

**14<sup>th</sup> Judicial District**  
**CourTools Measure 1: Access and Fairness**

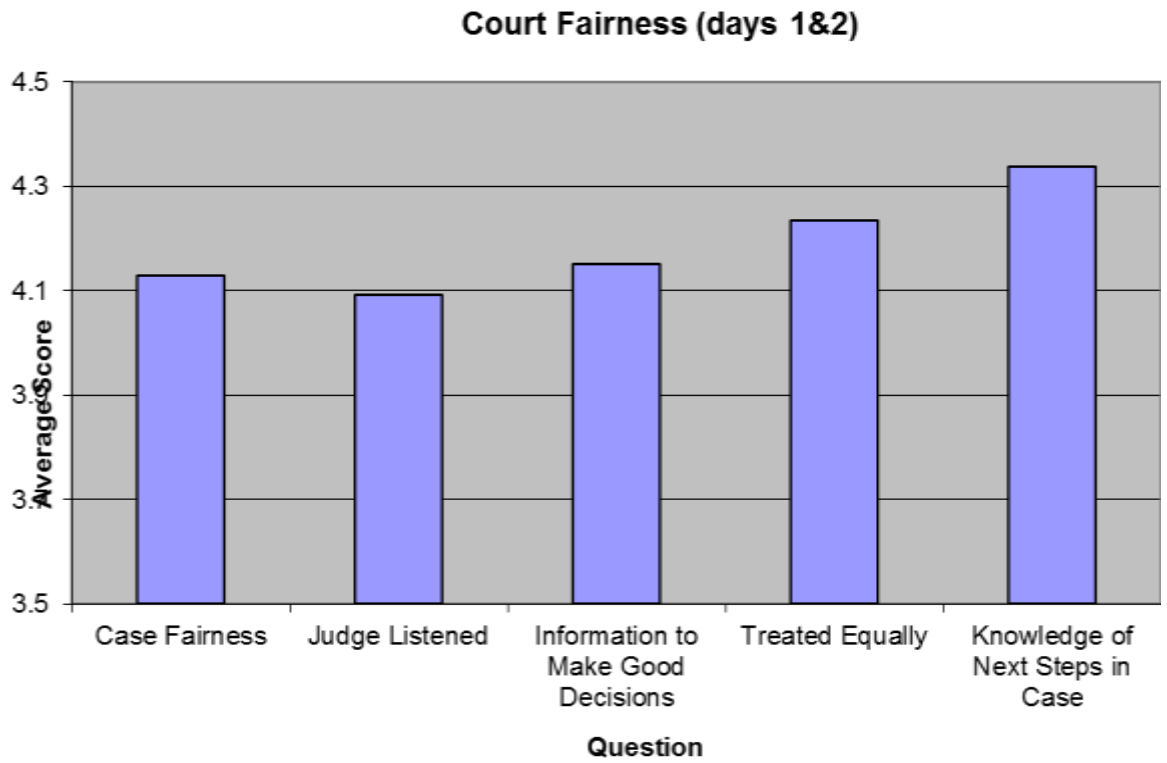
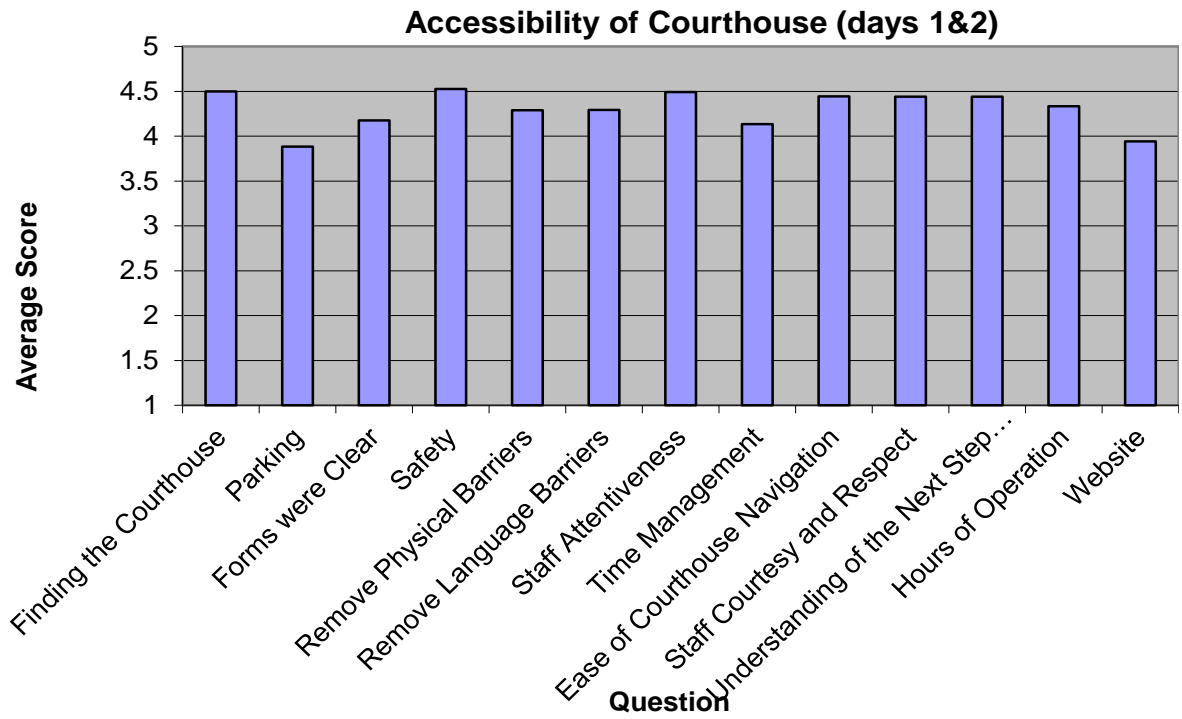
**Definition:** Rating of court users on the court's accessibility and its treatment of costumers in terms of fairness, quality, and respect.

**Purpose:** Many assume that "winning" or "losing" is what matters most to citizens when dealing with the courts. However, research consistently shows that positive perceptions of court experience are shaped more by court users' perceptions of how they are treated in court, and whether the court's process of making decisions seem fair. This measure provides a tool for surveying all court users about their experience in the courthouse. Comparison of results by location, division, type of costumer, and across courts can inform court management practices.

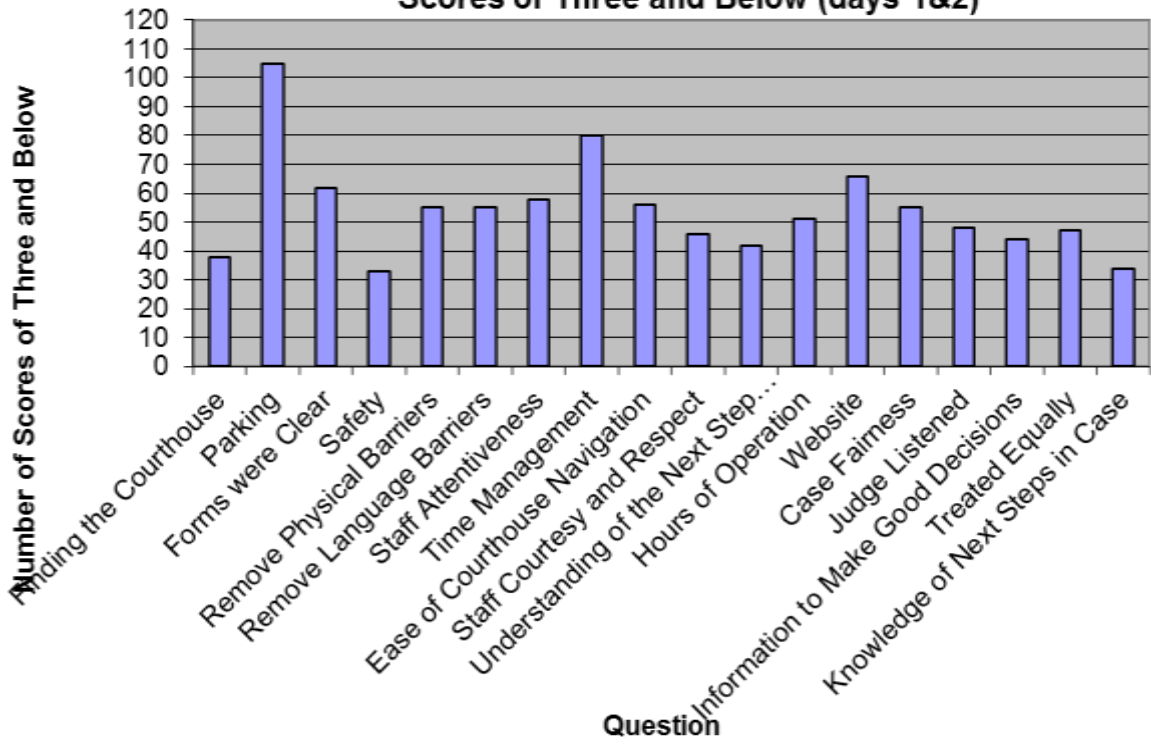
For two days in July of 2013, volunteers and court staff invited everyone leaving the new Durham County Courthouse to participate in a survey designed to inform Durham County Court officials on issues of Access and Fairness. 395 citizens responded. Following are three graphs summarizing the results and a copy of the survey.

How has the Court used the information gathered in this two-day survey?

- Our goal was to score a 4 or above on every measure for Accessibility and Fairness, and to target for review any category that did not reach a score of 4. The composite scores showed those surveyed rated court fairness a 4 or above on all five measures, and accessibility a 4 or above on 11 of the 13 measures. Parking and the Court's website scored 3.9. Follow-up activities included volunteers reviewing parking deck signs for clarity and reporting to the County, and checking the website for correct addresses and outdated listings.
- Reviewed all 18 fairness and accessibility measures to see which categories garnered scores of 3 or below. The top three "vote-getters" of 3 or below were parking, time management and website.

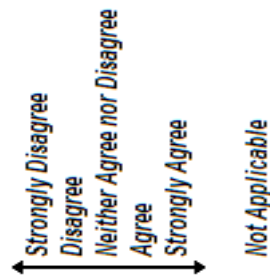


**Scores of Three and Below (days 1&2)**



# YOUR OPINION MATTERS

## Access and Fairness Survey – General Court of Justice Durham County



### Section I: Access to the Court

1. Finding the courthouse was easy.	1	2	3	4	5	n/a
2. Parking at the courthouse was easy.	1	2	3	4	5	n/a
3. The forms I needed were clear and easy to understand.	1	2	3	4	5	n/a
4. I felt safe in the courthouse.	1	2	3	4	5	n/a
5. Reasonable efforts were made to remove physical barriers to services.	1	2	3	4	5	n/a
6. Reasonable efforts were made to remove language barriers to services.	1	2	3	4	5	n/a
7. Court staff listened to me or paid attention to my needs.	1	2	3	4	5	n/a
8. I was able to get my court business done in a reasonable amount of time.	1	2	3	4	5	n/a
9. I easily found the courtroom or office I needed.	1	2	3	4	5	n/a
10. I was treated with courtesy and respect.	1	2	3	4	5	n/a
11. I understood what I needed to do next about my case or to complete my business.	1	2	3	4	5	n/a
12. The court's hours of operation made it easy for me to do my business.	1	2	3	4	5	n/a
13. The court's website was useful.	1	2	3	4	5	n/a

### Section II: Fairness *(Answer only if you appeared before a judicial officer today)*

14. The way my case was handled was fair.	1	2	3	4	5	n/a
15. The judge listened to my side of the story before he or she made a decision.	1	2	3	4	5	n/a
16. The judge had the information to make good decisions about my case.	1	2	3	4	5	n/a
17. I was treated the same as everyone else.	1	2	3	4	5	n/a
18. As I left the courtroom, I knew what to do next about my case.	1	2	3	4	5	n/a

### Section III: Background Information

What did you do at the Courthouse today?  
*(Check ALL that apply)*

- File papers
- Make a payment
- Get information/records
- Appear as a party
- Jury duty
- Attorney representing a client
- Appear as a witness
- Observe a hearing or trial
- Law Enforcement/Probation/Social Services Staff
- Other: \_\_\_\_\_

What type of case brought you to the Courthouse today?  
*(Check ALL that apply)*

- Traffic
- Criminal
- Civil matter
- Family Court
- Juvenile
- Probate or Estate
- Small Claims
- Other: \_\_\_\_\_

Gender?  
 Male  
 Female

How do you identify yourself?  
*(Check ALL that apply)*

- American Indian
- Asian
- Black or African American
- Hispanic or Latino
- White or Caucasian
- Mixed Race
- Other: \_\_\_\_\_

How often are you typically in this courthouse? *(Check the closest estimate)*

- First time in this courthouse
- Once a year or less
- Several times a year
- Regularly

***Please write any comments you may have on the back.***