

Judicial Council of Georgia
The Administrative Office of the Courts



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**A.L. Burruss Institute of
Public Service and Research**

Table of Contents

Executive Summary.....	1
Background of the Respondents.....	1
Evaluations of Facility Customer Service Issues	4
Tabular Data.....	10
Table 1: Finding the courthouse was easy.....	10
Table 2: The forms I needed were clear and easy to understand	11
Table 3: I felt safe in the courthouse	12
Table 4: The court makes reasonable efforts to remove physical and language barriers to service.....	13
Table 5: I was able to get my court business done in a reasonable amount of time	14
Table 6: Court staff paid attention to my needs.....	15
Table 7: I was treated with courtesy and respect	16
Table 8: I easily found the court room or office I needed	17
Table 9: The court's website was useful	18
Table 10: The court's hours of operation made it easy for me to do my business	19
Table 11: The way my case was handled was fair	20
Table 12: The judge listened to my side of the story before he or she made the decision	21
Table 13: The judge had the information necessary to make good decisions about my case.	22
Table 14: I was treated the same as everyone else.....	23
Table 15: As I leave the court, I know what to do about my case.....	24
Facility Observations.....	25
Appendix I – Participating Jurisdictions	30
Appendix II – Survey Instrument	31

Executive Summary

In the fall of 2014, the A.L. Burruss Institute of Public Service and Research at Kennesaw State University, on behalf of the Judicial Council of Georgia/Administrative Office of the Courts (JC/AOC), conducted an Access and Fairness Survey of visitors to selected court facilities across the state. Utilizing a survey instrument developed by the National Center for State Courts (NCSC), the Institute and a number of court officials distributed the surveys to 3,868 individuals between October and December 2014.¹ The survey addressed the visitors' perceptions of the quality of customer service at the respective facilities, as well as issues of fairness and equity for those appearing before a judicial officer. This report summarizes the results for all respondents. The JC/AOC will be conducting more detailed analyses for regions and other jurisdictions across the state.

A review of the overall results leads to several clear conclusions:

- Significant majorities of respondents expressed generally positive opinions about the way they were treated during their visits. This was true for every issue examined. These majorities ranged from approximately two-thirds of all respondent to as many as 90 percent, depending on the issue examined.
- No more than 12 percent of all respondents on any given question expressed any degree of dissatisfaction with the way they were treated. (In many cases, respondents who did not express satisfaction with any given issue were just as likely, if not more likely, to not offer any opinion at all as they were to express dissatisfaction.)
- Results of each question were broken down by the respondents' gender, race/ethnicity, reasons for visiting the facility, the type of case they are involved in, and how often they visit the facility. While African-American respondents expressed somewhat more dissatisfaction than white respondents on each issue examined, that should not be interpreted to mean that African-Americans are substantially dissatisfied with the way they were treated during their visits. Other differences of opinion appear to be more randomly distributed across the various issues.

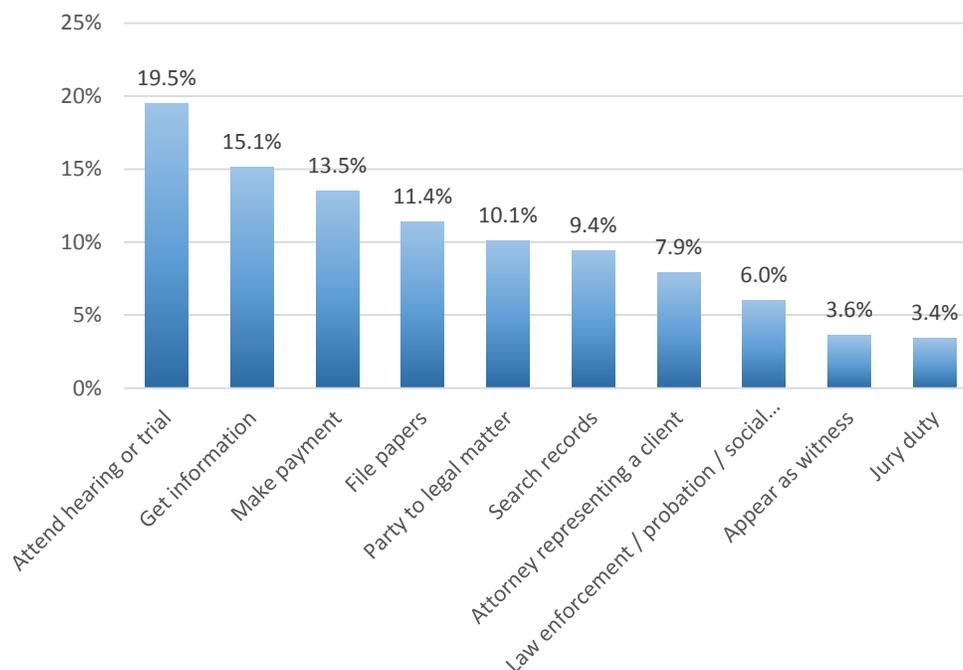
Background of the Respondents

The respondents were evenly split between males (48.4%) and females (47.4%; the remainder did not indicate their gender). Slightly over one-half (51.2%) of respondents were White; 32.2% were African-American, and 4.9% identified themselves as Hispanic or Latino. The remaining respondents were from other racial and ethnic backgrounds.

¹ A full list of locations in which the survey was administered, and the number of completed surveys from each site, is available in Appendix 1. In some locations, facility personnel distributed the surveys and returned the completed surveys to the Institute. Those locations are specified in Appendix 1.

In addition, the respondents were asked a few questions about the nature of their visits. *Figure A* provides a breakdown of why the respondents were visiting the court facilities. Almost 20 percent (19.5%) indicated they were *attending a hearing or trial*.

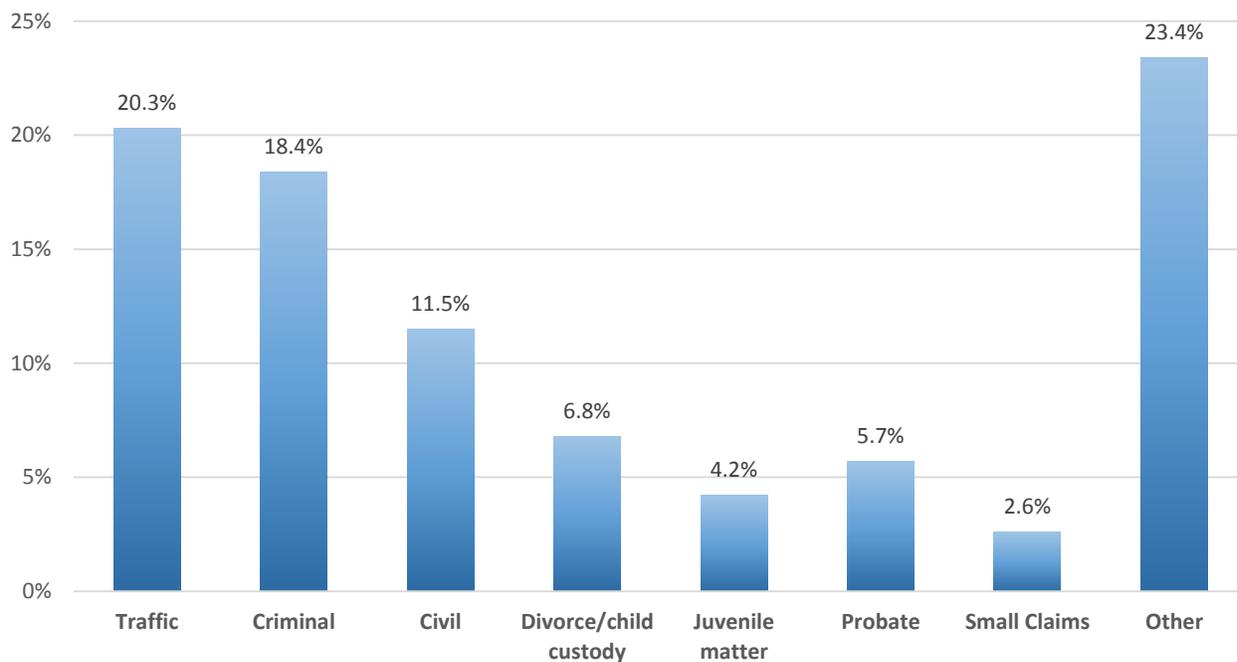
Figure A: Why Was Respondent at Facility?



Other reasons for visiting the facility included *to get information* (15.1%), *to make a payment* (13.5%), *file papers* (11.4%) and *party to a legal matter* (10.1%). Other reasons for visiting the facility were mentioned by fewer than 10% of the respondents.

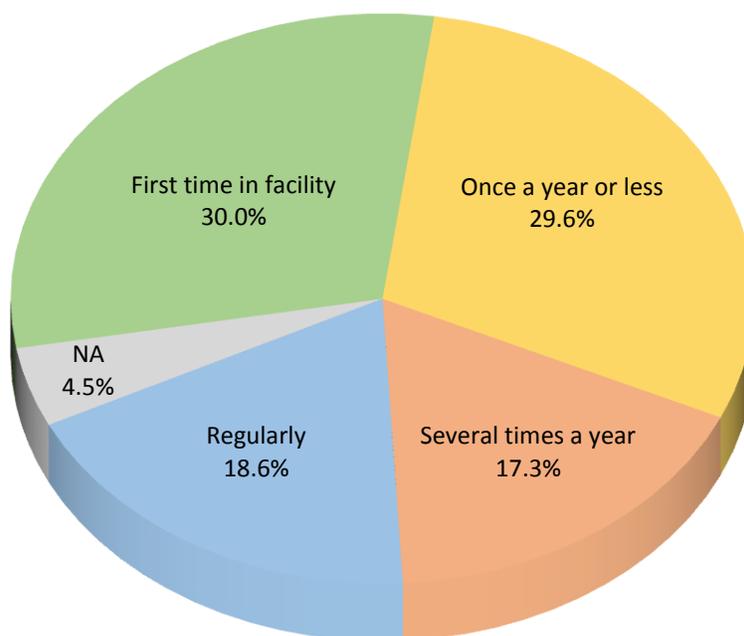
The visitors also were asked about the type of legal matter involved in their visit. *Traffic cases* were mentioned most often by visitors (20.3%), followed by *criminal cases* (18.4%), *civil matters* (11.5%) and *divorce/child custody* disputes (6.8%) (*see Figure B*). The relatively large number of respondents (23.4%) who marked “other” represent those dealing with legal issues not specified on the survey instrument, or who were not in the facility specifically because of a legal dispute (in many locations, court facilities are contained in larger government administration buildings).

Figure B: What Type of Legal Matter Was Involved?



Finally, the results in *Figure C* reveal that 30% of the respondents were visiting the facility for the first time. An almost equal number (29.5%) said they visit the facility *once a year or less*. Fewer respondents visit the facility *several times a year* (17.3%) or *regularly* (18.6%).

Figure C: How Often Does Respondent Visit Facility?



Evaluations of Facility Customer Service Issues

The respondents were given ten statements related to different aspects of their facility experience and asked to rate their level of agreement with each statement. The response set associated with these statements was as follows:

- Strongly Disagree (1)
- Disagree (2)
- Neither Disagree or Agree (3)
- Agree (4)
- Strongly Agree (5)
- No opinion/No response

Each statement was written in such a way so that agreement with the statement indicated the respondent had positive feelings about their various experiences, while disagreement reflected dissatisfaction with these issues.

Figure D (p.5) provides a summary of the responses to these questions. As previously stated, the results reveal that significant majorities of respondents have generally positive feelings about the way they were treated during their visit to the facility. Moreover, these positive opinions hold true for virtually every subgroup of respondent examined.

A brief summary of the results for each question follow. Subgroup comparisons of the results for these questions can be found in *Tables 1-15* which are located at the end of the discussion of the individual questions.

Statement 1 – “Finding the courthouse was easy.”

Almost nine out of every ten respondents either *agreed* (32.9%) or *strongly agreed* (56.2%) with this statement. Fewer than 10% of the respondents expressed any level of disagreement with this statement.

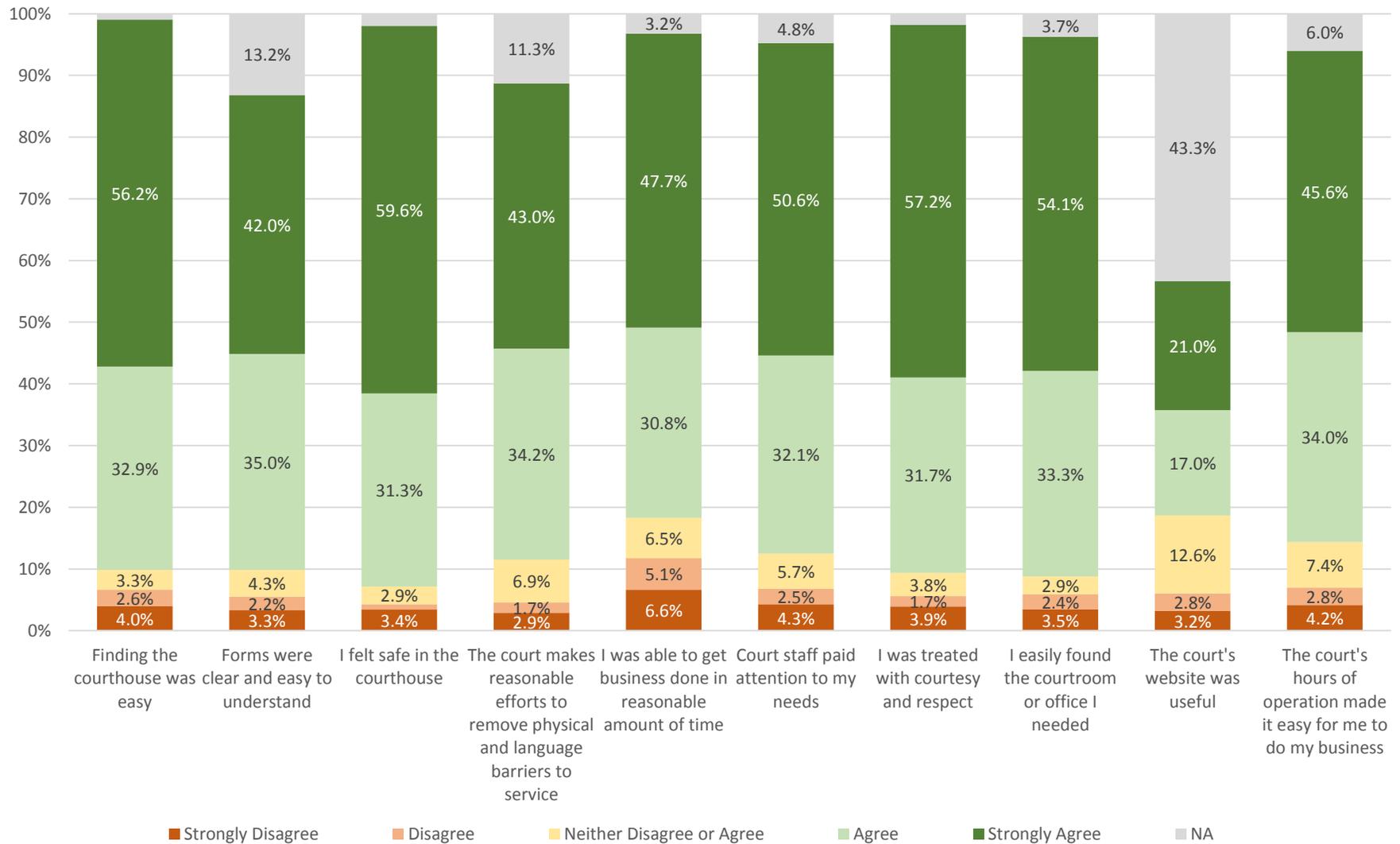
Table 1 (p.10) provides a breakdown of the responses to this question by various subgroups.

Statement 2 – “Forms were clear and easy to understand.”

Over three-fourths of the respondents either *agreed* (35%) or *strongly agreed* (42%) with this statement. Again, fewer than 10% of the respondents expressed any level of disagreement with this statement. It should be noted that a relatively large percentage (13.2%) of visitors did not answer this question, presumably because they did not deal with any forms during their visit. If these respondents are removed from the analysis, the percentage of the remaining respondents who generally agreed with this statement would be over 80%.

Table 2 (p.11) provides a breakdown of the responses to this question.

Figure D: Visitor Evaluations of Facility Customer Service Issues



Statement 3 – “I felt safe in the courthouse.”

Nine out of every ten respondents either *agreed* (31.3%) or *strongly agreed* (59.6%) with this statement. *Table 3* (p.12) provides a breakdown of the responses to this question.

Statement 4 – “The court makes reasonable efforts to remove physical and language barriers to service.”

Over three-fourths of the respondents either *agreed* (34.2%) or *strongly agreed* (43%) with this statement. Again, if the respondents who did not respond to this statement are removed from the analysis, the percentage of those who generally agreed with this statement would be well over 80%.

Table 4 (p.13) provides a breakdown of the responses to this question.

Statement 5 – “I was able to get business done in a reasonable amount of time.”

Over three-fourths of the respondents either *agreed* (30.8%) or *strongly agreed* (47.7%) with this statement. It should be noted that 11.7% of the respondents *generally disagreed* with this statement, which was the highest level of general disagreement across all of the issues examined.

Table 5 (p.14) provides a breakdown of the responses to this question.

Statement 6 – “Court staff paid attention to my needs.”

Over eight out of every ten visitors *generally agreed* with this statement. Almost one-third (32.1%) *agreed*, while a majority of respondents (50.6%) *strongly agreed*. *Table 6* (p.15) provides a breakdown of the responses to this question.

Statement 7 – “I was treated with courtesy and respect.”

Almost nine out of every ten respondents *generally agreed* with this statement. A majority (57.2%) *strongly agreed*, while an additional 31.7% *agreed*. *Table 7* (p.16) provides a breakdown of the responses to this question.

Statement 8 – “I easily found the courtroom or office I needed.”

Again, almost 90 percent (54.1% strongly agree; 33.3% agree) *generally agreed* with this statement. *Table 8* (p.17) provides a breakdown of the responses to this question.

Statement 9 – “The court’s website was useful.”

Forty-three percent (43.3%) of the respondents failed to answer this question, the largest such percentage across all of the statements examined. *Among those who did respond*, most respondents *generally agreed* with this statement (37% strongly agree; 30.1% agree), while 22.3% said they neither agreed or disagreed with this statement. Presumably, many of these people are individuals who did not visit the website.

Table 9 (p.18) provides a breakdown of the responses to this question.

Statement 10 – “The court’s hours of operation made it easy for me to do my business.”

Over three-fourths of the respondents either *agreed* (34%) or *strongly agreed* (45.6%) with this statement. Table 10 (p.19) provides a breakdown of the responses to this question.

In addition to the ten statements that were asked of all respondents, visitors who indicated they appeared before a judicial officer² (n=1,939; 50.1% of all respondents) were given a set of five statements related to the handling of their specific cases and asked to evaluate those statements using the same response set as the previous questions. Again, the results indicate that significant majorities of these respondents have generally positive impressions of how their particular cases were handled. The following is a brief summary of the responses to these statements. (Figure E provides a visual summary of these results. Tables 11-15 provide subgroup comparisons of responses to these statements.)

Statement 11 – “The way my case was handled was fair.”

Three-fourths of the respondents *generally agreed* that their cases were handled fairly. 40.9% *strongly agreed* with this statement, while 36.1% *agreed*. Table 11 (p.20) provides a breakdown of the responses to this question by various subgroups.

Statement 12 – “The judge listened to my side of the story before he or she made the decision.”

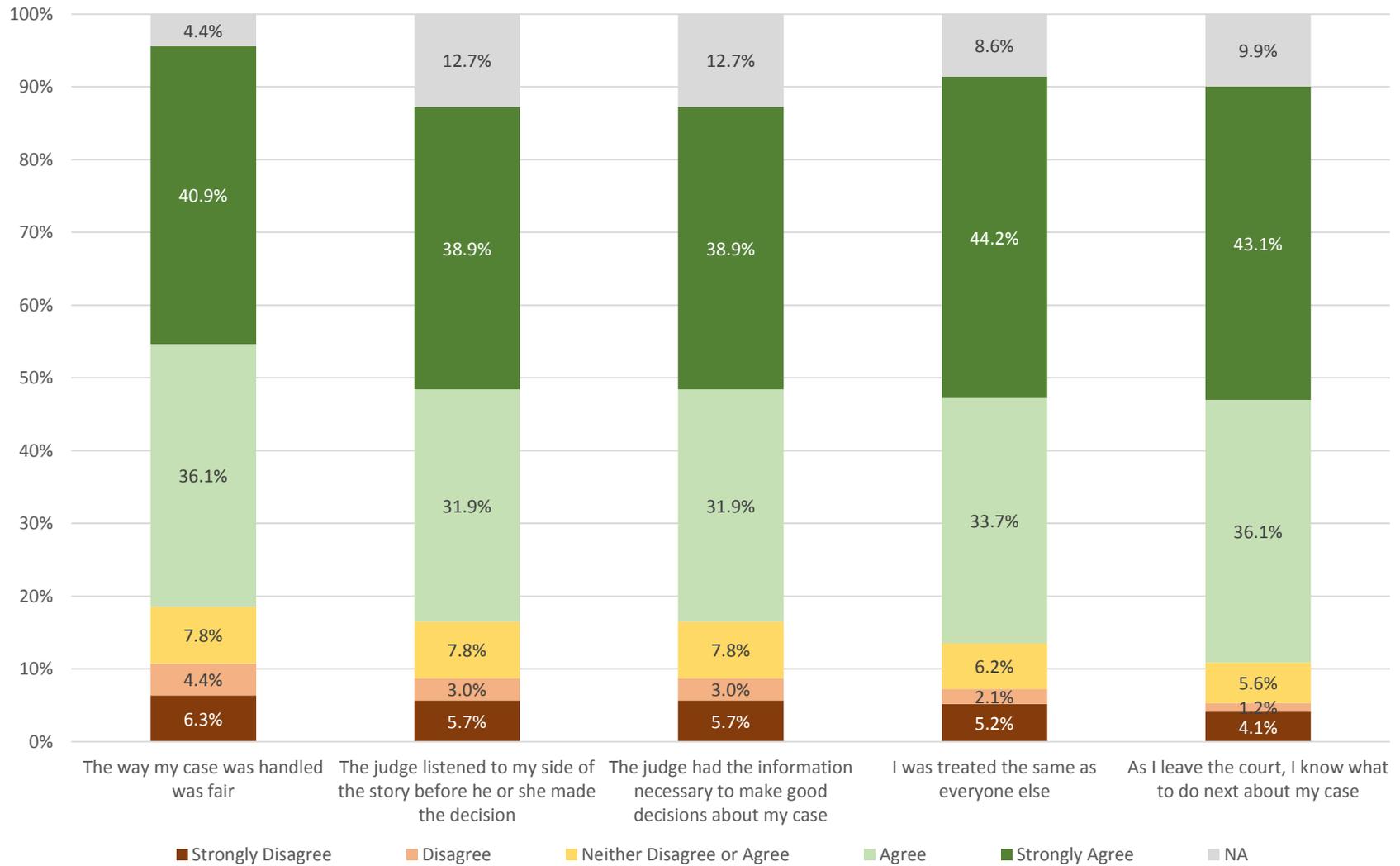
Over two-thirds of these respondents *generally agreed* with this statement. 38.9% *strongly agreed*, while 31.9% *agreed*. Just over twenty percent either didn’t answer the question or indicated they neither agreed nor disagreed with this statement.

Table 12 (p.21) provides a breakdown of the responses to this question by various subgroups.

² Based on answers to some of the background questions, it would appear that some respondents did not understand, or possibly notice, the screening question that asked them if they appeared before a judicial officer during their visit. Some visitors may have provided responses to these questions even though they did not actually appear before a judicial officer.

Figure E: Visitor Opinions on Selected Issues

(For those who said they appeared before a judicial officer during visit, n=1,939)



Statement 13 – “The judge had the information necessary to make good decisions about my case.”

Responses to this question were identical to the responses to Statement 12. Over two-thirds of the respondents *generally agreed* with this statement. *Table 13* (p.22) provides a breakdown of the responses to this question by various subgroups.

Statement 14 – “I was treated the same as everyone else.”

Three-fourths of the respondents generally agreed with this statement; 44.2% *strongly agreed*, while 33.7% *agreed*. *Table 14* (p.23) provides a breakdown of the responses to this question by various subgroups.

Statement 15 – “As I leave the court, I know what to do next about my case.”

Again, over three-fourths of the respondents *generally agreed* with this statement. 43.1% *strongly agreed*, while 36.1% *agreed*. *Table 15* (p.24) provides a breakdown of the responses to this question by various subgroups.

Tabular Data

Table 1: Finding the courthouse was easy

	Strongly Disagree	Disagree	Neither Disagree or Agree	Agree	Strongly Agree	NA	N
Purpose of Visit							
Search records	3.0%	2.5%	2.7%	26.8%	64.1%	.8%	365
File papers	4.5%	1.8%	4.1%	28.7%	60.4%	.5%	442
Make payment	3.1%	3.1%	3.4%	32.6%	57.1%	.8%	522
Get information	5.1%	3.1%	2.7%	33.2%	55.6%	.3%	585
Appear as witness	2.9%	1.4%	5.1%	37.0%	52.9%	.7%	138
Attorney representing a client	3.9%	2.3%	3.9%	23.3%	64.6%	2.0%	305
Jury duty	2.3%	3.1%	3.1%	33.1%	58.5%	0.0%	130
Attend hearing or trial	3.4%	2.9%	3.8%	35.3%	53.7%	.8%	754
Law enforcement/probation/social service staff	3.9%	1.3%	3.0%	24.7%	66.7%	.4%	231
Party to legal matter	4.1%	3.6%	4.1%	34.4%	53.3%	.5%	392
Type of Case							
Traffic	4.5%	4.6%	4.3%	38.5%	46.9%	1.1%	786
Criminal	3.2%	2.4%	3.4%	33.2%	57.2%	.6%	711
Civil	3.4%	1.6%	5.4%	30.0%	58.7%	.9%	443
Divorce/child custody	4.6%	1.9%	3.0%	33.8%	56.3%	.4%	263
Juvenile matter	3.0%	4.3%	2.4%	29.3%	61.0%	0.0%	164
Probate	4.1%	4.1%	3.2%	31.1%	57.7%	0.0%	222
Small Claims	6.9%	1.0%	4.9%	32.4%	54.9%	0.0%	102
Other	3.4%	1.7%	2.3%	29.4%	62.4%	.9%	906
Race/Ethnicity							
Native American or Alaska native	8.3%	1.7%	5.0%	41.7%	43.3%	0.0%	60
Asian	7.3%	2.4%	2.4%	39.0%	46.3%	2.4%	41
Black or African-American	4.7%	3.4%	3.5%	34.4%	53.2%	.8%	1245
Hispanic or Latino	6.9%	1.6%	4.8%	43.6%	43.1%	0.0%	188
Native Hawaiian or other Pacific Islander	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%	2
White	2.5%	2.1%	2.4%	30.3%	61.6%	1.0%	1981
Mixed-race	2.4%	4.8%	7.2%	34.9%	49.4%	1.2%	83
Other	8.4%	3.2%	8.4%	29.5%	48.4%	2.1%	95
How Often Does R Visit Facility?							
First time in facility	4.9%	4.3%	4.3%	39.4%	46.0%	1.1%	1161
Once a year or less	3.0%	1.9%	3.1%	33.7%	57.6%	.7%	1145
Several times a year	3.6%	1.3%	2.2%	28.4%	63.6%	.7%	668
Regularly	3.8%	2.1%	2.6%	23.2%	67.4%	1.0%	720
Gender							
Male	3.9%	2.6%	3.2%	34.6%	54.9%	.9%	1832
Female	3.7%	2.6%	3.2%	30.8%	58.8%	1.0%	1873

Table 2: The forms I needed were clear and easy to understand

	Strongly Disagree	Disagree	Neither Disagree or Agree	Agree	Strongly Agree	NA	N
Purpose of Visit							
Search records	3.0%	3.0%	3.8%	27.4%	49.3%	13.4%	365
File papers	4.3%	2.3%	4.8%	31.2%	46.4%	11.1%	442
Make payment	2.7%	1.9%	3.4%	34.5%	49.4%	8.0%	522
Get information	4.1%	2.6%	5.1%	36.6%	39.8%	11.8%	585
Appear as witness	.7%	1.4%	8.0%	34.8%	34.8%	20.3%	138
Attorney representing a client	2.6%	1.6%	6.9%	27.2%	36.4%	25.2%	305
Jury duty	1.5%	3.1%	1.5%	40.0%	46.9%	6.9%	130
Attend hearing or trial	2.8%	2.7%	4.2%	37.8%	39.1%	13.4%	754
Law enforcement/probation/social service staff	2.6%	1.7%	3.9%	29.4%	50.6%	11.7%	231
Party to legal matter	4.3%	2.6%	5.1%	37.5%	36.0%	14.5%	392
Type of Case							
Traffic	3.4%	2.8%	4.3%	41.7%	41.0%	6.7%	786
Criminal	2.8%	2.3%	4.6%	35.3%	41.2%	13.8%	711
Civil	3.4%	1.1%	6.5%	32.7%	38.8%	17.4%	443
Divorce/child custody	5.7%	2.7%	6.1%	32.7%	33.8%	19.0%	263
Juvenile matter	1.2%	1.8%	7.9%	28.7%	39.0%	21.3%	164
Probate	4.5%	3.6%	7.7%	30.6%	44.1%	9.5%	222
Small Claims	3.9%	6.9%	3.9%	39.2%	38.2%	7.8%	102
Other	2.9%	1.4%	2.8%	32.7%	46.9%	13.4%	906
Race/Ethnicity							
Native American or Alaska native	3.3%	5.0%	1.7%	43.3%	26.7%	20.0%	60
Asian	4.9%	2.4%	4.9%	43.9%	31.7%	12.2%	41
Black or African-American	3.8%	3.1%	3.2%	36.3%	44.4%	9.2%	1245
Hispanic or Latino	5.9%	1.1%	3.2%	44.7%	36.2%	9.0%	188
Native Hawaiian or other Pacific Islander	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%	2
White	2.5%	1.3%	4.4%	32.8%	43.1%	16.0%	1981
Mixed-race	2.4%	8.4%	9.6%	37.3%	33.7%	8.4%	83
Other	4.2%	4.2%	9.5%	30.5%	34.7%	16.8%	95
How Often Does R Visit Facility?							
First time in facility	3.7%	2.3%	4.7%	40.8%	39.0%	9.5%	1161
Once a year or less	3.0%	2.1%	3.8%	35.8%	43.8%	11.5%	1145
Several times a year	3.6%	2.4%	3.6%	29.6%	45.4%	15.4%	668
Regularly	2.6%	1.9%	4.9%	27.4%	43.5%	19.7%	720
Gender							
Male	3.4%	2.4%	4.6%	37.9%	40.2%	11.4%	1832
Female	3.0%	2.0%	3.7%	31.8%	44.6%	14.8%	1873

Table 3: I felt safe in the courthouse

	Strongly Disagree	Disagree	Neither Disagree or Agree	Agree	Strongly Agree	NA	N
Purpose of Visit							
Search records	2.7%	1.6%	2.2%	22.7%	69.3%	1.4%	365
File papers	4.1%	0.7%	2.3%	26.2%	65.2%	1.6%	442
Make payment	2.9%	0.6%	2.7%	30.1%	61.7%	2.1%	522
Get information	3.6%	1.0%	2.7%	32.1%	58.3%	2.2%	585
Appear as witness	2.2%	1.4%	3.6%	34.8%	56.5%	1.4%	138
Attorney representing a client	3.0%	0.3%	2.3%	19.3%	73.1%	2.0%	305
Jury duty	0.0%	1.5%	1.5%	33.8%	63.1%	0.0%	130
Attend hearing or trial	3.4%	1.3%	3.7%	35.9%	54.4%	1.2%	754
Law enforcement/probation/social service staff	3.5%	0.9%	5.2%	24.2%	64.9%	1.3%	231
Party to legal matter	4.3%	0.5%	2.8%	36.2%	54.8%	1.3%	392
Type of Case							
Traffic	3.3%	1.9%	3.9%	36.3%	52.5%	2.0%	786
Criminal	3.4%	1.0%	3.5%	31.5%	58.8%	1.8%	711
Civil	3.2%	0.2%	2.7%	29.1%	63.7%	1.1%	443
Divorce/child custody	4.9%	0.4%	3.8%	28.5%	60.5%	1.9%	263
Juvenile matter	3.7%	0.6%	1.8%	26.8%	67.1%	0.0%	164
Probate	4.5%	1.4%	1.8%	26.1%	63.1%	3.2%	222
Small Claims	3.9%	1.0%	2.0%	35.3%	56.9%	1.0%	102
Other	3.1%	0.7%	1.8%	28.1%	64.3%	2.0%	906
Race/Ethnicity							
Native American or Alaska native	3.3%	1.7%	1.7%	46.7%	43.3%	3.3%	60
Asian	2.4%	0.0%	0.0%	39.0%	58.5%	0.0%	41
Black or African-American	4.4%	1.3%	3.6%	34.9%	53.2%	2.7%	1245
Hispanic or Latino	4.8%	0.5%	3.7%	34.0%	54.3%	2.7%	188
Native Hawaiian or other Pacific Islander	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%	2
White	2.3%	0.6%	2.1%	27.5%	66.3%	1.3%	1981
Mixed-race	6.0%	2.4%	7.2%	33.7%	48.2%	2.4%	83
Other	6.3%	1.1%	4.2%	33.7%	54.7%	0.0%	95
How Often Does R Visit Facility?							
First time in facility	3.9%	1.2%	3.5%	37.4%	52.3%	1.7%	1161
Once a year or less	3.0%	0.7%	3.1%	31.6%	59.3%	2.3%	1145
Several times a year	2.7%	0.7%	2.2%	26.2%	65.6%	2.5%	668
Regularly	3.9%	0.7%	1.7%	23.1%	70.1%	0.6%	720
Gender							
Male	3.2%	0.9%	2.8%	32.3%	58.7%	2.1%	1832
Female	3.5%	0.9%	2.7%	29.7%	61.6%	1.5%	1873

Table 4: The court makes reasonable efforts to remove physical and language barriers to service

	Strongly Disagree	Disagree	Neither Disagree or Agree	Agree	Strongly Agree	NA	N
Purpose of Visit							
Search records	2.2%	1.6%	7.9%	25.8%	49.9%	12.6%	365
File papers	3.2%	1.4%	8.1%	31.2%	42.1%	14.0%	442
Make payment	2.3%	1.1%	5.0%	34.9%	43.1%	13.6%	522
Get information	3.6%	1.2%	5.8%	36.6%	42.4%	10.4%	585
Appear as witness	2.2%	2.2%	6.5%	35.5%	44.2%	9.4%	138
Attorney representing a client	3.6%	1.3%	7.2%	27.9%	47.9%	12.1%	305
Jury duty	0.8%	3.8%	7.7%	37.7%	40.0%	10.0%	130
Attend hearing or trial	3.1%	1.7%	7.0%	37.5%	41.5%	9.2%	754
Law enforcement/probation/social service staff	2.6%	3.5%	7.8%	25.1%	54.1%	6.9%	231
Party to legal matter	2.8%	1.3%	4.8%	38.0%	43.1%	9.9%	392
Type of Case							
Traffic	3.2%	1.8%	6.4%	39.2%	41.9%	7.6%	786
Criminal	2.5%	2.3%	7.5%	35.3%	42.8%	9.7%	711
Civil	2.7%	1.4%	7.0%	33.0%	42.2%	13.8%	443
Divorce/child custody	4.6%	1.1%	8.7%	33.5%	42.6%	9.5%	263
Juvenile matter	3.7%	1.2%	4.3%	33.5%	46.3%	11.0%	164
Probate	3.2%	2.7%	5.4%	30.6%	44.6%	13.5%	222
Small Claims	3.9%	2.9%	5.9%	34.3%	40.2%	12.7%	102
Other	2.8%	1.4%	6.4%	29.7%	45.4%	14.3%	906
Race/Ethnicity							
Native American or Alaska native	10.0%	1.7%	6.7%	40.0%	33.3%	8.3%	60
Asian	2.4%	4.9%	2.4%	43.9%	36.6%	9.8%	41
Black or African-American	3.5%	2.7%	7.7%	36.2%	39.1%	10.7%	1245
Hispanic or Latino	4.3%	2.1%	8.5%	38.3%	42.6%	4.3%	188
Native Hawaiian or other Pacific Islander	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%	2
White	1.9%	0.8%	5.5%	32.2%	47.5%	12.1%	1981
Mixed-race	3.6%	1.2%	13.3%	32.5%	36.1%	13.3%	83
Other	4.2%	1.1%	8.4%	35.8%	37.9%	12.6%	95
How Often Does R Visit Facility?							
First time in facility	3.1%	1.9%	7.8%	39.1%	37.7%	10.3%	1161
Once a year or less	2.4%	1.2%	6.9%	34.5%	42.0%	13.0%	1145
Several times a year	2.8%	1.5%	5.5%	30.8%	47.3%	12.0%	668
Regularly	3.3%	1.7%	5.7%	28.6%	51.9%	8.8%	720
Gender							
Male	2.7%	1.7%	6.7%	37.2%	41.8%	9.8%	1832
Female	2.8%	1.5%	6.7%	31.2%	45.3%	12.5%	1873

Table 5: I was able to get my court business done in a reasonable amount of time

	Strongly Disagree	Disagree	Neither Disagree or Agree	Agree	Strongly Agree	NA	N
Purpose of Visit							
Search records	6.0%	4.1%	2.7%	24.7%	61.1%	1.4%	365
File papers	5.0%	1.6%	3.6%	26.5%	61.5%	1.8%	442
Make payment	6.1%	4.0%	5.7%	27.2%	55.0%	1.9%	522
Get information	7.9%	3.8%	6.2%	33.3%	46.7%	2.2%	585
Appear as witness	5.8%	8.7%	10.1%	34.1%	37.7%	3.6%	138
Attorney representing a client	6.2%	6.2%	8.2%	29.8%	47.2%	2.3%	305
Jury duty	6.2%	4.6%	6.9%	37.7%	32.3%	12.3%	130
Attend hearing or trial	6.9%	7.4%	7.7%	32.8%	42.2%	3.1%	754
Law enforcement/probation/social service staff	7.8%	4.3%	10.8%	22.1%	52.4%	2.6%	231
Party to legal matter	8.4%	6.4%	7.7%	37.2%	38.8%	1.5%	392
Type of Case							
Traffic	8.9%	8.1%	9.0%	33.0%	39.1%	1.9%	786
Criminal	6.9%	6.2%	7.6%	33.8%	42.2%	3.4%	711
Civil	6.1%	5.0%	4.3%	30.7%	52.4%	1.6%	443
Divorce/child custody	9.1%	5.3%	6.1%	33.8%	43.7%	1.9%	263
Juvenile matter	4.9%	7.3%	12.2%	26.2%	47.0%	2.4%	164
Probate	6.8%	5.0%	5.4%	27.5%	54.1%	1.4%	222
Small Claims	5.9%	4.9%	5.9%	25.5%	55.9%	2.0%	102
Other	4.5%	2.6%	4.7%	26.9%	57.3%	3.9%	906
Race/Ethnicity							
Native American or Alaska native	6.7%	10.0%	8.3%	36.7%	36.7%	1.7%	60
Asian	7.3%	12.2%	0.0%	39.0%	39.0%	2.4%	41
Black or African-American	8.2%	5.9%	6.6%	31.6%	45.3%	2.4%	1245
Hispanic or Latino	7.4%	3.7%	7.4%	36.7%	43.6%	1.1%	188
Native Hawaiian or other Pacific Islander	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%	2
White	5.1%	4.2%	6.6%	28.9%	51.7%	3.4%	1981
Mixed-race	7.2%	10.8%	7.2%	30.1%	37.3%	7.2%	83
Other	11.6%	5.3%	4.2%	35.8%	37.9%	5.3%	95
How Often Does R Visit Facility?							
First time in facility	7.9%	6.8%	7.4%	34.1%	40.3%	3.4%	1161
Once a year or less	5.9%	4.5%	6.7%	31.6%	48.9%	2.4%	1145
Several times a year	6.0%	4.5%	4.5%	27.4%	55.7%	1.9%	668
Regularly	6.3%	3.6%	6.9%	27.1%	52.5%	3.6%	720
Gender							
Male	5.7%	5.4%	7.1%	32.9%	45.9%	3.1%	1832
Female	7.4%	4.8%	5.9%	28.6%	50.3%	3.0%	1873

Table 6: Court staff paid attention to my needs

	Strongly Disagree	Disagree	Neither Disagree or Agree	Agree	Strongly Agree	NA	N
Purpose of Visit							
Search records	4.7%	2.2%	2.7%	25.2%	63.0%	2.2%	365
File papers	3.2%	1.4%	5.0%	25.8%	61.8%	2.9%	442
Make payment	4.0%	2.1%	3.8%	31.2%	55.4%	3.4%	522
Get information	5.3%	2.2%	5.0%	34.5%	49.2%	3.8%	585
Appear as witness	4.3%	2.9%	8.7%	34.1%	45.7%	4.3%	138
Attorney representing a client	2.3%	1.6%	3.9%	27.9%	60.3%	3.9%	305
Jury duty	4.6%	1.5%	6.2%	35.4%	46.2%	6.2%	130
Attend hearing or trial	4.6%	2.8%	7.8%	35.0%	44.4%	5.3%	754
Law enforcement/probation/social service staff	4.3%	2.6%	5.6%	26.0%	57.1%	4.3%	231
Party to legal matter	4.3%	3.1%	6.6%	37.8%	44.6%	3.6%	392
Type of Case							
Traffic	5.2%	3.9%	7.0%	37.9%	43.5%	2.4%	786
Criminal	4.9%	2.5%	6.0%	32.6%	48.4%	5.5%	711
Civil	3.8%	2.5%	6.8%	30.0%	53.7%	3.2%	443
Divorce/child custody	5.3%	2.7%	5.7%	37.6%	46.0%	2.7%	263
Juvenile matter	1.8%	1.2%	5.5%	29.9%	53.0%	8.5%	164
Probate	5.0%	4.5%	3.6%	30.2%	54.5%	2.3%	222
Small Claims	3.9%	0.0%	3.9%	32.4%	56.9%	2.9%	102
Other	3.0%	1.3%	5.2%	28.3%	56.7%	5.5%	906
Race/Ethnicity							
Native American or Alaska native	8.3%	5.0%	6.7%	35.0%	40.0%	5.0%	60
Asian	4.9%	4.9%	4.9%	31.7%	53.7%	0.0%	41
Black or African-American	5.7%	3.2%	6.3%	34.4%	45.6%	4.8%	1245
Hispanic or Latino	6.9%	2.1%	5.9%	34.0%	47.9%	3.2%	188
Native Hawaiian or other Pacific Islander	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%	2
White	2.7%	1.9%	4.8%	30.4%	55.6%	4.5%	1981
Mixed-race	3.6%	4.8%	10.8%	33.7%	42.2%	4.8%	83
Other	5.3%	4.2%	9.5%	34.7%	41.1%	5.3%	95
How Often Does R Visit Facility?							
First time in facility	4.2%	3.4%	7.5%	37.1%	43.6%	4.2%	1161
Once a year or less	4.0%	2.4%	5.9%	33.4%	49.8%	4.5%	1145
Several times a year	5.2%	2.5%	4.9%	27.1%	55.5%	4.6%	668
Regularly	3.6%	1.3%	2.9%	27.2%	60.6%	4.4%	720
Gender							
Male	3.3%	2.3%	5.7%	36.2%	48.6%	3.9%	1832
Female	5.0%	2.8%	5.7%	28.2%	53.1%	5.1%	1873

Table 7: I was treated with courtesy and respect

	Strongly Disagree	Disagree	Neither Disagree or Agree	Agree	Strongly Agree	NA	N
Purpose of Visit							
Search records	3.8%	2.7%	2.2%	24.4%	66.6%	0.3%	365
File papers	3.2%	1.1%	2.5%	24.9%	67.2%	1.1%	442
Make payment	3.8%	1.1%	4.0%	28.2%	60.9%	1.9%	522
Get information	4.4%	2.1%	3.2%	35.4%	54.0%	0.9%	585
Appear as witness	2.9%	1.4%	5.8%	34.8%	54.3%	0.7%	138
Attorney representing a client	3.6%	1.6%	3.3%	22.6%	67.2%	1.6%	305
Jury duty	3.1%	0.8%	1.5%	35.4%	57.7%	1.5%	130
Attend hearing or trial	4.4%	2.0%	4.1%	36.6%	50.9%	2.0%	754
Law enforcement/probation/social service staff	3.9%	3.0%	6.5%	20.8%	64.5%	1.3%	231
Party to legal matter	3.6%	1.5%	4.8%	34.4%	53.3%	2.3%	392
Type of Case							
Traffic	4.1%	2.2%	5.0%	37.0%	49.2%	2.5%	786
Criminal	3.8%	2.0%	4.4%	33.6%	54.7%	1.5%	711
Civil	4.1%	1.8%	4.7%	28.0%	59.6%	1.8%	443
Divorce/child custody	4.9%	2.7%	2.7%	36.1%	52.1%	1.5%	263
Juvenile matter	3.0%	0.6%	3.0%	30.5%	62.2%	0.6%	164
Probate	5.4%	2.7%	3.6%	26.6%	60.4%	1.4%	222
Small Claims	3.9%	0.0%	2.9%	28.4%	61.8%	2.9%	102
Other	3.2%	0.8%	3.2%	28.9%	62.9%	1.0%	906
Race/Ethnicity							
Native American or Alaska native	8.3%	1.7%	3.3%	40.0%	45.0%	1.7%	60
Asian	2.4%	2.4%	2.4%	39.0%	53.7%	0.0%	41
Black or African-American	5.0%	2.1%	4.4%	35.8%	50.5%	2.2%	1245
Hispanic or Latino	5.3%	1.6%	4.3%	33.5%	54.3%	1.1%	188
Native Hawaiian or other Pacific Islander	0.0%	0.0%	50.0%	0.0%	50.0%	0.0%	2
White	2.7%	1.2%	3.0%	28.3%	63.6%	1.3%	1981
Mixed-race	3.6%	3.6%	8.4%	32.5%	47.0%	4.8%	83
Other	3.2%	4.2%	7.4%	32.6%	51.6%	1.1%	95
How Often Does R Visit Facility?							
First time in facility	4.2%	1.7%	4.7%	37.3%	49.7%	2.4%	1161
Once a year or less	3.2%	2.2%	3.8%	33.4%	56.2%	1.3%	1145
Several times a year	4.8%	1.2%	3.6%	26.8%	62.3%	1.3%	668
Regularly	3.2%	1.3%	2.6%	23.3%	68.8%	0.8%	720
Gender							
Male	3.2%	1.7%	4.0%	33.8%	55.6%	1.6%	1832
Female	4.3%	1.5%	3.6%	29.3%	59.7%	1.6%	1873

Table 8: I easily found the court room or office I needed

	Strongly Disagree	Disagree	Neither Disagree or Agree	Agree	Strongly Agree	NA	N
Purpose of Visit							
Search records	3.6%	3.0%	1.4%	25.8%	62.5%	3.8%	365
File papers	3.6%	2.0%	2.3%	30.8%	59.3%	2.0%	442
Make payment	2.5%	1.9%	1.9%	32.0%	58.4%	3.3%	522
Get information	4.4%	2.7%	3.6%	34.7%	50.8%	3.8%	585
Appear as witness	3.6%	3.6%	5.8%	34.1%	49.3%	3.6%	138
Attorney representing a client	2.6%	2.0%	2.3%	24.6%	64.3%	4.3%	305
Jury duty	4.6%	2.3%	1.5%	35.4%	53.8%	2.3%	130
Attend hearing or trial	3.1%	3.6%	3.1%	36.7%	51.3%	2.3%	754
Law enforcement/probation/social service staff	2.2%	0.4%	3.9%	22.9%	64.9%	5.6%	231
Party to legal matter	3.3%	2.8%	2.6%	37.2%	51.3%	2.8%	392
Type of Case							
Traffic	3.2%	2.9%	3.2%	39.2%	47.5%	4.1%	786
Criminal	2.7%	3.0%	3.0%	32.6%	54.6%	4.2%	711
Civil	2.9%	2.5%	2.7%	34.8%	55.5%	1.6%	443
Divorce/child custody	4.6%	3.0%	3.0%	35.7%	52.9%	0.8%	263
Juvenile matter	3.0%	3.7%	2.4%	24.4%	63.4%	3.0%	164
Probate	4.5%	2.3%	5.0%	30.2%	56.3%	1.8%	222
Small Claims	3.9%	1.0%	2.0%	37.3%	52.9%	2.9%	102
Other	3.9%	1.7%	2.4%	29.6%	58.9%	3.5%	906
Race/Ethnicity							
Native American or Alaska native	5.0%	1.7%	0.0%	41.7%	45.0%	6.7%	60
Asian	4.9%	4.9%	7.3%	39.0%	43.9%	0.0%	41
Black or African-American	3.5%	3.6%	3.1%	36.5%	49.2%	4.1%	1245
Hispanic or Latino	5.9%	0.5%	1.1%	41.0%	48.9%	2.7%	188
Native Hawaiian or other Pacific Islander	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%	2
White	2.8%	1.8%	2.4%	30.1%	59.7%	3.3%	1981
Mixed-race	4.8%	3.6%	6.0%	33.7%	48.2%	3.6%	83
Other	5.3%	2.1%	8.4%	32.6%	46.3%	5.3%	95
How Often Does R Visit Facility?							
First time in facility	4.0%	3.7%	4.4%	39.4%	44.6%	3.8%	1161
Once a year or less	2.7%	2.4%	2.3%	34.2%	54.7%	3.8%	1145
Several times a year	3.4%	2.7%	1.3%	29.6%	60.5%	2.4%	668
Regularly	3.5%	0.6%	2.4%	24.3%	65.4%	3.9%	720
Gender							
Male	2.8%	2.0%	3.7%	35.2%	52.1%	4.2%	1832
Female	3.8%	2.9%	1.9%	31.2%	57.1%	3.0%	1873

Table 9: The court's website was useful

	Strongly Disagree	Disagree	Neither Disagree or Agree	Agree	Strongly Agree	NA	N
Purpose of Visit							
Search records	4.4%	3.6%	11.0%	13.2%	27.7%	40.3%	365
File papers	3.2%	2.5%	9.7%	18.6%	27.8%	38.2%	442
Make payment	1.9%	1.9%	13.0%	15.7%	19.2%	48.3%	522
Get information	3.8%	3.9%	14.0%	17.9%	18.3%	42.1%	585
Appear as witness	2.9%	2.9%	10.1%	19.6%	23.9%	40.6%	138
Attorney representing a client	2.6%	5.2%	15.4%	15.4%	25.9%	35.4%	305
Jury duty	3.8%	3.1%	11.5%	20.0%	13.8%	47.7%	130
Attend hearing or trial	3.2%	3.2%	14.6%	18.3%	17.6%	43.1%	754
Law enforcement/probation/social service staff	3.0%	2.2%	13.4%	13.0%	25.1%	43.3%	231
Party to legal matter	3.1%	2.0%	14.5%	16.8%	17.9%	45.7%	392
Type of Case							
Traffic	3.8%	3.4%	15.5%	17.9%	17.9%	41.3%	786
Criminal	4.2%	2.7%	15.0%	16.7%	20.1%	41.2%	711
Civil	1.6%	4.3%	10.8%	17.4%	22.8%	43.1%	443
Divorce/child custody	3.0%	4.2%	13.7%	18.6%	22.8%	37.6%	263
Juvenile matter	1.2%	2.4%	15.9%	19.5%	21.3%	39.6%	164
Probate	5.0%	3.6%	12.6%	18.5%	20.3%	40.1%	222
Small Claims	3.9%	2.9%	14.7%	17.6%	18.6%	42.2%	102
Other	2.5%	1.8%	10.9%	14.9%	22.1%	47.8%	906
Race/Ethnicity							
Native American or Alaska native	3.3%	3.3%	10.0%	20.0%	13.3%	50.0%	60
Asian	2.4%	7.3%	9.8%	24.4%	22.0%	34.1%	41
Black or African-American	4.0%	3.0%	13.5%	19.8%	20.4%	39.3%	1245
Hispanic or Latino	3.7%	3.2%	11.2%	22.9%	19.7%	39.4%	188
Native Hawaiian or other Pacific Islander	0.0%	0.0%	0.0%	50.0%	0.0%	50.0%	2
White	2.4%	2.5%	11.5%	14.8%	22.1%	46.8%	1981
Mixed-race	3.6%	3.6%	22.9%	14.5%	20.5%	34.9%	83
Other	5.3%	3.2%	23.2%	11.6%	13.7%	43.2%	95
How Often Does R Visit Facility?							
First time in facility	2.7%	3.5%	15.2%	18.0%	17.7%	43.0%	1161
Once a year or less	3.4%	2.0%	12.0%	16.6%	19.7%	46.4%	1145
Several times a year	4.3%	2.1%	9.9%	15.4%	22.3%	46.0%	668
Regularly	2.4%	3.5%	12.5%	16.8%	27.8%	37.1%	720
Gender							
Male	2.9%	3.1%	14.2%	17.9%	18.6%	43.3%	1832
Female	3.4%	2.5%	11.2%	16.2%	23.5%	43.2%	1873

Table 10: The court's hours of operation made it easy for me to do my business

	Strongly Disagree	Disagree	Neither Disagree or Agree	Agree	Strongly Agree	NA	N
Purpose of Visit							
Search records	2.7%	3.0%	5.2%	27.4%	58.1%	3.6%	365
File papers	4.1%	2.7%	7.7%	31.0%	51.4%	3.2%	442
Make payment	3.4%	1.9%	6.1%	33.5%	50.8%	4.2%	522
Get information	4.1%	3.6%	6.2%	36.6%	44.4%	5.1%	585
Appear as witness	3.6%	1.4%	4.3%	39.9%	46.4%	4.3%	138
Attorney representing a client	3.6%	2.6%	4.9%	30.8%	53.4%	4.6%	305
Jury duty	6.2%	3.8%	8.5%	36.9%	27.7%	16.9%	130
Attend hearing or trial	3.7%	3.2%	10.9%	34.4%	41.6%	6.2%	754
Law enforcement/probation/social service staff	5.6%	2.6%	7.4%	24.2%	51.9%	8.2%	231
Party to legal matter	5.1%	3.6%	7.4%	41.1%	38.5%	4.3%	392
Type of Case							
Traffic	5.2%	4.3%	9.0%	38.4%	38.3%	4.7%	786
Criminal	3.9%	3.0%	8.2%	32.3%	44.7%	7.9%	711
Civil	4.1%	2.0%	7.0%	34.3%	48.3%	4.3%	443
Divorce/child custody	5.7%	1.9%	9.1%	35.0%	43.3%	4.9%	263
Juvenile matter	3.0%	3.7%	5.5%	32.3%	48.2%	7.3%	164
Probate	5.9%	4.5%	6.8%	32.9%	46.4%	3.6%	222
Small Claims	3.9%	1.0%	5.9%	31.4%	54.9%	2.9%	102
Other	3.6%	1.9%	6.3%	32.0%	51.4%	4.7%	906
Race/Ethnicity							
Native American or Alaska native	8.3%	3.3%	5.0%	30.0%	38.3%	15.0%	60
Asian	2.4%	9.8%	14.6%	41.5%	29.3%	2.4%	41
Black or African-American	5.2%	3.5%	7.2%	36.1%	42.1%	5.8%	1245
Hispanic or Latino	5.9%	2.7%	5.9%	39.4%	42.0%	4.3%	188
Native Hawaiian or other Pacific Islander	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%	2
White	2.9%	1.8%	7.1%	32.5%	50.1%	5.6%	1981
Mixed-race	4.8%	4.8%	12.0%	30.1%	39.8%	8.4%	83
Other	6.3%	6.3%	14.7%	28.4%	37.9%	6.3%	95
How Often Does R Visit Facility?							
First time in facility	5.0%	3.7%	9.7%	37.0%	37.5%	7.1%	1161
Once a year or less	3.3%	2.9%	8.2%	34.8%	44.5%	6.3%	1145
Several times a year	4.3%	2.2%	5.2%	32.9%	51.2%	4.0%	668
Regularly	3.6%	1.5%	4.4%	28.6%	57.2%	4.6%	720
Gender							
Male	3.8%	2.7%	8.6%	36.7%	42.6%	5.6%	1832
Female	4.2%	2.8%	6.4%	31.2%	49.4%	6.0%	1873

Table 11: The way my case was handled was fair

	Strongly Disagree	Disagree	Neither Disagree or Agree	Agree	Strongly Agree	NA	N
Purpose of Visit							
Search records	12.3%	12.3%	8.6%	28.4%	34.6%	3.7%	81
File papers	8.3%	1.7%	4.2%	37.5%	44.2%	4.2%	120
Make payment	6.6%	4.1%	8.6%	39.1%	37.6%	4.1%	197
Get information	7.6%	5.8%	8.9%	36.9%	34.2%	6.7%	225
Appear as witness	3.9%	2.9%	4.9%	38.8%	44.7%	4.9%	103
Attorney representing a client	2.1%	2.6%	6.4%	27.0%	56.2%	5.6%	233
Jury duty	16.7%	5.6%	0.0%	27.8%	22.2%	27.8%	18
Attend hearing or trial	6.6%	4.1%	9.9%	37.0%	39.2%	3.2%	587
Law enforcement/probation/social service staff	4.7%	3.1%	7.9%	27.6%	51.2%	5.5%	127
Party to legal matter	5.2%	3.2%	8.1%	37.1%	41.5%	4.8%	248
Type of Case							
Traffic	6.8%	5.1%	7.8%	35.4%	42.3%	2.6%	548
Criminal	6.6%	5.3%	9.3%	35.3%	38.0%	5.5%	453
Civil	6.9%	3.2%	6.0%	34.7%	41.7%	7.4%	216
Divorce/child custody	4.1%	6.1%	4.8%	39.5%	38.8%	6.8%	147
Juvenile matter	5.0%	1.0%	9.0%	37.0%	46.0%	2.0%	100
Probate	9.6%	7.2%	7.2%	36.1%	36.1%	3.6%	83
Small Claims	3.2%	8.1%	9.7%	33.9%	41.9%	3.2%	62
Other	5.5%	2.2%	6.2%	34.9%	47.6%	3.6%	275
Race/Ethnicity							
Native American or Alaska native	13.3%	6.7%	6.7%	50.0%	16.7%	6.7%	30
Asian	5.3%	0.0%	0.0%	42.1%	47.4%	5.3%	19
Black or African-American	7.6%	6.0%	9.2%	36.2%	36.2%	4.7%	698
Hispanic or Latino	8.2%	3.1%	5.1%	40.8%	37.8%	5.1%	98
Native Hawaiian or other Pacific Islander	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	1
White	4.2%	3.1%	6.8%	34.9%	46.9%	4.3%	915
Mixed-race	10.3%	5.1%	17.9%	35.9%	28.2%	2.6%	39
Other	17.6%	0.0%	9.8%	41.2%	27.5%	3.9%	51
How Often Does R Visit Facility?							
First time in facility	6.7%	4.3%	8.1%	38.9%	38.4%	3.6%	719
Once a year or less	6.0%	4.6%	10.4%	37.5%	38.0%	3.5%	518
Several times a year	7.0%	4.5%	6.6%	36.2%	39.9%	5.8%	243
Regularly	5.5%	3.0%	4.9%	28.3%	51.6%	6.6%	364
Gender							
Male	5.7%	4.6%	8.0%	37.9%	39.8%	4.0%	991
Female	7.0%	3.6%	7.6%	34.3%	42.5%	5.0%	858

Table 12: The judge listened to my side of the story before he or she made the decision

	Strongly Disagree	Disagree	Neither Disagree or Agree	Agree	Strongly Agree	NA	N
Purpose of Visit							
Search records	12.3%	4.9%	14.8%	18.5%	30.9%	18.5%	81
File papers	7.5%	1.7%	9.2%	23.3%	34.2%	24.2%	120
Make payment	5.1%	1.5%	8.6%	31.5%	33.0%	20.3%	197
Get information	7.1%	5.3%	11.6%	26.2%	28.4%	21.3%	225
Appear as witness	3.9%	1.9%	6.8%	35.0%	40.8%	11.7%	103
Attorney representing a client	2.1%	1.3%	5.6%	21.9%	52.8%	16.3%	233
Jury duty	11.1%	5.6%	0.0%	27.8%	11.1%	44.4%	18
Attend hearing or trial	5.3%	3.2%	11.6%	29.6%	35.1%	15.2%	587
Law enforcement/probation/social service staff	3.1%	2.4%	8.7%	25.2%	48.0%	12.6%	127
Party to legal matter	5.6%	2.4%	6.0%	30.6%	33.5%	21.8%	248
Type of Case							
Traffic	5.7%	3.8%	10.6%	27.4%	37.0%	15.5%	548
Criminal	6.0%	3.8%	8.6%	29.8%	35.1%	16.8%	453
Civil	6.9%	1.4%	4.2%	27.3%	43.1%	17.1%	216
Divorce/child custody	3.4%	2.7%	10.2%	30.6%	30.6%	22.4%	147
Juvenile matter	4.0%	3.0%	11.0%	30.0%	39.0%	13.0%	100
Probate	7.2%	4.8%	12.0%	30.1%	36.1%	9.6%	83
Small Claims	6.5%	0.0%	8.1%	30.6%	37.1%	17.7%	62
Other	4.4%	1.8%	8.4%	31.3%	34.2%	20.0%	275
Race/Ethnicity							
Native American or Alaska native	13.3%	0.0%	10.0%	36.7%	20.0%	20.0%	30
Asian	5.3%	5.3%	10.5%	21.1%	26.3%	31.6%	19
Black or African-American	7.3%	3.4%	10.9%	29.2%	31.1%	18.1%	698
Hispanic or Latino	5.1%	3.1%	6.1%	37.8%	31.6%	16.3%	98
Native Hawaiian or other Pacific Islander	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	1
White	3.4%	2.8%	7.5%	28.1%	41.3%	16.8%	915
Mixed-race	7.7%	2.6%	15.4%	38.5%	20.5%	15.4%	39
Other	11.8%	0.0%	15.7%	33.3%	27.5%	11.8%	51
How Often Does R Visit Facility?							
First time in facility	6.1%	3.8%	10.4%	30.6%	32.4%	16.7%	719
Once a year or less	5.6%	2.7%	11.0%	30.3%	30.5%	19.9%	518
Several times a year	4.9%	1.6%	8.6%	31.7%	36.6%	16.5%	243
Regularly	4.1%	2.7%	5.5%	23.4%	49.2%	15.1%	364
Gender							
Male	4.7%	3.2%	9.7%	30.6%	35.4%	16.3%	991
Female	6.2%	2.7%	8.6%	28.1%	36.0%	18.4%	858

Table 13: The judge had the information necessary to make good decisions about my case

	Strongly Disagree	Disagree	Neither Disagree or Agree	Agree	Strongly Agree	NA	N
Purpose of Visit							
Search records	9.9%	6.2%	8.6%	27.2%	35.8%	12.3%	81
File papers	6.7%	0.8%	8.3%	27.5%	38.3%	18.3%	120
Make payment	6.1%	1.5%	8.1%	34.0%	34.0%	16.2%	197
Get information	6.2%	5.8%	10.7%	25.8%	32.9%	18.7%	225
Appear as witness	3.9%	3.9%	6.8%	36.9%	39.8%	8.7%	103
Attorney representing a client	2.1%	0.9%	3.0%	27.9%	56.7%	9.4%	233
Jury duty	5.6%	5.6%	0.0%	44.4%	11.1%	33.3%	18
Attend hearing or trial	6.0%	4.3%	10.1%	31.9%	39.0%	8.9%	587
Law enforcement/probation/social service staff	3.1%	2.4%	8.7%	30.7%	46.5%	8.7%	127
Party to legal matter	4.4%	2.0%	6.9%	32.7%	41.1%	12.9%	248
Type of Case							
Traffic	6.8%	3.1%	9.5%	31.0%	39.4%	10.2%	548
Criminal	5.7%	4.2%	6.6%	32.0%	39.3%	12.1%	453
Civil	6.9%	1.4%	5.1%	29.6%	41.2%	15.7%	216
Divorce/child custody	3.4%	2.7%	7.5%	34.7%	32.7%	19.0%	147
Juvenile matter	4.0%	3.0%	8.0%	33.0%	45.0%	7.0%	100
Probate	7.2%	6.0%	9.6%	27.7%	39.8%	9.6%	83
Small Claims	6.5%	1.6%	4.8%	30.6%	41.9%	14.5%	62
Other	4.0%	2.2%	6.9%	32.7%	38.5%	15.6%	275
Race/Ethnicity							
Native American or Alaska native	13.3%	3.3%	6.7%	36.7%	23.3%	16.7%	30
Asian	10.5%	5.3%	5.3%	26.3%	31.6%	21.1%	19
Black or African-American	7.3%	4.2%	8.7%	33.0%	33.7%	13.2%	698
Hispanic or Latino	5.1%	5.1%	7.1%	37.8%	34.7%	10.2%	98
Native Hawaiian or other Pacific Islander	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	1
White	3.5%	1.9%	6.3%	30.5%	45.4%	12.5%	915
Mixed-race	7.7%	5.1%	20.5%	35.9%	20.5%	10.3%	39
Other	9.8%	3.9%	13.7%	35.3%	27.5%	9.8%	51
How Often Does R Visit Facility?							
First time in facility	6.1%	4.0%	8.9%	33.0%	35.6%	12.4%	719
Once a year or less	5.2%	2.3%	9.1%	34.2%	34.2%	15.1%	518
Several times a year	5.8%	4.5%	7.4%	32.9%	37.9%	11.5%	243
Regularly	4.4%	1.4%	4.4%	26.4%	53.3%	10.2%	364
Gender							
Male	4.7%	3.8%	8.2%	33.8%	37.5%	11.9%	991
Female	6.4%	2.2%	7.0%	30.4%	40.4%	13.5%	858

Table 14: I was treated the same as everyone else

	Strongly Disagree	Disagree	Neither Disagree or Agree	Agree	Strongly Agree	NA	N
Purpose of Visit							
Search records	8.6%	8.6%	11.1%	23.5%	37.0%	11.1%	81
File papers	5.0%	0.0%	7.5%	31.7%	45.8%	10.0%	120
Make payment	4.6%	2.0%	6.6%	38.1%	39.1%	9.6%	197
Get information	5.3%	3.6%	7.6%	32.4%	40.0%	11.1%	225
Appear as witness	5.8%	2.9%	3.9%	32.0%	48.5%	6.8%	103
Attorney representing a client	2.6%	1.3%	5.6%	26.2%	57.9%	6.4%	233
Jury duty	5.6%	5.6%	0.0%	55.6%	16.7%	16.7%	18
Attend hearing or trial	5.5%	2.4%	7.7%	34.6%	44.6%	5.3%	587
Law enforcement/probation/social service staff	3.1%	3.1%	6.3%	29.1%	52.0%	6.3%	127
Party to legal matter	4.4%	1.6%	6.0%	31.9%	47.6%	8.5%	248
Type of Case							
Traffic	4.6%	2.0%	6.4%	33.8%	46.0%	7.3%	548
Criminal	6.6%	2.4%	7.1%	33.6%	44.4%	6.0%	453
Civil	6.5%	1.9%	5.1%	30.6%	43.5%	12.5%	216
Divorce/child custody	3.4%	4.8%	4.1%	36.7%	39.5%	11.6%	147
Juvenile matter	4.0%	1.0%	11.0%	32.0%	44.0%	8.0%	100
Probate	7.2%	3.6%	6.0%	31.3%	44.6%	7.2%	83
Small Claims	4.8%	1.6%	9.7%	29.0%	48.4%	6.5%	62
Other	3.6%	1.5%	3.6%	33.5%	46.5%	11.3%	275
Race/Ethnicity							
Native American or Alaska native	6.7%	0.0%	13.3%	43.3%	30.0%	6.7%	30
Asian	5.3%	0.0%	0.0%	42.1%	36.8%	15.8%	19
Black or African-American	6.6%	2.9%	6.2%	36.8%	39.0%	8.6%	698
Hispanic or Latino	5.1%	1.0%	5.1%	40.8%	39.8%	8.2%	98
Native Hawaiian or other Pacific Islander	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	1
White	3.4%	1.6%	5.6%	30.7%	50.7%	8.0%	915
Mixed-race	7.7%	2.6%	17.9%	35.9%	30.8%	5.1%	39
Other	13.7%	3.9%	11.8%	29.4%	27.5%	13.7%	51
How Often Does R Visit Facility?							
First time in facility	5.0%	2.4%	6.3%	36.2%	42.7%	7.5%	719
Once a year or less	4.6%	1.4%	7.7%	36.1%	40.2%	10.0%	518
Several times a year	5.3%	2.5%	7.4%	32.5%	42.4%	9.9%	243
Regularly	5.8%	2.2%	3.8%	26.9%	54.9%	6.3%	364
Gender							
Male	4.7%	3.8%	8.2%	33.8%	37.5%	11.9%	991
Female	6.4%	2.2%	7.0%	30.4%	40.4%	13.5%	858

Table 15: As I leave the court, I know what to do about my case

	Strongly Disagree	Disagree	Neither Disagree or Agree	Agree	Strongly Agree	NA	N
Purpose of Visit							
Search records	7.4%	1.2%	7.4%	33.3%	30.9%	19.8%	81
File papers	5.8%	2.5%	4.2%	34.2%	44.2%	9.2%	120
Make payment	3.6%	0.5%	4.1%	40.1%	36.0%	15.7%	197
Get information	5.3%	1.3%	5.3%	38.7%	38.7%	10.7%	225
Appear as witness	4.9%	1.0%	5.8%	36.9%	41.7%	9.7%	103
Attorney representing a client	2.1%	1.3%	3.4%	25.8%	60.1%	7.3%	233
Jury duty	5.6%	5.6%	0.0%	33.3%	27.8%	27.8%	18
Attend hearing or trial	3.7%	1.2%	6.6%	38.0%	43.6%	6.8%	587
Law enforcement/probation/social service staff	2.4%	0.8%	5.5%	32.3%	48.8%	10.2%	127
Party to legal matter	3.6%	0.8%	3.6%	38.3%	46.0%	7.7%	248
Type of Case							
Traffic	3.8%	1.3%	5.3%	37.0%	43.6%	8.9%	548
Criminal	4.4%	2.0%	5.3%	34.7%	44.2%	9.5%	453
Civil	5.1%	0.9%	5.6%	33.8%	44.9%	9.7%	216
Divorce/child custody	2.7%	0.7%	4.8%	42.9%	40.8%	8.2%	147
Juvenile matter	5.0%	2.0%	6.0%	33.0%	50.0%	4.0%	100
Probate	8.4%	1.2%	7.2%	31.3%	42.2%	9.6%	83
Small Claims	4.8%	0.0%	4.8%	37.1%	45.2%	8.1%	62
Other	2.9%	0.4%	5.5%	34.5%	43.3%	13.5%	275
Race/Ethnicity							
Native American or Alaska native	0.0%	0.0%	13.3%	53.3%	26.7%	6.7%	30
Asian	5.3%	0.0%	0.0%	42.1%	31.6%	21.1%	19
Black or African-American	6.0%	1.4%	6.2%	37.5%	38.4%	10.5%	698
Hispanic or Latino	5.1%	2.0%	5.1%	38.8%	39.8%	9.2%	98
Native Hawaiian or other Pacific Islander	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	1
White	2.5%	0.9%	4.3%	33.9%	49.3%	9.2%	915
Mixed-race	7.7%	0.0%	17.9%	30.8%	33.3%	10.3%	39
Other	5.9%	2.0%	7.8%	45.1%	27.5%	11.8%	51
How Often Does R Visit Facility?							
First time in facility	4.3%	1.0%	5.1%	39.6%	40.1%	9.9%	719
Once a year or less	3.5%	1.0%	6.8%	38.8%	40.0%	10.0%	518
Several times a year	4.5%	2.1%	6.6%	32.9%	44.0%	9.9%	243
Regularly	4.9%	1.1%	4.1%	26.9%	53.8%	9.1%	364
Gender							
Male	3.8%	1.4%	6.1%	37.5%	41.7%	9.5%	991
Female	4.5%	0.8%	5.0%	34.5%	45.1%	10.0%	858

Facility Observations

Facility Personnel

The overall interactions, demeanor and behavior of each facility's staff and security were friendly, receptive and helpful. A number of administrators were well-informed in advance with a table and chairs set up the surveyor's visit. There were some other locations that may not have disseminated information of the scheduled visit, as was evident when court facility staff displayed apprehension, or asked questions about, the surveyor's presence. There were even fewer instances where it appeared that only the designated contact that scheduled and confirmed the visit was privy to the scheduled visit.

After entering and settling in the designated location, the survey staff usually would engage in some dialogue with the security or court facility staff. Those conversations helped the facility staff feel comfortable and a little more at ease with the presence of the surveyor for an entire day (in most locations). After observing the work of the surveyor and the participation of the court facility users, the staffers were relieved of their skepticism and discomfort.

There were court facilities where it was obvious that the staff and constituents had great rapport with each other and good relationship with the judges. The demeanor and interaction between the various parties involved gave the appearance that they genuinely were a cohesive group that had great synergy and worked very well together. This translated over to the way they provided customer service. Many were very familiar with their constituents.

Some judges in smaller municipalities personally scheduled the visit and served as the direct contact upon the surveyor's arrival. On occasions, judges would take time to come out and introduce themselves. A few smaller magistrate and municipal court judges, before or after court sessions, escorted the Burruss representatives around the facility or the immediate office space to make introductions to court staff.

In some locations, surveyors were invited to be present in the courtroom to observe the opening instructions, and the judge could introduce the representative and then explain to the court users the purpose for the surveyor's job and encourage court users to stop by the survey station after their case or court business was completed. This provided a level of understanding of how the judge operated and created transparency while they delivered instructions prior to court proceedings.

Space Selected for Intercepting Facility Visitors

The majority of survey stations were positioned within a few yards of each facility's general exit or positioned closely outside the courtroom entrance/exit to intercept visitors. The majority of the facilities had a single designated exit for patrons. This increased the opportunity to intercept visitors to these facilities. There was one judge who adjusted the court visitors' exit path to ensure that each person leaving the facility passed by the survey station. The unusual configuration of the facility would not have allowed the surveyor's exposure to all visitors.

Placement in proximity to a water fountain, restrooms or break rooms proved to be helpful as many people had to pass the survey station. It provided an opportunity to briefly invite visitors, in advance, to stop by when they were finished with their business.

Most facilities had one dedicated location for entrance, allowing a streamline of activity. However, in larger facilities with an expansive lobby, staircases or elevators on opposite sides of the space made it challenging to intercept the many visitors. When possible, two or three surveyors were assigned to a facility with high user volume and/or multiple exits in use to improve our chances of recruiting potential respondents.

It was easier for a surveyor to intercept small groups of three people or less. When larger groups of people were exiting at one time, the first person to be intercepted usually set the tone for the participation of those who followed. If the first person or two agreed to participate the rest of the group would usually follow suit.

Informing people that it would take less than two minutes to complete the survey increased the likelihood that a visitor would complete the survey.

Each location was capable of administering the survey to multiple visitors at the same time. The average number of people completing a survey at a given time was three. However there were times when as many as eight people were completing surveys.

Court visitors were receptive or respectfully declined but generally handled interaction with surveyors with respect.

Some Circumstances/Reasons People Gave for not Completing Survey

Visitors who chose not to participate offered a range of reasons for failing to do so. We have provided some of the most frequent comments below. It should be noted that several of these comments (particularly the first two) and the resulting non-participation could partially explain why the results of the survey were so heavily weighted towards positive evaluations of court experiences by those who did participate.

Common reasons for non-participation were:

- They had a poor or frustrating interaction with the judge, court staff, or official.
- They spent an unacceptable amount of time waiting to be seen.
- The amount of time they spent in the facility was trivial and their input would not be important.
- They did not feel comfortable in the building, i.e. it was too hot/cold, crowded, noisy, etc.
- They were in a hurry.

Visitors were always encouraged and ensured that the surveyors were interested in their feedback regardless of how much time they had spent in the building.

Additional Observations / Recommendations

For similar projects, it is recommended that court administrators for large circuits confirm the contact information for their circuit's individual judges and court clerks before distributing the information to the research organization. A thoroughly reviewed list with confirmed facility address and current contacts including title, phone number and email should be provided. Additionally, there should be a period dedicated to scheduling prior to starting the onsite visits. Lastly, JC/AOC should ensure that all courts are well informed about the impending project closer to the time of implementation. This will help to solidify the importance of the project in the minds of administrators, clerks and judges.

Observations Regarding Survey Instrument

Question 1

Observed that some people would comment that they selected "neither disagree nor agree" or "N/A" if they were very familiar with the facility or a regular visitor.

Question 2

This question did not apply to many respondents, many of whom skipped the question rather than marking "neither disagree nor agree" or "N/A." For analysis purposes, however, they were assigned a "N/A" response.

Questions 11 – 18

Some people were uncertain how to answer, so they skipped or just selected what they thought they should because they were not sure which applied to their situation.

Some visitors were unsure whether to consider their visit as appearing before a judicial officer because they only made a plea, and scheduled another date, or they were in to just pay probation fees after being present for court roll call.

Court professionals and related officials, including judges, attorneys, clerks, bail bondsmen, court reporters, interpreters, and police officers often initially declined participation because of their position, but after learning of their eligibility to take the survey they would change their minds and provide feedback.

Question 19

Some people felt that their heritage was not represented and selected “other.” Several chose not to provide a racial or ethnic identity.

Unsolicited Comments Written on Surveys

- My ticket said to be at the court at 8:00 a.m. and court did not start until approximately 9:35 a.m.
- I found the behavior of the police officers demeaning and juvenile; laughing and snickering during proceedings.
- I strongly feel that the need of having the mediator present is not necessary. XXX county courts are more efficient without the use of mediator in dispossessory actions.
- We arrived at the facility at 9:00 am. We ended up waiting 3 hours before being seen by a mediator.
- The superior court should say exactly where you need to be. I've never witnessed anything so... I don't have to run up & down the elevator
- Today is not a typical day. A more typical day is a huge docket with perhaps a cranky judge who doesn't listen; Lawyers & clients who are not listened to, nor treated with respect. The wait time may be up to two hours and cases may or may not be disposed.
- Traffic fines are too high.
- Judge XXXXX is very knowledgeable, understanding and helpful. He has supplied information for me to go forth with my case.
- The facility needs an elevator.
- It would be very helpful if the information about points for minor traffic light violation were on the website so folks could decide to pay online and save time of court.
- Traffic for court was horrible. Scheduling should be reviewed for congestion and lack of parking
- Parking was a complete fiasco!

- Fix parking & long line to get through the metal detector
- I would appreciate a policy that will allow me to wear my service weapon inside the facility- Law enforcement officer
- The lady at the information desk didn't make any eye contact or help me.
- Many residents can't find the facility on GPS because the street address does not show up.
- I have never seen such an unethical judge than a few weeks ago in Judge XXXX courtroom. Judges should not make decisions before hearing a case and understand that the safety of children is more important than his ego.
- Attorney XXXX did not respect our time or commit. We were not notified before we got to court.
- [I] waited to hear [from] Defense Attorney XXXX. [He] purposely neglect[ed] to show for court today. We are strongly disgusted that XXXX has canceled or not shown up to court to handle a case that has been going on for 1 1/2 years. We have had to rearrange our business schedule and take time our children out of school to come to court only to find out at the last minute he canceled. This has happened three times.

Appendix I – Participating Jurisdictions

(76 county and 33 municipal court facilities)

(Locations where surveys were administered by local court personnel are **highlighted in red**)

Counties	N	Counties (cont.)	N	Municipalities	N
BACON	14	HART	16	ALBANY	30
BANKS	29	HOUSTON	58	AMERICUS	12
BEN HILL	3	JASPER	10	ARAGON	23
BIBB	110	JEFF DAVIS	4	BARNESVILLE	13
BROOKS	14	JONES	11	BUCHANAN	3
BULLOCH	21	LAMAR	7	CALHOUN	24
BUTTS	6	LEE	14	CANTON	49
CARROLL	107	LONG	35	CARTERSVILLE	35
CATOOSA	58	LOWNDES	45	CHATSWORTH	4
CHARLTON	3	MACON	38	CLEVELAND	17
CHATHAM	130	MADISON	39	COLUMBUS Recorders Court	47
CHATTAHOOCHEE	8	MARION	58	CONYERS	33
CHATTOOGA	51	MITCHELL	21	DALTON	52
CHEROKEE	227	MURRAY	7	DOUGLAS	31
CLINCH	11	MUSCOGEE	24	ELLAVILLE	13
COBB	162	PAULDING	70	FORSYTH	16
COFFEE	33	PICKENS	39	FRANKLIN	22
COLQUITT	17	PIKE	17	GAINESVILLE	16
COOK	31	POLK	12	JACKSON	26
CRAWFORD	17	SCHLEY	28	JASPER	19
DADE	23	STEWART	11	JONESBORO	43
DAWSON	77	SUMTER	52	LEESBURG	22
DEKALB	293	TALBOT	9	LOUISVILLE	8
DODGE	6	TALIAFERRO	8	LUMPKIN	5
DOUGHERTY	65	TERRELL	9	MARIETTA	43
EARLY	25	THOMAS	10	MAYSVILLE	10
ECHOLS	4	TOOMBS	59	MCDONOUGH	34
ELBERT	15	TREUTLEN	11	OCILLA	9
EMANUEL	2	TROUP	100	OGLETHORPE	14
FLOYD	56	TWIGGS	8	ROME	24
FORSYTH	75	UPSON	16	SANDERSVILLE	10
GILMER	14	WALKER	45	SAVANNAH	35
GLASCOCK	7	WALTON	83	THOMASTON	24
GREENE	27	WARREN	12	WAYNESBORO	35
GWINNETT	81	WEBSTER	6	ZEBULON	25
HALL	110	WHITE	31		
HARRIS	26	WHITFIELD	61		

Appendix II – Survey Instrument



Judicial Council of Georgia
Access and Fairness Survey

Section I: Access to the court

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree	N/A
1. Finding the courthouse was easy.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. The forms I needed were clear and easy to understand.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I felt safe in the courthouse.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The court makes reasonable efforts to remove physical and language barriers to service.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. I was able to get my court business done in a reasonable amount of time.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Court staff paid attention to my needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. I was treated with courtesy and respect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. I easily found the court room or office I needed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. The court's website was useful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. The courts hours of operation made it easy for me to do my business.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. During your visit today, did you appear before a judicial officer? A judicial officer is a judge, commissioner, referee, magistrate, or hearing officer.

- Yes Continue with Section II
- No SKIP to Section III

Section II: Fairness

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree	N/A
12. The way my case was handled was fair.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. The judge listened to my side of the story before he or she made the decision.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. The judge had the information necessary to make good decisions about my case.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. I was treated the same as everyone else.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. As I leave the court, I know what to do next about my case.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section III: Background Information

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

- | | |
|---|--|
| <input type="checkbox"/> Search court records/ obtain documents | <input type="checkbox"/> Attorney representing a client |
| <input type="checkbox"/> File papers | <input type="checkbox"/> Jury duty |
| <input type="checkbox"/> Make payment | <input type="checkbox"/> Attend the hearing or trial |
| <input type="checkbox"/> Get information | <input type="checkbox"/> Law enforcement/probation/ social service staff |
| <input type="checkbox"/> Appear as a witness | <input type="checkbox"/> Party to a legal matter |

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

- | | |
|--|--|
| <input type="checkbox"/> Traffic | <input type="checkbox"/> Juvenile matter |
| <input type="checkbox"/> Criminal | <input type="checkbox"/> Probate |
| <input type="checkbox"/> Civil matter | <input type="checkbox"/> Small claims |
| <input type="checkbox"/> Divorce, child custody or support | <input type="checkbox"/> Other |

(please specify)

Please turn this page over for the final three questions



Judicial Council of Georgia
Access and Fairness Survey

Section III: Background Information (continued)

19. How do you identify yourself?

- American Indian or Alaska native
- Asian
- Black or African-American
- Hispanic or Latino
- Native Hawaiian or other Pacific Islander
- White
- Mixed-race
- Other

20. How often are you typically in this courthouse?

(Choose the closest estimate)

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

21. What is your gender?

- Male
- Female

~~ Thank you very much for taking the time to complete this survey ~~

Please take this survey, folded in half, and place it in the box on the table.



FOR OFFICE USE

□ □ / □ □ / □ □