

Texas Public Trust and Confidence Survey

Topline Report • June 29, 2018

The Texas Public Trust and Confidence Survey was administered to a sample of 601 Texas adults age 18 or older. The survey was conducted by telephone by SSRS, an independent research company. Interviews were conducted from June 8 – June 20, 2018. Sample was obtained through prescreened households from the SSRS Omnibus who reported living in Texas. The SSRS Omnibus is a national weekly, dual-frame bilingual telephone survey designed to meet the standards of quality associated with custom research studies. The Texas Public Trust and Confidence Study provides baseline information about how Texans view the courts and the legal profession in their state. The margin of error for total respondents is +/-4.0% at the 95% confidence level. For some questions a split sample was utilized to reduce survey length, while still allowing a sample size large enough for analysis. The margin of error for Sample A (n=300) is +/- 5.66% at the 95% confidence level. The margin of error for Sample B (n=301) is +/- 5.65% at the 95% confidence level.

Overall Results – Key Findings

- Almost half (47%) of respondents were familiar with the Texas courts.
 - Females were less likely than males to say they were familiar with the Texas Courts (56% vs 45%)
- Six in ten (60%) indicated an overall positive impression of the Texas court system, while only 28 percent had a negative impression.
 - Respondents reporting an education level of high school or less (15%) indicated a very negative overall impression of the Texas court system, compared to those with at least some college, (5%).
- Almost three fourths (74%) agree that citizens’ rights are well protected by the courts.
- In general, respondents felt that judges and court staff are courteous and respectful to the public. Judges (80%) and 76% for court staff.
 - Respondents 18-34 were more likely to strongly agree that judges are courteous and respectful than those 65 or older, 87% vs 70% respectively.
- Almost three fourths of respondents (74%) agree that citizens’ rights are well protected by the courts.
- African American (83%) and Hispanic respondents (65%) are more likely than Caucasian respondents (37%) to say that court cases are concluded in a timely manner.
- Respondents reporting an education level of high school or less (57%) are significantly more likely to agree that judges are too lenient with criminals vs. respondents with some college (32%) and college degrees or higher (33%).
- About two thirds (64%) disagree with the statement that the average person can afford court costs and filing fees.
- Slightly more than three quarters (78%) agree that if they had a case pending in the Texas courts they would be treated fairly.

- 77 percent agree the Texas courts adequately accommodate people with special language needs. This is true for those reporting an education level of high school or less (87%) over those with some college (69%) and college or higher, (70%).
- The majority of respondents (73%) agree the Texas courts are overworked, while 19% of females somewhat disagree, significantly more than the 6% of males who somewhat disagree.
- 66% of respondents disagree that Texas courts treat poor people and wealthy people alike.
 - Respondents with a reported income of less than \$25K are significantly more likely to somewhat agree with this than respondents with an annual income of 75K+, 27% and 9% respectively.
- Most respondents agree (68%) that the Texas courts adequately accommodate persons with disabilities, while about half (52%) of respondents whose reported income is less than \$25K strongly agree vs. 30% of respondents whose income is \$75K+.
- Females (58%) believe that it is true that in a criminal trial it is up to the person accused of the crime to prove his or her innocence. This is significantly higher than males, (46%).
- Those with a lower annual income of less than \$25K (33%) are significantly more likely than those reporting an income of 25K+ (16%) to think it is false that judges in Texas are typically elected by the people.
- Females are more likely to get their information on Texas courts and judges from news media than males, 44% vs. 22% respectively.
- About seven in ten report having been in a Texas courtroom for any reason, 27% within the last year.
- The highest percent of respondents reported being in a Texas court for jury duty (30%), followed closely by being a defendant in traffic court, (25%).
- The majority of respondents, slightly over 70 percent report being in Municipal Courts, Justice Courts, County Courts or District Courts.
- Overall, 72% of respondents who have been in a Texas court were satisfied with the process they observed.
 - Those with a lower education level, 21% high school or less, were very dissatisfied, which is significantly higher than those with some college, 5% and college plus, 8%.
- The vast majority (80%) were satisfied with the Judges that they observed in the Texas courts.
- Females were significantly more likely to rate the services they have received in a Texas court as “very good” than males, 37% vs 24% respectively.
- Males are significantly more likely than females to have sought legal advice from or been represented by a lawyer (53% vs 40%). Caucasian respondents (54%) are also significantly more likely than African Americans and Hispanics, (46%, 35%).
- The vast majority of Texans (81%) agree that Texas lawyers generally treat their clients with respect.
- Respondents 65+ are significantly more likely to agree that Texas lawyers manipulate laws to get criminals released than respondents age 18-34, 59% vs 36% respectively.

- More than half (66%), disapprove of jailing a defendant who owes court fines or fees when the defendant cannot afford to pay them.
- 54% of respondents age 65 or older disagree that criminal defendants who pose a low risk to society should be released from jail while awaiting trial, without having to pay money to be released. This is significantly higher than those who are 18-34 (32%), 35-54 (40%), and 55-64 (39%).
- A vast majority (80%) agree that judges should assess a defendant's risk factors such as age, prior convictions, current crime, etc., to determine the bond for a criminal defendant. Respondents whose reported annual income is \$75K+ (89%) agree significantly more than respondents with lower reported income of <\$25K (70%).
- 74% of respondents believe that courts should offer technology that allows people to interact with the courts without going to the courthouse. Not surprisingly, younger respondents 18-34 agree with this over all other age groups (89% for 18-34, 75% for 35-54, 60% for 55 to 64, and 52% for 65+).

Topline Results on Total

(Asked of total respondents; N = 601)

D1. GENDER

	Total
Male	49%
Female	51%

(Asked of total respondents; N = 601)

1. How would you rate your familiarity with the Texas courts? Would you say you are...

	Total
Familiar (Net)	47%
Very familiar	11%
Somewhat familiar	36%
Not familiar (Net)	51%
Not very familiar	24%
Not at all familiar	27%
Don't know/Not sure	1%
Refused	1%

(Asked of total respondents; N = 601)

2. What is your overall impression of the Texas court system? Would you say...

	Total
Positive (Net)	60%
Very positive	11%
Somewhat positive	49%
Negative (Net)	28%
Somewhat negative	19%
Very negative	9%
Don't know/Not sure	11%
Refused	1%

(Asked of split sample; Sample A: a-e, N = 300; Sample B: f-i, N = 301 – Agree Summary)

3. I am going to read you several statements, for each one, please tell me if you Strongly agree, Somewhat agree, Somewhat disagree, or Strongly disagree.

Agree Summary- Strongly/Somewhat	Total
a. Judges are courteous and respectful to the public	80%
b. Court staff are courteous and respectful to the public. (Some examples of court staff include clerks, court Coordinators)	76%
c. Courts treat males and females alike	51%
d. The average person can understand court procedures	56%
e. Citizens' rights are well protected by the courts	74%
f. Court cases are concluded in a timely manner	50%
g. People are more likely to receive justice in the courts than with any other way of settling disputes	71%
h. Judges are too lenient with criminals	42%
i. The average person can afford court cases and filing fees	33%

(Asked of split sample; Sample A: a-e, N = 300; Sample B f-i, N = 301 – Disagree Summary)

3. I am going to read you several statements, for each one, please tell me if you Strongly agree, Somewhat agree, Somewhat disagree, or Strongly disagree.

Disagree Summary – Strongly/Somewhat	Total
a. Judges are courteous and respectful to the public	13%
b. Court staff are courteous and respectful to the public. (Some examples of court staff include clerks, court Coordinators)	16%
c. Courts treat males and females alike	43%
d. The average person can understand court procedures	42%
e. Citizens' rights are well protected by the courts	25%
f. Court cases are concluded in a timely manner	44%
g. People are more likely to receive justice in the courts than with any other way of settling disputes	27%
h. Judges are too lenient with criminals	51%
i. The average person can afford court cases and filing fees	64%

(Asked of split sample; Sample A: a-e, N = 300; Sample B: f-j, N = 301 – Agree Summary)

4. I am going to read another series of statements about Texas courts and judges. Please tell me if you Strongly agree, Somewhat agree, Somewhat disagree, or Strongly disagree with each of the following statements.

Agree Summary - Strongly/Somewhat	Total
a. If you had a case pending in Texas courts, you believe you would be treated fairly	78%
b. The Texas courts are accountable to the public for their actions	69%
c. The Texas courts adequately accommodate people with special language needs (e.g., Spanish, Vietnamese, Korean)	77%
d. An important role of the Texas courts is to protect society from criminals	82%
e. Texas courts are overworked	73%
f. Texas courts treat all people alike regardless of their race	47%
g. Texas courts treat poor people and wealthy people alike	29%
h. Texas courts are effective in informing the public about court procedures and services	56%
i. The Texas courts adequately accommodate persons with disabilities (e.g., physical, sensory such as hearing and sight)	68%
j. The Texas courts use of technology makes interacting with the courts easier	69%

(Asked of split sample; Sample A: a-e, N = 300; Sample B: f-j, N = 301 – – Disagree Summary)

4. I am going to read another series of statements about Texas courts and judges. Please tell me if you Strongly agree, Somewhat agree, Somewhat disagree, or Strongly disagree with each of the following statements.

Disagree Summary – Strongly/Somewhat	Total
a. If you had a case pending in Texas courts, you believe you would be treated fairly	21%
b. The Texas courts are accountable to the public for their actions	30%
c. The Texas courts adequately accommodate people with special language needs (e.g., Spanish, Vietnamese, Korean)	10%
d. An important role of the Texas courts is to protect society from criminals	18%
e. Texas courts are overworked	16%
f. Texas courts treat all people alike regardless of their race	50%
g. Texas courts treat poor people and wealthy people alike	66%
h. Texas courts are effective in informing the public about court procedures and services	39%
i. The Texas courts adequately accommodate persons with disabilities (e.g., physical, sensory such as hearing and sight)	19%
j. The Texas courts use of technology makes interacting with the courts easier	21%

(Asked of half sample B; N = 301)

4Aa. Please tell me how much you feel you can trust each of the following. First, how much would you say you can trust (INSERT ITEM), Trust completely, Trust somewhat, Trust a little, or Not at all? And how much can you trust (The news media)?

The news media	Total
Trust Completely	7%
Trust Somewhat	30%
Trust a little	28%
Not at all	34%
Don't know/Not sure	*
Refused	--

Note: Percentage less than 0.5 printed as *.

(Asked of half sample B; N = 301)

4Ab. Please tell me how much you feel you can trust each of the following. First, how much would you say you can trust (INSERT ITEM), Trust completely, Trust somewhat, Trust a little, or Not at all? And how much can you trust (Texas courts in general)?

Texas courts in general	Total
Trust Completely	14%
Trust Somewhat	54%
Trust a little	20%
Not at all	11%
Don't know/Not sure	2%
Refused	--

(Asked of half sample B; N = 301)

4Ac. Please tell me how much you feel you can trust each of the following. First, how much would you say you can trust (INSERT ITEM), Trust completely, Trust somewhat, Trust a little, or Not at all? And how much can you trust (The U.S. Congress in Washington D.C.)?

The U.S. Congress in Washington D.C.	Total
Trust Completely	12%
Trust Somewhat	36%
Trust a little	21%
Not at all	30%
Don't know/Not sure	*
Refused	*

Note: Percentage less than 0.5 printed as *.

(Asked of half sample B; N = 301)

4Ad. Please tell me how much you feel you can trust each of the following. First, how much would you say you can trust (INSERT ITEM), Trust completely, Trust somewhat, Trust a little, or Not at all? And how much can you trust (The Texas Supreme Court)?

The Texas Supreme Court	Total
Trust Completely	19%
Trust Somewhat	45%
Trust a little	19%
Not at all	12%
Don't know/Not sure	4%
Refused	1%

(Asked of half sample A; N = 300)

4Ae. Please tell me how much you feel you can trust each of the following. First, how much would you say you can trust (INSERT ITEM), Trust completely, Trust somewhat, Trust a little, or Not at all? And how much can you trust (The public school system)?

The public school system	Total
Trust Completely	19%
Trust Somewhat	37%
Trust a little	28%
Not at all	15%
Don't know/Not sure	2%
Refused	--

(Asked of half sample A; N = 300)

4Af. Please tell me how much you feel you can trust each of the following. First, how much would you say you can trust (INSERT ITEM), Trust completely, Trust somewhat, Trust a little, or Not at all? And how much can you trust (The Texas Court of Criminal Appeals)?

The Texas Court of Criminal Appeals	Total
Trust Completely	15%
Trust Somewhat	48%
Trust a little	19%
Not at all	12%
Don't know/Not sure	7%
Refused	--

(Asked of half sample A; N = 300)

4Ag. Please tell me how much you feel you can trust each of the following. First, how much would you say you can trust (INSERT ITEM), Trust completely, Trust somewhat, Trust a little, or Not at all? And how much can you trust (Insurance companies)?

Insurance Companies	Total
Trust Completely	5%
Trust Somewhat	37%
Trust a little	31%
Not at all	25%
Don't know/Not sure	2%
Refused	--

(Asked of total respondents; N = 601)

Now, I would like to ask you a few questions related to your general knowledge of the Texas courts. Please tell me whether you believe the following statements are true or false.

7. In a criminal trial, it is up to the person accused of the crime to prove his or her innocence.

	Total
True	52%
False	44%
Don't know	4%
Refused	*

Note: Percentage less than 0.5 printed as *.

(Asked of total respondents; N = 601)

8. Every decision made by a state court can be reviewed and reversed by the U.S. Supreme Court.

	Total
True	82%
False	12%
Don't know	6%
Refused	--

(Asked of total respondents; N = 601)

9. Judges in Texas are typically elected by the people.

	Total
True	75%
False	22%
Don't know	3%
Refused	--

(Asked of half sample A ; N = 300)

10a. I'm going to read a list of information sources and I'd like you to tell me whether you get information about Texas courts and judges from each source frequently, occasionally, or never. How about...Personal experience?

Personal experience	Total
Frequently	14%
Occasionally	41%
Never	45%
Don't know	1%
Refused	*

Note: Percentage less than 0.5 printed as *.

(Asked of half sample A; N = 300)

10b. I'm going to read a list of information sources and I'd like you to tell me whether you get information about Texas courts and judges from each source frequently, occasionally, or never. How about...News media (e.g., television, radio newspaper)?

News media (e.g., television, radio, newspaper)	Total
Frequently	33%
Occasionally	53%
Never	14%
Don't know	*
Refused	*

Note: Percentage less than 0.5 printed as *.

(Asked of half sample A; N = 300)

10c. I'm going to read a list of information sources and I'd like you to tell me whether you get information about Texas courts and judges from each source frequently, occasionally, or never. How about...Television shows such as "Judge Judy, Law and Order, CSI"?

Television shows such as "Judge Judy, Law and Order, CSI"	Total
Frequently	16%
Occasionally	26%
Never	57%
Don't know	1%
Refused	*

Note: Percentage less than 0.5 printed as *.

(Asked of total half sample A; N = 300)

10d. I'm going to read a list of information sources and I'd like you to tell me whether you get information about Texas courts and judges from each source frequently, occasionally, or never. How about...A class at school?

A class at school	Total
Frequently	10%
Occasionally	32%
Never	55%
Don't know	1%
Refused	1%

(Asked of half sample B; N = 301)

10e. I'm going to read a list of information sources and I'd like you to tell me whether you get information about Texas courts and judges from each source frequently, occasionally, or never. How about...Friend or family member?

Friend or family member	Total
Frequently	14%
Occasionally	36%
Never	49%
Don't know	*
Refused	--

Note: Percentage less than 0.5 printed as *.

(Asked of half sample B; N = 301)

10f. I'm going to read a list of information sources and I'd like you to tell me whether you get information about Texas courts and judges from each source frequently, occasionally, or never. How about...Judicial campaign ads?

Judicial campaign ads	Total
Frequently	9%
Occasionally	42%
Never	49%
Don't know	*
Refused	--

Note: Percentage less than 0.5 printed as *.

(Asked of half sample B; N = 301)

10g. I'm going to read a list of information sources and I'd like you to tell me whether you get information about Texas courts and judges from each source frequently, occasionally, or never. How about...Social Media/Networking sites (e.g., Twitter, Facebook, YouTube)?

Social Media/Networking sites (e.g., Twitter, Facebook, YouTube)	Total
Frequently	21%
Occasionally	30%
Never	48%
Don't know	--
Refused	--

(Asked of total respondents; N = 601)

Now I would like to ask you some questions about your first-hand experiences with the Texas court system.

11. Have you ever been in a Texas courtroom for any reason?

	Total
Yes	68%
No	32%
Don't know/Not Sure	*
Refused	--

Note: Percentage less than 0.5 printed as *.

(Asked of total respondents who have been in a Texas courtroom; N = 448)

12. When was the last time you were in a Texas courtroom?

	Total
0 – 6 months	19%
>6 months to 12 months	8%
>1 to 2 years	10%
>2 to 3 years	10%
>3 to 5 years	14%
>5 to 10 years	17%
More than 10 years	21%
Don't know/Not sure	*
Refused	*

Note: Percentage less than 0.5 printed as *.

(Asked of total respondents who have been in a Texas courtroom in the past 10 years; N = 316)

13. How many times have you been in a Texas courtroom in the past 10 years?

	Total
None	4%
One time	26%
2 to 3 times	39%
4 to 5 times	16%
6 to 10 times	6%
More than 10 times	8%
Don't know/Not sure	*
Refused	--

Note: Percentage less than 0.5 printed as *.

(Asked of total respondents who have been in a Texas courtroom; N = 448)

14. Why were you in a Texas court? Please think about all the times you were in a Texas court. (SELECT ALL THAT APPLY)

	Total
Defendant in traffic court	25%
Defendant in a criminal case	9%
Defendant in a lawsuit (i.e., civil case)	2%
Plaintiff in a lawsuit (i.e., civil case)	4%
On a jury/jury duty	30%
Victim in a criminal case	2%
As a witness in a case	5%
As a police officer witness in a case	1%
As an attorney	*
There in support of a friend or family member	9%
Court employee or judge	2%
Given a tour of courthouse or in court as a spectator	2%
Family law case (general)	12%
Probate/Wills (general)	1%
Some other reason	6%
Don't know/Not sure	4%
Refused	1%

Note: Percentage less than 0.5 printed as *.

(Asked of total respondents who have been in a Texas courtroom; N = 448)

15. What type(s) of case(s) were you involved in or what type(s) of case(s) (have you/did you) (observe/observed)? (SELECT ALL THAT APPLY)

	Total
Family law (e.g., divorce, child custody, child visitation, child support)	20%
Domestic violence	5%
Traffic case	30%
Small claims	6%
Probate (e.g., probate of a deceased person's estate)	2%
Civil case (e.g., a lawsuit)	13%
Criminal case	31%
Juvenile case	3%
Personal injury case	2%
Some other reason	4%
Not applicable (e.g., person not selected for jury duty)	4%
Don't know/Not sure	7%
Refused	2%

(Asked of total respondents who have been in a Texas courtroom; N = 448 – Yes Summary)

16. I am going to describe different types of courts you may have been in. Please say YES or NO as to whether or not you have been in any of the following courts (IF NECESSARY, READ COURT DESCRIPTIONS IN PARENS) How about...

Yes Summary	Total
a. Municipal Courts or Justice Courts	72%
b. County Courts or District Courts	71%
c. Probate Courts	18%
d. Intermediate Appellate Courts	8%
e. Texas Court of Criminal Appeals	10%
f. Texas Supreme Court	5%
g. Federal Courts	12%

(Asked of total respondents who have been in a Texas courtroom; N = 448)

17A. In general, how satisfied were you with the process that you observed in the Texas courts? Would you say...

	Total
Satisfied (Net)	72%
Very satisfied	26%
Somewhat satisfied	46%
Dissatisfied (Net)	26%
Somewhat dissatisfied	14%
Very dissatisfied	12%
Don't know/Can't remember	2%
Refused	--

(Asked of total respondents who have been in a Texas courtroom and were either satisfied or dissatisfied with the process; N = 438)

17B. In general, how satisfied were you with the Judges that you observed in the Texas courts? Would you say you were...

	Total
Satisfied (Net)	80%
Very satisfied	42%
Somewhat satisfied	38%
Dissatisfied (Net)	19%
Somewhat dissatisfied	14%
Very dissatisfied	5%
Don't know/Can't remember	*
Refused	*

Note: Percentage less than 0.5 printed as *.

(Asked of total respondents who have been in a Texas courtroom and were either satisfied or dissatisfied with the process; N = 438)

18. Overall, how would you rate the services you have received from the Texas courts? Would you say the services have been Very good, Somewhat good, Somewhat poor, Very poor?

	Total
Good (Net)	74%
Very good	30%
Somewhat good	44%
Poor (Net)	21%
Somewhat poor	13%
Very poor	8%
Don't know/Can't remember	4%
Refused	1%

(Asked of total respondents who have been in a Texas courtroom and were either satisfied or dissatisfied with the process; N = 438)

19. Based on your experience, please tell me what suggestions you have for how the courts can be more responsive to the needs of people who interact with the court system? (PROBE FULLY)

	Total
Proceedings/Rulings (Net)	30%
Rulings/Verdicts (Subnet)	13%
Be more understanding of individual circumstance/more flexible	5%
Get to the truth/investigate in depth to get to the bottom of the case accurately/to reach rightful verdict	3%
Less leniency in verdicts/punishments should be firmer/harsher	2%
Work for the people not themselves/not to help each other/the city coffers/no back room deals	1%
Other rulings/verdicts mentions	1%
Better judges (who follow the laws/constitution/more objective/fair/don't have conflicts of interest/etc.)	6%
Equality in the system	3%
Listen to the people more/give us a chance to speak/explain	3%
Better lawyers/more resources for better lawyers defense	2%
Juries (Subnet)	1%
Don't hold juries for so long/keep them waiting so long	*
Juries should be better informed	*
Other juries mentions	1%
Be truthful/don't lie	1%
Should not be assumed as guilty/should be innocent unless proven guilty	*
Other proceedings/rulings mentions	3%
Service (Net)	17%
More Timely (Subnet)	11%
Resolve cases faster/faster trials (have more courts/judges/etc.)	4%
Prompt service at courthouse (shorter lines/court to start on time/etc.)	4%

Better timeliness (general)	3%
Other more timely mentions	*
Staff to be more helpful/improve customer service	3%
Staff to have a better attitude (be nicer/more respectful/more compassionate/not rude/arrogant/etc.)	3%
Need more staff/there's a lack of adequate staffing	1%
Other service mentions	1%
Information/Outreach (Net)	10%
Educate/provide more information/resources/more understandable information on the processes/legal jargon	7%
More/better online resources	2%
Other information/outreach mentions	2%
Improved Laws/Government (Net)	3%
Better laws	2%
Misc. elections/politics mentions	1%
Make process easier/simplify/streamline the processes/system	1%
Other	3%
No suggestions	35%
Don't know	5%
Refused	1%

Note: Percentage less than 0.5 printed as *.

(Asked of total respondents; N = 601)

20. Have you ever sought legal advice from or been represented by a lawyer?

	Total
Yes	46%
No	54%
Don't know/Not Sure	*
Refused	*

Note: Percentage less than 0.5 printed as *.

(Asked of total respondents who ever sought legal advice from or been represented by a lawyer; N = 334)

21. How satisfied were you with the assistance or representation you received? Would you say...

	Total
Satisfied (Net)	80%
Very satisfied	50%
Somewhat satisfied	30%
Dissatisfied (Net)	18%
Somewhat dissatisfied	8%
Very dissatisfied	10%
Don't know/Can't remember	1%
Refused	1%

(Asked of total respondents with split sample; A-D, N = 301; E-G, N = 300 – Agree Summary)

22. Please tell me if you Strongly agree, Somewhat agree, Somewhat disagree, or Strongly disagree with each of the following statements about Texas Lawyers?

Agree Summary – Strongly/Somewhat	Total
a. Texas lawyers generally treat their clients with respect	81%
b. There are too many lawyers in Texas	48%
c. Overall, the quality of legal services provided by Texas Lawyers is good	74%
d. Services provided by Texas lawyers are affordable to the average person	34%
e. Texas lawyers manipulate laws to get criminals released	45%
f. Texas lawyers are necessary to protect people's rights	93%
g. Texas lawyers often offer free services to individuals who cannot afford a lawyer	64%

(Asked of split sample; Sample A: a-d, N = 301; Sample B: e-g, N = 300 – Disagree Summary)

22. Please tell me if you Strongly agree, Somewhat agree, Somewhat disagree, or Strongly disagree with each of the following statements about Texas Lawyers?

Disagree Summary – Strongly/Somewhat	Total
a. Texas lawyers generally treat their clients with respect	13%
b. There are too many lawyers in Texas	40%
c. Overall, the quality of legal services provided by Texas Lawyers is good	21%
d. Services provided by Texas lawyers are affordable to the average person	63%
e. Texas lawyers manipulate laws to get criminals released	50%
f. Texas lawyers are necessary to protect people’s rights	6%
g. Texas lawyers often offer free services to individuals who cannot afford a lawyer	29%

(Asked of total respondents; N = 601)

23. How satisfied are you with the cost of legal services in Texas?

	Total
Satisfied (Net)	45%
Very satisfied	7%
Somewhat satisfied	38%
Dissatisfied (Net)	46%
Somewhat dissatisfied	29%
Very dissatisfied	18%
Don’t know/Can’t remember	8%
Refused	*

Note: Percentage less than 0.5 printed as *.

(Asked of total respondents; N = 601)

24. Do you approve or disapprove of jailing a defendant who owes court fines or fees when the defendant cannot afford to pay the court fines and fees?

	Total
Approve	29%
Disapprove	66%
Don't know	4%
Refused	*

Note: Percentage less than 0.5 printed as *.

(Asked of total respondents; N = 601)

25. Do you agree or disagree that criminal defendants who pose a low risk to society should be released from jail while awaiting trial, without having to pay money to be released?

	Total
Agree	58%
Disagree	40%
Don't know	3%
Refused	*

Note: Percentage less than 0.5 printed as *.

(Asked of total respondents; N = 601)

26. Do you agree or disagree that judges should assess a defendant's risk factors such as age, prior convictions, current crime, etc. to determine the bond for a criminal defendant?

	Total
Agree	80%
Disagree	16%
Don't know	4%
Refused	*

Note: Percentage less than 0.5 printed as *.

(Asked of total respondents; N = 601)

27. Most courts have a website, but many do not provide services online. Do you think that the courts should offer technology that allows people to interact with the courts without going to the courthouse?

	Total
Yes	74%
No	24%
Don't know/Not Sure	2%
Refused	*

Note: Percentage less than 0.5 printed as *.

(Asked of total respondents; N = 601)

AGE. Can you please tell me your age?

	Total
18-24	14%
25-34	19%
35-44	20%
45-54	15%
55-64	15%
65 or older	17%
Refused	1%

(Asked of total respondents; N = 601)

28. Which of the following best describes your highest level of education?

	Total
Did not complete high school	12%
High school graduate/GED	29%
Some college or technical training	22%
2-year college degree	10%
4-year college degree	16%
Graduate degree	11%
Don't know/Not sure	--
Refused	*

Note: Percentage less than 0.5 printed as *.

(Asked of total respondents; N = 601)

29. How long have you lived in Texas?

	Total
Less than 5 years	6%
5 to 10 years	8%
10 to 15 years	8%
More than 15 years (all my life)	78%
Don't know/Not sure/Can't remember	--
Refused	--

(Asked of total respondents; N = 601)

30. What is your current marital status?

	Total
Married	42%
Widowed	8%
Single, never married	38%
Separated	2%
Divorced	11%
Don't know	--
Refused	*

Note: Percentage less than 0.5 printed as *.

(Asked of total respondents; N = 601)

31. Are you Latino or Hispanic?

	Total
Yes	34%
No	64%
Don't know/Not Sure	*
Refused	1%

Note: Percentage less than 0.5 printed as *.

(Asked of total respondents; N = 601)

32. Please tell me which one or more of the following you would use to describe yourself. Would you describe yourself as...

	Total
White	64%
Black or African American	13%
Asian	3%
American Indian or Alaska Native	4%
Other Pacific Islander	1%
Native Hawaiian	*
Hispanic/Latino	12%
Something else	*
Don't know/Not sure	1%
Refused	4%

Note: Percentage less than 0.5 printed as *.

(Asked of total respondents; N = 601)

33. Which of the following categories best describes your total household income before taxes in 2017?
Please stop me when I get to the correct category.

	Total
Under \$10,000	9%
\$10,000 to \$24,999	21%
\$25,000 to \$49,999	19%
\$50,000 to \$74,999	17%
\$75,000 to \$99,999	10%
\$100,000 or more	15%
Don't know	5%
Refused	6%

(Asked of total landline respondents; N = 214)

CELL. Now thinking about your telephone use... Do you have a working cell phone?

	Total
Yes, have cell phone	72%
No, do not	28%
Don't know/Refused	*

Note: Percentage less than 0.5 printed as *.

(Asked of total landline respondents who do not personally have a cell phone/don't know/refused if they have a cell phone; N = 42)

HHCELL. Does anyone else in your household have a working cell phone?

	Total
Yes, someone in household has cell phone	30%
No	69%
Don't know/Refused	1%

(Asked of total cell phone respondents; N = 387)

LANDLINE. Now thinking about your telephone use...Is there at least one telephone INSIDE your home that is currently working and is not a cell phone?

	Total
Yes, has a home telephone	15%
No, no home telephone	85%
Don't know/Refused	*

Note: Percentage less than 0.5 printed as *.

(Asked of total respondents; N = 601)

HHADULTS. How many adults, age 18 and over, currently live in your household INCLUDING YOURSELF?

	Total
1	21%
2	50%
3	19%
4	7%
5	2%
6 or greater	1%
Refused	1%

(Asked of total respondents; N = 601)

Texas Region

	Total
DFW	26%
East Central	18%
Houston	23%
Northwest	10%
South	19%
Undetermined	5%