

New Mexico State-  
Funded Courts Case  
Processing Staff  
Workload Assessment  
Study, 2019

**Final Report**  
June 2020

THE NATIONAL CENTER FOR STATE COURTS

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Court Consulting Division  
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## Executive Summary

### Introduction

New Mexico's trial court system - including the district courts, magistrate courts and the Bernalillo Metropolitan Court - needs adequate case processing staff resources to effectively manage and fairly resolve court cases without delay while also delivering quality services to the public. Meeting these challenges requires an objective means to determine: (1) the number of case processing staff needed at each court level to handle the trial court's caseload, and (2) how to equitably allocate the case processing staff positions provided by the legislature.

Increasingly, state and local court systems are moving toward evidence-based weighted caseload models to help determine staffing needs, rather than relying solely on counting the number of filings - which treats all cases equally. A weighted caseload model enables court systems to distinguish differences in how much case processing staff time is required to handle different types of cases, thereby focusing resource needs based on complexity rather than simply on numbers.

In the past ten years, the National Center for State Courts (NCSC) has conducted workload assessments and developed weighted caseload models for over 30 states and two

U.S. territories.<sup>1</sup> In 2012 the NCSC conducted a partial case processing staff workload assessment update, in an effort to determine the impact of e-filing on case processing demands. A full case processing staff study has not been conducted in New Mexico for many years.

In the past several years, the population size and distribution in New Mexico, and the state trial courts' caseload has changed substantially. Given these significant changes, in 2018, the state court administrator's office issued an RFP to conduct a weighted caseload study and ultimately contracted with the NCSC to update the case weights and the case processing staff workload model.

With guidance from the Case Processing Staff Workload Advisory Committee (CPSWAC), appointed by the state court administrator, the NCSC conducted a case processing staff work time assessment study in New Mexico's trial courts in 2019 using state-of-the-art research practices. The 2019 study included the following components:

- A strong participation rate of at least 96% for each court during a five-week study of case processing staff work time (99% for district court, 100% for magistrates and 96% for the Bernalillo Metro Court);
- A streamlined case processing staff work time data collection process that included

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<sup>1</sup> During the past ten years, the National Center for State Courts has conducted weighted caseload studies for judges in the following states (in some cases, more than one per state): Alabama, Arizona, Colorado, Delaware, Florida, Georgia, Guam, Kansas, Kentucky, Indiana, Iowa, Louisiana, Maryland, Michigan, Minnesota, Missouri, Montana, Nebraska, Nevada,

North Carolina, North Dakota, Oregon, Pennsylvania, South Dakota, Tennessee, Texas, U.S. Virgin Islands, Vermont, Virginia, West Virginia and Wisconsin. The NCSC has also conducted weighted caseload studies for use with court clerks, probation, parole and local courts, and some projects are currently under way.

a user-friendly electronic data entry process, along with a built-in process to correct data entry errors to further ensure data accuracy;

- A statewide survey of case processing staff to assess whether they have adequate time to achieve reasonable levels of quality in case resolution, which assisted in determining the adequacy of the case weights based solely on work time data;
- Use of ten focus groups involving case processing staff from each court type (five for district staff, four for magistrates and one for metro court staff) who participated in the work time study to review and discuss findings from the work time study and from the “adequacy of time” survey. This input informed the discussion and decisions by the CPSWAC regarding the weighted caseload model; and
- Development of new case weights for a revised set of case types.

The project was organized around the following primary tasks:

**1. Development of the research design.**

The CPSWAC worked with senior consultants from the NCSC to oversee and update of the existing weighted caseload model developed by the NCSC based on a case processing staff work time study in 2007. The members of the CPSWAC included magistrate judges, case processing staff, and court executive officers. They were selected by the state court administrator to ensure geographic representation from across the state and

to bring gender balance and credibility to the committee. The committee provided advice on the overall study design, the identification of the case types for which case weights would be developed, the methodology and content of the training sessions prior to the work time study, the duration of the time study, and the location and composition of the focus groups. It also provided direction and feedback on key issues covered in the final report.

**2. Case processing staff work time study.**

More than 96% of all trial court case processing staff (court specialists and TCAAs) participated in the five-week study of case processing staff work time conducted between February 4 and March 8, 2019. During the study, staff kept records of all time spent on case-related and non-case-specific activities. Before the study began, the NCSC conducted nine one-hour training webinars to prepare case processing staff for the study.<sup>2</sup> The NCSC also provided written instructions and an on-line help desk for participants who had questions about data entry or wished to report problems during the study. Senior NCSC staff analyzed the work time data and produced tables for review by the CPSWAC.

**3. Adequacy of case processing staff time survey.**

During the last week of the time study, case processing staff in all three court types were invited to complete an online questionnaire

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<sup>2</sup> One training session was also recorded and made available to staff at any time of their choosing.

regarding the sufficiency of time available during the course of normal working hours to do their work. This survey revealed that New Mexico courts' case processing staff believe they generally have enough time to fairly and effectively handle case-related work.

**4. Analysis of case processing staff work time data and preparation of preliminary case weights.**

NCSC staff compiled and analyzed the data collected from the work time study. For each of the case types, and across all three court types, NCSC staff determined the total amount of case-related work time reported by all case processing staff during the five-week study, then divided the total work time (minutes) by the average number of filings for the three-year period of FY 2016-2018 for each case type. This calculation yields the *case weight* for each case type, which is the average number of minutes of case processing staff work time required to handle all matters for the given case type during the course of one year.

**5. Ten case processing staff focus groups.**

In April 2019, senior NCSC staff conducted focus group discussions with groups of case processing in four locations, including webinars, which allowed some staff members to call in regardless of where they were located to review the project and discuss preliminary findings from the work time study and adequacy of time survey.

**6. Production of tables showing details on the calculation of new case weights, tables showing the results from the adequacy of time survey, and a summary of focus group findings.**

NCSC staff produced tables showing details on: (a) staff work time by case type and activity type for all three court types, (b) calculation of the new case weights, and (c) findings from the adequacy of time survey by case type and activity type. They also produced a report summarizing the findings from the focus group discussions. These tables and report were distributed to the CPSWAC for review during the final in-person meeting in May.

**7. CPSWAC review, discussion and decision-making.**

The CPSWAC held three meetings after completion of the work time study. On April 17, 2019, the committee met via webinar prior to the focus group session to review preliminary findings from the work time study and the adequacy of time survey. After the focus group meetings, the CPSWAC met again on May 1, 2019, to review a more detailed analysis of the research findings and make various decisions regarding the composition of some case types and whether qualitative adjustments needed to be made to the case weights. A final webinar, held on May 16, 2019, provided the remaining case weight information, and the CPSWAC members made final decisions at that time. Based on concerns identified by the AOC staff, continued negotiations were held between the NCSC and AOC staff to finalize all case weights and models.

**8. Preparation of the Final Report.** After the CPSWAC meeting in May 2019, NCSC staff developed a draft report on the findings and recommendations for review by the AOC and CPSWAC. After several conversations to finalized the case weights between May 2019 and April 2020, NCSC staff produced this final report.

### Summary of Findings

This assessment establishes a set of case weights, which reflect the average time case processing staff spend per case on a case type each year. Applying the case weights to a three-year average of filings of the case types in the workload models produces a uniform and comparable measure of the number of case processing staff needed to resolve cases effectively, across each of the three trial court types studied.

The Final Report explains in detail each step in the research and data analysis process for this workload assessment and the construction of the weighted caseload models. The weighted caseload models are sufficiently flexible to allow the New Mexico court system to determine the approximate need for various types of case processing staff in each district court, magistrate court and the Bernalillo Metro Court. How the various types of cases are allocated among the types of case processing staff will vary by location according to the available staff resources.

The new weighted caseload models with the case weights reveals that statewide the New Mexico trial courts should have at least the following number of case processing staff members:

**District Courts:** 438.48 (46.48 over current allocation),

**Magistrate Courts:** 256.06 (17.06 over current allocation), and

**Bernalillo Metro Court:** 178.34 (2.34 over current allocation).<sup>3</sup>

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### Recommendations

The NCSC proposes the following two recommendations to maintain the integrity and utility of the case weights and judicial needs models.

#### Recommendation #1

The NCSC recommends updating the case processing staff needs assessment model annually, using the average case filings from the most recent three-year period.

#### Recommendation #2

The workload models presented in this report should be the starting point for determining the need for case processing staff in each court location. There are some key factors that are not directly accounted for in this weighted caseload model including, but not limited to: differences between urban and rural jurisdictions in their abilities to have specialized case processing staff; possible variations in the proportion of civil and

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<sup>3</sup> The number of current allocated FTEs was provided by the Human Resources department at the New Mexico Administrative Office of Courts and includes positions that may have been vacant during the time

study or are currently vacant. In some instances, local courts provided updated FTE counts.

domestic cases involving self-represented parties; and differences among counties in the percentage of persons who require court interpreting services (whose hearings require more time).

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## I. Introduction

How do courts or legislatures determine the need for an adequate number of case processing staff to handle the workload in a jurisdiction in a fair, timely, and efficient manner? Historically, states and local jurisdictions have used population-based models (e.g., five staff members for each 10,000 people), models based on total case filings (e.g., two staff members for each 500 cases filed – regardless of the types of cases), or some combination of the two. However, it has become clear throughout the U.S. that such models provide only rough estimates of judicial and case processing staff workload demands. Social, demographic, geographic, and economic factors can produce substantial variations in the types, number, and proportion of criminal and civil cases filed in a jurisdiction. It is clear that the simple filings or population-based models are inadequate for effectively determining case processing staffing needs.

What is the alternative? Responding to public demands to run the court system “more like a business,” judicial leaders and legislatures around the U.S. are increasingly turning to evidence-based workload assessment models that assign different weights to various case types based on the amount of case processing staff time required to fairly handle the cases in a timely manner. These research-based models are known as weighted workload or weighted caseload models. The National

Center for State Courts (NCSC) is a national leader in conducting court-based workload assessments and developing weighted caseload models determining the need for judicial officers and court staff.<sup>4</sup>

The New Mexico judicial branch has been committed to using evidence-based workload models for determining staffing needs for many years, and the NCSC contracted with the New Mexico Administrative Office of the Courts to conduct the current study.

This report describes the methods and results of the NCSC’s comprehensive and evidence-based assessment of case processing work in New Mexico’s trial courts in 2019. The primary goals of the study were to produce three weighted caseload models that establish a methodologically sound means to:

- (1) Determine the number of state-level case processing staff needed to handle the trial courts’ caseload fairly and effectively in each of the three court types, and
- (2) Equitably allocate the case processing staff positions provided by the legislature.

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<sup>4</sup> The NCSC has conducted judicial weighted caseload studies in more than 30 states during the last ten years. Many weighted caseload studies for court staff, probation officers and others have also been conducted

over the past ten years. This is the second judicial weighted caseload study conducted by the NCSC for New Mexico.

## II. Case Processing Staff Workload Advisory Committee (CPSWAC)

The CPSWAC, appointed by the state court administrator, included Magistrates, court executive officers and clerk specialists from the three court types.

The CPSWAC provided guidance on critical issues throughout the workload assessment project, which included collection of three types of data:

- Case processing staff work time data,
- Data from the case processing staff's survey on the adequacy of time to perform case processing duties,
- Qualitative feedback from case processing staff from ten focus groups held across the state.

The CPSWAC met four times; twice in person and twice via webinar during the course of the project. During the first in-person meeting in November 2018, the CPSWAC identified and defined the parameters for which data would be collected during the workload assessment. This included identifying: (a) which staff members should participate; (b) the timeframe during which the data would be collected, and the length of time that needed to be captured; (c) the case types for which to generate case weights; and (d) the tasks and activities (case-related and non-case-related) that case processing staff perform in and out of court.

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<sup>5</sup> The participation rate is based upon the number of people expected to report, not the number of FTE. Some positions were vacant during the work time study, so the expected participant number is not

During the second CPSWAC meeting in April 2019, after completion of the work time study and adequacy of time survey, the committee reviewed the preliminary findings presented by NCSC staff. The committee provided valuable feedback that sharpened and improved the data analysis and provided direction for the types of questions to be discussed by case processing staff focus groups conducted later in April.

In May, the CPSWAC met in-person a second time to review feedback from the focus groups and a more detailed and refined analysis of the work time data and case weights. The committee made critical recommendations during this meeting regarding adjustments to some of the case weights. A final meeting was held in May, via webinar, to finalize all case weights.

## III. Work time Study

### Case Processing Staff Participants

Figure 1 indicates that 99 percent of all state-funded court case processing staff (683 of 693 active and eligible case processing staff)<sup>5</sup> participated in the five-week study of case processing staff work time, including staff from all counties. This exceptional participation rate assures confidence in the accuracy and validity of the resulting case weights. It is important to note, however, that due to the need to provide staffing needs models by early June, 2019, the time study

consistent with the total number of allocated staff members for each court type. See page 23 for a description of how the NCSC accounted for the vacant positions in the methodology for this study.

was conducted during the legislative session in which many judges were actively engaged with the legislature to provide insight and education on bills relevant to the courts.<sup>6</sup> This caused many of those judges to set jury trials for dates outside of the legislative session and to put off other hearings that could have potentially been lengthy in terms of time, which in turn, likely impacted staff work as well.

**Figure 1: New Mexico Case Processing Staff Participation Rate Summary**

Court Types	Expected Participants	Actual Participants	Participation Rate
District Court	367	363	99%
Magistrate Court	179	179	100%
Bernalillo Metro Court	147	141	96%
<b>Total</b>	<b>693</b>	<b>683</b>	<b>99%</b>

### Preparation for the Work time Study

To ensure consistency in the tracking of time, NCSC consultants provided nine webinar-based information and training sessions between January 9-11, 2019 prior to data collection. NCSC staff also provided written training materials at the time of the training sessions and provided online access to those materials throughout the study. Additionally, the NCSC provided assistance through a workload assistance help link that was available online and via telephone prior to and throughout the data collection period.

<sup>6</sup> Ultimately, concerns with the case weights and models prevented finalizing this project in 2019.

### Work time Data Collection Process

Participating staff recorded their work time each day for five weeks, between February 4 and March 8, 2019. They were instructed to record all work-related time including work that was done after regular work hours. Participants recorded their time on a paper-based time tracking form, and then transferred this information to a web-based data entry program when it was convenient for them to do so. Once submitted, the data were automatically entered into NCSC’s secure database, which was accessible only to NCSC staff that analyzed the data. Collecting data from case processing staff across the state ensured that sufficient data were collected to provide an accurate average of case processing practices and times for all case types included in the study.

The work time study employed an event-based methodology, which allows analysts to collect data from a five-week period and translate that data into an annual representation of case processing work. (See Appendix A for a detailed description of this methodology.)

### Data Elements in the Case Processing Staff Work Time Study

NCSC project staff met with the CPSWAC in November 2019 to determine the case type categories, case-related and non-case-specific activities to be included in the work time study. The committee also discussed the

contents of the adequacy of time survey and the purpose and locations of the focus groups. The following section provides a more detailed description of the time study elements.

### Case Types

Knowing the average amount of time devoted to different types of cases allowed the NCSC and the CPSWAC to estimate case processing staff needs in relation to the number and relative complexity of cases handled. Developing an appropriate set of case type categories is important because it reflects the way cases are actually processed and counted in New Mexico. Case types also should be aggregated into a meaningful number of categories that are likely to remain stable for the foreseeable future. Following this logic, the CPSWAC determined that time study data should be collected on a set of clearly identifiable case types. Figures 2, 3 and 4 show the case types, three-year average case filings, and the percentage of total filings for each case type for the district court, magistrate court and Bernalillo Metro Court, respectively. Appendix B provides a full description of the case types.

**Figure 2:  
New Mexico Three-Year Average Case Filings Fiscal Year 2015-2018 – District Court**

Case Types	Average Filings	Percent of Total
Homicide	168	.2%
Sex Offenses	547	.6%
Violent Felonies	5,259	5.8%
Other Felonies	10,283	11.4%
Pre-trial Detention Hearings	1,598	1.8%
Adult Misdemeanor	1,219	1.4%
Juvenile Delinquency	1,756	1.9%
Civil Complex	3,352	3.7%
Civil Tort	3,710	4.1%
Civil Contract	20,833	23.1%
Civil Juvenile	277	.3%
Civil Other	10,541	11.7%
Specialty Courts	729	.8%
Domestic Relations/ Protective Orders	23,164	25.7%
Abuse & Neglect	649	.7%
Mental Health (Juvenile & Adult)	4,445	4.8%
Water Administration Court	191	.2%
Administrative Cases	1,486	1.6%
<b>Total</b>	<b>90,207</b>	<b>100.0%<sup>7</sup></b>

<sup>7</sup> Note that percentages may not add to 100% due to rounding.

**Figure 3:  
New Mexico Three-Year Average Case Filings Fiscal Year 2015-2018 – Magistrate Court**

Case Types	Average Filings	Percent of Total
Felony	15,890	9.7%
DWI	5,127	3.1%
Misdemeanor	26,598	16.3%
Domestic Violence	5,642	3.5%
Civil	9,951	6.1%
Landlord/Tenant	6,660	4.1%
Traffic	91,280	55.9%
Extradition	998	.6%
Administrative Cases	997	.6%
Specialty Courts	112	.1%
<b>Total</b>	<b>163,255</b>	<b>100.0%</b>

**Figure 4:  
New Mexico Three-Year Average Case Filings Fiscal Year 2015-2018 – Bernalillo Metro Court**

Case Types	Average Filings	Percent of Total
Felony	6,698	9.0%
Misdemeanor/ City & County Ordinance Violation	10,071	13.5%
Domestic Violence	4,555	6.1%
DWI	2,519	3.4%
General Civil/Debtor-Creditor	7,821	10.5%
Landlord/Tenant	10,773	14.5%
Traffic (TR/PR)	30,352	40.8%
Miscellaneous	55	.1%
Administrative Cases	1,020	1.4%
Specialty Courts	491	.7%
<b>Total</b>	<b>74,355</b>	<b>100.0%</b>

### Case Processing Staff Work Activity Types

Court staff perform a variety of functions that can be directly related to the processing of cases (case-related activities), as well as non-

case-related activities. NCSC staff worked closely with the CPSWAC to develop a comprehensive list and description of these essential activities. The list of activities served as an organizing device to guide data collection during the time study. A list of the eight case-related and the thirteen non-case-related activities, the same for each of the three court types, are provided in Figures 5 and 6. A more detailed description can be found in Appendices C and D, respectively.

**Figure 5: Case-Related Activities**

Case processing, records management, calendaring & case-flow management
In-courtroom judicial support
Compliance monitoring & enforcement
Financial management
Out-of-courtroom judicial support
Out-of-courtroom jury services
Therapeutic & evaluative services
Specialty court activities

**Figure 6: Non-Case-Related Activities**

Customer service
Technology support (site coordinators)
Security
Managerial & support services
Financial management
Out-of-courtroom jury services
Therapeutic & evaluative services
Non-case-related specialty court activities
Committees, other meetings, and related work
Work-related travel time
Leave time
Other
Time study data reporting and entry

To establish a baseline of current practice, NCSC staff measured the amount of time staff currently spend on various activities throughout the day, including case-related and non-case-related activities.

## Work Time by Case and Activity Types

Figures 7, 8 and 9 present a detailed picture of the percentage of case-related time case processing employees spend on various cases statewide, across the three court types.

**District Court:** While the top three case types, in terms of volume, are similar to the top three case types that case processing staff time spend time on, the proportion of volume compared to time spent different. The most frequently filed case type is domestic relations/protection orders (25.7% of filings), followed by civil contract (23.1%), followed by civil other (11.7%). In terms of staff time spent processing cases, domestic relations/protective orders consumed 27.1% of staff time, followed by felony other (23.4%) and civil other (13.9%). Across all case types, case processing staff spend the greatest proportion of their time, overall, on pre-trial/preliminary matters.

**Magistrate Court:** Traffic cases account for the majority of cases filed in magistrate court (55.9%), followed by misdemeanors (16.3%) and felonies (9.7%). In terms of their time, case processing staff in the magistrate courts

spend the greatest proportion of their time on traffic cases (32.6%), followed by misdemeanors (22.4%), followed by felonies (14.9%).

**Metro Court:** In the Metro Court, traffic cases make up the greatest proportion of filings (40.8%), followed by landlord/tenant cases (14.5%) and misdemeanors (13.5%). Metro court staff spend the greatest proportion of their time on traffic cases (20.6%) followed by miscellaneous cases (17.4%) and misdemeanors/ordinance violations (13.5%).

## Distinguishing Caseload versus Workload

Comparing the number of filings for each case type with the percentage of time spent on each case type reveals the utility of the weighted caseload methodology. As described in the previous paragraphs, it is clear that the number of cases does not correspond to the complexity of cases, which is measured in terms of the length of time required to process cases from filing to all post-disposition work. Clearly, caseload is not the same as workload.

**Figure 7: Percentage of District Court Case Processing Staff Time Reported by Case Type and Case-Related Event During the 2019 Time Study**

Case Type	Case processing, records management, calendaring & case-flow management	In-courtroom judicial support	Compliance monitoring and enforcement	Out-of-courtroom judicial support	Financial management	Out-of-courtroom jury services	Therapeutic and evaluative services	Specialty court activities	Percent of Total Time
Homicide	1.4%	0.2%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	1.8%
Sex Offense	0.8%	0.5%	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%	1.5%
Felony Violent	3.7%	0.9%	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%	4.9%
Felony Other	18.6%	3.5%	0.1%	1.0%	0.1%	0.2%	0.0%	0.0%	23.4%
Pre-Trial Detention Hearing	0.6%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.7%
Adult Misdemeanor	0.8%	0.3%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	1.2%
Juvenile Delinquency	2.7%	0.6%	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%	3.5%
Civil Complex	1.3%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.4%
Civil Tort	3.2%	0.3%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	3.6%
Civil Contract	6.2%	0.2%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	6.6%
Civil Juvenile	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%
Civil Other	12.1%	0.8%	0.3%	0.6%	0.1%	0.0%	0.0%	0.0%	13.9%
Specialty Courts	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.2%	1.2%
Domestic Rel./Protection Orders	23.5%	2.3%	0.0%	1.1%	0.1%	0.0%	0.1%	0.0%	27.1%
Abuse & Neglect	3.1%	0.8%	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%	4.2%
Mental Health (Juvenile, Adult)	2.5%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.7%
Water Adjudication/Court	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%
Administrative Cases	1.2%	0.2%	0.0%	0.2%	0.1%	0.2%	0.0%	0.0%	
<b>Total Time per Activity</b>	<b>82.1%</b>	<b>10.8%</b>	<b>0.6%</b>	<b>4.3%</b>	<b>0.3%</b>	<b>0.5%</b>	<b>0.1%</b>	<b>1.2%</b>	<b>100.0%</b>

**Figure 8: Percentage of Magistrate Court Judicial Case Processing Staff Reported by Case Type and Case-Related Event During the 2019 Time Study**

Case Type	Case processing, records management, calendaring & case-flow management	In-courtroom judicial support	Compliance monitoring and enforcement	Out-of-courtroom judicial support	Financial management	Out-of-courtroom jury services	Therapeutic and evaluative services	Specialty court activities	Percent of Total time
Felony	11.4%	2.7%	0.0%	0.6%	0.2%	0.0%	0.0%	0.0%	14.9%
DWI	7.3%	1.4%	0.2%	0.2%	0.3%	0.1%	0.0%	0.0%	9.5%
Misdemeanor	17.1%	2.8%	0.1%	1.6%	0.5%	0.2%	0.0%	0.0%	22.4%
Domestic Violence	5.8%	1.3%	0.0%	0.2%	0.1%	0.1%	0.0%	0.0%	7.5%
Civil	7.0%	0.4%	0.0%	0.2%	0.2%	0.0%	0.0%	0.0%	7.7%
Landlord/Tenant	1.4%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.6%
Traffic	27.7%	2.2%	0.2%	1.0%	1.5%	0.0%	0.0%	0.0%	32.6%
Extradition	0.2%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.3%
Administrative Cases	1.8%	0.4%	0.0%	0.3%	0.3%	0.1%	0.0%	0.0%	2.9%
Specialty Courts	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.5%	0.5%
<b>Total Time per Activity</b>	<b>79.6%</b>	<b>11.4%</b>	<b>0.6%</b>	<b>4.2%</b>	<b>3.1%</b>	<b>0.5%</b>	<b>0.0%</b>	<b>0.5%</b>	<b>100.0%</b>

**Figure 9: Percentage of Bernalillo Metro Court Case Processing Staff Time Reported by Case Type and Case-Related Event During the 2019 Time Study**

Case Type	Case processing, records management, calendaring & case-flow management	In-courtroom judicial support	Compliance monitoring and enforcement	Out-of-courtroom judicial support	Financial management	Out-of-courtroom jury services	Therapeutic and evaluative services	Specialty court activities	Percent of Total Time
Felony	9.5%	0.9%	0.1%	0.9%	0.1%	0.0%	0.0%	0.0%	11.5%
Misdemeanor/Ordinance Violation	11.0%	1.2%	0.2%	0.7%	0.5%	0.0%	0.0%	0.0%	13.5%
Domestic Violence	5.0%	0.8%	0.1%	0.8%	0.1%	0.0%	0.0%	0.0%	6.8%
DWI	10.1%	1.0%	0.2%	1.0%	0.1%	0.1%	0.0%	0.0%	12.5%
Civil General & Debtor/Creditor	9.6%	0.4%	0.1%	0.4%	0.0%	0.0%	0.3%	0.0%	10.8%
Landlord/Tenant	3.1%	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.8%
Traffic (TR/PR)	17.4%	0.9%	0.8%	0.4%	1.0%	0.0%	0.0%	0.0%	20.6%
Miscellaneous	11.5%	1.4%	0.1%	2.9%	0.5%	1.0%	0.0%	0.0%	17.4%
Administrative Cases	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.4%
Specialty Courts	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.7%	2.7%
<b>Total Time per Activity</b>	<b>77.6%</b>	<b>7.2%</b>	<b>1.6%</b>	<b>7.2%</b>	<b>2.4%</b>	<b>1.2%</b>	<b>0.3%</b>	<b>2.7%</b>	<b>100.0%</b>

## IV. Determining the Case Weights

A case weight represents the average amount of time case processing staff spend on a specific case type during a year. It is a critical element in a weighted caseload model. The data collected during the time study allows for the construction of case weights for the case types identified by the CPSWAC. As indicated above, the weighted caseload model accounts for the fact that case types vary in complexity and require different amounts of time and attention by case processing staff. Relying solely on the sheer number of cases to assess the demands placed on court staff ignores the varying levels of resources needed to process different types of cases, as revealed by comparing the distribution of cases and judicial time expenditures in Figures 2 and 7, 3 and 8 and 4 and 9.

The initial statewide case weights were calculated by: (1) adding all case processing staff time spent on each case type during 25-day data collection period, (2) dividing that total amount of time for each case type by 25 (the number of days in the work time study) – to determine the average daily amount of work time, (3) multiplying the daily average time by 217 days,<sup>8</sup> which yields the annual amount of staff work time on each case type, and (4) dividing the annual work time by the number of cases filed for each case type during the most recent 3-year average of available data on filings (FY 2016-2018). This result provides a picture of the average amount of case-related time currently spent by all trial court case processing staff in New

Mexico on each of the identified case types. Figure 10 illustrates these calculations for determining the initial case weight for a violent felony case in the district court.

Based on the work time study, district court case processing staff in New Mexico spend a total of 1,790,380 minutes of case-related time on violent felony cases annually. Dividing that time by the average number of violent felony cases filed in FY 2016-2018 (5,259) yields a preliminary case weight of 340 minutes.

**Figure 10: Example -- Calculating Annualized Minutes and Preliminary Case Weights for District Court Violent Felony Cases**

<b>Developing Annualized Minutes<sup>9</sup></b>	
Violent Felonies - Actual Minutes Recorded During Data Collection Period	206,265
<i>Divide by</i>	÷
Days of Data Collection Period	25
Average Statewide Minutes per Day Working on Violent Felonies Cases	8,251
<i>Multiply by</i>	X
Total Judicial Working Days per Year	217
<i>Equals</i>	=
<b>State-wide Annualized Minutes for Violent Felonies Cases</b>	<b>1,790,467</b>

<b>Developing Initial Case Weight</b>	
Statewide Annualized Minutes for <b>Violent Felony Cases</b>	1,790,467
<i>Divide by</i>	÷
FY 2016-2018 Filings	5,259
<i>Equals</i>	=
<b>Initial Case Weight (minutes)</b>	<b>340</b>

<sup>8</sup> The model to annualize time study data per case type is as follows: (case-related staff time for each case type during the five-week study / 25) x 217). Note that, even though the Metro Court is open 7 days per week,

judges and staff work on a 5-day schedule, so the analysis is based on 5-day work-weeks.

<sup>9</sup> All whole numbers in this table are rounded.

Figures 11, 12 and 13 show the complete set of initial case weights for all three court types. The initial weights represent the *average* amount of time case processing staff across the state *currently* spend processing cases, without differentiating work time by court size or location (e.g., urban or rural). The case weights also do not provide a basis for determining how much time court staff *should* spend on their caseloads to provide high quality services in a timely manner. The amount of time case processing staff *currently* spend – as reflected in the case weights – might be insufficient to achieve this goal. To obtain a better understanding of whether the current level of case processing staff resources, reflected in the case weights, is sufficient, NCSC consultants asked court staff to complete an adequacy of time survey and conducted discussions with groups of case processing staff in four locations across the state.

**Figure 11: District Court Initial Case Weights**

Case Type	Initial Case Weight (Minutes)
Homicide	3,792
Sex Offense	915
Felony Violent	340
Felony Other	847
Pre-Trial Detention Hearing	137
Adult Misdemeanor	356
Juvenile Delinquency	723
Civil Complex	156
Civil Tort	331
Civil Contract	117
Civil Juvenile	196
Civil Other	482
Specialty Courts	223
Domestic Relations/ Protection Order	380
Abuse & Neglect	2,173
Mental Health (Juvenile/Adult)	225
Water Adjudication Court	253
Administrative Cases	422

**Figure 12: Magistrate Court Initial Case Weights**

Case Type	Initial Case Weight (Minutes)
Felony	182
DWI	362
Misdemeanor	164
Domestic Violence	258
Civil	151
Landlord/Tenant	47
Traffic	70
Extradition	68
Administrative Cases	576
Specialty Courts	901

**Figure 13: Bernalillo Metro Court Initial Case Weights**

Case Type	Initial Case Weight (Minutes)
Felony	245
Misdemeanor/Ordinance Violations	229
Domestic Violence	214
DWI	707
Civil/Debtor-Creditor	455
Landlord/Tenant	50
Traffic (TR/PR)	96
Miscellaneous	835
Administrative Cases	60
Specialty Courts	773

## V. Surveys on Adequacy of Time to Perform Case Processing Staff Duties

During the last week of the time study in March 2019, NCSC consultants emailed a link to the adequacy of time survey to all case processing staff who participated in the work time study. This survey sought the views of staff regarding the extent to which they have sufficient time to adequately engage in all phases of case processing. Approximately 88% of district court case processing staff, 49% of magistrate staff and 63% of Metro Court staff completed the survey. The results

provided the CPSWAC additional information to help evaluate the case weights and ensure that the needs assessment model provides adequate time for quality services to court users. The case weights derived solely from the work time study represent “what is,” i.e., the average amount of time case processing staff currently spend on each case type given the current level of court staff resources. The survey data provide information to help determine “what should be,” i.e., whether there is sufficient time to provide high quality services or employ “best practices.”

The web-based questionnaire focused specifically on case processing tasks, and respondents were asked to assess whether they have enough time to do a reasonable job in performing necessary job tasks for each case type on which they work. The list of specific duties was organized around the activities for which case processing staff tracked their time during the time study, shown in Figures 5 and 6.

Specifically, for each of case type categories identified, court staff were asked to evaluate the statement, “During the course of a normal work-week, to what extent do you have sufficient time to address the case-related aspects of your job at a level of quality to your satisfaction for the following case types. All case types were then listed. Respondents answered the question for each case type. Survey respondents were offered a five-point response ranging from the negative “Almost Never” (1), to the positive “Almost Always” (5). An example of the survey layout, illustrating one activity, is provided in Figure 14. The option of “Not Applicable” was

offered for case types or activities in which respondents do not engage.

**Figure 14: Adequacy of Time Survey Layout**

*During the course of a normal workweek, to what extent do you have sufficient time to address the case-related aspects of your job at a level of quality to your satisfaction for the following case types?*

---

Simple Misdemeanors:

---

1	2	3	4	5	NA
Almost Never		Sometimes		Almost Always	I do not work on these cases

---

NCSC staff compiled the responses and analyzed the results of the survey. For each activity an average response score was generated.<sup>10</sup> Figures 15, 16 and 17 show the overall average adequacy of time score for each case type by court level. A complete set of the results by case type and activity type can be found in Appendix E.

An average rating of 3.0 (“Sometimes”) is generally considered a threshold to determine whether staff believe they have adequate (rating of 3.0 or greater) or inadequate (rating lower than 3.0) time to complete their work to their level of satisfaction. As shown in figures 15, 16 and 17, across all three court types, respondents rated the time available to process cases as adequate for all case types, suggesting that court staff generally feel they can manage their case work, given the current circumstances. Shown in Appendix E, court staff indicated they don’t have adequate time to address some of their non-case-related work.

<sup>10</sup> Responses of “Does Not Apply” were excluded from the average.

**Figure 15: Adequacy of Time Survey Findings – District Court Average Scores by Case Type**

Case Type	Average Score
Homicide	3.65
Sex Offense	3.76
Felony Violent	3.79
Felony Other	3.83
Pre-Trial Detention Hearing	3.75
Adult Misdemeanor	3.62
Juvenile Delinquency	3.75
Civil Complex	3.60
Civil Tort	3.68
Civil Contract	3.71
Civil Juvenile	3.55
Civil Other	3.66
Specialty Courts	3.48
Domestic Relations/ Protection Order	3.86
Abuse & Neglect	3.66
Mental Health (Juvenile/Adult)	3.72
Water Adjudication Court	3.23
Administrative Cases	3.63

**Figure 16: Adequacy of Time Survey Findings – Magistrate Court Average Scores by Case Type**

Case Type	Average Score
Felony	3.51
DWI	3.35
Misdemeanor	3.45
Domestic Violence	3.42
Civil	3.32
Landlord/Tenant	3.37
Traffic	3.50
Extradition	3.61
Administrative Cases	3.51
Specialty Courts	3.10

**Figure 17: Adequacy of Time Survey Findings – Bernalillo Metro Court Average Scores by Case Type<sup>11</sup>**

Case Type	Average Score
Felony	3.89
Misdemeanor/Ordinance Violation	4.08/3.97
Domestic Violence	4.07
DWI	4.14
Civil/Debtor-Creditor	4.00/3.86
Landlord/Tenant	4.08
Traffic (TR/PR)	4.02
Administrative Cases	3.63
Specialty Courts	4.04

## VI. Case Processing Staff Focus Groups

To gain perspective on the nature of the data collection period, reactions to initial study findings, variation in case processing issues across the state and the sufficiency of time to perform key case-related and non-case-related activities, the NCSC held a total of ten focus group sessions for case processing staff across the state of New Mexico, including two webinars, during the period between April 22-26. Focus groups were provided for each of the three case processing staff groups in the following locations:

District Staff Meetings – 42 attendees

- Las Cruces (April 22, 9:00 a.m.)
- Roswell (April 23, 9:00 a.m.)
- Santa Fe (April 24, 9:00 a.m.)
- Albuquerque (April 25, 9:00 a.m.)
- Albuquerque Webinar (April 26, 9:00 a.m.)

<sup>11</sup> Note that some case types were collapsed from the original categories. Misdemeanor and ordinance violations were originally separate case type categories, but staff treated them interchangeably, so

they were collapsed; similarly, civil and debtor/creditor cases were originally separate, but staff treated them interchangeably.

Magistrate Staff Meetings – 26 attendees

- Las Cruces (April 22, 11:00 a.m.)
- Roswell (April 23, 11:00 a.m.)
- Santa Fe (April 24, 11:00 a.m.)
- Albuquerque Webinar (April 26, 9:00 and 11:00 a.m.)

Bernalillo Metro Court Meeting – 11 attendees

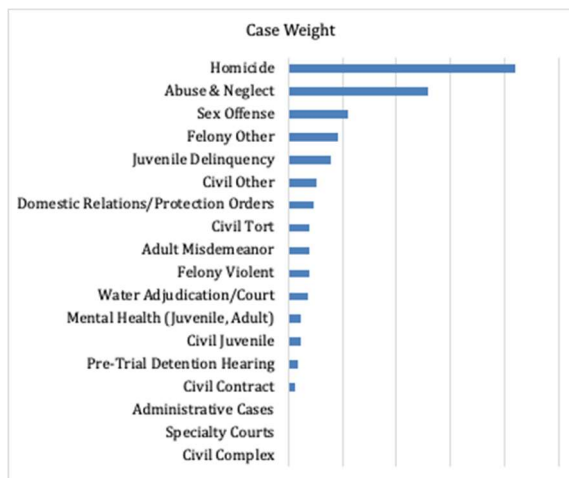
- Albuquerque (April 25, 11:00 a.m.)

In all, 79 employees from each of the 13 judicial districts participated in the focus group sessions: 42 from the district courts, 26 from magistrate courts and 11 from the Metro Court.

### District Court Clerk Staff Focus Group Themes

#### Relative Case Weights

District Court clerk staff participants were asked to review the initial case weights, in graphic form, ranging from the longest to shortest average case processing times. No numbers were presented, rather, participants were asked to comment on the length of graph's bars in relationship to one another, as shown below. For the focus groups, case filing data were unavailable for administrative cases, specialty courts and complex civil cases, so these case weights could not be reviewed.



*Domestic Relations/Protective Orders.* In every focus group session, participants indicated surprise at where the Domestic Relations/Protective Orders case processing time (case weight) fell in comparison to other case types. Focus group participants indicated there is a lot of work associated with these cases, especially protection orders that include temporary orders which can take a full day to process. Some participants also remarked that they felt these two case types should not have been combined into one case type category, since protection orders take longer to process.

*Homicide.* A few participants remarked that Homicide should not take more time than any other criminal case, arguing that there is not much difference, from the clerical perspective, between the criminal case types. However, several other focus group participants stated that a homicide on appeal is likely to take longer, especially if it is an older case with exhibits that can be difficult to locate. When considering the complexity and the post-judgment work for appeals in Homicide cases, most focus group participants agreed with the additional time associated with a Homicide case versus other criminal cases.

#### Specific Case Weight Changes: 2012- 2019

Since the NCSC conducted the previous clerical workload assessment study, consultants asked focus group participants to remark on possible explanations for case weights that significantly changed between 2012 and 2019. Specifically, participants were asked to speculate on the reasons for changes in the following case types (note that specific times were not presented, but the percent of change was provided to focus group participants):

- Juvenile Delinquency increased 96% from 369 minutes in 2012 to 723 minutes in 2019;
- Domestic Relations/Protection Orders decreased 34% from 509

minutes in 2012 to 380 minutes in 2019; and

- Mental Health cases decreased 79% from 404 minutes in 2012 to 225 minutes in 2019.

*Juvenile Delinquency.* Focus group participants provided a range of explanations for the increase in this case weight including the filing of more pleadings for a single case at case initiation and more charges being filed now than in 2012. Also, participants stated that statutes are continually changing in juvenile delinquency cases. One participant speculated that a new statute requiring juveniles to be placed on probation versus being placed in detention may have resulted in more violations of probation. Additionally, juveniles are now researched for abuse and neglect which was not required in 2012. Finally, some focus group participants said that their judges spend a great deal of time interacting with the juveniles than was previously done.

*Domestic Relations/Protection Orders.* While some focus group participants indicated surprise at the decrease in this case weight, others indicated that a lot of the work associated with domestic relations and protection orders is counter work and it is likely that some of the time for this case type was recorded to the non-case-related activity “customer service.” Additionally, several other participants remarked that domestic relations cases are now being e-filed which cuts down on case processing time; however, this is not the case for self-represented litigants.

*Mental Health.* Overall, participants were surprised at the decrease in the mental health case weight and could not provide an explanation. Most participants felt the time to process these cases has increased, especially when considering the new rules around competency. However, a few focus group participants stated that it was difficult to determine if a case was a mental health case until after the plea and therefore believed

some time for mental health may have been recorded as felony other or civil other case types.

### **Non-Case-Related Time**

Non-case-related time is defined as the work that staff engages in that cannot be directly associated with a specific case. Included in this category are activities such as administrative work, general records management, customer service, technology support, managerial and support services, financial management, out-of-court jury-related work, travel and committees, meetings and related work. Across all district court staff, work time data indicated that just under two hours per day are associated with this work (112 minutes per clerk, per day). Most participants found it difficult to assess this time as an average, but agreed this time is about right. However, several participants indicated that they do not have time to do the supervisory and managerial duties and are consistently putting these activities off to focus on assisting their staff and judges with their work.

### **Data Collection Period**

Most clerk staff focus group participants indicated that the data collection period was normal, and that it was a typical representation of their workload. There was an understanding throughout the state that, in any given month, a person may be ill, on vacation, or have emergencies that will prevent them from working a normal work week, and there will always be staff turnover or situations where employees may not be at their fullest potential at the time of any study. These situations are all addressed by NCSC staff in the workload assessment data analysis. All in all, participants in each of the focus groups agreed that the study period was generally representative of the work they do across the state.

Some clerks reported they had problems determining which categories certain work should be recorded in. When asked whether this was a problem with the case types or the

activities, they reported that they had problems with all categories, and suggested that more categories would have made it easier to navigate the system. Other participants countered that, noting that if too many categories were provided, they would spend more time just searching for where to put the data.

### **Difficulty Entering Work time Data or Work Not Captured**

Most participants indicated that they were able to record all their time during the data collection period. Some participants were concerned that staff were not allowed to record multi-tasking activities. However, participants confirmed that they were able to enter all the time they worked, even if they felt it was too difficult to split the time between multiple activities. Most focus group participants said they picked the case-related activity and recorded their time there versus trying to split the time between multiple case-related and non-case-related activities.

### **Adequacy of Time**

When asked “Do you generally have enough time to complete your work on a daily basis to your personal satisfaction?” responses were mixed. Some participants stated that the nature of the work is that it is “feast or famine,” meaning that some days or weeks are extremely busy while others are slower but overall, they felt they have enough time to complete their work. However, other participants stated that even if they work through their breaks and lunches, they felt they never have enough time to complete all their work, including both case-related and non-case-related duties. Some duties that are consistently being placed on hold in most courts are tasks such as case clean-up, micro-filming, filing, shredding, and cross-training staff, which creates a huge backlog in clerk work. Participants also stated they are rushing through certain tasks and making errors. Furthermore, they do not have the time to do quality control and check their work for errors. One participant stated that

work related to detention hearings is always rushed due to the tight deadlines, and therefore other case processing and scheduling tasks are being deferred until a later time.

Additionally, supervisors across all the focus groups stated they are consistently filling in for and assisting staff with their work and therefore do not have enough time to do their managerial duties, such as mentoring, evaluations, audits, and running reports. Also, supervisors stated that there is not enough coverage when staff take time off.

### **Differences Across Districts**

Court staff participants were asked to identify local practices or issues that result in case processing differences in various units.

In the 3<sup>rd</sup> Judicial District, they have Assisted Out-Patient Treatment (AOT) which is case type that was added to Mental Health. AOT requires that the clerks spend additional time looking for services for the defendant, and AOTs require more hearings than other mental health cases. Additionally, these cases require monitoring on a regular basis and have a judicial review every 6 months, as well as a yearly review.

In Lea and Eddy Counties in the 5<sup>th</sup> Judicial District, they have a lot of oil and land rights cases which increases the customer service in those courts due to all the landmen that come to the court seeking assistance.

Summonses are handled differently in the 1<sup>st</sup> Judicial District. Even though summonses are not considered part of the case file, court staff will scan them to the case file, so the judges can have instant access to them. Additionally, staff in Santa Fe have “related cases,” which means they link all their cases to other related cases (with the same defendant) that are in other districts. Trying to locate related cases in the other districts is a very involved search and can be extremely time consuming.

In the 12<sup>th</sup> Judicial District, they do criminal e-filing. The focus group participants stated the 12<sup>th</sup> and the 2<sup>nd</sup> are the only two districts that do criminal e-filing. Focus group participants also indicated concern that administrative cases may be counted differently among districts stating that they count one search warrant with multiple defendants as a single case, whereas other districts may count each defendant separately for a single search warrant. The 4<sup>th</sup> Judicial District stated they count their administrative cases the same way as the 12<sup>th</sup> District.

Finally, in Albuquerque, in the criminal division, staff are required to do Right of Supremes, which is a case management order that involves more scheduling and case processing than other districts. Staff in the 2<sup>nd</sup> Judicial District also enter more detailed information into their case management system than the other districts, including parties addresses and detailed comments to assist with running various case management reports.

**Removing Tasks from the Clerk’s Office**

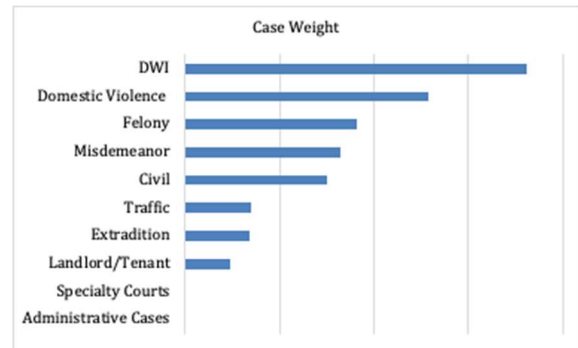
At the request of the committee, court staff participants were asked the question “If you could have a model court, what duties would you like taken away from clerk functions and segregated into different departments in the court to ease the burden on clerk staff?” Most participants indicated that it would be helpful to have a department or full-time staff devoted to records requests and copies, including CD copies. Participants also stated that having their clerk staff pulled to assist or fill in for other positions, such as TCAAs, bailiffs, and court monitors places a burden on the clerk’s office. Other tasks that participants suggested removing from the clerk’s office include doing the judges’ output work and mailings (orders, judgements, notice of hearings, etc.) and processing judgements and sentencing, which they felt should be done by the District Attorney. Focus group participants also recommended having an in-house attorney and a domestic violence advocate.

Finally, in Albuquerque, participants have an “obstinate visitors” list which includes individuals with psychological issues who constantly come to the courthouse and contact the clerks for the same issues multiple times. Participants requested in-person training conducted by a professional in the field of psychology on how to handle these individuals. The participants also stated that they no longer receive training as frequently or as thoroughly as they used to and would like to see more training opportunities implemented, which would include two or three days where they can be trained in variety of areas, including dealing with the “obstinate visitors.”

**Magistrate Court Clerk Staff Focus Group Themes**

**Relative Case Weights**

Magistrate clerk staff participants were also asked to review their initial case weights, in graphic form, ranging from the longest to shortest average case processing times shown below.



Overall, focus group participants agreed that the relative nature of the case weights appeared to be correct. A few commented on the length of the DWI case weight, but acknowledged that DWIs tend to be more complex, and therefore agreed that it makes sense for DWIs to have the largest case weight. One participant commented that landlord/tenant cases take the same amount of time as civil cases.

### **Non-Case-Related Time**

Across all magistrate court staff, work time data indicated that a little over two hours per day are associated with non-case-related work (127 minutes per clerk, per day). Most participants agreed this time is about right. However, like with district court staff, several participants indicated that they do not have time to do the supervisory and managerial duties and are consistently putting these activities off to focus on assisting their staff and judges with their work.

### **Data Collection Period**

The majority of participants in each of the focus groups agreed that the study period was generally representative of the work they do across the state. However, in Doña Ana, the participants stated they were moving courthouses during the time study and the courthouse was closed for two days.

### **Difficulty Entering Work time Data or Work Not Captured**

Participants in magistrate court indicated that they were able to record all their time during the data collection period but did have a little difficulty entering time when multi-tasking. Most focus groups participants said they picked the case-related activity and recorded their time there versus trying to split the time between multiple case-related and non-case-related activities.

### **Adequacy of Time**

When asked “Do you generally have enough time to complete your work on a daily basis to your personal satisfaction?” responses were varied. Some participants felt they usually have enough time to come complete their work and others stated they are rarely able to complete their work by the end of the day. These participants stated they are rushing through certain tasks (e.g. data entry) and are, therefore, making errors. Furthermore, they do not have the time to do quality control and check their work for errors. Most participants felt that if their court was fully staffed and all staff were crossed-trained, that

would ease the burden and allow them to complete their work.

Additionally, supervisors in all the focus groups stated they are consistently filling in for and assisting staff with their work and therefore do not have enough time to do their managerial duties, such as audits, evaluations and running reports. One supervisor stated “I haven’t been able to do any supervisory work in months. I am doing as much clerk work as my clerks”.

Finally, participants stated it was a regular occurrence to travel to other court locations to fill in when that court was short-staffed. Participants estimated that a clerk will be asked to fill in at a different location at least twice each year for about a week each time. However, one participant stated she traveled to different court locations to assist for approximately ten weeks in 2017. When this happens, it places a burden on their home court.

### **Differences Across Districts**

Magistrate court staff participants were also asked to identify local practices or issues that result in case processing differences in various units.

Participants in Anthony stated that any cases requiring a public defender, or a district attorney are heard and sentenced in Las Cruces but could then be returned to Anthony to process payment. Also, participants noted that Anthony is a border city and therefore, they have a lot of non-English speaking litigants.

In Roy, participants felt it was much more difficult to set hearings because travel is so far for all the parties and attorneys. Participants estimated that this probably adds approximately 20 to 30 minutes per case when coordinating with the attorneys to set hearings and trials. Additionally, when a jury trial is held, the judge and staff prepare the meal for the jury and the attorneys because there are no restaurants close by. However,

Roy has only had three jury trials in the last 18 years.

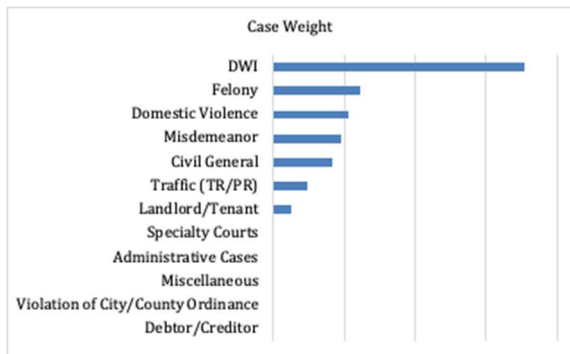
**Removing Tasks from the Clerk’s Office**

When asked the question “If you could have a model court, what duties would you like taken away from clerk functions and segregated into different departments in the court to ease the burden on clerk staff?” some participants indicated that it would be helpful to have a full-time person for filing and an individual to do file reviews and quality checks. Another participant suggested having a full-time staff person just for jury work. Other tasks mentioned were file destruction and assistance with keeping up with the constantly changing statutes. Finally, a participant stated that she spends approximately three hours a month helping different managers with questions regarding procedures and believes that the managers should rely on each other for this instead of the staff.

**Bernalillo Metro Court Clerk Staff Focus Group Themes**

**Relative Case Weights**

Metro clerk staff participants were also asked to review their initial case weights, in graphic form, ranging from the longest to shortest average case processing times, as shown below.



Overall, focus group participants agreed that the relative nature of the case weights appeared to be correct. One participant stated that misdemeanors seemed to take more time than domestic violence cases, but when taking into account many domestic violence have “re-files,” there was consensus that domestic violence cases probably take more time than misdemeanors.

**Non-Case-Related Time**

Across all metro court staff, work time data indicated that approximately just under two hours per day are associated with non-case-related work (112 minutes per clerk, per day). While most participants agreed this seemed low, many stated the majority of their work is case-related. Additionally, participants in the metro court stated that, like the district and magistrate court, when handling multiple tasks at the same time, they were more likely to record their time to the case-related activity versus the non-case-related activity.

**Data Collection Period**

Focus group participants did indicate there were a few things that were not captured during the data collection period due to the time of year. In the traffic division, participants stated that the data collection was their “slow time” and that summer is typically their busiest time because officers are issuing more citations. Likewise, administrative cases increase in the summer due to increased animal complaints, zoning issues, fireworks violations, and fishing violations. Participants also mentioned a “case clean-up time” where staff are able to work overtime to “clean up” old cases; this typically happens this twice a year but did not happen during the time study.

Participants also mentioned several programs that were not captured during the data collection period.

The Metro Court has a “safe surrender” period annually (usually in September) during which defendants with outstanding warrants can come to the court and the judge will handle the matter. This process usually takes approximately two days for eight hours each day, and approximately 50 court employees are involved. Since the work time study period occurred in February and March, this process was not accounted for in the case weights.

Metro Court also engages in a program called “Courts to Schools” where the judges take their court to a local school for the day and hear their cases at the school. Approximately ten staff will accompany the judge; since this program takes place during the school year, this time was not captured during the data collection period.

Finally, Metro Court has approximately five or six judges and five or six staff that will hold town hall meetings. While this typically happens about eight times a year, a town hall meeting did not take place during the data collection period. Since this is considered community outreach and therefore non-case-related time, the fact that it was not captured could be contributing to the low non-case-related time.

#### **Adequacy of Time**

When asked “Do you generally have enough time to complete your work on a daily basis to your personal satisfaction?” most participants stated they are unable to complete their work during the regular work day and must work overtime to complete all their duties. One participant noted that staff are rushing through citations and making errors just to accommodate the high volume of citations that the court sees. Participants also said they have duties and tasks that are being deferred, such as filing and case close-out, stating that they have barely begun to close out 2013 cases. Furthermore, they do not have the time to do quality control and check their work for errors. Most participants felt that if their court was fully

staffed and all staff was crossed-trained, that would ease the burden and allow them to complete their work.

Additionally, like district and magistrate court, supervisors in the metro court focus group also stated they are consistently filling in for and assisting staff with their work and therefore do not have enough time to do their managerial duties.

#### **Removing Tasks from the Clerk’s Office**

When asked the question “If you could have a model court, what duties would you like taken away from clerk functions and segregated into different departments in the court to ease the burden on clerk staff?” All focus group participants agreed that their tasks have been properly segregated and therefore had no recommendations.

## **VII. CPSWAC Decisions on Case Weights and the Final Report**

The CPSWAC held its final in-person meeting on May 1, 2019, and follow-up webinar on May 16, 2019 to review all of the data and qualitative input (i.e., feedback from the focus groups and findings from the adequacy of time survey shown in Figures 14. 15 and 16). Committee members reviewed each case type, considered the adequacy of time survey data, focus group findings and the 2007 case weights as a comparison.

**District Court:** In District Court, there was some concern that the case weight for civil complex was low and did not accurately reflect the amount of work and complexity involved in a civil complex case. The CPSWAC elected to adjust the civil complex case weight from 156 to 331 to be the same as the civil tort case weight which accounts for the more complex nature of these cases.

**Magistrate Court:** No case weights were adjusted in the magistrate courts.

**Bernalillo Metro Court:** In the Bernalillo Metro Court the decision was made to combine four case types into two (misdemeanors and ordinance violations were combined, as were general civil and debtor/creditor cases) based on the way these cases are processed. In addition to the combination of these case types, the non-case-related time was increased in the Bernalillo Metro Court from 78 minutes per day per clerk to 112 minutes per day, to be consistent with the district court case processing staff time.

The CPSWAC served in an advisory capacity to the Administrative Office of the Courts (AOC) throughout the weighted workload study. All recommendations from the CPSWAC were subject to final approval and acceptance by the AOC. After careful consideration, the AOC chose to keep the original civil complex weight derived from the time study for District Court. Figures 18, 19 and 20 present the final case weights for the three court types.

**Figure 18: District Court Final Case Weights**

Case Type	Final Case Weight (Minutes)
Homicide	3,792
Sex Offense	915
Felony Violent	340
Felony Other	847
Pre-Trial Detention Hearing	137
Adult Misdemeanor	356
Juvenile Delinquency	723
Civil Complex	156
Civil Tort	331
Civil Contract	117
Civil Juvenile	196
Civil Other	482
Specialty Courts	223
Domestic Relations/ Protection Order	380
Abuse & Neglect	2,173
Mental Health (Juvenile/Adult)	225
Water Adjudication Court	253
Administrative Cases	422

**Figure 19: Magistrate Court Final Case Weights**

Case Type	Final Case Weight (Minutes)
Felony	182
DWI	362
Misdemeanor	164
Domestic Violence	258
Civil	151
Landlord/Tenant	47
Traffic	70
Extradition	68
Administrative Cases	576
Specialty Courts	901

**Figure 20: Bernalillo Metro Court  
Final Case Weights**

Case Type	Final Case Weight (Minutes)
Felony	245
Misdemeanor/Ordinance Violations	229
Domestic Violence	214
DWI	707
Civil/Debtor-Creditor	455
Landlord/Tenant	50
Traffic (TR/PR)	96
Miscellaneous	835
Administrative Cases	60
Specialty Courts	773

## VIII. Calculating Case Processing Staff Resource Needs

### Determining Case Processing Staffs' Annual Available Time for Case Work (ATCW)

In every workload study, three factors contribute to the calculation of resource need: case filings, case weights, and staff annual available time for casework (ATCW). The relationship of these elements is expressed as follows:

- **Case Workload** = Cases Filed x Case Weights,
- **Number of FTE Case Processing Staff Needed**  
= Case Workload ÷ Staff ATCW value

The court staff ATCW value represents the amount of time in a year that case processing staff have to perform case-related work. Arriving at this value is a three-stage process: (1) Determine how many days per year are available for case processing staff to perform work (the case processing staff work year),

- (2) Determine how many business hours per day are available for case-related work as opposed to non-case-related work (the case processing staff day),
- (3) Multiply the numbers in steps 1 and 2, then multiply by 60 minutes; this yields the case processing staff ATCW value, which is an estimate of the amount of time (in minutes) the “average” case processing employee has to do case-related work during the year.

### Step 1: The Case Processing Staff Work Year

Calculating the “average” case processing employee’s work-year requires determining the number of days per year that court staff have to perform case-related matters. Obtaining this number involved working closely with the CPSWAC to deduct time for weekends, holidays, vacation, sick and personal leave and education/training days. After deducting these constants from 365 days, it was determined that case processing staff in New Mexico have, on average, 217 days available each year to perform judicial activities (see Figure 21).

### Step 2: The Case Processing Staff Workday

For New Mexico’s case processing staff workload assessment calculations, it is assumed that all staff members work eight hours per day on their court-related duties.

**Figure 21: Calculating the Case Processing Staff Work Year (Days and Minutes)**

	<b>Days</b>	<b>Minutes</b>
<b>Total Year</b> (8 hours/ day x 60 minutes = 480 minutes per day)	365	175,200
<b><i>Subtract</i></b>		
<b>Weekends</b> (480 minutes x 104 days)	- 104	49,920
<b>Holidays</b> (480 minutes x 10 days)	- 10	4,800
<b>Leave (vacation, sick &amp; other)</b> (480 minutes x 28days)	- 28	13,440
<b>Professional development (CLEs)</b> (480 minutes x 8 days)	- 6	2,880
<b>Total Available Work Time</b> (480 minutes x 217 days)	<b>217</b>	<b>104,160</b>

**Step 3: Calculate the Case Processing Employees’ Annual Available Time for Case Work**

Figure 21 shows the total time case processing staff have available per year to perform all their court-related job duties. However, this work time includes both case-related and non-case-related activities. To determine how much time court staff have available to work on cases, we must *subtract* their average *non-case-related* time from the total available work time shown in Figure 21. *Non-case-related time* includes activities such as:

- Work-related travel,
- Committee meetings and related work,
- Customer Service,
- Technology support,
- Security,
- Managerial and support services,
- Financial management,
- Out-of-courtroom jury services,
- Therapeutic and evaluative services,

- Non-case-related specialty court activities, and
- Other non-case-related activities.<sup>12</sup>

*Non-case-related activities.* Based on the data collected during the work time study, NCSC staff determined that case processing staff in New Mexico spend between 1.9 to 2.05 hours per day on non-case-related activities (excluding travel). Specifically, the district court and Bernalillo Metro Court staff spend 112 minutes per day on these activities, compared to 127 minutes per day for magistrate staff. NCSC staff informed the CPSWAC that the time New Mexico staff reported in this area is consistent with other states. CPSWAC members also noted that the adequacy of time survey indicated that New Mexico staff believe they usually do not have sufficient time to perform non-case-related duties to their satisfaction; which is why the time in this category was increased for the Bernalillo Metro Court by the CPSWAC.

*Travel time.* Court staff are required to spend some time traveling to other locations to provide court services and/or to attend meetings, and this time must also be subtracted from the eight-hour workday to determine the number of hours available to work on cases. The average travel time per staff member was relatively low for all three court types, and, rather than apply this average on a district-specific basis, the average for all staff was applied across all three court types. In the district court, staff travel an average of 1.16 minutes per day, compared to 1.54 minutes per day in the magistrate courts and 1.07 minutes per day for the Metro Court staff

<sup>12</sup> In addition to the non-case-related activities, employees reported leave time, education/training, and time study reporting time in this category. These data

were recorded but removed from the study, since the time is already built into the case processing staff member’s year value.

### How this Study Accounted for Judicial Vacancies and Leave Time

- *Vacant positions:* Some staff positions were vacant during the time study. The NCSC accounted for the vacant positions in the following manner: If a district had 10 authorized case processing employees, but two positions were vacant, the work time recorded by the eight staff members who participated in the study was weighted by 1.25 to account for the vacancies ( $10/8=1.25$ ;  $8 \times 1.25=10$ ). Using this method, 100 minutes of work time was treated as 125 minutes of work time.

- *Leave Time:* NCSC treated leave time in a similar manner as described above, except that the leave time was replaced by that single staff member's time. For example, if a study participant took one week of leave during the five-week time study, that person's own time was multiplied by 1.25, thereby turning four weeks of time into five weeks of work time.

### Determining the Need for Case Processing Staff

In New Mexico, case processing staff across all levels of courts studied here are assigned to the judicial district or court location in which they served. Therefore, it is most appropriate to apply the weighted caseload model to determine staffing needs in each judicial district or court location for magistrate/Metro Courts. In a nutshell, the need for case processing staff in each judicial district/court location is determined by:

- (1) Multiplying the case weight for each of the case types in the workload assessment model by the most recent three-year average of filings for each of those case types, which yields the total estimated number of staff work minutes required to handle the case-related workload in the court location;

- (2) Dividing the result in step 1 by the average available time (minutes) court employees have available for case-related work,
- (3) The result in step two yields the number of full-time equivalent (FTE) case processing staff members needed to handle the case-related work in each court location.

Figures 22, 23 and 24 show this analysis for each court type based on the final case weights shown in Figures 18, 19 and 20.

The 2019 weighted caseload model for case processing staff applied to each judicial district or court location (for magistrate and Metro Courts) reveals the following needs for case processing staff:

**District Courts:** 438.48 (46.48 over current allocation)

**Magistrate Courts:** 256.06 (17.06 under current allocation)

**Bernalillo Metro Court:** 178.34 (2.34 over current allocation).

**Figure 22: Summary of Calculations for Determining the Need for District Court Case Processing Staff by Judicial District<sup>13</sup>**

Judicial District	A	B	C	D	E
	Total case-specific work minutes (sum of filings x case weights)	Case processing staff average available minutes for case work/year	Estimated # of FTE case processing staff needed (A/B)	Current # of authorized FTE	Difference between current # and # needed (D-C)
1	3,537,912	79,667	44.41	38.00	6.41
2	10,214,733	79,667	128.22	124.00	4.22
3	3,302,417	79,667	41.45	36.00	5.45
4	943,132	79,667	11.84	12.00	-0.16
5	4,316,116	79,667	54.18	42.00	12.18
6	1,085,182	79,667	13.62	14.00	-0.38
7	834,707	79,667	10.48	13.00	-2.52
8	1,000,692	79,667	12.56	12.00	0.56
9	1,448,090	79,667	18.18	16.00	2.18
10	311,288	79,667	3.91	6.00	-2.09
11	2,792,585	79,667	35.05	32.50	2.55
12	1,486,920	79,667	18.66	15.00	3.66
13	3,658,167	79,667	45.92	31.50	14.42
<b>State</b>			<b>438.48</b>	<b>392.00</b>	<b>46.48</b>

**Figure 23: Summary of Calculations for Determining the Need for Magistrate Court Case Processing Staff by Court Location**

Court Location	A	B	C	D	E
	Total case-specific work minutes (sum of filings x case weights)	Case processing staff average available minutes for case work/year	Estimated # of FTE case processing staff needed (A/B)	Current # of authorized FTE	Difference between current # and # needed (D-C)
Los Alamos	84,259	76,207	1.11	1.00	0.11
Chama	77,561	76,207	1.02	0.00	1.02
Española	671,312	76,207	8.81	9.50	-0.69
Santa Fe	1,641,557	76,207	21.54	18.00	3.54
Anthony	469,298	76,207	6.16	0.00	6.16
Hatch	3,686	76,207	0.05	0.00	0.05
Las Cruces	2,090,932	76,207	27.44	27.50	-0.06
Santa Rosa	216,641	76,207	2.84	2.00	0.84
Mora	175,958	76,207	2.31	2.00	0.31
Las Vegas	527,356	76,207	6.92	6.00	0.92
Roswell	690,817	76,207	9.06	8.00	1.06
Carlsbad	556,376	76,207	7.30	6.50	0.80
Artesia	224,968	76,207	2.95	3.00	-0.05
Eunice	16,484	76,207	0.22	1.00	-0.78
Hobbs	502,931	76,207	6.60	6.00	0.60
Jal	18,720	76,207	0.25	0.00	0.25
Lovington	405,372	76,207	5.32	4.50	0.82
Silver City	595,960	76,207	7.82	6.00	1.82
Bayard	210,466	76,207	2.76	2.50	0.26
Lordsburg	276,421	76,207	3.63	4.00	-0.37
Deming	479,326	76,207	6.29	6.00	0.29
T or C	330,661	76,207	4.34	4.00	0.34
Socorro	383,042	76,207	5.03	5.50	-0.47
Moriarty	192,135	76,207	2.52	4.00	-1.48
Estancia	140	76,207	0.00	0.00	0.00
Quemado	1,142	76,207	0.01	0.00	0.01
Reserve	39,047	76,207	0.51	1.00	-0.49
Raton	195,749	76,207	2.57	2.00	0.57
Springer	126,568	76,207	1.66	2.00	-0.34
Taos	460,940	76,207	6.05	5.50	0.55
Clayton	65,812	76,207	0.86	1.50	-0.64
Questa	7,784	76,207	0.10	0.00	0.10
Clovis	648,542	76,207	8.51	8.50	0.01
Portales	217,806	76,207	2.86	4.00	-1.14
Fort Sumner	42,894	76,207	0.56	1.00	-0.44
Roy	8,665	76,207	0.11	1.00	-0.89
Tucumcari	240,613	76,207	3.16	4.00	-0.84
Gallup	1,046,789	76,207	13.74	14.50	-0.76
Aztec	1,008,959	76,207	13.24	11.50	1.74
Farmington	838,509	76,207	11.00	12.50	-1.50
Carrizozo	107,514	76,207	1.41	2.00	-0.59
Ruidoso	265,244	76,207	3.48	3.00	0.48
Alamogordo	810,297	76,207	10.63	9.00	1.63
Grants	420,503	76,207	5.52	5.00	0.52
Bernalillo	794,429	76,207	10.42	8.50	1.92
Cuba	177,177	76,207	2.32	2.50	-0.18
Los Lunas	673,280	76,207	8.83	7.00	1.83
Belen	473,289	76,207	6.21	6.00	0.21
<b>State</b>			<b>256.06</b>	<b>239.00</b>	<b>17.06</b>

<sup>13</sup> The number of current authorized FTEs in figures 22, 23, and 24 was provided by the Human Resources department at the New Mexico Administrative Office of Courts and includes positions that may have been

vacant during the time study or are currently vacant. In some instances, local courts provided updated FTE counts.

Readers should note that the case filing distributions in some magistrate court locations do not indicate the need for a full staff FTE, however, the judicial branch will need to determine how to deploy case processing staff in those locations, given concerns regarding access to court services by litigants.

**Figure 24: Summary of Calculations for Determining the Need for Bernalillo Metro Court Case Processing Staff**

A	B	C	D	E
Total case-specific work minutes (sum of filings x case weights)	Case processing staff average available minutes for case work/year	Estimated # of FTE staff needed (A/B)	Current # of authorized FTE	Difference between current # and # needed (D-C)
14,200,637	79,625	178.34	176.00	2.34

### Conclusion

The new weighted workload models based on the 2019 study of case processing staff work time indicates a statewide need for an additional 46.48 FTE in the district courts, 17.06 additional FTE in the magistrate courts and an additional 2.34 FTE in the Metro Court, based on case filings and the current case weights.

The next section sets forth two recommendations regarding the continued use of the weighted caseload models.

## IX. Recommendations

The NCSC proposes the following two recommendations to maintain the integrity and utility of the case weights and case processing staff needs model.

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### Recommendation #1

The NCSC recommends updating the case processing staff need assessment annually, using the average case filings from the most recent three-year period.

### Recommendation #2

The workload models presented in this report should be the starting point for determining the need for case processing staff in each court location. There are some key factors that are not directly accounted for in this weighted caseload model including, but not limited to: differences between urban and rural jurisdictions in their abilities to have specialized case processing staff; possible variations in the proportion of civil and domestic cases involving self-represented parties; and differences among counties in the percentage of persons who require court interpreting services (whose hearings require more time).

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## Appendices

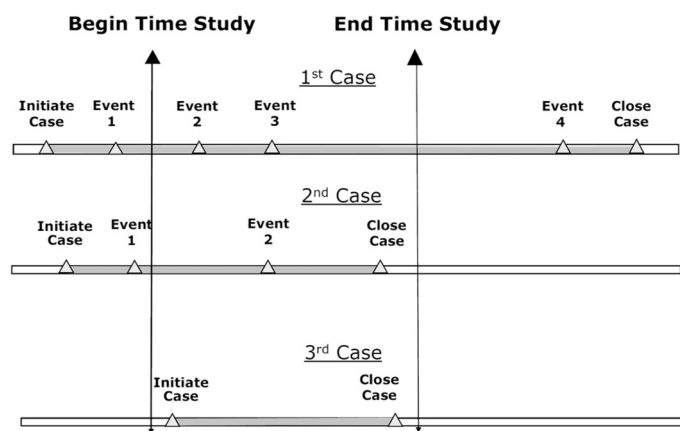
### Appendix A: Event-Based Methodology

Event-Based Methodology is designed to take a snapshot of court activity and compare the case processing staff time spent on primary case events to the number of cases entering the court. The study measures the total amount of staff time in an average five-week period devoted to processing each particular type of case for which case weights are being developed. Because this method is a snapshot, few cases actually complete the journey from filing to final resolution during the study period. However, courts in each county throughout the state are processing a number of each type of case in varying stages of the case life cycle. For example, during the five-week time study period, a given court will handle the initiation of a number of new civil cases, while the same court will also have other civil cases (perhaps filed months or years earlier) on the trial docket, and still other civil cases in the post-judgment phase.

Moreover, if the sample period is representative, the mix of case-related activities conducted for each type of case, as well as the time devoted to each type of activity, will be representative of the type of work entering the court throughout the year. Therefore, data collected during the study period provides a direct measure of the amount of case processing staff time devoted to the full range of key case processing events.

Time data are then combined with new filing numbers. For example, if case processing staff spent 150,000 minutes processing civil tort cases and there were 250 such cases entered, this would produce an average of 600 minutes (or ten hours) per civil tort case (150,000 minutes/250 cases). This ten-hour case weight is interpreted as the average time to process a civil tort case from filing to final resolution – even though no individual case is tracked from start to finish within the five weeks. Rather, the workload standard is a composite of separate (though likely similar) cases observed at various points in the case life cycle. Figure A1 illustrates the Event-Based Methodology concept.

**Figure A1: Event-Based Time Study**



Assume the figure above shows the progress of three separate civil tort cases during the period of the five-week time study. It is not necessary that cases be tracked from start to finish. Instead, for each type of case examined, the study tracks the time spent on key processing events during each case's life cycle.

For example, Case 1 illustrates the time required to process the middle segment of case life; Case 2 the time required to process the end segment of case life; and Case 3 illustrates the time required to complete an entire case of minimal complexity. When the time spent on each event for these three cases is added together, the result is an estimate of the total amount of time needed to process a case, even though all cases are not tracked from start to finish. In the current study, because the time estimates are based on observations from thousands of individual case events for each case type, the methodology is highly reliable.

## Appendix B: New Mexico Case Types and Definitions

### District Court

Category	#	Case Type	Definition
CRIMINAL/ DELINQUENCY	1	Homicide	Felony Homicide, Felony Vehicular Homicide, Juvenile Homicide, Juvenile Vehicular Homicide, Youthful Offender Homicide, Youthful Offender Vehicular Homicide
	2	Sex Offense	Felony Sexual Offenses, Juvenile Sexual Offenses, Youthful Offender Sexual Offenses
	3	Felony Violent	Felony Domestic Violence, Felony Crimes Against Persons, Felony Domestic Violence, Juvenile Crimes Against Persons, Youthful Offender Crimes Against Persons
	4	Felony Other	Extradition, Felony Crimes Against Property, Felony Drug Offenses, Felony DWI/DUI, Felony Miscellaneous, Felony Public Safety Offenses
	5	Pre-Trial Detention Hearing	Petition for Review of Bond/Conditions of Release
	6	Adult Misdemeanor	Adult Motor Vehicle Offenses, Contempt, Domestic Violence Appeal - Defendant Appellant, Domestic Violence Appeal - Plaintiff Appellant, Lower Court Appeal - Defendant Appellant, Lower Court DWI Appeal - Defendant Appellant, Lower Court DWI Appeal - Plaintiff Appellant, Misdemeanor (Dist.), Misdemeanor DWI/DUI
	7	Juvenile Delinquency	Juvenile Crimes Against Property, Juvenile Delinquent Felony, Juvenile Delinquent Non-Felony, Juvenile Drug Offenses, Juvenile DWI Offenses, Juvenile Extradition, Juvenile Graffiti Offenses, Juvenile Motor Vehicle Offenses, Juvenile Public Safety Offenses, Lower Court Appeal - Plaintiff Appellant, Lower Court DWI Appeal - Defendant Appellant, Lower Court DWI Appeal - Plaintiff Appellant, Misdemeanor (Dist.), Misdemeanor DWI/DUI. Youthful Offender Crimes Against Property, Youthful Offender Drug Offenses, Youthful Offender DWI/DUI, Youthful Offender Miscellaneous, Youthful Offender Public Safety Offenses
CIVIL	8	Civil Complex	Any type of civil case that has more than 5 parties or causes of action. There is an ECR Report that can be run to identify these cases if there is any doubt
	9	Civil Tort	Tort, Tort Auto, Tort Malpractice, Product Liability
	10	Civil Contract	Contract/Debt & Money Due, Real Estate, Student Loans
	11	Civil Juvenile	Minor Settlement
	12	Civil Other	Civil Administrative Appeal - Defendant Appellant, Civil Administrative Appeal - Plaintiff Appellant, Civil Appeals - Defendant Appellant, Civil Appeals - Plaintiff Appellant, Civil Violations, Statutes, Ordinances, Election Code, Habeas Corpus, License Revocation Appeal - Defendant Appellant, License Revocation Appeal - Plaintiff Appellant, Miscellaneous Civil, Name Change, Other, Probate Estates, Probate Formal, No Will, Probate Formal, Will, Probate Informal, No Will, Probate Informal, Will, Probate Intestate, Probate Intestate Ancillary, Probate Kinship Guardianship, Probate Miscellaneous, Probate Protective Proceedings, Probate Trust, Probate, Will Ancillary, Protected Probate, Conservatorship / Guardianship Adult, Protected Probate, Conservatorship Adult, Protected Probate, Guardianship of an Adult, Sequestered Probate,

			Conservatorship / Guardianship Minor, Sequestered Probate, Guardianship of a Minor, Tax, Wrongful Death Personal Representative
SPECIALTY	13	Specialty Courts	All specialty courts (problem-solving courts), including but not limited to: Adult Drug Court, Juvenile Drug Court, Family Drug Court, Mental Health Court, Domestic Violence Court, Veterans Court
	14	Domestic Relations/ Protection Orders	Adult Adoption, Child Support, Child Support Enforcement, Custody and Visitation, Dissolution, Dissolution with Custody, Domestic Kinship/Guardianship, Domestic Matters Miscellaneous, Domestic Violence, Juvenile Adoption, Juvenile Emancipation, Parentage
OTHER	15	Abuse & Neglect	Abuse & Neglect, Juvenile Termination of Parental Rights
	16	Mental Health (Juvenile, Adult)	Assisted Outpatient Treatment, Juvenile Mental Health, Juvenile Substance Abuse Commitment, Lower Court Competency, Sequestered Mental Health
	17	Water Adjudication Court	Water Case
	18	Administrative Cases	Administrative: Criminal Miscellaneous, Administrative: Grand Jury Matters, Administrative: Juvenile Delinquent Miscellaneous, Administrative: Search Warrants, Administrative: Juvenile Miscellaneous, Administrative: Miscellaneous Orders, Administrative: Family Miscellaneous

**Magistrate Court**

#	Case Type	Definition
1	Felony	Domestic Violence Felony, DWI Felony, Felony
2	DWI	DWI Misdemeanor
3	Misdemeanor	Misdemeanor (Mag), Interpleader
4	Domestic Violence (Misdemeanor)	Domestic Violence Misdemeanor
5	Civil	General Civil, Livestock, Interpleader
6	Landlord/Tenant	Forcible Entry, Landlord Tenant, Mobile Home Park
7	Traffic	Traffic
8	Extradition	Extradition=
9	Administrative Cases	Administrative: Criminal Miscellaneous, Administrative: Erroneous Tax Intercept, Administrative: Juvenile Detention Hearings, Administrative: Miscellaneous, Administrative: Other Jurisdictional Bail, Administrative: Search Warrant
10	Specialty Courts	All specialty courts, including DWI, Drug, Veterans and others

**Bernalillo Metro Court**

Category	#	Case Type	Definition
CRIMINAL	1	Felony	Criminal – Felony
	2	Misdemeanor	Criminal
	3	Domestic Violence	Domestic Violence, Domestic Violence – Felony
	4	DWI	Driving Under the Influence – Felony, Driving while Under the Influence
CIVIL	5	Civil General	General Civil
	6	Landlord/Tenant	Forcible Entry, Landlord Tenant, Mobile Home Park
	7	Debtor/Creditor	General Civil
TRAFFIC/ OTHER	8	Traffic (TR/PR)	Traffic, Parking
	9	Violation of City/County Ordinance	Criminal
	10	Miscellaneous	Contempt
	11	Administrative Cases	Administration: Outside Metro Court Referral, Administrative: Criminal Miscellaneous, Administrative: Miscellaneous Orders, Administrative: Other Jurisdictional Bail
SPECIALTY	12	Specialty Courts	All specialty courts, including but not limited to: Drug Courts, DWI Courts, Homeless Courts, DVROP Courts, EIP Courts, Competency Program

## Appendix C: New Mexico Case Processing Staff Case-Related Activity Definitions (all court types)

*Note that some districts may engage in certain activities in different case management stages, please record the activity in the stage in which your district engages in this activity.*

#	Case-Related Activity Category/Definitions
1	<p>Case processing, records management, calendaring &amp; case-flow management</p> <ul style="list-style-type: none"> <li>• Counter service for new case filings and documents: receive, assign case number, stamp, route to data entry, etc.</li> <li>• Record required data regarding parties, documents and events in the automated or manual case management system.</li> <li>• Analyze, research, prepare/record all post proceeding judgments/sentences, notices, executions, and writs.</li> <li>• Judgment processing and recording: maintain records relating to judgments, including assignment of judgment number/identifier; index/record in appropriate registers; issue notices to judgment debtors/creditors; prepare abstracts and satisfaction of judgments, etc.</li> <li>• Appeals and change of venue: prepare required documents (e.g., transcript or tape, number and index file documents); maintain internal case tracking records, compute costs of appeals processing, forward case records to other court, record and process higher court judgments, etc.</li> <li>• Notice: provide notices to relevant parties of necessary court dates and requirements, including form notices linked to calendars, custom notices to individuals.</li> <li>• Prepare files for court, including routine review for apparent completeness of the file, check for documents in process that may not be in the file.</li> <li>• Process documents for jail commitment and release: maintain records of in-custody defendants, process documents for jail release, coordinate with custodial officials.</li> <li>• Warrant management: issue and process warrants and return of service on warrants, process warrant cancellations and notify law enforcement; monitor action on cancellations.</li> <li>• Prepare change of venue cost bills for trial costs and/or bills for case processing services provided by the court.</li> <li>• Prepare change of venue cost bills in metro/magistrate court.</li> <li>• Process and prepare special case certification records for state and federal executive branch agencies (e.g., licensing, adoption, marriage dissolution, background checks, etc.) personal representatives in probate and guardianship cases, etc.</li> <li>• Caseload statistics: gather and report statistics for required state and local reports (e.g., race surveys and SJIS forms).</li> <li>• Miscellaneous counter services: provide files or case-specific information to litigants and the public, duplicate/certify/conform copies (e.g., certify DWIs) of case documents and tapes, provide forms and/or direct customers to appropriate offices/units.</li> <li>• Respond to phone and/or e-mail requests for general and case-specific information.</li> <li>• File folder management: create file folders, shelve files, add documents to files after they are processed, pull and re-shelve files.</li> <li>• Make files available for court hearings: ensure that case files needed for court are identified, pulled, and transported to courtrooms.</li> <li>• Maintain file check out system: record file check out/delivery, track and retrieve all case files when they are not on the shelves, locate misplaced case files.</li> <li>• Record retention: archive and microfilming case documents and files, reconstruct and/or purge files when necessary.</li> <li>• Maintain exhibits: index, store, provide notification to reclaim, return to owner, destroy when appropriate.</li> <li>• Sealing and purging: identification and processing of sealed records; processing expungement orders.</li> </ul>

	<ul style="list-style-type: none"> <li>• Optical records processing: scanning and related services to support digital record storage.</li> <li>• Assign cases to regularly scheduled calendars, produce calendars, publish and post calendars.</li> <li>• Schedule individually set trials and hearings (lengthy motions, conferences, etc.)</li> <li>• Coordinate with law enforcement agencies regarding schedules for traffic and other high volume calendars.</li> <li>• Coordinate with jail/transportation officers to assure timely and reliable appearance of in-custody defendants.</li> <li>• Review case files prior to hearings: ensure that required actions are complete, and that information needed by court is available and conforms to court policy.</li> <li>• Monitor readiness of parties for hearings and trials and confirm appearances; notify relevant individuals prior to hearings about missing information/documents or non-compliant legal forms.</li> <li>• Research/monitor status of individual cases, and follow-up with lawyers/parties when cases are “off track.”</li> <li>• Maintain accurate inventory of cases pending: distinguish inactive (e.g., interlocutory appeals; fugitive status) from active cases; produce list of active cases, consult with managing judges when cases are “off track.”</li> <li>• Monitor continuances, scheduled vs. actual appearances; and implement correctives.</li> <li>• Identify and dismiss inactive cases.</li> <li>• Collect and use statistical data to help judges maintain timely case processing.</li> <li>• Determine needed frequency and scheduling formulas for periodic regularly scheduled hearing sessions.</li> <li>• Track cases referred to alternative dispute resolution and initiate reminders or other actions when case resolution exceeds standards for timely processing.</li> <li>• Coordinate video arraignments, participants, calendars, and outside agencies for video arraignment events.</li> <li>• Operate and monitor video arraignment equipment.</li> <li>• Provide information to unrepresented persons about court requirements and assist unrepresented litigants with procedural compliance (e.g., domestic violence, child support).</li> <li>• Provide information to illiterate persons about court and procedural compliance.</li> </ul>
2	In-courtroom judicial support
	<ul style="list-style-type: none"> <li>• Record in court required data regarding parties, documents, and events in the automated or manual case management system (in court REAL time recording steno, audio, tape monitoring).</li> <li>• Minute taking: record information and prepare documents summarizing significant facts about court hearings (e.g., date, judge, purpose, appearances, orders/ judgments).</li> <li>• Manage exhibits: identify, mark, and record status; maintain inventory of all received; deliver admitted to jury; oversee custody and return.</li> <li>• Manage documents: ensure that files/documents are available in the courtroom when needed; documents filed in courtroom are accounted for and returned to central clerk's unit.</li> <li>• Record and update results of group-scheduled hearing calendars to ensure case status is accurate and current.</li> <li>• Provide clerical and admin follow-through after court hearings to issue required notifications to parties, service providers or executive branch agencies (e.g., jail, bondsmen).</li> <li>• Prepare paperwork required for forfeiture or exoneration of bonds, warrant-related notices, etc.</li> <li>• Jury related duties: call/seat jurors for voir dire; record juror status (seated, excused, reasons); administer oaths, maintain attendance record; poll jurors.</li> <li>• Courtroom order, security and protocol: maintain quiet and order in courtroom before, during, and after court hearings; direct and provide information to participants and public.</li> <li>• Operate and monitor electronic recording (E-R) equipment in court sessions (including; daily equipment checks; make log of proceeding; supplies and equipment maintenance; index and store tapes or files).</li> </ul>

	<ul style="list-style-type: none"> <li>• Provide in-court interpreting services when litigants, witnesses, or jurors do not speak English.</li> <li>• Make recommendations to Judges(s) regarding release bonds, treatment, linkage, progress, sentence, and settings (i.e. treatment).</li> </ul>
3	<p>Compliance monitoring and enforcement</p> <ul style="list-style-type: none"> <li>• Supervise and monitor defendants pending trial, monitor compliance with treatment (mental health, substance abuse treatment by defendants); network with outside community agencies; conduct case staffing/reviews with providers and case managers.</li> <li>• Set up case for monitoring court ordered sentences, judgments, probation reports, deferred prosecutions, diversion conditions, including mediation agreements and preparing pre-sentence reports etc.</li> <li>• Monitor and document behavioral terms of orders (including site visits).</li> <li>• Implement informal compliance enforcement measures when appropriate (e.g., written and telephone notices, interview or mediation, revised payment plan, community service alternatives, etc.).</li> <li>• Report non-compliance to enforcing authority with documentation, executing bench warrants.</li> <li>• Special traffic or motor vehicle monitoring procedures: monitor civil motor vehicle judgments for satisfaction and reporting non-compliance to appropriate authorities with documentation.</li> </ul>
4	<p>Out-of-courtroom judicial support</p> <ul style="list-style-type: none"> <li>• Legal research and writing in support of judge or administration.</li> <li>• Administrative support duties for judges: prepare correspondence, answer phones; maintain office files; receptionist duties, update statute books.</li> <li>• Produce transcripts and store steno-typed notes in centrally available storage location or medium to ensure accessibility of notes to court officials in absence of the original reporter.</li> <li>• Provide interpreting services in interview settings for lawyers, bail screening personnel, probation staff, and others.</li> <li>• Provide translations of written documents in languages other than English that are evidence needed for case adjudication or disposition.</li> <li>• Provide services for illiterate and/or non-English speaking individuals of written documents needed for case adjudication or disposition.</li> <li>• Run NCIC for criminal history on defendants as requested by Judge(s).</li> </ul>
5	<p>Financial management</p> <ul style="list-style-type: none"> <li>• Receive payments and fees and issue receipt for monies received, reconcile daily receipts and cash registers.</li> <li>• Prepare and submit financial reports.</li> <li>• Receive payments and fees and issue receipt for monies received and prepare and maintain check received log.</li> <li>• Identify and process irregular checks received (e.g., improperly tendered, illegible, returned for non-sufficient funds), including notification of tender, adjustment of payment records, etc.</li> <li>• Reconcile daily receipts and cash registers.</li> <li>• Process deposits: determine appropriate accounts (general, trust, etc.), prepare deposit slips for appropriate accounts, transmit deposits, maintain deposit records, etc.</li> <li>• Distribute and disburse payments: determine appropriate distribution of payments (e.g., statutory fund accounts, child support accounts, individual payees, restitution, etc.) and disburse funds to treasurer and other payees as appropriate.</li> <li>• Bail/bond accounting: e.g., receipt and post, apply bail/bond monies held in trust to fine/penalty accounts, refund monies, disburse unclaimed funds to appropriate account, follow up on bond payments when partially satisfied.</li> <li>• Identify and determine of ownership and disposition of apparently abandoned cash trust monies and cash exhibits.</li> <li>• Accept, endorse, and forward wage withholding checks for deposit to appropriate account.</li> <li>• Establish and maintain time payment agreement records and statements.</li> </ul>

	<ul style="list-style-type: none"> <li>• Monitor and document compliance with financial payments.</li> <li>• Determine financial eligibility and contribution for public defenders.</li> <li>• Process revenue recapture claims (e.g. tax intercept).</li> <li>• Receipt, review, and payment of accounts receivables (e.g., witness fees, office supplies, contract services, transcripts, etc.).</li> <li>• Grant and budget monitoring.</li> <li>• Coordinate payment of restitution by defendant between the district attorney and the court.</li> </ul>
6	Out-of-courtroom jury services
	<ul style="list-style-type: none"> <li>• Copy jury questionnaire for attorneys.</li> <li>• Create juror source lists, prepare jury summons lists and summon jurors.</li> <li>• Process juror correspondence and respond to phone and/or e-mail requests regarding excuse requests, questions, rescheduled dates, etc.</li> <li>• Create and manage juror call-in information system.</li> <li>• File folder management including the creation and filing of new documents.</li> <li>• Manage juror appearance including counter service for jurors who walk in, record attendance, and provide forms to be completed by jurors.</li> <li>• Schedule and assign cases for grand jury presentations and prepare and produce daily calendar.</li> <li>• Provide juror orientation; interpret for non-English speaking jurors, assign jurors to cases and track assignments and related duties: call/seat jurors for voir dire; administer oaths, poll jurors.</li> <li>• Record all required data and maintain records for juror payment.</li> <li>• Maintain jury utilization, financial statistics, and caseload statistics.</li> <li>• Determine and input data for juror qualification based on juror questionnaires.</li> </ul>
7	Therapeutic and evaluative services
	<ul style="list-style-type: none"> <li>• Investigation and Evaluation: evaluate and assess individuals for specific problems and make recommendations for referral (e.g., substance abuse, parental fitness, competency to stand trial, etc.).</li> <li>• Diagnostic/social report preparation: prepare reports and recommendations to assist judges with findings, conclusions, orders, and refer to appropriate programs.</li> <li>• Screen and refer cases to alternative dispute resolution; provide alternative dispute services; track cases in ADR.</li> <li>• Mediate disputes between parties to lawsuits to assist parties achieve voluntary settlement or narrow issues for judge.</li> <li>• Alcohol and other drug screening activities.</li> <li>• Recruit, train, schedule and coordinate mediators and maintain relevant statistical reports.</li> <li>• Provide individual, family, and group counseling for youth, and/or adult litigants and their families that are involved in the justice system.</li> <li>• Respond to crisis intervention situations by acting as on-call staff.</li> </ul>
8	Specialty court activities
	All case-related activity associated with specialty courts.

## Appendix D: New Mexico Case Processing Staff Non-Case-Related Activity Definitions (all court types)

<b>Non-Case-Related Activity Category</b>
<p><b>Customer service</b></p> <ul style="list-style-type: none"> <li>• Covering counter for general questions not related to a specific case.</li> <li>• Answering phones. (e.g., directions, receptionist, “how to questions”)</li> <li>• Responding to correspondence, email, faxes, etc., regarding court procedures.</li> <li>• Assisting with weddings.</li> <li>• Directing traffic.</li> <li>• Handling media requests.</li> <li>• Copying tapes for public requests. (not copying tapes for appeal purposes or for a party to a specific case)</li> <li>• Handling complaints.</li> <li>• Lost and found.</li> <li>• Opening incoming mail.</li> <li>• Logging in checks received in the mail.</li> <li>• Distributing incoming mail and parcels.</li> </ul>
<p><b>Technology support (site coordinators)</b></p> <ul style="list-style-type: none"> <li>• Work with Court management to establish and submit short- and long-range strategic plans to the Departments.</li> <li>• Identify emerging technologies to meet the Court’s changing needs.</li> <li>• Provide application software and hardware support to staff via Help Desk and one on one tutelage.</li> <li>• Attend training conferences, workshop, on new and emerging technology.</li> <li>• Establish, monitor and maintain all necessary security standards and policies.</li> <li>• Implement and coordinate disaster recovery plan and implement data protection and access controls established by the institutional policy.</li> <li>• Provide field maintenance for all hardware.</li> <li>• Evaluate hardware/software acquisition(s).</li> <li>• Perform case management system modifications.</li> <li>• Support court’s internet/intra net site.</li> <li>• Install and evaluate software application upgrades. (Site Coordinators)</li> <li>• Prepare management reports.</li> </ul>
<p><b>Security</b></p> <ul style="list-style-type: none"> <li>• Prepare evacuation plans, train monitor and evaluate readiness of court.</li> <li>• Prepare and implement security plans.</li> <li>• Monitor and screen court employees and the public.</li> <li>• Take necessary security measures when appropriate.</li> <li>• Prepare and submit incident reports.</li> </ul>
<p><b>Managerial and support services</b></p> <ul style="list-style-type: none"> <li>• Manage personnel functions including administration of the court, budget preparations and evaluation.</li> <li>• Human resource activities: hiring, firing, functions related to disciplinary actions, oversight of employee benefits, training record keeping, etc.</li> <li>• Oversight of operation level supervisors and line staff.</li> <li>• Supervise staff, e.g. review performance, hire &amp; fire, disciplinary actions, determine “on call, etc.</li> <li>• Review, prioritize, and assign projects to teams and Meet regularly to evaluate and coordinate ongoing support activities and projects.</li> <li>• Research and prepare grants.</li> <li>• Purchasing: needs assessment, research resources, maintain relevant records.</li> <li>• Facilities maintenance: maintaining court grounds and physical plant.</li> </ul>

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- Inventory supplies management.
  - Train new employees.
  - Operate NCIC terminal monitor NCIC compliance with FBI and DPS standards.

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**Financial management**

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- Receive payments and fees and issue receipt for monies received, reconcile daily receipts and cash registers.
- Prepare and submit financial reports.
- Receive payments and fees and issue receipt for monies received and prepare and maintain check received log.
- Identify and process irregular checks received (e.g., improperly tendered, illegible, returned for non-sufficient funds), including notification of tender, adjustment of payment records, etc.
- Reconcile daily receipts and cash registers.
- Process deposits: determine appropriate accounts (general, trust, etc.), prepare deposit slips for appropriate accounts, transmit deposits, maintain deposit records, etc.
- Distribute and disburse payments: determine appropriate distribution of payments (e.g., statutory fund accounts, child support accounts, individual payees, restitution, etc.) and disburse funds to treasurer and other payees as appropriate.
- Bail/bond accounting: e.g., receipt and post, apply bail/bond monies held in trust to fine/penalty accounts, refund monies, disburse unclaimed funds to appropriate account, follow up on bond payments when partially satisfied.
- Identify and determine of ownership and disposition of apparently abandoned cash trust monies and cash exhibits.
- Accept, endorse and forward wage withholding checks for deposit to appropriate account.
- Grant and budget monitoring.

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**Out-of-courtroom jury services**

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- Create juror source lists, prepare jury summons lists and summon jurors.
- Process juror correspondence and respond to phone and/or e-mail requests regarding excuse requests, questions, rescheduled dates, etc.
- Create and manage juror call-in information system.
- File folder management including the creation and filing of new documents.
- Manage juror appearance including counter service for jurors who walk in, record attendance, provide forms to be completed by jurors.
- Schedule and assign cases for grand jury presentations and prepare and produce daily calendar.
- Provide juror orientation; interpret for non-English speaking jurors, assign jurors to cases and track assignments and related duties: call/seat jurors for voir dire; administer oaths, poll jurors.
- Record all required data and maintain records for juror payment.
- Maintain jury utilization, financial statistics and caseload statistics.

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**Therapeutic and evaluative services**

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- Screen and refer cases to alternative dispute resolution; provide alternative dispute services; track cases in ADR.
- Alcohol and other drug screening activities.
- Recruit, train, schedule and coordinate mediators and maintain relevant statistical reports.
- Provide individual, family and group counseling for youth, and/or adult litigants and their families that are involved in the justice system.
- Respond to crisis intervention situations by acting as on-call staff.

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**Non-case-related specialty court activities**

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Non-case-related specialty court activities, such as grant management, report writing, meeting with stakeholders about process/programmatic issues, etc.

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**Committee meetings & committee work/prep**

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- State committee work; local committee work; local meetings with agency representative; any pre- or post-meeting work
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**Work-Related travel**

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- Any work-related travel (not including normal commuting time)

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**Leave time**

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- Vacation, sick, personal, family, other leave

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**Other**

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A non-case related court activity that does not fall into any of above categories

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**Time Study tracking time**

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Time spent tracking and entering time for this study

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## Appendix E: Case Processing Staff Adequacy of Time Survey Results

### District Court

#### Survey Demographics

<b>How many years have you worked for the New Mexico Trial Courts?</b>		
Less than one year	27	8.4%
1-3 years	64	19.9%
4-5 years	43	13.4%
6-10 years	63	19.6%
11-15 years	58	18.1%
16+ years	66	20.6%
<b>Total</b>	<b>321</b>	<b>100.0%</b>

#### Case-Related Work - Overall Average Responses

During the course of a normal work-week, do you have sufficient time to keep up with the case-related work you are expected to do?		
5 - Almost Always	82	26%
4 - Often	76	24%
3 - Sometimes	102	32%
2 - Rarely	39	12%
1 - Almost Never	17	5%
N/A - I do not do case-related work	5	2%
<b>Total</b>	<b>321</b>	<b>100%</b>

### All Case Types: Overall Scores

During the course of a normal work-week, to what extent do you have sufficient time to address the case-related aspects of your job at a level of quality to your satisfaction for the following case types?

Case Types	5 Almost Always	4 Often	3 Sometimes	2 Rarely	1 Almost Never	N/A I do not work on these cases	Average Score
Water Adjudication/Court	16	13	15	10	10	257	3.23
Specialty Courts	28	25	24	20	6	218	3.48
Civil Juvenile	45	37	42	17	13	167	3.55
Civil Complex	53	48	60	18	11	131	3.60
Adult Misdemeanor	51	49	43	22	10	146	3.62
Administrative Cases	39	44	36	16	8	178	3.63
Homicide	58	54	53	22	10	124	3.65
Abuse & Neglect	52	50	49	20	8	142	3.66
Civil Other	59	63	63	19	10	107	3.66
Civil Tort	57	53	57	19	8	127	3.68
Civil Contract	64	48	56	20	8	125	3.71
Mental Health (Juvenile, Adult)	54	59	49	14	10	135	3.72
Pre-Trial Detention Hearing	52	50	46	14	7	152	3.75
Juvenile Delinquency	57	51	51	12	9	141	3.75
Sex Offense	62	58	56	21	4	120	3.76
Felony Violent	61	70	55	17	5	113	3.79
Felony Other	67	68	52	19	4	111	3.83
Domestic Relations/Protection Orders	82	67	52	22	6	92	3.86

### Case-Related Activities - Overall

Please check the boxes that are the TWO MAIN impediments to keeping up with your expected case related work:

Activities	Number of Respondents	% of Respondents
Case processing, records management, calendaring & case-flow management	204	64%
In-courtroom judicial support	76	24%
Out-of-courtroom judicial support	67	21%
Out-of-courtroom jury services	30	9%
Financial management	22	7%
Compliance monitoring and enforcement	17	5%
Performing specialty court activities	12	4%
Conducting therapeutic and evaluative services	6	2%
<b>NA - No impediments</b>	<b>78</b>	<b>24%</b>

### Non-Case-Related Activities

During the course of a normal work week or month, to what extent do you have sufficient time to perform the following types of NON-case-related work in a timely and high-quality manner?							
	5 Almost Always	4 Often	3 Sometimes	2 Rarely	1 Almost Never	N/A I do not conduct these activities	Average Score
Sorted by average score							
Therapeutic and evaluative services	3	7	14	9	18	270	2.37
Technology support (site coordinators)	9	15	31	22	12	232	2.85
Security	14	13	25	17	17	235	2.88
Committee meetings & committee work/prep	22	30	55	25	20	169	3.06
Non-case-related specialty court activities	29	35	46	17	20	174	3.24
Managerial and support services	28	41	47	17	13	175	3.37
Out-of-courtroom jury services	30	36	35	13	9	198	3.53
Financial management	51	46	33	12	11	168	3.75
Customer Service	120	95	59	12	3	32	4.10

## Magistrate Court

### Survey Demographics

How many years have you worked for the New Mexico Trial Courts?		
Less than one year	10	11.4%
1-3 years	14	15.9%
4-5 years	13	14.8%
6-10 years	13	14.8%
11-15 years	13	14.8%
16+ years	25	28.4%
<b>Total</b>	<b>88</b>	<b>100.0%</b>

### Case-Related Work - Overall Average Responses

During the course of a normal work-week, do you have sufficient time to keep up with the case-related work you are expected to do?		
5 - Almost Always	16	18%
4 - Often	17	19%
3 - Sometimes	38	43%
2 - Rarely	13	15%
1 - Almost Never	4	5%
<b>Total</b>	<b>88</b>	<b>100%</b>

### All Case Types - Average Overall Scores

During the course of a normal work-week, to what extent do you have sufficient time to address the case-related aspects of your job at a level of quality to your satisfaction for the following case types?							
Case Types	5 Almost Always	4 Often	3 Sometimes	2 Rarely	1 Almost Never	N/A I do not work on these cases	Average Score
Specialty Courts	2	3	10	5	0	68	3.10
Civil	13	19	29	14	3	10	3.32
DWI	13	19	33	13	2	8	3.35
Landlord/Tenant	14	20	25	14	3	12	3.37
Domestic Violence	13	23	31	13	1	7	3.42
Misdemeanor	12	29	33	12	1	1	3.45
Traffic	15	26	34	9	2	2	3.50
Administrative Cases	11	9	17	8	0	43	3.51
Felony	15	27	27	11	2	6	3.51
Extradition	15	21	20	9	1	22	3.61

### Case-Related Activities - Overall

Please check the boxes that are the TWO MAIN impediments to keeping up with your expected case related work:		
Activities	Number of Respondents	% of Respondents
Case processing, records management, calendaring & case-flow management	67	76%
In-courtroom judicial support	41	47%
Financial management	21	24%
Compliance monitoring and enforcement	8	9%
Out-of-courtroom judicial support	7	8%
Out-of-courtroom jury services	6	7%
Conducting therapeutic and evaluative services	1	1%
Performing specialty court activities	1	1%
<b>NA - No impediments</b>	<b>9</b>	<b>10%</b>

### Non-Case-Related Activities

During the course of a normal work week or month, to what extent do you have sufficient time to perform the following types of NON-case-related work in a timely and high-quality manner?							
	5 Almost Always	4 Often	3 Sometimes	2 Rarely	1 Almost Never	N/A I do not conduct these activities	<b>Average Score</b>
Sorted by average score							
Security	3	5	11	9	10	50	2.53
Therapeutic and evaluative services	2	4	8	7	3	64	2.79
Technology support (site coordinators)	3	8	14	10	6	47	2.80
Committee meetings & committee work/prep	4	11	13	12	6	42	2.89
Non-case-related specialty court activities	4	10	13	8	4	49	3.05
Out-of-courtroom jury services	7	12	19	6	6	38	3.16
Managerial and support services	6	16	14	8	3	41	3.30
Customer Service	30	25	19	9		5	3.92
Financial management	25	25	13	5	2	18	3.94

## Bernalillo Metro Court

### Survey Demographics

<b>How many years have you worked for the New Mexico Trial Courts?</b>		
Less than one year	13	14.0%
1-3 years	11	11.8%
4-5 years	8	8.6%
6-10 years	10	10.8%
11-15 years	28	30.1%
16+ years	23	24.7%
<b>Total</b>	<b>93</b>	<b>100.0%</b>

### Case-Related Work – Overall Average Responses

<b>During the course of a normal work-week, do you have sufficient time to keep up with the case-related work you are expected to do?</b>		
5 - Almost Always	31	33%
4 - Often	30	32%
3 - Sometimes	24	26%
2 - Rarely	4	4%
1 - Almost Never	4	4%
<b>Total</b>	<b>93</b>	<b>100%</b>

### All Case Types – Average Overall Scores

<b>During the course of a normal work-week, to what extent do you have sufficient time to address the case-related aspects of your job at a level of quality to your satisfaction for the following case types?</b>							
<b>Case Types</b>	5 Almost Always	4 Often	3 Sometimes	2 Rarely	1 Almost Never	N/A I do not work on these cases	<b>Average Score</b>
Administrative Cases	5	3	6	1	1	77	3.63
Debtor/Creditor	8	6	6	1	1	71	3.86
Felony	19	24	13	2	3	32	3.89
Violation of City/County Ordinance	12	10	5	1	2	63	3.97
Civil General	11	11	5	0	2	64	4.00
Traffic (TR/PR)	28	18	12	3	3	29	4.02
Specialty Courts	11	7	4	0	2	69	4.04
Miscellaneous	24	20	16	1	1	31	4.05
Domestic Violence	31	22	12	4	2	22	4.07
Misdemeanor	32	23	14	3	2	19	4.08
Landlord/Tenant	10	8	5	0	1	69	4.08
DWI	33	24	13	2	2	19	4.14

### Case-Related Activities - Overall

Please check the boxes that are the TWO MAIN impediments to keeping up with your expected case related work:		
Activities	Number of Respondents	% of Respondents
Case processing, records management, calendaring & case-flow management	55	59%
In-courtroom judicial support	16	17%
Out-of-courtroom judicial support	16	17%
Compliance monitoring and enforcement	6	6%
Financial management	5	5%
Out-of-courtroom jury services	2	2%
Performing specialty court activities	2	2%
Conducting therapeutic and evaluative services	1	1%
<b>NA - No impediments</b>	<b>29</b>	<b>31%</b>

### Non-Case-Related Activities

During the course of a normal work week or month, to what extent do you have sufficient time to perform the following types of NON-case-related work in a timely and high-quality manner?							
Sorted by average score	5 Almost Always	4 Often	3 Sometimes	2 Rarely	1 Almost Never	N/A I do not conduct these activities	Average Score
Therapeutic and evaluative services		2	2	2	1	75	2.71
Security	1	6	1	1	3	71	3.08
Technology support (site coordinators)	2	7	4	1	2	70	3.38
Out-of-courtroom jury services	4	3	5	2	1	74	3.47
Committee meetings & committee work/prep	7	16	12	3	3	77	3.51
Non-case-related specialty court activities	8	11	11	2	2	76	3.62
Managerial and support services	11	9	4	4	3	72	3.68
Customer Service	28	27	13	2	2	69	4.07
Financial management	13	8	1	1	1	73	4.29

## Appendix F: New Mexico Case Processing Staff Need Models (FY2016-18 filings)

### District Court

Case Type	Caseload Counts											
		1	1	1	2	3	4	4	4	5	5	5
	Case Weight	Los Alamos	Rio Arriba	Santa Fe	Bernalillo	Dona Ana	Guadalupe	Mora	San Miguel	Chaves	Eddy	Lea
Homicide	3,792	0	3	10	70	11	1	1	2	10	6	6
Sex Offense	915	4	10	23	117	74	3	1	11	24	17	32
Felony Violent	340	16	129	293	1,524	594	30	12	96	148	131	182
Felony Other	847	29	238	522	2,743	870	62	14	188	405	400	738
Pre-Trial Detention Hearing	137	3	8	42	718	406	2	0	20	29	23	77
Adult Misdemeanor	356	2	9	29	347	61	2	2	8	182	24	81
Juvenile Delinquency	723	5	29	74	454	195	5	2	25	113	61	88
Civil Complex	156	16	76	544	1,228	176	23	23	171	59	70	69
Civil Tort	331	8	69	467	2,056	191	12	4	51	53	72	99
Civil Contract	117	72	214	1,547	4,283	2,392	50	42	433	851	1,416	1,425
Civil Juvenile	196	1	3	17	130	24	1	1	3	7	8	9
Civil Other	482	70	317	1,493	3,458	744	35	41	249	249	255	325
Specialty Courts	223	0	17	35	185	56	0	0	63	5	3	22
Domestic Relations/Protection Orders	380	106	454	1,573	6,471	2,395	62	46	425	976	834	1,086
Abuse & Neglect	2,173	2	19	21	212	37	2	2	15	32	31	40
Mental Health (Juvenile, Adult)	225	6	14	144	1,623	1,111	14	3	277	187	67	69
Water Adjudication/Court	253	0	0	2	0	157	0	0	1	3	0	0
Administrative Cases	422	12	86	336	140	22	10	11	12	27	24	61
Total Cases by Location		352	1,695	7,172	25,759	9,516	314	205	2,050	3,360	3,442	4,409
Case-specific Work Minutes (sum of WT x cases)		136,945	761,394	2,639,573	10,214,733	3,302,417	139,604	79,730	723,798	1,347,162	1,212,502	1,756,452
Clerk Staff Annual Availability		104,160	104,160	104,160	104,160	104,160	104,160	104,160	104,160	104,160	104,160	104,160
Subtract Annual Non-Case-Related Time		24,241	24,241	24,241	24,241	24,241	24,241	24,241	24,241	24,241	24,241	24,241
Subtract Annual Travel Time		252	252	252	252	252	252	252	252	252	252	252
Clerk Staff Annual Case-Related Availability		79,667	79,667	79,667	79,667	79,667	79,667	79,667	79,667	79,667	79,667	79,667
Clerk Staff FTE Demand		1.72	9.56	33.13	128.22	41.45	1.75	1.00	9.09	16.91	15.22	22.05
Current Clerk Staff FTE Allocated			1.00	37.00	124.00	36.00	2.00		10.00	15.00	12.00	15.00
Total Clerk Staff Surplus(-)/Deficit		1.72	8.56	- 3.87	4.22	5.45	- .25	1.00	- .91	1.91	3.22	7.05

New Mexico State-Funded Courts Case Processing Staff Workload Assessment Study, 2019

Case Type	Caseload Counts												
		6	6	6	7	7	7	7	8	8	8	9	9
	Case Weight	Grant	Hidalgo	Luna	Catron	Sierra	Socorro	Torrance	Colfax	Taos	Union	Curry	Roosevelt
Homicide	3,792	3	0	1	0	2	1	2	3	3	1	3	2
Sex Offense	915	7	1	3	1	7	3	7	6	7	3	31	9
Felony Violent	340	72	20	87	5	34	56	35	57	99	16	224	45
Felony Other	847	152	64	148	10	82	137	64	125	140	25	481	142
Pre-Trial Detention Hearing	137	13	9	15	0	2	0	7	4	17	2	69	8
Adult Misdemeanor	356	8	5	38	2	6	6	5	15	23	2	28	9
Juvenile Delinquency	723	32	9	36	1	11	14	15	16	40	3	90	18
Civil Complex	156	24	7	17	4	14	10	28	21	56	9	37	17
Civil Tort	331	17	1	10	3	6	10	12	15	46	11	33	5
Civil Contract	117	261	49	362	15	100	98	155	144	230	44	529	386
Civil Juvenile	196	1	1	2	1	2	1	2	1	3	1	5	2
Civil Other	482	131	21	84	18	86	83	75	100	214	47	170	78
Specialty Courts	223	17	12	20	0	12	12	5	12	19	0	20	12
Domestic Relations/Protection Orders	380	307	38	346	21	145	149	200	196	409	47	637	216
Abuse & Neglect	2,173	19	3	10	2	5	5	9	7	14	2	20	5
Mental Health (Juvenile, Adult)	225	100	6	16	0	15	67	15	38	47	7	69	13
Water Adjudication/Court	253	0	26	0	0	0	0	0	0	0	0	0	0
Administrative Cases	422	21	11	27	3	6	9	6	6	11	4	22	22
Total Cases by Location		1,185	283	1,222	86	535	661	642	766	1,378	224	2,468	989
Case-specific Work Minutes (sum of WT x cases)		495,116	125,122	464,944	38,356	237,628	299,446	259,277	336,511	569,362	94,819	1,084,096	363,994
Clerk Staff Annual Availability		104,160	104,160	104,160	104,160	104,160	104,160	104,160	104,160	104,160	104,160	104,160	104,160
Subtract Annual Non-Case-Related Time		24,241	24,241	24,241	24,241	24,241	24,241	24,241	24,241	24,241	24,241	24,241	24,241
Subtract Annual Travel Time		252	252	252	252	252	252	252	252	252	252	252	252
Clerk Staff Annual Case-Related Availability		79,667	79,667	79,667	79,667	79,667	79,667	79,667	79,667	79,667	79,667	79,667	79,667
Clerk Staff FTE Demand		6.21	1.57	5.84	.48	2.98	3.76	3.25	4.22	7.15	1.19	13.61	4.57
Current Clerk Staff FTE Allocated		7.00	1.00	6.00		4.00	5.00	4.00	4.00	7.00	1.00	12.00	4.00
Total Clerk Staff Surplus(-)/Deficit		- .79	.57	- .16	.48	- 1.02	- 1.24	- .75	.22	.15	.19	1.61	.57

New Mexico State-Funded Courts Case Processing Staff Workload Assessment Study, 2019

Case Type	Caseload Counts											
		10	10	10	11	11	12	12	13	13	13	
	Case Weight	De Baca	Harding	Quay	McKinley	San Juan	Lincoln	Otero	Cibola	Sandoval	Valencia	State Total
Homicide	3,792	1	0	2	3	5	1	2	4	5	4	168
Sex Offense	915	2	0	5	8	63	7	22	9	7	23	547
Felony Violent	340	7	1	40	82	485	59	172	114	221	173	5,259
Felony Other	847	15	1	93	176	765	133	399	181	443	298	10,283
Pre-Trial Detention Hearing	137	0	0	22	3	66	7	10	1	7	8	1,598
Adult Misdemeanor	356	1	1	11	17	130	16	30	22	77	20	1,219
Juvenile Delinquency	723	4	0	14	13	142	16	63	30	74	64	1,756
Civil Complex	156	2	3	10	32	112	39	65	21	240	129	3,352
Civil Tort	331	1	1	8	38	81	13	44	29	141	103	3,710
Civil Contract	117	12	7	101	375	1,414	209	778	183	1,705	951	20,833
Civil Juvenile	196	1	0	1	6	16	2	3	2	11	9	277
Civil Other	482	17	9	58	189	404	129	233	132	557	470	10,541
Specialty Courts	223	0	0	0	0	16	9	26	23	101	27	729
Domestic Relations/Protection Orders	380	24	4	147	475	1,633	256	798	318	1,283	1,087	23,164
Abuse & Neglect	2,173	2	0	7	12	34	6	23	9	14	28	649
Mental Health (Juvenile, Adult)	225	3	1	31	35	202	21	72	13	83	76	4,445
Water Adjudication/Court	253	0	0	0	0	2	0	0	0	0	0	191
Administrative Cases	422	6	2	15	5	28	30	31	58	229	193	1,486
Total Cases by Location		98	30	565	1,469	5,598	953	2,771	1,149	5,198	3,663	90,207
Case-specific Work Minutes (sum of WT x cases)		51,065	10,088	250,135	581,790	2,210,795	388,251	1,098,669	516,358	1,767,623	1,374,186	34,931,941
Clerk Staff Annual Availability		104,160	104,160	104,160	104,160	104,160	104,160	104,160	104,160	104,160	104,160	104,160
Subtract Annual Non-Case-Related Time		24,241	24,241	24,241	24,241	24,241	24,241	24,241	24,241	24,241	24,241	24,241
Subtract Annual Travel Time		252	252	252	252	252	252	252	252	252	252	252
Clerk Staff Annual Case-Related Availability		79,667	79,667	79,667	79,667	79,667	79,667	79,667	79,667	79,667	79,667	79,667
Clerk Staff FTE Demand		.64	.13	3.14	7.30	27.75	4.87	13.79	6.48	22.19	17.25	438.48
Current Clerk Staff FTE Allocated		1.00	.50	4.50	10.00	22.50	5.00	10.00	5.00	14.00	12.50	392.00
Total Clerk Staff Surplus(-)/Deficit		-.36	-.37	- 1.36	- 2.70	5.25	-.13	3.79	1.48	8.19	4.75	46.48

### Magistrate Court

Case Type	Caseload Counts										
		1	1	1	1	3	3	3	4	4	4
	Case Weight	Los Alamos	Chama/ Española	Española	Santa Fe	Anthony	Hatch	Las Cruces	Santa Rosa	Mora	Las Vegas
<b>Felony</b>	<b>182.00</b>	103	37	452	1,669	14	1	1,201	119	37	403
<b>DWI</b>	<b>362.00</b>	20	16	150	443	23	2	837	20	13	110
<b>Misdemeanor</b>	<b>164.00</b>	116	152	1,042	2,146	743	6	2,669	305	231	710
<b>Domestic Violence (misdemeanor)</b>	<b>258.00</b>	16	9	77	554	34	1	962	11	15	95
<b>Civil</b>	<b>151.00</b>	33	6	220	649	183	0	936	15	16	335
<b>Landlord/Tenant</b>	<b>47.00</b>	14	1	84	643	87	0	1,412	8	6	75
<b>Traffic</b>	<b>70.00</b>	304	516	4,359	7,713	4,205	21	6,740	1,514	1,707	2,807
<b>Extradition</b>	<b>68.00</b>	2	2	8	41	0	1	178	22	0	13
<b>Administrative Cases</b>	<b>576.00</b>	14	1	2	3	3	0	283	43	1	19
<b>Specialty Courts</b>	<b>901.00</b>	0	0	0	11	0	0	32	0	0	12
<b>Total Cases by Location</b>		622	740	6,394	13,872	5,292	32	15,250	2,057	2,026	4,579
<b>Case-specific Work Minutes (sum of WT x cases)</b>		84,259	77,561	671,312	1,641,557	469,298	3,686	2,090,932	216,641	175,958	527,356
<b>Clerk Staff Annual Availability</b>		104,160	104,160	104,160	104,160	104,160	104,160	104,160	104,160	104,160	104,160
<b>Subtract Annual Non-Case-Related Time</b>		27,619	27,619	27,619	27,619	27,619	27,619	27,619	27,619	27,619	27,619
<b>Subtract Annual Travel Time</b>		333	333	333	333	333	333	333	333	333	333
<b>Clerk Staff Annual Case-Related Availability</b>		76,207	76,207	76,207	76,207	76,207	76,207	76,207	76,207	76,207	76,207
<b>Clerk Staff FTE Demand</b>		1.11	1.02	8.81	21.54	6.16	.05	27.44	2.84	2.31	6.92
<b>Current Clerk Staff FTE Allocated</b>		1.00		9.50	18.00			27.50	2.00	2.00	6.00
<b>Total Clerk Staff Surplus(-)/Deficit</b>		.11	1.02	-.69	3.54	6.16	.05	-.06	.84	.31	.92

New Mexico State-Funded Courts Case Processing Staff Workload Assessment Study, 2019

Case Type	Caseload Counts											
		5	5	5	5	5	5	5	6	6	6	6
	Case Weight	Roswell	Carlsbad	Artesia	Eunice	Hobbs	Jal	Lovington	Silver City	Bayard	Lordsburg	Deming
<b>Felony</b>	<b>182.00</b>	655	493	138	20	964	22	291	345	64	116	263
<b>DWI</b>	<b>362.00</b>	244	143	28	2	117	14	127	73	41	37	93
<b>Misdemeanor</b>	<b>164.00</b>	914	745	317	19	278	16	565	1,133	273	399	535
<b>Domestic Violence (misdemeanor)</b>	<b>258.00</b>	245	185	84	7	287	10	52	130	45	18	109
<b>Civil</b>	<b>151.00</b>	434	231	195	9	442	2	210	125	78	26	141
<b>Landlord/Tenant</b>	<b>47.00</b>	325	242	77	53	315	2	50	65	68	15	87
<b>Traffic</b>	<b>70.00</b>	2,602	2,541	1,112	12	1,108	22	2,286	3,755	1,574	2,346	3,632
<b>Extradition</b>	<b>68.00</b>	30	39	8	3	60	3	50	13	2	10	34
<b>Administrative Cases</b>	<b>576.00</b>	9	5	8	4	4	4	5	3	4	4	0
<b>Specialty Courts</b>	<b>901.00</b>	0	17	0	0	0	0	0	0	0	0	0
<b>Total Cases by Location</b>		5,458	4,641	1,967	129	3,575	95	3,636	5,642	2,149	2,971	4,894
<b>Case-specific Work Minutes (sum of WT x cases)</b>		690,817	556,376	224,968	16,484	502,931	18,720	405,372	595,960	210,466	276,421	479,326
<b>Clerk Staff Annual Availability</b>		104,160	104,160	104,160	104,160	104,160	104,160	104,160	104,160	104,160	104,160	104,160
<b>Subtract Annual Non-Case-Related Time</b>		27,619	27,619	27,619	27,619	27,619	27,619	27,619	27,619	27,619	27,619	27,619
<b>Subtract Annual Travel Time</b>		333	333	333	333	333	333	333	333	333	333	333
<b>Clerk Staff Annual Case-Related Availability</b>		76,207	76,207	76,207	76,207	76,207	76,207	76,207	76,207	76,207	76,207	76,207
<b>Clerk Staff FTE Demand</b>		9.06	7.30	2.95	.22	6.60	.25	5.32	7.82	2.76	3.63	6.29
<b>Current Clerk Staff FTE Allocated</b>		8.00	6.50	3.00	1.00	6.00		4.50	6.00	2.50	4.00	6.00
<b>Total Clerk Staff Surplus(-)/Deficit</b>		<b>1.06</b>	<b>.80</b>	<b>- .05</b>	<b>- .78</b>	<b>.60</b>	<b>.25</b>	<b>.82</b>	<b>1.82</b>	<b>.26</b>	<b>- .37</b>	<b>.29</b>

New Mexico State-Funded Courts Case Processing Staff Workload Assessment Study, 2019

Case Type	Caseload Counts											
		7	7	7	7	7	7	8	8	8	8	8
	Case Weight	Truth or Consequences	Socorro	Moriarty	Estancia	Quemado	Reserve	Raton	Springer	Taos	Clayton	Questa
<b>Felony</b>	<b>182.00</b>	157	336	153	0	1	20	210	87	304	81	1
<b>DWI</b>	<b>362.00</b>	73	83	38	0	0	6	27	16	143	15	0
<b>Misdemeanor</b>	<b>164.00</b>	573	816	245	0	3	66	345	247	713	133	11
<b>Domestic Violence (misdemeanor)</b>	<b>258.00</b>	48	113	59	0	1	4	35	18	73	11	0
<b>Civil</b>	<b>151.00</b>	72	76	50	0	0	11	78	18	99	8	1
<b>Landlord/Tenant</b>	<b>47.00</b>	75	58	38	0	0	2	31	4	71	8	1
<b>Traffic</b>	<b>70.00</b>	1,620	1,624	1,060	2	3	260	919	786	2,737	207	80
<b>Extradition</b>	<b>68.00</b>	9	6	10	0	0	4	25	2	19	13	0
<b>Administrative Cases</b>	<b>576.00</b>	71	1	8	0	0	2	5	3	12	7	0
<b>Specialty Courts</b>	<b>901.00</b>	0	0	7	0	0	0	0	0	0	0	0
<b>Total Cases by Location</b>		2,698	3,113	1,668	2	8	375	1,675	1,181	4,171	483	94
<b>Case-specific Work Minutes (sum of WT x cases)</b>		330,661	383,042	192,135	140	1,142	39,047	195,749	126,568	460,940	65,812	7,784
<b>Clerk Staff Annual Availability</b>		104,160	104,160	104,160	104,160	104,160	104,160	104,160	104,160	104,160	104,160	104,160
<b>Subtract Annual Non-Case-Related Time</b>		27,619	27,619	27,619	27,619	27,619	27,619	27,619	27,619	27,619	27,619	27,619
<b>Subtract Annual Travel Time</b>		333	333	333	333	333	333	333	333	333	333	333
<b>Clerk Staff Annual Case-Related Availability</b>		76,207	76,207	76,207	76,207	76,207	76,207	76,207	76,207	76,207	76,207	76,207
<b>Clerk Staff FTE Demand</b>		4.34	5.03	2.52	.00	.01	.51	2.57	1.66	6.05	.86	.10
<b>Current Clerk Staff FTE Allocated</b>		4.00	5.50	4.00			1.00	2.00	2.00	5.50	1.50	
<b>Total Clerk Staff Surplus(-)/Deficit</b>		.34	- .47	- 1.48	.00	.01	- .49	.57	- .34	.55	- .64	.10

New Mexico State-Funded Courts Case Processing Staff Workload Assessment Study, 2019

Case Type	Caseload Counts								
		9	9	10	10	10	11	11	11
	Case Weight	Clovis	Portales	Fort Sumner	Roy	Tucumcari	Gallup	Aztec	Farmington
<b>Felony</b>	<b>182.00</b>	802	233	30	4	195	735	812	1,067
<b>DWI</b>	<b>362.00</b>	155	43	7	0	43	483	342	201
<b>Misdemeanor</b>	<b>164.00</b>	814	311	71	8	382	958	1,557	893
<b>Domestic Violence (misdemeanor)</b>	<b>258.00</b>	166	54	5	1	50	307	306	347
<b>Civil</b>	<b>151.00</b>	509	81	5	2	106	816	1,088	796
<b>Landlord/Tenant</b>	<b>47.00</b>	421	93	3	1	29	199	295	289
<b>Traffic</b>	<b>70.00</b>	2,351	1,056	225	85	1,336	3,741	3,121	2,574
<b>Extradition</b>	<b>68.00</b>	72	22	2	1	12	38	61	72
<b>Administrative Cases</b>	<b>576.00</b>	7	5	9	0	4	182	4	4
<b>Specialty Courts</b>	<b>901.00</b>	0	0	0	0	0	0	0	16
<b>Total Cases by Location</b>		5,297	1,898	357	102	2,157	7,459	7,586	6,259
<b>Case-specific Work Minutes (sum of WT x cases)</b>		648,542	217,806	42,894	8,665	240,613	1,046,789	1,008,959	838,509
<b>Clerk Staff Annual Availability</b>		104,160	104,160	104,160	104,160	104,160	104,160	104,160	104,160
<b>Subtract Annual Non-Case-Related Time</b>		27,619	27,619	27,619	27,619	27,619	27,619	27,619	27,619
<b>Subtract Annual Travel Time</b>		333	333	333	333	333	333	333	333
<b>Clerk Staff Annual Case-Related Availability</b>		76,207	76,207	76,207	76,207	76,207	76,207	76,207	76,207
<b>Clerk Staff FTE Demand</b>		8.51	2.86	.56	.11	3.16	13.74	13.24	11.00
<b>Current Clerk Staff FTE Allocated</b>		8.50	4.00	1.00	1.00	4.00	14.50	11.50	12.50
<b>Total Clerk Staff Surplus(-)/Deficit</b>		.01	- 1.14	- .44	- .89	- .84	- .76	1.74	- 1.50

New Mexico State-Funded Courts Case Processing Staff Workload Assessment Study, 2019

Case Type	Caseload Counts									
		12	12	12	13	13	13	13	13	
	Case Weight	Carrizozo	Ruidoso	Alamogordo	Grants	Bernalillo	Cuba	Los Lunas	Belen	State Total
<b>Felony</b>	<b>182.00</b>	86	139	653	348	1,002	72	669	286	15,890
<b>DWI</b>	<b>362.00</b>	21	91	158	149	189	33	167	91	5,127
<b>Misdemeanor</b>	<b>164.00</b>	176	495	1,197	540	868	405	780	677	26,598
<b>Domestic Violence (misdemeanor)</b>	<b>258.00</b>	20	71	268	48	395	9	245	42	5,642
<b>Civil</b>	<b>151.00</b>	11	59	336	216	643	4	365	215	9,951
<b>Landlord/Tenant</b>	<b>47.00</b>	9	109	313	83	604	1	176	118	6,660
<b>Traffic</b>	<b>70.00</b>	622	1,285	3,106	1,702	2,434	1,149	3,097	3,222	91,280
<b>Extradition</b>	<b>68.00</b>	17	1	44	25	1	0	23	0	998
<b>Administrative Cases</b>	<b>576.00</b>	6	6	144	78	6	4	5	5	997
<b>Specialty Courts</b>	<b>901.00</b>	0	0	0	0	0	0	17	0	112
<b>Total Cases by Location</b>		968	2,256	6,219	3,189	6,142	1,677	5,544	4,656	163,255
<b>Case-specific Work Minutes (sum of WT x cases)</b>		107,514	265,244	810,297	420,503	794,429	177,177	673,280	473,289	19,513,931
<b>Clerk Staff Annual Availability</b>		104,160	104,160	104,160	104,160	104,160	104,160	104,160	104,160	104,160
<b>Subtract Annual Non-Case-Related Time</b>		27,619	27,619	27,619	27,619	27,619	27,619	27,619	27,619	27,619
<b>Subtract Annual Travel Time</b>		333	333	333	333	333	333	333	333	333
<b>Clerk Staff Annual Case-Related Availability</b>		76,207	76,207	76,207	76,207	76,207	76,207	76,207	76,207	76,207
<b>Clerk Staff FTE Demand</b>		1.41	3.48	10.63	5.52	10.42	2.32	8.83	6.21	256.06
<b>Current Clerk Staff FTE Allocated</b>		2.00	3.00	9.00	5.00	8.50	2.50	7.00	6.00	239.00
<b>Total Clerk Staff Surplus(-)/Deficit</b>		- .59	.48	1.63	.52	1.92	- .18	1.83	.21	17.06

### Bernalillo Metro Court

Case Type	Caseload Counts	
	Case Weight	Bernalillo Metro
Felony	245.00	6,698
Misdemeanor	229.00	10,071
Domestic Violence	214.00	4,555
DWI	707.00	2,519
Civil General	455.00	7,821
Landlord/Tenant	50.00	10,773
Traffic (TR/PR)	96.00	30,352
Miscellaneous	835.00	55
Administrative Cases	60.00	1,020
Specialty Courts	773.00	491
<b>Total Cases by Location</b>		74,355
<b>Case-specific Work Minutes (sum of WT x cases)</b>		14,200,637
<b>Clerk Staff Annual Availability</b>		104,160
<b>Subtract Annual Non-Case-Related Time</b>		24,304
<b>Subtract Annual Travel Time</b>		231
<b>Clerk Staff Annual Case-Related Availability</b>		79,625
<b>Clerk Staff FTE Demand</b>		178.34
<b>Current Clerk Staff FTE Allocated</b>		176.00
<b>Total Clerk Staff Surplus(-)/Deficit</b>		<b>2.34</b>