



San Francisco  
State University

Part II: Executive Summary of Methodology with Survey Instruments

# Trust and Confidence in the California Courts

*A Survey of the Public and Attorneys*

Commissioned by the Administrative Office of the Courts on behalf of the Judicial Council of California, September 2005.

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John Rogers, Ph.D. and Diane Godard, M.A., Authors

Public Research Institute  
San Francisco State University  
1600 Holloway Avenue  
San Francisco, California 94132

This report, *Part II: Executive Summary of Methodology with Survey Instruments*, produced by Dr. John Rogers and Diane Godard, presents an overview of the survey methodology, as well as the questions included in the public and attorney surveys.

*Part I: Findings and Recommendations*, written by Dr. David Rottman, outlines the main findings and offers recommendations for policy and for further research.

Parts I and II can be viewed at:  
[www.courts.ca.gov/5275.htm](http://www.courts.ca.gov/5275.htm)

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Judicial Council of California  
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455 Golden Gate Avenue  
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## Overview

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The 2005 public trust and confidence survey was designed to measure current perceptions of the California court system held by the public and by practicing attorneys, in order to inform the Judicial Council of California's strategic policy planning process. The survey was commissioned by the Judicial Council of California, Administrative Office of the Courts (AOC) and carried out by the Public Research Institute at San Francisco State University (PRI). A consultant from the National Center for State Courts (NCSC) assisted with the development of survey content and utilized data analysis performed by PRI to develop the findings and recommendations found in Part I of this report.

### The primary objectives of the study were to:

- Determine California residents' knowledge, familiarity, attitudes, and specific experience with the courts in their communities and with the California state judicial system overall;
- Measure the public's trust and confidence in the courts in their community and in the California state judicial system as a whole;
- Determine if and why levels of public trust and confidence may systematically vary by experiences with the court system, demographic variables, and other factors;
- Measure practicing attorneys' trust and confidence in the California state judicial system, and identify similarities and differences between the views of attorneys and those of the public.

To address these questions, PRI conducted a statewide telephone survey with a random sample of 2,414 California households and a companion Internet and telephone survey with a random sample of 527 practicing attorneys. The surveys took place between November 2004 and February 2005. The surveys were designed and conducted to follow the "best practices" set by leading opinion survey research practitioners and professional associations.

## Sample Selection

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The public survey was designed to acquire a representative sample of the California household population, allowing for representation and comparisons of major demographic groups within California. This goal determined the sample size objectives: 1,200 interviews representative of the general population, plus 400 additional interviews within each major ethnic group (Hispanic/Latino, African-American, and Asian-American residents of California), for a projected total of 2,400 completed interviews. The sample was purchased from a commercial vendor of random-digit telephone numbers, and was designed for the closest possible equivalence to the residential household population of California.

Half of the initial sample was drawn from telephone numbers generated to represent each California county in proportion to the state population. Additional samples were drawn from areas with at least 30% density of African-American or Asian-American residents. Projections from census data suggested that sufficient interviews would be obtained from Hispanic/Latino respondents without any special sampling procedures, so there was no additional sampling for this group.

The attorney survey was designed to acquire a representative sample of California attorneys who are practicing members of the State Bar of California. The State Bar of California provided PRI with a random sample of 3500 practicing attorneys from its active member list. This sample size was intended to produce approximately 500 completed interviews from e-mail and telephone contacts.

## Questionnaire Development and Pretest

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The entire project team collaborated to design the survey questionnaires. The team included AOC and PRI staff members, the NCSC consultant (David Rottman), and a representative of the State Bar of California (Victor Rowley). The project timetable called for both surveys to be completed no later than February 2005, with preliminary results available by March 2005.

The development team met regularly from early August through November, 2004. Prior statewide and national surveys of public and attorney trust and confidence in the judicial system were reviewed in detail to inform the development process. The core topic areas covered by the final public survey instrument include:

- Knowledge of and familiarity with the courts;
- Expectations of the courts' roles and responsibilities;
- Levels of trust and confidence in the courts, and reasons for these levels;
- Evaluation of existing and proposed California court services and attributes;
- Types of experience with the courts and impacts of this experience on evaluations;
- Other demographic factors and respondent attributes, such as age, income, political orientation, country of birth, and racial or ethnic identity.
- Frequency of conducting business with the courts;
- Primary practice area and firm characteristics;
- Use of Internet and other methods of business contact with the courts and satisfaction with those contacts;
- Rating of specific services of the State Bar of California.

The attorney survey content was designed to address the same set of core issues using a reduced set of questions in order to minimize the time required of respondents. In addition to items in common with the public survey, the attorney survey assessed:

Both surveys were developed through an extensive series of drafts and revisions, and were programmed for administration with PRI's Computer-Assisted Telephone Interviewing system (CATI). The attorney survey was also programmed to be self-administered via the Internet.

The public survey was pretested with 49 interviews from November 10 to 13, 2004, and final revisions were executed upon review of pretest results. In order to minimize intrusions upon attorneys' time during business hours, the attorney survey was carefully reviewed but not pretested in advance of the main survey administration. Both surveys were reviewed and approved by the San Francisco State University Committee for the Protection of Human Subjects before any interviews were conducted.

## Results and Analysis

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Data collection for the public survey began November 23, 2004 and ended February 19, 2005. Active telephone numbers in the sample were dialed up to 29 times to ensure adequate response rates and to contact hard-to-reach respondents. Refusal conversion specialists made up to two conversion attempts to recruit reluctant respondents. Interviewers reported a high level of engagement by respondents in the comparatively long telephone interview (the average interview time was 26 minutes).

The total number of completed interviews in the public survey was 2,414. Interviewers completed 367 surveys with residents who self-identified as African-American, 313 with Asian-American residents, 553 with Hispanic/Latino residents, 1,141 with Caucasian residents, and 16 with residents of other or unknown ethnic identity (subtotals include individuals selecting multiple ethnicity categories). Bilingual interviewers conducted 309 of these interviews in Spanish, 50 in Cantonese, and 18 in Mandarin. PRI's interviewer team achieved an overall response rate of 30%. Supervisors monitored 10% of completed interviews.

Data collection for the attorney survey began January 18, 2005 and ended February 14, 2005. Attorneys were first contacted by U.S. mail with a letter from the president of the State Bar of California, inviting them to take the survey online. PRI conducted follow-up telephone calls to those who did not respond to the initial mailed request. Most (465) California attorneys self-administered the survey using the Internet. PRI interviewers administered another 62 surveys over the telephone, for a total of 527 completed interviews. The average interview time for the attorney survey was 17 minutes, including both telephone and web-based responses.

PRI performed a series of statistical weight calculations to adjust the final public sample to approximate the 2000 U.S. Census on age, gender, and ethnicity and to adjust for other selection factors, such as the greater selection probability of respondents in certain areas. A complete description of weighting and other statistical procedures used is available in the main methodology report (available from AOC)

Margins of error indicate the statistically expected range of variation for survey results. For example, with a margin of error of  $\pm 3\%$ , if 43% of the population provides a particular answer, we have 95% confidence that the "true" population percentage falls between 40% and 46%. Margins of error can vary between specific questions and subgroups.

The average statewide margin of error for the public survey is estimated at  $\pm 3\%$  with 95% confidence, after adjustment for sampling and weight factors. The overall statewide margin of error for the attorney survey is  $\pm 4\%$  with 95% confidence.

For both surveys, PRI research staff compiled, reviewed, and documented the full range of collected data for submission to AOC. After compiling the basic weighted frequency listings for each item, PRI conducted a series of analyses for David Rottman, the NCSC consultant producing the report of substantive survey results. These analyses included the development of measurements for key constructs (for example, trust and confidence), multivariate regression models for identifying relationships across many factors at the same time, and specialized analyses to account for the effects of statistical weights on the precision of results.

## Organization and Project Staff

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The Public Research Institute (PRI) is a research unit at San Francisco State University and has operated there throughout its 20-year history. PRI provides research services to government agencies, non-profit organizations, and academic researchers in the Bay Area and across California. PRI staff members and faculty associates offer expertise in the full range of social science disciplines, including survey research, psychology, sociology, public health, public administration, community development, urban planning, and statistics. PRI operates its own 25-station center for telephone survey research with state-of-the-art equipment and software for integrated Internet and telephone-based data collection.

**John Rogers, Ph.D., Associate Director,** directed the project and supervised all work. Rogers has authored six peer-reviewed publications on survey research methodologies and other articles in the fields of public health and social psychology. He has more than fifteen years of experience with all aspects of large survey projects from research design to publication. Rogers received a Ph.D. degree in Social Psychology from the University of California, Berkeley in 1999.

**Diane Godard, M.A., Senior Research Associate,** administered the survey design, including programming, sample and data management, and report writing. Godard has more than fifteen years of experience in survey research design, implementation, project management, data analysis, and reporting. In 2002, she directed a study for the Administrative Office of the Courts assessing the impacts of the *Early Mediation Pilot Program*. Godard received an M.A. degree in Social Psychology from San Francisco State University in 2001.

**Kevin Adcock, B.A., CATI Lab Manager,** conducted the recruitment, training, and supervision of telephone interviewers. Mr. Adcock has over nine years of successful supervisory experience with more than 70 social research projects. Adcock received a B.A. in Communications from California State University, Hayward in 1979.

## Key facts about the public survey:

- 2,414 telephone interviews, conducted between November, 2004 and February, 2005
- Additional sampling of African-American (367), Hispanic/Latino (553), and Asian-American (312) respondents, for stable estimates of these populations
- Interviewing in Spanish (309), Cantonese (50), and Mandarin (18) languages
- Extensive quality control measures (10% of all interviews monitored)
- Statistical weights calculated to adjust for sampling probability and nonresponse

## Public Trust and Confidence Instrument

### INTRODUCTION [TIME1]

#### S1

Hello, my name is INTERVIEWER and I'm calling from San Francisco State University on behalf of the California State Courts. We're not selling anything or asking for money. We're conducting a short survey funded by the State of California on how people feel about their courts. Your number was randomly selected from among all California households. May I ask a few questions to see if you are eligible to participate?

The phone numbers we call have been selected at random to make sure we reach an accurate sample of the population. While participating will not benefit you directly, it's important all Californians have a chance to share their views on the state courts. The leaders of the Courts would very much like to know your thoughts about how justice is served in California. They will use the information to improve court services for you and other Californians.

- 1) CONTINUE IN ENGLISH [SKIP TO S2]
- 2) CONTINUE IN SPANISH [SKIP TO S2]
- 3) CONTINUE IN CHINESE [SKIP TO S2]
- 4) ANSWERING MACHINE
- 5) SCHEDULE CALLBACK
- 6) NO ANSWER
- 7) BUSY
- 8) HANG-UP
- 9) INITIAL REFUSAL
- 10) HARD REFUSAL [SKIP TO REFUSE SCREEN]
- 11) DISCONNECTED PHONE
- 12) BUSINESS / FAX LINE
- 13) NEVER CALL LIST
- 14) LANGUAGE / COMPREHENSION PROBLEM

### SCREENER

#### S2

Are you 18 or older? IF NEEDED: May I speak to someone 18 years or older?

- 1) YES, ADULT AVAILABLE
- 2) NO, ADULT NOT AVAILABLE – CALLBACK
- 3) REFUSED

#### S3

In order to select one member of your household to participate, could you please tell me how many adults age 18 and older live in this household?

- 1) 1 – ONE [SKIP TO S5]
- 2) 2 – TWO
- 3) 3 – THREE
- 4) 4 – FOUR
- 5) 5 – FIVE
- 6) 6 – SIX
- 7) 7 – SEVEN
- 8) 8 – EIGHT
- 9) 9 – NINE
- 10) 10 – TEN
- 11) 11 – ELEVEN
- 12) 12 – TWELVE
- 13) MORE THAN 12
- 14) DON'T KNOW – CALLBACK

#### CHOOSE1

The computer has selected the [RANDOMLY SELECTED] household member to participate.

May I speak to that person?

- 1) YES – SAME PERSON [SKIP TO S5]
- 2) YES – NEW HOUSEHOLD MEMBER
- 9) NO – REFUSED [SKIP TO REFUSE SCREEN]

#### CHOOSE2

Unfortunately we are only able to interview California residents at this time. May I speak to the [RANDOMLY SELECTED] household member?

- 1) YES – AVAILABLE
- 2) NO ADULT RESIDENTS [SKIP TO END SCREEN]
- 9) REFUSED [SKIP TO REFUSE SCREEN]

#### S4

Hello, my name is [INTERVIEWER] and I'm calling from San Francisco State University on behalf of the California State Courts. We are not selling anything or asking for money. We're conducting a short survey funded by the State of California on how people feel about their courts. Your phone number was randomly selected from among all California households.

## INFORMED CONSENT

#### S5

The leaders of the California State Courts would very much like to know your thoughts about how justice is served in California. They will use this information to improve court services for you and other Californians. This survey is completely voluntary and takes most people about 15 minutes to complete. There are no penalties for not participating. You may decline to answer any question, and you may withdraw at any time. While your answers, combined with those of other participants, will be used to improve court services, there are no direct benefits to you personally. All of your answers will be kept confidential. We do not know your name, and your responses cannot be linked to your identity in any way. With your permission, we will begin.

- 1) CONTINUE
- 2) SET CALLBACK
- 9) REFUSED [SKIP TO REFUSE SCREEN]



## S6

(DO NOT ASK: CODE GENDER)  
[PROBE IF NEEDED: Are you male or female?]

- 1) MALE
- 2) FEMALE
- 8) DON'T KNOW

## S7

Would you prefer to be interviewed in English, Spanish or Chinese?

- 1) ENGLISH
- 2) SPANISH
- 3) CANTONESE
- 4) MANDARIN
- 5) OTHER [TERMINATE]

## S8

Do you usually speak  
[ANSWER TO S7] at home?

- 1) YES [SKIP TO S10]
- 2) NO
- 8) DON'T KNOW/NOT SURE [SKIP TO S10]
- 9) REFUSED [SKIP TO S10]

## S9

What language do you usually speak at home?

- 1) ENGLISH
- 2) SPANISH
- 3) CANTONESE
- 4) MANDARIN
- 5) OTHER (SPECIFY) S90TH:
- 9) REFUSED

## S10

And how many years have you lived in California?

- ENTER YEARS: \_ \_ \_ \_
- 0 LESS THAN 1 YEAR
  - 777 DOES NOT LIVE IN CALIF.
  - 888 DON'T KNOW
  - 999 REFUSED
- [IF S3=1, END;  
IF S3>1, SELECT  
NEW HH MEMBER]

## S11

Now before we begin, I'd like to tell you my supervisor may be monitoring this call for quality control purposes. OK?

- 1) CONTINUE WITH MONITORING
- 2) CONTINUE WITHOUT MONITORING (INFORM SUPERVISOR)

## ATTITUDES TOWARDS PUBLIC INSTITUTIONS [TIME2]

### Q1INTRO

First, I'd like to know how much confidence you feel you have in different public institutions.  
[Q1 - Q5 RANDOMIZED]

### Q1

In general, how would you rate your confidence in the Public Schools? Do you feel very confident, somewhat confident, not very confident, or not at all confident?

- 1) Very confident
- 2) Somewhat confident
- 3) Not very confident
- 4) Not at all confident
- 8) DON'T KNOW
- 9) REFUSED

### Q2

In general, how would you rate your confidence in your local Police Department or County Sheriff? Do you feel very confident, somewhat confident, not very confident, or not at all confident?

- 1) Very confident
- 2) Somewhat confident
- 3) Not very confident
- 4) Not at all confident
- 8) DON'T KNOW
- 9) REFUSED

### Q3

In general, how would you rate your confidence in the US Supreme Court? Do you feel very, somewhat, not very, or not at all confident?

- 1) Very confident
- 2) Somewhat confident
- 3) Not very confident
- 4) Not at all confident
- 8) DON'T KNOW
- 9) REFUSED

### Q4

In general, how would you rate your confidence in the California State court system? Do you feel very, somewhat, not very, or not at all confident?

- 1) Very confident
- 2) Somewhat confident
- 3) Not very confident
- 4) Not at all confident
- 8) DON'T KNOW
- 9) REFUSED

### Q5

In general, how would you rate your confidence in the courts in your county? Do you feel very, somewhat, not very, or not at all confident?

- 1) Very confident
- 2) Somewhat confident
- 3) Not very confident
- 4) Not at all confident
- 8) DON'T KNOW
- 9) REFUSED

## SUBJECTIVE KNOWLEDGE OF COURTS [TIME3]

### Q6

Now for the next questions, let's focus on just the California courts. While the entire justice system includes courts, judges, lawyers, police, civil and criminal justice at both the state and federal levels, for these questions, I'd like you to think about just the state courts. By this I mean the judges, their staff, and clerks who work in California courthouses, but not the police, prosecutors, or lawyers. OK? Which of the following best describes how familiar you are with the California State court system? [READ LIST]

- 1) Intimately familiar: know many details about the court's operation and organization
- 2) Broadly familiar: know some details about the court's operation and organization
- 3) Familiar: know about the court's operation and organization in general terms
- 4) Somewhat familiar: know very little about the court's operation and organization beyond location, name, etc.

- 5) Not familiar at all
- 8) DON'T KNOW
- 9) REFUSED

## SOURCES OF INFORMATION

### Q7

Have you ever needed to get information about the courts in your county? (not including information about the police, prosecutors, or lawyers.)

- 1) YES
- 2) NO [SKIP TO Q13INTRO]
- 8) DON'T KNOW/NOT SURE [SKIP TO Q13INTRO]
- 9) REFUSED [SKIP TO Q13INTRO]

### Q8

Where did you go for this information? [DO NOT READ. ENTER ALL THAT APPLY.]  
[PROBE ONCE: Anywhere else?]

- 1) Civic or church group or organization
- 2) Court web sites
- 3) Courthouse
- 4) An attorney
- 5) Family or friends
- 6) School
- 7) Library
- 8) Newspapers / News magazines
- 9) Internet [NOT COURT WEBSITE]



- 10) Radio
- 11) Phone book
- 12) TV news
- 13) Other TV shows
- 14) Other (SPECIFY)  
Q80TH: \_\_\_\_\_
- 15) Did not look  
[SKIP TO Q13INTRO]
- 88) DON'T KNOW  
[SKIP TO Q13INTRO]
- 99) REFUSED  
[SKIP TO Q13INTRO]

## Q9

[ASK IF Q8 = 2] How useful was the information provided by the Court Website? Very useful, somewhat useful, not very useful, or not at all useful?

- 1) Very useful
- 2) Somewhat useful
- 3) Not very useful
- 4) Not at all useful
- 8) DON'T KNOW
- 9) REFUSED

## Q10

[ASK IF Q8 = 3] How useful was the information provided by the Courthouse? Very useful, somewhat useful, not very useful, or not at all useful?

- 1) Very useful
- 2) Somewhat useful
- 3) Not very useful
- 4) Not at all useful
- 8) DON'T KNOW
- 9) REFUSED

## Q11 DROPPED

## Q12 DROPPED

## Q13INTRO

Now besides looking for information yourself, you may learn about the courts in other ways. Here are some places you might hear or read about the courts.

## Q13

How often do you get information about the state courts from the Internet? Often, sometimes, hardly ever, or never?

- 1) Often
- 2) Sometimes
- 3) Hardly ever
- 4) Never
- 8) DON'T KNOW
- 9) REFUSED

## Q14

How often do you get information about the state courts from Newspapers or news magazines? (Often, sometimes, hardly ever, or never?)

- 1) Often
- 2) Sometimes
- 3) Hardly ever
- 4) Never
- 8) DON'T KNOW
- 9) REFUSED

## Q15 DROPPED

## Q16

How often do you get information about the state courts from the Radio? (Often, sometimes, hardly ever, or never?)

- 1) Often
- 2) Sometimes
- 3) Hardly ever
- 4) Never
- 8) DON'T KNOW
- 9) REFUSED

## Q17

How often do you get information about the state courts from TV news programs? (Often, sometimes, hardly ever, or never?)

- 1) Often
- 2) Sometimes
- 3) Hardly ever
- 4) Never
- 8) DON'T KNOW
- 9) REFUSED

## Q18

How often do you get information about the state courts from Televised trials or court proceedings? (Often, sometimes, hardly ever, or never?)

- 1) Often
- 2) Sometimes
- 3) Hardly ever
- 4) Never
- 8) DON'T KNOW
- 9) REFUSED

## Q19

How often do you get information about the state courts from TV dramas, sitcoms, movies or Reality shows like Judge Judy? (Often, sometimes, hardly ever, or never?)

- 1) Often
- 2) Sometimes
- 3) Hardly ever
- 4) Never
- 8) DON'T KNOW
- 9) REFUSED

## Q20

How often do you get information about the state courts from the courts themselves? (Often, sometimes, hardly ever, or never?)

- 1) Often
- 2) Sometimes
- 3) Hardly ever
- 4) Never
- 8) DON'T KNOW
- 9) REFUSED

## COURT EXPERIENCE [TIME4]

### Q21

Have you or anyone in your household ever had any direct experience, contact, or involvement with a court case which brought you into a California courthouse, including being called in for jury duty? [PROBE IF NEEDED: Was that you or someone else in your household?]

- 1) YES, I have
- 2) YES, Someone in household  
[SKIP TO Q28]
- 3) NO personal involvement with courts  
[SKIP TO Q28]
- 8) DON'T KNOW  
[SKIP TO Q28]
- 9) REFUSED  
[SKIP TO Q28]

### Q22

Please think about that case, or if there was more than one, think about the one that made the strongest impression on you. Did it involve... [READ LIST. SELECT ONE ONLY]

- 1) A parking or traffic ticket (or DUI)?
- 2) A transaction conducted over the counter?  
[SKIP TO Q28]
- 3) A civil case like an accident, injury, or financial dispute?
- 4) A small claims case?
- 5) A family matter, such as divorce, or a child custody case?
- 6) A juvenile delinquency case?
- 7) A mental health case or a matter involving a will, trust or inheritance?
- 8) A criminal matter where an adult was charged?

- 9) OTHER (SPECIFY)  
Q220TH: \_\_\_\_\_
- 88) DON'T KNOW
- 99) REFUSED

### Q23

In this case were you... [READ LIST. SELECT ONLY ONE]

- 1) called for jury duty but did not get selected  
[SKIP TO Q26]
- 2) selected to sit on the jury (or as alternate juror) [SKIP TO Q26]
- 3) the person filing the lawsuit or action
- 4) the person being sued a witness in the case  
[SKIP TO Q26]
- 5) the defendant
- 6) the victim in the case
- 8) OTHER (SPECIFY)  
Q230TH: \_\_\_\_\_
- 88) DON'T KNOW  
[SKIP TO Q26]
- 99) REFUSED  
[SKIP TO Q26]

## Q24

Did the case reach an outcome?

- 1) YES
- 2) NO [SKIP TO Q26]
- 3) NOT YET / STILL PENDING (WHAT ABOUT ON APPEAL?) [SKIP TO Q26]
- 8) DON'T KNOW [SKIP TO Q26]
- 9) REFUSED [SKIP TO Q26]

## Q25

Was the result of this case favorable or unfavorable for your side of the matter?

- 1) Favorable
- 2) Neither favorable nor unfavorable
- 3) Unfavorable
- 8) DON'T KNOW
- 9) REFUSED

## Q26

Did this experience make you more confident or less confident in the courts or did it have no effect? Much (more/less) confident or somewhat (more/less) confident?

- 1) Much more confident
- 2) Somewhat more confident
- 3) Had no effect
- 4) Somewhat less confident
- 5) Much less confident
- 8) DON'T KNOW
- 9) REFUSED

## Q27

Did this court contact take place within the last five years or was it more than five years ago?

- 1) 0 - 5 years ago
- 2) More than 5 years ago
- 8) DON'T KNOW
- 9) REFUSED

## Q28

In the last three years, have you done any business with the courts in your county over the Internet, over the phone, or in person over the counter?

[IF NEEDED: Which?]

[ENTER ALL THAT APPLY]

- 1) NO INTERNET, PHONE, OR COUNTER CONTACT [SKIP TO Q30]
- 2) YES, INTERNET
- 3) YES, PHONE
- 4) YES, COUNTER [IF Q22 = 2, DO NOT READ]
- 8) DON'T KNOW [SKIP TO Q30]
- 9) REFUSED [SKIP TO Q30]

## Q29A

[ASK IF Q28=YES, INTERNET]

In general, were you satisfied or dissatisfied with your Internet contact? Would you say very (satisfied/dissatisfied) or somewhat (satisfied/dissatisfied)?

- 1) Very Satisfied
- 2) Somewhat Satisfied
- 3) Somewhat Dissatisfied
- 3) Very Dissatisfied
- 8) DON'T KNOW
- 9) REFUSED

## Q29B

[ASK IF Q28=YES, PHONE]

In general, were you satisfied or dissatisfied with your phone contact? Would you say very (satisfied/dissatisfied) or somewhat (satisfied/dissatisfied)?

- 1) Very Satisfied
- 2) Somewhat Satisfied
- 3) Somewhat Dissatisfied
- 3) Very Dissatisfied
- 8) DON'T KNOW
- 9) REFUSED

## Q29C

[ASK IF Q28=YES, COUNTER or Q22 = 2]

In general, were you satisfied or dissatisfied with your in person contact? Would you say very (satisfied/dissatisfied) or somewhat (satisfied/dissatisfied)?

- 1) Very Satisfied
- 2) Somewhat Satisfied
- 3) Somewhat Dissatisfied
- 3) Very Dissatisfied
- 8) DON'T KNOW
- 9) REFUSED

## BARRIERS TO ACCESS [TIME5]

### Q30

Have you ever considered taking a case to court but decided not to?

- 1) YES [ASK A VERSION FOLLOW UP]
- 2) NO [ASK B VERSION FOLLOW UP]
- 8) DON'T KNOW/NOT SURE [ASK B VERSION FOLLOW UP]
- 9) REFUSED [SKIP TO Q42INTRO]

### Q31INTRO

I'm going to read a list of reasons that might make it hard for people to go to court. For each one, please tell me whether or not you think it [kept / might keep] you from going to court.

### Q31

- A. Would you say a physical problem that makes using the courthouse difficult kept you from going to court?
  - 1) YES
  - 2) NO
  - 8) DON'T KNOW/NOT SURE
  - 9) REFUSED
- B. Would you say a physical problem that makes using the courthouse difficult might keep you from going to court?
  - 1) YES
  - 2) NO
  - 8) DON'T KNOW/NOT SURE
  - 9) REFUSED

### Q32

- A. Would you say the availability of another way to solve your problem kept you from going to court?
  - 1) YES
  - 2) NO
  - 8) DON'T KNOW/NOT SURE
  - 9) REFUSED
- B. Would you say the availability of another way to solve your problem might keep you from going to court?
  - 1) YES
  - 2) NO
  - 8) DON'T KNOW/NOT SURE
  - 9) REFUSED

### Q33

- A. Would you say the cost of hiring an attorney kept you from going to court?
  - 1) YES
  - 2) NO
  - 8) DON'T KNOW/NOT SURE
  - 9) REFUSED
- B. Would you say the cost of hiring an attorney might keep you from going to court?
  - 1) YES
  - 2) NO
  - 8) DON'T KNOW/NOT SURE
  - 9) REFUSED

### Q34

- A. Would you say the court fees required kept you from going to court?
  - 1) YES
  - 2) NO
  - 8) DON'T KNOW/NOT SURE
  - 9) REFUSED
- B. Would you say the court fees required might keep you from going to court?
  - 1) YES
  - 2) NO
  - 8) DON'T KNOW/NOT SURE
  - 9) REFUSED

### Q35

- A. Would you say the distance you would have to travel kept you from going to court?
  - 1) YES
  - 2) NO
  - 8) DON'T KNOW/NOT SURE
  - 9) REFUSED
- B. Would you say the distance you would have to travel might keep you from going to court?
  - 1) YES
  - 2) NO
  - 8) DON'T KNOW/NOT SURE
  - 9) REFUSED

### Q36

- A. Would you say the hours or days the court is open (closed?) kept you from going to court?
  - 1) YES
  - 2) NO
  - 8) DON'T KNOW/NOT SURE
  - 9) REFUSED
- B. Would you say the hours or days the court is open (closed?) might keep you from going to court?
  - 1) YES
  - 2) NO
  - 8) DON'T KNOW/NOT SURE
  - 9) REFUSED

### Q37

- A. Would you say difficulty speaking, reading or understanding English kept you from going to court?
  - 1) YES
  - 2) NO
  - 8) DON'T KNOW/NOT SURE
  - 9) REFUSED
- B. Would you say difficulty speaking, reading or understanding English might keep you from going to court?
  - 1) YES
  - 2) NO
  - 8) DON'T KNOW/NOT SURE
  - 9) REFUSED

## Q38

- A. Would you say the lack of child care facilities at the court kept you from going to court?
- B. Would you say the lack of child care facilities at the court might keep you from going to court?
- 1) YES
  - 2) NO
  - 8) DON'T KNOW/NOT SURE
  - 9) REFUSED

## Q39

- A. Would you say the time it took away from work or home kept you from going to court?
- B. Would you say the time it took away from work or home might keep you from going to court?
- 1) YES
  - 2) NO
  - 8) DON'T KNOW/NOT SURE
  - 9) REFUSED

## Q40

- A. Would you say the length of time it takes to get a decision kept you from going to court?
- B. Would you say the length of time it takes to get a decision might keep you from going to court?
- 1) YES
  - 2) NO
  - 8) DON'T KNOW/NOT SURE
  - 9) REFUSED

## Q41

- A. Would you say uneasiness about what might happen to you kept you from going to court?
- B. Would you say uneasiness about what might happen to you might keep you from going to court?
- 1) YES
  - 2) NO
  - 8) DON'T KNOW/NOT SURE
  - 9) REFUSED

## STATE COURTS - EXPECTATIONS AND PERFORMANCE [TIME6]

### Q42INTRO

Next I have a list of ways in which California courts may spend tax dollars to serve the public. For each item, I'll ask you how well you feel the courts are doing that job and then I'll ask how important you feel it is for the courts to perform that job. [Q42 - Q51 RANDOMIZED PAIRS OF QUESTIONS]

### Q42

California courts are protecting the constitutional rights of everyone. (Do you agree or disagree?) (Strongly [agree/disagree] or somewhat [agree/disagree]?)

- 1) Strongly agree
- 2) Somewhat agree
- 3) Somewhat disagree
- 4) Strongly disagree
- 8) DON'T KNOW
- 9) REFUSED

### Q43

(In order to do their job well) how important is it for California courts to spend resources to protect the constitutional rights of everyone? (Is that very important, somewhat important, not very important, or not at all important?)

- 1) Very important
- 2) Somewhat important
- 3) Not very important
- 4) Not at all important
- 8) DON'T KNOW
- 9) REFUSED

### Q44 DROPPED

### Q45 DROPPED

### Q46

California courts are ensuring public safety. (Do you agree or disagree?) (Strongly [agree/disagree] or somewhat [agree/disagree]?)

- 1) Strongly agree
- 2) Somewhat agree
- 3) Somewhat disagree
- 4) Strongly disagree
- 8) DON'T KNOW
- 9) REFUSED

## Q47

(In order to do their job well) how important is it for California courts to spend resources to ensure public safety? (Very, somewhat, not very, or not at all important?)

- 1) Very important
- 2) Somewhat important
- 3) Not very important
- 4) Not at all important
- 8) DON'T KNOW
- 9) REFUSED

## Q48

California courts do enough to assist those who want to act as their own attorney in court. (Do you agree or disagree?) (Strongly [agree/disagree] or somewhat [agree/disagree]?)

- 1) Strongly agree
  - 2) Somewhat agree
  - 3) Somewhat disagree
  - 4) Strongly disagree
- Q48WHY: Can you tell me more about that? -----\*
- 8) DON'T KNOW
  - 9) REFUSED

## Q49

(In order to do their job well) how important is it for California courts to spend resources to assist those who want to act as their own attorney in court? (Very, somewhat, not very, or not at all important?)

- 1) Very important
- 2) Somewhat important
- 3) Not very important
- 4) Not at all important
- 8) DON'T KNOW
- 9) REFUSED

## Q50

California courts report regularly to the public on their job performance. (Do you agree or disagree?) (Strongly [agree/disagree] or somewhat [agree/disagree]?)

- 1) Strongly agree
- 2) Somewhat agree
- 3) Somewhat disagree
- 4) Strongly disagree
- 8) DON'T KNOW
- 9) REFUSED

## Q51

(In order to do their job well) how important is it for California courts to spend resources to report regularly to the public on their job performance? (Very, somewhat, not very, or not at all important?)

- 1) Very important
- 2) Somewhat important
- 3) Not very important
- 4) Not at all important
- 8) DON'T KNOW
- 9) REFUSED

## Q52

California courts do enough to make sure judges follow the rules. (Do you agree or disagree?) (Strongly [agree/disagree] or somewhat [agree/disagree]?)

- 1) Strongly agree
- 2) Somewhat agree
- 3) Somewhat disagree
- 4) Strongly disagree
- 8) DON'T KNOW
- 9) REFUSED

## Q53

Now overall, what is your opinion of the California court system? Would you say it is excellent, very good, good, fair, or poor?

- 1) Excellent
- 2) Very good
- 3) Good
- 4) Fair
- 5) Poor
- 8) DON'T KNOW
- 9) REFUSED

## COUNTY COURTS - EXPECTATIONS AND PERFORMANCE

### Q54INTRO

Now I'd like to focus on just the courts in your county. [Q54 - Q59 RANDOMIZED PAIRS OF QUESTIONS]

## Q54

Local courts conclude cases in a timely manner. (Do you agree or disagree?) (Strongly [agree/disagree] or somewhat [agree/disagree]?)

- 1) Strongly agree
- 2) Somewhat agree
- 3) Somewhat disagree
- 4) Strongly disagree
- 8) DON'T KNOW
- 9) REFUSED

## Q55

(In order to do their job well) how important is it for local courts to spend enough resources to conclude cases in a timely manner? (Very, somewhat, not very, or not at all important?)

- 1) Very important
- 2) Somewhat important
- 3) Not very important
- 4) Not at all important
- 8) DON'T KNOW
- 9) REFUSED

## Q56

Local courts are open at times convenient for working people. (Do you agree or disagree?) (Strongly [agree/disagree] or somewhat [agree/disagree]?)

- 1) Strongly agree
- 2) Somewhat agree
- 3) Somewhat disagree
- 4) Strongly disagree
- 8) DON'T KNOW
- 9) REFUSED

## Q57

(In order to do their job well) how important is it for local courts to spend resources to stay open at times convenient for working people? (Very, somewhat, not very, or not at all important?)

- 1) Very important
- 2) Somewhat important
- 3) Not very important
- 4) Not at all important
- 8) DON'T KNOW
- 9) REFUSED

## Q58

Local courts have judges who are honest and fair in their case decisions. (Do you agree or disagree?) (Strongly [agree/disagree] or somewhat [agree/disagree]?)

- 1) Strongly agree
- 2) Somewhat agree
- 3) Somewhat disagree
- 4) Strongly disagree
- 8) DON'T KNOW
- 9) REFUSED

## Q59 DROPPED

## COUNTY COURTS – EXPECTATIONS ONLY

[Q60 – Q65 RANDOMIZED]

## Q60

(In order to do their job well) how important is it for local courts to spend resources to offer other ways to resolve disputes besides trials? (Very, somewhat, not very, or not at all important?)

- 1) Very important
- 2) Somewhat important
- 3) Not very important
- 4) Not at all important
- 8) DON'T KNOW
- 9) REFUSED

## Q61 DROPPED

## Q62

(In order to do their job well) how important is it for local courts to spend resources to provide leadership in dealing with community problems like drug and alcohol abuse? (Very, somewhat, not very, or not at all important?)

- 1) Very important
- 2) Somewhat important
- 3) Not very important
- 4) Not at all important
- 8) DON'T KNOW
- 9) REFUSED

## Q63 DROPPED

## Q64

(In order to do their job well) how important is it for local courts to spend resources to make it easy to do business with the courts over

the Internet? (Very, somewhat, not very, or not at all important?)

- 1) Very important
- 2) Somewhat important
- 3) Not very important
- 4) Not at all important
- 8) DON'T KNOW
- 9) REFUSED

## Q65 DROPPED

## COUNTY COURTS – PERFORMANCE ONLY

## Q66INTRO

Please tell me whether you agree or disagree with these statements. [Q66 – Q75 RANDOMIZED]

## Q66

Decisions made by local judges are influenced by political considerations. (Do you agree or disagree?) (Strongly [agree/disagree] or somewhat [agree/disagree]?)

- 1) Strongly agree  
Q66WHY: Can you tell me more about that?  
-----\*
- 2) Somewhat agree
- 3) Somewhat disagree
- 4) Strongly disagree
- 8) DON'T KNOW
- 9) REFUSED

## Q67

The average citizen cannot understand what takes place in the courts. (Do you agree or disagree?) (Strongly [agree/disagree] or somewhat [agree/disagree]?)

- 1) Strongly agree
- 2) Somewhat agree
- 3) Somewhat disagree
- 4) Strongly disagree
- 8) DON'T KNOW
- 9) REFUSED

## Q68

Most local juries are representative of the community. (Do you agree or disagree?) (Strongly [agree/disagree] or somewhat [agree/disagree]?)

- 1) Strongly agree
- 2) Somewhat agree
- 3) Somewhat disagree
- 4) Strongly disagree
- 8) DON'T KNOW
- 9) REFUSED

## Q69

The local courts are in touch with what is going on in the community. (Do you agree or disagree?) (Strongly [agree/disagree] or somewhat [agree/disagree]?)

- 1) Strongly agree
- 2) Somewhat agree
- 3) Somewhat disagree
- 4) Strongly disagree  
Q69WHY: Can you tell me more about that?  
-----\*
- 8) DON'T KNOW
- 9) REFUSED

## Q70 DROPPED

## Q71

Many people in my community are reluctant to go to court because they're uneasy about what might happen to them. (Do you agree or disagree?) (Strongly [agree/disagree] or somewhat [agree/disagree]?)

- 1) Strongly agree  
Q71WHY: Can you tell me more about that?  
-----\*
- 2) Somewhat agree
- 3) Somewhat disagree
- 4) Strongly disagree
- 8) DON'T KNOW
- 9) REFUSED

## PROCEDURAL JUSTICE

### Q72

(The courts in my county...) are unbiased in their case decisions. (Do you agree or disagree?) (Strongly [agree/disagree] or somewhat [agree/disagree]?)

- 1) Strongly agree
- 2) Somewhat agree
- 3) Somewhat disagree
- 4) Strongly disagree
- 8) DON'T KNOW
- 9) REFUSED

### Q73

(The courts in my county...) treat people with dignity and respect. (Do you agree or disagree?) (Strongly [agree/disagree] or somewhat [agree/disagree]?)

- 1) Strongly agree
- 2) Somewhat agree
- 3) Somewhat disagree
- 4) Strongly disagree
- 8) DON'T KNOW
- 9) REFUSED

### Q74

(The courts in my county...) listen carefully to what people have to say. (Do you agree or disagree?) (Strongly [agree/disagree] or somewhat [agree/disagree]?)

- 1) Strongly agree
- 2) Somewhat agree
- 3) Somewhat disagree
- 4) Strongly disagree
- 8) DON'T KNOW
- 9) REFUSED

### Q75

(The courts in my county...) take the needs of people into account. (Do you agree or disagree?) (Strongly [agree/disagree] or somewhat [agree/disagree]?)

- 1) Strongly agree
- 2) Somewhat agree
- 3) Somewhat disagree
- 4) Strongly disagree
- 8) DON'T KNOW
- 9) REFUSED

### Q76

Still thinking of just the courts in your county, what is your opinion of the overall job they are doing? Would you say very good, good, fair, poor, or very poor?

- 1) Very good
- 2) Good
- 3) Fair
- 4) Poor
- 5) Very Poor
- 8) DON'T KNOW
- 9) REFUSED

## DISTRIBUTIVE JUSTICE [TIME7]

### Q77

In general, how often do you think people receive fair results when they deal with the courts in your county? Would you say nearly every time, more than half the time, less than half the time, once in a while, or never?

- 1) Nearly every time
- 2) More than half the time
- 3) Less than half the time
- 4) Once in a while
- 5) Never
- 8) DON'T KNOW
- 9) REFUSED

### Q78INTRO

Some people feel the courts provide everyone with fair and equal results, while others feel the courts favor certain groups over others in terms of the outcomes they receive. [Q78 - Q84 RANDOMIZED]

### Q78

(In your local courts would you say...) African Americans usually receive better or worse results than others? Much (better/worse) or somewhat (better/worse)?

- 1) Much better
- 2) Somewhat better
- 3) About the same
- 4) Somewhat worse
- 5) Much worse
- 8) DON'T KNOW
- 9) REFUSED

### Q79

(In your local courts would you say...) Asian Americans usually receive better or worse results than others? Much (better/worse) or somewhat (better/worse)?

- 1) Much better
- 2) Somewhat better
- 3) About the same
- 4) Somewhat worse
- 5) Much worse
- 8) DON'T KNOW
- 9) REFUSED

### Q80

(In your local courts would you say...) Latinos or Hispanic Americans usually receive better or worse results than others? Much (better/worse) or somewhat (better/worse)?

- 1) Much better
- 2) Somewhat better
- 3) About the same
- 4) Somewhat worse
- 5) Much worse
- 8) DON'T KNOW
- 9) REFUSED

### Q81

(In your local courts would you say...) Low-income people usually receive better or worse results than others? Much (better/worse) or somewhat (better/worse)?

- 1) Much better
- 2) Somewhat better
- 3) About the same
- 4) Somewhat worse
- 5) Much worse
- 8) DON'T KNOW
- 9) REFUSED

### Q82

(In your local courts would you say...) Non-English Speakers usually receive better or worse results than others? Much (better/worse) or somewhat (better/worse)?

- 1) Much better
- 2) Somewhat better
- 3) About the same
- 4) Somewhat worse
- 5) Much worse
- 8) DON'T KNOW
- 9) REFUSED

**Q83 DROPPED**

**Q84 DROPPED**

## DEMOGRAPHICS

[TIME8]

### Q85

Thank you for answering these questions. Your opinions and experiences are an important part of this research. I just have a few more questions to make sure the people we speak with are representative of all residents in your community. Remember we don't know who you are and your answers are completely confidential.

We want to be sure we collect information from people of all backgrounds. How would you describe yourself? (What is your racial or ethnic identity?) Are you Hispanic, White, African American, or Asian or Pacific Islander? [ENTER ALL THAT APPLY]

- 1) Hispanic
- 2) White
- 3) African American or Black
- 4) Asian or Pacific Islander
- 5) AMERICAN INDIAN OR ALASKAN NATIVE
- 6) OTHER (SPECIFY) Q850TH: \_\_\_\_\_
- 8) DON'T KNOW
- 9) REFUSED

## Q86

Are you currently married, living with someone in a marriage-like relationship but not legally married, separated, divorced, widowed, or single?

- 1) Married
- 2) Living together but not legally married
- 3) Separated or Divorced
- 4) Widowed
- 5) Single
- 6) OTHER (SPECIFY):  
Q860TH: \_\_\_\_\_
- 9) REFUSED

## Q87

In what year were you born?

- \_\_\_\_ (YYYY)  
8888 DON'T KNOW  
9999 REFUSED

## Q88

Were you born in the United States?

- 1) YES [SKIP TO Q91]
- 2) NO
- 8) DON'T KNOW [SKIP TO Q90]
- 9) REFUSED [SKIP TO Q91]

## Q89

In what country were you born?

- 1) ARGENTINA
- 2) CANADA
- 3) CHINA
- 4) COLOMBIA
- 5) CUBA
- 6) DOMINICAN REPUBLIC
- 7) EL SALVADOR
- 8) GUATEMALA
- 9) INDIA
- 10) JAPAN
- 11) KOREA
- 12) MEXICO
- 13) PHILIPPINES
- 14) PUERTO RICO
- 15) RUSSIA
- 16) TAIWAN
- 17) VIETNAM
- 18) OTHER (SPECIFY):  
Q890TH: \_\_\_\_\_
- 19) DON'T KNOW
- 20) REFUSED

## Q90

How many years have you lived in the US on a permanent basis?

PROBE: Your best guess is ok.

- ENTER YEARS: \_\_\_\_  
0 LESS THAN 1 YEAR  
777 DOES NOT LIVE IN US  
888 DON'T KNOW  
999 REFUSED

## Q91

Do you live in the [ZIPCODE] zip code area?

- 1) YES
- 2) NO (What is your zip code?)  
NEWZIP: \_\_\_\_\_
- 8) DON'T KNOW
- 9) REFUSED

## Q92

How would you rate your ability to understand English? Would you say excellent, good, fair, poor, or not at all?

- 1) Excellent
- 2) Good
- 3) Fair
- 4) Poor
- 5) Not at all
- 8) DON'T KNOW
- 9) REFUSED

## Q93

What is the highest level of education you've completed?

- 1) LESS THAN HIGH SCHOOL (0-11 yrs)
- 2) HIGH SCHOOL DIPLOMA / GED (12 yrs)
- 3) SOME COLLEGE / TECH SCHOOL / A.A. DEGREE (13-15 yrs)
- 4) COLLEGE GRADUATE (BA / BS DEGREE)
- 5) SOME GRADUATE SCHOOL

- 6) GRADUATE OR PROFESSIONAL DEGREE (MA, PH.D, ETC)
- 9) REFUSED

## Q94

What is your current employment status? Are you employed full time, part time, self-employed, unemployed, a homemaker, in school, or retired?

- 1) Employed full time
- 2) Employed part time
- 3) Self-employed
- 4) Unemployed
- 5) A homemaker
- 6) In School
- 7) Retired
- 8) DISABLED / NOT IN LABOR FORCE
- 9) OTHER (SPECIFY):  
Q940TH: \_\_\_\_\_
- 10) REFUSED

## Q95

What was your total combined household income in 2003, before taxes and including all sources? Please stop me when I get to the category. Was it between 0 and 15 thousand, 15 to 30 thousand, 30 to 45, 45 to 60, 60 to 75, 75 to 90, 90 to 120, 120 to 150, 150 to 180, or more than 180 thousand?

- 1) 0 - 15,000
- 2) 15,000 - 30,000
- 3) 30,000 - 45,000
- 4) 45,000 - 60,000
- 5) 60,000 - 75,000
- 6) 75,000 - 90,000
- 7) 90,000 - 120,000
- 8) 120,000 - 150,000
- 9) 150,000 - 180,000
- 10) More than 180,000
- 11) DON'T KNOW
- 12) REFUSED

## Q96

In general, when it comes to politics, do you usually think of yourself as conservative, moderate, liberal or progressive?

- 1) Conservative
- 2) Moderate
- 3) Liberal
- 4) Progressive
- 5) OTHER (SPECIFY):  
Q960TH: \_\_\_\_\_
- 8) DON'T KNOW
- 9) REFUSED

## Q97

Do you consider yourself to be a member of the Gay, Lesbian, Bisexual or Transgender community?

- 1) YES
- 2) NO
- 8) DON'T KNOW
- 9) REFUSED

## Q98

Not including cell phones or numbers used just for computers or fax machines, how many DIFFERENT PHONE NUMBERS come into your household? (Please include any numbers you use for receiving phone calls.)

- 1) 1 (ONLY THIS ONE)
- 2) 2
- 3) 3
- 4) 4
- 5) 5
- 6) 6
- 7) 7
- 8) DON'T KNOW
- 9) REFUSED

## CLOSE [TIME9]

Those are all the questions I have for you today. Thank you very much for your time and participation. Have a good day/ evening. [HANG UP]



## Key facts about the attorney survey:

- 527 total interviews, conducted between January, 2005 and February, 2005
- Conducted by Internet (465) and telephone (62)
- Random sample from the membership database of the State Bar of California
- Active participation and support from the State Bar of California

# Attorney Trust and Confidence Instrument

## INTRODUCTION

### S1 (PHONE ONLY)

Hello, my name is [INTERVIEWER] and I'm calling from San Francisco State University on behalf of the California State Courts and the State Bar of California. We are not selling anything or asking for money. We're conducting a brief survey, funded by the State Courts, to find out how attorneys practicing in California feel about the state courts. You were randomly selected from among all practicing attorneys in the State of California. You were recently sent a letter from the President of the State Bar encouraging you to participate. Is this a convenient time for you to be interviewed, or would you like to schedule a time for us to call you back? The survey is also available on the Internet, if you would prefer to take it online.

## SCREENER

- 1) CONTINUE [SKIP TO S2]
- 2) PREFER TO DO THE SURVEY ONLINE [SKIP TO ONLINE]
- 3) ANSWERING MACHINE
- 4) SCHEDULE CALLBACK
- 5) NO ANSWER
- 6) BUSY
- 7) HANG-UP
- 8) INITIAL REFUSAL
- 9) HARD REFUSAL [SKIP TO REFUSE SCREEN]
- 10) DISCONNECTED PHONE
- 11) BUSINESS / FAX LINE
- 12) NEVER CALL LIST
- 13) LANGUAGE/ COMPREHENSION PROBLEM

## ONLINE (PHONE ONLY)

For your convenience, we can send you a direct link to the survey if you provide your email address, or if you prefer, you can access it through the survey website. Which do you prefer?

- 1) Send me the link (GET EMAIL:)  
-----  
INTV--VERIFY EMAIL ADDRESS AND SAY:  
You should receive a link to the survey within 24 hours. The Judicial Council looks forward to receiving your response!
- 2) Access the website  
The website is:  
<http://pri.sfsu.edu>  
(NO www!)  
The Judicial Council looks forward to receiving your response!

## S2

May I confirm that you are currently an active member of the State Bar of California?

- 1) YES
- 2) NO [END INTERVIEW]

## INFORMED CONSENT

### S3 (PHONE)

The leaders of the California State Courts and the State Bar would very much like to know your thoughts about how justice is served in California. They will use this information to improve court services for both attorneys and members of the public. This survey is completely voluntary and takes most respondents about 10 minutes to complete. There are no penalties for not participating. You may decline to answer any question, and you may withdraw at any time. While your answers, combined with those of other participants, will be used to improve court services, there are no direct benefits to you personally. All of your answers will be kept strictly confidential. With your permission, we will begin.

- 1) CONTINUE
- 2) SET CALLBACK
- 9) REFUSED [SKIP TO REFUSE SCREEN]

## S3 (ONLINE)

The leaders of the California State Courts and the State Bar would very much like to know your thoughts about how justice is served in California. They will use this information to improve court services for both attorneys and members of the public. This survey is completely voluntary and takes most respondents about 10 minutes to complete. There are no penalties for not participating. You may decline to answer any question, and you may withdraw at any time. While your answers, combined with those of other participants, will be used to improve court services, there are no direct benefits to you personally. All of your answers will be kept strictly confidential. Please select "CONTINUE" to begin the survey.

- 1) CONTINUE
- 2) DO NOT CONTINUE [SKIP TO REFUSE SCREEN]

## S4 (PHONE ONLY)

Now before we begin, I'd like to tell you my supervisor may be monitoring this call for quality control purposes. OK?

- 1) CONTINUE WITH MONITORING
- 2) CONTINUE WITHOUT MONITORING (INFORM SUPERVISOR)



## ATTITUDES TOWARDS PUBLIC INSTITUTIONS

### Q1 INTRO

This survey is intended to reflect your experience as an attorney with the California State Courts. We ask you to please base your answers on your experience as an attorney practicing in California, not on any experience you have had as a private individual or as an attorney practicing in another state.

### Q1

In general, how would you rate your confidence in the California state court system? Do you feel very, somewhat, not very, or not at all confident?

- 1) Very confident
- 2) Somewhat confident
- 3) Not very confident
- 4) Not at all confident
- 8) DON'T KNOW
- 9) REFUSED

### Q2

In general, how would you rate your confidence in the local courts where you usually practice? Do you feel very, somewhat, not very, or not at all confident?

- 1) Very confident
- 2) Somewhat confident
- 3) Not very confident
- 4) Not at all confident
- 5) Not applicable
- 8) DON'T KNOW
- 9) REFUSED

## SUBJECTIVE KNOWLEDGE OF COURTS

### Q3

Which of the following best describes how familiar you are with the California state court system? Would you say that you are intimately familiar, broadly familiar, familiar, somewhat familiar, or not at all familiar?

- 1) Intimately familiar: know many details about the court's operation and organization
- 2) Broadly familiar: know some details about the court's operation and organization
- 3) Familiar: know about the court's operation and organization in

- 4) general terms
- 4) Somewhat familiar: know very little about the court's operation and organization beyond location, name, etc.
- 5) Not at all familiar
- 8) DON'T KNOW
- 9) REFUSED

## COURT EXPERIENCE

### Q4

About how many times a week, month, or year do you do business with the California trial or appellate courts? Please select one answer.

- 1) Per week (Specify number)
- 2) Per month (Specify number)
- 3) Per year (Specify number)
- 4) Almost never/Never
- 8) DON'T KNOW/NO ANSWER
- 9) REFUSED

### Q5

About how many times a week, month, or year do you do business with the California trial or appellate courts over the Internet? Please select one answer.

- 1) Per week (Specify number)
- 2) Per month (Specify number)
- 3) Per year (Specify number)
- 4) Almost never/Never
- 8) DON'T KNOW/NO ANSWER
- 9) REFUSED

### Q6

In general, are you satisfied or dissatisfied with the information or service you receive from the courts over the Internet? Would you say very (satisfied/dissatisfied) or somewhat (satisfied/dissatisfied)?

- 1) Very Satisfied
- 2) Somewhat Satisfied
- 3) Somewhat Dissatisfied
- 4) Very Dissatisfied
- 8) DON'T KNOW
- 9) REFUSED

### Q7

About how many times a week, month, or year do you do business with the California trial or appellate courts over the telephone? Please select one answer.

- 1) Per week (Specify number)
- 2) Per month (Specify number)
- 3) Per year (Specify number)
- 4) Almost never/Never
- 8) DON'T KNOW/NO ANSWER
- 9) REFUSED

### Q8

In general, are you satisfied or dissatisfied with the service you receive from the courts over the telephone? Would you say very (satisfied/dissatisfied) or somewhat (satisfied/dissatisfied)?

- 1) Very Satisfied
- 2) Somewhat Satisfied
- 3) Somewhat Dissatisfied
- 4) Very Dissatisfied
- 8) DON'T KNOW
- 9) REFUSED

### Q9

In your practice, about how many times a week, month, or year do you go to a California courthouse in person?

- 1) Per week (Specify number)
- 2) Per month (Specify number)
- 3) Per year (Specify number)
- 4) Almost never/Never
- 8) DON'T KNOW/NO ANSWER
- 9) REFUSED

### Q10

In general, are you satisfied or dissatisfied with the service you receive in person? Would you say very (satisfied/dissatisfied) or somewhat (satisfied/dissatisfied)?

- 1) Very Satisfied
- 2) Somewhat Satisfied
- 3) Somewhat Dissatisfied
- 4) Very Dissatisfied
- 8) DON'T KNOW
- 9) REFUSED

## Q11

In your practice, about how many times a week, month, or year do you prepare or respond to documents submitted to a trial or appellate court?

- 1) Per week (Specify number)
- 2) Per month (Specify number)
- 3) Per year (Specify number)
- 4) Almost never/Never
- 8) DON'T KNOW/NO ANSWER
- 9) REFUSED

## Q12

In general, would you prefer to submit court filings, including briefs and motions, in person, by U.S. mail, or electronically via the Internet?

- 1) In person
- 2) U.S. mail
- 3) Internet
- 4) Depends on the filing
- 8) DON'T KNOW
- 9) REFUSED

## Q13

In your practice, about how many times a week, month, or year do you personally represent clients before a state judicial officer?

- 1) Per week (Specify number)
- 2) Per month (Specify number)
- 3) Per year (Specify number)
- 4) Almost never/Never
- 8) DON'T KNOW/NO ANSWER
- 9) REFUSED

## Q14

In how many counties do you usually practice?

- 1) One
- 2) Two
- 3) Three
- 4) Four or more
- 5) Statewide
- 6) Not applicable/None
- 8) DON'T KNOW
- 9) REFUSED

## Q15

In your experience, how much does the quality of court performance vary between counties?

- 1) Varies substantially
- 2) Varies somewhat
- 3) Varies very little
- 8) DON'T KNOW
- 9) REFUSED

## STATE COURTS – EVALUATION OF PERFORMANCE

### Q16INTRO (PHONE ONLY)

Next I have a list of ways in which California courts serve the public. For each item, I'll ask you how well you feel the courts are doing that job.

### Q16INTRO (ONLINE ONLY)

The next questions ask you to agree or disagree with statements about ways in which California courts serve the public. [Q16 – Q17 RANDOMIZED QUESTIONS]

## Q16

California courts are protecting the legal and constitutional rights of everyone. (Do you agree or disagree?) (Strongly [agree/disagree] or somewhat [agree/disagree]?)

- 1) Strongly agree
- 2) Somewhat agree
- 3) Somewhat disagree
- 4) Strongly disagree
- 8) DON'T KNOW
- 9) REFUSED

## Q17

California courts do enough to make sure judges follow the rules. (Do you agree or disagree?) (Strongly [agree/disagree] or somewhat [agree/disagree]?)

- 1) Strongly agree
- 2) Somewhat agree
- 3) Somewhat disagree
- 4) Strongly disagree
- 8) DON'T KNOW
- 9) REFUSED

## Q18

Now overall, what is your opinion of the California court system? Would you say it is excellent, very good, good, fair, or poor?

- 1) Excellent
- 2) Very good
- 3) Good
- 4) Fair
- 5) Poor
- 8) DON'T KNOW
- 9) REFUSED

## SUPERIOR COURTS – EVALUATION OF PERFORMANCE

### Q19INTRO (PHONE ONLY)

Now I'd like to focus on just the court or courts where you practice.

### Q19INTRO (ONLINE ONLY)

Now please focus on just the court or courts where you practice. [Q19 – Q21 RANDOMIZED QUESTIONS]

## Q19

Courts where you practice conclude cases in a timely manner. (Do you agree or disagree?) (Strongly [agree/disagree] or somewhat [agree/disagree]?)

- 1) Strongly agree
- 2) Somewhat agree
- 3) Somewhat disagree
- 4) Strongly disagree
- 8) DON'T KNOW
- 9) REFUSED

## Q20

In the courts where you practice, most local juries are representative of the community. (Do you agree or disagree?) (Strongly [agree/disagree] or somewhat [agree/disagree]?)

- 1) Strongly agree
- 2) Somewhat agree
- 3) Somewhat disagree
- 4) Strongly disagree
- 8) DON'T KNOW
- 9) REFUSED

## Q21

In the communities where you practice, many people are reluctant to go to court because they're uneasy about what might happen to them. (Do you agree or disagree?) (Strongly [agree/disagree] or somewhat [agree/disagree]?)

- 1) Strongly agree
- 2) Somewhat agree
- 3) Somewhat disagree
- 4) Strongly disagree
- 8) DON'T KNOW
- 9) REFUSED

## SUPERIOR COURTS – EXPECTATIONS

## Q22

In order to do their job well, how important is it for local courts to spend resources to offer other ways to resolve disputes besides trials? (Very, somewhat, not very, or not at all important?)

- 1) Very important
- 2) Somewhat important
- 3) Not very important
- 4) Not at all important
- 8) DON'T KNOW
- 9) REFUSED

## PROCEDURAL JUSTICE

[Q23 – Q27 RANDOMIZED QUESTIONS]

### Q23

(The courts where I practice...) are unbiased in their case decisions. (Do you agree or disagree?) (Strongly [agree/disagree] or somewhat [agree/disagree]?)

- 1) Strongly agree
- 2) Somewhat agree
- 3) Somewhat disagree
- 4) Strongly disagree
- 8) DON'T KNOW
- 9) REFUSED

### Q24

(The courts where I practice...) treat litigants with dignity and respect. (Do you agree or disagree?) (Strongly [agree/disagree] or somewhat [agree/disagree]?)

- 1) Strongly agree
- 2) Somewhat agree
- 3) Somewhat disagree
- 4) Strongly disagree
- 8) DON'T KNOW
- 9) REFUSED

### Q25

(The courts where I practice...) treat attorneys with dignity and respect. (Do you agree or disagree?) (Strongly [agree/disagree] or somewhat [agree/disagree]?)

- 1) Strongly agree
- 2) Somewhat agree
- 3) Somewhat disagree
- 4) Strongly disagree
- 8) DON'T KNOW
- 9) REFUSED

### Q26

(The courts where I practice...) listen carefully to what people have to say. (Do you agree or disagree?) (Strongly [agree/disagree] or somewhat [agree/disagree]?)

- 1) Strongly agree
- 2) Somewhat agree
- 3) Somewhat disagree
- 4) Strongly disagree
- 8) DON'T KNOW
- 9) REFUSED

### Q27

(The courts where I practice...) take the needs of people into account. (Do you agree or disagree?) (Strongly [agree/disagree] or somewhat [agree/disagree]?)

- 1) Strongly agree
- 2) Somewhat agree
- 3) Somewhat disagree
- 4) Strongly disagree
- 8) DON'T KNOW
- 9) REFUSED

### Q28

Still thinking of just the courts where you practice..., what is your opinion of the overall job they are doing? Would you say very good, good, fair, poor, or very poor?

- 1) Very good
- 2) Good
- 3) Fair
- 4) Poor
- 5) Very Poor
- 8) DON'T KNOW
- 9) REFUSED

## DISTRIBUTIVE JUSTICE

### Q29

In general, how often do you think people receive fair results when they deal with the courts where you practice? Would you say nearly every time, more than half the time, less than half the time, once in a while, or never?

- 1) Nearly every time
- 2) More than half the time
- 3) Less than half the time
- 4) Once in a while
- 5) Never
- 8) DON'T KNOW
- 9) REFUSED

### Q30INTRO

Some people feel the courts provide everyone with fair and equal results, while others feel the courts favor certain groups over others in terms of the outcomes they receive. [Q30 – Q34 RANDOMIZED]

### Q30

(In the courts where you practice, would you say...) African Americans usually receive better or worse results than others? Much (better/worse) or somewhat (better/worse)?

- 1) Much better
- 2) Somewhat better
- 3) About the same
- 4) Somewhat worse
- 5) Much worse
- 8) DON'T KNOW
- 9) REFUSED

### Q31

(In the courts where you practice, would you say...) Asian Americans usually receive better or worse results than others? Much (better/worse) or somewhat (better/worse)?

- 1) Much better
- 2) Somewhat better
- 3) About the same
- 4) Somewhat worse
- 5) Much worse
- 8) DON'T KNOW
- 9) REFUSED

### Q32

(In the courts where you practice, would you say...) Latinos or Hispanic Americans usually receive better or worse results than others? Much (better/worse) or somewhat (better/worse)?

- 1) Much better
- 2) Somewhat better
- 3) About the same
- 4) Somewhat worse
- 5) Much worse
- 8) DON'T KNOW
- 9) REFUSED

### Q33

(In the courts where you practice, would you say...) Low-income people usually receive better or worse results than others? Much (better/worse) or somewhat (better/worse)?

- 1) Much better
- 2) Somewhat better
- 3) About the same
- 4) Somewhat worse
- 5) Much worse
- 8) DON'T KNOW
- 9) REFUSED

### Q34

(In the courts where you practice, would you say...) Non-English Speakers usually receive better or worse results than others? Much (better/worse) or somewhat (better/worse)?

- 1) Much better
- 2) Somewhat better
- 3) About the same
- 4) Somewhat worse
- 5) Much worse
- 8) DON'T KNOW
- 9) REFUSED

## STATE BAR SERVICES

### Q35INTRO (PHONE ONLY)

Now I would like to ask you two questions related to the State Bar of California.

### Q35INTRO (ONLINE ONLY)

Now please answer two questions related to the State Bar of California.

### Q35

How effective do you feel the State Bar is in responding to consumer complaints about attorneys?

- 1) Very effective
- 2) Somewhat effective
- 3) Somewhat ineffective
- 4) Very ineffective
- 8) DON'T KNOW
- 9) REFUSED

## Q36

How effective do you feel the State Bar-approved CLE programs are in enabling you to stay abreast of the law?

- 1) Very effective
- 2) Somewhat effective
- 3) Somewhat ineffective
- 4) Very ineffective
- 8) DON'T KNOW
- 9) REFUSED

## DEMOGRAPHICS

### Q37INTRO (PHONE ONLY)

Thank you for answering these questions. Your opinions and experiences are an important part of this research. I just have a few more questions to make sure the attorneys we speak with are representative of all active members of the State Bar. Remember that your answers are strictly confidential.

### Q37INTRO (ONLINE ONLY)

Thank you for answering these questions. Your opinions and experiences are an important part of this research. Now we have a few more questions to make sure the attorneys we hear from are representative of all active members of the State Bar. Remember that your answers are strictly confidential.

## Q37

For how many years have you been a member of the State Bar of California?

- 1) Less than 1 year
- 2) 1 to 2 years
- 3) Over 2 to 3 years
- 4) Over 3 to 4 years
- 5) Over 4 to 5 years
- 6) Over 5 to 10 years
- 7) Over 10 to 15 years
- 8) Over 15 to 20 years
- 9) Over 20 years
- 10) DON'T KNOW/  
NO ANSWER

## Q38

Which division or divisions of the court does your work primarily involve? You may choose more than one. [READ LIST]

- 1) Appellate
- 2) Civil
- 3) Criminal
- 4) Family
- 5) Juvenile
- 6) Probate/Mental Health
- 7) Traffic
- 8) Other
- 9) None/Not Applicable

## Q39

Are you in private practice, an in-house counsel, a district attorney, public defender, judicial officer, an attorney for a federal, state or local agency, or do you work in another capacity, or are you retired?

- 1) Private Practice
- 2) In-House Counsel
- 3) District Attorney
- 4) Public Defender
- 5) Judicial Officer  
[SKIP TO Q41]
- 6) Federal Agency
- 7) State Agency
- 8) Local Agency
- 9) Retired  
[SKIP TO Q41]
- 10) Other
- 11) DON'T KNOW/  
NO ANSWER

## Q40

With how many other attorneys do you practice?

- 1) None
- 2) 1-2
- 3) 3-5
- 4) 6-10
- 5) 10-15
- 6) 16-25
- 7) Over 25
- 8) DON'T KNOW/  
NO ANSWER

## Q41

We want to be sure we collect information from attorneys of all backgrounds. How would you describe yourself? (What is your racial or ethnic identity?)

Are you Hispanic, White, African American, or Asian or Pacific Islander? [ENTER ALL THAT APPLY]

- 1) Hispanic
- 2) White
- 3) African American or Black
- 4) Asian or Pacific Islander
- 5) AMERICAN INDIAN  
OR ALASKAN NATIVE
- 6) OTHER (SPECIFY):  
Q410TH:

- 8) DON'T KNOW  
9) REFUSED

## Q42

In what year were you born?

- \_\_\_\_ (YYYY)  
8888 DON'T KNOW  
9999 REFUSED

## Q43 (PHONE)

Finally, I'm going to read you a list of ranges. When I get to the one that best describes the gross annual income you receive from your legal practice, please stop me.

## Q43 (ONLINE)

Please select the range that best describes the gross annual income you receive from your legal practice.

- 1) Under \$50,000
- 2) \$50,000 - \$100,000
- 3) \$100,000 - \$150,000
- 4) \$150,000 - \$200,000
- 5) \$200,000 - \$300,000
- 6) Over \$300,000
- 8) DON'T KNOW
- 9) REFUSED

## Q44 (PHONE)

(DO NOT ASK: CODE GENDER)  
[PROBE IF NEEDED: Are you male or female?]

## Q44 (ONLINE)

Are you...

- 1) MALE
- 2) FEMALE
- 9) DON'T KNOW/  
NO ANSWER

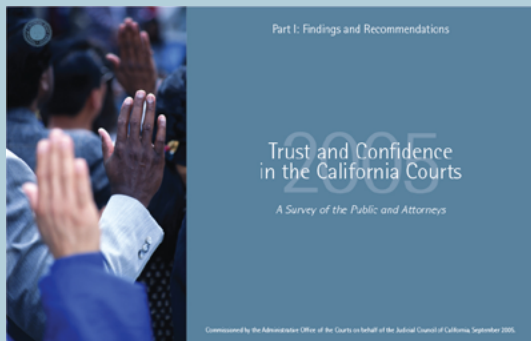
## CLOSE (PHONE)

Those are all the questions I have for you today. The Judicial Council thanks you for your participation! The survey results will be available at the State Bar's annual conference in September. Have a good day/evening. [HANG UP]

## CLOSE (ONLINE)

That concludes our survey. Thank you very much for your participation! The survey results will be available at the State Bar's annual conference in September.

Click "NEXT" or close your browser to exit the survey.



*Part I: Findings and Recommendations*  
can be viewed at: [www.courts.ca.gov/5275.htm](http://www.courts.ca.gov/5275.htm)

