

## Fourth Judicial District of Minnesota Performance Measures for *Customers*

**Key Results: 1) Provide Fair and Equitable Treatment and, 2) Access to Justice**

Scale 1-9 where, 1=strongly disagree and 9=strongly agree

Court	Measurement Sources	Type of Instrument and Number of Respondents	Is the Court Perceived as Fair to litigants and other constituents?	Do litigants perceive they are being listened to?	Do litigants understand the orders given by the court?	Do litigants perceive that cases are resolved in a timely manner?
All Judges	Attorneys Assessing Our Bench	Mailed Survey 1,259	7.42	na	7.93	7.36
	Justice Partners Assessing Our Bench	Mailed Survey 141	7.50	7.75	8.04	7.46
	Staff Assessing Our Bench	Mailed Survey 423	7.62	7.35	8.02	7.50
Civil Conciliation Judges	Litigants, Attorneys and Staff in Conciliation Court	Interviews 789	8.58	8.50	8.28	8.29
All Referees	Attorneys Assessing Our Referees	Mailed Survey 179	7.77	na	7.99	7.92
	Staff and Justice Partners Assessing our Referees	Mailed Survey 174	6.43	na	6.30	6.64
Civil	Litigants in Housing Court	Interview 427	7.16	7.34	8.33	7.78
Criminal	Court Users Seeing our Hearing Officers Downtown	Interview 429	7.00	7.79	8.61	7.44
	Defendants on Payable Traffic Calendar	Interview 193	8.21	8.11	8.07	6.89
	Defendants on Serious Traffic Calendar	Interview 84	8.68	8.55	8.48	7.21
	Court Users seeing Hearing Officers in Suburbs	Interview 206	7.50	8.37	8.53	7.96
	Court Users seeing Judges in Suburban Courts	Interview 298	8.07	na	8.52	6.08
	Felons on Probation in Drug Court	Interview 341	7.74	8.04	8.61	na
Family	Domestic Abuse Litigants in Family Court	Interview 378	7.84	7.20	8.06	7.40
Juvenile	Juveniles Charged with Delinquency Offenses	Interview 132	8.05	6.31	8.15	6.41
	Parent or Guardian of Juveniles Charged with Delinquency	Interview 161	8.48	8.11	8.58	7.06
Probate/Mental Health	Litigants in Probate / Mental Health Court	Self Survey 698	8.27	8.30	8.32	8.20
Self Help Center	Court Users of the Self Help Center	Interview 61	8.28	na	7.56	7.27

na = not asked on this instrument

These results come from Minnesota's Fourth Judicial District's "Fairness Studies". These studies were guided by Tom Tyler (New York University) and Larry Heuer (Barnard College) in conjunction with the Fourth District Research Division. Professor Tyler's past research has shown that satisfaction with the courts is more related to the perception of how people are treated than the outcome the person actually receives. The more people believe they were treated fairly and have had an opportunity to be heard in court, the more satisfied they will be with their experience in court. Additionally, the more satisfied people feel the more legitimacy they ascribe to the authority figure (the judge, referee or hearing officer). Professor Tyler's research further shows that when people see the authority figure as legitimate they will be more likely to comply with the orders handed down in court. Thus, if we can improve the procedural fairness in court we may be able to improve public safety by reducing repeat business from violations of court orders. Each of these studies will be on our website as the reports become available.

*Fourth Judicial District Research Division  
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