

The 10 *CourTools*

Measure	Performance Area	Definition	Anticipated 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	TBA
2	Clearance Rates	The number of outgoing cases as a percentage of the number of incoming cases	December, 2005
3	Time to Disposition	The percentage of cases disposed or otherwise resolved within established time frames	December, 2005
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	July, 2006
5	Trial Date Certainty	The number of times cases disposed by trial are scheduled for trial	July, 2006
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	TBA
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	July, 2006
9	Court Employee Satisfaction	Ratings of court employees assessing the quality of the work environment and relations between	TBA

10	Cost per Case	staff and management The average cost for processing a single case, by the case type	TBA
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