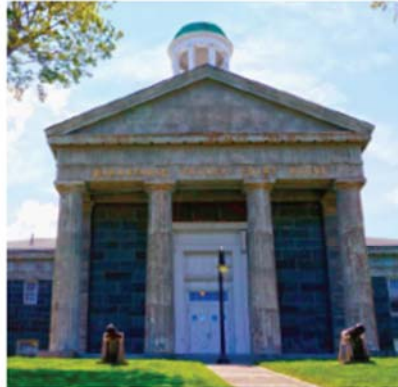


# Report on the 2017 Access and Fairness Survey Massachusetts Trial Court



Paula M. Carey  
Chief Justice of the Trial Court

Jonathan S. Williams  
Court Administrator

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*We are pleased to issue this report on the Massachusetts Trial Court's 2017 Access and Fairness survey, which reflects our ongoing commitment to the Trial Court's mission: justice with dignity and speed.*

*We are grateful to the many people who supported the project, including members of the Access and Fairness implementation team; the Trial Court volunteers who conducted the survey; Judges, Clerk Magistrates, Chief Probation Officers, Chief Court Officers, and Court Facilities staff at the 25 locations where the survey was conducted; and of course, the members of the court user community who completed a survey and provided the Trial Court with important feedback.*

*The 2017 Access and Fairness survey findings reflect that our focused efforts on access and fairness issues have achieved measureable improvement. Since issuance of the prior Access and Fairness Survey Report in 2009, Trial Court staff have worked hard to broaden access to justice for court users, especially those in need of language and disability assistance. We also provided extensive staff training on the "counter" experience of court users. In addition, the Trial Court's website underwent a major redesign, integrating best practices with respect to content management, navigational tools, and functionality.*

*The findings also reflect that ratings of access, fairness, and overall satisfaction with the court user experience do vary by racial/ethnic group. These survey findings will help shape and refine the Trial Court's future priorities and focus, including the need to ensure access, fairness, and a positive court user experience for all court users.*

*Finally, we commend all Trial Court employees at the 25 survey locations for their hard work and dedication as reflected in the survey results. More than 8 out of 10 court users reported being treated with courtesy and respect, served and assisted by attentive court staff, and satisfied with their overall court experience. Court employees play an integral role in the court user experience and are essential to its continuous improvement.*



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## Executive Summary

The Massachusetts Trial Court has implemented the Access and Fairness Survey to measure its progress towards ensuring access to justice for all court users and improving the court user experience. First implemented in 2009, the Access and Fairness Survey was conducted in May 2017, at 25 courthouses across the state. This report presents and compares the results of the 2009 and 2017 surveys.

Access and fairness are key components to the delivery of justice with dignity and speed. The Trial Court's commitment to guiding and coordinating resources to broaden access to justice for litigants and other court users is well documented. Under the Access to Justice Initiative, formed in 2009, significant progress has been made in the areas of attorney access, self-representation, language access, disability assistance, and self-help information.

The results of the Access and Fairness Survey show that the Trial Court's efforts to ensure access and justice to all court users and improve the court user experience have met with success; the results also show areas where more progress is needed. Among the key areas of success:

- Court user ratings on access to justice measures increased from 2009 to 2017. Across lower-volume courthouses, the overall access score increased from 85.5% to 89.5% (4.0 percentage points). In high-volume courthouses, the access score rose 5.8 percentage points, from 79.7% to 84.5%.
- Overall fairness scores also increased. In lower volume courthouses, the total fairness score increased by 4.3 percentage points, from 82.8% to 87.1%.
- In lower volume courts, the proportion of court users giving the Trial Court's website a positive rating increased by 14.4 percentage points from 49.5% to 63.9%.
- The percentage of court users reporting that reasonable efforts had been made to remove language and physical barriers in the courthouse increased by as much as 11.4 percentage points from 2009 to 2017.
- The percentage of visitors and court users reporting that their court business was completed within a reasonable amount of time increased by 11.0 percentage points in high-volume courthouses.
- Overall, 83.6% of court users rated their experience as satisfactory.

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

- Users of high volume courts consistently rated the courts lower on access and fairness than users of lower volume courts.
- Disparities exist in the court user experiences of Whites and racial/ethnic minorities, both in areas of access and fairness.

## Access and Fairness

The Massachusetts Trial Court has implemented the Access and Fairness Survey to measure its 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.” First implemented in 2009<sup>1</sup>, the Access and Fairness Survey was conducted in May 2017, at 25 courthouses across the state.

The Trial Court’s commitment to guiding and coordinating resources to broaden access to justice for litigants and other court users is well documented. Under the Access to Justice Initiative, formed in 2009, significant progress has been made in the areas of attorney access, self-representation, language access, disability assistance, and self-help information. Recently, the National Center for Access to Justice ranked Massachusetts 2<sup>nd</sup> in the nation for its work in the area of access to justice.

Most recently, “access to justice and the court user experience” was identified in the Trial Court’s Strategic Plan 2.0 as one of ten high-level strategies for setting Trial Court priorities and focusing initiatives.

This report presents the findings of the 2017 current survey and compares them to the results of the 2009 survey. Section I reviews the implementation of the survey, including the data collection strategy. Section II describes survey participants or court users. Section III presents the survey findings on access and fairness and compares them to the 2009 findings. Finally, Section IV explores the correlates or components of a “satisfactory” court experience.

### Section I: Survey Implementation

The implementation of the 2017 Access and Fairness Survey was guided by a multi-department implementation team comprised of trial court employees. The working group represented various roles within the courts and helped coordinate and manage the project.

#### Survey Instrument

The Access and Fairness Survey is one of ten core trial court performance measures or CourTools, developed by the NCSC. According to the NCSC, the purpose of the access and fairness measure is to “...provide a tool for surveying all court users about their experience in the courthouse. Comparisons of results by location, division, type of customer across the courts can inform and improve court management practices.” The survey instrument has been tested by the NCSC for reliability and validity. A copy of the survey may be found in Appendix A.

The selection of the Access and Fairness Survey for soliciting feedback from court users and the general public was based on several factors, including the Trial Court’s commitment to access to

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<sup>1</sup> “Enhancing the Delivery of Quality Justice: Report on the Access and Fairness Survey Project”, Administrative Office of the Trial Court (2009). The administration of the surveys began in 2007 and ended in late-2008.

justice and data-driven decision-making. The Access and Fairness Survey was also selected for 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-use and stand-alone court facilities.

The Access and Fairness Survey instrument was modified for the 2017 implementation to capture information relevant to ongoing court initiatives:

- Court Service Center and Probation were added as categories to the question asking court users to identify the court department(s) they visited;
- Mediation/Dispute Intervention and Specialty Court sessions were added as categories to the question asking court users to identify the reason(s) for coming to court;
- The Juvenile case type category was divided into three categories: Juvenile-Delinquency, Juvenile-Care and Protection, and Juvenile-CHINS/CRA;
- Two new questions were added to identify the types of accommodations, if any, court users had to make to come to court, and how much time court users spent in the courthouse;
- The question asking users to specify gender was changed from closed-ended to open-ended; and
- The comments section, which elicited responses from 22.2% of court users in 2009, was removed to make room for other modifications and additions to the survey.

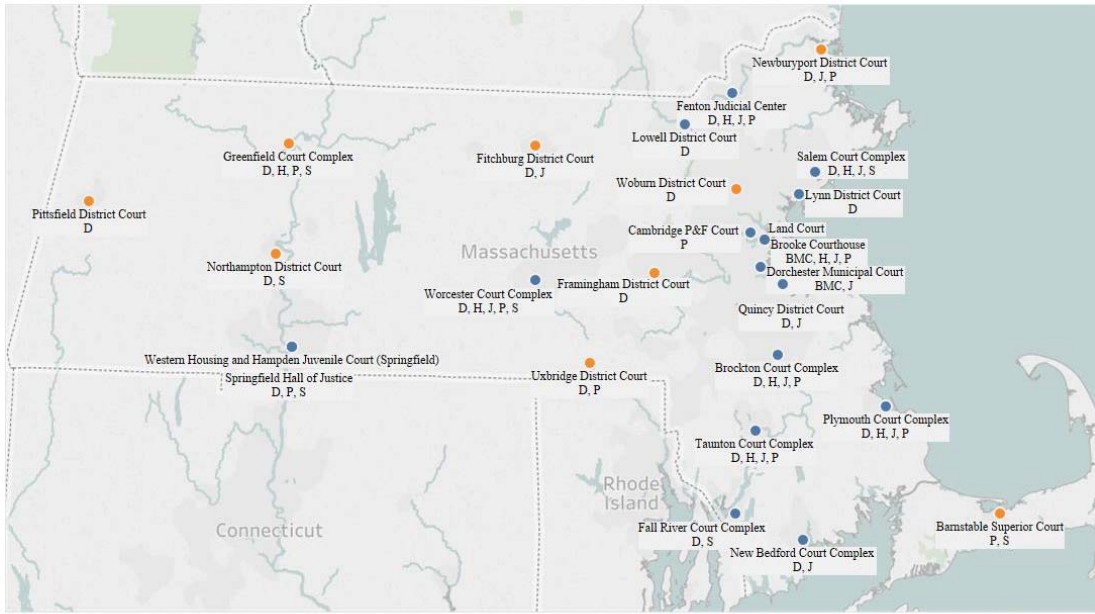
Based on the implementation results of the first Access and Fairness Survey, the 2017 survey was made available in four languages: English, Spanish, Portuguese, and Vietnamese.

#### Data Collection Strategy

The 2017 Access and Fairness Survey was conducted during the month of May and consisted of a single day of data collection at 25 courthouses. Courthouses were selected based on case volume, the presence of multiple departments, and geography. To expose the survey to the greatest number of court users in the time allotted for the project, the 15 highest volume courts were selected. Ten “lower-volume” courthouses were also chosen for participation with consideration given to size, court departments served, and geographic location. Figure 1 shows the locations of the Access and Fairness Survey.

The 15 high volume courthouses selected accounted for upwards of 45.0% of all FY2016 Trial Court filings. Twelve out of the top 15 were multi-departmental courthouses. The lower-volume courthouses accounted for approximately 9.4% of FY2016 filings. Four of the lower-volume courthouses were multi-departmental. The lower-volume courthouses also included the Land Court. Table 1 presents data on the 25 participating courthouses, court departments served, and FY2016 filings. Overall, the selected courthouses accounted for over 60% of all case filings in FY2016.

Figure 1  
Participating Courthouses



Map based on Longitude (generated) and Latitude (generated). Color shows details about Group. The marks are labeled by Court as an attribute and Courts Visited. Details are shown for various dimensions. The view is filtered on Exclusions (Courts Visited, Group, State, Street, Town, Zip), which keeps 26 members.



Table 1  
MassCourts Case Filings by Courthouse, FY2016

		Filings	Percent
High Volume Courts	Worcester Court Complex (D,H,J,P,S)	59,741	6.7%
	Brooke Courthouse (BMC,H,J,P)	53,916	6.1%
	Springfield Hall of Justice (D,P,S,J,H)	45,768	5.2%
	Lowell District Court (D)	24,996	2.8%
	Cambridge Probate and Family Court (P)	24,819	2.8%
	Taunton Court Complex (D,H,J,P)	24,440	2.8%
	Brockton Court Complex (D,H,J,P)	24,228	2.7%
	Quincy District Court (D,J)	22,707	2.6%
	New Bedford Court Complex (D,J)	21,114	2.4%
	Fall River Court Complex (D,S)	20,901	2.4%
	Fenton Judicial Center (D,H,J,P)	19,572	2.2%
	Lynn District Court (D)	17,712	2.0%
	Dorchester Municipal Court (BMC,J)	16,915	1.9%
	Salem Court Complex (D,H,J,S)	11,057	1.2%
	Plymouth Court Complex (D,H,J,P)	10,998	1.2%
		*Subtotal (approximate)	398,884
Lower Volume Courts	Land Court (L)	19,539	2.2%
	Framingham District Court (D)	11,233	1.3%
	Woburn District Court (D)	10,451	1.2%
	Barnstable Superior Court (P,S)	7,518	0.8%
	Greenfield Court Complex (D,H,P,S)	6,899	0.8%
	Pittsfield District Court (D)	6,533	0.7%
	Fitchburg District Court (D,J)	6,027	0.7%
	Newburyport District Court (D)	5,549	0.6%
	Northampton District Court (D,S)	5,275	0.6%
	Uxbridge District Court (D)	4,273	0.5%
		Subtotal	83,297
Total Case Filings for Participating Courts		554,916	62.6%
Total Case Filings in MassCourts		886,444	

\*Total filings for some localities (within divisions) were estimated and included in the subtotals only.

At each of the participating courthouses, the court schedule was reviewed for activity level and distribution of business across the departments. Attempts were made to schedule the survey for the busiest day of the week and for days on which all court departments would be conducting business. A tentative list of survey dates was sent to the senior court administrator of each court department for review. After dates were finalized, the senior court administrators notified the leadership of the selected courthouses, including the presiding justice(s), clerk(s), and chief probation officer(s). A reminder was also sent to court leadership one week before the survey date.

The Access and Fairness Survey was conducted by the staff of the Department of Research and Planning and 43 employee-volunteers from across the Trial Court departments. A list of volunteers can be found in Appendix A. Survey teams ranged in size from two to eight members, depending on the anticipated volume of cases and physical layout of the courthouse. Several staff members and volunteers spoke more than one language.

On the day of the survey, members of the survey team arrived at the courthouse prior to its opening to the public. A survey station consisting of tables and chairs was set-up inside each courthouse entrance, past the security checkpoint. One or more 4' by 5' signs introducing the survey and soliciting participation were placed on easels and located in high traffic areas in the courthouse. All members of the survey team wore a nametag.

Members of the survey team welcomed visitors to the courthouse and explained the purpose of the survey. Visitors were invited to “stop by” upon completion of their court business and complete a survey. Visitors could complete the pen-and-paper survey themselves or with the assistance of a survey team member. Courthouse staff overseeing the jury-pool room and the court service center, if there was one, were provided with survey materials and asked to encourage jurors and visitors to participate.

## Respondents and Current Analysis

The 2017 Access and Fairness Survey was completed by 1,560 court users. Overall, 1,404 court users visited one department, 45 court users visited more than one department, and 111 court users did not identify the department(s) they were visiting. Table 2 presents the completion rate of survey sections. Respondents by division is presented in Appendix B.

Table 2  
Completion Rate of Survey Sections, 2017

	2017	
	Count	Percent
Total Surveys	1,560	
Section 1. Access of the Courts	1,558	99.9%
Section 2. Fairness of the Courts	1,351	86.6%
Section 3 Background Information		
Purpose of Visit	1,505	96.5%
Type of Case	1,362	87.3%
Frequency of Visits	1,471	94.3%
Arrangements Made to Come to Court	853	54.7%
Time Spent at Court	1,437	92.1%
Race	1,491	95.6%
Gender	1,407	90.2%

Prior to comparing the results of the 2009 and 2017 Access and Fairness Surveys, a preliminary analysis was conducted using the 2009 access and fairness scores to determine if the 2017 survey sites were similar to non-surveyed courts (see Figures 2 and 3). Courthouses were categorized into five groups: non-surveyed courts, surveyed courts, high volume courts (surveyed), lower volume courts (surveyed), and total courts. As indicated, the overall 2009 access and fairness scores (82.3% and 80.6%, respectively) were significantly higher than those for high volume courts (79.7% and 78.6%), and significantly lower than those for lower volume courts (85.5% and 82.8%). Prior to the 2017 administration of the survey, courthouse volume had not been identified as a correlate of Access and Fairness.

The findings suggest the 2017 surveyed courthouses were not sufficiently similar to the courthouses surveyed in 2009 to allow us to generalize the current results beyond the current sample of courts. In light of these findings, the current analysis of access and fairness scores is presented by courthouse type: high volume and lower volume. The results of the analysis are applicable to the 25 courthouses surveyed, and the divisions therein, which account for upwards of 60.0% of all court users.

Figure 2  
Comparison of 2009 Access Scores by Court Group

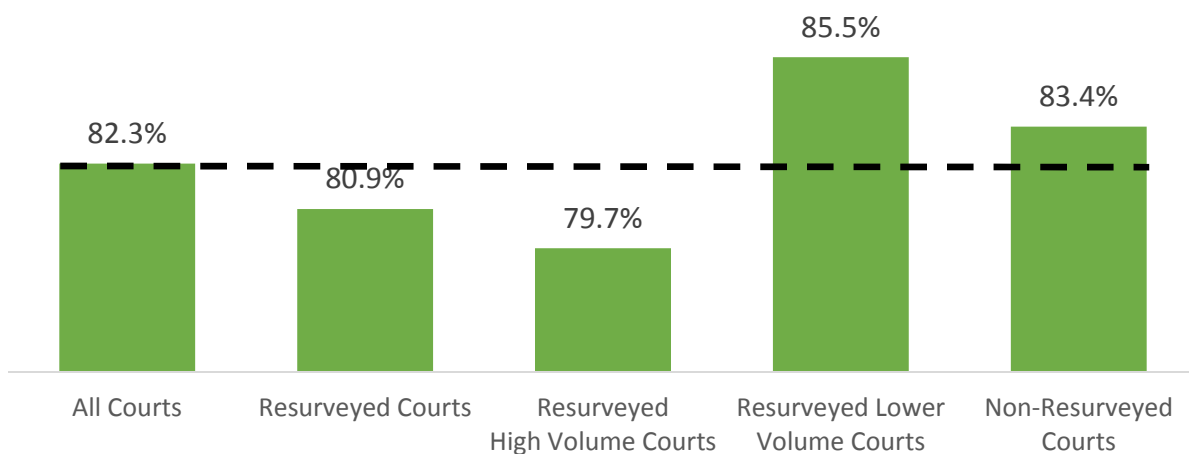
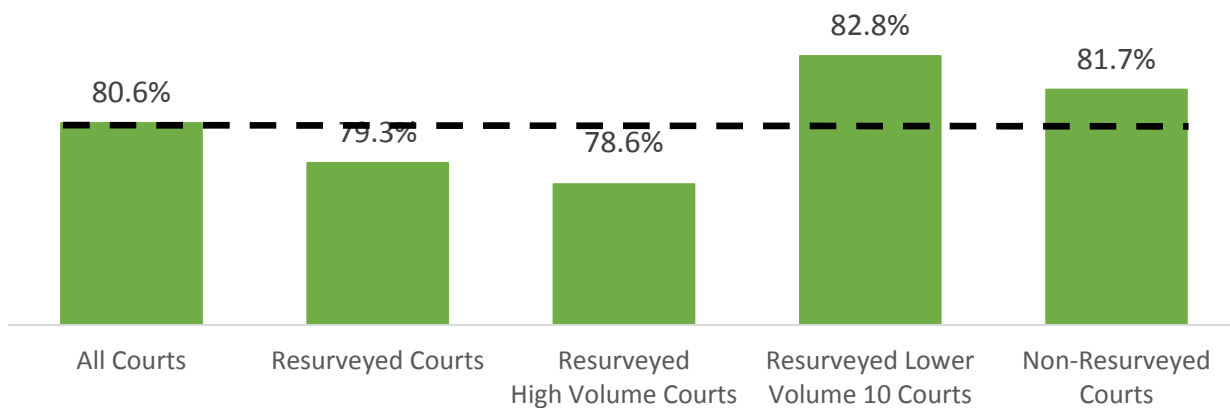


Figure 3  
Comparison of 2009 Fairness Scores by Court Group



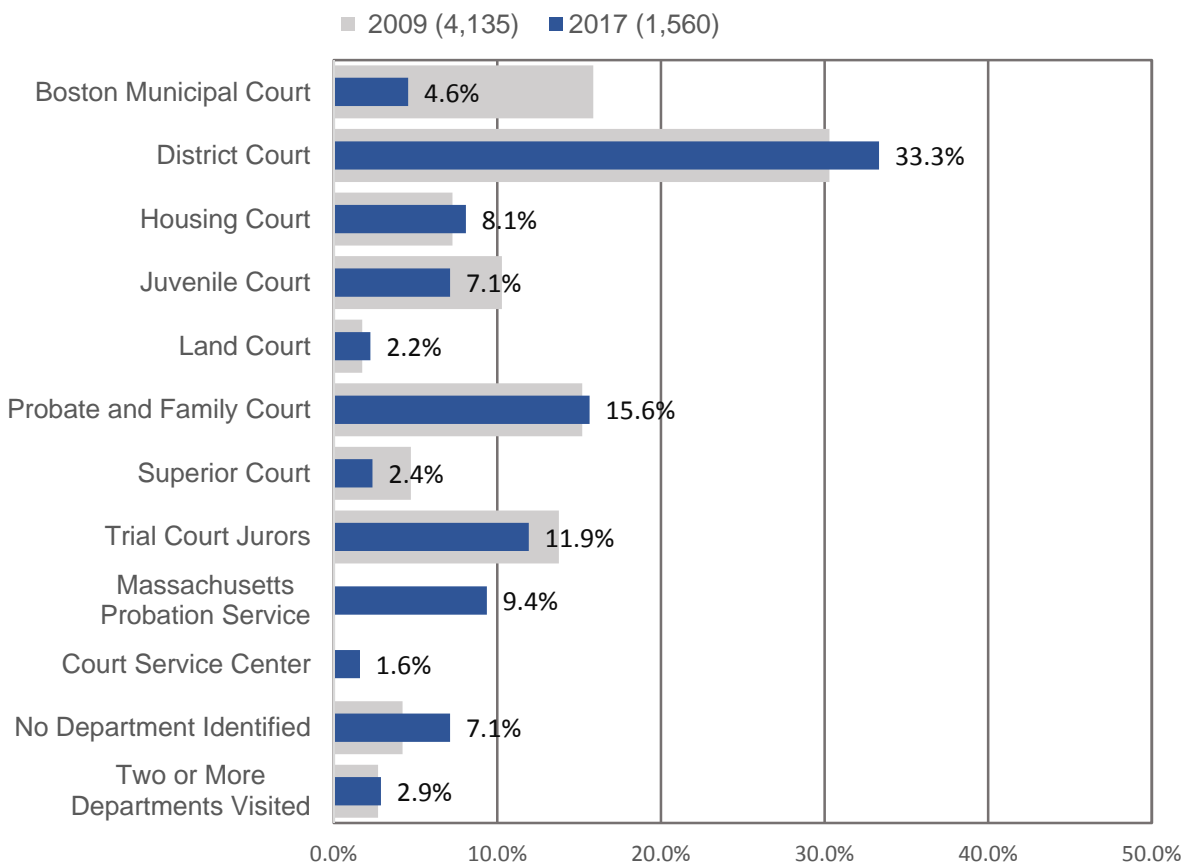
The differences in access and fairness scores between high volume, lower volume, and non-resurveyed courts were tested for significance (Chi-Square; Kruskal Wallis Test) and found to be statistically significant at the <.01 level, indicating that the difference in scores across the groups was not random.

## Section II: Survey Participants

### Department

Court users representing each of the seven Trial Court departments participated in the Access and Fairness Survey. In 2017, the department category was expanded to include Massachusetts Probation Service and Court Service Center. The majority of court users visited the District Court department.

Figure 4  
What court department(s) did you visit today?

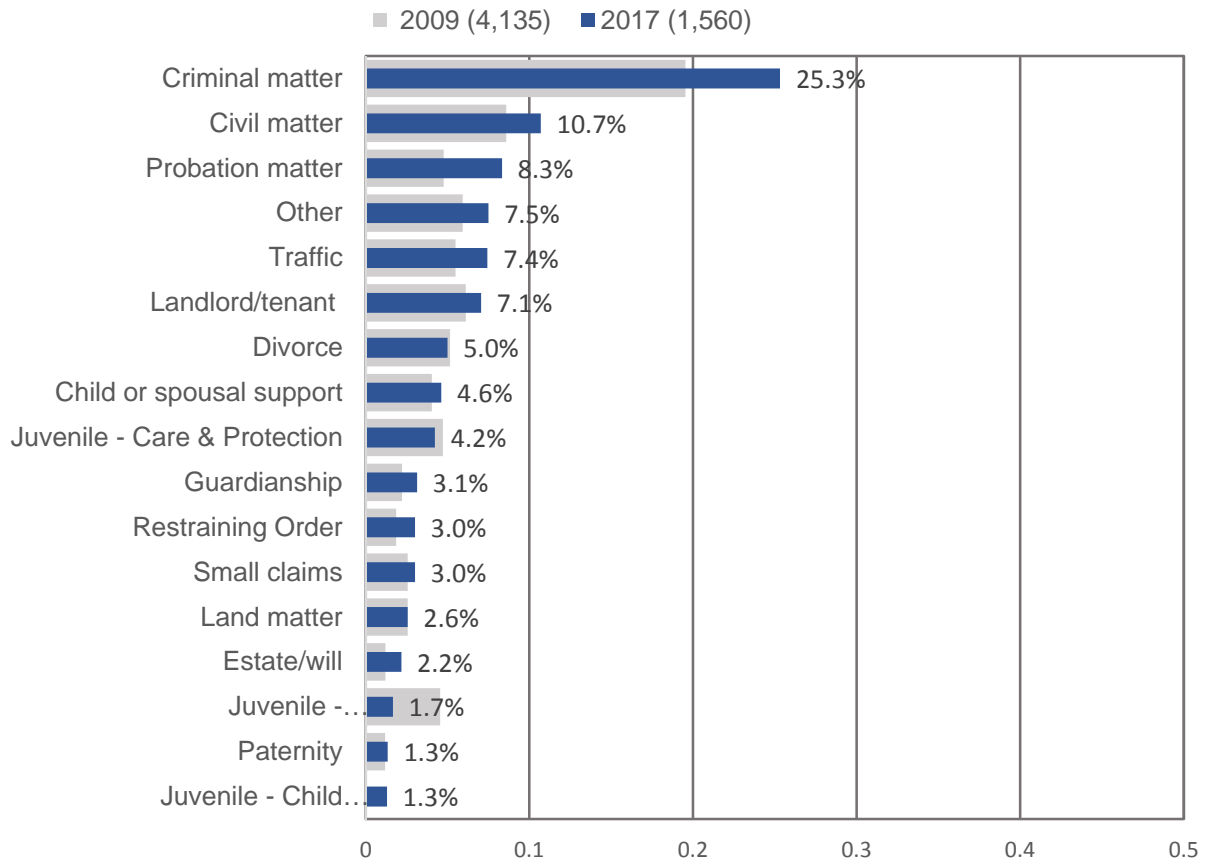


Figures for 2009 exclude the departments Probation and Court Service Center due to changes in the survey instrument.

### Case Type

A variety of cases are heard across the court departments and court facilities and were represented in the Access and Fairness Survey Project. The most common case types reported were criminal, civil, traffic, probation matters, and landlord/tenant.

Figure 5  
What type of case brought you to court today?

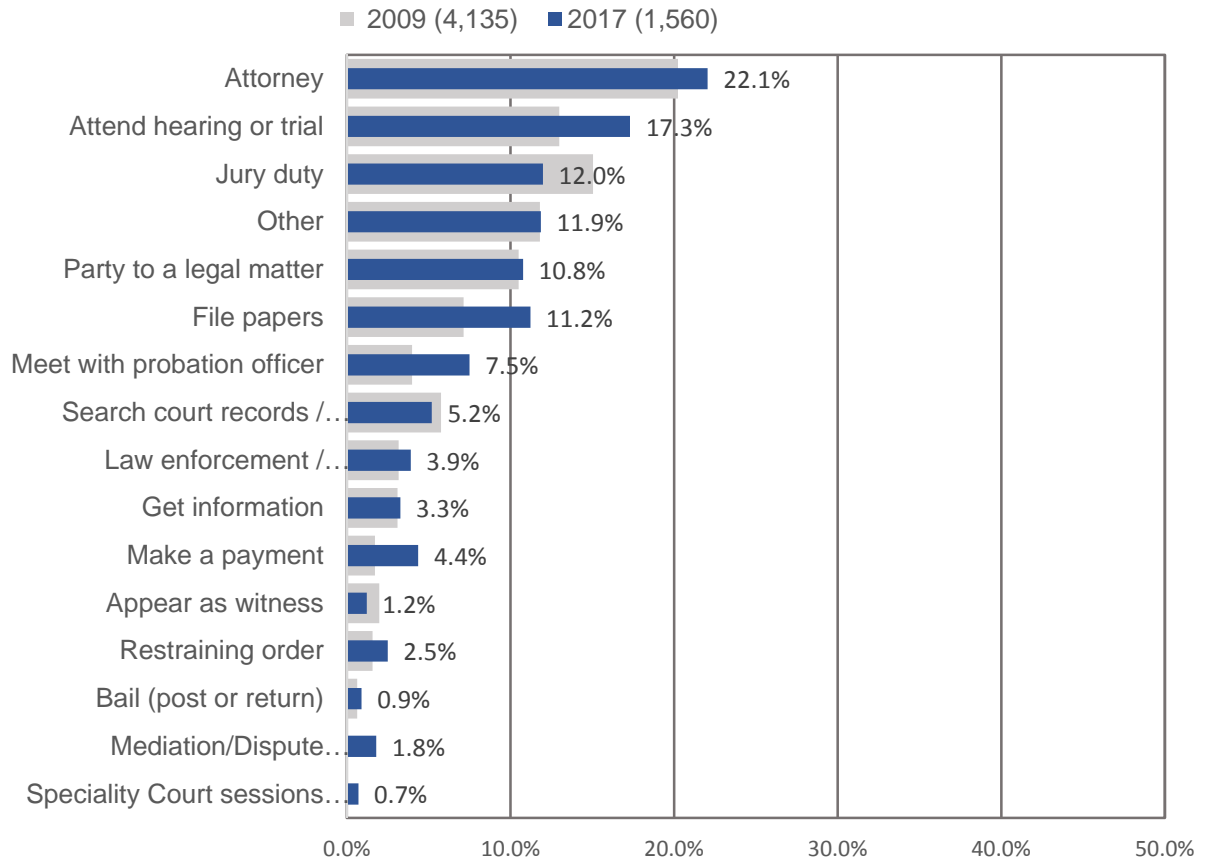


Figures for the Boston Municipal Court were excluded from the previous analysis due to changes in the survey instrument. Figures for the 2009 case type, Juvenile – Delinquency, include the case types CHINS and youthful offender.

Business/Purpose of Visit

People visit the courts for a variety of purposes. The most commonly noted purposes in 2017 were: attorney for a client, attendance at a hearing or trial, and jury duty.

Figure 6  
Why are you at court today?



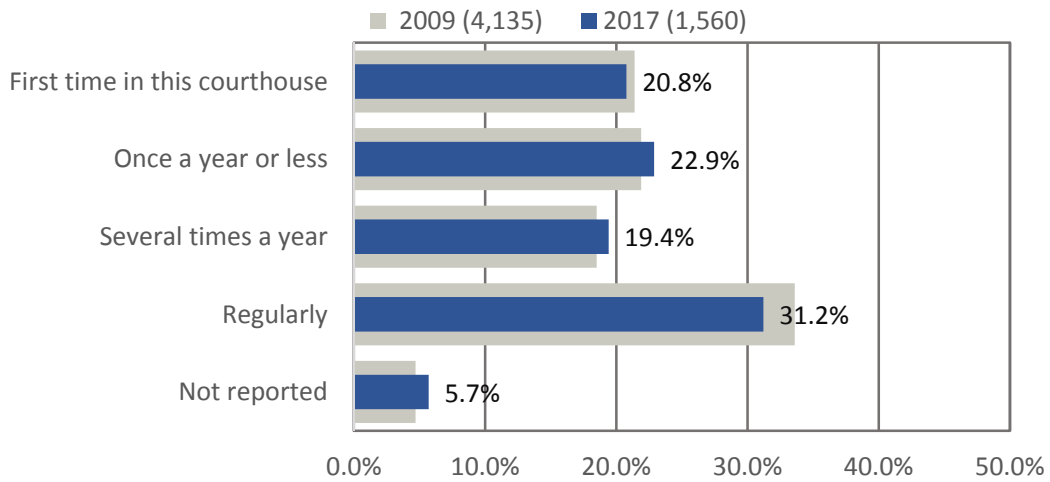
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Figures from the Boston Municipal Court were excluded from the 2009 analysis due to changes in the survey instrument. The categories mediation/dispute intervention and specialty court sessions were added for the 2017 administration of the survey.

Frequency of Court Visits

Court users frequented courthouses at different rates. Nearly one-third (31.2%) of court users reported regular visits, followed by infrequent users (once per year or less; 22.9%), and first time visitors (20.8%).

**Figure 7**  
How often are you typically in this courthouse?



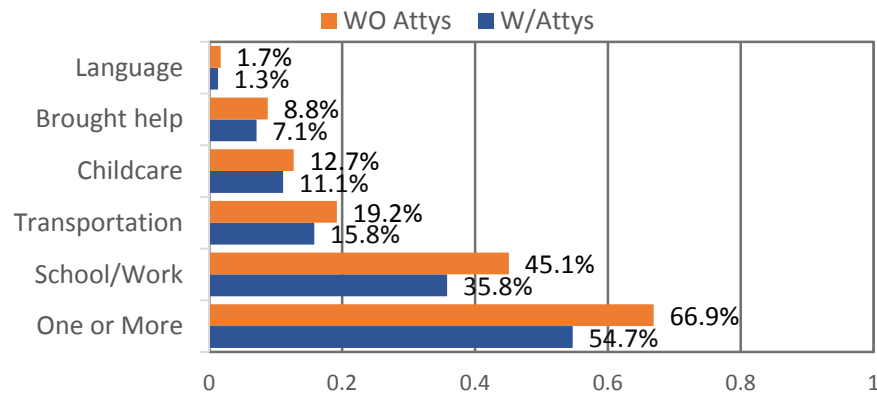
Figures in the “Not reported” category consist of respondents who did not provide how often they visited the courthouse.



### Accommodations

In 2017, for the first time, court visitors were asked to report what types of accommodations they made in order to come to the courthouse. Overall, 54.7% of court users, including 66.9% of non-attorneys, reported making at least one accommodation to come to court. The most frequent accommodation reported was taking time off from work or school (35.8%, including attorneys; 45.1%, not including attorneys).

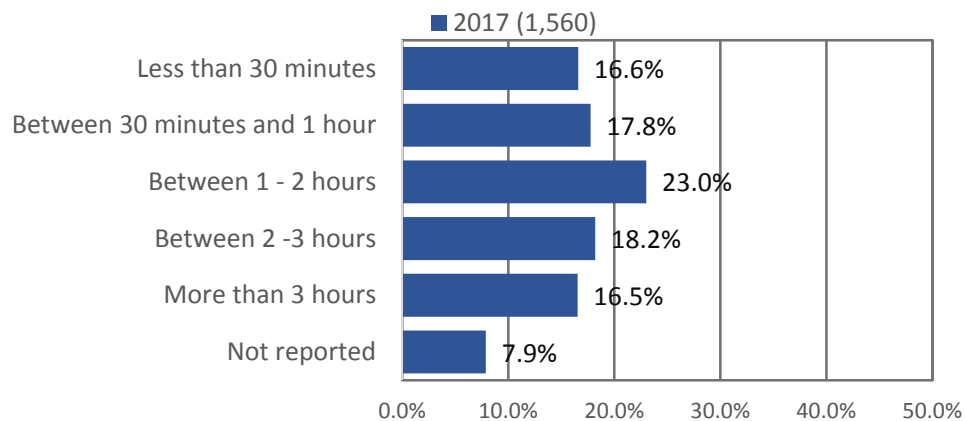
**Figure 8**  
In order to come to court,  
did you make any of the following accommodations?



### Time Spent at Court

Court visitors, also for the first time, were asked to indicate how much time they spent at the courthouse. Overall, 23.0% of court users reported spending between one to two hours at the courthouse, with equal proportions reporting shorter or longer visits.

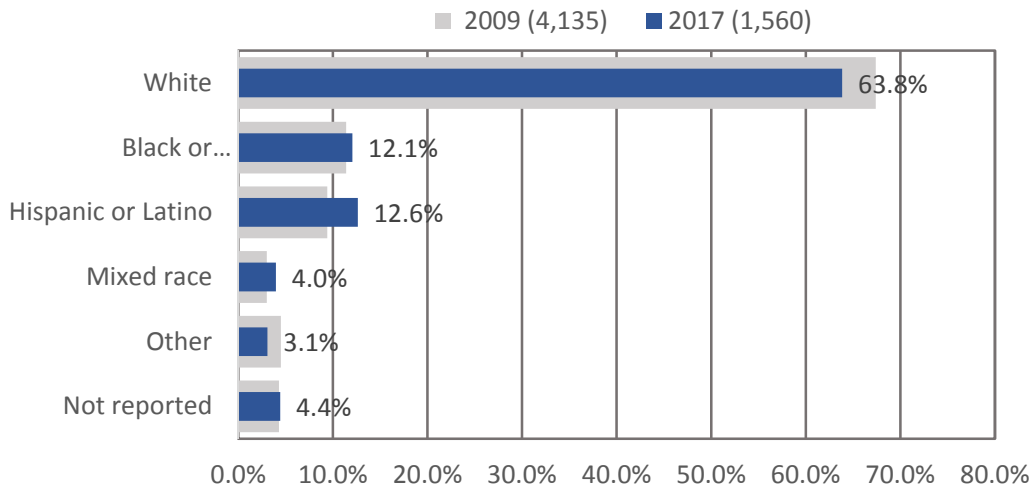
**Figure 9**  
How much time did you spend at court?



Race/Ethnicity

Court users were asked to report demographic information as part of the survey. Overall, 63.8% of court users identified as White (Non-Hispanic), 31.8% identified as racial/ethnic minority, and 4.4% did not self-identify their race/ethnicity.

Figure 10  
How would you identify yourself?

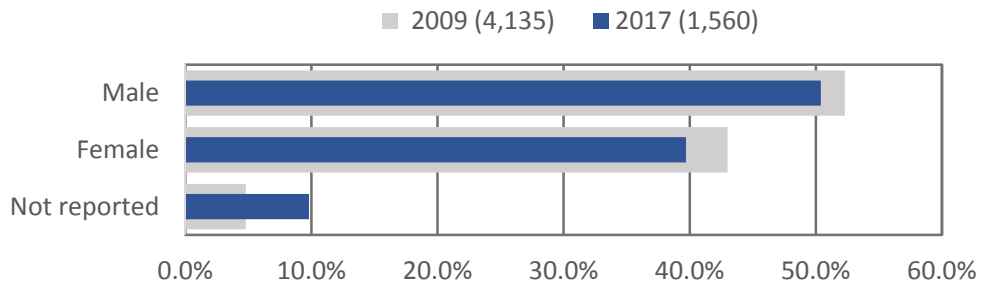


Figures in the category “Other” include American Indian or Alaska Native, Asian, and Native Hawaiian or Pacific Islander. The “Not reported” category consists of respondents who did not provide race or the race was unknown.

Gender

For the 2017 implementation of the survey, the question regarding gender was reformatted from a closed-ended question (i.e., male versus female) to an open-ended question where court users could write-in a gender identity. Just over one-half (50.4%) of court users identified as male. Nearly 10% of court users did not report gender.

Figure 11  
How would you identify your gender identity?

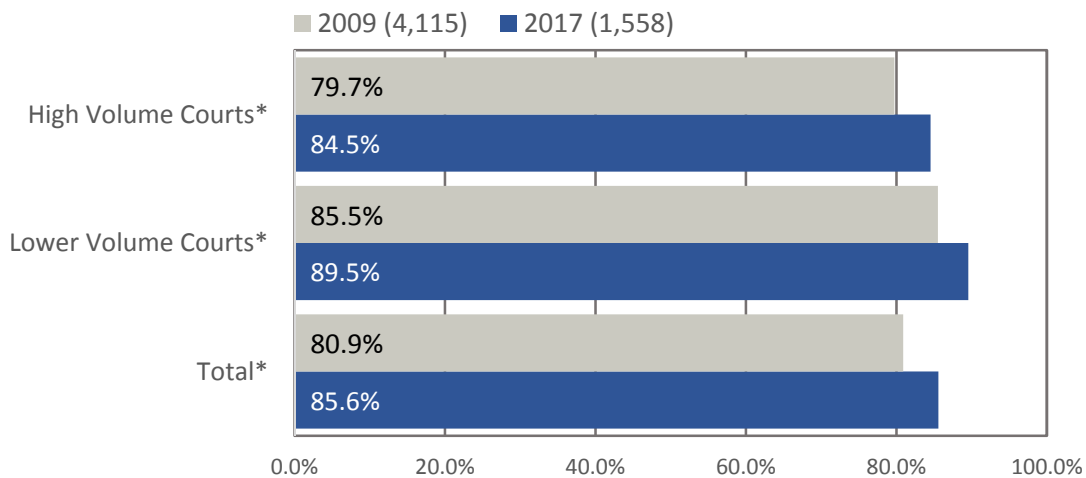


Figures in the “Not reported” category consists of respondents who did not provide gender or the gender was unknown.

### Section III: Access and Fairness

Figure 12 shows the percentage of respondents who agreed/strongly agreed with each of the eleven items designed to assess access to the courts (Access Index Score), and the five questions designed to assess the court user's perception of fairness (Fairness Index Score). As indicated, Court user ratings on access to justice measures increased from 2009 to 2017. Across lower-volume courthouses, the overall access score increased from 85.5% to 89.5% (4.0 percentage points). In high-volume courthouses, the access score rose 5.8 percentage points, from 79.7% to 84.5%. These increases were statistically significant.

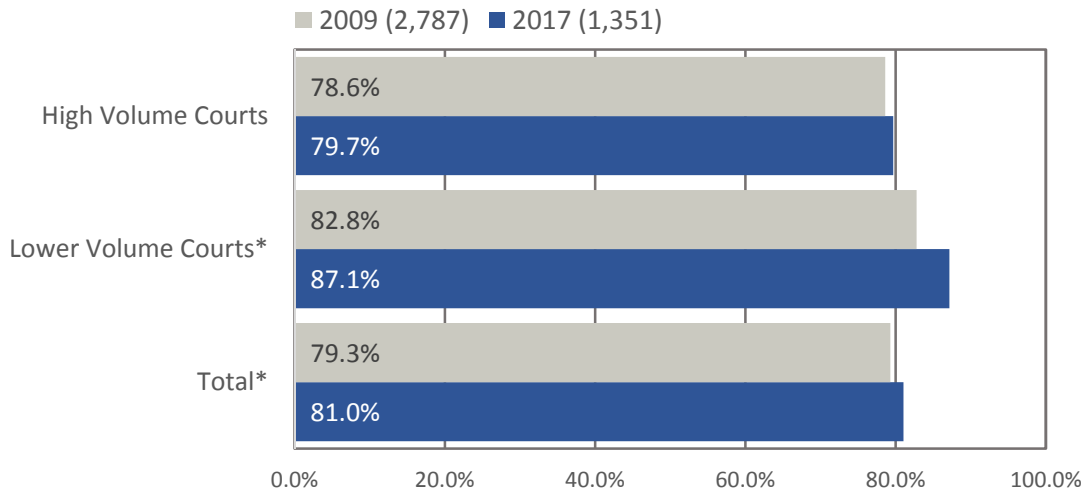
Figure 12  
Access Index Score



\*Figures for the access index are statistically significant from the comparison survey year at the .01 level.

Overall fairness scores also increased. In lower-volume courthouses, the total fairness score increased by 4.3 percentage points, from 82.8% to 87.1%. This increase was statistically significant as well. In high-volume courthouses, the overall fairness score increased by 1.1 percentage points.

Figure 13  
Fairness Index Score



\*Figures for the fairness index are statistically significant from the comparison survey year at the .01 level.

Detailed results for each component of the access and fairness scores are presented in Table 3 by cohort and survey year. Among the key findings on access:

- In 2009 and 2017, users of lower-volume courthouses consistently rated courts higher on access to justice survey items than users of high-volume courthouses;
- The proportion of court users giving the Trial Court’s website a positive rating increased by 14.4 percentage points from 49.5% to 63.9%;
- In 2009, 78.6% of court users agreed that the Trial Court had made reasonable efforts to remove language and physical barriers in its courthouses. In lower-volume courthouses, the percentage rose by 11.4 percentage points to 89.7% in 2017. In high-volume courthouses, the percentage rose by 5.4 percentage points to 84.2%.
- From 2009 to 2017, the percentage of visitors and court users reporting that their court business was completed within a reasonable amount of time increased by 11.0 percentage points in high-volume courthouses. In lower-volume courthouses, the increase was a more modest 4.2 percentage points.

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

	High Volume Courts			Lower Volume Courts			Total		
	2009	2017	Change	2009	2017	Change	2009	2017	Change
<b>Overall Access Index</b>	79.7%	84.5%	4.8%	85.5%	89.5%	4.0%	80.9%	85.6%	4.7%
Finding court was easy	87.8%	91.3%	3.6%	91.3%	92.9%	1.5%	88.5%	91.7%	3.2%
Felt safe in court	89.5%	91.2%	1.8%	92.8%	96.0%	3.2%	90.2%	92.3%	2.1%
Made reasonable efforts to remove barriers	78.7%	84.2%	5.4%	78.3%	89.7%	11.4%	78.6%	85.3%	6.7%
Easily found the courtroom or office needed	86.0%	88.8%	2.8%	90.3%	91.2%	0.9%	86.9%	89.3%	2.4%
Court staff was attentive	84.2%	86.7%	2.5%	89.3%	92.2%	2.9%	85.3%	87.8%	2.6%
Treated with courtesy and respect	85.5%	87.2%	1.7%	89.3%	93.5%	4.1%	86.3%	88.5%	2.2%
Forms clear and easy to understand	80.2%	84.6%	4.4%	84.0%	89.9%	5.9%	81.0%	85.7%	4.7%
Completed business in a reasonable time	63.4%	74.4%	11.0%	77.8%	82.0%	4.2%	66.4%	75.9%	9.5%
Hours of operation reasonable	81.1%	86.5%	5.4%	87.5%	91.0%	3.5%	82.4%	87.4%	5.0%
Website was useful	48.5%	62.9%	14.5%	54.6%	67.6%	13.0%	49.5%	63.9%	14.4%
Overall experience at court satisfactory	77.6%	82.3%	4.6%	85.7%	88.4%	2.7%	79.3%	83.6%	4.2%
Completed Surveys	3,254	1,230		861	328		4,115	1,558	

	High Volume Courts			Lower Volume Courts			Total		
	2009	2017	Change	2009	2017	Change	2009	2017	Change
<b>Overall Fairness Index</b>	78.6%	79.7%	1.1%	82.8%	87.1%	4.3%	79.3%	81.0%	1.7%
Judicial officer listened before making a decision	75.8%	75.6%	-0.3%	80.6%	86.1%	5.5%	76.6%	77.5%	0.9%
Judicial officer had information necessary to make decision	77.6%	78.4%	0.8%	82.0%	85.9%	3.9%	78.3%	79.8%	1.5%
Treated with the same courtesy and respect	82.1%	84.3%	2.2%	86.4%	88.2%	1.8%	82.8%	85.0%	2.2%
Case was handled fairly	74.9%	76.2%	1.2%	78.5%	85.8%	7.3%	75.5%	77.9%	2.4%
Know what to do next about my case	82.2%	83.0%	0.8%	85.9%	89.5%	3.6%	82.8%	84.1%	1.3%
Completed Surveys	2,273	1,088		514	263		2,787	1,351	

Among the key findings on fairness:

- In 2009 and 2017, users of lower-volume courthouses consistently rated courts higher on fair treatment than users of high-volume courthouses;
- In lower-volume courthouses, the proportion of court users agreeing that their case was handled fairly increased by 7.3 percentage points, from 78.5% to 85.8%. In high-volume courthouses the increase was 1.2 percentage points, from 74.9% to 76.2%.
- In lower-volume courthouses, the proportion of court users reporting the judge listened before making a decision increased by 5.5 percentage points to 88.1%. In the high volume courts, the change was negligible (-0.3 percentage points).

### Access and Fairness by Race

Among the findings of the 2009 Access and Fairness Survey, was a disparity by race in the proportion of court users expressing satisfaction with their overall experience at the courthouse. White court users in 2009 were more likely to express satisfaction with their experience than Race/Ethnic Minority court users (83.3% versus 73.4%). In this section, we present with more specificity the results of the 2009 survey for the sampled courts, and compare the 2009 and 2017 access and fairness results by race/ethnicity.

Presented in Figures 14 and 15, are the overall access and fairness scores for 2009 and 2017 by detailed race/ethnicity. As indicated, Whites and Hispanics/Latinos rated courts higher on measures of access to justice and fair treatment than Black/African-Americans.

Figure 14  
Overall Access Index Scores, Race/Ethnicity,  
Percent Agree/Strongly Agree

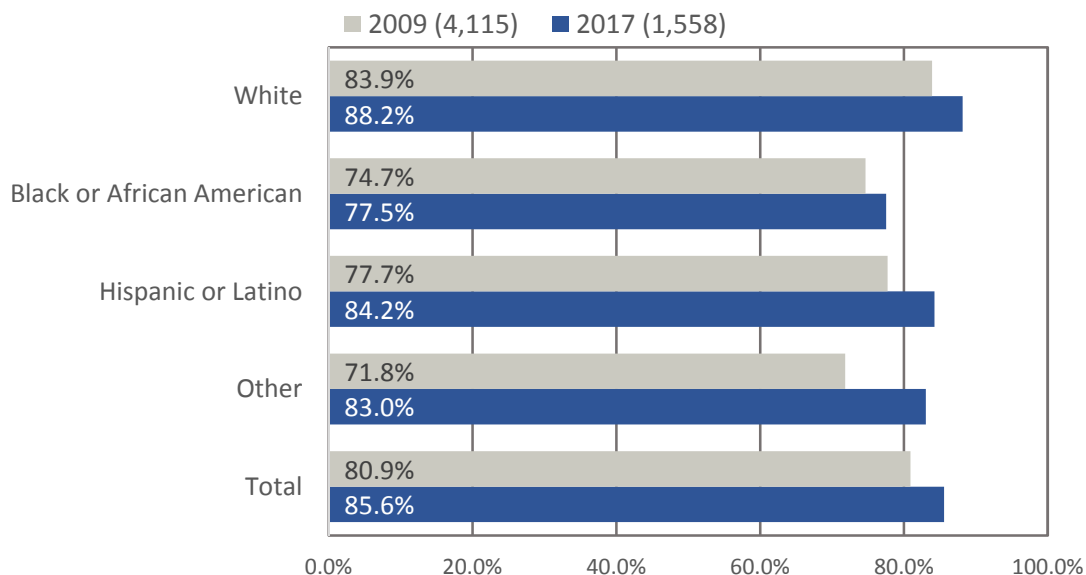
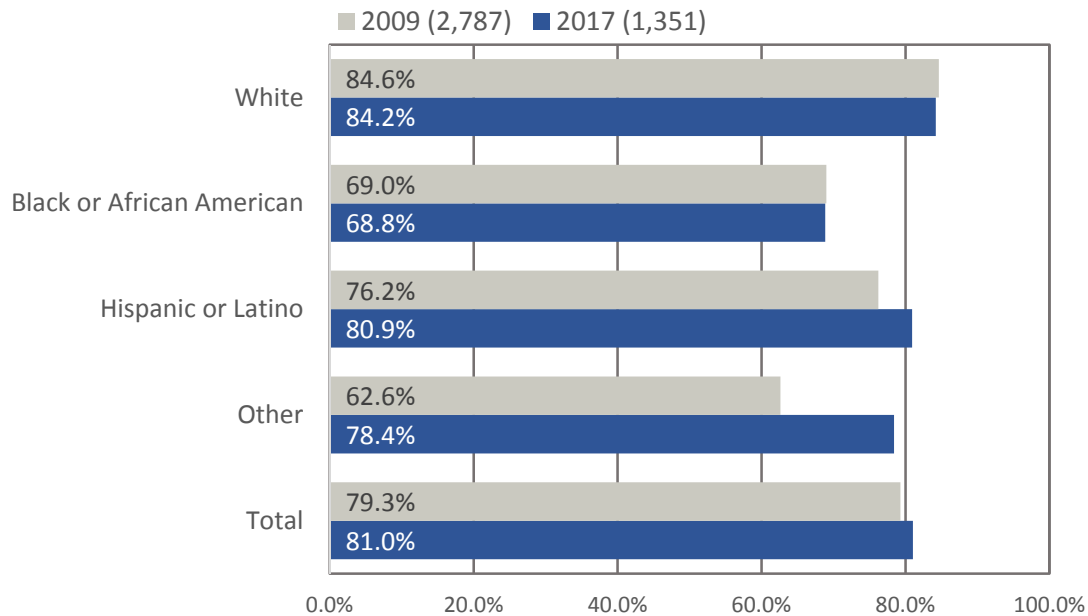


Figure 15  
Overall Fairness Index Scores, Race/Ethnicity,  
Percent Agree/Strongly Agree



Detailed results for each component of the access and fairness scores are presented in Table 4 by race/ethnicity and survey year. Among the other key findings on access by race/ethnicity:

- White and Hispanic/Latino court users consistently rated courts higher on access to justice than Black/African-American court users, except for when it came to court forms.
- In 2017, the proportion of visitors and court users describing forms as clear and easy to understand was lowest among Hispanics/Latinos (80.8%; compared to 88.4% among Whites, and 82.0% among Blacks/African-Americans).
- Although the overall proportion of Hispanic/Latino court users reporting clear and easy to understand forms was relatively high, the 2017 rate was only a slight improvement over the 2009 rate (79.6% versus 80.8%).
- In 2017, the proportion of Black/African-American court users rating the Trial Court website as useful was 17.2 percentage points lower than Hispanic/Latino court users, and 20.0 percentage points lower than White court users (48.6%; compared to 65.8% and 68.3%, respectively).
- From 2009 to 2017, the proportion of court users rating the Trial Court website as useful grew by double-digits among Whites (16.4 percentage points) and Hispanic/Latinos (14.9 percentage points). Among Black/African-American court users, the rating increased by a more modest 5.3 percentage points.

With regards to fairness, though White court users continued to rate the courts highest on measures of fairness, only the overall fairness ratings of Hispanic/Latino court users increased from 2009 to 2017 (from 76.2% to 80.9%; 4.7 percentage points). Among other key findings on fairness by race:

- On the individual components of the fairness index, the 2017 ratings of White court users were approximately 3 to 4 percentage points higher than those of Hispanics/Latinos, and 10 to 20 percentage points higher than those of Blacks/African-Americans.
- Hispanic/Latino court users rated the court higher on all five fairness items in 2017. The ratings of White and Black/African-American court users either increased slightly or decreased.



**Table 3**  
**Access Survey Items, Percent of Respondents Strongly Agreeing or Agreeing, By Race/Ethnicity**

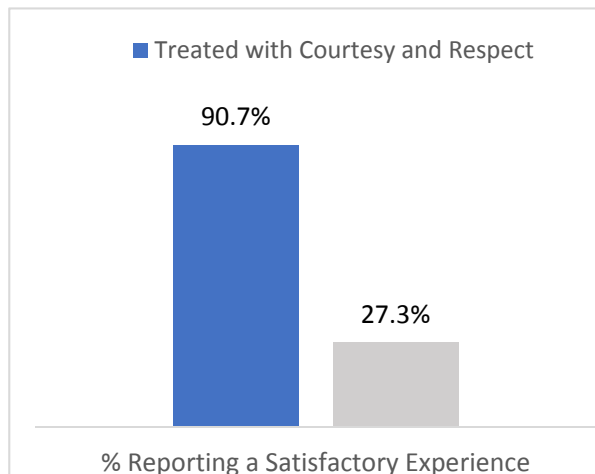
	White			Black or African American			Hispanic or Latino		
	2009	2017	CH	2009	2017	CH	2009	2017	CH
<b>Overall Access Index</b>	83.9%	88.2%	4.3%	74.7%	77.5%	2.9%	77.7%	84.2%	6.5%
Finding court was easy	90.1%	93.0%	2.8%	88.0%	84.5%	-3.5%	85.9%	93.2%	7.3%
Felt safe in court	92.6%	95.5%	2.9%	85.3%	83.1%	-2.2%	87.2%	89.6%	2.4%
Made reasonable efforts to remove barriers	80.7%	87.5%	6.8%	75.3%	77.7%	2.4%	75.1%	84.5%	9.4%
Easily found the courtroom or office needed	88.6%	91.4%	2.8%	84.8%	82.5%	-2.3%	85.9%	87.4%	1.5%
Court staff was attentive	88.8%	90.7%	1.9%	75.8%	77.6%	1.8%	81.2%	87.6%	6.5%
Treated with courtesy and respect	89.8%	91.0%	1.2%	78.2%	80.4%	2.2%	83.4%	86.4%	3.0%
Forms clear and easy to understand	84.1%	88.4%	4.3%	75.1%	82.0%	6.9%	79.6%	80.8%	1.3%
Completed business in a reasonable time	69.2%	77.5%	8.3%	61.3%	70.8%	9.5%	61.6%	75.7%	14.1%
Hours of operation reasonable	86.0%	90.1%	4.2%	74.0%	79.5%	5.5%	80.2%	86.3%	6.2%
Website was useful	51.9%	68.3%	16.4%	43.3%	48.6%	5.3%	50.9%	65.8%	14.9%
Overall experience at court satisfactory	83.2%	86.3%	3.2%	70.5%	74.3%	3.8%	73.0%	81.0%	8.0%
Completed surveys	2,787	995		467	188		390	197	
<b>Overall Fairness Index</b>	84.6%	84.2%	-0.4%	69.0%	68.8%	-0.2%	76.2%	80.9%	4.7%
Judicial officer listened before making a Decision	83.6%	80.2%	-3.4%	62.4%	65.5%	3.2%	71.5%	77.2%	5.7%
Judicial officer had information necessary to make decision	83.9%	83.2%	-0.7%	66.2%	64.3%	-1.8%	74.9%	80.4%	5.5%
Treated with the same courtesy and respect	87.1%	87.6%	0.5%	74.3%	76.5%	2.2%	81.7%	85.4%	3.7%
Case was handled fairly	81.6%	81.9%	0.2%	64.1%	64.4%	0.3%	70.6%	77.1%	6.6%
Know what to do next about my case	86.6%	87.3%	0.7%	77.4%	72.0%	-5.4%	81.7%	83.7%	1.9%
Completed surveys	1,844	856		327	169		283	185	

## Section IV: Court User Satisfaction

In 2009, the Trial Court added an additional measure of court performance to the Access and Fairness Survey by asking court users to rate their overall level of satisfaction with their court experience. As a whole, 83.6% of court users rated their experience as satisfactory.

To determine what factors, if any, contributed to user satisfaction (or dissatisfaction), an analysis was performed to identify correlates of a satisfactory (or unsatisfactory) court experience. Identified correlates touched upon three themes: court staff, court user time, and forms/information. Findings of this analysis are presented below.

Figure 16  
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 an absence of courtesy and respect (90.7% compared to 27.3%). The experiences of first time visitors to the courthouse appeared especially sensitive to an absence of courtesy and respect: of those treated with respect, 92.3% were satisfied with their experience, compared to only 16.7% of those not treated with courtesy and respect.

Figure 17  
Court users were more likely to report a satisfactory experience if *court staff was attentive*.

Court users who described staff as attentive were more likely to be satisfied with their overall court experience than court users who described staff as not attentive (91.0% compared to 32.2%). Court users' sensitivity to non-attentive staff appeared to be exacerbated by the amount of time it took to complete their court business (i.e., court users who were able to complete their business in a shorter period of time reported greater satisfaction despite encountering inattentive staff).

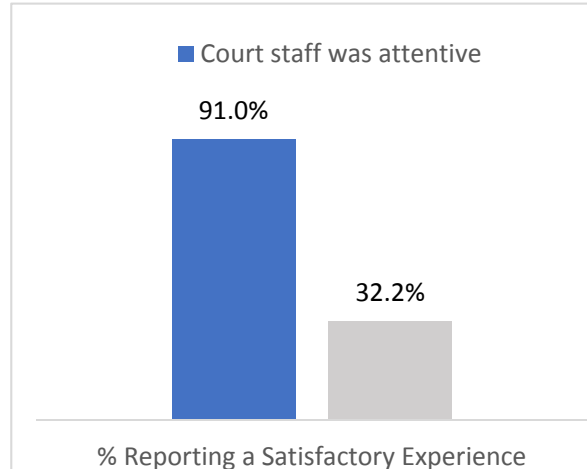
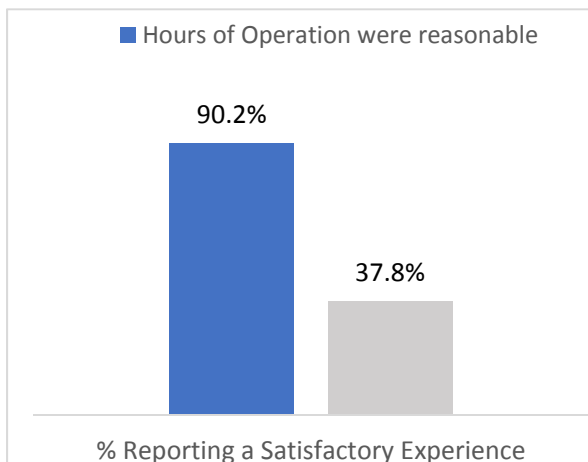


Figure 18  
Court users were more likely to report a satisfactory experience if *they perceived court hours as reasonable*.



Court users who described the court's hours as reasonable were more likely to be satisfied with their overall court experience than court users who described the court's hours of operation as unreasonable (90.2% compared to 37.8%). There was one exception to this finding. In the case of jurors, a majority of those who believed the courts' hours of operation were unreasonable still reported an overall satisfactory court experience (63.2%).

Figure 19

Court users were more likely to report a satisfactory experience if they were able to complete their court business within a reasonable period of time.



Court users who were able to complete their business in a reasonable amount of time were more likely to be satisfied with their overall court experience than court users who were unable to complete their business in a reasonable amount of time (94.3% compared to 48.5%).

Figure 20

Court users were more likely to report a satisfactory experience if court forms were clear and easy to understand.

Court users who described needed forms as clear and easy to understand were more likely to be satisfied with their overall court experience than court users who did not find the needed forms clear and easy to understand (90.7% compared to 41.4%).

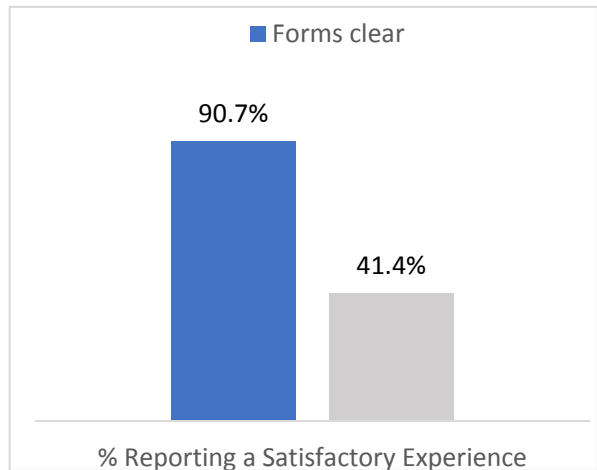
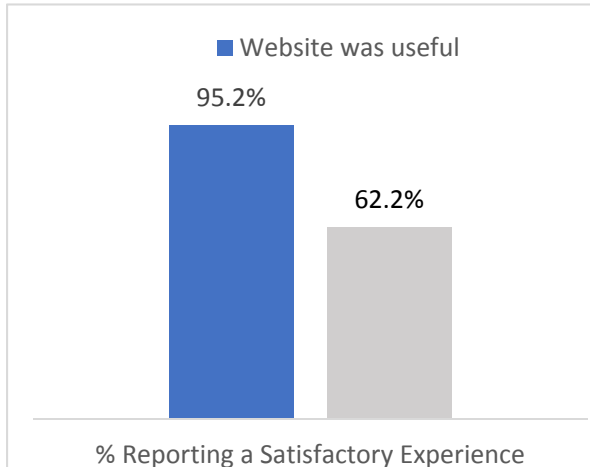


Figure 21  
Court users were more likely to report a satisfactory experience if  
*they found the Trial Court website useful.*

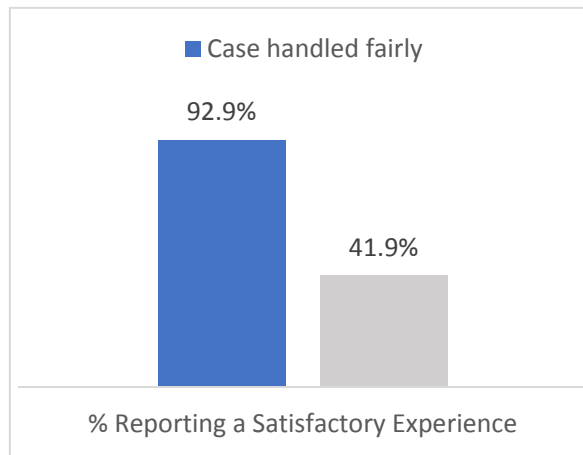


Court users who described the Trial Court website useful were more likely to be satisfied with their overall court experience than court users who did not describe the Trial Court website as useful (95.2% compared to 62.2%).

Fairness and Court User Satisfaction

Figure 22  
Court users were more likely to report a satisfactory experience if  
*they believed their court matter was handled fairly.*

Court users who believed their court matter was handled fairly were also more likely to be satisfied with their overall court experience than court users who believed their court matter was not handled fairly (92.9% compare to 41.9%).



## Conclusion

Once again, the Access and Fairness Survey proved itself to be a valuable tool for measuring court performance and identifying areas for expanded analysis. The success of the project was due to a collaborative effort between the Office of Court Management (OCM), the seven court departments, and the court user community.

The results of the Access and Fairness Survey could not be more timely as the Trial Court's Strategic Plan 2.0 identifies "access to justice and the court user experience" as one of 10 high-level strategies for setting Trial Court priorities and focusing initiatives.

The results of the Access and Fairness Survey show that the Trial Court's efforts since 2009 to ensure access and justice to all court users and improve the court user experience have met with success:

- Court user ratings on access to justice measures increased from 2009 to 2017: 85.5% to 89.5% at lower-volume courthouses; 79.7% to 84.5% in high-volume courthouses.
- 63.9% of court users gave a positive rating to the Trial Court's website, an increase of 14.4 percentage points over the 2009 rating;
- More court users agreed in 2017 that the Trial Court had made reasonable efforts to remove language and physical barriers in its courthouses. In lower-volume courthouses, the percentage rose by 11.4 percentage points to 89.7% in 2017. In high-volume courthouses, the percentage rose by 5.4 percentage points to 84.2%.
- The percentage of visitors and court users reporting that their court business was completed within a reasonable amount of time increased by 11.0 percentage points in high-volume courthouses and 4.2 percentage points in lower-volume courthouses.
- Hispanic/Latino court users rated the court higher on all five fairness items in 2017.

The results of the Access and Fairness Survey also identify a number of issues for further attention and research, among them:

- newly realized differences in the court user experience at high volume and lower volume courthouses;
- lingering disparities in the court user experiences of Whites and racial/ethnic minorities; and
- the sensitivity of court-user satisfaction to courteous and attentive employees, reasonable hours of operation and efficient processing, and useful and accessible resources and information.

Further periodic use of the Access and Fairness Survey or similar, targeted surveys is recommended for measuring the continued progress of the Trial Court's Strategic Plan 2.0, and adherence to the courts mission, *Justice: With Dignity and Speed*.

## APPENDIX A. SURVEY INSTRUMENT AND ADMINISTRATION





# 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)						
<input type="checkbox"/> Boston Municipal Court	<input type="checkbox"/> District Court	<input type="checkbox"/> Housing Court	<input type="checkbox"/> Juvenile Court	<input type="checkbox"/> Land Court	<input type="checkbox"/> Probate & Family Court	<input type="checkbox"/> Superior Court
<input type="checkbox"/> Jury duty	<input type="checkbox"/> Probation Department	<input type="checkbox"/> Court Service Center				
<b>Section I: Access to the Court</b> (Circle the Number that Applies)						
	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Not Applicable
1. Finding the courthouse was easy.	1	2	3	4	5	N/A
2. I felt safe in the courthouse.	1	2	3	4	5	N/A
3. The court makes reasonable efforts to remove physical and language barriers.	1	2	3	4	5	N/A
4. I easily found the courtroom or office I needed.	1	2	3	4	5	N/A
5. Court staff was attentive.	1	2	3	4	5	N/A
6. I was treated with courtesy and respect.	1	2	3	4	5	N/A
7. The forms I needed were clear and easy to understand.	1	2	3	4	5	N/A
8. I was able to complete my court business in a reasonable amount of time.	1	2	3	4	5	N/A
9. The court's hours of operation were reasonable.	1	2	3	4	5	N/A
10. The court's Website was useful.	1	2	3	4	5	N/A
11. My overall experience at the courthouse today was satisfactory.	1	2	3	4	5	N/A
If you appeared before a judge/magistrate/clerk today, please complete questions 12-16.						
<b>Section II: Fairness</b> (Circle the Number that Applies)						
	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Not Applicable
12. The judge/magistrate/clerk listened to my side of the story before making a decision.	1	2	3	4	5	N/A
13. The judge/magistrate/clerk had the information necessary to make a decision.	1	2	3	4	5	N/A
14. I was treated with the same courtesy and respect as everyone else.	1	2	3	4	5	N/A
15. In my opinion, my case was handled fairly.	1	2	3	4	5	N/A
16. As I leave the court, I know what to do next about my case.	1	2	3	4	5	N/A
<b>Section III: Background Information</b>						
Why are you at court today? (Check <input checked="" type="checkbox"/> all that apply)						
<input type="checkbox"/> Search court records/obtain documents	<input type="checkbox"/> Attorney	<input type="checkbox"/> Restraining/harassment prevention order				
<input type="checkbox"/> File papers	<input type="checkbox"/> Jury duty	<input type="checkbox"/> Get information/access Court Service Center				
<input type="checkbox"/> Make a payment	<input type="checkbox"/> Attend a hearing or trial	<input type="checkbox"/> Mediation/Dispute Intervention				
<input type="checkbox"/> Bail (post or return)	<input type="checkbox"/> Appear as witness	<input type="checkbox"/> Specialty Court sessions (e.g., drug court)				
<input type="checkbox"/> Meet with probation officer	<input type="checkbox"/> Law enforcement, interpreter, social service staff, etc.	<input type="checkbox"/> Other _____				
<input type="checkbox"/> Party to a legal matter (e.g., plaintiff/defendant)						
What type of case brought you to the courthouse today? (Check <input checked="" type="checkbox"/> all that apply)						
<input type="checkbox"/> Traffic	<input type="checkbox"/> Divorce	<input type="checkbox"/> Juvenile - care and protection, custody				
<input type="checkbox"/> Civil matter	<input type="checkbox"/> Paternity	<input type="checkbox"/> Juvenile - CHINS/CRA				
<input type="checkbox"/> Small claims	<input type="checkbox"/> Child or spousal support	<input type="checkbox"/> Juvenile - delinquency, youthful offender				
<input type="checkbox"/> Criminal matter	<input type="checkbox"/> Landlord/tenant eviction	<input type="checkbox"/> Land matter				
<input type="checkbox"/> Probation matter	<input type="checkbox"/> Estate/will	<input type="checkbox"/> Other _____				
<input type="checkbox"/> Restraining/harassment prevention order	<input type="checkbox"/> Guardianship					
How often are you typically in this courthouse? (Choose the closest estimate)						
<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 my 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?						
<input type="checkbox"/> Less than 30 minutes	<input type="checkbox"/> Between 30 minutes and 1 hr	<input type="checkbox"/> Between 1 - 2 hrs	<input type="checkbox"/> Between 2 - 3 hrs	<input type="checkbox"/> More than 3 hrs		
How do you identify yourself? (Check <input checked="" type="checkbox"/> all that apply)						
<input type="checkbox"/> Asian	<input type="checkbox"/> White	<input type="checkbox"/> Mixed race				
<input type="checkbox"/> Hispanic or Latino	<input type="checkbox"/> American Indian, Alaska Native	<input type="checkbox"/> Specify: _____				
<input type="checkbox"/> Black or African American	<input type="checkbox"/> Native Hawaiian, Pacific Islander					
What is your sex/gender identity? _____						
Thank you for your consideration!						

**Access and Fairness Survey Project  
Data Collection Staff**

**Boston Municipal Court Department**

Katherine Irizarry  
Courtney Murray  
Courtney Monahan  
Caitlin Reddy

**District Court Department**

Gabrielle Correia  
Sheila Dornevil  
Jacqueline Lawton  
Carla Sheffield

**Housing Court Department**

Ben Adeyinka  
Paul Burke  
Vincent LoBuono

**Juvenile Court Department**

Tiffany Cabrera

**Probate and Family Court  
Department**

Lori Carvalho  
Elizabeth Cabral DiPippo  
Kaitlin Murray

**Superior Court Department**

Bruce Adams

**Office of the Jury Commissioner**

Darlene Chavarria  
Monique Dixon

**Massachusetts Probation Service**

Audrey Banks  
Tawauka Bryant  
Maritza Davila  
Sara Dutkiewicz  
Mario Greco  
Phil Lang  
Erin Morrill  
Kara Lightowler  
Gary Porter

**Office of Community Corrections**

Patricia Horne  
Daniela Lopes

**Office of Court Management  
Court Capital Projects**

Estella Cordeiro

**Office of Court Management  
Judicial Information Services**

Andrew Carver

**Office of Court Management  
Fiscal**

Donna Lee

**Executive Office of the Trial Court**

Jennifer Bruni  
Sheila Casey  
Karissa Goff (Intern)  
Maura Kelly  
Irene Rodriquez (Intern)

**Executive Office of the Trial Court  
Research and Planning**

Laura Cooke  
Lee Kavanagh  
Melaine Malcolm  
Elizabeth Marini  
Kevin Riley  
Addie Walker

## APPENDIX B. ADDITIONAL STATISTICAL TABLES

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

Table 1. Number of Court Users, Department Visited, Survey Year

Table 2. Number of Court Users, Courthouse Visited, Survey Year

Table 3. What type of case brought you to court today?

Table 4. Why are you at court today?

Table 5. How would you identify yourself?

Table 6. How would you identify your gender?

Table 7. How often are you typically in this courthouse?

Table 8. In order to come to court, did you make any of the following accommodations?

Table 9. How much time did you spend at court?

Table 10. Comparison to Overall Access and Fairness Scores, Courthouse, 2009

Table 11. Access and Fairness Index and Statements, Departments, Percent Agree/Strongly Agree

Table 12. Access Index, Courthouse, Percent Agree/Strongly Agree

Table 13. Fairness Index, Courthouse, Percent Agree/Strongly Agree

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

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

Table 16. Access and Fairness Index and Statements, Frequency of Court Visit, Percent Agree/Strongly Agree

Table 17. Access Index, Case type, Percent Agree/Strongly Agree

Table 18. Fairness Index, Case type, Percent Agree/Strongly Agree

Table 19. Access Index, Business/Purpose of Visit, Percent Agree/Strongly Agree

Table 20. Fairness Index, Business/Purpose of Visit, Percent Agree/Strongly Agree

Table 21. Access and Fairness Index and Statements, Time Spent at Court, Percent Agree/Strongly Agree

Table 22. Access and Fairness Index and Statements, Accommodations Made to Come to Court, Percent Agree/Strongly Agree, 2017

Table 23. Percent Reporting Satisfactory Experience, Court Department, 2017

Table 24. Percent Reporting Satisfactory Experience, Size of Court, 2017

Table 25. Percent Reporting Satisfactory Experience, Jurors and Non-Jurors, 2017

Table 26. Percent Reporting Satisfactory Experience, Appearance before a Judicial Officer, 2017

Table 27. Percent Reporting Satisfactory Experience, How do you identify yourself, 2017

Table 28. Percent Reporting Satisfactory Experience, What is your sex/gender identity, 2017

Table 29. Percent Reporting Satisfactory Experience, How much time spent at court, 2017

Table 30. Percent Reporting Satisfactory Experience, How often are you typically in court, 2017

Table 31. Percent Reporting Satisfactory Experience, Accommodations Made to Come to Court, 2017

Table 32. Percent Reporting Satisfactory Experience, Fairness Statements, 2017

Table 1. Number of Court Users, Department Visited, Survey Year

	2009		2017	
	Count	Percent	Count	Percent
Boston Municipal Court	656	15.9%	71	4.6%
District Court	1,253	30.3%	520	33.3%
Housing Court	300	7.3%	126	8.1%
Juvenile Court	425	10.3%	111	7.1%
Land Court	72	1.7%	35	2.2%
Probate and Family Court	628	15.2%	244	15.6%
Superior Court	195	4.7%	37	2.4%
Trial Court Jurors	569	13.8%	186	11.9%
Massachusetts Probation Service	-	-	146	9.4%
Court Service Center	-	-	25	1.6%
No Department Identified	174	4.2%	111	7.1%
One Department Visited	3,849	93.1%	1,404	90.0%
Two or More Departments Visited	112	2.7%	45	2.9%
<b>Total Surveys</b>	<b>4,135</b>		<b>1,560</b>	

Figures for 2009 exclude the departments Probation and Court Service Center due to changes in the survey instrument.

Table 2. Number of Court Users, Courthouse Visited, Survey Year

	2009		2017	
	Count	Percent	Count	Percent
Barnstable Superior Court (P,S)	91	2.2%	30	1.9%
Brockton Court Complex (D,H,J,P)	237	5.7%	66	4.2%
Brooke Courthouse (BMC,H,J,P)	620	15.0%	126	8.1%
Cambridge Probate and Family Court (P)	106	2.6%	54	3.5%
Dorchester Municipal Court (BMC,J)	356	8.6%	72	4.6%
Fall River Court Complex (D,S)	142	3.4%	32	2.1%
Fenton Judicial Center (D,H,J,P)	276	6.7%	113	7.2%
Fitchburg District Court (D,J)	70	1.7%	15	1.0%
Framingham District Court (D)	81	2.0%	33	2.1%
Greenfield Court Complex (D,H,P,S)	156	3.8%	35	2.2%
Land Court (L)	72	1.7%	35	2.2%
Lowell District Court (D)	57	1.4%	36	2.3%
Lynn District Court (D)	82	2.0%	44	2.8%
New Bedford Court Complex (D,J)	87	2.1%	57	3.7%
Newburyport District Court (D)	104	2.5%	29	1.9%
Northampton District Court (D,S)	112	2.7%	64	4.1%
Pittsfield District Court (D)	61	1.5%	27	1.7%
Plymouth Court Complex (D,H,J,P)	165	4.0%	100	6.4%
Quincy District Court (D,J)	89	2.2%	69	4.4%
Salem Court Complex (D,H,J,S)	206	5.0%	82	5.3%
Springfield Hall of Justice (D,P,S,J,H)	438	10.6%	96	6.2%
Taunton Court Complex (D,H,J,P)	89	2.2%	88	5.6%
Uxbridge District Court (D)	15	0.4%	35	2.2%
Woburn District Court (D)	103	2.5%	26	1.7%
Worcester Court Complex (D,H,J,P,S)	320	7.7%	196	12.6%
Total	4,135		1,560	

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

Table 3. What type of case brought you to court today?

	2009		2017	
	Count	Percent	Count	Percent
Criminal Matter	808	23.2%	395	25.3%
Civil matter	355	10.2%	167	10.7%
Probation matter	197	5.7%	130	8.3%
Other	245	7.0%	117	7.5%
Traffic	227	6.5%	116	7.4%
Landlord/tenant	253	7.3%	110	7.1%
Divorce	213	6.1%	78	5.0%
Child or spousal support	167	4.8%	72	4.6%
Juvenile - Care & Protection	195	5.6%	66	4.2%
Guardianship	92	2.6%	49	3.1%
Restraining order	77	2.2%	47	3.0%
Small claims	106	3.0%	47	3.0%
Land matter	106	3.0%	40	2.6%
Estate/will	50	1.4%	34	2.2%
Juvenile - Delinquency	188	5.4%	26	1.7%
Paternity	49	1.4%	21	1.3%
Juvenile - Child Requiring Assistance	808	23.2%	20	1.3%

Figures for the Boston Municipal Court were excluded from the previous analysis due to changes in the survey instrument. Figures for the 2009 case type, Juvenile – Delinquency, include the case types CHINS and youthful offender.

Table 4. Why are you at court today?

	2009		2017	
	Count	Percent	Count	Percent
Attorney	837	24.1%	344	22.1%
Attend hearing or trial	537	15.4%	270	17.3%
Jury duty	571	16.4%	187	12.0%
Other	488	14.0%	185	11.9%
File papers	295	8.5%	175	11.2%
Party to a legal matter	434	12.5%	168	10.8%
Meet with probation officer	165	4.7%	117	7.5%
Search court records / obtain documents	238	6.8%	81	5.2%
Make a payment	71	2.0%	68	4.4%
Law enforcement / interpreter / social service staff	131	3.8%	61	3.9%
Get information	128	3.7%	51	3.3%
Restraining order	65	1.9%	39	2.5%
Mediation/Dispute intervention	-	-	28	1.8%
Appear as witness	82	2.4%	19	1.2%
Bail (post or return)	26	.7%	14	.9%
Specialty Court sessions (e.g. drug court)	-	-	11	.7%

Figures for the Boston Municipal Court were excluded from the previous analysis due to changes in the survey instrument. The categories mediation/dispute intervention and specialty court sessions were not administered in the 2009 survey.

Table 5. How would you identify yourself?

	2009		2017	
	Count	Percent	Count	Percent
White	2,787	67.4%	996	63.8%
Black or African American	470	11.4%	188	12.1%
Hispanic or Latino	390	9.4%	197	12.6%
Mixed race	124	3.0%	62	4.0%
Other	185	4.5%	48	3.1%
Not reported	179	4.3%	69	4.4%
Total	4,135		1,560	

Figures in the category “Other” include American Indian or Alaska Native, Asian, and Native Hawaiian or Pacific Islander. The “Not reported” category consists of respondents who did not provide race or the race was unknown.

Table 6. How would you identify your gender?

	2009		2017	
	Count	Percent	Count	Percent
Male	2,161	52.3%	787	50.4%
Female	1,777	43.0%	620	39.7%
Not reported	197	4.8%	153	9.8%
Total	4,135		1,560	

Figures in the “Not reported” category consists of respondents who did not provide gender or the gender was unknown.

Table 7. How often are you typically in this courthouse?

	2009		2017	
	Count	Percent	Count	Percent
First time in this courthouse	883	21.4%	324	20.8%
Once a year or less	904	21.9%	357	22.9%
Several times a year	764	18.5%	303	19.4%
Regularly	1388	33.6%	487	31.2%
Not reported	196	4.7%	89	5.7%
Total	4,135		1,560	

Figures in the “Not reported” category consists of respondents who did not provide how often they visited the courthouse.



Table 8. In order to come to court, did you make any of the following accommodations?

	2017	
	Count	Percent
Made at least one accommodation	853	54.7%
Took time off work or school	558	35.8%
Asked someone for a ride, took public transportation, or took a taxi or car service	247	15.8%
Arranged for someone to watch my child or family member	173	11.1%
Asked a relative or friend to come in case help was needed	111	7.1%
Brought someone with me who speaks or understands English better than I do.	21	1.3%

Figures exclude the 2009 survey due to changes in the survey instrument.

Table 9. How much time did you spend at court?

	2017	
	Count	Percent
Less than 30 minutes	259	16.6%
Between 30 minutes and 1 hour	277	17.8%
Between 1 - 2 hours	359	23.0%
Between 2 -3 hours	284	18.2%
More than 3 hours	258	16.5%
Not reported	123	7.9%
Total	1,560	

Figures exclude the 2009 survey due to changes in the survey instrument. Figures in the “Not reported” category consists of respondents who did not provide how much time they spent at the courthouse.

Table 10. Comparison to Overall Access and Fairness Scores, Courthouse, 2009

	Access Index Score	Overall Index Difference	Fairness Index Score	Overall Index Difference
Barnstable Superior Court (P,S)	85.0%	2.7%	90.3%	9.7%
Brockton Court Complex (D,H,J,P)	84.1%	1.8%	79.5%	-1.2%
Brooke Courthouse (BMC,H,J,P)	78.3%	-4.0%	78.6%	-2.1%
Cambridge Probate and Family Court (P)	82.7%	0.5%	81.4%	0.7%
Dorchester Municipal Court (BMC,J)	73.2%	-9.1%	70.8%	-9.9%
Fall River Court Complex (D,S)	80.8%	-1.5%	80.2%	-0.4%
Fenton Judicial Center (D,H,J,P)	78.2%	-4.1%	78.0%	-2.7%
Fitchburg District Court (D,J)	89.3%	7.0%	86.0%	5.3%
Framingham District Court (D)	82.2%	-0.1%	75.1%	-5.5%
Greenfield Court Complex (D,H,P,S)	89.6%	7.4%	90.9%	10.2%
Land Court (L)	94.5%	12.2%	95.4%	14.7%
Lowell District Court (D)	82.3%	0.0%	84.2%	3.6%
Lynn District Court (D)	76.1%	-6.2%	75.5%	-5.1%
New Bedford Court Complex (D,J)	80.8%	-1.5%	75.7%	-4.9%
Newburyport District Court (D)	77.0%	-5.3%	74.8%	-5.8%
Northampton District Court (D,S)	87.4%	5.1%	76.4%	-4.2%
Pittsfield District Court (D)	82.0%	-0.3%	79.9%	-0.8%
Plymouth Court Complex (D,H,J,P)	87.7%	5.4%	87.4%	6.7%
Quincy District Court (D,J)	81.3%	-0.9%	78.2%	-2.5%
Salem Court Complex (D,H,J,S)	82.8%	0.5%	89.2%	8.5%
Springfield Hall of Justice (D,P,S,J,H)	78.3%	-4.0%	77.0%	-3.7%
Taunton Court Complex (D,H,J,P)	78.8%	-3.5%	73.4%	-7.2%
Uxbridge District Court (D)	70.9%	-11.4%	72.9%	-7.7%
Woburn District Court (D)	84.0%	1.7%	82.1%	1.5%
Worcester Court Complex (D,H,J,P,S)	83.0%	0.7%	81.3%	0.7%
Non-resurveyed courts	83.4%	1.2%	81.7%	1.0%
Total	82.3%		80.6%	

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

Table 11. Access and Fairness Index and Statements, Departments, Percent Agree/Strongly Agree

	Boston Municipal Court			District Court			Housing Court			Juvenile Court			Land Court		
	2009	2017	CH	2009	2017	CH	2009	2017	CH	2009	2017	CH	2009	2017	CH
<b>Overall Access Index</b>	75.1%	77.4%	2.3%	80.3%	84.5%	4.2%	81.2%	87.0%	5.8%	81.8%	87.7%	5.9%	94.5%	95.5%	1.1%
Finding court was easy	87.6%	88.6%	1.0%	88.5%	92.4%	3.8%	87.8%	92.0%	4.2%	89.1%	93.4%	4.3%	93.1%	88.6%	-4.5%
Felt safe in court	86.0%	85.5%	-0.5%	89.4%	91.5%	2.0%	93.9%	92.8%	-1.1%	92.8%	89.8%	-3.0%	100.0%	100.0%	0.0%
Made reasonable efforts to remove barriers	75.7%	79.0%	3.4%	79.2%	84.6%	5.3%	83.8%	86.2%	2.5%	78.6%	87.3%	8.6%	84.0%	96.0%	12.0%
Easily found the courtroom or office needed	81.2%	84.3%	3.1%	86.5%	89.4%	2.9%	86.1%	90.2%	4.1%	91.7%	96.2%	4.4%	97.1%	91.4%	-5.7%
Court staff was attentive	80.3%	78.3%	-2.0%	82.5%	85.1%	2.6%	86.3%	91.1%	4.7%	87.6%	89.7%	2.1%	98.6%	100.0%	1.4%
Treated with courtesy and respect	82.1%	78.6%	-3.5%	82.9%	86.0%	3.1%	86.7%	92.7%	6.1%	88.5%	86.1%	-2.4%	97.2%	100.0%	2.8%
Forms clear and easy to understand	75.3%	75.9%	0.6%	79.7%	85.1%	5.5%	80.5%	81.7%	1.1%	82.1%	88.9%	6.8%	92.9%	96.3%	3.4%
Completed business in a reasonable time	62.6%	62.3%	-0.3%	68.5%	74.0%	5.5%	60.7%	82.5%	21.9%	56.0%	76.9%	20.8%	97.1%	94.3%	-2.8%
Hours of operation reasonable	78.2%	84.1%	5.8%	82.2%	86.7%	4.4%	82.4%	88.0%	5.6%	84.2%	91.7%	7.6%	97.1%	97.1%	0.1%
Website was useful	36.7%	55.3%	18.6%	49.7%	59.8%	10.2%	49.7%	61.1%	11.5%	51.4%	75.0%	23.6%	60.6%	89.3%	28.7%
Overall experience at court satisfactory	75.5%	69.0%	-6.5%	77.9%	82.0%	4.1%	78.9%	87.2%	8.3%	78.9%	85.0%	6.1%	100.0%	97.1%	-2.9%
Number of Surveys	651	71		1,247	519		299	126		424	111		72	35	
<b>Overall Fairness Index</b>	74.4%	73.2%	-1.1%	78.7%	83.2%	4.5%	81.4%	80.3%	-1.1%	86.0%	85.0%	-1.0%	95.4%	97.5%	2.1%
Judicial officer listened before making a decision	70.8%	72.0%	1.2%	76.1%	80.0%	3.9%	79.6%	74.4%	-5.3%	83.5%	87.8%	4.3%	94.9%	95.8%	1.0%
Jud. ofc. had information necessary to make decision	73.9%	72.2%	-1.7%	76.7%	81.9%	5.1%	81.3%	79.5%	-1.7%	85.5%	84.0%	-1.5%	97.4%	95.8%	-1.5%
Treated with the same courtesy and respect	76.8%	78.3%	1.6%	81.8%	84.8%	3.0%	85.5%	85.0%	-0.5%	90.2%	83.7%	-6.5%	100.0%	95.8%	-4.2%
Case was handled fairly	72.0%	68.6%	-3.4%	74.5%	80.5%	6.0%	77.4%	76.1%	-1.3%	83.0%	81.2%	-1.8%	94.7%	100.0%	5.3%
Know what to do next about my case	78.3%	74.0%	-4.3%	84.0%	88.4%	4.4%	82.7%	84.9%	2.2%	87.6%	88.9%	1.3%	89.7%	100.0%	10.3%
Number of Surveys	428	67		976	475		233	119		329	103		49	32	

Table 11. Access and Fairness Index and Statements, Departments, Percent Agree/Strongly Agree (continued)

	Probate and Family Court			Superior Court			Trial Court Jurors			Probation			All Court Users		
	2009	2017	CH	2009	2017	CH	2009	2017	CH	2009	2017	CH	2009	2017	CH
<b>Overall Access Index</b>	80.7%	86.7%	6.0%	84.8%	82.8%	-2.0%	86.1%	89.6%	3.5%	-	82.1%	-	80.9%	85.6%	4.7%
Finding court was easy	90.4%	92.4%	2.0%	90.5%	89.2%	-1.3%	87.9%	91.9%	3.9%	-	91.0%	-	88.5%	91.7%	3.2%
Felt safe in court	88.5%	94.5%	6.0%	92.2%	94.6%	2.4%	92.9%	95.1%	2.2%	-	88.2%	-	90.2%	92.3%	2.1%
Made reasonable efforts to remove barriers	75.8%	86.7%	10.8%	78.5%	77.4%	-1.1%	78.3%	85.1%	6.7%	-	86.3%	-	78.6%	85.3%	6.7%
Easily found the courtroom or office needed	85.4%	87.2%	1.8%	87.2%	88.6%	1.3%	92.5%	93.5%	1.0%	-	86.3%	-	86.9%	89.3%	2.4%
Court staff was attentive	83.6%	91.9%	8.3%	86.8%	86.5%	-0.3%	94.3%	95.1%	0.8%	-	80.4%	-	85.3%	87.8%	2.6%
Treated with courtesy and respect	85.2%	92.4%	7.2%	86.6%	91.9%	5.3%	95.9%	95.6%	-0.3%	-	82.4%	-	86.3%	88.5%	2.2%
Forms clear and easy to understand	77.3%	81.4%	4.2%	84.8%	78.6%	-6.2%	92.9%	95.8%	2.9%	-	83.8%	-	81.0%	85.7%	4.7%
Completed business in a reasonable time	67.7%	76.2%	8.5%	78.1%	65.7%	-12.4%	68.2%	76.0%	7.8%	-	73.6%	-	66.4%	75.9%	9.5%
Hours of operation reasonable	83.1%	90.9%	7.8%	83.2%	86.1%	2.9%	83.1%	87.1%	4.0%	-	79.6%	-	82.4%	87.4%	5.0%
Website was useful	55.9%	66.9%	11.0%	62.4%	54.5%	-7.8%	60.7%	65.5%	4.8%	-	63.4%	-	49.5%	63.9%	14.4%
Overall experience at court satisfactory	81.3%	84.7%	3.4%	88.3%	83.8%	-4.5%	81.0%	90.4%	9.4%	-	80.6%	-	79.3%	83.6%	4.2%
Number of Surveys	627	244		195	37		569	185			146		4,115	1,558	
<b>Overall Fairness Index</b>															
Judicial officer listened before making a decision	77.3%	77.8%	0.5%	82.1%	76.2%	-5.9%	-	-	-	-	74.2%	-	79.3%	81.0%	1.7%
Jud. ofc. had information necessary to make decision	75.5%	74.0%	-1.4%	80.6%	64.0%	-16.6%	-	-	-	-	63.7%	-	76.6%	77.5%	0.9%
Treated with the same courtesy and respect	75.6%	76.5%	0.9%	82.1%	79.2%	-2.9%	-	-	-	-	70.5%	-	78.3%	79.8%	1.5%
Case was handled fairly	81.3%	85.0%	3.7%	82.7%	81.5%	-1.2%	-	-	-	-	80.2%	-	82.8%	85.0%	2.2%
Know what to do next about my case	73.1%	73.3%	0.2%	78.4%	75.0%	-3.4%	-	-	-	-	74.0%	-	75.5%	77.9%	2.4%
Number of Surveys	80.4%	78.5%	-1.9%	86.5%	80.8%	-5.7%	-	-	-	-	80.6%	-	82.8%	84.1%	1.3%

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

Table 12. Access Index, Courthouse, Percent Agree/Strongly Agree

	Access Index			Number of Surveys	
	2009	2017	Change	2009	2017
Barnstable Superior Court (P,S)	85.0%	93.0%	8.0%	90	30
Brockton Court Complex (D,H,J,P)	84.1%	85.9%	1.8%	235	66
Brooke Courthouse (BMC,H,J,P)	78.3%	81.7%	3.4%	618	126
Cambridge Probate and Family Court (P)	82.7%	84.4%	1.6%	105	54
Dorchester Municipal Court (BMC,J)	73.2%	81.7%	8.4%	352	72
Fall River Court Complex (D,S)	80.8%	86.4%	5.6%	142	32
Fenton Judicial Center (D,H,J,P)	78.2%	89.5%	11.4%	276	113
Fitchburg District Court (D,J)	89.3%	85.5%	-3.8%	70	15
Framingham District Court (D)	82.2%	89.4%	7.2%	80	32
Greenfield Court Complex (D,H,P,S)	89.6%	87.7%	-1.9%	156	35
Land Court (L)	94.5%	95.5%	1.1%	72	35
Lowell District Court (D)	82.3%	81.2%	-1.1%	57	36
Lynn District Court (D)	76.1%	84.7%	8.6%	81	44
New Bedford Court Complex (D,J)	80.8%	80.8%	0.0%	87	57
Newburyport District Court (D)	77.0%	94.4%	17.4%	102	29
Northampton District Court (D,S)	87.4%	87.7%	0.3%	112	64
Pittsfield District Court (D)	82.0%	79.2%	-2.8%	61	27
Plymouth Court Complex (D,H,J,P)	87.7%	82.3%	-5.4%	164	100
Quincy District Court (D,J)	81.3%	86.5%	5.1%	89	68
Salem Court Complex (D,H,J,S)	82.8%	85.4%	2.6%	206	82
Springfield Hall of Justice (D,P,S,J,H)	78.3%	86.5%	8.2%	437	96
Taunton Court Complex (D,H,J,P)	78.8%	81.6%	2.9%	89	88
Uxbridge District Court (D)	70.9%	91.5%	20.6%	15	35
Woburn District Court (D)	84.0%	89.5%	5.4%	103	26
Worcester Court Complex (D,H,J,P,S)	83.0%	85.9%	2.9%	316	196
Total	80.9%	85.6%	4.7%	4,115	1,558

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

Table 13. Fairness Index, Courthouse, Percent Agree/Strongly Agree

	Fairness Index			Number of Surveys	
	2009	2017	Change	2009	2017
Barnstable Superior Court (P,S)	90.3%	88.8%	-1.6%	55	25
Brockton Court Complex (D,H,J,P)	79.5%	82.1%	2.6%	176	56
Brooke Courthouse (BMC,H,J,P)	78.6%	76.7%	-1.8%	466	116
Cambridge Probate and Family Court (P)	81.4%	66.4%	-15.0%	83	40
Dorchester Municipal Court (BMC,J)	70.8%	76.9%	6.1%	220	56
Fall River Court Complex (D,S)	80.2%	78.9%	-1.3%	86	28
Fenton Judicial Center (D,H,J,P)	78.0%	87.8%	9.8%	203	106
Fitchburg District Court (D,J)	86.0%	88.4%	2.4%	51	12
Framingham District Court (D)	75.1%	97.0%	21.9%	54	23
Greenfield Court Complex (D,H,P,S)	90.9%	83.7%	-7.2%	65	27
Land Court (L)	95.4%	97.5%	2.1%	49	32
Lowell District Court (D)	84.2%	73.1%	-11.1%	28	36
Lynn District Court (D)	75.5%	76.3%	0.8%	60	42
New Bedford Court Complex (D,J)	75.7%	82.7%	7.0%	62	49
Newburyport District Court (D)	74.8%	82.0%	7.2%	68	24
Northampton District Court (D,S)	76.4%	80.0%	3.6%	52	40
Pittsfield District Court (D)	79.9%	80.8%	0.9%	41	26
Plymouth Court Complex (D,H,J,P)	87.4%	76.6%	-10.7%	101	87
Quincy District Court (D,J)	78.2%	87.9%	9.8%	60	59
Salem Court Complex (D,H,J,S)	89.2%	77.4%	-11.7%	132	78
Springfield Hall of Justice (D,P,S,J,H)	77.0%	78.8%	1.8%	289	89
Taunton Court Complex (D,H,J,P)	73.4%	78.6%	5.2%	64	74
Uxbridge District Court (D)	72.9%	88.3%	15.4%	10	33
Woburn District Court (D)	82.1%	84.2%	2.1%	69	21
Worcester Court Complex (D,H,J,P,S)	81.3%	80.9%	-0.4%	243	172
Total	79.3%	81.0%	1.7%	2,787	1,351

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

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

	White			Black or African American			Hispanic or Latino			Other		
	2009	2017	CH	2009	2017	CH	2009	2017	CH	2009	2017	CH
<b>Overall Access Index</b>	83.9%	88.2%	4.3%	74.7%	77.5%	2.9%	77.7%	84.2%	6.5%	71.8%	83.0%	11.2%
Finding court was easy	90.1%	93.0%	2.8%	88.0%	84.5%	-3.5%	85.9%	93.2%	7.3%	81.7%	91.8%	10.2%
Felt safe in court	92.6%	95.5%	2.9%	85.3%	83.1%	-2.2%	87.2%	89.6%	2.4%	83.3%	86.1%	2.8%
Made reasonable efforts to remove barriers	80.7%	87.5%	6.8%	75.3%	77.7%	2.4%	75.1%	84.5%	9.4%	71.9%	85.0%	13.1%
Easily found the courtroom or office needed	88.6%	91.4%	2.8%	84.8%	82.5%	-2.3%	85.9%	87.4%	1.5%	78.6%	89.0%	10.4%
Court staff was attentive	88.8%	90.7%	1.9%	75.8%	77.6%	1.8%	81.2%	87.6%	6.5%	76.1%	84.1%	8.0%
Treated with courtesy and respect	89.8%	91.0%	1.2%	78.2%	80.4%	2.2%	83.4%	86.4%	3.0%	75.7%	86.9%	11.2%
Forms clear and easy to understand	84.1%	88.4%	4.3%	75.1%	82.0%	6.9%	79.6%	80.8%	1.3%	69.2%	83.5%	14.3%
Completed business in a reasonable time	69.2%	77.5%	8.3%	61.3%	70.8%	9.5%	61.6%	75.7%	14.1%	57.9%	75.2%	17.3%
Hours of operation reasonable	86.0%	90.1%	4.2%	74.0%	79.5%	5.5%	80.2%	86.3%	6.2%	70.0%	80.7%	10.7%
Website was useful	51.9%	68.3%	16.4%	43.3%	48.6%	5.3%	50.9%	65.8%	14.9%	43.5%	59.7%	16.2%
Overall experience at court satisfactory	83.2%	86.3%	3.2%	70.5%	74.3%	3.8%	73.0%	81.0%	8.0%	70.4%	82.2%	11.8%
Number of Surveys	2,787	995		467	188		390	197		309	110	
<b>Overall Fairness Index</b>	84.6%	84.2%	-0.4%	69.0%	68.8%	-0.2%	76.2%	80.9%	4.7%	62.6%	78.4%	15.8%
Judicial officer listened before making a decision	83.6%	80.2%	-3.4%	62.4%	65.5%	3.2%	71.5%	77.2%	5.7%	55.4%	76.8%	21.4%
Jud. ofc. had information necessary to make decision	83.9%	83.2%	-0.7%	66.2%	64.3%	-1.8%	74.9%	80.4%	5.5%	63.0%	76.1%	13.1%
Treated with the same courtesy and respect	87.1%	87.6%	0.5%	74.3%	76.5%	2.2%	81.7%	85.4%	3.7%	69.8%	81.7%	11.9%
Case was handled fairly	81.6%	81.9%	0.2%	64.1%	64.4%	0.3%	70.6%	77.1%	6.6%	56.1%	72.9%	16.7%
Know what to do next about my case	86.6%	87.3%	0.7%	77.4%	72.0%	-5.4%	81.7%	83.7%	1.9%	67.9%	83.8%	15.9%
Number of Surveys	1,844	856		327	169		283	185		231	96	

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

	Female			Male		
	2009	2017	Change	2009	2017	Change
<b>Overall Access Index</b>	80.7%	86.5%	5.7%	81.4%	86.4%	5.0%
Finding court was easy	88.9%	91.8%	2.9%	88.8%	92.8%	4.0%
Felt safe in court	89.7%	93.1%	3.5%	91.0%	92.9%	1.9%
Made reasonable efforts to remove barriers	75.9%	86.1%	10.2%	80.7%	86.3%	5.6%
Easily found the courtroom or office needed	87.1%	89.0%	1.9%	87.0%	90.5%	3.5%
Court staff was attentive	84.6%	87.4%	2.8%	86.3%	89.2%	2.9%
Treated with courtesy and respect	86.5%	88.9%	2.4%	86.8%	89.7%	2.9%
Forms clear and easy to understand	81.9%	85.8%	3.9%	80.7%	86.8%	6.1%
Completed business in a reasonable time	64.5%	77.8%	13.2%	67.8%	76.4%	8.6%
Hours of operation reasonable	82.2%	90.2%	8.1%	83.0%	87.3%	4.2%
Website was useful	53.0%	65.7%	12.7%	46.5%	64.7%	18.2%
Overall experience at court satisfactory	79.0%	85.1%	6.1%	80.4%	83.9%	3.5%
Number of Surveys	1,776	619		2,158	787	
<b>Overall Fairness Index</b>	78.3%	82.1%	3.8%	80.5%	81.8%	1.3%
Judicial officer listened before making a decision	75.9%	78.2%	2.3%	77.3%	78.5%	1.2%
Jud. ofc. had information necessary to make decision	77.4%	82.7%	5.2%	79.7%	79.6%	-0.1%
Treated with the same courtesy and respect	82.8%	86.3%	3.5%	83.5%	85.0%	1.5%
Case was handled fairly	74.6%	78.3%	3.7%	76.6%	78.7%	2.1%
Know what to do next about my case	80.4%	84.1%	3.6%	84.8%	86.4%	1.6%
Number of Surveys	1,143	537		1,531	696	



Table 16. Access and Fairness Index and Statements, Frequency of Court Visit, Percent Agree/Strongly Agree

	First time in this courthouse			Once a year or less			Several times a year			Regularly		
	2009	2017	CH	2009	2017	CH	2009	2017	CH	2009	2017	CH
<b>Overall Access Index</b>	81.7%	86.0%	4.3%	80.0%	84.3%	4.3%	76.6%	84.2%	7.6%	83.9%	86.9%	2.9%
Finding court was easy	82.6%	89.4%	6.8%	90.1%	91.0%	0.9%	88.1%	91.3%	3.2%	92.4%	94.5%	2.1%
Felt safe in court	90.3%	92.5%	2.1%	90.3%	91.6%	1.3%	87.6%	91.9%	4.2%	92.0%	92.5%	0.5%
Made reasonable efforts to remove barriers	76.2%	82.6%	6.4%	77.4%	84.7%	7.3%	75.8%	83.8%	7.9%	82.5%	88.3%	5.7%
Easily found the courtroom or office needed	85.4%	86.6%	1.2%	88.3%	86.1%	-2.2%	82.3%	89.9%	7.6%	90.0%	93.0%	2.9%
Court staff was attentive	87.8%	87.9%	0.0%	82.7%	87.4%	4.7%	80.7%	86.0%	5.3%	88.5%	89.0%	0.6%
Treated with courtesy and respect	90.7%	89.3%	-1.4%	85.4%	88.7%	3.2%	79.6%	87.1%	7.5%	88.4%	88.7%	0.4%
Forms clear and easy to understand	84.6%	90.4%	5.8%	80.2%	85.9%	5.8%	74.7%	83.1%	8.4%	83.4%	84.1%	0.7%
Completed business in a reasonable time	69.1%	78.4%	9.3%	65.6%	73.1%	7.5%	61.7%	73.4%	11.8%	68.1%	76.4%	8.3%
Hours of operation reasonable	83.0%	88.0%	5.0%	79.8%	86.5%	6.7%	78.1%	84.1%	6.0%	86.9%	89.3%	2.4%
Website was useful	53.2%	64.8%	11.6%	48.3%	56.1%	7.9%	44.2%	64.9%	20.7%	50.3%	67.3%	17.1%
Overall experience at court satisfactory	78.8%	84.6%	5.8%	75.4%	83.3%	7.9%	74.4%	80.9%	6.5%	85.6%	84.7%	-0.9%
Number of Surveys	881	324		902	357		764	302		1,388	487	
<b>Overall Fairness Index</b>	78.9%	80.3%	1.4%	71.0%	81.2%	10.3%	71.9%	76.7%	4.7%	87.3%	84.0%	-3.3%
Judicial officer listened before making a decision	72.8%	76.9%	4.1%	66.6%	78.0%	11.4%	68.4%	70.9%	2.5%	86.6%	81.5%	-5.1%
Jud. ofc. had information necessary to make decision	74.9%	78.7%	3.7%	70.0%	77.6%	7.5%	70.6%	75.5%	4.9%	87.0%	84.6%	-2.5%
Treated with the same courtesy and respect	84.6%	85.5%	0.9%	76.0%	86.5%	10.5%	77.2%	80.9%	3.7%	88.8%	86.5%	-2.3%
Case was handled fairly	76.3%	78.7%	2.4%	65.7%	78.0%	12.3%	66.4%	71.1%	4.7%	85.0%	81.6%	-3.4%
Know what to do next about my case	84.5%	80.4%	-4.1%	75.8%	85.4%	9.6%	76.6%	83.6%	6.9%	89.1%	85.6%	-3.5%
Number of Surveys	500	254		555	306		554	280		1,093	452	

Table 17. Access Index, Case type, Percent Agree/Strongly Agree

	Access Index			Number of Surveys	
	2009	2017	Change	2009	2017
Child or spousal support	79.8%	82.0%	2.2%	167	72
Civil matter	85.6%	84.4%	-1.1%	355	167
Criminal matter	80.4%	83.9%	3.5%	807	395
Divorce	83.1%	86.0%	2.8%	213	78
Estate/will	86.4%	91.9%	5.5%	50	34
Guardianship	81.8%	88.9%	7.1%	92	49
Juvenile - Delinquency	83.2%	88.9%	5.7%	188	26
Juvenile - Care & Protection	79.5%	86.3%	6.8%	195	66
Juvenile - Child Requiring Assistance	-	82.7%	-	-	20
Land matter	89.6%	94.4%	4.9%	106	40
Landlord/tenant	80.8%	87.7%	6.9%	253	110
Other	78.8%	82.6%	3.8%	245	117
Paternity	67.7%	84.8%	17.1%	49	21
Probation matter	79.0%	85.2%	6.2%	196	130
Restraining Order	75.4%	80.6%	5.2%	77	46
Small claims	78.9%	80.2%	1.3%	106	47
Traffic	77.7%	84.6%	6.9%	226	116

Figures for 2009 include the Boston Municipal Court Department. Figures for the 2009 case type, Juvenile – Delinquency, include the case types CHINS and youthful offender.

Table 18. Fairness Index, Case type, Percent Agree/Strongly Agree

	Fairness Index			Number of Surveys	
	2009	2017	Change	2009	2017
Child or spousal support	67.2%	69.8%	2.6%	117	64
Civil matter	87.5%	78.0%	-9.6%	268	152
Criminal matter	79.2%	81.0%	1.8%	622	360
Divorce	83.6%	78.6%	-5.0%	174	67
Estate/will	87.1%	87.8%	0.7%	27	27
Guardianship	72.4%	89.4%	17.0%	68	46
Juvenile - Delinquency	85.4%	84.9%	-0.4%	143	24
Juvenile - Care & Protection	84.7%	80.0%	-4.7%	174	61
Juvenile - Child Requiring Assistance	-	82.8%	-	-	20
Land matter	93.6%	94.9%	1.3%	60	32
Landlord/tenant	82.0%	81.1%	-0.8%	197	103
Other	71.6%	76.6%	5.0%	159	102
Paternity	65.9%	86.7%	20.8%	37	19
Probation matter	72.9%	77.3%	4.4%	126	125
Restraining Order	72.6%	74.2%	1.6%	63	44
Small claims	77.4%	76.6%	-0.8%	82	41
Traffic	77.5%	80.2%	2.7%	193	109

Figures for 2009 include the Boston Municipal Court Department. Figures for the 2009 case type, Juvenile – Delinquency, include the case types CHINS and youthful offender.

Table 19. Access Index, Business/Purpose of Visit, Percent Agree/Strongly Agree

	Access Index			Number of Surveys	
	2009	2017	Change	2009	2017
Appear as witness	75.9%	83.0%	7.0%	82	19
Attend hearing or trial	81.0%	85.6%	4.6%	537	270
Attorney	86.6%	90.0%	3.4%	836	344
Bail (post or return)	75.1%	75.9%	0.8%	26	14
File papers	81.4%	89.0%	7.7%	295	175
Get information	81.1%	87.2%	6.1%	128	51
Jury duty	85.5%	89.6%	4.1%	621	186
Law enforcement / interpreter / social service staff	82.0%	85.8%	3.8%	130	61
Make a payment	74.5%	78.1%	3.6%	70	68
Mediation/Dispute intervention		82.3%	82.3%	-	28
Meet with probation officer	80.2%	83.5%	3.3%	164	117
Other	79.0%	82.9%	3.9%	487	184
Party to a legal matter	77.0%	79.3%	2.2%	434	168
Restraining order	69.9%	78.6%	8.7%	65	39
Search court records / obtain documents	80.0%	83.8%	3.8%	238	81
Specialty Court sessions (e.g. drug court)	-	88.9%		-	11

Figures for 2009 include the Boston Municipal Court Department. The categories mediation/dispute intervention and specialty court sessions were not administered in the 2009 survey.

Table 20. Fairness Index, Business/Purpose of Visit, Percent Agree/Strongly Agree

	Fairness Index			Number of Surveys	
	2009	2017	Change	2009	2017
Appear as witness	67.1%	91.2%	24.0%	63	18
Attend hearing or trial	80.0%	83.5%	3.5%	462	256
Attorney	91.7%	90.4%	-1.3%	726	331
Bail (post or return)	57.8%	61.5%	3.7%	17	14
File papers	77.9%	77.2%	-0.7%	187	151
Get information	69.0%	79.0%	9.9%	68	45
Jury duty	-	-	-	199	111
Law enforcement / interpreter / social service staff	81.2%	77.4%	-3.7%	103	59
Make a payment	66.8%	67.0%	0.2%	53	64
Mediation/Dispute intervention	-	76.2%	-	-	27
Meet with probation officer	73.4%	74.3%	0.8%	95	110
Party to a legal matter	76.8%	79.0%	2.2%	352	155
Other	72.1%	72.8%	0.7%	349	161
Restraining order	68.6%	76.0%	7.4%	59	38
Search court records / obtain documents	66.9%	75.1%	8.2%	123	64
Specialty Court sessions (e.g. drug court)	-	75.0%	-	-	11

Figures for 2009 include the Boston Municipal Court Department. The categories mediation/dispute intervention and specialty court sessions were not administered in the 2009 survey.

Table 21. Access and Fairness Index and Statements, Time Spent at Court, Percent Agree/Strongly Agree, 2017

	Less than 30 minutes	Between 30 minutes - 1 hour	Between 1 - 2 hours	Between 2 -3 hours	More than 3 hours
<b>Overall Access Index</b>	88.5%	88.8%	88.1%	82.2%	79.3%
Finding court was easy	90.6%	91.3%	93.4%	92.1%	89.8%
Felt safe in court	90.8%	91.5%	94.1%	91.9%	91.0%
Made reasonable efforts to remove barriers	86.4%	86.5%	88.7%	84.1%	80.3%
Easily found the courtroom or office needed	89.8%	92.2%	90.3%	85.6%	88.5%
Court staff was attentive	90.4%	90.0%	89.1%	83.5%	84.8%
Treated with courtesy and respect	89.3%	90.4%	90.9%	84.6%	85.4%
Forms clear and easy to understand	88.6%	85.9%	87.1%	84.7%	80.5%
Completed business in a reasonable time	90.3%	88.5%	81.1%	65.3%	51.3%
Hours of operation reasonable	91.3%	91.7%	90.2%	82.7%	80.2%
Website was useful	66.7%	67.8%	68.8%	66.1%	52.1%
Overall experience at court satisfactory	90.0%	90.0%	86.0%	77.0%	74.3%
Number of Surveys	258	277	359	284	258
<b>Overall Fairness Index</b>	81.4%	83.0%	85.8%	77.2%	76.5%
Judicial officer listened before making a decision	77.1%	80.1%	80.1%	74.9%	74.6%
Judicial officer had information necessary to make decision	79.7%	81.1%	83.9%	75.9%	78.6%
Treated with the same courtesy and respect	83.8%	89.1%	90.0%	80.2%	78.9%
Case was handled fairly	80.5%	79.3%	84.3%	71.4%	73.7%
Know what to do next about my case	84.8%	84.4%	89.6%	83.2%	75.9%
Number of Surveys	221	254	334	261	212

Table 22. Access and Fairness Index and Statements, Accommodations Made to Come to Court, Percent Agree/Strongly Agree, 2017

	Watch child or family member	Brought someone for help	Took time off work or school	Transportation assistance	Brought someone for English assistance	Made at least one accommodation	No accommodation reported
<b>Overall Access Index</b>	82.9%	77.7%	82.7%	80.9%	77.9%	82.8%	88.9%
Finding court was easy	88.3%	90.7%	90.3%	89.3%	85.7%	89.7%	94.1%
Felt safe in court	90.5%	85.0%	90.3%	89.0%	90.5%	90.0%	95.0%
Made reasonable efforts to remove barriers	84.3%	80.0%	83.2%	77.7%	84.2%	83.1%	88.1%
Easily found the courtroom or office needed	90.0%	87.6%	85.9%	83.8%	76.2%	87.1%	92.0%
Court staff was attentive	85.0%	77.4%	84.1%	83.6%	81.0%	84.2%	92.3%
Treated with courtesy and respect	82.0%	78.3%	85.3%	82.6%	76.2%	85.1%	92.7%
Forms clear and easy to understand	83.8%	74.5%	83.6%	80.9%	72.2%	83.0%	89.3%
Completed business in a reasonable time	73.5%	67.0%	72.5%	72.8%	70.0%	73.5%	78.7%
Hours of operation reasonable	83.5%	79.4%	84.7%	83.1%	81.0%	84.7%	90.6%
Website was useful	53.1%	52.9%	57.5%	55.0%	53.8%	58.3%	70.7%
Overall experience at court satisfactory	85.1%	67.6%	80.7%	79.5%	76.2%	81.1%	86.5%
Number of Surveys	173	110	558	247	21	852	706
<b>Overall Fairness Index</b>	77.1%	71.1%	76.0%	73.5%	63.7%	75.7%	88.1%
Judicial officer listened before making a decision	75.9%	66.2%	72.2%	67.3%	52.9%	72.0%	84.7%
Jud. ofc. had information necessary to make decision	72.5%	70.9%	73.7%	71.5%	58.8%	73.0%	88.7%
Treated with the same courtesy and respect	84.1%	75.8%	81.7%	78.3%	80.0%	80.9%	90.4%
Case was handled fairly	71.6%	64.7%	71.5%	68.1%	47.1%	71.4%	86.4%
Know what to do next about my case	80.5%	76.7%	79.7%	81.3%	75.0%	80.0%	89.5%
Number of Surveys	155	105	486	210	21	748	603

Table 23. Percent Reporting Satisfactory Experience, Court Department, 2017

	Boston Muni. Court	District Court	Housing Court	Juvenile Court	Land Court	Probate and Family Court	Superior Court	Probation	Total
Finding court was easy	79.0%	85.9%	88.6%	86.6%	100.0%	87.8%	84.8%	86.5%	87.0%
Not easy finding court	0.0%	31.6%	70.0%	57.1%	75.0%	44.4%	75.0%	16.7%	43.9%
Felt safe in court	79.7%	86.6%	92.2%	88.3%	97.1%	87.3%	88.6%	87.6%	87.8%
Did not feel safe	10.0%	31.7%	12.5%	54.5%	0.0%	33.3%	0.0%	31.3%	31.5%
Made reasonable efforts	79.6%	90.0%	92.6%	88.6%	100.0%	89.2%	91.7%	88.8%	89.5%
Did not make reasonable efforts	23.1%	37.1%	53.3%	66.7%	0.0%	57.7%	42.9%	44.4%	47.6%
Easily found the courtroom or office	81.4%	87.0%	90.0%	87.8%	96.9%	89.0%	83.9%	86.7%	88.2%
Did not easily find	9.1%	37.7%	58.3%	25.0%	100.0%	53.3%	75.0%	36.8%	43.8%
Court staff was attentive	87.0%	90.6%	93.8%	88.4%	97.1%	89.6%	93.8%	93.6%	91.0%
Not attentive	6.7%	35.1%	30.0%	55.6%	0.0%	27.8%	20.0%	30.8%	32.2%
Treated with courtesy and respect	87.3%	90.8%	92.2%	91.2%	97.1%	89.4%	91.2%	92.9%	90.7%
Not treated with courtesy and respect	6.7%	25.0%	25.0%	50.0%	0.0%	25.0%	0.0%	20.8%	27.3%
Forms clear and easy	87.8%	89.9%	94.4%	92.3%	100.0%	91.2%	90.9%	90.2%	90.7%
Not clear and easy	15.4%	39.1%	52.6%	44.4%	0.0%	55.6%	33.3%	28.6%	41.4%
Completed business in a reasonable time	90.7%	94.5%	92.3%	92.6%	100.0%	96.0%	95.7%	88.5%	94.3%
Did not complete in A reasonable time	30.8%	46.9%	61.9%	56.5%	50.0%	47.2%	58.3%	55.9%	48.5%
Hours of operation were reasonable	79.3%	89.8%	92.7%	87.8%	100.0%	88.4%	90.3%	93.5%	90.2%
Were not reasonable	18.2%	30.8%	42.9%	50.0%	0.0%	40.0%	40.0%	33.3%	37.8%
Website was useful	90.5%	93.3%	97.7%	93.2%	100.0%	97.0%	91.7%	90.2%	95.2%
Was not useful	47.1%	58.8%	75.0%	64.3%	66.7%	66.0%	50.0%	57.1%	62.2%
Number of Surveys	71	519	126	111	35	244	37	146	1,558



Table 24. Percent Reporting Satisfactory Experience, Size of Court, 2017

	High Volume Courts	Lower Volume Courts	Total
Finding court was easy	86.1%	90.5%	87.0%
Not easy finding court	41.2%	57.1%	43.9%
Felt safe in court	87.0%	90.7%	87.8%
Did not feel safe	33.3%	11.1%	31.5%
Made reasonable efforts	88.8%	91.9%	89.5%
Did not make reasonable efforts	46.6%	53.6%	47.6%
Easily found the courtroom or office	87.1%	92.0%	88.2%
Did not easily find courtroom/office	42.4%	50.0%	43.8%
Court staff was attentive	90.3%	93.3%	91.0%
Not attentive staff	32.0%	33.3%	32.2%
Treated with courtesy and respect	90.1%	92.7%	90.7%
Not treated with courtesy and respect	28.1%	21.1%	27.3%
Forms clear and easy	90.4%	92.0%	90.7%
Not clear and easy	39.6%	51.9%	41.4%
Completed business in a reasonable time	94.0%	95.2%	94.3%
Did not complete in a reasonable time	47.9%	51.9%	48.5%
Hours of operation were reasonable	89.3%	93.4%	90.2%
Were not reasonable	37.9%	37.0%	37.8%
Website was useful	94.6%	97.4%	95.2%
Was not useful	59.5%	75.0%	62.2%
Number of Surveys	1,230	328	1,558

Table 25. Percent Reporting Satisfactory Experience, Jurors and Non-Jurors, 2017

	Trial Court Jurors	Non-Jurors	Total
Finding court was easy	90.9%	86.5%	87.0%
Not easy finding court	84.6%	39.1%	43.9%
Felt safe in court	92.6%	87.1%	87.8%
Did not feel safe	20.0%	32.1%	31.5%
Made reasonable efforts	93.3%	89.0%	89.5%
Did not make reasonable efforts	68.4%	45.3%	47.6%
Easily found the courtroom or office	91.0%	87.8%	88.2%
Did not easily find courtroom/office	81.8%	40.9%	43.8%
Court staff was attentive	93.1%	90.7%	91.0%
Not attentive	28.6%	32.4%	32.2%
Treated with courtesy and respect	92.4%	90.4%	90.7%
Not treated with courtesy and respect	33.3%	27.0%	27.3%
Forms clear and easy	90.7%	90.7%	90.7%
Not clear and easy	60.0%	40.9%	41.4%
Completed business in a reasonable time	97.9%	93.9%	94.3%
Did not complete in a reasonable time	64.3%	47.1%	48.5%
Hours of operation were reasonable	95.5%	89.6%	90.2%
Were not reasonable	63.2%	34.8%	37.8%
Website was useful	98.6%	94.7%	95.2%
Was not useful	71.9%	61.0%	62.2%
Number of Surveys	185	1,373	1,558

Table 26. Percent Reporting Satisfactory Experience, Appearance before a Judicial Officer, 2017

	All Respondents	Respondents Appearing Before a Judge/ Magistrate/ Clerk
Finding court was easy	87.0%	86.4%
Not easy finding court	43.9%	38.6%
Felt safe in court	87.8%	87.1%
Did not feel safe	31.5%	32.3%
Made reasonable efforts	89.5%	89.4%
Did not make reasonable efforts	47.6%	42.4%
Easily found the courtroom or office	88.2%	88.0%
Did not easily find courtroom/office	43.8%	38.2%
Court staff was attentive	91.0%	90.7%
Not attentive staff	32.2%	32.3%
Treated with courtesy and respect	90.7%	90.6%
Not treated with courtesy and respect	27.3%	27.3%
Forms clear and easy	90.7%	90.9%
Not clear and easy	41.4%	38.8%
Completed business in a reasonable time	94.3%	93.9%
Did not complete in reasonable time	48.5%	46.3%
Hours of operation were reasonable	90.2%	89.5%
Were not reasonable	37.8%	35.1%
Website was useful	95.2%	94.2%
Was not useful	62.2%	61.8%
Number of Surveys	1,558	1,351

Table 27. Percent Reporting Satisfactory Experience, How do you identify yourself, 2017

	White	Black or African American	Hispanic or Latino	Other
Finding court was easy	89.2%	80.8%	84.0%	84.7%
Not easy finding court	45.5%	40.7%	38.5%	55.6%
Felt safe in court	88.8%	84.1%	86.9%	86.8%
Did not feel safe	28.2%	26.7%	30.0%	57.1%
Made reasonable efforts	90.8%	85.4%	90.0%	81.9%
Did not make reasonable efforts	54.0%	36.1%	32.1%	73.3%
Easily found the courtroom or office	90.0%	81.3%	87.2%	85.1%
Did not easily find courtroom/office	45.7%	40.6%	37.5%	58.3%
Court staff was attentive	91.7%	89.7%	89.6%	88.6%
Not attentive staff	34.9%	25.0%	25.0%	56.3%
Treated with courtesy and respect	91.7%	84.6%	91.4%	87.9%
Not treated with courtesy and respect	29.3%	29.4%	12.0%	53.8%
Forms clear and easy	92.1%	84.3%	90.3%	89.9%
Not clear and easy	46.2%	28.6%	38.7%	46.7%
Completed business in a reasonable time	95.7%	87.7%	92.9%	93.6%
Did not complete in a reasonable time	52.5%	41.2%	43.5%	52.0%
Hours of operation were reasonable	91.5%	84.6%	88.9%	91.9%
Were not reasonable	42.0%	33.3%	30.8%	40.0%
Website was useful	95.2%	92.3%	95.8%	94.9%
Was not useful	66.5%	55.6%	56.8%	65.4%
Number of Surveys	995	188	197	110

Table 28. Percent Reporting Satisfactory Experience, What is your sex/gender identity, 2017

	Female	Male
Finding court was easy	89.0%	86.2%
Not easy finding court	40.4%	50.0%
Felt safe in court	88.9%	87.5%
Did not feel safe	31.6%	34.6%
Made reasonable efforts	90.6%	89.2%
Did not make reasonable efforts	46.3%	49.5%
Easily found the courtroom or office	90.0%	87.4%
Did not easily find courtroom/office	43.9%	47.2%
Court staff was attentive	92.1%	90.8%
Not attentive staff	38.4%	28.4%
Treated with courtesy and respect	91.5%	90.3%
Not treated with courtesy and respect	31.7%	26.9%
Forms clear and easy	92.8%	90.0%
Not clear and easy	45.7%	39.1%
Completed business in a reasonable time	95.1%	93.7%
Did not complete in a reasonable time	50.8%	50.0%
Hours of operation were reasonable	90.7%	90.4%
Were not reasonable	35.8%	38.9%
Website was useful	96.7%	94.5%
Was not useful	59.6%	66.7%
Number of Surveys	619	787

Table 29. Percent Reporting Satisfactory Experience, How much time spent at court, 2017

	Less than 1 hour	Between 1 - 2 hours	Between 2 -3 hours	More than 3 hours
Finding court was easy	93.4%	89.4%	80.6%	77.3%
Not easy finding court	54.3%	31.8%	36.4%	44.0%
Felt safe in court	94.6%	89.9%	80.9%	79.2%
Did not feel safe	43.2%	23.8%	28.6%	23.8%
Made reasonable efforts	94.6%	91.4%	85.6%	81.2%
Did not make reasonable efforts	62.7%	42.9%	33.3%	44.4%
Easily found the courtroom or office	93.9%	91.0%	81.6%	79.1%
Did not easily find courtroom/office	47.8%	38.2%	48.7%	35.7%
Court staff was attentive	96.3%	92.2%	86.5%	84.7%
Not attentive staff	36.7%	37.8%	31.8%	18.4%
Treated with courtesy and respect	95.0%	92.4%	87.1%	83.8%
Not treated with courtesy and respect	42.9%	22.6%	22.0%	14.3%
Forms clear and easy	95.1%	94.0%	86.6%	82.0%
Not clear and easy	53.7%	31.6%	35.1%	40.0%
Completed business in a reasonable time	95.2%	94.9%	93.1%	90.6%
Did not complete in a reasonable time	42.3%	46.9%	45.1%	57.4%
Hours of operation were reasonable	94.5%	92.2%	85.1%	84.5%
Were not reasonable	41.5%	32.4%	35.6%	35.4%
Website was useful	96.8%	95.4%	92.8%	91.7%
Was not useful	70.1%	63.3%	56.1%	55.9%
Number of Surveys	536	359	284	258

Table 30. Percent Reporting Satisfactory Experience, How often are you typically in court, 2017

	First time in this courthouse	Once a year or less	Several times a year	Regularly
Finding court was easy	87.5%	87.6%	85.4%	87.0%
Not easy finding court	62.5%	40.6%	32.0%	38.5%
Felt safe in court	89.0%	87.8%	85.2%	88.6%
Did not feel safe	25.0%	32.1%	33.3%	35.3%
Made reasonable efforts	89.4%	89.5%	87.6%	90.2%
Did not make reasonable efforts	54.5%	54.5%	40.5%	43.1%
Easily found the courtroom or office	89.7%	89.0%	84.9%	88.6%
Did not easily find courtroom/office	53.7%	45.8%	43.3%	30.3%
Court staff was attentive	94.0%	89.3%	90.2%	91.1%
Not attentive staff	19.4%	42.9%	30.0%	33.3%
Treated with courtesy and respect	92.3%	89.9%	88.4%	91.4%
Not treated with courtesy and respect	16.7%	28.9%	30.6%	30.8%
Forms clear and easy	90.2%	89.3%	89.3%	93.4%
Not clear and easy	36.0%	48.8%	33.3%	43.3%
Completed business in a reasonable time	94.0%	94.6%	92.2%	94.9%
Did not complete in a reasonable time	50.0%	48.8%	48.0%	50.5%
Hours of operation were reasonable	92.1%	89.0%	89.9%	90.2%
Were not reasonable	27.3%	48.8%	37.0%	36.0%
Website was useful	95.1%	91.7%	98.0%	95.0%
Was not useful	63.0%	73.2%	50.0%	60.4%
Number of Surveys	324	357	302	487

Table 31. Percent Reporting Satisfactory Experience, Accommodations Made to Come to Court, 2017

	Made at least one accommodation	No accommodation reported
Finding court was easy	85.1%	89.2%
Not easy finding court	46.4%	38.5%
Felt safe in court	87.0%	88.7%
Did not feel safe	28.2%	39.4%
Made reasonable efforts	87.3%	92.0%
Did not make reasonable efforts	46.7%	49.3%
Easily found the courtroom or office	86.2%	90.4%
Did not easily find courtroom/office	45.7%	40.0%
Court staff was attentive	90.9%	91.0%
Not attentive staff	32.8%	30.8%
Treated with courtesy and respect	90.1%	91.3%
Not treated with courtesy and respect	27.8%	26.0%
Forms clear and easy	89.8%	91.9%
Not clear and easy	38.0%	48.3%
Completed business in a reasonable time	92.4%	96.3%
Did not complete in a reasonable time	47.5%	50.0%
Hours of operation were reasonable	89.6%	90.9%
Were not reasonable	36.4%	40.3%
Website was useful	94.4%	96.0%
Was not useful	59.7%	66.4%
Number of Surveys	853	707



Table 32. Percent Reporting Satisfactory Experience, Fairness Statements, 2017

	Percent Reporting Satisfactory Experience
Judicial officer listened before making a decision	91.1%
Did not listen	46.9%
Judicial officer had information necessary to make decision	91.5%
Did not have information	42.1%
Treated with the same courtesy and respect	89.8%
Not treated with courtesy and respect	33.6%
Case was handled fairly	92.9%
Not handled fairly	41.9%
Know what to do next about my case	89.3%
Do not know what to do next	38.9%
Number of Surveys	1,351