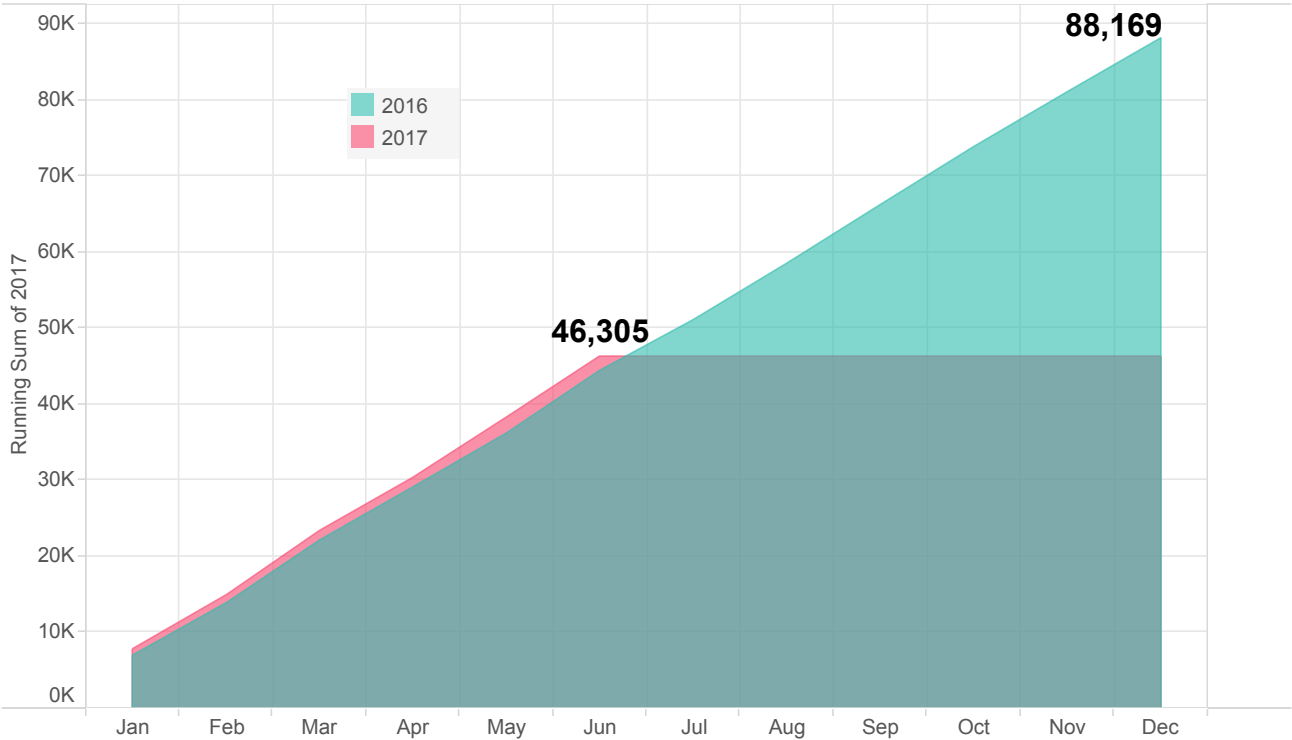
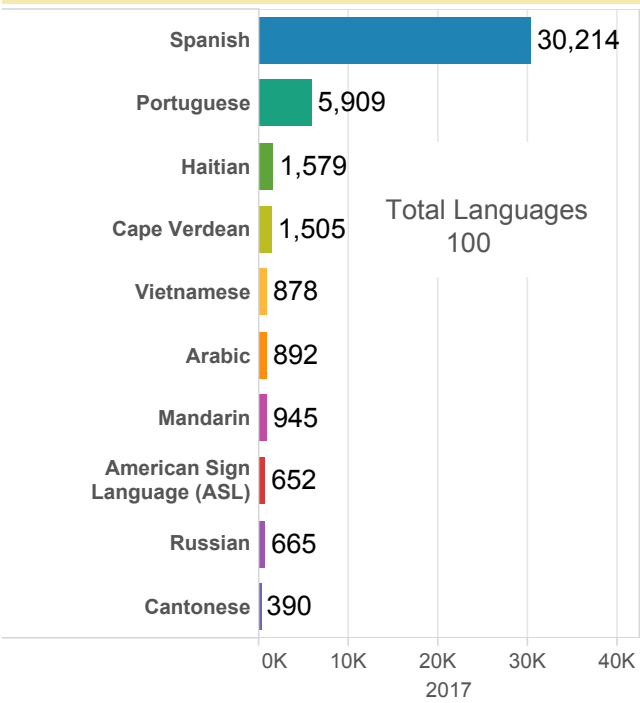


# Support Services: OCIS

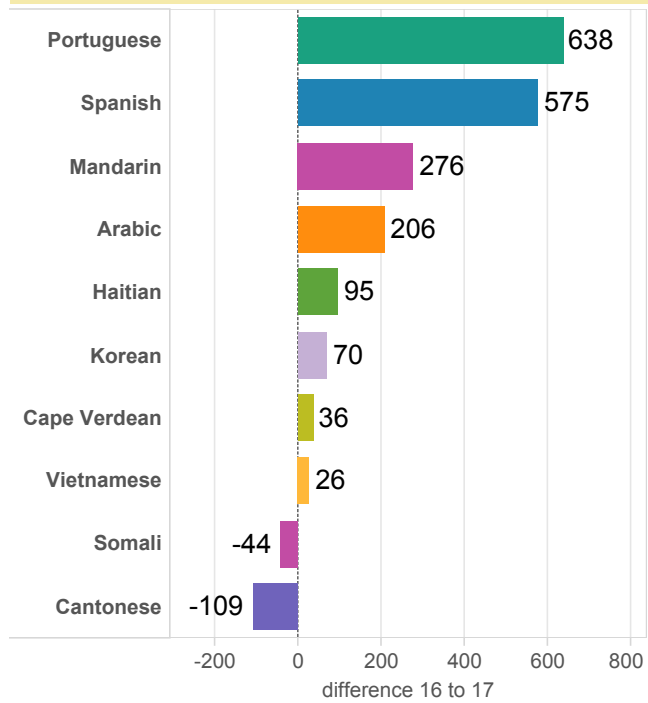
## Metric 1 Interpreter Requests Through MassCourts by Month, CY 2017



## Metric 2 Top 10 Requested Languages Thru MassCourts YTD, CY 2017



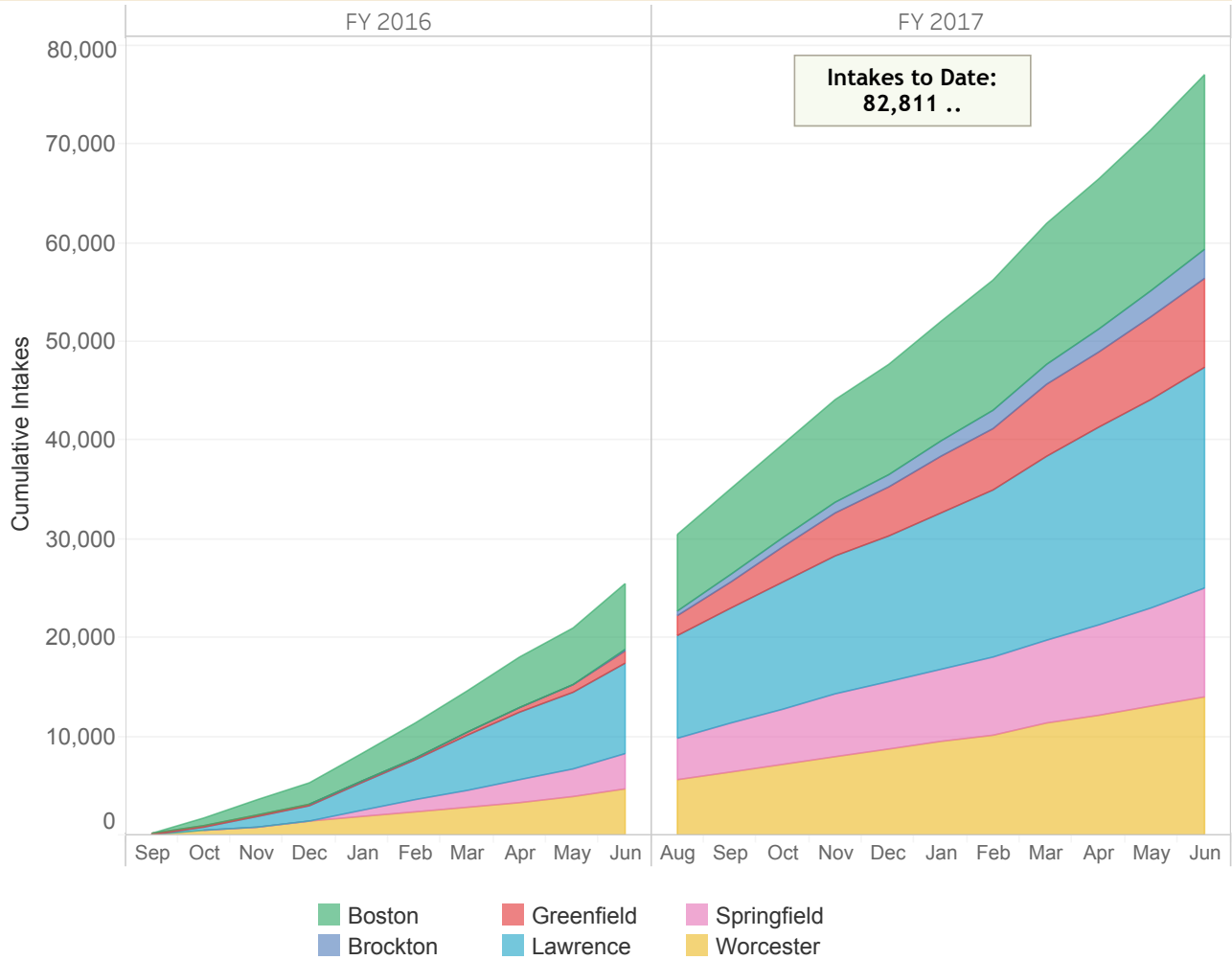
## Metric 3 Top 10 Biggest Gain/Loss in Language Requests Thru MassCourts YTD



# Support Services: Court Service Centers

## Metric 1

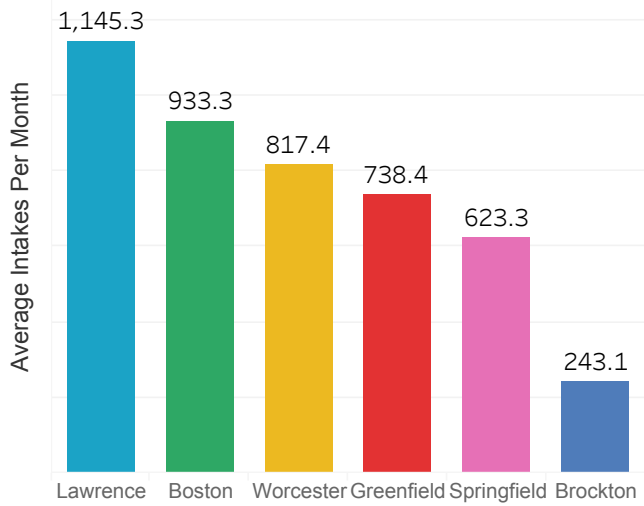
### Cumulative Intakes by Center



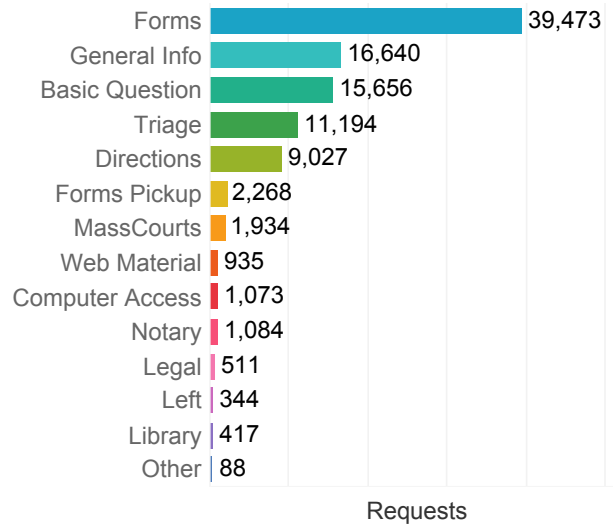
In Sept 2015 CSC started a new case level reporting system. The above Metric represents aggregate and case level data from the inception of CSCs (May 2014 thru Mar 2017)

# Support Services: Court Service Center

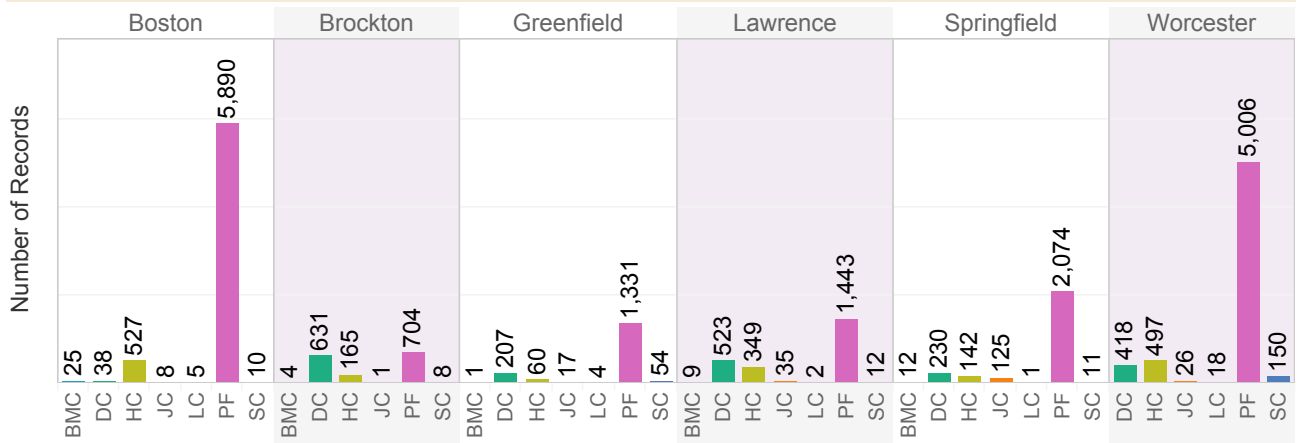
**Metric 2**  
Average Intakes Per Month, FY 2017 YTD



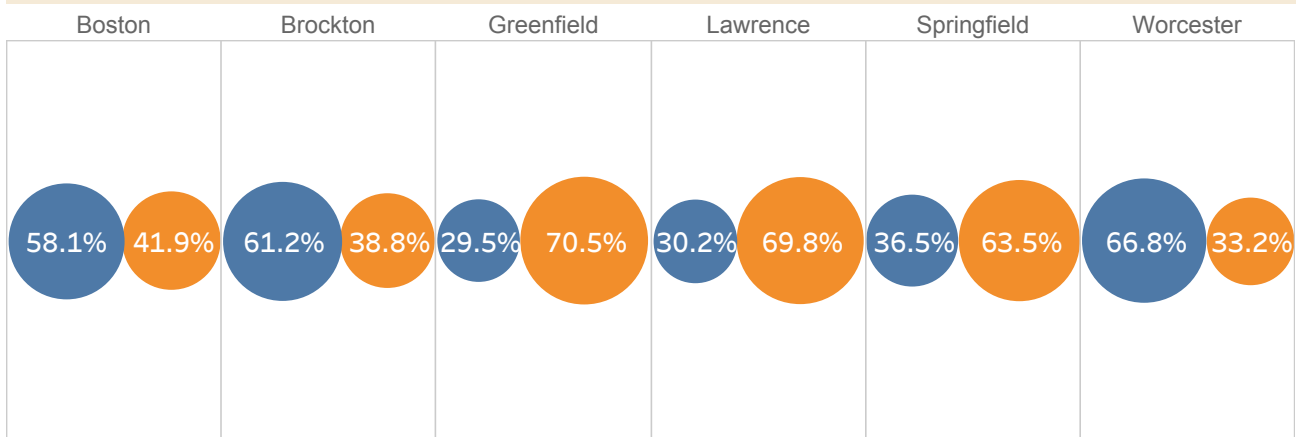
**Metric 3**  
Type of Assistance, FY 2017 YTD



**Metric 4**  
Intakes by Referring Court (1-on1 Assistance help only), FY 2017 Q4

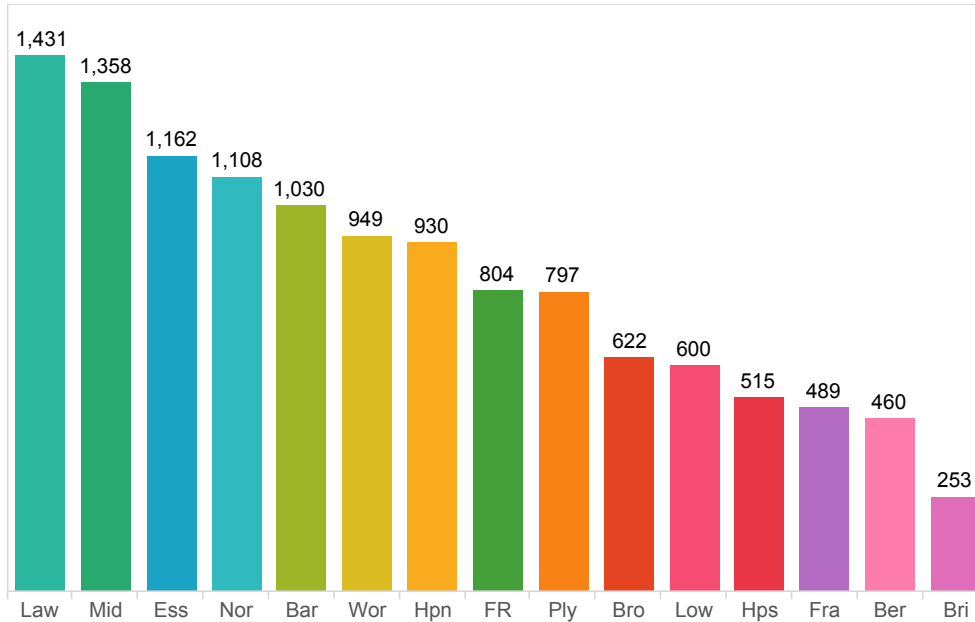


**Metric 5**  
Level of Assistance by Center, FY 2017 Q4



# Support Services: Law Libraries

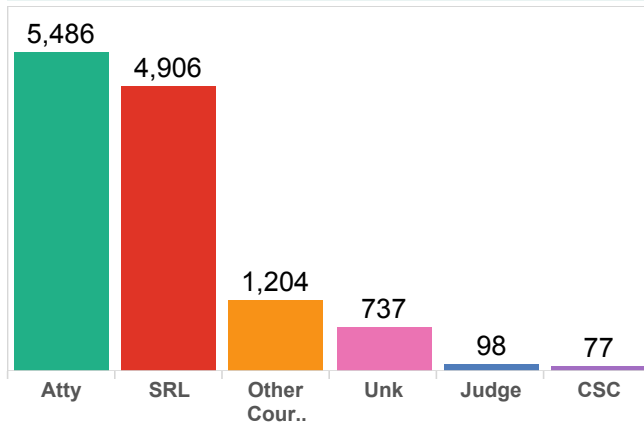
## Metric 1 Law Library Inquiries, including Chat/Text, Email, and Telephone Calls, FY17 Q4



## Total Inquiries FYTD

Location	Total Inquiries
<b>Grand Total</b>	<b>54,014</b>
Mid	5,472
Hpn	5,300
Ess	5,231
Law	4,984
Nor	4,740
Bar	4,581
Wor	4,437
FR	3,635
Ply	3,121
Bro	2,678
Hps	2,501
Low	2,440
Ber	2,063
Fra	1,765
Bri	936
Fit	87
NB	43

## Metric 2 Patron Type, FY17 Q4



## Total FYTD Number and % of Total by Type

Patron Type	Number	%
Attorney	23,455	43.4%
Self-Represented/ General Public	19,313	35.8%
Other Court Personnel	5,320	9.8%
Unknown	3,432	6.4%
Self-Represented / General Public	1,677	3.1%
Judge	424	0.8%
CSC	393	0.7%

## Metric 3 Level of Assistance, FY17 Q4

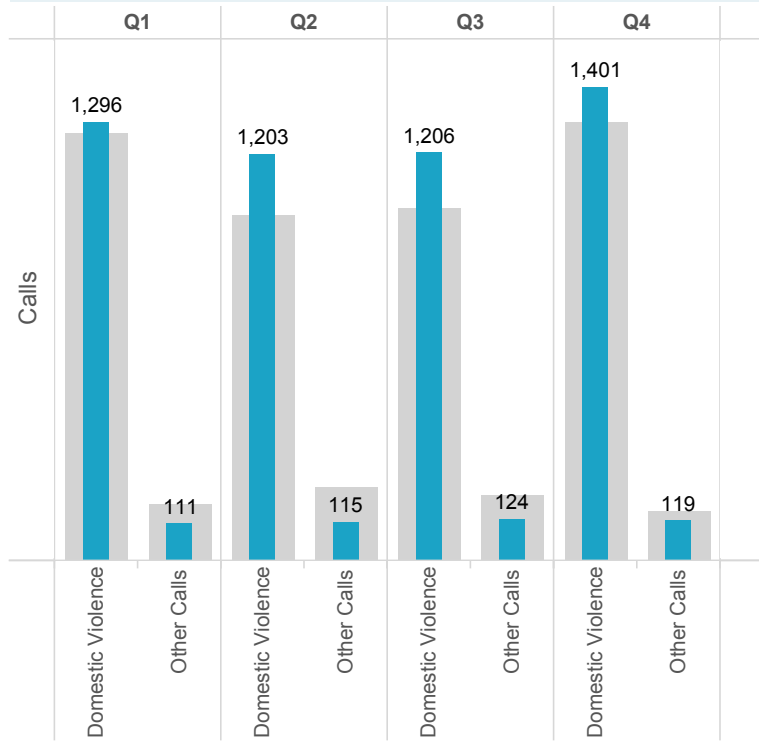
	Chat/Txt	Email	In person	Phone
Self sufficient, no staff interaction	1	2	4,443	7
Required limited assistance	18	186	3,048	497
Had a reference question	1,203	613	1,799	691

## Level of Assistance, FYTD

	Chat/Txt	Email	In person	Phone
Required limited assistance	114	878	13,543	2,246
Self sufficient, no staff interaction	4	9	18,410	17
Had a reference question	5,042	2,650	7,950	3,145

# Support Services: Judicial Response

**Metric 1**  
**Judicial Response: Calls by Type, FY 2017**



	Total FYTD		%
	FY16	FY17	
Domestic Violence	4,628	5,106	10.3%
Other Calls	726	469	-35.4%
Grand Total	5,354	5,575	4.1%

■ FY16  
■ FY17