

Form for 1.4.1 and 1.4.2 (Page 1 of 4)
Questionnaire for Courteous and Responsive Treatment

Please rate the following statements based on your experience by circling the number that corresponds to your response:

	Strongly Agree	2	Neither Agree Nor Disagree	4	Strongly Disagree	No Contact
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Courtroom personnel:

- | | | | | | | |
|---|---|---|---|---|---|---|
| 1. Are friendly and courteous | 1 | 2 | 3 | 4 | 5 | 9 |
| 2. Are available to answer my questions | 1 | 2 | 3 | 4 | 5 | 9 |
| 3. Know the answers to my questions | 1 | 2 | 3 | 4 | 5 | 9 |
| 4. Are willing to take time to explain things to me | 1 | 2 | 3 | 4 | 5 | 9 |

Court Administrator's Office personnel:

- | | | | | | | |
|---|---|---|---|---|---|---|
| 5. Are friendly and courteous | 1 | 2 | 3 | 4 | 5 | 9 |
| 6. Are available to answer my questions | 1 | 2 | 3 | 4 | 5 | 9 |
| 7. Know the answers to my questions | 1 | 2 | 3 | 4 | 5 | 9 |
| 8. Are willing to take time to explain things to me | 1 | 2 | 3 | 4 | 5 | 9 |

Court Clerk's Office personnel:

- | | | | | | | |
|--|---|---|---|---|---|---|
| 9. Are friendly and courteous | 1 | 2 | 3 | 4 | 5 | 9 |
| 10. Are available to answer my questions | 1 | 2 | 3 | 4 | 5 | 9 |
| 11. Know the answers to my questions | 1 | 2 | 3 | 4 | 5 | 9 |
| 12. Are willing to take time to explain things to me | 1 | 2 | 3 | 4 | 5 | 9 |

Form for 1.4.1 and 1.4.2 (Page 2 of 4)
Questionnaire for Courteous and Responsive Treatment

13. Have you had occasion to speak to and/or be spoken to by a judge of this court? (Please check your response.)

Yes

No

Don't know

14. If "Yes," how respectfully were you treated? (Please circle your response.)

Very Respectfully	Respectfully	Indifferently	Disrespectfully	Very Disrespectfully
1	2	3	4	5

15. Have you had occasion to observe a judge of this court carry out his or her official duties? (Please check your response.)

Yes

No

Don't know

16. If "Yes," how respectfully do you feel the judge treated the people with whom she or he was working? (Please circle your response.)

Very Respectfully	Respectfully	Indifferently	Disrespectfully	Very Disrespectfully
1	2	3	4	5

Background

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

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

Daily

For limited periods (e.g., jury duty)

Weekly

Other: _____

Monthly

Form for 1.4.1 and 1.4.2 (Page 3 of 4)
Questionnaire for Courteous and Responsive Treatment

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

Attorney

Commonwealth Attorney

Probation Officer

Security Officer of the Court

Public Defender

Court Reporter

Police Officer

Court Employee (other than security or probation officer) who works in the courthouse

Title Searcher

Other (please specify):

19. Gender: Male Female

20. Age:

18-24

35-44

55-65

25-34

45-54

55-65

Form for 1.4.1 and 1.4.2 (Page 4 of 4)
Questionnaire for Courteous and Responsive Treatment

21. 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): |

22. 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): |

Comments: *Please provide comments about particular service areas in the courthouse that you think are doing particularly well or that need improvement.*
