Appendix K

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

Overview Tables

Cumberland

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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Please select the description that best describes you	
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
What did you do today?	
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
What type of case brought you to the courthouse today?	
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

If you are a party in a court case/legal matter, are you represented by an attorney in the case?	
Yes	37
No	38
How often are you in this courthouse?	
First time in this courthouse	39
Once a year or less	40
Several times a year	41
Several times a month	42
How do you identify yourself?	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
What is your gender?	
Male	50
Female	51
What is your age range?	
Under 20	52
20 - 29	53
30 - 39	54
40 - 49	55
50 - 59	56
60 - 69	57
70 or older	58
Today I appeared before a...	
Judge	59
Hearing Officer	60
Other	61

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
Cumberland County
Survey Demographics

Please select the description that best describes you		
A party in a court case/legal matter	95	29%
Victim or witness	16	5%
Law enforcement officer	7	2%
Public defender/staff	7	2%
Social services staff	11	3%
Friend or family member	30	9%
Private attorney	35	11%
Prosecutor/staff	14	4%
Juror	14	4%
Other	99	30%
Total	328	100%

What did you do today? (select all that apply) *		
Attended a hearing or trial	122	32%
Received information	31	8%
Visited Probation	47	13%
Attended mediation or arbitration	7	2%
Visited the Ombudsman/Self-Help Center	1	0%
Jury Service	13	3%
Filed Papers	43	11%
Made a payment	33	9%
Searched court records/obtained documents	10	3%
Other	70	19%

What type of case brought you to the courthouse today? (select all that apply) *		
Child Custody	43	11%
Division of Child Placement and Permanency	14	4%
Divorce	15	4%
Foreclosure	1	0%
Probation	37	10%
Child Support	67	18%
Landlord/Tenant	14	4%
Civil	27	7%
Juvenile Delinquency	13	3%
Domestic Violence	23	6%
Criminal	49	13%
Other	58	15%

How do you identify yourself? (select all that apply)*		
American Indian or Alaska Native	12	3%
Native Hawaiian or Other Pacific Islander	2	1%
Asian	3	1%
White	157	42%
Black or African American	102	27%
Hispanic or Latino	54	14%
Other	13	3%

What is your gender?		
Male	162	49%
Female	172	51%
Total	334	100%

What is your age range?		
Under 20	4	1%
20 - 29	66	20%
30 - 39	95	29%
40 - 49	79	24%
50 - 59	59	18%
60 - 69	24	7%
70 or older	6	2%
Total	333	100%

If you are a party in a court case/legal matter, are you represented by an attorney in the case?		
Yes	64	31%
No	141	69%
Total	205	100%

How often are you in this courthouse?		
First time in this courthouse	39	12%
Once a year or less	95	29%
Several times a year	94	29%
Several times a month	101	31%
Total	329	100%

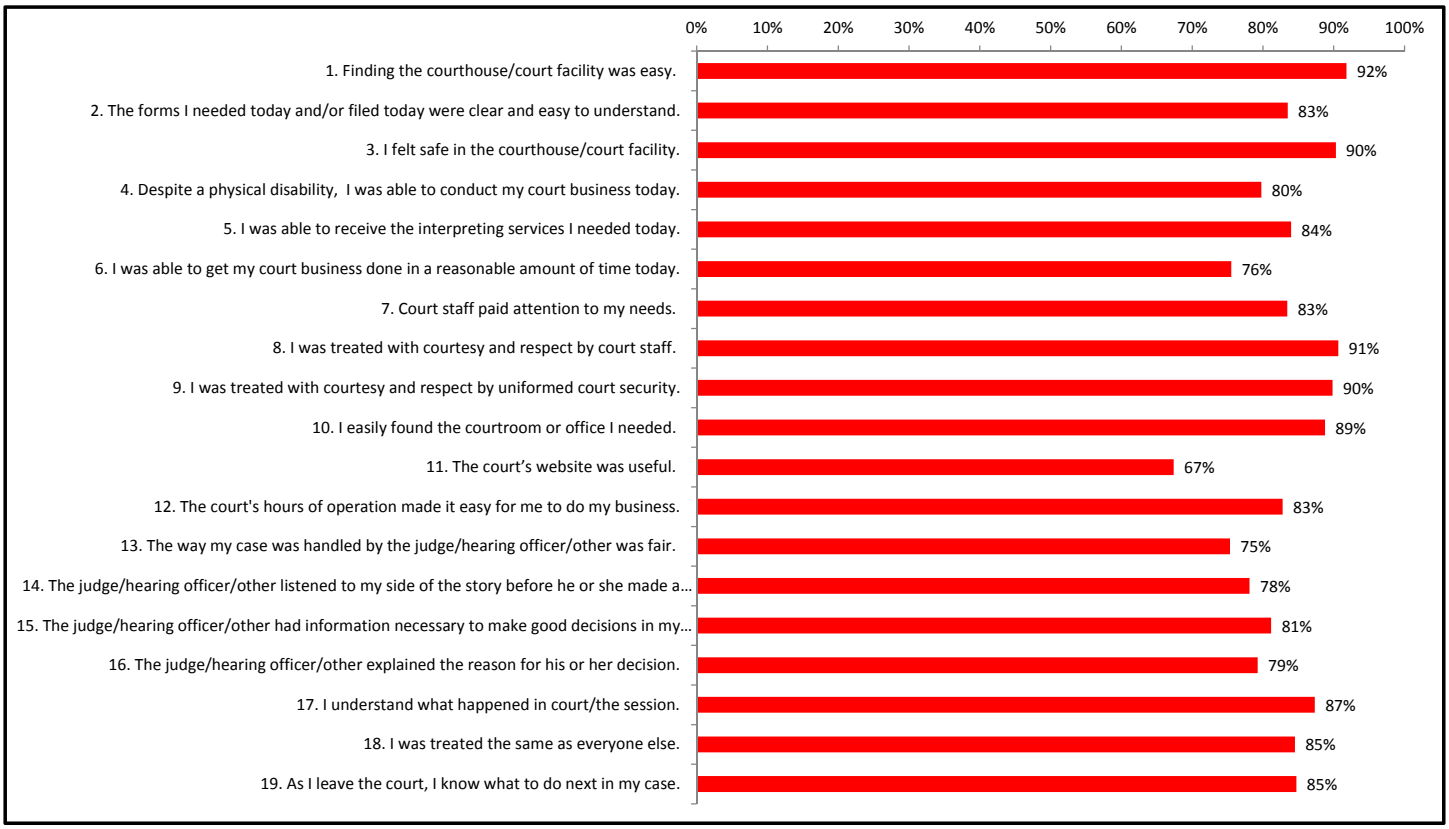
* Percentage is based on total respondents:	376

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
Cumberland County
Total

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	19	5%	4	1%	6	2%	128	36%	197	56%	92%
2. The forms I needed today and/or filed today were clear and easy to understand.	18	6%	12	4%	21	7%	114	37%	144	47%	83%
3. I felt safe in the courthouse/court facility.	18	5%	5	1%	12	3%	118	33%	208	58%	90%
4. Despite a physical disability, I was able to conduct my court business today.	9	5%	6	3%	22	12%	61	33%	85	46%	80%
5. I was able to receive the interpreting services I needed today.	10	6%	4	3%	11	7%	59	38%	72	46%	84%
6. I was able to get my court business done in a reasonable amount of time today.	25	7%	25	7%	33	10%	114	34%	142	42%	76%
7. Court staff paid attention to my needs.	16	5%	15	4%	27	8%	117	33%	175	50%	83%
8. I was treated with courtesy and respect by court staff.	14	4%	6	2%	14	4%	122	34%	208	57%	91%
9. I was treated with courtesy and respect by uniformed court security.	17	5%	3	1%	17	5%	122	34%	205	56%	90%
10. I easily found the courtroom or office I needed.	13	4%	12	3%	15	4%	118	33%	198	56%	89%
11. The court's website was useful.	14	8%	11	6%	35	19%	51	28%	73	40%	67%
12. The court's hours of operation made it easy for me to do my business.	20	6%	22	7%	16	5%	122	36%	157	47%	83%
13. The way my case was handled by the judge/hearing officer/other was fair.	11	8%	15	11%	9	6%	40	28%	67	47%	75%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	11	8%	10	7%	9	7%	45	33%	62	45%	78%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	7	5%	6	4%	13	9%	44	32%	68	49%	81%
16. The judge/hearing officer/other explained the reason for his or her decision.	8	6%	7	5%	13	10%	45	33%	62	46%	79%
17. I understand what happened in court/the session.	9	6%	3	2%	7	5%	46	31%	85	57%	87%
18. I was treated the same as everyone else.	9	6%	4	3%	11	7%	49	32%	82	53%	85%
19. As I leave the court, I know what to do next in my case.	8	6%	4	3%	10	7%	51	35%	71	49%	85%

Percent That Agree or Strongly Agree

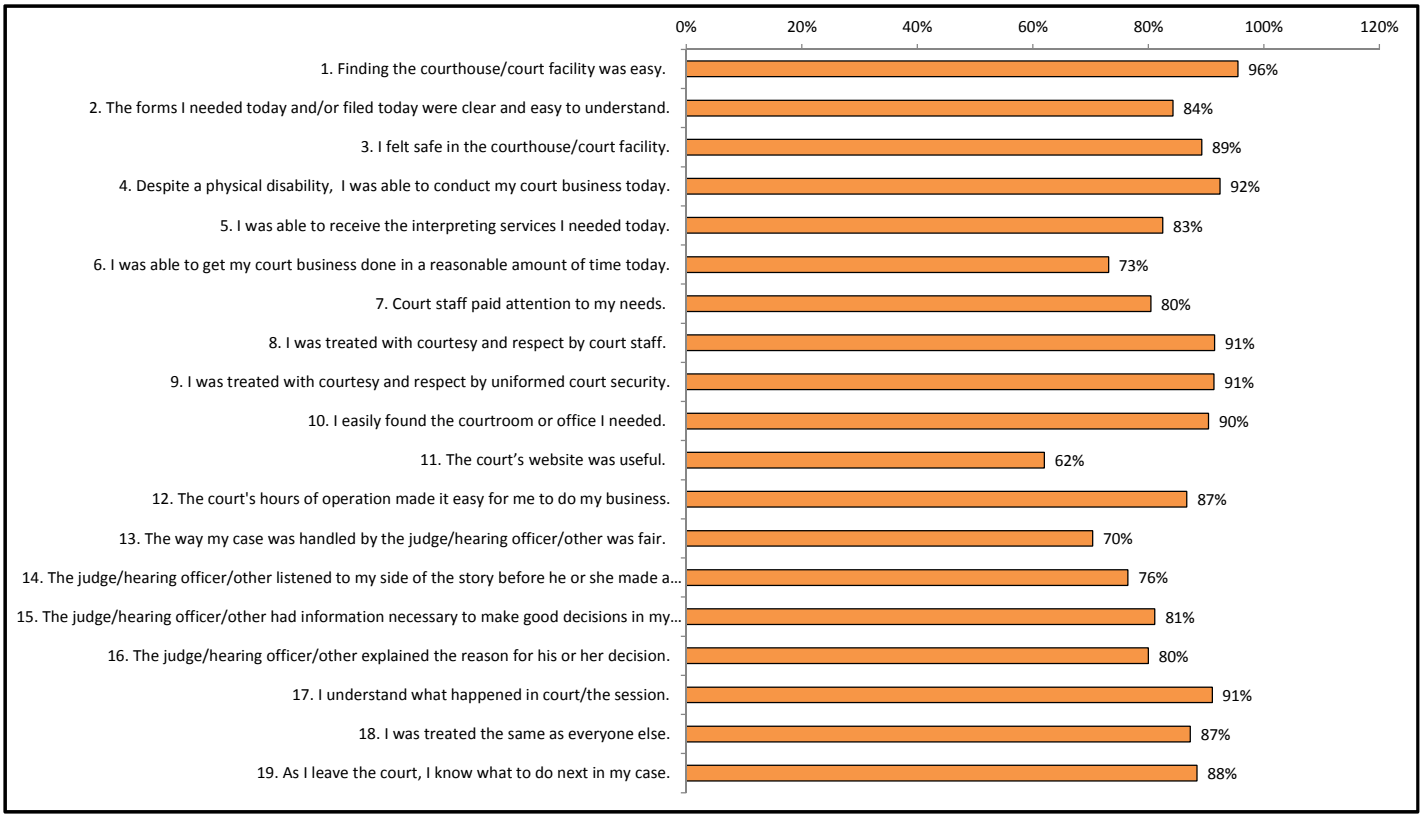


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Cumberland 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.	3	3%	0	0%	1	1%	38	42%	48	53%	96%
2. The forms I needed today and/or filed today were clear and easy to understand.	4	4%	3	3%	7	8%	38	43%	37	42%	84%
3. I felt safe in the courthouse/court facility.	4	4%	1	1%	5	5%	32	34%	51	55%	89%
4. Despite a physical disability, I was able to conduct my court business today.	2	4%	1	2%	1	2%	23	43%	26	49%	92%
5. I was able to receive the interpreting services I needed today.	2	5%	0	0%	5	13%	14	35%	19	48%	83%
6. I was able to get my court business done in a reasonable amount of time today.	4	4%	7	8%	14	15%	35	38%	33	35%	73%
7. Court staff paid attention to my needs.	5	5%	4	4%	9	10%	37	40%	37	40%	80%
8. I was treated with courtesy and respect by court staff.	2	2%	1	1%	5	5%	37	39%	49	52%	91%
9. I was treated with courtesy and respect by uniformed court security.	4	4%	0	0%	4	4%	36	39%	49	53%	91%
10. I easily found the courtroom or office I needed.	3	3%	3	3%	3	3%	38	40%	47	50%	90%
11. The court's website was useful.	3	6%	4	8%	12	24%	15	30%	16	32%	62%
12. The court's hours of operation made it easy for me to do my business.	3	3%	4	4%	5	6%	36	40%	42	47%	87%
13. The way my case was handled by the judge/hearing officer/other was fair.	5	9%	7	13%	4	7%	8	15%	30	56%	70%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	5	10%	4	8%	3	6%	14	27%	25	49%	76%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	3	6%	2	4%	5	9%	14	26%	29	55%	81%
16. The judge/hearing officer/other explained the reason for his or her decision.	2	4%	4	8%	4	8%	15	30%	25	50%	80%
17. I understand what happened in court/the session.	3	5%	1	2%	1	2%	17	30%	34	61%	91%
18. I was treated the same as everyone else.	2	4%	1	2%	4	7%	17	31%	31	56%	87%
19. As I leave the court, I know what to do next in my case.	3	6%	1	2%	2	4%	18	35%	28	54%	88%

Percent That Agree or Strongly Agree



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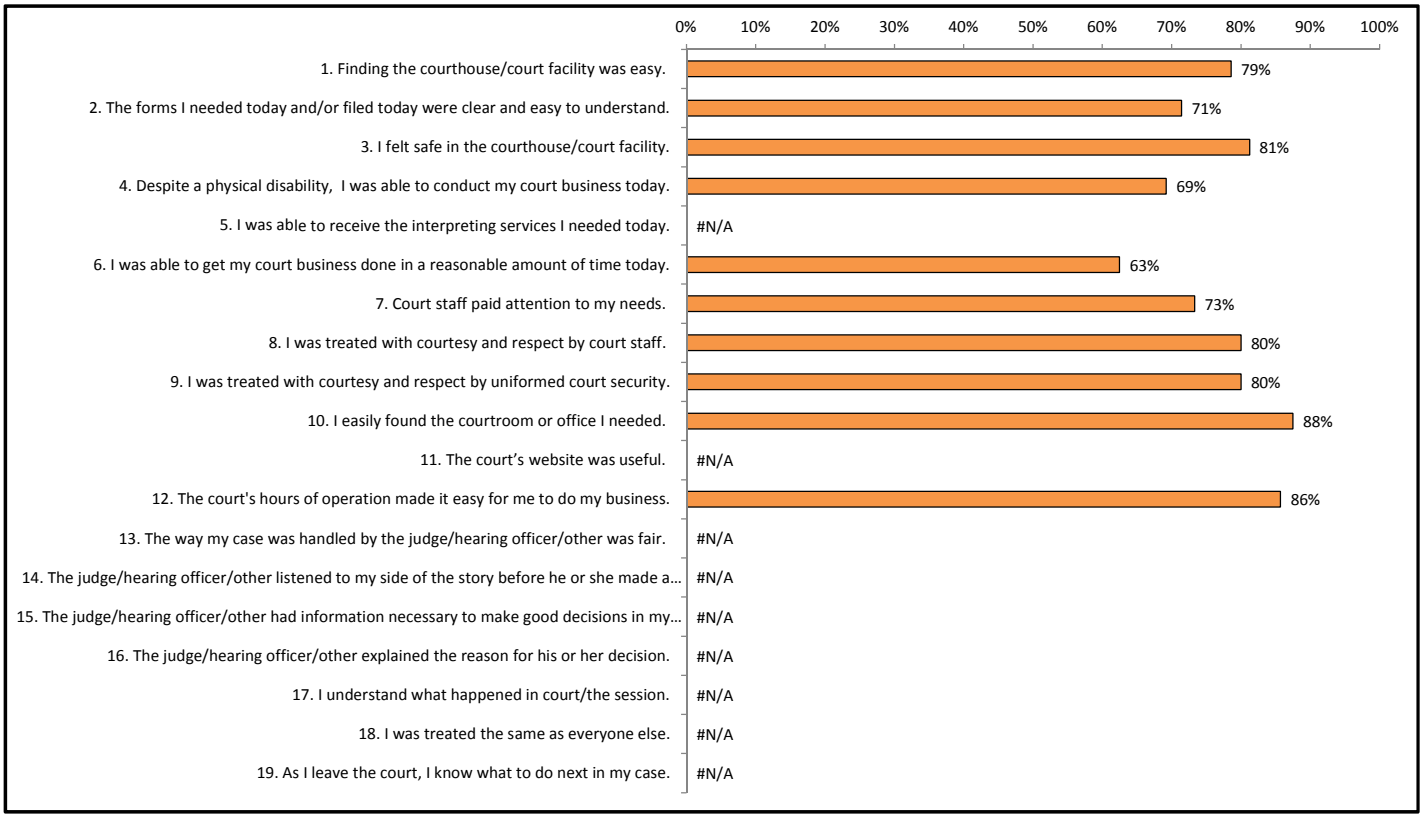
New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Cumberland County
Please select the description that best describes you: victim or witness

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	2	14%	1	7%	0	0%	6	43%	5	36%	79%
2. The forms I needed today and/or filed today were clear and easy to understand.	2	14%	0	0%	2	14%	6	43%	4	29%	71%
3. I felt safe in the courthouse/court facility.	2	13%	0	0%	1	6%	6	38%	7	44%	81%
4. Despite a physical disability, I was able to conduct my court business today.	1	8%	1	8%	2	15%	6	46%	3	23%	69%
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	19%	2	13%	1	6%	6	38%	4	25%	63%
7. Court staff paid attention to my needs.	1	7%	2	13%	1	7%	6	40%	5	33%	73%
8. I was treated with courtesy and respect by court staff.	1	7%	1	7%	1	7%	7	47%	5	33%	80%
9. I was treated with courtesy and respect by uniformed court security.	2	13%	1	7%	0	0%	7	47%	5	33%	80%
10. I easily found the courtroom or office I needed.	1	6%	0	0%	1	6%	7	44%	7	44%	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.	2	14%	0	0%	0	0%	9	64%	3	21%	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

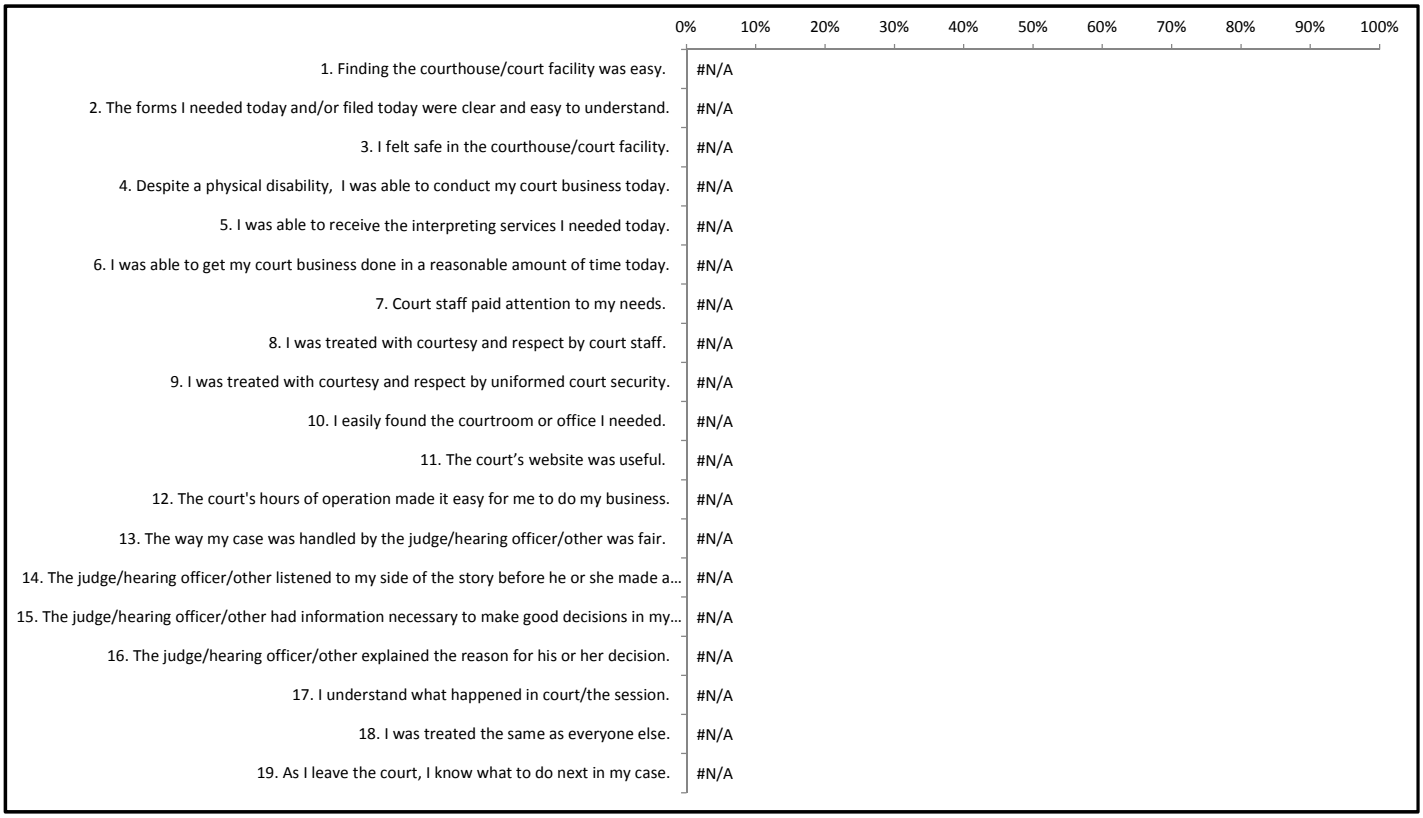


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

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

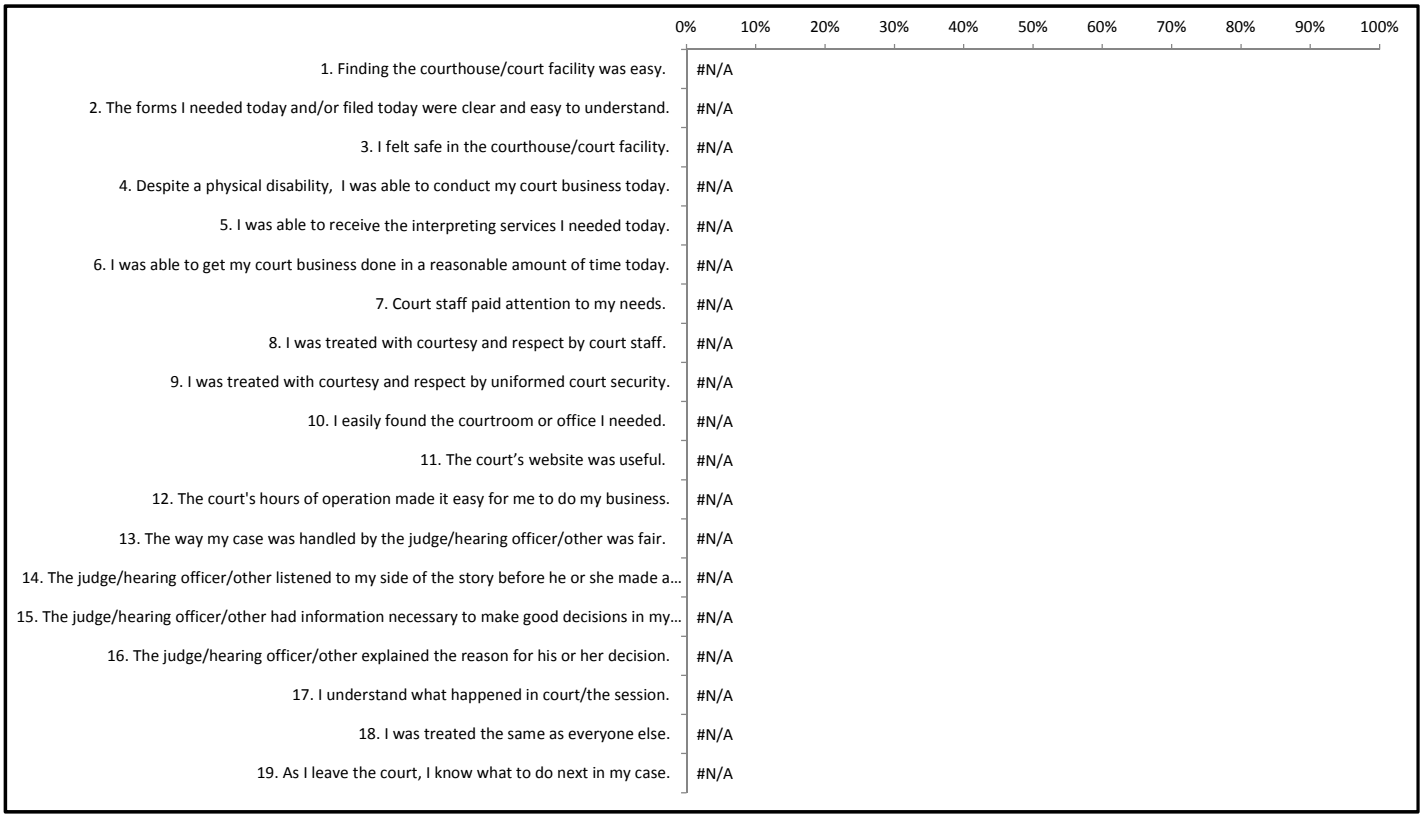


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

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

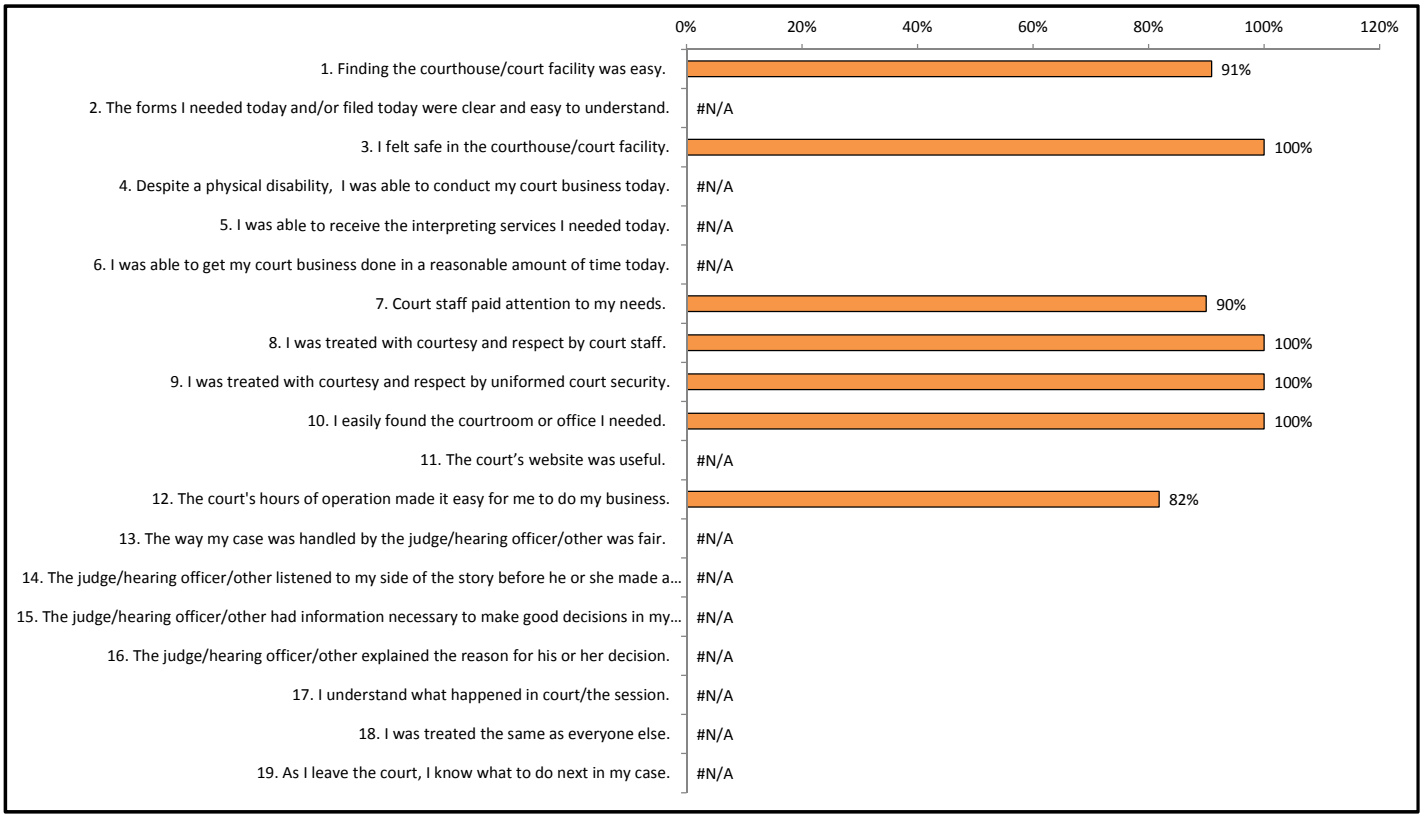


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Cumberland 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	9%	3	27%	7	64%	91%
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%	0	0%	0	0%	3	30%	7	70%	100%
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%	1	10%	2	20%	7	70%	90%
8. I was treated with courtesy and respect by court staff.	0	0%	0	0%	0	0%	2	18%	9	82%	100%
9. I was treated with courtesy and respect by uniformed court security.	0	0%	0	0%	0	0%	2	18%	9	82%	100%
10. I easily found the courtroom or office I needed.	0	0%	0	0%	0	0%	2	20%	8	80%	100%
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	9%	0	0%	1	9%	1	9%	8	73%	82%
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

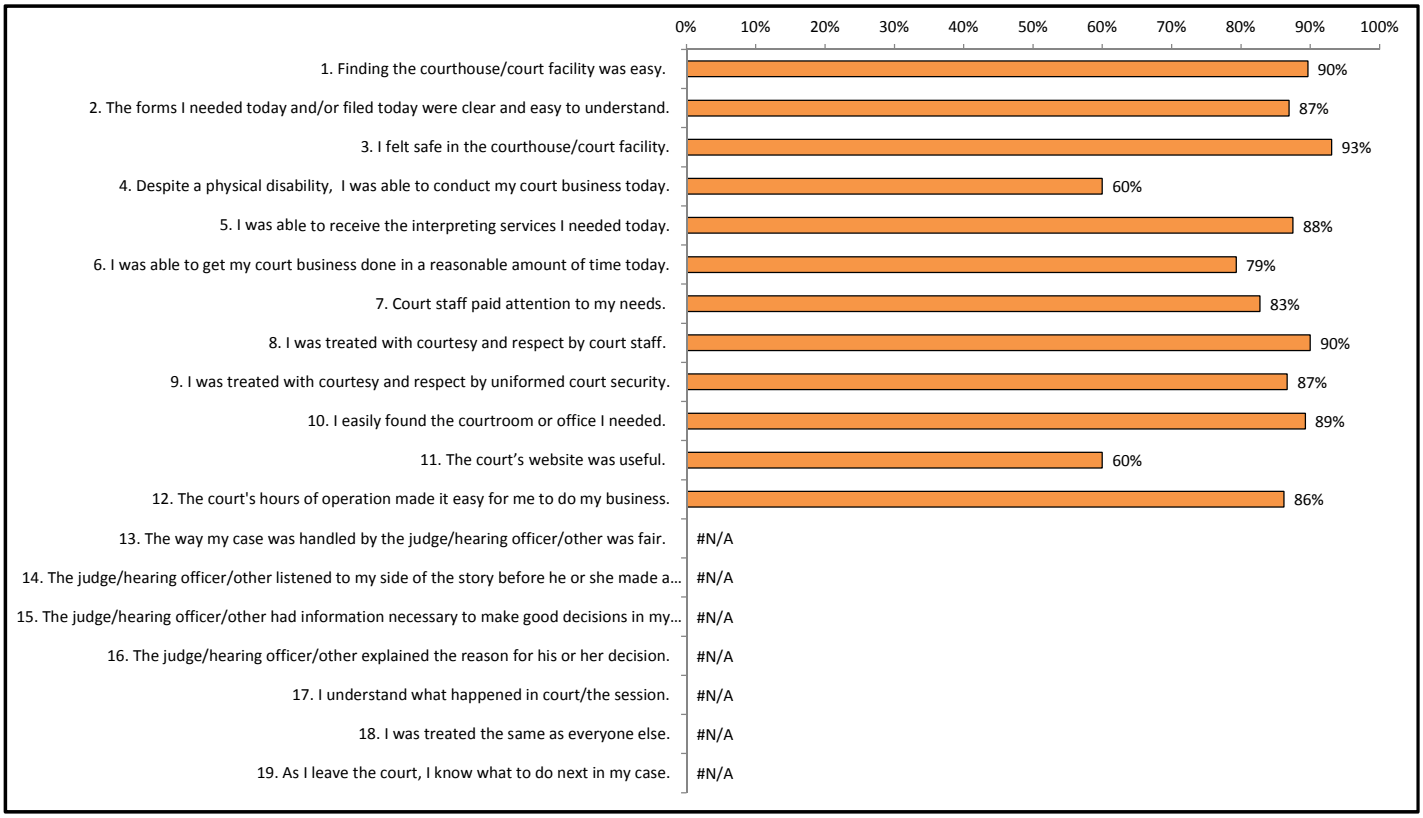


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Cumberland 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.	1	3%	1	3%	1	3%	11	38%	15	52%	90%
2. The forms I needed today and/or filed today were clear and easy to understand.	1	4%	1	4%	1	4%	9	39%	11	48%	87%
3. I felt safe in the courthouse/court facility.	1	3%	0	0%	1	3%	7	24%	20	69%	93%
4. Despite a physical disability, I was able to conduct my court business today.	0	0%	2	10%	6	30%	4	20%	8	40%	60%
5. I was able to receive the interpreting services I needed today.	0	0%	0	0%	2	13%	5	31%	9	56%	88%
6. I was able to get my court business done in a reasonable amount of time today.	4	14%	0	0%	2	7%	8	28%	15	52%	79%
7. Court staff paid attention to my needs.	0	0%	3	10%	2	7%	9	31%	15	52%	83%
8. I was treated with courtesy and respect by court staff.	0	0%	2	7%	1	3%	9	30%	18	60%	90%
9. I was treated with courtesy and respect by uniformed court security.	1	3%	0	0%	3	10%	6	20%	20	67%	87%
10. I easily found the courtroom or office I needed.	1	4%	1	4%	1	4%	7	25%	18	64%	89%
11. The court's website was useful.	2	13%	1	7%	3	20%	4	27%	5	33%	60%
12. The court's hours of operation made it easy for me to do my business.	1	3%	1	3%	2	7%	10	34%	15	52%	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

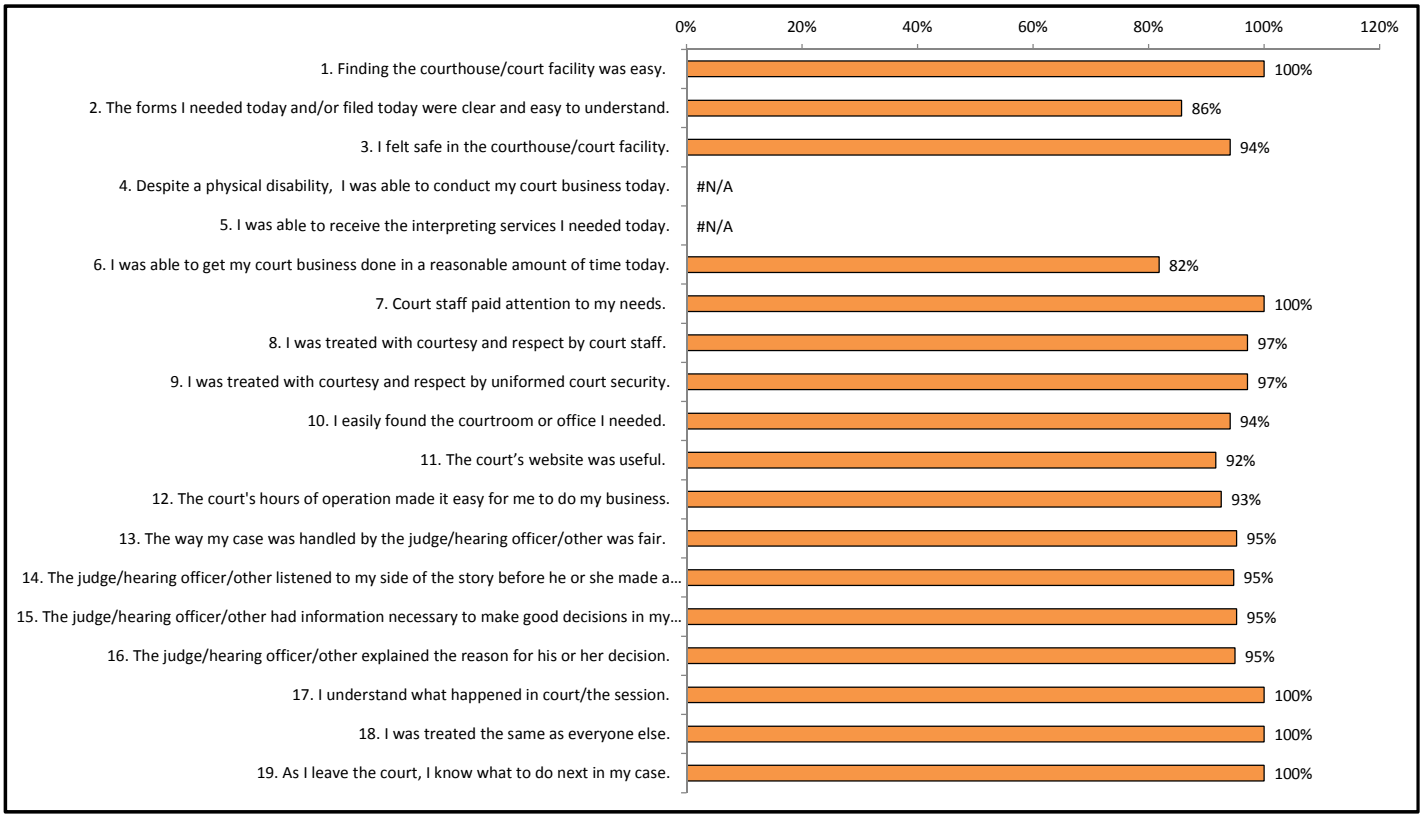


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Cumberland 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.	0	0%	0	0%	0	0%	16	52%	15	48%	100%
2. The forms I needed today and/or filed today were clear and easy to understand.	0	0%	1	5%	2	10%	8	38%	10	48%	86%
3. I felt safe in the courthouse/court facility.	0	0%	1	3%	1	3%	10	29%	22	65%	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.	1	3%	1	3%	4	12%	11	33%	16	48%	82%
7. Court staff paid attention to my needs.	0	0%	0	0%	0	0%	11	33%	22	67%	100%
8. I was treated with courtesy and respect by court staff.	0	0%	0	0%	1	3%	10	29%	24	69%	97%
9. I was treated with courtesy and respect by uniformed court security.	1	3%	0	0%	0	0%	11	31%	23	66%	97%
10. I easily found the courtroom or office I needed.	0	0%	0	0%	2	6%	14	41%	18	53%	94%
11. The court's website was useful.	0	0%	1	8%	0	0%	3	25%	8	67%	92%
12. The court's hours of operation made it easy for me to do my business.	0	0%	0	0%	2	7%	12	44%	13	48%	93%
13. The way my case was handled by the judge/hearing officer/other was fair.	0	0%	0	0%	1	5%	8	38%	12	57%	95%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	0	0%	1	5%	0	0%	5	26%	13	68%	95%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	0	0%	1	5%	0	0%	7	33%	13	62%	95%
16. The judge/hearing officer/other explained the reason for his or her decision.	0	0%	1	5%	0	0%	7	35%	12	60%	95%
17. I understand what happened in court/the session.	0	0%	0	0%	0	0%	6	29%	15	71%	100%
18. I was treated the same as everyone else.	0	0%	0	0%	0	0%	9	45%	11	55%	100%
19. As I leave the court, I know what to do next in my case.	0	0%	0	0%	0	0%	6	32%	13	68%	100%

Percent That Agree or Strongly Agree

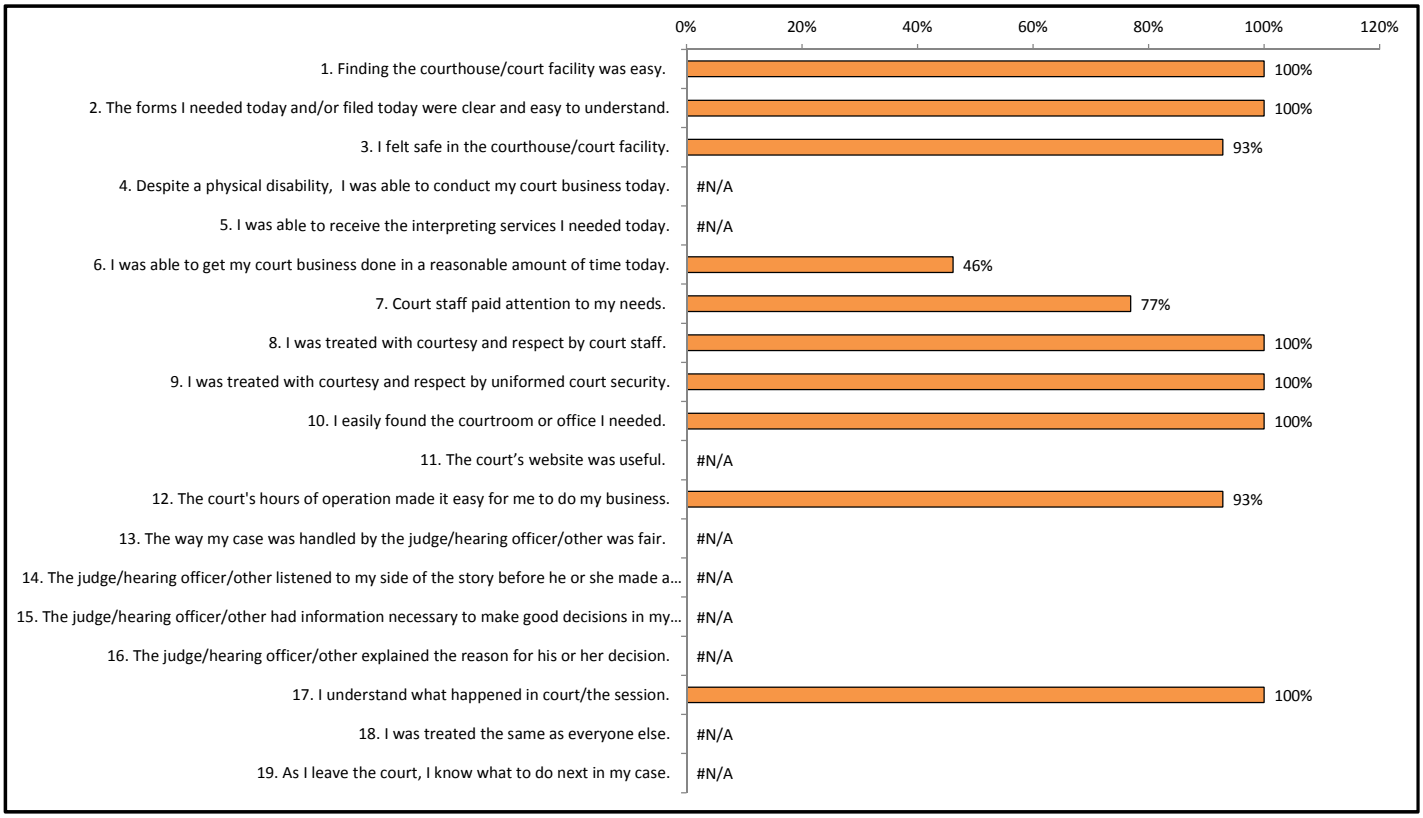


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Cumberland County
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.	0	0%	0	0%	0	0%	2	17%	10	83%	100%
2. The forms I needed today and/or filed today were clear and easy to understand.	0	0%	0	0%	0	0%	4	40%	6	60%	100%
3. I felt safe in the courthouse/court facility.	0	0%	0	0%	1	7%	4	29%	9	64%	93%
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	15%	4	31%	1	8%	1	8%	5	38%	46%
7. Court staff paid attention to my needs.	0	0%	2	15%	1	8%	2	15%	8	62%	77%
8. I was treated with courtesy and respect by court staff.	0	0%	0	0%	0	0%	6	43%	8	57%	100%
9. I was treated with courtesy and respect by uniformed court security.	0	0%	0	0%	0	0%	3	21%	11	79%	100%
10. I easily found the courtroom or office I needed.	0	0%	0	0%	0	0%	2	14%	12	86%	100%
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%	1	7%	5	36%	8	57%	93%
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.	0	0%	0	0%	0	0%	3	30%	7	70%	100%
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

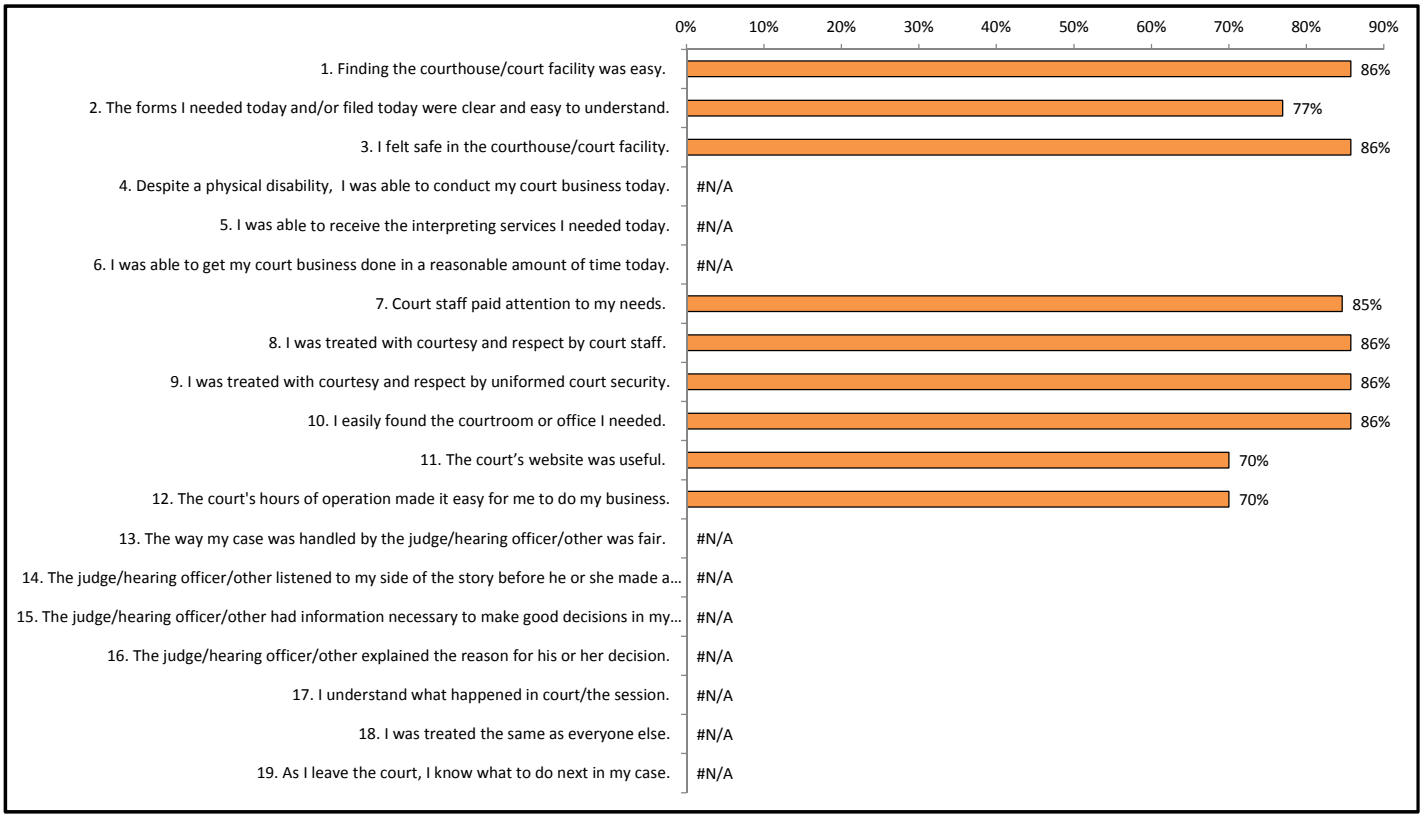


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Cumberland 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.	2	14%	0	0%	0	0%	4	29%	8	57%	86%
2. The forms I needed today and/or filed today were clear and easy to understand.	2	15%	1	8%	0	0%	4	31%	6	46%	77%
3. I felt safe in the courthouse/court facility.	2	14%	0	0%	0	0%	4	29%	8	57%	86%
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.	1	8%	1	8%	0	0%	3	23%	8	62%	85%
8. I was treated with courtesy and respect by court staff.	1	7%	0	0%	1	7%	4	29%	8	57%	86%
9. I was treated with courtesy and respect by uniformed court security.	1	7%	0	0%	1	7%	6	43%	6	43%	86%
10. I easily found the courtroom or office I needed.	1	7%	1	7%	0	0%	4	29%	8	57%	86%
11. The court's website was useful.	2	20%	0	0%	1	10%	4	40%	3	30%	70%
12. The court's hours of operation made it easy for me to do my business.	1	10%	1	10%	1	10%	4	40%	3	30%	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

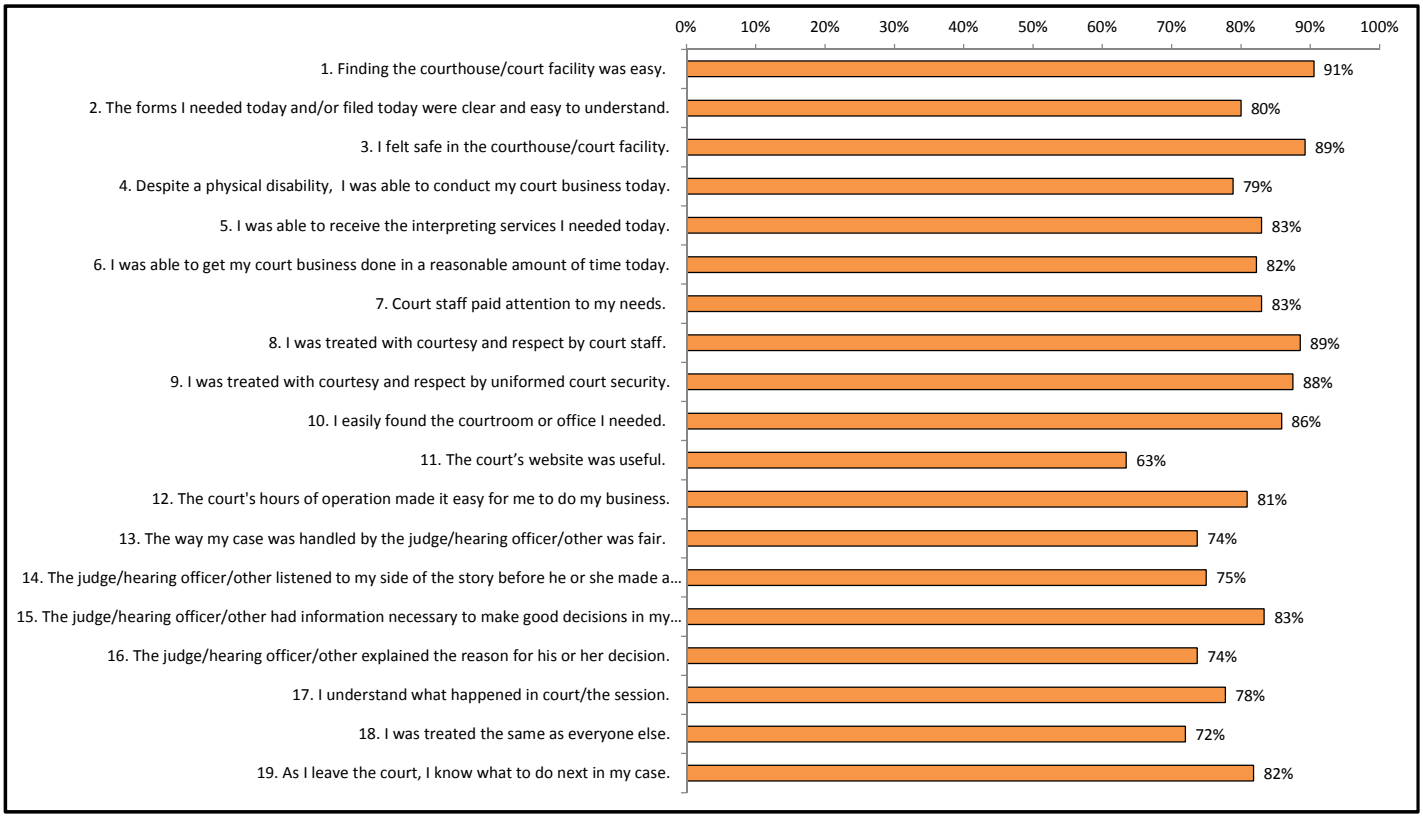


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Cumberland 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.	7	7%	0	0%	2	2%	24	25%	62	65%	91%
2. The forms I needed today and/or filed today were clear and easy to understand.	6	7%	4	5%	7	8%	24	28%	44	52%	80%
3. I felt safe in the courthouse/court facility.	7	8%	2	2%	1	1%	26	28%	57	61%	89%
4. Despite a physical disability, I was able to conduct my court business today.	3	6%	1	2%	7	13%	15	29%	26	50%	79%
5. I was able to receive the interpreting services I needed today.	5	11%	1	2%	2	4%	13	28%	26	55%	83%
6. I was able to get my court business done in a reasonable amount of time today.	6	7%	4	4%	6	7%	28	31%	46	51%	82%
7. Court staff paid attention to my needs.	7	7%	0	0%	9	10%	24	26%	54	57%	83%
8. I was treated with courtesy and respect by court staff.	8	8%	1	1%	2	2%	23	24%	62	65%	89%
9. I was treated with courtesy and respect by uniformed court security.	7	7%	1	1%	4	4%	25	26%	59	61%	88%
10. I easily found the courtroom or office I needed.	7	8%	2	2%	4	4%	24	26%	55	60%	86%
11. The court's website was useful.	4	8%	2	4%	13	25%	10	19%	23	44%	63%
12. The court's hours of operation made it easy for me to do my business.	8	9%	7	8%	2	2%	28	31%	44	49%	81%
13. The way my case was handled by the judge/hearing officer/other was fair.	2	11%	2	11%	1	5%	8	42%	6	32%	74%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	3	15%	2	10%	0	0%	9	45%	6	30%	75%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	2	11%	0	0%	1	6%	6	33%	9	50%	83%
16. The judge/hearing officer/other explained the reason for his or her decision.	3	16%	0	0%	2	11%	6	32%	8	42%	74%
17. I understand what happened in court/the session.	2	11%	1	6%	1	6%	5	28%	9	50%	78%
18. I was treated the same as everyone else.	2	8%	1	4%	4	16%	4	16%	14	56%	72%
19. As I leave the court, I know what to do next in my case.	2	9%	1	5%	1	5%	6	27%	12	55%	82%

Percent That Agree or Strongly Agree

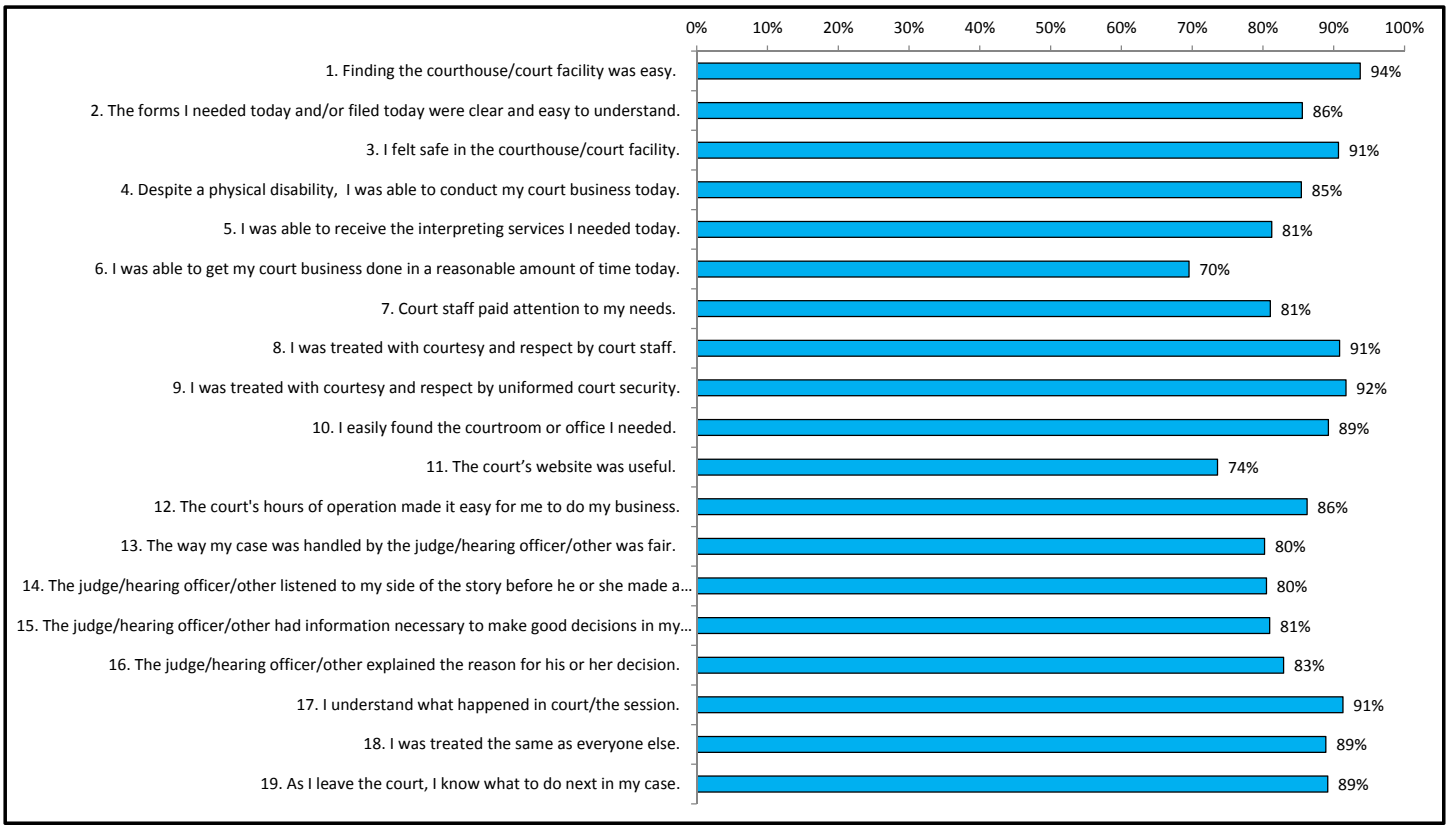


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Cumberland 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.	4	4%	1	1%	2	2%	44	39%	61	54%	94%
2. The forms I needed today and/or filed today were clear and easy to understand.	3	3%	4	4%	6	7%	35	39%	42	47%	86%
3. I felt safe in the courthouse/court facility.	3	3%	2	2%	6	5%	38	32%	69	58%	91%
4. Despite a physical disability, I was able to conduct my court business today.	1	2%	3	6%	3	6%	19	40%	22	46%	85%
5. I was able to receive the interpreting services I needed today.	2	6%	0	0%	4	13%	13	41%	13	41%	81%
6. I was able to get my court business done in a reasonable amount of time today.	12	10%	10	9%	13	11%	36	31%	44	38%	70%
7. Court staff paid attention to my needs.	3	3%	8	7%	11	9%	36	31%	58	50%	81%
8. I was treated with courtesy and respect by court staff.	1	1%	3	3%	7	6%	40	33%	69	58%	91%
9. I was treated with courtesy and respect by uniformed court security.	5	4%	1	1%	4	3%	40	33%	71	59%	92%
10. I easily found the courtroom or office I needed.	3	2%	4	3%	6	5%	43	36%	65	54%	89%
11. The court's website was useful.	3	6%	4	8%	7	13%	19	36%	20	38%	74%
12. The court's hours of operation made it easy for me to do my business.	3	3%	3	3%	9	8%	42	39%	52	48%	86%
13. The way my case was handled by the judge/hearing officer/other was fair.	3	3%	9	10%	5	6%	22	26%	47	55%	80%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	5	6%	6	7%	5	6%	23	28%	43	52%	80%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	3	4%	5	6%	8	10%	23	27%	45	54%	81%
16. The judge/hearing officer/other explained the reason for his or her decision.	2	2%	5	6%	7	9%	25	30%	43	52%	83%
17. I understand what happened in court/the session.	4	4%	1	1%	3	3%	26	28%	58	63%	91%
18. I was treated the same as everyone else.	2	2%	1	1%	7	8%	29	32%	51	57%	89%
19. As I leave the court, I know what to do next in my case.	3	4%	1	1%	5	6%	29	35%	45	54%	89%

Percent That Agree or Strongly Agree

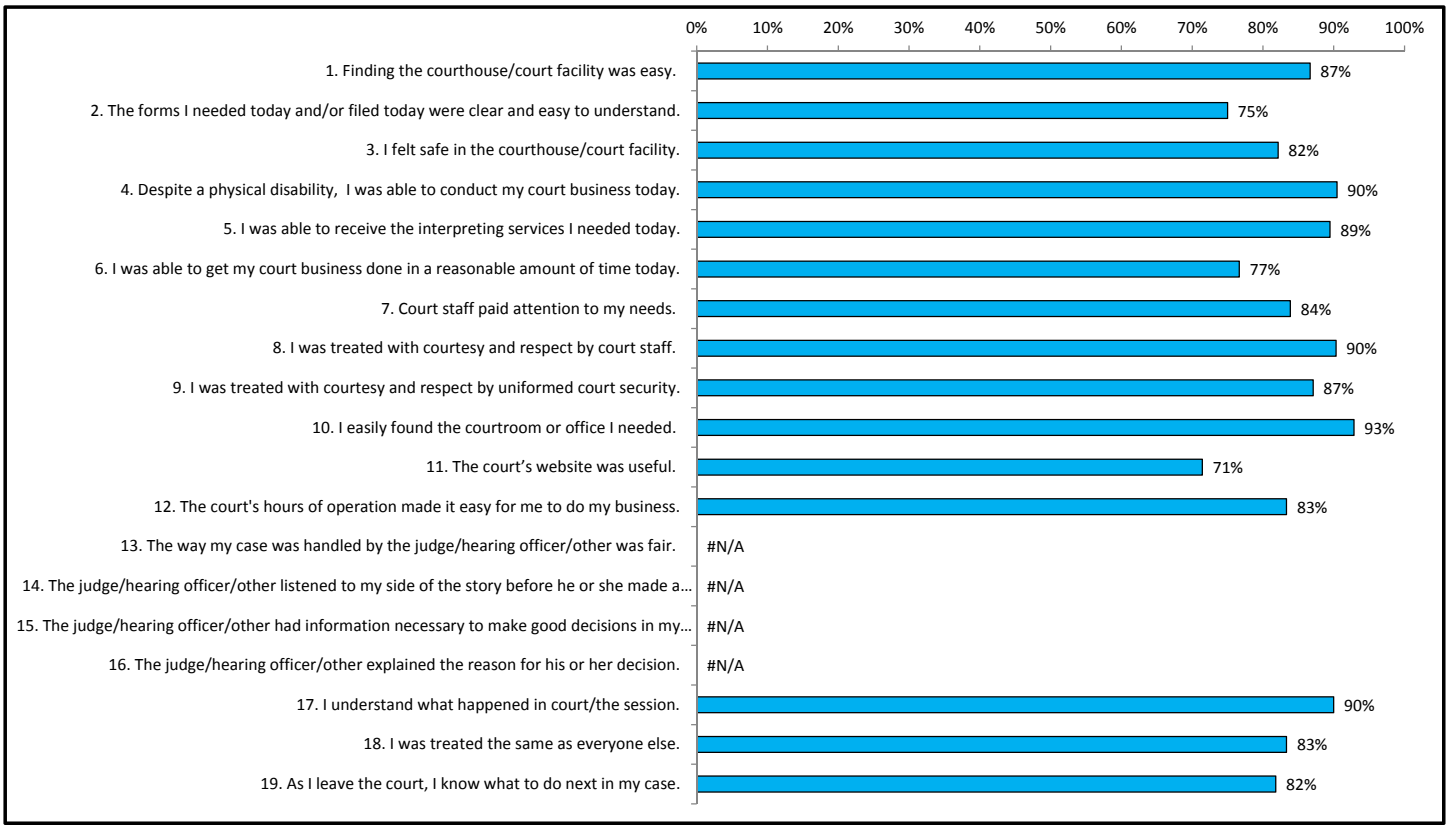


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Cumberland 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.	4	13%	0	0%	0	0%	10	33%	16	53%	87%
2. The forms I needed today and/or filed today were clear and easy to understand.	3	11%	0	0%	4	14%	6	21%	15	54%	75%
3. I felt safe in the courthouse/court facility.	4	14%	1	4%	0	0%	6	21%	17	61%	82%
4. Despite a physical disability, I was able to conduct my court business today.	1	5%	0	0%	1	5%	6	29%	13	62%	90%
5. I was able to receive the interpreting services I needed today.	1	5%	0	0%	1	5%	5	26%	12	63%	89%
6. I was able to get my court business done in a reasonable amount of time today.	3	10%	0	0%	4	13%	8	27%	15	50%	77%
7. Court staff paid attention to my needs.	3	10%	1	3%	1	3%	10	32%	16	52%	84%
8. I was treated with courtesy and respect by court staff.	3	10%	0	0%	0	0%	6	19%	22	71%	90%
9. I was treated with courtesy and respect by uniformed court security.	4	13%	0	0%	0	0%	7	23%	20	65%	87%
10. I easily found the courtroom or office I needed.	2	7%	0	0%	0	0%	8	29%	18	64%	93%
11. The court's website was useful.	1	7%	1	7%	2	14%	2	14%	8	57%	71%
12. The court's hours of operation made it easy for me to do my business.	3	10%	0	0%	2	7%	9	30%	16	53%	83%
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.	1	10%	0	0%	0	0%	2	20%	7	70%	90%
18. I was treated the same as everyone else.	1	8%	0	0%	1	8%	3	25%	7	58%	83%
19. As I leave the court, I know what to do next in my case.	1	9%	1	9%	0	0%	3	27%	6	55%	82%

Percent That Agree or Strongly Agree

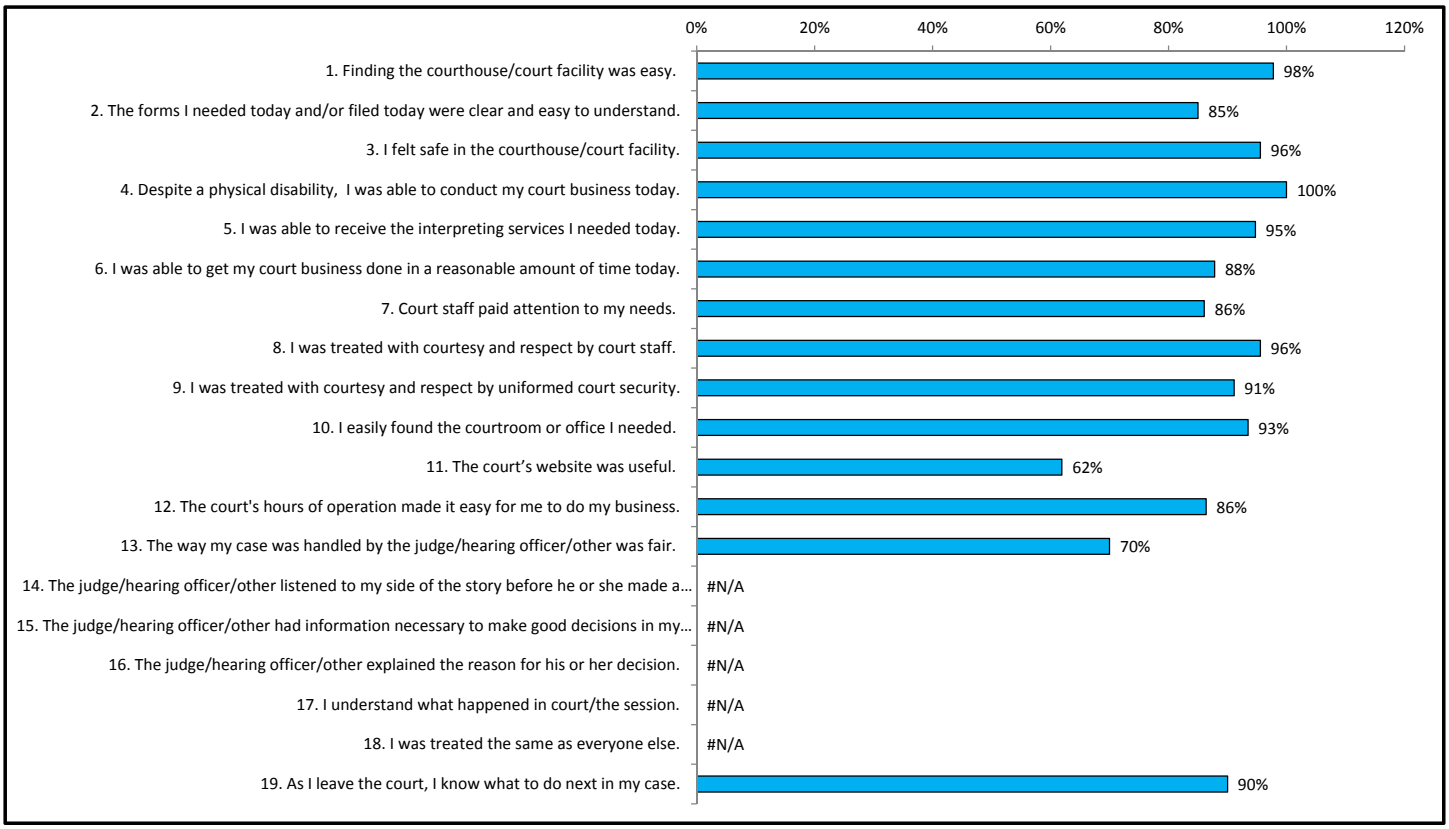


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Cumberland 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.	1	2%	0	0%	0	0%	17	38%	27	60%	98%
2. The forms I needed today and/or filed today were clear and easy to understand.	3	8%	1	3%	2	5%	16	40%	18	45%	85%
3. I felt safe in the courthouse/court facility.	1	2%	0	0%	1	2%	17	38%	26	58%	96%
4. Despite a physical disability, I was able to conduct my court business today.	0	0%	0	0%	0	0%	9	38%	15	63%	100%
5. I was able to receive the interpreting services I needed today.	1	5%	0	0%	0	0%	9	47%	9	47%	95%
6. I was able to get my court business done in a reasonable amount of time today.	1	2%	1	2%	3	7%	15	37%	21	51%	88%
7. Court staff paid attention to my needs.	2	5%	0	0%	4	9%	17	40%	20	47%	86%
8. I was treated with courtesy and respect by court staff.	1	2%	1	2%	0	0%	18	40%	25	56%	96%
9. I was treated with courtesy and respect by uniformed court security.	1	2%	0	0%	3	7%	16	36%	25	56%	91%
10. I easily found the courtroom or office I needed.	2	4%	1	2%	0	0%	19	41%	24	52%	93%
11. The court's website was useful.	2	10%	2	10%	4	19%	4	19%	9	43%	62%
12. The court's hours of operation made it easy for me to do my business.	1	2%	2	5%	3	7%	15	34%	23	52%	86%
13. The way my case was handled by the judge/hearing officer/other was fair.	0	0%	3	30%	0	0%	2	20%	5	50%	70%
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.	0	0%	1	10%	0	0%	3	30%	6	60%	90%

Percent That Agree or Strongly Agree

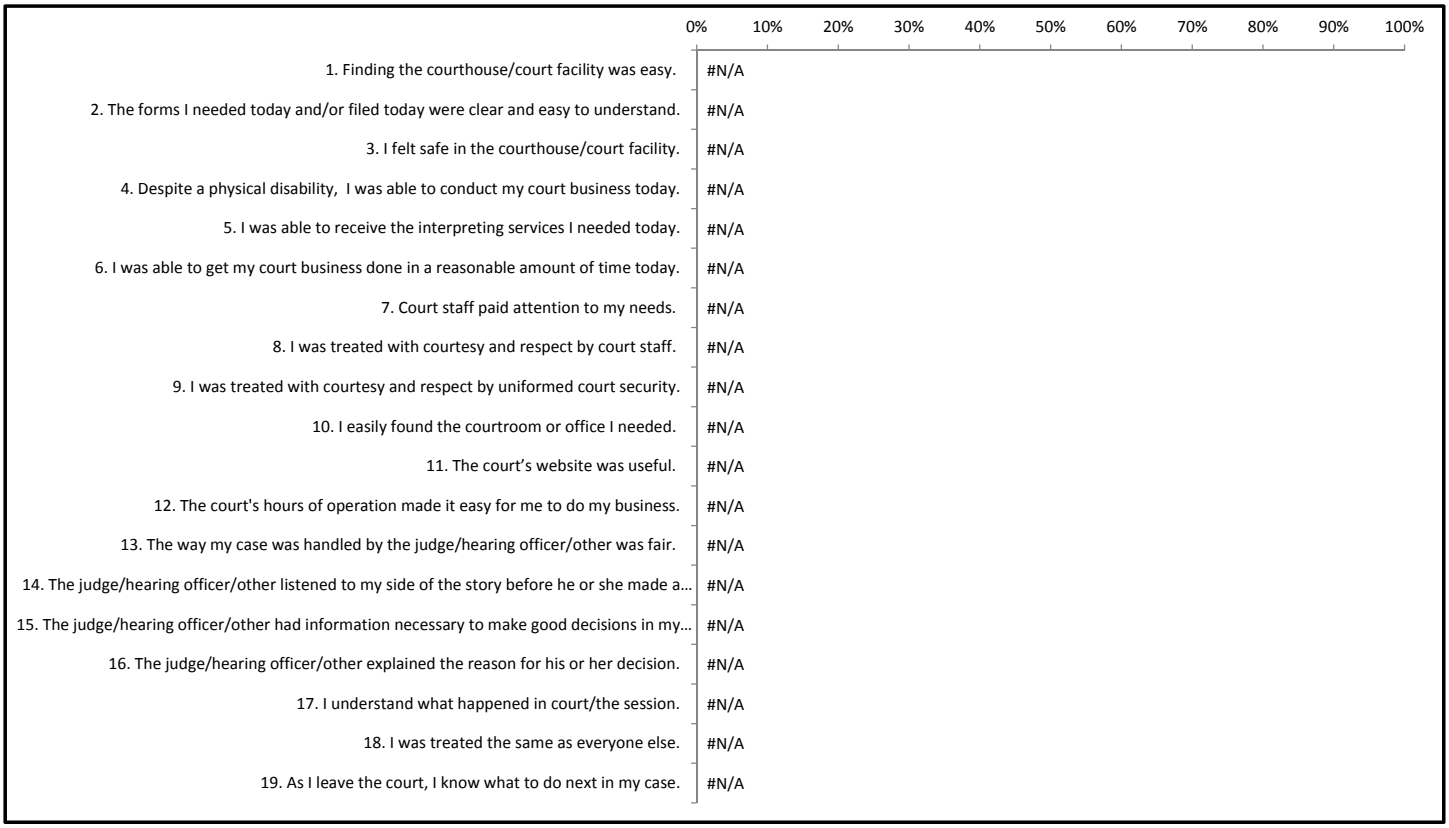


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

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

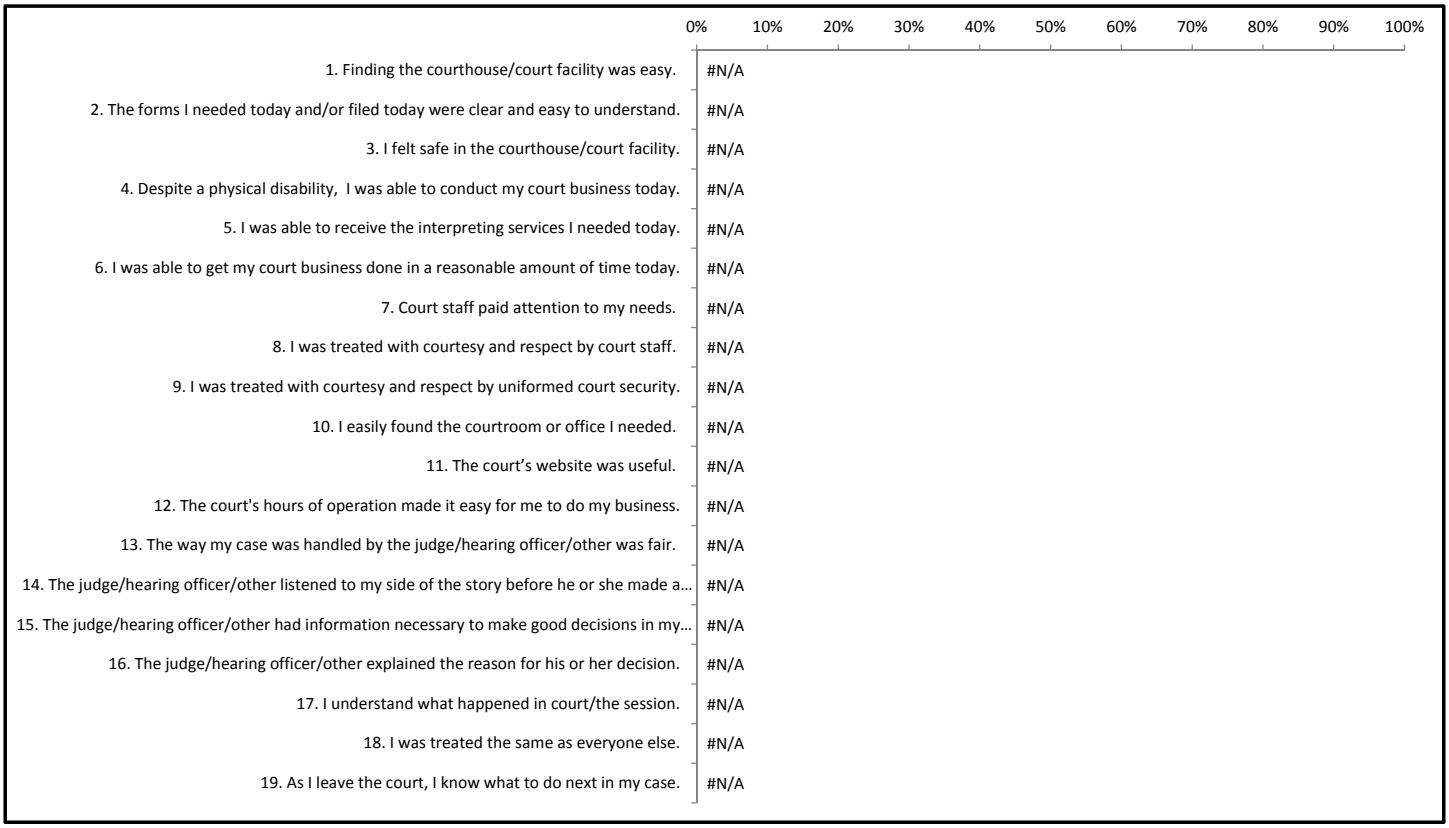


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

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

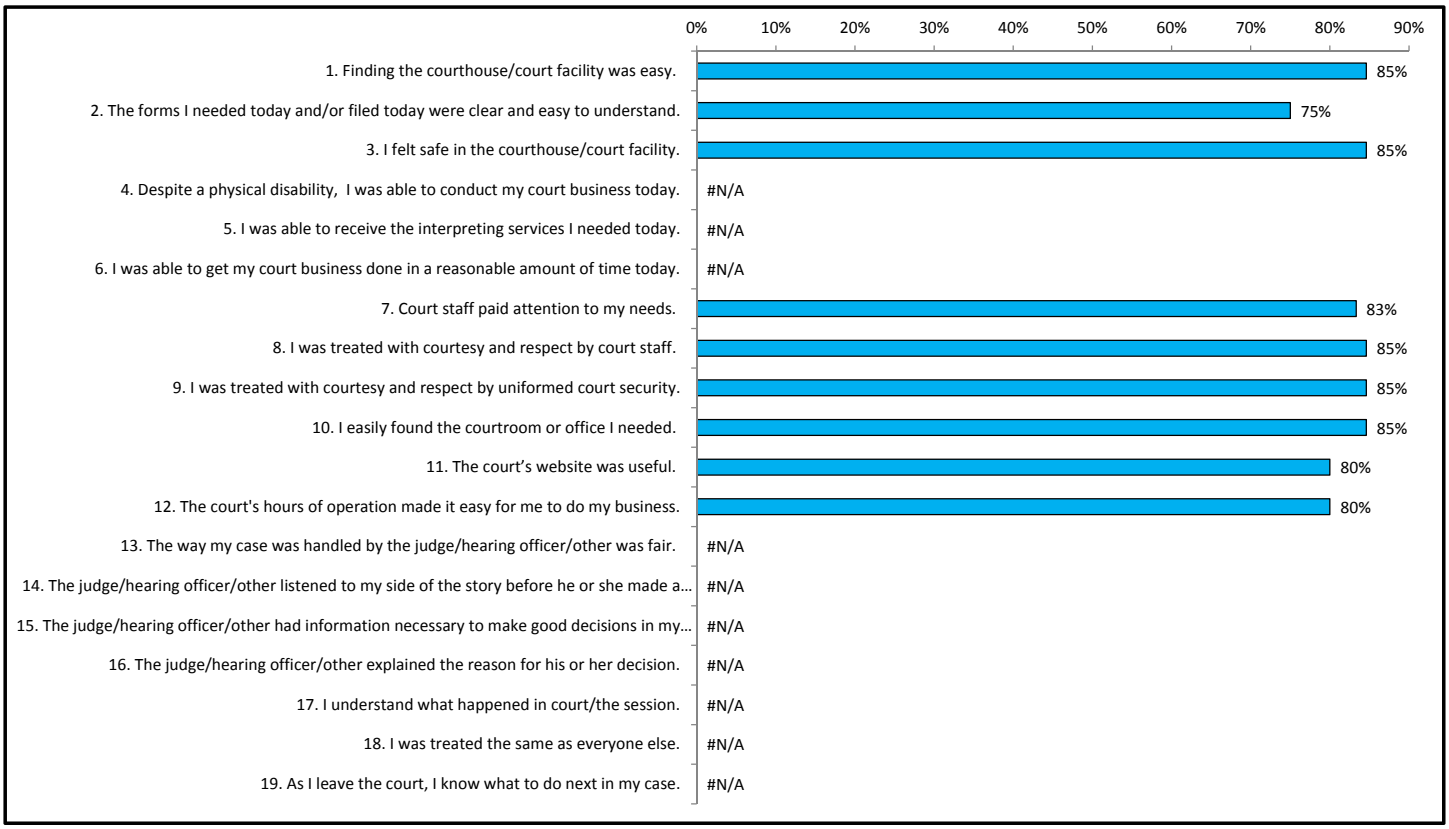


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Cumberland 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.	2	15%	0	0%	0	0%	4	31%	7	54%	85%
2. The forms I needed today and/or filed today were clear and easy to understand.	2	17%	1	8%	0	0%	4	33%	5	42%	75%
3. I felt safe in the courthouse/court facility.	2	15%	0	0%	0	0%	3	23%	8	62%	85%
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.	1	8%	1	8%	0	0%	2	17%	8	67%	83%
8. I was treated with courtesy and respect by court staff.	1	8%	0	0%	1	8%	3	23%	8	62%	85%
9. I was treated with courtesy and respect by uniformed court security.	1	8%	0	0%	1	8%	5	38%	6	46%	85%
10. I easily found the courtroom or office I needed.	1	8%	1	8%	0	0%	3	23%	8	62%	85%
11. The court's website was useful.	1	10%	0	0%	1	10%	3	30%	5	50%	80%
12. The court's hours of operation made it easy for me to do my business.	1	10%	1	10%	0	0%	4	40%	4	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

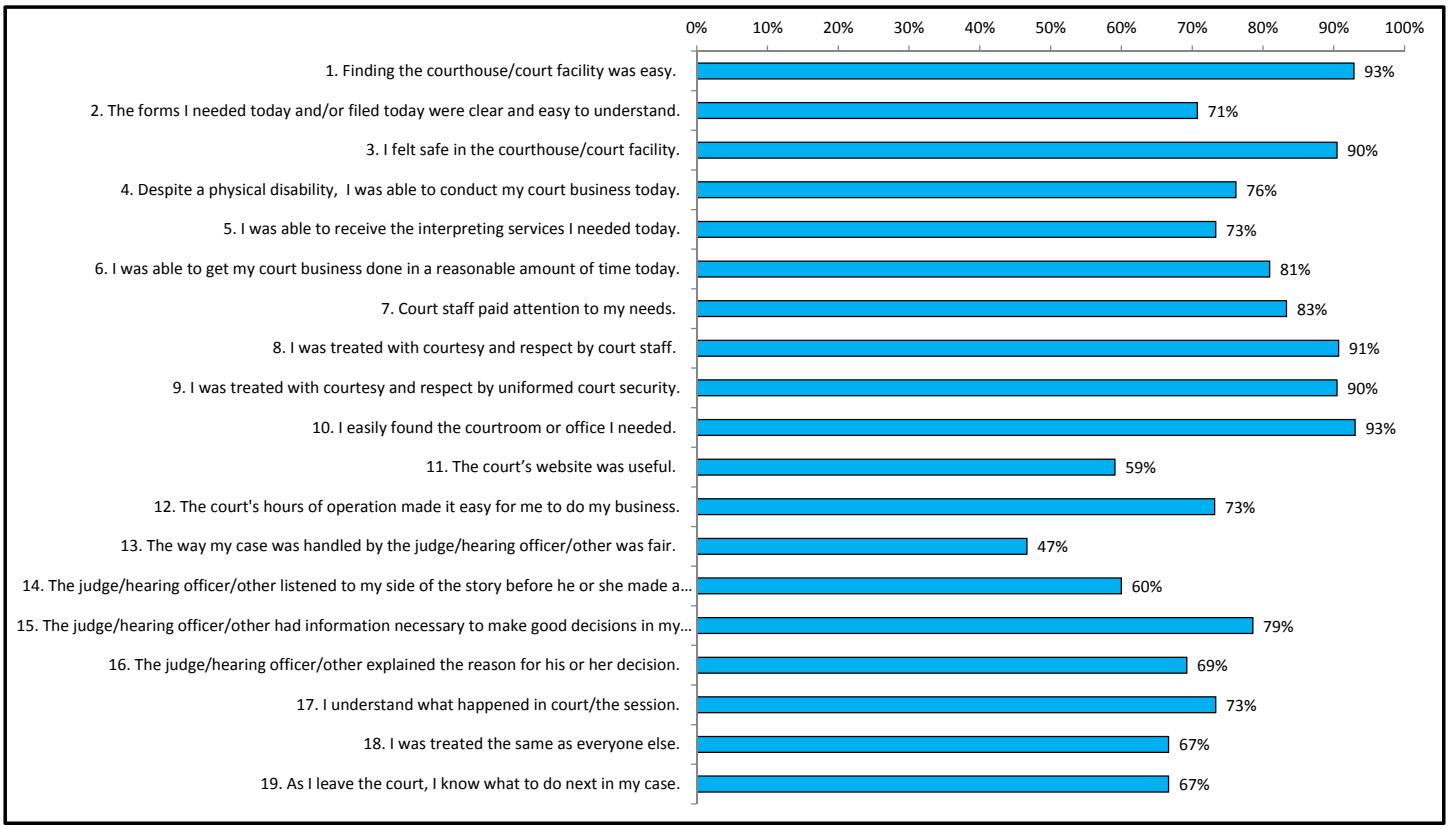


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Cumberland 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.	1	2%	1	2%	1	2%	14	33%	25	60%	93%
2. The forms I needed today and/or filed today were clear and easy to understand.	2	5%	3	7%	7	17%	10	24%	19	46%	71%
3. I felt safe in the courthouse/court facility.	1	2%	1	2%	2	5%	14	33%	24	57%	90%
4. Despite a physical disability, I was able to conduct my court business today.	2	10%	0	0%	3	14%	5	24%	11	52%	76%
5. I was able to receive the interpreting services I needed today.	2	13%	1	7%	1	7%	3	20%	8	53%	73%
6. I was able to get my court business done in a reasonable amount of time today.	2	5%	2	5%	4	10%	19	45%	15	36%	81%
7. Court staff paid attention to my needs.	1	2%	2	5%	4	10%	16	38%	19	45%	83%
8. I was treated with courtesy and respect by court staff.	2	5%	0	0%	2	5%	17	40%	22	51%	91%
9. I was treated with courtesy and respect by uniformed court security.	2	5%	1	2%	1	2%	17	40%	21	50%	90%
10. I easily found the courtroom or office I needed.	1	2%	1	2%	1	2%	17	40%	23	53%	93%
11. The court's website was useful.	1	5%	3	14%	5	23%	4	18%	9	41%	59%
12. The court's hours of operation made it easy for me to do my business.	3	7%	5	12%	3	7%	15	37%	15	37%	73%
13. The way my case was handled by the judge/hearing officer/other was fair.	4	27%	3	20%	1	7%	4	27%	3	20%	47%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	4	27%	0	0%	2	13%	7	47%	2	13%	60%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	2	14%	1	7%	0	0%	7	50%	4	29%	79%
16. The judge/hearing officer/other explained the reason for his or her decision.	3	23%	0	0%	1	8%	5	38%	4	31%	69%
17. I understand what happened in court/the session.	3	20%	0	0%	1	7%	6	40%	5	33%	73%
18. I was treated the same as everyone else.	3	20%	1	7%	1	7%	6	40%	4	27%	67%
19. As I leave the court, I know what to do next in my case.	2	13%	2	13%	1	7%	7	47%	3	20%	67%

Percent That Agree or Strongly Agree

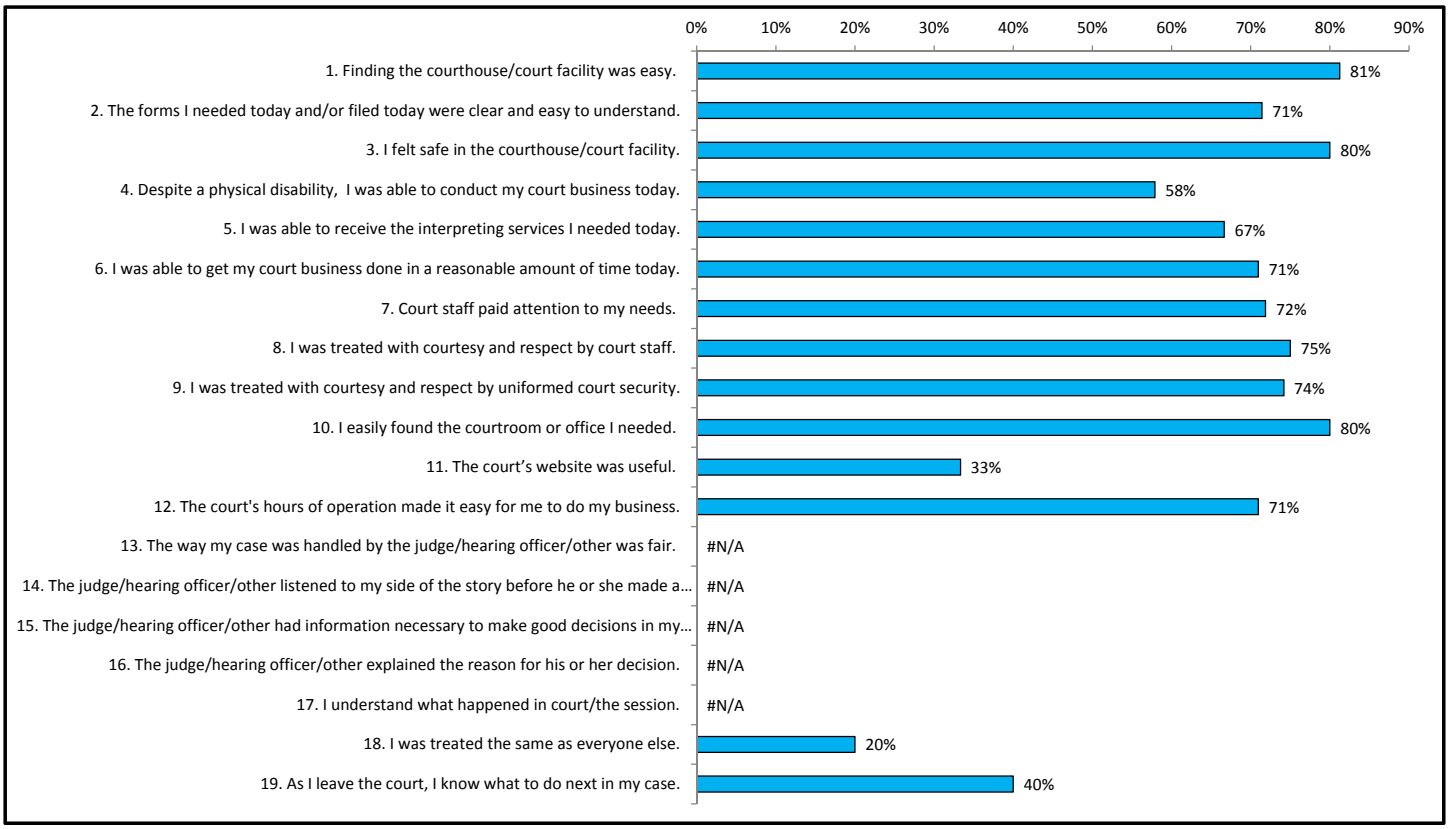


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Cumberland 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.	4	13%	1	3%	1	3%	5	16%	21	66%	81%
2. The forms I needed today and/or filed today were clear and easy to understand.	3	11%	1	4%	4	14%	5	18%	15	54%	71%
3. I felt safe in the courthouse/court facility.	5	17%	1	3%	0	0%	5	17%	19	63%	80%
4. Despite a physical disability, I was able to conduct my court business today.	3	16%	1	5%	4	21%	2	11%	9	47%	58%
5. I was able to receive the interpreting services I needed today.	3	17%	2	11%	1	6%	3	17%	9	50%	67%
6. I was able to get my court business done in a reasonable amount of time today.	4	13%	4	13%	1	3%	5	16%	17	55%	71%
7. Court staff paid attention to my needs.	6	19%	2	6%	1	3%	9	28%	14	44%	72%
8. I was treated with courtesy and respect by court staff.	5	16%	1	3%	2	6%	7	22%	17	53%	75%
9. I was treated with courtesy and respect by uniformed court security.	4	13%	1	3%	3	10%	6	19%	17	55%	74%
10. I easily found the courtroom or office I needed.	4	13%	1	3%	1	3%	6	20%	18	60%	80%
11. The court's website was useful.	1	7%	2	13%	7	47%	3	20%	2	13%	33%
12. The court's hours of operation made it easy for me to do my business.	5	16%	3	10%	1	3%	9	29%	13	42%	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.	3	30%	1	10%	4	40%	1	10%	1	10%	20%
19. As I leave the court, I know what to do next in my case.	4	40%	1	10%	1	10%	1	10%	3	30%	40%

Percent That Agree or Strongly Agree

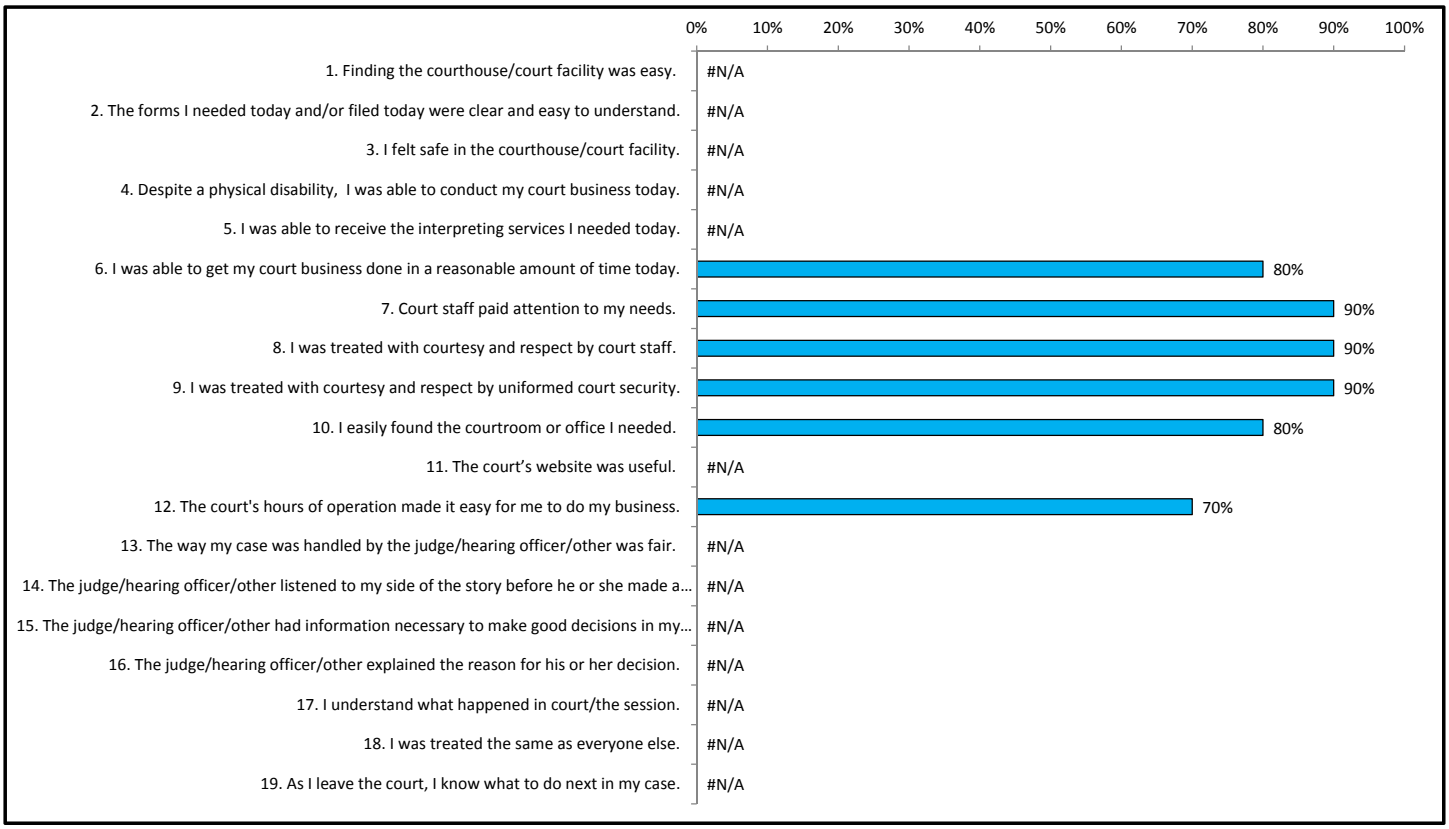


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Cumberland County
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.	#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.	0	0%	0	0%	2	20%	4	40%	4	40%	80%
7. Court staff paid attention to my needs.	0	0%	0	0%	1	10%	5	50%	4	40%	90%
8. I was treated with courtesy and respect by court staff.	1	10%	0	0%	0	0%	2	20%	7	70%	90%
9. I was treated with courtesy and respect by uniformed court security.	1	10%	0	0%	0	0%	4	40%	5	50%	90%
10. I easily found the courtroom or office I needed.	1	10%	1	10%	0	0%	1	10%	7	70%	80%
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	10%	0	0%	2	20%	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

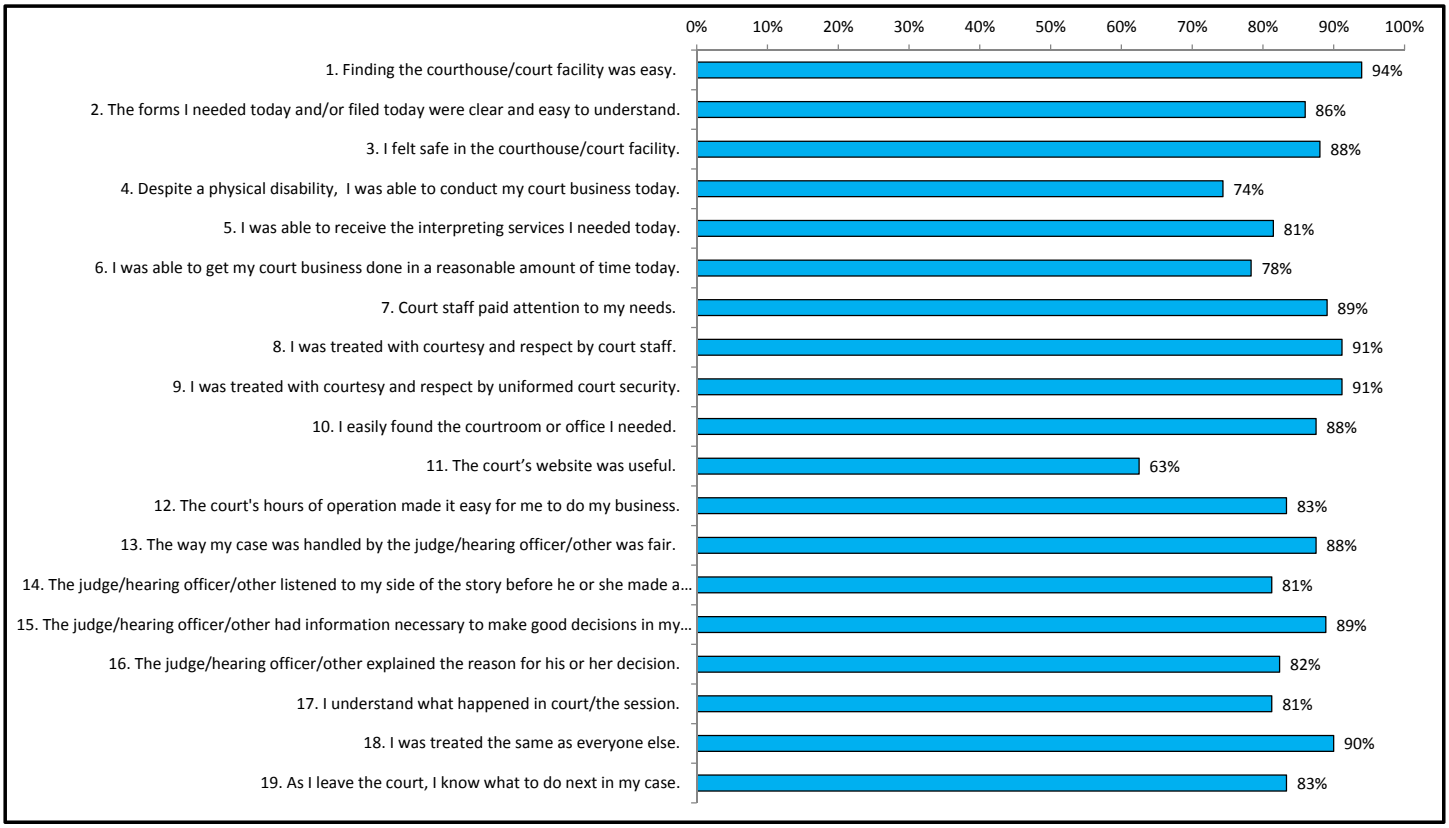


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Cumberland 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.	3	5%	0	0%	1	2%	20	30%	42	64%	94%
2. The forms I needed today and/or filed today were clear and easy to understand.	4	7%	1	2%	3	5%	24	42%	25	44%	86%
3. I felt safe in the courthouse/court facility.	4	6%	1	1%	3	4%	20	30%	39	58%	88%
4. Despite a physical disability, I was able to conduct my court business today.	3	8%	3	8%	4	10%	15	38%	14	36%	74%
5. I was able to receive the interpreting services I needed today.	2	7%	0	0%	3	11%	10	37%	12	44%	81%
6. I was able to get my court business done in a reasonable amount of time today.	5	8%	4	7%	4	7%	20	33%	27	45%	78%
7. Court staff paid attention to my needs.	4	6%	0	0%	3	5%	19	30%	38	59%	89%
8. I was treated with courtesy and respect by court staff.	3	4%	2	3%	1	1%	20	29%	42	62%	91%
9. I was treated with courtesy and respect by uniformed court security.	4	6%	0	0%	2	3%	18	26%	44	65%	91%
10. I easily found the courtroom or office I needed.	3	5%	1	2%	4	6%	16	25%	40	63%	88%
11. The court's website was useful.	4	13%	1	3%	7	22%	10	31%	10	31%	63%
12. The court's hours of operation made it easy for me to do my business.	4	7%	3	5%	3	5%	20	33%	30	50%	83%
13. The way my case was handled by the judge/hearing officer/other was fair.	1	6%	0	0%	1	6%	5	31%	9	56%	88%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	1	6%	1	6%	1	6%	6	38%	7	44%	81%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	1	6%	0	0%	1	6%	5	28%	11	61%	89%
16. The judge/hearing officer/other explained the reason for his or her decision.	1	6%	1	6%	1	6%	5	29%	9	53%	82%
17. I understand what happened in court/the session.	1	6%	0	0%	2	13%	5	31%	8	50%	81%
18. I was treated the same as everyone else.	1	5%	0	0%	1	5%	6	30%	12	60%	90%
19. As I leave the court, I know what to do next in my case.	1	6%	0	0%	2	11%	6	33%	9	50%	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
Cumberland County
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.	6	15%	0	0%	0	0%	10	25%	24	60%	85%
2. The forms I needed today and/or filed today were clear and easy to understand.	5	14%	2	6%	2	6%	14	39%	13	36%	75%
3. I felt safe in the courthouse/court facility.	5	13%	0	0%	1	3%	12	30%	22	55%	85%
4. Despite a physical disability, I was able to conduct my court business today.	2	10%	2	10%	2	10%	6	30%	8	40%	70%
5. I was able to receive the interpreting services I needed today.	2	9%	0	0%	2	9%	10	45%	8	36%	82%
6. I was able to get my court business done in a reasonable amount of time today.	3	7%	1	2%	3	7%	21	51%	13	32%	83%
7. Court staff paid attention to my needs.	3	7%	1	2%	4	10%	16	38%	18	43%	81%
8. I was treated with courtesy and respect by court staff.	2	5%	2	5%	1	2%	14	33%	24	56%	88%
9. I was treated with courtesy and respect by uniformed court security.	3	7%	2	5%	1	2%	12	29%	24	57%	86%
10. I easily found the courtroom or office I needed.	3	7%	2	5%	2	5%	12	29%	23	55%	83%
11. The court's website was useful.	2	9%	1	4%	3	13%	8	35%	9	39%	74%
12. The court's hours of operation made it easy for me to do my business.	2	5%	1	2%	3	7%	14	34%	21	51%	85%
13. The way my case was handled by the judge/hearing officer/other was fair.	2	9%	2	9%	0	0%	5	22%	14	61%	83%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	3	14%	0	0%	0	0%	6	29%	12	57%	86%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	1	5%	1	5%	0	0%	5	24%	14	67%	90%
16. The judge/hearing officer/other explained the reason for his or her decision.	2	10%	0	0%	0	0%	5	25%	13	65%	90%
17. I understand what happened in court/the session.	4	17%	0	0%	0	0%	5	21%	15	63%	83%
18. I was treated the same as everyone else.	3	13%	0	0%	1	4%	6	26%	13	57%	83%
19. As I leave the court, I know what to do next in my case.	3	14%	0	0%	0	0%	6	29%	12	57%	86%

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
Cumberland County
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.	0	0%	0	0%	1	7%	1	7%	12	86%	93%
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%	0	0%	1	7%	2	14%	11	79%	93%
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%	1	8%	1	8%	3	23%	8	62%	85%
7. Court staff paid attention to my needs.	0	0%	0	0%	0	0%	4	31%	9	69%	100%
8. I was treated with courtesy and respect by court staff.	0	0%	0	0%	0	0%	2	14%	12	86%	100%
9. I was treated with courtesy and respect by uniformed court security.	0	0%	0	0%	0	0%	2	14%	12	86%	100%
10. I easily found the courtroom or office I needed.	0	0%	0	0%	1	7%	1	7%	12	86%	93%
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	8%	0	0%	0	0%	3	23%	9	69%	92%
13. The way my case was handled by the judge/hearing officer/other was fair.	0	0%	1	9%	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.	#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.	0	0%	1	9%	0	0%	4	36%	6	55%	91%
16. The judge/hearing officer/other explained the reason for his or her decision.	0	0%	0	0%	1	9%	2	18%	8	73%	91%
17. I understand what happened in court/the session.	0	0%	0	0%	1	8%	1	8%	11	85%	92%
18. I was treated the same as everyone else.	0	0%	0	0%	1	8%	3	25%	8	67%	92%
19. As I leave the court, I know what to do next in my case.	0	0%	0	0%	1	9%	2	18%	8	73%	91%

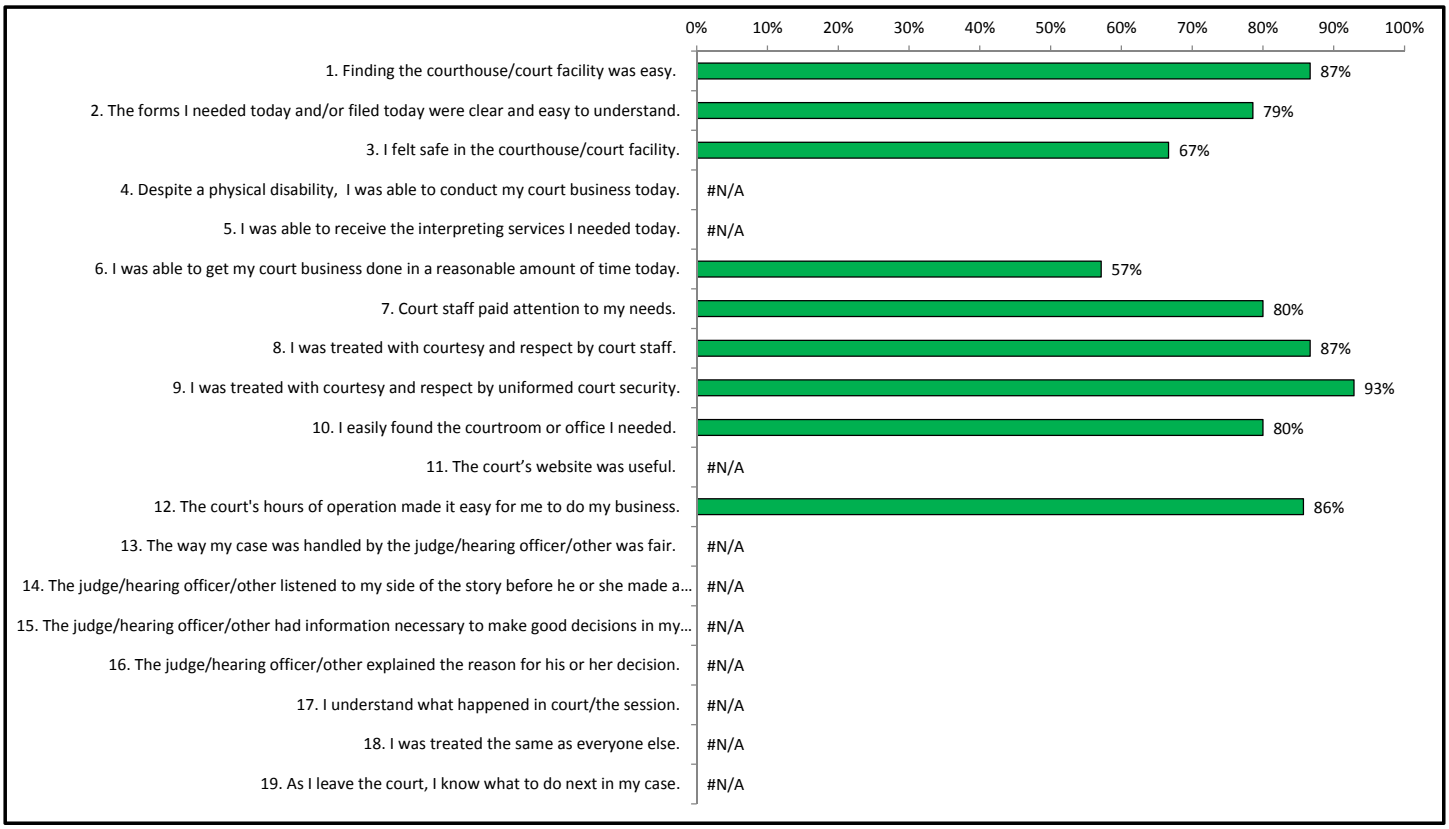
Percent That Agree or Strongly Agree

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
Cumberland County
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.	1	7%	0	0%	1	7%	7	47%	6	40%	87%
2. The forms I needed today and/or filed today were clear and easy to understand.	1	7%	1	7%	1	7%	6	43%	5	36%	79%
3. I felt safe in the courthouse/court facility.	2	13%	1	7%	2	13%	3	20%	7	47%	67%
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%	1	7%	5	36%	4	29%	4	29%	57%
7. Court staff paid attention to my needs.	1	7%	1	7%	1	7%	6	40%	6	40%	80%
8. I was treated with courtesy and respect by court staff.	0	0%	0	0%	2	13%	6	40%	7	47%	87%
9. I was treated with courtesy and respect by uniformed court security.	0	0%	1	7%	0	0%	6	43%	7	50%	93%
10. I easily found the courtroom or office I needed.	0	0%	2	13%	1	7%	4	27%	8	53%	80%
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%	0	0%	6	43%	6	43%	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

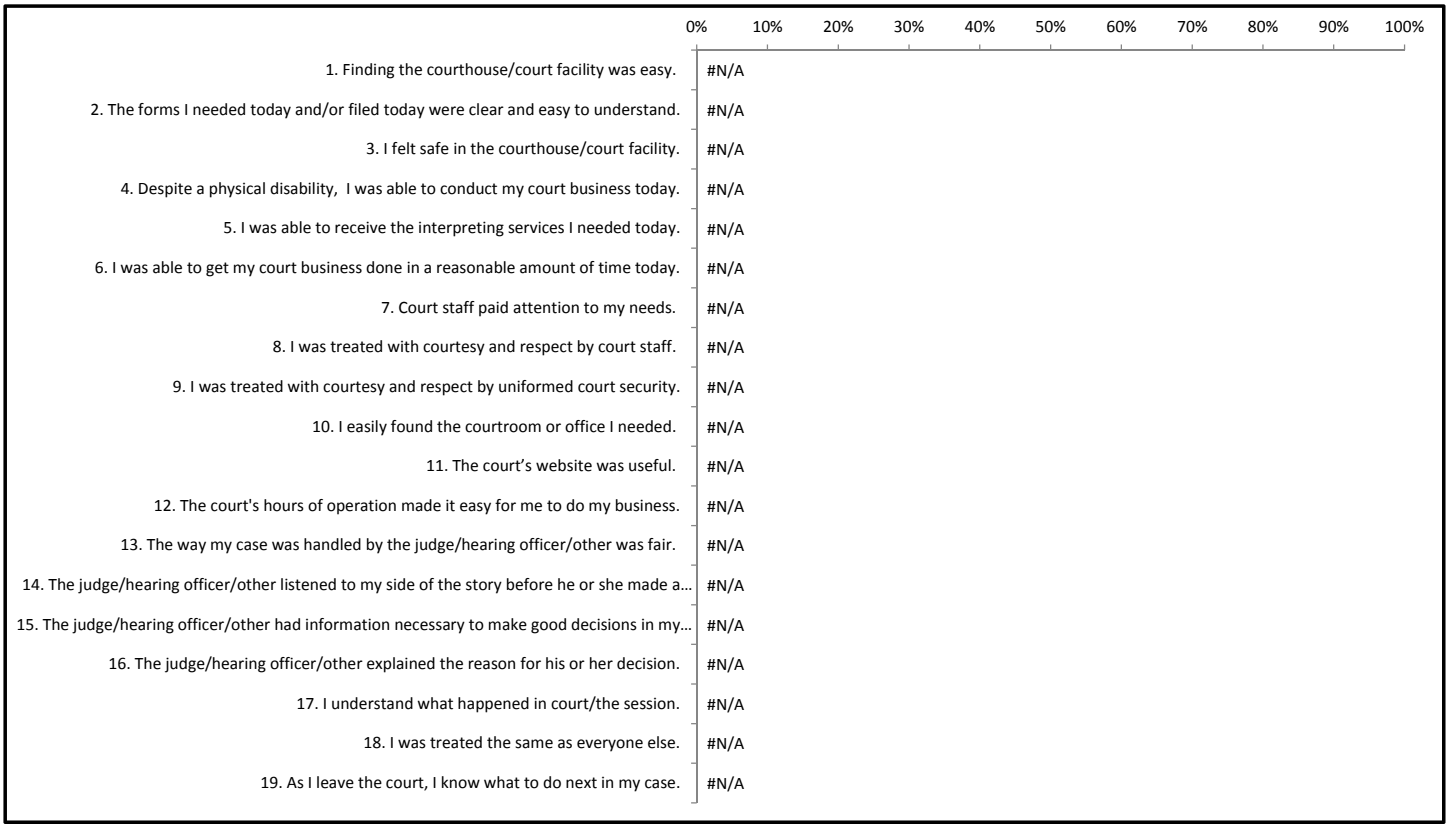


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

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

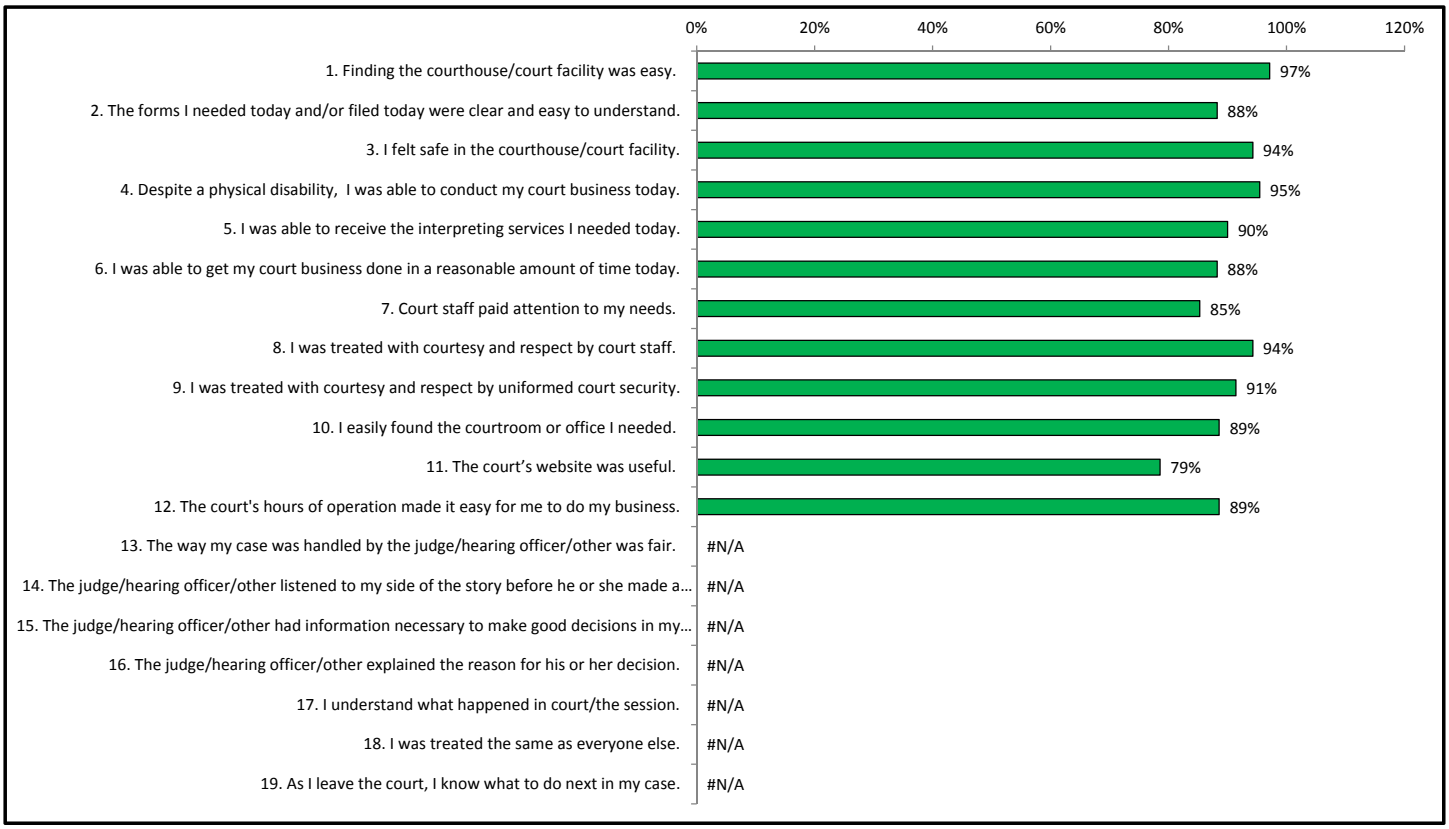


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Cumberland County
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.	1	3%	0	0%	0	0%	11	31%	23	66%	97%
2. The forms I needed today and/or filed today were clear and easy to understand.	3	9%	1	3%	0	0%	10	29%	20	59%	88%
3. I felt safe in the courthouse/court facility.	1	3%	0	0%	1	3%	9	26%	24	69%	94%
4. Despite a physical disability, I was able to conduct my court business today.	0	0%	0	0%	1	5%	7	32%	14	64%	95%
5. I was able to receive the interpreting services I needed today.	1	5%	0	0%	1	5%	9	45%	9	45%	90%
6. I was able to get my court business done in a reasonable amount of time today.	2	6%	1	3%	1	3%	14	41%	16	47%	88%
7. Court staff paid attention to my needs.	2	6%	0	0%	3	9%	17	50%	12	35%	85%
8. I was treated with courtesy and respect by court staff.	1	3%	1	3%	0	0%	16	46%	17	49%	94%
9. I was treated with courtesy and respect by uniformed court security.	1	3%	0	0%	2	6%	13	37%	19	54%	91%
10. I easily found the courtroom or office I needed.	2	6%	1	3%	1	3%	14	40%	17	49%	89%
11. The court's website was useful.	1	7%	1	7%	1	7%	3	21%	8	57%	79%
12. The court's hours of operation made it easy for me to do my business.	1	3%	1	3%	2	6%	14	40%	17	49%	89%
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



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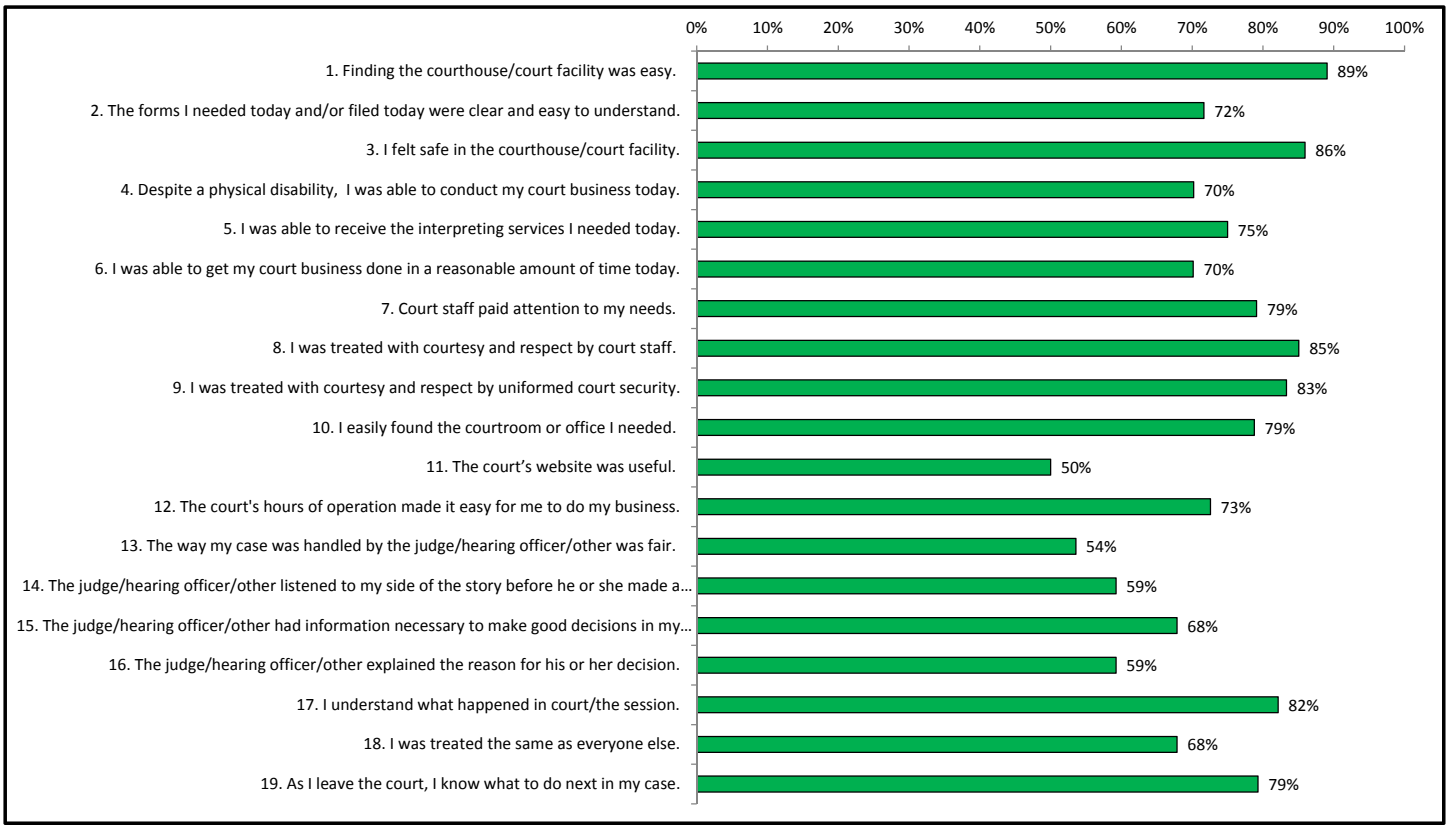
New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Cumberland County
What type of case brought you to the courthouse/court facility today (select all that apply): child support

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	5	8%	1	2%	1	2%	22	34%	35	55%	89%
2. The forms I needed today and/or filed today were clear and easy to understand.	5	8%	4	7%	8	13%	20	33%	23	38%	72%
3. I felt safe in the courthouse/court facility.	6	9%	1	2%	2	3%	23	36%	32	50%	86%
4. Despite a physical disability, I was able to conduct my court business today.	3	6%	2	4%	9	19%	13	28%	20	43%	70%
5. I was able to receive the interpreting services I needed today.	4	11%	1	3%	4	11%	10	28%	17	47%	75%
6. I was able to get my court business done in a reasonable amount of time today.	8	12%	5	7%	7	10%	21	31%	26	39%	70%
7. Court staff paid attention to my needs.	7	10%	3	4%	4	6%	23	34%	30	45%	79%
8. I was treated with courtesy and respect by court staff.	6	9%	2	3%	2	3%	22	33%	35	52%	85%
9. I was treated with courtesy and respect by uniformed court security.	7	11%	1	2%	3	5%	22	33%	33	50%	83%
10. I easily found the courtroom or office I needed.	6	9%	3	5%	5	8%	22	33%	30	45%	79%
11. The court's website was useful.	4	10%	5	13%	11	28%	7	18%	13	33%	50%
12. The court's hours of operation made it easy for me to do my business.	6	10%	5	8%	6	10%	17	27%	28	45%	73%
13. The way my case was handled by the judge/hearing officer/other was fair.	4	14%	6	21%	3	11%	5	18%	10	36%	54%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	6	22%	4	15%	1	4%	6	22%	10	37%	59%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	4	14%	3	11%	2	7%	9	32%	10	36%	68%
16. The judge/hearing officer/other explained the reason for his or her decision.	5	19%	4	15%	2	7%	7	26%	9	33%	59%
17. I understand what happened in court/the session.	3	11%	0	0%	2	7%	11	39%	12	43%	82%
18. I was treated the same as everyone else.	4	14%	0	0%	5	18%	9	32%	10	36%	68%
19. As I leave the court, I know what to do next in my case.	3	10%	1	3%	2	7%	12	41%	11	38%	79%

Percent That Agree or Strongly Agree

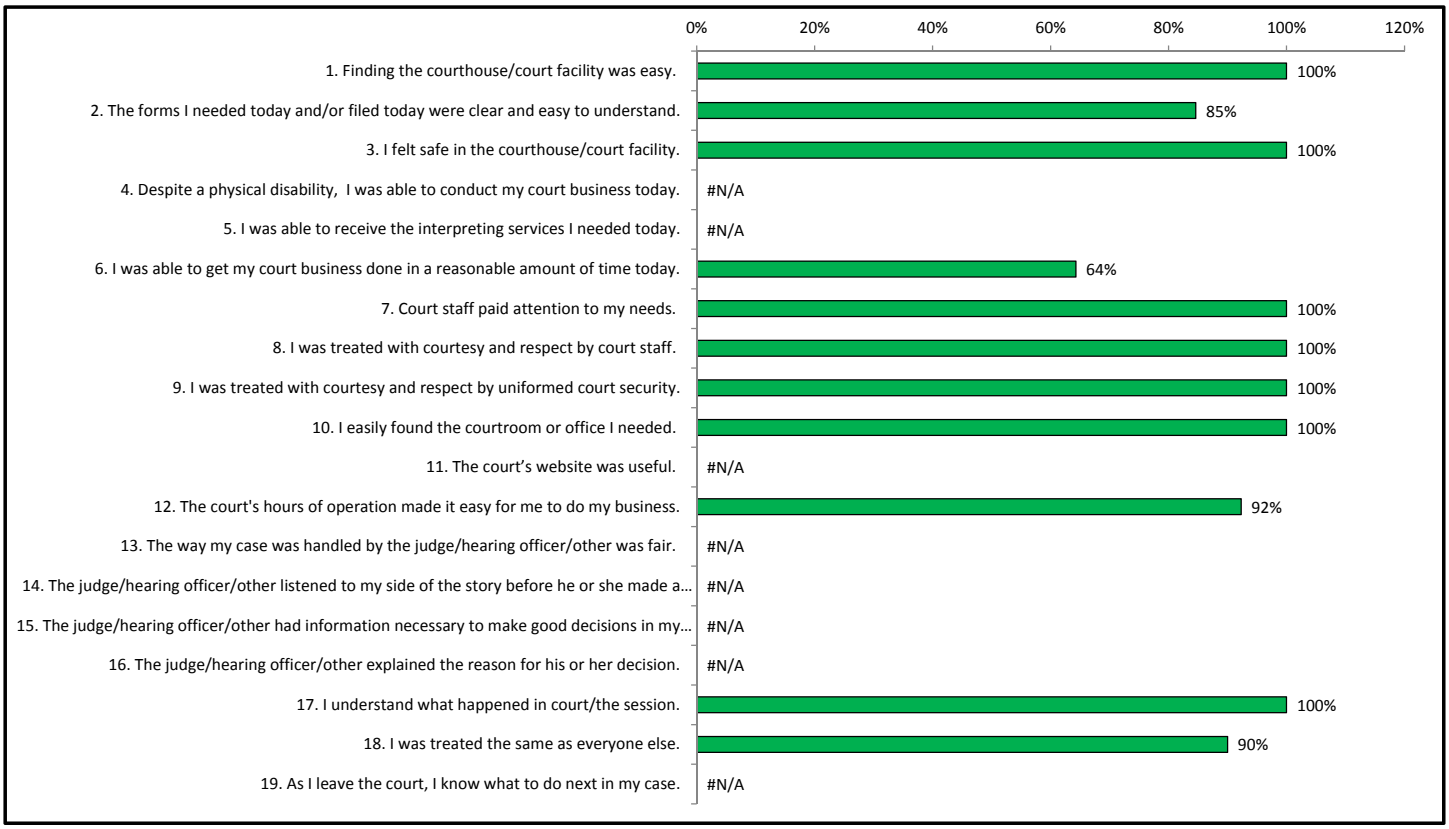


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Cumberland County
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.	0	0%	0	0%	0	0%	7	50%	7	50%	100%
2. The forms I needed today and/or filed today were clear and easy to understand.	0	0%	0	0%	2	15%	5	38%	6	46%	85%
3. I felt safe in the courthouse/court facility.	0	0%	0	0%	0	0%	5	38%	8	62%	100%
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%	2	14%	3	21%	4	29%	5	36%	64%
7. Court staff paid attention to my needs.	0	0%	0	0%	0	0%	6	50%	6	50%	100%
8. I was treated with courtesy and respect by court staff.	0	0%	0	0%	0	0%	7	50%	7	50%	100%
9. I was treated with courtesy and respect by uniformed court security.	0	0%	0	0%	0	0%	7	54%	6	46%	100%
10. I easily found the courtroom or office I needed.	0	0%	0	0%	0	0%	7	50%	7	50%	100%
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%	1	8%	6	46%	6	46%	92%
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.	0	0%	0	0%	0	0%	4	40%	6	60%	100%
18. I was treated the same as everyone else.	0	0%	0	0%	1	10%	4	40%	5	50%	90%
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

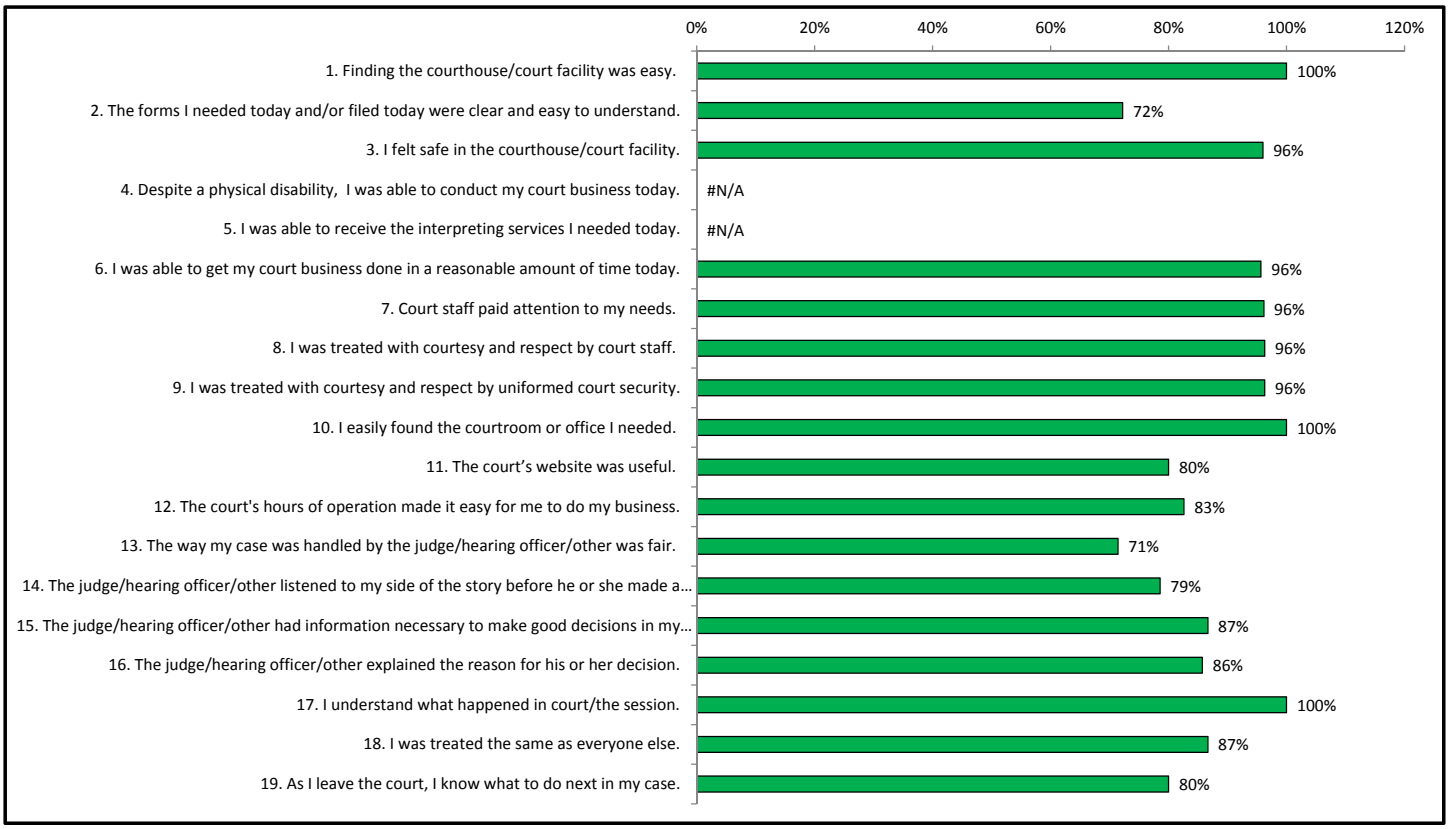


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Cumberland County
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.	0	0%	0	0%	0	0%	9	35%	17	65%	100%
2. The forms I needed today and/or filed today were clear and easy to understand.	0	0%	1	6%	4	22%	4	22%	9	50%	72%
3. I felt safe in the courthouse/court facility.	0	0%	1	4%	0	0%	7	28%	17	68%	96%
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	4%	10	43%	12	52%	96%
7. Court staff paid attention to my needs.	0	0%	1	4%	0	0%	9	35%	16	62%	96%
8. I was treated with courtesy and respect by court staff.	0	0%	0	0%	1	4%	8	30%	18	67%	96%
9. I was treated with courtesy and respect by uniformed court security.	1	4%	0	0%	0	0%	10	37%	16	59%	96%
10. I easily found the courtroom or office I needed.	0	0%	0	0%	0	0%	12	44%	15	56%	100%
11. The court's website was useful.	0	0%	1	10%	1	10%	4	40%	4	40%	80%
12. The court's hours of operation made it easy for me to do my business.	0	0%	2	9%	2	9%	12	52%	7	30%	83%
13. The way my case was handled by the judge/hearing officer/other was fair.	0	0%	1	7%	3	21%	4	29%	6	43%	71%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	1	7%	0	0%	2	14%	4	29%	7	50%	79%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	0	0%	0	0%	2	13%	5	33%	8	53%	87%
16. The judge/hearing officer/other explained the reason for his or her decision.	1	7%	0	0%	1	7%	5	36%	7	50%	86%
17. I understand what happened in court/the session.	0	0%	0	0%	0	0%	6	40%	9	60%	100%
18. I was treated the same as everyone else.	0	0%	0	0%	2	13%	5	33%	8	53%	87%
19. As I leave the court, I know what to do next in my case.	0	0%	1	7%	2	13%	4	27%	8	53%	80%

Percent That Agree or Strongly Agree

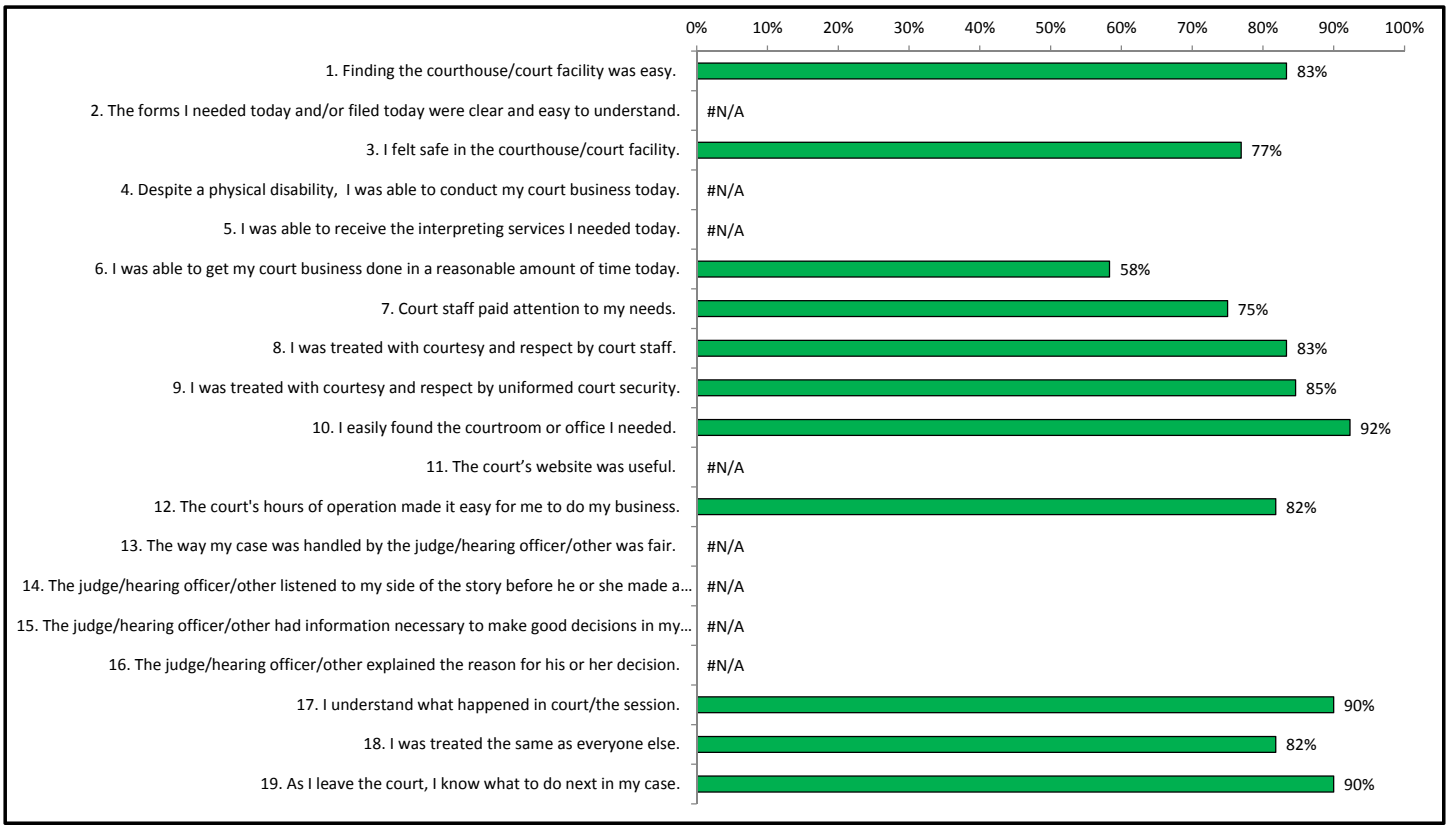


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Cumberland County
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.	0	0%	2	17%	0	0%	1	8%	9	75%	83%
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%	0	0%	3	23%	3	23%	7	54%	77%
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	25%	1	8%	1	8%	3	25%	4	33%	58%
7. Court staff paid attention to my needs.	1	8%	1	8%	1	8%	3	25%	6	50%	75%
8. I was treated with courtesy and respect by court staff.	1	8%	0	0%	1	8%	2	17%	8	67%	83%
9. I was treated with courtesy and respect by uniformed court security.	1	8%	0	0%	1	8%	3	23%	8	62%	85%
10. I easily found the courtroom or office I needed.	0	0%	0	0%	1	8%	3	23%	9	69%	92%
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	9%	0	0%	1	9%	3	27%	6	55%	82%
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.	1	10%	0	0%	0	0%	2	20%	7	70%	90%
18. I was treated the same as everyone else.	0	0%	1	9%	1	9%	1	9%	8	73%	82%
19. As I leave the court, I know what to do next in my case.	0	0%	1	10%	0	0%	2	20%	7	70%	90%

Percent That Agree or Strongly Agree

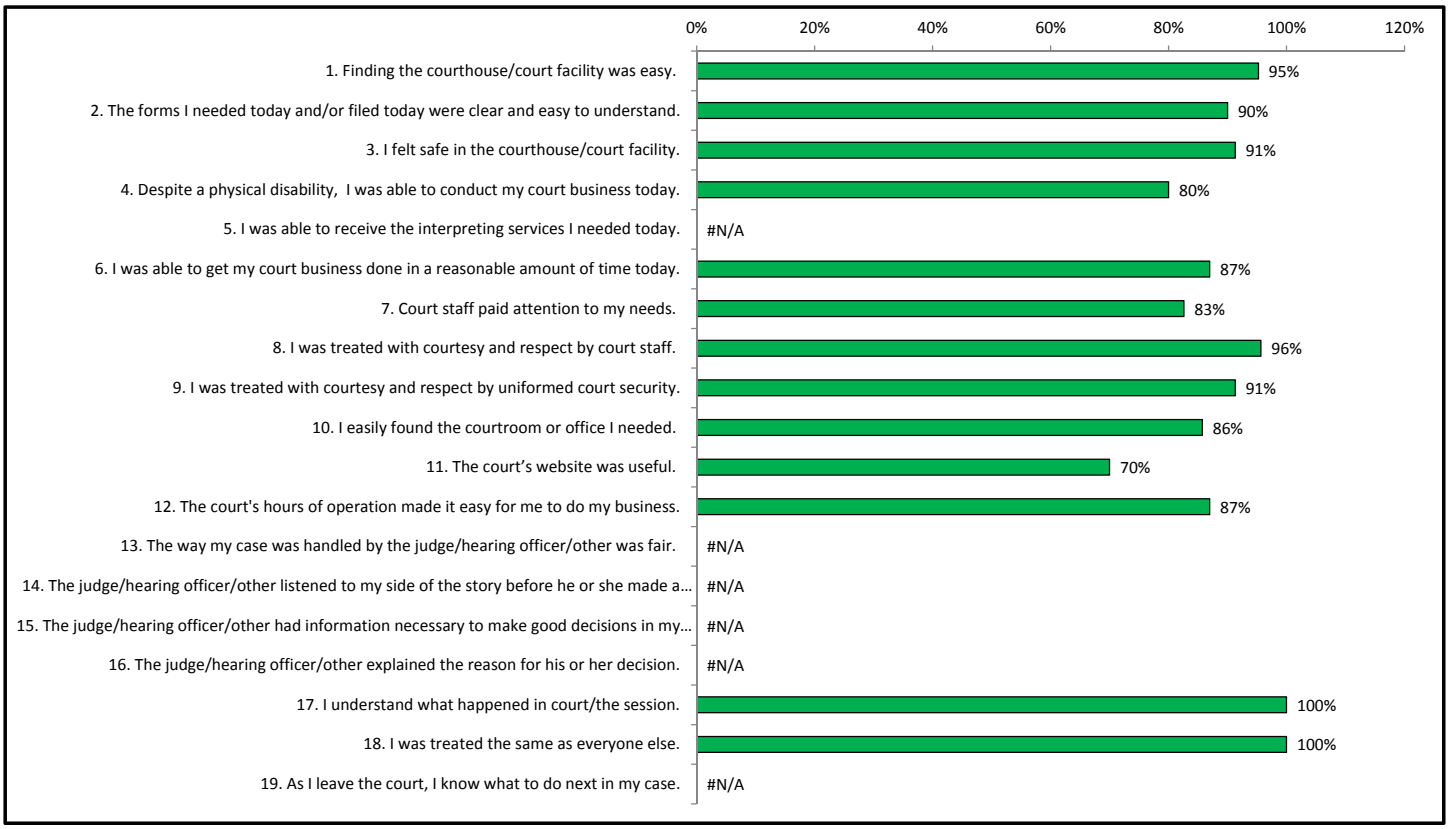


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Cumberland County
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.	1	5%	0	0%	0	0%	11	52%	9	43%	95%
2. The forms I needed today and/or filed today were clear and easy to understand.	1	5%	0	0%	1	5%	11	55%	7	35%	90%
3. I felt safe in the courthouse/court facility.	1	4%	0	0%	1	4%	9	39%	12	52%	91%
4. Despite a physical disability, I was able to conduct my court business today.	1	10%	0	0%	1	10%	6	60%	2	20%	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.	1	4%	0	0%	2	9%	10	43%	10	43%	87%
7. Court staff paid attention to my needs.	1	4%	0	0%	3	13%	8	35%	11	48%	83%
8. I was treated with courtesy and respect by court staff.	1	4%	0	0%	0	0%	8	35%	14	61%	96%
9. I was treated with courtesy and respect by uniformed court security.	1	4%	1	4%	0	0%	7	30%	14	61%	91%
10. I easily found the courtroom or office I needed.	1	5%	0	0%	2	10%	6	29%	12	57%	86%
11. The court's website was useful.	1	10%	1	10%	1	10%	2	20%	5	50%	70%
12. The court's hours of operation made it easy for me to do my business.	1	4%	1	4%	1	4%	9	39%	11	48%	87%
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.	0	0%	0	0%	0	0%	5	45%	6	55%	100%
18. I was treated the same as everyone else.	0	0%	0	0%	0	0%	3	30%	7	70%	100%
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

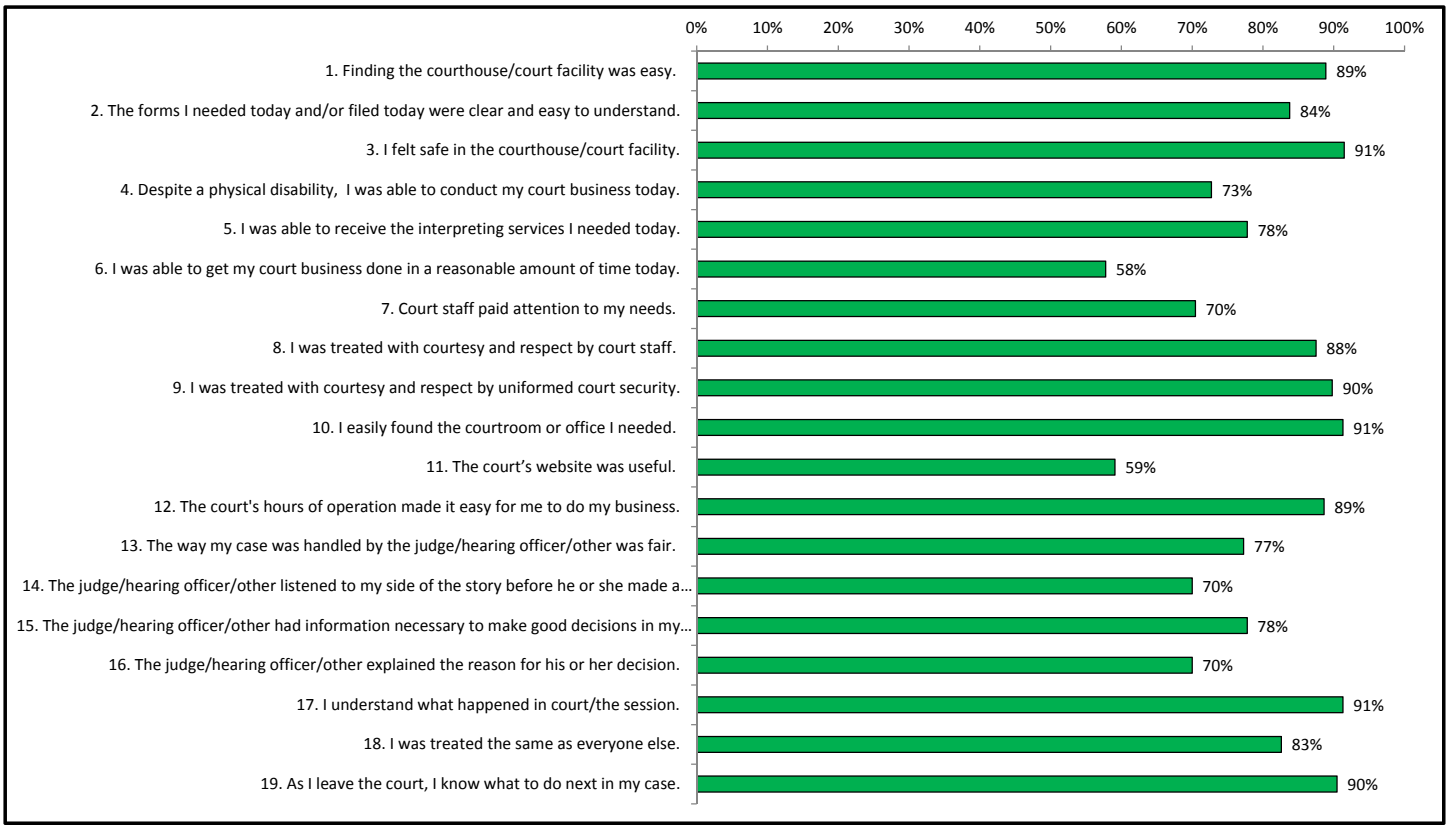


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Cumberland County
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.	2	4%	1	2%	2	4%	18	40%	22	49%	89%
2. The forms I needed today and/or filed today were clear and easy to understand.	2	5%	0	0%	4	11%	14	38%	17	46%	84%
3. I felt safe in the courthouse/court facility.	2	4%	0	0%	2	4%	19	40%	24	51%	91%
4. Despite a physical disability, I was able to conduct my court business today.	1	5%	2	9%	3	14%	7	32%	9	41%	73%
5. I was able to receive the interpreting services I needed today.	1	6%	0	0%	3	17%	7	39%	7	39%	78%
6. I was able to get my court business done in a reasonable amount of time today.	9	20%	6	13%	4	9%	9	20%	17	38%	58%
7. Court staff paid attention to my needs.	1	2%	5	11%	7	16%	12	27%	19	43%	70%
8. I was treated with courtesy and respect by court staff.	1	2%	2	4%	3	6%	17	35%	25	52%	88%
9. I was treated with courtesy and respect by uniformed court security.	2	4%	0	0%	3	6%	17	35%	27	55%	90%
10. I easily found the courtroom or office I needed.	2	4%	0	0%	2	4%	17	37%	25	54%	91%
11. The court's website was useful.	3	14%	2	9%	4	18%	7	32%	6	27%	59%
12. The court's hours of operation made it easy for me to do my business.	3	7%	1	2%	1	2%	21	48%	18	41%	89%
13. The way my case was handled by the judge/hearing officer/other was fair.	1	5%	4	18%	0	0%	8	36%	9	41%	77%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	2	10%	3	15%	1	5%	7	35%	7	35%	70%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	1	6%	1	6%	2	11%	9	50%	5	28%	78%
16. The judge/hearing officer/other explained the reason for his or her decision.	2	10%	1	5%	3	15%	8	40%	6	30%	70%
17. I understand what happened in court/the session.	1	4%	0	0%	1	4%	6	26%	15	65%	91%
18. I was treated the same as everyone else.	1	4%	0	0%	3	13%	10	43%	9	39%	83%
19. As I leave the court, I know what to do next in my case.	1	5%	1	5%	0	0%	10	48%	9	43%	90%

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
Cumberland County
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.	2	4%	1	2%	0	0%	18	33%	33	61%	94%
2. The forms I needed today and/or filed today were clear and easy to understand.	1	2%	1	2%	3	7%	18	40%	22	49%	89%
3. I felt safe in the courthouse/court facility.	2	4%	1	2%	1	2%	19	35%	31	57%	93%
4. Despite a physical disability, I was able to conduct my court business today.	0	0%	0	0%	6	21%	9	32%	13	46%	79%
5. I was able to receive the interpreting services I needed today.	0	0%	0	0%	3	13%	8	35%	12	52%	87%
6. I was able to get my court business done in a reasonable amount of time today.	1	2%	1	2%	6	13%	12	25%	28	58%	83%
7. Court staff paid attention to my needs.	2	4%	3	5%	5	9%	12	21%	34	61%	82%
8. I was treated with courtesy and respect by court staff.	3	5%	0	0%	3	5%	15	26%	36	63%	89%
9. I was treated with courtesy and respect by uniformed court security.	2	3%	0	0%	2	3%	18	31%	36	62%	93%
10. I easily found the courtroom or office I needed.	1	2%	1	2%	2	4%	16	31%	32	62%	92%
11. The court's website was useful.	3	9%	1	3%	7	22%	7	22%	14	44%	66%
12. The court's hours of operation made it easy for me to do my business.	4	8%	4	8%	4	8%	15	28%	26	49%	77%
13. The way my case was handled by the judge/hearing officer/other was fair.	1	8%	2	17%	1	8%	6	50%	2	17%	67%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	2	15%	0	0%	2	15%	7	54%	2	15%	69%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	1	8%	1	8%	1	8%	6	50%	3	25%	75%
16. The judge/hearing officer/other explained the reason for his or her decision.	1	8%	1	8%	2	17%	6	50%	2	17%	67%
17. I understand what happened in court/the session.	1	10%	0	0%	1	10%	5	50%	3	30%	80%
18. I was treated the same as everyone else.	0	0%	0	0%	4	27%	5	33%	6	40%	73%
19. As I leave the court, I know what to do next in my case.	1	8%	1	8%	1	8%	7	54%	3	23%	77%

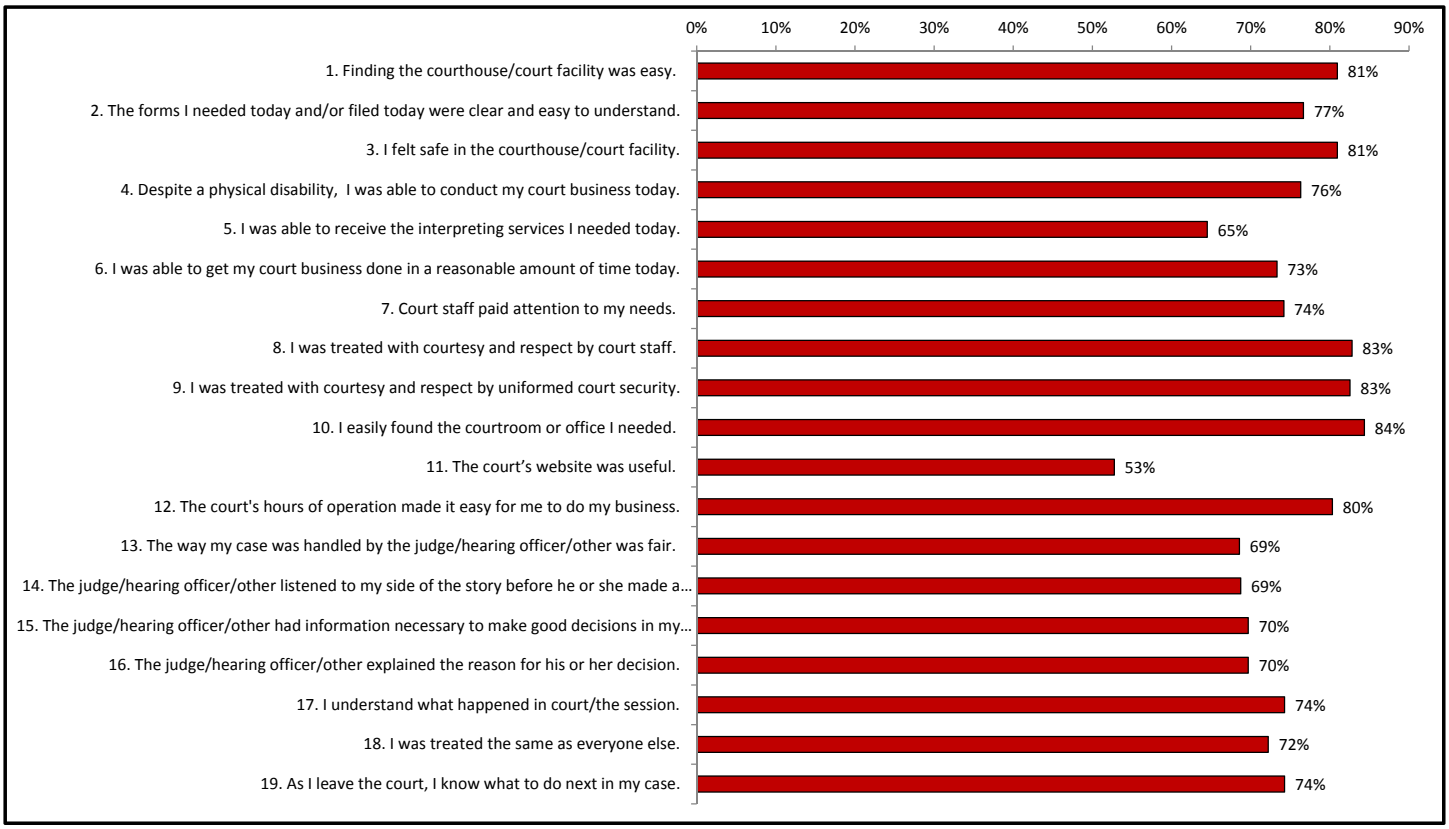
Percent That Agree or Strongly Agree

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
Cumberland County
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.	8	13%	2	3%	2	3%	23	37%	28	44%	81%
2. The forms I needed today and/or filed today were clear and easy to understand.	8	13%	3	5%	3	5%	25	42%	21	35%	77%
3. I felt safe in the courthouse/court facility.	8	13%	1	2%	3	5%	24	38%	27	43%	81%
4. Despite a physical disability, I was able to conduct my court business today.	5	13%	3	8%	1	3%	14	37%	15	39%	76%
5. I was able to receive the interpreting services I needed today.	4	13%	3	10%	4	13%	9	29%	11	35%	65%
6. I was able to get my court business done in a reasonable amount of time today.	7	12%	5	8%	4	7%	21	35%	23	38%	73%
7. Court staff paid attention to my needs.	6	10%	1	2%	9	15%	24	39%	22	35%	74%
8. I was treated with courtesy and respect by court staff.	5	8%	4	6%	2	3%	21	33%	32	50%	83%
9. I was treated with courtesy and respect by uniformed court security.	5	8%	2	3%	4	6%	22	35%	30	48%	83%
10. I easily found the courtroom or office I needed.	5	8%	3	5%	2	3%	25	39%	29	45%	84%
11. The court's website was useful.	4	11%	5	14%	8	22%	8	22%	11	31%	53%
12. The court's hours of operation made it easy for me to do my business.	6	10%	2	3%	4	7%	24	39%	25	41%	80%
13. The way my case was handled by the judge/hearing officer/other was fair.	5	14%	4	11%	2	6%	9	26%	15	43%	69%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	4	13%	3	9%	3	9%	9	28%	13	41%	69%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	3	9%	3	9%	4	12%	7	21%	16	48%	70%
16. The judge/hearing officer/other explained the reason for his or her decision.	4	12%	0	0%	6	18%	8	24%	15	45%	70%
17. I understand what happened in court/the session.	5	14%	2	6%	2	6%	6	17%	20	57%	74%
18. I was treated the same as everyone else.	3	8%	3	8%	4	11%	8	22%	18	50%	72%
19. As I leave the court, I know what to do next in my case.	4	11%	2	6%	3	9%	10	29%	16	46%	74%

Percent That Agree or Strongly Agree

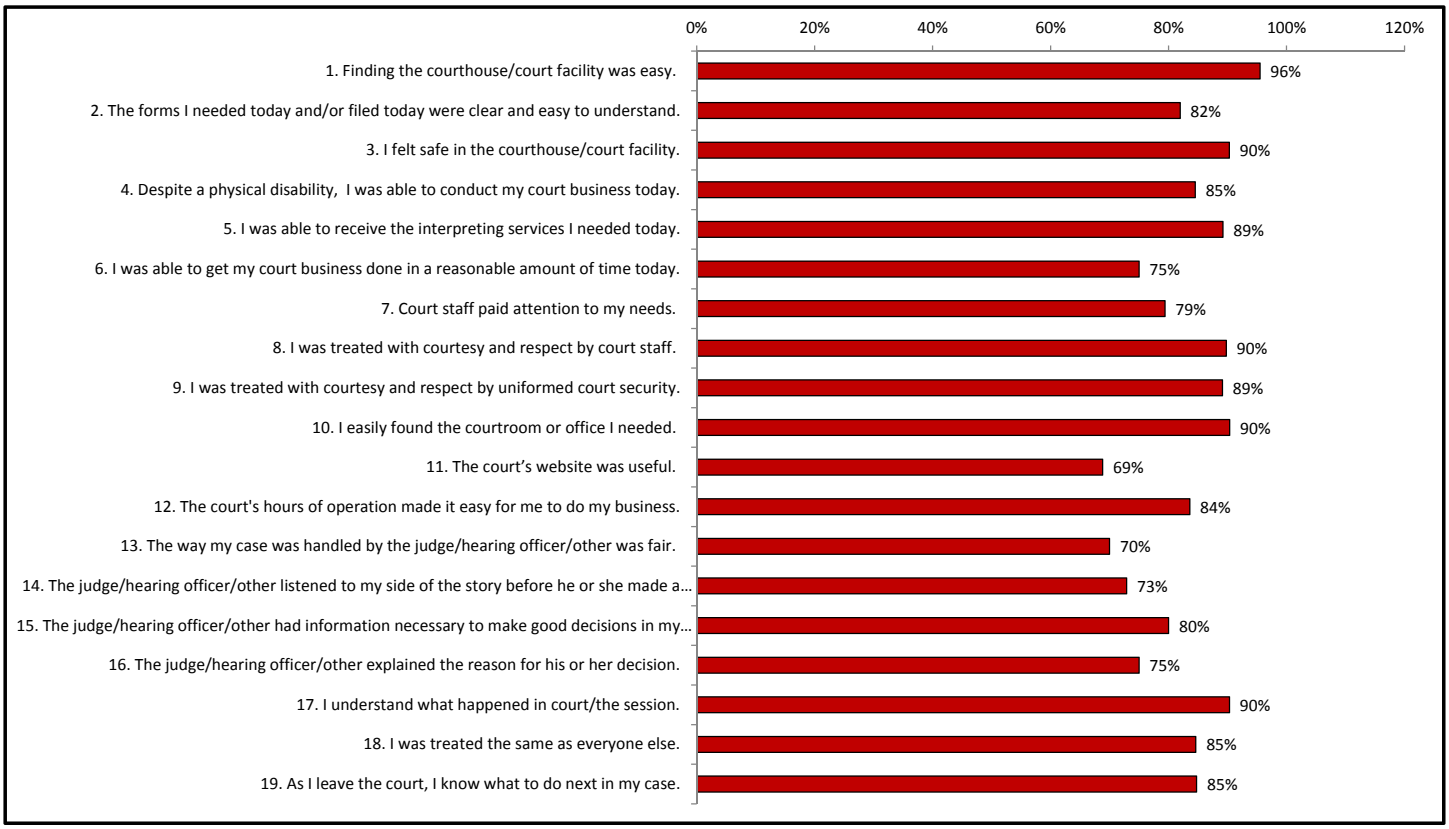


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Cumberland County
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.	4	3%	1	1%	1	1%	45	34%	83	62%	96%
2. The forms I needed today and/or filed today were clear and easy to understand.	4	3%	6	5%	12	10%	39	32%	61	50%	82%
3. I felt safe in the courthouse/court facility.	5	4%	1	1%	7	5%	37	28%	84	63%	90%
4. Despite a physical disability, I was able to conduct my court business today.	1	1%	2	2%	10	12%	31	37%	40	48%	85%
5. I was able to receive the interpreting services I needed today.	1	2%	0	0%	6	9%	22	34%	36	55%	89%
6. I was able to get my court business done in a reasonable amount of time today.	9	7%	5	4%	19	14%	44	33%	55	42%	75%
7. Court staff paid attention to my needs.	6	4%	8	6%	14	10%	38	28%	70	51%	79%
8. I was treated with courtesy and respect by court staff.	5	4%	2	1%	7	5%	44	32%	79	58%	90%
9. I was treated with courtesy and respect by uniformed court security.	7	5%	1	1%	7	5%	42	30%	81	59%	89%
10. I easily found the courtroom or office I needed.	5	4%	4	3%	4	3%	42	31%	80	59%	90%
11. The court's website was useful.	5	6%	4	5%	15	19%	22	29%	31	40%	69%
12. The court's hours of operation made it easy for me to do my business.	6	5%	8	6%	7	5%	43	34%	64	50%	84%
13. The way my case was handled by the judge/hearing officer/other was fair.	4	7%	9	15%	5	8%	14	23%	28	47%	70%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	6	10%	5	8%	5	8%	18	31%	25	42%	73%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	3	5%	2	3%	7	12%	21	35%	27	45%	80%
16. The judge/hearing officer/other explained the reason for his or her decision.	3	5%	5	9%	6	11%	20	36%	22	39%	75%
17. I understand what happened in court/the session.	3	5%	0	0%	3	5%	26	42%	30	48%	90%
18. I was treated the same as everyone else.	3	5%	0	0%	7	11%	23	35%	32	49%	85%
19. As I leave the court, I know what to do next in my case.	3	5%	1	2%	5	8%	25	42%	25	42%	85%

Percent That Agree or Strongly Agree

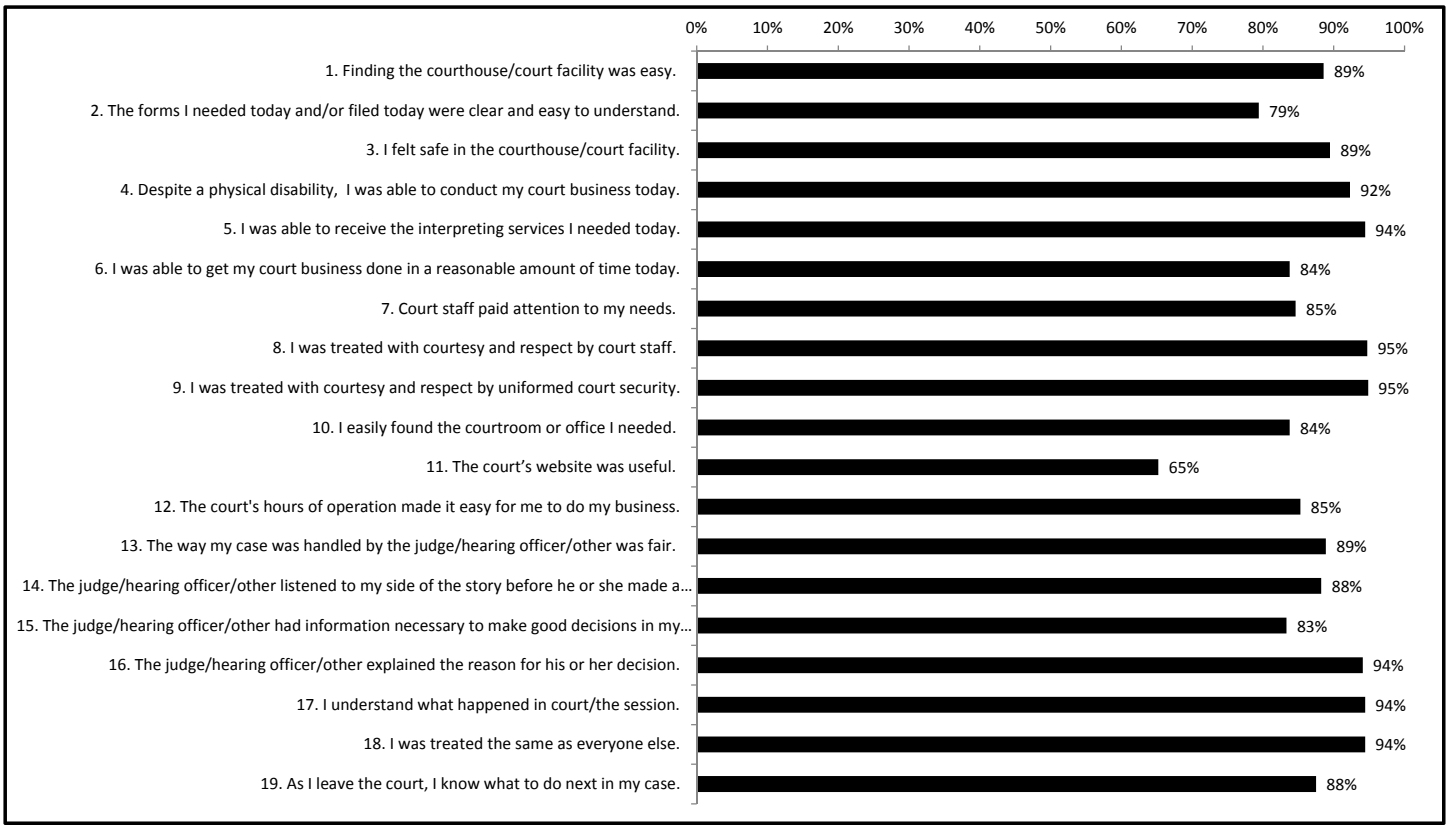


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Cumberland County
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.	3	9%	0	0%	1	3%	18	51%	13	37%	89%
2. The forms I needed today and/or filed today were clear and easy to understand.	2	6%	2	6%	3	9%	15	44%	12	35%	79%
3. I felt safe in the courthouse/court facility.	3	8%	0	0%	1	3%	10	26%	24	63%	89%
4. Despite a physical disability, I was able to conduct my court business today.	0	0%	1	4%	1	4%	11	42%	13	50%	92%
5. I was able to receive the interpreting services I needed today.	0	0%	0	0%	1	6%	5	28%	12	67%	94%
6. I was able to get my court business done in a reasonable amount of time today.	2	5%	0	0%	4	11%	11	30%	20	54%	84%
7. Court staff paid attention to my needs.	2	5%	0	0%	4	10%	7	18%	26	67%	85%
8. I was treated with courtesy and respect by court staff.	1	3%	1	3%	0	0%	8	21%	28	74%	95%
9. I was treated with courtesy and respect by uniformed court security.	1	3%	1	3%	0	0%	10	26%	27	69%	95%
10. I easily found the courtroom or office I needed.	1	3%	3	8%	2	5%	8	22%	23	62%	84%
11. The court's website was useful.	1	4%	1	4%	6	26%	6	26%	9	39%	65%
12. The court's hours of operation made it easy for me to do my business.	0	0%	1	3%	4	12%	12	35%	17	50%	85%
13. The way my case was handled by the judge/hearing officer/other was fair.	0	0%	2	11%	0	0%	4	22%	12	67%	89%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	1	6%	0	0%	1	6%	5	29%	10	59%	88%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	0	0%	1	6%	2	11%	3	17%	12	67%	83%
16. The judge/hearing officer/other explained the reason for his or her decision.	1	6%	0	0%	0	0%	6	35%	10	59%	94%
17. I understand what happened in court/the session.	1	6%	0	0%	0	0%	5	28%	12	67%	94%
18. I was treated the same as everyone else.	1	6%	0	0%	0	0%	3	17%	14	78%	94%
19. As I leave the court, I know what to do next in my case.	1	6%	0	0%	1	6%	5	31%	9	56%	88%

Percent That Agree or Strongly Agree

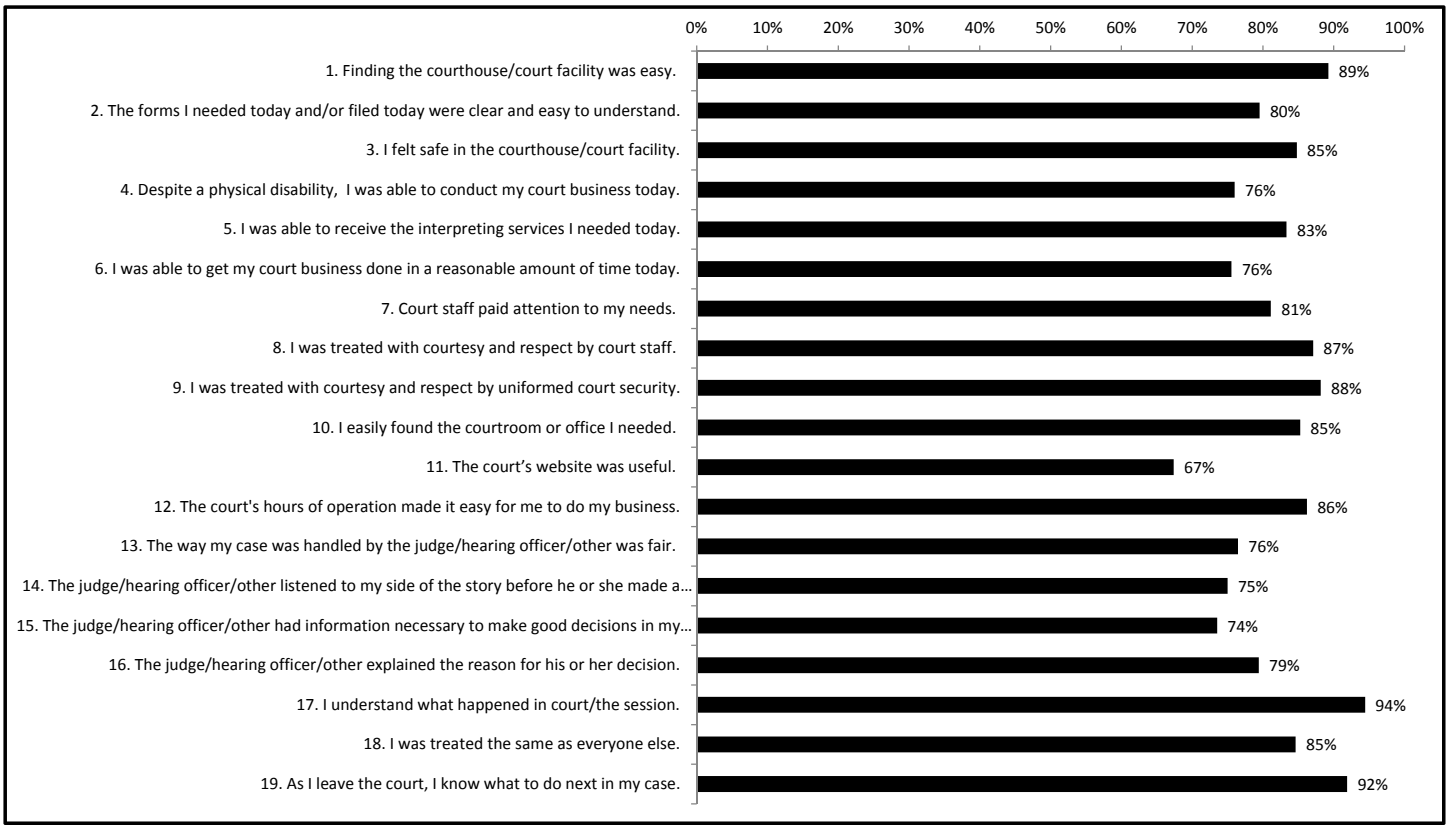


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Cumberland 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	9%	1	1%	1	1%	30	32%	53	57%	89%
2. The forms I needed today and/or filed today were clear and easy to understand.	9	11%	2	2%	6	7%	28	34%	38	46%	80%
3. I felt safe in the courthouse/court facility.	8	9%	0	0%	6	7%	28	30%	50	54%	85%
4. Despite a physical disability, I was able to conduct my court business today.	3	6%	1	2%	8	16%	19	38%	19	38%	76%
5. I was able to receive the interpreting services I needed today.	3	7%	0	0%	4	10%	16	38%	19	45%	83%
6. I was able to get my court business done in a reasonable amount of time today.	9	10%	2	2%	11	12%	34	38%	34	38%	76%
7. Court staff paid attention to my needs.	6	7%	6	7%	5	6%	34	38%	39	43%	81%
8. I was treated with courtesy and respect by court staff.	5	5%	2	2%	5	5%	32	34%	49	53%	87%
9. I was treated with courtesy and respect by uniformed court security.	8	9%	1	1%	2	2%	35	38%	47	51%	88%
10. I easily found the courtroom or office I needed.	7	7%	3	3%	4	4%	33	35%	48	51%	85%
11. The court's website was useful.	6	13%	2	4%	7	15%	12	26%	19	41%	67%
12. The court's hours of operation made it easy for me to do my business.	7	8%	4	5%	1	1%	34	39%	41	47%	86%
13. The way my case was handled by the judge/hearing officer/other was fair.	2	6%	3	9%	3	9%	11	32%	15	44%	76%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	2	6%	3	9%	3	9%	12	38%	12	38%	75%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	2	6%	2	6%	5	15%	11	32%	14	41%	74%
16. The judge/hearing officer/other explained the reason for his or her decision.	2	6%	1	3%	4	12%	14	41%	13	38%	79%
17. I understand what happened in court/the session.	1	3%	0	0%	1	3%	15	42%	19	53%	94%
18. I was treated the same as everyone else.	2	5%	0	0%	4	10%	14	36%	19	49%	85%
19. As I leave the court, I know what to do next in my case.	1	3%	0	0%	2	5%	18	49%	16	43%	92%

Percent That Agree or Strongly Agree

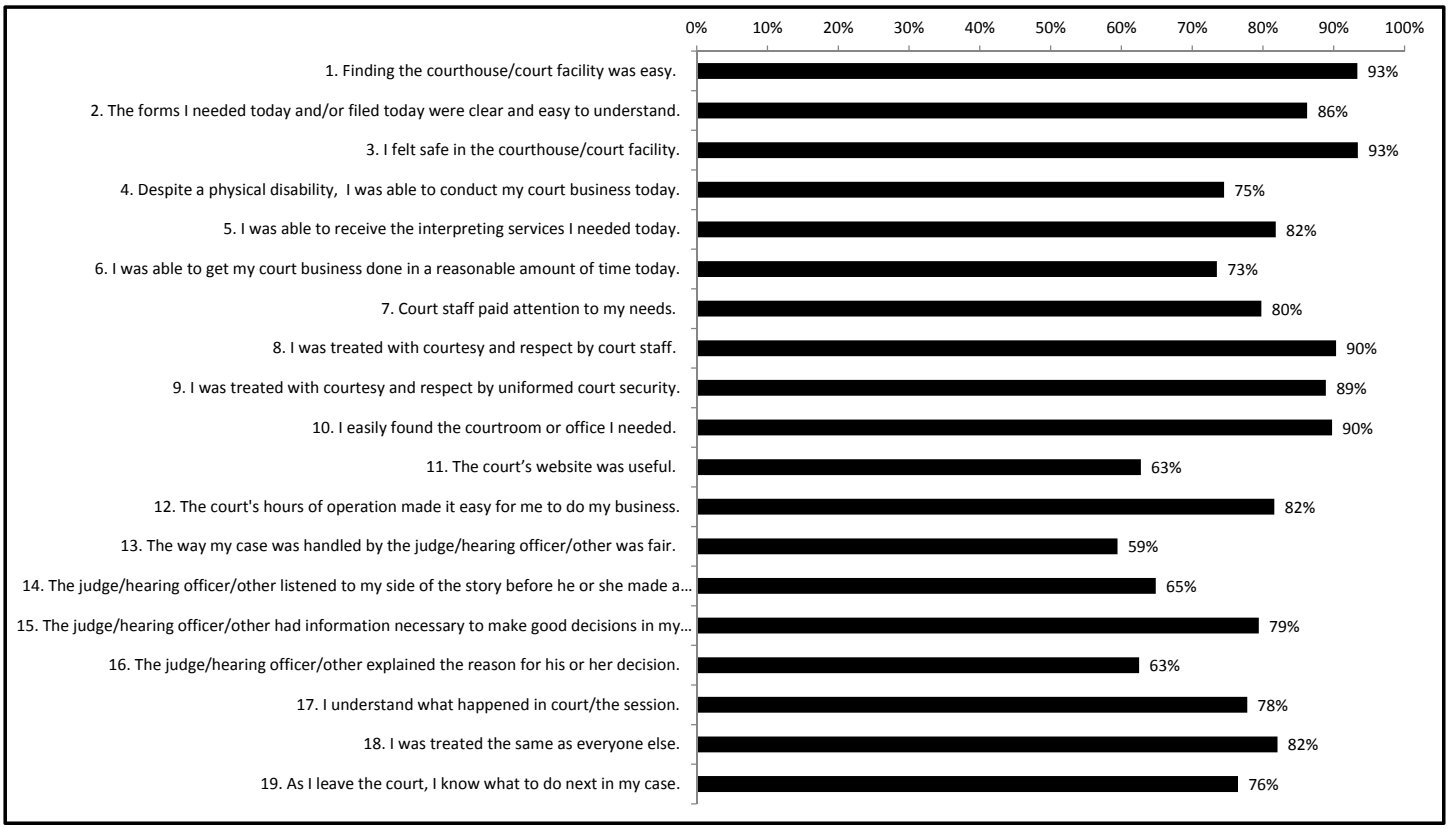


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Cumberland 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.	2	2%	1	1%	3	3%	36	40%	48	53%	93%
2. The forms I needed today and/or filed today were clear and easy to understand.	3	4%	3	4%	5	6%	35	44%	34	43%	86%
3. I felt safe in the courthouse/court facility.	3	3%	3	3%	0	0%	34	37%	51	56%	93%
4. Despite a physical disability, I was able to conduct my court business today.	3	6%	4	8%	6	12%	15	29%	23	45%	75%
5. I was able to receive the interpreting services I needed today.	3	7%	2	5%	3	7%	15	34%	21	48%	82%
6. I was able to get my court business done in a reasonable amount of time today.	5	6%	9	11%	8	10%	25	30%	36	43%	73%
7. Court staff paid attention to my needs.	4	4%	4	4%	10	11%	31	35%	40	45%	80%
8. I was treated with courtesy and respect by court staff.	3	3%	2	2%	4	4%	33	35%	51	55%	90%
9. I was treated with courtesy and respect by uniformed court security.	3	3%	1	1%	6	7%	28	31%	52	58%	89%
10. I easily found the courtroom or office I needed.	2	2%	3	3%	4	5%	31	35%	48	55%	90%
11. The court's website was useful.	4	8%	4	8%	11	22%	14	27%	18	35%	63%
12. The court's hours of operation made it easy for me to do my business.	4	5%	7	8%	5	6%	35	40%	36	41%	82%
13. The way my case was handled by the judge/hearing officer/other was fair.	6	16%	4	11%	5	14%	7	19%	15	41%	59%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	5	14%	6	16%	2	5%	10	27%	14	38%	65%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	4	12%	1	3%	2	6%	12	35%	15	44%	79%
16. The judge/hearing officer/other explained the reason for his or her decision.	3	9%	4	13%	5	16%	9	28%	11	34%	63%
17. I understand what happened in court/the session.	4	11%	2	6%	2	6%	13	36%	15	42%	78%
18. I was treated the same as everyone else.	3	8%	2	5%	2	5%	15	38%	17	44%	82%
19. As I leave the court, I know what to do next in my case.	5	15%	1	3%	2	6%	13	38%	13	38%	76%

Percent That Agree or Strongly Agree

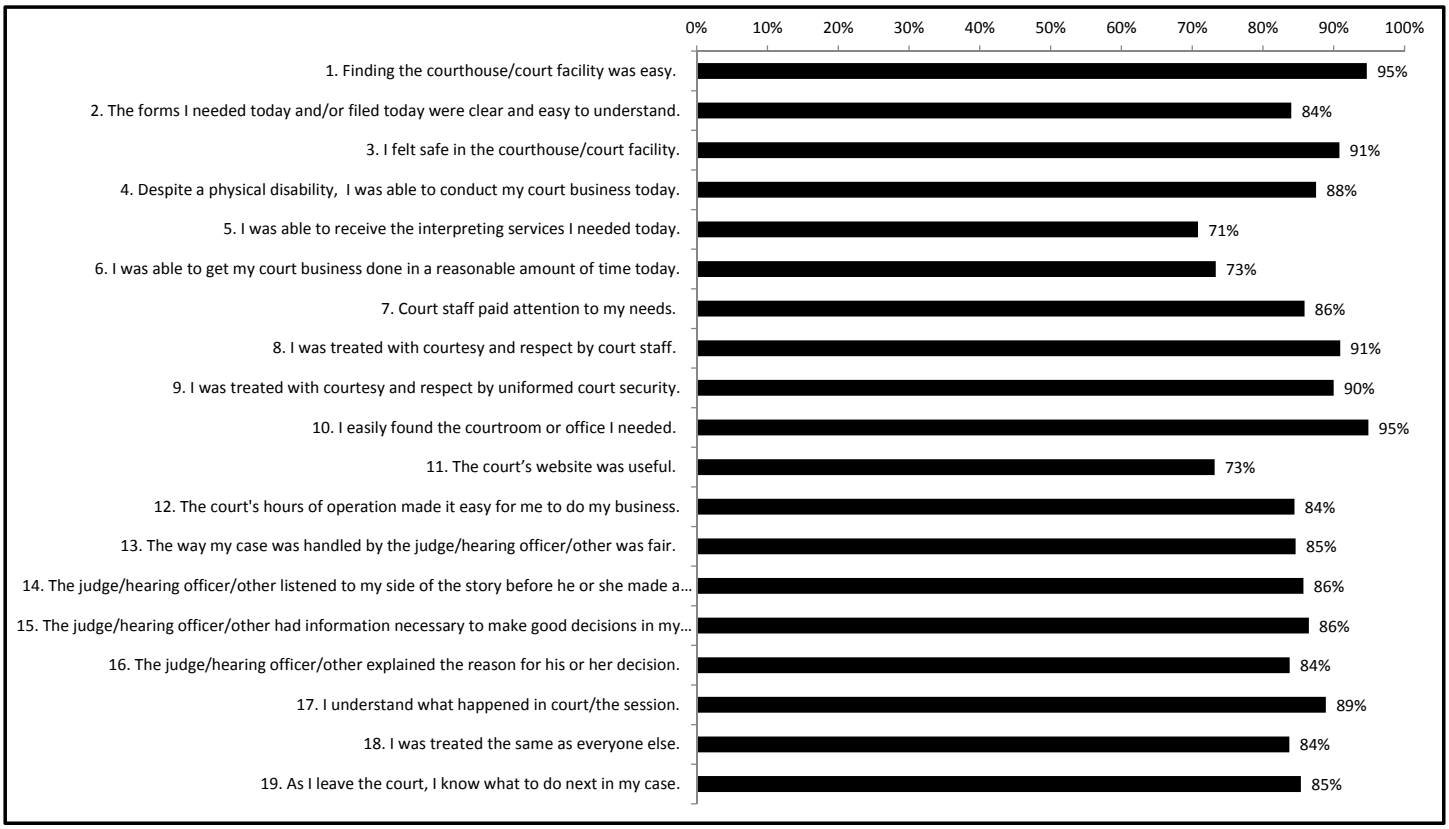


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Cumberland 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.	4	4%	1	1%	0	0%	24	26%	65	69%	95%
2. The forms I needed today and/or filed today were clear and easy to understand.	3	4%	3	4%	6	8%	21	28%	42	56%	84%
3. I felt safe in the courthouse/court facility.	4	4%	1	1%	4	4%	25	26%	64	65%	91%
4. Despite a physical disability, I was able to conduct my court business today.	2	6%	0	0%	2	6%	9	28%	19	59%	88%
5. I was able to receive the interpreting services I needed today.	3	13%	1	4%	3	13%	8	33%	9	38%	71%
6. I was able to get my court business done in a reasonable amount of time today.	8	9%	8	9%	8	9%	27	30%	39	43%	73%
7. Court staff paid attention to my needs.	4	4%	3	3%	6	7%	28	30%	51	55%	86%
8. I was treated with courtesy and respect by court staff.	5	5%	1	1%	3	3%	30	30%	60	61%	91%
9. I was treated with courtesy and respect by uniformed court security.	5	5%	0	0%	5	5%	27	27%	63	63%	90%
10. I easily found the courtroom or office I needed.	3	3%	0	0%	2	2%	31	32%	62	63%	95%
11. The court's website was useful.	2	5%	3	7%	6	15%	10	24%	20	49%	73%
12. The court's hours of operation made it easy for me to do my business.	6	7%	3	3%	5	6%	26	29%	50	56%	84%
13. The way my case was handled by the judge/hearing officer/other was fair.	2	5%	4	10%	0	0%	13	33%	20	51%	85%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	3	9%	0	0%	2	6%	10	29%	20	57%	86%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	1	3%	2	5%	2	5%	12	32%	20	54%	86%
16. The judge/hearing officer/other explained the reason for his or her decision.	2	5%	1	3%	3	8%	8	22%	23	62%	84%
17. I understand what happened in court/the session.	3	7%	0	0%	2	4%	8	18%	32	71%	89%
18. I was treated the same as everyone else.	1	2%	1	2%	5	12%	11	26%	25	58%	84%
19. As I leave the court, I know what to do next in my case.	1	2%	2	5%	3	7%	8	20%	27	66%	85%

Percent That Agree or Strongly Agree

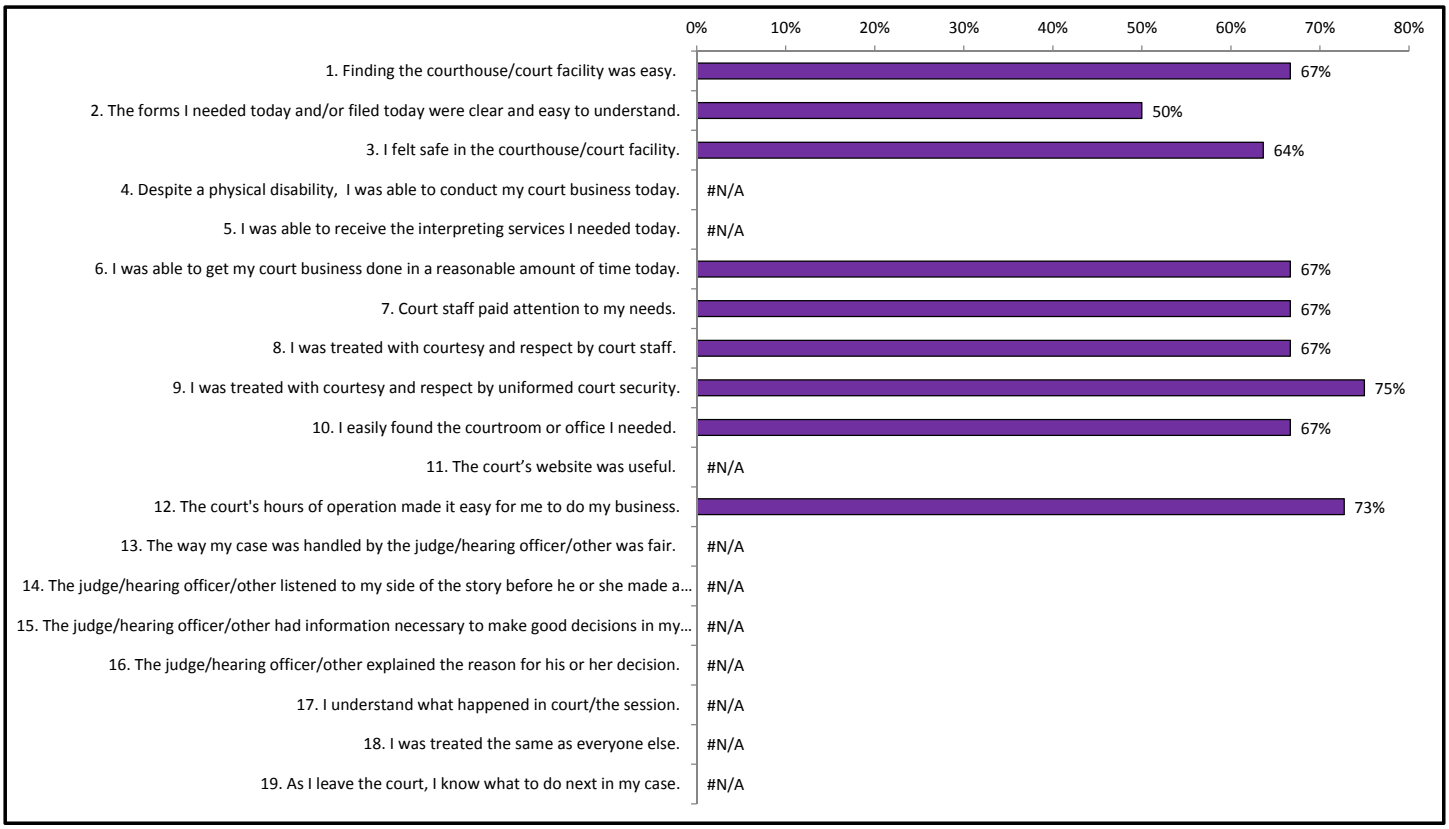


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Cumberland County
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.	4	33%	0	0%	0	0%	4	33%	4	33%	67%
2. The forms I needed today and/or filed today were clear and easy to understand.	4	33%	1	8%	1	8%	4	33%	2	17%	50%
3. I felt safe in the courthouse/court facility.	3	27%	0	0%	1	9%	3	27%	4	36%	64%
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	17%	2	17%	0	0%	2	17%	6	50%	67%
7. Court staff paid attention to my needs.	3	25%	0	0%	1	8%	3	25%	5	42%	67%
8. I was treated with courtesy and respect by court staff.	2	17%	2	17%	0	0%	2	17%	6	50%	67%
9. I was treated with courtesy and respect by uniformed court security.	2	17%	0	0%	1	8%	2	17%	7	58%	75%
10. I easily found the courtroom or office I needed.	4	33%	0	0%	0	0%	3	25%	5	42%	67%
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	18%	0	0%	1	9%	2	18%	6	55%	73%
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

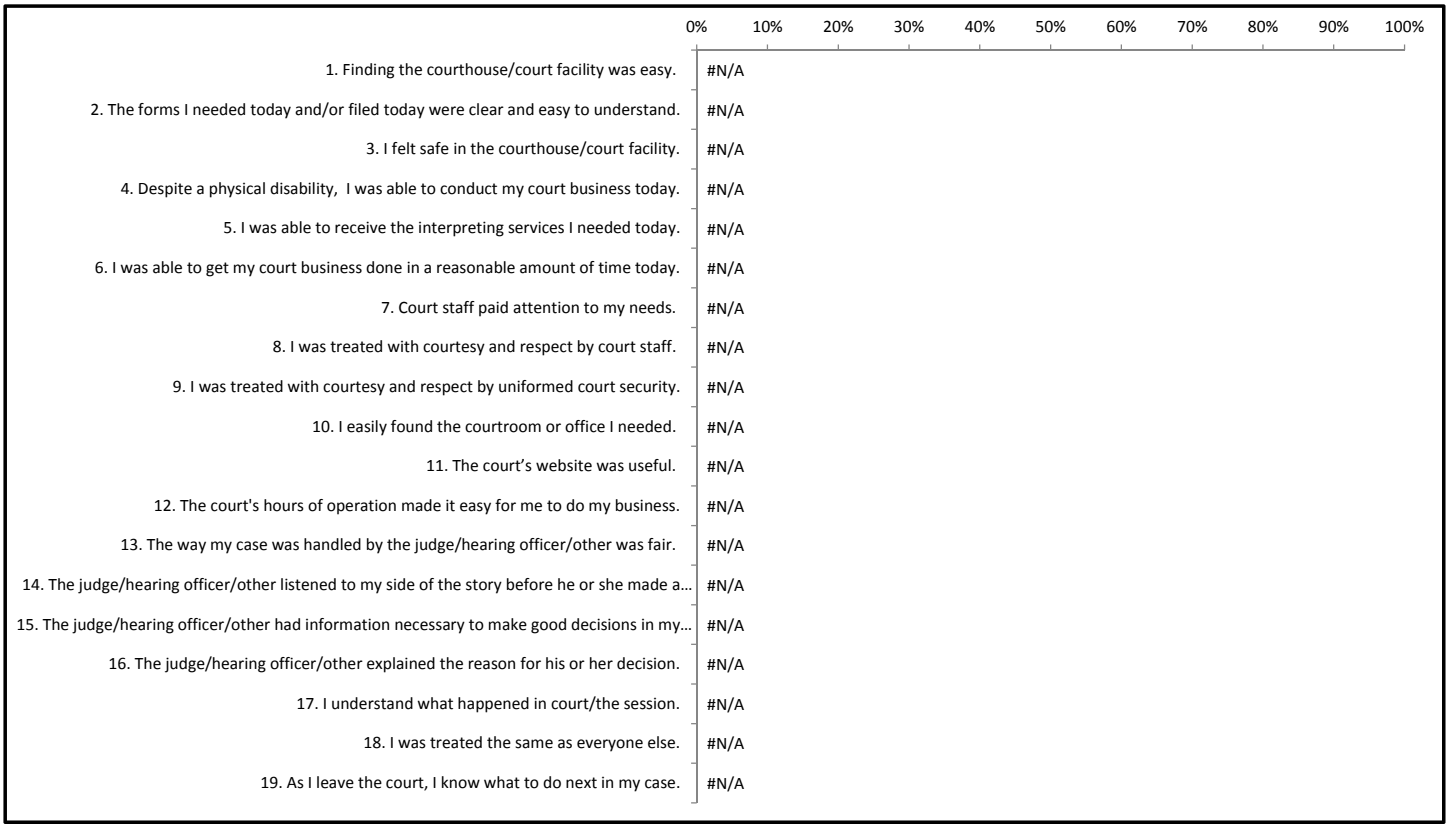


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

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

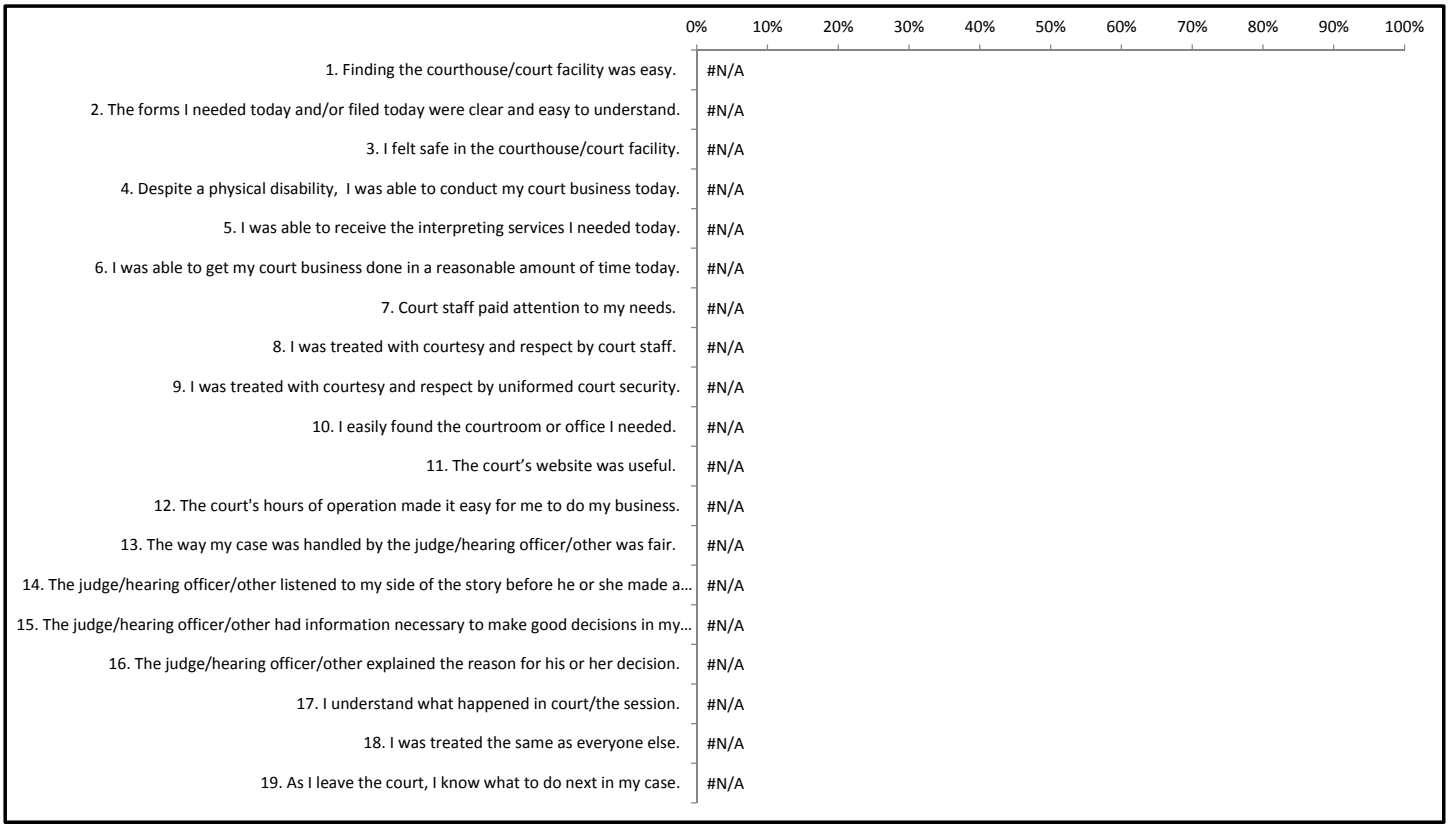


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

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

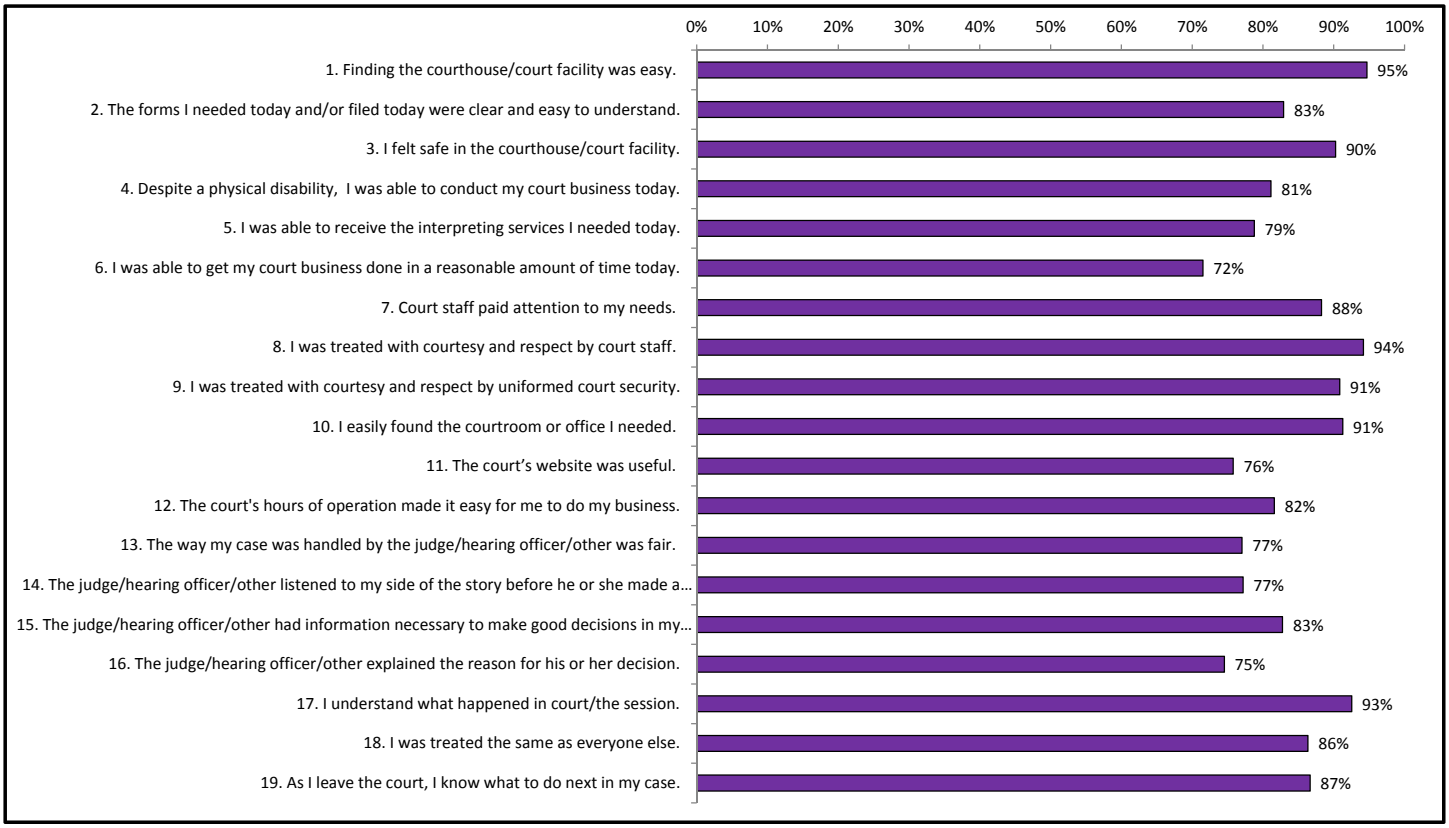


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Cumberland 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.	6	4%	0	0%	2	1%	46	30%	97	64%	95%
2. The forms I needed today and/or filed today were clear and easy to understand.	5	4%	6	5%	10	8%	37	30%	65	53%	83%
3. I felt safe in the courthouse/court facility.	6	4%	3	2%	6	4%	41	27%	98	64%	90%
4. Despite a physical disability, I was able to conduct my court business today.	2	4%	1	2%	7	13%	11	21%	32	60%	81%
5. I was able to receive the interpreting services I needed today.	2	6%	0	0%	5	15%	9	27%	17	52%	79%
6. I was able to get my court business done in a reasonable amount of time today.	8	6%	13	9%	18	13%	36	26%	62	45%	72%
7. Court staff paid attention to my needs.	4	3%	7	5%	6	4%	46	32%	82	57%	88%
8. I was treated with courtesy and respect by court staff.	4	3%	0	0%	5	3%	48	31%	98	63%	94%
9. I was treated with courtesy and respect by uniformed court security.	5	3%	1	1%	8	5%	42	27%	97	63%	91%
10. I easily found the courtroom or office I needed.	3	2%	4	3%	6	4%	43	29%	93	62%	91%
11. The court's website was useful.	2	3%	5	8%	8	13%	18	29%	29	47%	76%
12. The court's hours of operation made it easy for me to do my business.	7	5%	9	7%	9	7%	42	31%	69	51%	82%
13. The way my case was handled by the judge/hearing officer/other was fair.	4	7%	7	11%	3	5%	12	20%	35	57%	77%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	6	11%	4	7%	3	5%	13	23%	31	54%	77%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	4	7%	2	3%	4	7%	18	31%	30	52%	83%
16. The judge/hearing officer/other explained the reason for his or her decision.	3	5%	5	9%	6	11%	13	24%	28	51%	75%
17. I understand what happened in court/the session.	2	3%	1	1%	2	3%	19	28%	43	64%	93%
18. I was treated the same as everyone else.	2	3%	1	2%	6	9%	19	29%	38	58%	86%
19. As I leave the court, I know what to do next in my case.	2	3%	2	3%	4	7%	18	30%	34	57%	87%

Percent That Agree or Strongly Agree

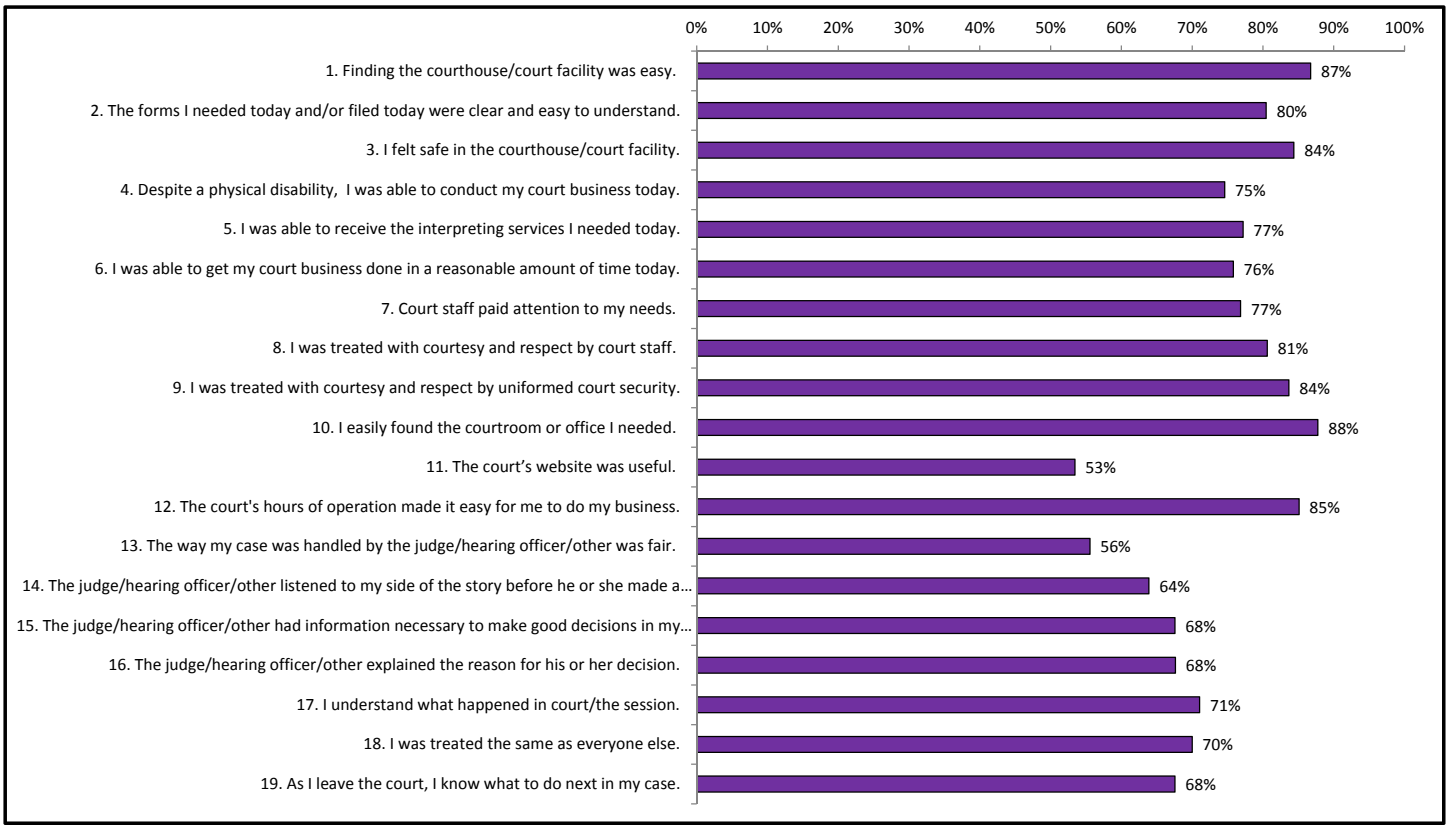


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Cumberland 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	8%	3	3%	2	2%	27	28%	58	59%	87%
2. The forms I needed today and/or filed today were clear and easy to understand.	9	10%	2	2%	6	7%	30	34%	40	46%	80%
3. I felt safe in the courthouse/court facility.	9	9%	1	1%	5	5%	27	28%	54	56%	84%
4. Despite a physical disability, I was able to conduct my court business today.	6	10%	4	6%	6	10%	20	32%	27	43%	75%
5. I was able to receive the interpreting services I needed today.	6	11%	3	5%	4	7%	18	32%	26	46%	77%
6. I was able to get my court business done in a reasonable amount of time today.	12	13%	3	3%	7	8%	31	34%	38	42%	76%
7. Court staff paid attention to my needs.	10	11%	5	5%	7	7%	31	33%	42	44%	77%
8. I was treated with courtesy and respect by court staff.	8	8%	6	6%	5	5%	32	33%	47	48%	81%
9. I was treated with courtesy and respect by uniformed court security.	10	10%	2	2%	4	4%	33	34%	49	50%	84%
10. I easily found the courtroom or office I needed.	8	8%	3	3%	1	1%	31	32%	55	56%	88%
11. The court's website was useful.	9	16%	3	5%	15	26%	12	21%	19	33%	53%
12. The court's hours of operation made it easy for me to do my business.	9	10%	3	3%	2	2%	39	41%	41	44%	85%
13. The way my case was handled by the judge/hearing officer/other was fair.	7	19%	4	11%	5	14%	10	28%	10	28%	56%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	6	17%	3	8%	4	11%	13	36%	10	28%	64%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	4	11%	4	11%	4	11%	9	24%	16	43%	68%
16. The judge/hearing officer/other explained the reason for his or her decision.	6	18%	1	3%	4	12%	11	32%	12	35%	68%
17. I understand what happened in court/the session.	8	21%	1	3%	2	5%	11	29%	16	42%	71%
18. I was treated the same as everyone else.	6	15%	2	5%	4	10%	11	28%	17	43%	70%
19. As I leave the court, I know what to do next in my case.	7	19%	1	3%	4	11%	13	35%	12	32%	68%

Percent That Agree or Strongly Agree

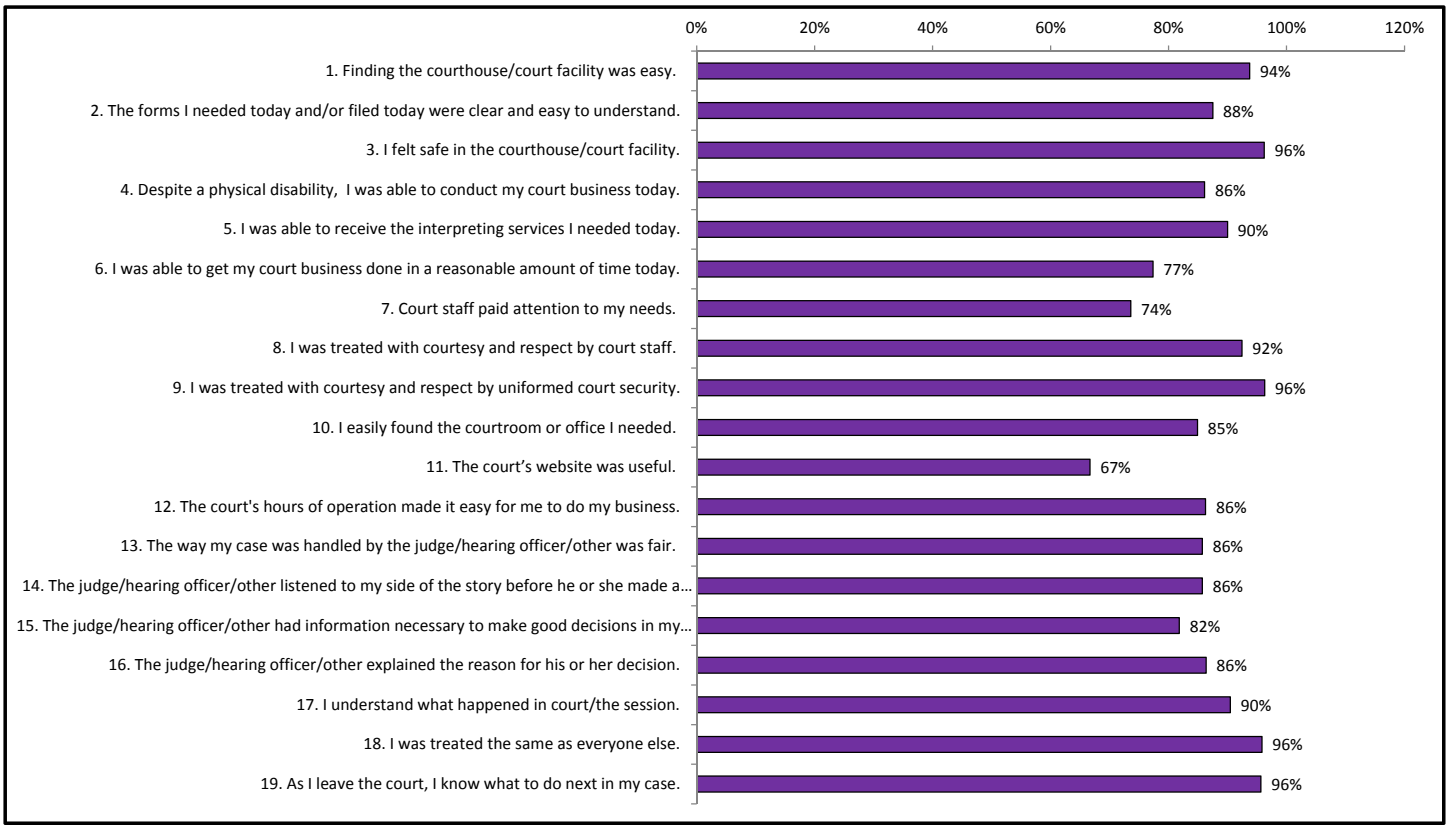


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Cumberland County
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.	2	4%	0	0%	1	2%	26	54%	19	40%	94%
2. The forms I needed today and/or filed today were clear and easy to understand.	2	4%	2	4%	2	4%	25	52%	17	35%	88%
3. I felt safe in the courthouse/court facility.	2	4%	0	0%	0	0%	23	43%	28	53%	96%
4. Despite a physical disability, I was able to conduct my court business today.	1	3%	1	3%	3	8%	17	47%	14	39%	86%
5. I was able to receive the interpreting services I needed today.	1	3%	0	0%	2	7%	11	37%	16	53%	90%
6. I was able to get my court business done in a reasonable amount of time today.	3	6%	2	4%	7	13%	21	40%	20	38%	77%
7. Court staff paid attention to my needs.	2	4%	0	0%	12	23%	16	30%	23	43%	74%
8. I was treated with courtesy and respect by court staff.	2	4%	0	0%	2	4%	18	34%	31	58%	92%
9. I was treated with courtesy and respect by uniformed court security.	2	4%	0	0%	0	0%	22	41%	30	56%	96%
10. I easily found the courtroom or office I needed.	2	4%	2	4%	4	8%	20	38%	25	47%	85%
11. The court's website was useful.	0	0%	2	7%	7	26%	7	26%	11	41%	67%
12. The court's hours of operation made it easy for me to do my business.	1	2%	2	4%	4	8%	19	37%	25	49%	86%
13. The way my case was handled by the judge/hearing officer/other was fair.	1	5%	2	10%	0	0%	6	29%	12	57%	86%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	1	5%	1	5%	1	5%	7	33%	11	52%	86%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	1	5%	0	0%	3	14%	7	32%	11	50%	82%
16. The judge/hearing officer/other explained the reason for his or her decision.	1	5%	0	0%	2	9%	9	41%	10	45%	86%
17. I understand what happened in court/the session.	1	5%	0	0%	1	5%	7	33%	12	57%	90%
18. I was treated the same as everyone else.	1	4%	0	0%	0	0%	10	42%	13	54%	96%
19. As I leave the court, I know what to do next in my case.	1	4%	0	0%	0	0%	10	43%	12	52%	96%

Percent That Agree or Strongly Agree

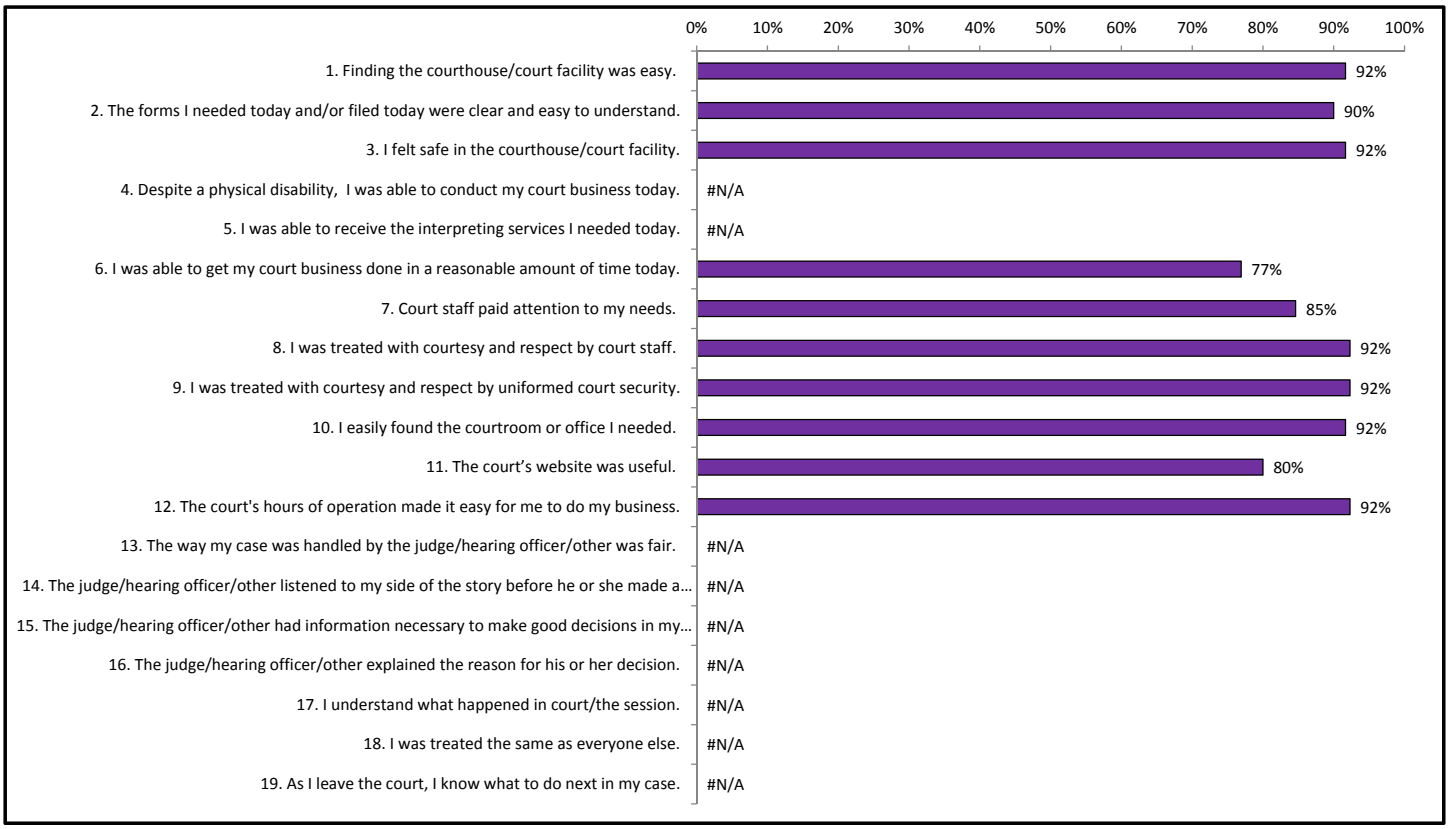


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Cumberland County
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.	1	8%	0	0%	0	0%	5	42%	6	50%	92%
2. The forms I needed today and/or filed today were clear and easy to understand.	1	10%	0	0%	0	0%	3	30%	6	60%	90%
3. I felt safe in the courthouse/court facility.	1	8%	0	0%	0	0%	3	25%	8	67%	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.	3	23%	0	0%	0	0%	6	46%	4	31%	77%
7. Court staff paid attention to my needs.	1	8%	1	8%	0	0%	6	46%	5	38%	85%
8. I was treated with courtesy and respect by court staff.	1	8%	0	0%	0	0%	4	31%	8	62%	92%
9. I was treated with courtesy and respect by uniformed court security.	1	8%	0	0%	0	0%	3	23%	9	69%	92%
10. I easily found the courtroom or office I needed.	1	8%	0	0%	0	0%	6	50%	5	42%	92%
11. The court's website was useful.	2	20%	0	0%	0	0%	3	30%	5	50%	80%
12. The court's hours of operation made it easy for me to do my business.	1	8%	0	0%	0	0%	7	54%	5	38%	92%
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

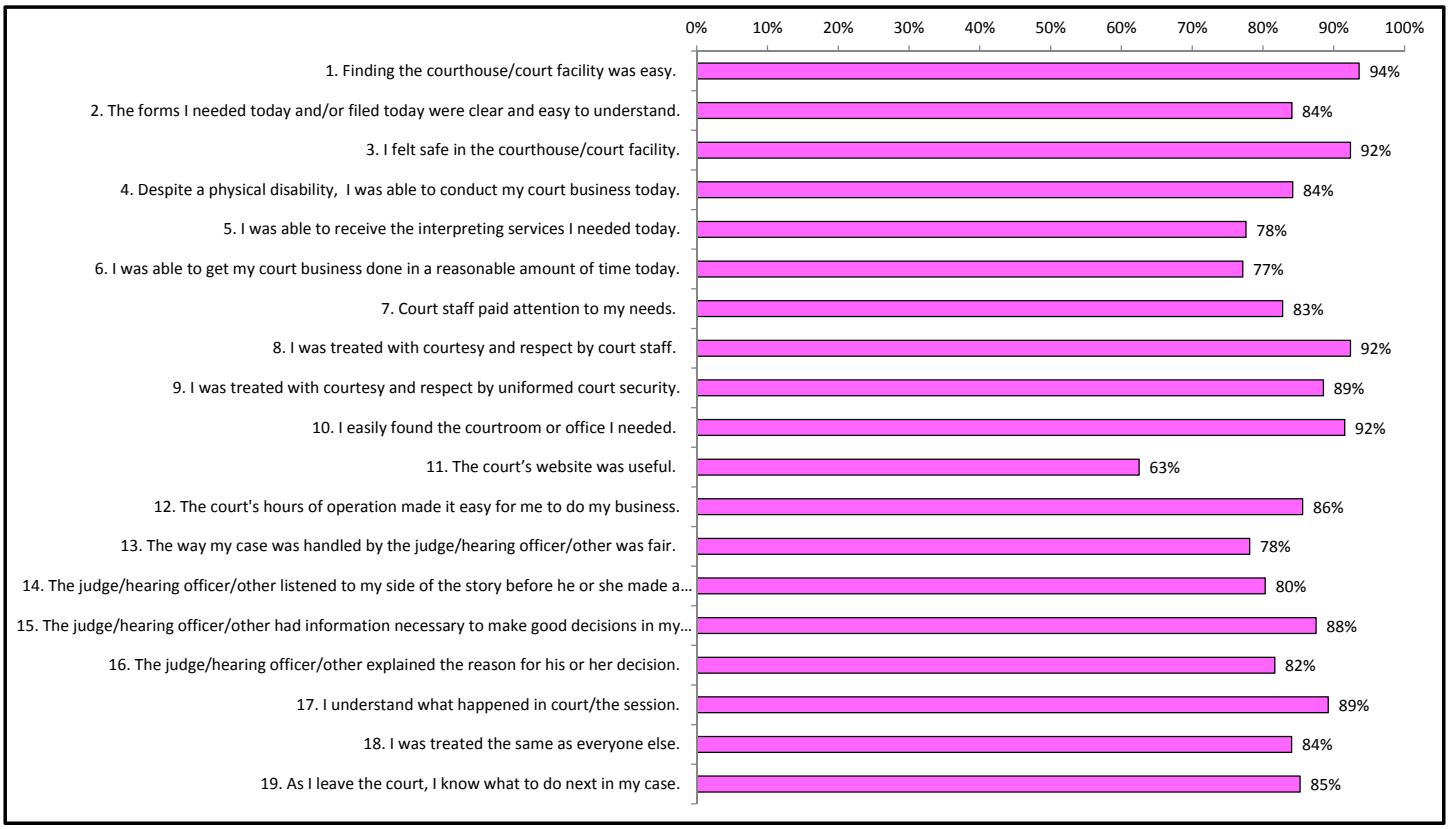


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Cumberland 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.	6	4%	2	1%	2	1%	55	35%	91	58%	94%
2. The forms I needed today and/or filed today were clear and easy to understand.	6	5%	3	2%	12	9%	43	33%	68	52%	84%
3. I felt safe in the courthouse/court facility.	6	4%	2	1%	4	3%	50	32%	95	61%	92%
4. Despite a physical disability, I was able to conduct my court business today.	3	4%	1	1%	8	11%	29	38%	35	46%	84%
5. I was able to receive the interpreting services I needed today.	4	6%	3	4%	8	12%	19	28%	33	49%	78%
6. I was able to get my court business done in a reasonable amount of time today.	7	5%	8	6%	17	12%	47	34%	61	44%	77%
7. Court staff paid attention to my needs.	6	4%	4	3%	16	11%	45	30%	80	53%	83%
8. I was treated with courtesy and respect by court staff.	6	4%	2	1%	4	3%	48	31%	97	62%	92%
9. I was treated with courtesy and respect by uniformed court security.	7	4%	1	1%	10	6%	47	30%	92	59%	89%
10. I easily found the courtroom or office I needed.	4	3%	3	2%	6	4%	49	32%	92	60%	92%
11. The court's website was useful.	4	5%	6	8%	20	25%	20	25%	30	38%	63%
12. The court's hours of operation made it easy for me to do my business.	5	4%	5	4%	10	7%	54	39%	65	47%	86%
13. The way my case was handled by the judge/hearing officer/other was fair.	5	8%	5	8%	4	6%	19	30%	31	48%	78%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	5	8%	4	7%	3	5%	20	33%	29	48%	80%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	2	3%	2	3%	4	6%	21	33%	35	55%	88%
16. The judge/hearing officer/other explained the reason for his or her decision.	4	7%	2	3%	5	8%	18	30%	31	52%	82%
17. I understand what happened in court/the session.	4	6%	1	2%	2	3%	17	26%	41	63%	89%
18. I was treated the same as everyone else.	3	4%	2	3%	6	9%	20	29%	38	55%	84%
19. As I leave the court, I know what to do next in my case.	3	5%	2	3%	4	7%	19	31%	33	54%	85%

Percent That Agree or Strongly Agree

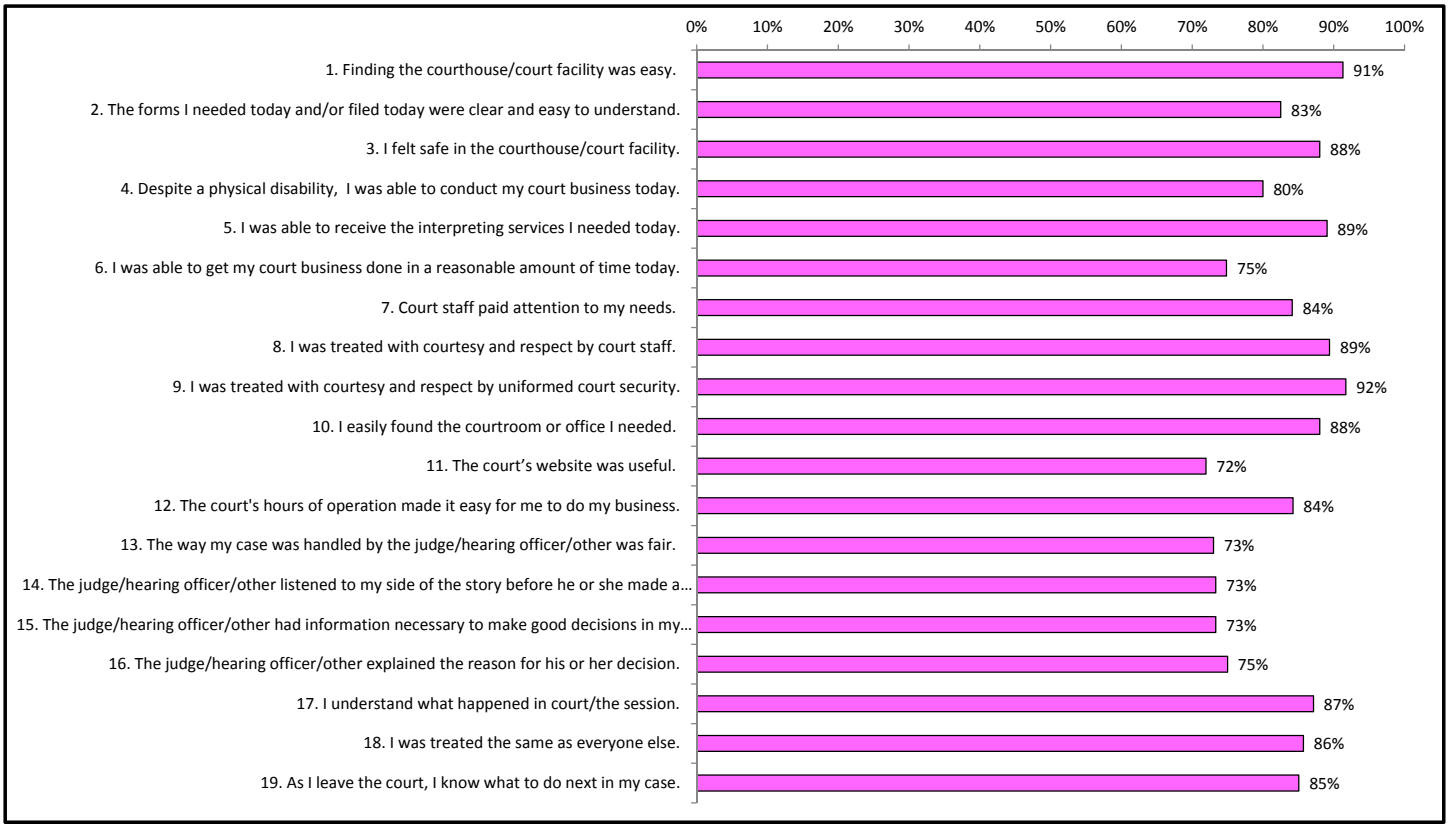


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Cumberland 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.	10	6%	1	1%	3	2%	54	34%	93	58%	91%
2. The forms I needed today and/or filed today were clear and easy to understand.	10	7%	7	5%	8	6%	55	38%	63	44%	83%
3. I felt safe in the courthouse/court facility.	11	7%	2	1%	7	4%	49	29%	98	59%	88%
4. Despite a physical disability, I was able to conduct my court business today.	4	5%	4	5%	9	11%	25	29%	43	51%	80%
5. I was able to receive the interpreting services I needed today.	4	6%	0	0%	3	5%	26	41%	31	48%	89%
6. I was able to get my court business done in a reasonable amount of time today.	16	10%	11	7%	14	9%	51	31%	71	44%	75%
7. Court staff paid attention to my needs.	9	5%	9	5%	8	5%	57	35%	81	49%	84%
8. I was treated with courtesy and respect by court staff.	7	4%	3	2%	8	5%	57	34%	95	56%	89%
9. I was treated with courtesy and respect by uniformed court security.	9	5%	2	1%	3	2%	56	33%	99	59%	92%
10. I easily found the courtroom or office I needed.	8	5%	6	4%	6	4%	55	33%	92	55%	88%
11. The court's website was useful.	8	10%	4	5%	11	13%	22	27%	37	45%	72%
12. The court's hours of operation made it easy for me to do my business.	11	7%	10	6%	5	3%	57	35%	82	50%	84%
13. The way my case was handled by the judge/hearing officer/other was fair.	5	8%	8	13%	4	6%	15	24%	31	49%	73%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	6	10%	5	8%	5	8%	17	28%	27	45%	73%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	5	8%	4	7%	7	12%	17	28%	27	45%	73%
16. The judge/hearing officer/other explained the reason for his or her decision.	4	7%	4	7%	7	12%	19	32%	26	43%	75%
17. I understand what happened in court/the session.	5	7%	1	1%	3	4%	23	33%	38	54%	87%
18. I was treated the same as everyone else.	4	6%	1	1%	5	7%	23	33%	37	53%	86%
19. As I leave the court, I know what to do next in my case.	5	7%	1	1%	4	6%	26	39%	31	46%	85%

Percent That Agree or Strongly Agree

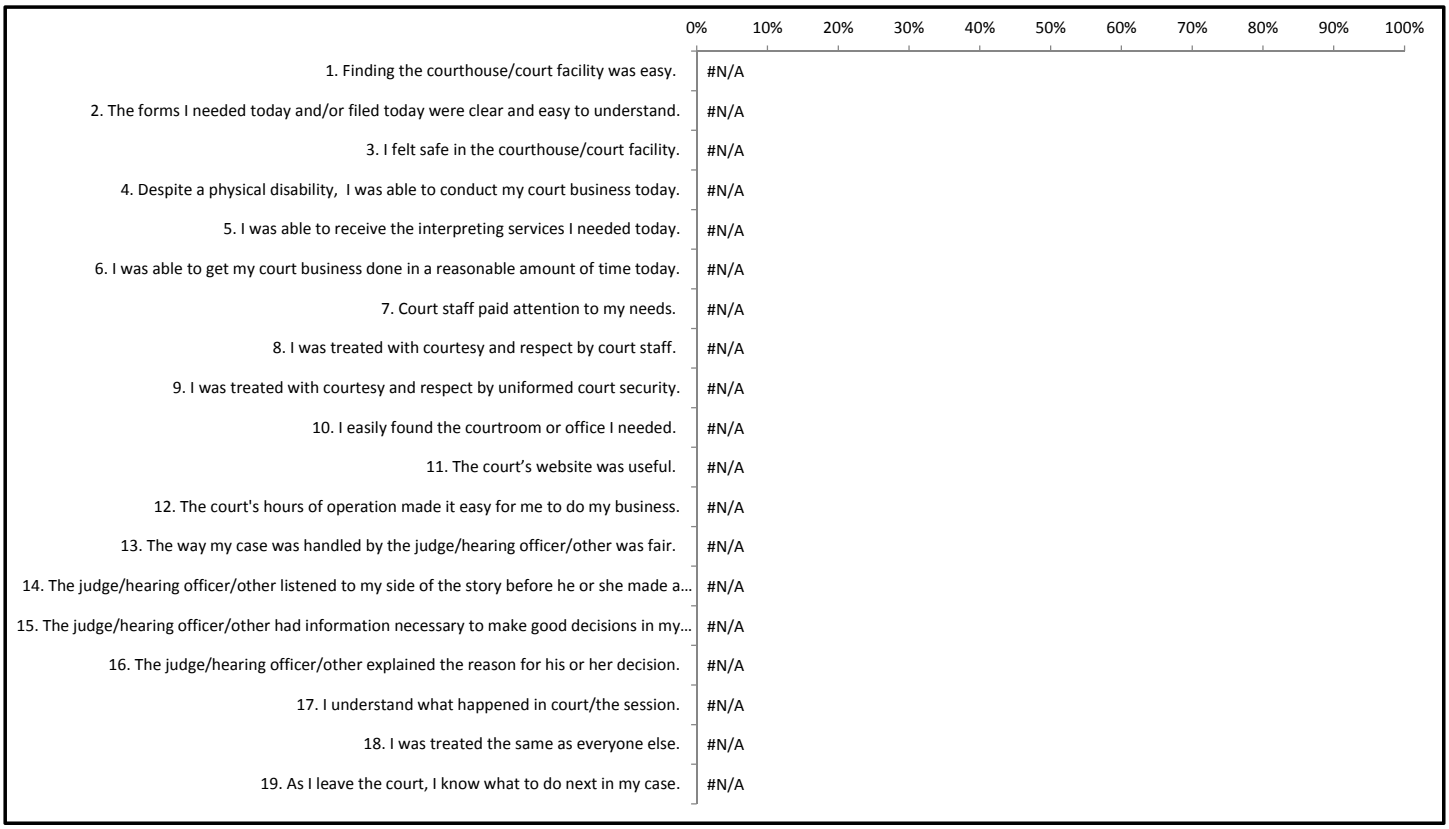


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

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

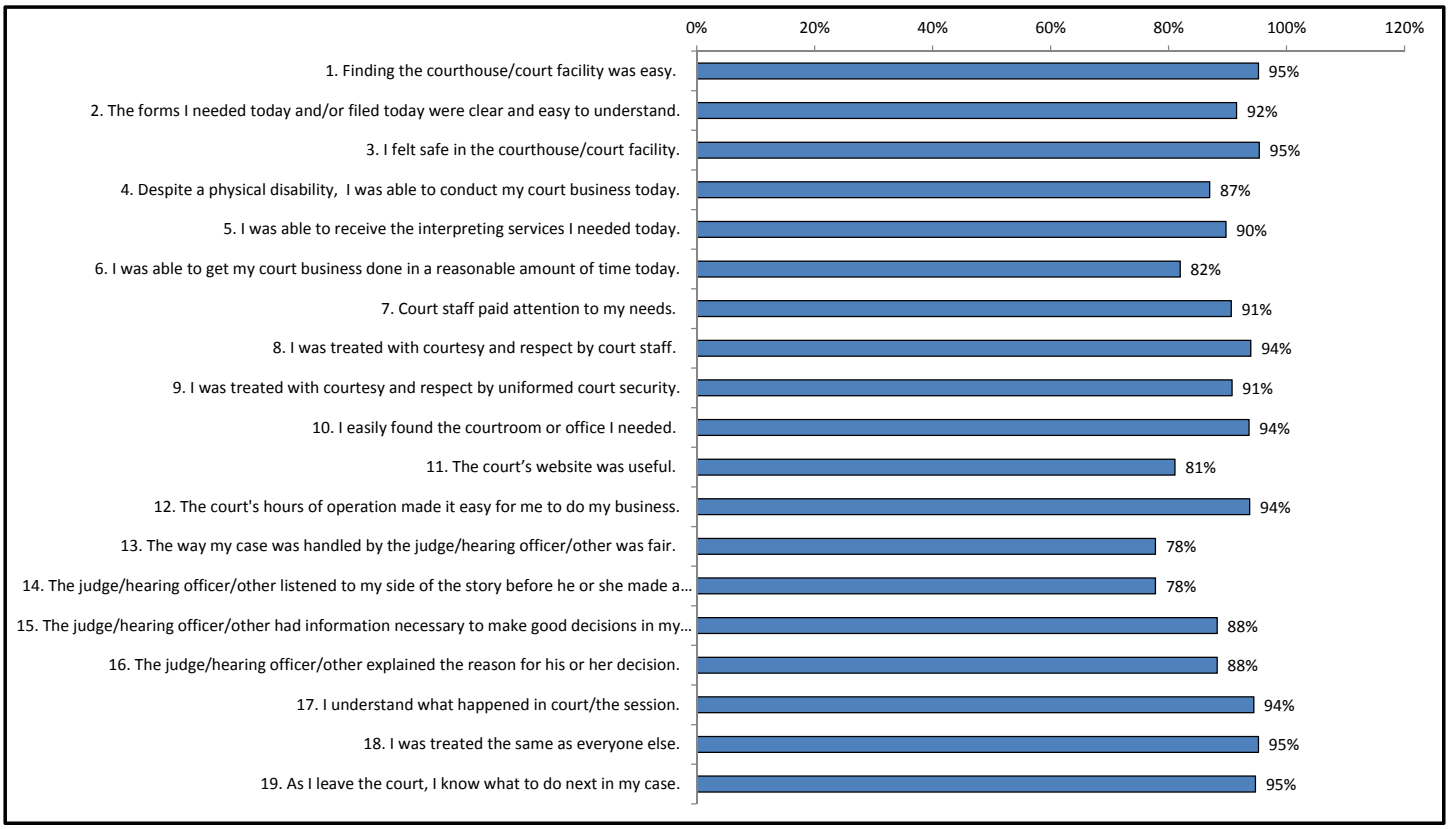


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Cumberland 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.	3	5%	0	0%	0	0%	23	37%	37	59%	95%
2. The forms I needed today and/or filed today were clear and easy to understand.	2	3%	2	3%	1	2%	20	34%	34	58%	92%
3. I felt safe in the courthouse/court facility.	3	5%	0	0%	0	0%	23	35%	39	60%	95%
4. Despite a physical disability, I was able to conduct my court business today.	1	2%	1	2%	4	9%	15	33%	25	54%	87%
5. I was able to receive the interpreting services I needed today.	1	3%	0	0%	3	8%	11	28%	24	62%	90%
6. I was able to get my court business done in a reasonable amount of time today.	2	3%	3	5%	6	10%	25	41%	25	41%	82%
7. Court staff paid attention to my needs.	2	3%	0	0%	4	6%	28	44%	30	47%	91%
8. I was treated with courtesy and respect by court staff.	3	5%	1	2%	0	0%	24	36%	38	58%	94%
9. I was treated with courtesy and respect by uniformed court security.	3	5%	1	2%	2	3%	19	29%	40	62%	91%
10. I easily found the courtroom or office I needed.	3	5%	0	0%	1	2%	23	37%	36	57%	94%
11. The court's website was useful.	2	5%	2	5%	3	8%	9	24%	21	57%	81%
12. The court's hours of operation made it easy for me to do my business.	2	3%	1	2%	1	2%	29	45%	31	48%	94%
13. The way my case was handled by the judge/hearing officer/other was fair.	1	6%	0	0%	3	17%	6	33%	8	44%	78%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	1	6%	2	11%	1	6%	7	39%	7	39%	78%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	1	6%	1	6%	0	0%	7	41%	8	47%	88%
16. The judge/hearing officer/other explained the reason for his or her decision.	1	6%	1	6%	0	0%	7	41%	8	47%	88%
17. I understand what happened in court/the session.	1	6%	0	0%	0	0%	7	39%	10	56%	94%
18. I was treated the same as everyone else.	1	5%	0	0%	0	0%	8	38%	12	57%	95%
19. As I leave the court, I know what to do next in my case.	1	5%	0	0%	0	0%	9	47%	9	47%	95%

Percent That Agree or Strongly Agree

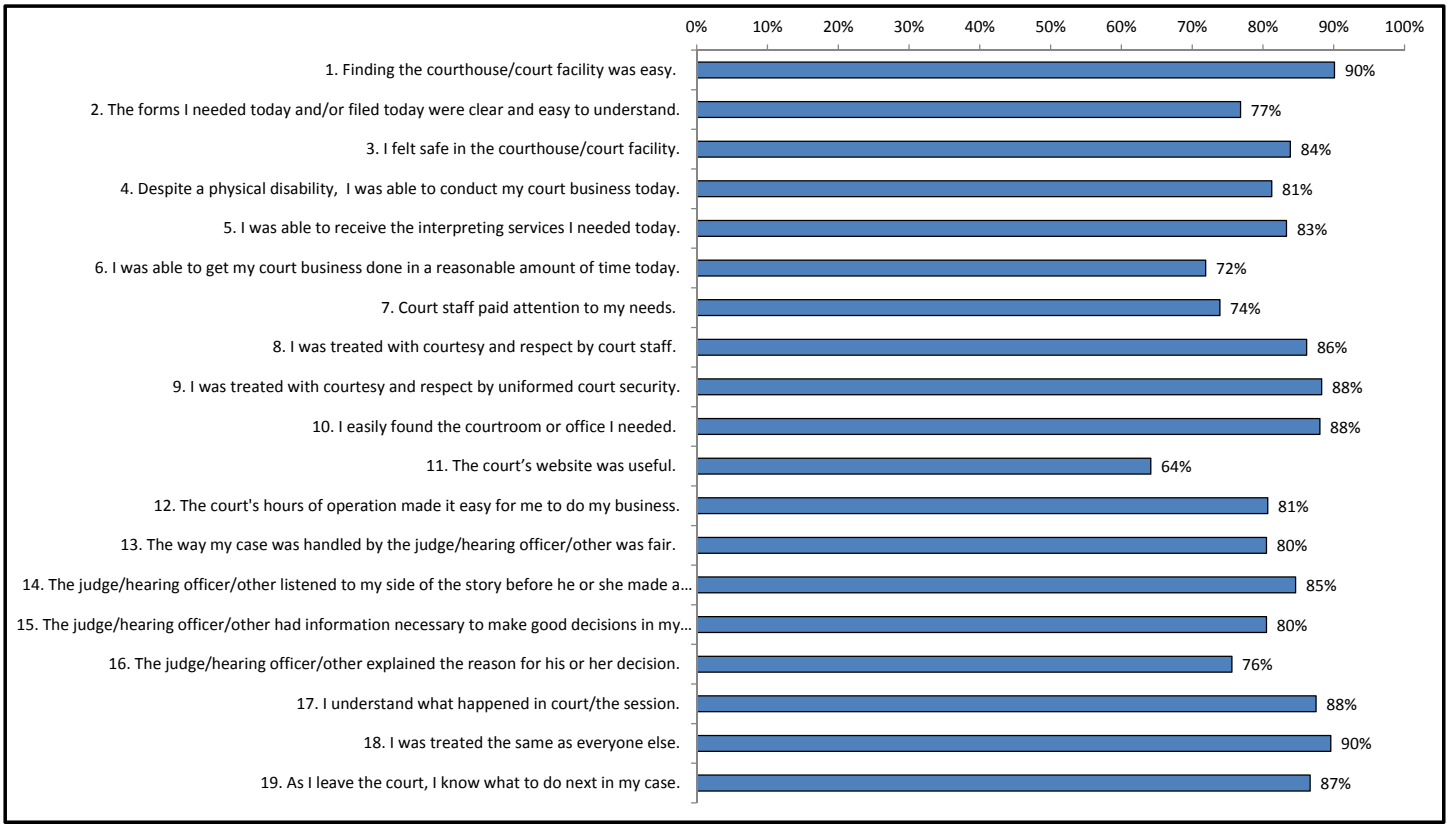


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Cumberland County
What is your age: 30 - 39

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	8	9%	1	1%	0	0%	30	33%	52	57%	90%
2. The forms I needed today and/or filed today were clear and easy to understand.	9	11%	3	4%	7	9%	31	38%	32	39%	77%
3. I felt safe in the courthouse/court facility.	9	10%	2	2%	4	4%	26	28%	52	56%	84%
4. Despite a physical disability, I was able to conduct my court business today.	2	4%	3	6%	4	8%	19	40%	20	42%	81%
5. I was able to receive the interpreting services I needed today.	2	5%	1	2%	4	10%	17	40%	18	43%	83%
6. I was able to get my court business done in a reasonable amount of time today.	8	9%	6	7%	11	12%	31	35%	33	37%	72%
7. Court staff paid attention to my needs.	7	8%	5	5%	12	13%	26	28%	42	46%	74%
8. I was treated with courtesy and respect by court staff.	4	4%	4	4%	5	5%	30	32%	51	54%	86%
9. I was treated with courtesy and respect by uniformed court security.	8	9%	1	1%	2	2%	32	34%	51	54%	88%
10. I easily found the courtroom or office I needed.	5	5%	2	2%	4	4%	27	29%	54	59%	88%
11. The court's website was useful.	2	4%	3	6%	14	26%	16	30%	18	34%	64%
12. The court's hours of operation made it easy for me to do my business.	5	6%	6	7%	6	7%	31	35%	40	45%	81%
13. The way my case was handled by the judge/hearing officer/other was fair.	2	5%	5	12%	1	2%	11	27%	22	54%	80%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	3	8%	1	3%	2	5%	12	31%	21	54%	85%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	1	2%	1	2%	6	15%	12	29%	21	51%	80%
16. The judge/hearing officer/other explained the reason for his or her decision.	2	5%	2	5%	6	15%	12	29%	19	46%	76%
17. I understand what happened in court/the session.	2	4%	0	0%	4	8%	14	29%	28	58%	88%
18. I was treated the same as everyone else.	1	2%	0	0%	4	8%	16	33%	27	56%	90%
19. As I leave the court, I know what to do next in my case.	2	4%	0	0%	4	9%	14	31%	25	56%	87%

Percent That Agree or Strongly Agree

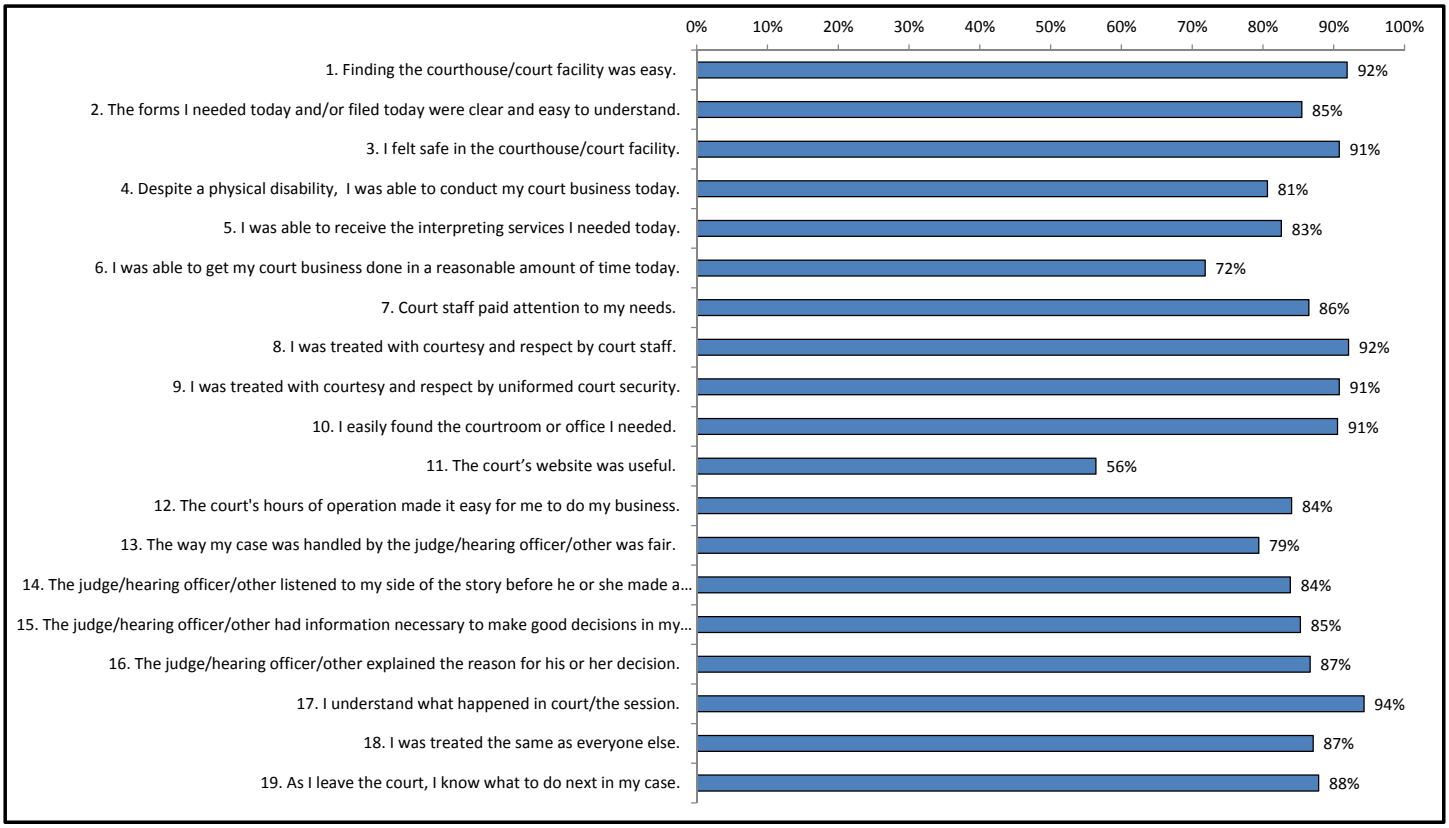


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Cumberland 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.	2	3%	0	0%	4	5%	29	39%	39	53%	92%
2. The forms I needed today and/or filed today were clear and easy to understand.	2	3%	2	3%	5	8%	25	40%	28	45%	85%
3. I felt safe in the courthouse/court facility.	3	4%	1	1%	3	4%	27	36%	42	55%	91%
4. Despite a physical disability, I was able to conduct my court business today.	1	3%	2	6%	3	10%	9	29%	16	52%	81%
5. I was able to receive the interpreting services I needed today.	2	9%	0	0%	2	9%	9	39%	10	43%	83%
6. I was able to get my court business done in a reasonable amount of time today.	7	10%	6	8%	7	10%	21	30%	30	42%	72%
7. Court staff paid attention to my needs.	3	4%	3	4%	4	5%	26	35%	38	51%	86%
8. I was treated with courtesy and respect by court staff.	3	4%	0	0%	3	4%	26	34%	44	58%	92%
9. I was treated with courtesy and respect by uniformed court security.	3	4%	0	0%	4	5%	24	32%	45	59%	91%
10. I easily found the courtroom or office I needed.	2	3%	2	3%	3	4%	27	36%	40	54%	91%
11. The court's website was useful.	6	15%	1	3%	10	26%	10	26%	12	31%	56%
12. The court's hours of operation made it easy for me to do my business.	6	9%	1	1%	4	6%	23	33%	35	51%	84%
13. The way my case was handled by the judge/hearing officer/other was fair.	3	9%	4	12%	0	0%	7	21%	20	59%	79%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	3	10%	1	3%	1	3%	7	23%	19	61%	84%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	2	6%	2	6%	1	3%	9	26%	20	59%	85%
16. The judge/hearing officer/other explained the reason for his or her decision.	2	7%	1	3%	1	3%	8	27%	18	60%	87%
17. I understand what happened in court/the session.	2	6%	0	0%	0	0%	7	20%	26	74%	94%
18. I was treated the same as everyone else.	3	10%	0	0%	1	3%	9	29%	18	58%	87%
19. As I leave the court, I know what to do next in my case.	2	6%	0	0%	2	6%	11	33%	18	55%	88%

Percent That Agree or Strongly Agree

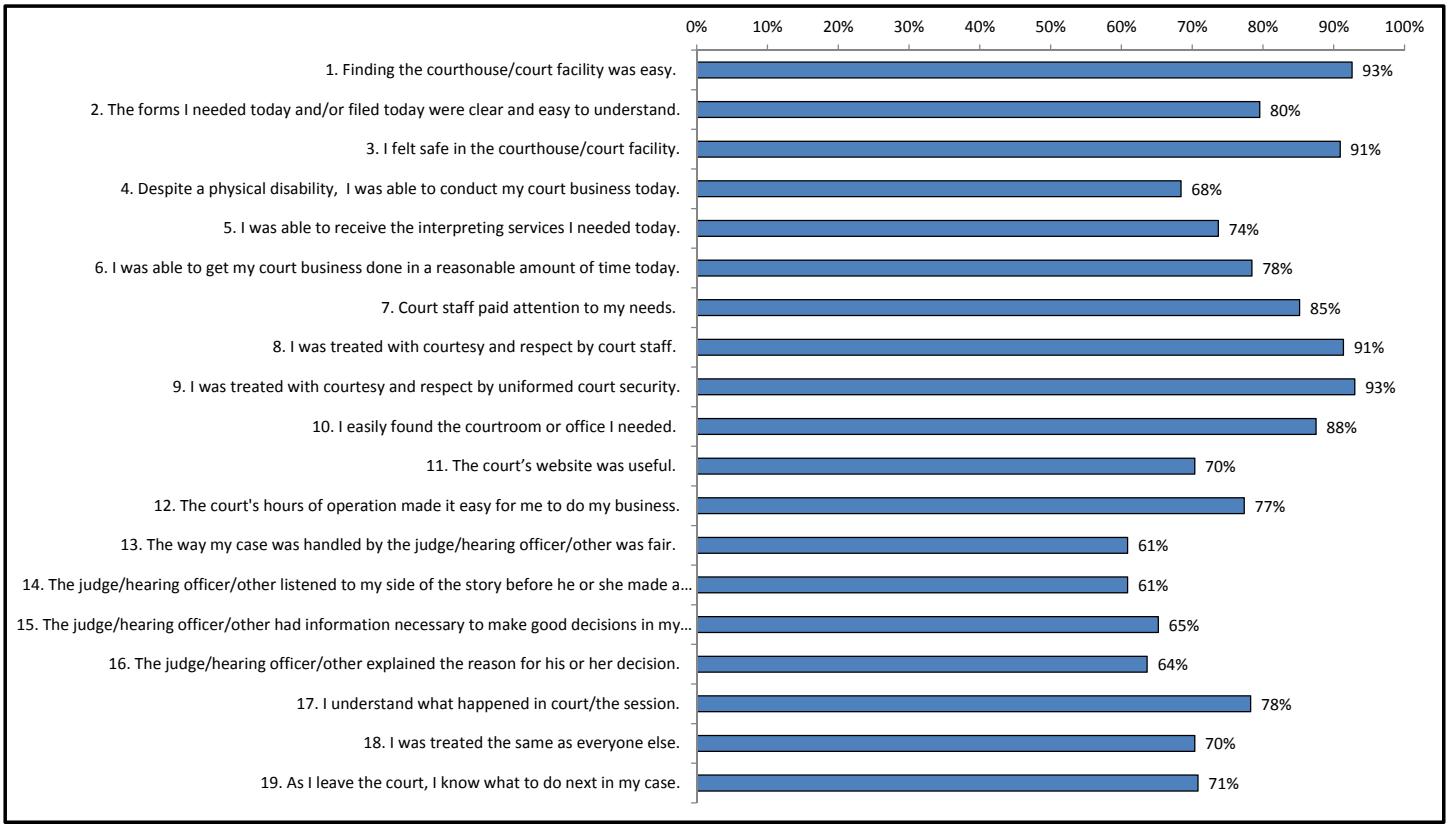


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Cumberland 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.	2	4%	1	2%	1	2%	16	30%	34	63%	93%
2. The forms I needed today and/or filed today were clear and easy to understand.	2	5%	2	5%	5	11%	12	27%	23	52%	80%
3. I felt safe in the courthouse/court facility.	2	4%	1	2%	2	4%	14	25%	36	65%	91%
4. Despite a physical disability, I was able to conduct my court business today.	3	16%	0	0%	3	16%	5	26%	8	42%	68%
5. I was able to receive the interpreting services I needed today.	3	16%	1	5%	1	5%	6	32%	8	42%	74%
6. I was able to get my court business done in a reasonable amount of time today.	3	6%	1	2%	7	14%	12	24%	28	55%	78%
7. Court staff paid attention to my needs.	3	6%	3	6%	2	4%	15	28%	31	57%	85%
8. I was treated with courtesy and respect by court staff.	3	5%	0	0%	2	3%	18	31%	35	60%	91%
9. I was treated with courtesy and respect by uniformed court security.	2	4%	1	2%	1	2%	19	33%	34	60%	93%
10. I easily found the courtroom or office I needed.	2	4%	4	7%	1	2%	18	32%	31	55%	88%
11. The court's website was useful.	2	7%	3	11%	3	11%	5	19%	14	52%	70%
12. The court's hours of operation made it easy for me to do my business.	4	8%	5	9%	3	6%	17	32%	24	45%	77%
13. The way my case was handled by the judge/hearing officer/other was fair.	3	13%	2	9%	4	17%	8	35%	6	26%	61%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	4	17%	2	9%	3	13%	8	35%	6	26%	61%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	3	13%	1	4%	4	17%	8	35%	7	30%	65%
16. The judge/hearing officer/other explained the reason for his or her decision.	3	14%	0	0%	5	23%	8	36%	6	27%	64%
17. I understand what happened in court/the session.	2	9%	2	9%	1	4%	9	39%	9	39%	78%
18. I was treated the same as everyone else.	2	7%	2	7%	4	15%	8	30%	11	41%	70%
19. As I leave the court, I know what to do next in my case.	3	13%	2	8%	2	8%	9	38%	8	33%	71%

Percent That Agree or Strongly Agree

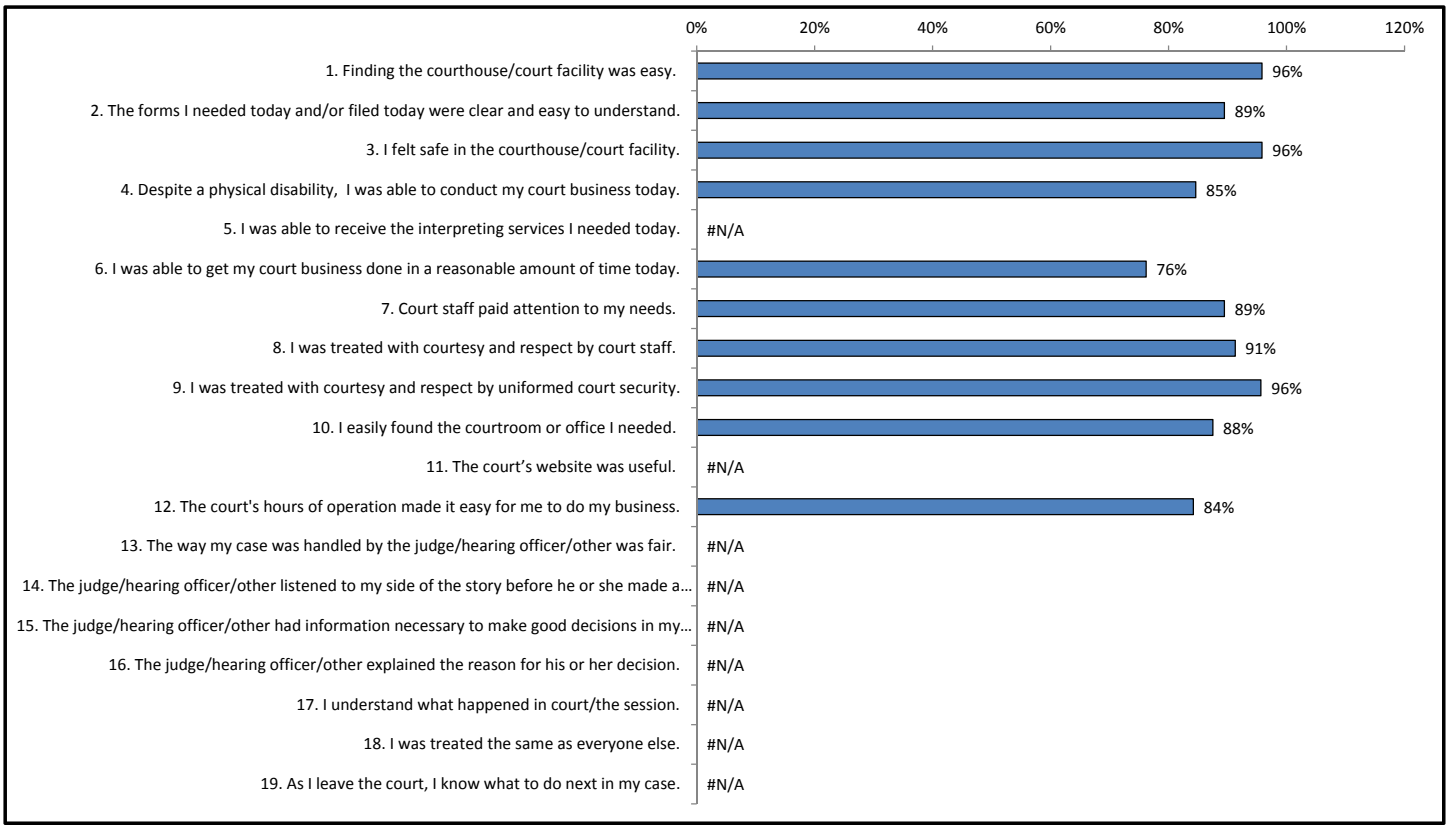


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Cumberland County
What is your age: 60 - 69

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	1	4%	0	0%	0	0%	11	46%	12	50%	96%
2. The forms I needed today and/or filed today were clear and easy to understand.	1	5%	0	0%	1	5%	10	53%	7	37%	89%
3. I felt safe in the courthouse/court facility.	1	4%	0	0%	0	0%	8	33%	15	63%	96%
4. Despite a physical disability, I was able to conduct my court business today.	0	0%	0	0%	2	15%	4	31%	7	54%	85%
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%	3	14%	0	0%	6	29%	10	48%	76%
7. Court staff paid attention to my needs.	0	0%	2	11%	0	0%	5	26%	12	63%	89%
8. I was treated with courtesy and respect by court staff.	0	0%	0	0%	2	9%	5	22%	16	70%	91%
9. I was treated with courtesy and respect by uniformed court security.	0	0%	0	0%	1	4%	7	30%	15	65%	96%
10. I easily found the courtroom or office I needed.	0	0%	1	4%	2	8%	6	25%	15	63%	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.	0	0%	2	11%	1	5%	8	42%	8	42%	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

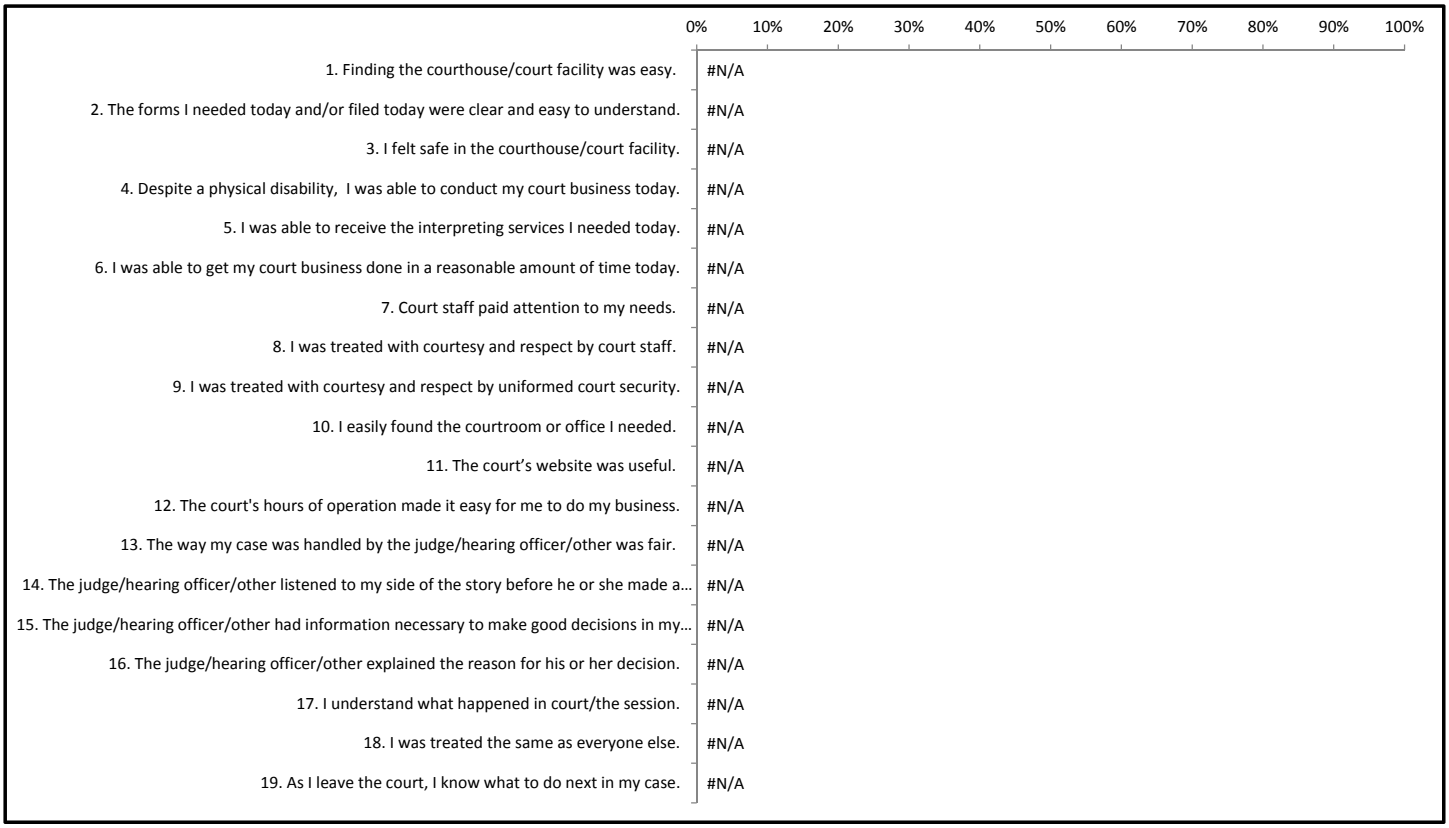


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

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

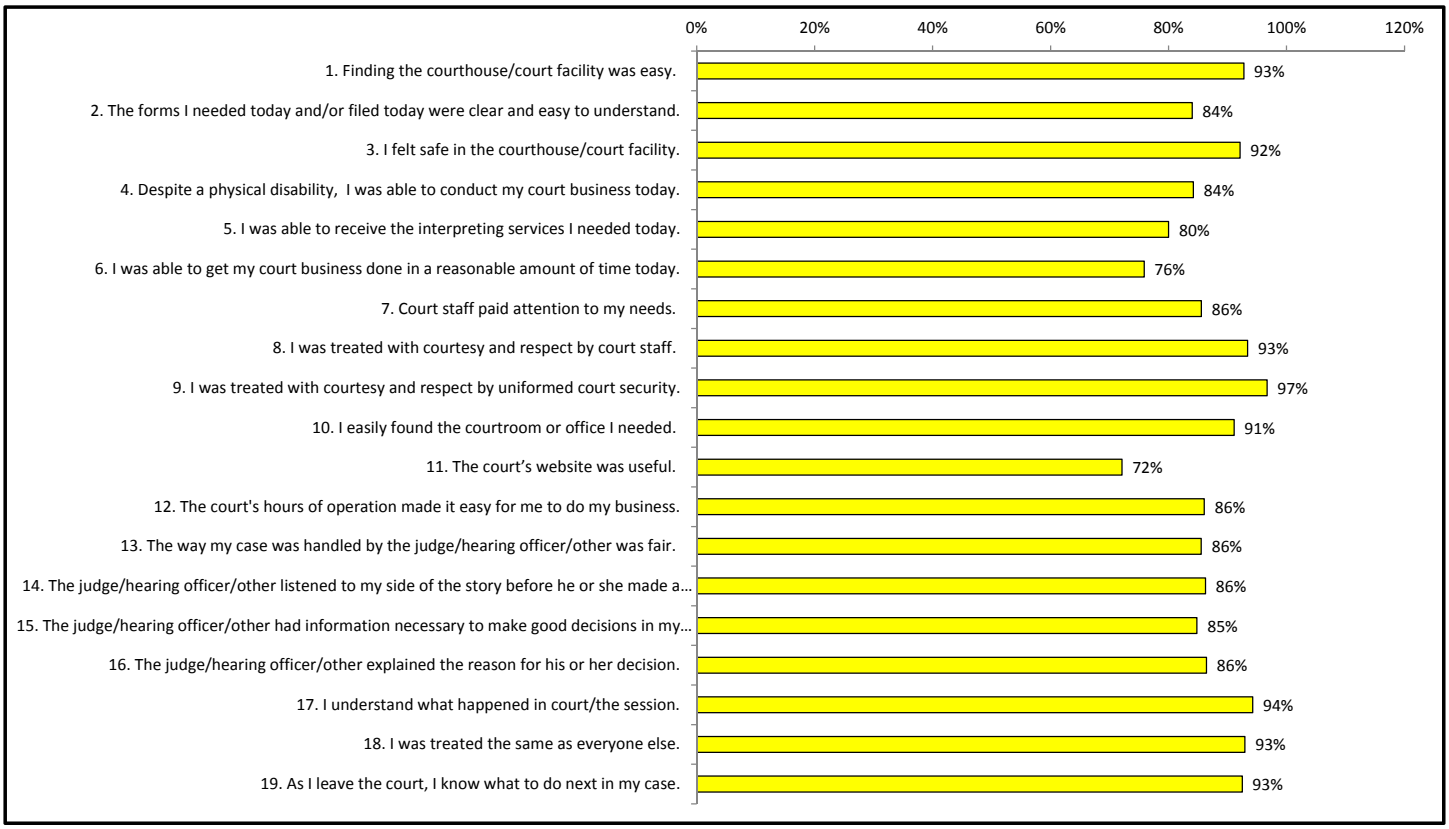


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Cumberland County
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.	2	2%	2	2%	2	2%	34	41%	43	52%	93%
2. The forms I needed today and/or filed today were clear and easy to understand.	2	3%	5	7%	5	7%	27	36%	36	48%	84%
3. I felt safe in the courthouse/court facility.	0	0%	2	2%	5	6%	31	35%	51	57%	92%
4. Despite a physical disability, I was able to conduct my court business today.	1	3%	1	3%	4	11%	15	39%	17	45%	84%
5. I was able to receive the interpreting services I needed today.	1	3%	2	7%	3	10%	12	40%	12	40%	80%
6. I was able to get my court business done in a reasonable amount of time today.	5	6%	10	11%	6	7%	31	36%	35	40%	76%
7. Court staff paid attention to my needs.	0	0%	5	6%	8	9%	27	30%	50	56%	86%
8. I was treated with courtesy and respect by court staff.	1	1%	0	0%	5	5%	27	30%	58	64%	93%
9. I was treated with courtesy and respect by uniformed court security.	1	1%	0	0%	2	2%	31	34%	57	63%	97%
10. I easily found the courtroom or office I needed.	0	0%	3	3%	5	6%	29	32%	53	59%	91%
11. The court's website was useful.	1	2%	5	12%	6	14%	16	37%	15	35%	72%
12. The court's hours of operation made it easy for me to do my business.	4	5%	3	3%	5	6%	33	38%	41	48%	86%
13. The way my case was handled by the judge/hearing officer/other was fair.	3	4%	6	7%	3	4%	22	27%	49	59%	86%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	2	3%	3	4%	6	8%	24	30%	45	56%	86%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	2	3%	3	4%	7	9%	22	28%	45	57%	85%
16. The judge/hearing officer/other explained the reason for his or her decision.	1	1%	2	2%	8	10%	25	31%	45	56%	86%
17. I understand what happened in court/the session.	1	1%	1	1%	3	3%	25	29%	57	66%	94%
18. I was treated the same as everyone else.	2	2%	2	2%	2	2%	29	34%	50	59%	93%
19. As I leave the court, I know what to do next in my case.	0	0%	3	4%	3	4%	31	39%	43	54%	93%

Percent That Agree or Strongly Agree

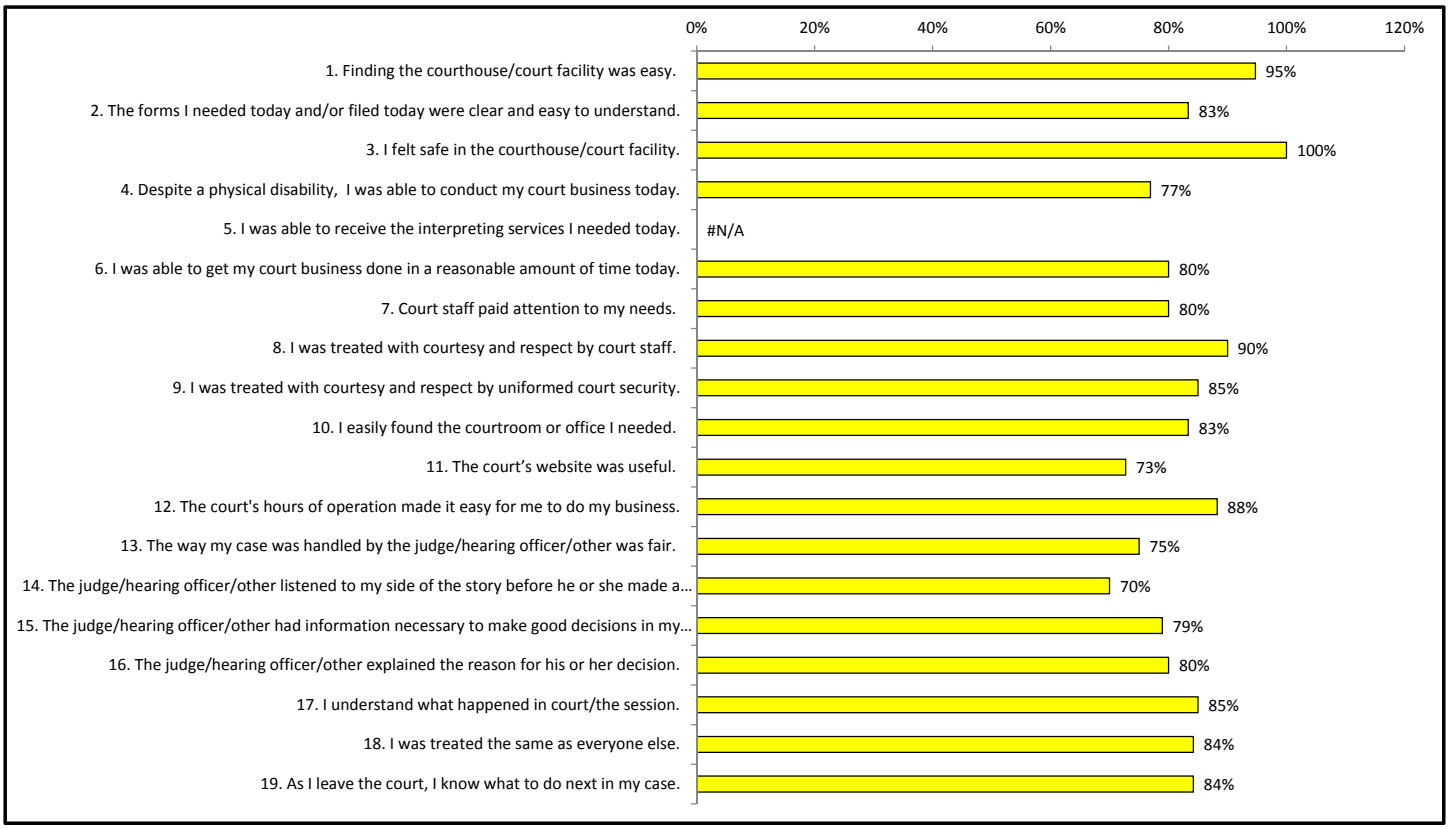


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Cumberland 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.	0	0%	1	5%	0	0%	5	26%	13	68%	95%
2. The forms I needed today and/or filed today were clear and easy to understand.	0	0%	1	6%	2	11%	7	39%	8	44%	83%
3. I felt safe in the courthouse/court facility.	0	0%	0	0%	0	0%	8	44%	10	56%	100%
4. Despite a physical disability, I was able to conduct my court business today.	0	0%	1	8%	2	15%	3	23%	7	54%	77%
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	15%	0	0%	1	5%	7	35%	9	45%	80%
7. Court staff paid attention to my needs.	0	0%	2	10%	2	10%	6	30%	10	50%	80%
8. I was treated with courtesy and respect by court staff.	0	0%	1	5%	1	5%	6	30%	12	60%	90%
9. I was treated with courtesy and respect by uniformed court security.	1	5%	0	0%	2	10%	5	25%	12	60%	85%
10. I easily found the courtroom or office I needed.	0	0%	1	6%	2	11%	5	28%	10	56%	83%
11. The court's website was useful.	1	9%	0	0%	2	18%	4	36%	4	36%	73%
12. The court's hours of operation made it easy for me to do my business.	0	0%	1	6%	1	6%	5	29%	10	59%	88%
13. The way my case was handled by the judge/hearing officer/other was fair.	1	5%	2	10%	2	10%	6	30%	9	45%	75%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	1	5%	4	20%	1	5%	6	30%	8	40%	70%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	0	0%	1	5%	3	16%	7	37%	8	42%	79%
16. The judge/hearing officer/other explained the reason for his or her decision.	0	0%	3	15%	1	5%	8	40%	8	40%	80%
17. I understand what happened in court/the session.	0	0%	1	5%	2	10%	8	40%	9	45%	85%
18. I was treated the same as everyone else.	1	5%	0	0%	2	11%	6	32%	10	53%	84%
19. As I leave the court, I know what to do next in my case.	0	0%	0	0%	3	16%	6	32%	10	53%	84%

Percent That Agree or Strongly Agree



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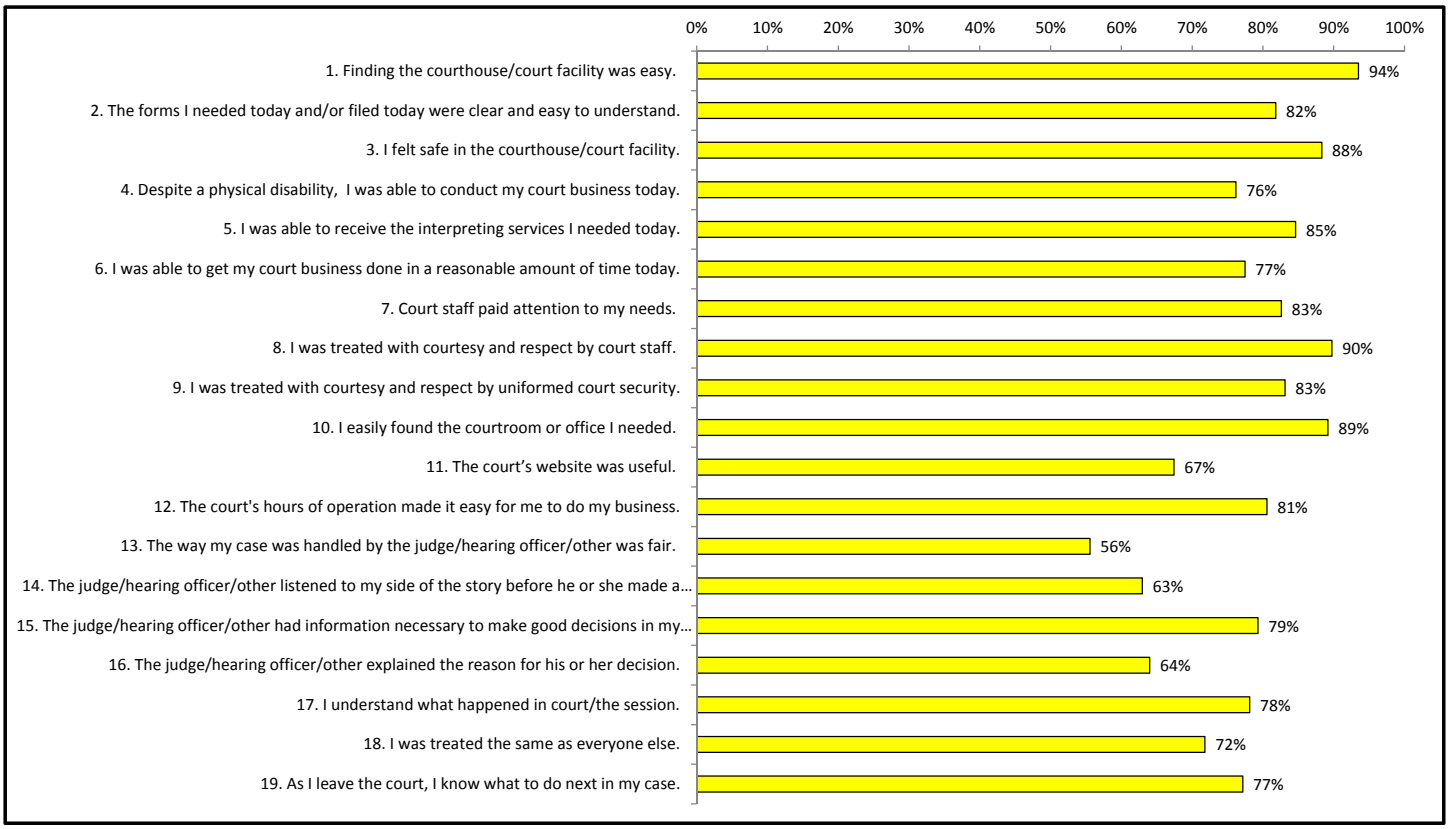
New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Cumberland County
Today I appeared before a (select all that apply): other

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	4	5%	0	0%	1	1%	25	32%	47	61%	94%
2. The forms I needed today and/or filed today were clear and easy to understand.	3	5%	4	6%	5	8%	22	33%	32	48%	82%
3. I felt safe in the courthouse/court facility.	4	5%	2	3%	3	4%	19	25%	49	64%	88%
4. Despite a physical disability, I was able to conduct my court business today.	2	5%	1	2%	7	17%	10	24%	22	52%	76%
5. I was able to receive the interpreting services I needed today.	2	5%	1	3%	3	8%	13	33%	20	51%	85%
6. I was able to get my court business done in a reasonable amount of time today.	4	6%	3	4%	9	13%	25	35%	30	42%	77%
7. Court staff paid attention to my needs.	4	6%	2	3%	6	9%	19	28%	38	55%	83%
8. I was treated with courtesy and respect by court staff.	3	4%	2	3%	3	4%	26	33%	44	56%	90%
9. I was treated with courtesy and respect by uniformed court security.	3	4%	3	4%	7	9%	25	32%	39	51%	83%
10. I easily found the courtroom or office I needed.	2	3%	4	5%	2	3%	21	28%	45	61%	89%
11. The court's website was useful.	3	7%	1	2%	10	23%	10	23%	19	44%	67%
12. The court's hours of operation made it easy for me to do my business.	3	4%	5	7%	6	8%	25	35%	33	46%	81%
13. The way my case was handled by the judge/hearing officer/other was fair.	2	7%	6	22%	4	15%	11	41%	4	15%	56%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	4	15%	3	11%	3	11%	12	44%	5	19%	63%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	1	3%	1	3%	4	14%	14	48%	9	31%	79%
16. The judge/hearing officer/other explained the reason for his or her decision.	3	12%	1	4%	5	20%	11	44%	5	20%	64%
17. I understand what happened in court/the session.	4	13%	1	3%	2	6%	11	34%	14	44%	78%
18. I was treated the same as everyone else.	3	8%	2	5%	6	15%	13	33%	15	38%	72%
19. As I leave the court, I know what to do next in my case.	4	11%	1	3%	3	9%	13	37%	14	40%	77%

Percent That Agree or Strongly Agree



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