

COURTOOLS



CourTools provides useful information to the court

The Arizona Supreme Court, under the leadership of Chief Justice Ruth McGregor, has embraced CourTools, the court performance measurement system that the National Center for State Courts (NCSC) has developed.

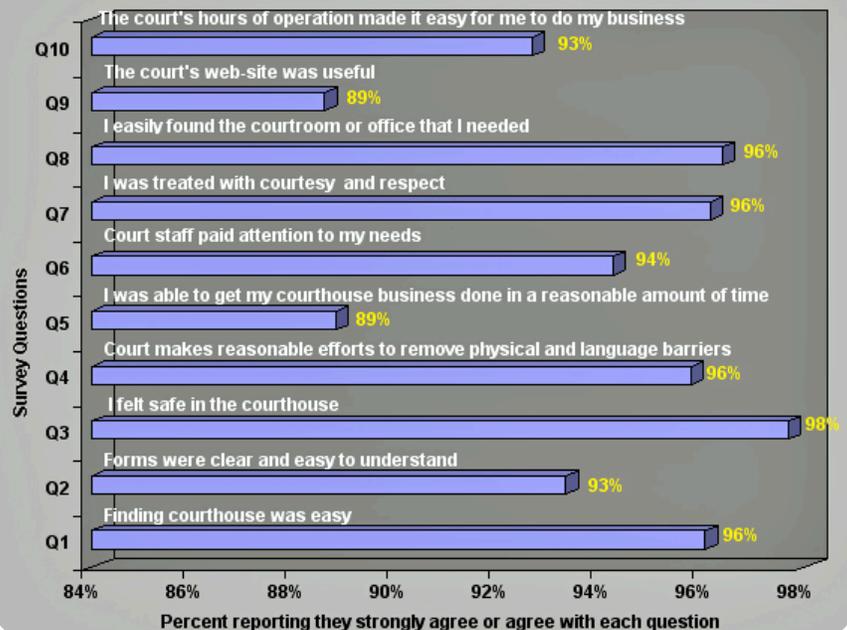
The CourTools system encourages courts to examine 10 performance measures, the first being a customer survey designed to measure the opinions of court users regarding accessibility and fairness.

Research has consistently shown that perceptions of court experiences are shaped by how court users feel they were treated and whether the process used by the court in making decisions seemed to be fair.

In late May 2007, court judges and employees distributed 1,278 surveys over a two-day period at the downtown courthouse. Court users were gracious and cooperative in reacting to the survey, as shown by the fact that 799 of the surveys were completed and returned.

Court customers, including litigants, their families and friends, victims, witnesses, attorneys, law enforcement officers, and those having business with the Office of the Clerk of the Superior Court, were asked to rate their satisfaction with various aspects of their experience.

Access to the Court



It is anticipated that the access and fairness segment of CourTools will assist court leadership in developing improved practices that will enhance public trust and confidence in the judiciary, improve service to customers and court efficiency, and improve public access to justice. The survey instrument used locally was a hybrid version

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that combined the “access and fairness” measures contained within the model survey developed by the NCSC supplemented with additional court-specific questions. There was a third section included in the survey instrument with questions designed to assess public satisfaction with the facilities.

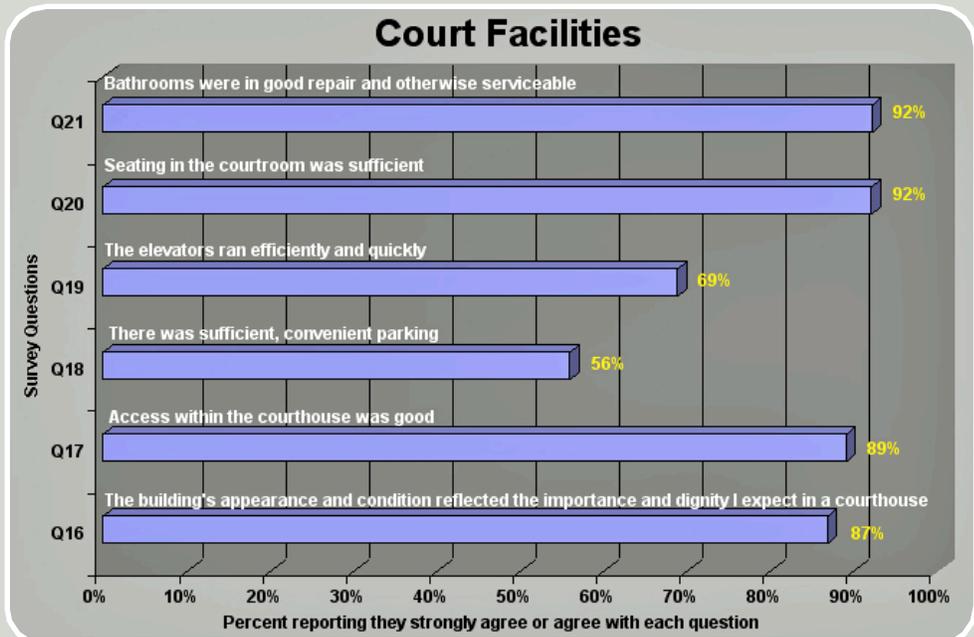
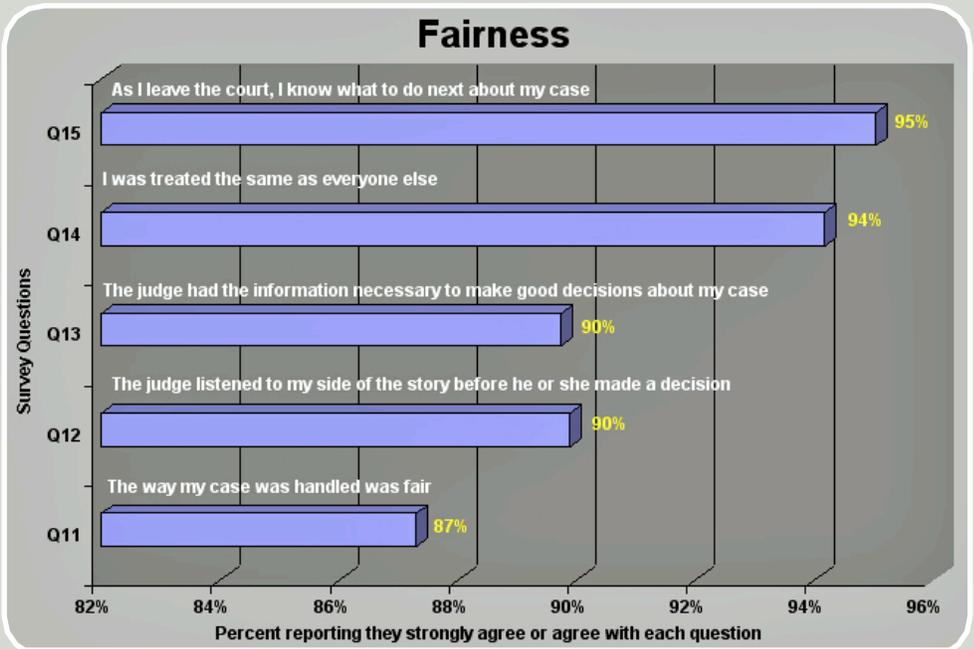
Overall the court users were quite pleased with the performance of the court in meeting its mission. The average number of respondents in agreement with the “Access to the Court” component was 94.3 percent and those in agreement with the “Fairness” component were 91.3 percent. Satisfaction with the court facilities questions showed an average rating placed at 80.1 percent with several written comments ranking court facilities lower.

Court users also submitted 215 encouraging comments and 140 suggestions, including the suggestion that downtown parking should be free for those persons summoned for jury duty.

The court is addressing areas where the public perception is that we are performing well and the areas where the public suggested there may be opportunities for improvement such as the court’s facilities.

The court is extremely pleased with the willingness of court users to take their valuable time to complete the CourTools survey.

Currently, statewide planning is underway to implement the second measure, effective use of jurors.



Mission Statement

It is our purpose to provide the timely, fair and efficient administration of justice under law, in a manner that instills and sustains the public’s confidence in the judicial system.



PIMA COUNTY SUPERIOR COURT

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Tucson, AZ 85701