



# United States Bankruptcy Court Northern District Of Illinois Access & Fairness Survey Results April 21-28, 2008

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## Rating was done on a five-point scale:

1—strongly disagree; 2—disagree; 3—neither agree/disagree; 4—agree; 5—strongly agree

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Questions	Section I. Access	Ratings
1.	Finding the courthouse was easy.	4.2
2.	The forms I needed were clear and easy to understand.	4.2
3.	I felt safe in the courthouse.	4.4
4.	The court makes reasonable efforts to remove physical and language barriers to service.	4.0
5.	I was able to get my court business done in a reasonable amount of time.	4.2
6.	Court staff paid attention to my needs.	4.4
7.	I was treated with courtesy and respect.	4.5
8.	I easily found the courtroom or office I needed.	4.4
9.	The courts Web site was useful.	4.3
10.	The court's hours of operation made it easy for me to do my business.	4.3
	<b>Section II. Fairness</b>	
1.	The way my case was handled was fair.	4.3
2.	The judge listened to my side of the story before he or she made a decision.	4.3
3.	The judge had the information necessary to make good decisions about my case.	4.2
4.	I was treated the same as everyone else.	4.2
5.	As I leave the court, I know what to do next about my case.	4.3
	<b>Average Access Score 4.3</b>	<b>Average Fairness Score 4.3</b>

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Thank You, Your Opinion Counts!  
Please visit our website for more details

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## **HIGHLIGHTS OF THE FINDINGS**

**GOAL:** To get feedback from our customers and to achieve an 80% or higher overall score and at least an average of a 4.0 to each question on our survey.

### **Overall Access and fairness index scores**

Using a 100-point scale, The United States Bankruptcy Court Northern District of Illinois received an overall access index score of 85.7 and fairness of 85.6

For the second time we received a rating of 4.0 or better in all questions under access and fairness categories. We received our highest ratings on question seven. I was treated with courtesy and respect. Our lowest rating on question four, the court makes reasonable efforts to remove physical and language barriers to service.

### **THE REASON FOR THE VISIT TO THE COURTHOUSE**

The majority of our customers continue to be attorneys representing a client at 60%, 19% were attending a hearing of a trial, 7% a party in a legal matter, 6% make a payment, 4% to get information and 4% to file papers.

### **THE NUMBER OF VISITS TO THE COURTHOUSE**

Fifty-two percent of the respondents visit the courthouse on a regular basis, 17% several times a year, 14% once a year or less and 17% first time in the courthouse.

### **GENDER**

There were more males than females that responded to the survey, 68% males and 32% females.

### **DEMOGRAPHICS**

We also asked our customers to identify themselves, which 71% identified themselves as White, 18% Black or African American, 6% Hispanic or Latino, 2% mixed race, 1% other and 1% Native Hawaiian or other Pacific Islander.

### **COMMENTS**

We continue to receive favorable comments in the area of service in the courthouse.

## **Your Opinion Counts!**

We're listening to what you had to say.

**Here is our feedback based on your comments:**

### **CM/ECF Procedures**

**Filing CM/ECF Motions:** A new version of CMECF will be implemented later this summer. This version has the ability to search for specific events and should make the process easier.

**Timeframe for revised forms:** Thank you for your concern. We will make every effort to allow your staff sufficient lead time to revise forms in the future.

**Conforming e-filing with district courts procedures:** Although the process of e-filing is similar, bankruptcy and district court have different e-filing procedures for various reasons. If there's a specific procedure or process we will be happy to compare the two and determine if we can conform.

**We will continue to focus on providing quality service to our customers by:**

Quarterly assigning clerk's staff in the hallways on scheduled chapter 13 days to assist our customers.

Thanks for your Input