

# 2019 Court User Survey

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Does Not Apply
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## Section I: Access to the Court

Finding the courthouse was easy.	SD	D	N	A	SA	n/a
I had or easily found transportation to the courthouse.	SD	D	N	A	SA	n/a
Parking was easy to find.	SD	D	N	A	SA	n/a
I felt safe in the courthouse.	SD	D	N	A	SA	n/a
The court makes reasonable efforts to remove physical and language barriers to service.	SD	D	N	A	SA	n/a
I was provided or able to obtain information to know my court date.	SD	D	N	A	SA	n/a
I was able to get my court business done in a reasonable amount of time.	SD	D	N	A	SA	n/a
Court staff paid attention to my needs.	SD	D	N	A	SA	n/a
The 311 and/or court call center were helpful.	SD	D	N	A	SA	n/a
I easily found the courtroom or office I needed.	SD	D	N	A	SA	n/a
The court's website was useful.	SD	D	N	A	SA	n/a
The court's hours of operation made it easy for me to handle my business.	SD	D	N	A	SA	n/a
Once inside the courtroom, my case was called in a timely manner.	SD	D	N	A	SA	n/a

## Section II: Fairness

The way my case was handled was fair.	SD	D	N	A	SA	n/a
The judge listened to my side of the story before he or she made a decision.	SD	D	N	A	SA	n/a
The judge had the information necessary to make decisions about my case.	SD	D	N	A	SA	n/a
As I leave the court, I know what to do next about my case.	SD	D	N	A	SA	n/a

## Section III: Perceptions and Trust

The Municipal Court treats people fairly regardless of race, gender, age, wealth or other characteristics.	SD	D	N	A	SA	n/a
I trust the Municipal Court.	SD	D	N	A	SA	n/a
The Municipal Court is representative of my community.	SD	D	N	A	SA	n/a
I would be comfortable letting the Municipal Court decide a case that was important to me.	SD	D	N	A	SA	n/a
I see the Municipal Court as being part of my community.	SD	D	N	A	SA	n/a
The Municipal Court has the knowledge and skills needed to do its jobs well.	SD	D	N	A	SA	n/a
Municipal Court <u>judges</u> are courteous and respectful to all members of the public.	SD	D	N	A	SA	n/a
Municipal Court <u>staff</u> is courteous and respectful to all members of the public.	SD	D	N	A	SA	n/a
In general, how much do the people in your community trust the Municipal Court?	Not at all	Slightly	Somewhat	Very much	Extremely	Don't know
In general, how much does the Municipal Court trust the people in your community?	Not at all	Slightly	Somewhat	Very much	Extremely	Don't know

Please give us any additional information that would help us better understand your answers. (Optional)

**Section IV: Background Information****Why did you come to court today?**

*(Check all that apply)*

- Appeared in courtroom at a hearing/trial
- Went to a walk-in docket
- Searched court records/obtained documents
- Filed papers/motions
- Made a payment
- Posted Bond
- To get information
- Went to probation office
- Went to prosecutor's office
- Attended a meeting
- Came with someone who had court business
- Came to watch court hearing or trial

**What was your role in the case?**

*(If applicable)*

- Defendant (person charged)
- Brought to court from the jail
- Victim/Witness
- Attorney
- Law enforcement officer
- Service provider
- Relative/friend of someone with court business

**What type of case brought you to the courthouse today?**

*(Check all that apply)*

- Traffic
- Animal Code
- Housing
- Drug Court
- Veterans' Treatment Court
- Mental Health Court
- Truancy Court
- Other \_\_\_\_\_

**How often are you typically in this courthouse?**

*(Choose best estimate)*

- First time in this courthouse
- Once a year or less
- A few times a year (approx. 2 to 5 times per year)
- Several times a year (approx. 6 to 12 times per year)
- Regularly (12+ times per year)

**What is your gender?**

- Male
- Female
- Other: \_\_\_\_\_
- Prefer not to answer

**How do you identify yourself?**

- American Indian or Alaska Native
- Asian
- Black or African American
- Native Hawaiian or Other Pacific Islander
- White or Caucasian
- Other: \_\_\_\_\_
- Prefer not to answer

**Are you Hispanic or Latino**

- Yes
- No
- Prefer not to answer

This survey is being conducted in an attempt to improve the experience of those who come to the Kansas City, Missouri Municipal Court. It is being conducted by the Municipal Court with assistance and partial funding from the National Center for State Courts and University of Nebraska-Lincoln Public Policy Center as part of a national project to improve trust between the courts and the community.

## Contact Information *(Optional)*

May we please contact you about additional opportunities to discuss improving access and fairness in our judicial system and specifically the Kansas City, Missouri Municipal Court? If so, please provide the following information:

Name:

Address:

Email address:

Phone number:

I am interested in the following opportunities to give my input about improving court-community trust and specifically access and fairness at the Kansas City, Missouri Municipal Court. *(Check all that apply)*

Community engagement forum

Telephone interview

Email exchange

Mail-in survey

Online/Social media survey

**For Staff Use:** Monday Tuesday Wednesday Thursday Friday

