

Self-Assessment and Data from presentation

Best
predictors of
trust and
confidence
in courts
are ratings of
procedural
equity and
efficiency

Procedural equity is measured by neutrality, honesty, evidence of efforts to be fair, politeness, and respect for the voice and rights of individuals.

- Also includes the ordinary citizen's involvement in the process.

Procedural efficiency is present when the process is forthright, easily understood, involves the fewest steps/participants necessary, and where decision-makers consider relevant evidence.

Respect
Voice
Neutrality
Trust

Politeness, dignity, and respect for court users and their rights and clearly explaining court processes and court users' roles

Opportunity to tell their side of the story, to explain their situation and views to an authority who listens carefully.

Authorities treat court users fairly and neutrally, including consistent legal principles and assistance from court personnel. Court decisions: emphasizing importance of specific facts and clearly explaining the reasons for a decision.

Behavior and actions used to indicate trust in authorities' character and sincerity and that authorities are aware of and genuinely concerned with their needs.

ROTTMAN, DAVID B. 2005. NATIONAL CENTER FOR STATE COURTS, TRUST AND CONFIDENCE IN THE CALIFORNIA COURTS: A SURVEY OF THE PUBLIC AND ATTORNEYS, PART I, Administrative Office of the Courts); Warren, Roger K. 2000. *Public Trust and Procedural Justice*, Fall 2000 COURT REV., 12; Fact Sheet: Procedural Fairness in the CA Courts (AOC 2011), <https://www.courts.ca.gov/documents/pfcc.pdf>

Agree or Disagree?	White		African American	
	Agree	Disagree	Agree	Disagree
The Court system is fair and impartial	66%	34%	36%	64%
The Court system provides equal justice for all	56%	44%	29%	71%

Which comes closer to your own view?	Total	White	African-American	Hispanic (Latino/a)
In general judges in [STATE] courts reflect the values of our communities and understand the challenges facing the people who appear in their courtrooms	43%	46%	28%	38%
Too many judges in [STATE] courts don't understand the challenges facing people who appear in their courtrooms and need to do a better job of getting out into the community and listening to people	52%	48%	68%	61%

NCSC State of the Courts 2018 (2019 data flawed on these questions)

Self- Assessment Take-Home

Access to the courts: How does the public learn about your courts, access information, get to the courts, and get around inside of courthouses?

Interaction between court staff and the public: How does your court staff communicate with the public on the telephone, the web/Zoom, and in person; and is that communication respectful and informative?

Understanding court proceedings: What steps do your courts take to ensure court users receive the information they need to understand and complete their cases?

Ensuring individual voice: What opportunities exist for court users to express themselves in court and in the courthouse, present their side of a case, and report on their court experiences?

Self- Assessment Dimensions

When: Throughout the court experience from accessing websites, entering courthouses, counters/clerk services, waiting, appearing in court, and through leaving court at the conclusion of a case.

Where: Jury service, Traffic, Small Claims, Family and Juvenile Cases, Counter and other staff services

Who: Self-Represented, Limited English, and Culturally Diverse court users
Staff and court personnel
Confusion: “courts” include law enforcement