

CommSciences

Strategic Communications Research

**Judicial Council of California
Subcommittee on Access for Persons with Disabilities**

*Access to the California State Courts
A Survey of Court Users, Attorneys and Court Personnel*

January 1997



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COMPOSITION OF REPORT

The results of the survey are presented in the following order:

The *Introduction* and *Research Objectives* section provides general background about the purpose of the program.

A summary of the major findings for the telephone survey, the mail survey and the qualitative interviews is located in the *Summary of Findings*.

An overview of the survey instruments and an explanation of the analysis strategy are described in *Research Design*.

The data and interpretation of findings are contained in the *Analysis and Findings* section.

- Appendix A Interview Schedule (Telephone)
 Data Schedule (Mail)
- Appendix B Explanation of Statistical Output
- Appendix C Statistical Output



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1.0 INTRODUCTION AND BACKGROUND

The Judicial Council Standing Advisory Committee on Access and Fairness was appointed by the Chief Justice of California, Malcolm M. Lucas, in March 1994. The advisory committee's Subcommittee on Access for Persons with Disabilities is responsible for studying and addressing issues related to the availability of all aspects of the judicial system to persons with disabilities and chronic medical conditions.

To meet its mandate, the Subcommittee undertook a multi-phase research program comprised of public hearings, telephone and mail surveys, and qualitative interviews. The program was designed to ascertain the perceptions and experiences of persons with and without disabilities who have business with the courts concerning the treatment and access afforded to persons with disabilities who come before the courts, participate in court programs, activities or services. Information was also obtained from court personnel, other persons employed by the courts and the general public.

As the first phase of the research, public hearings were conducted throughout the state from August through October 1995. Most of those who testified were advocates for disabilities rights issues, court professionals and court personnel, representatives from a diverse range of state and county agencies and commissions, and concerned citizens.

Public testimony at the hearings raised issues relating to:

1. ADA
2. Attitudes Towards Persons with Disabilities
3. Communications Access
4. Court Program Participation
5. Education and Training
6. Physical Access

The telephone and mail surveys followed the public hearings. While the hearings provided information regarding the depth and breadth of issues pertinent to the provision of full access to the courts, the surveys utilized a quantitative framework to objectively verify the issues and perceptions that were expressed in testimony at the hearings. To ensure the reliability of findings, persons with and without disabilities from every county in California (with the exception of Del Norte) participated in the surveys. Subsequent qualitative interviews further ensured that all relevant access issues were included in the study.

This report presents findings for the telephone survey, the mail survey and qualitative interviews. The report on the public hearings is presented under separate cover.



1.1 Research Objectives

Primary objectives of the surveys and interviews were to:

1. Assess perceptions and experiences of persons with and without disabilities with regard to access afforded persons with disabilities who use the courts or are employed by the courts.
2. Determine the nature and extent of the needs of persons with disabilities and ascertain impediments to their full participation in the state court system.



2.0 RESEARCH DESIGN

The survey portion of the research program was composed of three related but different studies: (1) a comprehensive telephone survey of the California public, (2) a mail survey of court users which included law related professionals and disability related organization members, providers and clients, and (3) qualitative interviews.

A total of 1,200 people participated in the telephone study and 1,659 individuals responded to the mail survey. The surveys yield an overall margin of error of approximately $\pm 1.8\%$. The confidence margin for the telephone survey was approximately $\pm 2.9\%$, and the mail survey carried an error margin of $\pm 2.6\%$.

Qualitative interviews were conducted on a one-to-one or group basis whenever possible. Respondents were initially contacted by telephone and given the opportunity to participate in qualitative interviews either in person, by telephone, or by e-mail, or to write about their perceptions and experiences toward specific issues and respond by fax. A total of 183 people were interviewed.

A pilot test of the telephone survey was conducted to ensure the reliability of the survey instrument.

Field work on the project lasted from December 1995 to March 1996.

By comparing the results of both surveys and incorporating discussion elements from the qualitative interviews, we are able to draw a comprehensive picture of the perceptions and experiences of people with and without disabilities toward access to the state courts for persons with disabilities.

2.1 Sampling Frame

The sample design for each component of the study was fundamentally different to accommodate different survey formats and meet sample framework criteria.

Telephone Survey. The telephone survey sample was stratified between people with and without disabilities, and was representative of the general population in terms of ethnicity, gender and geographic location. Two sample lists were used in the survey to ensure appropriate stratification and representation: (1) a list of households of persons with disabilities, and (2) a random sample of the general public in telephone households, aged 18 and older, throughout the state. Random digit selection procedures were used to ensure equal representation of persons in both households which are "listed" in telephone directories, as well as persons in households which are "unlisted" in telephone directories.

Individuals who participated in the mail survey did not participate in the telephone survey.



Mail Survey. Over 6,000 mail surveys were distributed to persons with and without disabilities. The mail survey targeted court users in both law related and non-law related professions, including judges and other court professionals, court personnel, lawyers, legal employers, law schools, legal organizations, disability-related organizations, agencies, advocates, service providers, and their clients or members.

Respondent sample lists for the mail portion of the study were drawn from a variety of sources, including:

- A Variety of State Bar Committees and Commissions
- State Bar Board of Governors and Senior Executives
- State Bar Committees focused on Disability Issues
- State Bar Litigation Section
- Private Law Firms
- State Public Defenders
- State Attorney General
- Court Personnel
- Disability Organizations
- Clients, Advocates, Service Providers

In addition, Judges and Commissioners throughout the state were surveyed.

Questionnaires were developed in alternative formats, including Braille, large print, and ASCII text files distributed on computer diskette.

The Administrative Office of the Courts distributed the surveys. The questionnaires were sent in December 1995. In early February 1996, reminder notices were sent to those individuals who received the questionnaire and had not yet responded.

A total of 1,661 surveys were returned, which represents a response rate of 28%.

Qualitative Interviews. A tear-off sheet was attached to each mail questionnaire, providing each respondent with the option of further participation in the research program. Respondents who completed and returned the tear-off sheet were contacted and asked to participate in qualitative interviews.

The interviewing process utilized a multi-method approach aimed at *maximizing* the level of participation achieved. A group interview format was found to be impractical due the wide geographic dispersion of respondents who indicated interest in study participation. As such, recruitment consisted of an initial telephone call to interested individuals requesting participation in a one-on-one interview. In order to increase the breadth and scope of inquiry, potential respondents who were not willing or available to be interviewed were given the option of completing an open-ended questionnaire based on the interviewer's guidelines by either fax, email or mail. Follow-up telephone calls were subsequently made as needed to clarify comments made by interviewees who responded by fax, email or mail.



A total of 373 mail survey respondents indicated interest in participating in qualitative interviews. Of these, 183 (49%) agreed to be interviewed or participate further by fax, email or mail.

2.2 Questionnaire Design

The telephone and mail surveys utilized two different but comparable survey instruments. The facilitator guide for the interviews added more in-depth coverage of specific issues.

Telephone Survey. The telephone questionnaire contained 32 items and took approximately twelve minutes to complete. All telephone interviews were conducted from a central facility by trained interviewers using a computer-assisted telephone interviewing system (CATI). The CATI system both ensures precision and limits the margin for interviewer error.

The telephone questionnaire covered the following issues:

- Levels of awareness and knowledge of ADA
- Perceptions of the progress of the state courts in providing and improving access to all members of the disability community
- Experiences and perceptions of attitudes and behavior toward persons with disabilities by court personnel, court professionals and the general public
- Experiences with jury duty
- Level of experience with the state courts

Data was also gathered about whether or not a respondent or someone the respondent knows personally has a disability. Seven demographic related questions were also assessed.

Mail survey. The mail questionnaire was self-administered and contained 81 items. An open-ended question concluded the survey. Due to the format, the mail survey allowed a more comprehensive presentation of important issue ideas, so in addition to those items covered in the telephone survey, the mail survey also included:

- Disclosure issues
- Court hiring and promotion practices
- Knowledge and awareness of disability community

Seven questions assessed demographic measures.

Fieldwork for the telephone survey was conducted in December.



Qualitative Interviews. The facilitator guide used to structure the qualitative interviews was developed based on preliminary analysis of data from both the telephone and mail surveys, and addressed areas that needed further elucidation. The guide emphasized the following:

- Perceptions of the most important/greatest impact problems faced by persons with disabilities when they try to use the courts
- Experiences relating to the attitudes among people working in the courts toward persons with disabilities
- Perceptions of the effectiveness of the state courts in fulfilling requirements of the ADA

Copies of the questionnaires (Data and Interview Schedules) can be found in the Appendix.



3.0 EXECUTIVE SUMMARY

The following section summarizes major findings from the telephone and mail surveys. Since every reader may value each finding differently, results are listed in order of presentation within the report. A numeric indicator is provided in square brackets [] at the end of each finding to indicate which section of the report contains further information.

OVERALL IMPRESSIONS OF THE CALIFORNIA COURTS

Familiarity with the ADA

- Most people surveyed were at least somewhat familiar with the Americans with Disabilities Act. [Section 5.1.1]
 - The majority (66%) of respondents were either *somewhat* or *very familiar* with the Americans with Disabilities Act. [Section 5.1.1]
 - A smaller proportion (34%) of respondents indicated they were *somewhat unfamiliar* or *very unfamiliar* with the ADA. [Section 5.1.1]
- Familiarity with the ADA differed significantly among the various groups of people canvassed for the survey. [Sections 5.1.2, 5.1.3]
 - Respondents with disabilities were much more likely than respondents without disabilities to consider themselves *very familiar* with the ADA (32% versus 18%). [Section 5.1.2]
 - Of the professional groups surveyed, *Legal Advocates* (66%) were the most likely to consider themselves *very familiar* with the ADA. In contrast, only 15% of the *Court Staff* surveyed indicated that they were *very familiar* with the ADA. [Section 5.1.3]
 - *Judges* and *Attorneys* were the most likely of all professional groups to indicate that they were *somewhat familiar* with the ADA (67% and 64%, respectively). [Section 5.1.3]
 - *Bailiffs* (40%) and *Court Staff* (31%) were the most likely to be *somewhat unfamiliar* with the ADA. [Section 5.1.3]
 - *Lay-persons* (24%) were the most likely to say that they were *very unfamiliar* with the ADA. [Section 5.1.3]



Success Achieving ADA Compliance

- The general impression among survey respondents was that the California Courts have achieved a limited success in meeting the tenets of the ADA.
- The majority (58%) of respondents overall indicated that the California Courts were either *very* (14%) or *somewhat successful* (44%) at abiding by the ADA. [Section 5.1.4]
- A small proportion of respondents indicated that the courts had been *very unsuccessful* (6%) at providing access for persons with disabilities. [Section 5.1.4]
 - Both people who *had* and *had not* visited the California Courts in the past five years were most likely to indicate that the courts were *somewhat successful* at abiding by the ADA (48% and 36%, respectively). A smaller percentage of both the respondents who *had* and the respondents who *had not* visited the California Courts in the past five years indicated that the courts were *somewhat unsuccessful* at abiding by the ADA (14% and 11%, respectively). [Section 5.1.5]
 - Persons *without* disabilities were more likely than persons *with* disabilities to feel that the California Courts are *very successful* (16% versus 11%) or *somewhat successful* (49% versus 38%) at providing access. [Section 5.1.6]
 - Conversely, persons with disabilities were more likely than persons without disabilities to feel that the California Courts are *somewhat* (17% versus 10%) or *very unsuccessful* (10% versus 4%) at providing access. [Section 5.1.6]
 - Court attendees who have no disability were more likely than court attendees *with* disabilities to feel that the California Courts were *very* (18% versus 13%) or *somewhat successful* (51% versus 41%) at providing access. [Section 5.1.7]
 - Conversely, court attendees *with* disabilities were more likely than attendees *without* disabilities to feel that the courts were *somewhat* (21% versus 10%) or *very unsuccessful* (12% versus 4%) at providing access for persons with disabilities. [Section 5.1.7]
 - Court attendees with severe vision (66%) or hearing deficits (56%) were the most likely to rate the California Courts as *somewhat* or *very unsuccessful*. [Section 5.1.8]
 - Attendees with severe mobility impairments (60%) or environmental sensitivity (55%) were most likely to rate the California Courts as *somewhat* or *very successful*. [Section 5.1.8]
- A plurality of respondents across all professions felt that the California Courts were *somewhat successful* at providing access for persons with disabilities. [Sections 5.1.9, 5.1.10]



- Legal advocates (23%) were more likely than any other professional group to say that the courts were *very unsuccessful* while judges (34%) were more likely than any other professional group to say that the courts were *very successful*. [Section 5.1.9]
- Among persons who have attended court in the past five years, most professional groups rated the court's ability to provide access to persons with disabilities as *somewhat successful*, with the exception of law students who tended to rate the courts as *somewhat unsuccessful*. [Section 5.1.10]
- Legal advocates, however, were much more likely than any other professional group to rate the California Courts as *very unsuccessful* as providing access for persons with disabilities. [Section 5.1.10]

Access to the Courts

- A majority (51%) of respondents overall felt that persons with disabilities have *somewhat less* (35%) or *much less* (16%) access to court programs, activities, and services than persons without disabilities. [Section 5.1.11]
- Compared to non-attendees, people who *had* attended court in the last five years were significantly more likely to say that persons with disabilities received *somewhat less* access to the courts (38% versus 27%). [Section 5.1.12]
- Non-attendees were relatively divided in terms of whether they thought persons with disabilities were receiving the *same level* of access, *somewhat less* access, or whether they *did not know* (26%, 27%, and 33%, respectively). [Section 5.1.12]
- Compared to respondents *with* disabilities, respondents *without* disabilities were more likely to say that persons with disabilities have the *same* (34% versus 23%) amount of access to the courts as persons without disabilities. [Section 5.1.13]
- Among respondents who had attended court in the past five years, persons *without* disabilities were much more likely than respondents *with* disabilities to indicate that persons with disabilities were provided the *same* level of access (34% versus 23%). [Section 5.1.14]
- Court attendees *with* disabilities were much more likely than attendees *without* disabilities to say that persons with disabilities are provided with *much less* access by the courts (29% versus 11%). [Section 5.1.14]
- Among the different professions surveyed, *legal advocates* (55%) and *law students* (35%) were the most likely to feel that persons with disabilities receive *much less access* than persons without disabilities. [Section 5.1.15]



- *Attorneys* (48%) and *judges* (44%) were the most likely to feel that persons with disabilities receive *somewhat less* access, while *bailiffs* (44%) were the most likely to feel that disabled people receive the same level of access. [Section 5.1.15]
- Court Staff were divided between feeling that people with disabilities received *the same* level (42%) or *somewhat less* (41%) access to services. [Section 5.1.15]

Does More Need to Be Done?

- The majority (60%) of respondents felt that more needs to be done in regards to providing access to the California Courts for persons with disabilities. Only 20% of respondents felt that no additional steps needed to be taken. [Section 5.1.17]
 - Court attendees echoed this pattern of results with 61% of respondents who had attended court in the past five years perceiving a need for additional measures and 23% perceiving no additional need. [Section 5.1.17]
 - Persons with disabilities were more likely than persons *without* disabilities to indicate that additional steps need to be taken (68% versus 54%). [5.1.18]
 - Conversely, persons without disabilities were almost twice as likely as persons *with* disabilities to say that additional steps are not needed (24% versus 14%). [Section 5.1.18]
 - Among court attendees, 75% of respondents *with* disabilities versus 54% of respondents *without* disabilities indicated that additional steps needed to be taken. [Section 5.1.19]
 - *Legal advocates* (90%) overwhelmingly felt that the California Courts need to take additional steps, while *judges* and *bailiffs* were the least likely to feel that more needs to be done (48% of each group, respectively). [Section 5.1.20]



DETAILED ANALYSIS OF COURT ATTRIBUTES AFFECTING ACCESS

Strengths and Weaknesses

In order to gauge the strengths and weaknesses currently facing the California Courts in regards to providing access for persons with disabilities, respondents were asked to indicate how well a number of different statements *described* the courts. [Section 5.2]

- Respondents were divided in their opinions about whether or not the courts could be described as having architectural designs (such as paths of travel, doors, stairs, bathrooms and parking) which make them *easy for persons with disabilities to use*.
 - A slight majority (57%) of respondents felt that having easily accessible architectural features was either a *poor* (30%) or a *somewhat poor* (27%) description of the California courts. [Section 5.2.1]
 - However, 43% of respondents felt that having accessible architectural design described the California Courts *very* (22%) or *somewhat well* (21%). [Section 5.2.1]
 - Persons *without* disabilities were equally divided between feeling that *having accessible architectural features* describes the California Courts *very well* (24%) or *somewhat well* (24%). [Section 5.2.2]
 - Conversely, the majority (65%) of respondents *with* disabilities felt that *having accessible architectural features* was either a *somewhat poor* (24%) or *very poor* (41%) description of the California Courts. [Section 5.2.2]
- The majority (67%) of respondents indicated that the courts *could not be* described as predominantly having furniture and fixtures (such as door handles, telephones and counter-tops) which make them easy to use by persons with disabilities. [Section 5.2.3]
 - A plurality of respondents (40%) felt that *having furniture and fixtures which make them easy to use for persons with disabilities* was a *very poor* description of the California Courts. [Section 5.2.3]
 - 27% of respondents felt that *having furniture and fixtures which make them easy to use for persons with disabilities* was a *somewhat poor* description of the California Courts. [Section 5.2.3]
 - A majority of both respondents *with* and respondents *without* disabilities (71% versus 63%, respectively) indicated that *having furniture and fixtures which make them easy to use for persons with disabilities* was either a *somewhat poor* or *very poor* description of the California Courts. [Section 5.2.4]
- There was also considerable consensus among respondents that the courts do not adequately provide alternative environments for persons with environmental sensitivities. [Section 5.2.5]



- A large majority (74%) of respondents indicated that *providing alternative environments for persons with environmental sensitivities* described the courts *very poorly*. [Section 5.2.5]
- Only a small proportion of respondents (13%) felt that *providing alternative environments* described the California Courts *very well* (6%) or *somewhat well* (7%). [Section 5.2.5]
- The overwhelming majority of respondents *with* and *without* disabilities (73% and 75%, respectively) maintained that the courts do not appear to provide alternative environments for persons with environmental sensitivities. [Section 5.2.6]
- Respondents were in near unanimous agreement that the California Courts do not always have court documents available in alternative formats (such as Braille, large print, computer disks audio cassettes). [Section 5.2.7]
 - An overwhelming majority of respondents (91%) indicated that *having court documents always available in alternative formats* was a *somewhat* (11%) or *very poor* (80%) description of the California Courts. [Section 5.2.7]
 - An overwhelming majority of both respondents *with* (87%) and respondents *without* disabilities (93%) indicated that *having court documents always available in alternative formats* was a *poor* or *very poor* description of the California Courts. [Section 5.2.8]
- Opinions were almost evenly divided about whether or not the courts could be accurately described as providing ample and conveniently located parking for persons with disabilities. [Section 5.2.9]
 - A slight majority (53%) of respondents indicated that *having ample and conveniently located parking for persons with disabilities* was a *somewhat poor* (17%) or *very poor* (36%) description of the California Courts. [Section 5.2.9]
 - However, 47% of respondents indicated that *having ample and conveniently located parking for persons with disabilities* described the courts *somewhat* (12%) or *very well* (35%). [Section 5.2.9]
- Opinions regarding the adequacy of parking provided by the California Courts for persons with disabilities differed significantly between respondents *with* and *without* disabilities. [Section 5.2.10]
 - The majority (65%) of respondents *with* disabilities maintain that *providing ample and conveniently located parking for persons with disabilities* is a *somewhat poor* (17%) or *very poor* (48%) description of the California Courts. [Section 5.2.10]



- In comparison, a majority (54%) of respondents *without* disabilities felt that *providing ample and conveniently located parking for persons with disabilities* describes the courts either *somewhat* (14%) or *very well* (40%). [Section 5.2.10]
- Generally, respondents indicated that the courts *do not* make it easy for persons with disabilities to request individual accommodations (such as assistive devices or personnel and procedural changes). [Section 5.2.11]
 - A majority of respondents (62%) felt that *making it easy to request accommodations* was either a *somewhat poor* (20%) or *very poor* (42%) description of the California Courts. [Section 5.2.11]
 - Only slightly more than one-fifth (22%) of respondents indicated that *making it easy to request accommodations* described the courts *very well*. [Section 5.2.11]
 - A majority (57%) of respondents *with* disabilities indicated that *making it easy for persons with disabilities to request accommodations* was a *very poor* description of the California Courts. [Section 5.2.12]
 - In comparison, respondents *without* disabilities were more divided in their opinions. Approximately one-third (34%) of respondents *without* disabilities indicated that *making it easy for persons with disabilities to request accommodations* was a *very poor* description of the California Courts, 23% said that it was a *somewhat poor* description and 25% said it was a *very good* description. [Section 5.2.12]
- Most respondents felt that the courts *do not* have adequate assistive devices (such as print enlargers, listening devices, real-time reporting and TDD devices) available to allow persons with disabilities to follow what is being said and done during proceedings. [Section 5.2.13]
 - Nearly three-quarters of respondents (73%) indicated that *having adequate assistive devices* was a *somewhat poor* (22%) or *very poor* (51%) description of the California Courts. [Section 5.2.13]
 - Less than one-fifth (14%) of respondents indicated that *having adequate assistive devices* described the courts *very well*. [Section 5.2.13]
 - Compared to respondents without disabilities, respondents with disabilities were more likely to indicate that *having adequate assistive devices* was a *very poor* description of the courts (59% versus 46%, respectively). [Section 5.2.14]
 - However, a strong majority of both respondents with (78%) and respondents without disabilities (69%) indicated that *having adequate assistive devices* was a *somewhat poor* or *very poor* description of the California Courts. [Section 5.2.14]



- Respondents were fairly evenly divided in their opinions about whether or not the courts have adequate personnel (such as sign language and oral interpreters) available to assist persons with disabilities to follow what is being said and done during court proceedings. [Section 5.2.15]
 - Slightly more than half of (54%) respondents maintained that the courts *cannot* be described as having adequate personnel available (i.e., indicated that *having adequate personnel* was a *poor* or *very poor* description of the courts). [Section 5.2.15]
 - However, almost half (47%) of respondents felt that the courts *do* have the necessary number of assistive personnel (i.e., indicated that *having adequate personnel* describes the courts *somewhat* or *very well*). [Section 5.2.15]
- Once again, a strong disparity of opinions is evident between persons with and without disabilities in regards to the availability of personnel to assist persons with disabilities in the California Courts. [Section 5.2.16]
 - Respondents *without* disabilities were almost equally divided between those who felt that adequate personnel *are* available (36%) and those who felt that adequate personnel *are not* available (30%). [Section 5.2.16]
 - Respondents *with* disabilities, on the other hand, were most likely (45%) to indicate that there are *not* adequate personnel available in the courts. [Section 5.2.16]
- Most respondents indicated that when the courts provide transportation (such as transport of jurors and/or trial participants) it is *not* always accessible to persons with disabilities. [Section 5.2.17]
 - Roughly half (52%) of all respondents felt that the courts, when they provide transportation, *cannot* be described as providing accessible transportation (i.e., indicated that *providing transportation which is always accessible to persons with disabilities* was a *very poor* description of the courts). [Section 5.2.17]
 - Only about one-fifth (19%) of respondents indicated that transportation when provided *is* always accessible to persons with disabilities (i.e., indicated that *providing transportation which is always accessible to persons with disabilities* described the California Courts *very well*). [Section 5.2.17]
 - The majority of respondents both *with* and *without* disabilities (74% and 70%, respectively) felt that *having transportation which is accessible by persons with disabilities* was a *somewhat* or *very poor* description of the courts. [Section 5.2.18]
- Most survey respondents also felt that court sessions and schedules are *not* particularly flexible in response to the needs of persons with disabilities. [Section 5.2.19]



- A majority of respondents (62%) felt that having *court sessions which are flexible in response to the needs of persons with disabilities* was a *somewhat poor* (19%) or *very poor* (43%) description of the California Courts. [Section 5.2.19]
- A majority of both respondents *with* and *without* disabilities (70% and 58%, respectively) rated the California Courts as weak in this area. However, compared to persons *without* disabilities, persons *with* disabilities were significantly more likely to feel that court sessions and schedules are *not* flexible. [Section 5.2.20]
 - A majority (56%) of respondents *with* disabilities indicated that *having sessions and schedules which are flexible in response to the needs of persons with disabilities* was a *very poor* description of the California Courts. [Section 5.2.20]
 - In contrast, only 36% of respondents *without* disabilities felt that *having sessions and schedules which are flexible in response to the needs of persons with disabilities* was a *very poor* description of the courts. [Section 5.2.20]
- There was no consensus among respondents about the level of awareness and sensitivity among court employees regarding the needs of persons with disabilities. [Section 5.2.21]
 - Slightly more than half of the respondents (53%) indicated that court employees *can* be described as demonstrating awareness and sensitivity when it comes to the needs of persons with disabilities (i.e., indicated that *employees demonstrate awareness and sensitivity regarding the needs of persons with disabilities* described the courts *somewhat* or *very well*). [Section 5.2.21]
 - However, nearly the same proportion (48%) felt that court employees *cannot* be described as aware and sensitive to the needs of persons with disabilities (i.e., indicated that *employees demonstrate awareness and sensitivity regarding the needs of persons with disabilities* was a *somewhat* or *very poor* description of the California Courts. [Section 5.2.21]
 - Compared to persons with disabilities, persons who have no disability were significantly more likely to feel that the courts *are* aware and sensitive to the needs of persons with disabilities (38% versus 22%). [Section 5.2.22]
 - Conversely, persons with disabilities are more likely than persons without disabilities to feel that the court employees do *not* possess a high level of awareness and sensitivity in this regard (44% versus 18%). [Section 5.2.22]
- In contrast to the issue of awareness and sensitivity, there was a strong general consensus that personnel in the California Courts are *not* skilled in providing assistance to persons with disabilities. [Section 5.2.23]



- A total of 65% of respondents maintained that court personnel *cannot* be described as skilled in provided assistance to persons with disabilities (i.e., indicated that *having personnel who are skilled at providing assistance to persons with disabilities* is a *somewhat poor* (23%) or *very poor* (42%) description of the courts. [Section 5.2.23]
- In contrast, less than one-fifth (18%) of respondents indicated that court personnel *are* skilled in providing assistance to persons with disabilities (i.e., indicated that *having personnel who are skilled at providing assistance to persons with disabilities* describes the courts *very well*. [Section 5.2.23]
- A strong majority (74%) of respondents *with* disabilities indicated that *having personnel who are skilled at providing assistance to persons with disabilities* was either a *somewhat poor* (19%) or *very poor* (55%) description of the California Courts. [Section 5.2.24]
- In contrast, opinions among respondents *without* disabilities were almost evenly divided, with 59% indicating that *having personnel who are skilled at providing assistance to persons with disabilities* was a *somewhat* or *very poor* description of the courts, and 41% indicating that it described the courts *somewhat* or *very well*. [Section 5.2.24]
- Survey participants overall were about evenly divided in their opinions about whether or not court personnel could be described as patient with the requests of persons with disabilities. [Section 5.2.25]
 - Slightly more than half of respondents (54%) consider court personnel patient with requests (i.e., indicated that *having personnel who are patient with the request of persons with disabilities* was a *somewhat* or *very good* description of the courts). [Section 5.2.25]
 - Slightly less than half (47%) of respondents considered personnel at the courts to be lacking in this regard (i.e., indicated *having personnel who are patient with the request of persons with disabilities* was a *somewhat* or *very poor* description of the courts). [Section 5.2.25]
- The division of opinion regarding the patience of court personnel appears to have depended largely upon whether or not a respondent had a disability. [Section 5.2.26]
 - A slight majority (59%) of persons with disabilities felt that court personnel *are not* particularly patient with requests from members of their community (i.e., indicated *having personnel who are patient with the request of persons with disabilities* was a *somewhat* or *very poor* description of the courts). [Section 5.2.26]



- In contrast, the majority (62%) of persons *without* disabilities felt that court personnel *are* patient in this regard (i.e., indicated that *having personnel who are patient with the request of persons with disabilities* was a *somewhat* or *very good* description of the courts). [Section 5.2.26]
- There was also lack of consensus among respondents concerning whether or not the courts have effective policies and procedures for addressing the needs of persons with disabilities. [Section 5.2.27]
 - Slightly over half (56%) of the respondents felt that the courts *cannot* be described as having effective policies and procedures to meet the needs of the disability community (i.e., indicated that *having effective policies and procedures for addressing the needs of persons with disabilities* was a *somewhat* or *very poor* description of the California Courts). [Section 5.2.27]
 - However, nearly half (43%) of the respondents felt that the courts *do* have policies and procedures that are effective (i.e., indicated that *having effective policies and procedures for addressing the needs of persons with disabilities* was a *somewhat* or *very good* description of the California Courts). [Section 5.2.27]
- In general, respondents *with* disabilities gave the California Courts poor ratings for the effectiveness of its policies and procedures for addressing their needs.
 - A majority (67%) of respondents *with* disabilities indicated that *having effective policies and procedures for addressing the needs of persons with disabilities* was a *somewhat* (16%) or *very poor* (51%) description of the courts. [Section 5.2.28]
 - In contrast, opinions among respondents *without* disabilities were much more evenly divided in regards to the effectiveness of procedures and policies in the California Courts. Respondents *without* disabilities were about evenly split between people who indicated that *having effective policies and procedures* was a *poor* description of the courts (51%) and people who felt that it was a *good* description of the courts (49%). [Section 5.2.28]

Attitudinal Barriers

Comments regarding negative attitudes comprised a notable portion of the comments made during the public hearings on access to the California Courts for persons with disabilities. Survey respondents were asked several questions in order to quantify opinions regarding attitudinal barriers both within and surrounding the California Courts. [Section 5.3]

- The majority of respondents (54%) indicated that persons with disabilities were viewed as *less capable* by employers as compared to persons without disabilities. [Section 5.3.1]



- The majority (58%) of respondents *with* disabilities indicate that employers view them as less capable while only 37% of respondents *without* disabilities perceive employers to view people with disabilities as less capable. [Section 5.3.2]
- Persons *without* disabilities were almost twice as likely as persons *with* disabilities to say that employees view the capabilities of both groups as the *same* (44% versus 23%). [Section 5.3.2]
- Respondents in law-related occupations were significantly more likely to say that employers view persons *with* and *without* disabilities as equally capable (61%). [Section 5.3.3]
- In contrast, respondents in non-law related occupations and unemployed respondents both indicated the employers do regard persons with disabilities as less capable (66% and 62%, respectively). [Section 5.3.3]
- An overwhelming majority (72%) of respondents indicate that they have not witnessed any actions in the California Courts which they would consider prejudicial. [Section 5.3.4]
 - Among people who had attended court in the last five years, 74% indicated that they had not witnessed any biased or prejudicial behavior toward persons with disabilities. [Section 5.3.5]
 - Among respondents who had *not* attended court in the past five years, 47% assumed that there was no bias while 47% answered that they did not know. [Section 5.3.5]
 - The majority of respondents both *with* and *without* disabilities indicated that they had never witnessed biased behavior towards persons with disabilities in the California Courts (60% and 81%, respectively). [Section 5.3.6]
 - However, persons with disabilities were more than twice as likely as persons without disabilities to indicate that they had seen biased behavior towards persons with disabilities (29% versus 13%). [Section 5.3.6]
 - Among respondents who have attended court in the last five years, those with disabilities were over twice as likely as those without disabilities to indicate that they had witnessed bias directed towards a person with disabilities (31% versus 14%). [Section 5.3.7]
 - However, the majority of court attendees with disabilities and without disabilities indicated that they had not seen any biased behavior (62% and 82%, respectively). [Section 5.3.7]



- Among respondents who *had* witnessed prejudicial behavior towards persons with disabilities, 48% indicated that an *attorney* had been the source of at least one incident of biased behavior, 41% indicated that biased behavior came from a *judge*, and 37% indicated that *court staff* had acted in a biased or prejudicial manner. [Section 5.3.8]
- Persons *with* disabilities were more likely than persons *without* disabilities to cite *judges* as a source of negative behavior in the courts (47% versus 33%), while persons *without* disabilities were more likely to cite court staff (42% versus 33%). [Section 5.3.9]
- An overwhelming majority of respondents (82%) indicated that they had never heard anyone in the California Courts make rude or negative remarks against persons with disabilities. [Section 5.3.10]
- The majority of respondents *with* and *without* disabilities indicated that they had never heard a rude or negative remark directed at a persons with disabilities in the California Courts (74% and 87%, respectively). [Section 5.3.11]
- Among respondents who had witnessed rude or negative behavior in the California Courts, 41% cited *attorneys* as a source, 28% cited *judges*, and 22% cited *court staff*. [Section 5.3.12]

Court Hiring and Staff Policies

- Among respondents who felt able to speak on the issue, opinions were about evenly split regarding whether persons with disabilities *do* (19%) or *do not* (23%) face negative bias or discrimination when applying for employment in the California Courts. [Section 5.4.1]
- However, respondents *with* disabilities were about twice as likely as respondents *without* disabilities to indicate that persons with disabilities *do* face bias or discrimination in hiring practices from the California Courts (28% versus 13%, respectively). [Section 5.4.1]
- Almost half (49%) of survey respondents indicated that the California Courts should employ more persons with disabilities. [Section 5.4.2]
- A strong majority (67%) of respondents *with* disabilities indicated that they felt more persons with disabilities should be employed by the courts. [Section 5.4.2]
- Overall, respondents *with* disabilities were almost twice as likely as respondents *without* disabilities to say that more persons with disabilities should be employed by the courts (67% versus 38%, respectively). [Section 5.4.2]
- A large proportion of respondents also felt that the California Courts should employ more *judges* with disabilities. [Section 5.4.3]



- Respondents overall were about twice as likely to say that the courts *should* employ more judges with disabilities (39%) as they were to say that the courts *should not* employ more judges with disabilities (22%). [Section 5.4.3]
- A large majority of respondents *with* disabilities favored the presence of more judges with disabilities (60%), while respondents without disabilities were most likely to say they *did not know* (48%). [Section 5.4.3]
- Overall, a majority of respondents (64%) appeared to be unaware of the current *hiring practices* of the court, with the remainder being equally divided between people who said the court does effectively promote the hiring of persons with disabilities (17%), and people who said the court does not (19%). [Section 5.4.4]
- In comparison, while a majority (67%) of respondents also indicated that they were unaware of the courts current *recruiting* practices, the remainder was most likely (24%) to say that these practices are *not* effective at recruiting persons with disabilities. [Section 5.4.4]
 - Persons with disabilities who had an opinion were most likely to say that the courts are both ineffective at hiring persons with disabilities (27%) and ineffective at recruiting persons with disabilities (34%). [Section 5.4.5]
 - In contrast, persons without disabilities who had an opinion were most likely to say that the courts *are* effective at both hiring (21%) and recruiting (12%) persons with disabilities. [Section 5.4.5]
- Although a majority (63%) of respondents seemed unaware of whether court employees with disabilities are promoted fairly, the majority (31% of subjects overall) of those who did express an opinion indicated that disabilities are not a factor in the promotion of employees. [Section 5.4.7]
 - Respondents *without* disabilities were significantly more likely than respondents *with* disabilities to feel that court employees with disabilities are promoted fairly (37% versus 20%, respectively). [Section 5.4.7]

Obtaining Accommodations

- Roughly one-quarter (28%) of respondents with disabilities indicated that they had at one time or another requested an accommodation of some form from the California Courts. [Section 5.5.1]
 - The most common form of accommodation requested was architectural measures (10% of respondents with disabilities). [Section 5.5.2]
 - The bulk of requests for accommodations of a non-architectural form were about evenly divided between *session or scheduling accommodations* (6%), *assistive personnel* (5%), *assistive communication devices* (5%), *interpreters* (4%) and *environmental accommodations* (4%). [Section 5.5.2]



- More than one-third (43%) of respondents who requested one or more accommodations indicated that *all* (29%) or *most* (14%) of the accommodations requested were provided. [Section 5.5.3]
- Slightly more than one-third (39%) of respondents who requested one or more accommodations indicated that *all* (26%) or *most* (13%) of the accommodations requested were *not* provided. [Section 5.5.3]
- The remaining respondents who had requested accommodations (19%) indicated that only *some* were provided. [Section 5.5.3]
- Among respondents who expressed an opinion (43% of respondents overall), the majority (35%) indicated that the California Courts generally do provide the accommodations needed by employees with disabilities. [Section 5.5.4]
 - In contrast, only 8% of respondents indicated that the courts *do not* provide necessary accommodations for employees needing them. [Section 5.5.4]
 - Once again, respondents *without* disabilities were more likely than respondents *with* disabilities to say that the courts do provide needed accommodations for employees (42% versus 24%, respectively). [Section 5.5.4]
 - However, this disparity was offset by the larger proportion of respondents *with* disabilities compared to respondents *without* disabilities (66% versus 52%, respectively) who indicated that they *did not know* if the courts provided needed accommodations for employees. [Section 5.5.4]
- Among respondents who expressed an opinion (36% of respondents overall), the majority (30%) indicated that the courts generally do provide the accommodations needed by judges with disabilities. [Section 5.5.5]
 - Only 6% of respondents indicated that the courts *do not* provide necessary accommodations for judges needing them. [Section 5.5.5]
- Among respondents who indicated that *all* or *most* of their requested accommodations had *not* been provided, notable barriers included: [Section 5.5.6]
 - Attitudinal factors such as *being made to feel uncomfortable when requesting the accommodation* (14%)
 - Information factors such as *not being able to find out who to ask* (14%)



Jury Service

Testimony given at the public hearings held by the Judicial Council indicated that many people consider the ability to serve as a juror to be an important aspect of access to the courts. A number of questionnaire items were thus designed to measure the extent to which respondents were able to participate as a juror in the California Courts. [Section 5.6.1]

- Overall, the majority (63%) of people surveyed indicated that they *had* been called for jury duty in the California Courts in the past five years. [Section 5.6.1]
 - A much smaller proportion of respondents (14%) actually served as a juror during the past five years. [Section 5.6.1]
- A majority (62%) of respondents who were called for jury service *wanted* to serve as a juror. [Section 5.6.2]
 - This desire to serve as a jury member tended to be slightly more prevalent among respondents who *did not* have a disability (66%) as compared to respondents *with* disabilities (59%). [Section 5.6.2]
 - Among the respondents who were called for jury service and *wanted* to serve, a total of 29% did eventually serve as a juror. [Section 5.6.3]
 - The proportion of respondents *with* disabilities who *wanted* to serve as a juror but *did not* (76%) was slightly higher than the proportion of respondents *without* disabilities who wanted to serve as a juror but did not (69%). [Section 5.6.3]
- Overall, a relatively small proportion of respondents who had been called for jury duty indicated that they subsequently either requested to be excused from service for work or personal reasons (15%) or were excused in the courtroom (19%). [Section 5.6.4]
 - Compared to respondents *without* disabilities, a slightly higher proportion of respondents with disabilities who had been called for jury service requested to be excused for work or personal reasons (19% versus 13%, respectively). [Section 5.6.4]
 - However, compared to respondents *with* disabilities, respondents *without* disabilities were almost twice as likely to be excused from jury service in the courtroom (23% versus 12%, respectively). [Section 5.6.4]
 - Roughly equal proportions of respondents with disabilities who had been called for jury service indicated that they had either requested to be excused (16%) or had an automatic exemption (13%) due to their disability. [Section 5.6.5]



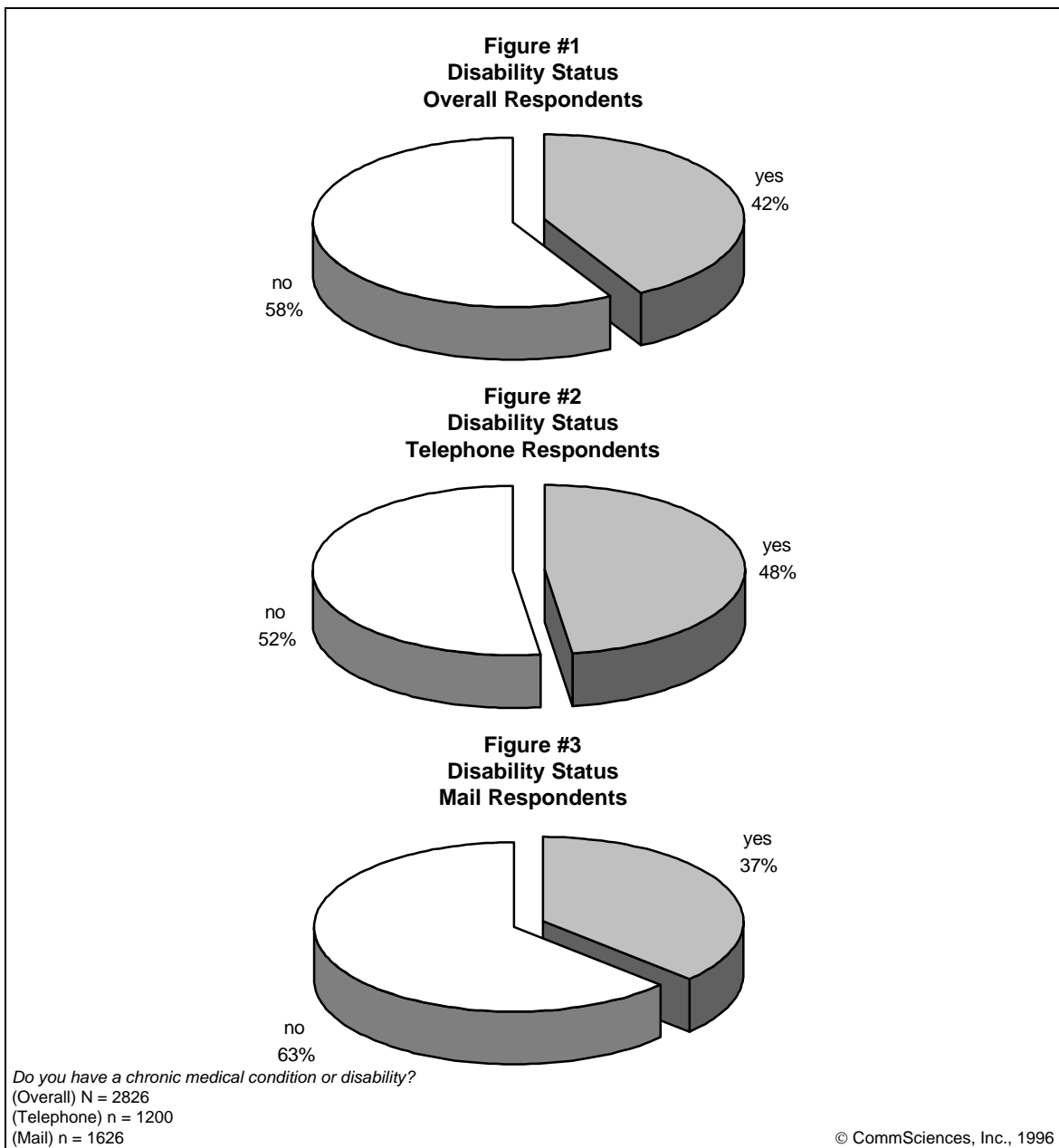
- A small proportion (5%) of potential jurors with disabilities indicated that they had been excused from service because the court was inaccessible. [Section 5.6.5]
- It is clear that attitudinal barriers to having persons with disabilities serve as jurors were perceived to exist in the California Courts by a large number of respondents. These barriers are perceived most commonly to originate from *attorneys* and *judges*. [Section 5.6.6]
 - One-quarter (25%) of respondents indicated that they felt judges in the California Courts generally *do not* want persons with disabilities serving as jurors. [Section 5.6.6]
 - Almost one-third (31%) of respondents felt that attorneys generally do not want jurors with disabilities. [Section 5.6.6]
 - Slightly more than one-fifth (22%) of respondents indicated that members of the court-staff generally do not want jurors with disabilities. [Section 5.6.6]
- As might be expected, attitudinal barriers to jury service by persons with disabilities were most commonly reported by respondents who have a disability. [Section 5.6.7]
 - Compared to respondents *without* disabilities, respondents *with* disabilities were more than twice as likely (37% versus 17%, respectively) to express the opinion that *judges* generally *do not* want persons with disabilities to serve as jurors. [Section 5.6.8]
 - Similarly, respondents *with* disabilities were more likely than respondents *without* disabilities to indicate that *attorneys* in the California Courts do not want jurors with disabilities (41% versus 25%, respectively). [Section 5.6.8]
 - Respondents *with* disabilities were also more likely than respondents *without* disabilities to say that *court staff* do not want persons with disabilities as jurors (33% versus 16%, respectively). [Section 5.6.8]



4.0 DEMOGRAPHICS

4.1 Disability Status

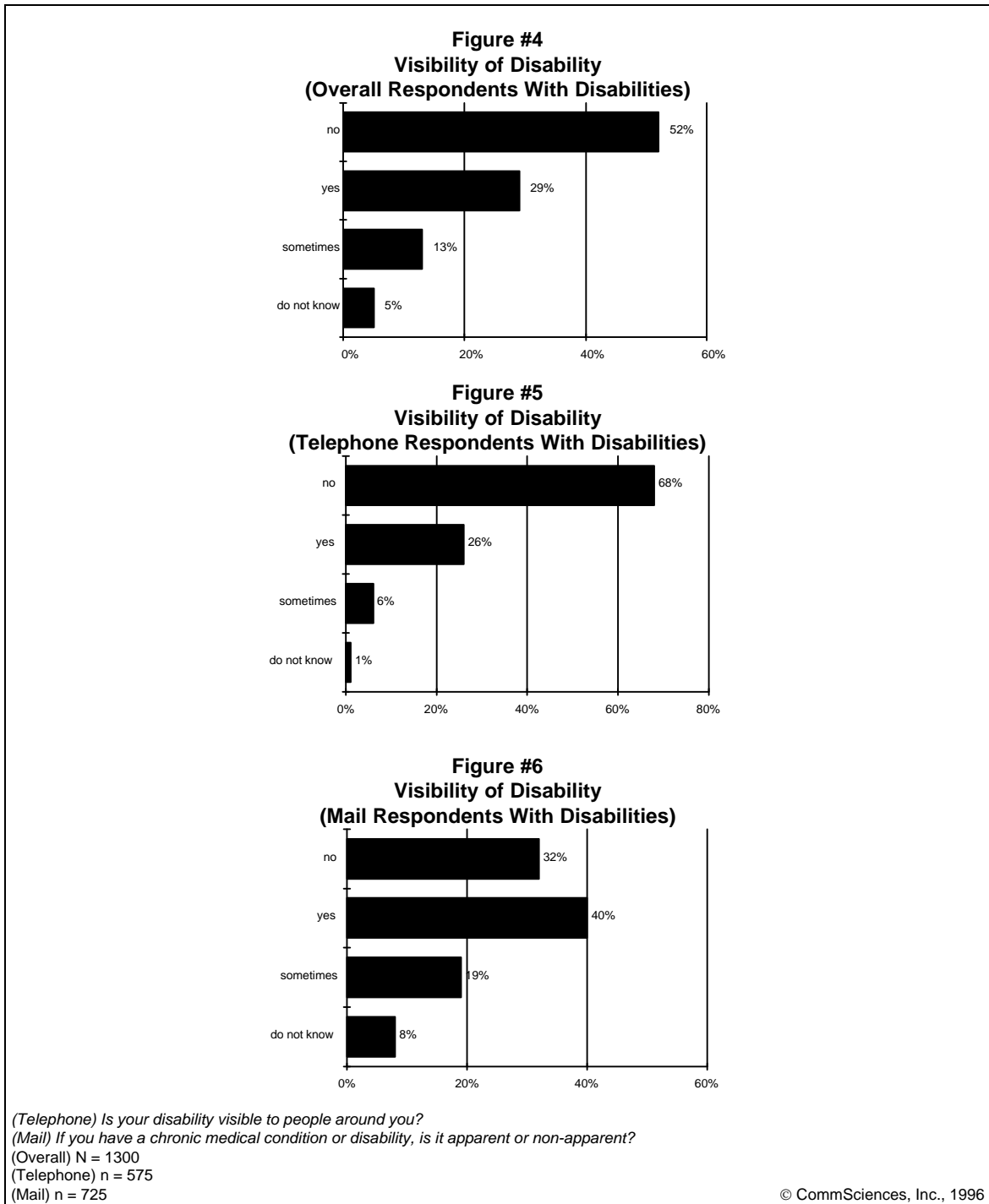
Disability status demographics (i.e., persons who indicated that they did or did not have a disability) are shown below. Overall, survey respondents were about evenly split between persons with (42%) and persons without disabilities (58%).





4.2 Visibility of Disability

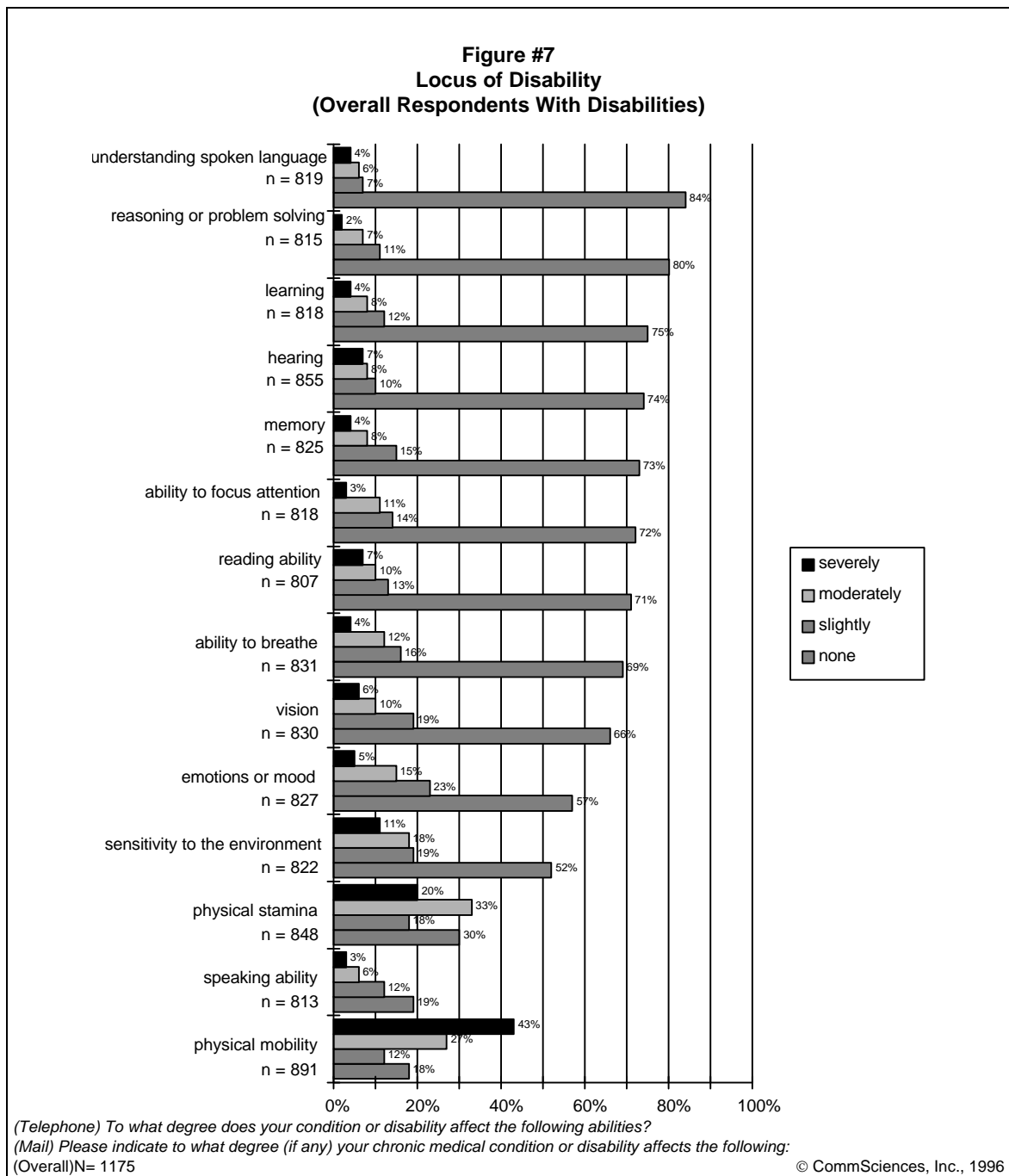
Among persons with disabilities, the majority (52% overall) indicated that their disability is *not* visible to those around them.





4.3 Locus of Disability

Among persons who reported having a disability, a large majority (73%) indicated that their *physical mobility* was moderately (27%) or severely (43%) affected. Other most often affected abilities or attributes were *physical stamina* (53% of persons with disabilities) and *sensitivity to the environment* (29% of persons with disabilities).

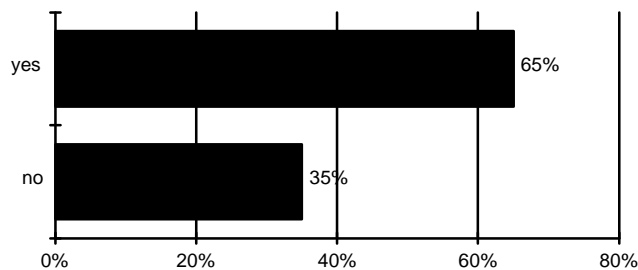




4.4 Accommodations

Among respondents who identified themselves as having a disability, a majority (65%) indicated that they required some form of accommodation to complete their daily living activities. Physical aides (such as wheelchairs, walkers, etc.) and architectural measures (widened doors, ramps, etc.) were the most commonly required accommodations (42% and 38% of respondents with disabilities, respectively).

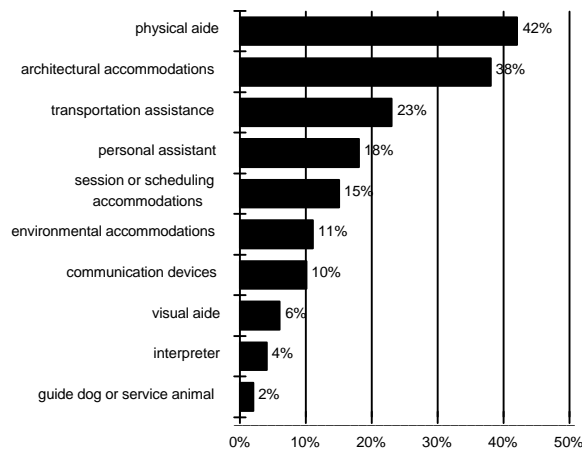
Figure #8
Do You Require Accommodations?
(Overall Respondents With Disabilities)



Do you require accommodations, such as an assistive device, alternative print formats or personal assistant, to conduct your daily activities?

(Overall)N = 1226
 (Mail)n = 651
 (Telephone)n = 575

Figure #9
Accommodations Required
(Overall Respondents With Disabilities)



What accommodations do you require to conduct your daily activities?

(Overall)N = 603
 (Mail)n = 231
 (Phone)n = 372

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4.5 Accommodations Among Persons with *Apparent* and *Non-Apparent* Disabilities

When it comes to accommodations, there were some differences evident between the needs of persons with *apparent* versus *non-apparent* or *sometimes apparent* disabilities.

- Almost all (94%) of the persons surveyed with *apparent* disabilities required some form of accommodation.
- In comparison, less than half of respondents with *non-apparent* or *sometimes apparent* disabilities required accommodations (42% and 39%, respectively).
- The most commonly needed accommodations among persons with *apparent* disabilities were *architectural accommodations* (82%) and *wheelchairs* (70%).
- In contrast, among respondents with *sometimes apparent* or *non-apparent* disabilities, the most commonly required accommodations were *time and scheduling* (33% and 42%, respectively) and *communications accommodations* (30% and 38%, respectively).

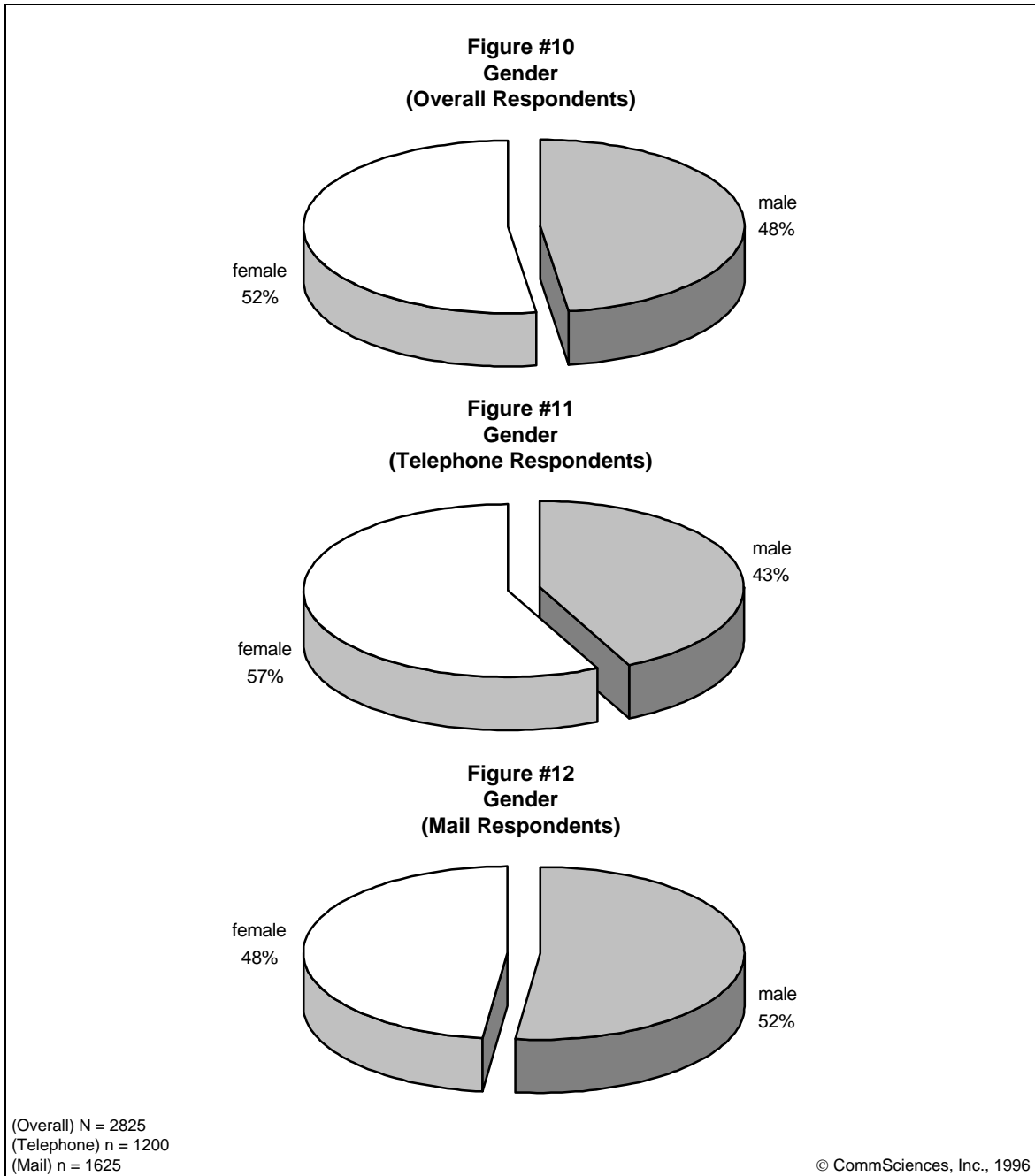
Table #1
Need for Accommodations:
Persons with Apparent, Sometimes Apparent, and Non-Apparent Disabilities

	apparent	sometimes apparent	non-apparent
Need accommodations	94%	39%	42%
<i>Type of accommodations needed:</i>			
architectural accommodations	82%	26%	20%
wheelchair	70%	28%	12%
transportation assistance	44%	26%	11%
personal assistant	32%	17%	10%
time and scheduling accommodations	31%	33%	42%
environmental accommodations	14%	23%	30%
communications accommodations	11%	30%	38%
visual aides	9%	12%	12%
guide-dog or service animal	7%	4%	1%
interpreter	4%	19%	16%



4.6 Gender

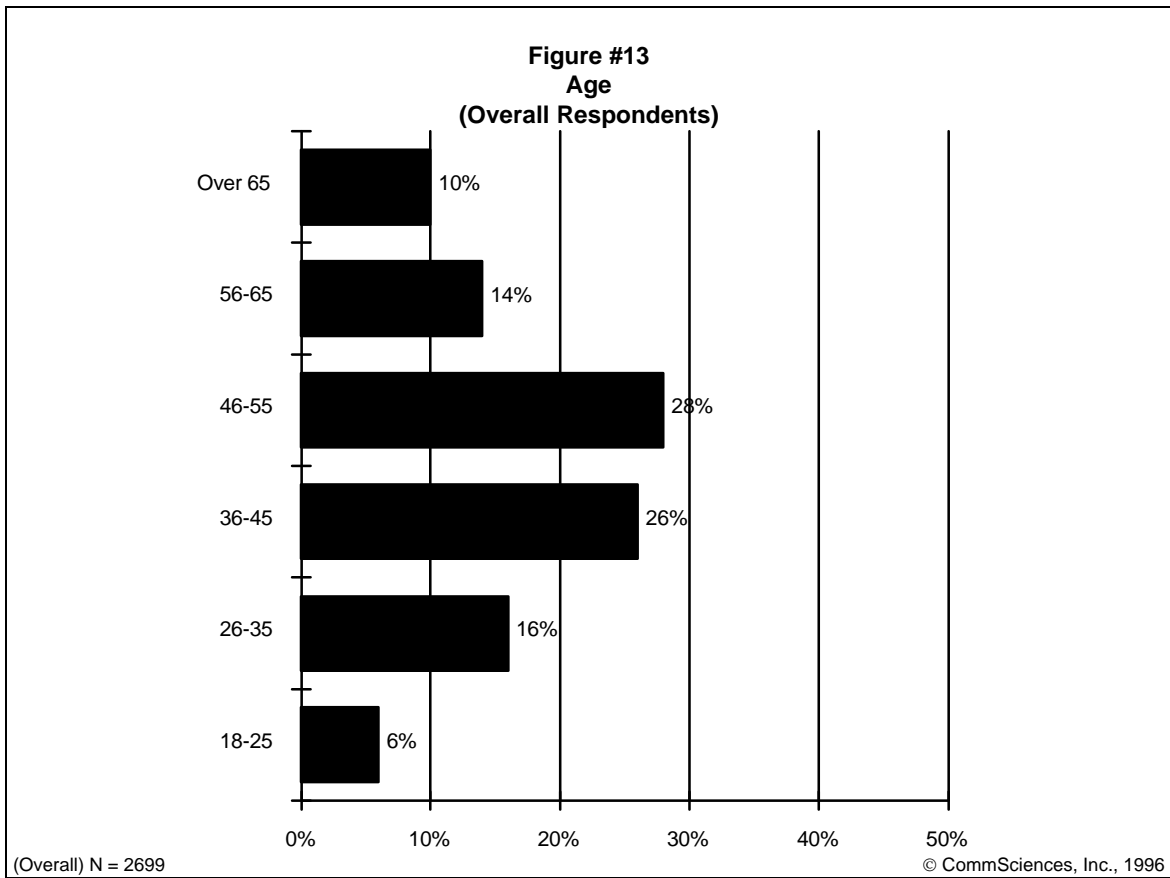
Overall, survey respondents were about equally divided between females (52%) and males (48%).





4.7 Age: Overall Survey Respondents

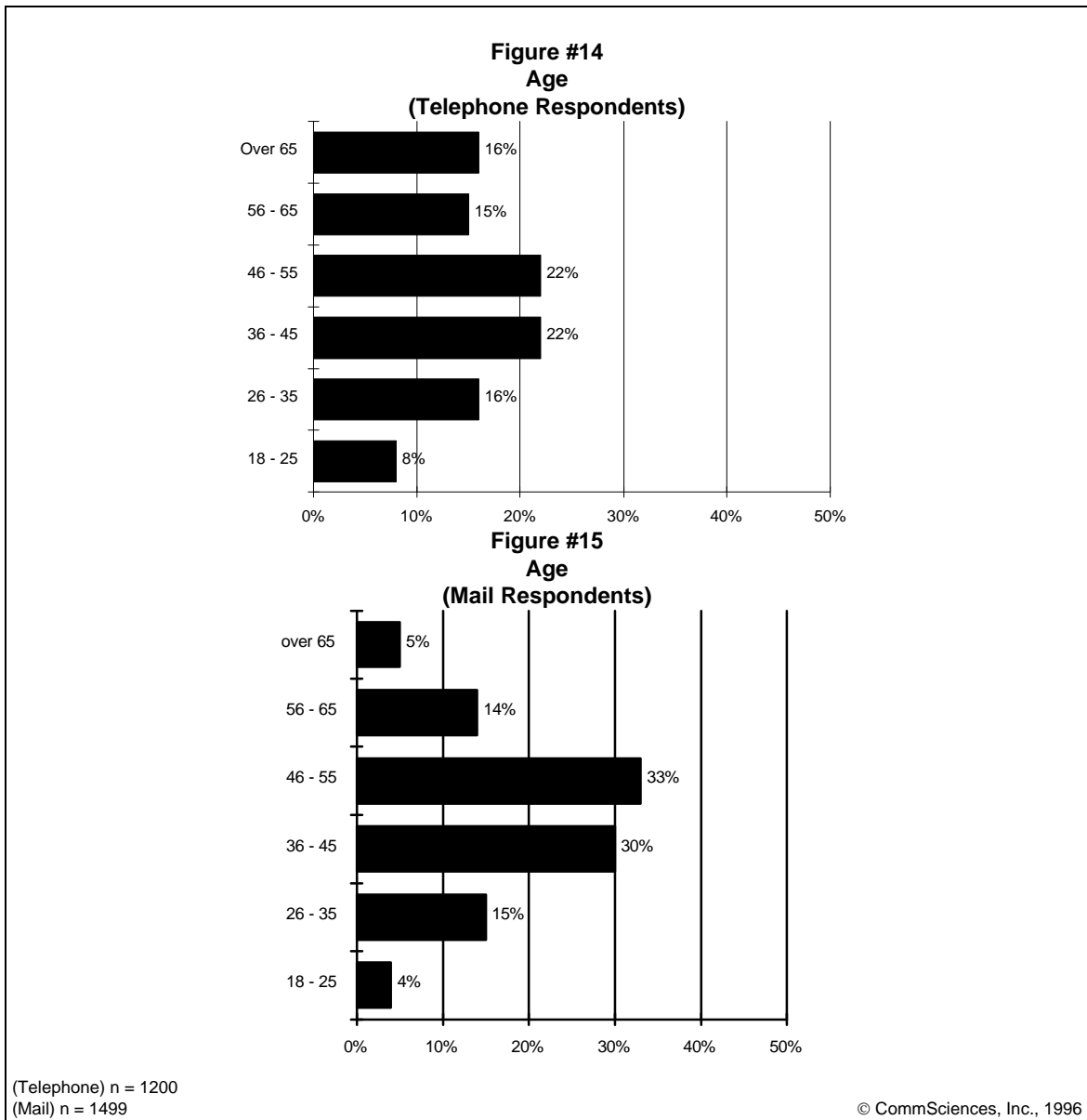
The median age of respondents overall was between 46 to 55 years old.





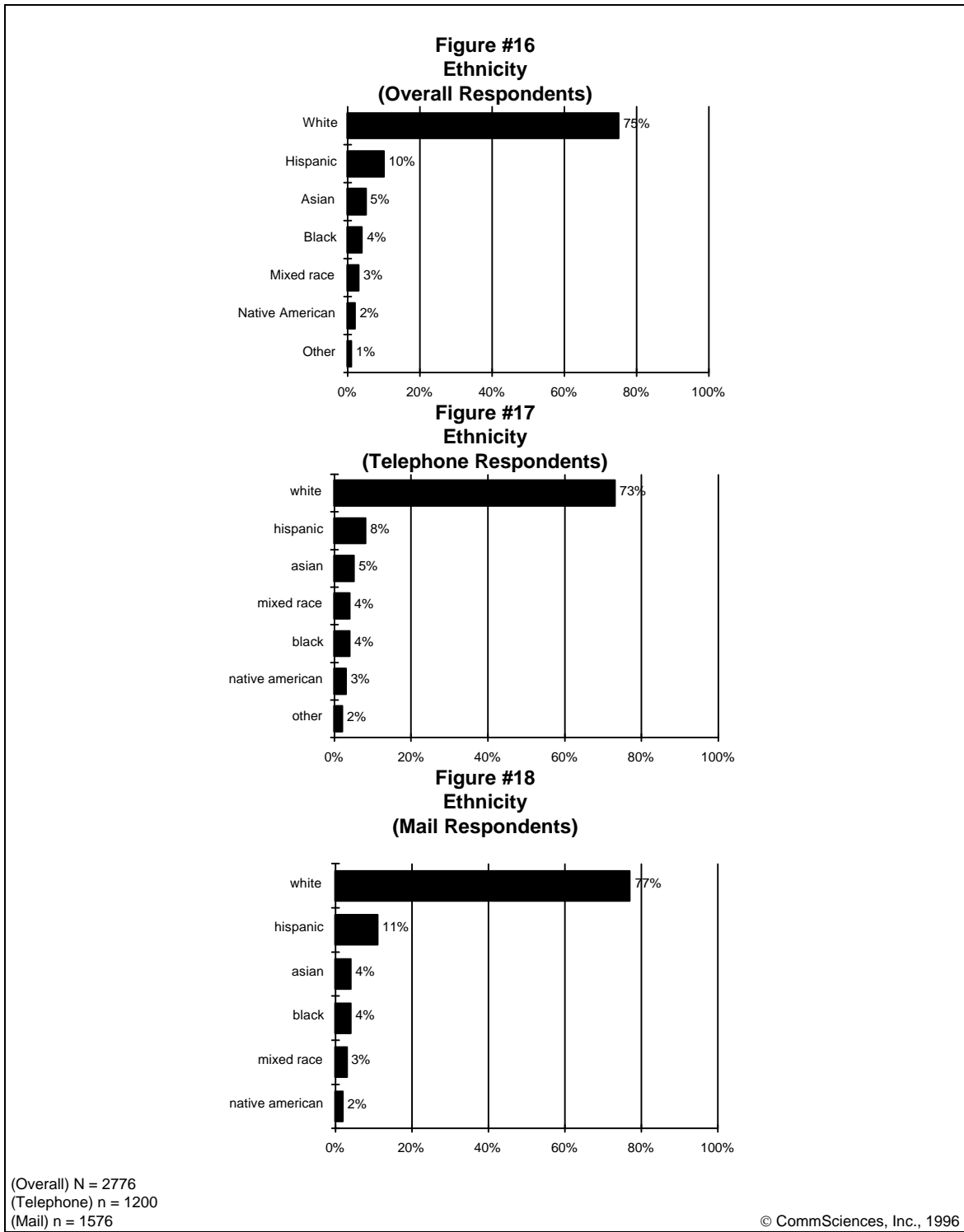
4.8 Age: Telephone and Mail Survey Respondents

The telephone sample surveyed contained a higher proportion of subjects over the age of 55 (31%) as compared to the mail sample (19%). However, the median age for both samples maintained at 45 to 55 years old.





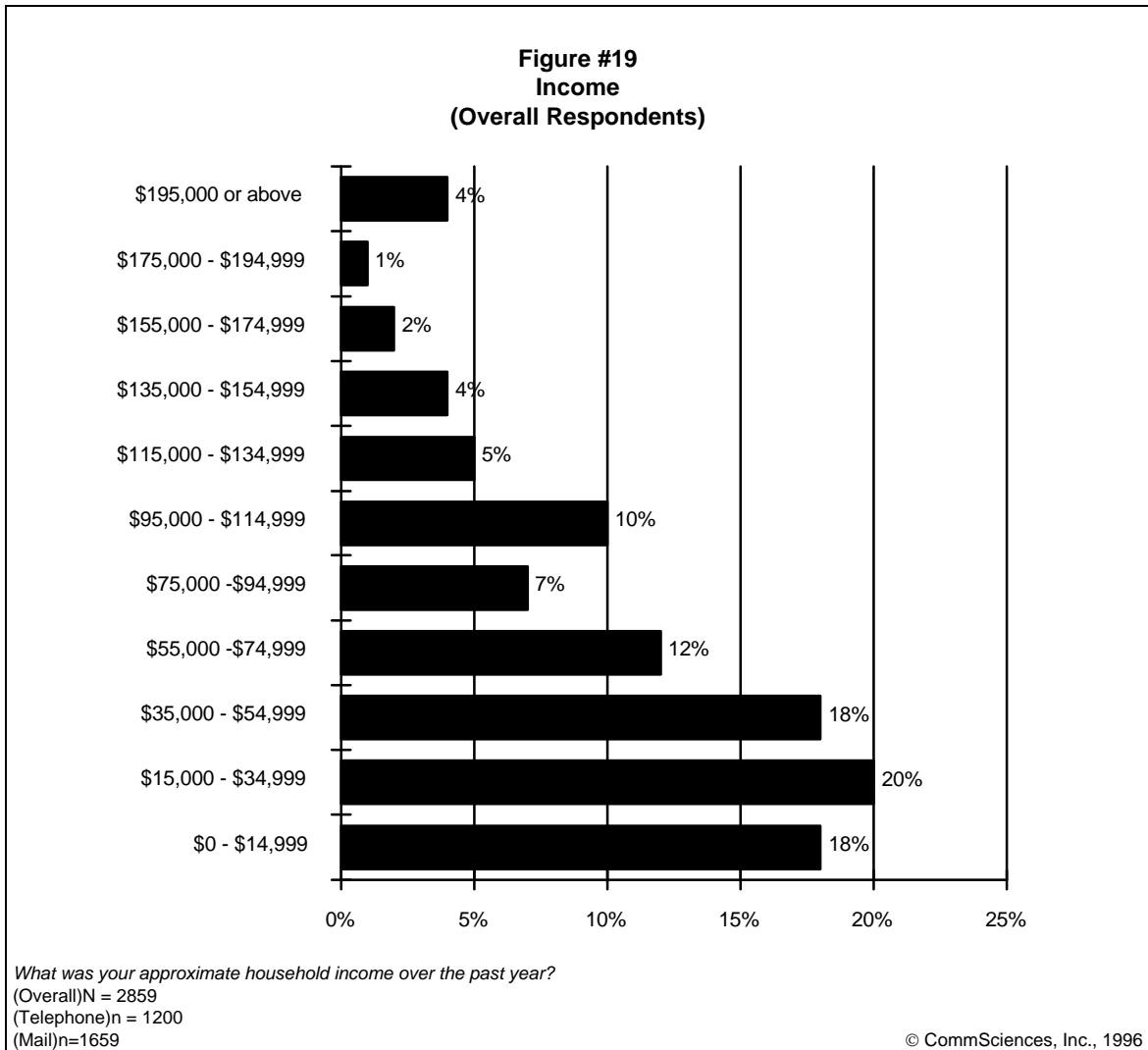
4.9 Ethnicity





4.10 Income

Income demographics for overall survey respondents are shown below. As is the population norm in California, income was positively skewed, with a median income of between \$35,000 and \$55,000.

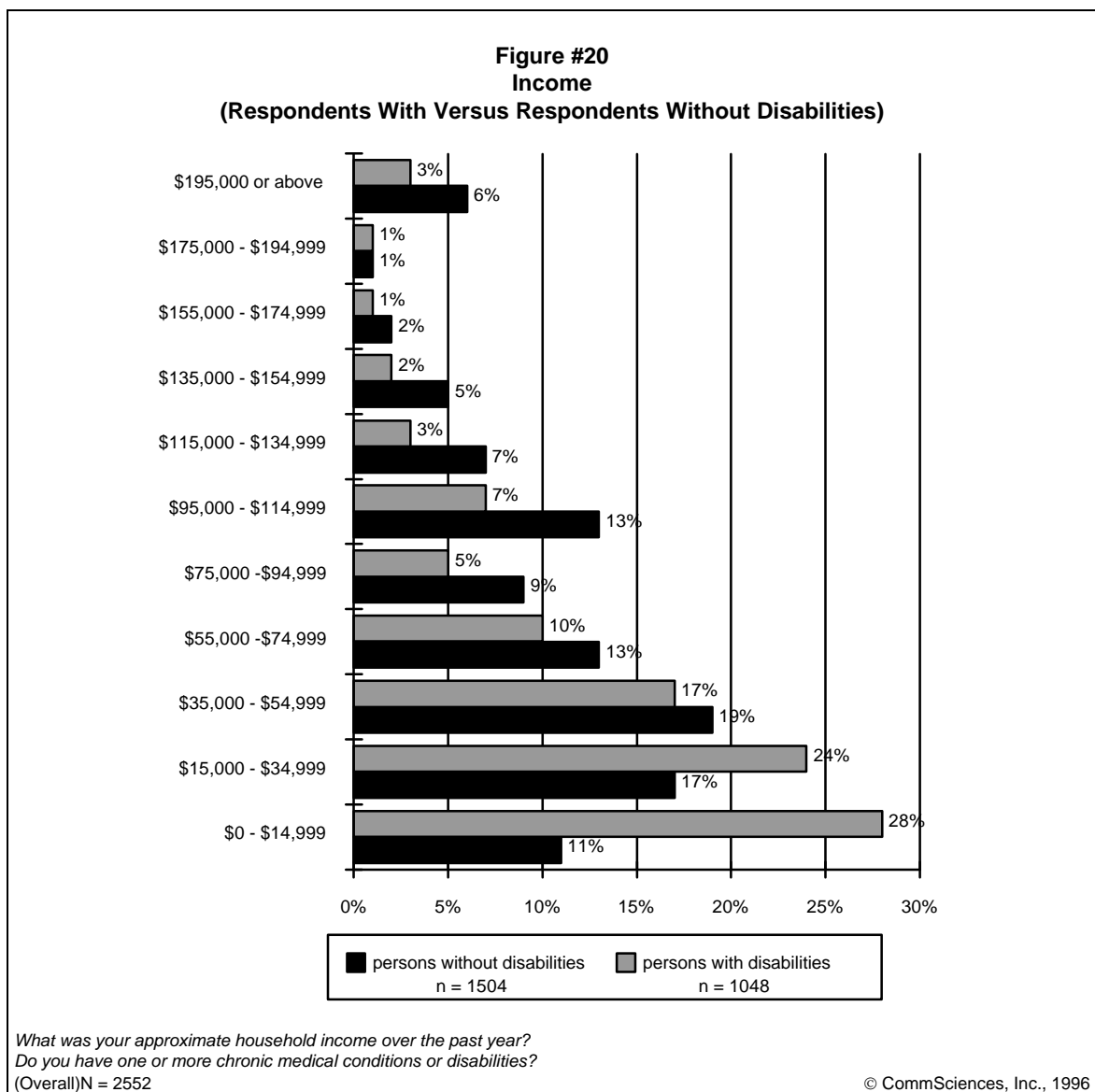




4.11 Income: Persons With Versus Persons Without Disabilities

There were notable differences between income among respondents with disabilities, compared to respondents *without* disabilities.

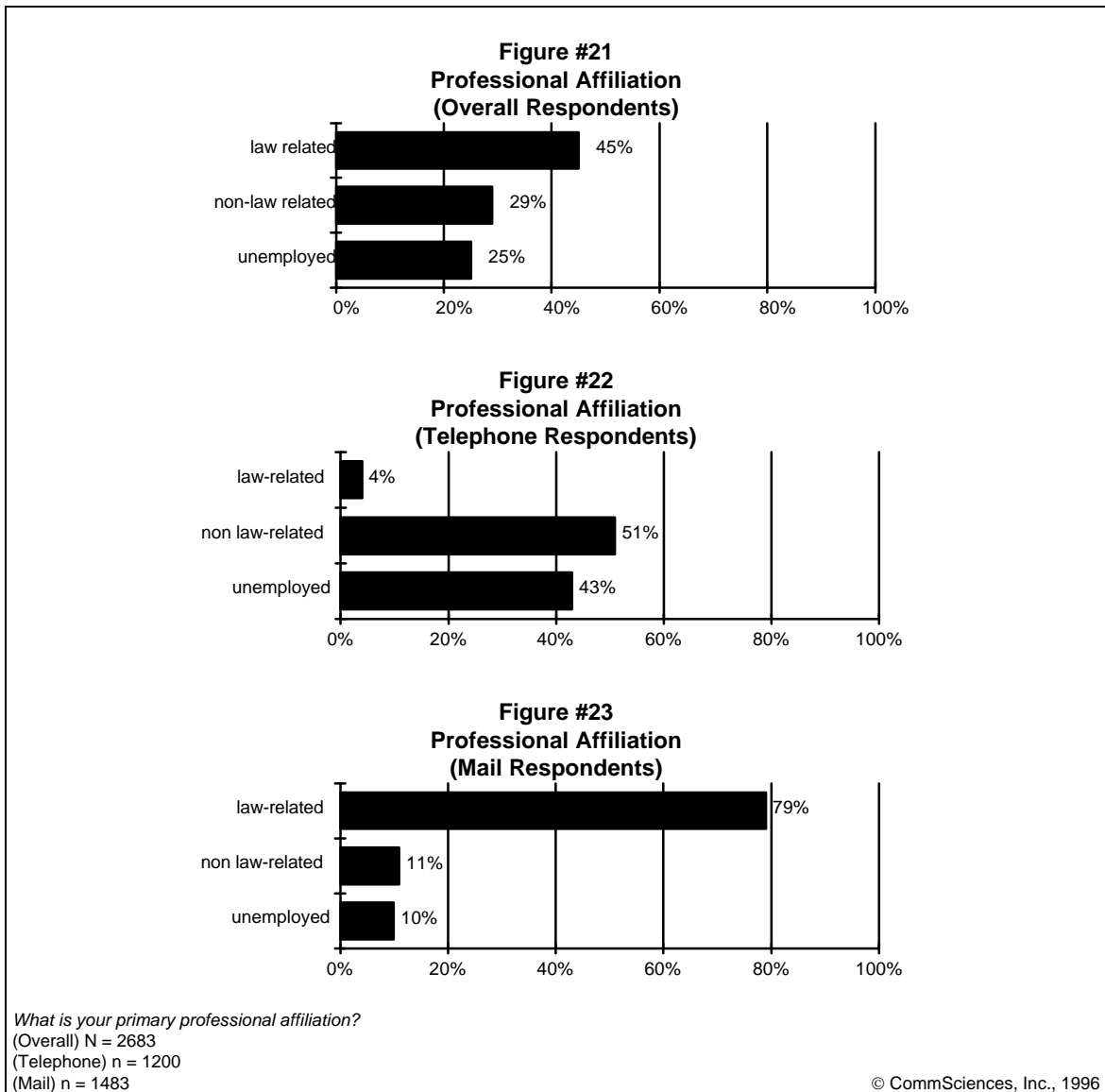
- Compared to respondents *without* disabilities, respondents *with* disabilities were almost three-times as likely (28% versus 11%, respectively) to report incomes of less than \$15,000 per year.
- Conversely, respondents *without* disabilities were twice as likely (34% versus 17%, respectively) to report incomes of \$95,000 per year or more.





4.12 Professional Affiliation

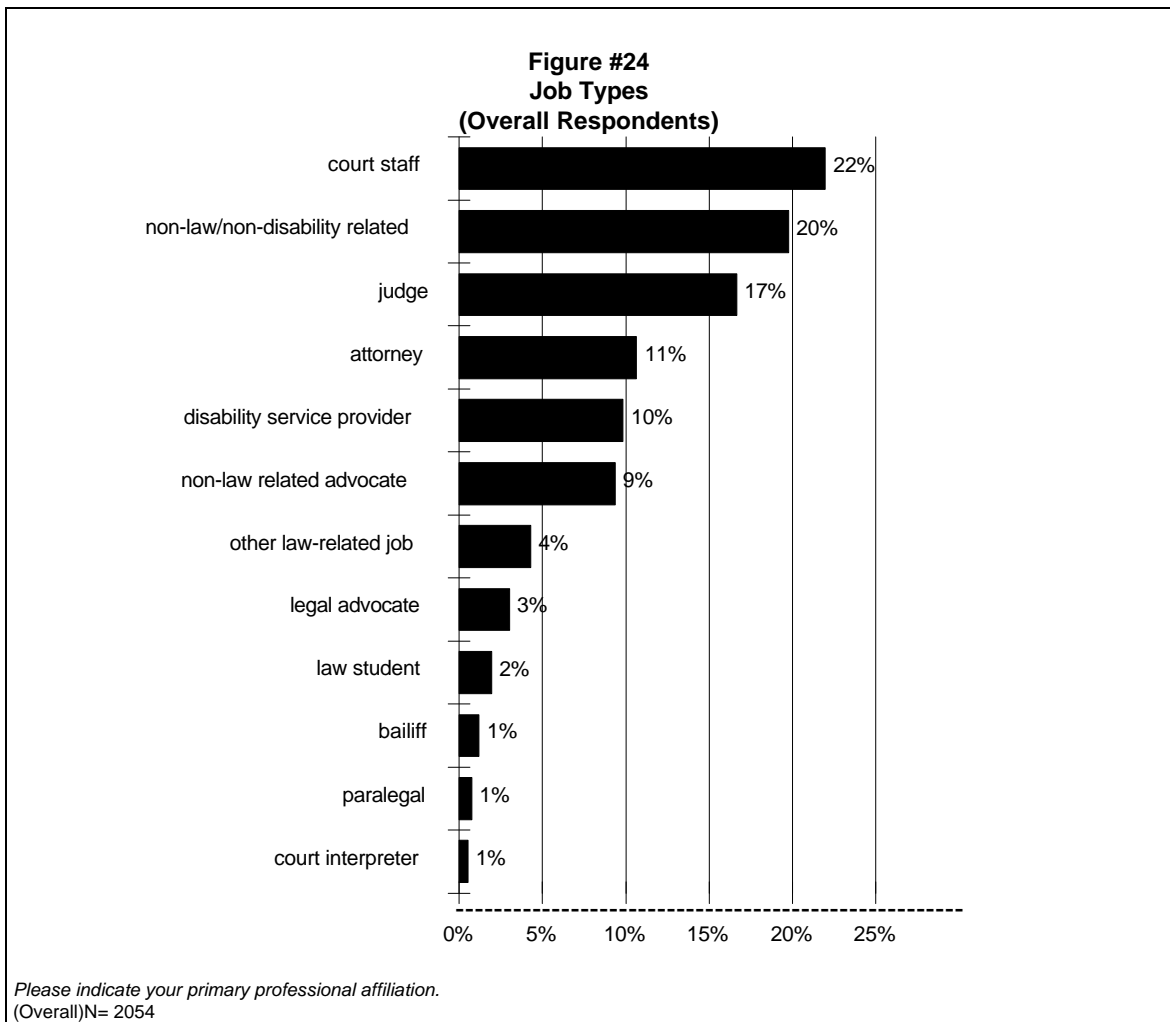
Demographics by professional affiliation for the survey respondents are shown below. Overall, legal professionals represented the largest portion (45%) of survey respondents. Mail and telephone samples differed largely in professional composition, with mail respondents being composed primarily of legal professionals and telephone respondents being comprised of primarily non-legal professionals and unemployed or retired persons.





4.13 Job Types

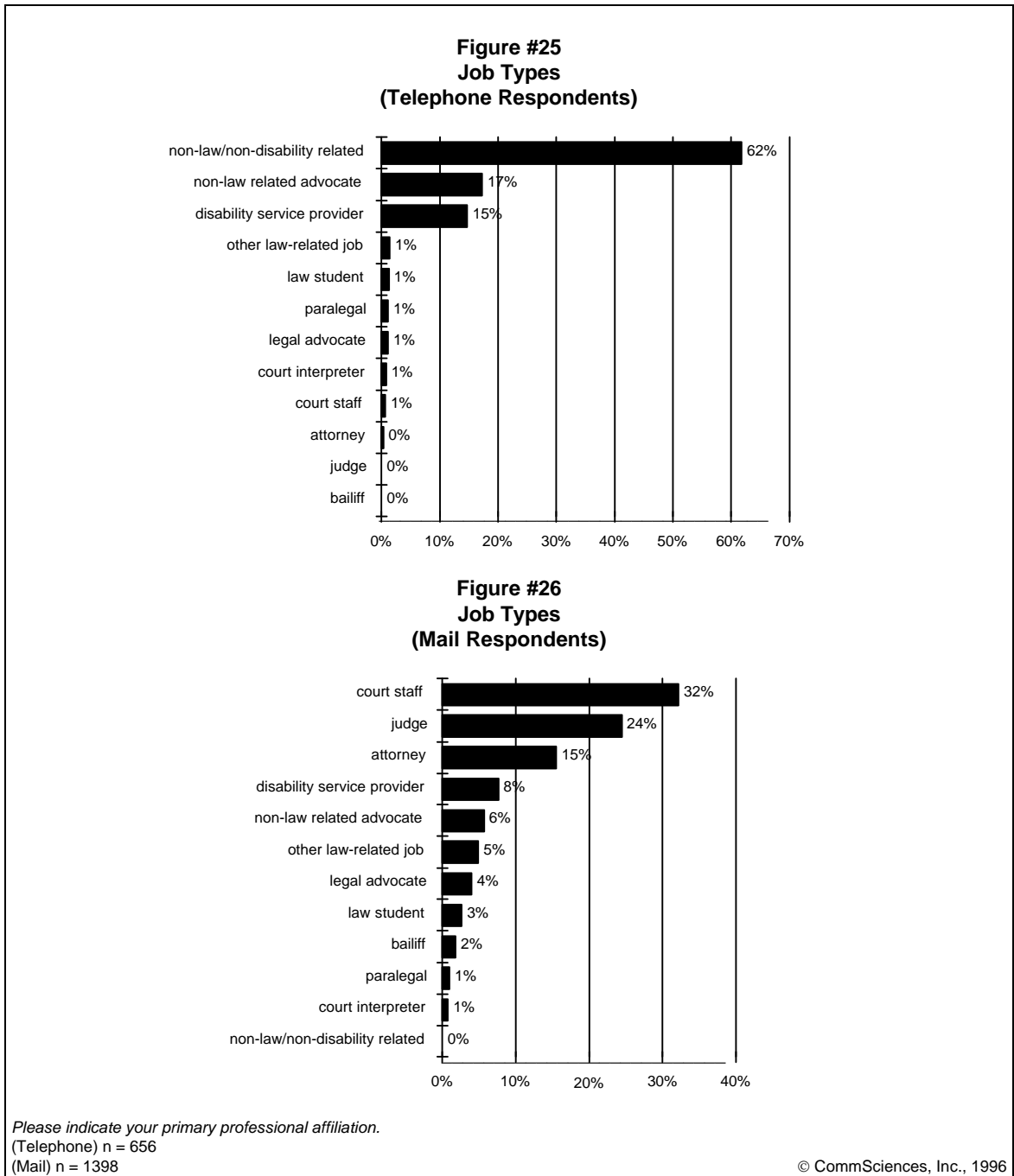
A more detailed summary of job types for the overall sample is shown below.





4.14 Job Types: Telephone and Mail Survey Respondents

Detailed summaries of job types for the mail and telephone samples are shown below.





5.0 ANALYSIS AND FINDINGS

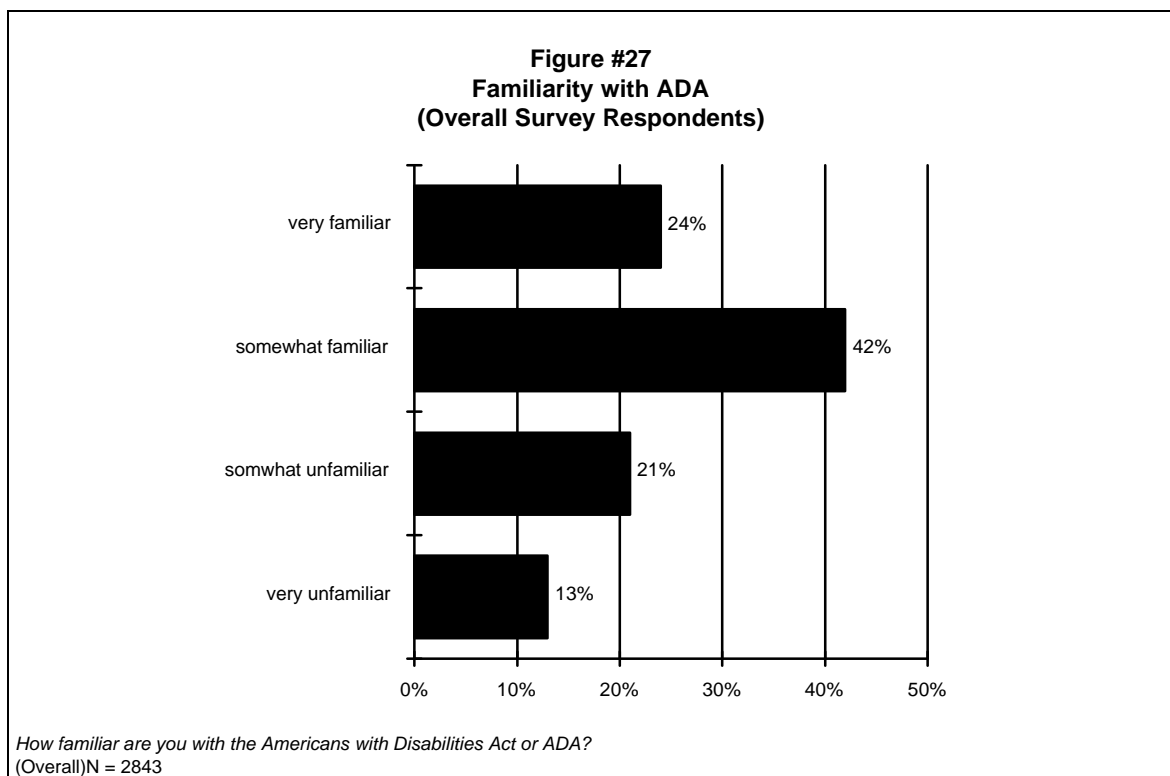
5.1 OVERALL IMPRESSIONS OF THE CALIFORNIA COURTS

5.1.1 Familiarity with the ADA

In 1990 the Americans With Disabilities Act (ADA) was passed in order to combat discrimination against persons with disabilities. The present research explores compliance with the ADA and barriers that persons with disabilities might have when participating in court activities, programs, and services.

One of the first questions we therefore asked respondents was *how familiar they were with the ADA*.

- A majority (66%) of the people surveyed indicated that they were either *somewhat* (42%) or *very familiar* (24%) with the Americans With Disabilities act.
- A smaller proportion (34%) of respondents felt that they were either *somewhat* (21%) or *very unfamiliar* (13%) with the ADA.

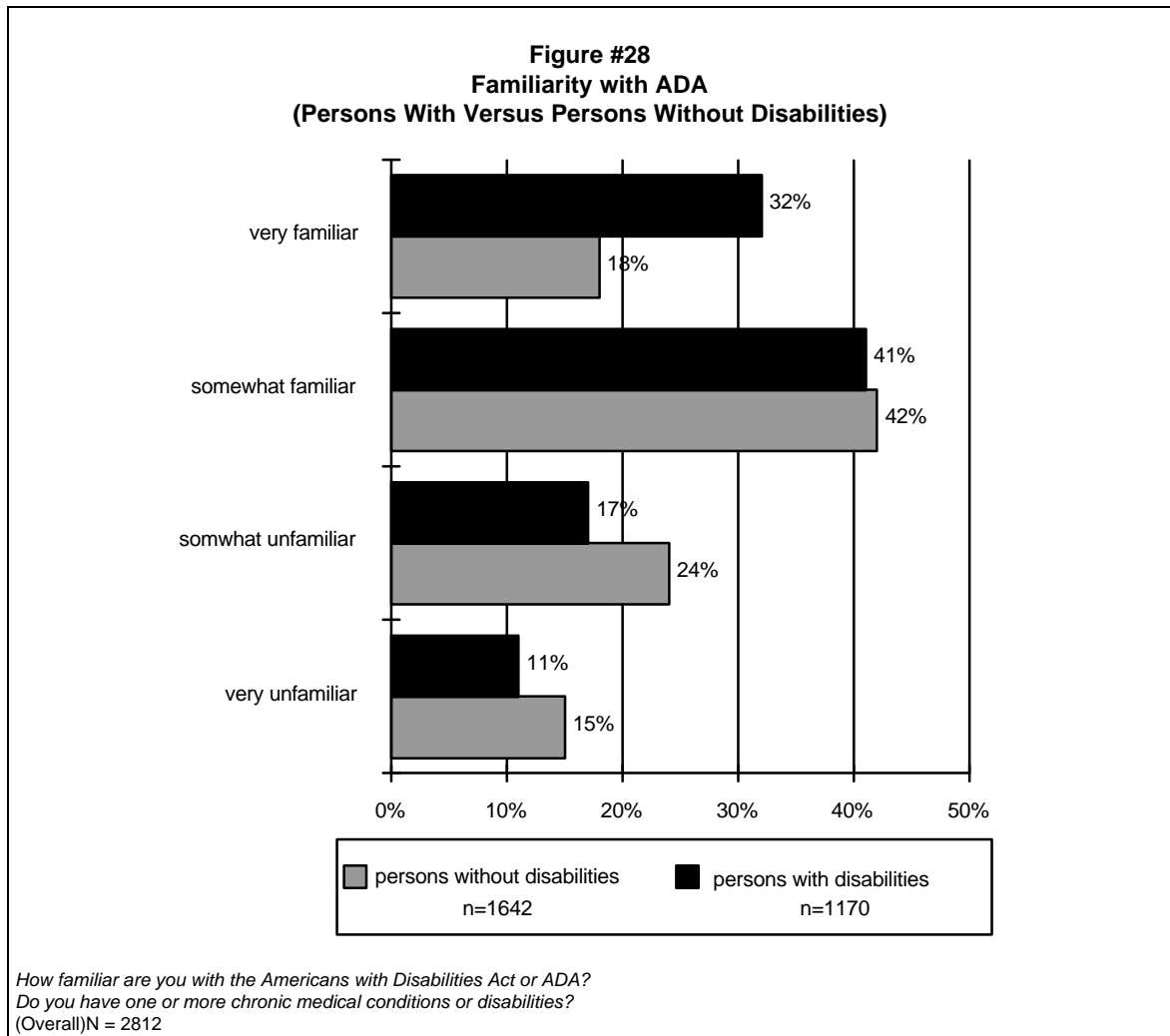




5.1.2 Familiarity With ADA: Persons With Versus Persons Without Disabilities

As we might expect, respondents with a disability were much more likely than persons without a disability to consider themselves *very familiar* with the ADA (32% versus 18%). Similarly, persons without disabilities were notably more likely to consider themselves *somewhat unfamiliar* with the ADA (24% versus 17%).

However, it is significant to note that a plurality of both persons with (41%) and persons without disabilities (42%) indicated that they are *somewhat familiar* with the ADA.





5.1.3 Familiarity With ADA: Comparisons Across Professions

Of the professional groups surveyed, Legal Advocates were the *most familiar* with the ADA. Conversely, Bailiffs and Court Staff members were the *least familiar* with the ADA.

- Two-thirds (66%) of the Legal Advocates surveyed indicated that they were *very familiar* with the ADA.
- Judges and Attorneys were the most likely to feel that they were *somewhat familiar* with the ADA (67% and 64%, respectively).
- Only 15% of the Court Staff surveyed indicated that they were *very familiar* with the ADA.
- Bailiffs and Court Staff were the most likely to be *somewhat unfamiliar* with the ADA (40% and 31%, respectively).

Table #2
Familiarity With ADA: Comparisons Across Professions

		Very Unfamiliar	Somewhat Unfamiliar	Somewhat Familiar	Very Familiar
Advocate (Legal)	(n = 62)	5%	2%	27%	66%
Paralegal	(n = 15)	0%	0%	53%	47%
Service Provider for Persons w/Disabilities	(n = 201)	10%	10%	38%	43%
Advocate (Non-Legal)	(n = 192)	14%	15%	31%	40%
Law Student	(n = 39)	5%	13%	46%	36%
Other (Legal)	(n = 88)	11%	19%	34%	35%
Bailiff	(n = 25)	16%	40%	16%	28%
Attorney	(n = 218)	1%	9%	64%	27%
Judge	(n = 338)	1%	14%	67%	18%
Other (Non-Legal)	(n = 405)	23%	26%	33%	17%
Court Staff	(n = 445)	12%	31%	42%	15%

How familiar are you with the Americans with Disabilities Act or ADA?

Please indicate your primary professional affiliation.

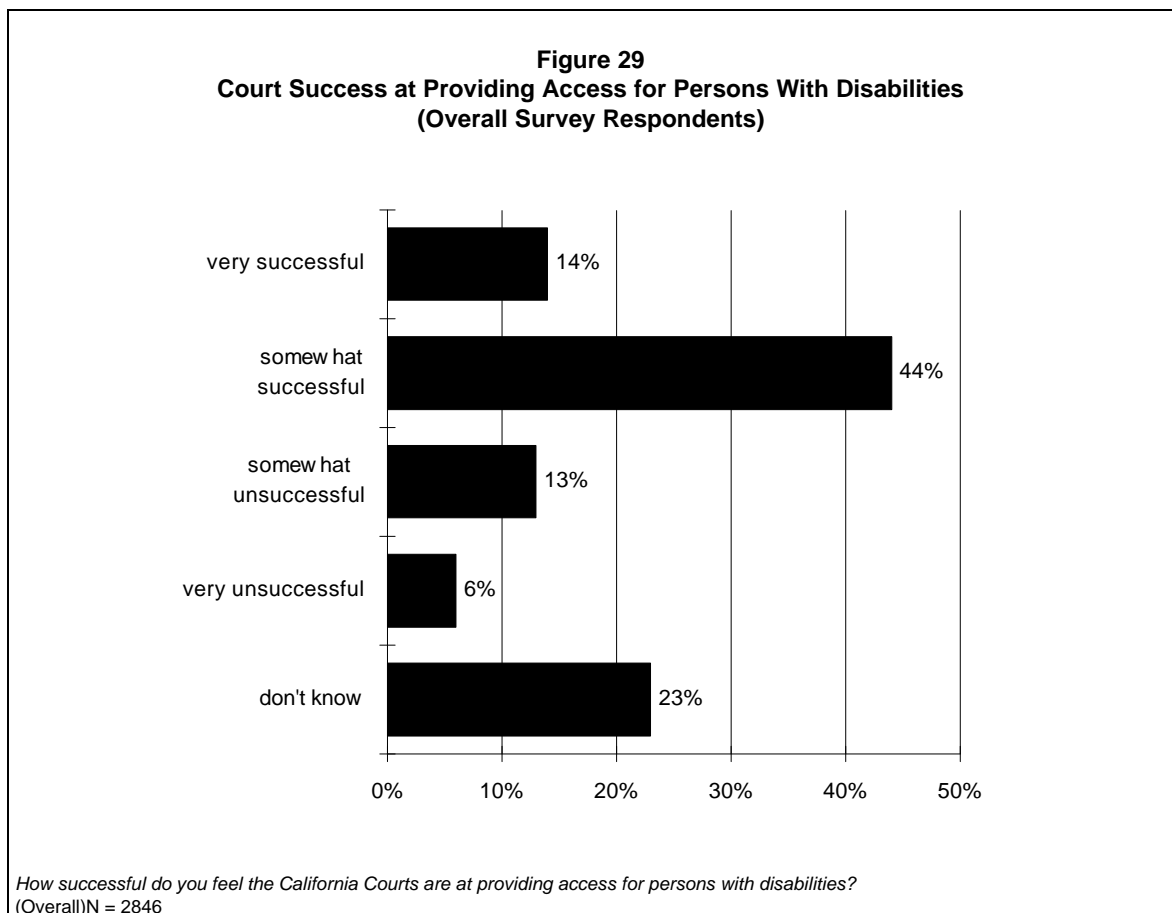
(Overall)N = 2028



5.1.4 Overall Success at Providing Access for Persons With Disabilities

In general, it would appear that the efforts of the California Courts to abide by the ADA have been at least partially successful.

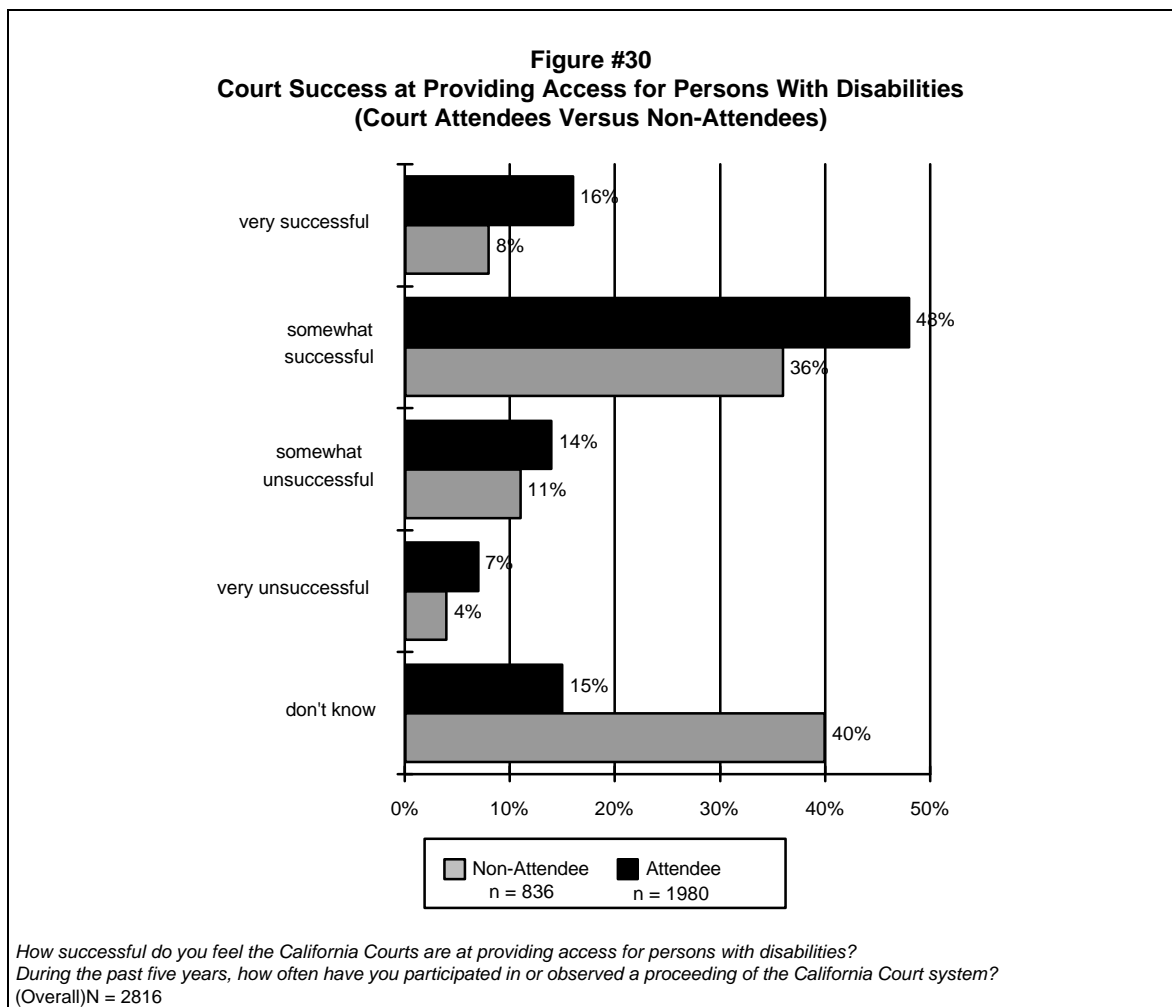
- Respondents were most likely to think the California Courts are *somewhat successful* (44%) at providing access to persons with disabilities.
- People were equally likely to say the courts are *very successful* or *somewhat unsuccessful* (14% and 13%, respectively)
- Only a small proportion of respondents (6%) thought the courts were *very unsuccessful* at providing access for persons with disabilities.





5.1.5 Success in the California Courts at Providing Access for Persons With Disabilities: Court Attendees Versus Non-Attendees

The same pattern holds true for both people who have and people who have not visited the California Courts in the past five years. Overall, people (who offer an opinion) are most likely to feel that the California Courts are *somewhat successful* in the attempt to provide access for persons with disabilities.

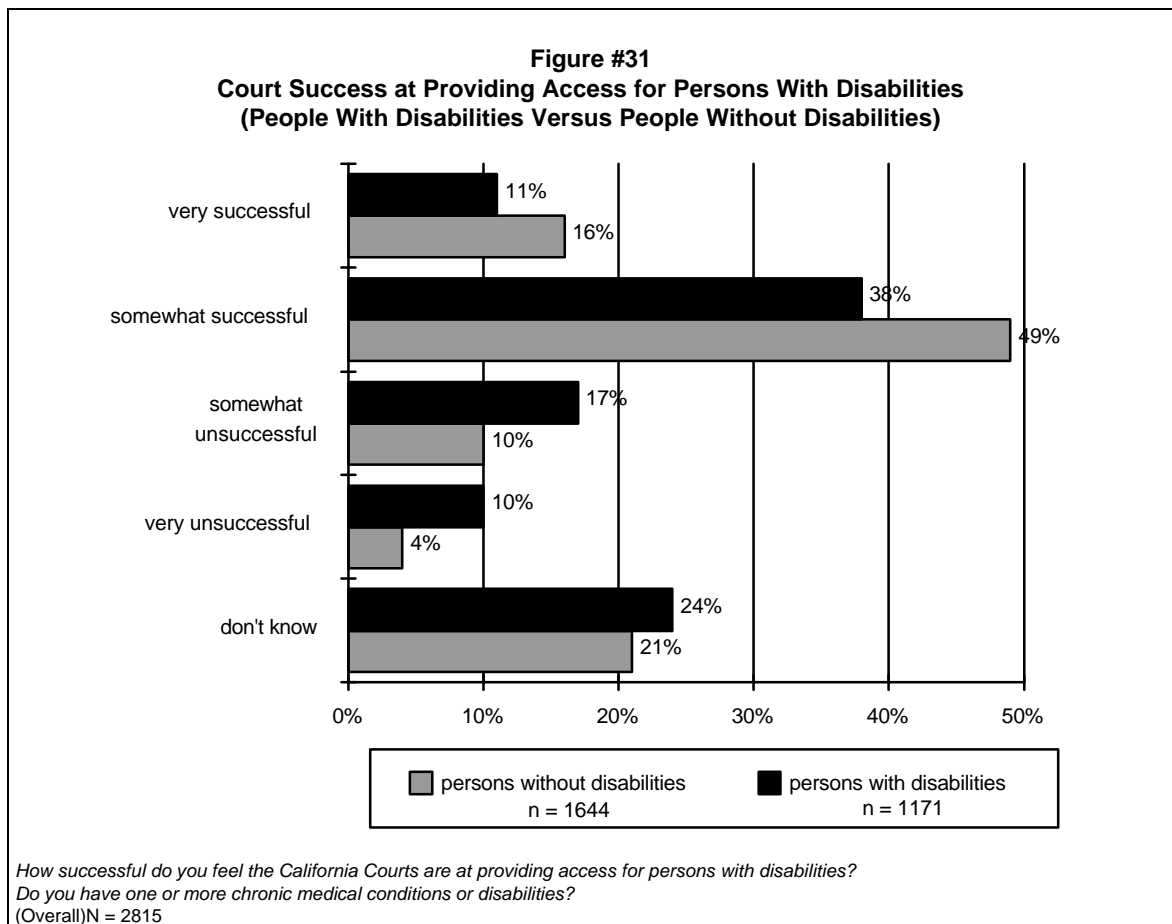




5.1.6 Success in the California Courts at Providing Access for Persons With Disabilities: Persons With Versus Persons Without Disabilities

People *without* disabilities are more optimistic than persons *with* disabilities when it comes to the level of success currently being enjoyed by the California Courts in regards to equal access.

- Compared to persons with disabilities, persons who *have no disability* are *more likely* to feel that the California Courts are *very successful* (16% versus 11%) or *somewhat successful* (49% versus 38%) at providing access.
- Conversely, persons with disabilities are more likely than persons without disabilities to feel that the California Courts are *somewhat unsuccessful* (17% versus 10%) or *very unsuccessful* (10% versus 4%).

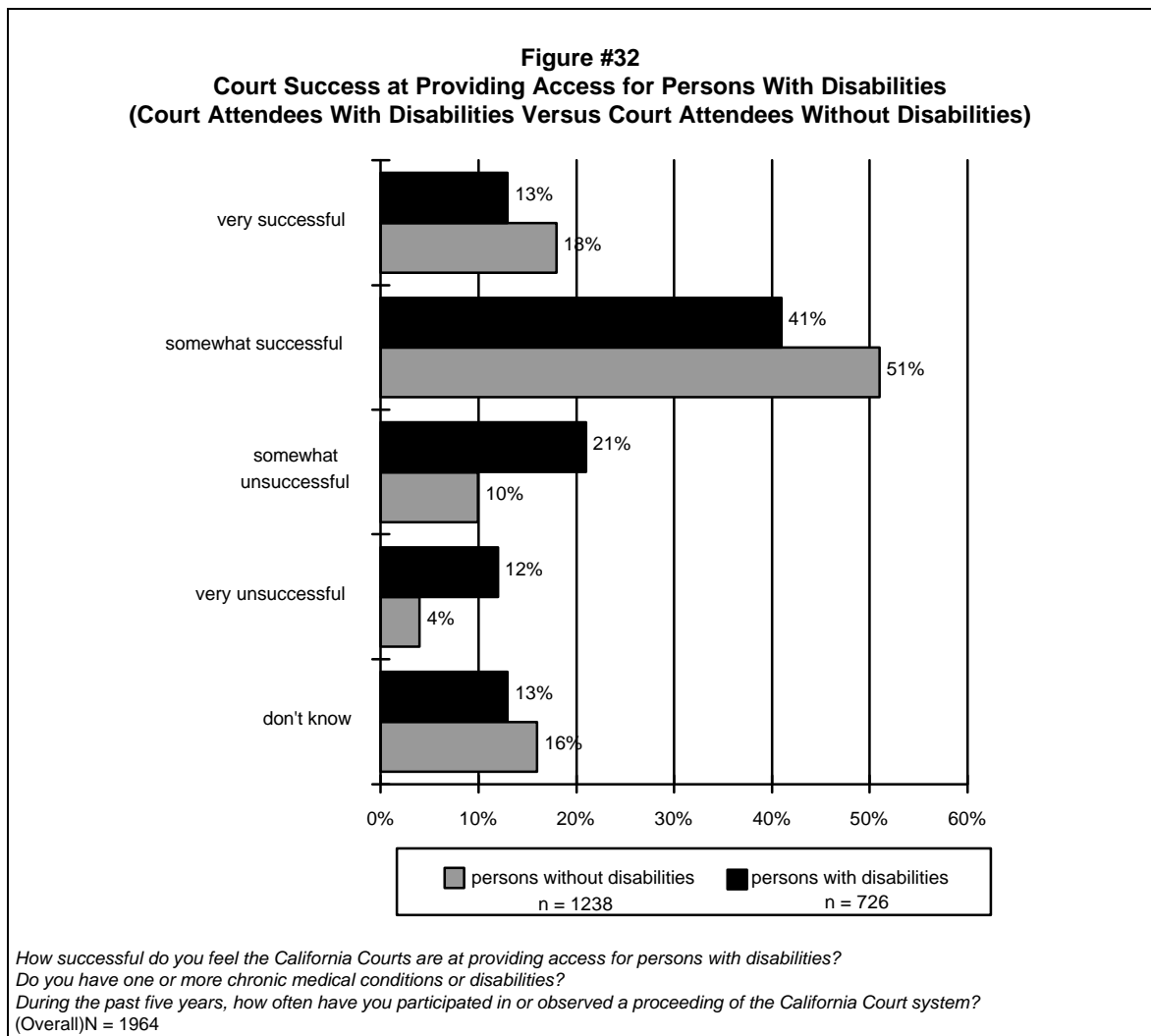




5.1.7 Success in the California Courts at Providing Access for Persons With Disabilities: Court Attendees With Versus Court Attendees Without Disabilities

This disparity between attitudes among persons with and persons without disabilities regarding success in the California Courts at providing access is especially notable among respondents who had attended court in the past five years.

- Compared to persons with disabilities, court attendees who *have no disability* are *more likely* to feel that the California Courts are *very successful* (18% versus 13%) or *somewhat successful* (51% versus 41%) at providing access.
- Conversely, court attendees with disabilities are more likely than court attendees without disabilities to feel that the California Courts are *somewhat unsuccessful* (21% versus 10%) or *very unsuccessful* (12% versus 4%).





5.1.8 Success in the California Courts at Providing Access for Persons With Disabilities: Comparisons Across Type of Disability

Facing the California Courts as they try to provide access for persons with disabilities is the wide range of needs and disabilities which must be addressed. The current findings suggest that persons who have disabilities which affect their ability to see and/or hear are the most likely to feel that their needs are not being adequately addressed.

- Court attendees with severe vision impairments (66%) or hearing impairments (56%) were the most likely to feel that the California Courts are *somewhat* or *very unsuccessful* at providing access for persons with disabilities.
- Conversely, attendees with severe mobility impairments (60%) and/or environmental sensitivity (55%) were the most likely to think that the California Courts are *somewhat* or *very successful* at providing access.

Table #3
Success in the California Courts at Providing Access for Persons With Disabilities
(Comparisons Across Type of Disability)

locus of disabilities*	very or somewhat unsuccessful	very or somewhat successful
vision (n=27)	66%	34%
hearing (n=41)	56%	44%
reading (n=25)	56%	44%
mood (n=24)	54%	46%
stamina (n=69)	48%	52%
environmental sensitivity (n=49)	45%	55%
mobility (n=172)	40%	60%

How successful do you feel the California Courts are at providing access for persons with disabilities?

To what degree does your condition or disability affect the following abilities?

*only groups with n ≥ 20 included



5.1.9 Success in the California Courts at Providing Access for Persons With Disabilities: Comparisons Across Professions

Notable differences appear in the degree of success which people from various professions assign to the California Courts' attempts to provide access for persons with disabilities.

- Legal Advocates (23%) are far more likely than any other professional group to say the California Courts are currently *very unsuccessful* at providing access for persons with disabilities.
- On the other end of the spectrum, Judges (34%) are notably more likely than any other group to consider the current efforts being made by the California Courts as *very successful*.

However, it is significant to note that the largest proportion of people in all professions described the California Courts as *somewhat successful* at providing access for persons with disabilities.

Table #4
Success at Providing Access for Persons With Disabilities in the California Courts:
Comparisons Among Professional Groups*

	very unsuccessful	somewhat unsuccessful	somewhat successful	very successful	don't know
Advocate (Legal) (n= 61)	23%	25%	33%	3%	16%
Advocate (Non-Legal) (n = 192)	12%	16%	40%	10%	22%
Bailiff (n = 25)	12%	4%	52%	20%	12%
Other (Legal) (n = 88)	11%	18%	40%	16%	15%
Student (n = 40)	10%	25%	28%	8%	30%
Service Provider for Persons w/Disabilities (n = 202)	7%	16%	43%	4%	29%
Other (Non-Legal) (n = 405)	6%	11%	44%	11%	28%
Attorney (n = 217)	3%	11%	51%	12%	23%
Judge (n = 338)	3%	11%	45%	34%	7%
Court Staff (n = 448)	2%	9%	57%	19%	13%

*How successful do you feel the California Courts are at providing access for persons with disabilities?
Please indicate your primary professional affiliation.*

*Professional groups represented by n≥20 respondents.
(Overall)N = 2016



5.1.10 Success in the California Courts at Providing Access for Persons With Disabilities: Comparisons of Court Attendees from Different Professions

The pattern observed among respondents in general maintains when we look only at persons who have attended court in the past five years.

- Legal advocates who have attended court (27%) are much more likely than any other group of court attendees to rate the California Courts as *very unsuccessful* at providing access for persons with disabilities.
- Again, all groups (with the exception of law students) are most likely to rate the California Courts as *somewhat successful* at providing access. Law Students are most likely to rate the courts as *somewhat unsuccessful*.

Table #5
Success at Providing Access for Persons With Disabilities in the California Courts:
Comparisons Among Court Attendees from Different Professions*

		very unsuccessful	somewhat unsuccessful	somewhat successful	very successful	don't know
Advocate (Legal)	(n = 52)	27%	25%	37%	2%	10%
Advocate (Non-Legal)	(n = 120)	18%	20%	41%	8%	13%
Other (Legal)	(n = 74)	14%	20%	39%	18%	10%
Bailiff	(n = 25)	12%	4%	52%	20%	12%
Student	(n = 30)	10%	30%	23%	10%	27%
Service Provider for Persons w/Disabilities	(n = 130)	9%	19%	50%	4%	19%
Other (Non-Legal)	(n = 203)	8%	11%	47%	13%	21%
Judge	(n = 333)	3%	11%	45%	34%	7%
Attorney	(n = 214)	2%	11%	52%	12%	22%
Court Staff	(n = 417)	2%	9%	57%	20%	13%

How successful do you feel the California Courts are at providing access for persons with disabilities?

Please indicate your primary professional affiliation.

During the past five years, how often have you participated in or observed a proceeding of the California Court system?

*Professional groups represented by n≥20 respondents.

(Overall)N = 1598



5.1.10 Success in the California Courts at Providing Access for Persons With Disabilities: (cont'd)

Qualitative Interviews

Qualitative program participants were asked their opinions about how effective they thought the courts have been in meeting the requirements of the ADA.

A great many interview participants felt that the courts have generally attempted to meet ADA requirements, although there was little consensus regarding the resulting level of success. Participants overwhelmingly perceive that the progress of implementing the ADA has been impeded by (1) inadequate funding, (2) lack of consultation of persons with disabilities by building administrators when designing or retrofitting buildings to meet ADA mandates, and (3) apathy.

Verbatim comments:

So far so good. Most progress is with the new buildings (disabled ramps etc.). The least amount of progress has been made in the records area of the building.

I think the courts are fair in meeting the ADA. The improvements I feel are still needed regarding increased accessibility. (Los Angeles Superior Court)

Honest attempts have been made to comply with the ADA. The most progress I've observed is with the Downey Courthouse because it is new. I think there needs to be more progress made with regards to people with speech problems, and putting thought in meeting the individual's needs.

The changes are probably good for people with wheelchairs, but people who are not in wheelchairs aren't recognized as also having needs. To meet ADA for me, there must be some consideration to the types of materials they use in building (i.e., VOC paints). I think they should ask employees not to wear cologne or other highly scented products.

I feel it is effective in the Compton Courthouse. I think the most progress was made in wheelchair access because it was designed in a way that makes it easy to get around. But it seems that in case of a fire there is no way to exit the building without an elevator or stairs.



5.1.10 Success in the California Courts at Providing Access for Persons With Disabilities: (cont'd)

Qualitative Interviews

Fort Bragg has done everything to meet ADA. The county courthouse is the biggest problem because it is so old. Progress has been slow because they are in the public sector and feel immune or "above the law" since they are the ones that make the decisions and issue permits and regulations. The private sector would have been forced to make the improvements. There should be specific time restraints for courts and county to comply or else funding to the county should be cut.

I think the courts have been effective in meeting ADA. The least progress is that there is not enough disabled parking. Funding is an issue. They say, "I hate to tell you, but we just don't have a lot of loot."

I don't see any progress. My suggestion is that one agency should handle all the complaints for infractions to the ADA and not office by office as it is now.

I find them to be effective. Most progress has been made with ramps installed. The least progress would be with attitudes among courthouse staff.

ADA Van Nuys is making improvements. The biggest improvement is that there are actually surveys like this one. The least improvement would be physical access for attorneys. People are still under the impression that we want special rights and not equal rights. Also, they don't realize that costs are not out of reach. This could be taken care of with work within the community and have open forums, independent living centers, etc. Basically we need detailed information and follow-up.

Things are getting better because disabled people are getting more vocal about their needs. Most progress is in Antelope Valley (totally accessible) because it is new.

I don't think they are very effective. The most progress has been made with disabled parking. The least is with attitudes towards the disabled. My suggestion is more funding.

I feel that the courts have ignored the ADA. The only progress is with new buildings. The older ones only improve their accommodations if specifically forced.



5.1.10 Success in the California Courts at Providing Access for Persons With Disabilities: (cont'd)

Qualitative Interviews

The courts are just now beginning to realize that the ADA applies to them. Most progress in accommodating disabled employees is because of unions and employee groups drawing attention to it. Least improvement is in the courthouse due to age. Courtroom staff have to be indoctrinated in it and then have to convince the agencies that fund the courts to fund the necessary conversions.

Everything is fine except for the jury box issue. I'd say the biggest problem is the lack of interest in compliance. I think someone in a wheelchair should help configure courtrooms.

I felt awkward asking for directions around the court. There are no chairs, not enough disabled parking and the parking that exists is too far away. The restroom doors are too heavy. There was no one available to help me carry my tray in the cafeteria. The awkwardness was the worse.

ADA compliance is slow. The attitude is that they are there to help, but there is not enough funding. Someone that is disabled should be there to advise them. For example, they converted a courtroom for wheelchairs, but no one actually sat in a wheelchair to test it. The result was that the line of sight was off and it had to be re-done.

They don't pay attention to the ADA because they don't see enough disabled people and funding seems to have "taken a back seat" to bilingual capabilities. Stricter laws would help enforce it--and tougher consequences for infractions.

I feel it has been ineffective because of lack of funds. They need to get more funding. In lieu of revamping the whole thing, though, just have one room that can accommodate everyone effectively.

The courts are not effective in meeting ADA. In Riverside County the senior judge is "downright hostile and I can see his look get downright cold." He is in charge of remodeling the courthouse. I work on the committee that is remodeling the court and the judge is blocking us at every point. My suggestion is to get more people involved that are in the disability community (all types of disabilities) in some sort of committee process. I think there should be a mandatory advisory committee.



5.1.10 Success in the California Courts at Providing Access for Persons With Disabilities: (cont'd)

Qualitative Interviews

I would say the courts are halfway effective in meeting the ADA. Most progress is in the building process. Least progress is interior (not enough ramps). The process is slow because of lack of funding. My suggestions is that courts need to let people know what they need to convert a courthouse.

Overall I feel that ADA requirements have been met. No one has expressed to me that there is a problem with meeting ADA standards.

There is a definite need for newly installed ramps and parking. The newly built courts show the most progress. More funding and meeting with disabled to find out the disabled needs would be a tremendous help.

I think it is too early to tell--the courts system needs to try harder to understand mental disabilities.

Progress is slow because everything the judicial system does is slow. Courts must be willing to accommodate in all areas.

I feel there is medium effort in compliance to ADA. The most improvement is with sidewalks. I'd say the least is the fact that there is no wide elevator.

"Changes are happening all the time." I feel the most progress is being made with the addition of metal detectors (guards will now check me separately). The least progress is being made regarding the distance from parking to the courthouse. Progress is slow because of lack of funding and there is only so much you can do in instances where the building is old and the lay out was done a long time ago.

They are trying very hard. Older buildings make it hard to make changes. There is a definite need to have more "cutouts" in streets. Halls are difficult because they aren't straight, there are some ramps, but they are narrow. I believe that they are really working at meeting ADA.

I don't see any progress being made. The court staff should be educated on how to handle people with mental illness, i.e., treat them with the same respect as a physically disabled person would get.



5.1.10 Success in the California Courts at Providing Access for Persons With Disabilities: (cont'd)

Qualitative Interviews

I feel the ADA requirements are not effective in regards to AIDS due to the stigma attached. I think it would be great if education was increased and more support systems like clerical jobs were created to file actions, and to provide access to fax and copies machines for people in similar situations as mine.

I feel the courts don't comply with ADA law. I think this is mainly due to the lack of funding and people without disabilities forget about those who are disabled. The most progress has been made in the area of jury selection.

We try to make them feel like they are wanted. I suggest they start putting money with the bill instead of unfunding mandates.

I think that the ADA effectiveness was okay in Napa. The Ventura Superior Court has special listening devices. I think courts are trying. I suggest that they have one person assigned to each court to help meet needs for the disabled and to make sure they are there, working and being used.

The court is trying to meet ADA, but people generally need more training in ADA and dealing with disabled people.

I think the court is working on meeting ADA requirements. Most improvements are monitors for the hearing impaired. Some definite improvement would be needed in the area of staff attitudes. I suggest that judges and lawyers should be required to have MCLA hours.

ADA effectiveness is getting better. The least improved area would be in the attitudes of old federal judges. I suggest that they should have a disabled person to advise.

I think the court has met ADA standards. (Santa Ana Superior Courthouse Marshall)

The Courts have been ADA ineffective because of bad attitudes. Progress was only made when the general public became incensed when they heard about the judge that let the air out of the disabled person's tire. He was not allowed to run again. My suggestion is to have disabled people advise and educate the courts.



5.1.10 Success in the California Courts at Providing Access for Persons With Disabilities: (cont'd)

Qualitative Interviews

As far as ADA effectiveness goes, I feel that "5 out of 10" are trying. I don't know why it is not more effective. I suggest that they put themselves in a wheelchair to get perspective. Also go to movie theaters to see how well they handle it.

I think the ADA is not effective. The most progress is with new buildings. The least progress has been made with converted older buildings.

In regard to the ADA, I think the courts are making a lot of progress. The most progress is in the area of allowances for people who are physically disabled. The least amount of progress is in the attitudes of the staff. I think this could be solved with the addition of disabled people on advisory committees.

I give the ADA progress a "D" grade. Progress is slow because of funding and no organization is there to put pressure on the government. I think the disabled should have a disabled liaison.

The court is really making an effort to meet ADA guidelines. The most progress has been made with interpreter services and newer buildings. The least progress is in retro-fitting older buildings. The courts are anxious to make the changes but hardly have the money to even stay open.

I think the new facilities meet ADA. The old facilities try though they are under fiscal constraints (have to share funding with all county buildings).

The courts try their best to meet ADA. The most progress has been made with ramps. I suggest that they have bigger rooms in courthouses.

I think ADA courts are complying. The "letter of the law is followed," but the spirit of it is not.

Courts are trying to comply with ADA, but have money constraints.

I feel we are ADA effective. Most progress is demonstrated with the hiring of disabled employees due to "prodding" by different disabled groups.



5.1.10 Success in the California Courts at Providing Access for Persons With Disabilities: (cont'd)

Qualitative Interviews

The courts are not effective in meeting ADA. The least progress is in attitudes that say "I'm better than a disabled person, but they get hand-outs." My suggestion is get disabled input.

I think we are meeting ADA--in my courtroom at least. I have the newest courtroom that has a lift for people into witness and jury boxes.

The ADA is being met with moderate effectiveness in physical access, but not effective as far as attaining justice in seeking help. The judges refusing to grant extra continuances for persons with disabilities, statute of limitations make it hard to. Also courts need to increase ventilation and minimize toxins in courtrooms, and some impose regulation regarding people wearing perfume in courtrooms.

ADA effectiveness is improving. I suggest a team for disabled groups to advise.

My suggestion to meet ADA is to burn down all courthouses and start over. The courts are ADA effective. I suggest that through education we should make attorneys more open to having capable disabled people serve as jurors.

The courts are ineffective in regards to ADA. My suggestion is compulsory education to court house staff on all levels.

The courts are ADA effective. I suggest making the jury box chair accessible.

The courts are trying to meet ADA. General social change shows the most progress. I suggest trying to involve many disabled people in planning and judicial process.

I felt that for the most part the court was ADA effective. The most progress I noticed was when a court staff served me over the phone ("reluctantly"). There should be more services by phone.

The court was not effective in meeting ADA. I suggest educating people not to wear or use heavy scented products in courthouse.



5.1.10 Success in the California Courts at Providing Access for Persons With Disabilities: (cont'd)

Qualitative Interviews

With regard to the ADA, there is sometimes overkill. The sizes are sometimes larger than they have to be, ramps can be too long which brings up cost. I suggest have disabled people participate in designing process.

The courts have been slow to respond to ADA. "Change is process." I suggest court workers receive education (especially towards people with mental health disabilities).

The courts are not effective in meeting ADA requirements. Every courthouse employee at the very least should know who is in charge of and where the disabled person's office is. MOST IMPORTANTLY, the courthouse staff needs to acknowledge that not all disabled people are in wheelchairs.

The ADA has been fairly effective. There has been recent increase in the ADA and action toward employers who do not abide by the ADA.

I am not too familiar with the law, but I can see room for improvement. The doors to the court should have wheelchair access. The parking for wheelchair access is located farther than it should be. It could be right in front, but it's at the farthest point of the main entrance and slightly uphill.

The judges are trying within the limited funds provided by the county supervisor. The real problem is money from the supervisors.

There seems to be an expectation that enforcement of the ADA is a federal responsibility. The state justice system has severely under-funded education efforts for the ADA as well as staffing support for the enforcement of the Act.

The courts seem to be making an effort to meet the overall goals of the ADA--that is to make the courts accessible to persons with disabilities. Most courts appear to lack knowledge of the ADA's specific requirements. But progress appears to have been made on its general requirements.



5.1.10 Success in the California Courts at Providing Access for Persons With Disabilities: (cont'd)

Qualitative Interviews

Based on my experience I have seen little effective compliance with the ADA. Judges and other court staff appear to be well aware that they must comply with the ADA, however, they are either resistant to requests for accommodation or don't know how to come into compliance. A good example is when myself and 23 other disabled defendants were on trial and requested shortened court days. The judge was reluctant to give us such accommodations saying that Sacramento County could not afford to do so. We were finally given shortened court days so that we could be present at our own trial, but only after much resistance by court officers and persistence from our lawyers.

Based upon my own personal experiences, I have found that generally the courts are ignorant of the requirements of the ADA. They usually are willing to comply and correct those areas of non-compliance once such matters are brought to their attention, however, unless they find themselves facing a complaint or suddenly working with another who has a disability, they are unaware that any barriers exist.

It appears to me that they have not even started to recognize that changes are needed, let alone enough to begin implementing the guidelines of the ADA.

The ADA is 50-75% effective. Court rulings have often gone against the disabled in favor of budget cuts, or because of misunderstandings by the non-disabled.

*Pretty effective. Courts should have wheelchair access on all floors, though.
(Stockton Superior Court)*

As much as can be expected. Some historical courthouses are not amenable to modifications. Most courts lack funds to provide special equipment or personnel to assist persons with disabilities.

*The courts have done a good job in their efforts to change the physical facilities to accommodate persons with disabilities given the budget constraints. The courts have not done as well in dealing with the problems of communication, perceptions, and how to effectively balance whether any adjustments need to be given to a person with a disability merely because of the disability. This, it seems to me is a problem we will be confronting for sometime to come.
(Downey Court)*



5.1.10 Success in the California Courts at Providing Access for Persons With Disabilities: (cont'd)

Qualitative Interviews

To this date I feel that they have not completely met the challenge of the blind community. But I do think they have made strides when it comes to wheel chair accessibility.

By and large I think they have done a good job considering there are budget constraints.

On a scale of 1 to 10, the courts get approximately 3.5. Many courts have yet to make courtrooms/parking/entrances to buildings in smaller cities accessible. Many courts still have inaccessible jury boxes, witness stands, fixed seating in the audience/jury box, no materials in Braille or large print, and may or may not hire competent large and small group sign language interpreters. Public restrooms may be inaccessible or inconveniently located if they are accessible.

On a minimal basis the courts have complied.

The court is beginning to comply with the ADA requirements, but it is still a long way to go. I am on the Committee for Persons with Disabilities in the San Diego County and one of the things that has been helpful is that the county wanted to hear my input on how the courtroom should be accessible, etc. Recruiting people with disabilities to work/volunteer in the local or state level related to the justice department will be beneficial to improve the accessibility in the courtrooms. Partnership and education are the key foundation to this. The courts have done partial physical access modifications but a lot more process and procedure thinking is needed. Coordination might also be needed, Unfortunately, the old way of doing things continues. No deep thinking/attention has been done beyond the superficial physical access issue. Locally, the court administration hasn't given such matters deep thought.

Not effective at all, perhaps feeling exempt because of their governing status.

I believe that no court anywhere in California or the USA will comply with the ADA unless forced to do so.



5.1.10 Success in the California Courts at Providing Access for Persons With Disabilities: (cont'd)

Qualitative Interviews

There is obvious room for improvement. It appears that there are still many barriers to be overcome. A lot of these barriers could be easily eliminated with a minimum amount of time and cost.

Good job given resources available.

Only partly effective. Cost considerations appear to override any appreciation of the critical need.

To my knowledge the courts have only provided wheelchair accessibility.

Not effective at all. In fact, many judges and staff need education on the rights of the disabled. I believe that most of the attitudes we face are based on lack of understanding and sensitivity.

Overboard in some cases. Often we have overcompensated to the detriment of the vast majority (public, attorneys, staff). For example, ramps added to older courtrooms when remodeling occurs but courtrooms have not increased in size. There are accidents from tripping over these ramps (jurors, witnesses, staff, counsel).

The courts have been reasonably successful in meeting the requirements of the ADA. The courts do not have total control over the buildings that house them and the support staff in this county seem to be especially sensitive to all persons that need government services.

In Shasta County the courts have been very supportive of ADA standards. I find it kind of interesting, though, that the attempts for improvement are made by individuals without disabilities without consulting those with disabilities. The voice of the disabled should be included in the implementation process.

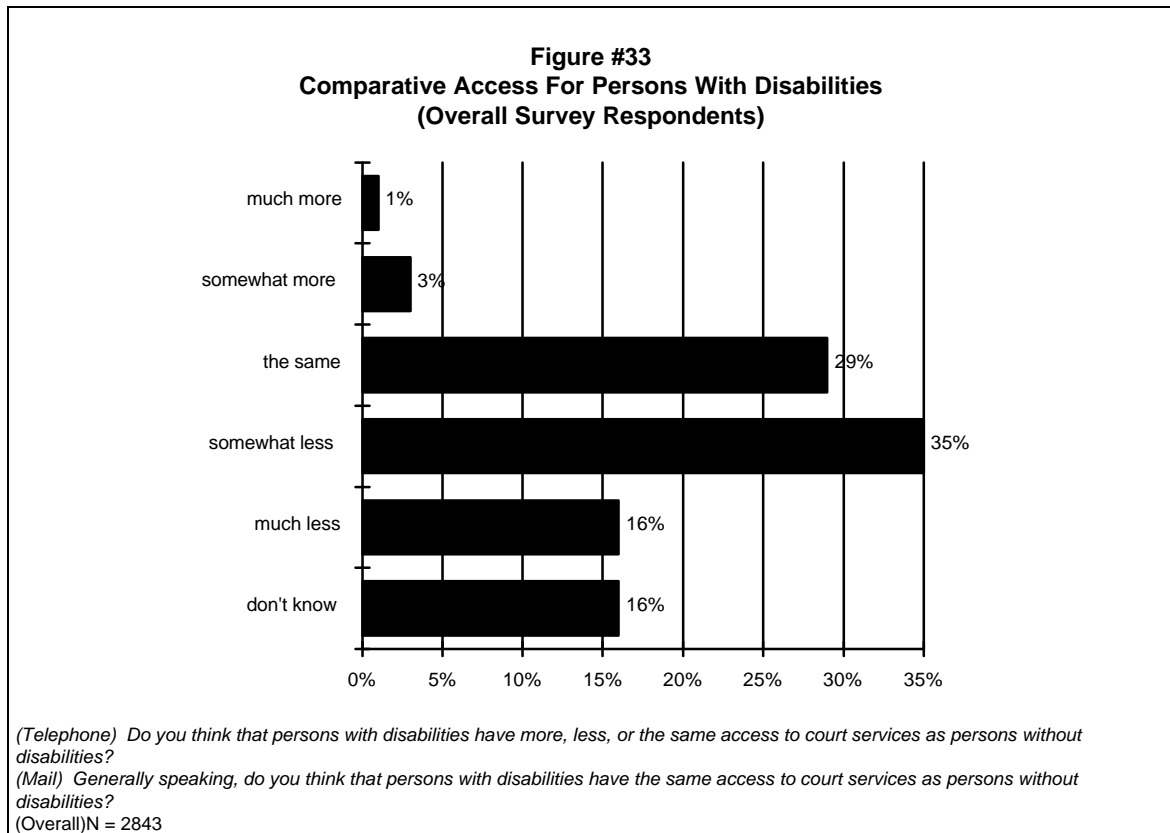
Unfortunately, the requirements of ADA have come at a time when many state courts are under-funded. I believe the courts have done the best they can given the age of many of their facilities. I find many individuals with disabilities are hostile and militant.



5.1.11 Comparative Access Granted Persons With Disabilities

As we would expect from the previous finding, a majority of people surveyed (51%) think that persons with disabilities do not receive equal access to the California Courts.

- The largest proportion (35%) of respondents felt that persons with disabilities have *somewhat less* access to court programs, activities and services than do persons without disabilities.
- However, a large number of people (29%) said that persons with and without disabilities do receive the *same* level of access.
- A much smaller number of people (16%) said that persons with disabilities receive *much less* access to the California Courts.

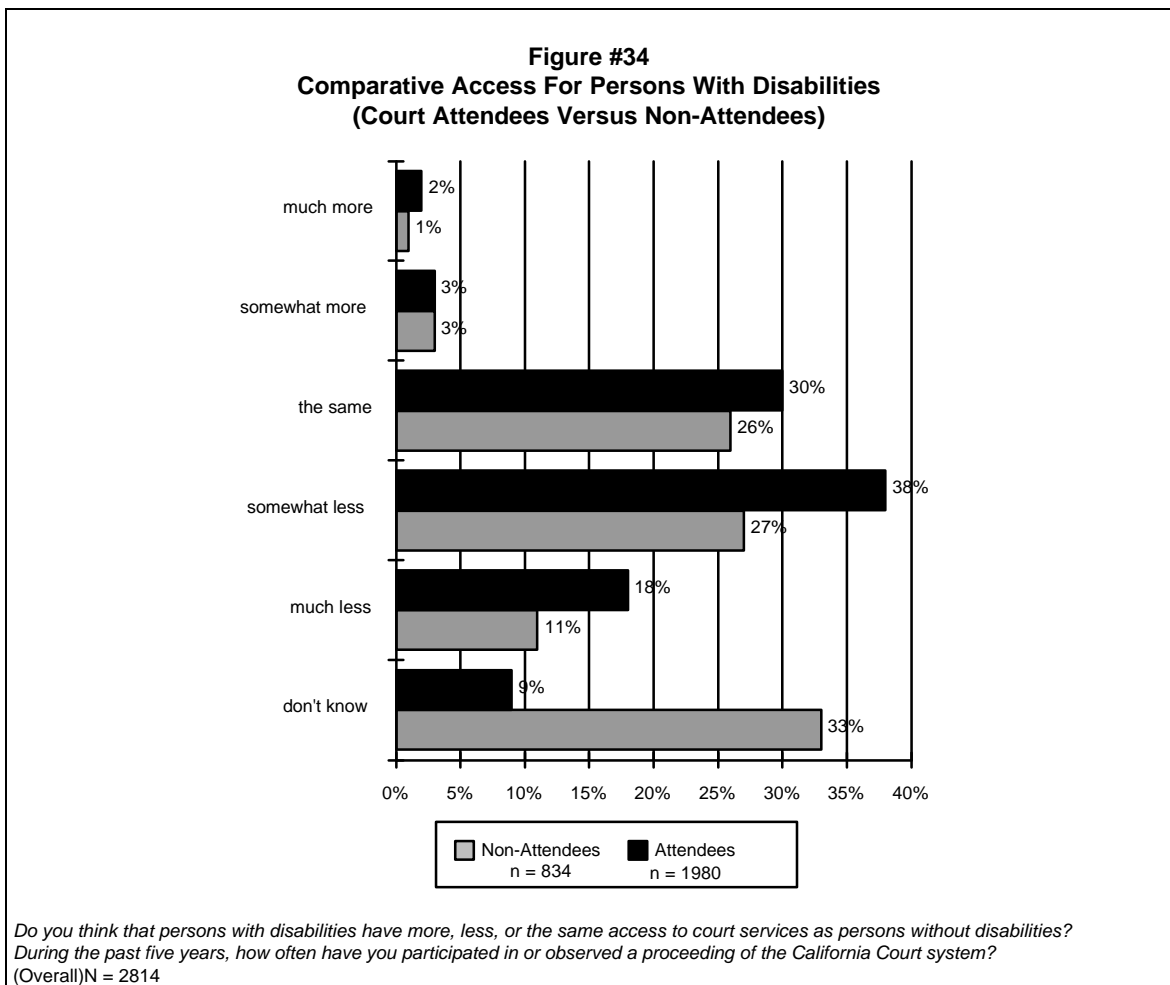




5.1.12 Comparative Access Granted Persons With Disabilities: Comparisons Across Court Attendees and Non-Attendees

When it comes to the comparative level of access afforded persons with disabilities by the California Courts, differences existed between perceptions among attendees and non-attendees of the court system.

- People who had attended the California Courts in the past five years were more likely to say that people with disabilities receive somewhat less (38%) rather than the same access (30%) as persons without disabilities.
- Non-attendees of the California courts, on the other hand, were almost evenly divided in terms of whether they thought persons with disabilities receive the same level of access (26%), somewhat less access (27%), or whether they simply didn't know (33%).

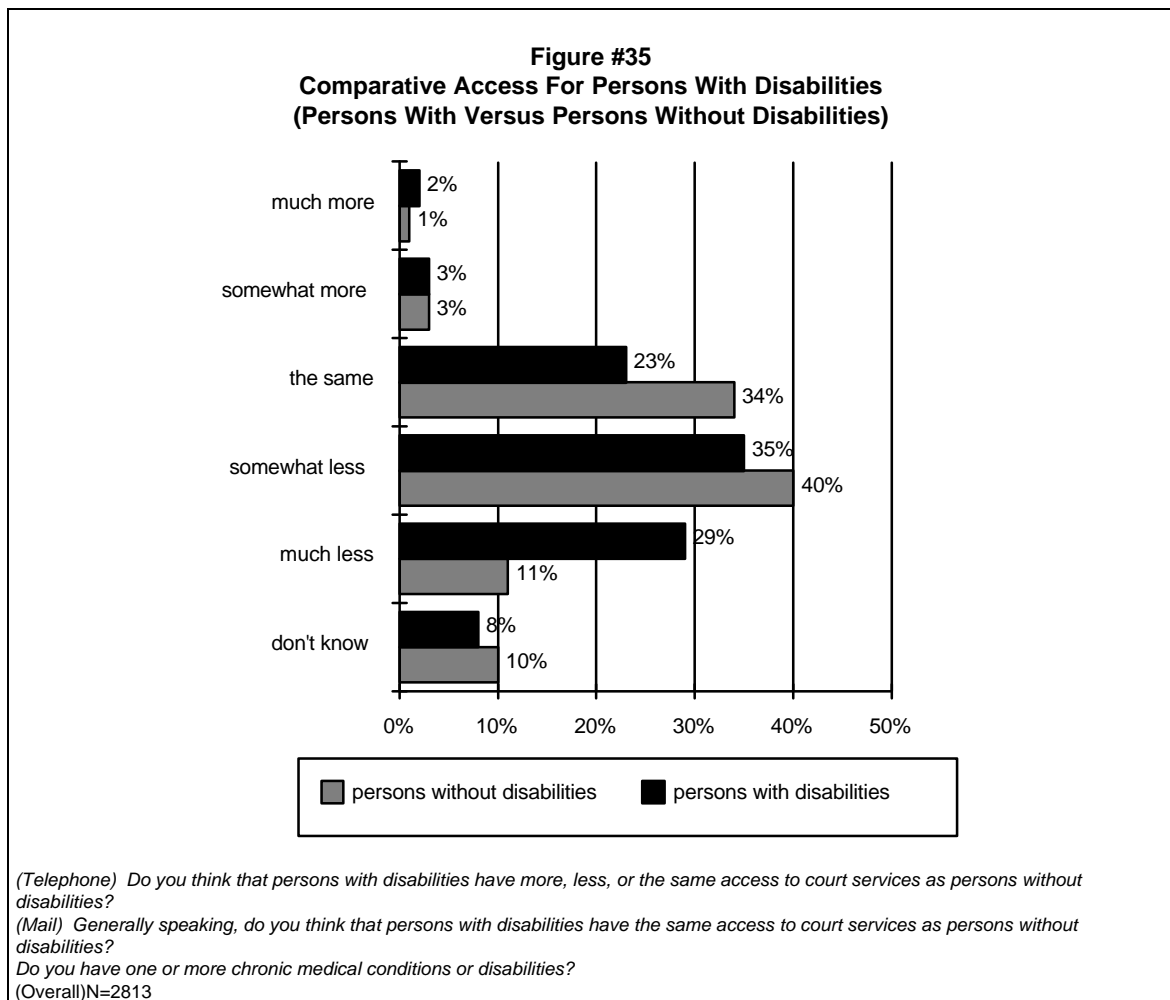




5.1.13 Comparative Access Granted Persons With Disabilities: Persons With Versus Persons Without Disabilities

A disparity of opinions is also evident between persons who have and persons who do not have disabilities.

- Comparing these two groups, persons without disabilities are more likely to say that persons with disabilities are granted *the same* (34% versus 23%) amount of access to California Court programs, activities and services.
- Persons with disabilities, on the other hand, are more likely to say that the courts grant them *much less* (29% versus 11%) access.



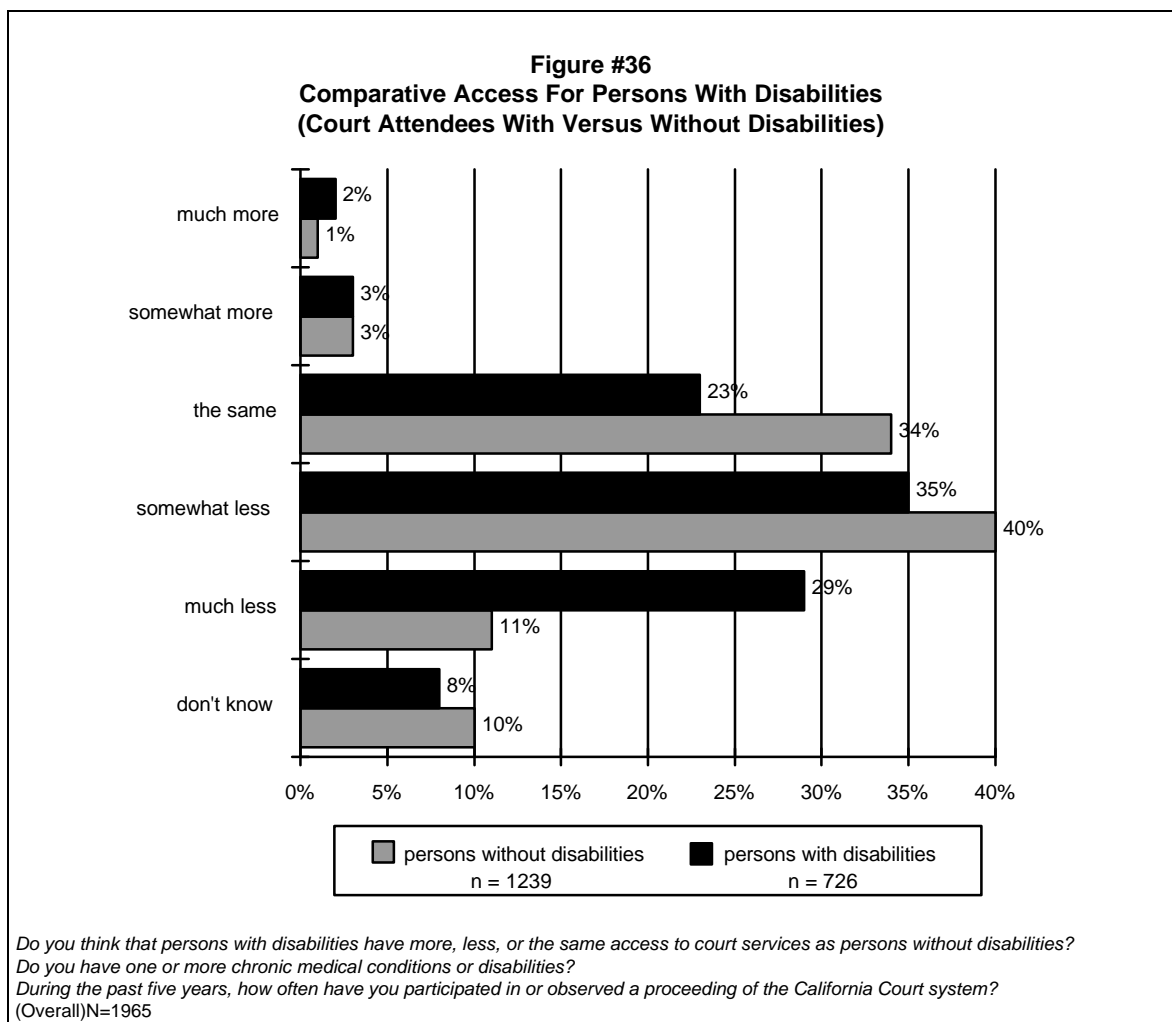


5.1.14 Comparative Access Granted Persons With Disabilities: Comparisons Across Court Attendees With and Without Disabilities

Among people who have actually been in court over the past five years the difference in attitudes between persons with and without disabilities are even more telling.

- Comparing these two groups, Court Attendees without disabilities are much more likely to say that persons with disabilities are provided the same level of access (34% versus 23%)
- Court Attendees with disabilities, on the other hand, are significantly more likely to say that they are provided with much less access (29% versus 11%).

A pervasive issue facing the California Court system appears to be the need for persons with and without disabilities to agree on what conditions currently exist and where remedies need to be applied.





5.1.15 Comparative Access Granted Persons With Disabilities: Comparisons Across Professional Groups

There were clear differences between professional groups in the perceived amount of access to court services and programs currently available to persons with disabilities relative to persons without disabilities.

- Legal advocates (55%) and Law Students (35%) were the most likely to feel that persons with disabilities receive much less access than persons without disabilities.
- Attorneys (48%) and Judges (44%) were the most likely to say that persons with disabilities receive *somewhat less* access.
- Bailiffs (44%) and Court Staff (42%) were the most likely to feel that persons with and without disabilities receive *the same* level of access, although an equally large percentage of Court Staff (41%) indicated that persons with disabilities receive *somewhat less* access.

Table #6
Perceptions of Comparative Court Access by Profession*

	Much Less	Somewhat Less	The Same	Somewhat More	Much More	don't know
Advocate (Legal) (n = 62)	55%	27%	8%	3%	0%	7%
Law Student (n = 40)	35%	23%	20%	5%	3%	15%
Advocate (Non-Legal) (n = 192)	27%	31%	23%	3%	0%	17%
Service Provider for Persons w/Disabilities (n = 201)	24%	38%	12%	5%	2%	20%
Other (Legal) (n = 88)	18%	30%	31%	3%	1%	17%
Bailiff (n = 25)	16%	36%	44%	0%	0%	4%
Attorney (n = 217)	15%	48%	21%	2%	1%	13%
Judge (n = 338)	11%	44%	37%	3%	2%	4%
Other (Non-Legal) (n = 405)	8%	30%	38%	3%	1%	20%
Court Staff (n = 445)	7%	41%	42%	4%	1%	6%

Do you think that persons with disabilities have more, less, or the same access to court services as persons without disabilities?

Please indicate your primary professional affiliation and job type.

*Professional groups represented by n≥20 respondents.

(Overall)N = 2044



5.1.16 Comparative Access Granted Persons With Disabilities: Comparisons Across Professional Groups Attending Court

The same pattern seen among people in general is evident among *court attendees* in regards to perceptions of comparative access for persons with disabilities among people from different professional backgrounds.

Table #7
Perceptions of Comparative Court Access by Profession*

	Much Less	Somewhat Less	The Same	Somewhat More	Much More	don't know
Advocate (Legal) (n = 53)	62%	26%	6%	2%	0%	4%
Law Student (n = 30)	43%	23%	20%	3%	3%	7%
Advocate (Non-Legal) (n = 120)	38%	33%	18%	3%	0%	8%
Service Provider for Persons w/Disabilities (n = 129)	30%	42%	11%	5%	1%	12%
Other (Legal) (n = 74)	22%	31%	32%	4%	1%	10%
Bailiff (n = 25)	16%	36%	44%	0%	0%	4%
Attorney (n = 214)	14%	49%	22%	2%	1%	13%
Judge (n = 333)	11%	44%	38%	2%	2%	4%
Other (Non-Legal) (n = 203)	9%	31%	41%	3%	2%	13%
Court Staff (n = 415)	7%	41%	42%	4%	1%	6%

Do you think that persons with disabilities have more, less, or the same access to court services as persons without disabilities?

Please indicate your primary professional affiliation and job type.

During the past five years, how often have you participated in observed a proceeding of the California Court system?

*Professional groups represented by n≥20 respondents.

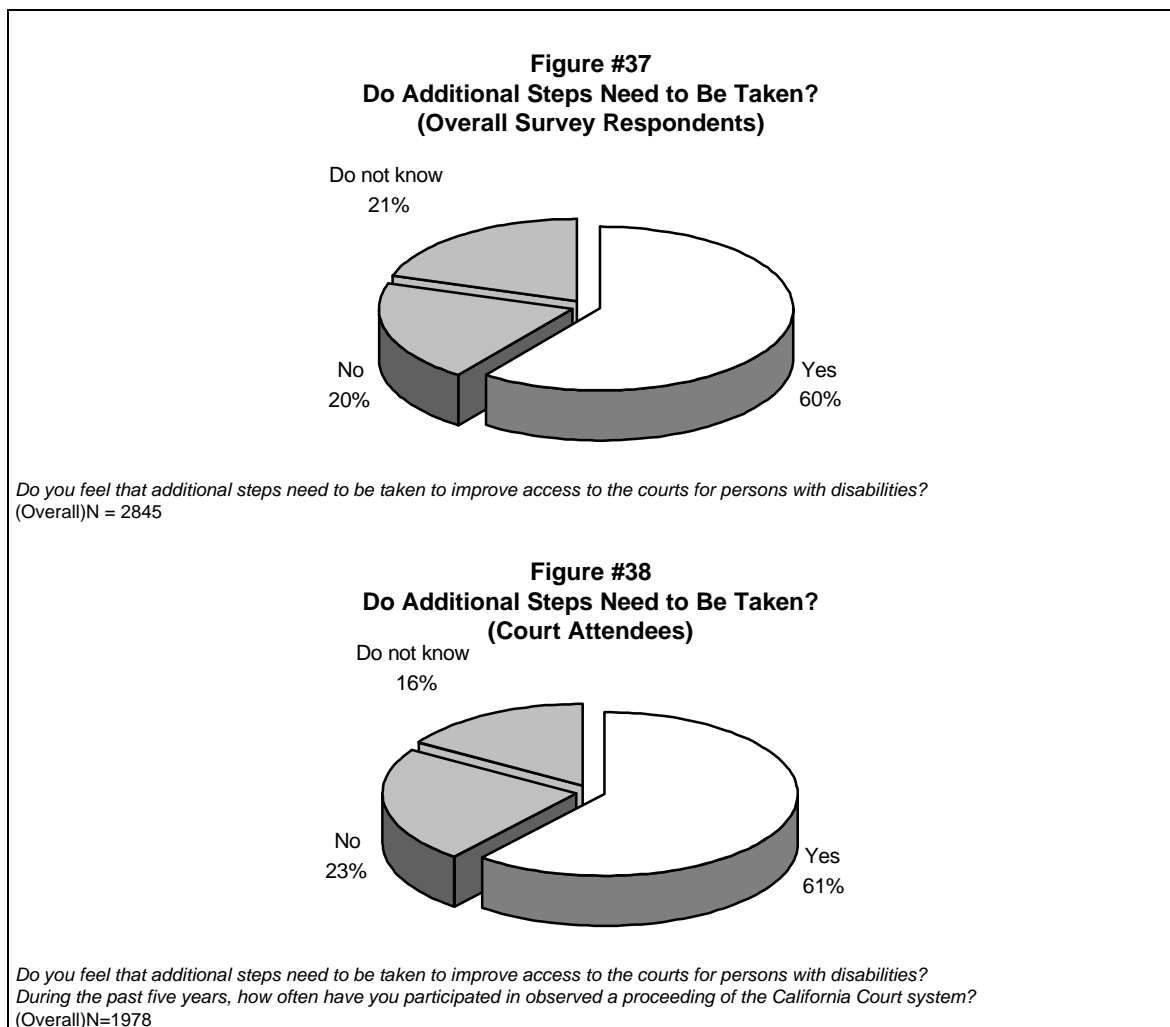
(Overall)N = 1596



5.1.17 Does More Need to Be Done in the California Courts?

A majority of respondents felt that additional steps need to be taken by the California Courts in regards to providing access for persons with disabilities.

- Overall, 60% of all respondents felt that additional steps need to be taken.
- Among people who *had* attended court in the past 5 years, 61% felt that additional steps need to be taken.
- 20% of the respondents overall, and 23% of court attendees felt that no additional steps need to be taken to improve access for persons with disabilities.

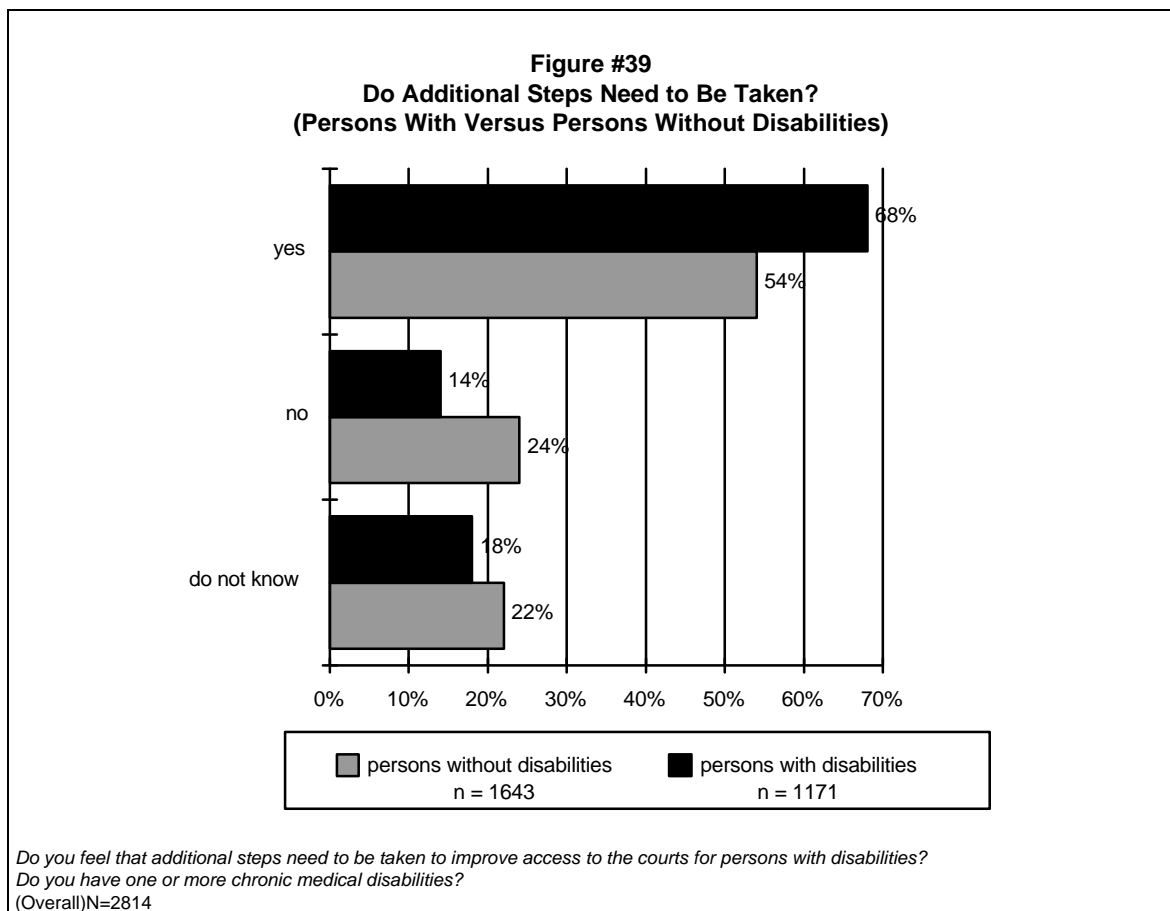




5.1.18 Does More Need to Be Done in the California Courts? Persons With Disabilities Compared to Persons Without Disabilities

People with disabilities were significantly more likely than persons without disabilities to say that *there is more that needs to be done* by the California Courts to provide access.

- Over two-thirds (68%) of respondents with disabilities said that additional steps need to be taken by the California Courts.
- Slightly more than half (54%) of the respondents without disabilities said that additional steps need to be taken.
- Compared to persons with disabilities, persons without disabilities were almost twice as likely (24% versus 14%) to say that additional steps *do not* need to be taken by the California Courts.

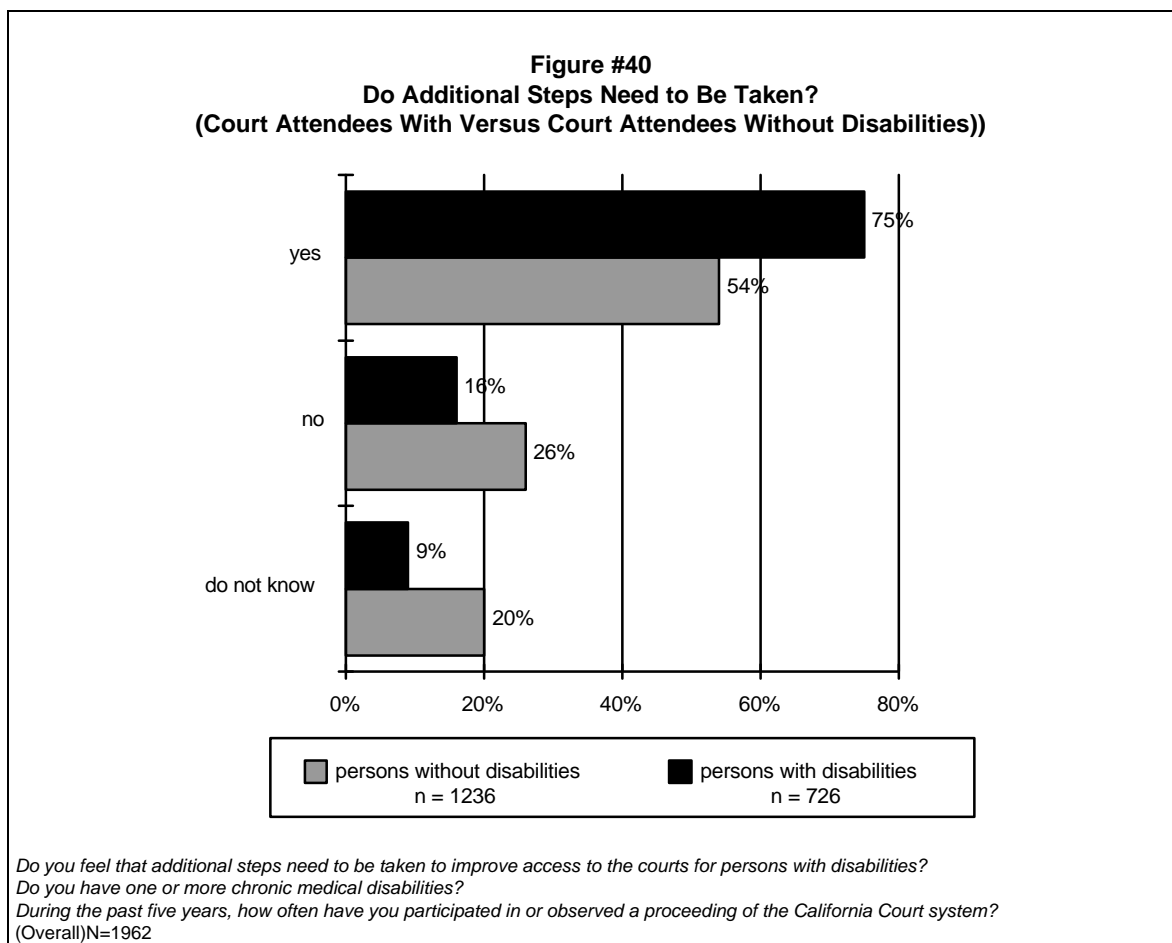




5.1.19 Does More Need to Be Done in the California Courts? Court Attendees With Versus Court Attendees Without Disabilities

The disparity of opinion between persons with and without disabilities is even greater among people who have attended court in the past five years.

- Three-quarters (75%) of court attendees with disabilities said that additional steps need to be taken by the California Courts.
- In comparison, slightly more than half (54%) of the respondents without disabilities said that additional steps need to be taken.





5.1.20 Does More Need to Be Done in the California Courts? Comparisons Across Professional Groups

A significant majority of respondents from almost all professional groups indicated that they felt *more needs to be done* by the California Courts when it comes to providing access for persons with disabilities. However, significant differences did exist between professional groups when it came to this matter:

- Overall, *legal advocates* (90%) were the most likely to feel that the California Courts need to take additional steps.
- *Judges* and *bailiffs* were the *least* likely (48% from each group, respectively) to feel that more needs to be done.

Table #8
Does More Need to Be Done in the California Courts?
Comparisons Across Professional Groups*

		No	Yes	Do Not Know
Advocate (Legal)	(n = 62)	5%	90%	5%
Legal Student	(n = 40)	10%	85%	5%
Service Provider for Persons w/Disabilities	(n = 200)	9%	70%	22%
Advocate (Non-Legal)	(n = 192)	12%	69%	19%
Other (Legal)	(n = 88)	21%	64%	16%
Court Staff	(n = 447)	26%	55%	20%
Other (Non-Legal)	(n = 405)	22%	54%	24%
Attorney	(n = 216)	24%	51%	25%
Bailiff	(n = 25)	36%	48%	16%
Judge	(n = 338)	39%	48%	13%

Do you feel that additional steps need to be taken to improve access to the courts for persons with disabilities? Please indicate your primary professional affiliation and job type.

*Only groups with n>20 shown
 (Overall)N = 2013



5.1.21 Does More Need to Be Done in the California Courts? Comparisons Across Court Attendees from Different Professions

Court attendees exhibited the same pattern of differences between professional groups as respondents overall when it came to attitudes regarding whether more should be done by the California Courts to provide access for persons with disabilities:

- With the exception of bailiffs and judges, respondents from all professions were *at least twice as likely* to say that *something more does need to be done* as they were to say that it does not.
- *Legal advocates* (93%) were the most likely to feel that the California Courts need to take additional steps.
- *Judges* and *bailiffs* were the *least* likely (48% from each group, respectively) to feel that more needs to be done.

Table #9
Does More Need to Be Done in the California Courts?
Comparisons Across Court Attendees from Different Professions

		No	Yes	Do Not Know
Advocate (Legal)	(n = 53)	4%	93%	4%
Student	(n = 30)	13%	80%	7%
Advocate (Non-Legal)	(n = 120)	9%	79%	12%
Service Provider for Persons w/Disabilities	(n = 128)	9%	76%	16%
Other (Legal)	(n = 74)	23%	65%	12%
Court Staff	(n = 416)	26%	55%	19%
Other (Non-Legal)	(n = 203)	27%	55%	18%
Attorney	(n = 213)	24%	51%	25%
Bailiff	(n = 25)	36%	48%	16%
Judge	(n = 333)	38%	48%	13%

Do you feel that additional steps need to be taken to improve access to the courts for persons with disabilities?

Please indicate your primary professional affiliation and job type.

During the past five years, how often have you participated in or observed a proceeding of the California Court system?

*Only groups with n>20 shown

(Overall)N = 1595



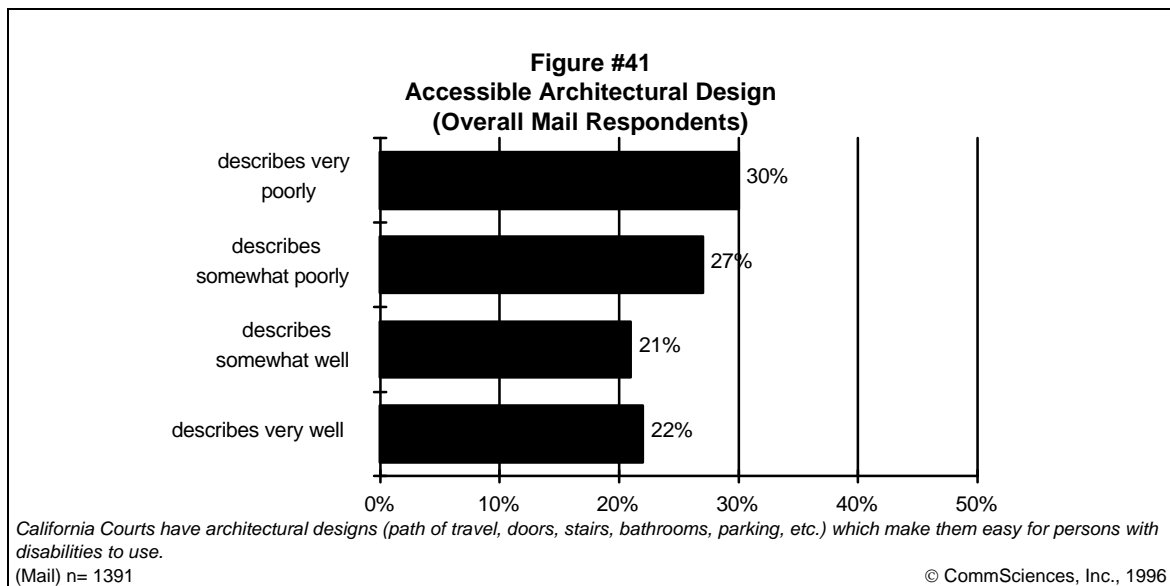
5.2 STRENGTHS AND WEAKNESSES

In order to gauge some of the strengths and weaknesses currently facing the California Courts in regards to providing access for persons with disabilities, respondents were asked to indicate how well a number of different statements *described* the courts. Ratings were taken on a scale of 1 to 10, where 1 = *does not describe* and 10 = *describes very well*. These ratings have been collapsed into four categories of response: *describes very poorly* (ratings of between 1 and 3), *describes somewhat poorly* (ratings of 4 or 5), *describes somewhat well* (ratings of 6 or 7) and *describes very well* (ratings between 8 and 10).

5.2.1 Architectural Design of the California Courts

Respondents were divided in their opinions about whether or not the courts could be described as having architectural designs (such as paths of travel, doors, stairs, bathrooms and parking) which make them *easy for persons with disabilities to use*.

- A slight majority (57%) of respondents felt that having easily accessible architectural features was either a *poor* (30%) or a *somewhat poor* (27%) description of the California courts.
- However, 43% of respondents felt that having accessible architectural design described the California Courts *very* (22%) or *somewhat well* (21%).

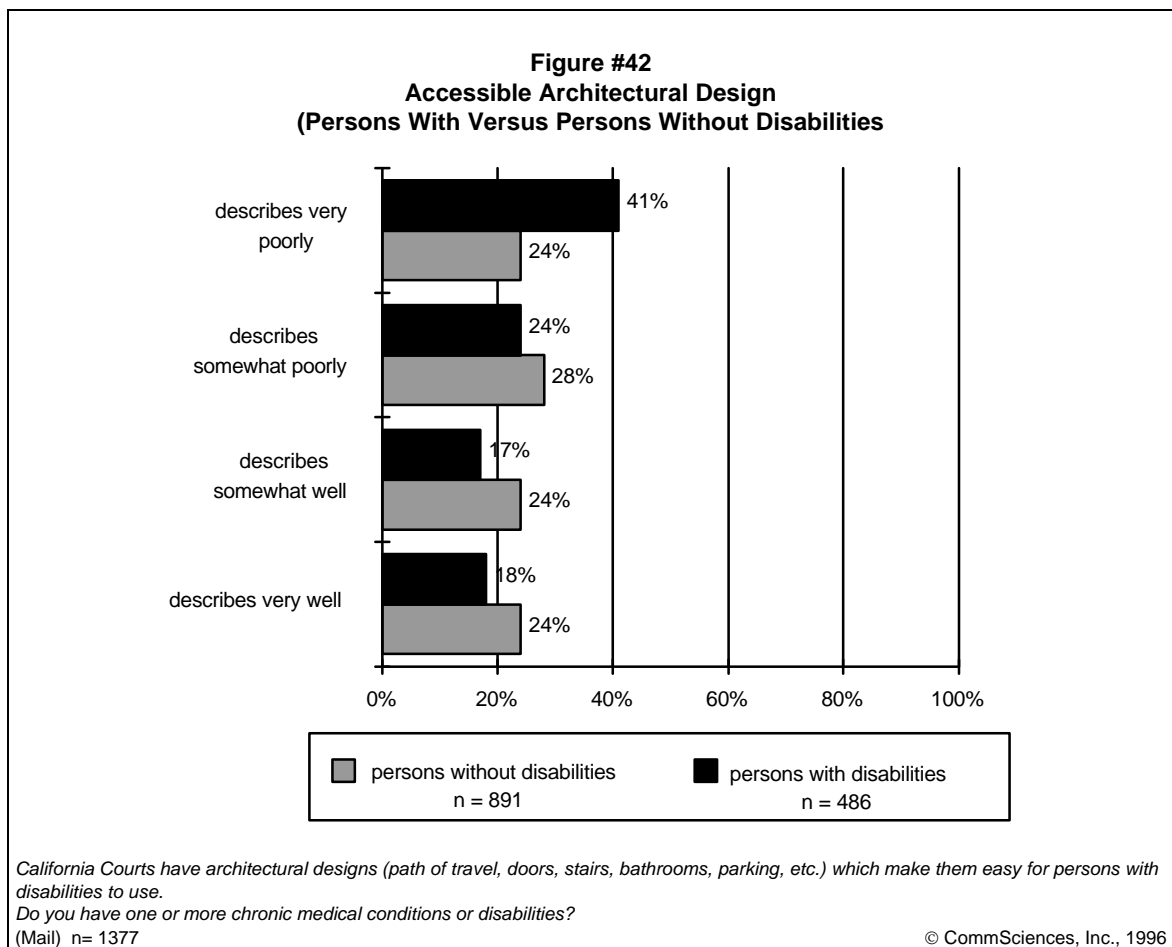




5.2.2 Accessible Architectural Design: Persons With Versus Persons Without Disabilities

Overall, persons *without* disabilities appeared more positive than persons *with* disabilities in regards to the architectural accessibility of the courts.

- Persons *without* disabilities were equally divided between feeling that *having accessible architectural features* describes the California Courts *very well* (24%) or *somewhat well* (24%).
- Conversely, the majority (65%) of respondents *with* disabilities felt that *having accessible architectural features* was either a *somewhat poor* (24%) or *very poor* (41%) description of the California Courts.





5.2.2 Accessible Architectural Design (cont'd)

Qualitative Interviews

Participants in the qualitative portion of the study were asked what they thought were the top three barriers faced by persons with physical and mental disabilities when they try to use the California Courts. Physical access obstructs due to architectural design were overwhelmingly considered the top barrier.

Physical access barriers were the most commonly cited impediments to full access to the courts. Primary issue areas were (1) lack of spatial accommodations for wheelchair access and maneuverability, (2) inaccessible jury and witness boxes, and (3) inadequate restroom accessibility.

Verbatim Comments

There is no physical wheelchair access to the Municipal courtrooms and to one of the three superior courtrooms in Mendocino County, even though major renovations have been done to the building.

My biggest problem is the lack of disabled accessible bathrooms. The downtown LA Criminal Court Building has okay wheelchair ramps, but there is a steep grade which makes it difficult for people in wheelchairs to use.

They have rooms with wheelchair access but they are far away and to get to them you have to pass "all the gross, smelly people in the back of building." (Los Angeles Superior Court)

There was a lack of wheelchair access in older court rooms.

The jury box was not accessible. I could not enter and exit with the rest of the jury.

The inside traffic ticket room had no wheelchair room, ramps were not visible and the distance from the parking lot was too far. I was forced to wait for 90 minutes in a hot room. (Fullerton Municipal Courthouse)

I had no access to the jury box and the restroom breaks were too short to reach disabled accessible ones.



5.2.2 Accessible Architectural Design (cont'd)

Qualitative Interviews

I think it is too hard to get through security. Rooms are too far from one another and elevators are too narrow. (Santa Clara County)

Lack of ramps and wide doorways.

Courtrooms too small to maneuver wheelchairs.

Ability to move readily around small, crowded courtrooms.

Bathroom access is the biggest problem.

No accessibility to the jury box.

Entrance of the building and the restrooms are not fully accessible.

Access to the doors was difficult to reach.

The doors are too heavy and hard to maneuver and there are only two bathrooms.

Physical access: doors too narrow -- no ramps.

I felt there was not enough access to bathrooms.

I feel that people in wheelchairs have problems maneuvering.

I feel there are too many stairs to get to the Superior Courthouse, and they are the only access to the building.

The largest issues are too many stairs. (Santa Barbara Municipal Courthouse)

I can't get on a witness stand or in a jury box. I am not happy with the state of outside access or the bathrooms. (Santa Rosa County Courthouse).

The building is old and hard to convert to provide adequate allowances for disabled people. At the present time, none are fixed for the hearing impaired, and the jury box is totally inaccessible. (Santa Clara County)



5.2.2 Accessible Architectural Design (cont'd)

Qualitative Interviews

Most facility designs assume people have no impairment or disability.

Courtroom access is locally a difficult process where access is gained through a secondary or basement entrance. These have been done but are not well marked. I have been to a county building where it was marked for access on the bathroom, but resulted in my being stuck inside until I was rescued. Once inside the entrance was narrow and door opened inward. Inside, my wheelchair conflicted with pulling the door opened. (Foster City)

There are no ramps for people in wheelchairs. Where ramps are located in the parking lot, and it is hard to find them.

Physical layout of older buildings.

Can't physically get into many courtrooms.

Lack of wheelchair access to buildings, inside and out, and restrooms.

At South Court, building design inside is impossible. Prejudice. Insensitivity.

Mobility access to courts for physically challenged persons. (a) access to parking, records room and bathrooms.

Those persons with physical disabilities are faced with the difficulty of getting to and from court, and once inside the courtroom having to deal with getting to and from counsel table and the witness stand.

I feel that lack of room for maneuvering wheelchairs is the main problem.

Poor ergonomic designs. Metal detectors.

Structural obstacles within and outside the courthouse making physical access difficult.

I don't think there are enough disabled passage ways.



5.2.2 Accessible Architectural Design (cont'd)

Qualitative Interviews

The aisles are too narrow for my wheelchair. I can't get through the gate to the attorneys' table. There isn't any jury box access to speak of. Everything is too narrow.

I don't think there are enough wide spaces for wheelchairs, both in motion and stationary.

I am not disabled but the doors to the courtrooms are very heavy and hard to open.

My biggest problems are with access to the phones and courtrooms that are not equipped to handle more than one wheelchair.

I think that cafeteria access is really rough, and the jury assembly room didn't have a wide enough aisle for wheelchairs.

Bathroom doors and configuration.

Architectural barriers such as inaccessible restrooms and stairs instead ramps.

Largest barrier that I have had to face is architectural/ physical access.

I think there is definitely needed improvement in terms of structural access for people with wheelchairs.

The courtrooms are not accessible to me because they are only accessible by taking the stairs, which means I cannot serve jury duty.

I see a problem with wheelchair accessibility.

I think courtrooms are too small for my wheelchair.

The bathrooms had enough room to maneuver with a wheelchair. I always had someone with me to open doors so I'm not sure if that would be an issue. (Riverside Courthouse)



5.2.2 Accessible Architectural Design (cont'd)

Qualitative Interviews

*The courthouse has access ramps, but they are way out of the way and around the bend. It takes me longer than most people just to get inside.
(Stanislaus Courthouse)*

Restrooms were not made for wheelchair access.

*At Van Nuys, I had to go around because there were steps in the front
(North Hollywood because there is only one sidewalk cut).*

Steps, bathrooms (the bathroom for the disabled is too far away).

Older courthouses lack elevators, ramps, accessible toilets ,etc.

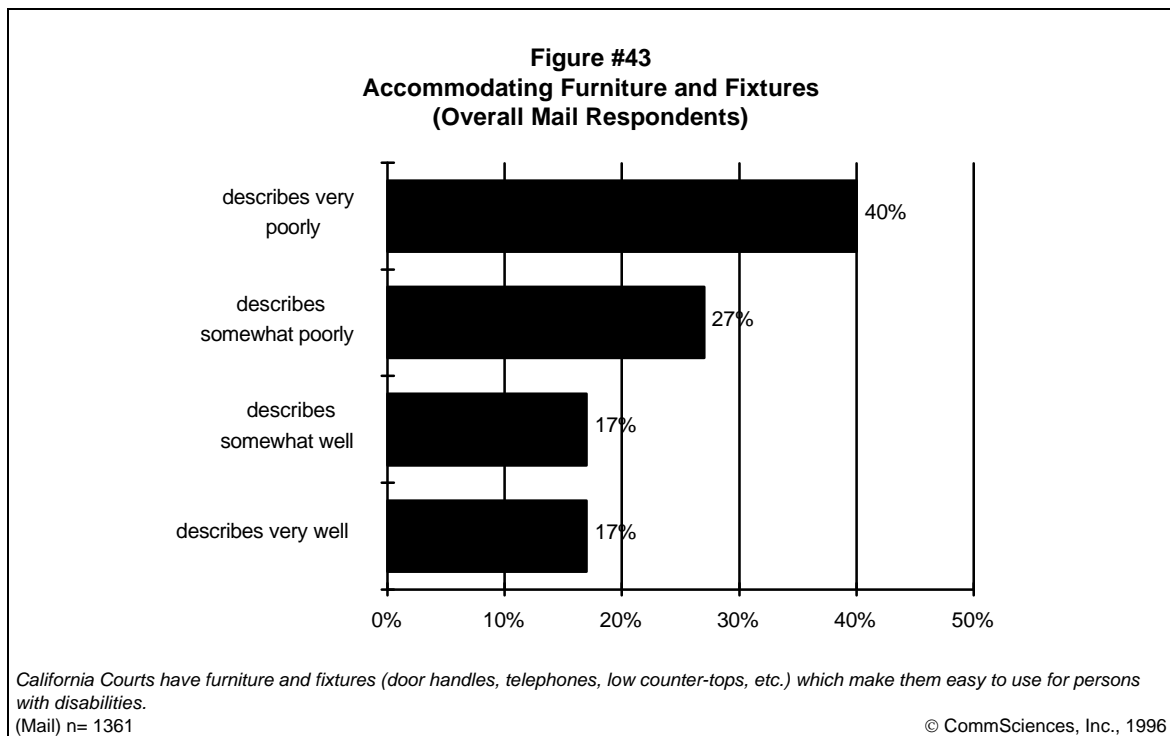
Jury boxes are not accessible.



5.2.3 Accomodating Furniture and Fixtures

In sum, the majority (67%) of respondents indicated that the courts *could not be* described as predominantly having furniture and fixtures (such as door handles, telephones and counter-tops) which make them easy to use by persons with disabilities.

- The largest proportion of respondents (40%) felt that *having furniture and fixtures which make them easy to use for persons with disabilities* was a *very poor* description of the California Courts.
- 27% of respondents felt that *having furniture and fixtures which make them easy to use for persons with disabilities* was a *somewhat poor* description of the California Courts.
- The remaining respondents were about evenly split between those who felt that *having furniture and fixtures which make them easy to use for persons with disabilities* was a *somewhat good* (17%) or *very good* (17%) description of the California Courts.

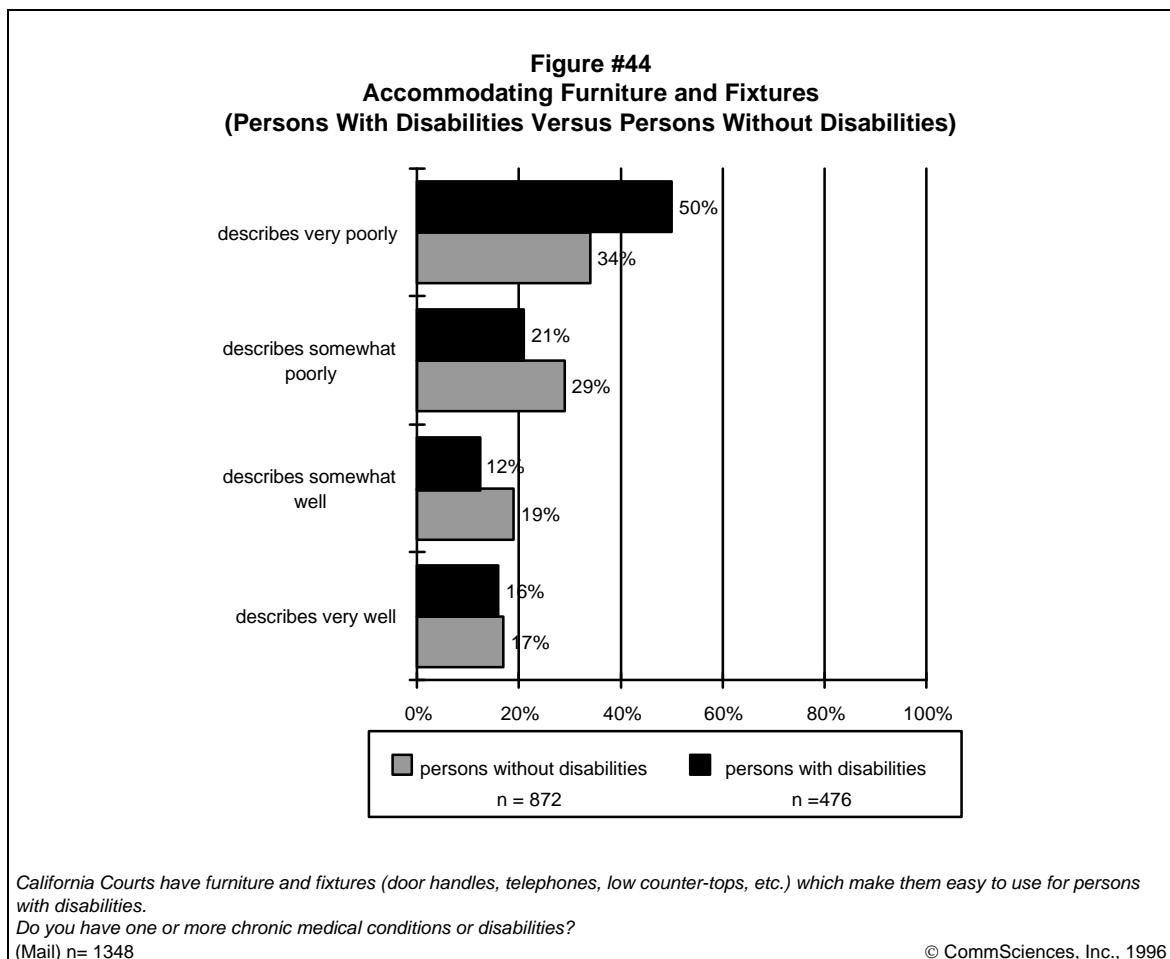




5.2.4 Accommodating Furniture and Fixtures: Persons with Versus Persons Without Disabilities

Both people *with* and *without* disabilities were fairly like-minded with regard to the accessibility of furniture and fixtures in the state courts.

- A majority of both respondents *with* and respondents *without* disabilities (71% versus 63%, respectively) indicated that *having furniture and fixtures which make them easy to use for persons with disabilities* was either a *somewhat poor* or *very poor* description of the California Courts.
- However, respondents *with* disabilities were significantly more likely than respondents *without* disabilities to indicate that *having furniture and fixtures which make them easy to use for persons with disabilities* was a *very poor* description of the California Courts (50% versus 34%, respectively).





5.2.4 Accommodating Furniture and Fixtures (cont'd)

Qualitative Interviews

Qualitative interview participants commented on a range of furniture and fixture items which were felt to hinder full access.

Verbatim Comments:

I feel there is a need for more ramps throughout the building. I also feel there is a need for handles on doors (easier than knobs to maneuver).

I was not allowed to serve jury duty, the desks were too low.

The biggest obstacle is drinking out of the water fountains--either it hits my knee or it's too high.

The counters are too high to reach the forms, and improvement is needed for access around the jury lounge.

Height of filing counters if in my wheelchair. Height of typewriter if in wheelchair.

Hallways that have inclines are hard on my back--I need handrails. Non-wheelchair accessible elevators and drinking fountains also are a problem.

No chairs or benches that aren't fixed to the floor. No place for chairs that don't block the aisle.

I haven't been able to use a side bar. I can't get to the bench. We must adjourn to the judges chambers. I also had difficulty doing a small claims petition.

I use a laptop computer and I have a problem finding places to set it down to use it.

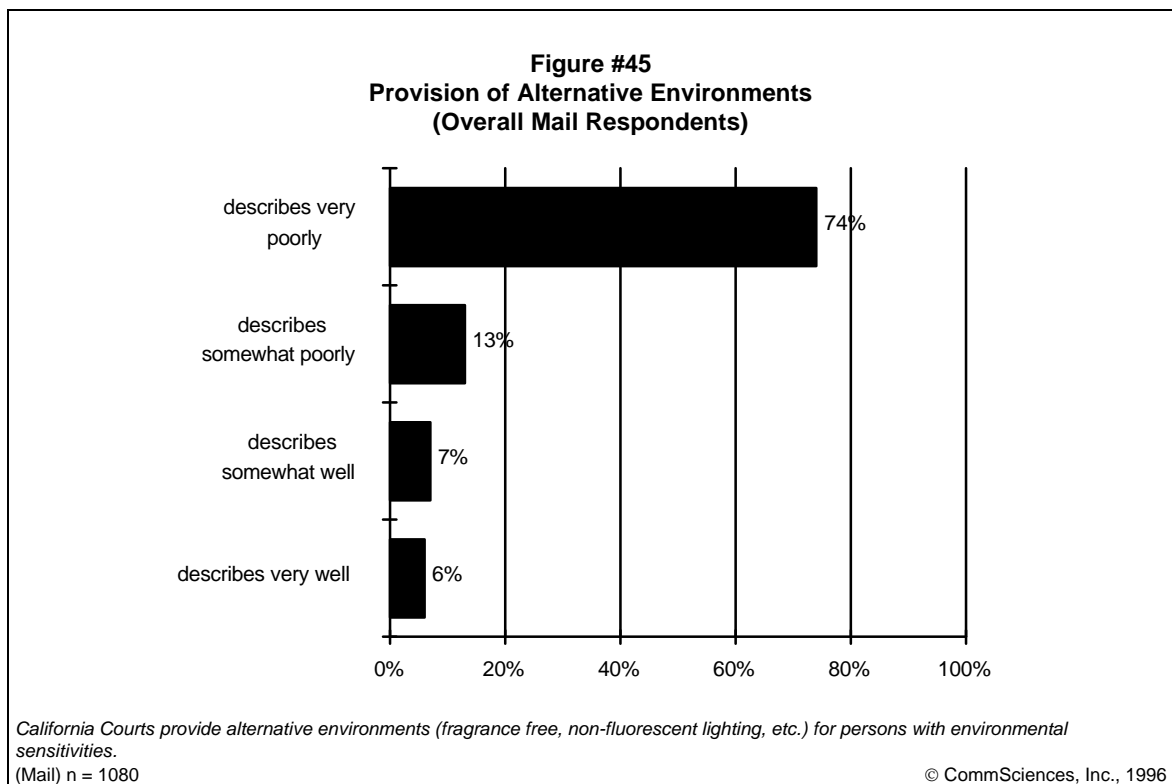
Door handles are too high and heavy.



5.2.5 Provision of Alternative Environments

There was also considerable consensus among respondents that the courts do *not* provide much in the way of alternative environments (such as fragrance free areas, non-fluorescent lighting, etc.) for persons with environmental sensitivities.

- A large majority (74%) of respondents indicated that *providing alternative environments for persons with environmental sensitivities* described the courts *very poorly*.
- Only a small proportion of respondents (13%) felt that *providing alternative environments* described the California Courts *very well* (6%) or *somewhat well* (7%).

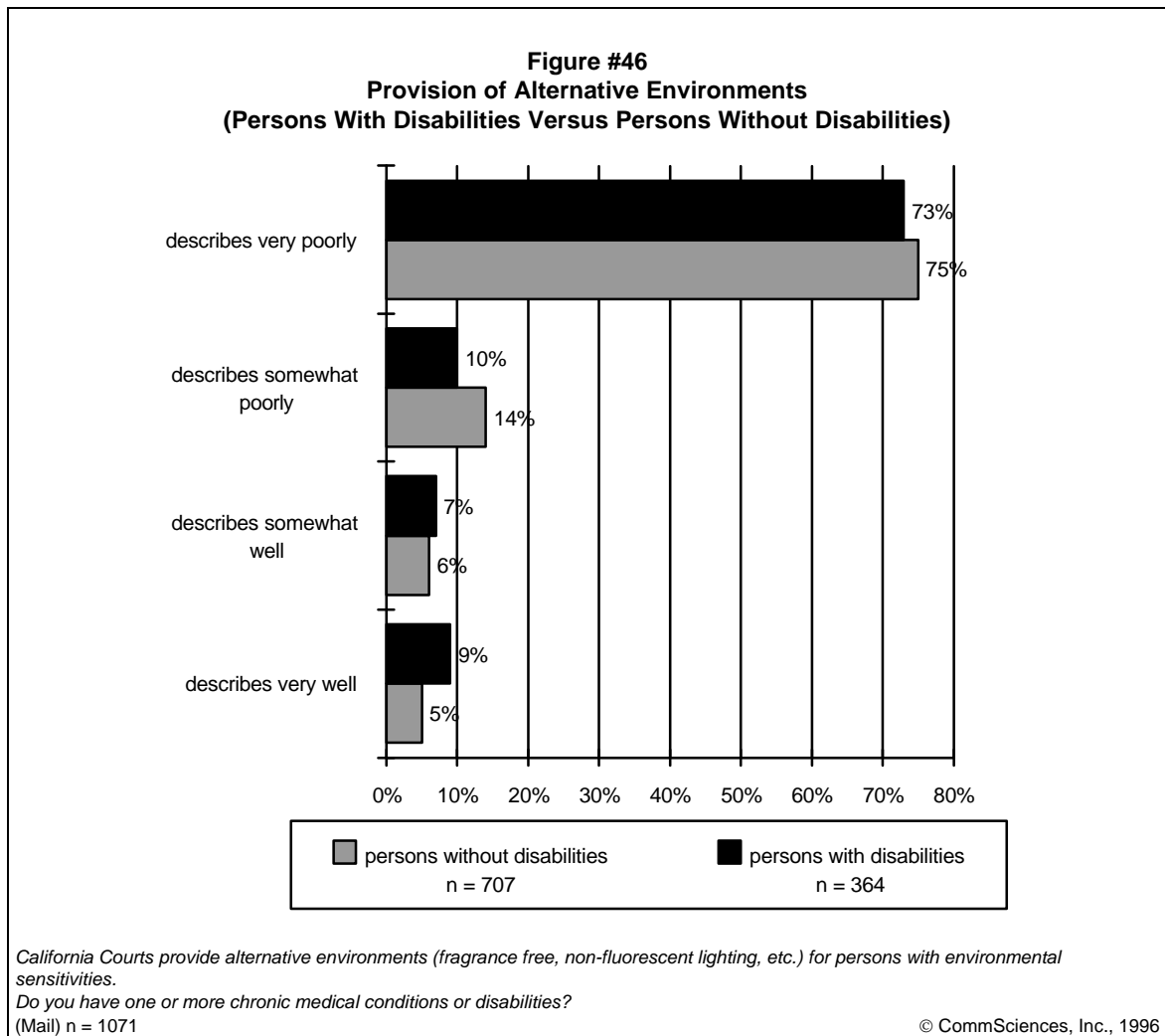




5.2.6 Provision of Alternative Environments: Persons with Versus Persons Without Disabilities

Persons with and without disabilities were in agreement that the courts could not be described as providing alternative environments for persons with disabilities.

- The overwhelming majority of respondents *with* and *without* disabilities (73% and 75%, respectively) maintained that the courts do not appear to provide alternative environments for persons with environmental sensitivities.





5.2.6 Provision of Alternative Environments (cont'd)

Qualitative Interviews

Some participants felt that the problems experienced by persons with environmental sensitivities when they try to access the courts constitute an important barriers to full access. Comments from these interviewees centered on the difficulties attendant with airborne chemicals.

Verbatim Comments:

There was a real problem with strong scented products, such as air fresheners, in public restrooms and cleaning products.

I had a problem with perfumes, cleaning solvents keeps me out of the courts where there is generally no air circulation.

There are inadequate ventilation and gassing out of toxins. Another problem is having to wait in long lines when you are ill from it. Toxins exist in both the courtroom and clerks office as fumes from ink print and perfume. The biggest obstacle is inadequate ventilation.

It seems like you receive no consideration unless you have a wheelchair. New carpet, new paint, or a lot of cologne affect me.

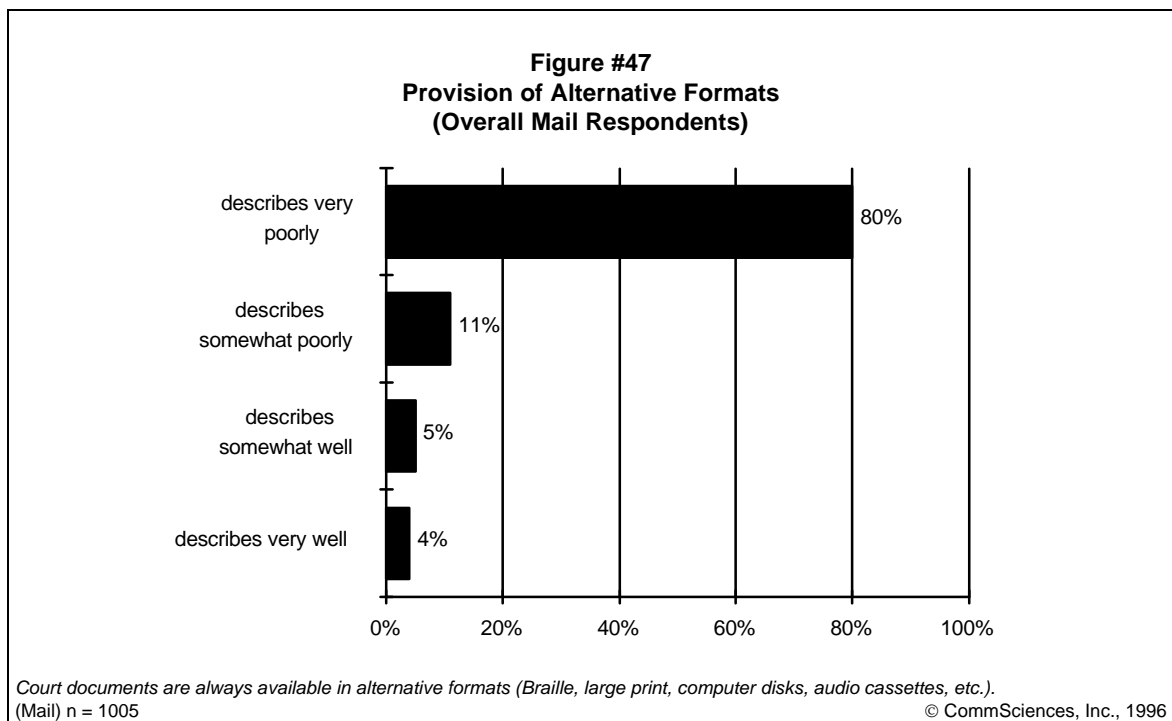
My physical disability was used against me in court in a divorce proceeding involving a custody battle. I wasn't allowed to prove my disability.



5.2.7 Provision of Alternative Formats

Respondents were in near unanimous agreement that the California Courts do not always have court documents available in alternative formats (such as Braille, large print, computer disks audio cassettes).

- An overwhelming majority of respondents (91%) indicated that *having court documents always available in alternative formats* was a *somewhat* (11%) or *very poor* (80%) description of the California Courts.
- Only a very small proportion of respondents (4%) felt that *having court documents always available in alternative formats* was a *very good* description of the courts.

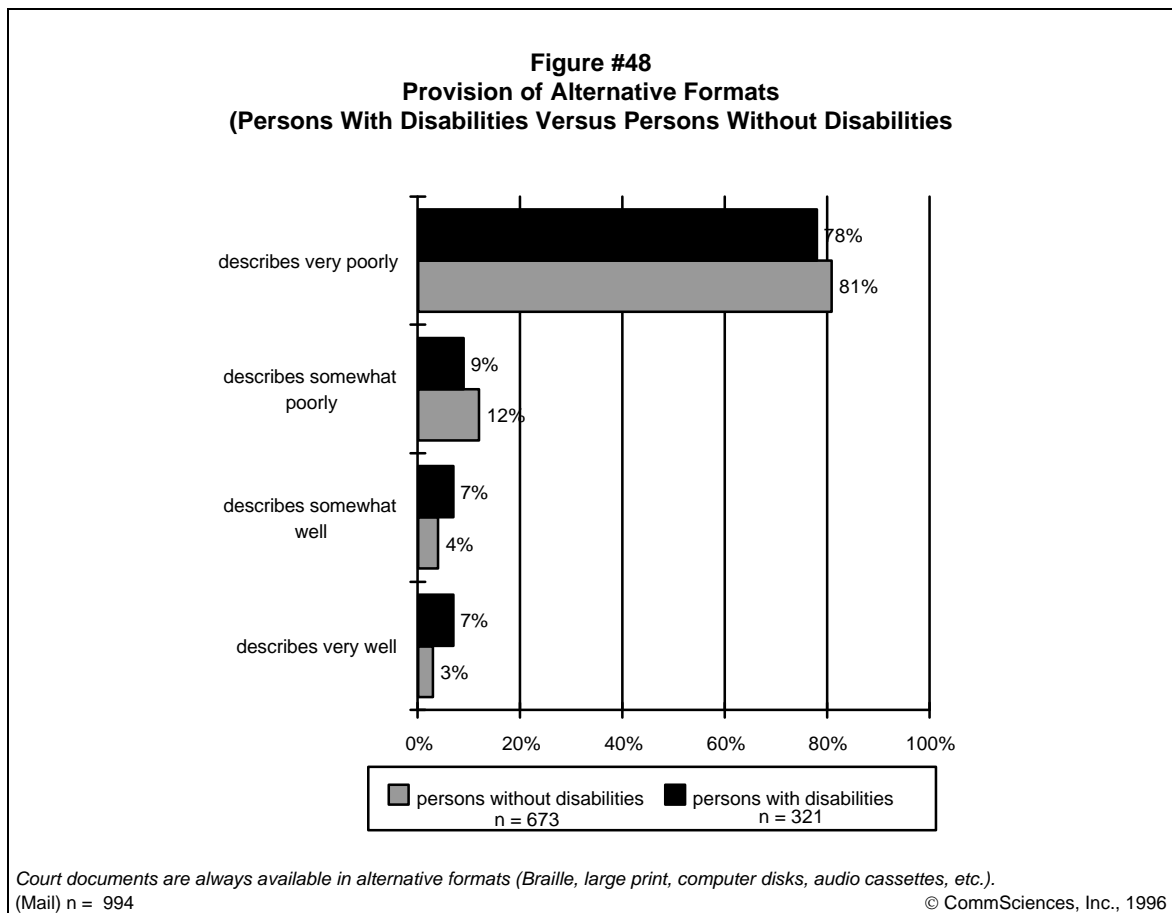




5.2.8 Provision of Alternative Formats: Persons with Versus Persons Without Disabilities

Survey respondents *with* and *without* disabilities were largely in agreement that the courts *do not* always provide court documents in alternative formats.

- An overwhelming majority of both respondents *with* (87%) and respondents *without* disabilities (93%) indicated that *having court documents always available in alternative formats* was a *poor* or *very poor* description of the California Courts.





5.2.8 Provision of Alternative Formats (cont'd)

Participants consider the inability to obtain court information in formats other than the printed page to be one of the top barriers to full access.

Verbatim Comments

One of the top barriers is that publications are not in alternative formats.

The biggest problem is that most literature is in print and I cannot read or write. I was not allowed to have someone fill out some of the forms for me.

One of the largest barriers is that materials are not in alternate formats such as Braille, audio tapes or large print.

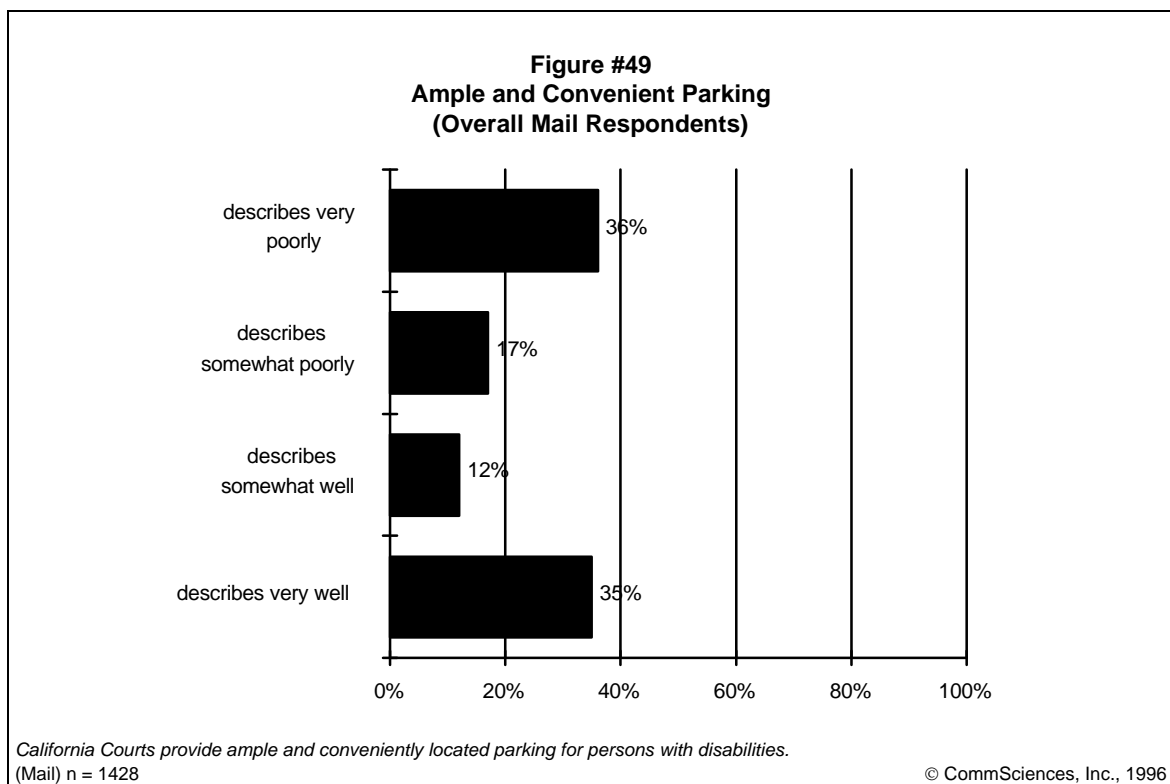
The courthouse needs to be able to provide enlarged type for documents.



5.2.9 Ample and Convenient Parking

Opinions were almost evenly divided about whether or not the courts could be accurately described as providing ample and conveniently located parking for persons with disabilities.

- A total of 53% of respondents indicated that *having ample and conveniently located parking for persons with disabilities* was a *somewhat poor* (17%) or *very poor* (36%) description of the California Courts.
- However, an only slightly smaller proportion of respondents (47%) indicated that *having ample and conveniently located parking for persons with disabilities* described the courts *somewhat* (12%) or *very well* (35%).

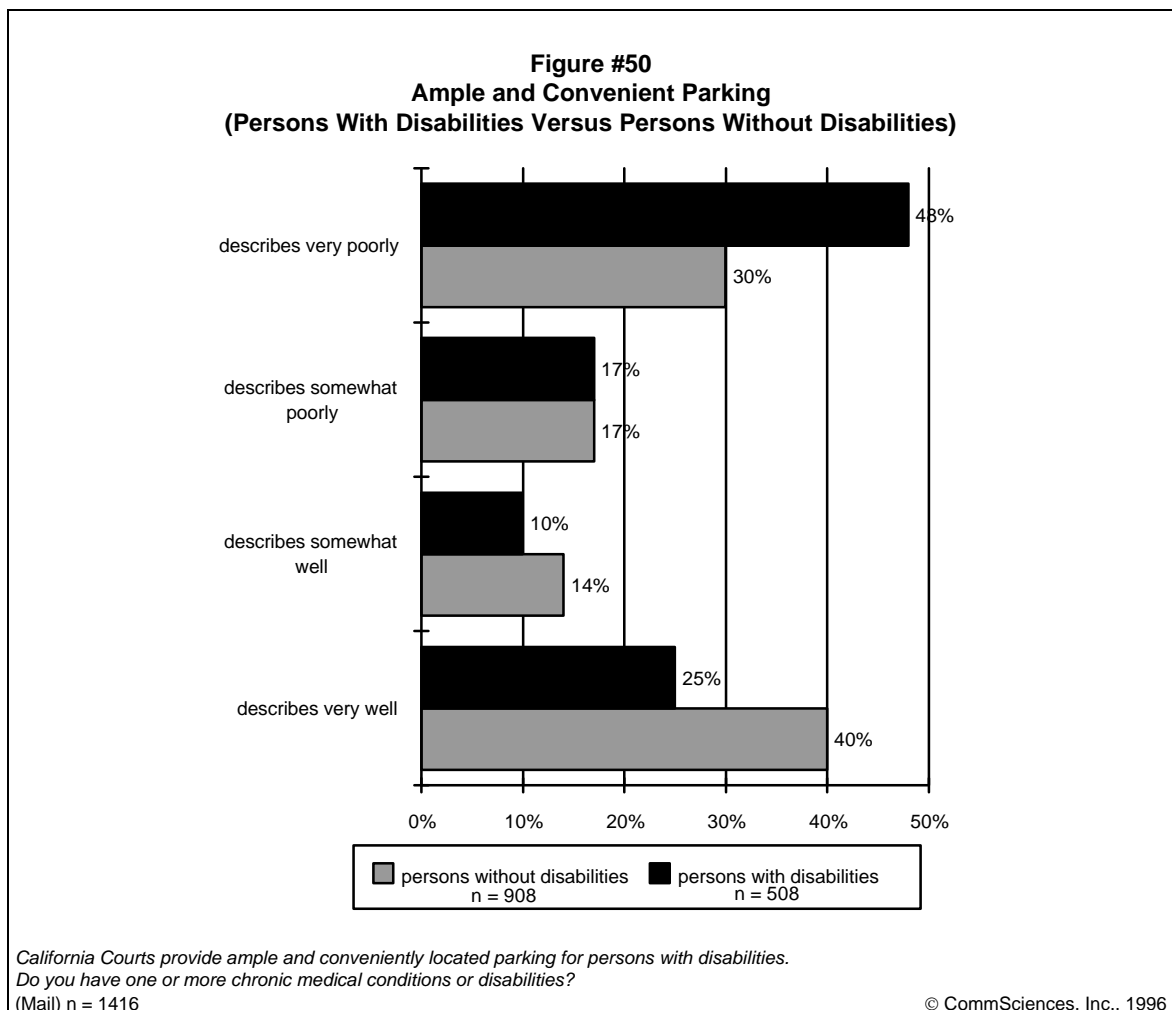




5.2.10 Ample and Convenient Parking: Persons with Versus Persons Without Disabilities

Opinions regarding the adequacy of parking provided by the California Courts for persons with disabilities differed significantly between respondents *with* and *without* disabilities.

- The majority (65%) of respondents *with* disabilities maintain that *providing ample and conveniently located parking for persons with disabilities* is a *somewhat poor* (17%) or *very poor* (48%) description of the California Courts..
- In comparison, a majority (54%) of respondents *without* disabilities felt that *providing ample and conveniently located parking for persons with disabilities* describes the courts either *somewhat* (14%) or *very well* (40%).





5.2.10 Ample and Convenient Parking (cont'd)

Qualitative Interviews

Lack of accessible parking was of particular concern to many interviewees. Concern centered on the lack of available parking areas, and the long distances and/or cumbersome routes that impede free navigation from the parking lot to the entrance of the courthouse building.

Verbatim Comments:

There is not enough designated accessible parking for person with disabilities.

There is inadequate parking.

The parking lot is too far away and uphill to the courthouse.

There is lousy parking access.

The parking facility for the disabled is either across the street or uphill and the restroom access is too narrow. There is no room for wheelchairs. My biggest concern is parking.

In Van Nuys the distance from parking to the courthouse is too long.

I feel there is not enough disabled parking.

I have to deal with the humiliation of moving up and down and gaining access to ancillary agency services and the difficulties in getting into the courthouse from the parking area.

The disabled parking is not accessible and it is too far from the courthouse. There are too many stairs and the rows of benches make it difficult for a wheelchair.

The courts seemed to be improving. I was able to serve as a juror in Corona. The only problem is that there is not enough disabled parking and when there was some available, it was out of the way.

Parking doesn't exist or is too far from the courthouse.



5.2.10 Ample and Convenient Parking (cont'd)

Qualitative Interviews

The parking is too far away from the building. There is not enough close disabled parking. I couldn't use the main door to the entrance due to the stairs.

Parking is a big issue.

There is a definite problem with parking and ease of access to the court. The parking from the curb to the end of the street doesn't have the proper cuts for disabled parking. (Pasadena)

The parking was too far. The wheelchair access was in back of the building, near homeless people.

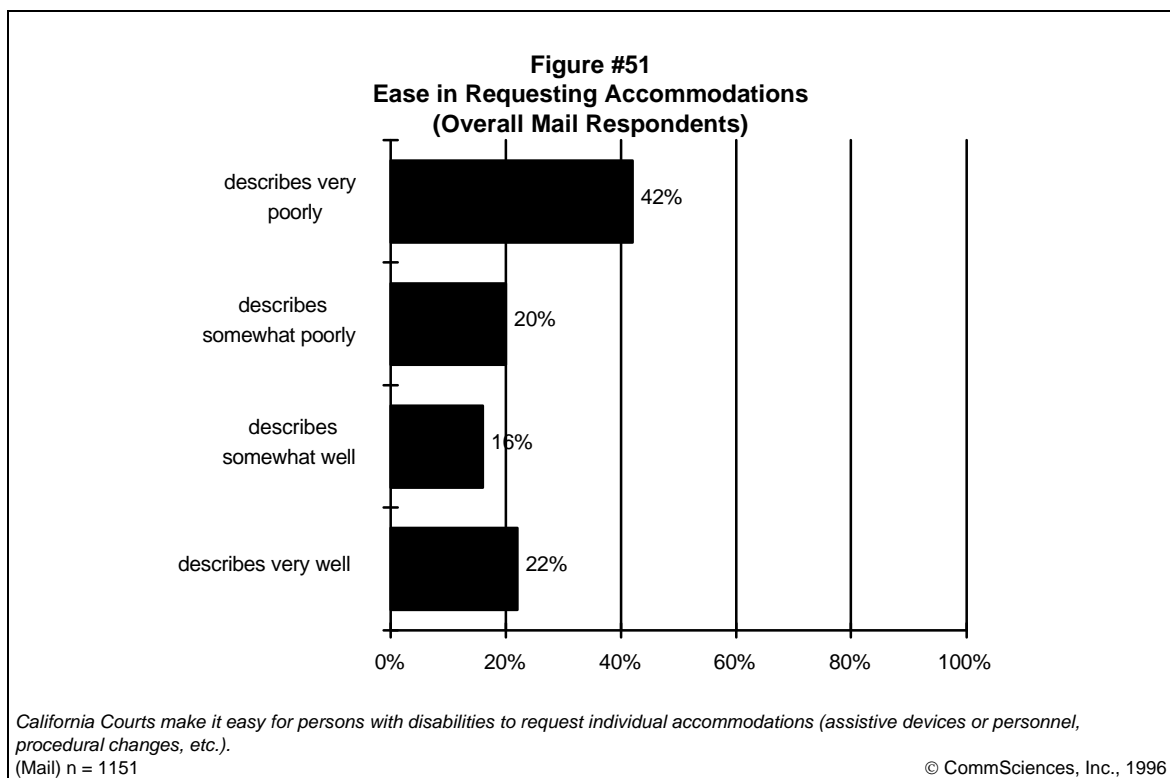
Only seven disabled spots available and they are distant from the courthouse. (Stockton Superior Court)



5.2.11 Ease in Requesting Accommodations

Generally, respondents indicated that the courts *do not* make it easy for persons with disabilities to request individual accommodations (such as assistive devices or personnel and procedural changes).

- A majority of respondents (62%) felt that *making it easy to request accommodations* was either a *somewhat poor* (20%) or *very poor* (42%) description of the California Courts.
- Only slightly more than one-fifth (22%) of respondents indicated that *making it easy to request accommodations* described the courts *very well*.

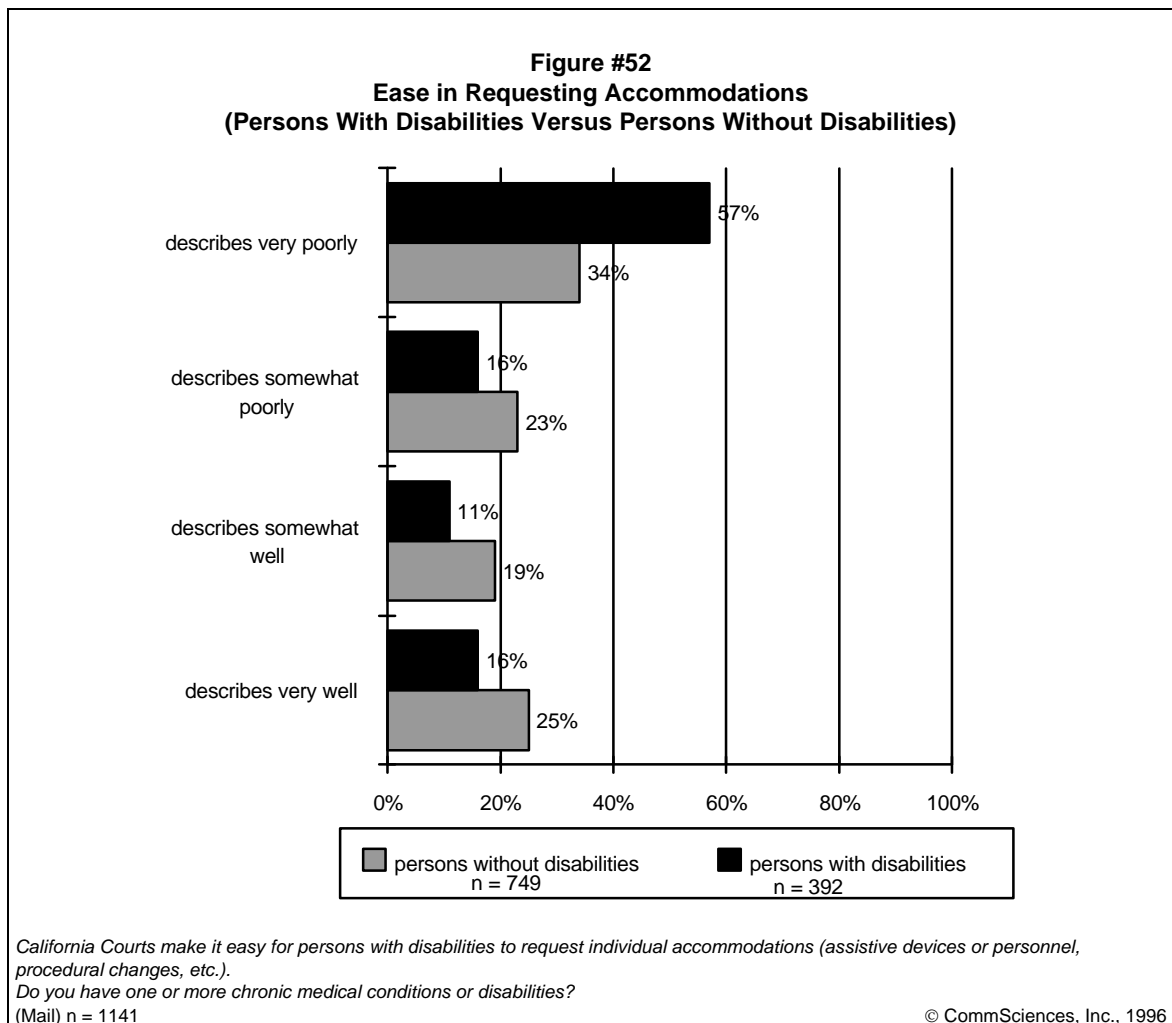




5.2.12 Ease in Requesting Accommodations: Persons with Versus Persons Without Disabilities

There was a notable disparity of opinions between persons *with* and *without* disabilities about the ease of requesting needed accommodations from the California Courts.

- A majority (57%) of respondents *with* disabilities indicated that *making it easy for persons with disabilities to request accommodations* was a *very poor* description of the California Courts.
- In comparison, respondents *without* disabilities were more divided in their opinions. Approximately one-third (34%) of respondents *without* disabilities indicated that *making it easy for persons with disabilities to request accommodations* was a *very poor* description of the California Courts, 23% said that it was a *somewhat poor* description and 25% said it was a *very good* description.

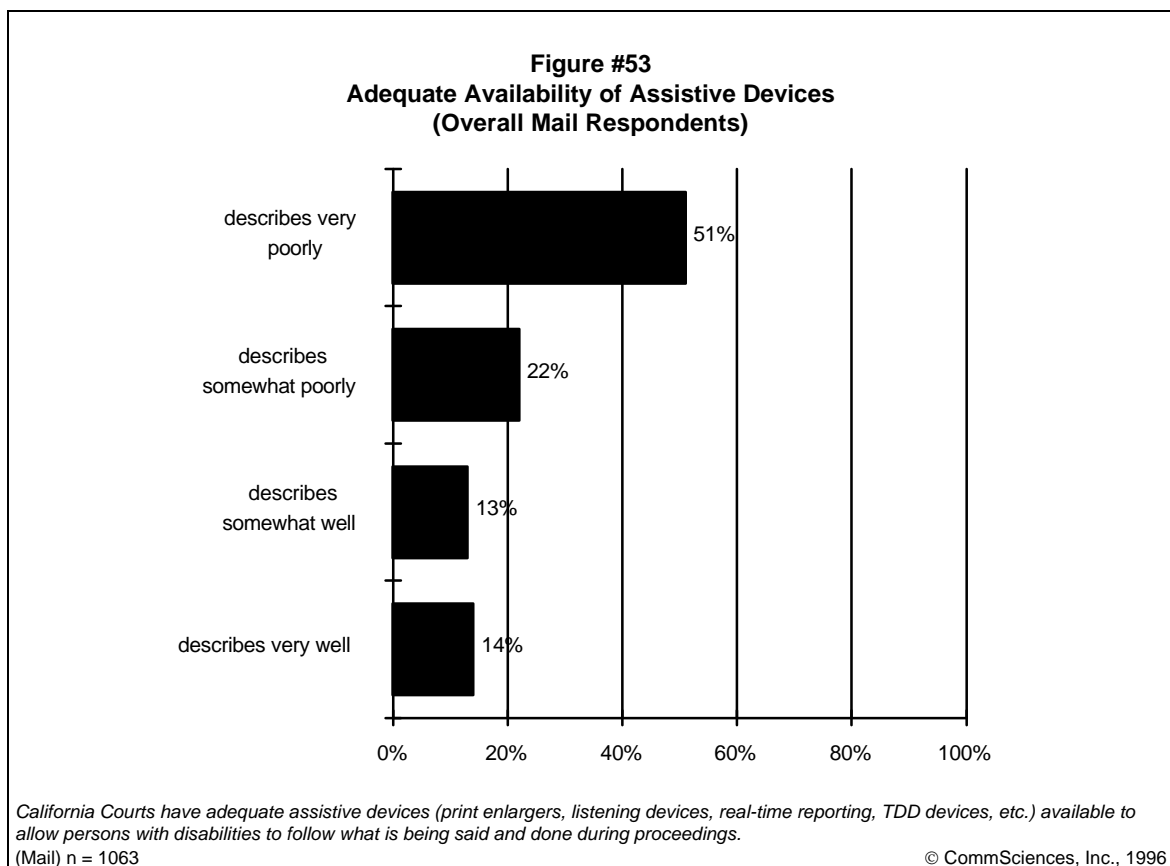




5.2.13 Adequate Availability of Assistive Devices

Most respondents felt that the courts do *not* have adequate assistive devices (such as print enlargers, listening devices, real-time reporting and TDD devices) available to allow persons with disabilities to follow what is being said and done during proceedings.

- Nearly three-quarters of respondents (73%) indicated that *having adequate assistive devices* was a *somewhat poor* (22%) or *very poor* (51%) description of the California Courts.
- Less than one-fifth (14%) of respondents indicated that *having adequate assistive devices* described the courts *very well*.

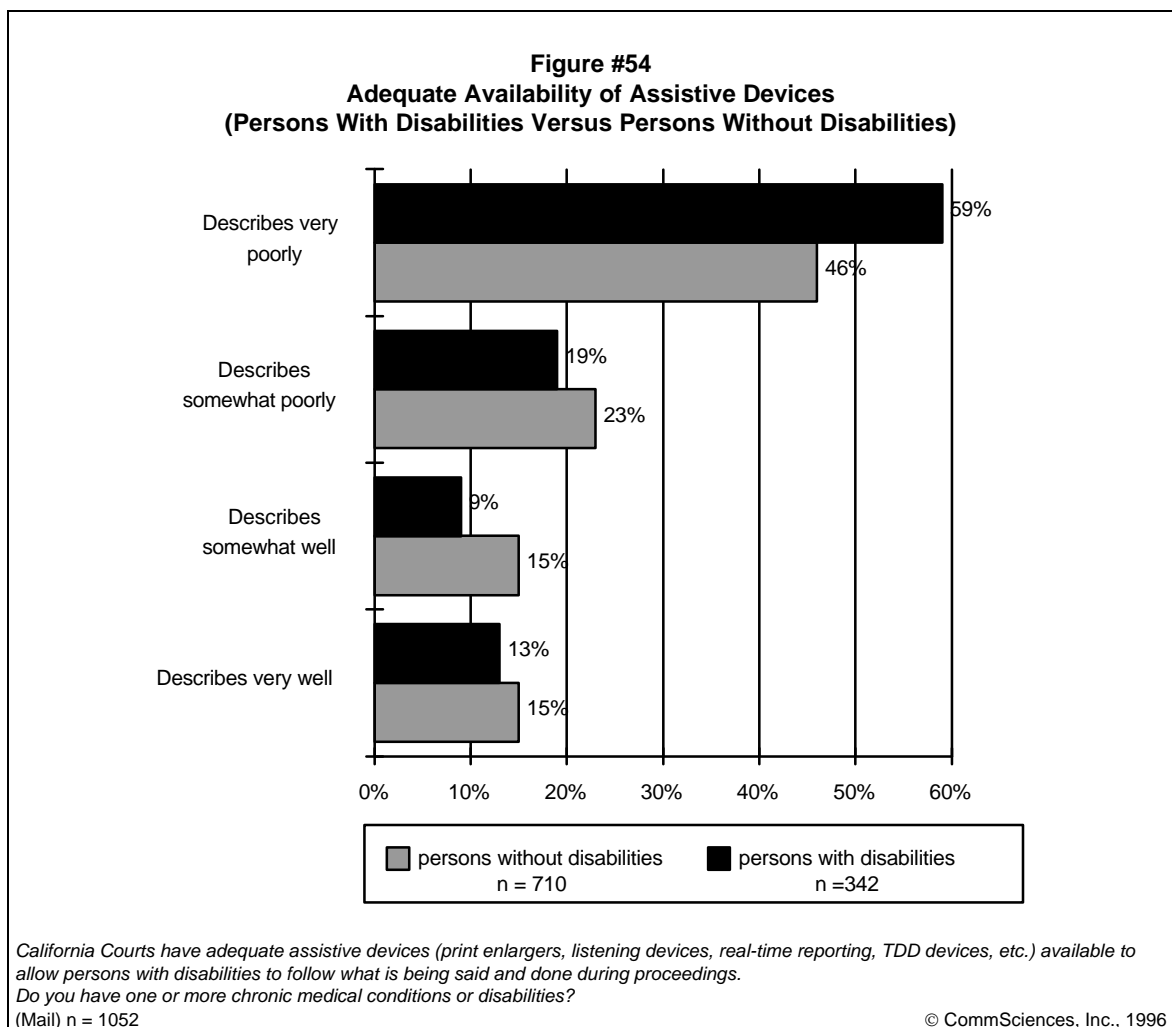




5.2.14 Adequate Availability of Assistive Devices: Persons with Versus Persons Without Disabilities

Generally, both respondents with and without disabilities agreed that they would not describe the California Courts as having adequate availability of assistive devices.

- Compared to respondents without disabilities, respondents with disabilities were more likely to indicate that *having adequate assistive devices* was a *very poor* description of the courts (59% versus 46%, respectively).
- However, a strong majority of both respondents with (78%) and respondents without disabilities (69%) indicated that *having adequate assistive devices* was a *somewhat poor* or *very poor* description of the California Courts.





5.2.14 Adequate Availability of Assistive Devices (cont'd)

Qualitative Interviews

Among qualitative research participants, the availability of assistive devices was not often considered one of the top barriers to full access to the courts. However, references to this issue were frequently mentioned within the context of issues related to information and signage, specifically, poor information about what devices are available and where and how they can be found.

Verbatim Comments:

The largest problem I have faced is procuring computer assisted transcription equipment.

There is a lack of equipment to accommodate disabilities.

There is a lack of adoptive equipment for the visually impaired.

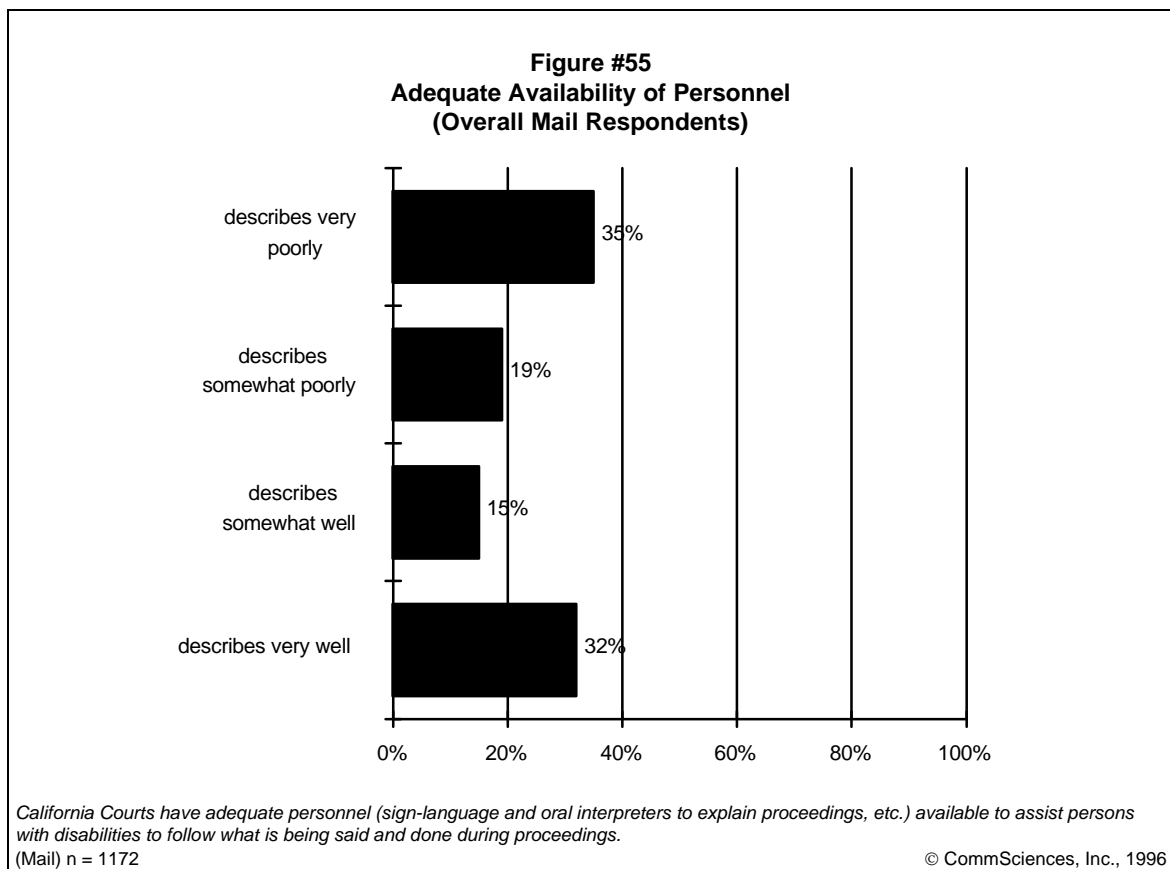
One of the top barriers is the availability of assistive technology, TDD, interpreters etc.



5.2.15 Adequate Availability of Personnel

Respondents were fairly evenly divided in their opinions about whether or not the courts have adequate personnel (such as sign language and oral interpreters) available to assist persons with disabilities to follow what is being said and done during court proceedings.

- Slightly more than half of (54%) respondents maintained that the courts cannot be described as having adequate personnel available (i.e., indicated that *having adequate personnel* was a *poor* or *very poor* description of the courts).
- In addition, almost half (47%) of respondents felt that the courts *do* have the necessary number of assistive personnel (i.e., indicated that *having adequate personnel* describes the courts *somewhat* or *very well*).

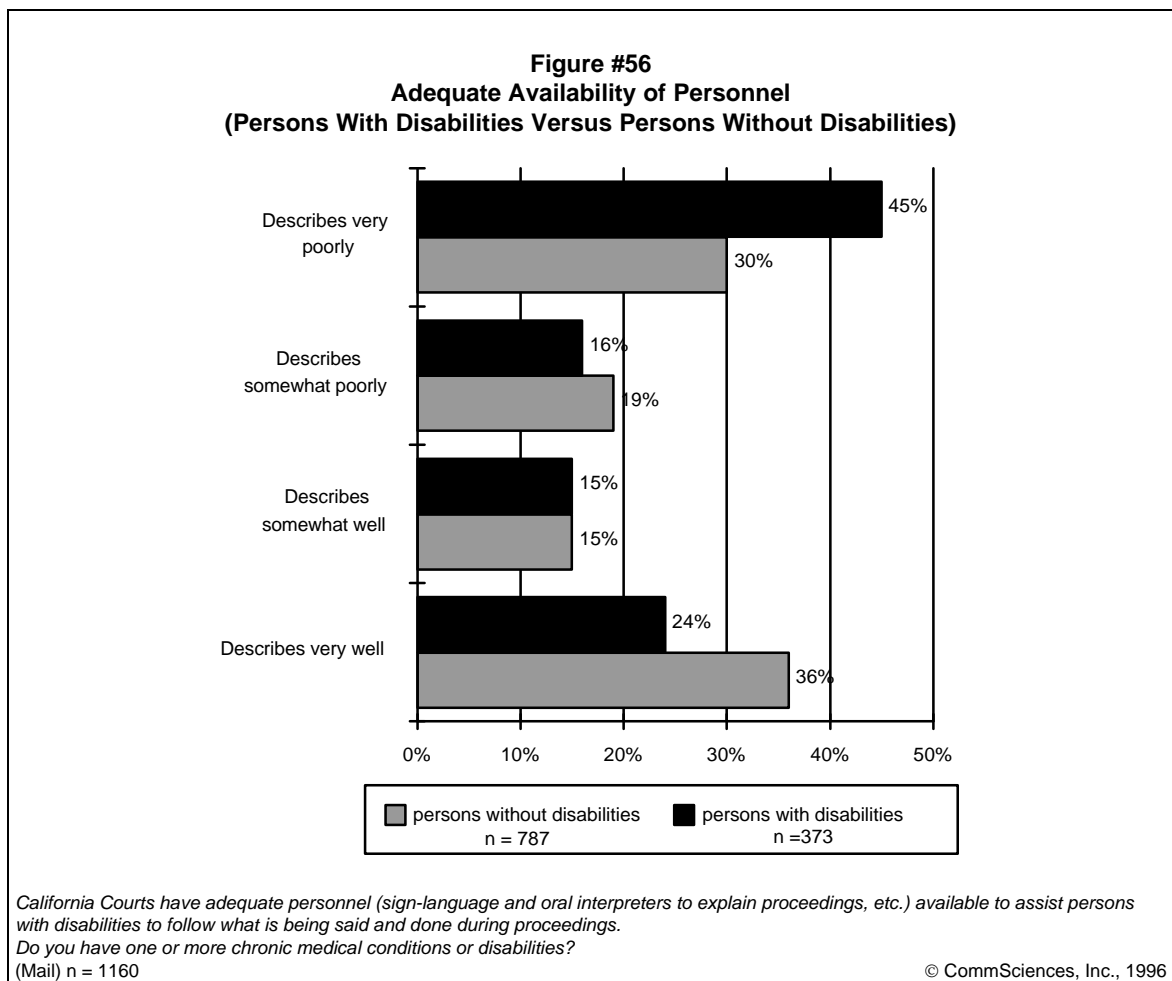




5.2.16 Adequate Availability of Personnel: Persons with Versus Persons Without Disabilities

Once again, a strong disparity of opinions is evident between persons with and without disabilities in regards to the availability of personnel to assist persons with disabilities in the California Courts.

- Respondents *without* disabilities were almost equally divided between those who felt that adequate personnel *are* available (36%) and those who felt that adequate personnel are *not* available (30%).
- Respondents *with* disabilities, on the other hand, were most likely (45%) to indicate that there are *not* adequate personnel available in the courts.





5.2.16 Adequate Availability of Personnel (cont'd)

Qualitative Interviews

Issues surrounding the availability of interpreters was considered by many participants to be one of the most common barriers faced by persons with physical and mental disabilities when trying to use the state courts. Comments on this issue most often referred to the difficulties experienced by persons with hearing and cognitive disabilities.

Verbatim Comments:

Not enough court certified sign language interpreters available in rural areas. Advocacy-people with mental disabilities need a third party present to help them understand the legal process. Lack of willingness on behalf of attorneys to hire and compensate sign language interpreters.

I've had difficulty in trying to arrange for a reader due to no information as to who I should speak to for support service needs.

I feel that the hearing impaired have a problem contacting someone at the courts. I received a jury duty summons, but I had a hard time reaching people because I kept getting recordings. Although I was allowed to serve.

Receptionists are incapable of signing for the hearing impaired. Also court clerks with a similar lack of skills.

The court personnel lack knowledge of Title 2. I asked for an English language interpreter, but this was denied since I could speak English. I felt I needed one because I was mentally ill and the fact that I was on medication. I also am incontinent and I was denied bathroom breaks. I started to relieve myself in the courtroom. I brought in my own interpreter who was on crutches and he was not provided with a chair. (Santa Clara Superior Court)

Going through tons of telephone calls to get an interpreter.

There is a lack of interpreters for hearing impaired.

Lack of interpreters for deaf and mentally disabled is a problem. Interpreters are not present when needed.



5.2.16 Adequate Availability of Personnel (cont'd)

Qualitative Interviews

Interpreters are not readily accessible.

Sign language interpreters. The requirement to have two interpreters available for trials, their hourly rate is unreasonable/on call pay/portal to portal pay.

Unwillingness to compensate sign language interpreters.

Difficulty for those with cognitive disabilities in getting information and directions. Lack of assistance and signage.

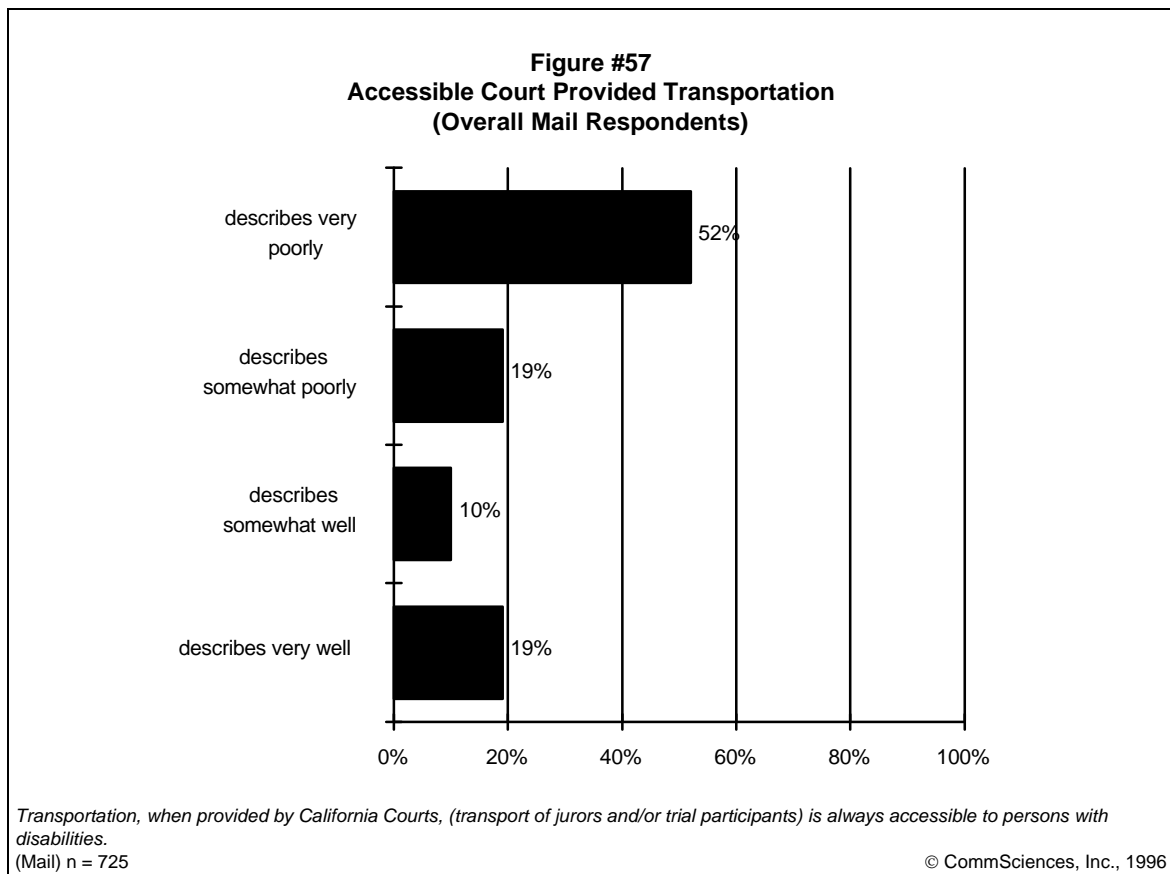
Those with mental disabilities have the additional hurdle of communication breakdowns. I have seen people with mental disabilities try to express themselves without success, and others have expressed when it is clear to everyone else except the person with the mental disorder. Additionally, persons with some types of disabilities draw attention by their mere presence in a courtroom. This can be disruptive to the process and be unjustifiably embarrassing to the person and family with the disability. (Downey Court)



5.2.17 Accessible Court Provided Transportation

Most respondents indicated that when the courts provide transportation (such as transport of jurors and/or trial participant) it is not always accessible to persons with disabilities.

- A majority of respondents (52%) felt that the courts, when they do provide transportation, cannot be described as providing accessible transportation (i.e., indicated that *providing transportation which is always accessible to persons with disabilities* was a *very poor* description of the courts).
- Only about one-fifth (19%) of respondents indicated that they felt court transportation when provided was always accessible to persons with disabilities (i.e., indicated that *providing transportation which is always accessible to persons with disabilities* described the California Courts *very well*).

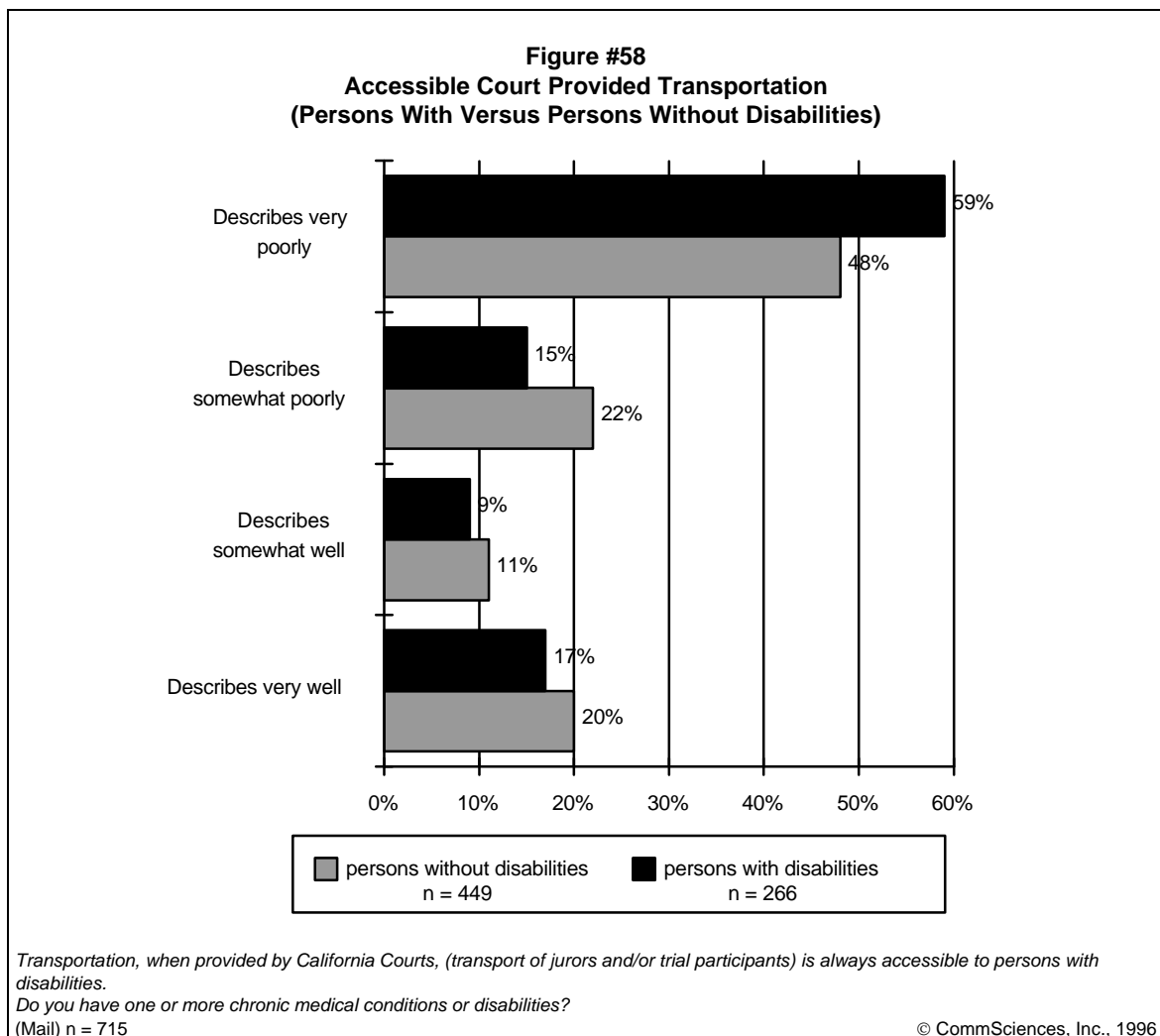




5.2.18 Accessible Court Provided Transportation: Persons with Versus Persons Without Disabilities

There was a general consensus of opinion between people *with* and *without* disabilities when it comes to court provided transportation.

- The majority of respondents in both groups (74% of respondents *with* disabilities and 70% of respondents *without* disabilities) felt that *having transportation which is accessible by persons with disabilities* was a poor description of the courts.
- However, respondents with disabilities were significantly more likely than respondents *without* disabilities to indicate that *having transportation which is accessible by persons with disabilities* was a *very poor* description of the California Courts (59% versus 48%, respectively).





5.2.18 Accessible Court Provided Transportation (cont'd)

Qualitative Interviews

The following transportation issues were mentioned:

Verbatim Comments

Transportation to courts often a problem.

Transportation to and from the courthouse.

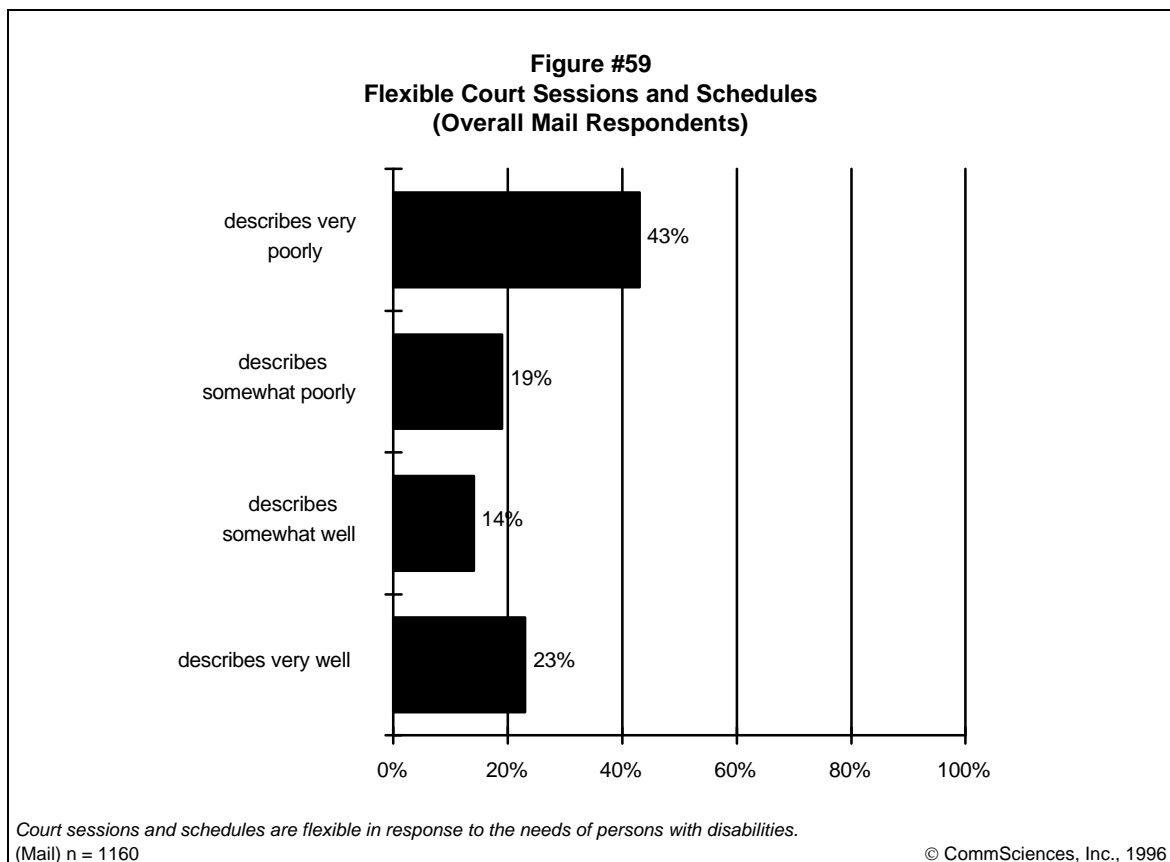
I think most of the courts are inaccessible if you can't drive (for example, the children's court is in Monterey Park).



5.2.19 Flexible Court Sessions and Schedules

The majority of survey respondents felt that court sessions and schedules are *not* flexible in response to the needs of persons with disabilities.

- A majority of respondents (62%) felt that having *court sessions which are flexible in response to the needs of persons with disabilities* was a *somewhat poor* (19%) or *very poor* (43%) description of the California Courts.
- However, approximately one-quarter (23%) of respondents indicated that they felt that having *court sessions which are flexible in response to the needs of persons with disabilities* described the courts *very well*.

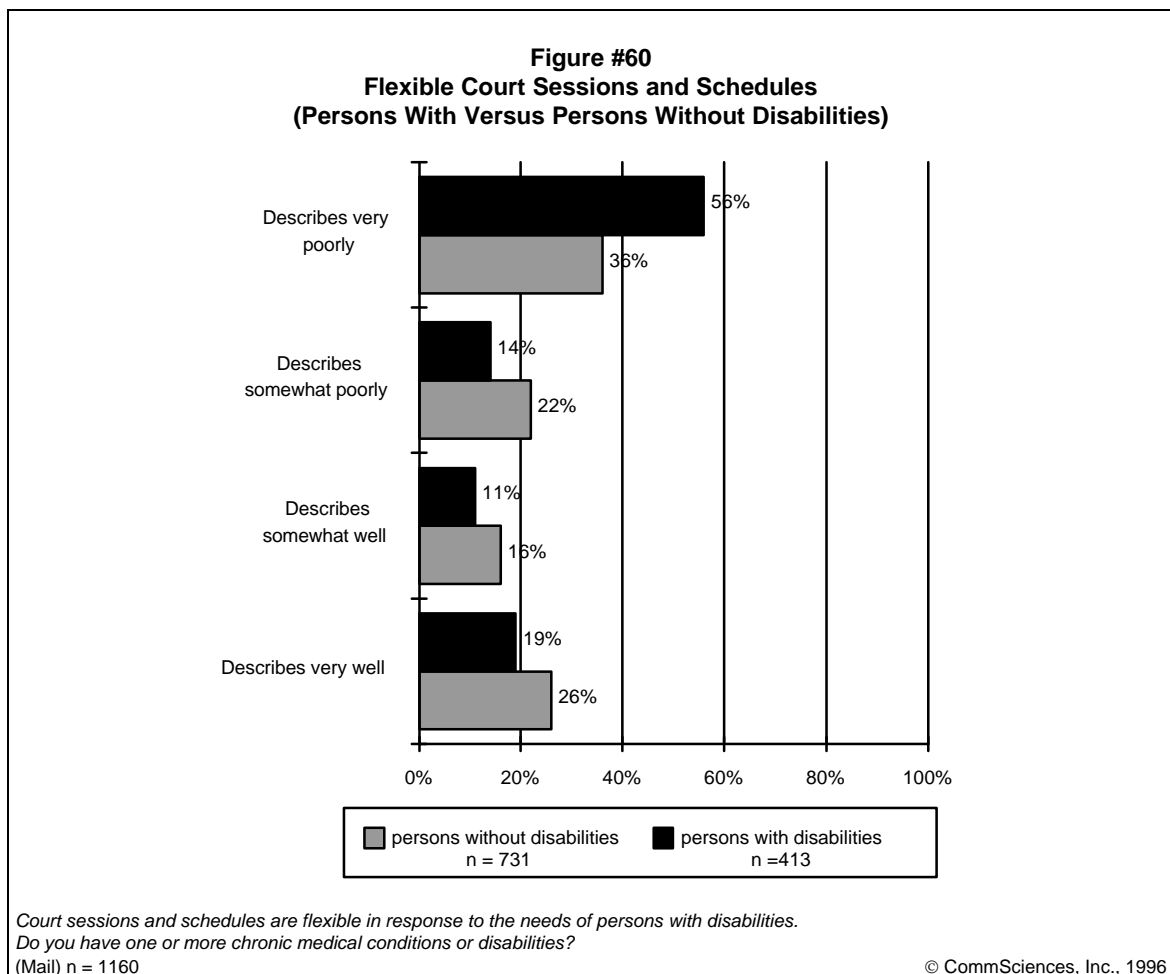




5.2.20 Flexible Court Sessions and Schedules: Persons with Versus Persons Without Disabilities

A majority of *both* groups (70% of respondents *with* disabilities and 58% of respondents *without*) again rated the California Courts as weak in this area. However, compared to persons *without* disabilities, persons *with* disabilities were significantly more likely to feel that court sessions and schedules are *not* flexible.

- A majority (56%) of respondents *with* disabilities indicated that *having sessions and schedules which are flexible in response to the needs of persons with disabilities* was a *very poor* description of the California Courts.
- In contrast, only 36% of respondents *without* disabilities felt that *having sessions and schedules which are flexible in response to the needs of persons with disabilities* was a *very poor* description of the courts.





5.2.20 Flexible Court Sessions and Schedules (cont'd)

Qualitative Interviews

The following mentions were made regarding court sessions and schedules:

Verbatim Comments:

I had to tell people of my disability and ask for them to accommodate me -- wasn't given enough time in court room.

Lack of special preference to be heard early in the day by some courtrooms.

Timing. Hours not always convenient for mass transit schedules or special transportation.

Pace of administrative functions; time often not provided to explain and assist.

I had trouble with filing deadlines. I can't fax.

My biggest problem is being able to have daily infusions of time breaks to take medications.

I don't appear disabled, but have hearing, perceptual, neuromuscular disabilities as well as other physical limits which vary from day to day, and hour to hour, and which makes it hard to sit or maintain certain postures for extended times.

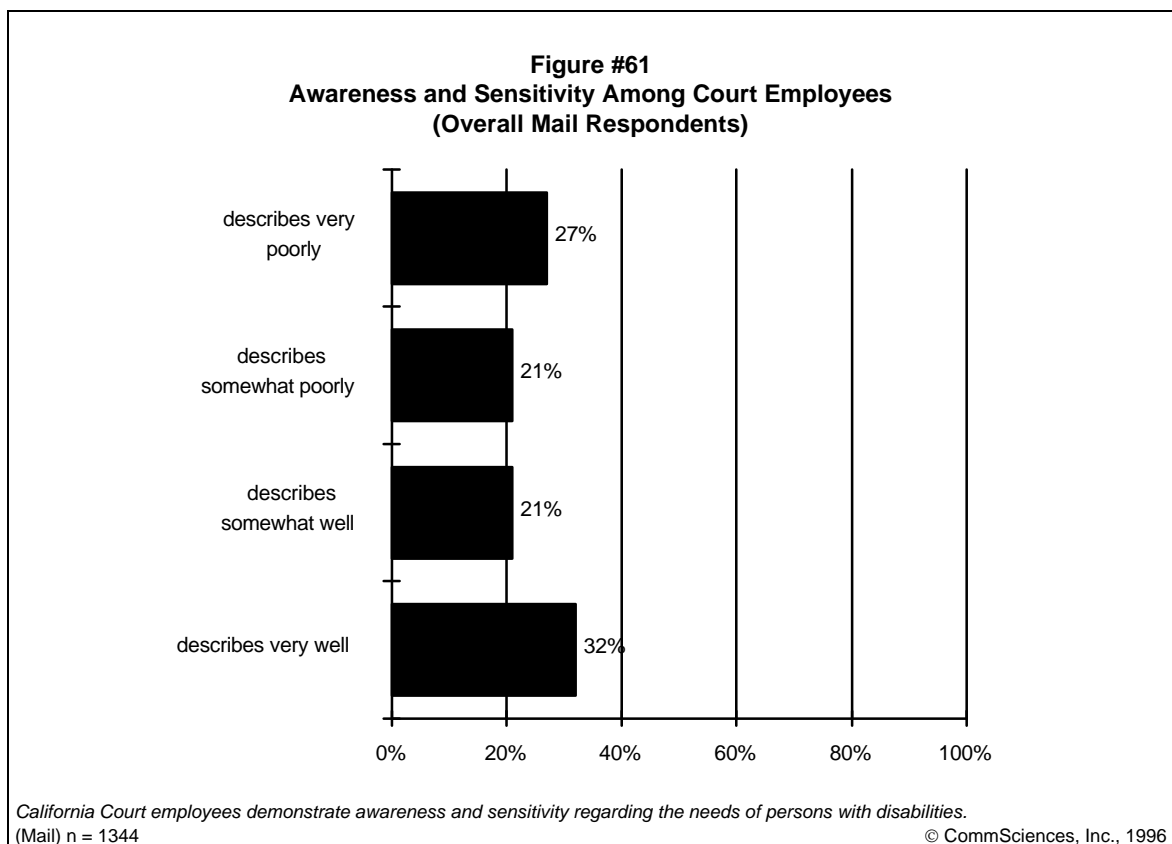
Time restraints. Rest (recognition of energy limits).



5.2.21 Awareness and Sensitivity Among Court Employees

There was no consensus among respondents about the level of awareness and sensitivity among court employees regarding the needs of persons with disabilities.

- Slightly more than half of the respondents (53%) indicated that court employees *can* be described as demonstrating awareness and sensitivity when it comes to the needs of persons with disabilities (i.e., indicated that *employees demonstrate awareness and sensitivity regarding the needs of persons with disabilities* described the courts *somewhat or very well*).
- However, nearly the same proportion (48%) felt that court employees *cannot* be described as aware and sensitive to the needs of persons with disabilities (i.e., indicated that *employees demonstrate awareness and sensitivity regarding the needs of persons with disabilities* was a *somewhat or very poor* description of the California Courts).

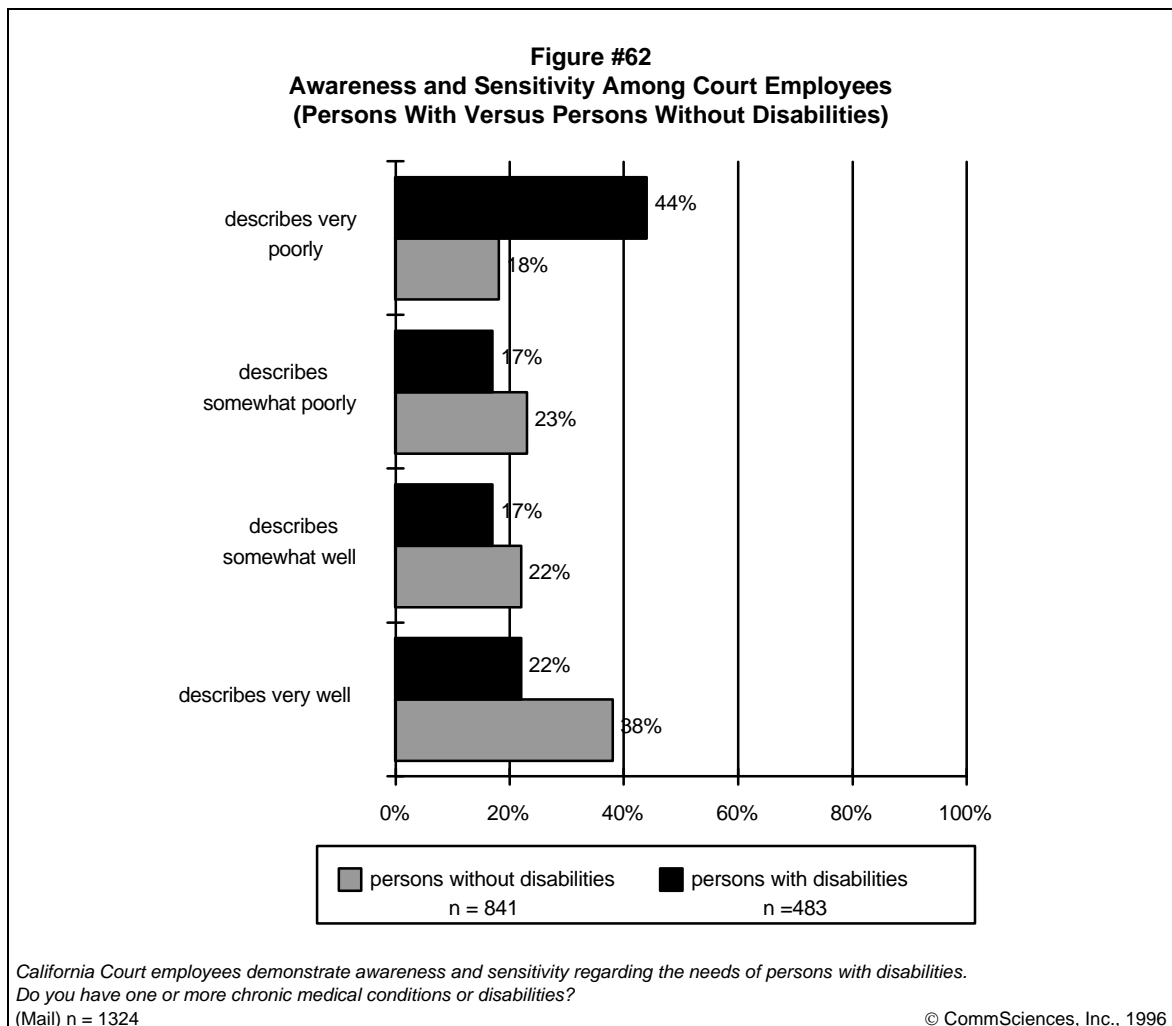




5.2.22 Awareness and Sensitivity Among Court Employees: Persons with Versus Persons Without Disabilities

Although no strong consensus was present in either group, respondents *with* and *without* disabilities did differ significantly in regards to the issue of awareness and sensitivity among court staff.

- Compared to persons with disabilities, persons who have no disability were significantly more likely to feel that the courts *are* aware and sensitive to the needs of persons with disabilities (38% versus 22%).
- Conversely, persons with disabilities are more likely than persons without disabilities to feel that the court employees do *not* possess a high level of awareness and sensitivity in this regard (44% versus 18%).





5.2.22 Awareness and Sensitivity Among Court Employees (cont'd)

Qualitative Interviews

Court employees lack knowledge about the disabled community, including both the physical and mentally disabled communities.

Insensitivity and lack of awareness about working with deaf people.

Ignorance of capabilities and incapacities of people with disabilities. Public service employees are also ignorant of basic rights and laws which are given to people with disabilities. There is little understanding and sensitivity to the needs of a person with disabilities when visiting the court.

I couldn't get in because the judge wouldn't allow a service dog in the courtroom. I was charged with contempt of court. When they wanted me to testify they wanted to separate me from the dog. I can't serve as a juror or a witness because of the dog.

Lack of knowledge by court employees about disabilities.

Limited knowledge of court staff.

"If you aren't wearing a cast or have a wheelchair, they look at you weird." The basic staff was not helpful at all. I feel that most people are not aware that not all disabilities are visible.

Lack of education of court staffs/ administrators on the needs of the disabled. Lack of funds to provide accommodations. Disabled people that don't know what's available and who to ask.

Lack of awareness that specific learning disabilities and attention disorders exist and are covered under the ADA. There is too much wasted time on evaluating documentation for immediate accommodations.

My largest personal barrier has been judges who view violation of accessibility standards as merely causing an "inconvenience" to people with disabilities.

People in the court system are not trained in various types of sensitivity training, which is needed.



5.2.22 Awareness and Sensitivity Among Court Employees (cont'd)

Qualitative Interviews

The ignorance by management of the basic laws which give rights to people with disabilities within the court system.

Not having trained personnel to assist individuals who rely on sign language.

Lack of educated personnel with respect to the HIV virus that causes AIDS.

Incompetence of court staff.

Male attorneys and older judges are the least helpful. One older judge ruled that my having an interpreter was illegal. I had to appeal. Also no one knew that there is a special fund that pays for interpreters. (Santa Clara Superior Court)

Attempting to help judges understand the need for accessibility to the courts.

The greatest barrier that I have experienced is a perception of me as a person with a disability. Most court personnel are willing to assist me when needed, but lack information and sensitivity. They seem to think of my disability as more of a barrier than it really is.

Impatience, I believe, is a result of lack of training and or understanding about disabilities. Also prejudice.

The court staff wants to assist but doesn't know how.

Naive and insensitive, not empathetic. Court employees are condescending. Sometimes they yell at me thinking I'm deaf because I'm in a chair. They act as if I can't talk for myself and direct questions for me to other people.

People have been willing to work with my blindness, but have no knowledge as to the way to assist me.

Helpful. Some frustration with persons who do not ask for assistance or who expect people to understand even though they may be ignorant of the disability. Dealing with court personnel who are frustrated because they don't know what to do or they don't have time to do it.



5.2.22 Awareness and Sensitivity Among Court Employees (cont'd)

Qualitative Interviews

Helpful and friendly except that the mentally disabled are misunderstood and cause discomfort and frustration, especially to those wanting to render services.

Not courteous but rude. Treated like lower class citizens because of no awareness training and because the disabled supposedly have lower income status.

No negative response to individuals with disabilities. Perhaps some lack of awareness of their problems and their issues.

The only attitude is not knowing how to accommodate the disabled. The biggest problem is accommodating them with jury box, witness box, etc.

Judges and lawyers don't know enough about laws to make rulings or proper decisions based on the law. During an adoption proceeding, a judge asked me how I could be a good parent as a "cripple" since I have to take drugs. Judges park in disabled spots, but police won't cite them. DA did not know that the dog was allowed in the courthouse, and the fact that my adopted son that was born with drug addictions was covered.

I felt people had good attitudes and that people are as helpful as they can be, especially the judge. The biggest obstacle the courts face is lack of education of ADA.

The court staff wants to assist but doesn't know how.

There is a lack of sensitivity and lack of knowledge of the needs of the disabled. Hearing impaired people are not treated with the patience and time required.

Judges and lawyers still need to understand the difference between sign language interpreters versus foreign language interpreters.

I feel there is a lack of understanding -- an example is seeing people not get picked for jury duty because it would be too much of a hassle to deal with them. Instead of long sessions, they should schedule shorter sessions on more than one day.



5.2.22 Awareness and Sensitivity Among Court Employees (cont'd)

Qualitative Interviews

They don't understand a person who is blind can be prejudiced in our society so it is my job to educate them on blindness and the role of a guide dog.

Unfortunately, the attitude is part of the ignorance. Not understanding anything about disabilities or how to properly accommodate persons with disabilities is still a big problem with members of the courthouse staff.

There is a lack of sensitivity and lack of knowledge of the needs of the disabled. Hearing impaired people are not treated with the patience and time required.

Judges and lawyers still need to understand the difference between sign language interpreters versus foreign language interpreters.

Court personnel tend to react with generalizations, myths or stereotypes towards people with disabilities. Many court personnel want to be of assistance but pay more attention to the disability than the person. This can lead to a disrespectful and condescending attitude towards disabled court participants. A lack of education and information about disabilities is prevalent in court staff. This leads to frustration for both staff and court users.

There was a lack of patience or understanding of disabled. Inability to deal with people with unique disabilities.

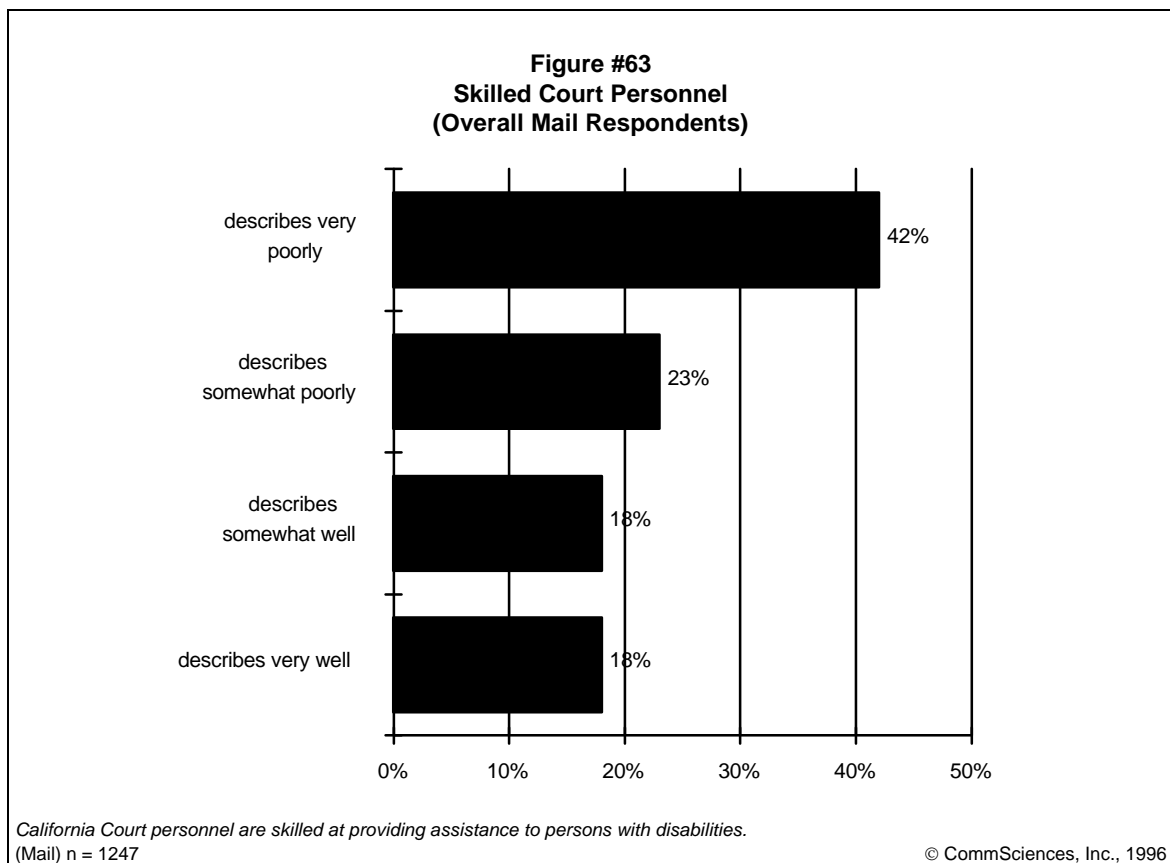
The people that work in the courts are trained to accommodate those with disabilities without going to an extreme that would attract attention. In my opinion the court personnel in our court do an outstanding job in this regard. It is a difficult balancing job to know how far to go and when to stop when dealing with persons with disabilities. (Downey Court)



5.2.23 Skilled Court Personnel

In contrast to the issue of awareness and sensitivity, there was a strong general consensus that personnel in the California Courts are *not* skilled in providing assistance to persons with disabilities.

- A total of 65% of respondents maintain that court personnel cannot be described as skilled in provided assistance to persons with disabilities (i.e., indicated that *having personnel who are skilled at providing assistance to persons with disabilities* is a *somewhat poor* (23%) or *very poor* (42%) description of the courts).
- In contrast, less than one-fifth (18%) of respondents indicated that court personnel *are* skilled in providing assistance to persons with disabilities (i.e., indicated that *having personnel who are skilled at providing assistance to persons with disabilities* describes the courts *very well*).

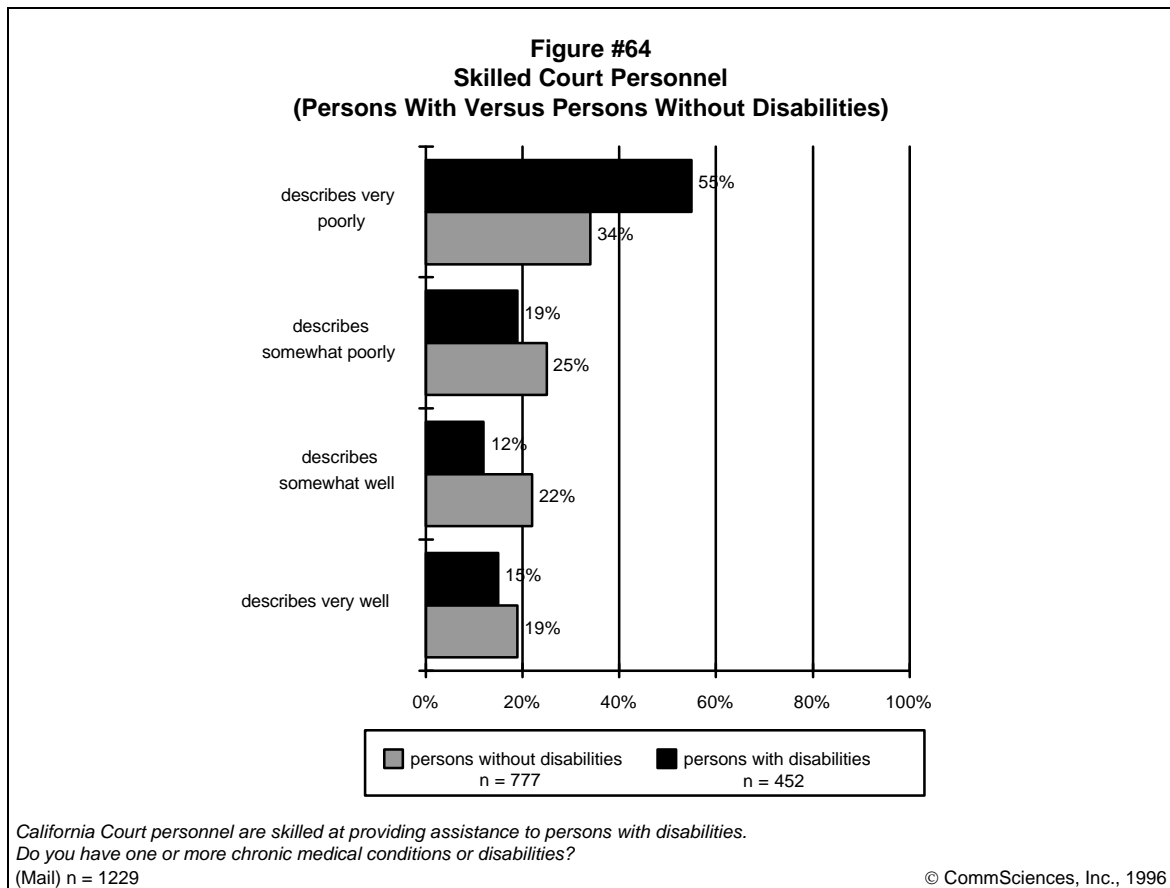




5.2.24 Skilled Court Personnel: Persons with Versus Persons Without Disabilities

Overall, a majority of both respondents *with* and respondents *without* disabilities indicated that personnel in the California Courts are not skilled at providing assistance for persons with disabilities. However, opinions were much more widely divided among persons *without* disabilities.

- A strong majority (74%) of respondents *with* disabilities indicated that *having personnel who are skilled at providing assistance to persons with disabilities* was either a *somewhat poor* (19%) or *very poor* (55%) description of the California Courts.
- In contrast, opinions among respondents *without* disabilities were almost evenly divided, with 59% indicating that *having personnel who are skilled at providing assistance to persons with disabilities* was a *somewhat* or *very poor* description of the courts, and 41% indicating that it described the courts *somewhat* or *very well*.

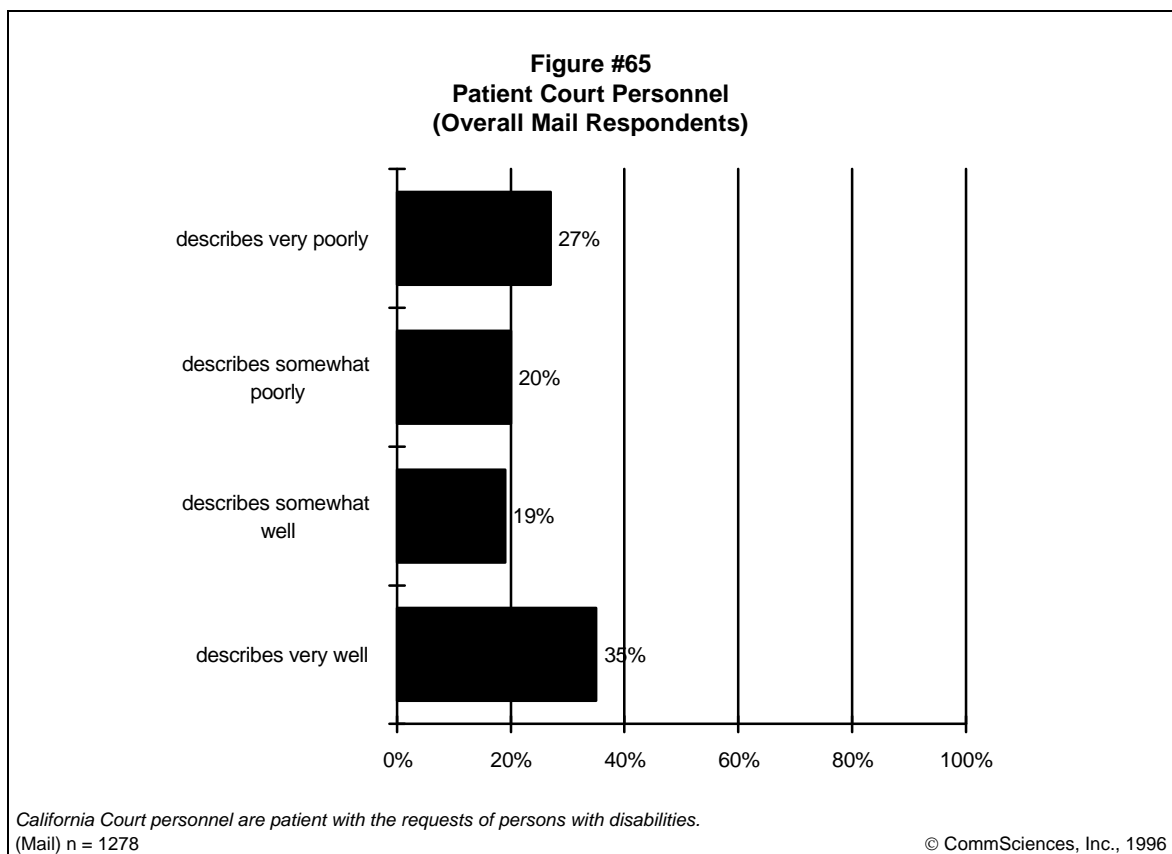




5.2.25 Patient Court Personnel

Survey participants were about evenly divided in their opinions about whether or not court personnel could be described as patient with the requests of persons with disabilities.

- Slightly more than half of respondents (54%) consider court personnel patient with requests (i.e., indicated that *having personnel who are patient with the request of persons with disabilities* was a *somewhat or very good* description of the courts).
- A similar proportion (47%) considered personnel at the courts to be lacking in this regard (i.e., indicated *having personnel who are patient with the request of persons with disabilities* was a *somewhat or very poor* description of the courts).

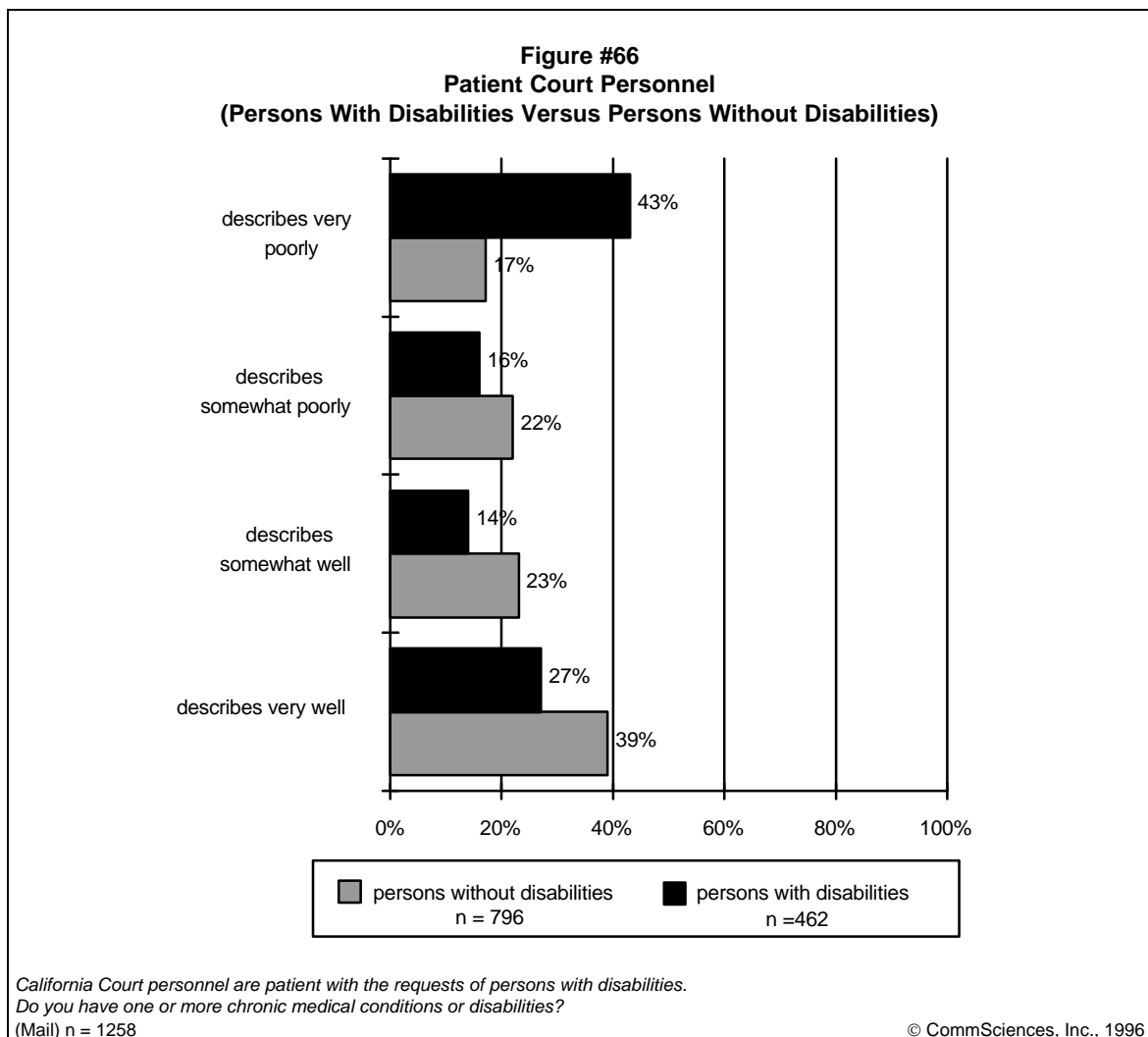




5.2.26 Patient Court Personnel: Persons with Disabilities Versus Persons Without Disabilities

Division of opinion regarding the patience of court personnel appears to have depended largely upon whether or not a respondent had a disability.

- A slight majority (59%) of persons with disabilities felt that court personnel are not particularly patient with requests from members of their community (i.e., indicated *having personnel who are patient with the request of persons with disabilities* was a *somewhat* or *very poor* description of the courts).
- In contrast, the majority (62%) of persons *without* disabilities felt that court personnel were patient in this regard (i.e., indicated that *having personnel who are patient with the request of persons with disabilities* was a *somewhat* or *very good* description of the courts).

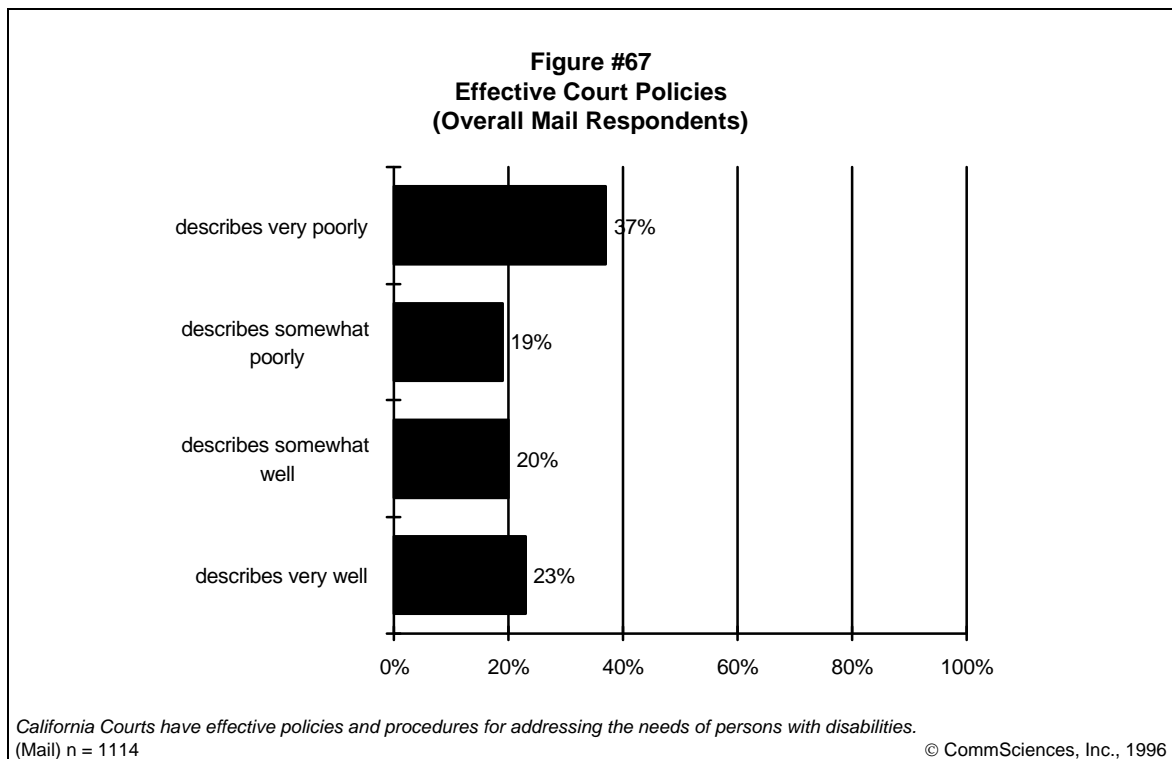




5.2.27 Effective Court Policies

There was also lack of consensus among respondents concerning whether or not the courts have effective policies and procedures for addressing the needs of persons with disabilities.

- Slightly over half (56%) of the respondents felt that the courts *cannot* be described as having effective policies and procedures to meet the needs of the disability community (i.e., indicated that *having effective policies and procedures for addressing the needs of persons with disabilities* was a *somewhat* or *very poor* description of the California Courts).
- However, nearly half (43%) of the respondents felt that the courts do have policies and procedures that are effective (i.e., indicated a score of 6 or more on a scale of 1 to 10, where 1=very poor description and 10=very good description).

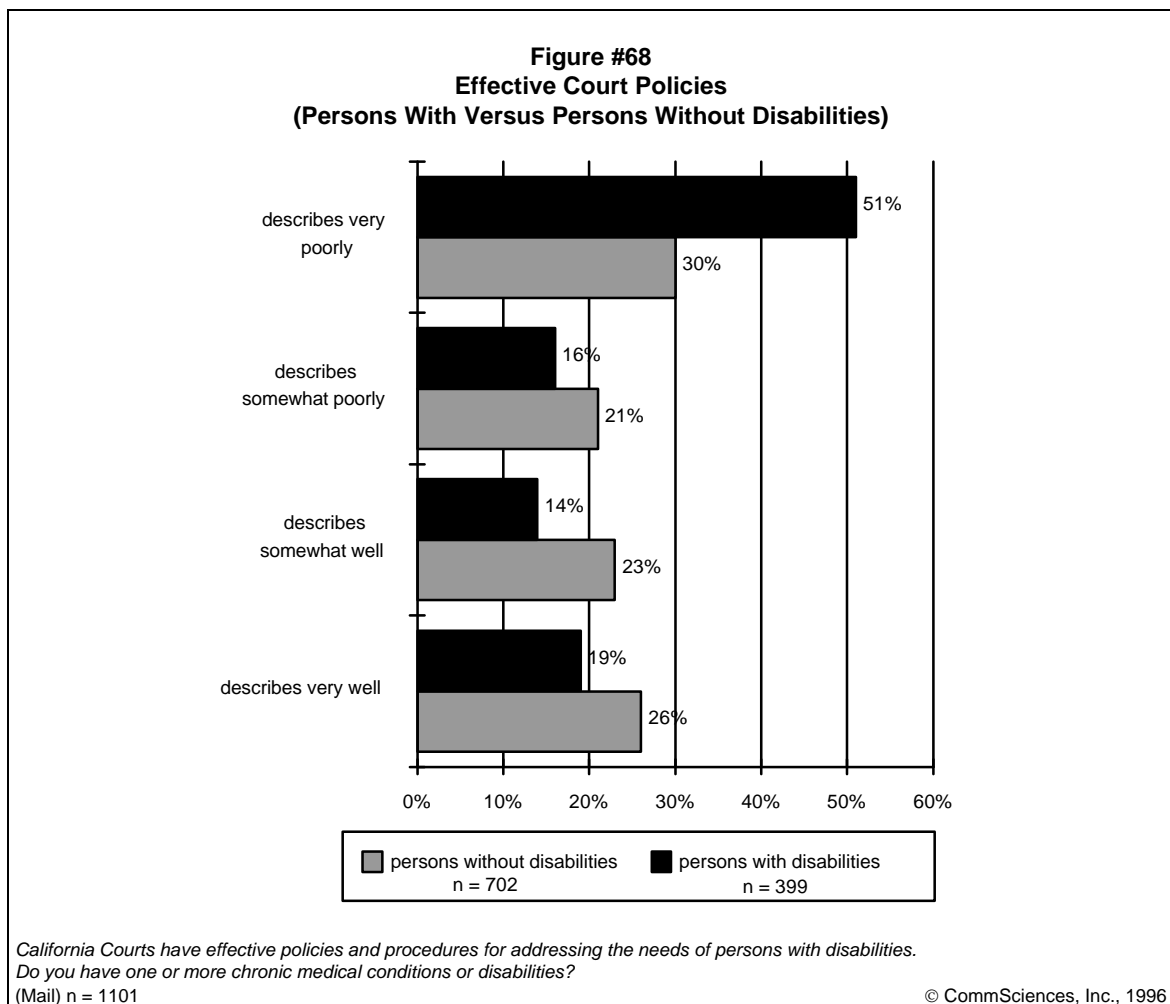




5.2.28 Effective Court Policies: Persons with Versus Persons Without Disabilities

In general, respondents *with* disabilities gave the California Courts poor ratings for the effectiveness of its policies and procedures for addressing their needs.

- A majority (67%) of respondents *with* disabilities indicated that *having effective policies and procedures for addressing the needs of persons with disabilities* was a *somewhat* (16%) or *very poor* (51%) description of the courts.
- In contrast, opinions among respondents *without* disabilities were much more evenly divided in regards to the effectiveness of procedures and policies in the California Courts. Respondents *without* disabilities were about evenly split between people who indicated that *having effective policies and procedures* was a *poor* description of the courts (51%) and people who felt that it was a *good* description of the courts (49%).



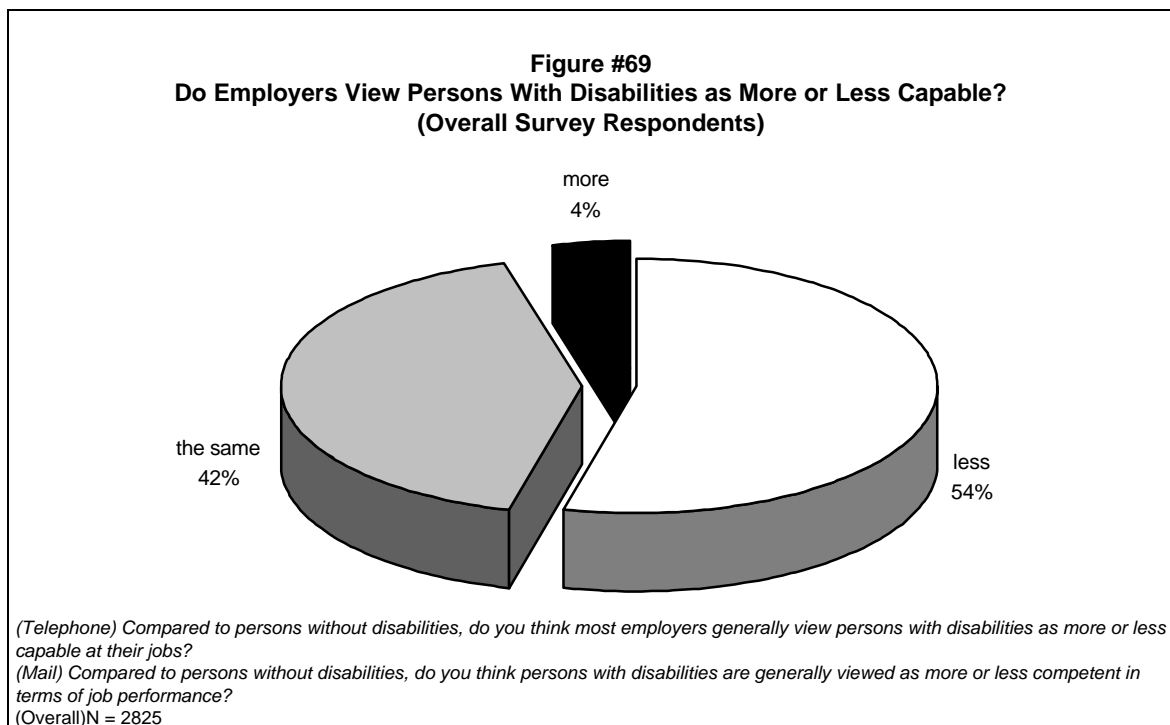


5.3 ATTITUDINAL BARRIERS

5.3.1 Negative Attitudes Towards Persons With Disabilities

Comments regarding negative attitudes formed some of a notable portions of the comments made during the public hearings on access to the California Courts for persons with disabilities.

In general, the majority (54%) of survey respondents indicated that persons with disabilities are viewed as *less capable* than persons without disabilities by employers.

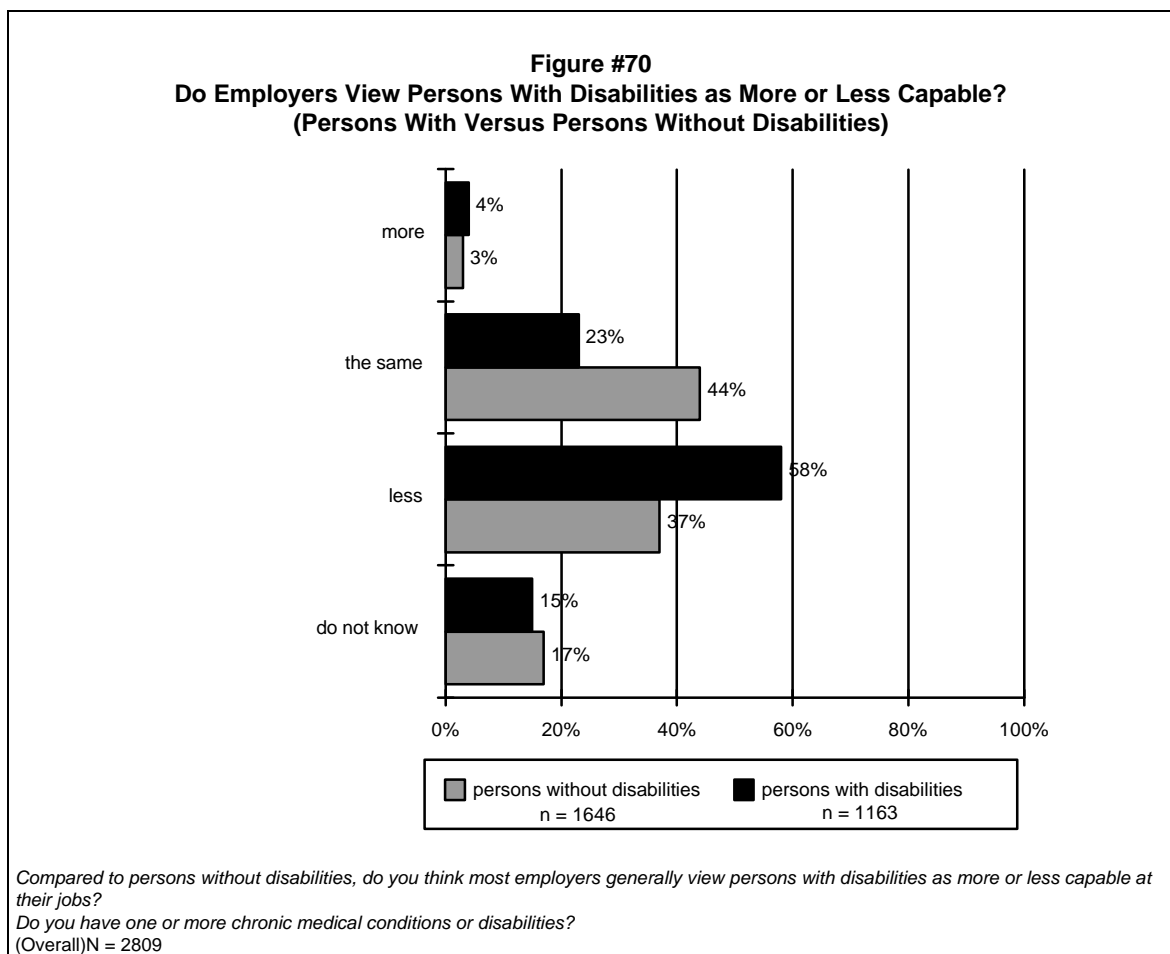




5.3.2 Negative Attitudes Towards Persons With Disabilities: Persons With Versus Persons Without Disabilities

When it comes to negative bias in the workplace, there were significant differences between the way persons with disabilities say they are perceived, and the way persons without disabilities *think* persons with disabilities are perceived.

- A majority (58%) of respondents *with* disabilities said that employers generally view persons with disabilities as less capable or competent than persons without disabilities.
- In contrast, only 37% of persons without disabilities indicated that employers generally view persons with disabilities as less capable or competent in terms of job performance.
- In addition, persons without disabilities (44%) were significantly more likely than persons with disabilities (23%) to say that employers generally view the capabilities or competence of both groups to be the same.

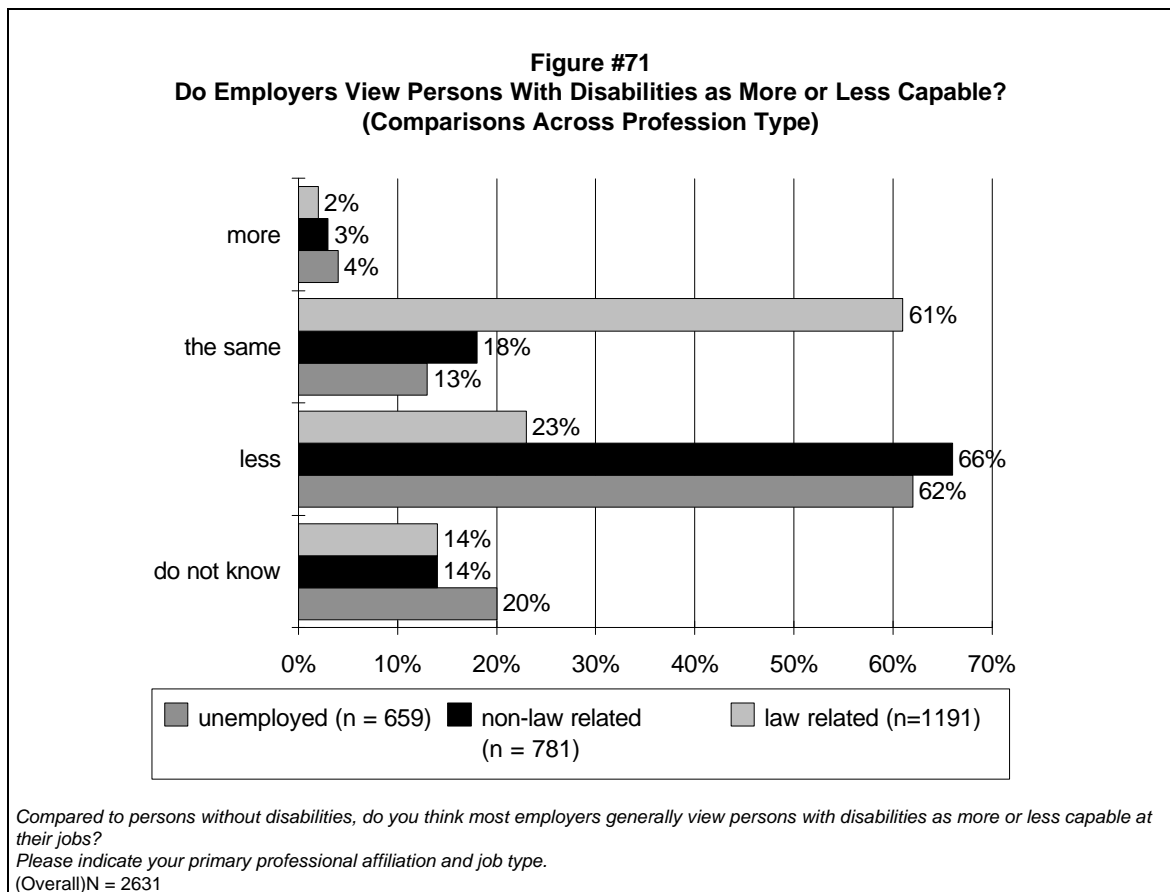




5.3.3 Negative Attitudes Towards Persons With Disabilities: Comparisons Across Professional Groups

Respondents who worked in a law-related occupation were significantly *less* likely than respondents from non-law related fields or unemployed respondents to indicate that there is a negative bias towards persons with disabilities in most workplace environments.

- A majority (61%) of respondents in law-related professions indicated that employers generally view persons with disabilities and persons without disabilities as the same when it comes to being capable or competent.
- In contrast, the majority of persons working in non-law related fields (66%) and unemployed respondents (62%) indicated that employers generally view persons with disabilities as *less* capable or competent than persons without disabilities.

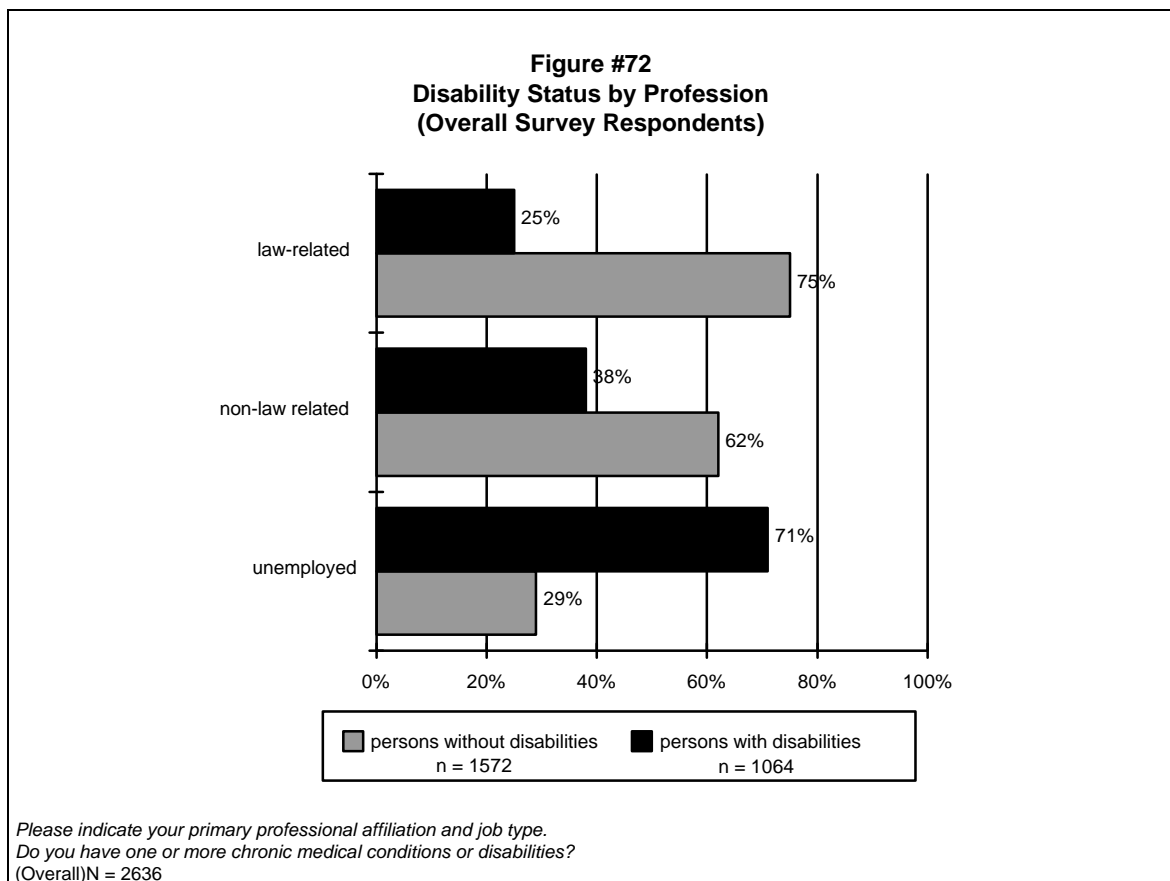




5.3.3 Negative Attitudes Towards Persons With Disabilities: Comparisons Across Professional Groups (cont'd)

The finding that persons in law-related fields are more likely than people in non-law related fields to say that persons with disabilities are generally viewed as equally capable by employers is explained somewhat by the fact that a majority of respondents working in law-related fields were persons *without* disabilities.

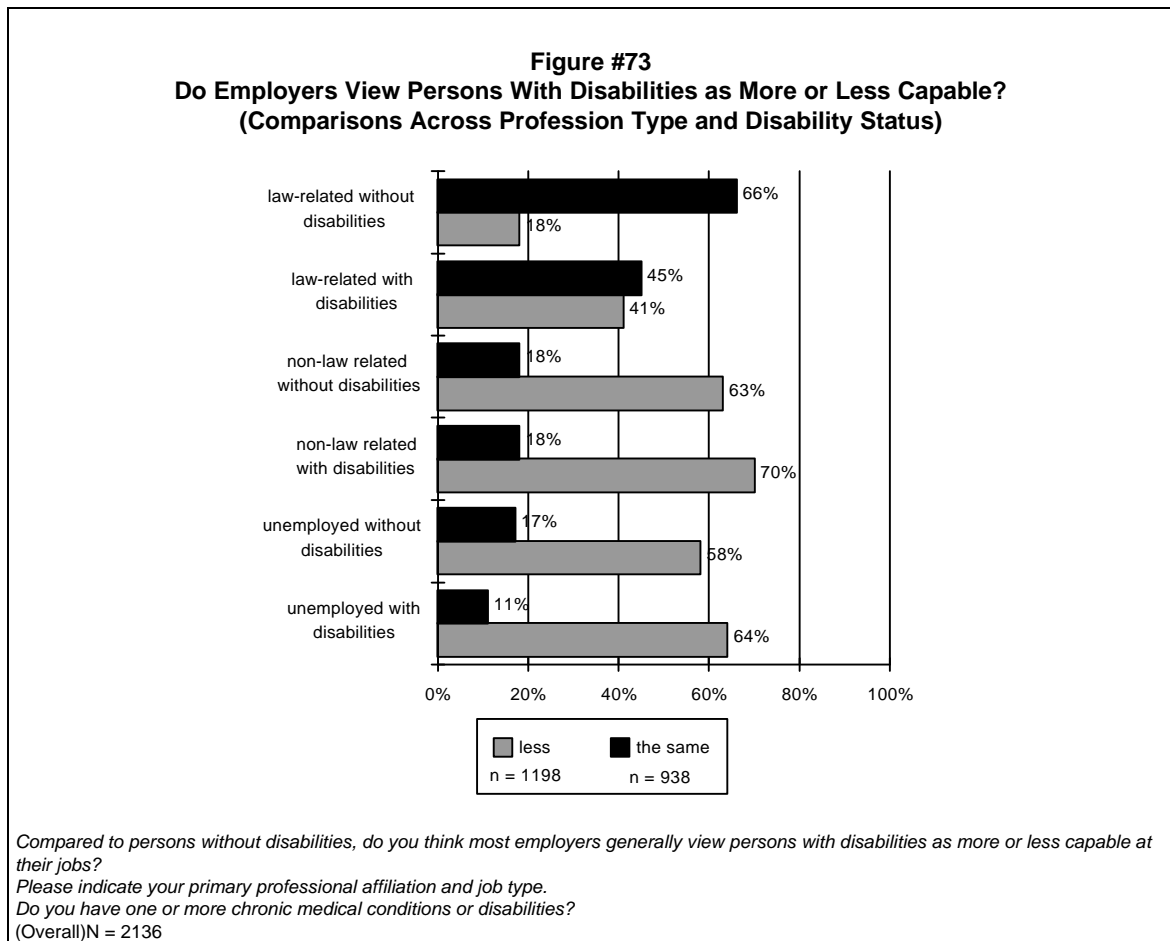
- Three-quarters (75%) of the respondents who reported working in law-related fields indicated that they did *not* have a disabilities.
- In contrast, 71% of the respondents who were unemployed reported having some form of disability.





5.3.3 Negative Attitudes Towards Persons With Disabilities: Comparisons Across Professional Groups (cont'd)

Persons without disabilities working in law-related fields were the most likely of any group to indicate that persons with disabilities are seen to be *equally capable* as persons without disabilities by their employers.





5.3.3 Negative Attitudes Towards Persons With Disabilities (cont'd)

Qualitative Interviews

A general bad attitude from court staff.

Unfortunately, the attitude is part of the ignorance. Not understanding anything about disabilities or how to properly accommodate persons with disabilities is still a big problem with members of the courthouse staff.

There has been various attitudes displayed: insensitivity, incompassionate irritation, frustration. The attitudes come from those persons who are not informed or educated about the disabled community and/or their needs.

Attitudes of personnel, from clerical staff to the judge. For those with some mental disabilities, courts do not provide assistance to these individuals to enable them to understand court procedures, especially in the lower courts.

Lack of consideration by attorneys in selecting jurors when prospective jurors have disabilities.

Attitudes of judges.

I found attitudinal barriers. A juror last week told me that she expected to be disqualified, but instead the judge made accommodations.

There was total insensitivity by everyone in the courthouse. "Like we fell off Mars." Nobody addresses the insensitivity and I felt there was outward antagonism.

Prejudicial attitudes of the judges toward people with disabilities. Judges do not understand or accept the laws protecting the rights of people with disabilities.

I feel the biggest problem is prejudice.

People seem to think that asking for a little understanding or compassion is "using" one's disability to take advantage of the system. Also an unwillingness to make accommodations to an individual's particular situation.



5.3.3 Negative Attitudes Towards Persons With Disabilities (cont'd)

Qualitative Interviews

Request staff to treat all persons the same (courteous, respectful, helpful, etc.). If a person has a disability or speaks a language other than English, he/she should be given additional help by means of an interpreter, directions to ramps/elevators, etc.

The attitude seems to be that the people working in the state court system don't have the time to spend on a disabled person to make accommodations.

Pity and a condescending attitude. Even the biggest lawbreaker is treated more fairly.

Very supportive and very helpful.

Not courteous but rude. Treated like lower class citizens because of no awareness training and because the disabled supposedly have lower income status.

A request for an accommodation is met with an attitude of unconcern, or the importance of the request is discounted.

Many have an "I don't care" attitude or an "I don't owe you anything" attitude. When I needed an accessible typewriter to do a small claims filing you would have thought I asked for a million dollars.

My co-workers treat all people with dignity. It does not matter where they came from, what they look like or how they sound.

We are often treated in a condescending manner or treated as children who do not know what is going on.

The attitudes I have observed are good. The main issue staff face is that there are so many types of disabilities that require different treatments or measures by the staff.

I feel the general attitude toward disabled people to be adequate. (Los Angeles Superior Court)

I always felt very good about attitudes toward me. I think accommodation for all types of disabilities is the biggest obstacle we face.



5.3.3 Negative Attitudes Towards Persons With Disabilities (cont'd)

Qualitative Interviews

The courthouse staff members don't take me seriously.

I feel the staff sees me as a bother and would not go the extra mile for me. Funding does not go toward making courts more accessible. I would like to see more centralization of officials who deal with complaints from disabled people.

I think the general attitude is good.

I have encountered good attitudes, mostly.

I felt like the judge was negative toward me.

It seems the staff would turn down people that needed special help to fill out forms.

The judge told me "I think you are saying that you can't handle this." Another judge said, "We want to thank Ms. Colburn for coming here at considerable hardship," which I found incredibly insulting as that he wouldn't know if there is a hardship.

Attitudes have been getting better.

I felt that I was pushed aside by court staff.

The court staff is curt.

Most staff is friendly. They helped me with doors, tried to get me through hallways. The building was too old to convert.

It seemed like the court room staff (judge and clerk) were just tolerating me. For the most part positive, but seemed "inconvenienced."

I think the courthouse staff is judgmental. Even though I was in a wheelchair, the judge didn't take me seriously. "If you don't have a missing arm or leg they ignore you."

I think most members of the courthouse staff have positive attitudes. I think the biggest problem is resources to provide on the spot.



5.3.3 Negative Attitudes Towards Persons With Disabilities (cont'd)

Qualitative Interviews

I found a general reluctance of staff members to deal with disabled people. The staff will talk to a companion of the disabled person and not the disabled person themselves.

I try to do improvements (I was involved in the building). I think access is fantastic. There is always an "attitude" towards the disabled but also to other races, too.

I feel the courthouse staff is courteous. The guards are especially helpful.

I would say most of the people were helpful. They will tell you what door to use or will help with a door that isn't accessible to me about half of the time.

Regarding attitudes, the workers are okay to disabled people but when that person leaves there is a tendency to joke about them.

The court staff was very nice and polite towards me--I never felt I got a "dirty look." (Riverside Courthouse)

The court staff is helpful. The bailiff is generally very kind, and generally assists people. I've never had any negative experiences.

They were really nice, but still rejected my request.

The location of where things are at, i.e., chairs, courtrooms in relation to each other is something they should try to work on, although I feel they do try hard to accommodate disabled people. Educating their staff is the biggest problem they face.

Bailiffs yell at you because they think because you are disabled you are deaf and dumb. As a mom, I am not taken seriously because I am disabled. In LA, I saw parking attendants parking cars in the disabled spot. When I complained, I was told that Federal employees could override laws. Inside, my dog's pack wasn't searched, but I was forced to stand to make sure she wasn't sitting on a weapon.



5.3.3 Negative Attitudes Towards Persons With Disabilities (cont'd)

Qualitative Interviews

I was disgusted with the standoffish attitudes from staff.

I think people generally have good attitudes--people go out of their way to make it easy for disabled people without being obvious about it.

I encountered no negative attitudes. The only negative thing I've seen is just frustration when things slow down due to a disabled person.

The court room staff was not helpful at all. I found them to be rude.

I felt people had good attitudes and that people were as helpful as they can be, especially the judge. The biggest obstacle the courts face is lack of education of ADA.

I felt that for the most part the court staff tries to help. The biggest problem is that it is difficult to find ASL interpreters quickly. (Marin County Courthouse)

The courts don't allow for professionals to pause to think before they answer; like a five-minute pause.

It seems that providing access is not important to the staff. Disabled people are not considered "important."

The staff members have neutral attitudes. The court has no problems.

A judge once let out air to a car owned by a person with a disability that was parked in his space while another judge watched and instructed other staff not to tell on the judge. The biggest problem in providing access is that they have a bad attitude. (Santa Barbara Municipal Courthouse).

I felt the staff is helpful. I think the biggest problem is they can only do so much.

I think the staff had a pretty good attitude towards the disabled. It's very important to me as I am a disabled judge. I also think it makes a difference because we are more personal as there are only three judges. The biggest problem is not enough funding for old buildings; all the funding seems to go to the new buildings.



5.3.3 Negative Attitudes Towards Persons With Disabilities (cont'd)

Qualitative Interviews

The staff seems afraid to ask about my disability. The biggest problem is preparedness in finding out what a disabled person would need for access.

I found public defenders are hostile. The biggest problem is the court staff 's attitude.

The judge was not friendly, but the staff was okay.

I found a generally good attitude among staff. The biggest problem is retrofitting older buildings due to lack of funds.

The staff had a "pretty regular" attitude. I felt we treated them like everyone else. The biggest problem is needing appropriate technology for the hearing impaired. We have them, but they are not powerful enough.

I thought the staff is good. I'd say the biggest problem is the room size.

I felt people are generally helpful, but there is a certain amount of custodialism. When I was assigned to a jury, the attorneys didn't think that I would be able to understand and was dismissed. The court staff is good, but the attorneys want you to be superhuman to get on a jury. Unlike other jurors, I was called into chambers to try and "prove" that I could do it.

When I was a juror on an injury case, the lawyers looked to me for sympathy.

The staff was neutral. They treated me the same. Parking is probably the biggest problem faced by the courts.

My staff has a good attitude but still might have attitudinal problems with the attorneys regarding visually and hearing impaired people as competent jurors.

I felt like judges and attorneys see us as nuisances because they don't understand that interpreters are needed. I think biggest problem is old buildings.



5.3.3 Negative Attitudes Towards Persons With Disabilities (cont'd)

Qualitative Interviews

People's attitudes seemed pretty good.

I felt all the staff was very nice.

I feel there's an "undercurrent that you want something for nothing" from the staff. Judges have been better. The biggest problem courts face is that they won't get input from disabled people.

I think my staff has good attitudes. The biggest problem is budget constraints.

I felt like people had good attitudes, but getting to a person in the courts that could help is difficult. The biggest problems courts have is budgetary.

The staff focuses on stereotypes too much and doesn't consider specific disabilities.

I found a lack of sensitivity at every level. Will stay that way until "they are hit over the head with it." I felt I had to keep my disability a secret.

The judges are apathetic to disabled rights cases. I was denied a claim because an injury was put on top of an current disability so the judge felt there was really that much more of a loss of a quality of life. Good experiences with bailiffs.

The court staff members at all levels were courteous.

I am forced to wear a mask (compound filter) so I receive looks of "disdain and contempt" by courtroom staff "like you're trying to make too big of a deal over nothing." They wouldn't let me stand in a hallway. The biggest problem for courts is ignorance of MCS.

The court workers don't want to make exceptions. Despite a doctor's note saying that I should not have appointments in the early mornings, the judge still scheduled the sessions for 9 a.m.



5.3.3 Negative Attitudes Towards Persons With Disabilities (cont'd)

Qualitative Interviews

I had no problems with the staff. Funding is the courts' biggest problem.

They would treat me like I was crazy. They didn't take MCS seriously. The judge and the public defender was sympathetic once they understood MCS but the prosecutor was not.

The staff was friendly, but the judge was impatient.

The staff was not helpful and were indifferent. I asked for a private room for 20 minutes every 2 hours to use a catheter to drain my bladder. The staff told me nothing was available but they would let me rent a room for \$600-800 month. I would have to go to the attorney's office down the street, and then I would not have been allowed back into the courtroom until another recess even though it was my case.

The staff had a "better than" attitude and a lack of willingness to assist. "I'm too busy to help" attitudes. Attorneys were the least understanding.

The staff members were not helpful. They didn't care that you couldn't move around.

The courthouse guards have a lack of understanding that some people cannot make it through security systems because of wheelchair or crutches. The guards try to "make spectacles of them."

Most people are helpful within the limited resources they have.

Staff members are usually accommodating as best as possible.

The court demonstrates an adherence to a "traditional" view of people with disabilities: that their exclusion from society (employment, education, recreation etc.) is a "natural consequence" of their disability and should be accepted.

While most people are helpful and sympathetic, there is some patronizing.

There is a definite lack of respect for the financial limitations of LD/ADD.



5.3.3 Negative Attitudes Towards Persons With Disabilities (cont'd)

Qualitative Interviews

While most staff members had friendly attitudes, it is unfortunate that many were also uneducated about disabilities.

Court personnel tend to react with generalizations, myths or stereotypes towards people with disabilities. Many court personnel want to be of assistance but pay more attention to the disability than the person. This can lead to a disrespectful and condescending attitude towards disabled court participants. A lack of education and information about disabilities is prevalent in court staff. This leads to frustration for both staff and court users.

I encountered attitudes ranging from apathy, ignorance, bias, resistance to providing assistance and/or support.

Trying to enter the Van Nuys court house and not gaining entrance because I had a letter-knife attached to my key chain. At the security check, I could not enter because I was "holding a knife." Also I was holding a white cane. I explained to the security person that I was legally blind and was not able to read their posted signs which state that no guns or knives are permitted in courthouse. I told the person three times that I am not able to read their posted signs. The security person stated over and over that the signs were posted and I could not enter the courthouse.

All the staff members were hostile and non-understanding.

Condescending attitudes manifested by an attorney and inaccessible witness stand (no ramp/lift) and an inaccessible jury box. In addition, a bailiff verbalized fear of physically assisting me to climb 3 steps (I am 5'6" and weigh approximately 125 pounds; the bailiff was at least 6'3" and weighed over 200 pounds).

Court personnel (judges, clerks, etc.) need to be more considerate of and conscious of the need for accommodation. Critical skepticism (i.e., capitalizing on one's disability) to sympathy/ pity; not much impatience.

Court personnel were uncooperative, non-accommodating.

The staff members were very negative and not willing to help.



5.3.3 Negative Attitudes Towards Persons With Disabilities (cont'd)

Qualitative Interviews

Most have been very good. However, there was a time when a hearing impaired man asked the court clerk a question and the clerk whispered the response as their court was in session, but the man could not hear the response and when he asked that the clerk repeat her response the clerk got rude.

There was a lack of patience or understanding of disabled. Inability to deal with people with unique disabilities.

Persons with disabilities are talked down to as if they are dumb and ignorant.

The public was treated well. (Stockton Superior Court)

General attitudes toward the disabled are that there are lowered expectations about the competency and abilities of the disabled. People tend to under-expect.

As an overweight person, not only do court personnel but others coming in see us as inefficient and inferior. They look at persons with disabilities as inferiors.

I felt there was a lot of impatience in dealing with the disabled and failure to communicate with deaf people.

I felt like I was receiving a lot of condescending attitudes.

They wanted to give me a non-certified ASL interpreter. I knew she would gossip about what she heard. The staff was short with me. (Santa Maria Superior Court)

I feel there is a lot of misunderstanding and lack of positive attitude.



5.3.3 Negative Attitudes Towards Persons With Disabilities (cont'd)

Qualitative Interviews

People working in the state court are generally short and rude. Lack sensitivity to persons with disabilities.

Impatience, condescending tones while communicating verbally in person and defensiveness when a reasonable accommodation was requested.

Most persons I have worked with are kind and helpful to persons with disabilities.

Indifference to my complaints and requests.

People who have been disabled after they are established have an easier time because people know who they are first whereas someone who is meeting them with a disability already present have to prove themselves.

They are helpful and accommodating to the fullest extent possible.

Accommodating and a helpful attitude.

Most staff want to do a good job and help people but some are afraid that people with disabilities will make demands that they cannot fulfill.

Most of the time there is a helpful attitude from the staff and the judges. There have been times when court staff do not appear to know how to deal with a disabled attorney.

Courteous.

Judges are unacceptable.

People do not have the time to deal with people who have disabilities. Non-educated towards disabled.

Paternalistic attitude, treating me like a second class citizen.



5.3.3 Negative Attitudes Towards Persons With Disabilities (cont'd)

Qualitative Interviews

A majority are helpful, yet there is that percentage that does not want to deal with the disabled and they feel we should stay home and not bother workers at the court office. As one worker said, "we are not paid enough to have to deal with the lame, blind, and mute."

The process is not accommodating. The jury commissioner will pay mileage for persons driving to the courts, but was unwilling to provide transit either by the local county transit system, or by the county's own internal van system as is used for medical appointments. I would be going from one county facility to another. He should also pay for this transit and arrange for it. The nursing staff was unwilling to do this. Upon arriving I wonder if someone could have been of aid in getting me to the jury room. Would they have helped me in positioning my chair? Would I be helped, or allowed to tilt the chair to prevent injury?

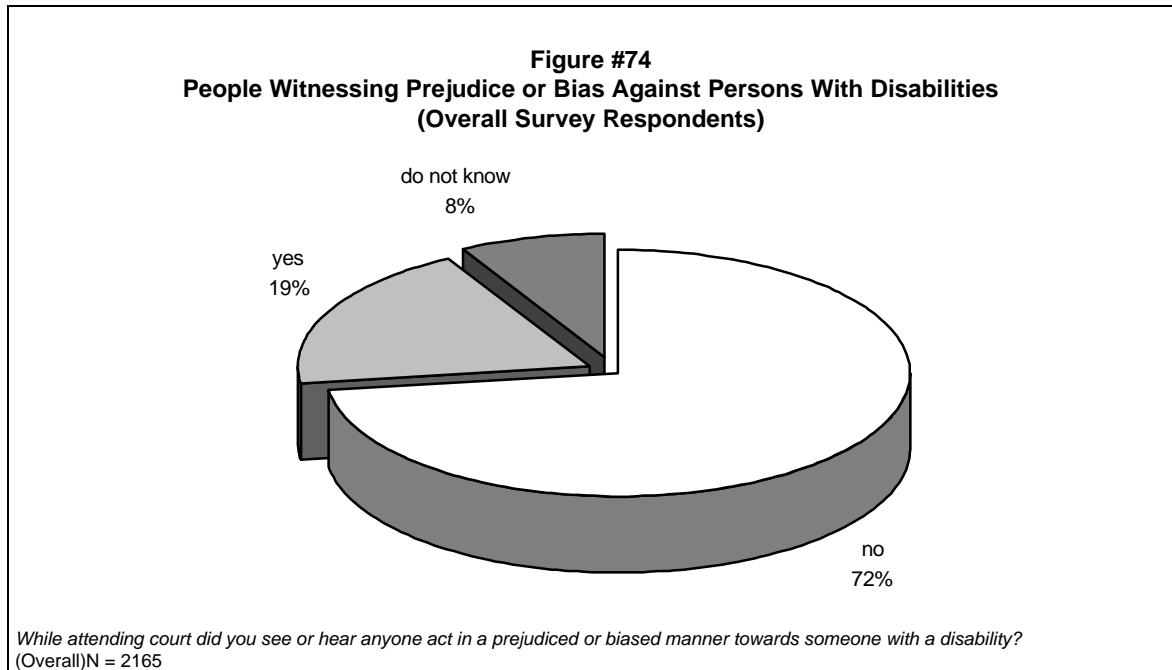
Pleasant and accommodating for the most part. Some Hispanic people have difficulty understanding those with speech impediments.

Not interested in suggestions to make it possible for a disabled person to serve on jury.



5.3.4 Prejudice and Bias in the California Courts: Overall Survey Respondents

Despite the prevalence of comments citing negative attitudes towards persons with disabilities which came from the qualitative portions of this study, an overwhelming majority (72%) of survey respondents indicated that they have *not* witnessed any actions in the California Courts which they would consider prejudicial or biased against persons with disabilities.

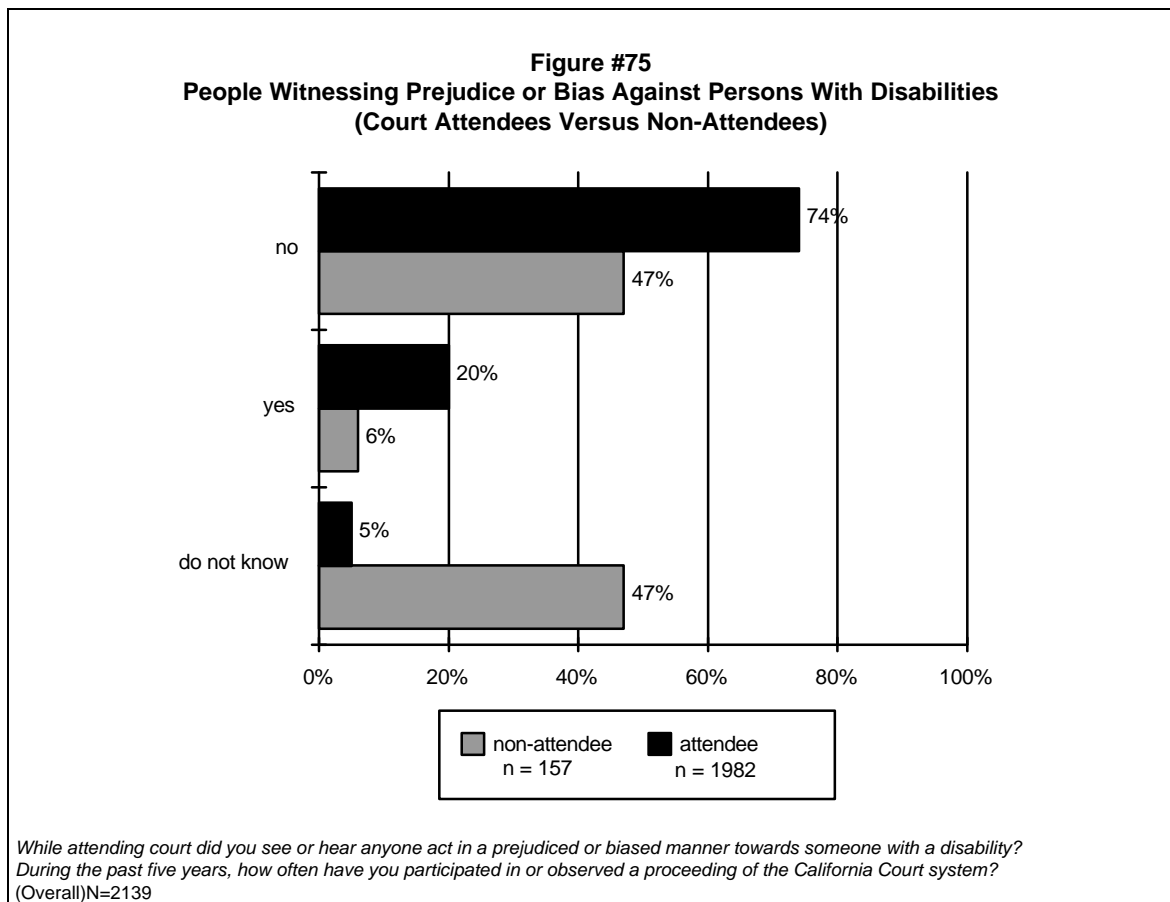




5.3.5 Prejudice and Bias in the California Courts: Court Attendees Versus Non-Attendees

Overall, there was a strong consensus of opinion among court attendees regarding the lack of observed incidents of prejudice or bias towards persons within the California Courts towards persons with disabilities. Roughly three-quarters (74%) of respondents who had attended a California Court in the past five years reported that they *had not* witnessed any person behave in a biased or prejudicial manner.

It is also interesting to note that among non-attendees (persons who had *not* attended a court in the past five years) opinion was about evenly split between people who *assumed* or *inferred* from some other knowledge of the court system that there is *no* prejudice or bias towards persons with disabilities in the California Courts (47%), and those whom (as we would expect) indicated that they did not know (47%).

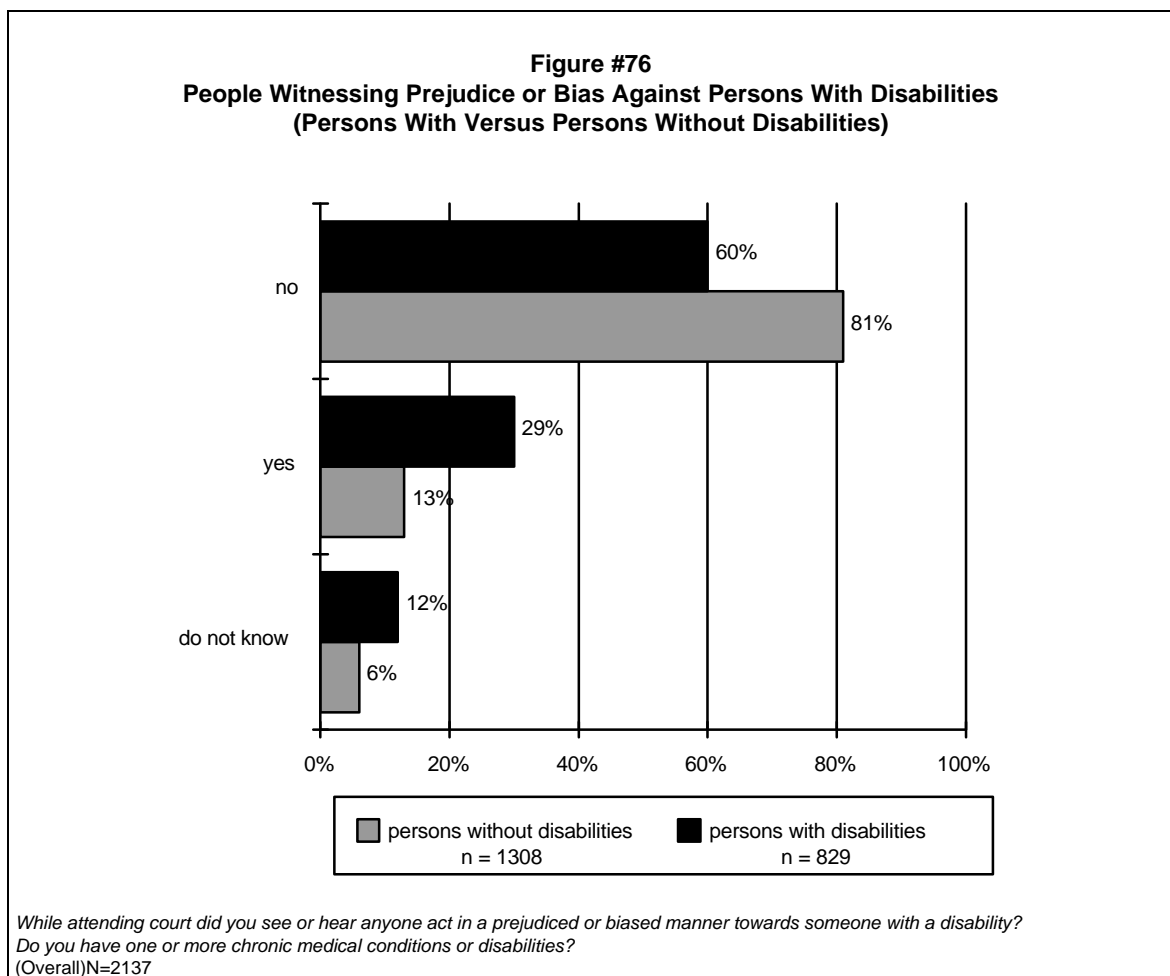




5.3.6 Prejudice and Bias in the California Courts: Persons With Versus Persons Without Disabilities

The consensus that prejudice and bias has not been observed in the California Courts is more pronounced among persons *without* disabilities.

- Compared to persons without disabilities, persons with disabilities were over twice as likely (29% versus 13%) to report witnessing an act of prejudice or bias within the California Courts.
- However, a majority of both persons *with* (60%) and persons *without disabilities* (81%) indicated that they had *not* seen anyone act in a prejudicial or biased manner within the California Courts.

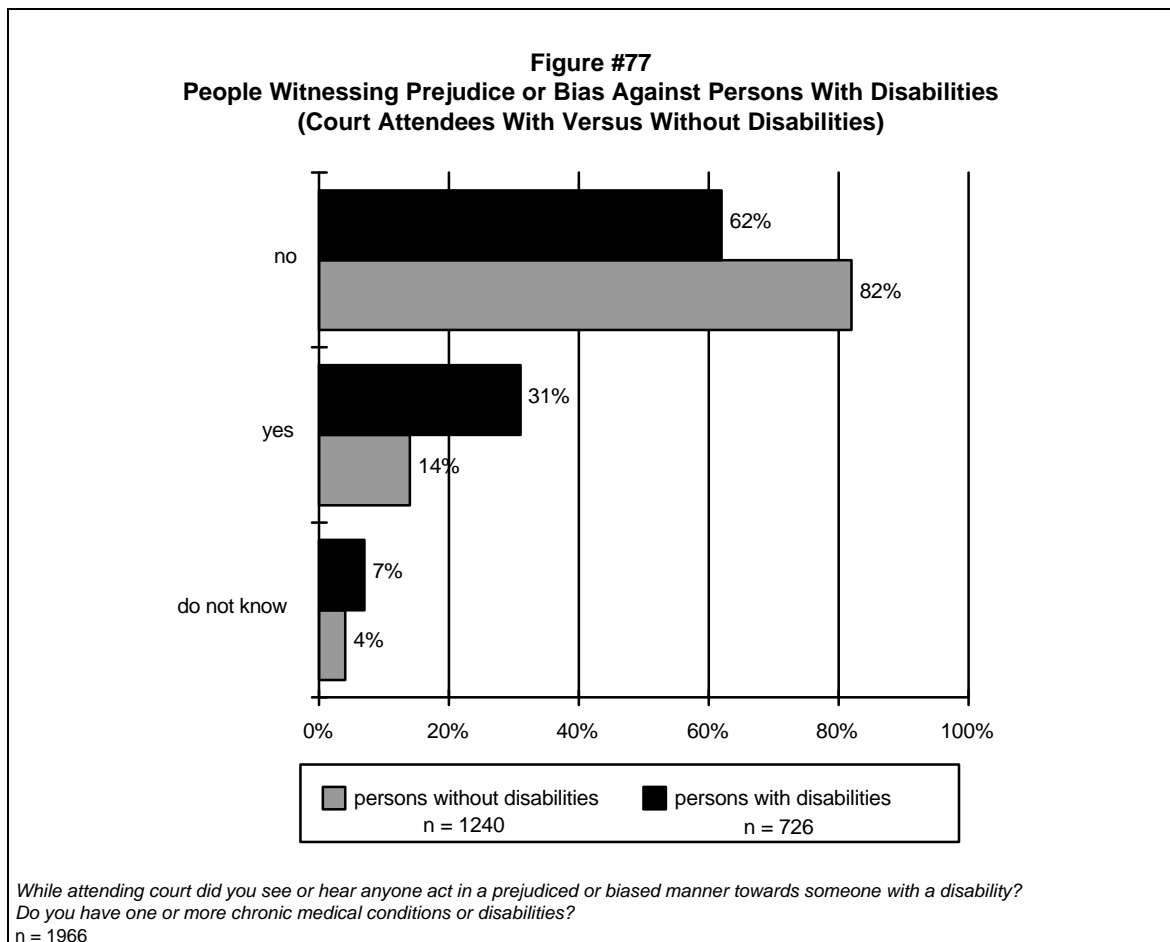




5.3.7 Prejudice and Bias in the California Courts: Court Attendees With Versus Court Attendees Without Disabilities

As with respondents overall, the consensus that prejudice and bias has not been observed in the California Courts is more pronounced among court attendees *without* disabilities than among court attendees *with* disabilities.

- Compared to persons without disabilities who had attended a California court in the past five years, court attendees *with* disabilities were over twice as likely (31% versus 14%) to report witnessing an act of prejudice or bias within the California Courts.
- However, a majority of both court attendees *with* (62%) and court attendees *without disabilities* (82%) indicated that they had *not* seen anyone act in a prejudicial or biased manner within the California Courts.

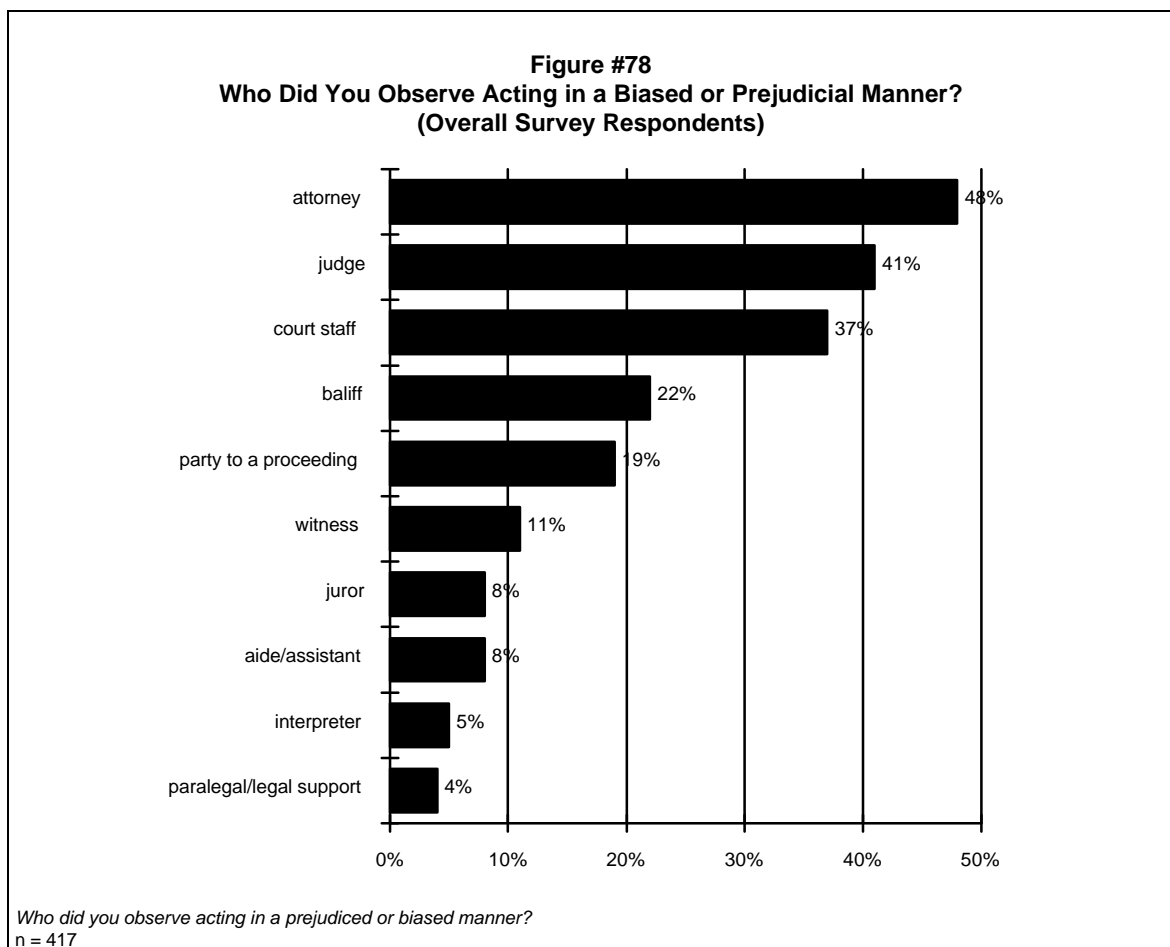




5.3.8 Sources of Prejudice and Bias in the California Courts: Overall Respondents

Among persons who had witnessed specific incidents of prejudice or bias within the California Courts, *attorneys, judges, and court staff* were the most often cited as the sources of these negative actions.

- Almost half (48%) of respondents reporting that they had seen an act or acts of prejudice or bias against persons with disabilities indicated that an attorney had been the source of at least one incident.
- Slightly fewer indicated that they had observed a judge (41%) or court staff (37%) behave in a prejudicial or biased manner.
- Incidents of prejudicial or biased behavior appear to be *least* common among court interpreters (5%) and paralegal or support staff (4%).

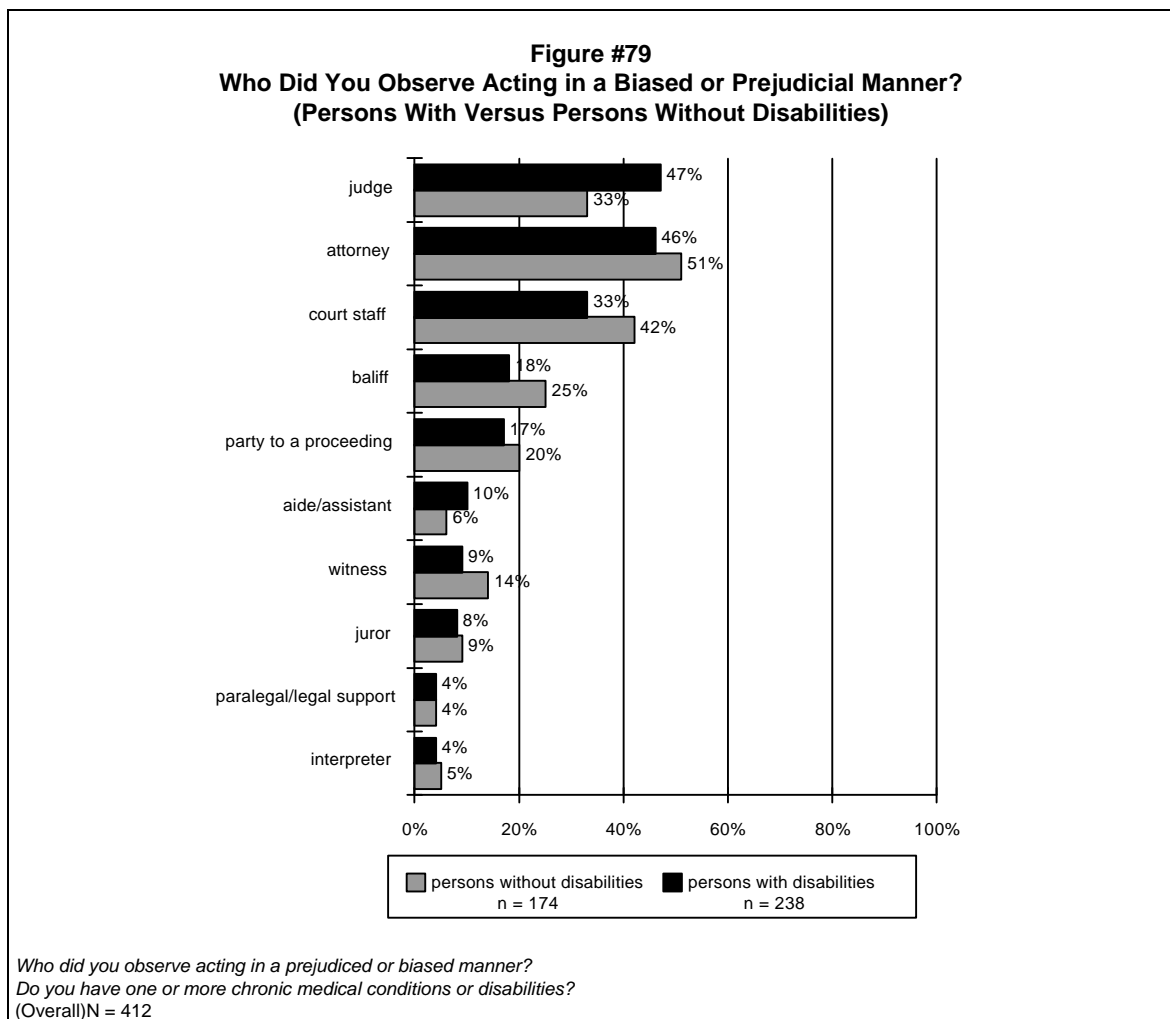




5.3.9 Sources of Prejudice and Bias in the California Courts: Persons With Versus Persons Without Disabilities

Some notable differences were apparent between persons with disabilities and persons without disabilities when it comes to identifying the sources of prejudice or bias in the California Courts:

- Compared to persons without disabilities, persons with disabilities who reported witnessing an act of prejudice or bias were notably more likely to implicate judges as a source of this negative behavior (47% versus 33%, respectively).
- Conversely, persons without disabilities were more likely than persons with disabilities to cite *court staff* as a source of prejudice or bias (42% versus 33%, respectively).

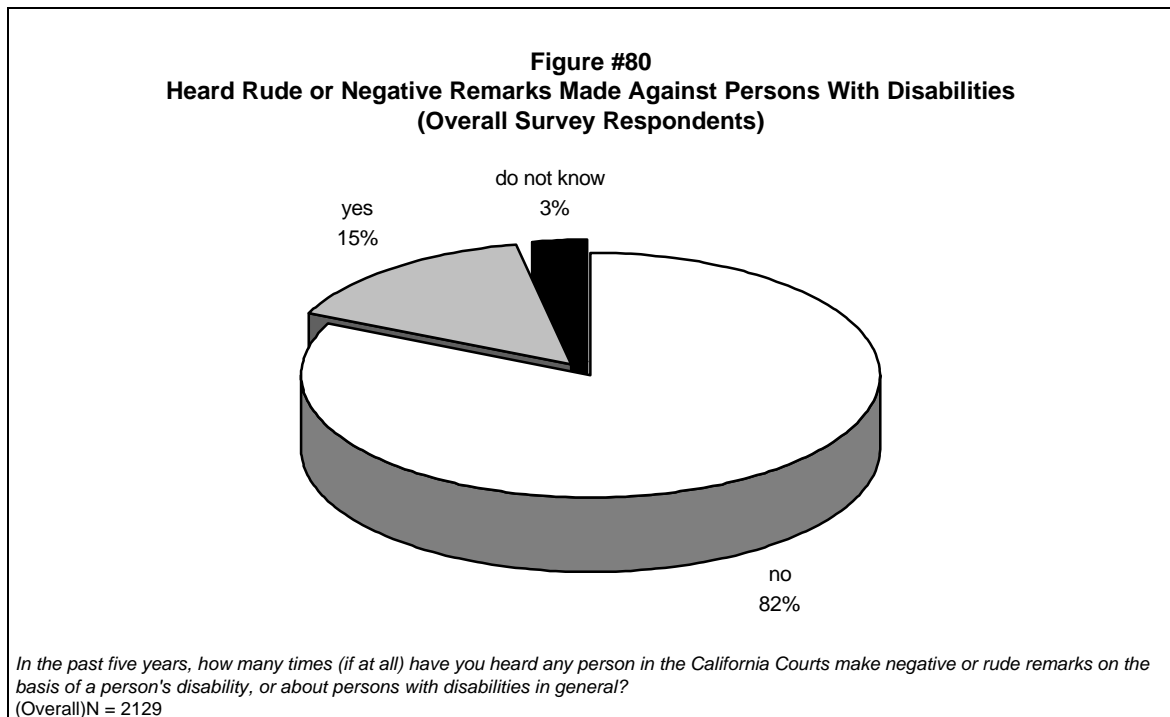




5.3.10 Rude or Negative Remarks Towards Persons With Disabilities in the California Courts: Overall Survey Respondents

As with people reporting prejudice or bias, the proportion of survey respondents who reported hearing rude or negative comments made towards persons with disabilities in the California Courts formed a small minority.

- An overwhelming majority (82%) of respondents indicated that they had *not* heard anyone in the California Courts make rude or negative comments towards persons with disabilities.

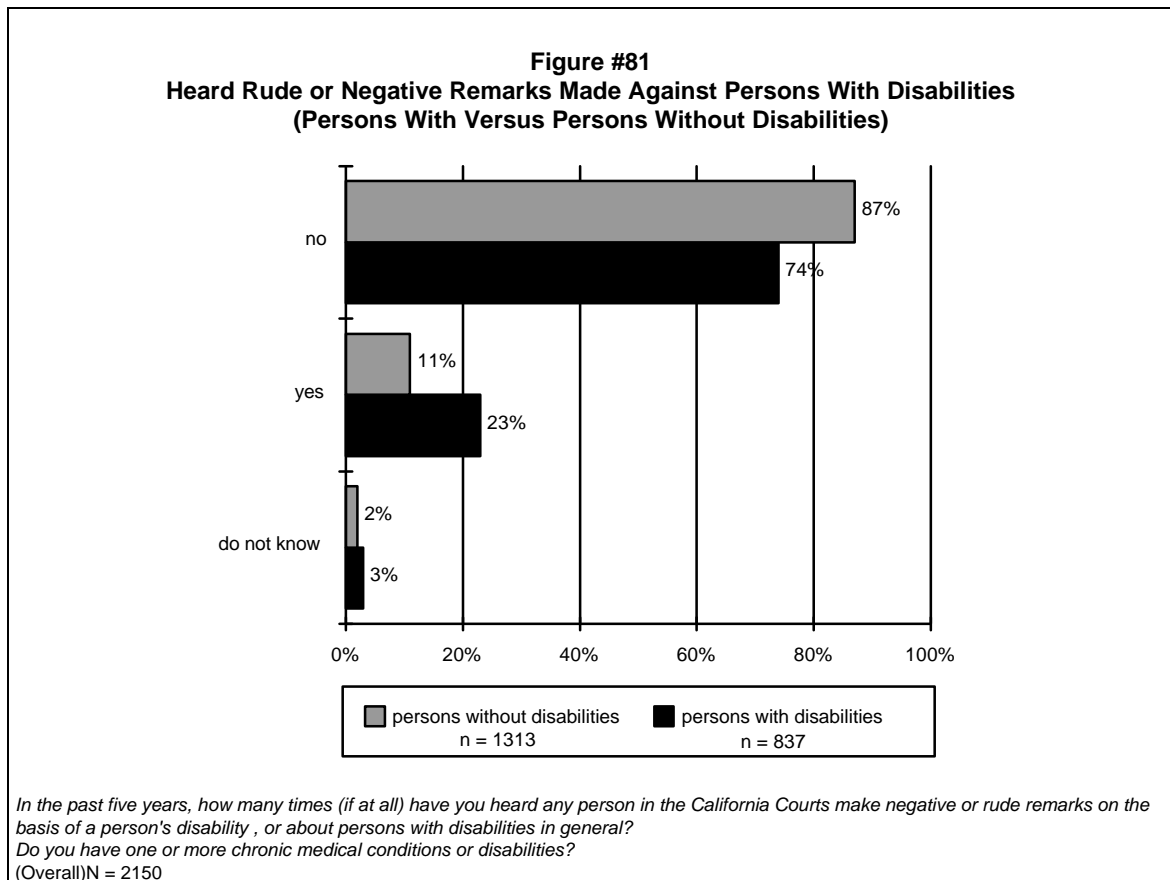




5.3.11 Rude or Negative Remarks Towards Persons With Disabilities in the California Courts: Persons With Versus Persons Without Disabilities

A majority of respondents both with and without disabilities reported that they had *not* heard anyone within the California Courts make rude remarks on the basis of a persons disabilities or about persons with disabilities in general. However, respondents *with* disabilities were significantly more likely than respondents *without* disabilities to report that they *had* heard such negative or rude remarks being made.

- Roughly three-quarters (74%) of respondents *with* disabilities and 87% of respondents *without* disabilities indicated that they had not heard negative or rude remarks made in the California Courts.
- Compared to respondents *without* disabilities, respondents *with* disabilities were about twice as likely to report that they had heard negative or rude comments being made (23% versus 11%, respectively).

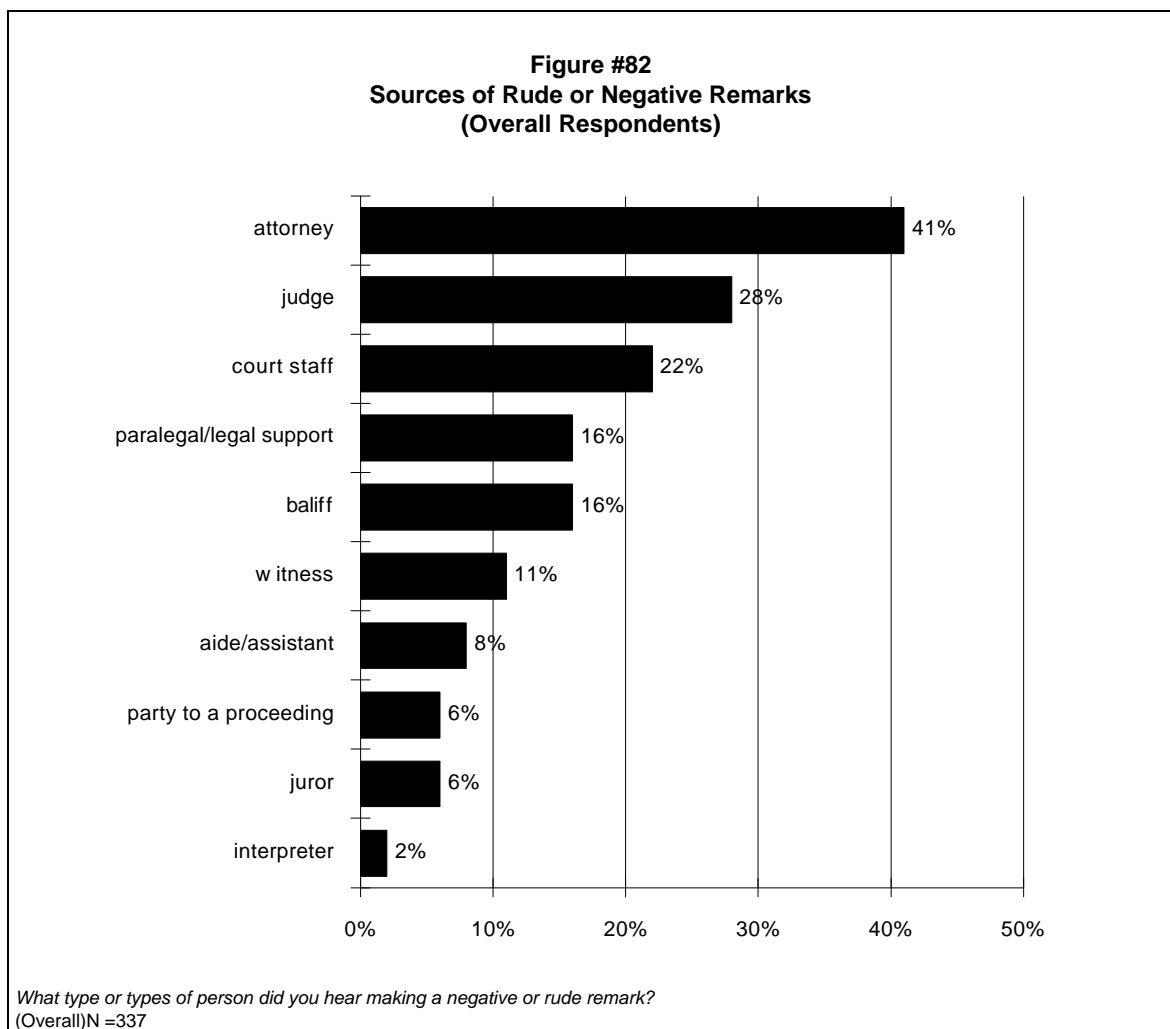




5.3.12 Sources of Rude or Negative Remarks Towards Persons With Disabilities in the California Courts: Overall Survey Respondents

Respondents who reported that they had heard negative or rude remarks being made concerning persons with disabilities within the California Courts were most likely to implicate *attorneys* as the source of these comments.

- 41% of respondents who indicated that they had heard negative or rude comments cited *attorneys* as one source.
- The next most commonly cited source of negative or rude comments regarding persons with disabilities were judges (28%) and court staff (22%).

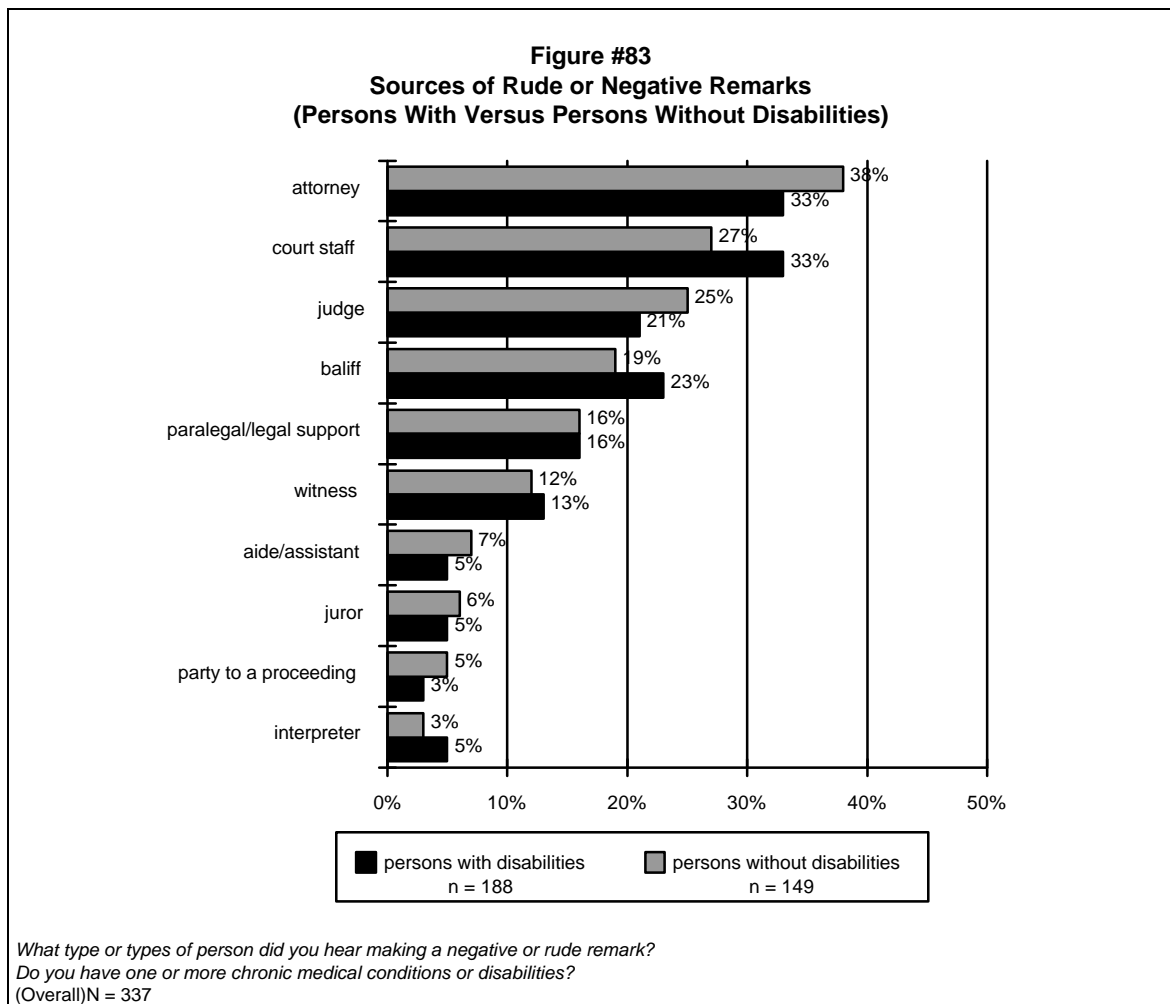




5.3.13 Sources of Rude or Negative Remarks in the California Courts: Persons With Compared to Persons Without Disabilities

Only small differences were evident between respondents with and respondents without disabilities who reported that they had heard negative or rude remarks being made concerning persons with disabilities within the California Courts.

- Compared to respondents with disabilities who had heard negative or rude remarks being made, respondents without disabilities were slightly *more* likely to implicate *attorneys* (38% versus 33%, respectively) and *judges* (25% versus 21%) as sources of these comments.
- Conversely, compared to respondents without disabilities, respondents *with* disabilities who had heard negative or rude remarks being made were more likely to cite *court staff* (33% versus 27%, respectively) and *bailiffs* (23% versus 19%, respectively) as sources of these remarks.



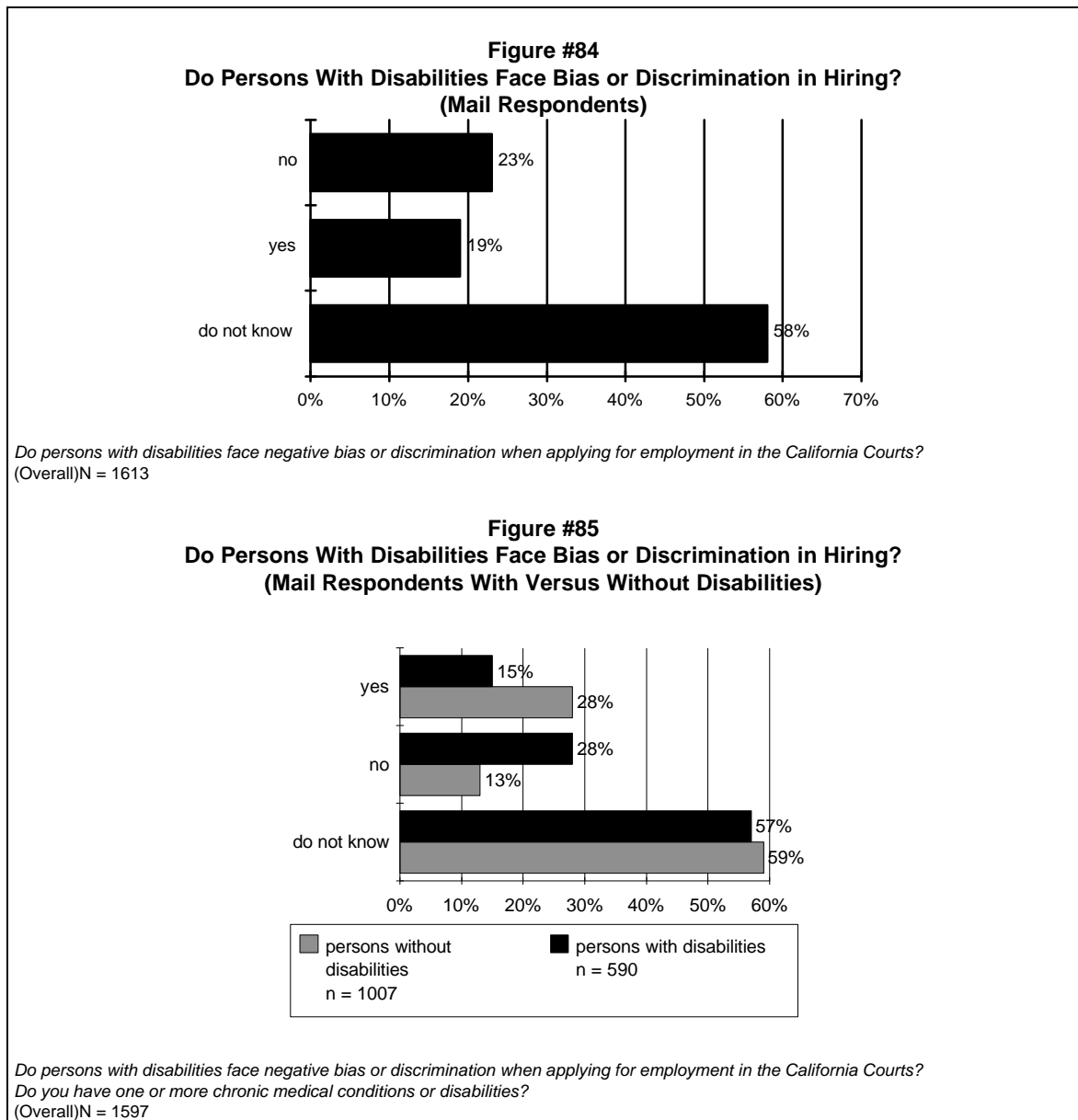


5.4 COURT HIRING AND STAFF POLICIES

5.4.1 Negative Bias or Discrimination in Hiring Practices

Among respondents who answered the question, opinions were about evenly split regarding whether persons with disabilities do (19%) or do not (23%) face negative bias or discrimination when applying for employment in the California Courts.

However, respondents *with* disabilities were about twice as likely as respondents *without* disabilities to indicate that persons with disabilities *do* face bias or discrimination in hiring practices from the California Courts (28% versus 13%, respectively).

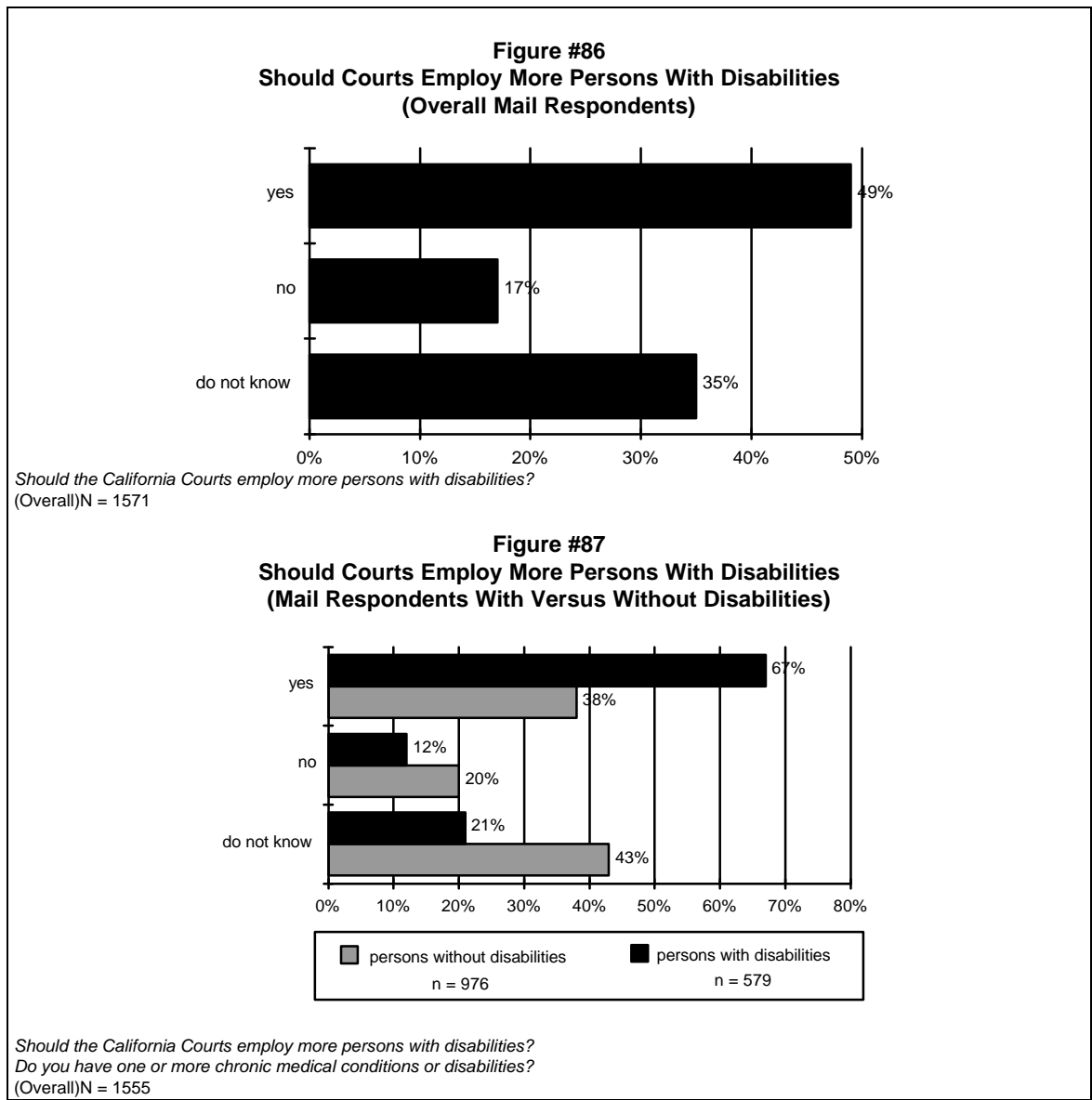




5.4.2 Employing Persons With Disabilities

Almost half (49%) of survey respondents indicated that the California Courts should employ more persons with disabilities.

- A strong majority (67%) of respondents with disabilities indicated that they felt more persons with disabilities should be employed by the courts.

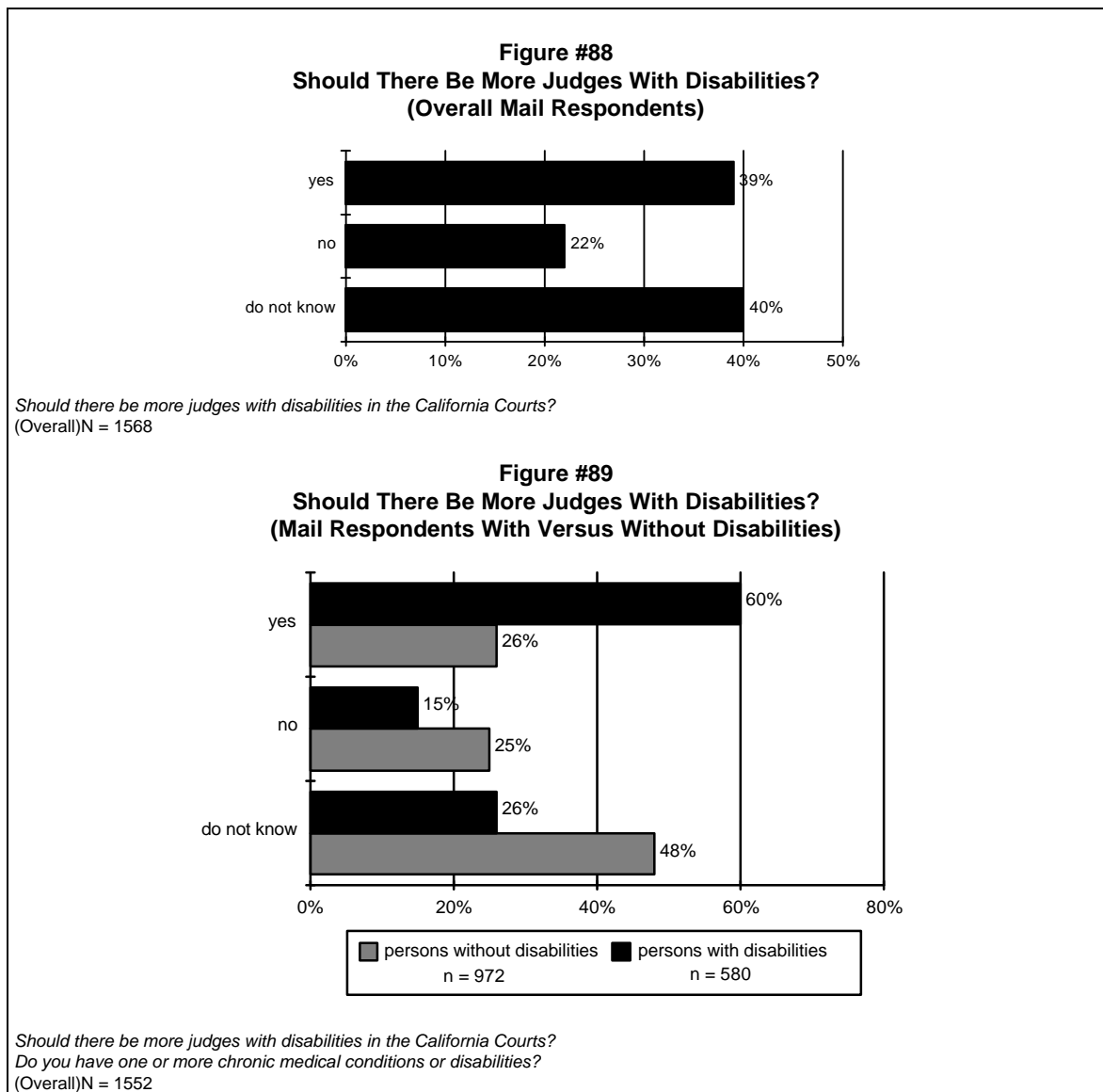




5.4.3 Employing Judges With Disabilities

A large proportion of respondents also felt that the California Courts should employ more *judges* with disabilities.

- Respondents overall were about twice as likely to say that the courts *should* employ more judges with disabilities (39%) as they were to say that the courts *should not* employ more judges with disabilities (22%).
- However, a disparity of opinion was again evident between respondents with versus respondents without disabilities. A large majority of respondents *with* disabilities favored the presence of more judges with disabilities (60%), while respondents without disabilities were most likely to say they *did not know* (48%).

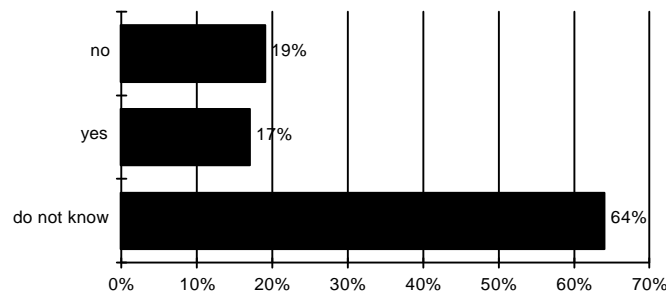




5.4.4 Hiring and Recruiting Persons With Disabilities: Overall Mail Respondents

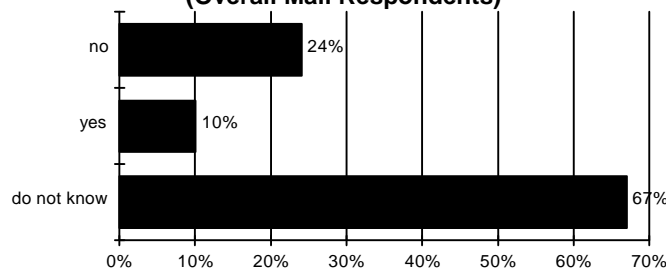
Overall, a majority of respondents (64%) appeared to be unaware of the current hiring practices of the court, with the remainder being equally divided between people who said the court does effectively promote the hiring of persons with disabilities (17%), and people who said the court does not (19%). In comparison, while a majority (67%) of respondents also indicated that they were unaware of the courts current recruiting practices, the remainder was most likely (24%) to say that these practices are *not* effective at recruiting persons with disabilities.

Figure #90
Do Courts Effectively Promote Hiring Persons With Disabilities?
(Overall Mail Respondents)



Do the California Courts effectively promote hiring persons with disabilities?
(Overall)N = 1614

Figure #91
Do Courts Effectively Recruit Persons With Disabilities
(Overall Mail Respondents)



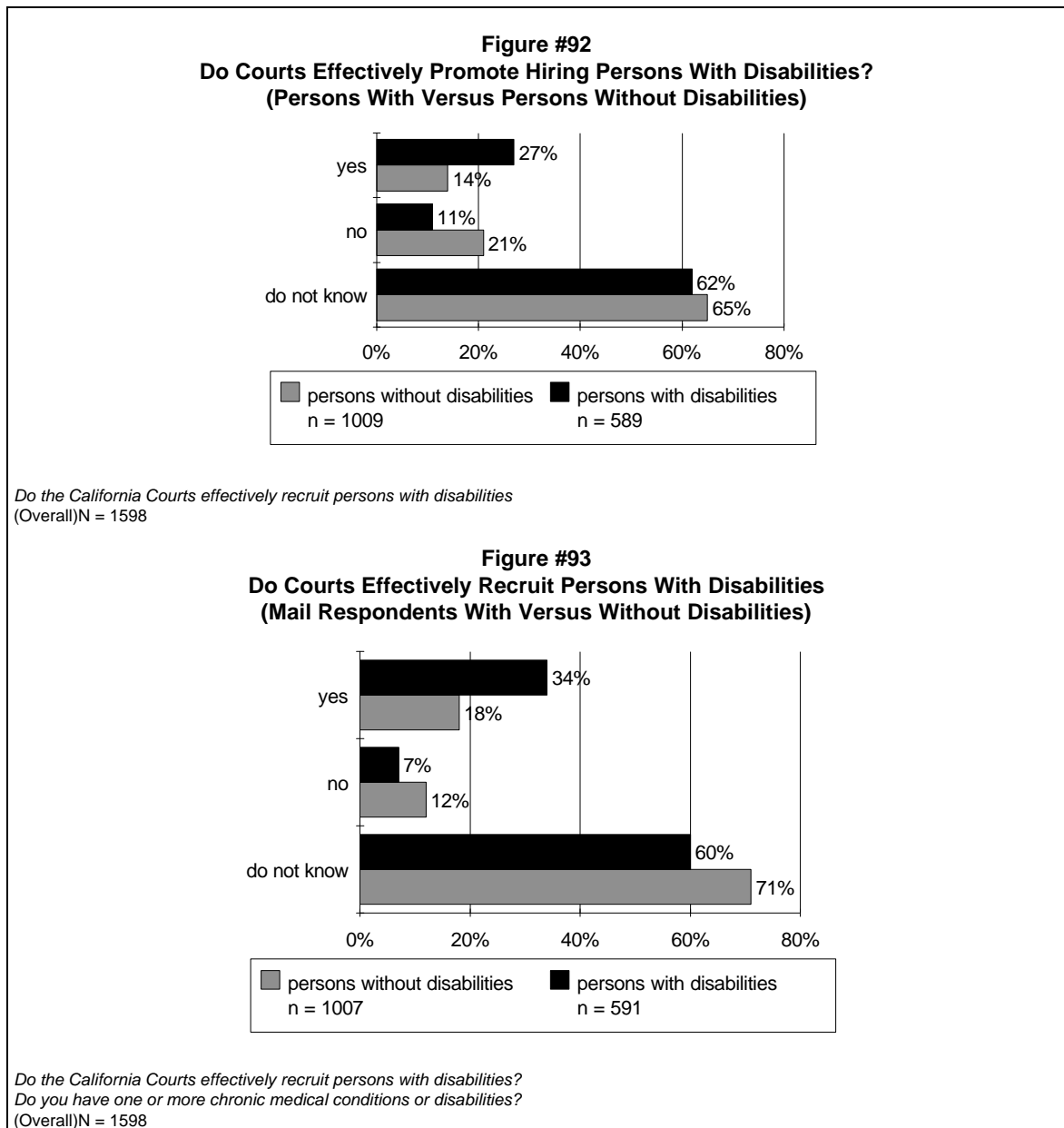
Do the California Courts effectively recruit persons with disabilities?
(Overall)N = 1614



5.4.5 Hiring and Recruiting Persons With Disabilities: Persons With Versus Persons Without Disabilities

Respondents with and without disabilities who offered an opinion had differing views of the courts current hiring and recruiting practices.

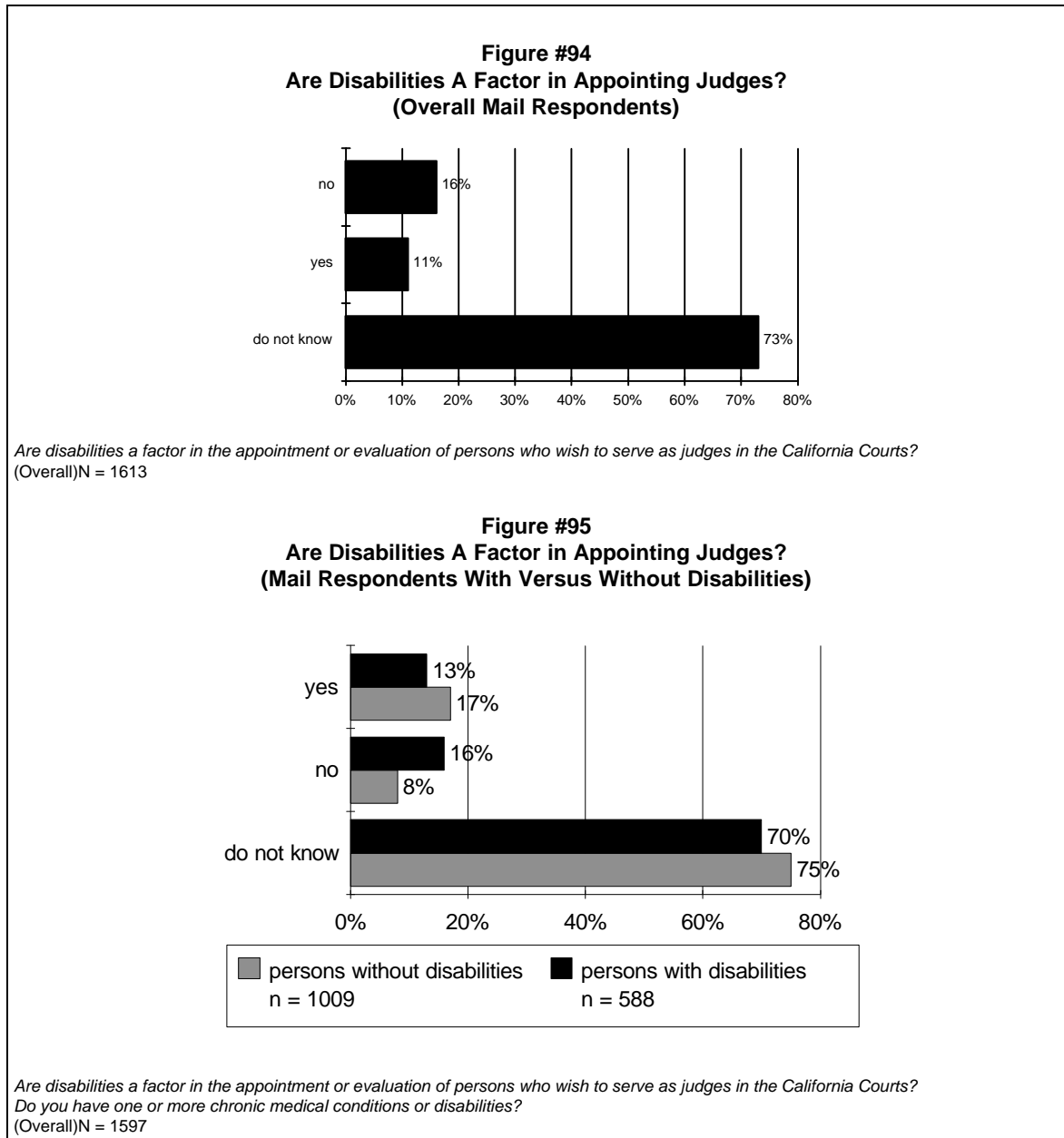
- Respondents *with* disabilities were most likely to say that the courts are ineffective at both hiring (27%) and recruiting (34%) persons with disabilities .
- In contrast, persons *without* disabilities were most likely to say that the courts are effective at both hiring (21%) and recruiting (12%) persons with disabilities.





5.4.6 Bias Against Appointing Judges With Disabilities

The vast majority (73%) of respondents, both *with* (70%) and *without* (75%) disabilities, simply did not know whether there exists a bias against appointing judges with disabilities. The remaining respondents were about evenly split on the subject. 16% of respondents indicated that disabilities *were not* a factor in the appointment of judges while 11% of respondents indicated that disabilities *were* a factor in the appointment of judges.

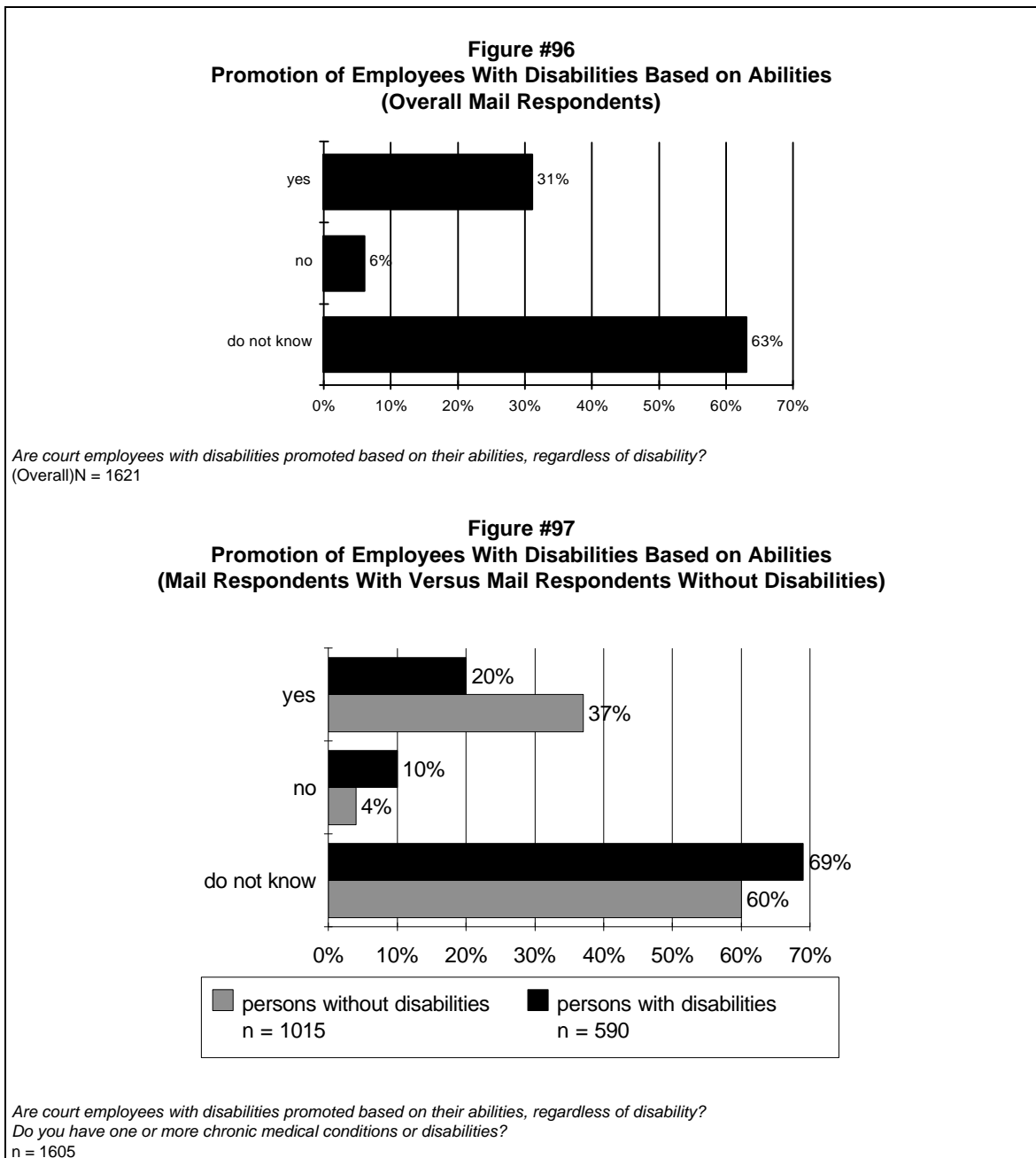




5.4.7 Promotion of Employees With Disabilities Based on Abilities

Although a majority (63%) of respondents seemed unaware of whether court employees with disabilities are promoted fairly, the majority of those who did express an opinion (31% of subjects overall) indicated that disabilities are *not* a factor in the promotion of employees.

Respondents *without* disabilities were significantly more likely than respondents *with* disabilities to feel that court employees with disabilities are promoted fairly (37% versus 20%, respectively).

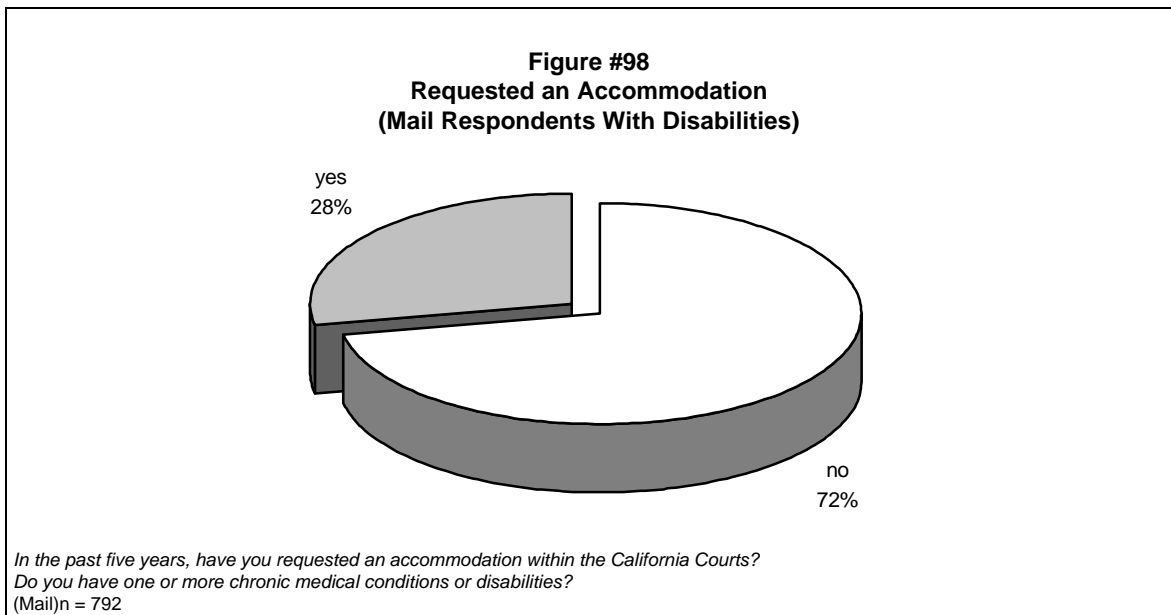




5.5 OBTAINING ACCOMMODATIONS

5.5.1 Requesting Accommodations

Roughly one-quarter (26%) of respondents with disabilities indicated that they had at one time or another requested an accommodation of some form from the California Courts.

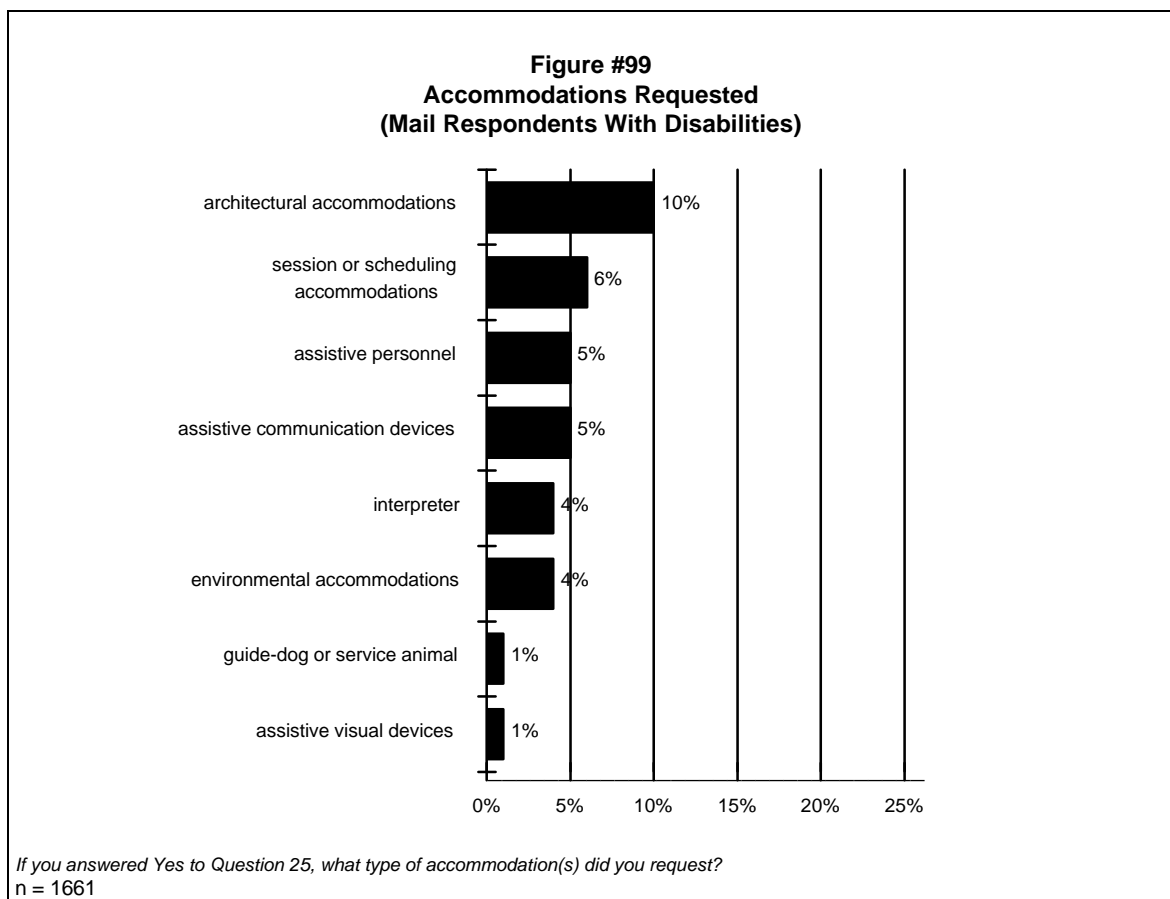




5.5.2 Types of Accommodations Requested

Persons with disabilities requested a wide variety of accommodations from the California Courts.

- The most common form of accommodation requested was architectural measures (10% of respondents with disabilities).
- The bulk of requests for accommodations of a non-architectural form were about evenly divided between *session or scheduling accommodations* (6%), *assistive personnel* (5%), *assistive communication devices* (5%), *interpreters* (4%) and *environmental accommodations* (4%).

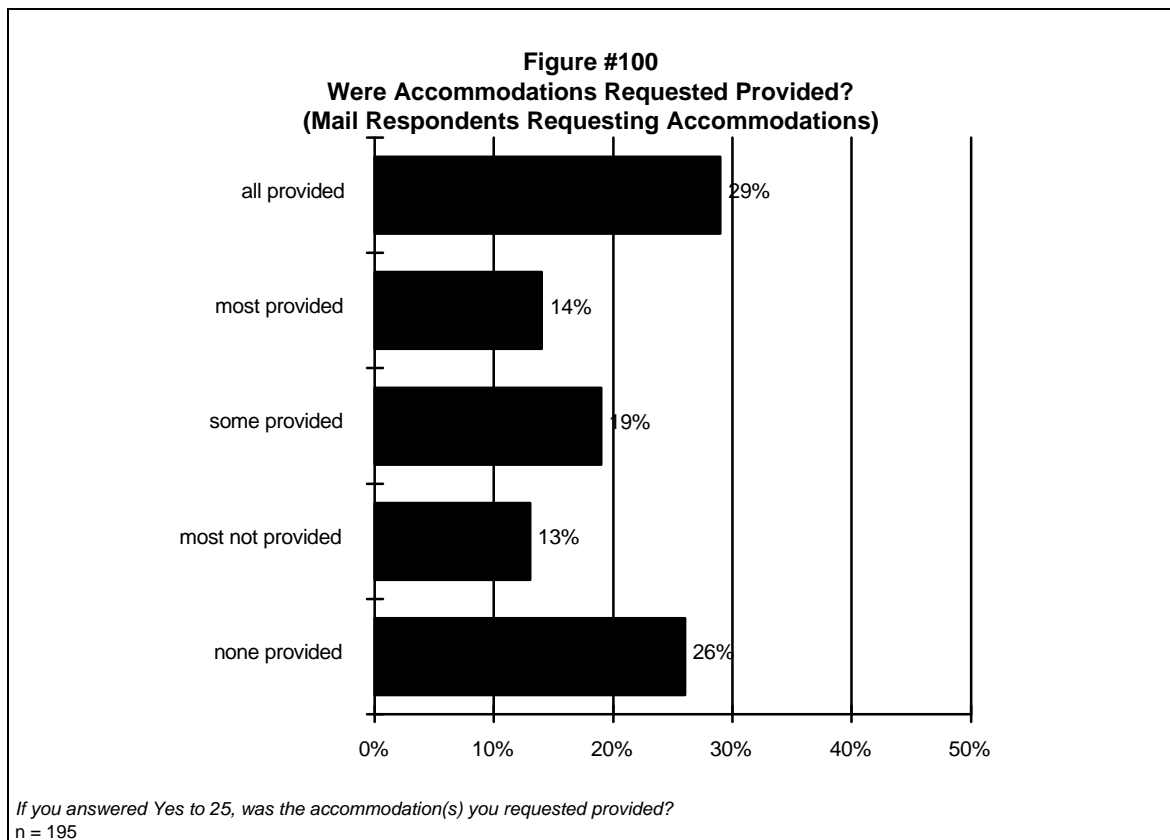




5.5.3 Success at Obtaining Accommodations

Respondents with disabilities who requested accommodations from the California Courts met with varying degrees of success.

- More than one-third (43%) of respondents who requested one or more accommodations indicated that *all* (29%) or *most* (14%) of the accommodations requested were provided.
- Slightly more than one-third (39%) of respondents who requested one or more accommodations indicated that *all* (26%) or *most* (13%) of the accommodations requested were *not* provided.
- The remaining respondents who had requested accommodations (19%) indicated that only *some* were provided.



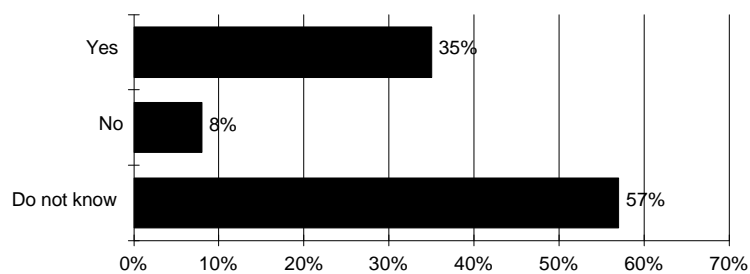


5.5.4 Providing Accommodations for Employees

Among respondents who expressed an opinion (43% of respondents overall), most (35%) indicated that the California Courts generally *do* provide the accommodations needed by employees with disabilities.

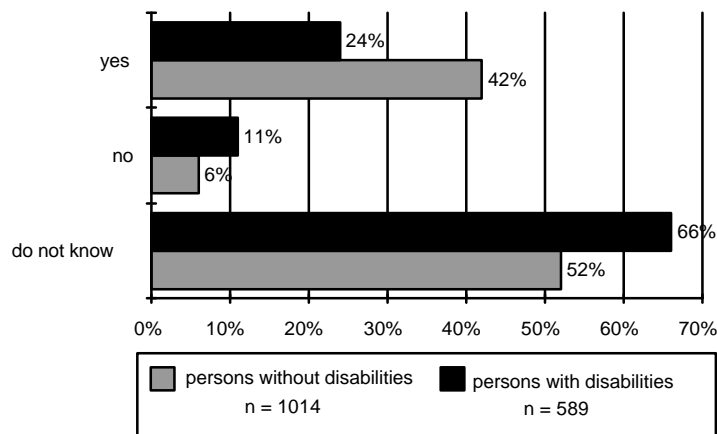
- Once again, respondents *without* disabilities were more likely than respondents *with* disabilities to say that the courts do provide needed accommodations for employees (42% versus 24%, respectively).
- However, this disparity was offset by the larger proportion of respondents *with* disabilities compared to respondents *without* disabilities (66% versus 52%, respectively) who indicated that they *did not know* if the courts provided needed accommodations for employees.

Figure #101
Do Courts Generally Provide Accommodations Needed by Employees With Disabilities?
(Overall Mail Respondents)



Do the California Courts generally provide accommodations needed by employees with disabilities?
 n = 1619

Figure #102
Do Courts Generally Provide Accommodations Needed by Employees With Disabilities?
(Mail Respondents With Versus Respondents Without Disabilities)



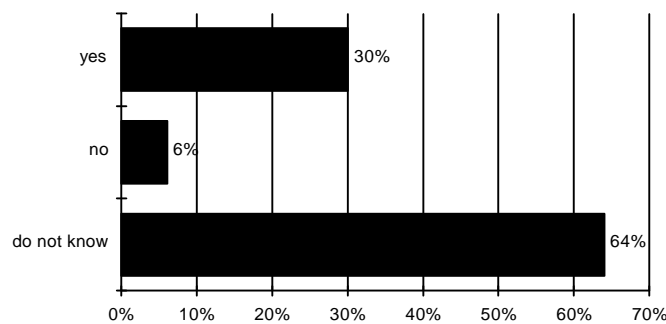
Do the California Courts generally provide accommodations needed by employees with disabilities?
 Do you have one or more chronic medical conditions or disabilities?
 n = 1603



5.5.5 Providing Accommodations for Judges

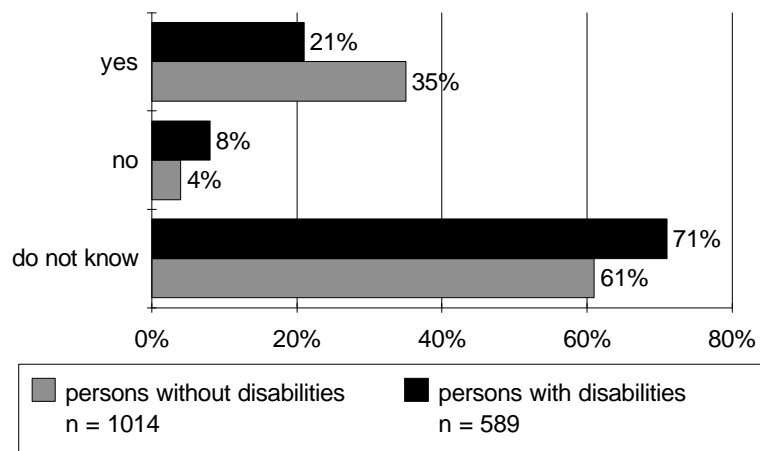
Among respondents who expressed an opinion (36% of respondents overall), most (30%) indicated that the courts generally do provide the accommodations needed by judges with disabilities. Only 6% of respondents indicated that the courts *do not* provide necessary accommodations for judges needing them.

Figure #103
Do Courts Generally Provide Accommodations Needed by Judges With Disabilities?
(Overall Mail Respondents)



Do the California Courts generally provide accommodations needed by judges with disabilities?
 n = 1619

Figure #104
Do Courts Generally Provide Accommodations Needed by Judges With Disabilities?
(Mail Respondents With Versus Mail Respondents Without Disabilities)



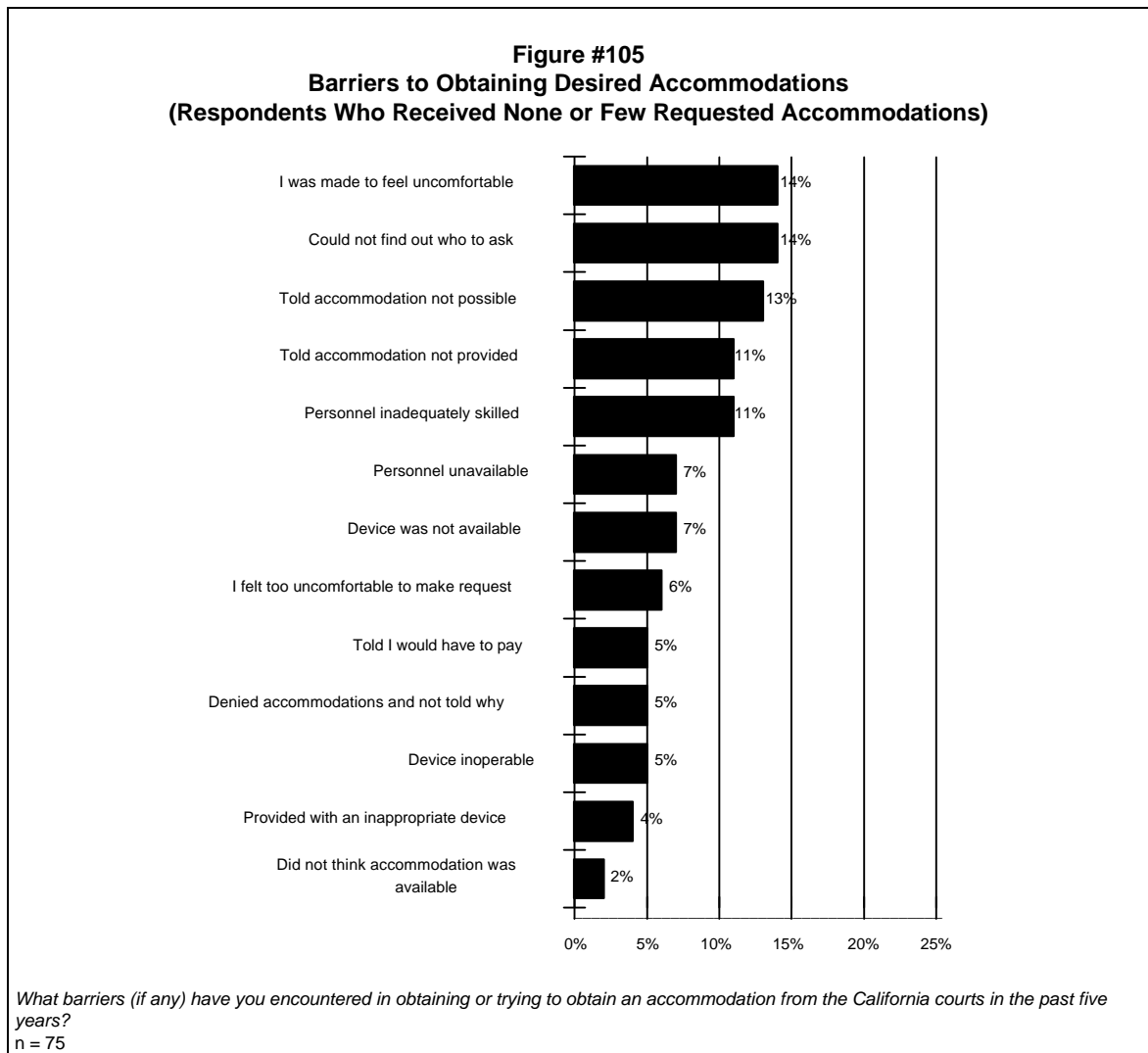
Do the California Courts generally provide accommodations needed by judges with disabilities?
Do you have one or more chronic medical conditions or disabilities?
 n= 1603



5.5.6 Barriers to Obtaining Requested Accommodations

In addition to requesting a wide variety of accommodations, respondents indicated that they had faced a wide variety of barriers in obtaining their requested accommodations. Among respondents who indicated that *all* or *most* of their requested accommodations had *not* been provided, notable barriers included:

- Attitudinal factors such as *being made to feel uncomfortable when requesting the accommodation* (14%).
- Information factors such as *not being able to find out who to ask* (14%).



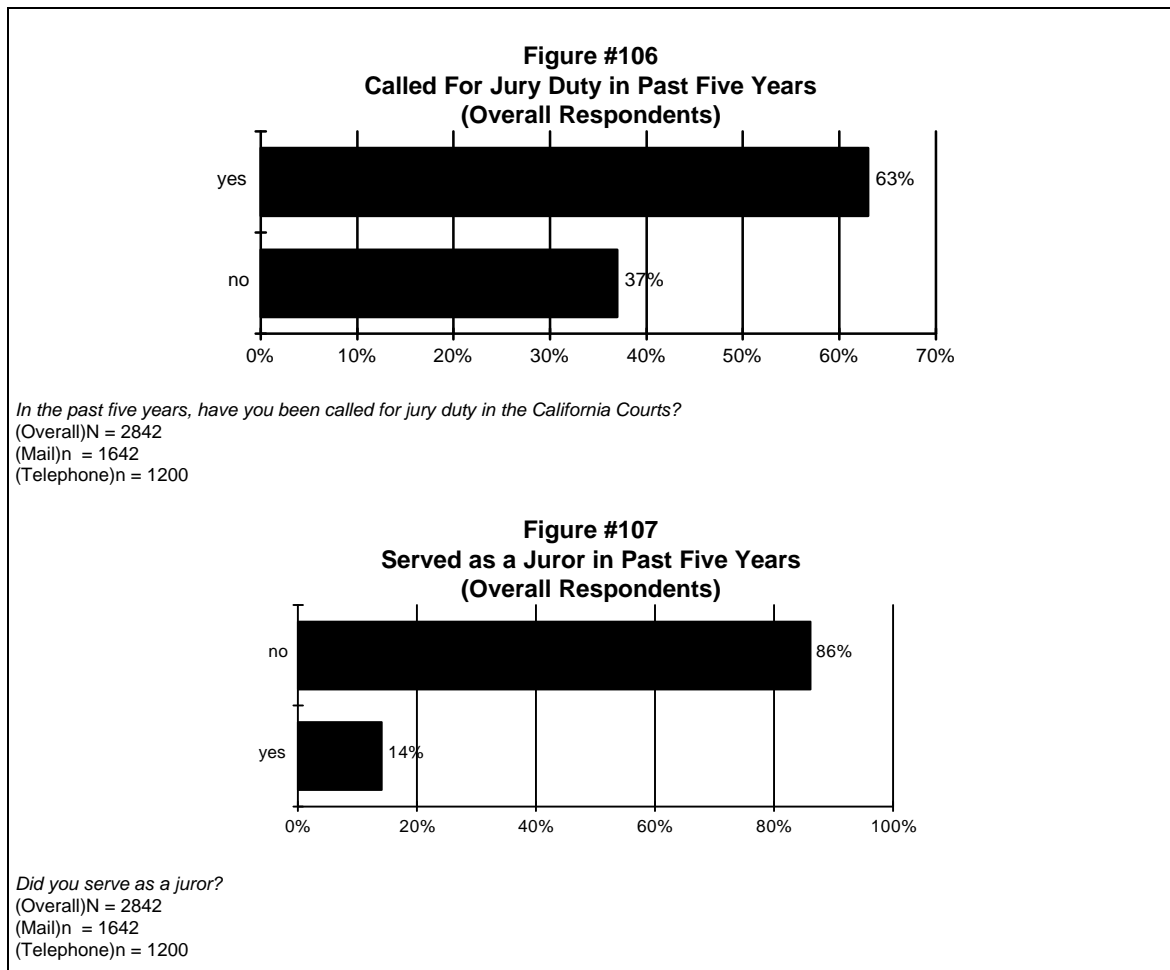


5.6 JURY SERVICE

5.6.1 People Called For Jury Duty in the California Courts

Testimony given at the public hearings held by the Judicial Council indicated that many people consider the ability to serve as a juror to be an important aspect of access to the courts. A number of questionnaire items were thus designed to measure the extent to which respondents were able to participate as a juror in the California Courts.

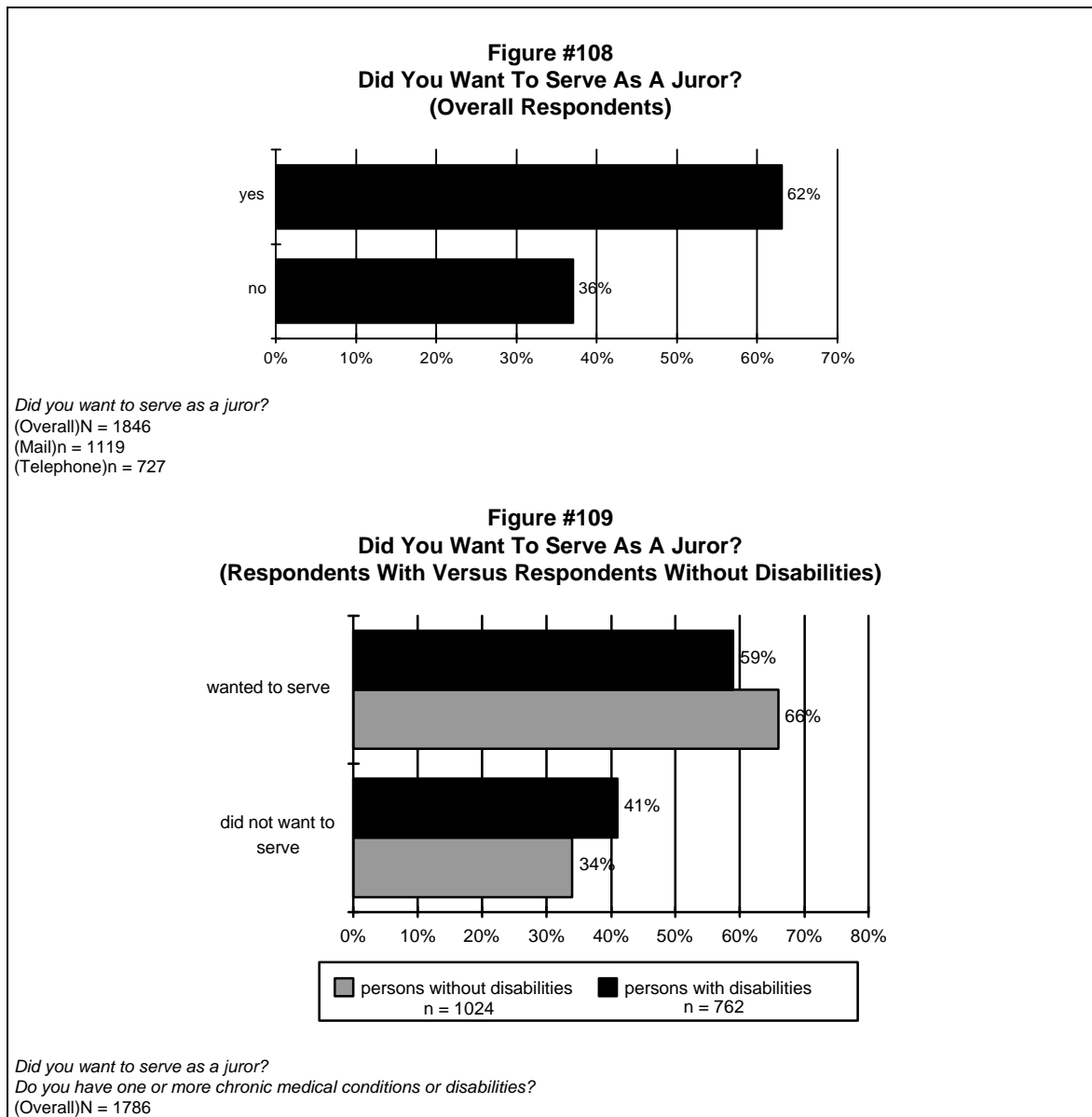
- Overall, the majority (63%) of people surveyed for the quantitative portion of this study indicated that they *had* been called for jury duty in the California Courts in the past five years.
- A much smaller proportion of respondents (14%) actually served as a juror during the past five years.





5.6.2 Desire To Serve As a Juror: Comparisons Between Persons With and Without Disabilities

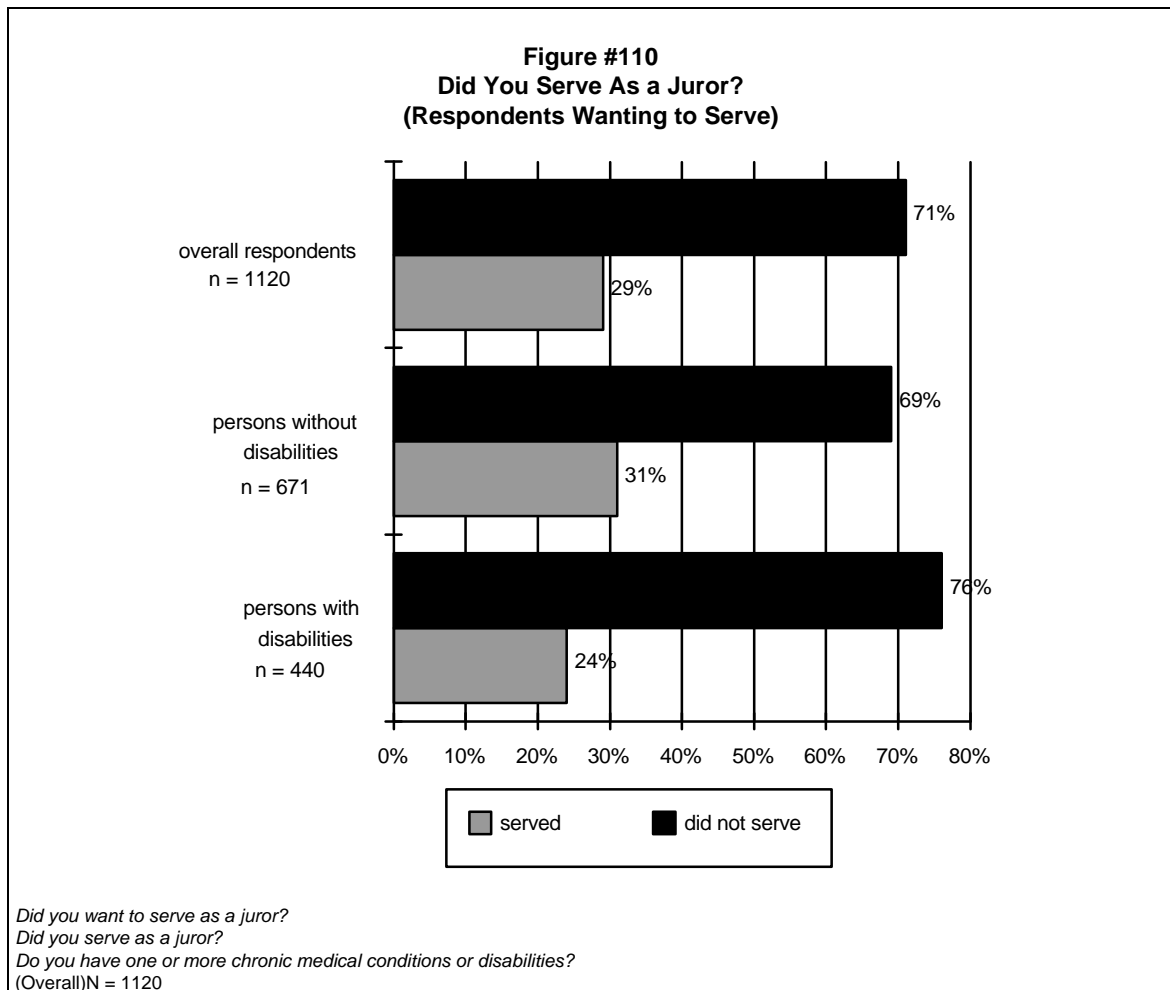
Overall, a majority (62%) of respondents who were called for jury service *wanted* to serve as a juror. This desire to serve as a jury member tended to be slightly more prevalent among respondents who *did not* have a disability (66%) as compared to respondents *with* disabilities (59%).





5.6.3 Jury Service: Comparisons Between Desire To Serve As a Juror

Among the respondents who were called for jury service and *wanted* to serve, a total of 29% did eventually serve as a juror. The proportion of respondents *with* disabilities who wanted to serve as a juror but did not (76%) was slightly higher than the proportion of respondents *without* disabilities who wanted to serve as a juror but did not (69%).



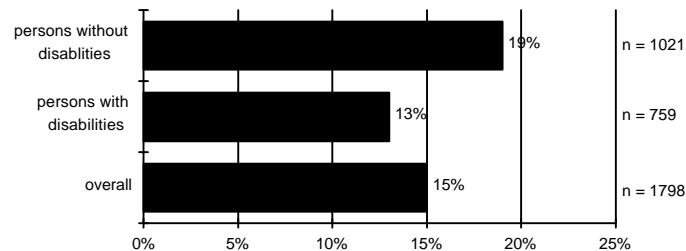


5.6.4 Reasons for Not Serving as a Juror

Overall, a relatively small proportion (15%) of respondents who had been called for jury duty indicated that they subsequently either requested to be excused from service for work or personal reasons (15%) or were excused in the courtroom (19%).

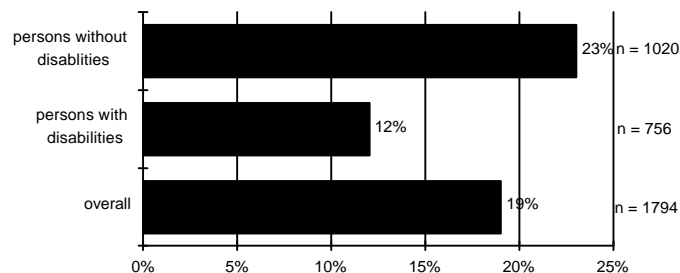
- Compared to respondents *without* disabilities, a slightly higher proportion of respondents with disabilities who had been called for jury service requested to be excused for work or personal reasons (19% versus 13%, respectively).
- However, compared to respondents *with* disabilities, respondents *without* disabilities were almost twice as likely to be excused from jury service in the courtroom (23% versus 12%, respectively).

Figure #111
Requested to be Excused From Jury Service
(Respondents Called for Jury Service)



If you answered Yes to Question 17, did you serve as a juror? (Response = "No, I requested to be excused ...")
In the past five years, have you been called for jury duty in the California Courts?
Do you have one or more chronic medical conditions or disabilities?
(Overall)N = 1798

Figure #112
Excused from Service in Courtroom
(Respondents Called for Jury Service)

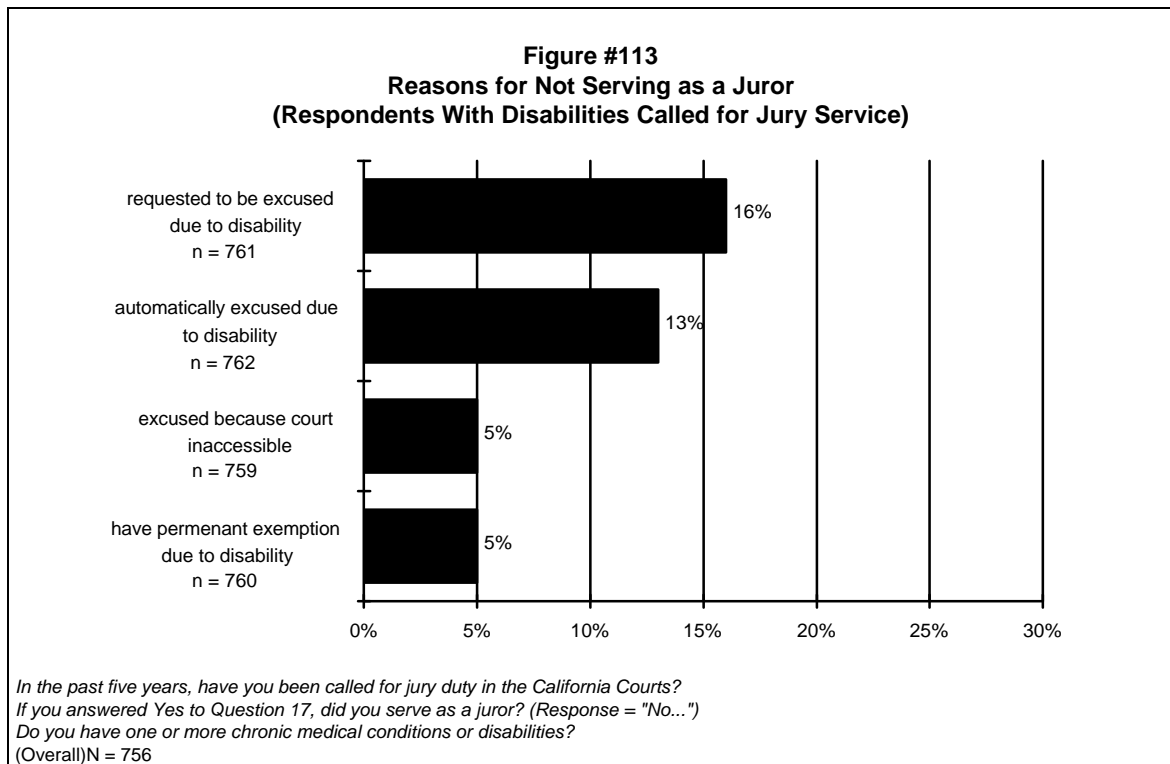


If you answered Yes to Question 17, did you serve as a juror? (Response = "No, I was excused in the courtroom")
In the past five years, have you been called for jury duty in the California Courts?
Do you have one or more chronic medical conditions or disabilities?



5.6.5 Disability Related Reasons for Not Serving as a Juror

Roughly equal proportions of respondents with disabilities who had been called for jury service indicated that they had either requested to be excused (16%) or had an automatic exemption (13%) due to their disability. However, a small proportion (5%) of potential jurors with disabilities indicated that they had been excused from service because the court was inaccessible.



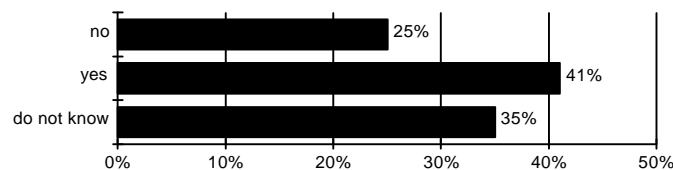


5.6.6 Do Courts Want Persons with Disabilities to Serve as Jurors?

It is clear that attitudinal barriers to having persons with disabilities serve as jurors were perceived to exist in the California Courts by a large number of respondents.

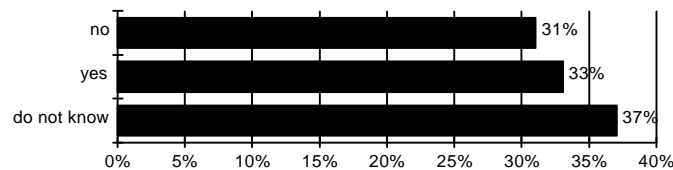
- One-quarter (25%) of respondents indicated that they felt judges in the California Courts generally *do not* want persons with disabilities serving as jurors.
- Almost one-third (31%) of respondents felt that attorneys generally do not want jurors with disabilities.
- Slightly more than one-fifth (22%) of respondents indicated that members of the court-staff generally do not want jurors with disabilities.

Figure #114
Do Judges in the California Courts Want Persons With Disabilities to Serve as Jurors?
(Overall Mail Respondents)



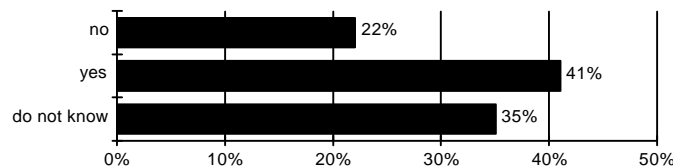
Do you think judges in the California Courts generally do not want persons with disabilities to serve as jurors?
(Overall Mail Respondents)n= 1631

Figure #115
Do Attorneys in the California Courts Want Persons With Disabilities to Serve as Jurors?
(Overall Mail Respondents)



Do you think attorneys in the California Courts generally do not want persons with disabilities to serve as jurors?
(Overall Mail Respondents)n= 1622

Figure #116
Do Court Staff Want Persons With Disabilities To Serve As Jurors?
(Overall Mail Respondents)



Do you think court staff in the California Courts generally do not want persons with disabilities to serve as jurors?
(Overall Mail Respondents)n = 1628



5.6.7 Do Courts Want Jurors With Disabilities? Persons With Versus Persons Without Disabilities

Attitudinal barriers to jury service by persons with disabilities were most commonly reported by respondents who have a disability.

- Compared to respondents *without* disabilities, respondents *with* disabilities were more than twice as likely (37% versus 17%, respectively) to express the opinion that *judges* generally *do not* want persons with disabilities to serve as jurors.
- Similarly, respondents *with* disabilities were more likely than respondents *without* disabilities to indicate that *attorneys* in the California Courts do not want jurors with disabilities (41% versus 25%, respectively).
- Respondents *with* disabilities were also more likely than respondents *without* disabilities to say that *court staff* do not want persons with disabilities as jurors (33% versus 16%, respectively).

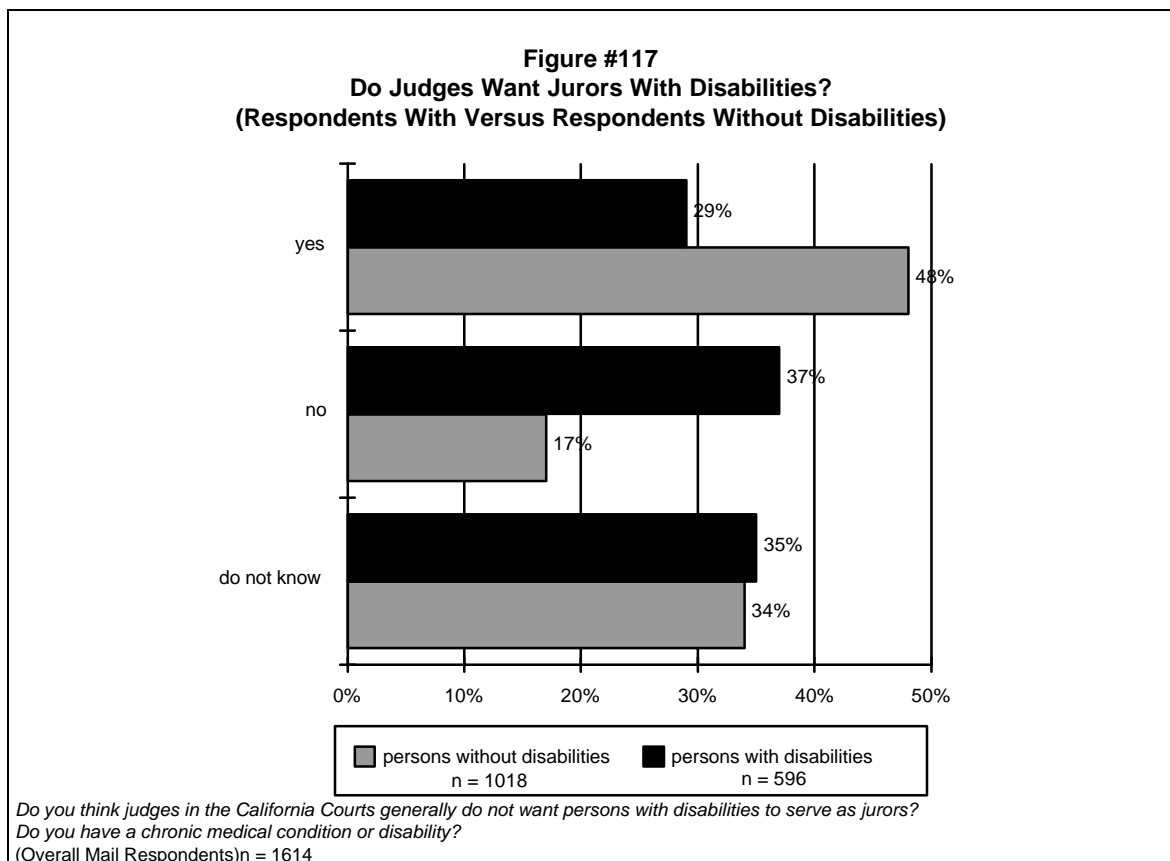
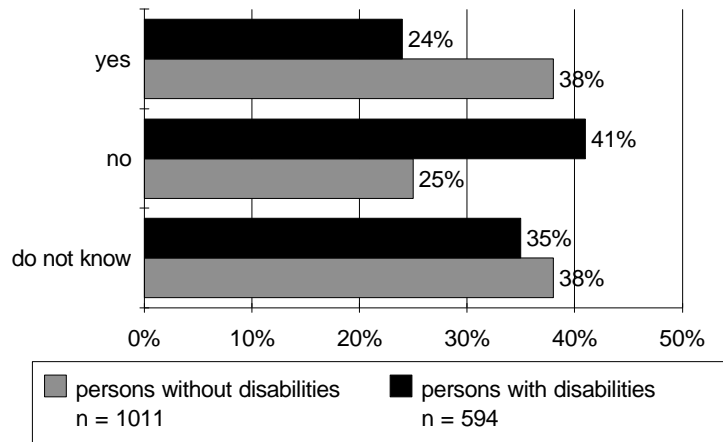




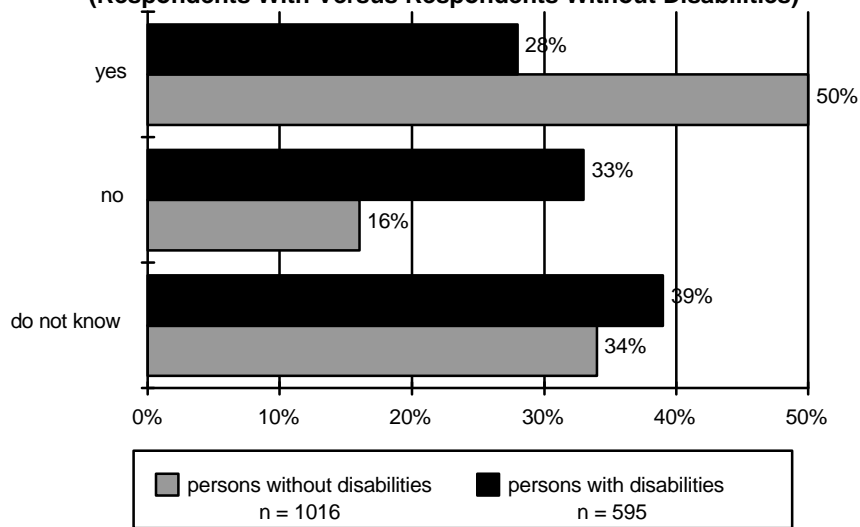
Figure #118
Do Attorneys Want Jurors With Disabilities?
(Respondents With Versus Respondents Without Disabilities)



Do you think attorneys in the California Courts give persons with disabilities more or less courtesy and respect than persons without disabilities?

Do you have a chronic medical condition or disability?
 (Overall Mail Respondents)n = 1605

Figure #119
Do Court Staff Want Jurors With Disabilities?
(Respondents With Versus Respondents Without Disabilities)



Do you think court staff in the California Courts give persons with disabilities more or less courtesy and respect than persons without disabilities?

Do you have a chronic medical condition or disability?
 (Overall Mail Respondents)n = 1611

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