WHEREAS, the perception of unfair or unequal treatment is the single most important source of popular dissatisfaction with the American legal system; and

WHEREAS, judges can alleviate much of the public dissatisfaction with the judicial branch by paying critical attention to the key elements of procedural fairness: voice, neutrality, respectful treatment, and engendering trust in authorities; and

WHEREAS, judges should pay attention to creating fair outcomes, they should also tailor their actions, language, and responses to the public's expectations of procedural fairness; and

WHEREAS, procedural fairness lessens the difference in how minority populations perceive and react to the courts; and

WHEREAS, the America Judges Association (AJA) drafted a white paper, *Procedural Fairness: A Key Ingredient to Public Satisfaction*, to examine research on courts within the United States and make recommendations for the judiciary; and

WHEREAS, the AJA white paper identified and advocated for more changes to improve the daily work of the courts and its judges.

NOW, THEREFORE, BE IT RESOLVED that the Conference of State Court Administrators endorses the AJA white paper and encourages state court leaders, trial court judges, court administrations, and judicial educators to consider implementation of the recommendations outlined in the white paper.

Adopted at the Conference of State Court Administrators (COSCA) 2008 Annual Meeting on July 30, 2008. COSCA’s membership consists of the top court administrator in each of the 50 states of the United States, the District of Columbia, Puerto Rico, American Somoa, Guam, the Northern Mariana Islands, and the Virgin Islands.