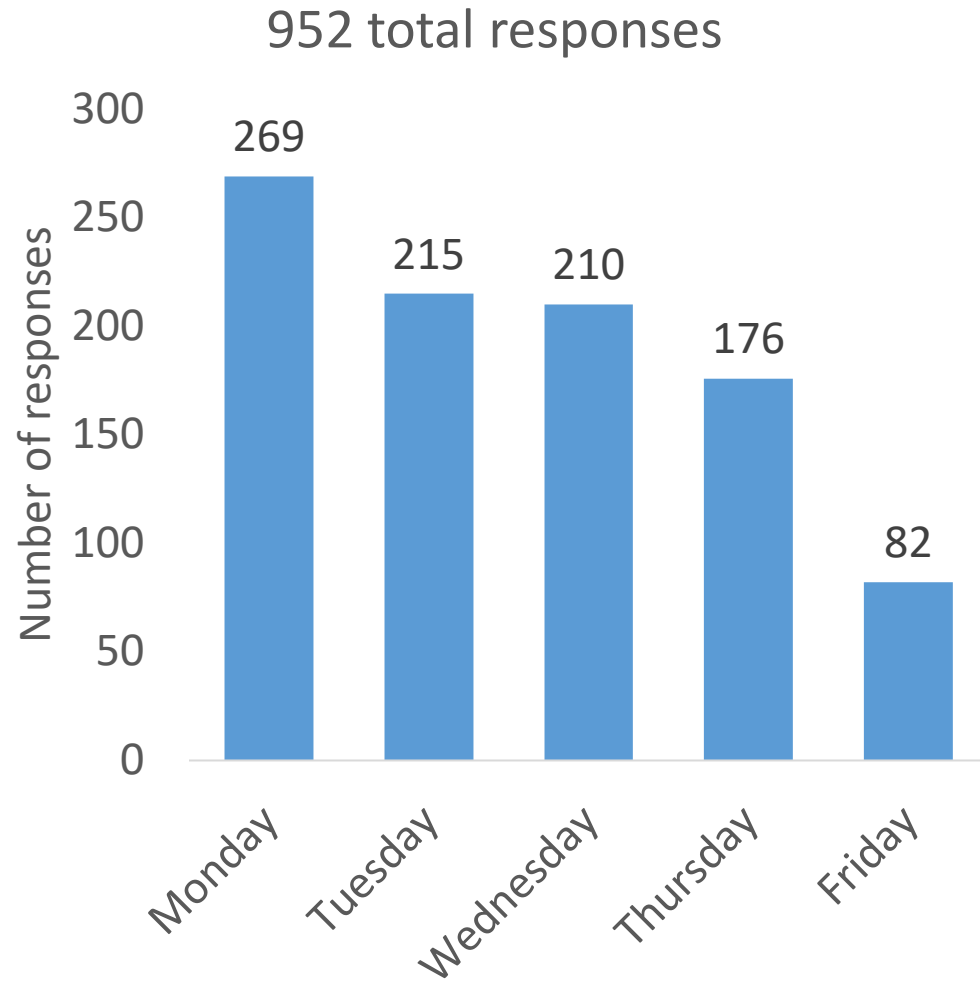


KCMO Municipal Court Court User Survey

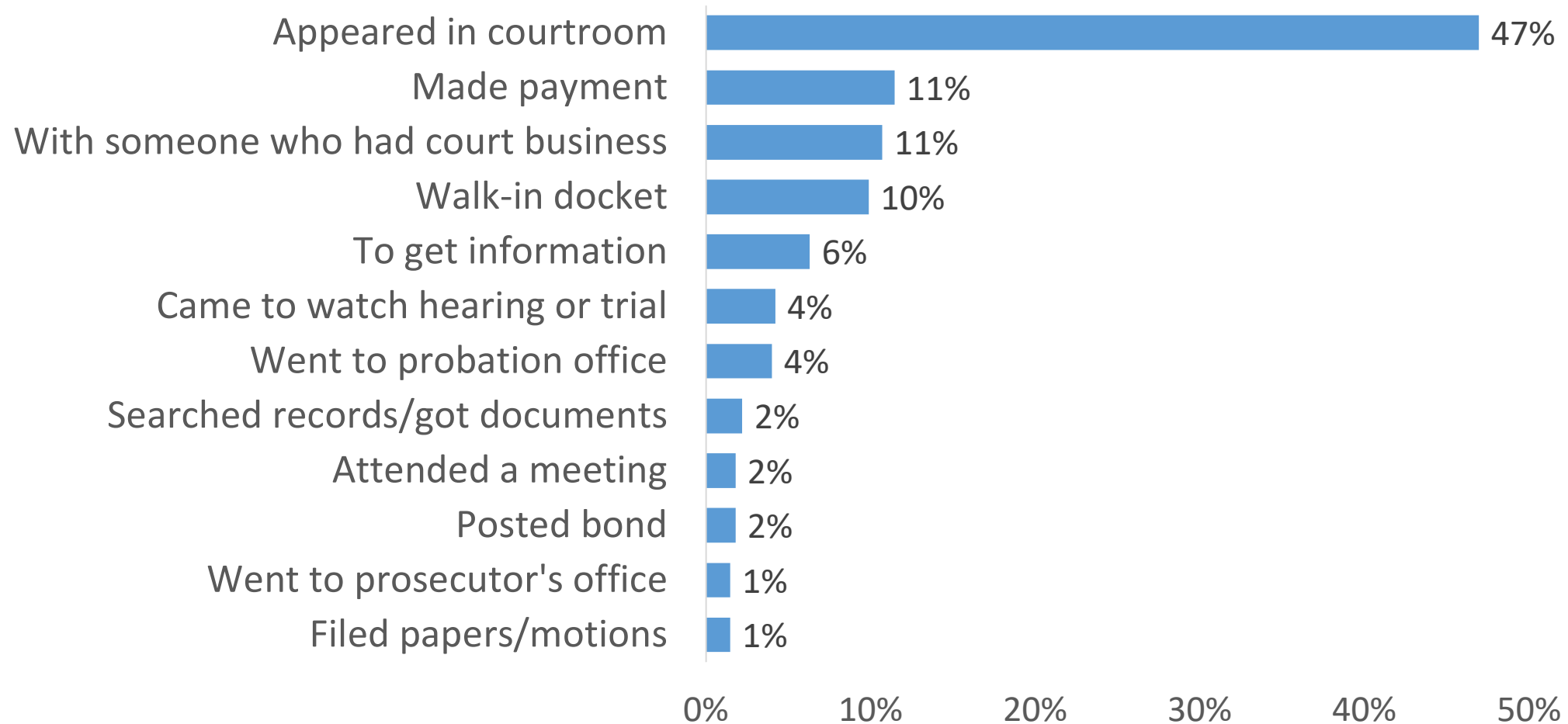
Summer 2019

Response Rate



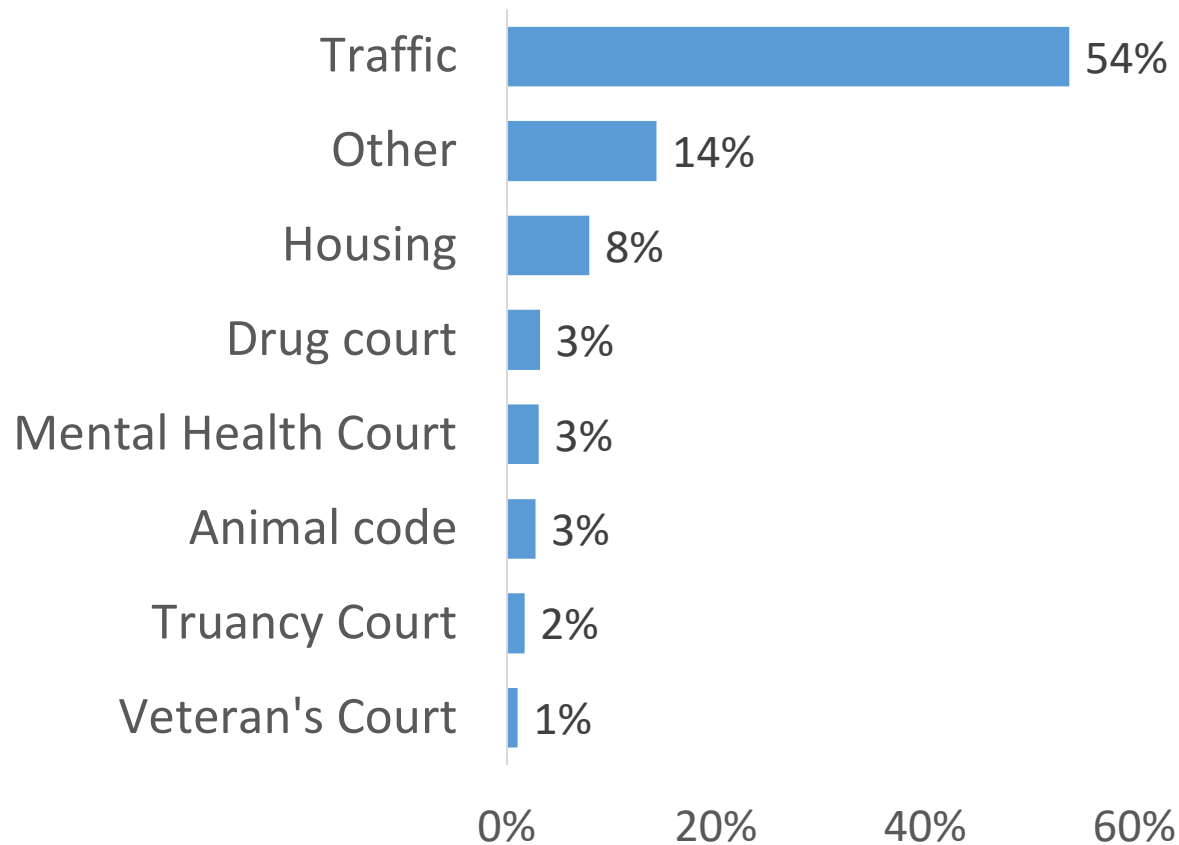
Demographics of Sample: Reasons for Being at Court

Largest group of respondents appeared in the courtroom

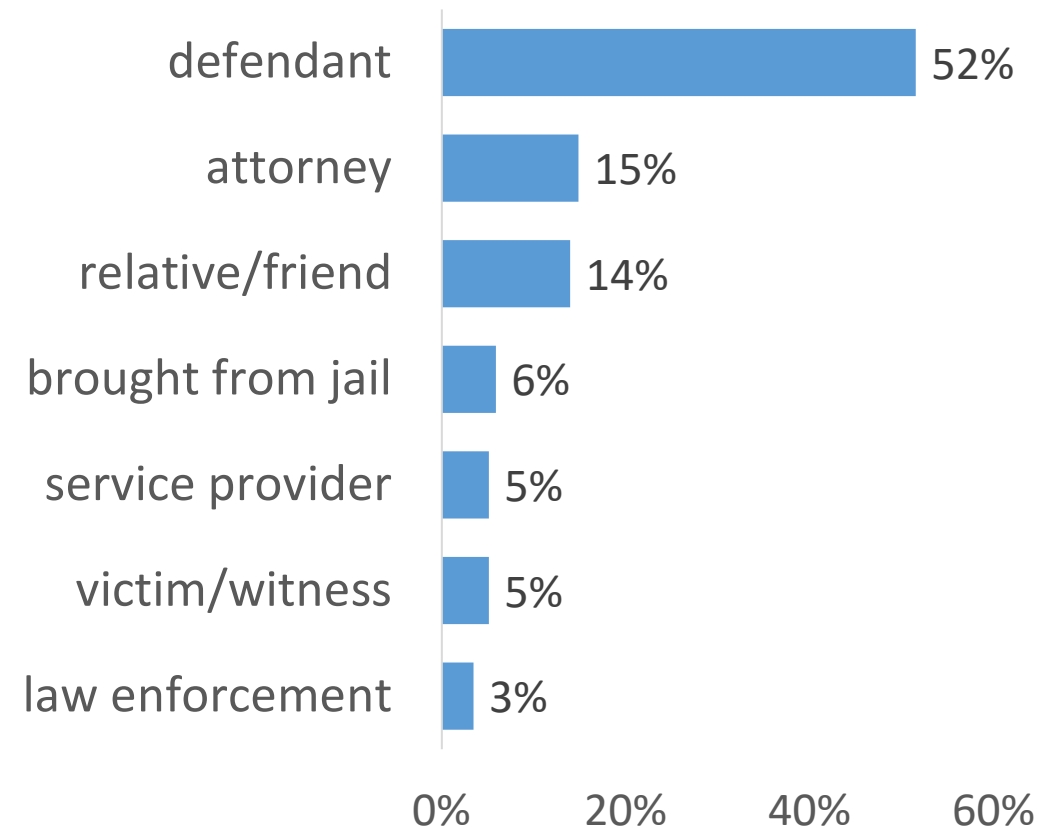


Demographics of Sample: Reasons for Being at Court

Largest group of respondents were there for a traffic case

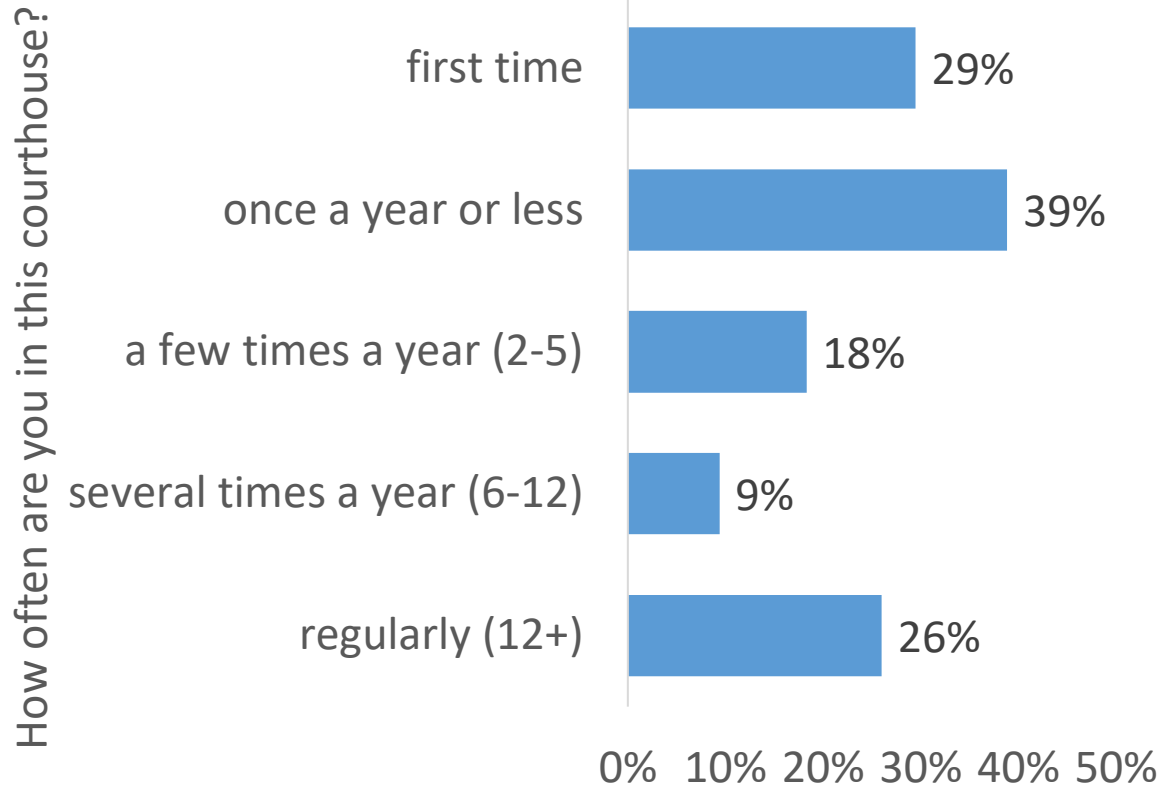


Majority of respondents were defendants

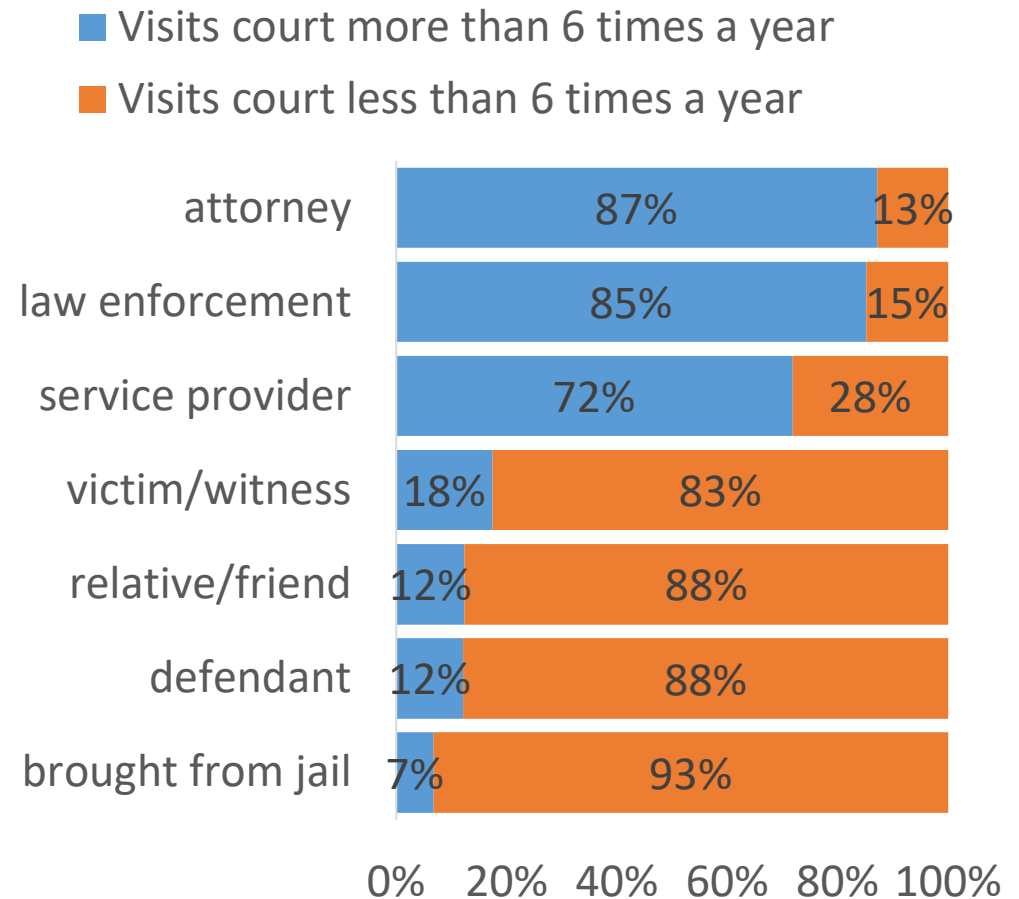


Demographics: Frequency of Visits to the Court

Most respondents are first time or infrequent visitors



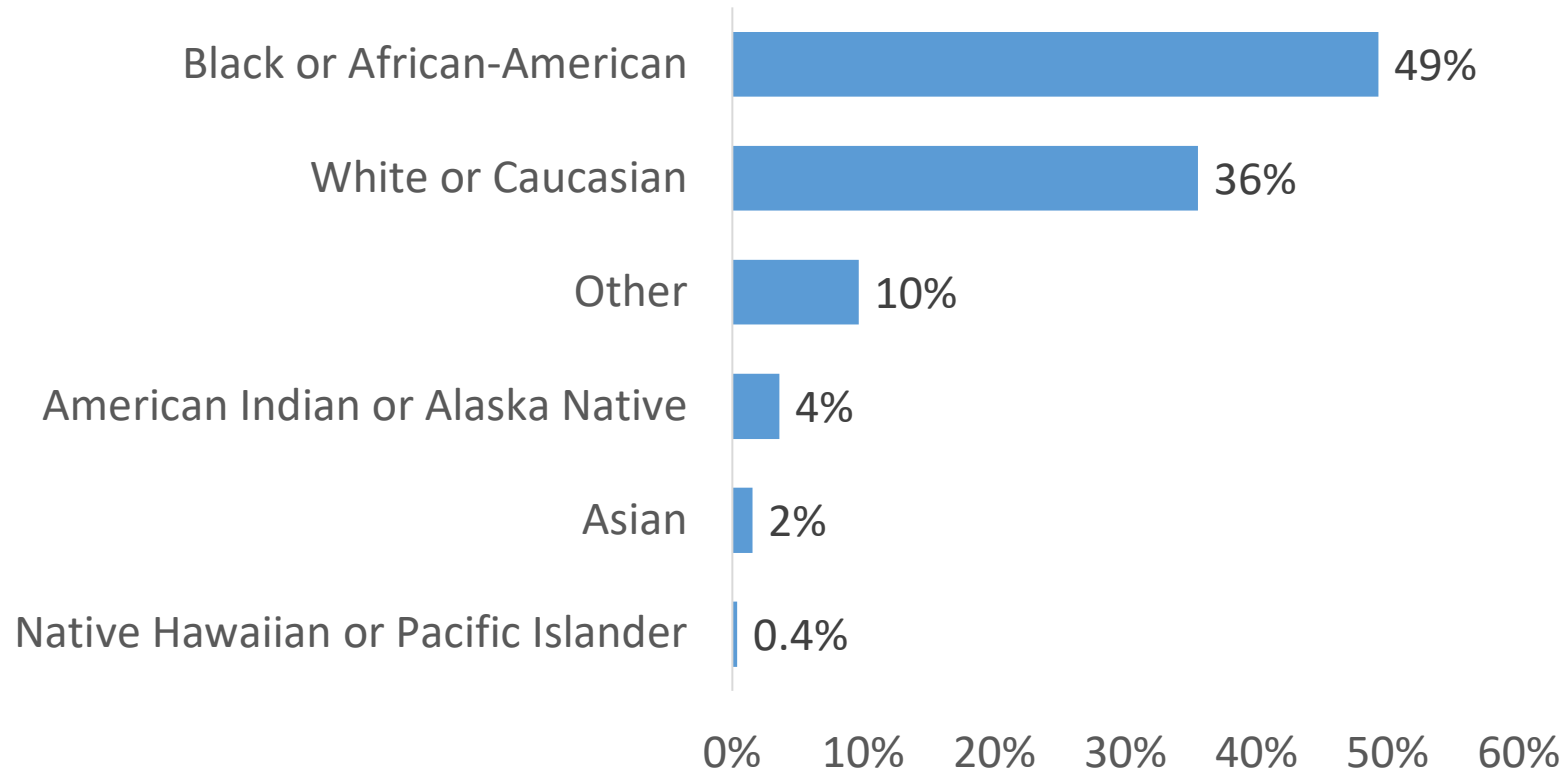
Regular visitors are disproportionately industry personnel



Demographics: Race and Gender

Between 15% and 20% of respondents declined to identify their race, ethnicity, and/or gender. For those that did respond, here are the breakdowns:

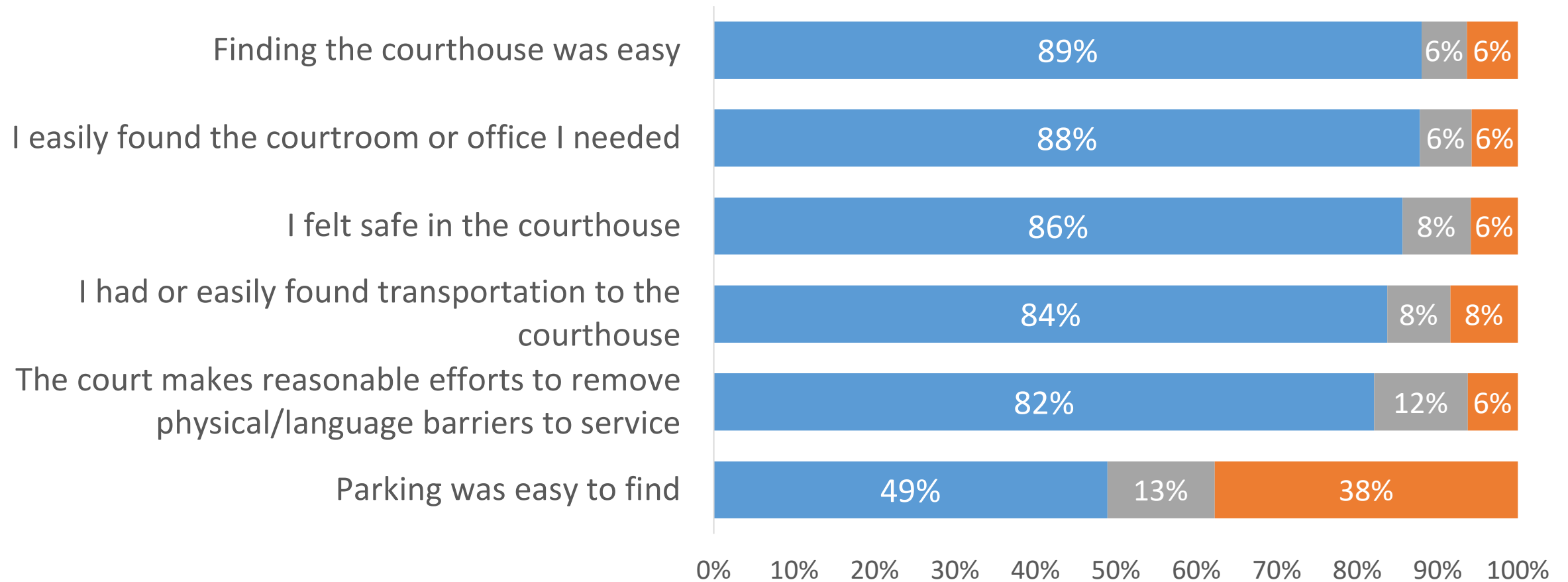
Self-identification of race



- 11% of respondents identified as Hispanic or Latino
- 55% male, 45% female, and 1% other

Section 1: Access to the Court (Physical)

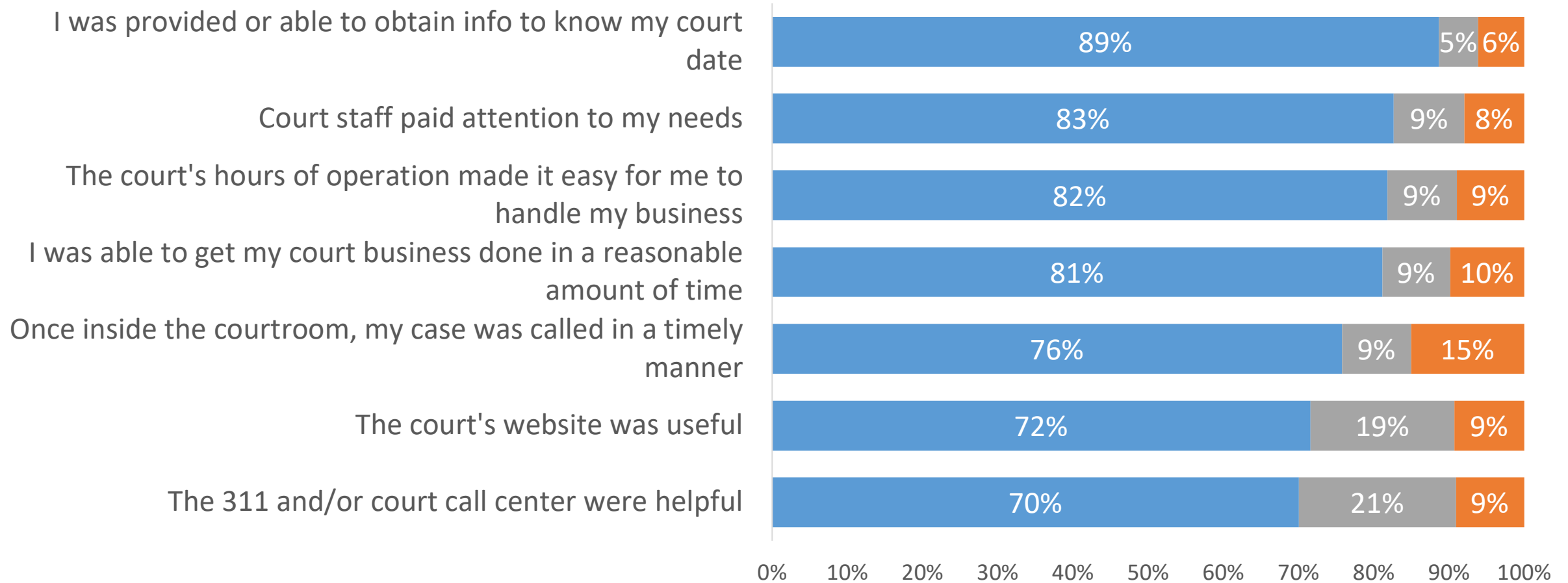
■ Strongly Agree/Agree ■ Neutral ■ Disagree/Strongly Disagree



All questions exclude "does not apply" or blank responses

Section 1: Access to the Court (Customer Service/Communication)

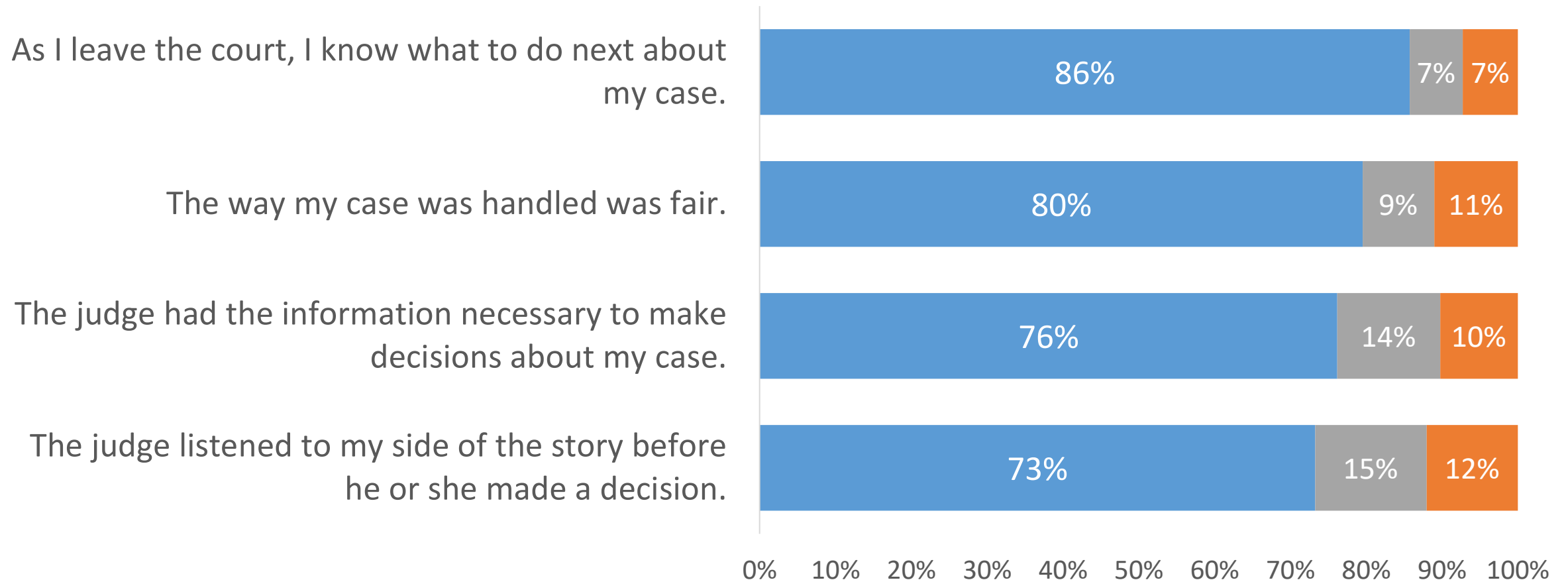
■ Strongly Agree/Agree ■ Neutral ■ Disagree/Strongly Disagree



All questions exclude "does not apply" or blank responses

Section 2: Fairness

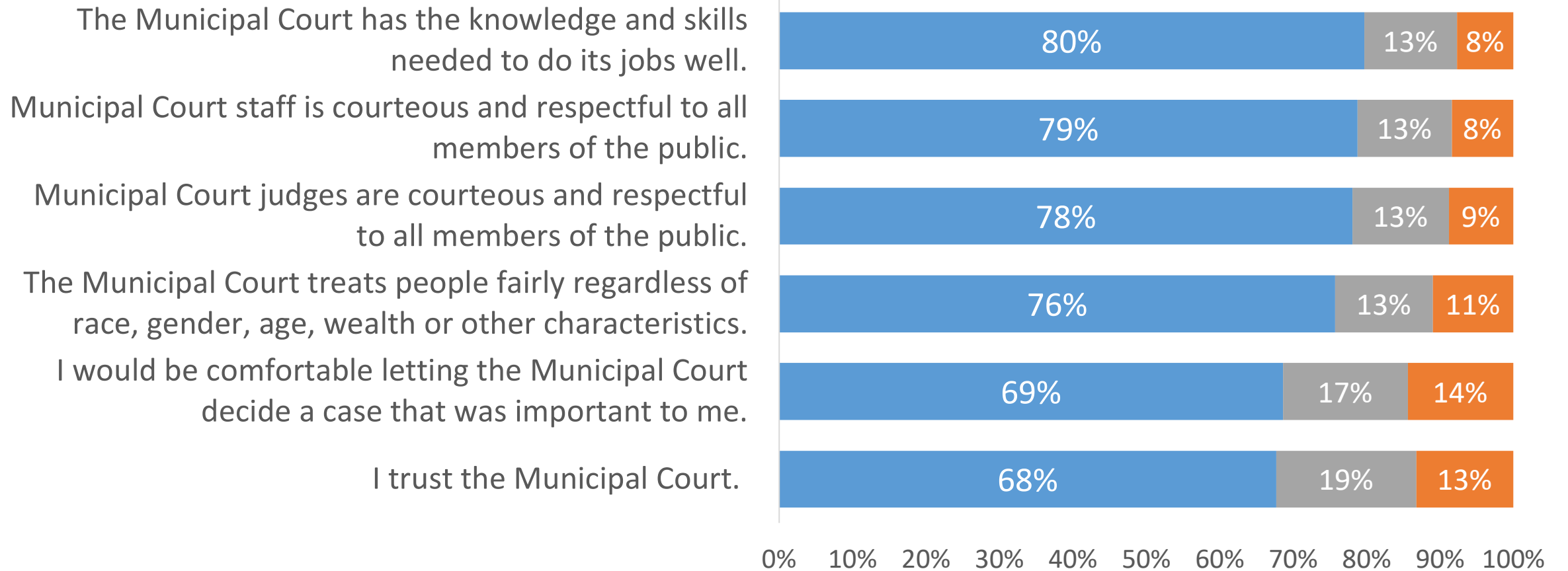
■ Strongly Agree/Agree ■ Neutral ■ Disagree/Strongly Disagree



All questions exclude "does not apply" or blank responses

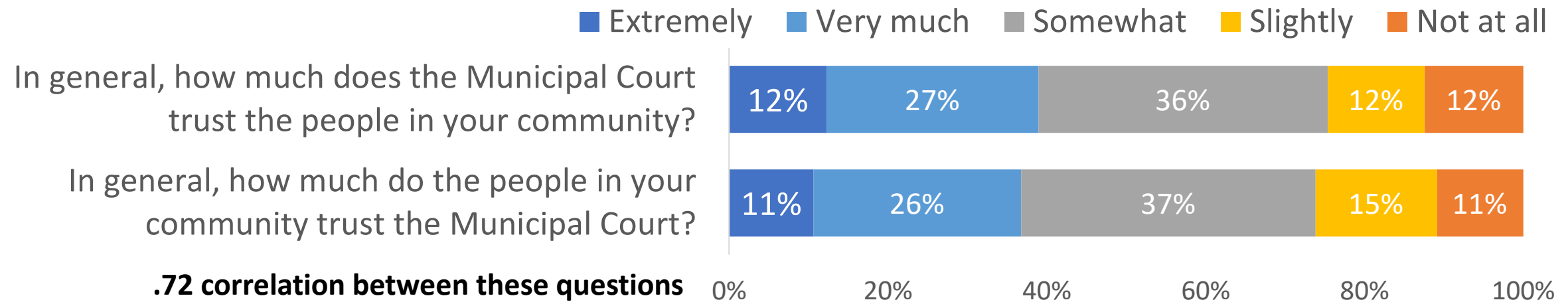
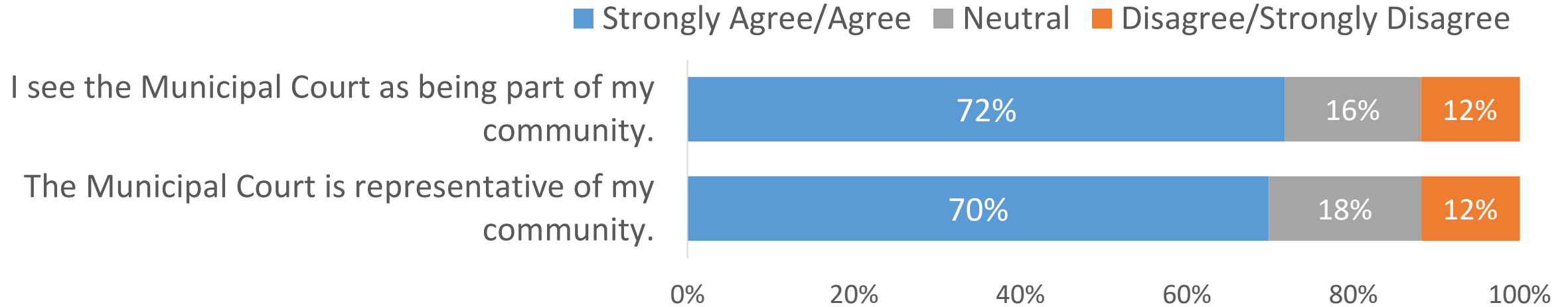
Section 3: Perceptions and Trust

■ Strongly Agree/Agree ■ Neutral ■ Disagree/Strongly Disagree



All questions exclude "does not apply" or blank responses

Section 3: Perceptions and Trust (In “My Community”)



.72 correlation between these questions

All questions exclude “does not apply” or blank responses