

Public Perceptions of the Accessibility and Fairness of the Circuit Court of
Lake County, Illinois.

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ABSTRACT

The Circuit Court of Lake County, Illinois, which serves a community of 713,000 and has 36 judgeships, is committed to providing a court system in which the public has trust and confidence. The purpose of this project was to measure public perceptions of the fairness and accessibility of the court. The court's interest in measuring public perceptions through use of the National Center for State Courts (NCSC) CourTools 1 survey instrument was not in response to a particular problem or perceived shortcoming. Instead, the survey was undertaken to determine whether the Lake County judiciary is meeting the needs of the citizens and if it is not, to learn where it is deficient. Knowledge of its deficiencies will allow the court to work at improving itself.

The NCSC CourTools 1 survey instrument, consisting of 15 questions, uses a five-point Likert scale. Each participant is asked to respond to ten accessibility and five fairness questions, as well as six demographic questions. After consideration of several alternatives, the survey was administered simultaneously on a single day at five courthouses throughout the county. Fourteen staff volunteers were stationed at each of the locations at various times throughout the day and invited visitors to the courthouse to complete the survey. Signage that said "You Be The Judge" drew attention to the volunteers and the survey being conducted. Collection boxes were available at each location and completed surveys were collected immediately after completion. In total, 480 surveys were returned and subsequently tabulated.

After the results were tabulated, the results of all the completed surveys were put into charts and shared with the Chief Judge and Executive Director. Following their initial review the results were further refined by limiting them to only those individuals

who held an opinion of the specific question. Survey respondents who did not respond to a specific question or marked N/A were removed from the tabulation of that specific question. The results were then separated according to the court division the individual indicated he or she was involved in at the time the survey was completed. This allowed the results to be shared directly with the five judges presiding over each division.

Following the review of the presiding judges, all judges in the circuit were provided a copy of the results of the division to which they were assigned. Their input was solicited and from that input the conclusions were reached and recommendations established.

The results showed that while the court was doing well overall, there is room for improvement. Moreover, the pride and dedication of the judges and employees of the Circuit Court of Lake County want their court to be the best it can be. The results from this survey provide a roadmap for planning and making improvements that can be incorporated into the next version of the court's strategic plan.

In order to achieve its goals, the court needs to do several things. First, the court needs to continue to measure how it is doing and repeat the process of getting feedback from the citizenry in the future. The benefit of repeating the survey in the future will not only be to know how it doing at that time, but now with a base established, the court will know how far it has come and if its improvement efforts have been successful. The court will also need to review how it currently provides information to the public. This includes both signage in and around the courthouse, as well as reviewing the website to make sure that it is an effective tool at disseminating information to the public. The court will need to advance its training and educational efforts for both judges and staff. These training and educational efforts should include time management and customer service

areas. Finally, the court needs to also review its case management practices. With more effective case management practices the judges will be able to devote more time to cases which can enhance the public's perception of the fairness of the court. These changes will help to assure that the Circuit Court of Lake County effectively serves its constituency.

INTRODUCTION

The Circuit Court of Lake County, Illinois is a general jurisdiction court serving over 713,000¹ constituents. Lake County encompasses 447.56 square miles² and is located in the northeast corner of Illinois. It is an urbanized suburb directly north of Cook County (Chicago) and is bordered by Lake Michigan on the east and Wisconsin on the north.

Illinois currently has 22 Circuit courts plus Cook County. The Circuit Court of Lake County is the 19th Judicial Circuit and is only one of four single county circuit courts outside of Cook County.

Currently there are 36 authorized judgeships in Lake County, 12 Circuit Judge and 24 Associate Judge positions. One major difference between the Circuit Judge and Associate Judges positions is the manner of selection to the bench.

Circuit Judges are elected to terms of six years. When a vacancy occurs, the Supreme Court of Illinois may choose to appoint a replacement to serve until the next general election. Retention of elected Circuit Judges is by a non-partisan ballot in a general election. A 60% majority vote circuit wide is required for retention. Circuit Judges also decide the policies of the court.

There are 24 Associate Judges who serve four-year terms assigned to the Nineteenth Judicial Circuit. When a vacancy occurs, the 12 Circuit Judges appoint a new Associate Judge. Retention by reappointment requires a 60% percent majority of Circuit Judges voting.

¹ *State and County QuickFacts*, U.S. Census Bureau U.S. Census Bureau, Found at <http://quickfacts.census.gov/qfd/states/17/17097.html> at page 1

² *Loc. Cit.*

The Circuit Court of Lake County has been a leader in Illinois, as well as the nation, in court programs. In the past 25 years, the court has been the recipient of over 50 NACO (National Association of Counties) awards for its innovative programs and creative solutions to problems. These programs were developed by knowing what was needed and then developing the solution. One way to know what is needed is to ask.

Surveying its constituency is not unique in the Circuit Court of Lake County. The court has been conducting juror surveys for the past eight years. Based on the feedback received from the jurors responding to the survey, the court has instituted changes to improve the juror's experience. These changes include providing a meal allowance for jurors, increasing the mileage allowance and providing wireless internet access in the juror assembly room.

So the court's interest in measuring public perceptions through use of the CourTools 1 survey instrument is not in response to a particular problem or perceived shortcoming. Instead, conducting the survey is a method to confirm that the judiciary is meeting the needs of the citizens and if it is not, to learn where it is deficient. Knowledge of its deficiencies will allow the court to work at improving its service to the public.

The survey was conducted on a single day at five courthouses throughout the county. Staff was utilized to directly solicit the individuals at the courthouse that day and ask them to complete it. There are five courthouses in the county. The main complex encompasses three separate buildings with a total of 28 courtrooms. The juvenile facility is located 17 miles away from the main complex and includes two courtrooms. There are also three branch courts with a total of four courtrooms.

Following a review of the relevant literature regarding the use of public opinion surveys and measuring the public's opinion of the courts, the methodology used in conducting the survey in Lake County is described. The results of the survey will be presented in the Findings section of the report in two steps.

The first step includes the responses of all individuals who took the survey, regardless of whether the individual had an opinion or experience with the subject matter of the survey question. The second step is the way that court leadership was interested and is a detailed look at the results according to the type of case the respondent appeared based on responses to the second demographic question. This second manner of examination only includes the responses of individuals who actually responded to the question.³ When examining the results in this second manner, the court used a target goal of 80% positive response rate.⁴

Following the reporting of the results, conclusions and recommendations will be presented.

³ See discussion *infra*, page 28

⁴ *Loc. Cit.*

LITERATURE REVIEW

Addressing a National Conference on Public Trust and Confidence in the Courts in 1999, former US Chief Justice William H. Rehnquist, quoting John Jay, first Supreme Court Justice stated: "Next to doing right, the great object in the administration of justice should be to give public satisfaction."⁵ Although Rehnquist's attribution of the quote to Jay was technically incorrect, the error is insignificant.⁶ What is plainly apparent is that how the public views the courts is not a new or novel concept. Public opinion and satisfaction with the courts has been a part of the American culture since its early founding days.

One hundred and sixteen years later, Roscoe Pound in his famous speech "The Causes of Popular Dissatisfaction with Administration of Justice" pronounced that the dissatisfaction was "as old as law".⁷ He then proceeded to identify the causes of dissatisfaction that resulted in the courts being distrusted by the public.⁸

But if public trust and confidence has been a concern since the founding of our country, is there a way to objectively measure how the public views the court? More importantly, can the courts find ways to improve public trust and confidence after learning the results? Or is public trust and confidence an illusive concept that, to

⁵ Rehnquist, William H., *Remarks of William H. Rehnquist*, **Court Review** Fall, 1999, page 9

⁶ The actual quote in a letter authored by Jay to George Washington reads: "A celebrated writer justly observes that 'next to doing right, the great object in the administration of public justice should be to give public satisfaction'." Jay, John, *John Jay, Draft of Letter from Justices of the Supreme Court to George Washington* **The Founders' Constitution**, Volume 4, Article 3, Section 1, Document 14, found at http://press-pubs.uchicago.edu/founders/documents/a3_1s14.html.

⁷ Pound, Roscoe, *The Causes of Popular Dissatisfaction with the Administration of Justice*, **American Bar Association**, reprint 1906. Cited by Warren, Roger K, *Public Trust and Procedural Justice*, **Court Review** Fall, 2000, page 12

⁸ **Loc. Cit.**

paraphrase Justice Stewart concerning pornography, “you will only know it when you see it?”⁹

The use of a public opinion or “customer survey” to measure the public’s perception has experienced rapid development and gained general acceptance over the past 60 years. Through the use of a properly designed and implemented survey, courts can obtain important information on outcomes such as experiences and satisfaction of its customers.¹⁰

There are disadvantages to conducting a customer survey. A customer survey does not give hard empirical data to a court evaluating its effectiveness the way a disposition rate measures a court’s efficiency.¹¹ Customer surveys require special expertise in designing them which can significantly increase costs and can be more time consuming to administer.¹² Finally, customers may not respond honestly or at all to the survey.¹³

However, customer surveys may be the only way to obtain information such as:

- the customer’s attitude after receiving the service;
- the overall satisfaction of the customer;
- reasons for customer dissatisfaction; and
- the demographics of the customers.¹⁴

⁹ **Jacobellis v. Ohio** 378 U.S. 184, (1964) (Stewart, J. dissenting), page 197

¹⁰ Hatry, Harry P., **Performance Measurements: Getting Results**, The Urban Institute, 1999, Page 75

¹¹ **Ibid**, page 76

¹² **Loc. Cit.**

¹³ **Loc. Cit.**

¹⁴ **Loc. Cit.**

Customer surveys also provide direct input from the customer which adds to the credibility of the information.¹⁵ If properly constructed, a survey can provide insight into the customer's source of dissatisfaction.¹⁶

Early evidence of the use of surveys of the legal system dates back to the 1950's and 1960's.¹⁷ By the late 1970's, it was a firmly accepted and used method in the sociology of law.¹⁸ These early surveys focused on the attitudes of the public toward the Supreme Court and were designed to measure the public's opinion.¹⁹ They found that the public's awareness and knowledge of the courts, court personnel and court decisions was quite low.²⁰

In 1977, the National Center for State Courts conducted the first national survey of the public's trust and confidence in the states' courts.²¹ The subsequent 1978 forum held in Williamsburg, VA was based, in part, on the 1977 national survey.²² Six major conclusions were reached from the survey:

1. There was a profound difference in the view of the courts between the general public and community leaders, and those of the judges and the lawyers.
2. The general public and community leaders were dissatisfied with the performance of the courts.
3. The general public's knowledge and direct experience with the courts was low.

¹⁵ **Loc. Cit.**

¹⁶ Rottman, David B. and Tomkins, Alan J., *Trust and Confidence in the Courts: What Public Opinion Surveys Mean to Judges*, **Court Review**, Fall 1999, page 31

¹⁷ Sarat, Austin, *Studying American Legal Culture: An assessment of Survey Evidence*, **Law & Society Review**, Volume 11, Number 3, Winter 1977, page 427

¹⁸ **Loc. Cit.**

¹⁹ **Ibid.** page 438

²⁰ **Loc. Cit.**

²¹ See Note 16 *supra*, page 24

²² Yankelovich, Skelly and White, Inc., *Highlights of a National Survey of the General Public, Judges, Lawyers, and Community Leaders*, **State Courts: A Blueprint for the Future**, National Center for State Courts, 1978

4. Those with knowledge and experience with the courts had the greatest dissatisfaction with the courts.
5. Despite limited knowledge and its dissatisfaction with the courts, the interest of the general public in the courts was high and there was support for its reform and improvement.
6. The attitudes of the general public on crime and punishment were more complex than previous studies had indicated.²³

When the study was initially published it was acknowledged that the conclusions were subject to different interpretations.²⁴ Years later, the study would be criticized for using a relatively unsophisticated analysis of the data.²⁵ But although the conclusions and analysis may be subject to criticism, what is important is that for the first time the courts were looking at the issue of public trust and confidence in the state courts on a nationwide basis.

The next 20 years saw an increased interest by the court community in the subject of public trust and confidence. By 1998, 21 states had conducted 23 surveys assessing the public's perception.²⁶ These surveys were sponsored by the state's judicial branch²⁷ and were conducted by both commercial entities and academic institutions.²⁸ Although each survey was conducted individually, as an amalgamation these surveys identified several consistencies in the opinions expressed in them.²⁹

²³ **Ibid.**, page 5

²⁴ **Ibid.**, page 83

²⁵ Rottman, David B., *On Public Trust and Confidence: Does Experience with the Courts Promote or Diminish It?* **Court Review**, Winter 1998, page 16

²⁶ **Ibid.**, page 17

²⁷ **Loc. Cit.**

²⁸ See Note 25 **supra**, page 18

²⁹ See Note 25 **supra**, page 17

In 1998, two national public opinion surveys, one by the American Bar Association and the other commissioned by the National Center for State Courts and funded by the Hearst Corporation were conducted.³⁰ The survey funded by the Hearst Corporation is particularly interesting as it divided its findings into the categories of:

- Court Access
- Timeliness of Courts
- Equality and Fairness of Courts
- Perceptions of Equal Treatment
- Court Independence and Responsiveness³¹

These studies led to the convening of the National Conference on Public Trust and Confidence in the Justice System in May, 1999.³² The conference included representatives from all 50 states including a majority of state's chief justices.³³

The top three issues identified by the conference attendees were:

1. Unequal treatment in the just system;
2. High cost of access to the justice system;
3. Lack of public understanding.³⁴

From the conference emerged a national plan of action to improve the public's trust and confidence in the courts.³⁵ The national plan was not a formal plan with goals,

³⁰ Leben, Steve, *Trust and Confidence in the Courts: A National Conference and Beyond*, **Court Review**, Fall 1999, page 4

³¹ *How the Public Views the State Courts, A 1999 National Survey*, National Center for State Courts, 1999, pages 22-40

³² See Note 30, **supra**, page 4

³³ **Loc. Cit.**

³⁴ *National Action Plan: A Guide for State and National Organizations*, National Conference on Public Trust and Confidence in the Justice System, National Center for State Courts, 1999, page 15

³⁵ See Note 30, **supra**, page 6

objectives and implementation steps specific to one organization.³⁶ Instead it was a guide for national organizations to relate their strategic plans and programs to states working to building public trust and confidence in the courts, as well as a guide for state and local organizations to seek information from other states and national organizations on the subject of public trust and confidence.³⁷ The top six strategies that emerged included:

1. More education and training;
2. Make the courts more inclusive and outreaching;
3. Improve external communication;
4. Swift, fair justice...resolve cases with reasonable promptness;
5. Share programs and activities among the state that have been used to improve public trust and confidence;
6. Implement recommendations of gender, race and ethnic bias task forces and replicate the successes in other jurisdictions.³⁸

Perhaps it was the catalyst for the conducting of the American Bar Association and Hearst Corporation surveys that lead to the convening of the National Conference, but certainly an influential component of those surveys, was the result of a recent development in the area of public trust and confidence. That development was the publishing of the Trial Court Performance Standards.

The Trial Court Performance Standards (TCPS) project began in 1987 when the National Center for State Courts received funding from the Bureau of Justice Assistance

³⁶ **Loc. Cit.**

³⁷ **Loc. Cit.**

³⁸ See note 34, **supra**, page 21

to develop a set of performance standards and measurements for state courts.³⁹ The original version of the TCPS was released in 1990.⁴⁰ Following field testing and refinement of the measures to utilize only those that proved reliable, the TCPS was updated and republished in 1997.⁴¹

The TCPS are grouped into five performance areas with 22 separate performance standards.⁴² The five performance areas are:

1. Access to Justice
2. Expedition and Timeliness
3. Equality, Fairness, and Integrity
4. Independence and Accountability
5. Public Trust and Confidence.⁴³

The TCPS have had a profound affect in the area of court administration. Their affect was summarized by one writer in the following manner:

“The Standards and measures represent a shift in thinking about the work of the court – from structures and processes to performance and outcomes. They also focus attention on court users rather than “court insiders.” They ask how the system can be improved to work better for the people who have to maneuver through it.”⁴⁴

The performance of the court is especially important to the TCPS because “where performance is good and communications are effective, public trust and confidence are likely to be bolstered”.⁴⁵

³⁹ Casey, Pamela, *Defining Optimal Court Performance: The Trial Court Performance Standards*, **Court Review**, Winter 1998, page 24

⁴⁰ **Ibid.**, page 25

⁴¹ Murphy, Robert C. in, **Trial Court Performance Standards with Commentary**, Bureau of Justice Assistance, 1997, page v

⁴² **Ibid.**, page 4

⁴³ **Loc. Cit.**

⁴⁴ See Note 39, **supra**, page 28

⁴⁵ See Note 41, **supra**, page 21

The Public Trust and Confidence area contains three standards (1) Accessibility (2) Expeditious, Fair and Reliable Court Functions and (3) Judicial Independence and Accountability, which are used to determine whether the court's performance actually instills public trust and confidence.⁴⁶ Two of these standards are especially important and relevant to this research project.

The Accessibility standard is important because a trial court should not only actually be accessible, but it also dictates that the public's perception of the court is that it is accessible.⁴⁷ Similarly, the Expeditious, Fair and Reliable Court Functions standard dictates that court functions are conducted in accordance with the areas of Expedition and Timeliness and Equality, Fairness and Integrity.⁴⁸ They (as well as the third standard of Judicial Independence and Accountability) are intended to examine the perceptions of the court performance with regard to the court's administration and operation.⁴⁹

The TCPS are well-regarded by the court community as they provide a clear, cognizable set of goals and objectives that courts can adopt and/or modify according to their own strategic plans. But while the TCPS establish the goals and objectives, using the TCPS to measure whether the court was meeting its strategic goals was found to be cumbersome and unwieldy due to their expansive nature. CourTools was able to improve upon this by paring down and focusing the evaluation into ten individual measurements.

The CourTools was developed by the National Center for State Courts with input from practitioners to provide courts a convenient, meaningful, tested and economical set

⁴⁶ **Loc. Cit.**

⁴⁷ **Loc. Cit.**

⁴⁸ **Loc. Cit.**

⁴⁹ **Ibid.**, page 33

of indicators and methods to measure performance.⁵⁰ There are ten performance measures contained in the CourTools which, although comprehensive, are not expected to capture all of the ways a court serves the public.⁵¹ Utilizing these ten measures though, can aid judges and court managers regarding how well the court is achieving basic goals such as access and fairness, timeliness, and managerial effectiveness.⁵²

It is important to recognize that performance measures are not established for the purpose of monitoring individual employees.⁵³ Instead, performance measures are intended to assess the cost and quality of doing business, with the ultimate goal of improving the delivery of services.⁵⁴ Specific to the court environment, CourTools identifies five benefits to assessing court performance:

1. It provides court leaders a way to test the reality of their perceptions and beliefs about how the court is doing.
2. It identifies the areas of greatest importance from both internal and external customers so the court may focus its efforts on those areas.
3. It can stimulate creativity among court staff to find ways to reach established goals.
4. It serves as a justification for budget requests.
5. It provides accountability to the public.⁵⁵

CourTools Measure 1 is a survey instrument designed to measure the user's perception with the access and fairness of the court. The survey consists of a total of 15

⁵⁰ *Future Trends in State Courts 2006*, National Center for State Courts, 2006, page 95

⁵¹ **Loc. Cit.**

⁵² **Loc. Cit.**

⁵³ Guajardo, Salomon A. and McDonnell, Rosemary, *An Elected Official's Guide to Performance Measurement*, Government Finance Officers Association of the United States and Canada, 2000, page 1

⁵⁴ **Loc. Cit.**

⁵⁵ See Note 50, **supra**, pages 96-97

questions; ten of the questions are related to access to and five questions are related to fairness. The survey is not only administered to litigants, but also to all who come into contact with the court system. As first conceptualized in the Trial Court Performance Standards the public can be grouped into four different constituencies, which are served by the trial courts with each constituency having an important interest in the public trust and confidence of the courts.⁵⁶

The four constituencies and their definitions are:

1. The “general public”. It includes those individuals which have limited experience with the court and are often referred to as the ordinary citizens and taxpayers.
2. The “opinion leaders”. Members of this constituency representatives of the media, elected officials of both the state as well as local jurisdictions, and community activists who have some connection to the court system.
3. Individuals who are actively involved in the court system. These individuals include litigants, attorneys, jurors, witnesses, victims and family friends of litigants.
4. The “insiders”. This constituency includes judges and employees of the court system who know how well the court is performing.⁵⁷

Each of these groups is likely to have a different perspective of the court based on their interaction with it. CourTools 1 can be utilized to measure the perceptions of each of these groups.

The general public, with little direct interaction with the court, may rely on television and movies for their perception. Or they may rely on the news media or stories from

⁵⁶ See Note 41, *supra*, page 20

⁵⁷ *Loc. Cit.*

individuals who have been directly involved with the court system. Opinion leaders, such as those in the media, may rely on their own observations. In the case of state and local elected officials, their perception may be based on the opinions of their own electorate. Those with direct contact with the court system will be able to rely solely on their own perceptions. Although there is certainly the possibility that their own pre-conceived ideas about the court system arising from other sources such as the media or friends may have some bearing on their perception, members of this constituency may have those pre-conceived ideas altered once they are directly involved with the system. Finally, the “insiders” group with their increased familiarity of the court system will likely have the strongest pre-conceived ideas. The trust and confidence of all of these groups are essential to a trial court.⁵⁸

The CourTools 1 survey is a universal instrument that, depending on how it is administered, can be utilized to measure the perceptions of each of these groups. The focus of research will be on the third constituency as it will be administered to users of the court on a designated day. Once the results of the survey are analyzed, the judges and court administration of the Circuit Court of Lake County will be able to assess whether the positive perception they have of the court is accurate, as well as identify any deficiencies that may exist with the goal of improving upon those areas.

METHODS – GENERAL

The leadership of the 19th Judicial Circuit was interested in knowing the public’s opinion of the court. It approved taking a survey measuring the public’s perception of the fairness and access of the court utilizing the CourTools 1 survey instrument developed by the National Center for State Courts (NCSC).

⁵⁸ **Loc. Cit.**

Discussion followed regarding how the survey would be conducted and several options were considered. The first option considered was to do a mass mailing to the community in order to generate a statistically acceptable response rate. This option was rejected as being too costly and inefficient. Because the court was also interested in public's perception of the fairness of the court it was decided that a mass mailing would likely result in far too many individuals being unable to answer the five questions related to fairness.

The next option considered was to randomly select a statistically acceptable sample of cases that had actually been filed in the court. Using this methodology would allow all survey recipients to respond to the fairness questions.

However, there was some concern that soliciting opinions of pending cases through a direct mailing conducted by the court might be perceived as "influence pedaling". Thus, the argument went, was that people would be inclined to overrate or underrate the court based on their perception that the court was expecting a specific result. Recipients who rated the court overwhelming positive might be hoping that their positive response would lead to favorable treatment when they next appeared in court. Recipients who rate the court overwhelming negative, might be hoping that their negative response would lead to greater leniency by the court if the court perceived it had an image problem with the public.

These arguments though were not as troubling as the arguments involving previous litigants and attorneys in closed cases. The first concern was that selecting targeted recipients of only closed cases might result in a much lower response rate since recipients no longer were involved in the system. The second concern was that the

methodology used to select random cases would be suspect since the cases in which an attorney represented a litigant in another case selected for the survey would need to be removed and another case substituted in order to avoid multiple responses from the same attorney. The third concern was simply the logistics involved in going through the cases to obtain a statistically acceptable sample.

Ultimately, the court decided that the most favorable methodology would be to conduct the survey by soliciting input from all users in the courthouse on a given day. Utilizing this methodology would allow an efficient distribution method and unbiased responses as only those individuals willing to complete the survey would be doing so. On Wednesday, September 26, 2007, the court conducted this survey.

The CourtTools 1 survey instrument⁵⁹ uses a five-point Likert scale including the following categories: Disagree Strongly, Disagree, Neutral, Agree, Strongly Agree. The survey instrument also includes a sixth option of “Not Applicable” designated as “na” on the survey.

The circuit judges were each approached individually and provided a copy of the CourTools 1 document. Because the NCSC had previously tested this document, no pre-testing was conducted. The circuit judges were advised of the purpose of the survey and only three minor modifications were made to the original NCSC document.

The first change was to remove the term “judicial officer” and substitute “judge” in the instructions. Illinois only has judges and does not use commissioners, hearing officers, magistrates or other similar positions. As discussed earlier, the distinction

⁵⁹ See Appendix A

between Circuit and Associate judges is merely their manner of selection to the bench.⁶⁰ Both Circuit and Associate judges serve in the capacity as a judge.

The second change was the category “Order of Protection” was added to the second demographic question in Section III which asks about the type of case that brought the individual to the courthouse. Because an Order of Protection is technically a civil proceeding but thought of by most individuals as a criminal matter, it was the intent of this modification to better identify the type of case the individual completing the survey was involved.

The third and final change was to add a sixth question to the demographic information in Section III asking the person to give their age. This was added simply to add another demographic variable the court could consider.

The survey was translated into Spanish and printed on the reverse side of the English version.⁶¹ The Spanish version was identical to the English version and incorporated the modifications recommended by the circuit judges. At the bottom right corner of the survey one or two small letters were added to coincide with the specific court location that the survey was being distributed.

To better appreciate how the surveys were distributed and collected it would be helpful to understand the layout of the courts in the 19th Judicial Circuit. The 19th Judicial Circuit includes the main courthouse complex, three outlying branch courts, and the Depke Juvenile Center which is located 17 miles away from the main courthouse. The main courthouse complex consists of three buildings containing a total of 28

⁶⁰ See discussion *supra*, page 6

⁶¹ See Appendix B

courtrooms. The buildings are connected by hallways and stairwells accessible from only the first or second floors of the main courthouse.⁶²

The largest part of the main courthouse complex (referred to as the Main) contains 18 courtrooms and is located in the same location as the county offices but is separated by a lobby and each housed in separate towers. A single entrance (referred to as the North entrance) services both the Main and county offices. Due to its proximity to the parking garage and county offices, this is the most heavily utilized entrance.

A second building at the main courthouse complex is known as the Annex is slightly southwest of the Main. The Annex contains six courtrooms on three floors, with each floor hosting two courtrooms. Located on the lower level of the Annex is the Circuit Clerk's office. The Annex was formerly the county jail before being converted to courtrooms in 1995. Access to the Annex from the Main is only available on the first floor through a hallway. The Annex also has a separate entrance to the street.

The third building housing courtrooms is the Babcox Center which is also the location of the county jail. The Babcox Center is located one-half block south of the Main and is connected to the main courthouse via a skywalk available only on the second floor. It is not connected to the Annex but it does have its own separate entrance to the public.

The three entrances at each of the above locations also serve as the only ways of public egress from the courthouse.

There are three branch courts servicing the 19th Judicial Circuit and each have a single point of access and egress. These courts hear primarily traffic and ordinance violations. Two of the courthouses have one courtroom and a circuit clerk branch office.

⁶² See Appendix C

The third courthouse has two courtrooms and a circuit branch office. On the day the survey was taken, only one courtroom was hearing cases.

The final location is the Depke Juvenile Center. The juvenile facility is located 17 miles from the main courthouse complex and hears exclusively juvenile matters. In addition to two courtrooms, there is also a juvenile detention center and administrative space providing offices for juvenile probation officers, the circuit clerk, State's Attorney, Public Defender and Court Appointed Special Advocates. The single public entrance at the facility provides access and egress to the two courtrooms. On the day the survey was taken, both courtrooms were hearing cases.

Personnel from the Judicial Operations Division were offered the opportunity to participate in the survey by volunteering to staff each location.⁶³ The response from staff was extremely favorable and allowed the entrance with the most anticipated traffic to have two staff members assigned throughout the day.

On Monday, September 24, 2007, a 30 minute orientation and training was held for the staff volunteering to participate in the survey. The orientation included an overview of the project, instruction on how to conduct the survey and overcome objections from patrons, and the practical information such as the hours of the survey. At the conclusion of the orientation, the supplies necessary to conduct the surveys were distributed to the employees who were going to be stationed away from the main courthouse complex.

Each of the seven entrances was staffed from 8:30 a.m. until 4:30 p.m. Tables were placed at each location and a 36 by 24 inch sign designed with the 19th Judicial Circuit logo and displaying the words "You Be The Judge" on it was prominently

⁶³ For information and inter-office correspondence related to the project, see Appendix D

displayed to draw attention to the surveyors. Clipboards and pencils were available at each location and completed surveys were deposited directly into a ballot box.

Individuals who completed a survey were offered to keep the pencil they were given which included the 19th Judicial Circuit website address on it. Individually wrapped hard candy was also available to the public at every location as an added incentive to complete the survey.

METHODS – RESULTS BY DIVISION

Although there were innumerable ways of looking at the data, the way that was finally decided upon that would be most meaningful to the 19th Judicial Circuit leadership, would be to examine the results based on the responses to the second demographic question: “What type of case brought you to the courthouse today?” The choices to this question included:

- Traffic
- Criminal
- Civil Matter
- Divorce, Child Custody, or Support
- Juvenile Matter
- Order of Protection
- Probate
- Small Claims
- Other: _____

Like many court systems, 19th Circuit judicial calendar assignments are made to specific case types. The five divisions of the 19th Circuit are Family, Juvenile, Civil,

Criminal Felony, and Misdemeanor/Traffic. By assembling the data in this manner, a “report card”, so to speak, could be given to the presiding judge of the major divisions of the court.

Because the number of individuals indicating they were at the courthouse for either Probate or Small Claims was statistically insignificant, (only eight and 13 respectively), these categories were combined with Civil. Although the response of those indicating they were at the courthouse for an Order of Protection was also statistically insignificant, (only five people responded as the OP as their sole type of case), they were reported separately since the addition of this category was specifically requested by court leadership.

To further simplify the results into a more meaningful manner by only capturing data from individuals who held an opinion, once the results by casetype were identified and sorted, the data was reduced from six categories to only three; the three categories were Positive, Neutral and Negative. In order to accomplish this, the following methodology was followed.

If the respondent did not answer a specific question, or the respondent marked an N/A to the specific question, the survey was not calculated into the total of that specific question. The remaining responses were then grouped combining responses indicating Disagree Strongly and Disagree into the negative category, Strongly Agree and Agree were combined to comprise the positive category, and those responding with a neutral were left as neutral.

The court also established an artificial benchmark goal of 80% positive response for the survey. This benchmark is consistent with previously established benchmarks

used in other evaluative surveys conducted by the court. These other evaluative surveys include surveys done of exiting jurors, employee satisfaction surveys, law library patron surveys and children's daycare user satisfaction survey.

Setting the benchmark originally at 80% was neither a long nor extensive discussion. The court recognized that it had to establish a benchmark at some level. A 100% satisfaction rate which is the goal of the clearance rate used by the court in caseflow matters was simply not realistic. The 80% figure is based on the logic of it being the equivalent of a "B" average in the academic world. It was simply a decision to set a target goal that the court could use in setting a goal. As the court achieves its 80% goals, the goal can then be increased to 85% - 89% (a B+ average), and eventually to a 90% (A average), etc.

After the results were assembled in this manner, the results of the division were distributed to the presiding judge of each division and eventually to all judges according to the division they were assigned. The judges were all invited to respond with their comments regarding the findings including conclusions and recommendations. From the feedback that was received, the final conclusions and recommendations were developed.

A total of 480 surveys were completed and returned from the seven locations where the survey was conducted.

FINDINGS

As explained above, survey results will be presented in two steps.

First, the results from the survey will be reported including the responses of all individuals who completed the survey. This will include the results from individuals

even though they did not have an opinion to a question and responded by marking the box indicating N/A (not applicable).

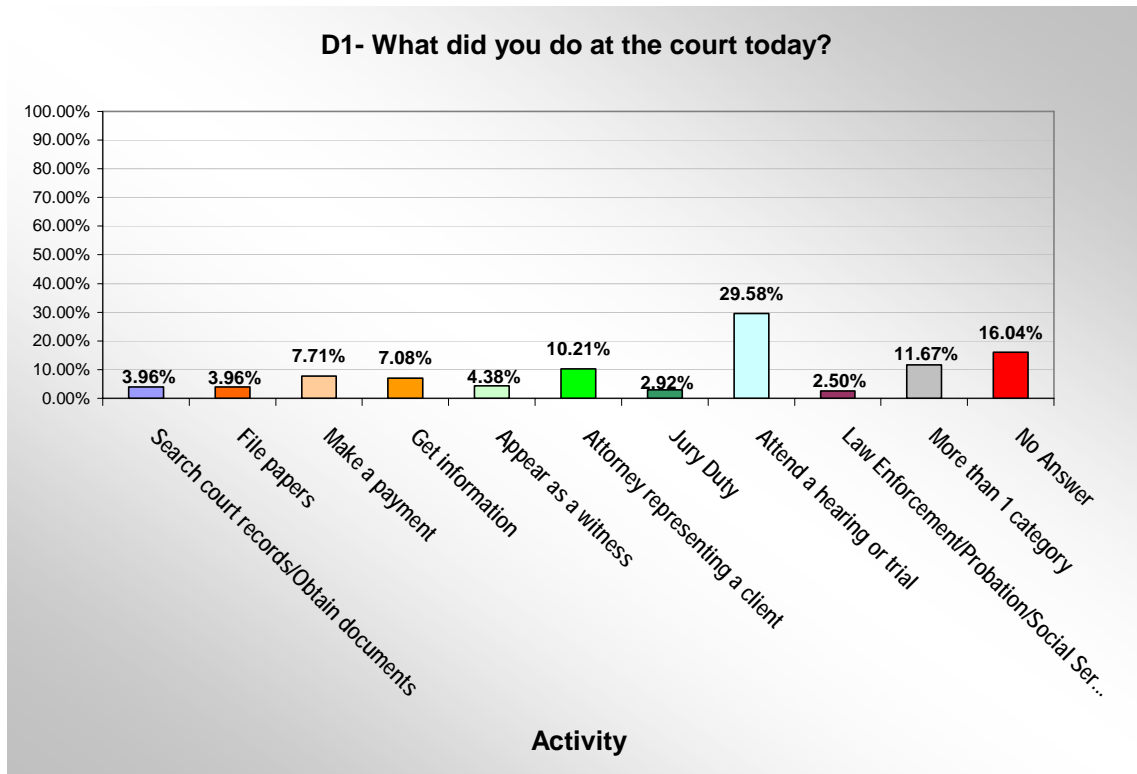
The second way the results will be reported will be the way it was deemed most beneficial to the 19th Circuit Court leadership. This second way is to include only those individuals who held an opinion regarding a specific question.

The six questions in Section III were used to help identify the population completing the survey. The findings to these classification questions are equally applicable to both ways of looking at the data and will be reviewed first.

DEMOGRAPHIC/CLASSIFICATION

Six questions included in the survey serve to identify and classify the population completing the survey. The first question asks “What did you do at the court today?” and provides 9 alternative choices; see Figure 1, below.

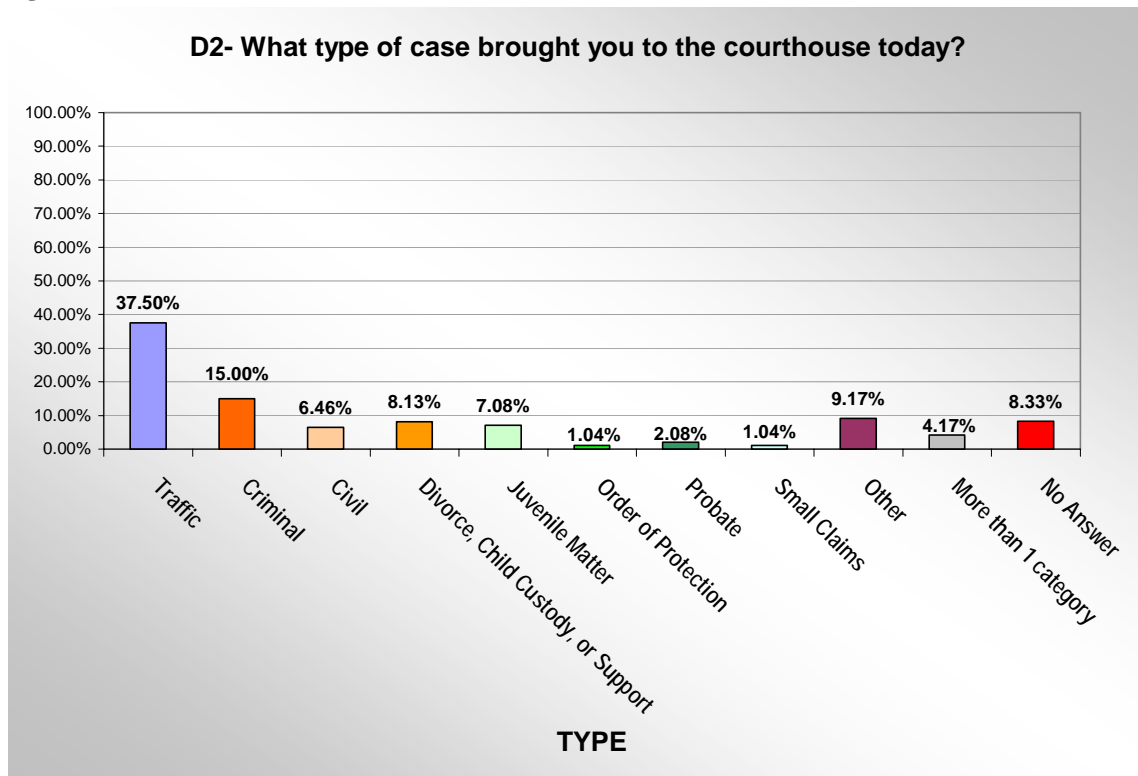
Figure 1



Individuals indicating they were at the courthouse to attend a hearing or a trial comprised the largest percentage of responders at 29.58%. The smallest percentage of responders at 2.50% was those individuals who indicated they were there for Law Enforcement/Probation/Social Services staff. The chart in Figure 1 illustrates all of the responses to the question.

The second demographic/classification question asks “What type of case brought you to the courthouse today?” Review of the top three responses indicate that 37% of the respondents were at the court for traffic matters, 15% for criminal matters and 9.17% selected “other”. The chart found in Figure 2 illustrates all of the responses to question 2.

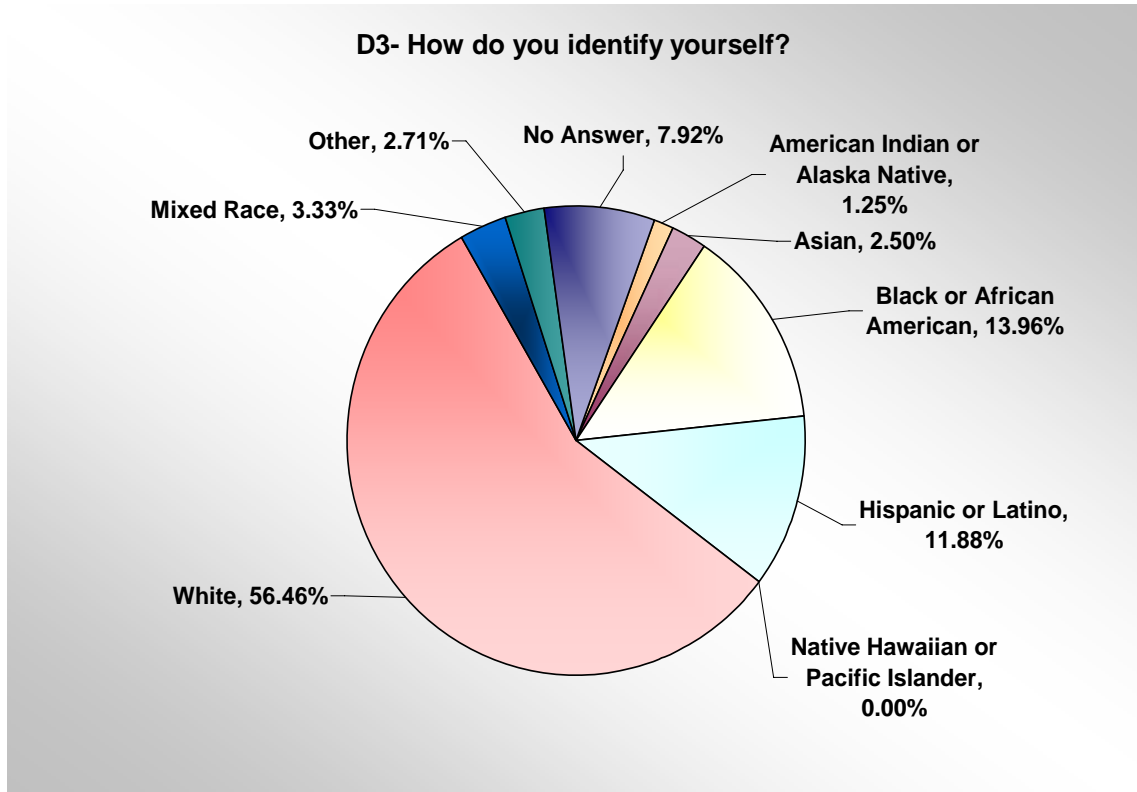
Figure 2



The third demographic/classification question asked “How do you identify yourself?” Individuals answering “White” at 56.46% were the largest percentage of responders. “Black or African American” accounted for 13.96% of the responses

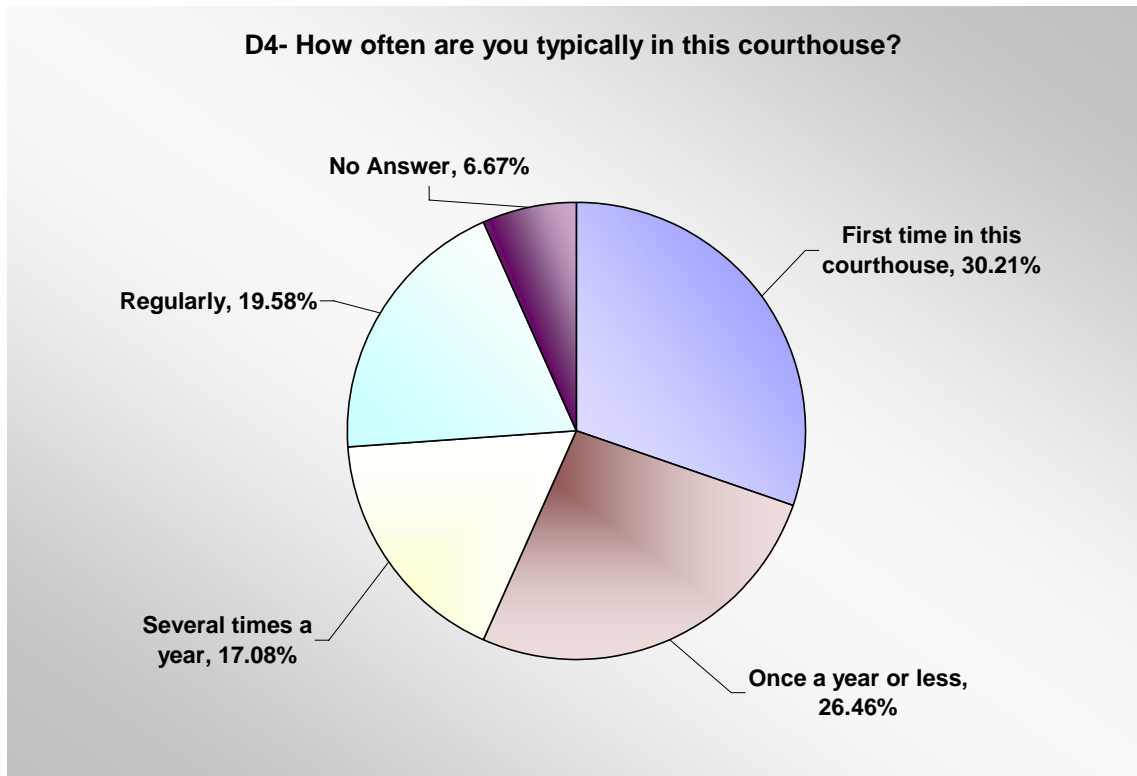
followed closely by “Hispanic or Latino” at 11.88%. The chart found in Figure 3 illustrates all of the responses to question 3.

Figure 3



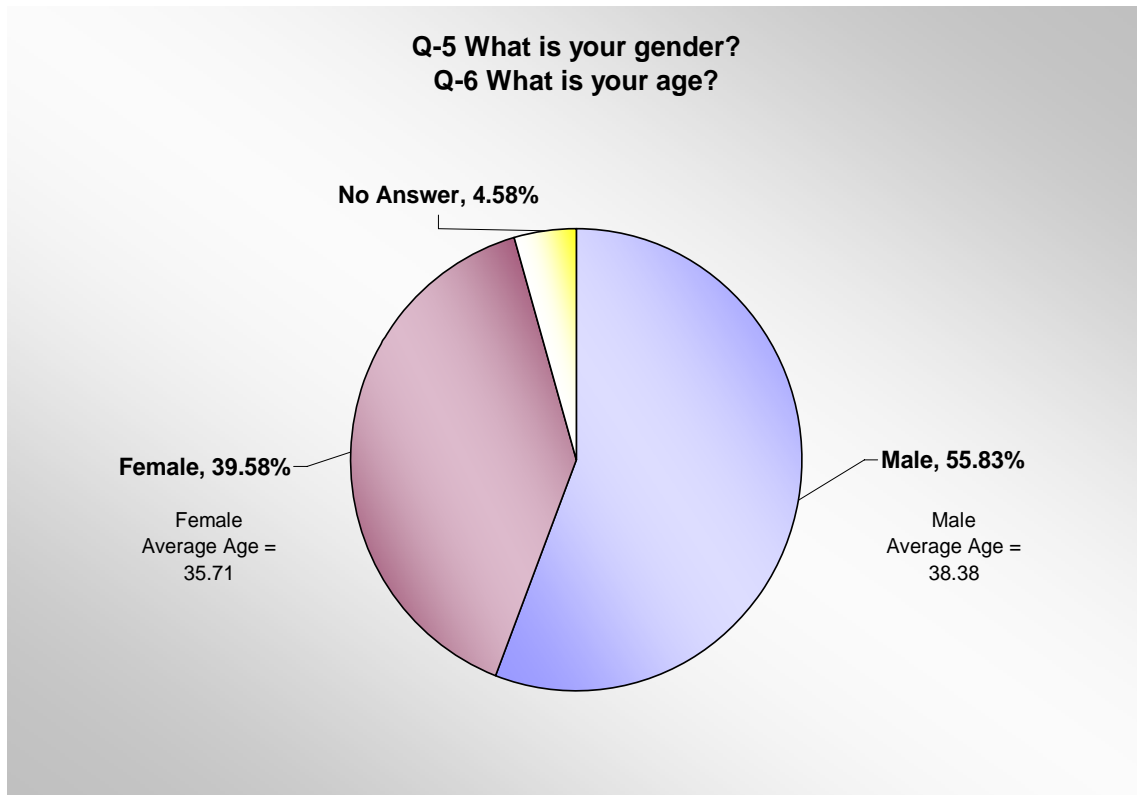
The fourth demographic/classification question asked “How often are you typically in this courthouse?” The highest response rate at 30.21% was from individuals who were visiting the courthouse for the first time. Individuals who typically are in the courthouse once a year or less represented 26.46% of the responses. Individuals responding “Regularly” were 19.58% of the respondents and 17.08% responded that they are at the courthouse “Several times a year”. Finally, 6.67% of the respondents did not answer the question. See Figure 4 on the following page.

Figure 4



Question 5 asked “What is your gender” and Question 6 asked “What is your age”. The responses from these questions are shown in Figure 5 and indicate that 55.83% were male and an average age of 38.38. Females provided 39.58% of the responses and had an average age of 35.71. Only 4.58% of the respondents did not answer Question 5 regarding gender. If gender was not identified, responses to Question 6 regarding age were not included in calculating the average age of the males and females. Responses to both of these questions are shown in Figure 5 on the following page.

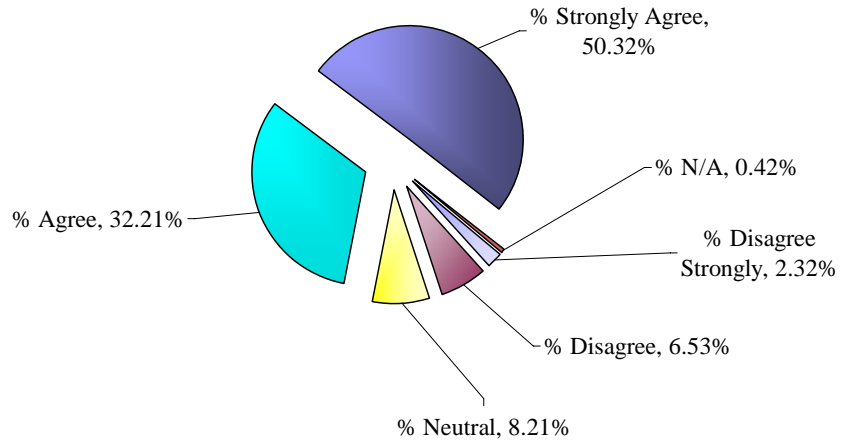
Figure 5



RESULTS OF SURVEY – ALL RESPONDENTS

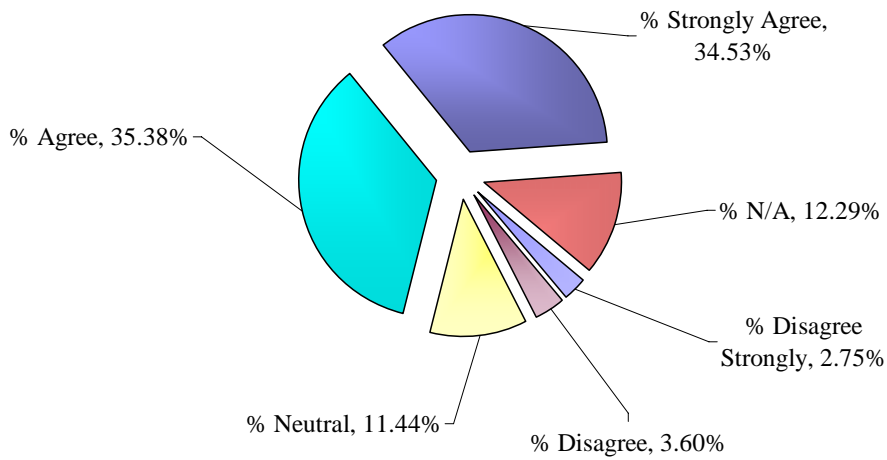
As indicated above, the results from the survey are going to be presented in two steps. The first includes the findings of all individuals who responded to the question on the survey regardless of whether they found the question applicable to them. The second methodology reporting the results by division will follow in the next section. The results immediately beginning on the next page are shown in a graphical manner and are inherently self-explanatory.

Q1 - Finding the courthouse was easy



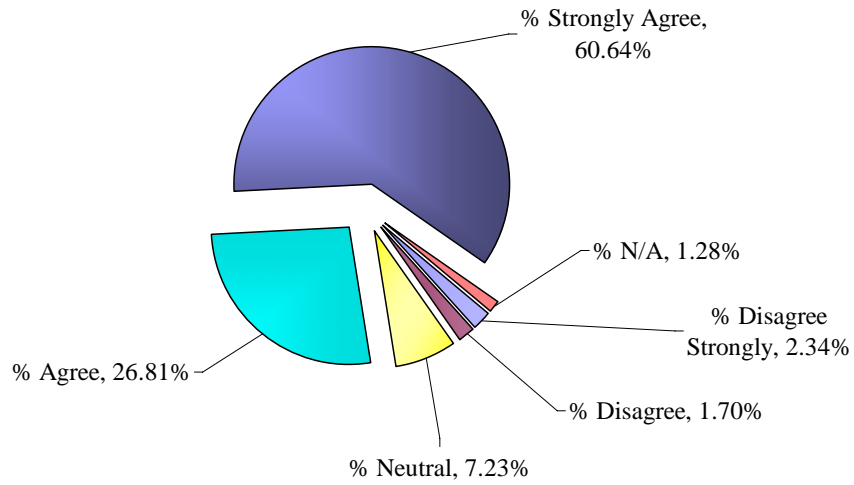
	% Disagree Strongly	% Disagree	% Neutral	% Agree	% Strongly Agree	% N/A
Q-1	2.32%	6.53%	8.21%	32.21%	50.32%	0.42%

Q2 - The forms I needed were clear and easy to understand



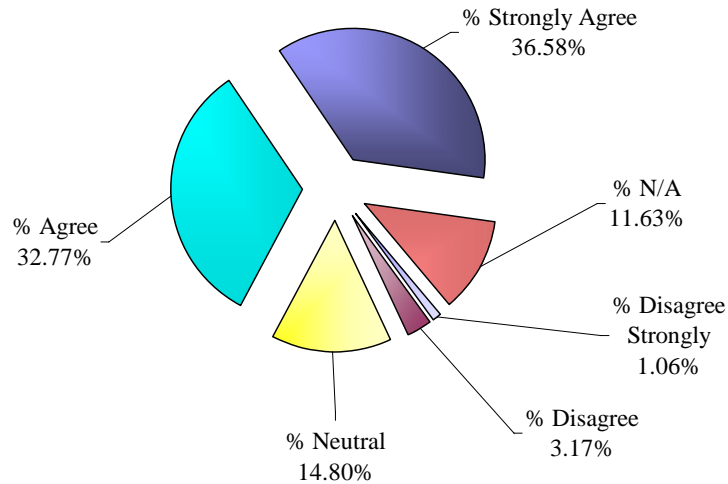
	% Disagree Strongly	% Disagree	% Neutral	% Agree	% Strongly Agree	% N/A
Q-2	2.75%	3.60%	11.44%	35.38%	34.53%	12.29%

Q3 - I felt safe in the courthouse



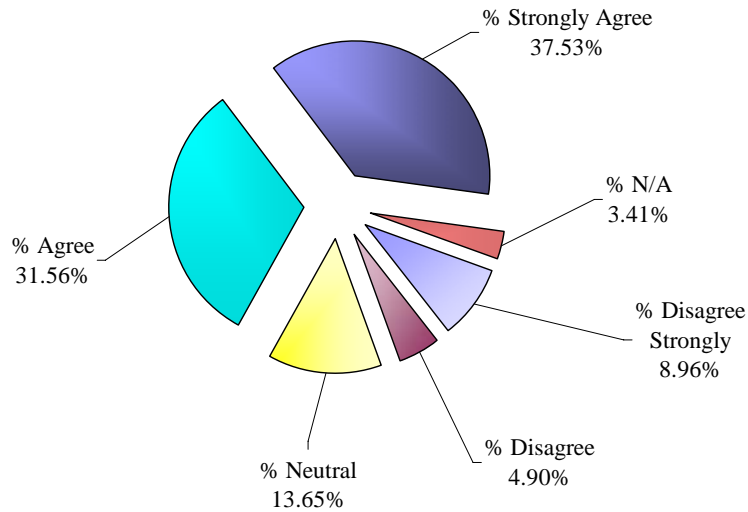
Q-3	% Disagree Strongly	% Disagree	% Neutral	% Agree	% Strongly Agree	% N/A
	2.34%	1.70%	7.23%	26.81%	60.64%	1.28%

Q4 - The court makes reasonable efforts to remove physical and language barriers to service



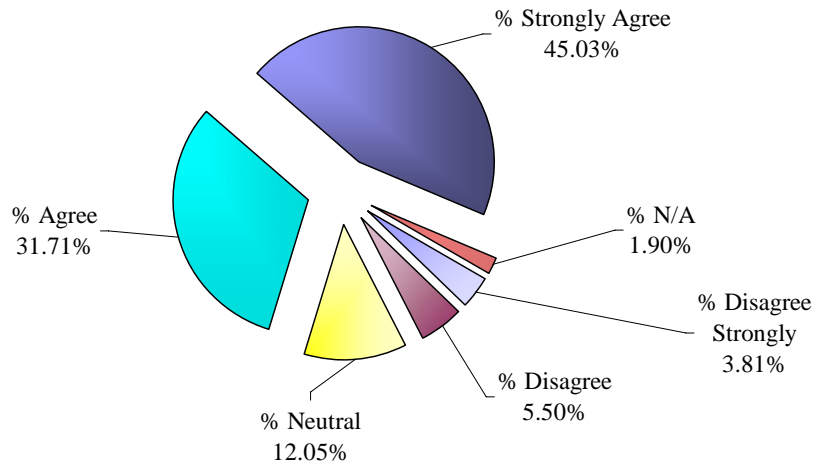
Q-4	% Disagree Strongly	% Disagree	% Neutral	% Agree	% Strongly Agree	% N/A
	1.06%	3.17%	14.80%	32.77%	36.58%	11.63%

Q5 - I was able to get my court business done in a reasonable amount of time



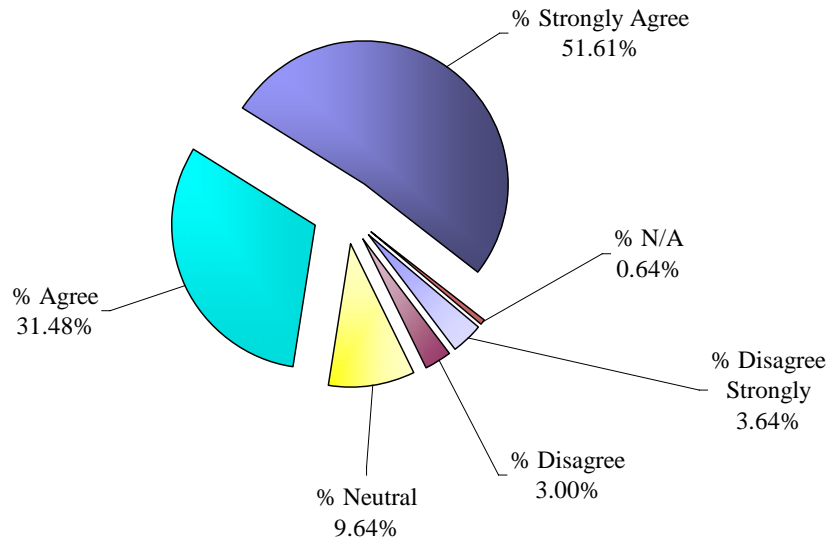
Q-5	% Disagree Strongly	% Disagree	% Neutral	% Agree	% Strongly Agree	% N/A
	8.96%	4.90%	13.65%	31.56%	37.53%	3.41%

Q6 - Court staff paid attention to my needs



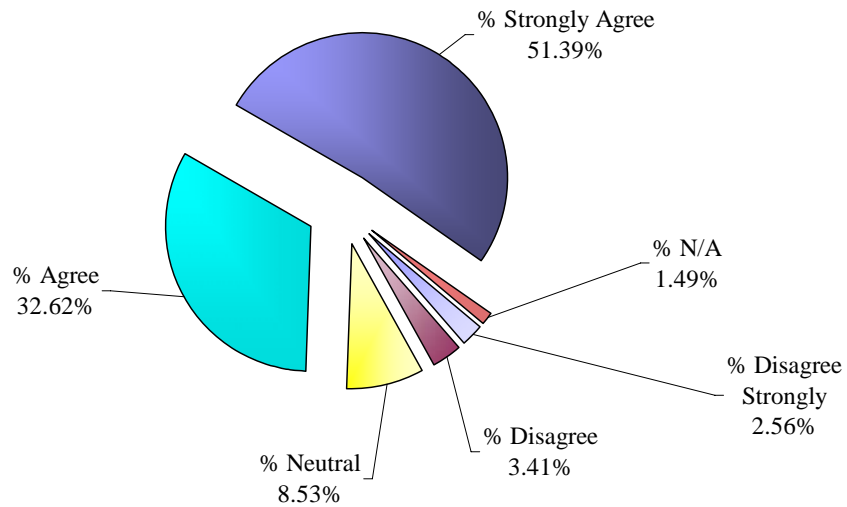
Q-6	% Disagree Strongly	% Disagree	% Neutral	% Agree	% Strongly Agree	% N/A
	3.81%	5.50%	12.05%	31.71%	45.03%	1.90%

Q7 - I was treated with courtesy and respect by court staff



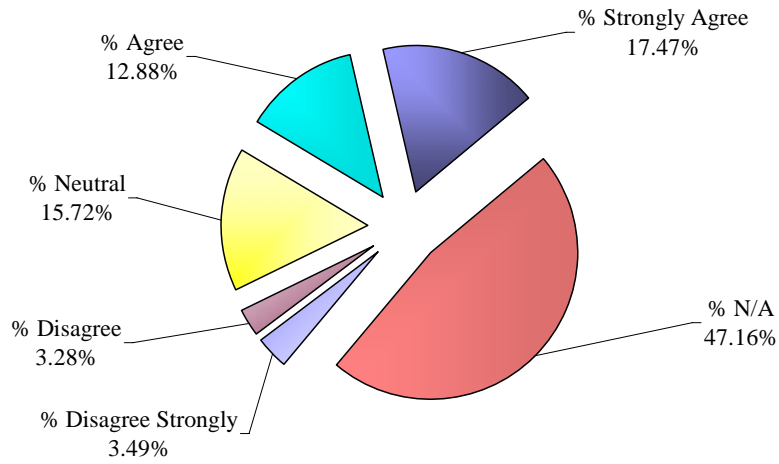
Q-7	% Disagree Strongly	% Disagree	% Neutral	% Agree	% Strongly Agree	% N/A
	3.64%	3.00%	9.64%	31.48%	51.61%	0.64%

Q8 - I easily found the courtroom or office I needed



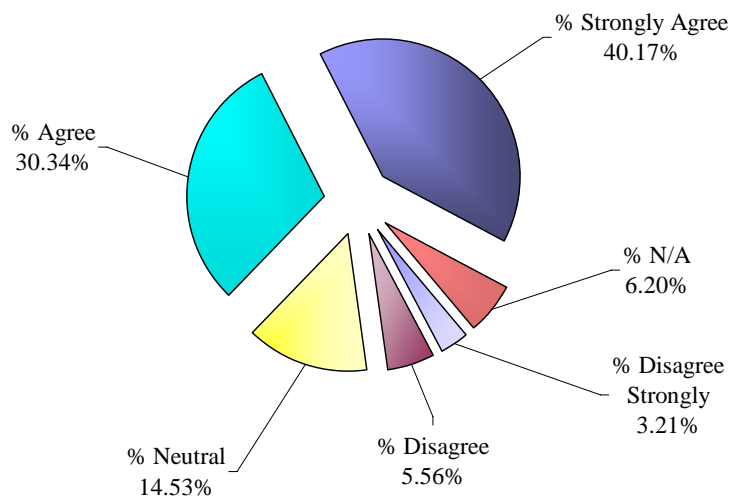
Q-8	% Disagree Strongly	% Disagree	% Neutral	% Agree	% Strongly Agree	% N/A
	2.56%	3.41%	8.53%	32.62%	51.39%	1.49%

Q9 - The court's website was useful



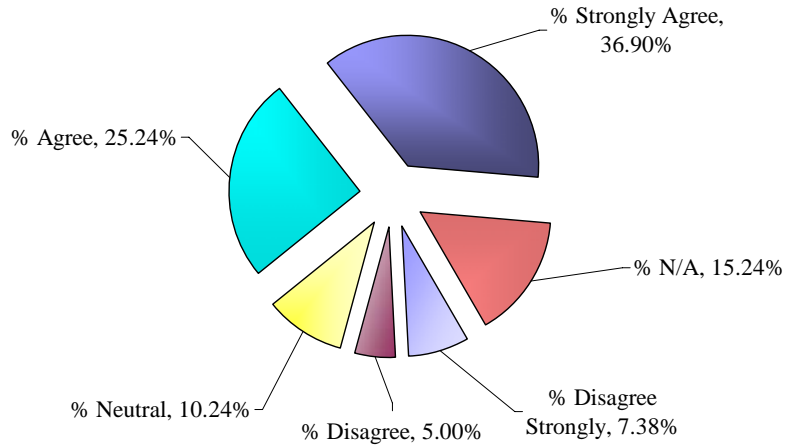
Q-9	% Disagree Strongly	% Disagree	% Neutral	% Agree	% Strongly Agree	% N/A
	3.49%	3.28%	15.72%	12.88%	17.47%	47.16%

Q10 - The hours of operation made it easy for me to do my business



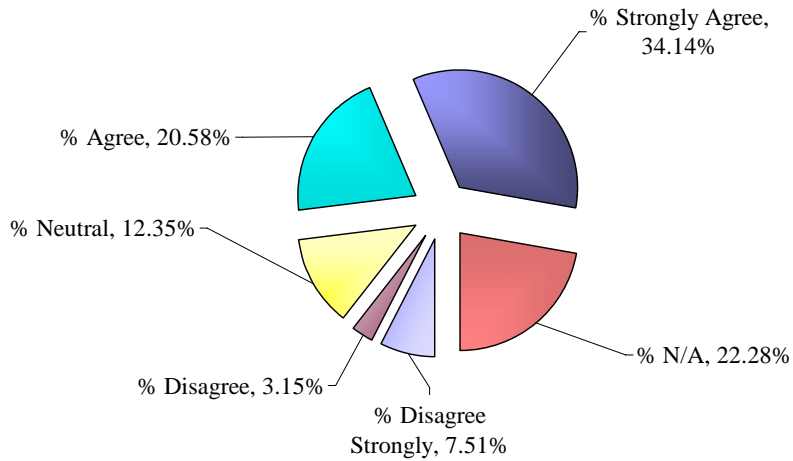
Q-10	% Disagree Strongly	% Disagree	% Neutral	% Agree	% Strongly Agree	% N/A
	3.21%	5.56%	14.53%	30.34%	40.17%	6.20%

Q11 - The way my case was handled was fair



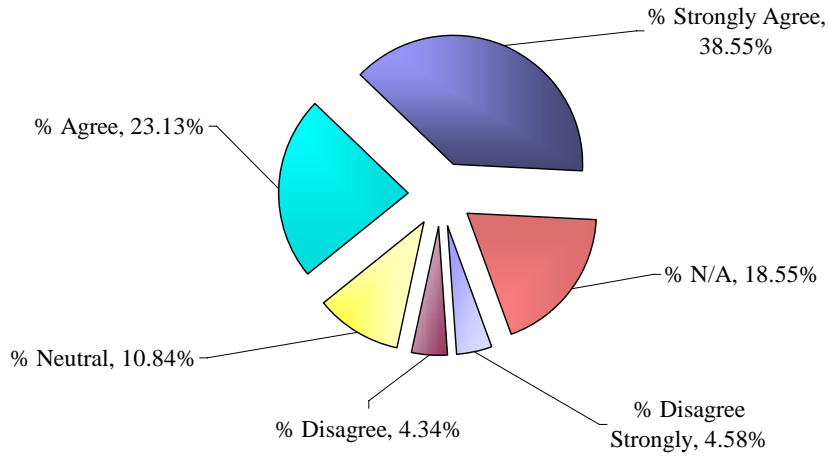
	% Disagree Strongly	% Disagree	% Neutral	% Agree	% Strongly Agree	% N/A
Q-11	7.38%	5.00%	10.24%	25.24%	36.90%	15.24%

Q12 - The judge listened to my side of the story before he or she made a decision



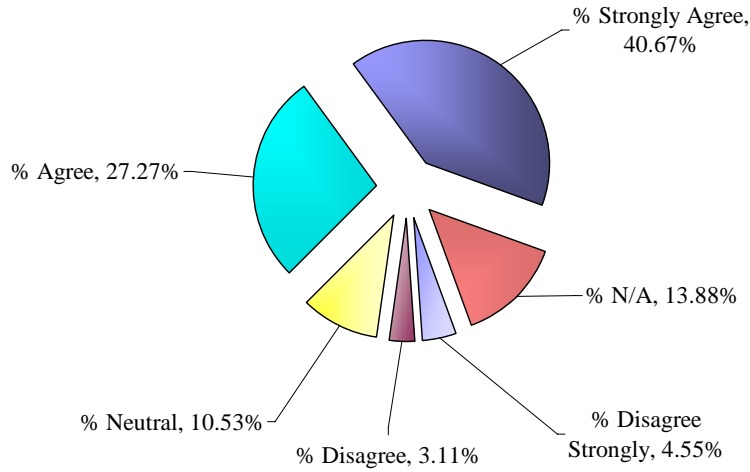
	% Disagree Strongly	% Disagree	% Neutral	% Agree	% Strongly Agree	% N/A
Q-12	7.51%	3.15%	12.35%	20.58%	34.14%	22.28%

Q13 - The judge had the information necessary to make good decisions about my case



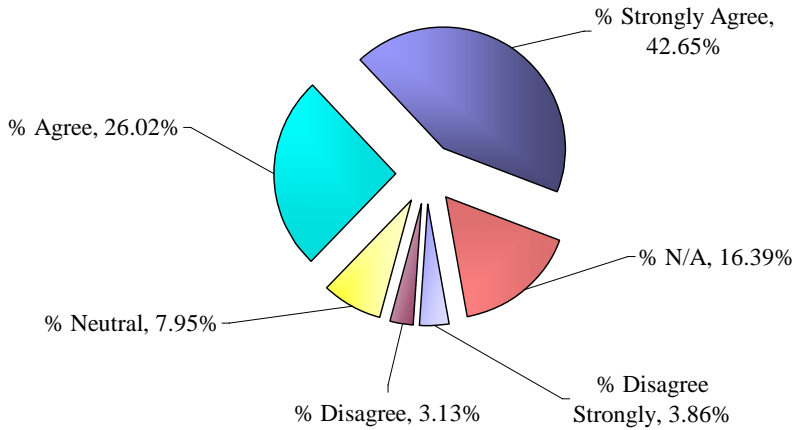
	% Disagree Strongly	% Disagree	% Neutral	% Agree	% Strongly Agree	% N/A
Q-13	4.58%	4.34%	10.84%	23.13%	38.55%	18.55%

Q14 - I was treated the same as everyone else



	% Disagree Strongly	% Disagree	% Neutral	% Agree	% Strongly Agree	% N/A
Q-14	4.55%	3.11%	10.53%	27.27%	40.67%	13.88%

Q15 - As I leave the court, I know what to do next about my case



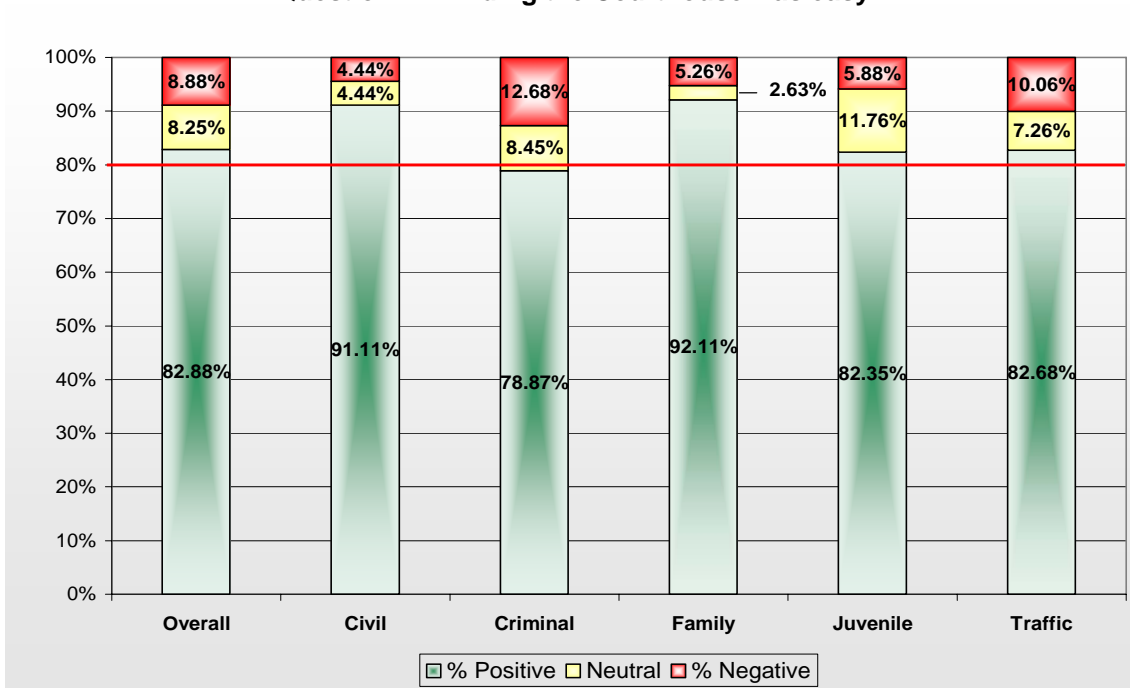
	% Disagree Strongly	% Disagree	% Neutral	% Agree	% Strongly Agree	% N/A
Q-15	3.86%	3.13%	7.95%	26.02%	42.65%	16.39%

RESULTS OF SURVEY – BY DIVISION

As indicated above, the results of the survey were compiled in two steps. Already reported above were the findings from all of the surveys. The findings below are the findings by division and contain the information that was reported to court leadership. Detailed graphs for each individual division were distributed to the judges assigned to the division.⁶⁴

⁶⁴ See Appendices E through L

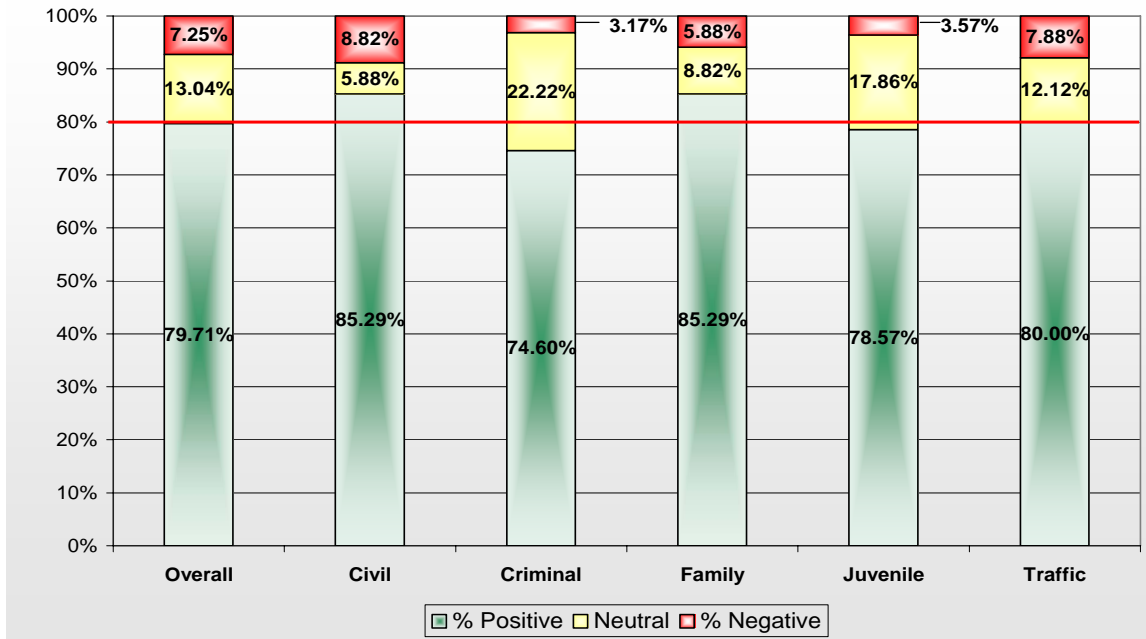
Question 1 - Finding the Courthouse was easy



	Overall	Civil	Criminal	Family	Juvenile	Traffic
% Positive	82.88%	91.11%	78.87%	92.11%	82.35%	82.68%
Neutral	8.25%	4.44%	8.45%	2.63%	11.76%	7.26%
% Negative	8.88%	4.44%	12.68%	5.26%	5.88%	10.06%

The results of the five major divisions of the court indicate that overall, 82.88% of the respondents positively responded to the first question “Finding the courthouse was easy”. The Family Division responded with the highest positive rating at 92.11%, followed closely by the Civil Division at 91.11%. The only division to not meet the 80% positive benchmark was the criminal division.

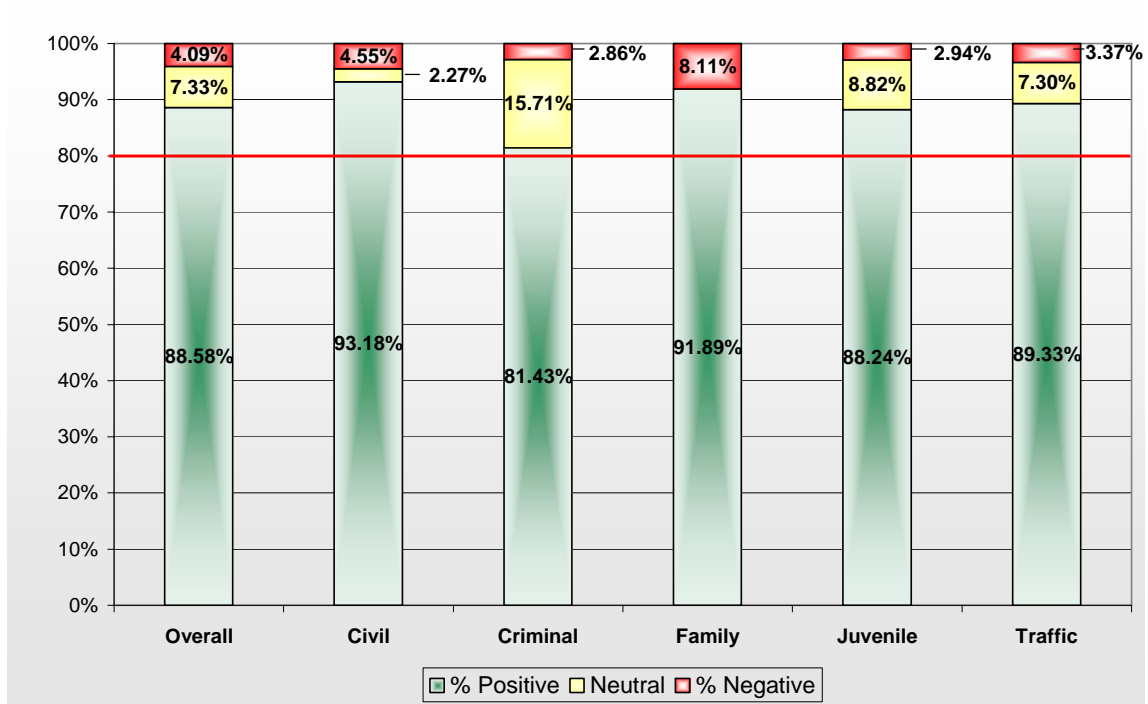
Question 2 - The forms I needed were clear and easy to understand



Q-2	Overall	Civil	Criminal	Family	Juvenile	Traffic
% Positive	79.71%	85.29%	74.60%	85.29%	78.57%	80.00%
Neutral	13.04%	5.88%	22.22%	8.82%	17.86%	12.12%
% Negative	7.25%	8.82%	3.17%	5.88%	3.57%	7.88%

In response to the second question, 79.71% of the respondents overall responded positively to the statement “The forms I needed were clear and easy to understand”. As was true in responses to the first question, the Family Division had the highest positive response rate followed closely by the Civil Division. Only the Criminal and Juvenile Divisions fell slightly below the court’s 80% benchmark.

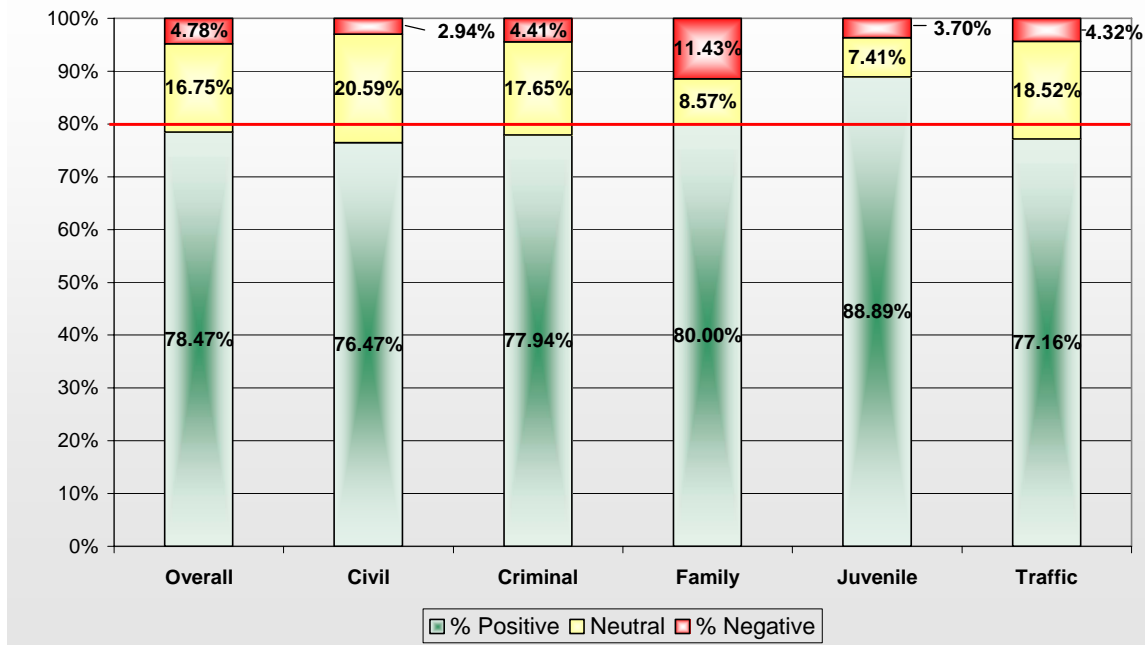
Question 3 - I felt safe in the courthouse



Q-3	Overall	Civil	Criminal	Family	Juvenile	Traffic
% Positive	88.58%	93.18%	81.43%	91.89%	88.24%	89.33%
Neutral	7.33%	2.27%	15.71%	0.00%	8.82%	7.30%
% Negative	4.09%	4.55%	2.86%	8.11%	2.94%	3.37%

The third question asked the respondents to respond to the statement “I felt safe in the courthouse”. Overall the court received an 88.58% positive response rating to this question. This was the highest positive response in the overall category of the 15 survey questions. The Civil Division had the highest positive rating at 93.18% followed closely by the Family Division at 91.89%. It is also interesting to note that the Family Division had no neutral responses.

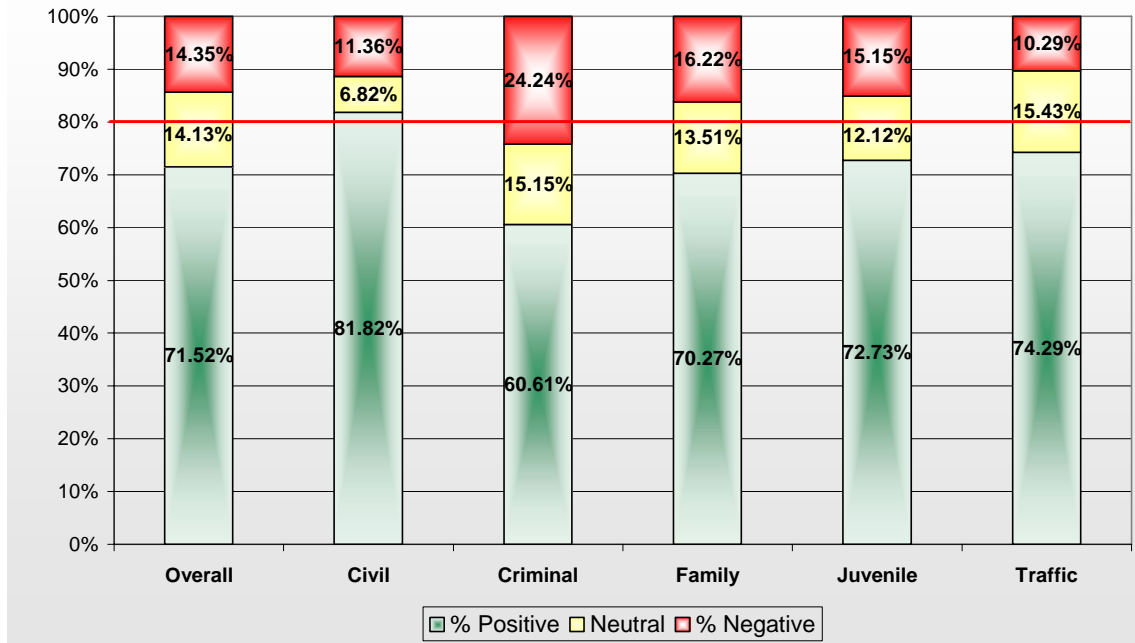
Question 4 - The court makes reasonable efforts to remove physical and language barriers to service



Q-4	Overall	Civil	Criminal	Family	Juvenile	Traffic
% Positive	78.47%	76.47%	77.94%	80.00%	88.89%	77.16%
Neutral	16.75%	20.59%	17.65%	8.57%	7.41%	18.52%
% Negative	4.78%	2.94%	4.41%	11.43%	3.70%	4.32%

The fourth question asked respondents to respond to the statement “The court makes reasonable efforts to remove physical and language barriers to service”. Overall the court received a 78.47% positive response to this question. Only 4.78% of respondents rated the court negatively with the remaining 16.75% rating the court as neutral in this area. At 11.43%, the Family Division was the only division with a negative rating exceeding 10.00%.

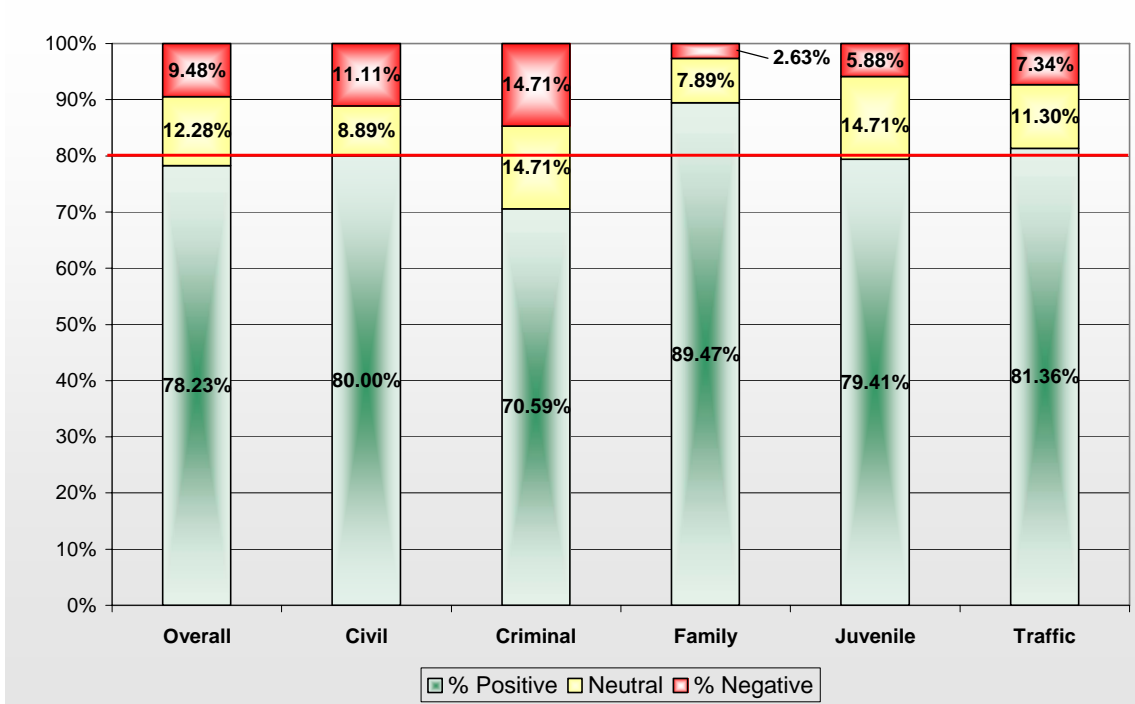
Question 5 - I was able to get my court business done in a reasonable amount of time



Q-5	Overall	Civil	Criminal	Family	Juvenile	Traffic
% Positive	71.52%	81.82%	60.61%	70.27%	72.73%	74.29%
Neutral	14.13%	6.82%	15.15%	13.51%	12.12%	15.43%
% Negative	14.35%	11.36%	24.24%	16.22%	15.15%	10.29%

Question 5 asked the respondents to rate the statement “I was able to get my court business done in a reasonable amount of time”. Overall 71.52% responded positively, 14.13% were neutral and 14.35% responded negatively to this statement. The Criminal Division rated the lowest percentage of positive responses at 60.61%. Only the Civil Division exceeded the court’s benchmark receiving an 81.82% positive response.

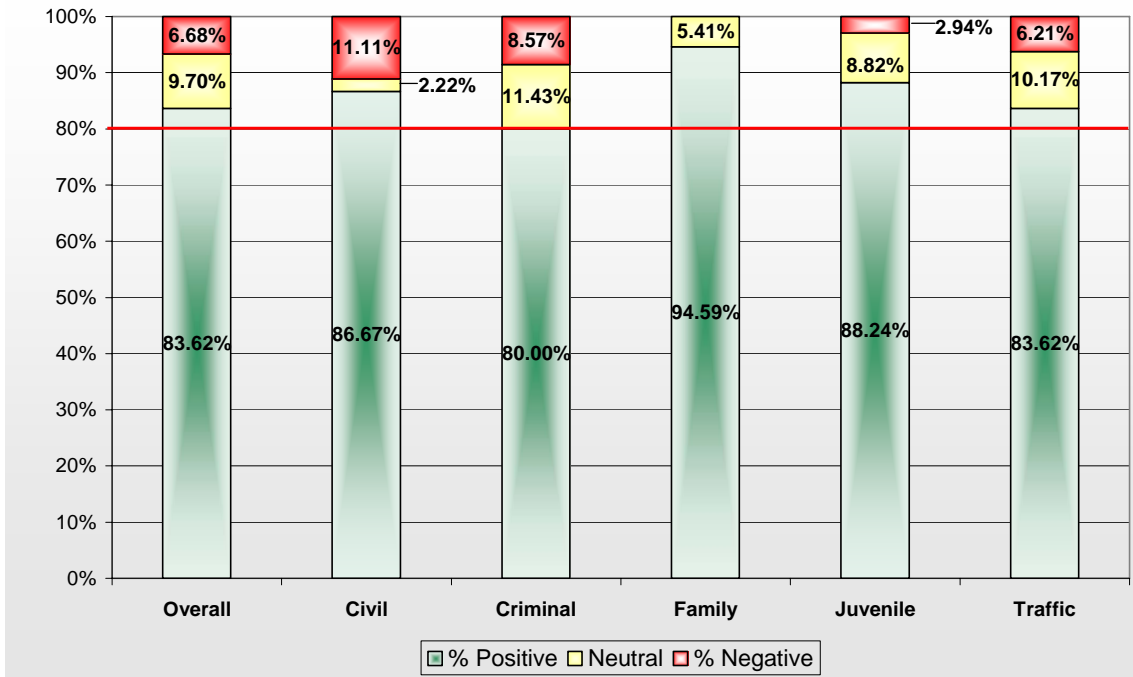
Question 6 - Court staff paid attention to my needs



Q-6	Overall	Civil	Criminal	Family	Juvenile	Traffic
% Positive	78.23%	80.00%	70.59%	89.47%	79.41%	81.36%
Neutral	12.28%	8.89%	14.71%	7.89%	14.71%	11.30%
% Negative	9.48%	11.11%	14.71%	2.63%	5.88%	7.34%

Question 6 asked the respondents to rate the statement “Court staff paid attention to my needs”. Overall the court received a 78.23% positive response rating. The Family, Traffic and Civil divisions all met or exceeded the court’s 80% positive rating benchmark. The Juvenile Division barely missed the benchmark with a rating of 79.41% positive and the Criminal Division had a 70.59% positive response rate.

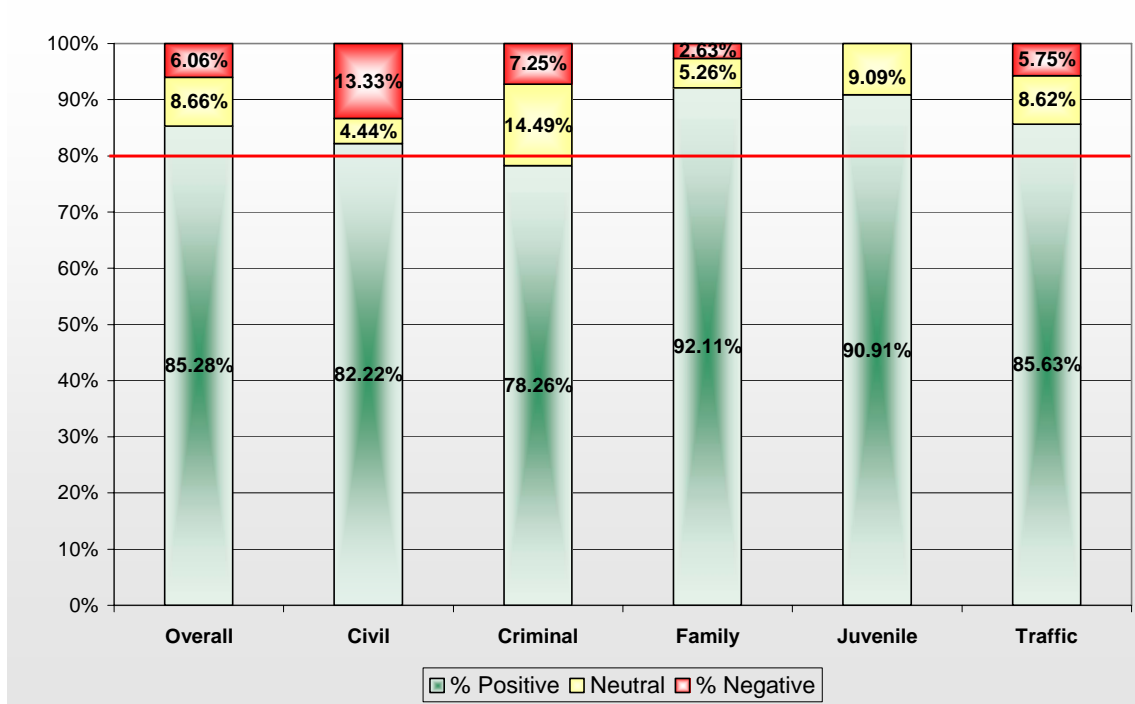
Question 7 - I was treated with courtesy and respect by court staff



Q-7	Overall	Civil	Criminal	Family	Juvenile	Traffic
% Positive	83.62%	86.67%	80.00%	94.59%	88.24%	83.62%
Neutral	9.70%	2.22%	11.43%	5.41%	8.82%	10.17%
% Negative	6.68%	11.11%	8.57%	0.00%	2.94%	6.21%

Question 7 asked the respondents to rate the statement “I was treated with courtesy and respect by court staff”. The court overall received an 83.62% positive rating from the respondents. Every division met or exceeded the 80% positive benchmark the court had set. The Family Division had no negative responses, and only 2.94% of the respondents from the Juvenile Division responded negatively.

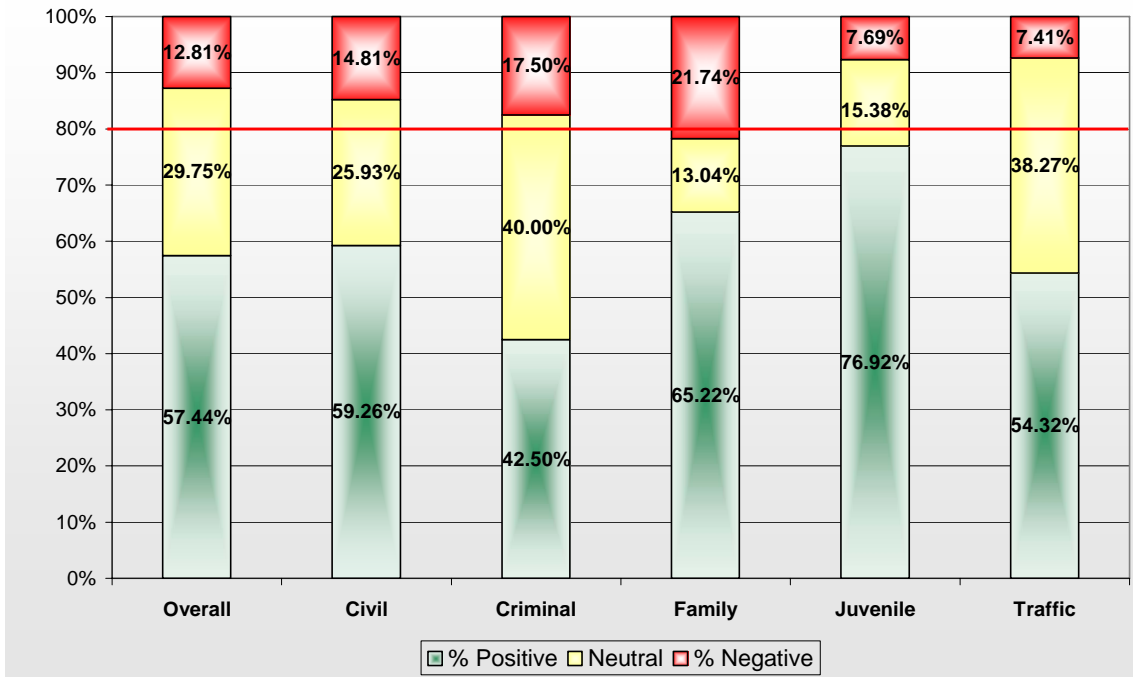
Question 8 - I easily found the courtroom or office I needed



Q-8	Overall	Civil	Criminal	Family	Juvenile	Traffic
% Positive	85.28%	82.22%	78.26%	92.11%	90.91%	85.63%
Neutral	8.66%	4.44%	14.49%	5.26%	9.09%	8.62%
% Negative	6.06%	13.33%	7.25%	2.63%	0.00%	5.75%

Question 8 asked the respondents to rate the statement “I easily found the courtroom or office I needed”. The court received an overall positive rating of 85.28%. With the exception of the Criminal Division which narrowly missed it, all other divisions exceeded the 80% positive benchmark. The Juvenile Division received no negative responses. Although in the Traffic Division only 5.75% of the respondents gave a negative response, it is interesting that the response was that high since the branch courts where the Traffic Division is located only have one or two courtrooms each.

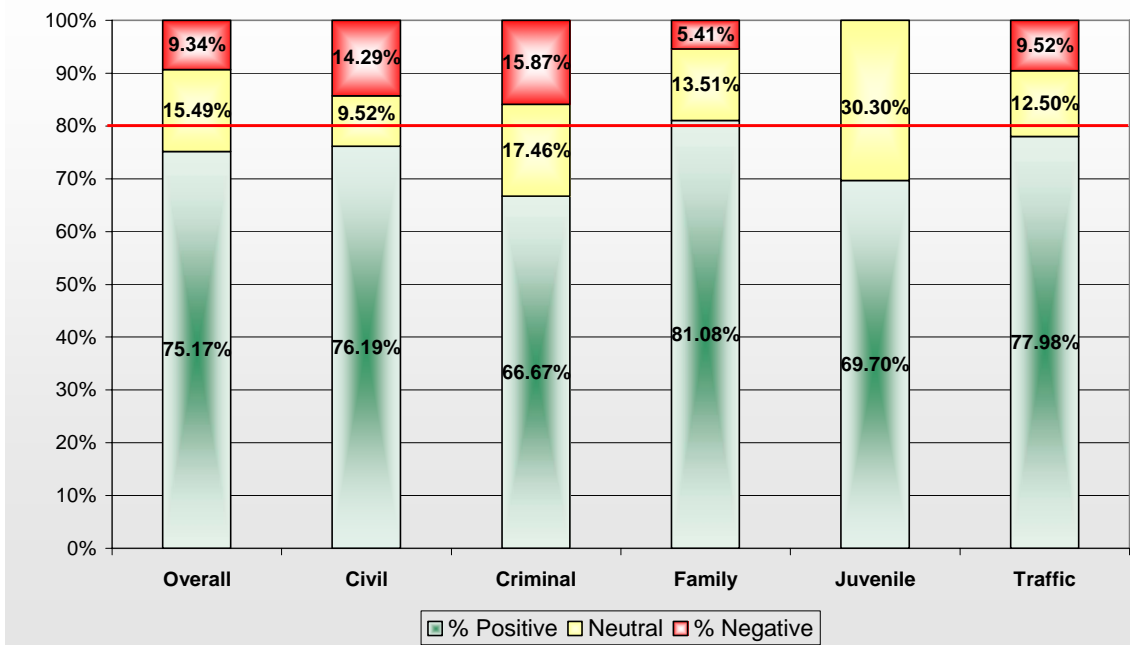
Question 9 - The court's website was useful



Q-9	Overall	Civil	Criminal	Family	Juvenile	Traffic
% Positive	57.44%	59.26%	42.50%	65.22%	76.92%	54.32%
Neutral	29.75%	25.93%	40.00%	13.04%	15.38%	38.27%
% Negative	12.81%	14.81%	17.50%	21.74%	7.69%	7.41%

Question 9 asked the respondents to rate the statement “The court’s website was useful”. The court received an overall positive rating of 57.44%, another 29.75% were neutral and 12.81% responded negatively. This question had the lowest positive response of the 15 questions in the survey. The Juvenile Division came closest to the 80% positive benchmark with 76.92%. The Criminal Division only received a 42.50% positive response but also had the highest neutral responses of all the divisions at 40.00%.

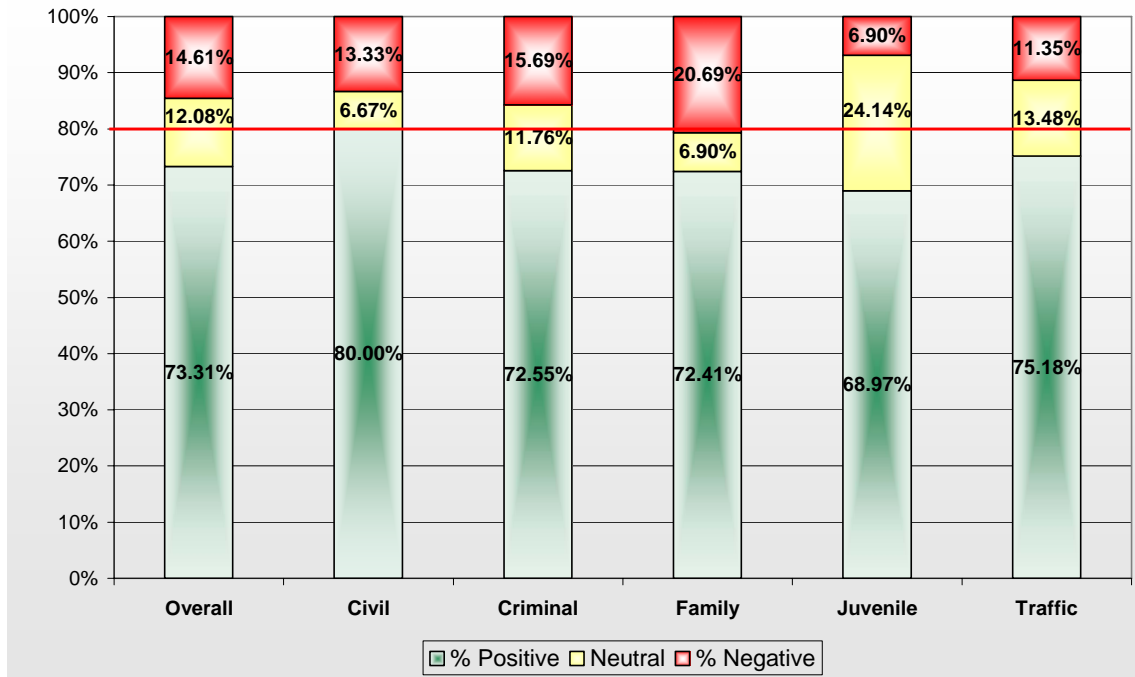
Question 10 - The court's hours of operation made it easy for me to do my business



Q-10	Overall	Civil	Criminal	Family	Juvenile	Traffic
% Positive	75.17%	76.19%	66.67%	81.08%	69.70%	77.98%
Neutral	15.49%	9.52%	17.46%	13.51%	30.30%	12.50%
% Negative	9.34%	14.29%	15.87%	5.41%	0.00%	9.52%

Question 10 asked the respondents to rate the statement “The court’s hours of operation made it easy for me to do my business”. The court received an overall positive rating of 75.17%. The neutral rating was 15.49% and negative was less than 10% with a 9.34% rating. Only the Family division exceeded the court’s benchmark of 80% positive with a rating of 81.08%.

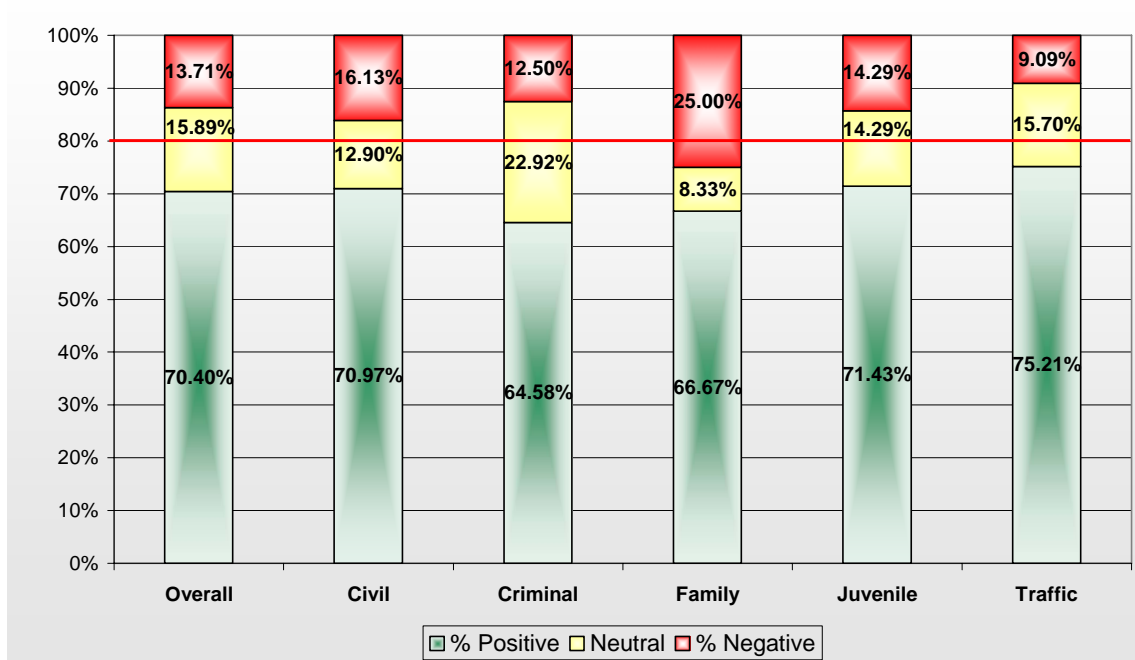
Question 11 - The way my case was handled was fair



Q-11	Overall	Civil	Criminal	Family	Juvenile	Traffic
% Positive	73.31%	80.00%	72.55%	72.41%	68.97%	75.18%
Neutral	12.08%	6.67%	11.76%	6.90%	24.14%	13.48%
% Negative	14.61%	13.33%	15.69%	20.69%	6.90%	11.35%

Question 11 was the first of the fairness questions in the survey. It asked the respondents to rate the statement “The way my case was handled was fair”. The court received an overall positive rating of 73.31%. Neutral responses accounted for 12.08% of the total and the remaining 14.61% were negative. The Civil Division had the highest positive response of any division at 80% and the Family Division received the most negative responses with 20.69%.

**Question 12 - The judge listened to my side of the story
before he or she made a decision**

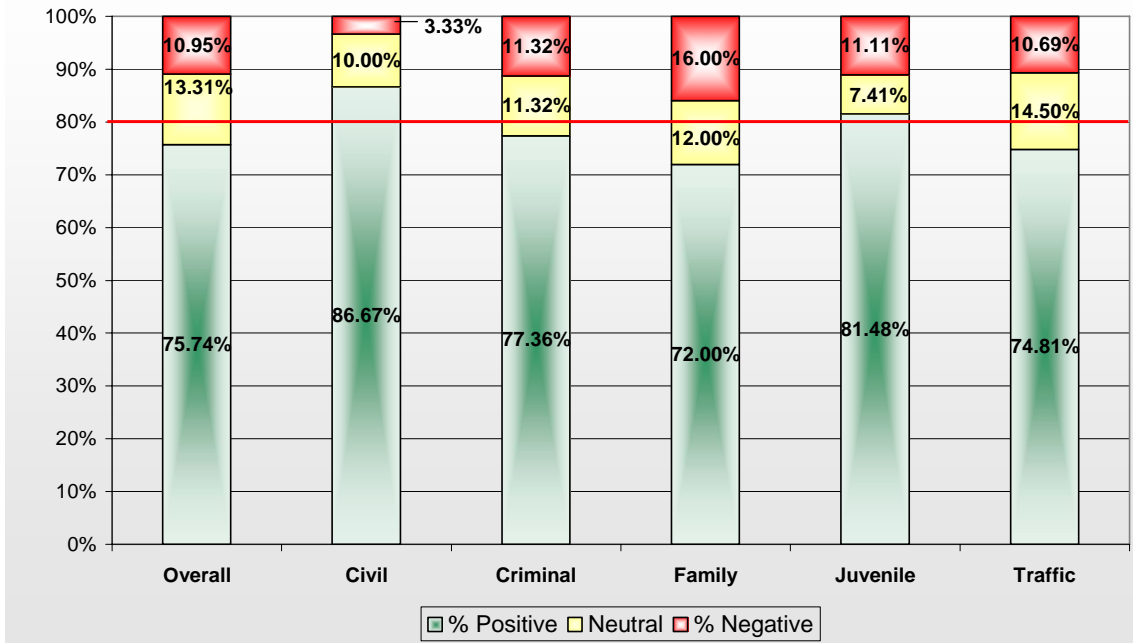


Q-12	Overall	Civil	Criminal	Family	Juvenile	Traffic
% Positive	70.40%	70.97%	64.58%	66.67%	71.43%	75.21%
Neutral	15.89%	12.90%	22.92%	8.33%	14.29%	15.70%
% Negative	13.71%	16.13%	12.50%	25.00%	14.29%	9.09%

Question 12 was the second of the fairness questions in the survey. It asked the respondents to rate the statement “The judge listened to my side of the story before he or she made a decision. Overall, the court received a 70.40% positive response rate.

Another 15.89% responded neutral and 13.71% rated the court negatively. The Traffic Division received the highest positive response of any division with 75.21%. At 25%, fully one quarter of the respondents in the Family Division had a negative response to this statement.

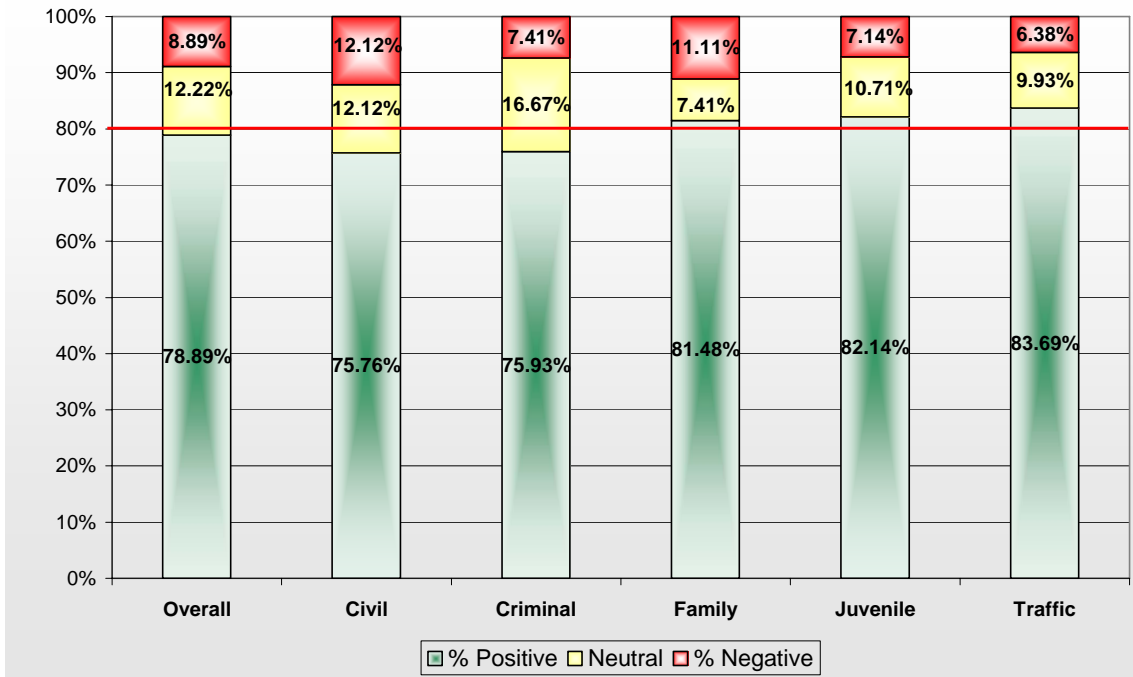
Question 13 - The judge had the information necessary to make good decisions about my case



Q-13	Overall	Civil	Criminal	Family	Juvenile	Traffic
% Positive	75.74%	86.67%	77.36%	72.00%	81.48%	74.81%
Neutral	13.31%	10.00%	11.32%	12.00%	7.41%	14.50%
% Negative	10.95%	3.33%	11.32%	16.00%	11.11%	10.69%

Question 13 was the third of the fairness questions in the survey. It asked the respondents to rate the statement “The judge had the information necessary to make good decisions about the case”. Overall, the court received a 75.74% positive response rate. The neutral responses accounted for 13.31% of the total and only 10.95% responded negatively. Both the Civil and Juvenile Divisions exceeded the 80% benchmark set by the court receiving an 86.67% and 81.48% rating respectively.

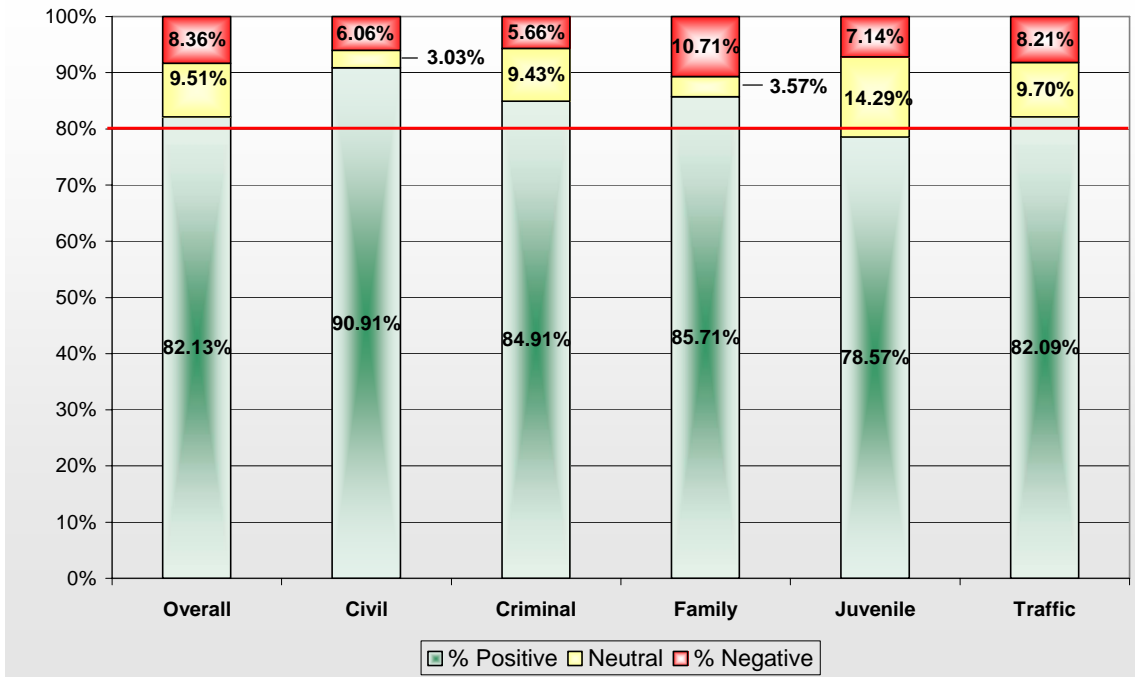
Question 14 - I was treated the same as everyone else



Q-14	Overall	Civil	Criminal	Family	Juvenile	Traffic
% Positive	78.89%	75.76%	75.93%	81.48%	82.14%	83.69%
Neutral	12.22%	12.12%	16.67%	7.41%	10.71%	9.93%
% Negative	8.89%	12.12%	7.41%	11.11%	7.14%	6.38%

Question 14 was the fourth of the fairness questions in the survey. It asked the respondents to rate the statement “I was treated the same as everyone else”. Overall, the court received a 78.89% positive response rate. The Family, Juvenile and Traffic Divisions all exceeded the 80% benchmark set by the court. Less than 9% of the people overall responded negatively to the statement.

Question 15 - As I leave court I know what to do next about my case



Q-15	Overall	Civil	Criminal	Family	Juvenile	Traffic
% Positive	82.13%	90.91%	84.91%	85.71%	78.57%	82.09%
Neutral	9.51%	3.03%	9.43%	3.57%	14.29%	9.70%
% Negative	8.36%	6.06%	5.66%	10.71%	7.14%	8.21%

Question 15 was the fifth and final of the fairness questions in the survey. It asked the respondents to rate the statement “As I leave court I know what to do next about my case”. Overall, the court received an 82.13% positive, 9.51% neutral and 8.36% negative response rate. All divisions exceeded the 80% benchmark for positive responses except for the Juvenile Division which narrowly missed with at 78.57% response rate.

CONCLUSIONS AND RECOMMENDATIONS

All of the findings contained in this report were provided to the Chief Judge and Court Administrator. At the direction of the Chief Judge, the findings by division, including the demographic information, were then provided to all of the judges in accordance with the division they are currently assigned. All of the judges were invited to provide feedback and recommendations directly to the author of this report.

Following receipt of that feedback and those recommendations, the author organized and assembled them into a manageable number of recommendations. Following the organization, a select number of circuit judges were then approached and reviewed the list of recommendations, further identifying and refining the list. These combined efforts resulted in the following conclusions and recommendations.

CONCLUSION #1

There is a high level of confidence that the findings from the survey accurately reflect the opinions of the entire community even though they were measured on a single day.

Comparing the results of the third demographic question asking individuals how they identify themselves with the recent U.S. Census Bureau statistics⁶⁵ indicates the following:

Demographic	US Census Bureau	Survey Results
White, Not Hispanic	68.6%	56.46%
Hispanic or Latino	18.2%	11.88%
Black	6.8%	13.96%

⁶⁵ Found at <http://quickfacts.census.gov/qfd/states/17/17097.html>

Asian	5.5%	2.50%
American Indian/Alaska Native	.3%	1.25%

Although the percentages from the survey do not precisely replicate the U.S. Census Bureau figures, they do reflect the diversity of the communities serviced by the 19th Judicial Circuit. Taking into account that several options for conducting the survey were considered, the response rate confirms that the technique used is valid.

RECOMMENDATION #1

The recommendation is that the survey method can and should be used in the future as a method to capture the opinion of the court community. It is further recommended that the survey be repeated on a biennial basis.

CONCLUSION #2

The responses to survey questions 1, (finding the courthouse) and 8 (finding a courtroom or office) although generally positive were lower than expected. The courthouses where the Traffic and Juvenile Divisions are located are independent courthouses and only have one or two courtroom each. Yet only 82.68% to 82.35% of the people easily found the courthouses. Only 85.63% to 90.91% of the people positively responded to the ease of finding a courtroom or office. The expectation was that these locations would fare closer to 95% positive.

Similarly, the response to survey question 4 concerning the court’s effort to remove physical and language barriers to service was lower than expected. In regards to physical issues, the court is fully ADA compliant at all of its locations. The court has published an ADA handbook for staff which advises employees how to assist individuals

with physical challenges. The court provides spoken language interpreters for all proceedings with the exception of civil and family cases where it is not statutorily required. Sign interpreters are provided for all litigants, jurors, witnesses and others doing business in the courthouse. All courtrooms contain infrared assistive listening devices which are tested on a weekly basis. The high number of neutral responses would indicate that the individuals responding to the question may not be aware of the many resources available to those in need of assistance.

RECOMMENDATION #2

The recommendation resulting from this conclusion is that a comprehensive review of the signage governing directions to the courthouses and to individual courtrooms needs to be reviewed. Once reviewed, signage should be adjusted and modified to improve the public's awareness and retention of the information.

For the courthouse signage, do additional informational traffic signs need to be placed on the major thoroughfares to assist citizens? Over the years signage providing directions can become lost among the urban sprawl. Do the signs need to be located to another location perhaps farther or closer to the actual courthouse to allow motorists time to turn into the lot?

For the directions to the courtrooms, are they clear and concise? Are there other signs directing individuals to the clerk's office, providing information regarding payment of fine and fees and security procedures which are obfuscating the courtroom signs?

Are the signs showing that assistive listening devices readily visible in and outside the courtroom? Is it necessary to have signs directing individuals in need of assistance to a specific location or person (i.e. courtroom deputy)?

CONCLUSION #3

The responses to Question 5 indicate that a significant number of individuals believed that the courts are not running as efficiently as they should. Every division had a negative response rate of more than 10%. Nearly one-quarter of the respondents attending court in the Criminal division responded negatively. There is clearly an opportunity to improve upon the public's perception of the efficiency of the court.

RECOMMENDATION #3

In 2005 – 2006 a consultant was hired to do a study on the court's case management practices. Following receipt of the report, the Chief Judge at that time created a Case Management Committee to review, prioritize and initiate as many of the recommendations that were deemed appropriate by the committee. Following initiation of these recommendations, the court saw improvement in its clearance rate and timeliness of dispositions.

Since those practices were initiated, several judges with years of experience have retired and been replaced by new judges. In addition, the court has added three new judge positions. The newer judges are in need of additional mentoring and training of effective case management practices.

The court should improve reinstate the Case Management Committee to review and recommend practices and techniques to improve its case management practices. The Case Management Committee should consider the efficacy of:

- Using Differentiated Case Management practices;
- Providing additional training to newer judges;
- Providing refresher training to veteran judges;

- Reformatting court calls to allow judges more time on the bench for the difficult cases requiring additional judicial supervision.

CONCLUSION #4

The low positive response to the usefulness of the court's website (Question 9) was of great concern. Noting that that 47.16% of the respondents originally marked the question as Not Applicable (N/A) raised several questions. Was the significant N/A result due to the respondents not being aware of the website? Was the significant N/A result due to the respondents not having access to the internet? Was the significant N/A result due to the respondent simply not using the website for this particular court appearance?

The court concluded that the usefulness of information from this question without additional follow-up questions was limited.

RECOMMENDATION #4A

For future surveys this question needs to be rephrased or follow-up questions need to be added to clarify the responses received. Alternatively, the question should be eliminated entirely if taking either of these steps would compromise the integrity of the survey.

RECOMMENDATION #4B

The county is in the process of redesigning its own website and has invited the court to join in an attempt to produce a user friendly and helpful website. The court's information technology department should participate in the county's redesign effort and adopt recommendations and incorporate changes to the court's website where appropriate.

RECOMMENDATION #4C

The court should rekindle its effort to market the website to the community as a source of information. Efforts to consider should include adding the website address to all official letterhead and correspondence coming from the clerk, adding the website address to business cards, sending mailers to schools and community groups announcing the website's redesign after it is completed and

CONCLUSION #5

The court's continuing efforts to provide excellent customer service are generally successful based on the responses to Question 6. However, there is still room for improvement in this area.

RECOMMENDATION #5

Additional and refresher customer service training for employees would be beneficial and should be pursued. In addition, the customer service training should also be extended to other elected officials to share with their employees who service the court.

CONCLUSION #6

Questions 11 through 15 are the "fairness" questions in the survey. The court overall ratings for these 5 questions ranged from 70.40% to 82.13%. These questions are important to the judges as they reflect on them individually rather than the access questions which although important, reflect more on the organization. The importance of the public's perception of the fairness of the court requires that the court take steps to improve the responses to these questions. The court has several judges who have taken the bench only recently who do not have the knowledge and experience of running a courtroom.

RECOMMENDATION #6

The Judicial Training Committee should begin planning training specifically dedicated to improving the judiciary's efficiency and conduct on the bench. Suggested training includes courses in case management, effective trial management, dealing with pro se litigants, time management, stress management, use of technology in the courtroom, utilizing electronic legal research and specific training in substantive areas of law including criminal, civil, family and juvenile.

The training should be conducted at the court's "brown-bag" lunch meetings, which are scheduled on a quarterly basis. Four additional "brown-bag" lunch meetings should be scheduled in the upcoming year and each division should be assigned a meeting in which they present substantive information including recent changes in law and issues repeatedly faced in the courtroom.

FINAL CONCLUSION

Overall, the court did quite well in its initial CourTools 1 survey. When it was first announced that the survey was going to be conducted, there was some apprehension expressed by court officials that the survey results would embarrass the court. Particularly when it came to the fairness questions, some assumed that one-half of the people leaving each day would be dissatisfied with the court's ruling. Thus the best the court could hope for was a 50% satisfaction rate to these questions. This assumption proved to be false and that public perception of the courts is better than expected.⁶⁶

⁶⁶ **See generally:** *A Survey of the Public and Attorneys, Trust and Confidence in the California Courts 2005, Part II: Executive Summary of Methodology with Survey Instruments*, National Center for State Courts, 2005 at page 8; *Perceptions of the Courts in Your Community: The Influence of Experience, Race and Ethnicity, Executive Summary*, National Center for State Courts, 2003 at page 7

Although the court recognizes there is the opportunity for improvement, the results evidence that the citizens of Lake County are in general very satisfied with the performance of the 19th Judicial Circuit. The 19th Judicial Circuit will continue to improve its efficiency and is committed to providing to its citizens a safe, accessible and fair forum to resolve their disputes.

APPENDICES

APPENDIX A
**ADMINISTRATIVE OFFICE OF THE
 NINETEENTH JUDICIAL CIRCUIT**



Lake County, Illinois

ACCESS AND FAIRNESS SURVEY

On behalf of the judges and staff of the Nineteenth Judicial Circuit, *THANK YOU* for participating in this survey.

Your completion of this survey will help us to improve services.

Using the scale below, please tell us how much you agree with the following statements by circling the appropriate number:

I ACCESS TO THE COURT	Disagree Strongly	Disagree	Neutral	Agree	Strongly Agree	N/A
1) Finding the courthouse was easy.	1	2	3	4	5	na
2) The forms I needed were clear and easy to understand.	1	2	3	4	5	na
3) I felt safe in the courthouse.	1	2	3	4	5	na
4) The court makes reasonable efforts to remove physical and language barriers to service.	1	2	3	4	5	na
5) I was able to get my court business done in a reasonable amount of time.	1	2	3	4	5	na
6) Court staff paid attention to my needs.	1	2	3	4	5	na
7) I was treated with courtesy and respect by court staff.	1	2	3	4	5	na
8) I easily found the courtroom or office I needed.	1	2	3	4	5	na
9) The court's website was useful.	1	2	3	4	5	na
10) The court's hours of operation made it easy for me to do my business.	1	2	3	4	5	na

II FAIRNESS <i>(If you were a party to a legal matter and appeared before a judge today, please complete questions 11-15.)</i>	Disagree Strongly	Disagree	Neutral	Agree	Strongly Agree	N/A
11) The way my case was handled was fair.	1	2	3	4	5	na
12) The judge listened to my side of the story before he or she made a decision.	1	2	3	4	5	na
13) The judge had the information necessary to make good decisions about my case.	1	2	3	4	5	na
14) I was treated the same as everyone else.	1	2	3	4	5	na
15) As I leave the court, I know what to do next about my case.	1	2	3	4	5	na

III BACKGROUND INFORMATION *(for classification purposes only)*

<p>1. What did you do at the court today? (Check all that apply)</p> <p><input type="checkbox"/> Search court records/obtain documents</p> <p><input type="checkbox"/> File papers</p> <p><input type="checkbox"/> Make a payment</p> <p><input type="checkbox"/> Get information.</p> <p><input type="checkbox"/> Appear as a witness</p> <p><input type="checkbox"/> Attorney representing a client</p> <p><input type="checkbox"/> Jury Duty</p> <p><input type="checkbox"/> Attend a hearing or trial</p> <p><input type="checkbox"/> Law Enforcement/Probation/Social Services staff</p>	<p>2. What type of case brought you to the courthouse today?</p> <p><input type="checkbox"/> Traffic</p> <p><input type="checkbox"/> Criminal</p> <p><input type="checkbox"/> Civil Matter</p> <p><input type="checkbox"/> Divorce, Child Custody, or Support</p> <p><input type="checkbox"/> Juvenile Matter</p> <p><input type="checkbox"/> Order of Protection</p> <p><input type="checkbox"/> Probate</p> <p><input type="checkbox"/> Small Claims</p> <p><input type="checkbox"/> Other: _____</p>	<p>3. How do you identify yourself?</p> <p><input type="checkbox"/> American Indian or Alaska Native</p> <p><input type="checkbox"/> Asian</p> <p><input type="checkbox"/> Black or African American</p> <p><input type="checkbox"/> Hispanic or Latino</p> <p><input type="checkbox"/> Native Hawaiian or Pacific Islander</p> <p><input type="checkbox"/> White</p> <p><input type="checkbox"/> Mixed Race</p> <p><input type="checkbox"/> Other: _____</p>
<p>4. How often are you typically in this courthouse? (Choose the closest estimate)</p> <p><input type="checkbox"/> First time in this courthouse</p> <p><input type="checkbox"/> Once a year or less</p> <p><input type="checkbox"/> Several times a year</p> <p><input type="checkbox"/> Regularly</p>	<p>5. What is your gender?</p> <p><input type="checkbox"/> Male</p> <p><input type="checkbox"/> Female</p>	<p>6. What is your age?</p> <p>_____ Years</p>

N E

APPENDIX B

ADMINISTRATIVE OFFICE OF THE
NINETEENTH JUDICIAL CIRCUIT



Lake County, Illinois

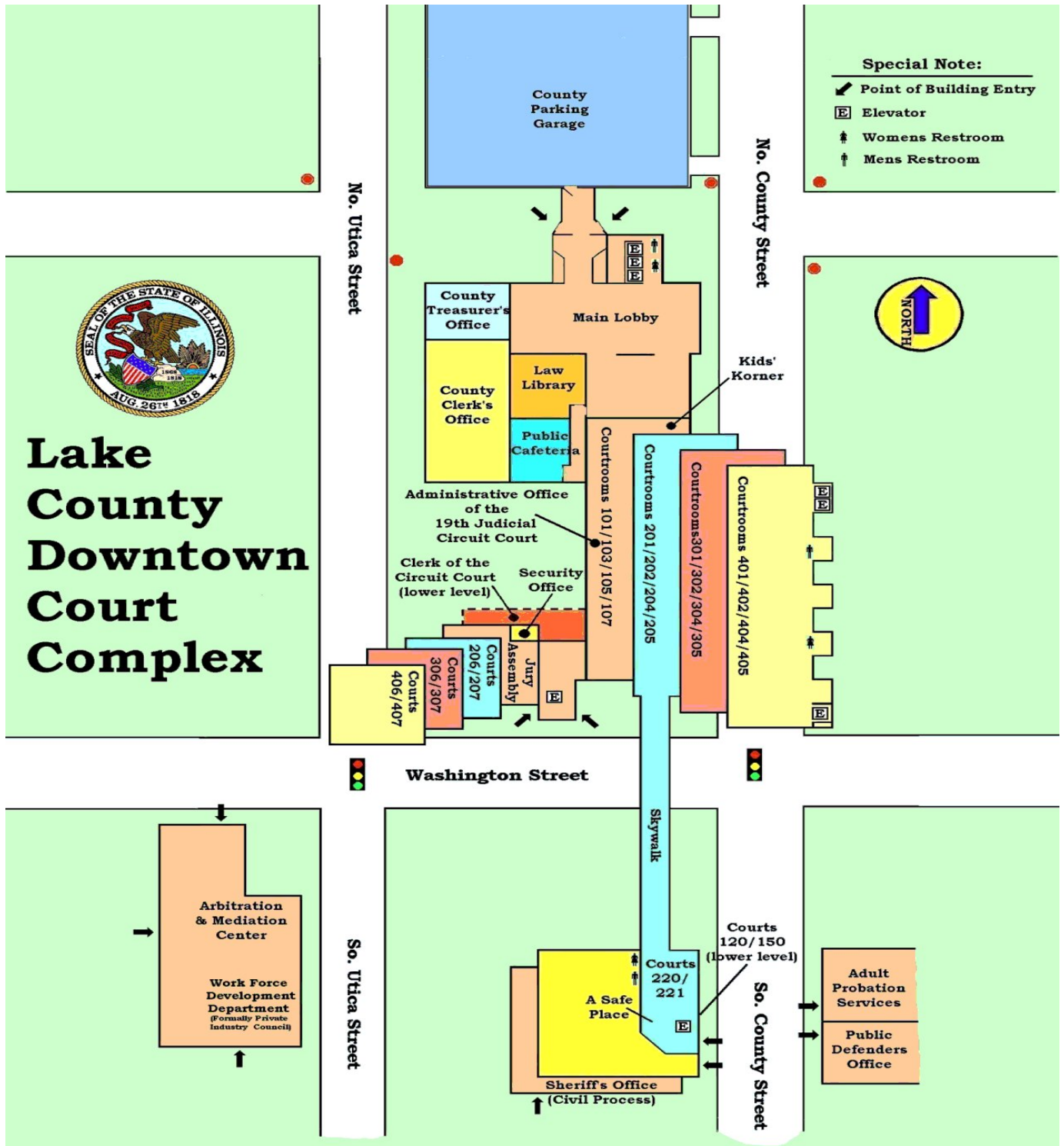
ENCUESTA DE ACCESO E IGUALDAD

Los jueces y el personal del Circuito Judicial Decimonoveno agradecen que Ud. complete esta encuesta. Al realizar esta encuesta Ud. nos ayudará a mejorar nuestros servicios.

Usando la escala abajo mencionada, por favor clasifique su aprobación con las siguientes declaraciones señalando el número apropiado:

I	ACCESO AL TRIBUNAL	Disagree Strongly	Disagree	Neutral	Agree	Strongly Agree	N/A
1)	Encontrar el tribunal fue fácil.	1	2	3	4	5	n/a
2)	Los formularios que necesitaba fueron claros y fáciles de entender.	1	2	3	4	5	n/a
3)	Me sentí seguro en el tribunal.	1	2	3	4	5	n/a
4)	El tribunal realiza esfuerzos razonables para eliminar las barreras físicas y de idioma al brindar servicios.	1	2	3	4	5	n/a
5)	Logré cumplir con mis asuntos en el tribunal en un tiempo razonable.	1	2	3	4	5	n/a
6)	El personal del tribunal respondió atentamente a mis necesidades.	1	2	3	4	5	n/a
7)	Se me trató con cortesía y respeto.	1	2	3	4	5	n/a
8)	Encontré fácilmente la sala del tribunal u oficina que necesitaba.	1	2	3	4	5	n/a
9)	Fue útil la página de Internet del tribunal.	1	2	3	4	5	n/a
10)	El horario del tribunal facilitó el cumplimiento de mis asuntos.	1	2	3	4	5	n/a
II	IGUALDAD (Si usted fue hoy parte de un asunto legal y compareció ante un oficial de la justicia, por favor complete las preguntas 11-15).						
11)	Mi caso fue tramitado de forma justa.	1	2	3	4	5	n/a
12)	El juez escuchó mi versión de los hechos antes de tomar una decisión.	1	2	3	4	5	n/a
13)	El juez tenía toda la información necesaria para tomar buenas decisiones con respecto a mi caso.	1	2	3	4	5	n/a
14)	Se me trato igual que a los demás.	1	2	3	4	5	n/a
15)	Al irme del tribunal, se lo próximo que debo hacer con respecto a mi caso.	1	2	3	4	5	n/a
III	DATOS GENERALES (para propósito de clasificación solamente)						
1.	¿Qué hizo hoy en los tribunales? (Señale todos los que apliquen)	2. ¿Qué tipo de caso lo trajo al tribunal hoy?		3. ¿Cómo se identifica usted?			
<input type="checkbox"/> Buscar expedientes judiciales/obtener documentos <input type="checkbox"/> Presentar papeles <input type="checkbox"/> Hacer un pago <input type="checkbox"/> Obtener información. <input type="checkbox"/> Comparecer como testigo <input type="checkbox"/> Abogado representando a un cliente <input type="checkbox"/> Obligación de jurado <input type="checkbox"/> Asistir a una audiencia o juicio <input type="checkbox"/> Personal de agencia de orden público/servicio social		<input type="checkbox"/> Tráfico <input type="checkbox"/> Penal <input type="checkbox"/> Civil <input type="checkbox"/> Divorcio, custodia infantil o pensión alimenticia <input type="checkbox"/> Asunto de menores <input type="checkbox"/> Orden de Protección <input type="checkbox"/> Testamentario <input type="checkbox"/> Demanda de cuantía menor <input type="checkbox"/> Otro: _____		<input type="checkbox"/> Indígena norteamericano o nativo de Alaska <input type="checkbox"/> Asiático <input type="checkbox"/> Negro u Afro-americano <input type="checkbox"/> Hispano o Latino <input type="checkbox"/> Nativo de Hawaii u otra isla del Pacífico <input type="checkbox"/> Blanco <input type="checkbox"/> Raza mixta <input type="checkbox"/> Otro: _____			
4.	¿Con que frecuencia está usted en el tribunal? (Escoja la estimación más cercana)	5. Indique su sexo.		6. ¿Cuál es su edad?			
<input type="checkbox"/> Primera vez en el tribunal <input type="checkbox"/> Una vez al año o menos <input type="checkbox"/> Varias veces al año <input type="checkbox"/> Con regularidad		<input type="checkbox"/> Masculino <input type="checkbox"/> Femenino		<input type="checkbox"/> _____ años			

APPENDIX C MAP OF LAKE COUNTY MAIN COURTHOUSE



APPENDIX D

Public Access and Fairness Survey
Location Assignments

Wednesday
September 26, 2007

North Branch - Rita
Mundelein - Mandy
Lakehurst - Pom

Depke - Sharon

Main

	8:30 – 10:30	10:30 – 12:30	12:30 – 2:30	2:30 – 4:30
North Entrance	Carla	Carla	Rosanne	Carla
South Entrance	David B	Melinda	Jodi	Delta
Babcox	Diane	Sue	Liz N	Barb M

SCRIPT: Hello. We are looking at ways to improve customer service in the courthouse and are conducting a customer service survey. Can you take a few minutes to tell us about your experience today?

Here are some common objections you might encounter and suggested replies to use to try to overcome them:

- 1) "You don't want to know what I think, it's very bad"
 - a. Yes we do, especially if it was a bad experience, because we need to know what went wrong so we can fix it.
- 2) "This is my first time here" (i.e., I am not qualified to fill this out).
 - a. Yes, we really need to hear from you folks who are here for the first time, because you have fresh eyes, and your perspective is important to us.
- 3) This doesn't pertain to me" (heard from police, attorneys, etc.)
 - a. Yes, it pertains to anyone who was in court today/ If you feel an item is not applicable then you don't have to answer that question and just mark the N/A.
- 4) "I am just here to pick up some papers, I didn't go to court."
 - a. That's OK, that's what lots of people do.

APPENDIX D

From: Krause, Richard A.
Sent: Monday, September 10, 2007 8:15 AM
To: {Redacted}
Subject: Public Opinion Survey

Good Day,

First, let me thank you for agreeing to assist in the administering of the survey that will be conducted to measure the public's opinion of the fairness and access of the courts. The date for the survey has been established: **Thursday, September 27, 2007**. Please make a note of it as I am counting on each of you to be available that day.

I am attaching to this e-mail a "draft" schedule of the times and location assignments of the personnel conducting the survey. Unless there is a problem of which I am unaware with your specific time or location, the attached "draft" schedule will become the final schedule. Please review the same and let me know as soon as possible if you have any questions or concerns regarding the schedule.

I do not anticipate that conducting the survey itself should be very difficult. At the bottom of the attached schedule is a suggested script on what to say to people to invite them to participate. There are also suggestions how to overcome objections you might hear. In the next couple of weeks I will be meeting with each of you individually or in groups to explain in greater detail what will be expected and answer questions you may have. I wanted though, to make sure that you mark September 27th in your calendar.

Thank you again for your assistance with this project.

Rich

*When we don't try something for fear of looking bad,
we already look bad to ourselves.*

APPENDIX D

From: Krause, Richard A.
Sent: Tuesday, September 18, 2007 11:40 AM
To: {Redacted}
Subject: RE: Public Opinion Survey

Good Day,

I have had to change the date of the survey. The new date will be **Wednesday, September 26, 2007**. As a result of this change, I have also had to realign the coverage and will only be staffing the North Entrance with one assigned staff. I will try to be there as much as possible and will continue to look for additional staff to assist. If your schedule permits and you can provide additional assistance during certain periods of the day, it would be much appreciated. Please check with your supervisor regarding your availability.

Attached is a revised schedule. If you see any conflicts, please let me know as soon as possible.

Again, I appreciate your willingness to assist in this important undertaking.

Thanks,

Rich

*When we don't try something for fear of looking bad,
we already look bad to ourselves.*

APPENDIX D

From: Krause, Richard A.
Sent: Tuesday, September 18, 2007 12:38 PM
To: Judges and Staff
Subject: Public Access and Fairness Survey

Good Afternoon,

As part of our ongoing performance measurement efforts, on Wednesday, September 26, 2007, from 8:30 a.m. until 4:30 p.m., the court will be surveying courthouse users on their opinion regarding the access and fairness of the court. The 15 question survey is based on the CourTools 1 measurement developed by the National Center for State Courts (NCSC) and first deployed by the NCSC in 2005.

Staff will be assigned locations to assist in taking the survey which will be conducted simultaneously at 7 locations throughout the circuit.

The locations are:

- North Entrance (right outside of the hallway leading to the courts on the first floor)
- South Entrance (near the deputy station by the magnetometer)
- Babcox (near the exit but in a location so as not to impede egress from the building)
- Mundelein (in the lobby but in a location so as not to impede egress from the building)
- North Branch Court (in the lobby but in a location so as not to impede egress from the building)
- Lakehurst (in the lobby but in a location so as not to impede egress from the building)
- Depke Juvenile Center (in the lobby but in a location so as not to impede egress from the building)

The questionnaire is not designed to measure the performance of any single judge but will be used as a gauge to provide feedback to the court of the public's overall perception of how we are doing. More about the development and utilization of the survey for those of you interested may be found here:

http://www.ncsconline.org/D_Research/CourTools/Images/courtools_measure1.pdf

If you have any questions regarding the survey, please feel free to contact me.

Rich

*When we don't try something for fear of looking bad,
we already look bad to ourselves.*

APPENDIX D

From: Krause, Richard A.
Sent: Monday, September 24, 2007 9:41 AM
To: {Redacted}
Subject: Public Opinion Survey - Dress "Code"

Good morning,

A question was asked of me whether or not employees conducting the survey are expected to wear a 19th Judicial Circuit logo shirt. Consider this Wednesday as "Casual Wednesday" for employees involved in the survey and follow the relaxed business wear policy in the employee manual.

Although there is no expectation or requirement you are certainly welcome and encouraged to wear a logo shirt. Seeing the logo should help identify you to the public.

If there are additional questions, please feel free to contact me.

Thanks again for your help participation,

Rich

*When we don't try something for fear of looking bad,
we already look bad to ourselves.*

APPENDIX D

From: Krause, Richard A.
Sent: Thursday, September 27, 2007 2:54 PM
To: CM Users
Subject: Public Access and Fairness Survey Update

Good afternoon,

I wanted to take a minute to give you an update on the Public Access and Fairness Survey that was conducted yesterday. By my informal count, 472 surveys were completed among the 7 locations (3 at the main, 3 branch courts and juvenile). This should give us a good representative sample. The surveys have will be tallied and the data entered into the computer program and once completed, the results will be compiled.

I also wanted to take a minute and thank everyone for their assistance and support yesterday. Conducting the survey is a resource intensive undertaking. While some staff was out manning the survey stations the remaining staff really “stepped it up” and made sure that the operations continued seamlessly. The support and willingness of the judges to approve conducting the survey should not be overlooked either. Thank you one and all for your efforts and support.

Special recognition is also given to Carla, Rosanne, David, Melinda, Liz, Jodi, Delta, Diane, Sue, Barb, Rita, Mandy, Pom and Sharon who manned the survey stations. I was at various survey stations throughout the day yesterday and approaching someone to ask them to take a survey was more challenging than I expected. You did an outstanding job in garnering as many responses as you did.

Finally, I’d like to give special thanks and recognition to Mandy for her efforts with this undertaking. Mandy designed the posters, signs, ballot boxes and accepted most of the tasks leading up to yesterday. Her thoroughness, attention to detail and creativity truly helped make this a success.

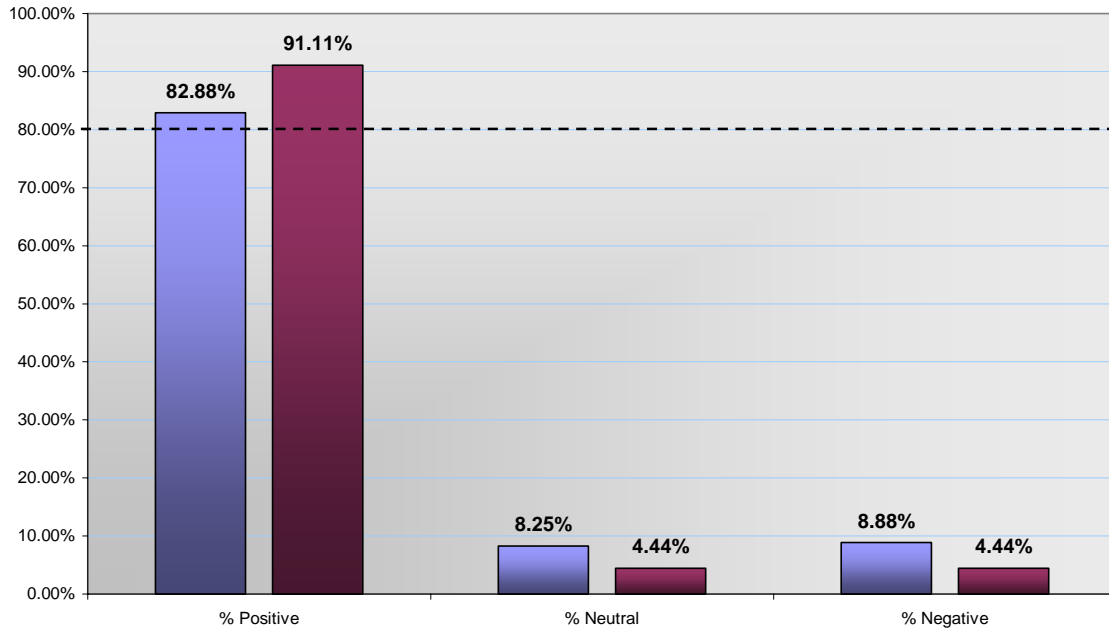
Thank you all once again for your assistance and contributions to this important undertaking.

Rich

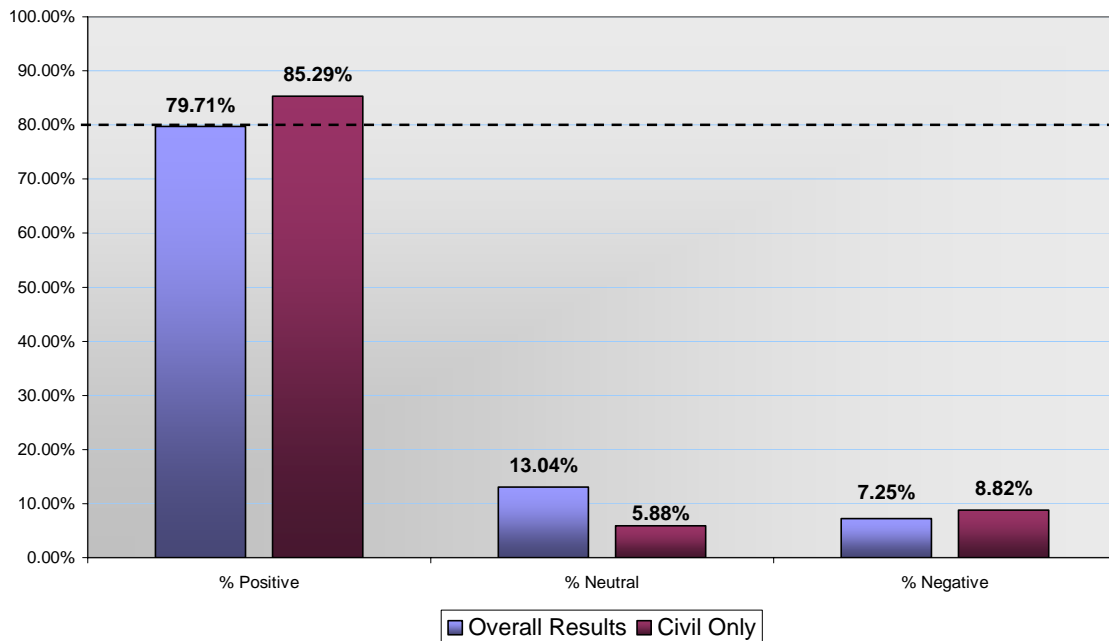
*When we don't try something for fear of looking bad,
we already look bad to ourselves.*

APPENDIX E
Public Access and Fairness Survey
CIVIL
September 26, 2007

Q-1 - Finding the courthouse was easy
Overall Results vs. Civil Only

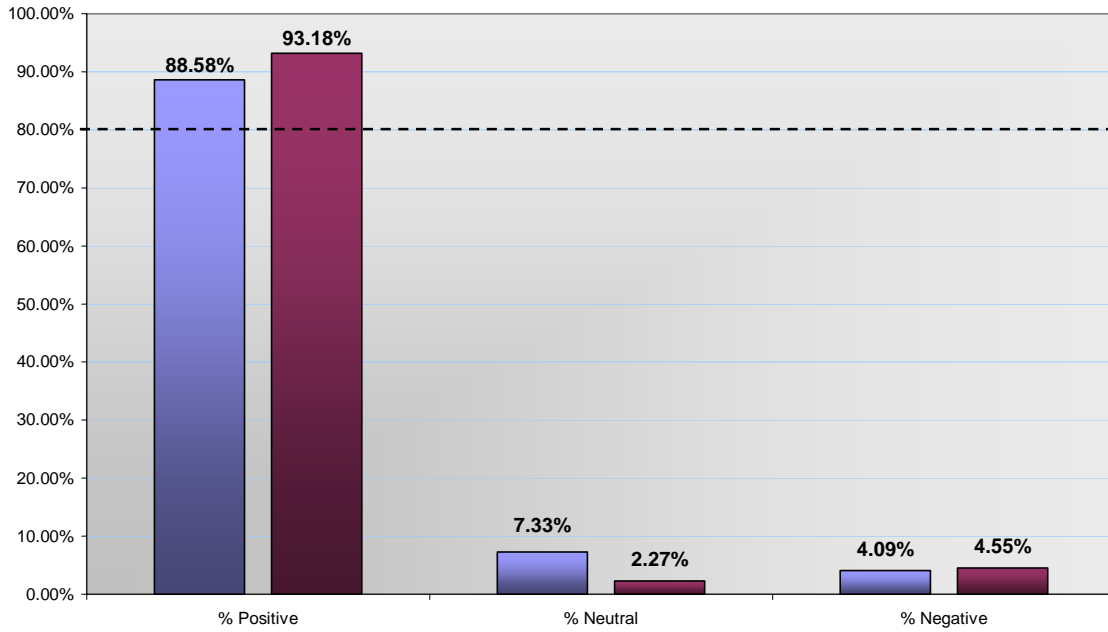


Q-2 - The forms I needed were clear and easy to understand
Overall Results vs. Civil Only

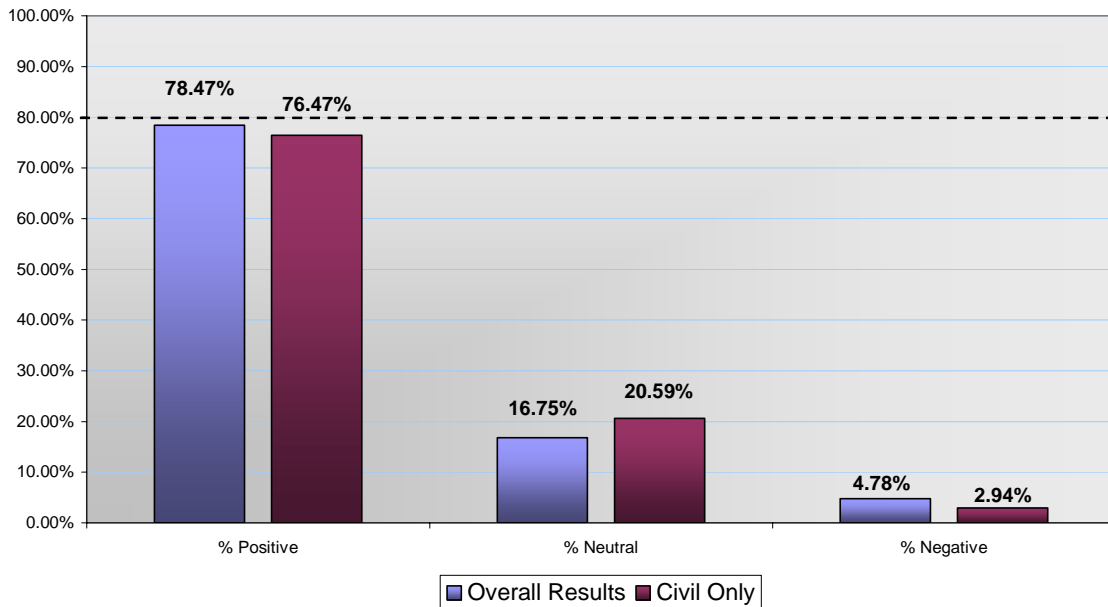


APPENDIX E
Public Access and Fairness Survey
CIVIL
September 26, 2007

Q-3 - I felt safe in the courthouse
Overall Results vs. Civil Only

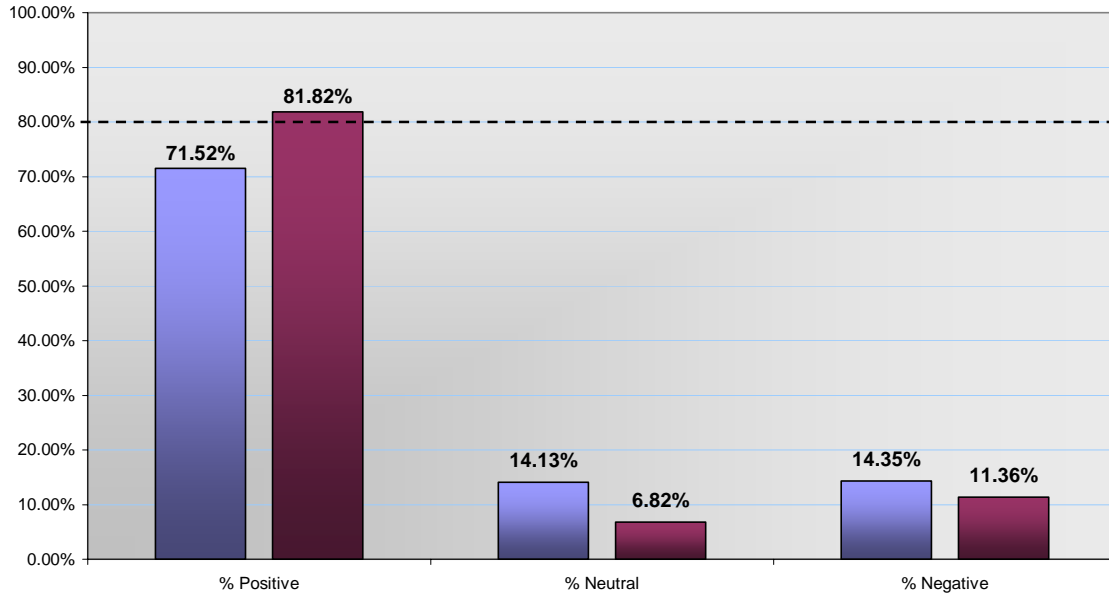


Q-4 - The court makes reasonable efforts to remove physical and lanugage barriers to service
Overall Results vs. Civil Only

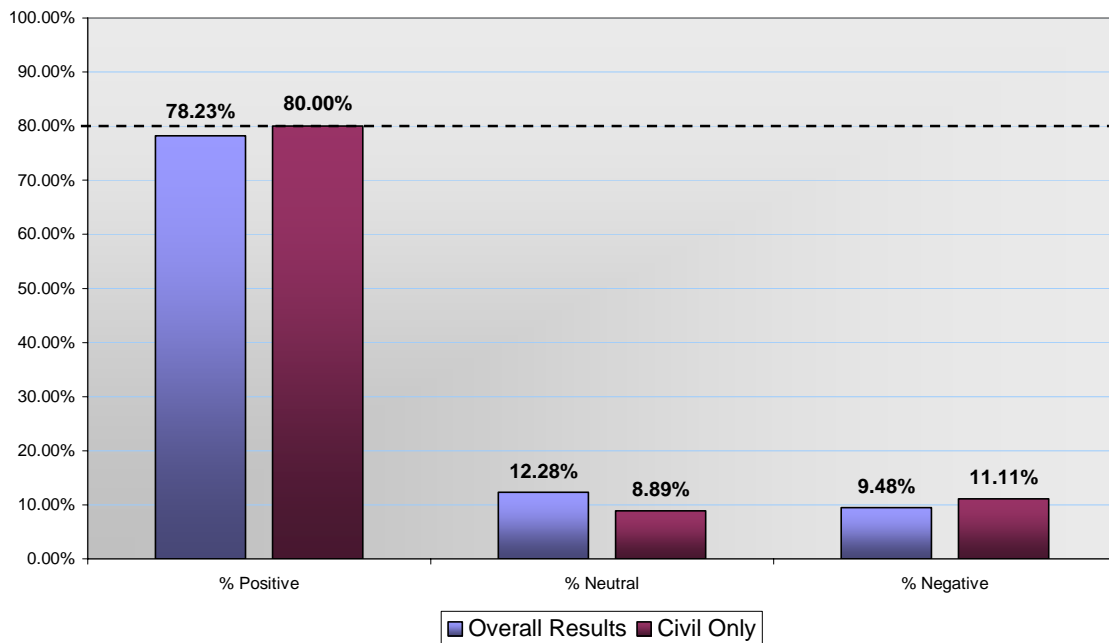


APPENDIX E
Public Access and Fairness Survey
CIVIL
September 26, 2007

Q-5 - I was able to get my court business done in a reasonable amount of time
Overall Results vs. Civil Only

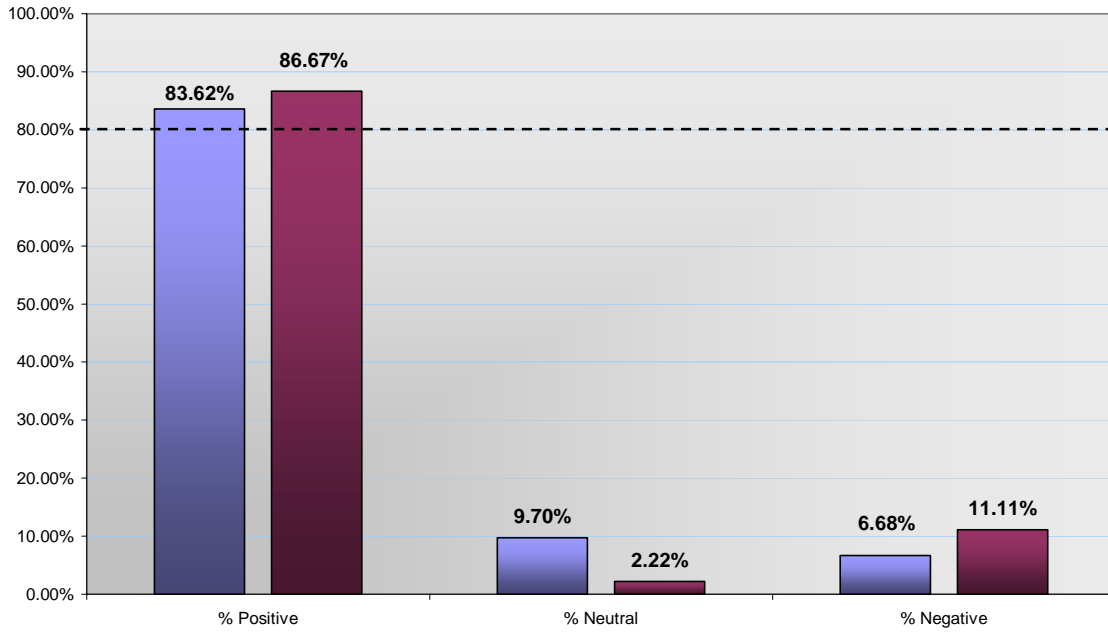


Q-6 - Court staff paid attention to my needs.
Overall Results vs. Civil Only

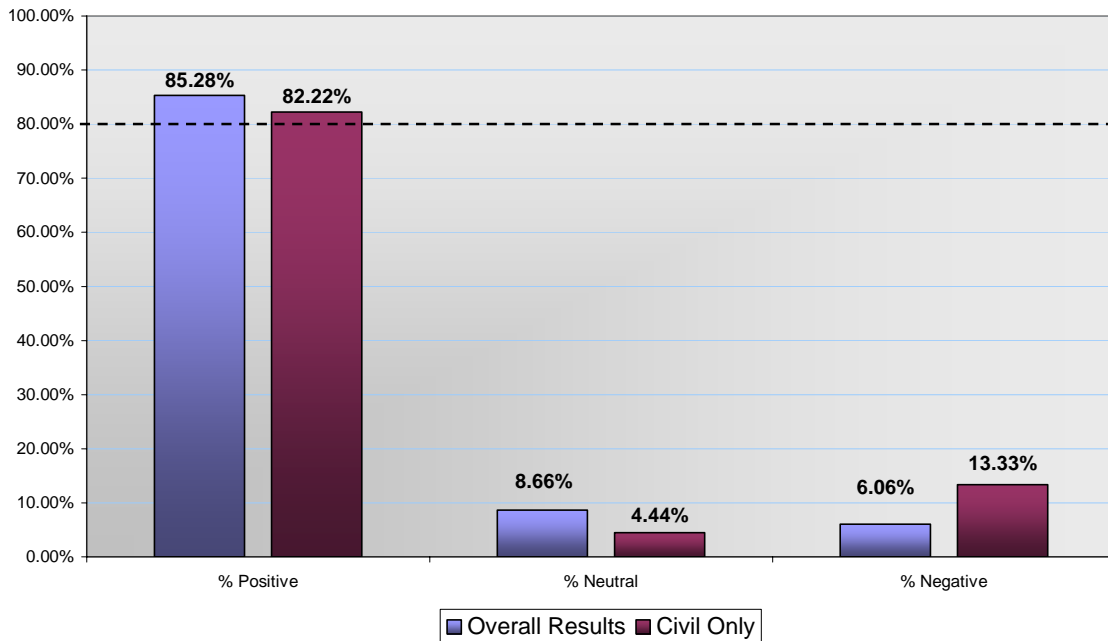


APPENDIX E
Public Access and Fairness Survey
CIVIL
September 26, 2007

Q-7 - I was treated with courtesy and respect by court staff
Overall Results vs. Civil Only

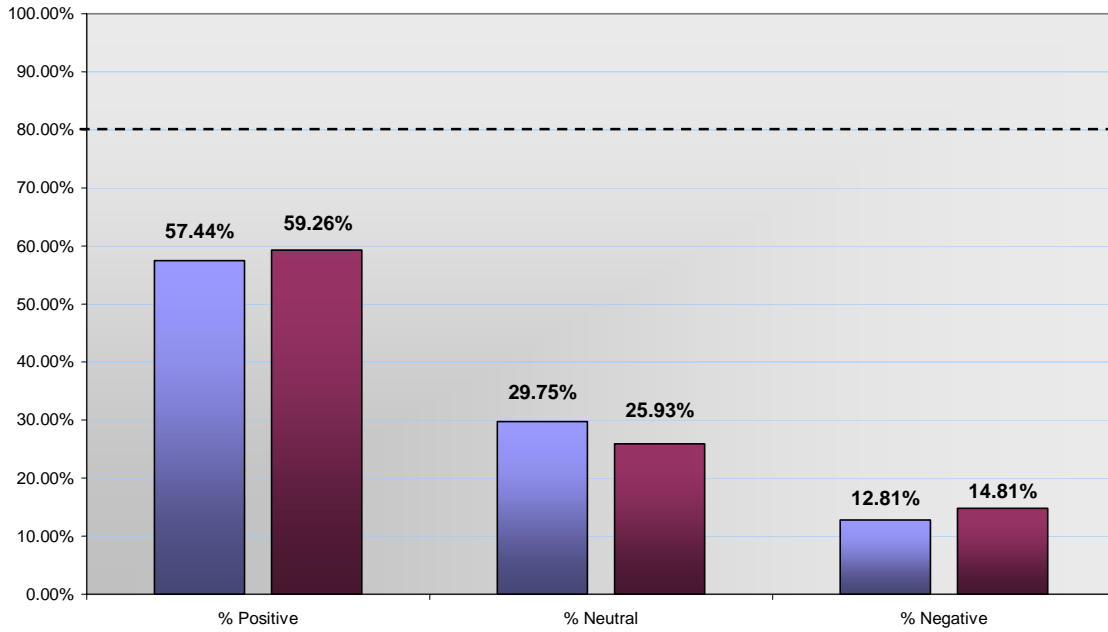


Q-8 - I easily found the courtroom or office I needed
Overall Results vs. Civil Only

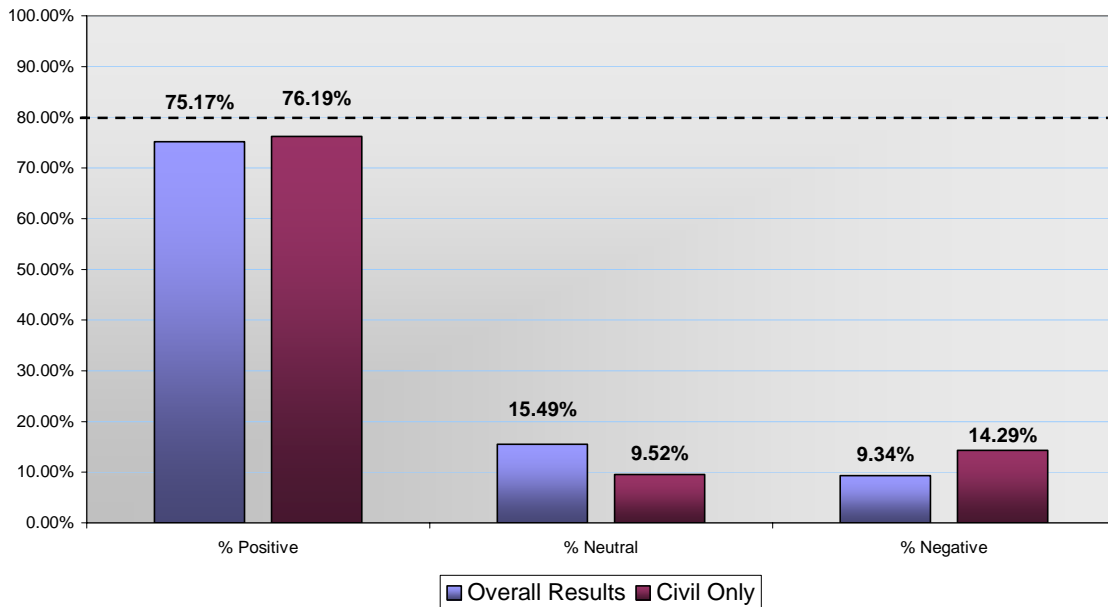


APPENDIX E
 Public Access and Fairness Survey
 CIVIL
 September 26, 2007

Q-9 - The court's website was useful
Overall Results vs. Civil Only

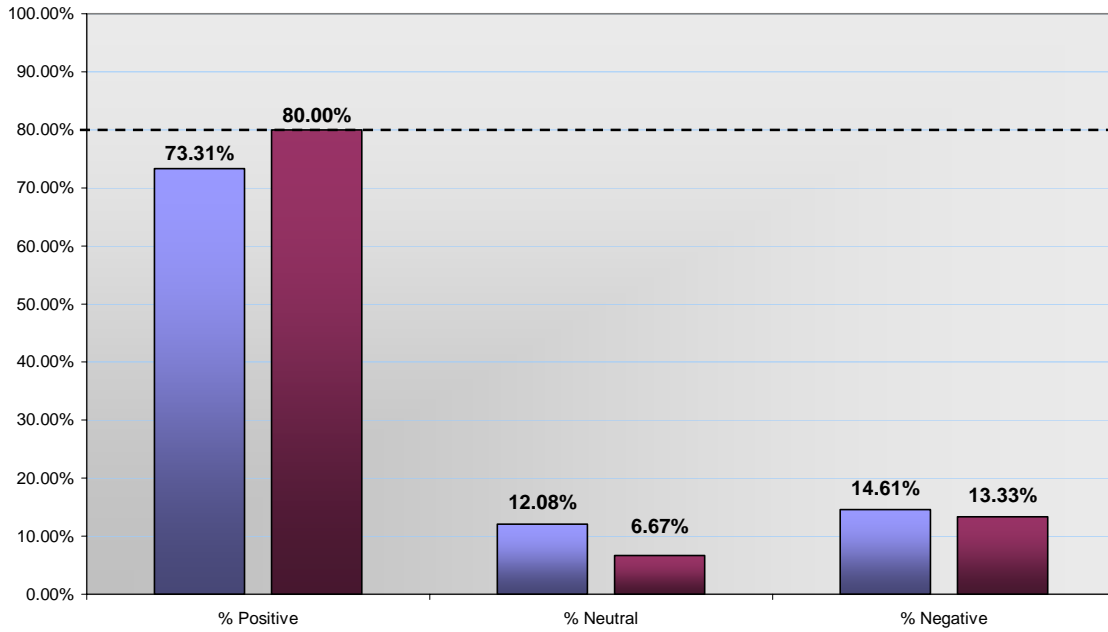


Q-10 - The court's hours of operation made it easy for me to do my business
Overall Results vs. Civil Only

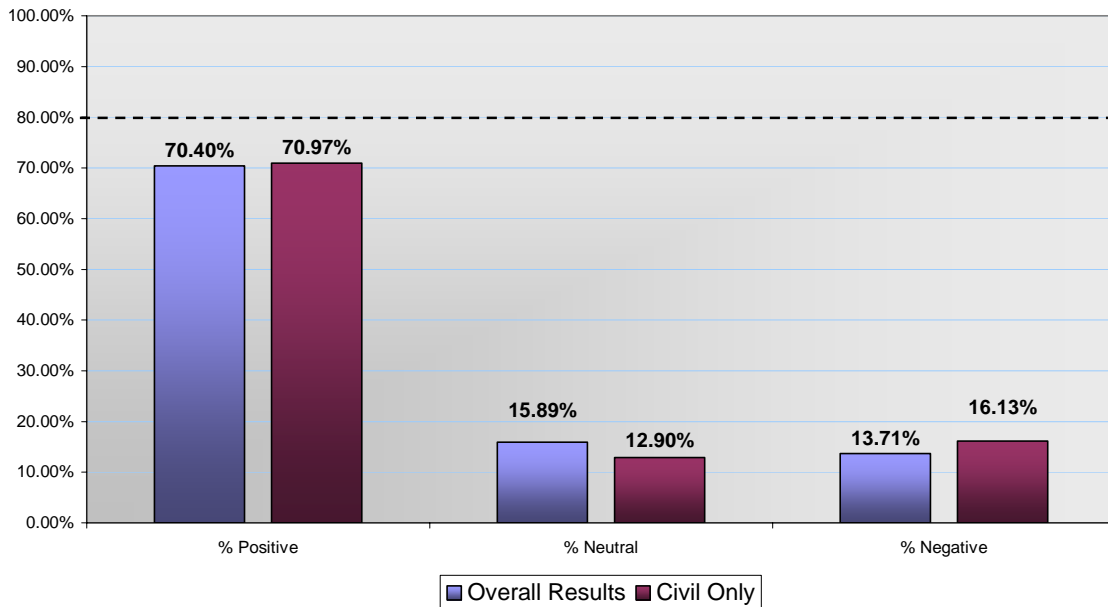


APPENDIX E
Public Access and Fairness Survey
CIVIL
September 26, 2007

Q-11 - The way my case was handled was fair
Overall Results vs. Civil Only

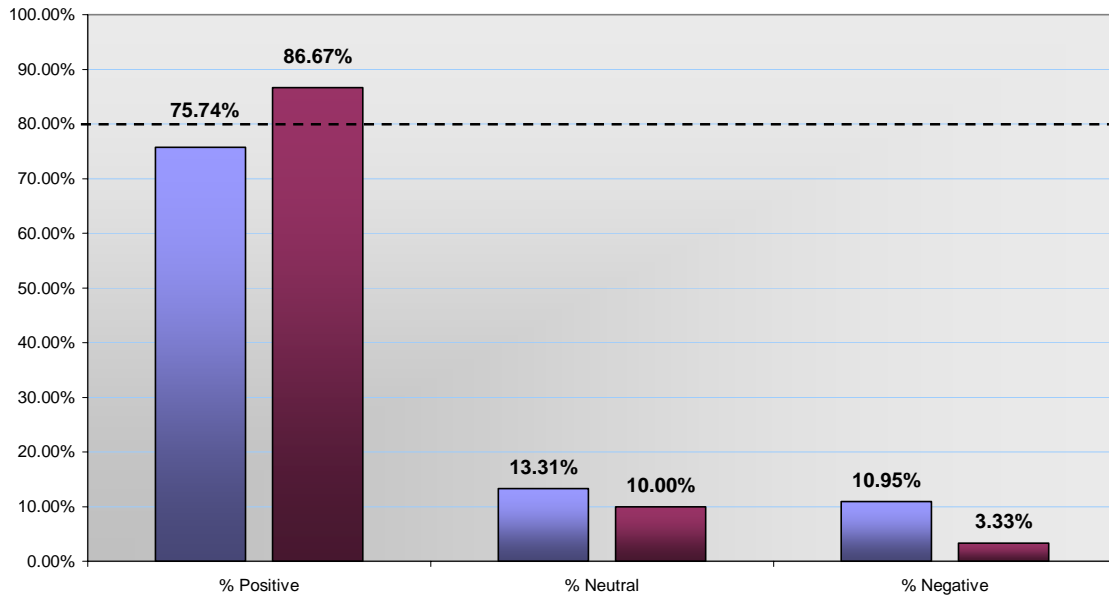


Q-12 - The judge listened to my side of the story before he or she made a decision
Overall Results vs. Civil Only

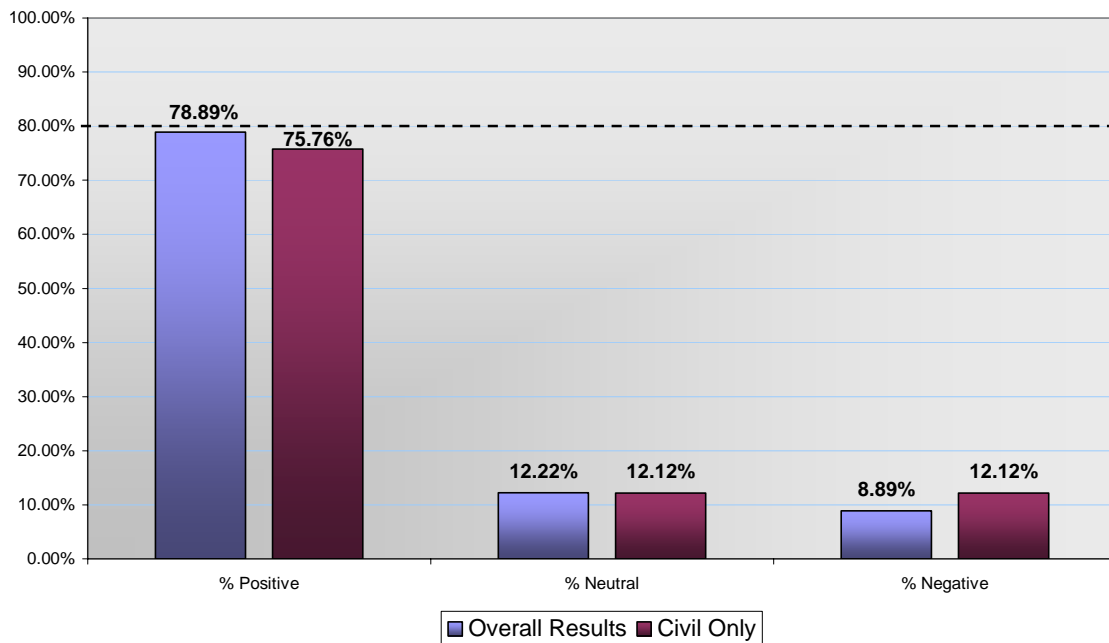


APPENDIX E
Public Access and Fairness Survey
CIVIL
September 26, 2007

Q-13 - The judge had the information necessary to make good decisions about my case
Overall Results vs. Civil Only

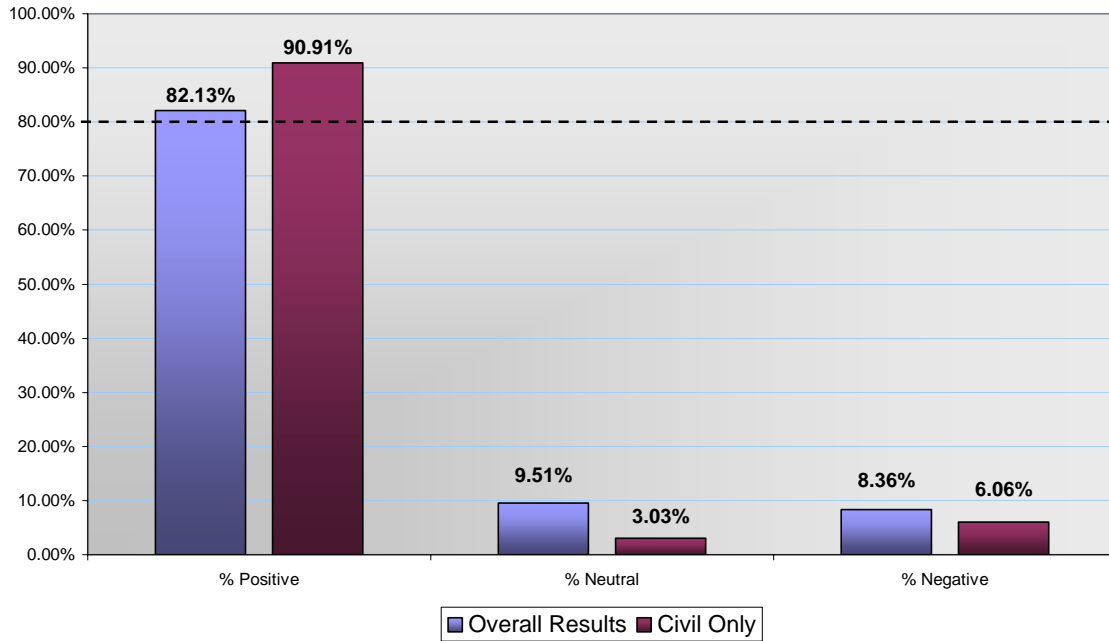


Q-14 - I was treated the same as everyone else
Overall Results vs. Civil Only



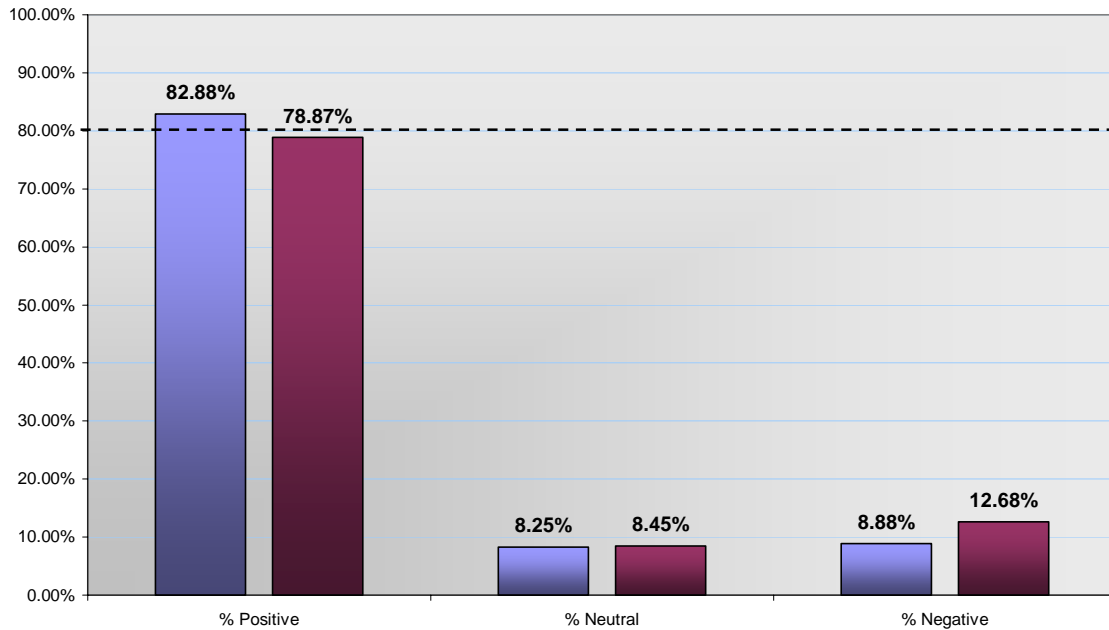
APPENDIX E
Public Access and Fairness Survey
CIVIL
September 26, 2007

Q-15 - As I leave the court, I know what to do next about my case
Overall Results vs. Civil Only

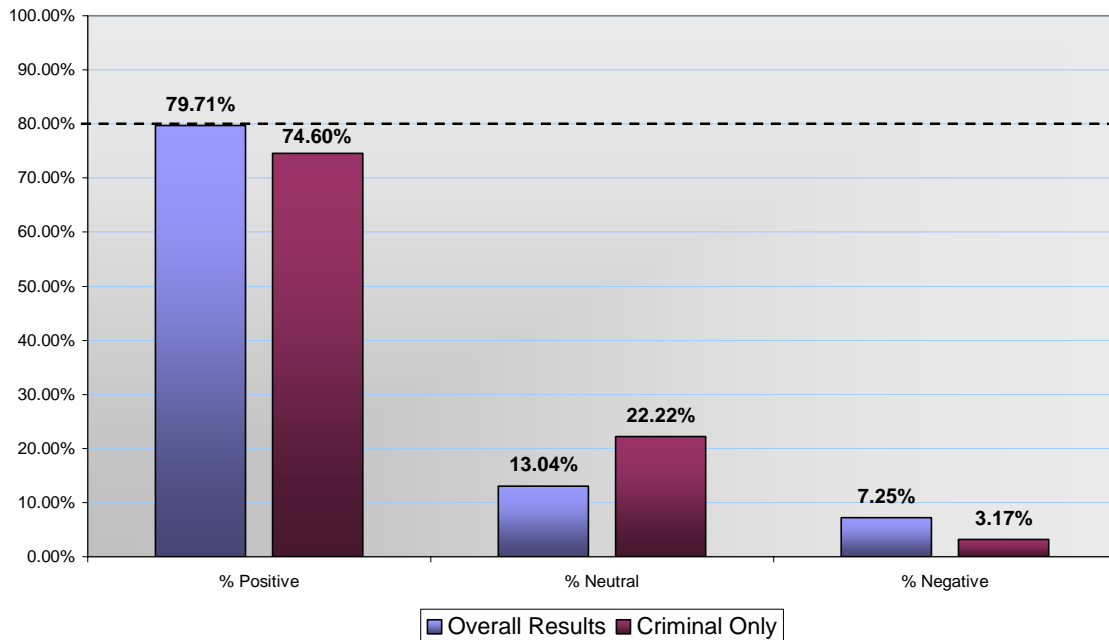


APPENDIX F
 Public Access and Fairness Survey
 Results by Division
CRIMINAL
 September 26, 2007

Q-1 - Finding the courthouse was easy
Overall Results vs. Criminal Only

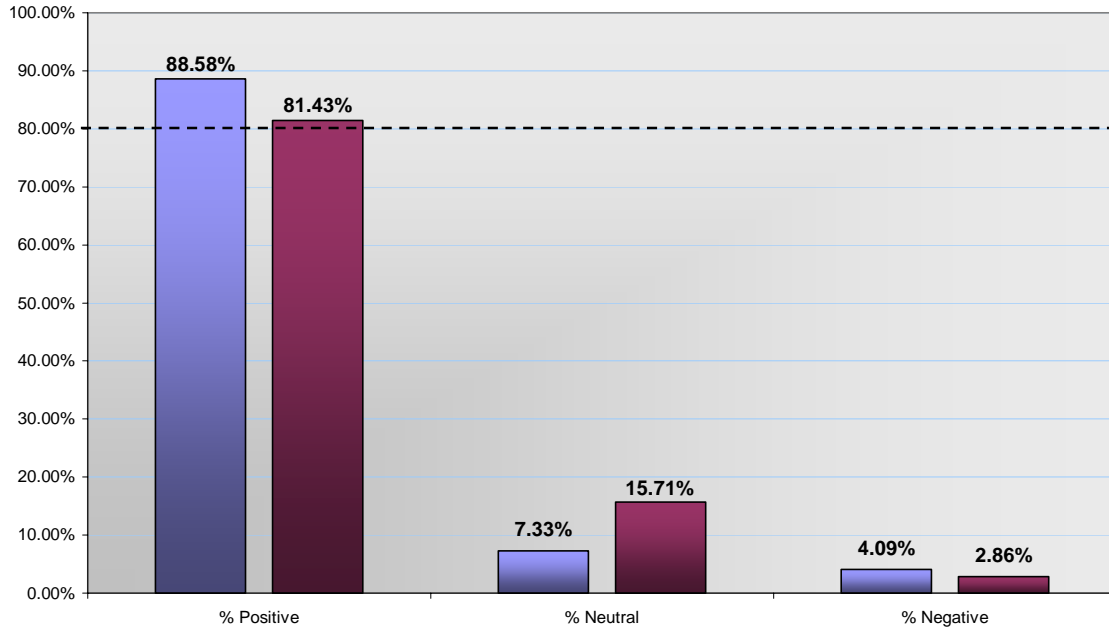


Q-2 - The forms I needed were clear and easy to understand
Overall Results vs. Criminal Only

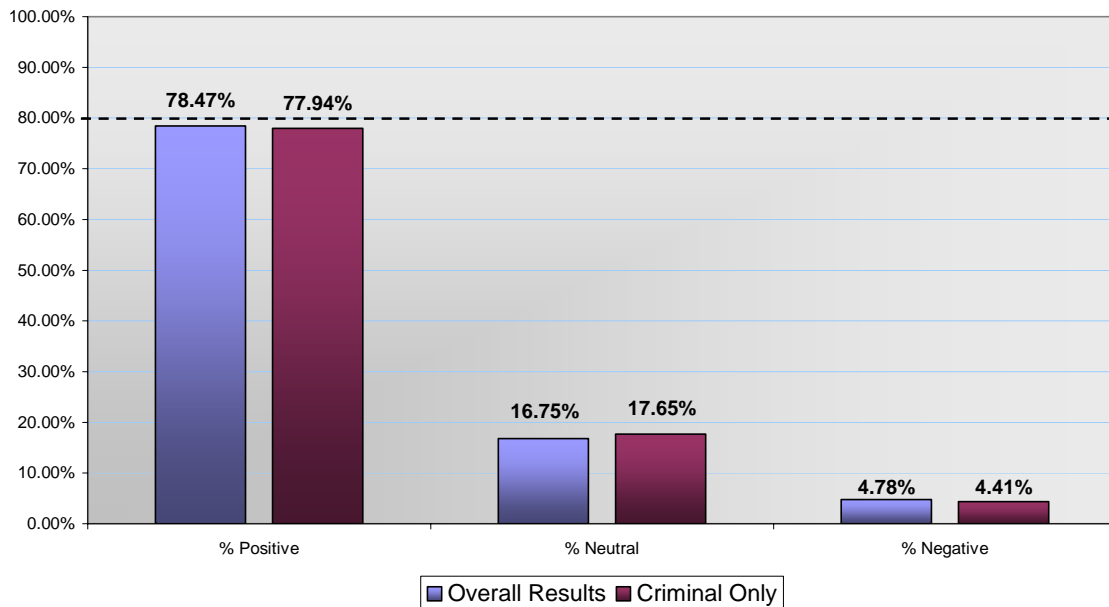


APPENDIX F
 Public Access and Fairness Survey
 Results by Division
CRIMINAL
 September 26, 2007

Q-3 - I felt safe in the courthouse
Overall Results vs. Criminal Only

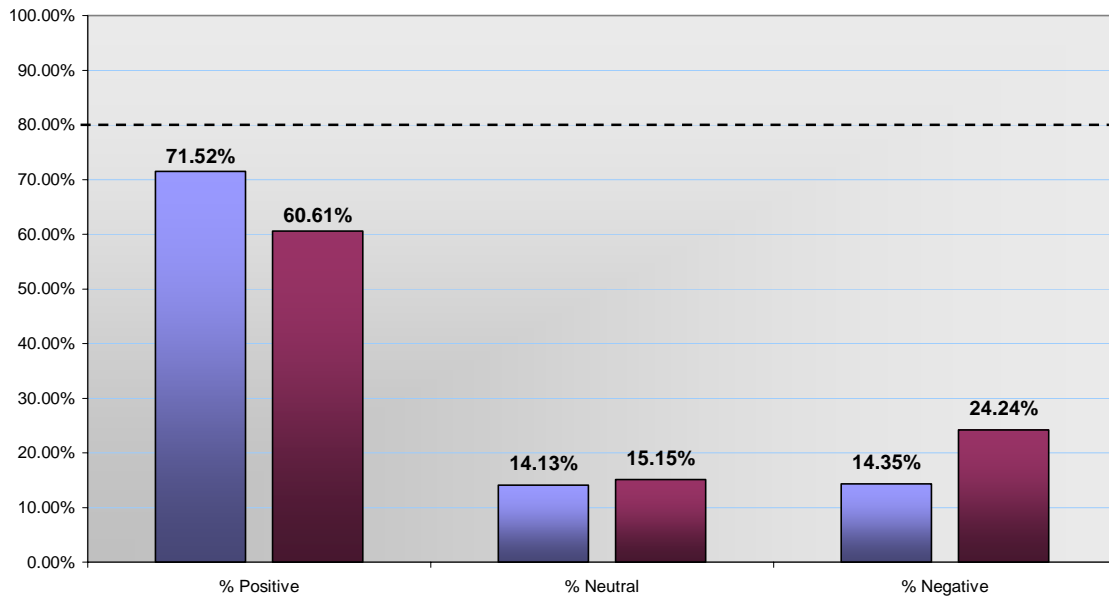


Q-4 - The court makes reasonable efforts to remove physical and lanugage barriers to service
Overall Results vs. Criminal Only

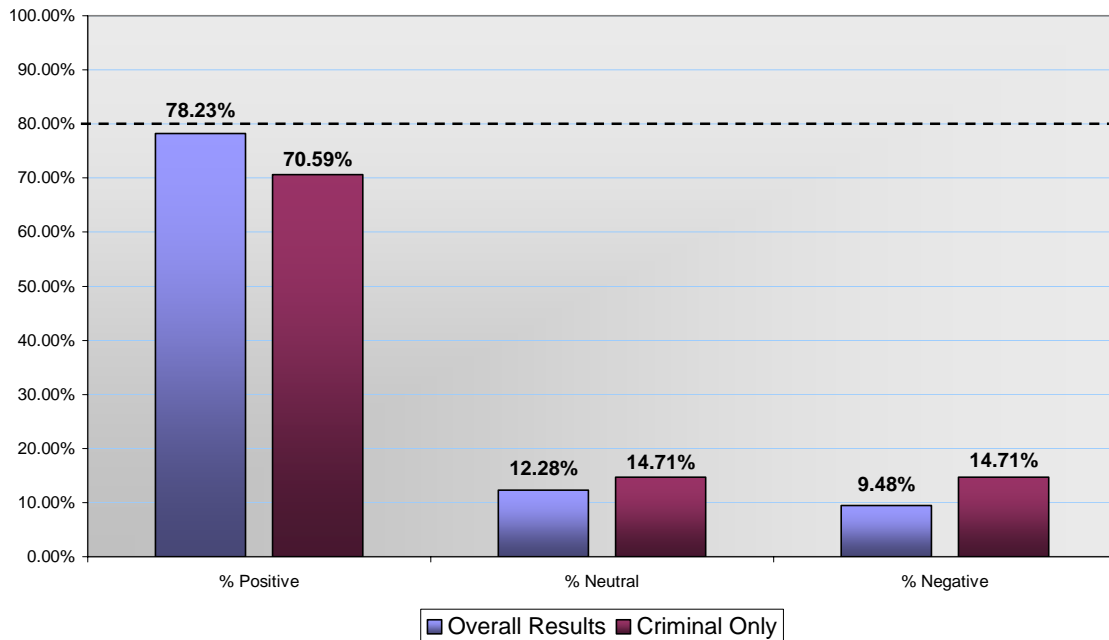


APPENDIX F
 Public Access and Fairness Survey
 Results by Division
CRIMINAL
 September 26, 2007

Q-5 - I was able to get my court business done in a reasonable amount of time
Overall Results vs. Criminal Only

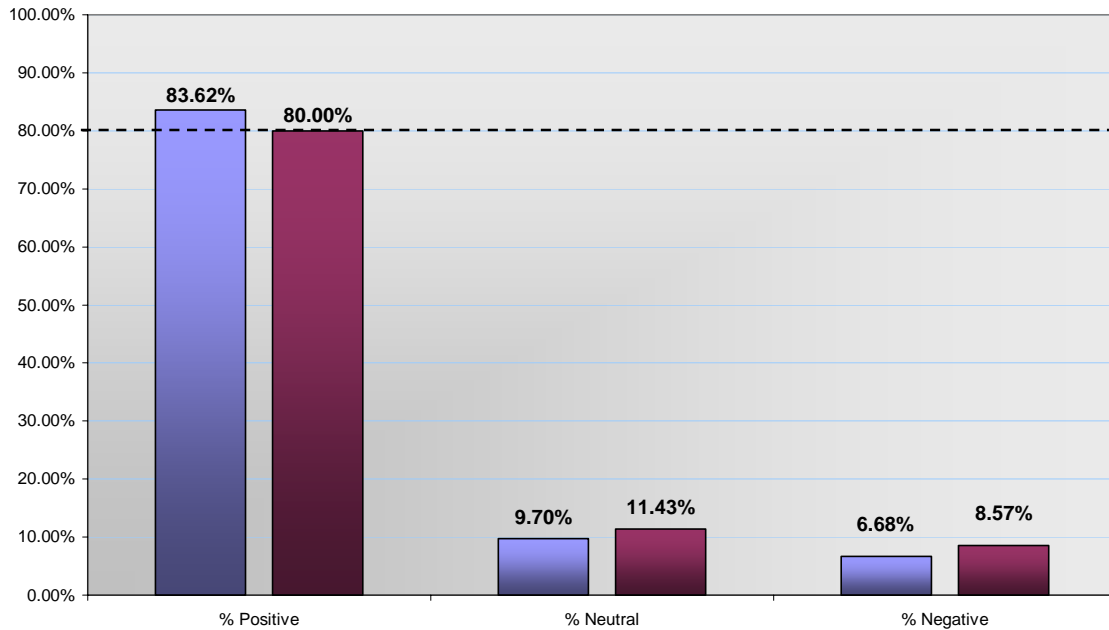


Q-6 - Court staff paid attention to my needs.
Overall Results vs. Criminal Only

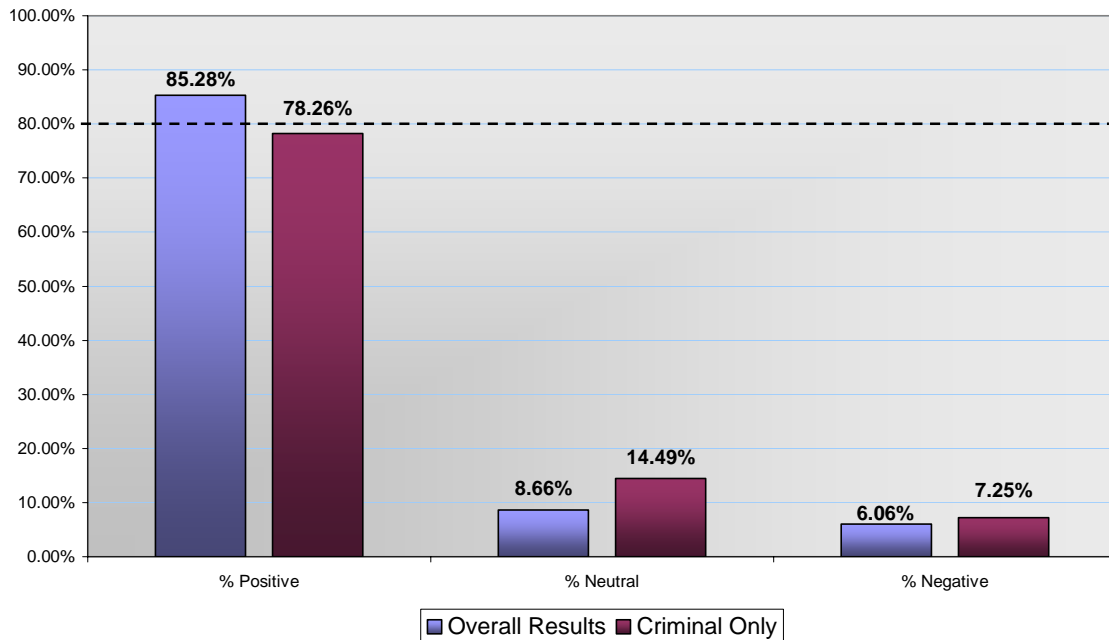


APPENDIX F
 Public Access and Fairness Survey
 Results by Division
CRIMINAL
 September 26, 2007

Q-7 - I was treated with courtesy and respect by court staff
Overall Results vs. Criminal Only

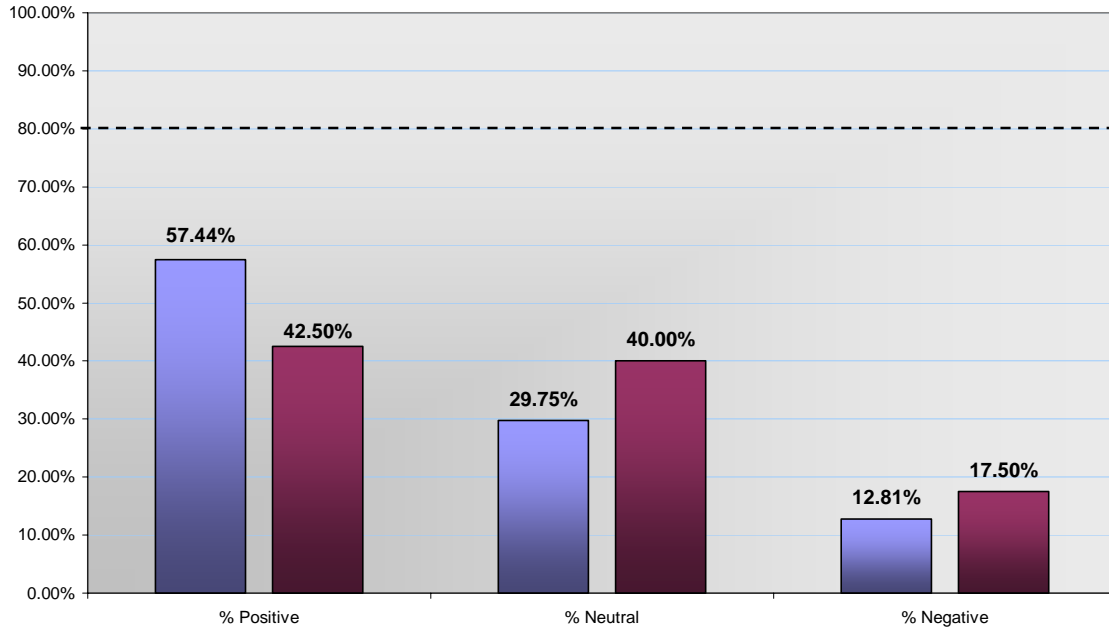


Q-8 - I easily found the courtroom or office I needed
Overall Results vs. Criminal Only

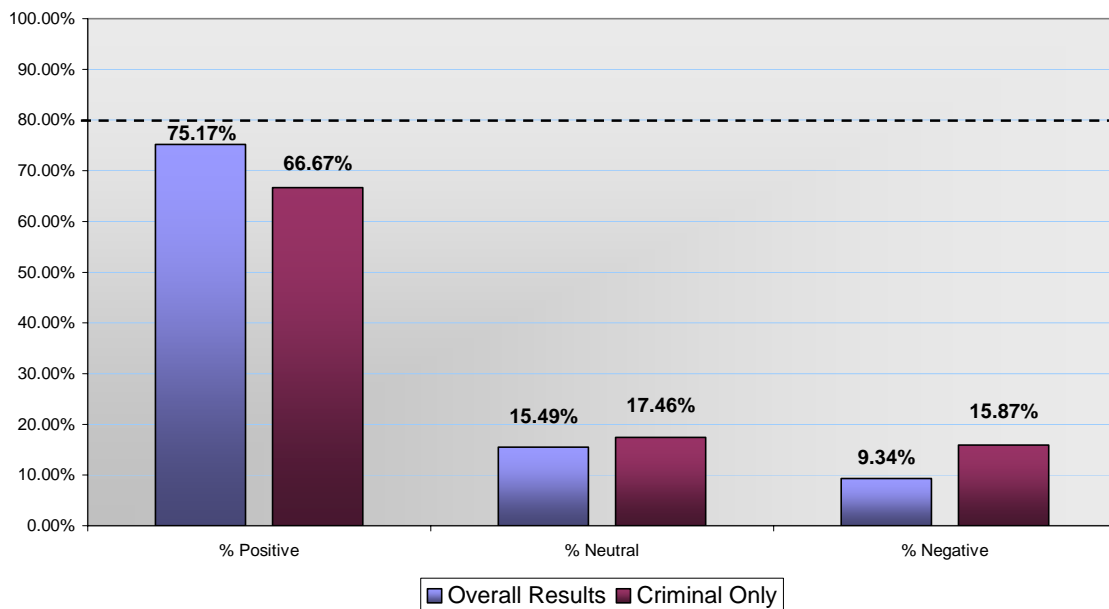


APPENDIX F
 Public Access and Fairness Survey
 Results by Division
CRIMINAL
 September 26, 2007

Q-9 - The court's website was useful
Overall Results vs. Criminal Only

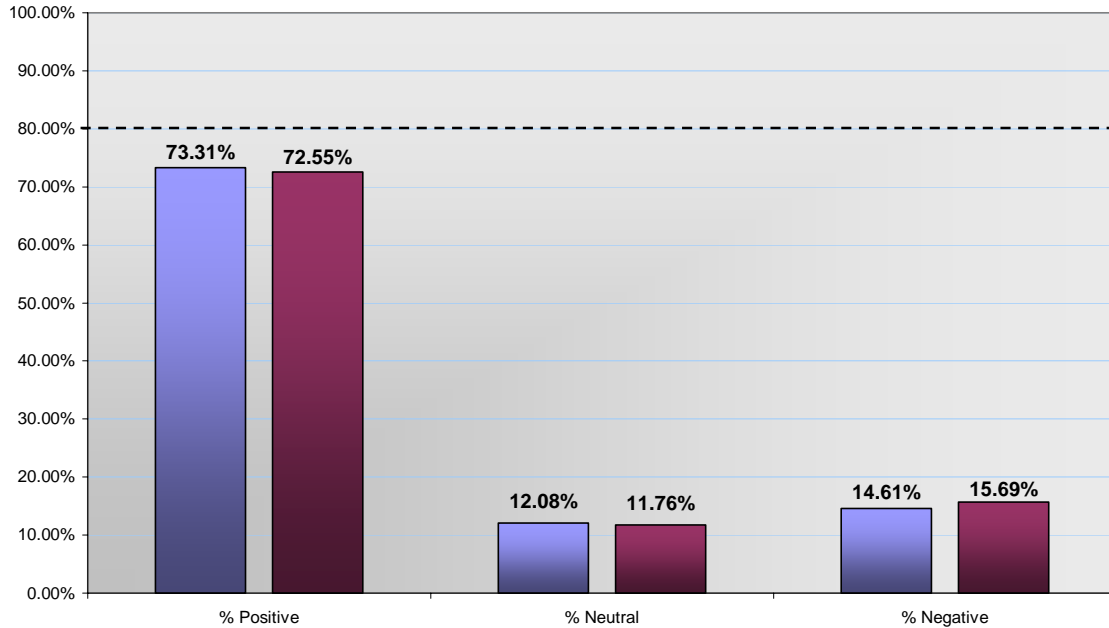


Q-10 - The court's hours of operation made it easy for me to do my business
Overall Results vs. Criminal Only

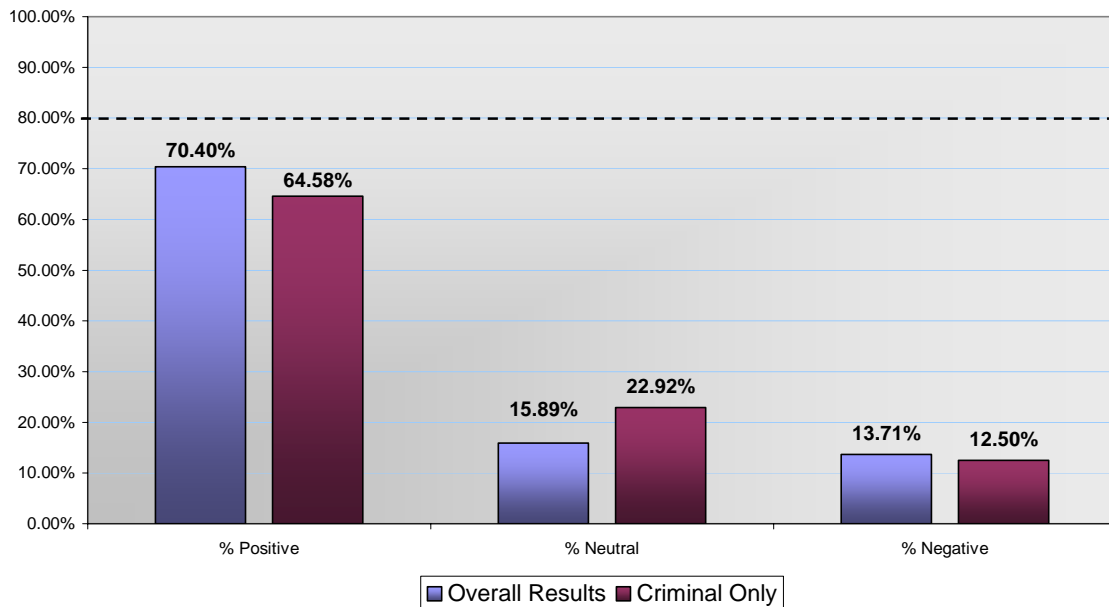


APPENDIX F
 Public Access and Fairness Survey
 Results by Division
CRIMINAL
 September 26, 2007

Q-11 - The way my case was handled was fair
Overall Results vs. Criminal Only

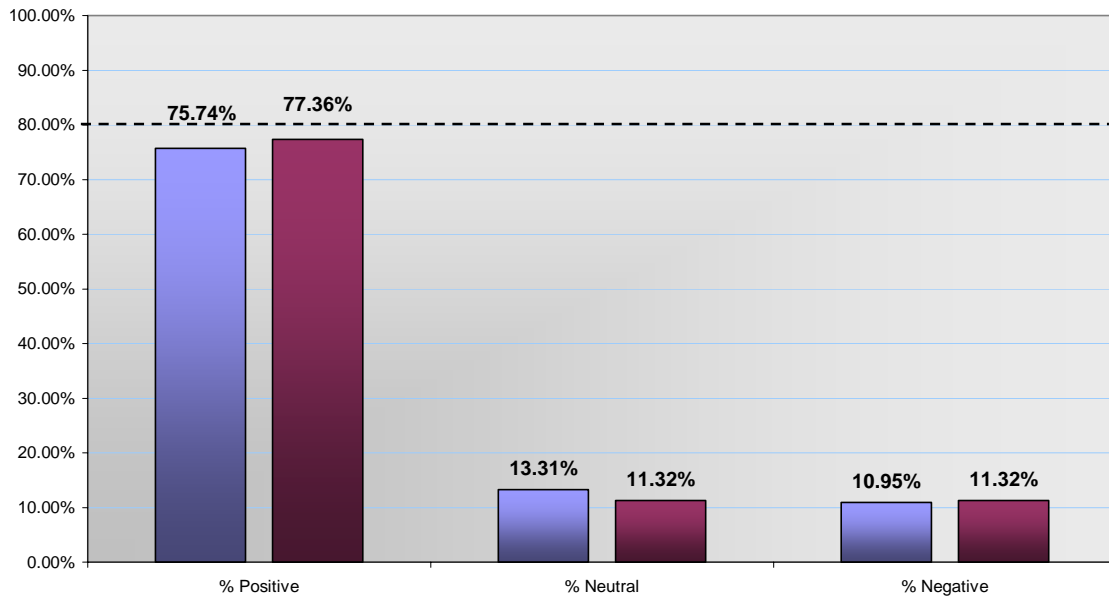


Q-12 - The judge listened to my side of the story before he or she made a decision
Overall Results vs. Criminal Only

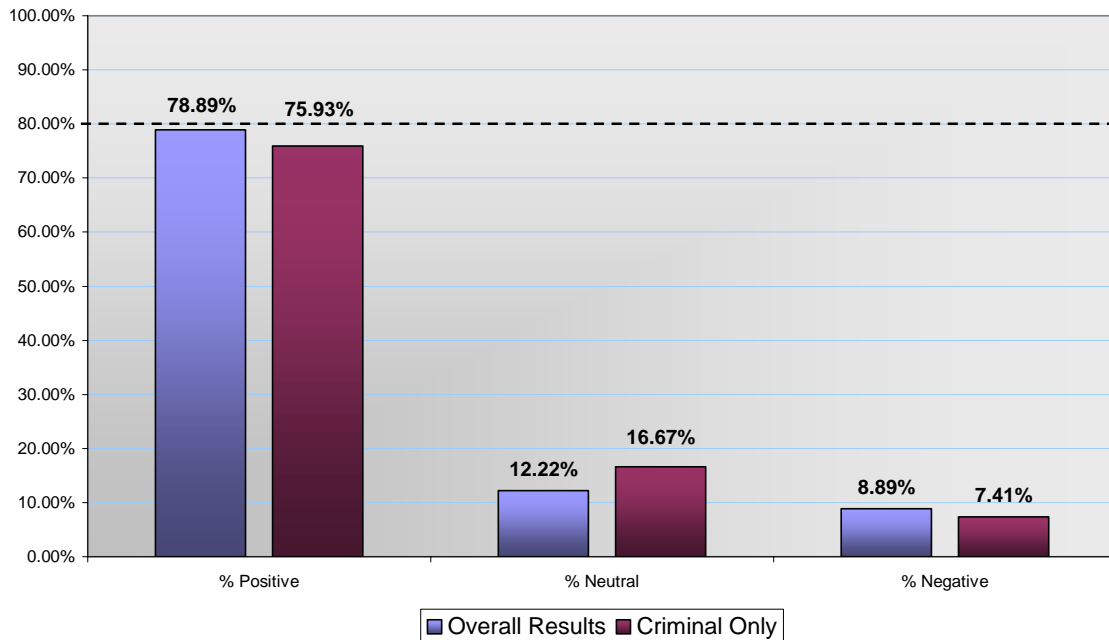


APPENDIX F
 Public Access and Fairness Survey
 Results by Division
CRIMINAL
 September 26, 2007

Q-13 - The judge had the information necessary to make good decisions about my case
Overall Results vs. Criminal Only

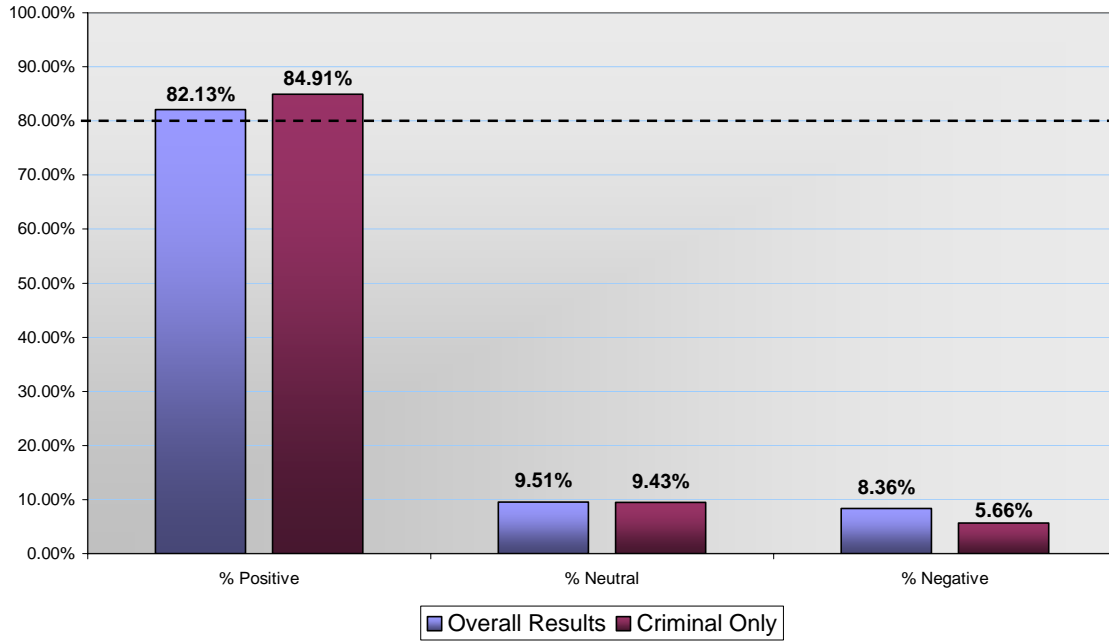


Q-14 - I was treated the same as everyone else
Overall Results vs. Criminal Only



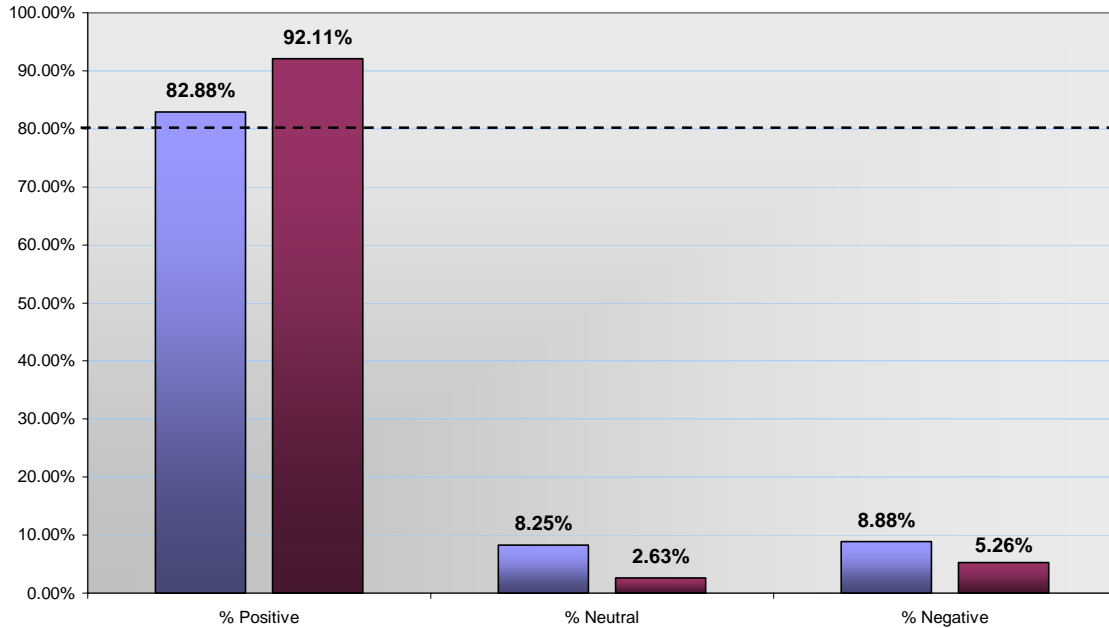
APPENDIX F
Public Access and Fairness Survey
Results by Division
CRIMINAL
September 26, 2007

Q-15 - As I leave the court, I know what to do next about my case
Overall Results vs. Criminal Only

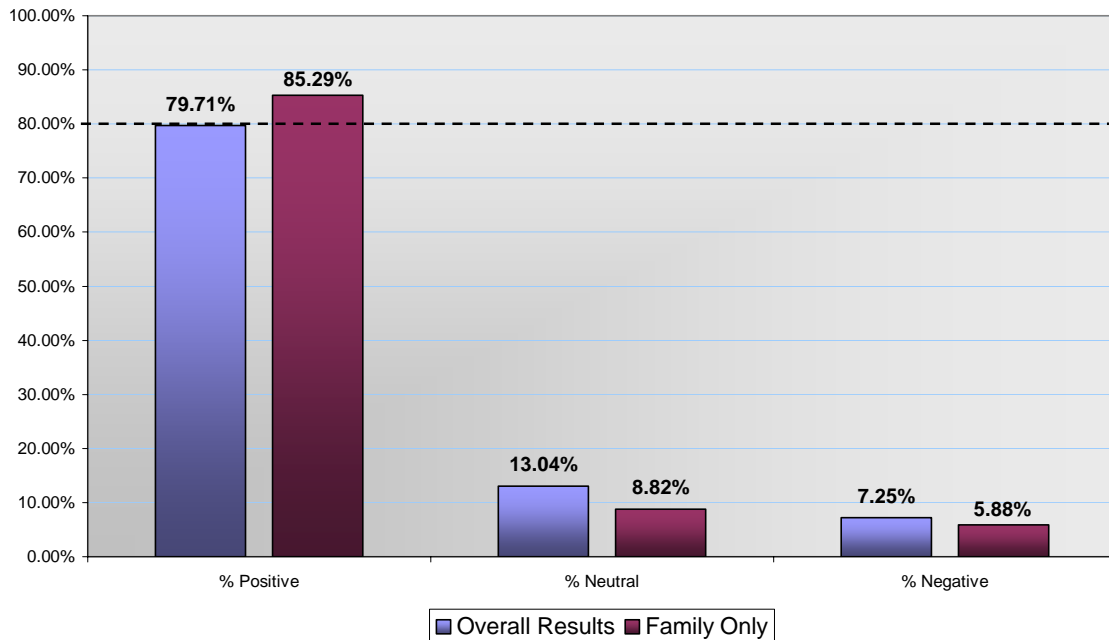


APPENDIX G
 Public Access and Fairness Survey
 Results by Division
FAMILY
 September 26, 2007

Q-1 - Finding the courthouse was easy
Overall Results vs. Family Only

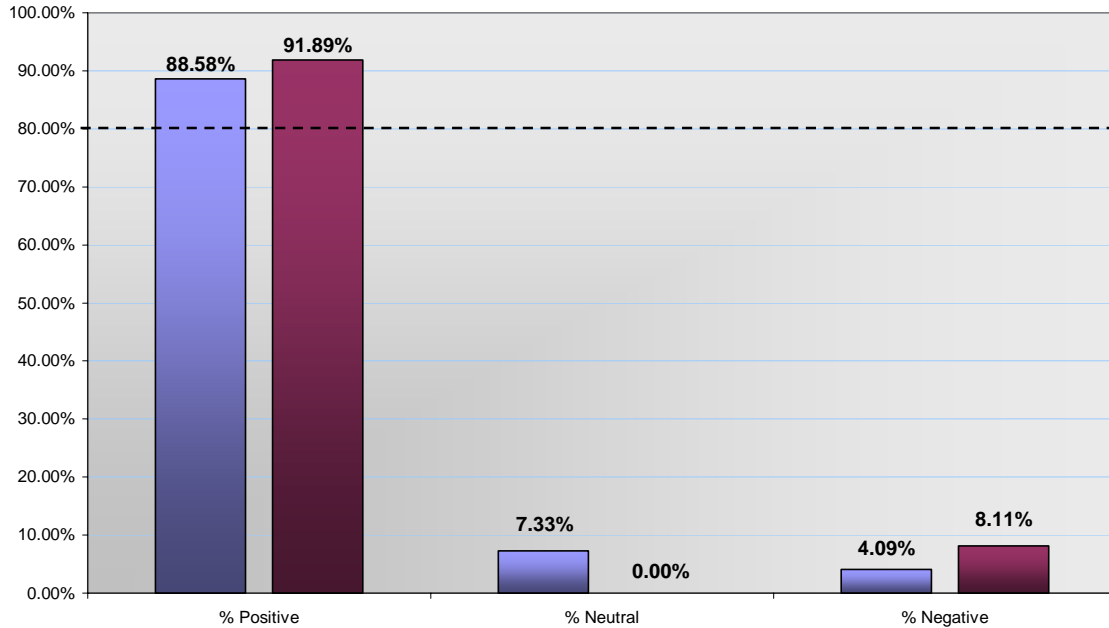


Q-2 - The forms I needed were clear and easy to understand
Overall Results vs. Family Only

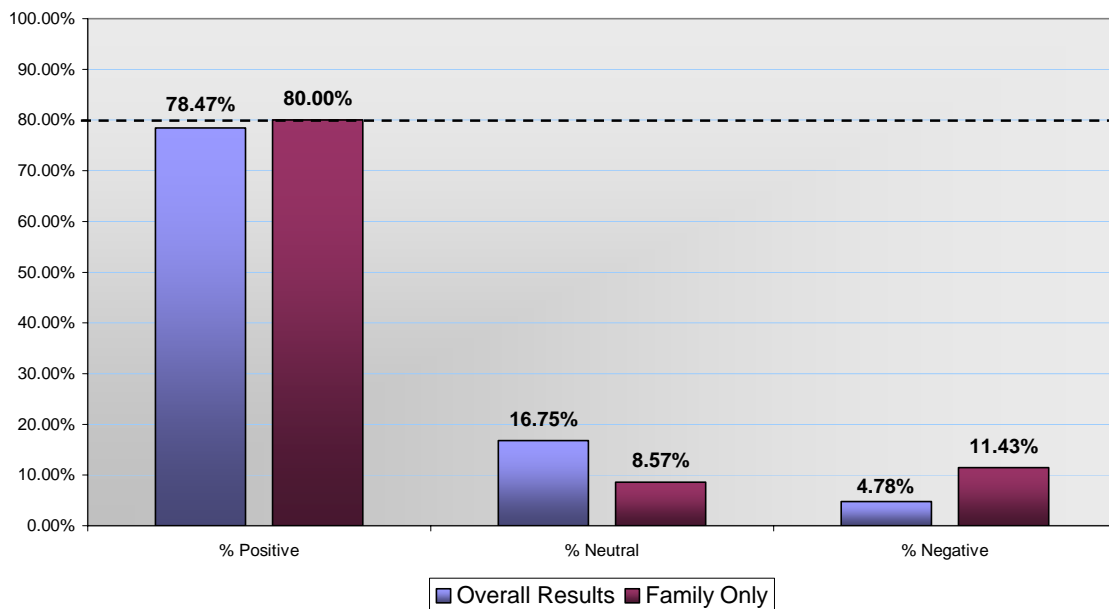


APPENDIX G
 Public Access and Fairness Survey
 Results by Division
FAMILY
 September 26, 2007

Q-3 - I felt safe in the courthouse
Overall Results vs. Family Only

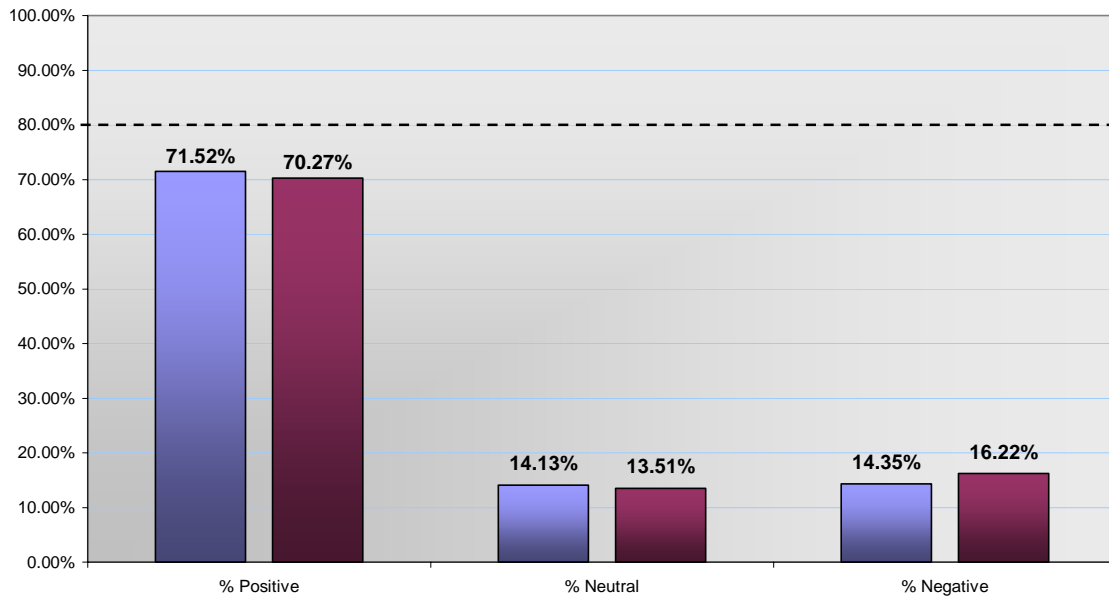


Q-4 - The court makes reasonable efforts to remove physical and lanugage barriers to service
Overall Results vs. Family Only

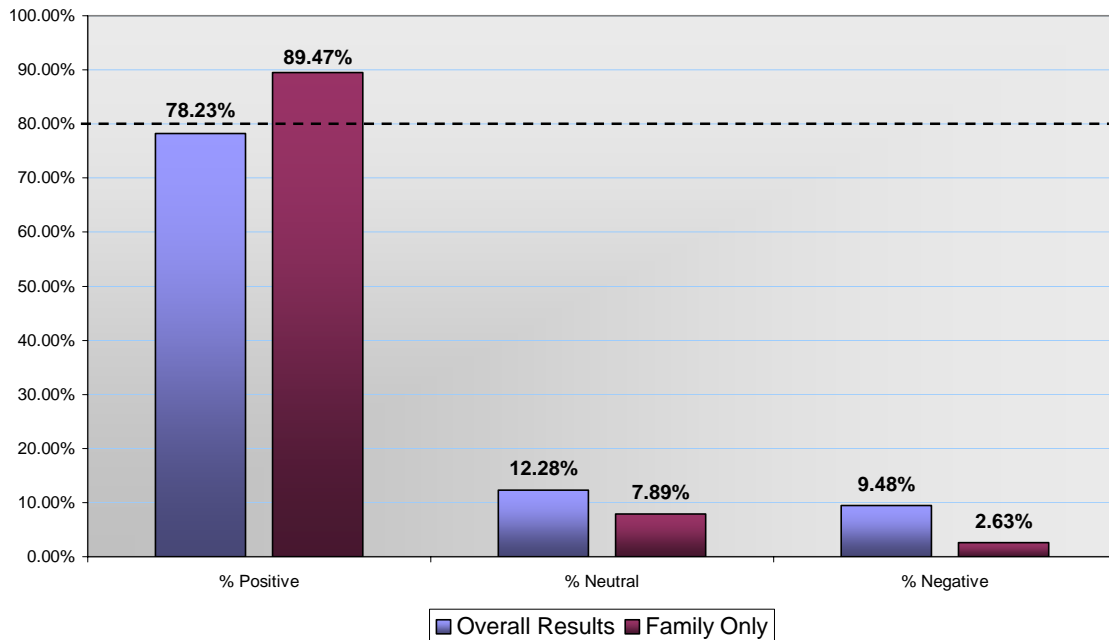


APPENDIX G
 Public Access and Fairness Survey
 Results by Division
FAMILY
 September 26, 2007

Q-5 - I was able to get my court business done in a reasonable amount of time
Overall Results vs. Family Only

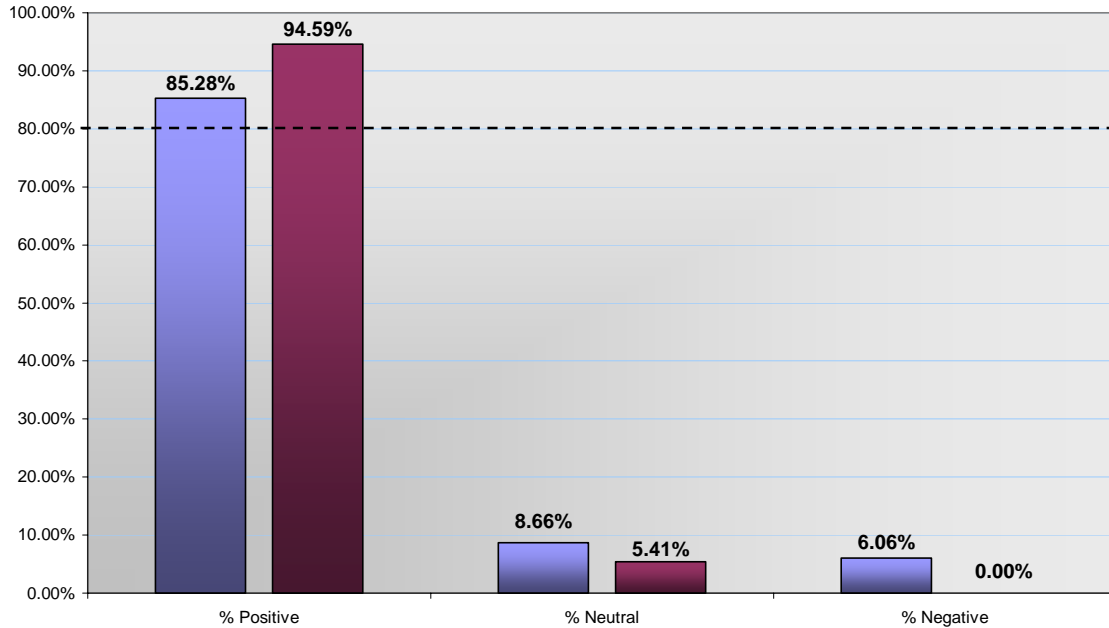


Q-6 - Court staff paid attention to my needs.
Overall Results vs. Family Only

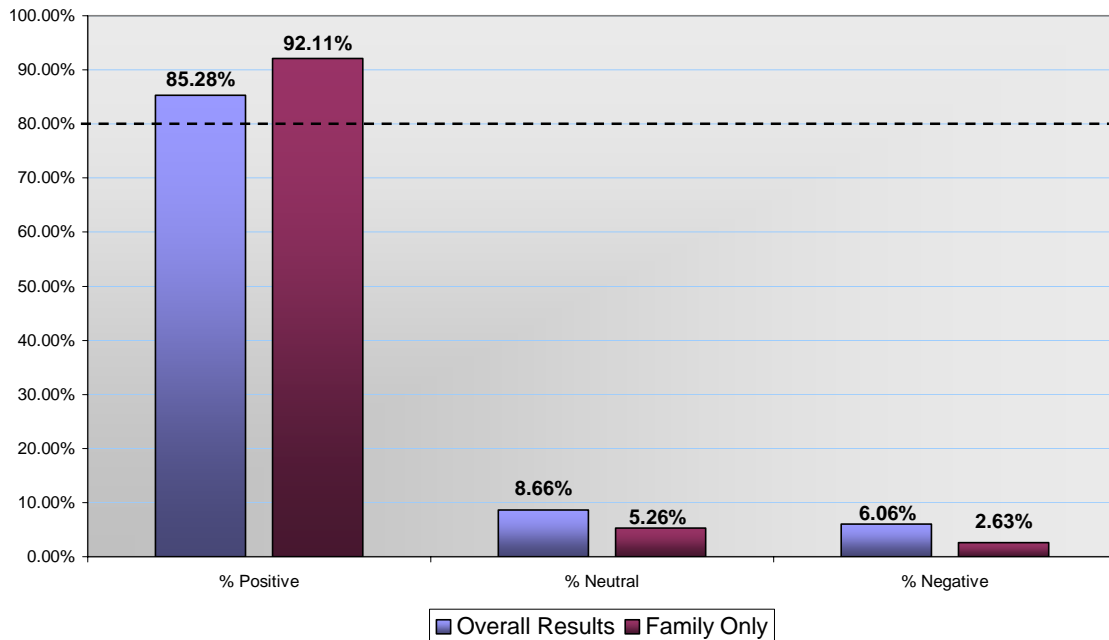


APPENDIX G
 Public Access and Fairness Survey
 Results by Division
FAMILY
 September 26, 2007

Q-7 - I was treated with courtesy and respect by court staff
Overall Results vs. Family Only

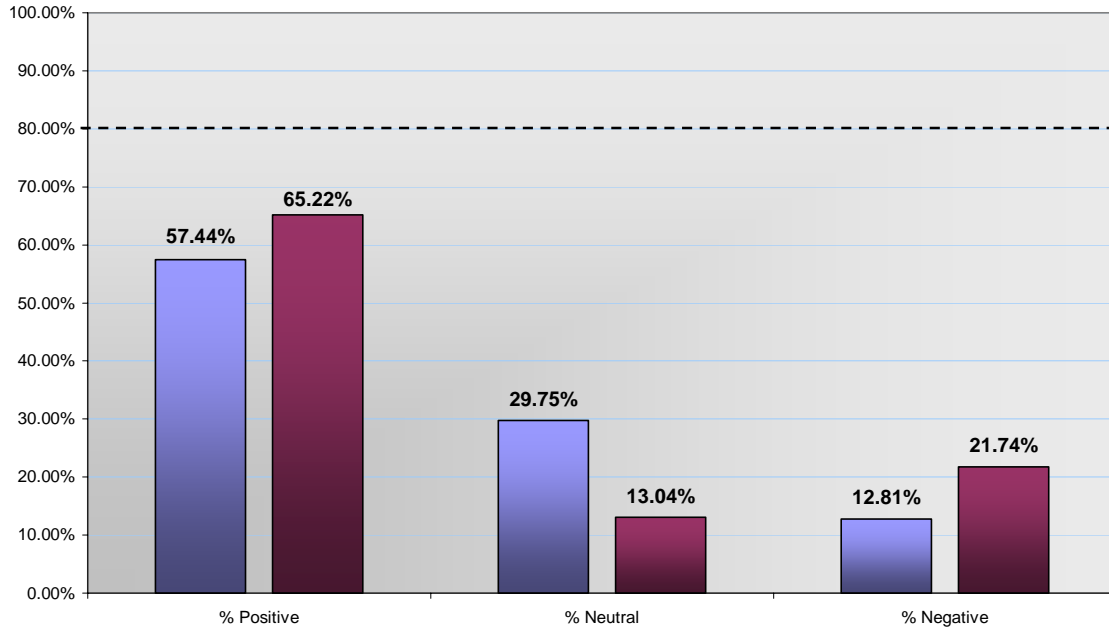


Q-8 - I easily found the courtroom or office I needed
Overall Results vs. Family Only

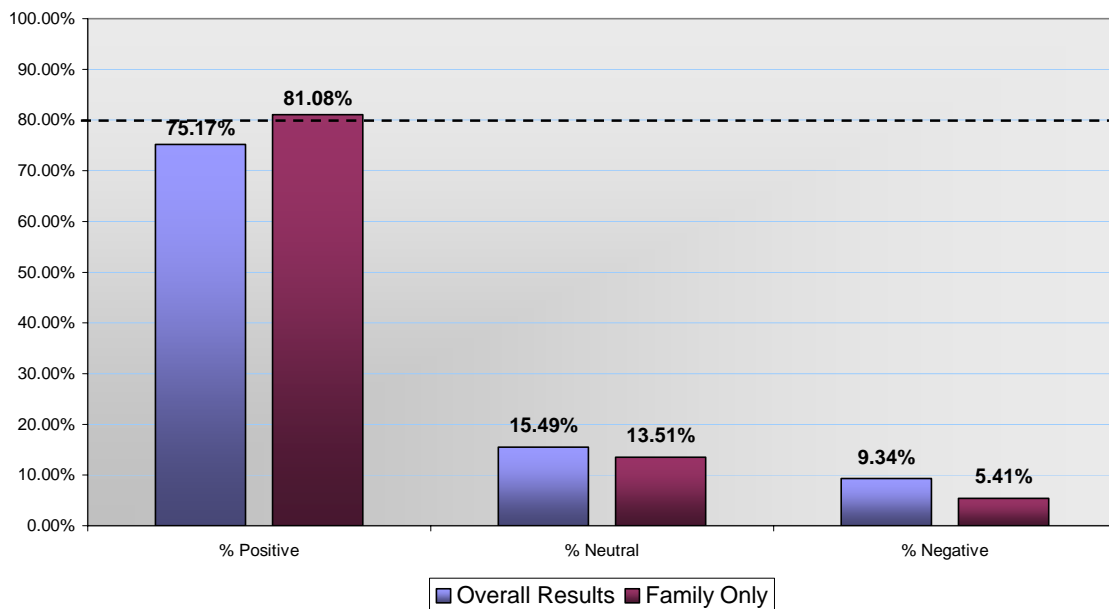


APPENDIX G
 Public Access and Fairness Survey
 Results by Division
FAMILY
 September 26, 2007

Q-9 - The court's website was useful
Overall Results vs. Family Only

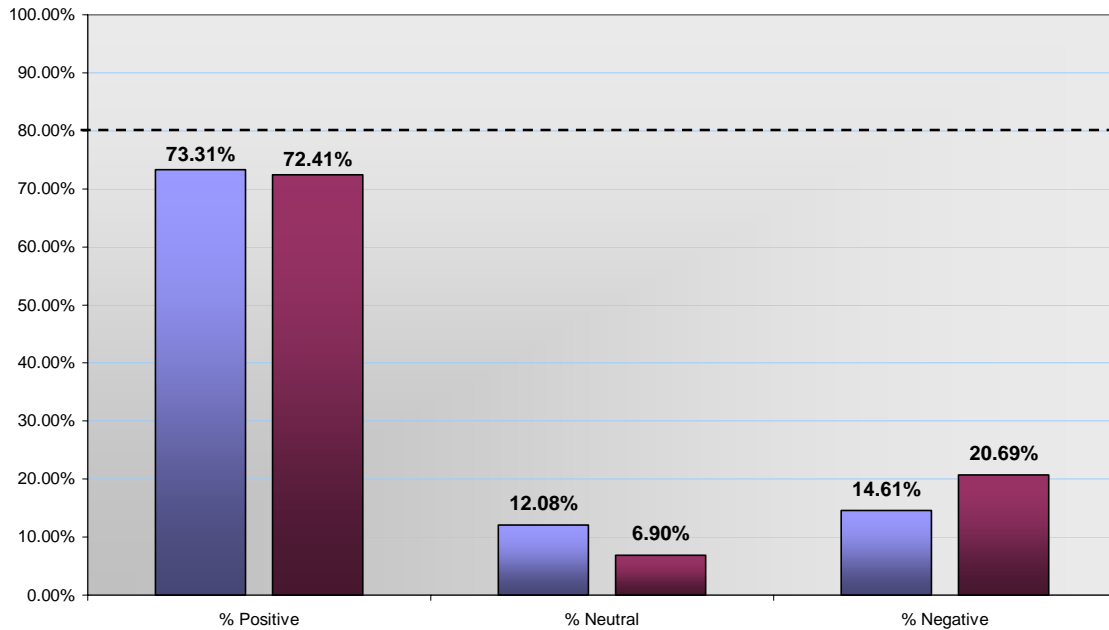


Q-10 - The court's hours of operation made it easy for me to do my business
Overall Results vs. Family Only

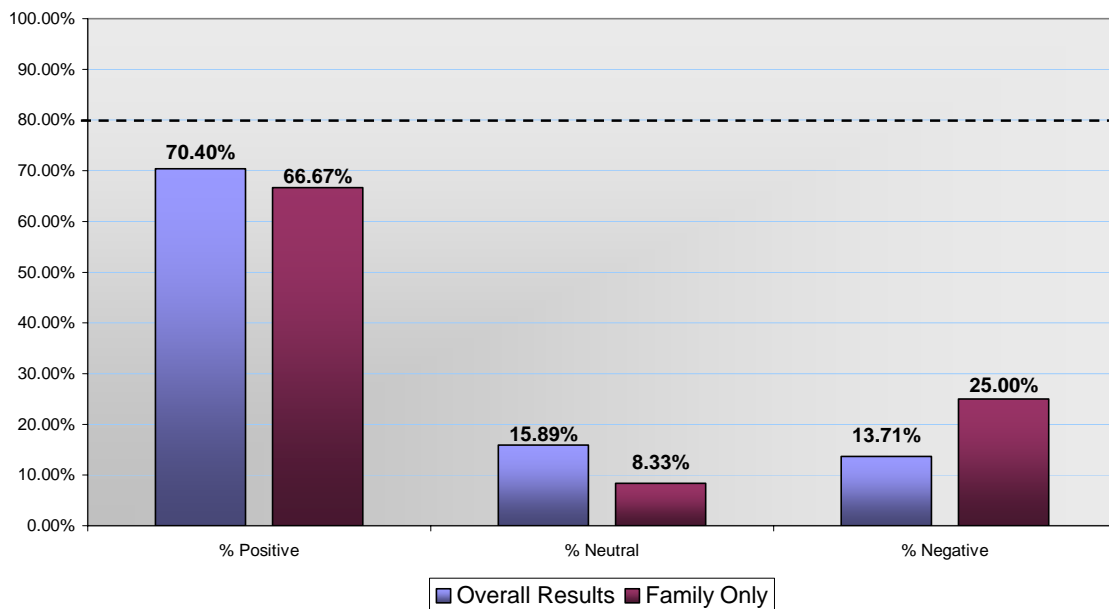


APPENDIX G
 Public Access and Fairness Survey
 Results by Division
FAMILY
 September 26, 2007

Q-11 - The way my case was handled was fair
Overall Results vs. Family Only

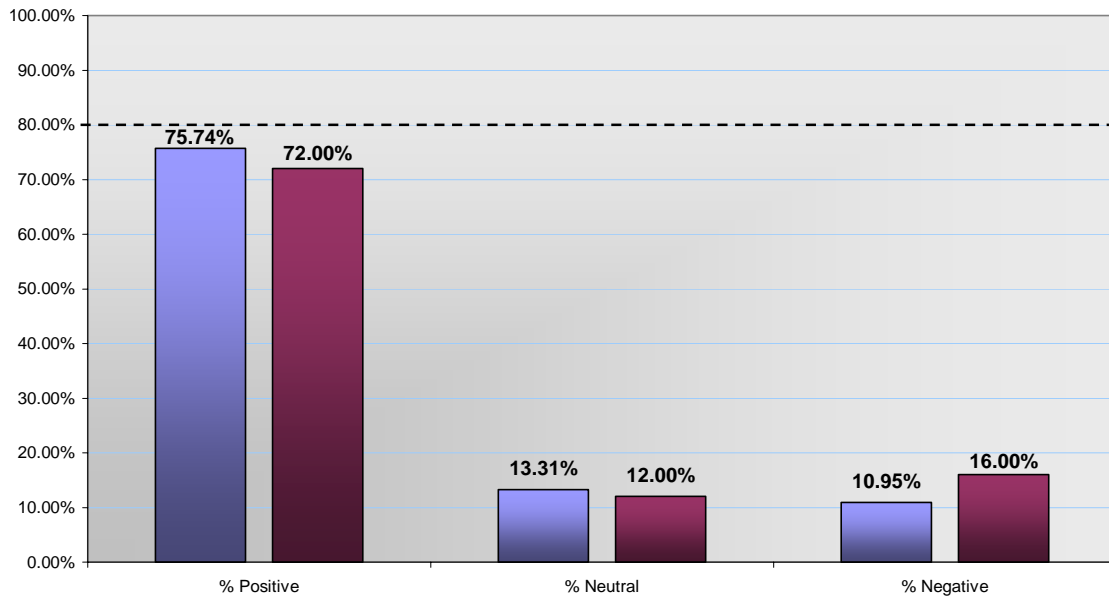


Q-12 - The judge listened to my side of the story before he or she made a decision
Overall Results vs. Family Only

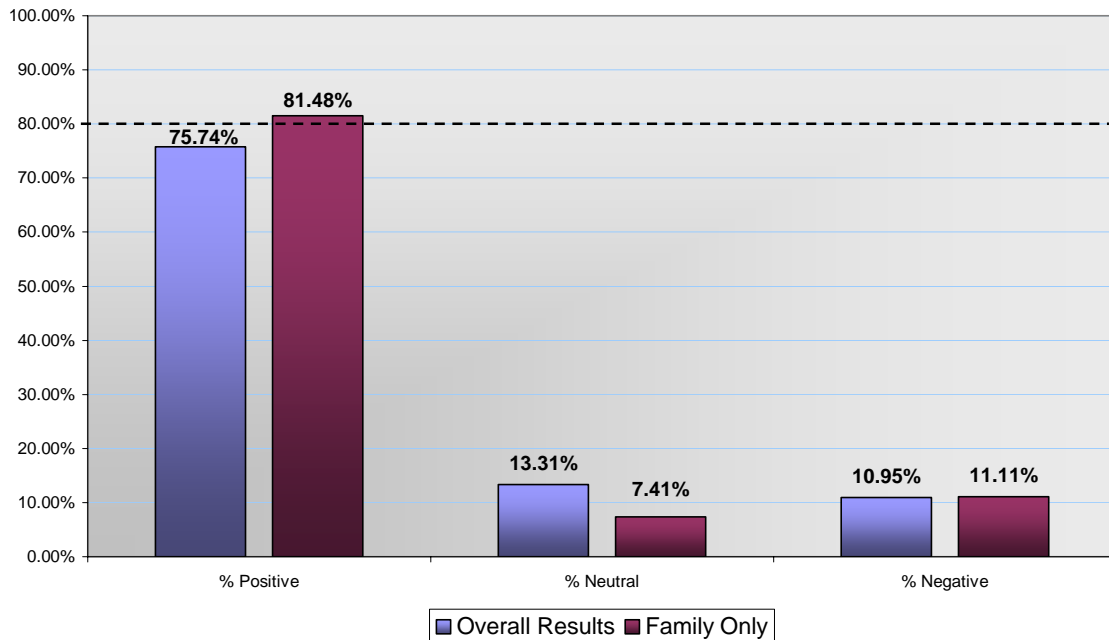


APPENDIX G
 Public Access and Fairness Survey
 Results by Division
FAMILY
 September 26, 2007

Q-13 - The judge had the information necessary to make good decisions about my case
Overall Results vs. Family Only

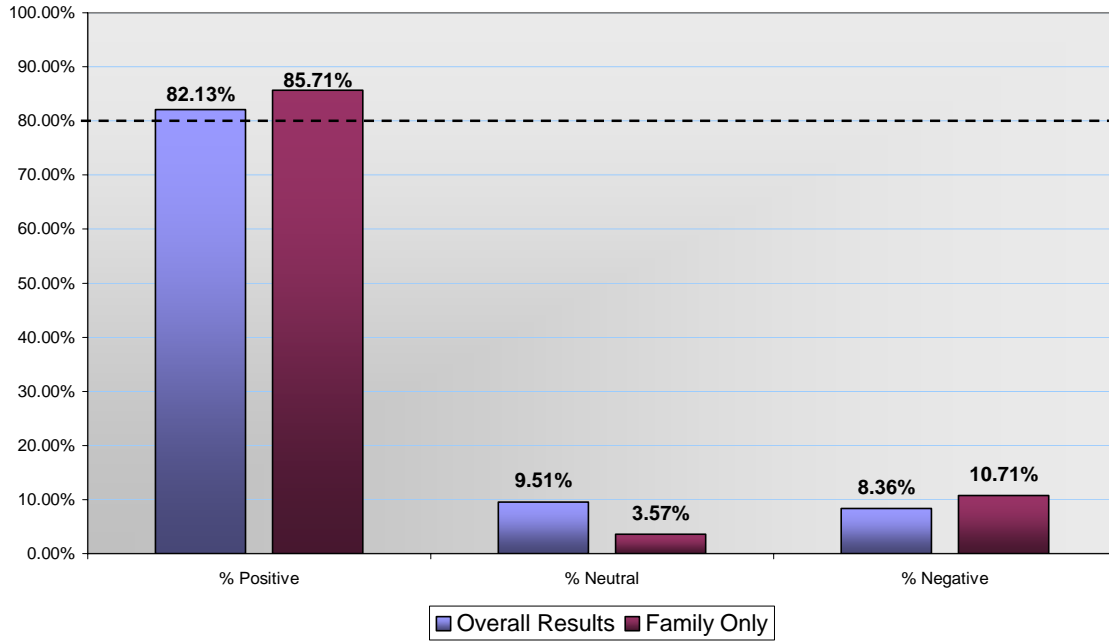


Q-14 - I was treated the same as everyone else
Overall Results vs. Family Only



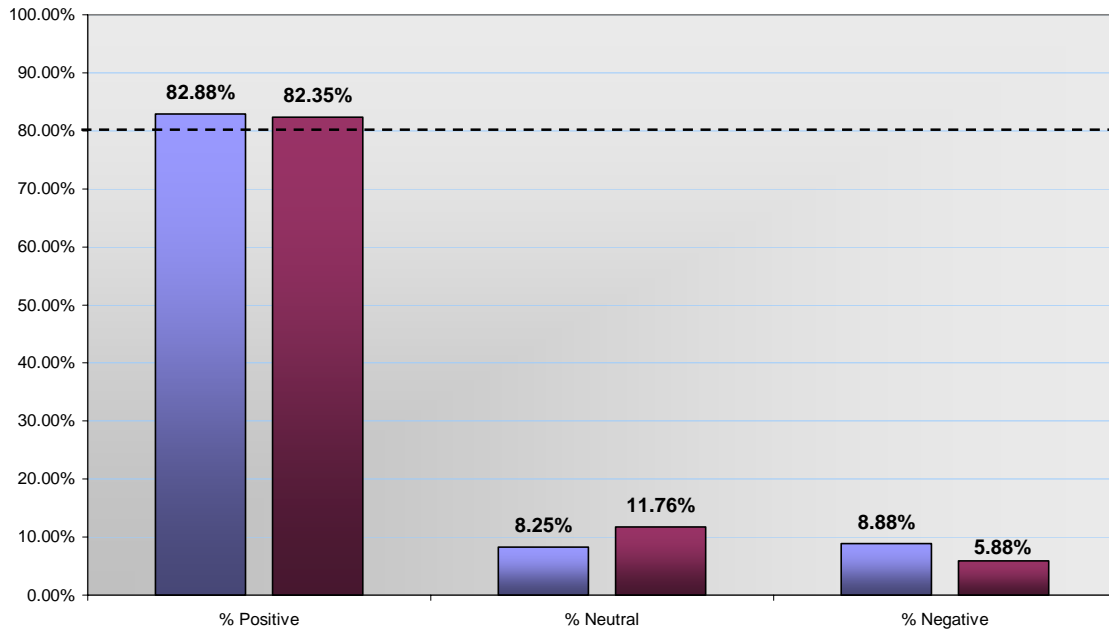
APPENDIX G
Public Access and Fairness Survey
Results by Division
FAMILY
September 26, 2007

Q-15 - As I leave the court, I know what to do next about my case
Overall Results vs. Family Only

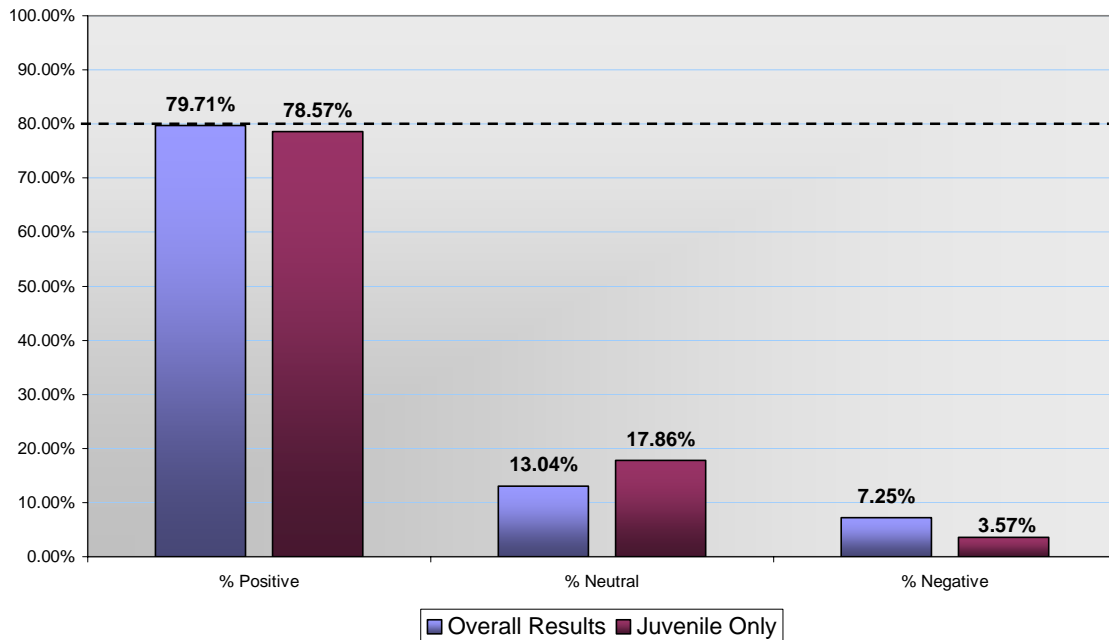


APPENDIX H
 Public Access and Fairness Survey
 Results by Division
JUVENILE
 September 26, 2007

Q-1 - Finding the courthouse was easy
Overall Results vs. Juvenile Only

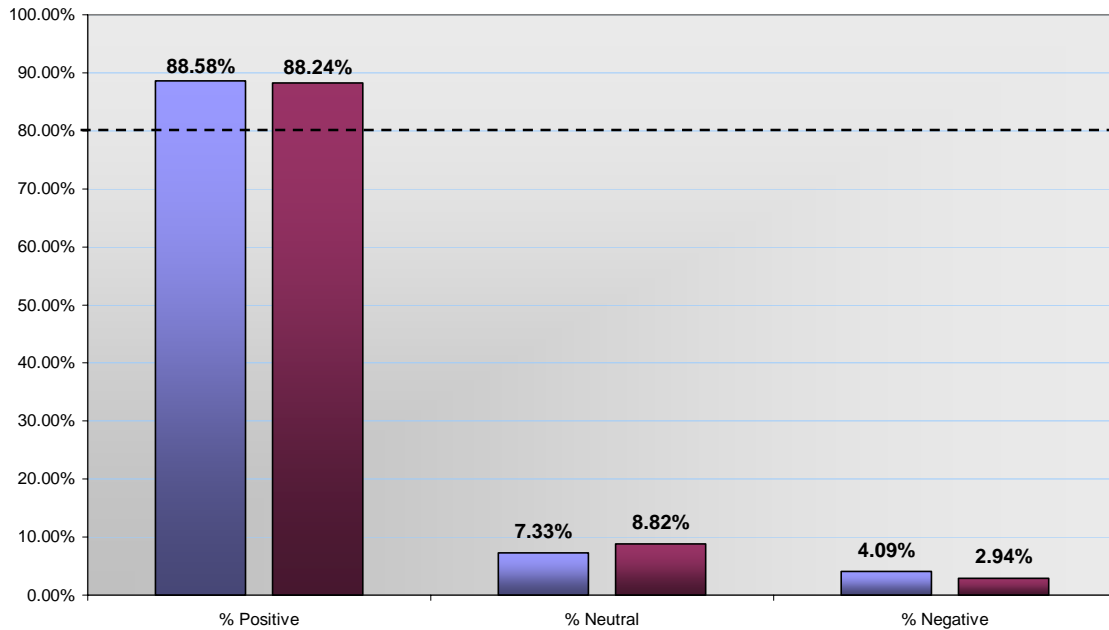


Q-2 - The forms I needed were clear and easy to understand
Overall Results vs. Juvenile Only

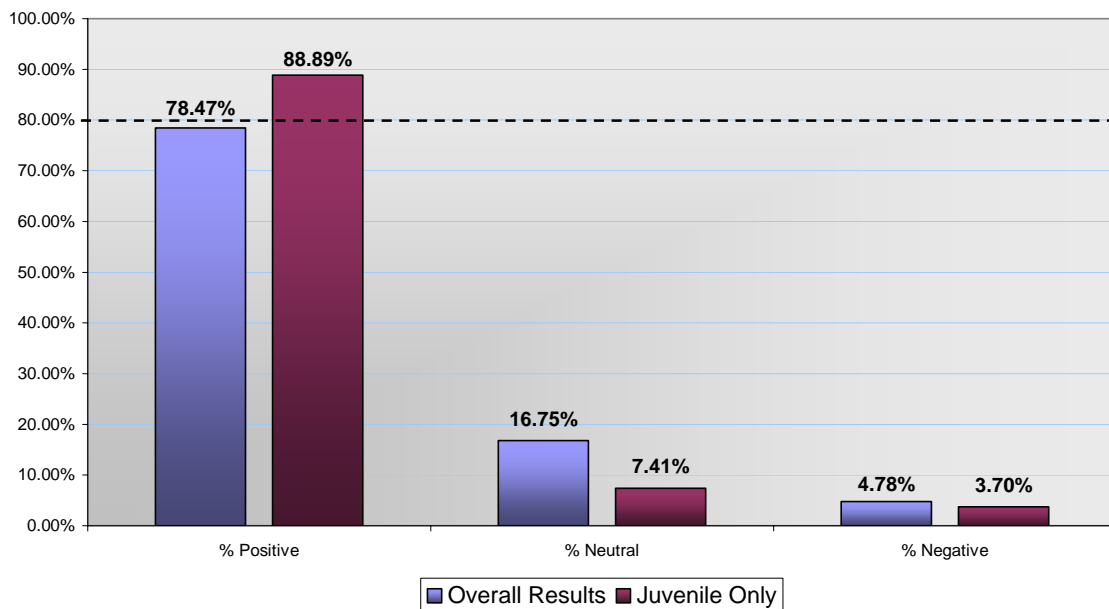


APPENDIX H
 Public Access and Fairness Survey
 Results by Division
JUVENILE
 September 26, 2007

Q-3 - I felt safe in the courthouse
Overall Results vs. Juvenile Only

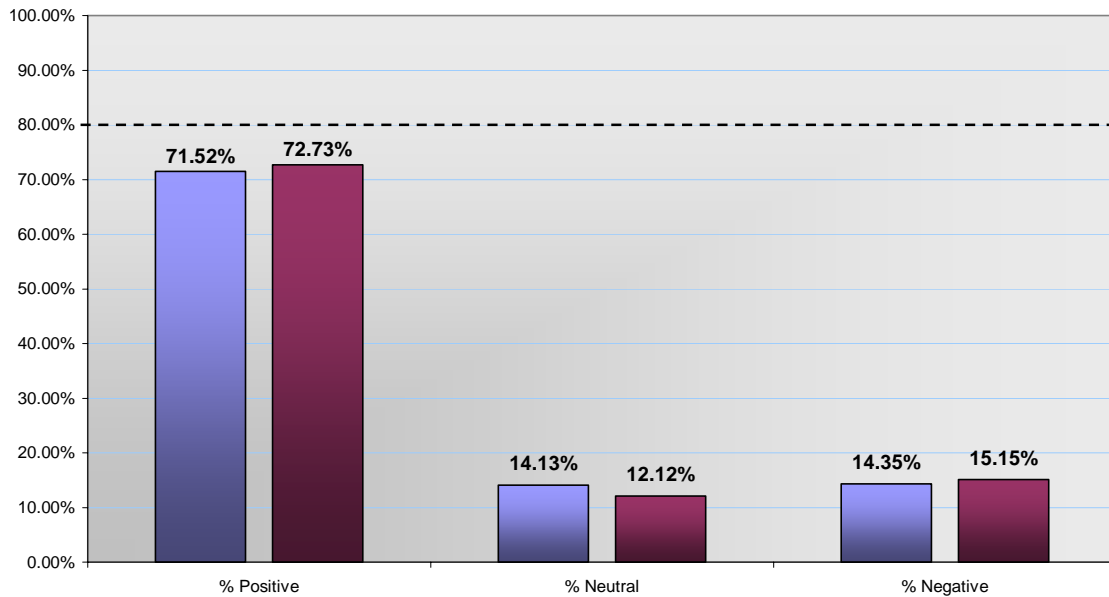


Q-4 - The court makes reasonable efforts to remove physical and lanugage barriers to service
Overall Results vs. Juvenile Only

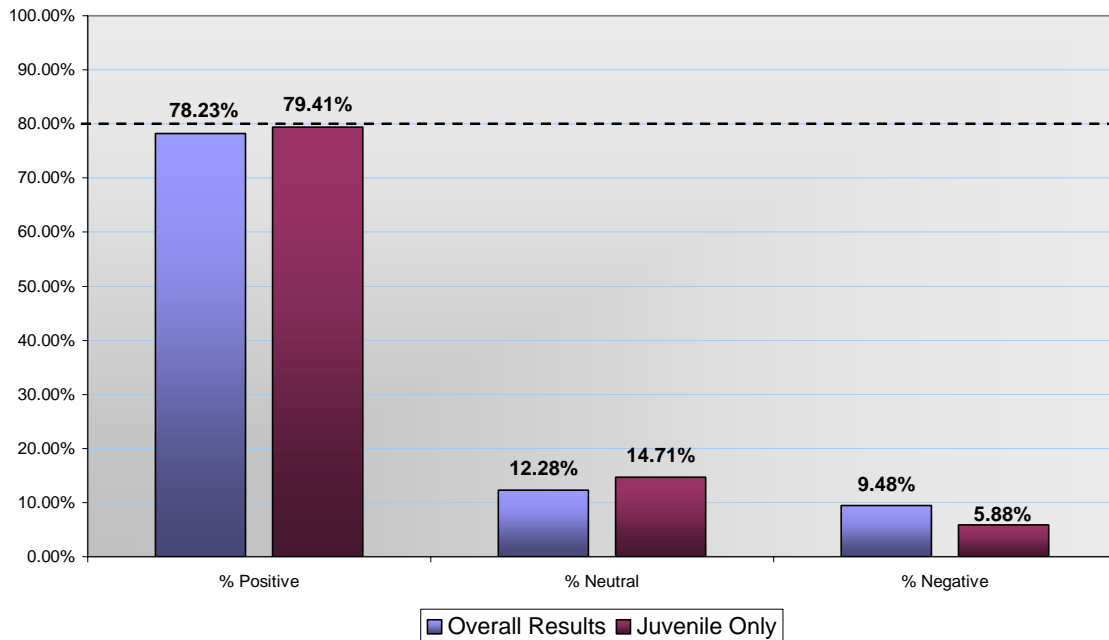


APPENDIX H
 Public Access and Fairness Survey
 Results by Division
JUVENILE
 September 26, 2007

Q-5 - I was able to get my court business done in a reasonable amount of time
Overall Results vs. Juvenile Only

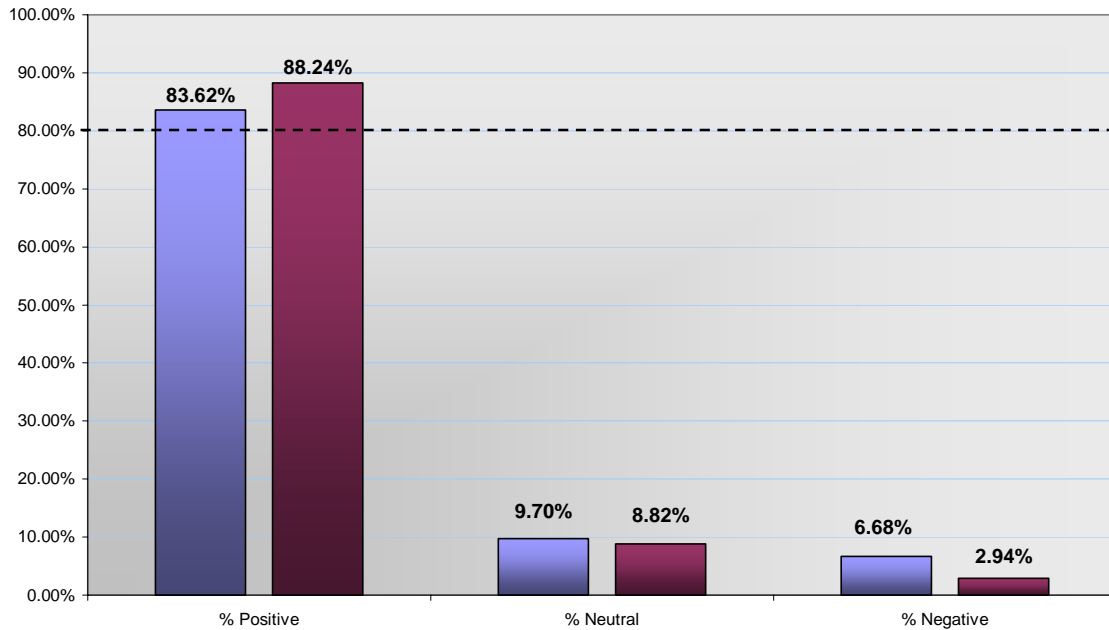


Q-6 - Court staff paid attention to my needs.
Overall Results vs. Juvenile Only

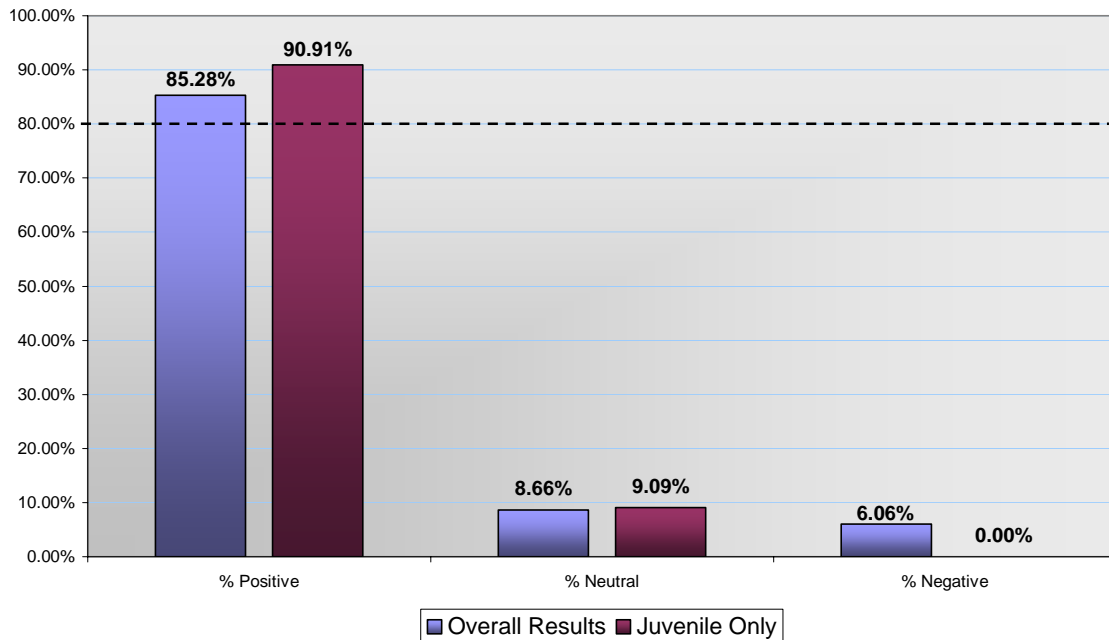


APPENDIX H
 Public Access and Fairness Survey
 Results by Division
JUVENILE
 September 26, 2007

Q-7 - I was treated with courtesy and respect by court staff
Overall Results vs. Juvenile Only

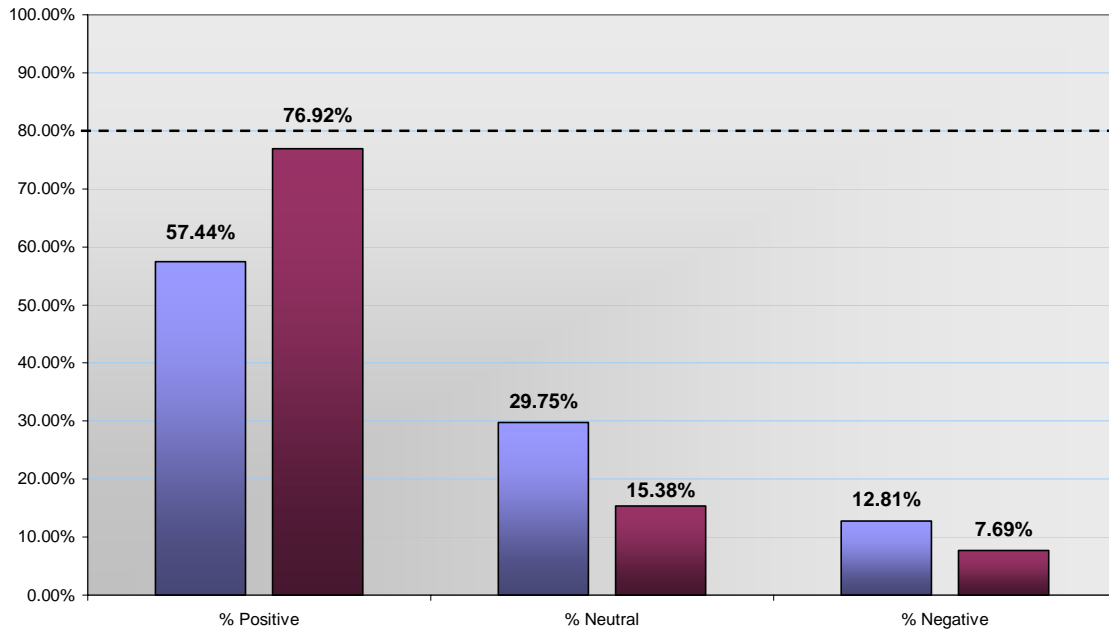


Q-8 - I easily found the courtroom or office I needed
Overall Results vs. Juvenile Only

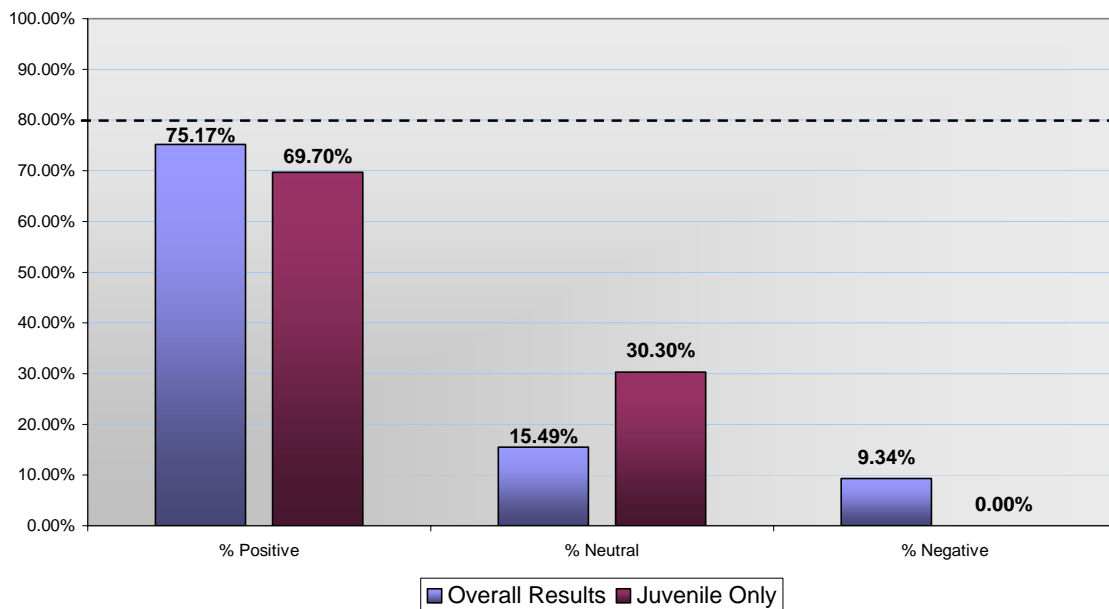


APPENDIX H
 Public Access and Fairness Survey
 Results by Division
JUVENILE
 September 26, 2007

Q-9 - The court's website was useful
Overall Results vs. Juvenile Only

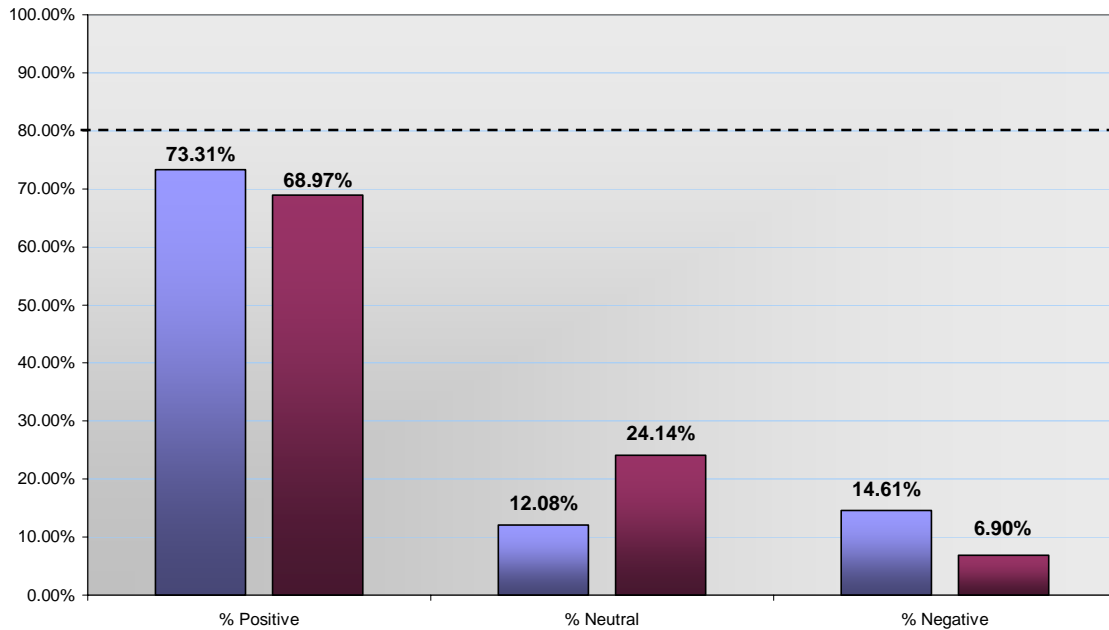


Q-10 - The court's hours of operation made it easy for me to do my business
Overall Results vs. Juvenile Only

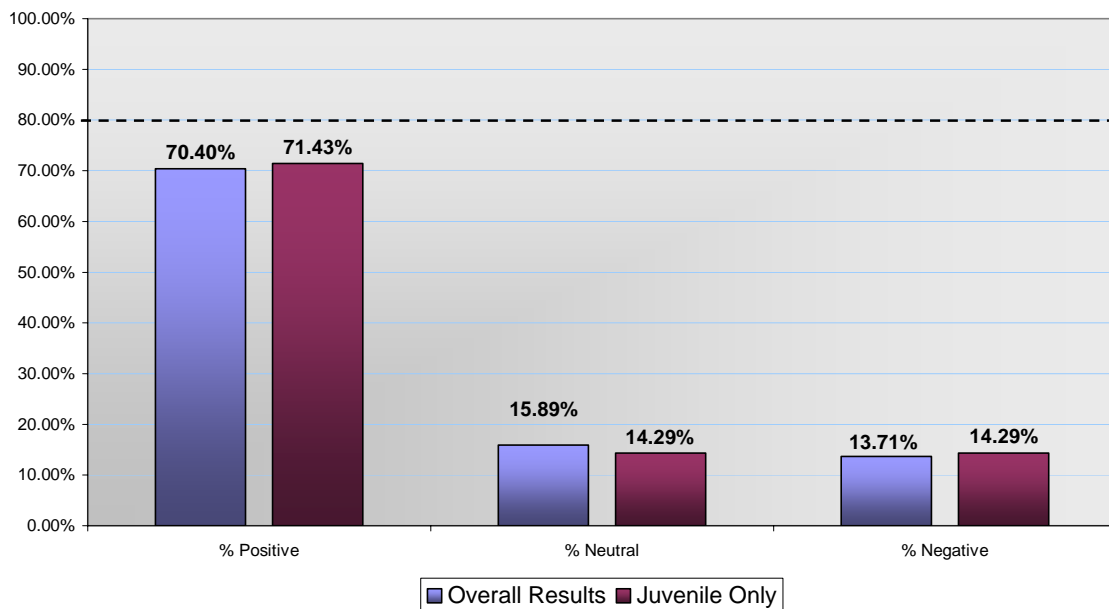


APPENDIX H
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 Results by Division
JUVENILE
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Q-11 - The way my case was handled was fair
Overall Results vs. Juvenile Only

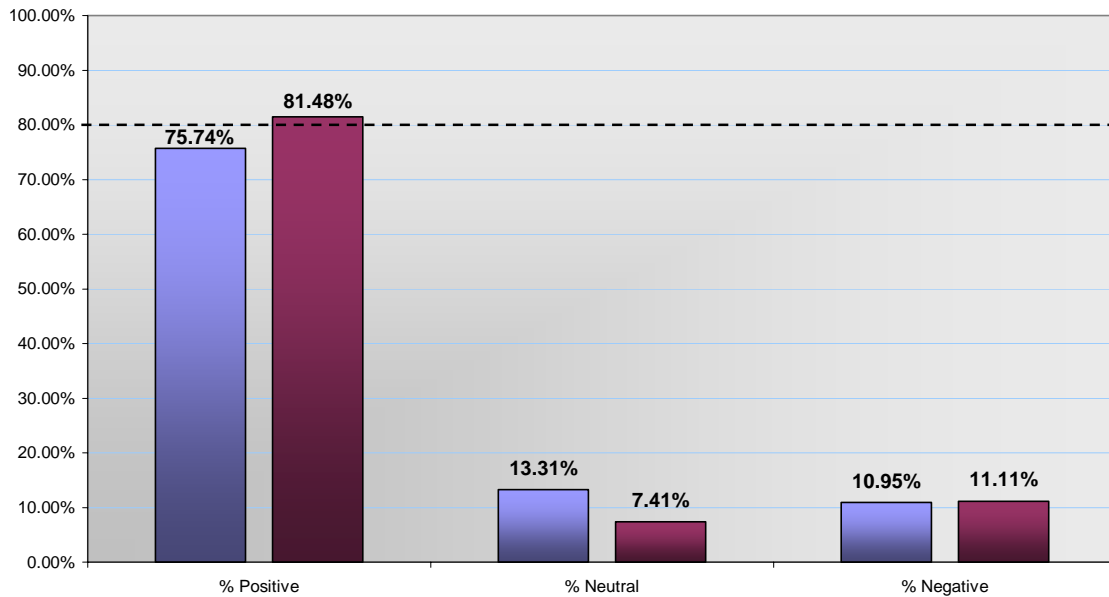


Q-12 - The judge listened to my side of the story before he or she made a decision
Overall Results vs. Juvenile Only

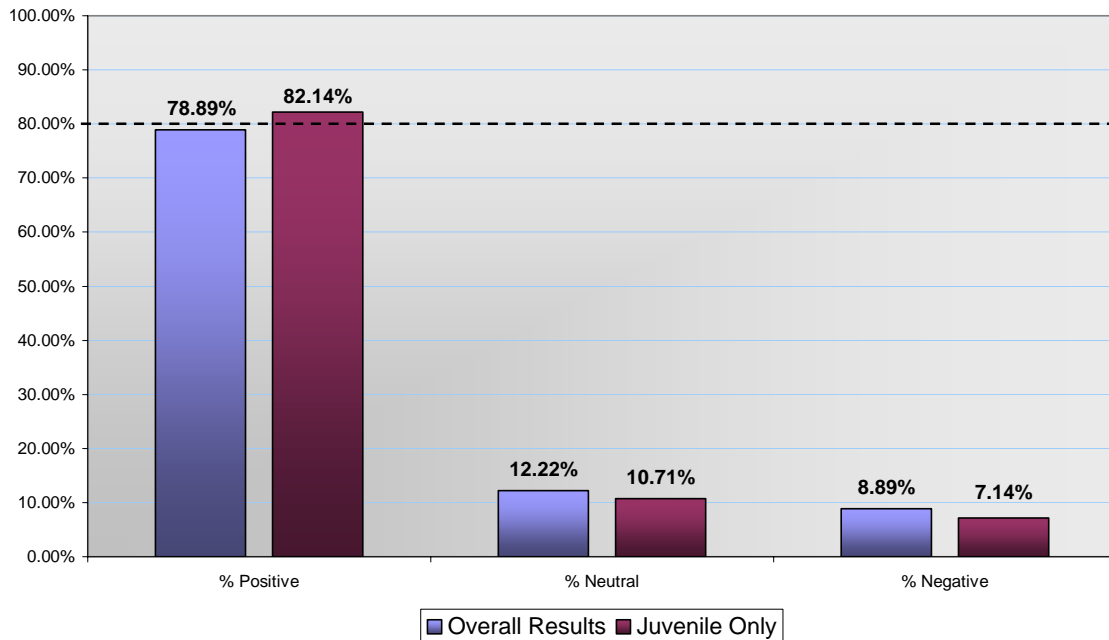


APPENDIX H
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 Results by Division
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 September 26, 2007

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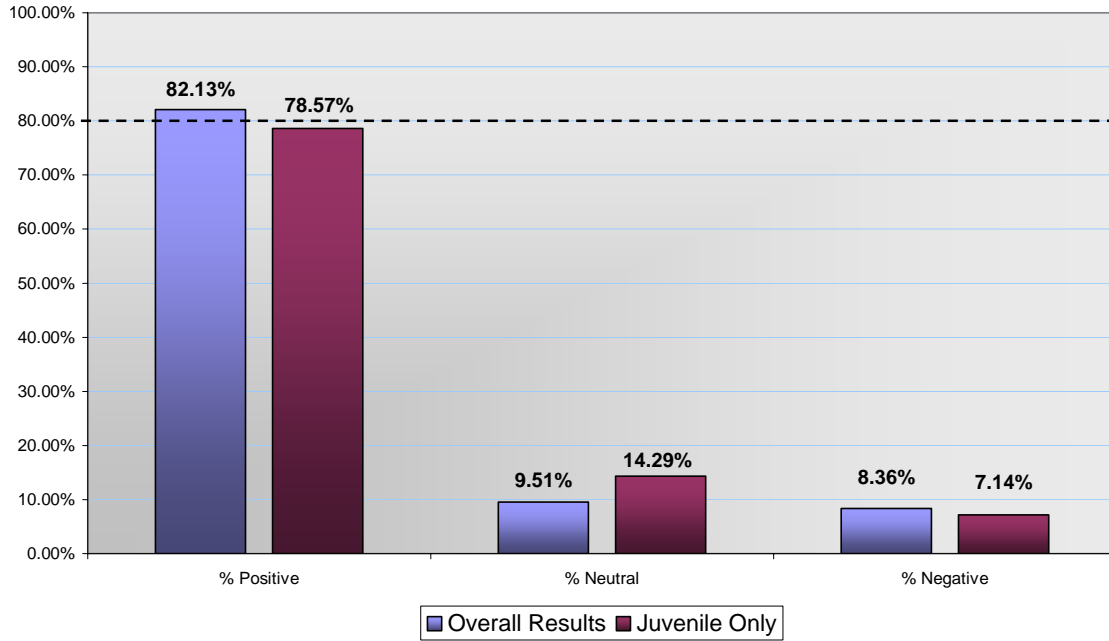


Q-14 - I was treated the same as everyone else
Overall Results vs. Juvenile Only



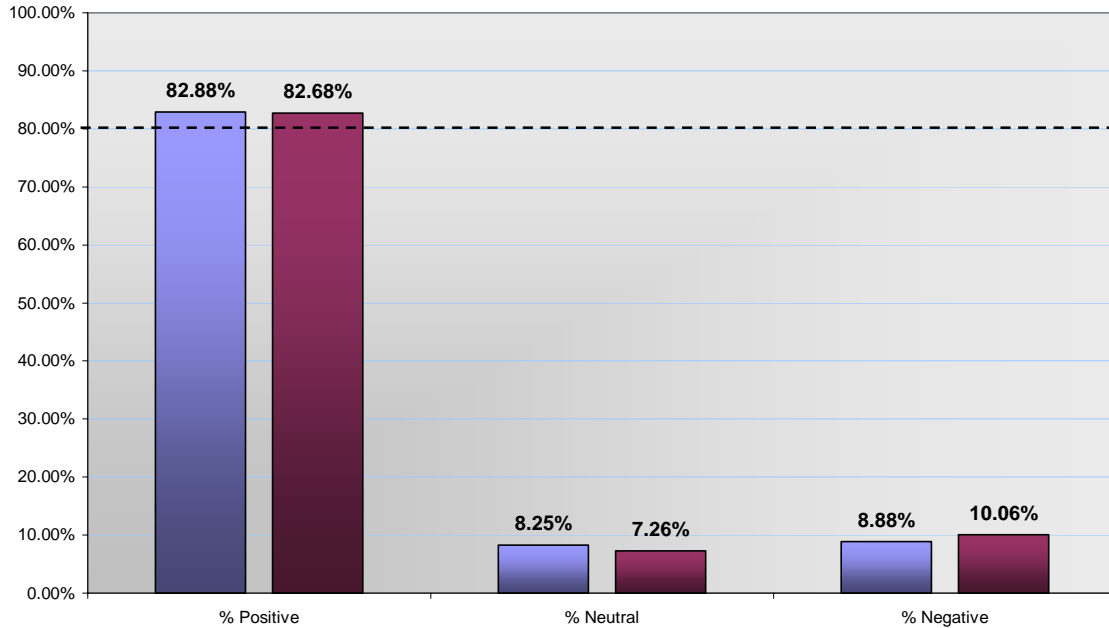
APPENDIX H
Public Access and Fairness Survey
Results by Division
JUVENILE
September 26, 2007

Q-15 - As I leave the court, I know what to do next about my case
Overall Results vs. Juvenile Only

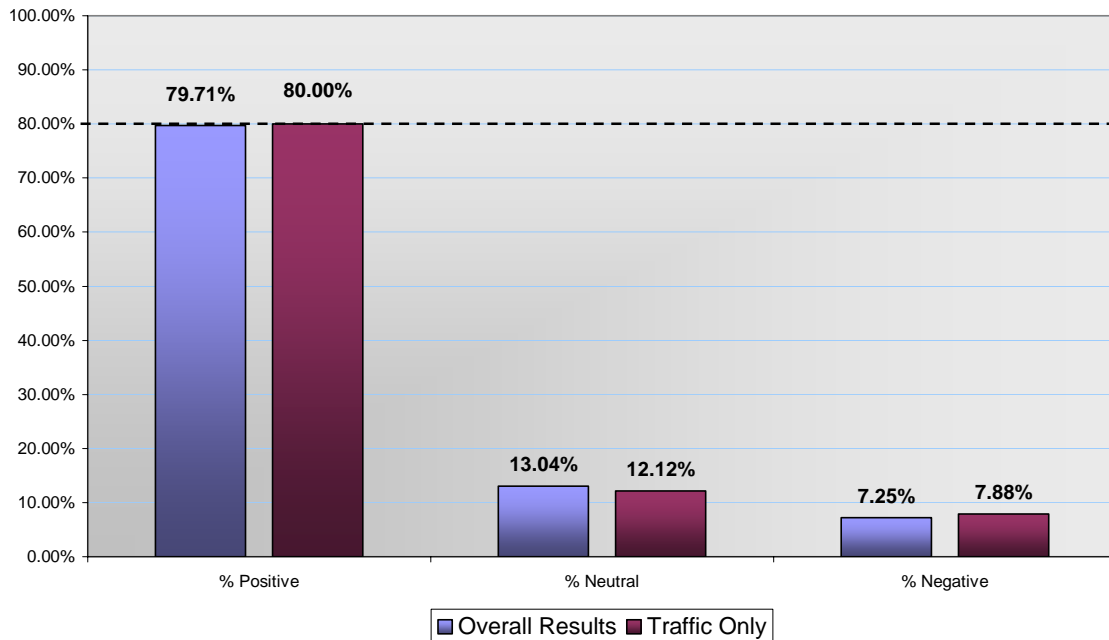


APPENDIX I
 Public Access and Fairness Survey
 Results by Division
TRAFFIC
 September 26, 2007

Q-1 - Finding the courthouse was easy
Overall Results vs. Traffic Only

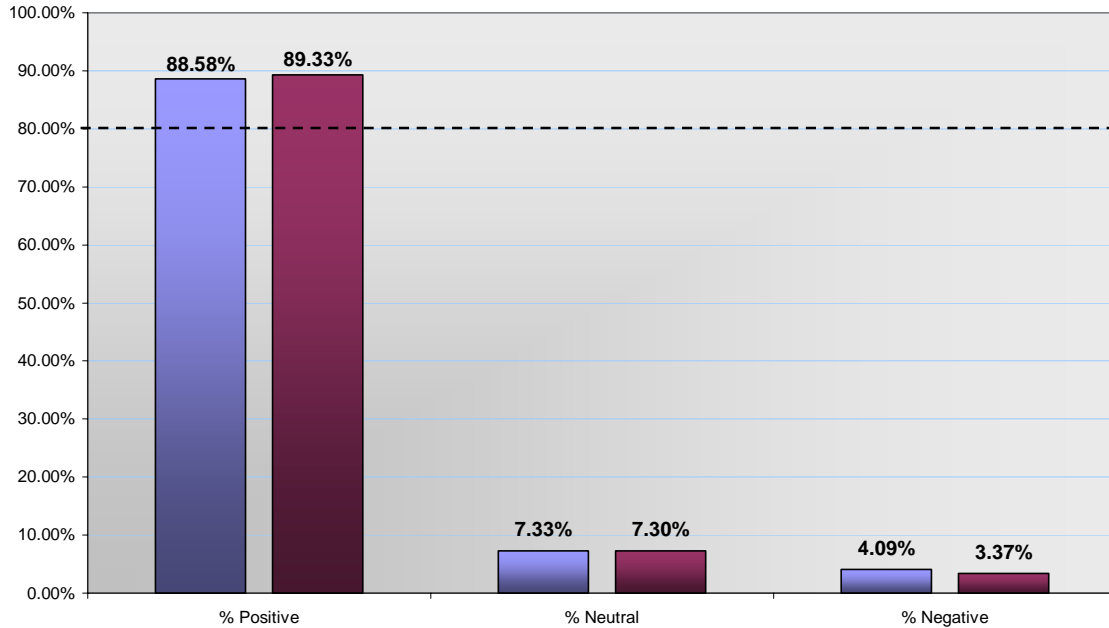


Q-2 - The forms I needed were clear and easy to understand
Overall Results vs. Traffic Only

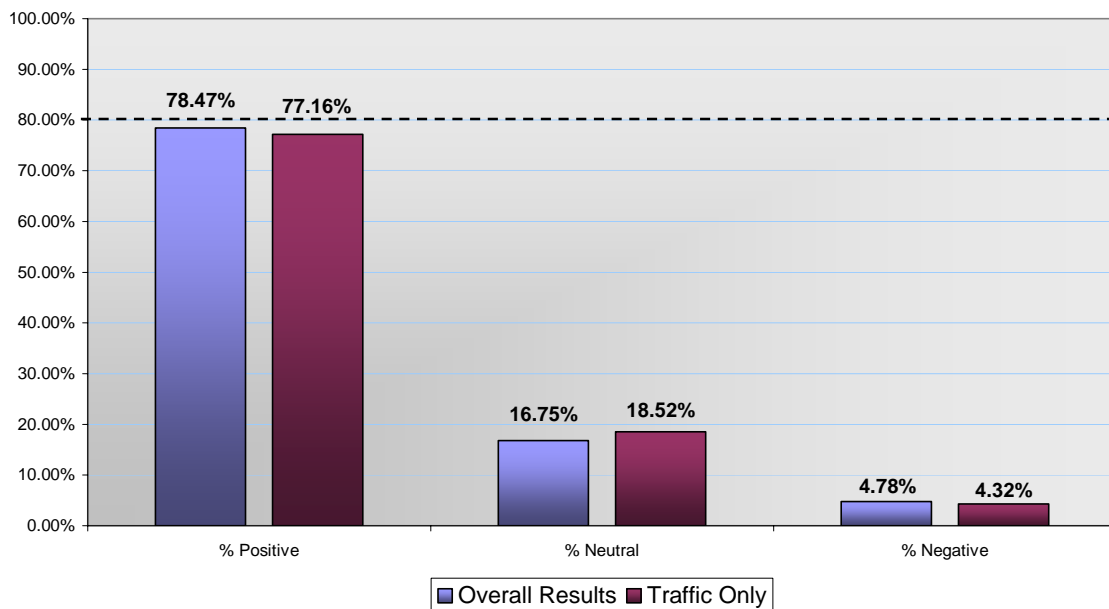


APPENDIX I
 Public Access and Fairness Survey
 Results by Division
TRAFFIC
 September 26, 2007

Q-3 - I felt safe in the courthouse
Overall Results vs. Traffic Only

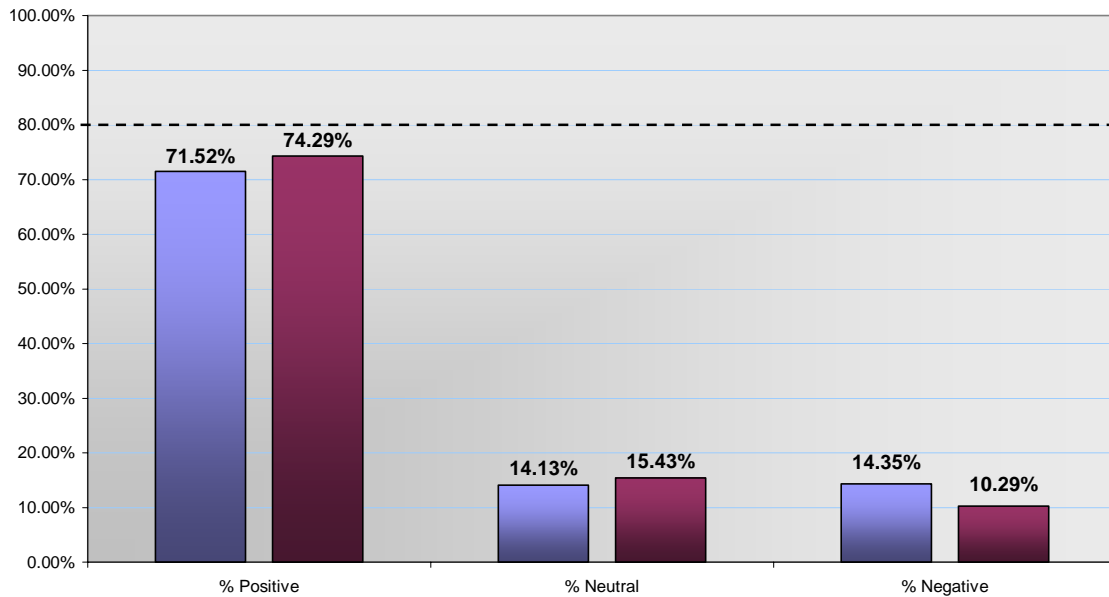


Q-4 - The court makes reasonable efforts to remove physical and lanugage barriers to service
Overall Results vs. Traffic Only

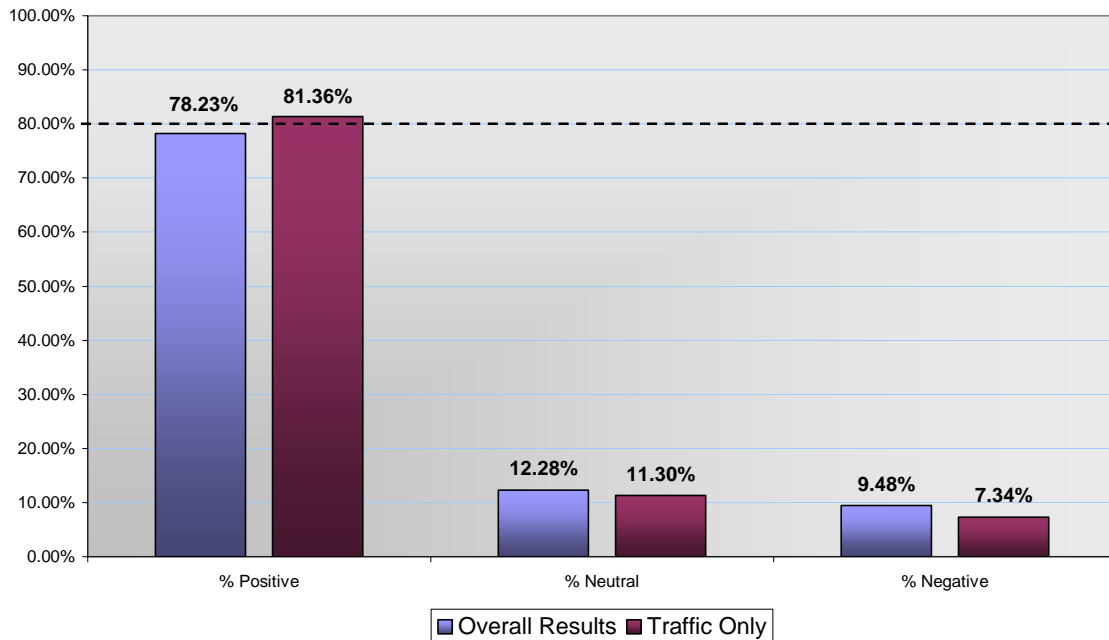


APPENDIX I
 Public Access and Fairness Survey
 Results by Division
TRAFFIC
 September 26, 2007

Q-5 - I was able to get my court business done in a reasonable amount of time
Overall Results vs. Traffic Only

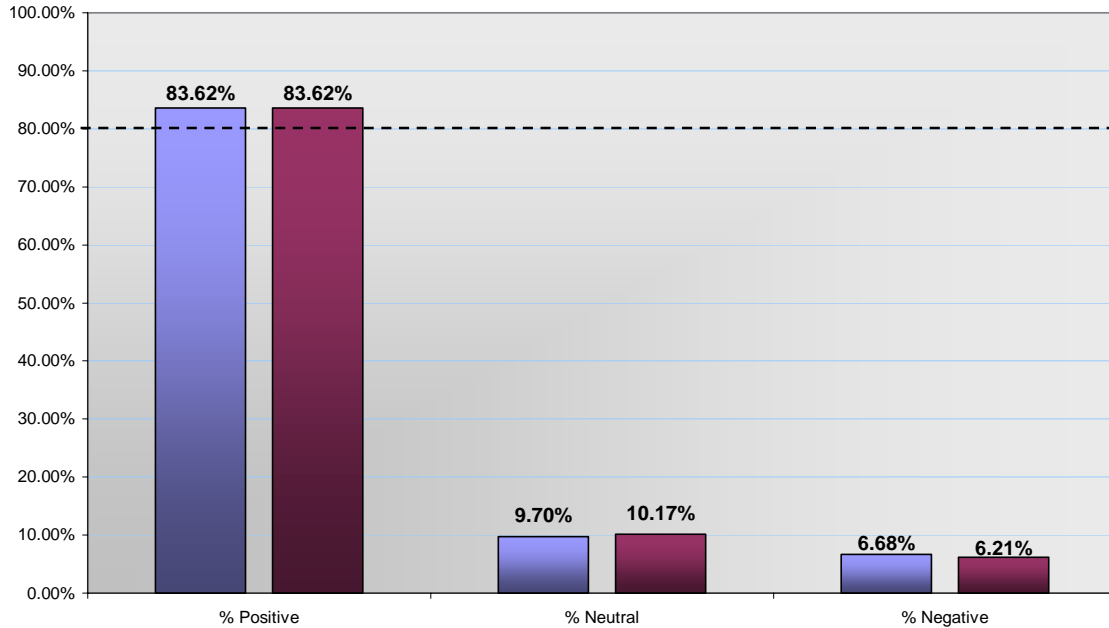


Q-6 - Court staff paid attention to my needs.
Overall Results vs. Traffic Only

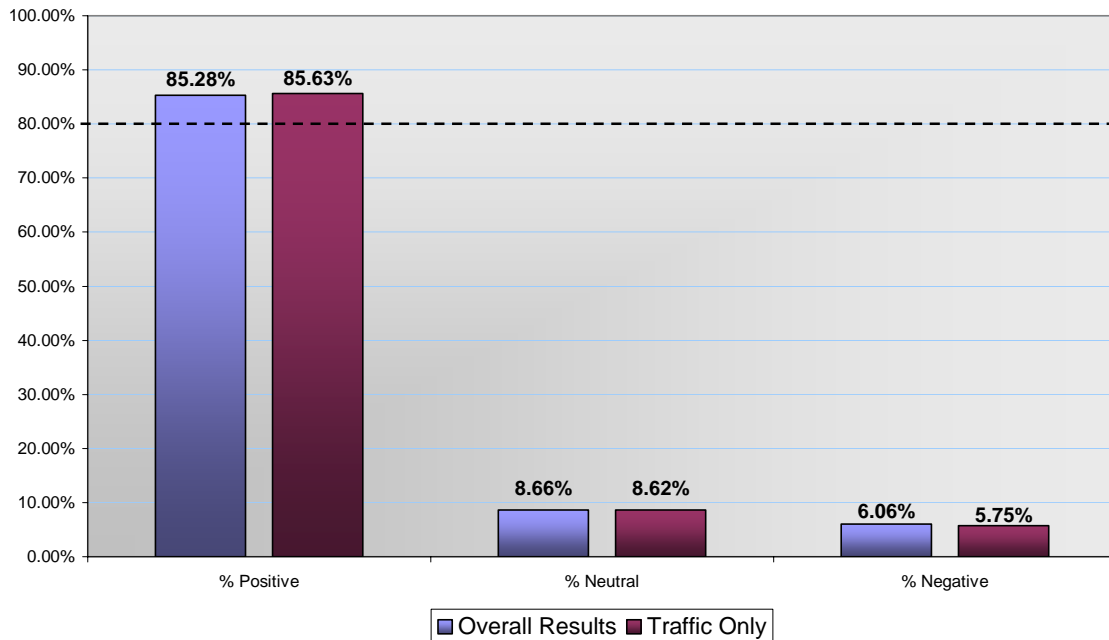


APPENDIX I
 Public Access and Fairness Survey
 Results by Division
TRAFFIC
 September 26, 2007

Q-7 - I was treated with courtesy and respect by court staff
Overall Results vs. Traffic Only

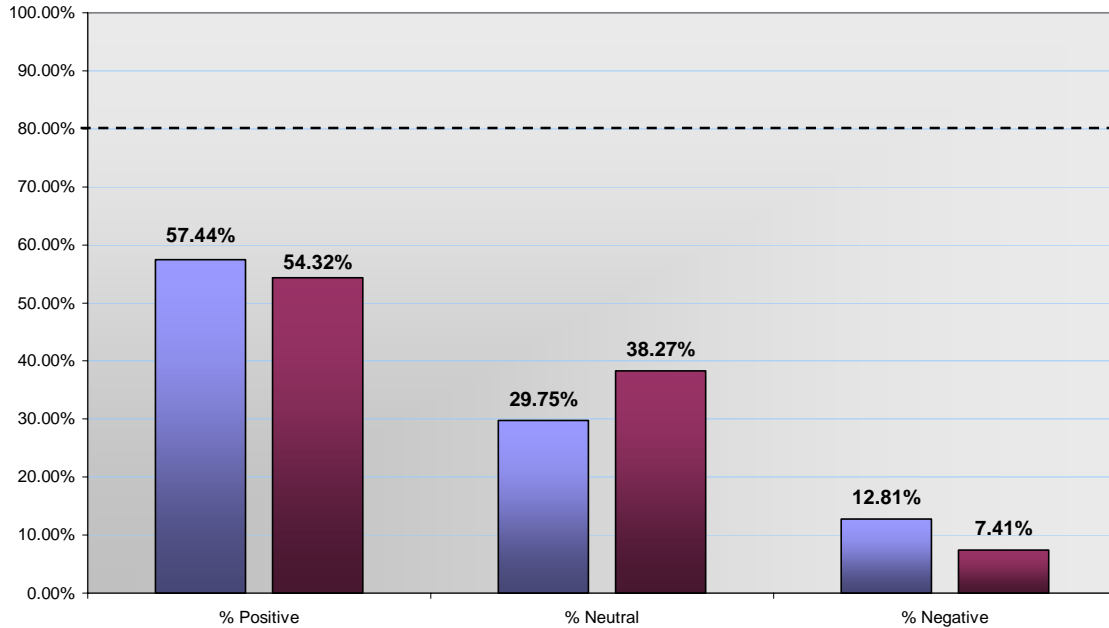


Q-8 - I easily found the courtroom or office I needed
Overall Results vs. Traffic Only

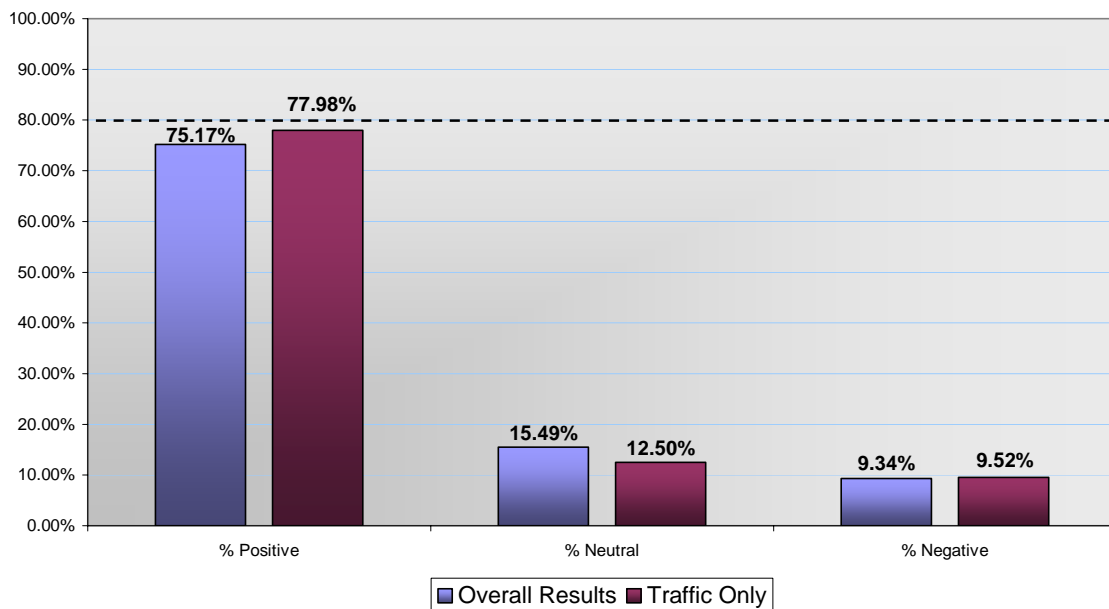


APPENDIX I
 Public Access and Fairness Survey
 Results by Division
TRAFFIC
 September 26, 2007

Q-9 - The court's website was useful
Overall Results vs. Traffic Only

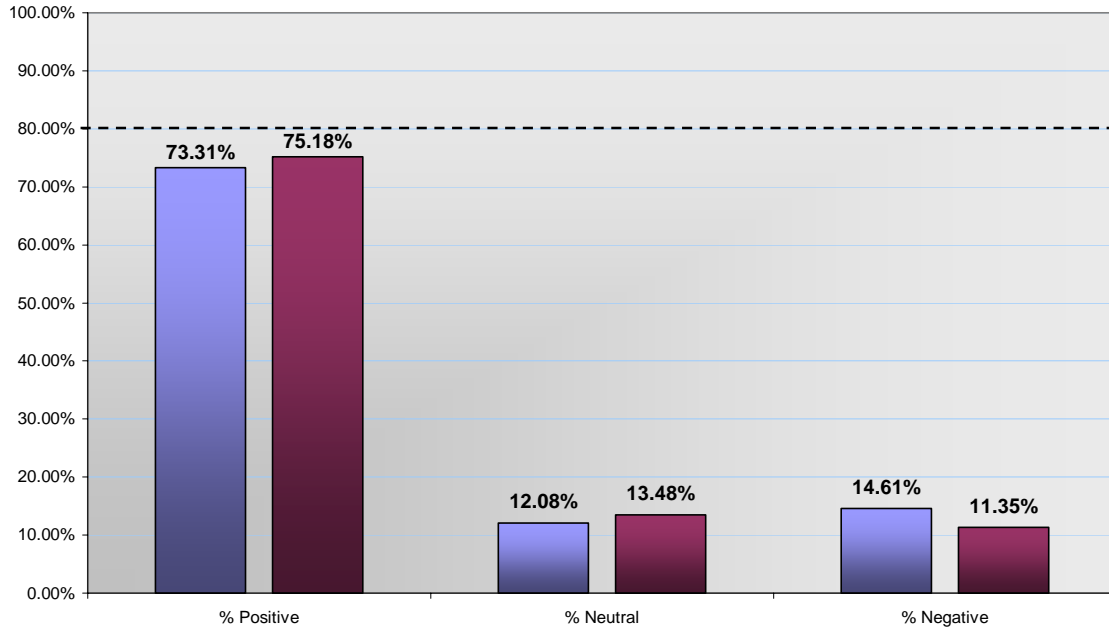


Q-10 - The court's hours of operation made it easy for me to do my business
Overall Results vs. Traffic Only

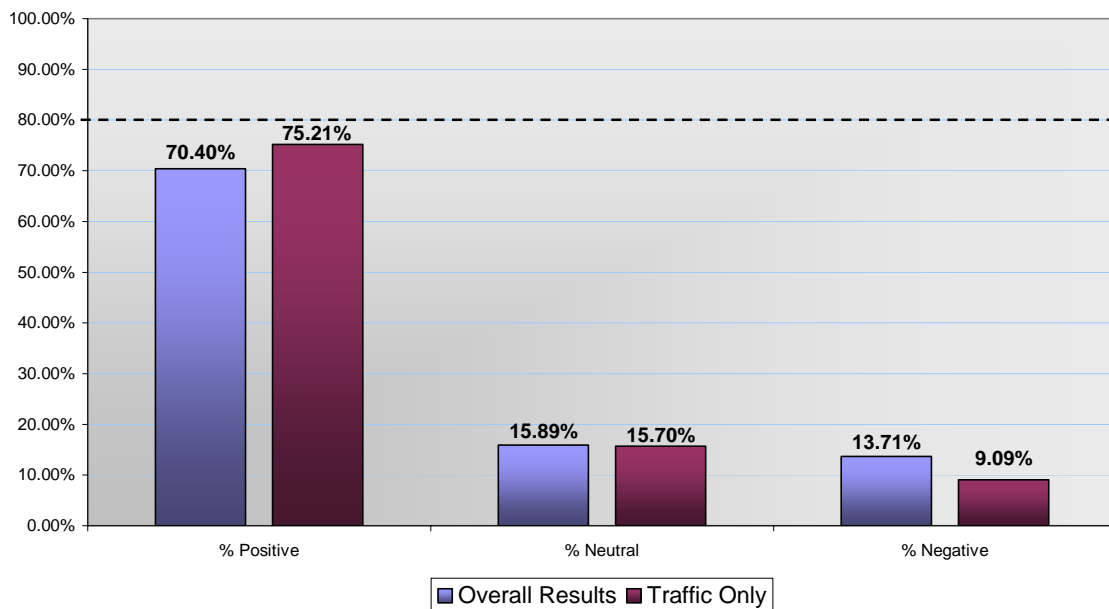


APPENDIX I
 Public Access and Fairness Survey
 Results by Division
TRAFFIC
 September 26, 2007

Q-11 - The way my case was handled was fair
Overall Results vs. Traffic Only

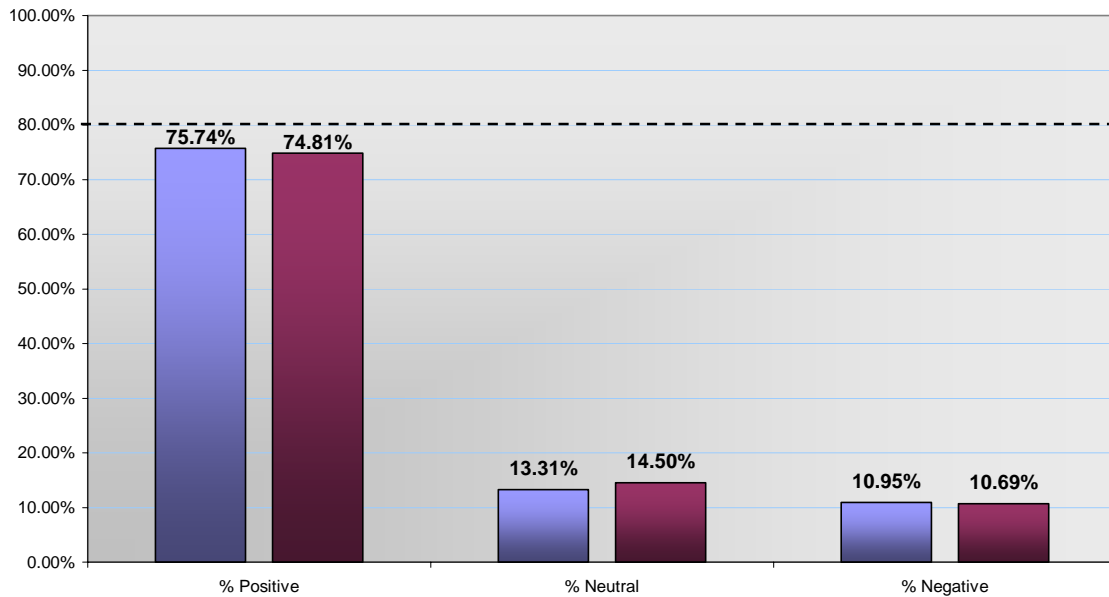


Q-12 - The judge listened to my side of the story
before he or she made a decision
Overall Results vs. Traffic Only

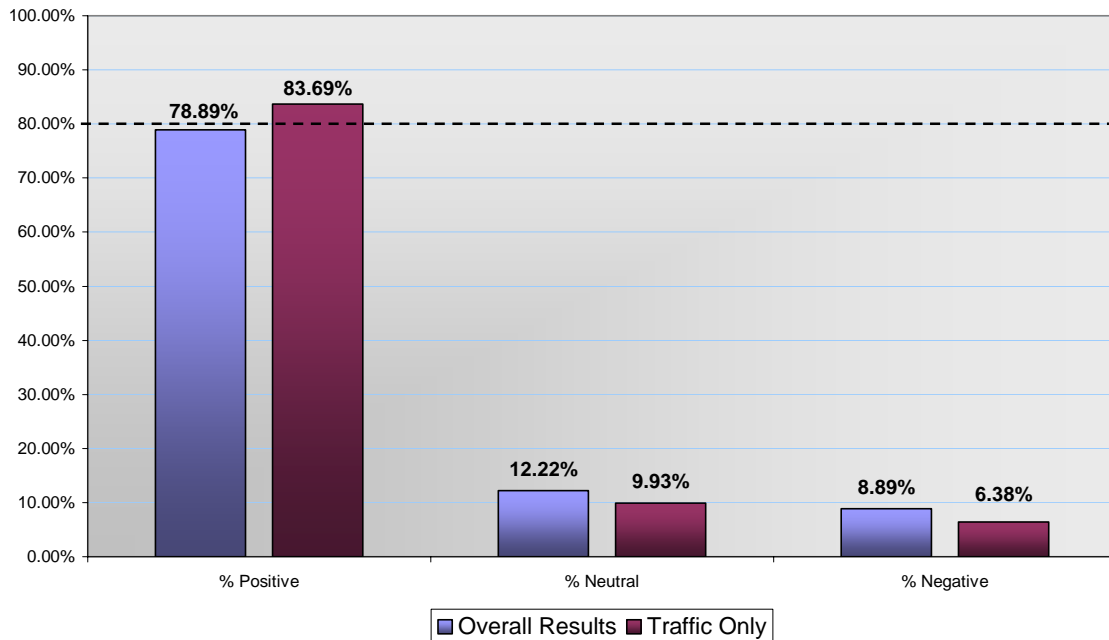


APPENDIX I
 Public Access and Fairness Survey
 Results by Division
TRAFFIC
 September 26, 2007

**Q-13 - The judge had the information necessary to
 make good decisions about my case
 Overall Results vs. Traffic Only**

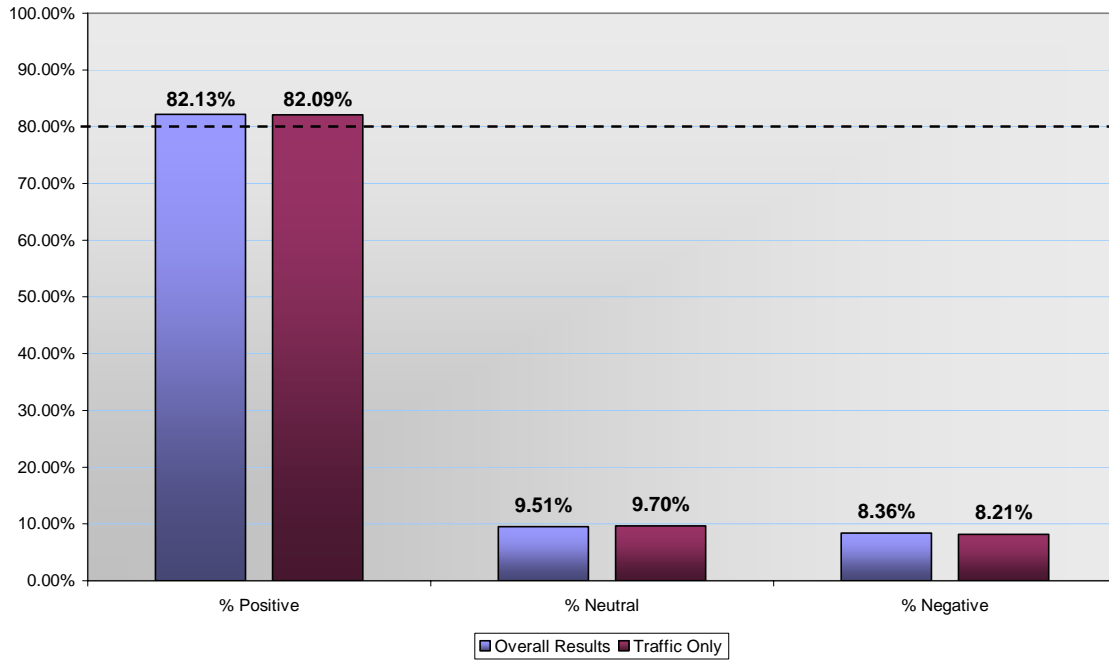


**Q-14 - I was treated the same as everyone else
 Overall Results vs. Traffic Only**



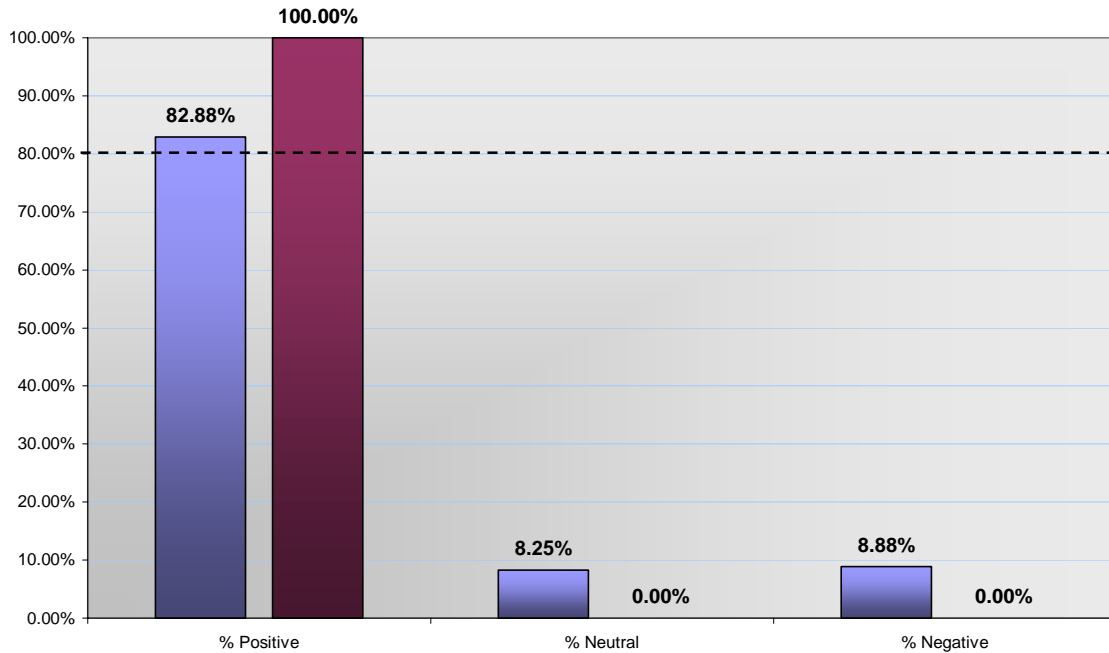
APPENDIX I
Public Access and Fairness Survey
Results by Division
TRAFFIC
September 26, 2007

Q-15 - As I leave the court, I know what to do next about my case
Overall Results vs. Traffic Only

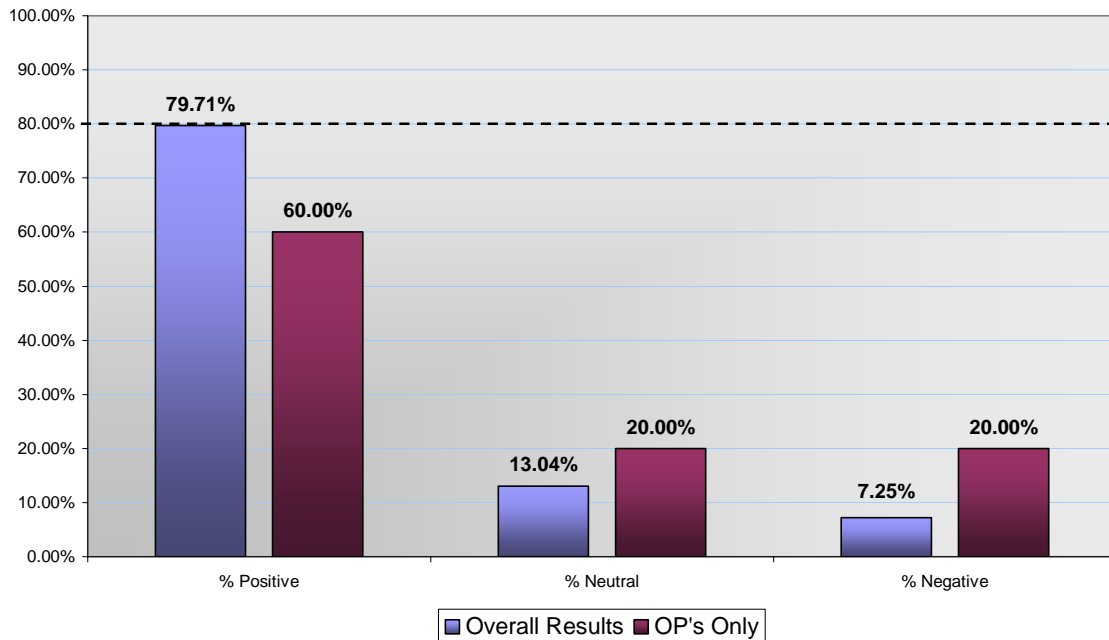


APPENDIX J
 Public Access and Fairness Survey
 Results by Division
ORDERS OF PROTECTION
 September 26, 2007

Q-1 - Finding the courthouse was easy
Overall Results vs. Orders of Protection Only

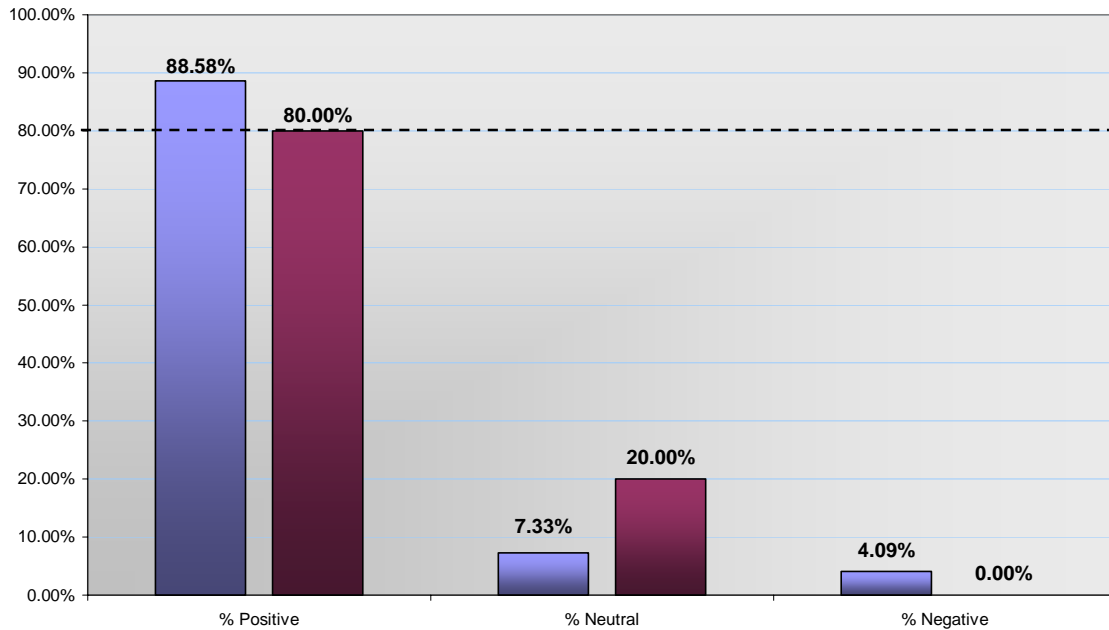


Q-2 - The forms I needed were clear and easy to understand
Overall Results vs. Orders of Protection Only

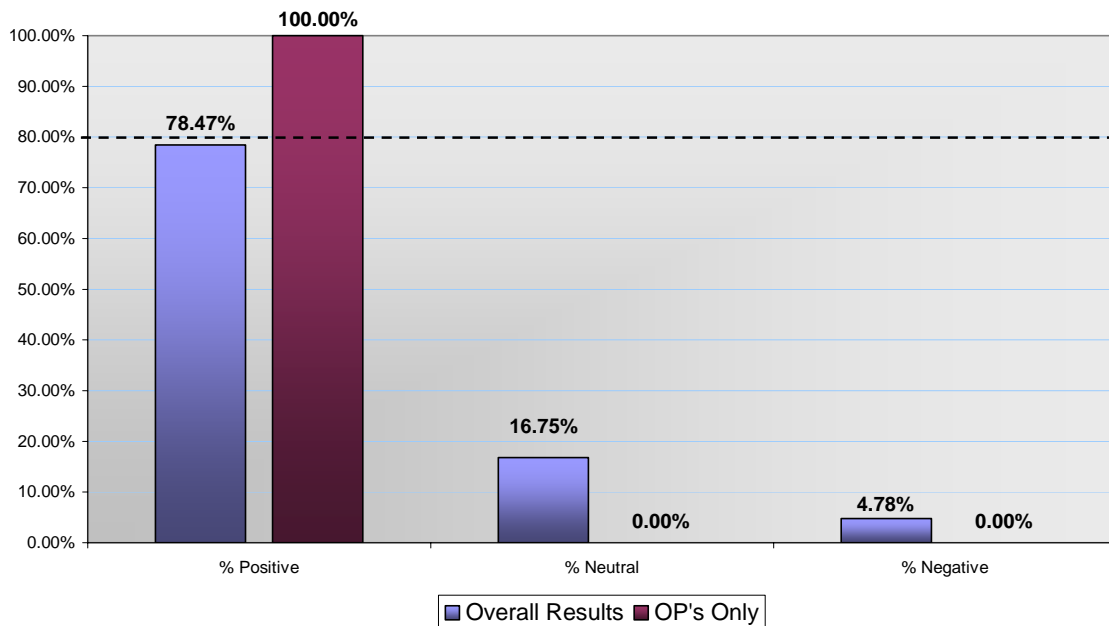


APPENDIX J
 Public Access and Fairness Survey
 Results by Division
ORDERS OF PROTECTION
 September 26, 2007

Q-3 - I felt safe in the courthouse
Overall Results vs. Orders of Protection Only

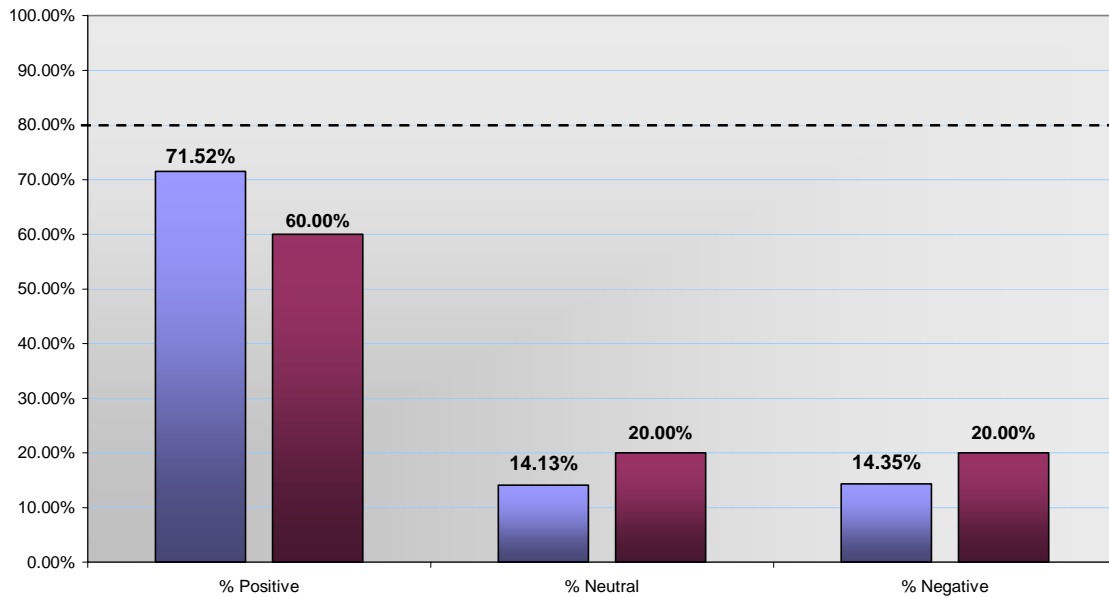


Q-4 - The court makes reasonable efforts to remove physical and lanugage barriers to service
Overall Results vs. Orders of Protection Only

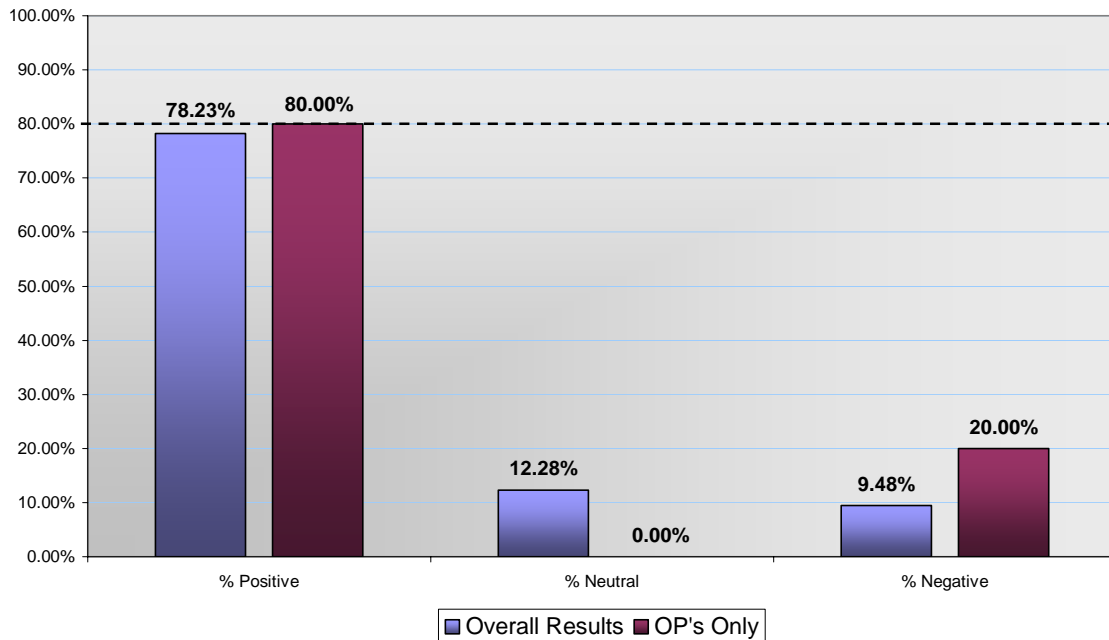


APPENDIX J
 Public Access and Fairness Survey
 Results by Division
ORDERS OF PROTECTION
 September 26, 2007

Q-5 - I was able to get my court business done in a reasonable amount of time
Overall Results vs. Orders of Protection Only

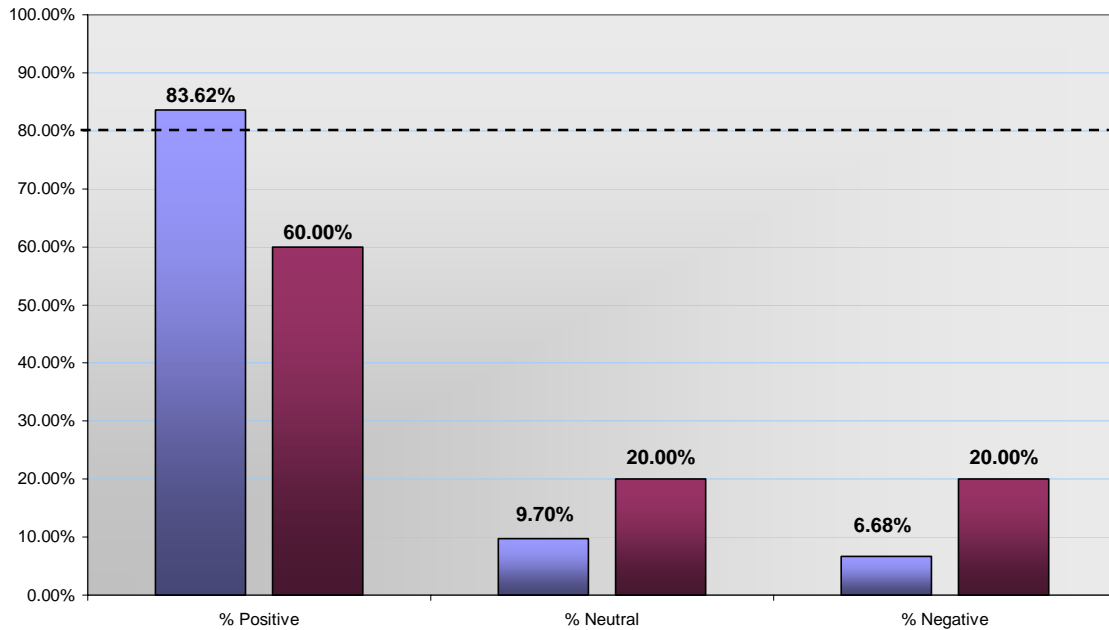


Q-6 - Court staff paid attention to my needs.
Overall Results vs. Orders of Protection Only

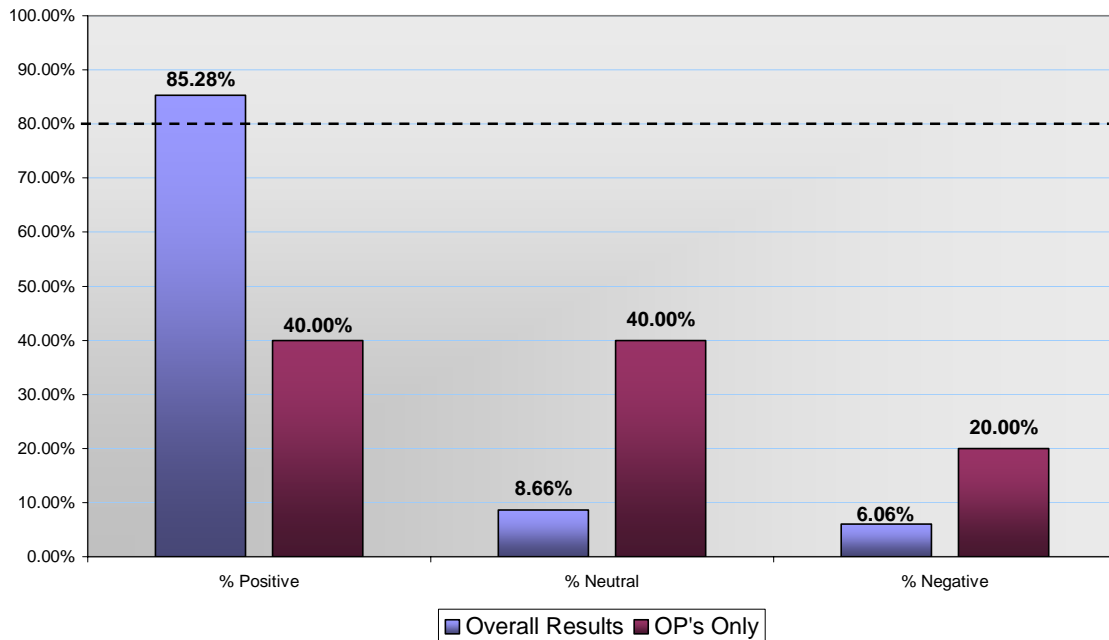


APPENDIX J
 Public Access and Fairness Survey
 Results by Division
ORDERS OF PROTECTION
 September 26, 2007

Q-7 - I was treated with courtesy and respect by court staff
Overall Results vs. Orders of Protection Only

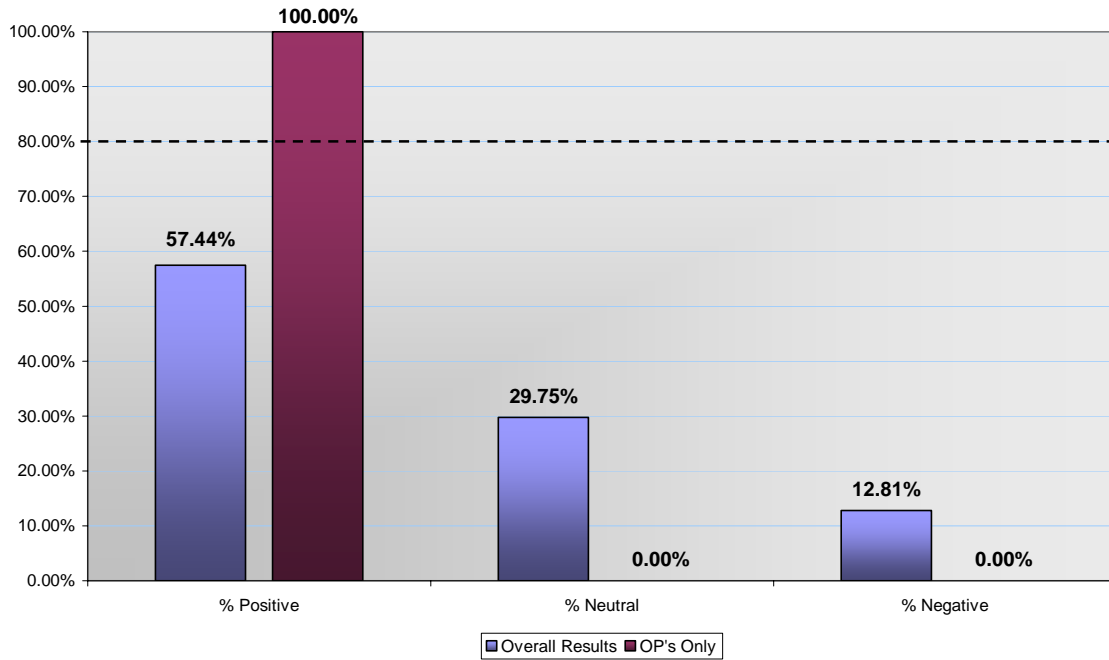


Q-8 - I easily found the courtroom or office I needed
Overall Results vs. Orders of Protection Only

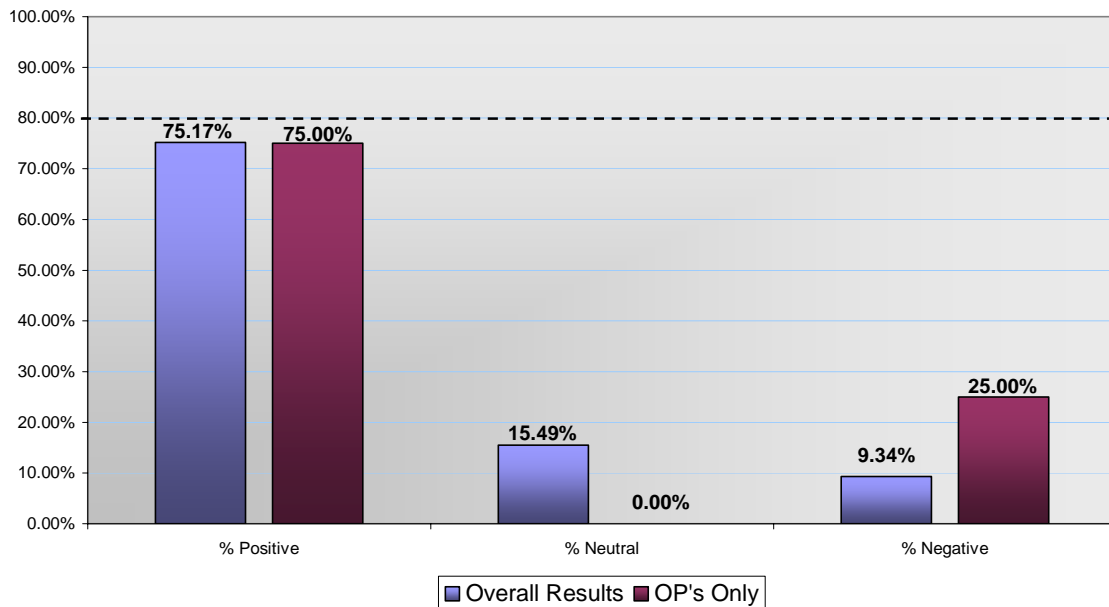


APPENDIX J
 Public Access and Fairness Survey
 Results by Division
ORDERS OF PROTECTION
 September 26, 2007

Q-9 - The court's website was useful
Overall Results vs. Orders of Protection Only

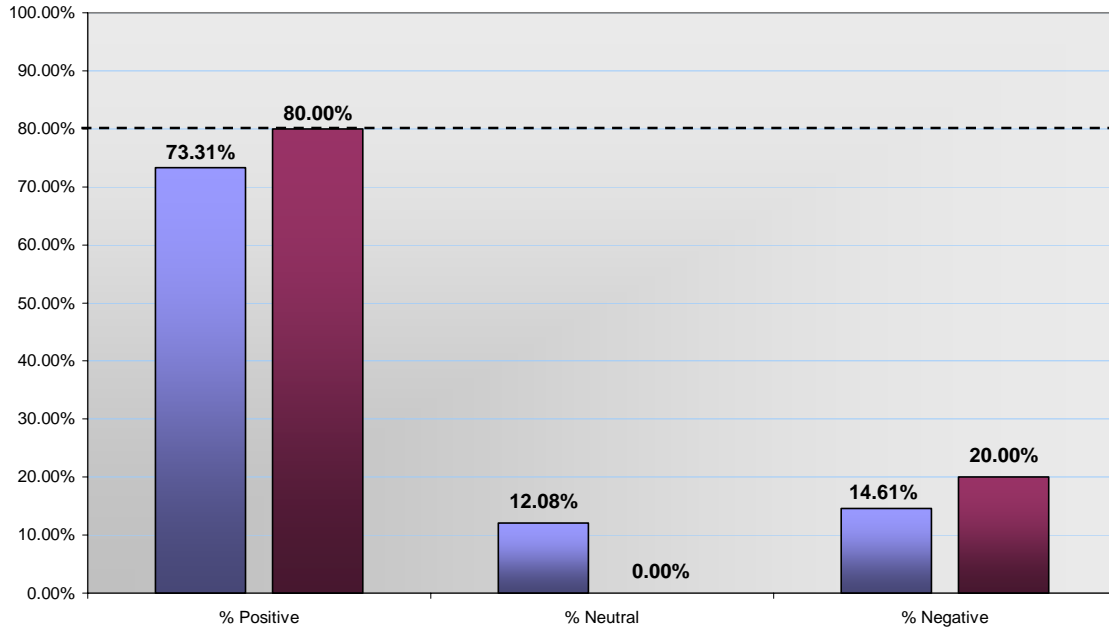


Q-10 - The court's hours of operation made it easy for me to do my business
Overall Results vs. Orders of Protection Only

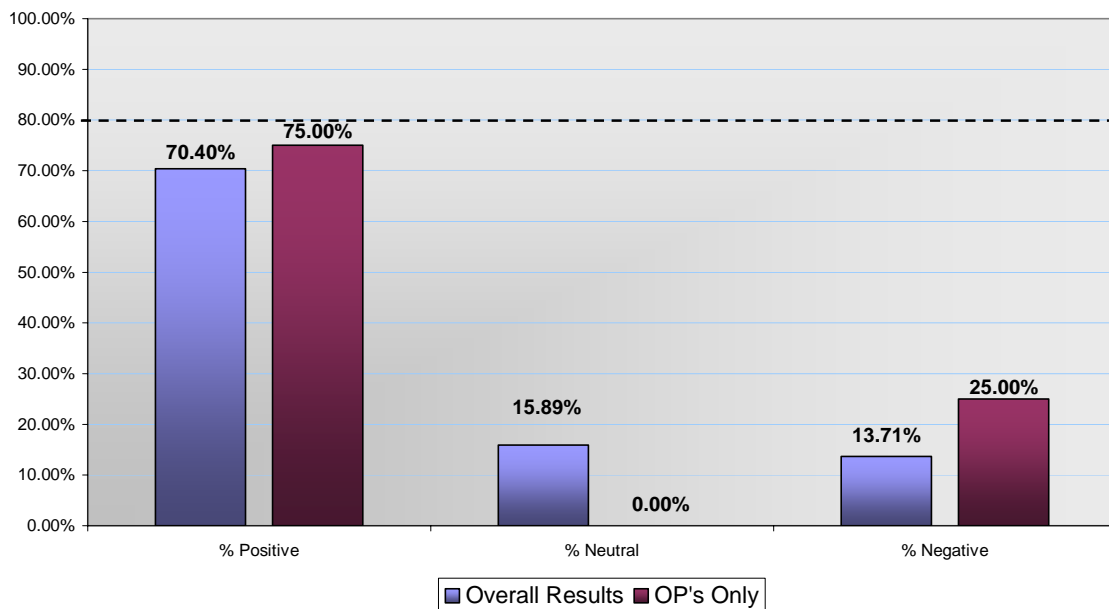


APPENDIX J
 Public Access and Fairness Survey
 Results by Division
ORDERS OF PROTECTION
 September 26, 2007

Q-11 - The way my case was handled was fair
Overall Results vs. Orders of Protection Only

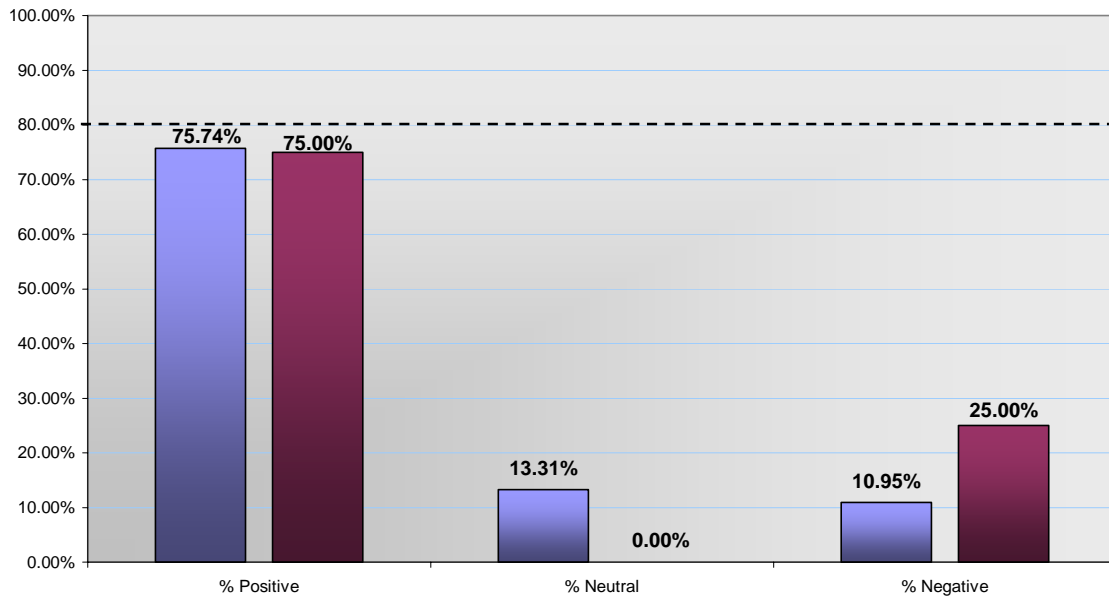


Q-12 - The judge listened to my side of the story before he or she made a decision
Overall Results vs. Orders of Protection Only

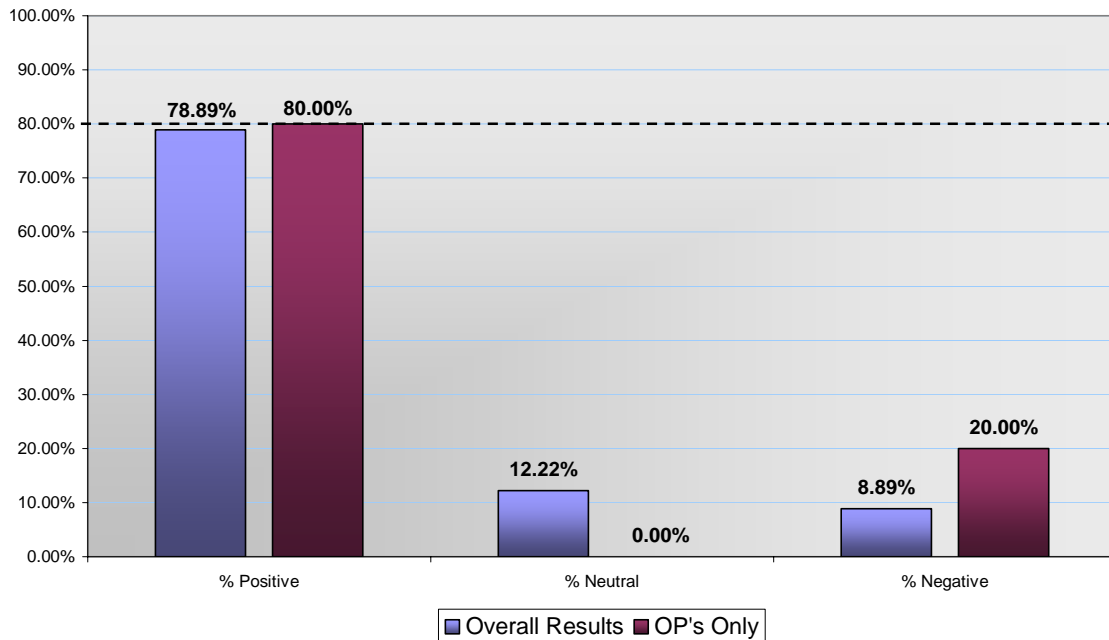


APPENDIX J
 Public Access and Fairness Survey
 Results by Division
ORDERS OF PROTECTION
 September 26, 2007

Q-13 - The judge had the information necessary to make good decisions about my case
Overall Results vs. Orders of Protection Only

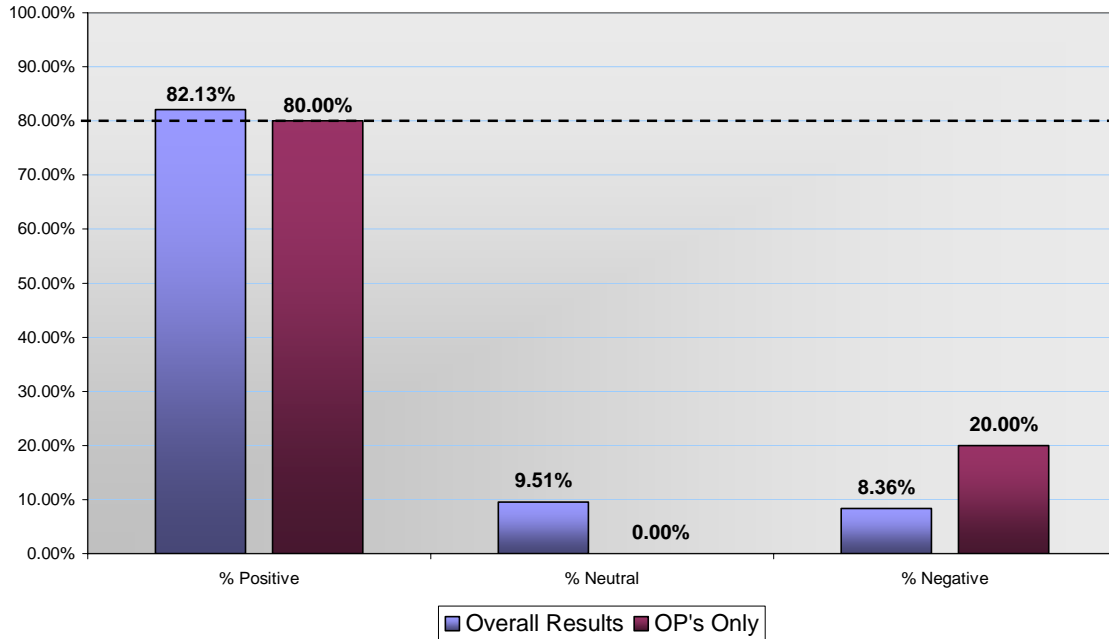


Q-14 - I was treated the same as everyone else
Overall Results vs. Orders of Protection Only



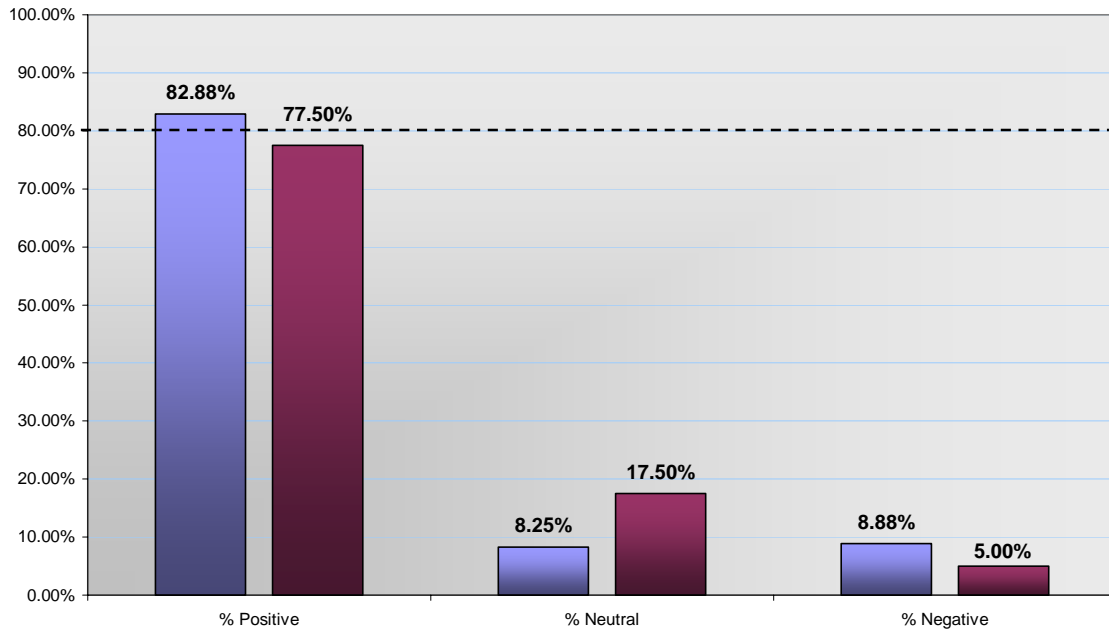
APPENDIX J
Public Access and Fairness Survey
Results by Division
ORDERS OF PROTECTION
September 26, 2007

Q-15 - As I leave the court, I know what to do next about my case
Overall Results vs. Orders of Protection Only

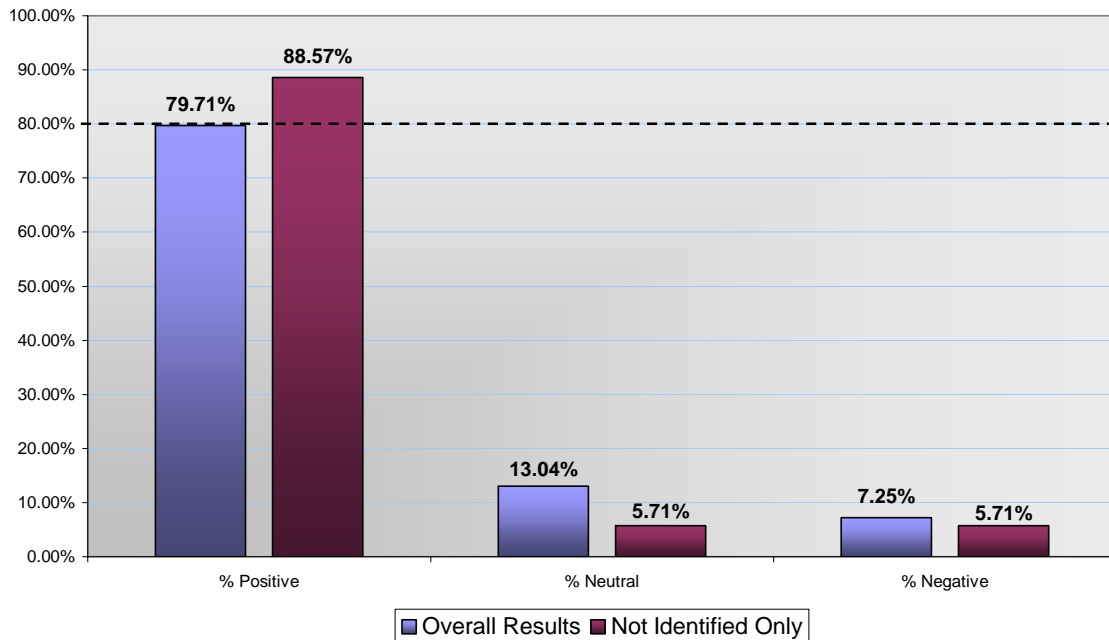


APPENDIX K
 Public Access and Fairness Survey
 Results by Division
 Not Identified
 September 26, 2007

Q-1 - Finding the courthouse was easy
Overall Results vs. Not Identified Only

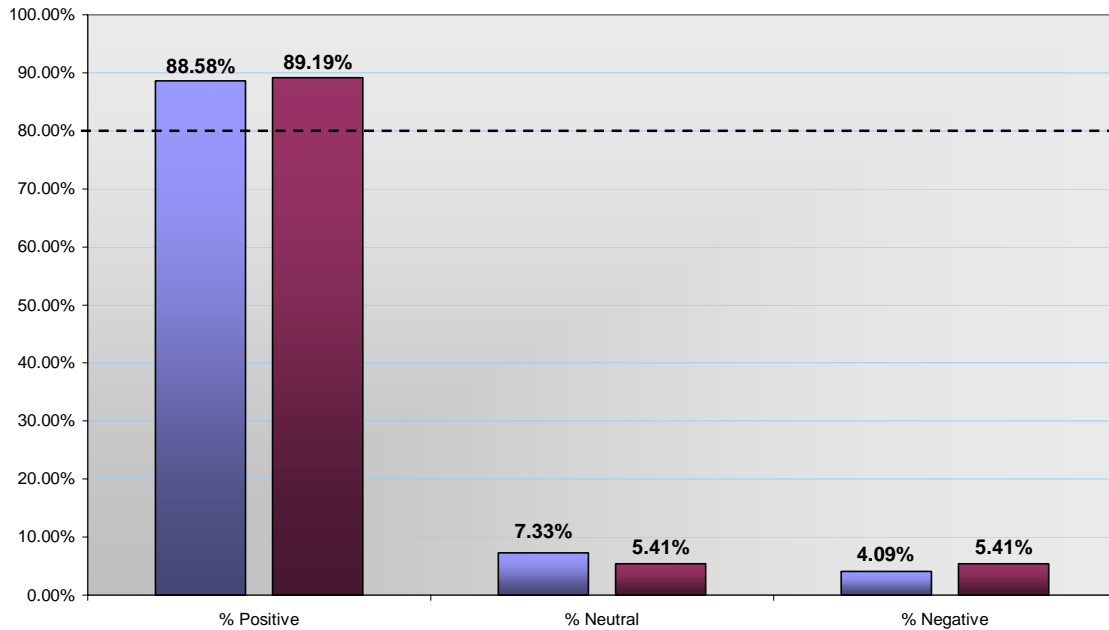


Q-2 - The forms I needed were clear and easy to understand
Overall Results vs. Not Identified Only

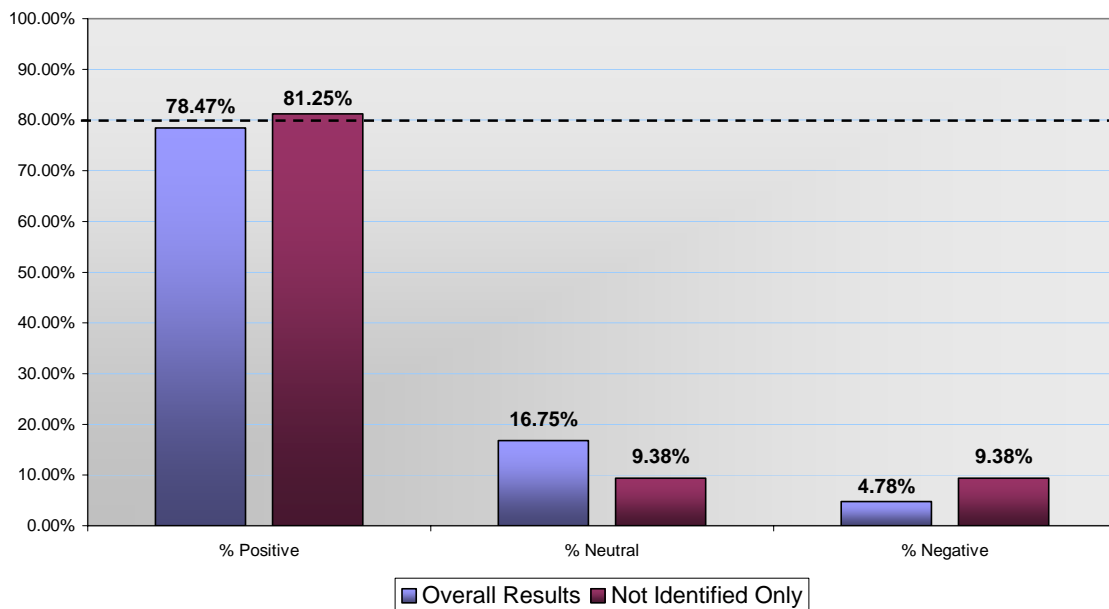


APPENDIX K
 Public Access and Fairness Survey
 Results by Division
 Not Identified
 September 26, 2007

Q-3 - I felt safe in the courthouse
Overall Results vs. Not Identified Only

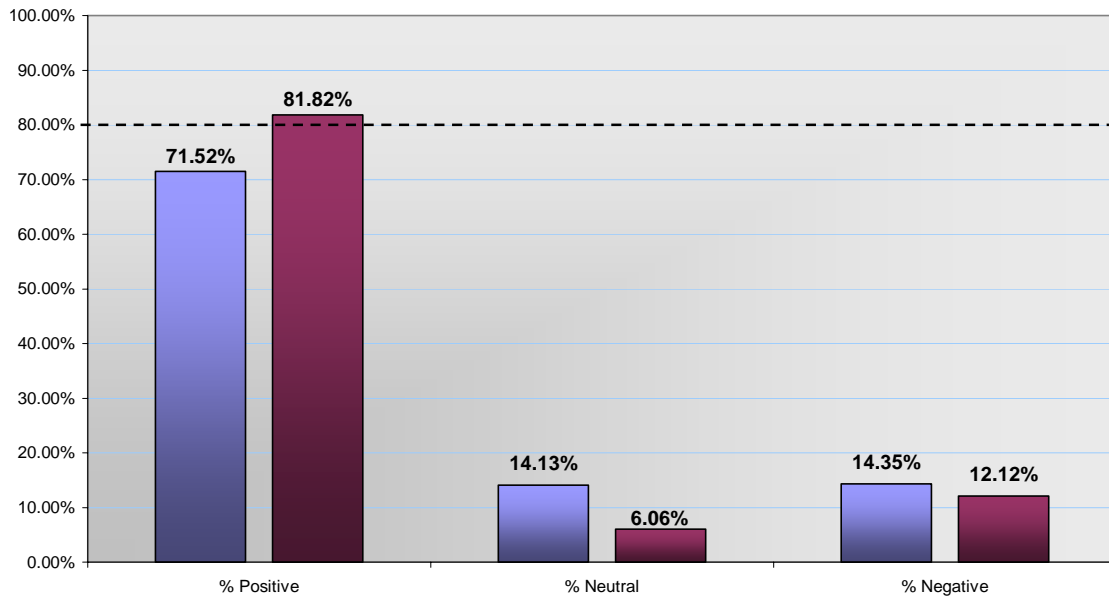


Q-4 - The court makes reasonable efforts to remove physical and lanugage barriers to service
Overall Results vs. Not Identified Only

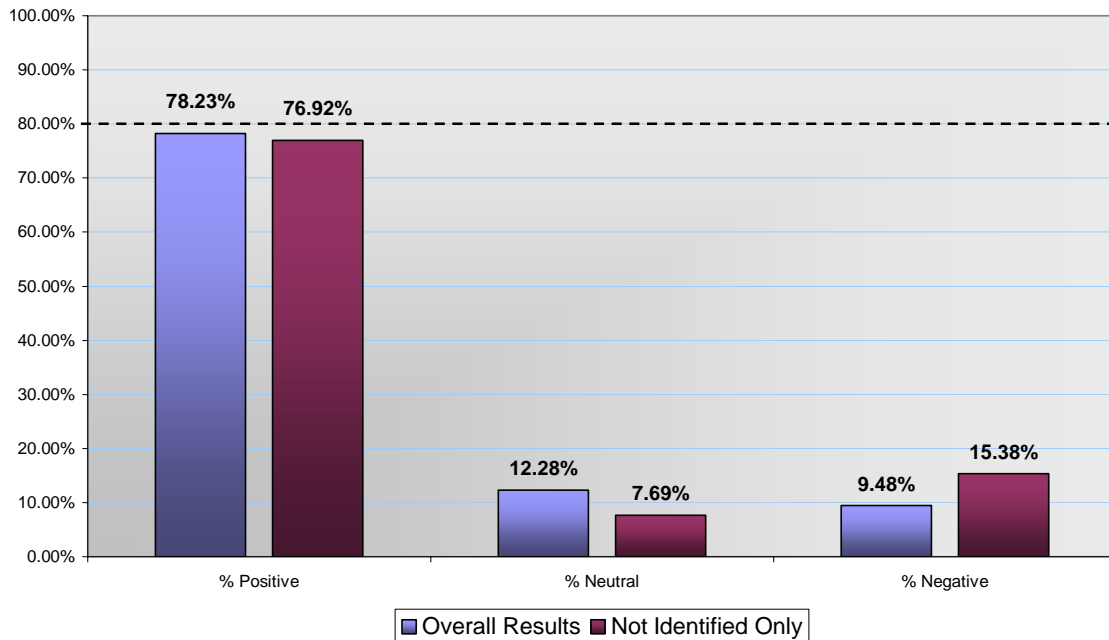


APPENDIX K
 Public Access and Fairness Survey
 Results by Division
 Not Identified
 September 26, 2007

Q-5 - I was able to get my court business done in a reasonable amount of time
Overall Results vs. Not Identified Only

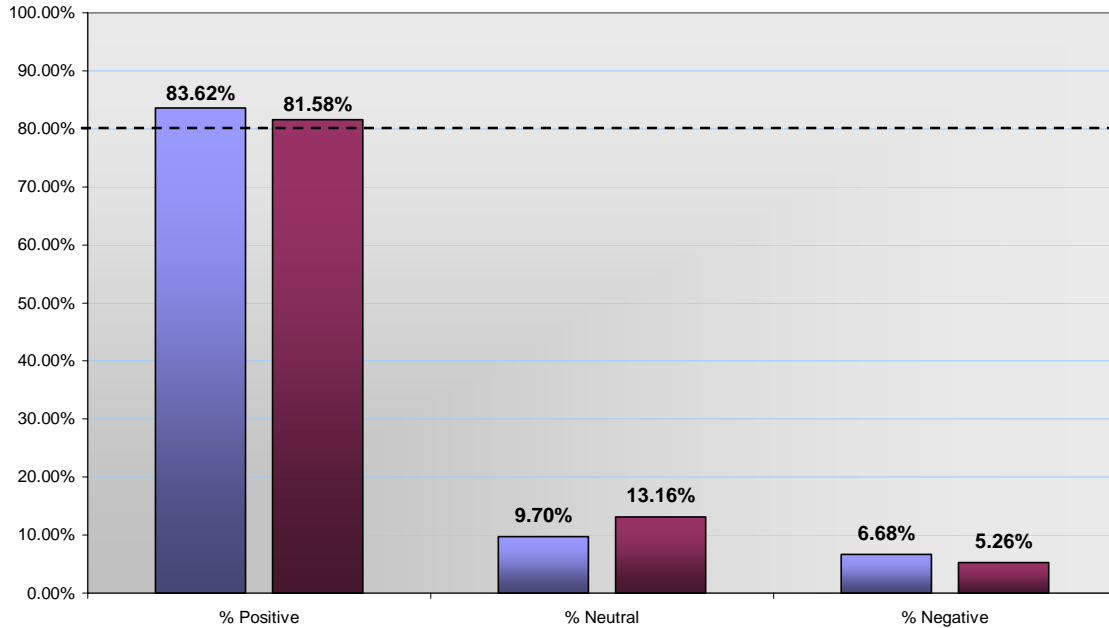


Q-6 - Court staff paid attention to my needs.
Overall Results vs. Not Identified Only

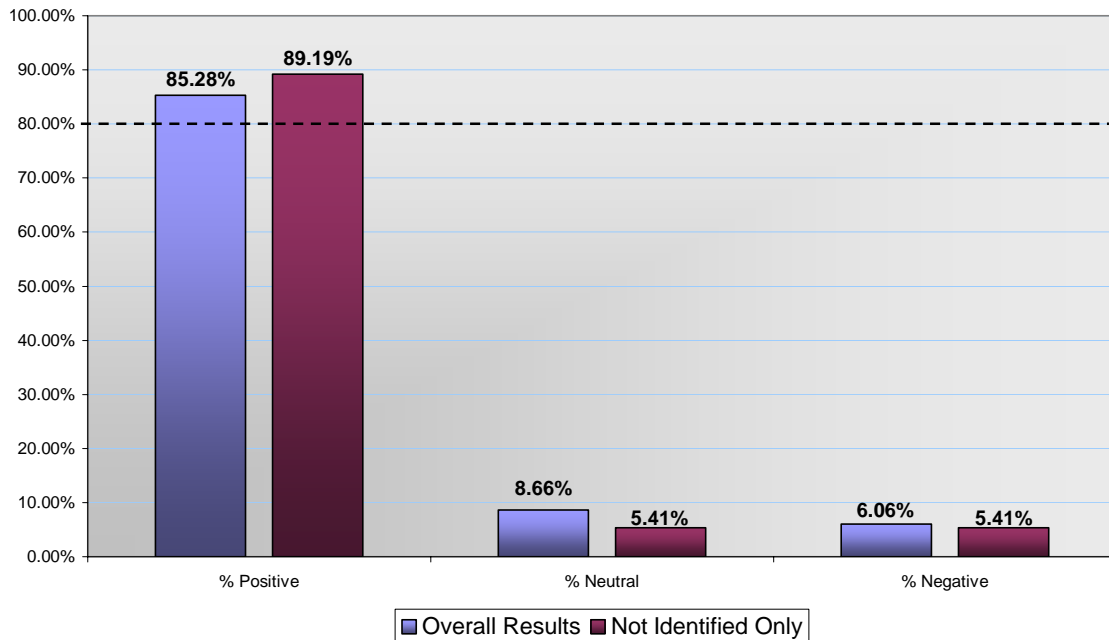


APPENDIX K
 Public Access and Fairness Survey
 Results by Division
 Not Identified
 September 26, 2007

Q-7 - I was treated with courtesy and respect by court staff
Overall Results vs. Not Identified Only

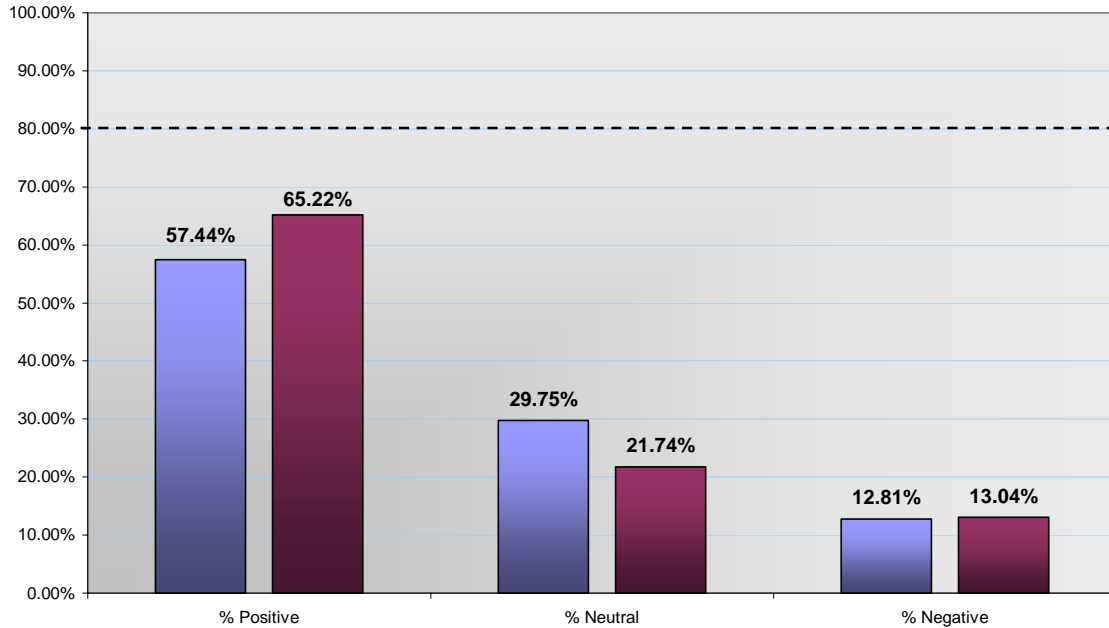


Q-8 - I easily found the courtroom or office I needed
Overall Results vs. Not Identified Only

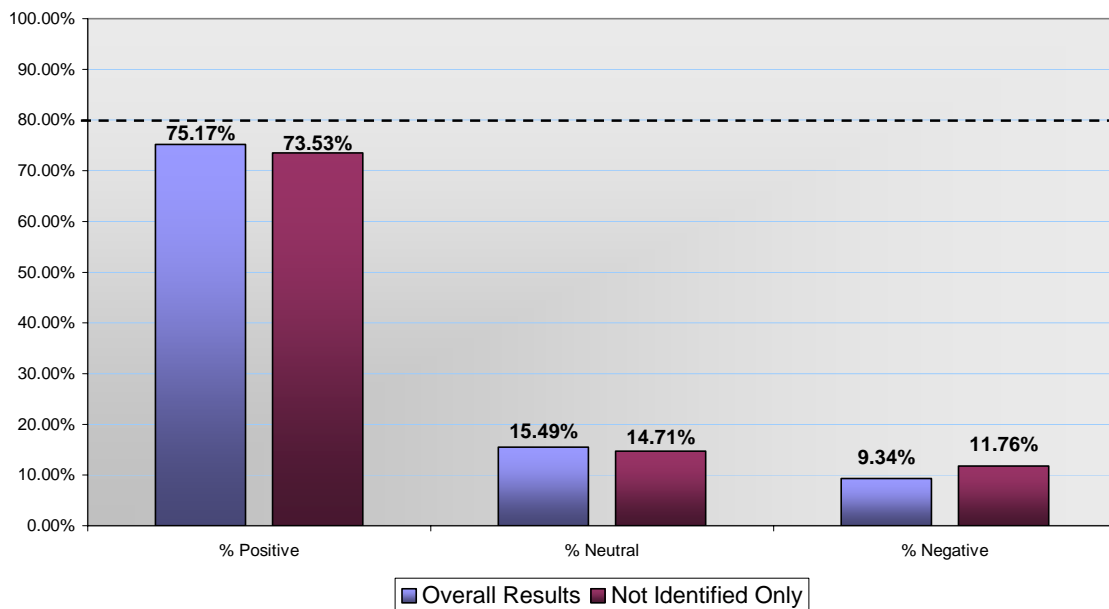


APPENDIX K
 Public Access and Fairness Survey
 Results by Division
 Not Identified
 September 26, 2007

Q-9 - The court's website was useful
Overall Results vs. Not Identified Only

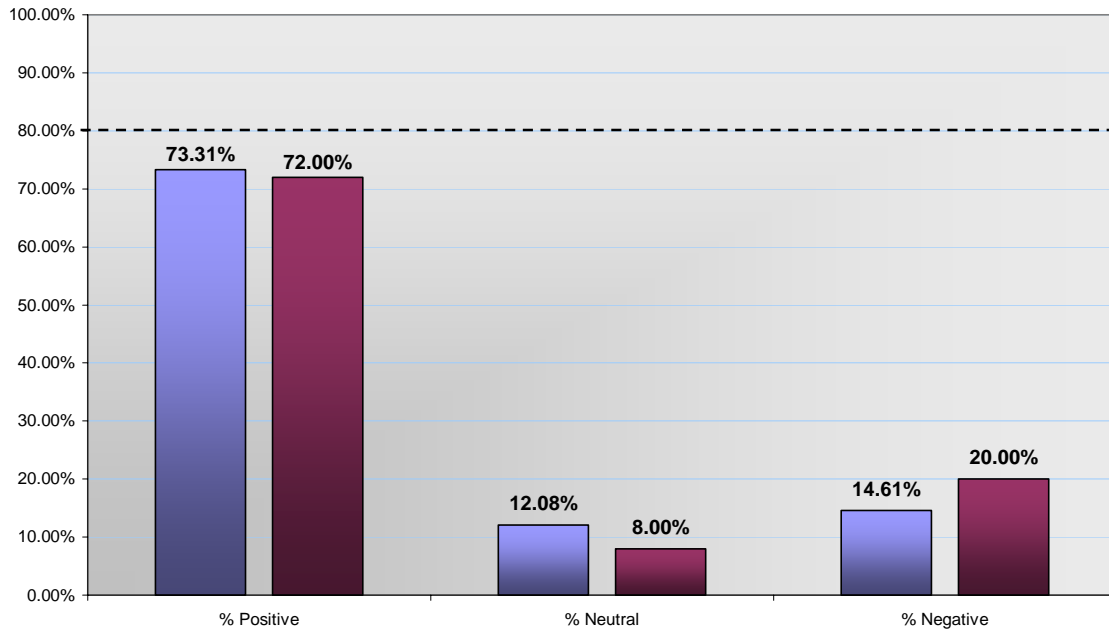


Q-10 - The court's hours of operation made it easy for me to do my business
Overall Results vs. Not Identified Only

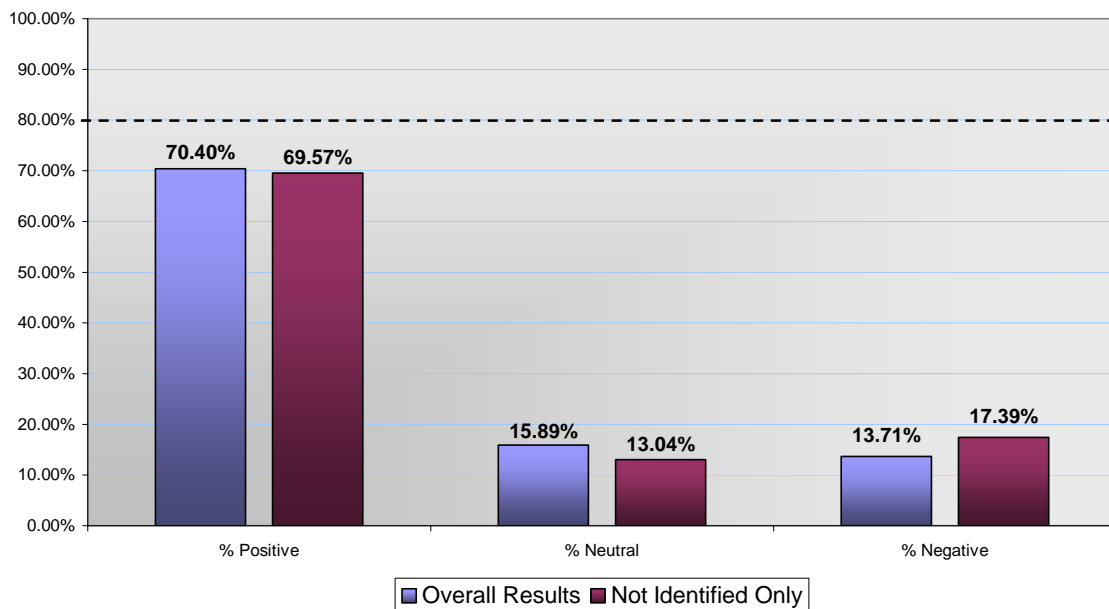


APPENDIX K
 Public Access and Fairness Survey
 Results by Division
 Not Identified
 September 26, 2007

**Q-11 - The way my case was handled was fair
 Overall Results vs. Not Identified Only**

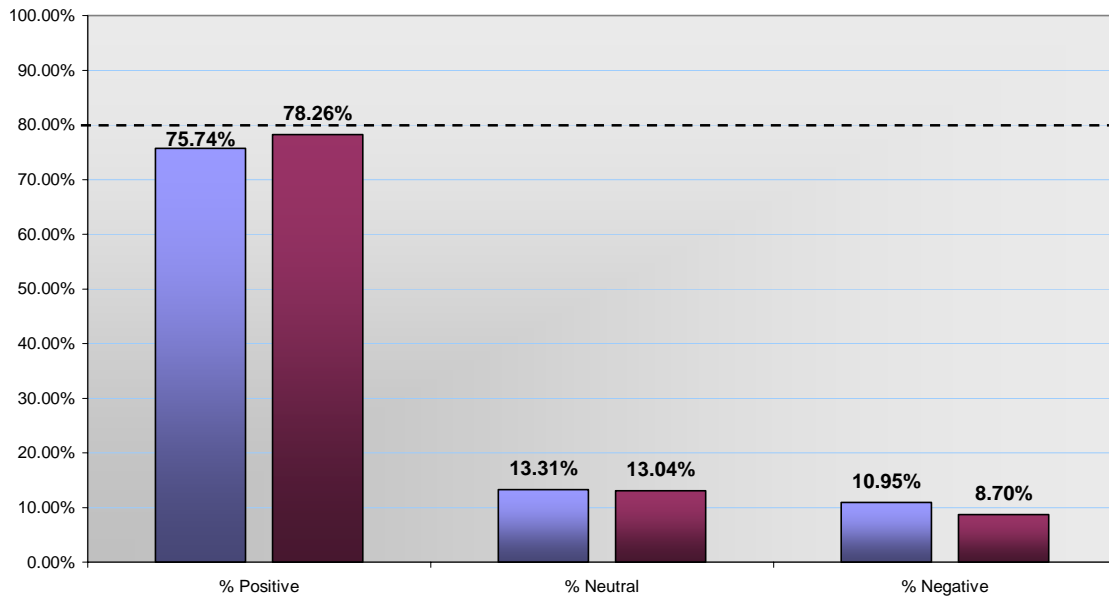


**Q-12 - The judge listened to my side of the story before he or she
 made a decision
 Overall Results vs. Not Identified Only**

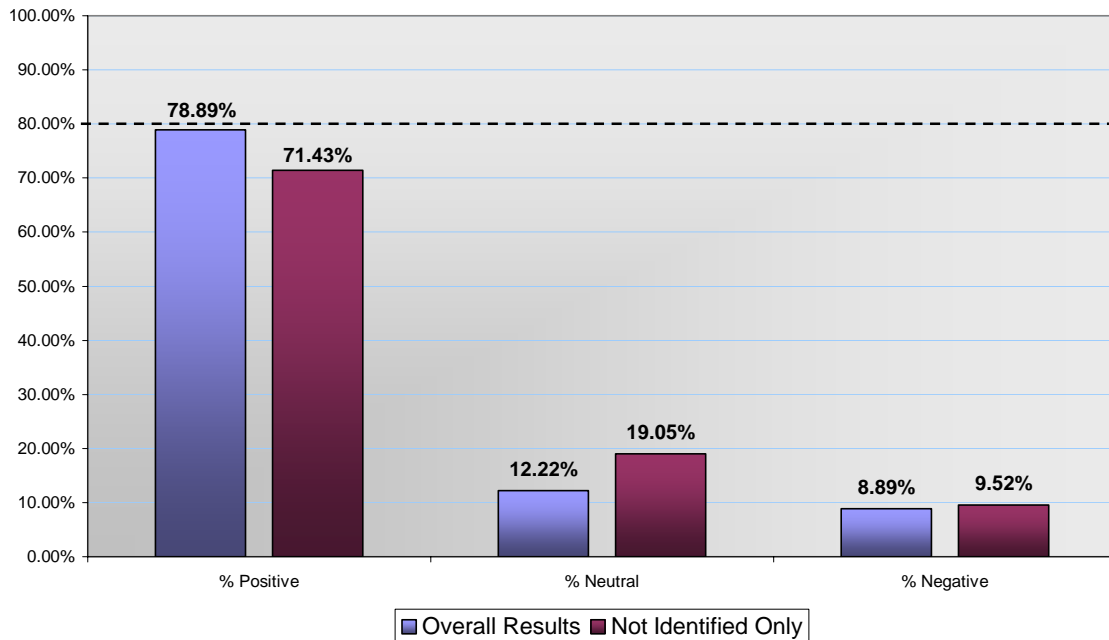


APPENDIX K
 Public Access and Fairness Survey
 Results by Division
 Not Identified
 September 26, 2007

Q-13 - The judge had the information necessary to make good decisions about my case
Overall Results vs. Not Identified Only

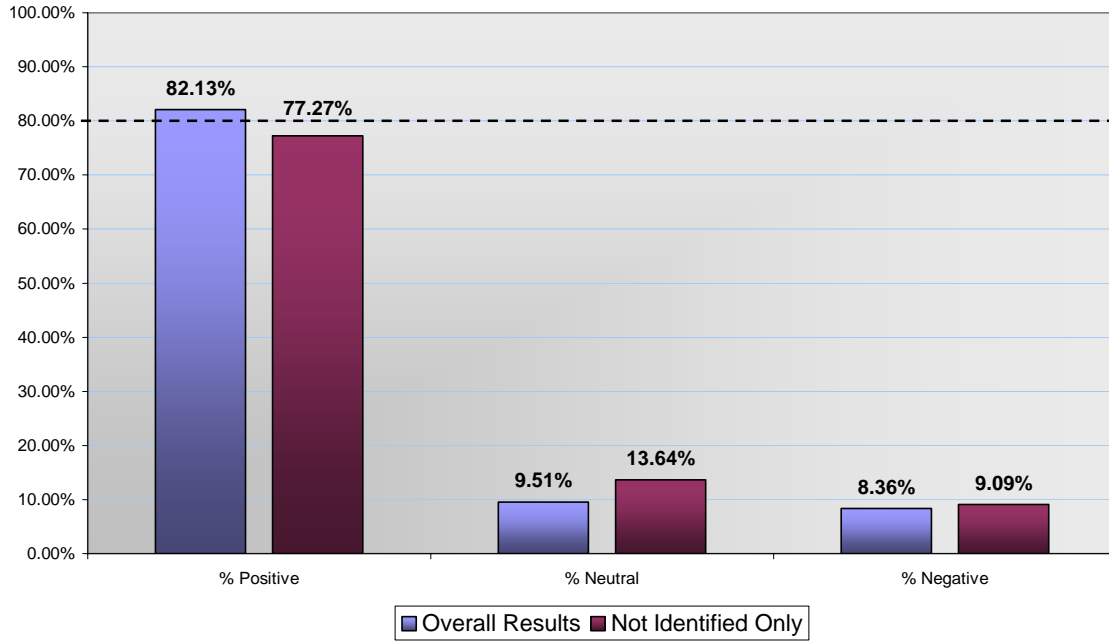


Q-14 - I was treated the same as everyone else
Overall Results vs. Not Identified Only



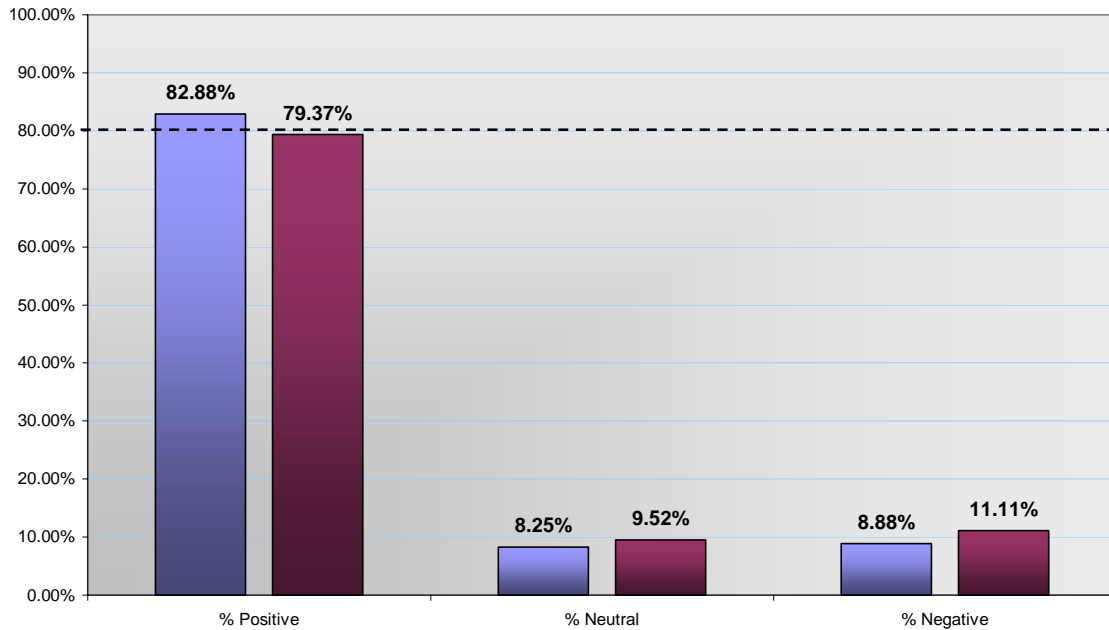
APPENDIX K
Public Access and Fairness Survey
Results by Division
Not Identified
September 26, 2007

Q-15 - As I leave the court, I know what to do next about my case
Overall Results vs. Not Identified Only

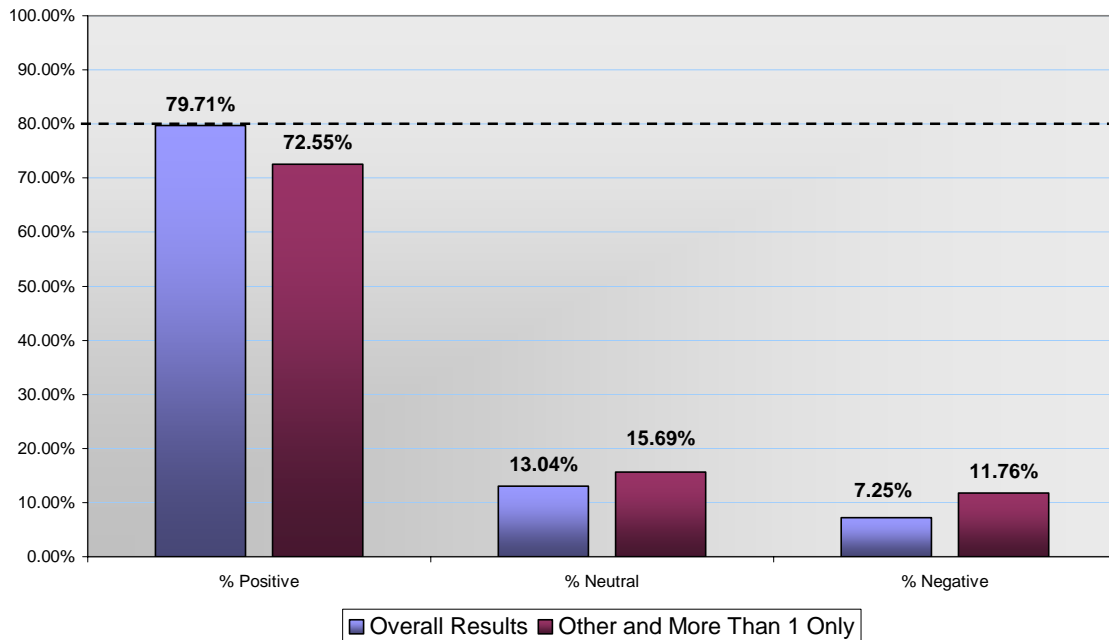


APPENDIX L
 Public Access and Fairness Survey
 Results by Division
 OTHER and MORE THAN 1
 September 26, 2007

Q-1 - Finding the courthouse was easy
Overall Results vs. Other and More Than 1 Only

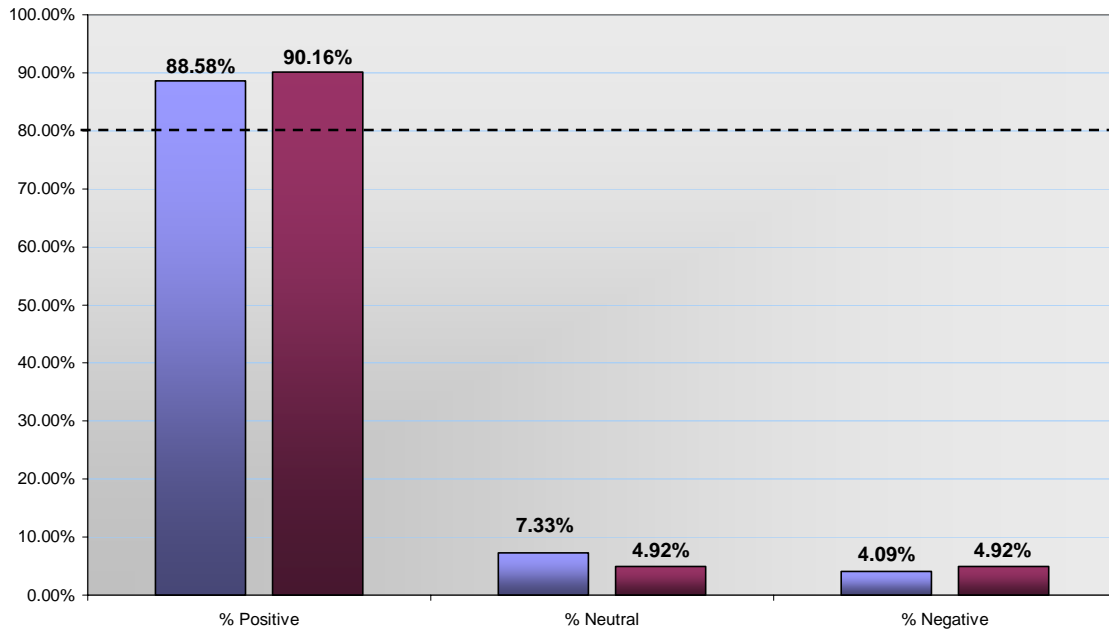


Q-2 - The forms I needed were clear and easy to understand
Overall Results vs. Other and More Than 1 Only

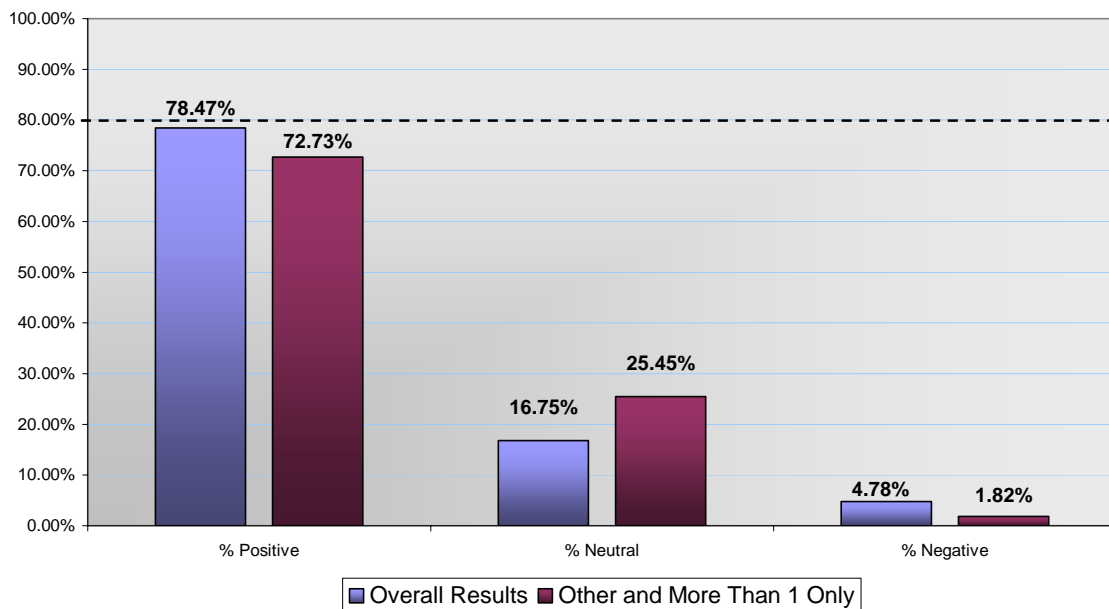


APPENDIX L
 Public Access and Fairness Survey
 Results by Division
 OTHER and MORE THAN 1
 September 26, 2007

Q-3 - I felt safe in the courthouse
Overall Results vs. Other and More Than 1 Only

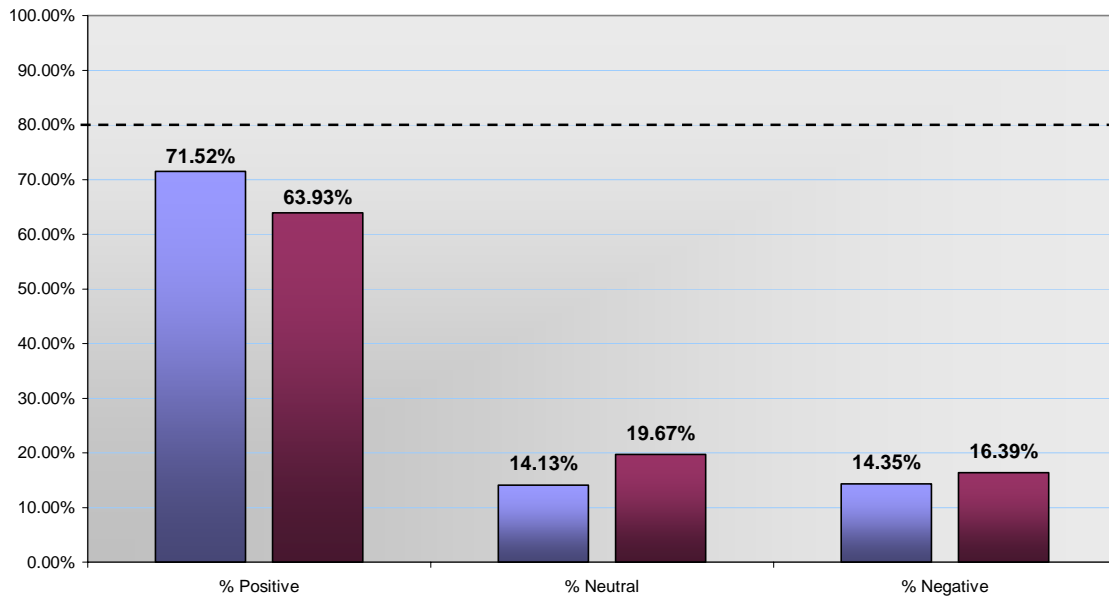


Q-4 - The court makes reasonable efforts to remove physical and lanugage barriers to service
Overall Results vs. Other and More Than 1 Only

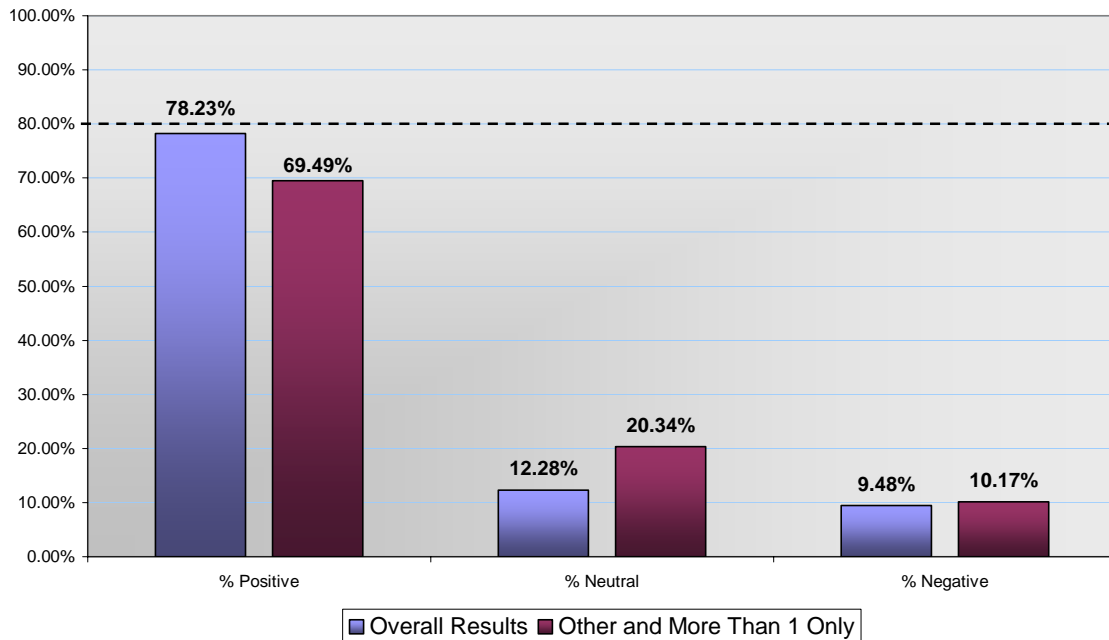


APPENDIX L
 Public Access and Fairness Survey
 Results by Division
 OTHER and MORE THAN 1
 September 26, 2007

Q-5 - I was able to get my court business done in a reasonable amount of time
Overall Results vs. Other and More Than 1 Only

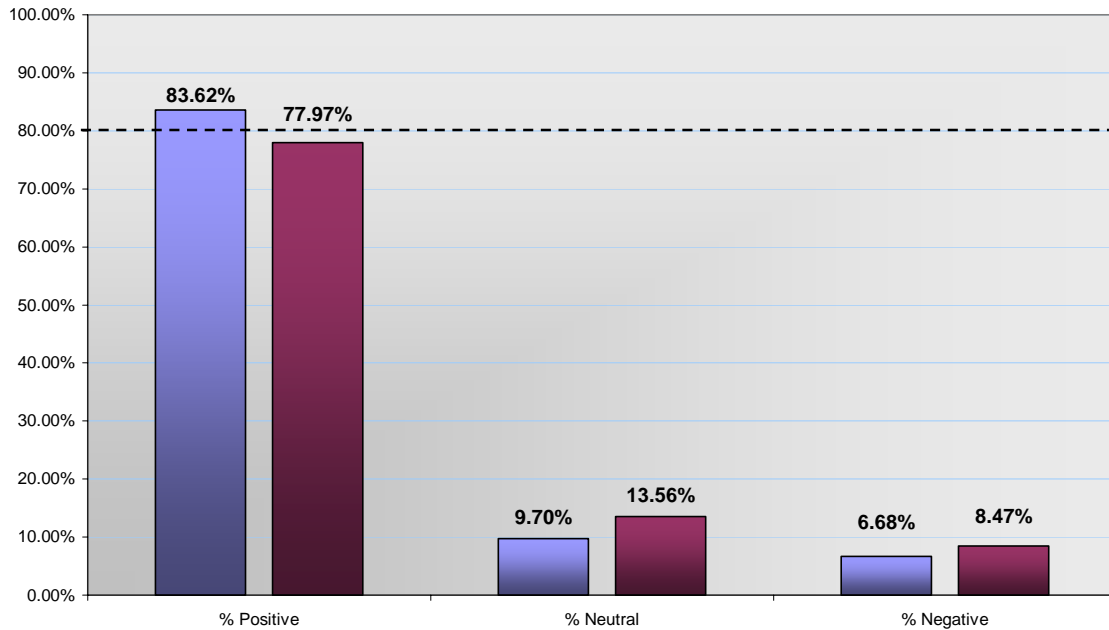


Q-6 - Court staff paid attention to my needs.
Overall Results vs. Other and More Than 1 Only

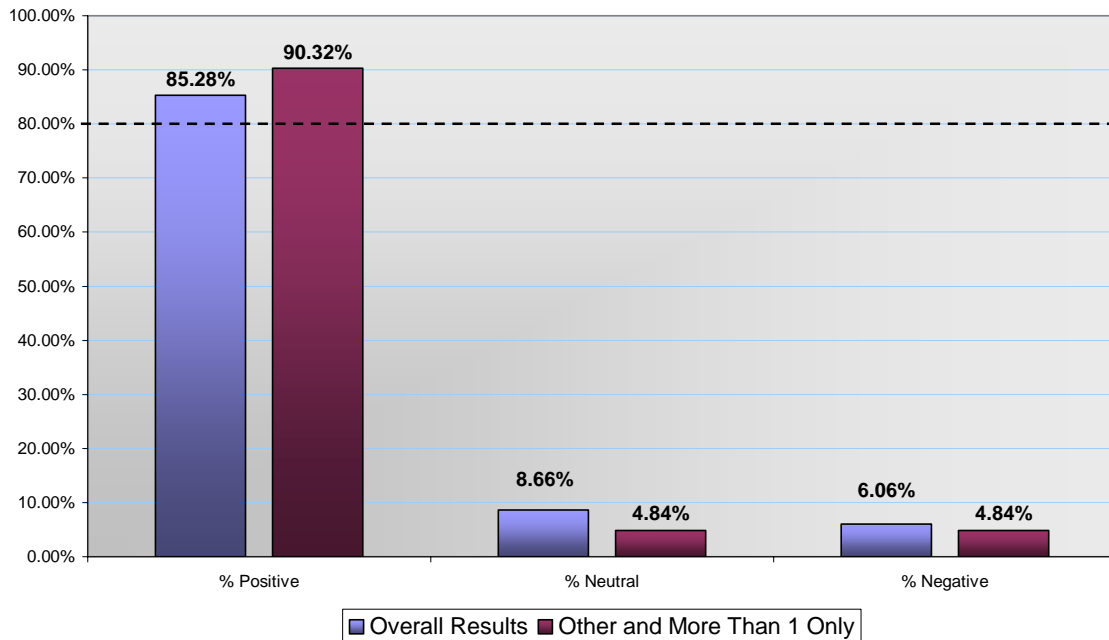


APPENDIX L
 Public Access and Fairness Survey
 Results by Division
 OTHER and MORE THAN 1
 September 26, 2007

**Q-7 - I was treated with courtesy and respect by court staff
 Overall Results vs. Other and More Than 1 Only**

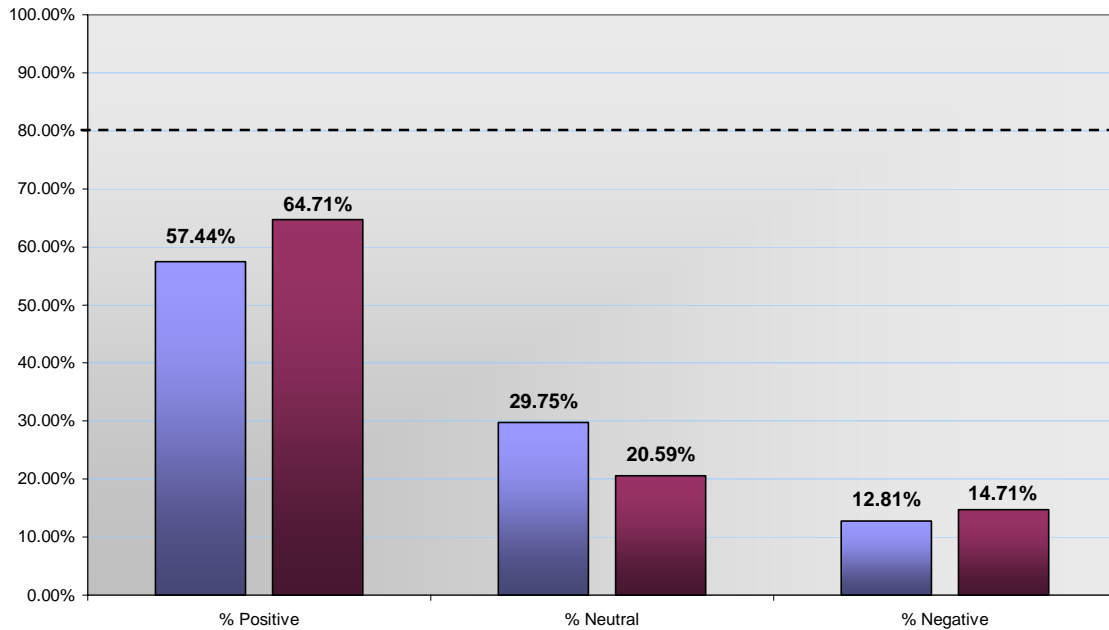


**Q-8 - I easily found the courtroom or office I needed
 Overall Results vs. Other and More Than 1 Only**

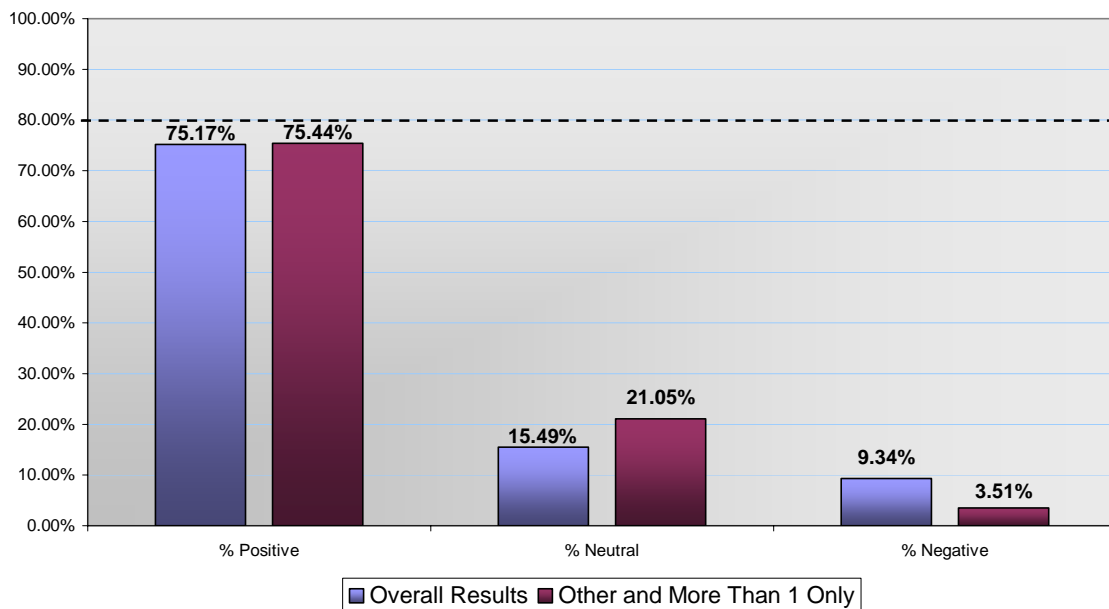


APPENDIX L
 Public Access and Fairness Survey
 Results by Division
 OTHER and MORE THAN 1
 September 26, 2007

Q-9 - The court's website was useful
Overall Results vs. Other and More Than 1 Only

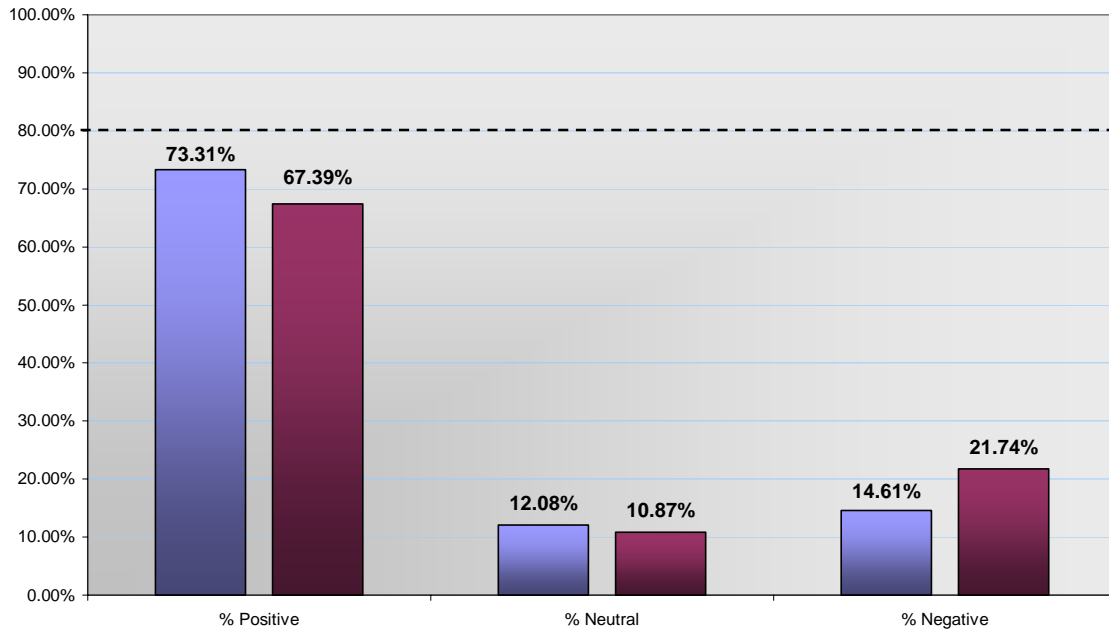


Q-10 - The court's hours of operation made it easy for me to do my business
Overall Results vs. Other and More Than 1 Only

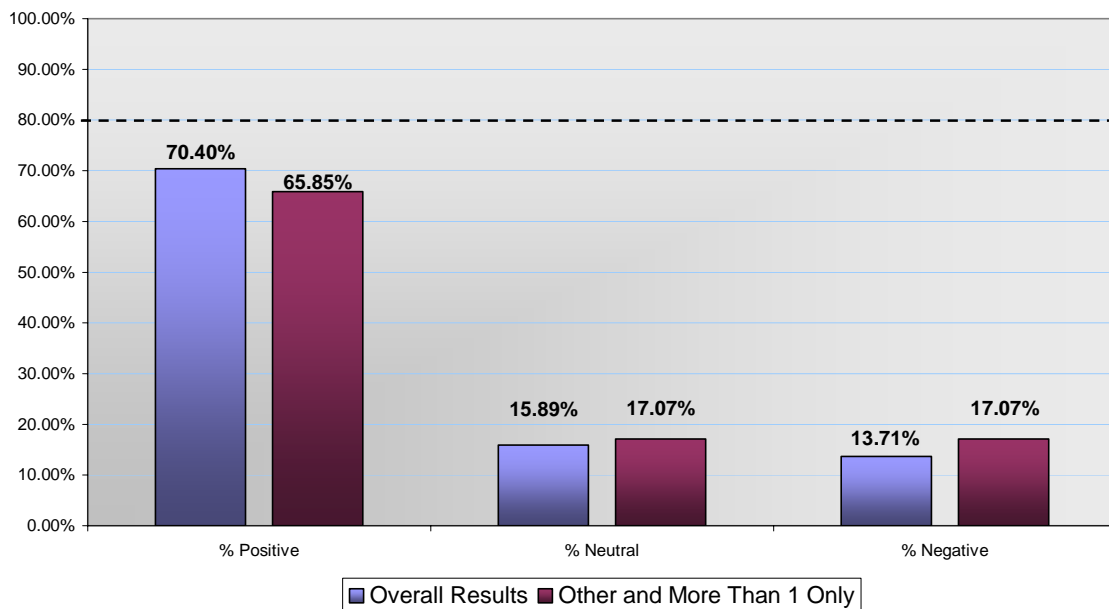


APPENDIX L
 Public Access and Fairness Survey
 Results by Division
 OTHER and MORE THAN 1
 September 26, 2007

Q-11 - The way my case was handled was fair
Overall Results vs. Other and More Than 1 Only

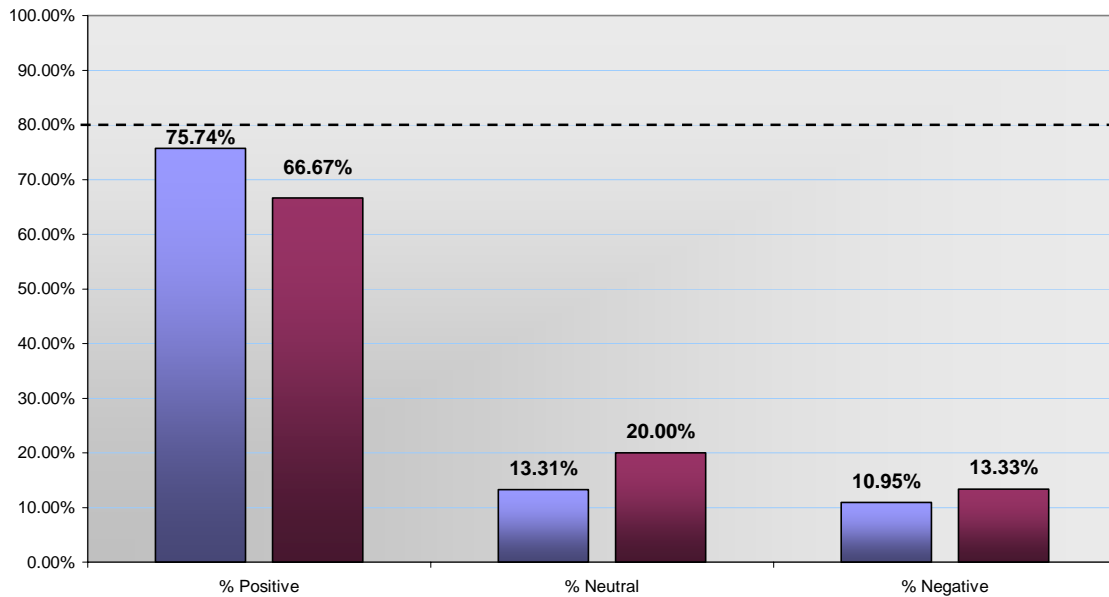


Q-12 - The judge listened to my side of the story before he or she made a decision
Overall Results vs. Other and More Than 1 Only

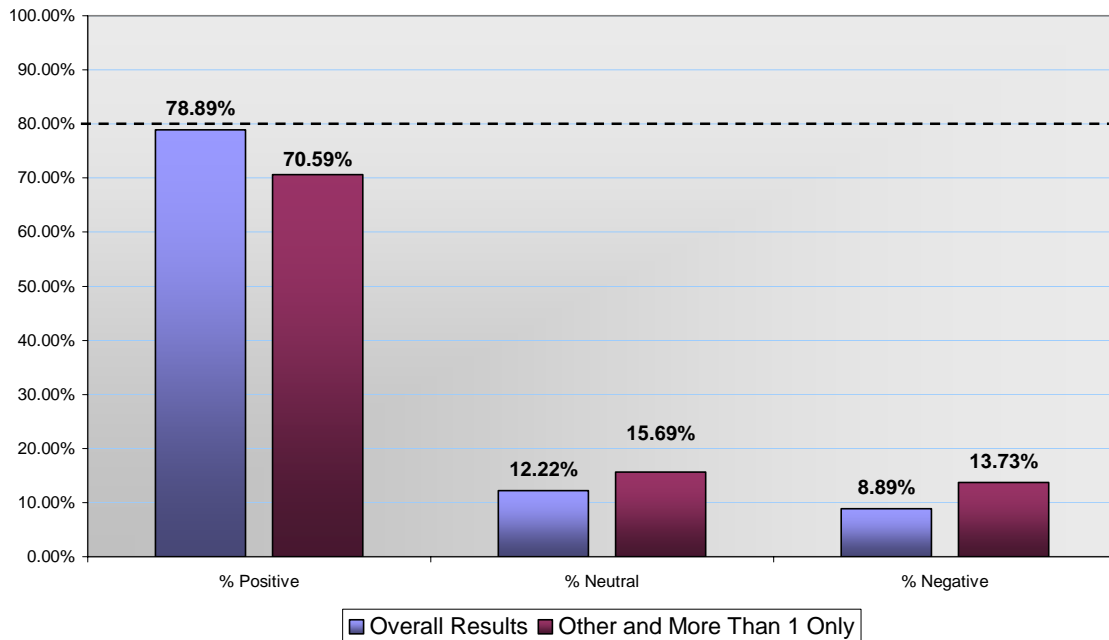


APPENDIX L
 Public Access and Fairness Survey
 Results by Division
 OTHER and MORE THAN 1
 September 26, 2007

Q-13 - The judge had the information necessary to make good decisions about my case
Overall Results vs. Other and More Than 1 Only

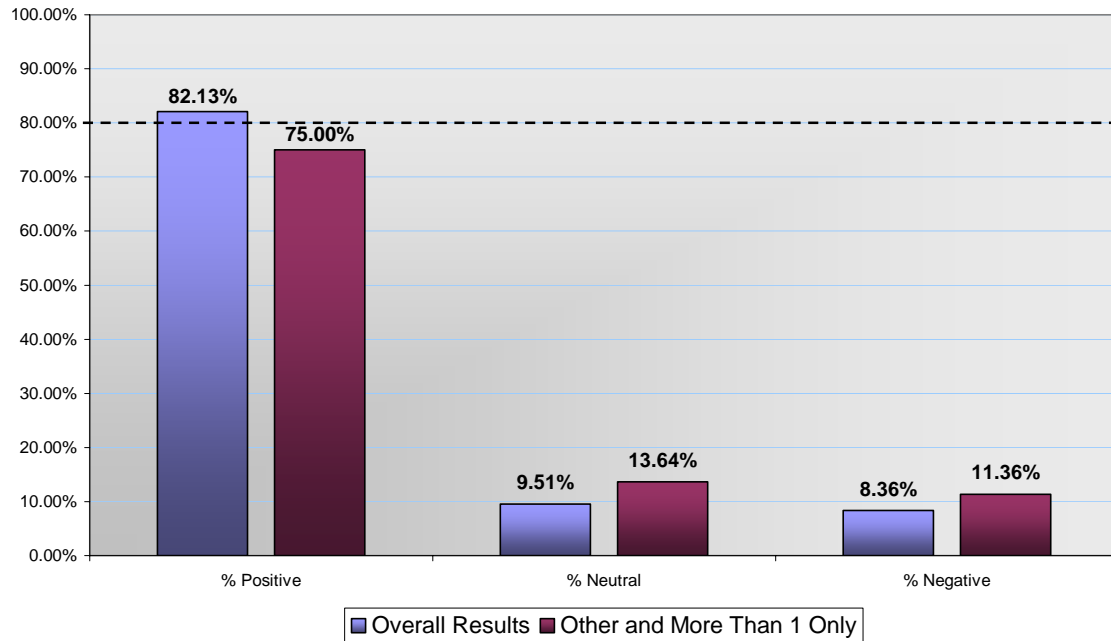


Q-14 - I was treated the same as everyone else
Overall Results vs. Other and More Than 1 Only



APPENDIX L
Public Access and Fairness Survey
Results by Division
OTHER and MORE THAN 1
September 26, 2007

**Q-15 - As I leave the court, I know what to do next about my case
Overall Results vs. Other and More Than 1 Only**



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