KCMO Municipal Court Court User Survey

Summer 2019

Response Rate

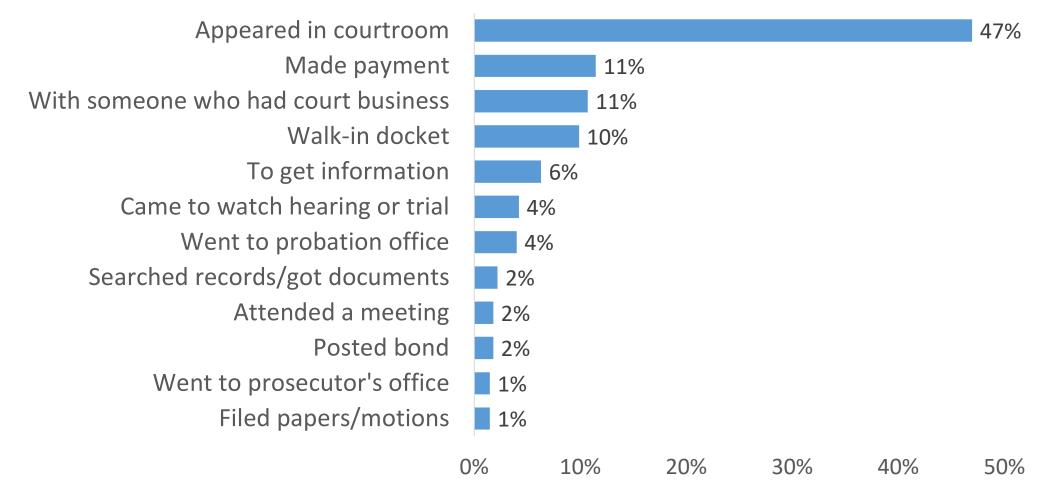
952 total responses 300 How much does MC trust people in your 269 30% community? 250 How much do people in your community Number of responses 24% 215 210 trust MC? 200 176 Judge listened to my side of the story 22% 150 Website was useful 22% 100 82 311 or call center staff were helpful 22% 50 Judge had necessary info 20% 0 I know what to do next 16% Monday ruesday nednesday rhursday Friday 0% 20% % Does Not Apply or Blank

Questions with Higher % Does Not Apply or Blank

40%

Demographics of Sample: Reasons for Being at Court

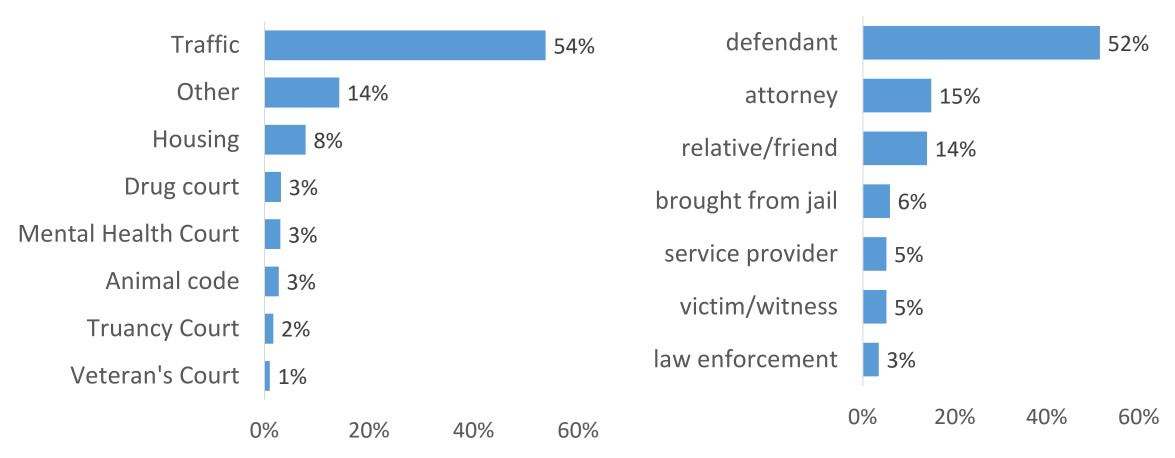
Largest group of respondents appeared in the courtroom



Demographics of Sample: Reasons for Being at Court

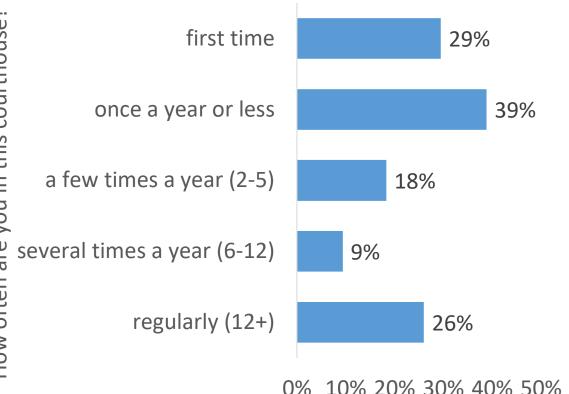
Largest group of respondents were there for a traffic case

Majority of respondents were defendants



Demographics: Frequency of Visits to the Court

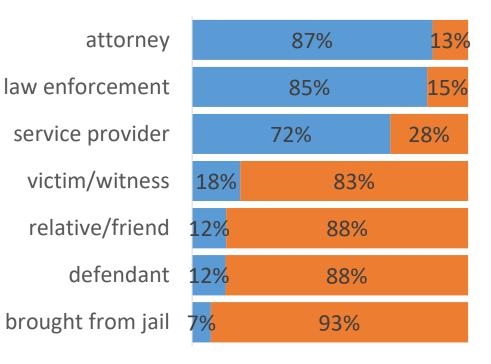
Most respondents are first time or infrequent visitors



Regular visitors are disproportionately industry personnel

Visits court more than 6 times a year

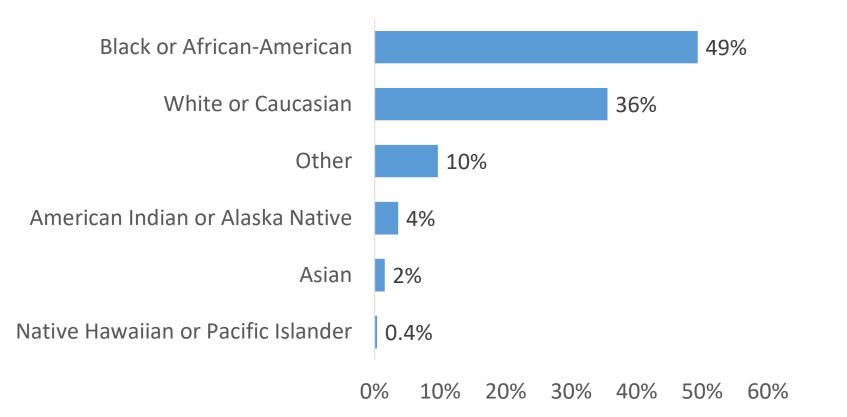
Visits court less than 6 times a year



0% 20% 40% 60% 80% 100%

Demographics: Race and Gender

Between 15% and 20% of respondents declined to identify their race, ethnicity, and/or gender. For those that did respond, here are the breakdowns:



Self-identification of race

- 11% of respondents identified as Hispanic or Latino
- 55% male, 45% female, and 1% other

Section 1: Access to the Court (Physical)

Strongly Agree/Agree Neutral Disagree/Strongly Disagree

/	89%									6%	6%	
1	88%									6%	6%	
ò		86%									6%	
ç		84%								8%	8%	
j j		82%								12%	6%	
1			49	%		13	3%		38%			
0	% 1	0%	20%	30%	40%	50%	60%	70%	80%	90%	100%	%

Finding the courthouse was easy

I easily found the courtroom or office I needed

I felt safe in the courthouse

I had or easily found transportation to the courthouse

The court makes reasonable efforts to remove physical/language barriers to service

Parking was easy to find

Section 1: Access to the Court (Customer Service/Communication)

■ Strongly Agree/Agree ■ Neutral ■ D



	89%								5% <mark>6%</mark>			
	83%								9%	8%		
	82%								9%	9%		
	81%								9%	10%		
	76%								1	.5%		
	72%							19%	6	9%		
	70%								/ D	9%		
0%	10%	20%	30%	40%	50%	60%	70%	80%	90	% 100%		

I was provided or able to obtain info to know my court date

Court staff paid attention to my needs

The court's hours of operation made it easy for me to handle my business

I was able to get my court business done in a reasonable amount of time

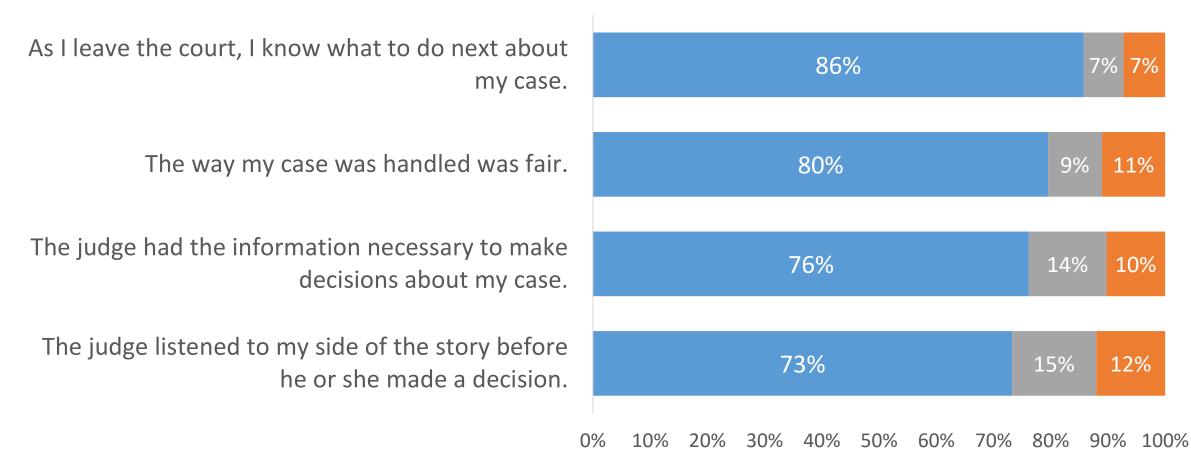
Once inside the courtroom, my case was called in a timely manner

The court's website was useful

The 311 and/or court call center were helpful

Section 2: Fairness

Strongly Agree/Agree Neutral Disagree/Strongly Disagree



Section 3: Perceptions and Trust

Strongly Agree/Agree Neutral Disagree/Strongly Disagree

	80%								3%	8%
				13	8%	8%				
				13	%	9%				
	76%							13%	6 1	1%
	69%							17%	14	%
	68%							19%	13	8%
0%	10%	20%	30%	40%	50%	60%	70%	80%	90%	100%

The Municipal Court has the knowledge and skills needed to do its jobs well.

Municipal Court staff is courteous and respectful to all members of the public.

Municipal Court judges are courteous and respectful to all members of the public.

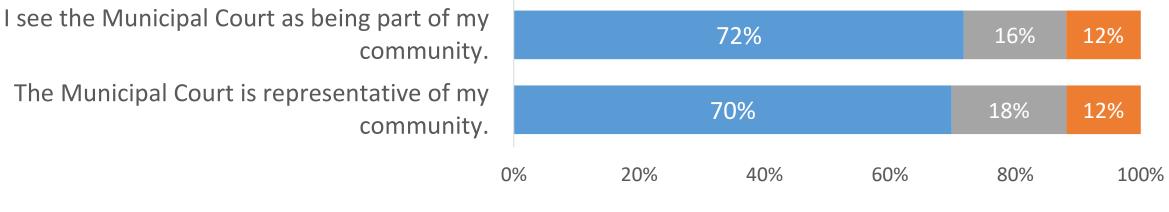
The Municipal Court treats people fairly regardless of race, gender, age, wealth or other characteristics.I would be comfortable letting the Municipal Court decide a case that was important to me.

I trust the Municipal Court.

Section 3: Perceptions and Trust (In "My Community")

Extre

Strongly Agree/Agree Neutral Disagree/Strongly Disagree



emely Very much			Some	what Sli	ghtly 📕 🖡	tly 📕 Not at all		
rt ?	12%	27%		36%	12%	12%		
ır ?	11%	26%		37%	15%	11%		
0%		20%	40%	0% 60%		100)%	

The Municipal Court is representative of my

In general, how much does the Municipal Court trust the people in your community?

In general, how much do the people in your community trust the Municipal Court

.72 correlation between these questions