Results: Procedural Fairness Assessment

Below are the results of your Procedural Fairness Assessment. You may return to these results by clicking on the below link:
http://webdev.courts.wa.gov/education/?fa=education.pfasurvey&pfa=0000000000000000000000000000000000000000000000

I. The Courthouse

Accessing the Court

Information about our courthouse on our website is accurate.

We provide information about our courthouse location and hours of operation on the voicemail system that is listed for the general public.

We evaluate courthouse signs for clarity and readability.

Our court maintains weekend and/or evening hours.

We schedule court appearances using specific times.

Total:

Interaction Between Court Staff & Court Users

Courthouse staff are trained in respectful interaction.

Bench officers are trained in effective listening.

All courthouse staff consider it part of their job to provide information about courtroom and other room location and where to find necessary forms.

We assess treatment of the public by court staff.

Courtroom staff work together to create a courtroom culture that demonstrates respect and helpfulness to court users.

Total:

Understanding Court Proceedings

Our website provides information about what to expect for a wide variety of court cases.

Our bench officers explain what will happen procedurally at the beginning of each court session.

Court users are encouraged to ask questions.

Our courthouse provides factsheets and other information that is clearly marked and accessible.

Our court provides information after a case is heard to verify that the court users have understood the court's decision.

Total:

Ensuring a Voice in the Court

Our courthouse website has clearly marked comment areas.

We have a designated person who reviews comments.

Staff in our self-help center(s) consider it part of their job to listen to clients' accounting of a case.

Our bench officers are trained in listening.

Our bench officers prioritize listening to litigants' comments and concerns.

Total:

II. The Court Venue

Traffic Cases

There is an overview of procedure before each session.

Bench officers give litigants the opportunity to explain their side of the incident.

Resources to facilitate compliance are available in the courthouse.

Wait time for a case to be called is kept to a reasonable period (i.e. less than 1 hour).

All bench officers (assigned and temporary) are trained in elements of procedural fairness.

Total:

Small Claims Cases

There is an overview of procedure for all court users.

Bench officers give litigants the opportunity to explain their side of the incident.

Litigants have the opportunity to ask questions.

Our court offers workshops on common disputes to facilitiate resolution.

All bench officers (assigned and temporary) are trained in elements of procedural fairness.

Total:

Family and Juvenile Cases

There is an overview of procedure for all court users.

We provide videos and/or workshops for court users in custody proceedings.

Our court has special facilities for children (e.g., children's waiting room, play materials in the courtroom).

Our bench officers give lititgants the time they need to explain their cases and ask questions.

All bench officers (assigned and temporary) are trained about how procedural fairnesss impact family cases.

Total:

III. The Court User

Self-Represented Litigants

Our self-help center(s) are lcoated in easy to reach sites for a majority of our customers and have clearly posted hours, and our website has clear links to our self-help resources.

Our self-help center staff helps customers to determine which forms they will need and to fill out forms correctly.

Our self-help center(s) provide workshops, computers, and educational materials.

We provide written and readily available instructions regarding how to fill out forms and what to expect in court.

Our judges are educated in hearing cases with self-represented litigants.

Total:

Limited English & Culturally Diverse

We assess signs, forms and other key information for readability from a non-English-speaking perspective.

We provide written forms, instructions, tip sheets, etc. in the major languages spoken in our county.

Our bench officers are educated on how to work with interpreters.

We hold staff discussions and brown bag presentations on different cultures that are prominent in our county.

We conduct outreach to diverse communities in our county.

Total:

The California Administrative Office of the Courts and the Center for Court Innovation developed this assessment. It is made available to you through a grant from the State Justice Institute. The full report and recommendations can be seen here.

State Justice Institute