

ANNUAL REPORT ON THE STATE OF THE MASSACHUSETTS COURT SYSTEM

FY2017



Courthouses and Year of Construction

Front cover:

Framingham District Court 1952	Suffolk County Highrise: Suffolk Superior Court & Land Court 1937	Southern Berkshire District Court & Berkshire County Juvenile Court – Great Barrington Session 1900	Marlborough District Court; Central Housing Court; Middlesex Probate & Family Court 1969
Essex (Lawrence) Superior Court 1859		Dudley District Court; Worcester County Juvenile Court – Dudley Session; & Central Housing Court 1972	

Back cover:

Brighton Division Boston Municipal Court 1925	Taunton Trial Court 2011		East Brookfield District Court 1995
	Ayer District Court 1970	Fitchburg District Court; Worcester Juvenile Court-Fitchburg Session 1970	



SUPREME JUDICIAL COURT
JOHN ADAMS COURTHOUSE

RALPH D. GANTS
CHIEF JUSTICE

December 15, 2017

His Excellency Charles D. Baker
Governor of the Commonwealth

Honorable Harriette L. Chandler
Acting President of the Massachusetts Senate

Honorable Robert A. DeLeo
Speaker of the House of Representatives

Dear Governor Baker, Acting Senate President Chandler, and Speaker DeLeo:

I am pleased to forward the Annual Report on the State of the Massachusetts Court System for Fiscal Year 2017, as outlined in G. L. c. 211B, § 9. The enclosed report highlights the many accomplishments implemented across the court system as well as various fiscal and court data of interest. The report is also available online at mass.gov/courts.

The Judiciary continues to strive towards its vision of a modern court system as outlined in its Strategic Plan, One Mission: Justice with Dignity and Speed. The courts are implementing new technology to increase operational efficiencies and expand access to justice for all court users, as shown in countless examples throughout the report.

Every day in courthouses across the Commonwealth, judges, clerks, probation staff, and court employees strive to promote public safety and deliver justice. It is through the support of the Executive and Legislative Branches that we can continue to expand our efforts around the essential work of delivering justice to those who come through our courthouse doors.

We greatly appreciate your support of our efforts to reduce recidivism and improve the efficiency and security of court operations, and look forward to our continued partnership to enhance justice in 2018.

Sincerely,

A handwritten signature in black ink, appearing to read "Ralph D. Gants".

Ralph D. Gants



The Massachusetts Court System **As of June 30, 2017**

Supreme Judicial Court

Chief Justice Ralph D. Gants

Appeals Court

Chief Justice Scott L. Kafker

Trial Court

Chief Justice Paula M. Carey

Court Administrator Jonathan Williams (appointed May 2017)

Court Administrator Harry Spence (retired April 2017)

Boston Municipal Court

Chief Justice Roberto Ronquillo Jr.

District Court

Chief Justice Paul C. Dawley

Housing Court

Chief Justice Timothy F. Sullivan

Juvenile Court

Chief Justice Amy L. Nechtem

Land Court

Chief Justice Judith C. Cutler

Probate & Family Court

Chief Justice Angela M. Ordoñez

Superior Court

Chief Justice Judith Fabricant

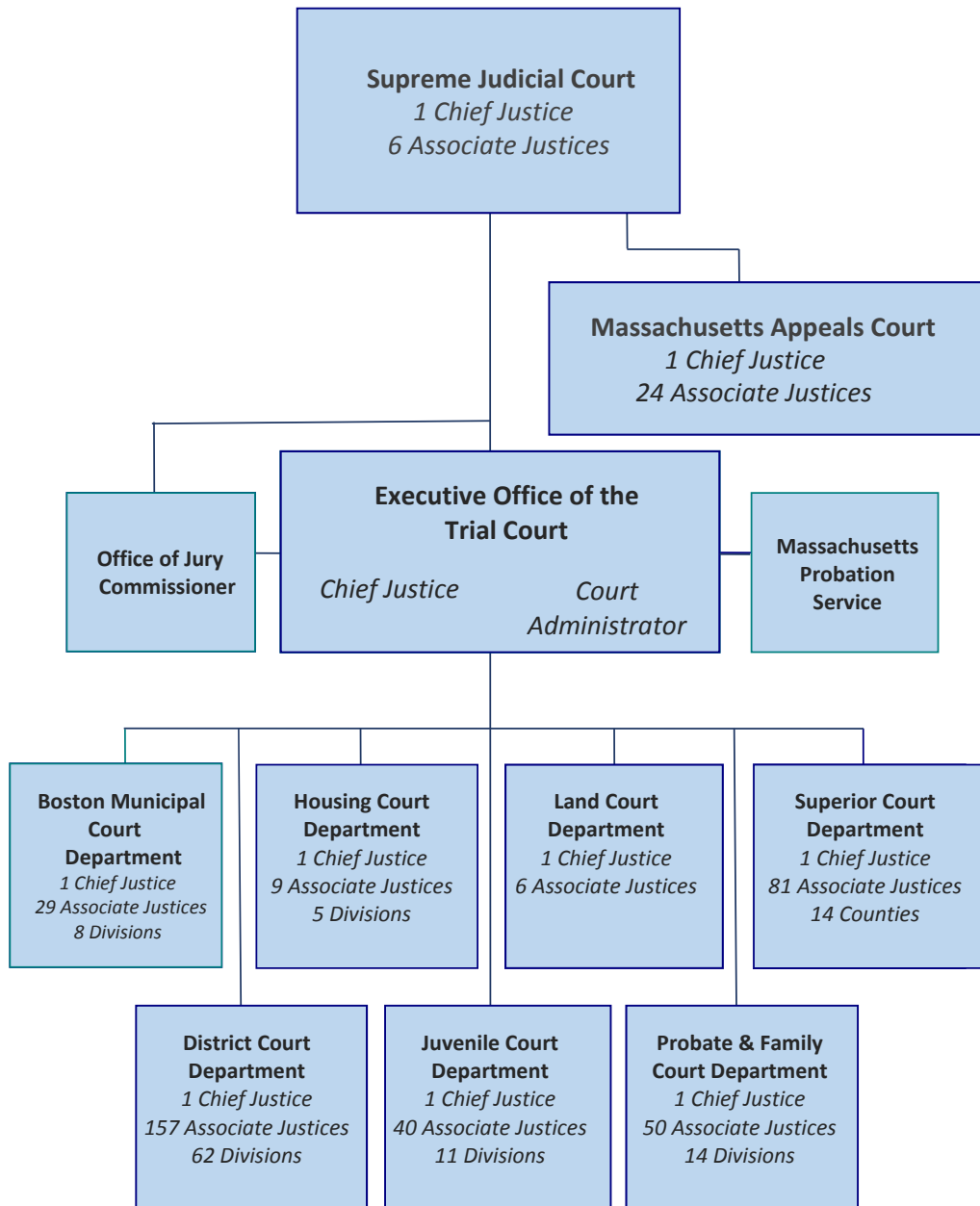
Massachusetts Probation Service

Edward J. Dolan, Commissioner

Office of Jury Commissioner

Pamela J. Wood, Commissioner

The Massachusetts Court System



The number of justices for all courts is the total authorized by law.



Annual Report on the State of the Massachusetts Court System FY2017

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Massachusetts Supreme Judicial Court Justices and Officials

As of June 30, 2017

Chief Justice

Ralph D. Gants

Justices

Barbara A. Lenk	David A. Lowy
Geraldine S. Hines	Kimberly S. Budd
Frank M. Gaziano	Elsbeth B. Cypher

Acting Executive Director

Carol R. Lev

Clerk for the Commonwealth

Francis V. Kenneally

Clerk for the Commonwealth

Maura S. Doyle

Supreme Judicial Court

mass.gov/courts

The Supreme Judicial Court (SJC), originally called the Superior Court of Judicature, was established in 1692 and is the oldest appellate court in continuous existence in the Western Hemisphere. It serves as the leader of the Massachusetts court system, holding final appellate authority regarding the decisions of all lower courts and exercising general superintendence over the administration of the lower courts.

The full Court hears appeals on a broad range of criminal and civil cases from September through May. Single justice sessions are held each week throughout the year for certain motions, bail reviews, bar discipline proceedings, petitions for admission to the bar, and a variety of other statutory proceedings. The full bench renders approximately 200 written decisions each year; the single justices decide a total of approximately 600 cases annually.

The SJC also has oversight responsibility in varying degrees, according to statutes, with several affiliated agencies of the judicial branch, including the Board of Bar Examiners, Board of Bar Overseers, Clients' Security Board, Correctional Legal Services, Inc., Massachusetts Legal Assistance Corp., and Massachusetts Mental Health Legal Advisors' Committee.

Supreme Judicial Court for Suffolk County (Single Justice Session)

The SJC for Suffolk County is known as the single justice session of the Supreme Judicial Court. An associate justice essentially acts as a trial judge, as was the function of the first justices, or as an administrator of the Court's supervisory power under G.L. c. 211, § 3. The county court, as it is often referred to, has original, concurrent, interlocutory, and appellate jurisdiction on a statewide basis. In addition to the single justice caseload, the justice sits on bar docket matters.

Supreme Judicial Court: Fiscal Year 2017 Highlights

Annual State of the Judiciary Address to the Legal Community

Chief Justice Ralph D. Gants delivered his third annual address to the legal community at an event sponsored by the Massachusetts Bar Association in October 2016. Chief Justice Gants spoke about efforts to address issues of race in the criminal justice system, noting that data from the Massachusetts Sentencing Commission shows that the racial and ethnic disparity in the rates of imprisonment in Massachusetts is significantly greater than it is nationwide. The Chief Justice also declared that courts are working to address implicit bias in the court system through training of judges and staff, jury instructions, and other measures. He reported that the courts are examining whether the judiciary unwittingly punishes poverty by the imposition of fines, fees, and restitution that a defendant has no ability to pay. The Chief Justice expressed optimism about the collaborative effort of the Governor, Speaker, Senate President and Chief Justice in working with the Council of State Governments on criminal justice reform and eagerly awaits the final recommendations.

Court Management Advisory Board

Following the recommendation of the Visiting Committee on Management in the Courts (the Monan Committee), the Massachusetts Legislature in 2003 created the Court Management Advisory Board (CMAB) to advise and assist the

Justices of the Supreme Judicial Court, the Chief Justice of the Trial Court, and the Court Administrator on matters pertaining to judicial administration and management and all matters of judicial reform.

In FY17, Attorney Lisa Goodheart succeeded Glenn Mangurian as Chair of the Board. Under her leadership, the CMAB met regularly to support the Trial Court in its pursuit of continuous quality improvement, strategic innovation, and service excellence. In particular, the CMAB undertook a review of the personnel policies and practices that have occurred since the Harshbarger Task Force issued its final report and recommendations on the hiring and promotion procedures in the Judicial Branch in 2011. In addition, in FY17, the CMAB chartered an outside committee to review the Trial Court's use of data in the management of the system.

Court Improvement Program

The Supreme Judicial Court's Court Improvement Program (CIP) manages a federal grant awarded to promote improved outcomes for children in state custody. In FY17, funds continued to support work on an interdisciplinary guidebook on confidentiality and information sharing for professionals working with children, youth, and families. In addition, funds continued to support a research grant to Boston University's School of Social Work: "Designing Data Drive Directions for School Success of Children in Care," a multiagency project involving the Department of Elementary and Secondary Education, the Department of Children and Families and the courts. The Child Welfare Data Analyst, funded by CIP under the direction of the Department of Research and Planning and the CIP Steering Committee, continued to expand data reporting to include permanency based timeliness measures and other specialized performance measures to promote improved outcomes for children in state custody. The purchase of business intelligence tools provide accessibility to data reports to support improved case management.

CIP funds supported extensive trainings on child welfare issues and advocacy through workshops and conferences for social workers, lawyers, and judges. CIP also funded the publication of guides to assist stakeholders, children, and families in navigating the child welfare system. These

included: "The Answer Book," a guide for children and youth in foster care and "A Guide for Relative Caregivers."

Court Management Advisory Board

Members (As of June 30, 2017)

Lisa C. Goodheart, Chair

Partner, Sugarman, Rogers, Barshak & Cohen, PC

Randy Chapman, Esq.

Chapman and Chapman, PC

Kate Donovan

Manpower Business Solutions

Hon. Gail Garinger (ret.)

Office of the Attorney General

Scott Harshbarger, Esq.

Casner & Edwards, LLP

Richard Johnston, ex officio

Office of the Attorney General

Allen B. Kachalia, MD, JD

Brigham and Women's Hospital

Liam Lowney, ex officio

Massachusetts Office for Victim Assistance

Hon. James McHugh (ret.)

Retired from the Massachusetts Appeals Court

Donald Oppenheimer

John F. Kennedy School of Government

Denise Squillante, Esq.

Denise Squillante PC

Kenneth Turner

Massachusetts Port Authority

Pro Bono Legal Services

The SJC's Standing Committee on Pro Bono Legal Services works to promote volunteer legal work to help people of limited means who are in need of legal representation, in accordance with Rule 6.1 of the Massachusetts Rules of Professional Conduct. In recognition of outstanding commitment to providing volunteer legal services for the poor and disadvantaged, the Standing Committee presented the 15th annual Adams Pro Bono Publico Awards in October 2016 to three Massachusetts attorneys: Ann Milner, Roger J. Reid, and Bancroft "Bats" Wheeler; and a special student award to Alexandra Tucker, 2016 Graduate of Boston University School of Law. During the awards ceremony, the Committee also acknowledged those participating in the Court's Pro Bono Honor Roll, a recognition program for those who have met the program criteria by providing significant pro bono legal services. The Pro Bono Committee also visited Suffolk University Law School and Boston University School of Law in FY17 as part of its ongoing commitment to pay regular visits to law schools in Massachusetts to learn about and promote the pro bono activities of the law students. Finally, the Committee members spoke about pro bono legal services at the Boston Bar Association's series of Practicing with Professionalism courses. These are just some of the Committee's activities during the past year.

Access to Justice Commission

The Access to Justice Commission's goal is to achieve equal justice for all persons in the Commonwealth by providing leadership and vision to, and coordination with, the many organizations and interested persons involved in providing and improving access to justice for those unable to afford counsel. The Commission includes representatives from the courts, the private bar, the legal services bar, the client community, law schools, business entities, and social service providers, and is organized around committees that reflect an expansive access to justice agenda, including Delivery of Legal Services, Access to Lawyers, Administrative Justice, Non-Lawyer Roles, Revenue Enhancement, Self-Represented Litigants, and Social Services.

Among other activities during the past year, the Commission, and its members:

- Received a Public Welfare Foundation/Justice For All grant to develop a strategic action plan for improving access to justice throughout the Commonwealth;
- Successfully advocated for statewide expansion of the Housing Court in the Massachusetts budget for FY18;
- Spearheaded the allocation of an additional \$8.3 million in funding for civil legal aid for victims of crime over the next two years from Federal Victims of Crime Act funds;
- Expanded the Civil Appeals Pro Bono Program to the entire Commonwealth;
- Continued to develop the Access to Justice Fellows program, through which retired lawyers and judges have provided over thousands of hours of pro bono service to nonprofit entities;
- Endorsed the report of the Commission's Access to Attorneys Committee, which studied how the private bar could meet the legal needs of litigants who cannot afford an attorney, including the use of fee-shifting statutes, limited assistance representation, and further education and training.

Massachusetts Guide to Evidence

The Massachusetts Guide to Evidence organizes and states the law of evidence applied in the courts of the Commonwealth. Each year, the Executive Committee of the Supreme Judicial Court Advisory Committee on Massachusetts Evidence Law monitors judicial decisions and other relevant statutory and rule changes concerning the law of evidence and prepares a new edition of the Guide that incorporates significant new developments. The ninth annual edition was released in January 2017. The Committee also prepares an online supplement, which provides short summaries of important opinions of the Supreme Judicial Court and the Appeals Court relating to the law of evidence.

SJC Standing Advisory Committee on Professionalism

The SJC Standing Advisory Committee on Professionalism is charged with overseeing the implementation of SJC Rule 3:16 on Practicing with Professionalism, which requires a mandatory course on professionalism for lawyers admitted to the Massachusetts bar on or after the effective date of September 1, 2013.

The Committee's duties and responsibilities include: designating approved course providers; making recommendations to the Court regarding the fees to be charged for the course and any circumstances under which the fees may be waived; evaluating the course providers; reporting to the Court on at least an annual basis on the implementation of the course and an assessment of whether the program is accomplishing its intended goals and outcomes; and overseeing the administration of all aspects of SJC Rule 3:16.

Four organizations, the Mass. Bar Association, the Boston Bar Association, Mass. Continuing Legal Education, and the Greater Lynn Bar Association were selected by the Standing Committee as approved providers of the courses. During FY17, the approved providers conducted 21 courses at sites in Boston and across the state.

Judicial Evaluation

The judicial evaluation program has facilitated the collection and processing of judicial evaluations from attorneys, court employees, and jurors since its introduction in 2001. The program provides narrative comments and aggregated statistical assessments to judges concerning their professional, on-bench performance in an effort to enhance the performance of individual judges and the judiciary as a whole. In FY15, the program initiated a revised evaluation questionnaire and commenced a pilot program to test the new version. The last round of evaluation in the pilot period occurred at the end of FY17.

Three rounds of evaluation were conducted during this fiscal year. In the first round, 40 judges in the District, Housing, Juvenile, Superior, and Probate and Family Court in Essex County were evaluated, yielding 2,533 attorney evaluations, 714 employee evaluations and 210 juror evaluations.

In the second round, 55 judges in the District, Housing, Juvenile, Superior, and Probate and Family Court in Norfolk County and Plymouth County were evaluated, yielding 3,272 attorney evaluations, 1,079 employee evaluations, and 691 juror evaluations.

In the third round, 48 judges in the District, Housing, Juvenile, Superior, and Probate and Family Court in Berkshire County, Hampden County, Hampshire County, and Franklin County were evaluated, yielding 2,430 attorney evaluations, 1,301 employee evaluations and 503 juror evaluations.

Overall, in FY17, each of the 143 judges evaluated received, on average, 58 attorney evaluations, 22 employee evaluations and 22 juror evaluations.

Community Outreach

The Supreme Judicial Court uses the John Adams Courthouse to provide free educational opportunities for students, educators, and the public consistent with John Adams' passion for justice, community, and learning. In FY17, these opportunities included: hosting a traveling exhibit on the Law, Justice and the Holocaust in collaboration with the United States Holocaust Memorial Museum in Washington, DC; student group visits to the courthouse to attend oral arguments, meet with a justice, or watch a dramatic performance of an historical event; teacher training sessions; and the Court's annual celebrations of Student Government Day and Law Day.

The Supreme Judicial Court also entered its twelfth year of successful partnership with Theatre Espresso to perform educational dramas for school children at the John Adams Courthouse. The Judiciary website continues to provide user-friendly access and updated information for litigants, lawyers, educators, and the general public. Webcasts of the Court's oral arguments continue to be available on the website through collaboration with Suffolk University Law School. In FY17, the Supreme Judicial Court also held a special sitting outside of Boston, hearing oral arguments at the Fenton Judicial Center in Lawrence, Massachusetts.

Judicial Youth Corps

Since 1991, the Supreme Judicial Court has conducted the Judicial Youth Corps (JYC), a legal education and internship program for high school students. With the volunteer assistance of judges, lawyers, court employees, bar associations, and other dedicated supporters, the 14-week program teaches students about the rule of law and the role

of the judicial branch. The program has two components: educational sessions in May and June, and summer internships in court offices in July and August. The Public Information Office administers the program, which is funded by foundations and grants. In FY17, the program included 22 Boston students, 10 Worcester students, and five Springfield students in this rich educational experience.

Supreme Judicial Court Statistics FY2017

Caseload	FY2016	FY2017
Direct Entries	107	108
Direct Appellate Review - Applications Allowed	53	48
Direct Appellate Review - Applications Considered	126	122
Further Appellate Review - Applications Allowed	39	19
Further Appellate Review - Applications Considered	847	795
Transferred by SJC on its Motion from Review of Entire Appeals Court caseload	30	42
Gross Entries	229	217
Dismissals	19	12
Net Entries	210	205
Dispositions	FY2016	FY2017
Full Opinions	152	170
Rescripts	39	45
Total Opinions	191	215
Total Appeals Decided	196	227

Massachusetts Appeals Court Justices and Officials

As of June 30, 2017

Chief Justice

Scott L. Kafker

Justices

Peter W. Agnes Jr.	Edward McDonough
Amy Lyn Blake	William J. Meade
Kenneth V. Desmond Jr.	James R. Milkey
Joseph M. Ditzkoff	Eric Neyman
Mark V. Green	Peter J. Rubin
Sydney Hanlon	Peter Sacks
Vickie L. Henry	Sookyong Shin
C. Jeffrey Kinder	Mary T. Sullivan
James Lemire	Joseph A. Trainor
Diana Maldonado	Ariane D. Vuono
Gregory I. Massing	Gabrielle R. Wolohojian

Court Administrator

Gilbert P. Lima Jr.

Clerk

Joseph F. Stanton

Massachusetts Appeals Court

mass.gov/courts

The Appeals Court was established in 1972 to serve as the Commonwealth's intermediate appellate court. It is a court of general jurisdiction that hears criminal, civil, and administrative matters. All appeals from the Trial Court (with the exception of first-degree murder cases) are thus initially entered in the Appeals Court. Similarly, the court receives all appeals from the Appellate Tax Board, the Industrial Accident Review Board, and the Employee Relations Board.

Although the Appeals Court is responsible for deciding all such appeals, every year a small number are taken up by the Supreme Judicial Court for direct appellate review. During FY17, the Supreme Judicial Court transferred 93 cases of 1,714 appeals filed. The remaining cases must be decided or otherwise resolved (e.g., by settlement or dismissal) at the Appeals Court.

After a case is decided by the Appeals Court, the parties may request further review by the Supreme Judicial Court, but such relief is granted in very few cases. The Appeals Court is thus the court of last resort for the overwhelming majority of Massachusetts litigants seeking appellate relief.

By statute, the Appeals Court has a chief justice and 24 associate justices. The justices of the court sit in panels of three, with the composition of judicial panels changing each month.

In addition to its panel jurisdiction, the Appeals Court also runs a continuous single justice session, with a separate docket. The single justice may review interlocutory orders and orders for injunctive relief issued by certain Trial Court departments, as well as requests for review of summary process appeal bonds, certain attorney's fee awards, motions for stays of civil proceedings or criminal sentences pending appeal, and motions to review impoundment orders. During FY17, 559 cases were entered on the single justice docket.

The Appeals Court again met the appellate court guideline for the scheduling of cases and by June

2017, all cases fully briefed by February 1st had been argued or had been submitted to panels for decision without argument.

Massachusetts Appeals Court: Fiscal Year 2017 Highlights

Appellate Caseload

The Appeals Court caseload for FY17 declined 1.5% from FY15 as 1,714 new appeals were entered. Civil cases slightly predominated over criminal cases entries at 50.5% of all new entries. The court decided 1,443 cases, which was 106 more cases than FY16 and 339 more cases than the total of net entries.¹

Technology Enhancement

The electronic filing pilot program initiated in FY16 proved to be highly successful and was expanded in FY17. Attorneys and self-represented parties in civil cases are now able to pay the docket fee and enter civil appeals through e-filing. As the appeal progresses, both counsel in both civil and now criminal cases can e-file motions, briefs, and record appendix volumes in digital form only, with no paper original or duplicate required, thus saving parties the expense of filing multiple paper copies of briefs and appendices. This expansion of electronic filing to criminal cases has benefited the Offices of the Attorney General, District Attorneys, and the Committee for Public Counsel

¹ Net entries is the total number of cases entered after dismissals, consolidations and transfers to the Supreme Judicial Court are

subtracted. This is the number of cases that the court actually has to decide.

Services by eliminating their copying and postage costs for filings in the Appeals Court. In approximately one year, the number of briefs and appendices filed in a digital format has progressed from zero to 65% of the briefs and appendices filed. At the end of FY17, the court began accepting single justice petitions through the Tyler e-filing portal and in FY18 plans to expand to impounded cases as well.

Internal Initiatives

Pro Bono Assistance Program for Self-Represented Litigants

A new appellate pro bono pilot program completed its first year. Begun at the end of FY16, the program is a collaboration between the Supreme Judicial Court's Access to Justice Commission, the Appeals Court, the Volunteer Lawyers Project, other legal service entities, and multiple law firms. Volunteer pro bono attorneys meet weekly with qualified self-represented, low-income individuals in Appeals Court space to provide legal consultation concerning appellate issues and referrals for possible representation in civil appeals.

Electronic Transmission Pilots with the Trial Court

The Appeals Court and Trial Court launched two pilot programs that utilize existing technology to make transmissions between the courts more efficient. First, the Appeals Court and the Springfield division of the District Court launched a pilot program for the electronic transmission of all transcript volumes and appeals in criminal cases, eliminating the need for paper and shipping. Second, the Appeals Court and several courts from the Superior, Probate and Family, and District Court departments are in the second year of a pilot program for the transmission of electronic notices between the courts, eliminating paper and postage costs.

Community Outreach

The court continued to sit outside the John Adams courthouse in FY17. Panels traveled to law schools throughout the state and visited a local courthouse. At each location, the justices heard a full oral argument list and reserved time after the completion of oral argument to respond to student questions.

Appeals Court Statistics FY2017

Sources/Types of Appeals	Civil	Criminal	Total
Superior Court	434	468	902
BMC/District Court	79	351	430
Probate & Family Court	137	0	137
Juvenile Court	68	26	94
Land Court	61	0	61
Housing Court	46	1	47
Appeals Court Single Justice	7	3	10
Industrial Accident Review Board	23	0	23
Appellate Tax Board	6	0	
Employment Relations Board	4	0	4
SJC Transfer	0	0	
Total Fiscal Year 2017	865	849	1,714
<i>Total Fiscal Year 2016</i>	<i>939</i>	<i>801</i>	<i>1,740</i>

Dispositions	Total		
Total Panel Entries	1,714		
Transferred to Supreme Judicial Court	93		
Dismissed/settled/withdrawn/consolidat	517		
Net Annual Entries	1,104		

	Civil	Criminal	Total
Total Decisions	709	734	1,443
Decision of lower court affirmed	538	594	1,132
Decision of lower court reversed	84	102	196
Other result reached	77	38	115
Published Opinions	109	83	192
Summary Dispositions	600	651	1,251

Massachusetts Trial Court

mass.gov/courts

The Massachusetts Trial Court continued its active implementation of the goals outlined in Strategic Plan 2.0, which serve as the Trial Court's blueprint to modernize the court system. At each step, the Trial Court aimed to establish a culture of continuous improvement, to address issues of race, gender, and unconscious bias, to improve the user experience, and to strengthen public trust and confidence. The court's use of next generation technologies to digitize case filings, improve workplace efficiencies, and better serve the public was ongoing in FY17.

Modernization of court facilities also continued in FY17 with the completion of major multi-year projects, including Franklin County's new Justice Center, which opened in February; the renovated Essex County Probate and Family Court, which re-opened in March, as well as significant renovation work on courthouses in Springfield and Marlborough. Construction of a new court complex, the Lowell Justice Center, began in FY17.

The Legislature approved a FY17 appropriation of \$639.4 million, which enabled the Trial Court to expand videoconferencing to all court locations, add five specialty court sessions in underserved areas of the state battling the opioid crisis, and complete much-needed court improvement projects.

The Trial Court implemented a new intranet platform, the Courtyard, for judges and employees to access important information on policies and practices from any electronic device. The Courtyard replaced a system in use since 2001.

Nearly 14,000 videoconferencing events occurred across the Trial Court in FY17. Court departments utilized videoconferences for a variety of activities, including criminal arraignments and indictments, bail petitions, civil motor vehicle infractions, and restraining orders.

Courts accelerated the expansion of electronic filing for criminal and civil matters, streamlining filing processes and reducing paper documents at

the clerk's counter. Electronic Applications for Criminal Complaint (EACC) expanded to 41 court divisions that received more than 175 electronic complaints daily along with the case-related materials. By the end of 2017, more than 30,000 EACC cases were entered into MassCourts, the Trial Court's web-based case management platform. More than 90 local police departments had incorporated EACC into their incident reporting systems. The Trial Court's use of civil e-filing expanded to 33 District Court and Boston Municipal Court locations, one Housing Court location, and eight Probate and Family Courts.

Over 11,000 attorneys registered to use the Attorney Portal, which provides access to personalized "my cases" and "my calendar" views of case data stored in the MassCourts system, and to certain electronic case documents.

Throughout FY17, MassCourts processed between 900,000 and 1.1 million transactions a day. The system continued to expand functionality to support the core case management application. Efforts included expansion of document management and scanning for all departments in all locations. More than 1,200 scanners are now in place in courthouses statewide, capturing more than 200,000 new electronic documents per month.

As part of its commitment to training and professional development, the Trial Court's internet-based e-Learning Center enabled more than 90 percent of judges and employees to

complete five modules of Domestic Violence Training and enroll in more than 260 separate live education programs.

A new Court Administrator joined the Trial Court in May 2017 and joined the Trial Court Chief Justice and the Chief Justices and Deputy Court Administrators of the Boston Municipal, District, Housing, Juvenile, Land, Probate and Family, and Superior Court Departments, the Probation Commissioner, the Jury Commissioner, and the Directors of the Office of Court Management in overseeing statewide court operations. The professional commitment and dedication of the state's judges, clerks, probation, and other court staff ensured the Trial Court's ability to manage more than 900,000 cases filed in FY17.

This report outlines the State of the Court System, with highlights of FY17 accomplishments as well as recommendations and plans for FY18, in accordance with G.L. c.211B §9A, by the following priorities:

- Broaden Access to Justice
- Enhance Public Safety
- Provide a Safe, Sustainable Infrastructure
- Improve Operational Effectiveness
- Engage Local Communities

Recommendations & Plans for FY2018

Strategic Plan 2.0

Across the six “domains” or focus areas of the strategic plan, the Trial Court monitors progress monthly and conducts quarterly Strategic Leadership Team meetings. Building upon the progress made in FY17, initiatives underway in FY18 include the continuation of a court-wide effort to examine issues of race, gender, and unconscious bias in the court system through the work of committees comprised of judges, clerks, probation, and security staff. Strategies to expand the communications and management capacity of local courts on the issues of race, gender, and unconscious bias will build on the experience of three pilot court leadership teams in 2017.

The Trial Court will continue to expand the use of technology to improve service delivery and operational effectiveness in FY18. These efforts include expanded electronic filing for criminal and civil cases, real-time case docketing,

electronic payment of probation fees, and development of electronic transmission of orders of transport and restraining and harassment orders. The development of courtroom equipment standards along with an in-depth review of job descriptions are key elements to facilitate the court's transition to more digitized operations.

Revised court interpreter standards and procedures will be promulgated based on a detailed review by the Chapter 221 committee. Continued implementation of For The Record digital recording system will expand capability to access audio files and more quickly deliver transcripts. Efforts to develop consistent, easy-to-use forms will focus on those areas most accessed by self-represented litigants.

The Trial Court also will advance efforts to expand staff training in the areas of technology and customer service to meet the needs of diverse court users.

In FY18 the Trial Court will examine and begin implementation of recommendations outlined in reports from the Court Management Advisory Board focused on talent development and managing with data.

In addition, the courts will work closely with partners in the legislative and executive branches to develop legislation that addresses the recommendations issued in 2017 by the Council of State Governments focused on reducing recidivism.

Fiscal Year 2017 Highlights

Broaden Access to Justice

Access to Justice

The percentage of self-represented litigants continued to increase in FY17, particularly in the Probate and Family Court, Housing Court and Small Claims sessions of the Boston Municipal and District Courts. In an effort to simplify and standardize services and resources most used by unrepresented court users, the Trial Court appointed a Senior Manager for Access to Justice and established a Forms Management Team to review and improve accessibility of forms and court processes across the system.

Race, Gender & Unconscious Bias

Trial Court leaders expanded work on a comprehensive effort to address issues of bias related to

race and gender. Four committees were formed to address these issues within the perspectives of judges, clerks, probation, and security staff. The Trial Court Race & Implicit Bias Advisory Committee (TRIBAC) oversees the initiative. In early 2017, leadership teams of three local courts – First Justice, Clerk-Magistrate, Chief Probation Officer, and Chief Court Officer – began participation in a pilot to develop the management and leadership skills to promote the effective communication needed to address these issues within the context of court operations. The pilot concluded in October 2017 and will inform further expansion of this work.

Limited Assistance Representation

Massachusetts continued its national leadership in promoting use of limited assistance representation (LAR) in FY17. LAR permits an attorney and a client to agree on “unbundled” services, whereby the attorney provides assistance with discrete services rather than providing full representation for the entire case. An attorney may provide LAR on a compensated or uncompensated (pro bono) basis, thereby increasing the number of attorneys available to clients, opening new clienteles to attorneys, and enhancing access to justice.

In FY17 the Trial Court partnered with the Massachusetts Bar Association and local bar associations to promote the use of LAR and provide LAR training to attorneys across the Commonwealth. The courts continued to develop a uniform LAR rule for use in all Trial Court departments, as well as standardized LAR forms. The Trial Court also maintains a public list of LAR-qualified attorneys to facilitate access for otherwise unrepresented court users.

Justice for All Project

Massachusetts was one of seven states across the country to receive a Justice for All grant in December 2016. The grant from the Public Welfare Foundation will help facilitate 100% access to effective assistance for individuals with essential civil legal needs. To that end, with the support of the Supreme Judicial Court and the Access to Justice Commission, the Trial Court participated in a strategic action planning process with the organized Bar, legal aid programs, law schools, and social service agencies focused on building out the resources available to meet the essential civil legal needs of the public.

Technology

In conjunction with the electronic filing program, File & Serve, court staff in various departments were trained on Guide & File, an electronic interview program primarily designed to assist self-represented or pro se litigants in completing selected court forms. The online guided interview includes a series of questions and responses are then used to populate or generate a form suitable for filing in court. These guided interviews will eventually connect to e-filing, enabling litigants to complete the forms and filing process entirely online. Court staff helped develop a guided interview for a summary process complaint in the Boston Municipal, District, and Housing Court Departments. A small claims interview also was piloted in the six Court Service Centers for filing in those court divisions.

Access to Justice Initiatives Overseen by the Office of Court Management:

Access and Fairness Survey

In May 2017, the Trial Court’s Department of Research and Planning and court volunteers conducted the Access and Fairness survey at 25 courthouses. Last conducted in 2009, the survey was developed by the National Center of State Courts to measure court users’ level of satisfaction with court accessibility, as well as treatment in terms of fairness, equality, and respect. Results from the 2009 Access and Fairness survey serve as a baseline for analysis of the latest survey results to be published in FY18.

Judicial Response System

This response system provides judicial intervention in emergency situations when the courts are closed. Judges participate through an on-call process coordinated with public safety officials in eight regions. In FY17, judges handled 5,456 emergency evening or weekend calls, for an average of 105 calls per week.

Interpreter Services

Approximately 89,500 court events received interpretation services in 109 languages.

Top Language Requests

Spanish	59,756
Portuguese	11,165
Haitian	3,160
Cape Verdean	3,041
Vietnamese	1,734
Arabic	1,724
Mandarin	1,741
American Sign Language	1,338
Russian	1,129
Cantonese	777
Khmer	625

Law Libraries

The Trial Court's 15 law libraries welcomed 36,942 on-site patrons, recorded 5.6 million website pages viewed, responded to 17,162 legal reference questions, and answered 5,343 questions via chat and text.

Court Service Centers

Some 55,593 people visited one of the Trial Court's six Court Service Centers (CCCs) in FY17 for procedural or legal information, help with forms, access to interpreter services, assistance with legal research and contact information for community resources, legal assistance programs, and social service agencies. Members of the CSC Committee began planning the launch of an online CSC to expand services to court users with support from Massachusetts Appleseed and Suffolk University Law School. In addition, the Boston CSC at the Brooke Courthouse launched a controlled Guardianship Study on the service of process with Harvard Law School's Access to Justice Lab and the Volunteer Lawyers Project.

Alternative Dispute Resolution

The Standing Committee on Dispute Resolution oversees and implements Alternative Dispute Resolution (ADR) to expand the understanding and access to court-connected dispute resolution services. In FY17, the Standing Committee gathered and compiled baseline data on the use of ADR services and identified the dispute resolution options available to litigants in the seven Trial Court Departments. The committee also researched and examined the use of judicial settlement conferences, how best to educate the

public on existing dispute resolution programs, and how to educate judges and clerks on providing access to appropriate dispute resolution services. The committee provides free conciliation training programs and in FY17 coordinated training in three counties of the Probate and Family Court.

Volunteer Lawyer Initiatives

Trial Court Departments collaborated with local bar associations to provide pro bono legal services. The Volunteer Lawyer Project and Lawyer for the Day programs offered legal support to self-represented civil litigants in the Boston Municipal, District, Housing, and Probate and Family Court departments. In collaboration with the Massachusetts Legal Resource Finder (massLRF.org), the Trial Court posted court-connected resources into one comprehensive listing on mass.gov/courts and in local court-houses.

Enhance Public Safety***Council of State Governments
Justice Center Report***

In FY17 state and court leaders partnered with the Council of State Governments (CSG) Justice Center to release "Justice Reinvestment in Massachusetts: Policy Framework," a report outlining policy options to ensure taxpayer dollars are invested to have the greatest impact on reducing recidivism. The report, along with recommended legislation, outlines ways in which Massachusetts can enhance public safety, avoid nearly \$10 million in projected corrections costs by 2023, and accelerate further reduction of its incarcerated population, currently the second lowest in the nation.

Expanded Specialty Courts

The Trial Court continued to expand the number of specialty courts to reach its goal of 50 sessions by 2017. At the end of FY17, 45 specialty court sessions operated across the state as follows:

- 26 Adult Drug Courts
- 3 Juvenile Drug Courts
- 7 Mental Health Courts
- 5 Veterans Treatment Courts
- 2 Homeless Courts
- 1 Family Drug Court
- 1 Family Resolutions Specialty Court

New specialty court sessions in FY17: Cambridge Homeless Court (August 2016), Hingham Drug Court (August 2016), Pittsfield Drug Court (September 2016), Taunton Drug Court (November 2016), and Springfield Drug Court (January 2017).

Drug Courts

The Boston Municipal Court, District Court, and Juvenile Court Departments conducted drug court sessions in collaboration with the Department of Public Health, Bureau of Substance Abuse Services, and Department of Mental Health. The Franklin County Probate and Family Court created a Family Drug Court to provide services to parents or caregivers needing treatment who agree to participate in the program. Research shows that these specialized sessions reduce crime and substance abuse, enhance public safety, and strengthen families. Key elements of this structured approach include intensive probation supervision and therapeutic programming, frequent testing, and careful monitoring by the supervising judge.

In FY17, four drug courts successfully completed a certification process. Trial Court judges and staff worked with the Center of Excellence for Specialty Courts at UMass Medical to develop the certification process. The process includes a document review, self-assessment by the drug court team, and a two-day site visit by a Certification Team consisting of a retired judge, a drug court probation officer, and a specialty court clinician. The team determines if the drug court follows the ten Key Components for Drug Courts adopted by the National Association of Drug Court Professionals and the federal Bureau of Justice Assistance.

Mental Health Sessions

The Boston Municipal Court's Mental Health Diversion Initiative (MHDI) serves criminal defendants (primarily charged with misdemeanors and non-violent felonies) by offering a pre-trial diversion or post-conviction program of mental health treatment and strict probation supervision, rather than detention and jail time. The MHDI operates in the Central, Roxbury, and West Roxbury divisions. The District Court conducts mental health sessions in Quincy, Plymouth, and Springfield and a voluntary Recovery Session in the Cambridge District Court.



Strategic Plan 2.0 Themes

- Continuous Improvement
- Race & Unconscious Bias
- User Experience
- Public Trust & Confidence

Trial Court Goals

Preserve and enhance the quality of judicial decision-making.

Deliver justice with effectiveness, efficiency, and consistency in court operations and services.

Ensure fair access to the court system.

Respect the dignity of the judicial process and all participants and provide a safe environment.

Support a high-performance organization with a well-trained, engaged, collaborative, and diverse workforce.

Increase the transparency and accountability of court operations.

Strengthen relations with the Legislative and Executive branches.

Explore and expand collaborative and innovative approaches to delivering justice.

Enhance public trust and confidence in the judicial branch.

Veterans Sessions

Veterans Treatment Courts operate in the District Court divisions of Dedham, Framingham/Natick, Western Massachusetts (Holyoke), and Lawrence, as well as in the Central Division of the Boston Municipal Court. These treatment courts address the special needs of veterans, particularly issues of post-traumatic stress disorder and traumatic brain injury.

Homeless Court

This collaborative program established by the West Roxbury Division of the Boston Municipal Court, includes participation by the Suffolk County District Attorney's Office, Committee for Public Counsel Services, the Pine Street Inn and Shattuck Hospital. Participants who complete a substance abuse or job-training program are eligible to have their default warrants removed and their low-level cases terminated, since open default warrants impact a person's housing and employment opportunities. The District Court also operates a Homeless Court in Cambridge in collaboration with the Salvation Army.

Community Corrections Centers

Probation's Office of Community Corrections (OCC) conducted numerous community service and enhanced supervision programs in FY17 through its network of 16 Community Corrections Centers (CCC). Some 2,349 probationers participated in CCC programs, including: cognitive behavioral therapy, career counseling, educational supports, and comprehensive case management with accountability measures, such as drug and alcohol screening; community-work service, and electronic monitoring. More than 76% of CCC participants achieved a negative drug test.

CCCs piloted Technology Assisted Care with the support of the New England Addiction Technology Transfer Center, implemented a Bureau of Justice Assistance Drug Court Enhancement Grant, and continued quality improvement through new protocol for treatment dosage and transition benchmarks. In addition to enhanced supervision, CCCs provided a forum for Probation's Fatherhood Program, Intimate Partner Abuse Education Program in Pittsfield, and served as Drug Test Satellite Collection Sites. The OCC also improved its community work service through the procurement of new vans, in-service staff training on trauma-informed approaches to supervision, and increased

coordination of community service projects and pro-social modeling treatment goals at each CCC.

Domestic Violence Compliance

The Trial Court Domestic Violence Education Task Force continued to lead initiatives to ensure legal compliance with the Act Relative to Domestic Violence and to support the Act's policy goals. In FY17, more than 5,400 judges and employees completed five mandatory, online training modules on topics related to domestic violence, including the impact of domestic violence on victims, the impact of exposure to domestic violence on children, risk assessment, and information about intimate partner violence.

Provide a Safe, Sustainable Infrastructure*Capital Construction Projects*

The Trial Court invested \$64 million in new construction, renovation, and repairs in courthouses in FY17. The Facilities Management and Capital Planning Department engaged in numerous deferred maintenance projects across the state to address aging facilities. Working with the state Division of Capital Asset Management and Maintenance (DCAMM), the department completed approximately \$1.7 million of study, design, and construction work. The Court Capital Projects Department, which merged with Facilities Management in FY17, oversaw completion of major renovations in Greenfield and Salem and initiated construction for the new 267,000 square-foot Lowell Justice Center. The \$200 million project, which includes green energy technologies to improve efficiency, is estimated to be substantially complete by late 2019.

The \$65 million Franklin County Justice Center opened in February and the renovated Essex County Probate and Family Court opened in March 2017. Major renovation of the Haverhill District Court was well underway by the close of FY17. The expected \$9.4 million, 12-month long project consists of replacement of roof and windows, new elevator, accessible front entrance and mechanical, electrical, and interior finish upgrades.

Capital Master Plan

The Trial Court released its Capital Master Plan in FY17, concluding a multi-year collaborative effort with DCAMM and consultants with expertise in

courthouse planning, design and operations. The plan seeks to remedy the varying levels of deterioration found across the state's 100+ courthouses, identify funding needed to achieve these improvements, and provide a comprehensive approach for a more sustainable and efficient court system. This will be accomplished through a mix of repairs, renovations, and expansions to existing courthouses, as well as a number of proposed new regional justice centers.

Improve Operational Effectiveness

Electronic Filing

Electronic Applications for Criminal Complaint (EACC) expanded to 41 court divisions that received more than 175 electronic complaints daily along with the case-related materials. By the end of 2017, more than 30,000 EACC cases were entered into MassCourts, the Trial Court's web-based case management platform. More than 90 local police departments had incorporated EACC into their incident reporting systems. For civil cases, the courts expanded the use of e-filing for certain civil case types in the District Court, Boston Municipal Court, Probate and Family Court and Housing Court. In FY18, expansion will add other departments and case types. In addition, Guide and File tools are being used to build guided interviews that would create a filing by self-represented litigants in small claims cases.

MassCourts

Select MassCourts Statistics

As of the end of FY17, MassCourts contains:

23	million cases
51	million case calendar events
18	million electronic documents in the Document Management System

Throughout FY17 the MassCourts system processed between 900,000 and 1.1 million transactions per day in support of all Trial Court departments. Focus turned to other supporting areas around the core MassCourts case management application, including expanded document management and scanning for all departments in all locations. The 1,200 scanning devices enable courts to capture over 200,000 new electronic documents per month. Another ongoing upgrade will provide judges and clerks with view-only access to most cases across

department divisions and in some instances, to cases in other departments. Criminal docketing in MassCourts is expected to begin in the Boston Municipal and District Courts in FY18.

e-Access & Attorney Portal

The Trial Court continued to enhance its e-access portal allowing various case searches on the public internet (mass.gov/courts), and on public computers located in courthouses across the state. E-access is now available on mass.gov/courts for some case types in every Trial Court department except the Juvenile Court. The use of the Attorney Portal continues to grow, with over 11,000 registered attorneys using the system by the end of FY17.

Digital Recording in Courtrooms

The Trial Court continued to install the digital recording system For The Record throughout the state's 436 courtrooms. FTR downloads recordings of courtroom proceedings across the state to a central server and will be integrated with MassCourts to track and locate recordings for individual cases. In FY17, the Trial Court installed 134 FTR systems bringing to 264 the number of courtrooms equipped since 2015. Completion is expected in FY19.

Professional Development & e-Learning Center

The Judicial Institute offered and managed more than 260 separate live education programs and 175 local education sessions in the system, documenting and awarding learning credit for training provided by local managers for their staff. The Massachusetts Probation Service, Security Department, and other Trial Court entities offered hundreds more. The Judicial Institute offered additional training for Trial Court judges and employees, including a significant expansion of its technology training, with more than 50 programs on Word, Excel, PowerPoint and other technology tools. Mandatory online Domestic Violence Training was administered through the Trial Court e-Learning Center, a new learning management system that registers program participants and provides training materials.

Juror Utilization

Juror utilization remains a top priority for the Trial Court and the Office of Jury Commissioner. In FY17 the statewide juror utilization rate was 46.2 percent, following a record high 47.2 percent

in FY16. The OJC and Trial Court departments continued to emphasize this metric and provided best practices for court use in projecting and modifying the number of jurors needed on a given day for possible impanelments.

Engage Local Communities

National Adoption Day

National Adoption Day is one of several projects supported by the Court Improvement Program, a federally-funded program administered by the Supreme Judicial Court. In November 2016, over 100 children in state foster care were formally adopted across the state as part of the 14th annual National Adoption Day. The event raises awareness of the thousands of Massachusetts children in need of adoptive families. Adoption ceremonies occurred at the George N. Covett Courthouse in Brockton, which served as the statewide media site for the event, the Edward W. Brooke Courthouse in Boston and the Worcester Trial Court.

Juvenile-Focused Partnerships

All divisions of the Juvenile Court partnered with local Probation and Office of Community Corrections staff, community leaders and non-profits to plan and implement a wide variety of community-based programs, including Operation Night Light, Shakespeare in the Court, Mothers Helping Mothers, Truancy Watch, Stop Watch, Bridging the Gap, and the Juvenile Resource Center.

Partnerships with Bar Associations, Schools, Non-Profits, and Law Enforcement

Judges, clerks, probation staff, and many others across all court departments partnered with their local communities on programs that address local needs. School-based efforts shared information about the court's role in the community through opportunities such as mock trials and internships. Outreach included ongoing work with advocacy and membership groups that regularly interact with the courts. Courts also worked with local law enforcement to provide guidance on a range of issues, such as new statutes and rules amendments. Probation staff continued work with local police, non-profits, and other entities to design programs that combat violence and reduce crime. In March, over 20 judges participated in the American Bar Association's first-ever National Judicial Outreach Week. Judges visited schools

and community centers to speak about the work done in the courts and how the American legal system works. Law Day celebrations took place in May in 12 courthouses statewide.

Jury Outreach and Education

The Office of Jury Commissioner (OJC) continued its outreach to urban, underserved, and adult audiences to assure the most diverse and representative jury pools. In FY17, the OJC community outreach program with schools and community groups, court personnel and others reached 5,464 people, who attended 160 OJC Public Outreach presentations at 80 different locations.

Changing Lives Through Literature

Sixteen probationers celebrated completion of the Changing Lives Through Literature (CLTL) program at the Lawrence District Court in May 2017. The CLTL Program is a seven-week program created more than 20 years ago by a probation officer, judge, and literature professor to engage probationers in an activity that would reduce recidivism and demonstrate to probationers that there are better opportunities available to them through education. CLTL explores diverse works of literature and poetry, and is one of the longest running programs of the Massachusetts Probation Service (MPS). There are roughly 20 CLTL Programs offered statewide in the court system and facilitated by Probation Officers.

Massachusetts Trial Court by the Numbers

Data is for Fiscal Year 2017 or as of June 30, 2017, unless otherwise noted.



People

Judicial positions authorized by statute	379
Total Judges and Staff	6,333
Percent Women	57.5%
Percent Diverse Staff	23.5%
Judicial Institute (JI) Training Programs	269



Access to Justice

Judicial Emergency Response (calls after hours)	5,575
Interpreted Events	89,500
Number of Languages	109
Law Libraries	15
Law Libraries: On-site Patrons	39,903
Six Court Service Centers (intakes to date)	82,811
Judiciary Website Visitors (mass.gov/courts)	4.6M
Judiciary Website Page Views	25.1M



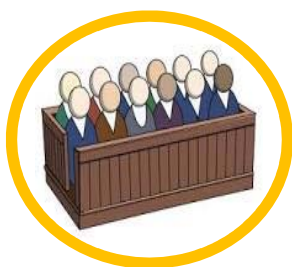
Money Matters

Operating Appropriation	\$ 639.4M
General Revenue Collected	\$ 59.4M
Probation Fees Collected	\$ 17.8M



Court Business

New Case Filings	917,874
Cases in MassCourts	23M
Electronic Documents in MassCourts	18.2M
Calendar Events in MassCourts	51M
Jury Trial impanelments	3,657
Jurors Appearing	195,413
Juror Utilization Rate	46.2%
Probation Supervision Caseload	70,201
Probation Surrender Hearings	43,132
Total GPS Caseload	3,492
Community Correction Centers (CCC)	16
CCC Enrollment	2,158
Specialty Courts	45
Adult and Juvenile Drug Courts	30
Mental Health Courts	7
Veterans Treatment Courts	5
Other	3
Video Events	14,200
Stays in Lockup	215,661



Case Flow Metrics

Clearance Rate	103.0%
Cases Disposed Within Time Standards	86.7%
Pending Caseload	207,062
Trials Held Within Two Date Settings	73.7%



Facilities

Total Facilities	125
Facilities with Courtrooms	99
State/County Owned Facilities	80
Leased Facilities	43
Number of Courtrooms	429
Total Facilities - Floor Space in Sq.Ft.	5.6 M

Boston Municipal Court Department

Fiscal Year 2017 Highlights

Section 35 Pilot for Civil Commitments

The Boston Municipal Court Department (BMCD) promulgated Standing Order 1-17 for a Pilot Initiative in the West Roxbury Division, effective May 1, 2017. This order established procedures for police or physicians seeking civil commitments for people in need of hospitalization due to alcohol and/or substance disorders without having to appear in person, resulting in more immediate help for high risk patients. Since May, 62 referrals have been made by law enforcement and physicians for civil commitment under the new procedures. Of those referrals, 66% were for substance use disorder, 23% were for alcohol use disorder and 11% were for both substance use and alcohol use disorder.

Full Criminal Docketing

The BMCD now has four divisions using MassCourts with full criminal docketing: Central, Charlestown, East Boston, and West Roxbury. The improved case management system includes more detailed docket entries to accurately reflect activity on a case, and has significantly reduced manual docketing by court staff. By year-end, the BMCD's remaining four divisions converted to full criminal docketing.

Expansion of Civil e-Filing

In June 2017, the BMCD expanded its electronic civil case filing initiative by piloting electronic filings for small claims and supplementary process cases in its West Roxbury Division. The Brighton Division was the first to receive electronic civil case filings. As a result, clerk's office staff no longer need to manually create cases, or accept paper applications, streamlining the filing process.

Auto Notify Program

The BMCD received a Trial Court Innovation Grant to fund an "Auto-Notify" pilot based in the West Roxbury Division. Court users can opt to receive automated phone messages reminding them of upcoming court hearings. Besides providing a service to litigants, the goal is to reduce failure to appear rates. This will result in more efficient caseload management, and better allocate resources and court staff. The pilot is being used for Civil Motor Vehicle Infraction hearings. If the program is successful, it will expand to other case types.

MassCourts "Tip of the Month"

Each month, Local User Experts receive MassCourts tutorials, fostering continued learning and improving user accuracy and efficiency. Tip of the Month is based on frequent questions or suggestions received from MassCourts users in the field. These tips are also catalogued on the Courtyard intranet, so users can refer back to them easily.

Increased Use of Alternative Dispute Resolution (ADR)

ADR enables the BMCD to resolve cases within time standards, improve caseload management and provide cost-effective options to the public. ADR also improves awareness and access, personnel training and education, quality of services, and collaboration with outside mediation service providers. Each BMCD division has an appointed ADR coordinator. The BMCD plans to utilize an ADR tracking report within MassCourts in FY18, which will allow the department to easily track and analyze cases being referred to ADR.



Edward W. Brooke Courthouse,
Boston

Judges: **30**

Divisions: **8**

FY2017 Case Filings: **80,400**

Jurisdiction:

Civil jurisdiction includes cases in which the likely recovery does not exceed \$25,000; small claims cases; summary process cases; mental health, and alcohol and drug abuse commitments; domestic violence restraining orders and harassment prevention orders. Criminal jurisdiction extends to enumerated felonies punishable by a sentence of up to five years and many other specific felonies with greater potential penalties; misdemeanors, including violations of domestic violence restraining orders; and violations of city and town ordinances and by-laws. The Court has jurisdiction over evictions and some related matters, and provides judicial review of some governmental agency determinations.

District Court Department

Fiscal Year 2017 Highlights

Professional Development

The District Court held a series of three regional educational meetings for its judges. Topics included: training on revised standards forms and rules in mental health and domestic violence, updates to the marijuana law, issues related to recusal, and S.J.C. Rule 3:10 Assignment of Counsel. There were presentations on current street drug trends and the impact on substance abuse, as well as a discussion on the Report of the Criminal Justice Task Force and Pretrial Conditions of Release. A series of three regional educational meetings for District Court clerks was also conducted, involving a variety of topics of interest to clerk magistrates. The District Court's annual three-day judicial conference in June focused on topics related to evidence.

Videoconferencing

Videoconferencing use and capability has dramatically increased throughout the District Court, and is in use in nearly all locations. Videoconferencing has been used for various criminal court events, including, among others, pretrial hearings, compliance and election hearings, speedy trial requests, and default and warrant removal hearings. Currently, most Houses of Correction, and all DOC facilities, including those for women in Chicopee and Framingham, are able to videoconference with most District Court divisions. The use of videoconferencing is intended to reduce costs, address safety concerns and delays associated with the transportation of prisoners and detainees, and improve the efficiency of case management through technology, while safeguarding individual access to justice and due process rights. It can also help to alleviate resource shortages in other situations, such as mental health hearings, or arraignments when no judge is present in the building.

The Lee G. Johnson Educational Collaborative

In FY17 the District Court initiated the Lee G. Johnson Educational Collaborative, an outreach program educating students about the judiciary and the justice system. Named for the late Hon. Lee G. Johnson, former First Justice of the Malden District Court, the Collaborative focuses on how community courts protect individual rights and provide equal access to justice for all citizens. Courts hosted school groups and judges visited high schools. The Collaborative supplements existing outreach efforts in which District Court judges interacted with hundreds of students across the Commonwealth, including: Young Women Career Day at Lawrence High School, Methuen Women's History Month at Methuen High School and Civic Education Day at North Andover Middle School.

Valor Act Session

In response to increased numbers of cases involving the Valor Act, Plymouth District Court now dedicates twice-monthly sessions to review these cases, in light of the Supreme Judicial Court's opinion in *Commonwealth v. Morgan*, 476 Mass. 768 (2017). The court reviews the programming and progress for potential defendants, and assesses who is eligible for services under the Valor Act. In instances where defendants may not be eligible for services, the court develops case specific plans and conditions for individuals with prior military service. The session helps the court stay informed and involved with these cases, and often provides the court with the ability to divert individuals from prosecution in compliance with the statute.



Fall River Justice Center

Judges: **158**

Divisions: **62**

FY2017 Case Filings: **582,710**

Jurisdiction:

Civil jurisdiction includes cases in which the likely recovery does not exceed \$25,000; small claims cases; summary process cases and related matters; mental health, and alcohol and drug abuse commitments; domestic violence restraining orders and harassment prevention orders. The Court also provides judicial review of some governmental agency determinations. Criminal jurisdiction extends to felonies punishable by a sentence to state prison of up to five years and many other specific felonies with greater potential penalties; misdemeanors, including violations of domestic violence restraining orders; and violations of city and town ordinances and by-laws.

Housing Court Department

Fiscal Year 2017 Highlights

Statewide Expansion of the Housing Court

In FY17, after many years of effort, the Housing Court will expand to all areas of Massachusetts under the Commonwealth's final FY18 budget. There was overwhelming support for expansion from the community, bar associations and the Trial Court. Under the expansion, an additional two million people in 84 towns and cities will have access to a housing court.

Lawyer for the Day (LDP) and Limited Assistance Representation (LAR)

The Housing Court's five divisions continue to follow Standing Order 1-01, which governs LDP, in which attorneys provide limited pro-bono legal advice to self-represented litigants in the Housing Court on a first-come, first-served basis. Through the years the LDP has helped self-represented litigants, both landlords and tenants, gain access to justice within the Housing Court.

The list of LAR attorneys continues to grow and is posted on the Trial Court's website: mass.gov/courts/housingcourt.

Scanning Pilot

In January 2017, the Housing Court launched an innovative scanning pilot for all summary process (eviction) case filings. Court staff scan and view summary process documents on MassCourts. In FY17, 27,936 summary process cases were filed within the Housing Court, representing roughly 70% of total departmental case filings. Scanning helps improve caseflow management and reduces the number of continued hearings by allowing staff to remotely access summary process documents online from any satellite location. The documents will eventually be viewable to the public online, bringing the Housing Court one step closer to digitization of its case files.

Small Claims E-Filing Pilot

In May 2017, the Boston Division began a small claims e-filing pilot, allowing litigants to electronically file their small claims cases. The Housing Court plans to expand the pilot to the other divisions.

Community Partnership & Outreach

Community outreach continues to be a top priority. The Housing Court was active in various continuing legal education programs throughout the state. Judges and staff members participated in programs sponsored by Massachusetts Continuing Legal Education such as the Housing Court Judicial Forum and Residential & Commercial Landlord-Tenant Practice in Massachusetts, and attended the Real Estate Bar Association Landlord Tenant Section's Boston kickoff meeting.

Collaborative Trainings

In November 2016, judges, clerk-magistrates and housing specialists joined Land Court staff for a shared annual conference. The group addressed areas of mutual concerns, including mental health issues, implicit bias, public access to court records, and mortgage and foreclosure issues. In May 2017, the Department's field coordinator worked in partnership with the ADR coordinator and chief housing specialists to design a full day educational program for all housing specialists. The program addressed biases and challenges, Department of Housing and Community Development shelter eligibility, Tenancy Preservation Program and ADR; Americans with Disability Act and judgments and creditors.



Taunton Trial Court

Judges: **10**

Divisions: **5**

FY2017 Case Filings: **40,381**
ADR Referrals: **21,503**

Jurisdiction:

The Housing Court has jurisdiction in law and equity over all civil and criminal matters involving the use of residential property and the activities conducted thereon as well as the use of any other real property and the activities conducted thereon as such affect the health, safety, or welfare of any resident, owner, or user of residential property. The Housing Court hears summary process (eviction), small claims, and civil actions involving personal injury, property damage, breach of contract, discrimination, and other claims. The Housing Court also adjudicates code enforcement actions and appeals of local zoning board decisions affecting residential property.

Juvenile Court Department

Fiscal Year 2017 Highlights

Caseflow Management Teams

In FY17, Juvenile Court divisions across the Commonwealth created Caseflow Management Teams, which meet regularly to identify and resolve case processing issues. The teams are comprised of representatives from the Clerk Magistrate's office, judges, Probation, chief court officers, the District Attorney's office, the Committee for Public Counsel Services, the Department of Children and Families and the private bar.

Suffolk County Diversion Program

The Suffolk County Juvenile Court partnered with the Suffolk District Attorney's Office to implement a diversion program in FY17. This aggressive program is available for youth pre-arraignment and post-arraignment on both felony and misdemeanor charges. Youths are selected to participate in the program after a comprehensive assessment, and are not automatically excluded if they have previous court involvement. Diverted youth are referred to one of several community partners for services.

Workforce Development Placements

The Bristol County Juvenile Court has partnered with the Youth Connection program to refer youth for education and training that will lead to employment. Participants take part in paid short-term work placements at public, private and non-profit work sites. The goal is ultimately to expand these opportunities to parents involved with the court on Care and Protection cases.

Digital Communication Pilot

The Clerk Magistrate's office in Norfolk County implemented a successful pilot to improve communication, reduce work load and save money. The office now scans and emails all court appointment orders to Guardian Ad Litem (GALs) and Court Investigators. Office staff also scan rulings on motions and court orders and send them by email to attorneys of record. Additionally, requests for counsel are emailed, saving an enormous amount of time previously spent calling individual attorneys.

Family Drug Court Grant

The Franklin/Hampshire Juvenile Court, in partnership with Franklin Probate Court, received a \$2.1 million grant to develop a Family Drug Court in Franklin County. The funding will be utilized over a five-year period and will enhance and strengthen the Franklin County Drug Court's existing efforts to improve the negative impact of substance use and co-occurring disorders for families in Western Massachusetts.

Shakespeare in the Courts

The Berkshire County Juvenile Court collaborates with the talented professionals at Shakespeare and Company to run two annual sessions of Shakespeare in the Courts. The program is open to juveniles on probation, involved with a CRA or participating in diversion, and consists of daily intensive acting/communication sessions. Each session culminates in a live performance of Shakespeare works before an audience of family, friends, attorneys and local and state dignitaries. This year, the program received media coverage from CBS This Morning, the New York Post and the Boston Herald.



Worcester Trial Court

Judges: **41**

Divisions: **11**

FY2017 Case Filings: **34,483**

Jurisdiction:

The Juvenile Court Department has general jurisdiction over delinquency, children requiring assistance (CRA), care and protection petitions, adult contributing to a delinquency of a minor, adoption, guardianship, termination of parental rights proceedings, and youthful offender cases.

Land Court Department

Fiscal Year 2017 Highlights

Permit Session Report

Pursuant to MGL c. 185, §3A, cases filed in the Land Court Permit Session are individually assigned to a judge who handles the case from commencement to conclusion. By statute, the cases allowed entry into the Permit Session only include specified disputes where, "...the underlying project or development involves either 25 or more dwelling units or the construction or alteration of 25,000 square feet or more of gross floor area or both." The legislation also established three timeframes or tracks for these cases to follow from filing to trial and then to disposition.

Six Permit Session cases were pending at the beginning of FY17. During the fiscal year one new case was filed and six were disposed, resulting in one case remaining pending at the close of the fiscal year. That pending case filing was a transfer from Middlesex County into the Permit Session. The six cases disposed had a filing to disposition range from six months to 23 months, with an average of 11 months from filing to final disposition.

Digitization

The Land Court continues to move toward a more digitized data management and access environment. A pilot document scanning and paper numbering process for Tax Lien cases began in January 2017. The Court also began exploring ways to implement e-filing. Expansion of document scanning and potential e-filing will allow the Court to reach its goal of making case documents available online in the future.

In the Recorder's Office Survey Division, a large format scanner now allows requested registered land surveyor and final plans, which are archived at the court, to be digitally scanned and delivered electronically rather than by printing a copy to be mailed or picked up at the court. By request, 43% of the total plan copies made were delivered using this electronic method in FY17. A Request for Information (RFI) seeking vendor input was issued to replace outdated the Survey Division case management and plan drafting computer system. The procurement of a new system will provide updated platforms for Survey staff to draw and manage registered land plans, and will eventually allow for greater public access to the Survey Division plan information. In addition, the Court continues to update and add fillable and saveable forms to its public website.

Registries of Deeds Pilot Programs

A group of Land Court judges and staff worked with the Registers of Deeds Association and the Secretary of State's Office on pilot programs at four Registry offices to accept electronic filing of documents for registered land properties. In April 2017, the pilots began at the Hampden County, Southern Essex (Salem), Northern Essex (Lawrence), and Norfolk County Registries of Deeds.

Litigation Alternatives

At the recommendation of the committee of judges and attorneys convened in FY15 to streamline processes resulting in more efficient and effective litigation, Land Court Rule 14 Binding Summary Decision Following Bench Trial: Waiver by Parties of Detailed Findings of Fact and Rulings of Law, was adopted and became effective in January 2017. Several committee members presented this new rule at a session of the Real Estate Bar Association's Spring Conference.



Suffolk County Courthouse, Boston

Judges: 7

Case Filings in FY2017: **18,210**

Jurisdiction:

The Land Court Department of the Trial Court has statewide jurisdiction. The court has exclusive, original jurisdiction over the registration of title to real property and over all matters and disputes concerning such title subsequent to registration. The court also exercises exclusive original jurisdiction over the foreclosure and redemption of real estate tax liens. The court shares jurisdiction over other property matters. The court has concurrent jurisdiction over specific performance of contracts relating to real estate and over petitions for partitions of real estate. The court shares jurisdiction over matters arising out of decisions by local planning boards and zoning boards of appeal. Both the Land Court and the Superior Court Department have jurisdiction over the processing of mortgage foreclosure cases, determining the military status of the mortgagor. Additionally, the court has superintendency authority over the registered land office in each registry of deeds.

Probate and Family Court Department

Fiscal Year 2017 Highlights

Franklin County Family Drug Court

The Franklin Probate and Family Court operated the state's first family drug court in FY17. This specialty court provides a collaborative, non-adversarial approach to address substance use disorder and its effect on the family, especially children. The Trial Court applied for and received federal funding to provide more intensive case management services that parties need in order to be successful. The requested grant will also be used to expand the Franklin Drug Court to families with cases in the Franklin Juvenile Court. With the approval of this \$2.1 million grant, the Franklin Courts will be able to provide services to 175 parents, 240 children, and 180 caregivers. Statistics show that 63% of parents complete treatment in family drug courts in other states where this type of intensive case management and recovery coaches are available.

Family Centered Case Resolution and Case Management

In FY17 the Probate and Family Court announced the approval of Standing Order 2-17, Family Centered Case Resolution and Case Management in the Probate and Family Court. The focus is to provide alternatives to litigation and provide litigants with options at the beginning of their case including:

- An early case settlement process which includes ADR screening, limited discovery and participation in a settlement conference early in the life of the case.
- Mandatory referral to ADR screening in cases involving disputes relative to parental rights and responsibilities.
- Requiring settlement conferences prior to pre-trial conferences for all divorce and divorce modification cases involving disputes over parental rights and responsibilities.

The goal of this initiative is to limit the number of cases that go to trial and to promote settlement early in a case, and to give the litigants and the attorney the means and tools to successfully do so.

Quadrennial Review of the Massachusetts Child Support Guidelines

In 2016, a task force conducted the quadrennial review of the child support guidelines. Led by Chief Justice Ordoñez, task force members included bar members, a judge, an economist, court staff, and a project manager. The team met from March 2016 to June 2017 with the goal of building upon the work of prior task forces while taking into consideration the current economic climate. The task force added a commentary section to make the guidelines more understandable, which received much positive feedback. In making substantive changes to the guidelines, the team considered information and commentary received through five public forums, survey responses from Probate and Family Court employees, and email commentary submitted during a period of public comment.



Franklin County Courthouse,
Greenfield

Judges: **51***

Divisions: **14**

Case Filings in FY2017: **138,873**

Jurisdiction:

The Probate and Family Court of Massachusetts has jurisdiction over family matters such as divorce, paternity, child support, custody, parenting plans, adoption, termination of parental rights, and abuse prevention. Probate matters include wills, administrations, guardianships, conservatorships and change of name. The Court also has general equity jurisdiction.

* The number of judges includes the current Chief Justice of the Probate and Family Court, the Honorable Angela M. Ordoñez, and the current Chief Justice of the Trial Court, the Honorable Paula M. Carey, who is an authorized Justice of the Probate and Family Court.

Superior Court Department

Fiscal Year 2017 Highlights

E-Filing Pilot Project

Under the Trial Court's Electronic Case Filing Initiative, in FY17 the Superior Court began to develop an e-filing project. This initiative will streamline filing processes and eliminate most paper filings in certain civil cases. Two Superior Court counties, Middlesex and Barnstable, have been selected as pilot sites to implement the system. A committee of personnel from the Administrative Office of the Superior Court and from clerks' offices in the two pilot counties and other counties has been meeting regularly with the Judicial Information Services Department to discuss strategies to ensure an effective and illustrative pilot. The pilot aims to facilitate a smooth and successful transition to the remaining 12 counties of the Superior Court.

Civil Litigation Options

During FY17, the Court implemented changes in civil litigation resulting from the recommendations of the Working Group on Options for Cost Effective Civil Litigation. New Superior Court Rules 20 and 30B, providing for individual case management orders and clarifying requirements for expert disclosure, took effect on January 1, 2017. Also on that date, the Court began to implement a pilot project for early case management conferences in specified case types.

Caseflow Management and Metrics Progress

For many years, the Superior Court has produced statistical case management reports, which serve as internal case management tools to assist judges and clerks in running sessions effectively and efficiently.

The Court routinely gathers data for the reports through MassCourts. The four metrics the Superior Court concentrates on are: clearance rate, time to disposition, cases pending beyond time standards, and trial date certainty.

For FY17, the Superior Court endeavored to reach the goals set for each metric. The Court achieved a throughput of 102%. Civil trial date certainty, which is the percentage of cases tried on the first or second scheduled trial date, was 70%, a 10% increase over the previous year.

The Superior Court continued its work to improve data quality and timeliness under MassCourts. Much time and attention was given to staff training and program enhancements.

Community Outreach

The Superior Court is dedicated to educating the public regarding its history and mission. It has served as host for numerous moot court competitions, advocacy workshops, and mock trial tournaments, involving thousands of students ranging from high school to law school.

Superior Court judges have served as panelists for bar associations and educational institutes. Seventeen Superior Court judges participated in the American Bar Association's first annual public outreach initiative called National Judicial Outreach Week. The judges spoke about this year's theme, Preserving the Rule of Law, to students and senior groups across the Commonwealth. Several of the justices, in association with judges from other courts and probation officers, have participated in Changing Lives through Literature programs held at community colleges.

A number of judges performed naturalization ceremonies in Bristol, Suffolk and Middlesex counties.



J. Michael Ruane Judicial Center
Salem

Judges: **82**

Counties: **14**

Case Filings in FY2017: **22,648**

Jurisdiction:

The Superior Court has original jurisdiction in civil actions over \$25,000, and in matters where equitable relief is sought. It also has original jurisdiction in actions involving labor disputes where injunctive relief is sought, and has exclusive authority to convene medical malpractice tribunals.

The Court has exclusive original jurisdiction in first degree murder cases and original jurisdiction for all other crimes. It has jurisdiction over all felony matters, although it shares jurisdiction over crimes where other Trial Court Departments have concurrent jurisdiction. Finally, the Superior Court has appellate jurisdiction over certain administrative proceedings.

Office of Jury Commissioner

Fiscal Year 2017 Highlights

Postcard Pilot

The OJC conducted a successful postcard notification pilot program in FY16 with an \$8,000 Trial Court Innovation Grant. The pilot exceeded all expectations, with 65% of recipients responding. As a result, in FY17 the OJC adopted postcard notification as a regular business practice, and has seen a fairly consistent 66% response rate through the end of FY17. The program will create an estimated cost savings of at least \$120,000 per year by eliminating costly summons packages sent to well over half the people summoned annually.

As an additional benefit, the program has dramatically increased the number of people using the website as their first, and usually only, method of contact with the OJC. As of the end of FY16, the percentage of people using the website to respond stood at a record high of 54%. However, after implementation of the postcard program, and following years of single-digit increases, that percentage jumped 16 points to 70%. Over two-thirds of all summons responses are now handled online. At the same time, costly mailed responses dropped significantly, from 29% to 13.5%, while telephone responses dropped slightly to 16% (previously 17%). These figures suggest that cost savings over time could be even greater than originally projected.

Signature Jury Experience Training Program

As part of its Juror Experience Initiative to improve citizens' experience of jury service from receipt of the summons through post-court feedback, the OJC worked with the Judicial Institute and the Chief Experience and Diversity Officer to develop a one-day training program for jury pool officers. The Signature Jury Experience is modeled on the Trial Court's Signature Counter Experience program provided to all clerks and some other court personnel. The Trial Court Security Department has made the Signature Jury Experience program mandatory for all court officers who staff the Commonwealth's jury pools. The program has been presented in several different locations thus far, and will continue in FY18.

Confidential Juror Questionnaire Revision

In response to a juror inquiry about the Confidential Juror Questionnaire, which asked people to identify themselves as "Male" or "Female," the OJC and the Jury Management Advisory Committee (JMAC) began examining alternatives. After conferring with the Trial Court Legal Department and the National Center for State Courts, the JMAC voted to remove the "M__ F__" section of the questionnaire and replace it with "Sex/Gender Identity _____," thereby allowing jurors to identify themselves as they choose while complying with the statute and providing the court and parties with important information during impanelment. It appears that Massachusetts is the first state to offer this option, and the OJC is the first state agency in Massachusetts to do so.

Juror Stress Initiative

OJC and JMAC are addressing stress-related issues some jurors may experience resulting from their service. The OJC designed a brochure for courts to distribute to jurors at the conclusion of particularly stressful trials, offering resources and suggestions for identifying and managing stress. The OJC also conferred with the federal court system and the National Center for State Courts about techniques used in other jurisdictions, and is examining potential legislative solutions.



The mission of the Office of Jury Commissioner is to provide randomly-selected pools of eligible jurors, representative of the community from which they are drawn, to each of the jury courts of the Commonwealth of Massachusetts, in accordance with the needs of those courts and the direction of the Trial Court.

Constitution of the Commonwealth of Massachusetts

Article XII

And the legislature shall not make any law, that shall subject any person to a capital or infamous punishment...without trial by jury.

Article XV

In all controversies concerning property, and in all suits between two or more persons . . . the parties have a right to a trial by jury; and this method of procedure shall be held sacred . . .

Jurors Summoned in FY17: **691,580**

Jurors Serving in FY17: **148,742**

Juror Utilization Rate (% of jurors appearing who are impanelled, challenged, or excused): **46.2%**

Massachusetts Probation Service

Fiscal Year 2017 Highlights

Workforce Training and Investment

During FY17, MPS hired and promoted 314 employees, resulting in nearly 1,800 full-time MPS employees by June 30, 2017. More MPS employees have advanced degrees and experience than ever before. The MPS Training Department provided employees with an average of 6.9 days of training during the year. Over the past year, MPS staff across the state attended over 500 onsite and online classes, seminars, webinars, conferences, conventions, and local education initiatives offered by the Training Division and external providers.

Responsive Records Unit

Employees of MPS played a major role in the past year through the Records Unit's successful processing of 36,694 Annie Dookhan-related cases within a 6-week timespan. Dookhan, a former chemist, admitted to falsifying evidence. MPS's Records and CARI (Criminal Activity Records Information) Units led efforts to correct records in 60 courts. The Records Unit also expertly handled an increase in phone inquiries following a recent law requiring background checks on drivers who work for ride sharing companies. The Unit experienced a 20-25% increase in phone inquiries between December and April from drivers who were denied further employment based on the results of their background checks.

Best Practice Supervision for Juvenile Delinquency Cases

MPS saw a positive shift in juvenile supervision in FY17. In May 2016, Juvenile Court Probation began transitioning to a fourth generation risk assessment system for youth, the Ohio Youth Assessment Risk Need Responsivity standards. During that transition, a significant transformation took place: while the old standards scored about 75% of cases as maximum supervision, 20% as moderate supervision and 5% as low supervision, the new standards scored 24% as maximum, 24% as moderate and 50% as low. The new model enables probation officers to focus on youth most in need of supervision and support, which research shows to be the most effective and cost efficient approach.

Growth of Victim Services Unit

The Victim Services Unit (VSU), established in FY16, offers court accompaniment, crisis intervention, notification, service referral, and access to CORI/notification of release to victims and survivors. The VSU integrates victims and survivors into the work of the MPS and addresses their unique needs in a trauma informed manner. During FY17, VSU tripled its existing Victim of Crime Act funding and successfully applied for a Drunk Driving Trust Fund grant to support a fifth Victim Services Coordinator with particular expertise in services to victims and survivors of impaired drivers. During FY17, the VSU provided direct services to 1,357 new victims and survivors of crime across the Commonwealth, with 931 victims/survivors receiving ongoing services.

Diversity Initiative

MPS's Statewide Committee on Workforce Diversity and Cultural Competency (WDCC) promotes equity, diversity, inclusion and effectiveness through development of a culturally competent and diverse workforce. Cultural Proficiency Champions (CPCs) serve as ambassadors at each court. The goal of the WDCC and CPCs is to develop a diverse and culturally proficient workforce that is inclusive and dedicated to providing equitable access to justice through customer service delivery. A growing percentage of court users are people of color, members of the LGBTQ+ community, and individuals from varied cultures and backgrounds. The MPS workforce increasingly reflects the diversity of the court users it serves.



The Massachusetts Probation Service (MPS) employs 1,800 professionals who work to increase community safety, reduce recidivism, contribute to the fair and equitable administration of justice, support victims, and survivors, and assist individuals and families in achieving long-term positive change.

MPS supervises and provides rehabilitative services to individuals under court-ordered supervision. MPS supports court operations and decision making through case processing and managing and delivering electronic information. MPS updates and quality checks information which feeds law enforcement information systems.

MPS employs evidenced-based tools and programming to address offenders' needs. MPS plays a critical role in child protection through Probate and Family and Juvenile Courts. MPS provides dispute mediation and disposition support to ensure child safety and best interests.

MPS leverages technology to further support public safety and rehabilitation through a 24/7 electronic monitoring (ELMO) center that monitors and responds to offenders being supervised by sophisticated GPS and remote alcohol monitoring devices.

MPS's Office of Community Corrections operates 16 centers, providing intermediate sanctions and supervision for higher-risk offenders on probation, parole, and correctional pre-release. Offenders receive intensive supervision and access to rehabilitative services such as substance abuse and mental health treatment and job training in one setting.

MPS's Community Service Program deploys an average of 54 crews daily, to landscape public areas, staff food kitchens and homeless shelters, and assist in trash, snow and ice removal along the highways.

2017 MASSACHUSETTS TRIAL COURTS **EXCELLENCE** AWARDS

Boston Municipal Court

Emily Santilli

District Court

Natick / Framingham District Court Record

Retention Project Team: Brian Kearney, Ashley Fiandaca, Lyndsay Joyal, Ari Brandstein, Barbara Gould-Cincotta, Laurie Bergeron

Electronic Application for Criminal Complaint

Teams: *Brookline District Court:* Edward Savage, Kristin O'Hara, Lillian Robinson, Janice Sennott

Concord District Court: Ann Colicchio, Dawn

Armstrong, Helen Cappetta

Framingham District Court:

John Deluca, Marietta Anastos, Antonio Bianchi, George Marinofsky

Natick District Court: Brian Kearney, Ari Brandstein, Ashley Fiandaca, Lyndsay Joyal

Orleans District Court: Marion Broidrick, Dolores Bowman, Deborah Downs, Judith Moldstad, Susan Patterson

Probate and Family Court

Franklin County Family Drug Court Team:

Judge Beth Crawford, John Merrigan, Jodie Nolan, Alexa Flanders, Bette Babinski, Linda Singer, Daniel Baldner, Jennifer Neumann, Doris Harker, Margaret Mercier

Superior Court

Edward Curley

Lucille Pasquale

Juvenile Court

Claudia Orcutt

Land Court

Spring Conference Training Team:

Lauren Reznick, Christina Geaney, James Bothwell, John Harrington, Leo Bieler, Edgar Packard, John Vitale

Probation

Michael Borden

Joann Fitzgerald

Cultural Proficiency Initiative and Cultural Appreciation Day Team:

Pamerson Ifill, Carmen Gomez, Kevin Martin, Michael Dube, Amy Koenig, Susan Conrad, Garry Porter, Eric Lam, Lorna Spencer, Jodi Fitzsimmons, Claudine Bala, Alice Lord, Sarah Joss, Coria Holland
Sex Offender Risk Need Evidence-based Tools and Standards Committee: Felipe Romero, Paul Cervizzi, Jean Curtin, Philip Carofaniello, Kelly Jeager, Christopher Bowen, Dawn Marie Varney-Mahoney, Sarah Joss, Andrew Peck

Office of Court Management / Executive Office

Andrew Mangan

Matthew Scalifani

Donna Hall

Gerardo Burgos

Nantucket District Court Life-saving Effort:

Suzette Brown, David Potter, Brian Kearney

Facilities Team: SJC Bench Construction:

Nelson Santos, Rick Crosswell, Greg McMahan, Steve Zalewski, Norm Eldredge, Ned Skomurski, Angela Coutinho, Pedro Andrade

Courtyard Development and Implementation Team:

Kevin Buckley, Margaret Hayden, Christine Lamont, Samantha Schrader

2016 Massachusetts Trial Courts EXCELLENCE AWARDS

Susan McTigue Boston Municipal Court	Carlotta Patten & Mark J. Toomey, Superior Court	Videoconferencing Deployment
Ellen Moulton & Joanne Spinelli District Court	Berkshire County Probation Certified Treatment Program Development Team	Domestic Violence and Training Development & Implementation of E-Learning Center
Nancy Gargiulo Probate and Family Court	Juvenile Court Probation Risk Assessment Team	Security Teams in Quincy & Lawrence
Julie Hall, Juvenile Court		Patrick Kelly, Facilities Management

Massachusetts Trial Court Judges and Officials

Judicial Assignments as of June 30, 2017

Chief Justice of the Trial Court

Paula M. Carey

Court Administrator

Jonathan S. Williams

Boston Municipal Court

Chief Justice

Roberto Ronquillo Jr.

Deputy Court Administrator

Cheryl A. Sibley

Justices

Michael C. Bolden

David J. Breen

Catherine K. Byrne

James W. Coffey

Kathleen E. Coffey

Michael J. Coyne

Pamela M. Dashiell

Debra A. DelVecchio

David T. Donnelly

Mary Ann Driscoll**

Kenneth J. Fiandaca

Serge Georges Jr.

Lisa Grant

Lisa Ann Grant

Thomas C. Horgan

Myong J. Joun

Thomas S. Kaplanes

Sally A. Kelly

Tracy-Lee Lyons

Lawrence E. McCormick**

John E. McDonald Jr.

Robert J. McKenna Jr.**

Paul J. McManus

David B. Poole

Ernest L. Sarason Jr. **

Debra Shopteese

Eleanor C. Sinnott

Richard J. Sinnott

* Acting , **Recall

James M. Stanton

Mark Hart Summerville

Jonathan R. Tynes

David Weingarten

Clerk Magistrates

Margaret F. Albertson

Joseph R. Faretra

Daniel J. Hogan

Sean P. Murphy

Michael W. Neighbors

Anthony S. Owens

James B. Roche

John E. Whelan

District Court

Chief Justice

Paul C. Dawley

Deputy Court Administrators

Philip J. McCue

Ellen S. Shapiro

Justices

Stephen S. Abany

Michael G. Allard-Madaus

Mary L. Amrhein

Cesar A. Archilla

Benjamin C. Barnes

Thomas S. Barretto

James D. Barretto

Julie J. Bernard

Timothy M. Bibaud

William J. Boyle

Cynthia M. Brackett

Heather M. S. Bradley

Michael D. Brennan

Robert A. Brennan

Thomas M. Brennan**

Holly V. Broadbent

Michael J. Brooks

Robert B. Calagione

John A. Canavan

John A. Canavan

Don L. Carpenter**

Jeanmarie Carroll

Martine Carroll

Ellen M. Caulo

Paula J. Clifford

Albert S. Conlon

Jacklyn M. Connly

Philip A. Contant

Mark S. Coven

Daniel C. Crane

Michael C. Creedon

J. Elizabeth Cremens

David W. Cunis

Kevan J. Cunningham

Jean M. Curran

Andrew M. D'Angelo

David P. Despotopoulos

Daniel E. Dilorati

Patricia A. Dowling

Peter F. Doyle

Deborah A. Dunn

Lisa F. Edmonds

Sarah Weyland Ellis

Thomas H. Estes

Michael L. Fabbri

Thomas L. Finigan

Kevin J. Finnerty

William M. Fitzpatrick

Ellen Flatley**

Gregory C. Flynn

Maurice R. Flynn

Stacey J. Fortes

David E. Frank

Kevin J. Gaffney

Timothy H. Gailey**

Jennifer L. Ginsburg

Franco J. GoBourne II

W. Michael Goggins

Charles W. Groce III

William P. Hadley

Arthur F. Haley III

Robert G. Harbour

Massachusetts Trial Court Judges and Officials

Judicial Assignments as of June 30, 2017

District Court

Justices, continued

Mary E. Heffernan
 Julieann Hernon
 Marianne C. Hinkle
 Daniel J. Hourihan
 Neil A. Hourihan
 Ina R. Howard-Hogan
 Joseph W. Jennings III
 Emogene Johnson Smith
 John M. Julian
 Emily A. Karstetter
 James T. Kirkman
 James L. Lamothe
 Gerald A. Lemire
 D. Dunbar Livingston
 David B. Locke
 Christopher P. Loconto
 Paul F. Loconto
 Matthew J. Machera
 Laurie MacLeod
 Andrew L. Mandell**
 Edmund C. Mathers
 William F. Mazanec III
 Mary F. McCabe
 Maura K. McCarthy
 Paul L. McGill
 James J. McGovern
 Matthew L. McGrath
 Janet J. McGuigan
 James H. McGuinness**
 Antoinette E. McLean Leoney
 Toby S. Mooney
 Richard A. Mori
 Diane E. Moriarty
 Michael E. Mulcahy
 Robert S. Murphy
 Gilbert J. Nadeau
 Mark E. Noonan
 Kevin J. O'Dea**
 Daniel W. O'Malley

Mary A. Orfanello
 Stephen S. Ostrach
 Michele A. Ouimet-Rooke
 Dominic J. Paratore
 Michael A. Patten
 John M. Payne Jr.
 Barbara S. Pearson
 Robert J. Pellegrini
 Scott D. Peterson
 Gregory L. Phillips
 Patricia T. Poehler
 Michael J. Pomarole
 Michael J. Rippes**
 Lynn C. Rooney
 David S. Ross
 William A. Rota
 Patrick S. Sabbs
 Bernadette L. Sabra
 Dennis P. Sargent
 Richard D. Savignano
 Edward H. Sharkansky
 Matthew J. Shea
 Paul H. Smyth
 John P. Stapleton
 Jennifer A. Stark
 James M. Sullivan
 Mark A. Sullivan
 Mary H. Sullivan
 Allen G. Swan**
 Steven E. Thomas
 Michael A. Uhlarik
 Michael A. Vitali
 Paul M. Vrabel
 Maureen E. Walsh
 Christopher D. Welch
 Robert A. Welsh III
 Therese M. Wright
 Paul M. Yee
 Robert P. Ziemian**

Clerk Magistrates

Claudia M. Abreau
 Darren Alston
 Thomas F. Bartini
 Marybeth Brady
 Marion E. Broidrick
 Whitney J. Brown
 Kenneth F. Candito*
 Thomas C. Carrigan
 Carol K. Casartello
 Kenneth H. Chaffee
 Margaret Daly Crateau
 John A. Deluca
 Kathryn Morris Early
 Kevin L. Finnegan
 Elizabeth M. Fitzgerald
 John D. Fitzsimmons
 Joella E. Fortier*
 John S. Gay
 William F. George*
 Donald Hart
 Brian J. Kearney
 Michelle L. Kelley*
 John F. Kennedy
 Brian K. Lawlor
 Joseph A. Ligotti
 William A. Lisano
 Paul F. Malloy
 Patrick J. Malone
 Daryl G. Manchester
 Keith E. McDonough
 Kathleen M. McKeon
 Timothy J. Morey
 Manuel A. Moutinho
 William P. Nagle Jr.
 Thomas J. Noonan
 John C. O'Neil
 Philip B. O'Toole
 Salvatore Paterna

* Acting , **Recall

Massachusetts Trial Court Judges and Officials

Judicial Assignments as of June 30, 2017

District Court

Clerk Magistrates, continued

Stephen C. Poitras
Henry H. Shultz
Christopher N. Speranzo
Brian M. St.Onge
Doris A. Stanziani
Mary Jane Brady Stirgwort
Edward B. Teague
Peter J. Thomas
Arthur H. Tobin
Robert A. Tomasone
Robin E. Vaughan
Liza Hanley Williamson

Housing Court

Chief Justice

Timothy F. Sullivan

Deputy Court Administrator

Paul J. Burke

Justices

Anne K. Chaplin
Rebekah J. Crampton Kamukala**
Fairlie A. Dalton
Wilbur P. Edwards Jr.
Dina E. Fein
Robert G. Fields
Diana H. Horan
David D. Kerman**
MaryLou Muirhead
Maria Theophilis
Jeffrey M. Winik

Clerk Magistrates

Mark R. Jeffries
Robert L. Lewis
Peter Q. Montori
Nickolas W. Moudios
Susan M. Trippi*

Juvenile Court

Chief Justice

Amy L. Nechtem

Deputy Court Administrator

James E. Morton

Justices

Charles S. Belsky
Jay D. Blitzman
Helen A. Brown Bryant
Deborah A. Capuano
James G. Collins**
Peter Coyne
Rebekah J. Crampton Kamukala**
Terry M. Craven
Kerry A. Diamantopoulos
Kelli Ryan DiLisio
Leslie A. Donahue
Patricia M. Dunbar**
Lois M. Eaton
Michael F. Edgerton**
Carol A. Erskine
Margaret S. Fearey**
Patricia A. Flynn
Siobhan E. Foley
Dana M. Gershengorn
Joseph F. Johnston
Mary Beth Keating
Kenneth J. King
George F. Leary
Paul D. Lewis**
Stephen M. Limon**
Judith A. Locke
Tracie L. Marciarelli Souza
Anthony J. Marotta
Mary M. McCallum
Garrett J. McManus
Joan M. McMenemy
Lawrence Moniz

Mark Newman
Arose Watson Nielsen
Susan V. Oker
Mary O'Sullivan Smith
Kathryn Marie Phelan-Brown
Judith J. Phillips
Linda G. Sable
Jose Sanchez
Carol A. Shaw
John S. Spinale
Michaela Cherieese Stewart
Gloria Tan
James J. Torney
Kathryn A. White

Clerk Magistrates

J. D. Bowie
Judith M. Brennan
Donna M. Ciampoli
Paul J. Hartnett
Brendan J. Moran*
Roger J. Oliveira*
Christopher D. Reavey
George P. Roper
Laura Rueli
Robert L. Ryan Jr.
Donald P. Whitney

* Acting , **Recall

Massachusetts Trial Court Judges and Officials

Judicial Assignments as of June 30, 2017

Land Court

Chief Justice

Judith C. Cutler

Deputy Court Administrator

Jill K. Ziter

Justices

Robert B. Foster

Keith C. Long

Gordon H. Piper

Alexander H. Sands III**

Karyn F. Scheier

Howard P. Speicher

Michael D. Vhay

Recorder

Deborah J. Patterson

Probate and Family Court

Chief Justice

Angela M. Ordoñez

Deputy Court Administrator

Linda M. Medonis

Justices

Joan P. Armstrong

Kathryn M. Bailey

Theresa A. Bisenius

Edward G. Boyle III

John D. Casey

Megan H. Christopher

Kevin R. Connelly

Beth A. Crawford

Paul M. Cronan

David J. Dacyczyn

Edward F. Donnelly Jr.

Brian J. Dunn

Linda S. Fidnick

Katherine A. Field

David M. Fuller**

Melanie J. Gargas

Anne M. Geoffrion

Geoffrey R. German

Frances M. Giordano

Patricia A. Gorman

Barbara M. Hyland

Susan Jacobs

Randy J. Kaplan

Leilah A. Keamy

Richard J. McMahon

William F. McSweeney

Denise L. Meagher

James V. Menno

Maureen H. Monks

Lee M. Peterson

George F. Phelan

Stephen M. Rainaud

Lisa A. Roberts

Abbe L. Ross

Mary Rudolph Black

Arthur C. Ryley

David G. Sacks

Mary Anne Sahagian

Robert A. Scandurra

Richard A. Simons

Peter Smola

Patrick W. Stanton

Jennifer Rivera Ulwick

Virginia M. Ward

Claudine T. Wyner

Registers

Felix D. Arroyo

Susan D. Beamish

Michael J. Carey

Pamela Casey O'Brien

Tara DeCristofaro

Gina L. DeRossi

Daphne Devries

Stephanie K. Fattman

Francis B. Marinaro

Patrick W. McDermott

Matthew J. McDonough

John F. Merrigan

Suzanne T. Seguin

Anastasia Welsh Perrino

Superior Court

Chief Justice

Judith Fabricant

Deputy Court Administrator

Elaina M. Quinn

Justices

John A. Agostini

Mary K. Ames

C. William Barrett

Christopher K. Barry-Smith

Thomas P. Billings

Heidi E. Brieger

Michael K. Callan

Anthony M. Campo Jr.

Beverly J. Cannone

Richard J. Carey

Richard J. Chin

Rosemary Connolly

Thomas A. Connors

Robert C. Cosgrove

Dennis J. Curran

Brian A. Davis

Kenneth V. Desmond Jr.

Thomas Drechsler

Renee P. Dupuis

Elizabeth M. Fahey

Timothy Q. Feeley

John S. Ferrara

Kenneth J. Fishman

Daniel A. Ford

Shannon Frison

E. Susan Garsh

Mark C. Gildea

Linda E. Giles

Robert B. Gordon

* Acting , **Recall

Massachusetts Trial Court Judges and Officials

Judicial Assignments as of June 30, 2017

Superior Court

Justices, continued

Karen F. Green
S. Jane Haggerty**
Mark A. Hallal
Bruce R. Henry
Maureen B. Hogan
Merita A. Hopkins
Garry V. Inge
Robert J. Kane
Mitchell H. Kaplan
Jeffrey T. Karp
Hélène Kazanjian
Angel Kelley Brown
Janet Kenton-Walker
Leila R. Kern**
Maynard M. Kirpalani
Peter B. Krupp
James F. Lang
Peter M. Lauriat**
Edward P. Leibensperger
Joseph F. Leighton Jr.
Jeffrey A. Locke
John T. Lu
Mark D. Mason
Edward J. McDonough Jr.
Thomas F. McGuire Jr.
Rosalind H. Miller
Cornelius J. Moriarty II
Christopher J. Muse
Gary A. Nickerson

Tina S. Page
Gregg J. Pasquale
Laurence D. Pierce
J. Gavin Reardon Jr.
David Ricciardone
Michael D. Ricciuti
Christine M. Roach
Robert C. Rufo
Mary-Lou Rup
Kenneth W. Salinger
Janet L. Sanders
William F. Sullivan
Constance M. Sweeney
Salim R. Tabit
Robert N. Tochka
Richard T. Tucker
Kathe M. Tuttmann
Robert L. Ullmann
Raymond P. Veary Jr.
Joshua I. Wall
Richard E. Welch III
Douglas H. Wilkins
Paul D. Wilson
Daniel M. Wrenn
Raffi N. Yessayan

Clerk of Court

Mary Elizabeth Adams
Deborah S. Capeless
Robert S. Creedon Jr.
Michael J. Donovan
Thomas H. Driscoll
Susan K. Emond
Laura S. Gentile
Maura A. Hennigan
H. J. Jekanowski Jr.
Dennis P. McManus
Scott Nickerson
Marc J. Santos
Joseph E. Sollitto Jr.
Michael A. Sullivan
Walter F. Timilty

* Acting , **Recall

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Trial Court Fiscal Data FY2017

Breakdown of Trial Court Funding	Dollar Amount	Percent of Total
Trial Court Operating Appropriations	\$639,411,246	96.7%
Capital / Bond Funds	\$18,366,518	2.8%
Automation Bond Funds	\$0	0.0%
Grants, Trusts & Intergovernmental Funds	\$3,782,034	0.6%
TOTAL	\$661,559,798	100.0%

Trial Court Expenditures from Operating Accounts	Dollar Amount	Percent of Total
Judicial Salaries	\$57,944,681	9.1%
Court/Admin. Employee Salaries	\$408,109,395	64.2%
Employee Related Expenses	\$22,330,635	3.5%
Case Driven Expenses	\$17,501,120	2.8%
Law Library Expenses	\$6,729,466	1.1%
Office and Court Operations	\$59,269,220	9.3%
Facility Rental, Maintenance and Operation	\$64,222,465	10.1%
TOTAL	\$636,106,982	100.0%

Interdepartmental and Reserve Transfers	Total Amount Transferred Between Accounts Within Department
Central Accounts	(12,766,000)
Superior Court Department	994,000
District Court Department	2,900,000
Probate Court Department	1,370,000
Land Court Department	75,000
Boston Municipal Court	460,000
Housing Court Department	177,000
Juvenile Court Department	(520,000)
Probation Accounts	7,150,000
Jury Commissioner	160,000

Trial Court Arraignments* by Offense and Offense Type, CY2012 to CY2016

Offense	CY2012	CY2013	CY2014	CY2015	CY2016
Total Arraignments	366,608	356,759	345,266	318,068	309,175
Person	88,129	84,209	82,892	79,510	78,628
Murder/Manslaughter	1,025	988	846	463	411
Assaults	55,701	53,199	53,143	52,759	52,195
Rape/Sex Assault	6,495	5,897	6,088	5,036	5,203
Robbery	2,899	2,812	2,433	2,255	1,980
Threat/Intimidation	11,894	11,204	10,880	10,192	10,020
Restraining/Harassment Order Violations	7,828	7,580	7,144	6,498	6,774
Other Violent Offense	2,287	2,529	2,358	2,307	2,045
Property	88,129	84,722	79,898	68,268	65,373
Larceny/Fraud	41,444	40,500	39,320	33,554	31,923
Burglary/B&E	11,499	10,750	8,777	7,589	7,061
Destruction of Property	11,591	10,332	9,900	9,091	9,127
Receiving/Possession Stolen Property	8,445	7,755	6,926	5,533	5,337
Forgery/Uttering	7,614	7,670	7,140	5,935	5,750
Arson/Burn	337	310	266	137	240
Trespass	6,013	5,766	6,113	5,501	5,004
Other Property Offense	1,799	1,639	1,456	928	931
Drug	42,657	38,917	39,129	36,020	34,332
Class A	7,945	9,304	10,665	10,719	9,627
Class B	12,080	11,157	11,315	10,907	11,398
Class C	1,879	1,939	1,835	1,724	1,629
Class D	4,902	4,390	3,535	2,889	2,665
Class E	3,227	3,039	3,162	2,967	2,656
Conspiracy to Violate Drug Laws	4,022	4,051	3,816	3,045	2,673
Possession Hypodermic Needle	3	3	7	14	15
School/Park Violation	5,017	1,978	1,612	1,252	1,021
Other Drug Offense	3,582	3,056	3,182	2,503	2,648

Trial Court Arraignments* by Offense and Offense Type, CY2012 to CY2016

Offense	CY2012	CY2013	CY2014	CY2015	CY2016
Motor Vehicle	98,437	101,049	100,081	93,153	92,443
M.V Homicide	106	121	108	93	102
Driving Under Influence	16,503	15,596	15,668	14,395	15,259
Other Major Motor Vehicle Offense	81,828	85,332	84,305	78,665	77,082
Public Order	48,643	47,852	43,266	41,117	38,399
Disturbing/Disorderly	14,273	13,495	12,160	10,598	10,053
Firearm Offense	8,616	9,781	8,961	9,507	8,791
Prostitution	1,198	1,218	926	859	860
Liquor Law Violation	3,236	2,508	1,839	1,269	1,211
Other Public Order Offense	21,320	20,860	19,380	18,884	17,484

*Source: Massachusetts Probation Service.

Five-Year Summary of Trial Court Case Filings by Type, FY2013 to FY2017

	FY2013	FY2014	FY2015	FY2016	FY2017
All Case Types	999,063	991,708	960,412	912,757	917,874
Criminal Matters					
Criminal	233,614	233,143	219,740	209,791	197,900
Criminal Show Cause Hearings	78,940	90,963	81,042	94,607	91,376
Criminal Warrants	6,828	8,928	8,158	8,995	8,226
Sub-Total	319,382	333,034	308,940	313,393	297,502
Civil - Regular	90,511	84,767	79,993	74,331	65,240
Servicemembers					11,448
Sub-Total	90,511	84,767	79,993	74,331	76,688
Civil - Specialized Matters					
Small Claims	101,975	99,726	103,004	106,071	98,439
Supplementary Proceedings	28,387	20,987	16,970	16,679	7,748
Summary Process	41,559	40,871	41,812	40,946	40,503
Restraining Orders	46,141	44,153	42,907	31,155	43,087
Harassment Orders	1,888	1,441	1,467	12,505	1,435
Mental Health	12,717	12,534	13,069	13,903	16,598
CMVI Appeals	9,763	12,960	12,862	12,969	13,826
Administrative Warrants	15,729	15,916	10,743	13,395	13,482
Other Specialized Civil	2,115	2,716	3,521	3,611	3,995
Sub-Total	260,274	251,304	246,355	251,234	239,113
CMVI Hearings	151,073	148,264	132,192	130,254	129,913
Other Hearings					
Show Cause Hearings (Applications)	7,135	9,347	14,206	15,042	13,175
Non-MV Infraction Civil Hearings	4,529	5,475	4,951	5,232	5,008
Sub-Total	11,664	14,822	19,157	20,274	18,183

Five-Year Summary of Trial Court Case Filings by Type, FY2013 to FY2017, continued

	FY2013	FY2014	FY2015	FY2016	FY2017
All Case Types	999,063	991,708	960,412	912,757	917,874
Juvenile Matters					
Juvenile Delinquency	7,800	10,055	10,362	9,694	8,674
Youthful Offender	84	151	216	218	151
CRA/CHINS Applications	5,624	5,843	6,160	5,712	5,388
Care & Protection Petitions	2,669	3,663	3,384	3,855	3,462
Sub-Total	16,177	19,712	20,122	19,479	17,675
Probate	47,006	48,593	42,942	39,461	38,128
Guardianship	11,920	11,174	13,229	11,891	12,594
Child Welfare and Adoption	2194	2,894	2,621	2,346	2,423
Domestic Relations					
Paternity	19,101	17,560	16,650	16,010	15,340
Divorce	26,736	24,918	23,954	23,692	23,443
Modification/Contempt	50,191	50,079	49,271	47,958	46,476
Other Domestic Relations	442	398	0	0	
Sub-Total	96,470	92,955	89,875	87,660	85,259
Appeals	1,013	875	928	775	396

Notes:

1. Probate & Family: Probate cases include, *Probate Estates*, *Equity*, and *Change of Name*.
2. Child Welfare and Adoption includes: *Child Welfare* cases in the Probate and Family Court and *Adoption* cases in the Juvenile Court.
3. Only the Boston Municipal and Juvenile Court Departments separate out *Harassment Orders* from *Restraining Orders*.
4. Case filings do not include *Probation Violation Hearings*.

Trial Court Case Filings by Department and Type, FY2017

	BMC	District	Housing	Juvenile	Land	Probate & Family	Superior	Total
All Case Types	80,400	582,710	40,381	34,483	18,210	138,873	22,817	917,874
Criminal Matters								
Criminal	22,447	169,669	1,002	425			4,357	197,900
Criminal Show Cause Hearings	16,598	72,392	2,386					91,376
Criminal Warrants	1,379	6,847						8,226
Sub-Total	40,424	248,908	3,388	425			4,357	297,502
Civil - Regular	5,232	33,413	4,514		3,790		18,291	65,240
Servicemembers					11,448			11,448
Sub-Total	5,232	33,413	4,514		15,238		18,291	76,688
Civil - Specialized Matters								
Small Claims	9,847	87,021	1,571					98,439
Supplementary Proceedings	777	6,884	87					7,748
Summary Process	790	11,777	27,936					40,503
Restraining Orders	3,089	36,985				3,013		43,087
Harassment Orders	973			462				1,435
Mental Health	1,741	14,697		160				16,598
CMVI Appeals	2,043	11,783						13,826
Administrative Warrants	2,814	9,494	1,174					13,482
Other Specialized Civil	67	888		68	2,972			3,995
Sub-Total	22,141	179,529	30,768	690	2,972	3,013		239,113
CMVI Hearings	12,574	117,339						129,913
Other Hearings								
Show Cause Hearings (Applications)				13,175				13,175
Non-MV Infraction Civil Hearings		3,297	1,711					5,008
Sub-Total		3,297	1,711	13,175				18,183

Trial Court Case Filings by Department and Type, FY2017, *continued*

	BMC	District	Housing	Juvenile	Land	Probate & Family	Superior	Total
All Case Types	80,400	582,710	40,381	34,483	18,210	138,873	22,817	917,874
Juvenile Matters								
Juvenile Delinquency		26		8,648				8,674
Youthful Offender				151				151
CRA/CHINS Applications				5,388				5,388
Care & Protection Petitions				3,462				3,462
Sub-Total		26		17,649				17,675
Probate				19		38,109		38,128
Guardianship				1,014		11,580		12,594
Child Welfare and Adoption				1,130		1,293		2,423
Domestic Relations								
Paternity				381		14,959		15,340
Divorce						23,443		23,443
Modification/Contempt						46,476		46,476
Other Domestic Relations								
Sub-Total				381		84,878		85,259
Appeals	29	198					169	396

Notes:

1. Probate & Family: Probate cases include, *Probate Estates*, *Equity*, and *Change of Name*.
2. Child Welfare and Adoption includes: *Child Welfare* cases in the Probate and Family Court and *Adoption* cases in the Juvenile Court.
3. Only the Boston Municipal and Juvenile Court Departments separate out *Harassment Orders* from *Restraining Orders*.
4. Case filings do not include *Probation Violation Hearings*.

Case Flow Metrics

The Trial Court looked to the work of the National Center for State Courts (NCSC) in the development of performance metrics for Massachusetts. In 2005 the NCSC developed *CourTools*, a streamlined set of ten trial court performance measures. Four *CourTools* measures developed by NCSC focus on timeliness and expedition: *clearance rate*, *time to disposition*, *age of pending caseload*, and *trial date certainty*. In 2006, the Trial Court adopted these four *CourTools* measures as a common set of metrics for all seven court departments.

Clearance Rate

The number of outgoing cases as a percentage of the number of incoming cases.

Purpose

Clearance rate measures whether the court is keeping up with its incoming caseload. If cases are not disposed of in a timely manner, a backlog of cases awaiting disposition will grow. This performance measure is a single number that can be compared within the court for any and all case types, on a monthly or yearly basis, or between one court and another. Knowledge of clearance rates by case type can help a court pinpoint emerging problems and indicate where improvements can be made.

Time to Disposition

The percentage of cases disposed or resolved within established time frames.

Purpose

This measure, used in conjunction with Clearance Rates and Age of Active Pending Caseload, is a fundamental management tool that assesses the length of time it takes a court to process cases. It measures a court's ability to meet prescribed time standards.

Age of Pending Cases

The number of pending cases that are beyond the disposition date set by the time standards.

Purpose

Knowing the age of the active cases pending before the court is most useful for addressing three related questions: Does a backlog exist? Which cases are a problem? Given past and present performance, what is expected in the future?

Trial Date Certainty

The number of times cases disposed by trial are scheduled for trial.

Purpose

A court's ability to hold trials on the first date they are scheduled to be heard (trial date certainty) is closely associated with timely case disposition. This measure provides a tool to evaluate the effectiveness of calendaring and continuance practices. For this measure, "trials" includes jury trials, bench trials (also known as nonjury trials), and adjudicatory hearings in juvenile cases.

Case Flow Metrics* by Trial Court Department, FY2017

Trial Court Department	Clearance Rate	%Disposed w/i Time Standards	Number of Cases Pending Beyond Time Standards	% Trials Disposed by Second Trial Date
Boston Municipal Court	99.3%	92.9%	1,136	71.7%
Civil	99.9%	97.0%	350	78.8%
Criminal	98.5%	86.5%	786	69.3%
District Court	101.2%	91.5%	12,253	70.2%
Civil	97.4%	96.1%	7,000	65.7%
Criminal	103.3%	89.1%	5,253	70.4%
Housing Court	99.8%	93.1%	775	80.6%
Juvenile Court	92.5%	61.6%	3,983	
Civil	93.7%	76.3%	3,906	
Criminal	87.8%	61.6%	77	
Land Court	180.0%	26.6%	7,490	98.0%
Probate & Family Court	109.7%	81.2%	31,140	98.5%
Superior Court	101.8%	64.2%	14,169	47.3%
Civil	101.4%	74.1%	10,924	66.0%
Criminal	103.4%	20.1%	3,245	34.5%
All Departments	104.5%	89.1%	70,946	67.8%

*The metrics analyses does not include all case filings.

Clearance Rate* by Trial Court Department, FY2013 to FY2017

Trial Court Department	FY2013	FY2014	FY2015	FY2016	FY2017		
	Clearance Rate				New Cases	Disposed Cases	Clearance Rate
Boston Municipal Court	95.8%	97.7%	101.5%	104.8%	39,596	39,333	99.3%
Civil	96.6%	100.1%	99.9%	104.8%	23,892	23,859	99.9%
Criminal	94.8%	94.5%	103.3%	104.8%	15,704	15,474	98.5%
District Court	94.4%	101.0%	100.9%	100.0%	239,099	241,924	101.2%
Civil	93.1%	106.8%	103.7%	98.1%	85,959	83,760	97.4%
Criminal	95.0%	98.3%	99.6%	100.8%	153,140	158,164	103.3%
Housing Court	100.7%	98.9%	101.5%	100.1%	38,670	38,605	99.8%
Juvenile Court**				96.5%	2,134	1,974	92.5%
Civil				96.5%	1,708	1,600	93.7%
Criminal				96.0%	426	374	87.8%
Land Court	116.7%	92.1%	205.4%	88.6%	15,226	27,411	180.0%
Probate & Family Court	86.3%	94.6%	91.4%	92.6%	19,787	21,708	109.7%
Superior Court***	103.2%	100.3%	79.7%	85.1%	23,154	23,568	101.8%
Civil	103.5%	100.5%	82.6%	89.4%	18,758	19,022	101.4%
Criminal	101.4%	99.4%	69.5%	69.0%	4,396	4,546	103.4%
All Departments	95.2%	99.8%	101.8%	98.1%	377,666	394,523	104.5%

* The metrics analyses does not include all case filings.

** Due to conversion issues with the Court's case management system, FY13-FY15 data was not available for the Juvenile Court Department.

*** Figures for the Superior Court do not include *Appeals*.

Time to Disposition* by Trial Court Department, FY2013 to FY2017

Trial Court Department	FY2013	FY2014	FY2015	FY2016	FY2017 Disposed Cases			
	% Disposed Within Time Standards				Total	Within Time Standards	Beyond Time Standards	% Within Time Standards
Boston Municipal Court	95.3%	93.8%	90.4%	91.2%	39,306	36,503	2,803	92.9%
Civil	97.0%	97.2%	93.5%	93.8%	23,859	23,135	724	97.0%
Criminal	93.0%	89.3%	85.9%	87.4%	15,447	13,368	2,079	86.5%
District Court	93.0%	91.2%	87.7%	91.3%	241,950	221,477	20,473	91.5%
Civil	97.2%	96.0%	87.7%	97.0%	83,786	80,545	3,241	96.1%
Criminal	90.6%	88.9%	87.8%	88.7%	158,164	140,932	17,232	89.1%
Housing Court	89.9%	89.4%	90.5%	90.9%	40,493	37,692	2,801	93.1%
Juvenile Court**	73.4%			61.2%	20,460	12,597	7,863	61.6%
Civil	79.0%			61.1%	20,086	12,375	7,711	61.6%
Criminal	69.0%			61.5%	374	222	152	59.4%
Land Court	59.9%	64.3%	54.9%	58.6%	5,626	1,494	4,132	26.6%
Probate & Family Court	83.0%	81.1%	81.5%	78.2%	53,291	43,275	10,016	81.2%
Superior Court***	67.8%	66.6%	66.8%	70.3%	22,535	14,474	8,061	64.2%
Civil	74.3%	73.6%	74.1%	76.0%	18,403	13,642	4,761	74.1%
Criminal	35.6%	31.9%	33.4%	39.2%	4,132	832	3,300	20.1%
All Departments	89.1%	88.4%	86.3%	87.0%	423,661	367,512	56,149	86.7%

* The metrics analyses does not include all case filings.

** Due to conversion issues with the Court's case management system, FY13-FY15 data was not available for the Juvenile Court Department.

*** Figures for the Superior Court do not include *Appeals*.

**Number of Pending Cases* Beyond the Time Standards by Trial Court Department
FY2013 to FY2017**

Trial Court Department	FY2013	FY2014	FY2015	FY2016	FY2017	FY2016 to FY2017 % Difference
	Year-End	Year-End	Year-End	Year-End	Year-End	
Boston Municipal Court	1,186	1,849	1,681	1,140	1,136	-0.4%
Civil	245	707	469	402	350	-12.9%
Criminal	941	1,142	1,212	738	786	6.5%
District Court	23,950	10,536	9,284	12,365	12,253	-0.9%
Civil	15,372	3,560	2,958	6,047	7,000	15.8%
Criminal	8,578	6,976	6,326	6,318	5,253	-16.9%
Housing Court	2,647	2,935	1,313	1,027	775	-24.5%
Juvenile Court**				4,429	3,983	-10.1%
Civil				4,346	3,906	-10.1%
Criminal				83	77	-7.2%
Land Court	10,314	10,252	10,378	10,521		-28.8%
Probate & Family Court	28,876	37,912	47,956	54,339	7,490	-42.7%
Superior Court***	7,840	7,150	5,961	7,163	31,140	97.8%
Civil	5,186	4,605	3,401	5,194	14,169	110.3%
Criminal	2,654	2,545	2,560	1,969	10,924	64.8%
All Departments	74,813	70,634	76,573	90,984	70,946	-22.0%

* The metrics analyses does not include all case filings.

** Due to conversion issues with the Court's case management system, FY13-FY15 data was not available for the Juvenile Court Department.

***Figures for the Superior Court do not include Appeals.

The number of cases pending beyond the time standards at the end of 2010 was adjusted to reflect the increase in the number of District Court civil cases captured for analysis due to improved reporting of case status due to expanded Trial Court automation, and to reflect the disposal of a large number of Probate and Family Court cases that had gone without activity for at least 24 months.

Trial Date Certainty* by Trial Court Department, FY2013 to FY2017

Trial Court Department	% Trials Disposed By Second Trial Date				
	FY2013	FY2014	FY2015	FY2016	FY2017
Boston Municipal Court	83.4%	79.0%	81.8%	74.9%	71.7%
Civil	82.4%	80.0%	82.9%	83.4%	78.8%
Criminal	83.7%	78.7%	81.5%	71.9%	69.3%
District Court	68.3%	69.8%	71.6%	70.7%	70.2%
Civil	68.1%	64.2%	66.5%	59.4%	65.7%
Criminal	68.3%	70.1%	71.8%	71.4%	70.4%
Housing Court	81.4%	81.3%	82.2%	82.6%	80.6%
Juvenile Court**					
Civil					
Criminal					
Land Court	93.8%	96.0%	86.1%	100.0%	98.0%
Probate & Family Court	98.0%	98.6%	98.2%	97.3%	98.5%
Superior Court***	66.1%	66.9%	75.1%	48.2%	47.3%
Civil	70.2%	72.9%	75.4%	59.7%	66.0%
Criminal	61.5%	60.9%	74.6%	40.8%	34.5%
All Departments	74.1%	74.6%	73.0%	70.7%	67.8%

* The metrics analyses does not include all case filings.

** Due to conversion issues with the Court's case management system, FY13-FY15 data was not available for the Juvenile Court Department.

*** Figures for the Superior Court do not include *Appeals*.

Massachusetts Probation Service
Fiscal Year 2017 Year-End Probation Caseload
Supervision Caseload for June 2017

Supervision Type	Boston Municipal Court	District Court	Juvenile Court	Probate & Family Court	Superior Court	Total Supervision
Administrative Supervision Cases	2,162	19,831	970		870	23,833
Care and Protection (<i>Petitions</i>)			3,930			3,930
Children Requiring Assistance Cases			2,875			2,875
Dispute Intervention Mediations				2,298		2,298
Driving Under the Influence Cases	462	10,229				10,691
Pre-Trial Supervision Cases	1,113	6,071	570		1,256	9,010
Risk Need Supervision Cases	1,231	9,710	788		5,700	17,429
Seek Work Supervision Cases				135		135
Total Supervision	4,968	45,841	9,133	2,433	7,826	70,201



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