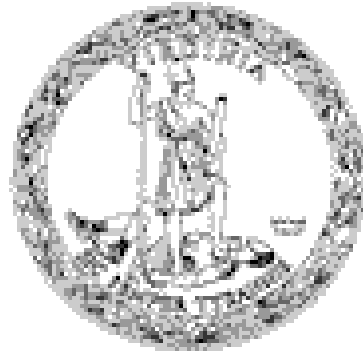


Supreme Court of Virginia Research Study

2007 Citizen Telephone Survey



November 2, 2007

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Introduction

In August 2007 the Supreme Court of Virginia engaged Alan Newman Research to conduct a telephone survey among adult Virginia residents to measure its public perception. Respondents were asked to rate various aspects of their experience with the Virginia court system. This study has been conducted periodically since 1992.

The structure of this research has changed from previous waves. The opinions of different groups that interact with the Virginia court system have been incorporated. The style of many questions has also been changed. Where possible we have compared the 2007 wave to previous waves of research.

This wave of research was conducted during October 2007. Specific topics included:

- Treatment by the court system and its employees
- Traveling to the court and finding your way around
- How long specific activities take (e.g. waiting for court case, standing in line)
- Satisfaction with how a case/ matter was handled

All respondents were asked a general set of questions. Then those who had experience with the courts were asked specific questions based on the subgroup of which they were part.

Methodology - Overview

- **Data Collection Mode:** Phone Survey
- **Field Period:** October 2-11, 2007
- **Total Sample Size:** 1100
- **Sample Subgroups:**
 - 600 Virginia Residents who had no direct experience with the court system
 - 500 Virginia Residents who had an experience with the court system within the last five years. They fell into the following eight groups:
 - Civil Plaintiffs (n=24)
 - Defendants (n= 61)
 - Victims (n=19)
 - Witnesses (n=33)
 - Jurors (n= 30)
 - Visitors/ Observers (n=40)
 - Justice System Employees (n=40)
 - Clerk's Office (n=269)
- **Statistical Note:** Percentages may not total 100% due to rounding.
- **Margin of Error:** Margin of error at the 95% confidence level for a sample of 1100 is $\pm 3.0\%$.

Methodology - Detailed (1/6)

Alan Newman Research (ANR) conducted a telephone Survey of Virginia residents from the 2nd through the 11th of October 2007. The respondents were asked to rate various aspects of their experience with the Virginia Court System.

This study has been conducted periodically since 1992. The structure of this research has changed from previous waves. The opinions of different groups that interact with the Virginia court system have been incorporated. The style of many questions has also been changed. Where possible we have compared the 2007 wave to previous waves of research.

Survey Testing and Monitoring

After the questionnaire was approved by the Virginia Courts it was programmed and pre-tested at our field service provider, Discovery Research Group. This resulted in minor modifications to the questionnaire. The resulting final survey was approved by the Virginia Courts.

Each interviewer for this study had at least 20 hours of market research classroom and telephone training to ensure quality of survey administration. Interviewer monitoring occurred daily and was conducted randomly among all interviewers during each shift.

Methodology - Detailed (2/6)

Sample

The sample was provided by Survey Sampling International, a well known sampling provider. The sample was ordered as Random Digit Dialing (RDD) and in blocks of 10,000-15,000 land line phone numbers distributed throughout Virginia. Therefore, the sample was reflective of the Virginia population which had one land line telephone number.

Interviewing

The interviews took place between 5:00 pm and 8:00 pm Monday through Friday with additional calling between 10:00 am and 6:00 pm on Saturday and 1:00 pm until 8:30 pm on Sunday. In addition, ANR allowed 5% of the total number of completed interviews to come from calling done between 10:00 am and 4:00 pm Monday through Friday.

This limited amount of daytime calling allowed ANR to reach either those who either are consistently not at home at night, such as those working evening shifts, or are less willing to answer the phone after dark, such as some of the 65 and older population. Each household was contacted between 2-5 times. Respondents answers were recorded using the CATI (Computer-Assisted Telephone Interviewing system.

Methodology - Detailed (3/6)

This Sample Disposition Report shows the refusals, terminations and screen outs for this study in detail.

	To-Date	% Contacts	% Dial's
Number of Sample Elements	26525		
Number of Dialings	57129		100%
Number of Contacts	8743	100%	
Unusable Numbers	6140		11%
Not Contacted	4526		8%
Disconnect	3480		6%
Computer/Fax Tone	1046		2%
Contacted	1614		3%
Business / Resident	1284	15%	2%
Wrong Number	92	1%	
Bad Completes (Removed)	48	1%	
Language Barrier	238	3%	0%
Non-Final Dispositions	44417		78%
No Answer	22994		40%
Busy Signal	3060		5%
Answering Machine	13303		23%
Privacy Manager	0		0%
Respondent Not Available	4503		8%
Referral	0	0%	0%
CB (non-specific)	468	5%	1%
Mid Interview Suspend	89	1%	0%
Refusals	5104		9%
Soft Refusal	3272	37%	6%
Hard Refusal	204	2%	0%
Take Me Off Your Call List	360	4%	1%
Hung up During Introduction (HUC)	1267	14%	2%
Screener Terminate	1	0%	0%
DNC Number	0	0%	0%

continued

Ineligible	0		0%
Not Qualified - Sample	0	0%	0%
Eligible, but Over Quota	295		1%
OQ - No Experience	295	3%	1%
Eligible, but Incomplete	73		0%
Qualified Refusals	0	0%	0%
Mid-Interview Terminate	73	1%	0%
Complete	1100	13%	2%
Completed Interview	1100		
Average Length (minutes)			
Dialing Yield	36%		
Net Effective Incidence (MRA)	80%		

(1) All refusals of all types expressed as a percentage of total contacts.

* Note: The YOC definition of the denominator included "ineligible," but did not include "over quota." This formula treats "over quota" as a special case of "ineligible" and includes it in the denominator.

Methodology - Detailed (4/6)

The 2007 study had a length of about 11 minutes and an average of 45 questions. 1100 respondents were interviewed. 600 of those had no direct experience with the Virginia court system. The other 500 Virginia residents had an experience with the Virginia Courts within the last 5 years.

After answering general questions, the 500 experienced respondents fell into one of the following eight subgroups (Civil Plaintiffs n=24; Defendants n=61; Victims n=19; Witnesses n=33; Jurors n=30; Visitors/ Observers n=40; Justice System Employees n=40; Clerk's Office n=269.

Data Analysis

Each question is displayed on a separate page in this report and the number of respondents for the question is clearly explained. All subgroups with a base size of 30 respondents or less are marked with an * in the report. The * is explained in the left bottom corner of each appropriate page with a note *Attention, Small Base!; Response Percentages may not total 100 % due to rounding.

If a respondent said "I don't know", "Can't Remember or "Refused" these responses are counted together and summarized in one category, on all slides entitled "Don't Know".

Methodology - Detailed (5/6)

The data were analyzed using cross-tabulations with significance testing to denote differences among groups for six demographic variables. These cross tabulation tables as well as a detailed SPSS (i.e. statistical package for the social sciences) file incorporating all study records has been provided to the Virginia Courts.

When averages (means) are compared between different groups, the significance of those means has been tested using T-Test statistics. The T-Test uses a complex computer calculation to identify whether two averages and their distributions are significantly different from each other. In the cross-tabulation tables, significant differences at the 95% confidence level are indicated with a lower case letter denoting the column where the difference occurs. Upper case letters indicate a difference significant at the 99% confidence level.

Methodology - Detailed (6/6)

Margin of Error

The margin of error is a statistic expressing the amount of random sampling error in a survey's results. For this particular study the Margin of Error at the 95% confidence level for the total sample of 1100 people is + 3.0%. This means that the results from questions asked to all survey respondents deviate by a maximum of 3 percentage points from all Virginia residents.

The Margin of error for the 500 respondents with court experience is 4.4%

The Margin of error for the 600 respondents without court experience is 4.0%

Research Limitations

Although error is present in any research conducted, ANR attempted to reduce this as much as possible through the varied times of contacting Virginia residents as described in the Interviewing section and use of random digit dialing. This research therefore excluded any Virginia resident who was unable to answer their land line telephone during the survey period. It also excludes any resident who only uses cellular telephone service at home.

Executive Summary of Findings (1/19)

Alan Newman Research conducted a study of 1100 randomly selected Virginia residents concerning the Virginia court system. The interviews were conducted by telephone between October 2nd and October 11th 2007. Each respondent was asked to rate their participation with the Virginia court system and the experiences they had with it. All were asked overall questions about the Virginia courts and for demographics classification. Respondents who had experience with the courts within the past 5 years were then separated into different experience modules, and asked questions relevant to that module.

Trust in the Virginia Courts

The questionnaire started with a general question about trust of the Virginia Courts. About two-thirds (68%) of Virginia residents trust the Virginia Courts “some” or “a lot”. Men (32%) are significantly more likely to trust the courts "a lot" than women (25%) do. Medical Professionals (86%) are trusted more than the Virginia Courts (68%). The Media (47%) are trusted least of all.

Recent Experience with courts

Out of the 1100 VA residents surveyed, 600 had no prior experience and 500 had an experience with the court system within the last 5 years.

Executive Summary of Findings (2/19)

About one-quarter (27%) had experience with the Clerk's Office, one-third in a courtroom before a Judge, 38% of Virginia residents had experience with both, and the remainder didn't know.

Image and Perception of the courts

Two-thirds of Virginia residents have confidence that people are treated fairly in front of a court, and about three-quarters (74%) that everyone is treated with respect. However, only 39% have confidence about the influence of political considerations on the courts.

When given several statements to rate, respondents (52%) were most likely to say that “court personnel are courteous” describes the Virginia Courts extremely or very well. On the other hand respondents (28%) were least likely to say this about “Court cases are resolved in a reasonable amount of time”.

More than two-thirds (71%) of respondents say, that the “The Wealthy” are perceived as receiving the best treatment in the Courts. On the other hand, over half (56%) perceive the "The Poor" as receiving somewhat worse or much worse treatment than other groups in a courtroom. 39% felt this way about "Non-English Speakers" , 37% for "African Americans" and 35% for "Hispanics".

Executive Summary of Findings (3/19)

Type of court experience

The respondents who had experience in a courtroom were there for different reasons. The biggest portion (23%) are "defendants" followed by "visitors or observers" (14%), "witnesses" (12%) and 11% each for "jurors" and "Justice System Employees". "Plaintiffs or Persons Bringing a lawsuit" and "Victims" were both 10%. The remainder were there for some other reason.

One-third of experienced respondents were involved in criminal cases, about one third (31%) in a traffic case, and the remaining third (29%) in civil and other cases. The percent of respondents involved in criminal cases has been increasing over time.

Information about court date

About two-fifths (39%) of respondents were informed about their court date by Sheriff/ Process Server, one quarter (25%) by U.S. Mail, 13% by mail, and the rest by other sources.

Over one quarter (28%) of respondents said that they would like to be informed in an additional way from the method by which they were contacted.

Executive Summary of Findings (4/19)

The most preferred additional methods are by mail (42%), by phone (21%) and by email or text message (18%).

About three-quarters (72%) of respondents think that the amount of notification time before their court date is just about right.

Arrival at the courthouse

Over half (58%) of Virginia residents didn't need any directions on how to get to the courthouse.

A vast majority (87%) drove themselves to the courthouse; however more than one-third (37%) say it was difficult to find parking.

Almost all (87%) found it somewhat/ very easy to find the entrance to the courthouse.

Entering the courthouse

Over four-fifths (86%) of respondents who went through security screening said that the Sheriff's Officers who do the screening at the courthouse are courteous. A similar proportion said that they were helpful.

Executive Summary of Findings (5/19)

The majority of people (82%) get through the screening in less than 5 minutes. Most thought this amount of time was very reasonable.

Only around two-thirds (69%) of visitors were familiar with the list of items prohibited in the courthouse. Therefore about one-third (32%) did bring prohibited items with them. Of those, almost half (45%) took the item back to their car, 22% surrendered it to security, and the remainder stored it in a free locker, threw it away, or turned their cell phone off.

Inside the courthouse

The vast majority (83%) said that it was relatively easy to find their courtroom. Around three-quarters (76%) of those say that the signs were at least somewhat helpful to find their way.

However, more than one third (37%) did ask for directions. Almost half (47%) asked a Sheriff Officer/ Police Officer or Security Personal. Another quarter (27%) asked someone in the Clerk's Office. Almost all who asked for directions said that the staff was helpful and courteous.

Executive Summary of Findings (6/19)

In the courtroom

About half (51%) of Virginia residents had to wait up to one hour until their case was called. Three-quarters of those who went to the courthouse felt that their wait time was somewhat or very reasonable. Although not directly comparable, the waiting time appears to be viewed as more reasonable than in the past years.

Executive Summary of Findings - Court Experience Modules (7/19)

Plaintiffs: n=24 (caution: small base)

Half of the plaintiffs cases in which they appeared were handled in the General District Court, one-quarter in Circuit Court, and 17% in Juvenile and Domestic Relations District Court. One-third of cases concerned were Family/ Domestic matters, 25% Traffic/ Road Disputes, 21% involved contracts, and 17% Real Property.

Half of the plaintiff cases were settled, 38% resolved by the court and 8% not decided. Just under three-quarters (71%) said that the resolution was in their favor, and that they are satisfied with the time it took to resolve their case. Around half (54%) were represented by an lawyer.

Half of the plaintiffs think that their judge was very courteous, and half think their judge was fair. Almost two-thirds (63%) were clear about the next steps needed to be taken in order to comply with the judgment.

Half of the plaintiffs are very or extremely satisfied with the overall handling of their case. However, one-third are dissatisfied with the outcome of their case.

Executive Summary of Findings - Court Experience Modules (8/19)

Plaintiffs would like to improve the parking situation, shorten the time needed to handle cases, and receive more justice from the law. They also wish that the judges were listening more carefully before they make a judgment.

Executive Summary of Findings - Court Experience Modules (9/19)

Defendants: n=61

Around half (56%) of defendants' cases were handled in General District Court, 18% in Circuit Court, and 10% in Juvenile and Domestic Relations District Court. About two-thirds (63%) of the Traffic and/ or Criminal cases were decided by the court; however 29% were dismissed.

More than half (51%) of the defendants say that the resolution was in their favor. Over two-thirds (68%) are satisfied with the time it took to resolve their case. Just under half (46%) were represented by an attorney.

Over four-fifths (83%) said that the judge presiding over their case was somewhat or very courteous; three-quarters (76%) said that the judge was fair. Over two-thirds (69%) said that the next steps to comply with the judgment were clear. Similarly, over two-thirds are satisfied with the handling (71%) and the outcome (67%) of their case.

Defendants would like to see the following improvements: More fair and equal treatment from judges, more judges, parking closer to the courthouse, less waiting time for the case to be called and an easier payment process.

Executive Summary of Findings - Court Experience Modules (10/19)

Victims: n=19 (caution: small base)

Almost half (47%) of the victim's cases were handled in the General District Court. 26% in Juvenile and Domestic Relations District Court and 21% in Circuit Court.

42% of victims did testify at any phase of the case before the court reached a decision. Three-quarters participated voluntarily in their case. The remainder submitted a written statement to the court. Most victims (90%) did not perceive any threat of harm associated with their appearance in court.

Almost two-thirds (65%) of victims are somewhat or very satisfied with their participation in the case. More than half (54%) feel unchanged about what happened to them after going through the court process. Many (78%) are not informed about the Virginia Criminal Injuries Compensation Fund.

Over one-quarter (39%) are very dissatisfied with the amount of time needed to resolve their case. Over three-quarters (86%) said that their judge was courteous; 78% said that the judge was somewhat or very fair. Well over half (61%) are dissatisfied with the final outcome of their case.

Executive Summary of Findings - Court Experience Modules (11/19)

Victims would like to see improvements concerning overall length of waiting time in the courthouse, more fair court decisions, people should have more time to state all the case facts, and the judges should listen to all the facts of a case.

Executive Summary of Findings - Court Experience Modules (12/19)

Witnesses: n=33

More than half (52%) of the cases in which the witnesses participated were handled in the General District Court, 21% in Juvenile and Domestic Relations District Court, and 12% in Circuit Court.

Over half (55%) testified for the party bringing the lawsuit, 36% for the person being sued or charged with an offense, and the remainder some other way. Although almost half (49%) of witnesses were subpoenaed to appear, almost no one (97%) perceived any threat of harm associated with their testifying.

More than four-fifths (82%) are somewhat or very satisfied with their involvement in the case. More than four-fifths (85%) thought that the judge presiding over the case was courteous, and around three-quarters (76%) said that the judge was fair.

According to the witnesses, improvements could be made in the following areas: less waiting time from entering the courtroom until the case is called, easier parking, more fair court decisions, more comfortable waiting areas, better signs for the visually impaired and more interpreters in the courtroom.

Executive Summary of Findings - Court Experience Modules (13/19)

Jurors: n=30(caution: small base)

Half of the people summoned to jury duty actually take part in a jury. Almost three-quarters (73%) of jurors served five days or less. Four-fifths of jurors served on a criminal trial, 7% in civil, and 13% in both.

Most jurors (70%) prefer to receive information about reporting for jury duty by U.S. Mail while the remainder preferred by phone, email or other Internet sources.

Jurors are most likely to agree they are treated with courtesy and least likely to agree that the court makes good use of their time. About three quarters (73%) of jurors think that the judge was very courteous and fair.

Most jurors (80%) were thanked for their service, but less than half (47%) were informed of their future rights and responsibilities. Almost half (47%) did not change their opinion of jury service. However, one-third had a more favorable impression of it.

Jurors would like improvements in the following areas: more background information about a case, cases should be processed more quickly, more advance notice of jury duty, more translators in the traffic court, and the jury should be chosen in private.

Executive Summary of Findings - Court Experience Modules (14/19)

Visitors/ Observers:

One-third of observers viewed cases at the General District Court, 25% the Juvenile and Domestic Relations District Court, 18% the Circuit Court, and 3% the Appellate Court.

Almost three-quarters (73%) were there to watch or support a friend or a relative. They tended to observe five or more cases (40%) or one case (28%).

Almost four-fifths (77%) of visitors think that the judge was somewhat or very courteous; three quarters think the judge was fair.

Visitors and/ or observers wish to see the following improvements: a shorter waiting time until the case is called, better security in the courthouse, judges should be more fair and open minded, court rooms should be larger, and the microphone system should be better.

Executive Summary of Findings - Court Experience Modules (15/19)

Justice System Employee:

For this group there was just one question. Justice System Employees wish improvements in the following areas: the exchange of information between the attorneys and the plaintiffs should be shortened, more judges on duty, more representatives for non-English speakers, judges should be elected, and less waiting time for the whole process.

Executive Summary of Findings - Court Experience Modules (16/19)

Clerk's Office:

More than two-thirds (70%) of those who went to the clerk's office thought it was easy to find. More than four-fifths (81%) had to wait less than ten minutes, and three-quarters thought that the time they waited was reasonable.

Most people who went to the Clerk's Office were quite satisfied with their experience. The staff was helpful, and information provided was accurate.

Respondents did mention, that parking is the issue that needs the most improvement. Other areas are: more clerks and judges in order to be more timely, more and better signs to find their way around, access to more general information online, and more security in the courthouse.

Executive Summary of Findings - Suggestions (17/19)

Suggestions for actionable strategic initiatives:

Overall:

- Improve Virginia Courts' level of confidence and perception of trustworthiness among Woman and African Americans
- Study impression that some groups are not treated as well by the court as others e.g. Poor, Non-English speakers
- Examine impression that Wealthy are treated better than other groups
- Make parking near the courthouse easier
- Improve notification about which items are prohibited in the courthouse
- Expand the signage/ directions on how to get to various courtrooms

Plaintiffs:

- Shorten time needed to handle cases
- Improve perception that the judges are courteous and fair as 25% fewer think this compared to Virginia residents overall

Executive Summary of Findings - Suggestions (18/19)

Defendants:

- Make payment of fines easier

Victims:

- Provide more information about Virginia Criminal Injuries Compensation Fund

Witnesses:

- Make available more comfortable waiting areas
- Provide more interpreters
- Create more useful signs for visually impaired

Jurors:

- Look into ways to improve perception of how well the court uses their time
- Inform jurors more consistently about their future rights and responsibilities
- Provide more background information about cases they are serving on
- Earlier notification of jury duty

Executive Summary of Findings - Suggestions (19/19)

Visitors/ Observers:

- Improve visitors' feeling of security
- Provide private places where visitors can discuss court-appointed orders
- Improve the microphone system so that the judge can be heard by everyone

Justice System Employees:

- Have more translators available
- Examine idea that judges should be elected to reduce amount of political influence

Clerk's Office :

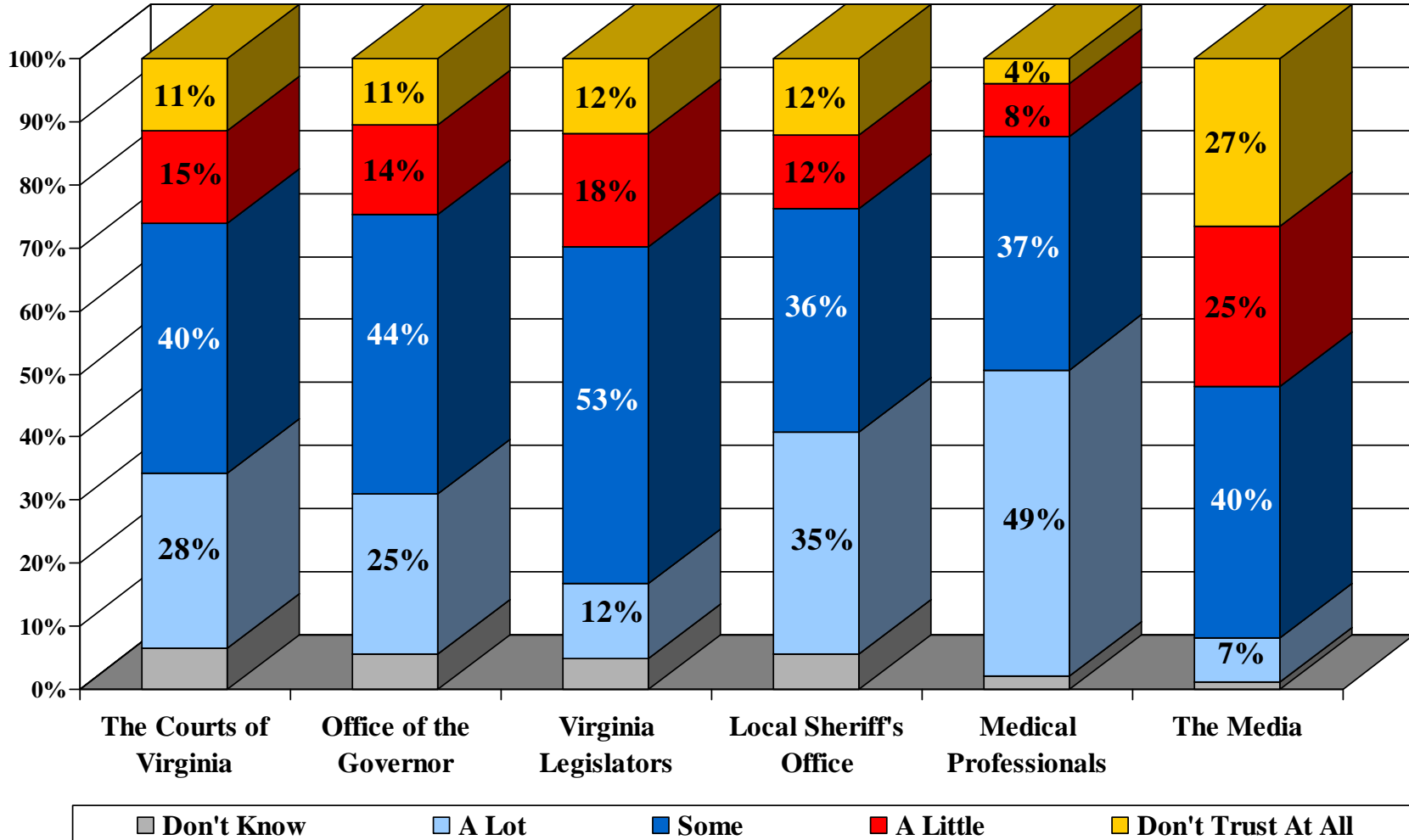
- Provide access to more court information online

All Respondents

Q1. How much do you trust each of the following?

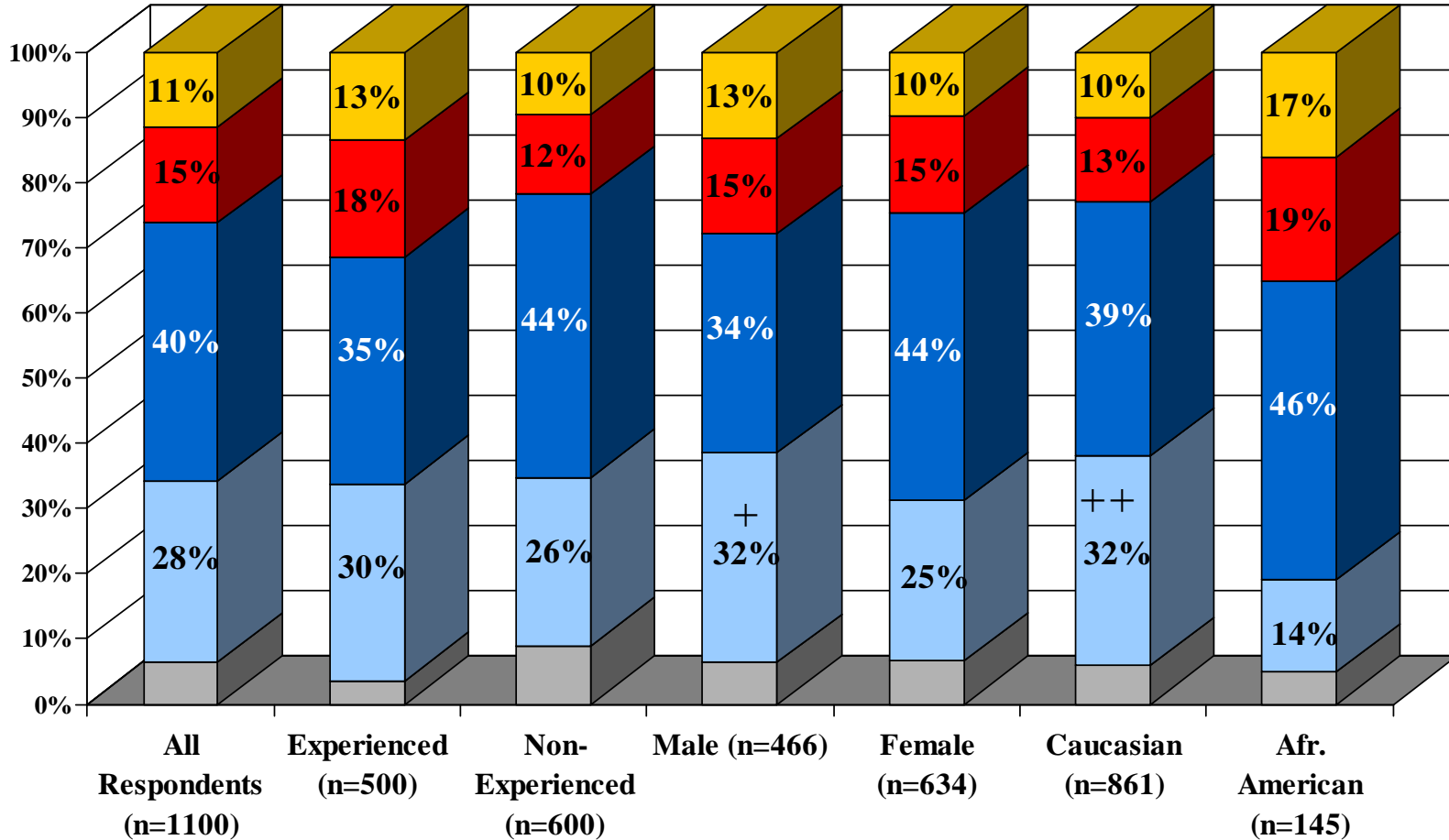
All respondents (n=1100)

Residents of Virginia trust Medical Professionals, the Sheriff's Office, and the Virginia Courts the most among groups asked about. Residents trust the media least.



Q1. How much do you trust each of the following? “The Courts of Virginia”

Males and Caucasians are significantly more likely to trust the Courts of Virginia “a lot” than are females and African Americans.



Don't Know
 A Lot
 Some
 A Little
 Don't Trust At All

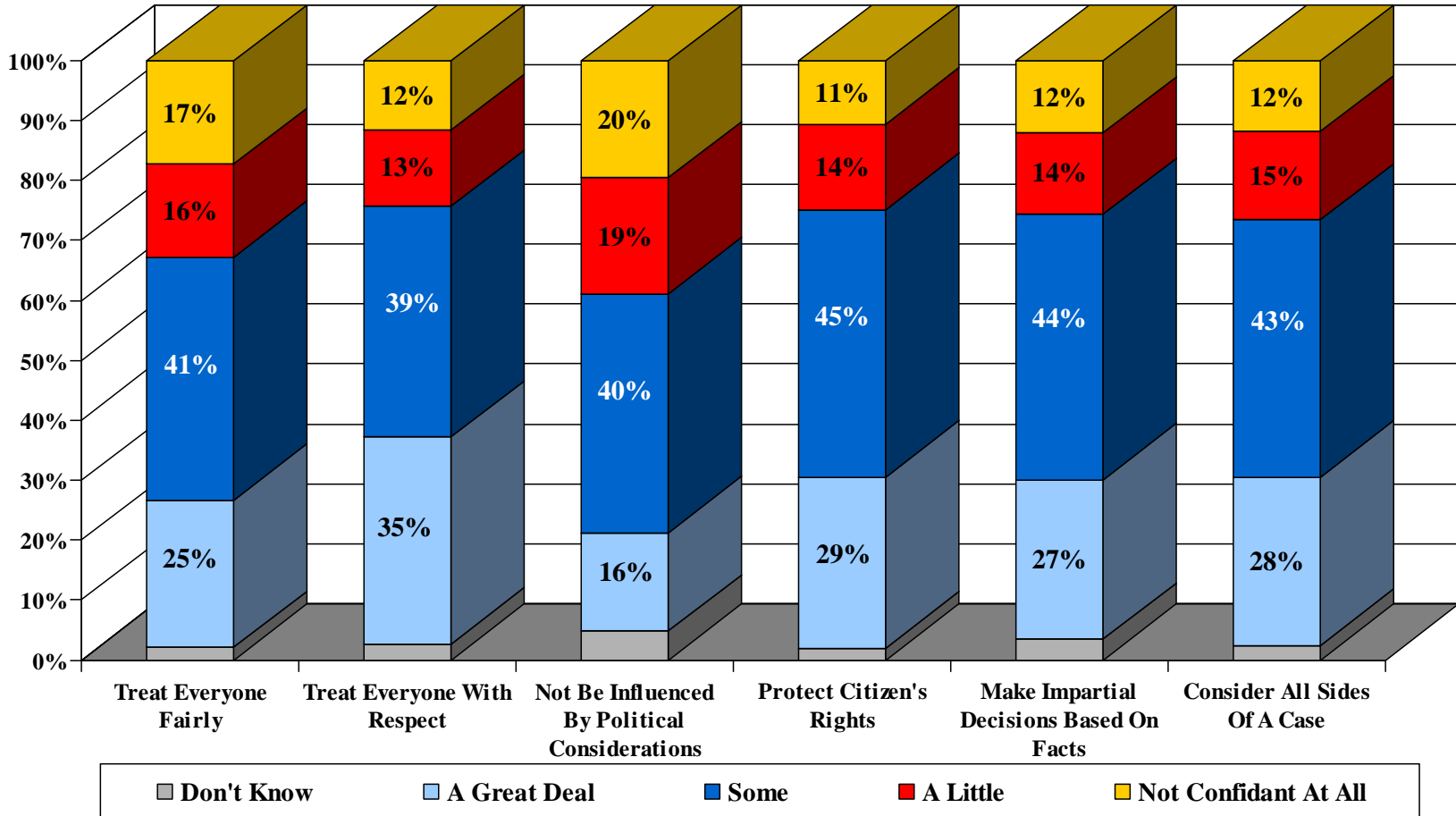
+ = significant difference from females at 95% confidence level

++ = significant difference from African Americans at 95% confidence level

Q3. How much confidence do you have in the Virginia courts to do each of the following?(1/2)

All respondents (n=1100)

Virginia residents are most likely to have confidence concerning the Courts that everyone is treated with respect. They have the least confidence about the influence of political considerations.



Q3. How much confidence do you have in the Virginia courts to do each of the following?(2/2)

All respondents (n=1100)

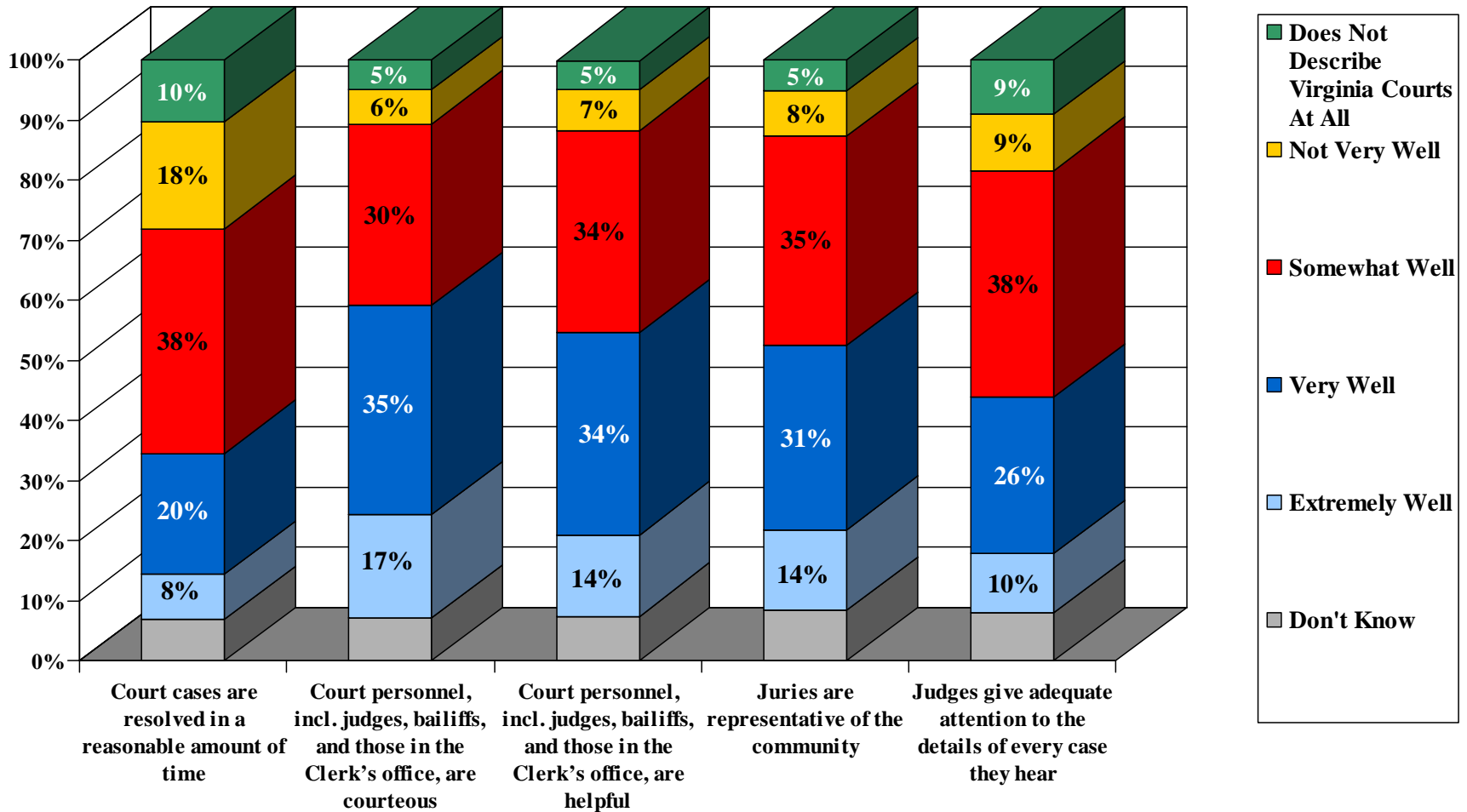
For each of the six statements of this question about confidence in the Virginia Courts, Men and Caucasians are significantly more likely than Women and African Americans to choose the response "A Great Deal".

This suggests that Men and Caucasians overall have greater confidence in the Virginia Court System than do Women and African Americans.

Q4. What statement describes/ does not describe Virginia Courts...?

All respondents (n=1100)

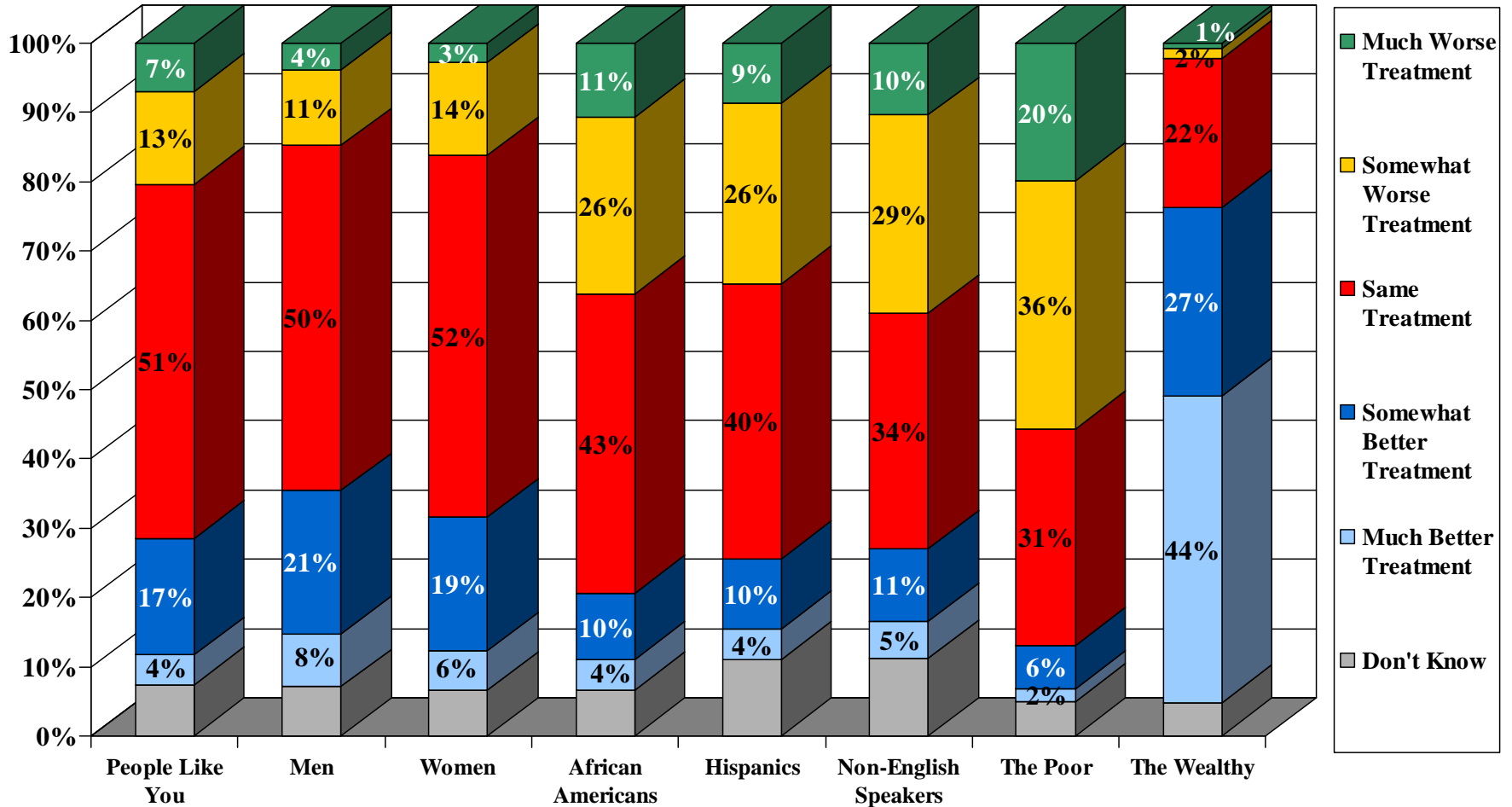
The Virginia Courts are best described by statements regarding courteous and helpful court personnel. Juries are also seen as representative.



Q5. What sort of treatment do you think the following groups of people receive in Virginia Courts compared to other groups?

All respondents (n=1100)

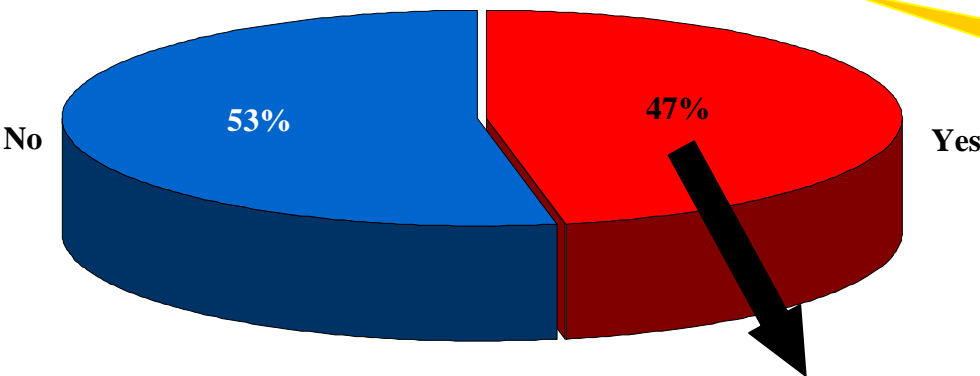
Respondents clearly feel that “The Wealthy” get better treatment from the Virginia Courts than other groups of people.



Q2a. In the past five years, have you personally had any experience with the Court System of Virginia, including a Clerk's office?

All respondents (n=1100)

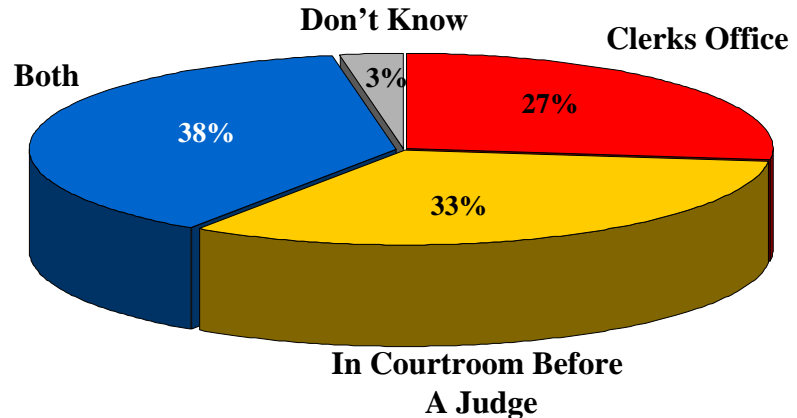
The number of people who had an experience with the court system in the 2007 wave of research is comparable to previous waves.



<u>Year</u>	<u>1992</u>	<u>1998</u>	<u>2000</u>	<u>2003</u>	<u>2005</u>
Yes	45.2%	46.5%	45.3%	52.3%	48.3%
No	54.8%	53.5%	54.7%	47.7%	51.7%

Q2b. Was your experience with the Clerk's office, before the judge, or both?

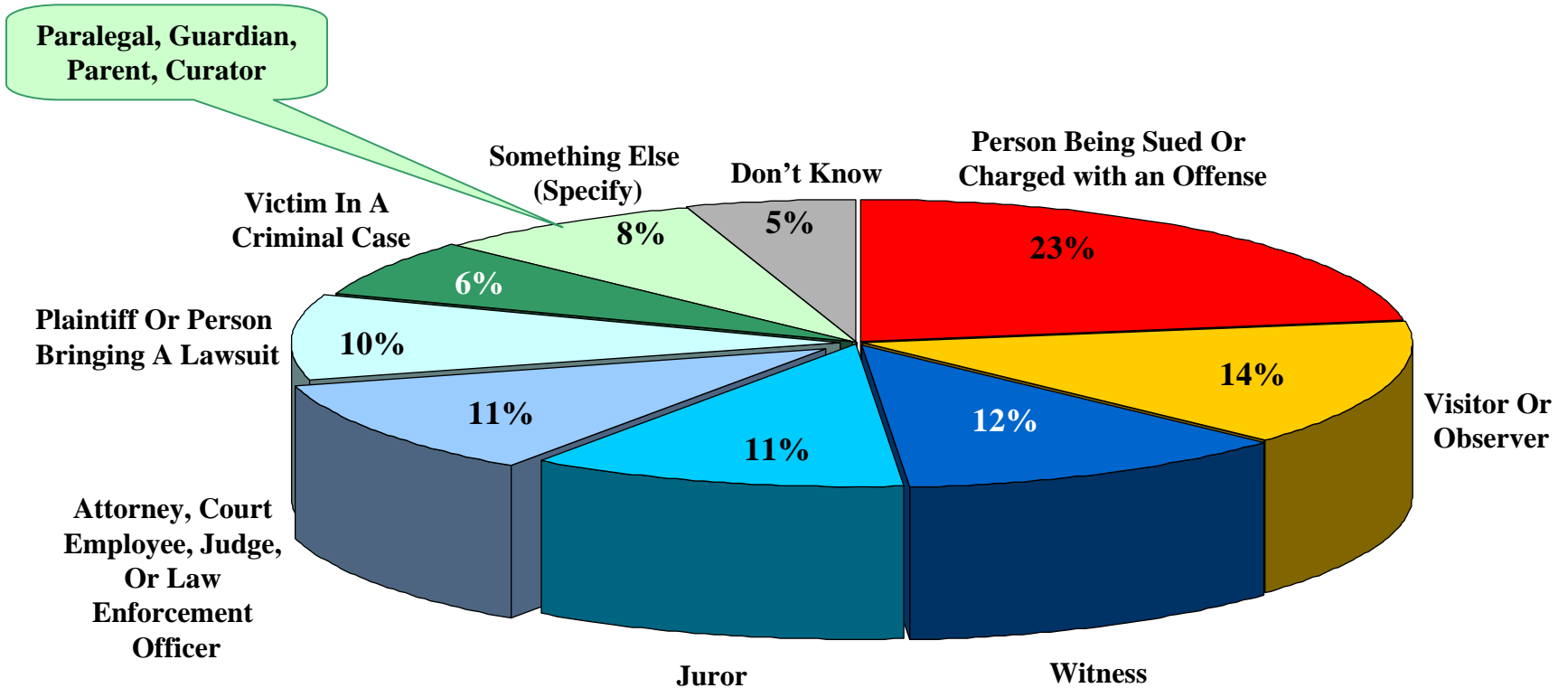
Overall Experienced Respondents (n=514)



**Respondents who have experience with the Virginia
Courts**

Q6a. The last time you were in a courtroom, which of the following were you? (1/2)

Experienced respondents in a courtroom before a judge (n=362)



Q6a. The last time you were in a courtroom, which of the following were you? (2/2)

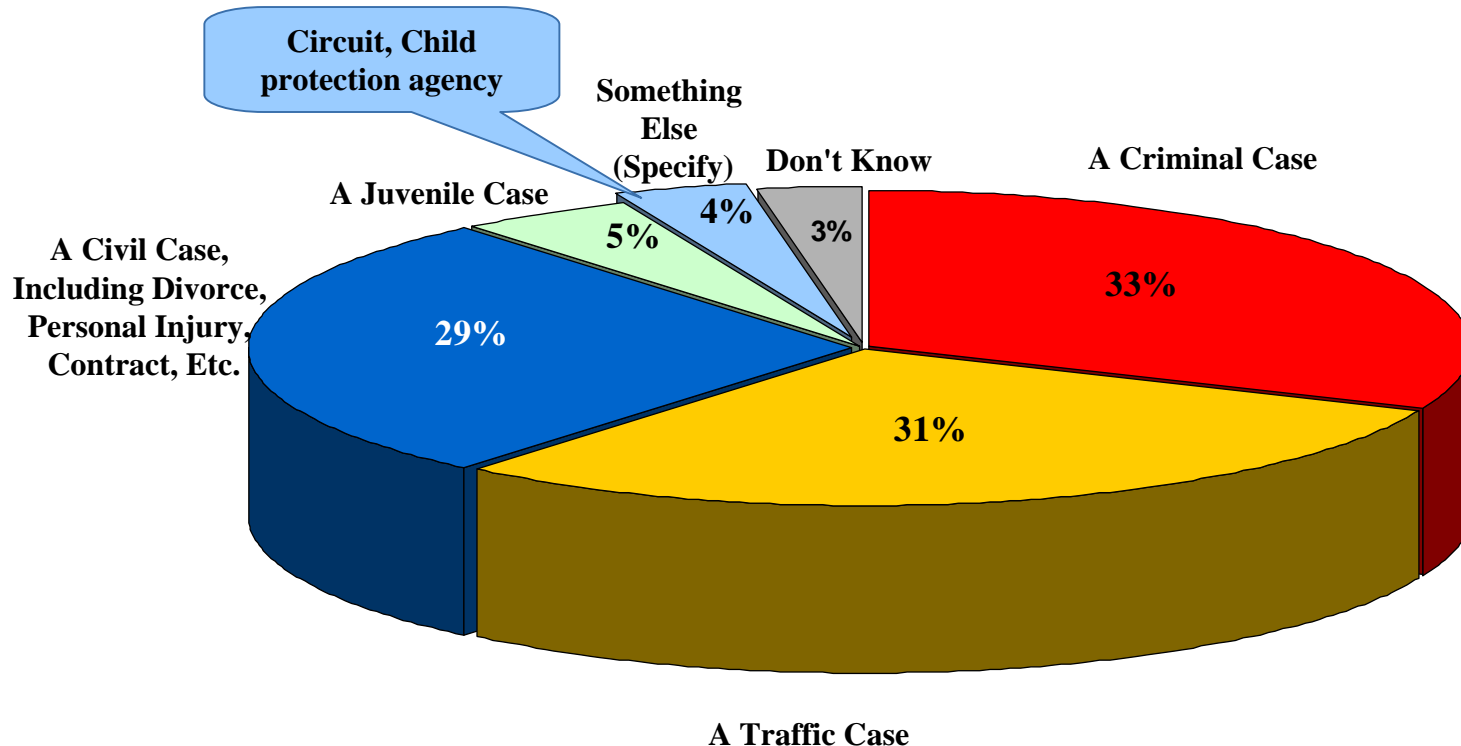
The percentages of respondents in each subgroup interacting with the court have varied over the years.

	Comparison 1992-2007					
Year	1992	1998	2000	2003	2005	2007
<i>n=</i>	721	282	272	288	290	362
<i>A Juror</i>	12%	14%	17%	19%	20%	11%
<i>A Visitor Or Observer</i>	11%	15%	17%	23%	23%	14%
<i>A Witness</i>	19%	19%	19%	16%	16%	12%
<i>A Victim In A Criminal Case</i>	6%	4%	5%	3%	5%	6%
<i>The Person Being Sued Or Charged With An Offense</i>	29%	28%	28%	27%	26%	22%
<i>The Person Bringing The Lawsuit</i>	17%	14%	11%	7%	7%	10%
<i>A Court Employee, Judge, Police Officer, Or Attorney</i>	2%	5%	3%	5%	3%	11%
<i>Something Else</i>	5%	2%	1%	0%	0%	10%

Q6b. The last time you were in a courtroom, which kind of case were you involved in or there to observe?

Experienced respondents in a Courtroom before a judge; without attorneys, court employees, judges or law enforcement officers (n=322)

One-third of experienced respondents were involved in a criminal case, about one-third in a traffic case and the remaining third in civil and other cases.



Q6b. The last time you were in a courtroom, which kind of case were you involved in or there to observe? (2/2)

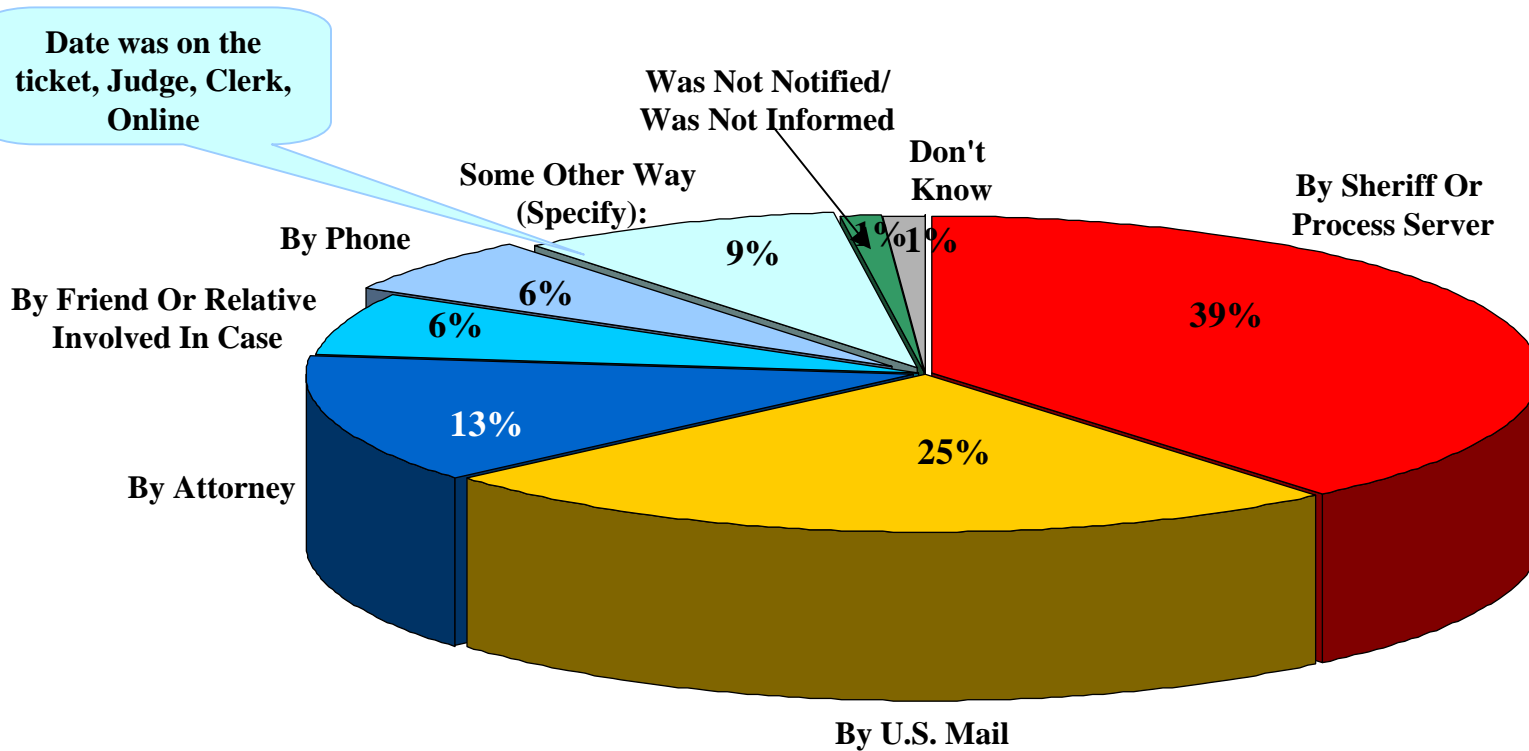
Over the past years the percent of respondents involved in a criminal case has increased. Trends in all categories cannot be compared due to the survey design in that year.

	Comparison 1992-2007					
Year	1992	1998	2000	2003	2005	2007
<i>n=</i>	709	282	272	288	290	322
<i>Traffic</i>	40%	31%	38%	33%	32%	31%
<i>Criminal</i>	17%	26%	20%	28%	27%	33%
<i>Civil</i>	20%	239%	23%	18%	26%	29%
<i>Juvenile</i>	7%	7%	7%	7%	5%	5%
<i>Divorce Or Domestic Relations</i>	11%	11%	13%	14%	9%	n/a
<i>Something Else</i>	5%	3%	0%	0%	0%	4%

Q7a. How were you informed about the court date?

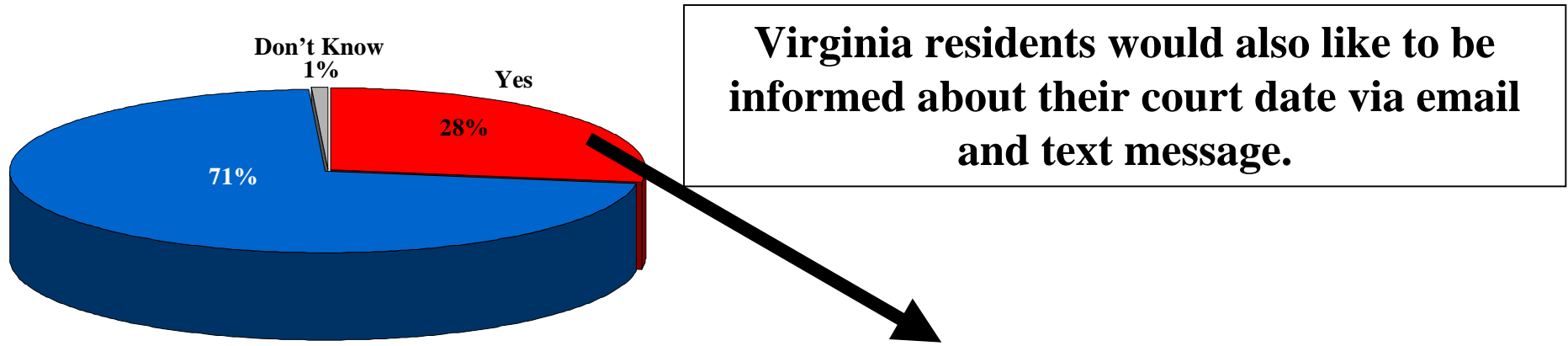
Experienced respondents in a Courtroom before a judge; without attorneys, court employees, judges or law enforcement officers (n=322)

Most respondents were informed about their court date by Sheriff/ Process Server, U.S. Mail or by Attorney.



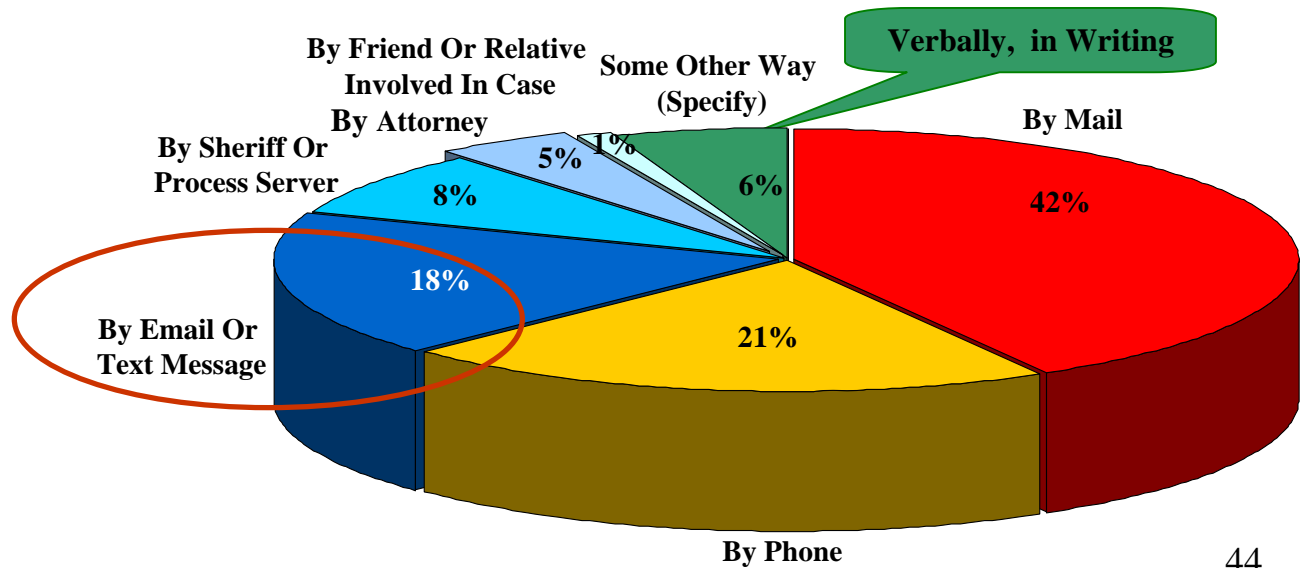
Q7b. Is there an additional way in which you would like to be informed?

Experienced respondents in a Courtroom before a judge; without attorneys, court employees, judges or law enforcement officers (n=322)



Q7bb. By what method would you prefer to receive information from the court?

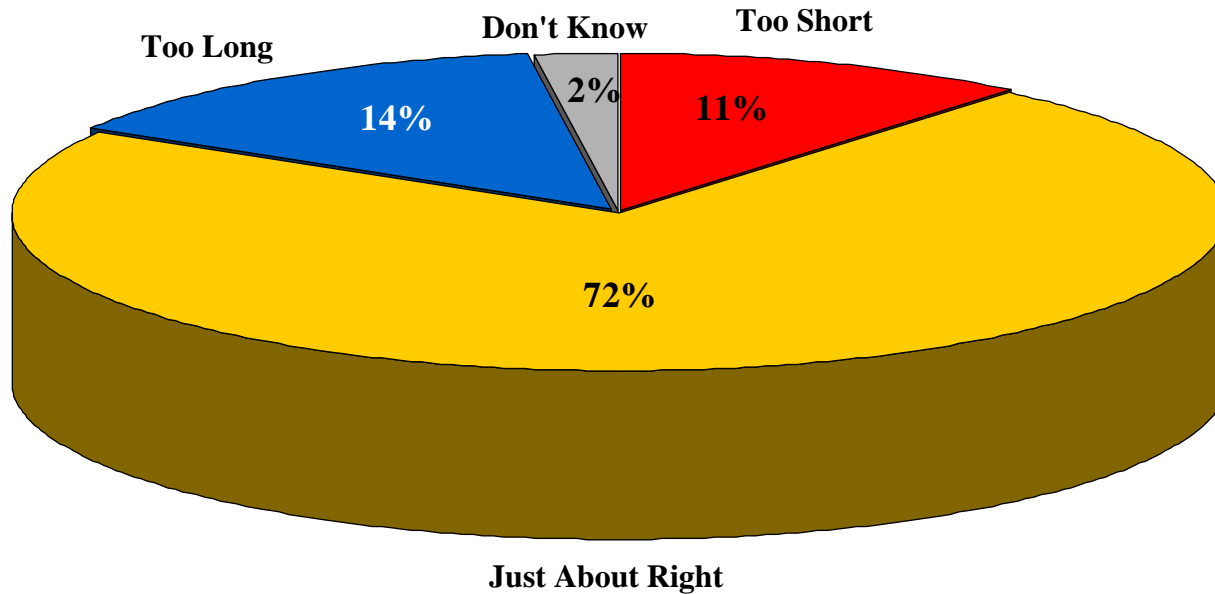
Experienced respondents who prefer an additional way to be informed (n=89)



Q7c. How do you feel about the time between when you were informed about the court date and the actual court date?

Experienced respondents in a Courtroom before a judge; without attorneys, court employees, judges or law enforcement officers (n=322)

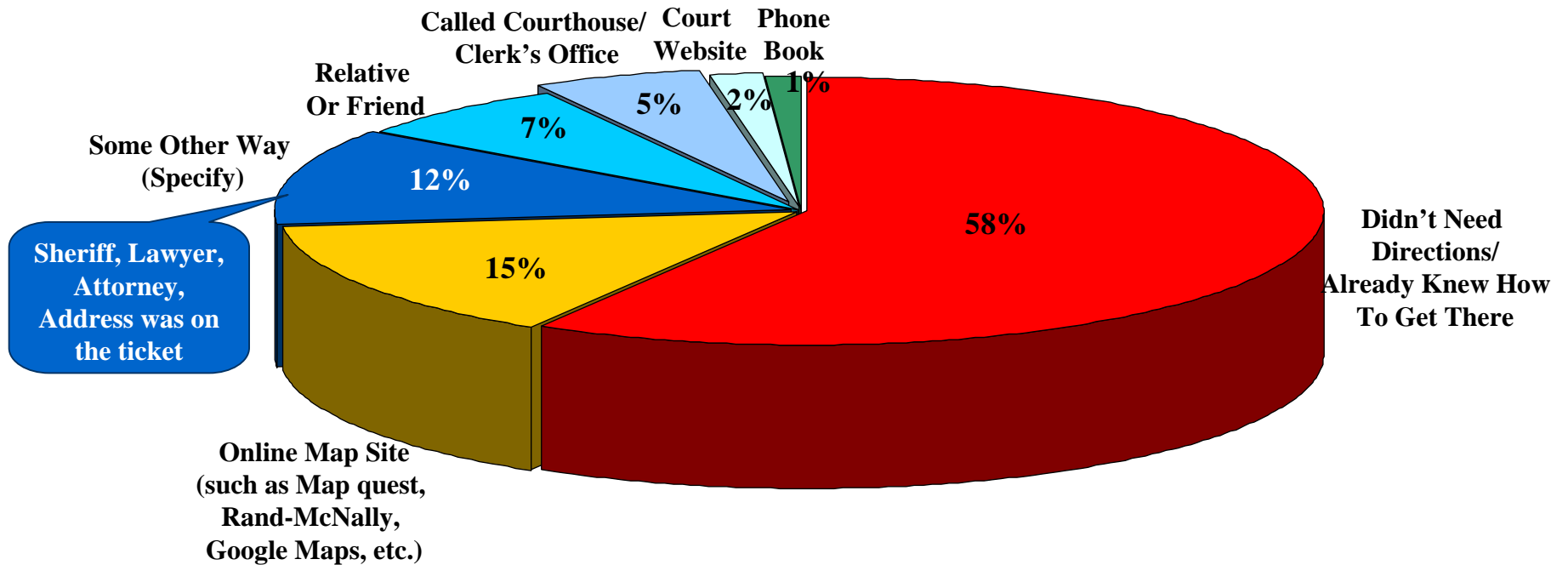
About three-quarters of Virginia residents think that the time between when they were informed and their court date was just about right.



Q8a. The last time you went to a Virginia Court, from where did you get directions to the Courthouse?

Experienced respondents in a Courtroom before a judge; without attorneys, court employees, judges or law enforcement officers (n=322)

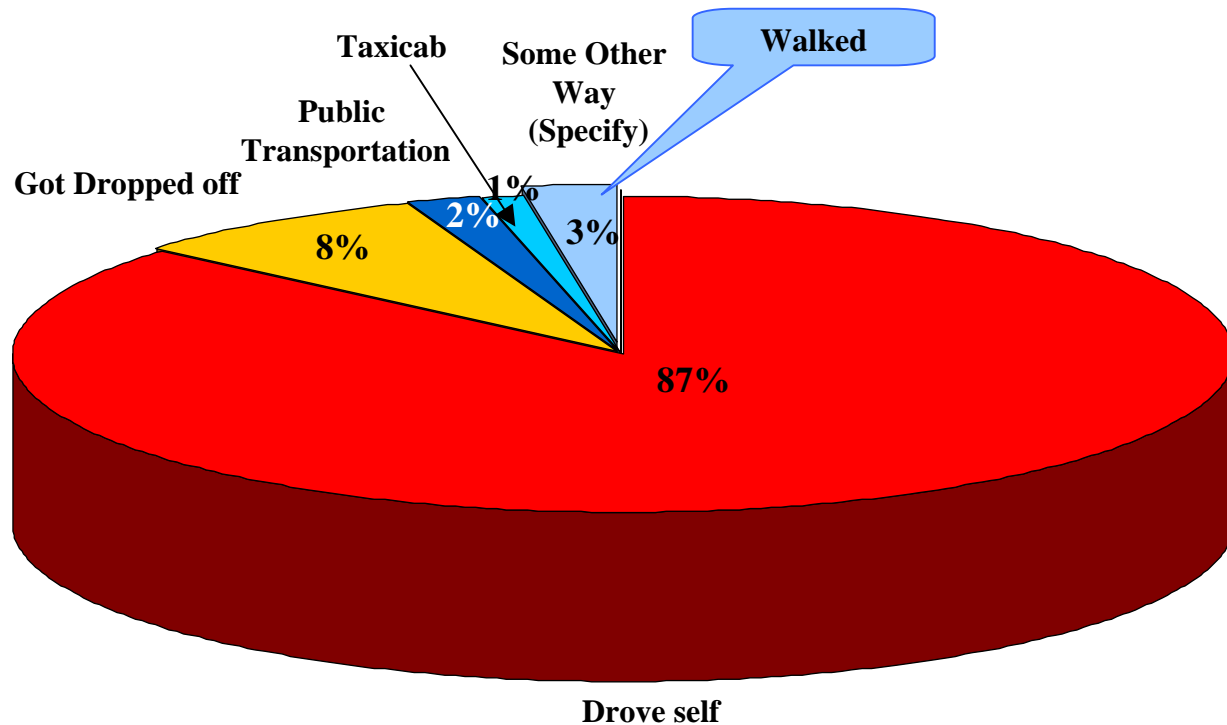
Over half of Virginia residents didn't need directions on how to get to the courthouse. Others got directions online, from a friend, or in some other way.



Q9a. How did you get to the courthouse?

Experienced respondents in a Clerk's Office or in a Courtroom before a judge; without attorneys, court employees, judges or law enforcement officers (n=460)

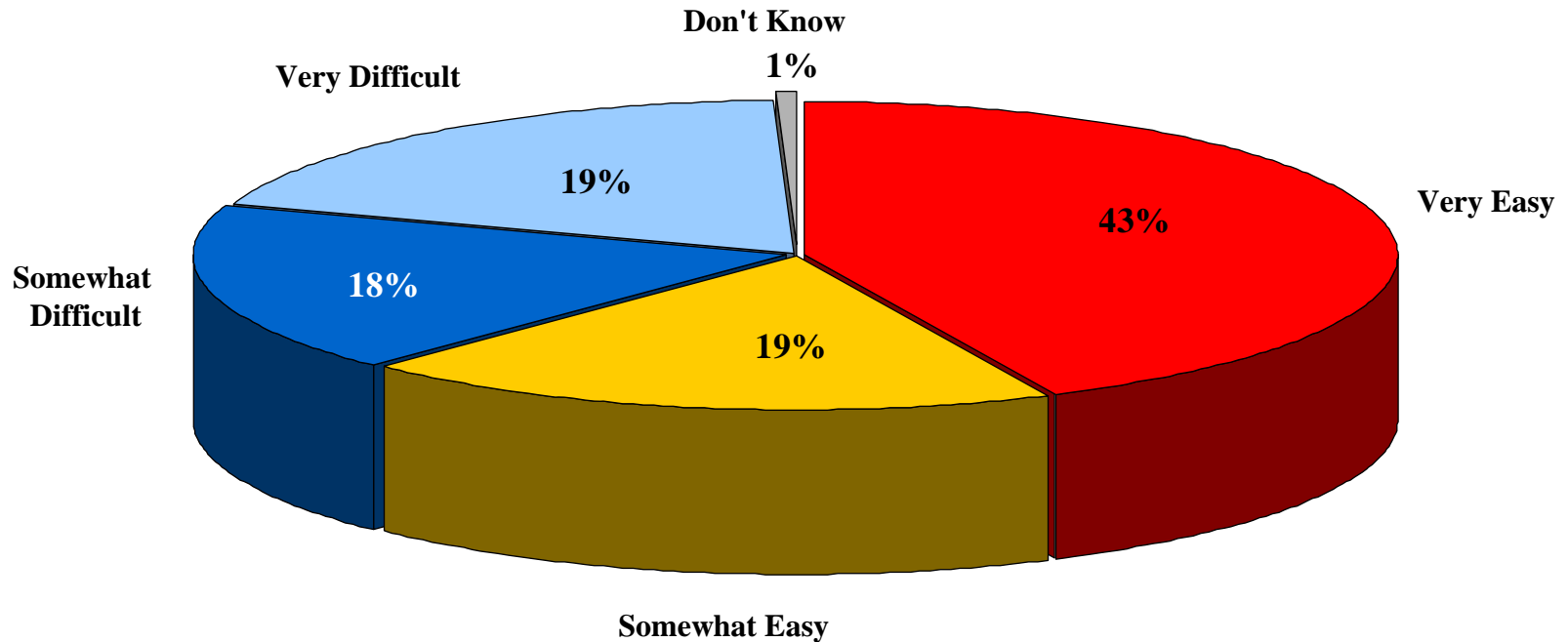
The vast majority of respondents drove themselves to the courthouse.



Q9b. How easy or difficult was it to find a parking place near the courthouse?

Experienced respondents who drove themselves to the courthouse (n=398)

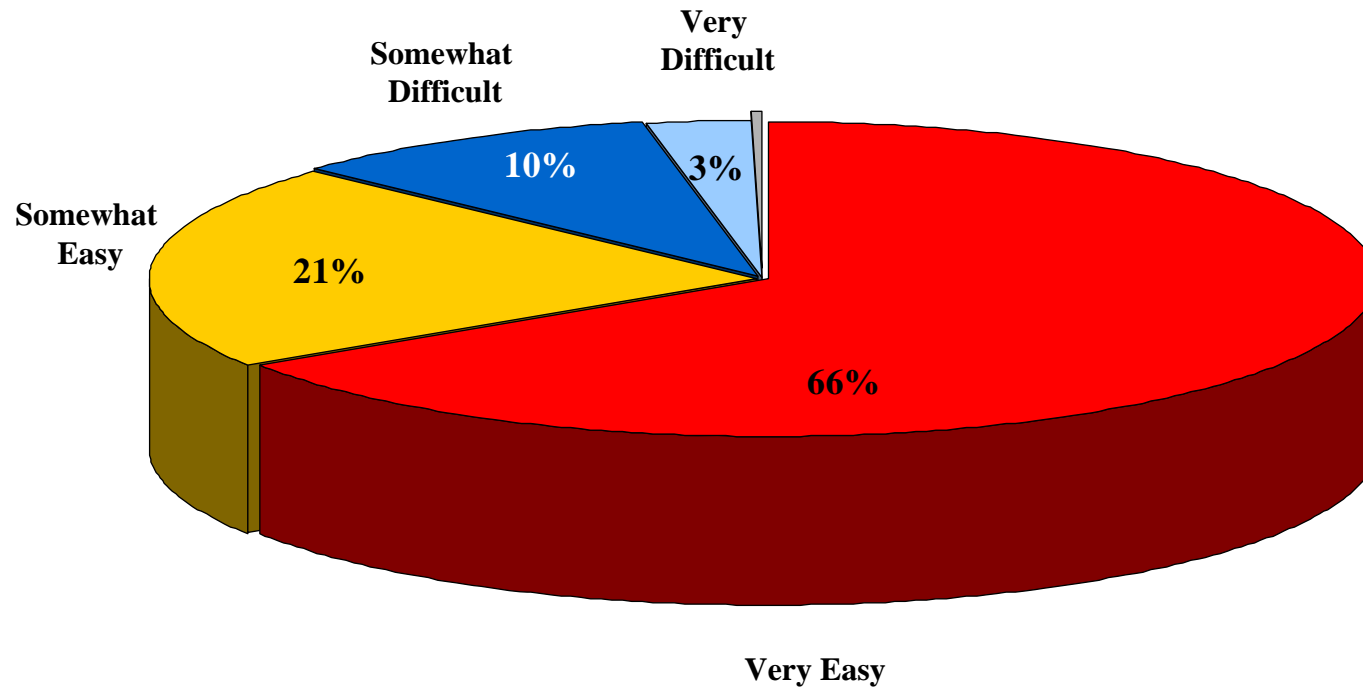
Over one-third of respondents who drove themselves found it at least somewhat difficult to find a parking space near the courthouse.



Q10. How easy or difficult was it to find the entrance to the courthouse?

Experienced respondents who drove themselves to the courthouse (n=398)

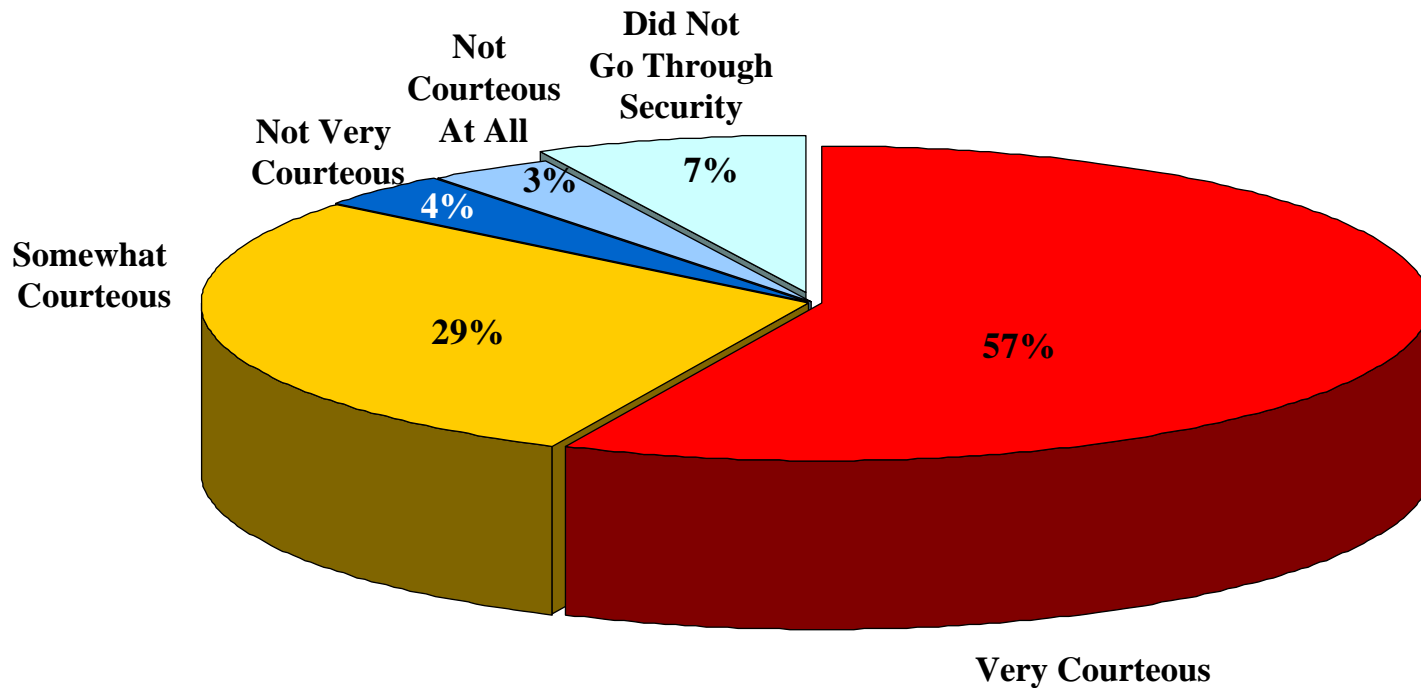
Almost all Virginia residents found it somewhat/ very easy to find the entrance to the courthouse.



Q12a. During your security screening, how COURTEOUS were the sheriff's officers you encountered?

Experienced respondents in a Clerk's Office or in a Courtroom before a judge;
without attorneys, court employees, judges or law enforcement officers (n=460)

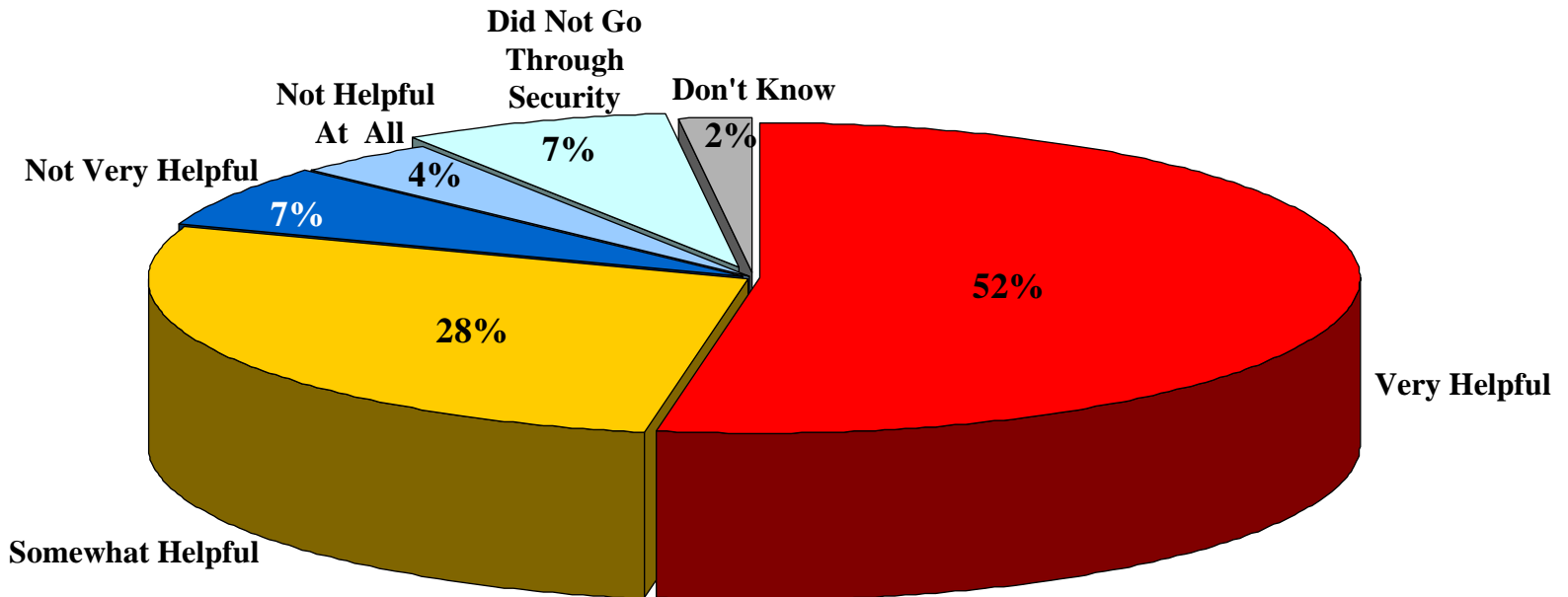
Over four-fifths of respondents who went through security screening reported that the sheriff's officers are courteous. A few respondents say that they were not screened.



Q12b. During your security screening, how HELPFUL were the sheriff's officers you encountered?

Experienced respondents in a Clerk's Office or in a Courtroom before a judge; without attorneys, court employees, judges or law enforcement officers (n=460)

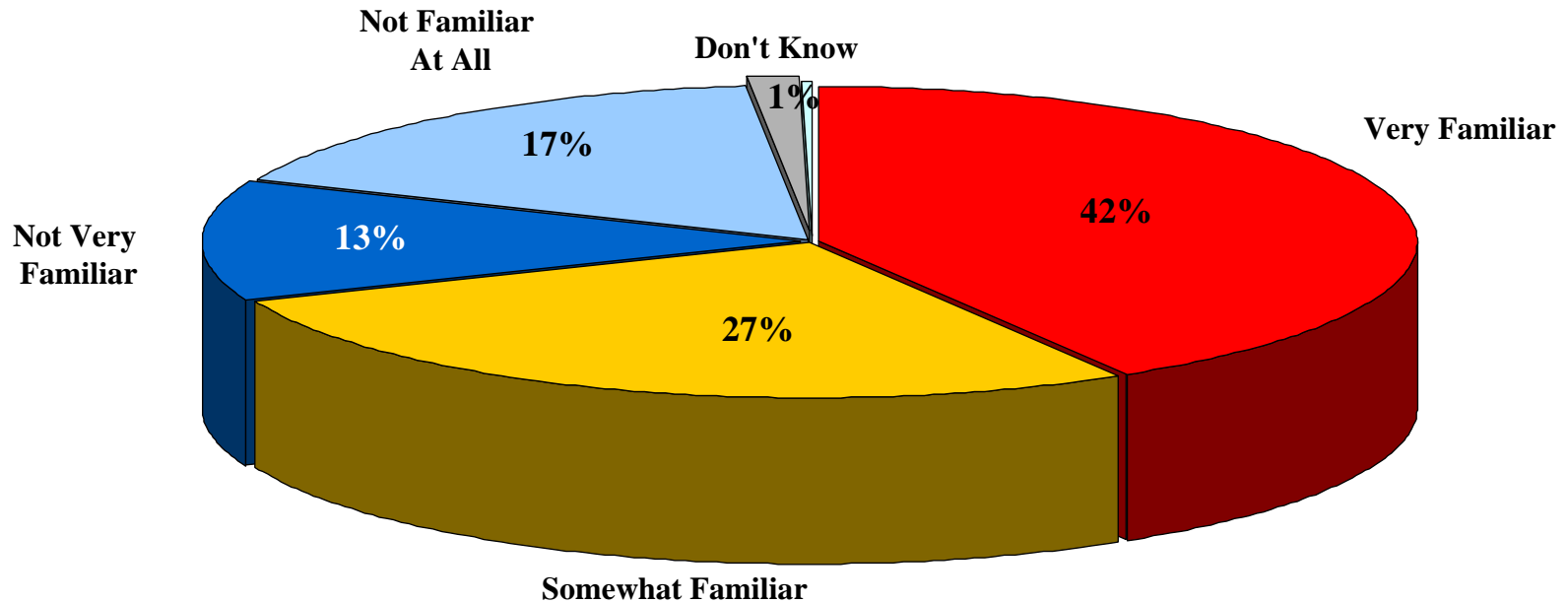
Over three-quarters of respondents who went through security screening say that the sheriff's officers are helpful.



Q13a. Prior to arriving at the courthouse, how familiar were you with the list of prohibited items?

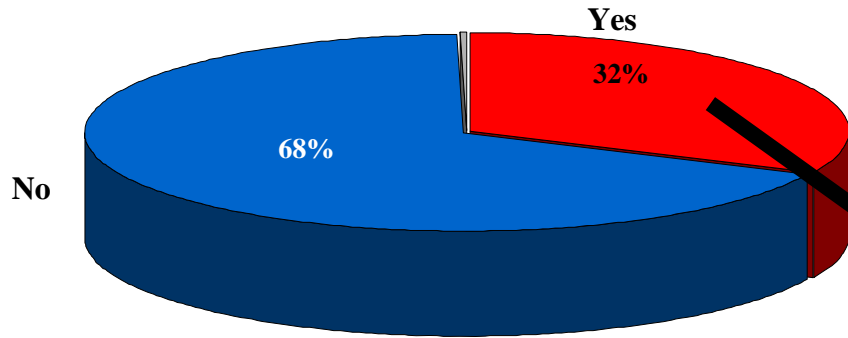
Experienced respondents except the ones who did not go through security (n=427)

The majority of those going to the courthouse were familiar with the list of prohibited items.



Q13b. Did you bring any of the prohibited items, such as cell phones, backpack, pocket knife or drink, with you to the courthouse?

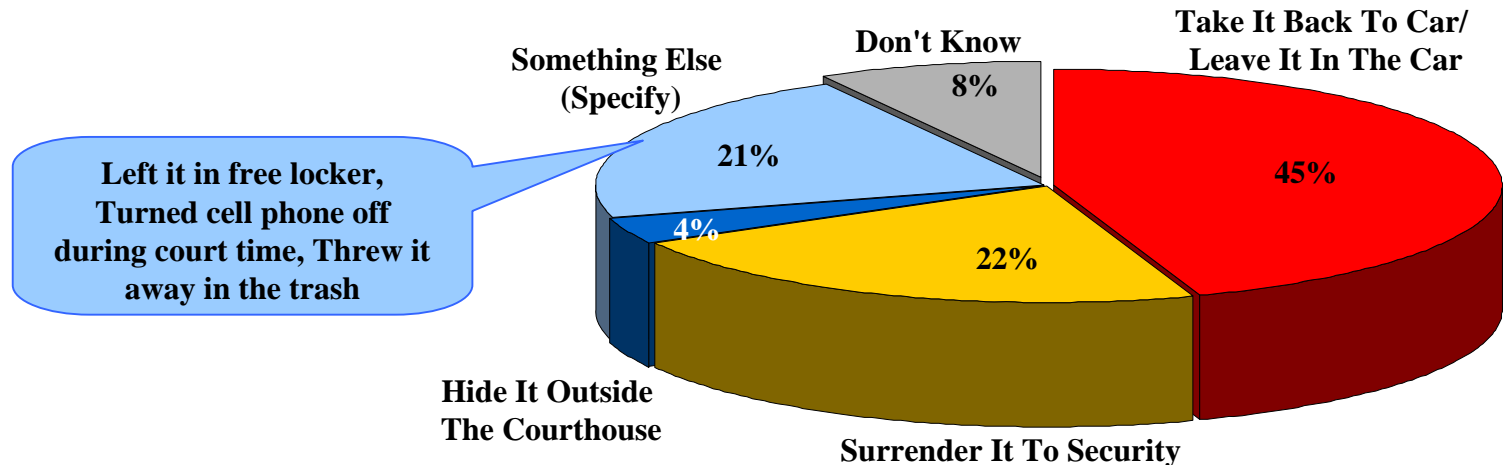
Experienced respondents except the ones who did not go through security (n=427)



About a third of those surveyed brought prohibited items to the courthouse.

Q13bb. What did you do with the item or items when you realized you couldn't bring them in to the courthouse?

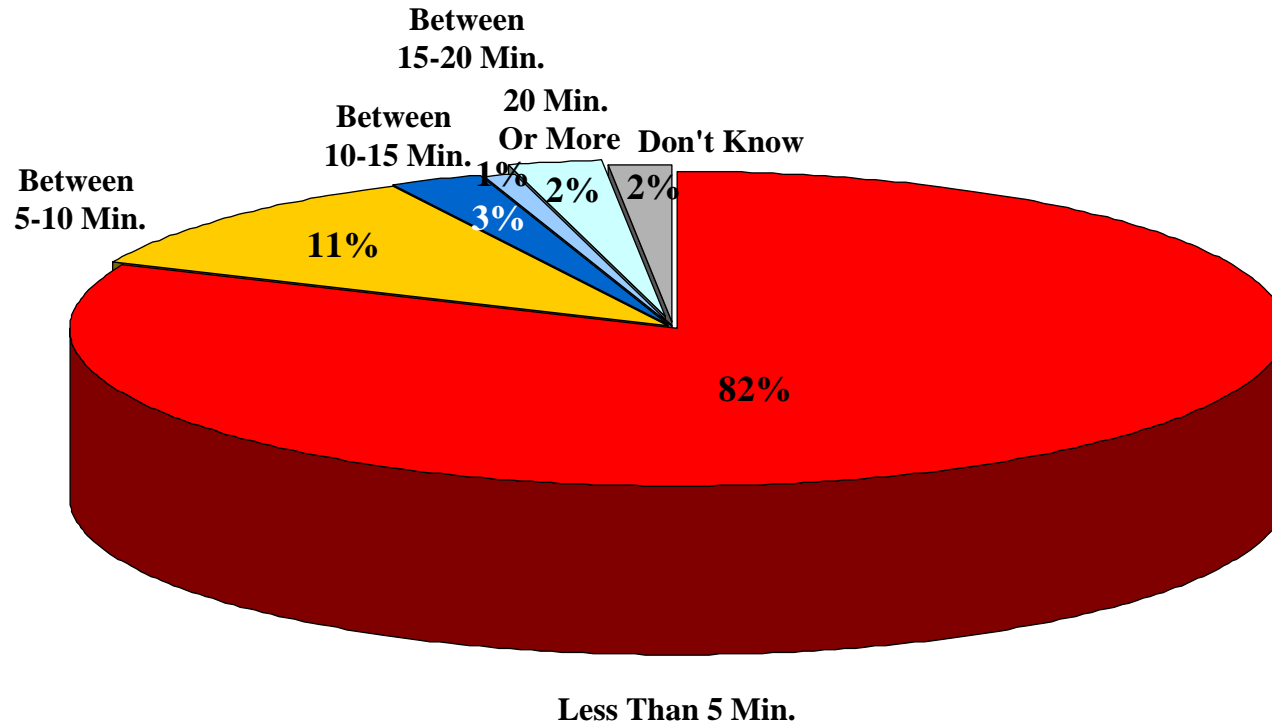
Experienced respondents who brought prohibited items to the courthouse (n=136)



Q13c. Approximately how long did it take you to get through the security checkpoint?

Experienced respondents except the ones who did not go through security (n=427)

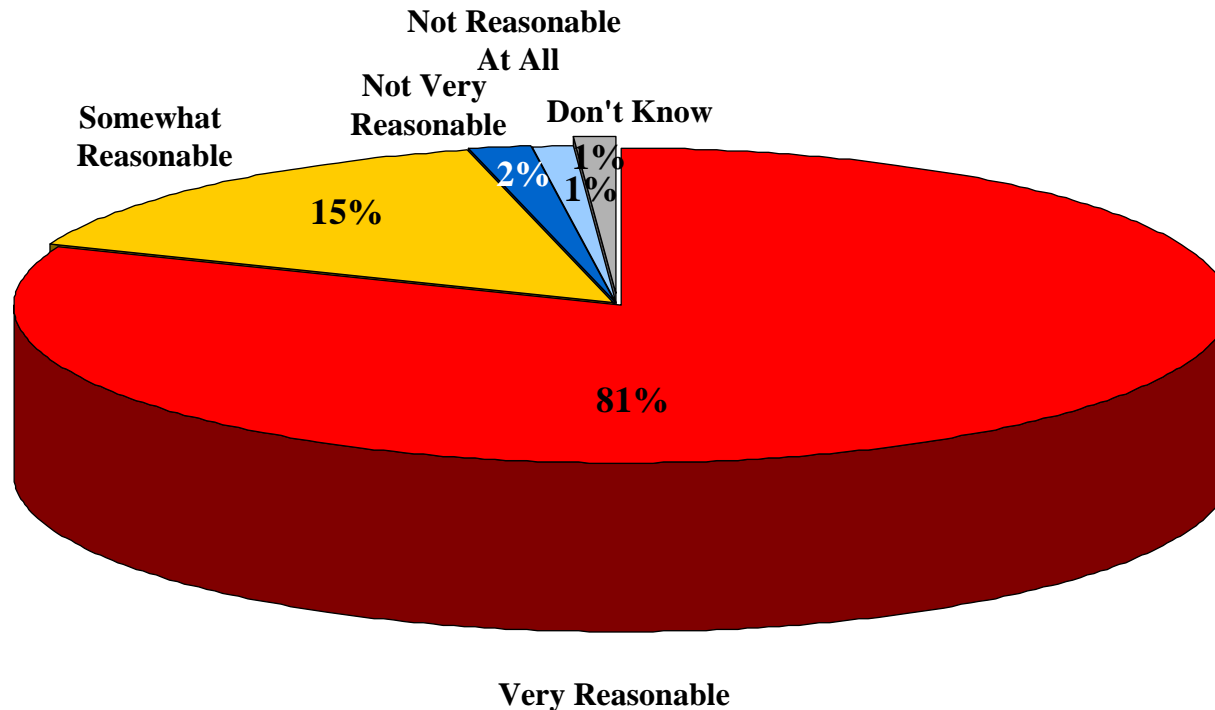
Over four-fifths of respondents say that it took them less than 5 minutes to go through courthouse security.



Q13d. In your opinion, how reasonable was the amount of time it took for you to get through the security check point, given the number of people and overall busyness of the courthouse that day?

Experienced respondents except the ones who did not go through security (n=427)

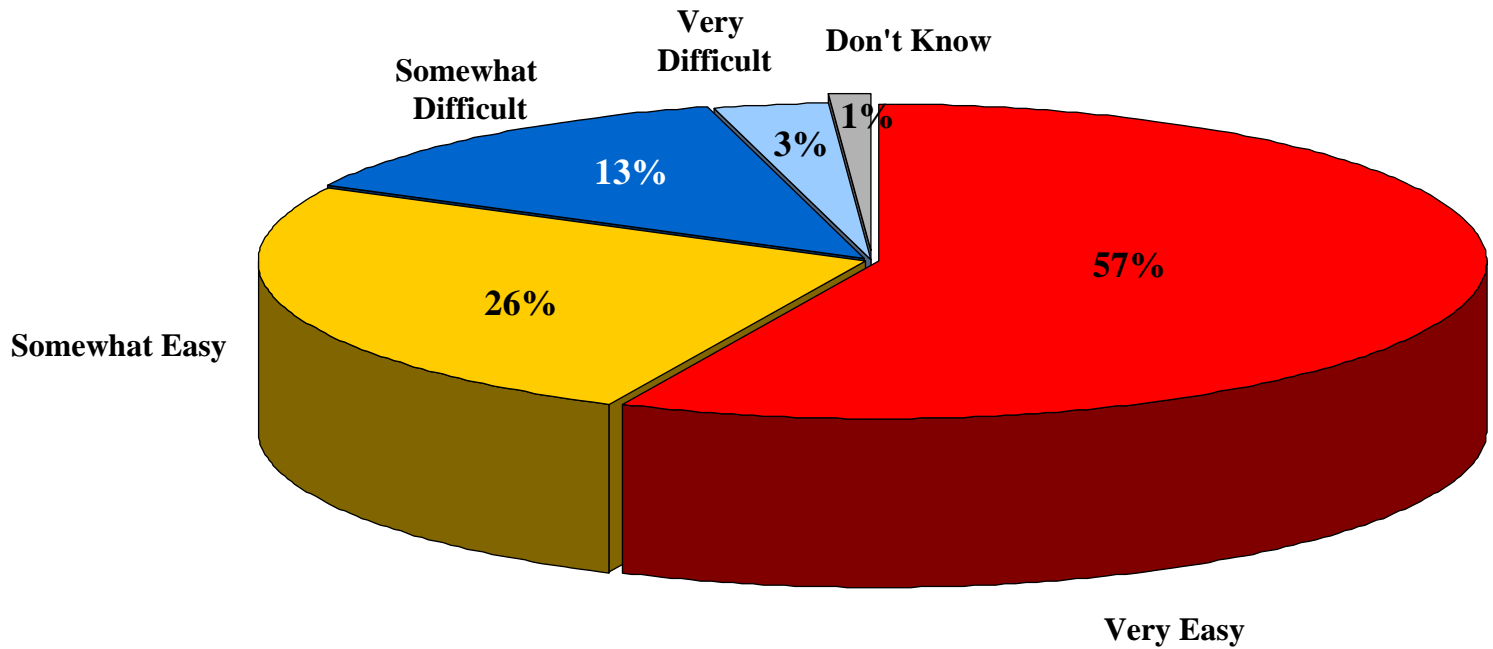
Most people visiting the courthouse think the time it took to go through security was very reasonable.



Q14a. How easy or difficult was it to find the actual courtroom you were looking for?

Experienced respondents in a Courtroom before a judge; without attorneys, court employees, judges or law enforcement officers (n=322)

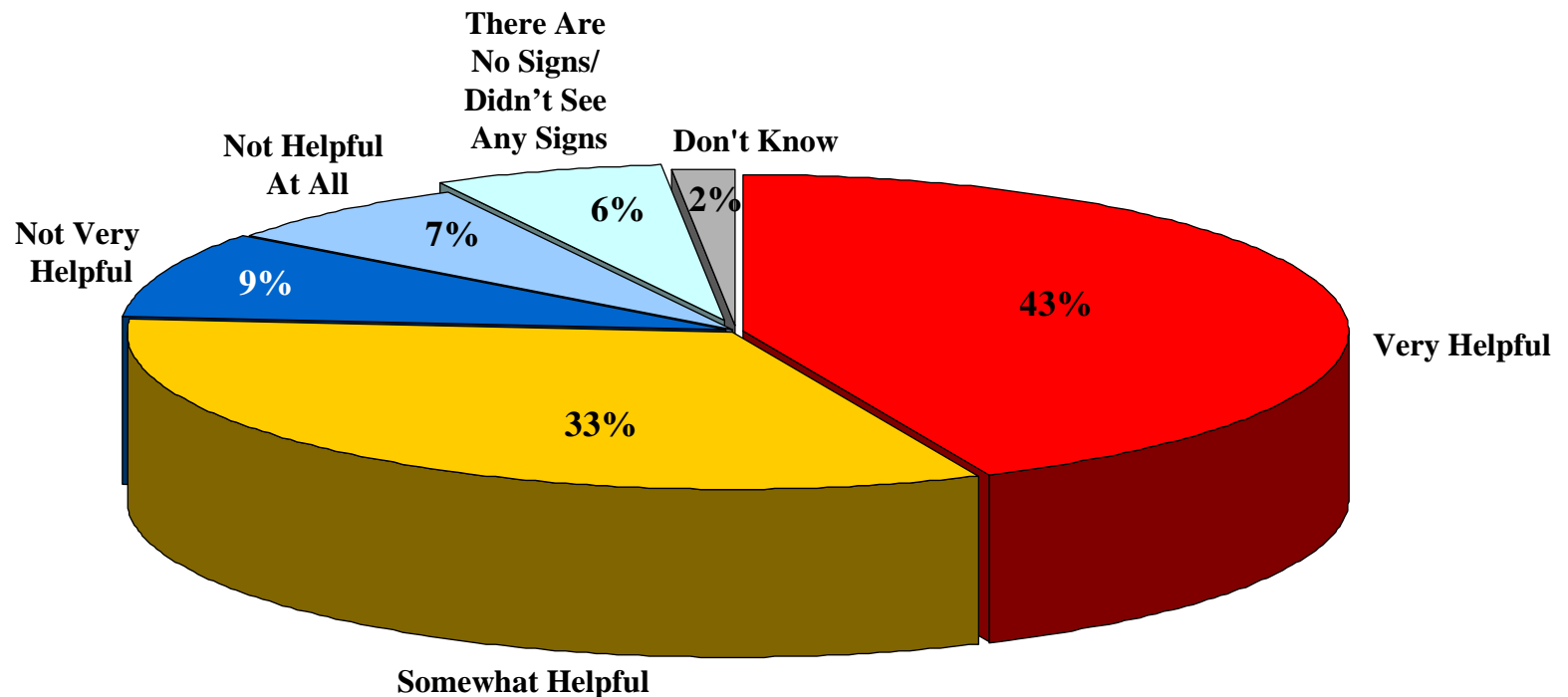
Many Virginia residents visiting the courthouse say that it was somewhat or very easy to find the courtroom they were looking for.



Q14b. How helpful were the signs posted in the courthouse to help people find their way around?

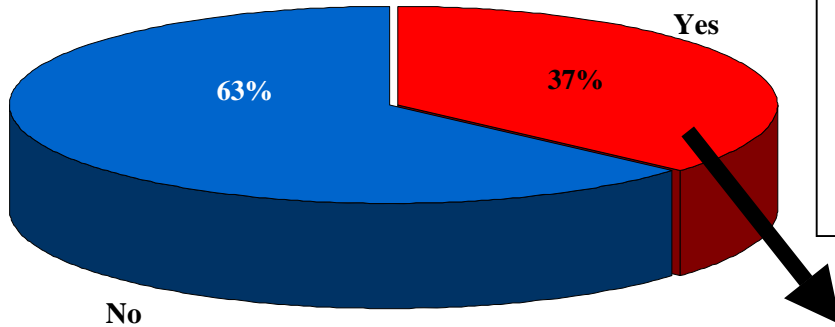
Experienced respondents in a Courtroom before a judge; without attorneys, court employees, judges or law enforcement officers (n=322)

Around three-quarters of those visiting the courthouse say that the signs were at least somewhat helpful to find their way.



Q14c. Did you need to ask anyone for directions to the courtroom you were looking for?

Experienced respondents in a Courtroom before a judge; without attorneys, court employees, judges or law enforcement officers (n=322)

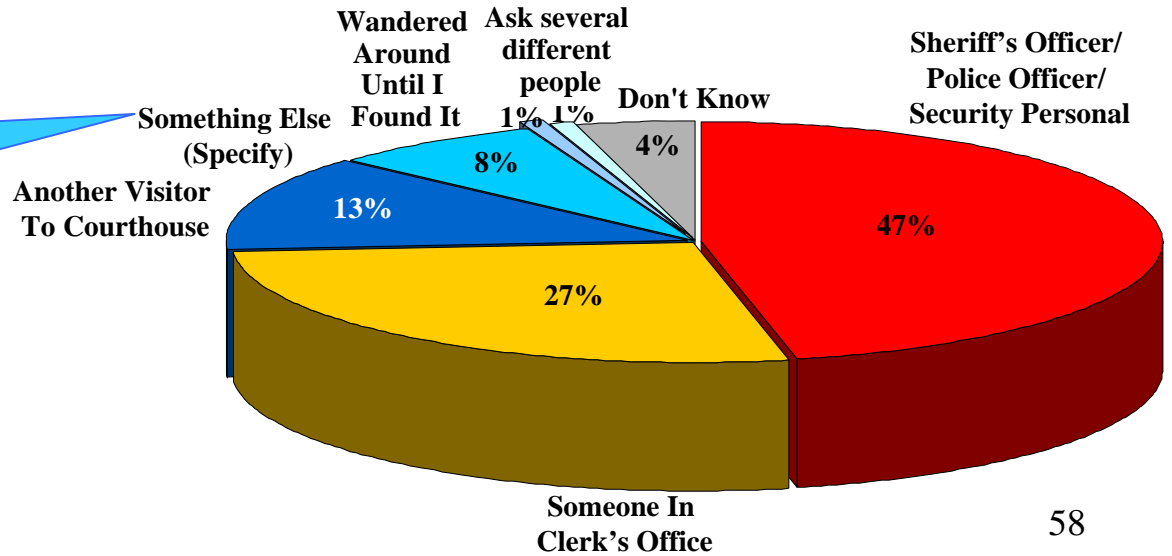


Over one-third of courthouse visitors had to ask for directions to their courtroom. Most asked an officer or someone in the Clerk's Office.

Q14cc. Who did you ask?

Experienced respondents who asked for directions (n=118)

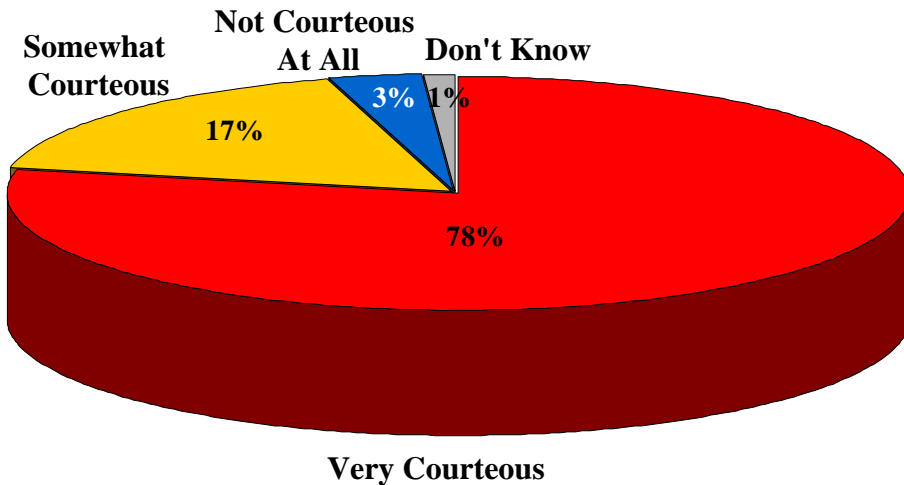
Someone at the Information desk, Attorney, Receptionist



Almost all people who asked for directions say that the staff was courteous and helpful.

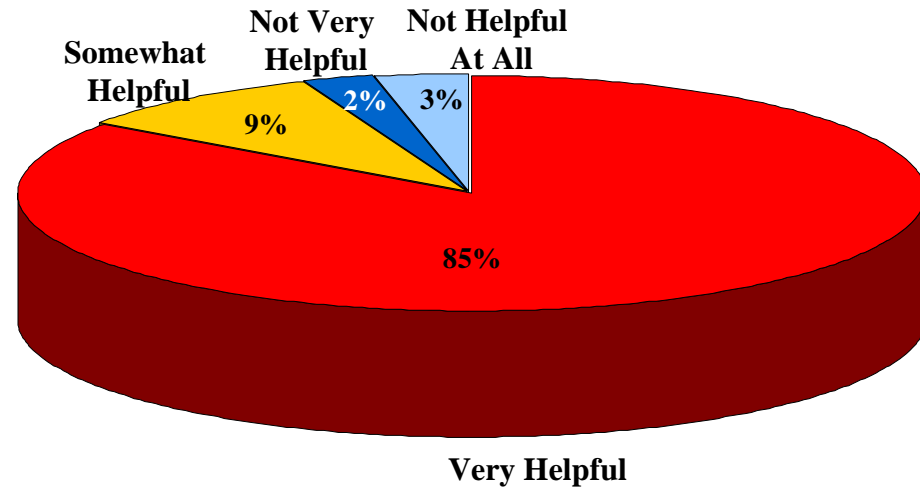
Q14ccca. How COURTEOUS was the person/s who gave you directions to the courtroom?

Experienced respondents who asked in Clerk's Office or Sheriff/
Police Officer/ Security personal (n=87)



Q14cccb. How HELPFUL was the person/s who gave you directions to the courtroom?

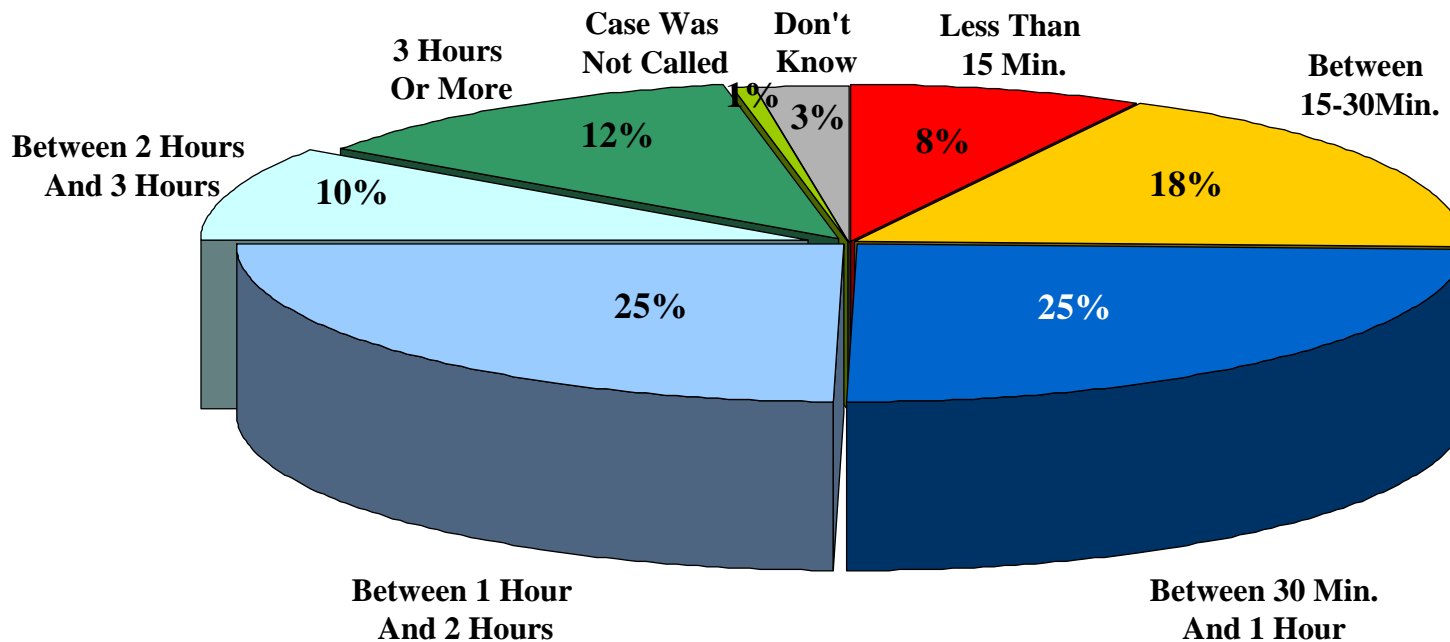
Experienced respondents who asked in Clerk's Office or Sheriff/
Police Officer/ Security personal (n=87)



Q15a. Approximately how long was your wait from the time the you were scheduled to be at court until your case was called?

Experienced respondents in a Courtroom before a judge; without attorneys, court employees, judges or law enforcement officers (n=322)

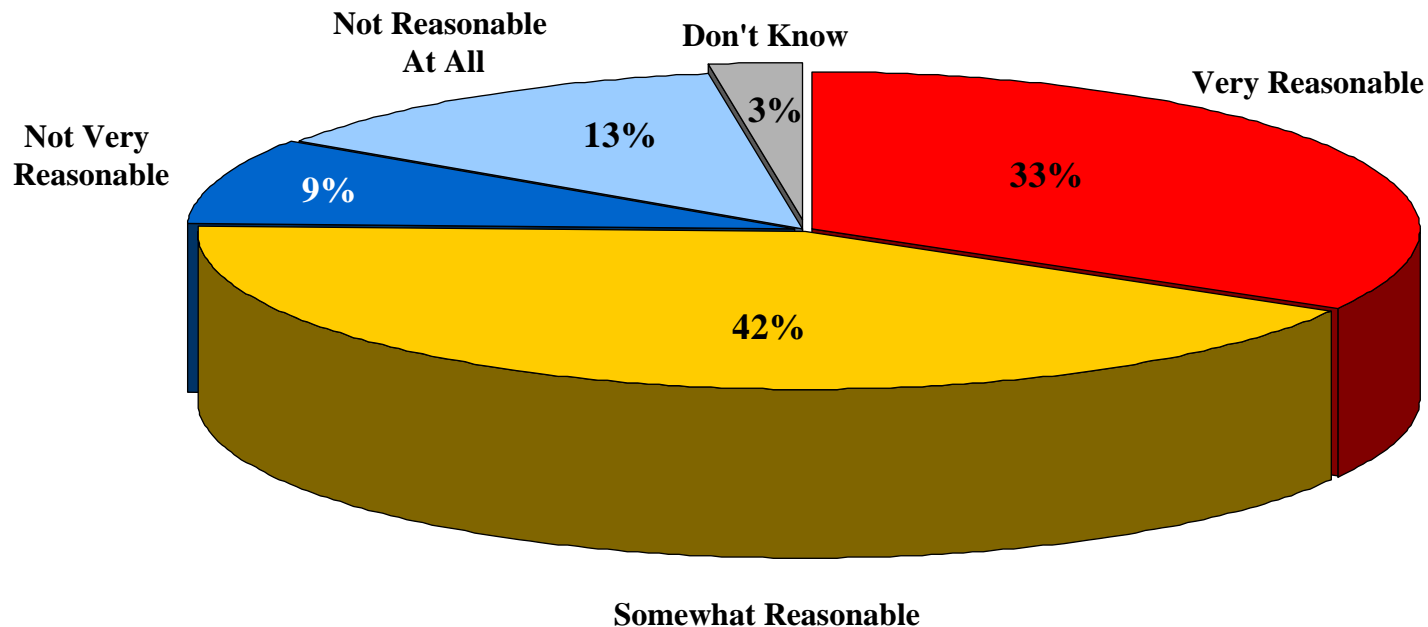
About half of those who went to the courthouse waited over an hour until their case was called.



Q15b. In your opinion, how reasonable was the length of your wait, given the number of cases heard during that time and the overall busyness of the courthouse that day?

Experienced respondents in a Courtroom before a judge; without attorneys, court employees, judges or law enforcement officers (n=322)

Three-quarters of those who went to the courthouse feel that their wait was somewhat or very reasonable. (Although not directly comparable, the waiting time appears more reasonable than in past years)

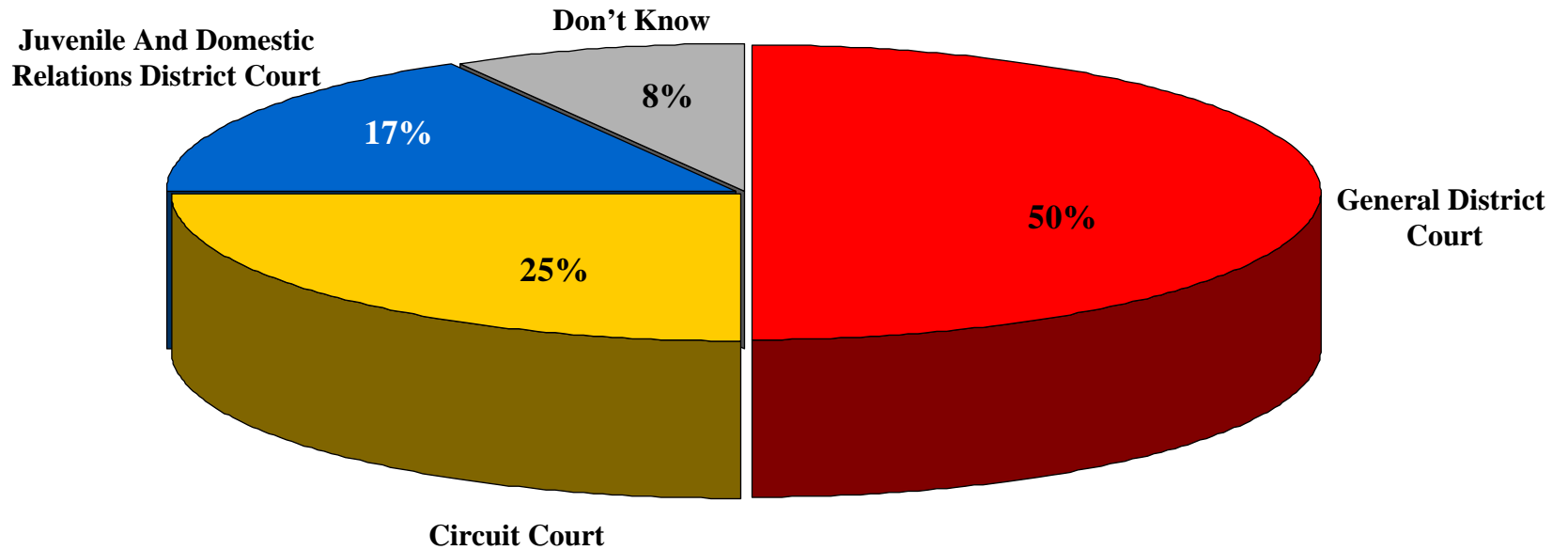


Court Experience Modules

- CIVIL PLAINTIFFS
- Defendants
- Victims
- Witnesses
- Jurors
- Visitors/ Observers
- Justice System Employees
- Clerk's Office

P1. Was the case in which you appeared handled in...?

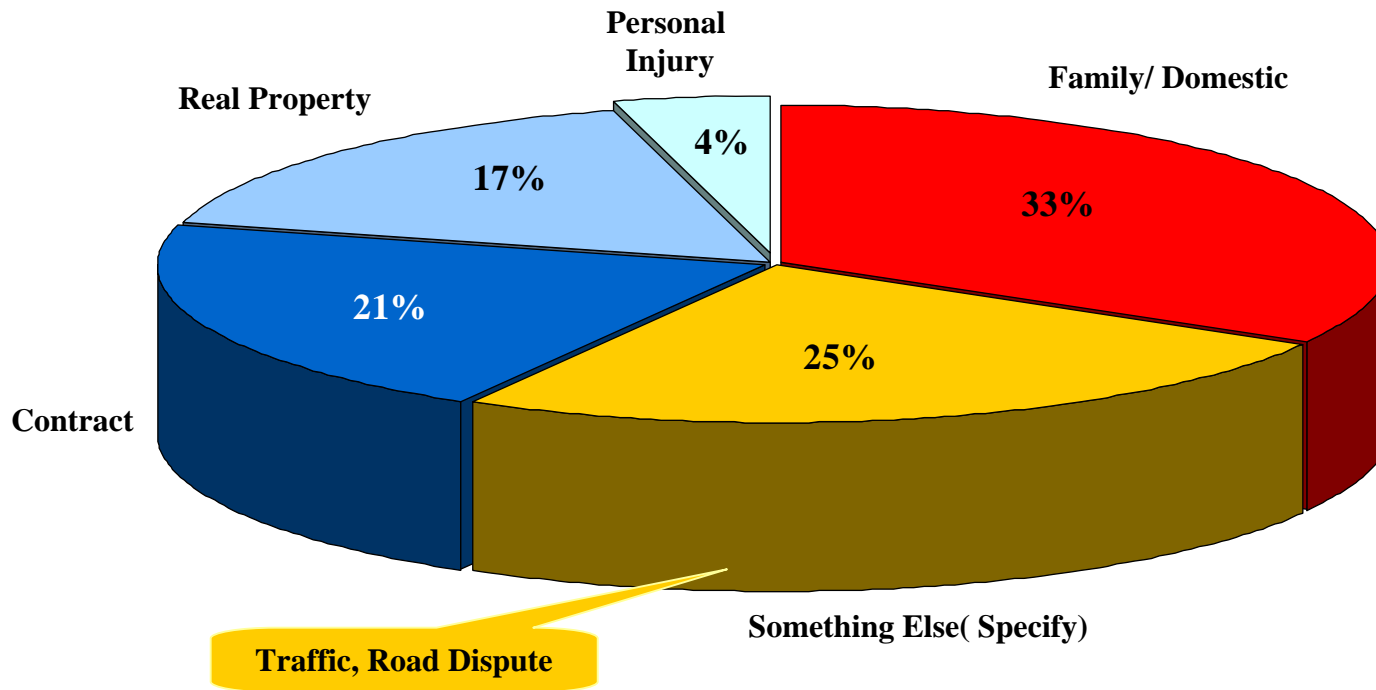
All plaintiffs (n=24)*



* Attention, SMALL BASE!

P2. What was the nature of the dispute?

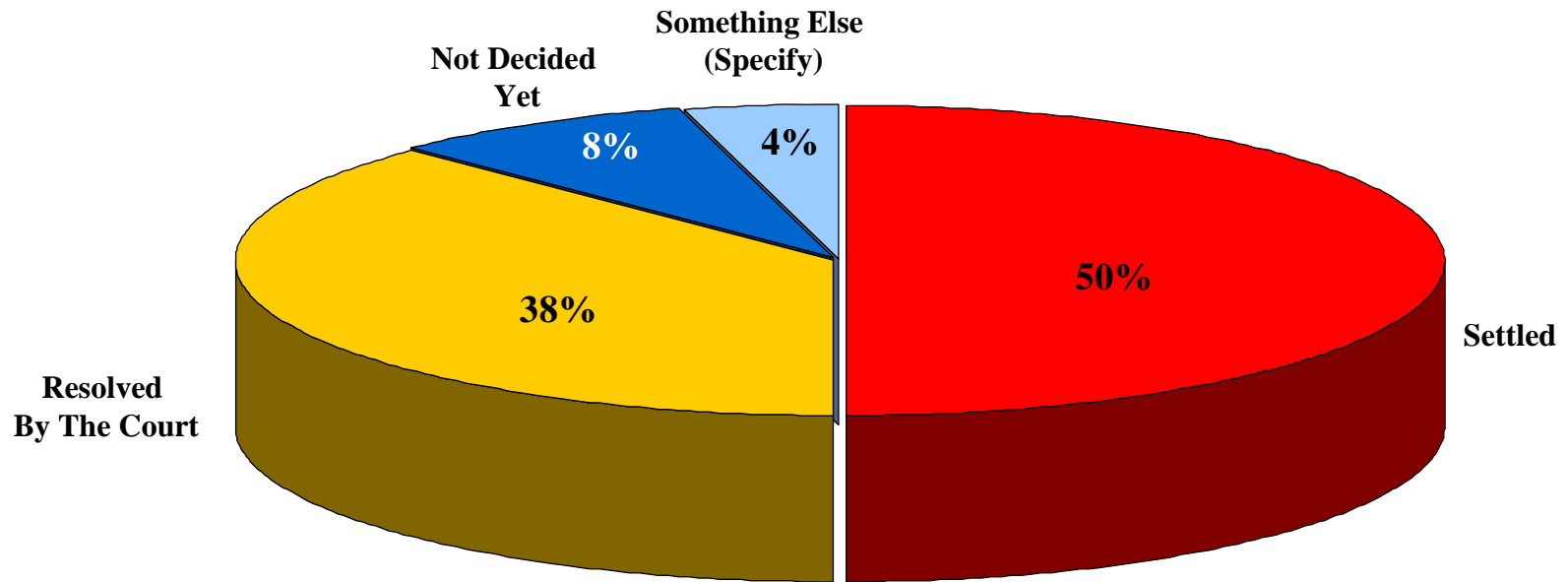
All plaintiffs (n=24)*



* Attention, SMALL BASE!

P3. How was the case resolved?

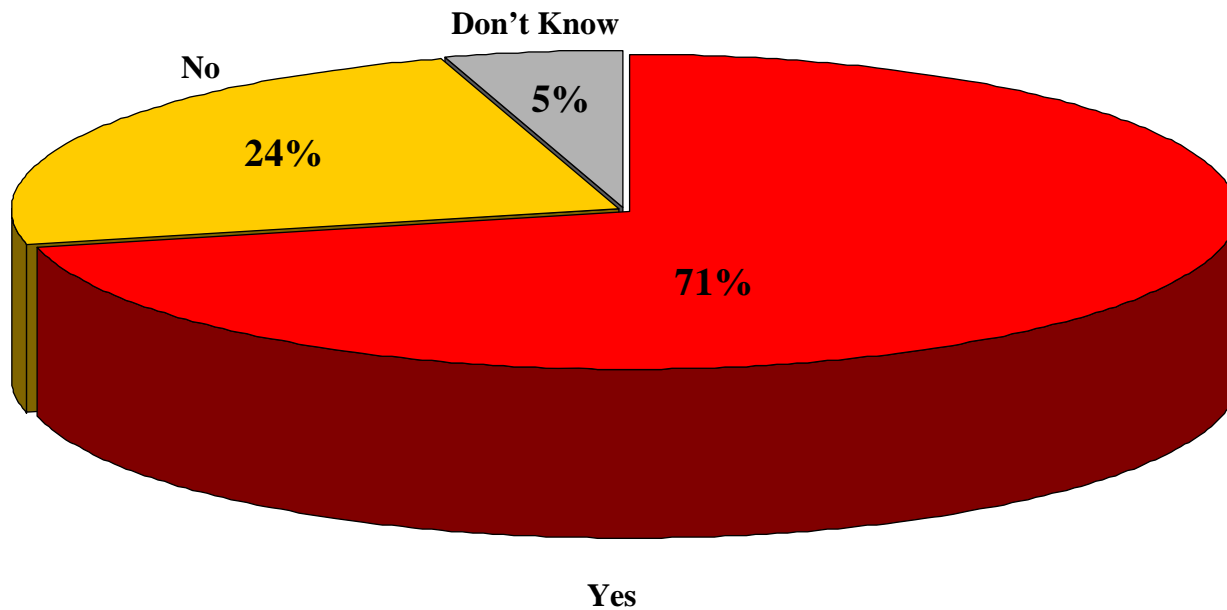
All plaintiffs (n=24)*



* Attention, SMALL BASE!

P4. Was the resolution of the case in your favor?

All plaintiffs whose case was settled or resolved by the court (n=21)*

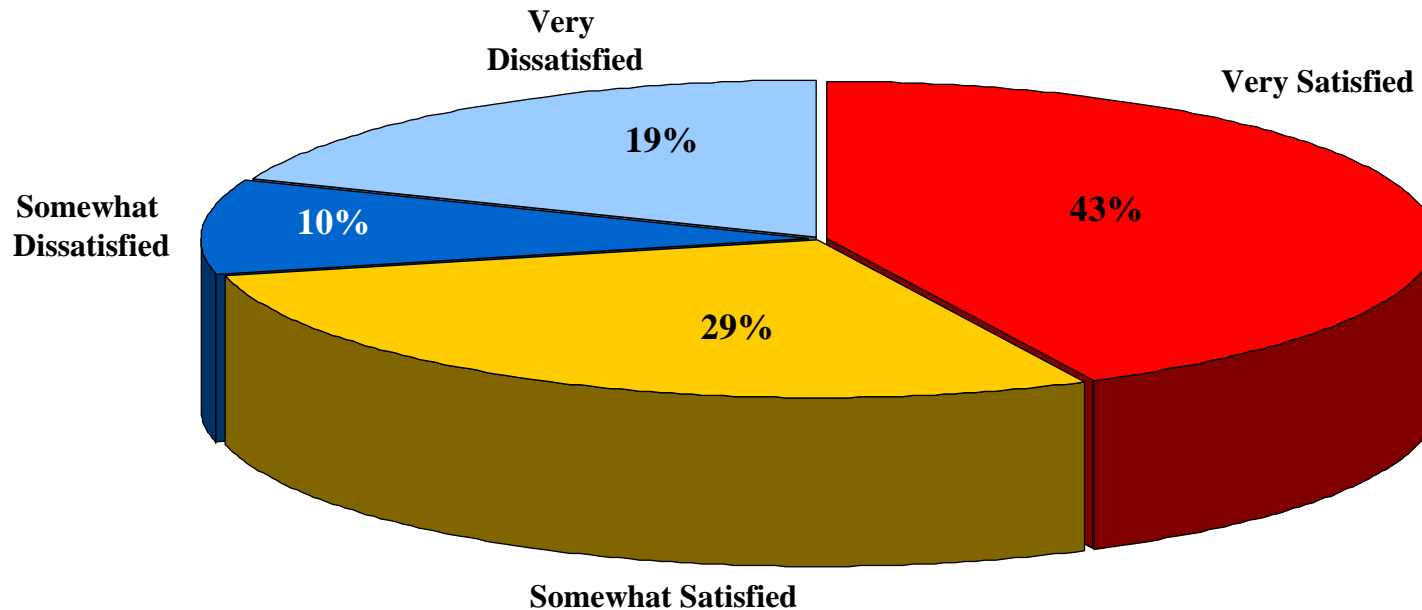


* Attention, SMALL BASE!

P5. How satisfied were you with the amount of time required to resolve your case?

All plaintiffs whose case was settled or resolved by the court (n=21)*

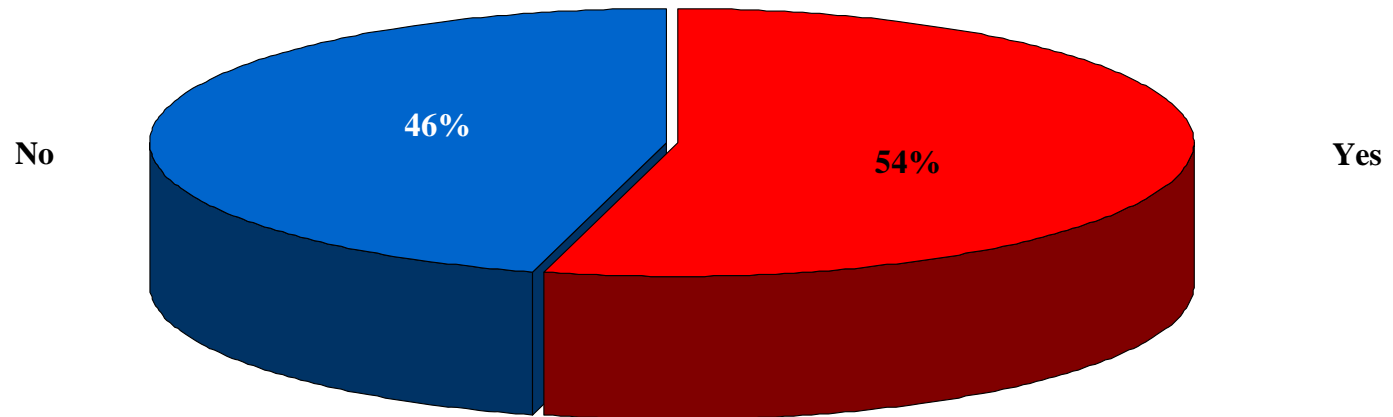
Just under three-quarters of plaintiffs are somewhat or very satisfied with the time needed to resolve their case.



* Attention, SMALL BASE!

P6. Were you represented by an attorney?

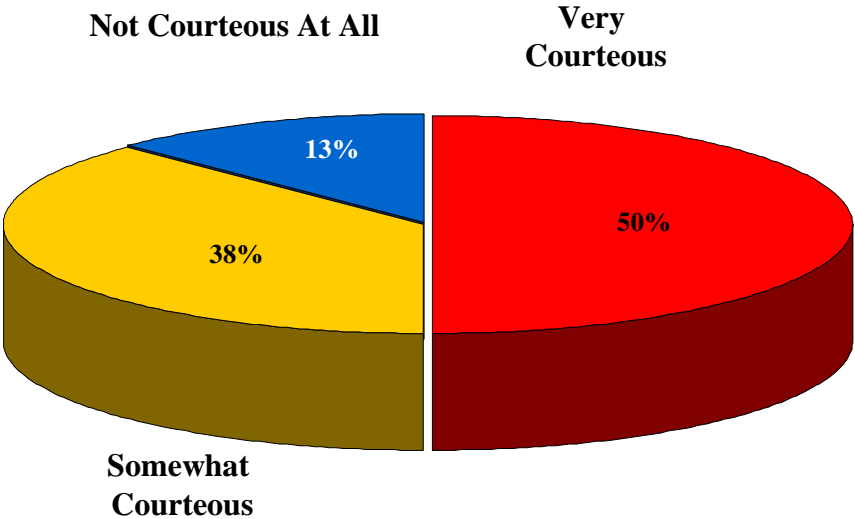
All plaintiffs (n=24)*



Half of the plaintiffs think that their judge was very courteous; half think their judge very fair.

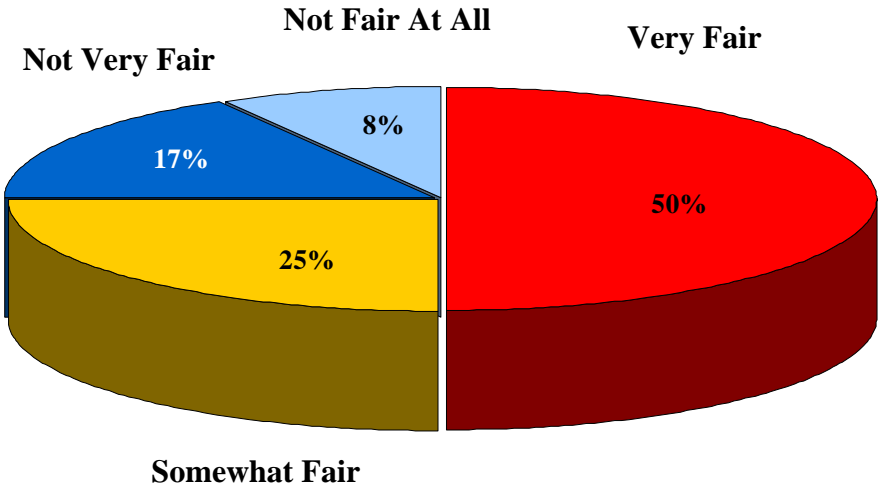
P7a. How COURTEOUS was the judge presiding over your case?

All plaintiffs (n=24)*



P7b. How FAIR was the judge presiding over your case?

All plaintiffs (n=24)*

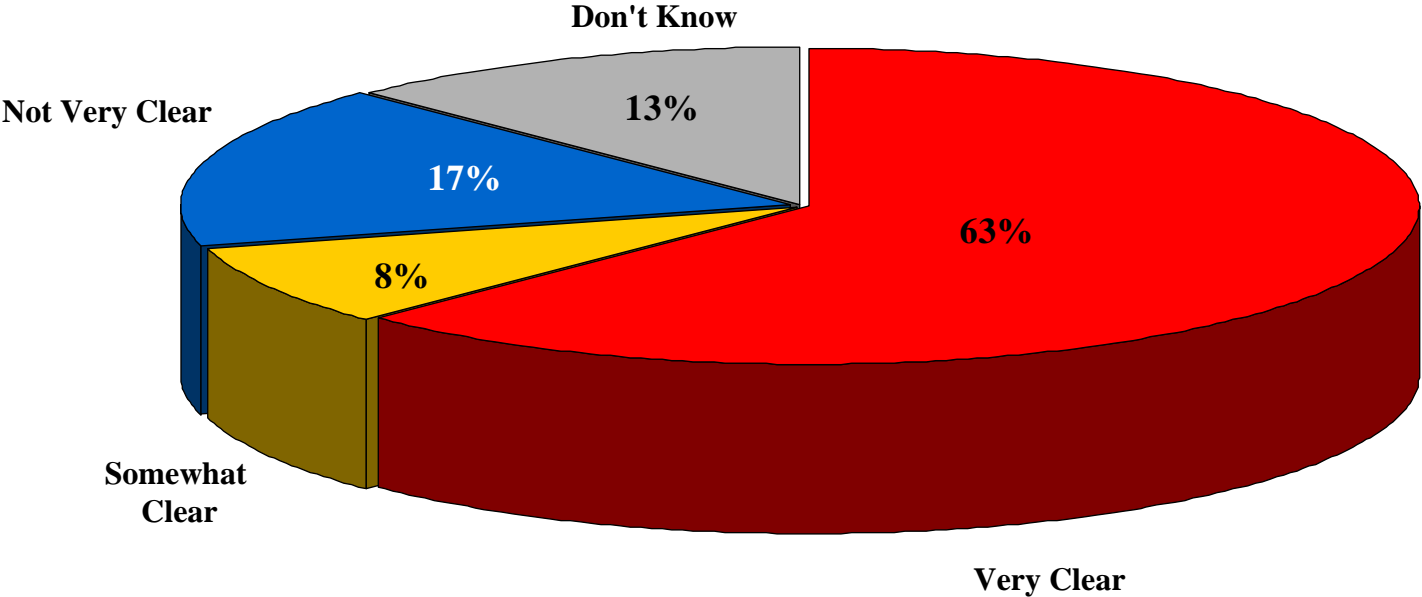


* Attention, SMALL BASE!

P8: How clear were you about what steps needed to be taken next in order to comply with the judgment?

All plaintiffs (n=24)*

Well over half of plaintiffs felt that next steps to comply with their judgment were very clear.

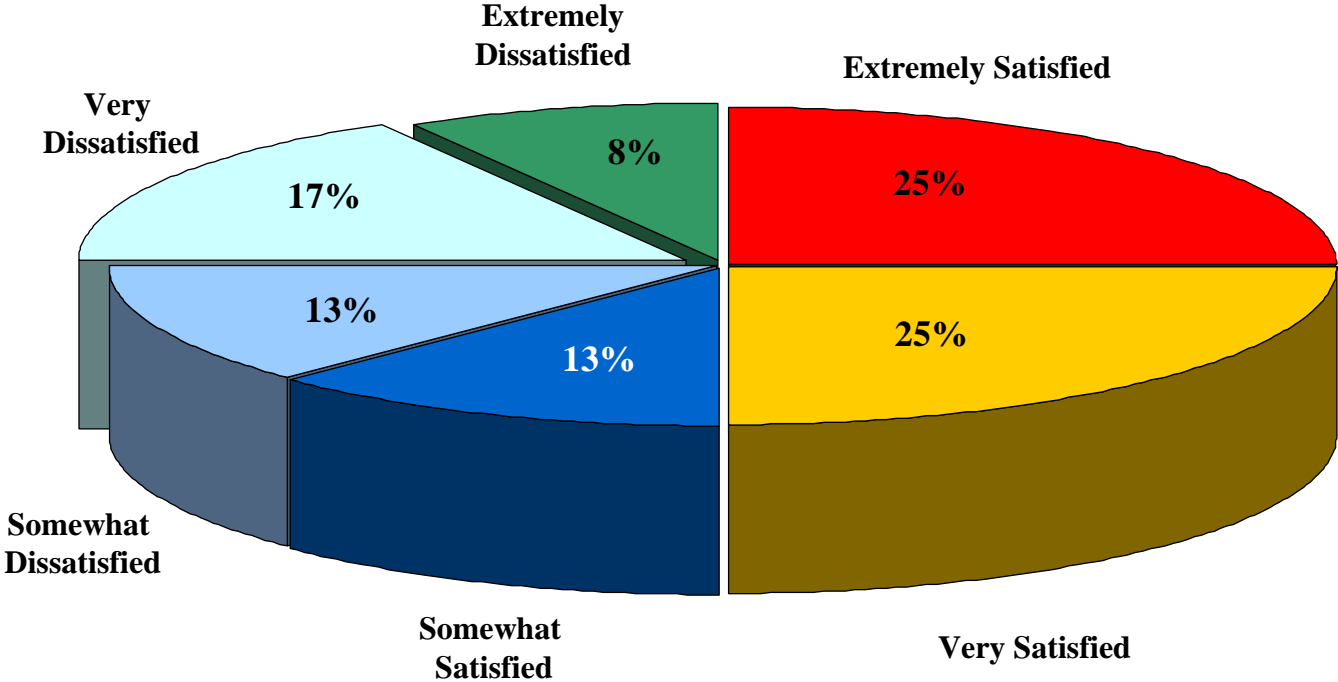


* Attention, SMALL BASE!

P9. How satisfied were you with the overall handling of your case by the Virginia Courts?

All plaintiffs (n=24)*

Half of the plaintiffs are very or extremely satisfied with the overall handling of their case.

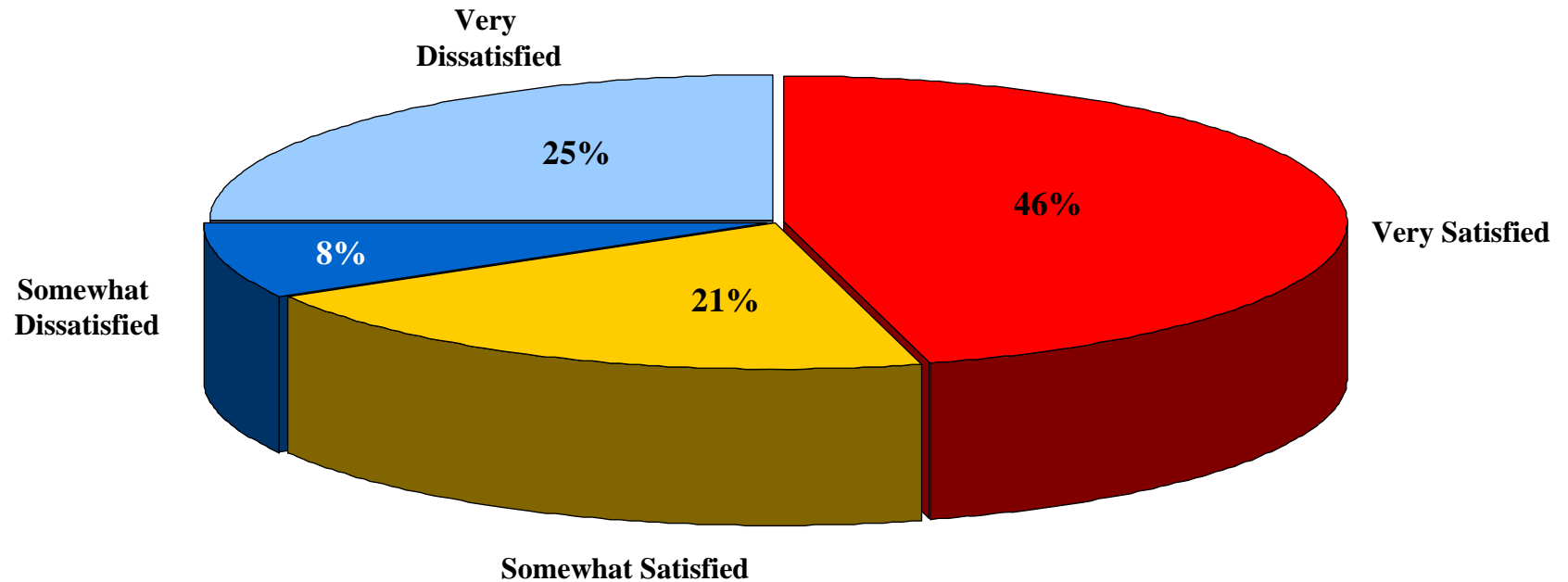


* Attention, SMALL BASE!

P10. How satisfied were you with the outcome of your case?

All plaintiffs (n=24)*

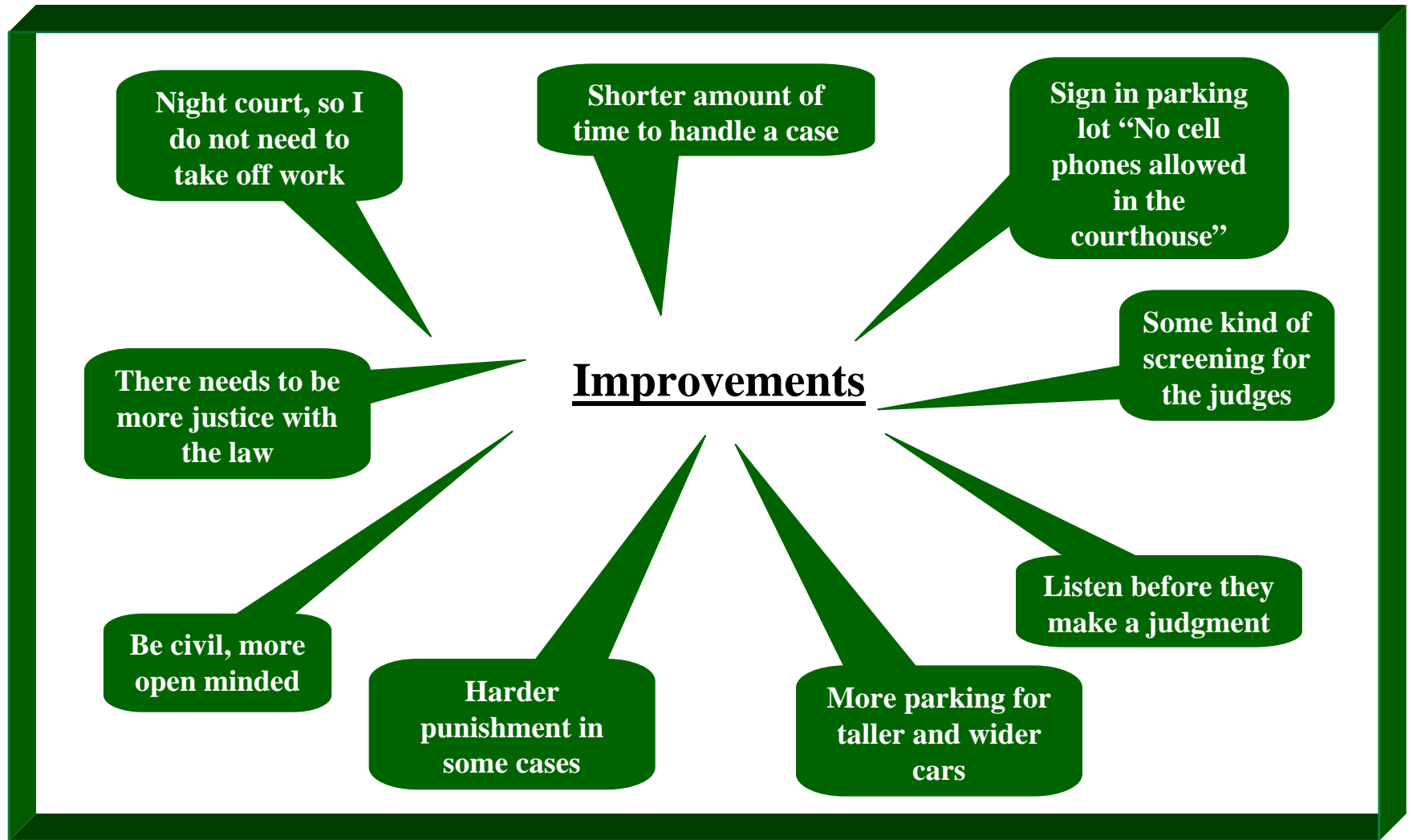
One-third of the plaintiffs are dissatisfied with the outcome of their case.



* Attention, SMALL BASE!

P11. If you could choose, what one improvement would you most like to see the Court System make?

All plaintiffs (n=24)* selected comments



* Attention, SMALL BASE!

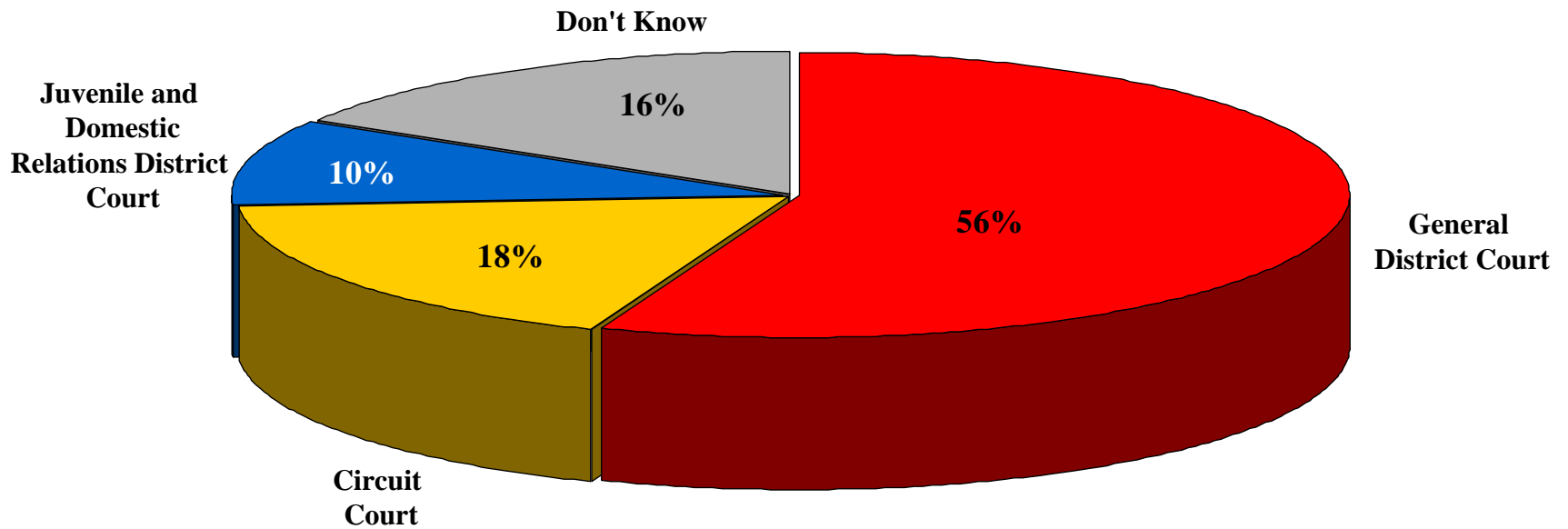
Note: See verbatim document for all comments

Court Experience Modules

- Civil Plaintiffs
- DEFENDANTS
- Victims
- Witnesses
- Jurors
- Visitors/ Observers
- Justice System Employees
- Clerk's Office

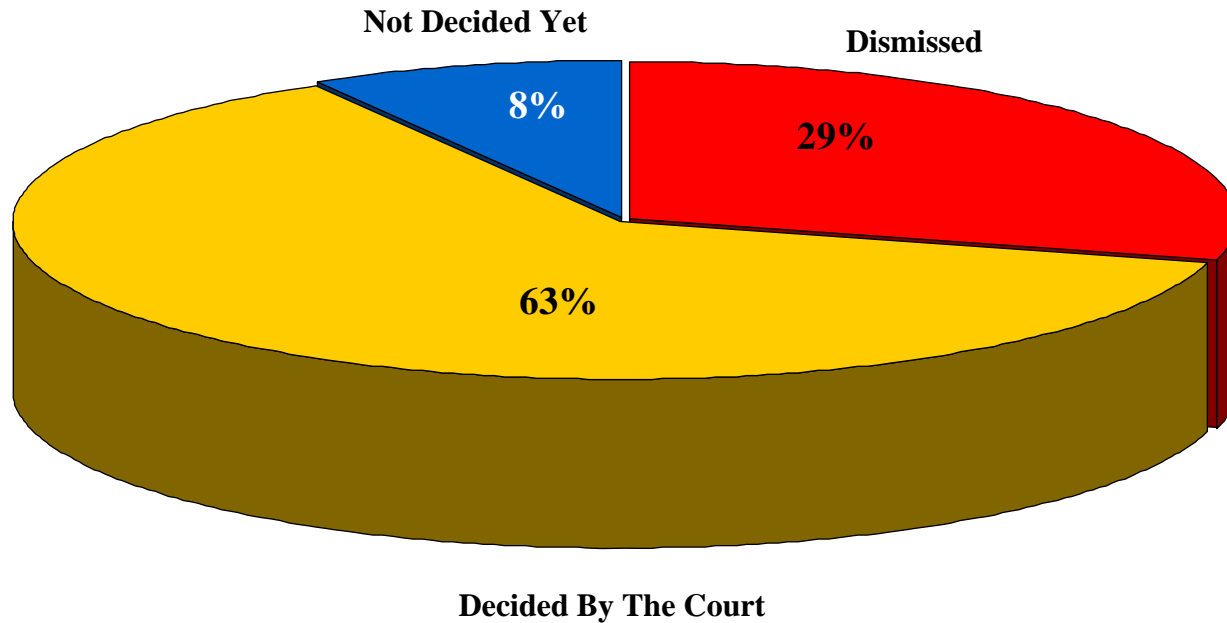
DEF1. Was the case in which you appeared handled in...?

All defendants (n=61)



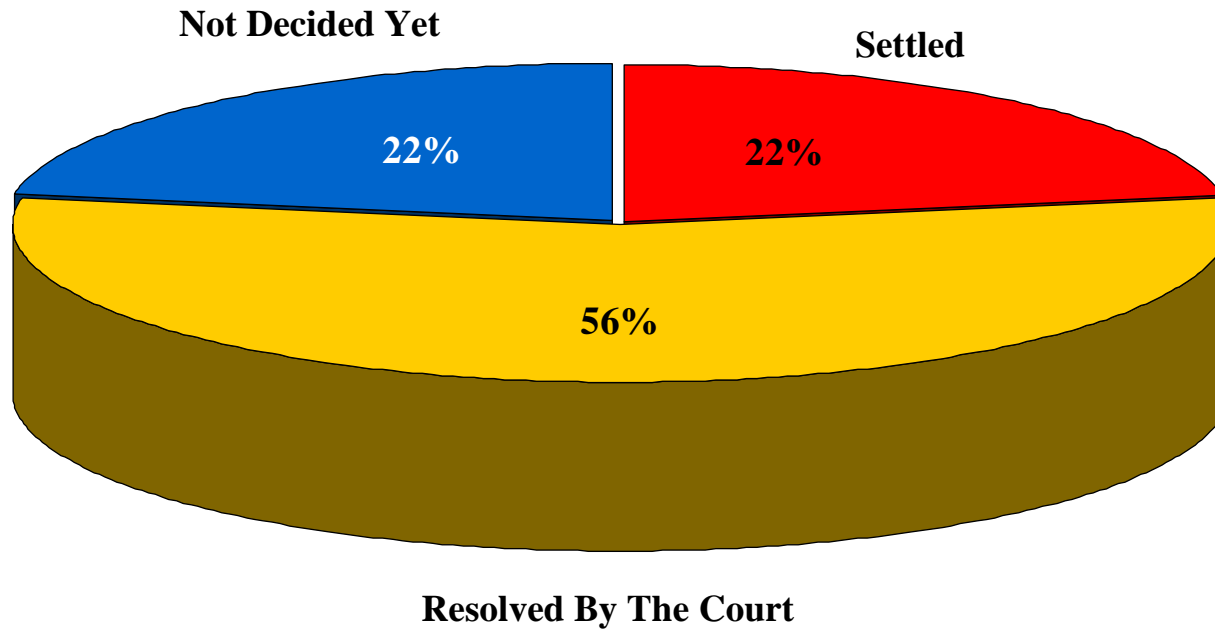
DEF2. How was the Traffic and/ or Criminal Case resolved?

All defendants in traffic or criminal cases (n=48)



DEF3. How was the Civil Case resolved?

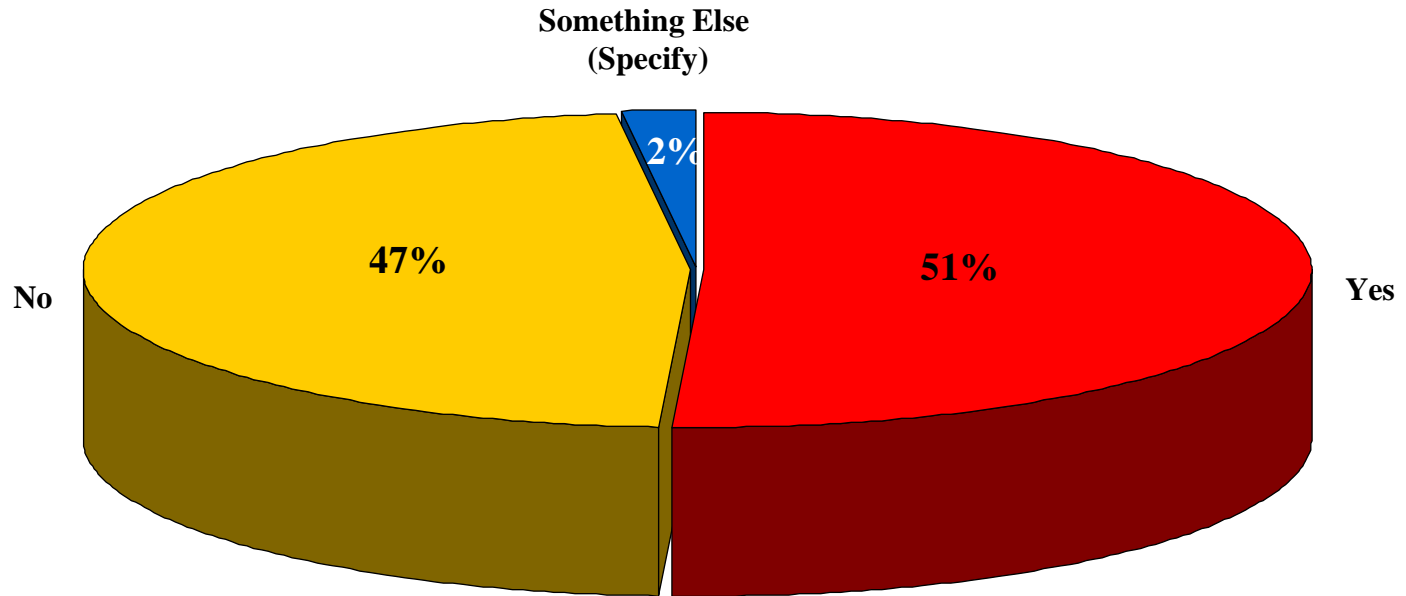
All defendants in civil case (n=9)*



* Attention, SMALL BASE!

DEF4. Was the resolution of the case in your favor?

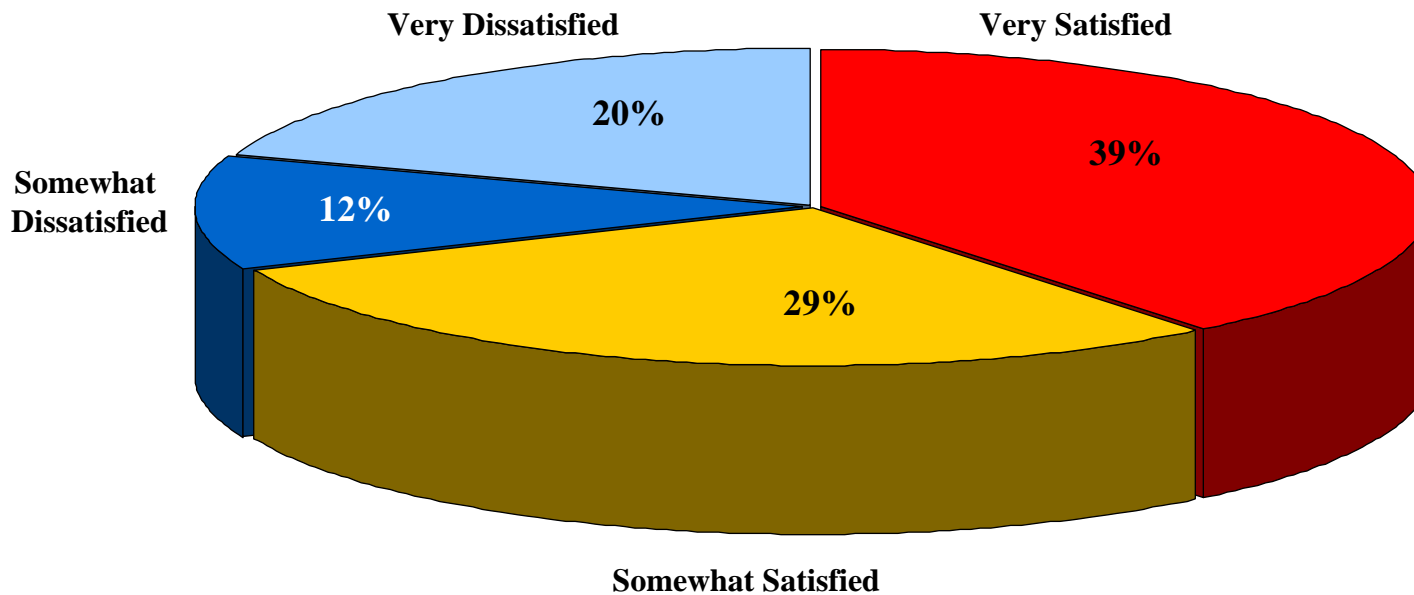
All defendants whose case was settled, dismissed, decided/ resolved by the court (n=51)



DEF5. How satisfied were you with the amount of time required to resolve your case?

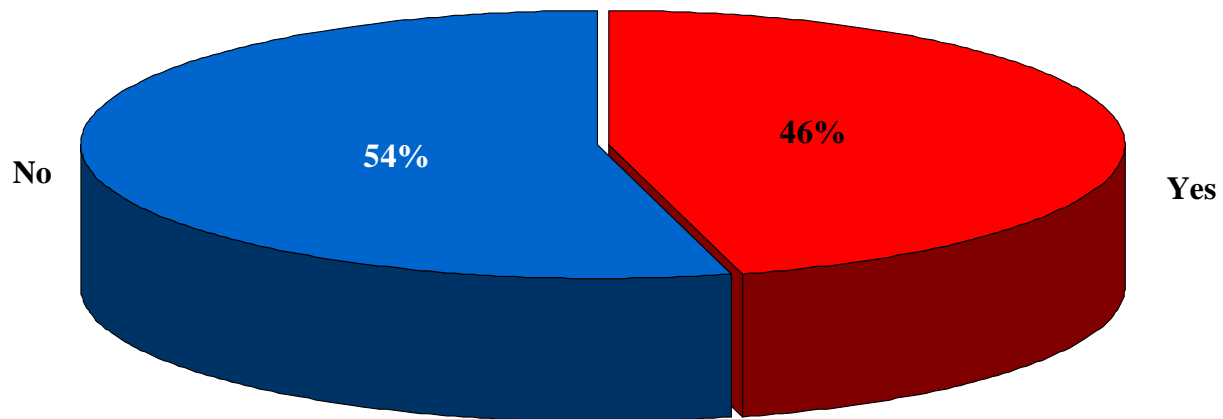
All defendants whose case was settled, dismissed, decided/ resolved by the court (n=51)

Over two-thirds of defendants are somewhat or very satisfied with the time it took to resolve their case.



DEF6. Were you represented by an attorney?

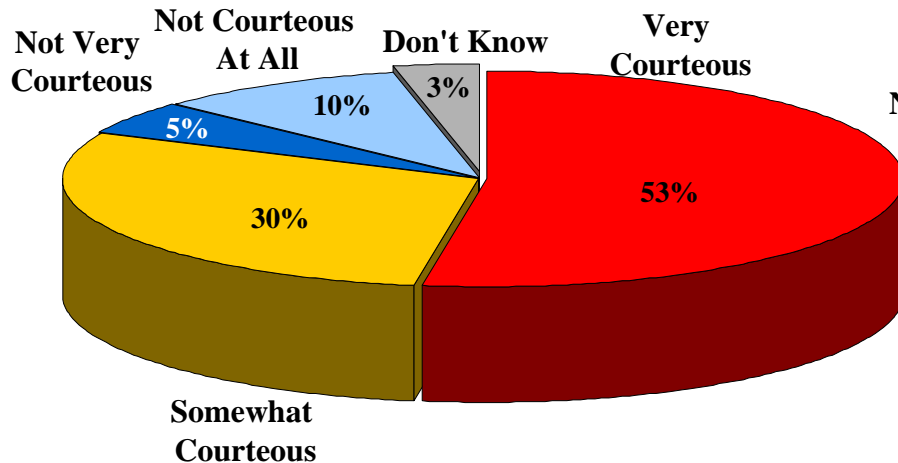
All defendants (n=61)



About four-fifths of defendants say that the judge presiding over their case was somewhat or very courteous; three-quarters say the judge was fair.

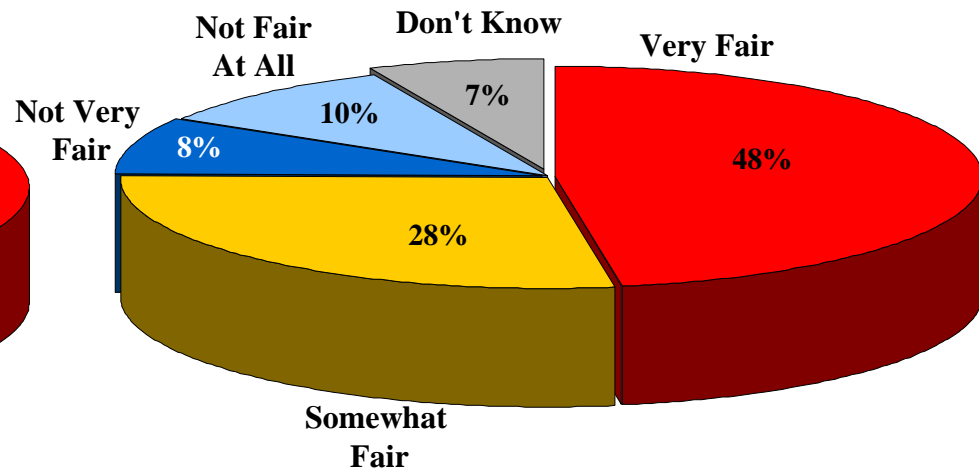
DEF7a. How COURTEOUS was the judge presiding over your case?

All defendants (n=61)



DEF7b. How FAIR was the judge presiding over your case?

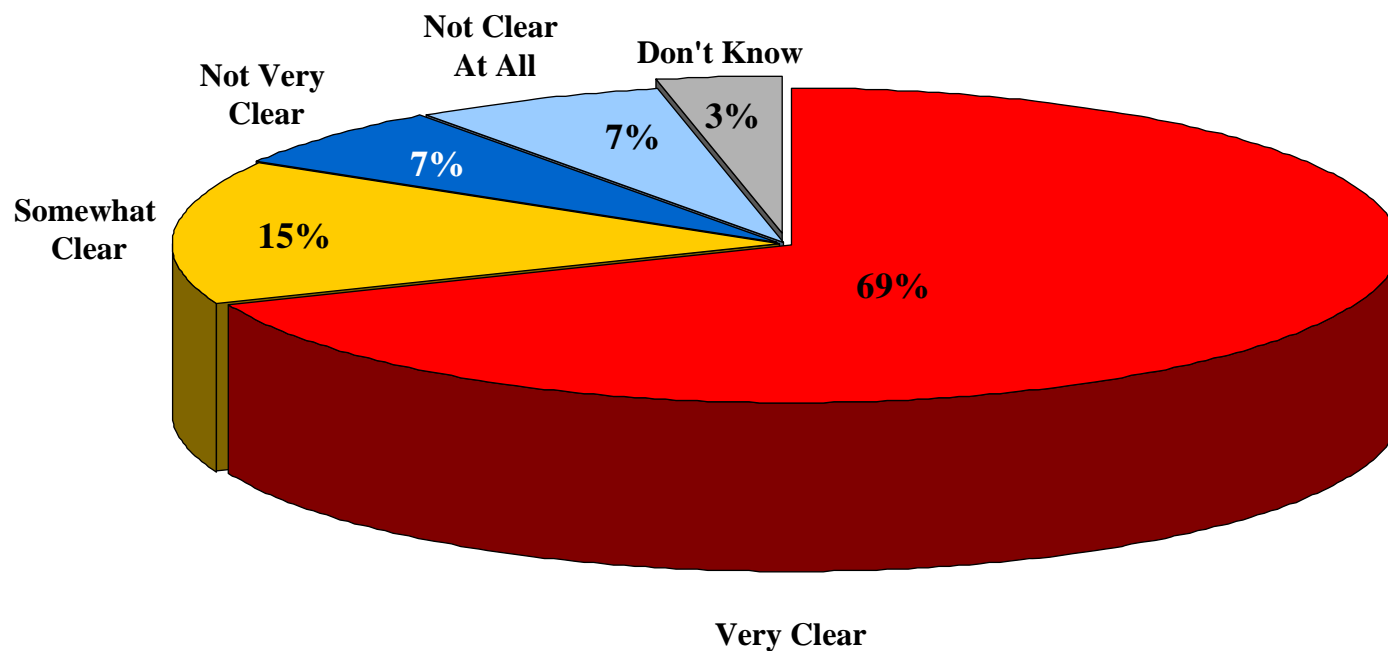
All defendants (n=61)



DEF8. How clear were you about what steps needed to be taken next in order to comply with the judgment?

All defendants (n=61)

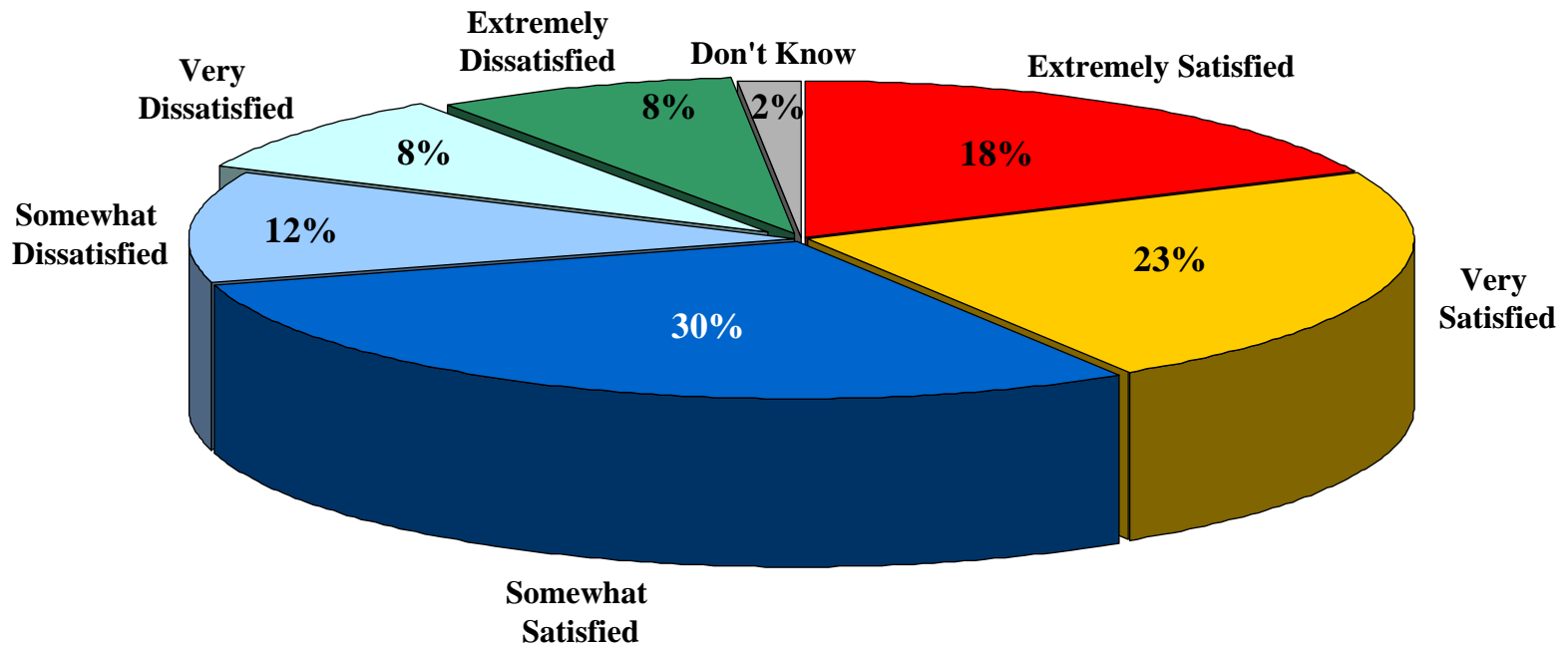
More than two-thirds of defendants said that the next steps to comply with the judgment were clear.



DEF9. How satisfied were you with the overall handling of your case by the Virginia Courts?

All defendants (n=61)

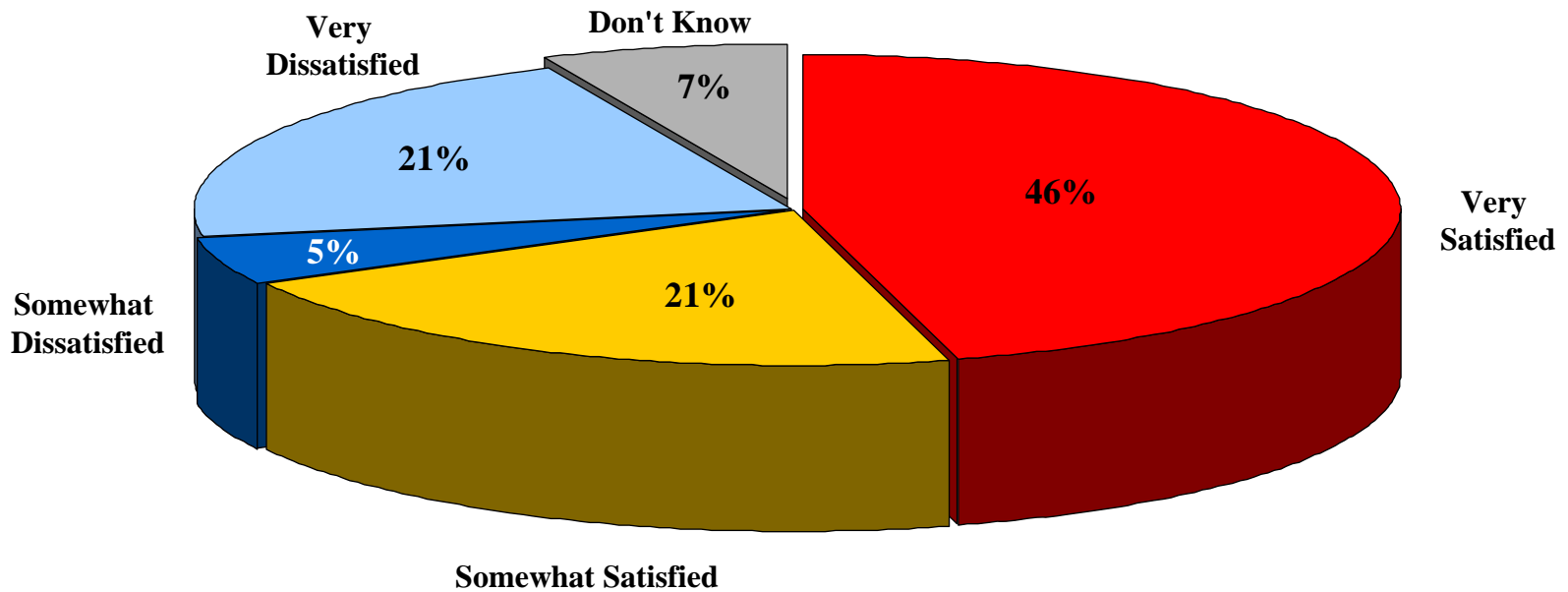
Over two-thirds of defendants are at least somewhat satisfied with the overall handling of their case.



DEF10. How satisfied were you with the outcome of your case?

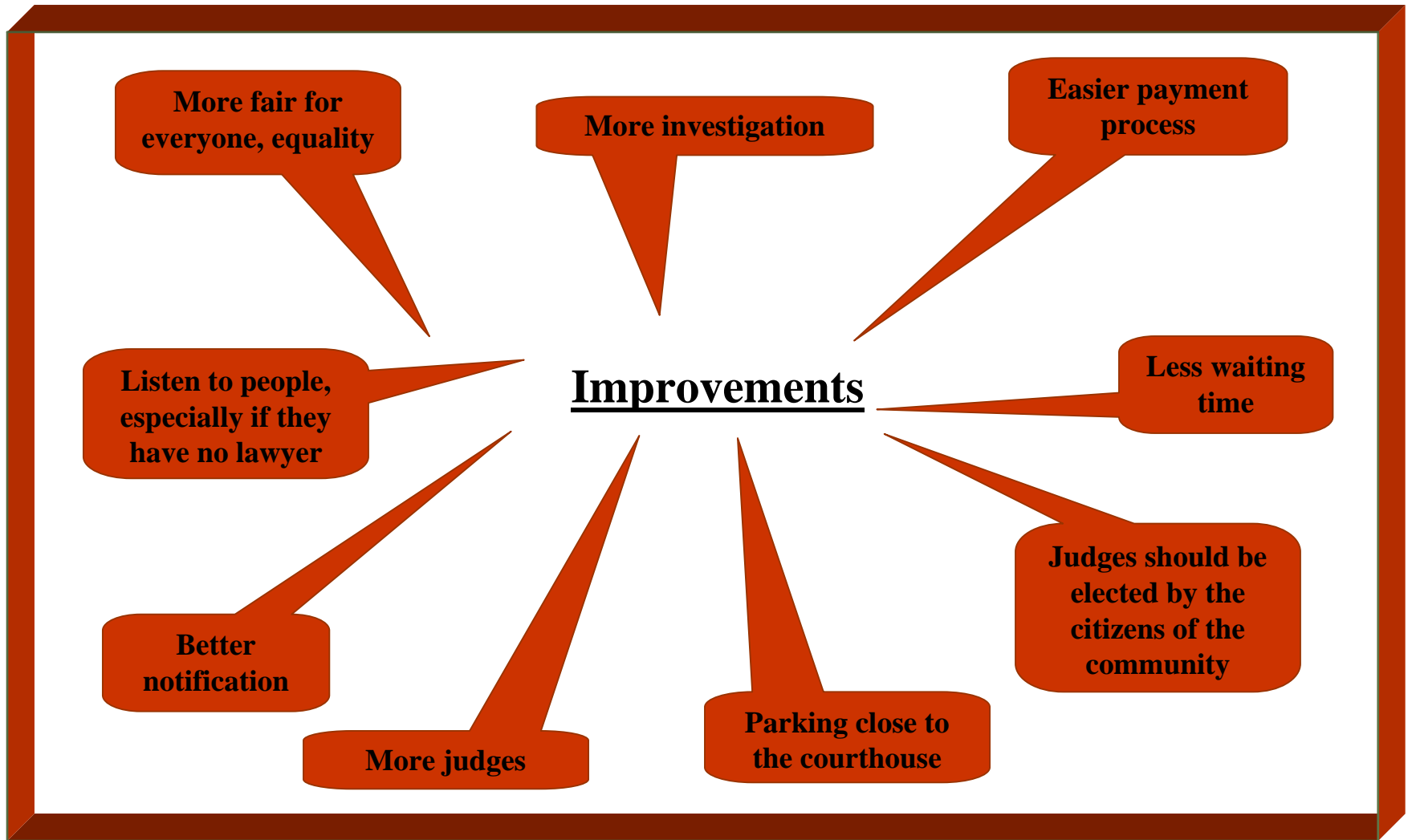
All defendants (n=61)

Similarly, over two-thirds of defendants are somewhat or very satisfied with the outcome of their case.



DEF11. If you could choose, what one improvement would you most like to see the Court System make?

All defendants (n=61) selected comments

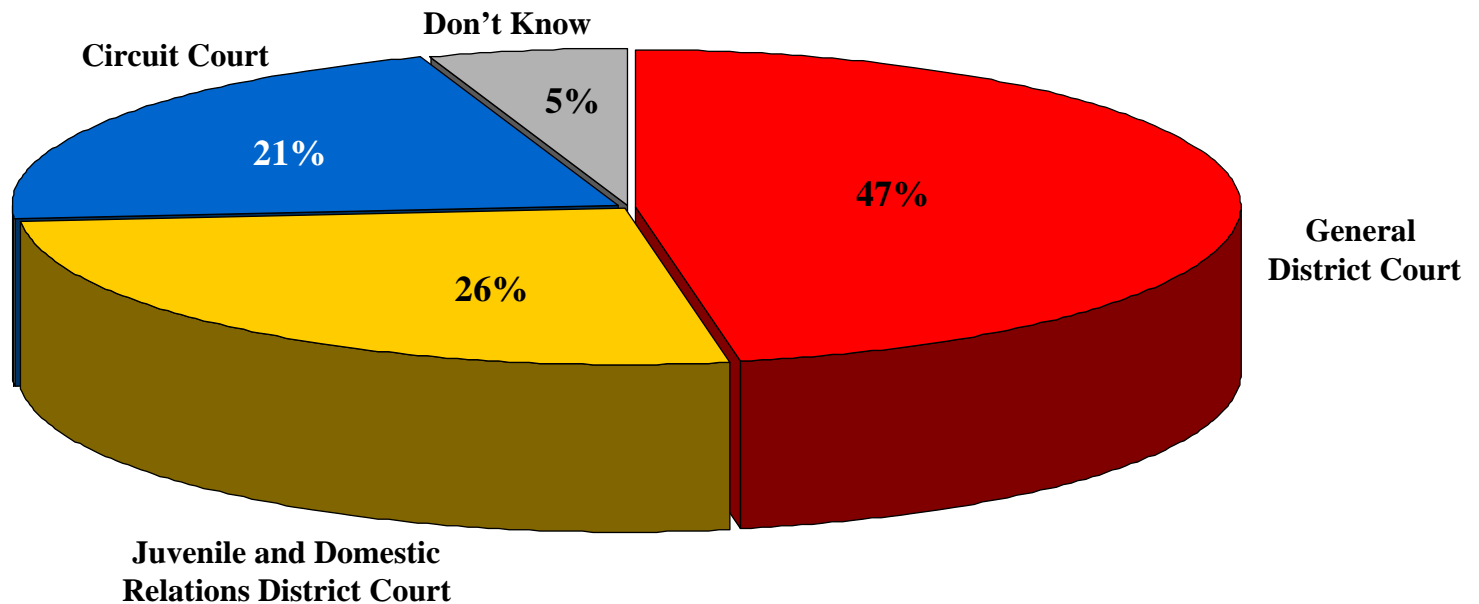


Court Experience Modules

- Civil Plaintiffs
- Defendants
- VICTIMS
- Witnesses
- Jurors
- Visitors/ Observers
- Justice System Employees
- Clerk's Office

V1. Was the case in which you appeared handled in...?

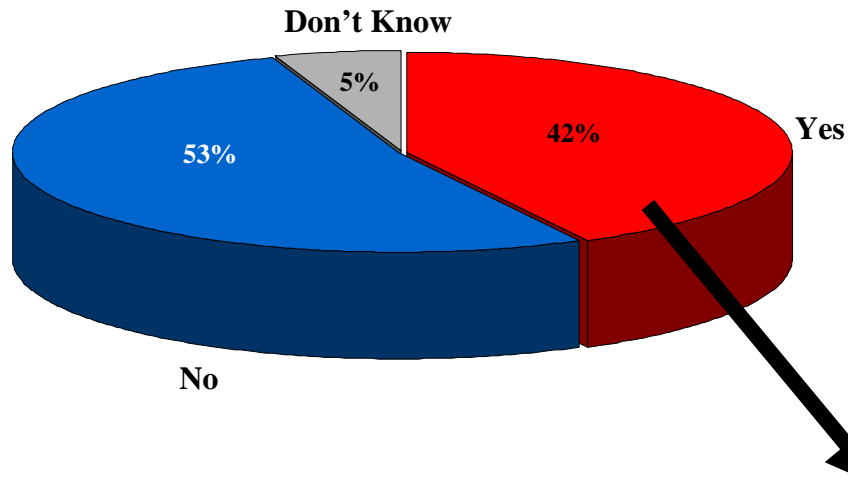
All victims (n=19)*



* Attention, SMALL BASE!

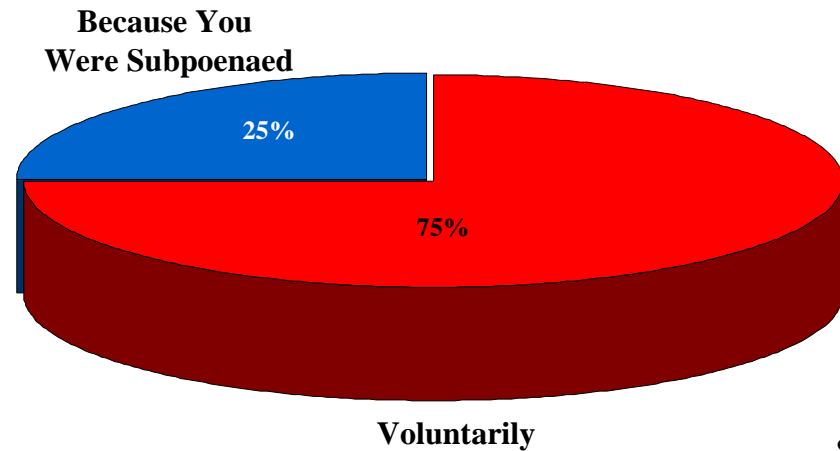
V2. Did you testify at any phase of the case before the court reached a decision?

All victims (n=19)*



V3. Did you testify voluntarily or because you were subpoenaed to do so?

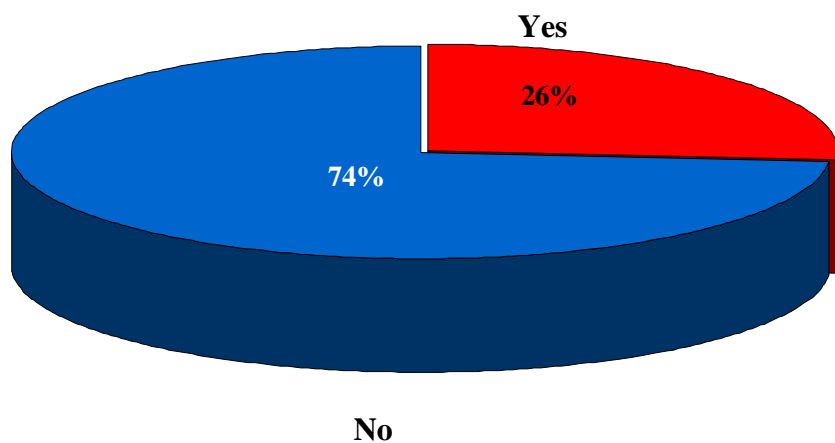
All victims who testified (n=8)*



* Attention, SMALL BASE!

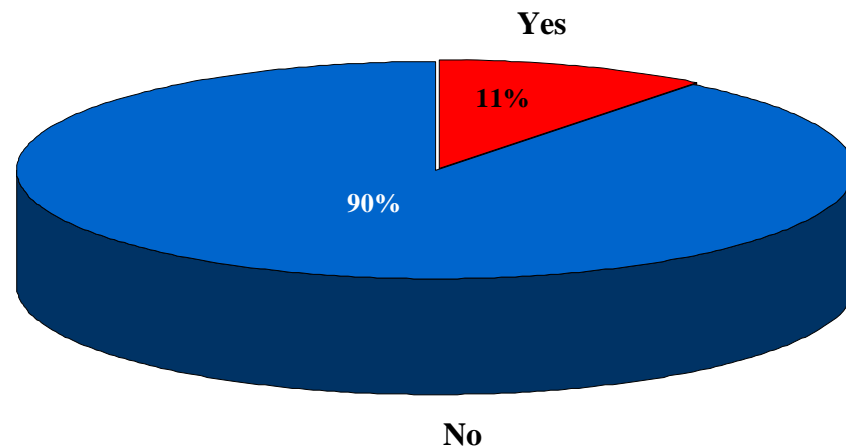
V4. Did you submit any written statement to the court?

All victims (n=19)*



V5. Did you perceive any threat of harm associated with your appearance in court?

All victims (n=19)*

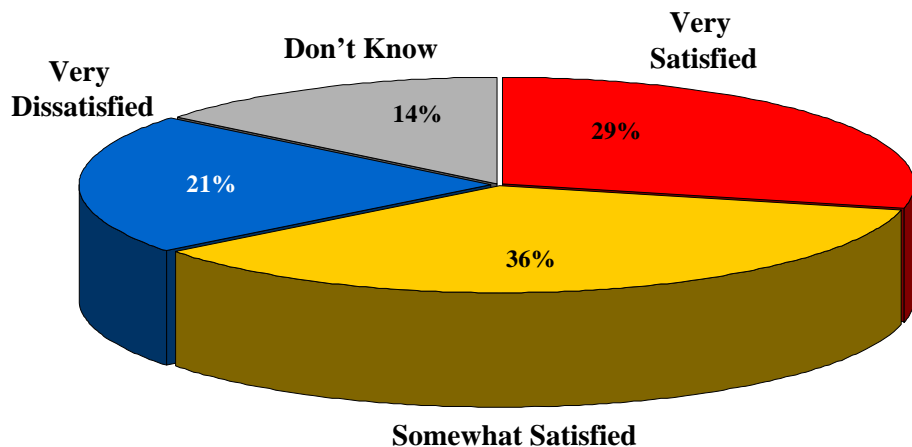


* Attention, SMALL BASE!

Almost two-thirds of victims are somewhat or very satisfied with their participation in the case. More than half feel unchanged about what happened to them.

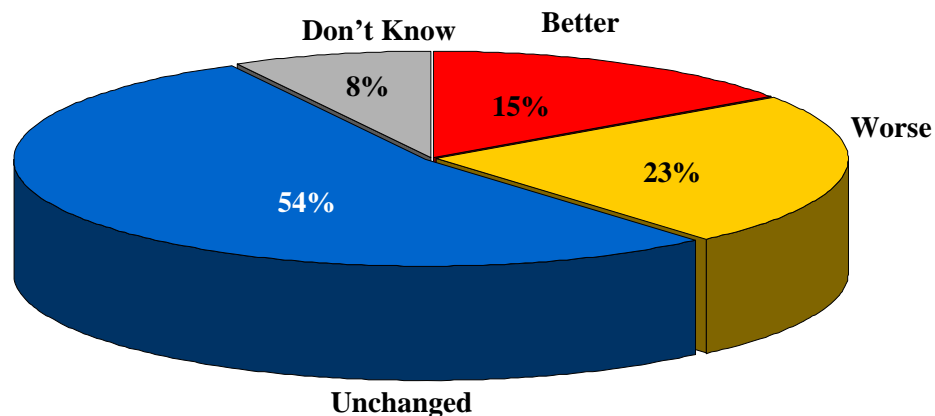
V6. And how satisfied are you with your involvement with or participation in this case?

All victims who wanted to discuss their experience (n=14)*



V7. Did your participation in the judicial process make you feel better, worse, or unchanged about what happened to you?

All victims who wanted to discuss their experience (n=13)*

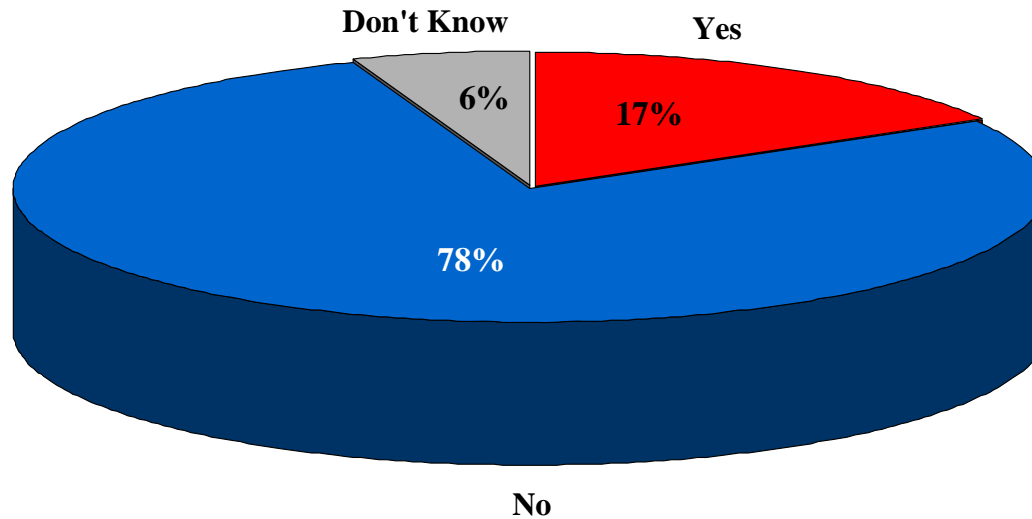


* Attention, SMALL BASE!

V8. Were you informed about the Virginia Criminal Injuries Compensation Fund?

All victims who wanted to discuss their experience (n=18)*

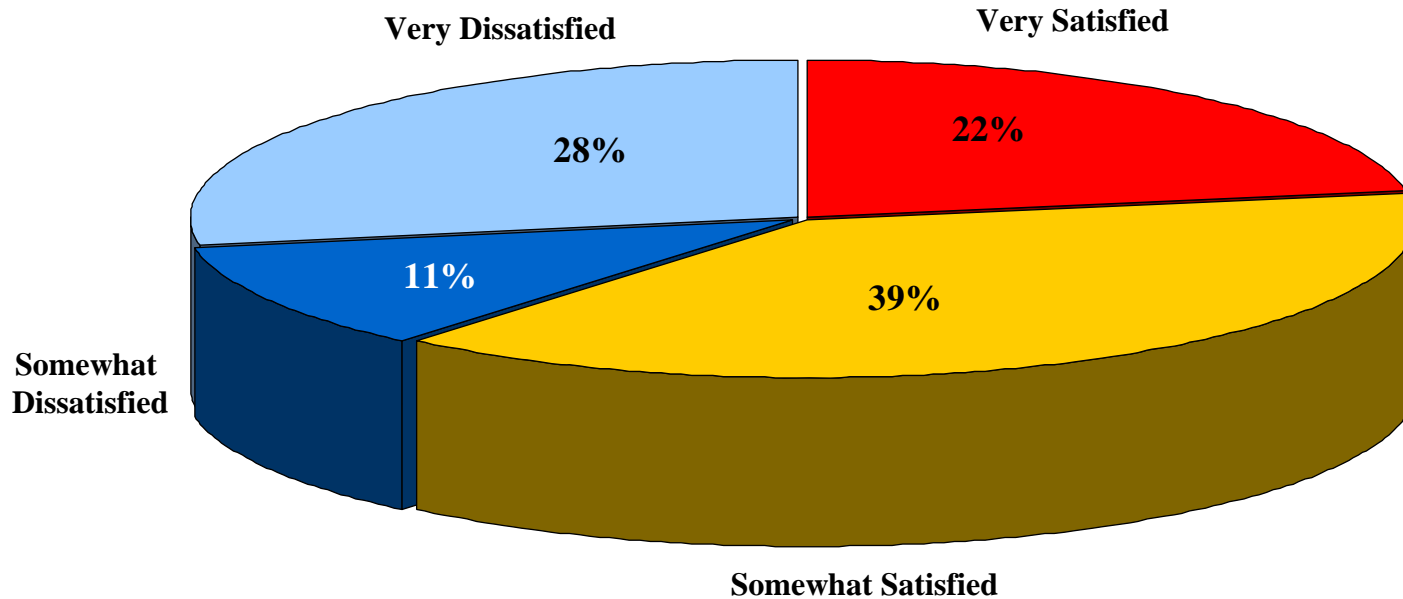
Most victims were not informed about the Virginia Criminal Injuries Compensation Fund as part of their court case.



V9. How satisfied are you with the amount of time required to resolve the case in which you were involved?

All victims who wanted to discuss their experience (n=18)*

Over one-quarter of victims are very dissatisfied with the amount of time needed to resolve their case.

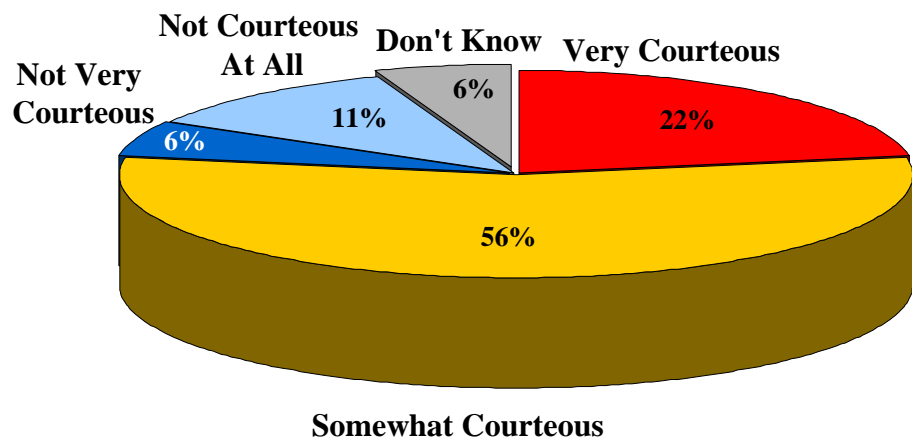


* Attention, SMALL BASE!

Over three-quarters of victims say that the judge was courteous; slightly under three-quarters say that the judge was somewhat or very fair.

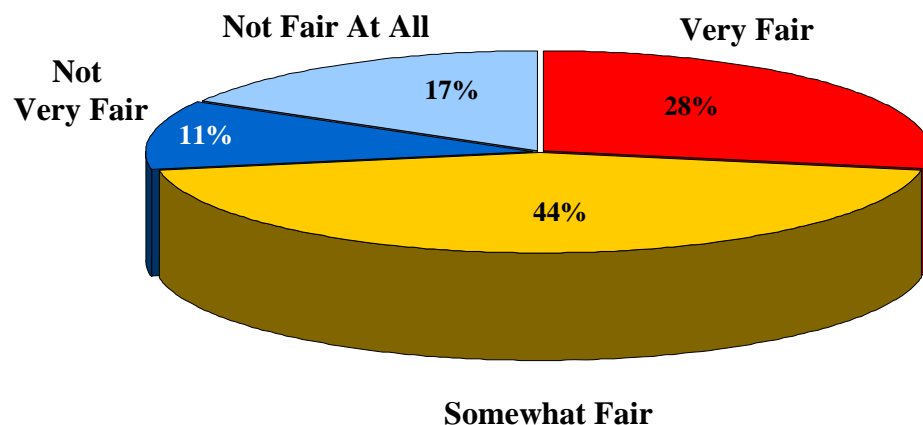
V10a. How COURTEOUS was the judge presiding over your case?

All victims who wanted to discuss their experience (n=18)*



V10b. How FAIR was the judge presiding over your case?

All victims who wanted to discuss their experience (n=18)*

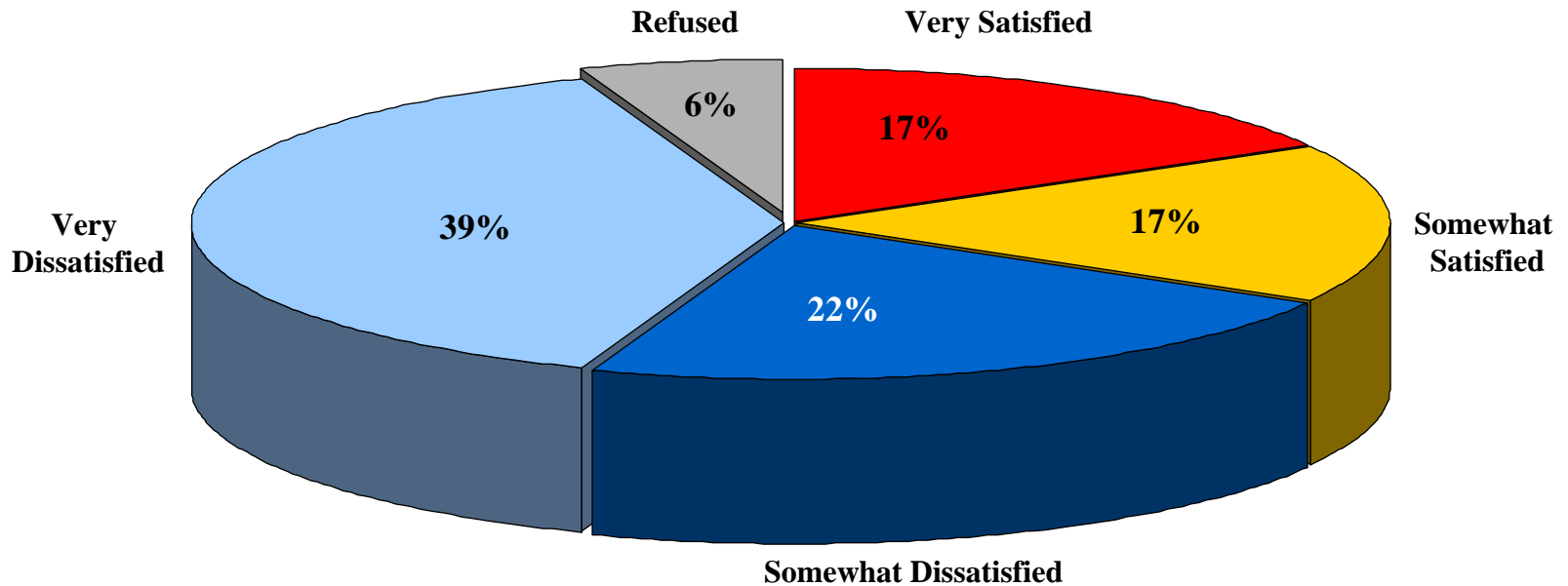


* Attention, SMALL BASE!

V11. How satisfied were you with the final outcome of your case?

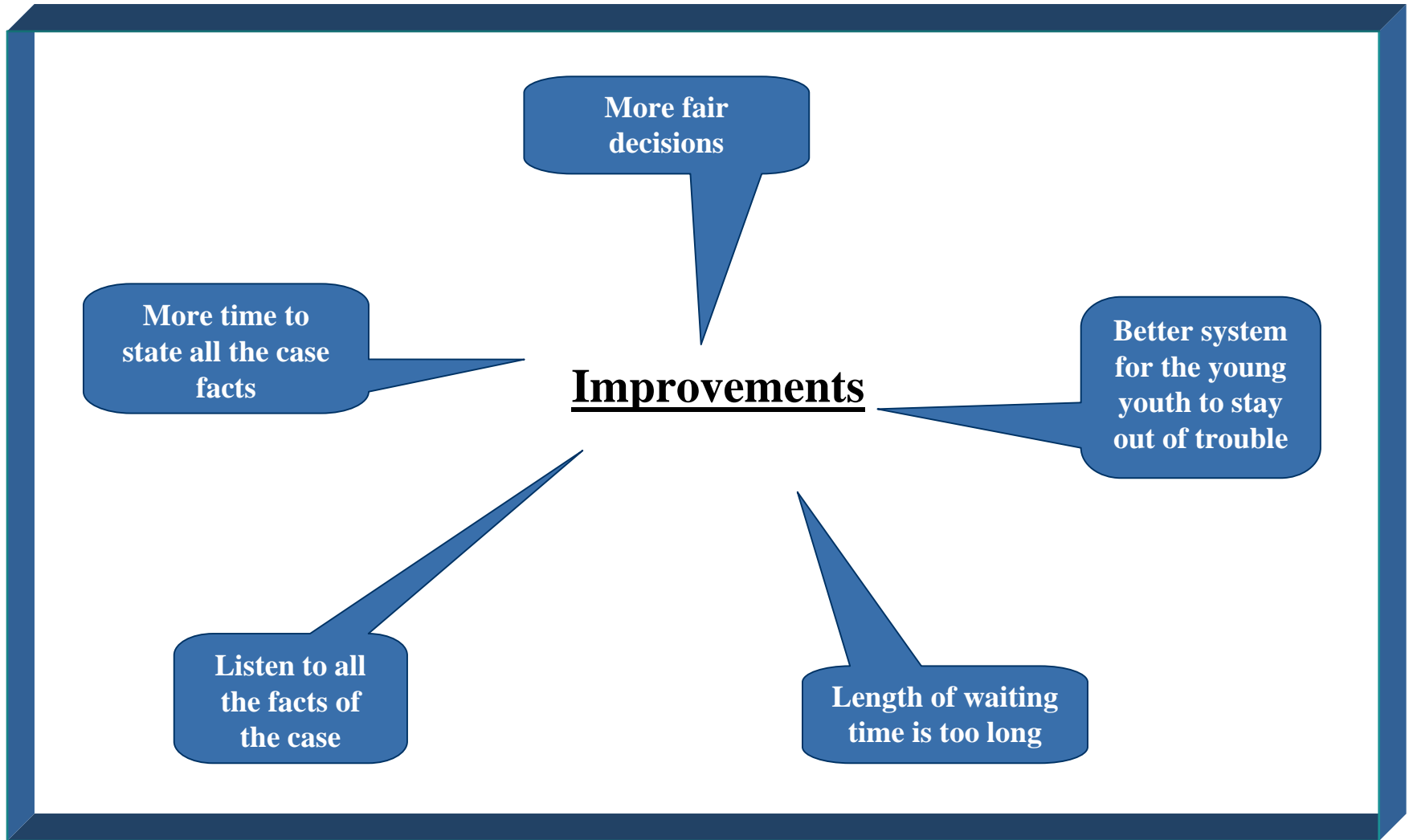
All victims who wanted to discuss their experience (n=18)*

Well over half of victims are dissatisfied with the final outcome of their case.



V12. If you could choose, what one improvement would you most like to see the Court System make?

All victims who wanted to discuss their experience (n=18)* selected comments



* Attention, SMALL BASE!

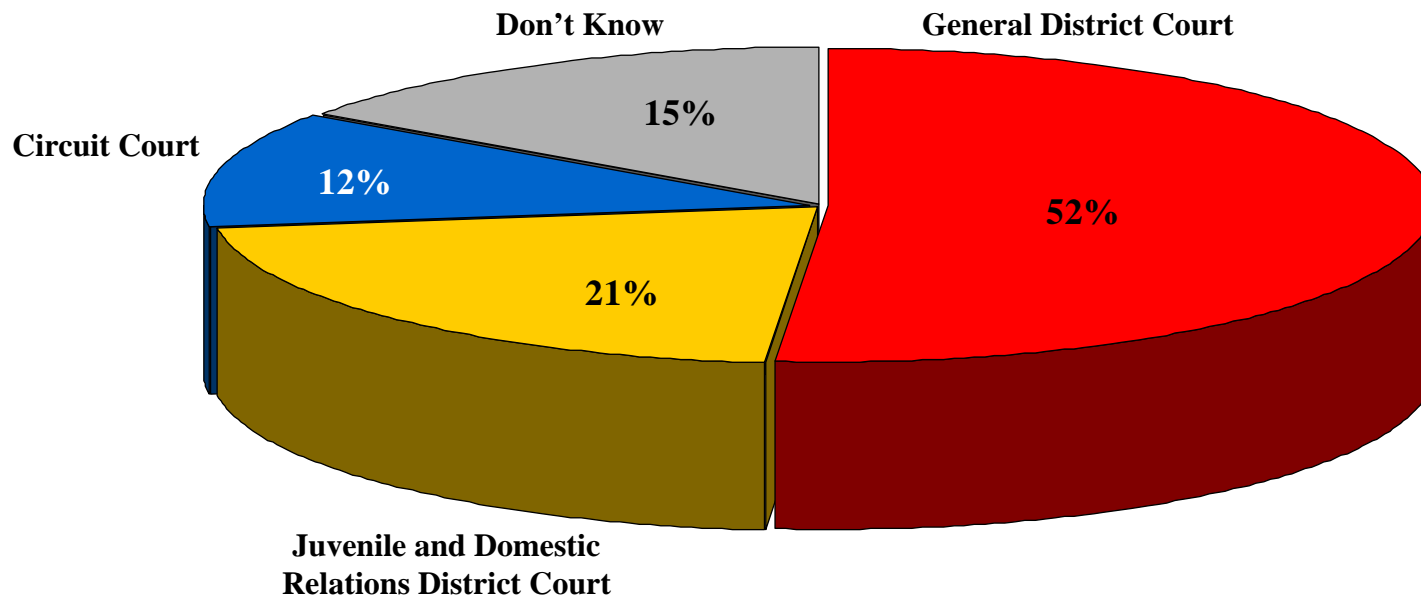
Note: See verbatim document for all comments

Court Experience Modules

- Civil Plaintiffs
- Defendants
- Victims
- WITNESSES
- Jurors
- Visitors/ Observers
- Justice System Employees
- Clerk's Office

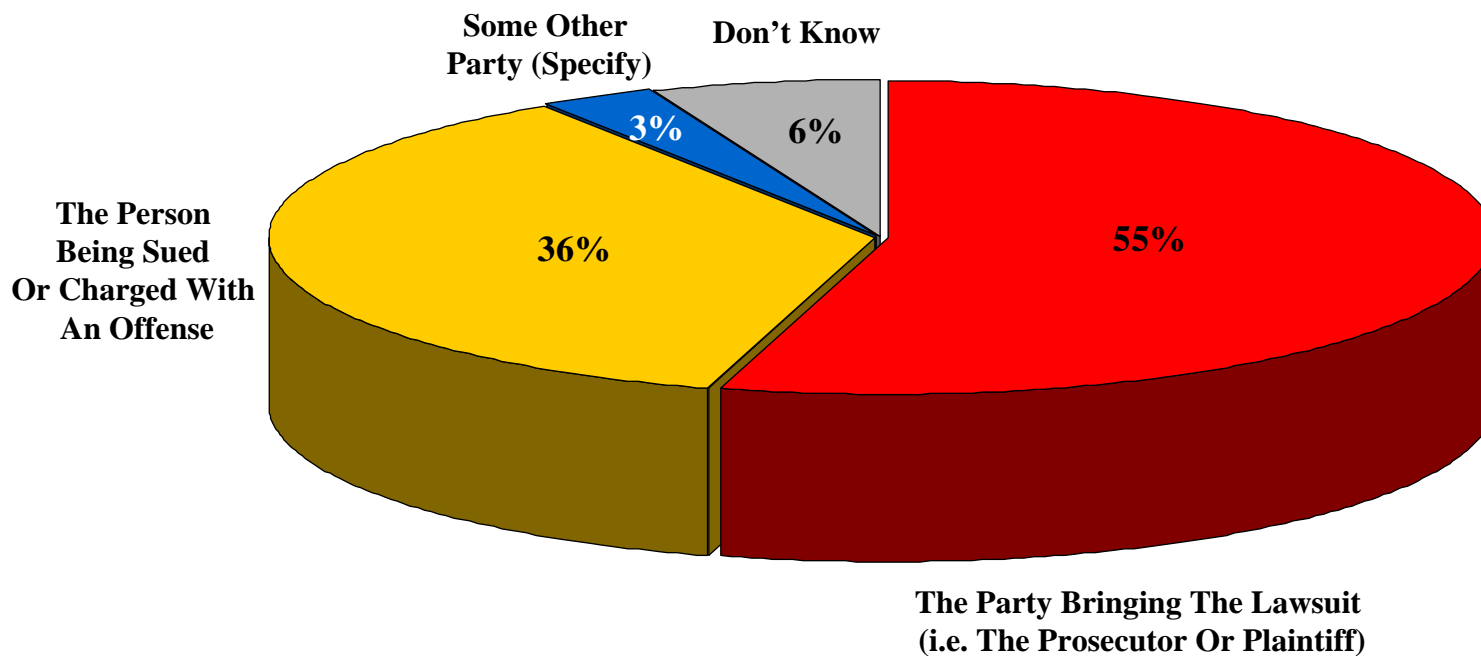
W1. In what court or courts was the case in which you testified?

All witnesses (n=33)



W2. For which party did you testify?

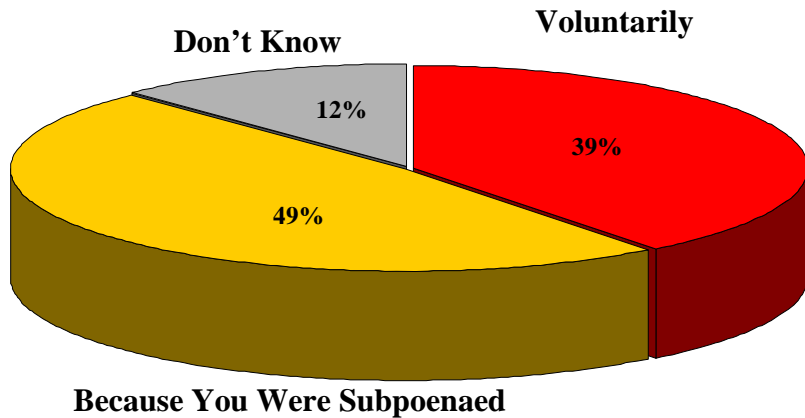
All witnesses (n=33)



Around half of witnesses testified because they were subpoenaed. Almost none felt any threat of harm by testifying.

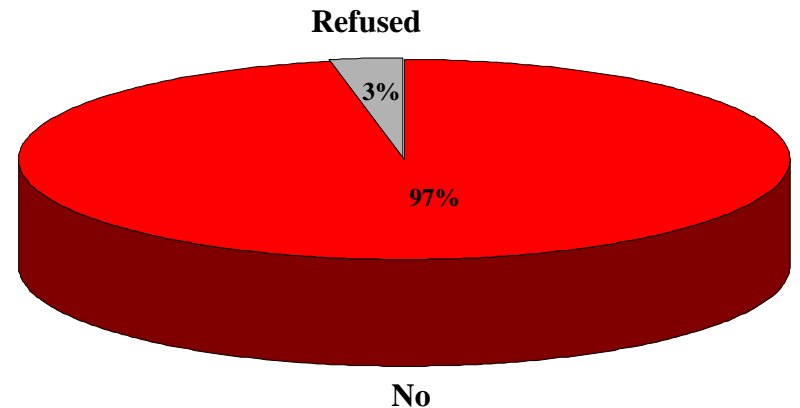
W3: Did you testify?

All witnesses (n=33)



W4: Did you perceive any threat of harm associated with your testifying?

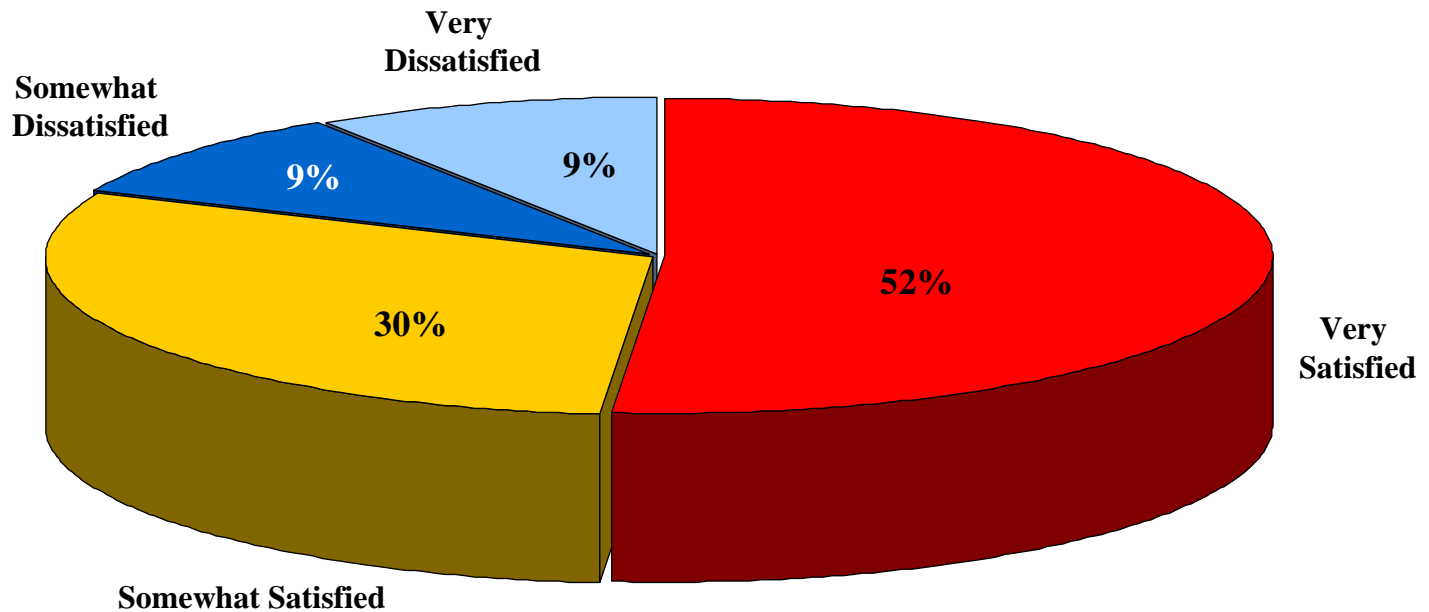
All witnesses (n=33)



W6. How satisfied are you with your involvement with or participation in this case?

All witnesses (n=33)

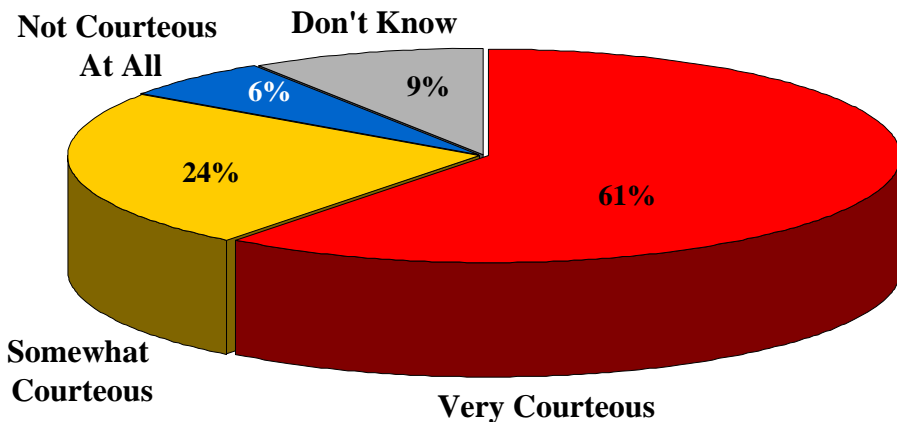
More than four-fifths of witnesses are somewhat or very satisfied with their involvement in the case.



More than four-fifths of witnesses think that the judge was somewhat or very courteous; around three-quarters say that the judge was fair.

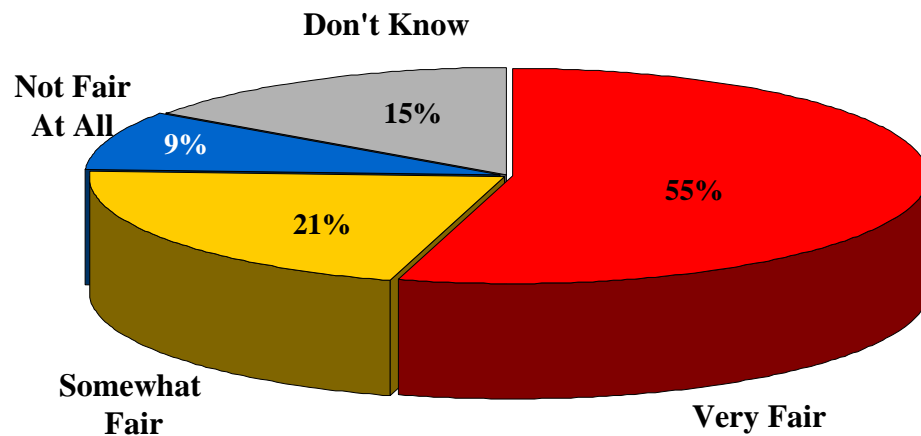
W7a. How COURTEOUS was the judge presiding over your case?

All witnesses (n=33)



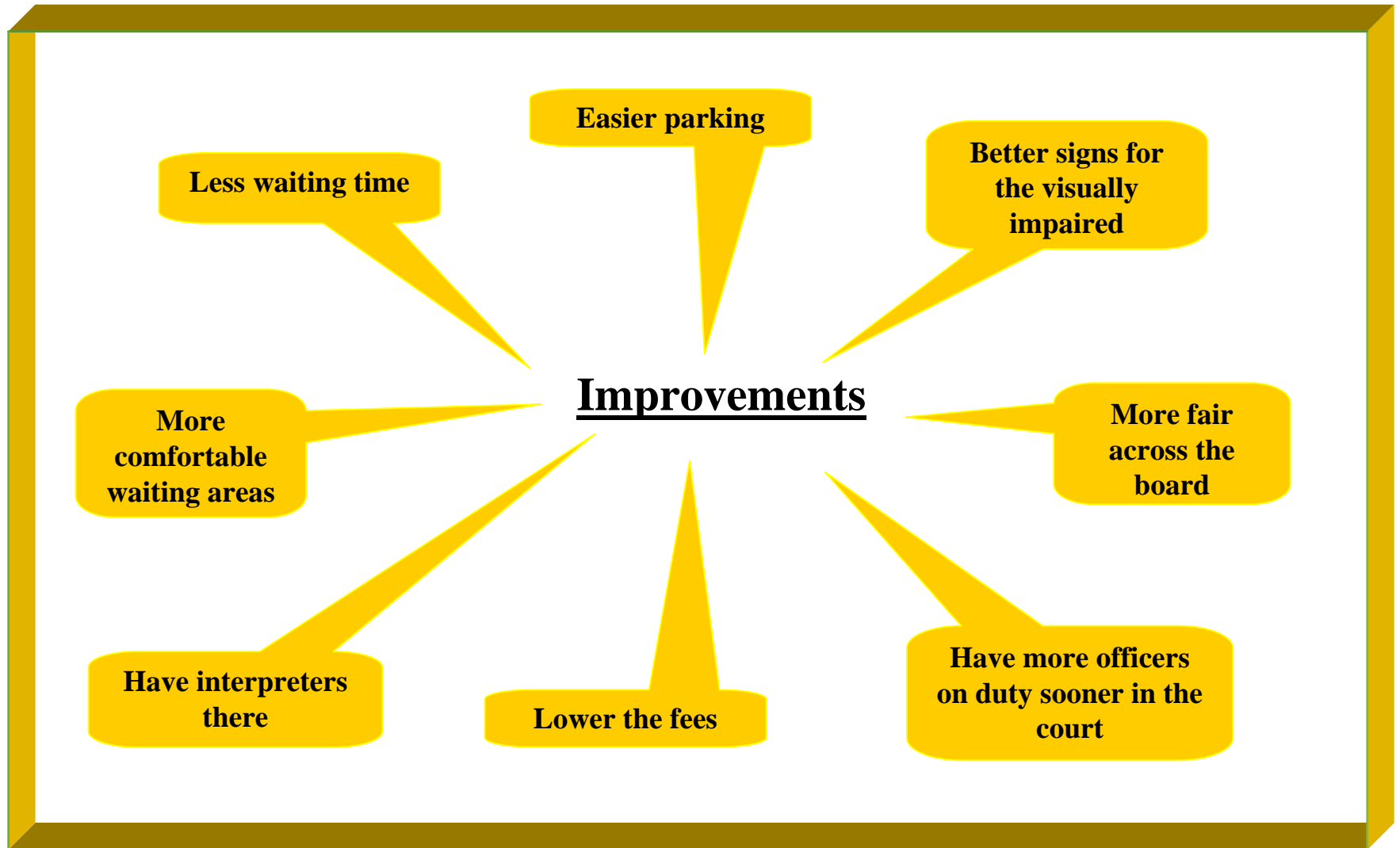
W7b. How FAIR was the judge presiding over your case?

All witnesses (n=33)



W9. If you could choose, what one improvement would you most like to see the Court System make?

All witnesses (n=33) selected comments



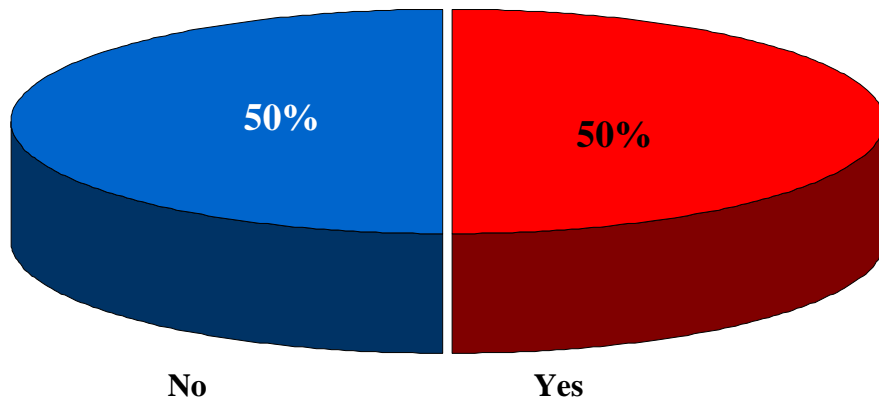
Court Experience Modules

- Civil Plaintiffs
- Defendants
- Victims
- Witnesses
- JURORS
- Visitors/ Observers
- Justice System Employees
- Clerk's Office

**About half of people called for jury duty actually sat as a juror on a trial.
Most jurors serve five days or less.**

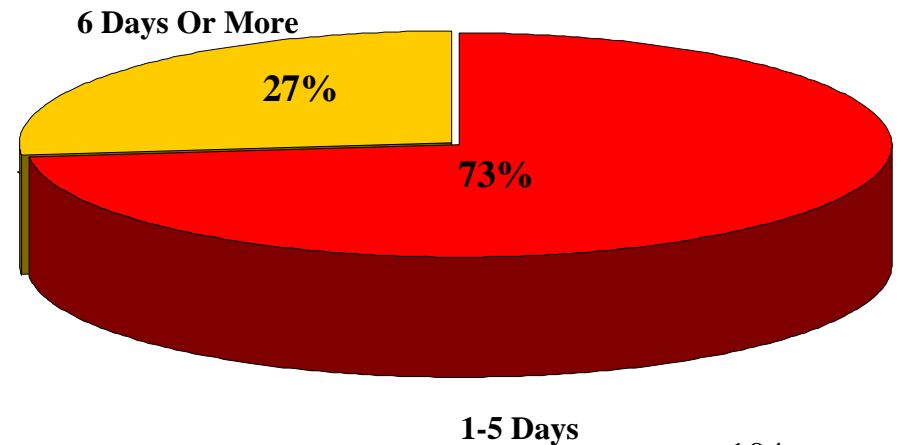
J1. During your last term of jury service, did you actually sit as a juror in a trial?

All jurors (n=30)*



J2. For how many days did you serve?

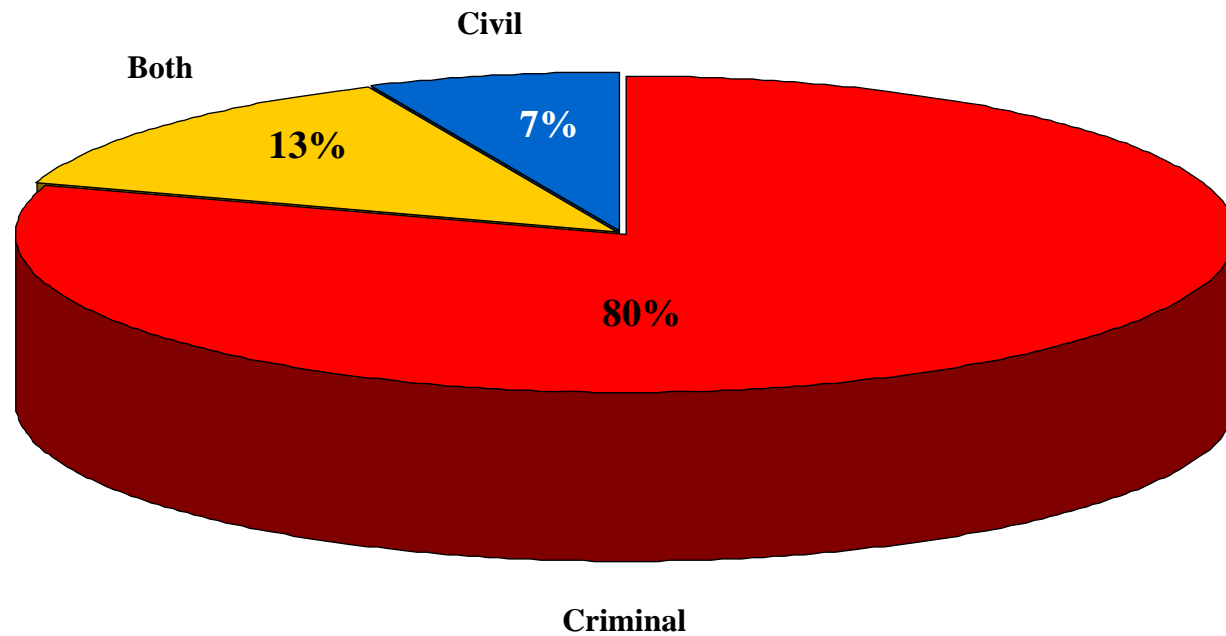
Jurors that sat on a trial (n=15)*



* Attention, SMALL BASE!

J3. Did you serve on a civil trial, a criminal trial, or both?

Jurors that sat on a trial (n=15)*

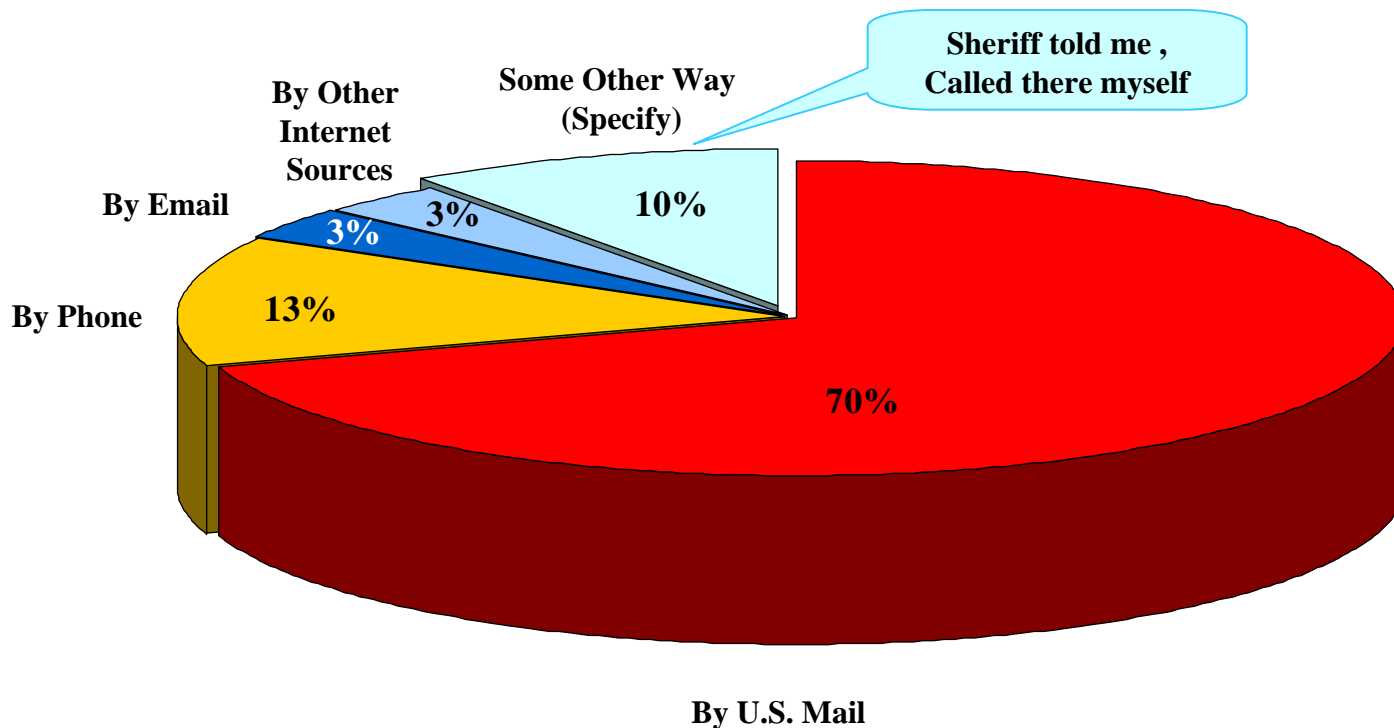


* Attention, SMALL BASE!

J4. By what method would you prefer to receive information about whether you must report for jury duty?

All Jurors (n=30)*

Most jurors prefer to receive information about reporting for jury duty by U.S. Mail.



* Attention, SMALL BASE!

J5. Jurors were asked how much they agree or disagree with the following statements. The answers are displayed on the following page. (1/2)

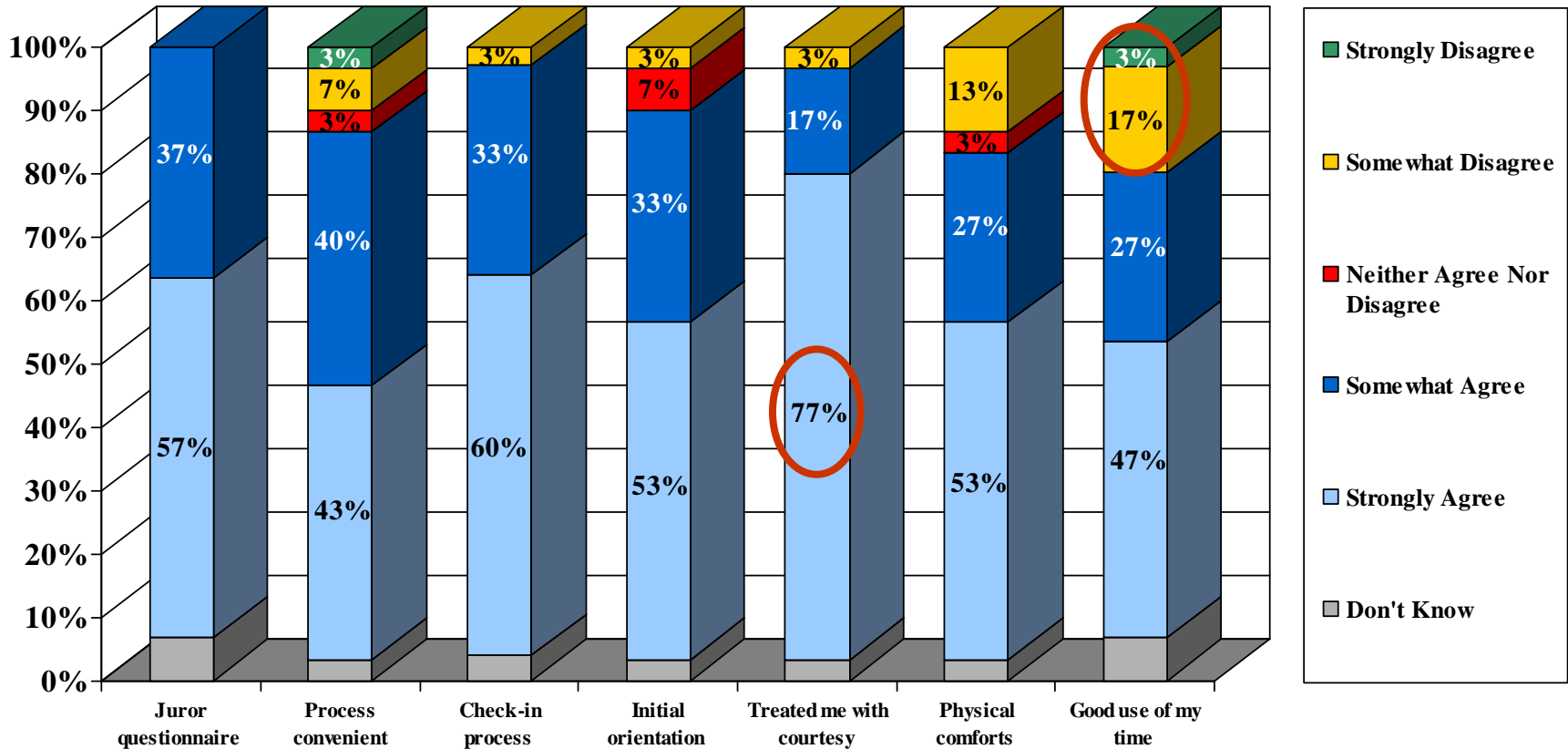
All jurors (n=30)*

- **The juror questionnaire/ comments are easy to understand**
- **The process by which you found out whether you were supposed to report was convenient**
- **The check-in process or attendance went smoothly**
- **Initial orientation was helpful**
- **Court personnel treated me with courtesy and respect**
- **Physical comforts provided for jurors were satisfactory**
- **The court made good use of my time during jury duty**

J5. How much do you agree or disagree with the statements from your own jury experience?

(2/2)
All jurors (n=30)*

Jurors are most likely to strongly agree they were treated with courtesy; they most disagree that the court made good use of their time.

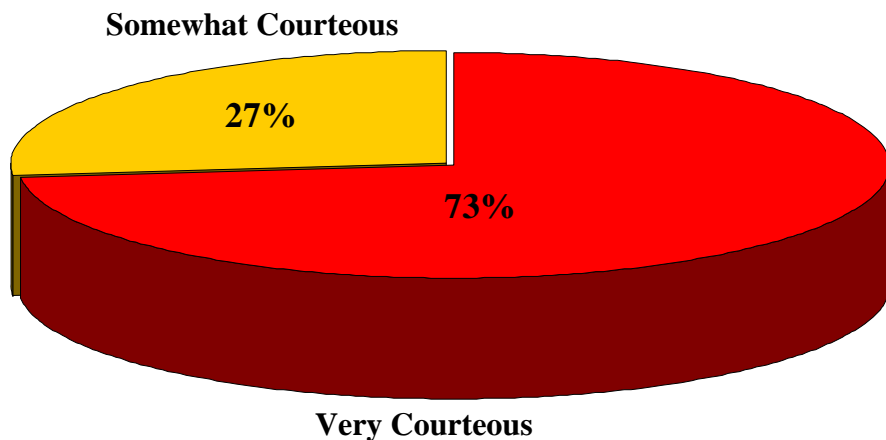


* Attention, SMALL BASE!

About three-quarters of jurors think that the judge was very courteous and very fair.

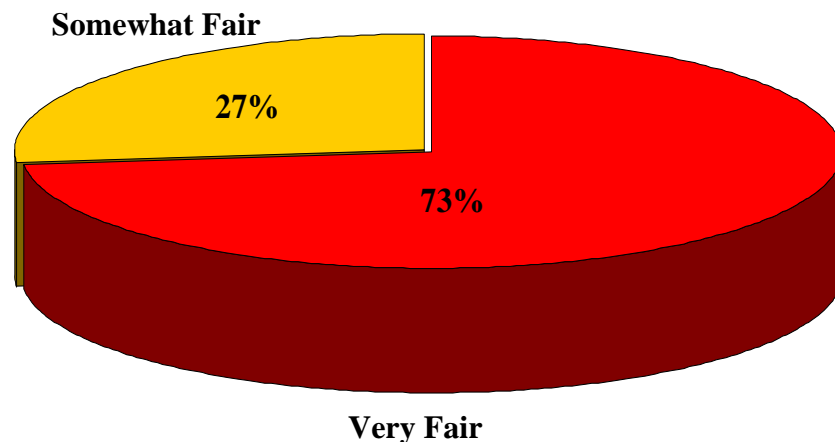
J6a. How COURTEOUS was/ were the judge/s presiding over your case or cases you heard?

Jurors that sat on a trial (n=15)*



J6b. How FAIR was/ were the judge/s presiding over your case or cases you heard?

Jurors that sat on a trial (n=15)*

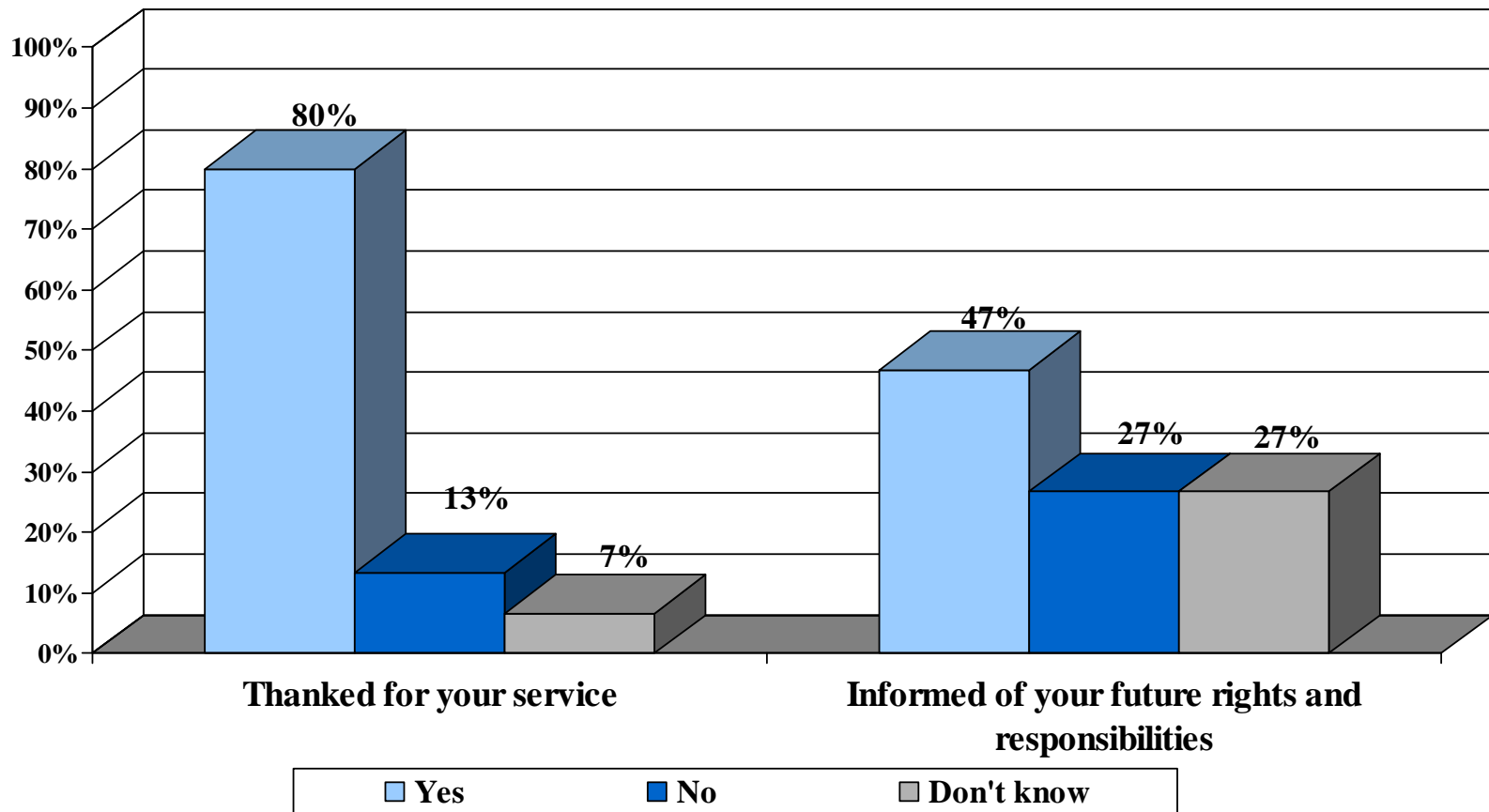


* Attention, SMALL BASE!

J7. After the trial/s on which you served, were you ...?

Jurors that sat on a trial (n=15)*

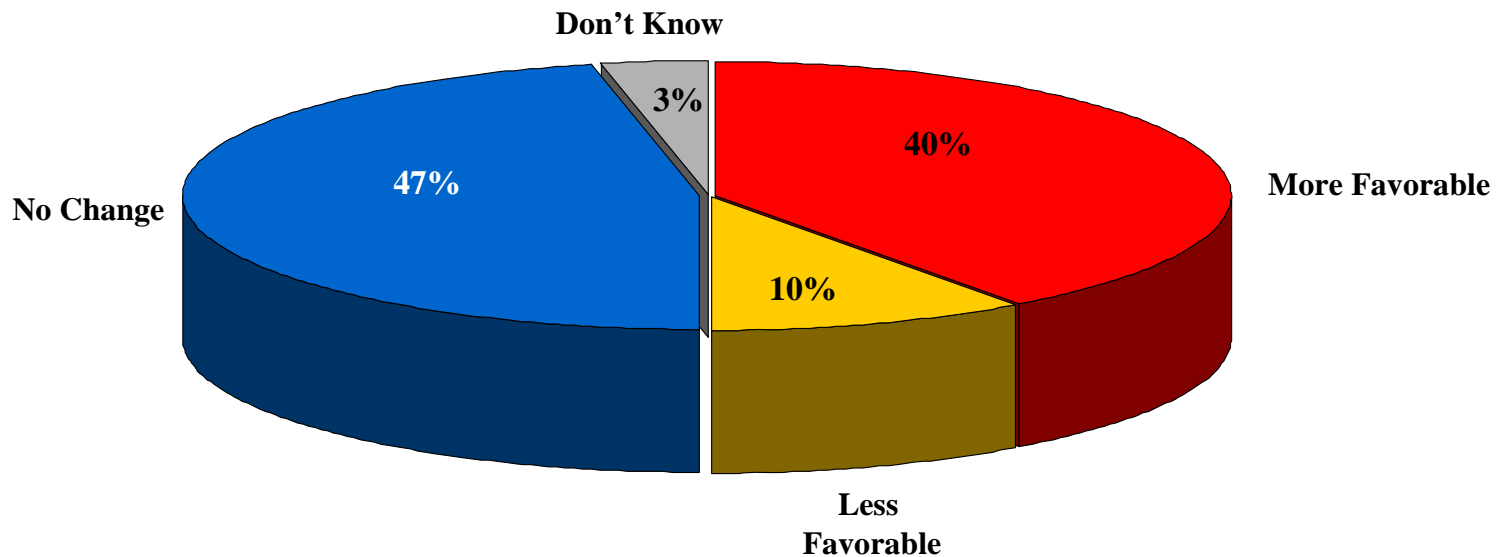
Most jurors were thanked for their service, but less than half were informed of their future rights and responsibilities.



J8. After having served, how has your impression of jury service changed?

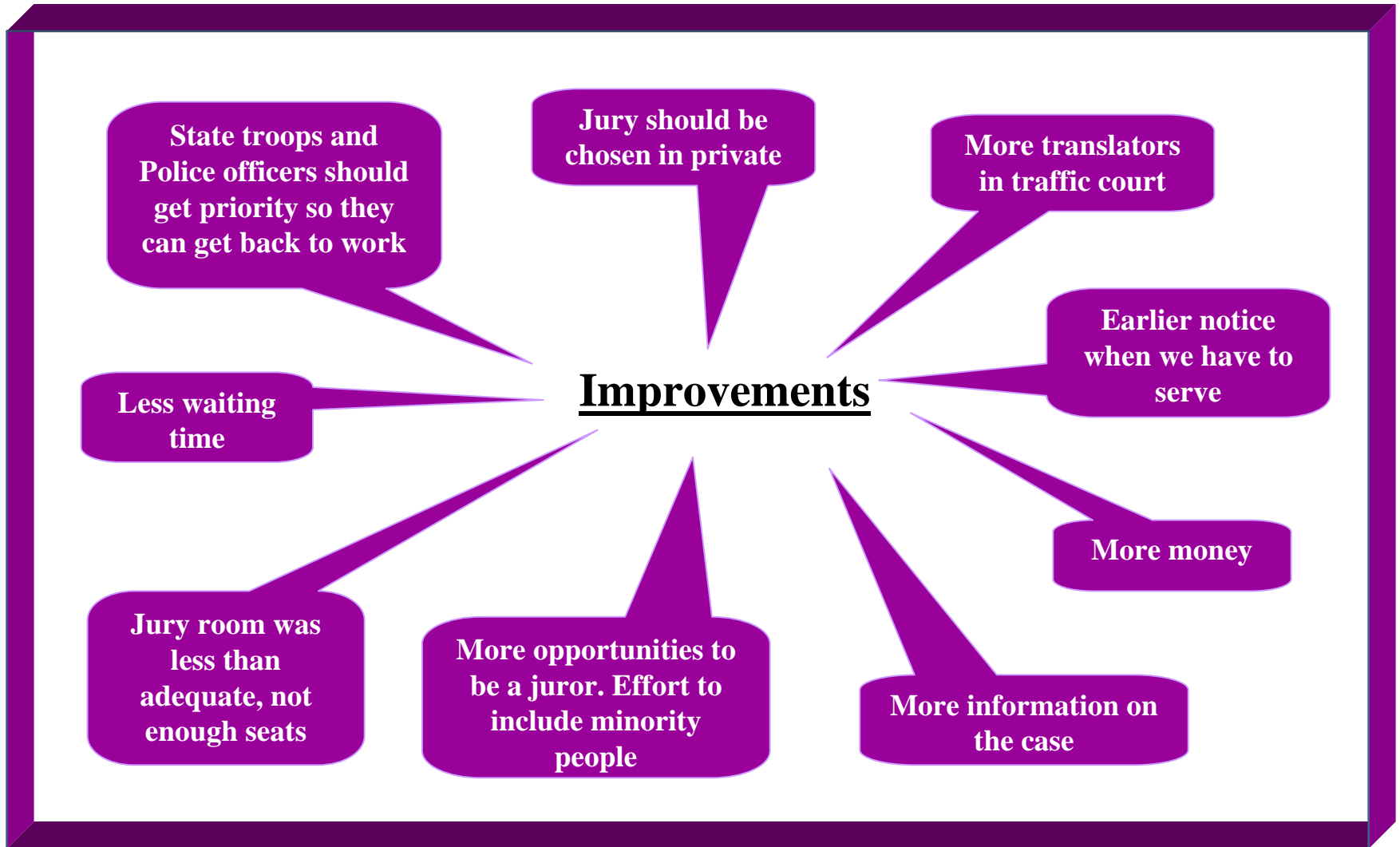
All jurors (n=30)*

Almost half of jurors did not change their opinion of jury service. However, over one-third have a more favorable impression of it.



J11. If you could choose, what one improvement would you most like to see the Court System make?

All jurors (n=30)* selected comments



* Attention, SMALL BASE!

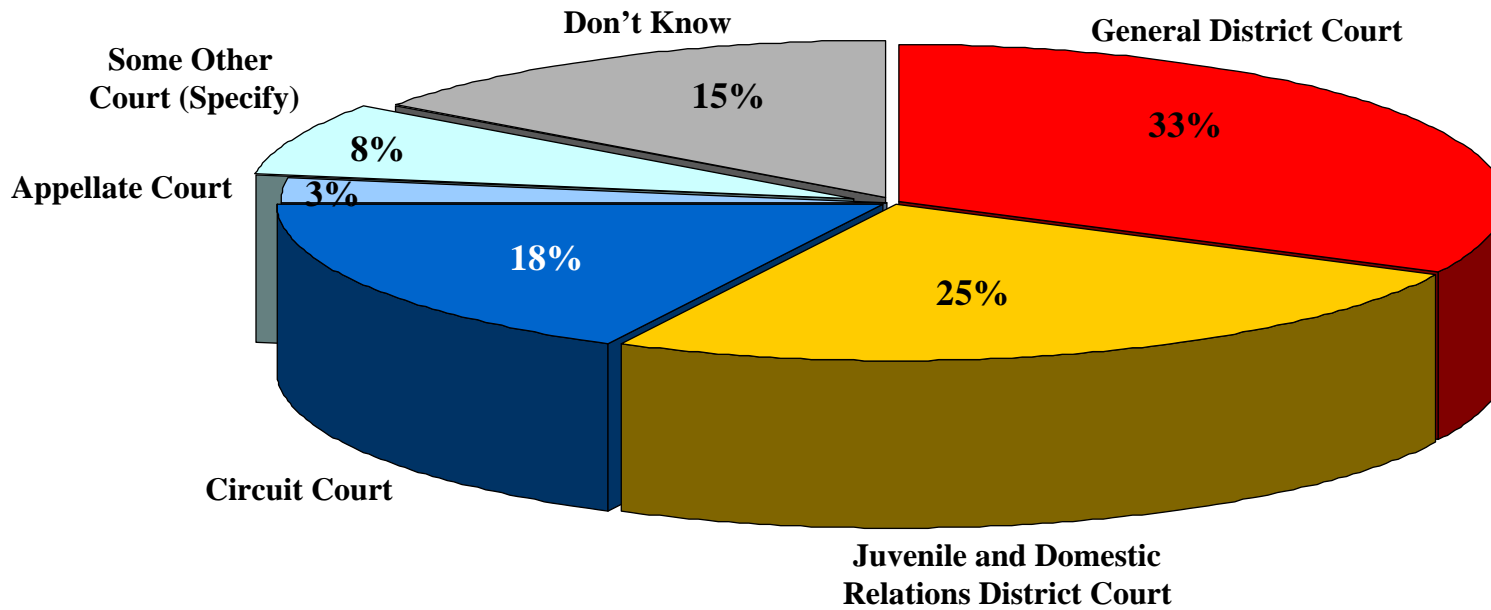
Note: See verbatim document for all comments

Court Experience Modules

- Civil Plaintiffs
- Defendants
- Victims
- Witnesses
- Jurors
- VISITORS/ OBSERVERS
- Justice System Employees
- Clerk's Office

O1. Which court did you last visit?

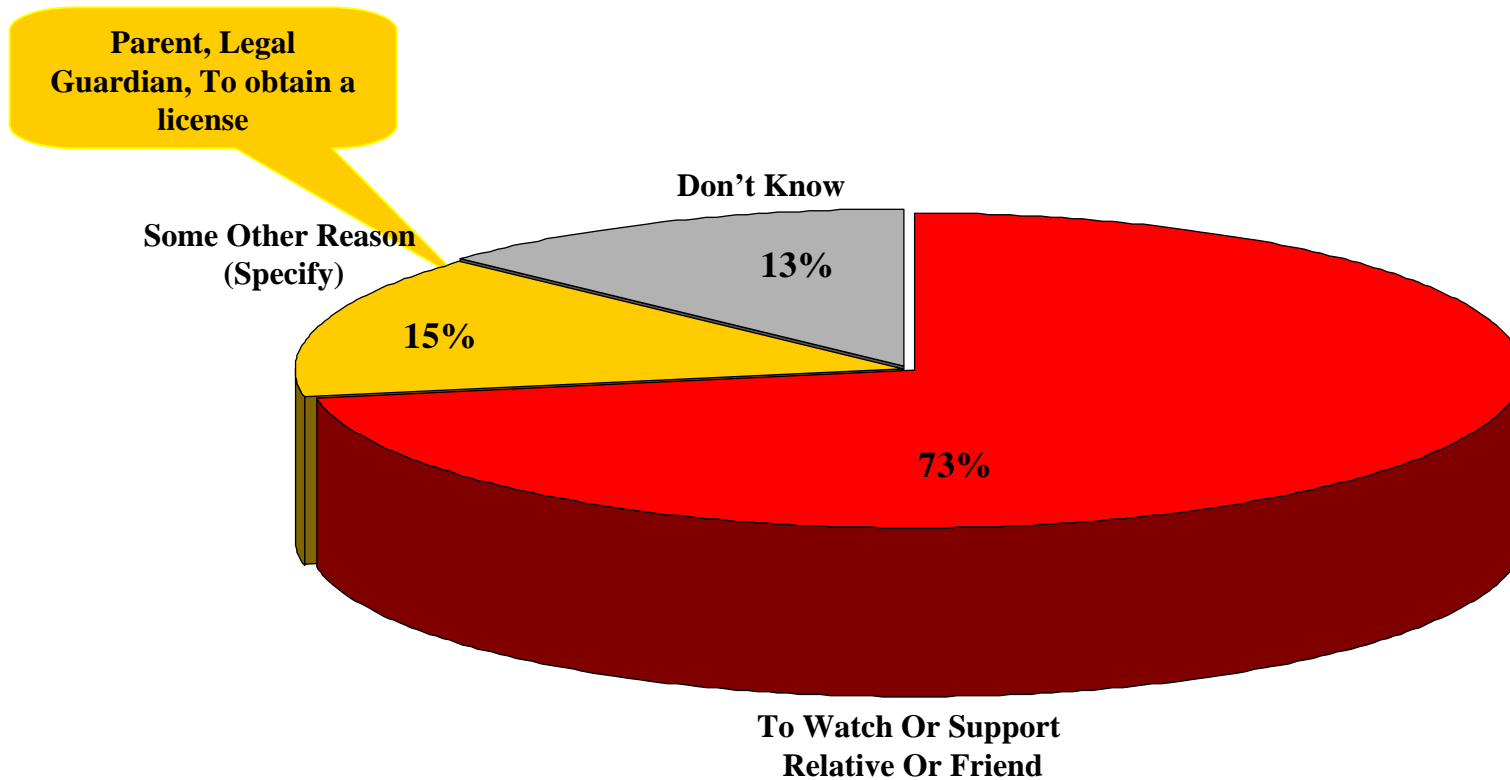
All observers (n=40)



O2: Why were you at the court?

All observers (n=40)

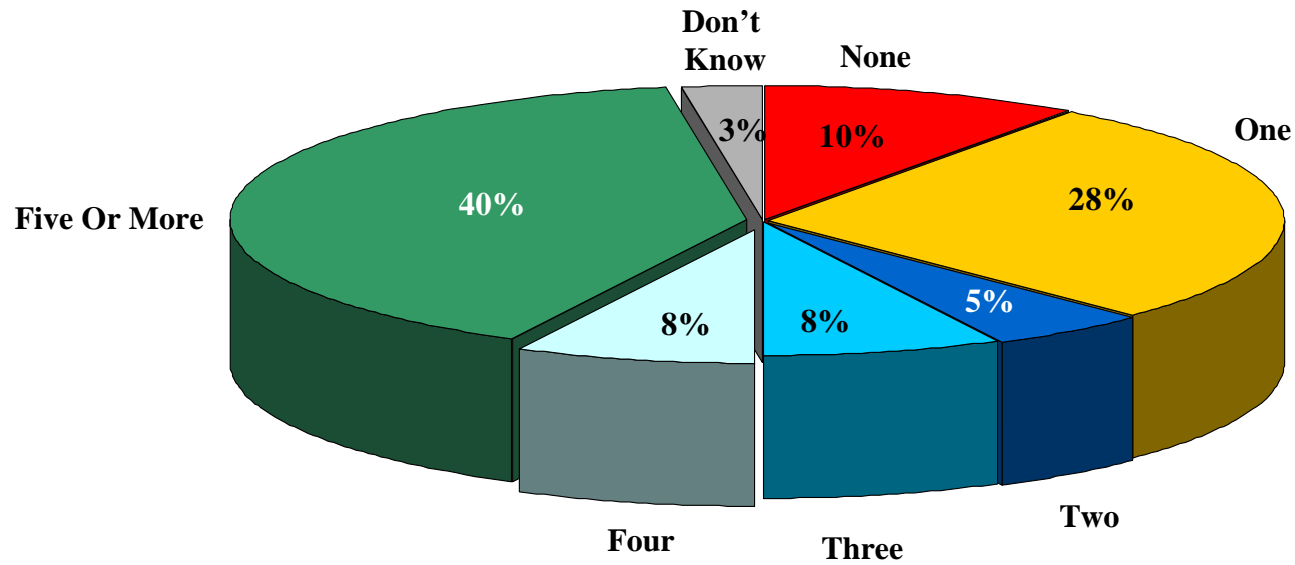
**Almost three-quarters of court observers were there to support a relative/
friend.**



O3. How many cases did you observe?

All observers (n=40)

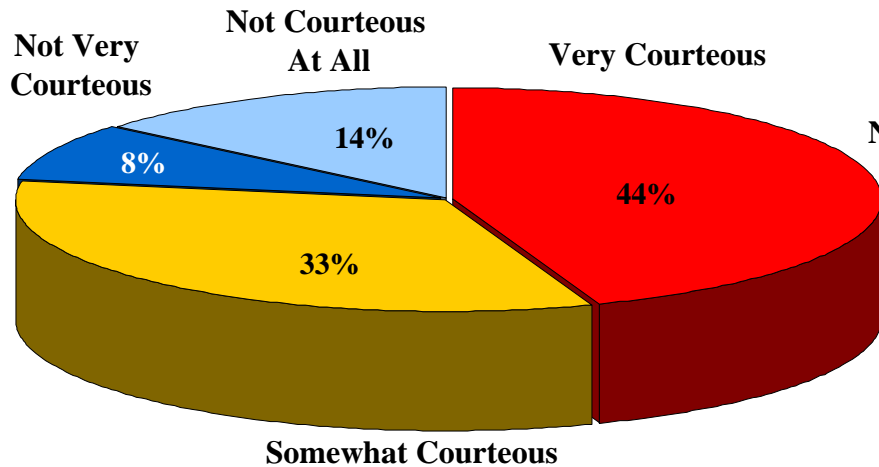
Visitors tended to observe either one case or five or more.



Almost four-fifths of visitors think that the judge was somewhat or very courteous; three-quarters think the judge was fair.

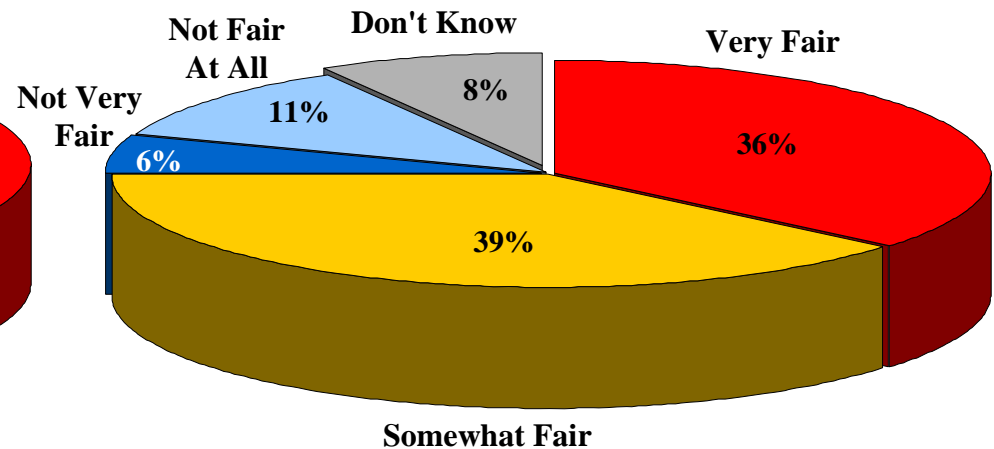
O4a. How COURTEOUS was the judge/s presiding over your case or cases you observed?

Visitors who observed at least one case (n=36)



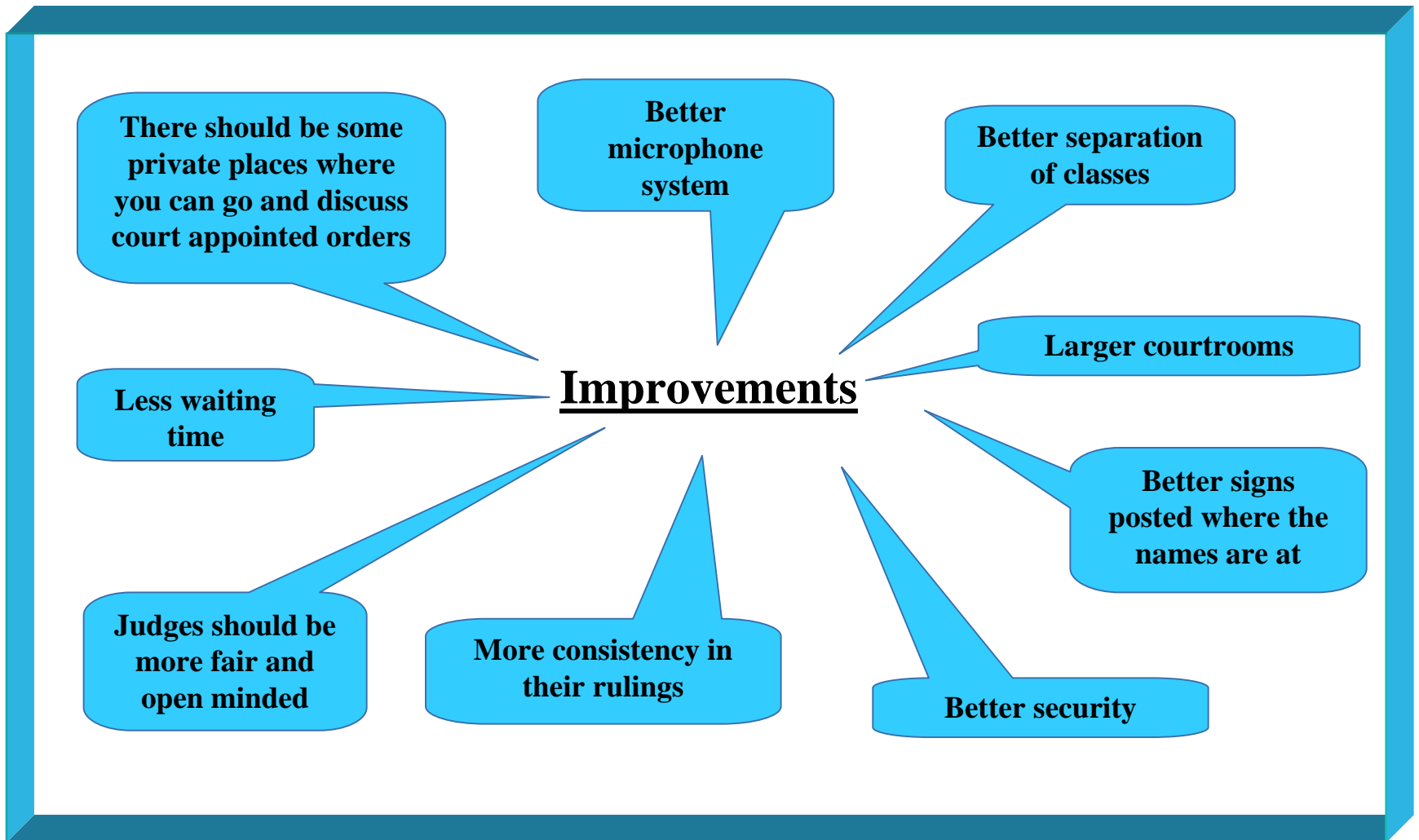
O4b. How FAIR was the judge/s presiding over your case or cases you observed?

Visitors who observed at least one case (n=36)



O6. If you could choose, what one improvement would you most like to see the Court System make?

All observers (n=40) selected comments

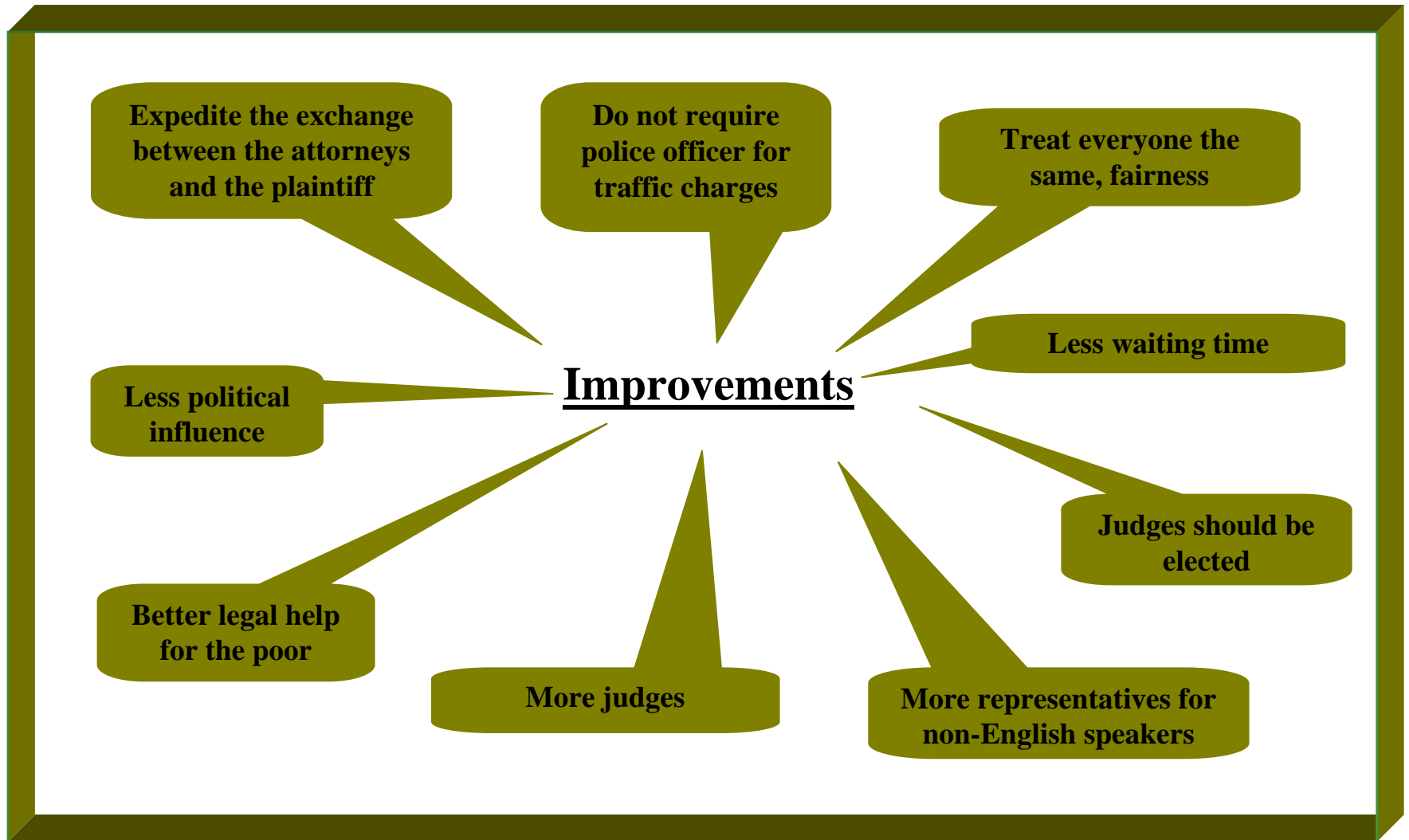


Court Experience Modules

- Civil Plaintiffs
- Defendants
- Victims
- Witnesses
- Jurors
- Visitors/ Observers
- JUSTICE SYSTEM EMPLOYEES
- Clerk's Office

E1. If you could choose, what one improvement would you most like to see the Court System make?

All justice service employee/ official (n=40) selected comments

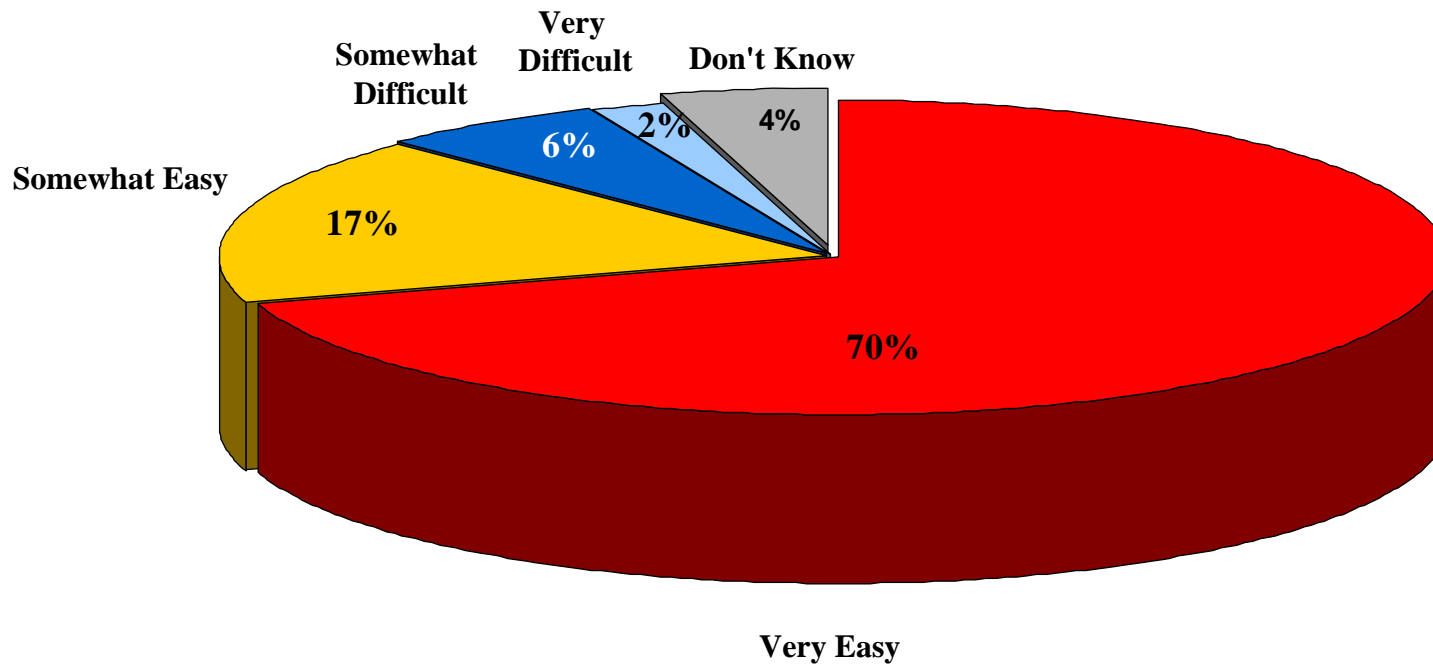


EXPERIENCE IN CLERK'S OFFICE

16a. After passing through the security checkpoint, how easy or difficult was it to find the clerk's office?

All respondents who went to Clerk's Office (n=269)

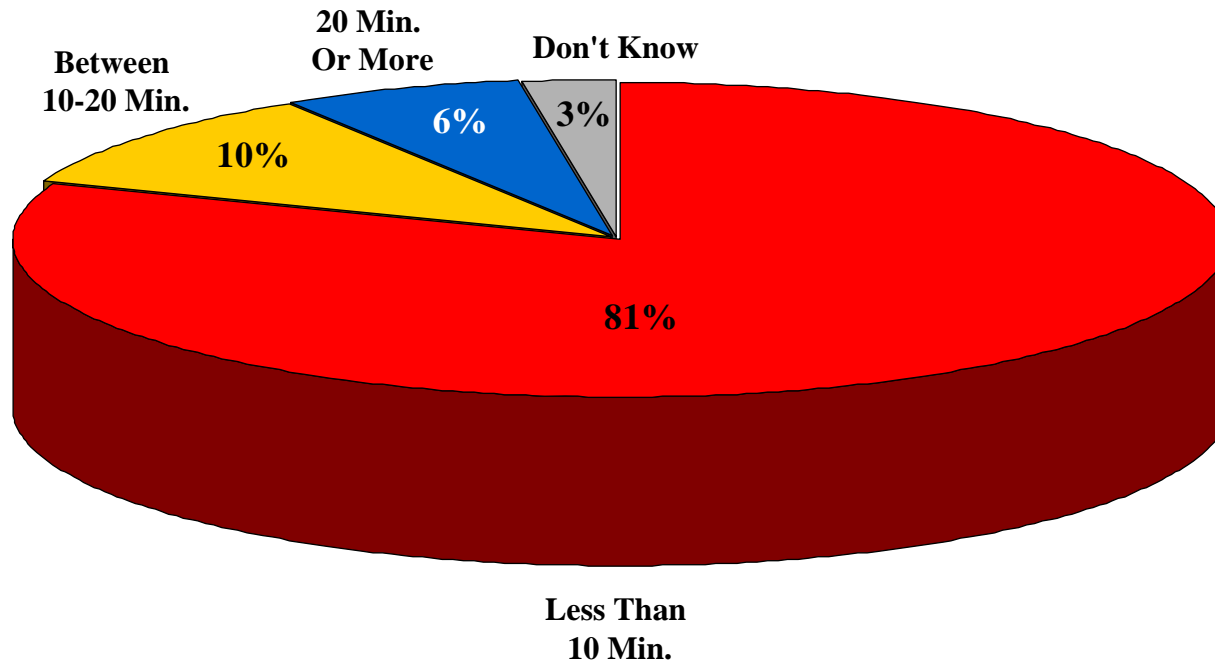
More than two-thirds of those who went to the clerk's office think it was easy to find.



16b. Approximately how long did you have to wait in line before someone in the clerk's office could help you?

All respondents who went to Clerk's Office (n=269)

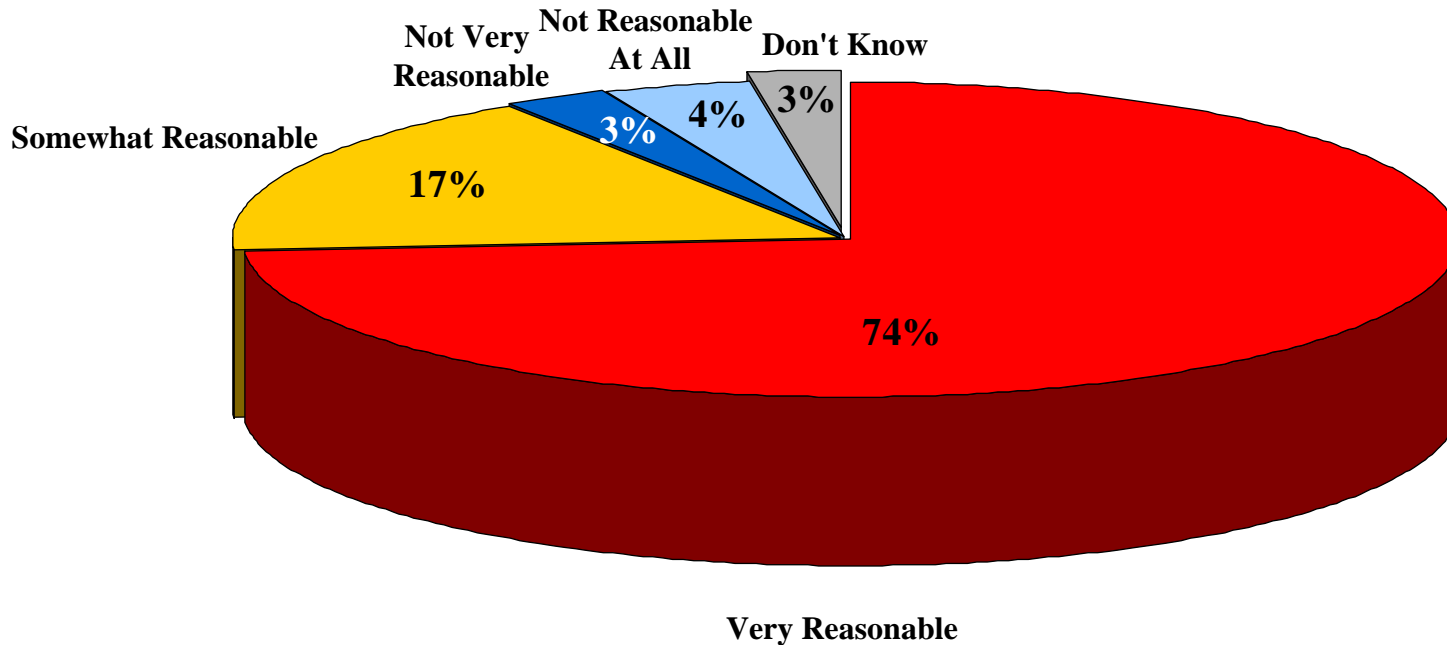
More than four-fifths of those who went to the clerk's office waited in line for less than ten minutes.



16c. In your opinion, given the number of people in line and overall busyness of the courthouse that day, how reasonable was the length of time you had to wait before someone could help you?

All respondents who went to Clerk's Office (n=269)

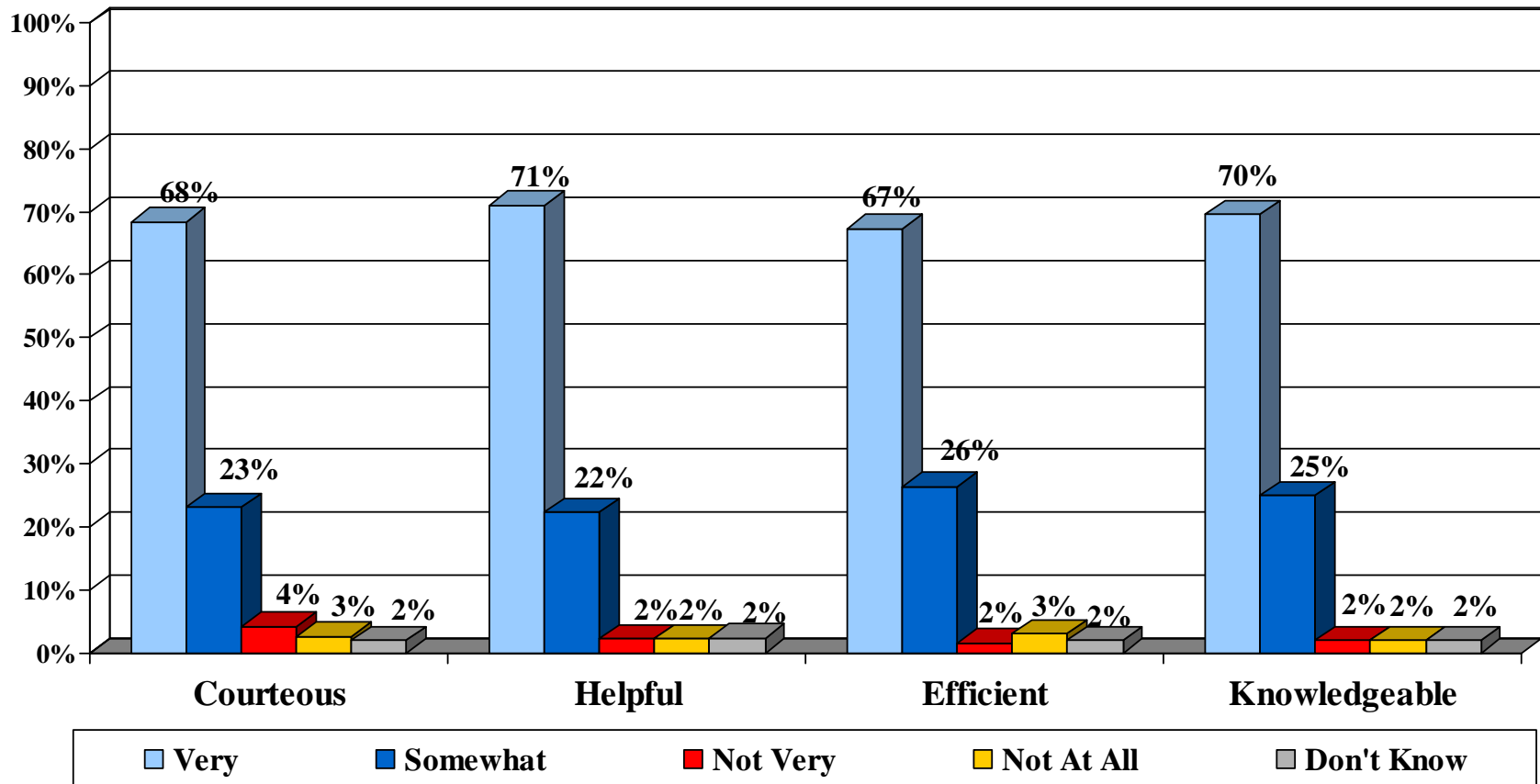
Almost three-quarters of people who went to the clerk's office think that the length of time they waited in line was very reasonable.



16d. How ... were the staff in the Clerk's Office?

All respondents who went to Clerk's Office (n=269)

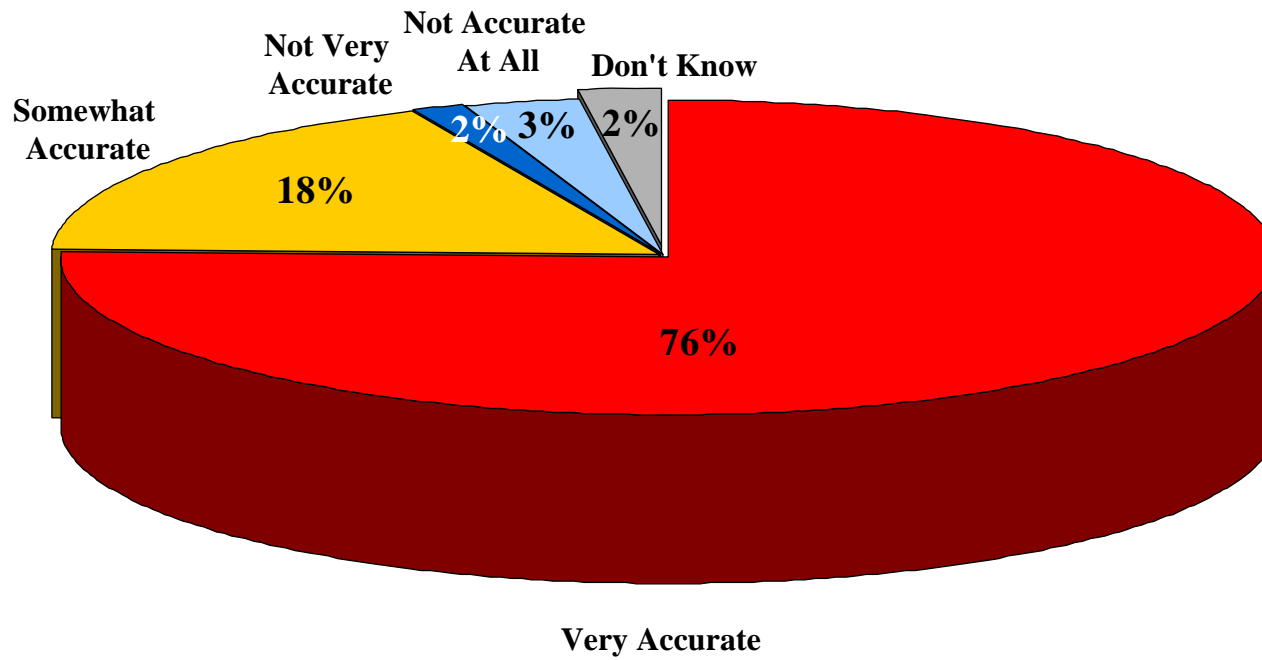
At least two-thirds of people who went to the clerk's office say that the staff is very courteous, helpful, efficient, and knowledgeable.



Q16e. How accurate was the information provided to you by the Clerk's Office?

All respondents who went to Clerk's Office (n=269)

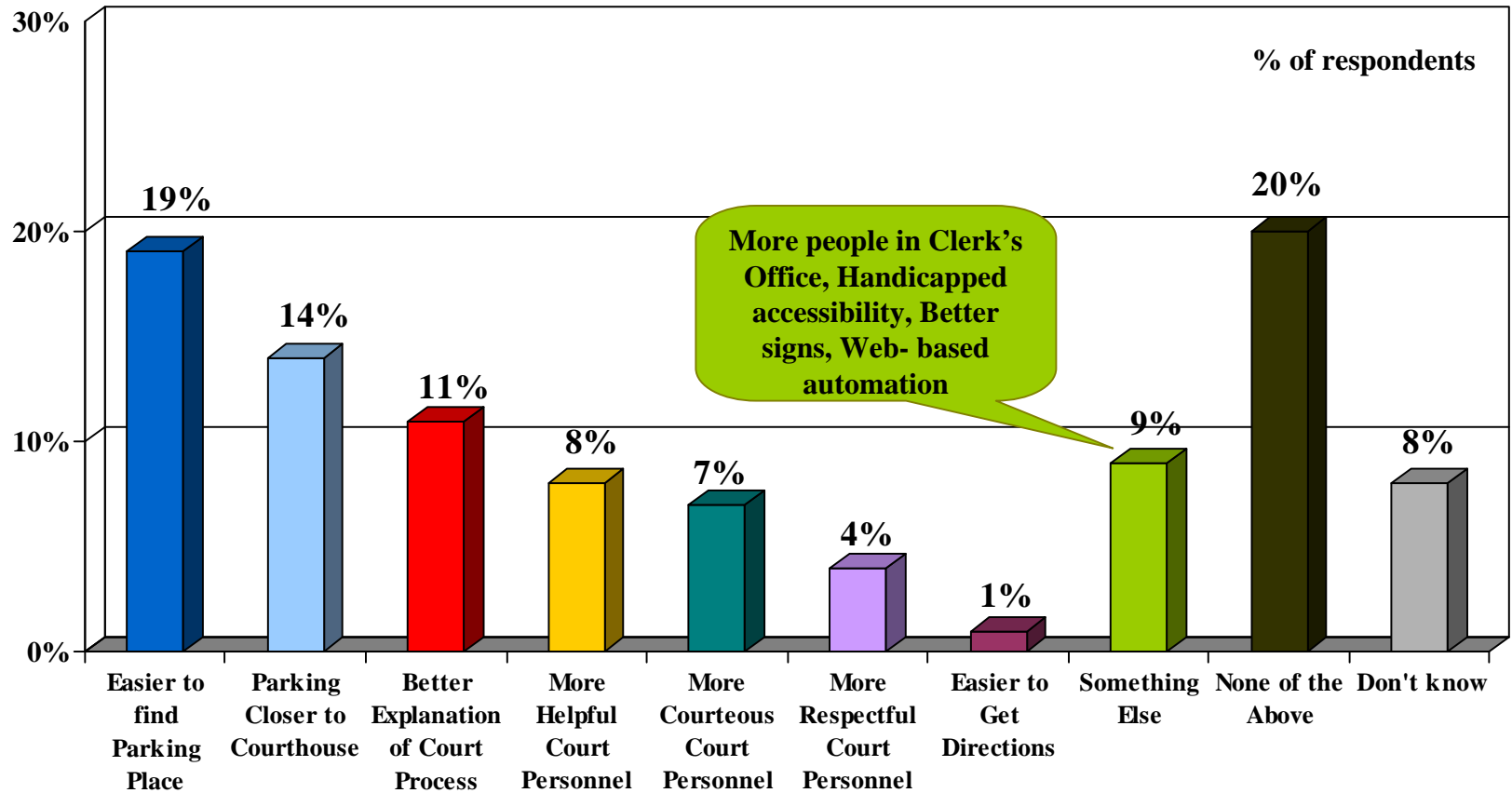
Over three-quarters of people who went to the clerk's office say that the information provided was very accurate.



Q16f. Which one of the following would have most improved your court experience?

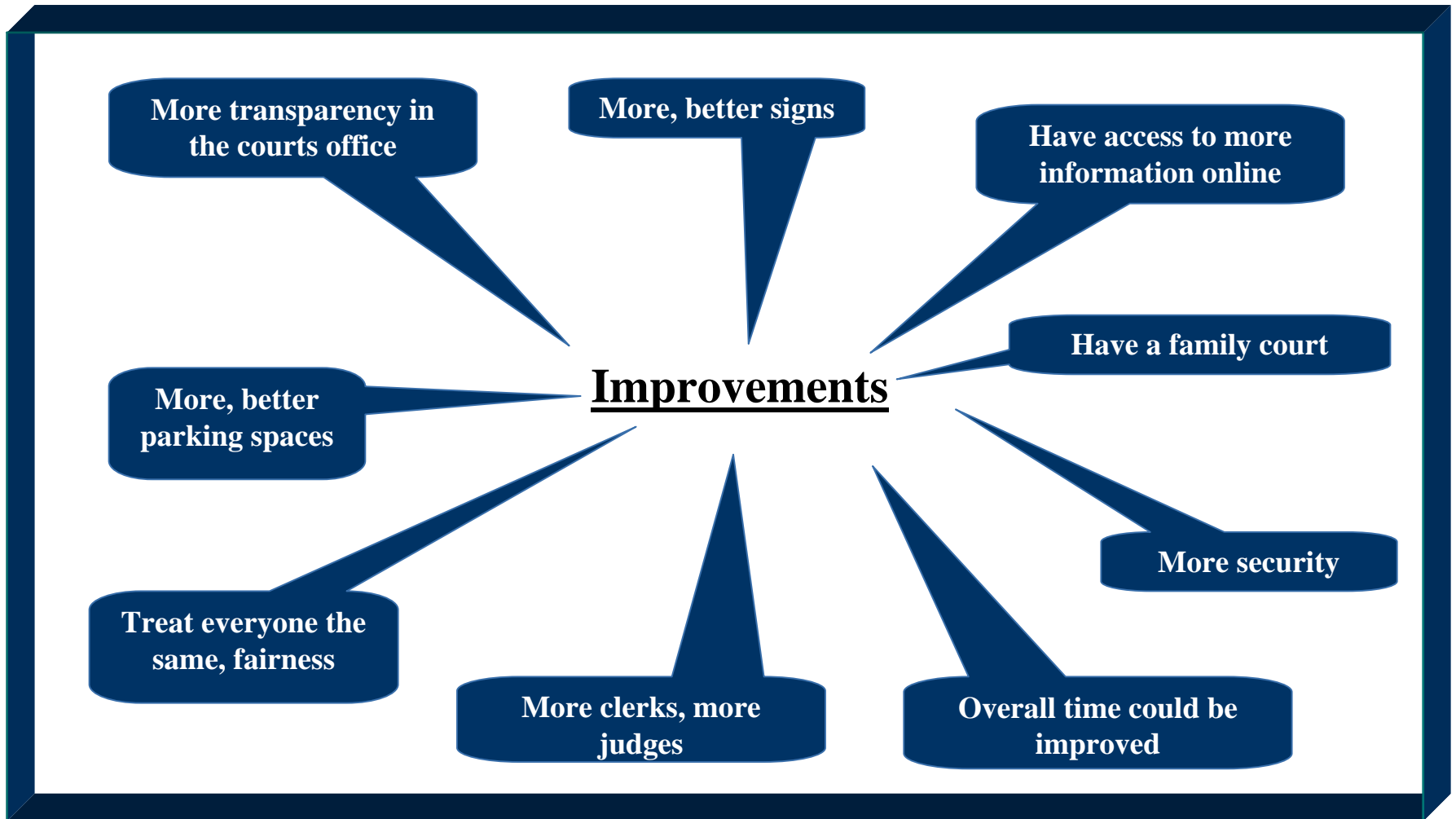
All respondents who went to Clerk's Office and in courtroom before a judge (n=138)

Respondents say that parking is the issue that needs the most improvement.



16g. If you could choose, what one improvement would you most like to see the justice system make?

All respondents who went to Clerk's Office (n=269) selected comments

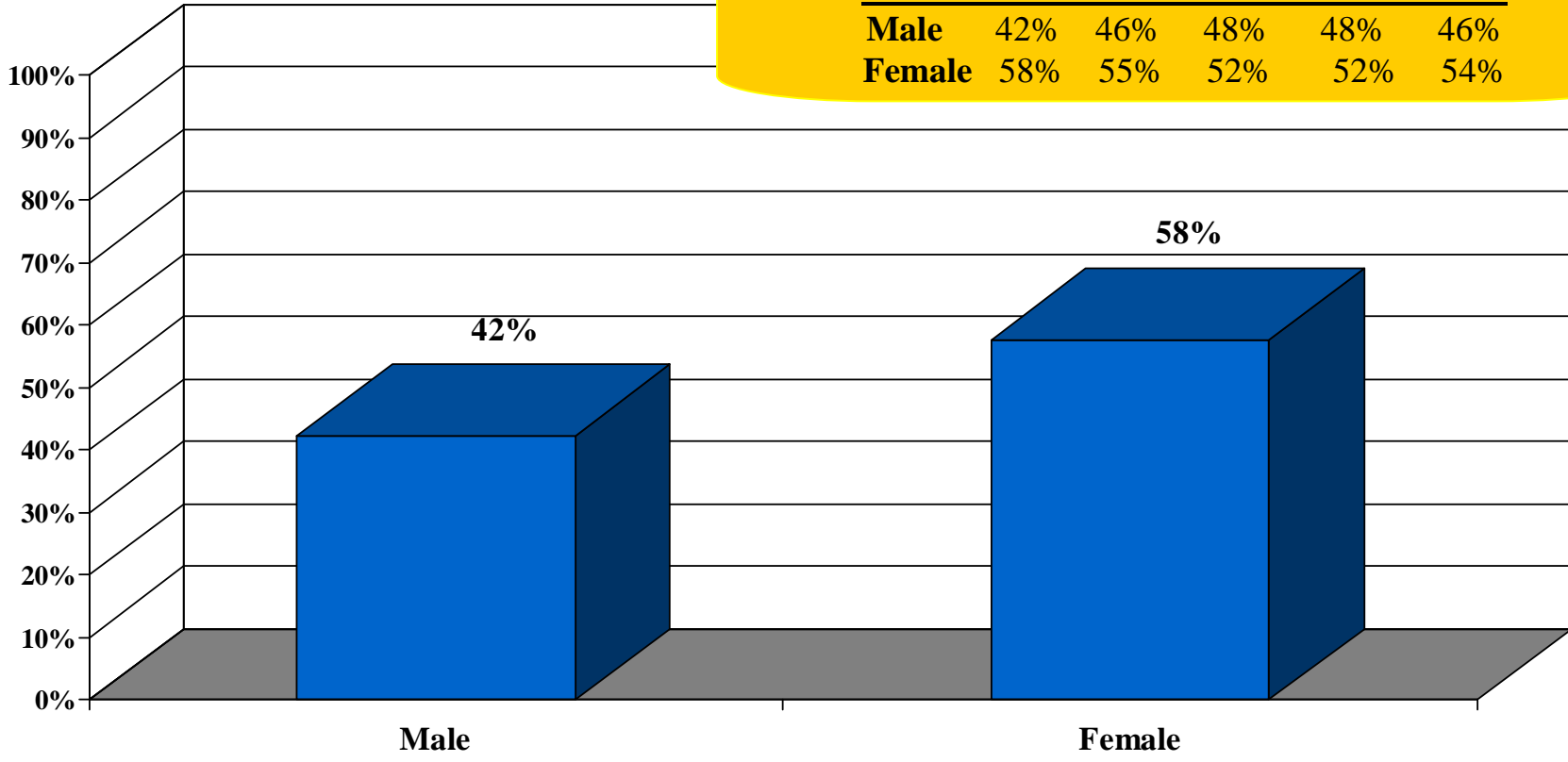


Respondent Demographics

DO. Please state your gender?

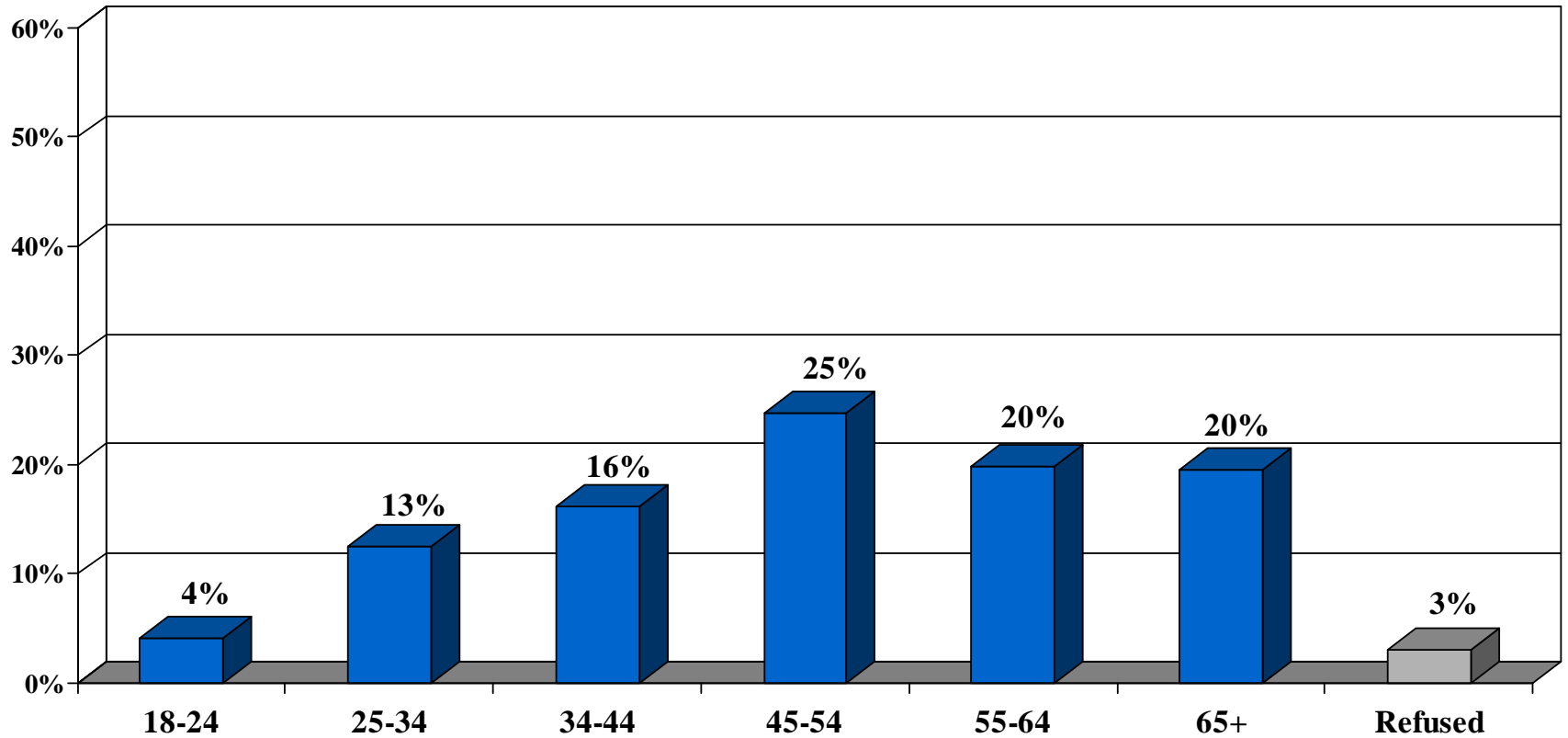
All respondents (n=1100)

<u>Year</u>	<u>1992</u>	<u>1998</u>	<u>2000</u>	<u>2003</u>	<u>2005</u>
Male	42%	46%	48%	48%	46%
Female	58%	55%	52%	52%	54%



D1. What is your age? (1/2)

All respondents (n=1100)



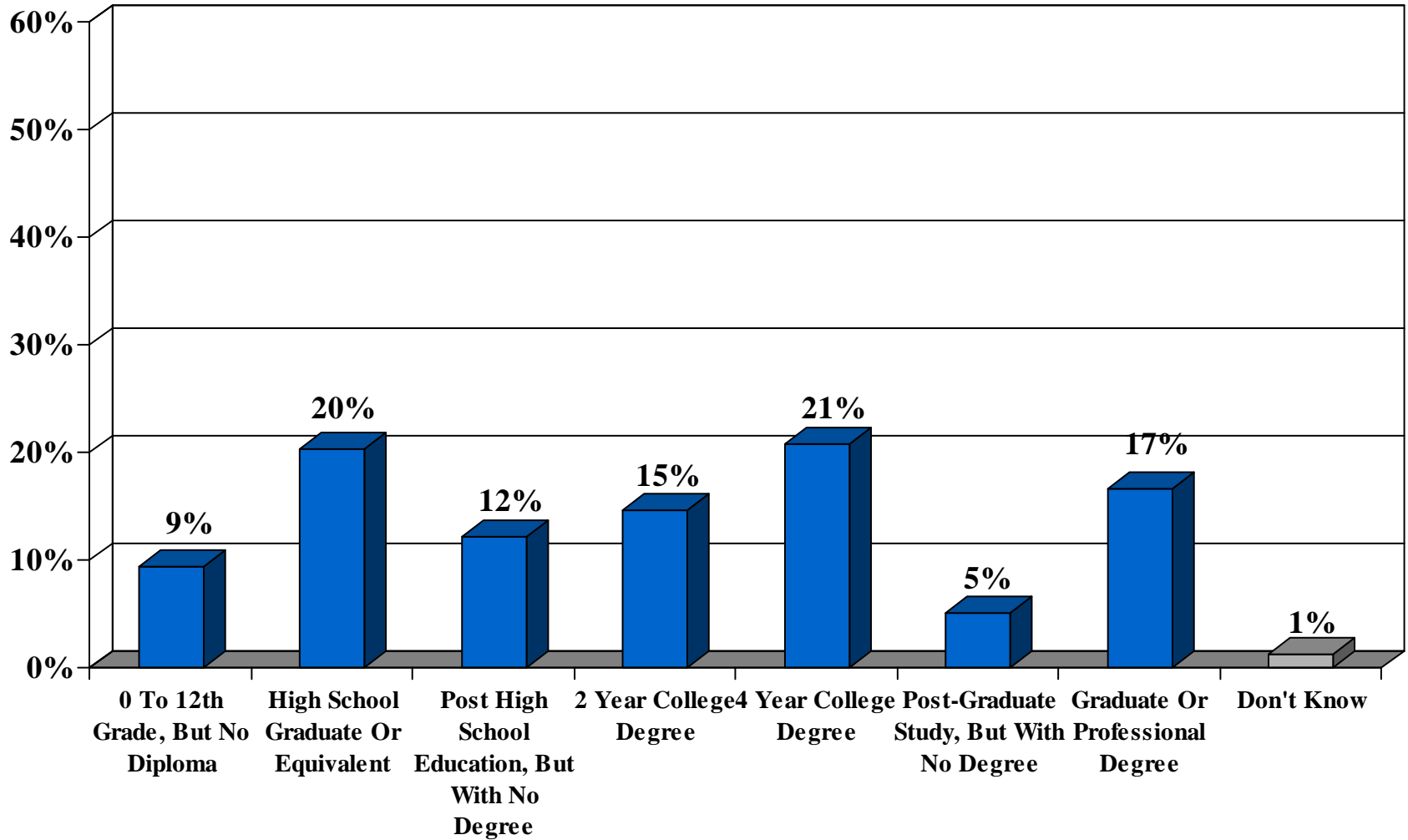
D1. What is your age? (2/2)

The mean age of respondents has increased over time, most likely due to the aging of the baby boomer generation.

	Comparison 1992-2007					
Year	1992	1998	2000	2003	2005	2007
<i>n=</i>	1596	606	600	551	600	1100
<i>18-24</i>	10%	7%	8%	7%	6%	4%
<i>25-34</i>	24%	18%	13%	14%	17%	13%
<i>35-44</i>	26%	24%	23%	22%	21%	16%
<i>45-54</i>	16%	23%	26%	24%	22%	25%
<i>55-64</i>	12%	15%	17%	19%	17%	20%
<i>65+</i>	13%	14%	13%	14%	17%	20%
<i>Mean</i>	43.5	46.5	47.1	46.8	47.1	51.0

D3. What is the highest level of education that you completed? (1/2)

All respondents (n=1100)

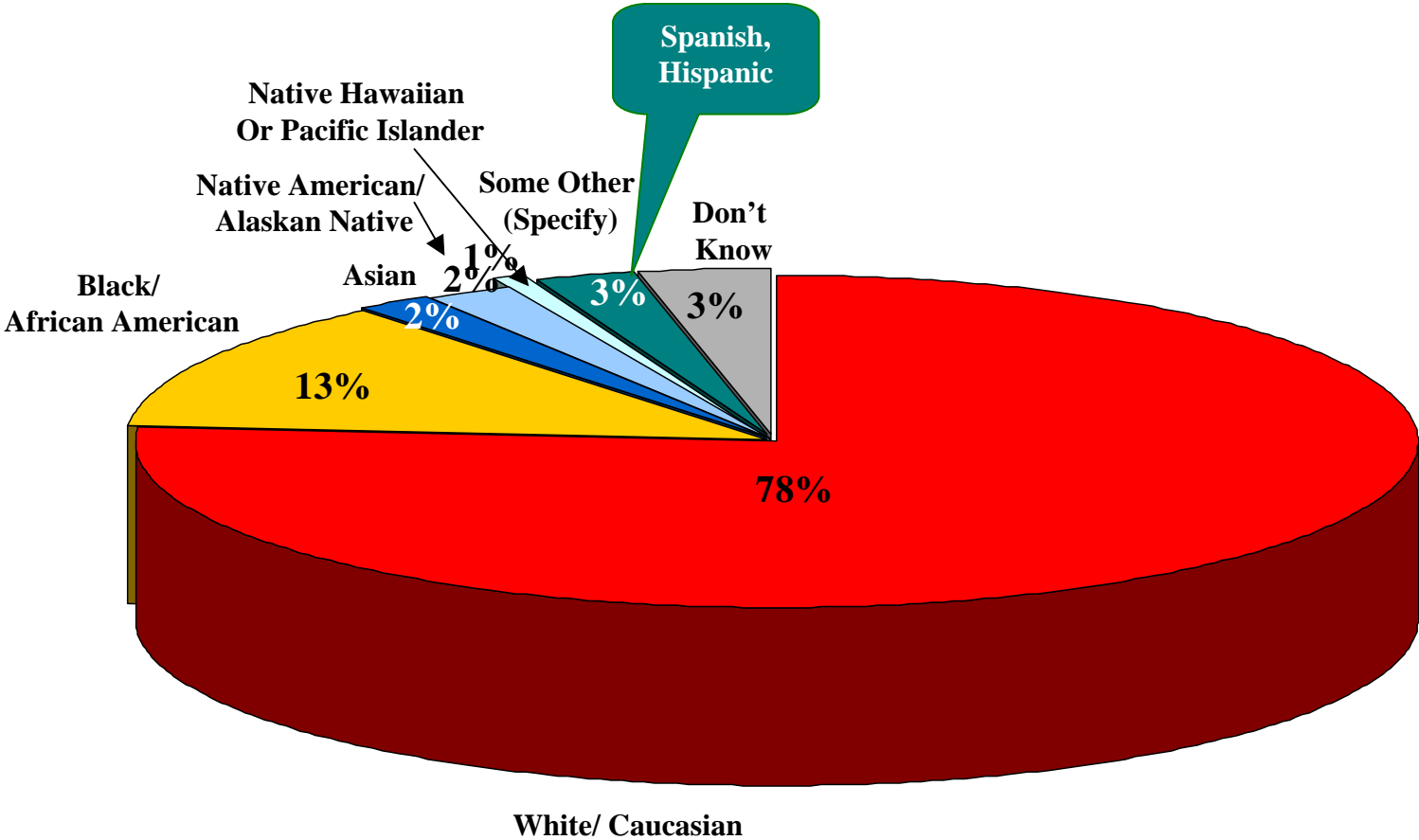


D3. What is the highest level of education that you completed? (2/2)

	Comparison 1992-2007					
Year	1992	1998	2000	2003	2005	2007
<i>n=</i>	1596	606	600	551	600	1100
<i>Some High School</i>	10%	9%	8%	14%	14%	9%
<i>High School Diploma/ G.E.D.</i>	26%	27%	27%	25%	24%	20%
<i>1 to 3 Years of College</i>	31%	27%	27%	26%	30%	27%
<i>4 Year College Degree</i>	16%	22%	19%	21%	18%	21%
<i>Graduate School or Degree</i>	17%	15%	19%	14%	14%	22%

D6. And which of the following best describes your race? (1/2)

All respondents (n=1100)

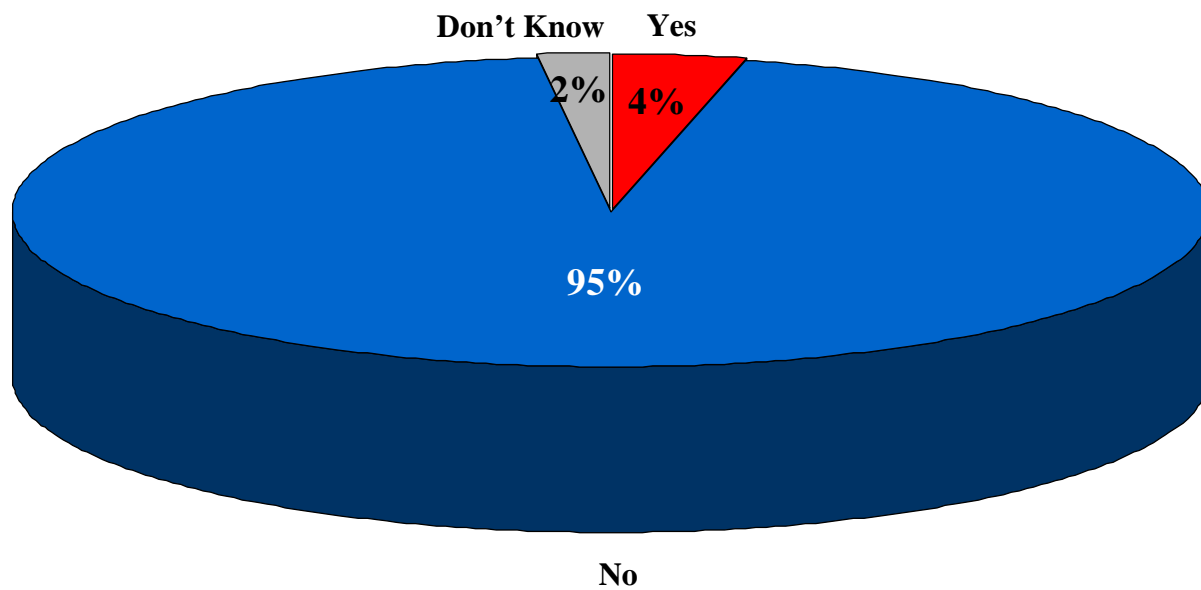


D6. And which of the following best describes your race? (2/2)

	Comparison 1992-2007					
Year	1992	1998	2000	2003	2005	2007
<i>n=</i>	1596	606	600	551	600	1100
<i>White/ Caucasian</i>	83%	81%	80%	76%	72%	78%
<i>African/ American</i>	14%	13%	14%	17%	20%	13%
<i>Hispanic/ Latino</i>	1%	2%	3%	4%	4%	4%
<i>Asian</i>	1%	2%	2%	1%	3%	2%
<i>Native American/ Alaskan Native</i>	n/a	n/a	<1%	1%	1%	2%

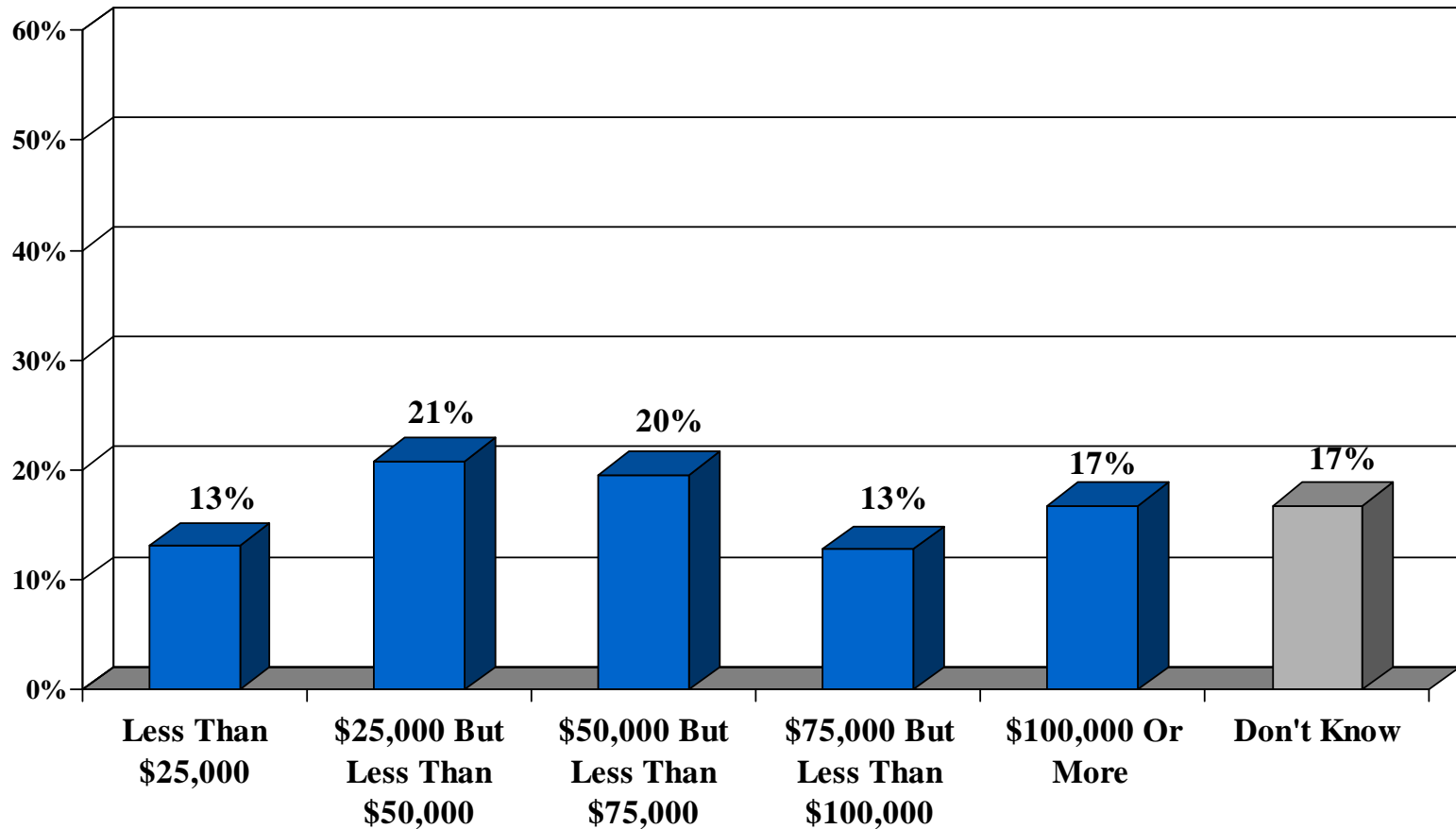
D5. Are you of Hispanic, Spanish, or Latino origin or descent?

All respondents (n=1100)



D7. Which category best describes your household income? (1/2)

All respondents (n=1100)



D7. Which category best describes your household income? (2/2)

	Comparison 1992-2007					
Year	1992	1998	2000	2003	2005	2007
<i>n</i>	1493	587	587	541	581	1100
<i>Less Than \$25,000</i>	31%	22%	17%	17%	21%	13%
<i>\$25,000 But Less Than \$50,000</i>	39%	36%	35%	30%	28%	21%
<i>\$50,000 But Less Than \$75,000</i>	18%	24%	23%	27%	20%	20%
<i>\$75,000 But Less Than \$100,000</i>	13%	10%	12%	13%	15%	13%
<i>\$100,000 Or More</i>	n/a	9%	13%	13%	17%	17%