



The State Bar *of California*

# Office of Chief Trial Counsel Performance Metrics

George Cardona, Chief Trial Counsel

Board of Trustees, November 17–18, 2022

# Interactive Dashboard

Performance metrics for the Office of Chief Trial Counsel (OCTC) are available for viewing in an [interactive dashboard](#).

This interactive dashboard will be continuously updated and provided to the Board of Trustees as a standing agenda item.

Presented on performance metrics from dashboard at the September 22, 2022, meeting.





# Q3 2022 Key Performance Indicators Office of Chief Trial Counsel

Show List of Reports

Previous Quarter: Q2 2022

Caseload Clearance Rate

88%

Previous Quarter: 93%  
(-5%)

Median Days to Close

56

Previous Quarter: 54  
(+2)

Average Days to Close

141

Previous Quarter: 221  
(-80)

Median Days Spent in  
Investigation

130

Previous Quarter: 161  
(-31)

Average Days Spent in  
Investigation

220

Previous Quarter: 239  
(-19)

Jan-Jun 2020: 190 average days reported by Auditor

Percent Cases Spent in  
Investigation  $\geq$  365 Days

19%

Previous Quarter: 22%  
(-3%)

Jan-Jun 2020: 11% reported by Auditor

Cases Closed in  $\leq$  180 Days

80%

Previous Quarter: 75%  
(+5%)

CRU Reopens for New  
Evidence Reasons

1.4%

Target: 2.0% (-0.6%)

Random Audit Reopens for  
Substantive Reasons

4.7%

Target: 4.3% (+0.4%)

Period: Sep 2020 - Feb 2021

Projected 2021  
Backlog

2,355

2019 Backlog: 2,686  
2020 Backlog: 2,547

Note: Currently 167 cases deemed OEX are not included in this report.

## Inventory & Case Age

ADR  
☒ Yes  
☐ No

Abated  
☐ No

Complex  
☐ No  
☐ Yes

Period

Multiple selections

Priority

All

Show  
Slicer Info

Previous Quarter: Q2 2022

Case Inventory

**6,057**

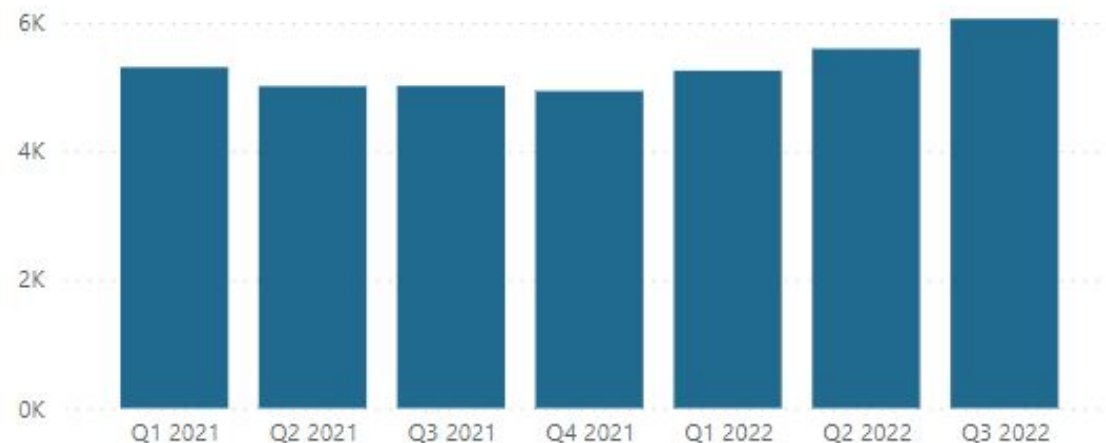
Previous Quarter: 5,591  
(+466)

Percent Cases Greater  
than 180 days old

**46%**

Previous Quarter: 47%  
(-1%)

Inventory



Inventory by Case Age



Inventory & Case Age

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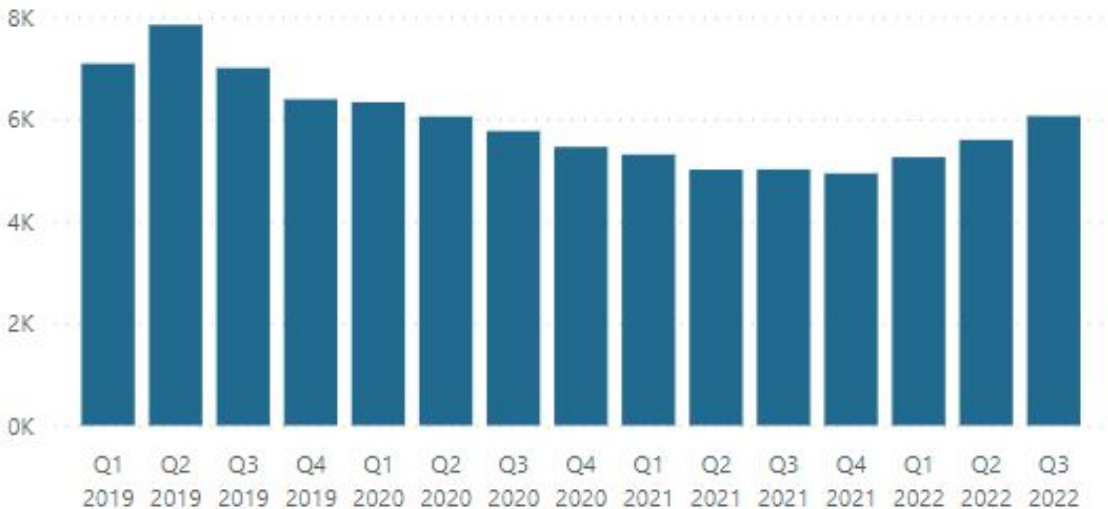
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Inventory



Inventory by Case Age



	Total complaints (online plus mail)	Online	Mail	Total RAs	Month	Monthly Total Complaints	Monthly Total RAs	Monthly Total Complaints & RAs
7/11/2022	248	127	121	35				
7/18/2022	353	187	166	69				
7/25/2022	361	193	168	42				
8/1/2022	272	150	122	34	July	1579	211	1790
8/8/2022	322	195	127	37				
8/15/2022	304	161	143	45				
8/22/2022	346	199	147	22				
8/29/2022	367	207	160	29				
9/5/2022	341	178	163	41	Aug	1680	174	1854
9/12/2022	290	139	151	19				
9/19/2022	306	161	145	57				
9/26/2022	370	199	171	46				
10/3/2022	289	167	122	45	Sep	1255	167	1422
10/10/2022	367	166	201	41				
10/17/2022	277	161	116	41				
10/24/2022	337	190	147	46				
10/31/2022	299	162	137	43	Oct	1280	171	1451

Four Month Total		5,794	723	6,517
Projected	FY2023	17,382	2,169	19,551
2022 ADR	FY2022	12,731	1,869	14,600
	FY2021	12,501	1,428	13,929
	FY2020	13,781	2,185	15,966
	FY2019	13,894	2,442	16,336
	FY2018	12,327	2,664	14,991



## Case Clearance & Age at Closure

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Note: Complex filter does not apply to clearance rate due to the nature of its calculation.

Open & Closed Cases with Clearance Rate



Case Age at Closure



Cases Closed by Case Age



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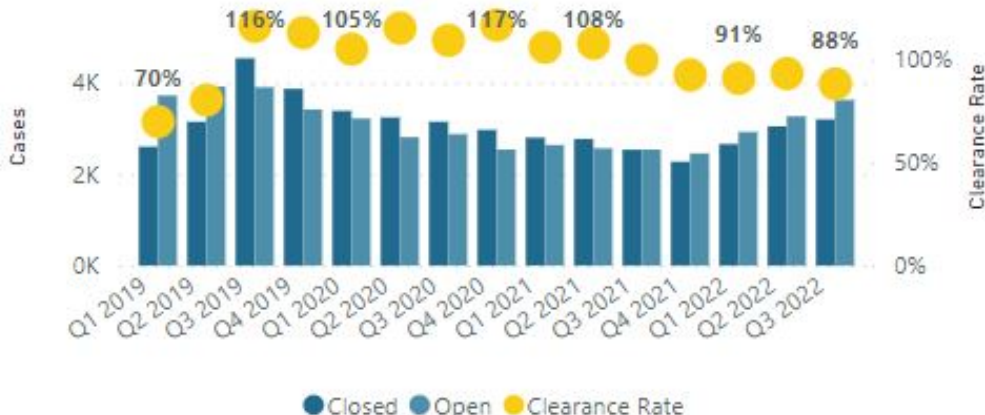
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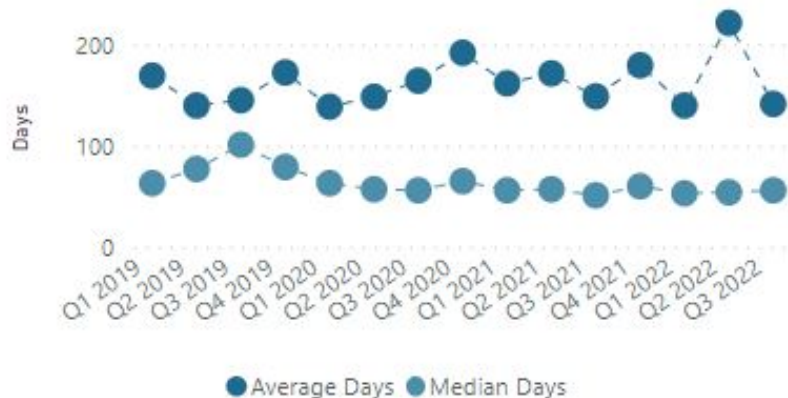
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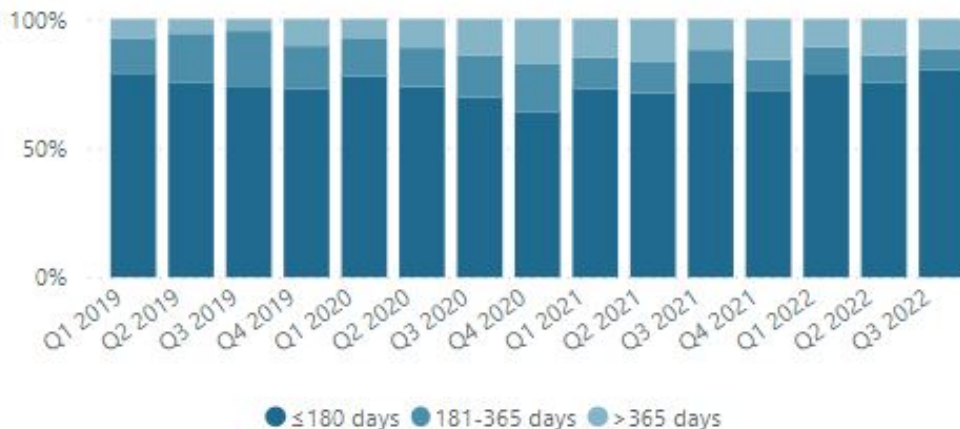
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Case Age at Closure



Cases Closed by Case Age



Return to  
Main Page



## Duration of Cases in Intake, Investigation, & Charging

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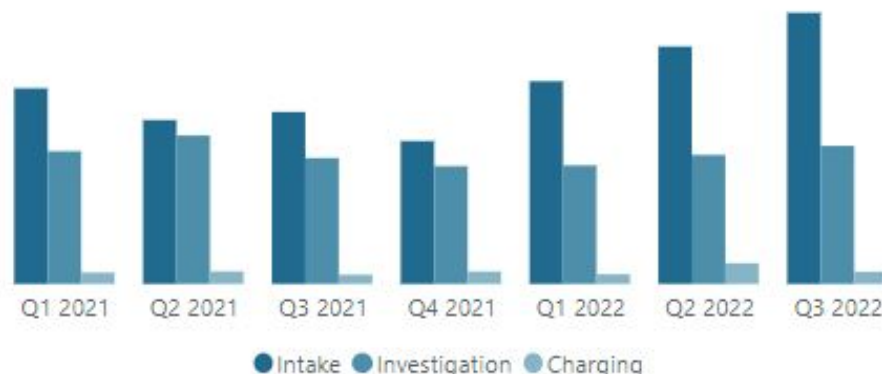
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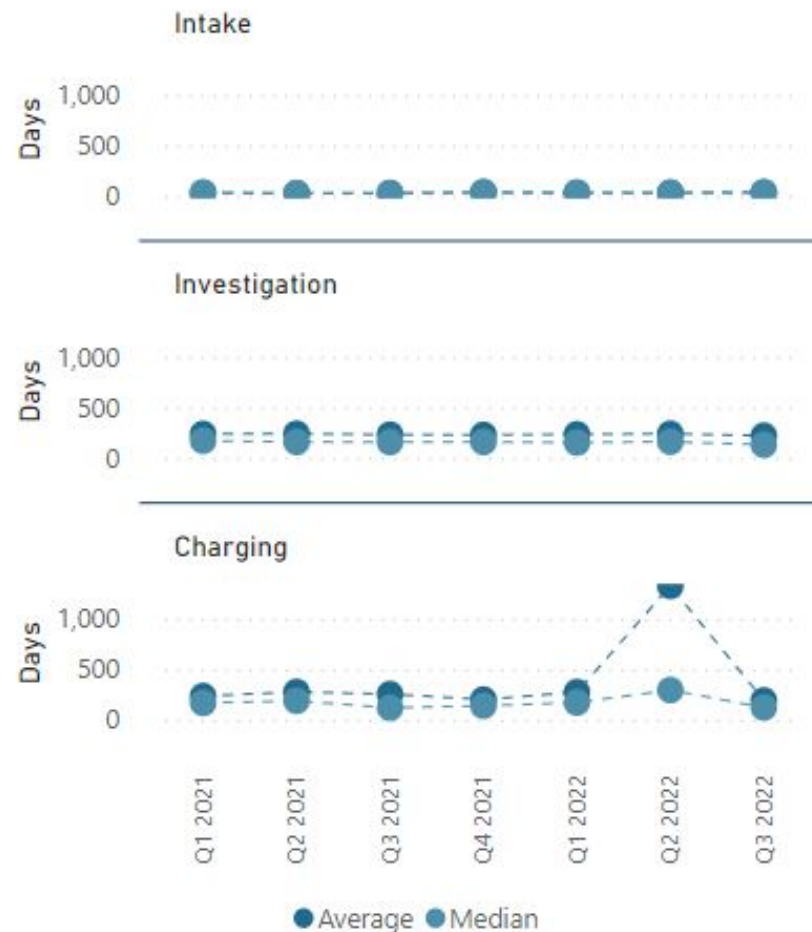
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 by Auditor

Case Count Passing Through Each Phase



Duration of Cases at Each Phase



Count Cases Spent in Investigation 365 Days or More



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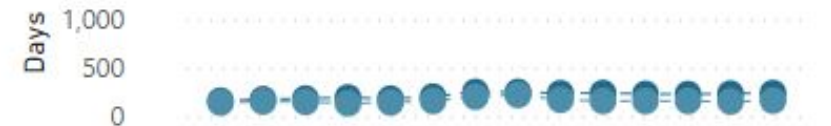


Duration of Cases at Each Phase

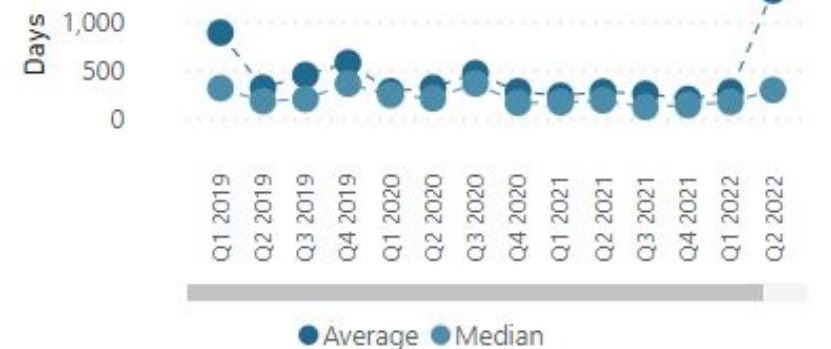
Intake



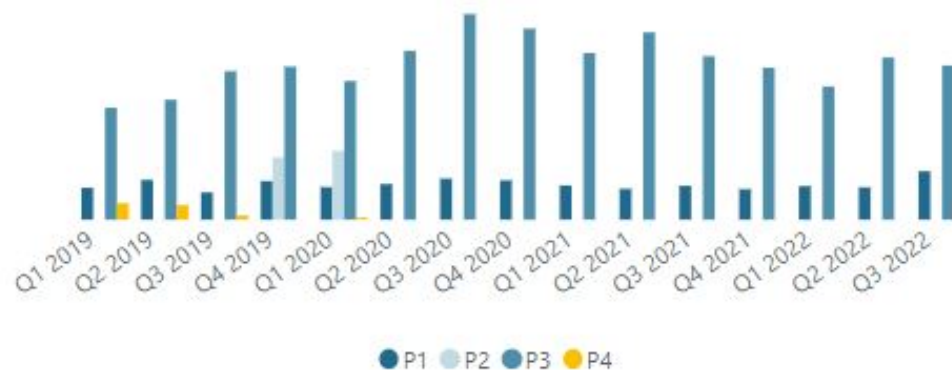
Investigation



Charging



Count Cases Spent in Investigation 365 Days or More



Quality

Percent of Complaint Review Unit Reopens for Reasons Other Than New Evidence

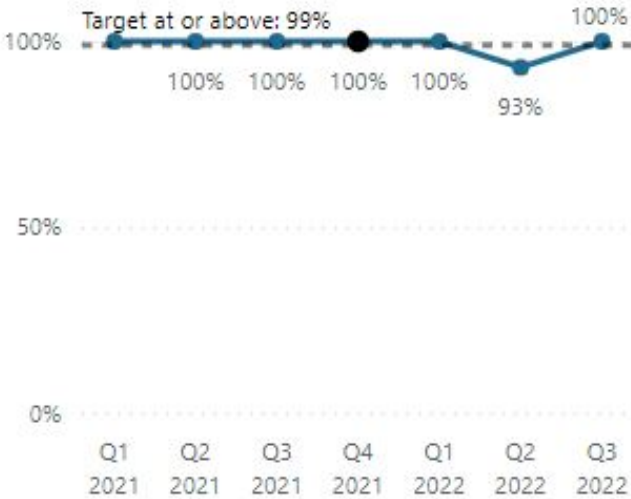


Black dot indicates beginning of CTC tenure

Percent of Random Audit Reopens for Substantive Reason



Percent of Walker Petitions Denied



Black dot indicates beginning of CTC tenure



Complaining Witness Survey Comment Summary

Please see this [document](#) for responses to open ended questions from the Complaining Witness Surveys received during Q3 2022. Below are highlights gleaned from the responses.

What is going well

- There was no positive feedback received during this reporting period.

Challenges

- State Bar biased in favor of attorneys; believes attorneys over complainants
- Case not taken seriously by State Bar; felt dismissed or felt complaint not important enough for State Bar.
- Poor communication; State Bar does not return calls or respond to other forms of communication.

Response	Response Description
1	strongly disagree
2	somewhat disagree
3	neither agree nor disagree
4	somewhat agree
5	strongly agree

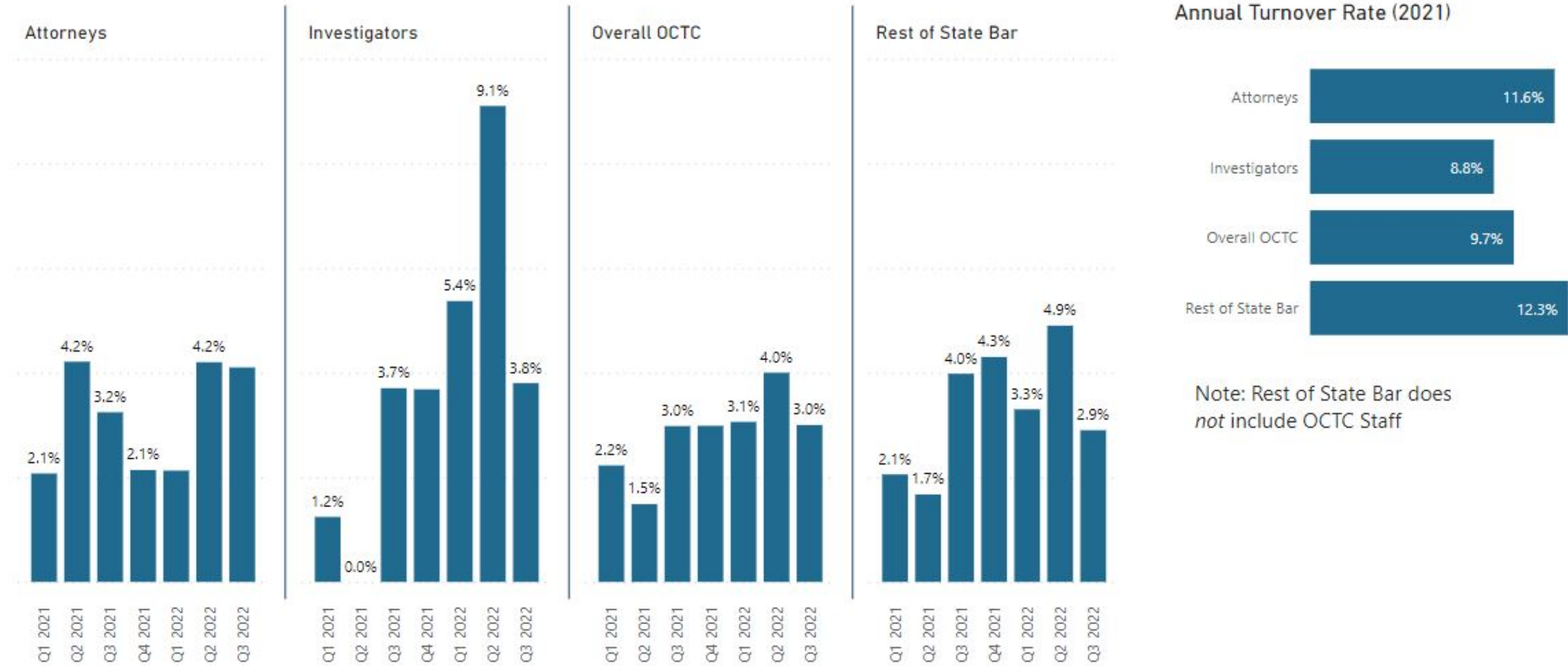
271  
Respondents Q3 2022

Response Average by Case Closure Stage & Composite Type



● Intake ● Investigation or Charging ▲ Difference significant at p<0.05

Employee Engagement:  
OCTC Turnover Rates





# Disciplinary Filings

Filing Type	Q2 2021	Q3 2021	Q4 2021*	Q1 2022	Q2 2022	Q3 2022	Total
Notices of Disciplinary Charges	101	68	85	69	120	73	516
Stipulations to Facts and Discipline	21	15	19	28	18	19	120
Criminal Conviction Transmittals	33	26	33	37	38	36	203
<b>Total</b>	<b>155</b>	<b>109</b>	<b>137</b>	<b>134</b>	<b>176</b>	<b>128</b>	<b>839</b>
* beginning of CTC tenure							

