



City of Mesa and Mesa Municipal Court: **Judicial Survey Services**

Presented at the Judicial Advisory Board:

January 31st, 2024



LeCroy & Milligan Associates

Founded in 1991, LeCroy & Milligan Associates (LMA), Inc. is a consulting firm **specializing in social services and education program evaluation and training** that is comprehensive, research-driven and useful. Our goal is to provide effective program evaluation and training that enables stakeholders to **document outcomes, provide accountability, and engage in continuous program improvement.**

With central offices located in Tucson, Arizona, LMA has worked at the **local, state and national level** with a broad spectrum of social services, criminal justice, education and behavioral health programs.

Areas of Experience and Expertise

The LeCroy & Milligan Associates team has expertise in:

- Evaluation design
- Statistical analysis
- Qualitative analysis
- Web and paper-based survey research
- Quality assurance systems
- Strategic planning
- Needs assessments
- Technical assistance
- And more!

Projects focus on a variety of subject areas including:

- Criminal justice issues
- Mental health
- Health equity
- Early childhood home visitation
- Child welfare and family preservation
- Prevention programs
- Early childhood and K-12 education

Team Introductions

- Skyler Milligan-LeCroy, BA, Technology & Innovation Manager
- Natalie Long, MSW, Evaluation Associate
- Frankie Valenzuela, Office Manager
- Olga Valenzuela, BA, Director of Operations

Overview of Judicial Survey Services Project

Purpose: LeCroy & Milligan Associates conducts ongoing evaluation activities regarding city magistrates to support the City of Mesa in ensuring quality service by the Mesa Municipal Court and to provide reappointment feedback to the Judicial Advisory Board as mandated.

Methodology: LMA collects feedback from **attorneys, defendants, jurors, and court staff** via paper and online surveys. The surveys ask questions about the city magistrates' legal abilities, integrity, communication skills, judicial temperament, and administrative performance.

Reports: LMA prepares mid-term and reappointment reports according to the magistrates' term cycles. For each reporting cycle, LMA includes a report on all magistrates for comparison.

Brief History

City of Mesa and the Mesa Municipal Courts have worked with LeCroy & Milligan Associates on this judicial survey project since 2016.

LeCroy & Milligan Associates was selected as the contractor for a new term of the project, which began October 1, 2021, and ends on September 30, 2024.

	Unacceptable	Poor	Satisfactory	Very Good	Superior	Can't Rate
Section I: Integrity						
1. Equal treatment regardless of race.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Equal treatment regardless of gender.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Equal treatment regardless of economic status.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Basic fairness and impartiality.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
COMMENTS: _____ _____						
Section II: Communication Skills						
5. Clear and logical oral communications/directions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
COMMENTS: _____ _____						

Excerpt from the survey for defendants

	Unacceptable	Poor	Satisfactory	Very Good	Superior	Can't Rate
Section I. Legal Ability						
1. Legal reasoning ability.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Knowledge of substantive law.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Knowledge of rules of evidence.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Knowledge of rules of procedure.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Knowledge of laws pertaining to sentencing.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Keeps up to date.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
COMMENTS: _____						

Excerpt from the survey for attorneys

Survey Distribution:

At least once per term, LMA distributes an online survey via e-mail to all Mesa Municipal Court staff & Attorneys who may have worked with the magistrates. Staff complete a separate survey for each magistrate.

Method of Distribution	Attorneys	Defendants/Witnesses	Jurors	Staff
Dropbox in Courthouse*	✓	✓	✓	✓
QR Code-Online**	✓	✓	✓	✓
Email Code-Online	✓			✓

Response Rates

Attorneys & Jurors remain challenging to collect data from; additional opportunities to collect surveys from courthouse drop-box and QR code have been helpful.

Party and Witness data collection has been effective with most responses being submitted by paper at the courthouse drop-box.

Staff have high survey completion rates for each magistrate.

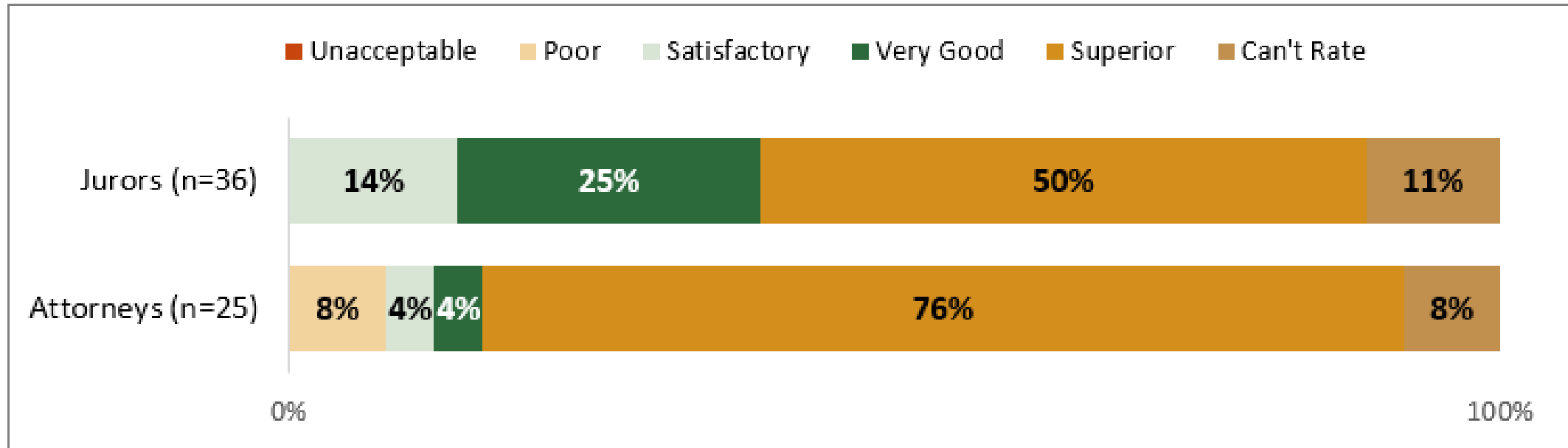
Mid-Term Reports

- LMA provides Mid-Term Reports at the mid-point of judicial appointments (i.e., after 1 year for 2-year terms and after 2 years for 4-year terms).
- Typically provide these reports in early August (relying on data through June 30th).
- Reports include data from all the respondent groups and quotes from the open-ended comments.
- Also provide an all-magistrate report for comparison.

Reappointment Reports

- For each Magistrate, LMA provides a Reappointment Report immediately preceding the reappointment decision-making process.
- Typically provide these reports in mid-January.
- The individual reports include tables with data from all respondent groups and quotes from the open-ended responses.
- Also provide an all-magistrate report for comparison, with tables only.

Exhibit 7: Avoid Prejudging outcome of Cases



Sample Table From Mid-Term Report

Questions?

Discussion: Potential Ways to Improve the Process

- Additional posters/flyers with QR code for the surveys?
- Email outreach for Jurors?
- Revising/updating the questionnaires?
- Changes to the report format, charts vs tables?
- Other Questions or Concerns?

Contact information

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