



## Judicial Council of Georgia Administrative Office of the Courts

Chief Justice Hugh P. Thompson  
*Chair*

Marla S. Moore  
*Director*

### Memorandum

TO: Members of the Judicial Council

FROM: Justice Carol W. Hunstein, Co-Chair  
Justice Robert Benham, Co-Chair  
Access, Fairness, and Public Trust and Confidence Committee

RE: Access, Fairness, and Public Trust and Confidence Committee Update

DATE: April 10, 2015

---

The Judicial Council Access, Fairness, and Public Trust and Confidence Committee met on April 9, 2015. The goal of this Committee is to improve the public's trust by focusing on access and fairness through the elimination of systemic barriers related to gender, race, ethnicity, disability, and language.

The Committee heard a report from the JC/AOC Office of Research, Planning, and Data Analysis. Along with the Kennesaw State Burruss Institute of Public Service and Research, staff completed a statewide Baseline Customer Experience Survey, examining access and fairness measures within Georgia courts. This report, presented to the Judicial Council at its February meeting, reveals that court customers express generally positive opinions about the ways they were treated in the courts. Committee members and staff discussed the details of the survey and considered steps that will be taken to further examine data and recommend changes to participating courts.

Additionally, the Committee heard reports from staff about the progress of: a comprehensive revision of the ADA Handbook for courts; planning for the 2017 Conference of the National Association of Women Judges (to be held in Georgia); a proposed law school incubator project titled Lawyers for Equal Justice; and, development of human trafficking pilot courts in Georgia. Three subcommittees have been created and members assigned to each. The ADA Handbook Revision Subcommittee, the NAWJ Conference Planning Subcommittee, and the Subcommittee on Human Trafficking and Immigration will meet individually to set and achieve the goals of the Committee. The Committee will meet next on September 17, 2015.

Please contact Erin Oakley ([erin.oakley@georgiacourts.gov](mailto:erin.oakley@georgiacourts.gov); 404-656-5453) for additional information about the work of the committee.