Huddle Notes
December 17, 2019

In today's Huddle we traveled to the new Jury Room 2 on the second floor of the Judicial Courts building. Kylie Young, our Courts Administrator, gave us an overview of the court systems Cour Tools and how these work in Greene County's court system.

The National Center for State Courts established the Cour Tools which guide Greene County's court system. The County focuses on 10 key components to manage case flow.

Cour Tool 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.
- Citizens are most concerned with fairness

Cour Tool 2 – Clearance Rate

- The number of outgoing cases as a percentage of the number of incoming cases
- 1 or above is what a court should be striving for

Greene County Clearance Rates are all above 100% since January 1 2019

Cour Tool 3 – Time to Disposition

- The percentage of cases disposed or otherwise resolved within the establish time frames
- Factors include: Court Operating Rule 17 on Time Standards, type of case and number of litigants, continuances and motions for change of judge
  - MO time standards is much more lenient

Cour Tool 4 – Age of Pending Cases

- The age of the active cases pending before the court
- Measured as the number of days from filing until the time of measurement

Cour Tool 5 – Trial Date Certainty

- The number of times cases are scheduled or disposed by before for trial date
- Difficult to track and currently unable to track the number of continuances and by whom requested
- Currently cannot electronically track from the point of the date the trial was set

Cour Tool 6

- Measures percentage of case files which meet established standards for completeness and accuracy of content within established time standards
  - Greene County has improved in this area the most in the last 10years

Cour Tool 7 – Collection of Monetary Penalties

- Payments are collected and disbursed within established time standards and meet established standards for completeness and accuracy

Cour Tool 8 – Effective Use of Jurors

- The number of citizens who are 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
  - Greene County has a large pool for jury selection, which is sometimes an issue in smaller districts, only 2% of cases go to jury

Cour Tool 9 – Court Employee Satisfaction

- Use of a standard questionnaire which collects respondents' assignment for important court divisions (civil, criminal probate)

Cour Tool 10 – Cost per Case

- Measure of the return(i.e. completed cases) on investment (resources allocated)
- Use in evaluating staff utilization
- Currently courts are not able to accurately measure this, however they utilize a weighted workload measurement which shows how an individual's completion compares to others