

| | |
|--------------------------|-----------------------|
| Commissioner: | Terri Clarke |
| Appointment Date: | NA |
| Assignment: | Probate/Mental Health |

Results of 46 surveys received from Litigants, Witnesses and Jurors

| <u>Litigant Survey Questions</u> | <u>Department Score</u> | <u>Litigants/ Witnesses Responses</u> | <u>Juror Responses</u> |
|---|--------------------------------|--|-------------------------------|
| Section I: Legal Ability | | | |
| <i>Basic fairness and impartiality.</i> | 96% | 91% | NR |
| <i>Equal treatment regardless of race.</i> | 97% | 97% | NR |
| <i>Equal treatment regardless of gender.</i> | 97% | 98% | NR |
| <i>Equal treatment regardless of religion.</i> | 97% | 98% | NR |
| <i>Equal treatment regardless of national origin.</i> | 97% | 98% | NR |
| <i>Equal treatment regardless of disability.</i> | 97% | 95% | NR |
| <i>Equal treatment regardless of age.</i> | 97% | 95% | NR |
| <i>Equal treatment regardless of sexual orientation.</i> | 97% | 98% | NR |
| <i>Equal treatment regardless of economic status.</i> | 97% | 95% | NR |
| Section II: Communication Skills | | | |
| <i>Explained proceedings.</i> | 94% | 91% | NR |
| <i>Explained reasons for delays.</i> | 94% | 91% | NR |
| <i>If a juror, clearly explained juror's responsibilities.</i> | NR | NR | NR |
| Section III: Judicial Temperament | | | |
| <i>Understanding and compassion.</i> | 96% | 91% | NR |
| <i>Dignified.</i> | 95% | 93% | NR |
| <i>Courteous.</i> | 95% | 91% | NR |
| <i>Conduct that promotes public confidence in the court and commissioner's ability.</i> | 96% | 93% | NR |
| <i>Patient.</i> | 95% | 88% | NR |
| Section IV: Administrative Performance | | | |
| <i>Punctual in conducting proceedings.</i> | 92% | 93% | NR |
| <i>Maintained proper control in courtroom.</i> | 95% | 98% | NR |
| <i>Was prepared for the proceedings.</i> | 96% | 96% | NR |

Results of 13 surveys received from Attorneys

| <u>Attorney Survey Questions</u> | <u>Department Score</u> | <u>Attorney Responses</u> |
|---|------------------------------------|--------------------------------------|
| Section I: Legal Ability | | |
| <i>Legal reasoning ability.</i> | 64% | 69% |
| <i>Knowledge of substantive law.</i> | 70% | 75% |
| <i>Knowledge of rules of evidence.</i> | 65% | 78% |
| <i>Knowledge of rules of procedure.</i> | 63% | 62% |
| Section II: Integrity | | |
| <i>Basic fairness and impartiality.</i> | 59% | 62% |
| <i>Equal treatment regardless of race.</i> | 94% | 89% |
| <i>Equal treatment regardless of gender.</i> | 92% | 83% |
| <i>Equal treatment regardless of religion.</i> | 92% | 78% |
| <i>Equal treatment regardless of national origin.</i> | 94% | 89% |
| <i>Equal treatment regardless of disability.</i> | 77% | 73% |
| <i>Equal treatment regardless of age.</i> | 93% | 82% |
| <i>Equal treatment regardless of sexual orientation.</i> | 92% | 83% |
| <i>Equal treatment regardless of economic status.</i> | 75% | 80% |
| Section III: Communication Skills | | |
| <i>Clear and logical oral communications and directions.</i> | 65% | 54% |
| <i>Clear and logical written decisions.</i> | 62% | 50% |
| <i>Gave all parties an adequate opportunity to be heard.</i> | 70% | 62% |
| Section IV: Judicial Temperament | | |
| <i>Understanding and compassion.</i> | 62% | 62% |
| <i>Dignified.</i> | 72% | 62% |
| <i>Courteous.</i> | 76% | 62% |
| <i>Conduct that promotes public confidence in the court and commissioner's ability.</i> | 57% | 46% |
| <i>Patient.</i> | 67% | 46% |
| Section V: Administrative Performance | | |
| <i>Punctual in conducting proceedings.</i> | 84% | 62% |
| <i>Maintained proper control of courtroom.</i> | 79% | 85% |
| <i>Prompt in making rulings and rendering decisions.</i> | 79% | 77% |
| <i>Was prepared for the proceedings.</i> | 83% | 77% |
| <i>Efficient management of calendar.</i> | 73% | 54% |
| Section VI: Settlement Activities | | |
| <i>Appropriately conducted or promoted settlement.</i> | 80% | 71% |

Results of 6 surveys received from Staff

| <u>Staff Survey Questions</u> | <u>Department Score</u> | <u>Staff Responses</u> |
|---|-----------------------------|----------------------------|
| Section II: Integrity | | |
| <i>Basic fairness and impartiality.</i> | 88% | 33% |
| <i>Equal treatment regardless of race.</i> | 96% | 67% |
| <i>Equal treatment regardless of gender.</i> | 93% | 50% |
| <i>Equal treatment regardless of religion.</i> | 96% | 67% |
| <i>Equal treatment regardless of national origin.</i> | 93% | 50% |
| <i>Equal treatment regardless of disability.</i> | 96% | 67% |
| <i>Equal treatment regardless of age.</i> | 93% | 50% |
| <i>Equal treatment regardless of sexual orientation.</i> | 93% | 50% |
| <i>Equal treatment regardless of economic status.</i> | 90% | 40% |
| Section III: Communication Skills | | |
| <i>Clear and logical communications.</i> | 88% | 33% |
| Section IV: Judicial Temperament | | |
| <i>Understanding and compassion.</i> | 84% | 17% |
| <i>Dignified.</i> | 88% | 33% |
| <i>Courteous.</i> | 84% | 17% |
| <i>Conduct that promotes public confidence in the court and commissioner's ability.</i> | 84% | 17% |
| <i>Patient.</i> | 84% | 17% |
| Section V: Administrative Performance | | |
| <i>Punctual in conducting proceedings.</i> | 93% | 75% |
| <i>Maintained proper control of courtroom.</i> | 93% | 50% |
| <i>Was prepared for the proceedings.</i> | 90% | 50% |
| <i>Respectful treatment of staff.</i> | 87% | 20% |
| <i>Cooperation with peers.</i> | 87% | 20% |
| <i>Efficient management of calendar.</i> | 83% | 20% |