

Meagan A. Flynn  
Chief Justice



1163 State Street  
Salem OR 97301  
Phone: 503.986.5676  
Fax: 503.986.5730  
Oregon Relay Service:711

## OREGON SUPREME COURT

April 25, 2024

Oregon Legal Community

Re: Access and Fairness Survey

Dear Members of the Oregon Legal Community:

The Oregon Judicial Department (OJD) has launched the Justice Campaign, which is our strategic plan for 2024-2027. The Justice Campaign retains, but refines, the four core commitments OJD established in the 2020-2023 Strategic Campaign:

- Commitment 1: We will collaborate with community partners to improve services and access for people who are underserved, vulnerable, and marginalized.
- Commitment 2: We will improve the court user experience by identifying and eliminating barriers to access to justice and ensuring safe, secure, and accessible court facilities.
- Commitment 3: We will earn the public's trust and confidence through communication, transparency, high ethical standards, and promoting the rule of law.
- Commitment 4: We will provide a workplace and courthouse culture that is welcoming, supportive, and diverse, and where all people are treated with respect.

These four commitments are grounded in OJD's mission to ensure that we are providing fair and accessible justice services. To learn more about OJD's Justice Campaign, please see the [April 2024 Bar Bulletin](#) Article OJD Justice Campaign: Defining the Court's Priorities for the Coming Years or review our [OJD Justice Campaign 2024-27](#) document on our website that provides the commitments and initiatives.

An important part of holding ourselves accountable and ensuring that we are meeting our commitments and mission is gaining the feedback of those we serve. Starting May 1 to June 30, our 36 circuit courts and Tax Court will gather input from court participants and justice partners about their personal experiences in our courthouses, during remote proceedings, or while using our websites. This two-month long survey effort – called the Access and

Oregon Legal Community  
Page 2  
April 25, 2024

Fairness Survey - asks court participants for their perspectives on the accessibility of our courts and justice services and, if they participated in a proceeding before a judicial officer, their perspectives on their treatment in terms of equality, fairness, and respect.

The survey is completely anonymous and administered online and, in some courts, available in paper format. You can find the survey on our website at: [www.courts.oregon.gov/survey](http://www.courts.oregon.gov/survey). You also will be seeing posters and flyers at courthouses with information about the survey.

The Access and Fairness Survey is a key performance measure for OJD that we undertake every two years. We last conducted the survey in 2022 with the assistance of the legal community, local courts, staff, judges, agency partners, and countless stakeholders. The results from the Access and Fairness Survey are used to measure our progress towards ensuring access to justice for all court users, enhancing the public's trust and confidence in the judicial branch, and improving the court user's experience. The 2022 results helped us identify key areas for improvement and have been incorporated as initiatives in our current Justice Campaign including improving community outreach, ensuring that court web services are accessible and user friendly, and expanding the availability and accessibility of court forms.

We ask for your assistance in promoting the Access and Fairness Survey to help us better understand and meet the needs of our court participants and the diverse communities we serve. Please take the time to respond to the survey and encourage your colleagues and clients to respond to the survey as well.

I want to thank you in advance for your assistance with the Access and Fairness Survey and for your partnership in supporting our efforts to meet our Justice Campaign commitments and our mission of providing fair and accessible justice services. If you have questions about the survey, you can contact the Office of Engagement, Equity, and Inclusion at [SCA.ESD.OEEI@ojd.state.or.us](mailto:SCA.ESD.OEEI@ojd.state.or.us).

Sincerely,



Meagan A. Flynn  
Chief Justice

MAF:sm/24eMAF001sm