

Form for 1.2.6 and 1.2.7 (Page 1 of 6)
Accessibility and Convenience of the Court

The court is conducting a survey to learn about citizens' experiences in using court services. Your responses will help the court evaluate the ease with which citizens are able to conduct their business in the court.

Part I. Access to the Courthouse

Please rate the following items on a scale of 1 to 5, with 1 being very easy and 5 being very difficult.

Circle One

- | How easy or difficult was it to: | Very
Easy | | | | Very
Difficult |
|--|--------------|---|---------------------------------|---|-------------------|
| 1. Find the courthouse? | 1 | 2 | 3 | 4 | 5 |
| 2. Find the office or courtroom you needed? | 1 | 2 | 3 | 4 | 5 |
| 3. If you drove, how easy or difficult was it to find a parking space? | 1 | 2 | 3 | 4 | 5 |
| 4. How did you get to the courthouse? | | | | | |
| <input type="checkbox"/> Walk | | | <input type="checkbox"/> Bus | | |
| <input type="checkbox"/> Private Car | | | <input type="checkbox"/> Train | | |
| <input type="checkbox"/> Cab | | | <input type="checkbox"/> Subway | | |
| <input type="checkbox"/> Other public transportation | | | | | |
| 5. How much did it cost you to travel to the courthouse? _____ | | | | | |
| 6. If you are paying for parking, how much does it cost? _____ | | | | | |
| 7. How far do you live from the courthouse? _____ miles | | | | | |

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Part II. Finding Your Way Around

8. Is there an information directory in the building?

- Yes
- No
- Don't know

9. Is the office you were looking for listed in the directory?

- Yes
- No
- Don't know

10. Is there an information booth in the building?

- Yes
- No
- Don't know

11. Is there a map or diagram of the facility?

- Yes
- No
- Don't know

12. Are there directional signs in the building?

- Yes
- No
- Don't know

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By circling the appropriate number, please tell us how easy it was to do each of the following. If you have not tried to use one of these resources, please circle "9."

Circle One

	Very Easy				Very Difficult	No Experience
13. Find the directory	1	2	3	4	5	9
14. Use the directory	1	2	3	4	5	9
15. Get help at an information booth	1	2	3	4	5	9
16. Read the map or	1	2	3	4	5	9
17. Follow signs showing where to go	1	2	3	4	5	9

Part III. Amenities for Courthouse Users

18. Is there a pay phone available?

- Yes
- No
- Don't know

19. Is there a public cafeteria or lunch room?

- Yes
- No
- Don't know

20. Are the rest rooms clean?

- Yes
- No
- Don't know

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21. Are the rest rooms crowded?

- Yes
- No
- Don't know

By circling the appropriate number, please tell us how easy it was to do each of the following. If you have not tried to use one of these resources, please circle "9."

	Circle One					
	Very Easy				Very Difficult	No Experience
22. Find a telephone	1	2	3	4	5	9
23. Find a rest room	1	2	3	4	5	9
24. Find seating while you waited	1	2	3	4	5	9
25. Speak privately with someone	1	2	3	4	5	9
26. Use the cafeteria or lunchroom	1	2	3	4	5	9

Part IV. Background

Please provide the court with some background information. This information will provide a context for interpreting the results.

27. On average, how often are you in the courthouse? (Please check one)

- Daily
- Weekly
- Monthly
- For limited periods (e.g., jury duty)
- Other: _____

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28. Please describe your relationship to the court (check one):
(Adapt as appropriate for each survey group.)

- | | |
|--|--|
| <input type="checkbox"/> Attorney | <input type="checkbox"/> Commonwealth Attorney |
| <input type="checkbox"/> Probation Officer | <input type="checkbox"/> Security Officer of the Court |
| <input type="checkbox"/> Public Defender | <input type="checkbox"/> Court Reporter |
| <input type="checkbox"/> Police Officer | <input type="checkbox"/> Court Employee (other than security or probation officer) who works in the courthouse |
| <input type="checkbox"/> Title Searcher | <input type="checkbox"/> Other (please specify)
_____ |

29. Gender: Male Female

30. Age:

- | | | |
|--------------------------------|--------------------------------|----------------------------------|
| <input type="checkbox"/> 18–24 | <input type="checkbox"/> 35–44 | <input type="checkbox"/> 55–65 |
| <input type="checkbox"/> 25–34 | <input type="checkbox"/> 45–54 | <input type="checkbox"/> Over 65 |

31. Race/Ethnicity:

- | | |
|---|--|
| <input type="checkbox"/> African American | <input type="checkbox"/> Asian American/Pacific Islander |
| <input type="checkbox"/> Caucasian American | <input type="checkbox"/> Hispanic American |
| <input type="checkbox"/> Native American | <input type="checkbox"/> Other (please specify)
_____ |

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32. Highest grade completed:

- | | |
|---|---|
| <input type="checkbox"/> Eighth grade | <input type="checkbox"/> Four years of college |
| <input type="checkbox"/> Twelfth grade | <input type="checkbox"/> Postgraduate study |
| <input type="checkbox"/> Two years of college | <input type="checkbox"/> Other (please specify) |
-

33. Do you have a physical disability? No Yes

If so, have you experienced any difficulties in entering, leaving, or using the offices or facilities of the court?

No Yes

If yes, please describe your difficulties. _____

34. If you are not satisfied with the ease of conducting business with the court, are you willing to be interviewed about your problems and suggestions?

No

Yes Telephone number: _____