

Enhancing the Delivery of Quality Justice

Report on the Access and Fairness Survey Project



ADMINISTRATIVE OFFICE OF THE TRIAL COURT

Honorable Robert A. Mulligan
Chief Justice for Administration & Management

May 2009

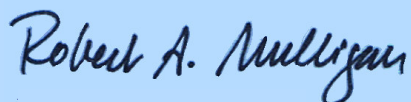
I am pleased to issue this report on the Massachusetts Trial Court's Access and Fairness initiative, which reflects our ongoing dedication to accountability, transparency and continuous improvement of the delivery of justice. Under the leadership of Chief Justice Marshall and the Departmental Chief Justices, the Trial Court has expanded its efforts to assess and improve effectiveness by measuring performance.

The Access and Fairness Survey Project reflected a major commitment by the Trial Court Departmental Chief Justices, the implementation team and local court staff, as surveys were conducted at each court site. By the end of 2008, surveys were completed by 9,046 court users in each of the 106 courthouses across Massachusetts.

I greatly appreciate the active support extended by the Judges, Clerk Magistrates, Chief Probation Officers, Chief Court Officers and Court Facilities staff who assured the successful execution of this initiative to establish benchmarks for our efforts to improve the delivery of justice.

I also extend sincere appreciation to the hardworking implementation teams. They served as effective ambassadors for this new assessment effort through their thoughtful, cooperative approach as they launched and conducted the project as a positive experience across all Trial Court departments.

Overall, the favorable survey results reflect the focus on quality justice across the Trial Court and we will continue to identify ways to respond to this valuable information.



Robert A. Mulligan
Chief Justice for Administration & Management

Report on the Access and Fairness Survey Project

Executive Summary

This report on the Access and Fairness Survey Project in the Massachusetts Trial Court details the results of both phases of the project - the first phase conducted in the eight divisions of the Boston Municipal Court Department and the second phase conducted at 98 additional court locations for the remaining six court departments. The Access and Fairness Survey Project is part of an ongoing commitment to demonstrate accountability and improve the delivery of justice throughout the Trial Court. As with other metrics initiatives, the Access and Fairness Survey is based on the CourTools performance measures, developed by the National Center for State Courts.

Access and fairness are key components in the delivery of quality justice. The survey sought feedback from all types of court users on their experiences in accessing the courthouse and conducting business there. A total of 9,046 court users participated in the project including:

- 1,507 in the eight divisions of the Boston Municipal Court Department during 2007; and,
- 7,539 in 98 additional court locations across the Commonwealth during 2008.

The results of the Access and Fairness project provide interesting and valuable data as indicated by the following responses from the 9,046 court users surveyed:

- 80.5% agreed or strongly agreed that their overall experience at the courthouse was satisfactory;
- 87.7% agreed or strongly agreed that they were treated with courtesy and respect;
- 91.4% agreed or strongly agreed that they felt safe in the courthouse; and,

The Massachusetts Trial Court

Chief Justice for Administration and Management

Honorable Robert A. Mulligan

Chief Justices of the Trial Court Departments

Honorable Paula M. Carey
Probate and Family Court Department

Honorable Lynda M. Connolly
District Court Department

Honorable Michael F. Edgerton
Juvenile Court Department

Honorable Charles R. Johnson
Boston Municipal Court Department

Honorable Steven D. Pierce
Housing Court Department

Honorable Barbara J. Rouse
Superior Court Department

Honorable Karyn F. Scheier
Land Court Department

- 68.6% agreed or strongly agreed that they were able to complete their court business in a reasonable amount of time.

The project was coordinated by implementation teams with representation from all court departments. The success of the project was due to the cooperation of court staff at all locations and the willing participation of the court user community. At every court location, judges, clerks, registers, probation officers, security staff, and court facilities staff supported the implementation teams to ensure that the survey process accommodated a maximum number of court users without disruption of the ongoing court activities. At each site, court users of all types – attorneys, defendants, litigants, victims, probationers, police officers, jurors and others – took the time to complete the survey. Implementation of the survey created good will among court users, who generally welcomed the opportunity to provide input to the Trial Court.

The information gathered from the survey will be used by all court departments to guide further improvements in the delivery of quality justice for the citizens of the Commonwealth. The Trial Court achieved its ambitious goal to implement the Access and Fairness survey in all court locations by the end of calendar year 2008.

Report on the Access and Fairness Survey Project

Introduction

The Massachusetts Trial Court has expanded its focus on improving the delivery of justice through performance measurement by implementing a nationally-developed Access and Fairness Survey. The survey seeks feedback from all types of court users on their experiences in accessing the courthouse and conducting business there. This survey was implemented in the eight divisions of the Boston Municipal Court Department during 2007 and at all other court locations during 2008. Use of this new measurement reinforced the court's focus on accountability and supports ongoing efforts to enhance access to justice. This report summarizes the key results of this initiative.

Visiting Committee on Management in the Courts

The Supreme Judicial Court under the leadership of Chief Justice Margaret H. Marshall convened the Visiting Committee on Management in the Courts, popularly known as the Monan Committee after its chair, Boston College Chancellor J. Donald Monan, S.J., to “provide an independent perspective on management in the State’s courts and recommendations for improvement.” The Visiting Committee issued a report critical of Trial Court management practices in March 2003 and recommended that the Trial Court “create a culture of high performance and accountability.”

Greater accountability and transparency represent a commitment to transforming the culture of the Trial Court in an effort to enhance the delivery of quality justice. This commitment to transformation was urged by the Visiting Committee on Management in the Courts, which challenged the Trial Court to “create a culture of high performance and accountability.” The Court Management Advisory Board (CMAB) observed that “the much needed transformation of the management of the court system requires data collection, analytic tools, performance goals and public measurement to spur system-wide improvement and change.”

Court Metrics. A key aspect of this commitment to transform the culture of the Trial Court was the development of performance-based measures and the compilation of objective data to better inform management policies and decisions. The first performance-based metrics initiative focused on the timely and expeditious disposition of cases – an area where the Visiting Committee had found the Trial Court management practices in need of improvement.

Court Management Advisory Board

Consistent with the Visiting Committee recommendation that a “high-profile and respected advisory board” be created to assist in improving management of the courts, the Legislature established the Court Management Advisory Board (CMAB) in 2003. The CMAB has provided thoughtful guidance and strong support to the Trial Court in pursuing Visiting Committee recommendations – particularly the development of performance-based metrics and the integration of empirical data into the management of the courts.

CourTools. The Trial Court has benefited greatly from the existence of CourTools – ten core trial court performance measures developed by the National Center for State Courts (NCSC). The Trial Court first adopted the four metrics that target timeliness and expedition of case management, and has issued annual reports for 2006 and 2007 with systematic data on case flow based

on established time standards and common goals related to these four metrics.

Access and Fairness. A fifth CourTools measure sets forth a survey methodology for eliciting and interpreting data on users’ perceptions of the court’s accessibility and its treatment of users regarding fairness, equality and respect. The Trial Court identified user perceptions as critical data for its ongoing transformation and adopted the CourTools Access and Fairness Survey instrument, which had been tested by the NCSC for reliability and validity.

The Access & Fairness Survey supports two major priorities of the Trial Court. Just as the Trial Court has emphasized accountability to improve the quality of justice, it also has advanced initiatives that will promote access to justice. The Access and Fairness Survey not only furthers the empirical approach to accountability, but also produces data on the experiences of court users that will better inform Trial Court efforts to improve access to justice.

Addressing Access and Fairness

Access and fairness are key components in the delivery of quality justice. The Access and Fairness Survey Project furthers access to justice by reaching out to all court users for their input on those areas that are priorities for further improvements to the court system.

Definition	Purpose	Method
<i>Ratings of court users on the court's accessibility and its treatment of customers in terms of fairness, equality, and respect.</i>	<i>Many assume that "winning" or "losing" is what matters most to citizens when dealing with the courts. However, research consistently shows that positive perceptions of court experience are shaped more by court users' perceptions of how they are treated in court, and whether the court's process of making decisions seems fair. This measure provides a tool for surveying all court users about their experience in the courthouse. Comparisons of results by location, division, type of customer, and across courts can inform and improve court management practices.</i>	<i>Everyone in the court on a "typical" day is asked to fill out a brief self-administered survey as he or she exits the courthouse. People are asked to rate their level of agreement with each item, using a 1-5 scale. The survey should be conducted on a periodic basis, for example, annually. The individuals surveyed would include litigants and their families and friends, victims and witnesses, attorneys, law enforcement officers, representative of social service agencies, and individuals doing record searches or having other business at the clerk's office, among others. Because the survey is designed to assess the view of the court's customers, judges and court staff are excluded.</i>

Source: National Center for State Courts, *CourTools Trial Court Performance Measures*, 2005.

Implementation

In calendar year 2007, the Boston Municipal Court Department implemented the Access and Fairness survey in all eight divisions under the leadership of Chief Justice Charles Johnson. The results of the survey were positive and provided empirical evidence regarding access to the court system in those divisions. The Administrative Office of the Trial Court issued a report with the data in March, 2008, and the Boston Municipal Court convened a management committee to follow-up on the survey data.

In calendar year 2008, the implementation of the Access and Fairness survey was expanded to the six remaining court departments and to all of the 106 court locations across the commonwealth.

The expanded implementation of the Access and Fairness survey drew upon the success of the effort in the Boston Municipal Court Department. The guidance and experience of that court's implementation team informed the implementation strategy for the Access and Fairness survey across various court departments, disparate case types, and expanded geographical area.

Working Group. In both phases of the project, a working group guided implementation from conceptualization through data analysis and reporting.

The Boston Municipal Court Department team included experienced and respected court staff representing various roles within the courts – judiciary, clerks, and administrative staff. The team members combined their varied experiences and strengths in a collaborative effort to ensure the success of the project. The implementation team coordinated and managed every aspect of the project from the design of the survey instrument, to scheduling data collection dates, organizing logistics, and being on site at every court division.

**Boston Municipal Court
Department
Access and Fairness
Implementation Team**

Chairman

Honorable Michael C. Bolden
First Justice
South Boston Division

Team Members

Joanne Hoey
Fiscal Operations Supervisor
Administrative Office
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Boston Municipal Court

In the second phase of the project, a working group was established to include representation from six court departments, the Administrative Office of the Trial Court, and the Massachusetts Sentencing Commission. The group first met with members of the Boston Municipal Court Department implementation team to review the methodology which had been documented in a user guide.¹ Working group members coordinated and managed every aspect of the project, from the design of the survey instrument, to scheduling data collection dates, organizing logistics, and conducting the survey at every court location. A list of the working group members from both the Boston Municipal Court phase of the project and the second phase of the project appear in sidebars in this section of the report.

Survey Instrument. The working group decided to adopt a single data collection form for use by all court departments. They made minor modifications to the survey used in the Boston Municipal Court Department, which had slightly modified the original NCSC survey, including adding space for user comments and a summary question on the overall experience of the court user.

One challenge facing the working group was the design of an instrument that could be implemented across all court departments, in both multi-court facilities and stand-alone court facilities. It was important to associate court users with specific court departments where possible. To achieve this objective, a question was added at the top of the data collection form asking court users which court department(s) they visited. A separate category was included for Trial Court Jurors.

In order to better identify those individuals coming to court to meet with probation officers an additional option was added to the survey question, "Why were you at court

¹ Boston Municipal Court Department, *Implementing CourTools Access and Fairness Metric: A Detailed User Guide*, January 2008.

**Access and Fairness
2008 Implementation Team**

**Administrative Office of the
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District Court
Deborah Propp

Housing Court
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Donna Ciampoli
Anne Marie Ritchie

Land Court
Deborah Patterson

Probate and Family Court
Ilene Mitchell
Jocelynne Welsh
Christine Yurgelun

Superior Court
Lori Lahue
Susan Marcucci
Marie Zollo

**Massachusetts Sentencing
Commission**
Linda Holt
Lee Kavanagh
Elizabeth Marini

today?" The working group also added a number of additional response categories to the question "What type of case brought you to the courthouse today?"

A copy of the survey instrument is included in the Appendix. The final survey instrument was translated into Spanish, Portuguese, and Vietnamese by staff of the Trial Court Office of Court Interpreters Services.

Data Collection Strategy. The Boston Municipal Court Department team began the project at a single pilot site before implementation at all other court divisions. The eight court divisions involved a total of sixteen days of data collection. The careful planning and thorough preparation done by the Implementation Team contributed to the successful implementation of the project at all sites.

In the second phase of the project, the Trial Court established a goal to complete the Access and Fairness survey in every court location in the Commonwealth by the end of calendar year 2008. In order to reach this goal, the working group developed this data collection strategy:

- Begin implementation of the survey in multi-department court facilities;
- Complete implementation of the survey in coastal regions and the western part of the state during the summer; and,
- Finish implementation of the survey in the remainder of the state during the fall.

The group recommended a single day of data collection as appropriate for each site. However, there are several sites where different court departments share the same facility on a rotating basis. In those instances, data collection occurred over multiple days to capture the unique nature of the court users and case types over various days. For instance, the Salem Housing Court uses the facilities of the Salem Juvenile Court on a revolving basis, so data collection over two days allowed for the representation of both housing and juvenile court users. The Land Court Department has one statewide

venue, so data collection was scheduled for two days to capture the variety of court users serviced by that court department. A list of all court locations, and data collection dates appears at the end of the report.

For both phases of the project, data collection was done by Trial Court employees representing all court departments. The only restriction on data collection staff was that they did not participate in data collection at their regular place of employment. A list of all staff involved in the data collection appears at the end of the report.

Communication. Communication was a key component of the implementation strategy. The Implementation Teams coordinated communication between the team and staff at all court locations. It was important that local court staff be aware of the project so that they could encourage participation on the days selected for data collection. The enthusiastic cooperation of court staff at each court location contributed to the success of the project. Highly visible signage and a uniform script read aloud during each courtroom session and over the public announcement system, where available, introduced the project to court users and encouraged participation at the end of their business. Survey instruments, name tags, and signage were color coordinated to better communicate the project to court users. Often the judge assigned to greet jurors notified those jurors of the project and encouraged their participation.

Outreach to Court Leadership and Justice Partners. Prior to conducting the survey at a court location, the working group developed an outreach process that included key local court leaders and principal justice partners. This outreach included communication prior to the scheduled survey date with the presiding justices from each court department, clerk magistrates, registers, chief probation officers, chief housing specialists, chief court officers, and facility managers. Court leaders at all sites also received a message from the Chief Justice for Administration and Management apprising them of the upcoming survey and seeking their support. Members of the working group also contacted local key individuals in their respective departments.

In advance of the survey, key justice partners also were contacted. This outreach effort involved letters to district attorneys, chiefs of police, and leaders of local bar associations. The letters informed them of the project and encouraged participation from membership. Other outreach efforts included presentations of the project at judicial conferences, bench/bar forums, and other public forums as appropriate.

Ensuring Access and Fairness. The Implementation Teams were guided by the principles of ensuring access and fairness to facilitate the participation of all court users in the survey process. It was important that any barriers to participation due to literacy, language, or privacy concerns be addressed. Access to the project for all court users was ensured by: providing sufficient copies of survey instruments with clipboards so respondents could complete the survey in private, translating all materials into languages appropriate to the respective court divisions (English, Portuguese, Spanish, and Vietnamese), providing magnifying sheets, scheduling data collection on dates with the best representative sampling of criminal and civil matters, allowing data collection staff to assist court users in reading and filling out the survey instrument, and positioning data collection stations at key locations in the court buildings.

Reporting. Statistical reports of the data collected were prepared for each site and distributed to departmental chief justices, Supreme Court justices and management staff at the court site. Typically the reports were distributed about two weeks after the survey at the respective courts. For all court departments at each site, the presiding justice, clerk magistrate or register, chief probation officer, chief court officer, and court facilities manager received the summary report for that site.

Results

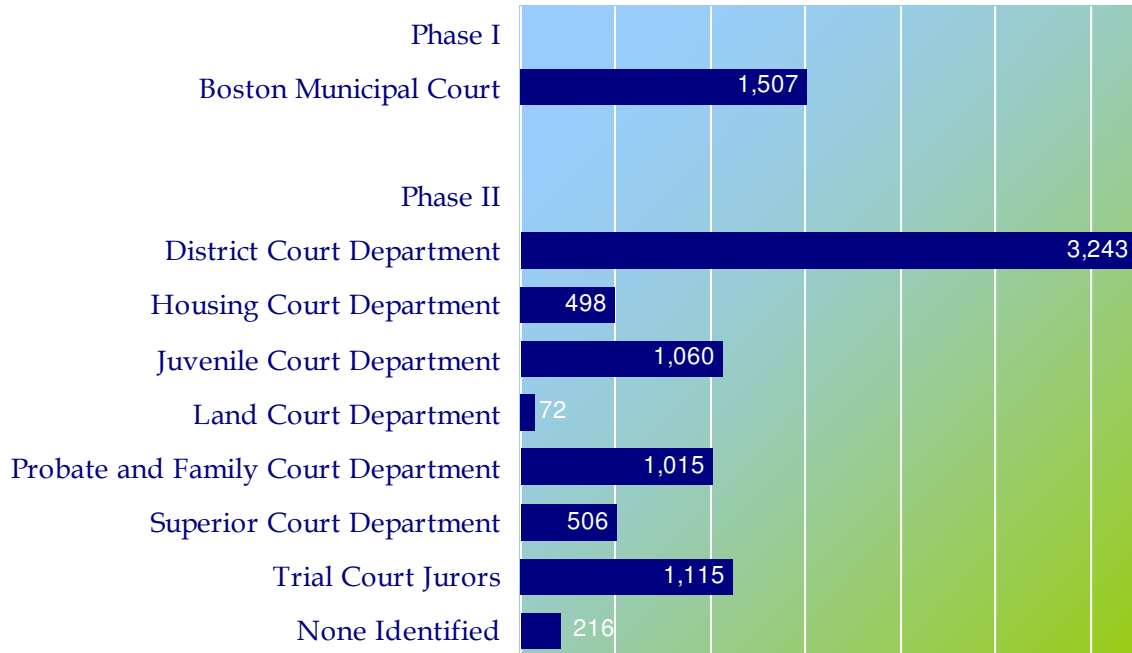
A total of 9,046 court users participated in this initiative. As can be seen in the following tables, both the number of respondents and the quality of the responses were very high. These users not only took the time to respond to all survey questions but many also provided thoughtful and helpful written comments. Court users representing each of the seven Trial Court departments participated in large numbers. Court users in every courthouse across the Commonwealth had the opportunity to participate in the project.

In the first phase of the project, court users at the eight divisions of the Boston Municipal Court Department were asked to participate. In the second phase of the project, court users at all other court locations were asked to participate in the project and to indicate the court department that they were visiting. For purposes of this analysis, all court users participating in the first phase of the project were assigned to the Boston Municipal Court Department, and court users participating in the second phase of the project were assigned to one or more of the remaining six court departments. In the second phase of the project, a separate category for Trial Court Jurors was also created.

The following tables reflect all results and detailed findings for each court department are in the appendix.

Number of Returned Surveys by Court Department

(Note: 154 respondents reported using more than one department)



Number of Returned Surveys by County

County	Number Returned	% of Returns
Barnstable	356	3.9%
Berkshire	257	2.8%
Bristol	646	7.1%
Dukes	55	0.6%
Essex	1,161	12.8%
Franklin	235	2.6%
Hampden	689	7.6%
Hampshire	255	2.8%
Middlesex	1,141	12.6%
Nantucket	20	0.2%
Norfolk	507	5.6%
Plymouth	562	6.2%
Suffolk	2,159	23.9%
Worcester	1,003	11.1%
Total	9,046	100.0%

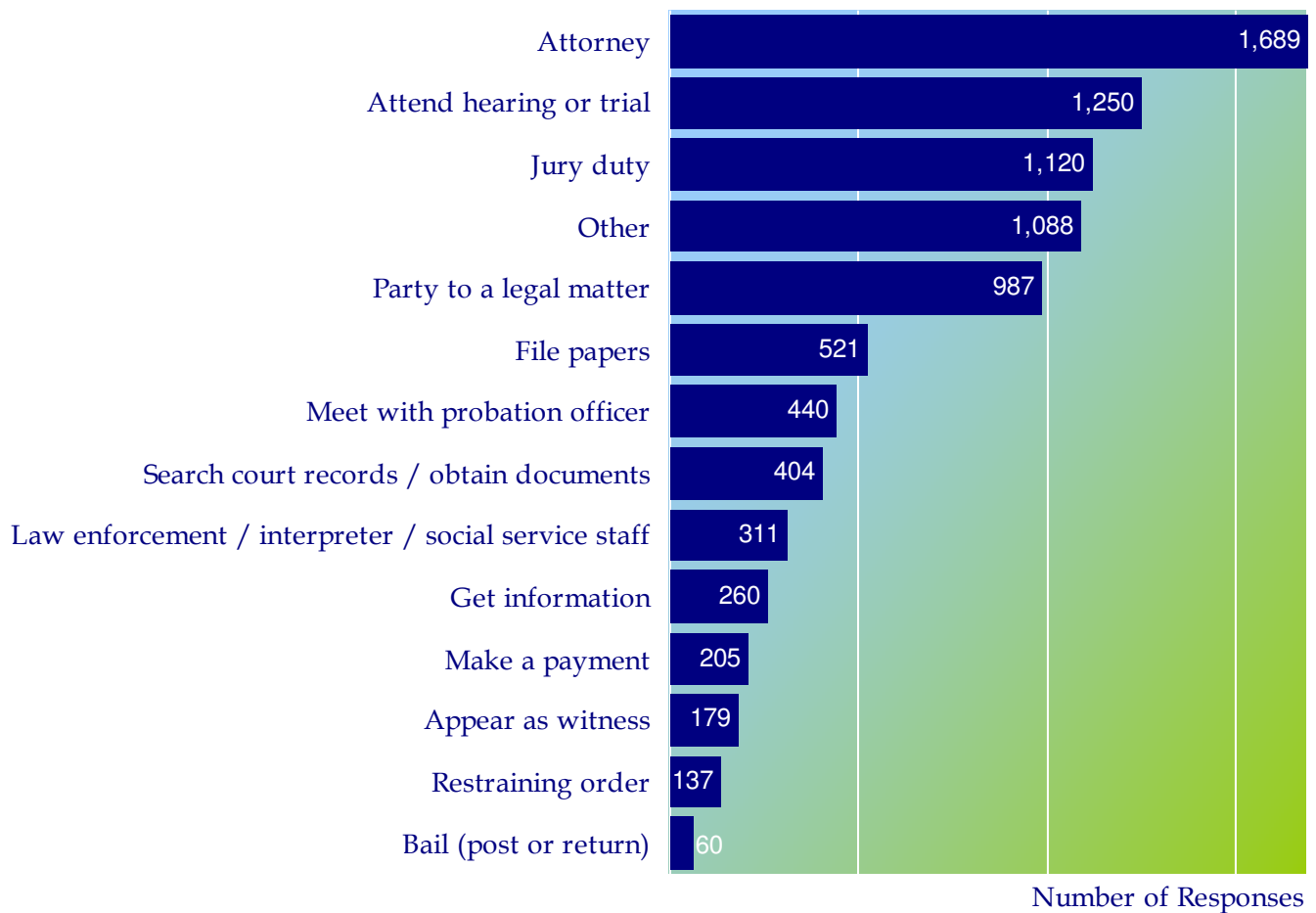
Number of Completed Surveys

Total Surveys	9,046
Languages	
English	8,888
Spanish	134
Portuguese	23
Vietnamese	1
Survey Sections Completed	
Section 1. Access to Court	9,019
Section 2. Fairness	6,300
Section 3. Purpose of Visit	7,353
Section 3. Type of Case	6,334
Section 3. Frequency of Visits	8,615
Section 3. Race	8,678
Section 3. Gender	8,604

Detailed findings on Access and Fairness for each court department are presented in the appendix.

Purpose. People visit the courts for a variety of purposes. The implementation team succeeded in getting a cross-section of types of court users to participate in the survey process. The most commonly noted purposes were: attorney for a client, attendance at a hearing or trial, jury duty and party to a legal matter.

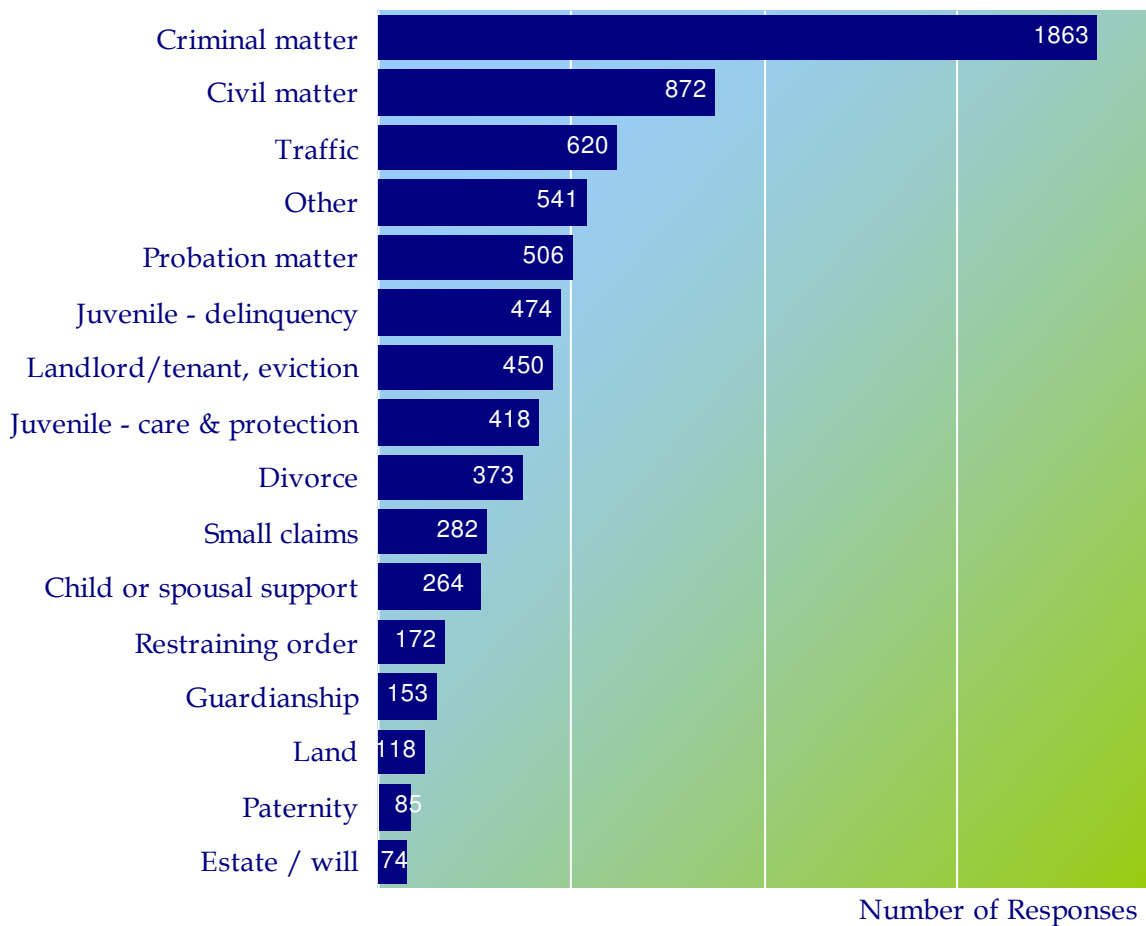
Why were you at court today?²



² Due to changes in the survey instrument the data for this section does not include court users from the Boston Municipal Court Department phase of the project.

Case Type. A variety of types of cases are heard across the court departments and court facilities and all were represented in the Access and Fairness Survey Project. The most common case types reported were criminal, civil, landlord/tenant, divorce, and juvenile delinquency cases.

What type of case brought you to court today?²



Access. The following chart shows the percentage of respondents who agreed/strongly agreed with each of the eleven items designed to assess access to the courts. There were nine items on which 75% or more of the respondents agreed or agreed strongly:

- I felt safe in the courthouse (91.4%);
- Finding the courthouse was easy (89.0%);
- I easily found the courtroom or office I needed (88.5%);
- I was treated with courtesy and respect (87.7%);
- Court staff was attentive (86.7%);
- The court's hours of operation were reasonable (84.3%);
- The forms I needed were clear and easy to understand (82.3%);
- My overall experience at the court house today was satisfactory (80.5%); and
- The court makes reasonable efforts to remove physical and language barriers (79.6%).

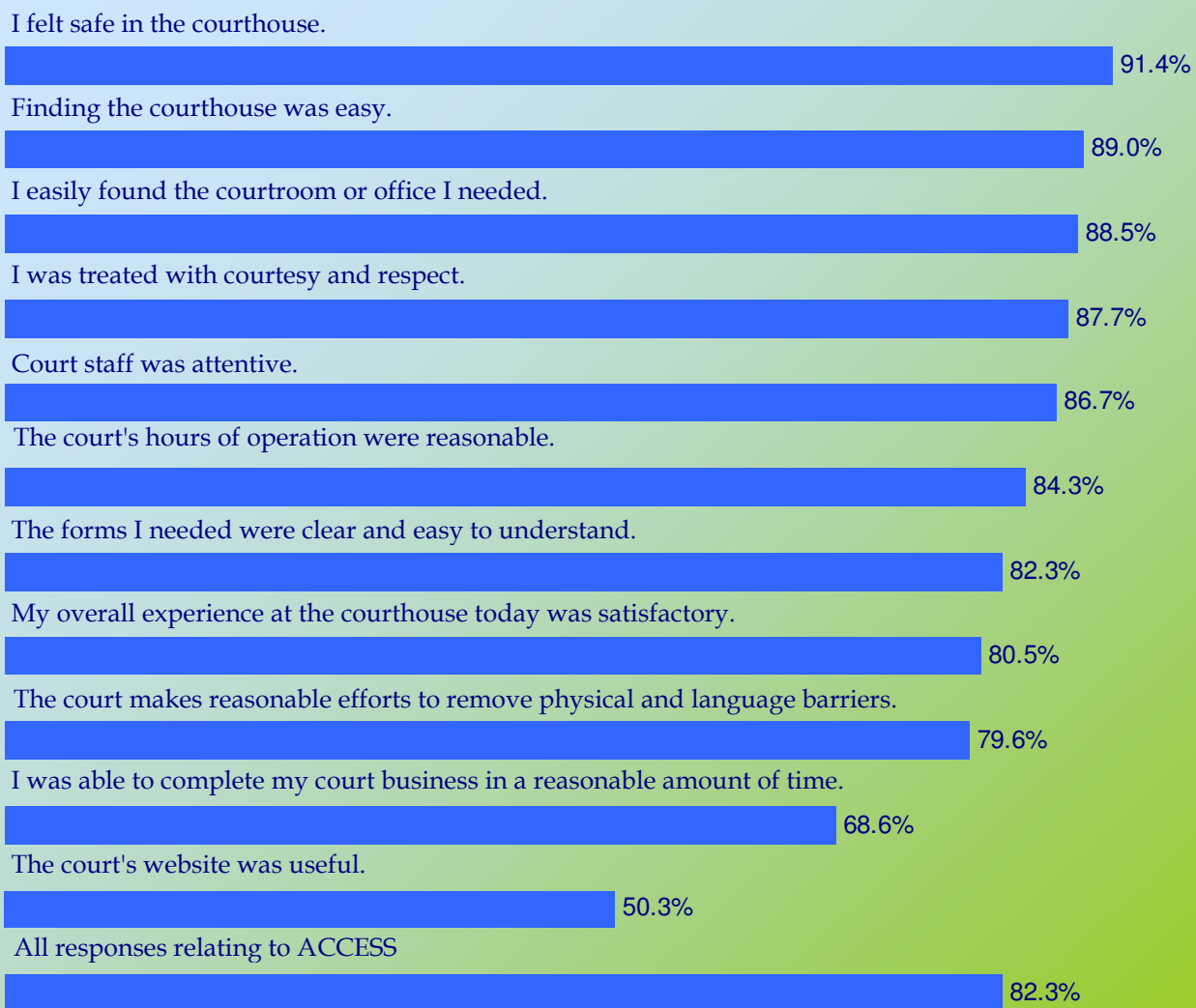
The high proportion of court users who noted the safety, courtesy, respect, and attentiveness of court staff speaks well about the dedication of Trial Court employees.

Fewer respondents gave positive ratings in the following two areas:

- The court's website was useful (50.3%); and,
- I was able to complete my court business in a reasonable amount of time (68.6%).

Survey responses indicate that the Trial Court's focus on timeliness is well placed and should continue.

Access



Percent Agree/Strongly Agree

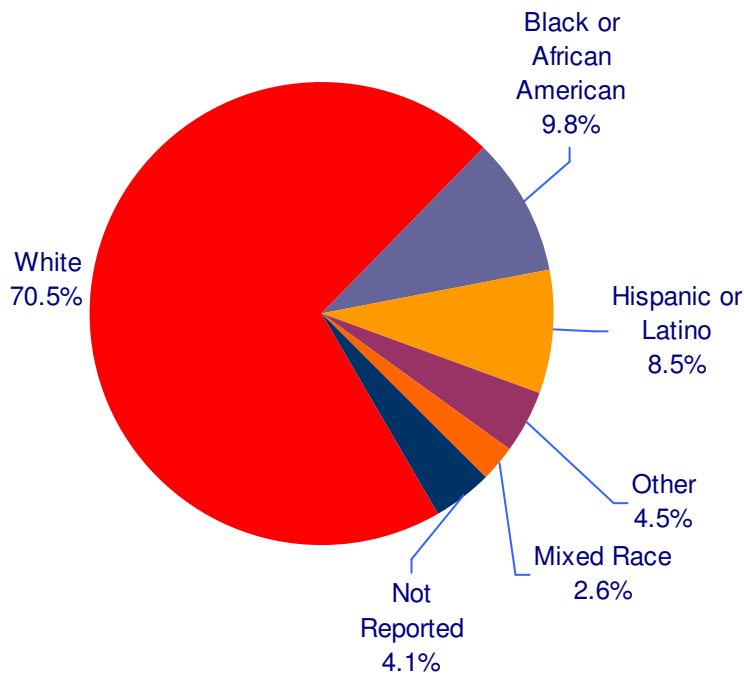
Fairness. The next chart shows the results of the five questions designed to assess the court user’s perception of fairness. These items were only assessed by individuals who appeared before a judge, clerk or magistrate. The ratings ranged from 84.3% agreeing or strongly agreeing with “I was treated with the same courtesy and respect as everyone else,” to 77.2% for “In my opinion, my case was handled fairly.”

Fairness



Race. The following chart shows the race/ethnicity of the survey respondents. The survey elicited responses from a diverse population including 70.5% whites and 25.5% racial/ethnic minorities. Only 4.1% of the survey respondents did not provide this information.

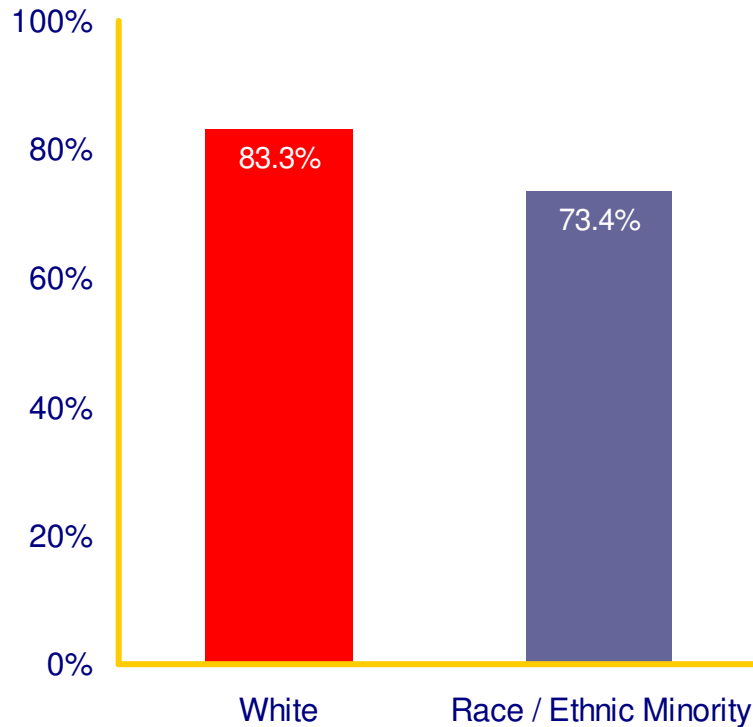
How do you identify yourself?



Combined in the "Other" category were American Indian/Alaska Native, Asian, Pacific Islander, and other races. The "Not Reported" category consists of respondents who did not provide race or the race was unknown.

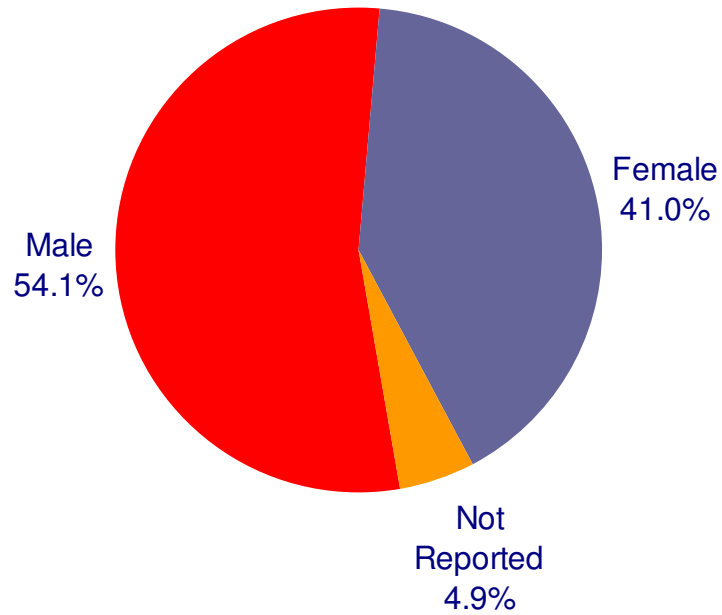
The following chart shows the results of the question "My overall experience at the courthouse today was satisfactory" by the race/ethnicity of the survey respondent. White survey respondents were more likely to agree that their experience was satisfactory than racial/ethnic minority respondents. Further analysis of these patterns may be helpful.

“My overall experience at the courthouse today was satisfactory.”

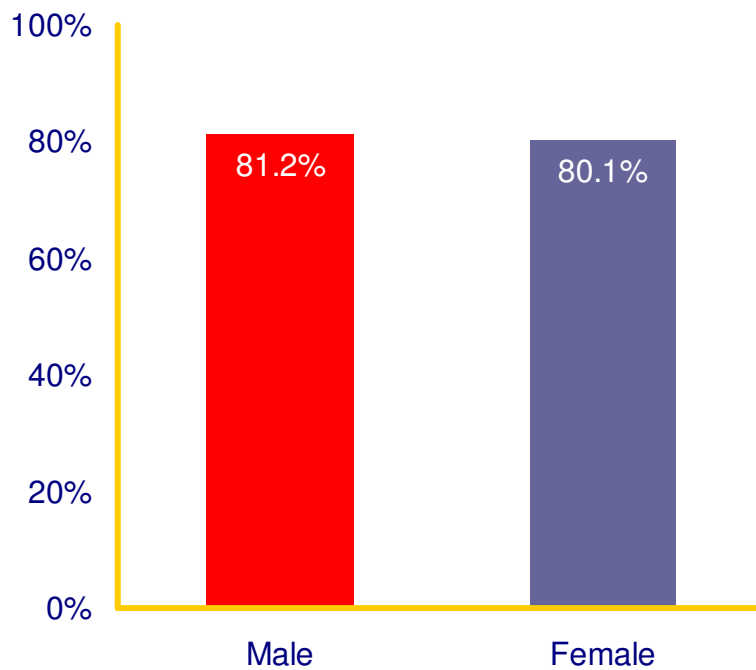


Gender. The following charts show the gender of the survey respondents and the results of the question "My overall experience at the courthouse today was satisfactory" by the gender of the survey respondent. A small majority (54.1%) of the survey respondents were male. Males were slightly more likely than females to agree or strongly agree that their experience was satisfactory.

Gender

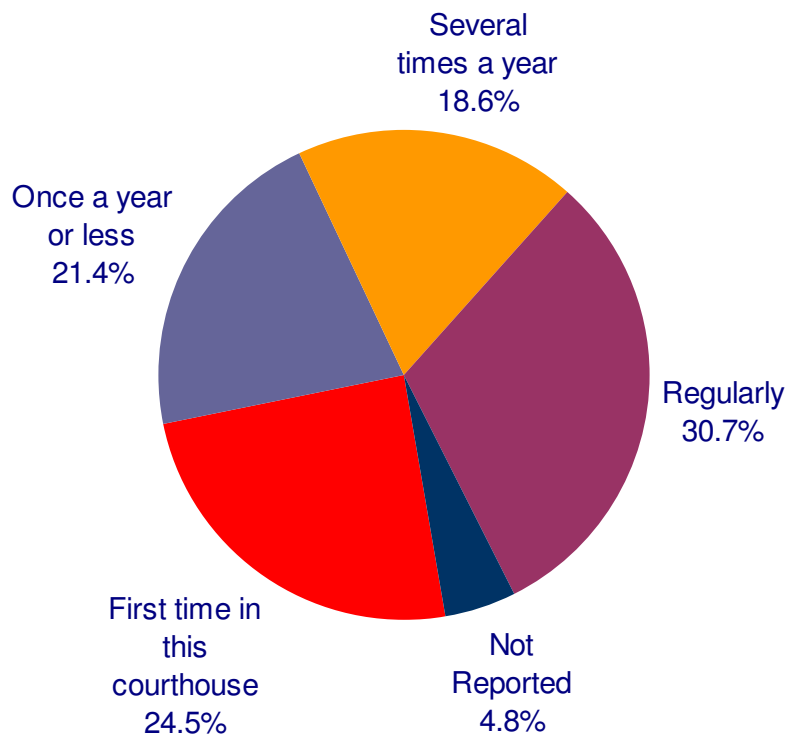


“My overall experience at the courthouse today was satisfactory.”

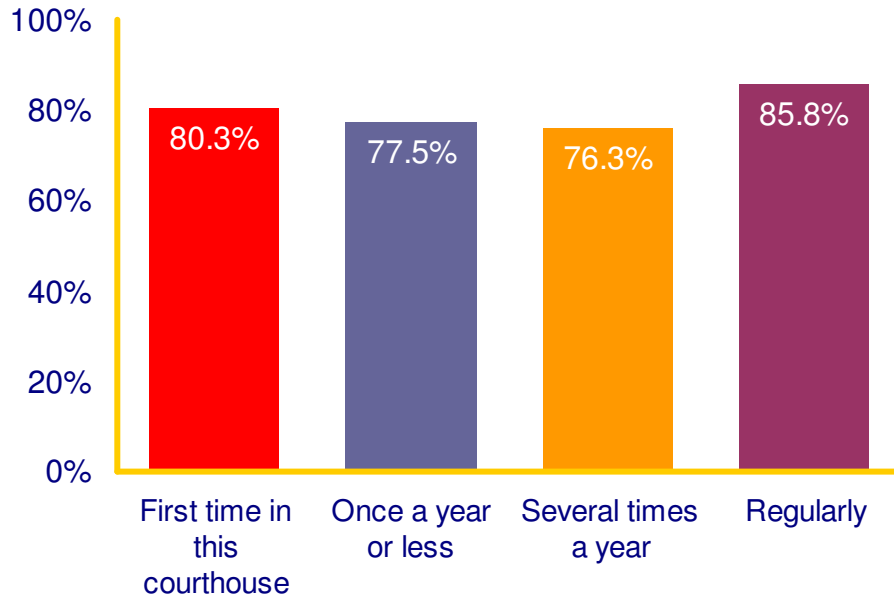


Frequency of Court Visits. The following chart shows the results of the question "How often are you typically in this courthouse?" Of all survey respondents, 45.9% were in the courthouse for the first time or came once a year or less, 49.3% were there several times a year or regularly, and 4.8% did not respond to this question. At least 76% of all groups agreed or strongly agreed with the statement "My overall experience at the courthouse today was satisfactory." Those respondents who came to court regularly more often agreed or strongly agreed (85.8%) with this statement.

Frequency of Court Visits



“My overall experience at the courthouse today was satisfactory.”



Conclusion

The Access and Fairness Survey Project produced valuable data and generated substantial good will in the 106 court locations where it was conducted in 2007 and 2008. The success of the project was due to the efforts of Trial Court staff at all court locations and the court user community. The project enjoyed the strong support of Trial Court leaders and cooperation at every court facility. Effective and hard working implementation teams represented all court departments. Through planning, preparation and communication, the teams encouraged widespread participation in the project.

The results of the Access and Fairness Survey Project will be used throughout the Trial Court to further improve court operations and services. Results of the project were reviewed on an ongoing basis by departmental chief justices, Supreme Court justices, key judicial and management staff in every court facility, and the Court Management Advisory

Board. The Trial Court achieved the ambitious goal of implementing the Access and Fairness survey in all court locations by the end of calendar year 2008.

Further use of the Access and Fairness survey should be encouraged to measure changes in the opinions of the court user community.

The number of surveys that were completed in Spanish, Portuguese, and Vietnamese was low. Further use of the Access and Fairness survey should seek mechanisms to increase the participation of non-English-speaking court users.

The membership of the working group could be expanded to include representation from the Security Department, Court Facilities Department, and the Office of the Commissioner of Probation. At almost every court venue, the survey was conducted in close proximity to Associate Court Officers, who often encouraged court visitors to complete the survey. The logistics of survey implementation relied heavily on the local assistance and support of Court Facilities staff.

Other mechanisms for soliciting input from the court user community could be explored. Courts such as the Ayer District Court have a comments form and suggestion box in a public location in the Clerk's Office. Also, the recent series, "Open Dialogues on Court Practices," sponsored by the Trial Court, the Court Management Advisory Board, and the Massachusetts Bar Association, at five venues across the Commonwealth, provided a statewide opportunity for dialogue among judges, lawyers, and court personnel. The open dialogues generated many ideas for improving court practices and procedures. The Access and Fairness survey and the Open Dialogue Series reflect the Trial Court's commitment to eliciting valued feedback from court users to improve court operations.

Survey Instrument

Massachusetts Trial Court: Access and Fairness Survey

What court department(s) did you visit today? Check all that apply.

District
 Housing
 Juvenile
 Land
 Probate & Family
 Superior
 Jury duty

Circle the number that applies

Section I: Access To The Court	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Not Applicable
1. Finding the courthouse was easy.	1	2	3	4	5	n/a
2. I felt safe in the courthouse.	1	2	3	4	5	n/a
3. The court makes reasonable efforts to remove physical and language barriers.	1	2	3	4	5	n/a
4. I easily found the courtroom or office I needed.	1	2	3	4	5	n/a
5. Court staff was attentive.	1	2	3	4	5	n/a
6. I was treated with courtesy and respect.	1	2	3	4	5	n/a
7. The forms I needed were clear and easy to understand.	1	2	3	4	5	n/a
8. I was able to complete my court business in a reasonable amount of time.	1	2	3	4	5	n/a
9. The court's hours of operation were reasonable.	1	2	3	4	5	n/a
10. The court's Website was useful.	1	2	3	4	5	n/a
11. My overall experience at the courthouse today was satisfactory.	1	2	3	4	5	n/a

If you appeared before a judge/magistrate/clerk today, please complete questions 12-16.

Section II: Fairness	1	2	3	4	5	n/a
12. The judge/magistrate/clerk listened to my side of the story before making a decision.	1	2	3	4	5	n/a
13. The judge/magistrate/clerk had the information necessary to make a decision.	1	2	3	4	5	n/a
14. I was treated with the same courtesy and respect as everyone else.	1	2	3	4	5	n/a
15. In my opinion, my case was handled fairly.	1	2	3	4	5	n/a
16. As I leave the court, I know what to do next about my case.	1	2	3	4	5	n/a

Section III: Background Information

Why were you at court today? (Check all that apply.)

<input type="checkbox"/> Search court records/obtain documents	<input type="checkbox"/> Party to a legal matter (e.g., plaintiff/defendant)	<input type="checkbox"/> Law enforcement/interpreter/social service staff
<input type="checkbox"/> File papers	<input type="checkbox"/> Attorney	<input type="checkbox"/> Restraining order
<input type="checkbox"/> Make a payment	<input type="checkbox"/> Jury duty	<input type="checkbox"/> Get information
<input type="checkbox"/> Bail (post or return)	<input type="checkbox"/> Attend hearing or trial	<input type="checkbox"/> Other _____
<input type="checkbox"/> Meet with probation officer	<input type="checkbox"/> Appear as witness	

What type of case brought you to the courthouse today? (Check all that apply.)

<input type="checkbox"/> Traffic	<input type="checkbox"/> Divorce	<input type="checkbox"/> Juvenile—care & protection, custody
<input type="checkbox"/> Civil matter	<input type="checkbox"/> Paternity	<input type="checkbox"/> Juvenile—delinquency, youthful offender, CHINS
<input type="checkbox"/> Small claims	<input type="checkbox"/> Child or spousal support	
<input type="checkbox"/> Criminal matter	<input type="checkbox"/> Landlord/tenant, eviction	<input type="checkbox"/> Land
<input type="checkbox"/> Probation matter	<input type="checkbox"/> Estate/will	<input type="checkbox"/> Other _____
<input type="checkbox"/> Restraining order	<input type="checkbox"/> Guardianship	

How often are you typically in this courthouse? (Choose the closest estimate.)

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

How do you identify yourself?

<input type="checkbox"/> Asian	<input type="checkbox"/> White	<input type="checkbox"/> Mixed race
<input type="checkbox"/> Hispanic or Latino	<input type="checkbox"/> American Indian, Alaska native	<input type="checkbox"/> Other _____
<input type="checkbox"/> Black or African-American	<input type="checkbox"/> Native Hawaiian, Pacific Islander	

What is your gender? Male Female

Comments: _____

Thank you for your consideration!

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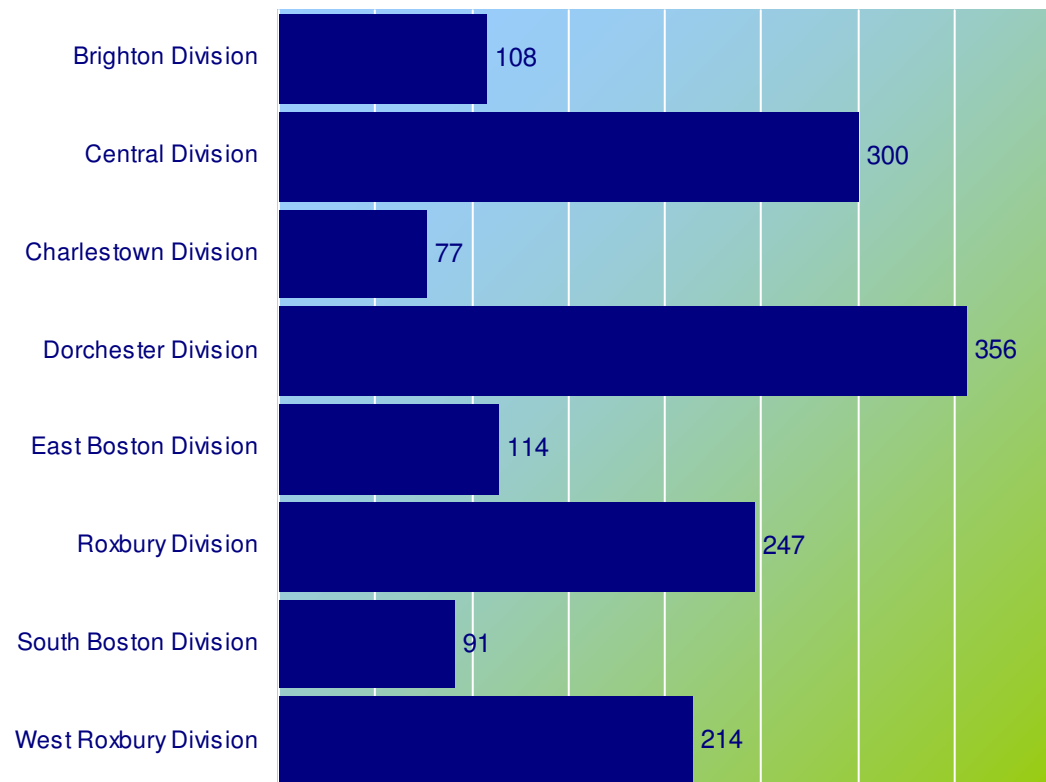
**Administrative Office of the Trial
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Commission**

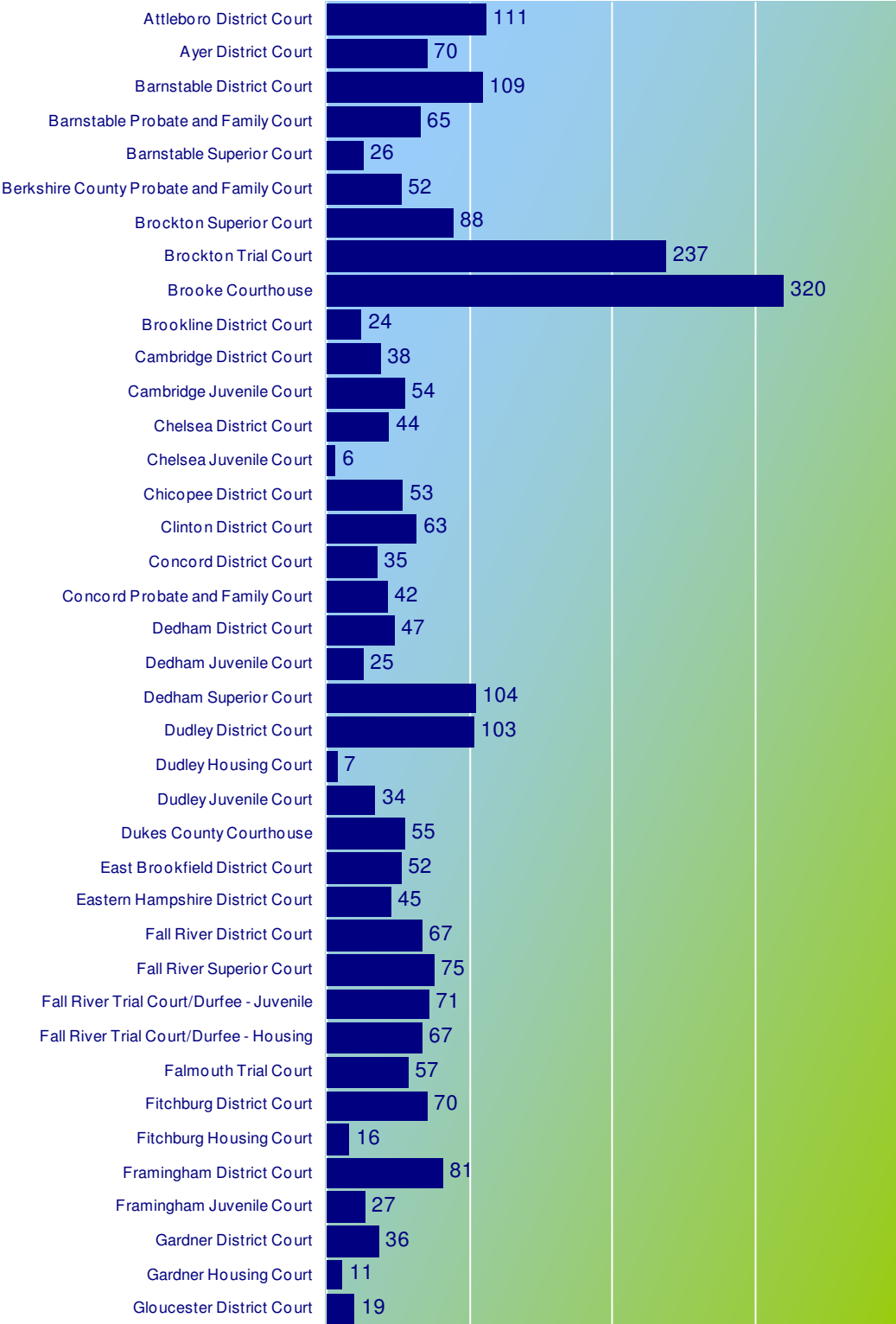
Melissa Clain
Linda Holt
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Lee Kavanagh
Daniel Lawrence
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Phase I Returned Surveys by Boston Municipal Court Division



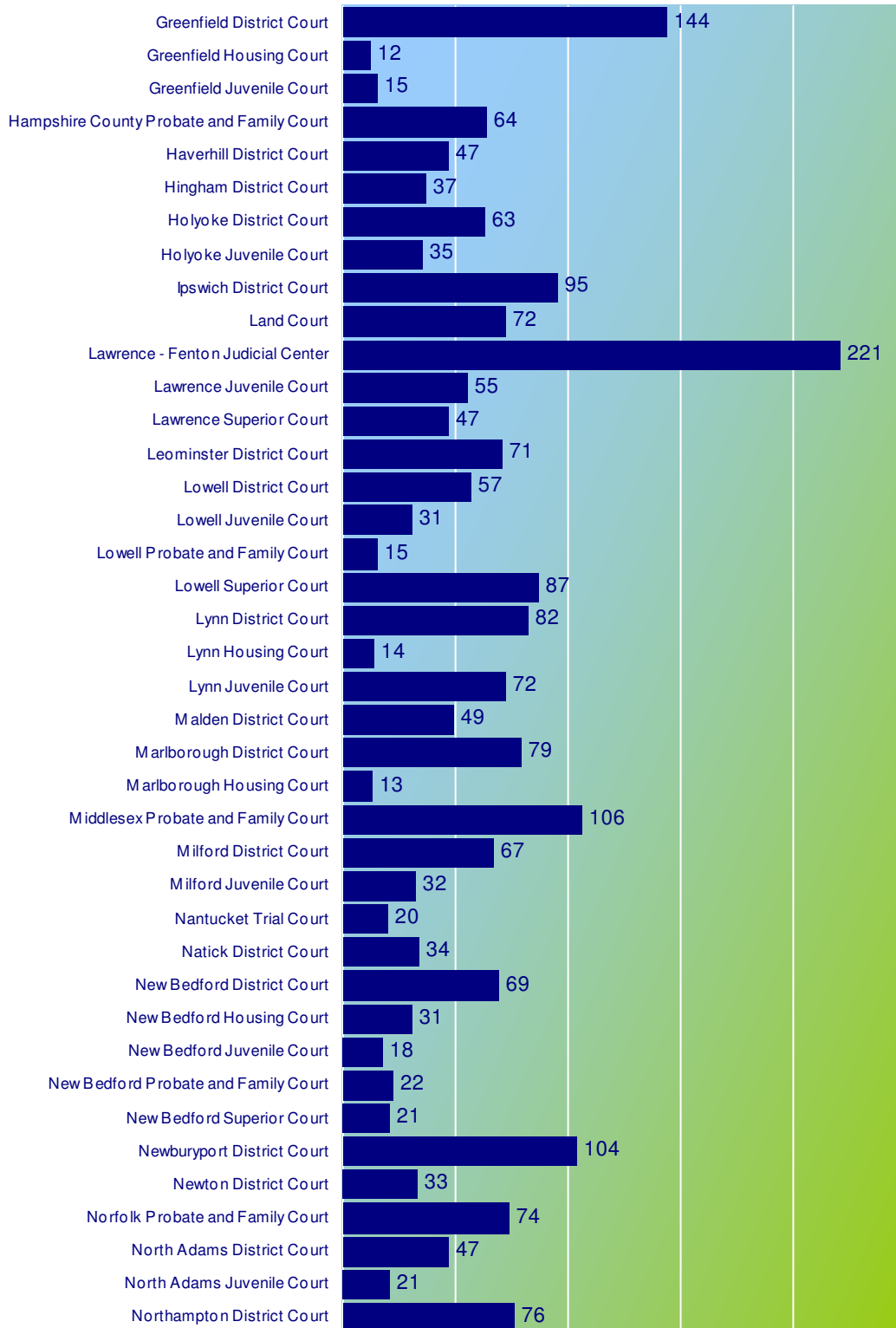
Phase II

Returned Surveys by Court and Department



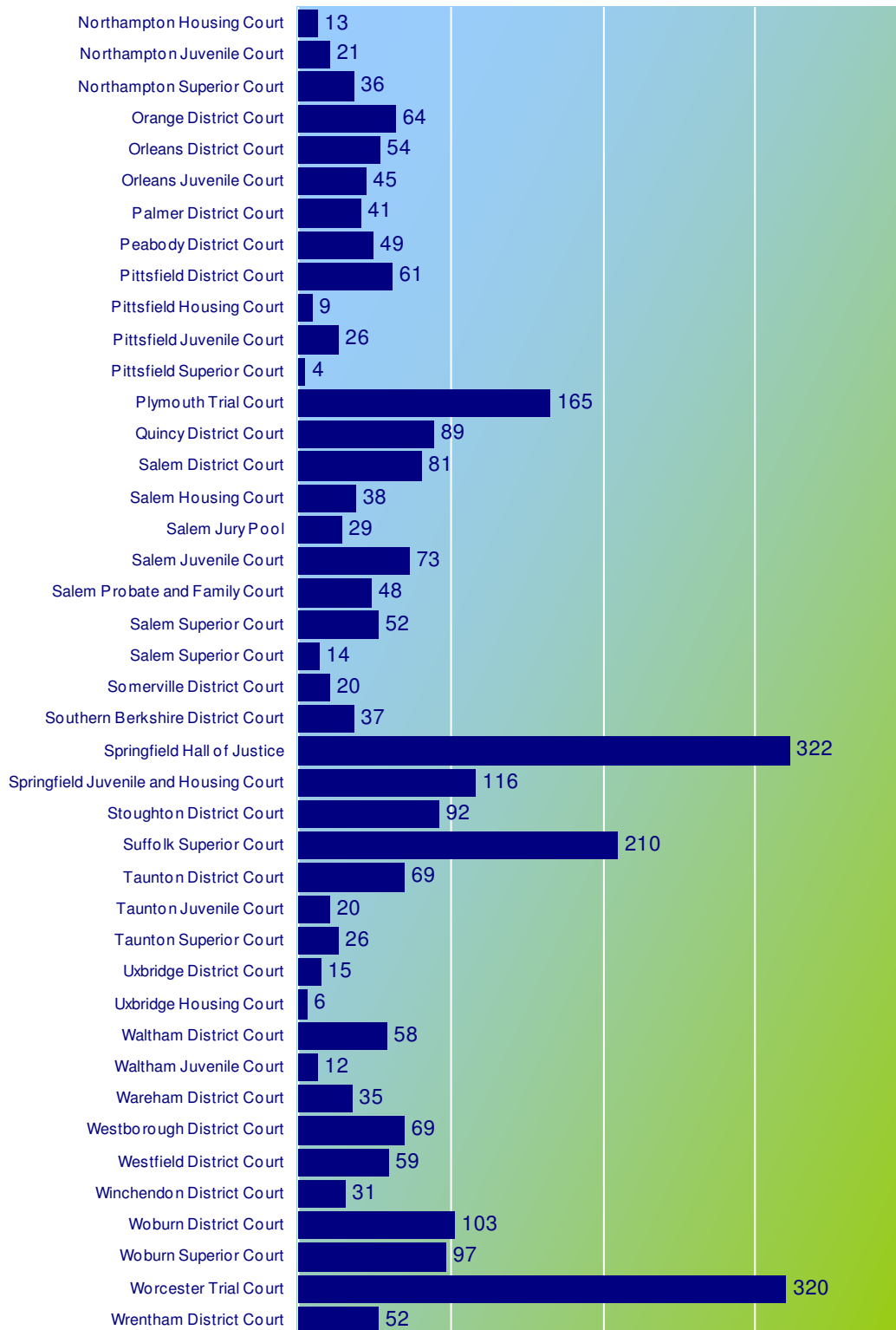
Phase II

Returned Surveys by Court and Department, continued



Phase II

Returned Surveys by Court and Department, continued



Access and Fairness Metric

Survey Results by Trial Court Department

% Agree/Strongly Agree

Survey Question	Boston Municipal Court Department	District Court Department	Housing Court Department	Juvenile Court Department	Land Court Department	Probate and Family Court Department	Superior Court Department	Trial Court Jurors	All Court Users
Access									
Finding the courthouse was easy.	86.4%	90.3%	90.4%	88.1%	93.1%	89.8%	89.9%	88.3%	89.0%
I felt safe in the courthouse.	87.8%	91.4%	94.3%	91.9%	100.0%	90.5%	94.1%	94.0%	91.4%
The court makes reasonable efforts to remove physical and language barriers.	73.2%	82.2%	84.6%	79.1%	84.0%	79.0%	80.5%	78.1%	79.6%
I easily found the courtroom or office I needed.	84.4%	89.1%	88.2%	90.4%	97.1%	86.5%	89.1%	92.3%	88.5%
Court staff was attentive.	82.1%	85.3%	89.3%	86.2%	98.6%	86.0%	90.0%	94.5%	86.7%
I was treated with courtesy and respect.	84.6%	85.6%	88.5%	87.6%	97.2%	86.5%	90.6%	95.8%	87.7%
The forms I needed were clear and easy to understand.	75.5%	82.8%	81.6%	80.2%	92.9%	79.8%	84.0%	93.9%	82.3%
I was able to complete my court business in a reasonable amount of time.	66.4%	71.6%	64.1%	55.9%	97.1%	69.0%	78.0%	70.3%	68.6%
The court's hours of operation were reasonable.	80.1%	85.4%	83.6%	81.8%	97.1%	85.7%	87.2%	86.0%	84.3%
The court's website was useful.	38.3%	51.9%	51.9%	47.9%	60.6%	57.8%	68.2%	61.7%	50.3%
My overall experience at the courthouse today was satisfactory.	77.4%	80.4%	82.7%	76.1%	100.0%	81.4%	88.2%	83.5%	80.5%
All questions relating to Access.	76.5%	83.1%	83.3%	80.5%	94.5%	82.3%	86.5%	87.2%	82.3%
Fairness									
The judge listened to my side of the story before making a decision.	71.5%	79.5%	83.6%	79.5%	94.9%	77.3%	86.4%	N.A.	78.2%
The judge had the information necessary to make a decision.	73.6%	79.9%	83.8%	82.1%	97.4%	78.5%	87.1%	N.A.	79.5%
I was treated with the same courtesy and respect as everyone else.	79.2%	84.4%	87.3%	85.4%	100.0%	83.6%	89.1%	N.A.	84.3%
In my opinion, my case was handled fairly.	72.8%	77.6%	81.7%	79.0%	94.7%	76.4%	83.2%	N.A.	77.2%
As I leave the court, I know what to do next about my case.	78.2%	85.7%	84.5%	83.8%	89.7%	83.7%	89.6%	N.A.	83.7%
All questions relating to Fairness.	75.1%	81.5%	84.2%	82.0%	95.4%	80.0%	87.1%	N.A.	80.6%
Number of Surveys Returned	1,507	3,243	498	1,060	72	1,015	506	1,115	9,046