

## Public Perceptions Access and Fairness Survey

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### Start of Block: Default Question Block

Your voice matters! Please take about 5 minutes to tell us about your recent experience at a Maryland court.

Responses are anonymous.

1. Please tell us the court location for which you are providing feedback.

- District Court
  - Circuit Court
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2. Location of District Court. (Choose from the drop-down list.)

- Allegany
- Anne Arundel - Annapolis
- Anne Arundel - Glen Burnie
- Baltimore City - Wabash
- Baltimore City - Hargrove
- Baltimore City - Eastside
- Baltimore City - Fayette
- Baltimore Co - Catonsville
- Baltimore Co - Towson
- Baltimore Co - Essex
- Calvert
- Caroline
- Carroll
- Cecil
- Charles
- Dorchester
- Frederick
- Garrett
- Harford
- Howard
- Kent
- Montgomery - Rockville
- Montgomery - Silver Spring
- Prince George's - Hyattsville
- Prince George's - Upper Marlboro
- Queen Anne's
- St. Mary's
- Somerset
- Talbot
- Washington
- Wicomico
- Worcester - Snow Hill
- Worcester - Ocean City

*Display This Question:*

*If Please tell us the court location for which you are providing feedback = Circuit Court*

3. Circuit Court Location - County or City. (Choose from the drop-down list.)

- Allegany
- Anne Arundel
- Baltimore County
- Baltimore City
- Calvert
- Caroline
- Carroll
- Cecil
- Charles
- Dorchester
- Frederick
- Garrett
- Harford
- Howard
- Kent
- Montgomery
- Prince George's
- Queen Anne's
- St. Mary's
- Somerset
- Talbot
- Washington
- Wicomico
- Worcester

4. How recent was your court experience?
  - In the past week
  - In the past month
  - Over a month ago but less than 6 months
  - More than 6 months ago
  
5. What's the status of your case?
  - Not yet filed
  - Ongoing
  - Case concluded
  - N/A: Non-case-related issue
  
6. Did you get help with your most recent court issue from any of the following? (Check all that apply.)
  - A Maryland Court Help Center **in a courthouse**
  - A Court Help Center **by phone or chat**
  - A local pro bono or lawyer referral
  - The local bar association
  - I have not received help for my recent court issue

**Access to the Court: Please rate your most recent experience accessing the court.**

**(Questions 7-16 use a scale of strongly agree to strongly disagree)**

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree
- Not Applicable

7. Finding the courthouse was easy.
8. The forms I needed were clear and easy to understand.
9. I felt safe in the courthouse.
10. The court makes reasonable efforts to remove physical and language barriers to service.
11. I was treated with courtesy.
12. Court staff paid attention to my needs.
13. I easily found the courtroom, office, or remote hearing link I needed.
14. The court's website was useful.
15. The court's hours of operation made it easy for me to do my business.
16. I was able to conduct my court business in a reasonable amount of time.
17. Did you appear before a judicial officer (judge, magistrate, or commissioner) for a hearing or a trial?
  - Yes
  - No

*Skip To: Q25 If Did you appear before a judicial officer (judge, magistrate, or commissioner) for a hearing or a... = No*

18. How was the most recent hearing or trial held?
  - In person
  - By video conference
  - By conference call

**Fairness: Please rate your perceptions of the fairness of your most recent hearing or trial.**

**(Questions 19- use a scale of strongly agree to strongly disagree)**

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree
- Not Applicable

19. The way my case was handled was fair.
20. I understood what to do at the hearing or trial.
21. The judge/judicial officer had the information necessary to make good decisions about my case.
22. I was treated the same as everyone else.
23. My matter took the amount of time I was expecting.
24. As I left the court, I knew what to do next about my case.

25. What did you do at the court on your most recent visit? (Check all that apply.)

- Appear as a witness
- Attend a hearing or trial
- Attend a settlement conference/mediation
- Attorney representing a client
- File papers
- Get information
- Jury duty
- Make a payment
- Party to a legal matter
- Search court records/obtain documents
- Support family and/or friends
- Wedding, notary, land records, or licensing
- Work: Law enforcement/probation/social services staff
- Work: Court employee

26. How often do you typically have business before the court?

- First time having business with this court
- Once a year or less
- Several times a year
- Regularly

27. What type of matter brought you to court? (Check all that apply.)

- Civil matter (not small claims)
- Criminal
- Divorce, child custody or support
- Juvenile matter
- Landlord/Tenant
- Licensing, land records, wedding, notary
- Peace or Protective Orders
- Small Claims
- Traffic
- Other (please specify) \_\_\_\_\_

We'd like to know a little about you to understand the needs, perceptions, and satisfaction of various communities. **REMINDER: Responses are anonymous.**

28. How would you describe your gender?

- Female
- Male
- Non-binary
- Prefer to self-describe \_\_\_\_\_
- Prefer not to say

29. Do you identify as transgender?

- No
- Yes
- Prefer not to say

30. How do you identify yourself? (Check all that apply.)

- American Indian or Alaska Native
- Asian
- Black or African American
- Native Hawaiian or Pacific Islander
- White
- Other (please describe) \_\_\_\_\_
- Prefer not to say

31. Are you Spanish, Hispanic, Latino/Latinx, or none of these?

- Yes
- No
- Prefer not to say

32. Do you have a disability?

- Yes
- No
- Prefer not to say

33. What is your annual household income?

- Less than \$25,000
- \$25,000 - \$49,999
- \$50,000 - \$99,999
- 100,000 - \$200,000
- More than \$200,000
- Prefer not to say



34. What is your age?

- Under 18 years old
- 18-24 years old
- 25-34 years old
- 35-44 years old
- 45-54 years old
- 55-64 years old
- 65-74 years old
- 75 years or older

35. Any further comments? (We will not be able to respond to questions.)

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