

LONG RANGE STRATEGIC PLANNING WORKGROUP

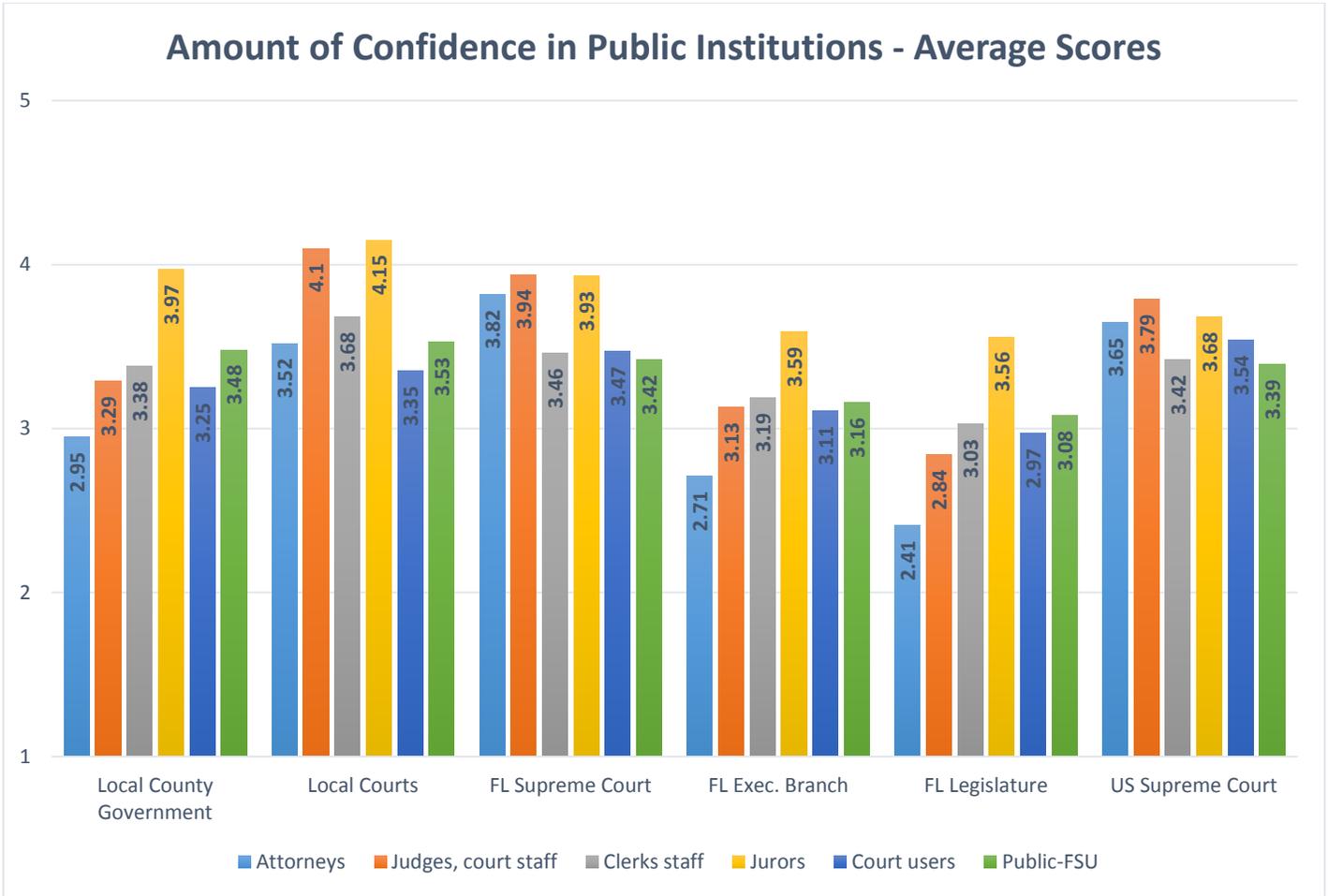


EXECUTIVE SUMMARY

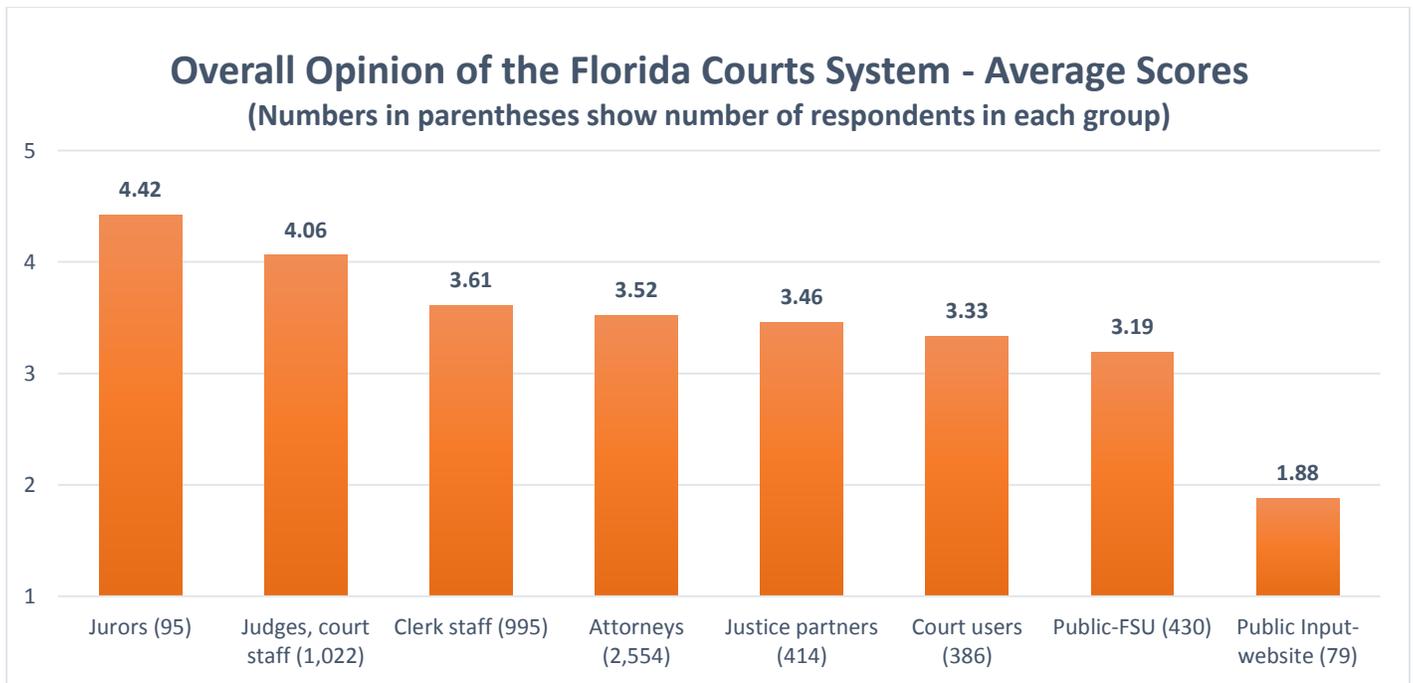
2015 LONG RANGE STRATEGIC PLAN SURVEY FINDINGS

Prepared by the Office of the State Courts Administrator, Strategic Planning Unit

Overall Survey Findings

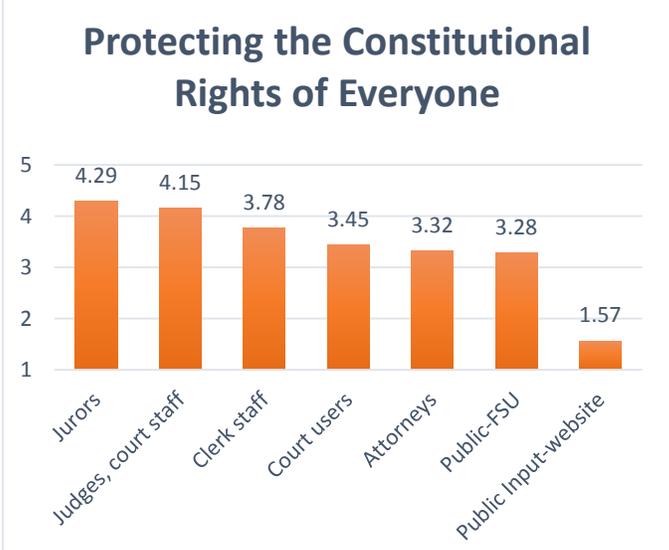
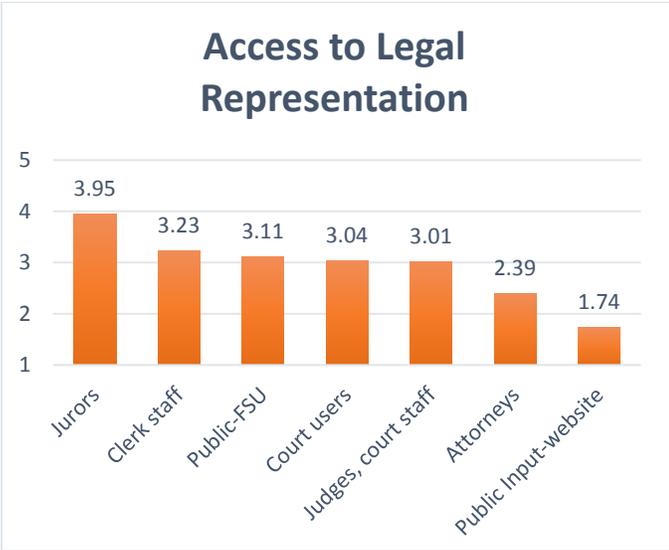
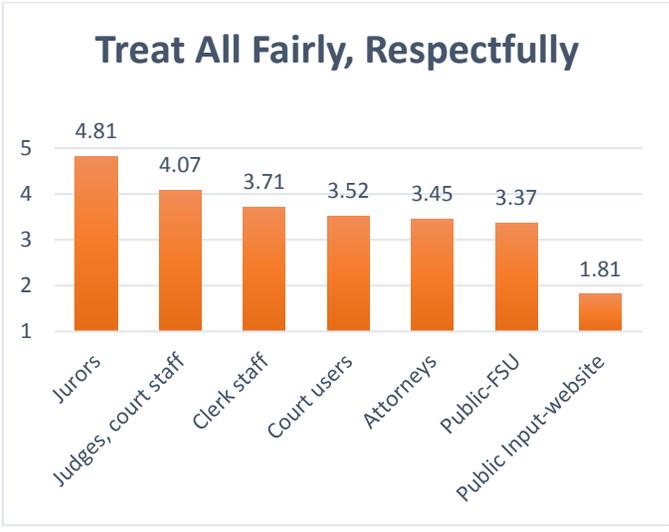
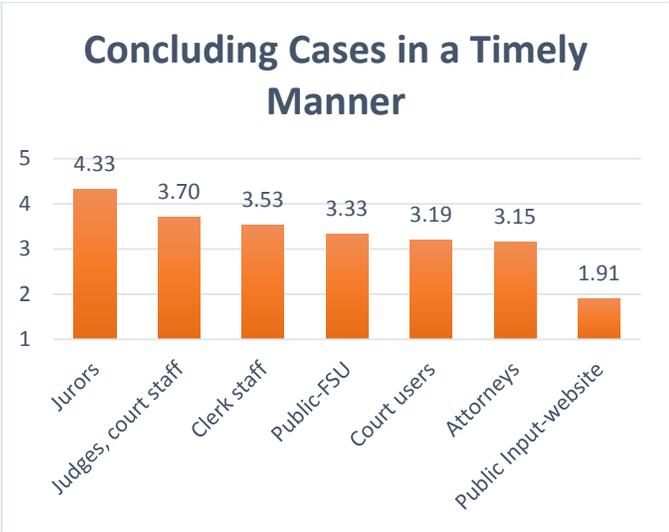


Answer scale: 5 = A Great Deal 4 = Quite a Lot 3 = Some 2 = Very Little 1 = None



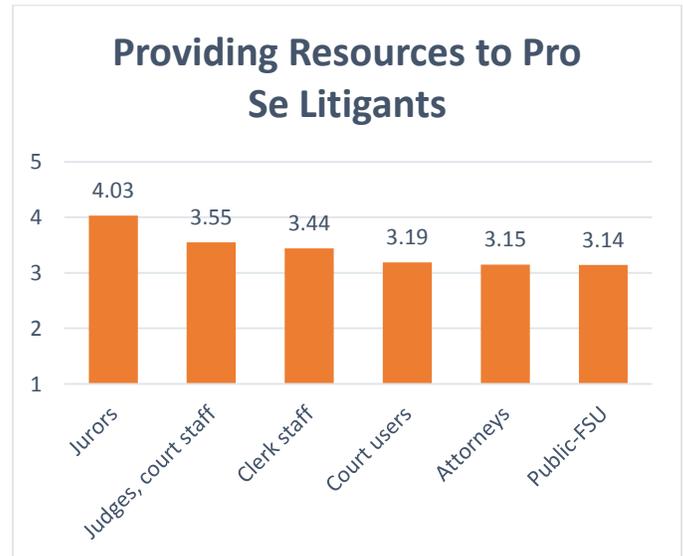
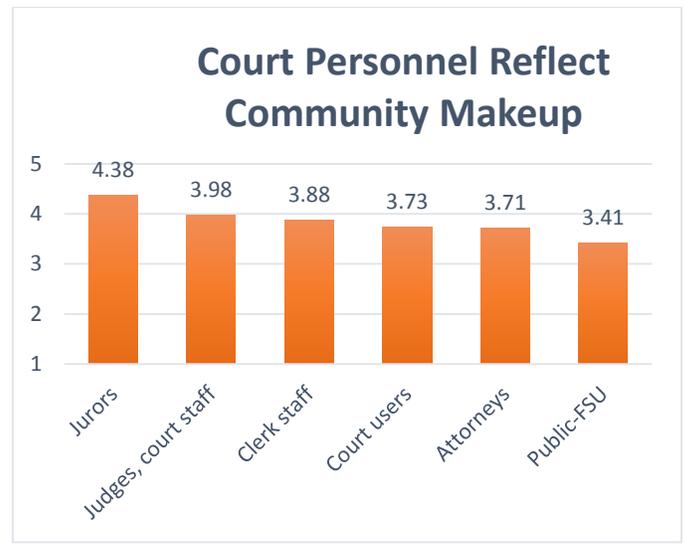
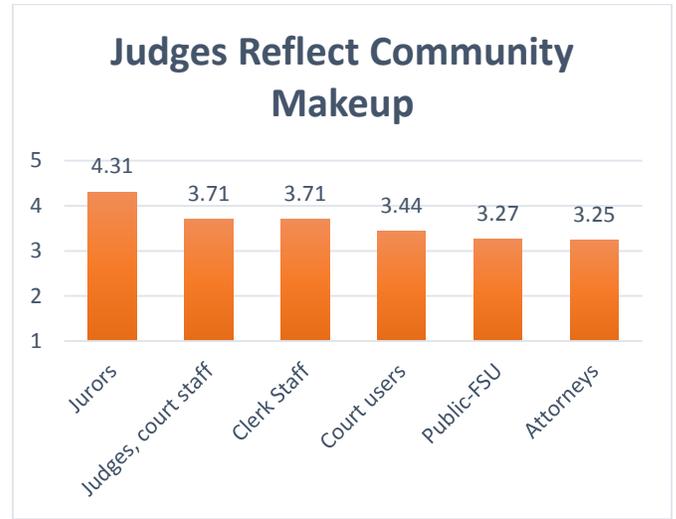
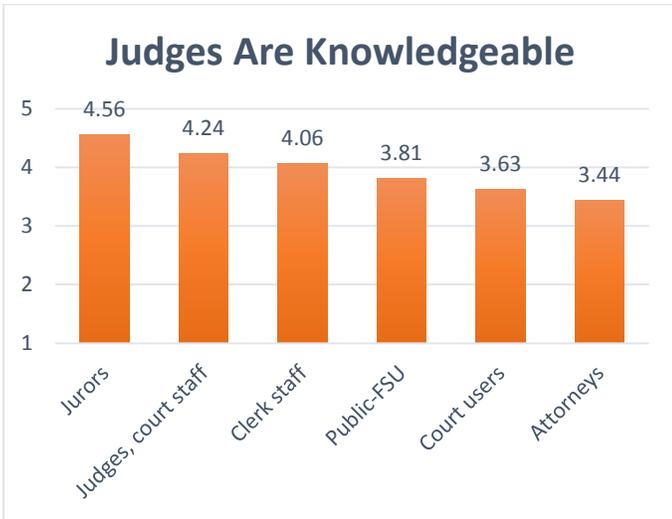
Answer scale: 5 = Very Good 4 = Good 3 = Fair 2 = Poor 1 = Very Poor

Overall Survey Findings



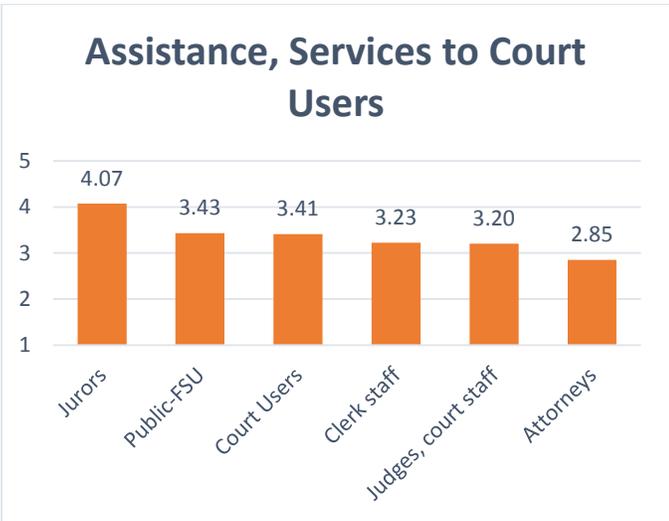
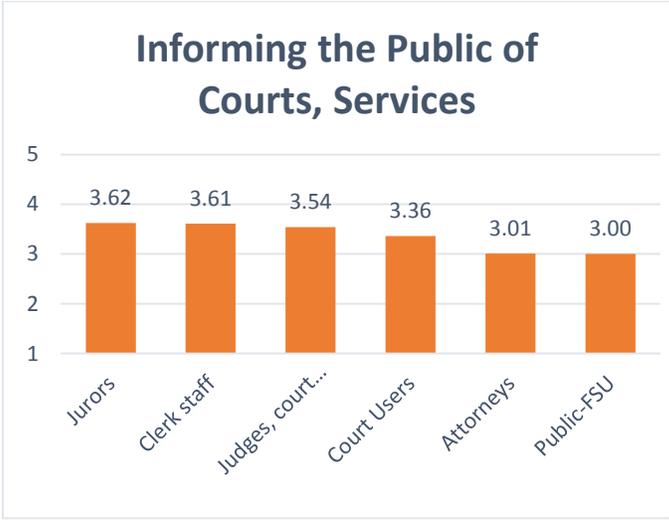
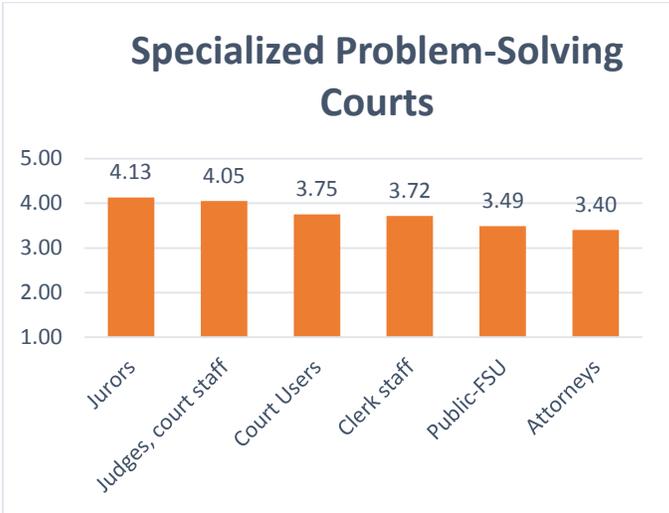
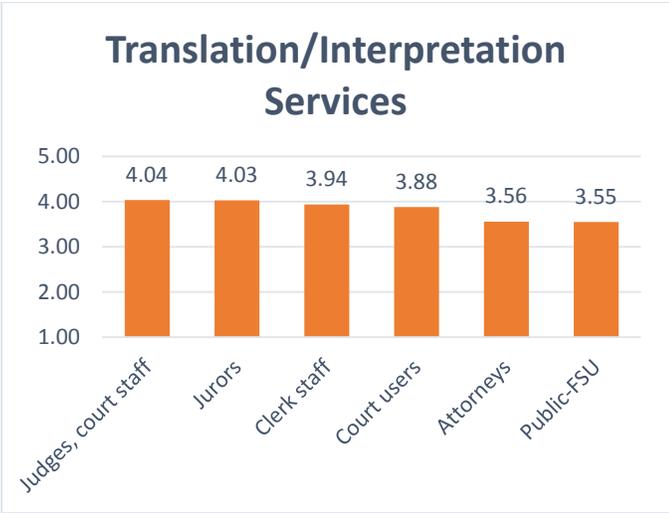
Answer scale: 5 = Very Well 4 = Well 3 = Fair 2 = Poorly 1 = Very Poorly

Overall Survey Findings



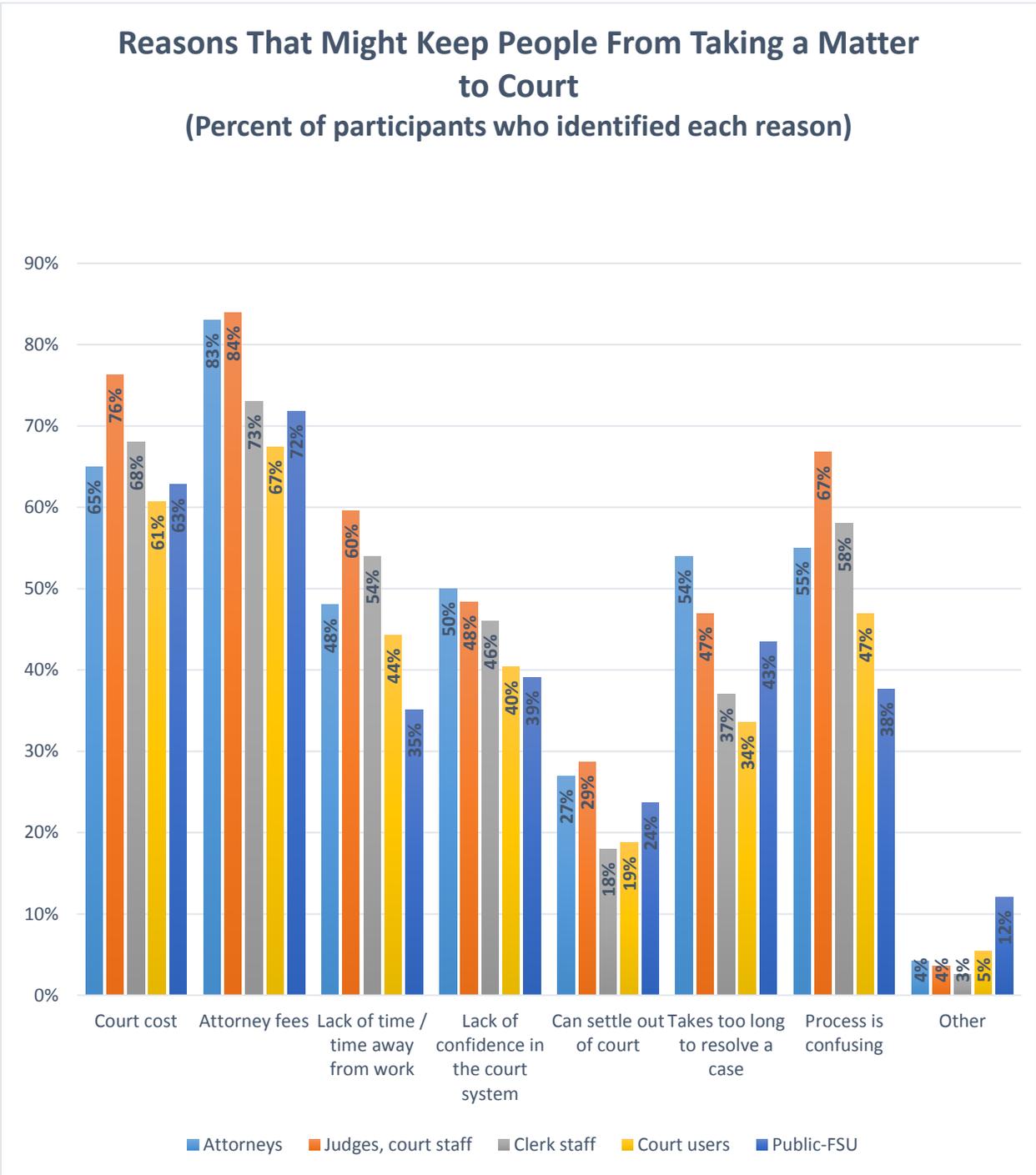
Answer scale: 5 = Very Well 4 = Well 3 = Fair 2 = Poorly 1 = Very Poorly

Overall Survey Findings



Answer scale: 5 = Very Well 4 = Well 3 = Fair 2 = Poorly 1 = Very Poorly

Overall Survey Findings



Long Range Strategic Plan Outreach – 2015

Global Themes and Issues

- Equal treatment, pro se assistance, access to legal representation
- Technology
- Consistency across jurisdictions
- Customer focus (forms, services, effective helping behaviors)
- Efficiency and accountability
- Training and education for all court personnel
- Adequate, stable funding
- Public education, outreach, collaboration

Long Range Strategic Planning Surveys

Understanding and Interpreting the Data

In order to obtain information and opinions to inform the development of the 2016-2022 Long Range Strategic Plan for the Judicial Branch, OSCA's Strategic Planning Unit (SPU) developed and conducted surveys of the following groups under the direction of the JMC's Long Range Strategic Planning Workgroup. Survey responses were received as follows.

- 1) Attorneys - **2,554 respondents;**
- 2) Judicial officers and court staff – **1,022 respondents;**
- 3) Clerks of court staff – **995 respondents;**
- 4) Non-attorney court users (litigants, witnesses, defendants, victims) – **386 respondents;**
- 5) Jurors – **95 respondents;**
- 6) Justice system partners – **414 respondents;**
- 7) Members of the general public (survey conducted by FSU Survey Research Lab) – **430 respondents;** and
- 8) Members of the general public (via the Florida Courts website) – **79 respondents.**

The numbers of respondents shown above represent the total number of individuals who answered any questions on each survey; various numbers of respondents in each survey group did not answer all questions.

OSCA-administered surveys (#1-6 above)

- The surveys administered by OSCA-SPU were conducted online through the flcourts.org website, and were active/available from early November 2014 through January 31, 2015. Paper surveys were made available to jurors and court users upon request.
- The surveys were highlighted on the state courts website homepage, and were publicized with assistance from The Florida Bar, the Clerks of Court, state agencies, statewide justice organizations, the Florida courts system, and through various other means.
- Participants were self-selected based on their interest in the state courts system as well as their willingness to express their opinions.
- Because survey participation was based upon self-selection and different approaches to informing and encouraging participation among various targeted groups, the survey results provide windows of understanding into the thoughts and opinions of the various groups from their vantage points. However, they do not attempt to portray a scientifically accurate depiction of all the opinions or concerns of the groups who participated in the surveys. For example, there is significant over-representation in the justice partner survey from those who work in juvenile justice settings; those individuals constitute just over 60% of all the participants in that survey, though they are but one of 12 of the professional designations in the survey.

- The results shown in the charts show only responses indicating an opinion (from 1-5, or “yes”); those responses indicating don’t know, no opinion, or simply no response are not included in calculating average scores or percentages of answers selected for any question.

FSU-administered public opinion survey (#7 above)

- The public survey was conducted by FSU through a mail-out survey and an online survey, with some additional telephone follow-up. Survey administration began at the beginning of January, 2015 and concluded on March 31.
- The survey instrument was available in English, Spanish, and Haitian Creole.
- Participants were requested to participate based on a random selection process encompassing diverse demographic groups, thereby providing results which can be generalized to represent the opinions of Florida’s populace.
- Based on the random selection process used and the number of responses received, the confidence interval for this survey is $\pm 4\%$ at the 95% confidence level. This means that we are 95% confident that the true average survey scores for Florida’s population (if we could survey that group) would fall within a range of $\pm 4\%$ of the scores obtained on this survey.

Public Input – Website (#8 above)

- Public input was also accepted through a link on the flcourts.org website. Some individuals submitted comments only through the website, while others submitted website comments and attended one or more public meetings, where they also voiced their comments.
- The website was publicized through press releases, through the regional public meetings, and other avenues.
- The website page accepting comments was available in English, Spanish, and Haitian Creole.
- Participants/commenters were self-selected based on their interest in the state courts system as well as their willingness to express their opinions.
- The results do not attempt to portray a scientifically accurate depiction of Floridians’ views of the Florida judicial branch.