



SUPERIOR COURT OF CALIFORNIA
COUNTY OF TULARE

Strategic Planning Surveys – Summary and Findings

External Partners, Court Users, and Judges/Employees

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- d. Greatest Strengths
- e. Strength of the Workplace, Court Culture, & Satisfaction / Making the Court a Better Place to Work (Employees Only)
- f. Additional Comments

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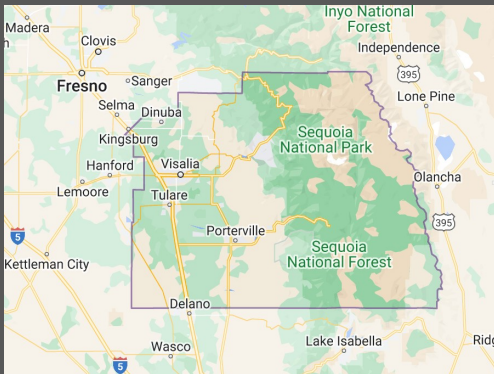
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1 Overview

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Overview of 2023 Strategic Planning Surveys

1. Purpose: to gather information from external partners, court users, judicial officers, and court employees to help develop a Strategic Plan – strategic direction and priorities – for the Tulare County Superior Court.
2. Three surveys were administered by PRAXIS Consulting, Inc./ Dr. Brenda Wagenknecht-Ivey in May and June 2023.
 - [Survey 1](#): to all judicial officers and court employees; administered in May 2023.
 - [Survey 2](#): to external partners and stakeholders; administered in May 2023 (see list on next page).
 - [Survey 3](#): to court users in June 2023. Survey respondents included customers participating in in-person and virtual hearings and also accessing court services. Court survey teams at each location / division assisted in administering the court user survey (see list on next page).



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Overview of Strategic Planning Surveys (cont.)

4. **Survey #2:** External partners / Stakeholders: point persons in key organizations sent the survey link to people who have interacted with/used the Court regularly over the past year. The groups included:

- Private attorneys – Tulare County Bar Association
- Public Attorneys – Prosecutors, Defense, County Counsel
- Law Enforcement – Sheriff’s Dept, Police
- County Probation Office
- Public and Private Treatment Providers – HHS, CWS
- County Leadership – Appointed and Elected

5. **Survey #3:** Court Users included litigants, family members, members of the public, jurors, victims/ witnesses, etc. Also included were attorneys and other court partners who were doing business at the Court during the survey period and who did not previously complete the External Partner Survey.

2023			
Surveys	Total Surveyed (N=)	Number Responded (n=)	Response Rate (in %s)
Judges/ Employees	270 ¹	209	77%
External Partners	--- ²	165	---
Court Users	--- ³	512	---

¹ 285 judges/employees were on the original survey roster. However, 15 people were either on leave or out of the office during the survey period. Thus, the N size was reduced by 15 to N = 270.

² The total number of external partners who were sent the survey link is unknown. Instead of sending the link to partners directly, point persons from 27 partner organizations/agencies were instead asked to send out the link to people in their respective organizations who had frequent contact with the Court over the past 12 months.

³ The total number of court users at the Court during the survey period also is unknown. Anyone doing business with the Court during the survey period, was asked to complete the survey.

Overview – Survey Questions

1 **Most Needed Changes/ Improvements**
(External Partners & Judges/Staff Only; 1 question with 16 items; rated all on *level of priority* – 10-point rating scale)

2 **Court Performance / User Experience**
(All: External Partners, Judges/Staff, & Court Users; 1 question with 21 items; rated all on *level of agreement* – 6-point rating scale)

3 **Overall Court Performance**
(All: External Partners, Judges/Staff, & Court Users; 1 question – rated on 5-point excellence scale)

4 **Greatest Strengths of the Court**
External Partners & Judges/Staff Only;
Narrative/Open-Ended Question

5 **Additional Comments/Suggestions**
All: External Partners, Judges/Staff, & Court Users; Narrative/Open-Ended Question

6 **Strength of the Workplace, Court Culture, Satisfaction**
(Employees Only; 1 question with 16 items; rated all on *level of agreement* – 6-point scale)
(Plus a Narrative/Open-Ended Question)

7 **Demographic Questions**
(All; 3 questions for partners; 3 for judges/ employees; 4 for court users– see next slide)



Overview – Survey Questions (cont.)

7 Demographic Questions

External Partners (n=165)

1. Group/Office – Relationship to the Court
2. Court Location/Venue with Most Frequent Contact
3. Division/Area with Most Contact

Judicial Officers/Employees (n=209)

1. Current Position/Role
2. Primary Work Location
3. Age (by cohort)

Court Users (n=512)

1. How doing Ct. Business
2. Role/Relationship to Court
3. Type of Court Business
4. Courthouse Location

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Data Analysis & Interpretation

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Data Analysis & Interpretation

1. $n=$ __: the number of respondents or responses.
2. The “n” sizes may vary because some respondents did not answer the question or answered Not Applicable / Don’t Know.
3. The survey results are presented in either proportions (i.e., percentages) or mean ratings (i.e., averages).
4. Percentages may not equal 100% due to rounding.
5. 3 rating scales were used: see next slide

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Overview – Rating Scales

10-Point Level of Priority

10 = Highest Priority
1 = Lowest Priority
N/A or Don’t Know

Midpoint: 5.5

6-Point Agreement

6 = Strongly Agree
5 = Agree
4 = Agree Somewhat
3 = Disagree Somewhat
2 = Disagree
1 = Strongly Disagree
N/A or Don’t Know

Midpoint: 3.5

5-Point Overall Performance

5 = Excellent
4 = Good
3 = Average
2 = Fair
1 = Poor
N/A or Don’t Know

Midpoint: 3.0

Interpretation: The higher the mean score, the higher the priority or agreement level, or the more favorable the views on overall court performance. The midpoint of the 10-point scale is 5.5. The midpoint of a 6-point scale is 3.5. The midpoint of a 5-point scale is 3.0. Means above the midpoint are higher priorities, higher levels of agreement, and more favorable views of court performance. Means below the midpoints are lower priorities, lower levels of agreement, and unfavorable views of court performance.

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Statistical Differences & Interpretation



Testing for Statistical Differences

6. Two common statistical tests were used to test for significant differences between and among mean ratings:
 - Tests for differences in means (t tests) – look for differences between 2 groups
 - Analysis of Variance (ANOVA) – looks for differences among multiple groups
7. Statistically significant differences are reported at the .05 or 95% confidence level (common for social science research)
8. Interpretation:
 - *A difference in mean score is statistically significant if there is a less than 5% probability that the difference could have occurred by chance alone (significant at the .05 level)*
 - Statistically significant differences in mean scores are noted with an * (asterisk), pink shading, and/or a red star symbol:



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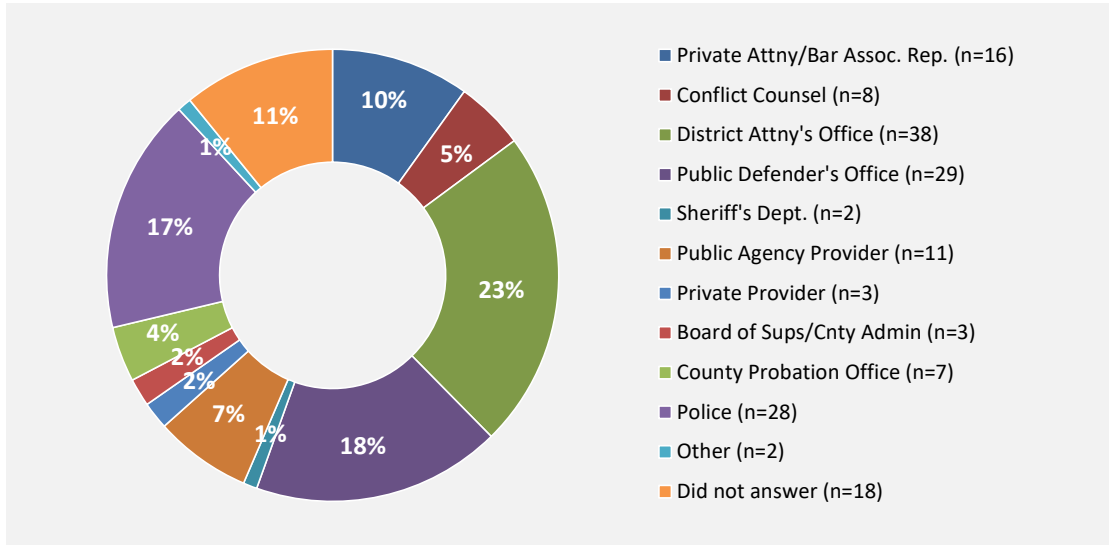
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Characteristics of Survey Respondents

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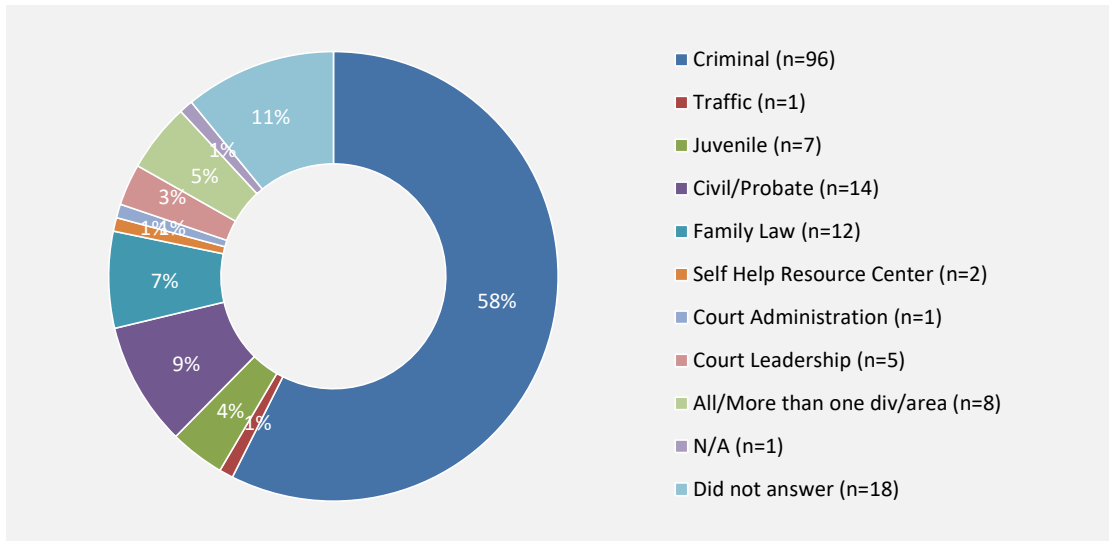
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External Partners:
By Role/Relationship to the Court (Office/Group)
 (in percentages; n=165)



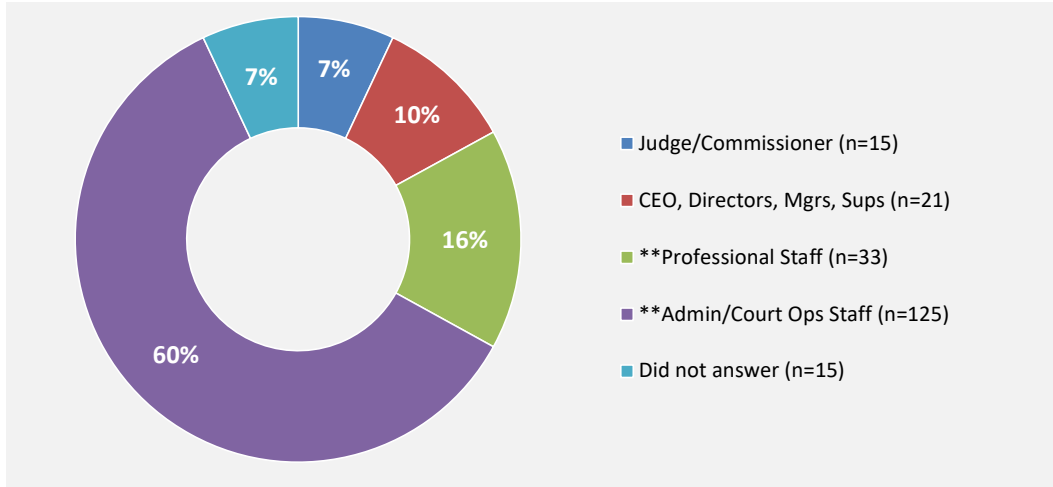
Percentages may not equal 100% due to rounding.

External Partners:
By Division/Area of the Court with Most Frequent Contact
 (in percentages; n=165)



Percentages may not equal 100% due to rounding.

Judicial Officers / Court Employees: Current Role/Position (in percentages; n=209)

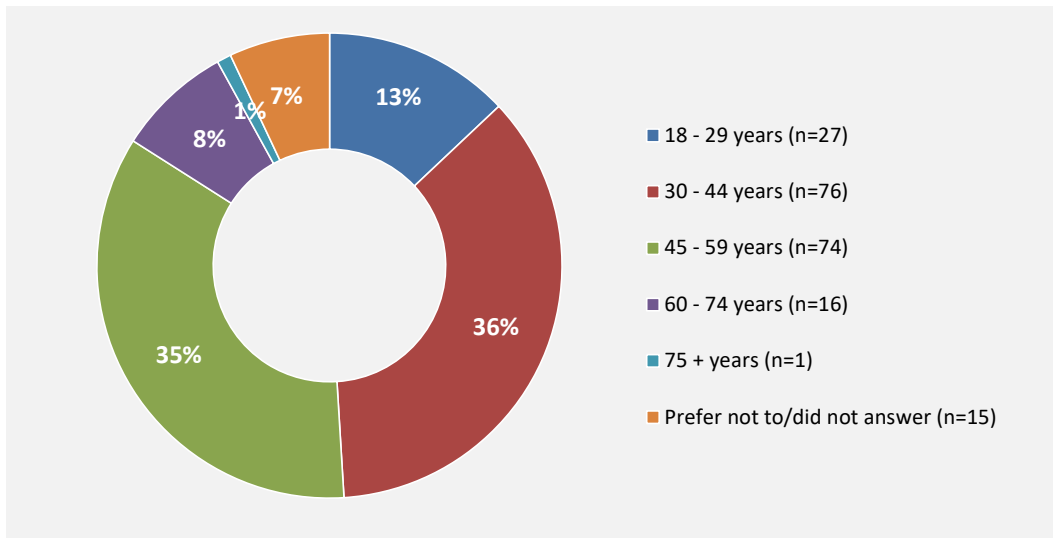


** Professional Staff = attorneys, interpreters, court reporters, finance, human resources, information technology, investigators, child custody recommending counselors, etc.). Administrative/Court Operations Staff = judicial assistants, paralegals, courtroom clerks, legal processing clerks, operational staff, etc.

Percentages may not equal 100% due to rounding.

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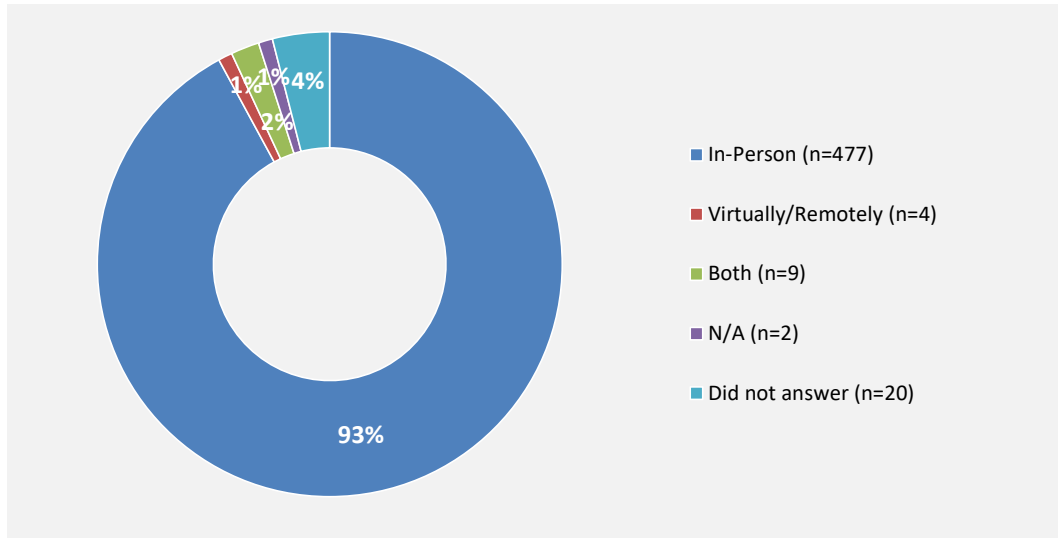
Judicial Officers / Court Employees: By Age Cohort (in percentages; n=209)



Percentages may not equal 100% due to rounding.

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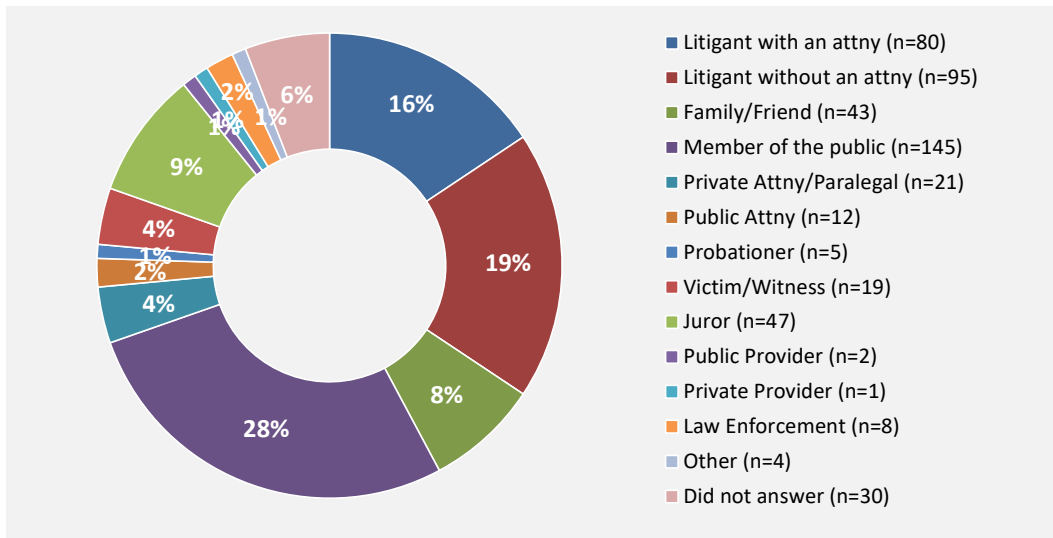
Court Users: By How Doing Court Business (in percentages; n=512)



Percentages may not equal 100% due to rounding.

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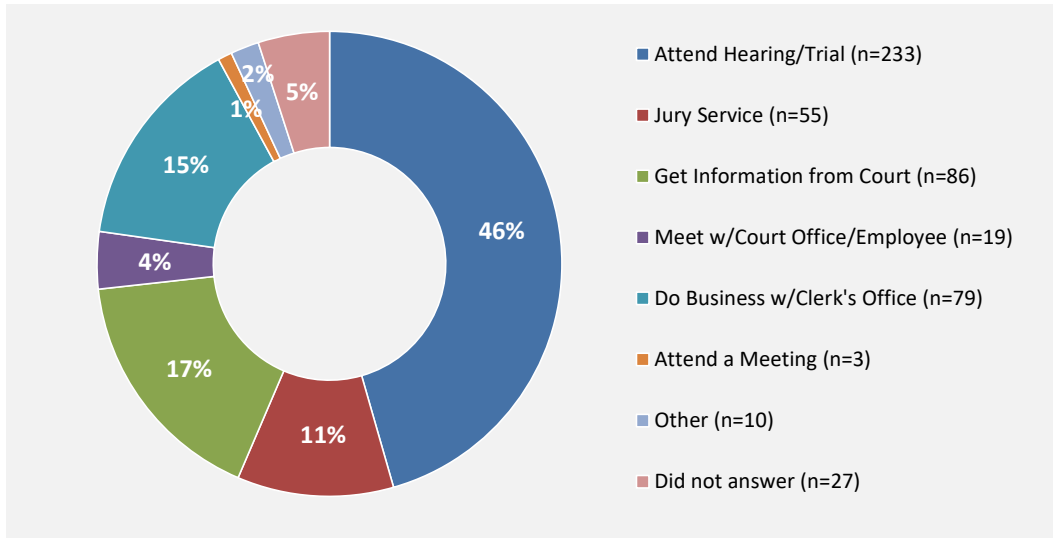
Court Users: By Relationship to the Court (in percentages; n=512)



Percentages may not equal 100% due to rounding.

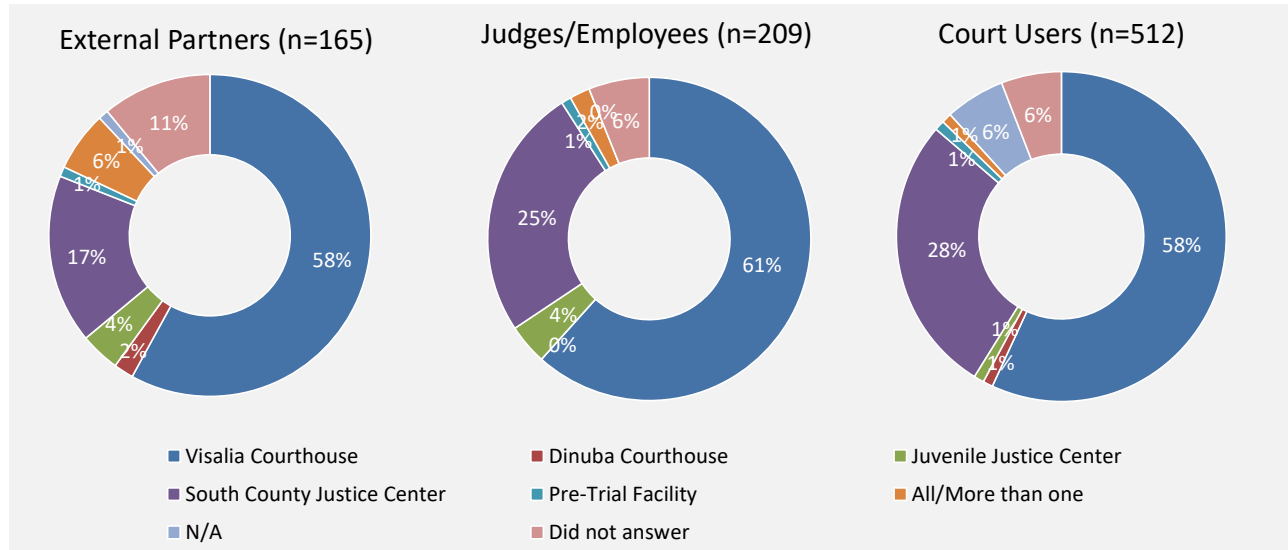
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Court Users: By Primary Purpose for Doing Business with the Court (in percentages; n=512)



Percentages may not equal 100% due to rounding.

Survey Respondents by: Court Location/Venue with Most Contact / Primary Work Location (in percentages)



Percentages may not equal 100% due to rounding.

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Summary and Findings

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4a:

Highest Priorities:
Most Needed Changes and Improvements

External Partners & Judges/Staff Only

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Q1: Improvements/changes MOST needed to the Court; the highest priorities in the next 3-5 years? (Each was rated using a 10-point priority scale)

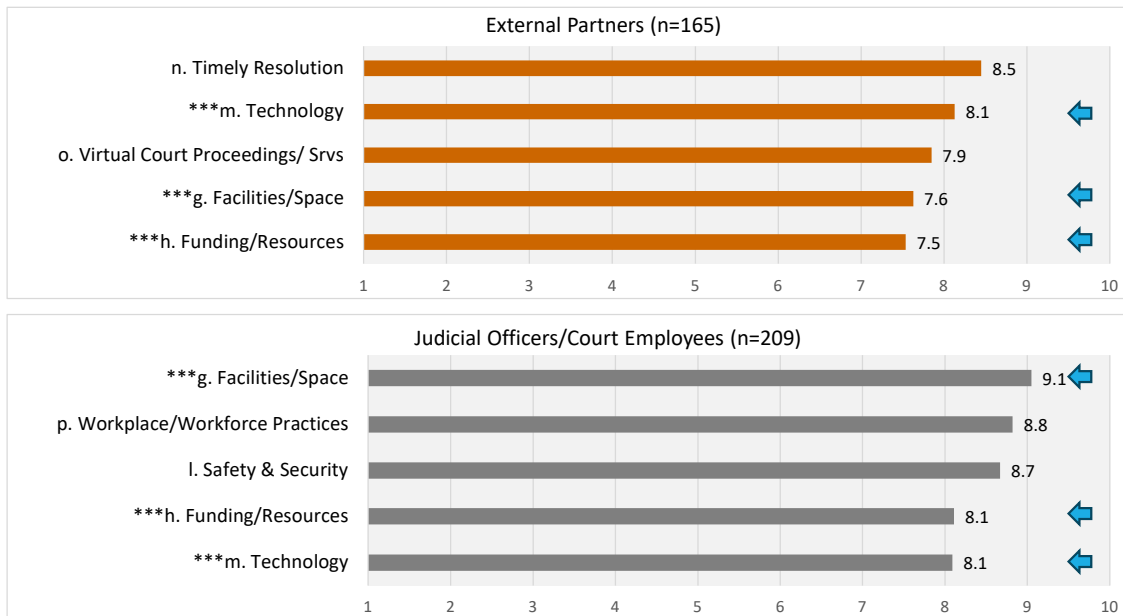
Below are the descriptions, which were included on the survey. Refer to this list to understand the results (presented on subsequent slides).

- a. **Access (physical and virtual):** enhance physical/in-person and virtual access to the court; eliminate barriers ensuring access for all people
- b. **Community-Based Programs/Services:** collaborate w/partners to enhance or expand community/social service programs & services
- c. **Court Programs/Services:** evaluate, realign, &/or augment court services/programs available to youth, families, and other court users
- d. **Court User Assistance:** enhance or expand personal & virtual assistance provided to court users
- e. **Equity and Fair Treatment:** ensure all people are treated equitably; eliminate practices that disadvantage people of color & marginalized groups
- f. **External Relations:** strengthen relations with external partners & stakeholders
- g. **Facilities, Space, Parking:** improve facilities; modernize &/or repurpose space; reduce or expand footprint as needed; improve security, maintenance, & cleaning
- h. **Funding/Resources:** pursue adequate funding/resources to meet existing & evolving needs of the public & to operate efficiently & effectively (includes competitive pay/benefits); realign/reallocate existing resources
- i. **Juror Improvements/Participation:** increase the diversity & inclusiveness of juries; increase participation rates; improve the juror experience

- j. **Public Education:** educate the public about the judicial branch & the court
- k. **Public Trust:** build the trust & confidence of the public in the court/judicial system
- l. **Safety/Security:** ensure the personal safety (health, physical) of all who work in/use the courthouses; improve building, technology, & data security
- m. **Technology:** invest in/use existing & future technologies that will enhance access, services, & court operations
- n. **Timely Resolution:** ensure the timely resolution of all legal matters; reduce backlog, unnecessary delay, & wait times; improve scheduling & case mgt practices
- o. **Virtual Court Proceedings/Services:** develop effective & consistent procedures/practices for conducting hybrid court proceedings & for providing hybrid court services
- p. **Workplace/Workforce Practices:** modernize workplace, human resource, and management policies, & practices (e.g., reimagine recruitment, hiring & retention practices; prioritize employee wellbeing; implement hybrid or flexible work arrangements; provide training, development, & career growth/advancement opportunities; provide competitive pay/benefits; implement DEI initiatives; build an inclusive and engaging culture)

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**Q1: Most Needed Improvements/Changes (Highest Priorities) in the Next 3-5 Years
Top 5 – Comparison of External Partners & Judges/Employees (in mean scores¹)**

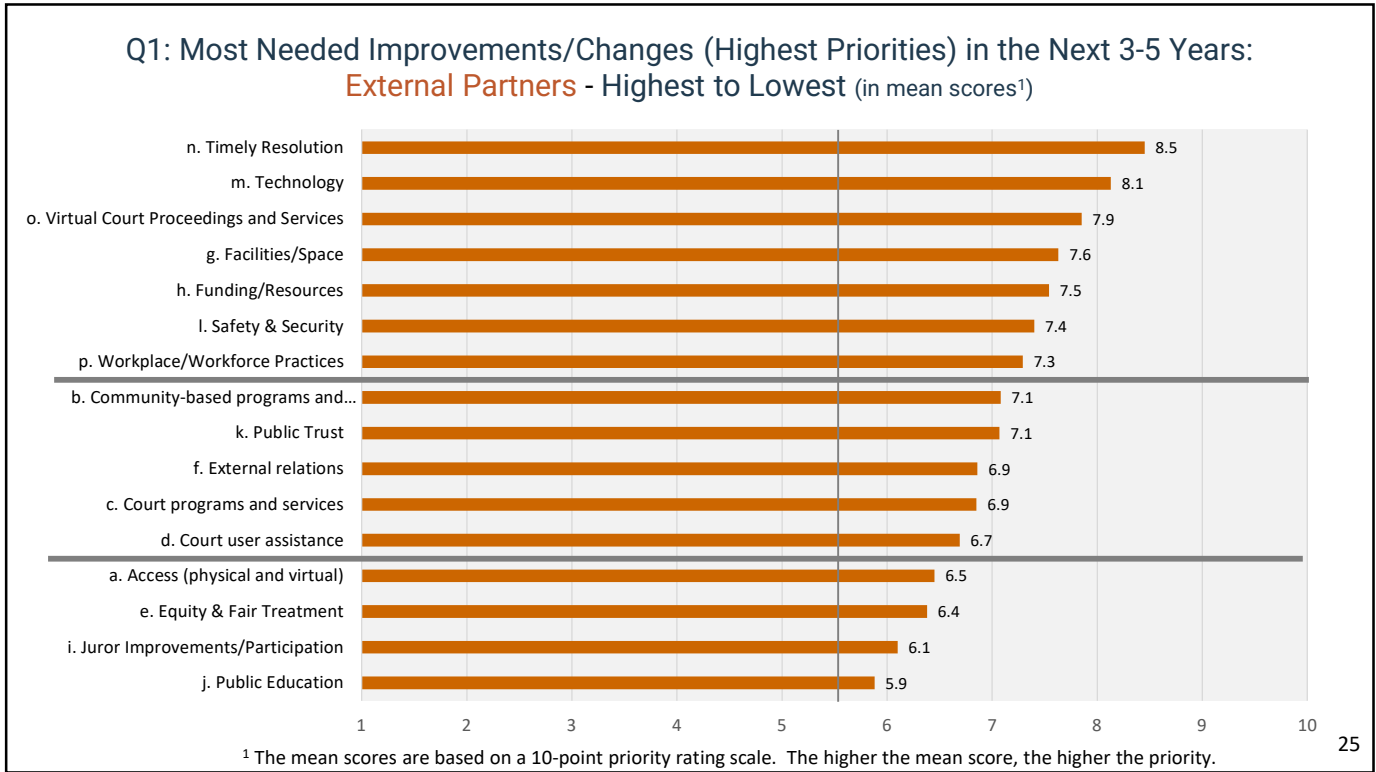


3 of the top 5 are the same for External Partners and Judges/Employees. See *** and arrows.

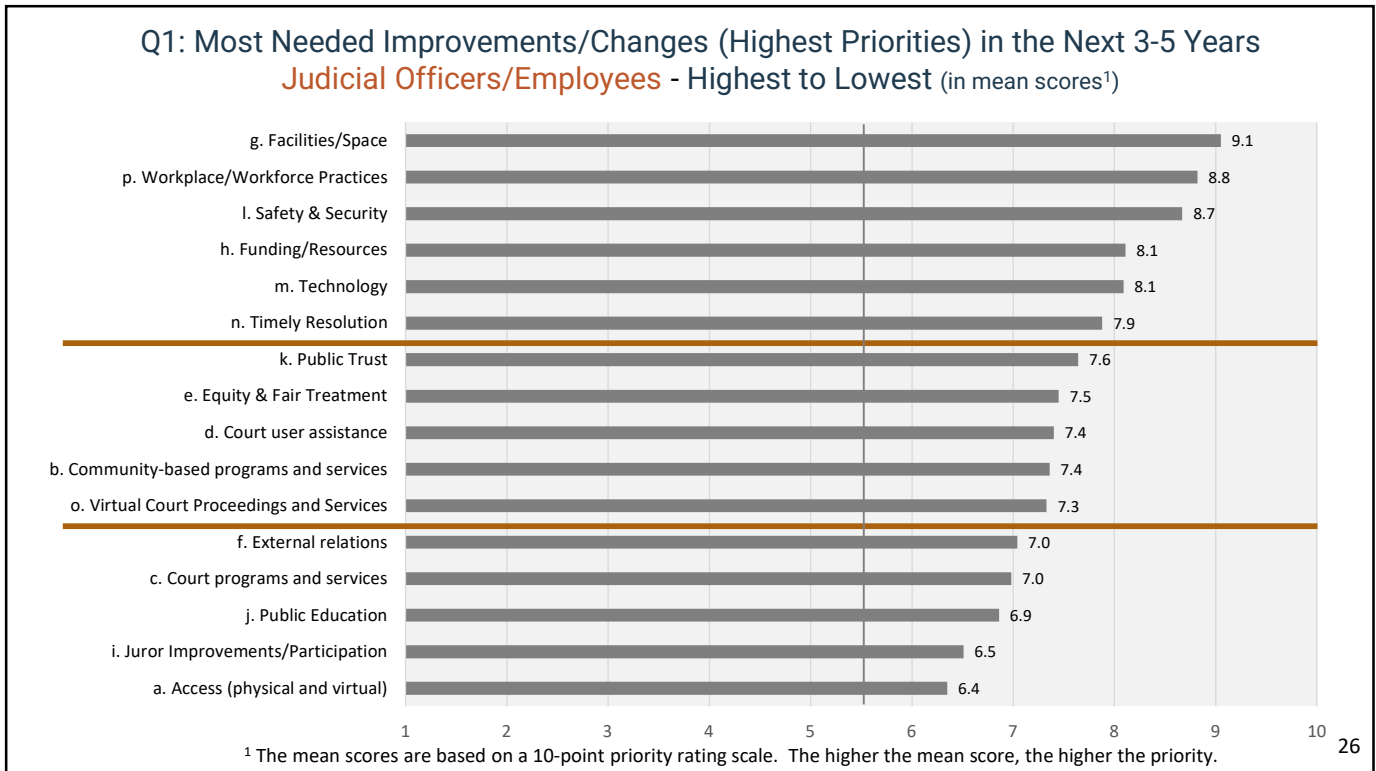
¹ The mean scores are based on a 10-point priority rating scale. The higher the mean score, the higher the priority.

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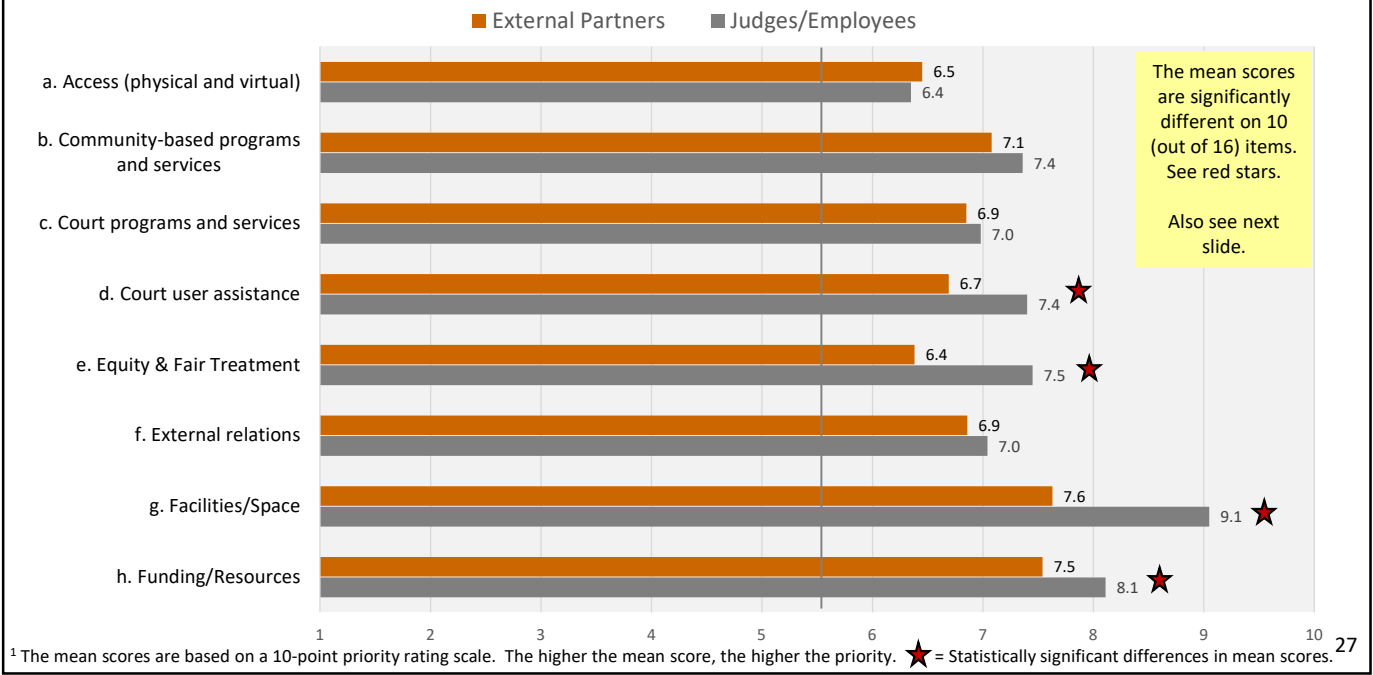


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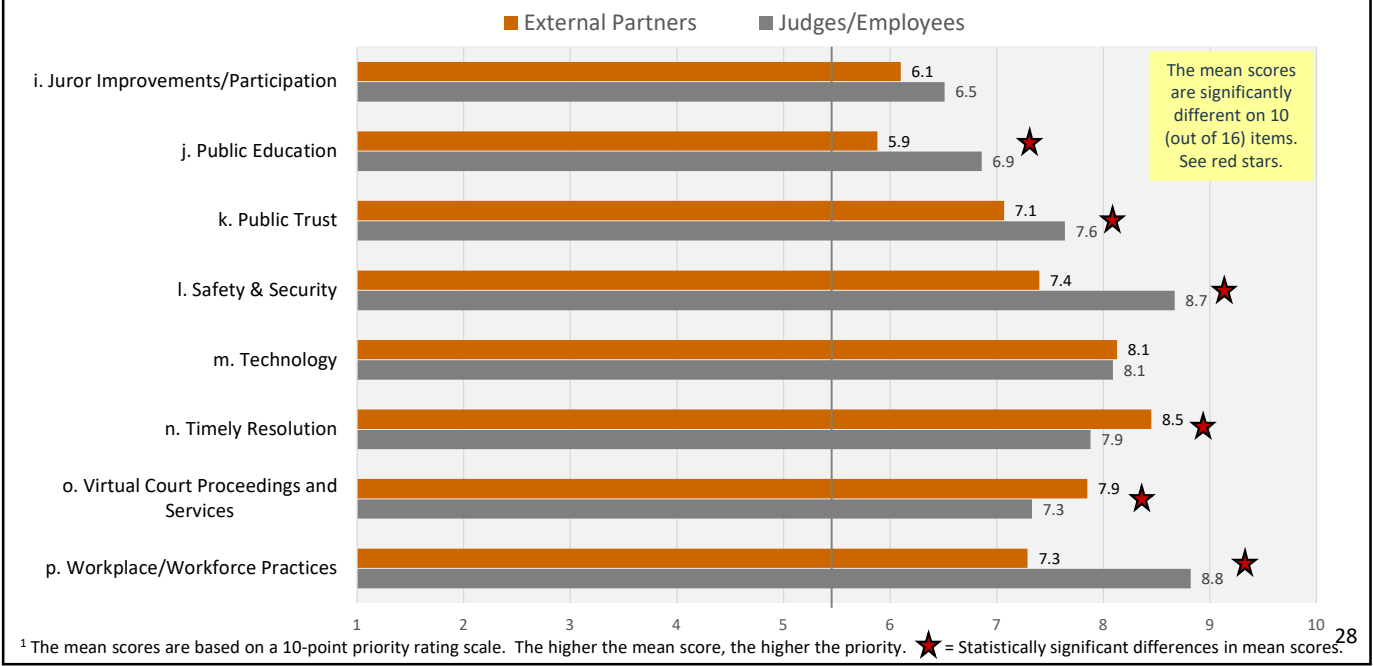
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**Q1: Most Needed Improvements/Changes (Highest Priorities) in the Next 3-5 Years:
Comparison of External Partners & Judicial Officers/Employees – Page 1 (in mean scores¹)**



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**Q1: Most Needed Improvements/Changes (Highest Priorities) in the Next 3-5 Years:
Comparison of External Partners & Judicial Officers/Employees – Page 2 (in mean scores¹)**



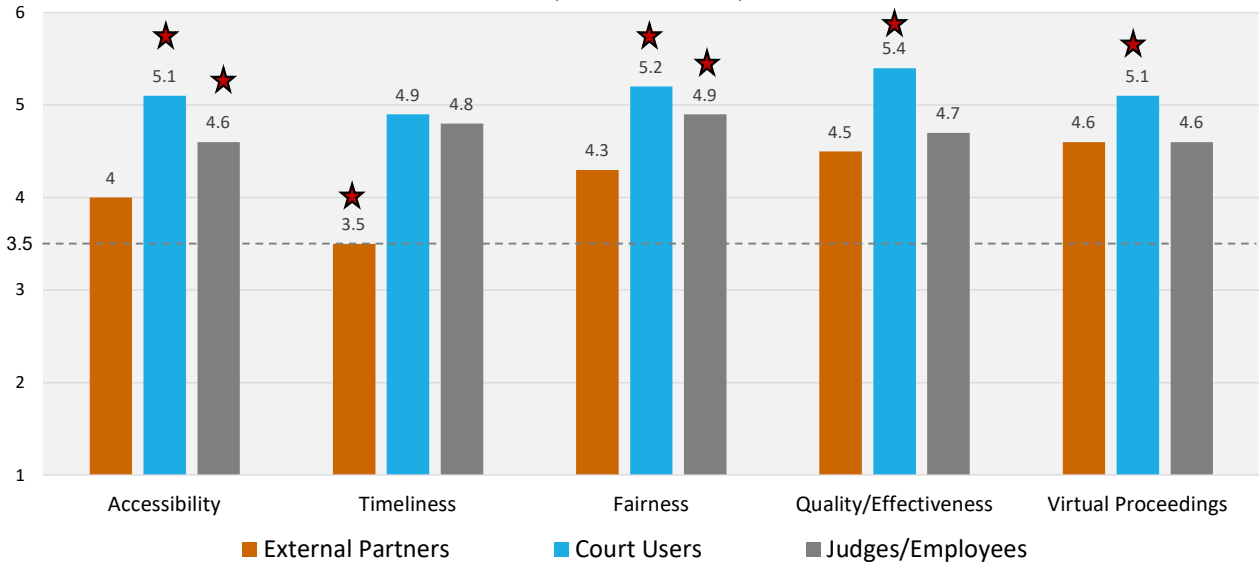
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4b:

Court User Experience/Court Performance

All: External Partners, Judges/Staff, & Court Users

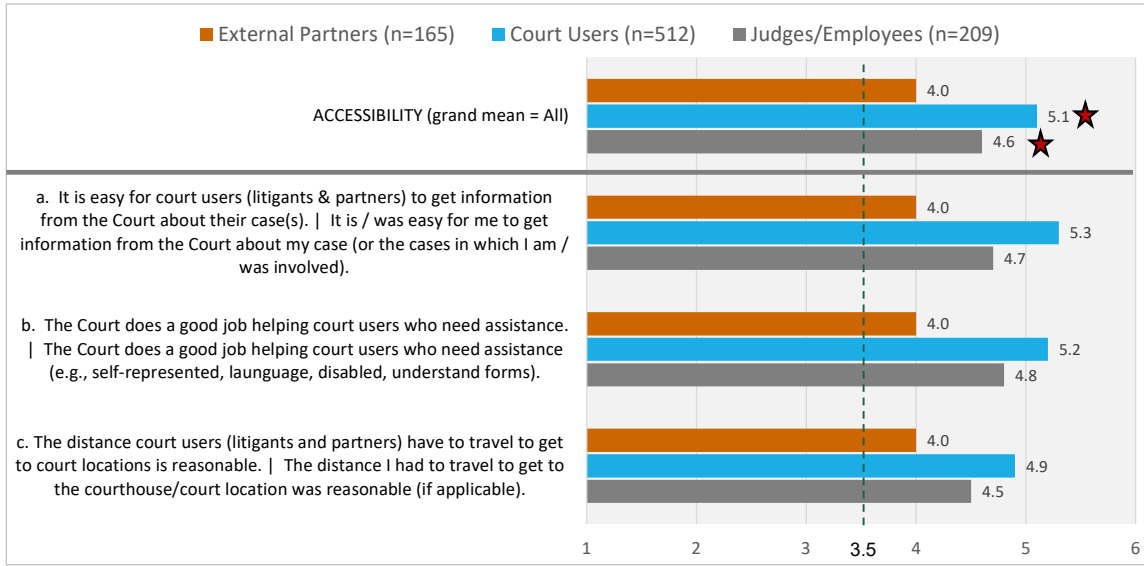
User Experience / Court Performance Categories –
By External Partners, Judges/Employees, and Court Users
(in mean scores)



¹ The mean scores are based on a 6-point agreement rating scale. The higher the mean score, the more positive the rating.

★ = Statistically significant differences in mean scores.

ACCESSIBILITY by Question (Court Performance Category) (in means scores)

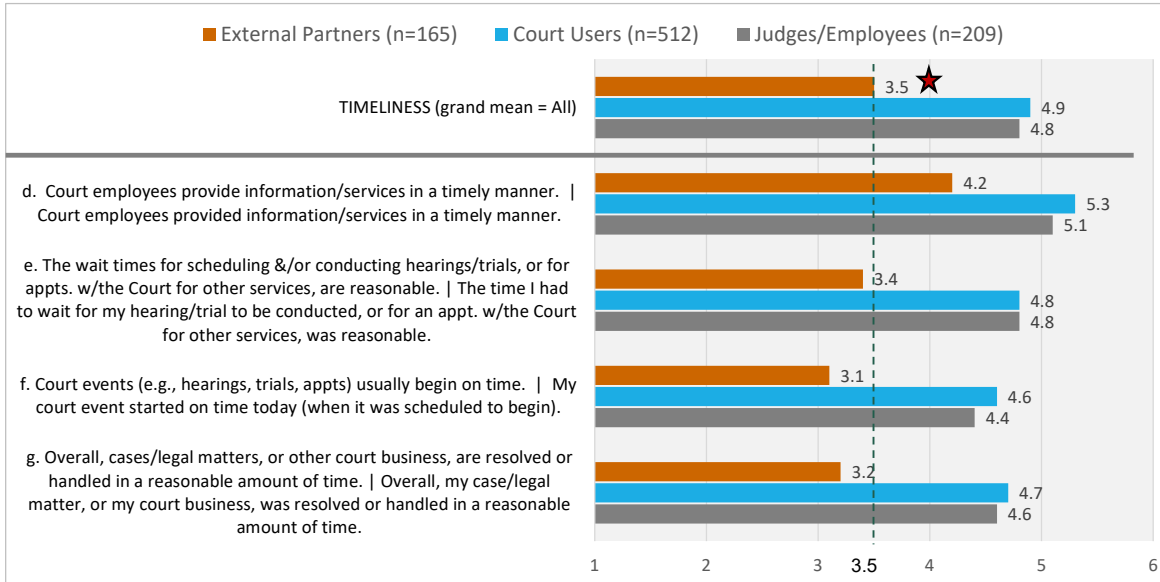


★
The mean scores of court users are significantly HIGHER on all questions than judges/staff & partners.

★
The mean scores of judges/staff are significantly HIGHER on all questions than partners.

¹ The mean scores are based on a 6-point agreement rating scale. The higher the mean score, the more positive the rating.
★ = Statistically significant differences in mean scores.

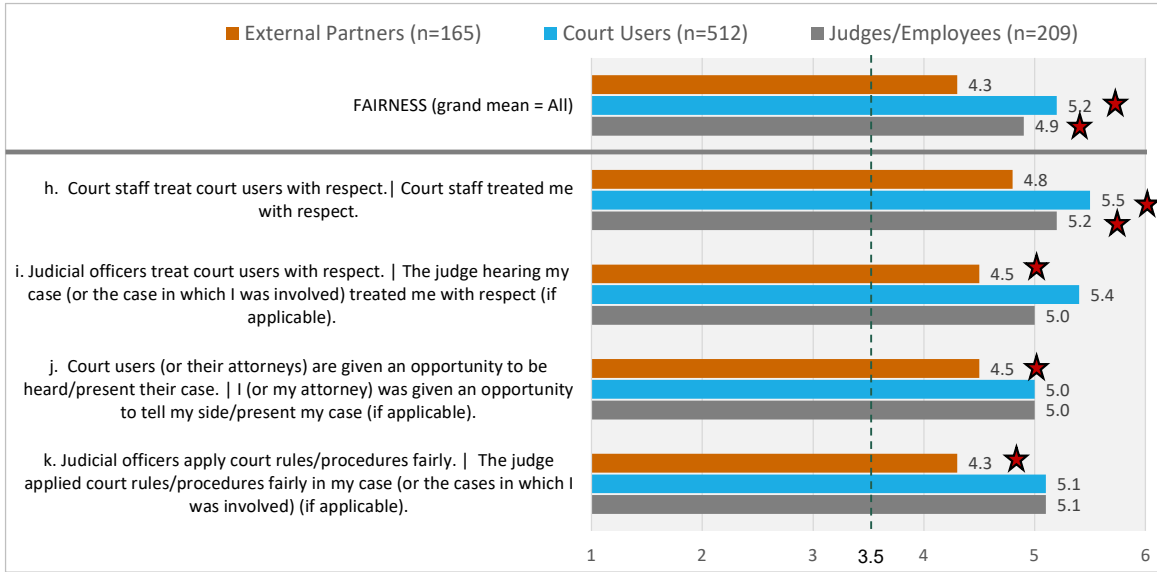
TIMELINESS by Question (Court Performance Category) (in means scores)



★
The mean scores of external partners are significantly LOWER on all questions than judges/staff and court users.

¹ The mean scores are based on a 6-point agreement rating scale. The higher the mean score, the more positive the rating.
★ = Statistically significant differences in mean scores.

FAIRNESS by Question – Page 1 (Court Performance Category) (in means scores)

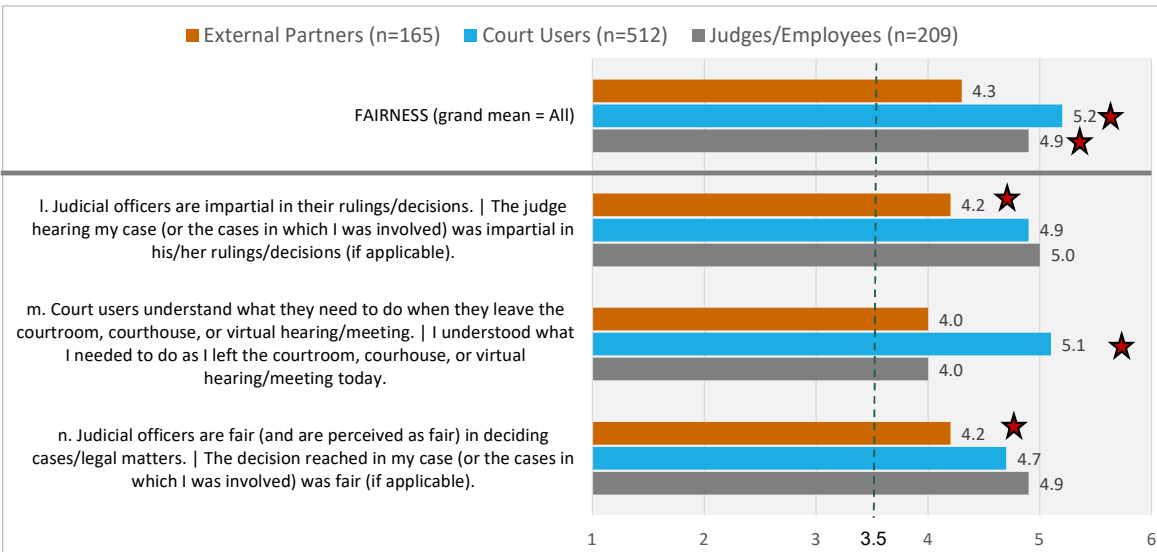


★
Qh: The mean score of court users is significantly HIGHER than judges/staff & partners.
Judges/staff mean score is significantly higher partners.

Qi-k: The mean scores of partners are significantly LOWER than judges/staff & court users.

¹ The mean scores are based on a 6-point agreement rating scale. The higher the mean score, the more positive the rating.
★ = Statistically significant differences in mean scores.

FAIRNESS by Question – Page 2 (Court Performance Category) (in means scores)

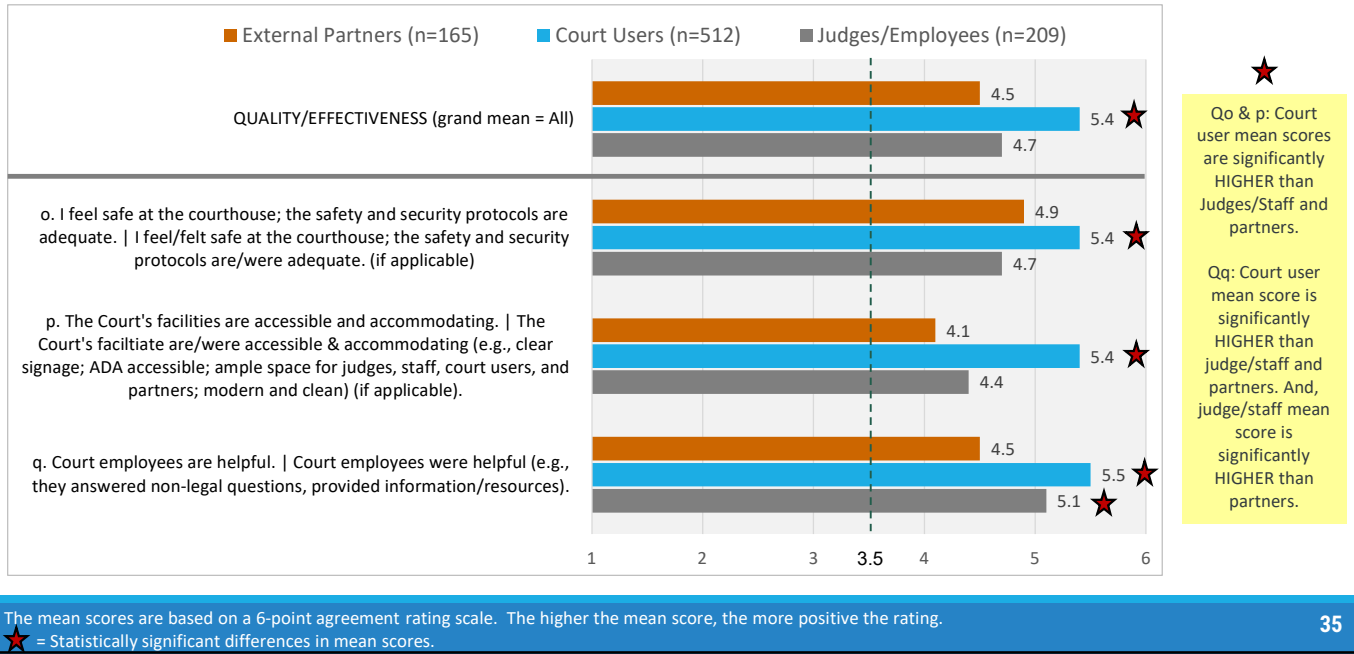


★
Ql & n: Partner mean scores are significantly LOWER than judge/staff and court users.

Qm: Court user mean score is significantly HIGHER than judge/staff and partners.

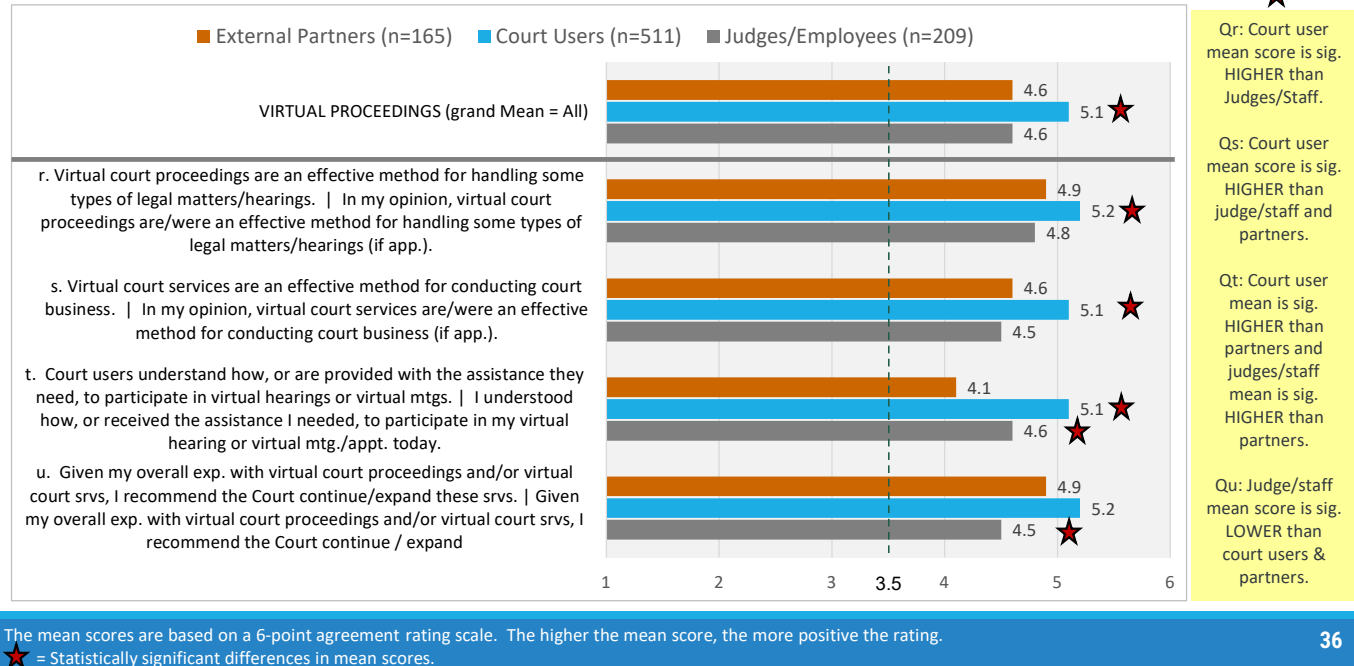
¹ The mean scores are based on a 6-point agreement rating scale. The higher the mean score, the more positive the rating.
★ = Statistically significant differences in mean scores.

QUALITY/EFFECTIVENESS by Question (Court Performance Category) (in means scores)



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VIRTUAL PROCEEDINGS by Question (Court Performance Category) (in means scores)



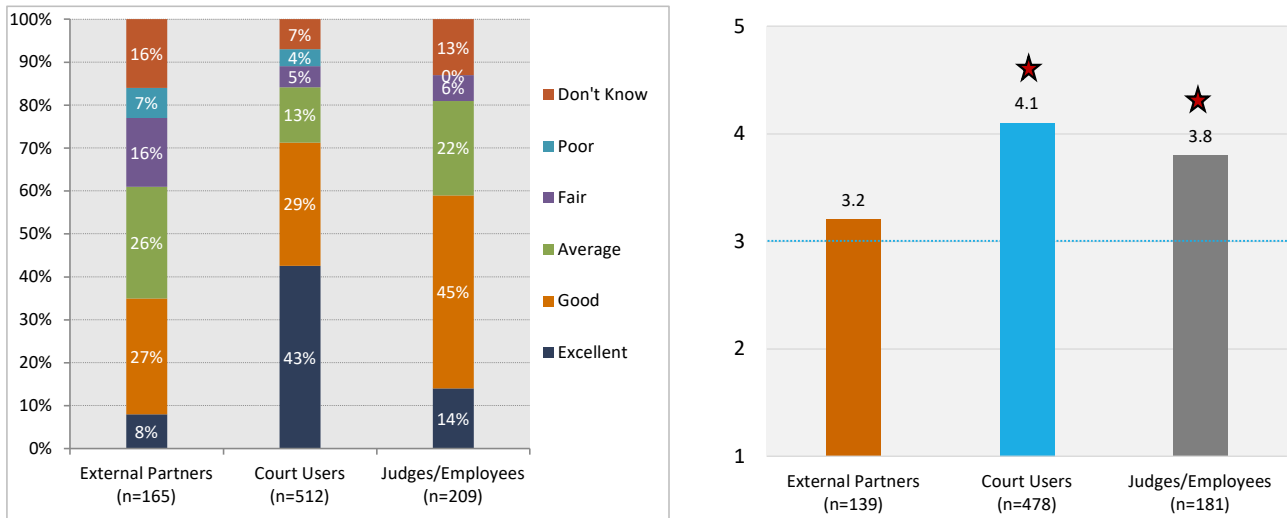
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4c:

Overall Court Performance

All: External Partners, Judges/Staff, & Court Users

Tulare Superior Court - Ratings on Overall Performance the Past 1 – 2 Years
Comparison of External Partners, Judges/Employees, and Court Users
 (in percentages and mean scores¹)



★ Court user mean score is sig. HIGHER than judge/staff and partners, and judge/staff mean score is sig. HIGHER than partners.

¹ Percentages may not equal 100% due to rounding. Mean scores are based on a 5-point rating scale: 5 = Excellent, 4 = Good, 3 = Average, 2 = Fair, 1 = Poor. 3.0 is the midpoint of the rating scale. ★ = The differences in mean scores are statistically significant.

4d:

Greatest Strengths of the Court

External Partners and Judges/Staff Only

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Q: Greatest Strengths of the Court

External Partners – Themes/Summary of Comments (not in order of priority)

1. Judicial Officers and Staff: judges are impartial/render fair rulings; judges overall are doing a good job; most judges are qualified/competent, well-trained, even-tempered, & respectful; most judges take time to listen to litigants; staff and court clerks are helpful, friendly/personable, informative, resourceful, courteous, & responsive; bailiffs are helpful and polite; courtroom staff are helpful.
2. Customer Service: treat court users respectfully; prompt response time; compassionate; excellent customer service; professional; provide requested info in a timely manner.
3. Assistance Provided to Litigants: in house services/self-help resources and assistance; translations services.
4. Accessible/e-access: easy to access & navigate; information is accessible on website; e-courts is easy to access/use; access to forms; good location in community; making progress on e-filing; virtual access.
5. Timeliness: wait times in Room 201 are down; easy to calendar/schedule matters; most calendars are managed efficiently/effectively; efficient court ops.; keep fast track schedules; cases move efficiently; continue virtual hearings/appearances.
6. Fair: handle matters fairly; give both parties a chance to be heard.
7. Collaboration: work well with justice partners/agency staff/stakeholders; communicate well with local bar; coordinate with county agencies.
8. Security: good courthouse safety – front door and bailiffs/deputies in courtrooms & presence/visible in courthouse; feels safe.
9. Facilities/Parking: parking is free/covered; building is clean; make Visalia courthouse as nice as Porterville; adequate parking & signage.

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Q: Greatest Strengths of the Court

Judges/Employees – Themes/Summary of Comments (not in order of priority)

1. Judicial Officers and Staff: hardworking & knowledgeable judges/staff; professional, friendly, courteous, & inclusive; quality bench; judges are fair & listen to court users;
2. Customer Service: provide good customer service; respectful and professional treatment of everyone; assist court users in a timely manner.
3. Assistance Provided to Litigants: provide self-help services/assist pro per litigants; interpreter services; provide court users w/forms; great resource center.
4. Accessible/e-access: accessible by phone; access to public computers; improving online access; e-filing.
5. Timeliness: timely hearings; hearings start on time; open to remote appearances; some cases are on a fast track; process documents in a timely manner.
6. Fair: we have a concern for fairness as well as public safety; commitment to due process.
7. Security: it is a safe environment; safety measures have improved.
8. Facilities/Parking: cleanliness/well kept facility.
9. Leadership/Depts: excellent / strong leadership/CEO; strong/helpful HR dept; excellent IT dept.
10. Work Environment/Communication: good internal communication; teamwork; training, professional development, & advancement opps.; great environment; value staff.
11. Benefits: excellent health benefits/good health insurance; competitive pay & benefits.
12. Technology: expanding technology; upgrading equipment; access and security; willingness to adopt new technology.

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4e:

Strength of the Workplace, Court Culture, Job Satisfaction

Employees Only

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Employees Only: Strength of the Workplace, Culture, Job Satisfaction:

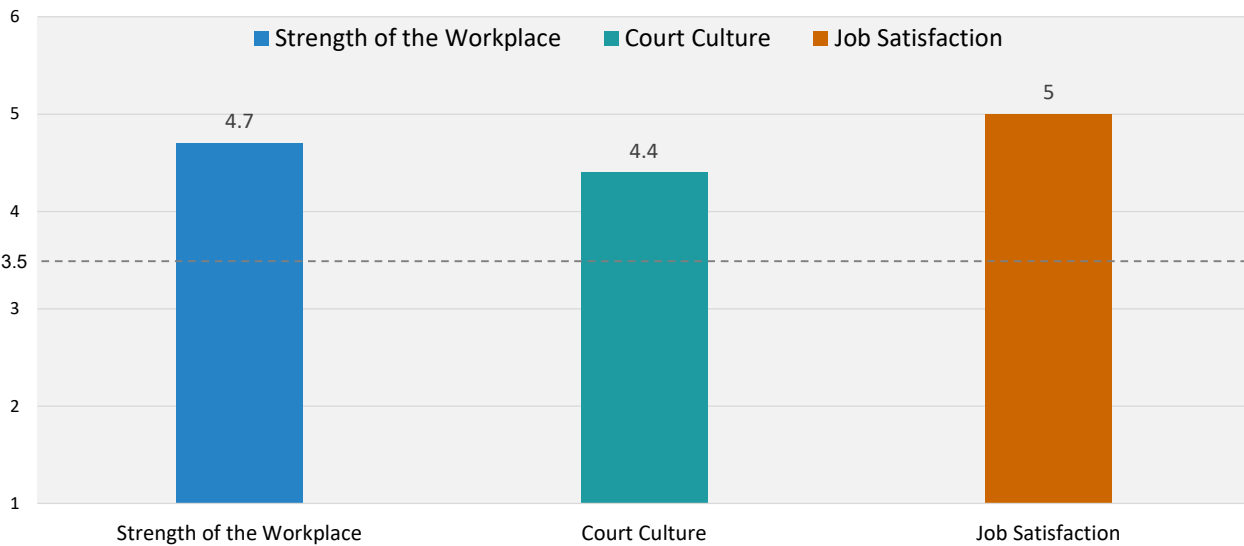
Indicate how strongly you agree/disagree with each statement.

*Rate each question on a 6-point agreement scale**

1. Employees answered additional questions in 3 areas: (a) Strength of the Workplace; (b) Communication, Connection, & Culture, and (c) Job Satisfaction.
2. Strength of the Workplace questions: 10 questions that measure key elements of employee engagement (i.e., what is needed to attract, focus, and retain the most talented employees).
 - According to longitudinal research conducted by the Gallup Organization, the strength of the workplace questions are positively correlated to *customer satisfaction, employee retention, and productivity*.
3. Communication, Connection, Culture: 5 questions that measure elements of communication, connection, belonging, and well-being.
4. Job Satisfaction: 1 question that measures overall satisfaction with work/job.
5. Organizations should strive for high mean scores (i.e., 5.0 or above) on these questions.

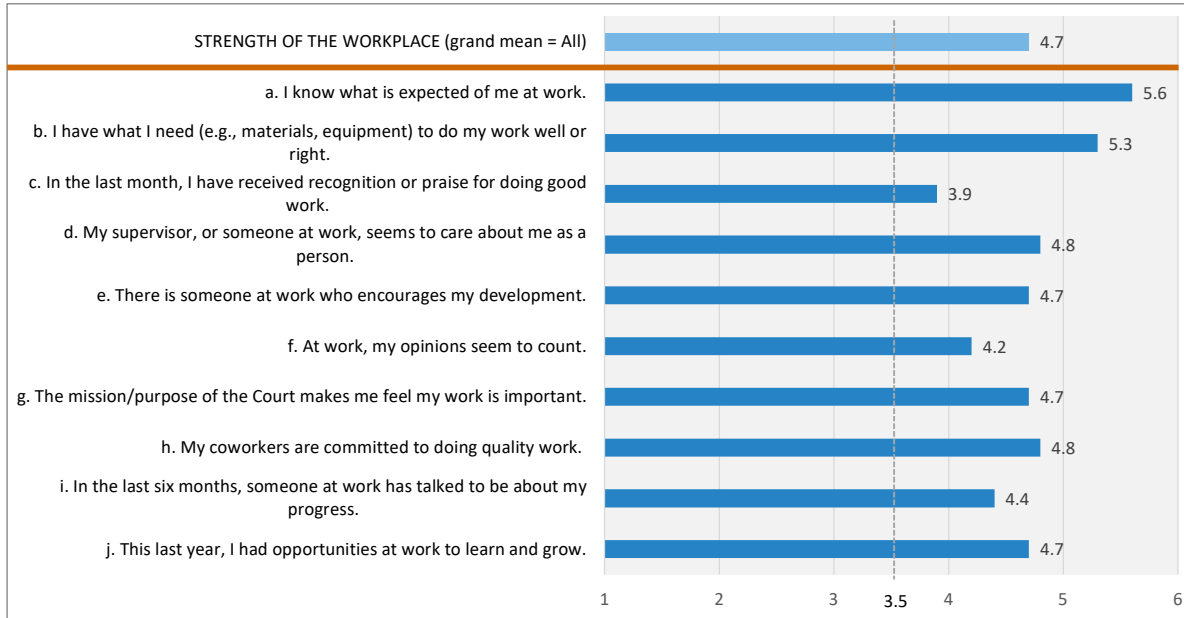
Strength of the Workplace, Court Culture, Job Satisfaction

Employees Only (n=189; in mean scores¹)



¹ 6-Point agreement rating scale = 6 = Strongly Agree; 5 = Agree; 4 = Agree Somewhat; 3 = Disagree Somewhat; 2 = Disagree; 1 = Strongly Disagree; and 0 = Don't Know/Not Sure.

Strength of the Workplace: All Employees (n=189; in mean scores¹)



★
See the next slide for significant differences by employee demographics.

¹ Means are based on a 6-point agreement rating scale: 6 = Strongly Agree; 5 = Agree; 4 = Agree Somewhat; 3 = Disagree Somewhat; 2 = Disagree; 1 = Strongly Disagree; and 0 = Don't Know/Not Sure.

Additional Findings – Statistically Significant Differences Strength of the Workplace (SoW) Questions

Employees – By Position

1. Admin. Leadership, Mgrs, & Sup respondents gave a significantly HIGHER rating on the following question than Admin./Ct. Ops Staff respondents: (4.9 vs. 4.0)
 - At work, my opinions seem to count. (4.9 vs. 4.0)*

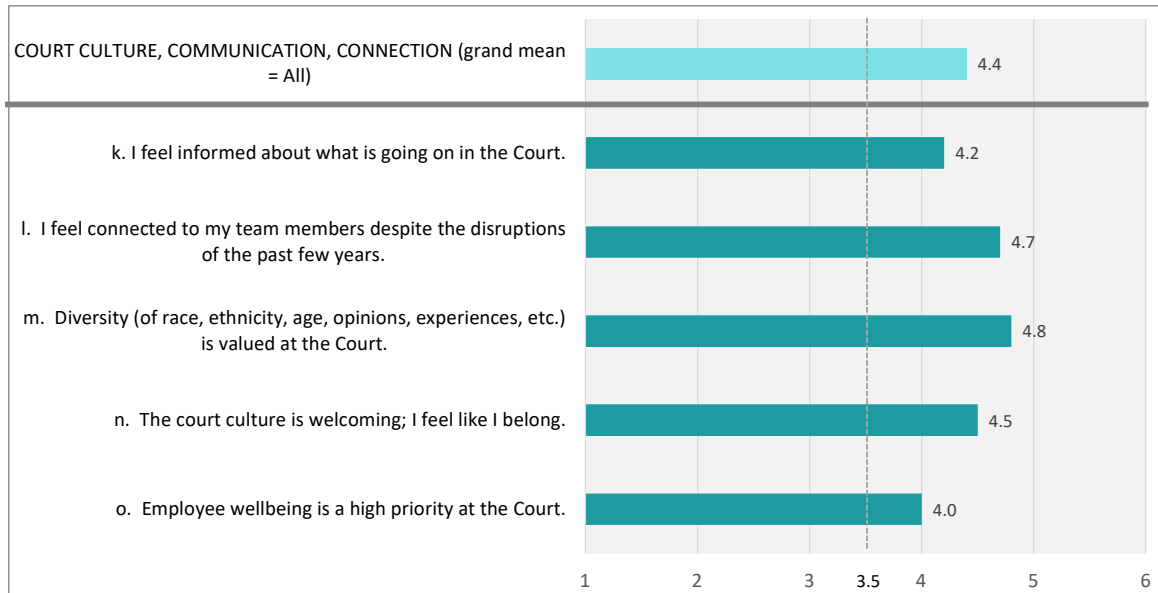
Employees – By Age Cohort

3. The 18-29 age cohort gave a sig. HIGHER rating on the following questions than the 45-59 age cohort:
 - In the last 6 months, someone at work has talked to me about my progress. (5.2 vs. 4.1)*

Employees – By Venue

2. South Cnty survey respondents gave sig. HIGHER ratings on the following questions than Visalia respondents:
 - The mission of the Court makes me feel my work is important. (5.0 vs. 4.6)*
 - In the last 6 months, someone at work has talked to me about my progress. (4.8 vs. 4.3)*
 - This last year, I had opportunities at work to learn & grow. (5.1 vs. 4.5)*

Court Culture, Communication, and Connection – All Employees (n=189); in mean scores¹)



★
See the next slide for significant differences by employee demographics.

¹ Mean scores are based on a 6-point rating scale: 6=Strongly Agree; 5 = Agree; 4 = Agree Somewhat; 3 = Disagree Somewhat; 2 = Disagree; 1 = Strongly Disagree; 0 = Don't Know/Not Sure.

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Additional Findings – Statistically Significant Differences Court Culture, Communication, & Connection Questions

Employees – By Position

1. There are no statistically significant differences in mean scores by position.

Employees – By Age Cohort

3. There are no statistically significant differences in mean scores by age cohort.

Employees – By Venue

2. South County survey respondents gave sig. HIGHER ratings on the following questions than Visalia respondents:
 - I feel informed about what is going on in the Court. (4.7 vs. 3.9)
 - The Court is welcoming; I feel like I belong. (4.8 vs. 4.3)
 - Employee wellbeing is a high priority at the Court. (4.5 vs. 3.7)
 - Court culture grand mean (all questions): 4.7 vs. 4.3)

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4e (cont.):

Suggestions for Making the Court a Better Place to Work

Employees Only

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Q: Suggestions for Making the Court a Better Place to Work
Employees Only – Themes/Summary of Comments (not in order of priority)

1. Team Building: do more casual/social events (e.g., potlucks) to increase engagement & build relationships/ connections; conduct events/activities to get to know each other/bring people together; build camaraderie; more team mtgs.
2. Work Environment/Culture: more morale building activities/use morale boosters; show you value staff – appreciate & recognize staff (e.g., have an occasional “huddle” to highlight achievements/celebrate successes; promote a positive/ uplifting/fun/happy – less punitive – environment; provide incentives; implement flexible / hybrid (remote) work arrangements to improve work/life balance; make employee wellbeing a priority; increase/welcome diversity of all types.
3. Education, Communication, Coordination: improve internal communication; better communication & sharing information between Depts.; educate staff on policies/procedures.
4. Training/Growth & Development: provide/expand training/development opportunities; more cross training – provide opportunities to grow, develop, advance at the Court; provide a training manual on procedures/work duties.
5. Management Practices: give positive reinforcement; show appreciation, less favoritism; seek equality in workloads/work production; improve employee retention; be interested in the opinions of staff; solicit input from staff when changing procedures; train managers/ sups; reduce us vs. them feeling (between admin/mgt/sups vs. staff)/improve relationship between mgt. & staff.
6. Competitive Pay: continue to seek competitive / increased pay.
7. Facilities: improve / update Visalia facilities (e.g., stop leaks, clean, update – remodel/paint, improve HVAC, etc.); need a new courthouse in Visalia; provide a cafeteria / vending machines with healthy food options; improve office/cubicle space; improve break / lunch areas/ other public areas; provide better employee parking; provide sit/stand desks;

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Additional Suggestions/Comments

External Partners and Court Users

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Q: Additional Comments/Suggestions for Improvement
External Partners – Themes/Summary of Comments (not in order of priority)

1. Enhance Access: improve access to information; allow customers to file all types of cases in both Visalia and Porterville; educate more on e-filing; give attorneys access to the court system – to look up documents, minute orders, etc. from their offices.
2. Enhance Assistance/Expand Services: enhance self-services; need a larger self-help center; add staff to provide assistance; expand use of virtual services; there is no cafeteria for victims/others who have to wait all day for their case to be heard.
3. Virtual Proceedings: expand & enhance virtual appearances – increases efficiency; all depts. should embrace virtual appearances; develop formal & consistent policies/procedures for remote proceedings; give offices an option to appear virtually; limit the use of Zoom appearances.
4. Improve Case Scheduling/Timely Resolution: better scheduling is needed – reduce wait times (for litigants, partners, law enforcement) & number of continuances; improve case mgt, which will increase efficiency for everyone; stop cattle call calendars – move to on-time scheduling; reduce backlogs (e.g., criminal docket); prelims need to be better organized (e.g., officers have to wait all day and then cases are frequently continued).
5. Increase Professionalism of a Few Judges: stop rude, verbally abusive, & unprofessional behavior of a few judges – creates a hostile work environment; judges should treat all partners, litigants, victims/witnesses respectfully & fairly;
6. Improve Facilities: Visalia courthouse is outdated; need a new courthouse in Visalia – current space is bad; Porterville Courthouse is a long distance for many to travel; seats inside & outside courtrooms are too low for people who use assistive walking equipment; it is difficult to access courtrooms/use the restrooms in the main courthouse when in a wheelchair;
7. Modernize Technology: improve Zoom set-up/technology (in Porterville); provide access the case information.

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Q: Additional Comments/Suggestions for Improvement
Court Users – Themes/Summary of Comments (not in order of priority)

1. Customer Service:
 - Many court users reported receiving excellent service; staff were helpful, professional, and treated them respectfully.
 - Other court users reported: that they were not able to reach anyone by telephone; they had to make a trip to the courthouse because the phones went unanswered; some staff were rude/unprofessional/disrespectful – they didn't take time to hear or listen to them/understand their needs; more staff are needed to provide assistance/answer questions (e.g., complete forms, understand procedures, etc.).
2. Case Mgt/Timely resolution: a few court users reported: waiting all day for their cases to be called (respond to subpoena) and then they were adjourned; hearings were not punctual; some judges / sheriffs / bailiffs were rude and impatient; it took a long time for a few court users' cases to be resolved – they had to make multiple trips to the courthouse; need to stagger court hearings (not all scheduled at the same time); court date was changed and didn't get notice; it was difficult to hear / understand what was going on in the courtroom – court user could hear the judge on the PA system, but not others.
3. Facilities: some court users reported not being able to find parking and/or had to park a long distance away (a couple gave rave reviews on free & accessible parking); elevators were slow/felt unsafe; updates are needed at the courthouse – it is uninviting currently; had to travel too far to get to courthouse; need more chairs in high volume areas.
4. Technology/Remote Access: phones need to be answered or court users need to have other ways (e.g., chat / email options) to reach the court without having to travel to the courthouse – very inefficient; provide more virtual services; need a printer in the self-help office; need better – stronger and dependable – Wi-Fi.

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