

## **Appendix G**

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

#### **Overview Tables**

##### **Bergen**

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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<b>Please select the description that best describes you</b>	
A party in a court case/legal matter	5
Victim or witness	6
Law enforcement officer	7
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
Native Hawaiian or Other Pacific Islander	44
Asian	45
White	46
Black or African American	47
Hispanic or Latino	48
Other	49
<b>What is your gender?</b>	
Male	50
Female	51
<b>What is your age range?</b>	
Under 20	52
20 - 29	53
30 - 39	54
40 - 49	55
50 - 59	56
60 - 69	57
70 or older	58
<b>Today I appeared before a...</b>	
Judge	59
Hearing Officer	60
Other	61

**New Jersey Judiciary - Access and Fairness Public Survey - October 2013  
Bergen County  
Survey Demographics**

<b>Please select the description that best describes you</b>		
A party in a court case/legal matter	335	31%
Victim or witness	31	3%
Law enforcement officer	25	2%
Public defender/staff	22	2%
Social services staff	18	2%
Friend or family member	76	7%
Private attorney	220	21%
Prosecutor/staff	11	1%
Juror	83	8%
Other	250	23%
<b>Total</b>	<b>1,071</b>	<b>100%</b>

<b>What did you do today? (select all that apply) *</b>		
Attended a hearing or trial	328	28%
Received information	113	10%
Visited Probation	193	16%
Attended mediation or arbitration	47	4%
Visited the Ombudsman/Self-Help Center	4	0%
Jury Service	81	7%
Filed Papers	140	12%
Made a payment	44	4%
Searched court records/obtained documents	36	3%
Other	175	15%

<b>What type of case brought you to the courthouse today? (select all that apply) *</b>		
Child Custody	70	6%
Division of Child Placement and Permanency	41	3%
Divorce	100	9%
Foreclosure	21	2%
Probation	145	12%
Child Support	77	7%
Landlord/Tenant	43	4%
Civil	190	16%
Juvenile Delinquency	43	4%
Domestic Violence	40	3%
Criminal	157	13%
Other	215	18%

<b>How do you identify yourself? (select all that apply)*</b>		
American Indian or Alaska Native	14	1%
Native Hawaiian or Other Pacific Islander	3	0%
Asian	58	5%
White	630	54%
Black or African American	157	13%
Hispanic or Latino	185	16%
Other	49	4%

<b>What is your gender?</b>		
Male	659	61%
Female	423	39%
<b>Total</b>	<b>1,082</b>	<b>100%</b>

<b>What is your age range?</b>		
Under 20	51	5%
20 - 29	179	16%
30 - 39	232	21%
40 - 49	242	22%
50 - 59	241	22%
60 - 69	105	10%
70 or older	40	4%
<b>Total</b>	<b>1,090</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	224	39%
No	357	61%
<b>Total</b>	<b>581</b>	<b>100%</b>

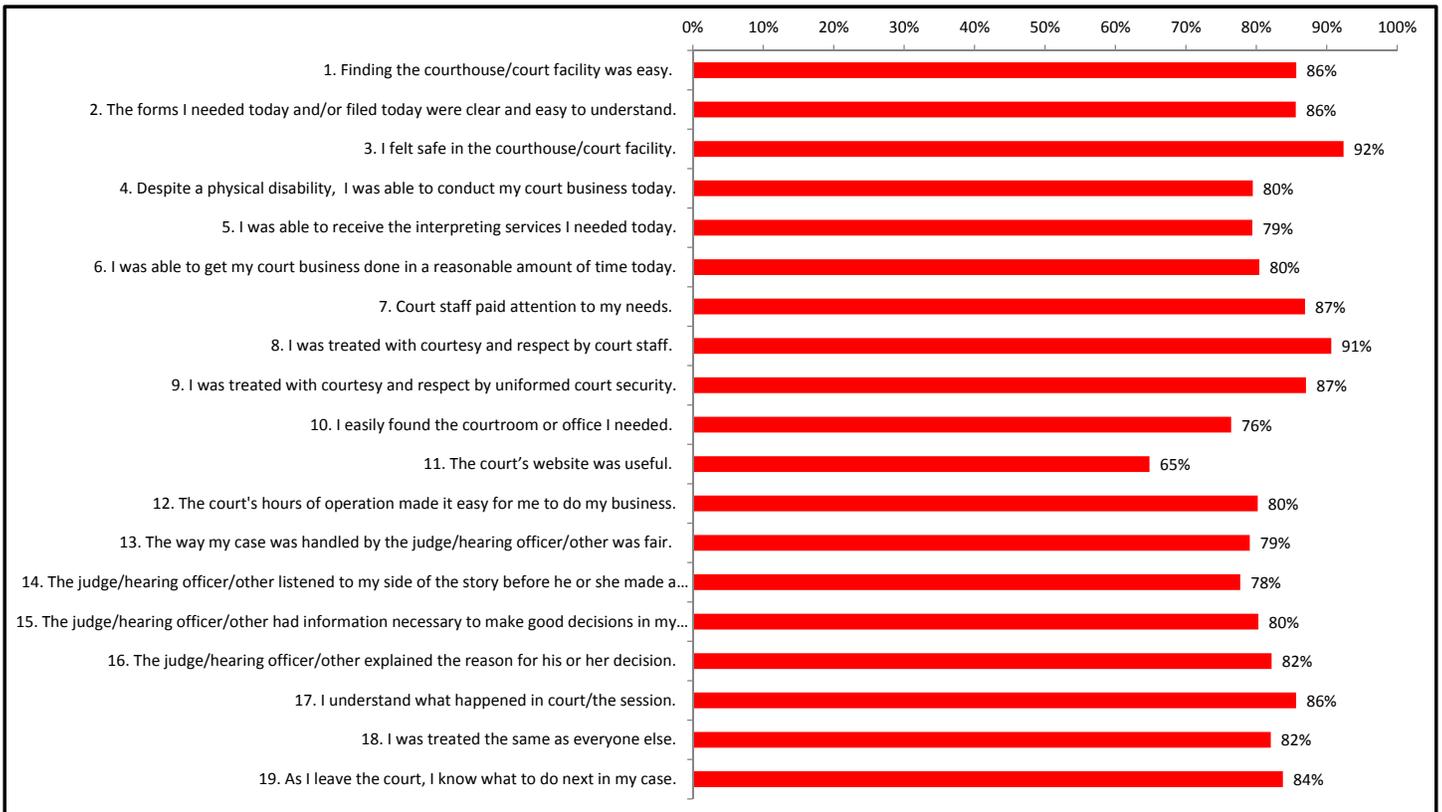
<b>How often are you in this courthouse?</b>		
First time in this courthouse	167	16%
Once a year or less	229	21%
Several times a year	251	24%
Several times a month	419	39%
<b>Total</b>	<b>1,066</b>	<b>100%</b>

**\* Percentage is based on total respondents: 1,173**

**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**Bergen County**  
**Total**

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	52	5%	56	5%	55	5%	454	40%	520	46%	86%
2. The forms I needed today and/or filed today were clear and easy to understand.	27	3%	37	4%	67	7%	385	42%	394	43%	86%
3. I felt safe in the courthouse/court facility.	33	3%	14	1%	39	3%	330	29%	715	63%	92%
4. Despite a physical disability, I was able to conduct my court business today.	18	5%	12	3%	52	13%	148	37%	170	43%	80%
5. I was able to receive the interpreting services I needed today.	20	5%	18	4%	51	12%	161	37%	183	42%	79%
6. I was able to get my court business done in a reasonable amount of time today.	61	6%	61	6%	83	8%	339	32%	503	48%	80%
7. Court staff paid attention to my needs.	45	4%	27	2%	71	6%	369	34%	581	53%	87%
8. I was treated with courtesy and respect by court staff.	37	3%	25	2%	44	4%	336	30%	691	61%	91%
9. I was treated with courtesy and respect by uniformed court security.	38	3%	29	3%	78	7%	331	30%	644	58%	87%
10. I easily found the courtroom or office I needed.	71	6%	102	9%	92	8%	346	31%	513	46%	76%
11. The court's website was useful.	41	7%	48	8%	116	20%	163	28%	215	37%	65%
12. The court's hours of operation made it easy for me to do my business.	47	5%	44	4%	113	11%	376	37%	450	44%	80%
13. The way my case was handled by the judge/hearing officer/other was fair.	31	7%	24	6%	36	8%	125	29%	219	50%	79%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	29	8%	18	5%	39	10%	114	30%	186	48%	78%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	25	6%	20	5%	35	9%	133	33%	193	48%	80%
16. The judge/hearing officer/other explained the reason for his or her decision.	21	5%	20	5%	28	7%	126	33%	192	50%	82%
17. I understand what happened in court/the session.	22	5%	12	3%	29	7%	130	30%	246	56%	86%
18. I was treated the same as everyone else.	32	7%	16	4%	34	7%	130	28%	245	54%	82%
19. As I leave the court, I know what to do next in my case.	24	5%	15	3%	33	7%	125	28%	247	56%	84%

**Percent That Agree or Strongly Agree**



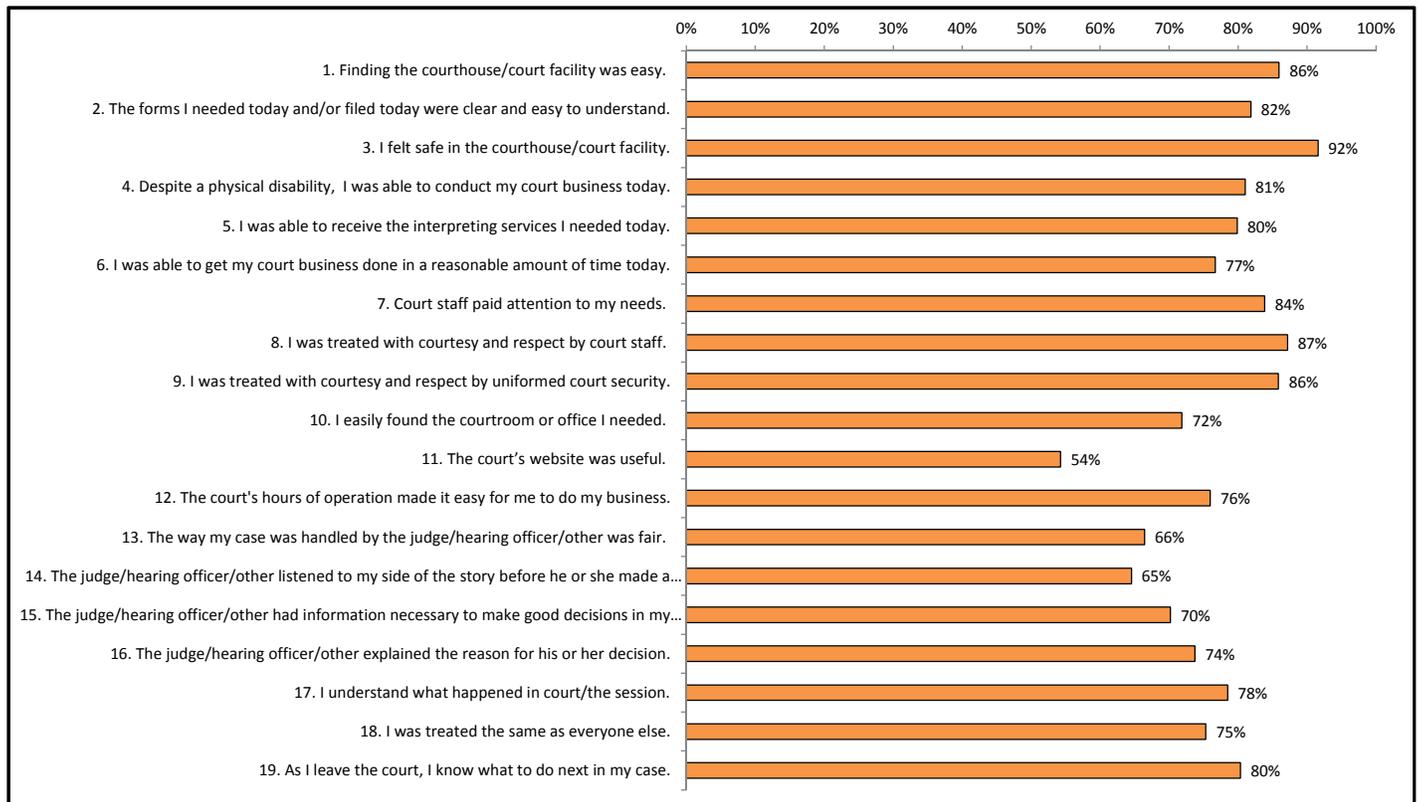
Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

Bergen County

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.	13	4%	18	6%	15	5%	142	43%	139	43%	86%
2. The forms I needed today and/or filed today were clear and easy to understand.	6	2%	18	6%	29	10%	127	43%	112	38%	82%
3. I felt safe in the courthouse/court facility.	7	2%	4	1%	16	5%	108	34%	186	58%	92%
4. Despite a physical disability, I was able to conduct my court business today.	4	3%	4	3%	18	13%	53	39%	58	42%	81%
5. I was able to receive the interpreting services I needed today.	5	3%	2	1%	22	15%	57	40%	58	40%	80%
6. I was able to get my court business done in a reasonable amount of time today.	24	8%	18	6%	31	10%	96	31%	144	46%	77%
7. Court staff paid attention to my needs.	16	5%	11	3%	25	8%	116	36%	154	48%	84%
8. I was treated with courtesy and respect by court staff.	7	2%	17	5%	18	6%	111	34%	174	53%	87%
9. I was treated with courtesy and respect by uniformed court security.	9	3%	13	4%	24	7%	110	34%	169	52%	86%
10. I easily found the courtroom or office I needed.	18	6%	33	10%	41	13%	111	34%	124	38%	72%
11. The court's website was useful.	13	8%	18	11%	44	27%	43	26%	46	28%	54%
12. The court's hours of operation made it easy for me to do my business.	11	4%	19	6%	44	14%	116	38%	118	38%	76%
13. The way my case was handled by the judge/hearing officer/other was fair.	19	12%	15	9%	19	12%	48	30%	57	36%	66%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	18	13%	9	6%	23	16%	45	32%	46	33%	65%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	14	9%	13	9%	18	12%	55	36%	51	34%	70%
16. The judge/hearing officer/other explained the reason for his or her decision.	13	9%	10	7%	14	10%	52	37%	52	37%	74%
17. I understand what happened in court/the session.	11	7%	7	4%	16	10%	59	37%	65	41%	78%
18. I was treated the same as everyone else.	14	9%	9	6%	16	10%	59	37%	60	38%	75%
19. As I leave the court, I know what to do next in my case.	9	5%	9	5%	15	9%	58	35%	77	46%	80%

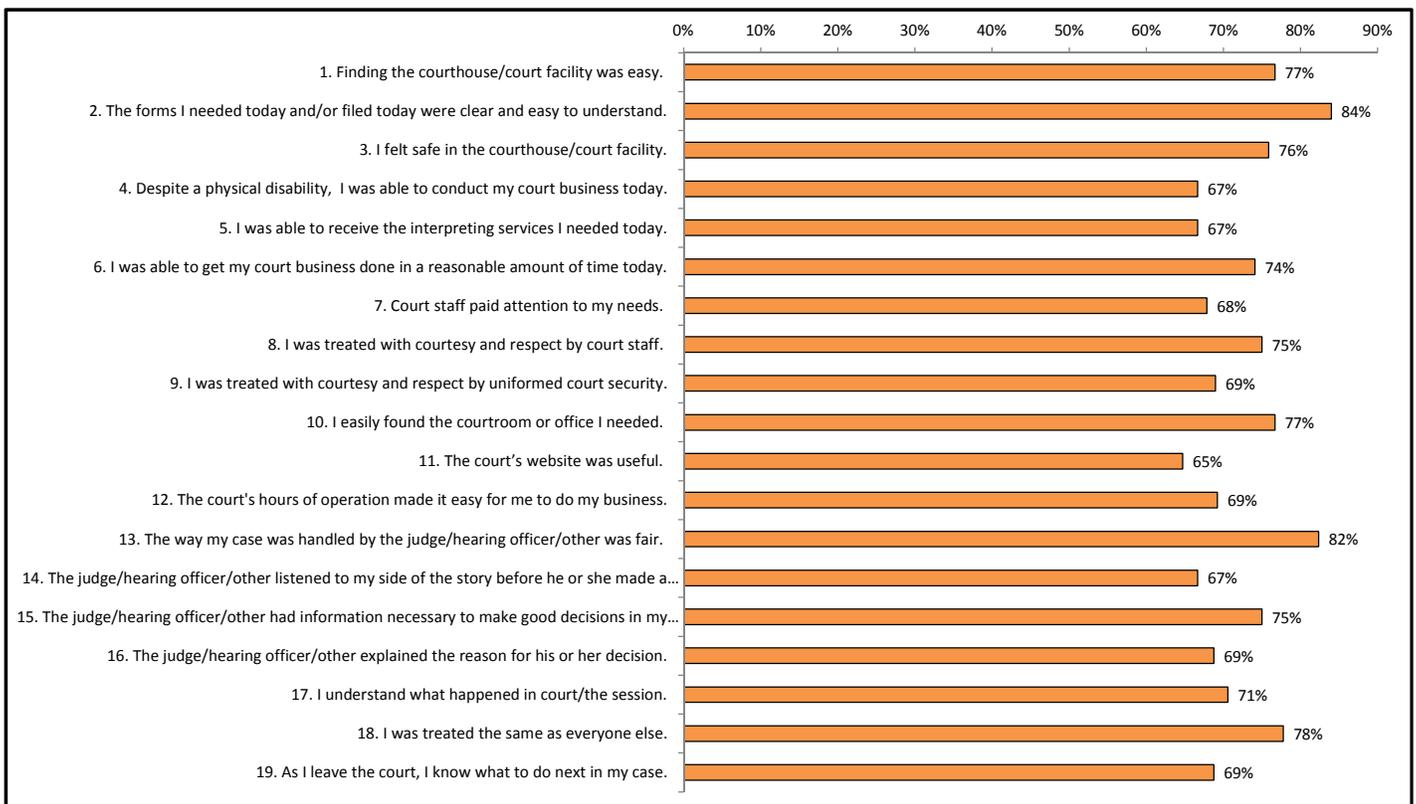
Percent That Agree or Strongly Agree



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.	4	13%	2	7%	1	3%	14	47%	9	30%	77%
2. The forms I needed today and/or filed today were clear and easy to understand.	2	8%	1	4%	1	4%	14	56%	7	28%	84%
3. I felt safe in the courthouse/court facility.	3	10%	2	7%	2	7%	7	24%	15	52%	76%
4. Despite a physical disability, I was able to conduct my court business today.	1	6%	2	11%	3	17%	7	39%	5	28%	67%
5. I was able to receive the interpreting services I needed today.	3	17%	1	6%	2	11%	7	39%	5	28%	67%
6. I was able to get my court business done in a reasonable amount of time today.	0	0%	3	11%	4	15%	9	33%	11	41%	74%
7. Court staff paid attention to my needs.	4	14%	2	7%	3	11%	8	29%	11	39%	68%
8. I was treated with courtesy and respect by court staff.	5	18%	0	0%	2	7%	9	32%	12	43%	75%
9. I was treated with courtesy and respect by uniformed court security.	5	17%	2	7%	2	7%	7	24%	13	45%	69%
10. I easily found the courtroom or office I needed.	1	3%	4	13%	2	7%	12	40%	11	37%	77%
11. The court's website was useful.	3	18%	1	6%	2	12%	5	29%	6	35%	65%
12. The court's hours of operation made it easy for me to do my business.	4	15%	2	8%	2	8%	9	35%	9	35%	69%
13. The way my case was handled by the judge/hearing officer/other was fair.	2	12%	0	0%	1	6%	5	29%	9	53%	82%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	4	27%	1	7%	0	0%	4	27%	6	40%	67%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	2	13%	0	0%	2	13%	5	31%	7	44%	75%
16. The judge/hearing officer/other explained the reason for his or her decision.	2	13%	2	13%	1	6%	4	25%	7	44%	69%
17. I understand what happened in court/the session.	3	18%	0	0%	2	12%	4	24%	8	47%	71%
18. I was treated the same as everyone else.	4	22%	0	0%	0	0%	5	28%	9	50%	78%
19. As I leave the court, I know what to do next in my case.	4	25%	0	0%	1	6%	3	19%	8	50%	69%

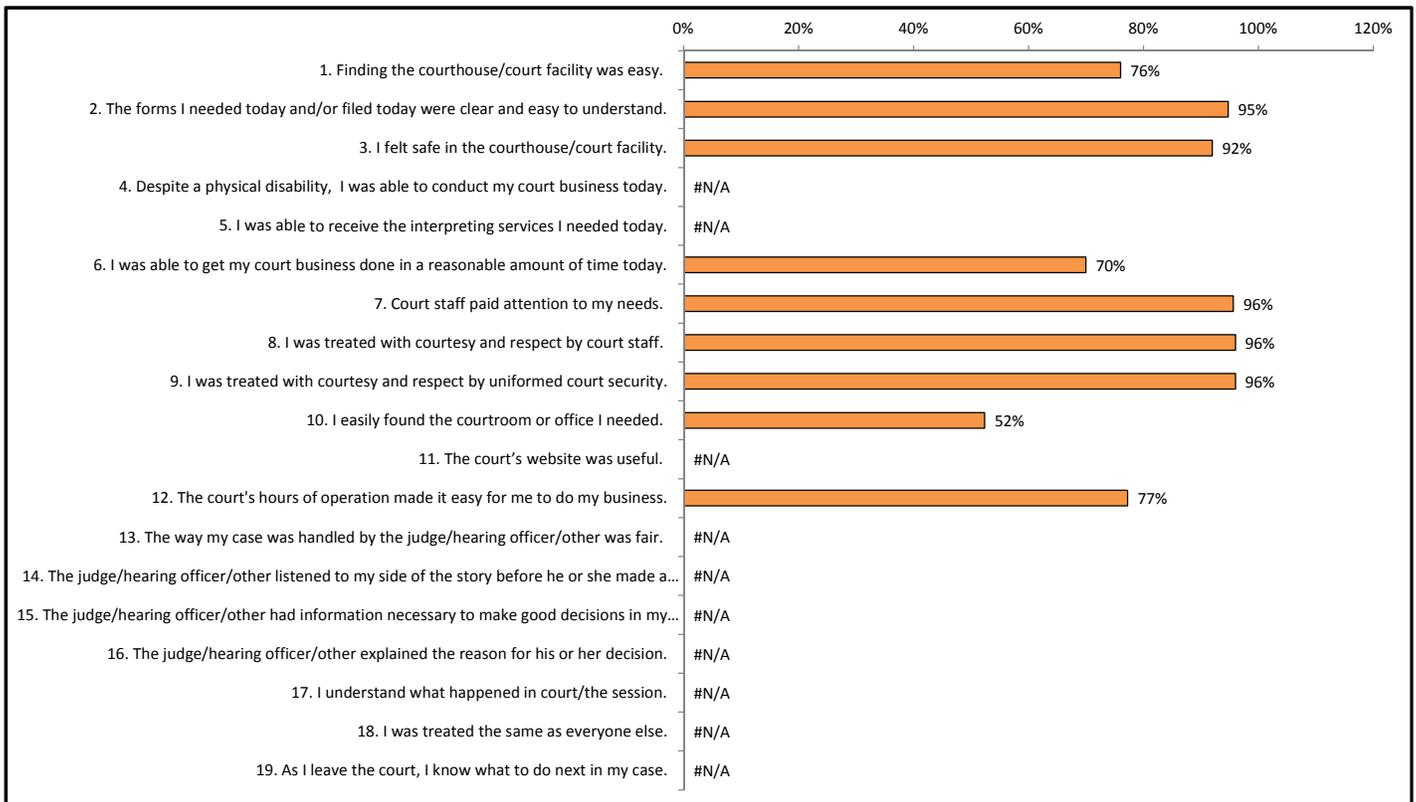
Percent That Agree or Strongly Agree



**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**Bergen County**  
**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.	3	12%	3	12%	0	0%	10	40%	9	36%	76%
2. The forms I needed today and/or filed today were clear and easy to understand.	1	5%	0	0%	0	0%	11	58%	7	37%	95%
3. I felt safe in the courthouse/court facility.	1	4%	1	4%	0	0%	2	8%	21	84%	92%
4. Despite a physical disability, I was able to conduct my court business today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
5. I was able to receive the interpreting services I needed today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
6. I was able to get my court business done in a reasonable amount of time today.	1	5%	0	0%	5	25%	5	25%	9	45%	70%
7. Court staff paid attention to my needs.	1	4%	0	0%	0	0%	6	26%	16	70%	96%
8. I was treated with courtesy and respect by court staff.	1	4%	0	0%	0	0%	5	20%	19	76%	96%
9. I was treated with courtesy and respect by uniformed court security.	1	4%	0	0%	0	0%	3	12%	21	84%	96%
10. I easily found the courtroom or office I needed.	3	14%	5	24%	2	10%	4	19%	7	33%	52%
11. The court's website was useful.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
12. The court's hours of operation made it easy for me to do my business.	1	5%	2	9%	2	9%	6	27%	11	50%	77%
13. The way my case was handled by the judge/hearing officer/other was fair.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
16. The judge/hearing officer/other explained the reason for his or her decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
17. I understand what happened in court/the session.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
18. I was treated the same as everyone else.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
19. As I leave the court, I know what to do next in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A

**Percent That Agree or Strongly Agree**

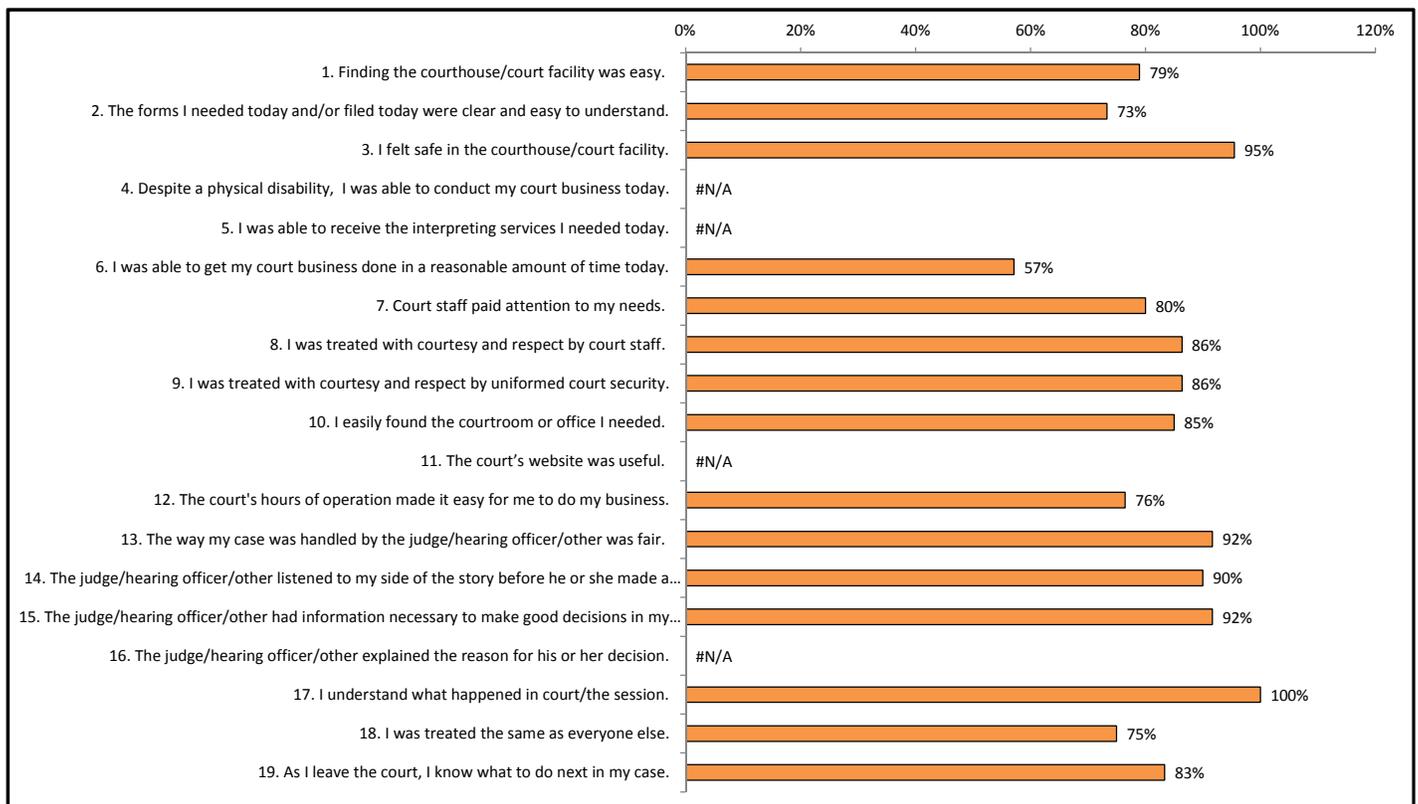


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**Bergen County**  
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.	1	5%	1	5%	2	11%	5	26%	10	53%	79%
2. The forms I needed today and/or filed today were clear and easy to understand.	2	13%	0	0%	2	13%	6	40%	5	33%	73%
3. I felt safe in the courthouse/court facility.	1	5%	0	0%	0	0%	7	32%	14	64%	95%
4. Despite a physical disability, I was able to conduct my court business today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
5. I was able to receive the interpreting services I needed today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
6. I was able to get my court business done in a reasonable amount of time today.	3	14%	5	24%	1	5%	4	19%	8	38%	57%
7. Court staff paid attention to my needs.	1	5%	0	0%	3	15%	4	20%	12	60%	80%
8. I was treated with courtesy and respect by court staff.	1	5%	0	0%	2	9%	6	27%	13	59%	86%
9. I was treated with courtesy and respect by uniformed court security.	1	5%	0	0%	2	9%	7	32%	12	55%	86%
10. I easily found the courtroom or office I needed.	1	5%	0	0%	2	10%	5	25%	12	60%	85%
11. The court's website was useful.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
12. The court's hours of operation made it easy for me to do my business.	2	12%	0	0%	2	12%	5	29%	8	47%	76%
13. The way my case was handled by the judge/hearing officer/other was fair.	1	8%	0	0%	0	0%	3	25%	8	67%	92%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	0	0%	0	0%	1	10%	3	30%	6	60%	90%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	0	0%	1	8%	0	0%	5	42%	6	50%	92%
16. The judge/hearing officer/other explained the reason for his or her decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
17. I understand what happened in court/the session.	0	0%	0	0%	0	0%	2	18%	9	82%	100%
18. I was treated the same as everyone else.	1	8%	0	0%	2	17%	2	17%	7	58%	75%
19. As I leave the court, I know what to do next in my case.	0	0%	0	0%	2	17%	2	17%	8	67%	83%

**Percent That Agree or Strongly Agree**

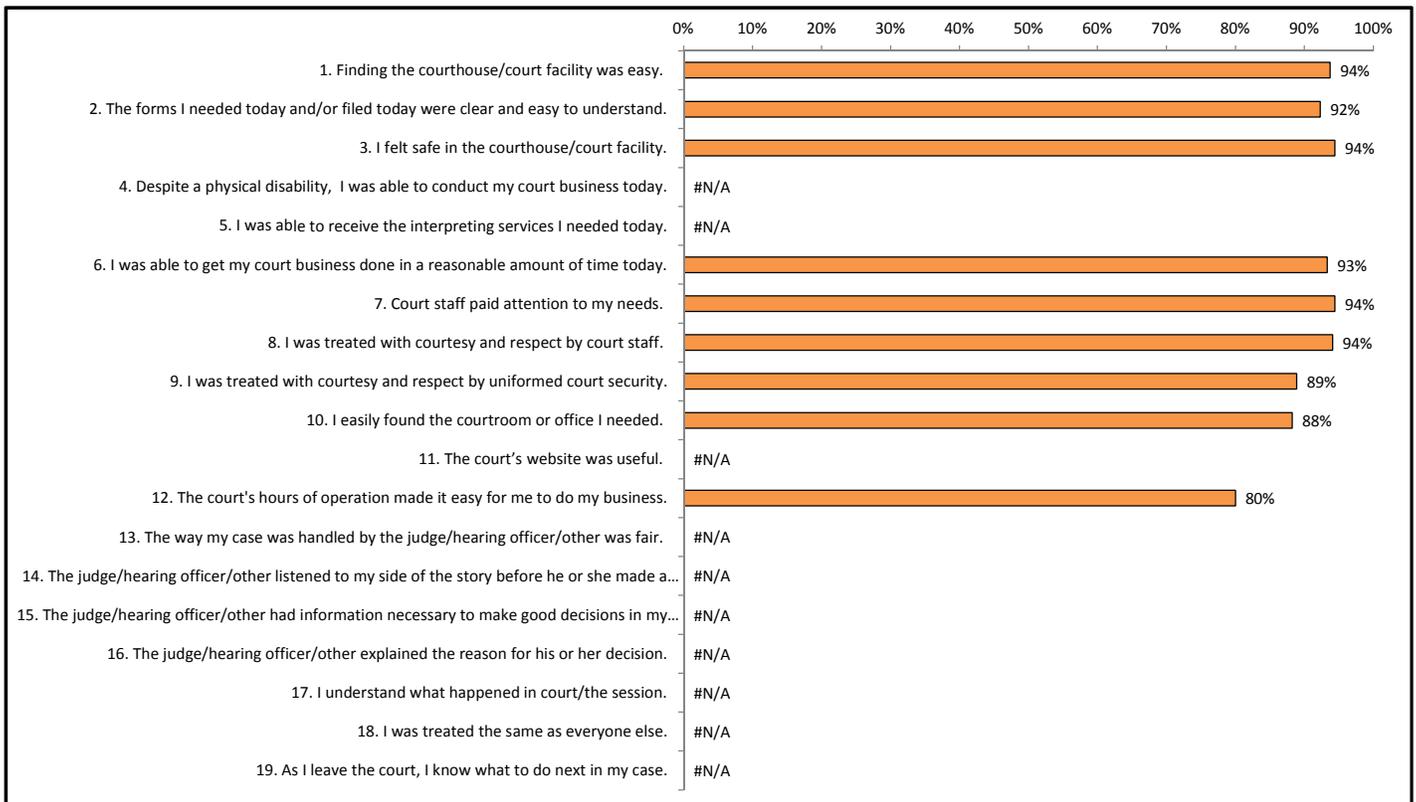


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**Bergen County**  
**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.	0	0%	0	0%	1	6%	5	31%	10	63%	94%
2. The forms I needed today and/or filed today were clear and easy to understand.	0	0%	0	0%	1	8%	5	38%	7	54%	92%
3. I felt safe in the courthouse/court facility.	0	0%	0	0%	1	6%	4	22%	13	72%	94%
4. Despite a physical disability, I was able to conduct my court business today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
5. I was able to receive the interpreting services I needed today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
6. I was able to get my court business done in a reasonable amount of time today.	0	0%	0	0%	1	7%	5	33%	9	60%	93%
7. Court staff paid attention to my needs.	0	0%	0	0%	1	6%	7	39%	10	56%	94%
8. I was treated with courtesy and respect by court staff.	0	0%	0	0%	1	6%	6	35%	10	59%	94%
9. I was treated with courtesy and respect by uniformed court security.	0	0%	0	0%	2	11%	7	39%	9	50%	89%
10. I easily found the courtroom or office I needed.	1	6%	1	6%	0	0%	6	35%	9	53%	88%
11. The court's website was useful.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
12. The court's hours of operation made it easy for me to do my business.	1	7%	1	7%	1	7%	6	40%	6	40%	80%
13. The way my case was handled by the judge/hearing officer/other was fair.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
16. The judge/hearing officer/other explained the reason for his or her decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
17. I understand what happened in court/the session.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
18. I was treated the same as everyone else.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
19. As I leave the court, I know what to do next in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A

**Percent That Agree or Strongly Agree**

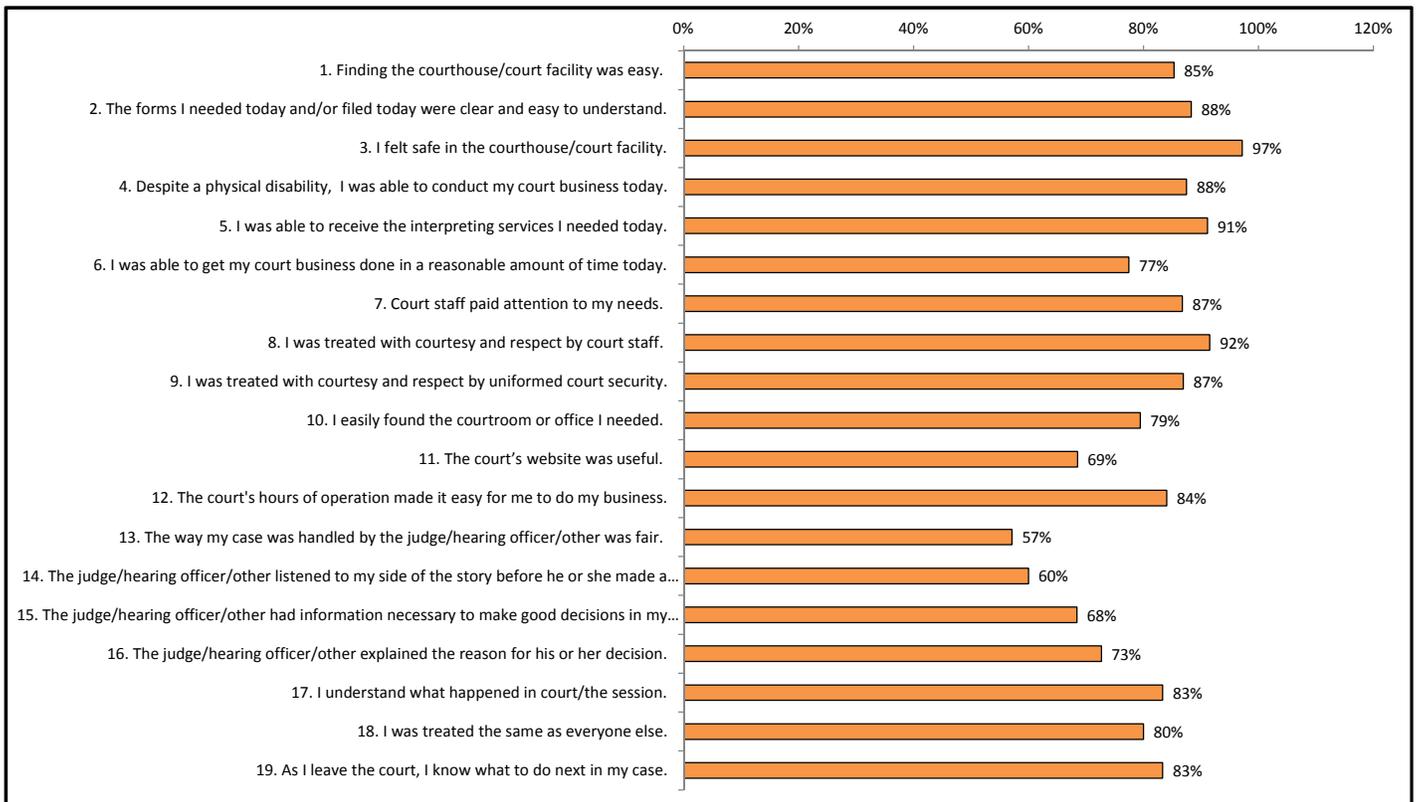


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**Bergen County**  
**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.	3	4%	4	5%	4	5%	38	51%	26	35%	85%
2. The forms I needed today and/or filed today were clear and easy to understand.	0	0%	2	3%	5	8%	28	47%	25	42%	88%
3. I felt safe in the courthouse/court facility.	0	0%	1	1%	1	1%	24	34%	45	63%	97%
4. Despite a physical disability, I was able to conduct my court business today.	0	0%	2	6%	2	6%	15	47%	13	41%	88%
5. I was able to receive the interpreting services I needed today.	0	0%	2	6%	1	3%	17	50%	14	41%	91%
6. I was able to get my court business done in a reasonable amount of time today.	4	6%	6	8%	6	8%	24	34%	31	44%	77%
7. Court staff paid attention to my needs.	2	3%	5	7%	2	3%	26	38%	33	49%	87%
8. I was treated with courtesy and respect by court staff.	2	3%	1	1%	3	4%	28	39%	37	52%	92%
9. I was treated with courtesy and respect by uniformed court security.	2	3%	1	1%	6	9%	27	39%	33	48%	87%
10. I easily found the courtroom or office I needed.	4	5%	8	11%	3	4%	28	38%	30	41%	79%
11. The court's website was useful.	1	3%	5	14%	5	14%	16	46%	8	23%	69%
12. The court's hours of operation made it easy for me to do my business.	1	1%	3	4%	7	10%	31	45%	27	39%	84%
13. The way my case was handled by the judge/hearing officer/other was fair.	0	0%	4	19%	5	24%	6	29%	6	29%	57%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	2	10%	4	20%	2	10%	6	30%	6	30%	60%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	1	5%	3	16%	2	11%	7	37%	6	32%	68%
16. The judge/hearing officer/other explained the reason for his or her decision.	1	5%	2	9%	3	14%	8	36%	8	36%	73%
17. I understand what happened in court/the session.	1	4%	0	0%	3	13%	11	46%	9	38%	83%
18. I was treated the same as everyone else.	1	4%	2	8%	2	8%	11	44%	9	36%	80%
19. As I leave the court, I know what to do next in my case.	1	4%	2	8%	1	4%	10	42%	10	42%	83%

**Percent That Agree or Strongly Agree**

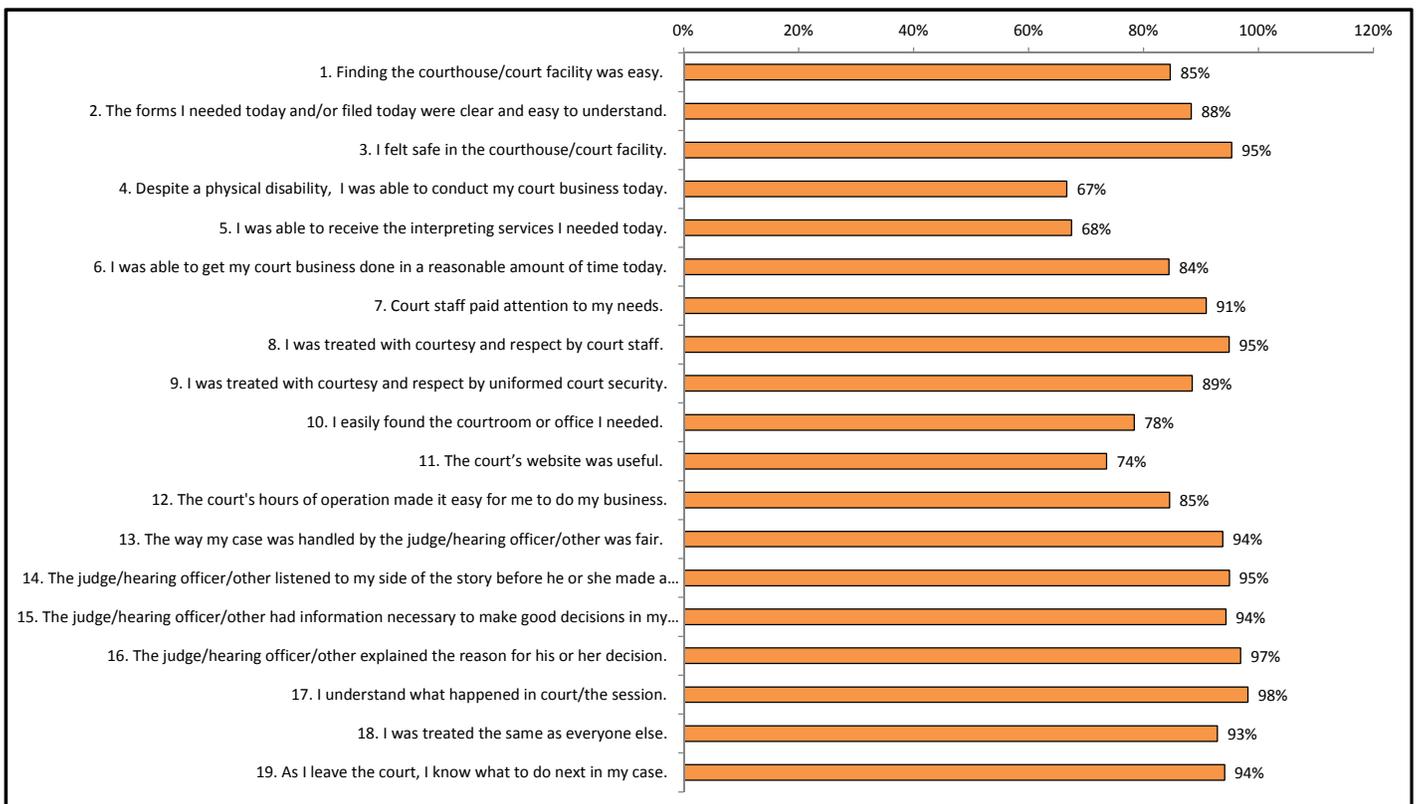


Bergen County

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.	8	4%	8	4%	17	8%	64	30%	118	55%	85%
2. The forms I needed today and/or filed today were clear and easy to understand.	3	2%	3	2%	10	7%	42	31%	79	58%	88%
3. I felt safe in the courthouse/court facility.	3	1%	1	0%	6	3%	42	20%	163	76%	95%
4. Despite a physical disability, I was able to conduct my court business today.	2	6%	1	3%	8	24%	7	21%	15	45%	67%
5. I was able to receive the interpreting services I needed today.	3	8%	3	8%	7	18%	10	25%	17	43%	68%
6. I was able to get my court business done in a reasonable amount of time today.	10	5%	13	6%	10	5%	64	30%	115	54%	84%
7. Court staff paid attention to my needs.	7	3%	2	1%	10	5%	61	29%	130	62%	91%
8. I was treated with courtesy and respect by court staff.	6	3%	2	1%	3	1%	53	25%	152	70%	95%
9. I was treated with courtesy and respect by uniformed court security.	4	2%	6	3%	14	7%	47	22%	138	66%	89%
10. I easily found the courtroom or office I needed.	14	7%	16	8%	16	8%	45	21%	122	57%	78%
11. The court's website was useful.	6	6%	9	8%	13	12%	30	28%	48	45%	74%
12. The court's hours of operation made it easy for me to do my business.	6	3%	6	3%	18	9%	63	32%	101	52%	85%
13. The way my case was handled by the judge/hearing officer/other was fair.	2	2%	1	1%	4	4%	20	18%	86	76%	94%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	1	1%	1	1%	3	3%	17	17%	77	78%	95%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	1	1%	1	1%	4	4%	22	21%	78	74%	94%
16. The judge/hearing officer/other explained the reason for his or her decision.	0	0%	1	1%	2	2%	21	22%	73	75%	97%
17. I understand what happened in court/the session.	1	1%	1	1%	0	0%	15	14%	93	85%	98%
18. I was treated the same as everyone else.	4	4%	1	1%	3	3%	13	12%	91	81%	93%
19. As I leave the court, I know what to do next in my case.	1	1%	1	1%	4	4%	12	12%	84	82%	94%

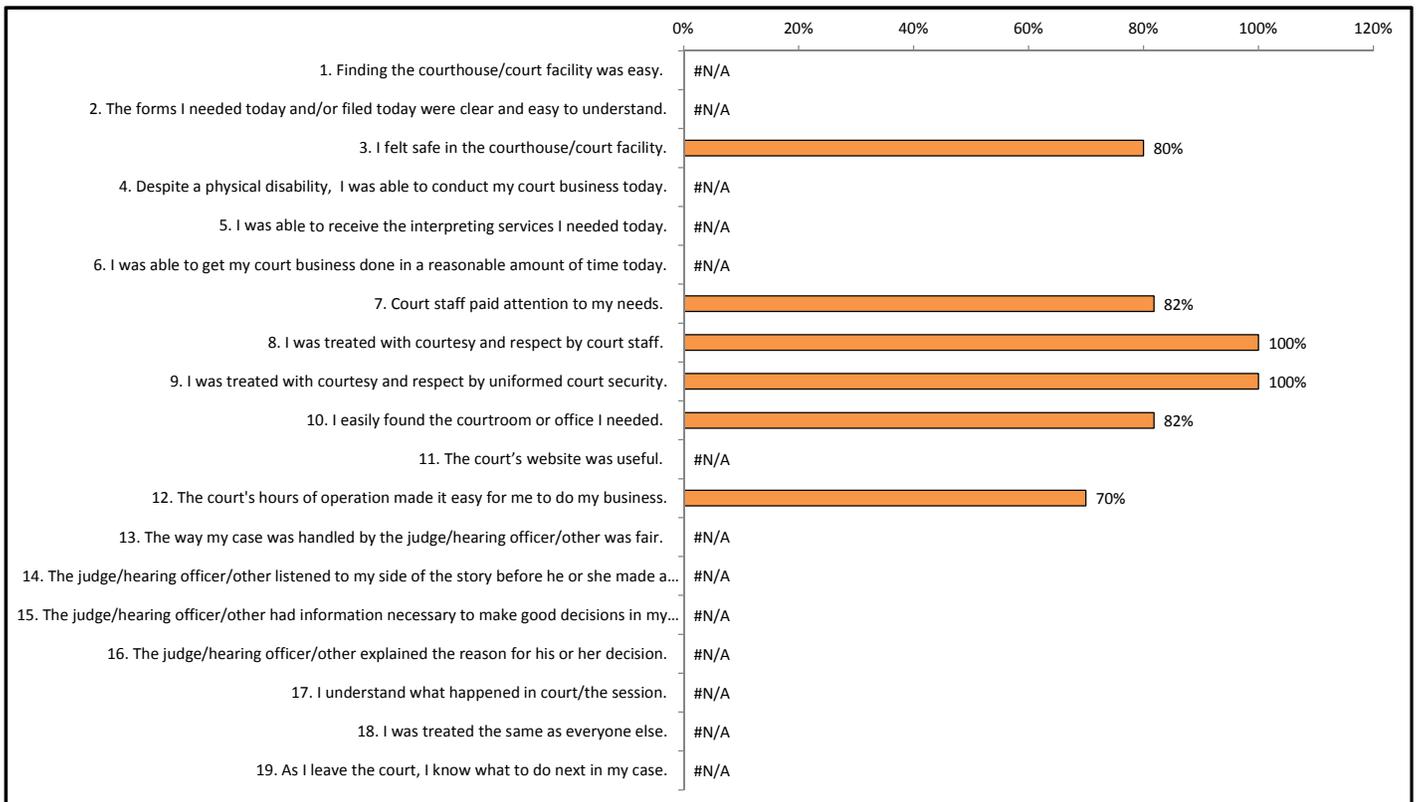
Percent That Agree or Strongly Agree



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.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
2. The forms I needed today and/or filed today were clear and easy to understand.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
3. I felt safe in the courthouse/court facility.	0	0%	1	10%	1	10%	3	30%	5	50%	80%
4. Despite a physical disability, I was able to conduct my court business today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
5. I was able to receive the interpreting services I needed today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
6. I was able to get my court business done in a reasonable amount of time today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
7. Court staff paid attention to my needs.	0	0%	0	0%	2	18%	3	27%	6	55%	82%
8. I was treated with courtesy and respect by court staff.	0	0%	0	0%	0	0%	3	27%	8	73%	100%
9. I was treated with courtesy and respect by uniformed court security.	0	0%	0	0%	0	0%	4	36%	7	64%	100%
10. I easily found the courtroom or office I needed.	0	0%	1	9%	1	9%	4	36%	5	45%	82%
11. The court's website was useful.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
12. The court's hours of operation made it easy for me to do my business.	0	0%	0	0%	3	30%	2	20%	5	50%	70%
13. The way my case was handled by the judge/hearing officer/other was fair.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
16. The judge/hearing officer/other explained the reason for his or her decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
17. I understand what happened in court/the session.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
18. I was treated the same as everyone else.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
19. As I leave the court, I know what to do next in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A

Percent That Agree or Strongly Agree

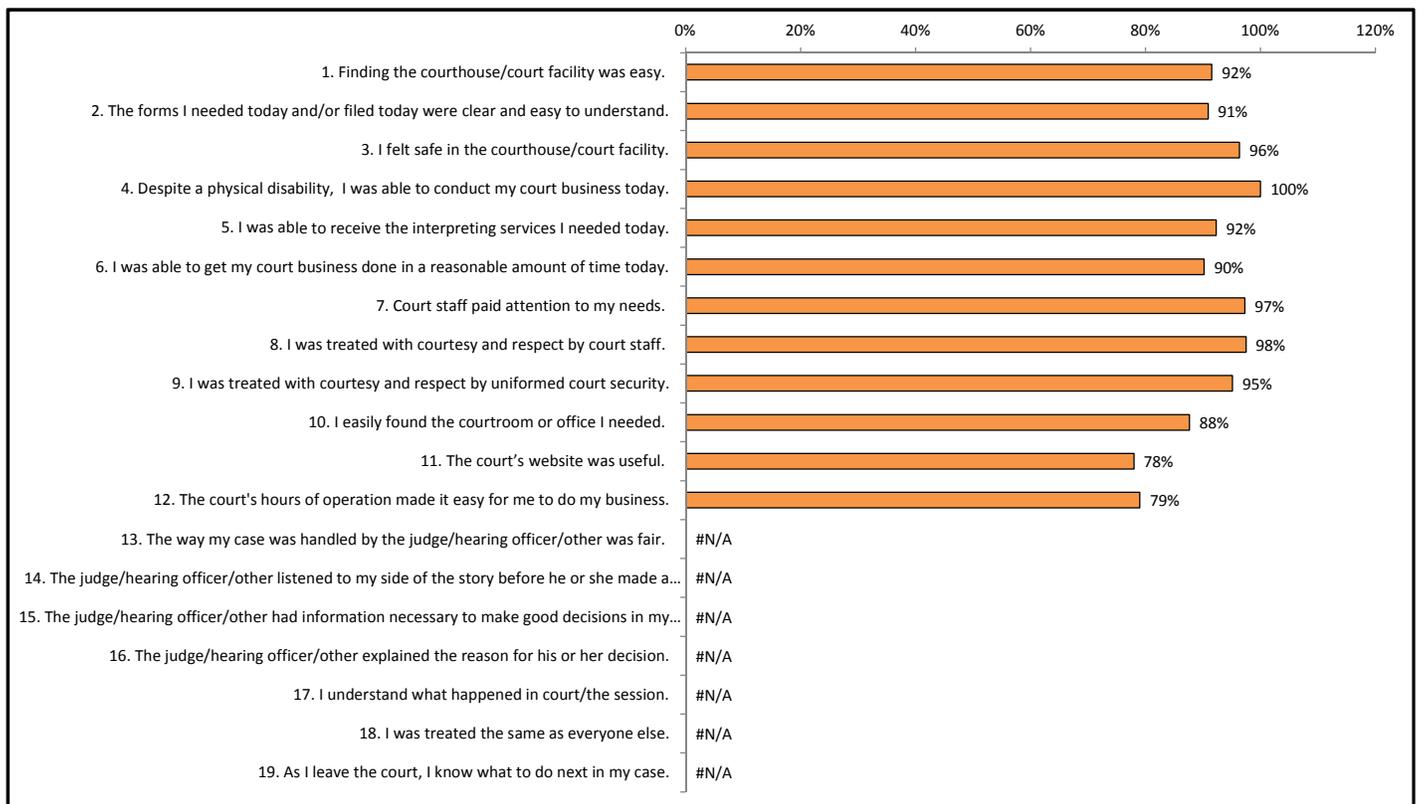


Bergen County

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.	1	1%	1	1%	5	6%	34	41%	42	51%	92%
2. The forms I needed today and/or filed today were clear and easy to understand.	0	0%	2	3%	4	6%	27	41%	33	50%	91%
3. I felt safe in the courthouse/court facility.	2	2%	0	0%	1	1%	21	26%	58	71%	96%
4. Despite a physical disability, I was able to conduct my court business today.	0	0%	0	0%	0	0%	7	39%	11	61%	100%
5. I was able to receive the interpreting services I needed today.	0	0%	0	0%	1	8%	4	31%	8	62%	92%
6. I was able to get my court business done in a reasonable amount of time today.	0	0%	1	2%	4	8%	18	35%	28	55%	90%
7. Court staff paid attention to my needs.	1	1%	1	1%	0	0%	26	35%	46	62%	97%
8. I was treated with courtesy and respect by court staff.	2	3%	0	0%	0	0%	17	21%	61	76%	98%
9. I was treated with courtesy and respect by uniformed court security.	2	2%	0	0%	2	2%	18	22%	60	73%	95%
10. I easily found the courtroom or office I needed.	3	4%	5	6%	2	2%	25	31%	46	57%	88%
11. The court's website was useful.	1	2%	3	6%	7	14%	14	28%	25	50%	78%
12. The court's hours of operation made it easy for me to do my business.	3	5%	3	5%	7	11%	18	29%	31	50%	79%
13. The way my case was handled by the judge/hearing officer/other was fair.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
16. The judge/hearing officer/other explained the reason for his or her decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
17. I understand what happened in court/the session.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
18. I was treated the same as everyone else.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
19. As I leave the court, I know what to do next in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A

Percent That Agree or Strongly Agree

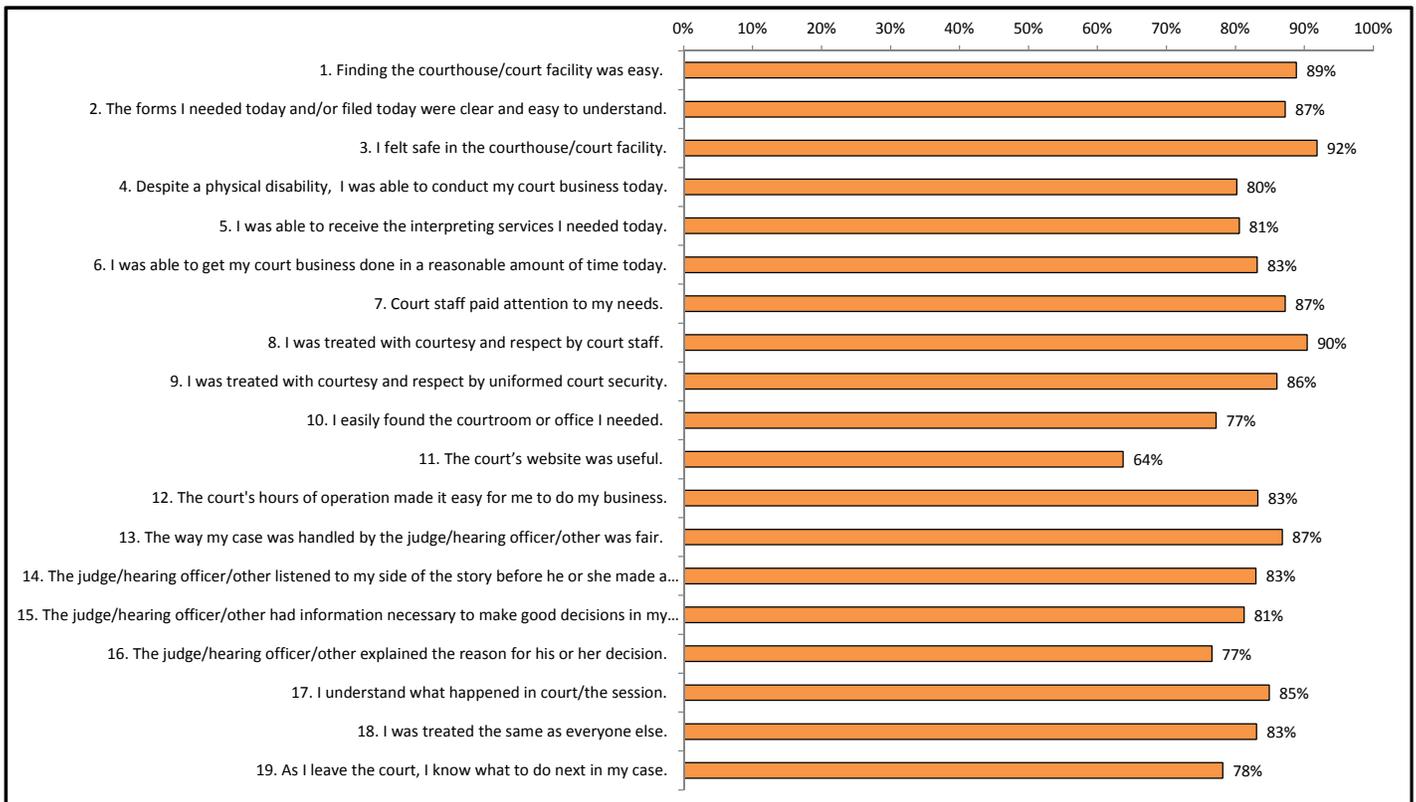


Bergen County

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.	9	4%	11	5%	7	3%	105	43%	110	45%	89%
2. The forms I needed today and/or filed today were clear and easy to understand.	8	4%	5	3%	11	6%	86	46%	78	41%	87%
3. I felt safe in the courthouse/court facility.	10	4%	4	2%	6	2%	81	33%	144	59%	92%
4. Despite a physical disability, I was able to conduct my court business today.	5	5%	3	3%	11	11%	33	34%	44	46%	80%
5. I was able to receive the interpreting services I needed today.	3	3%	7	6%	11	10%	42	39%	45	42%	81%
6. I was able to get my court business done in a reasonable amount of time today.	12	5%	12	5%	13	6%	81	37%	102	46%	83%
7. Court staff paid attention to my needs.	7	3%	5	2%	17	7%	82	36%	116	51%	87%
8. I was treated with courtesy and respect by court staff.	7	3%	5	2%	11	5%	70	29%	147	61%	90%
9. I was treated with courtesy and respect by uniformed court security.	8	3%	5	2%	20	8%	74	31%	129	55%	86%
10. I easily found the courtroom or office I needed.	15	6%	20	8%	19	8%	76	32%	107	45%	77%
11. The court's website was useful.	10	8%	8	6%	27	22%	33	27%	46	37%	64%
12. The court's hours of operation made it easy for me to do my business.	14	6%	6	3%	17	8%	86	39%	98	44%	83%
13. The way my case was handled by the judge/hearing officer/other was fair.	3	6%	2	4%	2	4%	23	43%	23	43%	87%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	1	2%	3	6%	4	9%	20	43%	19	40%	83%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	3	6%	1	2%	5	10%	19	40%	20	42%	81%
16. The judge/hearing officer/other explained the reason for his or her decision.	1	2%	5	11%	5	11%	17	36%	19	40%	77%
17. I understand what happened in court/the session.	2	4%	3	6%	3	6%	22	42%	23	43%	85%
18. I was treated the same as everyone else.	2	3%	3	5%	6	9%	22	34%	32	49%	83%
19. As I leave the court, I know what to do next in my case.	4	7%	2	4%	6	11%	19	35%	24	44%	78%

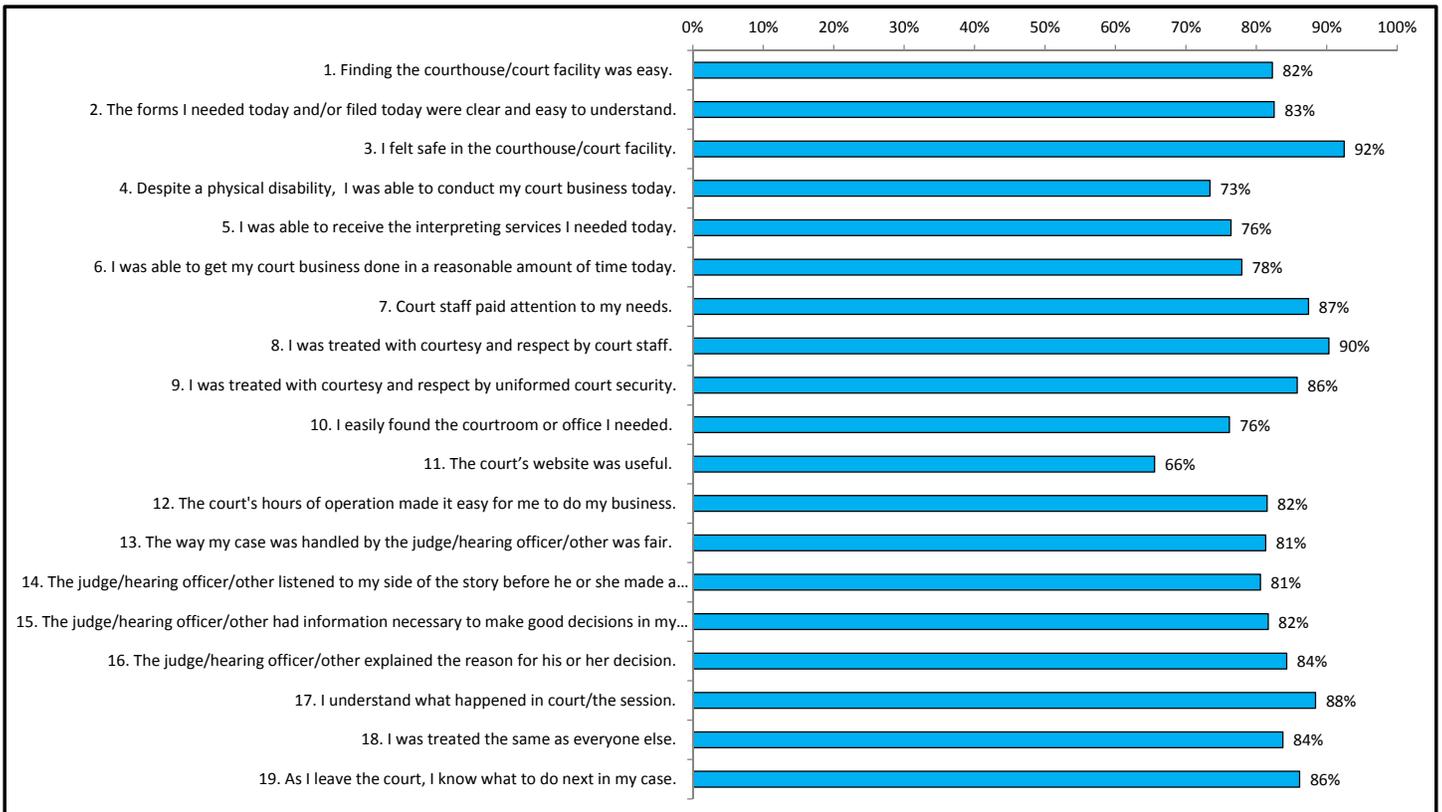
Percent That Agree or Strongly Agree



**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**Bergen County**  
**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.	17	5%	20	6%	19	6%	114	36%	146	46%	82%
2. The forms I needed today and/or filed today were clear and easy to understand.	8	3%	8	3%	24	10%	90	39%	99	43%	83%
3. I felt safe in the courthouse/court facility.	9	3%	3	1%	12	4%	84	26%	211	66%	92%
4. Despite a physical disability, I was able to conduct my court business today.	6	8%	2	3%	13	16%	26	33%	32	41%	73%
5. I was able to receive the interpreting services I needed today.	7	8%	3	3%	11	12%	24	27%	44	49%	76%
6. I was able to get my court business done in a reasonable amount of time today.	24	8%	26	8%	19	6%	97	31%	147	47%	78%
7. Court staff paid attention to my needs.	14	5%	8	3%	17	5%	101	33%	170	55%	87%
8. I was treated with courtesy and respect by court staff.	12	4%	9	3%	10	3%	94	29%	195	61%	90%
9. I was treated with courtesy and respect by uniformed court security.	12	4%	10	3%	23	7%	92	29%	180	57%	86%
10. I easily found the courtroom or office I needed.	21	7%	29	9%	25	8%	87	28%	153	49%	76%
11. The court's website was useful.	8	5%	14	9%	30	20%	42	28%	57	38%	66%
12. The court's hours of operation made it easy for me to do my business.	13	5%	12	4%	28	10%	103	36%	131	46%	82%
13. The way my case was handled by the judge/hearing officer/other was fair.	16	7%	12	5%	14	6%	58	26%	125	56%	81%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	11	5%	11	5%	17	8%	54	27%	108	54%	81%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	13	6%	12	6%	14	7%	61	29%	113	53%	82%
16. The judge/hearing officer/other explained the reason for his or her decision.	9	4%	12	6%	11	5%	59	29%	113	55%	84%
17. I understand what happened in court/the session.	9	4%	5	2%	13	6%	62	27%	144	62%	88%
18. I was treated the same as everyone else.	17	7%	7	3%	13	6%	59	26%	132	58%	84%
19. As I leave the court, I know what to do next in my case.	12	5%	6	3%	13	6%	54	24%	139	62%	86%

**Percent That Agree or Strongly Agree**

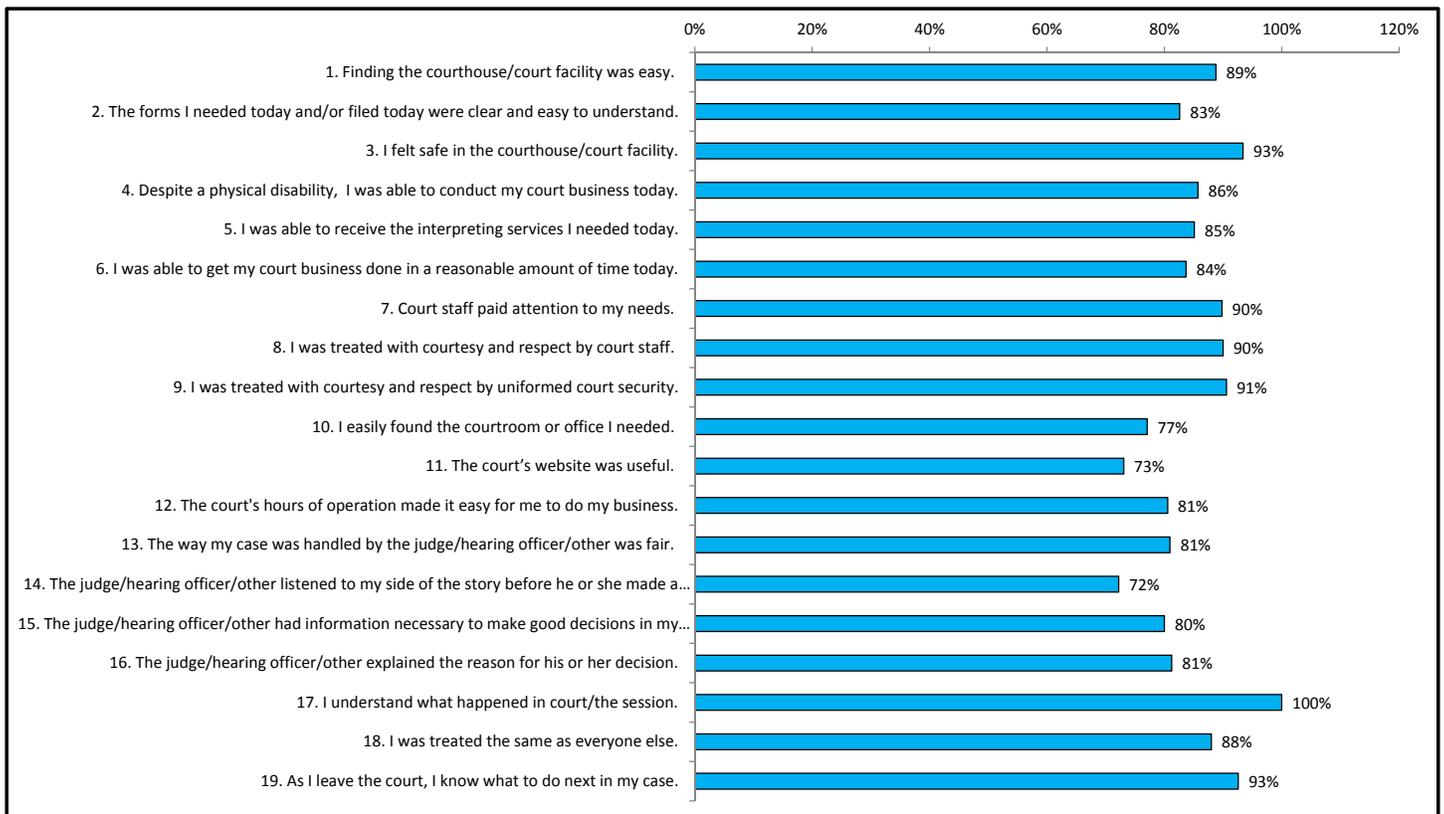


Bergen County

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.	2	2%	7	7%	3	3%	46	43%	49	46%	89%
2. The forms I needed today and/or filed today were clear and easy to understand.	2	2%	5	5%	9	10%	38	41%	38	41%	83%
3. I felt safe in the courthouse/court facility.	1	1%	0	0%	6	6%	34	32%	65	61%	93%
4. Despite a physical disability, I was able to conduct my court business today.	1	3%	1	3%	3	9%	10	29%	20	57%	86%
5. I was able to receive the interpreting services I needed today.	1	2%	2	4%	4	9%	18	38%	22	47%	85%
6. I was able to get my court business done in a reasonable amount of time today.	3	3%	3	3%	10	10%	36	37%	46	47%	84%
7. Court staff paid attention to my needs.	3	3%	2	2%	6	6%	36	33%	61	56%	90%
8. I was treated with courtesy and respect by court staff.	2	2%	2	2%	7	6%	33	30%	66	60%	90%
9. I was treated with courtesy and respect by uniformed court security.	1	1%	2	2%	7	7%	30	28%	66	62%	91%
10. I easily found the courtroom or office I needed.	9	8%	9	8%	7	6%	30	28%	54	50%	77%
11. The court's website was useful.	4	8%	3	6%	7	13%	11	21%	27	52%	73%
12. The court's hours of operation made it easy for me to do my business.	4	4%	4	4%	13	12%	39	36%	48	44%	81%
13. The way my case was handled by the judge/hearing officer/other was fair.	1	5%	1	5%	2	10%	7	33%	10	48%	81%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	2	11%	0	0%	3	17%	5	28%	8	44%	72%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	0	0%	0	0%	4	20%	7	35%	9	45%	80%
16. The judge/hearing officer/other explained the reason for his or her decision.	0	0%	0	0%	3	19%	5	31%	8	50%	81%
17. I understand what happened in court/the session.	0	0%	0	0%	0	0%	7	39%	11	61%	100%
18. I was treated the same as everyone else.	0	0%	0	0%	3	12%	6	24%	16	64%	88%
19. As I leave the court, I know what to do next in my case.	0	0%	0	0%	2	7%	5	19%	20	74%	93%

Percent That Agree or Strongly Agree

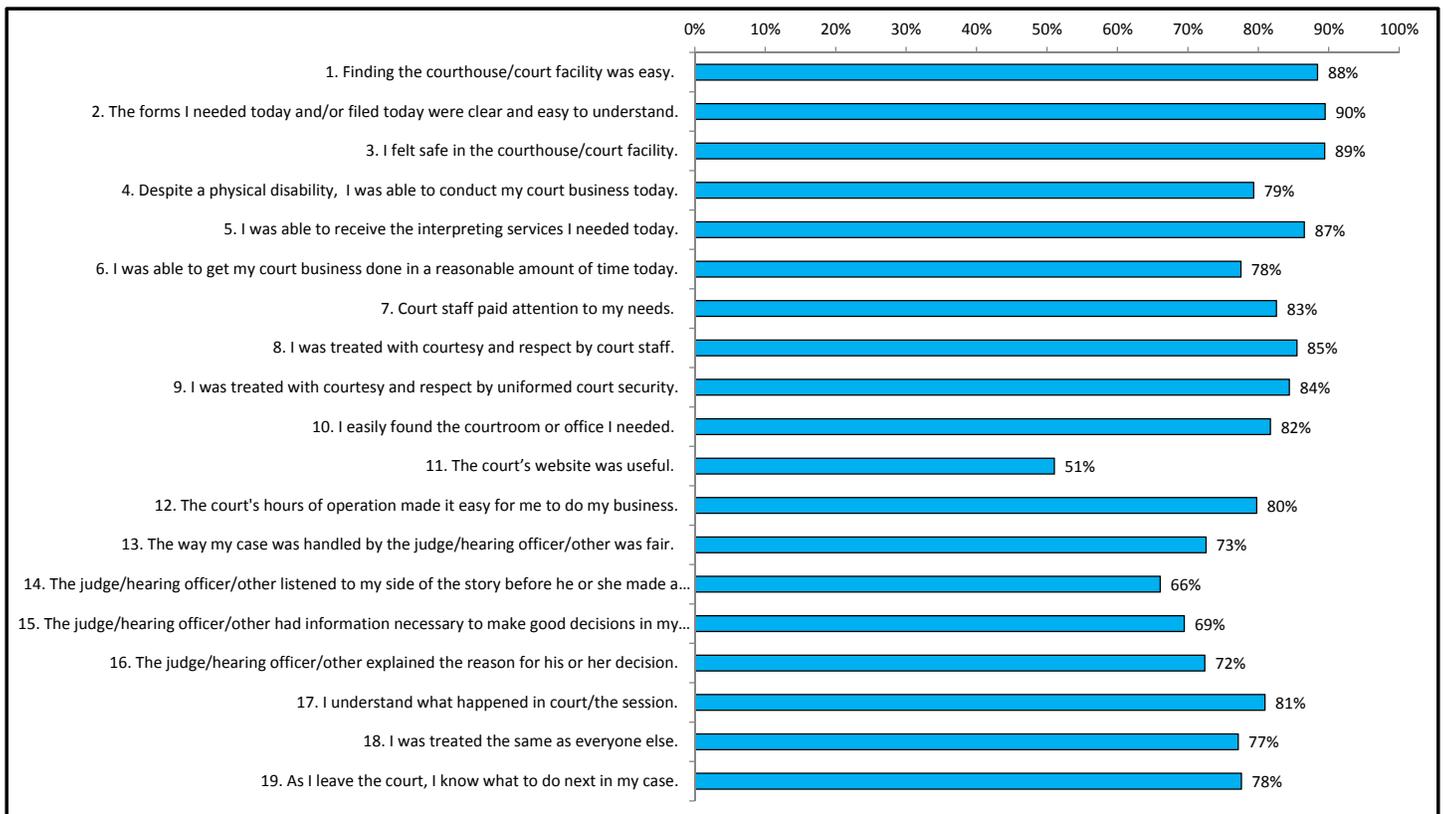


Bergen County

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.	5	3%	6	3%	11	6%	85	45%	83	44%	88%
2. The forms I needed today and/or filed today were clear and easy to understand.	2	1%	6	4%	9	6%	79	49%	66	41%	90%
3. I felt safe in the courthouse/court facility.	6	3%	5	3%	9	5%	68	36%	101	53%	89%
4. Despite a physical disability, I was able to conduct my court business today.	3	3%	2	2%	14	15%	37	40%	36	39%	79%
5. I was able to receive the interpreting services I needed today.	2	2%	2	2%	10	10%	50	48%	40	38%	87%
6. I was able to get my court business done in a reasonable amount of time today.	9	5%	15	8%	16	9%	65	37%	73	41%	78%
7. Court staff paid attention to my needs.	5	3%	8	4%	18	10%	73	41%	74	42%	83%
8. I was treated with courtesy and respect by court staff.	3	2%	11	6%	13	7%	71	38%	88	47%	85%
9. I was treated with courtesy and respect by uniformed court security.	6	3%	5	3%	18	10%	72	39%	85	46%	84%
10. I easily found the courtroom or office I needed.	5	3%	7	4%	22	12%	78	42%	74	40%	82%
11. The court's website was useful.	10	10%	6	6%	31	32%	26	27%	23	24%	51%
12. The court's hours of operation made it easy for me to do my business.	4	2%	10	6%	22	12%	72	40%	70	39%	80%
13. The way my case was handled by the judge/hearing officer/other was fair.	5	8%	6	10%	6	10%	20	32%	25	40%	73%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	6	11%	5	9%	8	14%	15	27%	22	39%	66%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	5	8%	4	7%	9	15%	21	36%	20	34%	69%
16. The judge/hearing officer/other explained the reason for his or her decision.	2	3%	6	10%	8	14%	18	31%	24	41%	72%
17. I understand what happened in court/the session.	3	5%	3	5%	6	10%	21	33%	30	48%	81%
18. I was treated the same as everyone else.	5	7%	5	7%	6	9%	23	33%	31	44%	77%
19. As I leave the court, I know what to do next in my case.	5	7%	3	4%	7	10%	22	33%	30	45%	78%

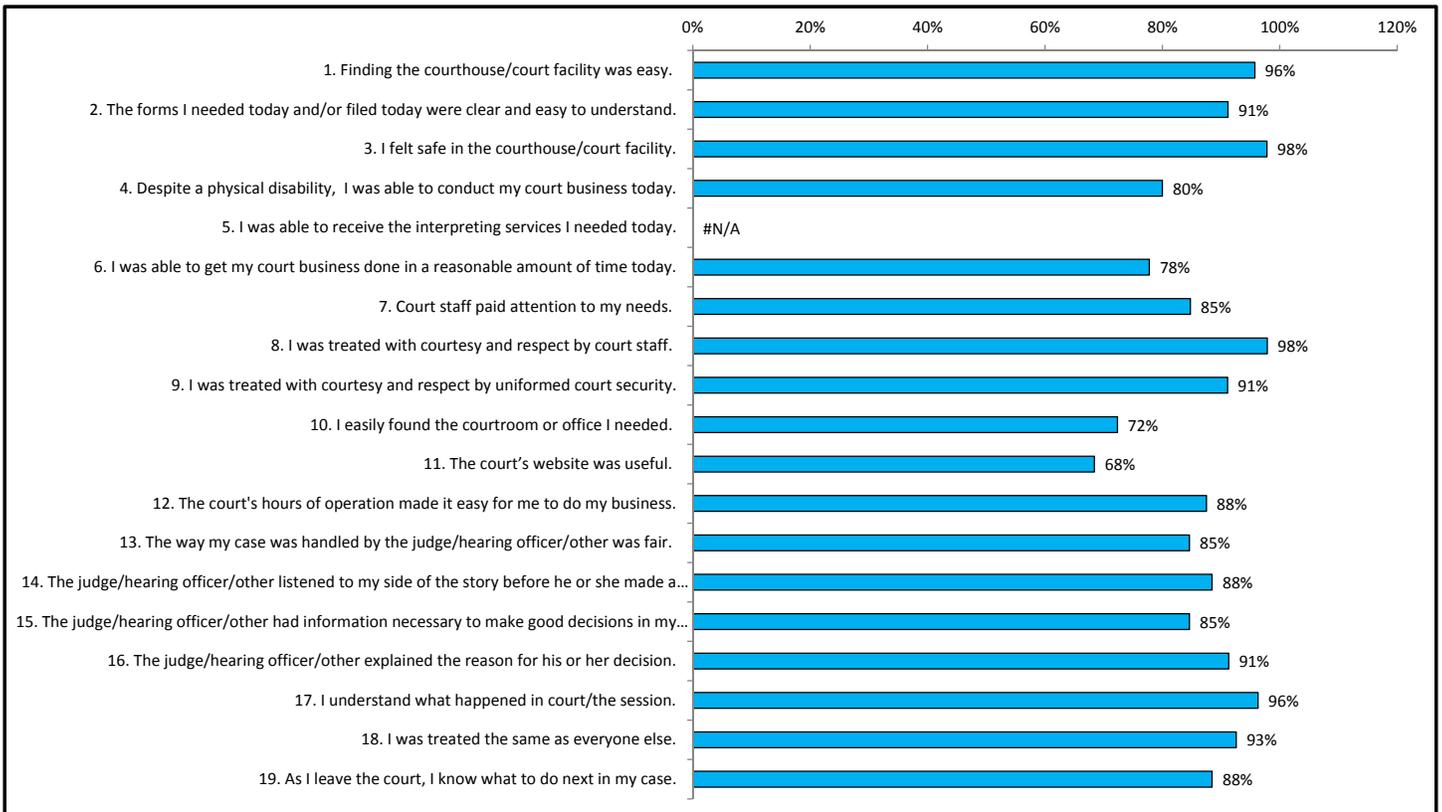
Percent That Agree or Strongly Agree



**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**Bergen County**  
**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.	0	0%	2	4%	0	0%	19	40%	26	55%	96%
2. The forms I needed today and/or filed today were clear and easy to understand.	1	3%	0	0%	2	6%	14	41%	17	50%	91%
3. I felt safe in the courthouse/court facility.	0	0%	0	0%	1	2%	13	28%	32	70%	98%
4. Despite a physical disability, I was able to conduct my court business today.	1	10%	0	0%	1	10%	2	20%	6	60%	80%
5. I was able to receive the interpreting services I needed today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
6. I was able to get my court business done in a reasonable amount of time today.	3	7%	2	4%	5	11%	15	33%	20	44%	78%
7. Court staff paid attention to my needs.	2	4%	1	2%	4	9%	10	22%	29	63%	85%
8. I was treated with courtesy and respect by court staff.	0	0%	0	0%	1	2%	8	17%	38	81%	98%
9. I was treated with courtesy and respect by uniformed court security.	0	0%	1	2%	3	7%	10	22%	31	69%	91%
10. I easily found the courtroom or office I needed.	0	0%	6	13%	7	15%	14	30%	20	43%	72%
11. The court's website was useful.	0	0%	2	11%	4	21%	7	37%	6	32%	68%
12. The court's hours of operation made it easy for me to do my business.	1	3%	1	3%	3	8%	16	40%	19	48%	88%
13. The way my case was handled by the judge/hearing officer/other was fair.	0	0%	1	4%	3	12%	3	12%	19	73%	85%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	0	0%	0	0%	3	12%	7	27%	16	62%	88%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	0	0%	2	8%	2	8%	6	23%	16	62%	85%
16. The judge/hearing officer/other explained the reason for his or her decision.	1	4%	1	4%	0	0%	6	26%	15	65%	91%
17. I understand what happened in court/the session.	0	0%	1	4%	0	0%	6	22%	20	74%	96%
18. I was treated the same as everyone else.	0	0%	1	4%	1	4%	6	22%	19	70%	93%
19. As I leave the court, I know what to do next in my case.	1	4%	1	4%	1	4%	5	19%	18	69%	88%

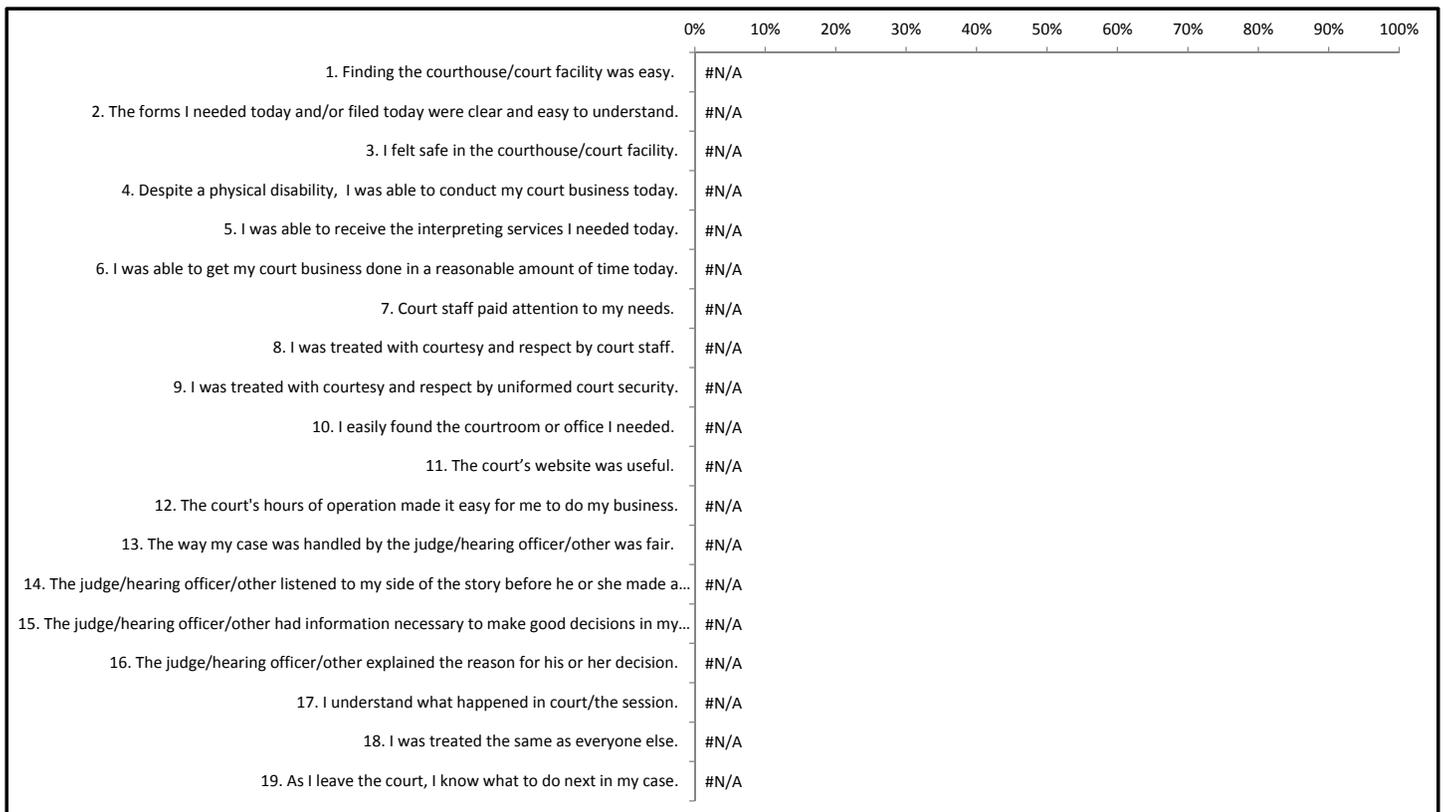
**Percent That Agree or Strongly Agree**



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.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
2. The forms I needed today and/or filed today were clear and easy to understand.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
3. I felt safe in the courthouse/court facility.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
4. Despite a physical disability, I was able to conduct my court business today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
5. I was able to receive the interpreting services I needed today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
6. I was able to get my court business done in a reasonable amount of time today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
7. Court staff paid attention to my needs.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
8. I was treated with courtesy and respect by court staff.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
9. I was treated with courtesy and respect by uniformed court security.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
10. I easily found the courtroom or office I needed.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
11. The court's website was useful.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
12. The court's hours of operation made it easy for me to do my business.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
13. The way my case was handled by the judge/hearing officer/other was fair.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
16. The judge/hearing officer/other explained the reason for his or her decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
17. I understand what happened in court/the session.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
18. I was treated the same as everyone else.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
19. As I leave the court, I know what to do next in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A

Percent That Agree or Strongly Agree

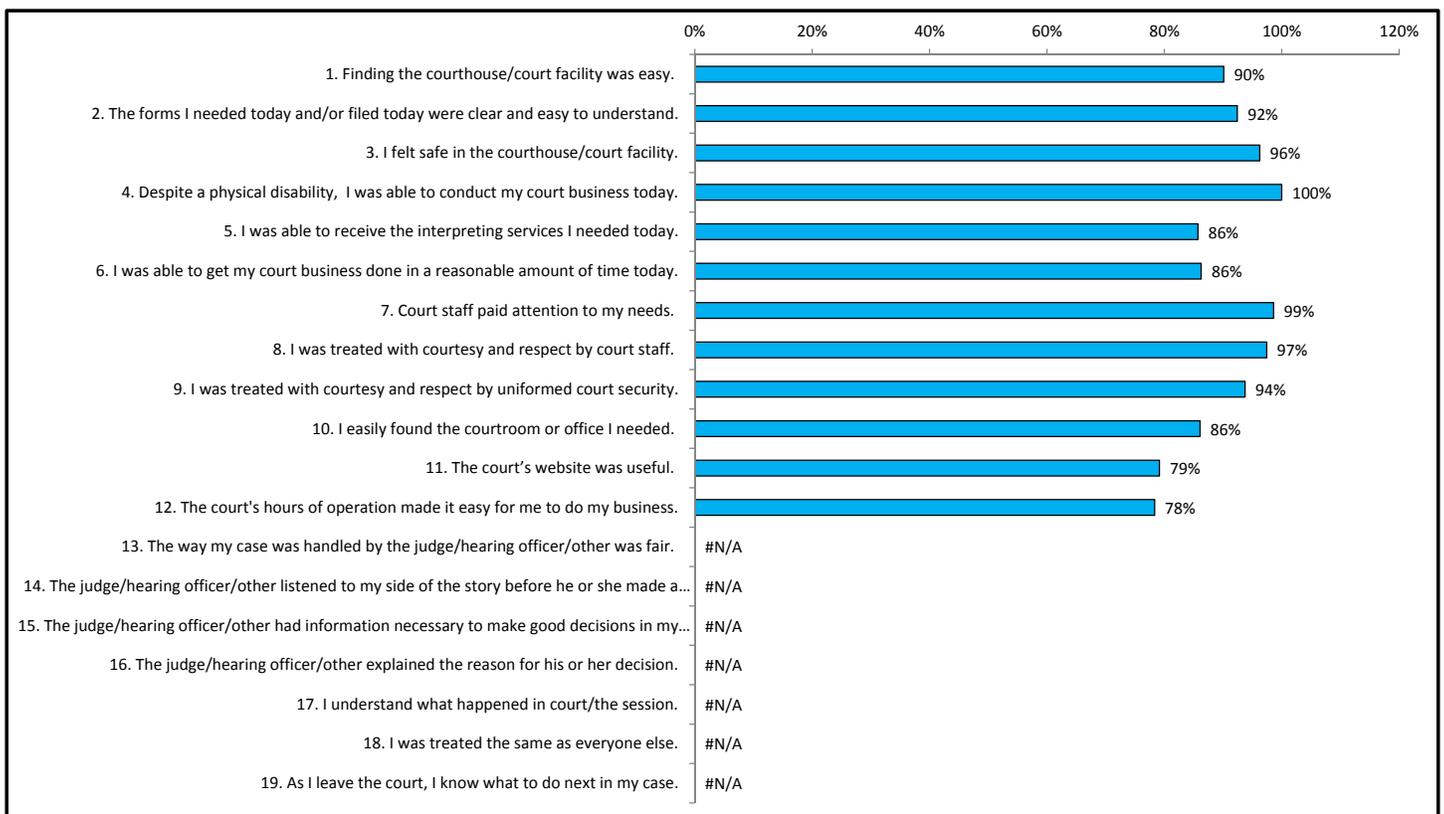


Bergen County

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.	1	1%	1	1%	6	7%	33	41%	40	49%	90%
2. The forms I needed today and/or filed today were clear and easy to understand.	0	0%	3	5%	2	3%	26	39%	35	53%	92%
3. I felt safe in the courthouse/court facility.	2	3%	0	0%	1	1%	19	24%	58	73%	96%
4. Despite a physical disability, I was able to conduct my court business today.	0	0%	0	0%	0	0%	7	37%	12	63%	100%
5. I was able to receive the interpreting services I needed today.	0	0%	0	0%	2	14%	3	21%	9	64%	86%
6. I was able to get my court business done in a reasonable amount of time today.	0	0%	2	4%	5	10%	15	29%	29	57%	86%
7. Court staff paid attention to my needs.	1	1%	0	0%	0	0%	25	35%	46	64%	99%
8. I was treated with courtesy and respect by court staff.	2	3%	0	0%	0	0%	16	21%	60	77%	97%
9. I was treated with courtesy and respect by uniformed court security.	2	3%	0	0%	3	4%	15	19%	60	75%	94%
10. I easily found the courtroom or office I needed.	4	5%	4	5%	3	4%	23	29%	45	57%	86%
11. The court's website was useful.	0	0%	4	8%	6	13%	13	27%	25	52%	79%
12. The court's hours of operation made it easy for me to do my business.	2	3%	3	5%	8	13%	16	27%	31	52%	78%
13. The way my case was handled by the judge/hearing officer/other was fair.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
16. The judge/hearing officer/other explained the reason for his or her decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
17. I understand what happened in court/the session.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
18. I was treated the same as everyone else.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
19. As I leave the court, I know what to do next in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A

Percent That Agree or Strongly Agree

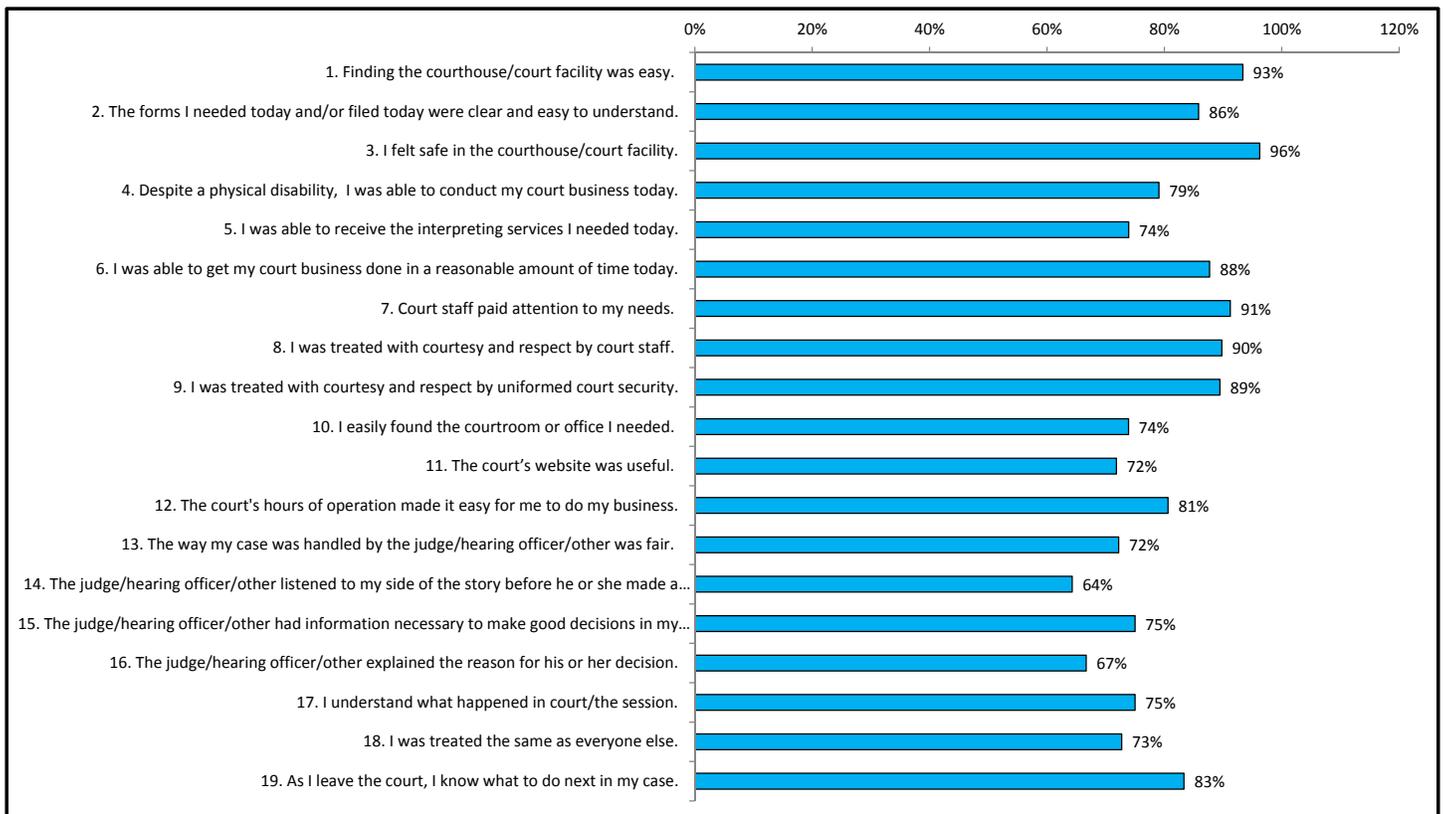


Bergen County

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.	6	4%	1	1%	2	1%	60	44%	67	49%	93%
2. The forms I needed today and/or filed today were clear and easy to understand.	4	4%	7	6%	5	4%	40	35%	57	50%	86%
3. I felt safe in the courthouse/court facility.	3	2%	1	1%	1	1%	34	26%	94	71%	96%
4. Despite a physical disability, I was able to conduct my court business today.	2	5%	3	7%	4	9%	14	33%	20	47%	79%
5. I was able to receive the interpreting services I needed today.	2	4%	2	4%	8	17%	15	33%	19	41%	74%
6. I was able to get my court business done in a reasonable amount of time today.	7	5%	3	2%	6	5%	36	28%	78	60%	88%
7. Court staff paid attention to my needs.	5	4%	0	0%	7	5%	43	31%	82	60%	91%
8. I was treated with courtesy and respect by court staff.	6	4%	2	1%	6	4%	38	28%	85	62%	90%
9. I was treated with courtesy and respect by uniformed court security.	2	2%	4	3%	8	6%	44	33%	75	56%	89%
10. I easily found the courtroom or office I needed.	9	7%	13	10%	13	10%	43	32%	56	42%	74%
11. The court's website was useful.	5	7%	8	11%	7	10%	19	27%	32	45%	72%
12. The court's hours of operation made it easy for me to do my business.	5	4%	6	5%	14	11%	42	33%	62	48%	81%
13. The way my case was handled by the judge/hearing officer/other was fair.	2	11%	2	11%	1	6%	7	39%	6	33%	72%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	2	14%	3	21%	0	0%	5	36%	4	29%	64%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	1	6%	2	13%	1	6%	6	38%	6	38%	75%
16. The judge/hearing officer/other explained the reason for his or her decision.	2	13%	2	13%	1	7%	5	33%	5	33%	67%
17. I understand what happened in court/the session.	2	13%	1	6%	1	6%	4	25%	8	50%	75%
18. I was treated the same as everyone else.	3	14%	1	5%	2	9%	6	27%	10	45%	73%
19. As I leave the court, I know what to do next in my case.	0	0%	2	11%	1	6%	6	33%	9	50%	83%

Percent That Agree or Strongly Agree

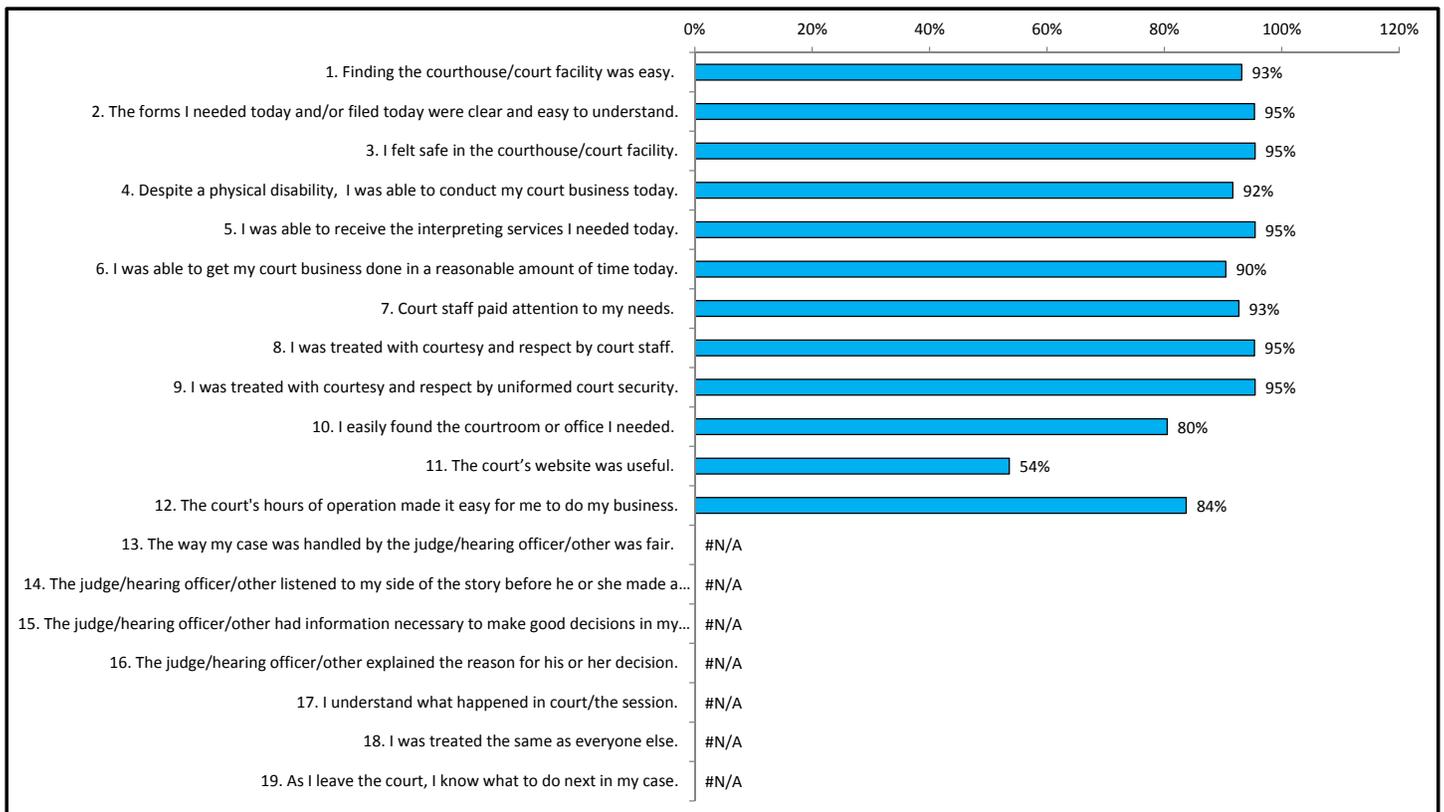


Bergen County

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.	1	2%	0	0%	2	5%	18	41%	23	52%	93%
2. The forms I needed today and/or filed today were clear and easy to understand.	0	0%	0	0%	2	5%	18	42%	23	53%	95%
3. I felt safe in the courthouse/court facility.	0	0%	1	2%	1	2%	14	32%	28	64%	95%
4. Despite a physical disability, I was able to conduct my court business today.	0	0%	0	0%	2	8%	11	46%	11	46%	92%
5. I was able to receive the interpreting services I needed today.	1	5%	0	0%	0	0%	10	45%	11	50%	95%
6. I was able to get my court business done in a reasonable amount of time today.	1	2%	2	5%	1	2%	14	33%	24	57%	90%
7. Court staff paid attention to my needs.	1	2%	1	2%	1	2%	18	44%	20	49%	93%
8. I was treated with courtesy and respect by court staff.	0	0%	1	2%	1	2%	14	33%	27	63%	95%
9. I was treated with courtesy and respect by uniformed court security.	0	0%	0	0%	2	5%	14	32%	28	64%	95%
10. I easily found the courtroom or office I needed.	0	0%	4	10%	4	10%	11	27%	22	54%	80%
11. The court's website was useful.	5	18%	1	4%	7	25%	6	21%	9	32%	54%
12. The court's hours of operation made it easy for me to do my business.	0	0%	3	7%	4	9%	19	44%	17	40%	84%
13. The way my case was handled by the judge/hearing officer/other was fair.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
16. The judge/hearing officer/other explained the reason for his or her decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
17. I understand what happened in court/the session.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
18. I was treated the same as everyone else.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
19. As I leave the court, I know what to do next in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A

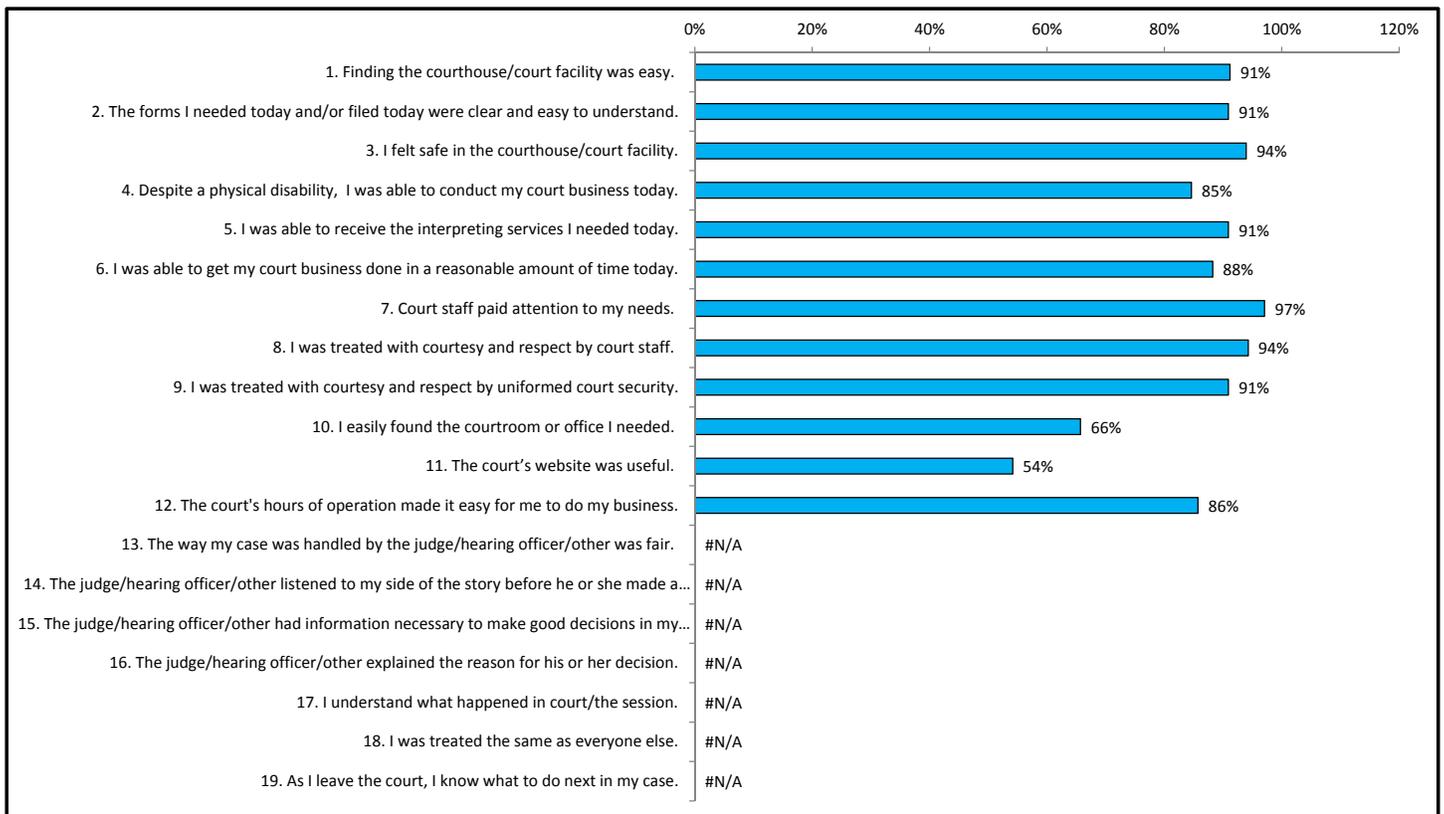
Percent That Agree or Strongly Agree



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.	2	6%	0	0%	1	3%	13	38%	18	53%	91%
2. The forms I needed today and/or filed today were clear and easy to understand.	2	6%	1	3%	0	0%	14	42%	16	48%	91%
3. I felt safe in the courthouse/court facility.	1	3%	0	0%	1	3%	5	15%	26	79%	94%
4. Despite a physical disability, I was able to conduct my court business today.	1	8%	0	0%	1	8%	3	23%	8	62%	85%
5. I was able to receive the interpreting services I needed today.	1	9%	0	0%	0	0%	4	36%	6	55%	91%
6. I was able to get my court business done in a reasonable amount of time today.	1	3%	1	3%	2	6%	9	26%	21	62%	88%
7. Court staff paid attention to my needs.	1	3%	0	0%	0	0%	9	26%	24	71%	97%
8. I was treated with courtesy and respect by court staff.	2	6%	0	0%	0	0%	5	14%	28	80%	94%
9. I was treated with courtesy and respect by uniformed court security.	1	3%	1	3%	1	3%	8	24%	22	67%	91%
10. I easily found the courtroom or office I needed.	7	20%	1	3%	4	11%	6	17%	17	49%	66%
11. The court's website was useful.	2	8%	3	13%	6	25%	4	17%	9	38%	54%
12. The court's hours of operation made it easy for me to do my business.	1	3%	1	3%	3	9%	12	34%	18	51%	86%
13. The way my case was handled by the judge/hearing officer/other was fair.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
16. The judge/hearing officer/other explained the reason for his or her decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
17. I understand what happened in court/the session.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
18. I was treated the same as everyone else.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
19. As I leave the court, I know what to do next in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A

Percent That Agree or Strongly Agree

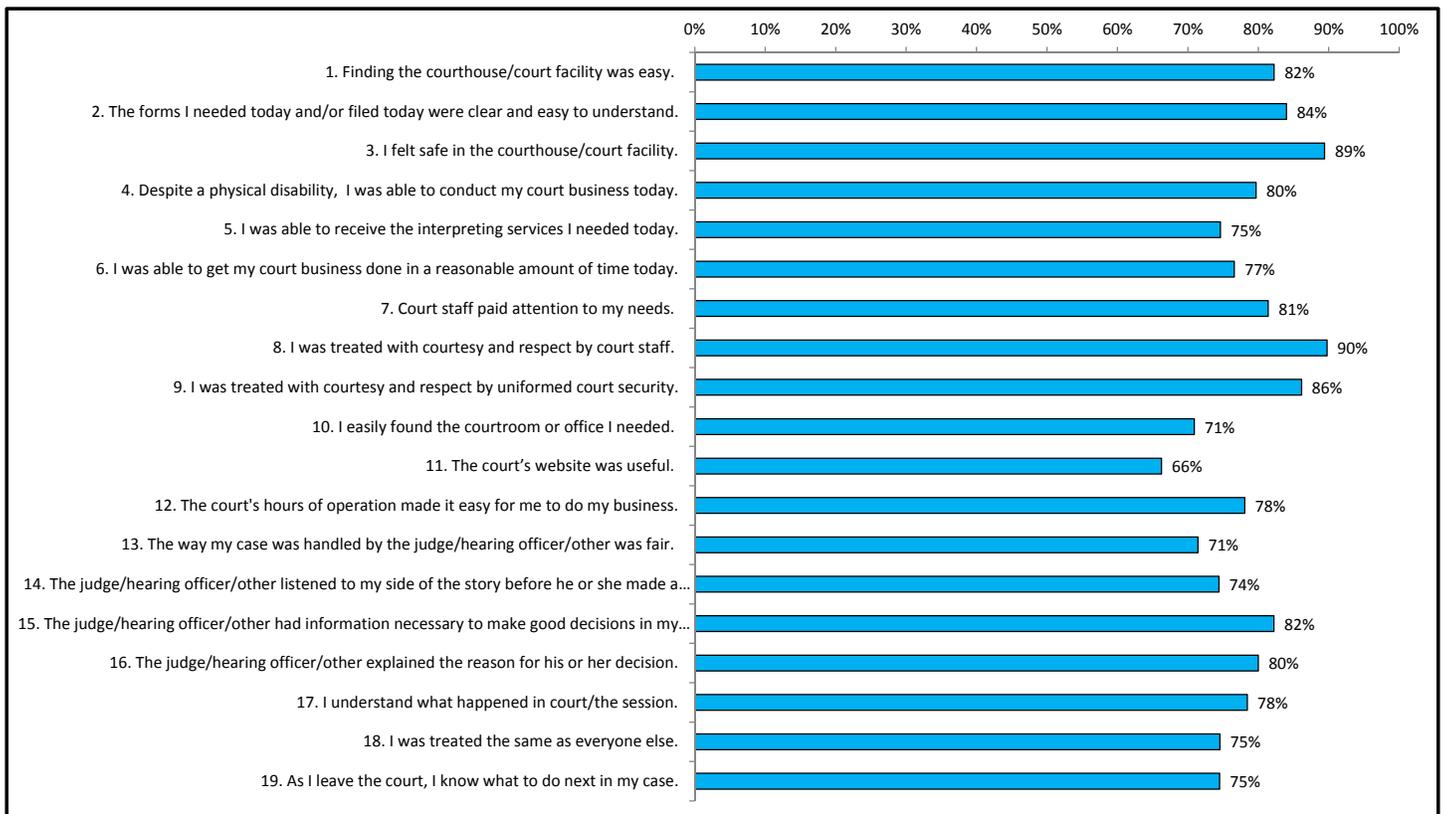


Bergen County

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.	12	7%	11	7%	7	4%	57	34%	82	49%	82%
2. The forms I needed today and/or filed today were clear and easy to understand.	6	5%	3	2%	11	9%	49	39%	56	45%	84%
3. I felt safe in the courthouse/court facility.	9	5%	5	3%	4	2%	42	25%	110	65%	89%
4. Despite a physical disability, I was able to conduct my court business today.	2	3%	4	6%	7	11%	21	33%	30	47%	80%
5. I was able to receive the interpreting services I needed today.	4	6%	4	6%	9	13%	22	33%	28	42%	75%
6. I was able to get my court business done in a reasonable amount of time today.	14	10%	8	6%	11	8%	38	27%	70	50%	77%
7. Court staff paid attention to my needs.	12	8%	6	4%	11	7%	43	28%	84	54%	81%
8. I was treated with courtesy and respect by court staff.	9	5%	3	2%	5	3%	43	26%	106	64%	90%
9. I was treated with courtesy and respect by uniformed court security.	10	6%	5	3%	8	5%	45	27%	98	59%	86%
10. I easily found the courtroom or office I needed.	15	9%	22	13%	11	7%	42	25%	75	45%	71%
11. The court's website was useful.	7	8%	7	8%	14	17%	25	30%	30	36%	66%
12. The court's hours of operation made it easy for me to do my business.	15	10%	3	2%	14	10%	48	33%	66	45%	78%
13. The way my case was handled by the judge/hearing officer/other was fair.	5	10%	3	6%	6	12%	16	33%	19	39%	71%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	6	14%	1	2%	4	9%	14	33%	18	42%	74%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	4	9%	1	2%	3	7%	18	40%	19	42%	82%
16. The judge/hearing officer/other explained the reason for his or her decision.	5	11%	0	0%	4	9%	15	33%	21	47%	80%
17. I understand what happened in court/the session.	6	12%	0	0%	5	10%	15	29%	25	49%	78%
18. I was treated the same as everyone else.	4	7%	4	7%	6	11%	15	27%	26	47%	75%
19. As I leave the court, I know what to do next in my case.	3	6%	2	4%	8	16%	15	29%	23	45%	75%

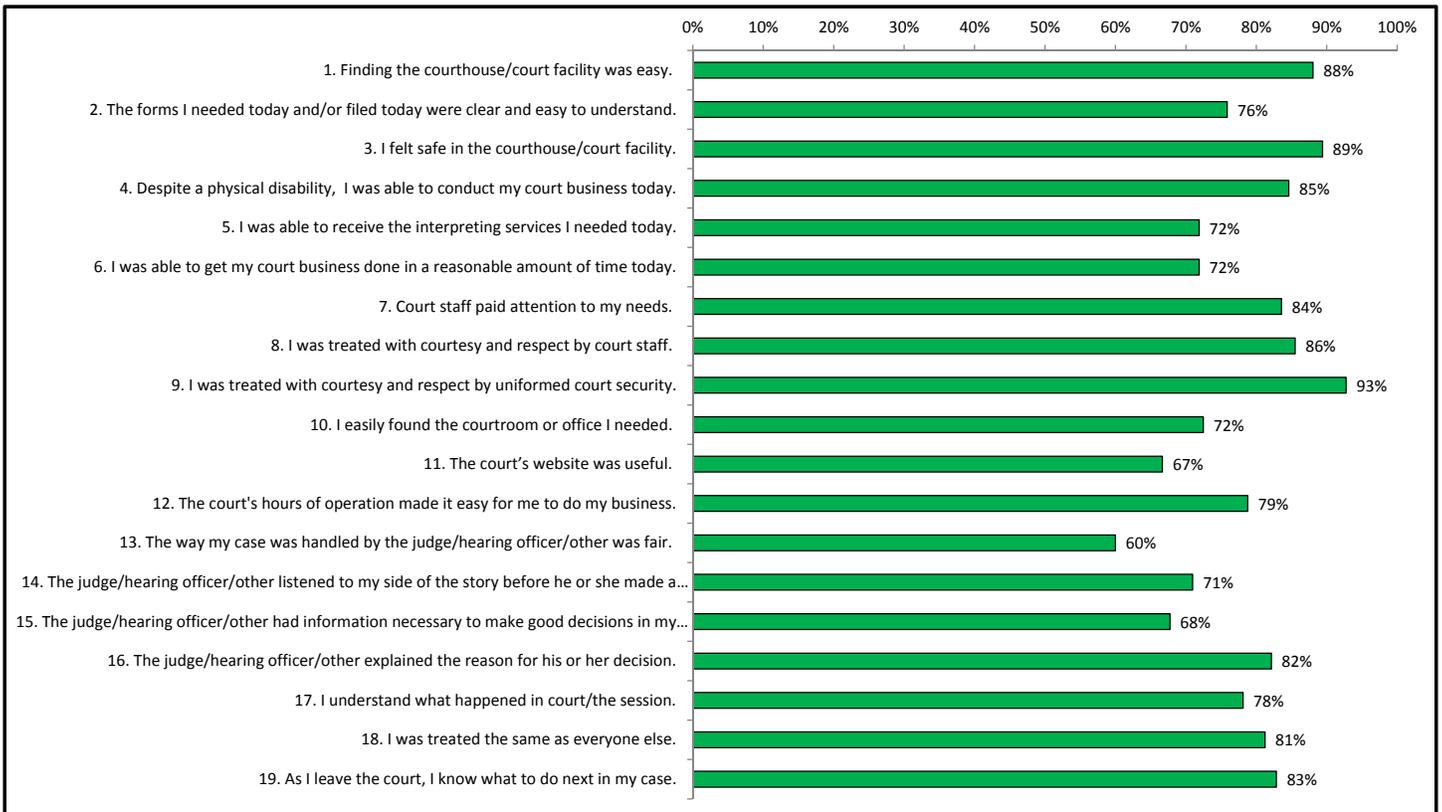
Percent That Agree or Strongly Agree



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.	1	1%	4	6%	3	4%	28	42%	31	46%	88%
2. The forms I needed today and/or filed today were clear and easy to understand.	3	5%	6	10%	5	9%	25	43%	19	33%	76%
3. I felt safe in the courthouse/court facility.	1	2%	2	3%	4	6%	18	27%	41	62%	89%
4. Despite a physical disability, I was able to conduct my court business today.	1	4%	1	4%	2	8%	10	38%	12	46%	85%
5. I was able to receive the interpreting services I needed today.	2	6%	4	13%	3	9%	9	28%	14	44%	72%
6. I was able to get my court business done in a reasonable amount of time today.	6	9%	3	5%	9	14%	16	25%	30	47%	72%
7. Court staff paid attention to my needs.	4	6%	1	1%	6	9%	18	27%	38	57%	84%
8. I was treated with courtesy and respect by court staff.	2	3%	5	7%	3	4%	20	29%	39	57%	86%
9. I was treated with courtesy and respect by uniformed court security.	2	3%	2	3%	1	1%	20	29%	44	64%	93%
10. I easily found the courtroom or office I needed.	4	6%	11	16%	4	6%	20	29%	30	43%	72%
11. The court's website was useful.	3	7%	5	12%	6	14%	12	29%	16	38%	67%
12. The court's hours of operation made it easy for me to do my business.	4	6%	4	6%	6	9%	23	35%	29	44%	79%
13. The way my case was handled by the judge/hearing officer/other was fair.	4	13%	4	13%	4	13%	9	30%	9	30%	60%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	4	13%	0	0%	5	16%	12	39%	10	32%	71%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	2	6%	4	13%	4	13%	9	29%	12	39%	68%
16. The judge/hearing officer/other explained the reason for his or her decision.	2	7%	1	4%	2	7%	10	36%	13	46%	82%
17. I understand what happened in court/the session.	2	6%	3	9%	2	6%	13	41%	12	38%	78%
18. I was treated the same as everyone else.	1	3%	2	6%	3	9%	10	31%	16	50%	81%
19. As I leave the court, I know what to do next in my case.	1	3%	2	6%	3	9%	13	37%	16	46%	83%

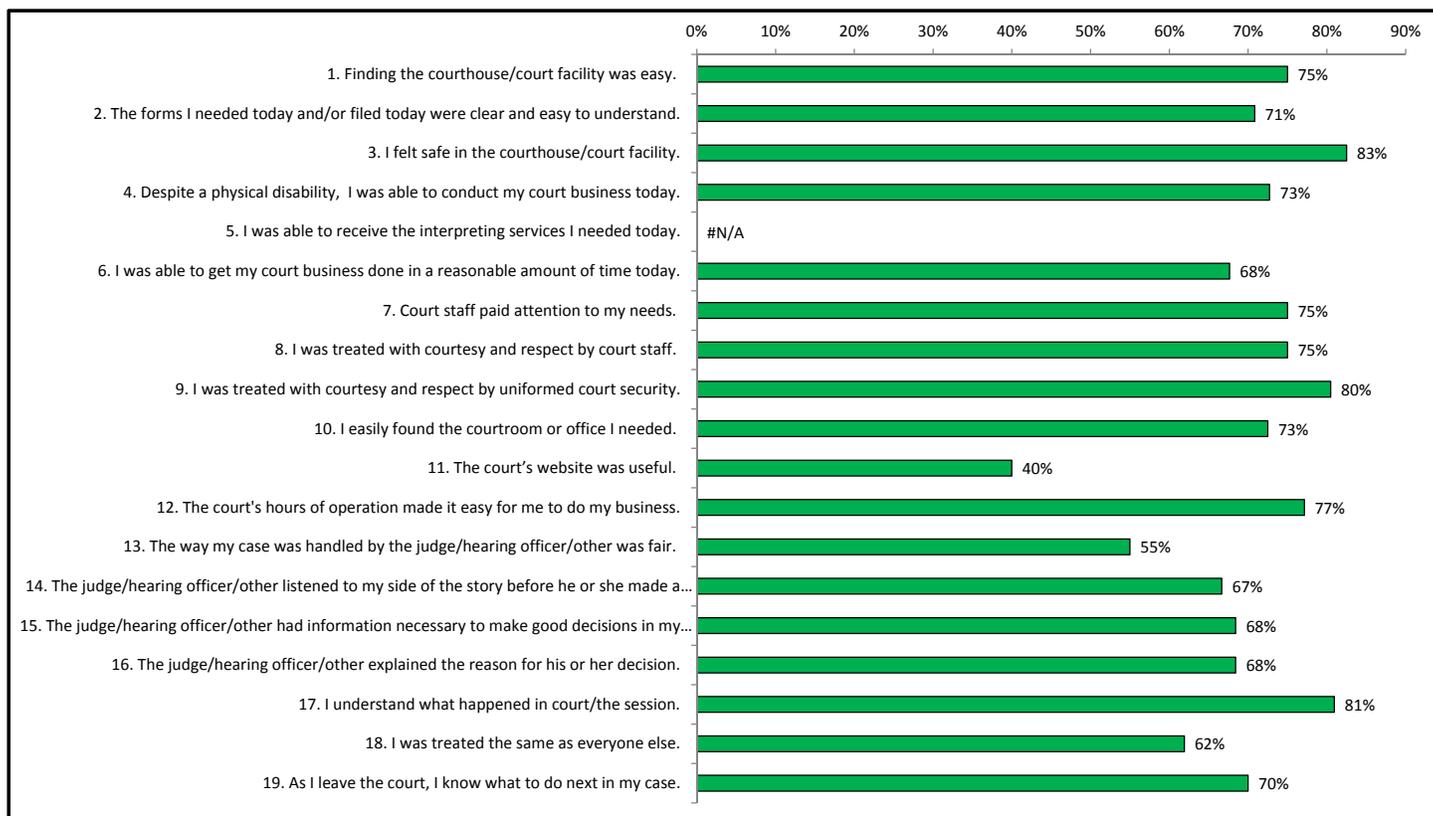
Percent That Agree or Strongly Agree



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.	2	5%	3	8%	5	13%	12	30%	18	45%	75%
2. The forms I needed today and/or filed today were clear and easy to understand.	1	4%	1	4%	5	21%	6	25%	11	46%	71%
3. I felt safe in the courthouse/court facility.	0	0%	2	5%	5	13%	11	28%	22	55%	83%
4. Despite a physical disability, I was able to conduct my court business today.	1	9%	0	0%	2	18%	3	27%	5	45%	73%
5. I was able to receive the interpreting services I needed today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
6. I was able to get my court business done in a reasonable amount of time today.	5	15%	3	9%	3	9%	11	32%	12	35%	68%
7. Court staff paid attention to my needs.	4	10%	1	3%	5	13%	13	33%	17	43%	75%
8. I was treated with courtesy and respect by court staff.	3	8%	5	13%	2	5%	10	25%	20	50%	75%
9. I was treated with courtesy and respect by uniformed court security.	1	2%	2	5%	5	12%	11	27%	22	54%	80%
10. I easily found the courtroom or office I needed.	3	8%	4	10%	4	10%	13	33%	16	40%	73%
11. The court's website was useful.	2	13%	3	20%	4	27%	4	27%	2	13%	40%
12. The court's hours of operation made it easy for me to do my business.	4	11%	2	6%	2	6%	15	43%	12	34%	77%
13. The way my case was handled by the judge/hearing officer/other was fair.	3	15%	4	20%	2	10%	3	15%	8	40%	55%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	3	17%	2	11%	1	6%	7	39%	5	28%	67%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	2	11%	2	11%	2	11%	6	32%	7	37%	68%
16. The judge/hearing officer/other explained the reason for his or her decision.	1	5%	3	16%	2	11%	3	16%	10	53%	68%
17. I understand what happened in court/the session.	2	10%	0	0%	2	10%	6	29%	11	52%	81%
18. I was treated the same as everyone else.	5	24%	1	5%	2	10%	6	29%	7	33%	62%
19. As I leave the court, I know what to do next in my case.	2	10%	2	10%	2	10%	4	20%	10	50%	70%

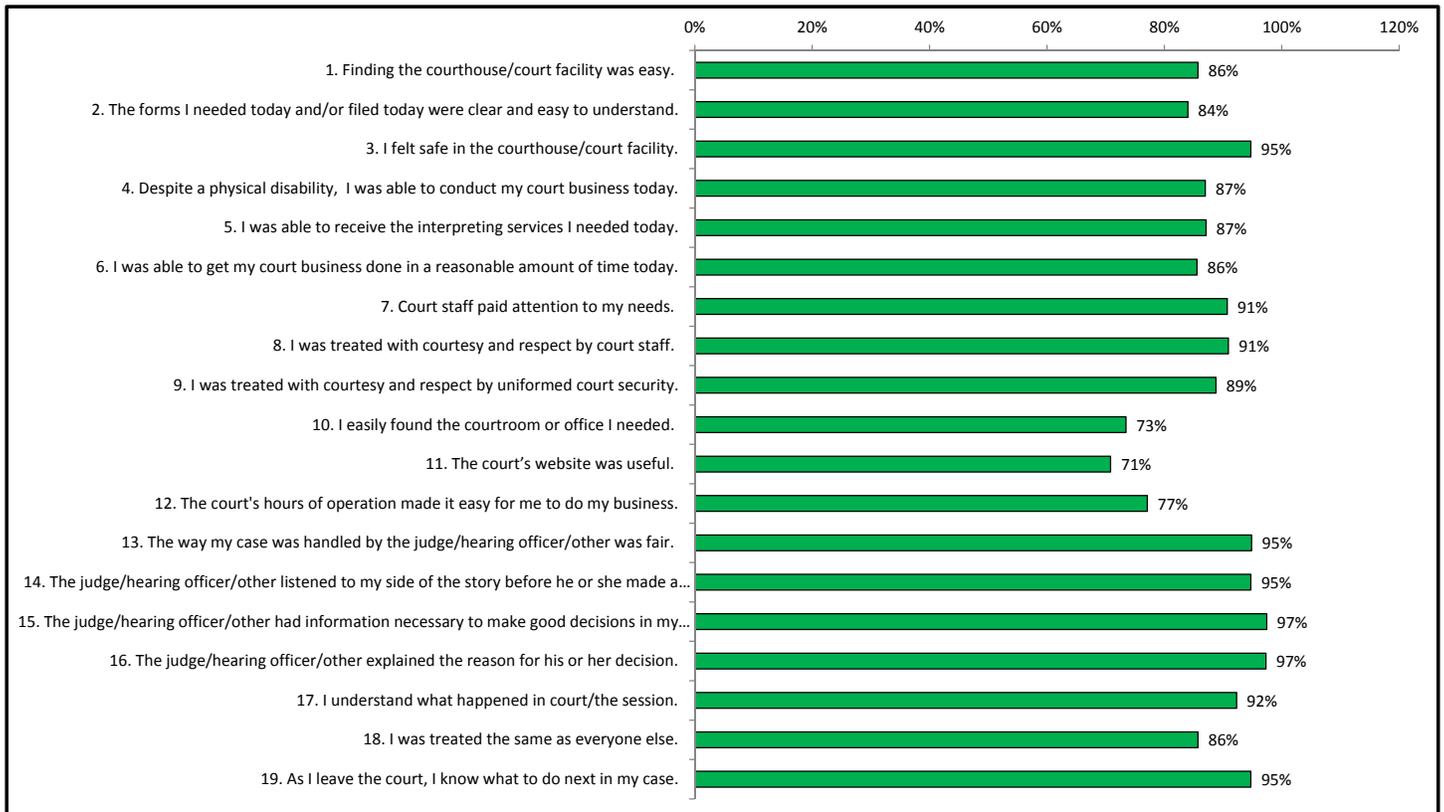
Percent That Agree or Strongly Agree



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.	5	5%	2	2%	7	7%	37	38%	47	48%	86%
2. The forms I needed today and/or filed today were clear and easy to understand.	5	7%	1	1%	6	8%	26	35%	37	49%	84%
3. I felt safe in the courthouse/court facility.	2	2%	0	0%	3	3%	23	24%	67	71%	95%
4. Despite a physical disability, I was able to conduct my court business today.	1	4%	2	9%	0	0%	6	26%	14	61%	87%
5. I was able to receive the interpreting services I needed today.	1	3%	2	6%	1	3%	10	32%	17	55%	87%
6. I was able to get my court business done in a reasonable amount of time today.	3	3%	7	7%	4	4%	26	27%	57	59%	86%
7. Court staff paid attention to my needs.	4	4%	1	1%	4	4%	24	25%	64	66%	91%
8. I was treated with courtesy and respect by court staff.	4	4%	4	4%	1	1%	22	22%	68	69%	91%
9. I was treated with courtesy and respect by uniformed court security.	2	2%	4	4%	5	5%	23	23%	64	65%	89%
10. I easily found the courtroom or office I needed.	9	9%	10	10%	7	7%	24	24%	48	49%	73%
11. The court's website was useful.	6	13%	4	8%	4	8%	13	27%	21	44%	71%
12. The court's hours of operation made it easy for me to do my business.	5	5%	5	5%	12	13%	27	28%	47	49%	77%
13. The way my case was handled by the judge/hearing officer/other was fair.	1	3%	1	3%	0	0%	9	23%	28	72%	95%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	1	3%	1	3%	0	0%	10	26%	26	68%	95%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	0	0%	1	3%	0	0%	11	28%	27	69%	97%
16. The judge/hearing officer/other explained the reason for his or her decision.	0	0%	1	3%	0	0%	10	27%	26	70%	97%
17. I understand what happened in court/the session.	1	3%	2	5%	0	0%	6	15%	30	77%	92%
18. I was treated the same as everyone else.	2	5%	1	2%	3	7%	4	10%	32	76%	86%
19. As I leave the court, I know what to do next in my case.	1	3%	1	3%	0	0%	5	13%	31	82%	95%

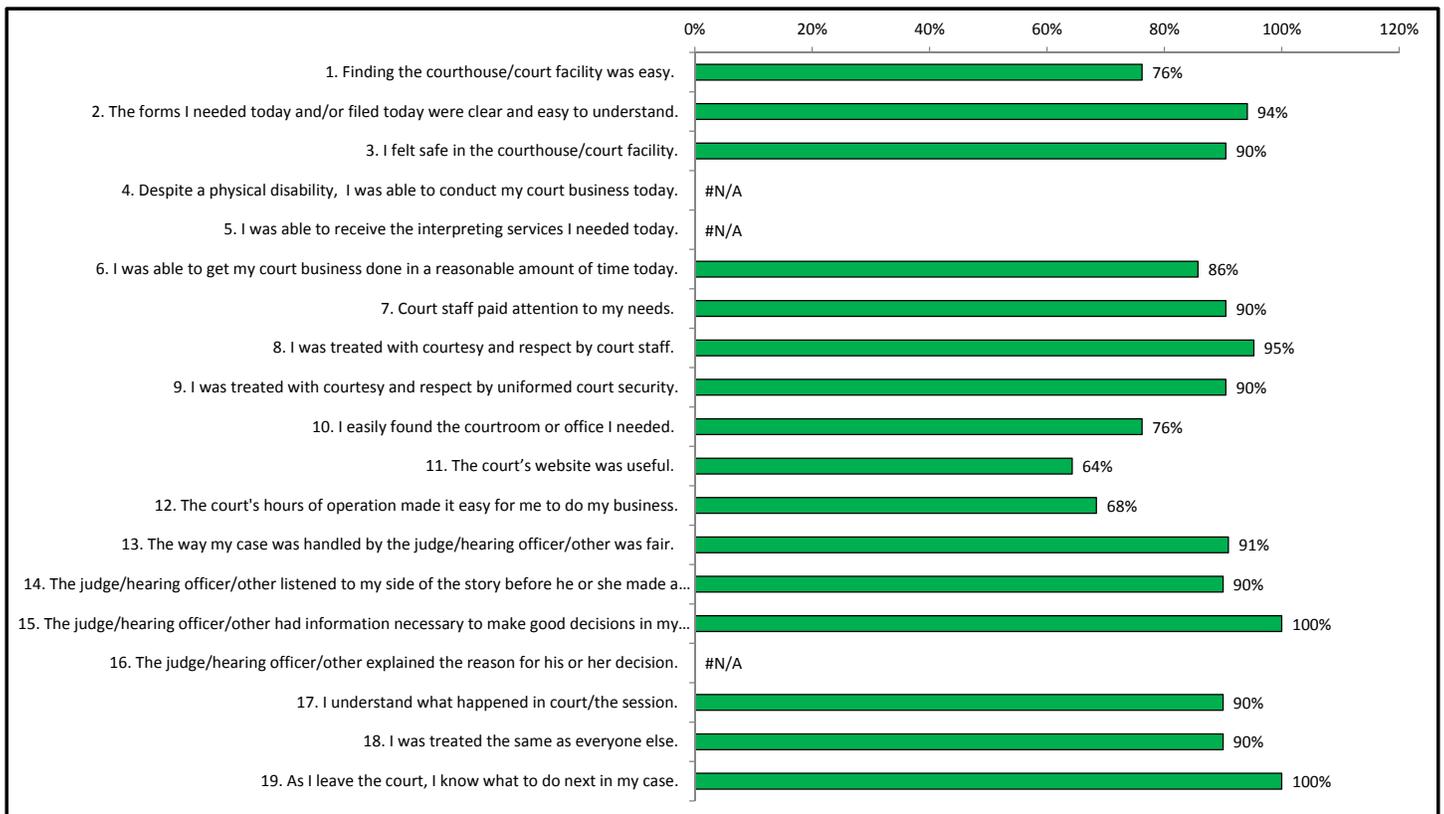
Percent That Agree or Strongly Agree



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.	2	10%	1	5%	2	10%	4	19%	12	57%	76%
2. The forms I needed today and/or filed today were clear and easy to understand.	1	6%	0	0%	0	0%	9	53%	7	41%	94%
3. I felt safe in the courthouse/court facility.	0	0%	0	0%	2	10%	8	38%	11	52%	90%
4. Despite a physical disability, I was able to conduct my court business today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
5. I was able to receive the interpreting services I needed today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
6. I was able to get my court business done in a reasonable amount of time today.	2	10%	1	5%	0	0%	8	38%	10	48%	86%
7. Court staff paid attention to my needs.	1	5%	0	0%	1	5%	8	38%	11	52%	90%
8. I was treated with courtesy and respect by court staff.	0	0%	0	0%	1	5%	7	33%	13	62%	95%
9. I was treated with courtesy and respect by uniformed court security.	0	0%	0	0%	2	10%	7	33%	12	57%	90%
10. I easily found the courtroom or office I needed.	3	14%	1	5%	1	5%	6	29%	10	48%	76%
11. The court's website was useful.	2	14%	1	7%	2	14%	4	29%	5	36%	64%
12. The court's hours of operation made it easy for me to do my business.	2	11%	1	5%	3	16%	8	42%	5	26%	68%
13. The way my case was handled by the judge/hearing officer/other was fair.	1	9%	0	0%	0	0%	3	27%	7	64%	91%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	1	10%	0	0%	0	0%	4	40%	5	50%	90%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	0	0%	0	0%	0	0%	5	50%	5	50%	100%
16. The judge/hearing officer/other explained the reason for his or her decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
17. I understand what happened in court/the session.	1	10%	0	0%	0	0%	2	20%	7	70%	90%
18. I was treated the same as everyone else.	1	10%	0	0%	0	0%	2	20%	7	70%	90%
19. As I leave the court, I know what to do next in my case.	0	0%	0	0%	0	0%	3	30%	7	70%	100%

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.	4	3%	5	3%	7	5%	64	45%	63	44%	89%
2. The forms I needed today and/or filed today were clear and easy to understand.	2	2%	3	2%	9	7%	63	49%	51	40%	89%
3. I felt safe in the courthouse/court facility.	4	3%	2	1%	8	6%	52	36%	78	54%	90%
4. Despite a physical disability, I was able to conduct my court business today.	2	3%	3	4%	10	14%	31	44%	24	34%	79%
5. I was able to receive the interpreting services I needed today.	1	1%	2	3%	6	8%	39	50%	30	38%	88%
6. I was able to get my court business done in a reasonable amount of time today.	7	5%	9	7%	15	11%	50	37%	53	40%	77%
7. Court staff paid attention to my needs.	3	2%	6	4%	14	10%	57	42%	57	42%	83%
8. I was treated with courtesy and respect by court staff.	2	1%	5	4%	9	6%	55	39%	70	50%	89%
9. I was treated with courtesy and respect by uniformed court security.	5	4%	2	1%	16	12%	50	36%	65	47%	83%
10. I easily found the courtroom or office I needed.	3	2%	5	4%	14	10%	60	43%	57	41%	84%
11. The court's website was useful.	7	9%	6	8%	27	35%	19	24%	19	24%	49%
12. The court's hours of operation made it easy for me to do my business.	3	2%	10	7%	19	14%	56	41%	48	35%	76%
13. The way my case was handled by the judge/hearing officer/other was fair.	3	7%	3	7%	8	19%	8	19%	20	48%	67%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	3	8%	4	10%	7	18%	7	18%	18	46%	64%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	3	7%	2	5%	6	14%	15	36%	16	38%	74%
16. The judge/hearing officer/other explained the reason for his or her decision.	0	0%	5	12%	5	12%	11	26%	21	50%	76%
17. I understand what happened in court/the session.	0	0%	3	7%	6	13%	13	28%	24	52%	80%
18. I was treated the same as everyone else.	4	8%	4	8%	5	9%	14	26%	26	49%	75%
19. As I leave the court, I know what to do next in my case.	2	4%	4	8%	6	12%	14	29%	23	47%	76%

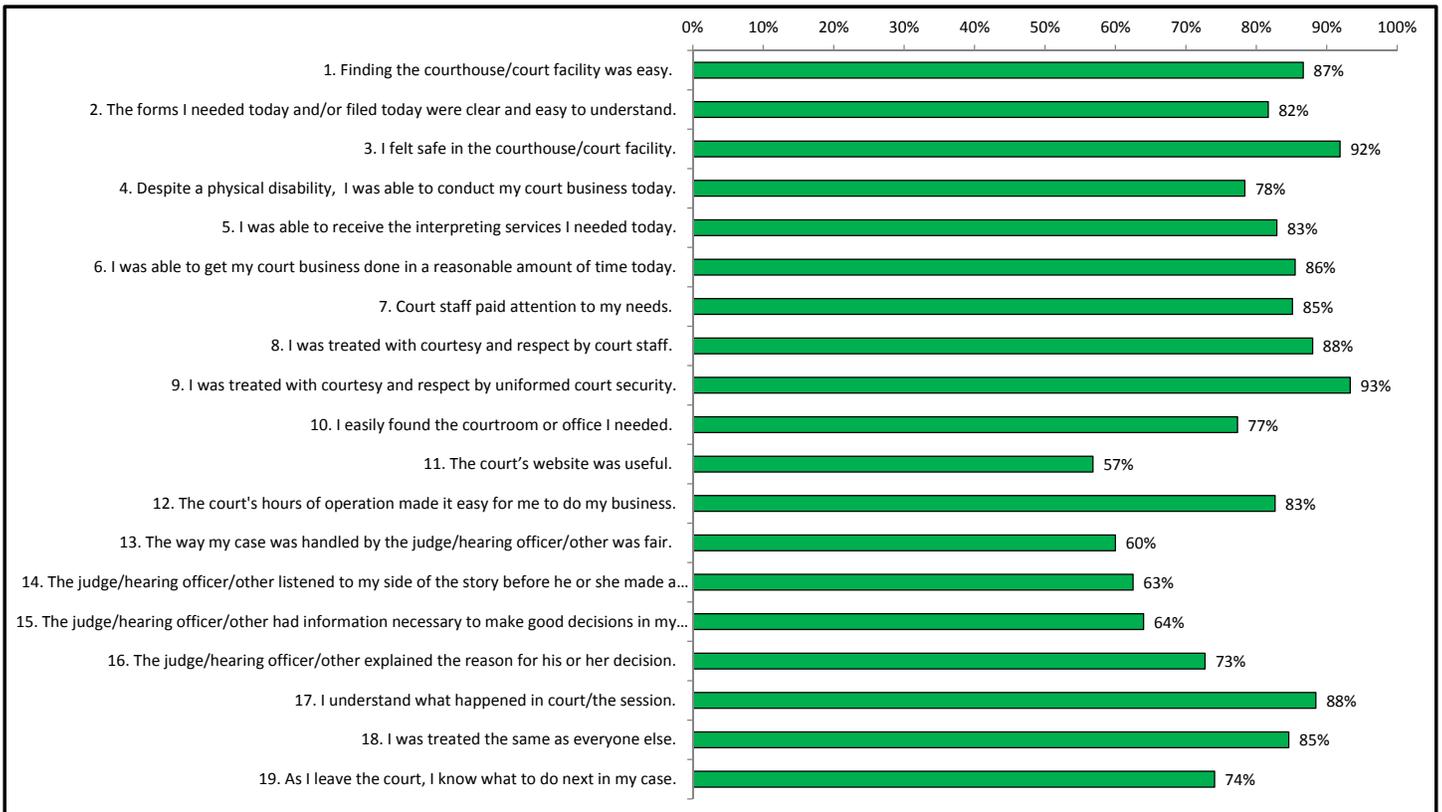
Percent That Agree or Strongly Agree



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.	5	7%	4	5%	1	1%	29	39%	36	48%	87%
2. The forms I needed today and/or filed today were clear and easy to understand.	2	3%	2	3%	9	13%	28	39%	30	42%	82%
3. I felt safe in the courthouse/court facility.	1	1%	3	4%	2	3%	21	28%	47	64%	92%
4. Despite a physical disability, I was able to conduct my court business today.	0	0%	2	5%	6	16%	8	22%	21	57%	78%
5. I was able to receive the interpreting services I needed today.	2	5%	2	5%	3	7%	10	24%	24	59%	83%
6. I was able to get my court business done in a reasonable amount of time today.	4	6%	4	6%	2	3%	23	33%	36	52%	86%
7. Court staff paid attention to my needs.	3	4%	3	4%	5	7%	24	32%	39	53%	85%
8. I was treated with courtesy and respect by court staff.	3	4%	3	4%	3	4%	24	32%	42	56%	88%
9. I was treated with courtesy and respect by uniformed court security.	1	1%	3	4%	1	1%	24	32%	46	61%	93%
10. I easily found the courtroom or office I needed.	4	5%	4	5%	9	12%	23	31%	35	47%	77%
11. The court's website was useful.	4	9%	7	16%	8	18%	11	25%	14	32%	57%
12. The court's hours of operation made it easy for me to do my business.	4	5%	4	5%	5	7%	26	35%	36	48%	83%
13. The way my case was handled by the judge/hearing officer/other was fair.	3	12%	3	12%	4	16%	6	24%	9	36%	60%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	4	17%	1	4%	4	17%	7	29%	8	33%	63%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	3	12%	2	8%	4	16%	7	28%	9	36%	64%
16. The judge/hearing officer/other explained the reason for his or her decision.	3	14%	1	5%	2	9%	8	36%	8	36%	73%
17. I understand what happened in court/the session.	2	8%	0	0%	1	4%	13	50%	10	38%	88%
18. I was treated the same as everyone else.	1	4%	1	4%	2	8%	12	46%	10	38%	85%
19. As I leave the court, I know what to do next in my case.	1	4%	3	11%	3	11%	8	30%	12	44%	74%

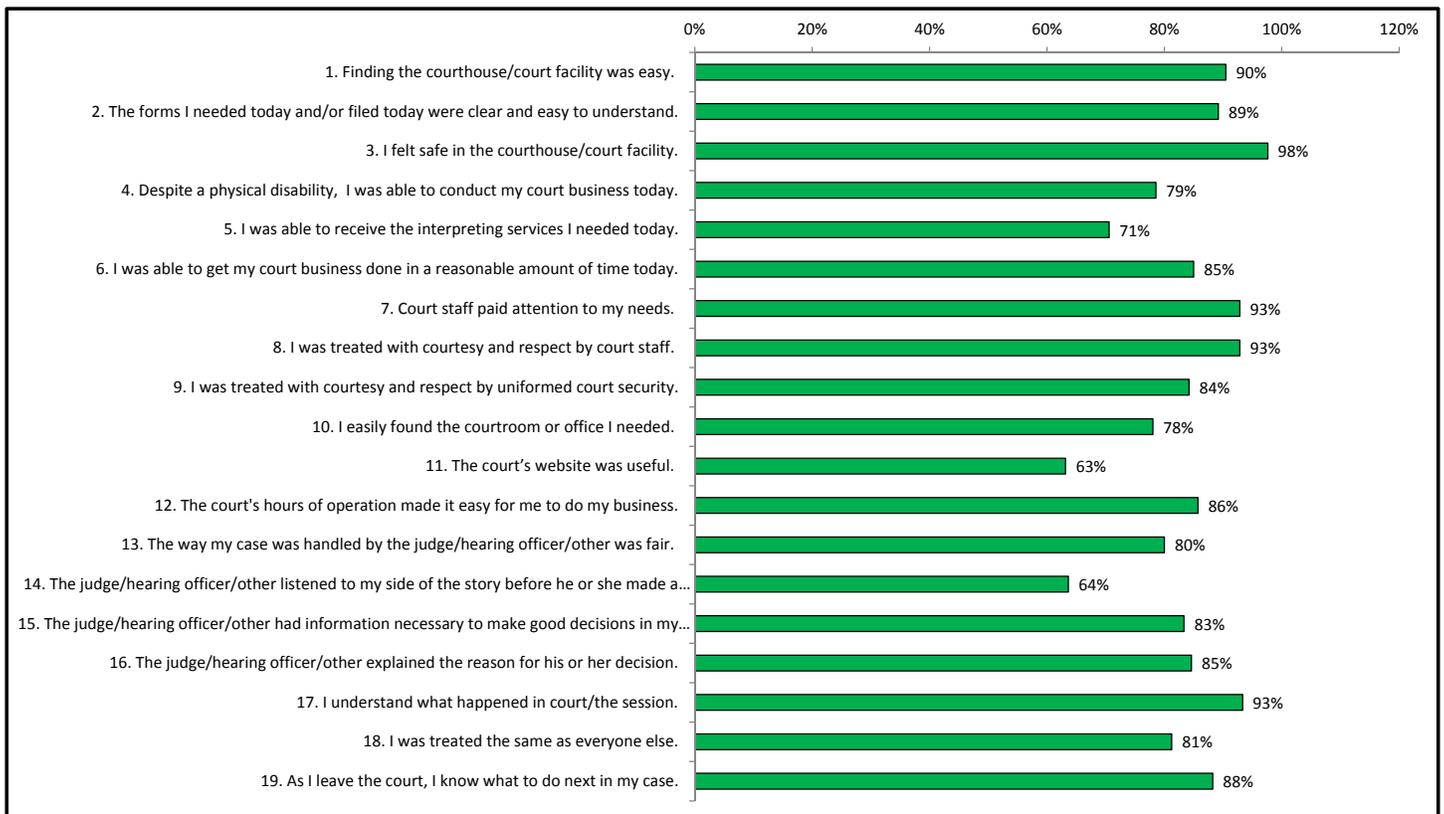
Percent That Agree or Strongly Agree



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.	1	2%	0	0%	3	7%	14	33%	24	57%	90%
2. The forms I needed today and/or filed today were clear and easy to understand.	1	3%	2	5%	1	3%	12	32%	21	57%	89%
3. I felt safe in the courthouse/court facility.	1	2%	0	0%	0	0%	11	26%	30	71%	98%
4. Despite a physical disability, I was able to conduct my court business today.	0	0%	1	7%	2	14%	3	21%	8	57%	79%
5. I was able to receive the interpreting services I needed today.	0	0%	1	6%	4	24%	6	35%	6	35%	71%
6. I was able to get my court business done in a reasonable amount of time today.	2	5%	1	3%	3	8%	11	28%	23	58%	85%
7. Court staff paid attention to my needs.	0	0%	1	2%	2	5%	17	40%	22	52%	93%
8. I was treated with courtesy and respect by court staff.	1	2%	0	0%	2	5%	13	31%	26	62%	93%
9. I was treated with courtesy and respect by uniformed court security.	1	3%	0	0%	5	13%	6	16%	26	68%	84%
10. I easily found the courtroom or office I needed.	1	2%	1	2%	7	17%	7	17%	25	61%	78%
11. The court's website was useful.	0	0%	4	21%	3	16%	4	21%	8	42%	63%
12. The court's hours of operation made it easy for me to do my business.	1	3%	1	3%	3	9%	12	34%	18	51%	86%
13. The way my case was handled by the judge/hearing officer/other was fair.	1	7%	0	0%	2	13%	4	27%	8	53%	80%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	1	9%	2	18%	1	9%	2	18%	5	45%	64%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	1	8%	0	0%	1	8%	6	50%	4	33%	83%
16. The judge/hearing officer/other explained the reason for his or her decision.	1	8%	0	0%	1	8%	6	46%	5	38%	85%
17. I understand what happened in court/the session.	1	7%	0	0%	0	0%	4	27%	10	67%	93%
18. I was treated the same as everyone else.	2	13%	1	6%	0	0%	3	19%	10	63%	81%
19. As I leave the court, I know what to do next in my case.	0	0%	0	0%	2	12%	3	18%	12	71%	88%

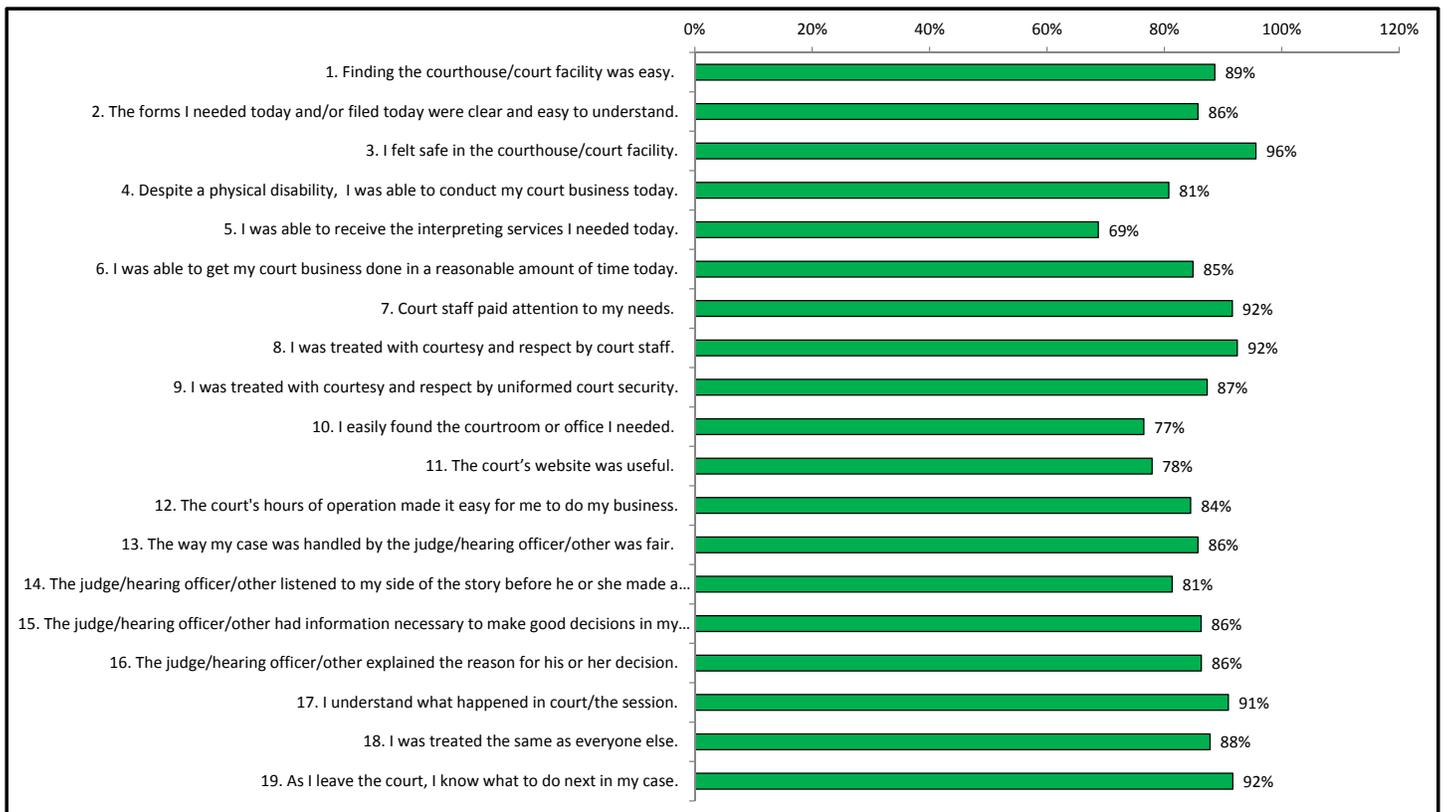
Percent That Agree or Strongly Agree



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.	4	2%	9	5%	8	4%	76	41%	87	47%	89%
2. The forms I needed today and/or filed today were clear and easy to understand.	2	2%	5	4%	10	8%	48	40%	54	45%	86%
3. I felt safe in the courthouse/court facility.	4	2%	0	0%	4	2%	42	23%	132	73%	96%
4. Despite a physical disability, I was able to conduct my court business today.	1	4%	1	4%	3	12%	13	50%	8	31%	81%
5. I was able to receive the interpreting services I needed today.	1	3%	1	3%	8	25%	13	41%	9	28%	69%
6. I was able to get my court business done in a reasonable amount of time today.	7	4%	5	3%	14	8%	56	33%	90	52%	85%
7. Court staff paid attention to my needs.	5	3%	3	2%	7	4%	57	32%	106	60%	92%
8. I was treated with courtesy and respect by court staff.	5	3%	2	1%	7	4%	43	23%	128	69%	92%
9. I was treated with courtesy and respect by uniformed court security.	3	2%	3	2%	17	9%	48	27%	110	61%	87%
10. I easily found the courtroom or office I needed.	9	5%	13	7%	21	11%	52	28%	88	48%	77%
11. The court's website was useful.	3	3%	7	8%	9	10%	28	33%	39	45%	78%
12. The court's hours of operation made it easy for me to do my business.	6	4%	4	2%	15	9%	62	39%	74	46%	84%
13. The way my case was handled by the judge/hearing officer/other was fair.	7	8%	4	5%	1	1%	21	25%	51	61%	86%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	6	8%	4	5%	4	5%	13	17%	48	64%	81%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	4	5%	4	5%	3	4%	18	23%	51	64%	86%
16. The judge/hearing officer/other explained the reason for his or her decision.	4	5%	3	4%	3	4%	15	21%	48	66%	86%
17. I understand what happened in court/the session.	3	3%	2	2%	3	3%	20	23%	60	68%	91%
18. I was treated the same as everyone else.	4	4%	3	3%	4	4%	22	24%	57	63%	88%
19. As I leave the court, I know what to do next in my case.	2	2%	3	4%	2	2%	20	24%	57	68%	92%

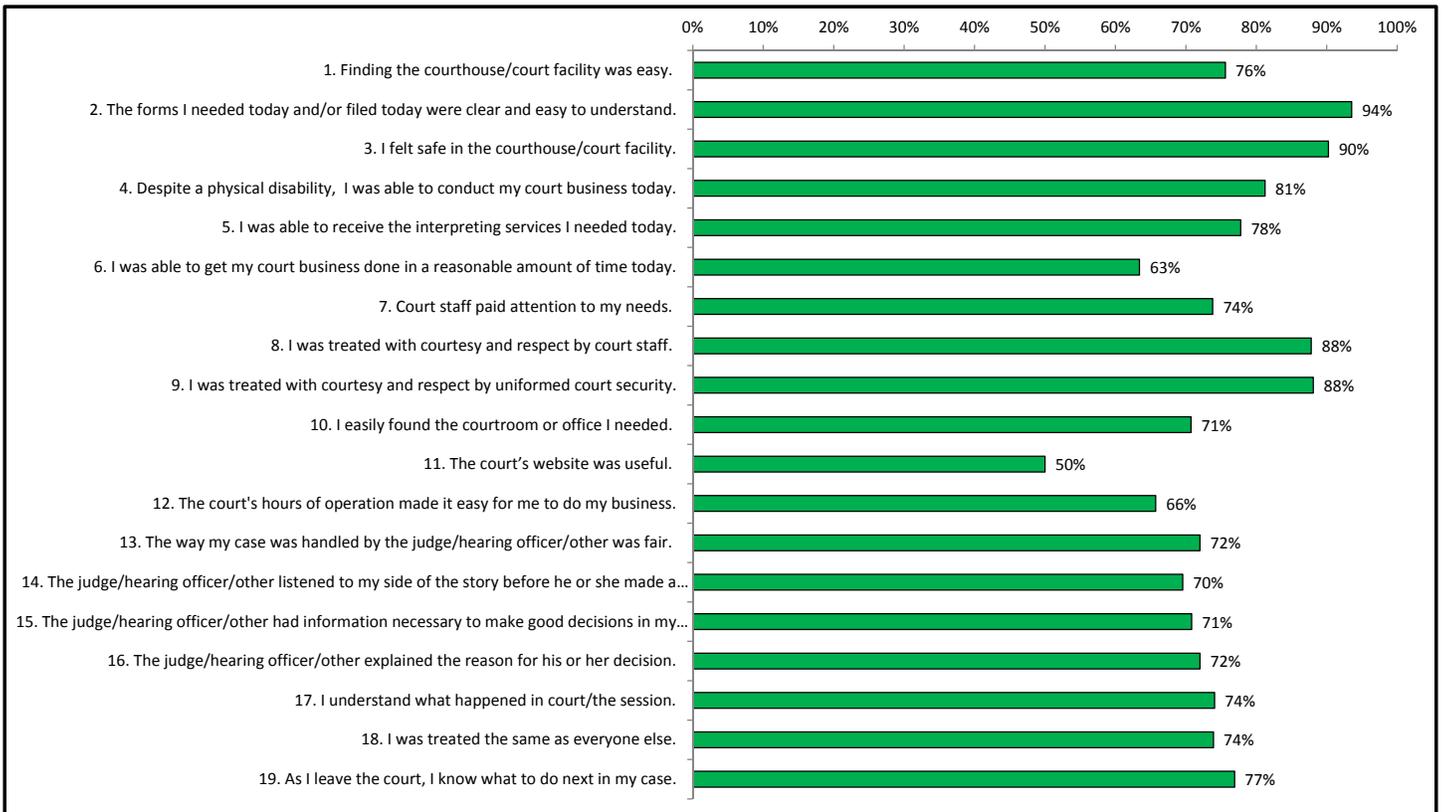
Percent That Agree or Strongly Agree



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.	2	5%	3	7%	5	12%	13	32%	18	44%	76%
2. The forms I needed today and/or filed today were clear and easy to understand.	1	3%	0	0%	1	3%	13	42%	16	52%	94%
3. I felt safe in the courthouse/court facility.	2	5%	1	2%	1	2%	11	27%	26	63%	90%
4. Despite a physical disability, I was able to conduct my court business today.	1	6%	0	0%	2	13%	6	38%	7	44%	81%
5. I was able to receive the interpreting services I needed today.	2	11%	1	6%	1	6%	6	33%	8	44%	78%
6. I was able to get my court business done in a reasonable amount of time today.	7	17%	6	15%	2	5%	9	22%	17	41%	63%
7. Court staff paid attention to my needs.	4	10%	2	5%	5	12%	10	24%	21	50%	74%
8. I was treated with courtesy and respect by court staff.	2	5%	1	2%	2	5%	14	34%	22	54%	88%
9. I was treated with courtesy and respect by uniformed court security.	1	2%	2	5%	2	5%	18	43%	19	45%	88%
10. I easily found the courtroom or office I needed.	3	7%	5	12%	4	10%	12	29%	17	41%	71%
11. The court's website was useful.	2	17%	0	0%	4	33%	3	25%	3	25%	50%
12. The court's hours of operation made it easy for me to do my business.	4	11%	3	9%	5	14%	10	29%	13	37%	66%
13. The way my case was handled by the judge/hearing officer/other was fair.	4	16%	1	4%	2	8%	6	24%	12	48%	72%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	5	22%	1	4%	1	4%	6	26%	10	43%	70%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	4	17%	1	4%	2	8%	6	25%	11	46%	71%
16. The judge/hearing officer/other explained the reason for his or her decision.	4	16%	1	4%	2	8%	7	28%	11	44%	72%
17. I understand what happened in court/the session.	4	15%	0	0%	3	11%	8	30%	12	44%	74%
18. I was treated the same as everyone else.	4	17%	0	0%	2	9%	8	35%	9	39%	74%
19. As I leave the court, I know what to do next in my case.	5	19%	0	0%	1	4%	10	38%	10	38%	77%

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.	2	5%	1	3%	0	0%	12	32%	23	61%	92%
2. The forms I needed today and/or filed today were clear and easy to understand.	1	3%	3	9%	4	12%	8	24%	17	52%	76%
3. I felt safe in the courthouse/court facility.	2	5%	1	3%	1	3%	9	24%	25	66%	89%
4. Despite a physical disability, I was able to conduct my court business today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
5. I was able to receive the interpreting services I needed today.	0	0%	0	0%	1	8%	6	50%	5	42%	92%
6. I was able to get my court business done in a reasonable amount of time today.	3	8%	2	5%	5	14%	10	27%	17	46%	73%
7. Court staff paid attention to my needs.	3	8%	3	8%	2	5%	8	21%	23	59%	79%
8. I was treated with courtesy and respect by court staff.	1	3%	4	10%	1	3%	8	21%	25	64%	85%
9. I was treated with courtesy and respect by uniformed court security.	2	5%	4	10%	0	0%	10	25%	24	60%	85%
10. I easily found the courtroom or office I needed.	1	3%	6	15%	1	3%	11	28%	20	51%	79%
11. The court's website was useful.	5	26%	0	0%	2	11%	5	26%	7	37%	63%
12. The court's hours of operation made it easy for me to do my business.	2	6%	2	6%	3	9%	10	29%	17	50%	79%
13. The way my case was handled by the judge/hearing officer/other was fair.	2	14%	0	0%	0	0%	2	14%	10	71%	86%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	2	15%	0	0%	0	0%	3	23%	8	62%	85%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	2	14%	0	0%	0	0%	3	21%	9	64%	86%
16. The judge/hearing officer/other explained the reason for his or her decision.	2	13%	1	7%	0	0%	1	7%	11	73%	80%
17. I understand what happened in court/the session.	2	13%	2	13%	0	0%	2	13%	10	63%	75%
18. I was treated the same as everyone else.	3	18%	0	0%	1	6%	2	12%	11	65%	76%
19. As I leave the court, I know what to do next in my case.	3	18%	0	0%	0	0%	4	24%	10	59%	82%

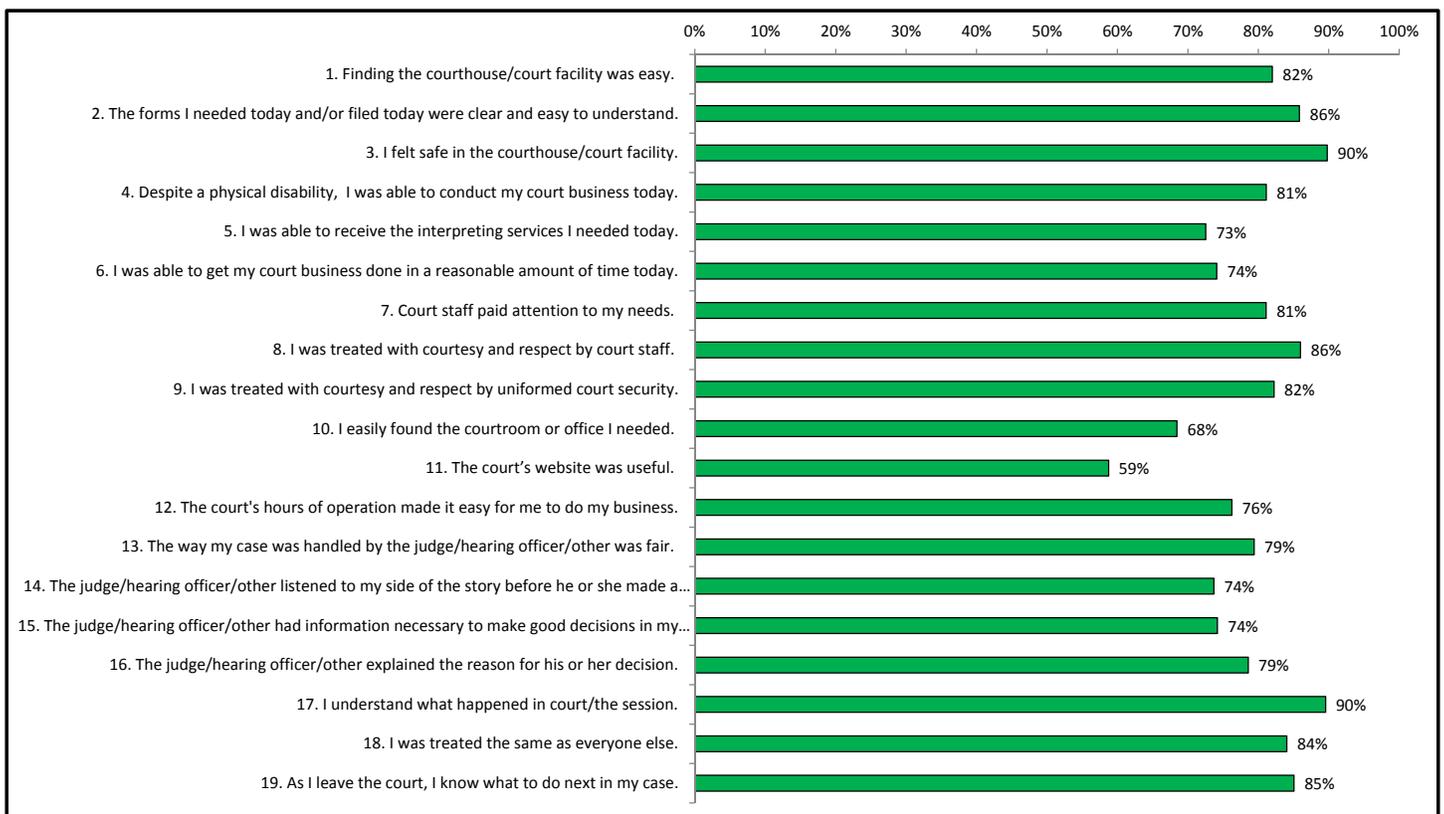
Percent That Agree or Strongly Agree



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.	11	7%	8	5%	8	5%	60	40%	63	42%	82%
2. The forms I needed today and/or filed today were clear and easy to understand.	3	3%	4	3%	10	8%	58	48%	45	38%	86%
3. I felt safe in the courthouse/court facility.	9	6%	3	2%	3	2%	35	24%	97	66%	90%
4. Despite a physical disability, I was able to conduct my court business today.	2	4%	1	2%	7	13%	23	43%	20	38%	81%
5. I was able to receive the interpreting services I needed today.	5	10%	1	2%	8	16%	17	33%	20	39%	73%
6. I was able to get my court business done in a reasonable amount of time today.	12	9%	11	8%	13	9%	44	32%	59	42%	74%
7. Court staff paid attention to my needs.	11	8%	3	2%	13	9%	50	35%	66	46%	81%
8. I was treated with courtesy and respect by court staff.	8	5%	3	2%	10	7%	47	31%	82	55%	86%
9. I was treated with courtesy and respect by uniformed court security.	10	7%	8	5%	9	6%	43	28%	82	54%	82%
10. I easily found the courtroom or office I needed.	16	11%	17	11%	14	9%	36	24%	66	44%	68%
11. The court's website was useful.	8	10%	5	6%	20	25%	21	26%	26	33%	59%
12. The court's hours of operation made it easy for me to do my business.	10	7%	3	2%	20	14%	47	34%	59	42%	76%
13. The way my case was handled by the judge/hearing officer/other was fair.	3	4%	4	6%	7	10%	24	35%	30	44%	79%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	3	5%	3	5%	9	16%	19	33%	23	40%	74%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	4	6%	3	5%	9	15%	22	35%	24	39%	74%
16. The judge/hearing officer/other explained the reason for his or her decision.	2	4%	4	7%	6	11%	23	41%	21	38%	79%
17. I understand what happened in court/the session.	3	4%	0	0%	4	6%	23	34%	37	55%	90%
18. I was treated the same as everyone else.	4	6%	1	1%	6	9%	24	35%	34	49%	84%
19. As I leave the court, I know what to do next in my case.	5	7%	1	1%	4	6%	20	30%	37	55%	85%

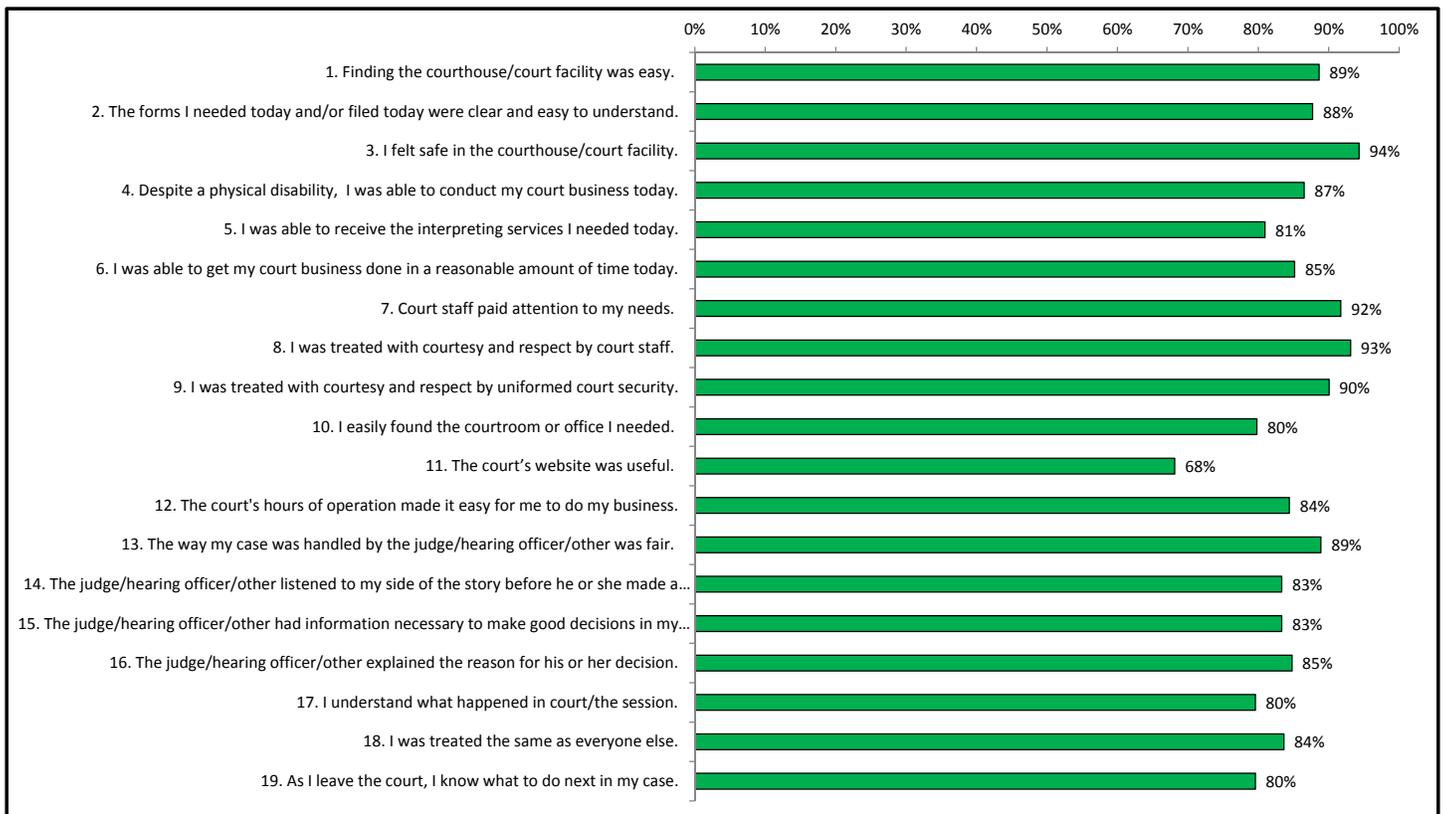
Percent That Agree or Strongly Agree



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.	8	4%	11	5%	5	2%	84	40%	103	49%	89%
2. The forms I needed today and/or filed today were clear and easy to understand.	7	4%	6	4%	8	5%	68	40%	82	48%	88%
3. I felt safe in the courthouse/court facility.	6	3%	4	2%	2	1%	64	30%	135	64%	94%
4. Despite a physical disability, I was able to conduct my court business today.	2	2%	2	2%	8	9%	27	30%	50	56%	87%
5. I was able to receive the interpreting services I needed today.	4	5%	3	4%	9	11%	28	33%	40	48%	81%
6. I was able to get my court business done in a reasonable amount of time today.	7	4%	10	5%	10	5%	57	31%	98	54%	85%
7. Court staff paid attention to my needs.	6	3%	3	2%	7	4%	65	34%	112	58%	92%
8. I was treated with courtesy and respect by court staff.	8	4%	3	1%	3	1%	52	26%	137	67%	93%
9. I was treated with courtesy and respect by uniformed court security.	7	3%	3	1%	10	5%	59	29%	122	61%	90%
10. I easily found the courtroom or office I needed.	11	5%	20	10%	10	5%	63	31%	99	49%	80%
11. The court's website was useful.	5	4%	8	7%	23	20%	24	21%	53	47%	68%
12. The court's hours of operation made it easy for me to do my business.	8	4%	6	3%	15	8%	68	37%	89	48%	84%
13. The way my case was handled by the judge/hearing officer/other was fair.	0	0%	1	2%	5	9%	22	41%	26	48%	89%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	1	2%	1	2%	6	13%	18	38%	22	46%	83%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	0	0%	2	4%	6	13%	18	38%	22	46%	83%
16. The judge/hearing officer/other explained the reason for his or her decision.	0	0%	2	4%	5	11%	18	39%	21	46%	85%
17. I understand what happened in court/the session.	1	2%	1	2%	8	16%	16	33%	23	47%	80%
18. I was treated the same as everyone else.	0	0%	3	5%	6	11%	18	33%	28	51%	84%
19. As I leave the court, I know what to do next in my case.	1	2%	1	2%	8	16%	16	33%	23	47%	80%

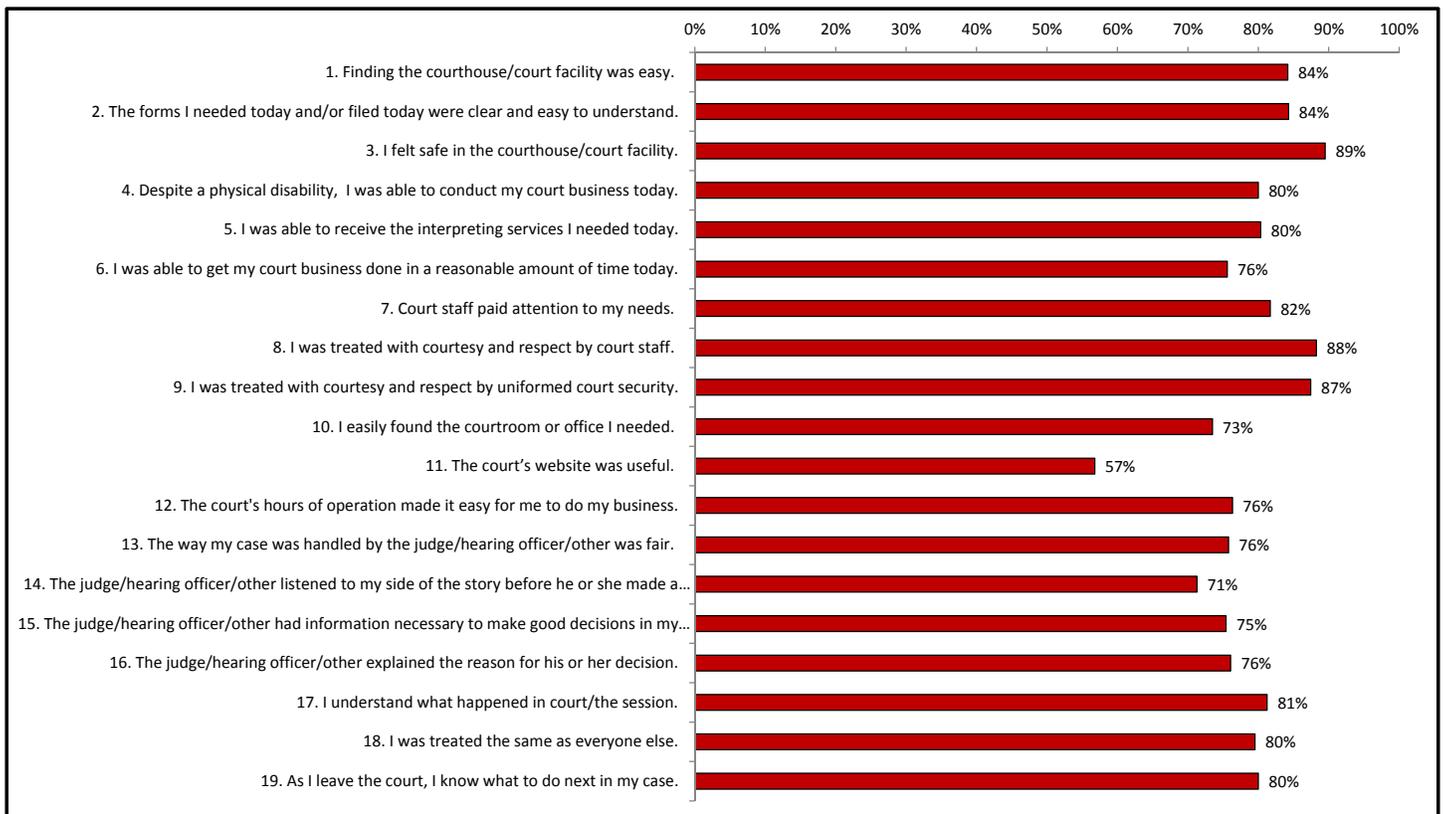
Percent That Agree or Strongly Agree



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.	7	3%	17	8%	10	5%	96	45%	85	40%	84%
2. The forms I needed today and/or filed today were clear and easy to understand.	4	2%	8	4%	18	9%	92	48%	69	36%	84%
3. I felt safe in the courthouse/court facility.	7	3%	5	2%	11	5%	81	37%	115	53%	89%
4. Despite a physical disability, I was able to conduct my court business today.	5	4%	3	3%	15	13%	50	43%	42	37%	80%
5. I was able to receive the interpreting services I needed today.	8	7%	3	3%	12	10%	46	39%	48	41%	80%
6. I was able to get my court business done in a reasonable amount of time today.	21	10%	16	8%	15	7%	69	32%	92	43%	76%
7. Court staff paid attention to my needs.	11	5%	8	4%	20	9%	88	41%	86	40%	82%
8. I was treated with courtesy and respect by court staff.	5	2%	9	4%	11	5%	90	42%	98	46%	88%
9. I was treated with courtesy and respect by uniformed court security.	7	3%	7	3%	13	6%	92	43%	96	45%	87%
10. I easily found the courtroom or office I needed.	10	5%	22	10%	25	12%	86	40%	72	33%	73%
11. The court's website was useful.	11	9%	10	8%	30	25%	35	30%	32	27%	57%
12. The court's hours of operation made it easy for me to do my business.	10	5%	11	5%	28	14%	85	41%	73	35%	76%
13. The way my case was handled by the judge/hearing officer/other was fair.	11	9%	6	5%	14	11%	44	34%	53	41%	76%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	9	8%	7	6%	17	15%	40	35%	42	37%	71%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	11	9%	7	6%	11	9%	48	41%	41	35%	75%
16. The judge/hearing officer/other explained the reason for his or her decision.	6	5%	9	8%	13	11%	44	38%	45	38%	76%
17. I understand what happened in court/the session.	7	5%	5	4%	12	9%	54	42%	50	39%	81%
18. I was treated the same as everyone else.	10	8%	7	6%	9	7%	49	39%	52	41%	80%
19. As I leave the court, I know what to do next in my case.	10	8%	5	4%	11	8%	46	35%	58	45%	80%

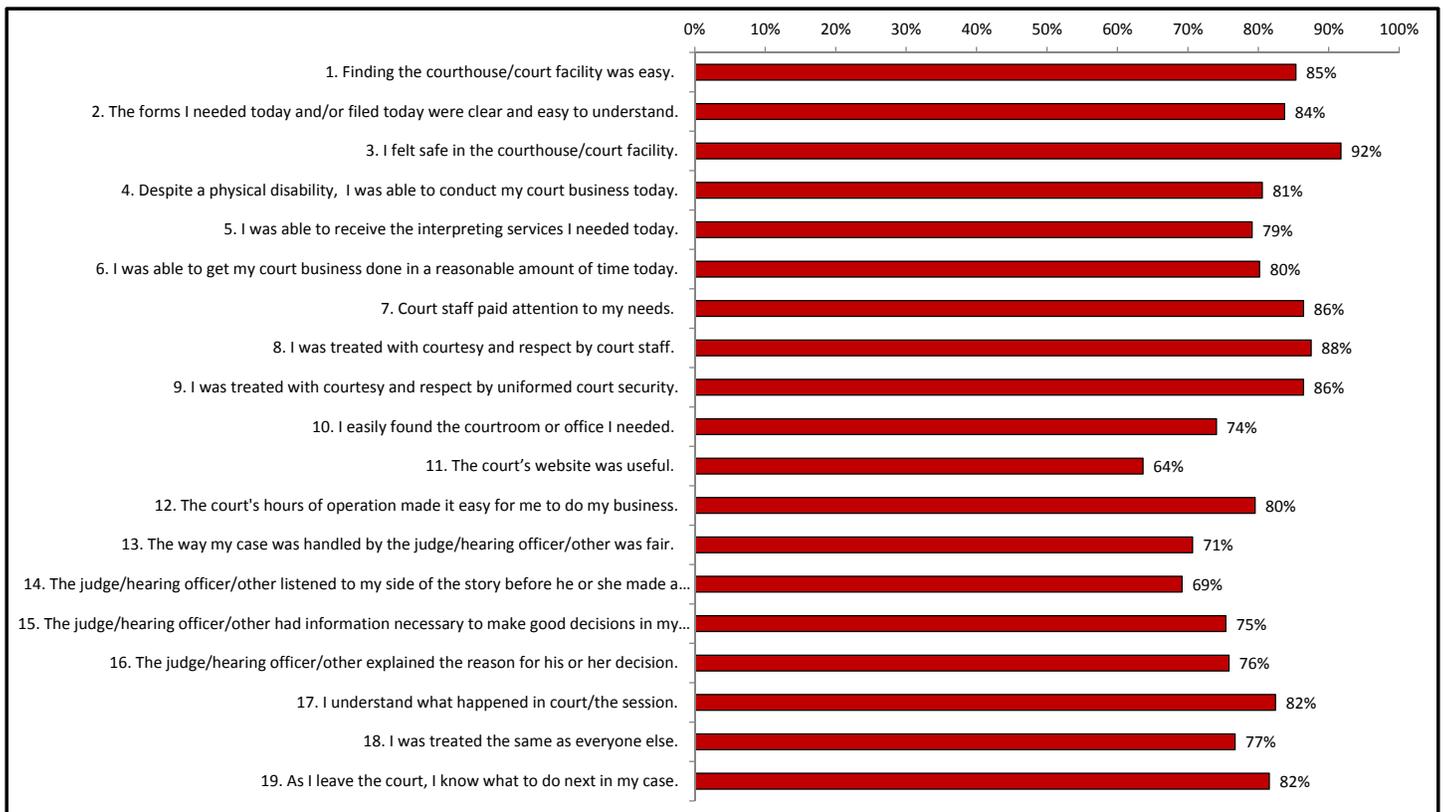
Percent That Agree or Strongly Agree



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.	19	5%	17	5%	15	4%	148	43%	149	43%	85%
2. The forms I needed today and/or filed today were clear and easy to understand.	8	3%	17	6%	24	8%	128	43%	124	41%	84%
3. I felt safe in the courthouse/court facility.	14	4%	4	1%	10	3%	92	27%	219	65%	92%
4. Despite a physical disability, I was able to conduct my court business today.	5	3%	6	4%	17	12%	49	34%	67	47%	81%
5. I was able to receive the interpreting services I needed today.	4	3%	8	5%	21	13%	63	40%	62	39%	79%
6. I was able to get my court business done in a reasonable amount of time today.	16	5%	16	5%	30	10%	108	35%	143	46%	80%
7. Court staff paid attention to my needs.	16	5%	11	3%	17	5%	104	32%	176	54%	86%
8. I was treated with courtesy and respect by court staff.	16	5%	10	3%	17	5%	100	29%	201	58%	88%
9. I was treated with courtesy and respect by uniformed court security.	16	5%	9	3%	21	6%	99	29%	194	57%	86%
10. I easily found the courtroom or office I needed.	24	7%	33	10%	32	9%	105	31%	149	43%	74%
11. The court's website was useful.	17	9%	15	8%	36	19%	58	31%	61	33%	64%
12. The court's hours of operation made it easy for me to do my business.	15	5%	17	5%	33	10%	116	36%	137	43%	80%
13. The way my case was handled by the judge/hearing officer/other was fair.	14	11%	12	9%	13	10%	46	35%	48	36%	71%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	16	13%	8	7%	13	11%	42	35%	41	34%	69%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	10	8%	7	6%	14	11%	49	39%	46	37%	75%
16. The judge/hearing officer/other explained the reason for his or her decision.	11	9%	8	7%	10	8%	44	37%	47	39%	76%
17. I understand what happened in court/the session.	8	6%	5	4%	10	8%	48	37%	60	46%	82%
18. I was treated the same as everyone else.	11	8%	7	5%	16	11%	49	34%	63	43%	77%
19. As I leave the court, I know what to do next in my case.	7	5%	5	4%	14	10%	47	33%	68	48%	82%

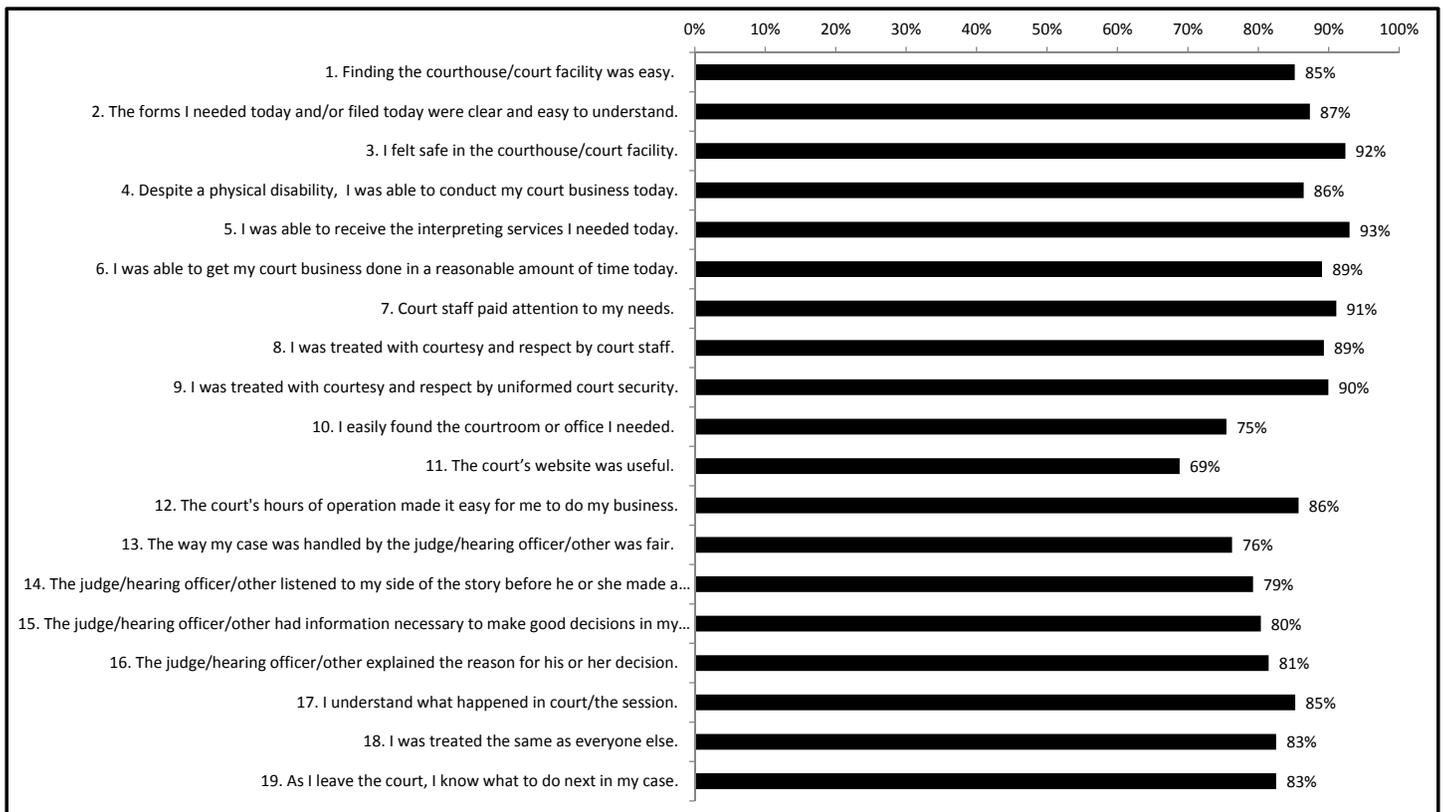
Percent That Agree or Strongly Agree



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.	5	3%	12	7%	7	4%	80	49%	58	36%	85%
2. The forms I needed today and/or filed today were clear and easy to understand.	2	1%	6	4%	10	7%	63	44%	61	43%	87%
3. I felt safe in the courthouse/court facility.	4	3%	3	2%	5	3%	48	31%	97	62%	92%
4. Despite a physical disability, I was able to conduct my court business today.	1	2%	3	5%	4	7%	27	46%	24	41%	86%
5. I was able to receive the interpreting services I needed today.	0	0%	1	1%	4	6%	32	45%	34	48%	93%
6. I was able to get my court business done in a reasonable amount of time today.	3	2%	7	5%	5	4%	51	37%	71	52%	89%
7. Court staff paid attention to my needs.	5	3%	4	3%	5	3%	56	36%	87	55%	91%
8. I was treated with courtesy and respect by court staff.	6	4%	6	4%	5	3%	50	31%	92	58%	89%
9. I was treated with courtesy and respect by uniformed court security.	7	4%	4	3%	5	3%	58	36%	85	53%	90%
10. I easily found the courtroom or office I needed.	7	4%	14	9%	18	11%	57	36%	63	40%	75%
11. The court's website was useful.	1	1%	8	10%	15	19%	23	30%	30	39%	69%
12. The court's hours of operation made it easy for me to do my business.	3	2%	6	4%	12	8%	61	41%	65	44%	86%
13. The way my case was handled by the judge/hearing officer/other was fair.	3	5%	7	12%	4	7%	20	34%	25	42%	76%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	5	9%	4	8%	2	4%	22	42%	20	38%	79%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	4	7%	5	9%	2	4%	22	39%	23	41%	80%
16. The judge/hearing officer/other explained the reason for his or her decision.	3	6%	4	7%	3	6%	22	41%	22	41%	81%
17. I understand what happened in court/the session.	4	7%	2	3%	3	5%	28	46%	24	39%	85%
18. I was treated the same as everyone else.	3	5%	2	3%	6	10%	25	40%	27	43%	83%
19. As I leave the court, I know what to do next in my case.	4	6%	4	6%	3	5%	24	38%	28	44%	83%

Percent That Agree or Strongly Agree

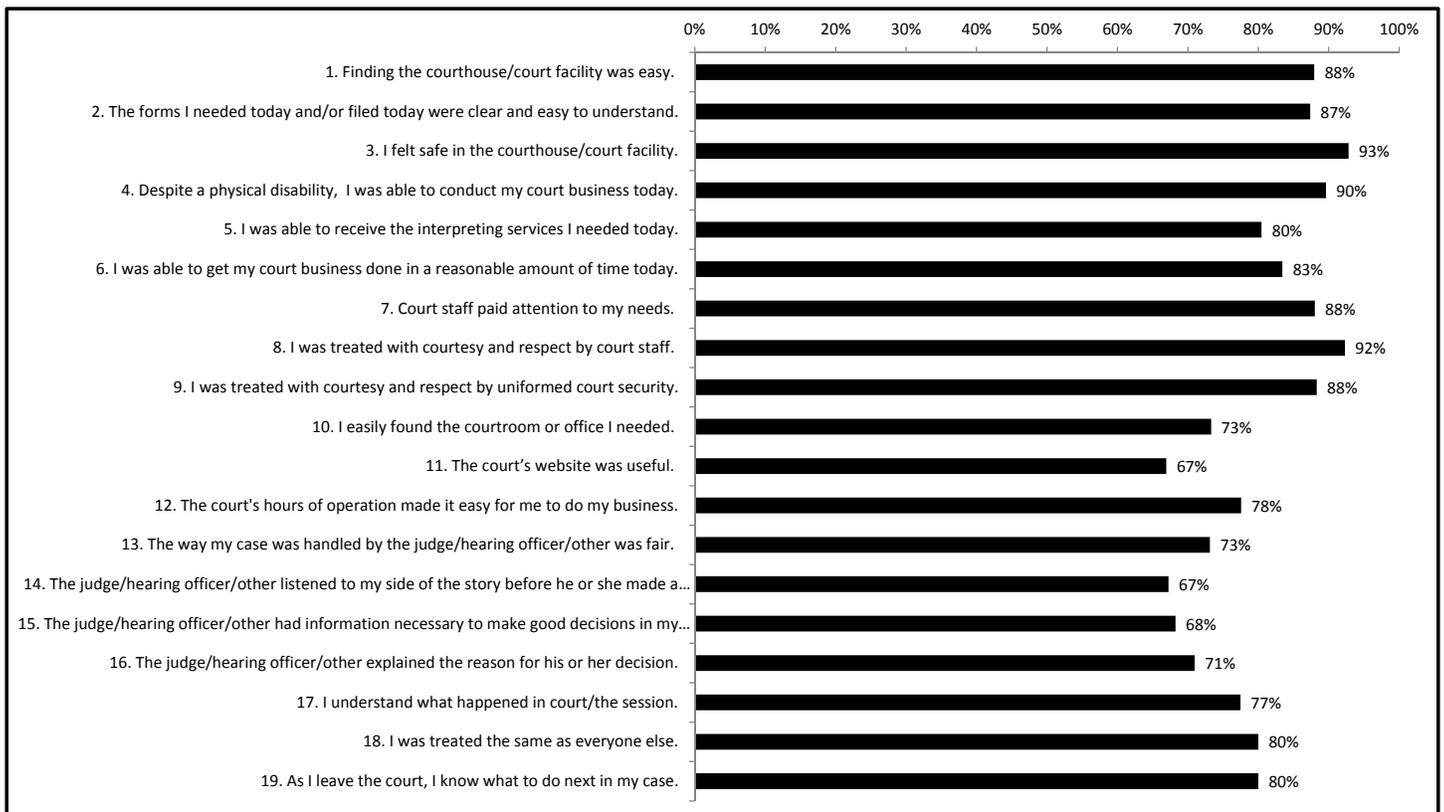


Bergen County

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.	8	4%	13	6%	6	3%	103	46%	94	42%	88%
2. The forms I needed today and/or filed today were clear and easy to understand.	5	3%	9	5%	10	5%	89	47%	77	41%	87%
3. I felt safe in the courthouse/court facility.	5	2%	3	1%	8	4%	74	33%	133	60%	93%
4. Despite a physical disability, I was able to conduct my court business today.	5	6%	2	3%	1	1%	29	38%	40	52%	90%
5. I was able to receive the interpreting services I needed today.	5	6%	6	7%	6	7%	37	43%	33	38%	80%
6. I was able to get my court business done in a reasonable amount of time today.	11	5%	9	4%	14	7%	79	39%	92	45%	83%
7. Court staff paid attention to my needs.	11	5%	3	1%	12	6%	80	37%	111	51%	88%
8. I was treated with courtesy and respect by court staff.	8	4%	5	2%	4	2%	80	36%	124	56%	92%
9. I was treated with courtesy and respect by uniformed court security.	5	2%	6	3%	15	7%	70	32%	126	57%	88%
10. I easily found the courtroom or office I needed.	19	9%	23	10%	17	8%	71	32%	91	41%	73%
11. The court's website was useful.	11	9%	13	11%	16	13%	31	26%	50	41%	67%
12. The court's hours of operation made it easy for me to do my business.	14	7%	8	4%	24	12%	72	35%	87	42%	78%
13. The way my case was handled by the judge/hearing officer/other was fair.	5	7%	6	9%	7	10%	26	39%	23	34%	73%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	7	12%	4	7%	8	14%	21	36%	18	31%	67%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	4	6%	6	10%	10	16%	20	32%	23	37%	68%
16. The judge/hearing officer/other explained the reason for his or her decision.	3	5%	8	13%	7	11%	21	34%	23	37%	71%
17. I understand what happened in court/the session.	5	7%	4	6%	7	10%	24	34%	31	44%	77%
18. I was treated the same as everyone else.	6	8%	4	5%	5	7%	25	33%	35	47%	80%
19. As I leave the court, I know what to do next in my case.	7	9%	2	3%	6	8%	25	33%	35	47%	80%

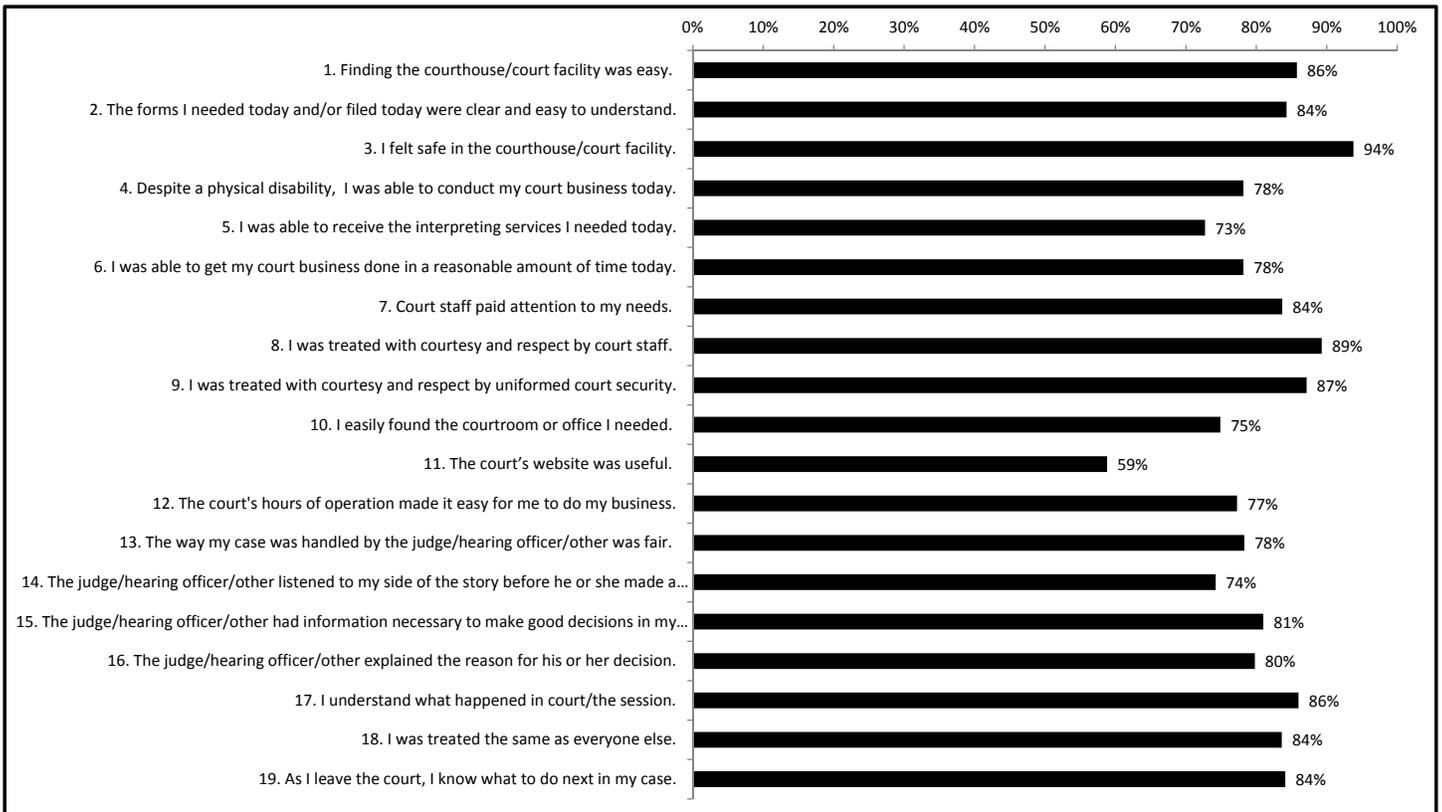
Percent That Agree or Strongly Agree



**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**Bergen County**  
**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.	9	4%	9	4%	17	7%	96	39%	115	47%	86%
2. The forms I needed today and/or filed today were clear and easy to understand.	4	2%	9	5%	17	9%	84	44%	77	40%	84%
3. I felt safe in the courthouse/court facility.	4	2%	2	1%	9	4%	74	31%	153	63%	94%
4. Despite a physical disability, I was able to conduct my court business today.	0	0%	3	3%	16	18%	30	34%	38	44%	78%
5. I was able to receive the interpreting services I needed today.	5	6%	2	3%	14	18%	29	38%	27	35%	73%
6. I was able to get my court business done in a reasonable amount of time today.	16	7%	9	4%	25	11%	65	28%	114	50%	78%
7. Court staff paid attention to my needs.	8	3%	8	3%	22	9%	80	34%	115	49%	84%
8. I was treated with courtesy and respect by court staff.	4	2%	6	2%	16	7%	78	32%	139	57%	89%
9. I was treated with courtesy and respect by uniformed court security.	5	2%	8	3%	18	7%	79	33%	131	54%	87%
10. I easily found the courtroom or office I needed.	10	4%	30	12%	21	9%	79	33%	103	42%	75%
11. The court's website was useful.	9	8%	9	8%	31	26%	36	30%	34	29%	59%
12. The court's hours of operation made it easy for me to do my business.	5	2%	15	7%	30	14%	77	35%	93	42%	77%
13. The way my case was handled by the judge/hearing officer/other was fair.	9	8%	5	5%	9	8%	33	31%	50	47%	78%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	7	7%	4	4%	14	14%	31	32%	41	42%	74%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	7	7%	4	4%	8	8%	38	38%	43	43%	81%
16. The judge/hearing officer/other explained the reason for his or her decision.	8	9%	4	4%	7	7%	32	34%	43	46%	80%
17. I understand what happened in court/the session.	5	5%	2	2%	8	7%	40	37%	52	49%	86%
18. I was treated the same as everyone else.	7	6%	3	3%	9	8%	41	35%	56	48%	84%
19. As I leave the court, I know what to do next in my case.	4	4%	4	4%	9	8%	34	32%	56	52%	84%

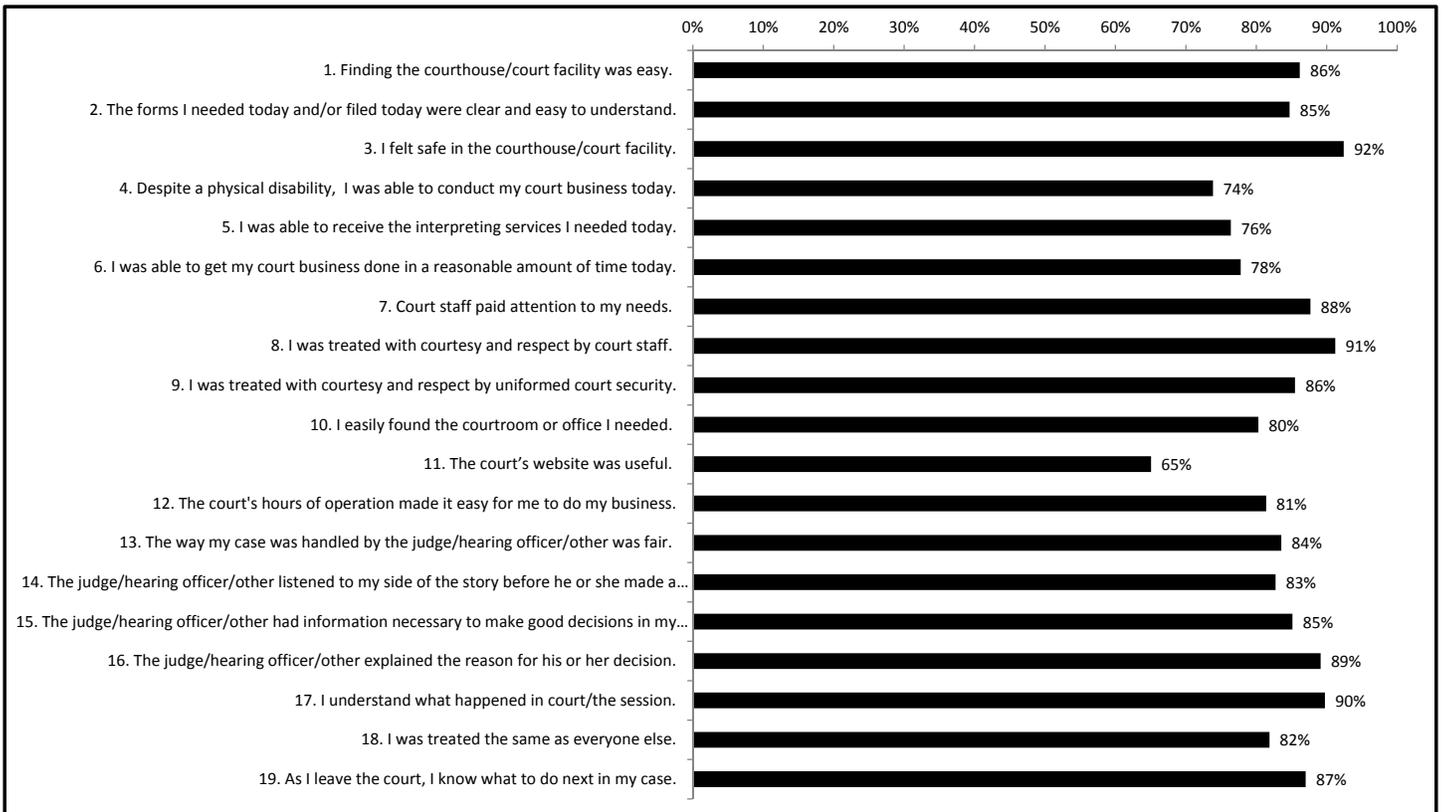
**Percent That Agree or Strongly Agree**



**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**Bergen County**  
**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.	21	5%	14	3%	21	5%	140	35%	209	52%	86%
2. The forms I needed today and/or filed today were clear and easy to understand.	12	4%	8	3%	26	9%	112	37%	143	48%	85%
3. I felt safe in the courthouse/court facility.	16	4%	6	1%	9	2%	101	25%	277	68%	92%
4. Despite a physical disability, I was able to conduct my court business today.	8	6%	3	2%	23	18%	44	34%	52	40%	74%
5. I was able to receive the interpreting services I needed today.	7	5%	5	3%	22	15%	49	34%	61	42%	76%
6. I was able to get my court business done in a reasonable amount of time today.	28	7%	28	7%	30	8%	116	30%	185	48%	78%
7. Court staff paid attention to my needs.	17	4%	8	2%	23	6%	126	32%	216	55%	88%
8. I was treated with courtesy and respect by court staff.	16	4%	7	2%	13	3%	102	25%	272	66%	91%
9. I was treated with courtesy and respect by uniformed court security.	16	4%	8	2%	34	9%	97	24%	245	61%	86%
10. I easily found the courtroom or office I needed.	25	6%	24	6%	30	7%	108	27%	214	53%	80%
11. The court's website was useful.	16	8%	12	6%	44	21%	59	29%	75	36%	65%
12. The court's hours of operation made it easy for me to do my business.	22	6%	11	3%	36	10%	132	36%	170	46%	81%
13. The way my case was handled by the judge/hearing officer/other was fair.	11	7%	3	2%	12	8%	32	20%	100	63%	84%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	8	6%	5	4%	11	8%	27	19%	88	63%	83%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	7	5%	3	2%	12	8%	39	26%	87	59%	85%
16. The judge/hearing officer/other explained the reason for his or her decision.	4	3%	3	2%	8	6%	35	25%	88	64%	89%
17. I understand what happened in court/the session.	6	4%	3	2%	7	4%	26	17%	114	73%	90%
18. I was treated the same as everyone else.	13	8%	5	3%	11	7%	27	17%	104	65%	82%
19. As I leave the court, I know what to do next in my case.	6	4%	2	1%	12	8%	30	19%	104	68%	87%

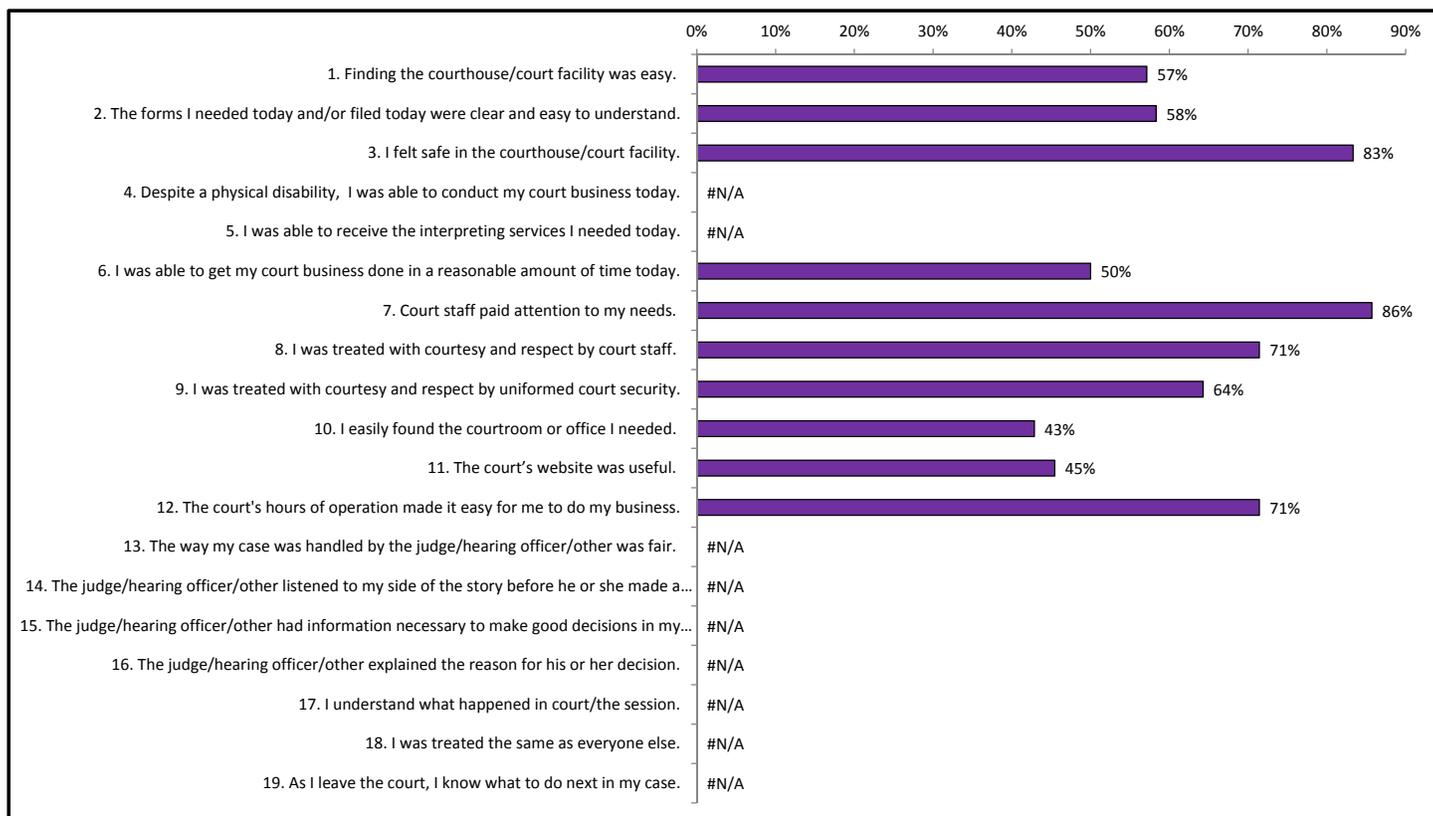
**Percent That Agree or Strongly Agree**



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.	2	14%	3	21%	1	7%	4	29%	4	29%	57%
2. The forms I needed today and/or filed today were clear and easy to understand.	0	0%	3	25%	2	17%	4	33%	3	25%	58%
3. I felt safe in the courthouse/court facility.	0	0%	1	8%	1	8%	5	42%	5	42%	83%
4. Despite a physical disability, I was able to conduct my court business today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
5. I was able to receive the interpreting services I needed today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
6. I was able to get my court business done in a reasonable amount of time today.	1	7%	2	14%	4	29%	2	14%	5	36%	50%
7. Court staff paid attention to my needs.	0	0%	2	14%	0	0%	7	50%	5	36%	86%
8. I was treated with courtesy and respect by court staff.	0	0%	3	21%	1	7%	5	36%	5	36%	71%
9. I was treated with courtesy and respect by uniformed court security.	0	0%	4	29%	1	7%	5	36%	4	29%	64%
10. I easily found the courtroom or office I needed.	0	0%	7	50%	1	7%	1	7%	5	36%	43%
11. The court's website was useful.	0	0%	2	18%	4	36%	3	27%	2	18%	45%
12. The court's hours of operation made it easy for me to do my business.	1	7%	3	21%	0	0%	6	43%	4	29%	71%
13. The way my case was handled by the judge/hearing officer/other was fair.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
16. The judge/hearing officer/other explained the reason for his or her decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
17. I understand what happened in court/the session.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
18. I was treated the same as everyone else.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
19. As I leave the court, I know what to do next in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A

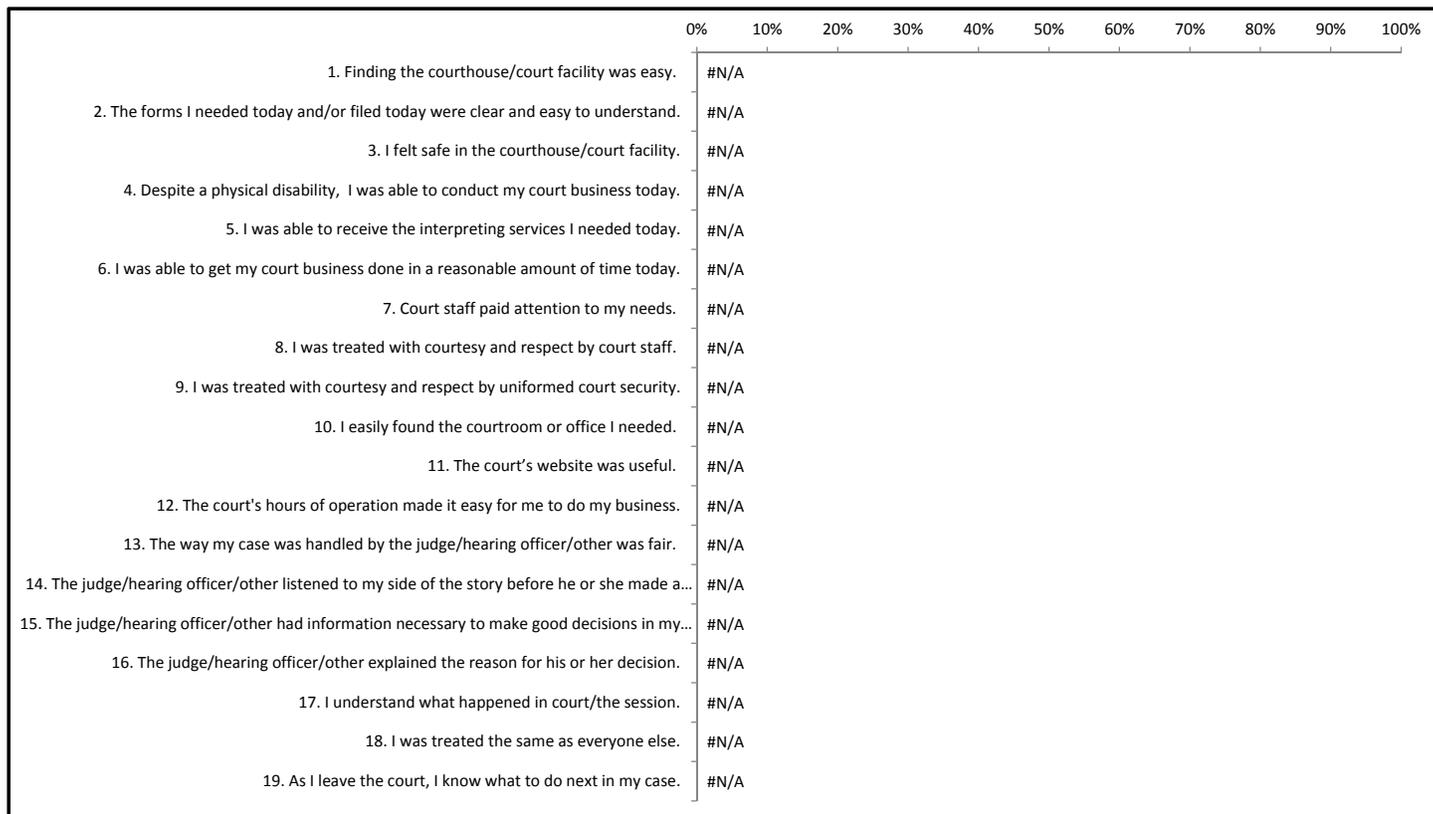
Percent That Agree or Strongly Agree



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.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
2. The forms I needed today and/or filed today were clear and easy to understand.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
3. I felt safe in the courthouse/court facility.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
4. Despite a physical disability, I was able to conduct my court business today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
5. I was able to receive the interpreting services I needed today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
6. I was able to get my court business done in a reasonable amount of time today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
7. Court staff paid attention to my needs.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
8. I was treated with courtesy and respect by court staff.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
9. I was treated with courtesy and respect by uniformed court security.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
10. I easily found the courtroom or office I needed.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
11. The court's website was useful.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
12. The court's hours of operation made it easy for me to do my business.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
13. The way my case was handled by the judge/hearing officer/other was fair.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
16. The judge/hearing officer/other explained the reason for his or her decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
17. I understand what happened in court/the session.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
18. I was treated the same as everyone else.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
19. As I leave the court, I know what to do next in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A

Percent That Agree or Strongly Agree

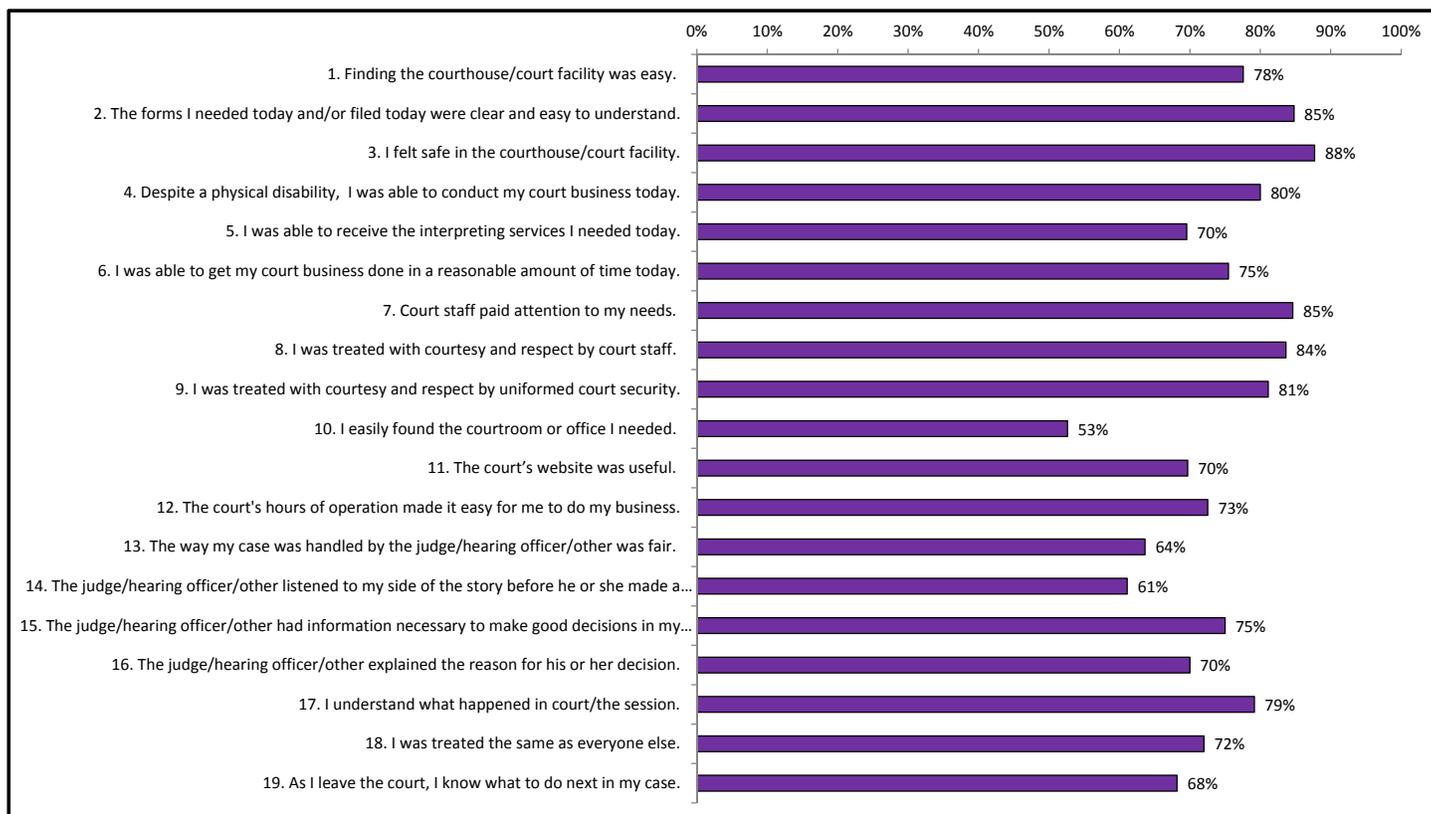


Bergen County

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.	1	2%	3	5%	9	16%	27	47%	18	31%	78%
2. The forms I needed today and/or filed today were clear and easy to understand.	2	4%	1	2%	4	9%	28	61%	11	24%	85%
3. I felt safe in the courthouse/court facility.	2	4%	1	2%	4	7%	21	37%	29	51%	88%
4. Despite a physical disability, I was able to conduct my court business today.	0	0%	0	0%	4	20%	8	40%	8	40%	80%
5. I was able to receive the interpreting services I needed today.	2	9%	0	0%	5	22%	10	43%	6	26%	70%
6. I was able to get my court business done in a reasonable amount of time today.	2	4%	2	4%	9	17%	17	32%	23	43%	75%
7. Court staff paid attention to my needs.	2	4%	0	0%	6	12%	24	46%	20	38%	85%
8. I was treated with courtesy and respect by court staff.	2	4%	2	4%	5	9%	22	40%	24	44%	84%
9. I was treated with courtesy and respect by uniformed court security.	2	4%	0	0%	8	15%	27	51%	16	30%	81%
10. I easily found the courtroom or office I needed.	2	4%	5	9%	20	35%	21	37%	9	16%	53%
11. The court's website was useful.	3	9%	3	9%	4	12%	17	52%	6	18%	70%
12. The court's hours of operation made it easy for me to do my business.	2	4%	2	4%	10	20%	26	51%	11	22%	73%
13. The way my case was handled by the judge/hearing officer/other was fair.	5	23%	1	5%	2	9%	8	36%	6	27%	64%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	5	28%	0	0%	2	11%	5	28%	6	33%	61%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	4	20%	1	5%	0	0%	9	45%	6	30%	75%
16. The judge/hearing officer/other explained the reason for his or her decision.	3	15%	2	10%	1	5%	6	30%	8	40%	70%
17. I understand what happened in court/the session.	3	13%	1	4%	1	4%	10	42%	9	38%	79%
18. I was treated the same as everyone else.	3	12%	2	8%	2	8%	8	32%	10	40%	72%
19. As I leave the court, I know what to do next in my case.	4	18%	2	9%	1	5%	6	27%	9	41%	68%

Percent That Agree or Strongly Agree

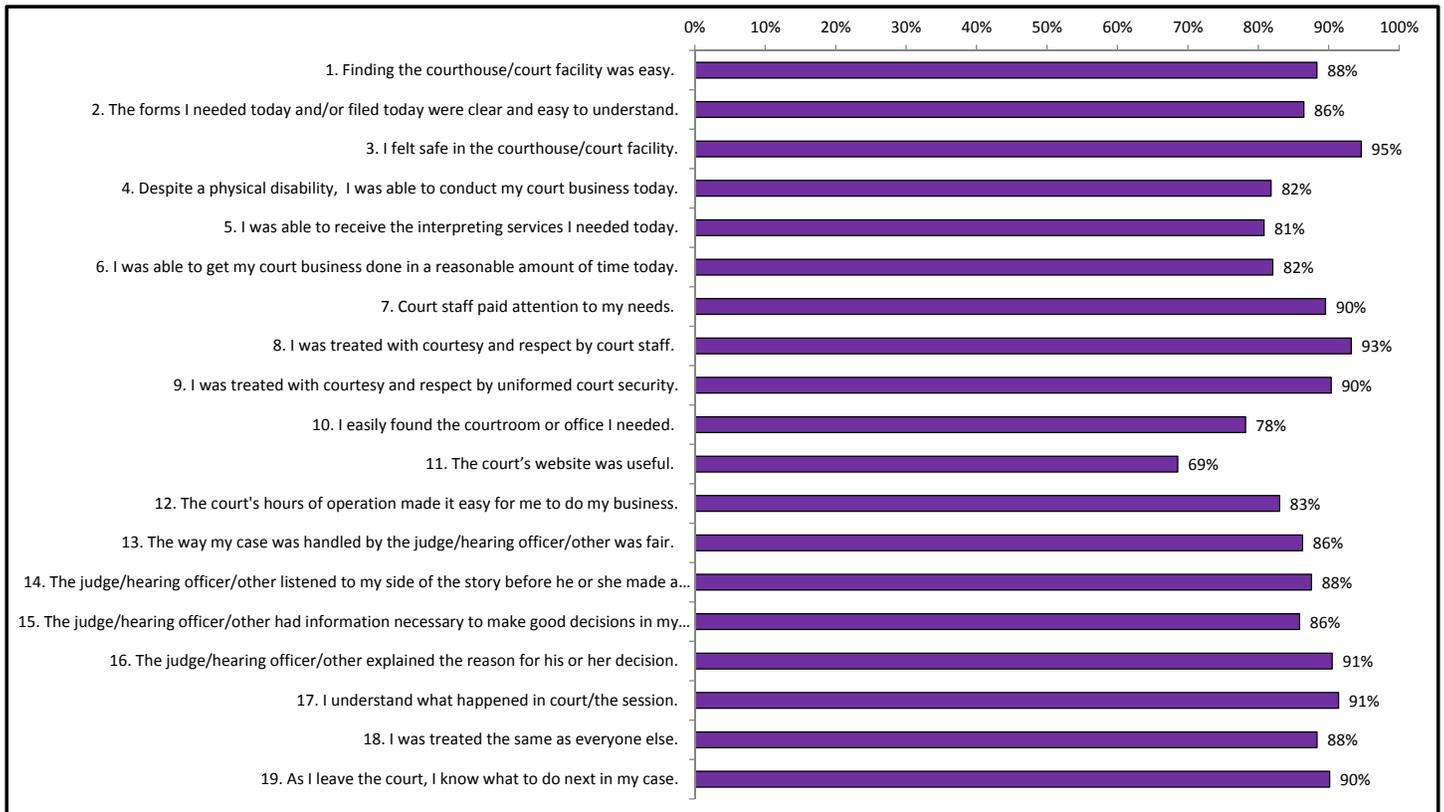


Bergen County

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.	17	3%	22	4%	32	5%	232	38%	305	50%	88%
2. The forms I needed today and/or filed today were clear and easy to understand.	11	2%	19	4%	32	7%	171	37%	225	49%	86%
3. I felt safe in the courthouse/court facility.	11	2%	7	1%	15	2%	145	24%	436	71%	95%
4. Despite a physical disability, I was able to conduct my court business today.	4	3%	4	3%	20	13%	46	30%	80	52%	82%
5. I was able to receive the interpreting services I needed today.	6	3%	7	4%	20	12%	55	32%	84	49%	81%
6. I was able to get my court business done in a reasonable amount of time today.	27	5%	33	6%	41	7%	173	31%	289	51%	82%
7. Court staff paid attention to my needs.	14	2%	14	2%	34	6%	184	31%	347	59%	90%
8. I was treated with courtesy and respect by court staff.	12	2%	10	2%	20	3%	163	26%	412	67%	93%
9. I was treated with courtesy and respect by uniformed court security.	13	2%	13	2%	32	5%	156	26%	387	64%	90%
10. I easily found the courtroom or office I needed.	35	6%	57	9%	40	7%	160	26%	313	52%	78%
11. The court's website was useful.	16	6%	21	8%	51	18%	73	26%	119	43%	69%
12. The court's hours of operation made it easy for me to do my business.	16	3%	21	4%	56	10%	182	33%	273	50%	83%
13. The way my case was handled by the judge/hearing officer/other was fair.	10	4%	5	2%	16	7%	54	24%	141	62%	86%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	6	3%	7	3%	12	6%	49	24%	127	63%	88%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	8	4%	8	4%	14	7%	54	25%	128	60%	86%
16. The judge/hearing officer/other explained the reason for his or her decision.	3	2%	7	4%	9	5%	55	28%	126	63%	91%
17. I understand what happened in court/the session.	3	1%	4	2%	12	5%	51	23%	151	68%	91%
18. I was treated the same as everyone else.	8	3%	6	3%	14	6%	55	23%	157	65%	88%
19. As I leave the court, I know what to do next in my case.	3	1%	3	1%	16	7%	52	23%	149	67%	90%

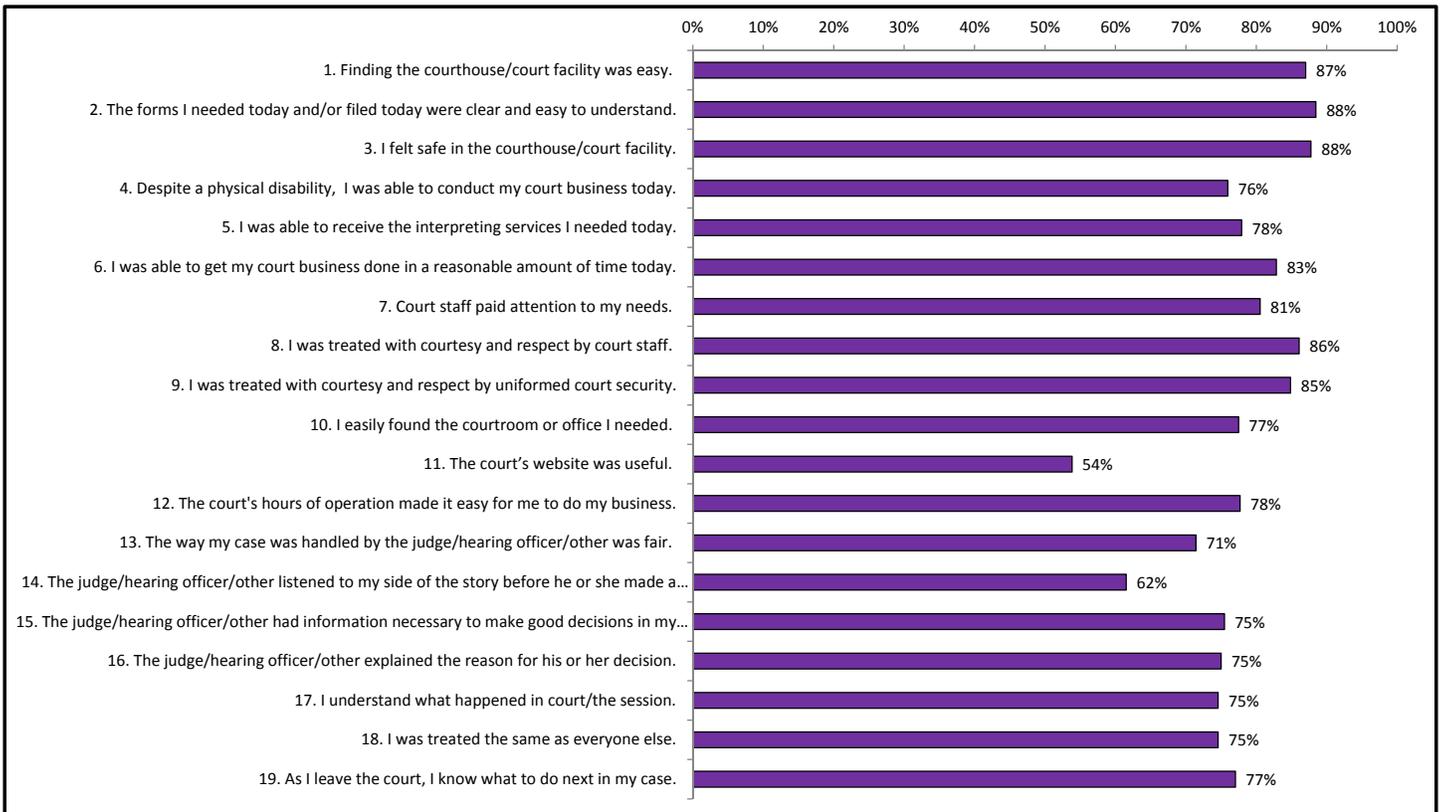
Percent That Agree or Strongly Agree



**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**Bergen County**  
**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.	8	5%	7	5%	5	3%	74	48%	60	39%	87%
2. The forms I needed today and/or filed today were clear and easy to understand.	7	5%	3	2%	5	4%	69	53%	46	35%	88%
3. I felt safe in the courthouse/court facility.	6	4%	5	3%	7	5%	54	37%	75	51%	88%
4. Despite a physical disability, I was able to conduct my court business today.	6	8%	3	4%	10	13%	35	44%	25	32%	76%
5. I was able to receive the interpreting services I needed today.	5	6%	2	3%	10	13%	35	45%	25	32%	78%
6. I was able to get my court business done in a reasonable amount of time today.	14	10%	4	3%	6	4%	54	39%	62	44%	83%
7. Court staff paid attention to my needs.	12	8%	4	3%	13	9%	56	38%	64	43%	81%
8. I was treated with courtesy and respect by court staff.	9	6%	7	5%	5	3%	54	36%	76	50%	86%
9. I was treated with courtesy and respect by uniformed court security.	6	4%	5	3%	12	8%	59	39%	70	46%	85%
10. I easily found the courtroom or office I needed.	7	5%	16	11%	11	7%	65	43%	52	34%	77%
11. The court's website was useful.	9	12%	7	9%	20	26%	19	24%	23	29%	54%
12. The court's hours of operation made it easy for me to do my business.	10	7%	6	4%	17	11%	62	42%	53	36%	78%
13. The way my case was handled by the judge/hearing officer/other was fair.	6	11%	7	13%	3	5%	24	43%	16	29%	71%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	9	17%	2	4%	9	17%	20	38%	12	23%	62%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	5	9%	3	6%	5	9%	24	45%	16	30%	75%
16. The judge/hearing officer/other explained the reason for his or her decision.	6	13%	1	2%	5	10%	22	46%	14	29%	75%
17. I understand what happened in court/the session.	8	14%	1	2%	6	10%	25	42%	19	32%	75%
18. I was treated the same as everyone else.	8	14%	1	2%	6	10%	25	42%	19	32%	75%
19. As I leave the court, I know what to do next in my case.	6	10%	1	2%	7	11%	22	36%	25	41%	77%

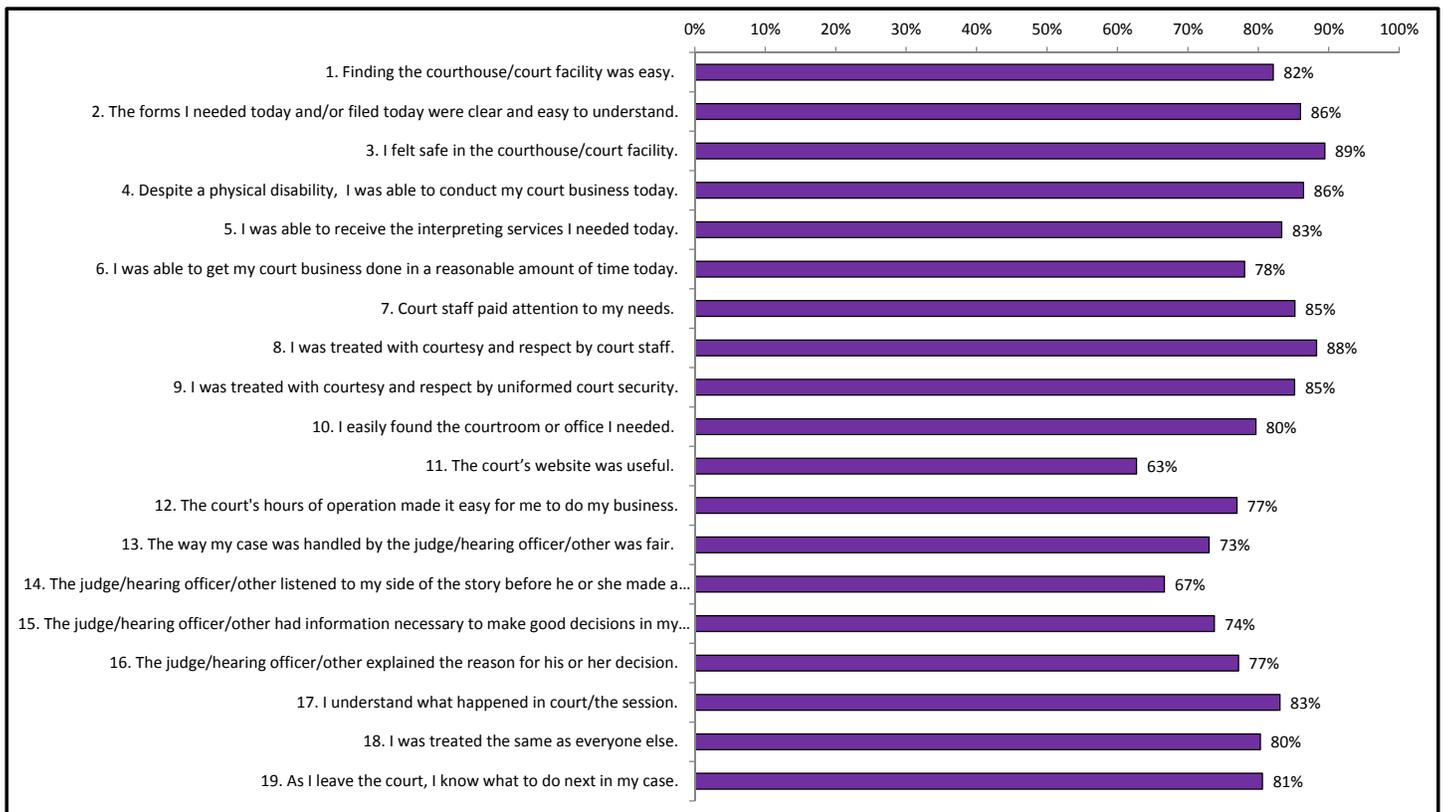
**Percent That Agree or Strongly Agree**



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.	14	8%	15	8%	3	2%	76	42%	71	40%	82%
2. The forms I needed today and/or filed today were clear and easy to understand.	4	3%	4	3%	14	9%	70	45%	65	41%	86%
3. I felt safe in the courthouse/court facility.	11	6%	2	1%	6	3%	63	35%	98	54%	89%
4. Despite a physical disability, I was able to conduct my court business today.	4	5%	1	1%	6	7%	40	49%	30	37%	86%
5. I was able to receive the interpreting services I needed today.	6	7%	2	2%	7	8%	43	48%	32	36%	83%
6. I was able to get my court business done in a reasonable amount of time today.	14	9%	10	6%	12	7%	58	35%	70	43%	78%
7. Court staff paid attention to my needs.	11	7%	6	4%	8	5%	62	37%	82	49%	85%
8. I was treated with courtesy and respect by court staff.	11	6%	3	2%	7	4%	63	35%	95	53%	88%
9. I was treated with courtesy and respect by uniformed court security.	14	8%	4	2%	9	5%	52	29%	103	57%	85%
10. I easily found the courtroom or office I needed.	15	8%	10	6%	11	6%	60	34%	81	46%	80%
11. The court's website was useful.	11	9%	6	5%	27	23%	32	27%	42	36%	63%
12. The court's hours of operation made it easy for me to do my business.	14	8%	9	5%	15	9%	57	35%	70	42%	77%
13. The way my case was handled by the judge/hearing officer/other was fair.	9	14%	2	3%	6	10%	19	30%	27	43%	73%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	7	12%	4	7%	8	14%	18	32%	20	35%	67%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	8	13%	1	2%	7	11%	22	36%	23	38%	74%
16. The judge/hearing officer/other explained the reason for his or her decision.	5	9%	4	7%	4	7%	20	35%	24	42%	77%
17. I understand what happened in court/the session.	5	8%	2	3%	4	6%	22	34%	32	49%	83%
18. I was treated the same as everyone else.	8	12%	1	2%	4	6%	20	30%	33	50%	80%
19. As I leave the court, I know what to do next in my case.	8	12%	3	4%	2	3%	22	33%	32	48%	81%

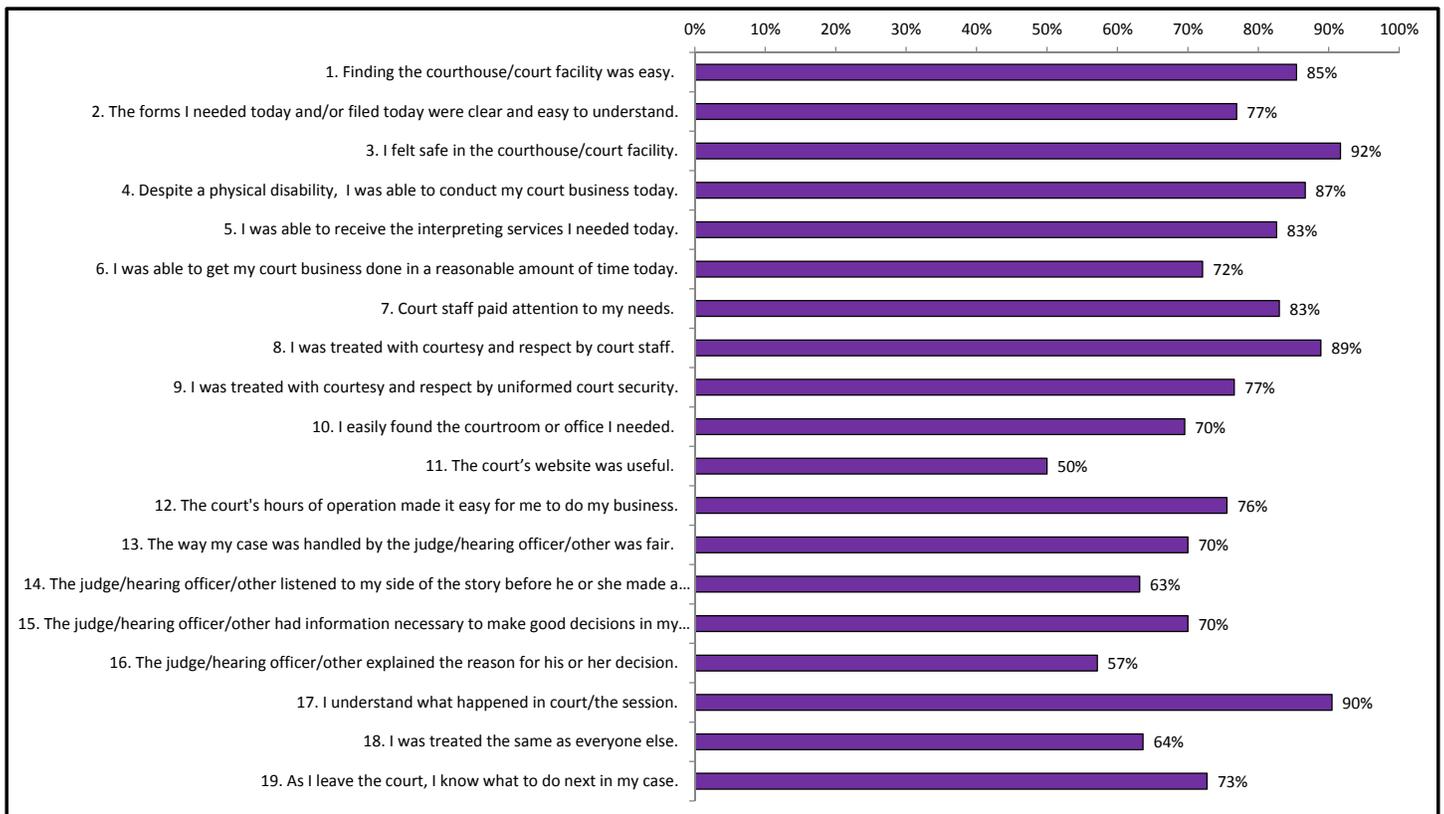
Percent That Agree or Strongly Agree



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.	3	6%	2	4%	2	4%	13	27%	28	58%	85%
2. The forms I needed today and/or filed today were clear and easy to understand.	1	3%	2	5%	6	15%	11	28%	19	49%	77%
3. I felt safe in the courthouse/court facility.	1	2%	0	0%	3	6%	15	31%	29	60%	92%
4. Despite a physical disability, I was able to conduct my court business today.	1	7%	0	0%	1	7%	2	13%	11	73%	87%
5. I was able to receive the interpreting services I needed today.	0	0%	3	13%	1	4%	5	22%	14	61%	83%
6. I was able to get my court business done in a reasonable amount of time today.	2	5%	6	14%	4	9%	13	30%	18	42%	72%
7. Court staff paid attention to my needs.	3	6%	0	0%	5	11%	14	30%	25	53%	83%
8. I was treated with courtesy and respect by court staff.	1	2%	0	0%	4	9%	11	24%	29	64%	89%
9. I was treated with courtesy and respect by uniformed court security.	0	0%	1	2%	10	21%	13	28%	23	49%	77%
10. I easily found the courtroom or office I needed.	4	9%	6	13%	4	9%	12	26%	20	43%	70%
11. The court's website was useful.	0	0%	4	18%	7	32%	5	23%	6	27%	50%
12. The court's hours of operation made it easy for me to do my business.	1	2%	2	4%	8	18%	16	36%	18	40%	76%
13. The way my case was handled by the judge/hearing officer/other was fair.	1	5%	2	10%	3	15%	6	30%	8	40%	70%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	2	11%	1	5%	4	21%	8	42%	4	21%	63%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	0	0%	1	5%	5	25%	10	50%	4	20%	70%
16. The judge/hearing officer/other explained the reason for his or her decision.	1	5%	4	19%	4	19%	6	29%	6	29%	57%
17. I understand what happened in court/the session.	0	0%	1	5%	1	5%	10	48%	9	43%	90%
18. I was treated the same as everyone else.	3	14%	1	5%	4	18%	8	36%	6	27%	64%
19. As I leave the court, I know what to do next in my case.	1	5%	1	5%	4	18%	7	32%	9	41%	73%

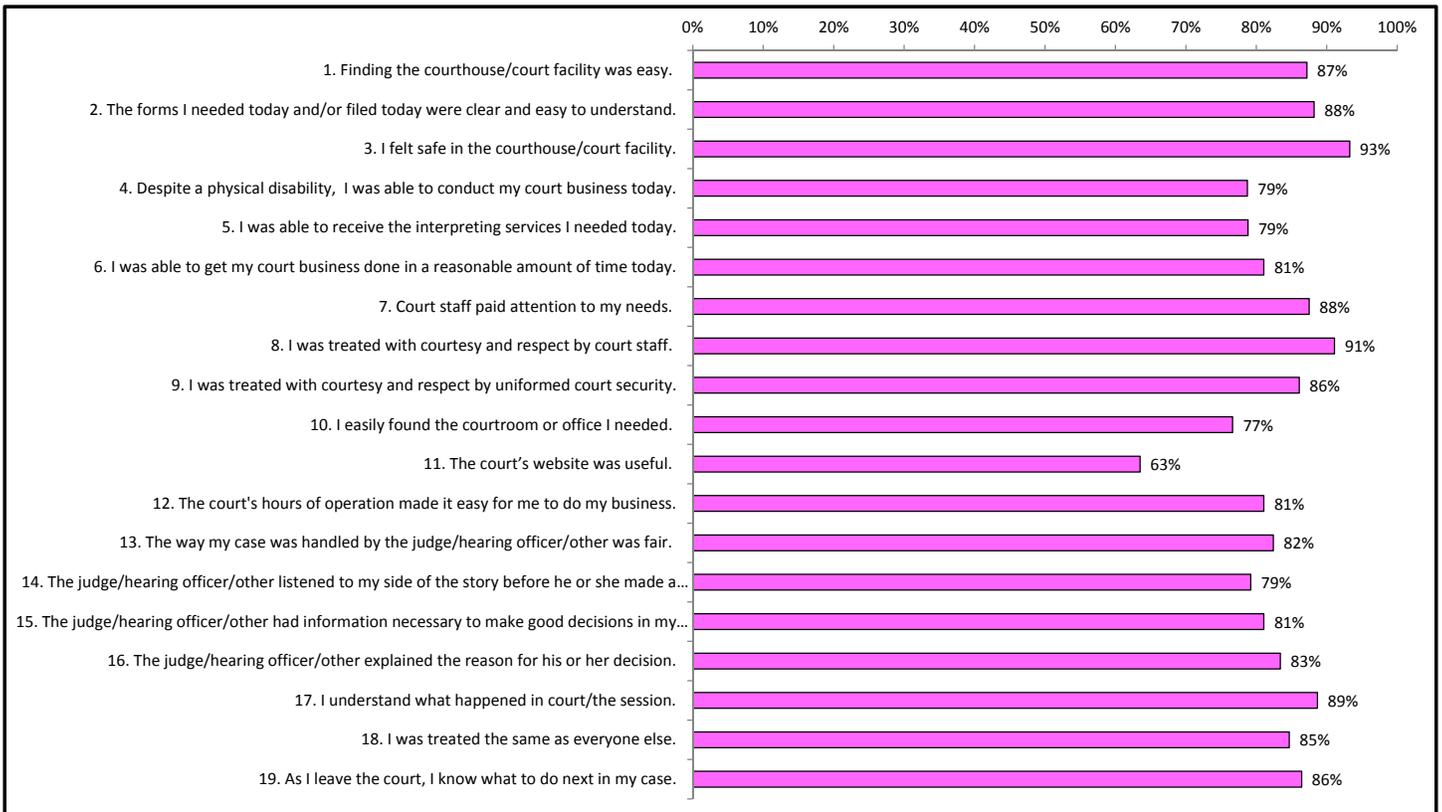
Percent That Agree or Strongly Agree



Bergen County  
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.	23	4%	28	4%	31	5%	254	40%	304	48%	87%
2. The forms I needed today and/or filed today were clear and easy to understand.	11	2%	17	3%	32	6%	211	41%	238	47%	88%
3. I felt safe in the courthouse/court facility.	17	3%	4	1%	22	3%	174	27%	421	66%	93%
4. Despite a physical disability, I was able to conduct my court business today.	7	3%	9	4%	31	14%	81	37%	93	42%	79%
5. I was able to receive the interpreting services I needed today.	10	4%	10	4%	34	13%	98	38%	103	40%	79%
6. I was able to get my court business done in a reasonable amount of time today.	28	5%	33	6%	52	9%	183	31%	301	50%	81%
7. Court staff paid attention to my needs.	19	3%	18	3%	40	6%	214	35%	325	53%	88%
8. I was treated with courtesy and respect by court staff.	13	2%	15	2%	29	5%	192	30%	392	61%	91%
9. I was treated with courtesy and respect by uniformed court security.	20	3%	17	3%	50	8%	189	30%	350	56%	86%
10. I easily found the courtroom or office I needed.	32	5%	50	8%	64	10%	190	30%	289	46%	77%
11. The court's website was useful.	27	8%	24	7%	68	21%	86	26%	121	37%	63%
12. The court's hours of operation made it easy for me to do my business.	24	4%	24	4%	62	11%	212	36%	259	45%	81%
13. The way my case was handled by the judge/hearing officer/other was fair.	12	5%	17	7%	16	6%	71	28%	140	55%	82%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	12	5%	14	6%	22	10%	61	26%	122	53%	79%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	10	4%	15	6%	21	9%	72	30%	125	51%	81%
16. The judge/hearing officer/other explained the reason for his or her decision.	8	3%	12	5%	18	8%	66	29%	125	55%	83%
17. I understand what happened in court/the session.	8	3%	6	2%	15	6%	71	28%	156	61%	89%
18. I was treated the same as everyone else.	12	4%	12	4%	18	7%	74	27%	158	58%	85%
19. As I leave the court, I know what to do next in my case.	9	3%	9	3%	17	7%	71	28%	152	59%	86%

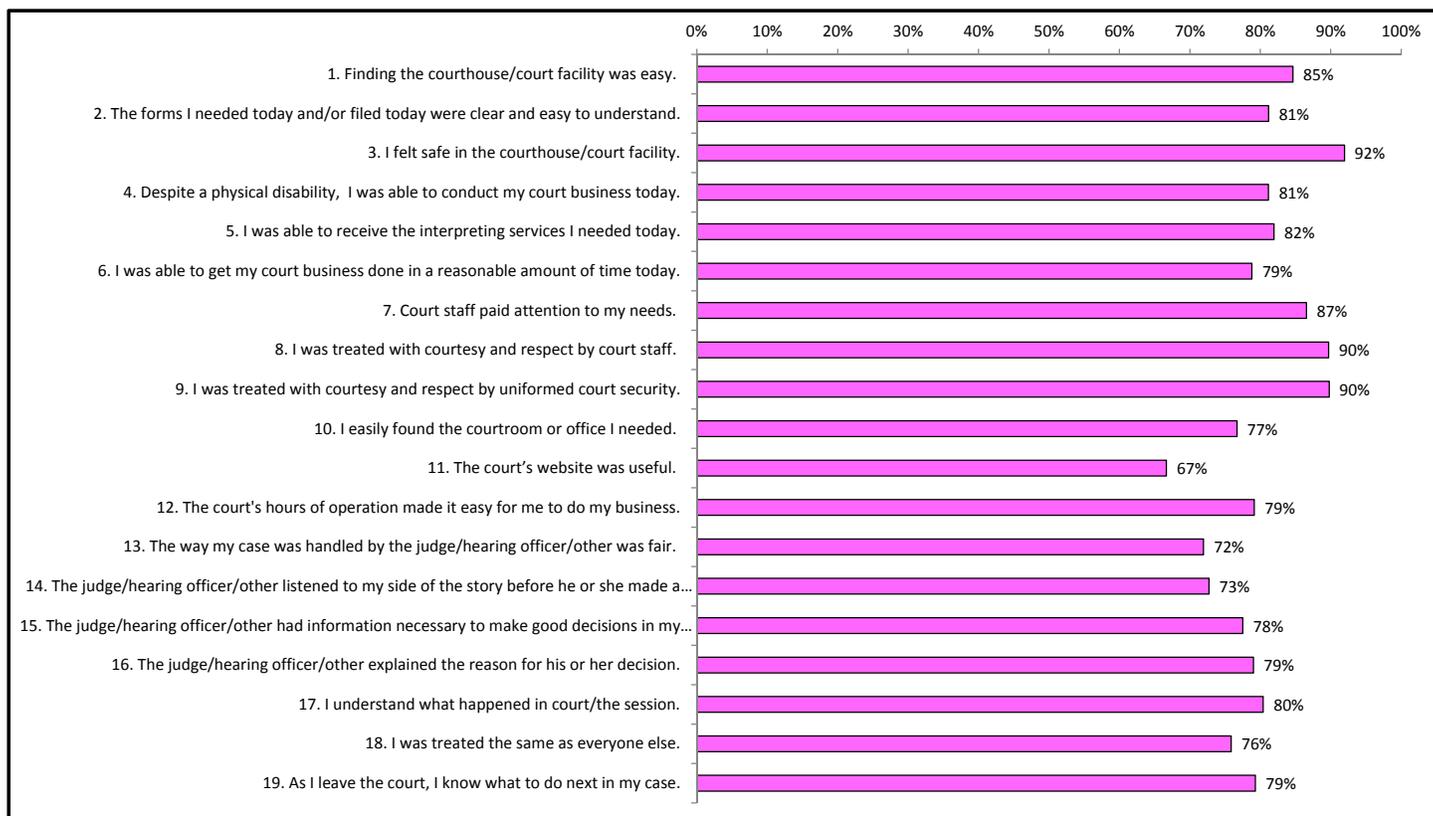
Percent That Agree or Strongly Agree



Bergen County  
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.	22	5%	20	5%	21	5%	164	40%	183	45%	85%
2. The forms I needed today and/or filed today were clear and easy to understand.	13	4%	16	5%	32	10%	135	42%	128	40%	81%
3. I felt safe in the courthouse/court facility.	13	3%	8	2%	12	3%	129	31%	248	60%	92%
4. Despite a physical disability, I was able to conduct my court business today.	8	6%	3	2%	15	11%	49	36%	63	46%	81%
5. I was able to receive the interpreting services I needed today.	6	5%	5	4%	13	10%	49	37%	60	45%	82%
6. I was able to get my court business done in a reasonable amount of time today.	30	8%	24	7%	24	7%	125	34%	165	45%	79%
7. Court staff paid attention to my needs.	21	5%	8	2%	24	6%	127	32%	214	54%	87%
8. I was treated with courtesy and respect by court staff.	20	5%	10	2%	12	3%	119	29%	247	61%	90%
9. I was treated with courtesy and respect by uniformed court security.	13	3%	9	2%	20	5%	120	29%	249	61%	90%
10. I easily found the courtroom or office I needed.	29	7%	43	10%	24	6%	124	30%	192	47%	77%
11. The court's website was useful.	10	5%	19	9%	40	19%	63	30%	75	36%	67%
12. The court's hours of operation made it easy for me to do my business.	21	6%	16	4%	41	11%	131	35%	165	44%	79%
13. The way my case was handled by the judge/hearing officer/other was fair.	17	12%	5	4%	17	12%	39	28%	61	44%	72%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	15	12%	4	3%	14	12%	40	33%	48	40%	73%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	13	10%	4	3%	12	9%	47	36%	53	41%	78%
16. The judge/hearing officer/other explained the reason for his or her decision.	10	8%	7	6%	9	7%	45	36%	53	43%	79%
17. I understand what happened in court/the session.	12	8%	5	3%	11	8%	47	33%	68	48%	80%
18. I was treated the same as everyone else.	17	12%	4	3%	14	10%	42	29%	68	47%	76%
19. As I leave the court, I know what to do next in my case.	11	8%	5	3%	14	10%	41	28%	74	51%	79%

Percent That Agree or Strongly Agree

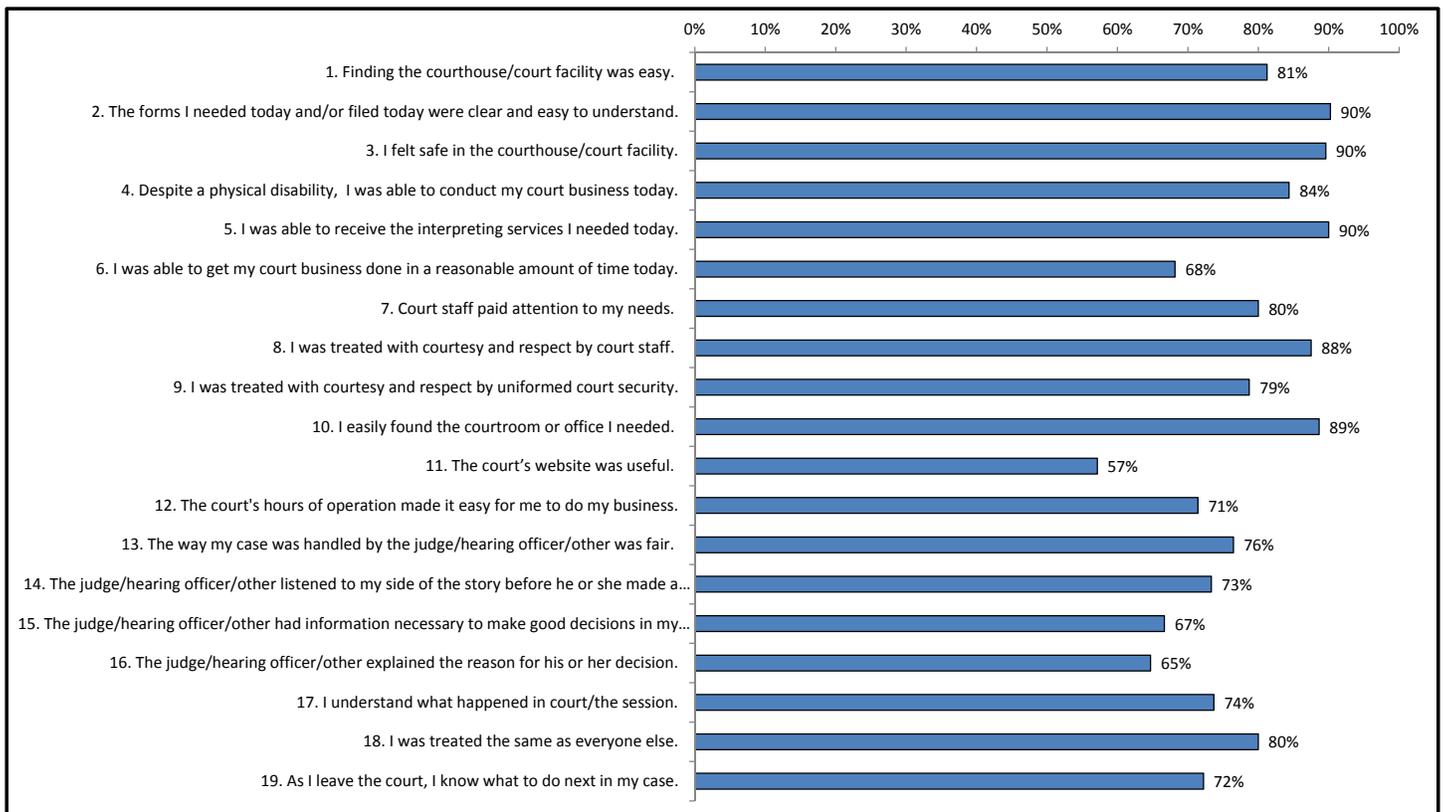


Bergen County

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.	3	6%	4	8%	2	4%	23	48%	16	33%	81%
2. The forms I needed today and/or filed today were clear and easy to understand.	0	0%	1	2%	3	7%	21	51%	16	39%	90%
3. I felt safe in the courthouse/court facility.	0	0%	1	2%	4	8%	22	46%	21	44%	90%
4. Despite a physical disability, I was able to conduct my court business today.	0	0%	3	9%	2	6%	16	50%	11	34%	84%
5. I was able to receive the interpreting services I needed today.	0	0%	1	3%	3	8%	24	60%	12	30%	90%
6. I was able to get my court business done in a reasonable amount of time today.	3	7%	7	16%	4	9%	12	27%	18	41%	68%
7. Court staff paid attention to my needs.	1	2%	5	11%	3	7%	20	44%	16	36%	80%
8. I was treated with courtesy and respect by court staff.	0	0%	3	6%	3	6%	22	46%	20	42%	88%
9. I was treated with courtesy and respect by uniformed court security.	3	6%	3	6%	4	9%	17	36%	20	43%	79%
10. I easily found the courtroom or office I needed.	0	0%	3	7%	2	5%	25	57%	14	32%	89%
11. The court's website was useful.	0	0%	2	7%	10	36%	10	36%	6	21%	57%
12. The court's hours of operation made it easy for me to do my business.	2	5%	3	7%	7	17%	14	33%	16	38%	71%
13. The way my case was handled by the judge/hearing officer/other was fair.	2	12%	1	6%	1	6%	6	35%	7	41%	76%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	2	13%	1	7%	1	7%	6	40%	5	33%	73%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	2	13%	1	7%	2	13%	3	20%	7	47%	67%
16. The judge/hearing officer/other explained the reason for his or her decision.	2	12%	2	12%	2	12%	6	35%	5	29%	65%
17. I understand what happened in court/the session.	2	11%	1	5%	2	11%	7	37%	7	37%	74%
18. I was treated the same as everyone else.	2	10%	1	5%	1	5%	8	40%	8	40%	80%
19. As I leave the court, I know what to do next in my case.	2	11%	2	11%	1	6%	6	33%	7	39%	72%

Percent That Agree or Strongly Agree

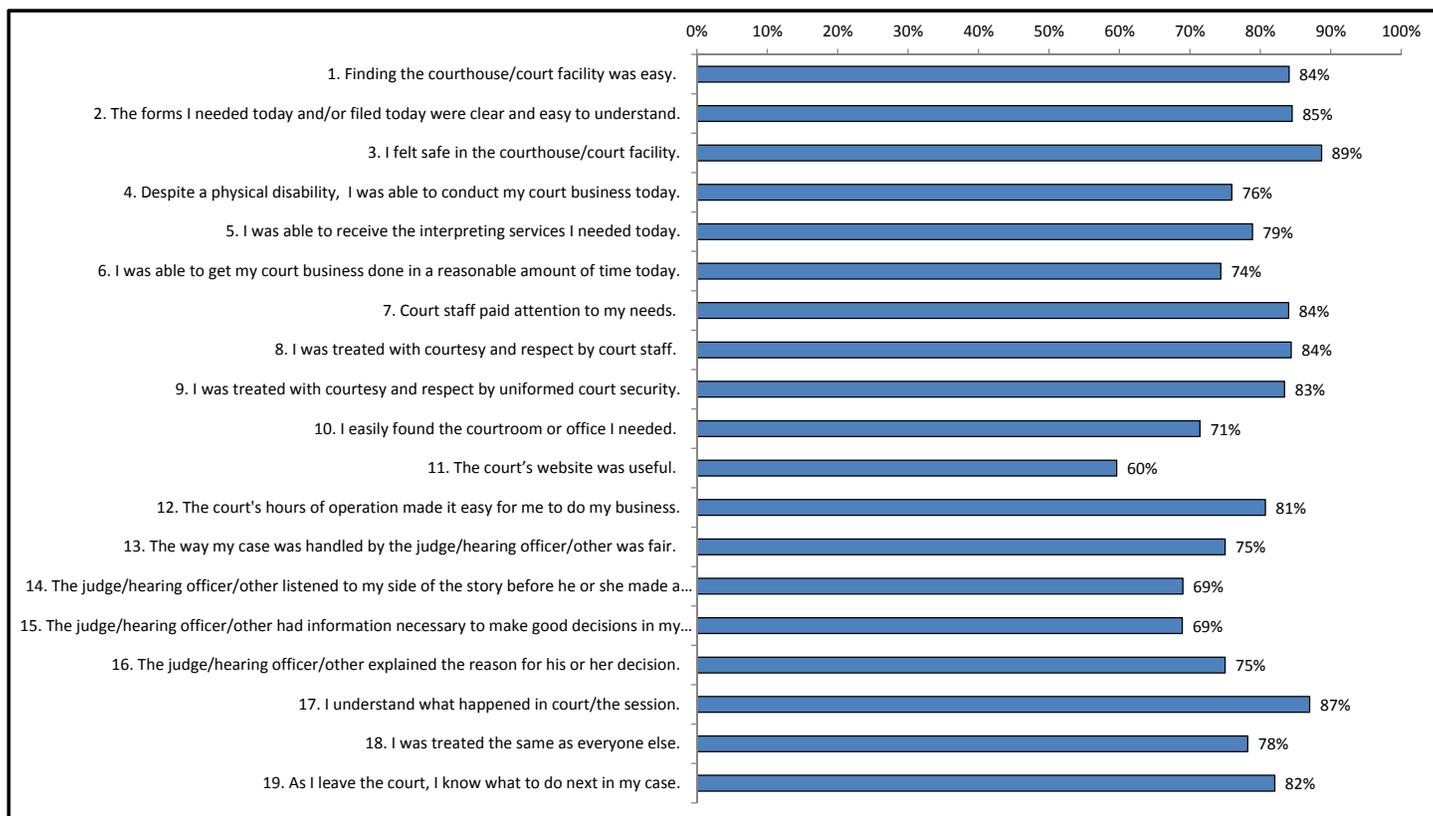


Bergen County

What is your age: 20 - 29

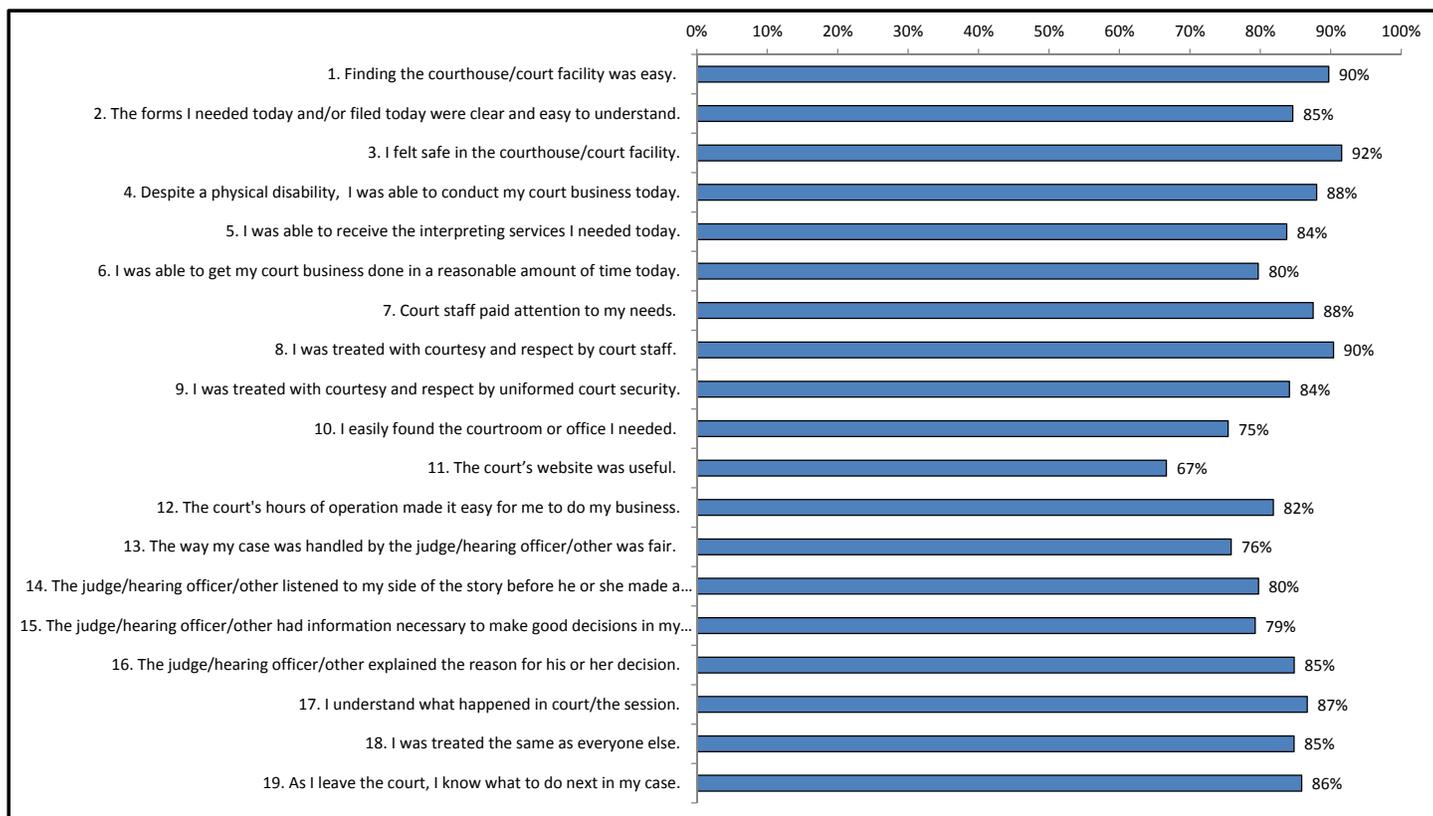
	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	8	5%	12	7%	8	5%	69	39%	79	45%	84%
2. The forms I needed today and/or filed today were clear and easy to understand.	6	4%	8	5%	10	6%	61	39%	70	45%	85%
3. I felt safe in the courthouse/court facility.	10	6%	3	2%	7	4%	45	25%	112	63%	89%
4. Despite a physical disability, I was able to conduct my court business today.	5	6%	4	5%	10	13%	27	34%	33	42%	76%
5. I was able to receive the interpreting services I needed today.	5	6%	3	3%	11	12%	34	38%	37	41%	79%
6. I was able to get my court business done in a reasonable amount of time today.	14	9%	10	6%	18	11%	54	33%	68	41%	74%
7. Court staff paid attention to my needs.	10	6%	2	1%	15	9%	61	36%	81	48%	84%
8. I was treated with courtesy and respect by court staff.	6	3%	7	4%	14	8%	50	29%	96	55%	84%
9. I was treated with courtesy and respect by uniformed court security.	8	5%	5	3%	16	9%	49	28%	97	55%	83%
10. I easily found the courtroom or office I needed.	12	7%	11	6%	27	15%	50	29%	75	43%	71%
11. The court's website was useful.	10	10%	6	6%	26	25%	27	26%	35	34%	60%
12. The court's hours of operation made it easy for me to do my business.	8	5%	8	5%	16	10%	61	37%	73	44%	81%
13. The way my case was handled by the judge/hearing officer/other was fair.	6	8%	4	5%	9	12%	24	32%	33	43%	75%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	7	10%	5	7%	10	14%	20	28%	29	41%	69%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	4	5%	8	11%	11	15%	25	34%	26	35%	69%
16. The judge/hearing officer/other explained the reason for his or her decision.	2	3%	9	13%	7	10%	22	31%	32	44%	75%
17. I understand what happened in court/the session.	2	3%	4	5%	4	5%	24	31%	43	56%	87%
18. I was treated the same as everyone else.	5	6%	6	8%	6	8%	26	33%	35	45%	78%
19. As I leave the court, I know what to do next in my case.	4	5%	4	5%	6	8%	25	32%	39	50%	82%

Percent That Agree or Strongly Agree



	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	11	5%	3	1%	9	4%	98	44%	103	46%	90%
2. The forms I needed today and/or filed today were clear and easy to understand.	7	4%	7	4%	14	8%	77	42%	77	42%	85%
3. I felt safe in the courthouse/court facility.	8	4%	1	0%	10	4%	66	29%	140	62%	92%
4. Despite a physical disability, I was able to conduct my court business today.	2	3%	1	1%	6	8%	34	45%	32	43%	88%
5. I was able to receive the interpreting services I needed today.	4	5%	4	5%	5	6%	36	45%	31	39%	84%
6. I was able to get my court business done in a reasonable amount of time today.	12	6%	17	8%	14	7%	68	32%	101	48%	80%
7. Court staff paid attention to my needs.	11	5%	1	0%	15	7%	69	32%	120	56%	88%
8. I was treated with courtesy and respect by court staff.	10	4%	5	2%	7	3%	75	33%	132	58%	90%
9. I was treated with courtesy and respect by uniformed court security.	10	4%	5	2%	21	9%	64	28%	127	56%	84%
10. I easily found the courtroom or office I needed.	19	8%	22	10%	14	6%	67	30%	102	46%	75%
11. The court's website was useful.	10	7%	12	9%	23	17%	39	29%	51	38%	67%
12. The court's hours of operation made it easy for me to do my business.	9	4%	11	5%	19	9%	80	37%	96	45%	82%
13. The way my case was handled by the judge/hearing officer/other was fair.	8	9%	6	7%	7	8%	27	31%	39	45%	76%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	6	8%	3	4%	7	9%	30	38%	33	42%	80%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	7	9%	3	4%	7	9%	34	41%	31	38%	79%
16. The judge/hearing officer/other explained the reason for his or her decision.	4	5%	2	3%	6	8%	34	43%	33	42%	85%
17. I understand what happened in court/the session.	4	4%	4	4%	4	4%	36	40%	42	47%	87%
18. I was treated the same as everyone else.	6	7%	4	4%	4	4%	30	33%	48	52%	85%
19. As I leave the court, I know what to do next in my case.	5	5%	3	3%	5	5%	29	32%	50	54%	86%

Percent That Agree or Strongly Agree

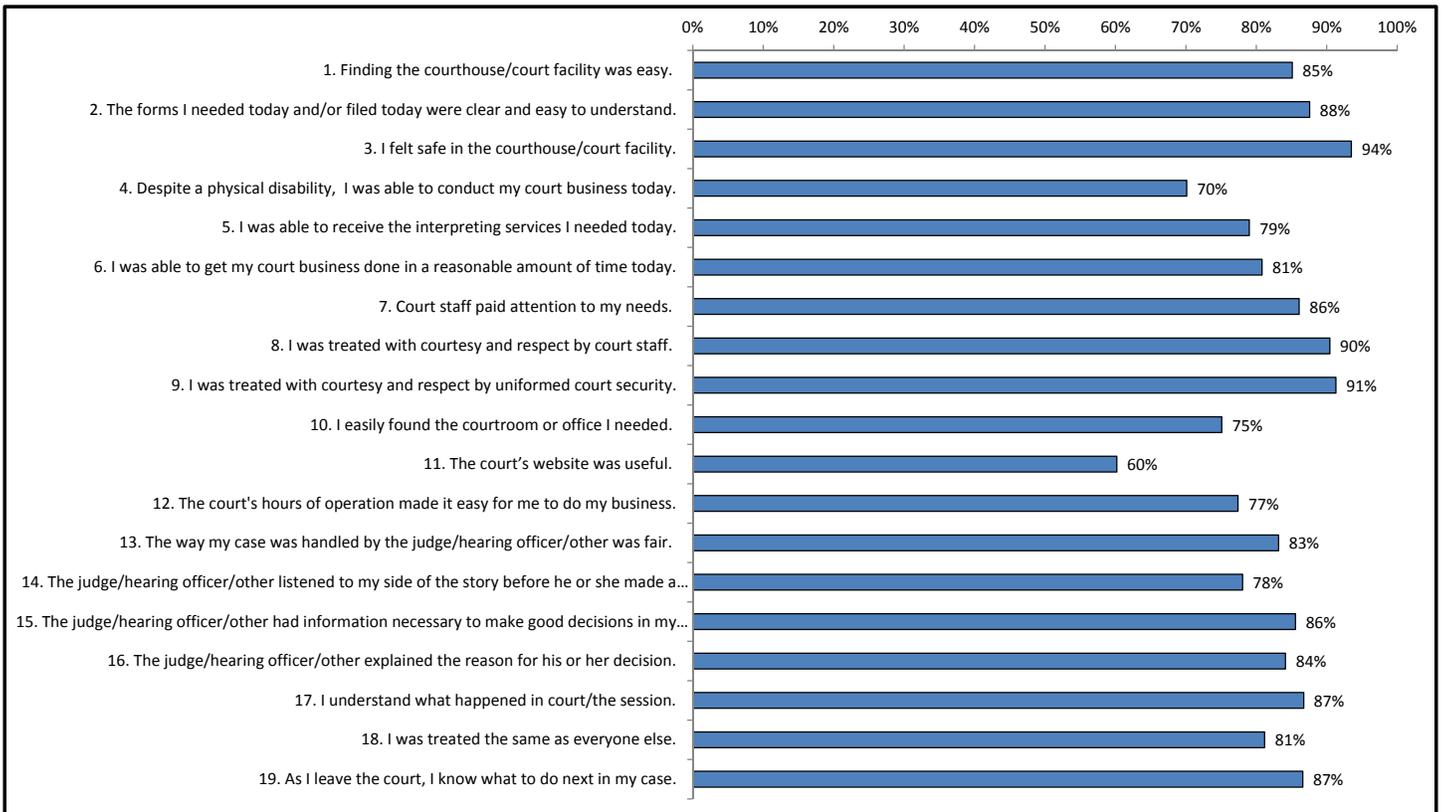


Bergen County

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.	13	6%	12	5%	10	4%	96	41%	104	44%	85%
2. The forms I needed today and/or filed today were clear and easy to understand.	4	2%	7	4%	12	6%	90	49%	72	39%	88%
3. I felt safe in the courthouse/court facility.	6	3%	6	3%	3	1%	75	32%	141	61%	94%
4. Despite a physical disability, I was able to conduct my court business today.	6	8%	1	1%	16	21%	25	32%	29	38%	70%
5. I was able to receive the interpreting services I needed today.	3	4%	1	1%	13	16%	25	31%	39	48%	79%
6. I was able to get my court business done in a reasonable amount of time today.	14	6%	12	5%	16	7%	71	32%	106	48%	81%
7. Court staff paid attention to my needs.	10	4%	7	3%	15	7%	81	35%	117	51%	86%
8. I was treated with courtesy and respect by court staff.	9	4%	6	3%	7	3%	69	30%	139	60%	90%
9. I was treated with courtesy and respect by uniformed court security.	5	2%	6	3%	9	4%	81	35%	129	56%	91%
10. I easily found the courtroom or office I needed.	13	5%	23	10%	23	10%	74	31%	104	44%	75%
11. The court's website was useful.	9	9%	8	8%	24	23%	28	27%	34	33%	60%
12. The court's hours of operation made it easy for me to do my business.	8	4%	12	6%	27	13%	79	38%	82	39%	77%
13. The way my case was handled by the judge/hearing officer/other was fair.	6	6%	7	7%	3	3%	25	26%	54	57%	83%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	6	7%	4	5%	8	10%	20	24%	44	54%	78%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	4	4%	4	4%	5	6%	27	30%	50	56%	86%
16. The judge/hearing officer/other explained the reason for his or her decision.	4	5%	4	5%	5	6%	21	26%	48	59%	84%
17. I understand what happened in court/the session.	6	6%	1	1%	6	6%	25	26%	60	61%	87%
18. I was treated the same as everyone else.	9	9%	2	2%	8	8%	26	26%	56	55%	81%
19. As I leave the court, I know what to do next in my case.	6	6%	2	2%	5	5%	25	26%	59	61%	87%

Percent That Agree or Strongly Agree

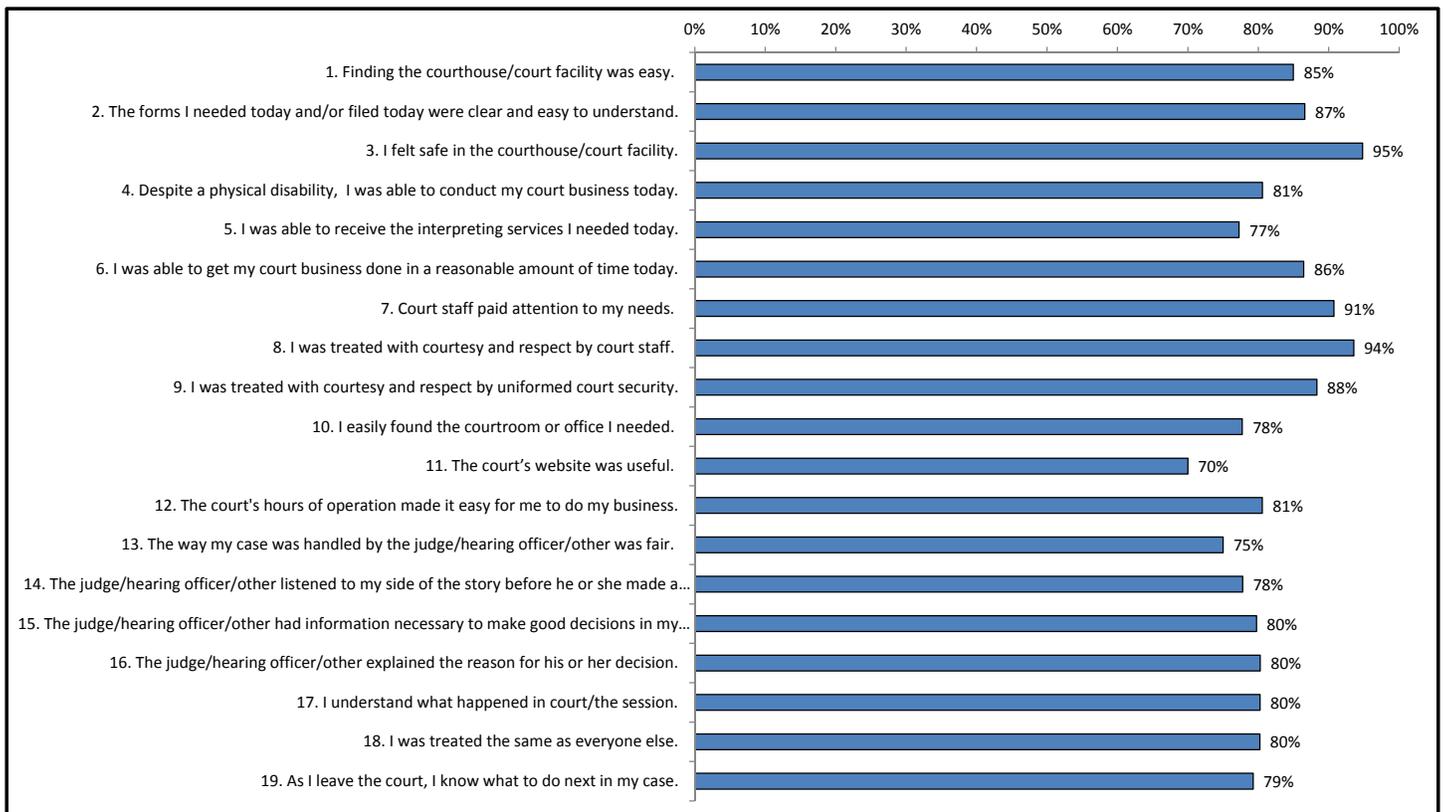


Bergen County

What is your age: 50 - 59

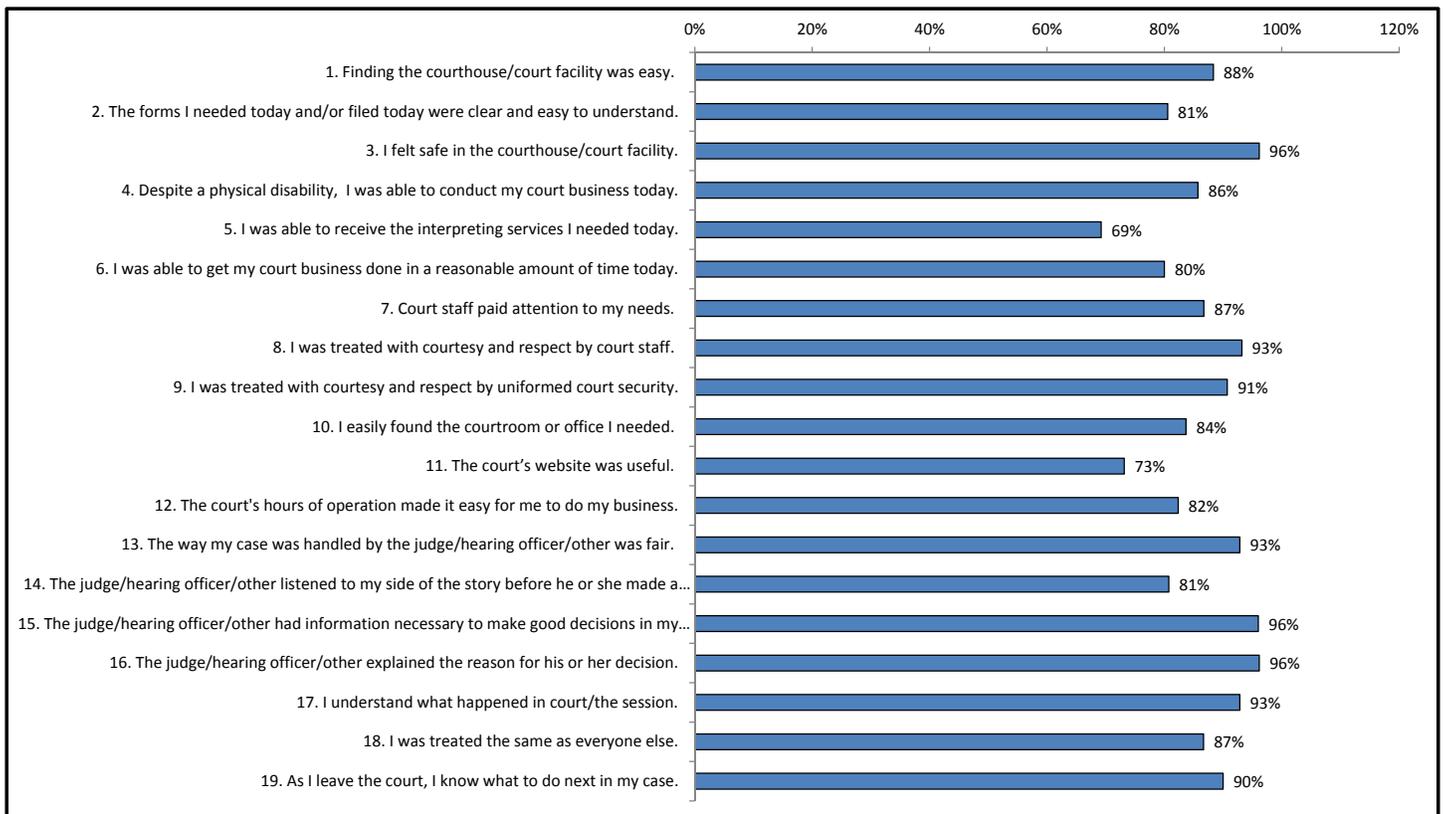
	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	9	4%	11	5%	15	6%	83	36%	115	49%	85%
2. The forms I needed today and/or filed today were clear and easy to understand.	2	1%	5	3%	17	9%	70	39%	85	47%	87%
3. I felt safe in the courthouse/court facility.	4	2%	3	1%	5	2%	68	29%	151	65%	95%
4. Despite a physical disability, I was able to conduct my court business today.	2	3%	1	1%	10	15%	21	31%	33	49%	81%
5. I was able to receive the interpreting services I needed today.	4	6%	1	2%	10	15%	23	35%	28	42%	77%
6. I was able to get my court business done in a reasonable amount of time today.	11	5%	8	4%	10	5%	67	31%	118	55%	86%
7. Court staff paid attention to my needs.	6	3%	7	3%	8	4%	70	31%	136	60%	91%
8. I was treated with courtesy and respect by court staff.	5	2%	4	2%	6	3%	62	27%	156	67%	94%
9. I was treated with courtesy and respect by uniformed court security.	6	3%	8	3%	13	6%	66	29%	138	60%	88%
10. I easily found the courtroom or office I needed.	14	6%	22	10%	15	7%	67	29%	111	48%	78%
11. The court's website was useful.	7	6%	13	12%	13	12%	34	31%	43	39%	70%
12. The court's hours of operation made it easy for me to do my business.	13	6%	4	2%	24	11%	73	35%	97	46%	81%
13. The way my case was handled by the judge/hearing officer/other was fair.	7	8%	3	4%	11	13%	20	24%	43	51%	75%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	7	10%	3	4%	6	8%	20	28%	36	50%	78%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	5	6%	3	4%	8	10%	23	29%	40	51%	80%
16. The judge/hearing officer/other explained the reason for his or her decision.	6	8%	2	3%	6	8%	21	30%	36	51%	80%
17. I understand what happened in court/the session.	5	6%	1	1%	10	12%	20	25%	45	56%	80%
18. I was treated the same as everyone else.	5	5%	2	2%	11	12%	21	23%	52	57%	80%
19. As I leave the court, I know what to do next in my case.	3	4%	3	4%	11	13%	21	26%	44	54%	79%

Percent That Agree or Strongly Agree



	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	1	1%	6	6%	5	5%	36	35%	55	53%	88%
2. The forms I needed today and/or filed today were clear and easy to understand.	4	6%	5	7%	5	7%	21	29%	37	51%	81%
3. I felt safe in the courthouse/court facility.	2	2%	0	0%	2	2%	16	15%	84	81%	96%
4. Despite a physical disability, I was able to conduct my court business today.	1	5%	1	5%	1	5%	5	24%	13	62%	86%
5. I was able to receive the interpreting services I needed today.	0	0%	4	15%	4	15%	4	15%	14	54%	69%
6. I was able to get my court business done in a reasonable amount of time today.	3	3%	4	4%	11	12%	27	30%	45	50%	80%
7. Court staff paid attention to my needs.	3	3%	2	2%	8	8%	29	30%	56	57%	87%
8. I was treated with courtesy and respect by court staff.	4	4%	0	0%	3	3%	26	25%	70	68%	93%
9. I was treated with courtesy and respect by uniformed court security.	1	1%	0	0%	8	8%	22	23%	66	68%	91%
10. I easily found the courtroom or office I needed.	3	3%	9	9%	4	4%	25	26%	57	58%	84%
11. The court's website was useful.	1	2%	2	5%	8	20%	9	22%	21	51%	73%
12. The court's hours of operation made it easy for me to do my business.	3	4%	2	2%	10	12%	24	28%	46	54%	82%
13. The way my case was handled by the judge/hearing officer/other was fair.	0	0%	1	4%	1	4%	6	21%	20	71%	93%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	0	0%	2	8%	3	12%	2	8%	19	73%	81%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	1	4%	0	0%	0	0%	5	20%	19	76%	96%
16. The judge/hearing officer/other explained the reason for his or her decision.	0	0%	0	0%	1	4%	5	19%	20	77%	96%
17. I understand what happened in court/the session.	1	4%	0	0%	1	4%	4	14%	22	79%	93%
18. I was treated the same as everyone else.	2	7%	1	3%	1	3%	3	10%	23	77%	87%
19. As I leave the court, I know what to do next in my case.	0	0%	0	0%	3	10%	3	10%	24	80%	90%

Percent That Agree or Strongly Agree

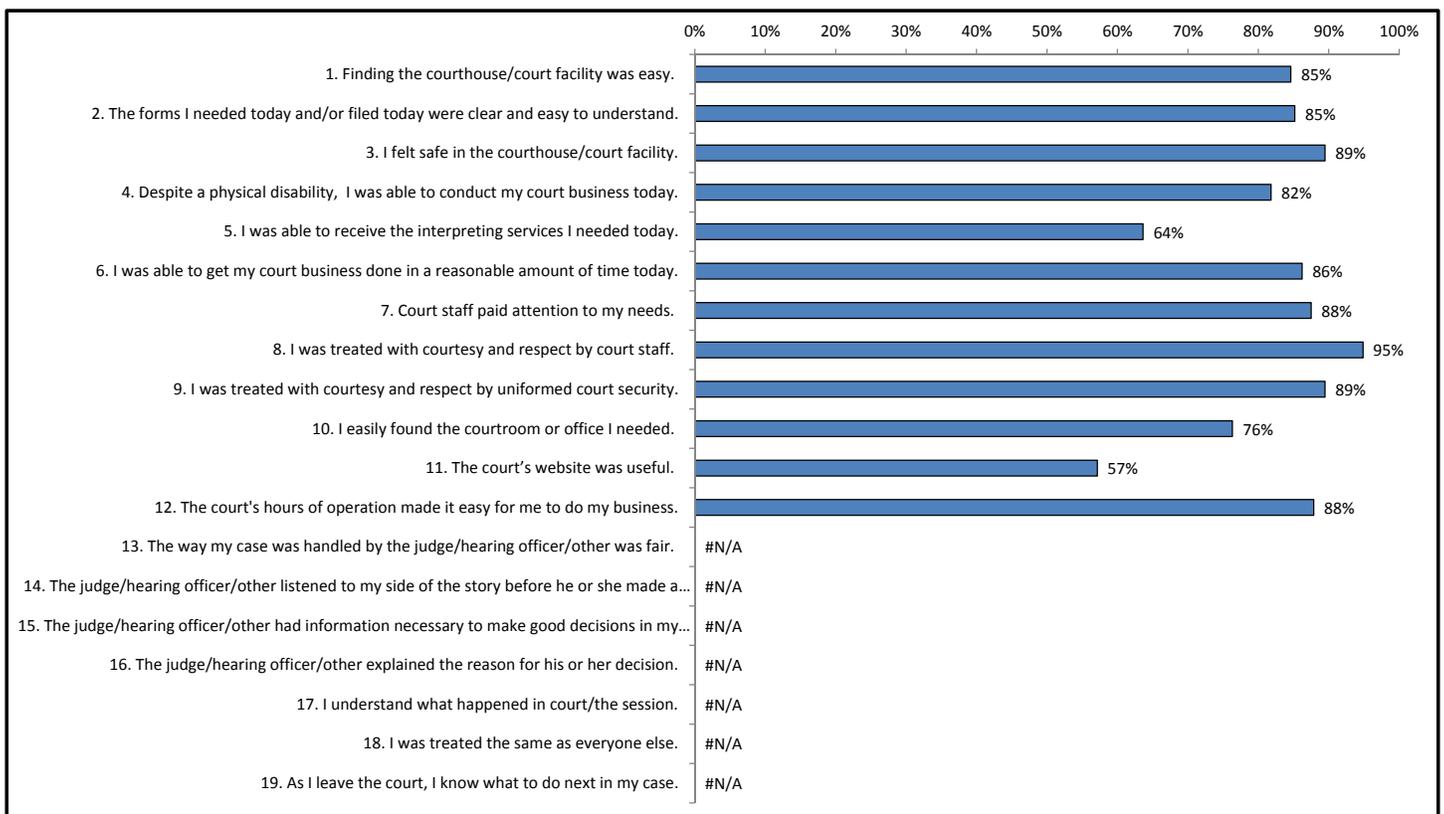


Bergen County

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.	2	5%	1	3%	3	8%	16	41%	17	44%	85%
2. The forms I needed today and/or filed today were clear and easy to understand.	2	7%	0	0%	2	7%	12	44%	11	41%	85%
3. I felt safe in the courthouse/court facility.	1	3%	0	0%	3	8%	10	26%	24	63%	89%
4. Despite a physical disability, I was able to conduct my court business today.	0	0%	1	9%	1	9%	2	18%	7	64%	82%
5. I was able to receive the interpreting services I needed today.	2	18%	1	9%	1	9%	3	27%	4	36%	64%
6. I was able to get my court business done in a reasonable amount of time today.	2	7%	0	0%	2	7%	12	41%	13	45%	86%
7. Court staff paid attention to my needs.	1	3%	2	6%	1	3%	13	41%	15	47%	88%
8. I was treated with courtesy and respect by court staff.	1	3%	0	0%	1	3%	9	23%	28	72%	95%
9. I was treated with courtesy and respect by uniformed court security.	2	5%	0	0%	2	5%	10	26%	24	63%	89%
10. I easily found the courtroom or office I needed.	3	8%	4	11%	2	5%	9	24%	20	53%	76%
11. The court's website was useful.	2	14%	1	7%	3	21%	2	14%	6	43%	57%
12. The court's hours of operation made it easy for me to do my business.	2	6%	1	3%	1	3%	13	39%	16	48%	88%
13. The way my case was handled by the judge/hearing officer/other was fair.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
16. The judge/hearing officer/other explained the reason for his or her decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
17. I understand what happened in court/the session.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
18. I was treated the same as everyone else.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
19. As I leave the court, I know what to do next in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A

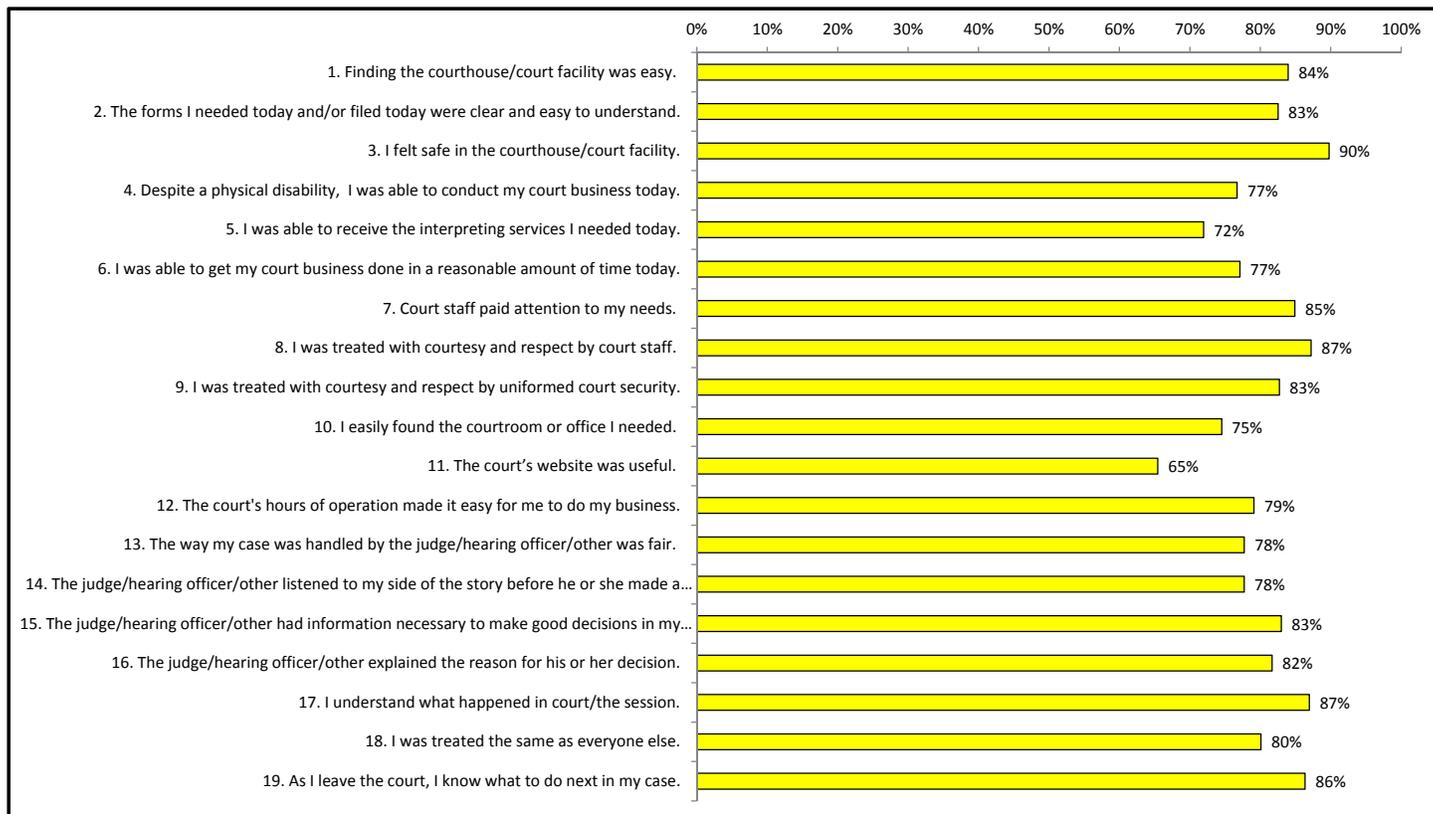
Percent That Agree or Strongly Agree



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.	10	5%	11	5%	13	6%	83	39%	95	45%	84%
2. The forms I needed today and/or filed today were clear and easy to understand.	5	3%	9	5%	15	9%	63	38%	74	45%	83%
3. I felt safe in the courthouse/court facility.	9	4%	2	1%	11	5%	59	27%	134	62%	90%
4. Despite a physical disability, I was able to conduct my court business today.	2	3%	3	4%	12	16%	24	33%	32	44%	77%
5. I was able to receive the interpreting services I needed today.	3	4%	8	10%	12	15%	23	28%	36	44%	72%
6. I was able to get my court business done in a reasonable amount of time today.	18	8%	17	8%	14	7%	64	30%	101	47%	77%
7. Court staff paid attention to my needs.	14	7%	5	2%	13	6%	65	31%	115	54%	85%
8. I was treated with courtesy and respect by court staff.	10	5%	6	3%	11	5%	60	28%	124	59%	87%
9. I was treated with courtesy and respect by uniformed court security.	8	4%	9	4%	20	9%	63	29%	114	53%	83%
10. I easily found the courtroom or office I needed.	15	7%	21	10%	18	8%	57	27%	101	48%	75%
11. The court's website was useful.	6	5%	11	10%	21	19%	30	27%	42	38%	65%
12. The court's hours of operation made it easy for me to do my business.	11	5%	10	5%	21	10%	67	33%	92	46%	79%
13. The way my case was handled by the judge/hearing officer/other was fair.	18	9%	13	6%	14	7%	51	25%	106	52%	78%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	13	7%	10	6%	16	9%	47	27%	89	51%	78%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	12	6%	11	6%	9	5%	61	32%	95	51%	83%
16. The judge/hearing officer/other explained the reason for his or her decision.	9	5%	13	7%	11	6%	59	33%	88	49%	82%
17. I understand what happened in court/the session.	10	5%	6	3%	11	5%	56	27%	124	60%	87%
18. I was treated the same as everyone else.	17	8%	7	3%	16	8%	54	27%	107	53%	80%
19. As I leave the court, I know what to do next in my case.	10	5%	7	4%	10	5%	54	27%	117	59%	86%

Percent That Agree or Strongly Agree

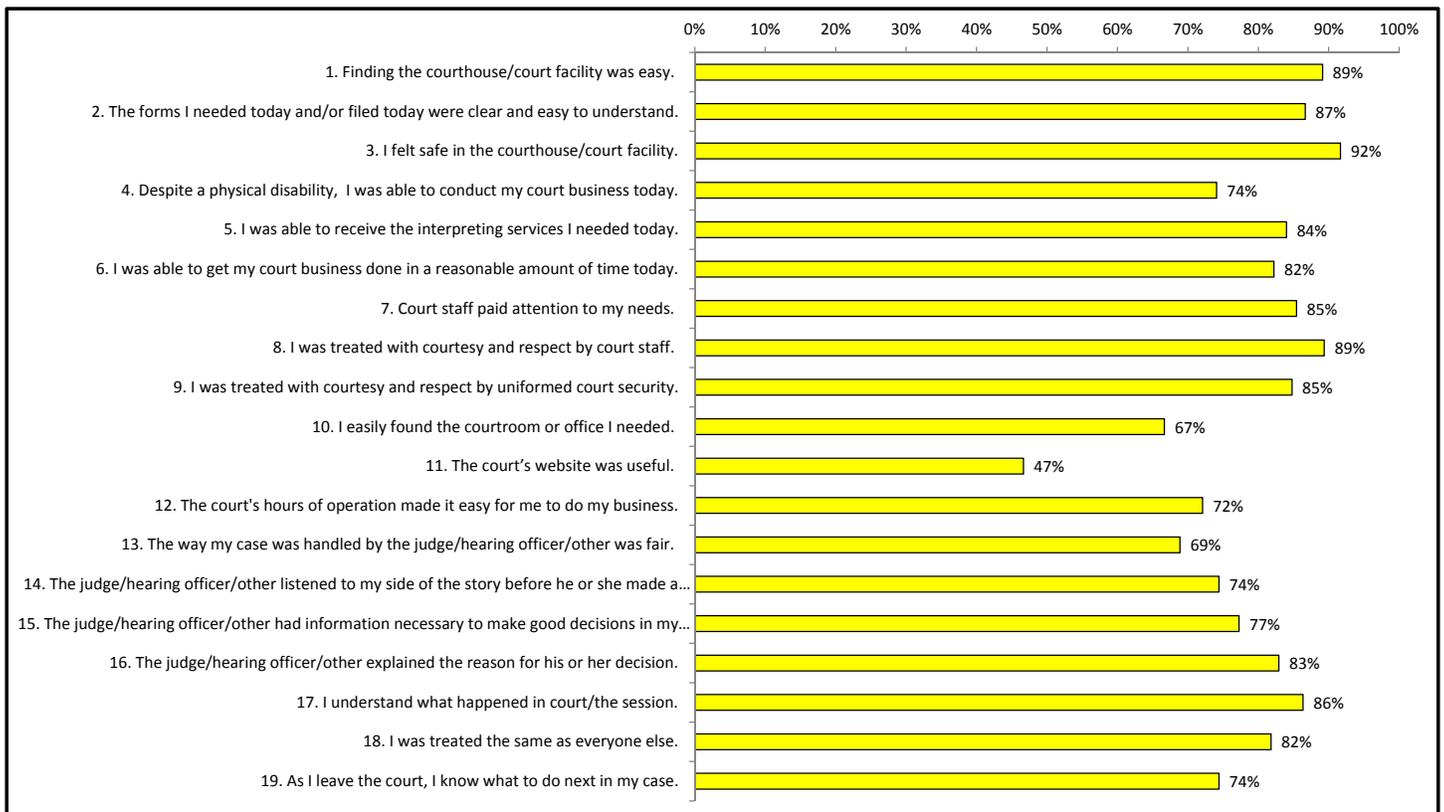


Bergen County

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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	3	7%	1	2%	1	2%	22	48%	19	41%	89%
2. The forms I needed today and/or filed today were clear and easy to understand.	1	2%	0	0%	5	11%	22	49%	17	38%	87%
3. I felt safe in the courthouse/court facility.	0	0%	1	2%	3	6%	14	29%	30	63%	92%
4. Despite a physical disability, I was able to conduct my court business today.	0	0%	2	7%	5	19%	10	37%	10	37%	74%
5. I was able to receive the interpreting services I needed today.	1	4%	0	0%	3	12%	11	44%	10	40%	84%
6. I was able to get my court business done in a reasonable amount of time today.	3	7%	2	4%	3	7%	19	42%	18	40%	82%
7. Court staff paid attention to my needs.	2	4%	1	2%	4	8%	21	44%	20	42%	85%
8. I was treated with courtesy and respect by court staff.	1	2%	2	4%	2	4%	16	34%	26	55%	89%
9. I was treated with courtesy and respect by uniformed court security.	1	2%	1	2%	5	11%	16	35%	23	50%	85%
10. I easily found the courtroom or office I needed.	3	7%	4	9%	8	18%	16	36%	14	31%	67%
11. The court's website was useful.	3	10%	5	17%	8	27%	5	17%	9	30%	47%
12. The court's hours of operation made it easy for me to do my business.	1	2%	5	12%	6	14%	15	35%	16	37%	72%
13. The way my case was handled by the judge/hearing officer/other was fair.	3	7%	4	9%	7	16%	11	24%	20	44%	69%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	6	14%	1	2%	4	9%	13	30%	19	44%	74%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	3	7%	3	7%	4	9%	17	39%	17	39%	77%
16. The judge/hearing officer/other explained the reason for his or her decision.	4	10%	1	2%	2	5%	15	37%	19	46%	83%
17. I understand what happened in court/the session.	4	9%	0	0%	2	5%	14	32%	24	55%	86%
18. I was treated the same as everyone else.	4	9%	1	2%	3	7%	15	34%	21	48%	82%
19. As I leave the court, I know what to do next in my case.	3	7%	1	2%	7	16%	12	28%	20	47%	74%

Percent That Agree or Strongly Agree



Bergen County

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.	13	6%	13	6%	7	3%	92	41%	98	44%	85%
2. The forms I needed today and/or filed today were clear and easy to understand.	9	5%	8	4%	15	8%	78	40%	86	44%	84%
3. I felt safe in the courthouse/court facility.	8	4%	4	2%	5	2%	73	33%	131	59%	92%
4. Despite a physical disability, I was able to conduct my court business today.	7	7%	4	4%	9	9%	39	37%	46	44%	81%
5. I was able to receive the interpreting services I needed today.	5	4%	3	3%	7	6%	48	42%	50	44%	87%
6. I was able to get my court business done in a reasonable amount of time today.	12	6%	8	4%	21	10%	62	30%	103	50%	80%
7. Court staff paid attention to my needs.	7	3%	6	3%	13	6%	70	33%	118	55%	88%
8. I was treated with courtesy and respect by court staff.	7	3%	4	2%	10	4%	69	31%	136	60%	91%
9. I was treated with courtesy and respect by uniformed court security.	7	3%	6	3%	11	5%	69	31%	127	58%	89%
10. I easily found the courtroom or office I needed.	20	9%	16	7%	19	9%	62	28%	103	47%	75%
11. The court's website was useful.	14	10%	10	7%	20	15%	37	27%	55	40%	68%
12. The court's hours of operation made it easy for me to do my business.	12	6%	7	3%	22	10%	72	34%	97	46%	80%
13. The way my case was handled by the judge/hearing officer/other was fair.	4	4%	4	4%	7	8%	32	36%	42	47%	83%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	4	5%	4	5%	8	10%	29	36%	36	44%	80%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	3	4%	4	5%	9	11%	32	39%	35	42%	81%
16. The judge/hearing officer/other explained the reason for his or her decision.	2	3%	4	5%	7	9%	27	36%	36	47%	83%
17. I understand what happened in court/the session.	2	2%	4	4%	7	8%	33	37%	44	49%	86%
18. I was treated the same as everyone else.	3	3%	6	6%	8	8%	33	31%	56	53%	84%
19. As I leave the court, I know what to do next in my case.	5	5%	4	4%	9	9%	30	31%	49	51%	81%

Percent That Agree or Strongly Agree

