

Appendix A: Results from April/May and September Time Studies

Big Stone County April/May Time Study

Big Stone County Time Survey
April 26, 2010 - May 7, 2010

	County Total
Minutes taken for vacation, sick leave, furlough and breaks	
Vacation Time - Total Daily Minutes	0
Sick Leave - Total Daily Minutes	0
LSS - Total Daily Minutes	300
VUSSL - Total Daily Minutes	0
Total of AM/PM Breaks - Total Daily Minutes	135
Lunch Break - Total Daily Minutes	450
Total Minutes	885
Percent of Total Daily Minutes	18.04%
Travel	
Number of staff traveled to a different county for work today	0
Counties traveled to:	0
Round-trip travel time	0
Total Minutes	0
Percent of Total Daily Minutes	0.00%
Front Office Customer Assistance	
The total number of minutes and count of individuals seen at the counter	
Litigant - Number of Customers	22
Litigant - Counter Time (minutes)	80
Attorney - Number of Customers	9
Attorney - Counter Time (minutes)	40
Government Agency - Number of Customers	8
Government Agency - Counter Time (minutes)	45
Collection Agency - Number of Customers	0
Collection Agency - Counter Time (minutes)	0
Pro Se Help - Number of Customers	4
Pro Se Help - Counter Time (minutes)	40
Law Library Help - Number of Customers	0
Law Library Help - Counter Time (minutes)	0
Other - Number of Customers	20
Other - Counter Time (minutes)	90
Counter Subtotal Total Minutes	295
Counter Subtotal Percent of Total Daily Minutes	6.01%
The total number of minutes and count of individuals assisted on the phone	
Litigant - Number of Customers	13
Litigant - Phone Time (minutes)	55
Attorney - Number of Customers	24
Attorney - Phone Time (minutes)	70
Government Agency - Number of Customers	23
Government Agency - Phone Time (minutes)	70
Collection Agency - Number of Customers	0
Collection Agency - Phone Time (minutes)	0
Pro Se Help - Number of Customers	7
Pro Se Help - Phone Time (minutes)	30
Law Library Help - Number of Customers	5
Law Library Help - Phone Time (minutes)	20
Other - Number of Customers	35
Other - Phone Time (minutes)	105
Telephone Subtotal Total Minutes	350
Telephone Subtotal Percent of Total Daily Minutes	7.14%
Total Front Office Customer Assistance Minutes	645
Percent of Total Daily Minutes	13.15%
Back Office Staff Time	
MNICS Activities	2700
Records Management	200
Financial Management	205
Administrative Duties	195
Total Minutes	3300
Percent of Total Daily Minutes	67.28%
Judge Courtroom Support	
Case Calendaring	15
Courtroom Coverage	0
Court Reporting Duties	0
BOTH Court Reporting Duties and Courtroom Coverage	60
Preparing Transcripts	0
Total Minutes	75
Percent of Total Daily Minutes	1.53%
Total Daily Minutes	4905

Big Stone County September Time Study

CONTACT BY FRONT COUNTER

Please Enter Date										
Date	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	6	2	0	4	3	5	0	8	2	6

Contact		
Answer Options	Response Percent	Response Count
Email	0.0%	0
At the Counter	100.0%	36
By Telephone	0.0%	0
<i>answered question</i>		36
<i>skipped question</i>		0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	66.7%	24
No	33.3%	12
<i>answered question</i>		36
<i>skipped question</i>		0

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	11.13	24
<i>answered question</i>		24
<i>skipped question</i>		12

Customer Type:		
Answer Options	Response Percent	Response Count
Litigant	19.4%	7
Pro Se (Not currently a litigant)	19.4%	7
Collection Agency	0.0%	0
Guardian Ad Litem	2.8%	1
Juror	0.0%	0
CAMPER Inquiry	0.0%	0
Attorney (Private, Prosecutor, Public Defender, Etc.)	25.0%	9
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	8.3%	3
Government Agency Staff	11.1%	4
Other Customer Type:	13.9%	5
Individual wanting information regarding judgments		
Juvenile (2)		
Newspaper (2)		
	<i>answered question</i>	36
	<i>skipped question</i>	0

Please specify the Attorney you worked with today:		
Answer Options	Response Percent	Response Count
Private	33.3%	3
Prosecutor	66.7%	6
Public Defender	0.0%	0
Other Government Agency	0.0%	0
	<i>answered question</i>	9
	<i>skipped question</i>	27

Please specify the Government Agency you worked with today:	
Answer Options	Response Count
Big Stone County Court Services (probation) (3)	4
MN Dept. of Corrections	
	<i>answered question</i>
	4
	<i>skipped question</i>
	32

Please specify the type of Law Enforcement Officer you worked with today:		
Answer Options	Response Percent	Response Count
Sheriff	66.7%	2
Local Police	33.3%	1
MN Highway Patrol	0.0%	0
Other (please specify)	0.0%	0
<i>answered question</i>		3
<i>skipped question</i>		33

Business Conducted		
Answer Options	Response Percent	Response Count
Check Court Records	11.1%	4
Check Court Calendar	8.3%	3
File Papers	19.4%	7
Pay Fines	19.4%	7
Set up Payment Plans	5.6%	2
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	2.8%	1
Newspaper & Radio (Check for Court News)	5.6%	2
Pick-up Court Orders or Other Documents	16.7%	6
Review Court Orders or Other Documents	25.0%	9
Seeking General Court Information	13.9%	5
Seeking Directional Information	16.7%	6
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	5.6%	2
In-Custody	0.0%	0
Other (please specify)	11.1%	4
Needed to view DVD in file.		
Subpoenas		
Voluminous amount of subpoenas for homicide trial.		
Needed help with public terminal/search		
<i>answered question</i>		36
<i>skipped question</i>		0

If papers were filed, for what purpose		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	14.3%	1
Filing of Criminal Complaint or Citation	0.0%	0
Filing of OFPs	14.3%	1
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	0.0%	0
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	0.0%	0
Filing of Probate (including wills)	14.3%	1
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify)	57.1%	4
Conservatorship documents and criminal documents for several files.		
Custody issues; affidavits on civil files		
Filing inventory for search warrant.		
Various documents to be filed in various different types of files (criminal a probate)		
	<i>answered question</i>	7
	<i>skipped question</i>	29

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	5.6%	2
No	94.4%	34
	<i>answered question</i>	36
	<i>skipped question</i>	0

CONTACT BY E-MAIL

Please Enter Date										
Date	9/13/2010	9/14/2010	9/15/2010	9/16/2010	9/17/2010	9/20/2010	9/21/2010	9/22/2010	9/23/2010	9/24/2010
Number of Contacts	5	0	0	1	0	0	0	0	1	0

Contact		
Answer Options	Response Percent	Response Count
Email	100.0%	7
At the Counter	0.0%	0
By Telephone	0.0%	0
<i>answered question</i>		7
<i>skipped question</i>		0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	14.3%	1
No	85.7%	6
<i>answered question</i>		7
<i>skipped question</i>		0

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	10	1
<i>answered question</i>		1
<i>skipped question</i>		6

Customer Type:		
Answer Options	Response Percent	Response Count
Litigant	0.0%	0
Pro Se (Not currently a litigant)	14.3%	1
Collection Agency	0.0%	0
Guardian Ad Litem	14.3%	1
Juror	0.0%	0
CAMPER Inquiry	0.0%	0
Attorney (Private, Prosecutor, Public Defender, Etc.)	57.1%	4
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	0.0%	0
Government Agency Staff	14.3%	1
Other Customer Type:	0.0%	0
	<i>answered question</i>	7
	<i>skipped question</i>	0

Please specify the Attorney you worked with today:		
Answer Options	Response Percent	Response Count
Private	25.0%	1
Prosecutor	75.0%	3
Public Defender	0.0%	0
Other Government Agency	0.0%	0
	<i>answered question</i>	4
	<i>skipped question</i>	3

Please specify the Government Agency you worked with today:	
Answer Options	Response Count
Family Services	1
	<i>answered question</i>
	1
	<i>skipped question</i>
	6

Business Conducted		
Answer Options	Response Percent	Response Count
Check Court Records	0.0%	0
Check Court Calendar	0.0%	0
File Papers	28.6%	2
Pay Fines	0.0%	0
Set up Payment Plans	0.0%	0
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	0.0%	0
Review Court Orders or Other Documents	0.0%	0
Seeking General Court Information	42.9%	3
Seeking Directional Information	0.0%	0
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	28.6%	2
In-Custody	0.0%	0
Other (please specify)	0.0%	0
	<i>answered question</i>	7
	<i>skipped question</i>	0

If papers were filed, for what purpose: (select all that apply)		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	0.0%	0
Filing of OFPs	0.0%	0
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	0.0%	0
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	0.0%	0
Filing of Probate (including wills)	0.0%	0
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify)		
Report for Chips file for upcoming hearing.	100.0%	2
File documents on civil matter.		
	<i>answered question</i>	2
	<i>skipped question</i>	5

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	0.0%	0
No	100.0%	7
<i>answered question</i>		7
<i>skipped question</i>		0

CUSTOMER TYPE: LITIGANT

Please Enter Date										
Date	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	2	1	0	3	2	3	1	3	4	5

Contact			
Answer Options		Response Percent	Response Count
Email		0.0%	0
At the Counter		29.2%	7
By Telephone		70.8%	17
<i>answered question</i>			24
<i>skipped question</i>			0

Did you spend more than 5 minutes with this customer?			
Answer Options		Response Percent	Response Count
Yes		29.2%	7
No		70.8%	17
<i>answered question</i>			24
<i>skipped question</i>			0

If yes, please enter the amount of minutes spent with this customer:			
Answer Options		Response Average	Response Count
Minutes		11.43	7
<i>answered question</i>			7
<i>skipped question</i>			17

Business Conducted		
Answer Options	Response Percent	Response Count
Check Court Records	4.2%	1
Check Court Calendar	8.3%	2
File Papers	4.2%	1
Pay Fines	50.0%	12
Set up Payment Plans	8.3%	2
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	0.0%	0
Review Court Orders or Other Documents	0.0%	0
Seeking General Court Information	12.5%	3
Seeking Directional Information	16.7%	4
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	4.2%	1
In-Custody	0.0%	0
Other (please specify)		
Collection payment issues re: reinstatement of d/l		
Checking re: missed court date/warrant	8.3%	2
<i>answered question</i>		24
<i>skipped question</i>		0

If papers were filed, for what purpose: (select all that apply)		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	0.0%	0
Filing of OFPs	100.0%	1
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	0.0%	0
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	0.0%	0
Filing of Probate (including wills)	0.0%	0
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify)	0.0%	0
<i>answered question</i>		1
<i>skipped question</i>		23

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	4.2%	1
No	95.8%	23
	<i>answered question</i>	24
	<i>skipped question</i>	0

CUSTOMER TYPE: PRO SE

Please Enter Date										
Date	9/13/2010	9/14/2010	9/15/2010	9/16/2010	9/17/2010	9/20/2010	9/21/2010	9/22/2010	9/23/2010	9/24/2010
Number of Contacts	0	1	0	0	3	2	1	7	7	2

Contact		
Answer Options	Response Percent	Response Count
Email	4.3%	1
At the Counter	30.4%	7
By Telephone	65.2%	15
<i>answered question</i>		23
<i>skipped question</i>		0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	43.5%	10
No	56.5%	13
<i>answered question</i>		23
<i>skipped question</i>		0

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	12.50	10
<i>answered question</i>		10
<i>skipped question</i>		13

Business Conducted (select all that apply) If papers were filed please ensure appropriate box is selected.		
Answer Options	Response Percent	Response Count
Check Court Records	17.4%	4
Check Court Calendar	0.0%	0
File Papers	0.0%	0
Pay Fines	0.0%	0
Set up Payment Plans	0.0%	0
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	4.3%	1
Review Court Orders or Other Documents	13.0%	3
Seeking General Court Information	47.8%	11
Seeking Directional Information	47.8%	11
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	13.0%	3
In-Custody	0.0%	0
Other (please specify)		
Seeking certified copy of old dissolution file (not in computer) copies and paying by credit card.	8.7%	2
Needed help with public terminal/search		
	<i>answered question</i>	23
	<i>skipped question</i>	0

If papers were filed, for what purpose: (select all that apply)		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	0.0%	0
Filing of OFPs	0.0%	0
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	0.0%	0
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	0.0%	0
Filing of Probate (including wills)	0.0%	0
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify)	0.0%	0
	<i>answered question</i>	0
	<i>skipped question</i>	23

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	0.0%	0
No	100.0%	23
	<i>answered question</i>	23
	<i>skipped question</i>	0

CONTACT BY TELEPHONE

Please Enter Date										
Date	9/13/2010	9/14/2010	9/15/2010	9/16/2010	9/17/2010	9/20/2010	9/21/2010	9/22/2010	9/23/2010	9/24/2010
Number of Contacts	10	8	0	9	6	7	4	11	13	9

Contact		
Answer Options	Response Percent	Response Count
Email	0.0%	0
At the Counter	0.0%	0
By Telephone	100.0%	77
<i>answered question</i>		77
<i>skipped question</i>		0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	29.9%	23
No	70.1%	54
<i>answered question</i>		77
<i>skipped question</i>		0

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	9.36	22
<i>answered question</i>		22
<i>skipped question</i>		55

Customer Type: (select only one)		
Answer Options	Response Percent	Response Count
Litigant	22.7%	17
Pro Se (Not currently a litigant)	20.0%	15
Collection Agency	0.0%	0
Guardian Ad Litem	2.7%	2
Juror	2.7%	2
CAMPER Inquiry	0.0%	0
Attorney (Private, Prosecutor, Public Defender, Etc.)	36.0%	27
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	8.0%	6
Government Agency Staff	8.0%	6
Other Customer Type:	0.0%	0
<i>answered question</i>		75
<i>skipped question</i>		2

Please specify the Attorney you worked with today:		
Answer Options	Response Percent	Response Count
Private	55.6%	15
Prosecutor	40.7%	11
Public Defender	3.7%	1
Other Government Agency (Please Enter the Name of agency):	0.0%	0
<i>answered question</i>		27
<i>skipped question</i>		50

Please specify the Government Agency you worked with today:		Response Count
Answer Options		
Big Stone County Family Services (3)		6
Probation (3)		
<i>answered question</i>		6
<i>skipped question</i>		71

Please specify the type of Law Enforcement Officer you worked with today:		
Answer Options	Response Percent	Response Count
Sheriff	100.0%	6
Local Police	0.0%	0
MN Highway Patrol	0.0%	0
Other (please specify)	0.0%	0
<i>answered question</i>		6
<i>skipped question</i>		71

Business Conducted (select all that apply) If papers were filed please ensure appropriate box is selected.		
Answer Options	Response Percent	Response Count
Check Court Records	22.7%	17
Check Court Calendar	16.0%	12
File Papers	0.0%	0
Pay Fines	9.3%	7
Set up Payment Plans	0.0%	0
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	0.0%	0
Review Court Orders or Other Documents	12.0%	9
Seeking General Court Information	22.7%	17
Seeking Directional Information	26.7%	20
Juror Inquiries	2.7%	2
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	2.7%	2
In-Custody	0.0%	0
Other (please specify)		
DARE Program		
More information gathering re: DARE program		
Scheduling (3)		
Collection payment issues re: reinstatement of d/l	12.0%	9
Follow-up on warrant.		
Checking re: missed court date/warrant		
Seeking certified copy of old dissolution file (not in computer)		
	<i>answered question</i>	75
	<i>skipped question</i>	2

If "In-Custody" was selected, please enter first and last name.	
Answer Options	Response Count
	0
<i>answered question</i>	0
<i>skipped question</i>	77

If papers were filed, for what purpose: (select all that apply)		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	0.0%	0
Filing of OFPs	0.0%	0
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	0.0%	0
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	0.0%	0
Filing of Probate (including wills)	0.0%	0
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify)	0.0%	0
	<i>answered question</i>	0
	<i>skipped question</i>	77

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	0.0%	0
No	100.0%	75
	<i>answered question</i>	75
	<i>skipped question</i>	2

Chippewa County April/May Time Study

Chippewa County Time Survey
April 26, 2010 - May 7, 2010

	County Total
Minutes taken today for vacation, sick leave, furlough and breaks	
Vacation Time - Total Daily Minutes	1020
Sick Leave - Total Daily Minutes	195
LSS - Total Daily Minutes	1080
VUSSL - Total Daily Minutes	0
Total of AM/PM Breaks - Total Daily Minutes	0
Lunch Break - Total Daily Minutes	2015
Total Minutes	4310
Percent of Total Daily Minutes	21.45%
Travel	
Number of staff who traveled to a different county for work today	0
Counties traveled to:	0
Round Trip Travel Time	200
Total Minutes	200
Percent of Total Daily Minutes	1.00%
Front Office Customer Assistance	
The total number of minutes and count of individuals seen at the counter	
Litigant - Number of Customers	147
Litigant - Counter Time (minutes)	540
Attorney - Number of Customers	48
Attorney - Counter Time (minutes)	95
Government Agency - Number of Customers	27
Government Agency - Counter Time (minutes)	65
Collection Agency - Number of Customers	0
Collection Agency - Counter Time (minutes)	0
Pro Se Help - Number of Customers	29
Pro Se Help - Counter Time (minutes)	170
Law Library Help - Number of Customers	0
Law Library Help - Counter Time (minutes)	0
Other - Number of Customers	11
Other - Counter Time (minutes)	55
<i>Counter Subtotal Total Minutes</i>	<i>925</i>
<i>Counter Subtotal Percent of Total Daily Minutes</i>	<i>4.60%</i>
The total number of minutes and count of individuals assisted on the phone	
Litigant - Number of Customers	196
Litigant - Phone Time (minutes)	685
Attorney - Number of Customers	74
Attorney - Phone Time (minutes)	295
Government Agency - Number of Customers	41
Government Agency - Phone Time (minutes)	165
Collection Agency - Number of Customers	0
Collection Agency - Phone Time (minutes)	0
Pro Se Help - Number of Customers	23
Pro Se Help - Phone Time (minutes)	85
Law Library Help - Number of Customers	0
Law Library Help - Phone Time (minutes)	0
Other - Number of Customers	107
Other - Phone Time (minutes)	260
<i>Telephone Subtotal Total Minutes</i>	<i>1490</i>
<i>Telephone Subtotal Percent of Total Daily Minutes</i>	<i>7.42%</i>
Total Front Office Customer Assistance Minutes	2415
Percent of Total Daily Minutes	12.02%
Back Office Staff Time	
MNICS Activities	5870
Records Management	3565
Financial Management	745
Administrative Duties	2325
Total Front Office Customer Assistance Minutes	12505
Percent of Total Daily Minutes	62.24%
Judge/Courtroom Support	
Case Calendaring	265
Courtroom Coverage	50
Court Reporting Duties	0
BOTH Court Reporting Duties and Courtroom Coverage	345
Preparing Transcripts	0
Total Minutes	660
Percent of Total Daily Minutes	3.29%
Total Daily Minutes	20090

Chippewa County September Time Study

CONTACT BY COUNTER

Please Enter Date										
Answer Options	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	0	9	0	0	0	0	0	0	5	3

Contact		
Answer Options	Response Percent	Response Count
Email	0.0%	0
At the Counter	100.0%	17
By Telephone	0.0%	0
<i>answered question</i>		17
<i>skipped question</i>		0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	47.1%	8
No	52.9%	9
<i>answered question</i>		17
<i>skipped question</i>		0

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	11.50	8
<i>answered question</i>		8
<i>skipped question</i>		9

Customer Type: (select only one)		
Answer Options	Response Percent	Response Count
Litigant	23.5%	4
Pro Se (Not currently a litigant)	29.4%	5
Collection Agency	0.0%	0
Guardian Ad Litem	0.0%	0
Juror	0.0%	0
CAMPER Inquiry	0.0%	0
Attorney (Private, Prosecutor, Public Defender, Etc.)	5.9%	1
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	17.6%	3
Government Agency Staff	0.0%	0
Other Customer Type:	23.5%	4
Chkg on possible room availability for depositions		
P.A. Legal Assistant		
Person appeared to use our ITV equipment (2)		
	<i>answered question</i>	17
	<i>skipped question</i>	0

Please specify the Attorney you worked with today:		
Answer Options	Response Percent	Response Count
Private	0.0%	0
Prosecutor	100.0%	1
Public Defender	0.0%	0
Other Government Agency (Please Enter the Name of agency):	0.0%	0
	<i>answered question</i>	1
	<i>skipped question</i>	16

Please specify the type of Law Enforcement Officer you worked with today:		
Answer Options	Response Percent	Response Count
Sheriff	66.7%	2
Local Police	33.3%	1
MN Highway Patrol	0.0%	0
Other (please specify)	0.0%	0
	<i>answered question</i>	3
	<i>skipped question</i>	14

Business Conducted		
Answer Options	Response Percent	Response Count
Check Court Records	0.0%	0
Check Court Calendar	11.8%	2
File Papers	35.3%	6
Pay Fines	5.9%	1
Set up Payment Plans	0.0%	0
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	5.9%	1
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	0.0%	0
Review Court Orders or Other Documents	0.0%	0
Seeking General Court Information	17.6%	3
Seeking Directional Information	11.8%	2
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	0.0%	0
In-Custody	5.9%	1
Other (please specify)	23.5%	4
Ckg on room availability for depositions		
Person appeared to use our ITV equipment (2)		
signing subpoenas		
	<i>answered question</i>	17
	<i>skipped question</i>	0

If papers were filed, for what purpose: (select all that apply)		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	16.7%	1
Filing of OFPs	0.0%	0
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	16.7%	1
Filing of Child Support Matters	0.0%	0
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	16.7%	1
Filing of Probate (including wills)	16.7%	1
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify)	33.3%	2
Pro Se Child Custody & Parenting Time		
Commitment papers		
	<i>answered question</i>	6
	<i>skipped question</i>	11

If papers were filed, for what purpose:		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	0.0%	0
Filing of OFPs	44.4%	4
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	11.1%	1
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	0.0%	0
Filing of Probate (including wills)	0.0%	0
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify)	44.4%	4
filed traffic tickets		
Ex Parte IFP Motion		
Filing of IFP paperwork		
Probation Agreements, Chemical Use, etal		
	<i>answered question</i>	9
	<i>skipped question</i>	14

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	5.9%	1
No	94.1%	16
	<i>answered question</i>	17
	<i>skipped question</i>	0

CONTACT BY E-MAIL

Please Enter Date										
Answer Options	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	0	11	0	0	0	0	0	0	5	7

Contact		
Answer Options	Response Percent	Response Count
Email	100.0%	23
At the Counter	0.0%	0
By Telephone	0.0%	0
<i>answered question</i>		23
<i>skipped question</i>		0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	22.7%	5
No	77.3%	17
<i>answered question</i>		22
<i>skipped question</i>		1

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	11.00	5
<i>answered question</i>		5
<i>skipped question</i>		18

Customer Type: (select only one)		
Answer Options	Response Percent	Response Count
Litigant	4.3%	1
Pro Se (Not currently a litigant)	0.0%	0
Collection Agency	0.0%	0
Guardian Ad Litem	0.0%	0
Juror	0.0%	0
CAMPER Inquiry	0.0%	0
Attorney (Private, Prosecutor, Public Defender, Etc.)	4.3%	1
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	4.3%	1
Government Agency Staff	47.8%	11
Other Customer Type:	39.1%	9
Corrections (2)		
Court Interpreter (2)		
Court staff in Redwood County		
Examiner		
Probation (3)		
	<i>answered question</i>	23
	<i>skipped question</i>	0

Please specify the Attorney you worked with today:		
Answer Options	Response Percent	Response Count
Private	0.0%	0
Prosecutor	0.0%	0
Public Defender	100.0%	1
Other Government Agency (Please Enter the Name of agency):	0.0%	0
	<i>answered question</i>	1
	<i>skipped question</i>	22

Please specify the Government Agency you worked with today:	
Answer Options	Response Count
7th District Crt Adm	11
8th District Court Adm	
Chippewa County Crt Adm (5)	
OET (1)	
Yellow Medicine Crt Adm	
	<i>answered question</i>
	11
	<i>skipped question</i>
	12

Please specify the type of Law Enforcement Officer you worked with today:		
Answer Options	Response Percent	Response Count
Sheriff	100.0%	1
Local Police	0.0%	0
MN Highway Patrol	0.0%	0
Other (please specify)	0.0%	0
<i>answered question</i>		1
<i>skipped question</i>		22

Business Conducted		
Answer Options	Response Percent	Response Count
Check Court Records	34.8%	8
Check Court Calendar	47.8%	11
File Papers	0.0%	0
Pay Fines	0.0%	0
Set up Payment Plans	0.0%	0
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	0.0%	0
Review Court Orders or Other Documents	4.3%	1
Seeking General Court Information	4.3%	1
Seeking Directional Information	4.3%	1
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	0.0%	0
In-Custody	4.3%	1
Other (please specify)	26.1%	6
Confirmation/Schedule ITV Session (4)		
Courtroom Equipment		
Flu Season		
<i>answered question</i>		23
<i>skipped question</i>		0

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	0.0%	0
No	100.0%	23
<i>answered question</i>		23
<i>skipped question</i>		0

CUSTOMER TYPE: LITIGANT

Please Enter Date										
Answer Options	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	0	3	0	0	0	0	0	0	1	5

Contact		
Answer Options	Response Percent	Response Count
Email	11.1%	1
At the Counter	44.4%	4
By Telephone	44.4%	4
<i>answered question</i>		9
<i>skipped question</i>		0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	44.4%	4
No	55.6%	5
<i>answered question</i>		9
<i>skipped question</i>		0

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	13.75	4
<i>answered question</i>		4
<i>skipped question</i>		5

Business Conducted		
Answer Options	Response Percent	Response Count
Check Court Records	22.2%	2
Check Court Calendar	11.1%	1
File Papers	22.2%	2
Pay Fines	22.2%	2
Set up Payment Plans	0.0%	0
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	0.0%	0
Review Court Orders or Other Documents	0.0%	0
Seeking General Court Information	22.2%	2
Seeking Directional Information	0.0%	0
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	0.0%	0
In-Custody	0.0%	0
Other (please specify)	0.0%	0
<i>answered question</i>		9
<i>skipped question</i>		0

If papers were filed, for what purpose		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	0.0%	0
Filing of OFPs	0.0%	0
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	0.0%	0
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	50.0%	1
Filing of Probate (including wills)	0.0%	0
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify)	50.0%	1
Pro Se Child Custody & Parenting Time		
<i>answered question</i>		2
<i>skipped question</i>		7

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	0.0%	0
No	100.0%	9
<i>answered question</i>		9
<i>skipped question</i>		0

CUSTOMER TYPE: PRO SE

Please Enter Date										
Answer Options	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	0	5	0	0	0	0	0	0	6	5

Contact		
Answer Options	Response Percent	Response Count
Email	0.0%	0
At the Counter	31.3%	5
By Telephone	68.8%	11
<i>answered question</i>		16
<i>skipped question</i>		0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	43.8%	7
No	56.3%	9
<i>answered question</i>		16
<i>skipped question</i>		0

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	11.00	7
<i>answered question</i>		7
<i>skipped question</i>		9

Business Conducted		
Answer Options	Response Percent	Response Count
Check Court Records	12.5%	2
Check Court Calendar	12.5%	2
File Papers	12.5%	2
Pay Fines	0.0%	0
Set up Payment Plans	6.3%	1
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	6.3%	1
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	0.0%	0
Review Court Orders or Other Documents	0.0%	0
Seeking General Court Information	62.5%	10
Seeking Directional Information	6.3%	1
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	0.0%	0
In-Custody	0.0%	0
Other (please specify)	0.0%	0
<i>answered question</i>		16
<i>skipped question</i>		0

If papers were filed, for what purpose:		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	0.0%	0
Filing of OFPs	50.0%	1
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	50.0%	1
Filing of Child Support Matters	0.0%	0
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	0.0%	0
Filing of Probate (including wills)	0.0%	0
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify)	0.0%	0
<i>answered question</i>		2
<i>skipped question</i>		14

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	0.0%	0
No	100.0%	16
	<i>answered question</i>	16
	<i>skipped question</i>	0

CONTACT BY TELEPHONE

Please Enter Date										
Answer Options	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	0	20	0	0	0	0	0	0	15	17

Contact		
Answer Options	Response Percent	Response Count
Email	0.0%	0
At the Counter	0.0%	0
By Telephone	100.0%	52
<i>answered question</i>		52
<i>skipped question</i>		0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	50.0%	26
No	50.0%	26
<i>answered question</i>		52
<i>skipped question</i>		0

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	11.04	25
<i>answered question</i>		25
<i>skipped question</i>		27

Customer Type:		
Answer Options	Response Percent	Response Count
Litigant	7.8%	4
Pro Se (Not currently a litigant)	21.6%	11
Collection Agency	0.0%	0
Guardian Ad Litem	0.0%	0
Juror	0.0%	0
CAMPER Inquiry	0.0%	0
Attorney (Private, Prosecutor, Public Defender, Etc.)	33.3%	17
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	9.8%	5
Government Agency Staff	13.7%	7
Other Customer Type:	13.7%	7
Court Reporter		
Examiner		
Golden Living Center regarding commitment person		
Private Citizen trying to help out a friend		
Probation		
Victim of a crime		
Victim/Witness Coordinator		
	<i>answered question</i>	51
	<i>skipped question</i>	1

Please specify the Attorney you worked with today:		
Answer Options	Response Percent	Response Count
Private	47.1%	8
Prosecutor	29.4%	5
Public Defender	23.5%	4
Other Government Agency (Please Enter the Name of agency):	0.0%	0
	<i>answered question</i>	17
	<i>skipped question</i>	35

Please specify the Government Agency you worked with today:	
Answer Options	Response Count
Attorney General's Office	7
Chippewa County Court Administrator	
Department of Public Safety (2)	
FBI	
Kandiyohi Court Administrator	
Yellow Medicine County Court Staff	
	<i>answered question</i>
	7
	<i>skipped question</i>
	45

Please specify the type of Law Enforcement Officer you worked with today:		
Answer Options	Response Percent	Response Count
Sheriff	100.0%	5
Local Police	0.0%	0
MN Highway Patrol	0.0%	0
Other (please specify)	0.0%	0
<i>answered question</i>		5
<i>skipped question</i>		47

Business Conducted		
Answer Options	Response Percent	Response Count
Check Court Records	39.2%	20
Check Court Calendar	37.3%	19
File Papers	5.9%	3
Pay Fines	2.0%	1
Set up Payment Plans	2.0%	1
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	0.0%	0
Review Court Orders or Other Documents	0.0%	0
Seeking General Court Information	17.6%	9
Seeking Directional Information	0.0%	0
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	0.0%	0
In-Custody	5.9%	3
Other (please specify)	15.7%	8
Checking on Judge Availability for Search Warrant		
Commitment proceeding		
court appointed for commitment proceeding		
questions, answers, regarding commitment		
Regarding Hearing which was on the calendar...		
service of commitment papers		
Service of paperwork		
Transportation of Person for Court		
<i>answered question</i>		51
<i>skipped question</i>		1

If papers were filed, for what purpose		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	0.0%	0
Filing of OFPs	50.0%	1
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	0.0%	0
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	0.0%	0
Filing of Probate (including wills)	50.0%	1
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify)	0.0%	0
	<i>answered question</i>	2
	<i>skipped question</i>	50

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	0.0%	0
No	100.0%	51
	<i>answered question</i>	51
	<i>skipped question</i>	1

Grant County April/May Time Study

Grant County Time Study
April 26, 2010 - May 7, 2010

	County Total
Minutes taken today for vacation, sick leave, furlough and breaks	
Vacation Time - Total Daily Minutes	1080
Sick Leave - Total Daily Minutes	0
LSS - Total Daily Minutes	600
VUSSL - Total Daily Minutes	0
Total of AM/PM Breaks - Total Daily Minutes	435
Lunch Break - Total Daily Minutes	435
Total Minutes	2550
Percent of Total Daily Minutes	23.83%
Travel	
Numebr of staff traveled to a different county for work today.	
Counties traveled to:	
Round Trip Travel Time	90
Total Minutes	90
Percent of Total Daily Minutes	0.84%
Front Office Customer Assistance	
The total number of minutes and count of individuals assisted at the counter	
Litigant - Number of Customers	43
Litigant - Counter Time (minutes)	200
Attorney - Number of Customers	27
Attorney - Counter Time (minutes)	95
Government Agency - Number of Customers	33
Government Agency - Counter Time (minutes)	145
Collection Agency - Number of Customers	0
Collection Agency - Counter Time (minutes)	0
Pro Se Help - Number of Customers	13
Pro Se Help - Counter Time (minutes)	100
Law Library Help - Number of Customers	0
Law Library Help - Counter Time (minutes)	0
Other - Number of Customers	5
Other - Counter Time (minutes)	30
<i>Counter Subtotal Total Minutes</i>	<i>570</i>
<i>Counter Subtotal Percent of Total Daily Minutes</i>	<i>5.33%</i>
The total number of minutes and count of individuals assisted on the phone	
Litigant - Number of Customers	55
Litigant - Phone Time (minutes)	245
Attorney - Number of Customers	41
Attorney - Phone Time (minutes)	180
Government Agency - Number of Customers	34
Government Agency - Phone Time (minutes)	150
Collection Agency - Number of Customers	1
Collection Agency - Phone Time (minutes)	5
Pro Se Help - Number of Customers	6
Pro Se Help - Phone Time (minutes)	50
Law Library Help - Number of Customers	0
Law Library Help - Phone Time (minutes)	0
Other - Number of Customers	24
Other - Phone Time (minutes)	130
<i>Telephone Subtotal Total Minutes</i>	<i>760</i>
<i>Telephone Subtotal Percent of Total Daily Minutes</i>	<i>7.10%</i>
Total Front Office Customer Assistance Minutes	1330
Percent of Total Daily Minutes	12.43%
Back Office Staff Time	
MNICS Activities	2750
Records Management	2380
Financial Management	395
Administrative Duties	685
Total Minutes	6210
Percent of Total Daily Minutes	58.04%
Judge/Courtroom Support	
Case Calendaring	165
Courtroom Coverage	10
Court Reporting Duties	85
BOTH Court Reporting Duties and Courtroom Coverage	260
Preparing Transcripts	0
Total Minutes	520
Percent of Total Daily Minutes	4.86%
Total Daily Minutes	10700

Grant County September Time Study

CONTACT BY FRONT COUNTER

Please Enter Date										
Date	9/13/2010	9/14/2010	9/15/2010	9/16/2010	9/17/2010	9/20/2010	9/21/2010	9/22/2010	9/23/2010	9/24/2010
Number of Contacts	0	5	4	0	3	0	0	2	0	2

Contact		
Answer Options	Response Percent	Response Count
Email	0.0%	0
At the Counter	100.0%	16
By Telephone	0.0%	0
<i>answered question</i>		16
<i>skipped question</i>		0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	56.3%	9
No	43.8%	7
<i>answered question</i>		16
<i>skipped question</i>		0

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	12.22	9
<i>answered question</i>		9
<i>skipped question</i>		7

Customer Type:		
Answer Options	Response Percent	Response Count
Litigant	37.5%	6
Pro Se (Not currently a litigant)	12.5%	2
Collection Agency	0.0%	0
Guardian Ad Litem	0.0%	0
Juror	0.0%	0
CAMPER Inquiry	0.0%	0
Attorney (Private, Prosecutor, Public Defender, Etc.)	31.3%	5
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	0.0%	0
Government Agency Staff	12.5%	2
Other Customer Type: General Public	6.3%	1
<i>answered question</i>		16
<i>skipped question</i>		0

Please specify the Attorney you worked with today:		
Answer Options	Response Percent	Response Count
Private	20.0%	1
Prosecutor	60.0%	3
Public Defender	20.0%	1
Other Government Agency (Please Enter the Name of agency):	0.0%	0
<i>answered question</i>		5
<i>skipped question</i>		11

Please specify the Government Agency you worked with today:		
Answer Options	Response Count	
Child Support Probation	2	
<i>answered question</i>		2
<i>skipped question</i>		14

Please specify the type of Law Enforcement Officer you worked with today:		
Answer Options	Response Percent	Response Count
Sheriff	0.0%	0
Local Police	0.0%	0
MN Highway Patrol	0.0%	0
Other (please specify)	0.0%	0
<i>answered question</i>		0
<i>skipped question</i>		16

Business Conducted (select all that apply) If papers were filed please ensure appropriate box is selected.		
Answer Options	Response Percent	Response Count
Check Court Records	31.3%	5
Check Court Calendar	0.0%	0
File Papers	25.0%	4
Pay Fines	6.3%	1
Set up Payment Plans	0.0%	0
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	43.8%	7
Review Court Orders or Other Documents	25.0%	4
Seeking General Court Information	18.8%	3
Seeking Directional Information	25.0%	4
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	6.3%	1
In-Custody	0.0%	0
Other (please specify)	18.8%	3
complain about system/atty/etc		
request change to COR		
assistance to operate pro se computer		
<i>answered question</i>		16

If papers were filed, for what purpose: (select all that apply)		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	0.0%	0
Filing of OFPs	0.0%	0
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	25.0%	1
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	0.0%	0
Filing of Probate (including wills)	0.0%	0
Filing of Landlord/Tenant Issues	25.0%	1
Other (please specify)	75.0%	3
"Verified Petition for Possession of Residential Rental Property Following Unlawful removal of Exclusion"		
Dismissal		
civil transcript judgments		
<i>answered question</i>		4
<i>skipped question</i>		12

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	6.3%	1
No	93.8%	15
<i>answered question</i>		16
<i>skipped question</i>		0

CONTACT BY E-MAIL

Please Enter Date										
Answer Options	9/13/2	9/14/2	9/15/2	9/16/2	9/17/2	9/20/2	9/21/2	9/22/2	9/23/2	9/24/2
Number of Contacts	0	1	5	0	0	0	0	3	0	1

Contact		
Answer Options	Response Percent	Response Count
Email	100.0%	10
At the Counter	0.0%	0
By Telephone	0.0%	0
<i>answered question</i>		10
<i>skipped question</i>		0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	10.0%	1
No	90.0%	9
<i>answered question</i>		10
<i>skipped question</i>		0

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	10	1
<i>answered question</i>		1
<i>skipped question</i>		9

Customer Type: (select only one)		
Answer Options	Response Percent	Response Count
Litigant	0.0%	0
Pro Se (Not currently a litigant)	0.0%	0
Collection Agency	0.0%	0
Guardian Ad Litem	0.0%	0
Juror	0.0%	0
CAMPER Inquiry	0.0%	0
Attorney (Private, Prosecutor, Public Defender, Etc.)	30.0%	3
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	0.0%	0
Government Agency Staff	10.0%	1
Other Customer Type:		
Court Reporter	60.0%	6
Judge (5)		
<i>answered question</i>		10
<i>skipped question</i>		0

Please specify the Attorney you worked with today:		
Answer Options	Response Percent	Response Count
Private	0.0%	0
Prosecutor	100.0%	3
Public Defender	0.0%	0
Other Government Agency (Please Enter the Name of agency):	0.0%	0
<i>answered question</i>		3
<i>skipped question</i>		7

Please specify the Government Agency you worked with today:		
Answer Options	Response Count	
Other County Court Administrator	1	
<i>answered question</i>		1
<i>skipped question</i>		9

Please specify the type of Law Enforcement Officer you worked with today:		
Answer Options	Response Percent	Response Count
Sheriff	0.0%	0
Local Police	0.0%	0
MN Highway Patrol	0.0%	0
Other (please specify)	0.0%	0
<i>answered question</i>		0
<i>skipped question</i>		10

Business Conducted		
Answer Options	Response Percent	Response Count
Check Court Records	10.0%	1
Check Court Calendar	0.0%	0
File Papers	10.0%	1
Pay Fines	0.0%	0
Set up Payment Plans	0.0%	0
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	0.0%	0
Review Court Orders or Other Documents	20.0%	2
Seeking General Court Information	0.0%	0
Seeking Directional Information	0.0%	0
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	0.0%	0
In-Custody	0.0%	0
Other (please specify)		
Survey		
follow-up/verify info on court file		
follow-up on scheduling request (3)	80.0%	8
Give court direction from Judge		
follow-up and direction re CHIPS matter		
warrant status change		
<i>answered question</i>		10
<i>skipped question</i>		0

If papers were filed, for what purpose: (select all that apply)		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	0.0%	0
Filing of OFPs	0.0%	0
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	0.0%	0
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	0.0%	0
Filing of Probate (including wills)	0.0%	0
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify) Proposed CHIPS order	100.0%	1
<i>answered question</i>		1
<i>skipped question</i>		9

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	50.0%	5
No	50.0%	5
<i>answered question</i>		10
<i>skipped question</i>		0

CUSTOMER TYPE: LITIGANT

Please Enter Date										
Date	9/13/2010	9/14/2010	9/15/2010	9/16/2010	9/17/2010	9/20/2010	9/21/2010	9/22/2010	9/23/2010	9/24/2010
Number of Contacts	0	9	7	0	3	0	0	3	0	6

Contact		
Answer Options	Response Percent	Response Count
Email	0.0%	0
At the Counter	21.4%	6
By Telephone	78.6%	22
<i>answered question</i>		28
<i>skipped question</i>		0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	46.4%	13
No	53.6%	15
<i>answered question</i>		28
<i>skipped question</i>		0

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	10.77	13
<i>answered question</i>		13
<i>skipped question</i>		15

Business Conducted (select all that apply) If papers were filed please ensure appropriate box is selected.		
Answer Options	Response Percent	Response Count
Check Court Records	46.4%	13
Check Court Calendar	3.6%	1
File Papers	3.6%	1
Pay Fines	14.3%	4
Set up Payment Plans	0.0%	0
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	7.1%	2
Review Court Orders or Other Documents	14.3%	4
Seeking General Court Information	25.0%	7
Seeking Directional Information	25.0%	7
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	0.0%	0
In-Custody	0.0%	0
Other (please specify)	28.6%	8
restitution questions re: hearing, order and judgment		
complain about system/atty/etc (3)		
seeking public defender info.		
request court date/give explanation/get info		
wanting bail money back		
request change to COR		
	<i>answered question</i>	28
	<i>skipped question</i>	0

If papers were filed, for what purpose		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	0.0%	0
Filing of OFPs	0.0%	0
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	0.0%	0
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	0.0%	0
Filing of Probate (including wills)	0.0%	0
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify) civil transcript judgments	100.0%	1
<i>answered question</i>		1
<i>skipped question</i>		28

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	0.0%	0
No	100.0%	27
<i>answered question</i>		27
<i>skipped question</i>		1

CUSTOMER TYPE: PRO SE

Please Enter Date										
Date	9/13/2010	9/14/2010	9/15/2010	9/16/2010	9/17/2010	9/20/2010	9/21/2010	9/22/2010	9/23/2010	9/24/2010
Number of Contacts	0	2	0	0	0	0	0	2	0	0

Contact		
Answer Options	Response Percent	Response Count
Email	0.0%	0
At the Counter	50.0%	2
By Telephone	50.0%	2
<i>answered question</i>		4
<i>skipped question</i>		0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	50.0%	2
No	50.0%	2
<i>answered question</i>		4
<i>skipped question</i>		0

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	15.00	2
<i>answered question</i>		2
<i>skipped question</i>		2

Business Conducted		
Answer Options	Response Percent	Response Count
Check Court Records	0.0%	0
Check Court Calendar	0.0%	0
File Papers	25.0%	1
Pay Fines	0.0%	0
Set up Payment Plans	0.0%	0
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	25.0%	1
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	25.0%	1
Review Court Orders or Other Documents	25.0%	1
Seeking General Court Information	75.0%	3
Seeking Directional Information	50.0%	2
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	0.0%	0
In-Custody	0.0%	0
Other (please specify) assistance to operate pro se computer	25.0%	1
<i>answered question</i>		4
<i>skipped question</i>		0

If papers were filed, for what purpose		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	0.0%	0
Filing of OFPs	0.0%	0
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	0.0%	0
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	0.0%	0
Filing of Probate (including wills)	0.0%	0
Filing of Landlord/Tenant Issues	100.0%	1
Other (please specify) Verified Petition for Possession of Residential Rental Property Following Unlawful removal of Exclusion	100.0%	1
<i>answered question</i>		1
<i>skipped question</i>		3

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	25.0%	1
No	75.0%	3
	<i>answered question</i>	4
	<i>skipped question</i>	0

CONTACT BY TELEPHONE

Please Enter Date										
Answer Options	9/13/2	9/14/2	9/15/2	9/16/2	9/17/2	9/20/2	9/21/2	9/22/2	9/23/2	9/24/2
Number of Contacts	0	18	14	0	4	0	0	8	0	11

Contact		
Answer Options	Response Percent	Response Count
Email	0.0%	0
At the Counter	0.0%	0
By Telephone	100.0%	55
<i>answered question</i>		55
<i>skipped question</i>		0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	29.1%	16
No	70.9%	39
<i>answered question</i>		55
<i>skipped question</i>		0

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	10.63	16
<i>answered question</i>		16
<i>skipped question</i>		46

Customer Type: (select only one)		
Answer Options	Response Percent	Response Count
Litigant	40.0%	22
Pro Se (Not currently a litigant)	3.6%	2
Collection Agency	0.0%	0
Guardian Ad Litem	0.0%	0
Juror	0.0%	0
CAMPER Inquiry	0.0%	0
Attorney (Private, Prosecutor, Public Defender, Etc.)	47.3%	26
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	1.8%	1
Government Agency Staff	3.6%	2
Other Customer Type:	3.6%	2
Judge		
local newspaper		
<i>answered question</i>		55
<i>skipped question</i>		0

Please specify the Attorney you worked with today:		
Answer Options	Response Percent	Response Count
Private	50.0%	13
Prosecutor	11.5%	3
Public Defender	38.5%	10
Other Government Agency (Please Enter the Name of agency):	0.0%	0
<i>answered question</i>		26
<i>skipped question</i>		29

Please specify the Government Agency you worked with today:		
Answer Options	Response Count	
Social Services	2	
<i>answered question</i>		2
<i>skipped question</i>		53

Please specify the type of Law Enforcement Officer you worked with today:		
Answer Options	Response Percent	Response Count
Sheriff	100.0%	1
Local Police	0.0%	0
MN Highway Patrol	0.0%	0
Other (please specify)	0.0%	0
<i>answered question</i>		1
<i>skipped question</i>		54

Business Conducted (select all that apply) If papers were filed please ensure appropriate box is selected.		
Answer Options	Response Percent	Response Count
Check Court Records	29.1%	16
Check Court Calendar	5.5%	3
File Papers	0.0%	0
Pay Fines	5.5%	3
Set up Payment Plans	0.0%	0
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	1.8%	1
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	0.0%	0
Review Court Orders or Other Documents	16.4%	9
Seeking General Court Information	23.6%	13
Seeking Directional Information	21.8%	12
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	3.6%	2
In-Custody	0.0%	0
Other (please specify)	43.6%	24
follow-up on CHIPS file and Court Appointment status		
restitution questions (2)		
complain/request new attorney (2)		
seeking public defender info.		
request court date/give explanation/get info		
digging out old file		
Status requests (6)		
wanting bail money back		
Direction from Judge re info request		
re file assignment		
Scheduling (6)		
questions re: transportation of dfd		
<i>answered question</i>		55
<i>skipped question</i>		0

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	0.0%	0
No	100.0%	53
	<i>answered question</i>	53
	<i>skipped question</i>	2

Kandiyohi County April/May Time Study

Kandiyohi County Time Survey
April 26, 2010 - May 7, 2010

	County Total
Minutes taken today for vacation, sick leave, furlough and breaks	
Vacation Time - Total Daily Minutes	1215
Sick Leave - Total Daily Minutes	1955
LSS - Total Daily Minutes	2070
VUSSL - Total Daily Minutes	1560
Total of AM/PM Breaks - Total Daily Minutes	3780
Lunch Break - Total Daily Minutes	3780
Total Minutes	14360
Percent of Total Daily Minutes	21.68%
Travel	
Number of staff traveled to a different county for work today	0
Counties traveled to:	0
Round Trip Travel Time	0
Total Minutes	0
Percent of Total Daily Minutes	0.00%
Front Office Customer Assistance	
The total number of minutes and count of individuals seen at the counter	
Litigant - Number of Customers	512
Litigant - Counter Time (minutes)	2205
Attorney - Number of Customers	56
Attorney - Counter Time (minutes)	245
Government Agency - Number of Customers	154
Government Agency - Counter Time (minutes)	445
Collection Agency - Number of Customers	0
Collection Agency - Counter Time (minutes)	0
Pro Se Help - Number of Customers	121
Pro Se Help - Counter Time (minutes)	520
Law Library Help - Number of Customers	1
Law Library Help - Counter Time (minutes)	5
Other - Number of Customers	77
Other - Counter Time (minutes)	385
Counter Subtotal Total Minutes	3805
Counter Subtotal Percent of Total Daily Minutes	5.74%
The total number of minutes and count of individuals assisted on the phone	
Litigant - Number of Customers	534
Litigant - Phone Time (minutes)	2045
Attorney - Number of Customers	256
Attorney - Phone Time (minutes)	1175
Government Agency - Number of Customers	82
Government Agency - Phone Time (minutes)	410
Collection Agency - Number of Customers	8
Collection Agency - Phone Time (minutes)	40
Pro Se Help - Number of Customers	72
Pro Se Help - Phone Time (minutes)	330
Law Library Help - Number of Customers	0
Law Library Help - Phone Time (minutes)	0
Other - Number of Customers	133
Other - Phone Time (minutes)	610
Telephone Subtotal Total Minutes	4610
Telephone Subtotal Percent of Total Daily Minutes	6.96%
Total Front Office Customer Assistance Minutes	8415
Percent of Total Daily Minutes	12.70%
Back Office Staff Time	
MNICS Activities	18065
Records Management	7650
Financial Management	5015
Administrative Duties	6620
Total Minutes	37350
Percent of Total Daily Minutes	56.39%
Judge/Courtroom Support	
Case Calendaring	1750
Courtroom Coverage	3515
Court Reporting Duties	620
BOTH Court Reporting Duties and Courtroom Coverage	225
Preparing Transcripts	0
Total Minutes	6110
Percent of Total Daily Minutes	9.22%
Total Daily Minutes	66235

Please note: NCSC asked court employees working in the clerk's office to individually record each interaction with a court customer during the work day only on days when court was NOT scheduled. Kandiyohi County had court scheduled everyday during the time study period and therefore no entries were recorded for the September Time Study.

Lac Qui Parle County April/May Time Study

Lac Qui Parle Time Survey
April 26, 2010 - May 7, 2010

	County Total
Minutes taken today for vacation, sick leave, furlough and breaks.	
Vacation Time - Total Daily Minutes	1710
Sick Leave - Total Daily Minutes	0
LSS - Total Daily Minutes	635
VUSSL - Total Daily Minutes	0
Total of AM/PM Breaks - Total Daily Minutes	280
Lunch Break - Total Daily Minutes	500
Total Minutes	3125
Percent of Total Daily Minutes	28.40%
Travel	
Did you travel to a different county for work today?	2
Counties traveled to:	0
Round Trip Travel Time	165
Total Minutes	165
Percent of Total Daily Minutes	1.50%
Front Office Customer Assistance	
The total number of minutes and count of individuals seen at the counter	
Litigant - Number of Customers	24
Litigant - Counter Time (minutes)	265
Attorney - Number of Customers	16
Attorney - Counter Time (minutes)	130
Government Agency - Number of Customers	30
Government Agency - Counter Time (minutes)	180
Collection Agency - Number of Customers	0
Collection Agency - Counter Time (minutes)	0
Pro Se Help - Number of Customers	9
Pro Se Help - Counter Time (minutes)	110
Law Library Help - Number of Customers	0
Law Library Help - Counter Time (minutes)	0
Other - Number of Customers	17
Other - Counter Time (minutes)	115
Counter Subtotal Total Minutes	800
Counter Subtotal Percent of Total Daily Minutes	7.27%
The total number of minutes and count of individuals assisted on the phone	
Litigant - Number of Customers	68
Litigant - Phone Time (minutes)	280
Attorney - Number of Customers	57
Attorney - Phone Time (minutes)	210
Government Agency - Number of Customers	65
Government Agency - Phone Time (minutes)	240
Collection Agency - Number of Customers	2
Collection Agency - Phone Time (minutes)	10
Pro Se Help - Number of Customers	5
Pro Se Help - Phone Time (minutes)	55
Law Library Help - Number of Customers	0
Law Library Help - Phone Time (minutes)	0
Other - Number of Customers	46
Other - Phone Time (minutes)	165
Telephone Subtotal Total Minutes	960
Telephone Subtotal Percent of Total Daily Minutes	8.72%
Total Front Office Customer Assistance Minutes	1760
Percent of Total Daily Minutes	15.99%
Back Office Staff Time	
MNICS Activities	1810
Records Management	2025
Financial Management	485
Administrative Duties	975
Total Minutes	5295
Percent of Total Daily Minutes	48.11%
Judge/Courtroom Support	
Case Calendaring	340
Courtroom Coverage	80
Court Reporting Duties	0
BOTH Court Reporting Duties and Courtroom Coverage	0
Preparing Transcripts	0
Total Minutes	420
Percent of Total Daily Minutes	3.82%
Total Daily Minutes	11005

Lac Qui Parle County September Time Study

CONTACT BY FRONT COUNTER

Please Enter Date										
Date	9/13/ 2010	9/14/ 010	9/15/ 010	9/16/ 010	9/17/ 010	9/20/ 010	9/21/ 010	9/22/ 010	9/23/ 010	9/24/ 010
Number of Contacts	4	0	4	0	8	9	8	1	4	2

Contact		
Answer Options	Response Percent	Response Count
Email	0.0%	0
At the Counter	100.0%	40
By Telephone	0.0%	0
<i>answered question</i>		40
<i>skipped question</i>		0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	28.9%	11
No	71.1%	27
<i>answered question</i>		38
<i>skipped question</i>		2

If yes, please enter the amount of minutes spent with this customer:			
Answer Options	Response Average	Response Total	Response Count
Minutes	8.55	94	11
<i>answered question</i>			11
<i>skipped question</i>			29

Customer Type: (select only one)		
Answer Options	Response Percent	Response Count
Litigant	13.2%	5
Pro Se (Not currently a litigant)	34.2%	13
Collection Agency	0.0%	0
Guardian Ad Litem	0.0%	0
Juror	0.0%	0
CAMPER Inquiry	0.0%	0
Attorney (Private, Prosecutor, Public Defender, Etc.)	21.1%	8
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	13.2%	5
Government Agency Staff	18.4%	7
Other Customer Type:	0.0%	0
<i>answered question</i>		38
<i>skipped question</i>		2

Please specify the Attorney you worked with today:		
Answer Options	Response Percent	Response Count
Private	12.5%	1
Prosecutor	87.5%	7
Public Defender	0.0%	0
Other Government Agency (Please Enter the Name of agency):	0.0%	0
<i>answered question</i>		8
<i>skipped question</i>		32

Please specify the Government Agency you worked with today:		
Answer Options	Response Count	
Corrections (2)	7	
Family Services (2)		
Probation (2)		
Treasurer/Auditor Office		
<i>answered question</i>		7
<i>skipped question</i>		33

Please specify the type of Law Enforcement Officer you worked with today:		
Answer Options	Response Percent	Response Count
Sheriff	60.0%	3
Local Police	40.0%	2
MN Highway Patrol	0.0%	0
Other (please specify)	0.0%	0
<i>answered question</i>		5
<i>skipped question</i>		35

Business Conducted (select all that apply) If papers were filed please ensure appropriate box is selected.		
Answer Options	Response Percent	Response Count
Check Court Records	0.0%	0
Check Court Calendar	0.0%	0
File Papers	31.6%	12
Pay Fines	2.6%	1
Set up Payment Plans	0.0%	0
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	13.2%	5
Review Court Orders or Other Documents	2.6%	1
Seeking General Court Information	13.2%	5
Seeking Directional Information	26.3%	10
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	5.3%	2
In-Custody	5.3%	2
Other (please specify)	13.2%	5
Drop off citations (2)		
Paperwork for collection following conciliation court		
Set Motion hearing		
Harassment information		
<i>answered question</i>		38
<i>skipped question</i>		2

If "In-Custody" was selected, please enter first and last name.	
Answer Options	Response Count
Greiner (2)	2
<i>answered question</i>	
<i>skipped question</i>	
	2
	38

If papers were filed, for what purpose: (select all that apply)		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	41.7%	5
Filing of OFPs	0.0%	0
Filing of Harassments	8.3%	1
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	8.3%	1
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	8.3%	1
Filing of Probate (including wills)	0.0%	0
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify)	33.3%	4
Filing Report (3)		
Civil		
<i>answered question</i>		12
<i>skipped question</i>		28

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	7.9%	3
No	92.1%	35
<i>answered question</i>		38
<i>skipped question</i>		2

CONTACT BY E-MAIL

Please Enter Date										
Date	9/13/2010	9/14/2010	9/15/2010	9/16/2010	9/17/2010	9/20/2010	9/21/2010	9/22/2010	9/23/2010	9/24/2010
Number of Contacts	4	0	1	0	10	5	4	3	1	3

Contact		
Answer Options	Response Percent	Response Count
Email	100.0%	31
At the Counter	0.0%	0
By Telephone	0.0%	0
<i>answered question</i>		31
<i>skipped question</i>		0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	9.7%	3
No	90.3%	28
<i>answered question</i>		31
<i>skipped question</i>		0

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	6	3
<i>answered question</i>		3
<i>skipped question</i>		28

Customer Type: (select only one)		
Answer Options	Response Percent	Response Count
Litigant	0.0%	0
Pro Se (Not currently a litigant)	0.0%	0
Collection Agency	0.0%	0
Guardian Ad Litem	0.0%	0
Juror	0.0%	0
CAMPER Inquiry	0.0%	0
Attorney (Private, Prosecutor, Public Defender, Etc.)	19.4%	6
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	6.5%	2
Government Agency Staff	71.0%	22
Other Customer Type: Newspaper editor	3.2%	1
<i>answered question</i>		31
<i>skipped question</i>		0

Please specify the Attorney you worked with today:		
Answer Options	Response Percent	Response Count
Private	16.7%	1
Prosecutor	83.3%	5
Public Defender	0.0%	0
Other Government Agency (Please Enter the Name of agency):	0.0%	0
<i>answered question</i>		6
<i>skipped question</i>		25

Please specify the Government Agency you worked with today:	
Answer Options	Response Count
Child Support Court Administration (4) Court Reporter Family Services (11) Judge (3) Yellow Medicine Court Administrator (2)	22
<i>answered question</i>	
22	
<i>skipped question</i>	
9	

Please specify the type of Law Enforcement Officer you worked with today:		
Answer Options	Response Percent	Response Count
Sheriff	50.0%	1
Local Police	50.0%	1
MN Highway Patrol	0.0%	0
Other (please specify)	0.0%	0
<i>answered question</i>		2
<i>skipped question</i>		29

Business Conducted (select all that apply) If papers were filed please ensure appropriate box is selected.		
Answer Options	Response Percent	Response Count
Check Court Records	16.1%	5
Check Court Calendar	12.9%	4
File Papers	6.5%	2
Pay Fines	0.0%	0
Set up Payment Plans	0.0%	0
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	3.2%	1
Pick-up Court Orders or Other Documents	0.0%	0
Review Court Orders or Other Documents	16.1%	5
Seeking General Court Information	12.9%	4
Seeking Directional Information	16.1%	5
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	6.5%	2
In-Custody	3.2%	1
Other (please specify)	12.9%	4
subpoena request		
Looking for a file and if anything new filed from attorneys.		
Schedule ITV time		
instruction		
<i>answered question</i>		31
<i>skipped question</i>		0

If "In-Custody" was selected, please enter first and last name.	
Answer Options	Response Count
Greiner	1
<i>answered question</i>	
1	
<i>skipped question</i>	
30	

If papers were filed, for what purpose: (select all that apply)		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	50.0%	1
Filing of OFPs	0.0%	0
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	0.0%	0
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	0.0%	0
Filing of Probate (including wills)	0.0%	0
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify) Police Reports	50.0%	1
<i>answered question</i>		2
<i>skipped question</i>		29

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	13.3%	4
No	86.7%	26
<i>answered question</i>		30
<i>skipped question</i>		1

CUSTOMER TYPE: LITIGANT

Please Enter Date										
Date	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	5	0	3	0	4	8	3	2	1	0

Contact		
Answer Options	Response Percent	Response Count
Email	0.0%	0
At the Counter	19.2%	5
By Telephone	80.8%	21
<i>answered question</i>		26
<i>skipped question</i>		0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	46.2%	12
No	53.8%	14
<i>answered question</i>		26
<i>skipped question</i>		0

If yes, please enter the amount of minutes spent with this customer:			
Answer Options	Response Average	Response Total	Response Count
Minutes	8.25	99	12
<i>answered question</i>			12
<i>skipped question</i>			14

Customer Type: (select only one)		
Answer Options	Response Percent	Response Count
Litigant	100.0%	26
Pro Se (Not currently a litigant)	0.0%	0
Collection Agency	0.0%	0
Guardian Ad Litem	0.0%	0
Juror	0.0%	0
CAMPER Inquiry	0.0%	0
Attorney (Private, Prosecutor, Public Defender, Etc.)	0.0%	0
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	0.0%	0
Government Agency Staff	0.0%	0
Other Customer Type:	0.0%	0
<i>answered question</i>		26
<i>skipped question</i>		0

Business Conducted (select all that apply) If papers were filed please ensure appropriate box is selected.		
Answer Options	Response Percent	Response Count
Check Court Records	19.2%	5
Check Court Calendar	11.5%	3
File Papers	7.7%	2
Pay Fines	7.7%	2
Set up Payment Plans	7.7%	2
Refer or explain to non-jurisdictional payors to/about CPC	11.5%	3
Refer to DOR if in collection status	3.8%	1
Judgment Searches	3.8%	1
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	0.0%	0
Review Court Orders or Other Documents	0.0%	0
Seeking General Court Information	15.4%	4
Seeking Directional Information	26.9%	7
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	0.0%	0
In-Custody	0.0%	0
Other (please specify)	7.7%	2
Paperwork for collection following conciliation court		
Check amounts with co-dfd account		
<i>answered question</i>		26
<i>skipped question</i>		0

If "In-Custody" was selected, please enter first and last name.	
Answer Options	Response Count
	0
<i>answered question</i>	0
<i>skipped question</i>	26

If papers were filed, for what purpose: (select all that apply)		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	0.0%	0
Filing of OFPs	0.0%	0
Filing of Harassments	50.0%	1
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	0.0%	0
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	50.0%	1
Filing of Probate (including wills)	0.0%	0
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify)	0.0%	0
<i>answered question</i>		2
<i>skipped question</i>		24

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	3.8%	1
No	96.2%	25
<i>answered question</i>		26
<i>skipped question</i>		0

CUSTOMER TYPE: PRO SE

Please Enter Date										
Date	9/13/2010	9/14/2010	9/15/2010	9/16/2010	9/17/2010	9/20/2010	9/21/2010	9/22/2010	9/23/2010	9/24/2010
Number of Contacts	1	0	4	0	7	3	4	0	0	1

Contact		
Answer Options	Response Percent	Response Count
Email	0.0%	0
At the Counter	65.0%	13
By Telephone	35.0%	7
<i>answered question</i>		20
<i>skipped question</i>		0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	10.0%	2
No	90.0%	18
<i>answered question</i>		20
<i>skipped question</i>		0

If yes, please enter the amount of minutes spent with this customer:			
Answer Options	Response Average	Response Total	Response Count
Minutes	11.50	23	2
<i>answered question</i>			2
<i>skipped question</i>			18

Customer Type: (select only one)		
Answer Options	Response Percent	Response Count
Litigant	0.0%	0
Pro Se (Not currently a litigant)	100.0%	20
Collection Agency	0.0%	0
Guardian Ad Litem	0.0%	0
Juror	0.0%	0
CAMPER Inquiry	0.0%	0
Attorney (Private, Prosecutor, Public Defender, Etc.)	0.0%	0
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	0.0%	0
Government Agency Staff	0.0%	0
Other Customer Type:	0.0%	0
<i>answered question</i>		20
<i>skipped question</i>		0

Business Conducted (select all that apply) If papers were filed please ensure appropriate box is selected.		
Answer Options	Response Percent	Response Count
Check Court Records	0.0%	0
Check Court Calendar	0.0%	0
File Papers	0.0%	0
Pay Fines	0.0%	0
Set up Payment Plans	0.0%	0
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	5.0%	1
Pick-up Court Orders or Other Documents	5.0%	1
Review Court Orders or Other Documents	0.0%	0
Seeking General Court Information	25.0%	5
Seeking Directional Information	55.0%	11
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	10.0%	2
In-Custody	0.0%	0
Other (please specify) Harassment Information	5.0%	1
<i>answered question</i>		20

If "In-Custody" was selected, please enter first and last name.	
Answer Options	Response Count
	0
<i>answered question</i>	0
<i>skipped question</i>	20

If papers were filed, for what purpose: (select all that apply)		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	0.0%	0
Filing of OFPs	0.0%	0
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	0.0%	0
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	0.0%	0
Filing of Probate (including wills)	0.0%	0
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify)	0.0%	0
<i>answered question</i>		0
<i>skipped question</i>		20

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	0.0%	0
No	100.0%	20
<i>answered question</i>		20
<i>skipped question</i>		0

CONTACT BY TELEPHONE

Please Enter Date										
Date	9/13/2010	9/14/2010	9/15/2010	9/16/2010	9/17/2010	9/20/2010	9/21/2010	9/22/2010	9/23/2010	9/24/2010
Number of Contacts	21	0	12	0	14	10	26	7	6	3

Contact		
Answer Options	Response Percent	Response Count
Email	0.0%	0
At the Counter	0.0%	0
By Telephone	100.0%	99
<i>answered question</i>		99
<i>skipped question</i>		0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	25.3%	25
No	74.7%	74
<i>answered question</i>		99
<i>skipped question</i>		0

If yes, please enter the amount of minutes spent with this customer:			
Answer Options	Response Average	Response Total	Response Count
Minutes	7.12	178	25
<i>answered question</i>			25
<i>skipped question</i>			74

Customer Type: (select only one)		
Answer Options	Response Percent	Response Count
Litigant	21.2%	21
Pro Se (Not currently a litigant)	7.1%	7
Collection Agency	0.0%	0
Guardian Ad Litem	1.0%	1
Juror	1.0%	1
CAMPER Inquiry	0.0%	0
Attorney (Private, Prosecutor, Public Defender, Etc.)	44.4%	44
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	7.1%	7
Government Agency Staff	13.1%	13
Other Customer Type:	5.1%	5
Credit Union		
Juvenile's parent (3)		
Newspaper editor		
<i>answered question</i>		99
<i>skipped question</i>		0

Please specify the Attorney you worked with today:		
Answer Options	Response Percent	Response Count
Private	20.5%	9
Prosecutor	70.5%	31
Public Defender	9.1%	4
Other Government Agency (Please Enter the Name of agency):	0.0%	0
<i>answered question</i>		44
<i>skipped question</i>		55

Please specify the Government Agency you worked with today:	
Answer Options	Response Count
Advocate	13
Assessor's Office	
Child Support	
Corrections	
District Office	
Family Services (4)	
Guardian Ad Litem	
Judge	
Police dept	
Probation agent	

<i>answered question</i>	13
<i>skipped question</i>	86

Please specify the type of Law Enforcement Officer you worked with today:

Answer Options	Response Percent	Response Count
Sheriff	85.7%	6
Local Police	0.0%	0
MN Highway Patrol	0.0%	0
Other (please specify) Dispatch/jailer	14.3%	1
<i>answered question</i>		7
<i>skipped question</i>		92

Business Conducted (select all that apply) If papers were filed please ensure appropriate box is selected.

Answer Options	Response Percent	Response Count
Check Court Records	12.1%	12
Check Court Calendar	15.2%	15
File Papers	2.0%	2
Pay Fines	1.0%	1
Set up Payment Plans	2.0%	2
Refer or explain to non-jurisdictional payors to/about CPC	3.0%	3
Refer to DOR if in collection status	1.0%	1
Judgment Searches	1.0%	1
Newspaper & Radio (Check for Court News)	3.0%	3
Pick-up Court Orders or Other Documents	2.0%	2
Review Court Orders or Other Documents	5.1%	5
Seeking General Court Information	18.2%	18
Seeking Directional Information	27.3%	27
Juror Inquiries	1.0%	1
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	2.0%	2
In-Custody	11.1%	11
Other (please specify) Answer to questions on Hearing/Court set for following day (8)		
Check amounts with co-dfd account		
Discussed a Harassment Petition discussion regarding filing of police reports	16.2%	16
Get dates juvenile will be in MN for next hearing		
Get ICR number		
Get next dates juvenile available for court in MN		
Needed a court date also		

requesting warrants	
	<i>answered question</i> 99
	<i>skipped question</i> 0

If "In-Custody" was selected, please enter first and last name.

Answer Options	Response Count
Greiner (13)	14
No Name (1)	
	<i>answered question</i> 14
	<i>skipped question</i> 85

If papers were filed, for what purpose: (select all that apply)

Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	100.0%	2
Filing of OFPs	0.0%	0
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	0.0%	0
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	0.0%	0
Filing of Probate (including wills)	0.0%	0
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify)	0.0%	0
	<i>answered question</i>	2
	<i>skipped question</i>	97

Did contact require the immediate attention of a Judge:

Answer Options	Response Percent	Response Count
Yes	7.1%	7
No	92.9%	92
	<i>answered question</i>	99
	<i>skipped question</i>	0

Meeker County April/May Time Study

Meeker County Time Study
April 26, 2010 - May 7, 2010

	County Total
Minutes taken today for vacation, sick leave, furlough and breaks	
Vacation Time - Total Daily Minutes	360
Sick Leave - Total Daily Minutes	4560
LSS - Total Daily Minutes	2700
VUSSL - Total Daily Minutes	10
Total of AM/PM Breaks - Total Daily Minutes	2760
Lunch Break - Total Daily Minutes	3100
Total Minutes	13490
Percent of Total Daily Minutes	23.92%
Travel	
Number of staff traveled to a different county for work today.	3
Counties traveled to:	0
Round Trip Travel Time - Total Daily Minutes	120
Total Minutes	120
Percent of Total Daily Minutes	0.21%
Front Office Customer Service	
The total number of minutes and count of individuals seen at the counter	
Litigant - Number of Customers	460
Litigant - Counter Time (minutes)	1565
Attorney - Number of Customers	91
Attorney - Counter Time (minutes)	320
Government Agency - Number of Customers	52
Government Agency - Counter Time (minutes)	230
Collection Agency - Number of Customers	0
Collection Agency - Counter Time (minutes)	0
Pro Se Help - Number of Customers	74
Pro Se Help - Counter Time (minutes)	310
Law Library Help - Number of Customers	0
Law Library Help - Counter Time (minutes)	0
Other - Number of Customers	22
Other - Counter Time (minutes)	80
Counter Subtotal Total Minutes	2505
Counter Subtotal Percent of Total Daily Minutes	4.44%
The total number of minutes and count of individuals assisted on the phone	
Litigant - Number of Customers	389
Litigant - Phone Time (minutes)	1045
Attorney - Number of Customers	209
Attorney - Phone Time (minutes)	680
Government Agency - Number of Customers	50
Government Agency - Phone Time (minutes)	180
Collection Agency - Number of Customers	2
Collection Agency - Phone Time (minutes)	5
Pro Se Help - Number of Customers	101
Pro Se Help - Phone Time (minutes)	340
Law Library Help - Number of Customers	0
Law Library Help - Phone Time (minutes)	0
Other - Number of Customers	68
Other - Phone Time (minutes)	150
Telephone Subtotal Total Minutes	2400
Telephone Subtotal Percent of Total Daily Minutes	4.26%
Total Front Office Customer Assistance Minutes	4905
Percent of Total Daily Minutes	8.70%
Back Office Staff Time	
MNICS Activities	21650
Records Management	5545
Financial Management	2040
Administrative Duties	5160
Total Minutes	34395
Percent of Total Daily Minutes	60.98%
Judge/Courtroom Support	
Case Calendaring	360
Courtroom Coverage	3030
Court Reporting Duties	50
BOTH Court Reporting Duties and Courtroom Coverage	50
Preparing Transcripts	0
Total Minutes	3490
Percent of Total Daily Minutes	6.19%
Total Daily Minutes	56400

Please note: NCSC asked court employees working in the clerk's office to individually record each interaction with a court customer during the work day only on days when court was NOT scheduled. Meeker County had court scheduled everyday during the time study period and therefore no entries were recorded for the September Time Study.

Pope County April/May Time Study

Pope County Time Study
April 26, 2010 - May 7, 2010

	County Total
Minutes taken today for vacation, sick leave, furlough and breaks	
Vacation Time - Total Daily Minutes	0
Sick Leave - Total Daily Minutes	615
LSS - Total Daily Minutes	750
VUSSL - Total Daily Minutes	0
Total of AM/PM Breaks - Total Daily Minutes	150
Lunch Break - Total Daily Minutes	1140
Total Minutes	2655
Percent of Total Daily Minutes	18.01%
Travel	
Number of staff traveled to a different county for work today.	
Counties traveled to:	
Round Trip Travel Time	120
Total Minutes	120
Percent of Total Daily Minutes	0.81%
Front Office Customer Assistance	
The total number of minutes and count of individuals seen at the counter	
Litigant - Number of Customers	55
Litigant - Counter Time (minutes)	210
Attorney - Number of Customers	53
Attorney - Counter Time (minutes)	185
Government Agency - Number of Customers	24
Government Agency - Counter Time (minutes)	110
Collection Agency - Number of Customers	0
Collection Agency - Counter Time (minutes)	0
Pro Se Help - Number of Customers	27
Pro Se Help - Counter Time (minutes)	205
Law Library Help - Number of Customers	0
Law Library Help - Counter Time (minutes)	0
Other - Number of Customers	51
Other - Counter Time (minutes)	210
Counter Subtotal Total Minutes	920
Counter Subtotal Percent of Total Daily Minutes	6.24%
The total number of minutes and count of individuals assisted on the phone	
Litigant - Number of Customers	43
Litigant - Phone Time (minutes)	135
Attorney - Number of Customers	98
Attorney - Phone Time (minutes)	260
Government Agency - Number of Customers	76
Government Agency - Phone Time (minutes)	185
Collection Agency - Number of Customers	0
Collection Agency - Phone Time (minutes)	0
Pro Se Help - Number of Customers	12
Pro Se Help - Phone Time (minutes)	65
Law Library Help - Number of Customers	0
Law Library Help - Phone Time (minutes)	0
Other - Number of Customers	119
Other - Phone Time (minutes)	360
Telephone Subtotal Total Minutes	1005
Telephone Subtotal Percent of Total Daily Minutes	6.82%
Total Front Office Customer Assistance Minutes	1925
Percent of Total Daily Minutes	13.06%
Back Office Staff Time	
MNICS Activities	4430
Records Management	3020
Financial Management	420
Administrative Duties	1390
Total Minutes	9260
Percent of Total Daily Minutes	62.82%
Judge/Courtroom Support	
Case Calendaring	415
Courtroom Coverage	135
Court Reporting Duties	25
BOTH Court Reporting Duties and Courtroom Coverage	205
Preparing Transcripts	0
Total Minutes	780
Percent of Total Daily Minutes	5.29%
Total Daily Minutes	14740

Pope County September Time Study

CONTACT BY FRONT COUNTER

Please Enter Date										
Answer Options	9/13/2010	9/14/2010	9/15/2010	9/16/2010	9/17/2010	9/20/2010	9/21/2010	9/22/2010	9/23/2010	9/24/2010
Number of Contacts	7	0	0	0	0	18	0	0	10	6

Contact		
Answer Options	Response Percent	Response Count
Email	0.0%	0
At the Counter	100.0%	41
By Telephone	0.0%	0
<i>answered question</i>		41
<i>skipped question</i>		0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	29.3%	12
No	70.7%	29
<i>answered question</i>		41
<i>skipped question</i>		0

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	9.45	11
<i>answered question</i>		11
<i>skipped question</i>		30

Customer Type: (select only one)		
Answer Options	Response Percent	Response Count
Litigant	25.0%	10
Pro Se (Not currently a litigant)	7.5%	3
Collection Agency	0.0%	0
Guardian Ad Litem	0.0%	0
Juror	0.0%	0
CAMPER Inquiry	0.0%	0
Attorney (Private, Prosecutor, Public Defender, Etc.)	17.5%	7
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	7.5%	3
Government Agency Staff	17.5%	7
Other Customer Type:		
Attorney's secretary (4)	25.0%	10
General public (5)		
Mailman		
	<i>answered question</i>	40
	<i>skipped question</i>	1

Please specify the Attorney you worked with today:		
Answer Options	Response Percent	Response Count
Private	42.9%	3
Prosecutor	42.9%	3
Public Defender	14.3%	1
Other Government Agency (Please Enter the Name of agency):	0.0%	0
	<i>answered question</i>	7
	<i>skipped question</i>	34

Please specify the Government Agency you worked with today:	
Answer Options	Response Count
County Attorney's secretary	
Pope County Human Services	7
Pope County Probation (5)	
	<i>answered question</i>
	7
	<i>skipped question</i>
	34

Please specify the type of Law Enforcement Officer you worked with today:		
Answer Options	Response Percent	Response Count
Sheriff	33.3%	1
Local Police	0.0%	0
MN Highway Patrol	0.0%	0
Other (please specify)		
Deputy	66.7%	2
STS Crew Leader		
<i>answered question</i>		3
<i>skipped question</i>		38

Business Conducted (select all that apply) If papers were filed please ensure appropriate box is selected.		
Answer Options	Response Percent	Response Count
Check Court Records	10.3%	4
Check Court Calendar	2.6%	1
File Papers	30.8%	12
Pay Fines	20.5%	8
Set up Payment Plans	5.1%	2
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	17.9%	7
Review Court Orders or Other Documents	7.7%	3
Seeking General Court Information	7.7%	3
Seeking Directional Information	0.0%	0
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	12.8%	5
In-Custody	2.6%	1
Other (please specify)	28.2%	11
Assistance with Self-Help computer		
Brought mail to counter as we had certified mail to sign for.		
Dropping off court documents for filing		
Filing probation documents		
Inquiring where to obtain a marriage license		
Issue subpoena		
Judge signature needed		
looking for Auditor's office for absentee ballot		
Questions re commitment file		
Schedule questions		
Using public access terminal		
<i>answered question</i>		39
<i>skipped question</i>		2

If "In-Custody" was selected, please enter first and last name.	
Answer Options	Response Count
Richard Beveridge	1
<i>answered question</i>	
	1
<i>skipped question</i>	
	40

If papers were filed, for what purpose: (select all that apply)		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	9.1%	1
Filing of OFPs	0.0%	0
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	18.2%	2
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	0.0%	0
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	0.0%	0
Filing of Probate (including wills)	9.1%	1
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify)	81.8%	9
Copy of subpoena		
Filing a request for an order for disclosure		
Filing documents for multiple criminal files.		
Filing memo for judge regarding a defendant on probation		
Filing of Commitment Petition		
General filing for existing files (3)		
Report		
<i>answered question</i>		11
<i>skipped question</i>		30

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	7.9%	3
No	92.1%	35
<i>answered question</i>		38
<i>skipped question</i>		3

CONTACT BY E-MAIL

Please Enter Date										
Answer Options	9/13/2010	9/14/2010	9/15/2010	9/16/2010	9/17/2010	9/20/2010	9/21/2010	9/22/2010	9/23/2010	9/24/2010
Number of Contacts	7	0	0	0	0	3	0	0	15	11

Contact		
Answer Options	Response Percent	Response Count
Email	100.0%	36
At the Counter	0.0%	0
By Telephone	0.0%	0
<i>answered question</i>		36
<i>skipped question</i>		0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	0.0%	0
No	100.0%	36
<i>answered question</i>		36
<i>skipped question</i>		0

If yes, please enter the amount of minutes spent with this customer:			
Answer Options	Response Average	Response Total	Response Count
Minutes	.00		0
<i>answered question</i>			0
<i>skipped question</i>			36

Customer Type: (select only one)		
Answer Options	Response Percent	Response Count
Litigant	0.0%	0
Pro Se (Not currently a litigant)	2.8%	1
Collection Agency	0.0%	0
Guardian Ad Litem	2.8%	1
Juror	0.0%	0
CAMPER Inquiry	0.0%	0
Attorney (Private, Prosecutor, Public Defender, Etc.)	2.8%	1
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	0.0%	0
Government Agency Staff	86.1%	31
Other Customer Type: Court Reporter (2)	5.6%	2
<i>answered question</i>		36
<i>skipped question</i>		0

Please specify the Attorney you worked with today:		
Answer Options	Response Percent	Response Count
Private	0.0%	0
Prosecutor	0.0%	0
Public Defender	100.0%	1
Other Government Agency (Please Enter the Name of agency):	0.0%	0
<i>answered question</i>		1
<i>skipped question</i>		35

Please specify the Government Agency you worked with today:		
Answer Options	Response Count	
Court Administration staff (6)	31	
Court Administrator (13)		
Court Reporter (6)		
Deputy Court Administrator (4)		
District Office		
MCPC		
<i>answered question</i>		31
<i>skipped question</i>		5

Please specify the type of Law Enforcement Officer you worked with today:		
Answer Options	Response Percent	Response Count
Sheriff	0.0%	0
Local Police	0.0%	0
MN Highway Patrol	0.0%	0
Other (please specify)	0.0%	0
<i>answered question</i>		0
<i>skipped question</i>		36

Business Conducted (select all that apply) If papers were filed please ensure appropriate box is selected.		
Answer Options	Response Percent	Response Count
Check Court Records	0.0%	0
Check Court Calendar	8.3%	3
File Papers	2.8%	1
Pay Fines	0.0%	0
Set up Payment Plans	0.0%	0
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	0.0%	0
Review Court Orders or Other Documents	0.0%	0
Seeking General Court Information	2.8%	1
Seeking Directional Information	0.0%	0
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	0.0%	0
In-Custody	5.6%	2
Other (please specify)	83.3%	30
Calendar information (2)		
Contact regarding ITV hearing (6)		
Emailed regarding finding sentencing date w/Judge Seibel.		
Emailed regarding judge removal		
Emailed to have them scan me paperwork from a file.		
Forwarded collection information		
Forwarded request for transcript		
General question (6)		
Information re search warrant		
Information regarding calendar sessions		
Need of Judge to sign warrant		
Question re collections		
Question re examiner.		
Question re search warrant		

Questions regarding hearing	
Request to print restitution checks in our job queue.	
Reschedule hearing	
Seeking address	
Sent complaint for Judge's signature	
	answered question 36
	skipped question 0

If "In-Custody" was selected, please enter first and last name.

Answer Options	Response Count
Sean Terhaar	2
Richard Beveridge	2
	skipped question 34

If papers were filed, for what purpose: (select all that apply)

Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	0.0%	0
Filing of OFPs	0.0%	0
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	0.0%	0
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	0.0%	0
Filing of Probate (including wills)	0.0%	0
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify)	100.0%	1
Order for signature		
	answered question	1
	skipped question	35

Did contact require the immediate attention of a Judge:

Answer Options	Response Percent	Response Count
Yes	16.7%	6
No	83.3%	30
	answered question	36
	skipped question	0

CUSTOMER TYPE: LITIGANT

Please Enter Date										
Answer Options	9/13/2010	9/14/2010	9/15/2010	9/16/2010	9/17/2010	9/20/2010	9/21/2010	9/22/2010	9/23/2010	9/24/2010
Number of Contacts	10	0	0	0	0	18	0	0	5	3

Contact		
Answer Options	Response Percent	Response Count
Email	0.0%	0
At the Counter	27.8%	10
By Telephone	72.2%	26
<i>answered question</i>		36
<i>skipped question</i>		0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	22.2%	8
No	77.8%	28
<i>answered question</i>		36
<i>skipped question</i>		0

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	8.25	8
<i>answered question</i>		8
<i>skipped question</i>		28

Customer Type: (select only one)		
Answer Options	Response Percent	Response Count
Litigant	100.0%	36
Pro Se (Not currently a litigant)	0.0%	0
Collection Agency	0.0%	0
Guardian Ad Litem	0.0%	0
Juror	0.0%	0
CAMPER Inquiry	0.0%	0
Attorney (Private, Prosecutor, Public Defender, Etc.)	0.0%	0
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	0.0%	0
Government Agency Staff	0.0%	0
Other Customer Type:	0.0%	0
<i>answered question</i>		36

Business Conducted (select all that apply) If papers were filed please ensure appropriate box is selected.		
Answer Options	Response Percent	Response Count
Check Court Records	22.9%	8
Check Court Calendar	14.3%	5
File Papers	2.9%	1
Pay Fines	31.4%	11
Set up Payment Plans	11.4%	4
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	5.7%	2
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	0.0%	0
Review Court Orders or Other Documents	2.9%	1
Seeking General Court Information	20.0%	7
Seeking Directional Information	0.0%	0
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	0.0%	0
In-Custody	0.0%	0
Other (please specify)	31.4%	11
Credit Card payment		
Information regarding conciliation claim		
Provided new phone number		
Question re papers filed.		
Question re payment		
Questions re fine and address to mail		
Requested continuances on files.		
Requested Self-Help website		

Reschedule court date	
Reschedule hearing/court date (2)	
	answered question 35
	skipped question 1

If "In-Custody" was selected, please enter first and last name.

Answer Options	Response Count
	0
	answered question 0
	skipped question 36

If papers were filed, for what purpose: (select all that apply)

Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	0.0%	0
Filing of OFPs	0.0%	0
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	0.0%	0
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	0.0%	0
Filing of Probate (including wills)	0.0%	0
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify)	100.0%	1
Filing a request for an order for disclosure		
	answered question	1
	skipped question	35

Did contact require the immediate attention of a Judge:

Answer Options	Response Percent	Response Count
Yes	0.0%	0
No	100.0%	35
	answered question	35
	skipped question	1

CUSTOMER TYPE: PRO SE

Please Enter Date										
Date	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	3	0	0	0	0	4	0	0	0	0

Contact		
Answer Options	Response Percent	Response Count
Email	14.3%	1
At the Counter	42.9%	3
By Telephone	42.9%	3
<i>answered question</i>		7
<i>skipped question</i>		0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	57.1%	4
No	42.9%	3
<i>answered question</i>		7
<i>skipped question</i>		0

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	9.00	4
<i>answered question</i>		4
<i>skipped question</i>		3

Customer Type: (select only one)		
Answer Options	Response Percent	Response Count
Litigant	0.0%	0
Pro Se (Not currently a litigant)	100.0%	7
Collection Agency	0.0%	0
Guardian Ad Litem	0.0%	0
Juror	0.0%	0
CAMPER Inquiry	0.0%	0
Attorney (Private, Prosecutor, Public Defender, Etc.)	0.0%	0
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	0.0%	0
Government Agency Staff	0.0%	0
Other Customer Type:	0.0%	0
<i>answered question</i>		7
<i>skipped question</i>		0

Business Conducted (select all that apply) If papers were filed please ensure appropriate box is selected.		
Answer Options	Response Percent	Response Count
Check Court Records	28.6%	2
Check Court Calendar	0.0%	0
File Papers	0.0%	0
Pay Fines	0.0%	0
Set up Payment Plans	0.0%	0
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	0.0%	0
Review Court Orders or Other Documents	0.0%	0
Seeking General Court Information	42.9%	3
Seeking Directional Information	0.0%	0
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	28.6%	2
In-Custody	0.0%	0
Other (please specify)	42.9%	3
Request Self-Help phone number		
assistance with Self-Help computer		
Using public access terminal		
<i>answered question</i>		7
<i>skipped question</i>		0

If "In-Custody" was selected, please enter first and last name.	
Answer Options	Response Count
	0
<i>answered question</i>	0
<i>skipped question</i>	7

If papers were filed, for what purpose: (select all that apply)		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	0.0%	0
Filing of OFPs	0.0%	0
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	0.0%	0
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	0.0%	0
Filing of Probate (including wills)	0.0%	0
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify)	0.0%	0
	<i>answered question</i>	0
	<i>skipped question</i>	7

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	0.0%	0
No	100.0%	7
	<i>answered question</i>	7
	<i>skipped question</i>	0

CONTACT BY TELEPHONE

Please Enter Date										
Date	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	32	0	0	0	0	24	0	0	44	29

Contact		
Answer Options	Response Percent	Response Count
Email	0.0%	0
At the Counter	0.0%	0
By Telephone	100.0%	129
<i>answered question</i>		129
<i>skipped question</i>		0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	10.9%	14
No	89.1%	115
<i>answered question</i>		129
<i>skipped question</i>		0

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	8.29	14
<i>answered question</i>		14
<i>skipped question</i>		115

Customer Type: (select only one)		
Answer Options	Response Percent	Response Count
Litigant	20.3%	26
Pro Se (Not currently a litigant)	2.3%	3
Collection Agency	0.0%	0
Guardian Ad Litem	1.6%	2
Juror	0.8%	1
CAMPER Inquiry	0.0%	0
Attorney (Private, Prosecutor, Public Defender, Etc.)	22.7%	29
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	7.8%	10
Government Agency Staff	21.9%	28
Other Customer Type:	22.7%	29
Attorney's secretary (7)		
CBHH		
Charter Communications		
Court Administrator (2)		
Examiner (3)		
General public (4)		
Juvenile's parent		
Lakeland Mental Health (4)		
Personal Representative		
Secretary for Assistant County Attorney		
Victim on criminal case		
Wrong number (3)		
	<i>answered question</i>	128
	<i>skipped question</i>	1

Please specify the Attorney you worked with today:		
Answer Options	Response Percent	Response Count
Private	57.1%	16
Prosecutor	25.0%	7
Public Defender	17.9%	5
Other Government Agency (Please Enter the Name of agency):	0.0%	0
	<i>answered question</i>	28
	<i>skipped question</i>	101

Please specify the Government Agency you worked with today:	
Answer Options	Response Count
County Attorney's office (2)	29
Court Administrator (20)	
Court of Appeals	
Court Reporter	
MN DOC (2)	
Pope County Human Services (2)	
Private attorney's secretary	
<i>answered question</i> 29	
<i>skipped question</i> 100	

Please specify the type of Law Enforcement Officer you worked with today:		
Answer Options	Response Percent	Response Count
Sheriff	30.0%	3
Local Police	30.0%	3
MN Highway Patrol	0.0%	0
Other (please specify)	40.0%	4
Dispatch (3)		
STS Crew Leader		
<i>answered question</i>		10
<i>skipped question</i>		119

Business Conducted (select all that apply) If papers were filed please ensure appropriate box is selected.		
Answer Options	Response Percent	Response Count
Check Court Records	12.8%	16
Check Court Calendar	11.2%	14
File Papers	0.0%	0
Pay Fines	2.4%	3
Set up Payment Plans	1.6%	2
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	1.6%	2
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	0.0%	0
Review Court Orders or Other Documents	3.2%	4
Seeking General Court Information	11.2%	14
Seeking Directional Information	0.8%	1
Juror Inquiries	0.8%	1
CAMPER Inquiries	0.8%	1
Copy Requests (Plain/Certified)	4.0%	5
In-Custody	4.8%	6
Other (please specify)	63.2%	79
Appointment to be examiner on a commitment matter (5)		
Transfer call (6)		
Address information		
Asking about appointment for new commitment matter.		
Barb returned my call.		
Call regarding training		
Calling about judgment		
Calling w/time for in-custody (2)		
Check availability		
Contact information		
Court date availability		
Court of Appeals question (2)		
Credit Card payment		
DOR Collection payments		
Examiner request (2)		
Follow up re COA questions		
Forwarding GAL reassignment order.		
General Information		
General info re documents to be filed today		
General info re paperwork to be faxed today.		
General information question (10)		
Give court file number of new criminal DWI matter		
Information regarding conciliation claim		

Inquired whether order signed.	
Inquiring about filing certificate of representation on criminal matter	
Instructions re survey, questions re file	
Judge need to sign order.	
Left message	
Left message for attorney to return my call.	
Marriage ceremony	
Provided new phone number	
Question re bail schedule	
Question re payment	
Question re search warrant	
Question regarding bail refund.	
Question regarding PSI scheduling	
Question regarding file	
Questions re file requested/mailed	
Questions re fine and address to mail	
Questions re in-custody	
Question about obtaining a county plat book	
Request Self-Help phone number	
Requested continuances on files.	
Requested copies of citations to be faxed.	
Requested phone number for other courthouse office.	
Requested Self-Help website	
Reschedule hearing/court date (6)	
Return call regarding PSI	
Verify doc filed, questions re public website	
Verifying if Prosecutor will be appearing by ITV for hearing.	
Wrong number (3)	
	<i>answered question</i> 125
	<i>skipped question</i> 4

If "In-Custody" was selected, please enter first and last name.	
Answer Options	Response Count
Sean Terhaar (5) Richard Beveridge	6
	<i>answered question</i> 6
	<i>skipped question</i> 123

If papers were filed, for what purpose: (select all that apply)		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	0.0%	0
Filing of OFPs	0.0%	0
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	0.0%	0
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	0.0%	0
Filing of Probate (including wills)	0.0%	0
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify)	0.0%	0
<i>answered question</i>		0
<i>skipped question</i>		129

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	4.0%	5
No	96.0%	120
<i>answered question</i>		125
<i>skipped question</i>		4

Renville County April/May Time Study

Renville County Time Survey
April 26, 2010 - May 7, 2010

	County Total
Minutes taken today for vacation, sick leave, furlough and breaks	
Vacation Time - Total Daily Minutes	965
Sick Leave - Total Daily Minutes	1545
LSS - Total Daily Minutes	690
VUSSL - Total Daily Minutes	450
Total of AM/PM Breaks - Total Daily Minutes	465
Lunch Break - Total Daily Minutes	2370
Total Minutes	6485
Percent of Total Daily Minutes	22.15%
Travel	0
Number of staff traveled to a different county for work today	7
	Chippewa Lac Qui Parle Yellow Medicine
Counties traveled to:	
Round Trip Travel Time	140
Total Minutes	140
Percent of Total Daily Minutes	0.48%
Front Office Customer Assistance	
The total number of minutes and count of individuals seen at the counter	
Litigant - Number of Customers	208
Litigant - Counter Time (minutes)	1393
Attorney - Number of Customers	83
Attorney - Counter Time (minutes)	306
Government Agency - Number of Customers	7
Government Agency - Counter Time (minutes)	22
Collection Agency - Number of Customers	0
Collection Agency - Counter Time (minutes)	0
Pro Se Help - Number of Customers	58
Pro Se Help - Counter Time (minutes)	255
Law Library Help - Number of Customers	0
Law Library Help - Counter Time (minutes)	0
Other - Number of Customers	48
Other - Counter Time (minutes)	237
Counter Subtotal Total Minutes	2213
Counter Subtotal Percent of Total Daily Minutes	7.56%
The total number of minutes and count of individuals assisted on the phone	
Litigant - Number of Customers	150
Litigant - Phone Time (minutes)	564
Attorney - Number of Customers	125
Attorney - Phone Time (minutes)	483
Government Agency - Number of Customers	46
Government Agency - Phone Time (minutes)	145
Collection Agency - Number of Customers	0
Collection Agency - Phone Time (minutes)	0
Pro Se Help - Number of Customers	85
Pro Se Help - Phone Time (minutes)	360
Law Library Help - Number of Customers	0
Law Library Help - Phone Time (minutes)	0
Other - Number of Customers	126
Other - Phone Time (minutes)	520
Telephone Subtotal Total Minutes	2072
Telephone Subtotal Percent of Total Daily Minutes	7.08%
Total Front Office Customer Assistance Minutes	4285
Percent of Total Daily Minutes	14.63%
Back Office Staff Time	
MNICS Activities	10425
Records Management	3365
Financial Management	845
Administrative Duties	1745
Total Minutes	16380
Percent of Total Daily Minutes	55.94%
Judge/Courtroom Support	
Case Calendaring	15
Courtroom Coverage	110
Court Reporting Duties	140
BOTH Court Reporting Duties and Courtroom Coverage	2205
Preparing Transcripts	0
Total Minutes	2470
Percent of Total Daily Minutes	8.44%
Total Daily Minutes	29280

Note: NCSC asked court employees working in the clerk's office to individually record each interaction with a court customer during the work day only on days when court was NOT scheduled. Renville County had court scheduled everyday during the time study period and therefore no entries were recorded for September.

Stevens County April/May Time Study

Stevens County Time Study
April 26, 2010 - May 7, 2010

	County Total
Minutes taken today for vacation, sick leave, furlough and breaks	
Vacation Time - Total Daily Minutes	270
Sick Leave - Total Daily Minutes	90
LSS - Total Daily Minutes	600
VUSSL - Total Daily Minutes	0
Total of AM/PM Breaks - Total Daily Minutes	135
Lunch Break - Total Daily Minutes	690
Total Minutes	1785
Percent of Total Daily Minutes	17.86%
Travel	
Number of staff traveled to a different county for work today.	0
Counties traveled to:	0
Round Trip Travel Time	0
Total Minutes	0
Percent of Total Daily Minutes	0.00%
Front Office Customer Assistance	
The total number of minutes and count of individuals seen at the counter	
Litigant - Number of Customers	93
Litigant - Counter Time (minutes)	245
Attorney - Number of Customers	23
Attorney - Counter Time (minutes)	65
Government Agency - Number of Customers	40
Government Agency - Counter Time (minutes)	65
Collection Agency - Number of Customers	0
Collection Agency - Counter Time (minutes)	0
Pro Se Help - Number of Customers	3
Pro Se Help - Counter Time (minutes)	5
Law Library Help - Number of Customers	0
Law Library Help - Counter Time (minutes)	0
Other - Number of Customers	13
Other - Counter Time (minutes)	30
Counter Subtotal Total Minutes	410
Counter Subtotal Percent of Total Daily Minutes	4.10%
The total number of minutes and count of individuals assisted on the phone	
Litigant - Number of Customers	112
Litigant - Phone Time (minutes)	210
Attorney - Number of Customers	96
Attorney - Phone Time (minutes)	150
Government Agency - Number of Customers	110
Government Agency - Phone Time (minutes)	160
Collection Agency - Number of Customers	2
Collection Agency - Phone Time (minutes)	5
Pro Se Help - Number of Customers	1
Pro Se Help - Phone Time (minutes)	5
Law Library Help - Number of Customers	0
Law Library Help - Phone Time (minutes)	0
Other - Number of Customers	29
Other - Phone Time (minutes)	40
Telephone Subtotal Total Minutes	570
Telephone Subtotal Percent of Total Daily Minutes	5.70%
Total Front Office Customer Assistance Minutes	980
Percent of Total Daily Minutes	9.80%
Back Office Staff Time	
MNICS Activities	5340
Records Management	305
Financial Management	700
Administrative Duties	690
Total Minutes	7035
Percent of Total Daily Minutes	70.39%
Judge/Courtroom Support	
Case Calendaring	155
Courtroom Coverage	25
Court Reporting Duties	0
BOTH Court Reporting Duties and Courtroom Coverage	15
Preparing Transcripts	0
Total Minutes	195
Percent of Total Daily Minutes	1.95%
Total Daily Minutes	9995

Stevens County September Time Study

CONTACT BY FRONT COUNTER

Please Enter Date										
Date	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	0	6	4	4	8	12	6	3	0	0

Contact		
Answer Options	Response Percent	Response Count
Email	0.0%	0
At the Counter	100.0%	43
By Telephone	0.0%	0
<i>answered question</i>		43
<i>skipped question</i>		0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	11.9%	5
No	88.1%	37
<i>answered question</i>		42
<i>skipped question</i>		1

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	10.33	6
<i>answered question</i>		6
<i>skipped question</i>		37

Customer Type: (select only one)		
Answer Options	Response Percent	Response Count
Litigant	27.9%	12
Pro Se (Not currently a litigant)	20.9%	9
Collection Agency	0.0%	0
Guardian Ad Litem	0.0%	0
Juror	0.0%	0
CAMPER Inquiry	0.0%	0
Attorney (Private, Prosecutor, Public Defender, Etc.)	25.6%	11
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	11.6%	5
Government Agency Staff	7.0%	3
Other Customer Type:	7.0%	3
School Social Worker		
construction worker		
Research Company checking Civil Matters		
	<i>answered question</i>	43
	<i>skipped question</i>	0

Please specify the Attorney you worked with today:		
Answer Options	Response Percent	Response Count
Private	45.5%	5
Prosecutor	45.5%	5
Public Defender	9.1%	1
Other Government Agency (Please Enter the Name of agency):	0.0%	0
	<i>answered question</i>	11
	<i>skipped question</i>	32

Please specify the Government Agency you worked with today:	
Answer Options	Response Count
Stevens County Human Services (2) IT for Stevens County	3
	<i>answered question</i>
	3
	<i>skipped question</i>
	40

Please specify the type of Law Enforcement Officer you worked with today:		
Answer Options	Response Percent	Response Count
Sheriff	60.0%	3
Local Police	20.0%	1
MN Highway Patrol	20.0%	1
Other (please specify)	0.0%	0
<i>answered question</i>		5
<i>skipped question</i>		38

Business Conducted (select all that apply) If papers were filed please ensure appropriate box is selected.		
Answer Options	Response Percent	Response Count
Check Court Records	7.0%	3
Check Court Calendar	0.0%	0
File Papers	32.6%	14
Pay Fines	16.3%	7
Set up Payment Plans	2.3%	1
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	16.3%	7
Review Court Orders or Other Documents	0.0%	0
Seeking General Court Information	7.0%	3
Seeking Directional Information	18.6%	8
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	0.0%	0
In-Custody	7.0%	3
Other (please specify)		
GAL phone #		
Inquiring about location of equipment		
Litigant appr'd for court hrg but court hrg was rescheduled to later date		
CPC Information for tickets		
Inquiring on No Proof of Insurance Ticket that was pd and wanting to take back gty plea and go to court	14.0%	6
Fill out rights, appl for PD		
<i>answered question</i>		43
<i>skipped question</i>		0

If "In-Custody" was selected, please enter first and last name.	
Answer Options	Response Count
Kevin Mellette (2)	2
<i>answered question</i>	
2	
<i>skipped question</i>	
41	

If papers were filed, for what purpose: (select all that apply)		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	35.7%	5
Filing of OFPs	14.3%	2
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	7.1%	1
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	0.0%	0
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	7.1%	1
Filing of Probate (including wills)	7.1%	1
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify)	42.9%	6
Filing of Case Plan		
Criminal doc., Civil Doc, Letter in Crim. case, Notice of Filings, return of subpoena, letter in juv. case		
Satisfaction of Judgments and Transcript Judgment information		
Pick up Other paperwork from Court		
Filing of name change		
Several Miscellaneous Filings		
<i>answered question</i>		14
<i>skipped question</i>		29

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	4.7%	2
No	95.3%	41
<i>answered question</i>		43
<i>skipped question</i>		0

CONTACT BY E-MAIL

Please Enter Date										
Date	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	0	4	5	2	1	4	5	0	0	0

Contact		
Answer Options	Response Percent	Response Count
Email	100.0%	21
At the Counter	0.0%	0
By Telephone	0.0%	0
<i>answered question</i>		21
<i>skipped question</i>		0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	4.8%	1
No	95.2%	20
<i>answered question</i>		21
<i>skipped question</i>		0

If yes, please enter the amount of minutes spent with this customer:			
Answer Options	Response Average	Response Total	Response Count
Minutes	15.00	15	1
<i>answered question</i>			1
<i>skipped question</i>			20

Customer Type: (select only one)		
Answer Options	Response Percent	Response Count
Litigant	0.0%	0
Pro Se (Not currently a litigant)	0.0%	0
Collection Agency	0.0%	0
Guardian Ad Litem	0.0%	0
Juror	0.0%	0
CAMPER Inquiry	0.0%	0
Attorney (Private, Prosecutor, Public Defender, Etc.)	5.0%	1
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	0.0%	0
Government Agency Staff	95.0%	19
Other Customer Type:	0.0%	0
<i>answered question</i>		20
<i>skipped question</i>		1

Please specify the Attorney you worked with today:		
Answer Options	Response Percent	Response Count
Private	0.0%	0
Prosecutor	100.0%	1
Public Defender	0.0%	0
Other Government Agency (Please Enter the Name of agency):	0.0%	0
<i>answered question</i>		1
<i>skipped question</i>		20

Please specify the Government Agency you worked with today:		
Answer Options	Response Count	
8th District Staff (3)	19	
Pope County Ct Adm. (2)		
Court Administration (3)		
Wilkin County Ct Adm.		
Big Stone County Court Adm		
Judge (4)		
Traverse County Court Adm. (3)		
Probation		
Traverse County Court Adm.		
Grant County Ct Adm. Office		
<i>answered question</i>		
19		
<i>skipped question</i>		
2		

Please specify the type of Law Enforcement Officer you worked with today:		
Answer Options	Response Percent	Response Count
Sheriff	0.0%	0
Local Police	0.0%	0
MN Highway Patrol	0.0%	0
Other (please specify)	0.0%	0
<i>answered question</i>		0
<i>skipped question</i>		21

Business Conducted		
Answer Options	Response Percent	Response Count
Check Court Records	0.0%	0
Check Court Calendar	52.6%	10
File Papers	5.3%	1
Pay Fines	0.0%	0
Set up Payment Plans	0.0%	0
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	0.0%	0
Review Court Orders or Other Documents	0.0%	0
Seeking General Court Information	5.3%	1
Seeking Directional Information	15.8%	3
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	0.0%	0
In-Custody	5.3%	1
Other (please specify)	21.1%	4
Auto Assess Questions (2)		
Mini Month End information		
scanned papers		
<i>answered question</i>		19
<i>skipped question</i>		2

If papers were filed, for what purpose:		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	0.0%	0
Filing of OFPs	0.0%	0
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	0.0%	0
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	0.0%	0
Filing of Probate (including wills)	0.0%	0
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify) Filing Letter from atty re: new hearing date	100.0%	1
<i>answered question</i>		1
<i>skipped question</i>		20

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	15.8%	3
No	84.2%	16
<i>answered question</i>		19
<i>skipped question</i>		2

CUSTOMER TYPE: LITIGANT

Please Enter Date										
Date	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	0	1	0	1	8	7	4	2	0	0

Contact		
Answer Options	Response Percent	Response Count
Email	0.0%	0
At the Counter	52.2%	12
By Telephone	47.8%	11
<i>answered question</i>		23
<i>skipped question</i>		0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	13.6%	3
No	86.4%	19
<i>answered question</i>		22
<i>skipped question</i>		1

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	10.50	4
<i>answered question</i>		4
<i>skipped question</i>		19

Customer Type: (select only one)		
Answer Options	Response Percent	Response Count
Litigant	100.0%	23
Pro Se (Not currently a litigant)	0.0%	0
Collection Agency	0.0%	0
Guardian Ad Litem	0.0%	0
Juror	0.0%	0
CAMPER Inquiry	0.0%	0
Attorney (Private, Prosecutor, Public Defender, Etc.)	0.0%	0
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	0.0%	0
Government Agency Staff	0.0%	0
Other Customer Type:	0.0%	0
<i>answered question</i>		23
<i>skipped question</i>		0

Business Conducted (select all that apply) If papers were filed please ensure appropriate box is selected.		
Answer Options	Response Percent	Response Count
Check Court Records	4.3%	1
Check Court Calendar	13.0%	3
File Papers	17.4%	4
Pay Fines	17.4%	4
Set up Payment Plans	4.3%	1
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	4.3%	1
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	4.3%	1
Review Court Orders or Other Documents	0.0%	0
Seeking General Court Information	8.7%	2
Seeking Directional Information	21.7%	5
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	0.0%	0
In-Custody	8.7%	2
Other (please specify)		
Litigant appr'd for court hrg but court hrg was rescheduled to later date	13.0%	3
Fill out rights, appl for PD		
Requesting Transcripts		
<i>answered question</i>		23
<i>skipped question</i>		0

If "In-Custody" was selected, please enter first and last name.	
Answer Options	Response Count
Kevin Mellette (2)	2
<i>answered question</i>	
2	
<i>skipped question</i>	
21	

If papers were filed, for what purpose: (select all that apply)		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	0.0%	0
Filing of OFPs	25.0%	1
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	0.0%	0
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	0.0%	0
Filing of Probate (including wills)	25.0%	1
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify)	50.0%	2
Satisfaction of Judgement and Transcript Judgment information		
Filing of name change		
<i>answered question</i>		4
<i>skipped question</i>		19

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	0.0%	0
No	100.0%	23
<i>answered question</i>		23
<i>skipped question</i>		0

CUSTOMER TYPE: PRO SE

Please Enter Date										
Date	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	0	3	2	5	1	2	1	0	0	0

Contact		
Answer Options	Response Percent	Response Count
Email	0.0%	0
At the Counter	64.3%	9
By Telephone	35.7%	5
<i>answered question</i>		14
<i>skipped question</i>		0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	21.4%	3
No	78.6%	11
<i>answered question</i>		14
<i>skipped question</i>		0

If yes, please enter the amount of minutes spent with this customer:			
Answer Options	Response Average	Response Total	Response Count
Minutes	10.00	30	3
<i>answered question</i>			3
<i>skipped question</i>			11

Customer Type: (select only one)		
Answer Options	Response Percent	Response Count
Litigant	0.0%	0
Pro Se (Not currently a litigant)	100.0%	14
Collection Agency	0.0%	0
Guardian Ad Litem	0.0%	0
Juror	0.0%	0
CAMPER Inquiry	0.0%	0
Attorney (Private, Prosecutor, Public Defender, Etc.)	0.0%	0
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	0.0%	0
Government Agency Staff	0.0%	0
Other Customer Type:	0.0%	0
<i>answered question</i>		14
<i>skipped question</i>		0

Business Conducted		
Answer Options	Response Percent	Response Count
Check Court Records	7.1%	1
Check Court Calendar	7.1%	1
File Papers	7.1%	1
Pay Fines	21.4%	3
Set up Payment Plans	0.0%	0
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	0.0%	0
Review Court Orders or Other Documents	0.0%	0
Seeking General Court Information	28.6%	4
Seeking Directional Information	42.9%	6
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	0.0%	0
In-Custody	0.0%	0
Other (please specify)	7.1%	1
Inquiring on No Proof of Insurance Ticket that was pd and wanting to take back gty plea and go to court		
<i>answered question</i>		14
<i>skipped question</i>		0

If papers were filed, for what purpose:		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	0.0%	0
Filing of OFPs	0.0%	0
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	0.0%	0
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	100.0%	1
Filing of Probate (including wills)	0.0%	0
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify)	0.0%	0
<i>answered question</i>		1
<i>skipped question</i>		13

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	0.0%	0
No	100.0%	14
<i>answered question</i>		14
<i>skipped question</i>		0

CONTACT BY TELEPHONE

Please Enter Date										
Date	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	0	23	19	13	8	13	31	16	0	0

Contact		
Answer Options	Response Percent	Response Count
Email	0.0%	0
At the Counter	0.0%	0
By Telephone	100.0%	123
<i>answered question</i>		123

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	5.8%	7
No	94.2%	114
<i>answered question</i>		121
<i>skipped question</i>		2

If yes, please enter the amount of minutes spent with this customer:			
Answer Options	Response Average	Response Total	Response Count
Minutes	9.13	73	8
<i>answered question</i>			8
<i>skipped question</i>			115

Customer Type: (select only one)		
Answer Options	Response Percent	Response Count
Litigant	9.2%	11
Pro Se (Not currently a litigant)	4.2%	5
Collection Agency	0.0%	0
Guardian Ad Litem	0.0%	0
Juror	0.8%	1
CAMPER Inquiry	0.0%	0
Attorney (Private, Prosecutor, Public Defender, Etc.)	49.2%	59
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	13.3%	16
Government Agency Staff	20.0%	24
Other Customer Type:	3.3%	4
General Information		
Stevens County Dispatch-print out of 45		
Requesting Recorder's Office #		
Person looking for HRA office		
	<i>answered question</i>	120
	<i>skipped question</i>	3

Please specify the Attorney you worked with today:		
Answer Options	Response Percent	Response Count
Private	48.3%	28
Prosecutor	39.7%	23
Public Defender	10.3%	6
Other Government Agency:	1.7%	1
County Attorney		
	<i>answered question</i>	58
	<i>skipped question</i>	65

Please specify the Government Agency you worked with today:	
Answer Options	Response Count
Probation (3)	23
Court Administrator (12)	
Judge (4)	
OET	
Court of Appeals	
Pope County Court Adm.	
Stevens County Human Services	
	<i>answered question</i>
	<i>skipped question</i>

Please specify the type of Law Enforcement Officer you worked with today:		
Answer Options	Response Percent	Response Count
Sheriff	81.3%	13
Local Police	6.3%	1
MN Highway Patrol	0.0%	0
Other (please specify)	12.5%	2
Dispatch - 3 separate calls relating to same inquiry		
Kandiyohi Police Dept		
	<i>answered question</i>	16
	<i>skipped question</i>	107

Business Conducted (select all that apply) If papers were filed please ensure appropriate box is selected.		
Answer Options	Response Percent	Response Count
Check Court Records	12.6%	15
Check Court Calendar	29.4%	35
File Papers	0.0%	0
Pay Fines	0.0%	0
Set up Payment Plans	0.0%	0
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.8%	1
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	2.5%	3
Review Court Orders or Other Documents	2.5%	3
Seeking General Court Information	9.2%	11
Seeking Directional Information	23.5%	28
Juror Inquiries	0.8%	1
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	3.4%	4
In-Custody	5.9%	7
Other (please specify)		
Discuss other issues - she was in another county		
issues relating to a 45 and ticket written		
looking for Court Administrator		
Need to discuss work related matters and matters for auto asses - 3		
seperate calls	14.3%	17
printing of '45		
Discuss court matters		
Reset Hrg date - judge unavailable		
ITV Hook up		
Mini Month End Questions		

OFP/Harassment/Criminal Release Order Questions calling for his law clerk asking for Law Clerk Subpoena Information Provide new address for defendant Current address for Def - paperwork came back from post office Requesting Transcripts Transcript Information	
	<i>answered question</i> 119
	<i>skipped question</i> 4

If "In-Custody" was selected, please enter first and last name.

Answer Options	Response Count
Name not given Def's were released - no name given Last name was Rau	3
	<i>answered question</i> 3
	<i>skipped question</i> 120

Did contact require the immediate attention of a Judge:

Answer Options	Response Percent	Response Count
Yes	4.2%	5
No	95.8%	114
	<i>answered question</i>	119
	<i>skipped question</i>	4

Swift County April/May Time Study

Swift County Time Study
April 26, 2010 - May 7, 2010

	County Total
Minutes taken today for vacation, sick leave, furlough and breaks	
Vacation Time - Total Daily Minutes	2280
Sick Leave - Total Daily Minutes	90
LSS - Total Daily Minutes	1140
VUSSL - Total Daily Minutes	0
Total of AM/PM Breaks - Total Daily Minutes	800
Lunch Break - Total Daily Minutes	1200
Total Minutes	5510
Percent of Total Daily Minutes	28.19%
Travel	
Number of staff traveled to a different county for work today.	1
Counties traveled to:	
Round Trip Travel Time	50
Total Minutes	50
Percent of Total Daily Minutes	0.26%
Front Office Customer Assistance	
The total number of minutes and count of individuals seen at the counter	
Litigant - Number of Customers	155
Litigant - Counter Time (minutes)	540
Attorney - Number of Customers	75
Attorney - Counter Time (minutes)	290
Government Agency - Number of Customers	47
Government Agency - Counter Time (minutes)	165
Collection Agency - Number of Customers	0
Collection Agency - Counter Time (minutes)	0
Pro Se Help - Number of Customers	25
Pro Se Help - Counter Time (minutes)	285
Law Library Help - Number of Customers	0
Law Library Help - Counter Time (minutes)	0
Other - Number of Customers	53
Other - Counter Time (minutes)	140
Counter Subtotal Total Minutes	1420
Counter Subtotal Percent of Total Daily Minutes	7.27%
The total number of minutes and count of individuals assisted on the phone	
Litigant - Number of Customers	109
Litigant - Phone Time (minutes)	330
Attorney - Number of Customers	70
Attorney - Phone Time (minutes)	305
Government Agency - Number of Customers	36
Government Agency - Phone Time (minutes)	155
Collection Agency - Number of Customers	0
Collection Agency - Phone Time (minutes)	0
Pro Se Help - Number of Customers	59
Pro Se Help - Phone Time (minutes)	280
Law Library Help - Number of Customers	0
Law Library Help - Phone Time (minutes)	0
Other - Number of Customers	59
Other - Phone Time (minutes)	150
Telephone Subtotal Total Minutes	1220
Telephone Subtotal Percent of Total Daily Minutes	6.24%
Total Front Office Customer Assistance Minutes	2640
Percent of Total Daily Minutes	13.51%
Back Office Staff Time	
MNICS Activities	6115
Records Management	1490
Financial Management	810
Administrative Duties	1235
Total Minutes	9650
Percent of Total Daily Minutes	49.37%
Judge/Courtroom Support	
Case Calendaring	685
Courtroom Coverage	710
Court Reporting Duties	150
BOTH Court Reporting Duties and Courtroom Coverage	150
Preparing Transcripts	0
Total Minutes	1695
Percent of Total Daily Minutes	8.67%
Total Daily Minutes	19545

Swift County September Time Study

CONTACT BY COUNTER

Please Enter Date										
Answer Options	9/13/2010	9/14/2010	9/15/2010	9/16/2010	9/17/2010	9/20/2010	9/21/2010	9/22/2010	9/23/2010	9/24/2010
Number of Contacts	0	0	0	0	8	0	0	4	11	0

Contact		
Answer Options	Response Percent	Response Count
Email	0.0%	0
At the Counter	100.0%	23
By Telephone	0.0%	0
<i>answered question</i>		23
<i>skipped question</i>		0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	21.7%	5
No	78.3%	18
<i>answered question</i>		23
<i>skipped question</i>		0

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	12.00	5
<i>answered question</i>		5
<i>skipped question</i>		18

Customer Type:		
Answer Options	Response Percent	Response Count
Litigant	30.4%	7
Pro Se (Not currently a litigant)	21.7%	5
Collection Agency	0.0%	0
Guardian Ad Litem	0.0%	0
Juror	0.0%	0
CAMPER Inquiry	0.0%	0
Attorney (Private, Prosecutor, Public Defender, Etc.)	8.7%	2
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	13.0%	3
Government Agency Staff	0.0%	0
Other Customer Type:	26.1%	6
Human Services		
Domestic Abuse Advocate		
Local newspaper employee		
Private Court Reporter		
Relative of Litigant		
6W Corrections		
<i>answered question</i>		23
<i>skipped question</i>		0

Please specify the Attorney you worked with today:		
Answer Options	Response Percent	Response Count
Private	0.0%	0
Prosecutor	0.0%	0
Public Defender	100.0%	2
Other Government Agency (Please Enter the Name of agency):	0.0%	0
<i>answered question</i>		2
<i>skipped question</i>		21

Please specify the type of Law Enforcement Officer you worked with today:		
Answer Options	Response Percent	Response Count
Sheriff	66.7%	2
Local Police	33.3%	1
MN Highway Patrol	0.0%	0
Other (please specify)	0.0%	0
<i>answered question</i>		3
<i>skipped question</i>		20

Business Conducted		
Answer Options	Response Percent	Response Count
Check Court Records	17.4%	4
Check Court Calendar	8.7%	2
File Papers	39.1%	9
Pay Fines	8.7%	2
Set up Payment Plans	0.0%	0
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	8.7%	2
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	4.3%	1
Review Court Orders or Other Documents	4.3%	1
Seeking General Court Information	8.7%	2
Seeking Directional Information	4.3%	1
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	0.0%	0
In-Custody	4.3%	1
Other (please specify)	21.7%	5
Complete OFP forms		
Harassment Papers/proposed IFP status		
Dispositions for traffic & criminal cases.		
Requested to make copies		
Asked if we had any court reporter paper.		
	<i>answered question</i>	23
	<i>skipped question</i>	0

If "In-Custody" was selected, please enter first and last name.	
Answer Options	Response Count
Bernard Drivdahl, defendant.	1
	<i>answered question</i> 1
	<i>skipped question</i> 22

If papers were filed, for what purpose:		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	0.0%	0
Filing of OFPs	44.4%	4
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	11.1%	1
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	0.0%	0
Filing of Probate (including wills)	0.0%	0
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify)	44.4%	4
filed traffic tickets		
Ex Parte IFP Motion		
Filing of IFP paperwork		
Probation Agreements, Chemical Use, etal		
	<i>answered question</i>	9
	<i>skipped question</i>	14

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	26.1%	6
No	73.9%	17
	<i>answered question</i>	23
	<i>skipped question</i>	0

CONTACT BY E-MAIL

Please Enter Date										
Answer Options	9/13/2010	9/14/2010	9/15/2010	9/16/2010	9/17/2010	9/20/2010	9/21/2010	9/22/2010	9/23/2010	9/24/2010
Number of Contacts	0	0	0	0	1	0	0	0	1	0

Contact		
Answer Options	Response Percent	Response Count
Email	100.0%	2
At the Counter	0.0%	0
By Telephone	0.0%	0
<i>answered question</i>		2
<i>skipped question</i>		0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	50.0%	1
No	50.0%	1
<i>answered question</i>		2
<i>skipped question</i>		0

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	15.00	1
<i>answered question</i>		1
<i>skipped question</i>		1

Customer Type:		
Answer Options	Response Percent	Response Count
Litigant	0.0%	0
Pro Se (Not currently a litigant)	0.0%	0
Collection Agency	0.0%	0
Guardian Ad Litem	0.0%	0
Juror	0.0%	0
CAMPER Inquiry	0.0%	0
Attorney (Private, Prosecutor, Public Defender, Etc.)	50.0%	1
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	0.0%	0
Government Agency Staff	0.0%	0
Other Customer Type: Judge	50.0%	1
<i>answered question</i>		2
<i>skipped question</i>		0

Please specify the Attorney you worked with today:		
Answer Options	Response Percent	Response Count
Private	0.0%	0
Prosecutor	100.0%	1
Public Defender	0.0%	0
Other Government Agency (Please Enter the Name of agency):	0.0%	0
<i>answered question</i>		1
<i>skipped question</i>		1

Business Conducted		
Answer Options	Response Percent	Response Count
Check Court Records	50.0%	1
Check Court Calendar	50.0%	1
File Papers	50.0%	1
Pay Fines	0.0%	0
Set up Payment Plans	0.0%	0
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	0.0%	0
Review Court Orders or Other Documents	0.0%	0
Seeking General Court Information	0.0%	0
Seeking Directional Information	50.0%	1
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	0.0%	0
In-Custody	0.0%	0
Other (please specify)	50.0%	1
Letting Court know the trial may have settled.		
	<i>answered question</i>	2
	<i>skipped question</i>	0

If papers were filed, for what purpose:		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	0.0%	0
Filing of OFPs	100.0%	1
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	0.0%	0
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	0.0%	0
Filing of Probate (including wills)	0.0%	0
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify) Checking open criminal and CHIPS files & dates of upcoming hearings	100.0%	1
	<i>answered question</i>	9
	<i>skipped question</i>	14

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	50.0%	1
No	50.0%	1
	<i>answered question</i>	2
	<i>skipped question</i>	0

CUSTOMER TYPE: LITIGANT

Please Enter Date										
Answer Options	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	0	0	0	0	9	0	0	9	9	0

Contact		
Answer Options	Response Percent	Response Count
Email	0.0%	0
At the Counter	25.9%	7
By Telephone	74.1%	20
<i>answered question</i>		27
<i>skipped question</i>		0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	18.5%	5
No	81.5%	22
<i>answered question</i>		27
<i>skipped question</i>		0

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	15.40	5
<i>answered question</i>		5
<i>skipped question</i>		22

Business Conducted (select all that apply) If papers were filed please ensure appropriate box is selected.		
Answer Options	Response Percent	Response Count
Check Court Records	40.7%	11
Check Court Calendar	22.2%	6
File Papers	14.8%	4
Pay Fines	14.8%	4
Set up Payment Plans	3.7%	1
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	3.7%	1
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	0.0%	0
Review Court Orders or Other Documents	0.0%	0
Seeking General Court Information	11.1%	3
Seeking Directional Information	0.0%	0
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	0.0%	0
In-Custody	0.0%	0
Other (please specify)	14.8%	4
Check fine amounts		
Directory Assistance - Probation		
Executions/length/next step/no longer working/disclosure		
Fine Amounts		
	<i>answered question</i>	27
	<i>skipped question</i>	0

If papers were filed, for what purpose: (select all that apply)		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	0.0%	0
Filing of OFPs	75.0%	3
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	0.0%	0
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	0.0%	0
Filing of Probate (including wills)	0.0%	0
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify) Filing of IFP paperwork	25.0%	1
<i>answered question</i>		4
<i>skipped question</i>		23

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	18.5%	5
No	81.5%	22
<i>answered question</i>		27
<i>skipped question</i>		0

CUSTOMER TYPE: PRO SE

Please Enter Date										
Answer Options	9/13/2010	9/14/2010	9/15/2010	9/16/2010	9/17/2010	9/20/2010	9/21/2010	9/22/2010	9/23/2010	9/24/2010
Number of Contacts	0	0	0	0	3	0	4	3	3	2

Contact		
Answer Options	Response Percent	Response Count
Email	0.0%	0
At the Counter	53.3%	8
By Telephone	46.7%	7
<i>answered question</i>		15
<i>skipped question</i>		0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	33.3%	5
No	66.7%	10
<i>answered question</i>		15
<i>skipped question</i>		0

If yes, please enter the amount of minutes spent with this customer:			
Answer Options	Response Average	Response Total	Response Count
Minutes	14.60	73	5
<i>answered question</i>			5
<i>skipped question</i>			10

Customer Type: (select only one)		
Answer Options	Response Percent	Response Count
Litigant	0.0%	0
Pro Se (Not currently a litigant)	100.0%	15
Collection Agency	0.0%	0
Guardian Ad Litem	0.0%	0
Juror	0.0%	0
CAMPER Inquiry	0.0%	0
Attorney (Private, Prosecutor, Public Defender, Etc.)	0.0%	0
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	0.0%	0
Government Agency Staff	0.0%	0
Other Customer Type:	0.0%	0
<i>answered question</i>		15
<i>skipped question</i>		0

Please specify the Attorney you worked with today:		
Answer Options	Response Percent	Response Count
Private	0.0%	0
Prosecutor	0.0%	0
Public Defender	0.0%	0
Other Government Agency (Please Enter the Name of agency):	0.0%	0
<i>answered question</i>		0
<i>skipped question</i>		15

Please specify the Government Agency you worked with today:	
Answer Options	Response Count
	0
<i>answered question</i>	0
<i>skipped question</i>	15

Please specify the type of Law Enforcement Officer you worked with today:		
Answer Options	Response Percent	Response Count
Sheriff	0.0%	0
Local Police	0.0%	0
MN Highway Patrol	0.0%	0
Other (please specify)	0.0%	0
<i>answered question</i>		0
<i>skipped question</i>		15

Buisness Conducted (select all that apply) If papers were filed please ensure appropriate box is selected.		
Answer Options	Response Percent	Response Count
Check Court Records	13.3%	2
Check Court Calendar	13.3%	2
File Papers	13.3%	2
Pay Fines	6.7%	1
Set up Payment Plans	6.7%	1
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	6.7%	1
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	0.0%	0
Review Court Orders or Other Documents	0.0%	0
Seeking General Court Information	53.3%	8
Seeking Directional Information	6.7%	1
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	0.0%	0
In-Custody	0.0%	0
Other (please specify)		
Completae OFP forms		
Custody Matters w/pending Chips	26.7%	4
Harassment Papers/proposed IFP status		
Custody Papers/ROP/Child Support Papers/IFP		
	<i>answered question</i>	15
	<i>skipped question</i>	0

If "In-Custody" was selected, please enter first and last name.	
Answer Options	Response Count
	0
<i>answered question</i>	0
<i>skipped question</i>	15

If papers were filed, for what purpose: (select all that apply)		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	0.0%	0
Filing of OFPs	100.0%	2
Filing of Harassments	50.0%	1
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	0.0%	0
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	0.0%	0
Filing of Probate (including wills)	0.0%	0
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify)	0.0%	0
<i>answered question</i>		2
<i>skipped question</i>		13

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	13.3%	2
No	86.7%	13
<i>answered question</i>		15
<i>skipped question</i>		0

CONTACT BY TELEPHONE

Please Enter Date										
Answer Options	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	0	0	0	0	8	0	0	21	21	0

Contact		
Answer Options	Response Percent	Response Count
Email	0.0%	0
At the Counter	0.0%	0
By Telephone	100.0%	50
<i>answered question</i>		50
<i>skipped question</i>		0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	12.0%	6
No	88.0%	44
<i>answered question</i>		50
<i>skipped question</i>		0

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	16.83	6
<i>answered question</i>		6
<i>skipped question</i>		44

Customer Type:		
Answer Options	Response Percent	Response Count
Litigant	40.0%	20
Pro Se (Not currently a litigant)	8.0%	4
Collection Agency	0.0%	0
Guardian Ad Litem	0.0%	0
Juror	0.0%	0
CAMPER Inquiry	0.0%	0
Attorney (Private, Prosecutor, Public Defender, Etc.)	14.0%	7
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	6.0%	3
Government Agency Staff	6.0%	3
Other Customer Type:	26.0%	13
Advocate		
Department of Revenue - Collection Division		
General Public Requesting Directory information(6)		
Family of Litigant (5)		
	<i>answered question</i>	50
	<i>skipped question</i>	0

Please specify the Attorney you worked with today:		
Answer Options	Response Percent	Response Count
Private	57.1%	4
Prosecutor	0.0%	0
Public Defender	42.9%	3
Other Government Agency (Please Enter the Name of agency):	0.0%	0
	<i>answered question</i>	7
	<i>skipped question</i>	43

Please specify the Government Agency you worked with today:	
Answer Options	Response Count
Swift County Human Services	3
	<i>answered question</i>
	3
	<i>skipped question</i>
	47

Please specify the type of Law Enforcement Officer you worked with today:		
Answer Options	Response Percent	Response Count
Sheriff	100.0%	3
Local Police	0.0%	0
MN Highway Patrol	0.0%	0
Other (please specify)	0.0%	0
<i>answered question</i>		3
<i>skipped question</i>		47

Business Conducted		
Answer Options	Response Percent	Response Count
Check Court Records	34.7%	17
Check Court Calendar	26.5%	13
File Papers	2.0%	1
Pay Fines	6.1%	3
Set up Payment Plans	4.1%	2
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	0.0%	0
Review Court Orders or Other Documents	4.1%	2
Seeking General Court Information	14.3%	7
Seeking Directional Information	8.2%	4
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	0.0%	0
In-Custody	2.0%	1
Other (please specify)	28.6%	14
Call for Court Reporter (2)		
Case inquiry for certified copies		
Check fine amounts		
Check to see if fax documents came through		
Directory Assistance (3)		
Executions/length/next step/no longer working/disclosure		
Fine Amounts		
Requested information about renewing their DL		
Son used his SSN & now collections is collecting from Father		
Transfer call to co-worker		
Wrong Social Security Number added by Collection Agency		
<i>answered question</i>		49
<i>skipped question</i>		1

If papers were filed, for what purpose: (select all that apply)		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	0.0%	0
Filing of OFPs	100.0%	1
Filing of Harassments	100.0%	1
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	0.0%	0
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	0.0%	0
Filing of Probate (including wills)	0.0%	0
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify)	0.0%	0
	<i>answered question</i>	1
	<i>skipped question</i>	49

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	4.1%	2
No	95.9%	47
	<i>answered question</i>	49
	<i>skipped question</i>	1

Traverse County April/May Time Study

Traverse County Time Study
April 26, 2010 - May 7, 2010

	County Total
Minutes taken today for vacation, sick leave, or furlough	
Vacation Time - Total Daily Minutes	0
Sick Leave - Total Daily Minutes	0
LSS - Total Daily Minutes	650
VUSSL - Total Daily Minutes	0
Total of AM/PM Breaks - Total Daily Minutes	485
Lunch Break - Total Daily Minutes	615
Total Minutes	175000.00%
Percent of Total Daily Minutes	15.91%
Travel	
Number of staff traveled to a different county for work today.	1
Counties traveled to:	
Round Trip Travel Time	150
Total Minutes	150
Percent of Total Daily Minutes	1.36%
Front Office Customer Assistance	
The total number of minutes and count of individuals seen at the counter	
Litigant - Number of Customers	57
Litigant - Counter Time (minutes)	200
Attorney - Number of Customers	56
Attorney - Counter Time (minutes)	230
Government Agency - Number of Customers	72
Government Agency - Counter Time (minutes)	450
Collection Agency - Number of Customers	0
Collection Agency - Counter Time (minutes)	0
Pro Se Help - Number of Customers	2
Pro Se Help - Counter Time (minutes)	15
Law Library Help - Number of Customers	1
Law Library Help - Counter Time (minutes)	10
Other - Number of Customers	43
Other - Counter Time (minutes)	215
<i>Counter Subtotal Total Minutes</i>	<i>1120</i>
<i>Counter Subtotal Percent of Total Daily Minutes</i>	<i>10.18%</i>
The total number of minutes and count of individuals assisted on the phone	
Litigant - Number of Customers	26
Litigant - Phone Time (minutes)	105
Attorney - Number of Customers	72
Attorney - Phone Time (minutes)	270
Government Agency - Number of Customers	38
Government Agency - Phone Time (minutes)	150
Collection Agency - Number of Customers	0
Collection Agency - Phone Time (minutes)	0
Pro Se Help - Number of Customers	0
Pro Se Help - Phone Time (minutes)	0
Law Library Help - Number of Customers	0
Law Library Help - Phone Time (minutes)	0
Other - Number of Customers	58
Other - Phone Time (minutes)	195
<i>Telephone Subtotal Total Minutes</i>	<i>720</i>
<i>Telephone Subtotal Percent of Total Daily Minutes</i>	<i>6.55%</i>
Total Front Office Customer Assistance Minutes	1840
Percent of Total Daily Minutes	16.73%
Back Office Staff Time	
MNICS Activities	3905
Records Management	510
Financial Management	435
Administrative Duties	1195
Total Minutes	6045
Percent of Total Daily Minutes	54.95%
Judge/courtroom Support	
Case Calendaring	90
Courtroom Coverage	15
Court Reporting Duties	5
BOTH Court Reporting Duties and Courtroom Coverage	1105
Preparing Transcripts	0
Total Minutes	1215
Percent of Total Daily Minutes	11.05%
Total Daily Minutes	11000

Traverse County September Time Study

CONTACT BY COUNTER

Please Enter Date										
Date	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	5	3	6	6	2	0	7	3	16	5

Contact		
Answer Options	Response Percent	Response Count
Email	0.0%	0
At the Counter	100.0%	53
By Telephone	0.0%	0
<i>answered question</i>		53
<i>skipped question</i>		0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	17.0%	9
No	83.0%	44
<i>answered question</i>		53
<i>skipped question</i>		0

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	11.67	9
<i>answered question</i>		9
<i>skipped question</i>		44

Customer Type:		
Answer Options	Response Percent	Response Count
Litigant	26.4%	14
Pro Se (Not currently a litigant)	15.1%	8
Collection Agency	0.0%	0
Guardian Ad Litem	0.0%	0
Juror	0.0%	0
CAMPER Inquiry	0.0%	0
Attorney (Private, Prosecutor, Public Defender, Etc.)	18.9%	10
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	9.4%	5
Government Agency Staff	13.2%	7
Other Customer Type:	17.0%	9
conservator		
defendant (2)		
verify person and notarize document		
General (2)		
probation (2)		
newspaper		
	<i>answered question</i>	53
	<i>skipped question</i>	0

Please specify the Attorney you worked with today:		
Answer Options	Response Percent	Response Count
Private	30.0%	3
Prosecutor	70.0%	7
Public Defender	0.0%	0
Other Government Agency (Please Enter the Name of agency):	0.0%	0
	<i>answered question</i>	10
	<i>skipped question</i>	43

Please specify the Government Agency you worked with today:	
Answer Options	Response Count
Social Services (6)	7
Probation (1)	
	<i>answered question</i>
	7
	<i>skipped question</i>
	46

Please specify the type of Law Enforcement Officer you worked with today:		
Answer Options	Response Percent	Response Count
Sheriff	100.0%	5
Local Police	0.0%	0
MN Highway Patrol	0.0%	0
Other (please specify)	0.0%	0
<i>answered question</i>		5
<i>skipped question</i>		48

Business Conducted		
Answer Options	Response Percent	Response Count
Check Court Records	1.9%	1
Check Court Calendar	1.9%	1
File Papers	32.1%	17
Pay Fines	5.7%	3
Set up Payment Plans	1.9%	1
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	1.9%	1
Pick-up Court Orders or Other Documents	3.8%	2
Review Court Orders or Other Documents	1.9%	1
Seeking General Court Information	24.5%	13
Seeking Directional Information	3.8%	2
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	3.8%	2
In-Custody	9.4%	5
Other (please specify)	24.5%	13
Child Support question		
after court documents		
rights, not guilty plea, schedule hearing		
notary signature		
general info		
verify person and sign documents for filing in another county		
deposition information (2)		
refer to other agency		
question on complaint		
staff changes		
Subpoenas		
using public terminal		
<i>answered question</i>		53
<i>skipped question</i>		0

If "In-Custody" was selected, please enter first and last name.	
Answer Options	Response Count
Kevin Randall (2) Matthew Tesch (3)	5
<i>answered question</i>	5
<i>skipped question</i>	48

If papers were filed, for what purpose		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	5.9%	1
Filing of OFPs	0.0%	0
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	0.0%	0
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	0.0%	0
Filing of Probate (including wills)	11.8%	2
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify)	82.4%	14
Guardianship/Conservatorship (2)		
commitment		
initial court documents for hearing		
adoption		
annual report		
civil		
letter from defendant in jail		
criminal documents for in-custody		
juvenile		
various documents - different files		
general filing		
discharge from probation (2)		
<i>answered question</i>		17
<i>skipped question</i>		36

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	7.5%	4
No	92.5%	49
	<i>answered question</i>	53
	<i>skipped question</i>	0

CONTACT BY E-MAIL

Please Enter Date										
Answer Options	9/13/2010	9/14/2010	9/15/2010	9/16/2010	9/17/2010	9/20/2010	9/21/2010	9/22/2010	9/23/2010	9/24/2010
Number of Contacts	18	11	13	6	4	0	22	10	27	8

Contact		
Answer Options	Response Percent	Response Count
Email	100.0%	119
At the Counter	0.0%	0
By Telephone	0.0%	0
<i>answered question</i>		119
<i>skipped question</i>		0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	4.2%	5
No	95.8%	114
<i>answered question</i>		119
<i>skipped question</i>		0

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	21	5
<i>answered question</i>		5
<i>skipped question</i>		114

Customer Type:		
Answer Options	Response Percent	Response Count
Litigant	0.0%	0
Pro Se (Not currently a litigant)	0.0%	0
Collection Agency	0.0%	0
Guardian Ad Litem	0.8%	1
Juror	0.0%	0
CAMPER Inquiry	0.0%	0
Attorney (Private, Prosecutor, Public Defender, Etc.)	7.6%	9
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	6.8%	8
Government Agency Staff	6.8%	8
Other Customer Type:	78.0%	92
Court Administration (66)		
Court Reporter (2)		
District Coordinator		
Human Resources Coordinator		
Judge (13)		
Jury Manager (3)		
MNCIS Trainer (4)		
Network Specialist		
State Court Administrator training		
<i>answered question</i>		118
<i>skipped question</i>		1

Please specify the Attorney you worked with today:		
Answer Options	Response Percent	Response Count
Private	55.6%	5
Prosecutor	33.3%	3
Public Defender	11.1%	1
Other Government Agency (Please Enter the Name of agency):	0.0%	0
<i>answered question</i>		9
<i>skipped question</i>		110

Please specify the Government Agency you worked with today:		
Answer Options	Response Count	
Social Services	8	
<i>answered question</i>		8
<i>skipped question</i>		111

Please specify the type of Law Enforcement Officer you worked with today:		
Answer Options	Response Percent	Response Count
Sheriff	100.0%	8
Local Police	0.0%	0
MN Highway Patrol	0.0%	0
Other (please specify)	0.0%	0
<i>answered question</i>		8
<i>skipped question</i>		111

Business Conducted		
Answer Options	Response Percent	Response Count
Check Court Records	0.0%	0
Check Court Calendar	5.9%	7
File Papers	0.0%	0
Pay Fines	0.0%	0
Set up Payment Plans	0.0%	0
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	0.8%	1
Review Court Orders or Other Documents	0.8%	1
Seeking General Court Information	8.5%	10
Seeking Directional Information	0.0%	0
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.8%	1
Copy Requests (Plain/Certified)	0.0%	0
In-Custody	5.1%	6
Other (please specify)	79.7%	94
adoption information/clarification		
appellate information		
Auto Assess (7)		
Auto Referral (7)		
CAMPER		
Change child support hearing		
Child Support		
Child Support Order		
CHIPS training (3)		
collection procedures (8)		
commitment issues (7)		
computer issues		
Conservatorship (5)		
court documents request		
Court Order		

criminal question	
dissolution procedures	
DOR collections	
e-mail order for pending hearing	
ex parte motion (2)	
Fax machine issues	
file information	
financial procedure (2)	
general office information (2)	
guardianship question	
Health Care Savings Plan	
judge availability	
jury matters	
jury question	
law library	
looking for form on website	
mini month end (2)	
Motion question	
needed office equipment	
office equipment	
papers for in-custody	
Probate procedures	
Procedure question	
procedures update	
Reschedule hearing (2)	
review document	
Set Child Support Hearing	
Set up court date (6)	
sign order	
supplies	
survey update	
training	
Transcript information (2)	
Transportation of respondent	
unclaimed restitution	
update on jury	
updated information	
Work Share	
	answered question 118
	skipped question 1

If "In-Custody" was selected, please enter first and last name.	
Answer Options	Response Count
Kevin Randall (3) Kenneth Kirk Matthew Tesch (2)	6
<i>answered question</i>	6
<i>skipped question</i>	113

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	6.8%	8
No	93.2%	110
<i>answered question</i>		118
<i>skipped question</i>		1

CUSTOMER TYPE: LITIGANT

Please Enter Date										
Date	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	5	4	5	1	1	0	3	3	5	1

Contact		
Answer Options	Response Percent	Response Count
Email	0.0%	0
At the Counter	50.0%	14
By Telephone	50.0%	14
<i>answered question</i>		28
<i>skipped question</i>		0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	17.9%	5
No	82.1%	23
<i>answered question</i>		28
<i>skipped question</i>		0

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	7.80	5
<i>answered question</i>		5
<i>skipped question</i>		23

Business Conducted		
Answer Options	Response Percent	Response Count
Check Court Records	7.1%	2
Check Court Calendar	17.9%	5
File Papers	14.3%	4
Pay Fines	10.7%	3
Set up Payment Plans	3.6%	1
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	3.6%	1
Review Court Orders or Other Documents	7.1%	2
Seeking General Court Information	32.1%	9
Seeking Directional Information	3.6%	1
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	3.6%	1
In-Custody	10.7%	3
Other (please specify)		
After court documents		
Child Support/Custody matter	14.3%	4
Missed court date		
Updating address		
	<i>answered question</i>	28
	<i>skipped question</i>	0

If "In-Custody" was selected, please enter first and last name.	
Answer Options	Response Count
Kevin Randall (2) Matthew Tesch	3
	<i>answered question</i>
	3
	<i>skipped question</i>
	25

If papers were filed, for what purpose		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	0.0%	0
Filing of OFPs	0.0%	0
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	0.0%	0
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	0.0%	0
Filing of Probate (including wills)	0.0%	0
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify)	100.0%	4
Initial court documents for hearing		
Adoption		
Civil		
Criminal documents for in-custody		
	<i>answered question</i>	4
	<i>skipped question</i>	24

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	7.1%	2
No	92.9%	26
	<i>answered question</i>	28
	<i>skipped question</i>	0

CUSTOMER TYPE: PRO SE

Please Enter Date										
Date	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	2	1	1	6	0	0	4	1	4	2

Contact		
Answer Options	Response Percent	Response Count
Email	0.0%	0
At the Counter	38.1%	8
By Telephone	61.9%	13
<i>answered question</i>		21
<i>skipped question</i>		0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	33.3%	7
No	66.7%	14
<i>answered question</i>		21
<i>skipped question</i>		0

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	11.43	7
<i>answered question</i>		7
<i>skipped question</i>		14

Business Conducted		
Answer Options	Response Percent	Response Count
Check Court Records	4.8%	1
Check Court Calendar	0.0%	0
File Papers	0.0%	0
Pay Fines	0.0%	0
Set up Payment Plans	0.0%	0
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	4.8%	1
Review Court Orders or Other Documents	0.0%	0
Seeking General Court Information	47.6%	10
Seeking Directional Information	33.3%	7
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	4.8%	1
In-Custody	0.0%	0
Other (please specify)	14.3%	3
general info		
verify person and sign documents for filing in another county		
using public terminal		
	<i>answered question</i>	21
	<i>skipped question</i>	0

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	0.0%	0
No	100.0%	21
	<i>answered question</i>	21
	<i>skipped question</i>	0

CONTACT BY TELEPHONE

Please Enter Date										
Answer Options	9/13/2010	9/14/2010	9/15/2010	9/16/2010	9/17/2010	9/20/2010	9/21/2010	9/22/2010	9/23/2010	9/24/2010
Number of Contacts	17	13	11	20	11	0	16	8	15	6

Contact		
Answer Options	Response Percent	Response Count
Email	0.0%	0
At the Counter	0.0%	0
By Telephone	100.0%	117
<i>answered question</i>		117
<i>skipped question</i>		0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	11.1%	13
No	88.9%	104
<i>answered question</i>		117
<i>skipped question</i>		0

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	8.23	13
<i>answered question</i>		13
<i>skipped question</i>		104

Customer Type		
Answer Options	Response Percent	Response Count
Litigant	12.0%	14
Pro Se (Not currently a litigant)	11.1%	13
Collection Agency	0.0%	0
Guardian Ad Litem	1.7%	2
Juror	0.0%	0
CAMPER Inquiry	0.0%	0
Attorney (Private, Prosecutor, Public Defender, Etc.)	24.8%	29
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	21.4%	25
Government Agency Staff	6.8%	8
Other Customer Type:	22.2%	26
Alexandria Behavioral Health Hospital (4) Care Program		
Court Administration (8)		
Doctor (4) general (2)		
Hospital social worker		
Judge		
MNCIS Trainer		
Newspaper		
Office Systems		
Social Worker at hospital		
Unknown		
	<i>answered question</i>	117
	<i>skipped question</i>	0

Please specify the Attorney you worked with today:		
Answer Options	Response Percent	Response Count
Private	66.7%	20
Prosecutor	26.7%	8
Public Defender	3.3%	1
Other Government Agency:	3.3%	1
Staff Attorney - Family Services Unit		
	<i>answered question</i>	30
	<i>skipped question</i>	87

Please specify the Government Agency you worked with today:	
Answer Options	Response Count
Social Services (6) DHS Attorney General	8
<i>answered question</i>	8
<i>skipped question</i>	109

Please specify the type of Law Enforcement Officer you worked with today:		
Answer Options	Response Percent	Response Count
Sheriff	80.0%	20
Local Police	8.0%	2
MN Highway Patrol	0.0%	0
Other (please specify) Dispatch (2) Brown County, SD Sheriff	12.0%	3
<i>answered question</i>		25
<i>skipped question</i>		92

Business Conducted		
Answer Options	Response Percent	Response Count
Check Court Records	3.4%	4
Check Court Calendar	7.7%	9
File Papers	2.6%	3
Pay Fines	0.0%	0
Set up Payment Plans	0.0%	0
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.9%	1
Pick-up Court Orders or Other Documents	0.0%	0
Review Court Orders or Other Documents	0.9%	1
Seeking General Court Information	39.3%	46
Seeking Directional Information	6.8%	8
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	2.6%	3
In-Custody	8.5%	10
Other (please specify)	32.5%	38
adoption info		
Child Support Procedures (2)		
collections/ finances (4)		
Commitment (14)		
conservatorship issues		
criminal procedure question		
CSW Client		
missed court date		
outstanding bill		
question on financial		
scheduling hearing (7)		
set up ITV (2)		
supplies		
telephone number of DOR		
updating address		
	<i>answered question</i>	117
	<i>skipped question</i>	0

If "In-Custody" was selected, please enter first and last name.	
Answer Options	Response Count
Kevin Randall (2) Kenneth Kirk Matthew Tesch (5)	8
<i>answered question</i>	8
<i>skipped question</i>	109

If papers were filed, for what purpose		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	0.0%	0
Filing of OFPs	0.0%	0
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	0.0%	0
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	0.0%	0
Filing of Probate (including wills)	0.0%	0
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify) CHIPS Commitment (2)	100.0%	3
<i>answered question</i>		3
<i>skipped question</i>		114

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	5.1%	6
No	94.9%	111
<i>answered question</i>		117
<i>skipped question</i>		0

Wilkin County April/May Time Study

Wilkin County Time Study
April 26, 2010 - May 7, 2010

	County Total	
Minutes taken today for vacation, sick leave, furlough, and breaks		
Vacation Time - Total Daily Minutes		2400
Sick Leave - Total Daily Minutes		2520
LSS - Total Daily Minutes		870
VUSSL - Total Daily Minutes		180
Total of AM/PM Breaks - Total Daily Minutes		555
Lunch Break - Total Daily Minutes		750
Total Minutes		7275
Percent of Total Daily Minutes		36.22%
Travel		
Number of staff travel to a different county for work today		2
Counties traveled to:	Grant	Traverse
Round Trip Travel Time		0
Total Minutes		N/A
Percent of Total Daily Minutes		N/A
Front Office Customer Assistance		
The total number of minutes and count of individuals seen at the counter		
Litigant - Number of Customers		37
Litigant - Counter Time (minutes)		95
Attorney - Number of Customers		24
Attorney - Counter Time (minutes)		95
Government Agency - Number of Customers		41
Government Agency - Counter Time (minutes)		180
Collection Agency - Number of Customers		0
Collection Agency - Counter Time (minutes)		0
Pro Se Help - Number of Customers		61
Pro Se Help - Counter Time (minutes)		335
Law Library Help - Number of Customers		0
Law Library Help - Counter Time (minutes)		0
Other - Number of Customers		4
Other - Counter Time (minutes)		15
Counter Subtotal Total Minutes		720
Counter Subtotal Percent of Total Daily Minutes		3.58%
The total number of minutes and count of individuals assisted on the phone		
Litigant - Number of Customers		24
Litigant - Phone Time (minutes)		100
Attorney - Number of Customers		105
Attorney - Phone Time (minutes)		405
Government Agency - Number of Customers		97
Government Agency - Phone Time (minutes)		345
Collection Agency - Number of Customers		0
Collection Agency - Phone Time (minutes)		15
Pro Se Help - Number of Customers		93
Pro Se Help - Phone Time (minutes)		345
Law Library Help - Number of Customers		1
Law Library Help - Phone Time (minutes)		10
Other - Number of Customers		11
Other - Phone Time (minutes)		35
Telephone Subtotal Total Minutes		1255
Telephone Subtotal Percent of Total Daily Minutes		6.25%
Total Front Office Customer Assistance Minutes		1975
Percent of Total Daily Minutes		9.83%
Back Office Staff Time		
MNICS Activities - Total Daily Minutes		5660
Records Management - Total Daily Minutes		1055
Financial Management - Total Daily Minutes		910
Administrative Duties - Total Daily Minutes		2565
Total Minutes		10190
Percent of Total Daily Minutes		50.73%
Judge/Courtroom Support		
Case Calendaring - Total Daily Minutes		395
Courtroom Coverage - Total Daily Minutes		0
Court Reporting Duties - Total Daily Minutes		0
BOTH Court Reporting Duties and Courtroom Coverage		240
Preparing Transcripts - Total Daily Minutes		10
Total Minutes		645
Percent of Total Daily Minutes		3.21%
Total Daily Minutes		20085

Wilkin County September Time Study

CONTACT BY COUNTER

Please Enter Date										
Answer Options	9/13/2010	9/14/2010	9/15/2010	9/16/2010	9/17/2010	9/20/2010	9/21/2010	9/22/2010	9/23/2010	9/24/2010
Number of Contacts	12	0	0	8	7	0	7	13	17	0

Contact		
Answer Options	Response Percent	Response Count
Email	0.0%	0
At the Counter	100.0%	64
By Telephone	0.0%	0
<i>answered question</i>		64
<i>skipped question</i>		0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	10.9%	7
No	89.1%	57
<i>answered question</i>		64
<i>skipped question</i>		0

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	10.86	7
<i>answered question</i>		7
<i>skipped question</i>		57

Customer Type: (select only one)		
Answer Options	Response Percent	Response Count
Litigant	35.9%	23
Pro Se (Not currently a litigant)	17.2%	11
Collection Agency	0.0%	0
Guardian Ad Litem	0.0%	0
Juror	0.0%	0
CAMPER Inquiry	0.0%	0
Attorney (Private, Prosecutor, Public Defender, Etc.)	4.7%	3
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	14.1%	9
Government Agency Staff	26.6%	17
Other Customer Type: Copier Repairman	1.6%	1
<i>answered question</i>		64
<i>skipped question</i>		0

Please specify the Attorney you worked with today:		
Answer Options	Response Percent	Response Count
Private	100.0%	3
Prosecutor	0.0%	0
Public Defender	0.0%	0
Other Government Agency (Please Enter the Name of agency):	0.0%	0
<i>answered question</i>		3
<i>skipped question</i>		61

Please specify the Government Agency you worked with today:		
Answer Options	Response Count	
Child Support (4) court adm	17	
MN DOC (3)		
Probation (3)		
Red Wing Corrections Officer		
Social Services		
Wilkin County Family Services - child support (3)		
Women's Crisis Advocate		
<i>answered question</i>		17
<i>skipped question</i>		47

Please specify the type of Law Enforcement Officer you worked with today:		
Answer Options	Response Percent	Response Count
Sheriff	100.0%	9
Local Police	0.0%	0
MN Highway Patrol	0.0%	0
Other (please specify)	0.0%	0
<i>answered question</i>		9
<i>skipped question</i>		55

Business Conducted		
Answer Options	Response Percent	Response Count
Check Court Records	7.9%	5
Check Court Calendar	9.5%	6
File Papers	30.2%	19
Pay Fines	17.5%	11
Set up Payment Plans	7.9%	5
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	3.2%	2
Review Court Orders or Other Documents	6.3%	4
Seeking General Court Information	22.2%	14
Seeking Directional Information	25.4%	16
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	4.8%	3
In-Custody	1.6%	1
Other (please specify)	11.1%	7
asking questions about emergency relief		
dropped off some information		
repaired copier		
use self help center (4)		
<i>answered question</i>		63
<i>skipped question</i>		1

If "In-Custody" was selected, please enter first and last name.	
Answer Options	Response Count
Malcolm Adams	1
<i>answered question</i>	
	1
<i>skipped question</i>	
	63

If papers were filed, for what purpose: (select all that apply)		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	10.5%	2
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	26.3%	5
Filing of OFPs	0.0%	0
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	5.3%	1
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	31.6%	6
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	0.0%	0
Filing of Probate (including wills)	5.3%	1
Filing of Landlord/Tenant Issues	5.3%	1
Other (please specify)	31.6%	6
Custody		
Filing of housing paperwork		
info about Red Wing facility		
Judgment Satisfactions		
proof of insurance		
turn in bail money		
	<i>answered question</i>	19
	<i>skipped question</i>	45

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	1.6%	1
No	98.4%	62
	<i>answered question</i>	63
	<i>skipped question</i>	1

CONTACT BY E-MAIL

Please Enter Date										
Answer Options	9/13/2010	9/14/2010	9/15/2010	9/16/2010	9/17/2010	9/20/2010	9/21/2010	9/22/2010	9/23/2010	9/24/2010
Number of Contacts	18	0	5	14	3	0	8	5	5	0

Contact		
Answer Options	Response Percent	Response Count
Email	100.0%	58
At the Counter	0.0%	0
By Telephone	0.0%	0
<i>answered question</i>		58
<i>skipped question</i>		0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	8.6%	5
No	91.4%	53
<i>answered question</i>		58
<i>skipped question</i>		0

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	16.00	5
<i>answered question</i>		5
<i>skipped question</i>		53

Customer Type:		
Answer Options	Response Percent	Response Count
Litigant	3.4%	2
Pro Se (Not currently a litigant)	1.7%	1
Collection Agency	0.0%	0
Guardian Ad Litem	0.0%	0
Juror	0.0%	0
CAMPER Inquiry	0.0%	0
Attorney (Private, Prosecutor, Public Defender, Etc.)	12.1%	7
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	24.1%	14
Government Agency Staff	48.3%	28
Other Customer Type:	10.3%	6
court administrator (3)		
Daily News and KBMW		
Judge		
Reardon office supply		
	<i>answered question</i>	58
	<i>skipped question</i>	0

Please specify the Attorney you worked with today:		
Answer Options	Response Percent	Response Count
Private	28.6%	2
Prosecutor	57.1%	4
Public Defender	14.3%	1
Other Government Agency (Please Enter the Name of agency):	0.0%	0
	<i>answered question</i>	7
	<i>skipped question</i>	51

Please specify the Government Agency you worked with today:	
Answer Options	Response Count
	28
7th Dist office	
Court admin (2)	
Douglas County Court (3)	
Grant Co Ct Adm (13)	
MN DOC - probation (3)	
St. Louis County Court Administration	
Stevens Co Ct Adm	
Traverse Co Ct Adm	

Wilkin County attorney's office	
Wilkin County Court Administration	
Wilkin County Probation	
<i>answered question</i>	28
<i>skipped question</i>	30

Please specify the type of Law Enforcement Officer you worked with today:		
Answer Options	Response Percent	Response Count
Sheriff	71.4%	10
Local Police	0.0%	0
MN Highway Patrol	0.0%	0
Other (please specify) Wilkin County Jail (4)	28.6%	4
<i>answered question</i>		14
<i>skipped question</i>		44

Business Conducted		
Answer Options	Response Percent	Response Count
Check Court Records	33.3%	19
Check Court Calendar	24.6%	14
File Papers	3.5%	2
Pay Fines	0.0%	0
Set up Payment Plans	0.0%	0
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	1.8%	1
Pick-up Court Orders or Other Documents	1.8%	1
Review Court Orders or Other Documents	8.8%	5
Seeking General Court Information	19.3%	11
Seeking Directional Information	12.3%	7
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	7.0%	4
In-Custody	0.0%	0
Other (please specify)	43.9%	25
DWI Statute		
extension of a court date (20		
fine amount		
Information on a warrant		
Information sharing (4)		
inquiring about multiple files		
Jail List (4)		
many miscellaneous emails concerning everything from new		
procedures, updates, trainings, questions regarding ordering more		

office supplies, etc.	
payments	
policy changes and updates	
Printer toner info	
regarding future training requirements	
regarding new procedures coming soon	
regarding ordering office supplies	
Senior Court Clerk	
statute number and degree	
warrant information (2)	
	<i>answered question</i> 57
	<i>skipped question</i> 1

If papers were filed, for what purpose: (select all that apply)		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	50.0%	1
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	0.0%	0
Filing of OFPs	0.0%	0
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	0.0%	0
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	0.0%	0
Filing of Probate (including wills)	0.0%	0
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify)	50.0%	1
Discharge papers		
	<i>answered question</i>	2
	<i>skipped question</i>	56

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	5.3%	3
No	94.7%	54
	<i>answered question</i>	57
	<i>skipped question</i>	1

Do you have any additional comments concerning this transaction today?	
Answer Options	Response Count
	2
<i>answered question</i>	2
<i>skipped question</i>	56

Number	Response Date	Response Text
1	Sep 13, 2010	17 emails - One report - to save time. Too many emails to enter individually - can't keep up with entering a separate survey for every single email that comes from every person but giving the best general info I can here.
2	Sep 23, 2010	

CUSTOMER TYPE: LITIGANT

Please Enter Date										
Answer Options	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	13	0	10	6	4	0	3	14	11	0

Contact		
Answer Options	Response Percent	Response Count
Email	3.3%	2
At the Counter	37.7%	23
By Telephone	59.0%	36
<i>answered question</i>		61
<i>skipped question</i>		0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	13.1%	8
No	86.9%	53
<i>answered question</i>		61
<i>skipped question</i>		0

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	9.25	8
<i>answered question</i>		8
<i>skipped question</i>		53

Business Conducted		
Answer Options	Response Percent	Response Count
Check Court Records	20.0%	12
Check Court Calendar	6.7%	4
File Papers	5.0%	3
Pay Fines	28.3%	17
Set up Payment Plans	13.3%	8
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	1.7%	1
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	1.7%	1
Review Court Orders or Other Documents	6.7%	4
Seeking General Court Information	18.3%	11
Seeking Directional Information	18.3%	11
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	0.0%	0
In-Custody	0.0%	0
Other (please specify)	23.3%	14
Asking questions about emergency relief		
Change court date (4)		
Complain about an order not in her favor		
Dispute collections claim and wanted a transcript of the hearing		
Inquire about a fine (3)		
Needed help with the public terminal		
To make sure we received his payment as he mailed to incorrect address		
To see if she still has a warrant		
Use self help center		
	<i>answered question</i>	60
	<i>skipped question</i>	1

If papers were filed, for what purpose		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	0.0%	0
Filing of OFPs	0.0%	0
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	33.3%	1
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	0.0%	0
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	0.0%	0
Filing of Probate (including wills)	0.0%	0
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify)	66.7%	2
proof of insurance		
Filing of housing paperwork		
	<i>answered question</i>	3
	<i>skipped question</i>	58

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	0.0%	0
No	100.0%	60
	<i>answered question</i>	60
	<i>skipped question</i>	1

CUSTOMER TYPE: PRO SE

Please Enter Date										
Answer Options	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	5	0	2	3	3	0	2	2	2	0

Contact		
Answer Options	Response Percent	Response Count
Email	5.3%	1
At the Counter	57.9%	11
By Telephone	36.8%	7
<i>answered question</i>		19
<i>skipped question</i>		0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	21.1%	4
No	78.9%	15
<i>answered question</i>		19
<i>skipped question</i>		0

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	10.25	4
<i>answered question</i>		4
<i>skipped question</i>		15

Business Conducted		
Answer Options	Response Percent	Response Count
Check Court Records	10.5%	2
Check Court Calendar	15.8%	3
File Papers	5.3%	1
Pay Fines	10.5%	2
Set up Payment Plans	5.3%	1
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	5.3%	1
Review Court Orders or Other Documents	5.3%	1
Seeking General Court Information	73.7%	14
Seeking Directional Information	52.6%	10
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	15.8%	3
In-Custody	0.0%	0
Other (please specify)	10.5%	2
help with the public terminal		
referred customer to self help center		
	<i>answered question</i>	19
	<i>skipped question</i>	0

If papers were filed, for what purpose: (select all that apply)		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	0.0%	0
Filing of OFPs	0.0%	0
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	0.0%	0
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	0.0%	0
Filing of Probate (including wills)	0.0%	0
Filing of Landlord/Tenant Issues	100.0%	1
Other (please specify)	0.0%	0
	<i>answered question</i>	1
	<i>skipped question</i>	18

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	5.3%	1
No	94.7%	18
	<i>answered question</i>	19
	<i>skipped question</i>	0

CONTACT BY TELEPHONE

Please Enter Date										
Answer Options	9/13/2010	9/14/2010	9/15/2010	9/16/2010	9/17/2010	9/20/2010	9/21/2010	9/22/2010	9/23/2010	9/24/2010
Number of Contacts	28	0	25	21	6	0	11	17	16	0

Contact		
Answer Options	Response Percent	Response Count
Email	0.0%	0
At the Counter	0.0%	0
By Telephone	100.0%	124
<i>answered question</i>		124
<i>skipped question</i>		0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	8.9%	11
No	91.1%	113
<i>answered question</i>		124
<i>skipped question</i>		0

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	9.45	11
<i>answered question</i>		11
<i>skipped question</i>		113

Customer Type:		
Answer Options	Response Percent	Response Count
Litigant	29.0%	36
Pro Se (Not currently a litigant)	5.6%	7
Collection Agency	0.0%	0
Guardian Ad Litem	0.0%	0
Juror	0.0%	0
CAMPER Inquiry	0.0%	0
Attorney (Private, Prosecutor, Public Defender, Etc.)	29.0%	36
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	10.5%	13
Government Agency Staff	19.4%	24
Other Customer Type:	6.5%	8
Bremer Bank (2)		
copy machine repair		
people		
Insurance Agency		
Moose Lake Prison		
Probate distributee (2)		
Reardon office supply		
	answered question	124
	skipped question	0

Please specify the Attorney you worked with today:		
Answer Options	Response Percent	Response Count
Private	77.8%	28
Prosecutor	11.1%	4
Public Defender	8.3%	3
Other Government Agency		
County Attorney	2.8%	1
	answered question	36
	skipped question	88

Please specify the Government Agency you worked with today:	
Answer Options	Response Count
	24
Attorney General's Office (2)	
Child Support	
Corrections - probation officer	
County Recorder Office	
Douglas County Court Administration	
Faribault Corrections Facility	
Grant Co Ct Adm	
MN DOC - Moose Lake prison	
MN DOC - probation	
MN DPS	
Moose Lake DOC	
North Dakota Probation (2)	
OtterTail County Court (3)	
Probation Agent	
Public Health	
Stevens County Court	
Traverse County Court (2)	
Wilkin county family services (2)	
	<i>answered question</i> 24
	<i>skipped question</i> 100

Please specify the type of Law Enforcement Officer you worked with today:		
Answer Options	Response Percent	Response Count
Sheriff	69.2%	9
Local Police	15.4%	2
MN Highway Patrol	0.0%	0
Other (please specify)	15.4%	2
Dispatch		
Jailer		
	<i>answered question</i>	13
	<i>skipped question</i>	111

Business Conducted		
Answer Options	Response Percent	Response Count
Check Court Records	27.6%	34
Check Court Calendar	17.1%	21
File Papers	2.4%	3
Pay Fines	6.5%	8
Set up Payment Plans	3.3%	4
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	1.6%	2
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	1.6%	2
Review Court Orders or Other Documents	4.9%	6
Seeking General Court Information	22.0%	27
Seeking Directional Information	17.9%	22
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	4.9%	6
In-Custody	3.3%	4
Other (please specify)	35.0%	43
asking to help assist a customer and transfer to our office		
bank fee's that should not have been charged to us		
Bring up additional filing fees		
calling about who to pay fines to when DOR/ collections claim has been rejected		
calling to let me know we will have an in custody in a couple of days for an extradition hearing but they need to go get the defendant in Wisconsin		
checking to see if someone served their jail time		
Collection agency question		
complain about an order not in her favor		
dispute collections claim and wanted a transcript of the hearing then wanted to argue that we were just "ripping him off" since he already paid the fines		
extension of a court date (2)		
Fees that should not have been charged to our account		
get a court date (10)		
inquire about a fine (3)		
inquiring about a court date for an eviction		
inquiring about disposition bulletin		
Inquiry regarding distribution		
issuance of a summons for a court date		
Probate closing timelines discussion		
question about costs and disbursements		
questions about filing		
regarding printer toner price comparison info		
return filings as sent in error		
set hearing (2)		
set up an appt time for coming to service our copy machine		
she will be emailing to me		

take credit card payment for copies of a probate from 1969	
to make sure we received his payment as he mailed to incorrect address	
to see if she still has a warrant	
verify insurance	
wanted to know when funds were deposited with the court	
wants to appear by phone	
	answered question 123
	skipped question 1

If "In-Custody" was selected, please enter first and last name.	
Answer Options	Response Count
John Miller (3)	
Kyle Sandvik	6
Malcom Adams	
juvenile C. Willis	
	answered question 6
	skipped question 118

If papers were filed, for what purpose: (select all that apply)		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	0.0%	0
Filing of OFPs	0.0%	0
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	25.0%	1
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	0.0%	0
Filing of Probate (including wills)	25.0%	1
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify)		
proposed order	50.0%	2
ask for change in release conditions		
	answered question 4	
	skipped question 120	

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	3.3%	4
No	96.7%	119
	<i>answered question</i>	123
	<i>skipped question</i>	1

Yellow Medicine County April/May Time Study

Yellow Medicine County Time Study
April 26, 2010 - May 7, 2010

	County Total
Minutes taken today for vacation, sick leave, furlough and breaks	
Vacation Time - Total Daily Minutes	2250
Sick Leave - Total Daily Minutes	0
LSS - Total Daily Minutes	1170
VUSSL - Total Daily Minutes	0
Total of AM/PM Breaks - Total Daily Minutes	375
Lunch Break - Total Daily Minutes	915
Total Minutes	4710
Percent of Total Daily Minutes	26.69%
Travel	
Number of staff traveled to a different county for work today.	4
Counties traveled to:	
Round Trip Travel Time	280
Total Minutes	280
Percent of Total Daily Minutes	1.59%
Front Office Customer Assistance	
The total number of minutes and count of individuals seen at the counter	
Litigant - Number of Customers	100
Litigant - Counter Time (minutes)	570
Attorney - Number of Customers	48
Attorney - Counter Time (minutes)	190
Government Agency - Number of Customers	18
Government Agency - Counter Time (minutes)	160
Collection Agency - Number of Customers	0
Collection Agency - Counter Time (minutes)	0
Pro Se Help - Number of Customers	16
Pro Se Help - Counter Time (minutes)	255
Law Library Help - Number of Customers	0
Law Library Help - Counter Time (minutes)	0
Other - Number of Customers	4
Other - Counter Time (minutes)	25
Counter Subtotal Total Minutes	1200
Counter Subtotal Percent of Total Daily Minutes	6.80%
The total number of minutes and count of individuals assisted on the phone	
Litigant - Number of Customers	132
Litigant - Phone Time (minutes)	615
Attorney - Number of Customers	36
Attorney - Phone Time (minutes)	190
Government Agency - Number of Customers	25
Government Agency - Phone Time (minutes)	150
Collection Agency - Number of Customers	0
Collection Agency - Phone Time (minutes)	0
Pro Se Help - Number of Customers	30
Pro Se Help - Phone Time (minutes)	240
Law Library Help - Number of Customers	0
Law Library Help - Phone Time (minutes)	0
Other - Number of Customers	10
Other - Phone Time (minutes)	50
Telephone Subtotal Total Minutes	1245
Telephone Subtotal Percent of Total Daily Minutes	7.05%
Total Front Office Customer Assistance Minutes	2445
Percent of Total Daily Minutes	13.85%
Back Office Staff Time	
MNICS Activities - Total Daily Minutes	3835
Records Management - Total Daily Minutes	3220
Financial Management - Total Daily Minutes	830
Administrative Duties - Total Daily Minutes	1520
Total Minutes	9405
Percent of Total Daily Minutes	53.29%
Judge/Courtroom Support	
Case Calendaring	110
Courtroom Coverage	220
Court Reporting Duties	130
BOTH Court Reporting Duties and Courtroom Coverage	350
Preparing Transcripts	0
Total Minutes	810
Percent of Total Daily Minutes	4.59%
Total Daily Minutes	17650

Yellow Medicine County September Time Study

CONTACT BY FRONT COUNTER

Please Enter Date										
Date	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	0	0	0	0	0	0	2	2	0	5

Contact		
Answer Options	Response Percent	Response Count
Email	0.0%	0
At the Counter	100.0%	9
By Telephone	0.0%	0
<i>answered question</i>		9
<i>skipped question</i>		0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	33.3%	3
No	66.7%	6
<i>answered question</i>		9
<i>skipped question</i>		0

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	17.5	2
<i>answered question</i>		2
<i>skipped question</i>		7

Customer Type: (select only one)		
Answer Options	Response Percent	Response Count
Litigant	50.0%	4
Pro Se (Not currently a litigant)	0.0%	0
Collection Agency	0.0%	0
Guardian Ad Litem	0.0%	0
Juror	0.0%	0
CAMPER Inquiry	0.0%	0
Attorney (Private, Prosecutor, Public Defender, Etc.)	25.0%	2
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	12.5%	1
Government Agency Staff	0.0%	0
Other Customer Type: General Public	12.5%	1
<i>answered question</i>		8
<i>skipped question</i>		1

Please specify the Attorney you worked with today:		
Answer Options	Response Percent	Response Count
Private	0.0%	0
Prosecutor	100.0%	2
Public Defender	0.0%	0
Other Government Agency (Please Enter the Name of agency):	0.0%	0
<i>answered question</i>		2
<i>skipped question</i>		7

Please specify the type of Law Enforcement Officer you worked with today:		
Answer Options	Response Percent	Response Count
Sheriff	100.0%	1
Local Police	0.0%	0
MN Highway Patrol	0.0%	0
Other (please specify)	0.0%	0
<i>answered question</i>		1
<i>skipped question</i>		8

Business Conducted		
Answer Options	Response Percent	Response Count
Check Court Records	25.0%	2
Check Court Calendar	25.0%	2
File Papers	12.5%	1
Pay Fines	37.5%	3
Set up Payment Plans	25.0%	2
Refer or explain to non-jurisdictional payors to/about CPC	25.0%	2
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	12.5%	1
Review Court Orders or Other Documents	12.5%	1
Seeking General Court Information	37.5%	3
Seeking Directional Information	50.0%	4
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	0.0%	0
In-Custody	0.0%	0
Other (please specify)	25.0%	2
re passports - directed her to Co Recorder		
pre-case fine payment.		
	<i>answered question</i>	8
	<i>skipped question</i>	1

If papers were filed, for what purpose: (select all that apply)		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	100.0%	1
Filing of OFPs	0.0%	0
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	0.0%	0
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	0.0%	0
Filing of Probate (including wills)	0.0%	0
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify)	0.0%	0
<i>answered question</i>		1
<i>skipped question</i>		8

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	0.0%	0
No	100.0%	8
<i>answered question</i>		8
<i>skipped question</i>		1

CONTACT BY E-MAIL

Please Enter Date										
Answer Options	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	0	0	0	0	0	0	2	2	0	0

Contact		
Answer Options	Response Percent	Response Count
Email	100.0%	4
At the Counter	0.0%	0
By Telephone	0.0%	0
<i>answered question</i>		4
<i>skipped question</i>		0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	100.0%	4
No	0.0%	0
<i>answered question</i>		4
<i>skipped question</i>		0

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	12.50	4
<i>answered question</i>		4
<i>skipped question</i>		0

Customer Type: (select only one)		
Answer Options	Response Percent	Response Count
Litigant	0.0%	0
Pro Se (Not currently a litigant)	0.0%	0
Collection Agency	0.0%	0
Guardian Ad Litem	0.0%	0
Juror	0.0%	0
CAMPER Inquiry	0.0%	0
Attorney (Private, Prosecutor, Public Defender, Etc.)	50.0%	2
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	0.0%	0
Government Agency Staff	25.0%	1
Other Customer Type: Probation Agent	10.0%	1
<i>answered question</i>		4
<i>skipped question</i>		0

Please specify the Attorney you worked with today:		
Answer Options	Response Percent	Response Count
Private	0.0%	0
Prosecutor	100.0%	2
Public Defender	0.0%	0
Other Government Agency (Please Enter the Name of agency):	0.0%	0
<i>answered question</i>		2
<i>skipped question</i>		2

Please specify the Government Agency you worked with today:	
Answer Options	Response Count
MNCIS - submit a ticket	1
<i>answered question</i>	1
<i>skipped question</i>	3

Business Conducted		
Answer Options	Response Percent	Response Count
Check Court Records	75.0%	3
Check Court Calendar	25.0%	1
File Papers	0.0%	0
Pay Fines	0.0%	0
Set up Payment Plans	0.0%	0
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	0.0%	0
Review Court Orders or Other Documents	0.0%	0
Seeking General Court Information	0.0%	0
Seeking Directional Information	75.0%	3
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	0.0%	0
In-Custody	0.0%	0
Other (please specify) MNCIS Help	25.0%	1
<i>answered question</i>		4
<i>skipped question</i>		0

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	25.0%	1
No	75.0%	3
<i>answered question</i>		4
<i>skipped question</i>		0

CUSTOMER TYPE: LITIGANT

Please Enter Date										
Answer Options	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	0	0	0	0	0	0	5	5	0	6

Contact		
Answer Options	Response Percent	Response Count
Email	0.0%	0
At the Counter	25.0%	4
By Telephone	75.0%	12
<i>answered question</i>		16

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	31.3%	5
No	68.8%	11
<i>answered question</i>		16
<i>skipped question</i>		0

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	17.80	5
<i>answered question</i>		5
<i>skipped question</i>		11

Business Conducted		
Answer Options	Response Percent	Response Count
Check Court Records	50.0%	8
Check Court Calendar	18.8%	3
File Papers	0.0%	0
Pay Fines	37.5%	6
Set up Payment Plans	31.3%	5
Refer or explain to non-judicial payors to/about CPC	25.0%	4
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	6.3%	1
Review Court Orders or Other Documents	6.3%	1
Seeking General Court Information	43.8%	7
Seeking Directional Information	31.3%	5
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	0.0%	0
In-Custody	6.3%	1
Other (please specify)	25.0%	4
Explain re no proof of ins chg		
fine payment		
AMI file review		
pre-case fine payment.		
	<i>answered question</i>	16
	<i>skipped question</i>	0

If "In-Custody" was selected, please enter first and last name.		
Answer Options	Response Count	
Lance Odegard	1	
	<i>answered question</i>	1
	<i>skipped question</i>	15

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	0.0%	0
No	100.0%	16
	<i>answered question</i>	16
	<i>skipped question</i>	0

CUSTOMER TYPE: PRO SE

Please Enter Date										
Date	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	0	0	0	0	0	0	2	1	0	0

Contact		
Answer Options	Response Percent	Response Count
Email	0.0%	0
At the Counter	0.0%	0
By Telephone	100.0%	3
<i>answered question</i>		3
<i>skipped question</i>		0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	0.0%	0
No	100.0%	3
<i>answered question</i>		3
<i>skipped question</i>		0

Business Conducted		
Answer Options	Response Percent	Response Count
Check Court Records	33.3%	1
Check Court Calendar	0.0%	0
File Papers	0.0%	0
Pay Fines	0.0%	0
Set up Payment Plans	0.0%	0
Refer or explain to non-jurisdictional payors to/about CPC	0.0%	0
Refer to DOR if in collection status	0.0%	0
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	0.0%	0
Pick-up Court Orders or Other Documents	0.0%	0
Review Court Orders or Other Documents	0.0%	0
Seeking General Court Information	100.0%	3
Seeking Directional Information	100.0%	3
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	0.0%	0
In-Custody	0.0%	0
Other (please specify)	66.7%	2
New DWI - not rec'd by court yet		
Wanted pro se adoption forms and legal advice.		
	<i>answered question</i>	3
	<i>skipped question</i>	0

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	0.0%	0
No	100.0%	3
	<i>answered question</i>	3
	<i>skipped question</i>	0

CONTACT BY PHONE

Please Enter Date										
Date	9/13/ 2010	9/14/ 2010	9/15/ 2010	9/16/ 2010	9/17/ 2010	9/20/ 2010	9/21/ 2010	9/22/ 2010	9/23/ 2010	9/24/ 2010
Number of Contacts	1	0	0	0	0	0	12	16	0	5

Contact		
Answer Options	Response Percent	Response Count
Email	0.0%	0
At the Counter	0.0%	0
By Telephone	100.0%	34
<i>answered question</i>		34
<i>skipped question</i>		0

Did you spend more than 5 minutes with this customer?		
Answer Options	Response Percent	Response Count
Yes	32.4%	11
No	67.6%	23
<i>answered question</i>		34
<i>skipped question</i>		0

If yes, please enter the amount of minutes spent with this customer:		
Answer Options	Response Average	Response Count
Minutes	12.09	11
<i>answered question</i>		11
<i>skipped question</i>		23

Customer Type: (select only one)		
Answer Options	Response Percent	Response Count
Litigant	36.4%	12
Pro Se (Not currently a litigant)	9.1%	3
Collection Agency	0.0%	0
Guardian Ad Litem	0.0%	0
Juror	0.0%	0
CAMPER Inquiry	0.0%	0
Attorney (Private, Prosecutor, Public Defender, Etc.)	30.3%	10
Law Enforcement (Sheriff, Local Police MN Highway Patrol, Etc.)	6.1%	2
Government Agency Staff	3.0%	1
Other Customer Type:	15.2%	5
asking for telephone info of other office		
interested party		
Newspaper		
Probation office		
seeking file information		
	<i>answered question</i>	33
	<i>skipped question</i>	1

Please specify the Attorney you worked with today:		
Answer Options	Response Percent	Response Count
Private	60.0%	6
Prosecutor	40.0%	4
Public Defender	0.0%	0
Other Government Agency (Please Enter the Name of agency):	0.0%	0
	<i>answered question</i>	10
	<i>skipped question</i>	24

Please specify the Government Agency you worked with today:		
Answer Options	Response Count	
Judicial Branch - training coordinator	1	
	<i>answered question</i>	1
	<i>skipped question</i>	33

Please specify the type of Law Enforcement Officer you worked with today:		
Answer Options	Response Percent	Response Count
Sheriff	50.0%	1
Local Police	50.0%	1
MN Highway Patrol	0.0%	0
Other (please specify)	0.0%	0
<i>answered question</i>		2
<i>skipped question</i>		32

Business Conducted (select all that apply) If papers were filed please ensure appropriate box is selected.		
Answer Options	Response Percent	Response Count
Check Court Records	45.5%	15
Check Court Calendar	12.1%	4
File Papers	3.0%	1
Pay Fines	12.1%	4
Set up Payment Plans	9.1%	3
Refer or explain to non-jurisdictional payors to/about CPC	6.1%	2
Refer to DOR if in collection status	3.0%	1
Judgment Searches	0.0%	0
Newspaper & Radio (Check for Court News)	3.0%	1
Pick-up Court Orders or Other Documents	3.0%	1
Review Court Orders or Other Documents	3.0%	1
Seeking General Court Information	36.4%	12
Seeking Directional Information	36.4%	12
Juror Inquiries	0.0%	0
CAMPER Inquiries	0.0%	0
Copy Requests (Plain/Certified)	0.0%	0
In-Custody	6.1%	2
Other (please specify)	42.4%	14
AMI file review		
asking to talk to other court staff		
call confirming that a case was settled and jury trial wouldn't be needed.		
Checking on status of motion hearing to be set - involving ITV w/ MCF-Faribault.		
checking status of document filing		
Explain re no proof of ins chg		
Gathering more information for Court on hearing requested by Defense attorney, background, etc.		
General public asking for office phone number		
New DWI - not rec'd by court yet		
re fine payment		
Re: Source Code information		
requesting to schedule a telephone conference with Court regarding a possible plea agreement.		
telephone training/clarification of procedures		

Wanted pro se adoption forms and legal advice.	
<i>answered question</i>	33
<i>skipped question</i>	1

If "In-Custody" was selected, please enter first and last name.	
Answer Options	Response Count
Andrew Madden Lance Odegard	2
<i>answered question</i>	2
<i>skipped question</i>	32

If papers were filed, for what purpose		
Answer Options	Response Percent	Response Count
Request an Arrest Warrant	0.0%	0
Request a Search Warrant	0.0%	0
Filing of Criminal Complaint or Citation	0.0%	0
Filing of OFPs	0.0%	0
Filing of Harassments	0.0%	0
Filing of Unlawful Detainers	0.0%	0
Filing of Dissolutions	0.0%	0
Filing of Pro-Se Dissolutions	0.0%	0
Filing of Child Support Matters	0.0%	0
Filing of Forfeitures	0.0%	0
Filing of Conciliation Cases	0.0%	0
Filing of Probate (including wills)	100.0%	1
Filing of Landlord/Tenant Issues	0.0%	0
Other (please specify)	0.0%	0
<i>answered question</i>		1
<i>skipped question</i>		33

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	0.0%	0
No	100.0%	33
<i>answered question</i>		33
<i>skipped question</i>		1

Did contact require the immediate attention of a Judge:		
Answer Options	Response Percent	Response Count
Yes	2.7%	2
No	97.3%	73
	<i>answered question</i>	75
	<i>skipped question</i>	1