

Form for 1.2.5 (Page 1 of 5)
Access to Information by Telephone
Directions and Recording Sheet

This measure examines the ease and convenience with which the general public can obtain information about cases in the _____ Court.

On the data collection form, you will be given at least one name of a person involved in a court case (criminal or civil) and the date on which a court event (such as a hearing or trial) is scheduled to take place. All court events will take place in the _____ Court.

Your task is to find a telephone number for the court and to determine the following information:

- Case number.
- Type of proceeding which is to take place. You may ask, "Is this a trial?" or "What type of hearing is this?"
- Location of the event.
- Scheduled time of the event.

Your task also is to report on the ease or difficulty of obtaining this information. The data collection form will allow you to record information about the length of time it took you to obtain this information, the number of calls you had to place, and the number of people who spoke to you. Please fill this form in completely. If you are unable to obtain the information within six calls or 60 minutes, stop and write down the difficulties you encountered.

It is important that you complete this measure on or before the date provided. If you are unable to complete this measure before the date provided, call _____ at (____) _____ to obtain a new case.

Thank you for your cooperation.

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Your name: _____ Date: _____

Name of party(ies) involved in case: _____

Scheduled hearing date: _____

Using the information above, please obtain the following:

Case	Hearing
Number:	Type:
Location:	Time:

At what time did you start this measure? _____

First Contact

Telephone number 1: _____

- a. How/where did you get it (circle one)?
 1. telephone book
 2. directory assistance
 3. other (specify) _____
- b. How long did it take to find the number? ____ minutes
- c. How many people did you speak to at this number? _____

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Second Contact

Telephone number 2: _____

- a. How/where did you get it (circle one)?
 - 1. telephone book
 - 2. directory assistance
 - 3. referred from previous number
 - 4. transferred directly from previous number
 - 5. other (specify) _____

- b. How long did it take to find the number? ____ minutes

- c. How many people did you speak to at this number? _____

Third Contact

Telephone number 3: _____

- a. How/where did you get it (circle one)?
 - 1. telephone book
 - 2. directory assistance
 - 3. referred from previous number
 - 4. transferred directly from previous number
 - 5. other (specify) _____

- b. How long did it take to find the number? ____ minutes

- c. How many people did you speak to at this number? _____

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Fourth Contact

Telephone number 4: _____

- a. How/where did you get it (circle one)?
 - 1. telephone book
 - 2. directory assistance
 - 3. referred from previous number
 - 4. transferred directly from previous number
 - 5. other (specify) _____

- b. How long did it take to find the number? ____ minutes

- c. How many people did you speak to at this number? _____

Fifth Contact

Telephone number 5: _____

- a. How/where did you get it (circle one)?
 - 1. telephone book
 - 2. directory assistance
 - 3. referred from previous number
 - 4. transferred directly from previous number
 - 5. other (specify) _____

- b. How long did it take to find the number? ____ minutes

- c. How many people did you speak to at this number? _____

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Sixth Contact

Telephone number 6: _____

- a. How/where did you get it (circle one)?
 - 1. telephone book
 - 2. directory assistance
 - 3. referred from previous number
 - 4. transferred directly from previous number
 - 5. other (specify) _____

- b. How long did it take to find the number? ____ minutes

- c. How many people did you speak to at this number? _____

How long did it take you to finish this effort? ____ minutes

If you were unable to obtain the case number, time, location, and type of hearing for your case in six calls or 60 minutes, please describe the problems you encountered.