

## **Appendix B**

### **New Jersey Judiciary - Access and Fairness Public Survey - October 2013**

#### **Overview Tables**

##### **Statewide Results (All Counties and Superior Court Clerk)**

This appendix provides results of the New Jersey Judiciary's Access and Fairness Public Survey Project conducted from October 7 to October 11, 2013, in every Superior Court Courthouse, certain associated Superior Court offices, and the Superior Court Clerk's Office in Trenton.

A total of 16,497 surveys were collected from 58 court buildings throughout the State of New Jersey. Respondents included all visitors to Superior Courts and selected, associated buildings on a particular day during the survey week who agreed to take part in the project.

Respondents were asked to rate their agreement with the statements in the survey. Statements 1 through 12 of the survey relate to access to the courts in the areas of service delivery, convenience and safety. Respondents who considered themselves a party (plaintiff or defendant) in a court case/legal matter and who also appeared in court that day were asked to respond to statements 13 through 19, which relate to their perception of fairness in the court proceeding.

Respondents were also asked to identify themselves according to the purpose of their visit, activity in the courthouse, case type, ethnicity/race, gender, age, whether they were represented by an attorney, and frequency in the courthouse. For purposes of the report, "agree" and "strongly agree" responses are grouped together.

The report highlights the data collected which will be used to examine the New Jersey Judiciary's continued efforts to ensure equal access and quality services to the public.

# New Jersey Judiciary - Access and Fairness Public Survey - October 2013

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Public defender/staff	8
Social services staff	9
Friend or family member	10
Private attorney	11
Prosecutor/staff	12
Juror	13
Other	14
<b>What did you do today?</b>	
Attended a hearing or trial	15
Received information	16
Visited Probation	17
Attended mediation or arbitration	18
Visited the Ombudsman/Self-Help Center	19
Jury Service	20
Filed Papers	21
Made a payment	22
Searched court records/obtained documents	23
Other	24
<b>What type of case brought you to the courthouse today?</b>	
Child Custody	25
Division of Child Placement and Permanency	26
Divorce	27
Foreclosure	28
Probation	29
Child Support	30
Landlord/Tenant	31
Civil	32
Juvenile Delinquency	33
Domestic Violence	34
Criminal	35
Other	36

<b>If you are a party in a court case/legal matter, are you represented by an attorney in the case?</b>	
Yes	37
No	38
<b>How often are you in this courthouse?</b>	
First time in this courthouse	39
Once a year or less	40
Several times a year	41
Several times a month	42
<b>How do you identify yourself?</b> page	
American Indian or Alaska Native	43
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Asian	45
White	46
Black or African American	47
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Other	49
<b>What is your gender?</b>	
Male	50
Female	51
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20 - 29	53
30 - 39	54
40 - 49	55
50 - 59	56
60 - 69	57
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Other	61

**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**All Counties and Superior Court Clerk**  
**Survey Demographics**

<b>Please select the description that best describes you</b>		
A party in a court case/legal matter	5,426	37%
Victim or witness	554	4%
Law enforcement officer	220	1%
Public defender/staff	330	2%
Social services staff	335	2%
Friend or family member	1,343	9%
Private attorney	1,869	13%
Prosecutor/staff	251	2%
Juror	1,460	10%
Other	2,986	20%
<b>Total</b>	<b>14,774</b>	<b>100%</b>

<b>What did you do today? (select all that apply) *</b>		
Attended a hearing or trial	4,552	28%
Received information	1,588	10%
Visited Probation	2,684	16%
Attended mediation or arbitration	562	3%
Visited the Ombudsman/Self-Help Center	191	1%
Jury Service	1,463	9%
Filed Papers	1,620	10%
Made a payment	808	5%
Searched court records/obtained documents	483	3%
Other	2,513	15%

<b>What type of case brought you to the courthouse today? (select all that apply) *</b>		
Child Custody	1,222	7%
Division of Child Placement and Permanency	554	3%
Divorce	915	6%
Foreclosure	203	1%
Probation	2,075	13%
Child Support	1,823	11%
Landlord/Tenant	821	5%
Civil	1,983	12%
Juvenile Delinquency	319	2%
Domestic Violence	538	3%
Criminal	2,289	14%
Other	2,785	17%

<b>How do you identify yourself? (select all that apply)*</b>		
American Indian or Alaska Native	273	2%
Native Hawaiian or Other Pacific Islander	65	0%
Asian	443	3%
White	8,121	49%
Black or African American	3,475	21%
Hispanic or Latino	2,219	13%
Other	689	4%

<b>What is your gender?</b>		
Male	8,107	54%
Female	6,789	46%
<b>Total</b>	<b>14,896</b>	<b>100%</b>

<b>What is your age range?</b>		
Under 20	419	3%
20 - 29	3,071	20%
30 - 39	3,425	23%
40 - 49	3,500	23%
50 - 59	2,835	19%
60 - 69	1,332	9%
70 or older	410	3%
<b>Total</b>	<b>14,992</b>	<b>100%</b>

<b>If you are a party in a court case/legal matter, are you represented by an attorney in the case?</b>		
Yes	3,275	36%
No	5,921	64%
<b>Total</b>	<b>9,196</b>	<b>100%</b>

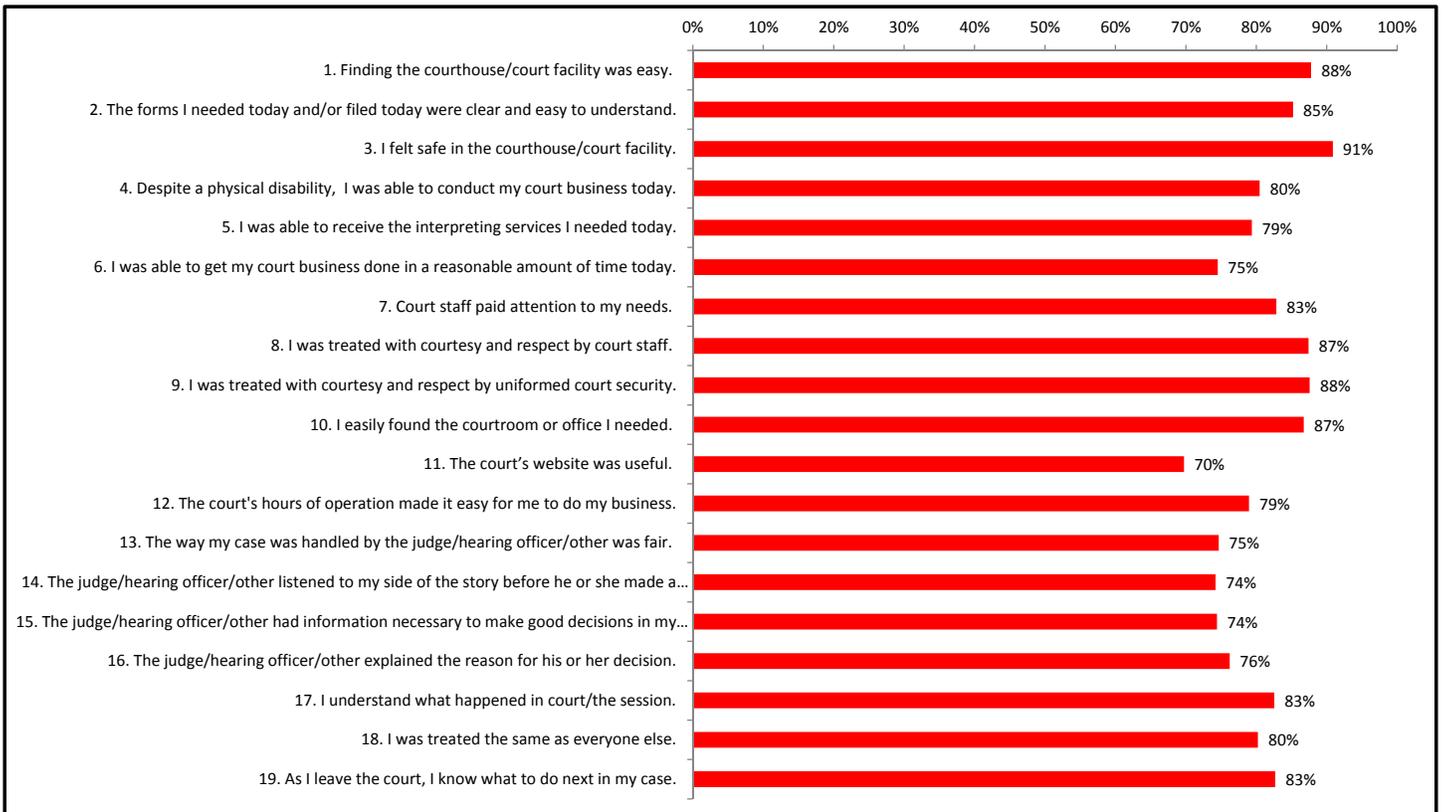
<b>How often are you in this courthouse?</b>		
First time in this courthouse	3,011	21%
Once a year or less	3,686	25%
Several times a year	3,625	25%
Several times a month	4,270	29%
<b>Total</b>	<b>14,592</b>	<b>100%</b>

**\* Percentage is based on total respondents: 16,497**

**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**All Counties and Superior Court Clerk**  
**Total**

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	707	4%	564	4%	683	4%	5,888	37%	8,133	51%	88%
2. The forms I needed today and/or filed today were clear and easy to understand.	554	4%	479	4%	936	7%	5,367	40%	5,981	45%	85%
3. I felt safe in the courthouse/court facility.	633	4%	261	2%	569	4%	5,018	31%	9,539	60%	91%
4. Despite a physical disability, I was able to conduct my court business today.	373	5%	219	3%	755	11%	2,610	38%	2,943	43%	80%
5. I was able to receive the interpreting services I needed today.	374	6%	248	4%	731	11%	2,385	36%	2,818	43%	79%
6. I was able to get my court business done in a reasonable amount of time today.	1,268	9%	1,086	7%	1,367	9%	4,644	32%	6,242	43%	75%
7. Court staff paid attention to my needs.	826	5%	651	4%	1,124	7%	4,968	33%	7,590	50%	83%
8. I was treated with courtesy and respect by court staff.	795	5%	487	3%	720	5%	4,843	30%	9,058	57%	87%
9. I was treated with courtesy and respect by uniformed court security.	686	4%	394	2%	881	6%	4,951	31%	8,881	56%	88%
10. I easily found the courtroom or office I needed.	696	4%	625	4%	759	5%	5,407	34%	8,197	52%	87%
11. The court's website was useful.	580	7%	515	6%	1,502	18%	2,717	32%	3,267	38%	70%
12. The court's hours of operation made it easy for me to do my business.	797	5%	766	5%	1,527	10%	5,149	35%	6,449	44%	79%
13. The way my case was handled by the judge/hearing officer/other was fair.	577	9%	344	6%	663	11%	1,933	31%	2,733	44%	75%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	545	9%	328	6%	618	11%	1,813	31%	2,478	43%	74%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	514	9%	334	6%	669	11%	1,879	32%	2,533	43%	74%
16. The judge/hearing officer/other explained the reason for his or her decision.	440	8%	300	5%	632	11%	1,911	33%	2,486	43%	76%
17. I understand what happened in court/the session.	392	6%	217	3%	496	8%	2,138	34%	3,095	49%	83%
18. I was treated the same as everyone else.	501	8%	259	4%	542	8%	2,083	32%	3,201	49%	80%
19. As I leave the court, I know what to do next in my case.	396	6%	205	3%	485	8%	2,016	32%	3,170	51%	83%

**Percent That Agree or Strongly Agree**

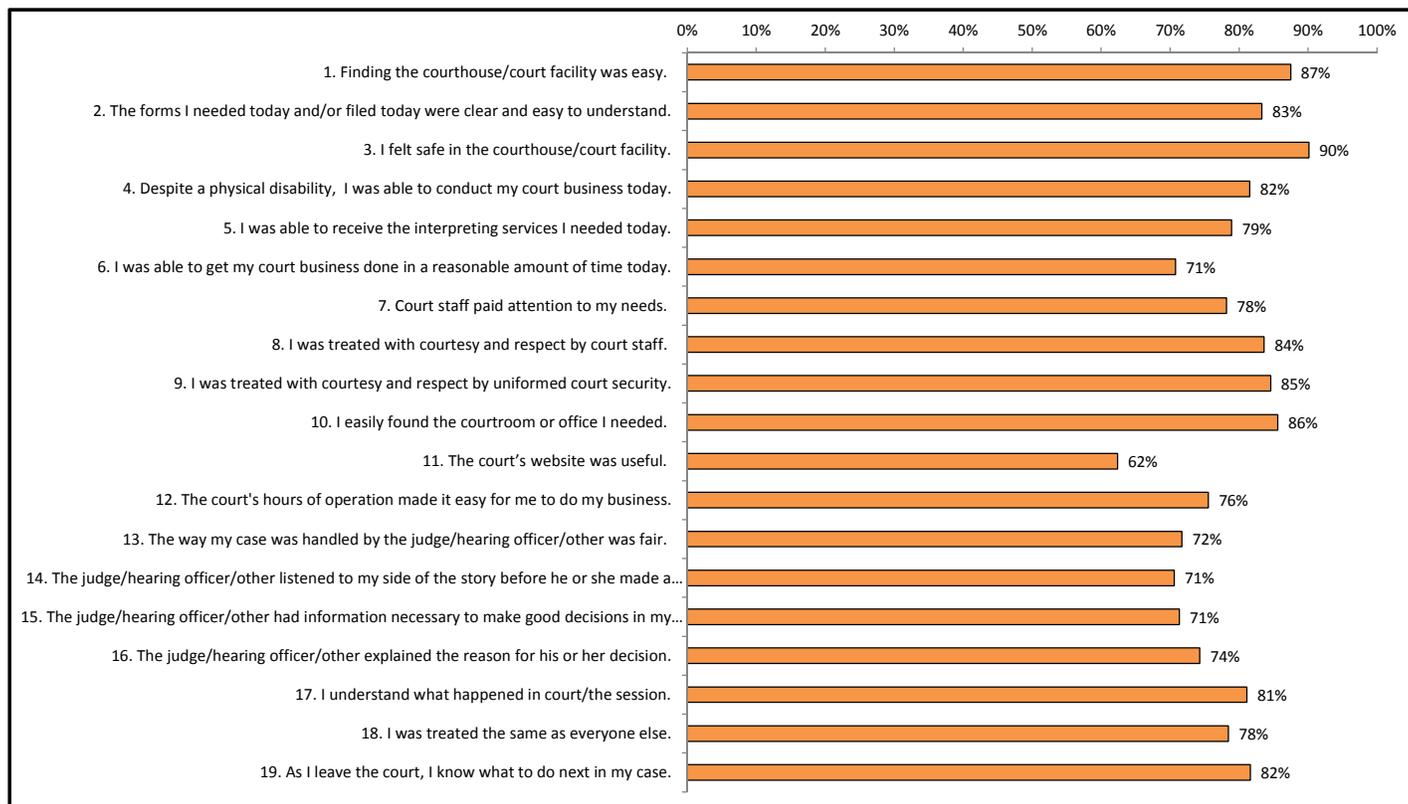


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

Please select the description that best describes you: a party (plaintiff or defendant) in a court case/legal matter

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree %
	#	%	#	%	#	%	#	%	#	%	
1. Finding the courthouse/court facility was easy.	223	4%	210	4%	231	4%	2053	39%	2589	49%	87%
2. The forms I needed today and/or filed today were clear and easy to understand.	199	4%	224	5%	376	8%	1990	42%	1993	42%	83%
3. I felt safe in the courthouse/court facility.	193	4%	101	2%	229	4%	1748	33%	3034	57%	90%
4. Despite a physical disability, I was able to conduct my court business today.	122	5%	80	3%	277	11%	969	37%	1149	44%	82%
5. I was able to receive the interpreting services I needed today.	129	6%	79	3%	279	12%	840	36%	985	43%	79%
6. I was able to get my court business done in a reasonable amount of time today.	540	11%	456	9%	499	10%	1593	31%	2030	40%	71%
7. Court staff paid attention to my needs.	349	7%	316	6%	464	9%	1685	33%	2359	46%	78%
8. I was treated with courtesy and respect by court staff.	318	6%	271	5%	281	5%	1750	33%	2691	51%	84%
9. I was treated with courtesy and respect by uniformed court security.	235	4%	192	4%	382	7%	1778	34%	2658	51%	85%
10. I easily found the courtroom or office I needed.	223	4%	257	5%	278	5%	1952	37%	2559	49%	86%
11. The court's website was useful.	215	8%	203	8%	598	22%	816	30%	869	32%	62%
12. The court's hours of operation made it easy for me to do my business.	298	6%	340	7%	610	12%	1822	36%	2037	40%	76%
13. The way my case was handled by the judge/hearing officer/other was fair.	315	11%	164	6%	304	11%	884	32%	1103	40%	72%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	292	11%	175	7%	284	11%	801	31%	1004	39%	71%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	270	10%	172	6%	317	12%	867	33%	1023	39%	71%
16. The judge/hearing officer/other explained the reason for his or her decision.	221	9%	154	6%	289	11%	888	34%	1033	40%	74%
17. I understand what happened in court/the session.	185	7%	104	4%	237	8%	1013	36%	1251	45%	81%
18. I was treated the same as everyone else.	242	9%	118	4%	251	9%	959	34%	1268	45%	78%
19. As I leave the court, I know what to do next in my case.	185	7%	96	3%	229	8%	938	34%	1330	48%	82%

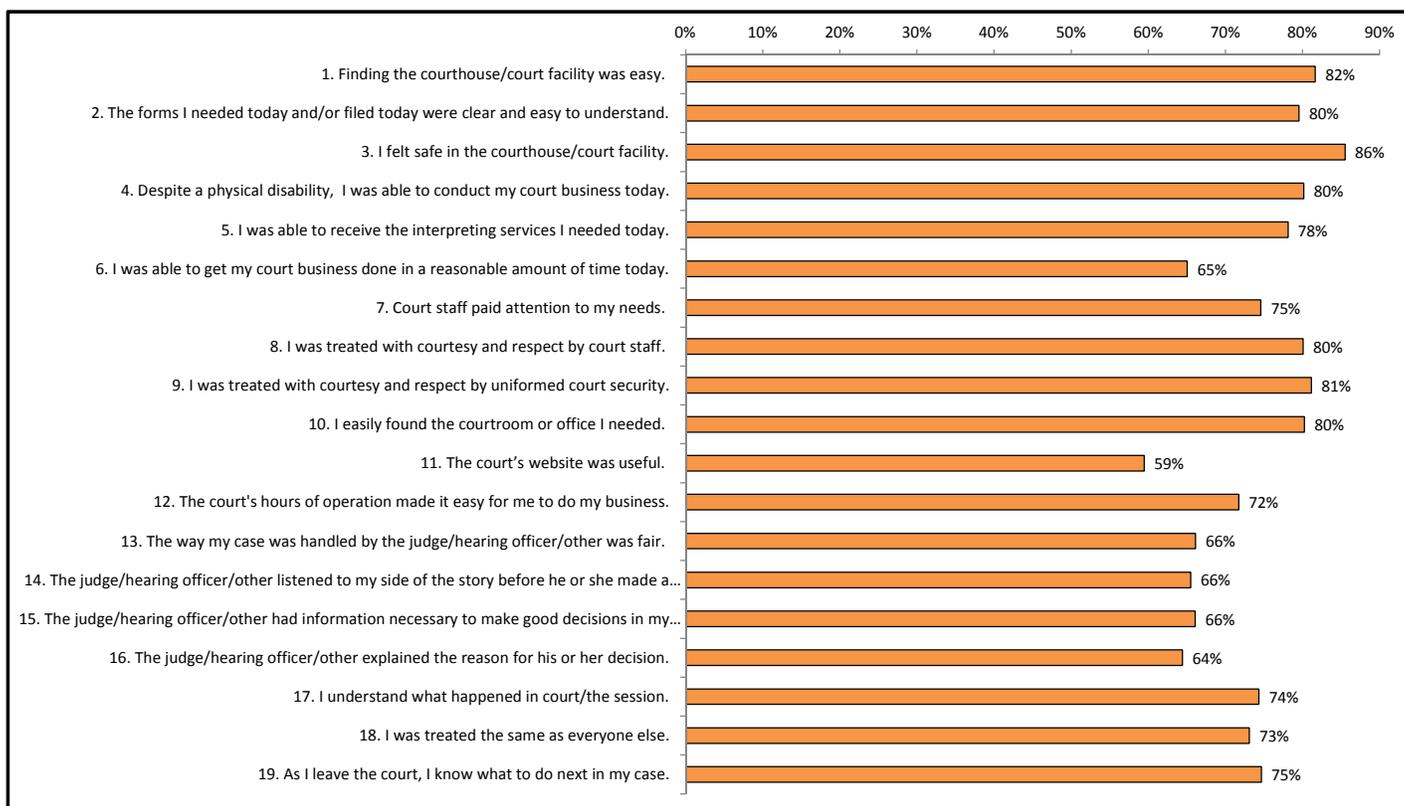
Percent That Agree or Strongly Agree



**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**All Counties and Superior Court Clerk**  
Please select the description that best describes you: victim or witness

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	40	7%	33	6%	26	5%	214	40%	226	42%	82%
2. The forms I needed today and/or filed today were clear and easy to understand.	29	6%	30	6%	38	8%	194	41%	183	39%	80%
3. I felt safe in the courthouse/court facility.	33	6%	18	3%	27	5%	201	37%	259	48%	86%
4. Despite a physical disability, I was able to conduct my court business today.	20	6%	20	6%	29	8%	151	43%	128	37%	80%
5. I was able to receive the interpreting services I needed today.	27	8%	16	5%	29	9%	141	43%	116	35%	78%
6. I was able to get my court business done in a reasonable amount of time today.	70	14%	53	10%	58	11%	164	32%	173	33%	65%
7. Court staff paid attention to my needs.	45	9%	44	8%	45	9%	181	34%	212	40%	75%
8. I was treated with courtesy and respect by court staff.	39	7%	26	5%	41	8%	196	37%	230	43%	80%
9. I was treated with courtesy and respect by uniformed court security.	37	7%	21	4%	41	8%	193	37%	233	44%	81%
10. I easily found the courtroom or office I needed.	29	5%	36	7%	41	8%	203	38%	227	42%	80%
11. The court's website was useful.	29	10%	27	9%	66	22%	85	28%	94	31%	59%
12. The court's hours of operation made it easy for me to do my business.	43	8%	40	8%	62	12%	183	36%	185	36%	72%
13. The way my case was handled by the judge/hearing officer/other was fair.	37	12%	23	8%	41	14%	86	29%	111	37%	66%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	37	13%	27	9%	35	12%	91	32%	97	34%	66%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	37	13%	22	8%	39	13%	85	29%	106	37%	66%
16. The judge/hearing officer/other explained the reason for his or her decision.	29	10%	27	10%	44	16%	86	31%	95	34%	64%
17. I understand what happened in court/the session.	25	8%	22	7%	31	10%	110	36%	116	38%	74%
18. I was treated the same as everyone else.	31	10%	21	7%	33	10%	103	33%	128	41%	73%
19. As I leave the court, I know what to do next in my case.	30	10%	17	5%	32	10%	102	33%	131	42%	75%

**Percent That Agree or Strongly Agree**

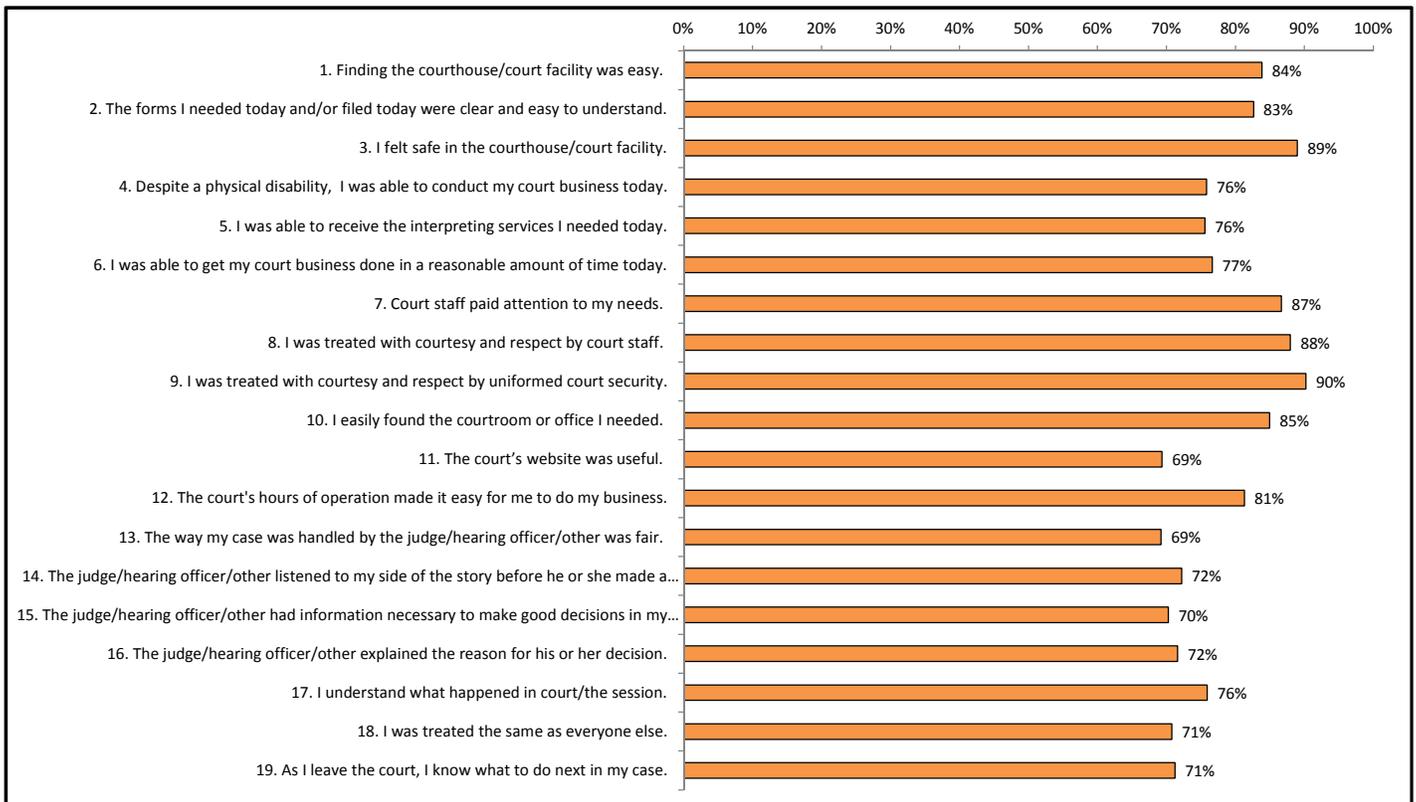


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**All Counties and Superior Court Clerk**  
**Please select the description that best describes you: law enforcement officer**

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	16	7%	12	6%	7	3%	78	36%	104	48%	84%
2. The forms I needed today and/or filed today were clear and easy to understand.	7	4%	5	3%	17	10%	66	40%	72	43%	83%
3. I felt safe in the courthouse/court facility.	11	5%	6	3%	7	3%	42	19%	152	70%	89%
4. Despite a physical disability, I was able to conduct my court business today.	5	5%	8	9%	9	10%	30	33%	39	43%	76%
5. I was able to receive the interpreting services I needed today.	4	5%	4	5%	12	15%	29	35%	33	40%	76%
6. I was able to get my court business done in a reasonable amount of time today.	12	7%	12	7%	18	10%	55	31%	83	46%	77%
7. Court staff paid attention to my needs.	10	5%	9	5%	7	4%	54	28%	115	59%	87%
8. I was treated with courtesy and respect by court staff.	9	4%	6	3%	10	5%	51	25%	132	63%	88%
9. I was treated with courtesy and respect by uniformed court security.	9	4%	5	2%	7	3%	39	18%	155	72%	90%
10. I easily found the courtroom or office I needed.	10	5%	11	5%	10	5%	62	30%	113	55%	85%
11. The court's website was useful.	7	6%	8	7%	19	17%	32	29%	45	41%	69%
12. The court's hours of operation made it easy for me to do my business.	8	4%	14	7%	15	8%	62	31%	99	50%	81%
13. The way my case was handled by the judge/hearing officer/other was fair.	7	9%	7	9%	10	13%	20	26%	34	44%	69%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	7	10%	6	8%	7	10%	25	35%	27	38%	72%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	8	11%	6	8%	8	11%	25	34%	27	36%	70%
16. The judge/hearing officer/other explained the reason for his or her decision.	8	11%	6	8%	7	9%	27	36%	26	35%	72%
17. I understand what happened in court/the session.	8	10%	4	5%	8	10%	26	31%	37	45%	76%
18. I was treated the same as everyone else.	7	8%	11	12%	8	9%	25	28%	38	43%	71%
19. As I leave the court, I know what to do next in my case.	8	10%	6	8%	9	11%	21	26%	36	45%	71%

**Percent That Agree or Strongly Agree**

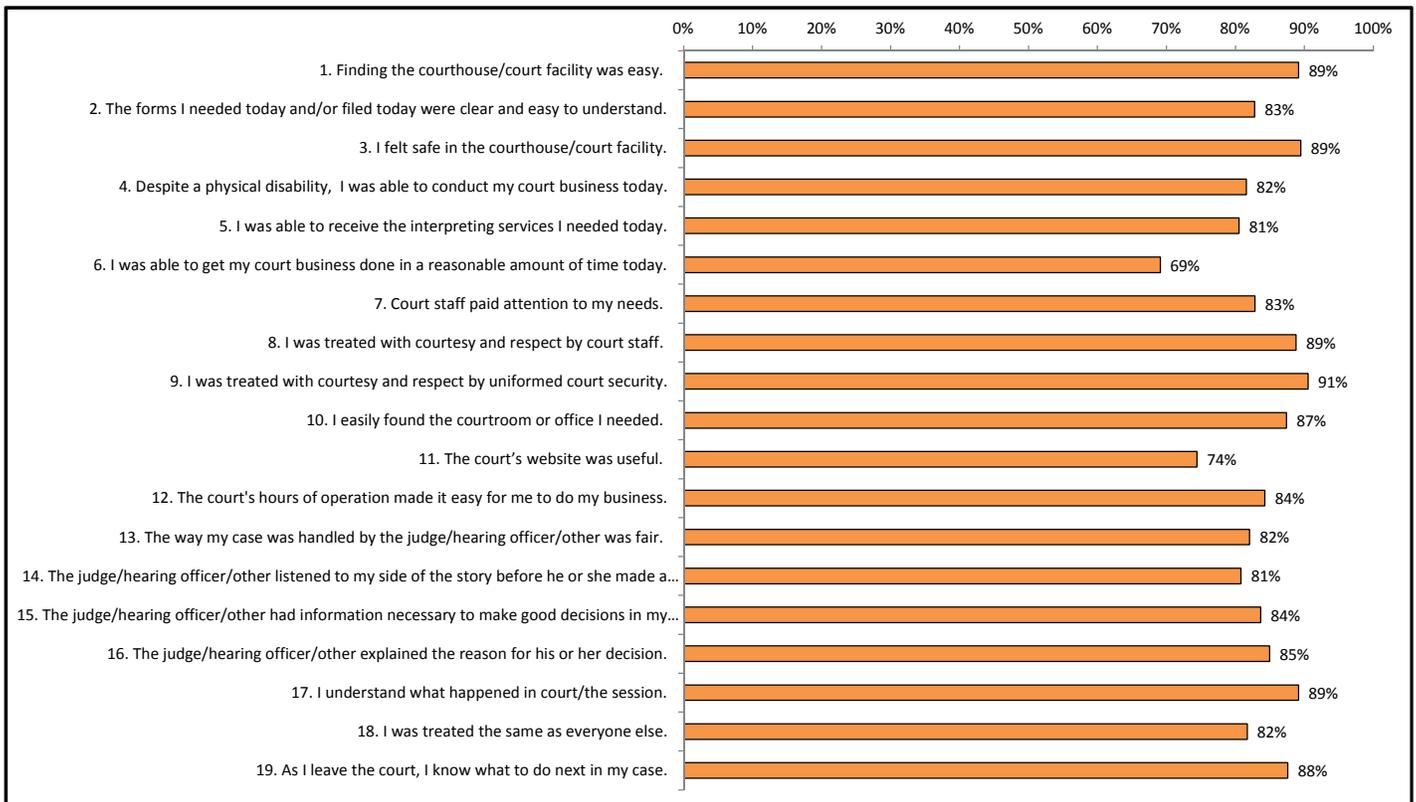


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**All Counties and Superior Court Clerk**  
Please select the description that best describes you: Public Defender/staff

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	15	5%	4	1%	15	5%	115	37%	165	53%	89%
2. The forms I needed today and/or filed today were clear and easy to understand.	13	5%	9	4%	21	8%	96	38%	111	44%	83%
3. I felt safe in the courthouse/court facility.	11	3%	8	2%	15	5%	109	34%	180	56%	89%
4. Despite a physical disability, I was able to conduct my court business today.	5	4%	7	6%	11	9%	46	37%	56	45%	82%
5. I was able to receive the interpreting services I needed today.	5	3%	11	7%	13	9%	46	31%	74	50%	81%
6. I was able to get my court business done in a reasonable amount of time today.	31	10%	30	10%	36	11%	98	31%	119	38%	69%
7. Court staff paid attention to my needs.	9	3%	14	4%	31	10%	102	32%	159	50%	83%
8. I was treated with courtesy and respect by court staff.	8	2%	11	3%	17	5%	97	30%	188	59%	89%
9. I was treated with courtesy and respect by uniformed court security.	7	2%	5	2%	18	6%	101	32%	186	59%	91%
10. I easily found the courtroom or office I needed.	9	3%	9	3%	21	7%	102	33%	169	55%	87%
11. The court's website was useful.	3	2%	18	10%	25	14%	50	28%	84	47%	74%
12. The court's hours of operation made it easy for me to do my business.	13	4%	14	5%	20	7%	103	34%	149	50%	84%
13. The way my case was handled by the judge/hearing officer/other was fair.	7	4%	8	5%	13	8%	57	37%	71	46%	82%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	7	5%	7	5%	15	10%	58	38%	64	42%	81%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	4	3%	4	3%	17	11%	63	41%	65	42%	84%
16. The judge/hearing officer/other explained the reason for his or her decision.	6	4%	6	4%	11	7%	62	41%	68	44%	85%
17. I understand what happened in court/the session.	6	4%	2	1%	9	6%	53	34%	87	55%	89%
18. I was treated the same as everyone else.	11	7%	7	4%	12	7%	58	35%	76	46%	82%
19. As I leave the court, I know what to do next in my case.	5	3%	4	3%	10	7%	56	37%	78	51%	88%

**Percent That Agree or Strongly Agree**

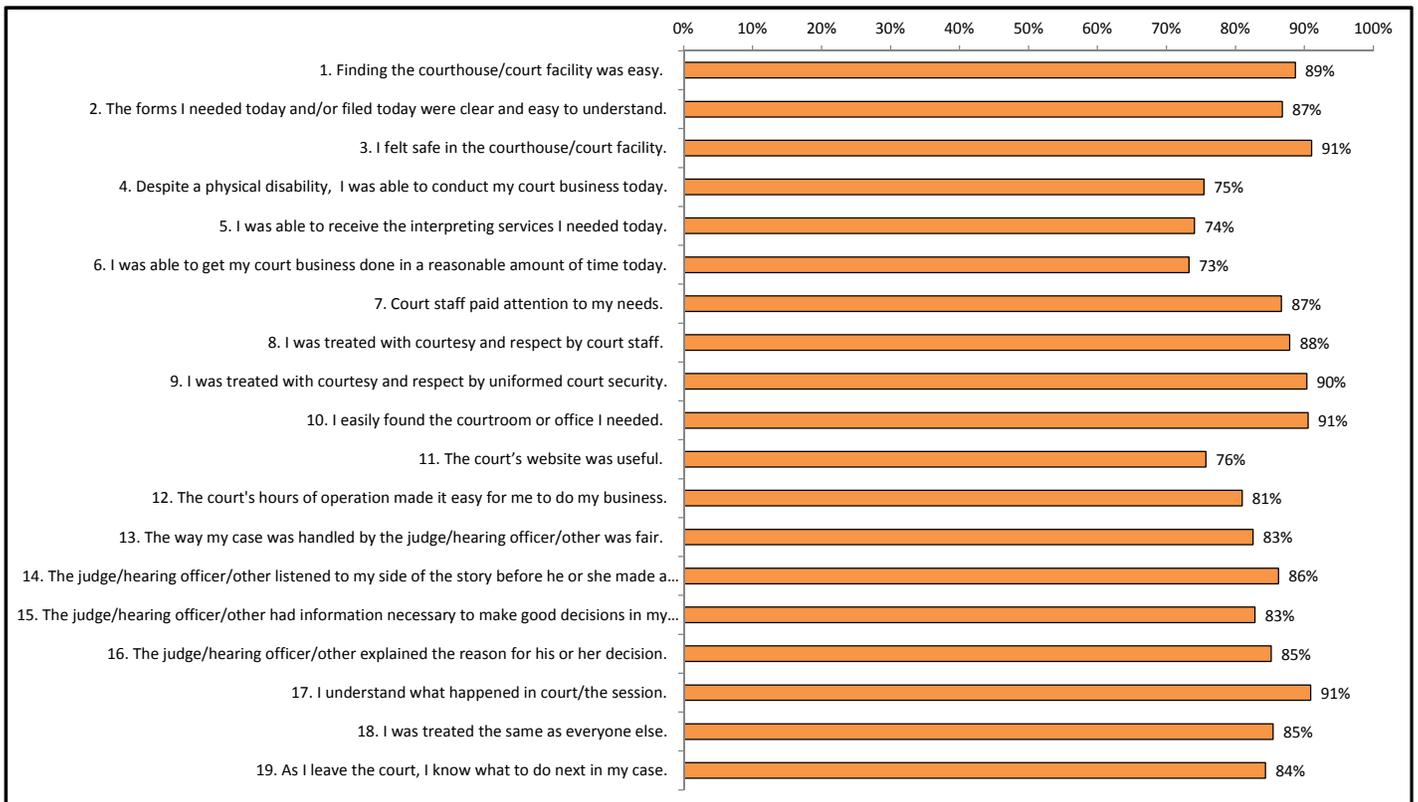


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**All Counties and Superior Court Clerk**  
**Please select the description that best describes you: social services staff**

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	10	3%	8	3%	18	6%	115	36%	167	53%	89%
2. The forms I needed today and/or filed today were clear and easy to understand.	5	2%	4	2%	19	9%	90	42%	94	44%	87%
3. I felt safe in the courthouse/court facility.	10	3%	3	1%	16	5%	115	35%	181	56%	91%
4. Despite a physical disability, I was able to conduct my court business today.	2	2%	6	6%	18	17%	41	39%	39	37%	75%
5. I was able to receive the interpreting services I needed today.	4	4%	5	5%	19	18%	48	44%	32	30%	74%
6. I was able to get my court business done in a reasonable amount of time today.	23	8%	27	9%	28	10%	113	39%	101	35%	73%
7. Court staff paid attention to my needs.	9	3%	9	3%	21	7%	125	43%	129	44%	87%
8. I was treated with courtesy and respect by court staff.	14	4%	13	4%	12	4%	114	35%	169	52%	88%
9. I was treated with courtesy and respect by uniformed court security.	9	3%	10	3%	12	4%	124	39%	166	52%	90%
10. I easily found the courtroom or office I needed.	10	3%	9	3%	11	3%	123	39%	164	52%	91%
11. The court's website was useful.	5	4%	5	4%	24	17%	56	40%	50	36%	76%
12. The court's hours of operation made it easy for me to do my business.	10	3%	12	4%	33	11%	107	37%	127	44%	81%
13. The way my case was handled by the judge/hearing officer/other was fair.	5	5%	6	6%	8	7%	52	48%	38	35%	83%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	5	5%	4	4%	5	5%	51	50%	37	36%	86%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	3	3%	3	3%	12	11%	49	47%	38	36%	83%
16. The judge/hearing officer/other explained the reason for his or her decision.	4	4%	5	5%	7	6%	48	44%	44	41%	85%
17. I understand what happened in court/the session.	3	2%	3	2%	5	4%	59	49%	51	42%	91%
18. I was treated the same as everyone else.	3	2%	7	6%	8	6%	58	47%	48	39%	85%
19. As I leave the court, I know what to do next in my case.	5	4%	4	3%	9	8%	49	43%	48	42%	84%

**Percent That Agree or Strongly Agree**

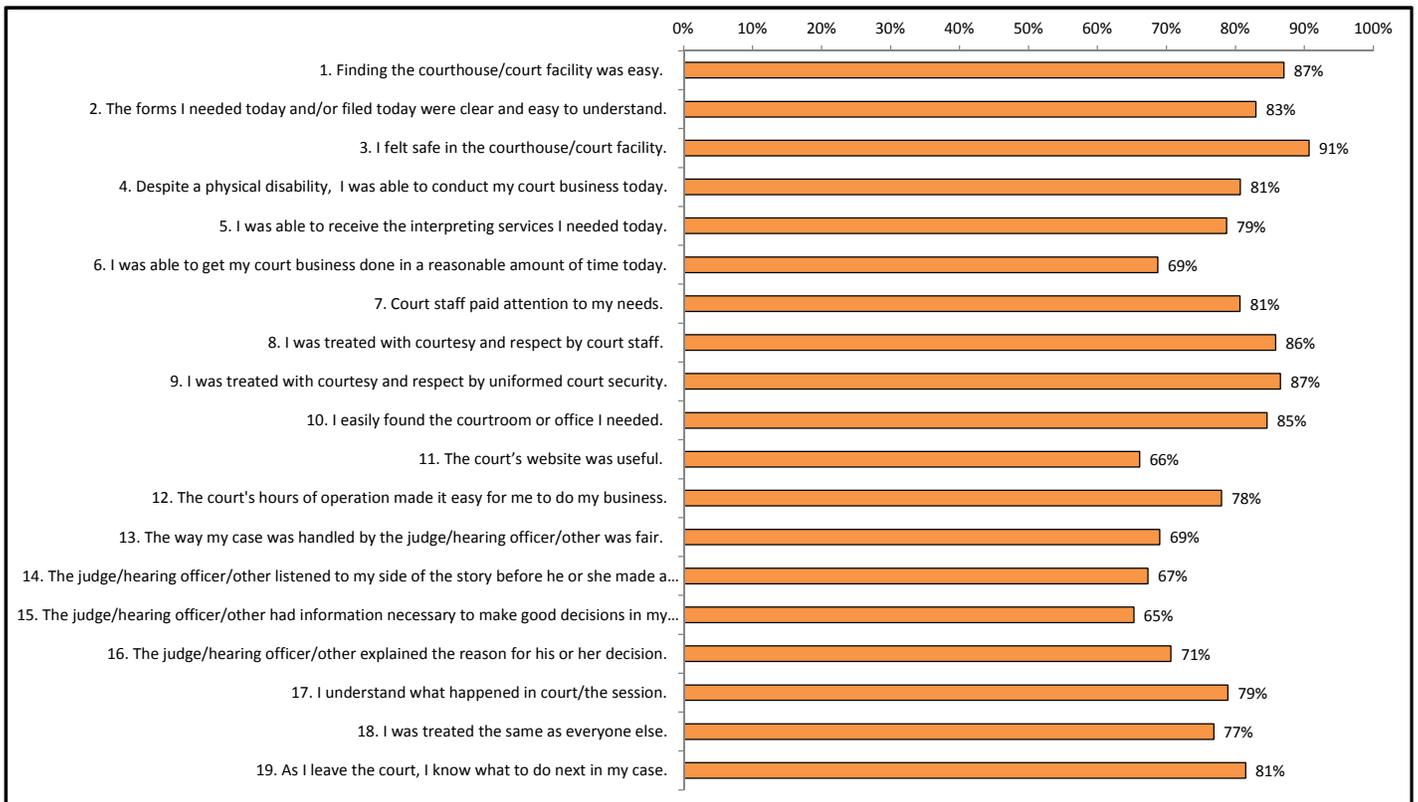


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**All Counties and Superior Court Clerk**  
**Please select the description that best describes you: friend or family member**

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	59	4%	44	3%	67	5%	510	39%	634	48%	87%
2. The forms I needed today and/or filed today were clear and easy to understand.	44	4%	32	3%	98	10%	433	42%	415	41%	83%
3. I felt safe in the courthouse/court facility.	52	4%	20	2%	49	4%	441	34%	738	57%	91%
4. Despite a physical disability, I was able to conduct my court business today.	34	5%	21	3%	80	11%	281	40%	284	41%	81%
5. I was able to receive the interpreting services I needed today.	42	7%	24	4%	69	11%	232	37%	267	42%	79%
6. I was able to get my court business done in a reasonable amount of time today.	131	11%	115	10%	124	10%	372	31%	443	37%	69%
7. Court staff paid attention to my needs.	70	6%	65	5%	99	8%	441	36%	536	44%	81%
8. I was treated with courtesy and respect by court staff.	66	5%	34	3%	81	6%	428	33%	671	52%	86%
9. I was treated with courtesy and respect by uniformed court security.	57	4%	38	3%	77	6%	446	35%	661	52%	87%
10. I easily found the courtroom or office I needed.	60	5%	62	5%	76	6%	470	37%	617	48%	85%
11. The court's website was useful.	47	7%	35	5%	139	21%	205	31%	226	35%	66%
12. The court's hours of operation made it easy for me to do my business.	60	5%	70	6%	134	11%	446	37%	490	41%	78%
13. The way my case was handled by the judge/hearing officer/other was fair.	31	8%	35	9%	51	13%	129	34%	132	35%	69%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	34	10%	22	6%	60	17%	126	35%	113	32%	67%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	35	10%	33	9%	57	16%	114	32%	121	34%	65%
16. The judge/hearing officer/other explained the reason for his or her decision.	26	7%	17	5%	63	17%	129	36%	126	35%	71%
17. I understand what happened in court/the session.	24	6%	18	5%	40	10%	160	41%	147	38%	79%
18. I was treated the same as everyone else.	26	6%	21	5%	46	11%	146	36%	163	41%	77%
19. As I leave the court, I know what to do next in my case.	22	6%	15	4%	33	9%	151	40%	157	42%	81%

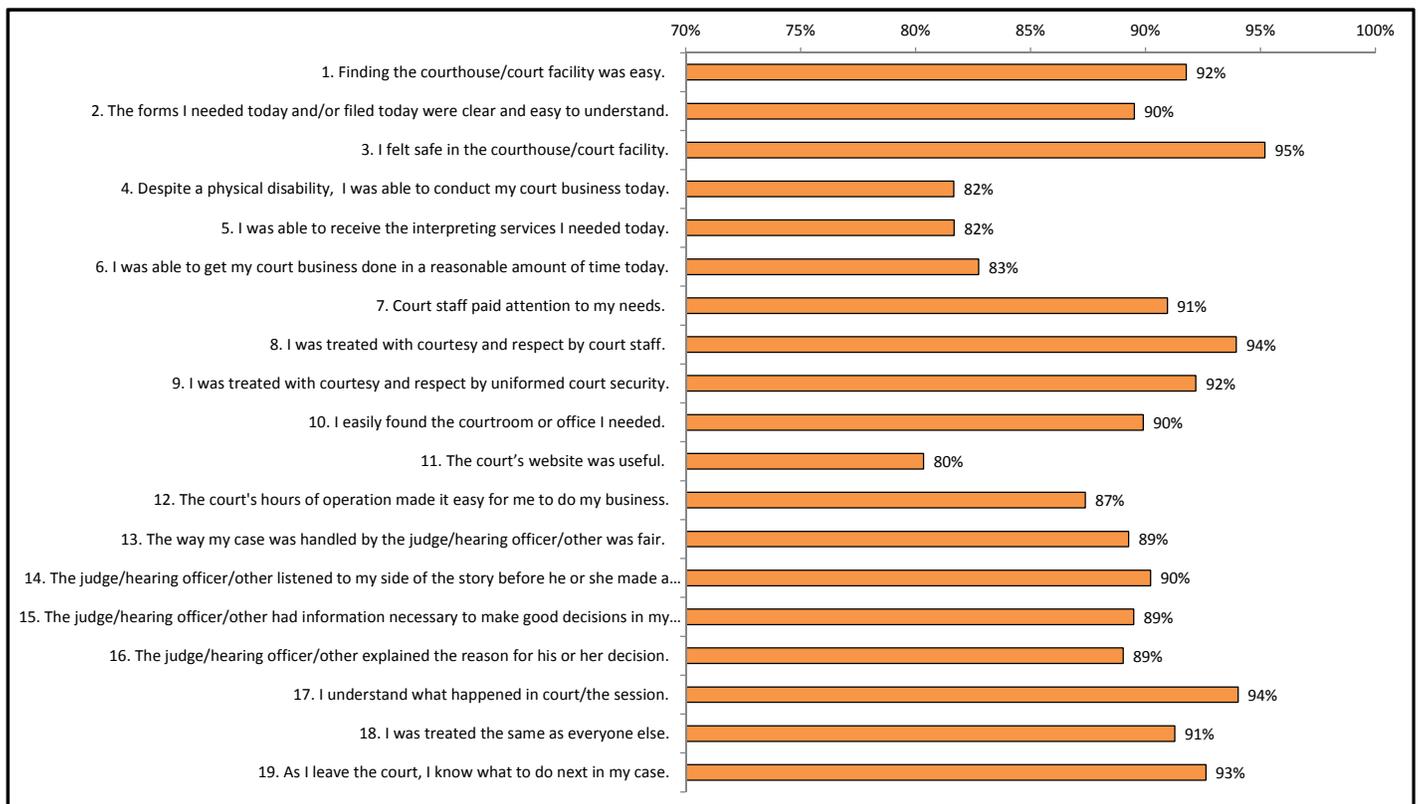
**Percent That Agree or Strongly Agree**



**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**All Counties and Superior Court Clerk**  
Please select the description that best describes you: private attorney

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	43	2%	38	2%	67	4%	535	30%	1116	62%	92%
2. The forms I needed today and/or filed today were clear and easy to understand.	30	2%	21	2%	75	6%	368	31%	708	59%	90%
3. I felt safe in the courthouse/court facility.	35	2%	15	1%	38	2%	412	22%	1333	73%	95%
4. Despite a physical disability, I was able to conduct my court business today.	4	2%	6	3%	34	14%	72	30%	124	52%	82%
5. I was able to receive the interpreting services I needed today.	9	3%	5	2%	36	13%	78	29%	145	53%	82%
6. I was able to get my court business done in a reasonable amount of time today.	86	5%	88	5%	136	8%	539	30%	948	53%	83%
7. Court staff paid attention to my needs.	48	3%	35	2%	79	4%	472	26%	1157	65%	91%
8. I was treated with courtesy and respect by court staff.	50	3%	19	1%	42	2%	378	21%	1348	73%	94%
9. I was treated with courtesy and respect by uniformed court security.	45	2%	19	1%	78	4%	398	22%	1278	70%	92%
10. I easily found the courtroom or office I needed.	62	3%	69	4%	52	3%	435	24%	1196	66%	90%
11. The court's website was useful.	38	4%	42	5%	98	11%	278	31%	450	50%	80%
12. The court's hours of operation made it easy for me to do my business.	46	3%	36	2%	128	8%	524	31%	930	56%	87%
13. The way my case was handled by the judge/hearing officer/other was fair.	35	4%	10	1%	54	6%	206	22%	618	67%	89%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	28	3%	15	2%	38	5%	192	23%	556	67%	90%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	25	3%	17	2%	48	6%	201	23%	566	66%	89%
16. The judge/hearing officer/other explained the reason for his or her decision.	24	3%	17	2%	47	6%	183	23%	531	66%	89%
17. I understand what happened in court/the session.	22	2%	8	1%	25	3%	179	19%	687	75%	94%
18. I was treated the same as everyone else.	35	4%	14	2%	32	3%	179	19%	669	72%	91%
19. As I leave the court, I know what to do next in my case.	22	2%	8	1%	35	4%	176	20%	641	73%	93%

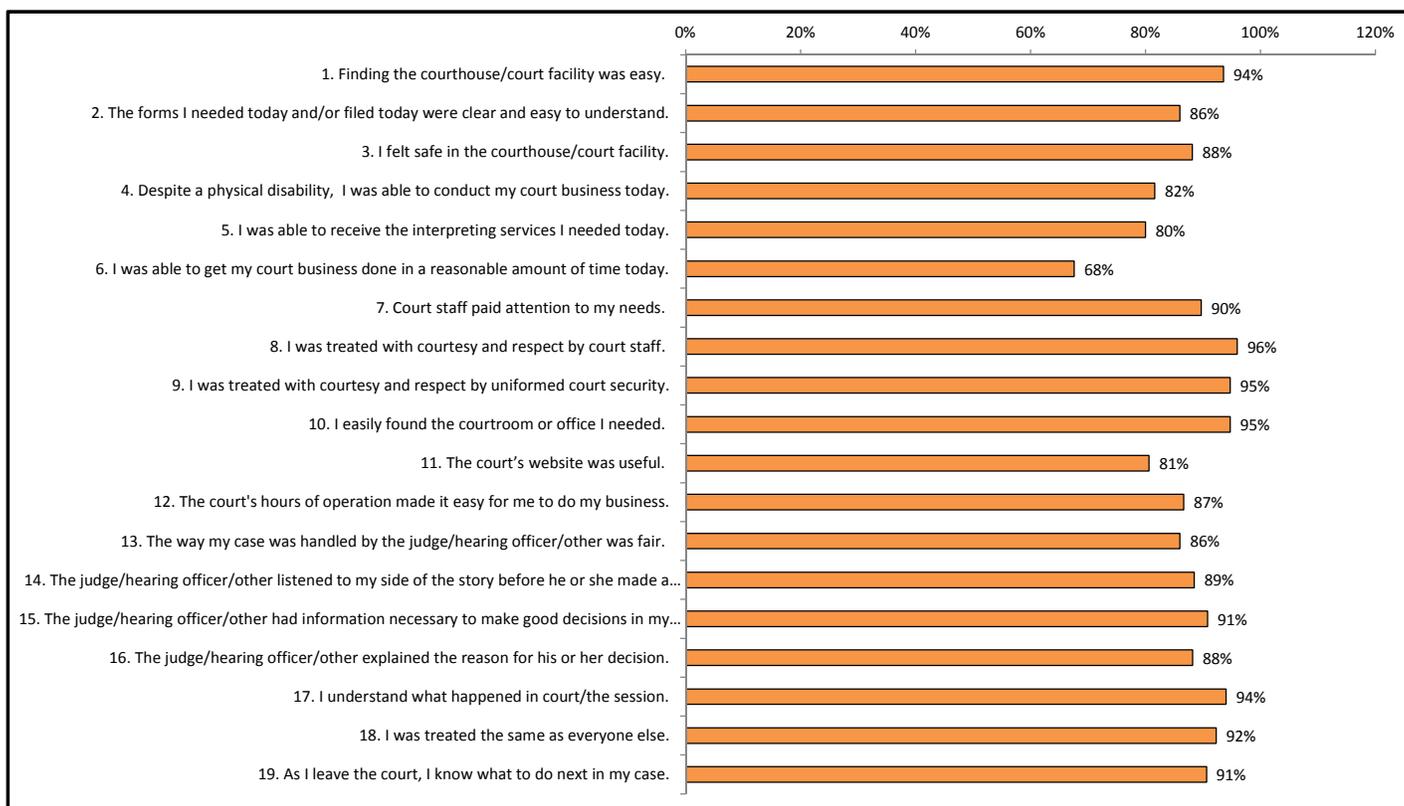
**Percent That Agree or Strongly Agree**



**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**All Counties and Superior Court Clerk**  
**Please select the description that best describes you: Prosecutor/staff**

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	3	1%	3	1%	9	4%	68	29%	151	65%	94%
2. The forms I needed today and/or filed today were clear and easy to understand.	4	2%	8	5%	11	7%	54	33%	87	53%	86%
3. I felt safe in the courthouse/court facility.	7	3%	8	3%	14	6%	66	27%	150	61%	88%
4. Despite a physical disability, I was able to conduct my court business today.	4	8%	1	2%	4	8%	17	35%	23	47%	82%
5. I was able to receive the interpreting services I needed today.	3	7%	0	0%	6	13%	13	29%	23	51%	80%
6. I was able to get my court business done in a reasonable amount of time today.	16	7%	25	12%	29	13%	65	30%	81	38%	68%
7. Court staff paid attention to my needs.	5	2%	7	3%	12	5%	67	29%	142	61%	90%
8. I was treated with courtesy and respect by court staff.	5	2%	3	1%	2	1%	67	27%	171	69%	96%
9. I was treated with courtesy and respect by uniformed court security.	6	2%	2	1%	5	2%	52	21%	183	74%	95%
10. I easily found the courtroom or office I needed.	5	2%	3	1%	4	2%	56	24%	161	70%	95%
11. The court's website was useful.	4	3%	2	2%	19	15%	36	28%	68	53%	81%
12. The court's hours of operation made it easy for me to do my business.	4	2%	1	0%	25	11%	71	32%	124	55%	87%
13. The way my case was handled by the judge/hearing officer/other was fair.	3	3%	1	1%	9	10%	33	35%	47	51%	86%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	4	5%	1	1%	5	6%	31	36%	46	53%	89%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	3	3%	2	2%	3	3%	33	38%	46	53%	91%
16. The judge/hearing officer/other explained the reason for his or her decision.	5	6%	0	0%	5	6%	31	36%	44	52%	88%
17. I understand what happened in court/the session.	3	3%	0	0%	3	3%	34	34%	61	60%	94%
18. I was treated the same as everyone else.	4	4%	0	0%	4	4%	33	32%	63	61%	92%
19. As I leave the court, I know what to do next in my case.	4	4%	1	1%	4	4%	30	31%	57	59%	91%

**Percent That Agree or Strongly Agree**



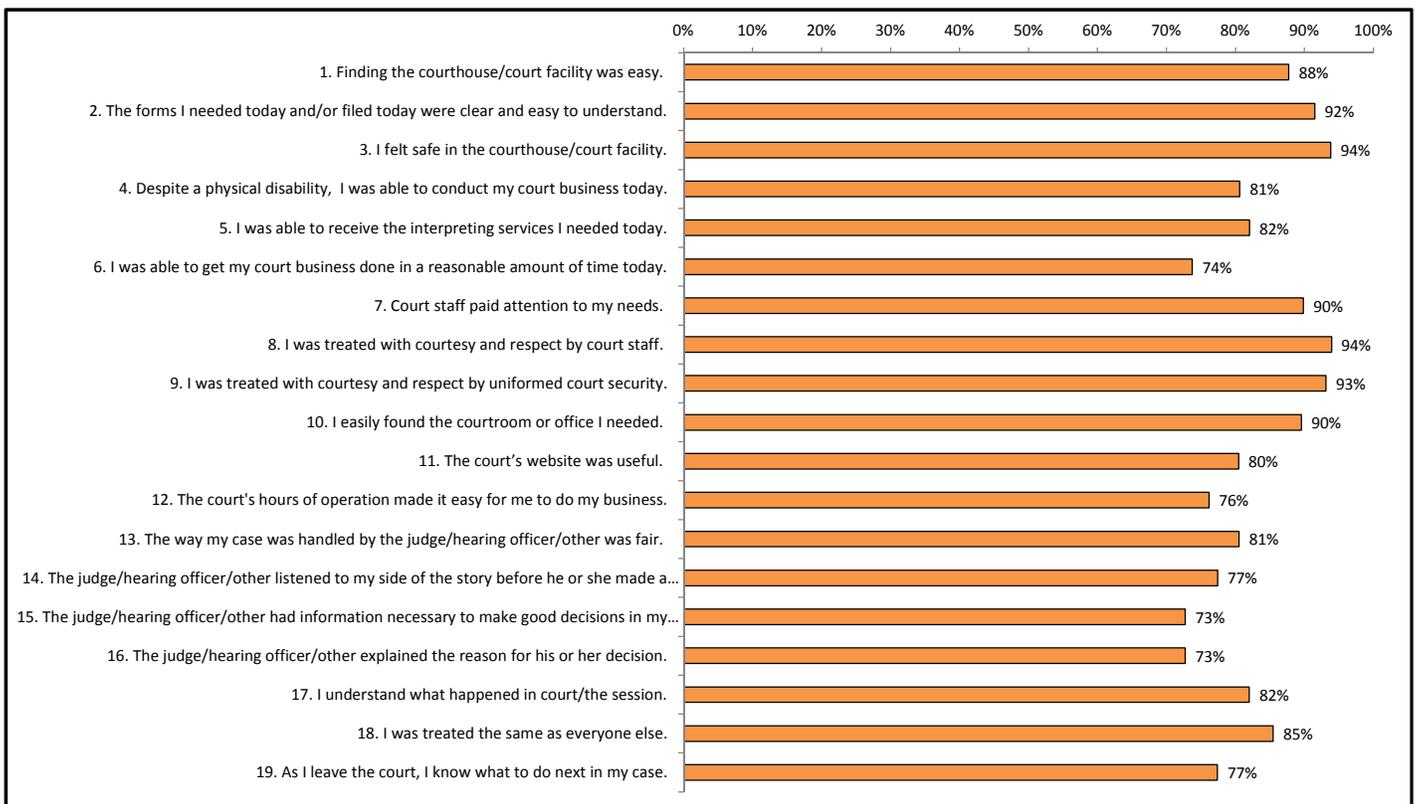
New Jersey Judiciary - Access and Fairness Public Survey - October 2013

All Counties and Superior Court Clerk

Please select the description that best describes you: juror

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	52	4%	57	4%	68	5%	534	37%	733	51%	88%
2. The forms I needed today and/or filed today were clear and easy to understand.	35	3%	21	2%	47	4%	505	42%	605	50%	92%
3. I felt safe in the courthouse/court facility.	46	3%	10	1%	33	2%	465	32%	889	62%	94%
4. Despite a physical disability, I was able to conduct my court business today.	14	4%	8	2%	44	13%	122	36%	153	45%	81%
5. I was able to receive the interpreting services I needed today.	10	3%	4	1%	39	13%	115	39%	127	43%	82%
6. I was able to get my court business done in a reasonable amount of time today.	49	6%	53	6%	127	15%	305	35%	338	39%	74%
7. Court staff paid attention to my needs.	34	3%	16	1%	72	6%	454	38%	627	52%	90%
8. I was treated with courtesy and respect by court staff.	47	3%	9	1%	30	2%	403	28%	931	66%	94%
9. I was treated with courtesy and respect by uniformed court security.	46	3%	14	1%	37	3%	437	31%	882	62%	93%
10. I easily found the courtroom or office I needed.	49	4%	40	3%	56	4%	500	36%	745	54%	90%
11. The court's website was useful.	46	4%	50	5%	105	10%	378	37%	450	44%	80%
12. The court's hours of operation made it easy for me to do my business.	49	5%	54	5%	146	14%	346	33%	450	43%	76%
13. The way my case was handled by the judge/hearing officer/other was fair.	4	5%	3	4%	8	10%	28	36%	34	44%	81%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	4	6%	2	3%	8	13%	20	32%	28	45%	77%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	7	11%	5	8%	6	9%	19	29%	29	44%	73%
16. The judge/hearing officer/other explained the reason for his or her decision.	7	11%	5	8%	6	9%	16	24%	32	48%	73%
17. I understand what happened in court/the session.	8	8%	2	2%	8	8%	30	30%	52	52%	82%
18. I was treated the same as everyone else.	11	9%	1	1%	5	4%	35	30%	65	56%	85%
19. As I leave the court, I know what to do next in my case.	9	11%	4	5%	6	7%	22	26%	43	51%	77%

Percent That Agree or Strongly Agree

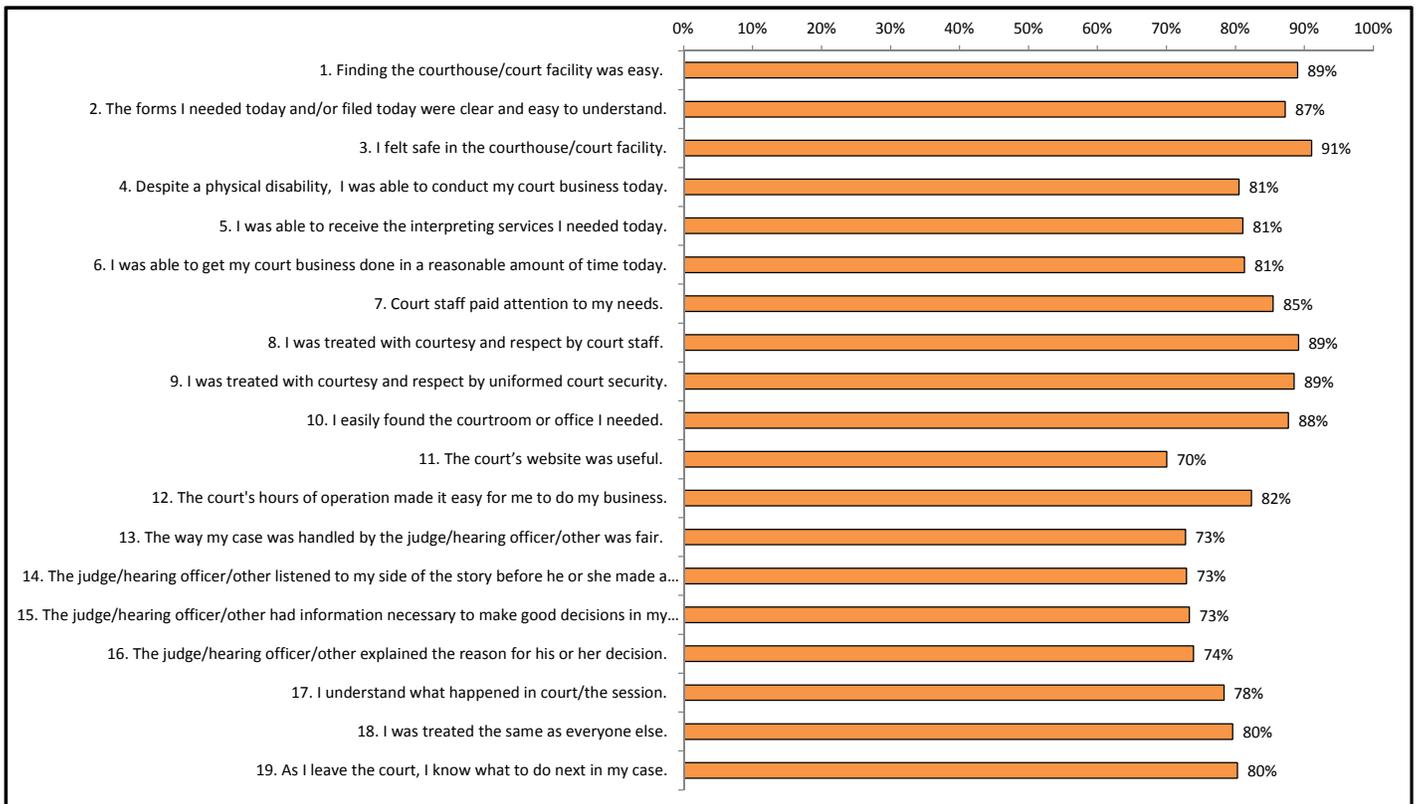


All Counties and Superior Court Clerk

Please select the description that best describes you: other

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	139	5%	84	3%	95	3%	1067	37%	1507	52%	89%
2. The forms I needed today and/or filed today were clear and easy to understand.	100	4%	67	3%	140	6%	971	40%	1125	47%	87%
3. I felt safe in the courthouse/court facility.	136	5%	39	1%	86	3%	885	30%	1766	61%	91%
4. Despite a physical disability, I was able to conduct my court business today.	90	6%	36	3%	154	11%	532	37%	626	44%	81%
5. I was able to receive the interpreting services I needed today.	75	5%	57	4%	139	10%	520	36%	643	45%	81%
6. I was able to get my court business done in a reasonable amount of time today.	176	7%	136	5%	188	7%	860	32%	1316	49%	81%
7. Court staff paid attention to my needs.	140	5%	74	3%	182	7%	877	32%	1454	53%	85%
8. I was treated with courtesy and respect by court staff.	135	5%	54	2%	123	4%	860	30%	1702	59%	89%
9. I was treated with courtesy and respect by uniformed court security.	135	5%	50	2%	145	5%	881	31%	1661	58%	89%
10. I easily found the courtroom or office I needed.	134	5%	81	3%	130	5%	942	34%	1517	54%	88%
11. The court's website was useful.	106	7%	75	5%	270	18%	479	32%	576	38%	70%
12. The court's hours of operation made it easy for me to do my business.	152	6%	105	4%	221	8%	957	35%	1271	47%	82%
13. The way my case was handled by the judge/hearing officer/other was fair.	67	9%	41	6%	89	12%	247	34%	279	39%	73%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	60	9%	36	5%	87	13%	227	34%	266	39%	73%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	57	8%	32	5%	93	14%	234	34%	266	39%	73%
16. The judge/hearing officer/other explained the reason for his or her decision.	53	8%	30	4%	91	14%	233	35%	260	39%	74%
17. I understand what happened in court/the session.	54	7%	27	4%	78	11%	251	34%	324	44%	78%
18. I was treated the same as everyone else.	62	7%	35	4%	77	9%	289	34%	390	46%	80%
19. As I leave the court, I know what to do next in my case.	52	7%	27	4%	71	9%	259	34%	353	46%	80%

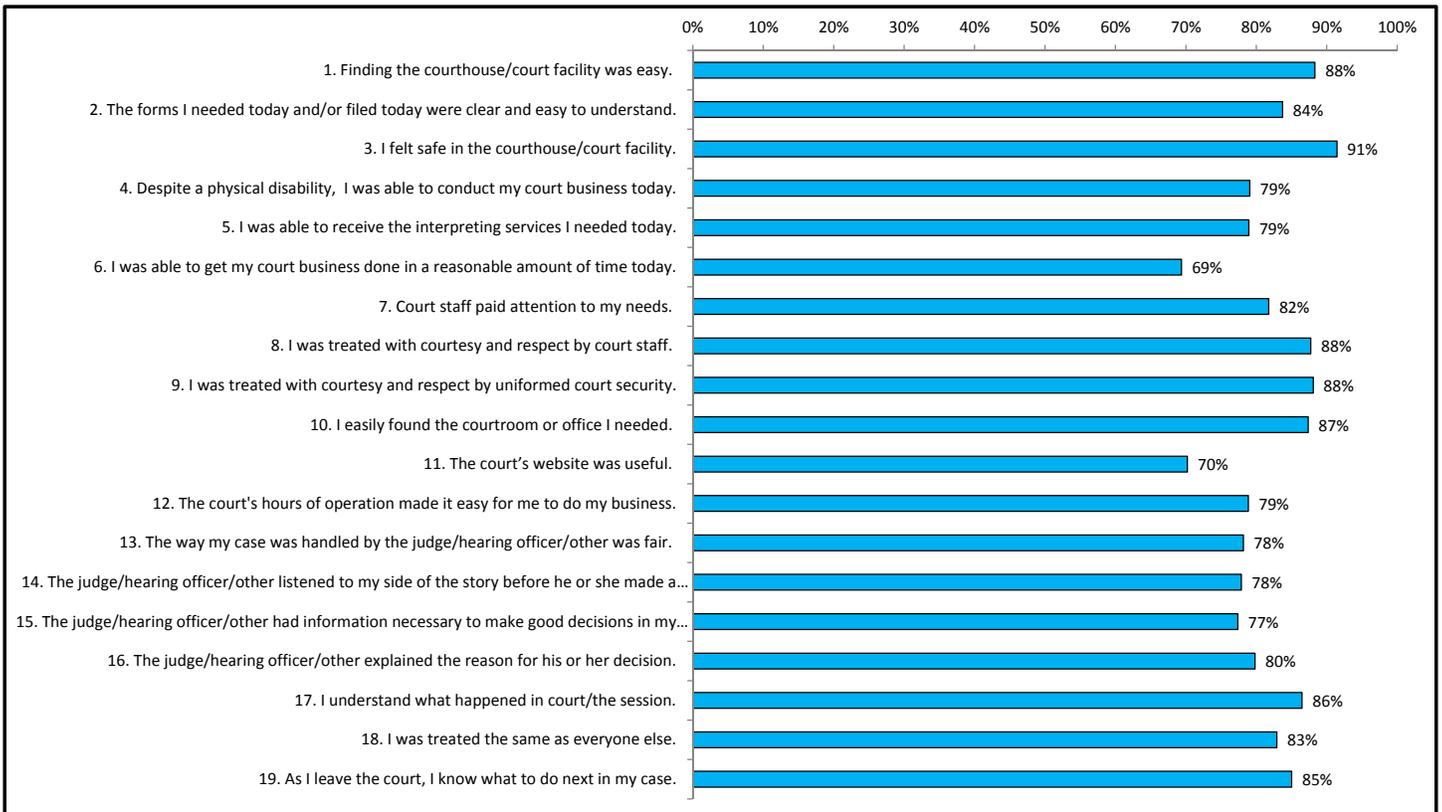
Percent That Agree or Strongly Agree



**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**All Counties and Superior Court Clerk**  
**What did you do today (select all that apply): attended a hearing or trial**

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	176	4%	153	3%	186	4%	1580	36%	2314	52%	88%
2. The forms I needed today and/or filed today were clear and easy to understand.	129	4%	132	4%	285	8%	1295	39%	1515	45%	84%
3. I felt safe in the courthouse/court facility.	146	3%	76	2%	159	4%	1314	29%	2767	62%	91%
4. Despite a physical disability, I was able to conduct my court business today.	81	5%	48	3%	186	12%	581	39%	609	40%	79%
5. I was able to receive the interpreting services I needed today.	77	6%	40	3%	165	12%	477	36%	580	43%	79%
6. I was able to get my court business done in a reasonable amount of time today.	464	11%	403	9%	446	10%	1334	31%	1642	38%	69%
7. Court staff paid attention to my needs.	227	5%	202	5%	354	8%	1404	33%	2107	49%	82%
8. I was treated with courtesy and respect by court staff.	200	4%	147	3%	200	4%	1350	30%	2560	57%	88%
9. I was treated with courtesy and respect by uniformed court security.	174	4%	105	2%	248	6%	1336	30%	2562	58%	88%
10. I easily found the courtroom or office I needed.	192	4%	194	4%	174	4%	1484	33%	2387	54%	87%
11. The court's website was useful.	137	6%	121	5%	399	18%	697	32%	852	39%	70%
12. The court's hours of operation made it easy for me to do my business.	200	5%	209	5%	465	11%	1431	35%	1831	44%	79%
13. The way my case was handled by the judge/hearing officer/other was fair.	249	8%	128	4%	273	9%	889	30%	1440	48%	78%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	230	8%	139	5%	232	9%	827	30%	1289	47%	78%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	222	8%	143	5%	274	10%	846	30%	1339	47%	77%
16. The judge/hearing officer/other explained the reason for his or her decision.	185	7%	132	5%	236	9%	863	31%	1325	48%	80%
17. I understand what happened in court/the session.	149	5%	79	3%	180	6%	987	33%	1626	54%	86%
18. I was treated the same as everyone else.	199	7%	102	3%	212	7%	921	31%	1569	52%	83%
19. As I leave the court, I know what to do next in my case.	159	5%	77	3%	198	7%	903	31%	1562	54%	85%

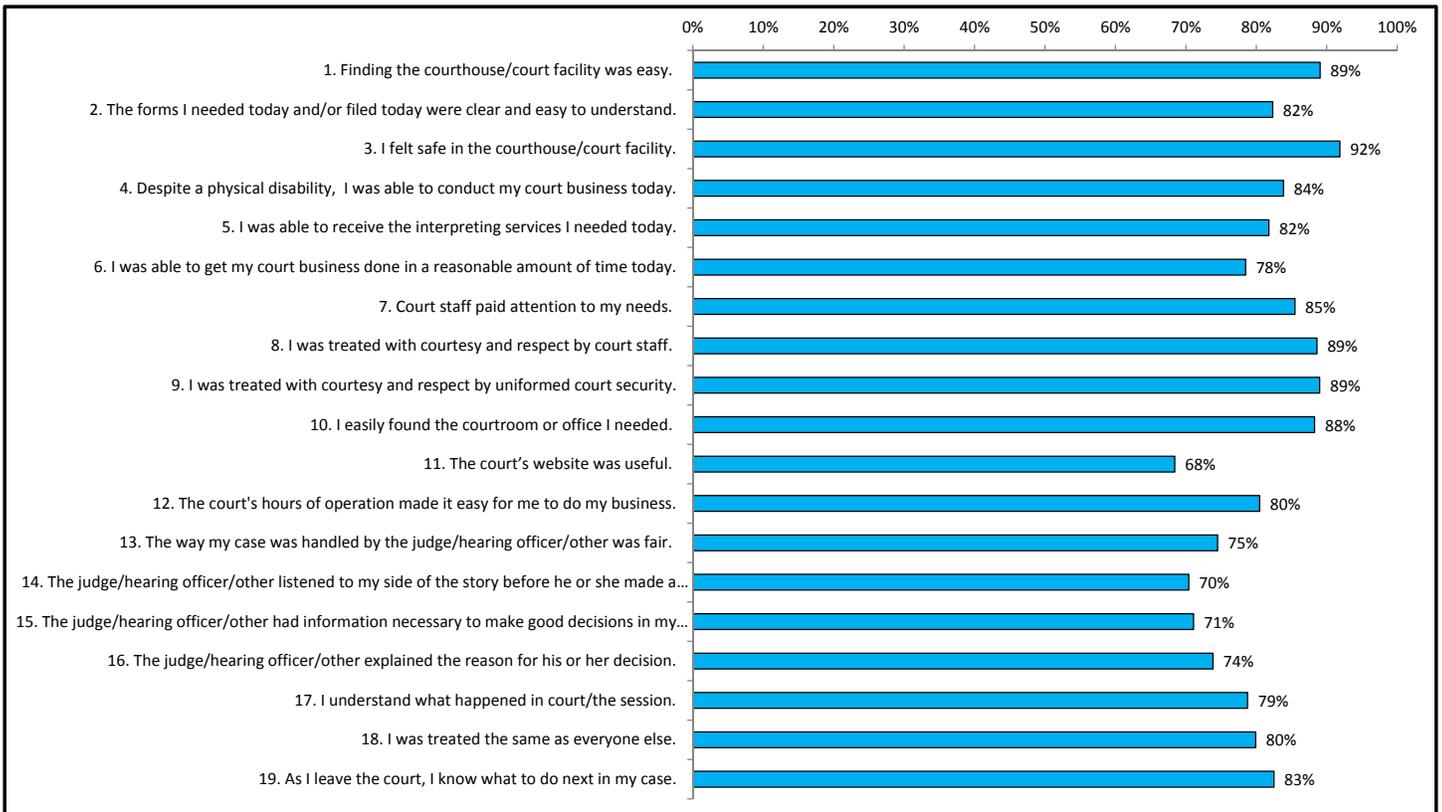
**Percent That Agree or Strongly Agree**



**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**All Counties and Superior Court Clerk**  
**What did you do today (select all that apply): received information**

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	68	4%	52	3%	49	3%	601	39%	775	50%	89%
2. The forms I needed today and/or filed today were clear and easy to understand.	69	5%	60	4%	115	8%	537	39%	599	43%	82%
3. I felt safe in the courthouse/court facility.	60	4%	18	1%	47	3%	482	31%	931	61%	92%
4. Despite a physical disability, I was able to conduct my court business today.	39	5%	20	3%	63	8%	285	38%	349	46%	84%
5. I was able to receive the interpreting services I needed today.	45	6%	30	4%	67	9%	280	36%	358	46%	82%
6. I was able to get my court business done in a reasonable amount of time today.	107	7%	100	7%	107	7%	473	32%	672	46%	78%
7. Court staff paid attention to my needs.	90	6%	60	4%	71	5%	479	31%	823	54%	85%
8. I was treated with courtesy and respect by court staff.	77	5%	47	3%	54	3%	459	29%	925	59%	89%
9. I was treated with courtesy and respect by uniformed court security.	64	4%	30	2%	75	5%	487	32%	881	57%	89%
10. I easily found the courtroom or office I needed.	70	5%	54	4%	54	4%	544	36%	797	52%	88%
11. The court's website was useful.	57	7%	53	7%	141	18%	241	30%	303	38%	68%
12. The court's hours of operation made it easy for me to do my business.	76	5%	61	4%	150	10%	506	34%	677	46%	80%
13. The way my case was handled by the judge/hearing officer/other was fair.	47	11%	16	4%	43	10%	138	33%	172	41%	75%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	44	11%	21	5%	51	13%	107	27%	169	43%	70%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	37	9%	23	6%	55	14%	125	31%	158	40%	71%
16. The judge/hearing officer/other explained the reason for his or her decision.	37	9%	18	5%	47	12%	130	33%	158	41%	74%
17. I understand what happened in court/the session.	33	8%	16	4%	40	10%	128	31%	202	48%	79%
18. I was treated the same as everyone else.	31	6%	21	4%	44	9%	147	31%	235	49%	80%
19. As I leave the court, I know what to do next in my case.	32	7%	13	3%	36	8%	133	29%	249	54%	83%

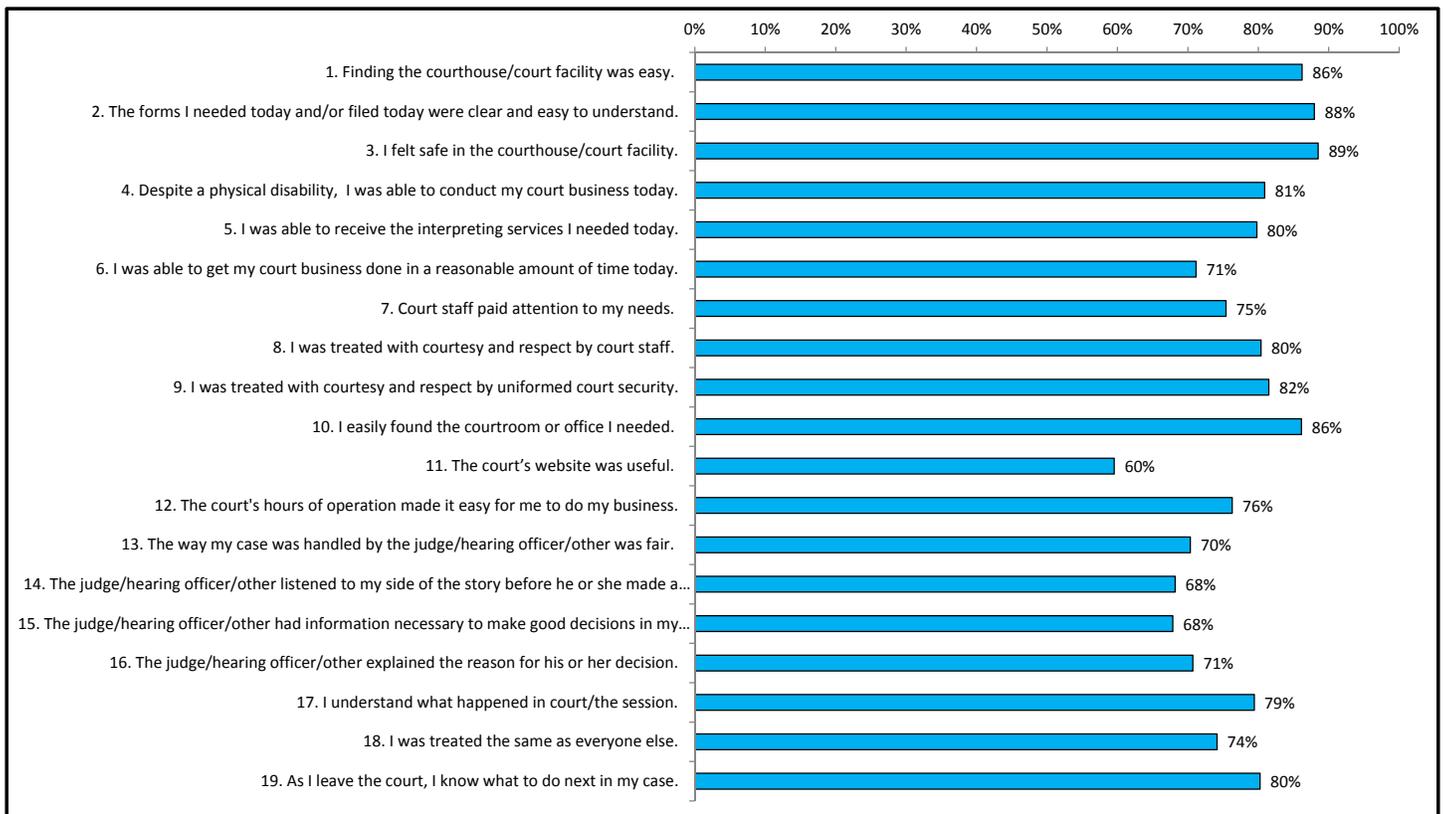
**Percent That Agree or Strongly Agree**



What did you do today (select all that apply): visited probation

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	119	5%	101	4%	141	5%	1042	40%	1218	46%	86%
2. The forms I needed today and/or filed today were clear and easy to understand.	80	3%	65	3%	134	6%	1061	46%	978	42%	88%
3. I felt safe in the courthouse/court facility.	117	4%	47	2%	136	5%	939	36%	1372	53%	89%
4. Despite a physical disability, I was able to conduct my court business today.	66	4%	42	3%	181	12%	589	39%	635	42%	81%
5. I was able to receive the interpreting services I needed today.	65	5%	53	4%	169	12%	580	41%	553	39%	80%
6. I was able to get my court business done in a reasonable amount of time today.	240	10%	238	10%	239	10%	836	34%	933	38%	71%
7. Court staff paid attention to my needs.	166	7%	181	7%	266	11%	872	35%	1008	40%	75%
8. I was treated with courtesy and respect by court staff.	174	7%	141	5%	191	7%	904	35%	1170	45%	80%
9. I was treated with courtesy and respect by uniformed court security.	129	5%	109	4%	239	9%	909	35%	1193	46%	82%
10. I easily found the courtroom or office I needed.	101	4%	105	4%	150	6%	1012	39%	1197	47%	86%
11. The court's website was useful.	102	7%	106	7%	374	26%	431	30%	426	30%	60%
12. The court's hours of operation made it easy for me to do my business.	156	6%	163	6%	280	11%	963	38%	966	38%	76%
13. The way my case was handled by the judge/hearing officer/other was fair.	86	9%	72	8%	121	13%	336	36%	326	35%	70%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	89	10%	63	7%	131	15%	305	34%	302	34%	68%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	84	9%	72	8%	137	15%	321	35%	298	33%	68%
16. The judge/hearing officer/other explained the reason for his or her decision.	57	6%	68	8%	133	15%	320	36%	303	34%	71%
17. I understand what happened in court/the session.	51	5%	39	4%	104	11%	379	40%	370	39%	79%
18. I was treated the same as everyone else.	76	8%	66	7%	120	12%	360	36%	391	39%	74%
19. As I leave the court, I know what to do next in my case.	55	6%	39	4%	94	10%	357	38%	407	43%	80%

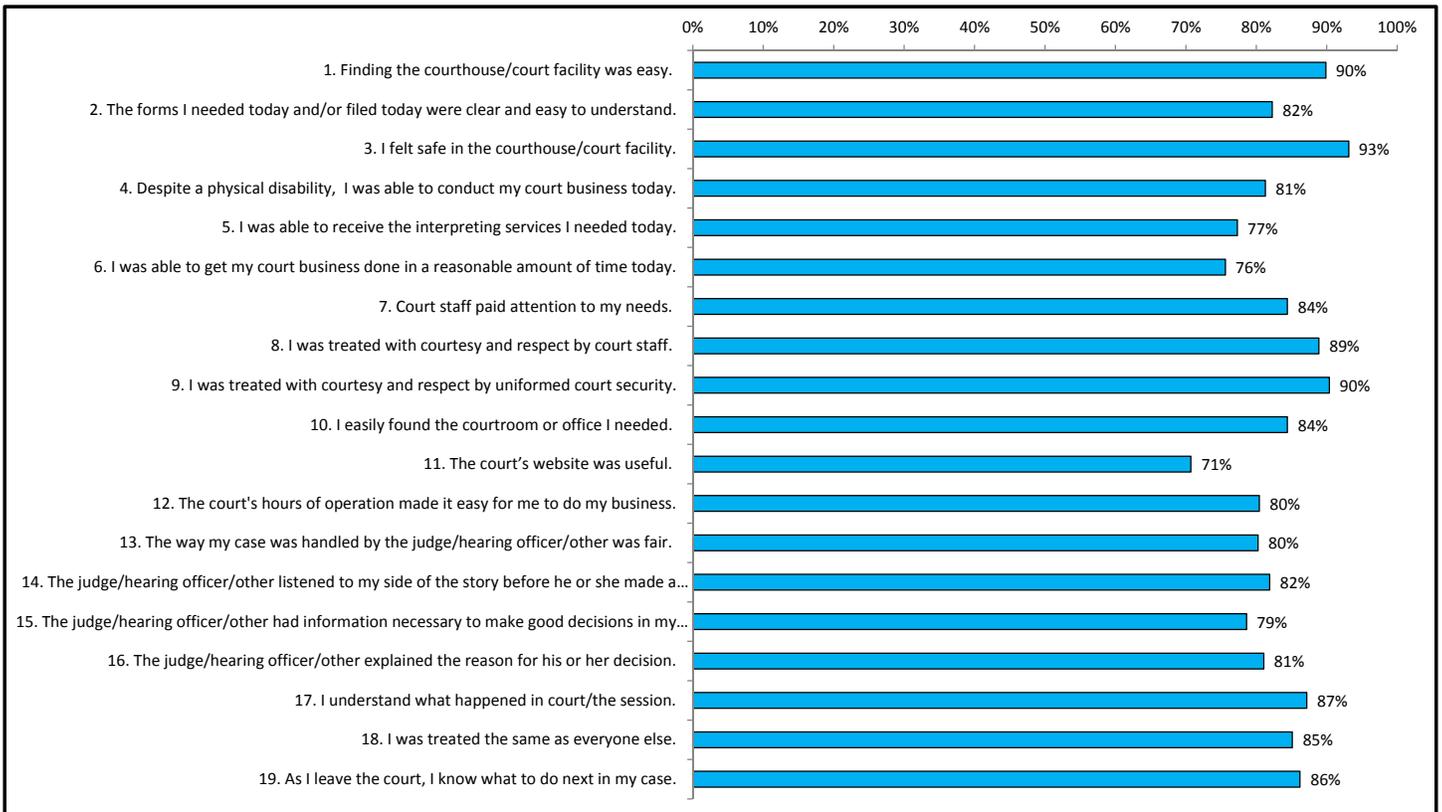
Percent That Agree or Strongly Agree



**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**All Counties and Superior Court Clerk**  
**What did you do today (select all that apply): attended mediation or arbitration**

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	19	3%	21	4%	16	3%	203	37%	294	53%	90%
2. The forms I needed today and/or filed today were clear and easy to understand.	22	5%	16	4%	37	9%	163	39%	185	44%	82%
3. I felt safe in the courthouse/court facility.	19	3%	5	1%	14	3%	171	31%	344	62%	93%
4. Despite a physical disability, I was able to conduct my court business today.	10	6%	6	4%	16	9%	64	37%	75	44%	81%
5. I was able to receive the interpreting services I needed today.	11	7%	8	5%	18	11%	60	37%	66	40%	77%
6. I was able to get my court business done in a reasonable amount of time today.	45	8%	36	7%	50	9%	200	37%	206	38%	76%
7. Court staff paid attention to my needs.	27	5%	19	4%	36	7%	170	32%	274	52%	84%
8. I was treated with courtesy and respect by court staff.	15	3%	19	3%	27	5%	159	29%	329	60%	89%
9. I was treated with courtesy and respect by uniformed court security.	19	4%	12	2%	21	4%	186	34%	303	56%	90%
10. I easily found the courtroom or office I needed.	16	3%	29	5%	41	7%	178	32%	288	52%	84%
11. The court's website was useful.	14	6%	18	8%	38	16%	83	35%	86	36%	71%
12. The court's hours of operation made it easy for me to do my business.	25	5%	25	5%	49	10%	186	37%	221	44%	80%
13. The way my case was handled by the judge/hearing officer/other was fair.	19	6%	14	4%	31	10%	101	31%	159	49%	80%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	19	6%	11	4%	23	8%	104	35%	136	46%	82%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	21	7%	18	6%	26	9%	104	34%	135	44%	79%
16. The judge/hearing officer/other explained the reason for his or her decision.	12	4%	14	5%	28	10%	100	35%	131	46%	81%
17. I understand what happened in court/the session.	13	4%	12	4%	18	5%	109	33%	183	55%	87%
18. I was treated the same as everyone else.	17	5%	8	2%	25	7%	106	32%	180	54%	85%
19. As I leave the court, I know what to do next in my case.	11	3%	11	3%	23	7%	96	29%	185	57%	86%

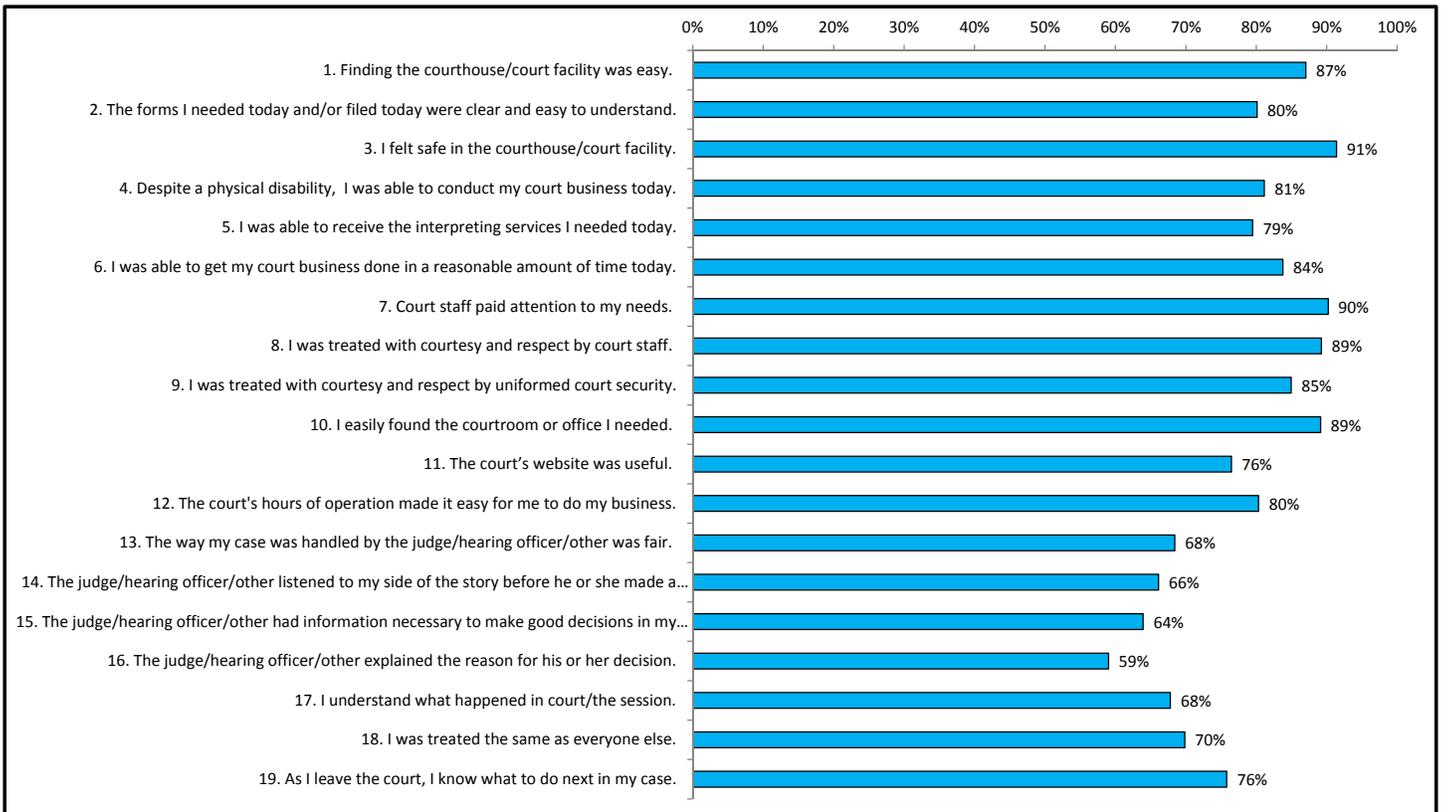
**Percent That Agree or Strongly Agree**



**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**All Counties and Superior Court Clerk**  
**What did you do today (select all that apply): visited the Ombudsman/Self-Help Center**

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	6	3%	5	3%	13	7%	76	41%	85	46%	87%
2. The forms I needed today and/or filed today were clear and easy to understand.	4	2%	14	8%	17	10%	57	32%	84	48%	80%
3. I felt safe in the courthouse/court facility.	5	3%	6	3%	5	3%	66	35%	104	56%	91%
4. Despite a physical disability, I was able to conduct my court business today.	5	5%	3	3%	12	11%	38	36%	48	45%	81%
5. I was able to receive the interpreting services I needed today.	3	3%	7	6%	14	12%	38	32%	55	47%	79%
6. I was able to get my court business done in a reasonable amount of time today.	10	5%	8	4%	12	6%	62	34%	93	50%	84%
7. Court staff paid attention to my needs.	7	4%	7	4%	4	2%	61	33%	105	57%	90%
8. I was treated with courtesy and respect by court staff.	5	3%	4	2%	11	6%	47	25%	119	64%	89%
9. I was treated with courtesy and respect by uniformed court security.	5	3%	7	4%	16	9%	55	30%	103	55%	85%
10. I easily found the courtroom or office I needed.	6	3%	7	4%	7	4%	63	34%	101	55%	89%
11. The court's website was useful.	5	5%	7	7%	12	12%	34	33%	44	43%	76%
12. The court's hours of operation made it easy for me to do my business.	6	3%	7	4%	23	13%	60	33%	87	48%	80%
13. The way my case was handled by the judge/hearing officer/other was fair.	4	7%	8	14%	6	11%	22	39%	17	30%	68%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	4	6%	5	8%	12	19%	23	37%	18	29%	66%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	6	10%	6	10%	10	16%	21	34%	18	30%	64%
16. The judge/hearing officer/other explained the reason for his or her decision.	2	3%	12	20%	11	18%	19	31%	17	28%	59%
17. I understand what happened in court/the session.	3	5%	5	8%	11	19%	20	34%	20	34%	68%
18. I was treated the same as everyone else.	5	8%	6	10%	8	13%	20	32%	24	38%	70%
19. As I leave the court, I know what to do next in my case.	2	3%	7	11%	6	10%	22	35%	25	40%	76%

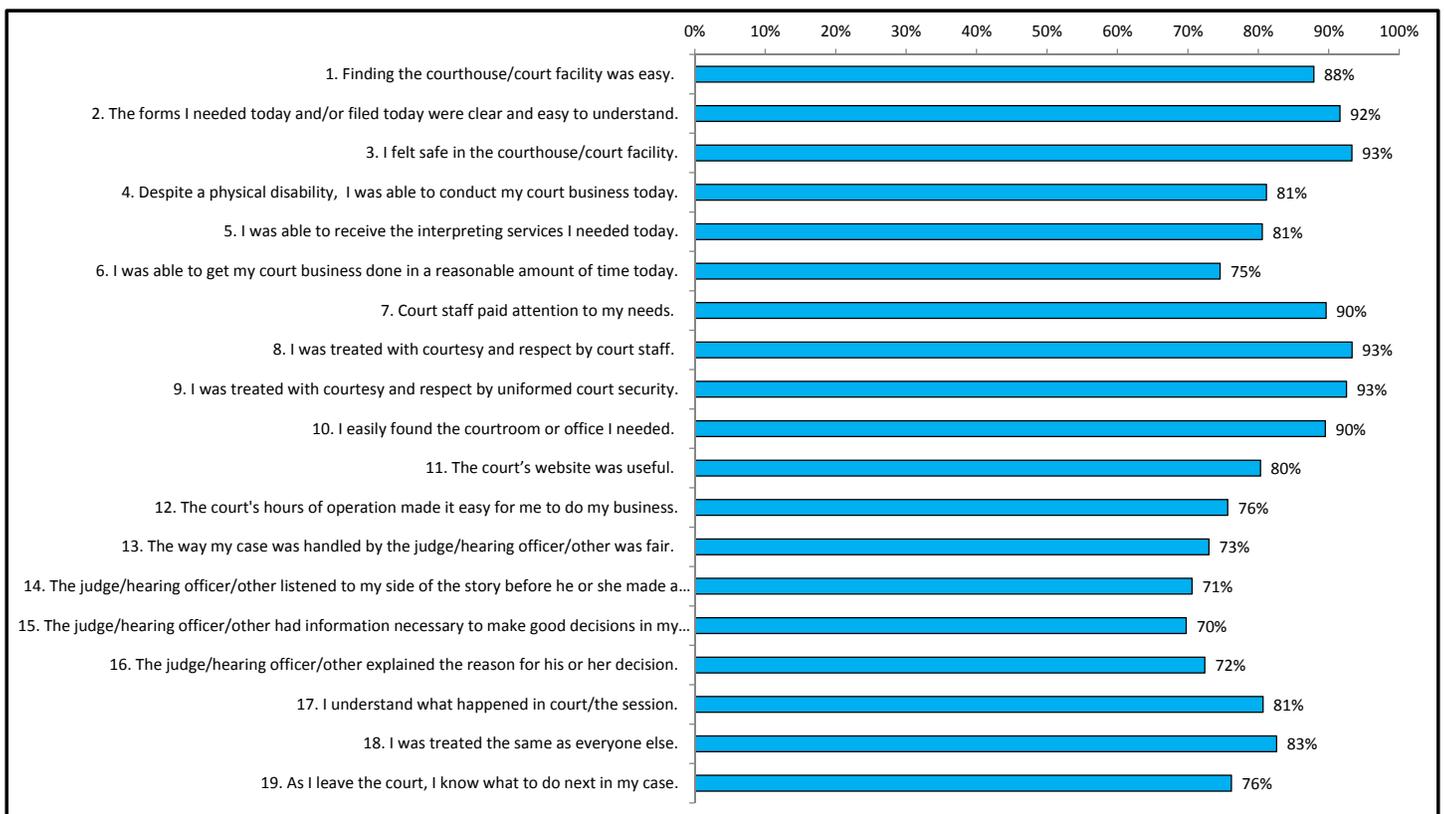
**Percent That Agree or Strongly Agree**



What did you do today (select all that apply): jury service

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	52	4%	53	4%	70	5%	541	37%	728	50%	88%
2. The forms I needed today and/or filed today were clear and easy to understand.	35	3%	22	2%	45	4%	510	42%	603	50%	92%
3. I felt safe in the courthouse/court facility.	47	3%	14	1%	36	2%	468	32%	879	61%	93%
4. Despite a physical disability, I was able to conduct my court business today.	16	4%	8	2%	45	12%	131	36%	166	45%	81%
5. I was able to receive the interpreting services I needed today.	12	4%	4	1%	46	14%	120	38%	137	43%	81%
6. I was able to get my court business done in a reasonable amount of time today.	47	5%	55	6%	126	14%	316	35%	353	39%	75%
7. Court staff paid attention to my needs.	37	3%	16	1%	73	6%	462	38%	627	52%	90%
8. I was treated with courtesy and respect by court staff.	51	4%	8	1%	36	3%	405	29%	919	65%	93%
9. I was treated with courtesy and respect by uniformed court security.	45	3%	17	1%	44	3%	439	31%	872	62%	93%
10. I easily found the courtroom or office I needed.	49	4%	37	3%	60	4%	509	37%	737	53%	90%
11. The court's website was useful.	43	4%	55	5%	104	10%	372	36%	452	44%	80%
12. The court's hours of operation made it easy for me to do my business.	52	5%	57	5%	148	14%	352	33%	447	42%	76%
13. The way my case was handled by the judge/hearing officer/other was fair.	8	8%	8	8%	11	11%	36	36%	37	37%	73%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	8	9%	5	6%	12	14%	29	34%	31	36%	71%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	8	9%	6	7%	12	14%	25	29%	35	41%	70%
16. The judge/hearing officer/other explained the reason for his or her decision.	9	10%	5	6%	10	11%	28	32%	35	40%	72%
17. I understand what happened in court/the session.	8	7%	7	6%	8	7%	39	33%	57	48%	81%
18. I was treated the same as everyone else.	13	9%	3	2%	8	6%	43	31%	71	51%	83%
19. As I leave the court, I know what to do next in my case.	9	9%	6	6%	10	10%	27	26%	53	50%	76%

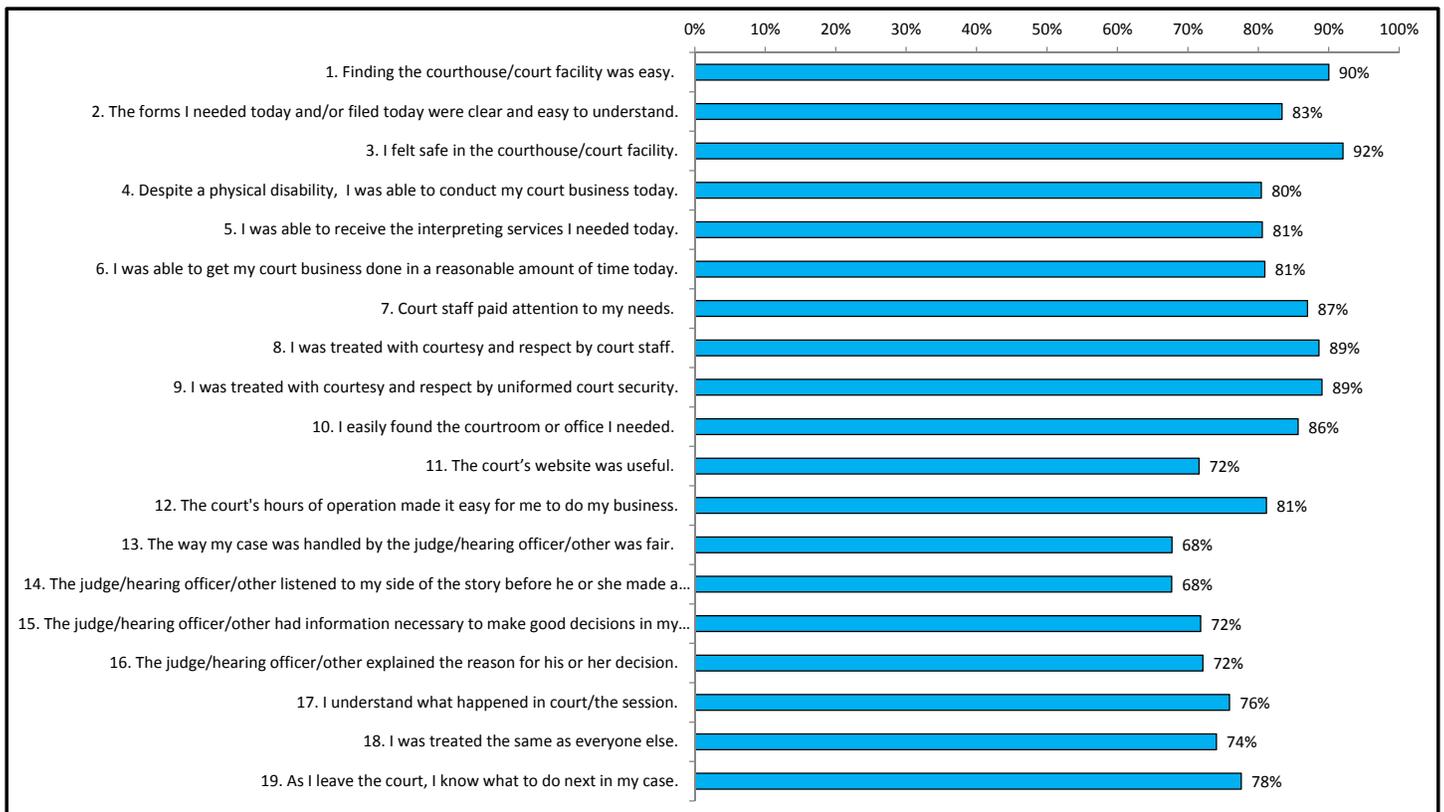
Percent That Agree or Strongly Agree



What did you do today (select all that apply): filed papers

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	62	4%	48	3%	48	3%	534	34%	889	56%	90%
2. The forms I needed today and/or filed today were clear and easy to understand.	62	4%	76	5%	103	7%	507	35%	701	48%	83%
3. I felt safe in the courthouse/court facility.	48	3%	27	2%	51	3%	430	27%	1025	65%	92%
4. Despite a physical disability, I was able to conduct my court business today.	35	6%	21	3%	64	10%	201	33%	292	48%	80%
5. I was able to receive the interpreting services I needed today.	35	6%	20	3%	61	10%	182	30%	299	50%	81%
6. I was able to get my court business done in a reasonable amount of time today.	102	7%	74	5%	118	8%	444	29%	803	52%	81%
7. Court staff paid attention to my needs.	75	5%	55	3%	75	5%	450	29%	919	58%	87%
8. I was treated with courtesy and respect by court staff.	65	4%	61	4%	55	3%	402	25%	1007	63%	89%
9. I was treated with courtesy and respect by uniformed court security.	52	3%	39	2%	81	5%	419	27%	980	62%	89%
10. I easily found the courtroom or office I needed.	75	5%	77	5%	71	5%	440	28%	892	57%	86%
11. The court's website was useful.	58	7%	50	6%	127	15%	228	28%	364	44%	72%
12. The court's hours of operation made it easy for me to do my business.	70	5%	75	5%	140	9%	478	32%	749	50%	81%
13. The way my case was handled by the judge/hearing officer/other was fair.	39	13%	22	7%	39	13%	82	26%	128	41%	68%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	38	13%	19	7%	36	13%	69	24%	126	44%	68%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	33	11%	14	5%	35	12%	82	28%	127	44%	72%
16. The judge/hearing officer/other explained the reason for his or her decision.	32	11%	15	5%	33	11%	76	26%	131	46%	72%
17. I understand what happened in court/the session.	28	9%	11	4%	34	11%	82	27%	148	49%	76%
18. I was treated the same as everyone else.	40	12%	14	4%	35	10%	77	22%	177	52%	74%
19. As I leave the court, I know what to do next in my case.	30	9%	13	4%	31	9%	75	23%	181	55%	78%

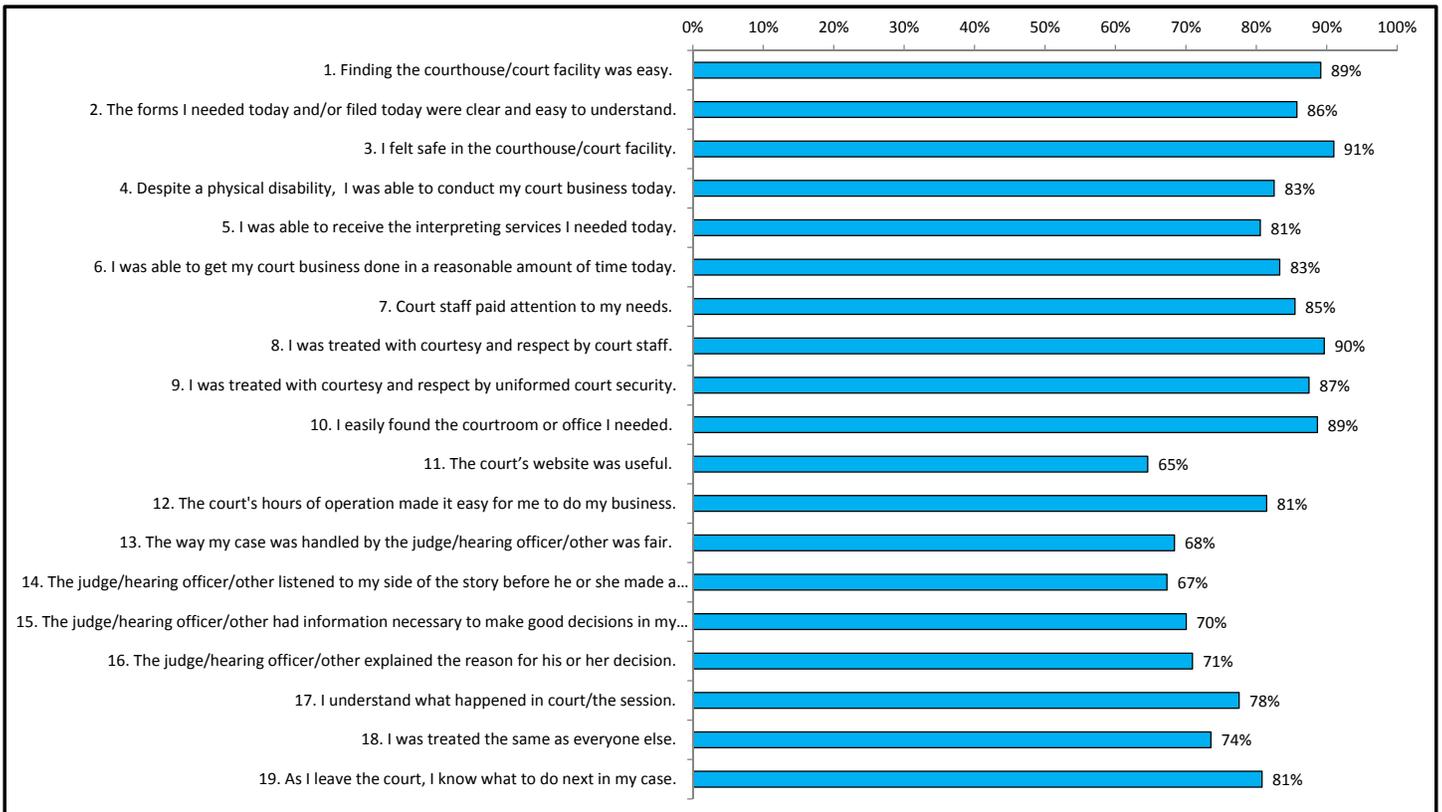
Percent That Agree or Strongly Agree



What did you do today (select all that apply): made a payment

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	29	4%	20	3%	36	5%	288	37%	411	52%	89%
2. The forms I needed today and/or filed today were clear and easy to understand.	22	3%	28	4%	53	7%	284	39%	337	47%	86%
3. I felt safe in the courthouse/court facility.	27	3%	12	2%	32	4%	238	30%	480	61%	91%
4. Despite a physical disability, I was able to conduct my court business today.	19	4%	10	2%	48	11%	164	37%	200	45%	83%
5. I was able to receive the interpreting services I needed today.	20	5%	13	3%	49	12%	144	34%	196	46%	81%
6. I was able to get my court business done in a reasonable amount of time today.	48	6%	36	5%	43	6%	234	31%	401	53%	83%
7. Court staff paid attention to my needs.	34	4%	26	3%	51	7%	243	32%	411	54%	85%
8. I was treated with courtesy and respect by court staff.	34	4%	19	2%	28	4%	247	32%	455	58%	90%
9. I was treated with courtesy and respect by uniformed court security.	32	4%	22	3%	41	5%	242	32%	422	56%	87%
10. I easily found the courtroom or office I needed.	26	3%	31	4%	30	4%	266	35%	415	54%	89%
11. The court's website was useful.	29	7%	31	7%	88	21%	136	33%	134	32%	65%
12. The court's hours of operation made it easy for me to do my business.	39	5%	41	5%	62	8%	278	36%	346	45%	81%
13. The way my case was handled by the judge/hearing officer/other was fair.	23	11%	16	7%	29	13%	69	32%	78	36%	68%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	22	11%	24	12%	20	10%	66	33%	70	35%	67%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	17	8%	17	8%	28	14%	66	32%	79	38%	70%
16. The judge/hearing officer/other explained the reason for his or her decision.	15	7%	19	9%	25	12%	74	36%	70	34%	71%
17. I understand what happened in court/the session.	11	5%	9	4%	28	13%	69	32%	97	45%	78%
18. I was treated the same as everyone else.	17	7%	18	8%	25	11%	67	30%	100	44%	74%
19. As I leave the court, I know what to do next in my case.	17	8%	9	4%	16	7%	70	32%	107	49%	81%

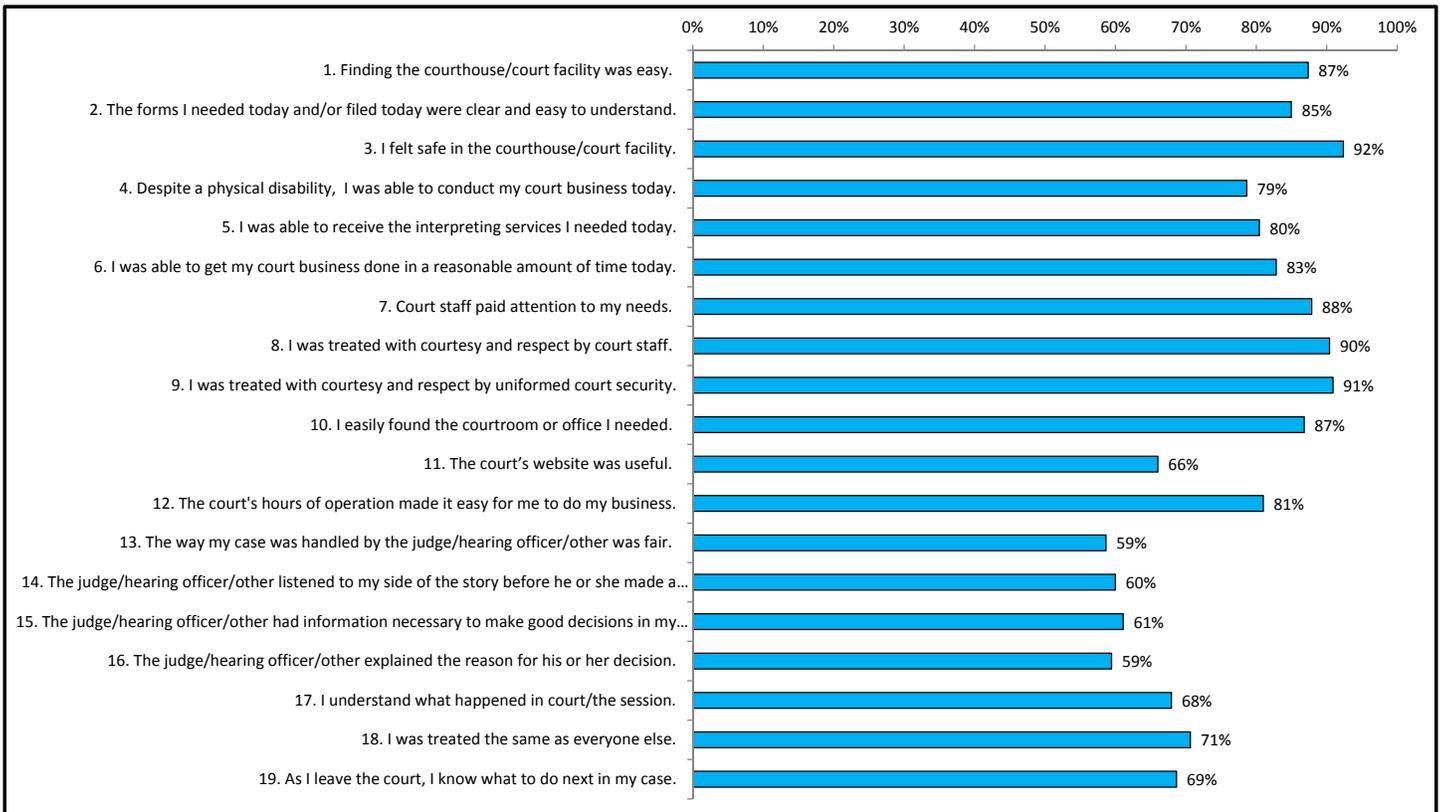
Percent That Agree or Strongly Agree



What did you do today (select all that apply): searched court records/obtained documents

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	26	6%	15	3%	17	4%	149	32%	252	55%	87%
2. The forms I needed today and/or filed today were clear and easy to understand.	21	5%	16	4%	24	6%	146	36%	199	49%	85%
3. I felt safe in the courthouse/court facility.	20	4%	1	0%	15	3%	127	27%	308	65%	92%
4. Despite a physical disability, I was able to conduct my court business today.	15	7%	7	3%	22	11%	75	36%	87	42%	79%
5. I was able to receive the interpreting services I needed today.	11	6%	9	5%	16	9%	59	32%	89	48%	80%
6. I was able to get my court business done in a reasonable amount of time today.	32	7%	21	5%	25	6%	117	26%	259	57%	83%
7. Court staff paid attention to my needs.	29	6%	12	3%	15	3%	112	24%	294	64%	88%
8. I was treated with courtesy and respect by court staff.	27	6%	11	2%	7	1%	98	21%	326	70%	90%
9. I was treated with courtesy and respect by uniformed court security.	21	5%	7	2%	14	3%	106	23%	313	68%	91%
10. I easily found the courtroom or office I needed.	27	6%	13	3%	19	4%	117	26%	271	61%	87%
11. The court's website was useful.	22	8%	25	10%	42	16%	78	30%	95	36%	66%
12. The court's hours of operation made it easy for me to do my business.	25	5%	18	4%	44	10%	143	31%	228	50%	81%
13. The way my case was handled by the judge/hearing officer/other was fair.	11	15%	6	8%	14	19%	11	15%	33	44%	59%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	13	17%	7	9%	10	13%	11	15%	34	45%	60%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	8	11%	11	15%	9	13%	11	15%	33	46%	61%
16. The judge/hearing officer/other explained the reason for his or her decision.	12	16%	12	16%	6	8%	9	12%	35	47%	59%
17. I understand what happened in court/the session.	9	12%	7	9%	9	12%	11	14%	42	54%	68%
18. I was treated the same as everyone else.	9	10%	7	8%	11	12%	18	20%	47	51%	71%
19. As I leave the court, I know what to do next in my case.	10	12%	6	7%	10	12%	7	8%	50	60%	69%

Percent That Agree or Strongly Agree



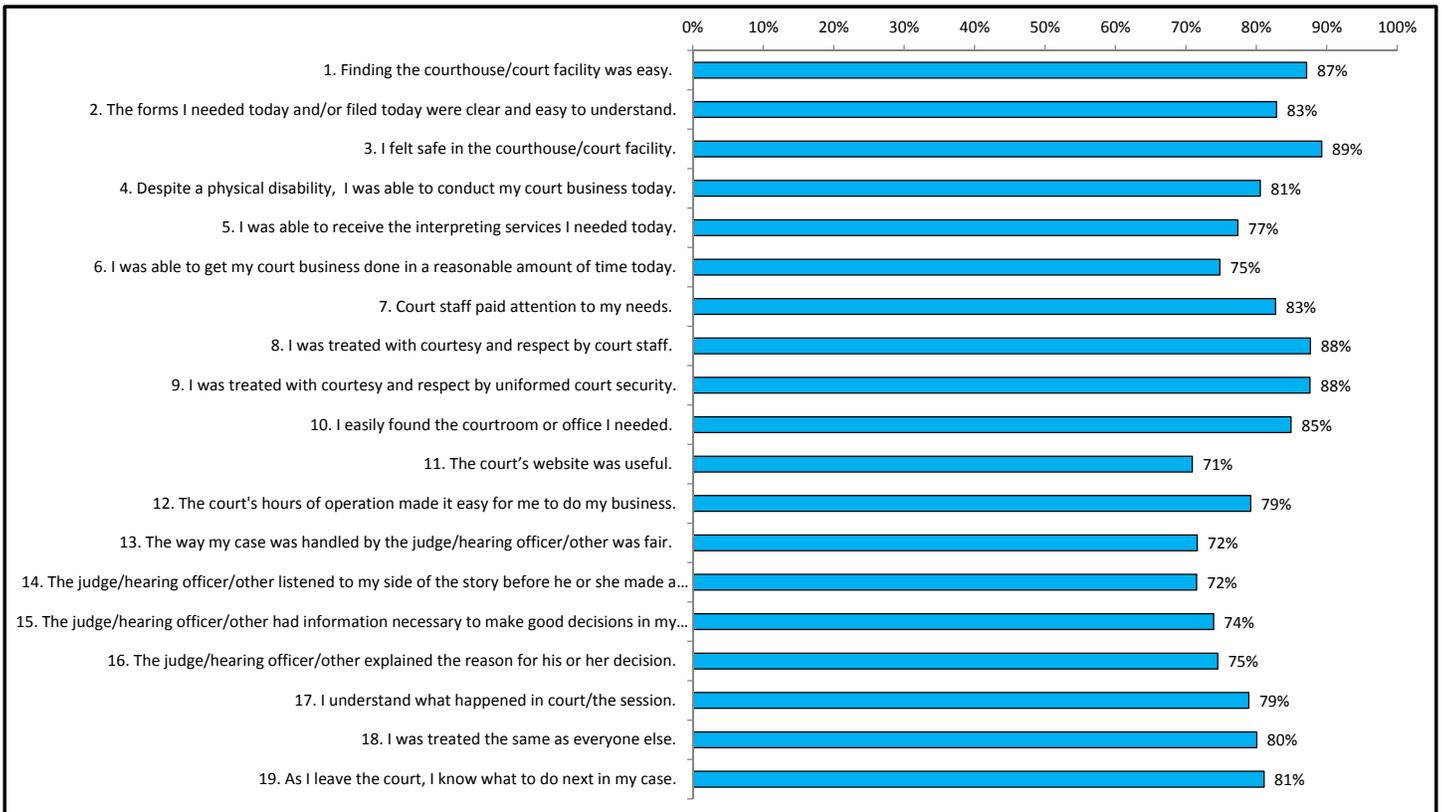
New Jersey Judiciary - Access and Fairness Public Survey - October 2013

All Counties and Superior Court Clerk

What did you do today (select all that apply): other

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	131	5%	85	3%	98	4%	869	36%	1260	52%	87%
2. The forms I needed today and/or filed today were clear and easy to understand.	105	5%	75	4%	147	8%	742	39%	841	44%	83%
3. I felt safe in the courthouse/court facility.	122	5%	49	2%	91	4%	753	31%	1430	58%	89%
4. Despite a physical disability, I was able to conduct my court business today.	65	6%	43	4%	114	10%	443	39%	478	42%	81%
5. I was able to receive the interpreting services I needed today.	68	6%	57	5%	122	11%	392	36%	453	41%	77%
6. I was able to get my court business done in a reasonable amount of time today.	198	9%	156	7%	187	9%	666	31%	942	44%	75%
7. Court staff paid attention to my needs.	143	6%	90	4%	154	7%	708	32%	1146	51%	83%
8. I was treated with courtesy and respect by court staff.	138	6%	65	3%	93	4%	735	31%	1373	57%	88%
9. I was treated with courtesy and respect by uniformed court security.	127	5%	52	2%	119	5%	753	31%	1357	56%	88%
10. I easily found the courtroom or office I needed.	121	5%	97	4%	139	6%	782	33%	1231	52%	85%
11. The court's website was useful.	102	8%	60	5%	204	16%	409	33%	483	38%	71%
12. The court's hours of operation made it easy for me to do my business.	131	6%	101	5%	228	10%	751	34%	1002	45%	79%
13. The way my case was handled by the judge/hearing officer/other was fair.	80	10%	58	7%	99	12%	259	31%	339	41%	72%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	84	11%	45	6%	94	12%	251	32%	309	39%	72%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	75	9%	41	5%	92	12%	279	35%	311	39%	74%
16. The judge/hearing officer/other explained the reason for his or her decision.	67	9%	35	4%	97	12%	269	34%	313	40%	75%
17. I understand what happened in court/the session.	65	7%	28	3%	90	10%	281	32%	405	47%	79%
18. I was treated the same as everyone else.	77	8%	35	4%	73	8%	307	33%	436	47%	80%
19. As I leave the court, I know what to do next in my case.	67	8%	23	3%	74	9%	291	34%	413	48%	81%

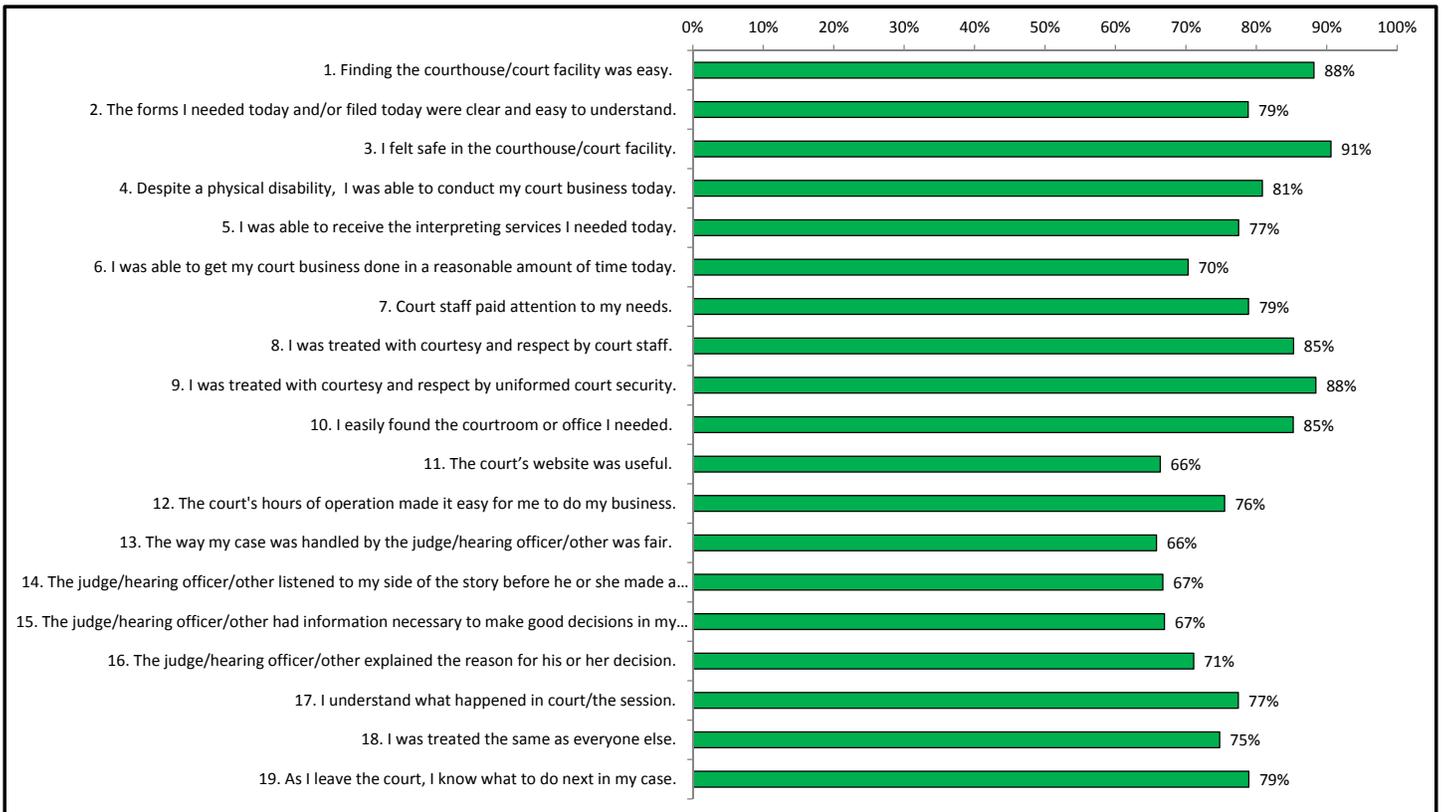
Percent That Agree or Strongly Agree



What type of case brought you to the courthouse/court facility today (select all that apply): child custody

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	56	5%	39	3%	45	4%	420	35%	626	53%	88%
2. The forms I needed today and/or filed today were clear and easy to understand.	74	7%	65	6%	88	8%	409	38%	437	41%	79%
3. I felt safe in the courthouse/court facility.	58	5%	12	1%	42	4%	371	31%	708	59%	91%
4. Despite a physical disability, I was able to conduct my court business today.	38	6%	25	4%	56	9%	216	35%	287	46%	81%
5. I was able to receive the interpreting services I needed today.	42	7%	22	4%	67	12%	187	32%	264	45%	77%
6. I was able to get my court business done in a reasonable amount of time today.	139	12%	83	7%	117	10%	337	30%	466	41%	70%
7. Court staff paid attention to my needs.	90	8%	56	5%	99	9%	361	31%	555	48%	79%
8. I was treated with courtesy and respect by court staff.	73	6%	48	4%	54	5%	360	30%	654	55%	85%
9. I was treated with courtesy and respect by uniformed court security.	56	5%	32	3%	49	4%	375	32%	675	57%	88%
10. I easily found the courtroom or office I needed.	67	6%	45	4%	63	5%	396	33%	615	52%	85%
11. The court's website was useful.	60	9%	41	6%	123	18%	189	28%	253	38%	66%
12. The court's hours of operation made it easy for me to do my business.	87	8%	77	7%	116	10%	364	32%	499	44%	76%
13. The way my case was handled by the judge/hearing officer/other was fair.	86	15%	38	6%	78	13%	164	28%	225	38%	66%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	86	15%	36	6%	65	12%	146	26%	229	41%	67%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	78	14%	41	7%	69	12%	148	26%	233	41%	67%
16. The judge/hearing officer/other explained the reason for his or her decision.	68	12%	29	5%	63	11%	159	29%	235	42%	71%
17. I understand what happened in court/the session.	52	9%	31	5%	51	9%	186	31%	274	46%	77%
18. I was treated the same as everyone else.	69	11%	27	4%	59	10%	185	30%	275	45%	75%
19. As I leave the court, I know what to do next in my case.	53	9%	32	5%	43	7%	187	31%	293	48%	79%

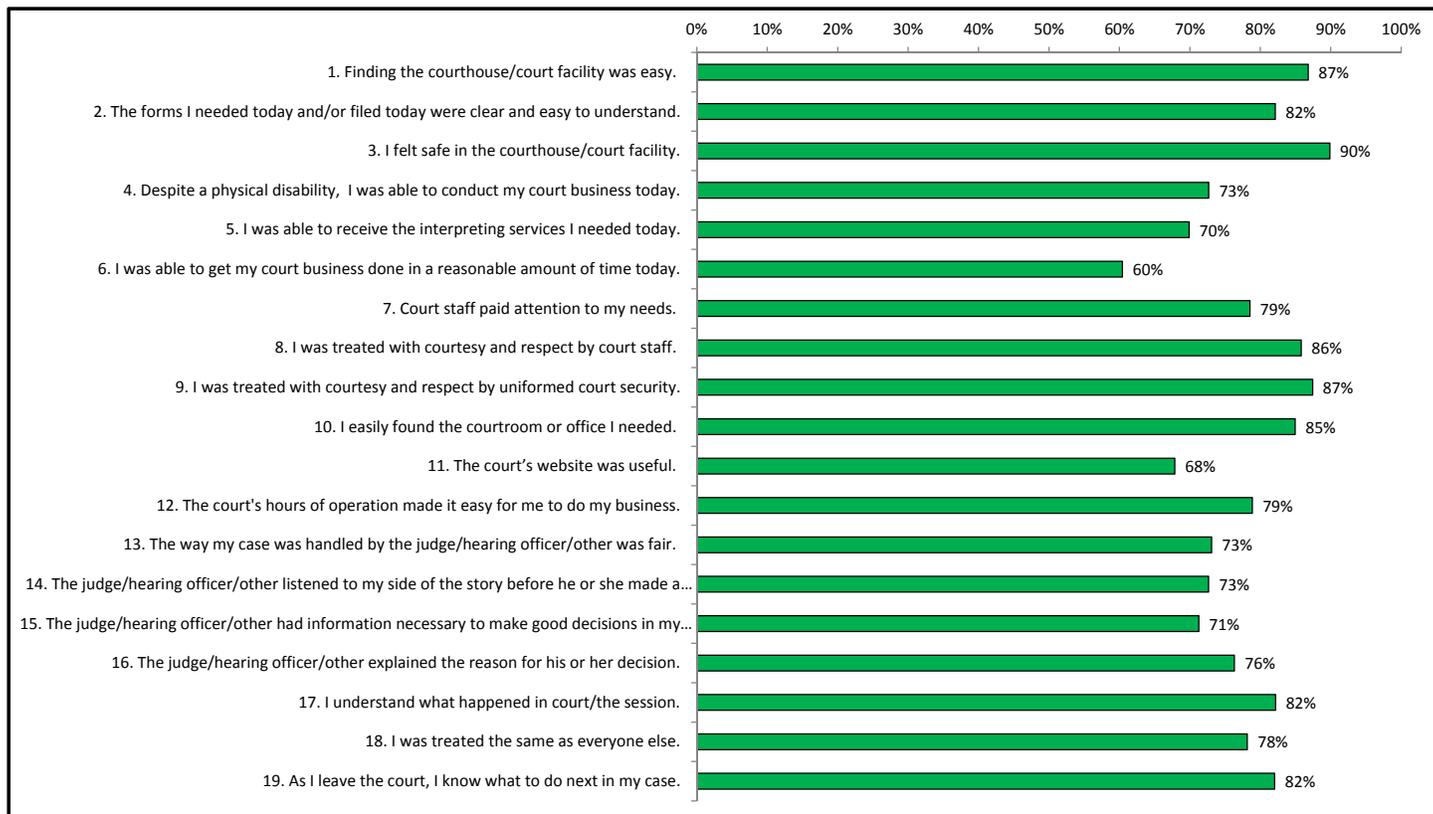
Percent That Agree or Strongly Agree



**What type of case brought you to the courthouse/court facility today (select all that apply): Division of Child Placement and Permanency**

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	23	4%	14	3%	34	6%	175	33%	292	54%	87%
2. The forms I needed today and/or filed today were clear and easy to understand.	18	5%	18	5%	28	8%	134	37%	160	45%	82%
3. I felt safe in the courthouse/court facility.	16	3%	9	2%	30	6%	180	33%	308	57%	90%
4. Despite a physical disability, I was able to conduct my court business today.	12	6%	11	6%	30	15%	68	35%	73	38%	73%
5. I was able to receive the interpreting services I needed today.	9	5%	12	7%	32	18%	56	32%	67	38%	70%
6. I was able to get my court business done in a reasonable amount of time today.	82	16%	66	13%	61	12%	165	31%	154	29%	60%
7. Court staff paid attention to my needs.	35	7%	24	5%	52	10%	182	35%	224	43%	79%
8. I was treated with courtesy and respect by court staff.	30	6%	22	4%	25	5%	173	32%	293	54%	86%
9. I was treated with courtesy and respect by uniformed court security.	18	3%	18	3%	32	6%	180	33%	293	54%	87%
10. I easily found the courtroom or office I needed.	20	4%	29	5%	32	6%	178	33%	279	52%	85%
11. The court's website was useful.	17	7%	13	5%	50	20%	91	37%	78	31%	68%
12. The court's hours of operation made it easy for me to do my business.	27	5%	23	5%	54	11%	191	39%	197	40%	79%
13. The way my case was handled by the judge/hearing officer/other was fair.	32	12%	13	5%	29	11%	94	34%	107	39%	73%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	30	11%	13	5%	30	11%	93	35%	101	38%	73%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	34	12%	15	5%	30	11%	91	33%	105	38%	71%
16. The judge/hearing officer/other explained the reason for his or her decision.	21	8%	15	6%	27	10%	90	34%	113	42%	76%
17. I understand what happened in court/the session.	19	7%	8	3%	24	8%	98	34%	137	48%	82%
18. I was treated the same as everyone else.	30	10%	11	4%	23	8%	96	33%	133	45%	78%
19. As I leave the court, I know what to do next in my case.	23	8%	10	4%	18	6%	100	35%	133	47%	82%

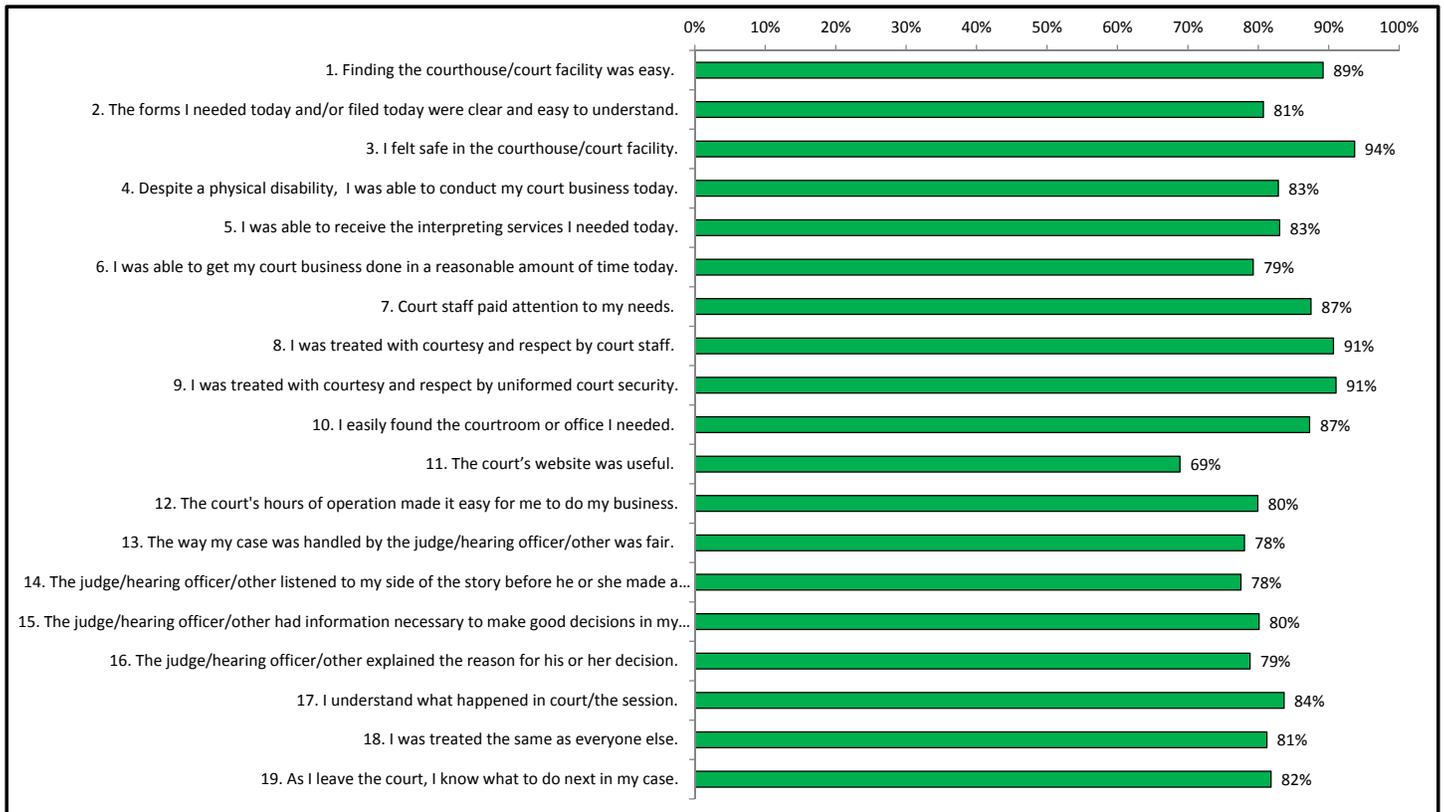
**Percent That Agree or Strongly Agree**



What type of case brought you to the courthouse/court facility today (select all that apply): divorce

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	30	3%	27	3%	39	4%	281	32%	512	58%	89%
2. The forms I needed today and/or filed today were clear and easy to understand.	30	4%	34	5%	74	10%	227	32%	351	49%	81%
3. I felt safe in the courthouse/court facility.	29	3%	12	1%	16	2%	233	26%	611	68%	94%
4. Despite a physical disability, I was able to conduct my court business today.	15	5%	9	3%	23	8%	89	32%	138	50%	83%
5. I was able to receive the interpreting services I needed today.	13	5%	10	4%	24	9%	88	32%	142	51%	83%
6. I was able to get my court business done in a reasonable amount of time today.	51	6%	58	7%	70	8%	251	29%	434	50%	79%
7. Court staff paid attention to my needs.	32	4%	29	3%	48	6%	238	27%	524	60%	87%
8. I was treated with courtesy and respect by court staff.	37	4%	18	2%	29	3%	223	25%	594	66%	91%
9. I was treated with courtesy and respect by uniformed court security.	26	3%	20	2%	33	4%	225	26%	578	66%	91%
10. I easily found the courtroom or office I needed.	37	4%	45	5%	30	3%	245	28%	524	59%	87%
11. The court's website was useful.	34	8%	38	9%	64	15%	122	28%	179	41%	69%
12. The court's hours of operation made it easy for me to do my business.	34	4%	53	6%	82	10%	255	30%	418	50%	80%
13. The way my case was handled by the judge/hearing officer/other was fair.	36	10%	8	2%	34	10%	102	29%	175	49%	78%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	26	8%	20	6%	25	8%	91	29%	154	49%	78%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	26	8%	16	5%	26	8%	98	29%	176	51%	80%
16. The judge/hearing officer/other explained the reason for his or her decision.	25	8%	13	4%	30	9%	99	31%	154	48%	79%
17. I understand what happened in court/the session.	20	6%	18	5%	21	6%	103	29%	199	55%	84%
18. I was treated the same as everyone else.	25	7%	18	5%	28	7%	93	25%	214	57%	81%
19. As I leave the court, I know what to do next in my case.	19	5%	10	3%	35	10%	90	26%	198	56%	82%

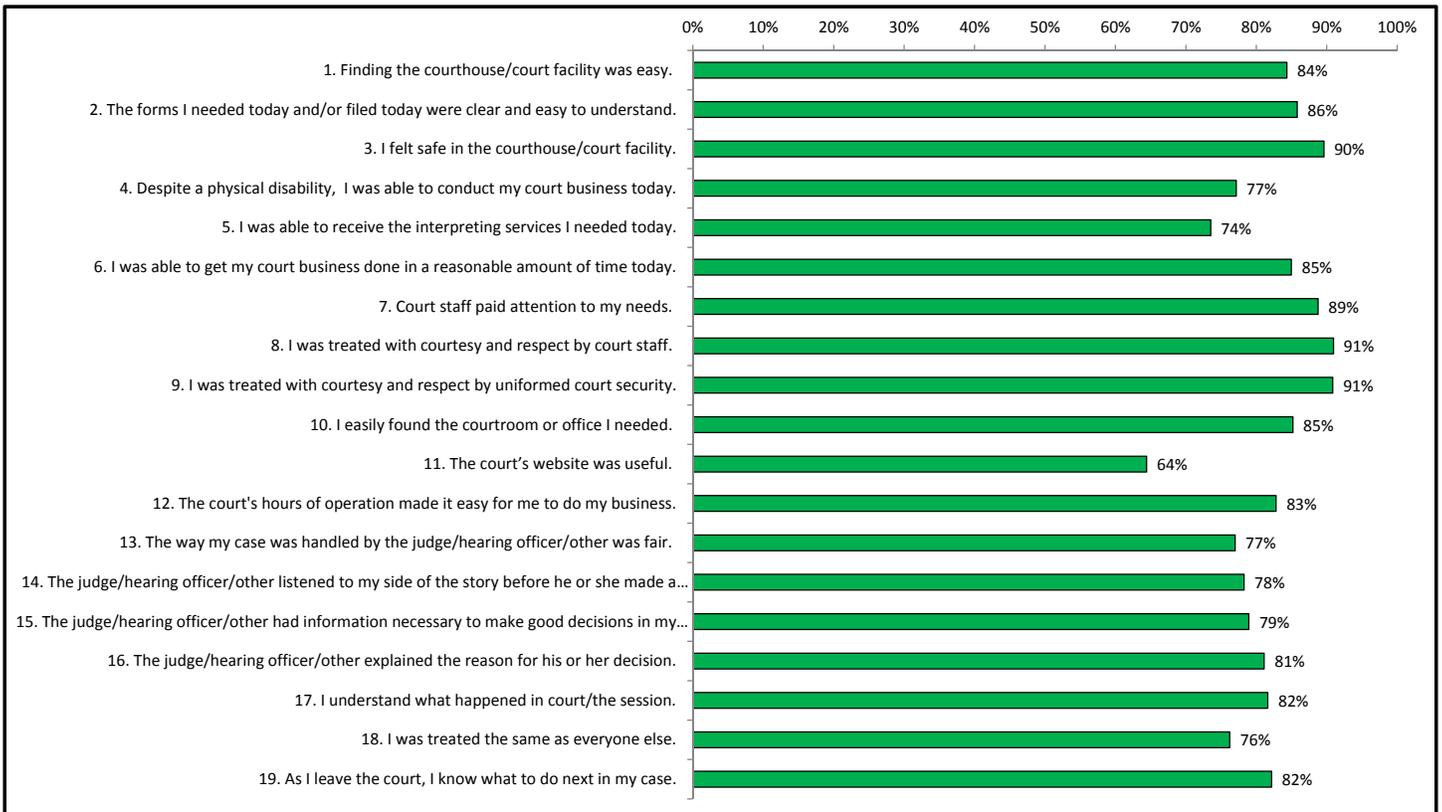
Percent That Agree or Strongly Agree



What type of case brought you to the courthouse/court facility today (select all that apply): foreclosure

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	8	4%	9	5%	14	7%	62	31%	105	53%	84%
2. The forms I needed today and/or filed today were clear and easy to understand.	6	4%	7	5%	9	6%	65	42%	68	44%	86%
3. I felt safe in the courthouse/court facility.	8	4%	2	1%	11	5%	48	24%	133	66%	90%
4. Despite a physical disability, I was able to conduct my court business today.	4	6%	3	4%	9	13%	18	26%	36	51%	77%
5. I was able to receive the interpreting services I needed today.	4	6%	1	1%	13	19%	13	19%	37	54%	74%
6. I was able to get my court business done in a reasonable amount of time today.	12	6%	7	4%	10	5%	59	31%	105	54%	85%
7. Court staff paid attention to my needs.	8	4%	3	2%	10	5%	50	27%	116	62%	89%
8. I was treated with courtesy and respect by court staff.	8	4%	1	1%	9	5%	48	24%	133	67%	91%
9. I was treated with courtesy and respect by uniformed court security.	7	4%	2	1%	9	5%	47	24%	132	67%	91%
10. I easily found the courtroom or office I needed.	9	5%	13	7%	7	4%	54	28%	113	58%	85%
11. The court's website was useful.	7	7%	11	11%	19	18%	35	34%	32	31%	64%
12. The court's hours of operation made it easy for me to do my business.	7	4%	7	4%	19	10%	70	36%	89	46%	83%
13. The way my case was handled by the judge/hearing officer/other was fair.	13	13%	4	4%	6	6%	26	26%	51	51%	77%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	10	11%	4	4%	6	7%	26	28%	46	50%	78%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	11	12%	2	2%	7	7%	23	24%	52	55%	79%
16. The judge/hearing officer/other explained the reason for his or her decision.	10	11%	3	3%	4	4%	27	30%	46	51%	81%
17. I understand what happened in court/the session.	8	8%	4	4%	6	6%	28	29%	52	53%	82%
18. I was treated the same as everyone else.	11	11%	4	4%	9	9%	25	25%	52	51%	76%
19. As I leave the court, I know what to do next in my case.	6	6%	3	3%	9	9%	28	28%	55	54%	82%

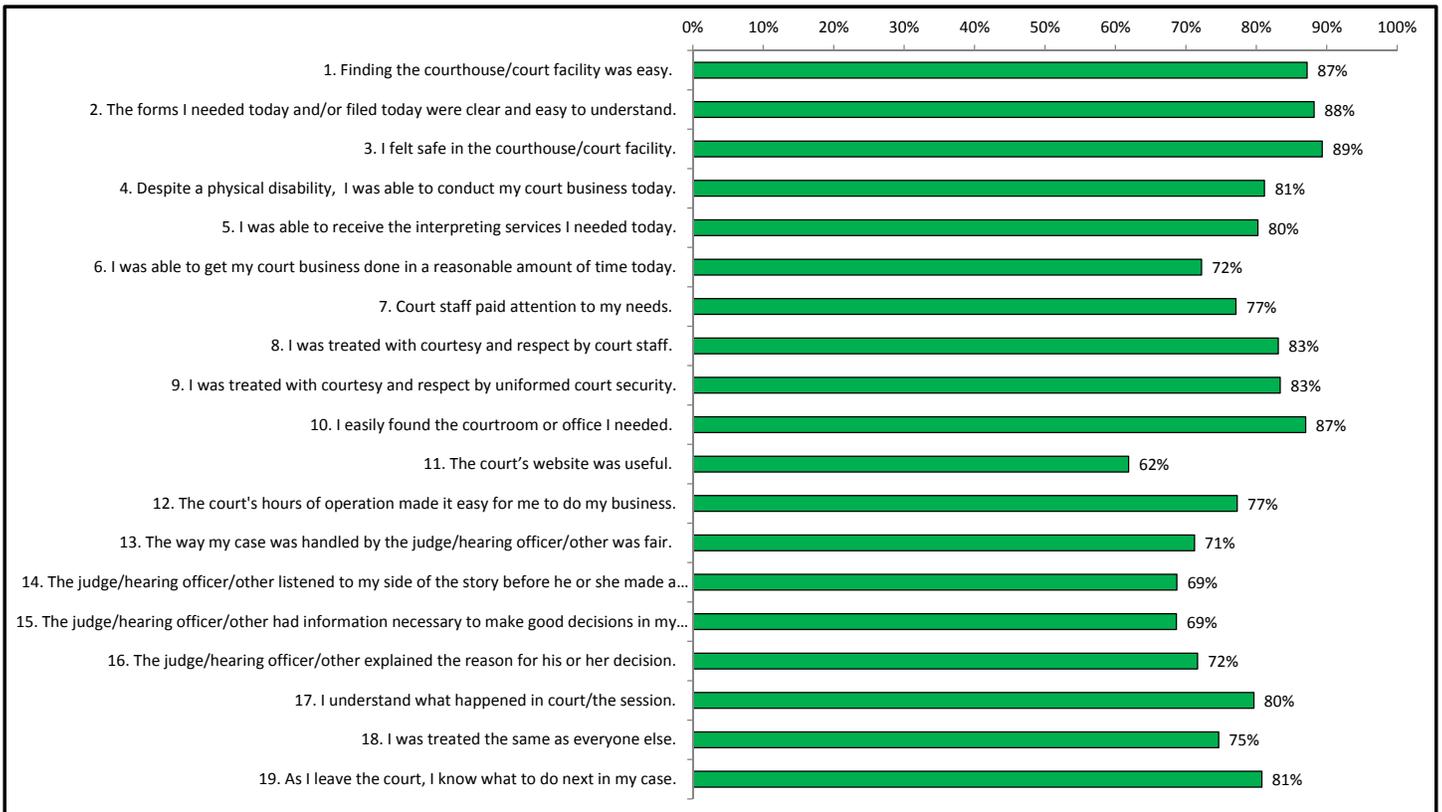
Percent That Agree or Strongly Agree



What type of case brought you to the courthouse/court facility today (select all that apply): probation

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	92	5%	63	3%	105	5%	795	39%	977	48%	87%
2. The forms I needed today and/or filed today were clear and easy to understand.	66	4%	50	3%	95	5%	794	44%	784	44%	88%
3. I felt safe in the courthouse/court facility.	86	4%	43	2%	86	4%	712	35%	1095	54%	89%
4. Despite a physical disability, I was able to conduct my court business today.	53	4%	34	3%	141	12%	467	39%	515	43%	81%
5. I was able to receive the interpreting services I needed today.	57	5%	39	3%	127	11%	463	41%	442	39%	80%
6. I was able to get my court business done in a reasonable amount of time today.	183	9%	172	9%	182	9%	645	33%	752	39%	72%
7. Court staff paid attention to my needs.	116	6%	123	6%	203	11%	689	36%	800	41%	77%
8. I was treated with courtesy and respect by court staff.	114	6%	82	4%	143	7%	710	35%	959	48%	83%
9. I was treated with courtesy and respect by uniformed court security.	100	5%	76	4%	156	8%	706	35%	962	48%	83%
10. I easily found the courtroom or office I needed.	78	4%	73	4%	107	5%	755	38%	972	49%	87%
11. The court's website was useful.	76	7%	66	6%	282	25%	338	30%	350	31%	62%
12. The court's hours of operation made it easy for me to do my business.	116	6%	123	6%	202	10%	720	37%	781	40%	77%
13. The way my case was handled by the judge/hearing officer/other was fair.	73	10%	58	8%	86	11%	252	33%	285	38%	71%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	72	10%	50	7%	105	14%	240	33%	259	36%	69%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	69	9%	49	7%	113	15%	247	34%	259	35%	69%
16. The judge/hearing officer/other explained the reason for his or her decision.	50	7%	47	7%	107	15%	257	36%	259	36%	72%
17. I understand what happened in court/the session.	42	6%	37	5%	76	10%	292	38%	315	41%	80%
18. I was treated the same as everyone else.	65	8%	54	7%	87	11%	264	32%	343	42%	75%
19. As I leave the court, I know what to do next in my case.	39	5%	29	4%	79	10%	263	34%	355	46%	81%

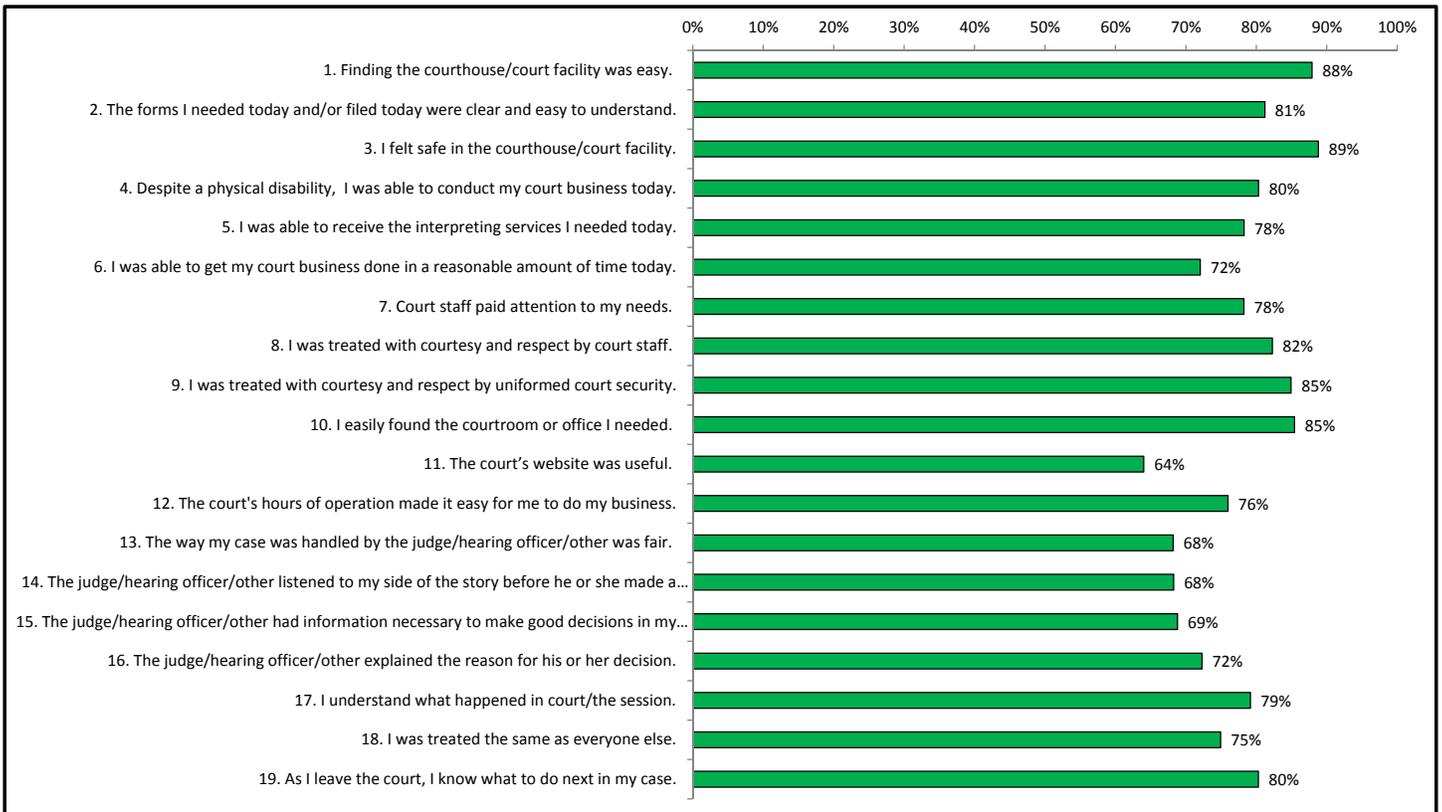
Percent That Agree or Strongly Agree



What type of case brought you to the courthouse/court facility today (select all that apply): child support

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	92	5%	64	4%	58	3%	704	40%	853	48%	88%
2. The forms I needed today and/or filed today were clear and easy to understand.	91	6%	86	5%	123	8%	677	42%	620	39%	81%
3. I felt safe in the courthouse/court facility.	80	5%	38	2%	80	5%	587	33%	986	56%	89%
4. Despite a physical disability, I was able to conduct my court business today.	54	6%	35	4%	83	9%	344	39%	358	41%	80%
5. I was able to receive the interpreting services I needed today.	63	8%	38	5%	79	10%	307	37%	341	41%	78%
6. I was able to get my court business done in a reasonable amount of time today.	190	11%	134	8%	151	9%	525	31%	699	41%	72%
7. Court staff paid attention to my needs.	146	8%	95	6%	135	8%	560	32%	791	46%	78%
8. I was treated with courtesy and respect by court staff.	133	8%	89	5%	92	5%	556	31%	902	51%	82%
9. I was treated with courtesy and respect by uniformed court security.	90	5%	55	3%	118	7%	565	32%	917	53%	85%
10. I easily found the courtroom or office I needed.	86	5%	81	5%	86	5%	634	36%	850	49%	85%
11. The court's website was useful.	91	10%	75	8%	170	18%	302	32%	296	32%	64%
12. The court's hours of operation made it easy for me to do my business.	126	7%	105	6%	182	11%	625	36%	681	40%	76%
13. The way my case was handled by the judge/hearing officer/other was fair.	109	14%	55	7%	78	10%	229	30%	290	38%	68%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	101	14%	63	9%	62	9%	220	31%	266	37%	68%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	93	13%	54	7%	82	11%	233	32%	272	37%	69%
16. The judge/hearing officer/other explained the reason for his or her decision.	83	11%	46	6%	73	10%	243	33%	284	39%	72%
17. I understand what happened in court/the session.	64	9%	29	4%	63	8%	271	36%	322	43%	79%
18. I was treated the same as everyone else.	87	11%	39	5%	70	9%	250	32%	336	43%	75%
19. As I leave the court, I know what to do next in my case.	63	8%	32	4%	57	7%	267	35%	352	46%	80%

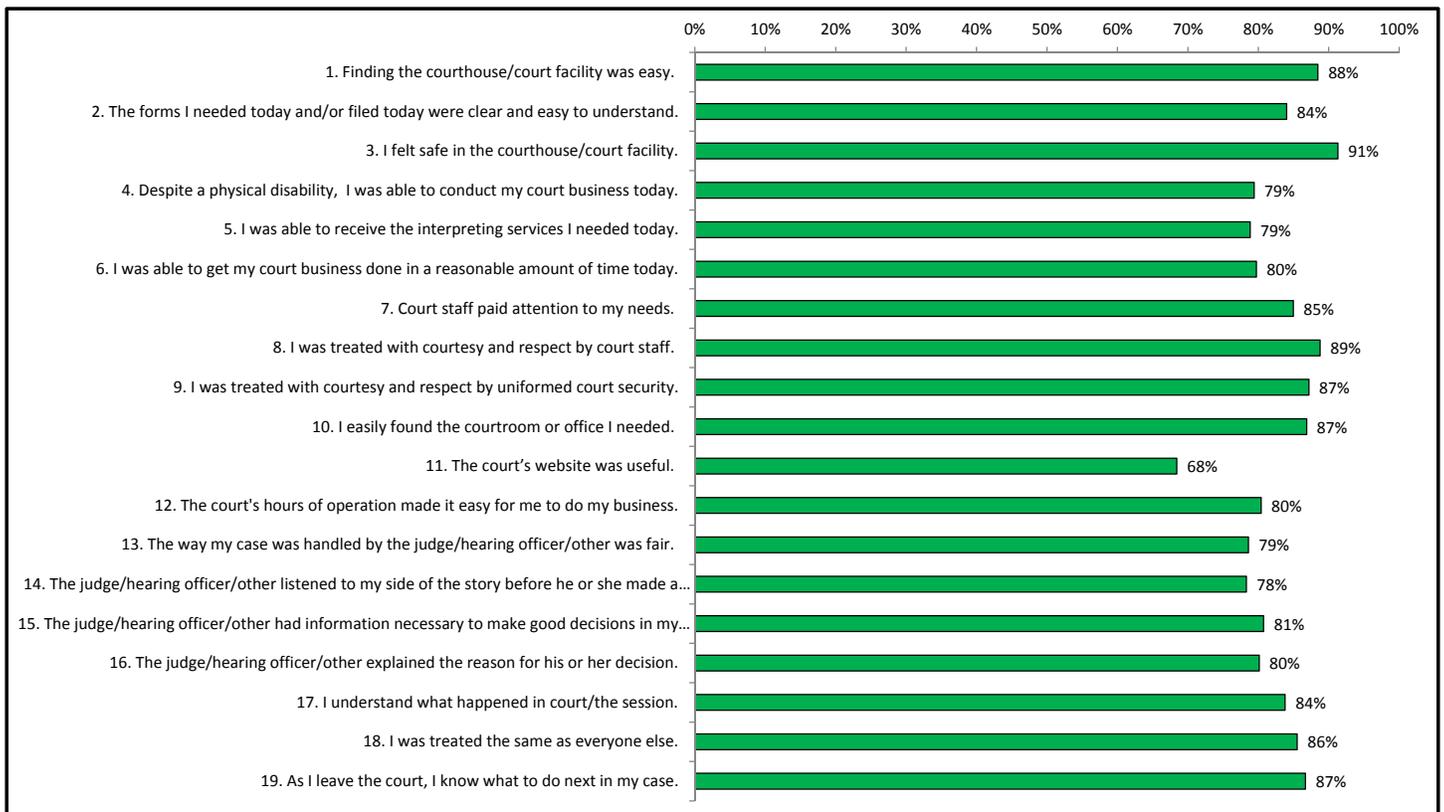
Percent That Agree or Strongly Agree



What type of case brought you to the courthouse/court facility today (select all that apply): landlord/tenant

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	34	4%	28	3%	31	4%	293	36%	420	52%	88%
2. The forms I needed today and/or filed today were clear and easy to understand.	31	4%	31	4%	56	8%	293	40%	328	44%	84%
3. I felt safe in the courthouse/court facility.	32	4%	20	2%	18	2%	241	30%	494	61%	91%
4. Despite a physical disability, I was able to conduct my court business today.	20	6%	15	4%	34	10%	111	33%	155	46%	79%
5. I was able to receive the interpreting services I needed today.	19	6%	13	4%	34	11%	107	34%	139	45%	79%
6. I was able to get my court business done in a reasonable amount of time today.	49	6%	53	7%	57	7%	263	34%	362	46%	80%
7. Court staff paid attention to my needs.	39	5%	32	4%	47	6%	265	34%	402	51%	85%
8. I was treated with courtesy and respect by court staff.	33	4%	25	3%	32	4%	254	32%	458	57%	89%
9. I was treated with courtesy and respect by uniformed court security.	25	3%	19	2%	57	7%	249	32%	438	56%	87%
10. I easily found the courtroom or office I needed.	29	4%	28	4%	47	6%	258	33%	430	54%	87%
11. The court's website was useful.	29	7%	32	8%	65	16%	124	31%	149	37%	68%
12. The court's hours of operation made it easy for me to do my business.	40	5%	36	5%	72	10%	264	35%	343	45%	80%
13. The way my case was handled by the judge/hearing officer/other was fair.	23	6%	14	4%	39	11%	115	32%	164	46%	79%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	19	6%	14	5%	34	11%	112	36%	130	42%	78%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	17	5%	7	2%	37	12%	119	38%	137	43%	81%
16. The judge/hearing officer/other explained the reason for his or her decision.	18	6%	13	4%	31	10%	118	38%	132	42%	80%
17. I understand what happened in court/the session.	18	5%	11	3%	29	8%	116	32%	184	51%	84%
18. I was treated the same as everyone else.	22	6%	9	2%	24	6%	134	35%	191	50%	86%
19. As I leave the court, I know what to do next in my case.	13	4%	9	2%	27	7%	124	34%	195	53%	87%

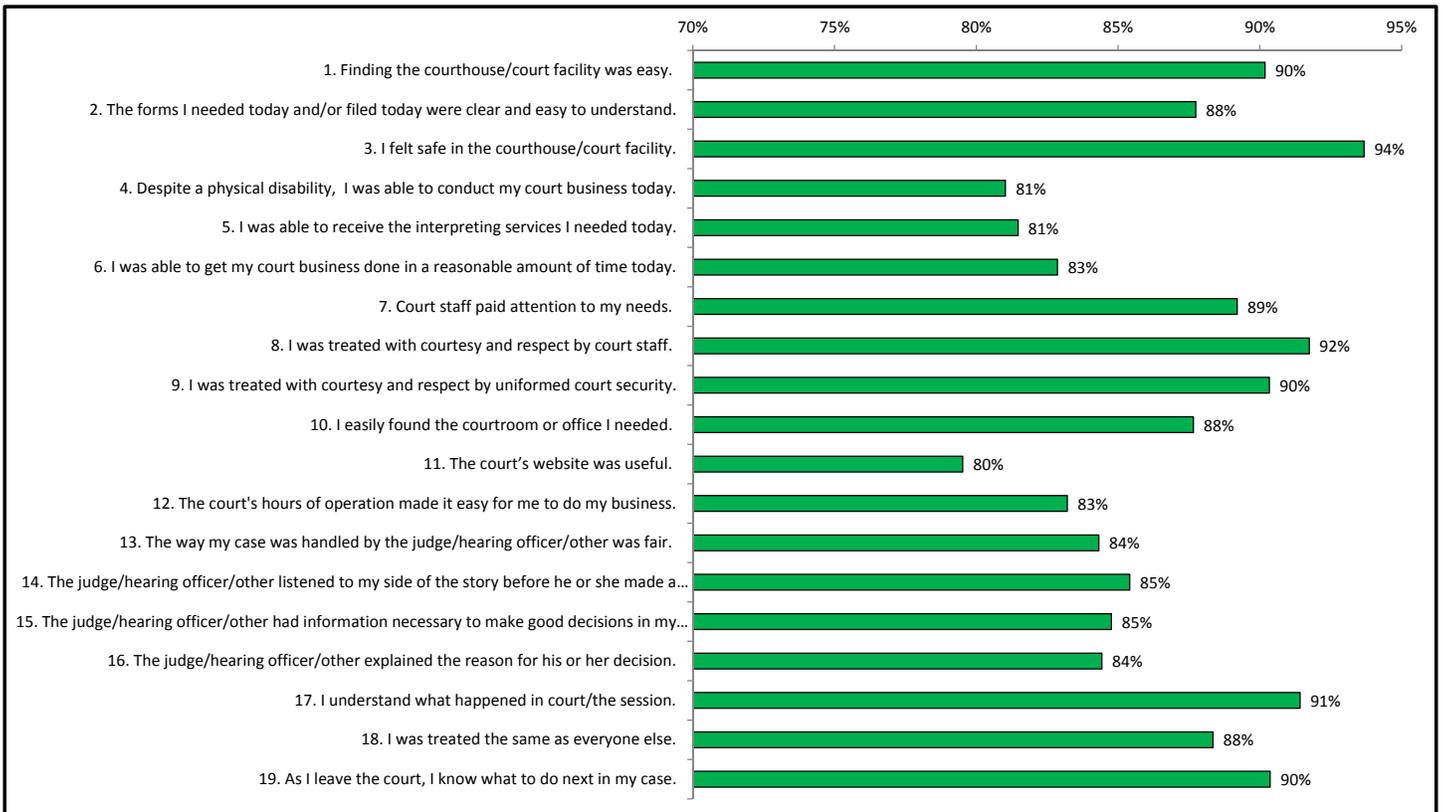
Percent That Agree or Strongly Agree



What type of case brought you to the courthouse/court facility today (select all that apply): civil

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	61	3%	57	3%	71	4%	666	35%	1070	56%	90%
2. The forms I needed today and/or filed today were clear and easy to understand.	38	3%	42	3%	93	7%	495	35%	743	53%	88%
3. I felt safe in the courthouse/court facility.	50	3%	22	1%	51	3%	516	27%	1306	67%	94%
4. Despite a physical disability, I was able to conduct my court business today.	16	4%	10	2%	59	13%	143	32%	220	49%	81%
5. I was able to receive the interpreting services I needed today.	22	5%	7	2%	49	12%	137	33%	206	49%	81%
6. I was able to get my court business done in a reasonable amount of time today.	100	6%	75	4%	134	7%	590	33%	904	50%	83%
7. Court staff paid attention to my needs.	64	3%	50	3%	87	5%	549	30%	1111	60%	89%
8. I was treated with courtesy and respect by court staff.	61	3%	39	2%	61	3%	467	24%	1322	68%	92%
9. I was treated with courtesy and respect by uniformed court security.	53	3%	30	2%	102	5%	502	26%	1227	64%	90%
10. I easily found the courtroom or office I needed.	76	4%	74	4%	88	5%	578	30%	1112	58%	88%
11. The court's website was useful.	53	5%	54	5%	106	10%	329	32%	498	48%	80%
12. The court's hours of operation made it easy for me to do my business.	66	4%	75	4%	154	9%	582	33%	880	50%	83%
13. The way my case was handled by the judge/hearing officer/other was fair.	52	6%	26	3%	52	6%	225	27%	474	57%	84%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	49	6%	19	3%	42	6%	204	27%	440	58%	85%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	41	5%	20	3%	56	7%	217	28%	434	57%	85%
16. The judge/hearing officer/other explained the reason for his or her decision.	39	5%	24	3%	51	7%	191	26%	427	58%	84%
17. I understand what happened in court/the session.	31	4%	13	2%	28	3%	222	26%	545	65%	91%
18. I was treated the same as everyone else.	40	5%	15	2%	45	5%	215	25%	543	63%	88%
19. As I leave the court, I know what to do next in my case.	27	3%	13	2%	39	5%	195	24%	546	67%	90%

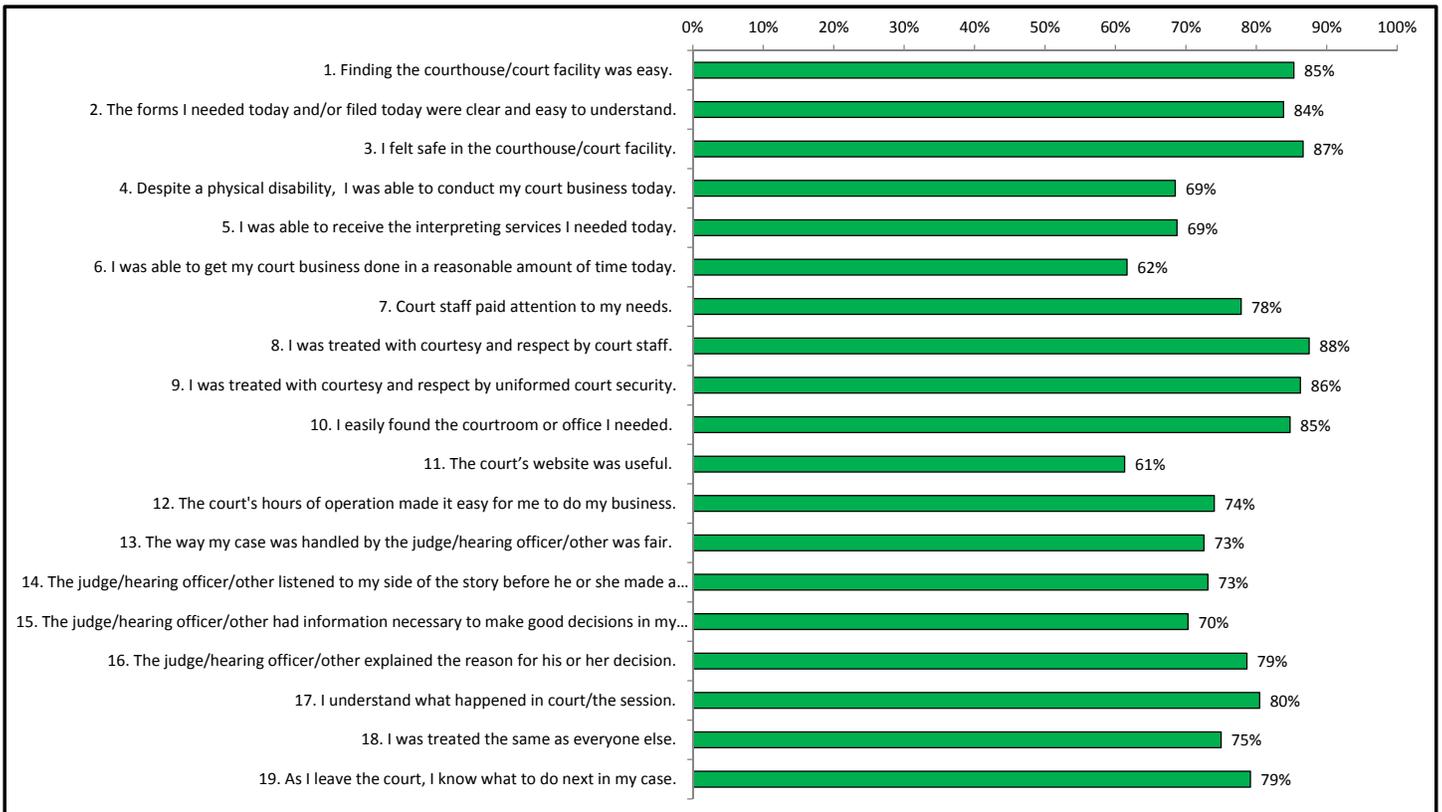
Percent That Agree or Strongly Agree



What type of case brought you to the courthouse/court facility today (select all that apply): juvenile delinquency

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	19	6%	10	3%	16	5%	111	36%	151	49%	85%
2. The forms I needed today and/or filed today were clear and easy to understand.	13	5%	8	3%	20	8%	110	43%	103	41%	84%
3. I felt safe in the courthouse/court facility.	16	5%	8	3%	17	6%	96	31%	170	55%	87%
4. Despite a physical disability, I was able to conduct my court business today.	10	8%	8	6%	22	17%	48	38%	39	31%	69%
5. I was able to receive the interpreting services I needed today.	8	6%	15	12%	17	13%	47	37%	41	32%	69%
6. I was able to get my court business done in a reasonable amount of time today.	44	15%	40	14%	28	10%	83	28%	97	33%	62%
7. Court staff paid attention to my needs.	19	6%	12	4%	35	12%	93	31%	139	47%	78%
8. I was treated with courtesy and respect by court staff.	13	4%	9	3%	17	5%	108	35%	165	53%	88%
9. I was treated with courtesy and respect by uniformed court security.	14	4%	8	3%	21	7%	113	36%	157	50%	86%
10. I easily found the courtroom or office I needed.	18	6%	12	4%	17	6%	110	36%	152	49%	85%
11. The court's website was useful.	13	9%	10	7%	30	22%	36	26%	48	35%	61%
12. The court's hours of operation made it easy for me to do my business.	21	7%	19	7%	34	12%	93	33%	118	41%	74%
13. The way my case was handled by the judge/hearing officer/other was fair.	15	9%	13	8%	17	10%	51	31%	68	41%	73%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	18	11%	10	6%	15	9%	55	34%	62	39%	73%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	15	9%	14	8%	20	12%	49	30%	67	41%	70%
16. The judge/hearing officer/other explained the reason for his or her decision.	11	7%	10	6%	14	9%	57	35%	72	44%	79%
17. I understand what happened in court/the session.	16	9%	5	3%	12	7%	62	37%	74	44%	80%
18. I was treated the same as everyone else.	14	8%	10	6%	18	11%	57	34%	69	41%	75%
19. As I leave the court, I know what to do next in my case.	19	11%	2	1%	14	8%	64	38%	69	41%	79%

Percent That Agree or Strongly Agree



What type of case brought you to the courthouse/court facility today (select all that apply): domestic violence

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	28	5%	17	3%	15	3%	186	35%	278	53%	89%
2. The forms I needed today and/or filed today were clear and easy to understand.	23	5%	21	5%	35	8%	161	35%	214	47%	83%
3. I felt safe in the courthouse/court facility.	24	5%	16	3%	32	6%	139	27%	313	60%	86%
4. Despite a physical disability, I was able to conduct my court business today.	15	7%	6	3%	25	11%	77	34%	101	45%	79%
5. I was able to receive the interpreting services I needed today.	10	5%	5	2%	20	9%	79	37%	102	47%	84%
6. I was able to get my court business done in a reasonable amount of time today.	56	11%	41	8%	52	10%	153	31%	196	39%	70%
7. Court staff paid attention to my needs.	35	7%	26	5%	37	7%	159	31%	256	50%	81%
8. I was treated with courtesy and respect by court staff.	27	5%	25	5%	27	5%	149	28%	296	56%	85%
9. I was treated with courtesy and respect by uniformed court security.	25	5%	21	4%	19	4%	157	30%	299	57%	88%
10. I easily found the courtroom or office I needed.	23	4%	23	4%	22	4%	177	34%	272	53%	87%
11. The court's website was useful.	19	8%	7	3%	38	16%	81	33%	97	40%	74%
12. The court's hours of operation made it easy for me to do my business.	28	6%	20	4%	49	10%	163	33%	231	47%	80%
13. The way my case was handled by the judge/hearing officer/other was fair.	28	10%	14	5%	26	9%	69	24%	146	52%	76%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	32	12%	18	7%	17	6%	59	22%	144	53%	75%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	29	11%	13	5%	26	10%	64	24%	140	51%	75%
16. The judge/hearing officer/other explained the reason for his or her decision.	20	7%	17	6%	24	9%	69	26%	140	52%	77%
17. I understand what happened in court/the session.	16	6%	13	4%	21	7%	88	30%	151	52%	83%
18. I was treated the same as everyone else.	24	8%	15	5%	21	7%	80	27%	154	52%	80%
19. As I leave the court, I know what to do next in my case.	19	7%	10	4%	19	7%	78	28%	155	55%	83%

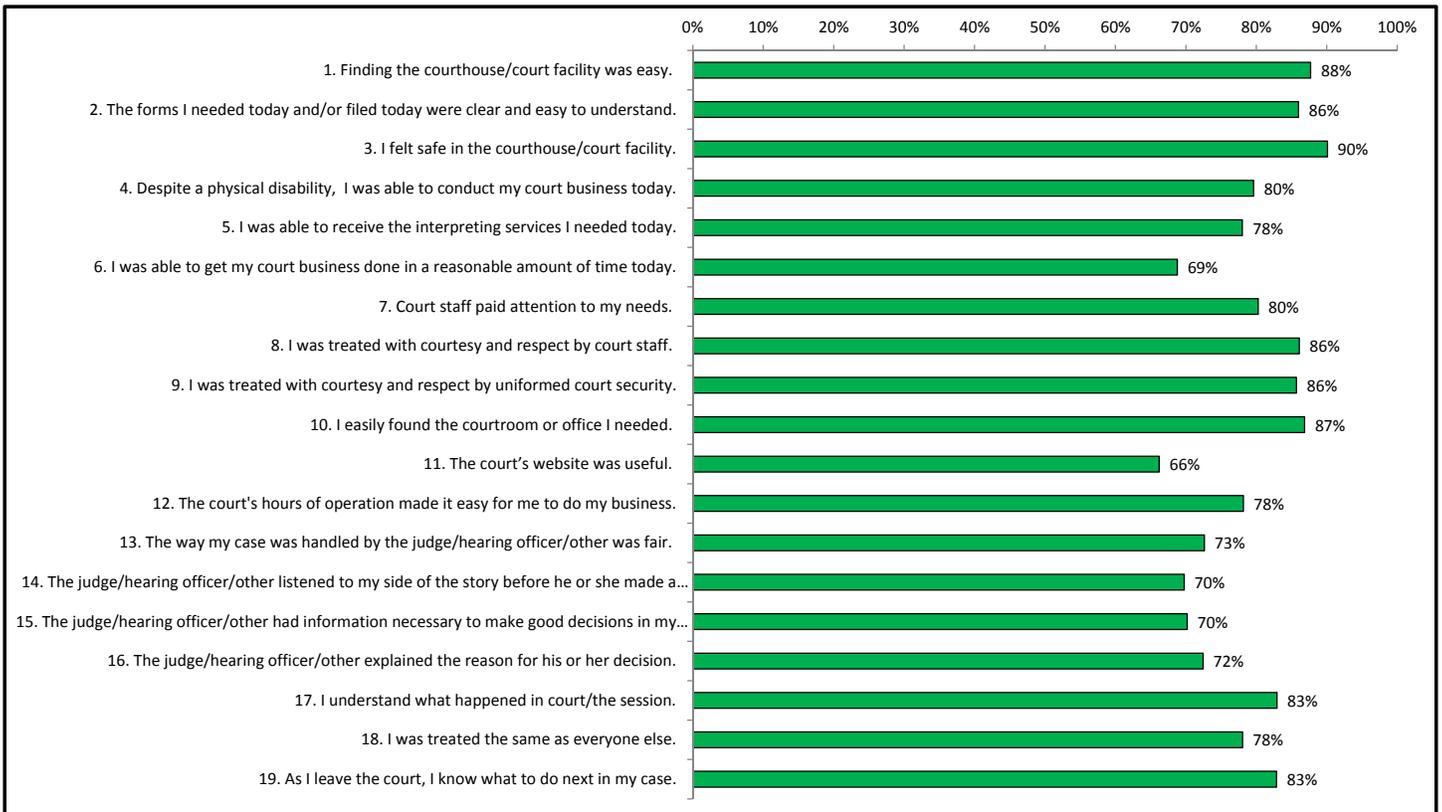
Percent That Agree or Strongly Agree



What type of case brought you to the courthouse/court facility today (select all that apply): criminal

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	95	4%	83	4%	94	4%	844	38%	1098	50%	88%
2. The forms I needed today and/or filed today were clear and easy to understand.	65	4%	57	3%	135	7%	761	41%	818	45%	86%
3. I felt safe in the courthouse/court facility.	91	4%	43	2%	87	4%	697	31%	1315	59%	90%
4. Despite a physical disability, I was able to conduct my court business today.	51	5%	34	4%	107	11%	362	38%	388	41%	80%
5. I was able to receive the interpreting services I needed today.	52	6%	29	3%	110	13%	319	37%	359	41%	78%
6. I was able to get my court business done in a reasonable amount of time today.	219	11%	195	10%	226	11%	624	30%	786	38%	69%
7. Court staff paid attention to my needs.	120	6%	119	6%	181	9%	711	33%	997	47%	80%
8. I was treated with courtesy and respect by court staff.	112	5%	72	3%	126	6%	721	32%	1199	54%	86%
9. I was treated with courtesy and respect by uniformed court security.	105	5%	56	3%	156	7%	704	32%	1197	54%	86%
10. I easily found the courtroom or office I needed.	92	4%	95	4%	102	5%	765	35%	1145	52%	87%
11. The court's website was useful.	76	6%	78	7%	244	21%	351	30%	429	36%	66%
12. The court's hours of operation made it easy for me to do my business.	114	5%	98	5%	242	12%	734	35%	891	43%	78%
13. The way my case was handled by the judge/hearing officer/other was fair.	93	9%	51	5%	124	13%	338	35%	373	38%	73%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	94	11%	57	6%	117	13%	299	34%	319	36%	70%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	93	10%	59	6%	122	13%	317	34%	328	36%	70%
16. The judge/hearing officer/other explained the reason for his or her decision.	77	9%	53	6%	118	13%	329	37%	323	36%	72%
17. I understand what happened in court/the session.	69	7%	19	2%	83	8%	376	38%	455	45%	83%
18. I was treated the same as everyone else.	91	9%	35	3%	99	10%	369	36%	431	42%	78%
19. As I leave the court, I know what to do next in my case.	73	7%	24	2%	71	7%	350	36%	463	47%	83%

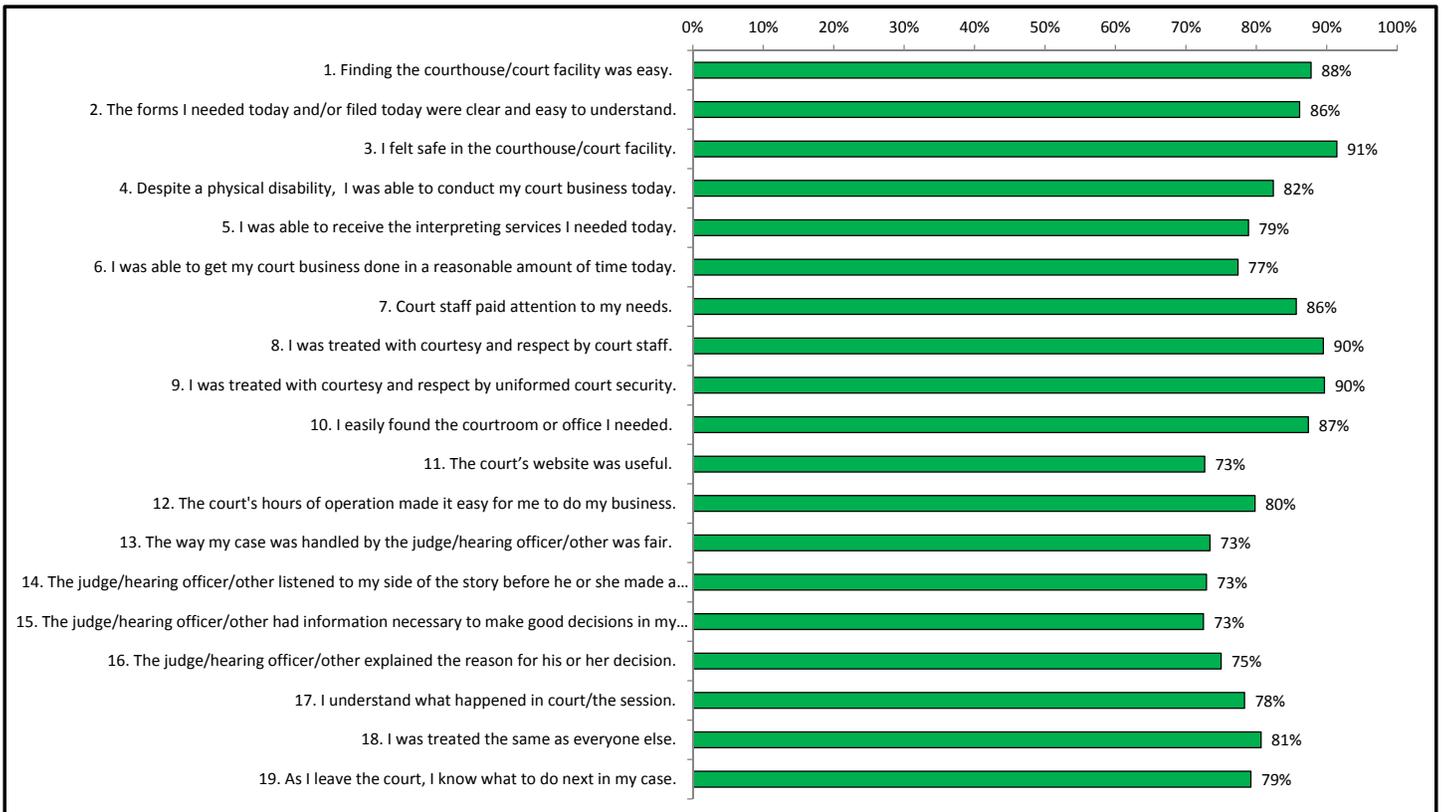
Percent That Agree or Strongly Agree



What type of case brought you to the courthouse/court facility today (select all that apply): other

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	117	4%	102	4%	114	4%	1007	37%	1383	51%	88%
2. The forms I needed today and/or filed today were clear and easy to understand.	85	4%	67	3%	154	7%	895	40%	1010	46%	86%
3. I felt safe in the courthouse/court facility.	111	4%	29	1%	92	3%	863	32%	1618	60%	91%
4. Despite a physical disability, I was able to conduct my court business today.	59	5%	29	2%	127	10%	492	40%	516	42%	82%
5. I was able to receive the interpreting services I needed today.	58	5%	44	4%	144	12%	415	36%	504	43%	79%
6. I was able to get my court business done in a reasonable amount of time today.	153	7%	136	6%	230	10%	729	32%	1048	46%	77%
7. Court staff paid attention to my needs.	118	5%	80	3%	159	6%	833	33%	1301	52%	86%
8. I was treated with courtesy and respect by court staff.	124	5%	60	2%	96	4%	809	30%	1582	59%	90%
9. I was treated with courtesy and respect by uniformed court security.	113	4%	55	2%	108	4%	842	31%	1558	58%	90%
10. I easily found the courtroom or office I needed.	111	4%	94	4%	124	5%	915	35%	1366	52%	87%
11. The court's website was useful.	82	6%	76	5%	249	17%	485	33%	598	40%	73%
12. The court's hours of operation made it easy for me to do my business.	121	5%	114	5%	249	10%	822	34%	1093	46%	80%
13. The way my case was handled by the judge/hearing officer/other was fair.	55	7%	45	6%	95	13%	229	31%	310	42%	73%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	57	8%	33	5%	96	14%	217	32%	284	41%	73%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	54	8%	44	6%	95	14%	221	31%	288	41%	73%
16. The judge/hearing officer/other explained the reason for his or her decision.	51	7%	32	5%	88	13%	227	33%	286	42%	75%
17. I understand what happened in court/the session.	49	6%	30	4%	88	11%	255	33%	349	45%	78%
18. I was treated the same as everyone else.	48	6%	42	5%	72	9%	269	32%	407	49%	81%
19. As I leave the court, I know what to do next in my case.	48	6%	32	4%	77	10%	232	31%	367	49%	79%

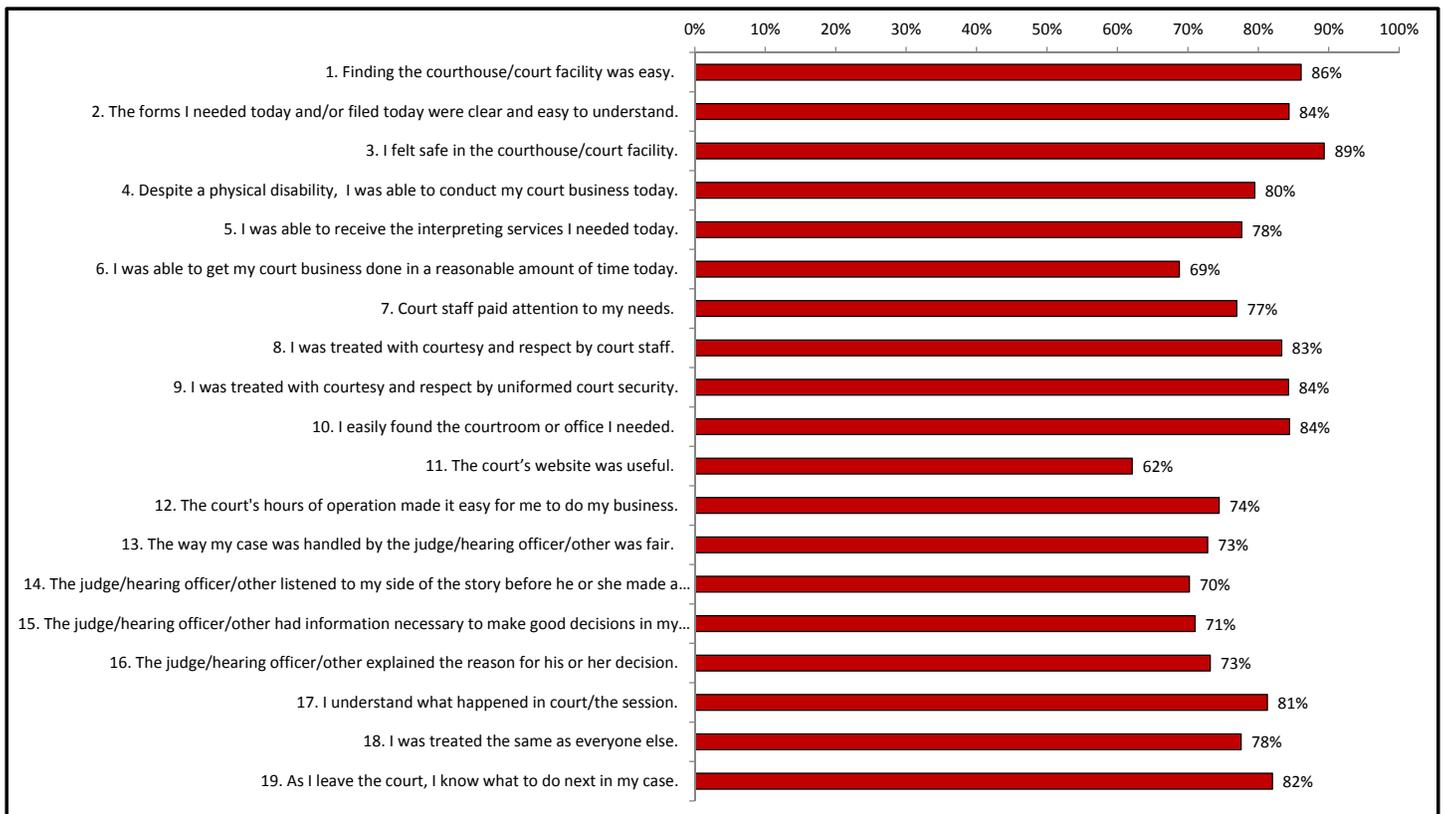
Percent That Agree or Strongly Agree



If you are a party (plaintiff or defendant) in a court case/legal matter, are you represented by an attorney in the case: yes

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	155	5%	129	4%	160	5%	1281	40%	1466	46%	86%
2. The forms I needed today and/or filed today were clear and easy to understand.	123	4%	110	4%	209	7%	1225	43%	1159	41%	84%
3. I felt safe in the courthouse/court facility.	135	4%	68	2%	136	4%	1119	35%	1728	54%	89%
4. Despite a physical disability, I was able to conduct my court business today.	97	5%	68	4%	201	11%	697	39%	723	40%	80%
5. I was able to receive the interpreting services I needed today.	100	6%	75	5%	192	12%	635	39%	640	39%	78%
6. I was able to get my court business done in a reasonable amount of time today.	331	11%	323	10%	308	10%	1008	33%	1113	36%	69%
7. Court staff paid attention to my needs.	195	6%	197	6%	320	10%	1084	35%	1293	42%	77%
8. I was treated with courtesy and respect by court staff.	176	6%	153	5%	204	6%	1153	36%	1510	47%	83%
9. I was treated with courtesy and respect by uniformed court security.	166	5%	111	3%	221	7%	1161	37%	1513	48%	84%
10. I easily found the courtroom or office I needed.	145	5%	169	5%	183	6%	1272	40%	1422	45%	84%
11. The court's website was useful.	134	8%	128	7%	414	23%	550	31%	558	31%	62%
12. The court's hours of operation made it easy for me to do my business.	192	6%	208	7%	380	12%	1123	37%	1150	38%	74%
13. The way my case was handled by the judge/hearing officer/other was fair.	185	9%	124	6%	222	11%	696	36%	726	37%	73%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	181	10%	123	7%	235	13%	624	34%	647	36%	70%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	170	9%	136	7%	233	13%	647	35%	674	36%	71%
16. The judge/hearing officer/other explained the reason for his or her decision.	141	8%	114	6%	234	13%	668	37%	666	37%	73%
17. I understand what happened in court/the session.	124	6%	68	3%	174	9%	765	39%	824	42%	81%
18. I was treated the same as everyone else.	152	8%	108	5%	186	9%	703	35%	838	42%	78%
19. As I leave the court, I know what to do next in my case.	130	7%	70	4%	150	8%	704	36%	891	46%	82%

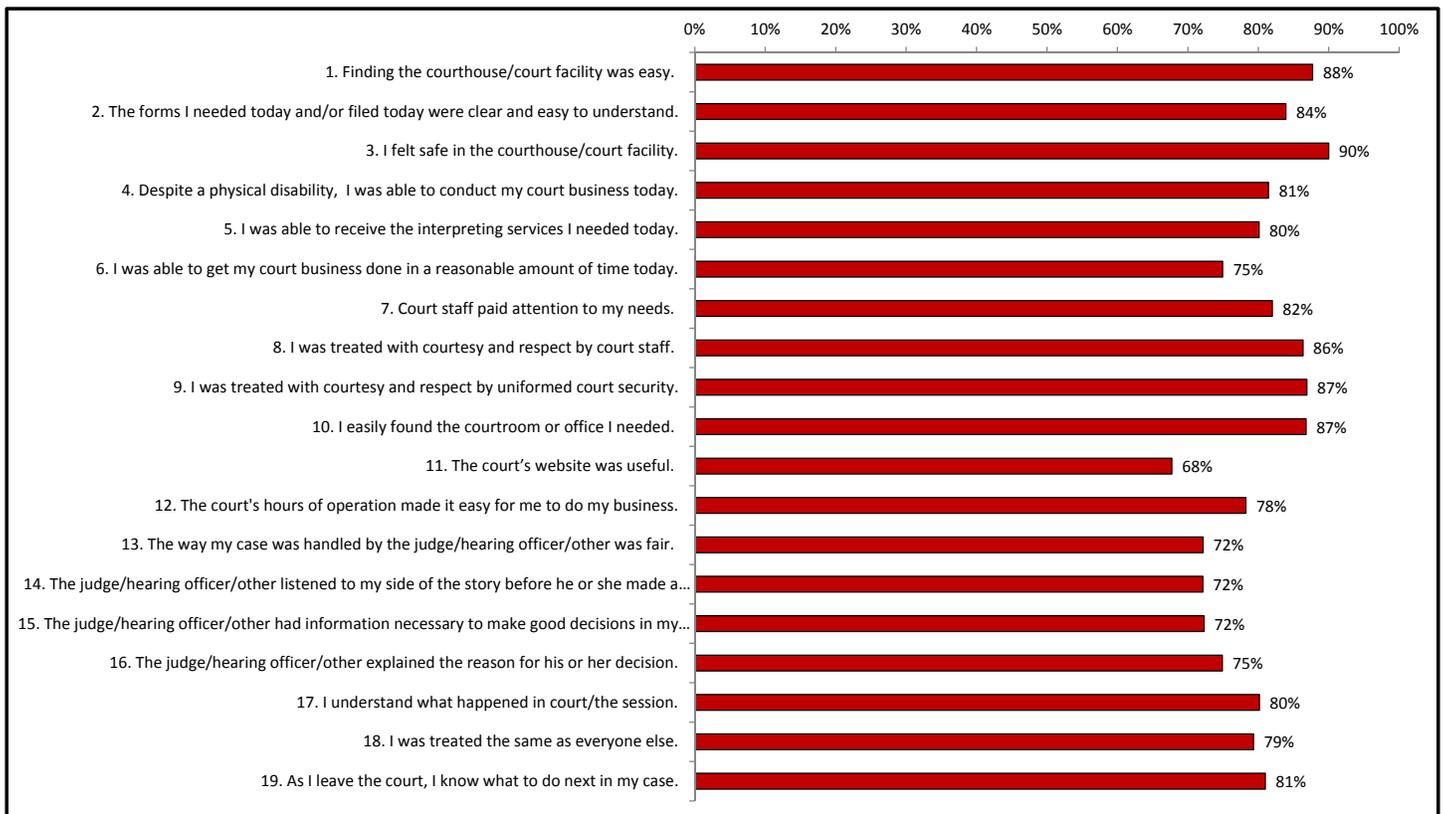
Percent That Agree or Strongly Agree



If you are a party (plaintiff or defendant) in a court case/legal matter, are you represented by an attorney in the case: no

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	277	5%	194	3%	239	4%	2151	37%	2917	50%	88%
2. The forms I needed today and/or filed today were clear and easy to understand.	216	4%	226	4%	387	8%	2098	41%	2228	43%	84%
3. I felt safe in the courthouse/court facility.	242	4%	104	2%	233	4%	1845	32%	3360	58%	90%
4. Despite a physical disability, I was able to conduct my court business today.	152	5%	80	3%	320	11%	1127	38%	1297	44%	81%
5. I was able to receive the interpreting services I needed today.	151	5%	97	3%	313	11%	1018	36%	1241	44%	80%
6. I was able to get my court business done in a reasonable amount of time today.	490	9%	381	7%	496	9%	1754	32%	2334	43%	75%
7. Court staff paid attention to my needs.	340	6%	254	5%	411	7%	1828	33%	2749	49%	82%
8. I was treated with courtesy and respect by court staff.	311	5%	193	3%	281	5%	1810	31%	3156	55%	86%
9. I was treated with courtesy and respect by uniformed court security.	255	4%	150	3%	343	6%	1847	32%	3114	55%	87%
10. I easily found the courtroom or office I needed.	261	5%	202	4%	288	5%	2007	35%	2920	51%	87%
11. The court's website was useful.	244	8%	201	6%	584	18%	1019	32%	1141	36%	68%
12. The court's hours of operation made it easy for me to do my business.	323	6%	303	6%	563	10%	1929	35%	2346	43%	78%
13. The way my case was handled by the judge/hearing officer/other was fair.	261	11%	136	6%	266	11%	742	31%	976	41%	72%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	250	11%	134	6%	239	11%	692	31%	920	41%	72%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	231	10%	123	5%	280	12%	733	32%	921	40%	72%
16. The judge/hearing officer/other explained the reason for his or her decision.	189	8%	123	5%	251	11%	753	34%	926	41%	75%
17. I understand what happened in court/the session.	161	7%	103	4%	214	9%	837	35%	1094	45%	80%
18. I was treated the same as everyone else.	208	8%	96	4%	227	9%	851	33%	1186	46%	79%
19. As I leave the court, I know what to do next in my case.	162	7%	83	3%	219	9%	799	33%	1179	48%	81%

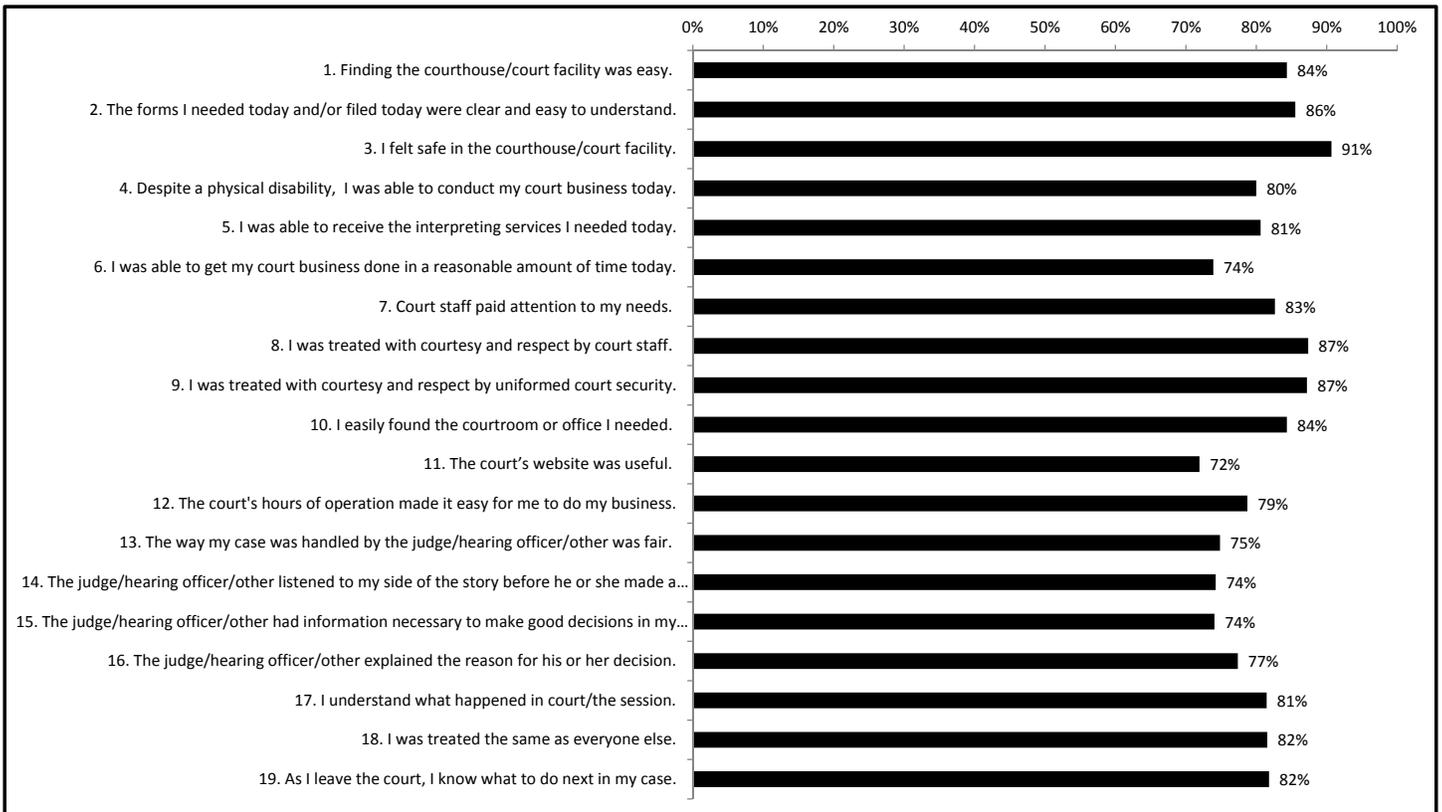
Percent That Agree or Strongly Agree



How often are you in this courthouse/court facility: first time in this courthouse/court facility

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	142	5%	156	5%	161	5%	1218	42%	1255	43%	84%
2. The forms I needed today and/or filed today were clear and easy to understand.	110	4%	86	3%	171	7%	1055	42%	1117	44%	86%
3. I felt safe in the courthouse/court facility.	114	4%	43	1%	116	4%	998	34%	1652	57%	91%
4. Despite a physical disability, I was able to conduct my court business today.	76	5%	47	3%	154	11%	533	38%	575	42%	80%
5. I was able to receive the interpreting services I needed today.	87	6%	46	3%	135	10%	516	37%	598	43%	81%
6. I was able to get my court business done in a reasonable amount of time today.	206	8%	193	7%	273	11%	829	32%	1074	42%	74%
7. Court staff paid attention to my needs.	152	6%	121	4%	204	7%	934	34%	1339	49%	83%
8. I was treated with courtesy and respect by court staff.	148	5%	99	3%	120	4%	925	32%	1613	56%	87%
9. I was treated with courtesy and respect by uniformed court security.	121	4%	77	3%	173	6%	945	33%	1580	55%	87%
10. I easily found the courtroom or office I needed.	148	5%	143	5%	159	6%	1051	37%	1371	48%	84%
11. The court's website was useful.	105	6%	99	6%	273	16%	558	33%	665	39%	72%
12. The court's hours of operation made it easy for me to do my business.	148	6%	119	4%	296	11%	976	37%	1109	42%	79%
13. The way my case was handled by the judge/hearing officer/other was fair.	86	8%	62	6%	121	11%	339	32%	461	43%	75%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	92	9%	55	6%	108	11%	326	33%	409	41%	74%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	79	8%	60	6%	124	12%	320	32%	431	43%	74%
16. The judge/hearing officer/other explained the reason for his or her decision.	74	7%	47	5%	105	11%	345	35%	428	43%	77%
17. I understand what happened in court/the session.	75	7%	32	3%	96	9%	394	36%	499	46%	81%
18. I was treated the same as everyone else.	75	7%	41	4%	94	8%	380	33%	549	48%	82%
19. As I leave the court, I know what to do next in my case.	80	7%	33	3%	83	8%	356	33%	526	49%	82%

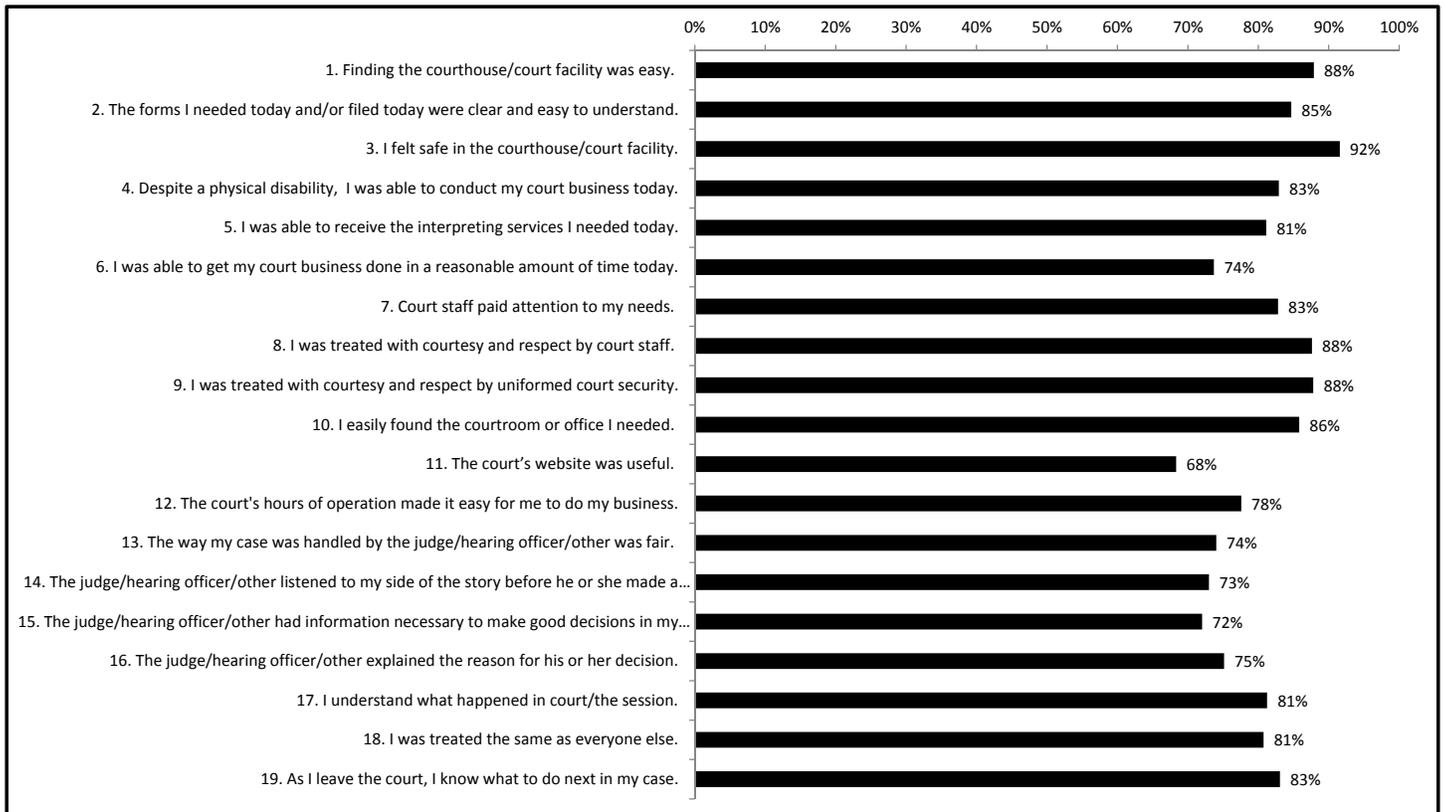
Percent That Agree or Strongly Agree



**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**All Counties and Superior Court Clerk**  
**How often are you in this courthouse/court facility: once a year or less**

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	151	4%	140	4%	146	4%	1363	38%	1806	50%	88%
2. The forms I needed today and/or filed today were clear and easy to understand.	126	4%	123	4%	237	7%	1329	42%	1356	43%	85%
3. I felt safe in the courthouse/court facility.	125	3%	57	2%	121	3%	1198	33%	2093	58%	92%
4. Despite a physical disability, I was able to conduct my court business today.	77	5%	45	3%	154	10%	659	41%	681	42%	83%
5. I was able to receive the interpreting services I needed today.	69	5%	59	4%	156	10%	582	39%	639	42%	81%
6. I was able to get my court business done in a reasonable amount of time today.	287	9%	246	8%	313	10%	1087	34%	1283	40%	74%
7. Court staff paid attention to my needs.	184	5%	142	4%	263	8%	1193	35%	1643	48%	83%
8. I was treated with courtesy and respect by court staff.	162	5%	117	3%	165	5%	1164	32%	1976	55%	88%
9. I was treated with courtesy and respect by uniformed court security.	153	4%	94	3%	187	5%	1201	34%	1923	54%	88%
10. I easily found the courtroom or office I needed.	155	4%	155	4%	195	5%	1313	37%	1740	49%	86%
11. The court's website was useful.	135	7%	127	7%	349	18%	636	33%	683	35%	68%
12. The court's hours of operation made it easy for me to do my business.	181	6%	205	6%	351	11%	1186	36%	1364	41%	78%
13. The way my case was handled by the judge/hearing officer/other was fair.	121	9%	73	5%	154	11%	468	35%	524	39%	74%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	111	9%	79	6%	144	12%	420	34%	483	39%	73%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	103	8%	91	7%	160	13%	424	34%	487	38%	72%
16. The judge/hearing officer/other explained the reason for his or her decision.	81	7%	74	6%	153	12%	433	35%	498	40%	75%
17. I understand what happened in court/the session.	74	5%	57	4%	123	9%	506	37%	595	44%	81%
18. I was treated the same as everyone else.	90	6%	60	4%	121	9%	513	36%	623	44%	81%
19. As I leave the court, I know what to do next in my case.	77	6%	44	3%	109	8%	501	37%	628	46%	83%

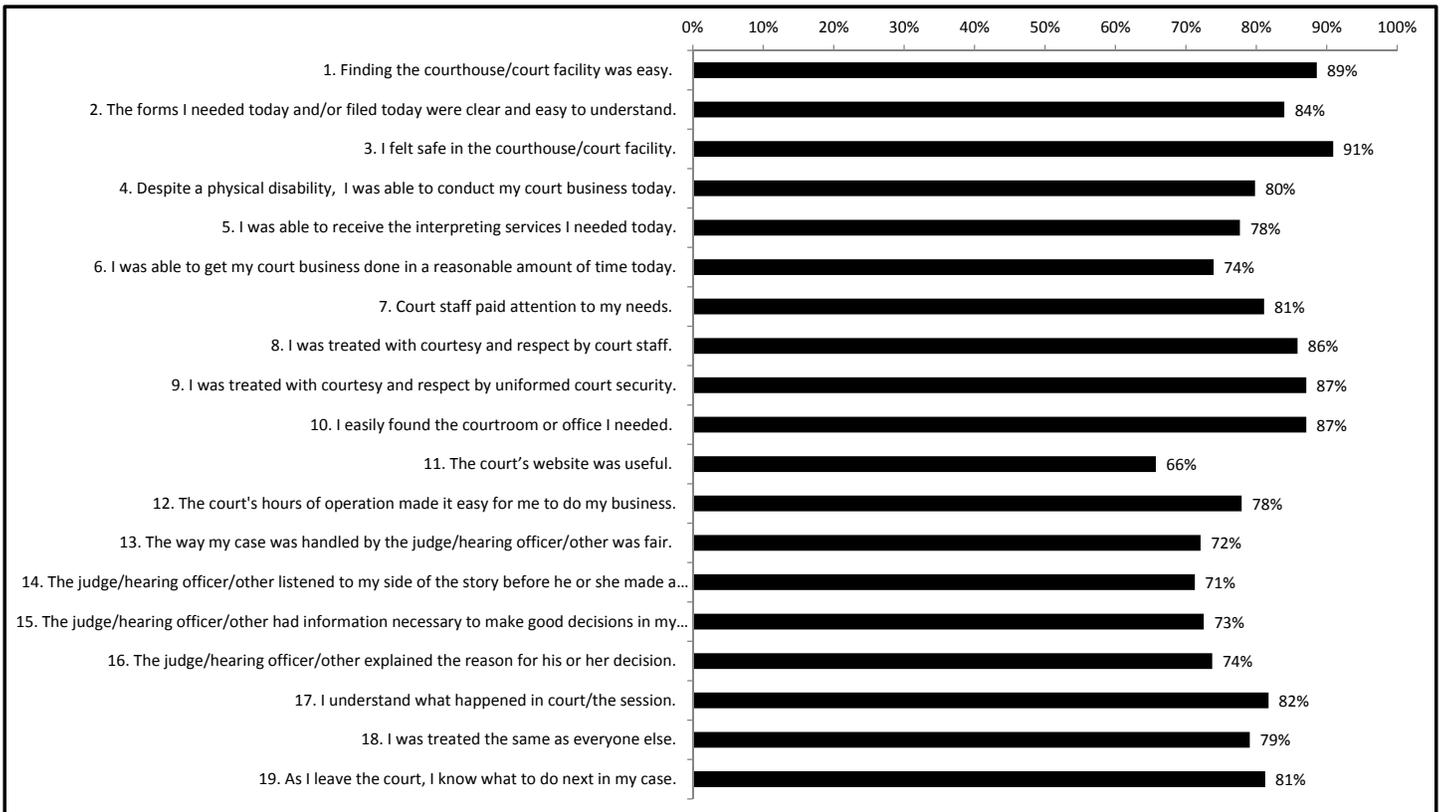
**Percent That Agree or Strongly Agree**



**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**All Counties and Superior Court Clerk**  
**How often are you in this courthouse/court facility: several times a year**

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	145	4%	113	3%	144	4%	1313	37%	1812	51%	89%
2. The forms I needed today and/or filed today were clear and easy to understand.	115	4%	127	4%	221	8%	1166	40%	1263	44%	84%
3. I felt safe in the courthouse/court facility.	139	4%	64	2%	120	3%	1098	31%	2132	60%	91%
4. Despite a physical disability, I was able to conduct my court business today.	71	5%	56	4%	183	12%	545	35%	681	44%	80%
5. I was able to receive the interpreting services I needed today.	76	6%	52	4%	178	13%	477	35%	588	43%	78%
6. I was able to get my court business done in a reasonable amount of time today.	309	9%	272	8%	300	9%	1043	31%	1457	43%	74%
7. Court staff paid attention to my needs.	189	6%	173	5%	278	8%	1105	33%	1641	48%	81%
8. I was treated with courtesy and respect by court staff.	181	5%	126	4%	192	5%	1077	31%	1953	55%	86%
9. I was treated with courtesy and respect by uniformed court security.	147	4%	94	3%	211	6%	1137	32%	1912	55%	87%
10. I easily found the courtroom or office I needed.	134	4%	156	4%	162	5%	1230	35%	1821	52%	87%
11. The court's website was useful.	131	8%	123	7%	343	20%	525	30%	621	36%	66%
12. The court's hours of operation made it easy for me to do my business.	169	5%	199	6%	367	11%	1169	35%	1426	43%	78%
13. The way my case was handled by the judge/hearing officer/other was fair.	172	11%	93	6%	177	11%	490	31%	652	41%	72%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	153	10%	99	7%	170	12%	472	32%	575	39%	71%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	153	10%	92	6%	170	11%	495	33%	602	40%	73%
16. The judge/hearing officer/other explained the reason for his or her decision.	132	9%	85	6%	167	11%	498	34%	580	40%	74%
17. I understand what happened in court/the session.	99	6%	64	4%	129	8%	554	35%	753	47%	82%
18. I was treated the same as everyone else.	139	8%	66	4%	144	9%	544	33%	775	46%	79%
19. As I leave the court, I know what to do next in my case.	97	6%	64	4%	135	9%	497	31%	787	50%	81%

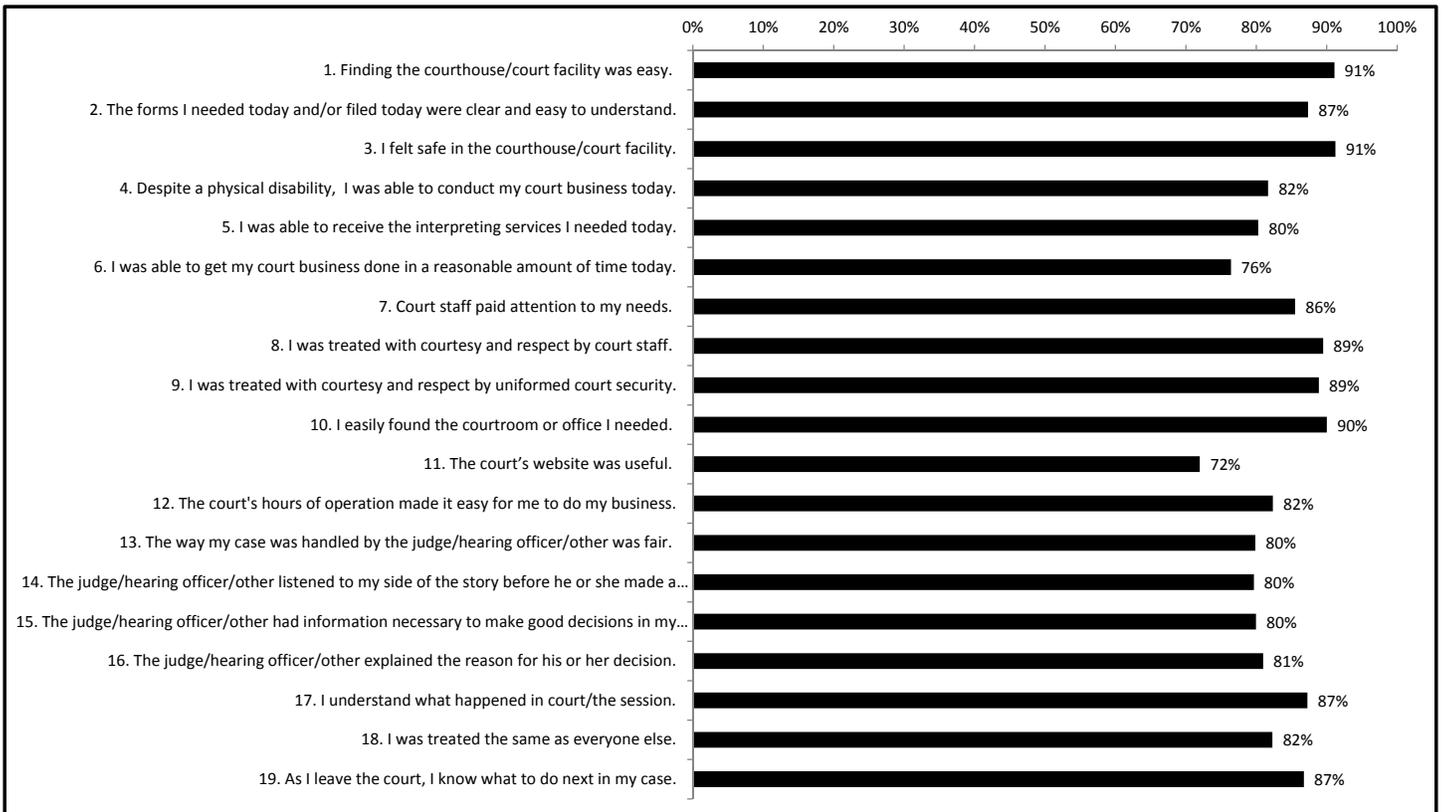
**Percent That Agree or Strongly Agree**



**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**All Counties and Superior Court Clerk**  
**How often are you in this courthouse/court facility: several times a month**

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	152	4%	75	2%	142	3%	1322	32%	2453	59%	91%
2. The forms I needed today and/or filed today were clear and easy to understand.	111	3%	85	3%	206	6%	1160	36%	1617	51%	87%
3. I felt safe in the courthouse/court facility.	152	4%	68	2%	148	4%	1118	27%	2715	65%	91%
4. Despite a physical disability, I was able to conduct my court business today.	77	5%	36	2%	155	11%	515	35%	680	46%	82%
5. I was able to receive the interpreting services I needed today.	73	5%	38	3%	161	12%	478	35%	629	46%	80%
6. I was able to get my court business done in a reasonable amount of time today.	324	8%	273	7%	327	8%	1182	30%	1810	46%	76%
7. Court staff paid attention to my needs.	186	5%	136	3%	256	6%	1206	30%	2209	55%	86%
8. I was treated with courtesy and respect by court staff.	189	5%	95	2%	154	4%	1123	27%	2607	63%	89%
9. I was treated with courtesy and respect by uniformed court security.	156	4%	88	2%	216	5%	1107	27%	2569	62%	89%
10. I easily found the courtroom or office I needed.	147	4%	107	3%	153	4%	1185	29%	2484	61%	90%
11. The court's website was useful.	130	6%	112	5%	375	17%	667	30%	918	42%	72%
12. The court's hours of operation made it easy for me to do my business.	189	5%	158	4%	342	9%	1261	32%	1956	50%	82%
13. The way my case was handled by the judge/hearing officer/other was fair.	127	8%	67	4%	128	8%	437	27%	840	53%	80%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	122	8%	55	4%	123	8%	398	27%	777	53%	80%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	115	8%	49	3%	140	9%	440	29%	773	51%	80%
16. The judge/hearing officer/other explained the reason for his or her decision.	94	6%	57	4%	128	9%	426	29%	761	52%	81%
17. I understand what happened in court/the session.	87	5%	33	2%	88	5%	455	28%	970	59%	87%
18. I was treated the same as everyone else.	129	8%	60	4%	113	7%	434	25%	969	57%	82%
19. As I leave the court, I know what to do next in my case.	87	5%	32	2%	94	6%	445	28%	950	59%	87%

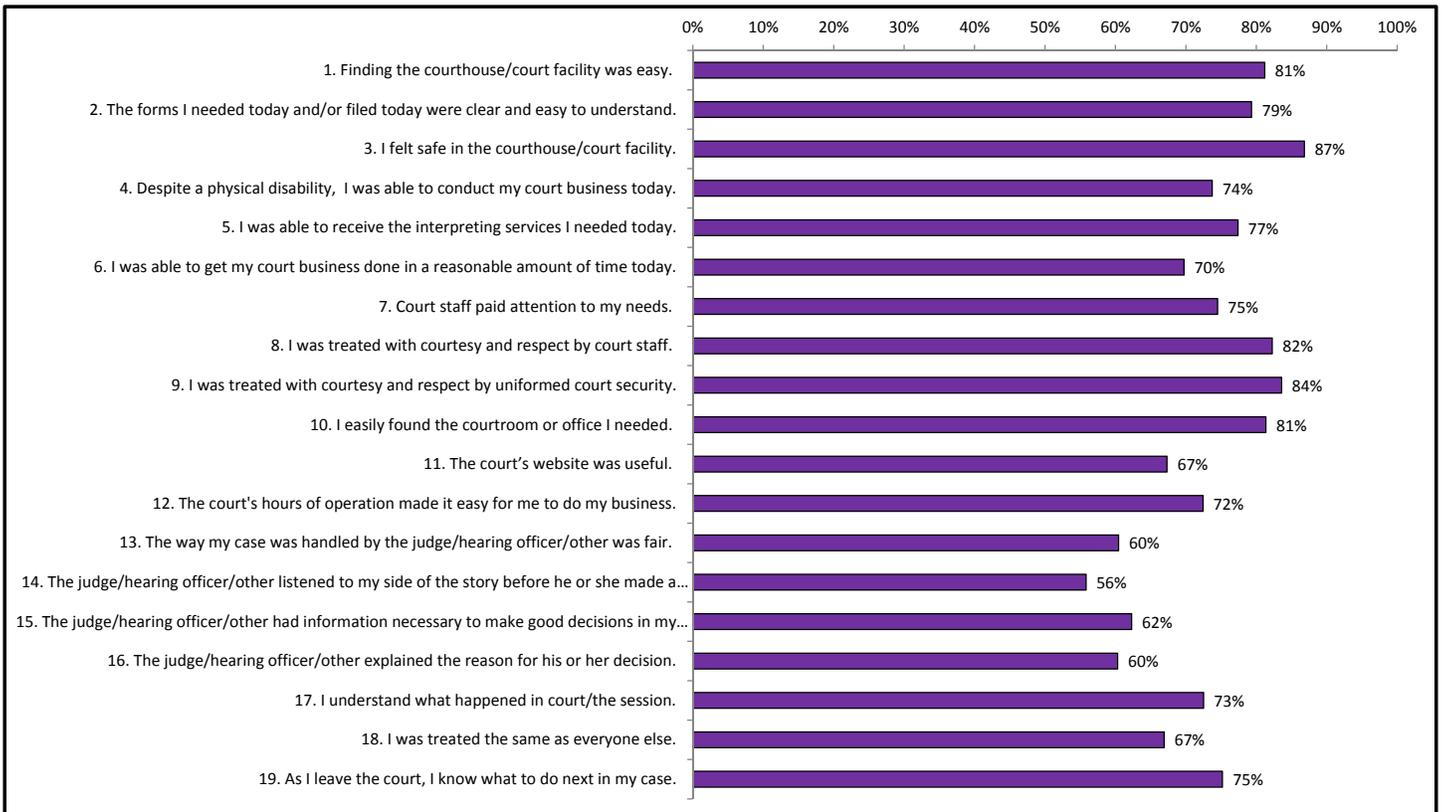
**Percent That Agree or Strongly Agree**



How do you identify yourself (select all that apply): American Indian or Alaskan Native

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	19	7%	16	6%	15	6%	84	32%	132	50%	81%
2. The forms I needed today and/or filed today were clear and easy to understand.	19	8%	15	6%	15	6%	91	38%	97	41%	79%
3. I felt safe in the courthouse/court facility.	20	8%	3	1%	11	4%	83	32%	141	55%	87%
4. Despite a physical disability, I was able to conduct my court business today.	14	9%	8	5%	20	13%	50	31%	68	43%	74%
5. I was able to receive the interpreting services I needed today.	14	10%	4	3%	15	10%	48	33%	65	45%	77%
6. I was able to get my court business done in a reasonable amount of time today.	34	13%	26	10%	19	7%	68	26%	114	44%	70%
7. Court staff paid attention to my needs.	21	8%	19	7%	25	10%	66	26%	124	49%	75%
8. I was treated with courtesy and respect by court staff.	15	6%	17	6%	15	6%	77	29%	141	53%	82%
9. I was treated with courtesy and respect by uniformed court security.	17	6%	10	4%	16	6%	76	29%	143	55%	84%
10. I easily found the courtroom or office I needed.	17	6%	18	7%	14	5%	84	32%	130	49%	81%
11. The court's website was useful.	13	8%	9	6%	28	18%	39	25%	64	42%	67%
12. The court's hours of operation made it easy for me to do my business.	28	11%	17	7%	25	10%	80	31%	104	41%	72%
13. The way my case was handled by the judge/hearing officer/other was fair.	19	14%	18	13%	16	12%	34	25%	47	35%	60%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	22	18%	16	13%	15	13%	31	26%	36	30%	56%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	19	15%	14	11%	16	12%	33	25%	48	37%	62%
16. The judge/hearing officer/other explained the reason for his or her decision.	13	10%	16	13%	21	17%	33	26%	43	34%	60%
17. I understand what happened in court/the session.	14	11%	10	8%	12	9%	43	33%	52	40%	73%
18. I was treated the same as everyone else.	14	10%	15	11%	16	12%	36	26%	55	40%	67%
19. As I leave the court, I know what to do next in my case.	15	12%	8	6%	9	7%	42	33%	55	43%	75%

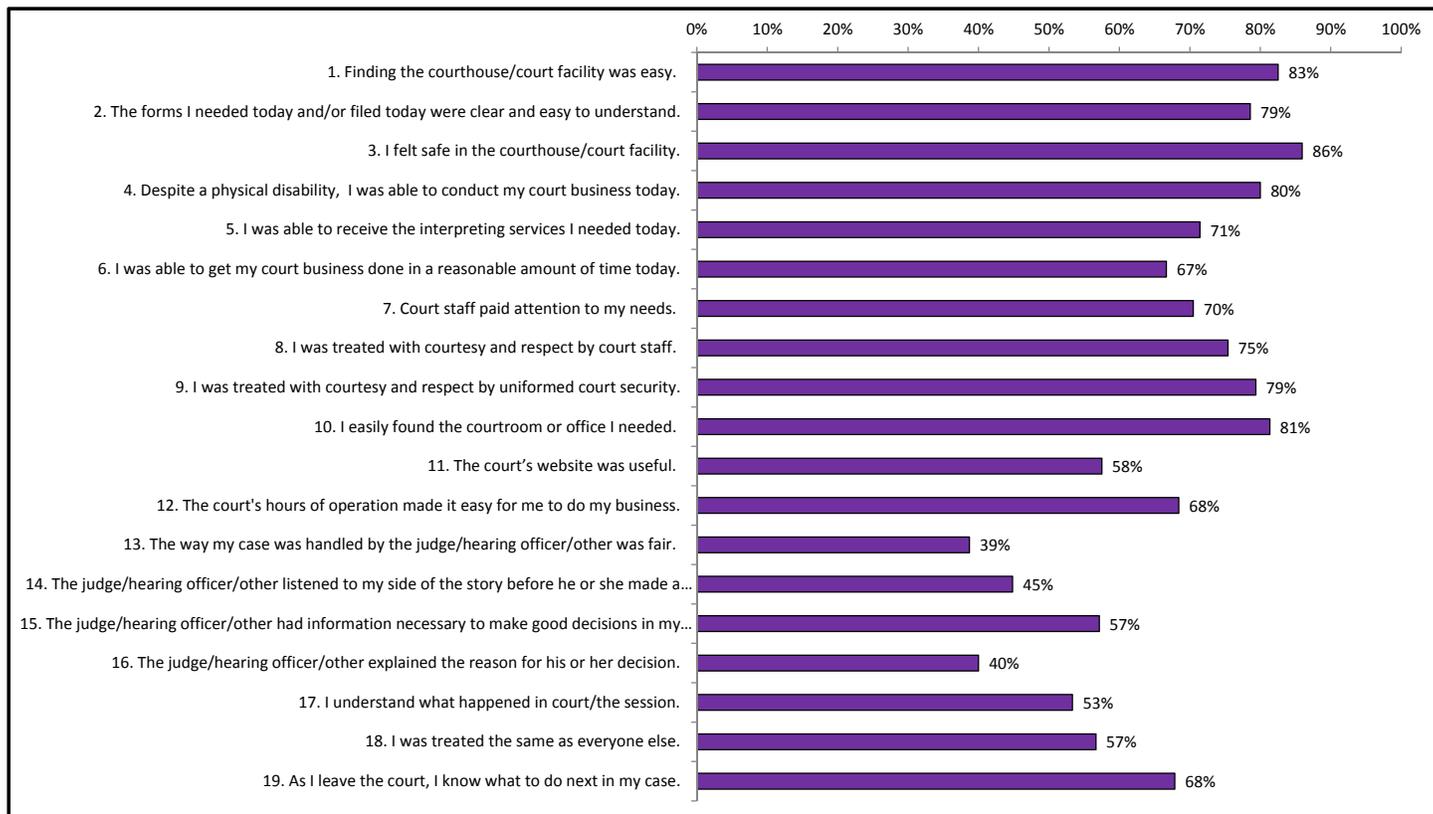
Percent That Agree or Strongly Agree



How do you identify yourself (select all that apply): Native Hawaiian or Other Pacific Islander

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	3	5%	3	5%	5	8%	22	35%	30	48%	83%
2. The forms I needed today and/or filed today were clear and easy to understand.	1	2%	4	7%	7	13%	25	45%	19	34%	79%
3. I felt safe in the courthouse/court facility.	1	2%	2	3%	6	9%	22	34%	33	52%	86%
4. Despite a physical disability, I was able to conduct my court business today.	2	5%	3	8%	3	8%	19	48%	13	33%	80%
5. I was able to receive the interpreting services I needed today.	2	6%	3	9%	5	14%	13	37%	12	34%	71%
6. I was able to get my court business done in a reasonable amount of time today.	8	14%	3	5%	8	14%	20	35%	18	32%	67%
7. Court staff paid attention to my needs.	4	7%	6	10%	8	13%	20	33%	23	38%	70%
8. I was treated with courtesy and respect by court staff.	6	10%	3	5%	6	10%	19	31%	27	44%	75%
9. I was treated with courtesy and respect by uniformed court security.	3	5%	4	6%	6	10%	23	37%	27	43%	79%
10. I easily found the courtroom or office I needed.	1	2%	1	2%	9	15%	28	47%	20	34%	81%
11. The court's website was useful.	4	10%	3	8%	10	25%	12	30%	11	28%	58%
12. The court's hours of operation made it easy for me to do my business.	1	2%	7	12%	10	18%	22	39%	17	30%	68%
13. The way my case was handled by the judge/hearing officer/other was fair.	3	10%	6	19%	10	32%	7	23%	5	16%	39%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	1	3%	7	24%	8	28%	6	21%	7	24%	45%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	1	4%	4	14%	7	25%	6	21%	10	36%	57%
16. The judge/hearing officer/other explained the reason for his or her decision.	3	10%	7	23%	8	27%	7	23%	5	17%	40%
17. I understand what happened in court/the session.	2	7%	6	20%	6	20%	9	30%	7	23%	53%
18. I was treated the same as everyone else.	0	0%	6	20%	7	23%	11	37%	6	20%	57%
19. As I leave the court, I know what to do next in my case.	3	11%	2	7%	4	14%	11	39%	8	29%	68%

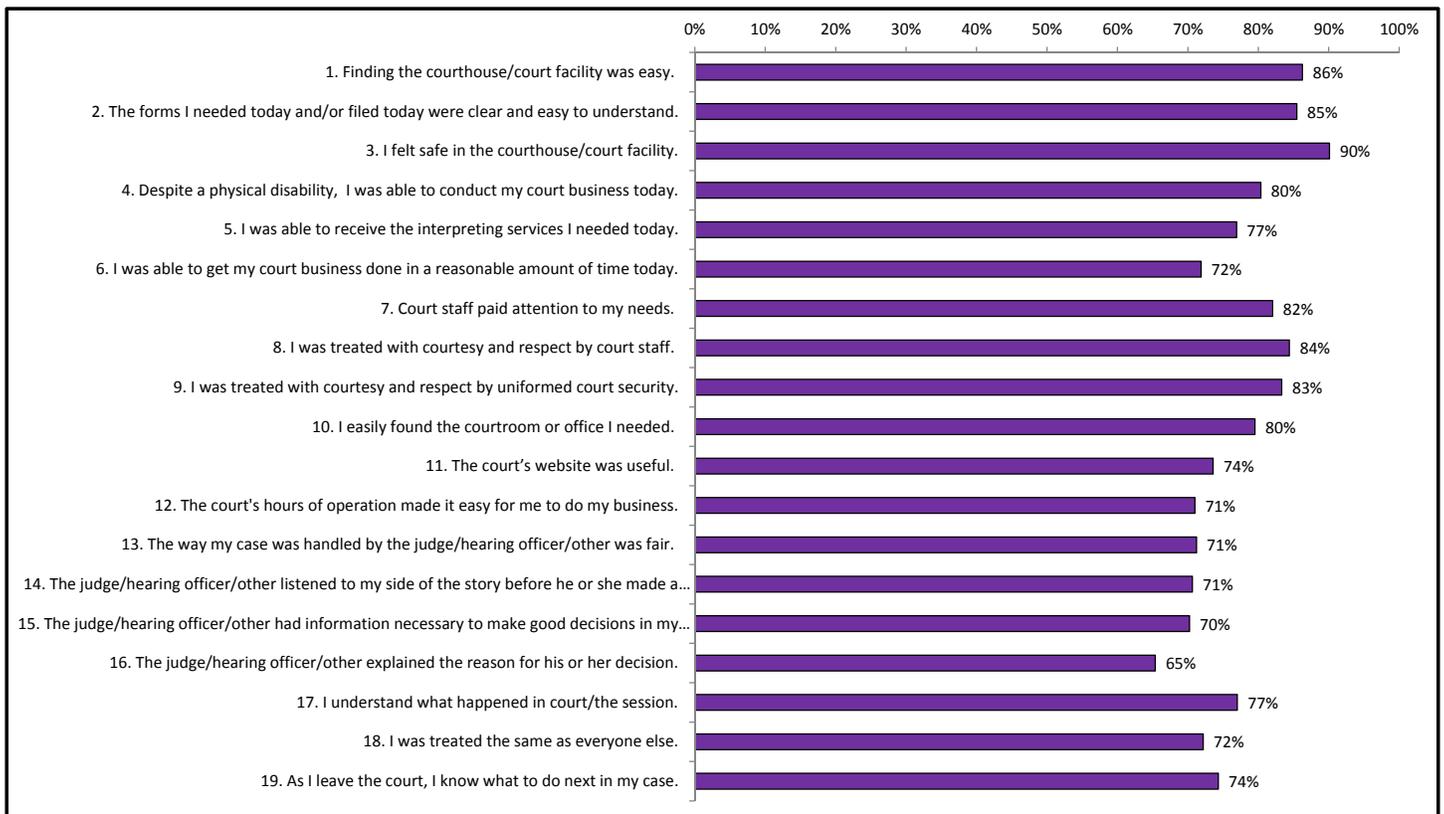
Percent That Agree or Strongly Agree



How do you identify yourself (select all that apply): Asian

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	17	4%	16	4%	27	6%	183	42%	194	44%	86%
2. The forms I needed today and/or filed today were clear and easy to understand.	12	3%	8	2%	33	9%	159	44%	153	42%	85%
3. I felt safe in the courthouse/court facility.	15	3%	9	2%	19	4%	144	33%	248	57%	90%
4. Despite a physical disability, I was able to conduct my court business today.	8	5%	7	4%	18	11%	67	40%	68	40%	80%
5. I was able to receive the interpreting services I needed today.	11	7%	4	3%	21	13%	62	40%	58	37%	77%
6. I was able to get my court business done in a reasonable amount of time today.	32	8%	25	7%	49	13%	134	36%	137	36%	72%
7. Court staff paid attention to my needs.	17	4%	22	5%	33	8%	157	39%	172	43%	82%
8. I was treated with courtesy and respect by court staff.	19	4%	20	5%	28	7%	142	33%	221	51%	84%
9. I was treated with courtesy and respect by uniformed court security.	13	3%	12	3%	45	11%	161	38%	189	45%	83%
10. I easily found the courtroom or office I needed.	14	3%	28	7%	45	11%	164	39%	174	41%	80%
11. The court's website was useful.	10	4%	14	5%	51	18%	109	38%	100	35%	74%
12. The court's hours of operation made it easy for me to do my business.	26	7%	24	6%	66	17%	145	36%	139	35%	71%
13. The way my case was handled by the judge/hearing officer/other was fair.	17	12%	10	7%	13	9%	45	32%	54	39%	71%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	15	12%	10	8%	12	10%	40	32%	49	39%	71%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	16	12%	12	9%	11	8%	40	31%	52	40%	70%
16. The judge/hearing officer/other explained the reason for his or her decision.	13	10%	13	10%	19	15%	33	25%	52	40%	65%
17. I understand what happened in court/the session.	10	7%	8	5%	16	11%	52	35%	62	42%	77%
18. I was treated the same as everyone else.	13	9%	9	6%	20	13%	39	26%	70	46%	72%
19. As I leave the court, I know what to do next in my case.	12	8%	7	5%	19	13%	42	28%	68	46%	74%

Percent That Agree or Strongly Agree



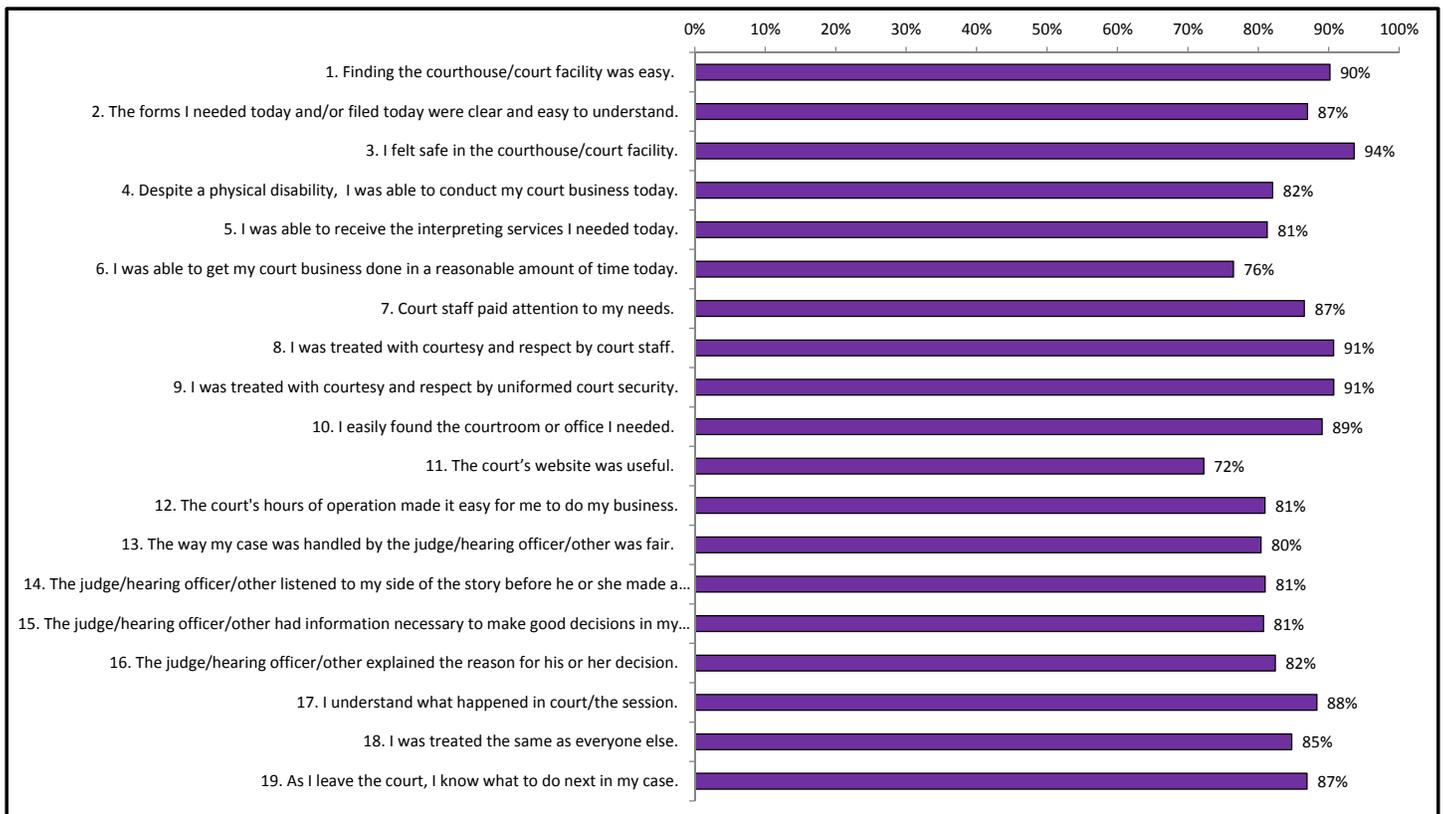
New Jersey Judiciary - Access and Fairness Public Survey - October 2013

All Counties and Superior Court Clerk

How do you identify yourself (select all that apply): White

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	215	3%	241	3%	322	4%	2744	35%	4391	55%	90%
2. The forms I needed today and/or filed today were clear and easy to understand.	168	3%	196	3%	440	7%	2373	38%	3001	49%	87%
3. I felt safe in the courthouse/court facility.	196	2%	83	1%	231	3%	2223	28%	5247	66%	94%
4. Despite a physical disability, I was able to conduct my court business today.	87	4%	57	2%	295	12%	823	34%	1182	48%	82%
5. I was able to receive the interpreting services I needed today.	81	4%	52	2%	276	13%	747	34%	1028	47%	81%
6. I was able to get my court business done in a reasonable amount of time today.	496	7%	489	7%	680	10%	2141	30%	3274	46%	76%
7. Court staff paid attention to my needs.	249	3%	236	3%	518	7%	2285	31%	4165	56%	87%
8. I was treated with courtesy and respect by court staff.	260	3%	162	2%	313	4%	2163	27%	5009	63%	91%
9. I was treated with courtesy and respect by uniformed court security.	224	3%	138	2%	365	5%	2184	28%	4915	63%	91%
10. I easily found the courtroom or office I needed.	245	3%	278	4%	328	4%	2412	31%	4515	58%	89%
11. The court's website was useful.	201	5%	218	6%	665	17%	1173	30%	1651	42%	72%
12. The court's hours of operation made it easy for me to do my business.	295	4%	326	5%	739	10%	2346	33%	3436	48%	81%
13. The way my case was handled by the judge/hearing officer/other was fair.	195	7%	101	4%	252	9%	804	29%	1441	52%	80%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	168	7%	97	4%	216	9%	750	30%	1298	51%	81%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	155	6%	102	4%	247	9%	801	31%	1312	50%	81%
16. The judge/hearing officer/other explained the reason for his or her decision.	133	5%	88	4%	220	9%	796	32%	1273	51%	82%
17. I understand what happened in court/the session.	103	4%	60	2%	169	6%	860	30%	1650	58%	88%
18. I was treated the same as everyone else.	162	5%	84	3%	204	7%	837	28%	1665	56%	85%
19. As I leave the court, I know what to do next in my case.	107	4%	67	2%	187	7%	808	29%	1592	58%	87%

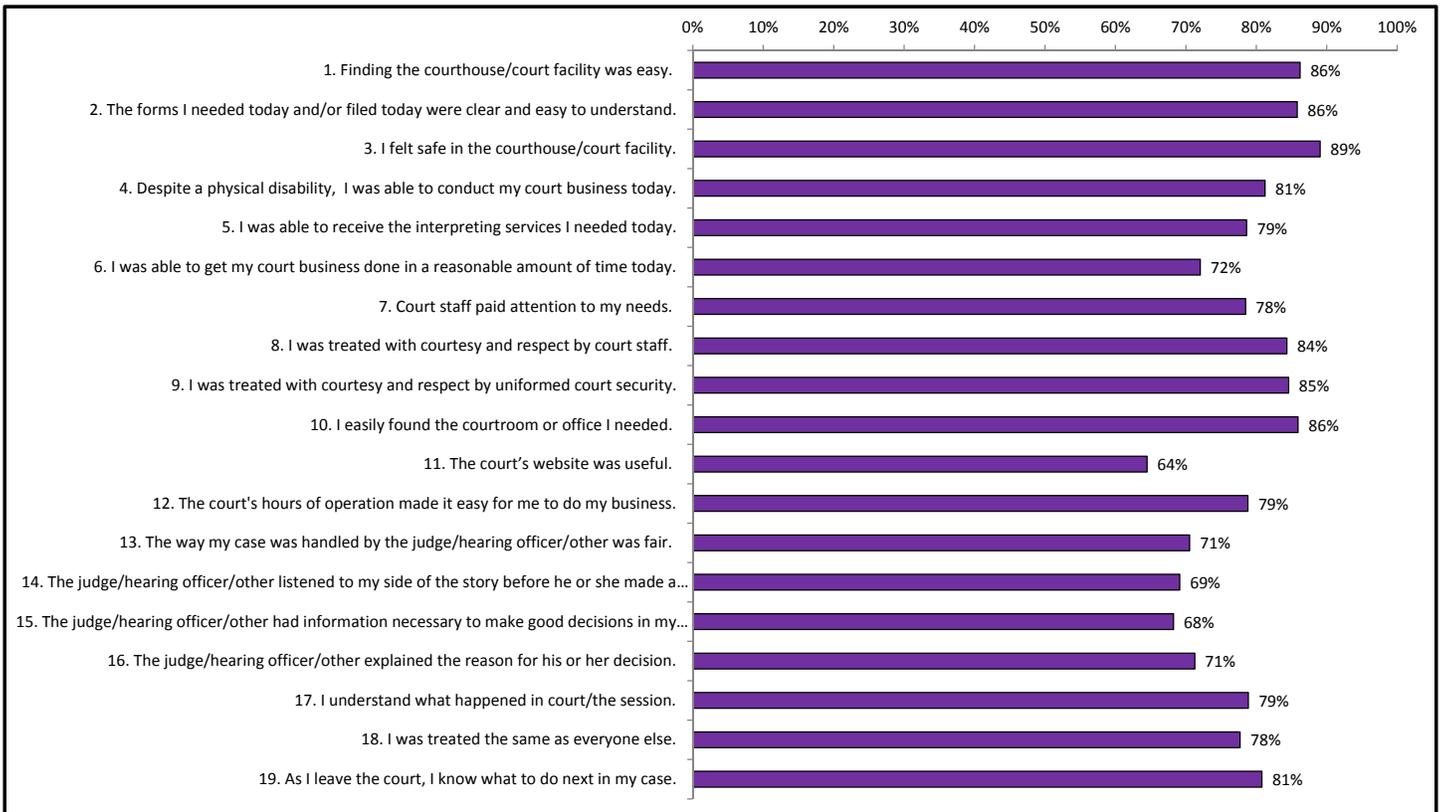
Percent That Agree or Strongly Agree



**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**All Counties and Superior Court Clerk**  
**How do you identify yourself (select all that apply): Black or African American**

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	212	6%	116	3%	139	4%	1312	39%	1607	47%	86%
2. The forms I needed today and/or filed today were clear and easy to understand.	153	5%	102	3%	168	6%	1295	43%	1264	42%	86%
3. I felt safe in the courthouse/court facility.	173	5%	74	2%	123	4%	1222	36%	1791	53%	89%
4. Despite a physical disability, I was able to conduct my court business today.	120	6%	54	3%	202	10%	838	42%	790	39%	81%
5. I was able to receive the interpreting services I needed today.	118	7%	75	4%	195	11%	714	39%	713	39%	79%
6. I was able to get my court business done in a reasonable amount of time today.	345	11%	271	8%	278	9%	1077	34%	1228	38%	72%
7. Court staff paid attention to my needs.	251	8%	172	5%	274	8%	1157	36%	1385	43%	78%
8. I was treated with courtesy and respect by court staff.	226	7%	136	4%	164	5%	1185	35%	1649	49%	84%
9. I was treated with courtesy and respect by uniformed court security.	197	6%	109	3%	211	6%	1236	37%	1602	48%	85%
10. I easily found the courtroom or office I needed.	177	5%	145	4%	148	4%	1327	40%	1543	46%	86%
11. The court's website was useful.	159	8%	119	6%	396	21%	616	32%	608	32%	64%
12. The court's hours of operation made it easy for me to do my business.	197	6%	182	6%	306	9%	1253	39%	1295	40%	79%
13. The way my case was handled by the judge/hearing officer/other was fair.	172	11%	109	7%	164	11%	539	36%	526	35%	71%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	176	12%	90	6%	175	12%	510	36%	477	33%	69%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	161	11%	99	7%	201	14%	488	34%	503	35%	68%
16. The judge/hearing officer/other explained the reason for his or her decision.	136	10%	86	6%	188	13%	505	35%	512	36%	71%
17. I understand what happened in court/the session.	129	8%	56	4%	138	9%	593	39%	612	40%	79%
18. I was treated the same as everyone else.	145	9%	67	4%	145	9%	600	37%	644	40%	78%
19. As I leave the court, I know what to do next in my case.	129	8%	50	3%	118	8%	569	37%	681	44%	81%

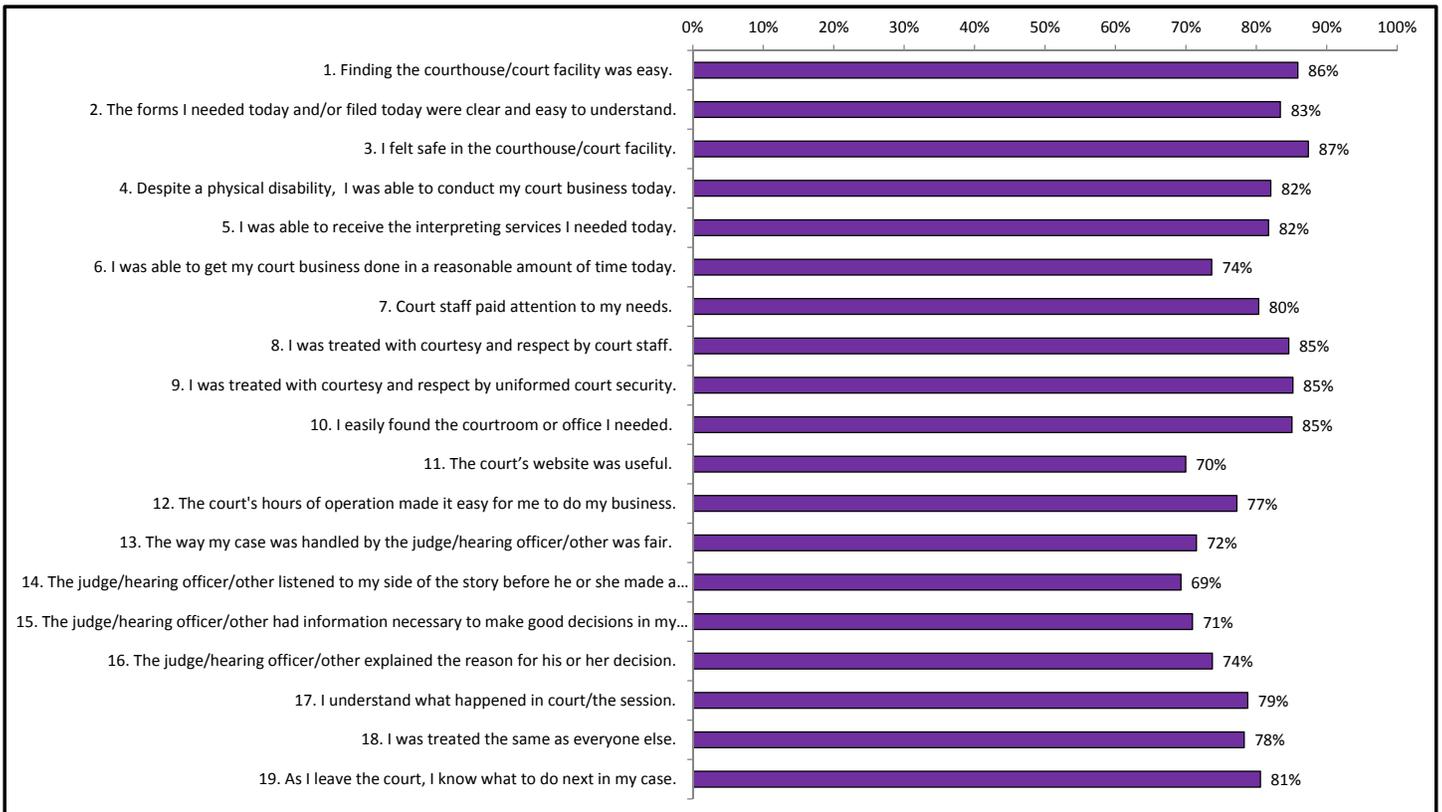
**Percent That Agree or Strongly Agree**



**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**All Counties and Superior Court Clerk**  
**How do you identify yourself (select all that apply): Hispanic or Latino**

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	134	6%	79	4%	90	4%	875	41%	971	45%	86%
2. The forms I needed today and/or filed today were clear and easy to understand.	105	5%	79	4%	143	7%	833	42%	812	41%	83%
3. I felt safe in the courthouse/court facility.	115	5%	47	2%	109	5%	752	35%	1127	52%	87%
4. Despite a physical disability, I was able to conduct my court business today.	73	6%	44	4%	98	8%	492	41%	492	41%	82%
5. I was able to receive the interpreting services I needed today.	75	6%	55	4%	110	8%	495	38%	579	44%	82%
6. I was able to get my court business done in a reasonable amount of time today.	199	10%	159	8%	173	9%	680	34%	806	40%	74%
7. Court staff paid attention to my needs.	158	8%	111	5%	140	7%	714	34%	958	46%	80%
8. I was treated with courtesy and respect by court staff.	146	7%	91	4%	94	4%	707	33%	1112	52%	85%
9. I was treated with courtesy and respect by uniformed court security.	125	6%	68	3%	127	6%	711	33%	1132	52%	85%
10. I easily found the courtroom or office I needed.	118	6%	90	4%	109	5%	789	37%	1016	48%	85%
11. The court's website was useful.	101	8%	86	7%	208	16%	446	34%	475	36%	70%
12. The court's hours of operation made it easy for me to do my business.	132	6%	120	6%	211	10%	735	36%	836	41%	77%
13. The way my case was handled by the judge/hearing officer/other was fair.	89	10%	53	6%	107	12%	266	30%	359	41%	72%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	85	10%	62	8%	105	13%	247	30%	322	39%	69%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	89	11%	51	6%	105	12%	273	32%	325	39%	71%
16. The judge/hearing officer/other explained the reason for his or her decision.	71	9%	56	7%	90	11%	285	34%	325	39%	74%
17. I understand what happened in court/the session.	67	8%	40	5%	78	9%	314	36%	373	43%	79%
18. I was treated the same as everyone else.	80	9%	42	5%	78	8%	300	33%	421	46%	78%
19. As I leave the court, I know what to do next in my case.	64	7%	34	4%	72	8%	288	33%	418	48%	81%

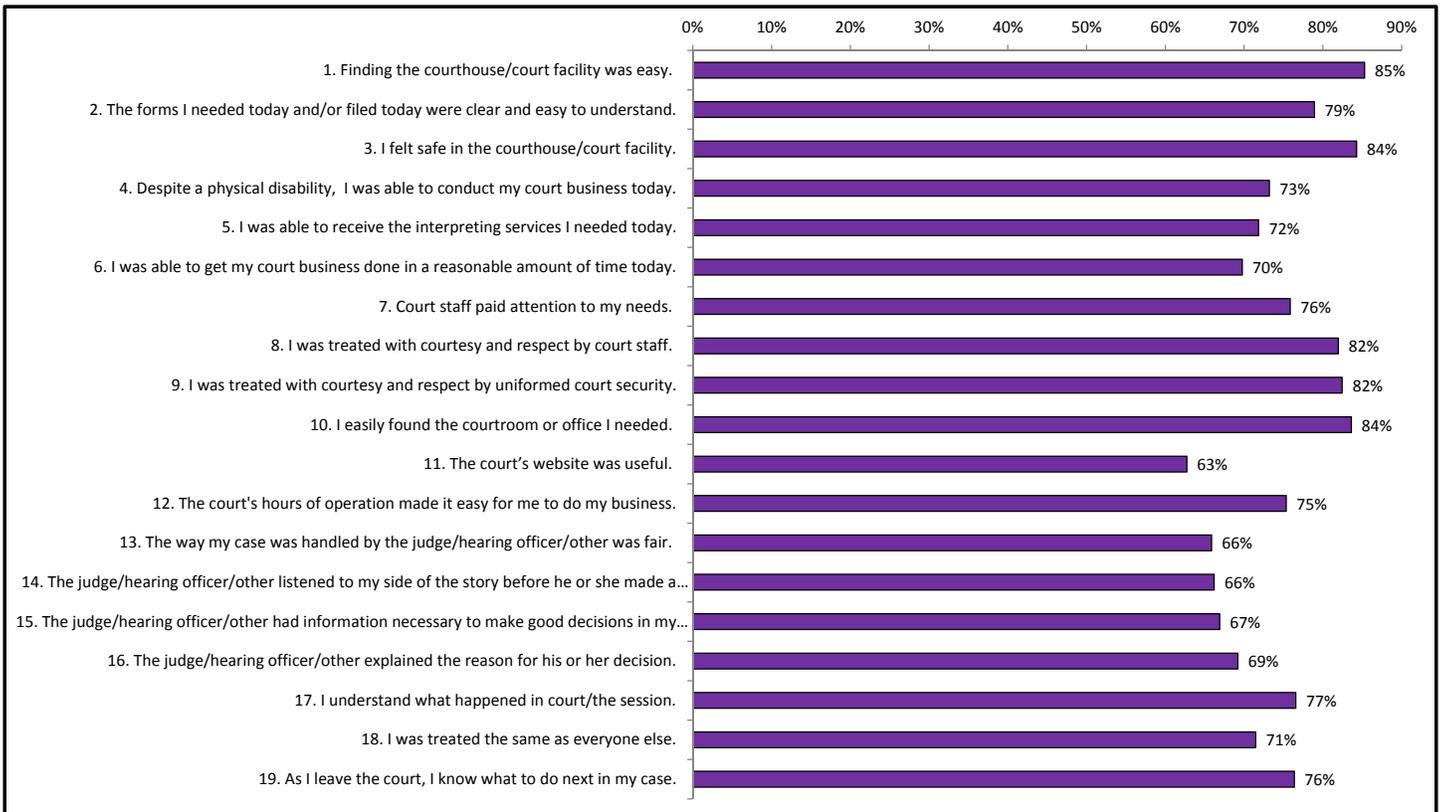
**Percent That Agree or Strongly Agree**



How do you identify yourself (select all that apply): Other

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	33	5%	38	6%	28	4%	250	37%	324	48%	85%
2. The forms I needed today and/or filed today were clear and easy to understand.	28	5%	34	6%	56	10%	191	34%	251	45%	79%
3. I felt safe in the courthouse/court facility.	43	6%	18	3%	44	7%	204	31%	359	54%	84%
4. Despite a physical disability, I was able to conduct my court business today.	21	7%	17	5%	48	15%	103	32%	132	41%	73%
5. I was able to receive the interpreting services I needed today.	28	9%	22	7%	39	12%	106	34%	121	38%	72%
6. I was able to get my court business done in a reasonable amount of time today.	70	11%	56	9%	66	10%	193	30%	250	39%	70%
7. Court staff paid attention to my needs.	55	9%	37	6%	64	10%	210	33%	280	43%	76%
8. I was treated with courtesy and respect by court staff.	47	7%	27	4%	46	7%	215	32%	330	50%	82%
9. I was treated with courtesy and respect by uniformed court security.	36	5%	24	4%	56	8%	212	32%	333	50%	82%
10. I easily found the courtroom or office I needed.	41	6%	26	4%	41	6%	237	36%	314	48%	84%
11. The court's website was useful.	33	9%	33	9%	76	20%	120	31%	119	31%	63%
12. The court's hours of operation made it easy for me to do my business.	43	7%	37	6%	74	12%	215	34%	256	41%	75%
13. The way my case was handled by the judge/hearing officer/other was fair.	37	13%	19	6%	45	15%	90	30%	105	35%	66%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	39	14%	21	7%	36	13%	78	27%	110	39%	66%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	32	11%	23	8%	40	14%	84	29%	108	38%	67%
16. The judge/hearing officer/other explained the reason for his or her decision.	32	11%	19	7%	38	13%	93	32%	107	37%	69%
17. I understand what happened in court/the session.	24	8%	17	6%	30	10%	104	34%	128	42%	77%
18. I was treated the same as everyone else.	34	11%	20	6%	35	11%	100	32%	123	39%	71%
19. As I leave the court, I know what to do next in my case.	27	9%	14	5%	32	10%	101	33%	135	44%	76%

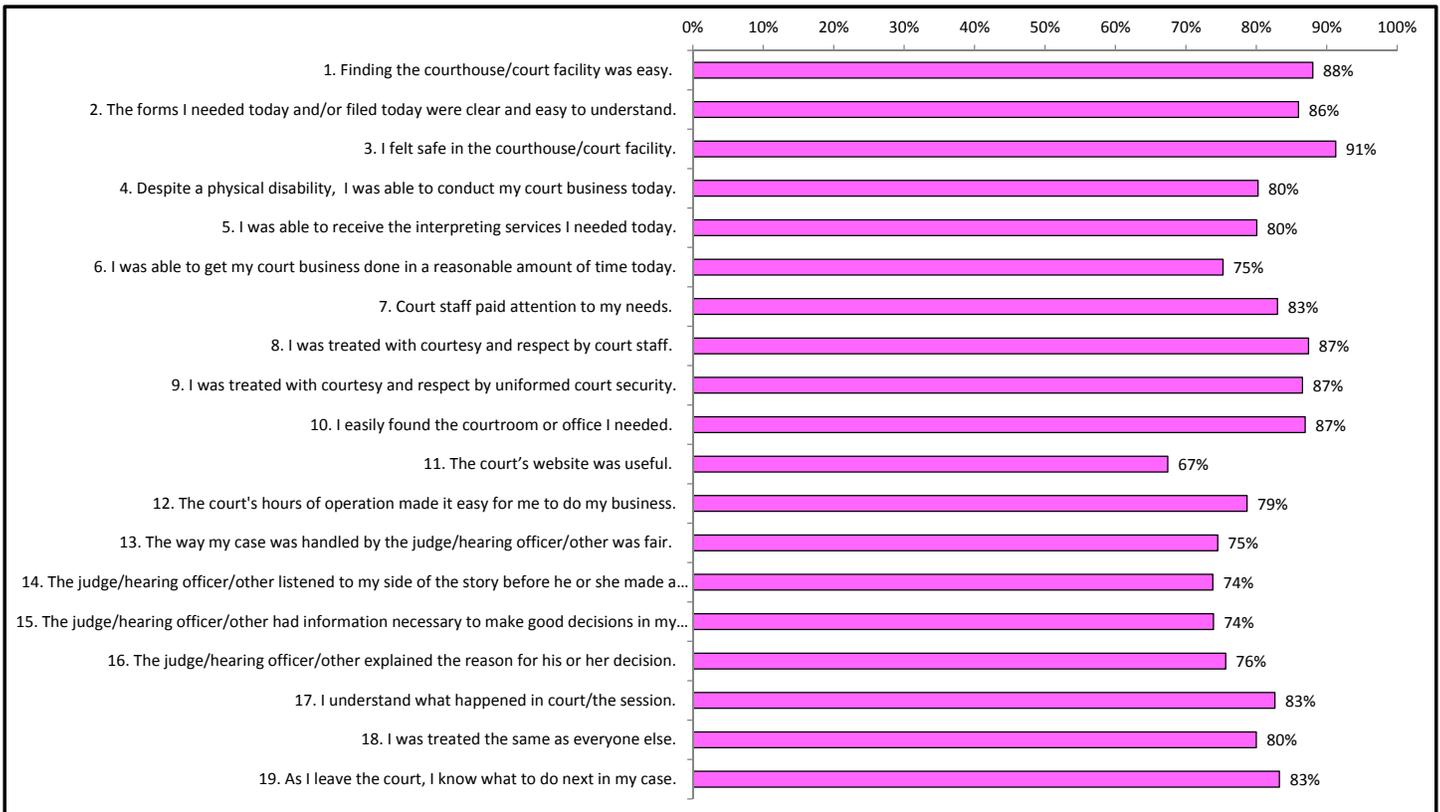
Percent That Agree or Strongly Agree



**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**All Counties and Superior Court Clerk**  
**What is your gender: male**

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	326	4%	268	3%	352	4%	2971	38%	3985	50%	88%
2. The forms I needed today and/or filed today were clear and easy to understand.	248	4%	216	3%	462	7%	2694	41%	2988	45%	86%
3. I felt safe in the courthouse/court facility.	299	4%	121	2%	272	3%	2432	31%	4811	61%	91%
4. Despite a physical disability, I was able to conduct my court business today.	153	5%	111	3%	398	12%	1280	38%	1409	42%	80%
5. I was able to receive the interpreting services I needed today.	171	5%	112	3%	381	11%	1249	38%	1417	43%	80%
6. I was able to get my court business done in a reasonable amount of time today.	573	8%	541	7%	717	10%	2362	32%	3210	43%	75%
7. Court staff paid attention to my needs.	360	5%	336	4%	593	8%	2488	33%	3809	50%	83%
8. I was treated with courtesy and respect by court staff.	351	4%	251	3%	390	5%	2391	30%	4497	57%	87%
9. I was treated with courtesy and respect by uniformed court security.	320	4%	220	3%	510	7%	2425	31%	4333	55%	87%
10. I easily found the courtroom or office I needed.	312	4%	292	4%	411	5%	2735	35%	4028	52%	87%
11. The court's website was useful.	273	6%	274	6%	831	20%	1320	31%	1533	36%	67%
12. The court's hours of operation made it easy for me to do my business.	378	5%	389	5%	809	11%	2601	35%	3222	44%	79%
13. The way my case was handled by the judge/hearing officer/other was fair.	284	9%	177	5%	359	11%	999	31%	1400	43%	75%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	261	9%	181	6%	338	11%	937	31%	1264	42%	74%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	236	8%	183	6%	377	12%	961	31%	1294	42%	74%
16. The judge/hearing officer/other explained the reason for his or her decision.	211	7%	168	6%	341	12%	981	33%	1256	42%	76%
17. I understand what happened in court/the session.	172	5%	116	4%	276	8%	1082	33%	1604	49%	83%
18. I was treated the same as everyone else.	236	7%	142	4%	301	9%	1072	32%	1646	48%	80%
19. As I leave the court, I know what to do next in my case.	168	5%	108	3%	263	8%	1033	32%	1653	51%	83%

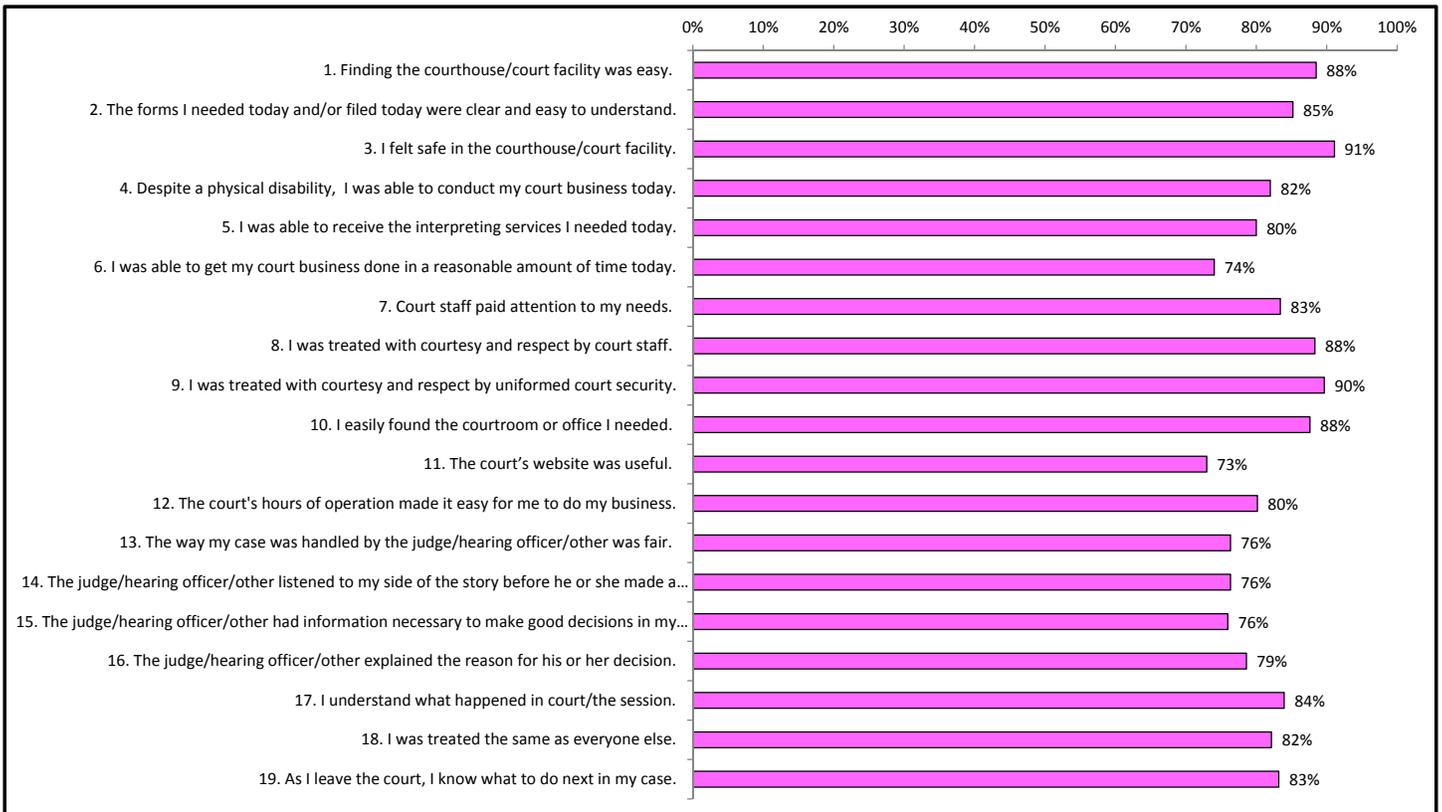
**Percent That Agree or Strongly Agree**



**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**All Counties and Superior Court Clerk**  
**What is your gender: female**

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	284	4%	225	3%	250	4%	2367	36%	3472	53%	88%
2. The forms I needed today and/or filed today were clear and easy to understand.	224	4%	201	4%	374	7%	2128	39%	2468	46%	85%
3. I felt safe in the courthouse/court facility.	244	4%	103	2%	243	4%	2095	32%	3941	59%	91%
4. Despite a physical disability, I was able to conduct my court business today.	155	6%	77	3%	267	10%	1021	37%	1252	45%	82%
5. I was able to receive the interpreting services I needed today.	140	6%	86	4%	262	11%	866	36%	1085	44%	80%
6. I was able to get my court business done in a reasonable amount of time today.	555	9%	438	7%	528	9%	1858	32%	2477	42%	74%
7. Court staff paid attention to my needs.	354	6%	241	4%	430	7%	2012	33%	3139	51%	83%
8. I was treated with courtesy and respect by court staff.	336	5%	180	3%	253	4%	1997	30%	3815	58%	88%
9. I was treated with courtesy and respect by uniformed court security.	266	4%	130	2%	282	4%	2067	32%	3811	58%	90%
10. I easily found the courtroom or office I needed.	280	4%	260	4%	264	4%	2168	33%	3520	54%	88%
11. The court's website was useful.	230	7%	185	5%	536	15%	1130	32%	1437	41%	73%
12. The court's hours of operation made it easy for me to do my business.	312	5%	302	5%	571	10%	2073	35%	2718	45%	80%
13. The way my case was handled by the judge/hearing officer/other was fair.	229	10%	114	5%	225	9%	741	31%	1091	45%	76%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	218	10%	106	5%	199	9%	696	31%	991	45%	76%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	213	9%	109	5%	227	10%	723	32%	1012	44%	76%
16. The judge/hearing officer/other explained the reason for his or her decision.	163	7%	94	4%	220	10%	739	33%	1012	45%	79%
17. I understand what happened in court/the session.	158	6%	70	3%	166	7%	833	34%	1229	50%	84%
18. I was treated the same as everyone else.	195	8%	88	3%	174	7%	818	32%	1286	50%	82%
19. As I leave the court, I know what to do next in my case.	168	7%	70	3%	170	7%	781	32%	1239	51%	83%

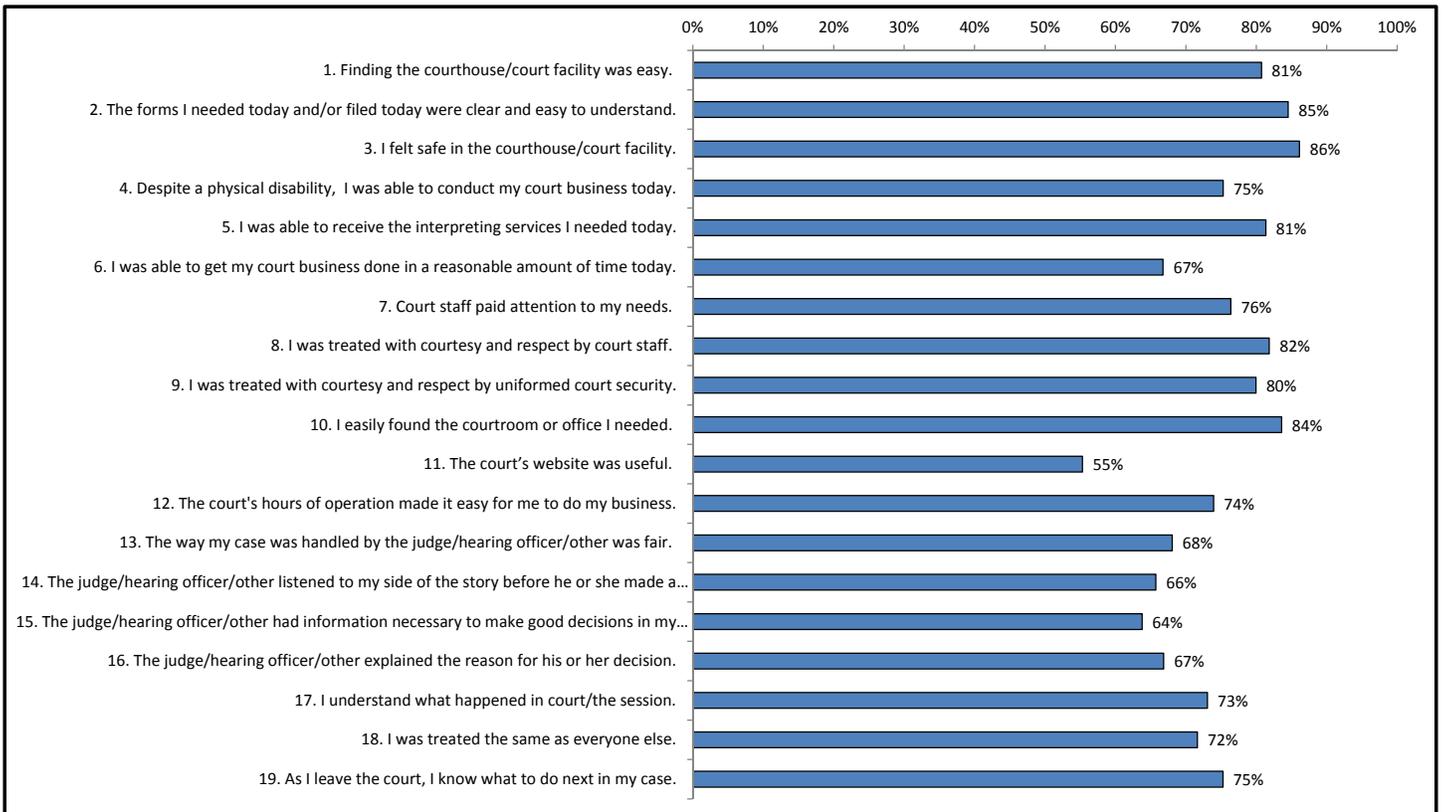
**Percent That Agree or Strongly Agree**



**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**All Counties and Superior Court Clerk**  
**What is your age: under 20**

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	27	7%	28	7%	23	6%	165	41%	162	40%	81%
2. The forms I needed today and/or filed today were clear and easy to understand.	14	4%	11	3%	31	9%	160	44%	146	40%	85%
3. I felt safe in the courthouse/court facility.	15	4%	15	4%	26	6%	149	37%	199	49%	86%
4. Despite a physical disability, I was able to conduct my court business today.	11	4%	16	6%	37	14%	102	39%	93	36%	75%
5. I was able to receive the interpreting services I needed today.	19	6%	10	3%	26	9%	141	48%	99	34%	81%
6. I was able to get my court business done in a reasonable amount of time today.	40	10%	42	11%	45	12%	126	33%	129	34%	67%
7. Court staff paid attention to my needs.	22	6%	26	7%	41	11%	144	38%	144	38%	76%
8. I was treated with courtesy and respect by court staff.	16	4%	22	5%	35	9%	146	36%	183	46%	82%
9. I was treated with courtesy and respect by uniformed court security.	26	7%	17	4%	37	9%	144	36%	175	44%	80%
10. I easily found the courtroom or office I needed.	21	5%	16	4%	28	7%	163	41%	168	42%	84%
11. The court's website was useful.	21	9%	21	9%	63	27%	65	28%	65	28%	55%
12. The court's hours of operation made it easy for me to do my business.	21	6%	32	9%	45	12%	130	35%	148	39%	74%
13. The way my case was handled by the judge/hearing officer/other was fair.	19	10%	18	9%	24	13%	61	32%	69	36%	68%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	23	13%	15	8%	24	13%	63	35%	56	31%	66%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	23	12%	13	7%	31	17%	60	32%	58	31%	64%
16. The judge/hearing officer/other explained the reason for his or her decision.	15	8%	13	7%	32	18%	68	38%	53	29%	67%
17. I understand what happened in court/the session.	19	10%	17	9%	16	8%	78	40%	63	33%	73%
18. I was treated the same as everyone else.	17	8%	13	6%	27	13%	67	33%	77	38%	72%
19. As I leave the court, I know what to do next in my case.	19	10%	9	5%	18	10%	60	32%	80	43%	75%

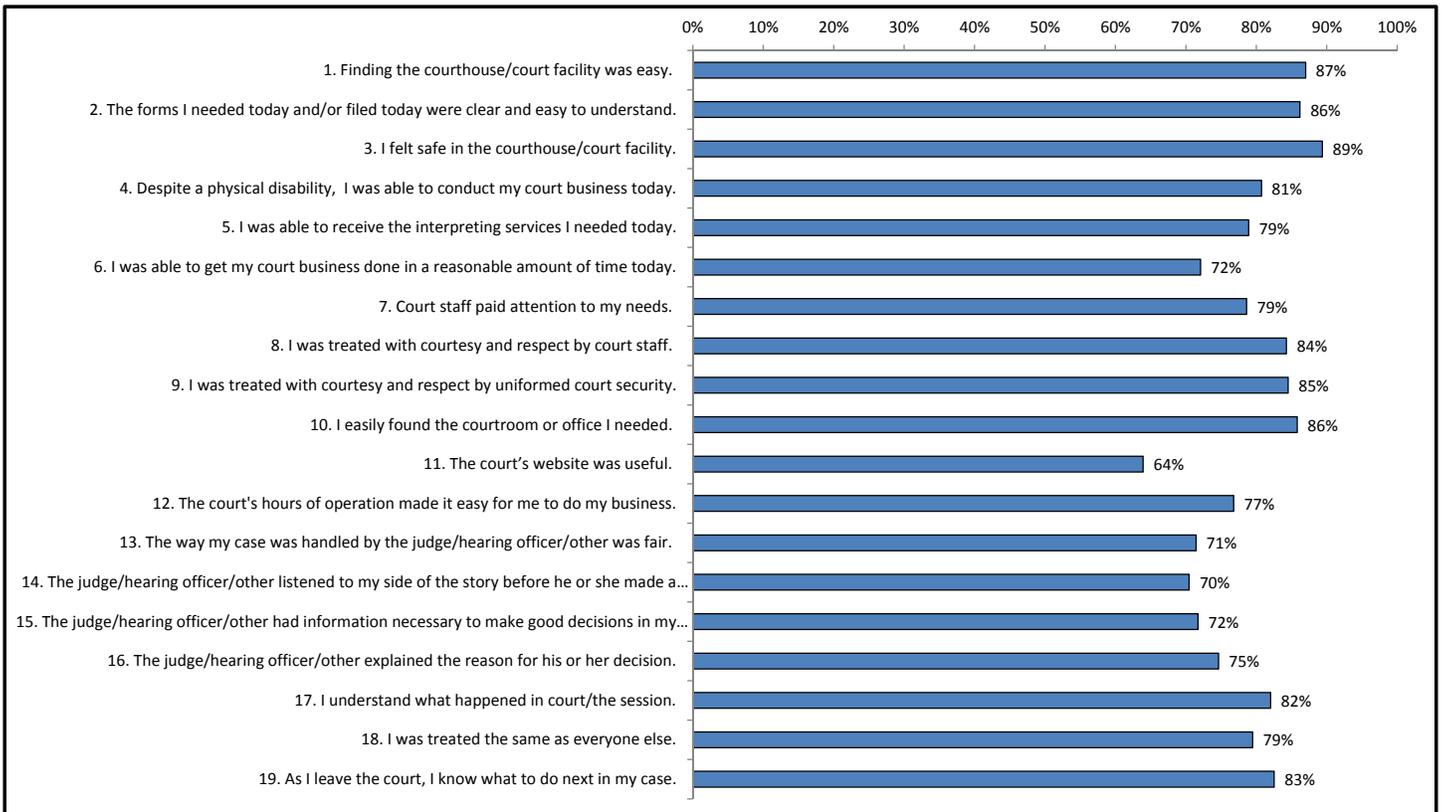
**Percent That Agree or Strongly Agree**



**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**All Counties and Superior Court Clerk**  
**What is your age: 20 - 29**

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	118	4%	113	4%	160	5%	1161	39%	1457	48%	87%
2. The forms I needed today and/or filed today were clear and easy to understand.	106	4%	80	3%	183	7%	1121	42%	1185	44%	86%
3. I felt safe in the courthouse/court facility.	123	4%	50	2%	146	5%	965	32%	1723	57%	89%
4. Despite a physical disability, I was able to conduct my court business today.	70	4%	43	3%	206	12%	621	38%	716	43%	81%
5. I was able to receive the interpreting services I needed today.	86	5%	60	4%	195	12%	585	36%	692	43%	79%
6. I was able to get my court business done in a reasonable amount of time today.	273	10%	238	8%	278	10%	906	32%	1132	40%	72%
7. Court staff paid attention to my needs.	176	6%	140	5%	297	10%	948	33%	1308	46%	79%
8. I was treated with courtesy and respect by court staff.	164	5%	107	4%	199	7%	973	33%	1546	52%	84%
9. I was treated with courtesy and respect by uniformed court security.	146	5%	93	3%	222	7%	968	33%	1549	52%	85%
10. I easily found the courtroom or office I needed.	120	4%	107	4%	194	7%	1047	35%	1499	51%	86%
11. The court's website was useful.	137	7%	97	5%	425	23%	537	29%	631	35%	64%
12. The court's hours of operation made it easy for me to do my business.	178	6%	167	6%	323	11%	1010	35%	1201	42%	77%
13. The way my case was handled by the judge/hearing officer/other was fair.	121	10%	59	5%	176	14%	365	29%	526	42%	71%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	121	10%	68	6%	161	14%	347	29%	488	41%	70%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	105	9%	69	6%	167	14%	366	30%	499	41%	72%
16. The judge/hearing officer/other explained the reason for his or her decision.	78	7%	64	5%	158	13%	378	32%	505	43%	75%
17. I understand what happened in court/the session.	68	5%	42	3%	119	9%	435	34%	610	48%	82%
18. I was treated the same as everyone else.	97	7%	55	4%	120	9%	415	31%	639	48%	79%
19. As I leave the court, I know what to do next in my case.	76	6%	46	4%	101	8%	405	32%	649	51%	83%

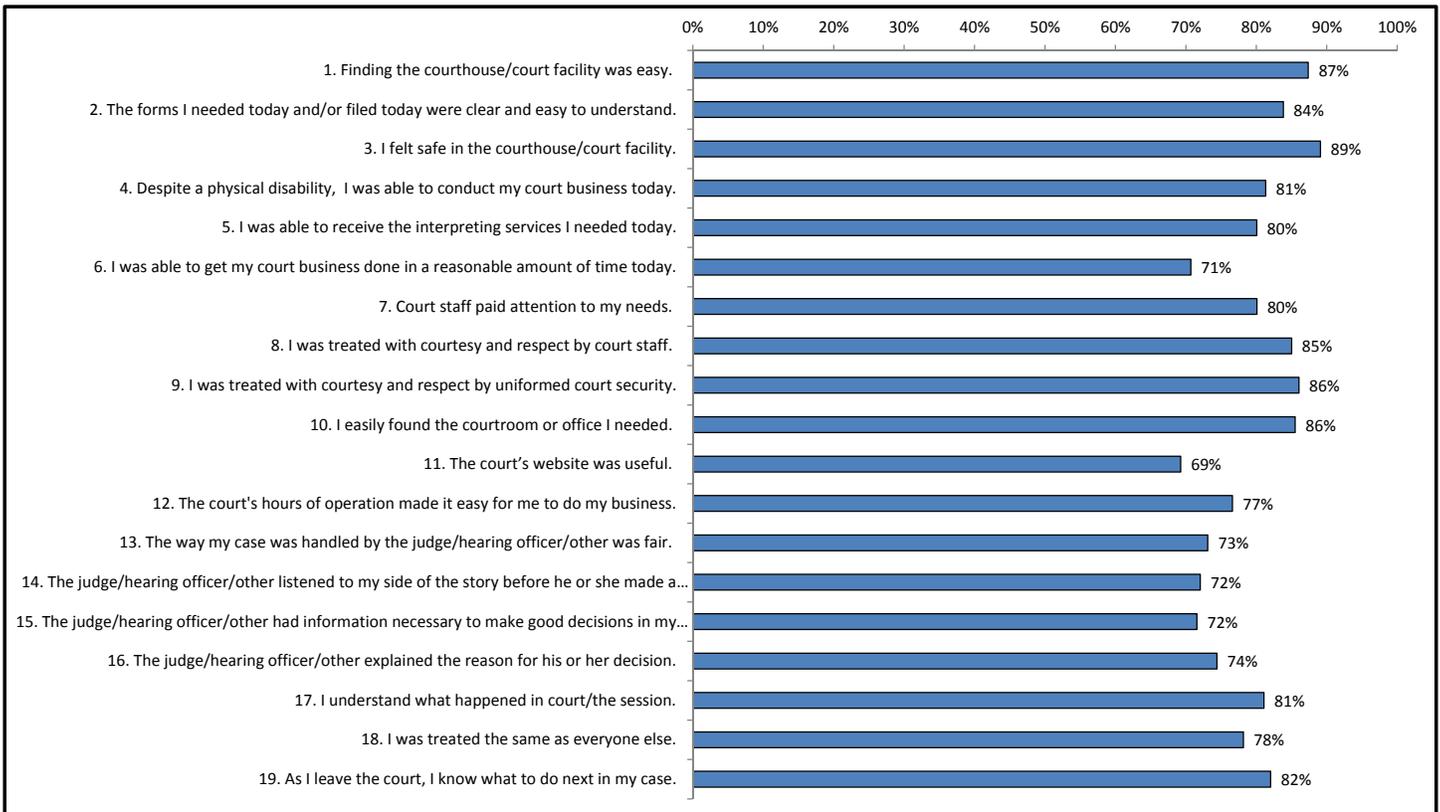
**Percent That Agree or Strongly Agree**



**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**All Counties and Superior Court Clerk**  
**What is your age: 30 - 39**

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	192	6%	106	3%	123	4%	1278	38%	1637	49%	87%
2. The forms I needed today and/or filed today were clear and easy to understand.	142	5%	113	4%	203	7%	1179	42%	1197	42%	84%
3. I felt safe in the courthouse/court facility.	163	5%	70	2%	133	4%	1108	33%	1885	56%	89%
4. Despite a physical disability, I was able to conduct my court business today.	88	6%	51	3%	134	9%	578	40%	612	42%	81%
5. I was able to receive the interpreting services I needed today.	81	6%	51	4%	143	10%	534	39%	570	41%	80%
6. I was able to get my court business done in a reasonable amount of time today.	331	11%	282	9%	310	10%	1021	32%	1207	38%	71%
7. Court staff paid attention to my needs.	212	7%	173	5%	257	8%	1093	34%	1489	46%	80%
8. I was treated with courtesy and respect by court staff.	203	6%	137	4%	161	5%	1094	33%	1749	52%	85%
9. I was treated with courtesy and respect by uniformed court security.	165	5%	87	3%	213	6%	1093	33%	1777	53%	86%
10. I easily found the courtroom or office I needed.	173	5%	157	5%	150	5%	1166	35%	1670	50%	86%
11. The court's website was useful.	134	7%	132	7%	323	17%	627	33%	700	37%	69%
12. The court's hours of operation made it easy for me to do my business.	196	6%	188	6%	353	11%	1132	36%	1282	41%	77%
13. The way my case was handled by the judge/hearing officer/other was fair.	149	10%	97	7%	150	10%	507	34%	570	39%	73%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	139	10%	89	6%	156	11%	454	33%	536	39%	72%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	142	10%	87	6%	174	12%	474	33%	541	38%	72%
16. The judge/hearing officer/other explained the reason for his or her decision.	126	9%	83	6%	150	11%	497	35%	547	39%	74%
17. I understand what happened in court/the session.	104	7%	52	3%	130	9%	559	37%	668	44%	81%
18. I was treated the same as everyone else.	132	8%	82	5%	128	8%	528	34%	697	44%	78%
19. As I leave the court, I know what to do next in my case.	107	7%	53	4%	108	7%	519	35%	705	47%	82%

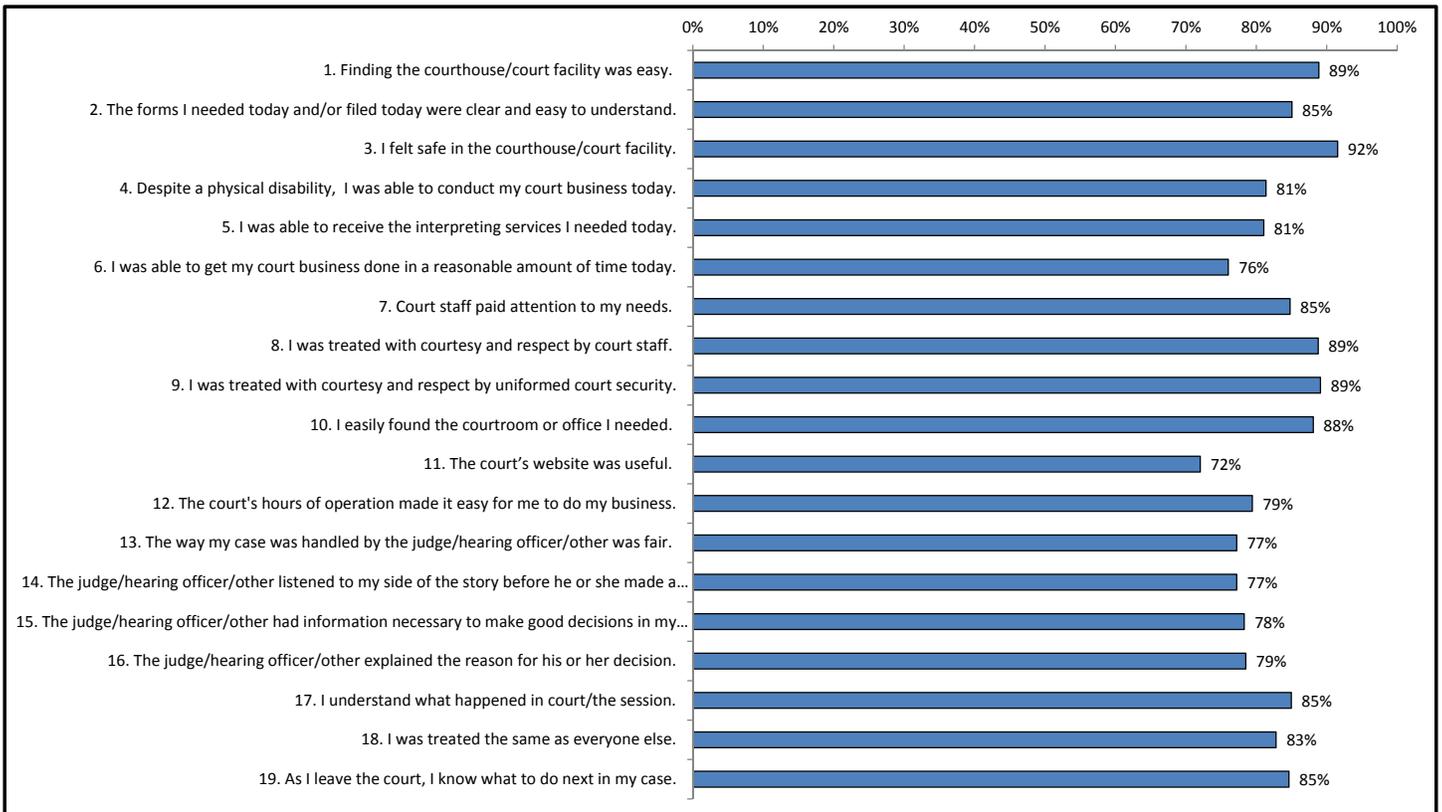
**Percent That Agree or Strongly Agree**



**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**All Counties and Superior Court Clerk**  
**What is your age: 40 - 49**

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	129	4%	114	3%	136	4%	1246	37%	1782	52%	89%
2. The forms I needed today and/or filed today were clear and easy to understand.	105	4%	120	4%	193	7%	1140	41%	1239	44%	85%
3. I felt safe in the courthouse/court facility.	117	3%	59	2%	112	3%	1093	32%	2029	60%	92%
4. Despite a physical disability, I was able to conduct my court business today.	74	5%	36	3%	145	11%	514	38%	600	44%	81%
5. I was able to receive the interpreting services I needed today.	65	5%	36	3%	136	11%	463	37%	551	44%	81%
6. I was able to get my court business done in a reasonable amount of time today.	254	8%	212	7%	278	9%	1016	33%	1344	43%	76%
7. Court staff paid attention to my needs.	163	5%	129	4%	202	6%	1108	34%	1645	51%	85%
8. I was treated with courtesy and respect by court staff.	169	5%	88	3%	125	4%	1051	31%	1973	58%	89%
9. I was treated with courtesy and respect by uniformed court security.	132	4%	79	2%	156	5%	1081	32%	1919	57%	89%
10. I easily found the courtroom or office I needed.	141	4%	122	4%	135	4%	1185	35%	1758	53%	88%
11. The court's website was useful.	120	7%	100	6%	278	16%	589	33%	695	39%	72%
12. The court's hours of operation made it easy for me to do my business.	161	5%	160	5%	324	10%	1121	36%	1372	44%	79%
13. The way my case was handled by the judge/hearing officer/other was fair.	131	10%	61	4%	119	9%	428	31%	626	46%	77%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	112	9%	73	6%	102	8%	403	32%	570	45%	77%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	98	8%	71	5%	113	9%	420	32%	597	46%	78%
16. The judge/hearing officer/other explained the reason for his or her decision.	91	7%	69	6%	108	9%	401	32%	578	46%	79%
17. I understand what happened in court/the session.	77	6%	44	3%	85	6%	459	34%	705	51%	85%
18. I was treated the same as everyone else.	108	8%	41	3%	96	7%	467	33%	713	50%	83%
19. As I leave the court, I know what to do next in my case.	74	5%	39	3%	97	7%	448	33%	708	52%	85%

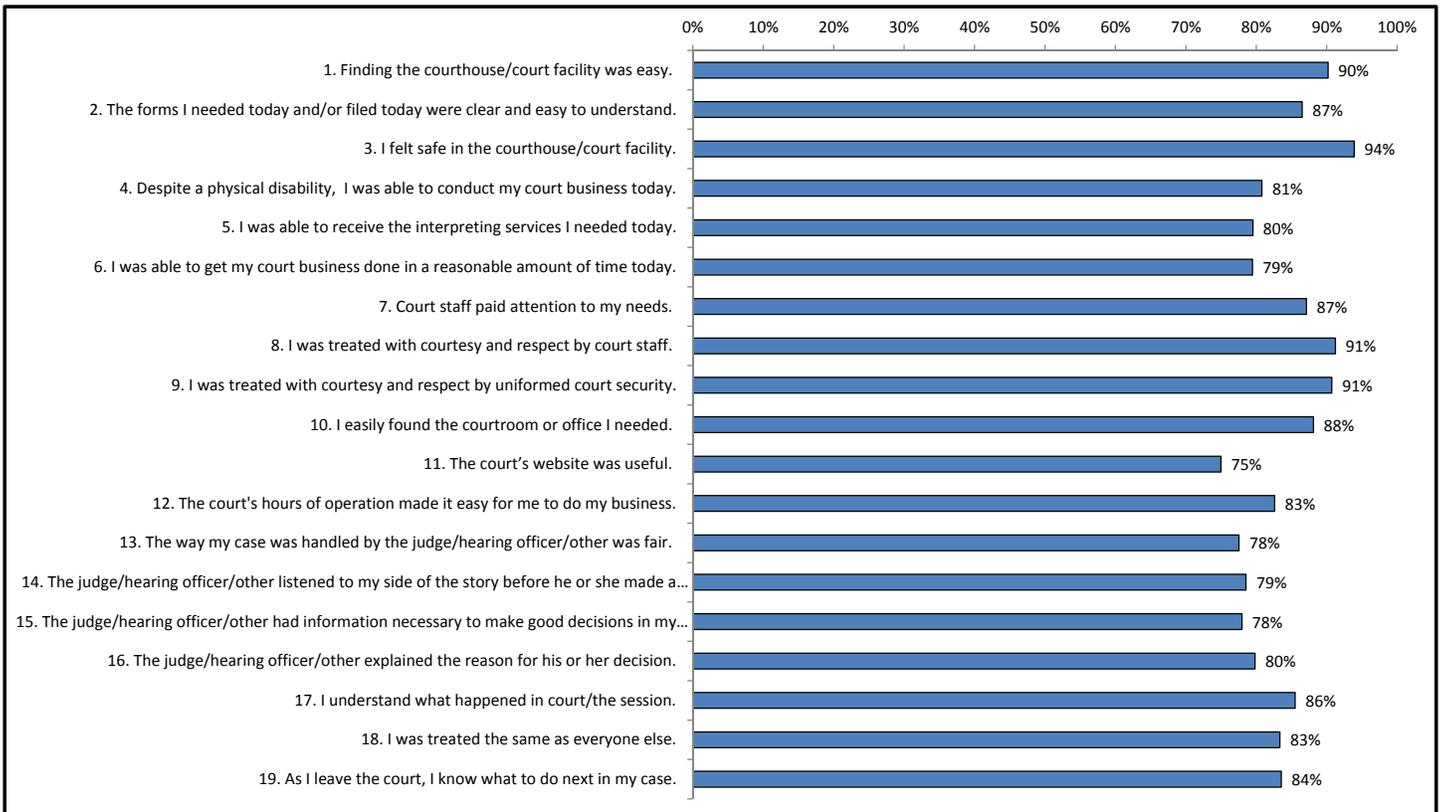
**Percent That Agree or Strongly Agree**



**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**All Counties and Superior Court Clerk**  
**What is your age: 50 - 59**

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	96	3%	78	3%	96	3%	967	35%	1516	55%	90%
2. The forms I needed today and/or filed today were clear and easy to understand.	72	3%	60	3%	160	7%	780	36%	1094	51%	87%
3. I felt safe in the courthouse/court facility.	74	3%	23	1%	72	3%	781	28%	1827	66%	94%
4. Despite a physical disability, I was able to conduct my court business today.	47	5%	23	2%	107	12%	343	37%	402	44%	81%
5. I was able to receive the interpreting services I needed today.	39	5%	29	3%	104	12%	283	34%	385	46%	80%
6. I was able to get my court business done in a reasonable amount of time today.	158	6%	131	5%	218	9%	752	30%	1208	49%	79%
7. Court staff paid attention to my needs.	92	4%	84	3%	157	6%	753	29%	1498	58%	87%
8. I was treated with courtesy and respect by court staff.	93	3%	63	2%	85	3%	719	26%	1787	65%	91%
9. I was treated with courtesy and respect by uniformed court security.	74	3%	61	2%	117	4%	768	28%	1695	62%	91%
10. I easily found the courtroom or office I needed.	100	4%	106	4%	116	4%	847	31%	1540	57%	88%
11. The court's website was useful.	61	4%	80	6%	202	15%	436	32%	592	43%	75%
12. The court's hours of operation made it easy for me to do my business.	97	4%	100	4%	235	9%	846	34%	1206	49%	83%
13. The way my case was handled by the judge/hearing officer/other was fair.	71	7%	43	5%	100	10%	272	29%	467	49%	78%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	68	8%	38	4%	79	9%	265	31%	412	48%	79%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	63	7%	37	4%	97	11%	274	31%	423	47%	78%
16. The judge/hearing officer/other explained the reason for his or her decision.	58	7%	23	3%	90	11%	278	33%	398	47%	80%
17. I understand what happened in court/the session.	51	5%	22	2%	68	7%	294	30%	539	55%	86%
18. I was treated the same as everyone else.	64	6%	28	3%	79	8%	308	30%	548	53%	83%
19. As I leave the court, I know what to do next in my case.	51	5%	26	3%	81	8%	280	29%	523	54%	84%

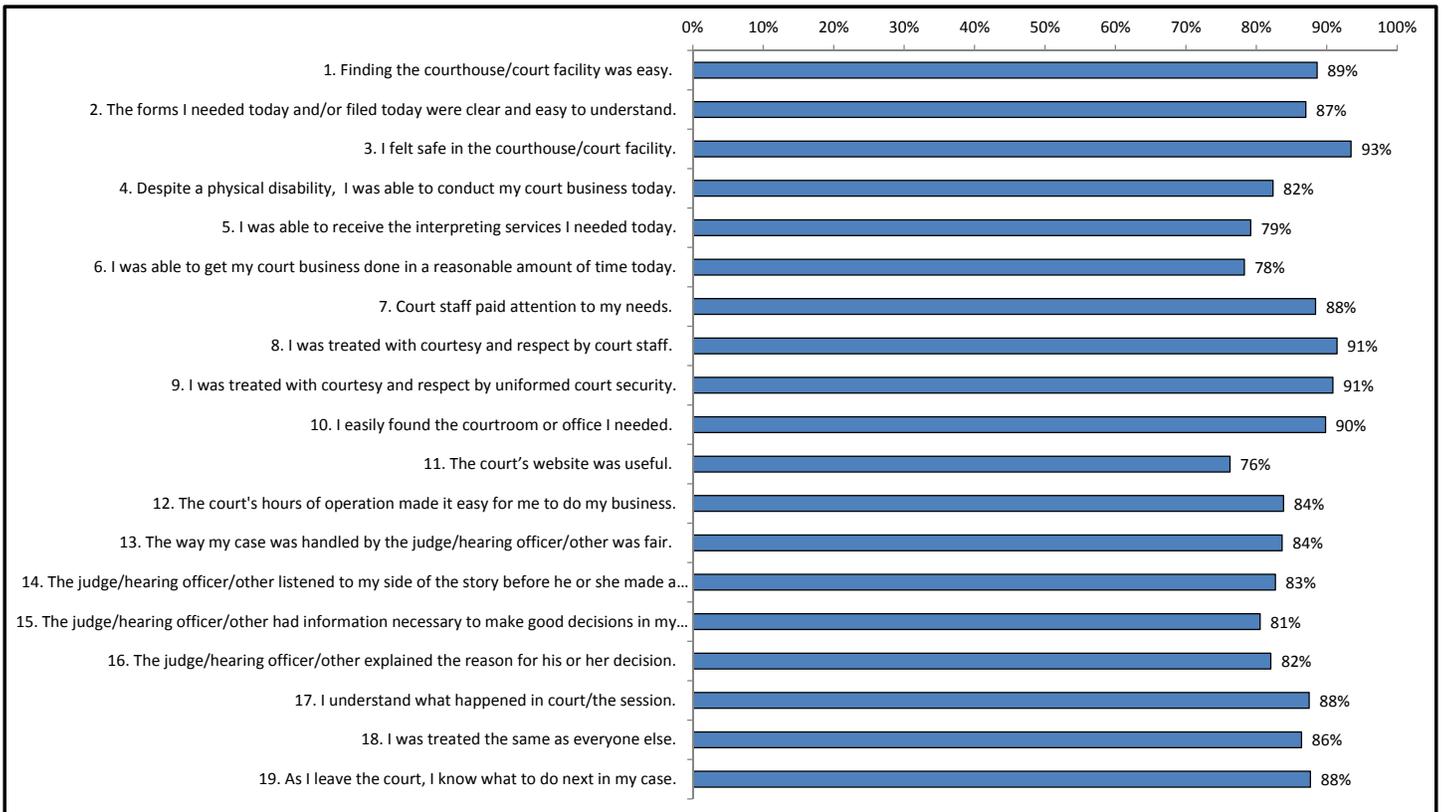
**Percent That Agree or Strongly Agree**



**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**All Counties and Superior Court Clerk**  
**What is your age: 60 - 69**

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	49	4%	49	4%	48	4%	423	33%	716	56%	89%
2. The forms I needed today and/or filed today were clear and easy to understand.	35	4%	34	4%	56	6%	364	38%	475	49%	87%
3. I felt safe in the courthouse/court facility.	48	4%	10	1%	27	2%	351	27%	862	66%	93%
4. Despite a physical disability, I was able to conduct my court business today.	22	6%	15	4%	31	8%	129	33%	189	49%	82%
5. I was able to receive the interpreting services I needed today.	19	6%	14	4%	35	11%	99	30%	160	49%	79%
6. I was able to get my court business done in a reasonable amount of time today.	77	7%	67	6%	93	9%	328	30%	527	48%	78%
7. Court staff paid attention to my needs.	50	4%	30	3%	59	5%	372	31%	689	57%	88%
8. I was treated with courtesy and respect by court staff.	52	4%	18	1%	39	3%	321	25%	848	66%	91%
9. I was treated with courtesy and respect by uniformed court security.	44	3%	18	1%	54	4%	347	27%	809	64%	91%
10. I easily found the courtroom or office I needed.	42	3%	42	3%	43	3%	398	32%	724	58%	90%
11. The court's website was useful.	31	6%	26	5%	70	13%	176	33%	232	43%	76%
12. The court's hours of operation made it easy for me to do my business.	41	4%	43	4%	94	9%	353	32%	573	52%	84%
13. The way my case was handled by the judge/hearing officer/other was fair.	19	6%	15	4%	22	6%	96	28%	191	56%	84%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	19	6%	8	3%	24	8%	83	28%	161	55%	83%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	19	6%	18	6%	21	7%	84	28%	156	52%	81%
16. The judge/hearing officer/other explained the reason for his or her decision.	14	5%	14	5%	26	9%	83	28%	164	54%	82%
17. I understand what happened in court/the session.	14	4%	9	3%	20	6%	88	26%	213	62%	88%
18. I was treated the same as everyone else.	16	4%	10	3%	23	6%	94	26%	218	60%	86%
19. As I leave the court, I know what to do next in my case.	11	3%	6	2%	24	7%	92	28%	200	60%	88%

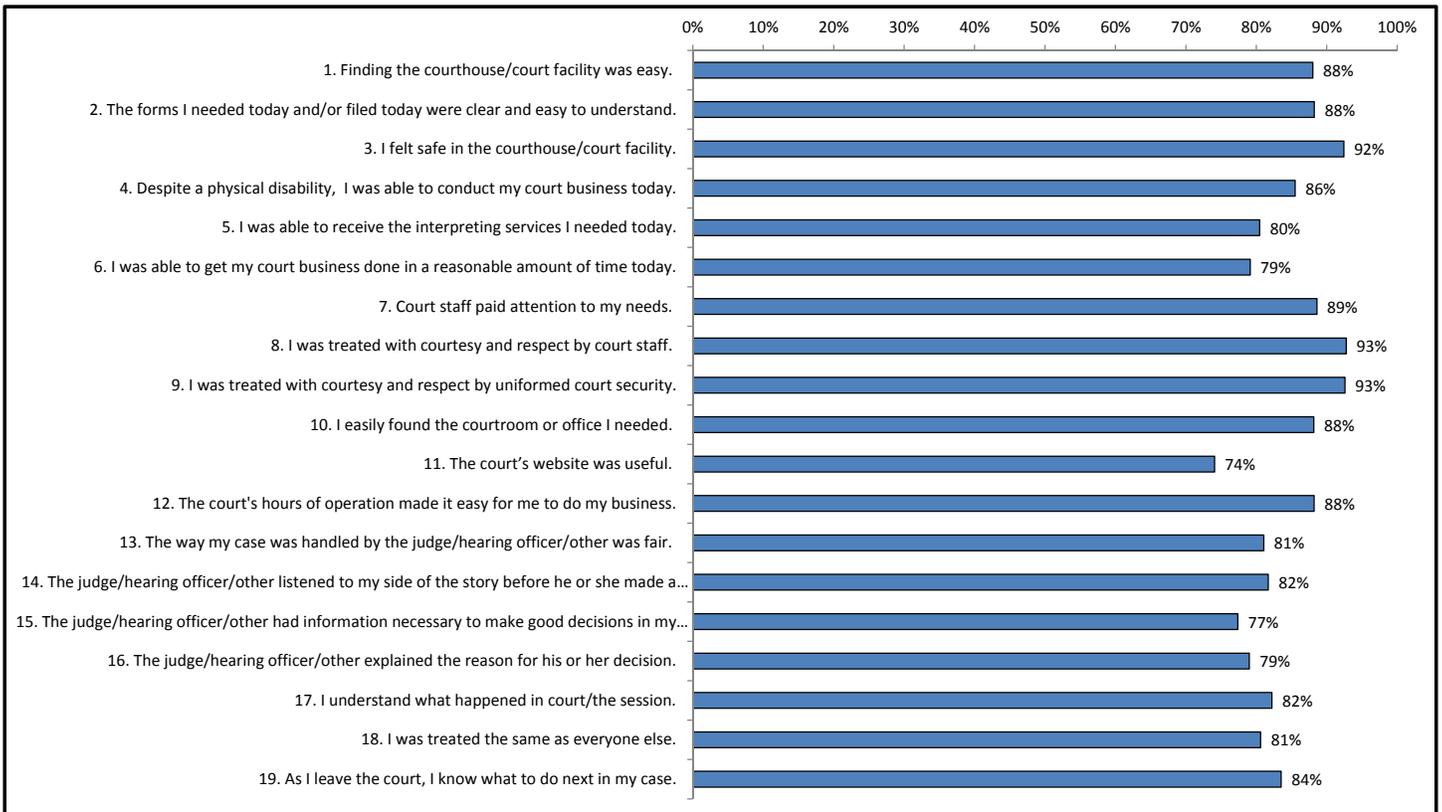
**Percent That Agree or Strongly Agree**



**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**All Counties and Superior Court Clerk**  
**What is your age: 70 or older**

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	14	3%	12	3%	22	5%	129	32%	224	56%	88%
2. The forms I needed today and/or filed today were clear and easy to understand.	12	4%	4	1%	20	7%	114	37%	156	51%	88%
3. I felt safe in the courthouse/court facility.	16	4%	3	1%	11	3%	112	28%	254	64%	92%
4. Despite a physical disability, I was able to conduct my court business today.	8	6%	4	3%	8	6%	45	33%	73	53%	86%
5. I was able to receive the interpreting services I needed today.	7	5%	5	4%	13	10%	34	27%	69	54%	80%
6. I was able to get my court business done in a reasonable amount of time today.	19	6%	22	7%	27	8%	92	28%	166	51%	79%
7. Court staff paid attention to my needs.	18	5%	10	3%	13	4%	116	32%	203	56%	89%
8. I was treated with courtesy and respect by court staff.	15	4%	6	2%	7	2%	100	26%	259	67%	93%
9. I was treated with courtesy and respect by uniformed court security.	12	3%	3	1%	14	4%	114	29%	248	63%	93%
10. I easily found the courtroom or office I needed.	13	3%	16	4%	16	4%	117	31%	218	57%	88%
11. The court's website was useful.	10	7%	7	5%	18	13%	33	24%	67	50%	74%
12. The court's hours of operation made it easy for me to do my business.	10	3%	9	3%	20	6%	108	33%	184	56%	88%
13. The way my case was handled by the judge/hearing officer/other was fair.	9	9%	4	4%	5	5%	28	29%	49	52%	81%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	8	10%	2	2%	5	6%	28	34%	39	48%	82%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	8	10%	4	5%	7	8%	23	27%	42	50%	77%
16. The judge/hearing officer/other explained the reason for his or her decision.	7	9%	5	6%	5	6%	24	30%	40	49%	79%
17. I understand what happened in court/the session.	7	8%	4	4%	5	6%	25	28%	49	54%	82%
18. I was treated the same as everyone else.	8	8%	4	4%	7	7%	29	30%	50	51%	81%
19. As I leave the court, I know what to do next in my case.	8	9%	1	1%	5	6%	27	32%	44	52%	84%

**Percent That Agree or Strongly Agree**



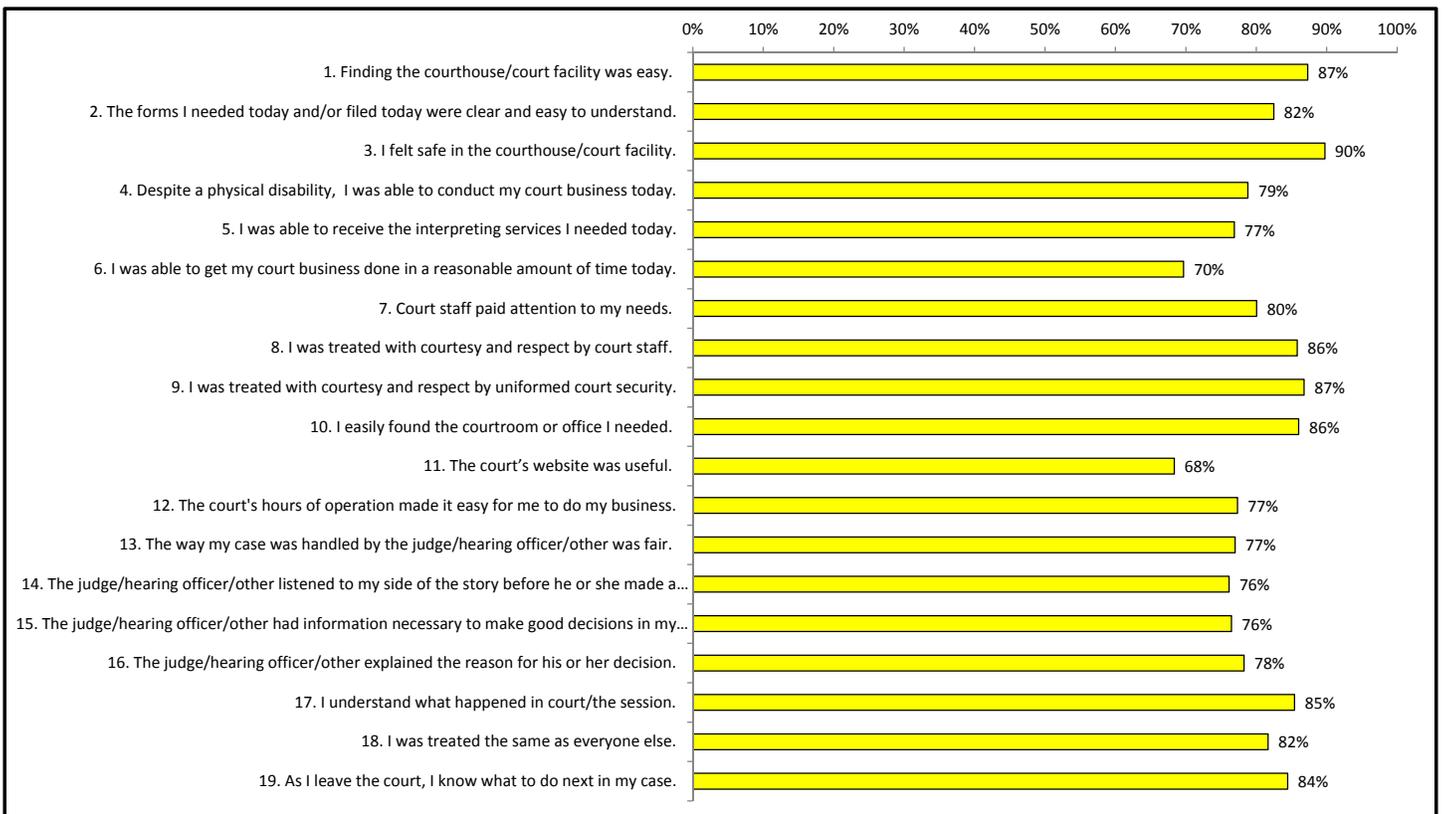
New Jersey Judiciary - Access and Fairness Public Survey - October 2013

All Counties and Superior Court Clerk

Today I appeared before a (select all that apply): judge

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	127	4%	107	4%	146	5%	1069	36%	1543	52%	87%
2. The forms I needed today and/or filed today were clear and easy to understand.	108	4%	120	5%	205	8%	935	38%	1104	45%	82%
3. I felt safe in the courthouse/court facility.	123	4%	68	2%	118	4%	892	30%	1809	60%	90%
4. Despite a physical disability, I was able to conduct my court business today.	63	5%	44	3%	166	13%	481	37%	534	41%	79%
5. I was able to receive the interpreting services I needed today.	62	5%	72	6%	144	12%	428	36%	496	41%	77%
6. I was able to get my court business done in a reasonable amount of time today.	343	12%	278	10%	266	9%	898	31%	1140	39%	70%
7. Court staff paid attention to my needs.	181	6%	168	6%	239	8%	923	31%	1437	49%	80%
8. I was treated with courtesy and respect by court staff.	161	5%	109	4%	158	5%	923	31%	1667	55%	86%
9. I was treated with courtesy and respect by uniformed court security.	135	5%	94	3%	166	6%	913	31%	1683	56%	87%
10. I easily found the courtroom or office I needed.	139	5%	139	5%	142	5%	1021	34%	1563	52%	86%
11. The court's website was useful.	117	7%	113	7%	294	18%	506	31%	626	38%	68%
12. The court's hours of operation made it easy for me to do my business.	157	6%	176	6%	311	11%	953	34%	1243	44%	77%
13. The way my case was handled by the judge/hearing officer/other was fair.	244	9%	138	5%	246	9%	820	30%	1282	47%	77%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	223	9%	145	6%	230	9%	731	29%	1176	47%	76%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	217	8%	145	6%	249	10%	778	30%	1209	47%	76%
16. The judge/hearing officer/other explained the reason for his or her decision.	181	7%	141	6%	225	9%	808	32%	1160	46%	78%
17. I understand what happened in court/the session.	144	5%	89	3%	171	6%	912	33%	1456	53%	85%
18. I was treated the same as everyone else.	199	7%	104	4%	203	7%	854	31%	1400	51%	82%
19. As I leave the court, I know what to do next in my case.	152	6%	85	3%	175	7%	842	32%	1396	53%	84%

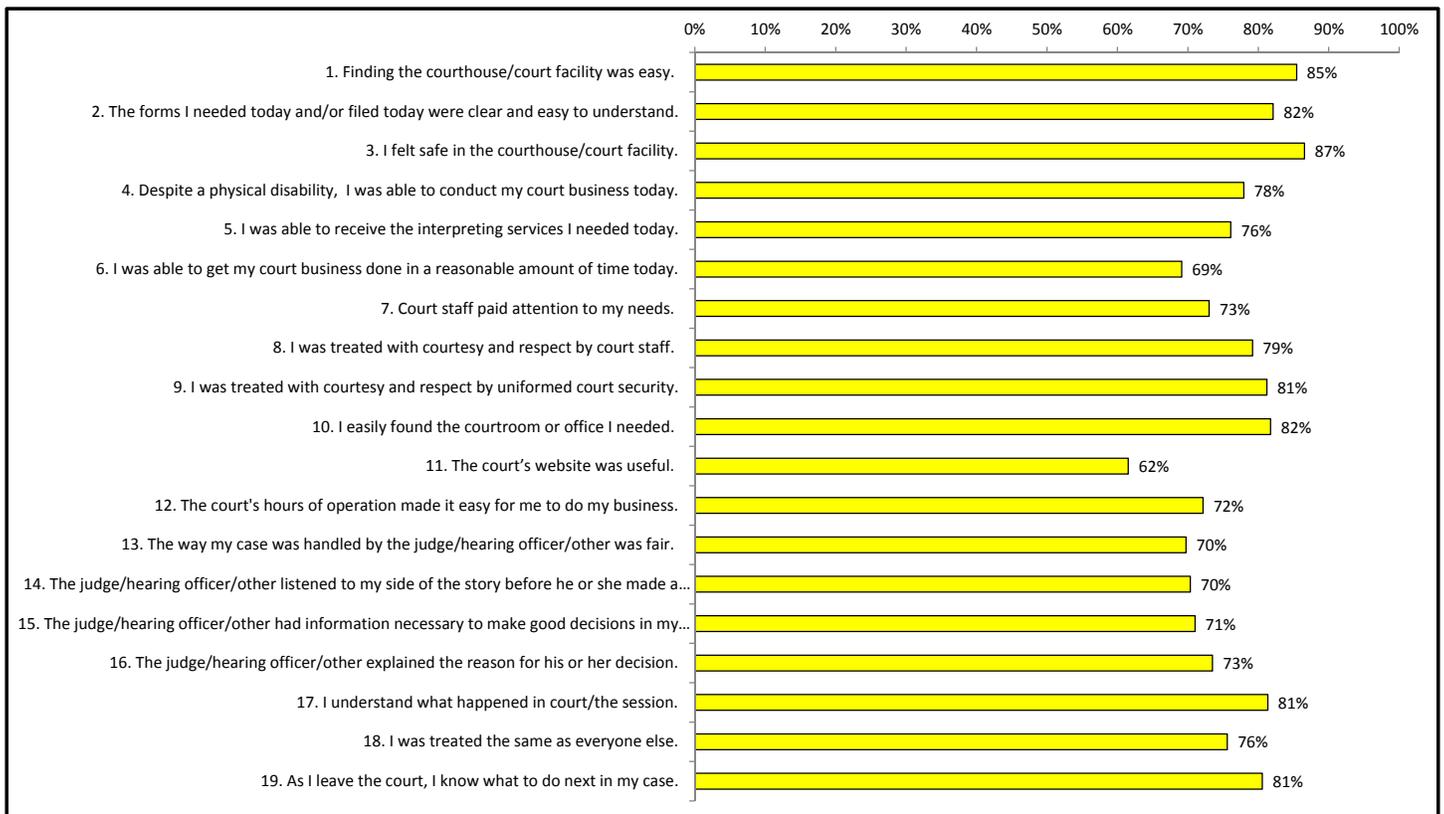
Percent That Agree or Strongly Agree



Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	55	7%	31	4%	27	3%	307	40%	356	46%	85%
2. The forms I needed today and/or filed today were clear and easy to understand.	40	6%	39	5%	50	7%	325	45%	267	37%	82%
3. I felt safe in the courthouse/court facility.	46	6%	25	3%	34	4%	273	35%	403	52%	87%
4. Despite a physical disability, I was able to conduct my court business today.	29	6%	22	5%	52	11%	199	43%	165	35%	78%
5. I was able to receive the interpreting services I needed today.	33	8%	19	5%	46	11%	161	39%	151	37%	76%
6. I was able to get my court business done in a reasonable amount of time today.	96	13%	67	9%	70	9%	246	33%	276	37%	69%
7. Court staff paid attention to my needs.	71	9%	57	8%	76	10%	257	34%	295	39%	73%
8. I was treated with courtesy and respect by court staff.	69	9%	44	6%	49	6%	258	33%	358	46%	79%
9. I was treated with courtesy and respect by uniformed court security.	57	7%	28	4%	60	8%	267	35%	360	47%	81%
10. I easily found the courtroom or office I needed.	48	6%	44	6%	48	6%	290	38%	337	44%	82%
11. The court's website was useful.	48	10%	36	8%	96	21%	152	32%	136	29%	62%
12. The court's hours of operation made it easy for me to do my business.	62	8%	49	7%	95	13%	258	35%	276	37%	72%
13. The way my case was handled by the judge/hearing officer/other was fair.	87	12%	42	6%	88	12%	216	30%	284	40%	70%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	88	13%	45	6%	74	11%	229	33%	262	38%	70%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	69	10%	44	6%	89	13%	230	33%	265	38%	71%
16. The judge/hearing officer/other explained the reason for his or her decision.	66	9%	36	5%	83	12%	232	33%	281	40%	73%
17. I understand what happened in court/the session.	59	8%	24	3%	50	7%	270	38%	310	43%	81%
18. I was treated the same as everyone else.	71	10%	38	5%	66	9%	234	33%	308	43%	76%
19. As I leave the court, I know what to do next in my case.	49	7%	25	4%	61	9%	237	34%	323	46%	81%

Percent That Agree or Strongly Agree



New Jersey Judiciary - Access and Fairness Public Survey - October 2013

All Counties and Superior Court Clerk

Today I appeared before a (select all that apply): other

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	167	5%	119	4%	133	4%	1097	35%	1593	51%	87%
2. The forms I needed today and/or filed today were clear and easy to understand.	136	5%	92	3%	186	7%	1058	39%	1266	46%	85%
3. I felt safe in the courthouse/court facility.	161	5%	44	1%	94	3%	970	31%	1851	59%	90%
4. Despite a physical disability, I was able to conduct my court business today.	112	7%	46	3%	171	10%	600	36%	758	45%	80%
5. I was able to receive the interpreting services I needed today.	96	6%	52	3%	163	10%	597	37%	722	44%	81%
6. I was able to get my court business done in a reasonable amount of time today.	223	8%	175	6%	246	8%	922	32%	1350	46%	78%
7. Court staff paid attention to my needs.	173	6%	104	3%	223	8%	953	32%	1519	51%	83%
8. I was treated with courtesy and respect by court staff.	177	6%	82	3%	145	5%	957	31%	1738	56%	87%
9. I was treated with courtesy and respect by uniformed court security.	159	5%	57	2%	163	5%	1001	32%	1704	55%	88%
10. I easily found the courtroom or office I needed.	162	5%	90	3%	155	5%	1034	34%	1599	53%	87%
11. The court's website was useful.	139	8%	89	5%	333	18%	569	31%	720	39%	70%
12. The court's hours of operation made it easy for me to do my business.	175	6%	121	4%	291	10%	993	34%	1338	46%	80%
13. The way my case was handled by the judge/hearing officer/other was fair.	115	8%	94	7%	195	14%	461	32%	568	40%	72%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	113	8%	73	5%	193	14%	451	34%	516	38%	72%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	108	8%	78	6%	194	14%	463	34%	522	38%	72%
16. The judge/hearing officer/other explained the reason for his or her decision.	88	7%	69	5%	194	15%	451	34%	511	39%	73%
17. I understand what happened in court/the session.	94	6%	59	4%	162	11%	518	35%	653	44%	79%
18. I was treated the same as everyone else.	118	7%	64	4%	163	10%	553	33%	797	47%	80%
19. As I leave the court, I know what to do next in my case.	94	6%	53	3%	138	9%	502	32%	765	49%	82%

Percent That Agree or Strongly Agree

