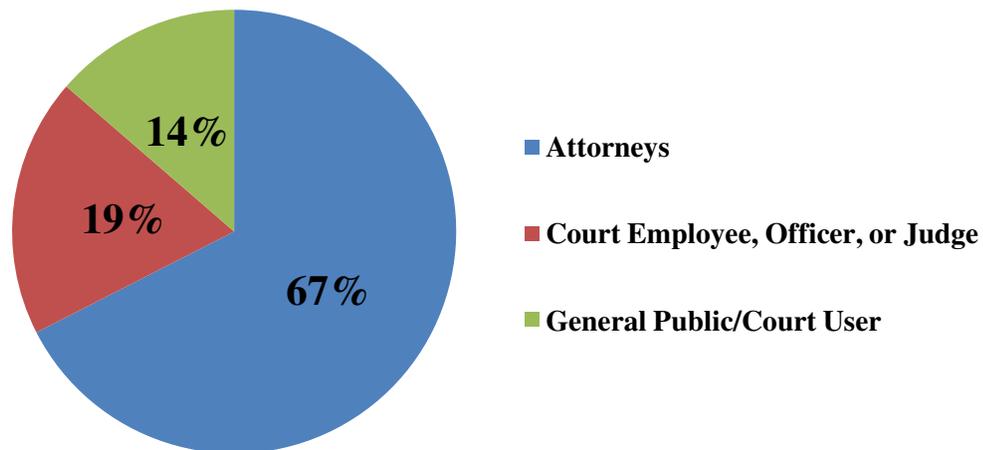


Task Force Questionnaire Summary

The Task Force administered an online questionnaire open to metropolitan Atlanta attorneys, court employees, and the public. The questionnaire gauged their opinions about the Fulton County courts, ensuring the Task Force focused on court users' concerns. A link to the questionnaire was distributed to metropolitan Atlanta lawyers and court employees via email, and the public was able to access the questionnaire through any of the courts' or clerks' websites and the State Bar of Georgia's website. A Spanish version of the questionnaire was also available for general public respondents. Graph 1 shows a summary of all respondents.

Graph 1: Questionnaire Respondents



One thousand three hundred fifty six people took the survey, including four Spanish respondents. The large number of attorney responses is likely due to the mass email sent to all metropolitan area lawyers informing them of the survey.

The questionnaire asked respondents' opinions on a wide range of court issues. It also gave them the opportunity to list their major areas of concern. After analyzing their responses, AOC staff reported these primary areas of concern for all respondents groups.

1. Professionalism and Customer Service
2. Technology Utilization
 - a. E-filing
 - b. Online access to records
 - c. Electronic hearings
3. Court Efficiency and Effectiveness

The Task Force believes its recommendations respond to all of these areas of concern, and therefore, if implemented, all court users' experiences will improve.

Recommendation 7.2 details the Task Force's wish that an official survey of the Fulton County Courts be conducted on a regular basis to establish a baseline and track progress towards goals.