

DRAFT: CivicTech and Data Collaborative

The CivicTech and Data Collaborative, including Rise Community Development, the St. Louis Economic Development Partnership, St. Louis County, OpendataSTL, and community partners collected information regarding citizen experiences accessing information about citations, payments, and court appearances in municipal court along with their ideas to improve court-related experiences through technology.

Total number of surveys = 360.

COURTS INCLUDED

Bellefontaine	Hazelwood	Riverview
Bel-Ridge	Maplewood	University City
Cool Valley	Maryland Heights	Velda Village
Dellwood	North County	

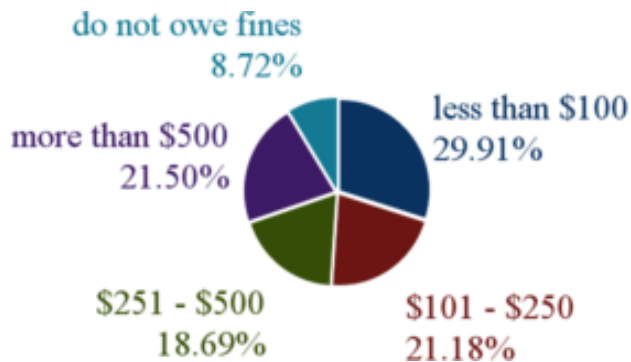
DEMOGRAPHICS

Age		Gender	Race/Ethnicity
5%	18-19	51% Male	66% Black or African American
17%	20-24	49% Female	21% White
33%	25-34		2% Asian
22%	35-44		1% Native Hawaiian/Pacific Islander
23%	45 or older		1% American Indian/Alaskan Native

REASONS FOR FAILURE TO APPEAR

- 27% forgot about the court date
- 27% didn't have money to pay the fine
- 24% didn't want to miss work
- 10% didn't have transportation
- 7% was sick
- 7% didn't have childcare
- 5% afraid of what would happen if they went
- 4% thought their attorney took care of it
- 3% in jail
- 3% didn't have an attorney
- 2% had a physical limitation that prevented them from appearing in court

FINES and PAYMENTS



25.2% HAVE TRIED TO PAY A TICKET ONLINE

ASKED FOR COMMUNITY SERVICE AS AN OPTION IN PLACE OF FINES/JAIL:

- 42% didn't know it was an option
- 42% yes
- 31% no
- 5% yes, in the past, but not this time

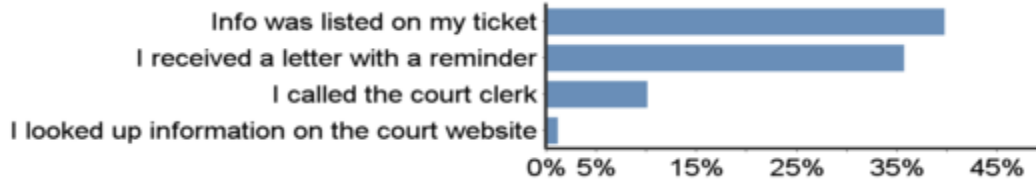
LEGAL SERVICE UTILIZATION

- 52% planned to handle their own case
- 36% sought assistance from an attorney
- 6% didn't know they were eligible for legal services
- 5% didn't know how to contact an attorney

TREATMENT BY COURT:

In the past	At time of survey
58% felt they were not treated fairly	78.6% felt they were treated fairly
48% felt they were treated fairly	21.4% felt they were not treated fairly

HOW PEOPLE KNEW THEY HAD TO APPEAR



TECHNOLOGY

Court reminders people prefer			
59% letter	35% text message	26% phone call	26% email

Which new technologies would make it easier for people to resolve tickets and warrants:

	Percent	Percent
Ability to pay court fines with a smartphone or the internet	52.5%	52.5%
Text alerts when something is happening with your case	36.7%	36.7%
Monthly payment plan for personal property tax (on cars, boats, license plate tag renewal and driver's licenses)	36.4%	36.4%
One telephone number to get questions answered for all county courts	31.7%	31.7%
A service to connect you to alternative methods of resolving fines (e.g., community service)	28.4%	28.4%
Website links to court schedules	28.2%	28.2%
Checklist of documents needed for your court appearance	24.3%	24.3%
Video capability for court appearance	21.7%	21.7%
Smartphone scanning to submit documents such as a pay stub or tax return	21.4%	21.4%
A courthouse map app on your smartphone or internet to find the right courtroom	21.1%	21.1%

Technologies people currently use:

- 90% Text Messaging
- 75% Smartphone/Tablet
- 73% Internet Access at Home
- 59% Internet Access at the Library or Public Space

OTHER

Things people wish they knew before they came to court:

- Court location
- Dress code
- What time court began/when doors closed
- Fines are due at the time of their court appearance
- Amount of their fine
- Alternatives to paying fines
- Alternatives to resolve fines/tickets without a court appearance

Greatest challenge to resolving case:

- Fines too high to pay all at once
- Finding time to make it to court
- Accessing specific information about their case
- Patience for how long court takes