



Design workload measures and workload performance standards to facilitate an objective determination of the performance of each clerk in accordance with minimum standards for fiscal management, operational efficiency, and effective collection of fines, fees, service charges, and court costs.

Performance Measure Workgroup Meeting

November 20, 2025

Meeting: 10:00 AM – 11:00 AM, Eastern

Teams Link: [Join the meeting now](#)

Meeting ID: 249 845 903 770 3; Password: 6nn7Pr6Z

- 1) Welcome Remarks Matt Guse
- 2) Recap of the work done so far Matt Guse
 - a) 10.30.25 Meeting
- 3) Review and Discussion of Documents Open Floor
 - a) Framework – Thoughts? Usefulness?
- 4) Key Performance Area – Compliance Open Floor
- 5) In-Person Meeting – 1/8/26 Orange County..... Open Floor
- 6) Next Steps Open floor

CCOC Performance Measures Workgroup

Transcript

<https://otter.ai/u/cHlaWkgrr21cUgKZ-2ZX6EH4Kgg?view=summary>

The CCOC Performance Measures Workgroup discussed the need for accurate performance measures to improve funding and reflect the clerk's office's work accurately. Key takeaways included the outdated nature of current measures and the need for aspirational goals. Jessica's survey identified eight key areas: performance, compliance, workload, volume, accuracy, error tracking, efficiencies, and timeliness. The group consensus narrowed these to performance, compliance (including workload and volume), and efficiency. They emphasized the importance of accuracy and error tracking, suggesting they be integrated into the compliance category. The discussion highlighted the need for clear, statewide performance measures that align with local operations.

Action Items

- [] @Matt Guse - Review and provide feedback on the definitions of the key performance areas.
- [] Identify any other performance areas that can be combined or removed from the list.
- [] Combine the definitions of workload and volume into a single category.

Outline

Recap of Previous Meeting and Key Takeaways

- Matt Guse recaps the previous meeting held on the 25th, emphasizing the need for accurate measurements to improve funding.
- The current performance measures are outdated and do not accurately reflect the work of clerks, driving improvement, or meet funding needs.
- Matt mentions the importance of the Workgroup's task, as highlighted in the PIE committee meeting on October 3rd.
- Laura Roth agrees with Matt's points and encourages the committee not to worry about political implications but to focus on relevant and accurate measures.

Discussion on Performance Measures and Survey Results

- Matt introduces Jessica's summary of key performance areas from the survey, including performance, compliance, workload, volume, accuracy, error tracking, efficiencies, and timelines.
- The goal is to come to a consensus on the definitions of these performance measures.
- Matt acknowledges the help of Copilot in defining these terms within the context of a clerk of court office.
- The discussion begins with the definition of performance, focusing on the overall effectiveness and efficiency in completing tasks.

Defining Key Performance Areas

- Jessica and Matt discuss the complexity of performance measures, noting that some may be redundant or feed into others.
- Compliance is defined as the degree to which actions, processes, or outcomes meet established rules, regulations, policies, or standards.
- Workload is initially defined as the amount of work assigned to or expected from a person, team, or system within a given time.
- Volume is defined as the quantity of work processed, often measured in units like transactions, cases, calls, or documents.

Clarifying and Combining Performance Measures

- The group discusses the overlap between workload and volume, ultimately deciding to combine them into a single measure.
- Accuracy is defined as the correctness and precision of work output, while error tracking involves identifying, recording, analyzing, and reporting mistakes.
- Efficiency is the ability to achieve desired outcomes with minimal waste of time, effort, or resources.
- Timeliness is the speed at which tasks are completed relative to deadlines or expectations.

Identifying Core Performance Areas

- The group discusses which categories impact performance the most, identifying performance, compliance, and efficiency as key areas.

- Volume and timeliness are considered part of compliance, while workload and accuracy are discussed as potential additions.
- The importance of defining these measures accurately to ensure they are relevant and reflective of the work done in clerk's offices is emphasized.
- The group agrees to focus on performance, compliance, and efficiency as the primary performance measures.

Finalizing Performance Measures Framework

- David Ontermama suggests that performance should be the overarching goal, with compliance, efficiency, and accuracy as key components.
- The group agrees that performance should be the primary focus, with compliance and efficiency as the main legs supporting it.
- The discussion highlights the need for clear and consistent definitions of these performance measures to ensure they are applicable across all clerk's offices.
- The group plans to continue refining these definitions and ensuring they accurately reflect the work done in clerk's offices.