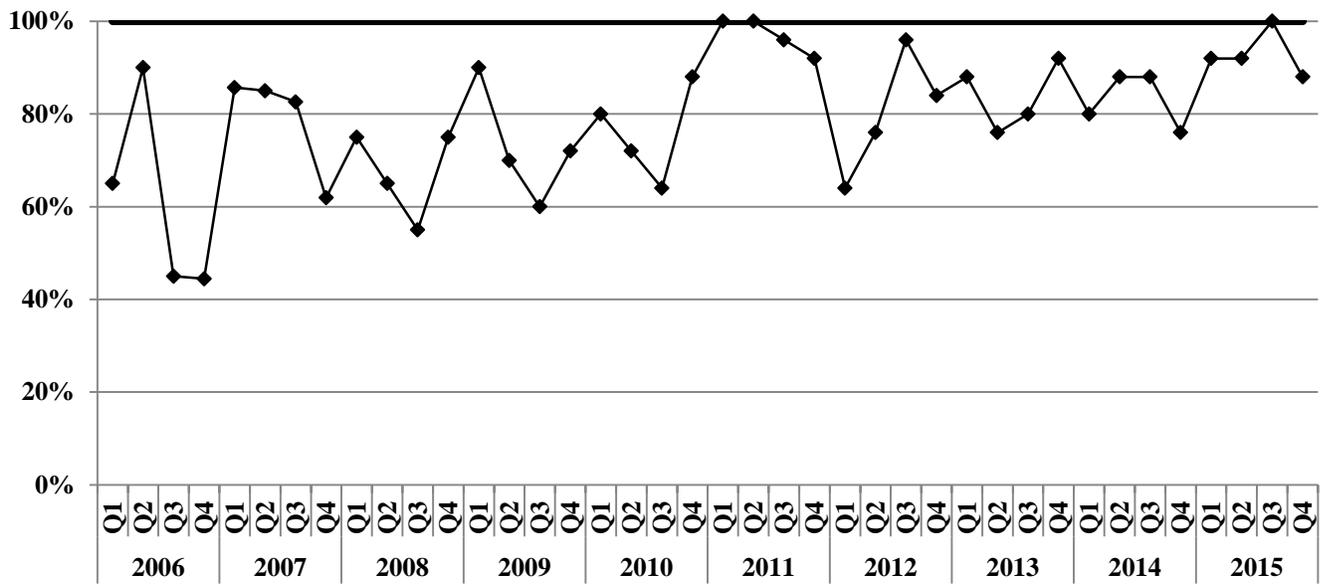
Standard

100% compliance with established audit criteria.

Methodology

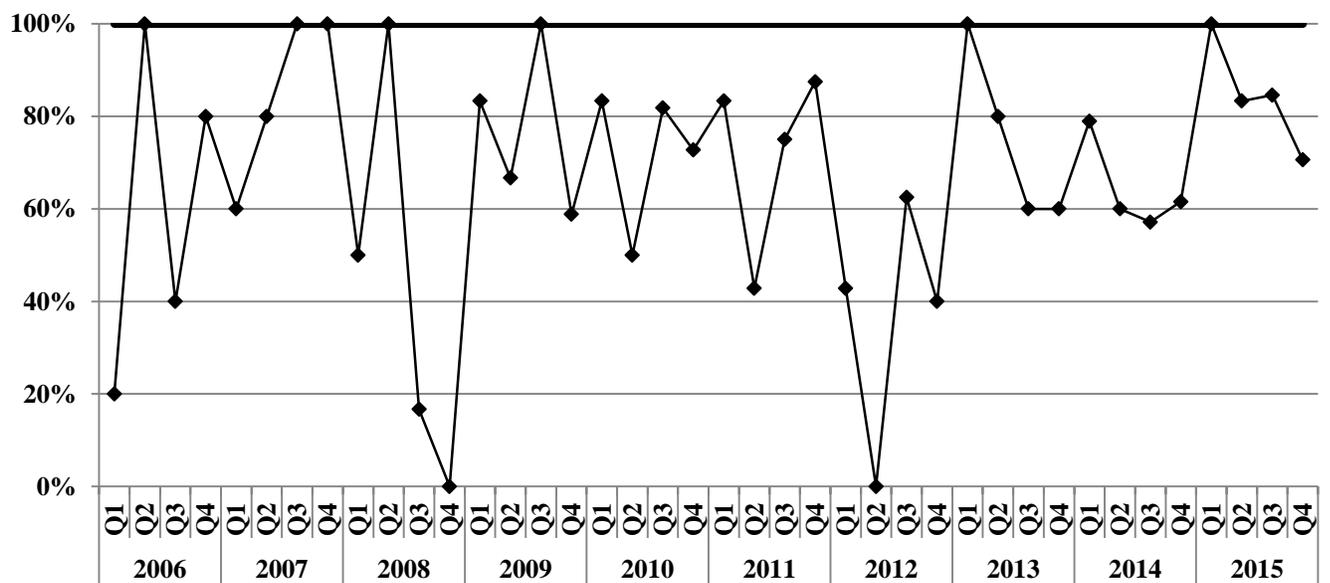
For each quarter, 25 case files are randomly selected for audit. The initial assessment included 24 different criteria covering content (each section of the file), timeliness (notice of assignment, orders, decisions, transcript), and accuracy (data entry, exhibits) of court files. Since 2006, two criteria have been the sole focus: timely issuance of the Notice of Assignment (referred to as Timeliness in the chart/graph) and accuracy of exhibits (marking, indexing, and assembling). Of the 25 case files selected for audit not all have exhibits, so the Cases Audited number with exhibits may be less than 25 in a quarter or less than 100 in a year.

Measure 6 Case File Reliability and Accuracy - Timeliness (Quarterly)



Note: The thick horizontal line represents the 100% standard.

Measure 6 Case File Reliability and Accuracy - Exhibits (Quarterly)



Note: The thick horizontal line represents the 100% standard.

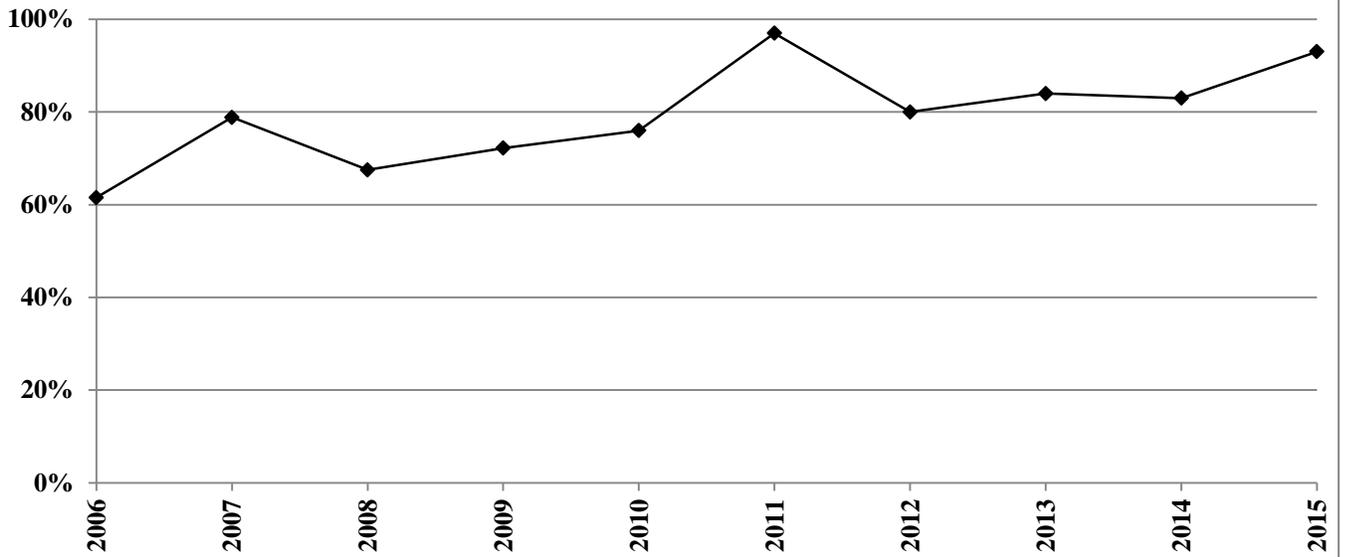
Measure 6 Case File Reliability and Accuracy - Timeliness (Quarterly)

	Cases Audited	Cases in Compliance	Percentage in Compliance
2006 Q1	20	13	65%
Q2	20	18	90%
Q3	20	9	45%
Q4	18	8	44%
2007 Q1	21	18	86%
Q2	20	17	85%
Q3	23	19	83%
Q4	21	13	62%
2008 Q1	20	15	75%
Q2	20	13	65%
Q3	20	11	55%
Q4	20	15	75%
2009 Q1	20	18	90%
Q2	20	14	70%
Q3	25	15	60%
Q4	25	18	72%
2010 Q1	25	20	80%
Q2	25	18	72%
Q3	25	16	64%
Q4	25	22	88%
2011 Q1	25	25	100%
Q2	25	25	100%
Q3	25	24	96%
Q4	25	23	92%
2012 Q1	25	16	64%
Q2	25	19	76%
Q3	25	24	96%
Q4	25	21	84%
2013 Q1	25	22	88%
Q2	25	19	76%
Q3	25	20	80%
Q4	25	23	92%
2014 Q1	25	20	80%
Q2	25	22	88%
Q3	25	22	88%
Q4	25	19	76%
2015 Q1	25	23	92%
Q2	25	23	92%
Q3	25	25	100%
Q4	25	22	88%

Measure 6 Case File Reliability and Accuracy - Exhibits (Quarterly)

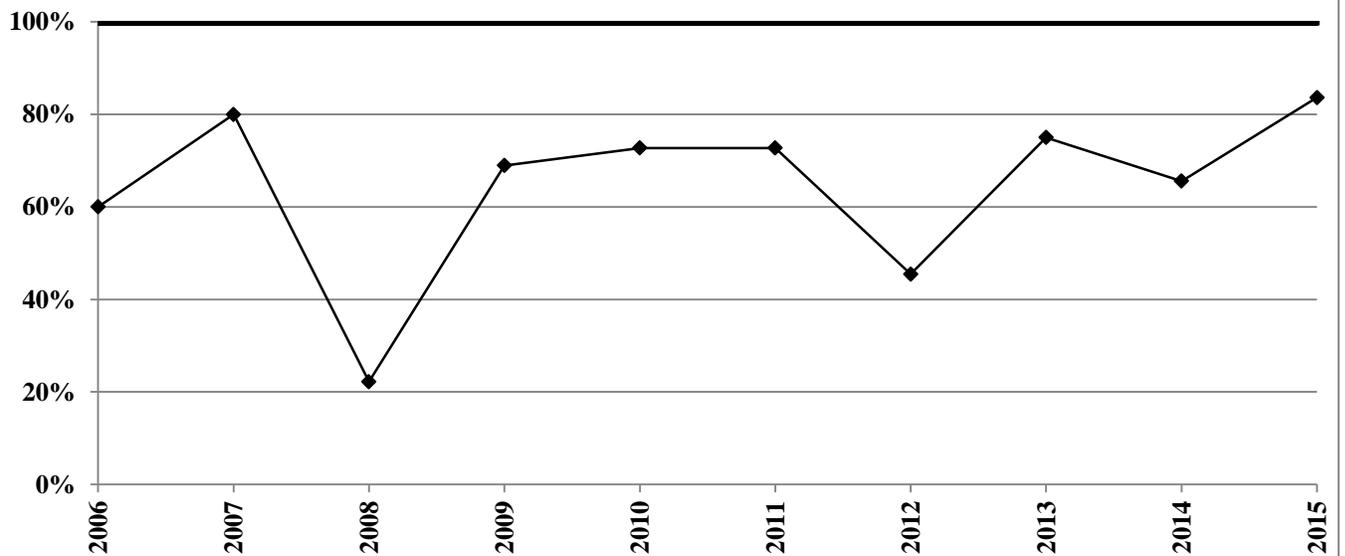
	Cases Audited	Cases in Compliance	Percentage in Compliance
2006 Q1	5	1	20%
Q2	5	5	100%
Q3	5	2	40%
Q4	5	4	80%
2007 Q1	5	3	60%
Q2	5	4	80%
Q3	2	2	100%
Q4	3	3	100%
2008 Q1	4	2	50%
Q2	1	1	100%
Q3	6	1	17%
Q4	7	0	0%
2009 Q1	6	5	83%
Q2	3	2	67%
Q3	3	3	100%
Q4	17	10	59%
2010 Q1	12	10	83%
Q2	10	5	50%
Q3	11	9	82%
Q4	11	8	73%
2011 Q1	6	5	83%
Q2	7	3	43%
Q3	12	9	75%
Q4	8	7	88%
2012 Q1	7	3	43%
Q2	2	0	0%
Q3	8	5	63%
Q4	5	2	40%
2013 Q1	5	5	100%
Q2	5	4	80%
Q3	5	3	60%
Q4	5	3	60%
2014 Q1	19	15	79%
Q2	15	9	60%
Q3	14	8	57%
Q4	13	8	62%
2015 Q1	13	13	100%
Q2	12	10	83%
Q3	13	11	85%
Q4	17	12	71%

Measure 6 Case File Reliability and Accuracy - Timeliness (Annual)



Note: The thick horizontal line represents the 100% standard.

Measure 6 Case File Reliability and Accuracy - Exhibits (Annual)



Note: The thick horizontal line represents the 100% standard.

Measure 6 Case File Reliability and Accuracy - Timeliness (Annual)

	Cases Audited	Cases in Compliance	Percentage in Compliance
2006	78	48	62%
2007	85	67	79%
2008	80	54	68%
2009	90	65	72%
2010	100	76	76%
2011	100	97	97%
2012	100	80	80%
2013	100	84	84%
2014	100	83	83%
2015	100	93	93%

Measure 6 Case File Reliability and Accuracy - Exhibits (Annual)

	Cases Audited	Cases in Compliance	Percentage in Compliance
2006	20	12	60%
2007	15	12	80%
2008	18	4	22%
2009	29	20	69%
2010	44	32	73%
2011	33	24	73%
2012	22	10	45%
2013	20	15	75%
2014	61	40	66%
2015	55	46	84%

Measure 7 Accountability for Public Resources

Definition

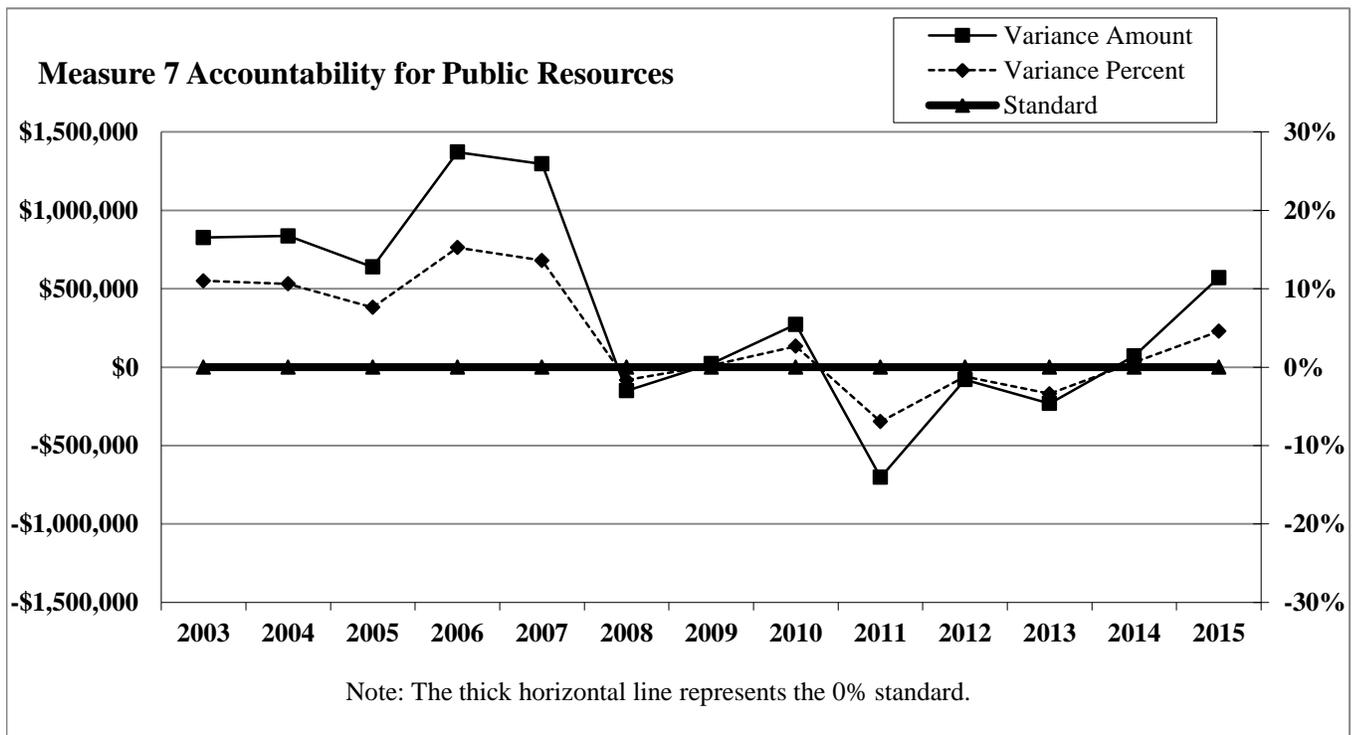
The court's accounting of its fiscal resources.

Standard

Operate within authorized budget.

Methodology

The State Bar Board of Trustees approves an annual budget, funded by attorney membership dues, for allocation to the State Bar Court. For each year reported, year-to-date actual expenditures are compared to year-to-date budgets. The variance amounts are then compared to the overall budget as a percentage. Budgets are monitored monthly and research is routinely conducted to determine the causes of both positive and negative variances.



Measure 7 Accountability for Public Resources

	Annual Budget	Year End Operating Expense	Variance Amount	Percentage of Variance
2003	\$7,515,090	\$6,687,866	\$827,224	11.01%
2004	\$7,871,961	\$7,035,235	\$836,726	10.63%
2005	\$8,373,309	\$7,733,891	\$639,418	7.64%
2006	\$8,988,764	\$7,617,630	\$1,371,134	15.25%
2007	\$9,522,479	\$8,226,286	\$1,296,193	13.61%
2008	\$9,140,703	\$9,291,343	-\$150,640	-1.65%
2009	\$9,895,655	\$9,873,873	\$21,782	0.22%
2010	\$10,219,946	\$9,947,450	\$272,496	2.67%
2011	\$10,105,618	\$10,807,472	-\$701,854 *	-6.95%
2012	\$6,727,568	\$6,806,381	-\$78,813	-1.17%
2013	\$6,819,000	\$7,050,802	-\$231,802	-3.40%
2014	\$11,309,329 **	\$11,237,279	\$72,050	0.64%
2015	\$12,444,856	\$11,874,242	\$570,614	4.59%

* Most of the variance (\$673,714) is attributable to State Bar Inter-Fund Allocation (indirect costs for internal services provided by Finance, Human Resources, General Counsel, Real Property, Communications, and Information Technology) that is set by the State Bar Finance Department.

** In March 2015, the State Bar Finance Department adjusted the year-end final operating statement by adding a budget of \$4,153,525 for Inter-Fund Allocation (indirect costs as listed above) and LA Facilities plus a corresponding expense of \$4,119,956.

Measure 8 Public Education - Outreach Events and Written Practice Guides

Definition

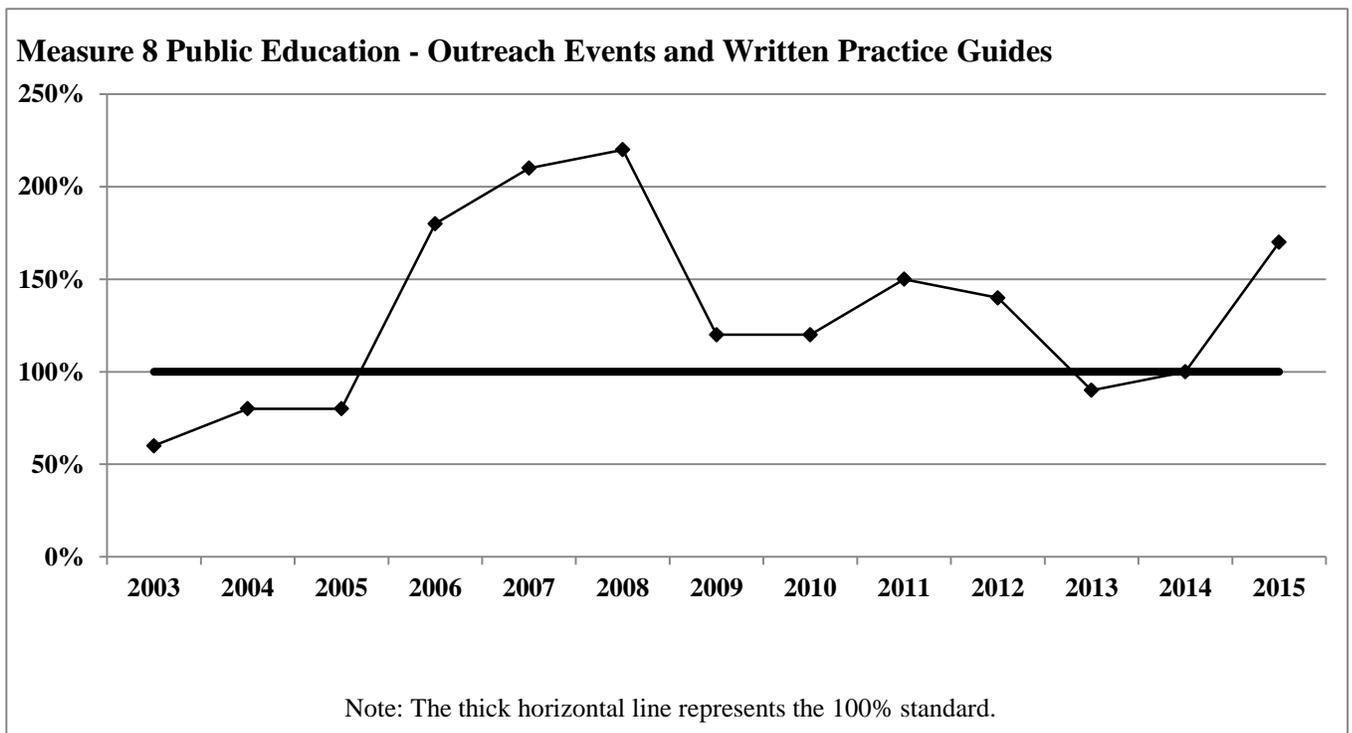
Assess community outreach efforts and measure the extent the State Bar Court disseminates information about its purpose, operations, and programs to State Bar personnel, the public, attorneys, and professional or regulatory agencies.

Standard

- (1) Conduct at least one Bench/Bar conference per year;
- (2) Present at least one program at Section Education Institute and/or Annual Meeting;
- (3) Participate (judicial officers and/or court staff) in a total of at least ten outreach activities per year;
- (4) Increase written and electronic dissemination of informative materials.

Methodology

For each year, the number of outreach events is calculated. Starting in 2011, the definition of a qualifying outreach event has been expanded to include the creation and dissemination of written materials without an accompanying conference or program. In 2013, the court reduced outreach efforts to devote resources to cases.



Measure 8 Public Education - Outreach Events and Written Practice Guides

	Year End Total	Goal to Participate in Events Per Year	Percentage of Compliance with Goal at Year End	Year End Total Number of Attendees
2003	6	10	60%	*
2004	8	10	80%	*
2005	8	10	80%	** 140
2006	18	10	180%	** 999
2007	21	10	210%	** 370
2008	22	10	220%	1053
2009	12	10	120%	664
2010	12	10	120%	1415
2011	15	10	150%	617
2012	14	10	140%	540
2013	9	10	90%	200
2014	10	10	100%	1005
2015	17	10	170%	556

* Data not gathered.

** Incomplete data.

Measure 9

Court Workforce Strength

Definition

This measure reports the results of a survey administered to all court employees to obtain their opinions about the following performance areas: Resources; Vision/Goals/Priorities; Management/Leadership; Job Satisfaction/Nature of Work; Communication; Teamwork; and Structure/Organization.

Standard

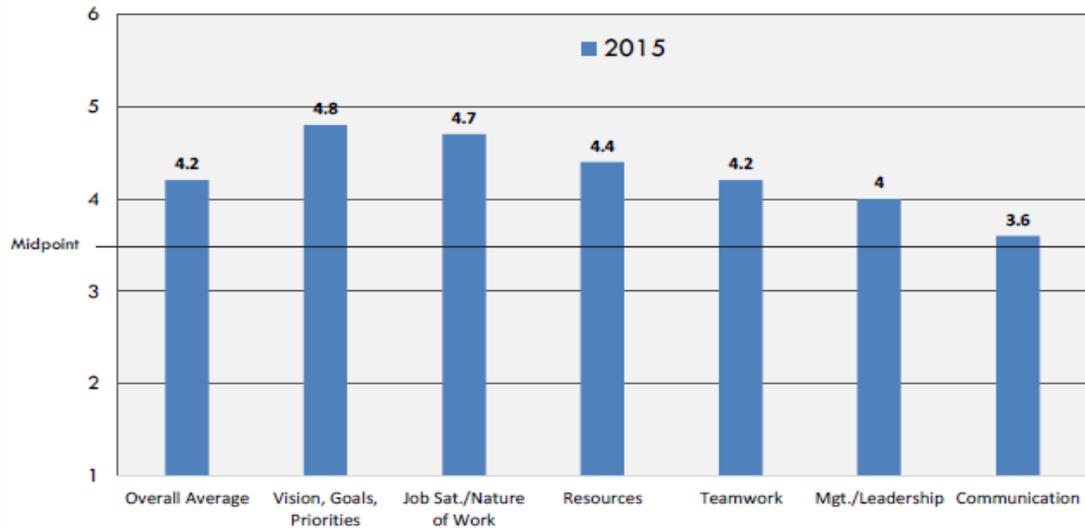
Improve performance in targeted areas; maintain performance in other areas; re-survey staff approximately every 24-36 months.

Methodology

In May 2003, all court employees were asked to provide their views of court performance by consultant Dr. Brenda Wagenknecht-Ivey. In May 2004, the same survey was re-administered by Dr. Wagenknecht-Ivey. The 2004 survey results were compared to the 2003 results, and that comparison illustrated four priority areas for improvement: (1) teamwork, (2) management structure, (3) communication, and (4) employee recognition.

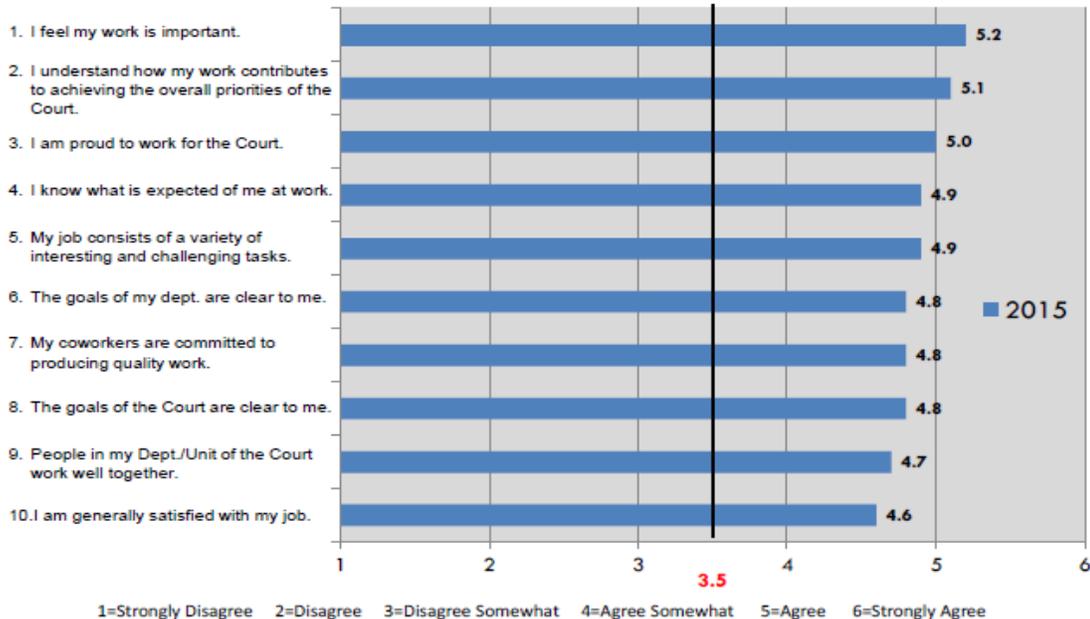
In December 2015, Dr. Wagenknecht-Ivey conducted an online, work climate survey. Thirty-three (33) out of 34 State Bar Court staff completed the online survey in 2015 for a 97 percent response rate. Survey questions were focused in six performance categories: (1) Resources; (2) Vision/Goals/Priorities; (3) Management/Leadership; (4) Job Satisfaction/Nature of Work; (5) Communication; and (6) Team Work. Survey results were reported and summarized as follows in Exhibits 1, 2, 3, and 4. A staff meeting was held to review the survey results and to commence a dialog regarding goals, focus areas and priority initiatives as part of the Court's Action Plan for 2016.

Exhibit 1 Ranking of 6 Key Performance Categories (December 2015; in mean scores¹; n=33)



¹ Mean scores are computed by averaging the ratings of all respondents. A 6 point rating scale was used for this question where 1=Strongly Disagree and 6=Strongly Agree. The midpoint of the scale is 3.5. The averages exclude respondents who did not answer the question or answered not applicable.

Exhibit 2 10 Highest Rated Questions (December 2015; n=33) (in mean scores)¹



1=Strongly Disagree 2=Disagree 3=Disagree Somewhat 4=Agree Somewhat 5=Agree 6=Strongly Agree

Exhibit 3
10 Lowest Rated Questions
 (December 2015; n=33) (in mean scores)¹

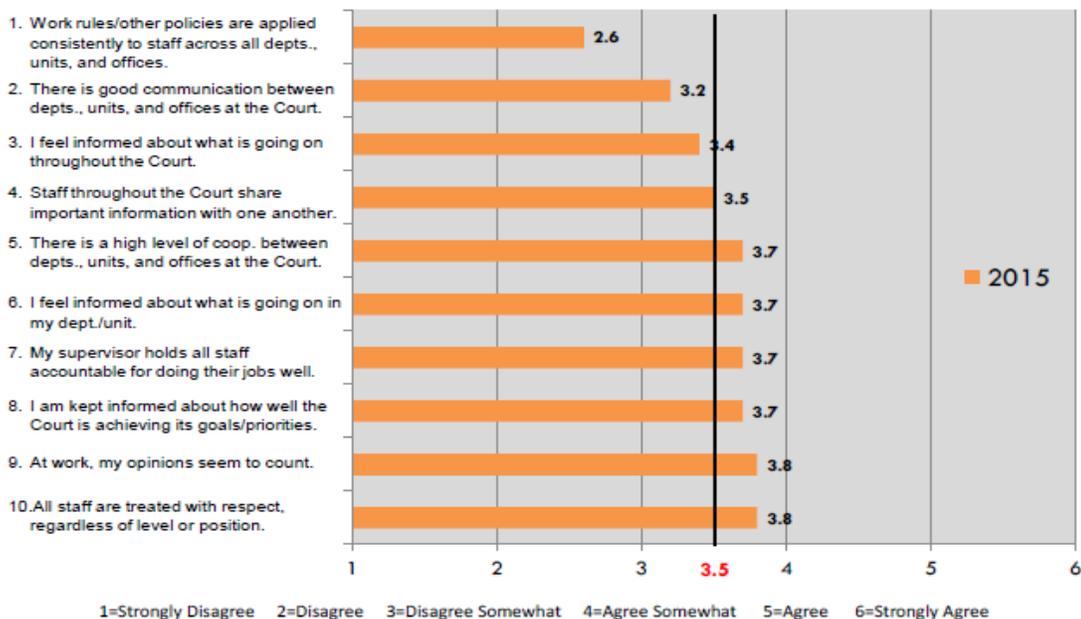


Exhibit 4
California State Bar Court – All Staff Survey
Strength of the Workplace/Job Satisfaction
 December 2015 (n=33) (in mean scores)¹

