

**Form for 1.5.2 (Page 1 of 6)**  
**Access to Affordable Civil Legal Assistance**  
**Illustrative Data Collection Form**

**Part 1**

Please complete the following information for each **telephone simulation**:

Name of individual in the simulation scenario \_\_\_\_\_

**Part 1A. Telephone Call to Court**

1. How/where did you get the number? Check one:  
 telephone book  
 directory assistance  
 other \_\_\_\_\_
2. How long (in minutes) did it take to find or otherwise obtain the number? \_\_\_\_\_
3. How did the first person you spoke with help you? Check one:  
 did not help me  
 transferred my call or referred me to another person or agency  
 gave me some information and referred me to someone else for additional information  
 provided detailed information about the kinds of legal assistance needed, the eligibility criteria for receiving assistance, and the costs of obtaining assistance
4. In general, the individual I spoke with was (check one):  
 rude  
 indifferent  
 courteous and responsive
5. How long (in minutes) did the conversation last? \_\_\_\_\_

If the individual you spoke with transferred your call or referred you to someone else, please complete the information for Part 1B.

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**Part 1B. Telephone Call Referral 1**

1. How/where did you get the number? Check one:  
 call was transferred  
 provided during previous phone call  
 directory assistance  
 telephone book  
 other \_\_\_\_\_
  
2. How long (in minutes) did it take to find or otherwise obtain the number? (If you were transferred or given the number during the previous phone call, record 0 minutes.) \_\_\_\_\_
  
3. How did this referral help you? Check one:  
 did not help me  
 transferred my call or referred me to another person or agency  
 gave me some information and referred me to someone else for additional information  
 provided detailed information about the kinds of legal assistance needed, the eligibility criteria for receiving assistance, and the costs of obtaining assistance
  
4. In general, the individual I spoke with was:  
 rude  
 indifferent  
 courteous and responsive
  
5. How long (in minutes) did the conversation last? \_\_\_\_\_

Please complete the information in Part 1B for each additional individual you are transferred or referred to before obtaining all of the information you need to access legal assistance. Once you have obtained the necessary information, please complete Part 1C.

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**Part 1C. Ease in Obtaining Legal Assistance**

1. Based on the information you have received, would the person in the scenario meet the eligibility criteria for obtaining legal assistance?

\_\_\_\_ Yes    \_\_\_\_ No

If no, why not?

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2. What types of legal assistance are available and what would they cost?

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3. Based on your conversations with individuals in the court and other agencies, what problems (e.g., transportation, money, time, "red tape") do you think the individual in the scenario would encounter in trying to obtain the legal assistance?

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**Part 2**

Please complete the following information for each **in-person** simulation:

Name of individual in the simulation scenario \_\_\_\_\_

**Part 2A. Initial Court Contact**

1. What public transportation is available to get to the court from your hypothetical address? Check all that apply and note the cost of each.

\_\_\_\_\_ bus \$ \_\_\_\_\_  
\_\_\_\_\_ taxi \$ \_\_\_\_\_  
\_\_\_\_\_ other \_\_\_\_\_ \$ \_\_\_\_\_

2. What mode of transportation did you use and how long (in minutes) did it take you to get to the court?

Transportation: \_\_\_\_\_ Duration of trip: \_\_\_\_\_

3. Who or what did you consult when you initially arrived at the court?

\_\_\_\_\_ an individual at the information desk  
\_\_\_\_\_ a directory of individuals and offices in the court  
\_\_\_\_\_ an individual in an office  
\_\_\_\_\_ a security officer  
\_\_\_\_\_ other \_\_\_\_\_

4. How did the first individual you spoke with help you?

\_\_\_\_\_ did not help me  
\_\_\_\_\_ referred me to another person or agency  
\_\_\_\_\_ gave me some information and referred me to someone else for  
\_\_\_\_\_ provided detailed information about the kinds of legal assistance  
needed, the eligibility criteria for receiving assistance, and the costs of  
obtaining assistance

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5. In general, the individual I spoke with was:

- rude  
 indifferent  
 courteous and responsive

6. How long (in minutes) did the conversation last? \_\_\_\_\_

If the individual you spoke with directed you to another office or individual, please complete the information for Part 2B. Once you have obtained the necessary information, please complete Part 2C.

**Part 2B. In-Person Referral**

1. How did you find the individual (or office) to whom you were referred?

- previous contact directed me  
 used a directory and/or followed signs  
 asked at the information desk  
 other \_\_\_\_\_

2. How long (in minutes) did it take to find the individual (or office) to whom (to which) you were referred? \_\_\_\_\_

3. How did this referral help you?

- did not help me  
 transferred my call or referred me to another person or agency  
 gave me some information and referred me to someone else for  
 provided detailed information about the kinds of legal assistance needed, the eligibility criteria for receiving assistance, and the costs of obtaining assistance.

4. In general, the individual I spoke with was:

- rude     indifferent     courteous and responsive

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5. How long (in minutes) did the conversation last? \_\_\_\_\_

Please complete the information in Part 2B for each additional individual you are referred to before obtaining all of the information you need to access legal assistance.

**Part 2C. Ease in Obtaining Legal Assistance**

1. Based on the information you have received, would the person in the scenario meet the eligibility criteria for obtaining legal assistance?

\_\_\_\_ Yes \_\_\_\_ No

If no, why not?

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2. What types of legal assistance are available and what would they cost you?

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3. Based on your conversations with individuals in the court and other agencies, what problems (e.g., transportation, money, time, "red tape") do you think the individual in the scenario would encounter in trying to obtain the legal assistance?

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## Form for 1.5.3

Measure 1.5.3:

Please refer to form 5.1.3 in Area 5, Public Trust and Confidence.