

The 10 *CourTools*

Measure	Performance Area	Definition	Posting Date
1	Access and Fairness	Ratings of court users on the Court's accessibility and its treatment of customers in terms of fairness, equality, and respect	Posted Periodically
2	Clearance Rates	The number of outgoing cases as a percentage of the number of incoming cases	Posted Routinely
3	Time to Disposition	The percentage of cases disposed or otherwise resolved within established time frames	Posted Routinely
4	Age of Active Pending Caseload	The age of active cases pending before the court, measured as the average number of days from filing until time of measurement	Posted Routinely
5	Trial Date Certainty	The number of times cases disposed by trial are scheduled for trial	Posted Periodically
6	Reliability and Integrity of Case Files	The percentage of files that can be retrieved within established time standards, and that meet established standards for completeness and accuracy of contents	Posted Periodically
7	Collection of Monetary Penalties	Payments collected and distributed within established timelines, expressed as a percentage of total monetary penalties ordered in specific cases	TBA
8	Effective Use of Jurors	Juror yield is the number of citizens selected for jury duty who are qualified and report to serve, expressed as a percentage of the total number of prospective jurors available. Juror utilization is the rate at which prospective jurors are used at least once in trial or voir dire	Posted Routinely
9	Court Employee Satisfaction	Ratings of court employees assessing the quality of the work environment and relations between staff and management	TBA
10	Cost per Case	The average cost for processing a single case, by the case type	TBA