

Access and Fairness Survey

Please take the time to fill out this survey in completion to the best of your ability.

Section I: Access to the Court

Circle the Number

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable
1.) Finding the courthouse was easy.	1	2	3	4	5	n/a
2.) The forms I needed were clear and easy to understand	1	2	3	4	5	n/a
3.) I felt safe in the courthouse.	1	2	3	4	5	n/a
4.) The court makes reasonable efforts to remove physical and language barriers to service.	1	2	3	4	5	n/a
5.) I was able to get my court business done in a reasonable amount of time.	1	2	3	4	5	n/a
6.) Court staff paid attention to my needs.	1	2	3	4	5	n/a
7.) I was treated with courtesy and respect.	1	2	3	4	5	n/a
8.) I easily found the courtroom or the office I needed.	1	2	3	4	5	n/a
9.) The court's Web site was useful.	1	2	3	4	5	n/a
10.) The court's hours of operation made it easy for me to do my business.	1	2	3	4	5	n/a

If you are a party to a legal matter and appeared before a judicial officer today, complete questions 11-15.

Section II: Fairness

11.) The way my case was handled was fair.	1	2	3	4	5	n/a
12.) The judge listened to my side of the story before he or she made a decision.	1	2	3	4	5	n/a
13.) The judge had the information necessary to make good decisions about my case.	1	2	3	4	5	n/a
14.) I was treated the same as everyone else.	1	2	3	4	5	n/a
15.) As I leave the court, I know what to do next about my case.	1	2	3	4	5	n/a

See back page for more questions.

Section III: Background Information

What did you do at the court today? (Check all that apply.)

- Search court records/obtain documents
- File Papers
- Make a payment
- Get Information
- Appear as a witness
- Attorney representing a client
- Jury duty
- Attend a hearing or trial
- Law enforcement/probation/social services staff
- Party to a legal matter

What is your gender?

- Male
- Female

How often have you been in this courthouse?

- First time in this courthouse
- Once a year or less
- Several times a year
- Regularly

How do you identify yourself?

- American Indian or Alaskan Native
- Asian
- Black or African American
- Hispanic or Latino
- Native Hawaiian or Other Pacific Islander
- White
- Mixed Race

Other: _____

What type of case brought you to the courthouse today?

- Traffic
- Criminal
- Civil Matter
- Divorce, child custody or support
- Juvenile matter
- Probate
- Small Claims
- Other: _____

Any information disclosed in the sending of this survey (name, address, email address, etc.) will be discarded. For confidentiality reasons, this information will not be used in relation to your survey answers. If you feel that this is still an issue, feel free to drop it off to the Probation office at the courthouse.