

Access and Fairness

Jefferson Combined Court

June 26, 2017

First Judicial District

Introduction

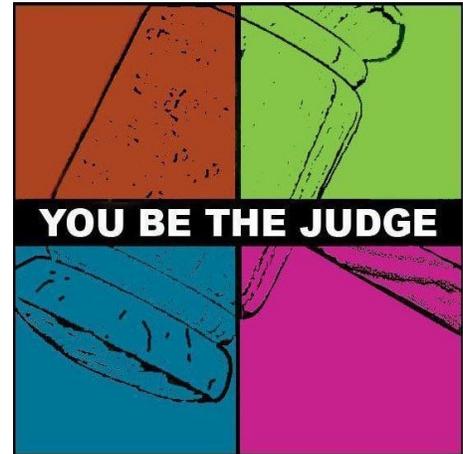
This report summarizes the results of the survey conducted on June 26, 2017 in Golden at the Jefferson Combined Court. The Access and Fairness Survey represents the judicial department's commitment to demonstrate accountability, and improve the delivery of justice throughout the state of Colorado trial courts.

The survey was conducted on what is considered a typical day at the court. The Access and Fairness Survey was implemented in the manner suggested by the National Center for State Courts—an exit survey.

The Court Services Division's

Data Unit of the State Court Administrator's Office, in conjunction with staff from the Jefferson Combined Court, surveyed people conducting business with the court. Survey respondents were asked about ease of court access and fair treatment as a means of offering court leadership a balanced perspective on court operations within this district.

We asked everyone exiting the court building to complete the brief, self-administered survey. The volunteers were stationed at the exit point of the court building and approached each person



as he or she was leaving. The Access and Fairness Survey was available in both English and Spanish.

Thank you for the dedication and services you provide to our state!

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Special points of interest:

- 80% of respondents agree or strongly agree that the court is accessible.
- 71% of respondents agree or strongly agree that they are treated fairly.
- 222 court users completed the survey.
- 98% of respondents answered the access and fairness statements.
- 89% of respondents answered the demographic questions.

Survey Results



The Access and Fairness Survey measures multiple aspects of a court user’s experience. However, the immediate question for many in the court is, “**How are we doing?**” The quickest way to answer that question is to look at the percentage of respondents who ‘agree’ or ‘strongly agree’ with the access and fairness portions of the survey.

Access to the Court



Participants were asked to indicate their agreement with each of the statements below. Responses were ranked on a five-point scale of agreement, with “1—Strongly Disagree” and “5—Strong Agree”. A “Not Applicable” response was allowed.

The chart below shows the PERCENTAGE OF RESPONDENTS THAT EITHER AGREE OR STRONGLY AGREE with each of the statements.

First Judicial District - Jefferson County
Percentage of Respondents who Agree or Strongly Agree with the Access Questions
2017

80% of respondents agree or strongly agree that the court is accessible.



- ◆ The lowest agreement score, 71%, pertained to Statement 4, “I was able to get my court business done in a reasonable amount of time”.
- ◆ The highest agreement score, 90%, pertained to Statement 8, “I felt safe in the courthouse”.

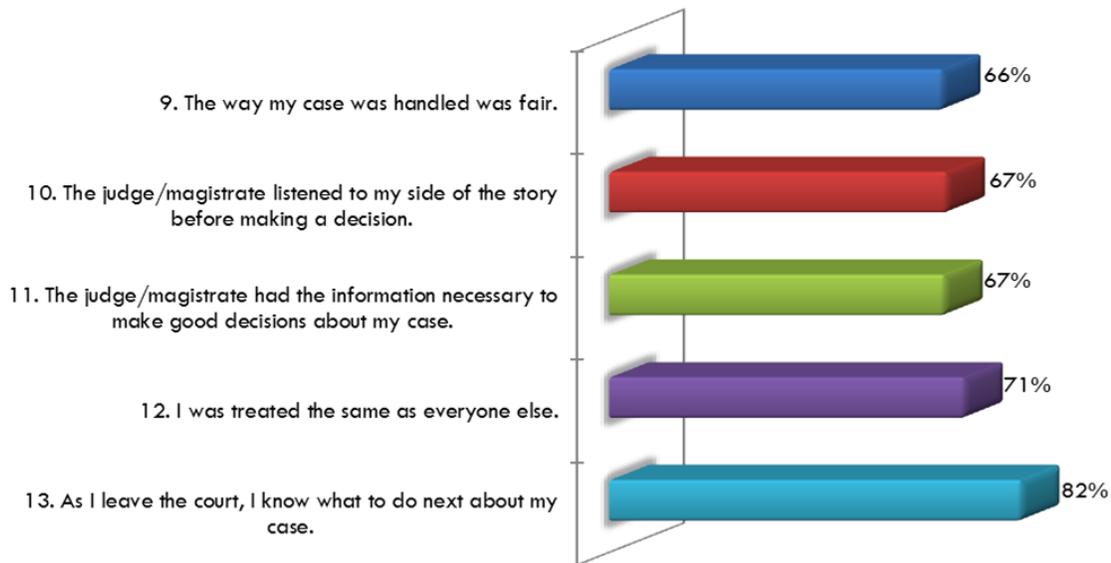
Fairness in the Court

Participants were asked to indicate their agreement with each of the statements below. Responses were ranked on a five-point scale of agreement, with “1—Strongly Disagree” and “5—Strongly Agree”. A “Not Applicable” response was allowed.

The chart below shows the PERCENTAGE OF RESPONDENTS THAT EITHER AGREE OR STRONGLY AGREE with each of the statements.



**First Judicial District - Jefferson County
Percentage of Respondents who Agree or Strongly Agree with the Fairness Questions
2017**



71% of respondents agree or strongly agree that they are treated fairly

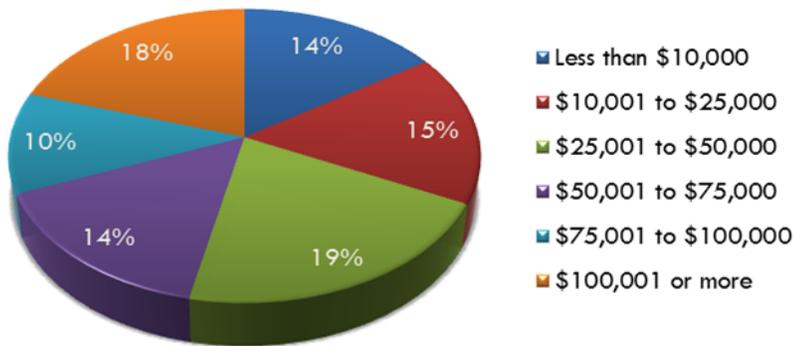
- ◆ The lowest fairness agreement score, 66%, pertained to Statement 9, “The way my case was handled was fair”.
- ◆ The highest fairness agreement score, 82%, pertained to Statement 13, “As I leave the court, I know what to do next about my case”.



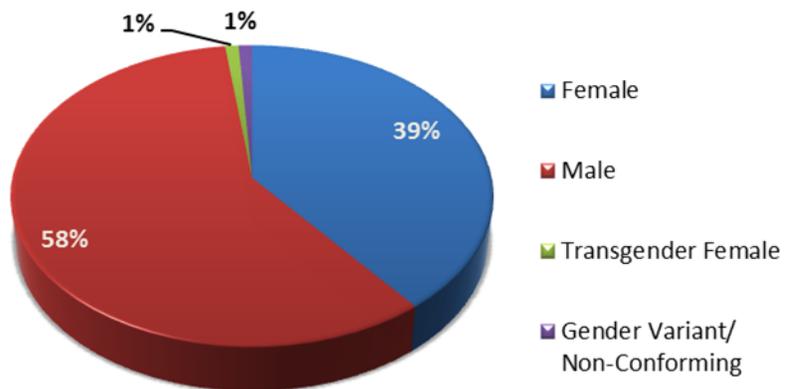
Additional Analysis

- ◆ 30% of respondents reported that he/she used the internet to obtain information about the court or case.
- ◆ 35% of respondents were at the courthouse as a result of a Criminal matter.
- ◆ 29% of respondents visited the courthouse for his/her own trial or hearing.
- ◆ 21% of respondents reported that he/she is currently represented by an attorney and of this number, 61% reported that the attorney was appointed by the court.
- ◆ 3% of respondents reported that he/she used the services of an interpreter.
- ◆ 19% of respondents reported an annual household income of \$25,000 to \$50,000.
- ◆ 43% of respondents reported attending or graduating from college or trade school.
- ◆ 21% of respondents reported that they identify as Hispanic, while 63% identified as White.

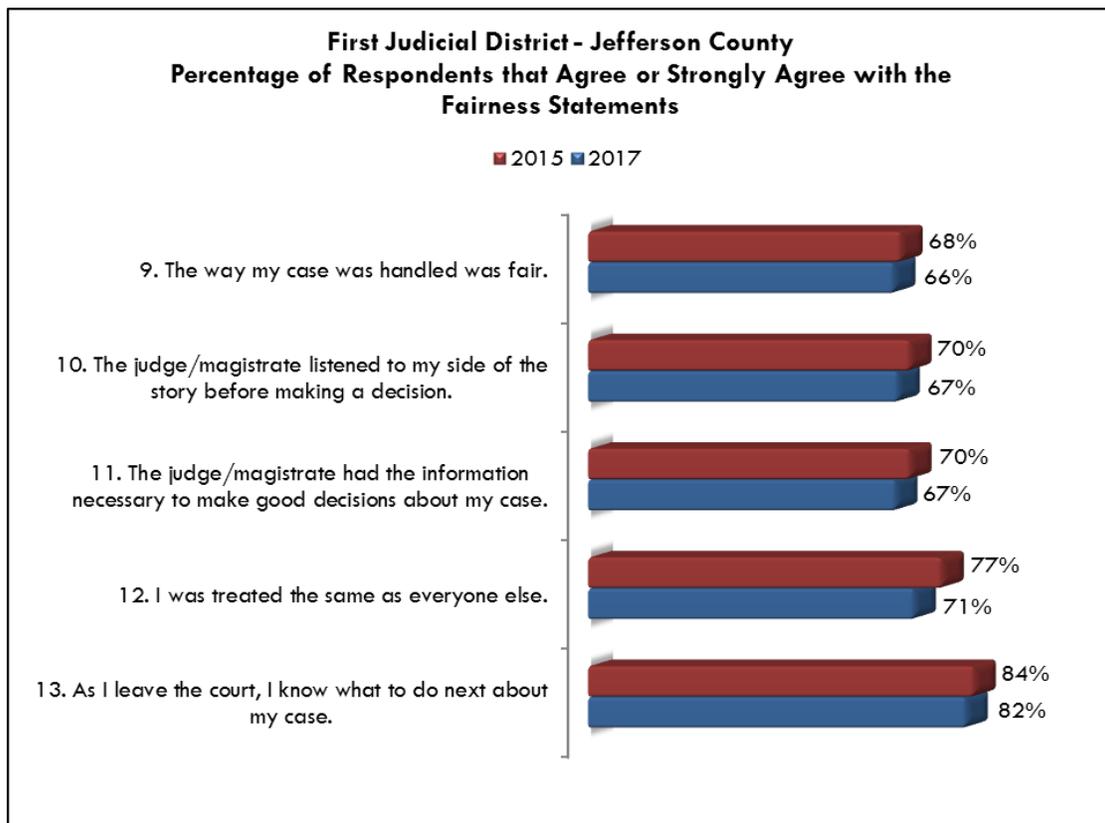
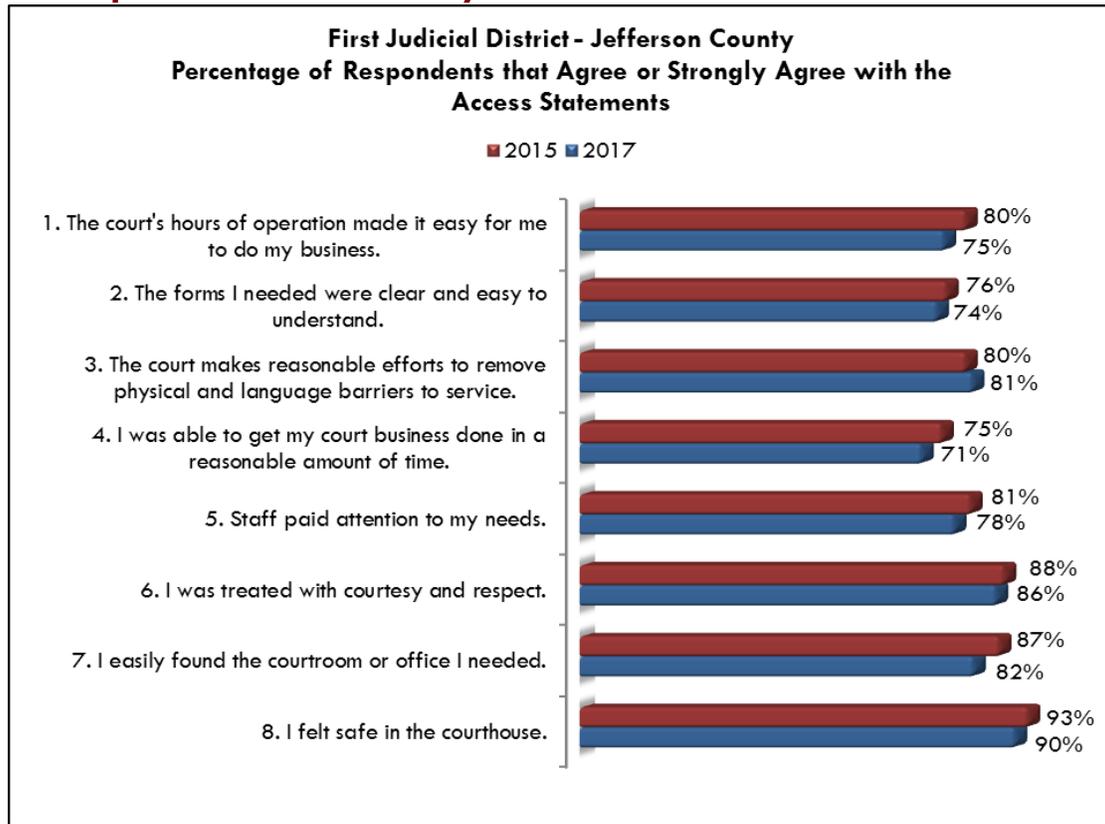
Percentage of Respondents by Income



Percentage of Respondents by Gender



Comparative Analysis





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Administrator

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Research and Data Unit

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*Thank
you*

THE JEFFERSON COUNTY LEADERSHIP TEAM AND COLORADO COURTS AND PROBATION WOULD LIKE TO TAKE THIS OPPORTUNITY TO THANK ALL OF OUR EMPLOYEES WHO HELPED MAKE THIS SURVEY A SUCCESS. YOUR HARD WORK AND DEDICATION ARE DISPLAYED IN THE POSITIVE RESULTS RECEIVED BY THIS SURVEY. IT IS CLEAR THAT EACH OF YOU STRIVES TO PROVIDE A FAIR ENVIRONMENT THAT IS ACCESSIBLE FOR ALL COLORADO COURT USERS AND WE ENCOURAGE YOU TO KEEP UP THE GOOD WORK AND NEVER STOP LOOKING FOR NEW WAYS TO MEET THE NEEDS OF THE PUBLIC.



Survey Instrument and Project Overview

The Access and Fairness Survey was developed and tested by the National Center for State Courts as part of its CourTools project. CourTools is a set of ten trial court performance measures created to help courts measure their effectiveness and, as a result, improve their performance. The Access and Fairness Survey is a tool used to obtain citizens' perspectives on the court's accessibility and how they were treated in court in terms of fairness, equality, and respect. Research indicates that matters of procedure and fairness are equally important, and in some cases more important, than outcomes for most public consumers. This especially applies to the justice system. How court users perceive their experience in the courthouse may feel as important to them as the outcome of their case. The Access and Fairness Survey is a brief, self-administered survey that can provide valuable information about a court user's experience. This information can then be used to help courts identify potential problem areas and improve their management practices to address public concerns.

COPY OF SURVEY FOLLOWS

COLORADO JUDICIAL BRANCH
Access and Fairness Survey



Section I: Access to the Court

(Please circle the number that reflects how strongly you disagree or agree with the statement.)

| Statement | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A |
|--|-------------------|----------|---------|-------|----------------|-----|
| 1. The court's hours of operation made it easy for me to do my business. | 1 | 2 | 3 | 4 | 5 | N/A |
| 2. The forms I needed were clear and easy to understand. | 1 | 2 | 3 | 4 | 5 | N/A |
| 3. The court makes reasonable efforts to remove physical and language barriers to service. | 1 | 2 | 3 | 4 | 5 | N/A |
| 4. I was able to get my court business done in a reasonable amount of time. | 1 | 2 | 3 | 4 | 5 | N/A |
| 5. Staff paid attention to my needs. | 1 | 2 | 3 | 4 | 5 | N/A |
| 6. I was treated with courtesy and respect. | 1 | 2 | 3 | 4 | 5 | N/A |
| 7. I easily found the courtroom or office I needed. | 1 | 2 | 3 | 4 | 5 | N/A |
| 8. I felt safe in the courthouse. | 1 | 2 | 3 | 4 | 5 | N/A |

Section II: Fairness

(Please circle the number that reflects how strongly you disagree or agree with the statement.)

| Statement | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | N/A |
|--|-------------------|----------|---------|-------|----------------|-----|
| 9. The way my case was handled was fair. | 1 | 2 | 3 | 4 | 5 | N/A |
| 10. The judge/magistrate listened to my side of the story before making a decision. | 1 | 2 | 3 | 4 | 5 | N/A |
| 11. The judge/magistrate had the information necessary to make good decisions about my case. | 1 | 2 | 3 | 4 | 5 | N/A |
| 12. I was treated the same as everyone else. | 1 | 2 | 3 | 4 | 5 | N/A |
| 13. As I leave the court, I understand what is expected of me and what I need to do next in my case. | 1 | 2 | 3 | 4 | 5 | N/A |

14. Did you use the internet to obtain any information about the court or your case prior to coming to the courthouse? YES NO

Section III: Background Information

(Please check all that apply to your situation)

Why did you visit the courthouse today?

- Visit probation officer
- Jury Duty
- Visit the clerk's office (file papers, get information, make payments)
- Attend a hearing or trial for my own case
- Attend a hearing or trial for another person's case
- Visit a Family Court Facilitator
- Visit a Self Help Center (Pro Se Office/ Self-Represented Litigant Coordinator)
- Other county business (legal services, assessor, treasurer)

What was your role in the courthouse today?

- Professional (attorney, law enforcement, probation officer, social services)
- Public involved in a case (here for own case, support a friend or family member, or a witness)
- Jury Duty
- Visit your probation officer
- Other _____

What type of case brought you to the courthouse?

- Traffic Case
- Criminal Case (felony or misdemeanor)
- Family Case (child support/custody, divorce, juvenile, will/estate, etc.)
- Civil Case (debt/collections, small claims)
- Other _____

Does an attorney represent you in your case?

- Yes No Not Applicable (N/A)

If YES, is your attorney

- Appointed by the court or Hired by you

Did you use the services of an interpreter?

- Yes No N/A

PLEASE TURN THE PAGE OVER



