

Report on the 2023
Access and Fairness Survey



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Documents Provided

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Executive Summary

The Access and Fairness Survey is one of ten performance measures developed by the National Center for State Courts (NCSC) as a means to gather feedback on the court user experience.¹ The Rhode Island Judiciary is among numerous court systems throughout the country which has administered the Access and Fairness Survey to court users. Our closest neighbor, the Commonwealth of Massachusetts, has administered the survey three times, most recently in June 2023.

The Rhode Island Judiciary's Access and Fairness Survey was administered in April 2023 by the Access to Justice Office in two phases: (1) in-person at all six (6) state courthouses on a rotating basis between April 3 and June 30, 2023; and (2) survey collection from inmates housed at the Department of Corrections' Adult Correctional Institution (ACI) who appeared in court between April 3 and June 30, 2023. This report summarizes the 2023 Access and Fairness Survey findings.

The survey was designed to be taken in five minutes or less. 1,098 individuals completed the survey. Of those respondents, 92 were incarcerated at the time they took the survey. Participants were asked to state their level of agreement with statements using a 5-point scale (1 indicated strong disagreement and 5 indicated strong agreement). This report will summarize the survey findings and identify areas for needed improvement. A complete list of tables summarized in this report can be found [here](#).

The results of the Access and Fairness Survey show that in general, respondents had positive perceptions regarding access to and the fairness of the Rhode Island Judiciary. Most court users agreed or strongly agreed with statements pertaining to access to the courts and fairness within the courts.

Key areas of success are highlighted below.

- **Overall perceptions of access to the courts are positive.** The average score was 4.18 out of 5 in response to statements about users' ability to access the courts.

¹ CourTools Measure 1 Access and Fairness, National Center for State Courts, 2022 was the model used for this survey.

- **Overall perceptions of fairness within the courts are positive.** Court users reported an overall average score of 3.9 out of 5 in response to statements about their perceptions of fairness.
- **Court users found it easy to physically navigate court spaces.** Among access-related statements that court users were asked to rate, they rated their ability to navigate the courts most favorably. Court users provided high agreement scores on ability to locate the courthouse, courtroom, and office needed.
- **Court users felt safe in the courthouse.** Court users reported an average score of 4.45 out of 5 in response to statements about courthouse safety.
- **Court users found it easy to understand what was happening during a proceeding.** Among fairness-related statements that court users were asked to rate, they rated their ability to understand what was happening during a proceeding the highest and indicated they knew what to do next about their case.

The Judiciary attributes these high scores to efforts made by all courts to ensure that court users are able to access the courts and understand legal proceedings. Further, these scores confirm that recent projects specifically designed to enhance court users' ability to navigate courthouses and court processes, and efforts to increase courthouse security are working. These strategies include the addition of wayfinding guides, accessible route signage, and electronic information boards as well as increasing perimeter security after hours at the Licht Judicial Complex.

The survey findings also point to opportunities for growth and further study in the following areas (a detailed review of the scores can be found on pages 15-27):

- **Website usability:** At the time of the survey, court users rated the usability of the website lowest among statements related to access, reporting an average score of 3.9 out of 5.
- **Time spent conducting business at court:** Court users rated the time it took to conduct business at the courts lowest amongst the access-related statements, giving an average score of 3.85 out of 5.

- **Varied Responses by Category:** The survey results show that while court users had generally positive perspectives on access to the courts and fairness within the courts, differences are evident when responses are examined by group characteristics such as race/ethnicity, level of education, and incarceration status.
 - Perceptions by Race/Ethnicity: White and Hispanic or Latino court users consistently rated the courts higher on measures of access and fairness than Black/African American court users. Further study is necessary to identify the causes for these differences between White and Hispanic or Latino court users and Black/African American court users.
 - Perceptions by Level of Education: Court users with less education than a high school diploma consistently rated the courts lower on measures of access and fairness than all other court users when grouped by level of education.
 - Perceptions by Incarceration Status: Court users who, at the time they completed the survey, were housed at the ACI rated the courts lower on measures of access and fairness than respondents who were not incarcerated.

While the Judiciary is pleased with the overall perceptions of access and fairness by court users, the Judiciary is committed to ensuring that all court users have equitable interactions with the courts. As such, the Judiciary has identified the following opportunities for growth and further study:

Website usability: The Judiciary launched a new website on Friday, May 31, 2024. The new website was designed to modernize the Judiciary’s online presence with more easily searchable features, and a new technology platform that will enable the Judiciary to be more nimble in updating the website and addressing changing court user needs in the future. The new site is meant to be more user-friendly and to support Access to Justice initiatives by providing enhanced resources for pro se litigants and the general public. The website includes self-help guides such as: videos to help court users navigate the court process, resources to connect with legal assistance providers, and a plain language glossary. The Judiciary remains committed to utilizing plain language and adding additional resources to the website

to ensure that court users are well-informed and able to understand and navigate the court process.

Time spent conducting business in court: The Judiciary recognizes that the challenges many court users face when conducting business in a timely manner has been impacted by the sheriff shortage, which directly impacts the ability of judicial officers to hear cases. The Judiciary will continue to work with its law enforcement partners, the Rhode Island Division of Sheriffs and the Capitol Police, to address staffing issues. Further, the Judiciary will continue to advocate before the executive and legislative branches for an increased number of public safety personnel to support court functions.

Varied Responses by Category: The Judiciary is committed to ensuring access to justice for all. This includes identifying and acknowledging barriers faced by specific groups and developing strategies to eliminate those barriers. To address differences in perspectives identified by level of education, the Judiciary's Access to Justice Office will continue to work with courts to develop guides and resources for court users with an emphasis on utilizing plain language standards. The Access to Justice Office participated in the National Center for State Courts' (NCSC) "form bootcamp" aimed at helping courts assess their current forms and make them simpler to understand. Rhode Island was one of seven (7) states selected to participate in the intensive training and technical assistance program focused on aiding courts in revising their forms using best practices. To date, 60 court forms have been reviewed and updated using these best practices, and this work will continue. In addition, the Access to Justice Office will continue to offer trainings to court staff on customer service and communicating with court users in plain language.

To address differences in perspectives identified by race/ethnicity, the Judiciary's Access to Justice Office will recommend to the Chief Justice that in collaboration with the Committee on Racial and Ethnic Fairness in the Courts, focus groups be organized to better understand minority court users' concerns, identify opportunities for growth, and develop strategies for implementing change.

To address differences in perspectives between courts users who are incarcerated and court users who are not, the Judiciary will collaborate with community partners focused on assisting justice-involved court users to identify opportunities for improvement.

Access and Fairness Report

In April 2023, the Rhode Island Judiciary launched its first Access and Fairness Survey to measure the court user experience within the Rhode Island Judiciary.

Survey Instrument and Analytical Approach

The Access and Fairness Survey was developed by the National Center for State Courts (NCSC) as a performance measure to gather feedback, establish baseline data, and to monitor changes over time as it relates to the court user experience.

The Rhode Island Judiciary elected to conduct the Access and Fairness Survey based on the credibility of the survey, noting that the survey items have been tested and evaluated by the NCSC for “brevity, clarity, and value in aiding court decision-making to improve fairness and access for litigants and members of the public.”²

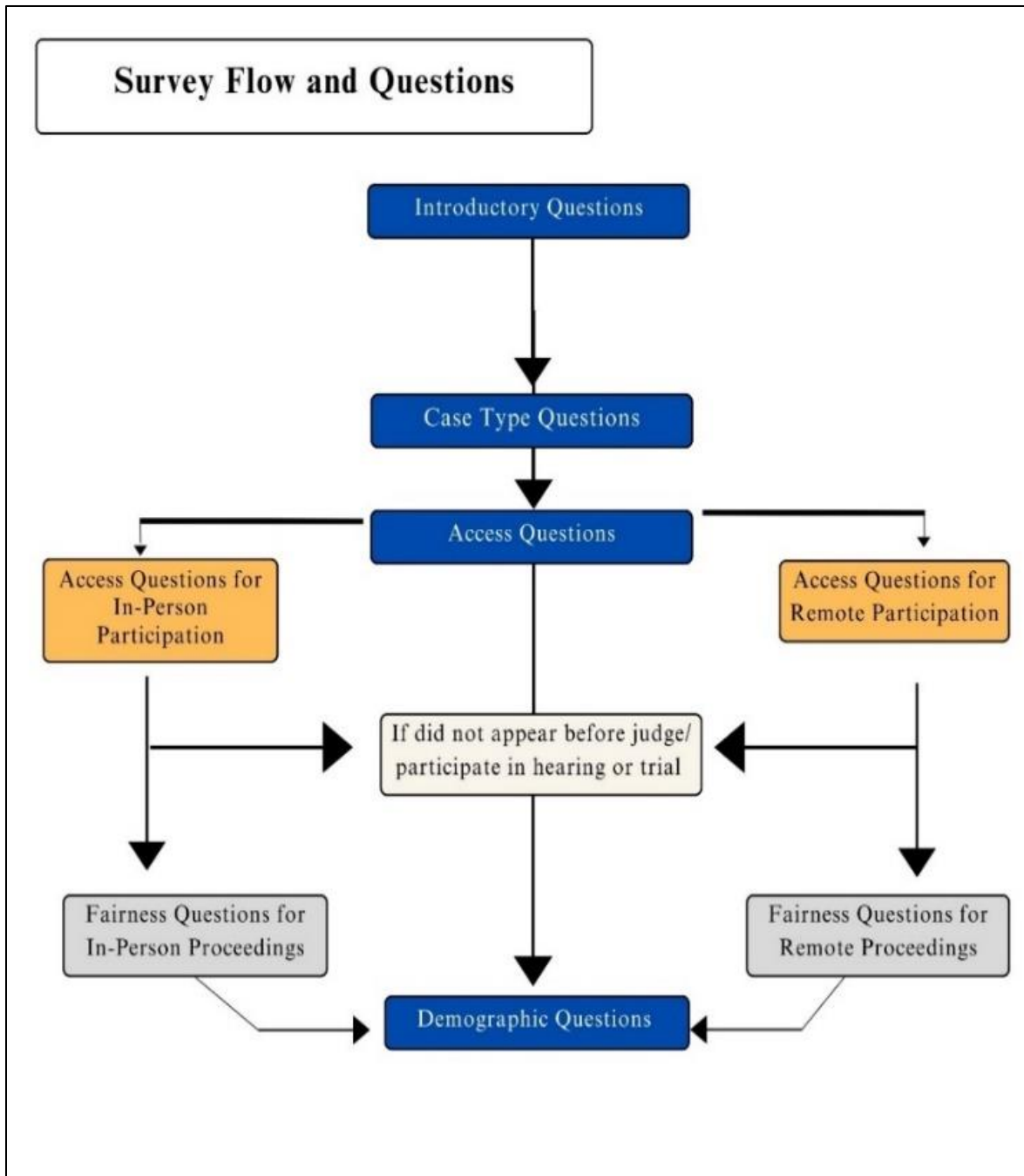
The survey, which was designed to be completed in fewer than five minutes, asked all participants to provide background and demographic information. The statements used in the survey align with the NCSC revised CourTools. Court users were next asked to identify whether they appeared in-person or remotely. Court users who appeared in-person were asked to express their level of agreement with 10 statements relating to the court users’ ability to access the courthouse in-person using a 5-point scale (1-Strongly Disagree to 5-Strongly Agree). Survey participants who appeared remotely were asked to express their level of agreement with 8 statements relating to their ability to access court remotely using a 5-point scale (1-Strongly Disagree to 5-Strongly Agree).³ Fewer than 30 participants responded to statements regarding remote appearances. As a result, a valid statistical analysis for remote access and fairness statements could not be made and therefore is not included in this report.

This report summarizes the survey participants’ responses by calculating the average score for each statement. Average scores are presented on a 5-point scale

² CourTools Measure 1, Trial Court Performance Measures at p. 2. [M1Access-and-Fairness.pdf \(ncsc.org\)](https://www.ncsc.org/files/2023/04/M1Access-and-Fairness.pdf).

³ Hard copy surveys contain the same questions and statements but do not follow the same survey flow to ensure ease in completion and readability.

with “strongly disagree” equal to one and “strongly agree” equal to five. The average score depicts the measure of central tendency by adding the value of all responses to a specific statement in the number set and then dividing by the total number of statement responses. The overall average score is calculated by adding the value of all responses in the number set and then dividing the sum by the total number of responses. Average scores may be impacted by outliers or extreme values.



Survey Distribution and Methodology

The Access and Fairness Survey was conducted in two phases: (1) in-person courthouse collection; and (2) survey collection from inmates who appeared in court between April 3 and June 30, 2023, and who were housed at the ACI. The chart below depicts the number of responses and percentage of responses by collection type.

Survey Participation by Collection Type		
Non-ACI Participants	1,006	91.6%
ACI Participants	92	8.4%
Total Surveys Completed	1,098	100%

Survey Collection

A. In-person courthouse collection

Between April 3 and June 30, 2023, survey teams of two to three volunteers worked onsite at state courthouses and invited court users to complete the survey using laptop computers or by accessing the survey on their personal smart phone or device using a QR Code. Survey teams were comprised of Judiciary employees and community partner volunteers. In addition, posters with the survey QR Code were posted at high traffic areas of each courthouse (i.e. elevators and points of entrance). Court collection dates were scheduled on a rotating basis. A tentative list of survey dates was issued in a press release.

B. Adult Correctional Institution survey collection

To collect data on the court user experience for those housed at the ACI, the Judiciary worked with the Department of Corrections to provide hard copies of the survey to court users who appeared in court during the survey period (April 3 – June 30, 2023).

Survey Participation

The Access and Fairness Survey was completed by 1,098 respondents. All survey participants were asked to answer introductory questions seeking background information. The chart below represents the completion rate of survey sections by respondents.

Survey Participant Characteristics		
Background Information	Count	Percentage
Party Type	1,098	100%
Reason for Visit	1,083	98.6%
Frequency of Visits	1,044	95.1%
Age	1,022	93.1%
Level of Education	1,019	92.8%
Gender	1,014	92.3%
Race/Ethnicity	1,007	91.7%
Representation/Access to Counsel	1,001	91.6%
Total Surveys	1,098	100%

Party type

Survey participants were asked to identify the category that best described their status in relation to the court. The largest group of respondents indicated that they appeared at the courthouse because they were involved in a court case or legal matter (53.1%). The second largest group indicated that they were a friend or family member of someone involved in a court case or legal matter (12.3%).

It is important to acknowledge that 111 respondents selected “other” when describing their role in court. Of those who selected “other,” 31 elected to provide a text response. Those respondents listed the following reasons for their visit to the courthouse: contractor, adoption, seeking expungements, making restitution payments, filing restraining orders, and community partners such as law students, Court Appointed Special Advocate (CASA), and pier diem court interpreters.

Table 1: Party Type

Party Type Select category that best describes participation	Number of Responses	Percentage of Respondents
Involved in a court case/legal matter as a party or criminal defendant	583	53.1%
Friend or family member of someone who is involved in a court case/legal matter	135	12.3%
Other	111	10.1%
Attorney	103	9.4%
Member of the public	79	7.2%
Victim or witness in a court case/legal matter	36	3.3%
Law enforcement/probation/social services staff	33	3.0%
Juror	18	1.6%
Total	1,098	100%

Reason for Court Visit

Survey participants were asked to identify the specific business activity that brought the court user to the court that day. The largest group of respondents indicated that they visited the courthouse to participate in a hearing or trial (55.8%). The second largest group selected “other” indicating that a reason not listed on the survey brought them to court (17.3% or 187 respondents). Respondents who selected “other” were given the opportunity to provide a text response. Of those who selected other, 56 respondents elected to provide a text response. The text responses included: pet therapy, interpreting or translating, paying court costs and fines, expungement, drug screening, and clearing a bench warrant.

Table 2: Reason for Court Visit

Court Activity: Reason for Court Visit	Number of Responses	Percentage of Respondents
Participate in a hearing or trial	604	55.8%
Observe or view a hearing	90	8.3%
Search court records	25	2.3%
File papers or forms	49	4.5%
Make a payment	75	6.9%
Get legal information	33	3.0%
Jury duty	20	1.8%
Other	187	17.3%
Total	1,083	98.6%

Case Type

Survey participants were asked to identify their case type. Respondents who indicated that they appeared for a criminal matter comprised the largest group (44.3%), followed by respondents who indicated that they appeared for a civil matter (43.3%).⁴ 12.4% of respondents selected “other.” Of those who selected other, 20 respondents elected to provide a text response. The text responses included: probation, expungement, veterans’ treatment court, volunteer service, drug testing, diversion, and pet therapy.

⁴ The following survey case type options have been categorized as civil matters for survey reporting purposes: Workers’ Compensation Court, Traffic Tribunal, District Court (landlord tenant and small claims), Family Court (divorce, child support, and child custody), and Superior Court (civil).

Table 3: Case Type

Response Type: Case Type	Number of Response	Percentage of Respondents
Criminal Matter	439	44.3%
Civil Matter	429	43.3%
Juvenile Matter	16	1.6%
Other	123	12.4%
Total	991	90.25%

Age

Survey participants were asked to identify their age. The largest group of respondents were in the 30–39 year age group (23.8%), followed by the 20-29 year age group (22.7%).

Table 4: Age

Age	Number of Responses	Percentage of Respondents
18-19 years	42	4.1%
20-29 years	232	22.7%
30-39 years	243	23.8%
40-49 years	209	20.5%
50-59 years	153	15.0%
60-69 years	116	11.4%
70-79 years	26	2.5%
80 + years	1	0.1%
Total	1,022	93.1%

Gender

Survey participants were asked to identify their gender identity. Men comprised the largest group of respondents by gender (61.3%) followed by women (36.5%). Nine (9) respondents indicated that they preferred not to say, six (6) respondents identified as non-binary/third gender, and seven (7) respondents preferred to self-describe.

Table 5: Gender

Gender	Number of Responses	Percentage of Respondents
Male	622	61.3%
Female	370	36.5%
Non-binary/Third gender	6	0.6%
Prefer not to say	9	0.9%

I prefer to self-describe	7	0.7%
Total	1,014	92.3%

Legal Representation/Access to Counsel

Survey participants were asked to explain if they had legal representation or other assistance to help with court business. 33.6% of respondents indicated that they had a lawyer/attorney representing them throughout their case. 28.3% of respondents indicated that they were not represented by counsel (28.3%).

Table 6: Legal Representation/Access to Counsel

Access to Counsel	Number of Responses	Percentage of Respondents
Statement		
I have a lawyer/attorney representing me throughout my case.	336	33.6%
I had a lawyer/attorney helping me on this visit, but they are not representing me through the whole case.	31	3.1%
I have another representative helping me with my case (for example: guardian ad litem, mediator)	10	1%
I do not have a lawyer/attorney or any other representative	283	28.3%
Does not apply	341	34.1%
Total	1,001	91.2%

Level of Education

Survey participants were asked to identify their highest level of education. Respondents with a high school diploma or GED comprised the largest group (30.6%), followed by respondents with some college education, but no college degree (24.2%), and those with a graduate/advanced degree (14.6%).

Table 7: Level of Education

Level of Education	Number of Responses	Percentage of Respondents
High school diploma or GED	312	30.6%
Some college, but no degree	247	24.2%
Graduate/Advanced degree	149	14.6%
Bachelor's degree	122	12%
Associate degree	99	9.7%
Less than high school diploma	90	8.8%
Total	1,019	92.8%

Race/Ethnicity

Survey participants were asked to identify their race/ethnicity. Respondents who identified as White comprised the largest group of respondents by race/ethnicity (53.6%), followed by Hispanic or Latino (16.4%), and Black/African American (13.8%). Six percent of respondents selected “self-describe.” Twenty-eight (28) respondents elected to provide a text response, which included: Egyptian, Irish, German, Portuguese, Indigenous, Cape Verdean, Haitian, and other. 4.3% of respondents selected two or more races.

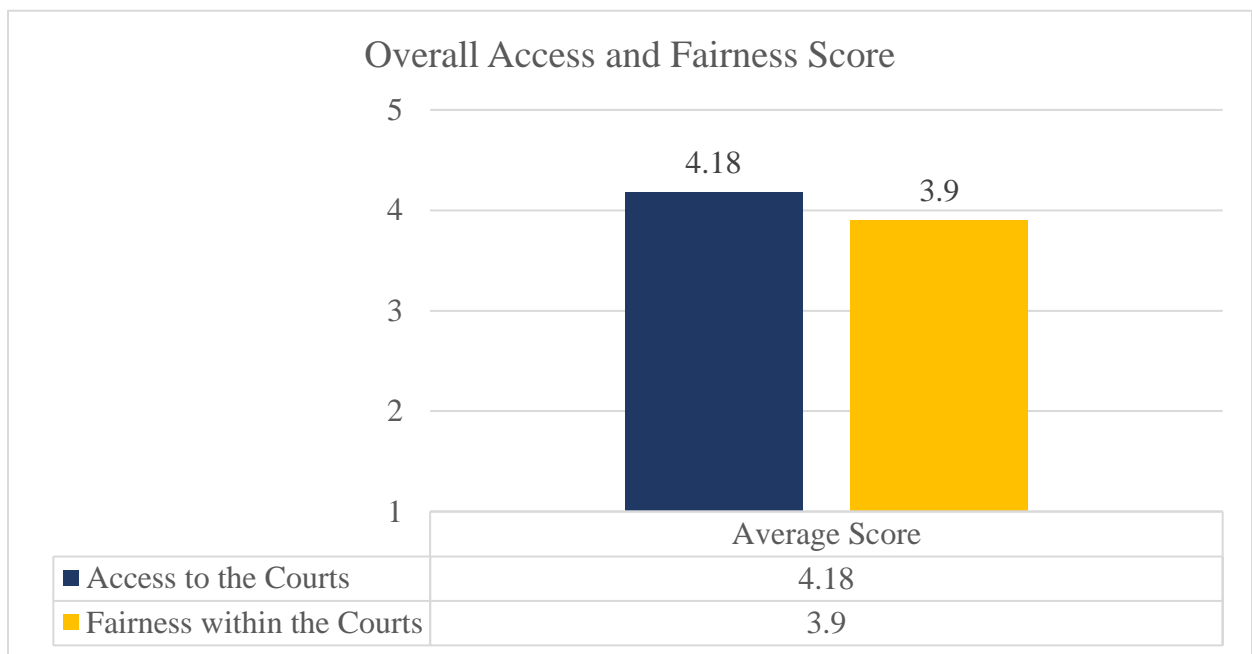
Table 8: Race/Ethnicity

Race/Ethnicity	Number of Responses	Percentage of Respondents
White	540	53.6%
Latino/Latina/Latinx/Latine or Hispanic	165	16.4%
Black/African American	139	13.8%
American Indian or Alaska Native	33	3.3%
Asian or Asian American	16	1.6%
Middle Eastern or Northern African	7	0.7%
Native Hawaiian or other Pacific Islander	3	0.3%
I prefer to self-describe	61	6%
2 or more	43	4.3%
Total	1,007	91.7%

Access and Fairness Results

Summary of Perceptions on Access to the Courts and Fairness within the Courts

This section presents Judiciary-wide access and fairness scores. Results show that survey participants had positive perceptions of access to the courts and fairness within the courts overall. Most court users agreed or strongly agreed with survey statements pertaining to access to the courts; the average score was 4.18 out of 5. Most court users agreed or strongly agreed with survey statements pertaining to fairness within the courts; the average score was 3.9 out of 5.

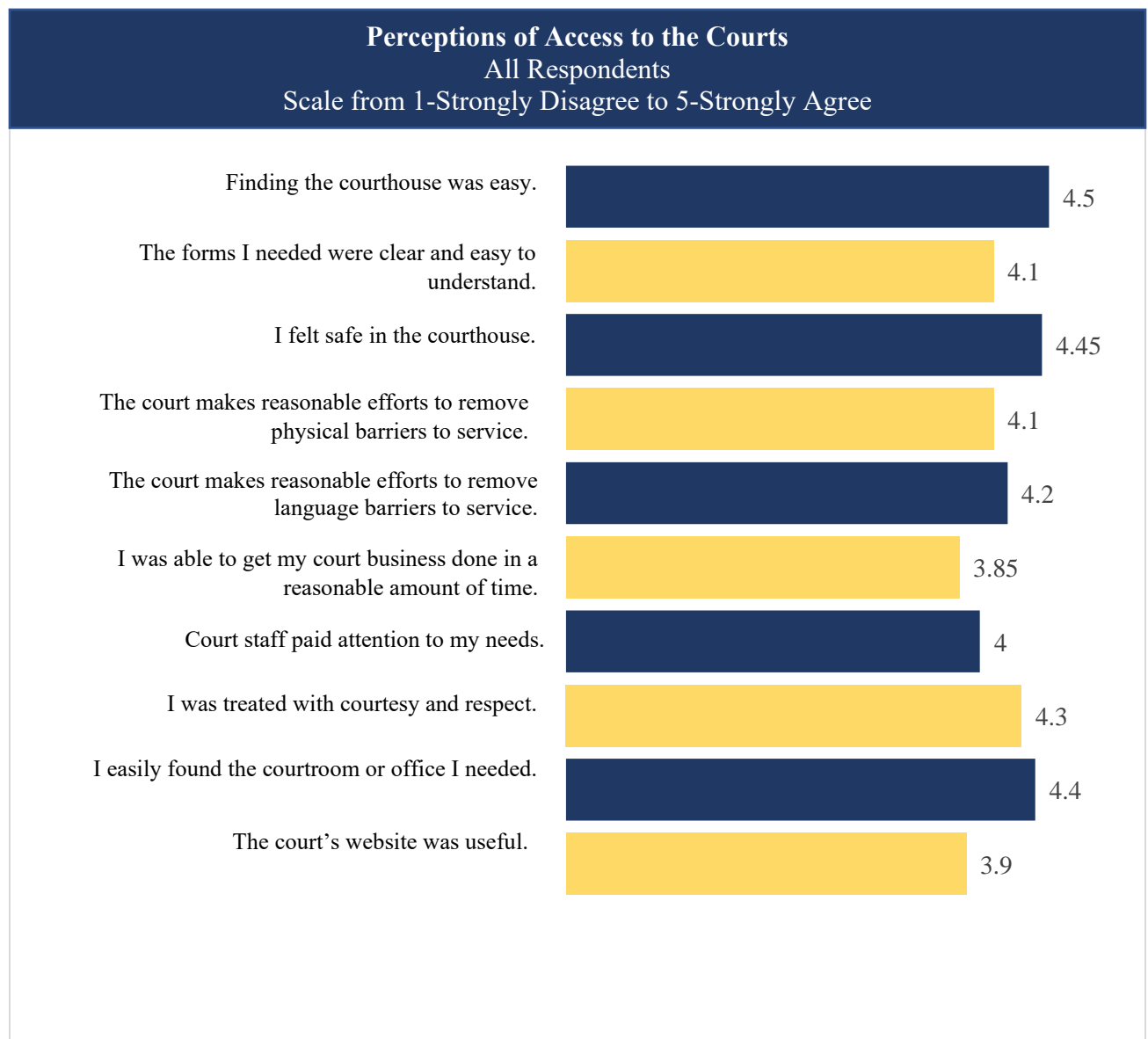


Summaries and comparisons of perceptions of access and fairness are presented below. The access scores are summarized using the calculated average. Average scores summarize responses by calculating the average statement of all respondents. Average scores may be more sensitive to outliers. Ratings are on a scale of one (strongly disagree) to five (strongly agree). Full survey results can be found [here](#).

Perceptions of Access to the Courts

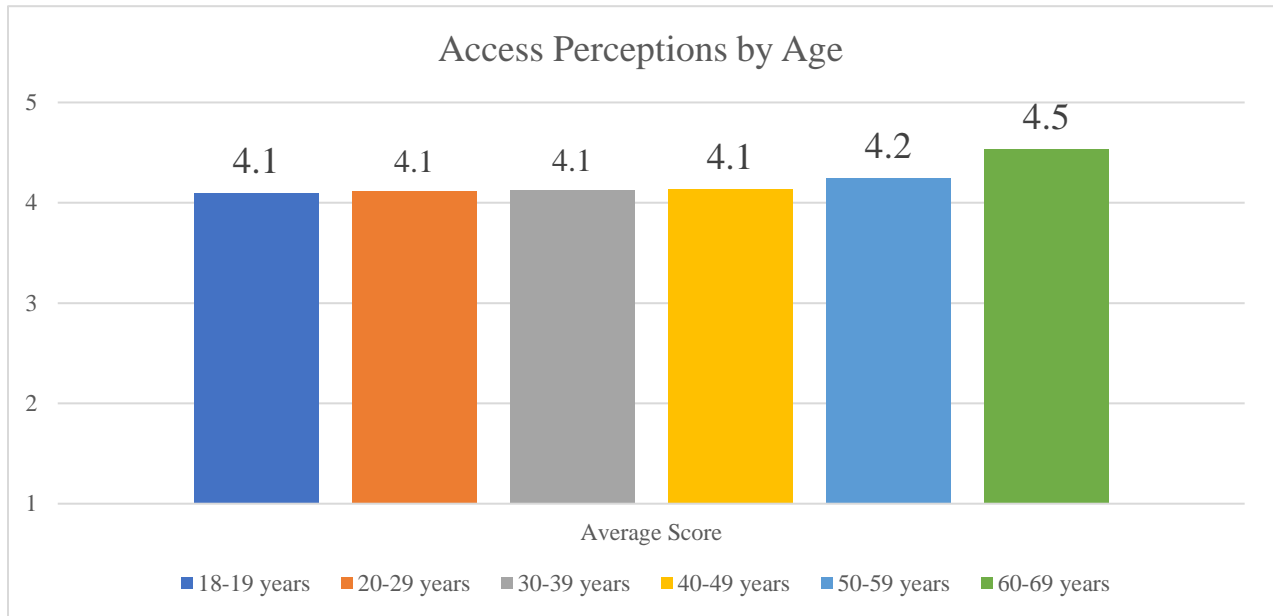
Overall, court users had positive perceptions on their ability to access the courts, with an average score of 4.18 on a scale of one-strongly disagree to five-strongly agree.

As a whole, court users rated the courts highest on finding the courthouse, courtroom or office needed, court safety, and being treated with courtesy and respect. Court users rated the courts lowest on website usability and the ability to get court business done in a reasonable amount of time. Detailed access scores and comparisons can be found below.



Access to the Courts by Age

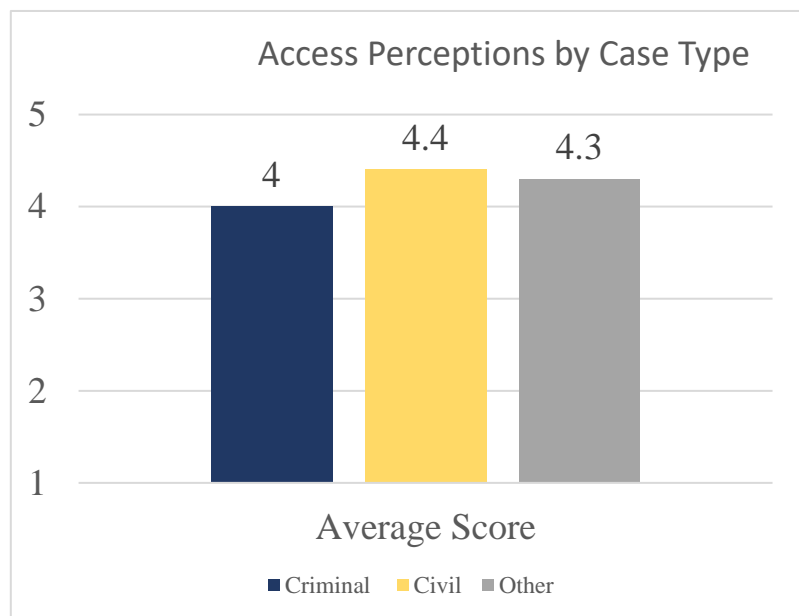
The survey results show minimal differences in response to access statements when categorized by age.



Access to the Courts by Criminal and Civil Case Types

Respondents involved in a criminal matter rated the courts lower on measures of access than respondents involved in civil matters or other types of matters.

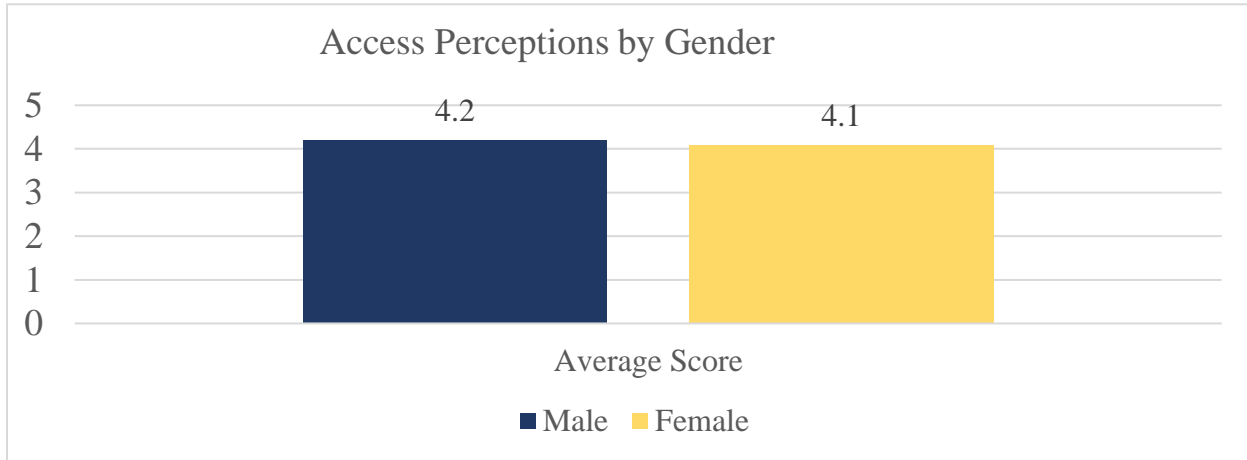
The results show the largest difference between respondents appearing for criminal matters and respondents appearing for civil matters in response to the following statements: “I was able to get my court business done in a reasonable amount of time”; and, “court staff



paid attention to my needs” by a difference of approximately .7 points.

Access to the Courts by Gender

The results show minimal differences in response to access statements when categorized by gender.

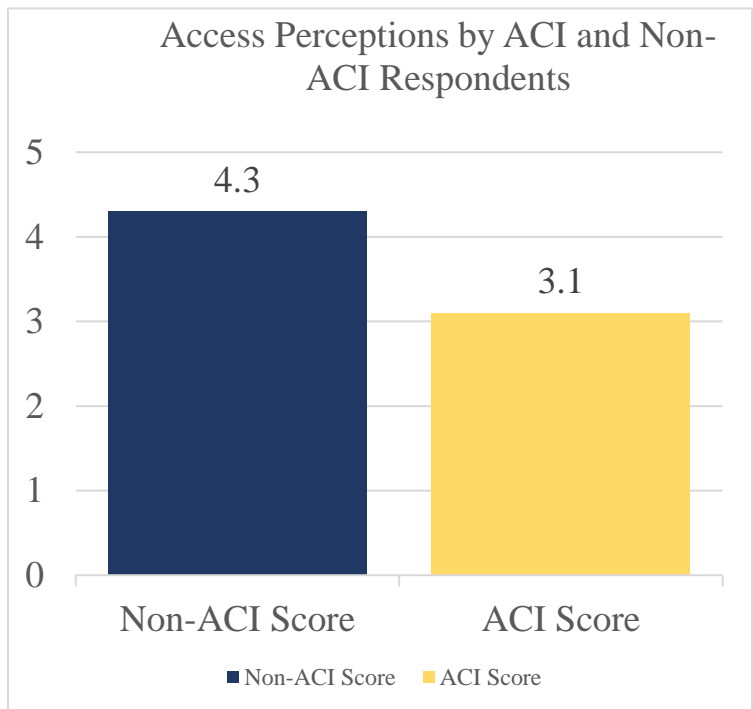


Access to the Courts by Incarceration Status

Responses categorized by non-ACI respondents and ACI respondents show moderate differences in the proportion of court users expressing levels of agreement with statements on ability to access the courts.

Respondents participating from the ACI rated the courts lower on measures of access than respondents who participated at the courthouse.

Results show the largest difference in response to the following statements: “I was able to get my court business done in a reasonable amount of time”; and, “court staff paid attention to my needs.” Respondents at the ACI were more likely to disagree with the above statements

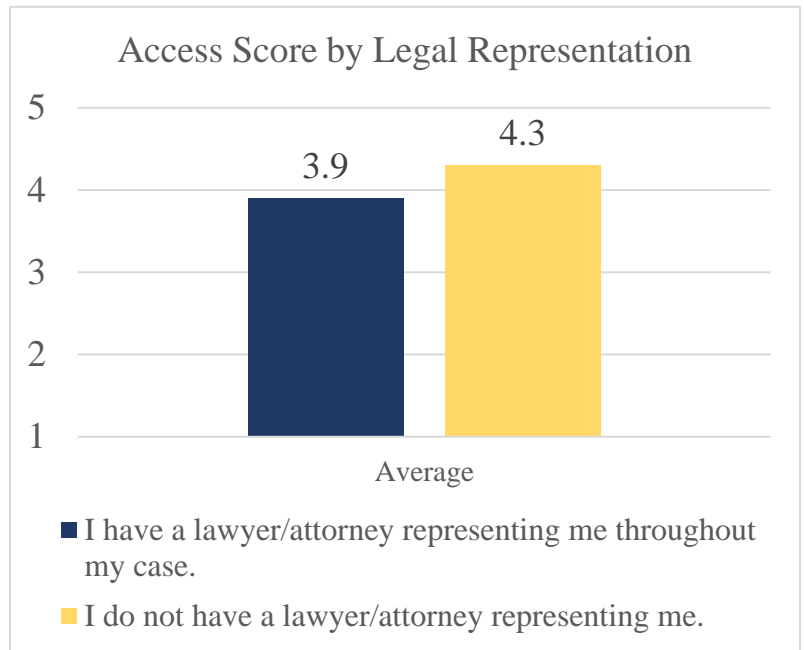


compared to non-ACI court users who were more likely to agree or strongly agree with the above statements.

Access to the Courts by Legal Representation

Responses categorized by whether the respondent had legal representation show differences in the proportion of court users expressing levels of agreement with statements on ability to access the courts.

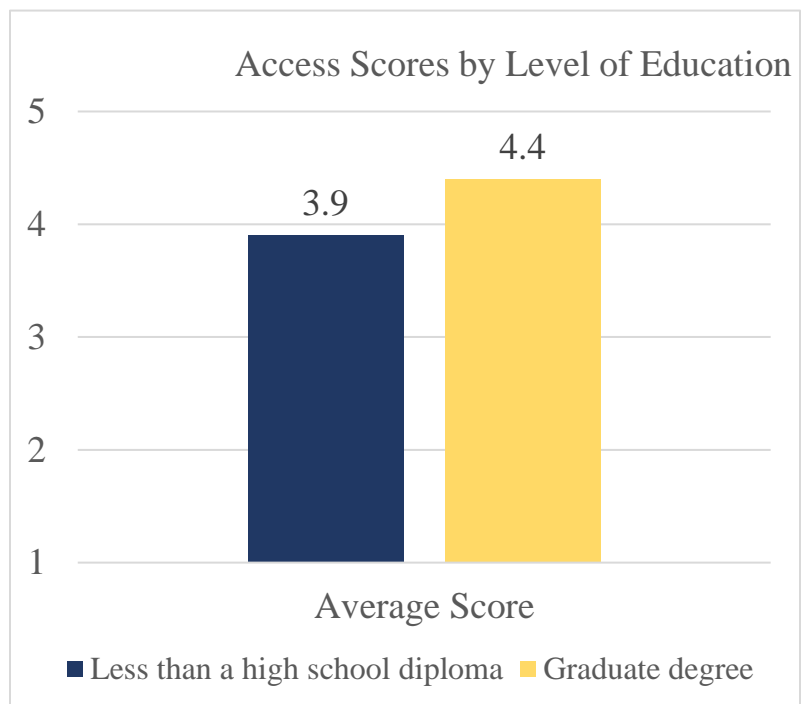
The largest difference in survey results between respondents represented by counsel and respondents not represented by counsel was evident in the responses to the following statement: “I was able to get my court business done in a reasonable amount of time”; and, court staff paid attention to my needs.”



Access to the Courts by Level of Education

Respondents with less than a high school diploma rated the courts lower on measures of access than all other court users categorized by level of education.

The largest difference between respondents with less than a high school diploma and respondents with a graduate or advanced degree was present in response to the following statements: “I was treated with courtesy and respect; and, “the court’s website was useful.”

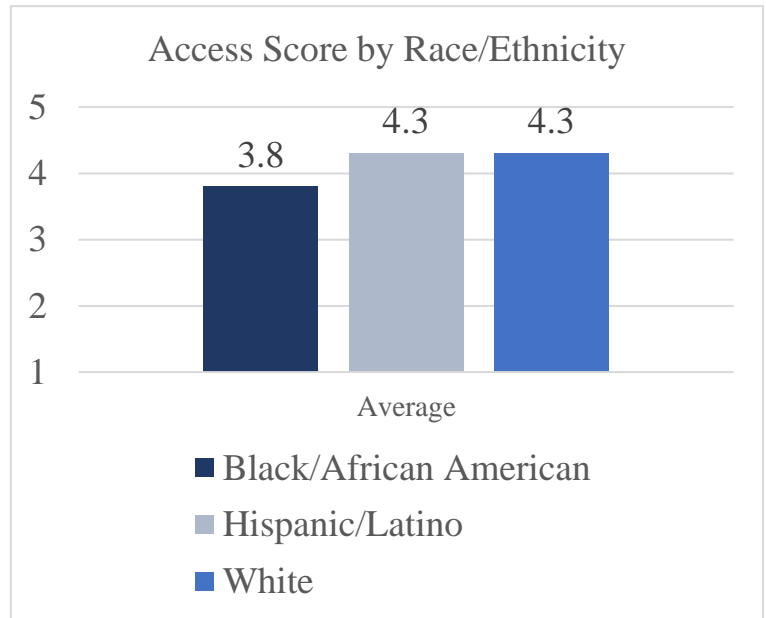


Access to the Courts by Race/Ethnicity

The survey results varied by race/ethnicity in responses to access statements. Respondents identifying as Black/African American consistently rated the courts lower in response to access statements compared to Hispanic or Latino and White respondents.

The results show the largest variation between Black/African Americans respondents and Hispanic or Latino and White respondents was present in response to the following statements: “the court makes

reasonable efforts to remove physical barriers to service”; “I was able to get my court business done in a reasonable amount of time”; and, “court staff paid attention to my needs.” Black/African American court users were more likely to provide a neutral response (neither agree or disagree) or agree compared to White and Hispanic or Latino court users who were more likely to agree or strongly agree with the aforementioned statements.

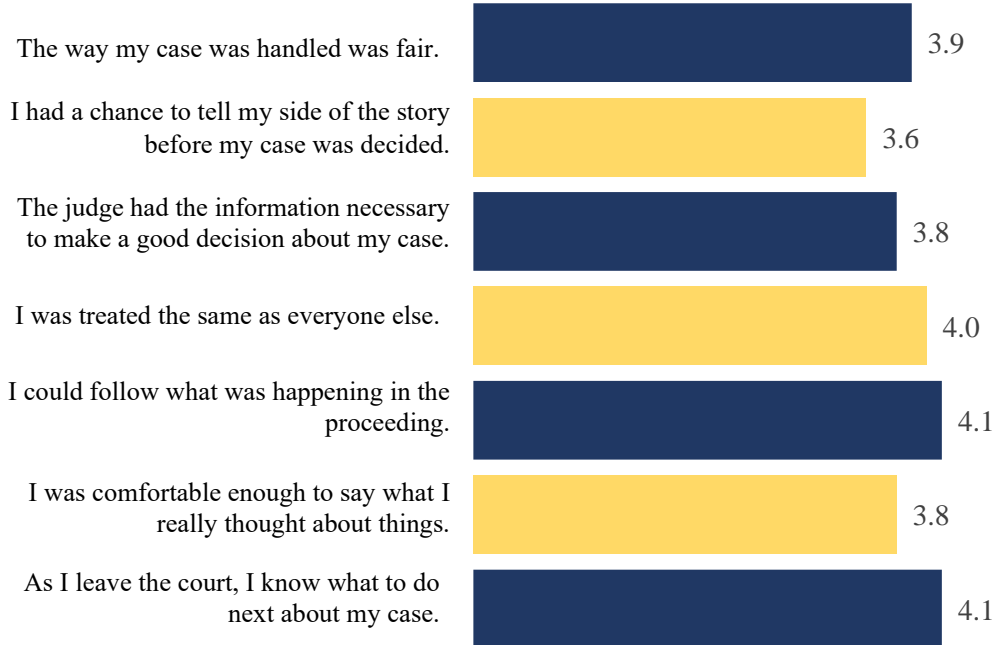


Perceptions of Fairness within the Courts

Overall, court users demonstrated a positive perception of fairness within the courts; the average score was 3.9 out of 5.

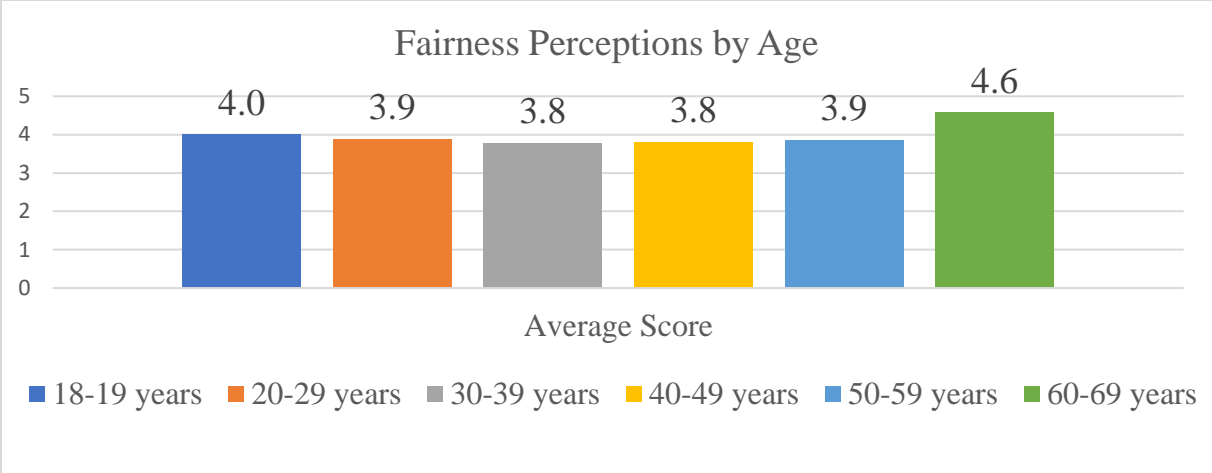
As a whole, court users rated the courts highest on statements that measured how well they understood what to do after their appearance in court. Such statements included: “As I leave the court, I know what to do next about my case” and “I could follow what was happening in the proceeding.” Overall, court users rated the courts lowest on the procedural justice statement “I had a chance to tell my side of the story before my case was decided.” Detailed access scores and comparisons can be found below.

Perceptions of Fairness within the Courts
 All Respondents
 Scale from 1-Strongly Disagree to 5-Strongly Agree



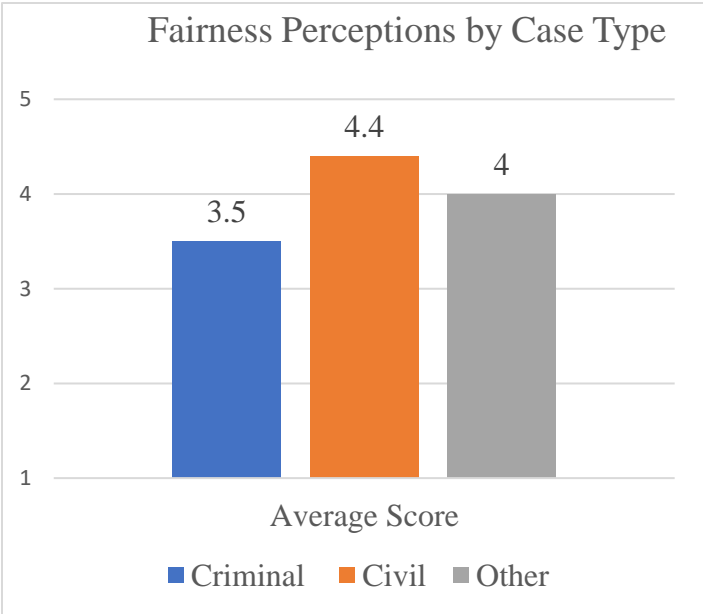
Fairness within the Courts by Age

Responses categorized by age show slight differences in the proportion of court users who expressed levels of agreement with statements on ability to access the courts. Differences in response to fairness statements when categorized by age are shown below.



Fairness Within the Courts by Case Type

The proportion of court users who expressed levels of agreement with statements regarding court access varied when categorized by case type. Respondents appearing for a civil or other matter consistently rated courts higher on fairness than respondents appearing for a criminal matter.

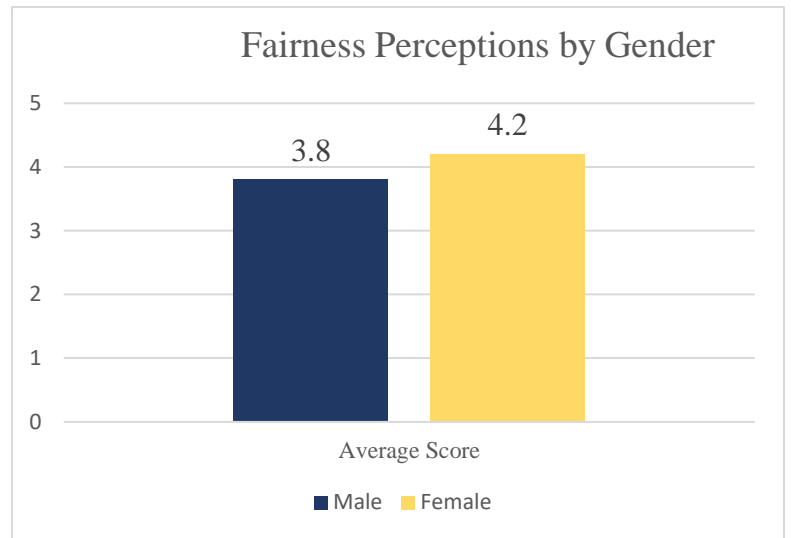


The results show the largest difference between respondents appearing for criminal matters and respondents appearing for civil matters was present in response to the following statements: “I had a chance to tell my side of the story before my case was decided” and “the judge had the information necessary to make a good decision about my case.” Court users appearing for a criminal matter were more likely to provide a neutral response (neither agree or disagree) or agree compared to court users with a civil matter who were more likely to agree or strongly agree with the aforementioned statements.

Fairness within the Courts by Gender

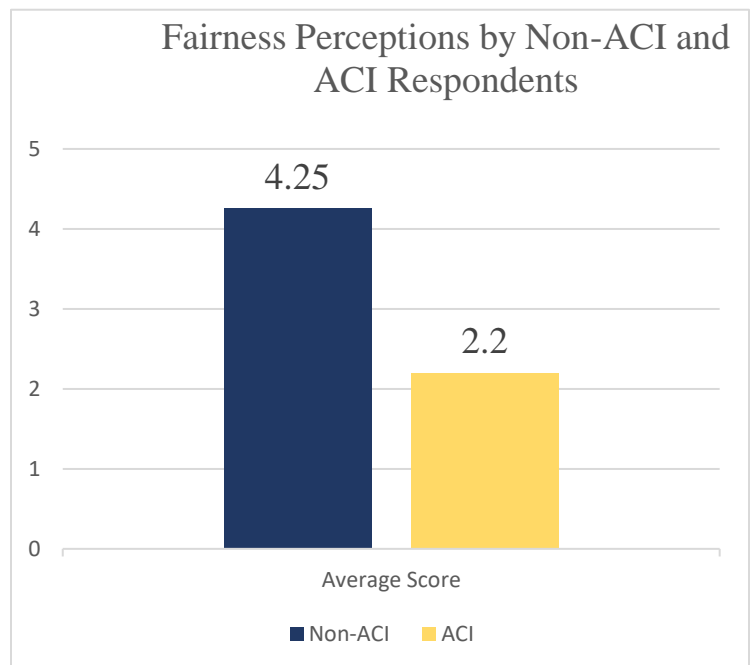
Differences in response to fairness statements when categorized by gender are shown below. Respondents identifying as female consistently rated the courts higher than respondents identifying as male.

The results show the largest difference in response to the following statement: “I was comfortable enough to say what I really thought about things.”



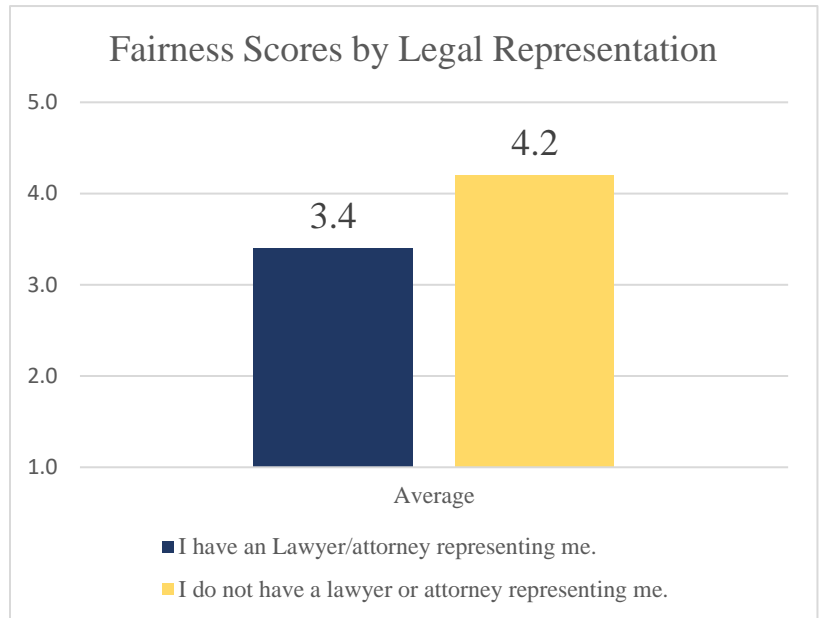
Fairness within the Courts by Incarceration Status

The survey results show significant differences in response to access statements when categorized by incarceration status. The survey results show the largest difference in response to the following statements: “the way my case was handled was fair” and, “I had a chance to tell my side of the story before my case was decided.” Respondents at the ACI were more likely to disagree with the above statements compared to non-ACI court users who were more likely to agree or strongly agree with the above statements.



Fairness within the Courts Legal Representation

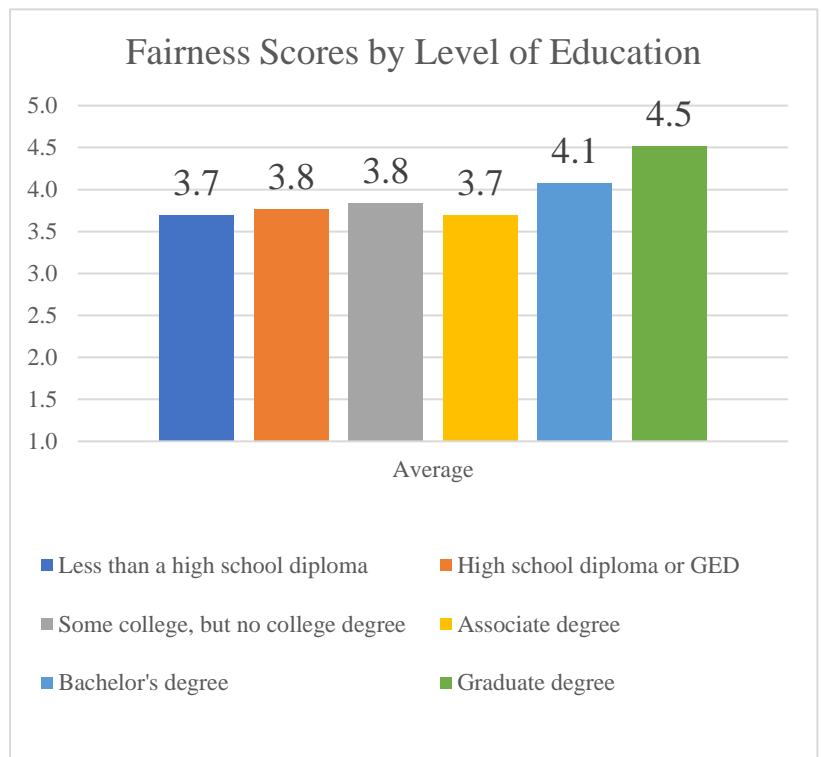
The survey results show differences in response to access statements when categorized by legal representation status. Respondents represented by an attorney rated the courts lower on fairness measures than respondents not represented by an attorney.



The results show the largest difference between respondents represented by an attorney and respondents not represented by an attorney in response to the following statements: “the way my case was handled was fair” and “I had a chance to tell my side of the story before my case was decided.”

Fairness within the Courts Level of Education

The survey results show differences in response to access statements when categorized by the respondents’ level of education. Respondents with less than a high school diploma rated the courts lower on fairness measures than all the other education categorization groups.



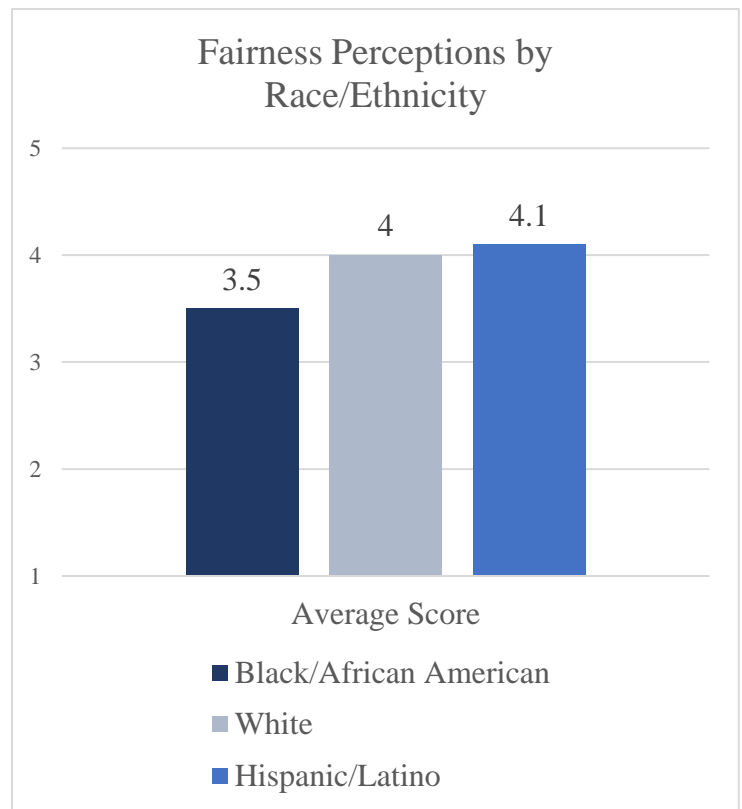
The results show the largest difference between respondents with less than a high school diploma and respondents with a graduate degree in response to the following statements: “I had a chance to tell my side of the story before my case

was decided;” and “the judge had the information necessary to make a good decision about my case.” Results also show a difference between respondents with an associate degree and respondents with a graduate degree in response to the following statement: “I was comfortable enough to say what I really thought about things.”

Fairness within the Courts by Race/Ethnicity

The survey results varied in response to access statements when categorized by race/ethnicity. Respondents identifying as Black/African American consistently rated the courts lower on measures of fairness than Hispanic or Latino and White respondents.

The results show the largest difference between Black/African Americans respondents and Hispanic or Latino and White respondents in response to the following statement: “I had a chance to tell my side of the story before my case was decided.” Black/African American court users were more likely to provide a neutral response (neither agree or disagree) compared to White and Hispanic or Latino court users who were more likely to agree or strongly agree with the aforementioned statements.



Conclusion

The Rhode Island Judiciary is mindful that a modern Judiciary must listen to its constituents and be able to adapt to the shifting needs of individuals who interact with the justice system. Now that a baseline survey has been conducted, the Courts have identifiable areas for improvement. As a starting point, the Judiciary is committed to ensuring that all court users have equitable interactions with the court by:

- Creating accessible and user-friendly legal resources for all court users, such as the revised court website, updated court forms, and expanded resources for court users.
- Identifying strategies to decrease wait times at courthouses, which includes working with its law enforcement partners, the Rhode Island Division of Sheriffs and the Capitol Police, to address staffing issues that directly impact conducting court business in a timely manner and advocating before the executive and legislative branch for an increased number of public safety personnel to support court functions.
- Identifying opportunities for growth and developing strategies for implementing change to address differences amongst groups through community engagement and partnership.

This report will be shared with the Chief Justice, as well as the Presiding Justice of the Superior Court, the Chief Judges of the Family, District and Workers' Compensation Courts and the Chief Magistrate of the Traffic Tribunal for further review and follow up within their own courts. The Access to Justice Office will be available as a resource and thought partner for any initiatives the courts undertake in response to these findings. Recommended areas for consideration by all courts within the unified judicial system include:

1. **Time Spent Conducting Business at Court:** All courts are encouraged to continue to ensure and promote court efficiency by reviewing current policies, procedures, and standards establishing expectations for timely justice.
2. **Customer Service:** All courts are encouraged to continue to promote the provision of equitable service in courthouses by conducting and hosting court specific trainings on customer service, and clear communication applying plain language standards.
3. **Procedural Fairness:** All courts are encouraged to continue to promote procedural fairness through training opportunities for court personnel that focus on procedural-fairness principles and best practices.

The Judiciary extends its gratitude to the court users who took time to participate in the survey, the volunteers who conducted the survey, and court staff

Attachment Number 1: Access and Fairness Survey

and administrators for supporting this effort. The Judiciary plans to conduct a follow-up Access and Justice Survey in the future.



English ▼

Introductory Questions

Please select the category below that best describes you

- Involved in a court case/legal matter as a party or criminal defendant
- Friend or family member of someone who is involved in a court case/legal matter
- Victim or witness in a court case/legal matter
- Member of the public
- Attorney
- Law enforcement/probation/social services staff
- Juror
- Other

What is the reason for your court visit today?

- Participate in a hearing or trial
- Observe or view a hearing or trial
- Search court records
- File papers or forms
- Make a payment
- Get legal information
- Jury duty
- Other

How did you access court services on your most recent visit?

- Face-to-face at the courthouse
- Remotely (video conference, phone, email)

In-Person Participants

Access Questions: rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)

	1	2	3	4	5	Does not apply	
Finding the courthouse was easy.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>	<input type="text"/>
The forms I needed were clear and easy to understand.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>	<input type="text"/>
I felt safe in the courthouse.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>	<input type="text"/>
The court makes reasonable efforts to remove physical barriers to service.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>	<input type="text"/>
The court makes reasonable efforts to remove language barriers to service.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>	<input type="text"/>
I was able to get my court business done in a reasonable amount of time.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>	<input type="text"/>
Court staff paid attention to my needs.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>	<input type="text"/>
I was treated with courtesy and respect.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>	<input type="text"/>

	1	2	3	4	5	Does not apply	
I easily found the courtroom or office I needed.						<input type="checkbox"/>	<input type="text"/>
The court's website was useful						<input type="checkbox"/>	<input type="text"/>

Which courthouse did you visit today?

- Providence, RI (Supreme Court, Superior Court) - Licht Judicial Complex
- Providence, RI (Family Court, Workers' Compensation Court, District Court) - Garrahy Judicial Complex
- Warwick, RI (Family Court, District Court, Superior Court) - Noel Judicial Complex
- Newport, RI (Family Court, District Court, Superior Court) - Murray Judicial Complex
- Wakefield, RI (Family Court, District Court, Superior Court) - McGrath Judicial Complex
- Rhode Island Traffic Tribunal - Cranston, RI

Did you appear before a judge or magistrate today?

- Yes
- No

In-person hearing or trial fairness questions: rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)

	1	2	3	4	5	Does not apply	
The way my case was handled was fair.						<input type="checkbox"/>	<input type="text"/>
I had a chance to tell my side of the story before my case was decided.						<input type="checkbox"/>	<input type="text"/>

	1	2	3	4	5	Does not apply	
The judge had the information necessary to make a good decision about my case.						<input type="checkbox"/>	<input type="text"/>
I was treated the same as everyone else.						<input type="checkbox"/>	<input type="text"/>
I could follow what was happening in the proceeding.						<input type="checkbox"/>	<input type="text"/>
I was comfortable enough to say what I really thought about things.						<input type="checkbox"/>	<input type="text"/>
As I leave the court, I know what to do next about my case.						<input type="checkbox"/>	<input type="text"/>

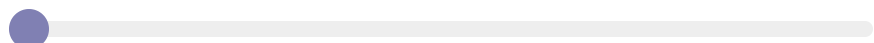
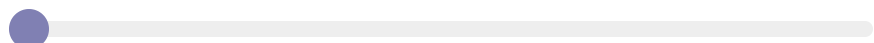





Remote Participants

Did you appear before a judge or magistrate today?



- Yes
- No

Remote hearing access questions: rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)

	1	2	3	4	5	Does not apply	
Joining the proceeding was easy.						<input type="checkbox"/>	<input type="text"/>

	1	2	3	4	5	Does not apply	
I was able to focus on the proceeding without distraction.						<input type="checkbox"/>	<input type="text"/>
The forms I needed were clear and easy to understand.						<input type="checkbox"/>	<input type="text"/>
I felt safe participating in the remote hearing or court activity.						<input type="checkbox"/>	<input type="text"/>
I was able to get my court business done in a reasonable amount of time.						<input type="checkbox"/>	<input type="text"/>
Court staff paid adequate attention to my needs.						<input type="checkbox"/>	<input type="text"/>
I was treated with respect.						<input type="checkbox"/>	<input type="text"/>
The court's website was useful.						<input type="checkbox"/>	<input type="text"/>

Remote hearing or trial fairness questions: rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)

	1	2	3	4	5	Does not apply	
The way my case was handled was fair.						<input type="checkbox"/>	<input type="text"/>
I had a chance to tell my side of the story before my case was decided.						<input type="checkbox"/>	<input type="text"/>

	1	2	3	4	5	Does not apply	
The judge had the information necessary to make a good decision about my case.						<input type="checkbox"/>	<input type="text"/>
I was treated the same as everyone else.						<input type="checkbox"/>	<input type="text"/>
I could follow what was happening in the proceeding.						<input type="checkbox"/>	<input type="text"/>
I was comfortable enough to say what I really thought about things.						<input type="checkbox"/>	<input type="text"/>
As I leave the remote hearing, I know what to do next about my case.						<input type="checkbox"/>	<input type="text"/>

Remote Participants: What type of device did you use to access the hearing or trial?

- Desktop computer
- Laptop computer
- Tablet
- Smartphone
- Cellphone
- Landline
- Other (please specify)

All participants

What type of case brought you to court today

- District Court
- Family Court

- Superior Court
- Supreme Court
- Workers' Compensation Court
- Traffic Tribunal
- Other

District Court

- Criminal
- Landlord-Tenant
- Small Claims
- Other

Select type of Family Court case

- Juvenile matter
- Divorce
- Child Support or Child Custody
- Other

Select type of Superior Court case

- Criminal
- Civil

Do you have a lawyer/attorney helping you with your court business? Please select the option that best describes your situation on this most recent visit.

- I have a lawyer/attorney representing me throughout my case
- I had a lawyer/attorney helping me on this visit, but they are not representing me throughout the whole case
- I have another representative helping me with my case (for example, guardian ad litem, mediator)
- I do not have a lawyer/attorney or any other representative
- Does not apply

What is your age?

- 18-19 years
- 20-29 years
- 30-39 years
- 40-49 years
- 50-59 years
- 60-69 years
- 70-79 years
- 80+ years

How do you identify your race and/or ethnicity (Check all that apply)

- American Indian or Alaska Native
- Asian or Asian American
- Black or African American
- Latino/Latina/Latinx/Latine or Hispanic
- Middle Eastern or North African
- Native Hawaiian or other Pacific Islander
- White
- prefer to self-describe

How do you identify your gender

- Male
- Female
- Non-binary / third gender
- Prefer not to say
- prefer to self-describe

What is your highest level of education

- Less than a high school diploma
- High school diploma or GED

- Some college, but no college degree
- Associate's degree
- Bachelor's degree
- Graduate degree

Access to Justice Services

Did you receive any of the below access to justice services today?

- Accommodation under Americans with Disabilities Act (ADA)
- Language Access Services (Interpreter/Translator)
- No, but that would have helped me
- Does not apply

Select access to justice services received

- Interpreter/Translator (Identify language below)
- American Sign Language Interpreter
- American Sign Language Interpreter and Certified Deaf Interpreter
- Closed Captioning or Communication Access Real-Time (CART) Services
- Assistive Listening Device
- Other

How often are you typically in this courthouse?

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

Attachment Number 2: Report on the 2023 Access and Fairness Survey Response
Tables

Report on the 2023
Access and Fairness Survey
Response Tables



July 2024

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Table 1: Summary of Results: Perceptions of Access to the Courts – All Respondents

Table 1 depicts the level of agreement by all survey respondents using the median value, average, and agreement percentages. The median score summarizes responses by locating the middle value or clustering around the central point in the bell curve. The average score summarizes responses by calculating the average across each individual access statement. The median score and average score are on a scale of one (strongly disagree) and five (strongly agree).

Perceptions of Access All Respondents Scale from 1-Strongly Disagree to 5-Strongly Agree			
Statement	Median Score	Average Score	Number of Responses
Finding the courthouse was easy.	5.0	4.5	809
The forms I needed were clear and easy to understand.	5.0	4.1	686
I felt safe in the courthouse.	5.0	4.45	834
The court makes reasonable efforts to remove physical barriers to service.	5.0	4.1	721
The court makes reasonable efforts to remove language barriers to service.	5.0	4.2	635
I was able to get my court business done in a reasonable amount of time.	5.0	3.85	753
Court staff paid attention to my needs.	5.0	4.0	770
I was treated with courtesy and respect.	5.0	4.3	797
I easily found the courtroom or office I needed.	5.0	4.4	773
The court's website was useful.	4.0	3.9	518
Overall Average Score	4.9	4.18	N/A

Table 2: Summary of Results: Perceptions of Access to the Courts – Non-Attorney Respondents

Table 2 depicts the level of agreement by all non-attorney survey respondents using the median value and average value. The median score summarizes responses by locating the middle value or clustering around the central point in the bell curve. The average score summarizes responses by calculating the average across each individual access statement. The median score and average score are on a scale of one (strongly disagree) and five (strongly agree).

Perceptions of Access Non-Attorney Respondents Scale from 1-Strongly Disagree to 5-Strongly Agree			
Statement	Median Score	Average Score	Number of Responses
Finding the courthouse was easy.	5.0	4.5	741
The forms I needed were clear and easy to understand.	5.0	4.1	631
I felt safe in the courthouse.	5.0	4.4	759
The court makes reasonable efforts to remove physical barriers to service.	5.0	4.1	659
The court makes reasonable efforts to remove language barriers to service.	5.0	4.2	571
I was able to get my court business done in a reasonable amount of time.	4.0	3.8	683
Court staff paid attention to my needs.	5.0	4.0	694
I was treated with courtesy and respect.	5.0	4.2	722
I easily found the courtroom or office I needed.	5.0	4.4	702
The court's website was useful.	4.0	3.8	465
Overall Average Score	4.8	4.1	N/A

Table 3 Summary of Results: Perceptions of Access to the Courts – Non-ACI and ACI Respondents

Table 3 depicts the level of agreement by Non-ACI and ACI survey respondents using the median value and average value. The median score summarizes responses by locating the middle value or clustering around the central point in the bell curve. The average score summarizes responses by calculating the average across each individual access statement. The median score and average score are on a scale of one (strongly disagree) and five (strongly agree).

Perceptions of Access Non-ACI and ACI Respondents Scale from 1-Strongly Disagree to 5-Strongly Agree						
Statement	Non-ACI Respondents			ACI Respondents		
	Median Score	Average Score	Number of Responses	Median Score	Average Score	Number of Responses
Finding the courthouse was easy.	5.0	4.5	741	5.0	4.2	68
The forms I needed were clear and easy to understand.	5.0	4.2	609	3.0	3.3	77
I felt safe in the courthouse.	5.0	4.5	747	4.0	3.7	87
The court makes reasonable efforts to remove physical barriers to service.	5.0	4.2	642	3.0	3.1	79
The court makes reasonable efforts to remove language barriers to service.	5.0	4.3	570	3.0	3.4	65
I was able to get my court business done in a reasonable amount of time.	5.0	4.1	667	2.0	2.2	86
Court staff paid attention to my needs.	5.0	4.3	686	2.0	2.3	84
I was treated with courtesy and respect.	5.0	4.4	708	3.0	2.8	89
I easily found the courtroom or office I needed.	5.0	4.5	702	4.0	3.7	71
The court's website was useful.	5.0	4.0	469	3.0	2.8	49
Overall Average Score	5.0	4.3		3.2	3.1	

Table 4: Summary of Results: Perceptions of Fairness within the Courts – All Respondents

Table 4 depicts the level of agreement by all survey respondents using the median value and average value. The median score summarizes responses by locating the middle value or clustering around the central point in the bell curve. The average score summarizes responses by calculating the average across each individual access statement. The median score and average score are on a scale of one (strongly disagree) and five (strongly agree).

Perceptions of Fairness All Respondents Scale from 1-Strongly Disagree to 5-Strongly Agree			
Statement	Median Score	Average Score	Number of Responses
The way my case was handled was fair.	5.0	3.9	502
I had a chance to tell my side of the story before my case was decided.	4.0	3.6	429
The judge had the information necessary to make a good decision about my case.	5.0	3.8	483
I was treated the same as everyone else.	5.0	4.0	502
I could follow what was happening in the proceeding.	5.0	4.1	502
I was comfortable enough to say what I really thought about things.	5.0	3.8	475
As I leave the court, I know what to do next about my case.	5.0	4.1	489
Overall Average Score	4.9	3.9	

Table 5: Summary of Results: Perceptions of Fairness within the Courts – Non-Attorney Respondents

Table 5 depicts the level of agreement by all non-attorney survey respondents using the median value and average value. The median score summarizes responses by locating the middle value or clustering around the central point in the bell curve. The average score summarizes responses by calculating the average across each individual access statement. The median score and average score are on a scale of one (strongly disagree) and five (strongly agree).

Perceptions of Fairness Non-Attorney Respondents Scale from 1-Strongly Disagree to 5-Strongly Agree			
Statement	Median Score	Average Score	Number of Responses
The way my case was handled was fair.	4.5	3.8	444
I had a chance to tell my side of the story before my case was decided.	4.0	3.5	381
The judge had the information necessary to make a good decision about my case.	4.0	3.7	426
I was treated the same as everyone else.	5.0	3.9	441
I could follow what was happening in the proceeding.	5.0	4.0	447
I was comfortable enough to say what I really thought about things.	4.0	3.7	422
As I leave the court, I know what to do next about my case.	5.0	4.0	438
Overall Average Score	4.5	3.8	

Table 6: Summary of Results: Perceptions of Fairness within the Courts – Non-ACI and ACI Respondents

Table 6 depicts the level of agreement by Non-ACI and ACI survey respondents using the median value and average value. The median score summarizes responses by locating the middle value or clustering around the central point in the bell curve. The average score summarizes responses by calculating the average across each individual access statement. The median score and average score are on a scale of one (strongly disagree) and five (strongly agree).

Perceptions of Fairness Non-ACI and ACI Respondents Scale from 1-Strongly Disagree to 5-Strongly Agree						
Statement	Non-ACI Respondents			ACI Respondents		
	Median Score	Average Score	Number of Responses	Median	Average Score	Number of Responses
The way my case was handled was fair.	5.0	4.3	419	1.0	2.0	83
I had a chance to tell my side of the story before my case was decided.	5.0	4.0	349	1.0	1.8	80
The judge had the information necessary to make a good decision about my case.	5.0	4.2	400	2.0	2.1	83
I was treated the same as everyone else.	5.0	4.3	422	2.0	2.3	80
I could follow what was happening in the proceeding.	5.0	4.4	418	3.0	2.9	84
I was comfortable enough to say what I really thought about things.	5.0	4.1	394	1.0	2.0	81
As I leave the court, I know what to do next about my case.	5.0	4.4	407	2.0	2.4	82
Overall Average Score	5.0	4.25		1.7	2.2	

Table 7: Median and Average Score Comparison by Age – Perceptions of Access to the Courts

Table 7 compares survey responses by age using median and average scores. Median scores summarize responses by locating the middle value or clustering around the central point in the bell curve. Average scores summarize responses by calculating the average of each fairness statement. All ratings are on a scale of one (strongly disagree) to five (strongly agree).

Perceptions of Access												
Age												
Scale from 1-Strongly Disagree to 5-Strongly Agree												
	18-19 years		20-29 years		30-39 years		40-49 years		50-59 years		60-69 years	
	Median	Average	Median	Average	Median	Average	Median	Average	Median	Average	Median	Average
Finding the courthouse was easy.	5.0	4.3	5.0	4.4	5.0	4.6	5.0	4.5	5.0	4.6	5.0	4.9
The forms I needed were clear and easy to understand.	4.0	3.9	5.0	4.0	5.0	4.0	5.0	4.2	5.0	4.1	5.0	4.7
I felt safe in the courthouse.	5.0	4.4	5.0	4.4	5.0	4.4	5.0	4.4	5.0	4.5	5.0	4.8
The court makes reasonable efforts to remove physical barriers to service.	4.0	4.1	5.0	4.1	4.5	4.0	5.0	4.1	5.0	4.1	5.0	4.3
The court makes reasonable efforts to remove language barriers to service.	4.5	4.1	5.0	4.2	5.0	4.1	5.0	4.1	5.0	4.2	5.0	4.6
I was able to get my court business done in a reasonable amount of time.	5.0	4.1	4.0	3.9	4.0	3.7	5.0	3.8	5.0	4.0	5.0	4.1
Court staff paid attention to my needs.	5.0	4.1	4.0	3.9	5.0	3.9	5.0	4.1	5.0	4.2	5.0	4.4
I was treated with courtesy and respect.	4.0	4.2	5.0	4.2	5.0	4.2	5.0	4.1	5.0	4.4	5.0	4.7
I easily found the courtroom or office I needed.	4.0	4.0	5.0	4.3	5.0	4.4	5.0	4.3	5.0	4.5	5.0	4.7
The court's website was useful.	4.0	3.8	4.0	3.8	5.0	3.9	4.0	3.8	5.0	4.0	5.0	4.2
Overall Average Score	4.5	4.1	4.7	4.1	4.9	4.1	4.9	4.1	5.0	4.2	5.0	4.5

Chart does not include 70-79 years and 80+ years due to low sample size.

Table 8: Access Perceptions by Age

Response totals reflect the number of individuals who identified their age range and responded to the statement.

In-Person Access Questions						
Responses by Age						
Statement 1: Finding the courthouse was easy. Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)						
Characteristic	1	2	3	4	5	Total
18-19 years	0	2	5	11	20	38
20-29 years	4	4	24	29	117	178
30-39 years	4	6	13	20	148	191
40-49 years	4	4	16	20	113	157
50-59 years	1	3	9	15	81	109
60-69 years	1	0	1	4	77	83
70-79 years	3	1	1	1	12	18
80+ years	0	0	1	0	0	1
Response Totals	17	20	70	100	568	775
Statement 2: The forms I needed were clear and easy to understand. Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)						
Characteristic	1	2	3	4	5	Total
18-19 years	1	1	10	11	11	34
20-29 years	8	12	37	22	88	167
30-39 years	9	18	26	28	91	172
40-49 years	7	6	19	32	73	137
50-59 years	5	7	13	15	48	88
60-69 years	1	0	4	8	46	59
70-79 years	0	1	0	0	4	5
80+ years	0	1	0	0	0	1

Response Totals	31	46	109	116	361	663
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Statement 3: I felt safe in the courthouse.
Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)

Characteristic	1	2	3	4	5	Total
18-19 years	0	3	3	7	26	39
20-29 years	7	8	18	29	122	184
30-39 years	6	8	18	25	141	198
40-49 years	4	10	16	26	106	162
50-59 years	1	5	14	13	79	112
60-69 years	1	1	2	7	76	87
70-79 years	1	1	0	1	14	17
80+ years	1	0	0	0	0	1
Response Totals	21	36	71	108	564	800

Statement 4: The court makes reasonable efforts to remove physical barriers to service.
Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)

Characteristic	1	2	3	4	5	Total
18-19 years	1	1	6	12	13	33
20-29 years	9	11	29	26	89	164
30-39 years	12	11	34	32	89	178
40-49 years	7	10	27	20	80	144
50-59 years	7	4	12	16	54	93
60-69 years	2	7	4	12	46	71
70-79 years	0	0	1	2	10	13
80+ years	0	0	0	0	0	0
Response Totals	38	44	113	120	381	696

Statement 5: The court makes reasonable efforts to remove language barriers to service.

Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)						
Characteristic	1	2	3	4	5	Total
18-19 years	1	4	2	9	16	32
20-29 years	5	4	30	30	83	152
30-39 years	8	15	25	21	87	156
40-49 years	6	8	15	22	62	113
50-59 years	5	4	9	16	49	83
60-69 years	0	3	4	9	48	64
70-79 years	1	0	0	0	8	9
80+ years	0	0	0	0	0	0
Response Totals	26	38	85	107	353	609

Statement 6: I was able to get my court business done in a reasonable amount of time.

Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)

Characteristic	1	2	3	4	5	Total
18-19 years	1	3	5	9	19	37
20-29 years	12	15	32	22	80	161
30-39 years	25	25	26	21	93	190
40-49 years	18	14	23	19	75	149
50-59 years	10	9	10	18	55	102
60-69 years	5	5	9	8	44	71
70-79 years	2	2	0	1	9	14
80+ years	0	0	0	0	0	0
Response Totals	73	73	105	98	375	724

Statement 7: Court staff paid attention to my needs.

Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)

Characteristic	1	2	3	4	5	Total
18-19 years	3	1	4	9	18	35
20-29 years	13	12	33	23	80	161

30-39 years	19	17	27	18	106	187
40-49 years	13	12	20	11	96	152
50-59 years	8	7	8	14	66	103
60-69 years	4	3	7	10	60	84
70-79 years	2	1	1	0	12	16
80+ years	0	0	0	0	0	0
Response Totals	62	53	100	85	438	738

**Statement 8: I was treated with courtesy and respect.
Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)**

Characteristic	1	2	3	4	5	Total
18-19 years	1	3	3	12	18	37
20-29 years	11	11	20	30	101	173
30-39 years	15	10	14	30	123	192
40-49 years	10	10	24	15	97	156
50-59 years	6	4	12	7	76	105
60-69 years	2	3	2	6	71	84
70-79 years	2	0	1	0	15	18
80+ years	0	0	0	0	0	0
Response Totals	47	41	76	100	501	765

**Statement 9: I easily found the courtroom or office I needed.
Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)**

Characteristic	1	2	3	4	5	Total
18-19 years	1	4	5	11	17	38
20-29 years	5	4	26	31	107	173
30-39 years	3	7	20	40	118	188
40-49 years	7	9	10	25	98	149
50-59 years	4	2	8	7	77	98
60-69 years	1	2	2	8	68	81

70-79 years	1	0	2	2	11	16
80+ years	0	0	0	0	0	0
Response Totals	22	28	73	124	496	743
<p>Statement 10: The court's website was useful. Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)</p>						
Characteristic	1	2	3	4	5	Total
18-19 years	2	4	5	10	12	33
20-29 years	10	8	35	18	56	127
30-39 years	11	11	19	15	65	121
40-49 years	13	8	20	13	51	105
50-59 years	6	3	11	9	32	61
60-69 years	3	5	4	6	31	49
70-79 years	2	1	0	0	1	4
80+ years	0	0	0	0	0	0
Response Totals	47	40	94	71	248	500

Table 9: Median and Average Score Comparison by Age – Perceptions of Fairness within the Courts Statements

Table 9 compares survey responses by age using median and average scores. Median scores summarize responses by locating the middle value or clustering around the central point in the bell curve. Average scores summarize responses by calculating the average of each fairness statement. All ratings are on a scale of one (strongly disagree) to five (strongly agree).

Perceptions of Fairness												
Age												
Scale from 1-Strongly Disagree to 5-Strongly Agree												
	18-19 years		20-29 years		30-39 years		40-49 years		50-59 years		60-69 years	
	Median	Average	Median	Average	Median	Average	Median	Average	Median	Average	Median	Average
The way my case was handled was fair.	4.5	4.1	5.0	3.9	5.0	3.7	4.0	3.8	5.0	3.8	5.0	4.6
I had a chance to tell my side of the story before my case was decided.	4.0	3.8	4.0	3.4	4.0	3.5	4.0	3.5	5.0	3.7	5.0	4.3
The judge had the information necessary to make a good decision about my case.	4.0	3.8	4.0	3.8	4.0	3.7	5.0	3.7	5.0	3.9	5.0	4.4
I was treated the same as everyone else.	4.0	4.0	5.0	4.1	5.0	3.7	5.0	4.0	5.0	3.9	5.0	4.6
I could follow what was happening in the proceeding.	4.0	4.1	5.0	4.1	5.0	4.0	5.0	4.0	5.0	4.0	5.0	4.7
I was comfortable enough to say what I really thought about things.	4.0	4.0	4.0	3.7	4.0	3.6	5.0	3.6	4.5	3.7	5.0	4.6
As I leave the court, I know what to do next about my case.	5.0	4.1	5.0	4.0	5.0	4.0	5.0	3.9	5.0	4.0	5.0	4.8
Overall Average Score	4.2	4.0	4.6	3.9	4.6	3.8	4.7	3.8	4.9	3.9	5.0	4.6
<i>Chart does not include 70-79 years and 80+ years due to low sample size.</i>												

Table 10: Fairness Perceptions by Age

Response totals reflect the number of individuals who identified their age range and responded to the statement.

In-Person Proceedings Fairness Questions						
Responses by Age						
Statement 1: The way my case was handled was fair. Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)						
Characteristic	1	2	3	4	5	Total
18-19 years	2	0	5	6	13	26
20-29 years	13	5	26	16	64	124
30-39 years	24	13	14	18	73	142
40-49 years	12	7	15	12	45	91
50-59 years	7	7	9	4	31	58
60-69 years	0	2	3	6	35	46
70-79 years	1	0	2	0	2	5
80+ years	0	0	0	0	0	0
Response Totals	59	34	74	62	263	492
Statement 2: I had a chance to tell my side of the story before my case was decided. Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)						
Characteristic	1	2	3	4	5	Total
18-19 years	1	2	6	5	9	23
20-29 years	24	6	17	12	42	101
30-39 years	30	5	16	16	58	125
40-49 years	18	7	10	8	38	81
50-59 years	8	5	5	5	24	47
60-69 years	2	3	1	7	26	39
70-79 years	1	1	0	0	3	5
80+ years	0	0	0	0	0	0
Response Totals	84	29	55	53	200	421

Statement 3: The judge the information necessary to make a good decision about my case. Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)						
Characteristic	1	2	3	4	5	Total
18-19 years	1	1	7	7	8	24
20-29 years	13	6	26	15	58	118
30-39 years	14	17	25	14	66	136
40-49 years	15	7	13	8	45	88
50-59 years	6	6	8	6	31	57
60-69 years	1	2	4	7	30	44
70-79 years	1	2	0	0	3	6
80+ years	0	0	0	0	0	0
Response Totals	51	41	83	57	241	473
Statement 4: I was treated the same as everyone else. Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)						
Characteristic	1	2	3	4	5	Total
18-19 years	1	0	7	6	11	25
20-29 years	12	5	16	19	68	120
30-39 years	21	14	21	15	75	146
40-49 years	10	7	8	11	55	91
50-59 years	8	5	4	5	35	57
60-69 years	1	3	1	5	37	47
70-79 years	2	1	0	0	3	6
80+ years	0	0	0	0	0	0
Response Totals	55	35	57	61	284	492
Statement 5: I could follow what was happening in the proceeding. Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)						
Characteristic	1	2	3	4	5	Total

18-19 years	1	0	6	6	11	24
20-29 years	3	9	21	22	66	121
30-39 years	11	14	17	24	78	144
40-49 years	9	6	14	10	54	93
50-59 years	4	8	6	6	34	58
60-69 years	0	2	1	7	37	47
70-79 years	1	1	0	0	4	6
80+ years	0	0	0	0	0	0
Response Totals	29	40	65	75	284	493

Statement 6: I was comfortable enough to say what I really thought about things.
Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)

Characteristic	1	2	3	4	5	Total
18-19 years	0	2	6	6	10	24
20-29 years	20	5	13	18	54	110
30-39 years	26	11	18	14	66	135
40-49 years	16	9	13	6	46	90
50-59 years	10	4	6	8	28	56
60-69 years	2	0	3	5	34	44
70-79 years	1	2	0	0	3	6
80+ years	0	0	0	0	0	0
Response Totals	75	33	59	57	241	465

Statement 7: As I leave the court, I know what to do next about my case.
Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)

Characteristic	1	2	3	4	5	Total
18-19 years	1	1	5	4	13	24
20-29 years	11	6	19	18	70	124
30-39 years	14	10	15	17	80	136
40-49 years	11	9	9	11	53	93

50-59 years	7	6	1	5	35	54
60-69 years	1	0	1	3	38	43
70-79 years	1	0	2	0	3	6
80+ years	0	0	0	0	0	0
Response Totals	46	32	52	58	292	480

Table 11: Median and Average Score Comparison by Case Type – Perceptions of Access to the Courts Statements

Table 11 compares survey responses by case type using median and average scores. Median scores summarize responses by locating the middle value or clustering around the central point in the bell curve. Average scores summarize responses by calculating the average of each access statement. All ratings are on a scale of one (strongly disagree) to five (strongly agree).

Perceptions of Access Case Type Scale from 1-Strongly Disagree to 5-Strongly Agree						
Statement	Criminal		Civil		Other	
	Median	Average	Median	Average	Median	Average
Finding the courthouse was easy.	5.0	4.4	5.0	4.6	5.0	4.5
The forms I needed were clear and easy to understand.	5.0	3.9	5.0	4.2	5.0	4.4
I felt safe in the courthouse.	5.0	4.3	5.0	4.6	5.0	4.6
The court makes reasonable efforts to remove physical barriers to service.	4.0	3.9	5.0	4.3	5.0	4.2
The court makes reasonable efforts to remove language barriers to service.	5.0	4.0	5.0	4.4	5.0	4.3
I was able to get my court business done in a reasonable amount of time.	4.0	3.5	5.0	4.2	5.0	4.1
Court staff paid attention to my needs.	4.0	3.7	5.0	4.4	5.0	4.3
I was treated with courtesy and respect.	5.0	4.0	5.0	4.5	5.0	4.5
I easily found the courtroom or office I needed.	5.0	4.3	5.0	4.5	5.0	4.2
The court's website was useful.	4.0	3.6	5.0	4.2	4.0	3.7
Overall Average Score	4.6	4.0	5.0	4.4	4.9	4.3

Chart does not include juvenile matters due to low sample size.

Table 12: Access Perceptions Case Type

Response totals reflect the number of individuals who identified their age range and responded to the statement.

In-Person Access Questions						
Case Type						
Statement 1: Finding the courthouse was easy. Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Disagree)						
Characteristic	1	2	3	4	5	Total
Civil	3	6	30	56	238	333
Criminal	14	10	33	35	242	334
Juvenile	0	0	1	2	11	14
Other	1	4	9	10	66	90
Response Totals	18	20	73	103	557	771
Statement 2: The forms I needed were clear and easy to understand. Rate on scale from 1 (Strongly Disagree) to 5 (Strongly Agree)						
Characteristic	1	2	3	4	5	Total
Civil	7	15	44	64	162	292
Criminal	20	27	60	39	148	294
Juvenile	0	0	2	4	5	11
Other	2	1	7	11	41	62
Response Totals	29	43	113	118	356	659
Statement 3: I felt safe in the courthouse. Rate on scale from 1 (Strongly Disagree) to 5 (Strongly Agree)						
Characteristic	1	2	3	4	5	Total
Civil	6	7	25	48	243	329
Criminal	12	27	37	44	240	360
Juvenile	0	1	0	4	8	13
Other	2	2	6	9	70	89

Response Totals	20	37	68	105	561	791
Statement 4: The court makes reasonable efforts to remove physical barriers to service. Rate on scale from 1 (Strongly Disagree) to 5 (Strongly Agree)						
Characteristic	1	2	3	4	5	Total
Civil	6	15	38	61	168	288
Criminal	26	26	67	45	154	318
Juvenile	0	0	1	4	5	10
Other	5	4	6	12	45	72
Response Totals	37	45	112	122	372	688
Statement 5: The court makes reasonable efforts to remove language barriers to service. Rate on scale from 1 (Strongly Disagree) to 5 (Strongly Agree)						
Characteristic	1	2	3	4	5	Total
Civil	4	11	29	50	159	253
Criminal	21	21	50	44	151	287
Juvenile	0	1	2	3	3	9
Other	3	3	5	10	39	60
Response Totals	28	36	86	107	352	609
Statement 6: I was able to get my court business done in a reasonable amount of time. Rate on scale from 1 (Strongly Disagree) to 5 (Strongly Agree)						
Characteristic	1	2	3	4	5	Total
Civil	12	23	38	44	189	306
Criminal	57	43	54	41	133	328
Juvenile	0	3	3	1	6	13
Other	6	6	7	12	42	73
Response Totals	75	75	102	98	370	720
Statement 7: Court staff paid attention to my needs.						

Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)						
Characteristic	1	2	3	4	5	Total
Civil	6	16	32	44	211	309
Criminal	51	29	60	30	159	329
Juvenile	0	2	4	1	5	12
Other	6	4	6	11	59	86
Response Totals	63	51	102	86	434	736
Statement 8: I was treated with courtesy and respect. Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)						
Characteristic	1	2	3	4	5	Total
Civil	9	8	27	39	234	317
Criminal	33	32	41	45	193	344
Juvenile	0	1	4	1	6	12
Other	4	3	8	6	67	88
Response Totals	46	44	80	91	500	761
Statement 9: I easily found the courtroom or office I needed. Rate from a scale of 1 (Strongly Disagree) to 5 (Strongly Agree)						
Characteristic	1	2	3	4	5	Total
Civil	6	14	23	54	220	317
Criminal	13	9	43	52	210	327
Juvenile	0	1	1	4	6	12
Other	4	6	9	10	53	82
Response Totals	23	30	76	120	489	738
Statement 10: The court's website was useful. Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)						
Characteristic	1	2	3	4	5	Total
Civil	10	12	37	35	124	218

Criminal	31	26	43	23	97	220
Juvenile	0	1	2	0	4	7
Other	7	2	9	7	22	47
Response Totals	48	41	91	65	247	492

Table 13: Median and Average Score Comparison by Case Type (Civil, Criminal, Other) – Perceptions of Fairness within the Courts

Table 13 compares survey responses by race/ethnicity using median and average scores. Median scores summarize responses by locating the middle value or clustering around the central point in the bell curve. Average scores summarize responses by calculating the average of each fairness statement. All ratings are on a scale of one (strongly disagree) to five (strongly agree).

Perceptions of Fairness						
Case Type						
Scale from 1-Strongly Disagree to 5-Strongly Agree						
Statement	Civil		Criminal		Other	
	Median	Average	Median	Average	Median	Average
The way my case was handled was fair.	5.0	4.3	4.0	3.5	5.0	4.1
I had a chance to tell my side of the story before my case was decided.	5.0	4.2	3.0	3.2	5.0	3.6
The judge had the information necessary to make a good decision about my case.	5.0	4.4	3.5	3.4	5.0	3.9
I was treated the same as everyone else.	5.0	4.5	4.0	3.6	5.0	4.0
I could follow what was happening in the proceeding.	5.0	4.5	4.0	3.8	5.0	4.2
I was comfortable enough to say what I really thought about things.	5.0	4.3	4.0	3.4	4.0	3.8
As I leave the court, I know what to do next about my case.	5.0	4.5	5.0	3.8	5.0	4.2
Average Overall Score	5.0	4.4	3.9	3.5	4.9	4.0

Table 14: Fairness Perceptions Case Type

Response totals reflect the number of individuals who identified their age range and responded to the statement.

In-Person Proceedings Fairness Questions						
Case Type						
Statement 1: The way my case was handled was fair. Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)						
Characteristic	1	2	3	4	5	Total
Civil	6	11	21	31	129	198
Criminal	50	21	44	21	106	242
Juvenile	0	0	2	1	4	7
Other	4	0	5	6	22	37
Response Totals	60	32	72	59	261	484
Statement 2: I had a chance to tell my side of the story before my case was decided. Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)						
Characteristic	1	2	3	4	5	Total
Civil	12	5	17	35	96	165
Criminal	62	21	31	16	83	213
Juvenile	0	0	2	1	4	7
Other	6	2	4	1	15	28
Response Totals	80	28	54	53	198	413
Statement 3: The judge had the information necessary to make a good decision about my case. Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)						
Characteristic	1	2	3	4	5	Total
Civil	2	12	21	34	122	191
Criminal	44	24	48	19	97	232
Juvenile	0	0	3	1	2	6
Other	3	2	8	4	18	35

Response Totals	49	38	80	58	239	464
Statement 4: I was treated the same as everyone else. Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)						
Characteristic	1	2	3	4	5	Total
Civil	3	9	17	31	132	192
Criminal	45	23	29	27	123	247
Juvenile	0	0	2	1	3	6
Other	4	2	7	3	23	39
Response Totals	52	34	55	62	281	484
Statement 5: I could follow what was happening in the proceeding. Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)						
Characteristic	1	2	3	4	5	Total
Civil	2	10	13	33	134	192
Criminal	24	26	44	34	123	251
Juvenile	0	0	1	2	3	6
Other	3	1	4	4	23	35
Response Totals	29	37	62	73	283	484
Statement 6: I was comfortable enough to say what I really thought about things. Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)						
Characteristic	1	2	3	4	5	Total
Civil	13	8	17	28	120	186
Criminal	57	19	28	25	103	232
Juvenile	0	1	1	2	2	6
Other	2	3	9	4	15	33
Response Totals	72	31	55	59	240	457

Statement 7: As I leave the court, I know what to do next about my case. Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)						
Characteristic	1	2	3	4	5	Total
Civil	5	8	11	29	134	187
Criminal	36	21	32	22	132	243
Juvenile	0	0	2	1	3	6
Other	1	3	4	5	21	34
Response Totals	42	32	49	57	290	470

Table 15: Median and Average Score Comparison by Gender – Perceptions of Access to the Courts

Table 15 compares survey responses by gender using median and average scores. Median scores summarize responses by locating the middle value or clustering around the central point in the bell curve. Average scores summarize responses by calculating the average of each access statement. All ratings are on a scale of one (strongly disagree) to five (strongly agree).

Perceptions Access Gender Scale from 1-Strongly Disagree to 5-Strongly Agree				
Statement	Male		Female	
	Median	Average	Median	Average
Finding the courthouse was easy.	5.0	4.5	5.0	4.5
The forms I needed were clear and easy to understand.	5.0	4.1	5.0	4.1
I felt safe in the courthouse.	5.0	4.5	5.0	4.4
The court makes reasonable efforts to remove physical barriers to service.	5.0	4.1	5.0	4.0
The court makes reasonable efforts to remove language barriers to service.	5.0	4.2	5.0	4.1
I was able to get my court business done in a reasonable amount of time.	4.0	3.9	5.0	3.8
Court staff paid attention to my needs.	5.0	4.1	5.0	4.0
I was treated with courtesy and respect.	5.0	4.3	5.0	4.2
I easily found the courtroom or office I needed.	5.0	4.4	5.0	4.4
The court's website was useful.	4.0	3.9	5.0	3.7
Overall Average Score	4.8	4.2	5.0	4.1

Table 16: Access Perceptions by Gender

Response totals reflect the number of individuals who identified their age range and responded to the statement.

In-Person Access Questions						
Responses by Gender						
Statement 1: Finding the courthouse was easy.						
Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)						
Characteristic	1	2	3	4	5	Total
Male	11	9	43	65	341	469
Female	5	10	24	32	221	292
Non-binary/Third Gender	1	0	0	2	2	5
Prefer not to say	0	0	1	1	4	6
I prefer to self-describe	0	0	2	0	1	3
Response Totals	17	19	70	100	569	775
Statement 2: The forms I needed were clear and easy to understand.						
Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)						
Characteristic	1	2	3	4	5	Total
Male	22	27	78	68	221	416
Female	7	13	30	45	137	232
Non-binary/Third Gender	0	1	2	1	1	5
Prefer not to say	1	0	1	0	2	4
I prefer to self-describe	0	2	0	0	1	3
Response Totals	30	43	111	114	362	660
Statement 3: I felt safe in the courthouse.						
Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)						
Characteristic	1	2	3	4	5	Total
Male	15	28	44	62	341	490

Female	5	5	25	42	219	296
Non-binary/Third Gender	0	1	2	1	1	5
Prefer not to say	1	1	0	0	4	6
I prefer to self-describe	0	0	1	0	2	3
Response Totals	21	35	72	105	567	800

Statement 4: The court makes reasonable efforts to remove physical barriers to service.
Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)

Characteristic	1	2	3	4	5	Total
Male	26	30	80	75	224	435
Female	11	13	31	45	149	249
Non-binary/Third Gender	0	0	1	0	2	3
Prefer not to say	1	0	0	0	4	5
I prefer to self-describe	0	0	1	0	1	2
Response Totals	38	43	113	120	380	694

Statement 5: The court makes reasonable efforts to remove language barriers to service.
Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)

Characteristic	1	2	3	4	5	Total
Male	19	24	63	69	213	388
Female	7	11	21	37	135	211
Non-binary/Third Gender	0	1	0	0	1	2
Prefer not to say	0	1	0	0	3	4
I prefer to self-describe	0	0	1	0	1	2
Response Totals	26	37	85	106	353	607

Statement 6: I was able to get my court business done in a reasonable amount of time.
Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)

Characteristic	1	2	3	4	5	Total
Male	50	47	71	64	217	449

Female	21	24	31	33	152	261
Non-binary/Third Gender	0	1	0	0	3	4
Prefer not to say	1	0	2	0	3	6
I prefer to self-describe	0	1	1	0	1	3
Response Totals	72	73	105	97	376	723

Statement 7: Court staff paid attention to my needs.
Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)

Characteristic	1	2	3	4	5	Total
Male	48	29	69	54	251	451
Female	14	23	26	30	181	274
Non-binary/Third Gender	0	0	2	0	2	4
Prefer not to say	0	0	1	2	2	5
I prefer to self-describe	0	0	1	0	1	2
Response Totals	62	52	99	86	437	736

Statement 8: I was treated with courtesy and respect.
Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)

Characteristic	1	2	3	4	5	Total
Male	36	30	50	60	302	478
Female	10	9	23	36	195	273
Non-binary/Third Gender	0	1	1	1	2	5
Prefer not to say	1	0	1	1	3	6
I prefer to self-describe	0	0	0	1	2	3
Response Totals	47	40	75	99	504	765

Statement 9: I easily found the courtroom or office I needed.
Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)

Characteristic	1	2	3	4	5	Total
Male	18	11	46	77	303	455

Female	4	15	23	44	188	274
Non-binary/Third Gender	0	2	0	1	2	5
Prefer not to say	0	0	2	0	3	5
I prefer to self-describe	0	0	0	1	2	3
Response Totals	22	28	71	123	498	742
Statement 10: The court's website was useful. Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)						
Characteristic	1	2	3	4	5	Total
Male	33	27	65	45	138	308
Female	13	13	25	25	105	181
Non-binary/Third Gender	1	0	1	0	1	3
Prefer not to say	0	0	0	1	1	2
I prefer to self-describe	1	0	1	0	1	3
Response Totals	48	40	92	71	246	497

Table 17: Median and Average Comparison by Gender – Perceptions of Fairness within the Courts

Table 17 compares survey responses by gender using median and average scores. Median scores summarize responses by locating the middle value or clustering around the central point in the bell curve. Average scores summarize responses by calculating the average of each access statement. All ratings are on a scale of one (strongly disagree) to five (strongly agree).

Perceptions of Fairness Gender Scale from 1-Strongly Disagree to 5-Strongly Agree				
Statement	Male		Female	
	Median	Average	Median	Average
The way my case was handled was fair.	5.0	3.8	5.0	4.2
I had a chance to tell my side of the story before my case was decided.	4.0	3.5	5.0	3.9
The judge had the information necessary to make a good decision about my case.	4.0	3.7	5.0	4.1
I was treated the same as everyone else.	5.0	3.9	5.0	4.2
I could follow what was happening in the proceeding.	5.0	4.0	5.0	4.4
I was comfortable enough to say what I really thought about things.	4.0	3.6	5.0	4.1
As I leave the court, I know what to do next about my case.	5.0	4.0	5.0	4.3
Overall Score	4.6	3.8	5.0	4.2

Table 18: Fairness Perceptions by Gender

Response totals reflect the number of individuals who identified their age range and responded to the statement.

In-Person Proceedings Fairness Questions						
Responses by Gender						
Statement 1: The way my case was handled was fair. Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)						
Characteristic	1	2	3	4	5	Total
Male	49	25	49	38	167	328
Female	9	8	23	19	93	152
Non-binary/Third Gender	0	1	1	0	2	4
Prefer not to say	0	0	1	2	2	5

I prefer to self-describe	0	1	0	0	0	1
Response Totals	58	35	74	59	264	490
Statement 2: I had a chance to tell my side of the story before my case was decided. Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)						
Characteristic	1	2	3	4	5	Total
Male	66	22	36	32	129	285
Female	15	6	18	19	68	126
Non-binary/Third Gender	1	1	0	0	1	3
Prefer not to say	1	0	0	1	1	3
I prefer to self-describe	1	0	0	0	0	1
Response Totals	84	29	54	52	199	418
Statement 3: The judge had the information necessary to make a good decision about my case. Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)						
Characteristic	1	2	3	4	5	Total
Male	42	33	53	35	153	316
Female	8	8	24	21	84	145
Non-binary/Third Gender	0	0	2	0	2	4
Prefer not to say	0	0	2	0	2	4
I prefer to self-describe	1	0	0	0	0	1
Response Totals	51	41	81	56	241	470
Statement 4: I was treated the same as everyone else. Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)						
Characteristic	1	2	3	4	5	Total
Male	42	25	39	42	176	324
Female	12	9	15	16	105	157
Non-binary/Third Gender	1	0	1	0	2	4
Prefer not to say	0	0	1	1	2	4

I prefer to self-describe	0	0	0	1	0	1
Response Totals	55	34	56	60	285	490
Statement 5: I could follow what was happening in the proceeding. Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)						
Characteristic	1	2	3	4	5	Total
Male	21	29	53	50	175	328
Female	8	7	11	23	104	153
Non-binary/Third Gender	0	2	0	0	2	4
Prefer not to say	0	0	0	0	4	4
I prefer to self-describe	0	1	0	0	0	1
Response Totals	29	39	64	73	285	490
Statement 6: I was comfortable enough to say what I really thought about things. Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)						
Characteristic	1	2	3	4	5	Total
Male	61	24	39	36	150	310
Female	12	7	18	22	86	145
Non-binary/Third Gender	1	1	0	0	1	3
Prefer not to say	0	0	1	0	4	5
I prefer to self-describe	1	0	0	0	0	1
Response Totals	75	32	58	58	241	464

Statement 7: As I leave the court, I know what to do next about my case. Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)						
Characteristic	1	2	3	4	5	Total
Male	34	27	35	36	182	314
Female	10	4	15	22	103	154
Non-binary/Third Gender	1	1	0	0	2	4
Prefer not to say	0	0	1	0	4	5
I prefer to self-describe	0	1	0	0	0	1
Response Totals	45	33	51	58	291	478

Table 19: Median and Average Comparison by Legal Representation – Perceptions of Access to the Courts

Table 19 compares survey responses by legal representation using median and average scores. Median scores summarize responses by locating the middle value or clustering around the central point in the bell curve. Average scores summarize responses by calculating the average of each access statement. All ratings are on a scale of one (strongly disagree) to five (strongly agree).

Perceptions Access Legal Representation Scale from 1-Strongly Disagree to 5-Strongly Agree				
Statement	I have a lawyer/attorney representing me throughout my case.		I do not have a lawyer/attorney representing me.	
	Median	Average	Median	Average
Finding the courthouse was easy.	5.0	4.5	5.0	4.5
The forms I needed were clear and easy to understand.	4.0	3.9	5.0	4.1
I felt safe in the courthouse.	5.0	4.3	5.0	4.5
The court makes reasonable efforts to remove physical barriers to service.	5.0	4.0	5.0	4.1
The court makes reasonable efforts to remove language barriers to service.	5.0	4.0	5.0	4.3
I was able to get my court business done in a reasonable amount of time.	4.0	3.4	5.0	4.1
Court staff paid attention to my needs.	4.0	3.6	5.0	4.2
I was treated with courtesy and respect.	5.0	3.9	5.0	4.4
I easily found the courtroom or office I needed.	5.0	4.2	5.0	4.5

The court's website was useful.	4.0	3.6	4.5	3.9
Overall Average Score	4.6	3.9	5.0	4.3

Table 20: Access Perceptions by Legal Representation

Response totals reflect the number of individuals who identified their age range and responded to the statement.

In-Person Access Questions						
Responses by Representation						
Statement 1: Finding the courthouse was easy. Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)						
Characteristic	1	2	3	4	5	Total
I have a lawyer/attorney representing me throughout my case	10	6	20	30	191	257
I had a lawyer/attorney helping me on this visit, but they are not representing me throughout the whole case	1	0	5	4	12	22
I have another representative helping me with my case (for example, guardian ad litem, mediator)	0	0	2	2	5	9
I do not have a lawyer/attorney or any other representative	3	8	19	31	151	212
Does not apply	3	5	21	31	204	264
Response Totals	17	19	67	98	563	764
Statement 2: The forms I needed were clear and easy to understand. Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)						
Characteristic	1	2	3	4	5	Total
I have a lawyer/attorney representing me throughout my case	20	16	38	42	109	225
I had a lawyer/attorney helping me on this visit, but they are not representing me throughout the whole case	0	3	11	2	4	20
I have another representative helping me with my case (for example, guardian ad litem, mediator)	0	0	3	1	1	5
I do not have a lawyer/attorney or any other representative	7	15	31	38	104	195
Does not apply	3	9	27	31	137	207
Response Totals	30	43	110	114	355	652
Statement 3: I felt safe in the courthouse.						

Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)						
Characteristic	1	2	3	4	5	Total
I have a lawyer/attorney representing me throughout my case	14	19	20	35	182	270
I had a lawyer/attorney helping me on this visit, but they are not representing me throughout the whole case	2	2	8	5	8	25
I have another representative helping me with my case (for example, guardian ad litem, mediator)	0	0	3	1	5	9
I do not have a lawyer/attorney or any other representative	2	7	21	28	156	214
Does not apply	3	5	18	37	210	273
Response Totals	21	33	70	106	561	791
Statement 4: The court makes reasonable efforts to remove physical barriers to service. Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)						
Characteristic	1	2	3	4	5	Total
I have a lawyer/attorney representing me throughout my case	21	10	48	33	121	233
I had a lawyer/attorney helping me on this visit, but they are not representing me throughout the whole case	3	3	6	4	7	23
I have another representative helping me with my case (for example, guardian ad litem, mediator)	1	0	3	0	3	7
I do not have a lawyer/attorney or any other representative	6	18	33	35	105	197
Does not apply	6	12	21	44	142	225
Response Totals	37	43	111	116	378	685
Statement 5: The court makes reasonable efforts to remove language barriers to service. Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)						
Characteristic	1	2	3	4	5	Total
I have a lawyer/attorney representing me throughout my case	15	16	27	36	108	202
I had a lawyer/attorney helping me on this visit, but they are not representing me throughout the whole case	2	1	7	5	5	20
I have another representative helping me with my case (for example, guardian ad litem, mediator)	1	1	1	0	2	5
I do not have a lawyer/attorney or any other representative	3	9	24	25	102	163
Does not apply	4	9	25	41	131	210
Response Totals	25	36	84	107	348	600
Statement 6: I was able to get my court business done in a reasonable amount of time.						

Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)						
Characteristic	1	2	3	4	5	Total
I have a lawyer/attorney representing me throughout my case	49	38	39	32	102	260
I had a lawyer/attorney helping me on this visit, but they are not representing me throughout the whole case	5	5	3	4	6	23
I have another representative helping me with my case (for example, guardian ad litem, mediator)	0	1	1	3	4	9
I do not have a lawyer/attorney or any other representative	12	21	28	24	117	202
Does not apply	11	9	29	32	140	221
Response Totals	77	74	100	95	369	715

Statement 7: Court staff paid attention to my needs. Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)						
Characteristic	1	2	3	4	5	Total
I have a lawyer/attorney representing me throughout my case	41	23	44	31	117	256
I had a lawyer/attorney helping me on this visit, but they are not representing me throughout the whole case	4	3	10	1	5	23
I have another representative helping me with my case (for example, guardian ad litem, mediator)	0	1	0	2	4	7
I do not have a lawyer/attorney or any other representative	9	15	26	25	127	202
Does not apply	11	10	17	22	179	239
Response Totals	65	52	97	81	432	727

Statement 8: I was treated with courtesy and respect. Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)						
Characteristic	1	2	3	4	5	Total
I have a lawyer/attorney representing me throughout my case	33	23	29	41	139	265
I had a lawyer/attorney helping me on this visit, but they are not representing me throughout the whole case	3	3	10	1	7	24
I have another representative helping me with my case (for example, guardian ad litem, mediator)	0	1	2	2	4	9
I do not have a lawyer/attorney or any other representative	8	8	20	26	140	202
Does not apply	5	6	15	26	203	255
Response Totals	49	41	76	96	493	755

Statement 9: I easily found the courtroom or office I needed.

Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)						
Characteristic	1	2	3	4	5	Total
I have a lawyer/attorney representing me throughout my case	15	8	32	48	147	250
I had a lawyer/attorney helping me on this visit, but they are not representing me throughout the whole case	0	3	6	6	8	23
I have another representative helping me with my case (for example, guardian ad litem, mediator)	0	1	2	3	3	9
I do not have a lawyer/attorney or any other representative	5	6	14	36	137	198
Does not apply	3	9	19	28	196	255
Response Totals	23	27	73	121	491	735
Statement 10: The court's website was useful.						
Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)						
Characteristic	1	2	3	4	5	Total
I have a lawyer/attorney representing me throughout my case	25	13	29	18	73	158
I had a lawyer/attorney helping me on this visit, but they are not representing me throughout the whole case	0	4	8	3	2	17
I have another representative helping me with my case (for example, guardian ad litem, mediator)	1	0	0	0	1	2
I do not have a lawyer/attorney or any other representative	12	8	26	24	70	140
Does not apply	9	13	32	22	98	174
Response Totals	47	38	95	67	244	491

Table 21: Median and Average Score Comparison by Legal Representation – Perceptions of Fairness within the Courts

Table 21 compares survey responses by gender using median and average scores. Median scores summarize responses by locating the middle value or clustering around the central point in the bell curve. Average scores summarize responses by calculating the average of each access statement. All ratings are on a scale of one (strongly disagree) to five (strongly agree).

Perceptions of Fairness Legal Representation Scale from 1-Strongly Disagree to 5-Strongly Agree				
Statement	I have a lawyer/attorney representing me.		I do not have a lawyer/attorney representing me.	
	Median	Average	Median	Average
The way my case was handled was fair.	3.0	3.3	5.0	4.2
I had a chance to tell my side of the story before my case was decided.	3.0	3.0	5.0	3.9
The judge had the information necessary to make a good decision about my case.	3.0	3.3	5.0	4.2
I was treated the same as everyone else.	4.0	3.5	5.0	4.2
I could follow what was happening in the proceeding.	4.0	3.7	5.0	4.3
I was comfortable enough to say what I really thought about things.	3.0	3.2	5.0	4.1
As I leave the court, I know what to do next about my case.	4.0	3.6	5.0	4.3
Overall Average Score	3.4	3.4	5.0	4.2

Table 22: Fairness Perceptions by Representation

Response totals reflect the number of individuals who identified their age range and responded to the statement.

In-Person Proceedings Fairness Questions						
Responses by Representation						
Statement 1: The way my case was handled was fair. Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)						
Characteristic	1	2	3	4	5	Total
I have a lawyer/attorney representing me throughout my case	45	22	34	22	76	199
I had a lawyer/attorney helping me on this visit, but they are not representing me throughout the whole case	4	2	6	3	3	18
I have another representative helping me with my case (for example, guardian ad litem, mediator)	0	2	0	2	2	6
I do not have a lawyer/attorney or any other representative	7	5	20	21	81	134
Does not apply	4	4	12	12	96	128
Response Totals	60	35	72	60	258	485
Statement 2: I had a chance to tell my side of the story before my case was decided. Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)						
Characteristic	1	2	3	4	5	Total
I have a lawyer/attorney representing me throughout my case	57	16	27	15	61	176
I had a lawyer/attorney helping me on this visit, but they are not representing me throughout the whole case	5	2	2	1	4	14
I have another representative helping me with my case (for example, guardian ad litem, mediator)	1	1	0	2	2	6
I do not have a lawyer/attorney or any other representative	14	7	12	19	60	112
Does not apply	8	3	12	14	70	107
Response Totals	85	29	53	51	197	415
Statement 3: The judge had the information necessary to make a good decision about my case. Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)						
Characteristic	1	2	3	4	5	Total
I have a lawyer/attorney representing me throughout my case	39	25	39	17	69	189
I had a lawyer/attorney helping me on this visit, but they are not representing me throughout the whole case	6	2	4	1	3	16

I have another representative helping me with my case (for example, guardian ad litem, mediator)	2	0	0	1	2	5
I do not have a lawyer/attorney or any other representative	4	11	21	22	75	133
Does not apply	1	3	17	14	89	124
Response Totals	52	41	81	55	238	467

Statement 4: I was treated the same as everyone else.
Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)

Characteristic	1	2	3	4	5	Total
I have a lawyer/attorney representing me throughout my case	39	18	31	20	87	195
I had a lawyer/attorney helping me on this visit, but they are not representing me throughout the whole case	6	4	1	3	4	18
I have another representative helping me with my case (for example, guardian ad litem, mediator)	1	1	0	2	2	6
I do not have a lawyer/attorney or any other representative.	8	7	13	25	84	137
Does not apply	2	5	10	9	102	128
Response Totals	56	35	55	59	279	484

Statement 5: I could follow what was happening in the proceeding.
Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)

Characteristic	1	2	3	4	5	Total
I have a lawyer/attorney representing me throughout my case	20	22	44	31	88	205
I had a lawyer/attorney helping me on this visit, but they are not representing me throughout the whole case	4	3	2	3	5	17
I have another representative helping me with my case (for example, guardian ad litem, mediator)	0	1	0	1	4	6
I do not have a lawyer/attorney or any other representative	4	10	13	28	81	136
Does not apply	1	3	5	11	102	122
Response Totals	29	39	64	74	280	486

Statement 6: I was comfortable enough to say what I really thought about things.
Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)

Characteristic	1	2	3	4	5	Total
I have a lawyer/attorney representing me throughout my case	51	20	33	19	73	196

I had a lawyer/attorney helping me on this visit, but they are not representing me throughout the whole case	3	3	5	2	3	16
I have another representative helping me with my case (for example, guardian ad litem, mediator)	0	2	1	1	2	6
I do not have a lawyer/attorney or any other representative	13	7	13	20	74	127
Does not apply	8	1	6	14	85	114
Response Totals	75	33	58	56	237	459

Statement 7: As I leave the court, I know what to do next about my case.
Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)

Characteristic	1	2	3	4	5	Total
I have a lawyer/attorney representing me throughout my case	36	19	28	20	96	199
I had a lawyer/attorney helping me on this visit, but they are not representing me throughout the whole case	3	3	5	0	6	17
I have another representative helping me with my case (for example, guardian ad litem, mediator)	0	1	0	2	3	6
I do not have a lawyer/attorney or any other representative	6	6	14	19	89	134
Does not apply	0	3	4	18	93	118
Response Totals	45	32	51	59	287	474

Table 23: Median and Average Score Comparison by Level of Education – Perceptions of Access to the Courts

Table 23 compares survey responses by level of education using median and average scores. Median scores summarize responses by locating the middle value or clustering around the central point in the bell curve. Average scores summarize responses by calculating the average of each fairness statement. All ratings are on a scale of one (strongly disagree) to five (strongly agree).

Perceptions of Access Level of Education Scale from 1-Strongly Disagree to 5-Strongly Agree												
Statement	Less than high school diploma		High school diploma or GED		Some college, but no college degree		Associate degree		Bachelor's degree		Graduate degree	
	Median	Average	Median	Average	Median	Average	Median	Average	Median	Average	Median	Average
Finding the courthouse was easy.	5.0	4.3	5.0	4.5	5.0	4.5	5.0	4.5	5.0	4.5	5.0	4.8
The forms I needed were clear and easy to understand.	4.0	3.9	5.0	4.1	4.0	4.0	5.0	4.1	5.0	4.2	5.0	4.5
I felt safe in the courthouse.	5.0	4.3	5.0	4.4	5.0	4.4	5.0	4.5	5.0	4.5	5.0	4.6
The court makes reasonable efforts to remove physical barriers to service.	4.0	3.8	5.0	4.1	5.0	4.1	5.0	4.2	5.0	4.2	5.0	4.3
The court makes reasonable efforts to remove language barriers to service.	5.0	4.0	5.0	4.2	5.0	4.2	5.0	4.3	5.0	4.3	5.0	4.3
I was able to get my court business done in a reasonable amount of time.	4.0	3.6	4.0	3.8	4.0	3.8	5.0	3.8	5.0	4.3	5.0	4.1
Court staff paid attention to my needs.	5.0	3.8	5.0	3.9	5.0	4.0	5.0	4.0	5.0	4.4	5.0	4.4
I was treated with courtesy and respect.	4.5	3.9	5.0	4.2	5.0	4.3	5.0	4.2	5.0	4.3	5.0	4.6
I easily found the courtroom or office I needed.	5.0	4.2	5.0	4.3	5.0	4.4	5.0	4.4	5.0	4.5	5.0	4.6
The court's website was useful.	4.0	3.4	4.0	3.9	4.0	3.9	3.0	3.5	5.0	4.0	5.0	4.1
Overall Average Score	4.6	3.9	4.8	4.1	4.7	4.2	4.8	4.1	5.0	4.3	5.0	4.4

Table 24: Access Perceptions by Level of Education

Response totals reflect the number of individuals who identified their age range and responded to the statement.

In-Person Access Questions						
Responses by Level of Education						
Statement 1: Finding the courthouse was easy. <i>Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)</i>						
Characteristic	1	2	3	4	5	Total
Less than a high school diploma	4	4	9	7	47	71
High school diploma or GED	3	7	28	31	164	233
Some college, but no college degree	6	6	13	31	145	201
Associate degree	1	3	5	15	51	75
Bachelor's degree	2	1	10	10	67	90
Graduate degree	1	0	5	7	98	111
Response Totals	17	21	70	101	572	781
Statement 2: The forms I needed were clear and easy to understand. <i>Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)</i>						
Characteristic	1	2	3	4	5	Total
Less than a high school diploma	8	3	11	11	32	65
High school diploma or GED	9	12	46	30	114	211
Some college, but no college degree	8	17	26	34	84	169
Associate degree	0	6	12	10	31	59
Bachelor's degree	6	3	6	19	43	77
Graduate degree	0	5	9	11	60	85
Response Totals	31	46	110	115	364	666
Statement 3: I felt safe in the courthouse. <i>Rate on scale from 1 (Strongly Disagree) to 5 (Strongly Agree)</i>						
Characteristic	1	2	3	4	5	Total

Less than a high school diploma	3	6	4	13	44	70
High school diploma or GED	4	16	26	27	169	242
Some college, but no college degree	9	5	21	31	140	206
Associate degree	1	5	5	10	59	80
Bachelor's degree	3	2	4	16	64	89
Graduate degree	1	2	11	12	92	118
Response Totals	21	36	71	109	568	805

Statement 4: The court makes reasonable efforts to remove physical barriers to service.
Rate on scale from 1 (Strongly Disagree) to 5 (Strongly Agree)

Characteristic	1	2	3	4	5	Total
Less than a high school diploma	7	7	10	11	32	67
High school diploma or GED	9	12	42	43	109	215
Some college, but no college degree	11	9	29	30	96	175
Associate degree	1	4	14	10	35	64
Bachelor's degree	5	5	8	13	48	79
Graduate degree	4	7	10	15	63	99
Response Totals	37	44	113	122	383	699

Statement 5: The court makes reasonable efforts to remove language barriers to service.
Rate on scale from 1 (Strongly Disagree) to 5 (Strongly Agree)

Characteristic	1	2	3	4	5	Total
Less than a high school diploma	6	3	9	9	35	62
High school diploma or GED	5	13	35	30	114	197
Some college, but no college degree	9	6	19	28	83	145
Associate degree	0	4	6	15	27	52
Bachelor's degree	3	5	6	9	42	65
Graduate degree	2	7	11	17	54	91

Response Totals	25	38	86	108	355	612
<p>Statement 6: I was able to get my court business done in a reasonable amount of time. <i>Rate on scale from 1 (Strongly Disagree) to 5 (Strongly Agree)</i></p>						
Characteristic	1	2	3	4	5	Total
Less than a high school diploma	10	9	9	11	28	67
High school diploma or GED	20	26	44	27	107	224
Some college, but no college degree	16	22	26	30	90	184
Associate degree	9	9	9	8	37	72
Bachelor's degree	5	3	9	9	52	78
Graduate degree	11	4	10	12	64	101
Response Totals	71	73	107	97	378	726
<p>Statement 7: Court staff paid attention to my needs. <i>Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)</i></p>						
Characteristic	1	2	3	4	5	Total
Less than a high school diploma	10	5	9	6	36	66
High school diploma or GED	24	12	36	35	119	226
Some college, but no college degree	14	18	30	18	106	186
Associate degree	3	11	10	6	39	69
Bachelor's degree	5	3	6	9	58	81
Graduate degree	5	4	10	11	82	112
Response Totals	61	53	101	85	440	740
<p>Statement 8: I was treated with courtesy and respect. <i>Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)</i></p>						
Characteristic	1	2	3	4	5	Total
Less than a high school diploma	6	8	9	11	34	68

High school diploma or GED	14	12	28	32	148	234
Some college, but no college degree	12	9	17	32	123	193
Associate degree	3	6	9	7	45	70
Bachelor's degree	8	2	9	6	63	88
Graduate degree	3	5	5	10	92	115
Response Totals	46	42	77	98	505	768

Statement 9: I easily found the courtroom or office I needed.
Rate from a scale of 1 (Strongly Disagree) to 5 (Strongly Agree)

Characteristic	1	2	3	4	5	Total
Less than a high school diploma	5	3	8	11	39	66
High school diploma or GED	4	10	33	37	141	225
Some college, but no college degree	6	7	12	36	127	188
Associate degree	2	3	6	14	44	69
Bachelor's degree	3	2	7	13	62	87
Graduate degree	2	3	8	11	87	111
Response Totals	22	28	74	122	500	746

Statement 10: The court's website was useful.
Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)

Characteristic	1	2	3	4	5	Total
Less than a high school diploma	11	5	6	5	21	48
High school diploma or GED	11	13	33	27	73	157
Some college, but no college degree	11	5	25	20	56	117
Associate degree	3	8	13	5	17	46
Bachelor's degree	5	4	8	5	33	55
Graduate degree	7	4	10	8	49	78
Response Totals	48	39	95	70	249	501

Table 25: Median and Average Score Comparison by Level of Education – Perceptions of Fairness within the Courts

Table 25 compares survey responses by level of education using median and average scores. Median scores summarize responses by locating the middle value or clustering around the central point in the bell curve. Average scores summarize responses by calculating the average of each fairness statement. All ratings are on a scale of one (strongly disagree) to five (strongly agree).

Perceptions of Fairness Level of Education Scale from 1-Strongly Disagree to 5-Strongly Agree												
Statement	Less than high school		High School Diploma		Some College		Associate Degree		Bachelor's Degree		Advanced or Graduate Degree	
	Median	Average	Median	Average	Median	Average	Median	Average	Median	Average	Median	Average
The way my case was handled was fair.	4.0	3.6	4.0	3.7	5.0	3.9	4.5	3.7	5.0	4.2	5.0	4.4
I had a chance to tell my side of the story before my case was decided.	4.0	3.6	4.0	3.4	4.0	3.5	4.0	3.2	5.0	4.0	5.0	4.5
The judge had the information necessary to make a good decision about my case.	4.0	3.5	4.0	3.7	4.0	3.8	4.0	3.5	5.0	4.3	5.0	4.5
I was treated the same as everyone else.	5.0	3.8	5.0	3.9	5.0	4.0	5.0	3.8	5.0	4.0	5.0	4.4
I could follow what was happening in the proceeding.	5.0	3.9	5.0	4.0	5.0	4.1	5.0	4.0	5.0	4.1	5.0	4.7
I was comfortable enough to say what I really thought about things.	4.0	3.6	4.0	3.7	5.0	3.7	3.0	3.4	4.0	3.8	5.0	4.4
As I leave the court, I know what to do next about my case.	5.0	3.8	5.0	3.9	5.0	4.0	5.0	4.2	5.0	4.2	5.0	4.7
Overall Average Score	4.4	3.7	4.4	3.8	4.7	3.8	4.4	3.7	4.9	4.1	5.0	4.5

Table 26: Fairness Perceptions by Level of Education

Response totals reflect the number of individuals who identified their age range and responded to the statement.

In-Person Proceedings Fairness Questions						
Responses by Level of Education						
Statement 1: The way my case was handled was fair. <i>Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)</i>						
Characteristic	1	2	3	4	5	Total
Less than a high school diploma	8	4	12	5	25	54
High school diploma or GED	20	9	29	24	66	148
Some college, but no college degree	16	8	16	14	66	120
Associate degree	6	10	4	6	26	52
Bachelor's degree	3	1	9	8	28	49
Graduate degree	5	2	5	5	55	72
Response Totals	58	34	75	62	266	495
Statement 2: I had a chance to tell my side of the story before my case was decided. <i>Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)</i>						
Characteristic	1	2	3	4	5	Total
Less than a high school diploma	8	5	6	4	21	44
High school diploma or GED	31	9	27	15	57	139
Some college, but no college degree	25	10	6	19	44	104
Associate degree	11	2	5	5	14	37
Bachelor's degree	4	0	9	6	20	39
Graduate degree	4	2	3	5	46	60
Response Totals	83	28	56	54	202	423
Statement 3: The judge had the information necessary to make a good decision about my case. <i>Rate from a scale of 1 (Strongly Disagree) to 5 (Strongly Agree)</i>						
Characteristic	1	2	3	4	5	Total

Less than a high school diploma	9	4	12	2	24	51
High school diploma or GED	18	12	33	21	63	147
Some college, but no college degree	16	8	19	17	55	115
Associate degree	6	9	5	3	20	43
Bachelor's degree	1	2	7	8	28	46
Graduate degree	1	4	7	7	54	73
Response Totals	51	39	83	58	244	475

Statement 4: I was treated the same as everyone else.
Rate from a scale of 1 (Strongly Disagree) to 5 (Strongly Agree)

Characteristic	1	2	3	4	5	Total
Less than a high school diploma	7	4	8	6	28	53
High school diploma or GED	17	9	27	22	81	156
Some college, but no college degree	15	7	10	20	68	120
Associate degree	6	7	4	5	28	50
Bachelor's degree	4	3	6	5	26	44
Graduate degree	5	5	2	4	56	72
Response Totals	54	35	57	62	287	495

Statement 5: I could follow what was happening in the proceeding.
Rate on scale from 1 (Strongly Disagree) to 5 (Strongly Agree)

Characteristic	1	2	3	4	5	Total
Less than a high school diploma	5	7	5	7	27	51
High school diploma or GED	7	12	35	22	79	155
Some college, but no college degree	11	7	9	28	69	124
Associate degree	2	4	11	6	27	50
Bachelor's degree	3	5	4	7	27	46
Graduate degree	1	3	1	4	59	68
Response Totals	29	38	65	74	288	494

Statement 6: I was comfortable enough to say what I really thought about things.

Rate on scale from 1 (Strongly Disagree) to 5 (Strongly Agree)

Characteristic	1	2	3	4	5	Total
Less than a high school diploma	10	2	9	5	23	49
High school diploma or GED	22	9	24	26	69	150
Some college, but no college degree	22	9	9	16	58	114
Associate degree	10	6	8	1	21	46
Bachelor's degree	3	6	7	6	21	43
Graduate degree	7	1	2	6	51	67
Response Totals	74	33	59	60	243	469

Statement 7: As I leave the court, I know what to do next about my case.

Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)

Characteristic	1	2	3	4	5	Total
Less than a high school diploma	8	4	6	3	30	51
High school diploma or GED	18	7	23	21	83	152
Some college, but no college degree	14	12	7	17	70	120
Associate degree	1	5	9	4	31	50
Bachelor's degree	3	2	6	9	26	46
Graduate degree	1	2	1	5	54	63
Response Totals	45	32	52	59	294	482

Table 27: Median and Average Score Comparison by Race/Ethnicity – Perceptions of Access to the Courts

Table 27 compares survey responses by race/ethnicity using median and average scores. Median scores summarize responses by locating the middle value or clustering around the central point in the bell curve. Average scores summarize responses by calculating the average of each access statement. All ratings are on a scale of one (strongly disagree) to five (strongly agree).

Perceptions of Access Race/Ethnicity Scale from 1-Strongly Disagree to 5-Strongly Agree						
Statement	Black/African American		Hispanic/Latino		White	
	Median	Average	Median	Average	Median	Average
Finding the courthouse was easy.	5.0	4.2	5.0	4.6	5.0	4.6
The forms I needed were clear and easy to understand.	5.0	4.0	5.0	4.2	5.0	4.1
I felt safe in the courthouse.	5.0	4.1	5.0	4.6	5.0	4.6
The court makes reasonable efforts to remove physical barriers to service.	4.0	3.6	5.0	4.2	5.0	4.2
The court makes reasonable efforts to remove language barriers to service.	4.0	3.8	5.0	4.2	5.0	4.3
I was able to get my court business done in a reasonable amount of time.	3.0	3.4	5.0	4.0	5.0	4.0
Court staff paid attention to my needs.	4.0	3.6	5.0	4.1	5.0	4.2
I was treated with courtesy and respect.	5.0	3.9	5.0	4.4	5.0	4.3
I easily found the courtroom or office I needed.	5.0	4.1	5.0	4.3	5.0	4.5
The court's website was useful.	4.0	3.6	4.0	3.9	5.0	3.9
Overall Average Score	4.4	3.8	4.9	4.3	5.0	4.3

Table 28: Access perceptions by Race and/or Ethnicity

Response totals reflect the number of individuals who identified their age range and responded to the statement.

In-Person Access Questions						
Responses by Race/Ethnicity						
Statement 1: Finding the courthouse was easy.						
<i>Rate on Scale from 1- Strongly Disagree to 5-Strongly Agree</i>						
Characteristic	1	2	3	4	5	Total
American Indian or Alaska Native	0	2	1	5	17	25
Asian or Asian American	1	1	2	2	5	11
Black or African American	6	5	18	9	69	107
Latino/Latina/Latinx/Latine or Hispanic	3	2	9	21	92	127
Middle Eastern or North African	0	0	0	2	3	5
Native Hawaiian or other Pacific Islander	0	0	2	0	1	3
White	6	8	29	53	325	421
I prefer to self-describe	0	1	5	2	35	43
2 or more	1	0	2	6	17	26
Response Totals	17	19	68	100	564	768
Statement 2: The forms I needed were clear and easy to understand.						
<i>Rate on Scale from 1- Strongly Disagree to 5-Strongly Agree</i>						
Characteristic	1	2	3	4	5	Total
American Indian or Alaska Native	1	3	1	5	12	22
Asian or Asian American	0	1	3	1	5	10
Black or African American	7	3	22	10	50	92
Latino/Latina/Latinx/Latine or Hispanic	4	7	15	20	66	112
Middle Eastern or North African	0	0	0	2	2	4
Native Hawaiian or other Pacific Islander	0	0	3	0	0	3
White	11	25	60	65	192	353
I prefer to self-describe	3	3	2	5	18	31
2 or more	4	3	3	8	10	28
Response Totals	30	45	109	116	355	655

Statement 3: I felt safe in the courthouse. <i>Rate on Scale from 1- Strongly Disagree to 5-Strongly Agree</i>						
Characteristic	1	2	3	4	5	Total
American Indian or Alaska Native	0	3	1	5	15	24
Asian or Asian American	0	2	1	3	7	13
Black or African American	6	9	15	15	61	106
Latino/Latina/Latinx/Latine or Hispanic	2	2	8	23	96	131
Middle Eastern or North African	0	0	0	2	3	5
Native Hawaiian or other Pacific Islander	1	0	1	0	1	3
White	5	15	37	54	327	438
I prefer to self-describe	1	3	4	2	32	42
2 or more	6	1	3	3	17	30
Response Totals	21	35	70	107	559	792
Statement 4: The court makes reasonable efforts to remove physical barriers to service. <i>Rate on Scale from 1- Strongly Disagree to 5-Strongly Agree</i>						
Characteristic	1	2	3	4	5	Total
American Indian or Alaska Native	1	0	4	6	10	21
Asian or Asian American	0	1	4	2	5	12
Black or African American	11	9	24	16	38	98
Latino/Latina/Latinx/Latine or Hispanic	3	7	19	21	67	117
Middle Eastern or North African	0	0	0	2	3	5
Native Hawaiian or other Pacific Islander	1	0	0	0	1	2
White	11	25	50	67	216	369
I prefer to self-describe	5	1	5	4	25	40
2 or more	5	1	4	3	11	24
Response Totals	37	44	110	121	376	688
Statement 5: The court makes reasonable efforts to remove language barriers to service. <i>Rate on Scale from 1- Strongly Disagree to 5-Strongly Agree</i>						
Characteristic	1	2	3	4	5	Total

American Indian or Alaska Native	1	3	1	7	11	23
Asian or Asian American	0	2	4	1	5	12
Black or African American	7	9	20	12	41	89
Latino/Latina/Latinx/Latine or Hispanic	3	6	19	18	64	110
Middle Eastern or North African	0	0	0	2	3	5
Native Hawaiian or other Pacific Islander	1	1	0	0	1	3
White	7	15	37	56	191	306
I prefer to self-describe	2	2	2	6	23	35
2 or more	4	0	2	5	10	21
Response Totals	25	38	85	107	349	604

Statement 6: I was able to get my court business done in a reasonable amount of time.
Rate on Scale from 1- Strongly Disagree to 5-Strongly Agree

Characteristic	1	2	3	4	5	Total
American Indian or Alaska Native	4	1	4	2	13	24
Asian or Asian American	2	1	1	1	6	11
Black or African American	15	14	24	6	37	96
Latino/Latina/Latinx/Latine or Hispanic	8	8	20	23	65	124
Middle Eastern or North African	0	0	1	0	3	4
Native Hawaiian or other Pacific Islander	2	0	0	0	0	2
White	31	40	47	48	224	390
I prefer to self-describe	5	4	5	9	13	36
2 or more	5	4	3	6	12	30
Response Totals	72	72	105	95	373	717

Statement 7: Court staff paid attention to my needs.
Rate on Scale from 1- Strongly Disagree to 5-Strongly Agree

Characteristic	1	2	3	4	5	Total
American Indian or Alaska Native	2	2	1	3	14	22
Asian or Asian American	0	0	1	3	5	9
Black or African American	13	12	17	10	44	96
Latino/Latina/Latinx/Latine or Hispanic	7	7	20	17	71	122

Middle Eastern or North African	0	0	0	0	2	2
Native Hawaiian or other Pacific Islander	1	0	0	1	1	3
White	30	28	49	40	262	409
I prefer to self-describe	4	3	5	9	18	39
2 or more	5	0	5	2	16	28
Response Totals	62	52	98	85	433	730

Statement 8: I was treated with courtesy and respect.
Rate on Scale from 1- Strongly Disagree to 5-Strongly Agree

Characteristic	1	2	3	4	5	Total
American Indian or Alaska Native	2	2	1	1	15	21
Asian or Asian American	0	1	0	1	9	11
Black or African American	10	8	15	11	55	99
Latino/Latina/Latinx/Latine or Hispanic	5	3	12	21	87	128
Middle Eastern or North African	0	1	0	1	3	5
Native Hawaiian or other Pacific Islander	1	0	0	1	1	3
White	20	23	39	51	288	421
I prefer to self-describe	5	1	5	5	25	41
2 or more	4	1	1	6	16	28
Response Totals	47	40	73	98	499	757

Statement 9: I easily found the courtroom or office I needed.
Rate on Scale from 1- Strongly Disagree to 5-Strongly Agree

Characteristic	1	2	3	4	5	Total
American Indian or Alaska Native	1	1	3	1	17	23
Asian or Asian American	0	1	1	1	8	11
Black or African American	4	9	14	19	55	101
Latino/Latina/Latinx/Latine or Hispanic	5	0	18	28	76	127
Middle Eastern or North African	0	0	1	0	4	5
Native Hawaiian or other Pacific Islander	0	0	1	0	2	3
White	9	14	24	59	296	402
I prefer to self-describe	3	1	7	6	22	39

2 or more	0	1	1	8	14	24
Response Totals	22	27	70	122	494	735
Statement 10: The court's website was useful.						
<i>Rate on Scale from 1- Strongly Disagree to 5-Strongly Agree</i>						
Characteristic	1	2	3	4	5	Total
American Indian or Alaska Native	2	0	4	3	9	18
Asian or Asian American	1	0	2	0	6	9
Black or African American	11	9	10	10	32	72
Latino/Latina/Latinx/Latine or Hispanic	6	10	19	14	44	93
Middle Eastern or North African	0	0	0	0	2	2
Native Hawaiian or other Pacific Islander	1	0	0	0	0	1
White	21	18	53	33	134	259
I prefer to self-describe	4	1	2	7	9	23
2 or more	2	1	2	3	7	15
Response Totals	48	39	92	70	243	492

Table 29: Median and Average Score Comparison by Race/Ethnicity – Perceptions of Fairness within the Courts

Table 29 compares survey responses by race/ethnicity using median and average scores. Median scores summarize responses by locating the middle value or clustering around the central point in the bell curve. Average scores summarize responses by calculating the average of each fairness statement. All ratings are on a scale of one (strongly disagree) to five (strongly agree).

Perceptions of Fairness						
Race/Ethnicity						
Scale from 1-Strongly Disagree to 5-Strongly Agree						
Statement	Black/African American		Hispanic/Latino		White	
	Median	Average	Median	Average	Median	Average
The way my case was handled was fair.	4.0	3.4	5.0	4.0	5.0	4.1
I had a chance to tell my side of the story before my case was decided.	3.0	3.0	4.0	3.8	5.0	3.8

The judge had the information necessary to make a good decision about my case.	4.0	3.3	5.0	4.0	5.0	4.0
I was treated the same as everyone else.	4.0	3.5	5.0	4.1	5.0	4.1
I could follow what was happening in the proceeding.	4.0	3.8	5.0	4.2	5.0	4.2
I was comfortable enough to say what I really thought about things.	4.0	3.6	4.0	3.9	5.0	3.9
As I leave the court, I know what to do next about my case.	5.0	3.9	5.0	4.1	5.0	4.2
Overall Score	4.0	3.5	4.7	4.0	5.0	4.1

Table 30: Fairness Perceptions by Race and/or Ethnicity

Response totals reflect the number of individuals who identified their age range and responded to the statement.

In-Person Fairness Questions						
Responses by Race/Ethnicity						
Statement 1: The way my case was handled was fair. <i>Rate on Scale from 1- Strongly Disagree to 5-Strongly Agree</i>						
Characteristic	1	2	3	4	5	Total
American Indian or Alaska Native	3	1	0	1	8	13
Asian or Asian American	0	0	0	0	4	4
Black or African American	16	7	12	6	30	71
Latino/Latina/Latinx/Latine or Hispanic	9	1	15	13	45	83
Middle Eastern or North African	0	0	0	1	1	2
Native Hawaiian or other Pacific Islander	1	0	0	0	1	2
White	20	18	38	29	153	258
I prefer to self-describe	4	4	7	5	7	27
2 or more	6	1	3	3	12	25
Response Totals	59	32	75	58	261	485
Statement 2: I had a chance to tell my side of the story before my case was decided.						

<i>Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)</i>						
Characteristic	1	2	3	4	5	Total
American Indian or Alaska Native	4	1	0	2	6	13
Asian or Asian American	0	0	0	0	4	4
Black or African American	19	8	9	10	18	64
Latino/Latina/Latinx/Latine or Hispanic	10	3	12	14	33	72
Middle Eastern or North African	0	0	1	0	0	1
Native Hawaiian or other Pacific Islander	1	0	0	0	1	2
White	37	12	28	22	120	219
I prefer to self-describe	5	3	5	1	5	19
2 or more	8	1	1	3	9	22
Response Totals	84	28	56	52	196	416

Statement 3: The judge the information necessary to make a good decision about my case.
Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)

Characteristic	1	2	3	4	5	Total
American Indian or Alaska Native	2	1	2	2	6	13
Asian or Asian American	0	0	0	0	3	3
Black or African American	14	8	9	11	23	65
Latino/Latina/Latinx/Latine or Hispanic	5	6	16	13	41	81
Middle Eastern or North African	0	0	1	0	0	1
Native Hawaiian or other Pacific Islander	1	0	0	0	1	2
White	16	20	46	25	146	253
I prefer to self-describe	6	3	7	2	8	26
2 or more	7	2	0	4	10	23
Response Totals	51	40	81	57	238	467

Statement 4: I was treated the same as everyone else.
Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)

Characteristic	1	2	3	4	5	Total
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American Indian or Alaska Native	2	2	0	1	8	13
Asian or Asian American	0	1	0	0	4	5
Black or African American	15	6	9	8	30	68
Latino/Latina/Latinx/Latine or Hispanic	5	4	13	15	47	84
Middle Eastern or North African	0	0	2	0	1	3
Native Hawaiian or other Pacific Islander	1	0	0	0	1	2
White	22	18	27	30	166	263
I prefer to self-describe	5	2	4	1	13	25
2 or more	5	1	1	6	11	24
Response Totals	55	34	56	61	281	487

Statement 5: I could follow what was happening in the proceeding.
Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)

Characteristic	1	2	3	4	5	Total
American Indian or Alaska Native	0	3	2	3	7	15
Asian or Asian American	0	0	1	0	4	5
Black or African American	7	8	12	12	32	71
Latino/Latina/Latinx/Latine or Hispanic	3	6	9	16	46	80
Middle Eastern or North African	0	0	1	1	0	2
Native Hawaiian or other Pacific Islander	1	0	0	0	1	2
White	13	16	31	35	164	259
I prefer to self-describe	4	2	4	2	16	28
2 or more	1	5	3	5	11	25
Response Totals	29	40	63	74	281	487

Statement 6: I was comfortable enough to say what I really thought about things.
Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)

Characteristic	1	2	3	4	5	Total
American Indian or Alaska Native	4	0	0	2	9	15
Asian or Asian American	0	0	0	1	3	4
Black or African American	12	5	13	5	31	66
Latino/Latina/Latinx/Latine or Hispanic	11	5	9	16	40	81

Middle Eastern or North African	0	0	1	0	0	1
Native Hawaiian or other Pacific Islander	1	0	0	0	1	2
White	35	14	28	31	135	243
I prefer to self-describe	4	6	3	1	11	25
2 or more	6	2	4	2	9	23
Response Totals	73	32	58	58	239	460
<p>Statement 7: As I leave the court, I know what to do next about my case. <i>Rate on a scale from 1 (Strongly Disagree) to 5 (Strongly Agree)</i></p>						
Characteristic	1	2	3	4	5	Total
American Indian or Alaska Native	1	2	0	1	10	14
Asian or Asian American	0	0	0	0	4	4
Black or African American	8	6	7	12	34	67
Latino/Latina/Latinx/Latine or Hispanic	8	2	10	15	48	83
Middle Eastern or North African	0	0	1	0	0	1
Native Hawaiian or other Pacific Islander	1	0	0	0	1	2
White	16	19	28	22	167	252
I prefer to self-describe	7	0	3	3	16	29
2 or more	5	2	2	4	9	22
Response Totals	46	31	51	57	289	474