

Report on the 2023 Access and Fairness Survey



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We are pleased to issue this report on the 2023 Access and Fairness Survey. This report reflects our ongoing commitment to providing all court users with equal access to justice.

The last few years have marked a time of remarkable transformation for the Massachusetts Court System. Our courts have embraced technology, expanding online services and virtual hearings. We are upgrading our network infrastructure and rolling out digital signage. The way in which many users interact with the courts is changing.

Ongoing court user feedback plays a critical role in understanding how people experience the court, no matter their method of access. This year's Access and Fairness Survey provides us with invaluable insights and perspectives about access, fairness, and overall satisfaction with the in-person court user experience. The results of the survey show most court users are satisfied with their court experience. However, more work needs to be done to ensure that all participants perceive our courts as accessible and fair.

We are grateful to the members of the court user community who took the time to complete the survey. We thank the volunteers who traveled across the Commonwealth to conduct the survey and serve as ambassadors for this effort.

Finally, we extend our thanks to the employees at the 25 survey locations for their dedication to service, as reflected in the survey results. Upwards of 9 out of 10 court users reported being treated with courtesy and respect. We are proud to lead an organization dedicated to continuous improvement in the delivery of justice.



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Executive Summary

The Access and Fairness Survey is one of ten Trial Court performance measures developed by the National Center for State Courts (NCSC). The purpose of the survey is to gather feedback on the court's accessibility and its treatment of customers in terms of fairness, equality, and respect.

The Access and Fairness Survey was administered at 25 courthouses in June 2023. The survey was previously conducted statewide in 2009 and at 25 courthouses in 2017. This report summarizes the findings of the 2023 Access and Fairness Survey.

Overall, the results of the survey were positive. Most court users agreed with statements on the court's accessibility and fairness of treatment. However, more work is needed to ensure that all populations perceive the courts as accessible and fair.

Among the key areas of success:

- Upwards of 8 out of 10 court users reported being treated with courtesy and respect, served by attentive court staff, and satisfied with their overall court experience.
- More than 9 out of 10 court users, across race, party type, and courthouse size, reported feeling safe in the courthouse.
- More than 9 out of 10 of attorneys reported being treated with courtesy and respect, that the judicial officer had the information necessary to make a decision on their case, and that they left court knowing what to do next about their case.
- Among resurveyed courts, the access and fairness scores increased or remained the same since the 2017 administration of the survey. Access and fairness scores at lower-volume courts showed the most improvement.

Among the key areas in need of further attention or study:

- As in the past, users of high-volume courts consistently rated the courts lower on access and fairness than users of lower-volume courts.
- Non-Attorney, non-juror court users (i.e., mostly parties) rated the court lower than attorneys and jurors on 6 out of 11 measures of access and on all measures of fairness.
- Hispanic/Latine and Black/African American court users continued to rate the courts lower on access and fairness. This result held true across all party types.
- The impact of legal representation on the court user experience.

Access and Fairness

In June 2023, the Massachusetts Trial Court administered the Access and Fairness Survey to measure the court's progress towards ensuring access to justice for all court users and improving the court user experience. The survey, developed by the National Center for State Courts (NCSC), solicits ratings of court users on "the court's accessibility and its treatment of customers in terms of fairness, equality, and respect." The survey was previously administered statewide in 2009, and at 25 courthouses in 2017.

In the past 3 years, the COVID-19 pandemic forced rapid changes in court operations, with many services and proceedings moving online. This created new pathways to justice for some, but the digital divide also created new barriers for equitable access to justice.

During this time of transformation for the courts, the Trial Court reaffirmed its commitment to access to justice. The current strategic plan identifies "service with dignity" as one of five priorities for Fiscal Years 2023 through 2025. Specific goals under the plan include streamlining interpreter assignments, renovating courthouses, and enhancing how all users experience the court system.

This report presents the findings of the 2023 Access and Fairness Survey. Section I reviews the implementation of the survey, including the data collection process. Section II describes the survey participants. Section III presents the survey findings on access and fairness and compares resurveyed courthouses to the 2017 findings. Finally, Section IV explores the correlates of a "satisfactory" court experience and Section V addresses areas in need of improvement. A copy of the survey and list of participating volunteers may be found in Appendix A. Additional detailed analysis tables are presented in Appendix B.

Section I. Survey Implementation

Survey Instrument

The Access and Fairness Survey was developed by the National Center for State Courts (NCSC). The purpose of the survey is to gather feedback on the court's accessibility and treatment of customers in terms of fairness, equality, and respect. As described by the NCSC, "comparison of results by court location and venue, type of customer, and type of case can inform and improve court management practices." The survey instrument has been tested by the NCSC for reliability and validity.

The decision to use the Access and Fairness Survey as the instrument to gather feedback from court users in 2023 was based on several factors, including consistency and ease of use. The survey instrument allows for a single data collection form for use by all court departments and can be implemented in both multi-department and single-department court facilities.

The Access and Fairness Survey was modified for the 2023 implementation to capture information relevant to ongoing court priorities:

- The question asking court users to identify the reason(s) for coming to court was divided into two questions. The first question asked court users to categorize their role in court that day (e.g., party on a case, attorney, friend or family member of someone involved in a court case) and the second question asked about purpose of visit.
- Case type categories were simplified into three categories: criminal/criminal probation, other, or both.
- One new question was added to ask court users whether they were represented by a lawyer for any part of their case.

There were initially plans to conduct the survey both in-person and remotely. However, pilot testing of an online survey did not garner much participation from users. Therefore, the decision was made to administer the 2023 survey in-person only, with a single day of data collection at each location.

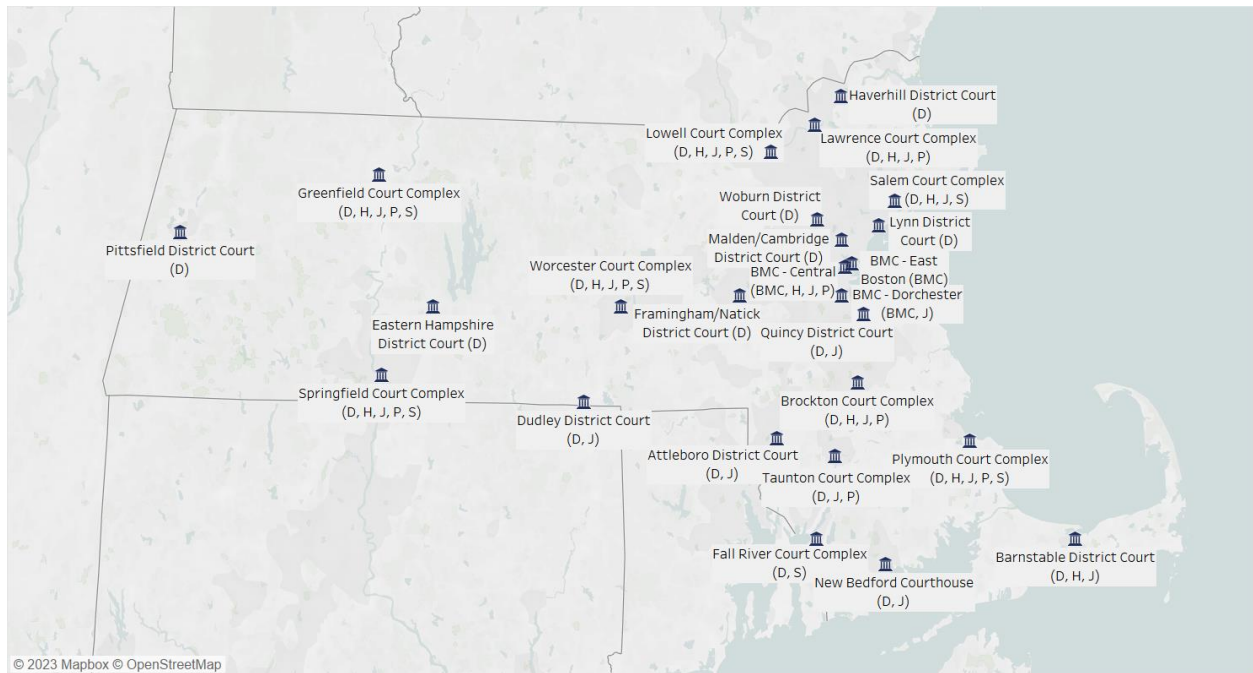
Based on the administration of the 2009 and 2017 surveys, as well as perceived language needs in the courts, the 2023 survey was made available in English, Spanish, and Portuguese.

Data Collection

The 2023 Survey was conducted during the month of June at 25 courthouses. Courthouses were selected based on case volume, in-person business, the presence of multiple departments, and geography. As with the previous administration of the survey, the 15 highest volume courts, measured by filings and held events, were selected to expose the survey to the greatest number of court users possible. Ten “lower-volume” courts were also chosen for participation based on their size, court departments served, and geographic location. Seven of the courts selected had not previously participated in the 2017 administration of the survey. Figure 1 shows the locations of the participating courthouses, and the court departments present in each court.

The 15 high-volume courthouses selected accounted for over 50% of all Fiscal Year 2022 filings and held events. The lower-volume courthouses accounted for nearly 12% of filings and held events. Overall, the selected courthouses accounted for over 60% of Trial Court filings and held events. Although not all courthouses were surveyed, these results can be generalized to other high-volume and low-volume courts. Table 1 presents data on the 25 participating courthouses and their Fiscal Year 2022 filings and held events.

Figure 1
Access and Fairness Survey 2023 Participating Courthouses



BMC is abbreviated for Boston Municipal Court, D is abbreviated for District Court, H is abbreviated for Housing Court, J is abbreviated for Juvenile Court, P is abbreviated for Probate and Family Court, and S is abbreviated for Superior Court.

Table 1
Case Filings and Held Events by Courthouse, Fiscal Year 2022

		Filings		Held Events	
		Total	Percent	Total	Percent
High-Volume Courts	Lowell Court Complex	45,870	7.1%	68,362	5.6%
	Worcester Court Complex	39,610	6.1%	63,082	5.1%
	Springfield Court Complex	36,345	5.6%	67,123	5.5%
	BMC - Central	28,978	4.5%	77,426	6.3%
	Brockton Court Complex	24,854	3.9%	51,185	4.2%
	New Bedford District Court	20,862	3.2%	41,896	3.4%
	Lawrence Court Complex	19,493	3.0%	39,055	3.2%
	Quincy District Court	17,790	2.8%	29,954	2.4%
	Fall River Complex	15,508	2.4%	34,278	2.8%
	Malden/Cambridge District Court	15,718	2.4%	32,399	2.6%
	BMC - Dorchester	14,087	2.2%	26,543	2.2%
	Salem Court Complex	12,325	1.9%	28,472	2.3%
	Taunton Court Complex	13,377	2.1%	26,092	2.1%
	Lynn District Court	10,697	1.7%	25,093	2.0%
	Plymouth Court Complex	11,060	1.7%	21,448	1.7%
	Subtotal	326,574	50.7%	632,408	51.4%
Lower-Volume Courts	Dudley District Court	11,093	1.7%	21,946	1.8%
	Framingham/Natick District Court	10,410	1.6%	19,747	1.6%
	Barnstable District Court	8,723	1.4%	20,267	1.7%
	Haverhill District Court	8,844	1.4%	16,449	1.3%
	Attleboro District Court	8,451	1.3%	11,936	1.0%
	Woburn District Court	7,803	1.2%	13,901	1.1%
	Greenfield Court Complex	5,470	0.8%	15,548	1.3%
	Eastern Hampshire District Court	5,864	0.9%	9,815	0.8%
	Pittsfield District Court	5,050	0.8%	8,548	0.7%
	BMC - East Boston	3,855	0.6%	6,324	0.5%
	Subtotal	75,563	11.7%	144,481	11.7%
Participating Courts Total		402,137	62.4%	776,889	63.1%
Trial Court Total		644,589	100.0%	1,230,644	100.0%

Note: Total filings and events for some localities (within divisions) were estimated.

Prior to scheduling dates for the survey, each participating court's schedule was reviewed for activity. Attempts were made to schedule the survey for the busiest day of the week and for days where all departments in each court had business. A tentative list of survey dates was sent to the senior court administrator of each court department. Once dates were finalized, leadership at each selected courthouse was notified about the upcoming survey.

The survey was administered by the staff of the Department of Research and Planning and 43 employee-volunteers. A list of volunteers can be found in Appendix A. Survey teams ranged in size from two to eight members, depending on the size of the courthouse. Several volunteers spoke more than one language.

On the day of the survey, members of the survey team arrived at each courthouse before opening hours. Facilities staff in each building helped set up a survey station by the entrance of the court. Large stationary banners advertising the survey were also set up at visible points in each court.

Survey teams greeted court users on their way into the court and invited them to complete a survey at the conclusion of their business. Court users could complete the paper survey themselves, or with the help of a survey team member. This year in particular, many survey team members noted the need to assist court users with varying literacy levels with the survey. If the court had a jury session or a Court Service Center that day, court staff overseeing these areas were provided with survey materials to share with their visitors.

Survey Participation

The 2023 Access and Fairness Survey was completed by 1,399 court users. Table 2 presents the completion rate of survey sections.

Table 2
Completion Rate of Survey Sections, 2023

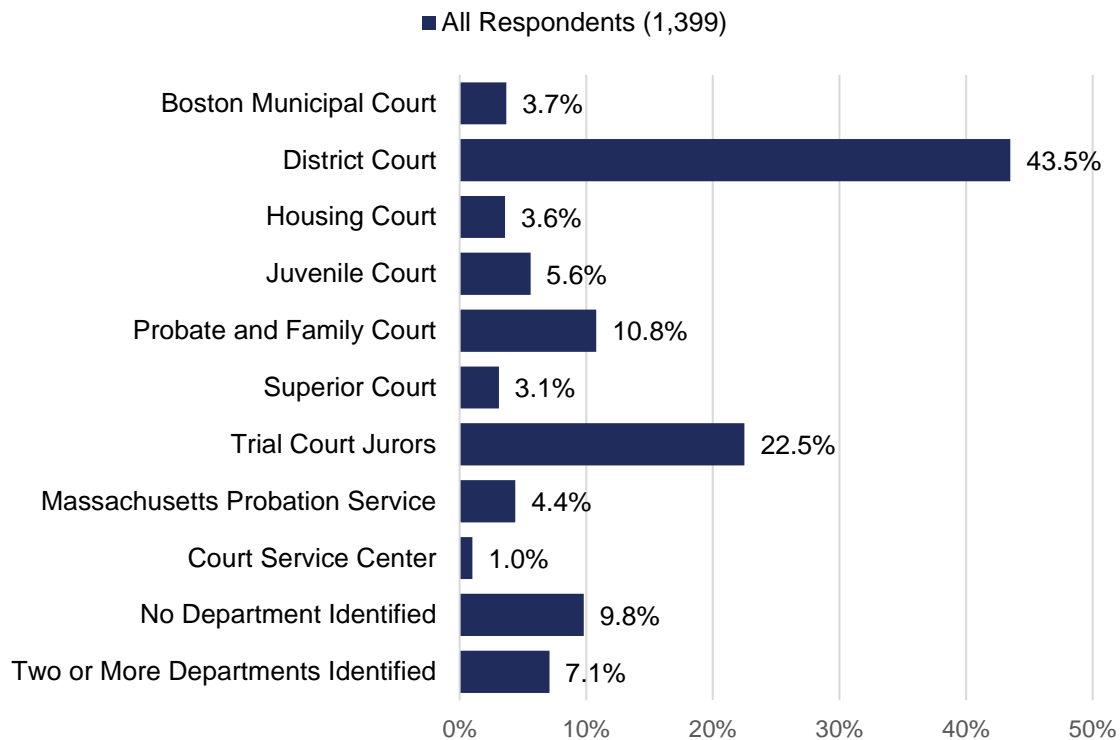
	Count	Percent
Total Surveys	1,399	
Section 1. Access to the Courts	1,397	99.9%
Section 2. Fairness of the Courts	1,059	75.7%
Section 3. Background Information		
Purpose of Visit	1,207	86.3%
Type of Case	1,150	82.2%
Frequency of Visits	1,203	86.0%
Arrangements Made to Come to Court	722	51.6%
Represented by Lawyer	782	55.9%
Time Spent at Court	1,151	82.3%
Race	1,255	89.7%
Gender	1,248	89.2%

Section II. Survey Participants

Department

Court users were asked to report which Trial Court department they visited. Options included the seven Trial Court departments, as well as the Massachusetts Probation Service, Court Service Centers, and jury service. Most court users visited the District Court department.

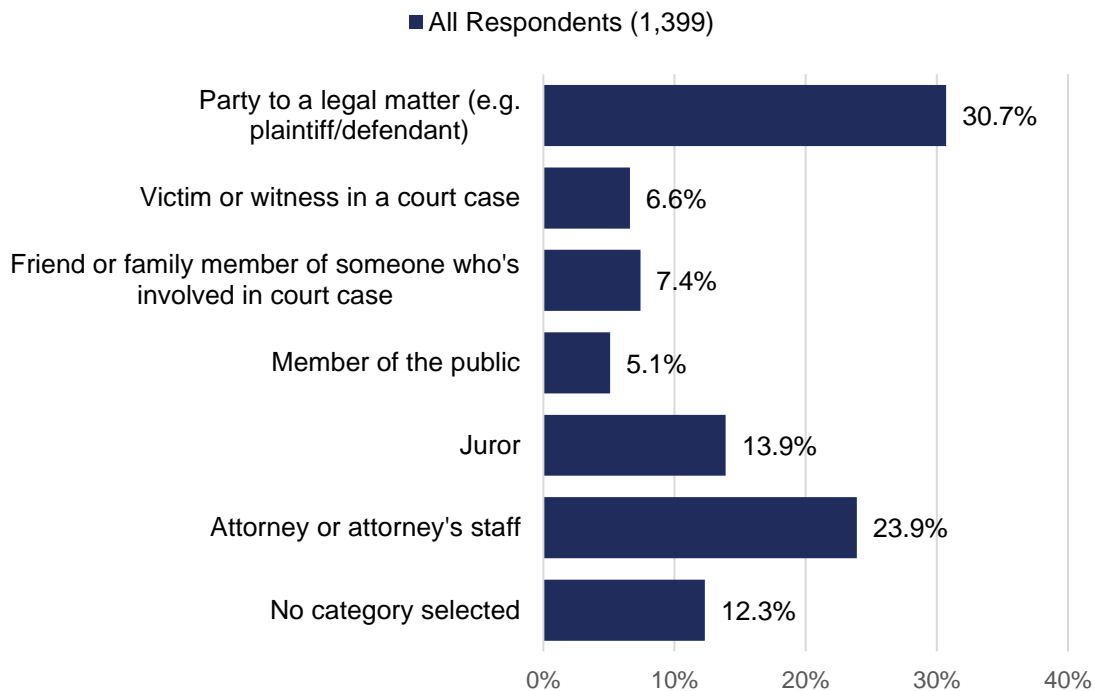
Figure 2
What court department(s) did you visit today?



Party Type

A variety of people visit the courts for different purposes. Court users were asked to select the category that best described their role in court that day. More than 50% of participants identified themselves as either a party (30.7%) or attorney/attorney's staff (23.9%).

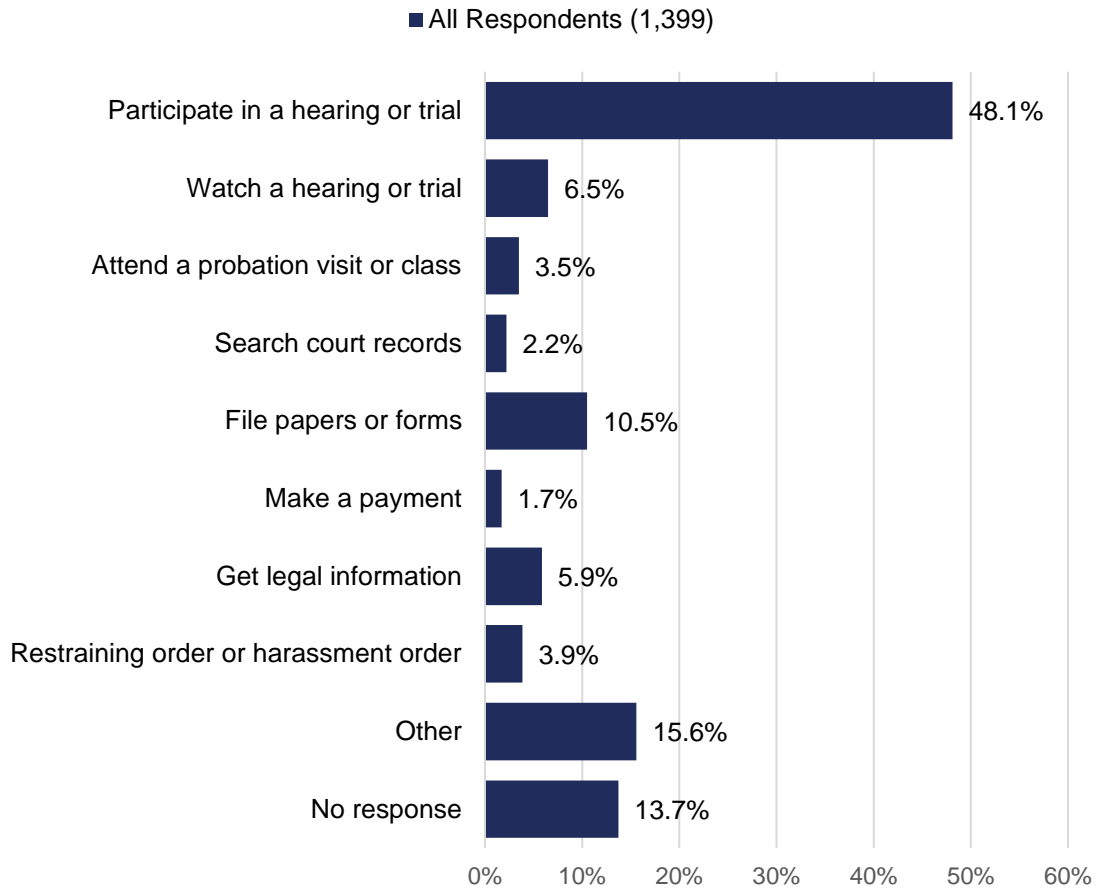
Figure 3
Please select the category that best describes you.



Purpose of Visit

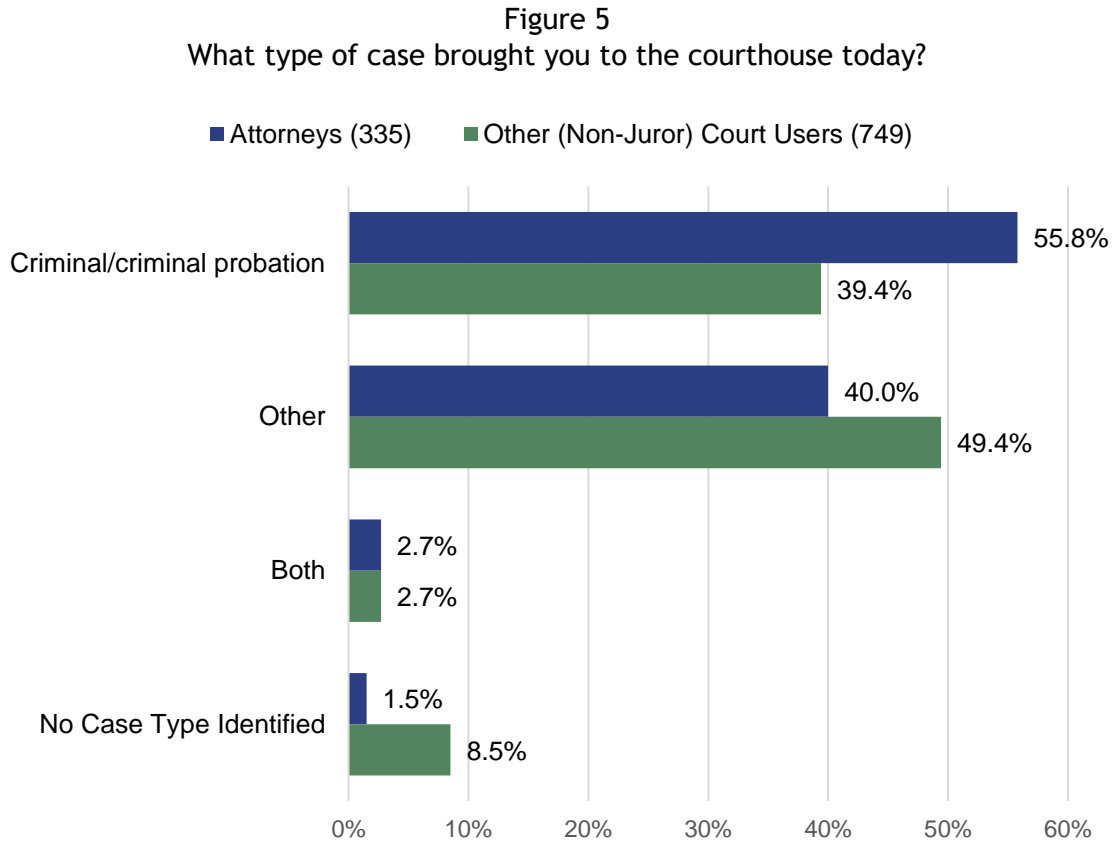
Court users were asked to report the purpose for being at court. Nearly one-half (48.1%) of court users reported they were at court to participate in a hearing or trial. Other common purposes reported included filing papers or forms, watching a hearing or trial, and getting legal information.

Figure 4
Why were you at court today?



Case Type

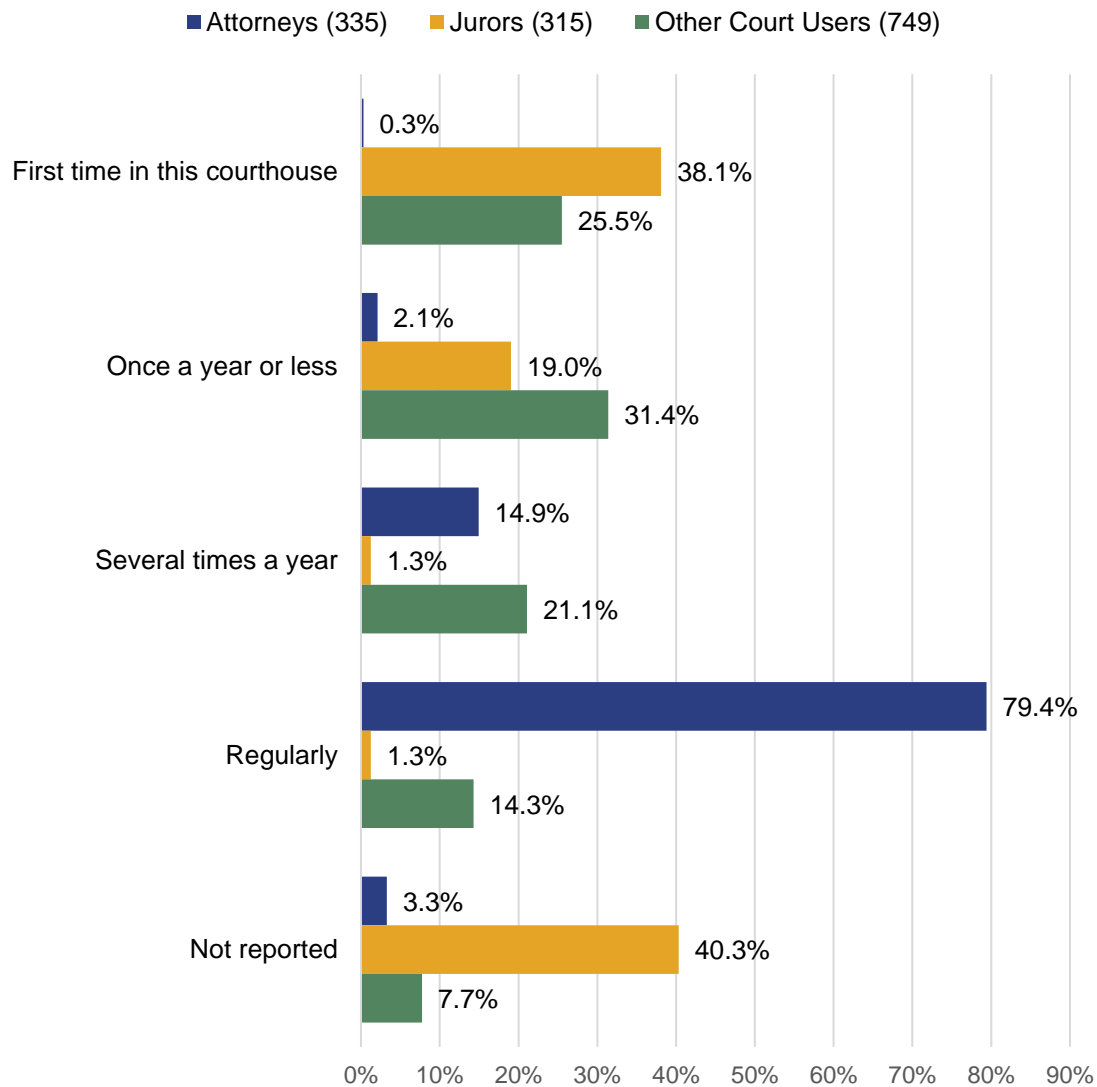
Court users were asked to identify what type of case brought them to court. For this implementation of the survey, case type categories were simplified into three categories: criminal/criminal probation, other, or both. Jurors were excluded from the analysis of case type. The proportion of court users visiting court for a criminal/criminal probation case type was much greater than in previous iterations of the survey, largely because many civil matters are now held virtually.



Frequency of Visits

Court users visited the courts at different rates. Most attorneys reported regular visits to the courthouse (79.4%). By contrast, most non-attorneys were first time visitors (29.2%) or infrequent visitors (once a year or less; 27.7%).

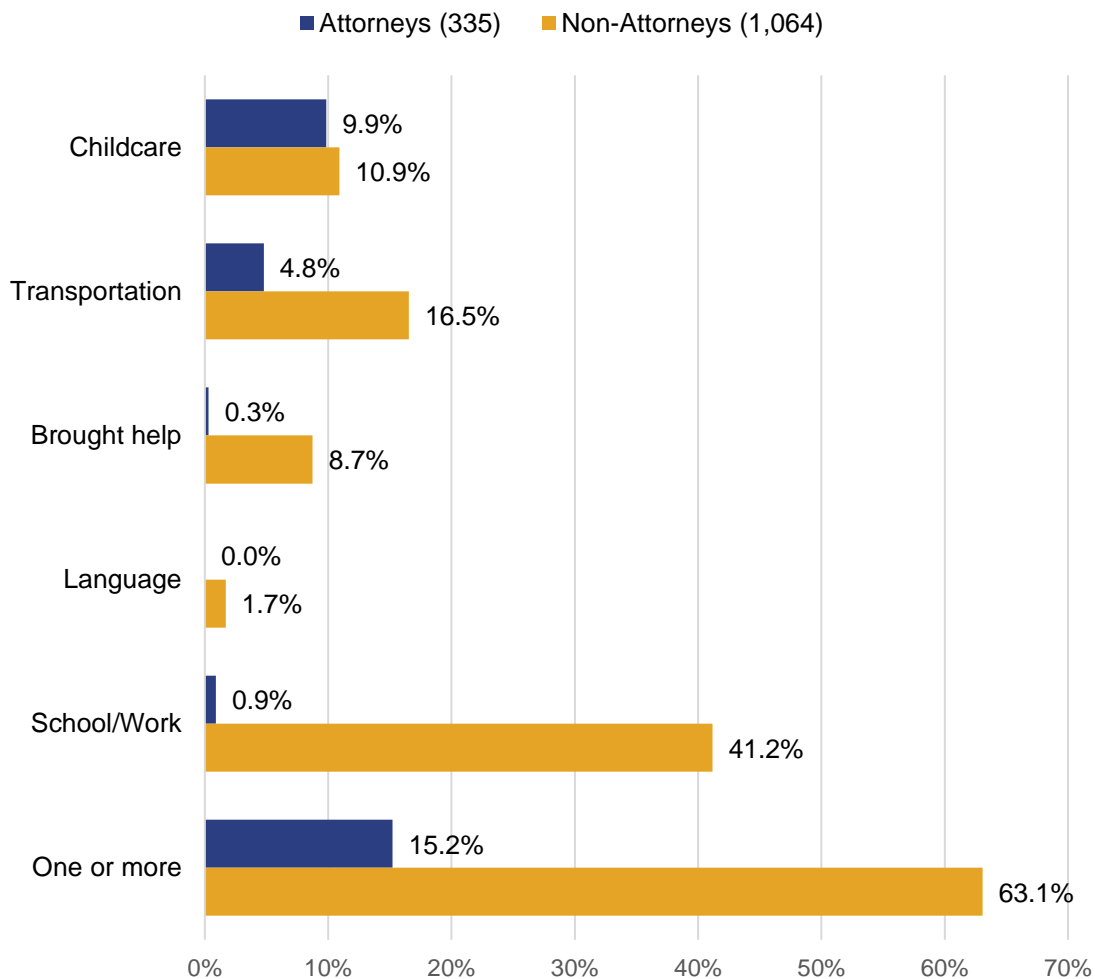
Figure 6
How often are you typically in this courthouse?



Accommodations

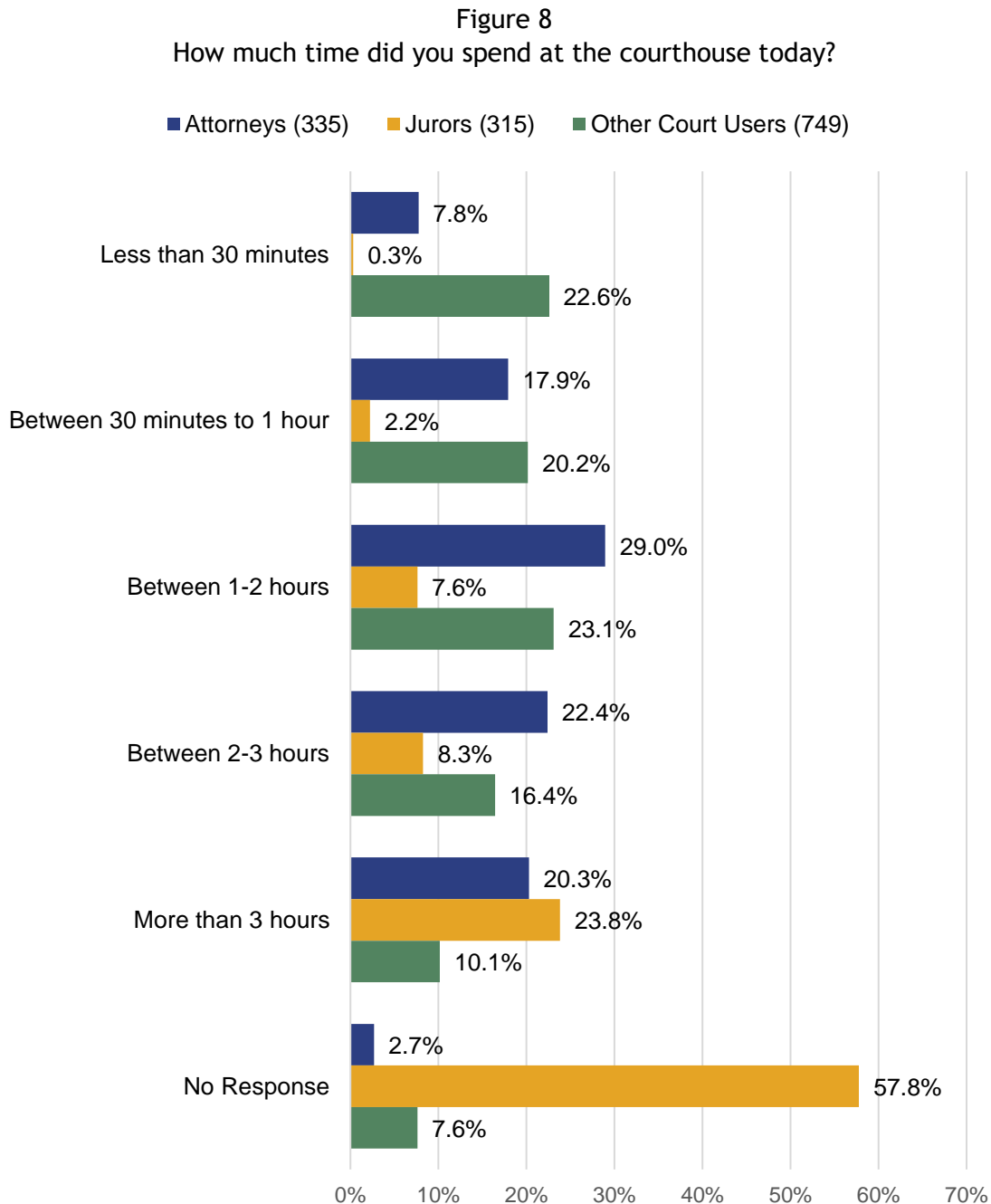
Court users were asked to report what types of accommodations they made to come to court. Overall, 51.6% of court users, including 63.1% of non-attorneys, reported making at least one accommodation to come to court. The most frequent accommodation reported among non-attorneys was taking time off work or school (41.2% of non-attorney court users).

Figure 7
In order to come to the courthouse today, did you do any of the following?



Time Spent at Court

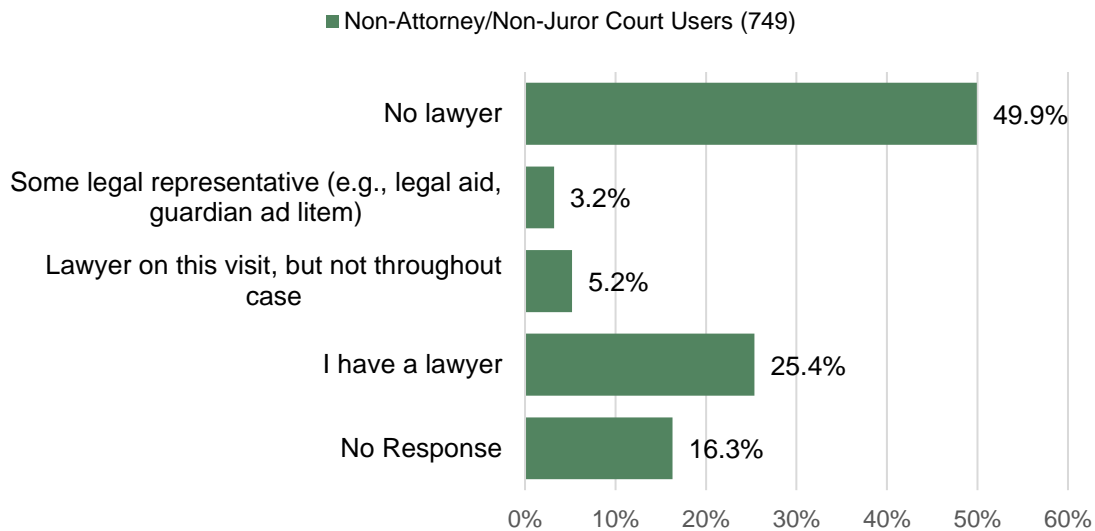
Court users were asked to indicate how much time they spent at the courthouse. Time spent at the court varied between attorneys, jurors, and other court users. Most attorneys reported spending between one to two hours at the courthouse. Most other, non-juror court users were at court for between 1-2 hours or less than 30 minutes. The time court users spent at the court varied by purpose of visit.



Legal Representation

In 2023, for the first time, court users were asked if a lawyer represented them on their case. Attorneys and jurors were excluded from the analysis of this question. About one-half (49.9%) of non-attorney, non-juror court users reported not having a lawyer or any other representative helping them with their court business or any part of their case. One quarter of court users (25.4%) reported having an attorney represent them throughout their case.

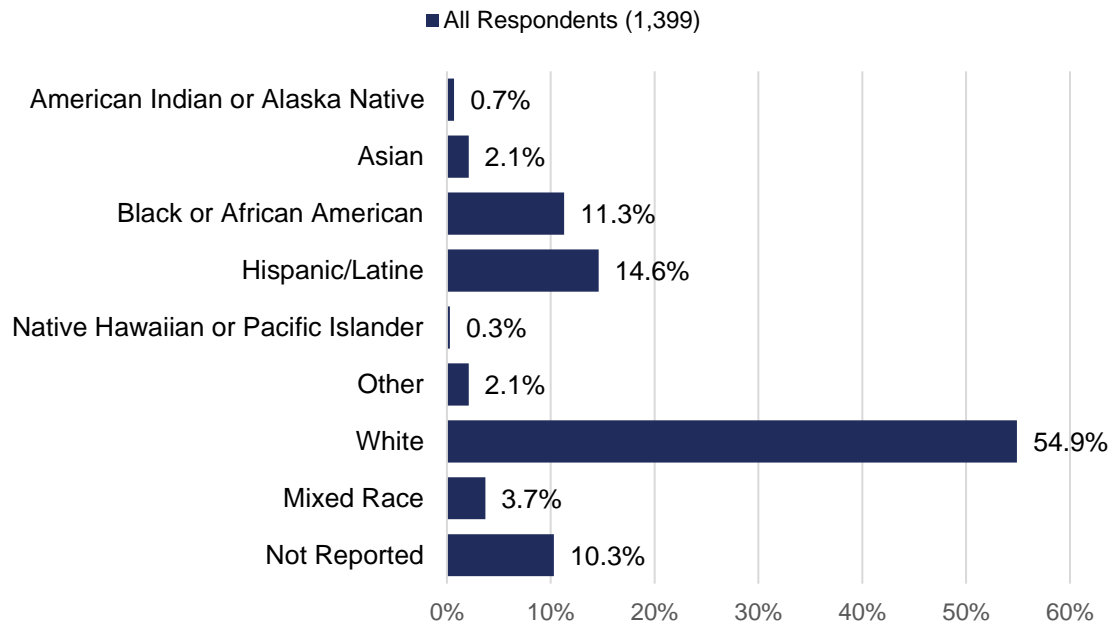
Figure 9
Did you have a lawyer helping you with your court business?



Race/Ethnicity

Most court users identified as White (54.9%), followed by Hispanic/Latine (14.6%), and Black or African American (11.3%). One out of 10 court users (10.3%) did not report a race.

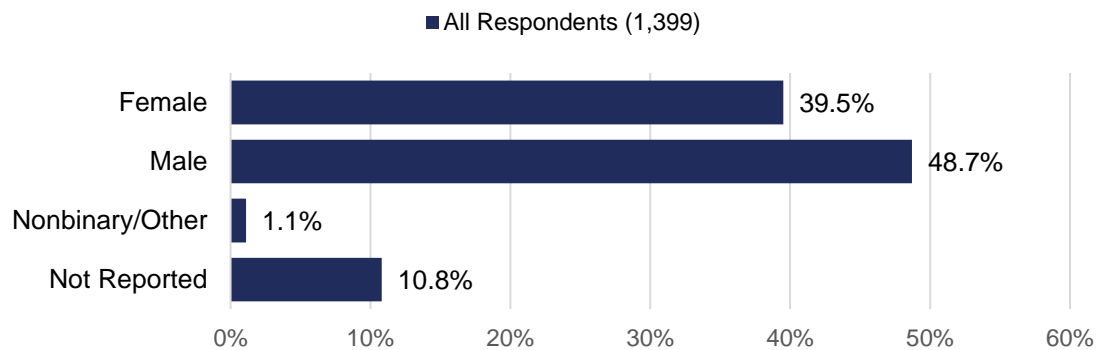
Figure 10
How do you identify yourself?



Gender

For the question regarding gender, court users were able to choose between female, male, or other, with an option to write in their gender identity. Nearly half (48.7%) of court users identified as male. Several court users (1.1%) identified as nonbinary or another gender.

Figure 11
What is your gender?

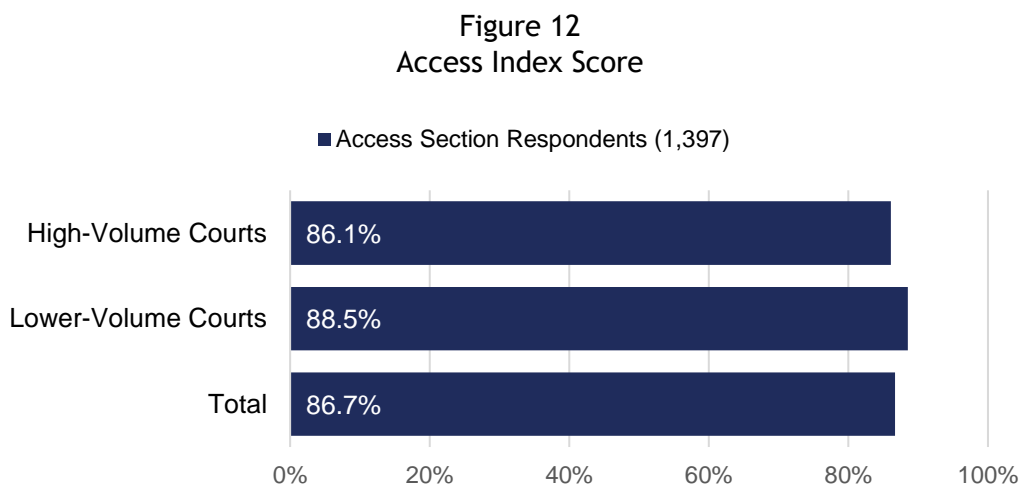


Section III. Access and Fairness

In this section, the access and fairness index scores are presented and compared by case and party details, including court size, party type, and court user race/ethnicity. The Access Index Score represents the percentage of respondents who strongly agreed or agreed with each of the 11 “access” items. The Fairness Index Score represents the percentage of respondents who strongly agreed or agreed with the five “fairness” questions.

Access and Fairness by Court Group

Findings of the 2023 Access and Fairness Survey showed a slight difference in the court user experience at high-volume and lower-volume courthouses. Figures 12 and 13 present the access and fairness index scores by court group. Detailed results for each component of the access and fairness scores by court group are presented in Table 3.



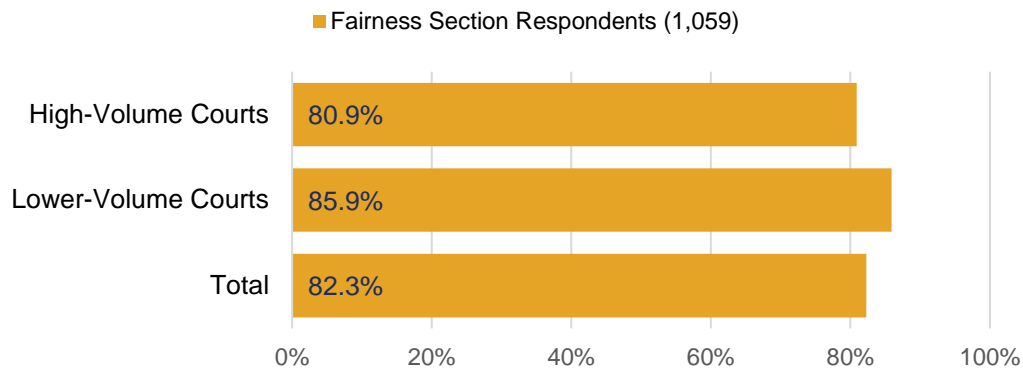
Among the key findings on access:

- As observed in 2009 and 2017, users of lower-volume courts consistently rated the court higher on measures of access than users of high-volume courts.
- In high-volume courthouses, 74.6% of court users reported that their court business was completed within a reasonable amount of time, compared to 83.4% of users in lower-volume courthouses.
- In both high and lower-volume courts, fewer respondents gave positive ratings to the Trial Court’s website. The proportion of court users giving the website a positive rating was higher in lower-volume courts (76.1%) than high-volume courts (69.0%). This survey item also had the lowest response rate of all the questions related to access – over 500 respondents indicated that the website question did not apply to them.

Table 3
Across Survey Items, Percent of Respondents Strongly Agreeing or Agreeing by Court Group

	High-Volume Courts	Lower-Volume Courts	Total
Overall Access Index	86.1%	88.5%	86.7%
Finding court was easy	92.3%	92.3%	92.3%
Felt safe in court	92.5%	91.4%	92.2%
Made reasonable efforts to remove barriers	82.1%	84.0%	82.5%
Easily found the courtroom or office needed	89.9%	91.6%	90.3%
Court staff was attentive	88.5%	91.5%	89.1%
Treated with courtesy and respect	90.3%	92.1%	90.7%
Forms clear and easy to understand	87.0%	87.3%	87.1%
Completed business in a reasonable time	74.6%	83.4%	76.6%
Hours of operation reasonable	89.7%	90.4%	89.9%
Website was useful	69.0%	76.1%	70.5%
Overall experience at court satisfactory	84.0%	87.6%	84.8%
Completed Surveys	1,090	307	1,397
	High-Volume Courts	Lower-Volume Courts	Total
Overall Fairness Index	80.9%	85.9%	82.3%
Judicial officer listened before making a decision	76.5%	83.8%	78.5%
Judicial officer had information necessary to make decision	81.5%	85.8%	82.7%
Treated with same courtesy and respect	84.6%	90.5%	86.1%
Case was handled fairly	75.2%	81.2%	76.8%
Know what to do next about my case	86.2%	87.6%	86.6%
Completed Surveys	780	279	1,059

Figure 13
Fairness Index Score



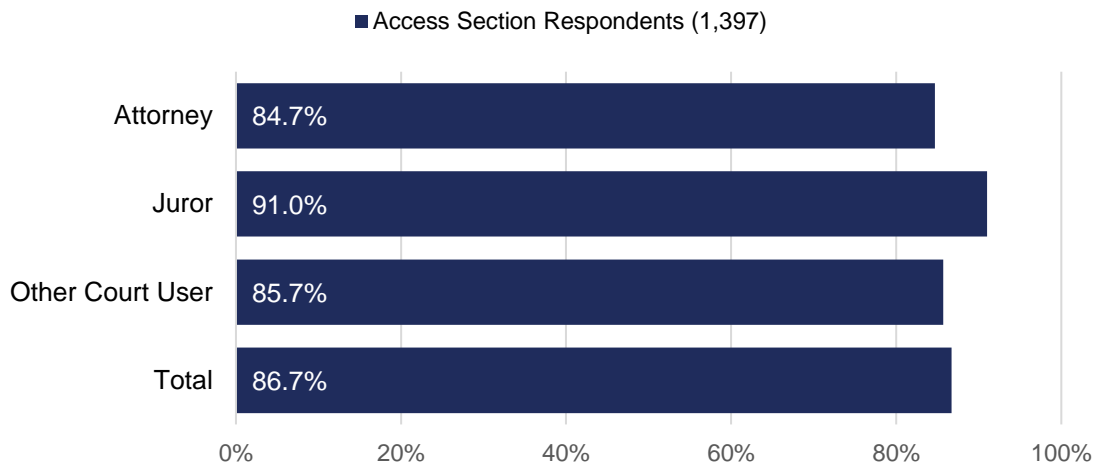
Among the key findings on fairness:

- As observed in 2009 and 2017, users of lower-volume courts consistently rated the court higher on measures of fairness than users of high-volume courts.
- Users of lower-volume courts were more likely to report that the judicial officer listened to them before making a decision about their case than users of high-volume courts (83.8% of users in lower-volume courts, 76.5% of users in high-volume courts).
- A similar proportion of users in both high-volume and lower-volume courthouses reported that they knew what to do next about their case (87.6% of users in lower-volume courts, 86.2% of users in high-volume courts).

Access and Fairness by Party Type

Survey respondents were assigned to one of three general party types: attorneys, jurors, and other court users. Figure 14 presents the overall access score for all party types. Figure 15 presents the overall fairness score for attorneys and court users. Detailed results for each component of the access and fairness scores by party type are presented in Table 4.

Figure 14
Access Index Score, Party Type



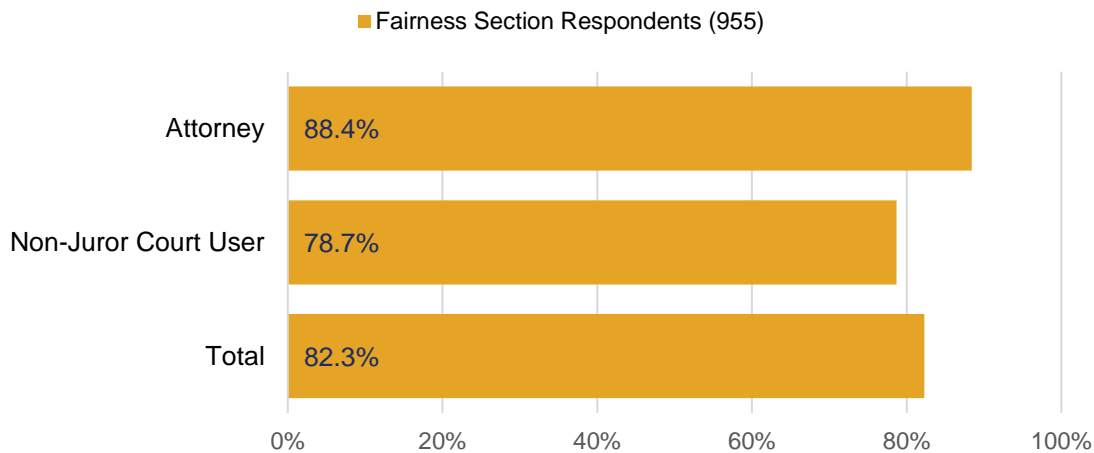
Among the key findings on access:

- More than 90% of users, regardless of party type, agreed that finding the court was easy and that they felt safe in the courthouse.
- Jurors rated the court high across most measures of access. Upwards of 90% of jurors agreed to 8 of the 11 components designed to measure access to the court. The 3 items where fewer jurors expressed agreement included the court making reasonable efforts to remove barriers (86.6%), completing their business in a significant amount of time (78.9%) and the usefulness of the website (75.7%).
- Responses to completing business in a reasonable amount of time were largely dependent on the time court users reported spending in court. Upwards of 80% of court users who spent less than 1 hour in the court reported that they completed their business in a reasonable amount of time. Only 50% of attorneys and non-juror court users who spent over 3 hours in court agreed that the time they spent in court was reasonable.
- Attorneys were more likely to report that they were treated with courtesy and respect than other court users (91.2%; compared to 87.9% of non-juror court users). In contrast, attorneys were less likely to report that the court made reasonable efforts to remove physical and language barriers (75.8%).
- Other court users, mostly parties, rated the court lowest on 6 out of 11 measures of access.

Table 4
Across Survey Items, Percent of Respondents Strongly Agreeing or Agreeing by Party Type

	Attorney	Juror	Other Court User
Overall Access Index	84.7%	91.0%	85.7%
Finding court was easy	91.9%	93.5%	92.0%
Felt safe in court	91.5%	95.5%	91.2%
Made reasonable efforts to remove barriers	75.8%	86.6%	84.0%
Easily found the courtroom or office needed	88.9%	92.9%	89.8%
Court staff was attentive	87.7%	96.5%	86.7%
Treated with courtesy and respect	91.2%	96.8%	87.9%
Forms clear and easy to understand	84.4%	96.1%	83.8%
Completed business in a reasonable time	70.8%	78.9%	78.5%
Hours of operation reasonable	92.9%	90.7%	88.2%
Website was useful	60.6%	75.7%	72.9%
Overall experience at court satisfactory	86.8%	91.0%	81.3%
Completed Surveys	335	314	748
	Attorney	Juror	Other Court User
Overall Fairness Index	88.4%	-	78.7%
Judicial officer listened before making a decision	86.1%	-	74.1%
Judicial officer had information necessary to make decision	90.2%	-	78.3%
Treated with same courtesy and respect	87.9%	-	84.1%
Case was handled fairly	83.7%	-	72.7%
Know what to do next about my case	94.6%	-	83.0%
Completed Surveys	311	-	644

Figure 15
Fairness Index Score, Party Type



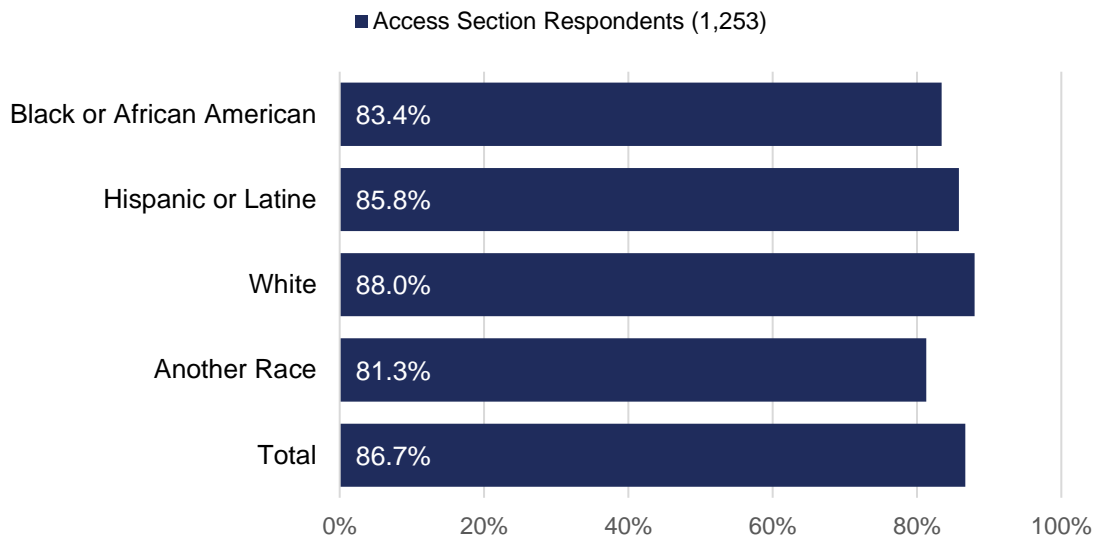
Among the findings on fairness:

- Non-attorney, non-juror court users rated the court lower than attorneys on all measures of fairness (78.7%; compared to 88.4%).
- The proportion of non-juror court users reporting that their judicial officer listened to their side of the story before making a decision was 12.0 percentage points lower than attorneys (74.1%; compared to 86.1%).
- A high number of attorneys reported that they left court knowing what to do next about their case (94.6%). The proportion of non-attorney, non-juror court users reporting they left court knowing what to do next about their case was nearly 12 percentage points lower (83.0%).

Access and Fairness by Race/Ethnicity

The 2009 and 2017 Access and Fairness Surveys both found racial disparity in the proportion of court users expressing satisfaction with the courthouse experience. Figures 16 and 17 present the overall access and fairness scores for the 2023 survey by race/ethnicity. Detailed results for each component of the access and fairness scores by race/ethnicity are presented in Table 5.

Figure 16
Access Index Score, Race/Ethnicity



Among the key findings on access:

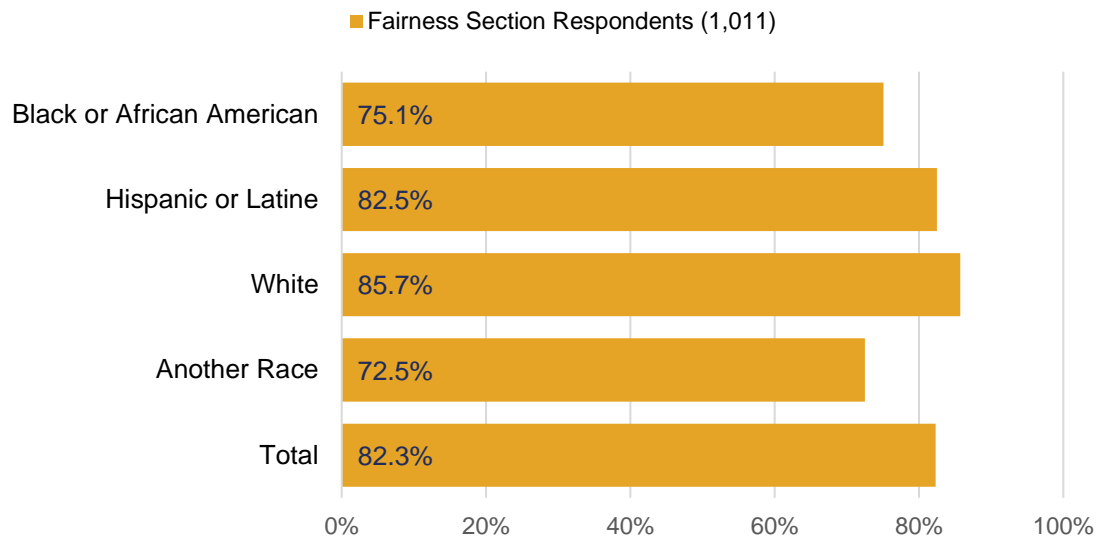
- Overall, White and Hispanic/Latine court users rated the courts higher on most measures of access than Black/African American court users.
 - However, Hispanic/Latine attorneys and jurors rated the courts lowest on most measures of access (see Appendix B, Table 24).
- The proportion of court users agreeing that the courts made a reasonable effort to remove physical and language barriers was lowest among Hispanic/Latine court users (77.8%; compared to 81.0% among Black/African Americans and 84.2% among Whites).
- The proportion of court users reporting that they were served by attentive staff was highest among White court users (91.1%; compared to 81.8% among Black/African Americans and 89.4% among Hispanics/Latinas).
- The proportion of court users reporting that they felt safe in court was similar across race.

Table 5
Across Survey Items, Percent of Respondents Strongly Agreeing or Agreeing by Race/Ethnicity

	Black/African American	Hispanic/Latine	White	Another Race
Overall Access Index	83.4%	85.8%	88.0%	81.3%
Finding court was easy	92.3%	90.0%	93.1%	91.0%
Felt safe in court	90.4%	93.0%	93.3%	86.3%
Made reasonable efforts to remove barriers	81.0%	77.8%	84.2%	81.7%
Easily found the courtroom or office needed	86.2%	90.0%	90.8%	87.7%
Court staff was attentive	81.8%	89.4%	91.1%	81.8%
Treated with courtesy and respect	87.2%	88.9%	92.5%	85.5%
Forms clear and easy to understand	82.0%	86.0%	88.0%	80.7%
Completed business in a reasonable time	77.9%	78.8%	77.2%	65.3%
Hours of operation reasonable	85.0%	87.3%	92.2%	88.2%
Website was useful	68.9%	72.0%	70.5%	65.3%
Overall experience at court satisfactory	77.9%	85.6%	87.6%	73.5%
Completed Surveys	157	204	767	125
Overall Fairness Index	75.1%	82.5%	85.7%	72.5%
Judicial officer listened before deciding	67.3%	79.2%	82.1%	70.5%
Judicial officer had information necessary to make decision	76.0%	85.2%	85.3%	73.0%
Treated with same courtesy and respect	83.8%	86.6%	88.2%	76.2%
Case was handled fairly	68.4%	75.2%	82.4%	60.9%
Know what to do next about my case	79.1%	85.4%	90.0%	81.1%
Completed Surveys	131	165	604	111

Another Race respondents include court users who identified as American Indian or Alaska Native, Asian, Native Hawaiian or Pacific Islander, multiracial, or some other race.

Figure 17
Fairness Index Score, Race/Ethnicity



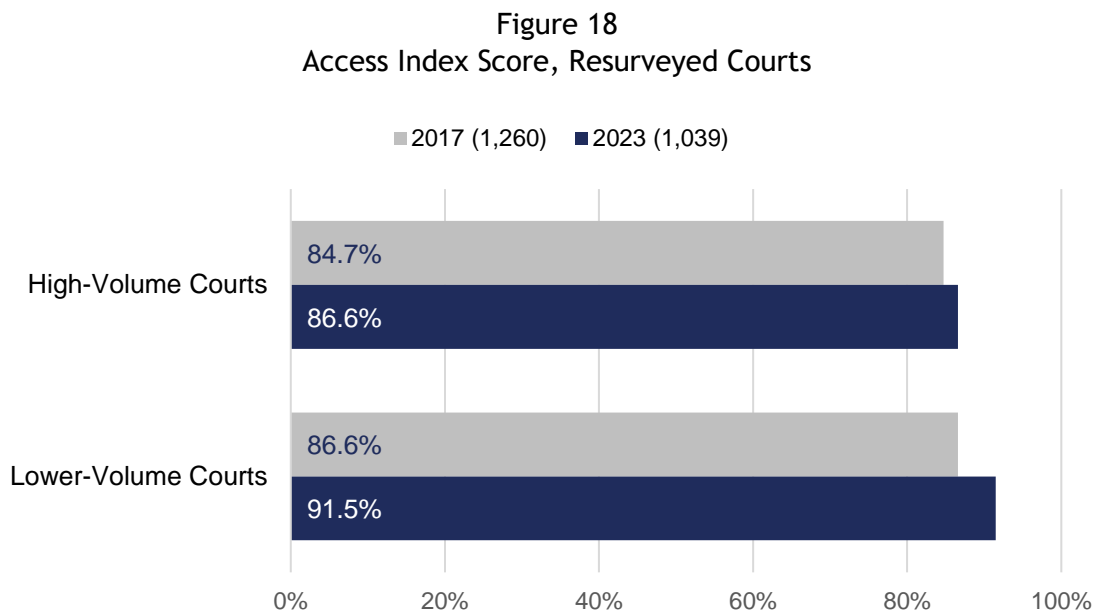
Among the key findings on fairness:

- As in 2009 and 2017, White court users continued to rate the courts higher on measures of fairness compared to other race court users.
- The overall fairness index was highest for White court users (85.7%), followed by Hispanic/Latine court users (82.5%) and Black/African American court users (75.1%).
- The proportion of court users agreeing that their case was handled fairly was lowest among Black/African American court users (68.4%; compared to 75.2% among Hispanic/Latine court users and 82.4% among Whites).
- The proportion of court users agreeing that their judicial officer listened before making a decision was lowest among Black/African American court users (67.3%; compared to 79.2% among Hispanic/Latine court users and 82.1% among Whites).
- Ratings on one measure of fairness, being treated with the same courtesy and respect as everyone else, were similar across race (83.8% for Black/African American court users; 86.6% for Hispanic/Latine court users; 88.2% for White court users).

Resurveyed Courts

The 2023 survey results were also analyzed by court group and race/ethnicity for courts that had previously been surveyed in 2017. This analysis included responses from 17 resurveyed courts (13 high-volume, 4 lower-volume). Courts that were not previously surveyed in 2017 or moved to a new building were excluded from this analysis to ensure a fair comparison. A list of resurveyed courts can be found in Appendix B, Table 13.

Figures 18 and 19 present the overall access and fairness scores for resurveyed courts by court group. Detailed results for each component of the access and fairness scores by court group are presented in Table 6.



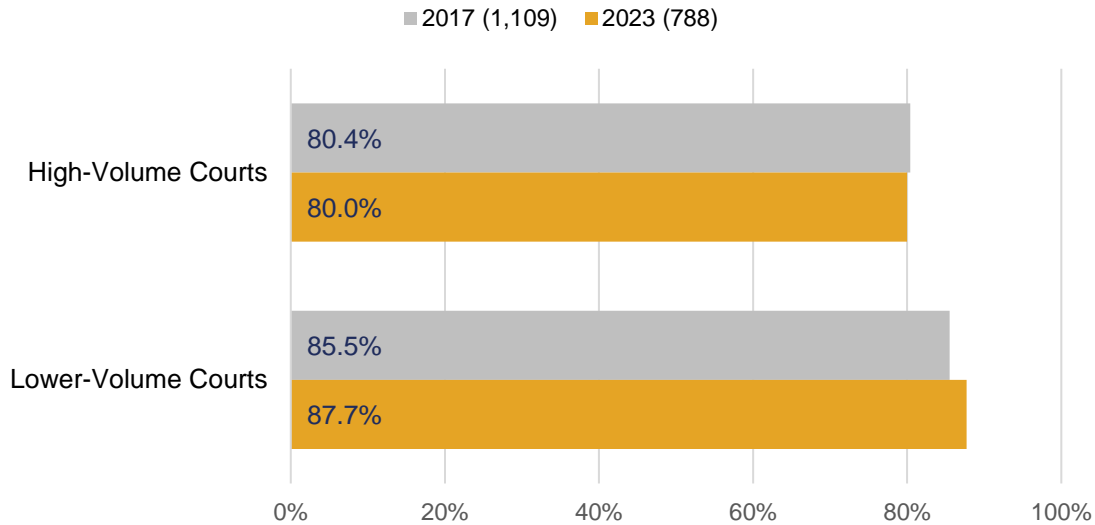
Among the key findings on access:

- Court user ratings on most measures of access in 2023 were similar to ratings in 2017 in resurveyed courthouses, particularly among high-volume courts.
- The proportion of court users giving the Trial Court's website a positive rating increased by 20.6 percentage points in resurveyed lower-volume courts, from 62.1% to 82.7%. In high-volume courts, the increase was 5.4 percentage points, from 63.7% to 69.1%.
- The proportion of court users reporting they completed their business in a reasonable amount of time increased in resurveyed lower-volume courts by 10.1 percentage points, from 77.7% to 87.8 percent. The change was negligible in high-volume courts (0.0 percentage points).

Table 6
Across Survey Items, Percent of Respondents Strongly Agreeing or Agreeing, Resurveyed Courts by Court Group

	High-Volume Courts			Lower-Volume Courts		
	2017	2023	Change	2017	2023	Change
Overall Access Index	84.7%	86.0%	1.3%	86.6%	91.5%	4.9%
Finding court was easy	91.5%	93.3%	1.8%	90.8%	93.6%	2.8%
Felt safe in court	90.9%	92.0%	1.1%	96.6%	93.0%	-3.6%
Made reasonable efforts to remove barriers	84.2%	82.0%	-2.2%	85.2%	87.1%	1.9%
Easily found the courtroom or office needed	88.9%	89.8%	0.9%	89.7%	94.5%	4.8%
Court staff was attentive	86.6%	87.8%	1.2%	87.3%	93.8%	6.5%
Treated with courtesy and respect	87.1%	89.7%	2.6%	91.5%	93.8%	2.3%
Forms clear and easy to understand	85.0%	86.3%	1.3%	84.7%	92.7%	8.0%
Completed business in a reasonable time	74.9%	74.9%	0.0%	77.7%	87.8%	10.1%
Hours of operation reasonable	86.6%	89.8%	3.2%	87.0%	93.0%	6.0%
Website was useful	63.7%	69.1%	5.4%	62.1%	82.7%	20.6%
Overall experience at court satisfactory	82.1%	83.4%	1.3%	86.8%	90.6%	3.8%
Completed Surveys	1140	910		120	129	
	High-Volume Courts			Lower-Volume Courts		
	2017	2023	Change	2017	2023	Change
Overall Fairness Index	80.4%	80.0%	-0.4%	85.5%	87.7%	2.2%
Judicial officer listened before making a decision	76.1%	75.2%	-0.9%	82.5%	84.7%	2.2%
Judicial officer had information necessary to make decision	79.3%	79.8%	0.5%	82.5%	89.2%	6.7%
Treated with same courtesy and respect	84.8%	83.9%	-0.9%	85.7%	93.9%	8.2%
Case was handled fairly	76.7%	73.9%	-2.8%	86.4%	81.6%	-4.8%
Know what to do next about my case	84.0%	86.2%	2.2%	90.0%	88.0%	-2.0%
Completed Surveys	1012	663		97	125	

Figure 19
Fairness Index Score, Resurveyed Courts

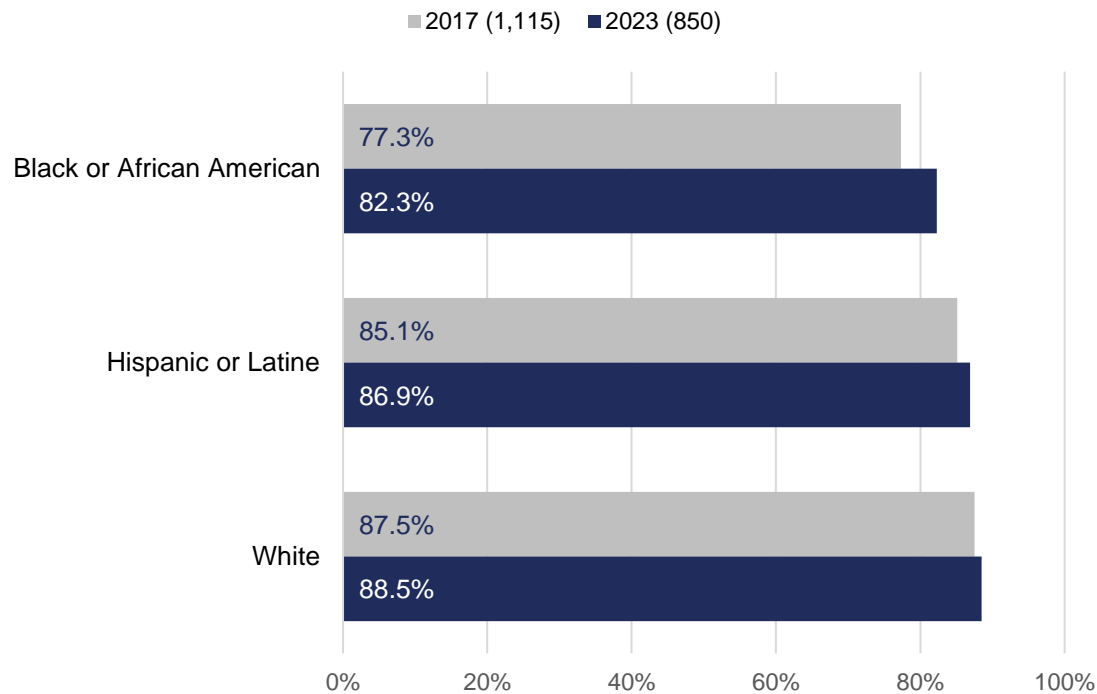


Among the key findings on fairness:

- In resurveyed high-volume courts, court user ratings on measures of fairness in 2023 were similar to ratings in 2017.
- The proportion of court users agreeing that they were treated with the same courtesy and respect as other court users increased by 8.2 percentage points in lower-volume courts, from 85.7% to 93.9%. The change was negligible in high-volume courts (-0.9 percentage points).
- The proportion of court users agreeing that the judicial officer had the information necessary to make a decision on their case increased by 6.7 percentage points, from 82.5% to 89.2%. The change was negligible in high-volume courts (0.5 percentage points).

Figures 20 and 21 present the overall access and fairness scores for resurveyed courts by race/ethnicity. Detailed results for each component of the access and fairness scores by court group are presented in Table 7.

Figure 20
Access Index Score, Resurveyed Courts



Among the key findings on access:

- In resurveyed courts, ratings on most measures of access increased from 2017 across race/ethnicity.
- The overall access ratings of Black/African American court users saw the greatest improvement from 2017 to 2023, increasing from 77.3% to 82.3%. However, overall ratings of Black/African American court users were still lower on most measures of access than White and Hispanic/Latine court users.
- The proportion of Black/African American agreeing that they felt safe in court increased by 7.4 percentage points, from 82.8% to 90.2%.
- The proportion of Hispanic/Latine court users agreeing that the court made reasonable efforts to remove physical and language barriers decreased by 6.6 percentage points, from 85.4% to 78.8%.

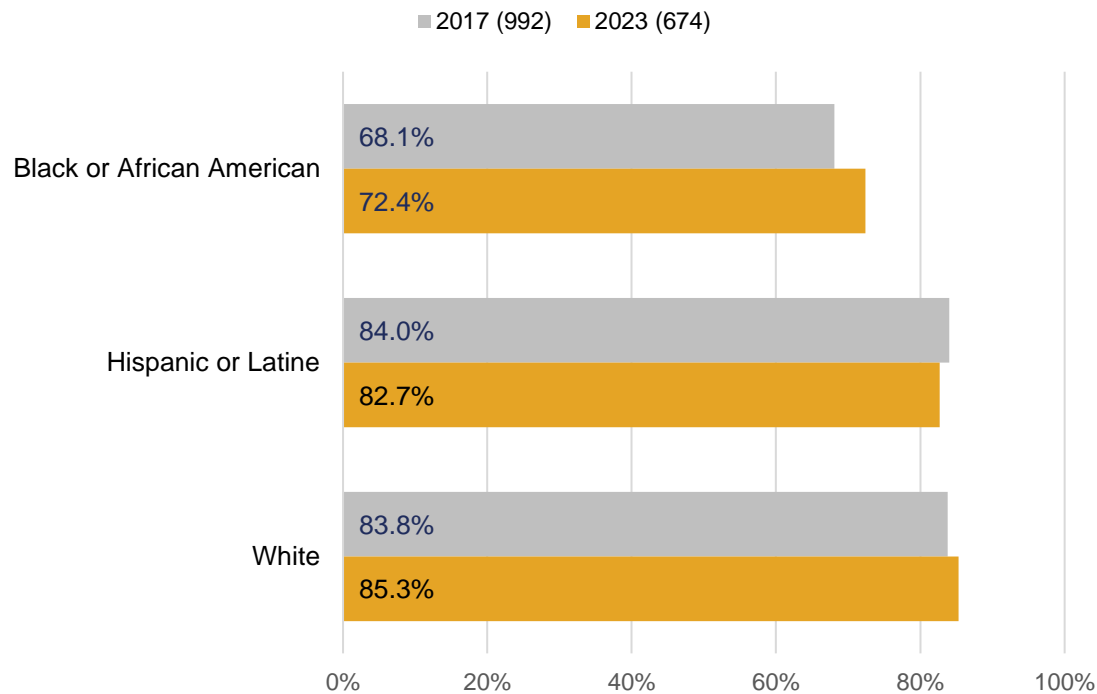
Table 7
Across Survey Items, Percent of Respondents Strongly Agreeing or Agreeing, Resurveyed Courts by Race/Ethnicity

	Black or African American			Hispanic or Latine			White		
	2017	2023	Change	2017	2023	Change	2017	2023	Change
Overall Access Index	77.3%	82.3%	5.0%	85.1%	86.9%	1.8%	87.5%	88.5%	1.0%
Finding court was easy	84.4%	93.2%	8.8%	94.0%	91.0%	-3.0%	92.8%	94.1%	1.3%
Felt safe in court	82.8%	90.2%	7.4%	90.3%	94.4%	4.1%	95.0%	93.3%	-1.7%
Made reasonable efforts to remove barriers	77.1%	80.3%	3.2%	85.4%	78.8%	-6.6%	86.7%	85.1%	-1.6%
Easily found the courtroom or office needed	82.4%	85.2%	2.8%	87.9%	91.0%	3.1%	91.4%	91.1%	-0.3%
Court staff was attentive	77.6%	80.0%	2.4%	87.5%	91.5%	4.0%	89.8%	90.8%	1.0%
Treated with courtesy and respect	80.7%	86.4%	5.7%	87.3%	88.9%	1.6%	89.9%	92.5%	2.6%
Forms clear and easy to understand	81.7%	79.1%	-2.6%	81.9%	87.8%	5.9%	87.4%	88.9%	1.5%
Completed business in a reasonable time	70.3%	76.4%	6.1%	76.2%	79.9%	3.7%	77.1%	77.5%	0.4%
Hours of operation reasonable	79.3%	84.0%	4.7%	87.8%	87.3%	-0.5%	89.4%	93.1%	3.7%
Website was useful	48.5%	66.2%	17.7%	68.1%	76.6%	8.5%	68.6%	70.6%	2.0%
Overall experience at court satisfactory	74.3%	76.2%	1.9%	81.8%	84.3%	2.5%	85.2%	88.5%	3.3%
Completed Surveys	174	133		169	147		772	570	

	Black or African American			Hispanic or Latine			White		
	2017	2023	Change	2017	2023	Change	2017	2023	Change
Overall Fairness Index	68.1%	72.4%	4.3%	84.0%	82.7%	-1.3%	83.8%	85.3%	1.5%
Judicial officer listened before making a decision	64.2%	63.0%	-1.2%	79.5%	80.7%	1.2%	79.0%	80.9%	1.9%
Judicial officer had information necessary to make decision	63.2%	72.6%	9.4%	84.0%	83.9%	-0.1%	83.0%	85.0%	2.0%
Treated with same courtesy and respect	76.4%	81.4%	5.0%	89.0%	86.5%	-2.5%	87.0%	88.0%	1.0%
Case was handled fairly	63.3%	65.6%	2.3%	79.3%	73.9%	-5.4%	81.4%	81.8%	0.4%
Know what to do next about my case	71.8%	77.7%	5.9%	87.4%	87.6%	0.2%	87.7%	90.3%	2.6%
Completed Surveys	157	108		157	115		678	451	

Chart does not include court users who identified their race as American Indian or Alaska Native, Asian, Native Hawaiian or Pacific Islander, multiracial, or some other race due to low sample size.

Figure 21
Fairness Index Score, Resurveyed Courts



Among the key findings on fairness:

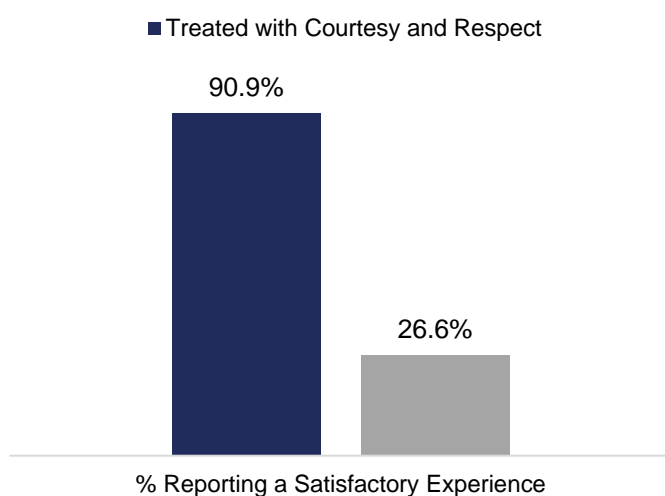
- In resurveyed courts, Black/African American court users rated the court higher on four out of the five fairness items in 2023. Ratings for whether the judicial officer listened before making a decision decreased slightly.
- The ratings for White and Hispanic/Latine court users either increased slightly or decreased.
- The proportion of Black/African American agreeing that their judicial officer had the information necessary to make a decision on their case increased by 9.4 percentage points, from 63.2% to 72.6%.
- The proportion of Hispanic/Latine court users agreeing that their case was handled fairly decreased by 5.4 percentage points, from 79.3% to 73.9%.

Section IV. Components of Court User Satisfaction

Overall, 84.8% of court users rated their experience as satisfactory. The following analysis presents the areas of access and fairness that correlated closely with a satisfactory court experience. Identified correlates touched upon three themes: court staff, court user time, and fairness of court proceedings.

Figure 22

Court users were more likely to report a satisfactory experience if they were *treated with courtesy and respect*.



Court users who reported being treated with courtesy and respect were more likely to be satisfied with their overall court experience than court users who reported they were not treated with courtesy and respect (90.9% compared to 26.6%). The experience of first-time court users appeared to be especially sensitive to perceived treatment: of those reporting that being treated with courtesy and respect, 94.7% were satisfied with their experience, compared to only 11.8% of those not treated with courtesy and respect.

Figure 23

Court users were more likely to report a satisfactory experience if they *felt safe in court*.

Court users who felt safe in court were more likely to be satisfied with their overall experience than court users who did not feel safe in court (89.7% compared to 28.4%). Probationers were an exception to this finding, as most probationers who did not feel safe in the courthouse still reported an overall satisfactory court experience (75.0%).

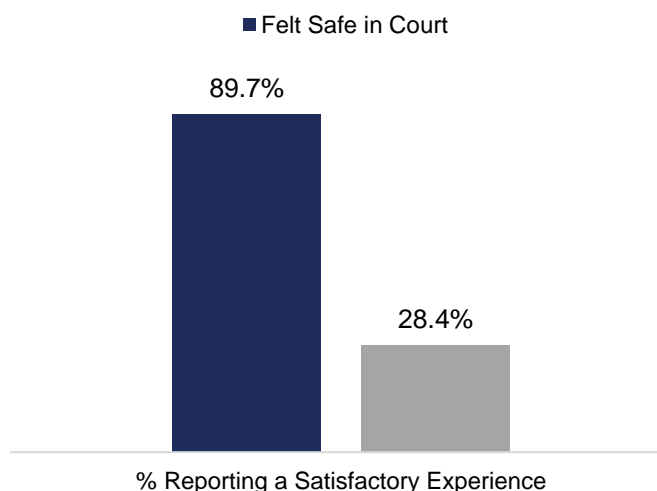
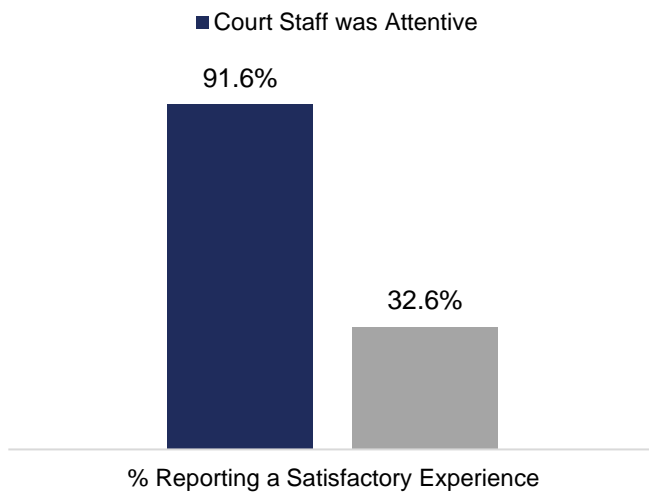


Figure 24

Court users were more likely to report a satisfactory experience if *court staff was attentive*.



Court users who described court staff as attentive were more likely to be satisfied with their overall experience than court users who described staff as not attentive (91.6% compared to 32.6%). As observed in 2017, this finding was exacerbated by the amount of time it took to complete their court business. Court users who were able to complete their business in a shorter time reported greater satisfaction despite encountering inattentive staff.

Figure 25

Court users were more likely to report a satisfactory experience if the court's *hours of operation were reasonable*.

Court users who described the court's hours of operation as reasonable were more likely to be satisfied with their overall experience than court users who did not agree the court's hours of operation were reasonable (90.4% compared to 36.9%).

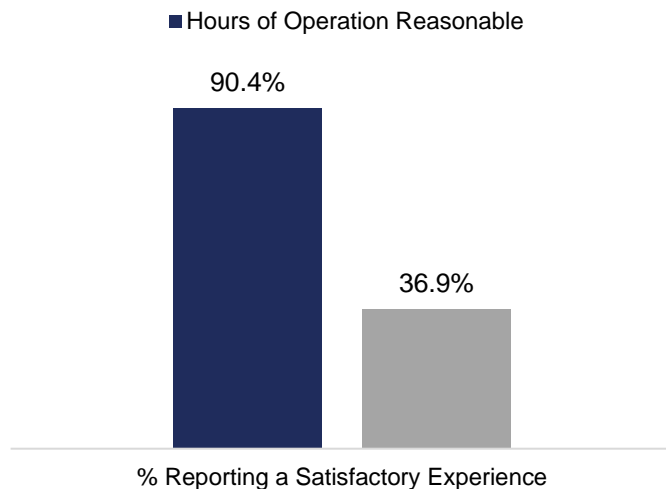
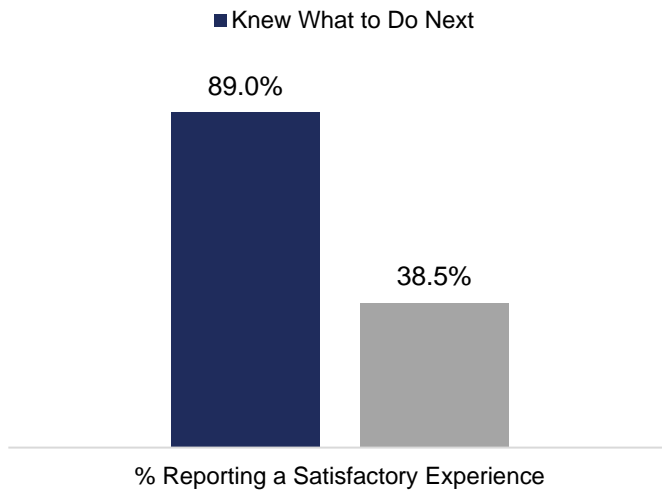


Figure 26

Court users were more likely to report a satisfactory experience if they *knew what to do next about their case*.

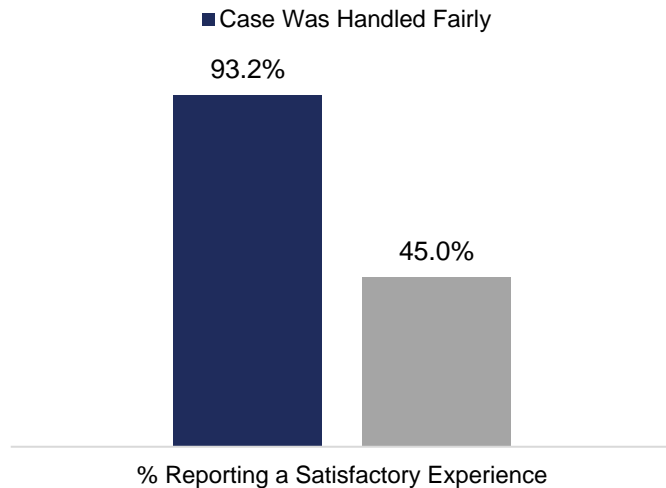


Court users who reported that they knew what to do next about their case were more likely to report a satisfactory experience than court users who did not know what to do next about their case (89.0% compared to 38.5%).

Figure 27

Court users were more likely to report a satisfactory experience if they believed their case *was handled fairly*.

Court users who reported their case was handled fairly were more likely to report a satisfactory experience than court users who did not believe their case was handled fairly (93.2% compared to 45.0%). This was especially true among court users who did not have a lawyer: of those reporting their case was handled fairly, 96.4% of self-represented (no legal representation) court users were satisfied with their experience, compared to 36.8% who did not believe their case was handled fairly.



Section V. Areas of Improvement

Additional analyses were done to identify areas in need of further evaluation or improvement. Findings from the 2023 survey findings identified disparity in ratings by court group, party type, and racial/ethnic group.

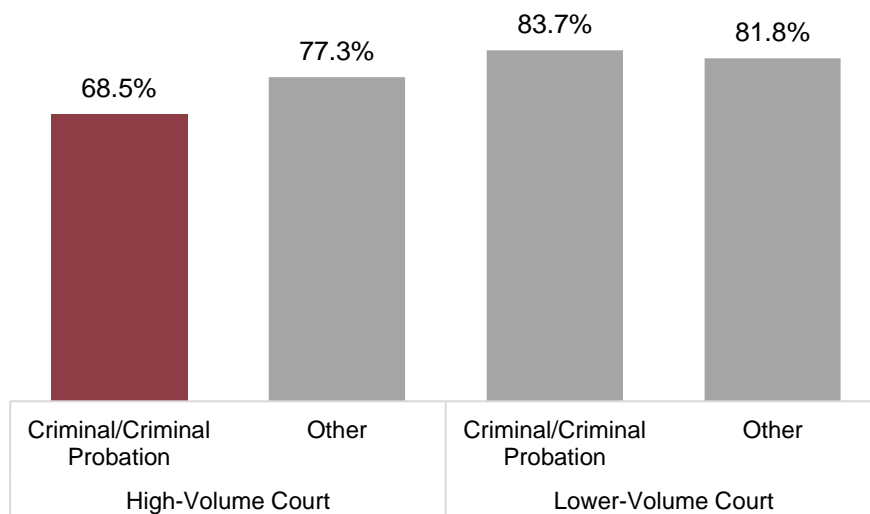
The following section analyzes access and fairness scores in these three areas to identify characteristics of court users with lower rates of agreement. The identified findings below reflect statements with a notable difference in agreement between the analyzed characteristics. These findings, though not exhaustive, may help focus equity concerns for the court to address. Detailed results for each component of these results can be found in Tables 20 through 23 of Appendix B.

Differences in Experience by Court Group

Attorneys and other non-juror court users in high-volume courts were less likely to report that they completed their business in a reasonable amount of time than users in low-volume courts. This was especially true of users attending court for a criminal matter.

Figure 28

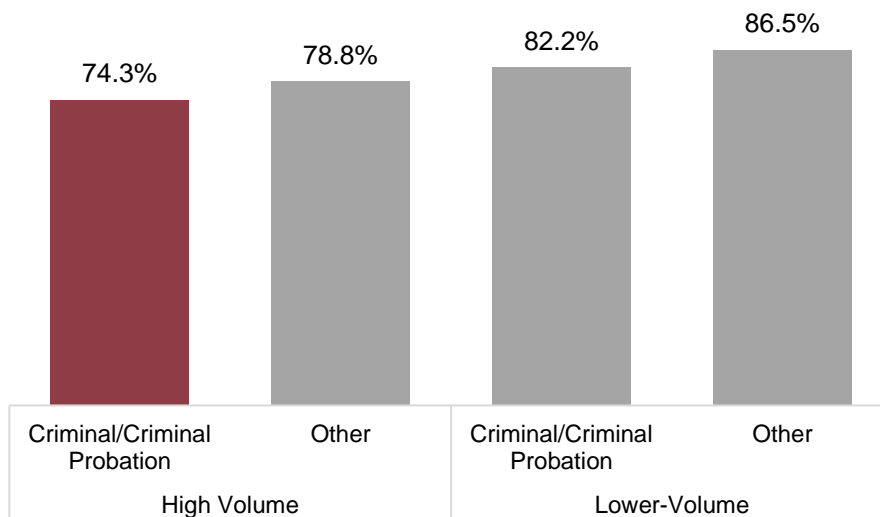
Court users attending court for a criminal matter in high-volume courts were less likely to report their *business was completed in a reasonable time*.



Non-juror court users in high-volume courts were also less likely to agree that they were listened to than users in low-volume courts.

Figure 29

Court users attending court for a criminal matter in a high-volume court were less likely to report their *judicial officer listened to them before making a decision on their case*.

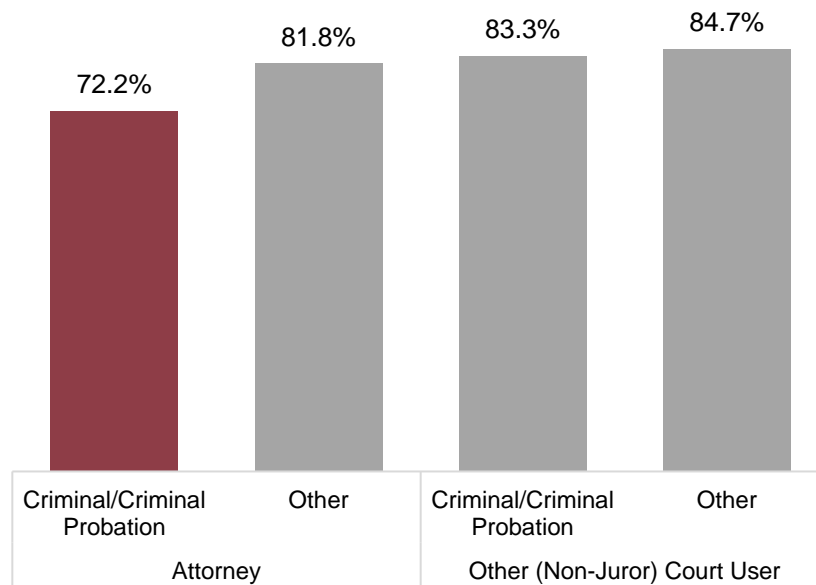


Differences in Experience by Party Type

The 2023 survey also showed differences in the reported experiences of attorneys, jurors, and other court users.

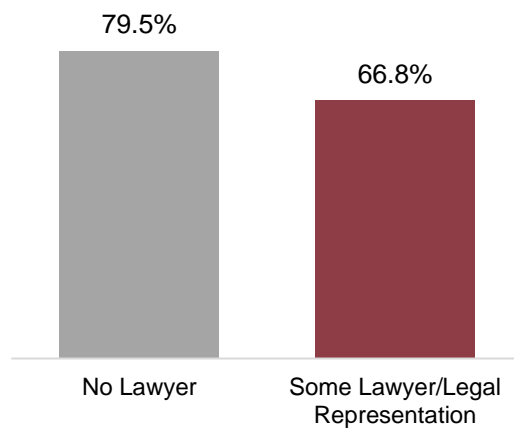
Attorneys, particularly those attending court for a criminal matter, were less likely to report the court made reasonable efforts to remove physical and language barriers than other (non-juror) court users.

Figure 30
Attorneys attending court for a criminal matter were less likely to report the *court makes reasonable efforts to remove physical and language barriers*.



Non-attorney, non-juror court users with some level of legal representation on their case were less likely to agree with measures of fairness than self-represented court users. The proportion of represented court users reporting their case was handled fairly was nearly 10 percentage points lower than self-represented court users.

Figure 31
Court users with legal representation were less likely to report their *case was handled fairly*.

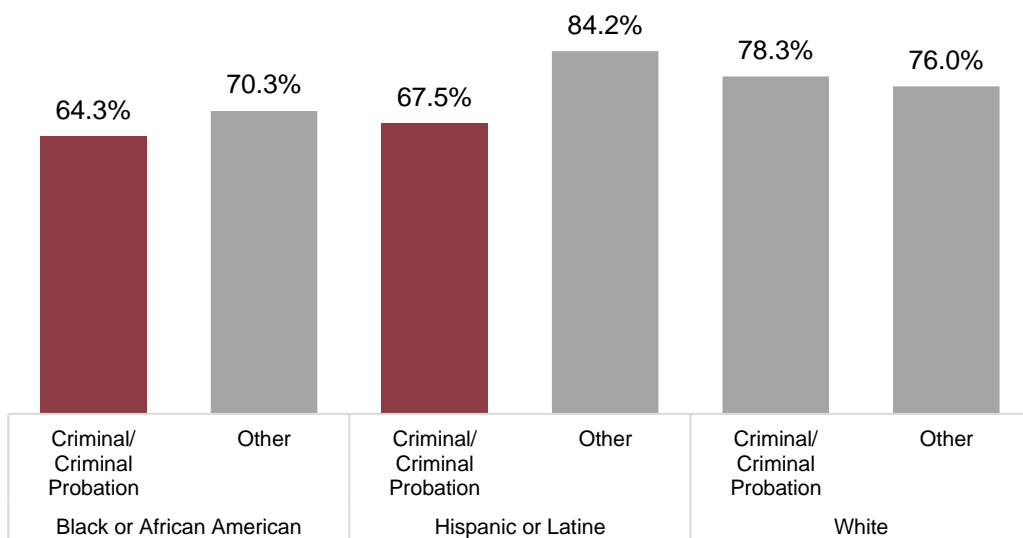


Differences in Experience by Race/Ethnicity

The fairness scores of court users (non-attorneys and non-jurors) varied by race and case type as well. Black/African American and Hispanic/Latine court users attending court for criminal matters were less likely to agree with measures of fairness, including whether the judicial officer listened to them before making a decision on their case.

Figure 32

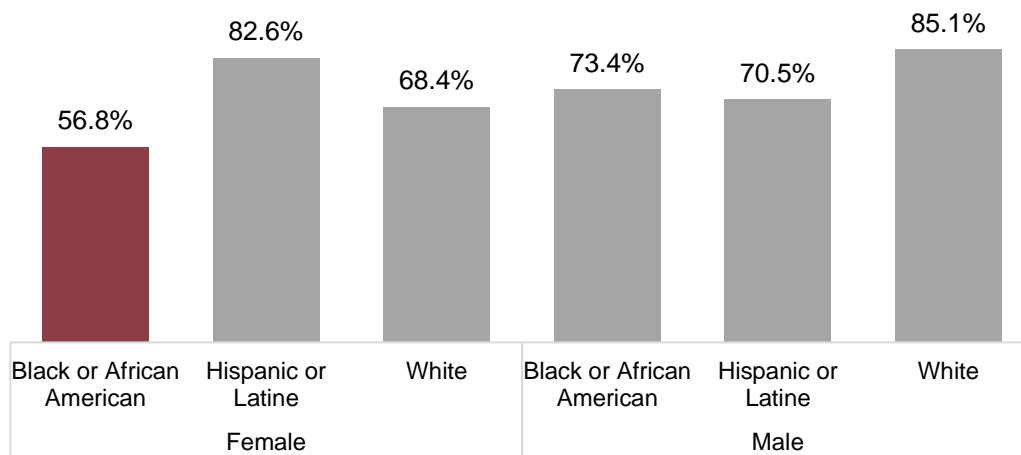
Black/African American and Hispanic/Latine court users attending court for criminal matters were less likely to report their *judicial officer listened to them before making a decision on their case*.



Finally, perceptions of fair treatment varied by race and gender. Black/African American female court users were least likely to agree that their case was handled fairly, followed by White female court users and Hispanic/Latine male court users.

Figure 33

Black or African American female court users were less likely to report their *case was handled fairly*.



Conclusion and Next Steps

The Access and Fairness Survey continues to be a valuable tool for measuring the court's progress towards ensuring justice with dignity and speed. The survey findings show that the Trial Court is succeeding in several areas related to access and fair treatment:

- Upwards of 8 out of 10 court users reported being treated with courtesy and respect, served by attentive court staff, and satisfied with their overall court experience.
- More than 9 out of 10 court users, across race, party type, and courthouse size, reported feeling safe in the courthouse.
- More than 9 out of 10 of attorneys reported being treated with courtesy and respect, that the judicial officer had the information necessary to make a decision on their case, and that they left court knowing what to do next about their case.
- Among resurveyed courts, the access and fairness scores increased or remained the same since the 2017 administration of the survey. Access and fairness scores at lower-volume courts showed the most improvement.

The results of the survey also identify several areas for further attention or study, including:

- Ongoing differences in the court user experience in high-volume and lower-volume courts, including concerns specific to party and case type.
- Lingering racial disparities in the court user experience, particularly in the perception of fair treatment in criminal matters.
- The sensitivity of self-represented court users to fair treatment.

Survey results will be shared within the organization and used to inform and improve court operations and services. Next steps to respond to the survey results include:

- Focus groups to learn more about perceptions of fair treatment, particularly across case type, race, and gender.
- Creation of smaller, targeted surveys to measure progress towards implementing the Trial Court's Strategic Plan and progress towards improving the court user experience.
- Continued emphasis on the importance of courtesy, respect, and efficient service through staff training and communications.
- Expanding the availability of legal aid and self-help services, including the full resumption and expansion of in-person court service centers.

APPENDIX A. SURVEY INSTRUMENT AND ADMINISTRATION

Appendix A includes a copy of the 2023 Access and Fairness Survey and a list of data collection staff.

2023 Access and Fairness Survey

Massachusetts Trial Court: Access and Fairness Survey							
What court department(s) did you visit today? (Check <input checked="" type="checkbox"/> all that apply.) <div style="display: flex; flex-wrap: wrap; padding: 5px;"> <div style="margin-right: 10px;"><input type="checkbox"/> BMC</div> <div style="margin-right: 10px;"><input type="checkbox"/> District</div> <div style="margin-right: 10px;"><input type="checkbox"/> Housing</div> <div style="margin-right: 10px;"><input type="checkbox"/> Juvenile</div> <div style="margin-right: 10px;"><input type="checkbox"/> Probate and Family</div> <div style="margin-right: 10px;"><input type="checkbox"/> Superior</div> <div style="margin-right: 10px;"><input type="checkbox"/> Jury Duty</div> <div style="margin-right: 10px;"><input type="checkbox"/> Court Service Center</div> <div style="margin-right: 10px;"><input type="checkbox"/> Probation</div> </div>							
(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/clerk/chief probation officer today, please complete questions 12-16.							
Section II: Fairness							
	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Not Applicable	
12. The judge/clerk/chief probation officer listened to my side of the story before making a decision.	1	2	3	4	5	n/a	
13. The judge/clerk/chief probation officer 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							
Please select the category below that best describes you. (Check <input checked="" type="checkbox"/> one option.)							
<input type="checkbox"/> Party to a legal matter (e.g. plaintiff/defendant) <input type="checkbox"/> Friend or family member of someone who's involved in court case <input type="checkbox"/> Juror				<input type="checkbox"/> Victim or witness in a court case <input type="checkbox"/> Member of the public <input type="checkbox"/> Attorney or attorney's staff			
Why were you at court today? (Check <input checked="" type="checkbox"/> all that apply.)							
<input type="checkbox"/> Participate in a hearing or trial		<input type="checkbox"/> Watch a hearing or trial		<input type="checkbox"/> Attend a probation visit or class			
<input type="checkbox"/> Search court records		<input type="checkbox"/> File papers or forms		<input type="checkbox"/> Make a payment			
<input type="checkbox"/> Get legal information		<input type="checkbox"/> Restraining order or harassment order		<input type="checkbox"/> Other			
What type of case brought you to the courthouse today? (Check <input checked="" type="checkbox"/> one option.)							
<input type="checkbox"/> Criminal/criminal probation		<input type="checkbox"/> Other		<input type="checkbox"/> Both			
How often are you typically in this courthouse? (Check <input checked="" type="checkbox"/> one option.)							
<input type="checkbox"/> First time in this courthouse		<input type="checkbox"/> Once a year or less		<input type="checkbox"/> Several times a year		<input type="checkbox"/> Regularly	
In order to come to the courthouse today, did you do any of the following? (Check <input checked="" type="checkbox"/> all that apply.)							
<input type="checkbox"/> I arranged for someone to watch child or other family member		<input type="checkbox"/> I asked someone for a ride, took public transportation, or took a taxi or car service					
<input type="checkbox"/> I asked a relative or friend to come with me in case I needed their help		<input type="checkbox"/> I brought someone with me who speaks or understands English better than I do					
<input type="checkbox"/> I took time off work or school							
How much time did you spend at the courthouse today? (Check <input checked="" type="checkbox"/> one option.)							
<input type="checkbox"/> Less than 30 minutes		<input type="checkbox"/> Between 30 minutes to 1 hour		<input type="checkbox"/> Between 1-2 hours		<input type="checkbox"/> Between 2-3 hours	
						<input type="checkbox"/> More than 3 hours	
Did you have a lawyer helping you with your court business? (Check <input checked="" type="checkbox"/> one option.)							
<input type="checkbox"/> I do not have a lawyer or any other representative				<input type="checkbox"/> I have another representative helping me with my case (for example, legal aid or guardian ad litem)			
<input type="checkbox"/> I had a lawyer helping me on this visit, but they're not representing me throughout the whole case				<input type="checkbox"/> I have a lawyer representing me throughout my case			
How do you identify yourself? (Check <input checked="" type="checkbox"/> all that apply.)							
<input type="checkbox"/> American Indian or Alaska native		<input type="checkbox"/> Hispanic or Latino		<input type="checkbox"/> Mixed race			
<input type="checkbox"/> Asian		<input type="checkbox"/> Native Hawaiian or Pacific Islander		<input type="checkbox"/> Other _____			
<input type="checkbox"/> Black or African American		<input type="checkbox"/> White					
What is your gender? (Check <input checked="" type="checkbox"/> one option.)							
<input type="checkbox"/> Female		<input type="checkbox"/> Male		<input type="checkbox"/> Other _____			

Thank you for your consideration!

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APPENDIX B. ADDITIONAL STATISTICAL TABLES

The tables in this appendix present additional information about the characteristics of survey respondents and detailed information about the survey results.

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Table 7. In order to come to the courthouse today, did you make any of the following accommodations?
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Table 1. Number of Court Users, Courthouse Visited

	2023	
	Count	Percent
Attleboro District Court (D, J)	24	1.7%
Barnstable District Court (D, H, J)	43	3.1%
BMC - Central Division (BMC, H, J, P)	93	6.6%
BMC - Dorchester Division (BMC, J)	48	3.4%
BMC - East Boston Division (BMC)	20	1.4%
Brockton Court Complex (D, H, J, P)	58	4.1%
Dudley District Court (D, J)	27	1.9%
Eastern Hampshire District Court (D)	24	1.7%
Fall River Court Complex (D, S)	75	5.4%
Framingham/Natick District Court (D)	31	2.2%
Greenfield Court Complex (D, H, J, P, S)	42	3.0%
Haverhill District Court (D)	40	2.9%
Lawrence Court Complex (D, H, J, P)	50	3.6%
Lowell Judicial Center (D, H, J, P, S)	139	9.9%
Lynn District Court (D)	48	3.4%
Malden/Cambridge District Court (D)	42	3.0%
New Bedford District Court (D, J)	32	2.3%
Pittsfield District Court (D)	23	1.6%
Plymouth Court Complex (D, H, J, P, S)	69	4.9%
Quincy District Court (D, J)	27	1.9%
Salem Court Complex (D, H, J, S)	58	4.1%
Springfield Court Complex (D, H, J, P, S)	139	9.9%
Taunton Court Complex (D, J, P)	59	4.2%
Woburn District Court (D)	33	2.4%
Worcester Trial Court (D, H, J, P, S)	155	11.1%
Number of Surveys	1,399	

BMC is abbreviated for Boston Municipal Court, D is abbreviated for District Court, H is abbreviated for Housing Court, J is abbreviated for Juvenile Court, P is abbreviated for Probate and Family Court, and S is abbreviated for Superior Court.

Table 2. Number of Court Users, Department Visited

	2023	
	Count	Percent
Boston Municipal Court	52	3.7%
District Court	608	43.5%
Housing Court	50	3.6%
Juvenile Court	79	5.6%
Probate and Family Court	151	10.8%
Superior Court	44	3.1%
Trial Court Jurors	315	22.5%
Massachusetts Probation Service	61	4.4%
Court Service Center	14	1.0%
No Department Identified	137	9.8%
One Department Visited	1,163	83.1%
Two or More Departments Visited	99	7.1%
Number of Surveys	1,399	

Table 3. Please select the category that best describes you.

	2023	
	Count	Percent
Attorney or attorney's staff	335	23.9%
Friend or family member of someone who's involved in court case	103	7.4%
Juror	194	13.9%
Member of the public	72	5.1%
Party to a legal matter (e.g., plaintiff/defendant)	430	30.7%
Victim or witness in a court case	93	6.6%
Not reported	172	12.3%

Table 4. Why were you at court today?

	2023	
	Count	Percent
Participate in a hearing or trial	673	48.1%
Watch a hearing or trial	91	6.5%
Attend a probation visit or class	49	3.5%
Search court records	31	2.2%
File papers or forms	147	10.5%
Make a payment	24	1.7%
Get legal information	82	5.9%
Restraining order or harassment order	54	3.9%
Other	218	15.6%
Not reported	192	13.7%
One Purpose Identified	1,081	77.3%
Two or More Purposes Identified	126	9.0%

Table 5. What type of case brought you to the courthouse today? (Non-Jurors)

	2023	
	Count	Percent
Criminal/Criminal probation	482	44.5%
Other	504	46.5%
Both	29	2.7%
Not reported	69	6.4%

Table 6. How often are you typically in this courthouse?

	2023	
	Count	Percent
First time in this courthouse	312	22.3%
Once a year or less	302	21.6%
Regularly	377	26.9%
Several times a year	212	15.2%
Not reported	196	14.0%

Table 7. In order to come to the courthouse today, did you make any of the following accommodations?

	2023	
	Count	Percent
I arranged for someone to watch child or other family member	149	10.7%
I asked someone for a ride, took public transportation, or took a taxi or car service	192	13.7%
I asked a relative or friend to come with me in case I needed their help	94	6.7%
I brought someone with me who speaks or understands English better than I do	18	1.3%
I took time off work or school	441	31.5%
At least one accommodation	722	51.6%

Table 8. How much time did you spend at the courthouse today?

	2023	
	Count	Percent
Less than 30 minutes	196	14.0%
Between 30 minutes to 1 hour	218	15.6%
Between 1-2 hours	294	21.0%
Between 2-3 hours	224	16.0%
More than 3 hours	219	15.7%
Not reported	248	17.7%

Table 9. Did you have a lawyer helping you with your court business?

	2023	
	Count	Percent
No lawyer	374	49.9%
Some legal representative (e.g., legal aid, guardian ad litem)	24	3.2%
Lawyer on this visit, but not throughout case	39	5.2%
I have a lawyer	190	25.4%
Not reported	122	16.3%

Table 10. How do you identify yourself?

	2023	
	Count	Percent
American Indian or Alaska Native	10	0.7%
Asian	29	2.1%
Black or African American	158	11.3%
Hispanic or Latine	204	14.6%
Native Hawaiian or Other Pacific Islander	4	0.3%
White	768	54.9%
Another Race	30	2.1%
Mixed Race	52	3.7%
Not reported	144	10.3%

Another Race respondents include court users who identified as some other race.

Table 11. What is your gender?

	2023	
	Count	Percent
Female	552	39.5%
Male	681	48.7%
Nonbinary/Another Gender	15	1.1%
Not Reported	151	10.8%

Table 12. Access and Fairness Index, Courthouse

	2023			
	Access Index	Number of Surveys	Fairness Index	Number of Surveys
Attleboro District Court (D, J)	94.1%	24	89.9%	18
Barnstable District Court (D, H, J)	81.3%	43	85.2%	38
BMC - Central Division (BMC, H, J, P)	86.3%	93	74.9%	53
BMC - Dorchester Division (BMC, J)	76.2%	48	67.5%	44
BMC - East Boston Division (BMC)	89.7%	20	98.8%	17
Brockton Court Complex (D, H, J, P)	81.8%	57	76.2%	47
Dudley District Court (D, J)	82.2%	27	72.3%	26
Eastern Hampshire District Court (D)	80.3%	24	71.4%	21
Fall River Court Complex (D, S)	82.7%	75	75.4%	64
Framingham/Natick District Court (D)	97.5%	31	95.2%	28
Greenfield Court Complex (D, H, J, P, S)	91.1%	42	86.3%	42
Haverhill District Court (D)	91.9%	40	91.2%	34
Lawrence Court Complex (D, H, J, P)	83.4%	50	83.8%	46
Lowell Judicial Center (D, H, J, P, S)	88.3%	138	83.7%	78
Lynn District Court (D)	87.9%	48	82.6%	47
Malden/Cambridge District Court (D)	82.9%	42	90.5%	39
New Bedford District Court (D, J)	79.0%	32	76.5%	31
Pittsfield District Court (D)	82.1%	23	84.7%	22
Plymouth Court Complex (D, H, J, P, S)	90.4%	69	90.4%	48
Quincy District Court (D, J)	93.5%	27	87.7%	23
Salem Court Complex (D, H, J, S)	91.4%	58	83.6%	46
Springfield Court Complex (D, H, J, P, S)	86.9%	139	80.8%	63
Taunton Court Complex (D, J, P)	92.5%	59	85.1%	53
Woburn District Court (D)	93.0%	33	84.9%	33
Worcester Trial Court (D, H, J, P, S)	84.8%	155	81.6%	98

Table 13. Comparison to Overall Access and Fairness Scores, Resurveyed Courthouses, 2017 and 2023

	Access Index			Fairness Index		
	2017	2023	Difference	2017	2023	Difference
BMC - Central Division (BMC, H, J, P)	81.7%	86.3%	4.6%	76.7%	74.9%	-1.8%
BMC - Dorchester Division (BMC, J)	81.7%	76.2%	-5.5%	76.9%	67.5%	-9.4%
Brockton Court Complex (D, H, J, P)	85.9%	81.8%	-4.1%	82.1%	76.2%	-5.9%
Fall River Court Complex (D, S)	86.4%	82.7%	-3.7%	78.9%	75.4%	-3.5%
Framingham/Natick District Court (D)	89.4%	97.5%	8.1%	97.0%	95.2%	-1.8%
Greenfield Court Complex (D, H, J, P, S)	87.7%	91.1%	3.4%	83.7%	86.3%	2.6%
Lawrence Court Complex (D, H, J, P)	89.5%	83.4%	-6.1%	87.8%	83.8%	-4.0%
Lynn District Court (D)	84.7%	87.9%	3.2%	76.3%	82.6%	6.3%
New Bedford District Court (D, J)	80.8%	79.0%	-1.8%	82.7%	76.5%	-6.2%
Pittsfield District Court (D)	79.2%	82.1%	2.9%	80.8%	84.7%	3.9%
Plymouth Court Complex (D, H, J, P, S)	82.3%	90.4%	8.1%	76.6%	90.4%	13.8%
Quincy District Court (D, J)	86.5%	93.5%	7.0%	87.9%	87.7%	-0.2%
Salem Court Complex (D, H, J, S)	85.4%	91.4%	6.0%	77.4%	83.6%	6.2%
Springfield Court Complex (D, H, J, P, S)	86.5%	86.9%	0.4%	78.8%	80.8%	2.0%
Taunton Court Complex (D, J, P)	81.6%	92.5%	10.9%	78.6%	85.1%	6.5%
Woburn District Court (D)	89.5%	93.0%	3.5%	84.2%	84.9%	0.7%
Worcester Trial Court (D, H, J, P, S)	85.9%	84.8%	-1.1%	80.9%	81.6%	0.7%

Table 14. Access and Fairness Index and Statements, Departments, Percent Agree/Strongly Agree

	2023				
	Boston Municipal Court	District Court	Housing Court	Juvenile Court	Probate and Family Court
Overall Access Index	80.9%	85.3%	81.5%	84.6%	87.7%
Finding court was easy	86.3%	91.6%	91.8%	93.6%	93.2%
Felt safe in court	84.6%	90.8%	88.0%	94.9%	95.9%
Made reasonable efforts to remove barriers	77.6%	79.0%	82.9%	81.9%	86.9%
Easily found the courtroom or office needed	84.3%	89.6%	85.4%	85.9%	91.2%
Court staff was attentive	86.3%	87.8%	81.6%	91.1%	90.4%
Treated with courtesy and respect	86.3%	89.5%	84.0%	91.1%	90.5%
Forms clear and easy to understand	78.6%	83.9%	70.7%	83.3%	79.3%
Completed business in a reasonable time	73.5%	77.0%	75.0%	64.5%	79.5%
Hours of operation reasonable	84.0%	89.0%	85.1%	88.6%	94.5%
Website was useful	55.6%	68.9%	55.6%	63.4%	73.9%
Overall experience at court satisfactory	84.3%	83.0%	83.0%	80.8%	82.6%
Completed Surveys	52	608	50	79	150
Overall Fairness Index	79.1%	82.9%	74.0%	87.8%	79.4%
Judicial officer listened before making a decision	73.3%	80.2%	62.1%	87.3%	76.5%
Judicial officer had information necessary to make decision	76.6%	84.2%	67.9%	86.4%	83.1%
Treated with same courtesy and respect	85.4%	85.9%	80.0%	89.2%	83.7%
Case was handled fairly	72.9%	77.6%	71.9%	82.1%	69.2%
Know what to do next about my case	87.0%	86.3%	86.7%	93.4%	84.3%
Completed Surveys	48	554	39	72	113

Table 14. Access and Fairness Index and Statements, Departments, Percent Agree/Strongly Agree (continued)

	2023				
	Superior Court	Probation	Jurors	Two or More Departments	All Court Users
Overall Access Index	82.8%	89.0%	91.0%	85.1%	86.7%
Finding court was easy	93.2%	93.4%	93.5%	94.8%	92.3%
Felt safe in court	86.0%	93.4%	95.5%	92.9%	92.2%
Made reasonable efforts to remove barriers	74.4%	91.7%	86.6%	80.9%	82.5%
Easily found the courtroom or office needed	97.6%	90.2%	92.9%	92.9%	90.3%
Court staff was attentive	81.8%	88.5%	96.5%	87.8%	89.1%
Treated with courtesy and respect	88.4%	93.3%	96.8%	89.9%	90.7%
Forms clear and easy to understand	84.4%	86.5%	96.1%	79.3%	87.1%
Completed business in a reasonable time	69.0%	82.0%	78.9%	71.9%	76.6%
Hours of operation reasonable	92.7%	95.0%	90.7%	90.7%	89.9%
Website was useful	53.8%	66.7%	75.7%	62.9%	70.5%
Overall experience at court satisfactory	79.5%	88.3%	91.0%	82.7%	84.8%
Completed Surveys	44	61	314	99	1,397
Overall Fairness Index	72.1%	87.4%	-	79.7%	82.3%
Judicial officer listened before making a decision	70.6%	82.6%	-	76.1%	78.5%
Judicial officer had information necessary to make decision	70.6%	91.7%	-	82.7%	82.7%
Treated with same courtesy and respect	69.4%	90.2%	-	80.2%	86.1%
Case was handled fairly	65.6%	78.3%	-	69.9%	76.8%
Know what to do next about my case	86.2%	93.6%	-	89.3%	86.6%
Completed Surveys	40	55	-	83	1,059

Figures for All Court Users include respondents who did not select a court department.

Table 15. Access and Fairness Index and Statements, Gender, Percent Agree/Strongly Agree

	2023	
	Female	Male
Overall Access Index	85.6%	87.1%
Finding court was easy	92.1%	93.1%
Felt safe in court	92.0%	92.2%
Made reasonable efforts to remove barriers	80.7%	83.6%
Easily found the courtroom or office needed	89.4%	90.6%
Court staff was attentive	87.8%	89.1%
Treated with courtesy and respect	89.6%	90.7%
Forms clear and easy to understand	85.9%	86.6%
Completed business in a reasonable time	72.5%	79.5%
Hours of operation reasonable	89.9%	90.5%
Website was useful	71.0%	70.0%
Overall experience at court satisfactory	83.7%	85.2%
Completed Surveys	552	680
Overall Fairness Index	78.7%	84.8%
Judicial officer listened before making a decision	74.4%	81.4%
Judicial officer had information necessary to make decision	79.0%	85.2%
Treated with same courtesy and respect	82.8%	88.4%
Case was handled fairly	73.7%	78.8%
Know what to do next about my case	83.2%	89.3%
Completed Surveys	434	573

Table 16. Access and Fairness Index and Statements, Case Type, Percent Agree/Strongly Agree

	2023		
	Criminal/Criminal probation	Other	Both
Overall Access Index	84.5%	87.1%	90.9%
Finding court was easy	92.7%	92.4%	91.5%
Felt safe in court	90.9%	92.2%	95.7%
Made reasonable efforts to remove barriers	79.9%	84.0%	88.1%
Easily found the courtroom or office needed	88.7%	89.9%	91.7%
Court staff was attentive	85.7%	89.5%	91.7%
Treated with courtesy and respect	87.6%	90.4%	97.9%
Forms clear and easy to understand	84.9%	86.2%	88.6%
Completed business in a reasonable time	73.6%	78.4%	81.4%
Hours of operation reasonable	90.0%	89.7%	95.8%
Website was useful	66.5%	72.0%	80.6%
Overall experience at court satisfactory	81.4%	86.2%	93.2%
Completed Surveys	532	569	48
Overall Fairness Index	80.6%	84.4%	75.0%
Judicial officer listened before making a decision	76.4%	81.5%	71.0%
Judicial officer had information necessary to make decision	81.4%	84.4%	75.0%
Treated with same courtesy and respect	83.8%	88.0%	81.1%
Case was handled fairly	74.4%	79.6%	70.0%
Know what to do next about my case	86.3%	87.7%	76.7%
Completed Surveys	482	470	41

Table 17. Access and Fairness Index and Statements, Frequency of Court Visit, Percent Agree/Strongly Agree

	2023			
	First time in this courthouse	Once a year or less	Several times a year	Regularly
Overall Access Index	89.2%	86.6%	84.8%	85.3%
Finding court was easy	91.6%	93.3%	93.8%	92.2%
Felt safe in court	93.2%	92.9%	90.9%	90.9%
Made reasonable efforts to remove barriers	86.4%	85.0%	81.4%	78.9%
Easily found the courtroom or office needed	89.9%	89.6%	90.0%	90.9%
Court staff was attentive	92.1%	88.6%	86.1%	86.7%
Treated with courtesy and respect	93.8%	89.0%	86.6%	89.2%
Forms clear and easy to understand	90.3%	86.0%	83.3%	84.2%
Completed business in a reasonable time	81.1%	78.1%	77.0%	72.8%
Hours of operation reasonable	88.8%	90.8%	88.8%	92.3%
Website was useful	79.4%	70.2%	65.3%	67.2%
Overall experience at court satisfactory	90.1%	81.8%	80.2%	85.6%
Completed Surveys	312	301	212	377
Overall Fairness Index	86.4%	78.9%	77.2%	85.0%
Judicial officer listened before making a decision	82.6%	73.1%	73.6%	82.7%
Judicial officer had information necessary to make decision	84.1%	77.6%	78.3%	87.3%
Treated with same courtesy and respect	91.1%	86.1%	81.3%	85.6%
Case was handled fairly	83.9%	72.6%	70.2%	78.3%
Know what to do next about my case	89.4%	83.8%	81.5%	91.2%
Completed Surveys	224	235	191	352

Table 18. Access and Fairness Index and Statements, Accommodations Made to Come to Court, Percent Agree/Strongly Agree

	2023						
	Watch child or family member	Transportation assistance	Brought someone for help	Brought someone for English assistance	Took time off work or school	Made at least one accommodation	No accommodation reported
Overall Access Index	82.3%	81.5%	80.0%	90.0%	86.0%	84.9%	88.5%
Finding court was easy	91.2%	88.8%	85.9%	100.0%	93.1%	92.0%	92.7%
Felt safe in court	88.5%	89.3%	82.4%	100.0%	90.7%	90.8%	93.8%
Made reasonable efforts to remove barriers	77.6%	77.6%	78.0%	70.6%	84.4%	82.8%	82.2%
Easily found the courtroom or office needed	82.8%	88.3%	84.8%	100.0%	89.5%	88.1%	92.6%
Court staff was attentive	84.8%	85.3%	81.5%	88.9%	88.1%	87.3%	91.0%
Treated with courtesy and respect	86.4%	86.2%	80.6%	94.4%	88.3%	88.1%	93.5%
Forms clear and easy to understand	81.7%	81.9%	79.5%	88.2%	87.2%	85.1%	89.3%
Completed business in a reasonable time	69.0%	71.2%	71.1%	77.8%	76.9%	75.0%	78.5%
Hours of operation reasonable	87.0%	83.2%	87.8%	88.9%	89.1%	87.9%	92.0%
Website was useful	70.3%	54.7%	66.1%	92.3%	72.6%	69.0%	72.3%
Overall experience at court satisfactory	80.6%	78.3%	76.7%	88.9%	80.7%	81.7%	88.2%
Completed Surveys	149	191	93	18	440	721	676
Overall Fairness Index	72.8%	74.7%	67.3%	84.8%	78.2%	77.2%	89.0%
Judicial officer listened before making a decision	68.6%	70.6%	57.7%	81.3%	74.6%	73.0%	85.8%
Judicial officer had information necessary to make decision	71.6%	75.2%	70.0%	87.5%	78.2%	77.3%	89.7%
Treated with same courtesy and respect	78.1%	81.2%	72.8%	94.1%	84.1%	82.6%	90.7%
Case was handled fairly	65.4%	66.7%	61.8%	76.9%	71.6%	70.3%	85.5%
Know what to do next about my case	79.6%	78.4%	73.1%	82.4%	81.4%	81.9%	93.2%
Completed Surveys	129	149	85	18	333	579	480

Table 19. Access and Fairness Index and Statements, Time Spent in Court, Percent Agree/Strongly Agree

	2023				
	Less than 30 minutes	Between 30 minutes to 1 hour	Between 1-2 hours	Between 2-3 hours	More than 3 hours
Overall Access Index	91.6%	88.9%	85.4%	84.1%	82.5%
Finding court was easy	92.7%	95.3%	91.0%	91.3%	94.5%
Felt safe in court	94.3%	92.5%	91.0%	91.0%	91.3%
Made reasonable efforts to remove barriers	93.5%	87.3%	76.8%	79.0%	79.4%
Easily found the courtroom or office needed	93.7%	91.6%	86.6%	89.9%	89.7%
Court staff was attentive	92.2%	90.7%	86.9%	83.9%	87.5%
Treated with courtesy and respect	94.9%	91.1%	89.7%	87.1%	86.5%
Forms clear and easy to understand	85.6%	87.1%	86.9%	84.8%	83.4%
Completed business in a reasonable time	91.1%	83.9%	78.4%	71.2%	57.4%
Hours of operation reasonable	94.2%	92.1%	89.8%	89.2%	86.4%
Website was useful	79.1%	70.8%	69.0%	69.0%	64.0%
Overall experience at court satisfactory	90.1%	88.1%	85.7%	82.2%	77.3%
Completed Surveys	196	217	294	224	219
Overall Fairness Index	83.0%	84.5%	82.4%	83.6%	75.7%
Judicial officer listened before making a decision	80.4%	82.1%	78.4%	77.2%	72.6%
Judicial officer had information necessary to make decision	84.2%	81.1%	83.7%	86.0%	75.9%
Treated with same courtesy and respect	87.2%	89.4%	86.4%	88.1%	77.6%
Case was handled fairly	77.1%	80.0%	78.7%	77.8%	65.3%
Know what to do next about my case	85.0%	88.6%	84.0%	88.4%	87.3%
Completed Surveys	163	187	265	199	179

Table 20. Access and Fairness Index and Statements, Court Group and Case Type, Percent Agree/Strongly Agree

2023				
	High-Volume Courts		Lower-Volume Courts	
	Criminal/Criminal Probation	Other	Criminal/Criminal Probation	Other
Overall Access Index	81.9%	86.5%	88.9%	87.6%
Finding court was easy	91.7%	92.9%	94.2%	90.4%
Felt safe in court	89.0%	93.3%	93.6%	89.0%
Made reasonable efforts to remove barriers	77.7%	83.4%	81.7%	85.5%
Easily found the courtroom or office needed	86.4%	90.5%	93.6%	90.2%
Court staff was attentive	82.4%	87.9%	90.1%	91.3%
Treated with courtesy and respect	85.4%	88.9%	90.6%	92.2%
Forms clear and easy to understand	81.3%	85.0%	90.0%	84.4%
Completed business in a reasonable time	68.5%	77.3%	83.7%	81.8%
Hours of operation reasonable	89.7%	90.2%	90.7%	88.9%
Website was useful	61.1%	68.9%		
Overall experience at court satisfactory	77.8%	84.8%	87.0%	88.1%
Completed Surveys	341	375	141	128
Overall Fairness Index	78.2%	82.8%	85.7%	87.3%
Judicial officer listened before making a decision	74.3%	78.8%	82.2%	86.5%
Judicial officer had information necessary to make decision	79.7%	83.2%	85.3%	86.4%
Treated with same courtesy and respect	79.6%	86.0%	91.7%	91.3%
Case was handled fairly	71.2%	78.1%	81.1%	82.0%
Know what to do next about my case	85.9%	87.2%	87.4%	89.2%
Completed Surveys	320	312	133	119

Chart does not include jurors or court users who were in court for both criminal and other matters due to low sample size.

Table 21. Access and Fairness Index and Statements, Party Type and Case Type, Percent Agree/Strongly Agree

	2023					
	Attorney		Juror		Court User	
	Criminal/ Criminal Probation	Other	Criminal/ Criminal Probation	Other	Criminal/ Criminal Probation	Other
Overall Access Index	82.0%	88.3%	90.1%	89.3%	85.2%	86.2%
Finding court was easy	91.1%	92.1%	96.0%	93.8%	93.2%	92.3%
Felt safe in court	90.8%	92.4%	96.0%	92.3%	90.0%	92.1%
Made reasonable efforts to remove barriers	72.2%	81.8%	90.7%	84.1%	83.3%	84.7%
Easily found the courtroom or office needed	85.6%	93.8%	90.0%	86.2%	90.4%	89.2%
Court staff was attentive	84.0%	93.2%	96.0%	95.3%	85.0%	87.2%
Treated with courtesy and respect	88.0%	94.7%	94.0%	95.4%	86.2%	88.0%
Forms clear and easy to understand	81.4%	89.9%	91.7%	95.2%	85.7%	83.3%
Completed business in a reasonable time	69.1%	71.5%	80.5%	78.6%	75.4%	80.9%
Hours of operation reasonable	91.1%	96.1%	89.6%	88.9%	89.3%	87.6%
Website was useful	55.6%	66.3%	66.7%	79.2%	74.4%	72.5%
Overall experience at court satisfactory	83.0%	91.5%	90.0%	90.3%	79.0%	83.6%
Completed Surveys	187	134	50	66	295	369
Overall Fairness Index	85.3%	93.5%	-	-	77.1%	80.3%
Judicial officer listened before making a decision	82.1%	93.3%	-	-	72.7%	76.1%
Judicial officer had information necessary to make decision	87.7%	94.4%	-	-	76.8%	80.0%
Treated with same courtesy and respect	84.0%	93.5%	-	-	82.6%	85.1%
Case was handled fairly	80.3%	89.4%	-	-	70.1%	75.2%
Know what to do next about my case	93.3%	96.9%	-	-	82.4%	84.3%
Completed Surveys	177	121	-	-	276	310

Table 22. Access and Fairness Index and Statements, Gender and Race, Percent Agree/Strongly Agree

2023						
	Female			Male		
	Black or African American	Hispanic or Latine	White	Black or African American	Hispanic or Latine	White
Overall Access Index	82.4%	86.1%	86.6%	84.4%	88.0%	87.9%
Finding court was easy	88.7%	86.5%	93.9%	93.7%	91.8%	95.8%
Felt safe in court	88.7%	88.9%	91.9%	92.4%	95.3%	92.1%
Made reasonable efforts to remove barriers	78.7%	84.1%	85.2%	82.1%	77.5%	88.9%
Easily found the courtroom or office needed	83.7%	90.5%	91.8%	87.2%	92.9%	91.6%
Court staff was attentive	80.8%	86.1%	89.3%	83.3%	92.9%	88.0%
Treated with courtesy and respect	84.9%	85.1%	89.3%	88.5%	91.6%	89.0%
Forms clear and easy to understand	82.2%	86.8%	81.0%	81.5%	88.4%	85.5%
Completed business in a reasonable time	78.0%	79.2%	78.7%	79.5%	80.7%	81.4%
Hours of operation reasonable	88.5%	89.0%	86.6%	84.6%	90.4%	91.3%
Website was useful	72.4%	83.3%	74.7%	70.7%	71.7%	71.7%
Overall experience at court satisfactory	74.5%	86.3%	82.8%	76.9%	88.0%	83.8%
Completed Surveys	53	74	150	79	88	166
Overall Fairness Index	65.6%	84.6%	72.7%	81.1%	80.8%	87.7%
Judicial officer listened before making a decision	57.6%	82.6%	66.3%	72.7%	76.3%	85.0%
Judicial officer had information necessary to make decision	66.7%	86.0%	70.0%	81.0%	83.3%	87.9%
Treated with same courtesy and respect	76.9%	84.6%	81.5%	90.6%	87.1%	88.1%
Case was handled fairly	56.8%	82.6%	68.4%	73.4%	70.5%	85.1%
Know what to do next about my case	68.4%	87.2%	75.8%	86.4%	85.1%	91.9%
Completed Surveys	41	59	129	72	77	147

Chart does not include court users who identified their gender identity as nonbinary and/or court users who identified their race as American Indian or Alaska Native, Asian, Native Hawaiian or Pacific Islander, multiracial, or some other race due to low sample size. Chart also does not include court users for whom gender and/or race was not reported.

Table 23. Access and Fairness Index and Statements, Legal Representation, Percent Agree/Strongly Agree

	2023			
	No lawyer	Some legal representative (e.g., legal aid, guardian ad litem)	Lawyer on this visit, but not throughout case	I have a lawyer
Overall Access Index	86.6%	80.7%	81.5%	83.5%
Finding court was easy	93.2%	91.3%	87.2%	92.6%
Felt safe in court	92.4%	87.5%	87.2%	88.4%
Made reasonable efforts to remove barriers	85.0%	76.2%	82.9%	83.9%
Easily found the courtroom or office needed	89.4%	87.5%	86.8%	89.3%
Court staff was attentive	86.8%	79.2%	82.1%	84.6%
Treated with courtesy and respect	88.1%	81.8%	84.6%	85.1%
Forms clear and easy to understand	81.6%	77.3%	78.1%	87.5%
Completed business in a reasonable time	81.0%	69.6%	74.4%	71.4%
Hours of operation reasonable	90.7%	75.0%	81.6%	87.2%
Website was useful	73.6%	83.3%	65.2%	67.3%
Overall experience at court satisfactory	84.1%	79.2%	79.5%	74.9%
Completed Surveys	373	24	39	190
Overall Fairness Index	80.0%	63.9%	76.2%	75.6%
Judicial officer listened before making a decision	76.4%	58.8%	64.3%	70.9%
Judicial officer had information necessary to make decision	80.6%	64.7%	75.0%	74.5%
Treated with same courtesy and respect	82.4%	75.0%	80.6%	83.3%
Case was handled fairly	75.9%	52.9%	71.0%	67.5%
Know what to do next about my case	84.2%	68.8%	89.7%	80.8%
Completed Surveys	318	18	34	185

Chart does not include court users who were attorneys or jurors.

Table 24. Access and Fairness Index and Statements, Party Type and Race, Percent Agree/Strongly Agree

	2023								
	Attorney			Juror			Court User		
	Black or African American	Hispanic or Latine	White	Black or African American	Hispanic or Latine	White	Black or African American	Hispanic or Latine	White
Overall Access Index	82.3%	76.9%	85.9%	84.5%	81.4%	91.6%	83.5%	86.7%	87.0%
Finding court was easy	88.9%	93.8%	91.1%	100.0%	91.7%	95.6%	90.7%	89.6%	94.9%
Felt safe in court	81.8%	100.0%	91.7%	100.0%	91.7%	95.6%	90.7%	91.7%	91.8%
Made reasonable efforts to remove barriers	81.8%	62.5%	78.0%	87.5%	75.0%	89.0%	79.8%	80.0%	87.2%
Easily found the courtroom or office needed	90.9%	76.5%	89.0%	100.0%	83.3%	89.0%	85.8%	91.7%	90.8%
Court staff was attentive	80.0%	88.2%	90.2%	87.5%	91.7%	96.7%	81.9%	88.8%	87.8%
Treated with courtesy and respect	72.7%	88.2%	92.8%	100.0%	91.7%	95.6%	86.4%	87.4%	88.5%
Forms clear and easy to understand	90.0%	50.0%	85.6%	87.5%	90.9%	94.3%	82.7%	86.5%	84.7%
Completed business in a reasonable time	72.7%	70.6%	70.8%	66.7%	72.7%	81.8%	80.0%	80.1%	79.4%
Hours of operation reasonable	100.0%	82.4%	93.9%	57.1%	66.7%	94.4%	86.2%	89.5%	88.7%
Website was useful	50.0%	22.2%	63.1%	42.9%	54.5%	80.0%	71.2%	77.2%	73.2%
Overall experience at court satisfactory	90.9%	75.0%	89.2%	87.5%	83.3%	91.0%	76.7%	87.5%	82.8%
Completed Surveys	11	17	256	8	12	92	118	147	297
Overall Fairness Index	78.9%	87.7%	90.0%	-	-	-	75.3%	81.4%	81.4%
Judicial officer listened before making a decision	87.5%	85.7%	87.5%	-	-	-	67.1%	77.3%	77.1%
Judicial officer had information necessary to make decision	83.3%	92.9%	90.3%	-	-	-	76.2%	83.5%	80.0%
Treated with same courtesy and respect	62.5%	85.7%	89.9%	-	-	-	85.3%	85.2%	85.7%
Case was handled fairly	75.0%	81.8%	86.7%	-	-	-	67.7%	75.0%	77.7%
Know what to do next about my case	87.5%	91.7%	95.7%	-	-	-	78.7%	85.0%	85.2%
Completed Surveys	10	14	243	-	-	-	102	127	264

Table 25. Percent Reporting Satisfactory Experience, Access Statements, 2023

	2023
Finding court was easy	88.0%
Not easy finding court	48.0%
Felt safe in court	89.7%
Did not feel safe	28.4%
Made reasonable efforts	92.0%
Did not make reasonable efforts	49.3%
Easily found the courtroom or office	88.5%
Did not easily find courtroom/office	51.6%
Court staff was attentive	91.6%
Not attentive staff	32.6%
Treated with courtesy and respect	90.9%
Not treated with courtesy and respect	26.6%
Forms clear and easy	90.6%
Not clear and easy	44.0%
Completed business in a reasonable time	95.1%
Did not complete in a reasonable time	49.5%
Hours of operation were reasonable	90.4%
Were not reasonable	36.9%
Website was useful	95.8%
Was not useful	55.6%
Number of Surveys	1,397

Table 26. Percent Reporting Satisfactory Experience, Fairness Statements, 2023

	2023
Judicial officer listened before making a decision	92.0%
Did not listen	44.9%
Judicial officer had information necessary to make decision	91.0%
Did not have information	43.5%
Treated with the same courtesy and respect	91.3%
Not treated with courtesy and respect	33.6%
Case was handled fairly	93.2%
Not handled fairly	45.0%
Knew what to do next about my case	89.0%
Do not know what to do next	38.5%
Number of Surveys	1,059

Table 27. Percent Reporting Satisfactory Experience, Court Department, 2023

	2023						
	Boston Municipal Court	District Court	Housing Court	Juvenile Court	Probate and Family Court	Superior Court	Probation
Access Index Statements							
Finding court was easy	86.0%	87.5%	86.4%	83.3%	83.2%	80.5%	91.2%
Not easy finding court	71.4%	37.5%	33.3%	40.0%	77.8%	66.7%	33.3%
Felt safe in court	90.7%	89.0%	90.5%	83.8%	86.0%	81.1%	89.3%
Did not feel safe	50.0%	25.0%	20.0%	25.0%	16.7%	66.7%	75.0%
Made reasonable efforts	94.6%	91.0%	90.9%	87.9%	89.7%	93.8%	88.9%
Did not make reasonable efforts	54.5%	49.1%	20.0%	53.8%	35.3%	36.4%	80.0%
Easily found the courtroom or office	90.5%	87.3%	90.0%	81.8%	86.3%	77.5%	92.7%
Did not easily find courtroom/office	50.0%	48.3%	50.0%	72.7%	46.2%	100.0%	40.0%
Court staff was attentive	95.3%	90.5%	94.7%	84.5%	89.8%	91.7%	92.5%
Not attentive staff	28.6%	29.6%	37.5%	42.9%	21.4%	25.0%	57.1%
Treated with courtesy and respect	95.5%	90.4%	90.0%	83.1%	89.2%	84.2%	92.7%
Not treated with courtesy and respect	14.3%	22.6%	42.9%	57.1%	21.4%	40.0%	25.0%
Forms clear and easy	97.0%	88.9%	92.9%	90.0%	92.6%	88.9%	90.9%
Not clear and easy	22.2%	43.8%	54.5%	70.0%	43.5%	60.0%	57.1%
Completed business in a reasonable time	97.2%	94.3%	94.3%	91.8%	93.0%	96.6%	93.9%
Did not complete in a reasonable time	53.8%	44.5%	45.5%	59.3%	41.4%	38.5%	63.6%
Hours of operation were reasonable	95.2%	89.9%	87.5%	84.1%	84.3%	84.2%	91.2%
Were not reasonable	25.0%	30.6%	40.0%	55.6%	50.0%	33.3%	50.0%
Website was useful	95.0%	94.4%	100.0%	96.2%	95.6%	92.9%	95.5%
Was not useful	62.5%	51.5%	54.5%	60.0%	52.2%	58.3%	54.5%
Number of Surveys	52	608	50	79	150	44	61
Fairness Index Statements							
Judicial officer listened before making a decision	93.9%	92.3%	94.4%	81.3%	90.6%	91.7%	89.5%
Did not listen	50.0%	40.0%	54.5%	57.1%	38.9%	50.0%	75.0%
Judicial officer had information necessary to make decision	97.2%	91.0%	89.5%	82.4%	87.0%	91.7%	88.6%
Did not have information	36.4%	34.9%	55.6%	62.5%	42.9%	50.0%	75.0%
Treated with the same courtesy and respect	92.7%	92.5%	85.2%	78.9%	88.9%	92.0%	91.3%
Not treated with courtesy and respect	28.6%	25.0%	57.1%	71.4%	33.3%	54.5%	60.0%
Case was handled fairly	97.1%	93.4%	91.3%	80.4%	93.5%	100.0%	94.4%
Not handled fairly	46.2%	39.4%	44.4%	70.0%	48.1%	45.5%	60.0%
Knew what to do next about my case	87.5%	89.4%	88.5%	80.7%	86.5%	88.0%	93.0%
Do not know what to do next	50.0%	32.1%	25.0%	25.0%	35.7%	75.0%	33.3%
Number of Surveys	48	554	39	72	113	40	55

Table 28. Percent Reporting Satisfactory Experience, Size of Court, 2023

	2023	
	High-Volume Courts	Lower-Volume Courts
Access Index Statements		
Finding court was easy	86.8%	92.2%
Not easy finding court	51.3%	36.4%
Felt safe in court	89.0%	92.2%
Did not feel safe	24.7%	40.0%
Made reasonable efforts	91.9%	92.2%
Did not make reasonable efforts	46.6%	59.5%
Easily found the courtroom or office	87.7%	91.4%
Did not easily find courtroom/office	53.4%	44.0%
Court staff was attentive	91.5%	91.9%
Not attentive staff	31.1%	40.0%
Treated with courtesy and respect	90.3%	93.0%
Not treated with courtesy and respect	26.7%	26.1%
Forms clear and easy	89.7%	93.8%
Not clear and easy	43.6%	45.2%
Completed business in a reasonable time	95.3%	94.6%
Did not complete in a reasonable time	49.2%	51.1%
Hours of operation were reasonable	89.6%	93.3%
Were not reasonable	37.9%	33.3%
Website was useful	95.3%	97.1%
Was not useful	55.7%	54.8%
Number of Surveys	1,090	307
Fairness Index Statements		
Judicial officer listened before making a decision	91.3%	93.7%
Did not listen	44.9%	45.2%
Judicial officer had information necessary to make decision	89.8%	93.9%
Did not have information	43.7%	42.9%
Treated with the same courtesy and respect	91.0%	92.1%
Not treated with courtesy and respect	35.4%	25.0%
Case was handled fairly	92.9%	94.2%
Not handled fairly	44.4%	47.4%
Knew what to do next about my case	88.0%	91.5%
Do not know what to do next	38.0%	40.0%
Number of Surveys	780	279

Table 29. Percent Reporting Satisfactory Experience, Party Type, 2023

	2023		
	Attorney	Juror	Other Court User
Access Index Statements			
Finding court was easy	90.2%	93.9%	84.5%
Not easy finding court	52.0%	55.6%	43.6%
Felt safe in court	90.2%	94.0%	87.6%
Did not feel safe	50.0%	30.8%	19.0%
Made reasonable efforts	94.8%	95.2%	89.5%
Did not make reasonable efforts	57.7%	61.8%	39.0%
Easily found the courtroom or office	89.7%	93.8%	85.8%
Did not easily find courtroom/office	65.7%	61.9%	41.7%
Court staff was attentive	93.3%	93.7%	89.8%
Not attentive staff	40.0%	20.0%	30.9%
Treated with courtesy and respect	91.5%	93.8%	89.4%
Not treated with courtesy and respect	37.9%	11.1%	24.4%
Forms clear and easy	92.6%	93.2%	88.4%
Not clear and easy	59.5%	36.4%	38.7%
Completed business in a reasonable time	96.4%	98.5%	93.4%
Did not complete in a reasonable time	61.5%	64.0%	37.2%
Hours of operation were reasonable	89.8%	96.6%	88.1%
Were not reasonable	47.8%	42.9%	31.6%
Website was useful	96.1%	98.2%	94.2%
Was not useful	69.1%	64.2%	41.3%
Number of Surveys	335	314	748
Fairness Index Statements			
Judicial officer listened before making a decision	92.1%	100.0%	91.2%
Did not listen	52.9%	57.1%	41.9%
Judicial officer had information necessary to make decision	91.2%	97.4%	90.1%
Did not have information	56.0%	83.3%	38.0%
Treated with the same courtesy and respect	93.1%	94.7%	90.0%
Not treated with courtesy and respect	45.5%	50.0%	28.6%
Case was handled fairly	93.3%	96.9%	92.9%
Not handled fairly	50.0%	100.0%	41.5%
Knew what to do next about my case	89.8%	100.0%	87.8%
Do not know what to do next	38.5%	100.0%	34.9%
Number of Surveys	311	104	644

Table 30. Percent Reporting Satisfactory Experience, Race/Ethnicity, 2023

	2023			
	Black or African American	Hispanic or Latine	White	Another Race
Access Index Statements				
Finding court was easy	81.4%	88.4%	90.5%	77.1%
Not easy finding court	33.3%	61.1%	53.1%	22.2%
Felt safe in court	84.9%	90.5%	91.5%	80.0%
Did not feel safe	13.3%	23.1%	33.3%	37.5%
Made reasonable efforts	89.1%	94.4%	92.4%	85.6%
Did not make reasonable efforts	32.0%	56.4%	58.0%	20.0%
Easily found the courtroom or office	83.7%	88.4%	90.9%	76.5%
Did not easily find courtroom/office	42.9%	60.0%	58.2%	41.7%
Court staff was attentive	90.2%	92.4%	92.7%	86.0%
Not attentive staff	28.6%	40.0%	34.4%	23.8%
Treated with courtesy and respect	85.7%	92.4%	92.5%	83.0%
Not treated with courtesy and respect	30.0%	28.6%	29.1%	17.6%
Forms clear and easy	87.0%	92.3%	92.3%	82.1%
Not clear and easy	21.7%	50.0%	52.9%	31.6%
Completed business in a reasonable time	89.2%	96.0%	96.3%	92.0%
Did not complete in a reasonable time	43.8%	43.6%	56.1%	35.9%
Hours of operation were reasonable	85.8%	91.0%	91.9%	79.6%
Were not reasonable	34.8%	50.0%	37.0%	25.0%
Website was useful	88.5%	97.8%	96.9%	91.1%
Was not useful	35.7%	65.7%	63.1%	36.0%
Number of Surveys	157	204	767	125
Fairness Index Statements				
Judicial officer listened before making a decision	91.2%	94.0%	93.9%	80.6%
Did not listen	40.6%	44.0%	48.6%	41.7%
Judicial officer had information necessary to make decision	87.3%	93.4%	93.1%	81.5%
Did not have information	41.7%	27.8%	49.2%	43.5%
Treated with the same courtesy and respect	85.6%	94.5%	93.3%	84.2%
Not treated with courtesy and respect	33.3%	16.7%	39.3%	34.8%
Case was handled fairly	90.9%	95.8%	94.6%	85.5%
Not handled fairly	42.9%	46.7%	45.9%	45.7%
Knew what to do next about my case	83.3%	93.0%	91.6%	78.9%
Do not know what to do next	47.8%	27.8%	40.5%	35.3%
Number of Surveys	131	165	604	111

Another Race respondents include court users who identified as American Indian or Alaska Native, Asian, Native Hawaiian or Pacific Islander, multiracial, or some other race.

Table 31. Percent Reporting Satisfactory Experience, Case Type, 2023

	2023		
	Criminal/Criminal Probation	Other	Both
Access Index Statements			
Finding court was easy	84.7%	89.4%	92.5%
Not easy finding court	40.5%	50.0%	100.0%
Felt safe in court	86.3%	91.1%	95.2%
Did not feel safe	31.9%	31.7%	0.0%
Made reasonable efforts	88.3%	94.3%	94.4%
Did not make reasonable efforts	49.5%	46.1%	66.7%
Easily found the courtroom or office	84.9%	90.6%	95.0%
Did not easily find courtroom/office	52.6%	50.9%	75.0%
Court staff was attentive	88.9%	93.8%	100.0%
Not attentive staff	36.1%	29.8%	25.0%
Treated with courtesy and respect	89.0%	92.3%	95.3%
Not treated with courtesy and respect	27.0%	28.8%	0.0%
Forms clear and easy	87.1%	93.2%	97.2%
Not clear and easy	41.9%	45.9%	50.0%
Completed business in a reasonable time	93.1%	96.4%	97.1%
Did not complete in a reasonable time	48.5%	46.9%	66.7%
Hours of operation were reasonable	86.6%	91.8%	97.6%
Were not reasonable	35.4%	36.4%	0.0%
Website was useful	93.2%	97.9%	96.3%
Was not useful	57.3%	51.6%	83.3%
Number of Surveys	532	569	48
Fairness Index Statements			
Judicial officer listened before making a decision	88.9%	94.8%	95.5%
Did not listen	46.4%	41.7%	71.4%
Judicial officer had information necessary to make decision	89.2%	92.6%	95.8%
Did not have information	39.7%	46.2%	83.3%
Treated with the same courtesy and respect	90.9%	91.8%	96.7%
Not treated with courtesy and respect	30.8%	36.2%	60.0%
Case was handled fairly	92.5%	94.3%	95.2%
Not handled fairly	41.5%	47.9%	75.0%
Knew what to do next about my case	87.3%	90.2%	95.7%
Do not know what to do next	37.3%	41.9%	60.0%
Number of Surveys	482	470	41

Table 32. Percent Reporting Satisfactory Experience, Time Spent at Court, 2023

	2023				
	Less than 30 minutes	30 minutes to 1 hour	Between 1-2 hours	Between 2-3 hours	More than 3 hours
Access Index Statements					
Finding court was easy	93.7%	90.3%	89.1%	83.6%	80.7%
Not easy finding court	53.8%	44.4%	45.8%	72.2%	25.0%
Felt safe in court	93.3%	92.1%	90.8%	86.4%	83.8%
Did not feel safe	40.0%	46.7%	26.1%	40.0%	15.8%
Made reasonable efforts	91.7%	93.2%	94.7%	89.7%	88.2%
Did not make reasonable efforts	70.0%	59.1%	53.3%	50.0%	34.2%
Easily found the courtroom or office	94.3%	90.1%	91.1%	83.9%	81.5%
Did not easily find courtroom/office	41.7%	70.6%	47.2%	61.9%	45.5%
Court staff was attentive	93.7%	92.5%	94.8%	89.6%	87.3%
Not attentive staff	53.3%	50.0%	23.5%	42.9%	18.5%
Treated with courtesy and respect	93.9%	92.0%	93.0%	88.0%	87.7%
Not treated with courtesy and respect	20.0%	52.6%	18.5%	42.9%	13.8%
Forms clear and easy	94.1%	94.7%	92.0%	87.2%	86.8%
Not clear and easy	52.4%	47.8%	33.3%	54.2%	34.5%
Completed business in a reasonable time	95.3%	95.3%	95.0%	92.7%	98.1%
Did not complete in a reasonable time	26.7%	51.5%	50.8%	56.7%	46.9%
Hours of operation were reasonable	92.0%	91.7%	90.9%	87.2%	86.0%
Were not reasonable	54.5%	50.0%	38.5%	36.4%	21.4%
Website was useful	96.6%	97.8%	96.6%	90.9%	96.5%
Was not useful	60.9%	64.9%	58.5%	54.1%	46.9%
Number of Surveys	196	217	294	224	219
Fairness Index Statements					
Judicial officer listened before making a decision	91.4%	95.7%	95.1%	88.4%	85.4%
Did not listen	64.7%	57.7%	41.9%	44.1%	32.4%
Judicial officer had information necessary to make decision	91.7%	96.5%	93.1%	87.1%	85.0%
Did not have information	61.5%	59.3%	34.4%	43.5%	34.4%
Treated with the same courtesy and respect	92.6%	93.2%	92.9%	87.7%	89.6%
Not treated with courtesy and respect	61.5%	44.4%	29.0%	31.6%	20.6%
Case was handled fairly	96.3%	96.0%	94.3%	90.2%	88.8%
Not handled fairly	54.5%	59.4%	44.4%	39.4%	34.9%
Knew what to do next about my case	93.7%	93.0%	93.1%	85.1%	75.2%
Do not know what to do next	50.0%	47.4%	32.4%	38.9%	33.3%
Number of Surveys	163	187	265	199	179

Table 33. Percent Reporting Satisfactory Experience, Accommodations Made to Come to Court, 2023

	2023	
	Made at least one accommodation	No accommodation reported
Access Index Statements		
Finding court was easy	84.7%	91.5%
Not easy finding court	43.4%	53.3%
Felt safe in court	87.5%	92.0%
Did not feel safe	26.6%	31.6%
Made reasonable efforts	89.1%	95.1%
Did not make reasonable efforts	46.7%	52.0%
Easily found the courtroom or office	85.8%	91.3%
Did not easily find courtroom/office	50.6%	53.2%
Court staff was attentive	89.9%	93.4%
Not attentive staff	29.9%	36.8%
Treated with courtesy and respect	89.1%	92.8%
Not treated with courtesy and respect	27.7%	24.4%
Forms clear and easy	89.0%	92.4%
Not clear and easy	37.1%	55.8%
Completed business in a reasonable time	93.6%	96.8%
Did not complete in a reasonable time	44.8%	55.6%
Hours of operation were reasonable	88.4%	92.5%
Were not reasonable	33.3%	42.9%
Website was useful	94.4%	97.2%
Was not useful	53.3%	58.5%
Number of Surveys	721	676
Fairness Index Statements		
Judicial officer listened before making a decision	92.1%	91.8%
Did not listen	43.5%	48.8%
Judicial officer had information necessary to make decision	91.2%	90.7%
Did not have information	40.8%	51.5%
Treated with the same courtesy and respect	90.4%	92.4%
Not treated with courtesy and respect	32.9%	35.3%
Case was handled fairly	93.1%	93.4%
Not handled fairly	46.3%	41.3%
Knew what to do next about my case	88.2%	90.0%
Do not know what to do next	39.0%	36.4%
Number of Surveys	579	480

Table 34. Percent Reporting Satisfactory Experience, Gender Identity, 2023

	2023	
	Female	Male
Access Index Statements		
Finding court was easy	86.7%	88.0%
Not easy finding court	52.4%	46.3%
Felt safe in court	88.9%	89.6%
Did not feel safe	27.9%	32.7%
Made reasonable efforts	89.9%	92.9%
Did not make reasonable efforts	54.0%	45.3%
Easily found the courtroom or office	87.2%	88.5%
Did not easily find courtroom/office	57.1%	51.7%
Court staff was attentive	90.3%	92.9%
Not attentive staff	39.1%	26.8%
Treated with courtesy and respect	90.4%	91.3%
Not treated with courtesy and respect	25.5%	26.7%
Forms clear and easy	90.4%	90.8%
Not clear and easy	47.4%	40.3%
Completed business in a reasonable time	95.6%	94.3%
Did not complete in a reasonable time	48.5%	51.2%
Hours of operation were reasonable	88.7%	90.2%
Were not reasonable	39.2%	37.9%
Website was useful	92.9%	97.5%
Was not useful	62.2%	53.7%
Number of Surveys	552	680
Fairness Index Statements		
Judicial officer listened before making a decision	92.1%	91.9%
Did not listen	45.9%	42.9%
Judicial officer had information necessary to make decision	91.3%	90.6%
Did not have information	41.3%	46.8%
Treated with the same courtesy and respect	90.6%	92.0%
Not treated with courtesy and respect	32.2%	32.7%
Case was handled fairly	93.9%	93.1%
Not handled fairly	41.8%	46.2%
Knew what to do next about my case	89.7%	88.3%
Do not know what to do next	33.3%	43.5%
Number of Surveys	434	573

Table 35. Percent Reporting Satisfactory Experience, Frequency of Court Visit, 2023

	2023			
	First time in this courthouse	Once a year or less	Several times a year	Regularly
Access Index Statements				
Finding court was easy	92.8%	84.2%	83.4%	89.0%
Not easy finding court	56.5%	44.4%	30.8%	55.6%
Felt safe in court	94.3%	86.4%	86.6%	90.0%
Did not feel safe	30.0%	21.1%	16.7%	45.5%
Made reasonable efforts	95.4%	86.9%	90.1%	93.5%
Did not make reasonable efforts	57.1%	47.1%	35.3%	52.9%
Easily found the courtroom or office	93.7%	84.2%	84.4%	89.2%
Did not easily find courtroom/office	53.6%	63.3%	42.9%	50.0%
Court staff was attentive	94.6%	87.6%	91.5%	93.4%
Not attentive staff	38.1%	40.6%	17.2%	36.7%
Treated with courtesy and respect	94.7%	87.0%	89.3%	92.3%
Not treated with courtesy and respect	11.8%	38.7%	25.0%	30.0%
Forms clear and easy	93.9%	89.4%	87.1%	92.2%
Not clear and easy	50.0%	38.9%	40.7%	47.6%
Completed business in a reasonable time	97.8%	92.0%	94.1%	95.8%
Did not complete in a reasonable time	56.9%	42.4%	35.6%	56.3%
Hours of operation were reasonable	95.5%	86.7%	87.6%	89.5%
Were not reasonable	45.2%	33.3%	21.7%	40.7%
Website was useful	98.7%	93.2%	94.7%	94.8%
Was not useful	62.5%	53.1%	50.0%	63.0%
Number of Surveys	312	301	212	377
Fairness Index Statements				
Judicial officer listened before making a decision	94.1%	94.2%	91.3%	91.7%
Did not listen	47.8%	41.9%	40.5%	48.9%
Judicial officer had information necessary to make decision	93.7%	92.0%	91.0%	90.3%
Did not have information	52.2%	42.9%	32.3%	51.4%
Treated with the same courtesy and respect	93.8%	88.2%	92.7%	92.9%
Not treated with courtesy and respect	14.3%	38.5%	25.8%	43.2%
Case was handled fairly	93.8%	92.1%	97.1%	94.0%
Not handled fairly	43.5%	48.9%	34.1%	51.7%
Knew what to do next about my case	90.8%	87.3%	88.0%	89.5%
Do not know what to do next	50.0%	46.4%	31.0%	39.1%
Number of Surveys	224	235	191	352

Table 36. Percent Reporting Satisfactory Experience, Legal Representation, 2023

	2023	
	No Lawyer	Some Lawyer or Legal Representative
Access Index Statements		
Finding court was easy	87.5%	79.1%
Not easy finding court	39.1%	40.0%
Felt safe in court	90.7%	82.5%
Did not feel safe	10.7%	27.6%
Made reasonable efforts	91.1%	84.7%
Did not make reasonable efforts	44.0%	34.3%
Easily found the courtroom or office	88.6%	80.6%
Did not easily find courtroom/office	44.7%	40.7%
Court staff was attentive	92.9%	85.0%
Not attentive staff	33.3%	28.9%
Treated with courtesy and respect	91.8%	85.1%
Not treated with courtesy and respect	27.3%	25.0%
Forms clear and easy	91.6%	85.1%
Not clear and easy	41.8%	27.6%
Completed business in a reasonable time	95.5%	90.2%
Did not complete in a reasonable time	32.8%	41.8%
Hours of operation were reasonable	89.0%	84.7%
Were not reasonable	39.4%	26.5%
Website was useful	97.3%	91.1%
Was not useful	39.6%	38.6%
Number of Surveys	373	253
Fairness Index Statements		
Judicial officer listened before making a decision	95.5%	86.5%
Did not listen	31.5%	53.6%
Judicial officer had information necessary to make decision	93.6%	86.9%
Did not have information	27.3%	49.0%
Treated with the same courtesy and respect	94.7%	86.1%
Not treated with courtesy and respect	25.5%	34.3%
Case was handled fairly	96.2%	91.5%
Not handled fairly	33.9%	47.8%
Knew what to do next about my case	89.8%	84.3%
Do not know what to do next	35.9%	36.8%
Number of Surveys	318	237

Figures include non-attorney, non-juror court users