

Case Study: Harris County

Court Performance Management



DATA

APPS.

ZONE4

PROCESS

STRATEGY

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Court Data Warehouse Project

- A primary goal of the business intelligence project was to incorporate all District and County Court data in a data warehouse/data mart schema that supports all jurisdictions.
- In addition, the courts community required the introduction of new skill sets in-house for the ongoing development and maintenance of this environment. This included the collection of input from not just the offices for court administration, but also from the County and District Clerks Office, and the Technology Center.



Project Mission

- **To incrementally build and promote business intelligence applications for all court jurisdictions. The first iteration of deliverables began with the development of a Common Data Management Foundation using an approach defined by Zone4.**
- **Using this foundation, it was our goal to provide an improved environment that could facilitate rapid development and delivery of reports that otherwise could take weeks to roll out. In addition, it was a goal to deploy a foundation that helped to ensure accuracy and consistency across all reports that utilize the same data.**

Harris County Facts:

Most populous county in Texas (2006 estimate of 3.9 million) and 3rd most populous in the nation

Courts Involved in Project:

Jointly Sponsored by the Harris County Criminal Courts at Law and the State District Courts of Harris County.

Coming Soon (Q1 2008): Civil, Family, Juvenile Courts

Court Facts

- **15 County Criminal (Misdemeanor) Courts**
- **22 State District Courts**

- **Currently processing an estimated 121,000 case filings per year between these two court divisions.**
- **Approximately 9,400 active cases at any given time for Criminal courts**
- **Approximately 10,400 active cases at any given time for District courts**

The Project

Key Deliverables:

- **A Data Management Foundation**
- **Key Performance Indicators for Court Analytics and Reporting**
- **Court Operational Dashboards**
- **Court Management Dashboards**

Technology Solutions:

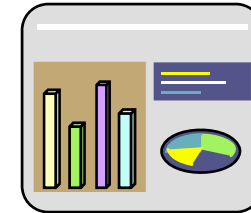
- **Court Data Integration - ETL**
- **Central Data Warehouse / Court Data Mart**
- **Reporting and Analysis Services**
- **Master Data Management / Metadata**

Court Intelligence Deliverables

- **Court Dashboards**

For the Courts and Court Management Office

- Active Cases Pending
- Time to Disposition
- Age of Caseload
- Clearance Rate
- Settings



- **Analytic Features**

- Trends, Charts, Gauges, Alerts
- Drill-Downs, Slicing & Dicing

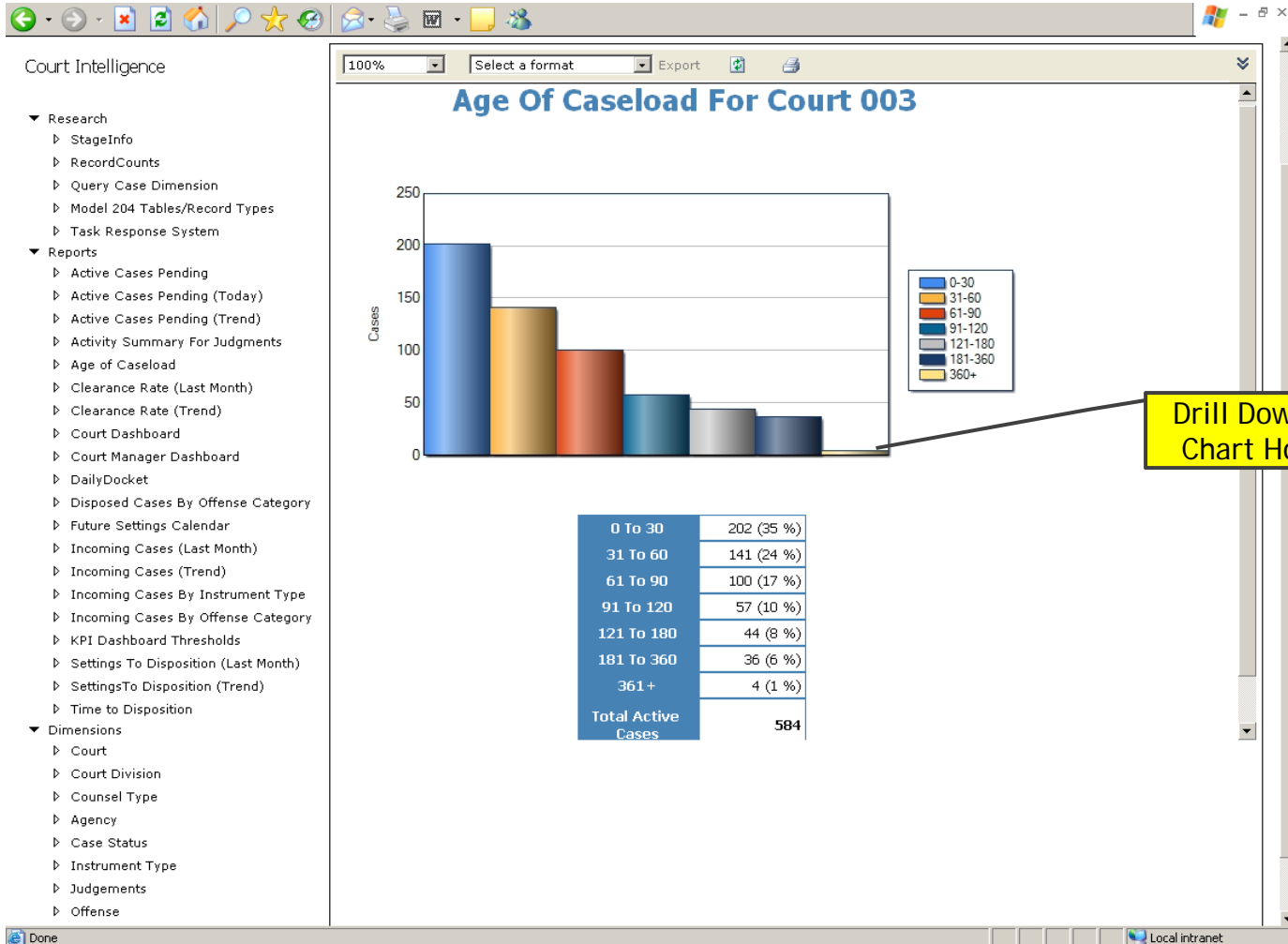


- **Operational Reports**

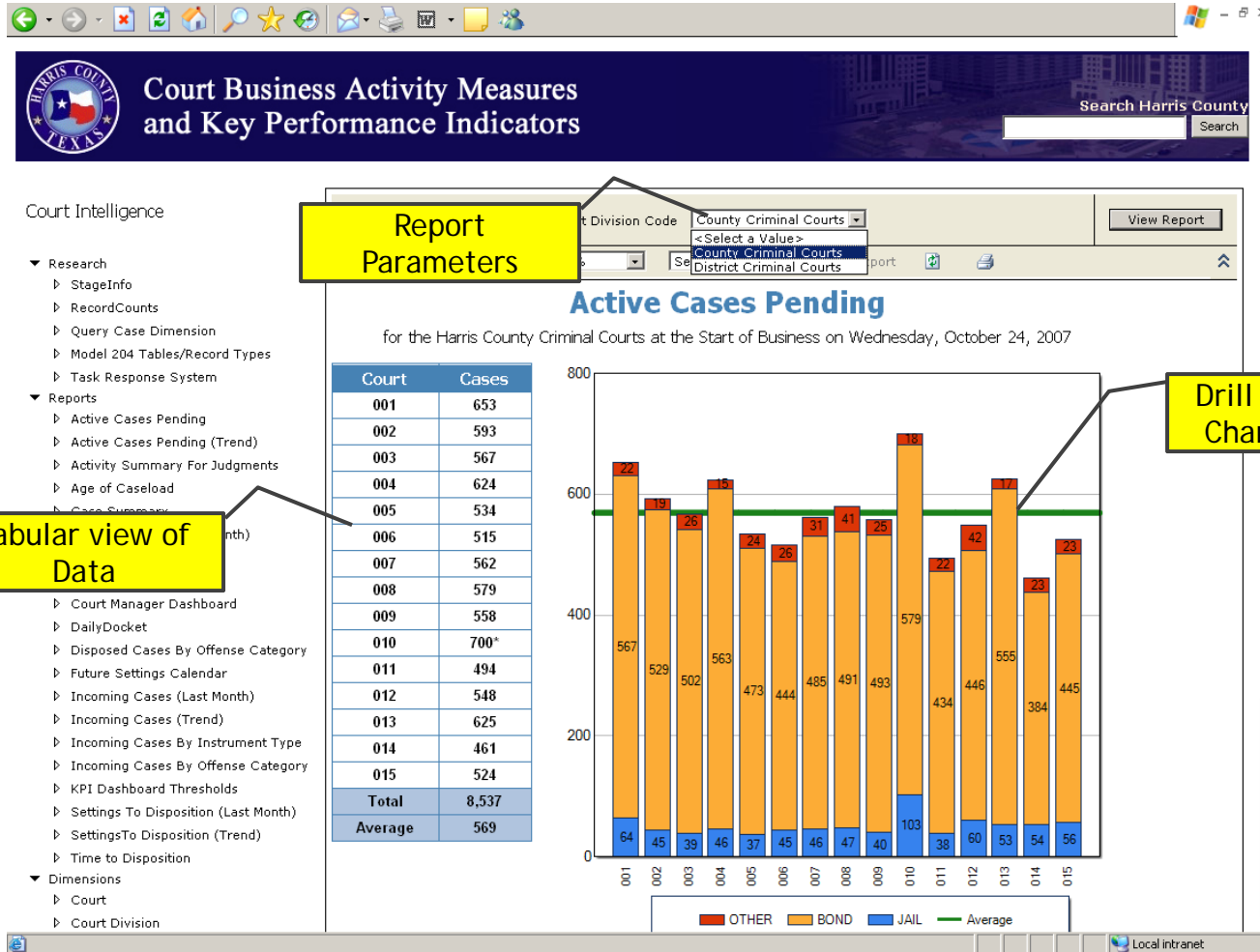
- Activity Summaries
- Daily Dockets – Future Settings
- Disposed Cases by Offense
- Judgments

(in millions)	2008	2009	2010	2011	2012
Net Revenue	2,425	2,420	2,420	2,420	2,420
Net Income	2,420	2,420	2,420	2,420	2,420
Earnings per share	4.84	4.84	4.84	4.84	4.84
Return on net revenues	20%	20%	20%	20%	20%
Cost & investments	2,420	2,420	2,420	2,420	2,420
Total Assets	2,420	2,420	2,420	2,420	2,420
Shareholder Equity	2,420	2,420	2,420	2,420	2,420

Age of Case



Active Cases Pending



Drill Down to Case Inventory

Court Intelligence

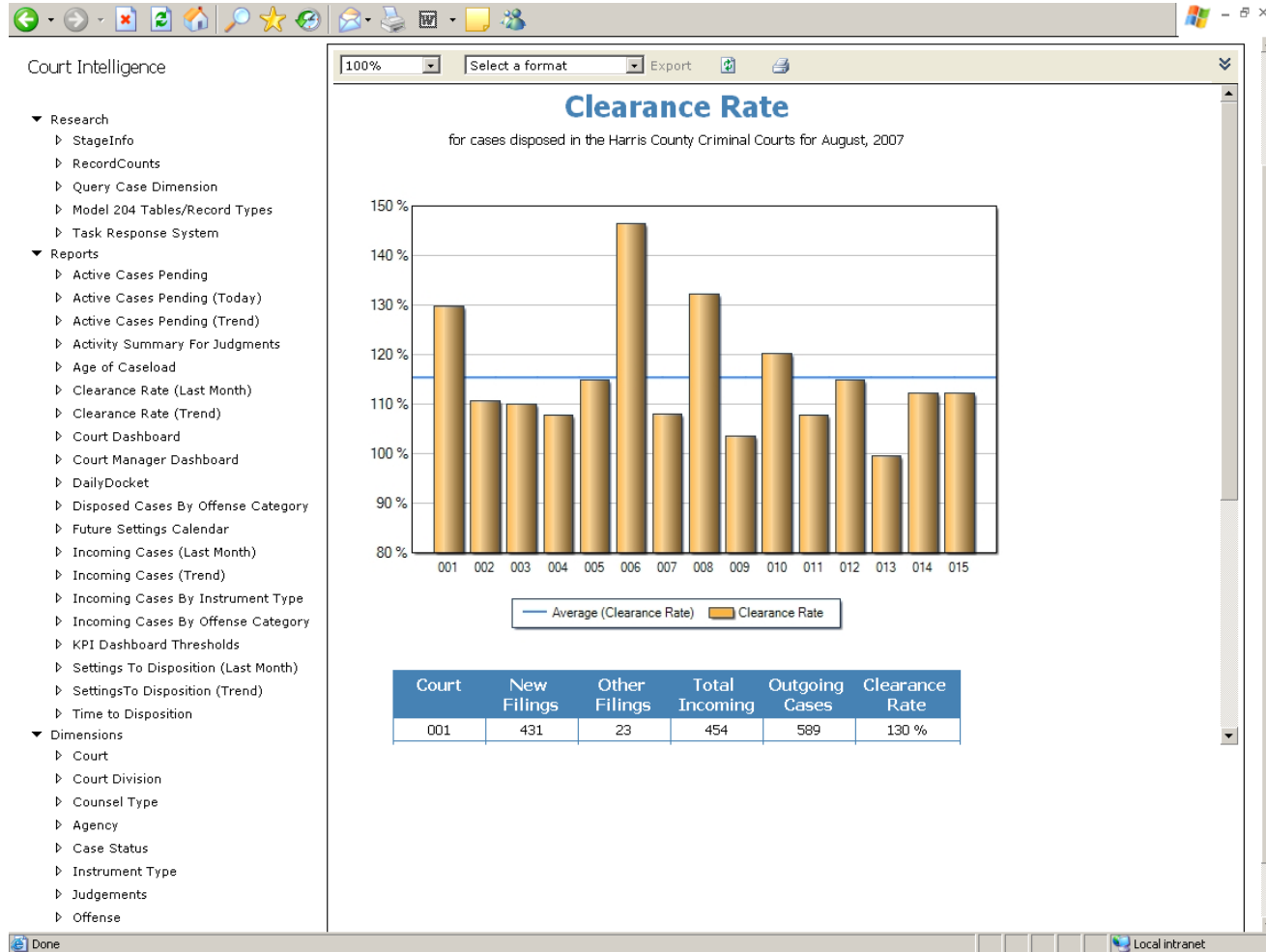
- ▼ Research
 - ▶ StageInfo
 - ▶ RecordCounts
 - ▶ Query Case Dimension
 - ▶ Model 204 Tables/Record Types
 - ▶ Task Response System
- ▼ Reports
 - ▶ Active Cases Pending
 - ▶ Active Cases Pending (Today)
 - ▶ Active Cases Pending (Trend)
 - ▶ Activity Summary For Judgments
 - ▶ Age of Caseload
 - ▶ Clearance Rate (Last Month)
 - ▶ Clearance Rate (Trend)
 - ▶ Court Dashboard
 - ▶ Court Manager Dashboard
 - ▶ DailyDocket
 - ▶ Disposed Cases By Offense Category
 - ▶ Future Settings Calendar
 - ▶ Incoming Cases (Last Month)
 - ▶ Incoming Cases (Trend)
 - ▶ Incoming Cases By Instrument Type
 - ▶ Incoming Cases By Offense Category
 - ▶ KPI Dashboard Thresholds
 - ▶ Settings To Disposition (Last Month)
 - ▶ SettingsTo Disposition (Trend)
 - ▶ Time to Disposition
- ▼ Dimensions
 - ▶ Court
 - ▶ Court Division
 - ▶ Counsel Type
 - ▶ Agency
 - ▶ Case Status
 - ▶ Instrument Type
 - ▶ Judgements
 - ▶ Offense

Case Inventory

For Cases Greater Than 360 Days Old (4 Cases)

NAME	CASE NUMBER	CASE AGE	STATUS	REASON	OFFENSE	SETTING DATE	NO.
JOHNSON, T	1296957	884 [898]	BOND	NTRL	THEFT-\$20-200-CHECK	9/28/2007	5
FUCILE,	1396874	401 [406]	BOND	DISM	ASSAULT-FAMILY MEMBER	10/3/2007	13
BURNETT,	1396278	407 [409]	BOND	DISM	THEFT - \$50-\$500	11/19/2007	8
BURNETT, L.	1396279	407 [409]	BOND	DISM	POSS CS PG 3 <28 GRAMS	11/19/2007	8

Clearance Rate



Future Settings Calendar Viewing

Future Settings For Court 001

September 2007

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6

Legend: Low (1-19) (Green), Medium (21-59) (Yellow)

October 2007

Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3
4	5	6	7	8	9	10

November 2007

Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	1
2	3	4	5	6	7	8

Daily Docket For Tuesday, October 23, 2007

Court: 001

Setting Reason	DISP	TOTAL
Cases	2	2

NAME	CASE NUMBER	CASE AGE	NPS	STATUS	REASON	OFFENSE	FILING DATE
GLATIA	1470258	60 [08]	5	BOND	DISP	TERRORISTIC THREAT	7/28/07
VICTORJIA	1464058	89 [117]	5	BOND	DISP	THEFT - \$50-\$500	6/29/07

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Drill Down From Calendar Hot Spot

...To Daily Docket

Management Dashboards

Court Manager Dashboard
Harris County Criminal Courts - August, 2007

Division Caseload

Disposed Cases

- Clearance Rate: 115.4 % Cases Cleared
- Average Settings to Disposition: 3.8 Settings
- Time to Disposition 0-30: 53.0
- Time to Disposition 360+: 4.8

Active Cases

- Age of Case 0-30: 37.4 % of Caseload
- Age of Case 360+: 4.1 % of Caseload

Court Caseloads

Court	001	002	003	004	005	006	007	008	009	010	011	012	013	014	015
Clearance Rate	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
Average Settings to Disposition	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
Time To Disposition 0 to 30	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
Time To Disposition 360+	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
Age of Case 0 to 30	Red	Red	Yellow	Green	Red	Yellow	Red	Yellow	Red	Yellow	Red	Yellow	Red	Yellow	Red
Age of Case 360+	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green

Thresholds

Alerts

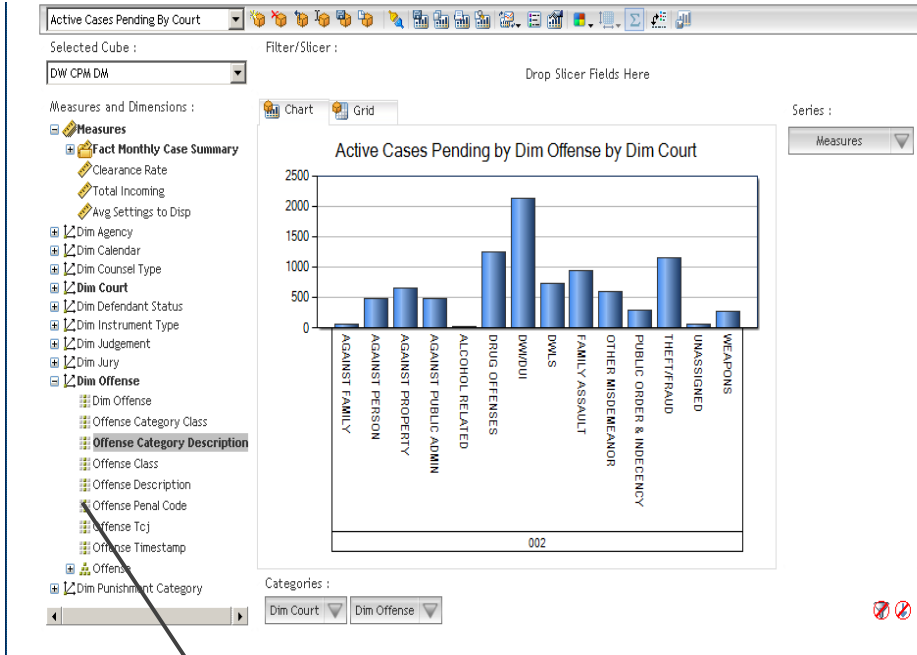
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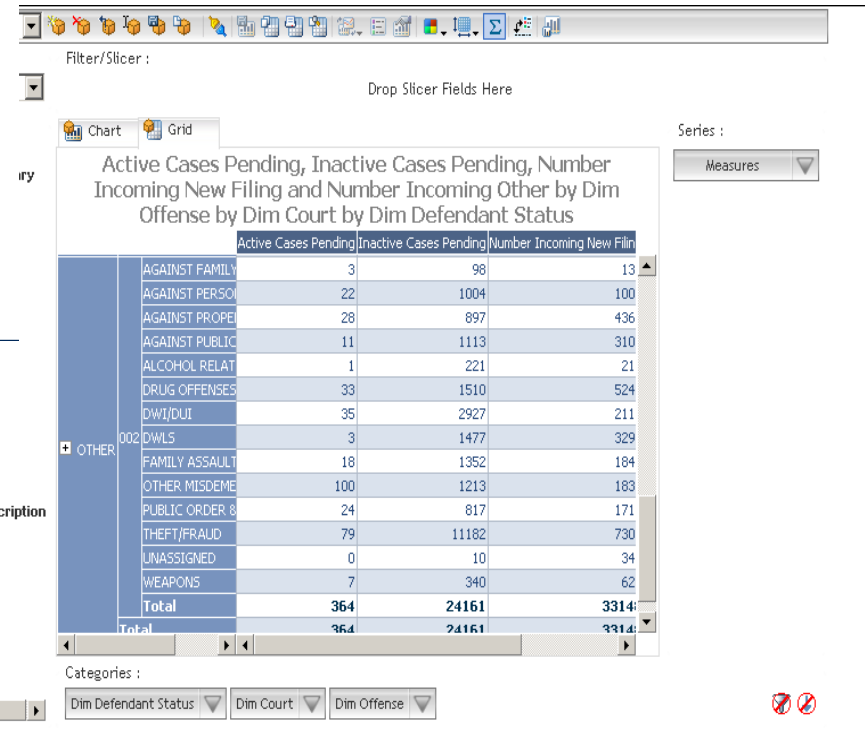
Bottom Sidebar:

- Incoming Cases by Instrument Type
 - Incoming Cases by Offense Category
 - KPI Dashboard Thresholds
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OLAP Browsing



Slice and Dice By Key Dimensions



Conclusion

- **The Harris County Criminal Courts and State District Courts now have simplified data structures specifically designed to enable faster development of business intelligence applications.**
- **As the court data warehouse foundation evolves into a county-wide business intelligence platform, it will have the ability to assist the business in locating lost efficiencies in processing, optimizing costs, informing sentencing practices, measuring performance factors, and increasing accuracy and case timeliness.**

What Are Your Business Intelligence Goals?



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