



FOURTH JUDICIAL DISTRICT

Hearing Office Satisfaction Study: 2006 Update

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Third, we would like to thank our Chief Judge, Lucy Wieland, for supporting ongoing research into issues of fairness and customer satisfaction among the court's litigants.

Finally, we were lucky to have such dedicated volunteers who conducted the survey. A sincere thank you goes out to Hamuda Ahmed, Parker VonSternberg, and Kendra Ostendorf.

Executive Summary

- Since 2003, the Fourth Judicial District has implemented some changes to the Hearing Office as a result of an original satisfaction study of the Hearing Office. This new report documents the results of a follow-up survey conducted to see if the changes have had a positive impact for Hearing Office visitors.
- Survey respondents were 69% male, 46% white, 47% college graduates, and 83% employed. These demographics were similar to those of the 2003 survey.
- Most respondents were at the Hearing Office regarding a traffic ticket (69%), 30% were there for a parking ticket, and less than 1% for low level criminal matters. In 2003, the ratio of traffic to parking tickets was closer (53% and 45%, respectively). This is a result of differences in filings during this time period and reflects a similar trend.
- The majority of respondents would have liked to use the internet to either settle their Hearing Office matter (66%) or at least make an appointment with a Hearing Officer (66%).
- Hearing Officers scored relatively high (7 or 8 out of a possible 9 points) on issues of timeliness.
- Hearing Officers have improved their customer service skills in the areas of fairness, demeanor, and efficiency. Scores on the clarity scale (i.e., how easy it was for respondents to understand what the Hearing Officers were telling them) went down slightly as compared with the 2003 study.
- Scores on a newly formed Access scale, which addresses issues of access and availability of court personnel, were very high (an average of 8 out of 9 possible points).
- The only demographic differences with regard to the scales appeared to be that whites scored Hearing Officers higher than non-whites.
- Respondents who received a more positive case outcome scored Hearing Officers higher on issues of procedural justice than those with a negative outcome.
- Respondents with shorter perceived and actual wait times scored Hearing Officers higher than those who waited longer.
- Case outcome initially predicted satisfaction for Hearing Office visitors; however, once we controlled for procedural justice (fairness) issues, case outcome no longer had a significant effect on satisfaction. This is consistent with prior fairness studies.

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Background

In the summer of 2003, the Fourth Judicial District conducted a customer satisfaction survey in its downtown Minneapolis Hearing Office as part of its overarching study of fairness and procedural justice in the court. The results of that survey, published in May 2004 (Eckberg, Podkopacz, and Zehm 2004) suggested that while visitors to the downtown Hearing Office were generally satisfied with their experience, there were some issues which needed to be addressed.

The Fourth Judicial District has implemented some changes to the Hearing Office as a result of the original survey. For example, they added a fast-track parking calendar for the fastest case types, increased the number of possible appointments, hired a Spanish-speaking Hearing Officer, and added a television to the waiting room, among other changes. Since so many changes were made, the Research Department was asked to conduct a follow-up survey in 2006 to see if the level of satisfaction of visitors to the Hearing Office has increased in the last couple of years. This report documents the results of the follow-up survey and provides comparisons between the two studies.

The Hearing Office Process

When someone receives a citation (for a parking or traffic violation, or a petty misdemeanor criminal matter), they immediately have two choices. If the citation is not for a “court required” offense,¹ defendants can either choose to pay the fine (through the mail, over the phone, on-line, or in-person at the Traffic and Violations Bureau counter), or they can contest the citation at the Hearing Office. Individuals who choose to contest their citation must call or stop into the Hearing Office within 21 days of the offense date in order to be eligible for an appointment. Appointments are set Monday through Thursday in fifteen minute increments. Defendants who have an appointment are seen at their appointment time.

Many visitors to the downtown Hearing Office, however, are walk-ins, meaning that they choose to see a Hearing Officer on the same day they come in. If this is the case, the receptionist gives them a number and gathers information about their citation so that she may provide it to the Hearing Officer. There are six Hearing Officers at the downtown location.² The Hearing Officer’s job is to provide options when someone comes in to contest their citation or make payment arrangements, and generally negotiate some type of settlement.

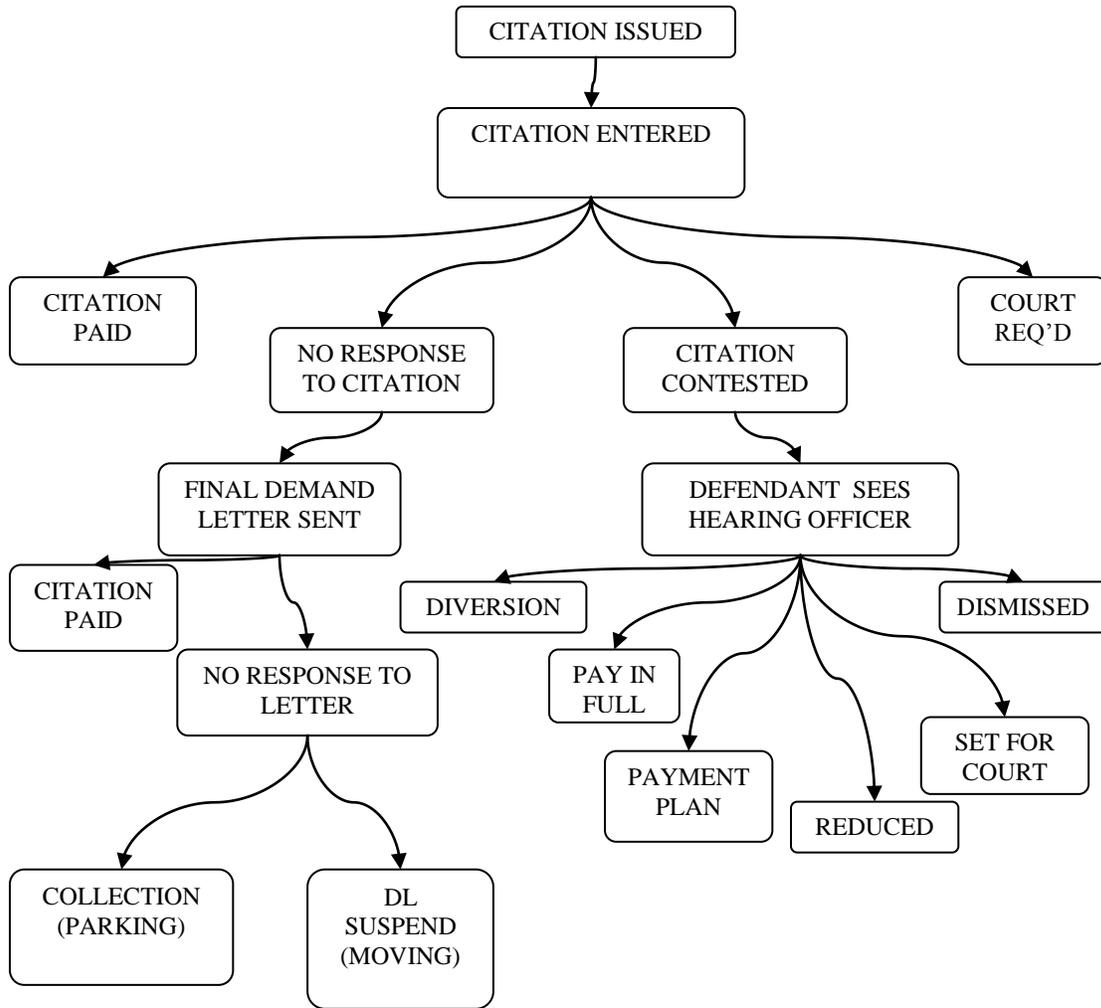
The downtown Hearing Office handles approximately 150,000 citations per year. About a third of the defendants who contest their citations at the Hearing Office receive a reduction to their fine amount, often because they have a clean driving record, and sometimes due to financial hardship or other factors. Many defendants are eligible for a

¹ Court required offenses are typically more serious misdemeanors. Many fall into the conduct and community violations categories, although there are many lower level drug and alcohol offenses, some more serious moving violations (e.g., hit and run, DWI, reckless driving), as well as lower level theft and prostitution charges, among others. The determination of whether an offense is court required or payable is defined by the Minnesota Conference of Chief Judges and by local judicial decisions as well.

² There are also Hearing Officers at each of the Fourth Judicial District Court’s suburban locations.

payment plan where their due date for payment is extended based on financial hardship issues. The average hearing time is approximately 10 minutes.

The following flow chart shows the process by which a citation ends up at the Hearing Office, and the possible outcomes:³



³ Provided by the Fourth Judicial District Traffic and Violations Bureau Hearing Office.

Demographics of Survey Respondents

We interviewed a total of 296 visitors to the Hearing Office. Survey respondents were 69% male and 31% female, and 33 years old on average. Forty-six percent of respondents defined themselves as white, 35% as African-American, 4% as Asian, 3% as American Indian, 4% as Hispanic, 2% as Mixed Race, and 6% as Other. Nearly half of respondents were college graduates (47%), while another 29% said they had “some college,” and another 20% finished high school or their GED, or had attended trade school. Most (83%) reported that they were employed and of those, 66% said that their job was full-time and permanent. There were no marked demographic differences between the demographics of this group as compared with the 2003 sample.

Table 1. Defendant Demographic Profile

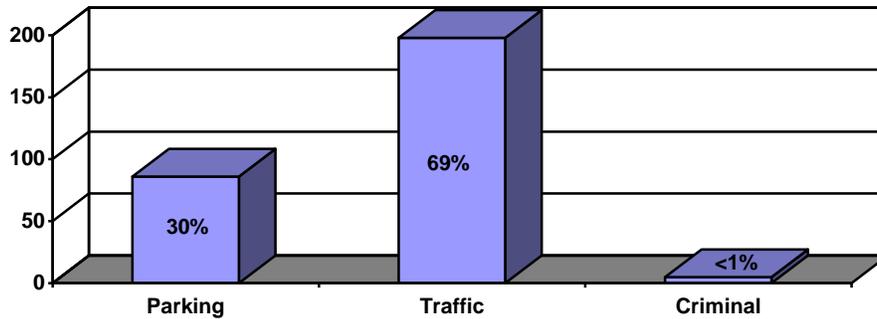
		2006 (n=296)	2003 (n=429)
Gender	Male	197 69.1%	286 67.1%
	Female	88 30.9%	140 32.9%
	TOTAL	285 100%	426 100%
Race	White	131 45.5%	200 47.7%
	Non-white	157 54.5%	219 52.3%
	TOTAL	288 100%	419 100%
School	Less than high school diploma	9 3.1%	20 4.7%
	HS grad or GED	57 19.7%	84 19.7%
	Trade school	3 1.0%	12 2.8%
	Some college	84 29%	116 27.2%
	College grad	137 47.2%	195 45.7%
	TOTAL	290 100%	427 100%
Employed	Yes	245 83.3%	354 82.7%
	No	49 16.7%	74 17.3%
TOTAL		294 100%	428 100%
Average Age		33 years old	approx. 30 years old ⁴

⁴ We did not include actual age in 2003, but instead had categories for respondents to choose from which is why we do not have a mean.

Type of Cases and Outcomes

Most Hearing Office survey respondents were there because of a traffic ticket (69%). Another 30% were there because of a parking ticket, and less than 1% were there for a low level criminal matter. This is a bit of a contrast to the 2003 survey, where the ratio between parking and traffic tickets was closer (45% and 53%, respectively).

Chart 1. Case Type



Only 13% of visitors to the Hearing Office were unable to resolve their cases and set the matter for court. Two-thirds of visitors felt that they had a positive outcome,⁵ while twenty-four percent had what most would likely consider to be a negative outcome.⁶ There were no significant relationships between the types of cases and the outcomes.

Table 2. Case Type by Outcome

Case Type	Positive Outcome	Negative Outcome	Set for Court	Total
Parking	62 77.5%	15 18.8%	3 3.8%	80 100%
Traffic	113 57.9%	50 25.6%	32 16.4%	195 100%
Criminal	2 50.0%	2 50.0%	0 0%	4 100%
Total	177 63.4%	67 24.0%	35 12.5%	279 100%

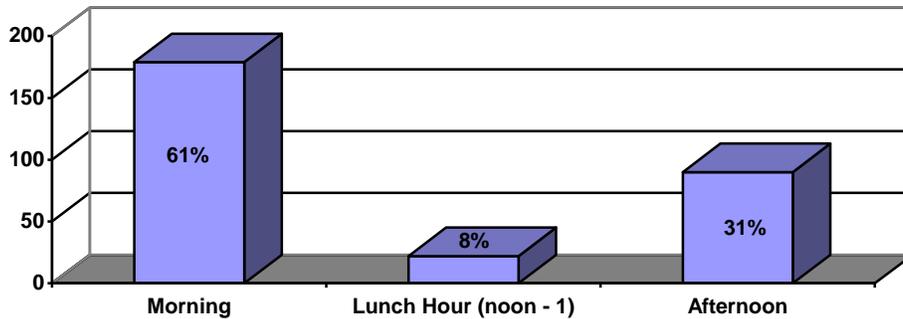
Time of Day and Location Preferences

Most of the people we interviewed visited the Hearing Office in the morning (61%). Another 31% visited the Hearing Office in the afternoon, and a handful (8%) visited over the noon hour. Since the last report, more Hearing Office visitors appear to be coming in the morning (61% vs. 48% in 2003).

⁵ Positive outcomes include either paying a reduced fine amount, having their cases dismissed, or receiving diversion, meaning that the respondent paid a fee and the case is scheduled to be dismissed in one year, provided there are no additional violations

⁶ Paying the full amount or performing community service.

Chart 2. Time of Day



We asked these downtown survey respondents about other possible locations which they felt would be more convenient for them should they need to visit the Hearing Office again. We gave respondents the choice of three possible locations for another Hearing Office: Maple Grove, Eden Prairie, and another Minneapolis location other than downtown. Twenty-four percent of respondents said that they would like a Maple Grove location, 19% said they would like an Eden Prairie location, and 38% said they would like another Minneapolis location.⁷ When asked to write-in their own choice for another location, survey respondents provided many different options, the most common being “South” or “South Minneapolis” (total of 6%). The second most common choices were “North” or “Northeast” or “North Minneapolis” (total of 4%).

The most common zip codes of respondents who were willing to provide them were within the city limits of Minneapolis (55401 to 55409; total of 35%). Of those respondents that live in Minneapolis and provided a preference of other locations for a hearing office, most preferred a “south” location.

Table 3. Area of Residence by Write In Location

Live in Minneapolis?	Would like South Minneapolis location	Would like North Minneapolis location	Total
No	6 33.3%	12 66.7%	18 100%
Yes	12 92.3%	1 7.7%	13 100%
Total	18 58.1%	13 41.9%	31 100%

⁷ These three choices were not mutually exclusive; respondents could say “yes” to one, two, or three of the choices.

Access to the Hearing Office

One of the ongoing improvements the court as a whole and the Hearing Office in particular has been trying to make involves improving accessibility. Comments we received from doing the 2003 survey suggested that simply getting to the downtown Hearing Office could be challenging and that long wait times were frustrating to people who were unaware that they could have made an appointment.

In both surveys, we asked respondents four questions related to access issues, and present the results in the following table. It appears that visitors to the Hearing Office would appreciate more options such as using the internet (72%), but many are still unaware or unable to schedule appointments or visit the suburban locations (51%), highlighting a need to promote this option more in the community. Not surprisingly, there is a strong and statistically significant relationship between those respondents who would have liked to schedule their appointment over the internet and those who would have liked to settle the entire matter over the internet ($p < .001$, Pearson's $r = .50$). There were no significant differences by gender, race, age, or Minneapolis residence on the access questions.

The percentage of respondents who felt that it would be preferable to settle matters over the internet was virtually the same with the current survey (66%) as it was in 2003 (67%). More people in 2003, however, had a pre-scheduled appointment with a hearing officer (20% v. 16% for the current survey). This suggests that there may need to be more communication from the Violations Bureau regarding the option of setting appointments with the Hearing Office.

Table 4. Access to Hearing Office

Access Questions	Yes	No	Total responded
Did you have a pre-scheduled appointment for your meeting with the Hearing Office today?	46 16.1%	240 83.9%	286 100%
If you could have settled the matter over the internet, would you have used that option?	189 66.3%	96 33.7%	285 100%
If you could have made an appointment for your visit today via the internet, would you have done so?	203 71.5%	81 28.5%	284 100%
Were you aware that there are Hearing Offices in the Hennepin County suburban areas as well as downtown?	141 49.5%	144 50.5%	285 100%

Hearing Office Timeliness

A persistent complaint about the downtown Hearing Office has to do with the seemingly long wait time most people have before meeting with a Hearing Officer. We asked several questions that specifically addressed the issue of timeliness, and received high marks on all of them. On a scale of 1 to 9, with 9 being the best (“strongly agree”) and 1 being the worst (“strongly disagree”), the Hearing Office scored close to an 8 on three of the timeliness items and nearly a 7 on the fourth.

When comparing this timeliness data with the 2003 data, we found that the only significant difference between the two studies was with regard to the question of whether or not Hearing Officers allowed an appropriate amount of time for each case (7.66 v. 7.23, $p < .05$), meaning that the Hearing Officers appear to have improved their time management since the last survey. Clearly, however, one area that could be improved is to have Hearing Officers explain the reason for delays, or at the very least apologize to Hearing Office visitors for the long wait.

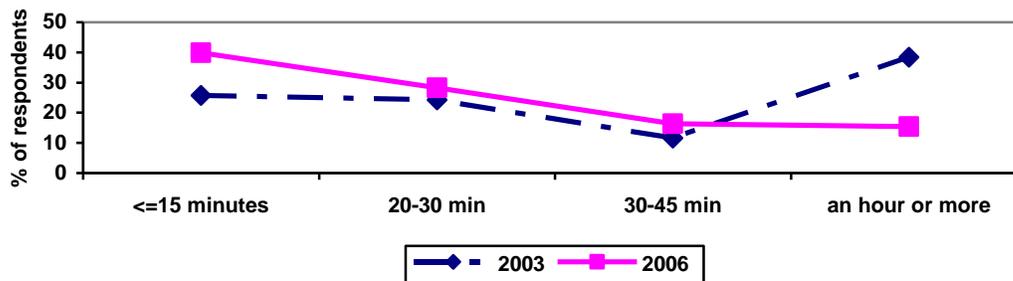
Table 5. Timeliness

Timeliness Survey Items	Number of Responses	Average Score	Standard Deviation
The Hearing Office allowed an appropriate amount of time for each case.	287	7.7	1.87
The Hearing Office kept cases moving promptly.	285	7.6	1.90
The Hearing Office explained the reason for delays to people in the waiting area.	273	6.6	2.8
My case was handled in a timely manner.	279	7.8	2.0

Sixty-four percent of respondents said they had to wait 20 minutes or less to see a Hearing Officer. When asked whether or not they felt the time they had to wait was too long, 35% said yes (as compared with 39% saying yes in 2003). Most of the people who felt that the wait time was too long had waited at least 30 minutes (77%), and a few (6%) had waited over an hour. This relationship between actual and perceived wait time was both strong and statistically significant ($\phi = -.529$, $p < .001$). Having an appointment did affect wait time, as 86% of those who did have an appointment waited 20 minutes or less to see a Hearing Officer.

There were differences between the 2003 and the 2006 data in terms of time spent waiting to see a Hearing Officer. In 2003, 26% of respondents said that they waited 15 minutes or less, while in 2006 that percentage rose to 40%. By the same token, in 2003 38% of respondents said they waited an hour or more, compared with only 15% in 2006. Clearly, the steps that the Hearing Office has taken in the last three years to reduce waiting time are having a noticeable impact.

Chart 3. Wait Time



Analysis Based on Factors Identified in 2003

As we described in the 2003 report, analysts typically use factor analysis to reduce the number of variables to be analyzed. In short, we allow similar indicators to “cluster” with each other, and create logical scales based on those clusters. We created two versions of the scales for this report. First, for the purposes of comparison, we used the exact same indicators for each scale as we did in 2003.⁸ Second, because we added survey items for the current study, we recreated the scales including the additional items from the current data.

The factors are as follows:

1. ***Outcome/procedural fairness*** or the extent to which the survey respondent felt that their case was dealt with fairly and the extent to which they felt they were treated fairly by the Hearing Officer and/or were satisfied with the outcome of their case.
2. ***Clarity*** or the extent to which the survey respondent felt the Hearing Officer was understandable.
3. ***Demeanor*** or the extent to which the survey respondent felt the Hearing Officer behaved politely and appropriately.
4. ***Efficiency*** or issues of time and waiting in the Hearing Office.

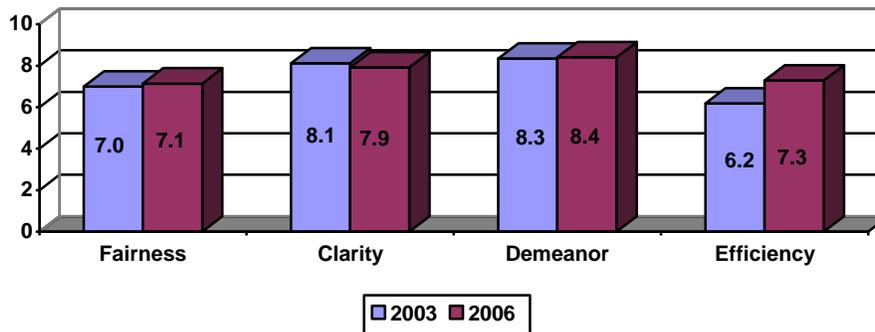
A comprehensive list of the indicators that went into each factor can be found in Appendix C.

Scale Comparison with 2003 Data

Direct comparison with the 2003 data shows slight improvement. Scores on the clarity scale went down slightly, but scores on every other scale went up, and most notably, there was a marked difference in efficiency scores since 2003.

⁸ There were two exceptions to this. First, there was one question on the demeanor scale (regarding whether or not the Hearing Officer appeared to be paying attention) in 2003 which was not asked in 2006. And second, there was a “satisfaction” scale in 2003 that addressed issues regarding the judicial system as a whole. Those issues were not addressed in the current survey.

Chart 4. Scale Comparison with Exact Indicators



We analyzed whether or not there were any differences on the key scales based on demographics, case outcomes, or waiting time. We found that while there were no significant differences based on gender, age, education or employment, there was a significant racial difference for all the scales except demeanor. In short, non-whites gave significantly lower scores to the Hearing Office on issues of fairness, clarity and efficiency. In 2003, by contrast, there were not significant race differences, but there were some significant differences based on age and gender.

There were also significant differences based on outcome, with those receiving a more positive outcome rating the Hearing Office higher.⁹ And as with the 2003 data, there were significant differences based on both perceived and actual waiting time, with those waiting for shorter periods of time rating the Hearing Office higher on everything except demeanor of the Hearing Officers. There were no significant differences in the 2006 data based on case type (traffic v. parking), nor based on the time of day the respondent had visited the hearing office. In 2003, respondents who appeared during the morning hours gave significantly higher clarity ratings than those who visited in the afternoon.

Re-Doing Scales with Additional 2006 Indicators

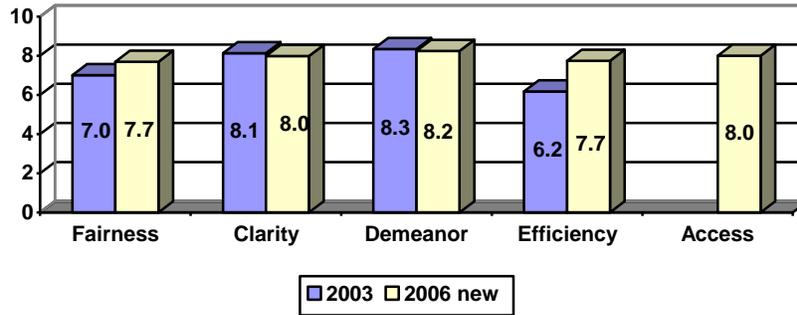
We ran a new factor analysis for the 2006 data, and came up with slightly different scales. In every case except demeanor, the additional items raised the average scores on the new scales. (Appendix D shows which items were included on the new scales). We also included a new access scale, with items that we had not asked about in 2003.¹⁰

5. *Access* or issues related to overall access to the court and treatment by court personnel other than the Hearing Officer.

⁹ Not measured in 2003.

¹⁰ The current survey specifically asked for satisfaction with access and availability of court personnel. See Appendix D for a complete list of the items in this scale.

Chart 5. Comparisons Between 2003 and New 2006 Scales



None of the comparisons based on demographics, outcome, or wait time changed based on the newly added indicators with one exception: there were significantly different scores on the efficiency scale based on age, with older respondents giving higher efficiency scores to Hearing Officers than younger respondents. The following table summarizes the differences in the means of each category for the independent variables and the newly created scales.

Table 6. Summary of Statistically Significant Differences in 2006 Data (new scales)

		Average Scores on Scales				
		<i>Fairness</i>	<i>Clarity</i>	<i>Demeanor</i>	<i>Efficiency</i>	<i>Access</i>
Race	Non-whites	7.26	7.71	8.10	7.41	7.78
	Whites	8.12	8.29	8.46	8.12	8.31
	Sig. level	***	***	ns	***	**
Age	Younger	7.59	7.94	8.28	7.52	7.84
	Older	7.80	8.03	8.25	8.00	8.18
	Sig. level	ns	ns	ns	*	ns
Case Outcome	Negative	6.88	7.63	7.99	7.16	7.65
	Positive	8.24	8.28	8.45	8.18	8.33
	Sig. level	***	***	*	***	**
Perceived wait	Too long	7.08	7.52	8.03	7.07	7.42
	Not too long	8.05	8.27	8.38	8.13	8.36
	Sig. level	***	***	ns	***	***
Actual wait time	30 minutes or more	7.12	7.41	8.03	7.06	7.32
	20 minutes or less	7.94	8.22	8.32	8.09	8.26
	Sig. level	**	**	ns	***	**

Significance levels¹¹: ns=not significant * $p < .05$ ** $p < .01$ *** $p < .001$

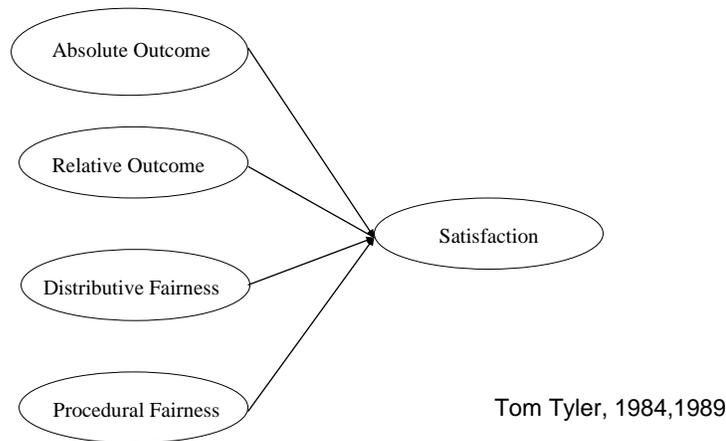
¹¹ Statistical significance levels indicate whether or not the observed relationship could have happened by chance. In other words, a $p < .05$ means that there is less than a 5% chance that the observed relationship is accidental, $p < .01$ means that there is less than a 1% chance that it is accidental, and so on. The lower the significance level (or p value) the more confidence we can have in the observed relationship.

Application to Procedural Justice Research

There is a wealth of literature on procedural justice, including several studies conducted by the Fourth Judicial District in various areas of the court. The results of prior studies have shown that while the actual outcome of a case can explain 30-40% of the variance in litigants' level of satisfaction with the court, perceptions of whether or not litigants feel they have been treated fairly by the court (specifically the judicial officer) can explain 60-70% of the variance (Tyler, 1984; 1989). In other words, perceptions of fairness are approximately twice as important as case dispositions when it comes to measuring litigant satisfaction with the court. This finding has been labeled "one of the most robust findings in the justice literature" (Brockner et al., 2000). Furthermore, increased justice (procedural fairness) has been shown to be related to increased compliance with court orders, ultimately reducing the rate of "repeat business" for the court and its justice partners (Tyler, 1990).

Tyler's model (below) is based on his analysis of misdemeanants in Chicago (Tyler 1984, 1989). This is a visual representation of the explanatory effects of absolute outcome, relative outcome, distributive fairness and procedural fairness on litigant satisfaction.

Chart 6. Determinants of Satisfaction



For the purposes of this Hearing Office study, the variables in the model can be matched with the following survey indicators from the 2006 survey:

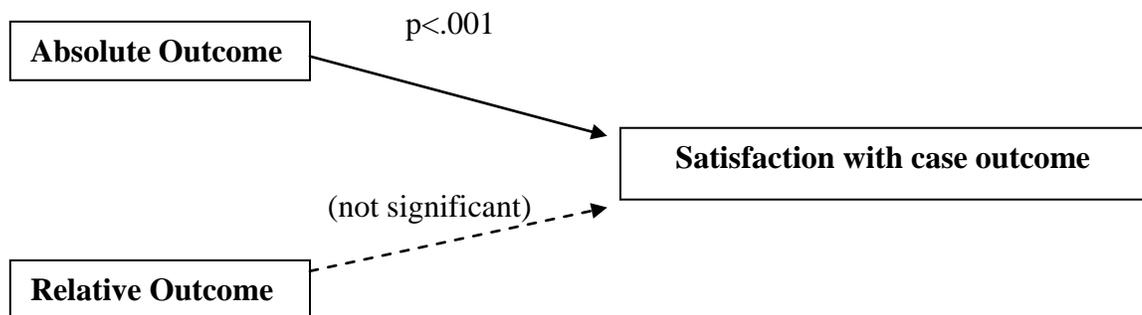
- ❖ **Absolute Outcome: What was the outcome of your case today?**
 - Recoded to indicate a negative or a positive outcome

- ❖ **Relative Outcome: The fine you have to pay is higher than what you expected.**
 - Scored on 1-9 scale

- ❖ Distributive Fairness: **The Hearing Officer gave you a good deal.**
 - Scored on 1-9 scale
- ❖ Procedural Fairness: **The Hearing Officer treated you fairly.**
 - Scored on 1-9 scale
- ❖ Satisfaction: **You are satisfied with the Hearing Officer's decision.**
 - Scored on 1-9 scale

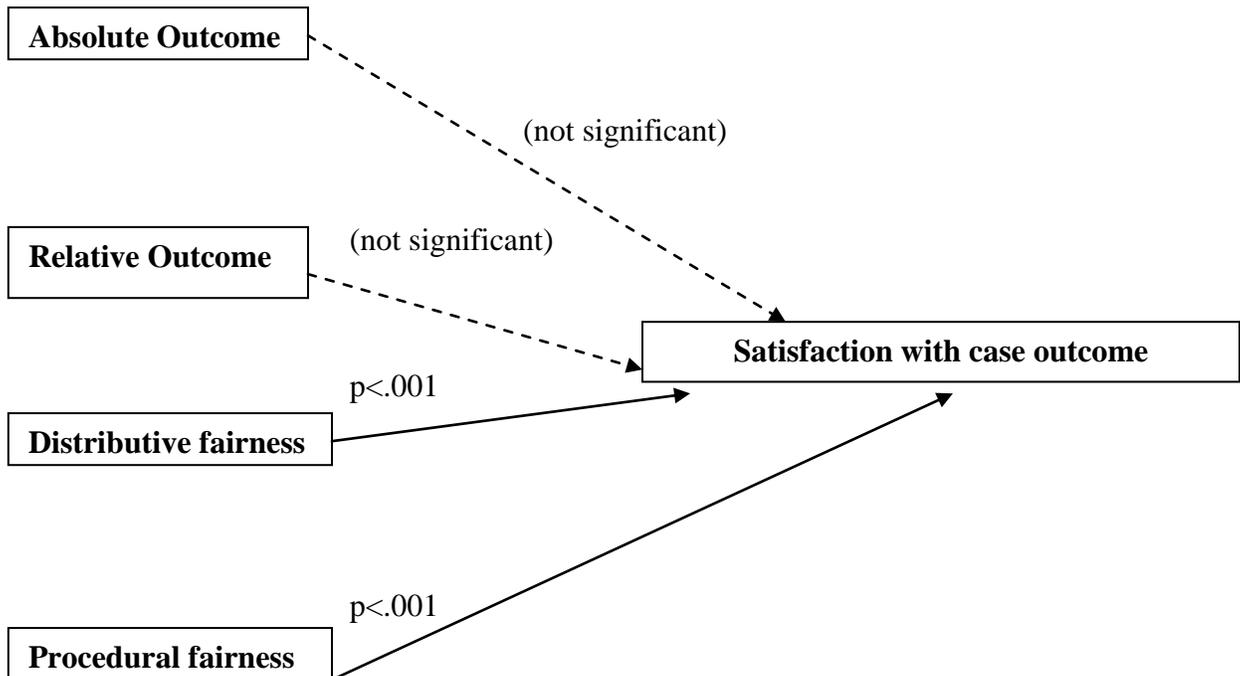
In Tyler's model (Chart 6) he shows that absolute outcome, relative outcome, distributive fairness, and procedural fairness all contribute to litigant's satisfaction with their own case outcome as well as their perceptions of the judicial system in general. The paths he shows represent statistically significant relationships. In our data, we found absolute outcome to significantly predict satisfaction with case outcome in models where it was the only predictor as well as in models where absolute outcome and relative outcome were both entered as predictors.

Chart 7. Predicting Satisfaction with Case Outcome



However, once we added in distributive fairness and procedural fairness variables, the relationship between absolute outcome and satisfaction became statistically insignificant. This indicates that distributive fairness and procedural fairness mediate the relationship between absolute outcome and satisfaction. Put another way, the reason that people who have a good outcome are more likely to be satisfied can be attributed to whether or not they think the outcome was fair and whether or not they think they were treated fairly. This is completely in sync with Tyler's prior research.

Chart 8. Predicting Satisfaction with Procedural Justice (Fairness)



One other important measure to note is the R^2 value, which measures the “fit” of the model or, in other words, how much of the variance in the dependent variable can be explained by the predictor variables. In the model which just includes absolute outcome, 10% of the variance in satisfaction is explained. That figure remains the same when relative outcome is added. When distributive and procedural fairness are added, however, 70% of the variance is explained. Again, this corroborates prior research which states that perceptions of fairness account for at least twice the variance in litigants’ satisfaction when compared with absolute and relative case outcome.

Conclusions

The Hearing Office has made major improvements since 2003, and the public is noticing, as evidenced by these data. Clearly, wait time has improved, and yet it is still true that both actual and perceived wait time to see a Hearing Officer impact respondents’ evaluations of how the Hearing Office functions. New techniques to increase access – e.g., setting appointments via the internet -- would likely improve this issue as it would reduce waiting time for many litigants. In addition, more needs to be done to let the community know about the suburban locations of the Hearing Office, so that not everyone needs to come downtown.

Case outcome also has a big impact on respondent evaluations, which is common across satisfaction studies. However, procedural justice research shows that fair treatment by those in authority overrides case outcomes; being treated fairly has the biggest influence on whether or not litigants comply with court orders, regardless of case disposition (see for example, Tyler, 1984; 1989). In this study, our procedural justice models showed

distributive and procedural fairness to greatly increase the fit of the model, as well as negate the significance of case outcome. In short, we can safely say that these Hearing Office data are further proof of Tyler's hypotheses, and we can make the assumption that visitors to the Hearing Office who are treated fairly will be more likely to comply with what the Hearing Officers tell them to do.

Appendix A: Hearing Office Survey

Please record the time of day of this interview

SELECT ONE ANSWER ONLY.

- 9am-11:59am noon-1:00pm 1:01-4:30pm

Please record the location of the Hearing Office

SELECT ONE ANSWER ONLY.

- Downtown Brookdale Ridgedale Southdale

Gender (INTERVIEWER CAN OBSERVE AND ANSWER)

SELECT ONE ANSWER ONLY.

- Male Female

If we were to add additional Hearing Office locations would it be convenient for you to do business at any of the following locations?

SELECT ONE ANSWER ON EACH LINE ACROSS.

	Yes	No
Maple Grove	<input type="checkbox"/>	<input type="checkbox"/>
Eden Prairie	<input type="checkbox"/>	<input type="checkbox"/>
Another Minneapolis location other than downtown	<input type="checkbox"/>	<input type="checkbox"/>

Quest19

SELECT ONE ANSWER ONLY.

Other Minneapolis location (Please write in)

Other location

SELECT ONE ANSWER ONLY.

- Yes No

SELECT ONE ANSWER ONLY.

Other (Please write in)

What is your zip code?

WRITE IN ANSWER.





Now I would like to ask you a few questions about the access you have to the Hearing Office.

SELECT ONE ANSWER ON EACH LINE ACROSS.

	Yes	No
Did you have a pre-scheduled appointment for your meeting with the Hearing Officer today?	<input type="checkbox"/>	<input type="checkbox"/>
If you could have settled the matter for which you came into the Hearing Office today over the internet, would you have used that option?	<input type="checkbox"/>	<input type="checkbox"/>
If you could have made an appointment for your visit today via the internet, would you have done so?	<input type="checkbox"/>	<input type="checkbox"/>
Were you aware that there are Hearing Offices in the Hennepin County suburban areas as well as downtown? (ONLY ASK THIS QUESTION IF YOU ARE INTERVIEWING THEM DOWNTOWN)	<input type="checkbox"/>	<input type="checkbox"/>

For what type of case did you come to the Hearing Office today? (TO THE INTERVIEWER: IF YOU ARE UNSURE OF THE TYPE OF CASE, PLEASE NOTE THE OFFENSE ON THE BACK OF THE SURVEY AND LEAVE THIS QUESTION BLANK.)

SELECT ONE ANSWER ONLY.

- Parking Traffic/Moving Violation Criminal

What was the outcome of your case today?

SELECT ONE ANSWER ONLY.

- I had to pay the full amount I paid a reduced amount The case was dismissed
 I paid money and the case will be dismissed in a year (Diversion, CWOP) I scheduled the matter for court I have to perform community service

The following questions are designed to gather your opinions of the Hearing Office and the specific hearing you had TODAY. All statements use a scale from 1-9 where the mid-point (5) is neutral, (1) means you strongly disagree and (9) means you strongly agree. You may choose any number between 1 and 9 for each statement.

SELECT ONE ANSWER ON EACH LINE ACROSS.

	1	2	3	4	5	6	7	8	9
1. The Hearing Office allowed an appropriate amount of time for each case.	<input type="checkbox"/>								
2. The Hearing Office kept cases moving promptly.	<input type="checkbox"/>								
3. The Hearing Office explained the reason for delays to people in the waiting area.	<input type="checkbox"/>								
4. The Hearing Officer helped you understand your options.	<input type="checkbox"/>								
5. The Hearing Officer made inappropriate comments or jokes.	<input type="checkbox"/>								
6. The Hearing Officer helped to resolve your case and the issues involved.	<input type="checkbox"/>								
7. The Hearing Officer gave you a good deal.	<input type="checkbox"/>								
8. The Hearing Officer used words you understood.	<input type="checkbox"/>								
10. The Hearing Officer gave reasons for his/her decision.	<input type="checkbox"/>								





SELECT ONE ANSWER ON EACH LINE ACROSS.

	1	2	3	4	5	6	7	8	9
11. The Hearing Officer spoke clearly.	<input type="checkbox"/>								
12. The Hearing Officer did not seem like s/he was paying attention to what you had to say.	<input type="checkbox"/>								
13. The Hearing Officer made sure you understood the decision.	<input type="checkbox"/>								
14. The fine you have to pay is higher than what you expected.	<input type="checkbox"/>								
15. The Hearing Officer treated you with respect.	<input type="checkbox"/>								
16. The Hearing Officer seemed to be a caring person.	<input type="checkbox"/>								
17. The Hearing Officer seemed knowledgeable about the law, policies, and process.	<input type="checkbox"/>								
18. The Hearing Officer was impolite.	<input type="checkbox"/>								
19. You understand what the Hearing Officer told you to do to resolve this matter.	<input type="checkbox"/>								
20. The Hearing Officer maintained eye contact with you.	<input type="checkbox"/>								

SELECT ONE ANSWER ON EACH LINE ACROSS.

	1	2	3	4	5	6	7	8	9
The Hearing Officer seemed to be well-trained for his/her job.	<input type="checkbox"/>								
The Hearing Officer treated you fairly.	<input type="checkbox"/>								
Your case was handled in a timely manner.	<input type="checkbox"/>								
The Hearing officer listened carefully to what you had to say.	<input type="checkbox"/>								
You understand what occurred at the Hearing Office today.	<input type="checkbox"/>								
You are satisfied with the Hearing Officer's decision.	<input type="checkbox"/>								
You are satisfied with the service you received from the check-in counter.	<input type="checkbox"/>								

SELECT ONE ANSWER ON EACH LINE ACROSS.

	1	2	3	4	5	6	7	8	9
Finding the courthouse was easy.	<input type="checkbox"/>								
You felt safe in the courthouse.	<input type="checkbox"/>								
The court makes reasonable efforts to remove physical and language barriers to service.	<input type="checkbox"/>								
You were able to get your court business done in a reasonable amount of time.	<input type="checkbox"/>								
Court staff paid attention to your needs.	<input type="checkbox"/>								
You were treated with courtesy and respect.	<input type="checkbox"/>								
You easily found the courtroom or office you needed.	<input type="checkbox"/>								
The court's hours of operation made it easy for you to do your business.	<input type="checkbox"/>								





About how long did you have to wait to see a Hearing Officer today?

SELECT ALL ANSWERS THAT APPLY.

- Less than 5 minutes
- about 5-10 minutes
- about 15 minutes
- about 20 minutes
- about a half hour
- between a half hour and 45 minutes
- about an hour
- more than an hour

Do you feel like the time you had to wait today before seeing a Hearing Officer was too long?

- Yes
- No

Now I just have a few demographic questions to ask you. How old are you?

□ □ □ □ □

How do you identify yourself with regard to race or ethnicity?

- American Indian or Alaska Native
- Asian
- Black or African American
- Hispanic or Latino
- Native Hawaiian or Other Pacific Islander
- White
- Mixed Race
- Other(Please write in)

What is the highest level of school you have completed?

- Less than high school
- Some high school
- Finished high school or GED
- Some trade school
- Finished trade school
- Some college
- Finished College

Do you currently have a job?

- Yes
- No
- On Disability or SSI
- Retired

Is your current job...

- Full-time permanent
- Full-time temporary
- Part-time permanent
- Part-time temporary



Appendix B: Averages on Each Survey Item

Visitors were read the following statements and asked to indicate their agreement or disagreement with each statement by providing the interviewer with a number ranging from 1 (strongly disagree), 5 (neutral), to 9 (strongly agree). Below are the statements, followed by the means and standard deviations.

1. The Hearing Office allowed an appropriate amount of time for each case. (mean=7.70, sd=1.87)
2. The Hearing Office kept cases moving promptly. (mean=7.62, sd=1.90)
3. The Hearing Office explained the reasons for delays to people in the waiting area. (mean=6.63, sd=2.80)
4. The Hearing Officer helped you understand your options. (mean=7.63, sd=2.03)
5. The Hearing Officer made inappropriate comments or jokes. (mean=1.48, sd=1.76)
6. The Hearing Officer helped to resolve your case and the issues involved. (mean=7.52, sd=2.14).
7. The Hearing Officer gave you a good deal. (mean=7.25, sd=2.52)
8. The Hearing Officer used words you understood. (mean=8.05, sd=1.68).
9. The Hearing Officer gave reasons for his/her decision. (mean=7.71, sd=2.00)
10. The Hearing Officer spoke clearly. (mean=8.26, sd=1.46)
11. The Hearing Officer did not seem like s/he was paying attention to what you had to say. (mean=2.16, sd=2.55)
12. The Hearing Officer made sure you understood the decision. (mean=7.74, sd=1.87).
13. The fine you have to pay is higher than you expected. (mean=6.43, sd=3.00)
14. The Hearing Officer treated you with respect. (mean=8.01, sd=1.74)
15. The Hearing Officer seemed to be a caring person. (mean=7.69, sd=1.90)
16. The Hearing Officer seemed knowledgeable about the law, policies, and process. (mean=7.77, sd=1.85)
17. The Hearing Officer was impolite. (mean=1.77, sd=2.14)
18. You understand what the Hearing Officer told you to do to resolve this matter. (mean=7.83, sd=1.84)
19. The Hearing Officer seemed to be well-trained for his job. (mean=8.06, sd=1.55)
20. The Hearing Officer treated you fairly. (mean=7.92, sd=1.81)
21. My case was handled in a timely manner. (mean=7.78, sd=1.96)
22. The hearing officer listened carefully to what you had to say. (mean=7.76, sd=1.91)
23. I understand what occurred at the Hearing Office today. (mean=8.11, sd=1.51)
24. I am satisfied with the Hearing Officer's decision. (mean=7.58, sd=2.19)
25. I am satisfied with the service I received from the check-in counter. (mean=7.98, sd=1.72)
26. Finding the court was easy. (mean=8.17, sd=1.67)
27. I felt safe in the courthouse. (mean=8.27, sd=1.55)
28. The court makes reasonable efforts to remove physical and language barriers to service. (mean=7.94, sd=1.77)

29. I was able to get my court business done in a reasonable amount of time.
(mean=7.78, sd=2.04).
30. Court staff paid attention to your needs. (mean=7.87, sd=1.87)
31. I was treated with courtesy and respect. (mean=7.99, sd=1.81)
32. I easily found the courtroom or office I needed. (mean=8.01, sd=1.75)
33. The court's hours of operations made it easy for you to do your business.
(mean=7.88, sd=1.89)

Appendix C: Scales that are Direct Comparisons to 2003 Data

Outcome/Procedural Fairness (scale=fairness)

Mean=7.14, sd=1.32

- The Hearing Officer helped you understand your options.
- The Hearing Officer helped to resolve your case and the issues involved.
- The Hearing Officer gave you a good deal.
- The Hearing Officer gave reasons for his/her decision.
- The Hearing Officer did not seem like s/he was paying attention to what you had to say (reverse coded).
- The fine you have to pay is higher than you expected (reverse coded).
- The Hearing Officer seemed to be a caring person.

Clarity (scale=clarity)

Mean=7.92, sd=1.41

- The Hearing Officer used words you understood.
- The Hearing Officer spoke clearly.
- The Hearing Officer made sure you understood the decision.
- The Hearing Officer seemed knowledgeable about the law, policies, and process.
- You understand what the Hearing Officer told you to do to resolve this matter.
- The Hearing Officer maintained eye contact with you.

Demeanor (scale=demeanor)¹²

Mean=8.41, sd=1.54

- The Hearing Officer made inappropriate comments or jokes.
- The Hearing Officer was impolite.

Efficiency (scale=efficiency)

Mean=7.28, sd=1.92

- The Hearing Office allowed an appropriate amount of time for each case.
- The Hearing Office kept cases moving promptly.
- The Hearing Office explained the reasons for delays to people in the waiting area.

¹² One question on the demeanor scale that was included in 2003 was left out of 2006 – treated differently based on race.

Appendix D: New Scales Based on 2006 Factor Analysis

Outcome/Procedural Fairness (scale=fairness)

Mean=7.69, sd=1.75

- The Hearing Officer helped to resolve your case and the issues involved.
- The Hearing Officer gave you a good deal.
- The Hearing Officer gave reasons for his/her decision.
- The Hearing Officer treated you fairly.
- The Hearing Officer listened carefully to what you had to say.
- I am satisfied with the Hearing Officer's decision.
- I am satisfied with the service I received from the check-in counter.

Clarity (scale=clarity)

Mean=7.98, sd=1.35

- The Hearing Officer helped you understand your options.
- The Hearing Officer used words you understood.
- The Hearing Officer spoke clearly.
- The Hearing Officer made sure you understood the decision.
- The Hearing Officer seemed knowledgeable about the law, policies, and process.
- The Hearing Officer maintained eye contact with you.
- The Hearing Officer seemed to be well-trained for his/her job.
- I understand what occurred at the Hearing Office today.

Demeanor (scale=demeanor)¹³

Mean=8.24, sd=1.60

- The Hearing Officer made inappropriate comments or jokes (reverse coded).
- The Hearing Officer was impolite (reverse coded).
- The Hearing Officer did not seem like he/she was paying attention to what you had to say (reverse coded).

Efficiency (scale=efficiency)

Mean=7.74, sd=1.65

- The Hearing Office allowed an appropriate amount of time for each case.
- The Hearing Office kept cases moving promptly.
- My case was handled in a timely manner.

Access (scale=access)

Mean=8.01, sd=1.49

- Finding the court was easy.
- I felt safe in the courthouse.
- The court makes reasonable efforts to remove physical and language barriers to service.
- I was able to get my court business done in a reasonable amount of time.
- Court staff paid attention to your needs.
- I was treated with courtesy and respect.
- I easily found the courtroom or office I needed.
- The court's hours of operation made it easy for you to do your business.

¹³ One question on the demeanor scale that was included in 2003 was left out of 2006 – treated differently based on race.

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