

COURTHOUSE TELEPHONE INTERACTION DATA

LANGUAGE LINE OBSERVATION

COURT: New Haven JD

Telephone Number Called: 203/503-6800

Language Used:

Observer's Name:

Date:

Time:

Language Line is available and must be used by the staff member in the Clerk's Office if the observer is speaking any language other than English, unless a staff member is fluent in the language used.

Please choose from one of the following when developing a scenario for your telephone interaction:

Civil Court:

1. Request information concerning filing your small claims action at a local court.
2. Request information about how to obtain a copy of the judgment in your divorce case.

Criminal Court:

1. I received a speeding ticket and I did nothing wrong. What do I do to get it dismissed?
2. My neighbor has been arrested and I want to know when he is going to trial. Isn't there some notification service I can get? (SAVIN)

General, for English control observers:

1. Request information on the availability of interpreter services at the clerk's office.

In your comments give a brief summary of the questions you asked and the responses given to you.

| 1. TELEPHONE INTERACTION – COURTS – LANGUAGE LINE | Yes | No | N/A |
|--|-----|----|-----|
| (a) Did the courthouse have an automated phone answering system? Comments: | | | |
| (b) Did the automated phone system offer a Spanish or other language option? Comments: | | | |
| (c) If the phone answering system was automated, did you find the automated menu system helpful? Comments: | | | |
| (d) Was the phone answered by a staff member in a timely manner? (Number of Rings) Comments: | | | |
| (e) Did a staff member answer the phone in a courteous and professional manner? Comments: | | | |
| (f) Did the staff member identify himself (herself) by name upon answering the phone? Comments: | | | |
| (g) Did the staff member connect to Language Line? Comments: | | | |
| (h) Did Language Line provide professional and timely service? Comments: | | | |
| (i) Did a staff member listen to your request and give appropriate responses to procedural / informational questions? Comments: | | | |
| (j) Did the staff member ask you if you needed any further assistance before ending the call? Comments: | | | |

GENERAL COMMENTS: