



SUPERIOR COURT OF ARIZONA IN MARICOPA COUNTY

COURTOOLS PERFORMANCE

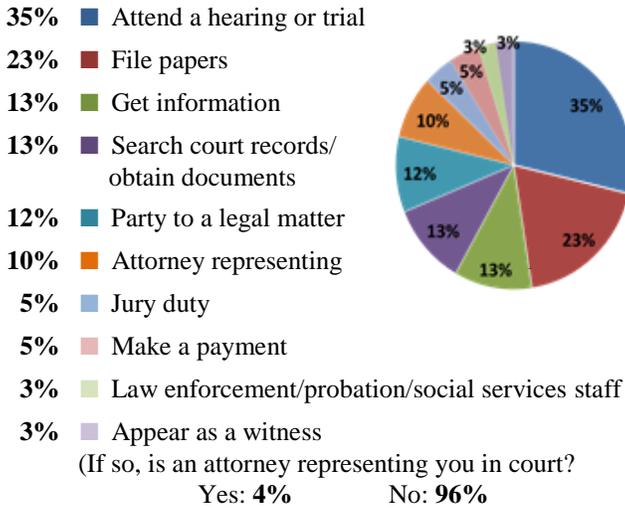
SURVEY RESULTS MARCH 2015

Site	Number Responding	Number NOT Responding	Total Number Contacted	Response Rate
C2C West	36	-	36	100%
Central Court Building	116	457	573	20%
East Court Building	2	-	2	100%
South Court Tower	65	350	415	16%
Old Court House	59	64	123	48%
Northeast Region Court	42	68	110	38%
Northwest Region Court	66	19	85	78%
Durango Juvenile	108	341	449	24%
Southeast Juvenile Court	41	84	125	33%
Southeast Regional Court	144	248	392	37%
GRAND TOTAL	679	1,631	2,310	29%

Statement (N=679)	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Mean Score	Not Applicable
Section 1: How I was able to use the Court:							
Finding the courthouse was easy.	1%	3%	3%	30%	62%	4.5	1%
The forms I needed were clear and easy to understand.	1%	3%	6%	30%	45%	4.3	15%
I felt safe in the courthouse.	1%	1%	2%	27%	68%	4.6	1%
The court makes reasonable efforts to remove physical and language barriers to service.	1%	2%	8%	28%	50%	4.4	11%
I was able to get my court business done in a reasonable amount of time.	4%	7%	7%	29%	49%	4.2	4%
Court staff paid attention to my needs.	3%	2%	8%	26%	57%	4.4	4%
I was treated with courtesy and respect.	2%	2%	4%	27%	64%	4.5	1%
I easily found the courtroom or office I needed.	1%	2%	4%	29%	61%	4.5	3%
The court's Web site was useful.	2%	4%	19%	20%	30%	4.0	25%
The court's hours of operation made it easy for me to do my business.	2%	3%	7%	35%	49%	4.3	4%
Section 2: Please complete these questions only if you appeared before a judge or commissioner today.							
The way my case was handled was fair.	4%	2%	7%	18%	32%	4.2	37%
The judge listened to my side of the story before he or she made a decision.	3%	3%	6%	15%	31%	4.2	42%
The judge had the information necessary to make a good decision about my case.	3%	2%	6%	16%	32%	4.2	41%
I was treated the same as everyone else.	3%	1%	7%	15%	35%	4.3	39%
As I leave the court, I know what to do next about my case.	2%	2%	3%	18%	35%	4.4	40%

Mean Score: Measured using "1" as strongly disagree and "5" as strongly agree. It excludes "Not Applicable" response.

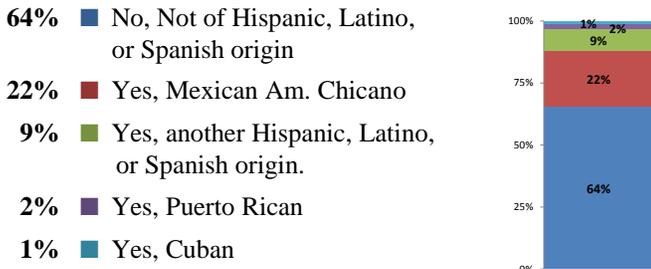
What did you do at the court today? Check all that apply. (n=525)



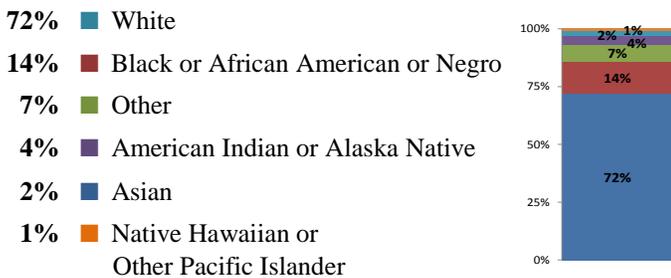
What is your gender?

61% Female
39% Male

Are you Hispanic, Latino, or Spanish origin?



What is your race?

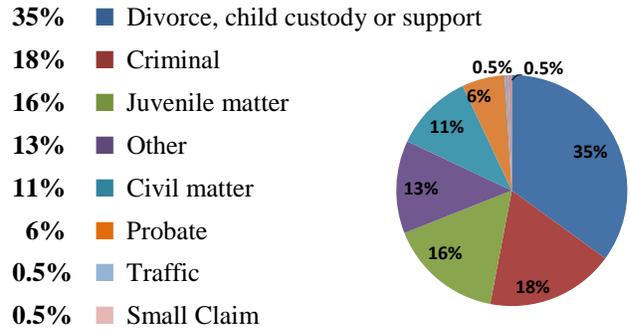


What is your highest level of education?

49% College or trade school or attended college or trade school
26% High school graduate or some high school
25% Post graduate degree or some post graduate work

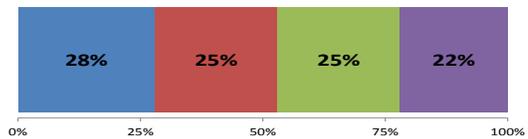


What type of case brought you to the courthouse today?



How often are you typically in this courthouse?

28% Regularly
25% First time in this courthouse
22% Several times a year
25% Once a year or less



What is your primary language?

94% English
5% Spanish
1% Other

What is your age?

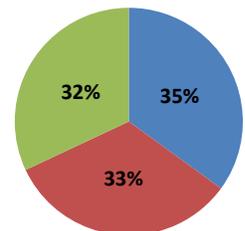
16% 25 years or less
43% 26 – 40 years old
34% 41 – 60 years old
7% 61 or more

If you have a disability, please check all that apply (n=61)

53% Physical Handicap or Disability
34% Other
16% Hard of hearing or hearing impairment

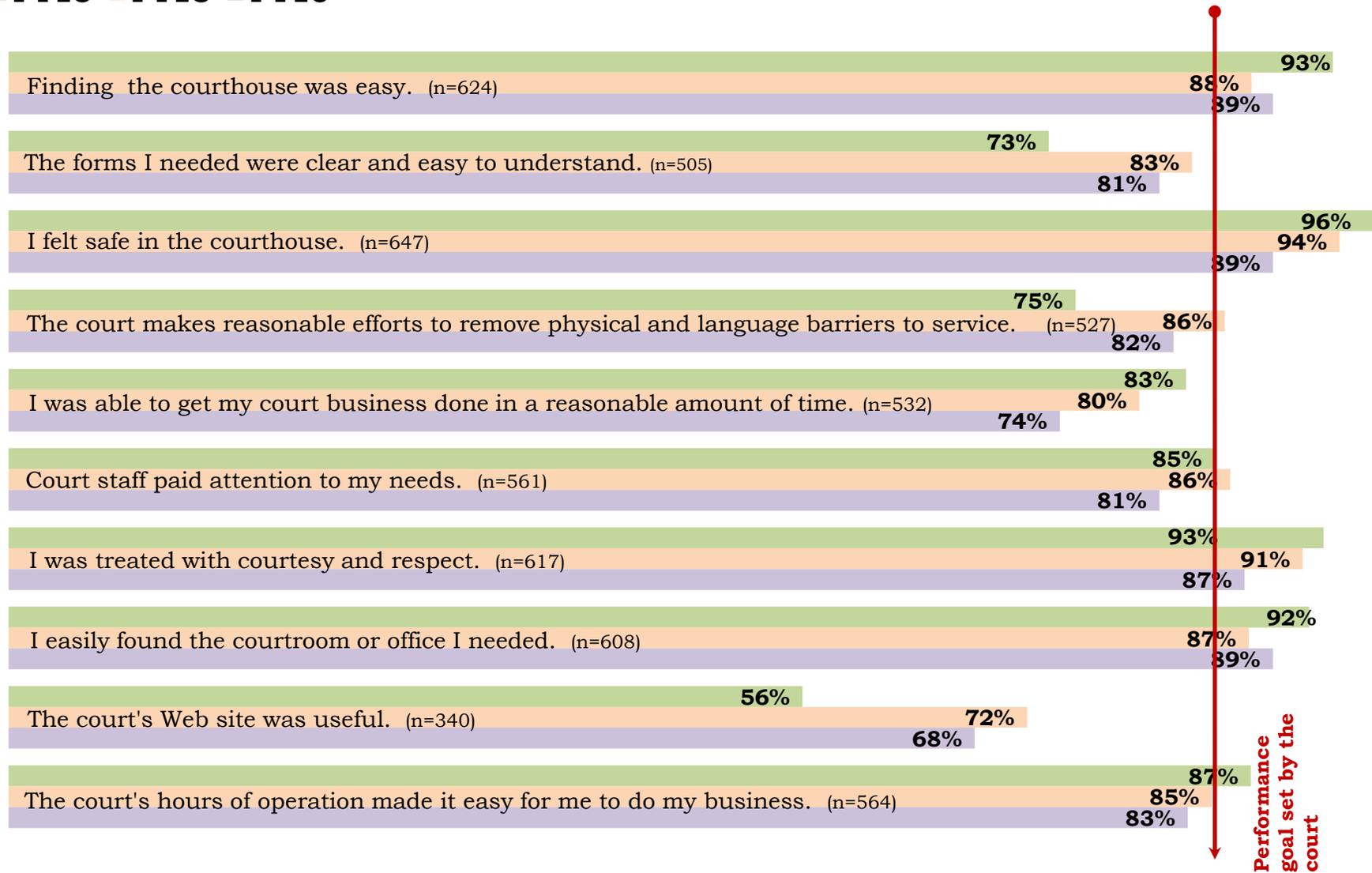
What is your approximate annual income?

35% \$20,000 to \$50,000
33% More than \$50,000
32% Less than \$20,000



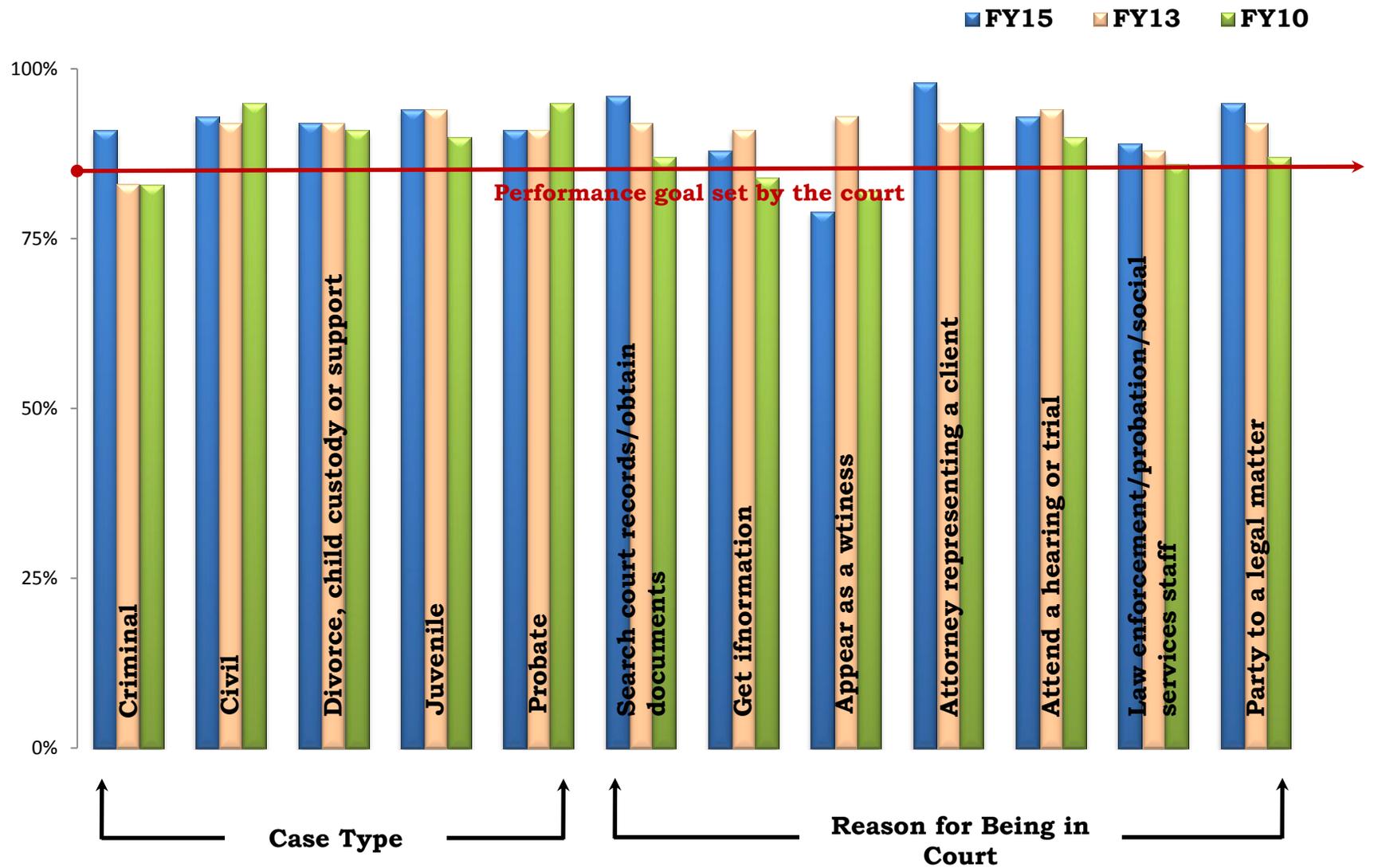
CourTools Performance Measure #1 – Access to the Court Survey Results March 2015

FY15 ■ **FY13** ■ **FY10**

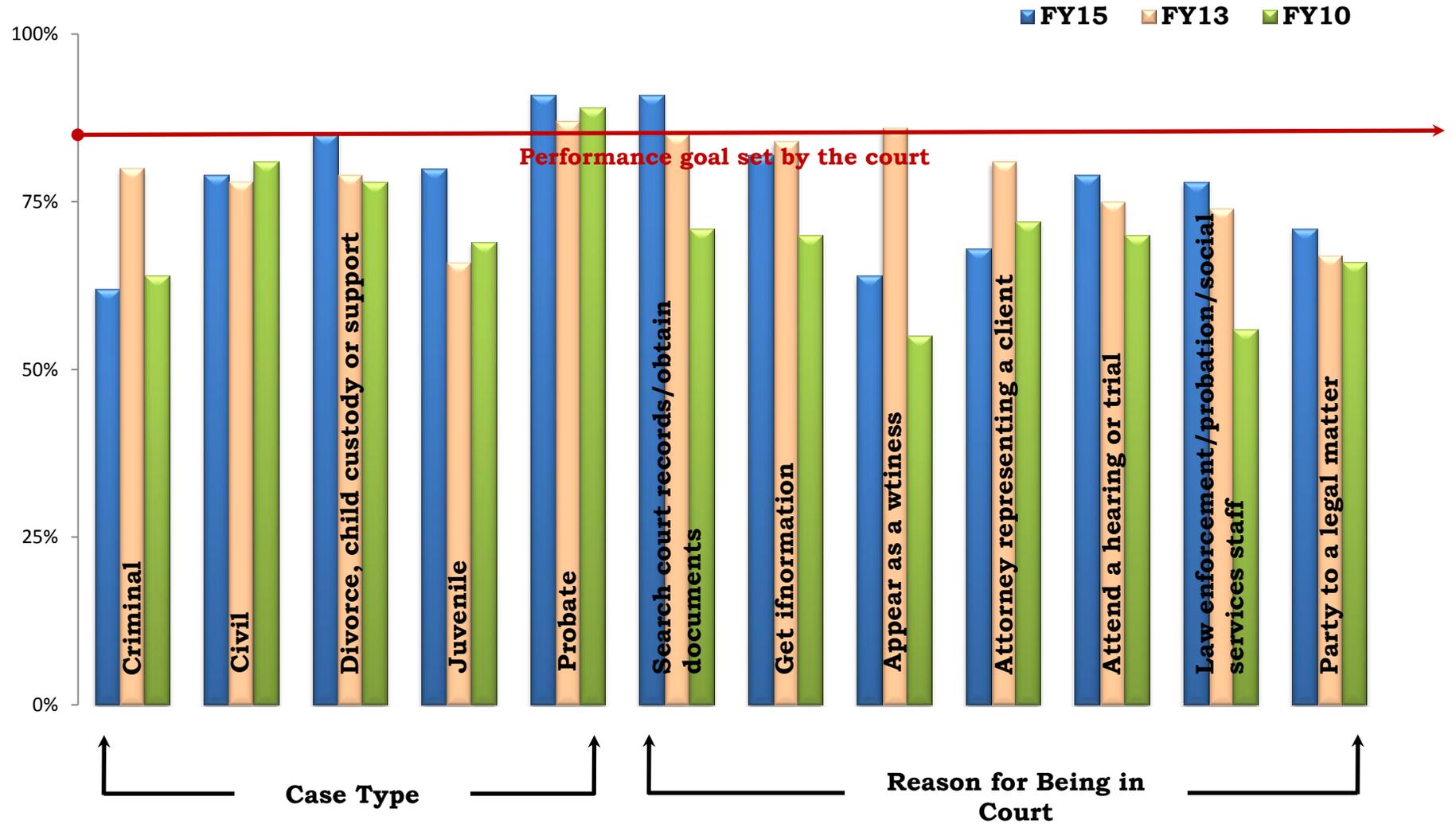


Percentage of strongly agree/agree responses.

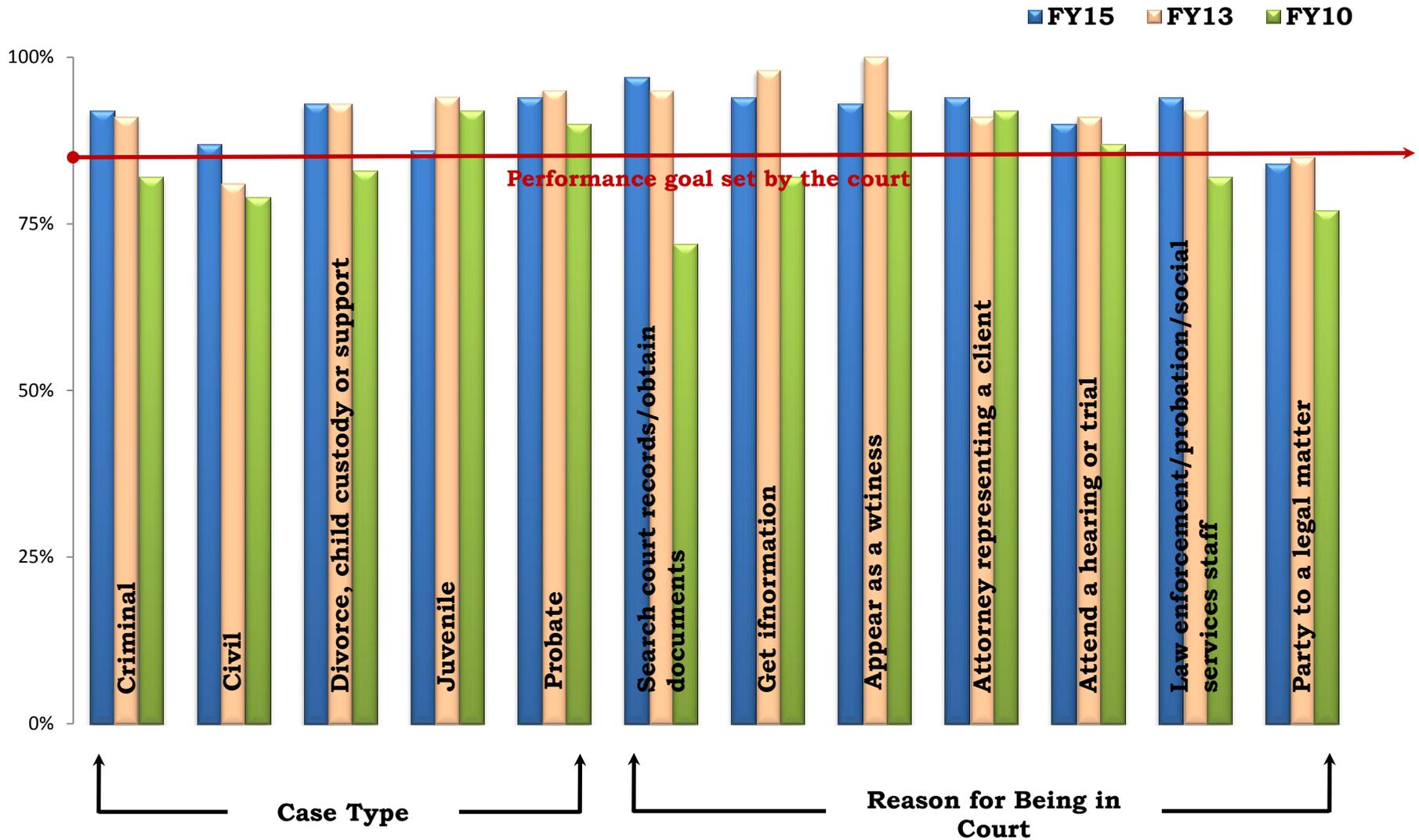
Percentage of those who strongly agree/agree that finding the courthouse was easy.



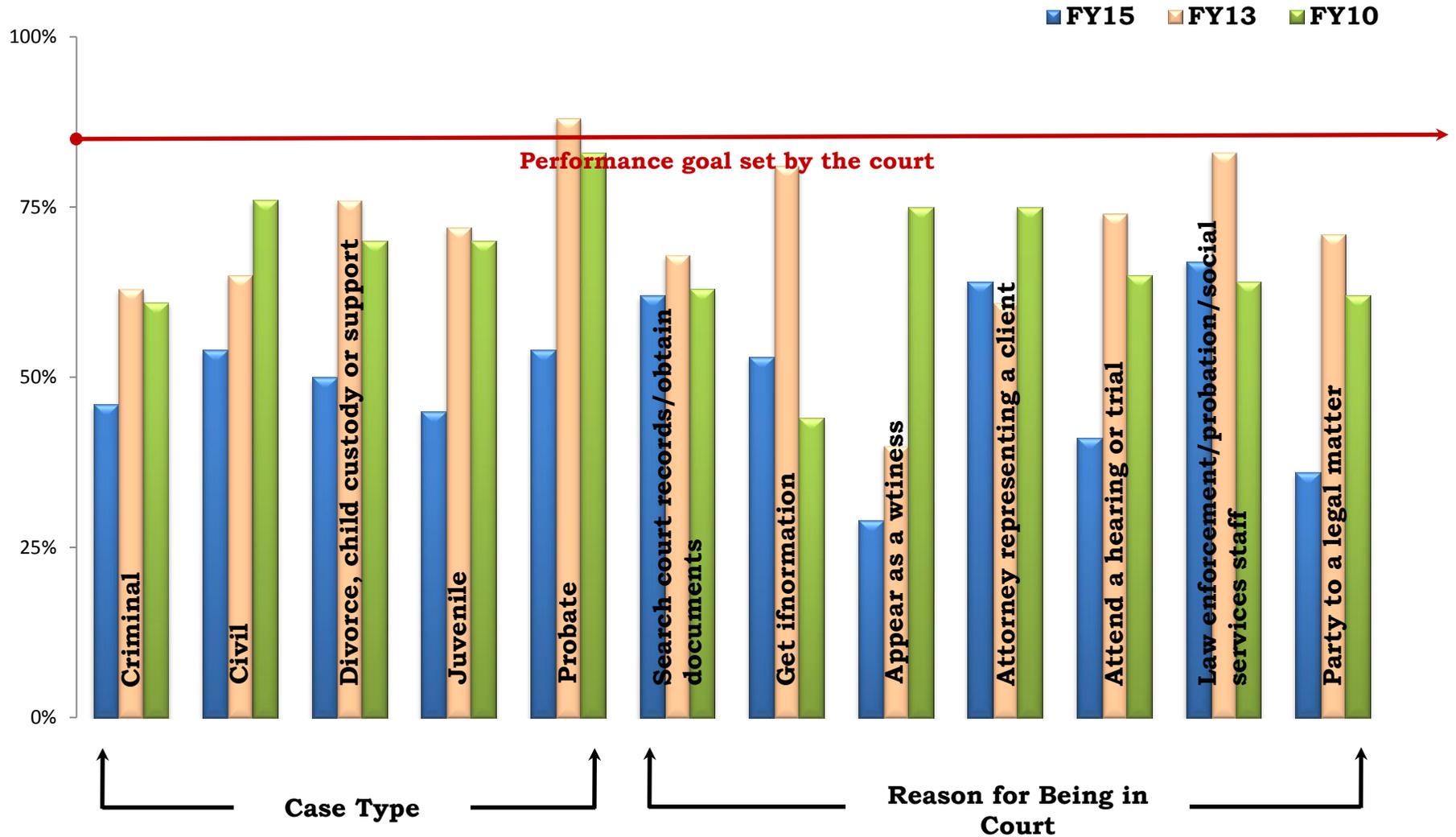
Percentage of those who strongly agree/agree that they were able to get court business done in a reasonable amount of time.



Percentage of those who strongly agree/agree that they were treated with courtesy and respect.



Percentage of those who strongly agree/agree that the court's Web site was useful.



Percentage of strongly agree/agree with each Access question by Location

Statement	C2C (n=36)	Central Court Building (n=101)	East Court Building (n=2)	South Court Tower (n=55)	Old Court House (n=57)	Northeast Regional Court (n=40)	Northwest Regional Court (n=60)	Durango Juvenile (n=103)	Southeast Facility Juvenile (n=33)	Southeast Facility (n=137)
Finding the courthouse was easy.	100%	87%	100%	85%	97%	95%	91%	95%	81%	95%
The forms I needed were clear and easy to understand.	100%	68%	50%	68%	70%	69%	83%	68%	68%	83%
I felt safe in the courthouse.	97%	93%	100%	94%	95%	93%	96%	95%	98%	97%
The court makes reasonable efforts to remove physical and language barriers to service.	89%	77%	50%	79%	80%	83%	64%	77%	73%	81%
I was able to get my court business done in a reasonable amount of time.	97%	72%	100%	69%	90%	83%	82%	69%	73%	83%
Court staff paid attention to my needs.	97%	79%	100%	75%	88%	83%	86%	82%	68%	85%
I was treated with courtesy and respect.	97%	86%	100%	91%	93%	88%	92%	87%	88%	97%
I easily found the courtroom or office I needed.	100%	87%	100%	89%	98%	86%	83%	93%	85%	90%
The court's Web site was useful.	58%	47%	100%	48%	64%	52%	47%	43%	34%	57%
The court's hours of operation made it easy for me to do my business.	97%	77%	100%	74%	90%	93%	83%	85%	81%	84%

Percentage of strongly agree/agree by Case Type

Statement	Criminal (n=94)	Civil (n=57)	Family (n=174)	Juvenile (n=80)	Probate (n=32)	Small Claims (n=1)	Traffic (n=1)	Other (n=68)
Finding the courthouse was easy.	91%	93%	92%	94%	91%	100%	100%	94%
The forms I needed were clear and easy to understand.	68%	72%	75%	74%	71%	100%	100%	86%
I felt safe in the courthouse.	96%	93%	96%	95%	94%	100%	100%	97%
The court makes reasonable efforts to remove physical and language barriers to service.	81%	75%	82%	79%	77%	100%	100%	69%
I was able to get my court business done in a reasonable amount of time.	62%	79%	85%	80%	91%	0%	0%	86%
Court staff paid attention to my needs.	73%	85%	85%	85%	89%	100%	100%	90%
I was treated with courtesy and respect.	92%	87%	93%	86%	94%	100%	100%	96%
I easily found the courtroom or office I needed.	95%	90%	89%	93%	100%	100%	100%	92%
The court's Web site was useful.	46%	54%	50%	45%	54%	0%	0%	56%
The court's hours of operation made it easy for me to do my business.	78%	84%	87%	91%	91%	100%	100%	81%

Percentage of they strongly agree/agree by Reason for Being in Court.

Statement	Search court records/ obtain documents (n=63)	File Papers (n=111)	Make a Payment (n=24)	Get information (n=60)	Appear as a Witness (n=13)	Attorney representing a client (n=47)	Jury duty (n=20)	Attending a hearing or trial (n=173)	Law enforcement /probation/ social services staff (n=17)	Party to legal matter (n=57)
Finding the courthouse was easy.	96%	93%	92%	88%	79%	98%	83%	93%	89%	95%
The forms I needed were clear and easy to understand.	86%	83%	92%	84%	43%	60%	83%	69%	83%	71%
I felt safe in the courthouse.	96%	97%	100%	91%	93%	96%	96%	97%	100%	94%
The court makes reasonable efforts to remove physical and language barriers to service.	71%	82%	83%	74%	64%	76%	79%	77%	89%	74%
I was able to get my court business done in a reasonable amount of time.	91%	88%	100%	82%	64%	68%	75%	79%	78%	71%
Court staff paid attention to my needs.	92%	88%	96%	88%	57%	94%	79%	81%	83%	84%
I was treated with courtesy and respect.	97%	92%	100%	94%	93%	94%	96%	90%	94%	84%
I easily found the courtroom or office I needed.	94%	91%	88%	93%	79%	92%	92%	94%	94%	92%
The court's Web site was useful.	62%	60%	63%	53%	29%	64%	71%	41%	67%	36%
The court's hours of operation made it easy for me to do my business.	91%	86%	86%	87%	71%	92%	79%	85%	94%	82%