

Appendix U

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

Overview Tables

Passaic

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

Table of Contents

Summary Tables	page
Survey Demographics	3
Totals	4
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

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

Please select the description that best describes you		
A party in a court case/legal matter	218	37%
Victim or witness	28	5%
Law enforcement officer	14	2%
Public defender/staff	12	2%
Social services staff	19	3%
Friend or family member	37	6%
Private attorney	66	11%
Prosecutor/staff	2	0%
Juror	101	17%
Other	98	16%
Total	595	100%

What did you do today? (select all that apply) *		
Attended a hearing or trial	162	24%
Received information	78	11%
Visited Probation	73	11%
Attended mediation or arbitration	14	2%
Visited the Ombudsman/Self-Help Center	6	1%
Jury Service	101	15%
Filed Papers	73	11%
Made a payment	14	2%
Searched court records/obtained documents	24	4%
Other	116	17%

What type of case brought you to the courthouse today? (select all that apply) *		
Child Custody	62	9%
Division of Child Placement and Permanency	11	2%
Divorce	40	6%
Foreclosure	10	1%
Probation	39	6%
Child Support	67	10%
Landlord/Tenant	73	11%
Civil	72	11%
Juvenile Delinquency	17	2%
Domestic Violence	17	2%
Criminal	54	8%
Other	151	22%

How do you identify yourself? (select all that apply)*		
American Indian or Alaska Native	15	2%
Native Hawaiian or Other Pacific Islander	1	0%
Asian	17	2%
White	231	34%
Black or African American	127	19%
Hispanic or Latino	207	30%
Other	35	5%

What is your gender?		
Male	324	54%
Female	279	46%
Total	603	100%

What is your age range?		
Under 20	21	3%
20 - 29	99	16%
30 - 39	119	20%
40 - 49	179	29%
50 - 59	114	19%
60 - 69	58	10%
70 or older	20	3%
Total	610	100%

If you are a party in a court case/legal matter, are you represented by an attorney in the case?		
Yes	125	32%
No	270	68%
Total	395	100%

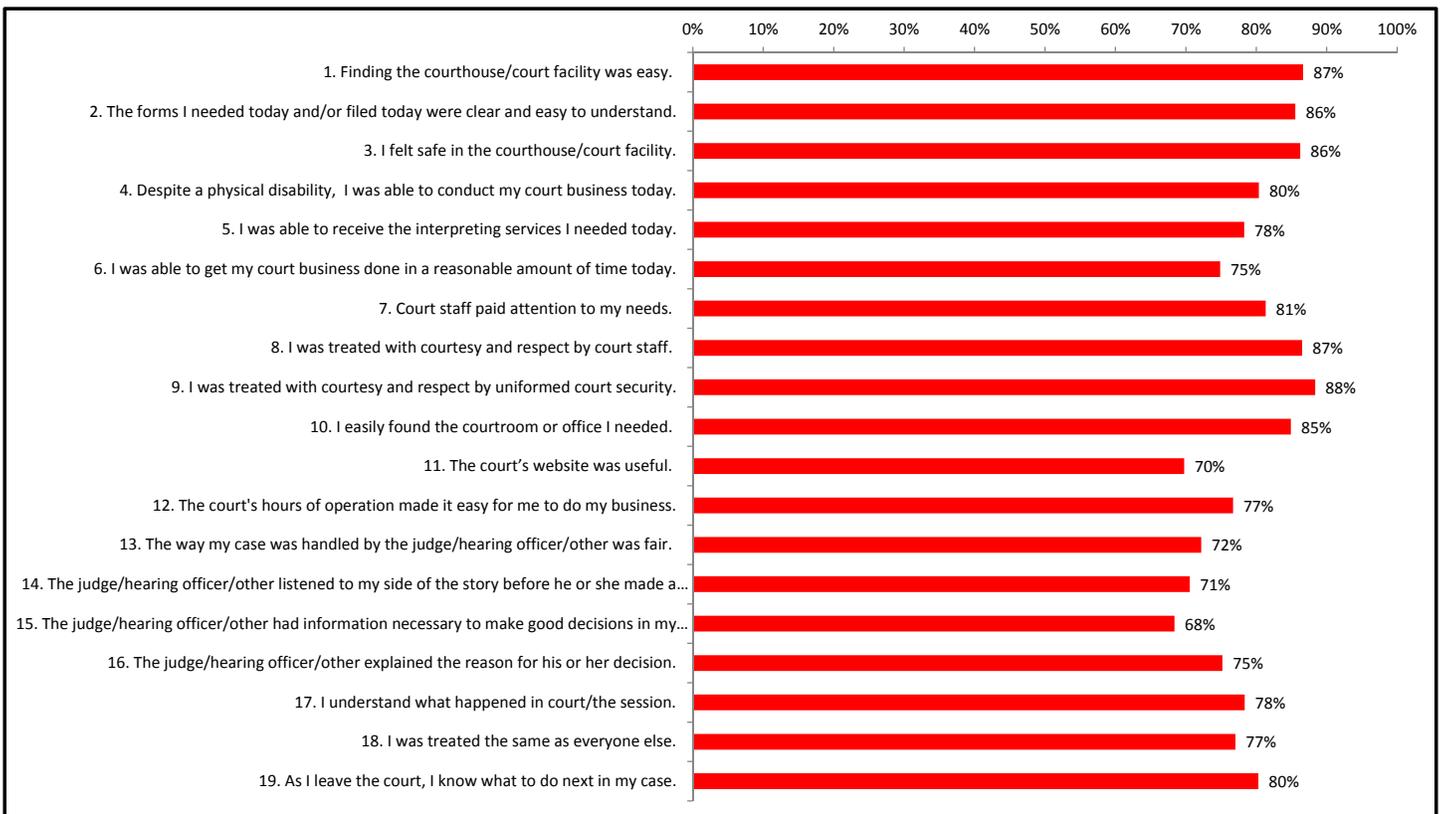
How often are you in this courthouse?		
First time in this courthouse	151	26%
Once a year or less	172	29%
Several times a year	126	21%
Several times a month	143	24%
Total	592	100%

*** Percentage is based on total respondents: 685**

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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	37	6%	26	4%	24	4%	247	38%	317	49%	87%
2. The forms I needed today and/or filed today were clear and easy to understand.	37	6%	19	3%	28	5%	241	41%	256	44%	86%
3. I felt safe in the courthouse/court facility.	41	6%	15	2%	34	5%	215	33%	349	53%	86%
4. Despite a physical disability, I was able to conduct my court business today.	24	7%	13	4%	28	8%	128	39%	138	42%	80%
5. I was able to receive the interpreting services I needed today.	25	7%	17	5%	31	9%	121	36%	142	42%	78%
6. I was able to get my court business done in a reasonable amount of time today.	49	8%	47	8%	51	9%	199	34%	239	41%	75%
7. Court staff paid attention to my needs.	38	6%	29	5%	47	8%	214	35%	283	46%	81%
8. I was treated with courtesy and respect by court staff.	41	6%	19	3%	28	4%	213	33%	351	54%	87%
9. I was treated with courtesy and respect by uniformed court security.	36	6%	17	3%	23	4%	213	33%	364	56%	88%
10. I easily found the courtroom or office I needed.	35	6%	27	4%	34	5%	235	37%	305	48%	85%
11. The court's website was useful.	39	9%	27	6%	61	15%	139	33%	154	37%	70%
12. The court's hours of operation made it easy for me to do my business.	47	8%	44	7%	50	8%	211	35%	253	42%	77%
13. The way my case was handled by the judge/hearing officer/other was fair.	32	12%	15	6%	27	10%	75	28%	117	44%	72%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	36	14%	12	5%	28	11%	69	27%	113	44%	71%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	34	13%	17	7%	29	11%	62	25%	111	44%	68%
16. The judge/hearing officer/other explained the reason for his or her decision.	25	10%	16	6%	22	9%	76	30%	115	45%	75%
17. I understand what happened in court/the session.	26	10%	11	4%	21	8%	79	29%	131	49%	78%
18. I was treated the same as everyone else.	28	10%	15	5%	22	8%	74	26%	144	51%	77%
19. As I leave the court, I know what to do next in my case.	25	9%	11	4%	18	7%	74	27%	146	53%	80%

Percent That Agree or Strongly Agree

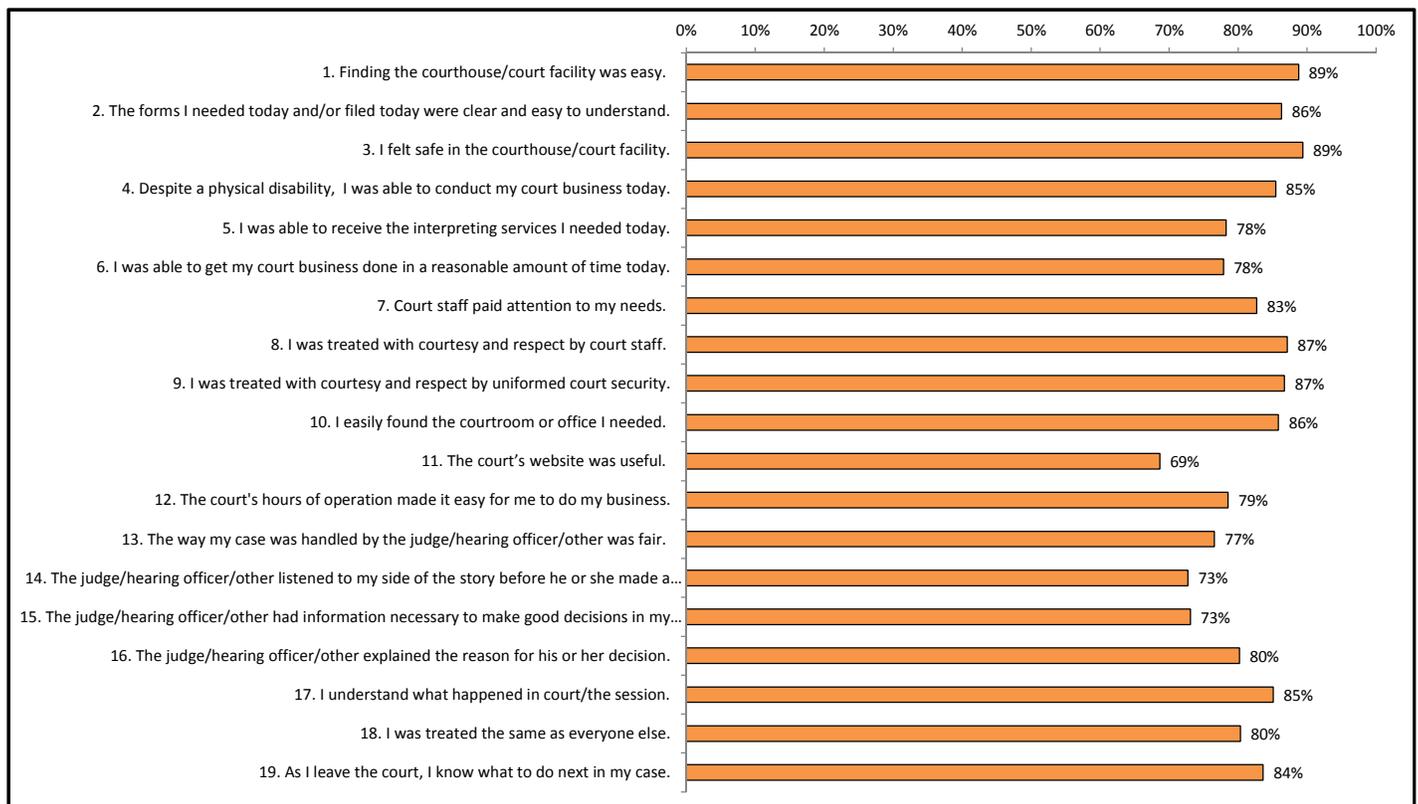


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

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.	11	5%	7	3%	5	2%	73	36%	109	53%	89%
2. The forms I needed today and/or filed today were clear and easy to understand.	12	6%	5	3%	10	5%	80	41%	90	46%	86%
3. I felt safe in the courthouse/court facility.	11	5%	4	2%	7	3%	65	31%	120	58%	89%
4. Despite a physical disability, I was able to conduct my court business today.	5	5%	2	2%	9	8%	44	40%	50	45%	85%
5. I was able to receive the interpreting services I needed today.	8	7%	5	4%	12	10%	37	32%	53	46%	78%
6. I was able to get my court business done in a reasonable amount of time today.	17	8%	14	7%	15	7%	68	33%	94	45%	78%
7. Court staff paid attention to my needs.	13	6%	10	5%	13	6%	72	35%	100	48%	83%
8. I was treated with courtesy and respect by court staff.	12	6%	9	4%	6	3%	68	32%	115	55%	87%
9. I was treated with courtesy and respect by uniformed court security.	11	5%	6	3%	11	5%	67	32%	116	55%	87%
10. I easily found the courtroom or office I needed.	8	4%	16	8%	5	2%	75	37%	101	49%	86%
11. The court's website was useful.	14	12%	6	5%	17	14%	37	31%	44	37%	69%
12. The court's hours of operation made it easy for me to do my business.	14	7%	13	6%	17	8%	65	32%	96	47%	79%
13. The way my case was handled by the judge/hearing officer/other was fair.	11	10%	6	5%	9	8%	34	31%	51	46%	77%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	14	13%	7	6%	9	8%	29	26%	51	46%	73%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	12	12%	8	8%	8	8%	29	28%	47	45%	73%
16. The judge/hearing officer/other explained the reason for his or her decision.	8	8%	7	7%	6	6%	33	31%	52	49%	80%
17. I understand what happened in court/the session.	9	8%	4	4%	4	4%	38	33%	59	52%	85%
18. I was treated the same as everyone else.	10	9%	5	4%	8	7%	30	26%	64	55%	80%
19. As I leave the court, I know what to do next in my case.	11	9%	4	3%	4	3%	32	28%	65	56%	84%

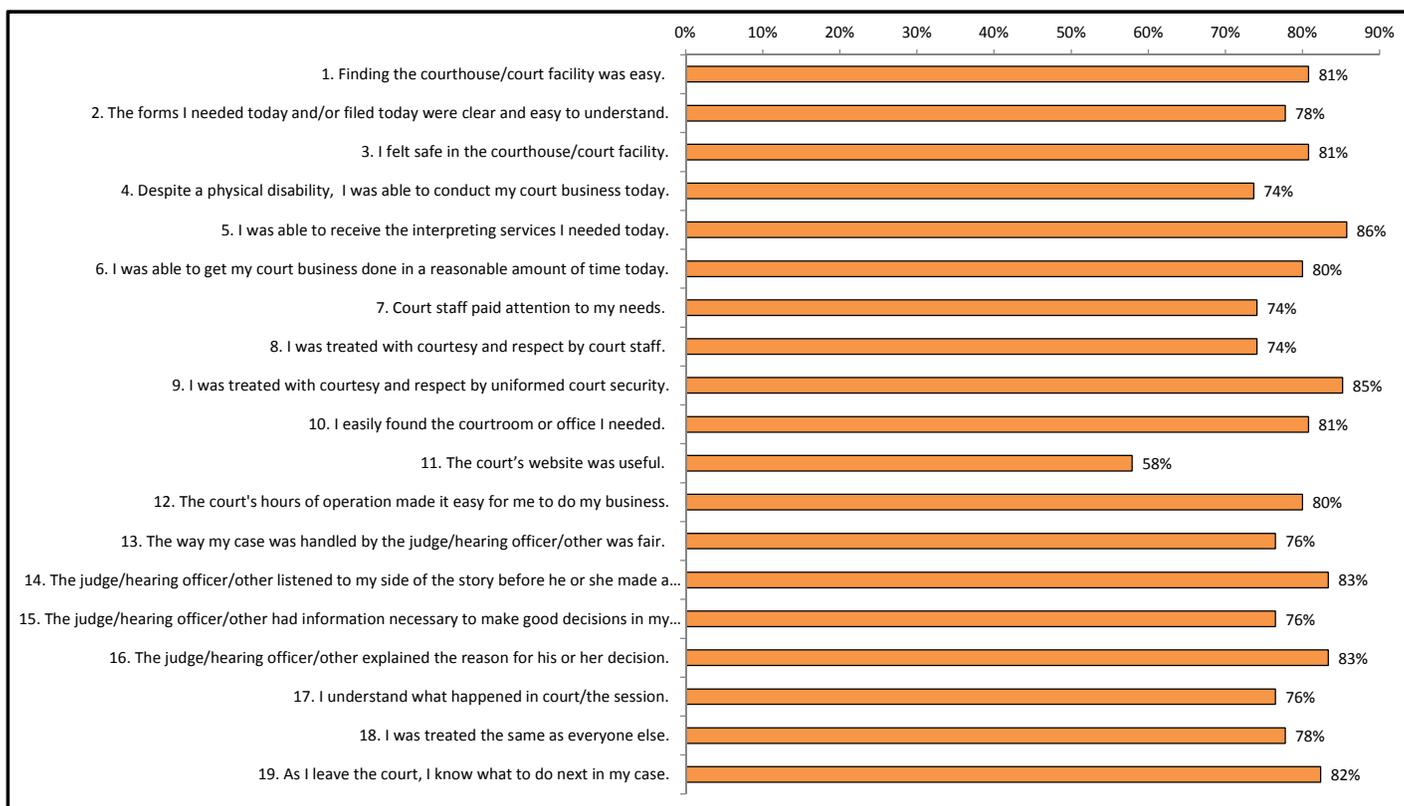
Percent That Agree or Strongly Agree



Please select the description that best describes you: victim or witness

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	2	8%	2	8%	1	4%	8	31%	13	50%	81%
2. The forms I needed today and/or filed today were clear and easy to understand.	3	11%	1	4%	2	7%	7	26%	14	52%	78%
3. I felt safe in the courthouse/court facility.	3	12%	0	0%	2	8%	10	38%	11	42%	81%
4. Despite a physical disability, I was able to conduct my court business today.	3	16%	2	11%	0	0%	6	32%	8	42%	74%
5. I was able to receive the interpreting services I needed today.	1	5%	0	0%	2	10%	9	43%	9	43%	86%
6. I was able to get my court business done in a reasonable amount of time today.	3	12%	1	4%	1	4%	9	36%	11	44%	80%
7. Court staff paid attention to my needs.	4	15%	1	4%	2	7%	7	26%	13	48%	74%
8. I was treated with courtesy and respect by court staff.	3	11%	1	4%	3	11%	9	33%	11	41%	74%
9. I was treated with courtesy and respect by uniformed court security.	3	11%	0	0%	1	4%	10	37%	13	48%	85%
10. I easily found the courtroom or office I needed.	1	4%	1	4%	3	12%	9	35%	12	46%	81%
11. The court's website was useful.	2	11%	2	11%	4	21%	6	32%	5	26%	58%
12. The court's hours of operation made it easy for me to do my business.	2	8%	2	8%	1	4%	11	44%	9	36%	80%
13. The way my case was handled by the judge/hearing officer/other was fair.	3	18%	1	6%	0	0%	7	41%	6	35%	76%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	2	11%	1	6%	0	0%	7	39%	8	44%	83%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	3	18%	0	0%	1	6%	5	29%	8	47%	76%
16. The judge/hearing officer/other explained the reason for his or her decision.	1	6%	1	6%	1	6%	7	39%	8	44%	83%
17. I understand what happened in court/the session.	3	18%	1	6%	0	0%	4	24%	9	53%	76%
18. I was treated the same as everyone else.	2	11%	1	6%	1	6%	5	28%	9	50%	78%
19. As I leave the court, I know what to do next in my case.	2	12%	1	6%	0	0%	5	29%	9	53%	82%

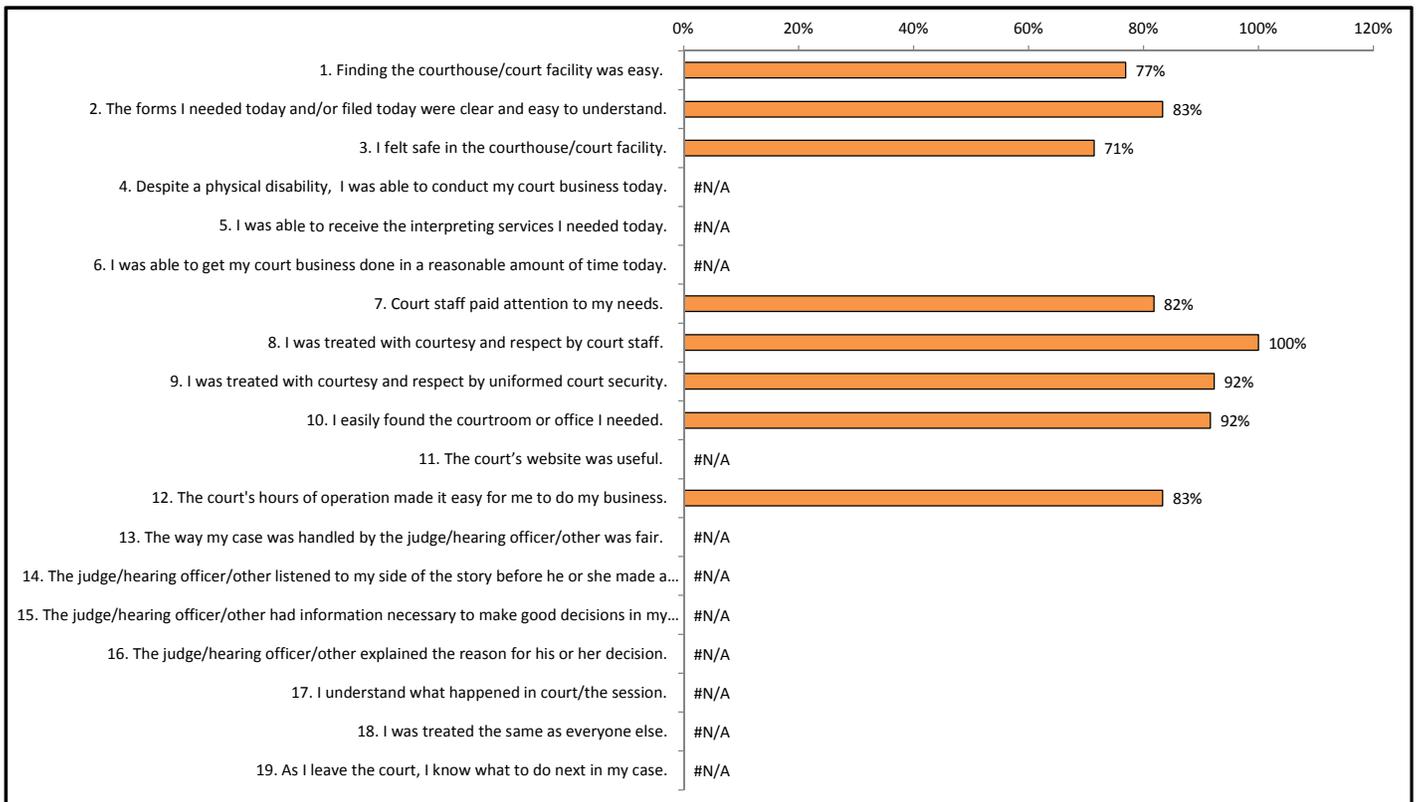
Percent That Agree or Strongly Agree



New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Passaic 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.	1	8%	0	0%	2	15%	8	62%	2	15%	77%
2. The forms I needed today and/or filed today were clear and easy to understand.	0	0%	0	0%	2	17%	6	50%	4	33%	83%
3. I felt safe in the courthouse/court facility.	2	14%	0	0%	2	14%	2	14%	8	57%	71%
4. Despite a physical disability, I was able to conduct my court business today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
5. I was able to receive the interpreting services I needed today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
6. I was able to get my court business done in a reasonable amount of time today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
7. Court staff paid attention to my needs.	0	0%	0	0%	2	18%	2	18%	7	64%	82%
8. I was treated with courtesy and respect by court staff.	0	0%	0	0%	0	0%	4	36%	7	64%	100%
9. I was treated with courtesy and respect by uniformed court security.	0	0%	0	0%	1	8%	3	23%	9	69%	92%
10. I easily found the courtroom or office I needed.	0	0%	0	0%	1	8%	4	33%	7	58%	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.	0	0%	0	0%	2	17%	4	33%	6	50%	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.	#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

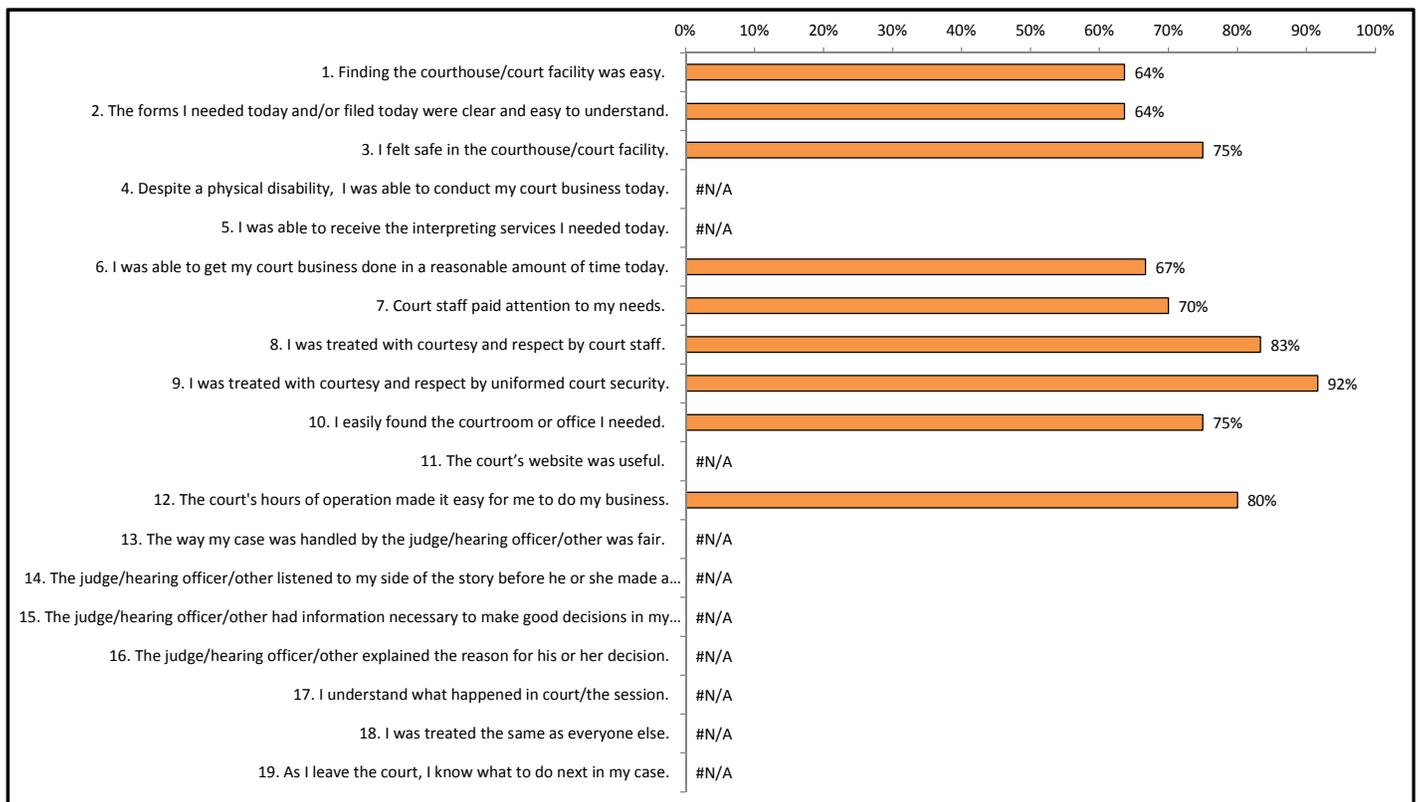


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Passaic 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.	2	18%	1	9%	1	9%	3	27%	4	36%	64%
2. The forms I needed today and/or filed today were clear and easy to understand.	3	27%	0	0%	1	9%	4	36%	3	27%	64%
3. I felt safe in the courthouse/court facility.	1	8%	1	8%	1	8%	5	42%	4	33%	75%
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	8%	2	17%	1	8%	5	42%	3	25%	67%
7. Court staff paid attention to my needs.	0	0%	1	10%	2	20%	2	20%	5	50%	70%
8. I was treated with courtesy and respect by court staff.	1	8%	0	0%	1	8%	5	42%	5	42%	83%
9. I was treated with courtesy and respect by uniformed court security.	1	8%	0	0%	0	0%	6	50%	5	42%	92%
10. I easily found the courtroom or office I needed.	1	8%	0	0%	2	17%	4	33%	5	42%	75%
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%	2	20%	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

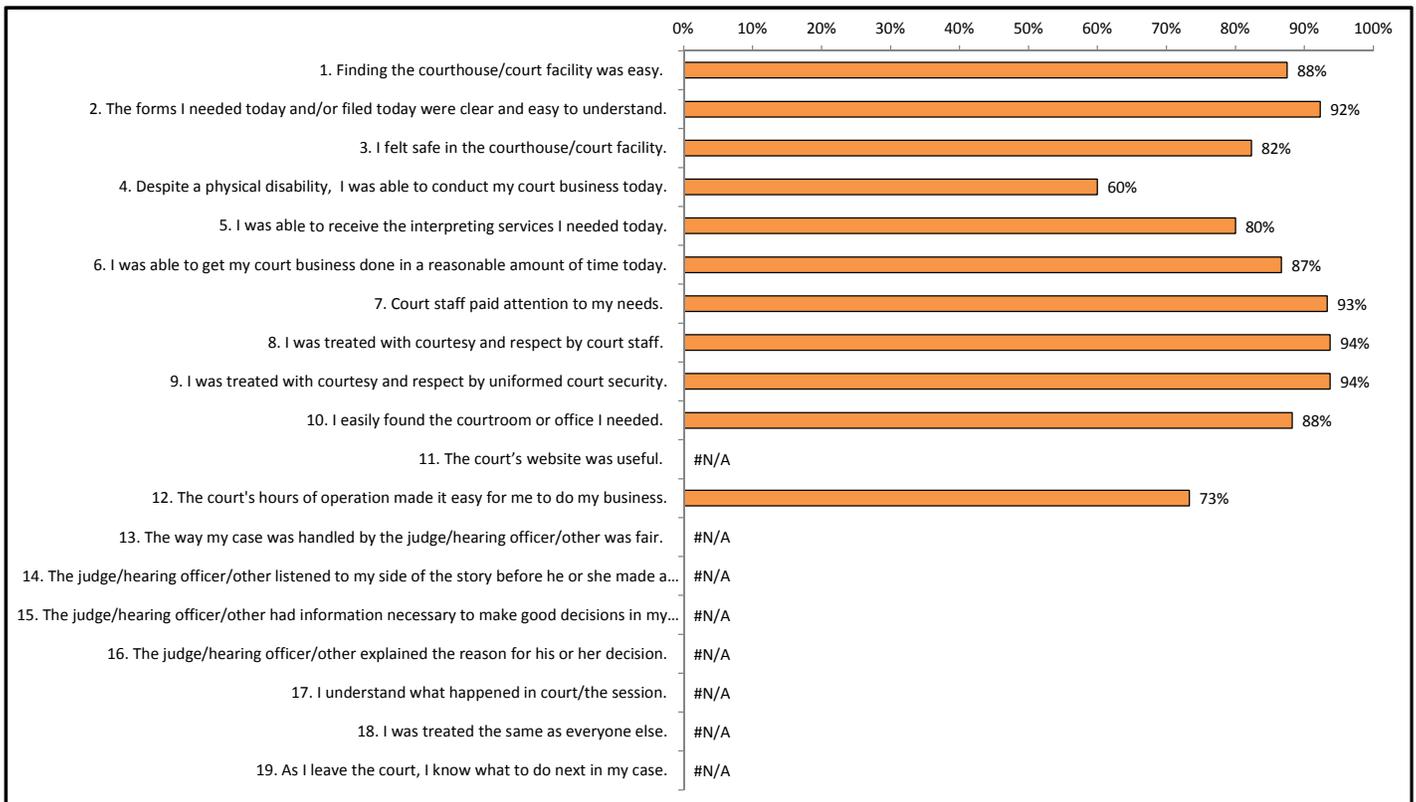


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Passaic 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.	1	6%	1	6%	0	0%	12	75%	2	13%	88%
2. The forms I needed today and/or filed today were clear and easy to understand.	1	8%	0	0%	0	0%	9	69%	3	23%	92%
3. I felt safe in the courthouse/court facility.	1	6%	0	0%	2	12%	10	59%	4	24%	82%
4. Despite a physical disability, I was able to conduct my court business today.	1	10%	3	30%	0	0%	6	60%	0	0%	60%
5. I was able to receive the interpreting services I needed today.	1	10%	0	0%	1	10%	6	60%	2	20%	80%
6. I was able to get my court business done in a reasonable amount of time today.	2	13%	0	0%	0	0%	10	67%	3	20%	87%
7. Court staff paid attention to my needs.	1	7%	0	0%	0	0%	12	80%	2	13%	93%
8. I was treated with courtesy and respect by court staff.	1	6%	0	0%	0	0%	10	63%	5	31%	94%
9. I was treated with courtesy and respect by uniformed court security.	1	6%	0	0%	0	0%	10	63%	5	31%	94%
10. I easily found the courtroom or office I needed.	1	6%	0	0%	1	6%	10	59%	5	29%	88%
11. The court's website was useful.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
12. The court's hours of operation made it easy for me to do my business.	1	7%	2	13%	1	7%	6	40%	5	33%	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

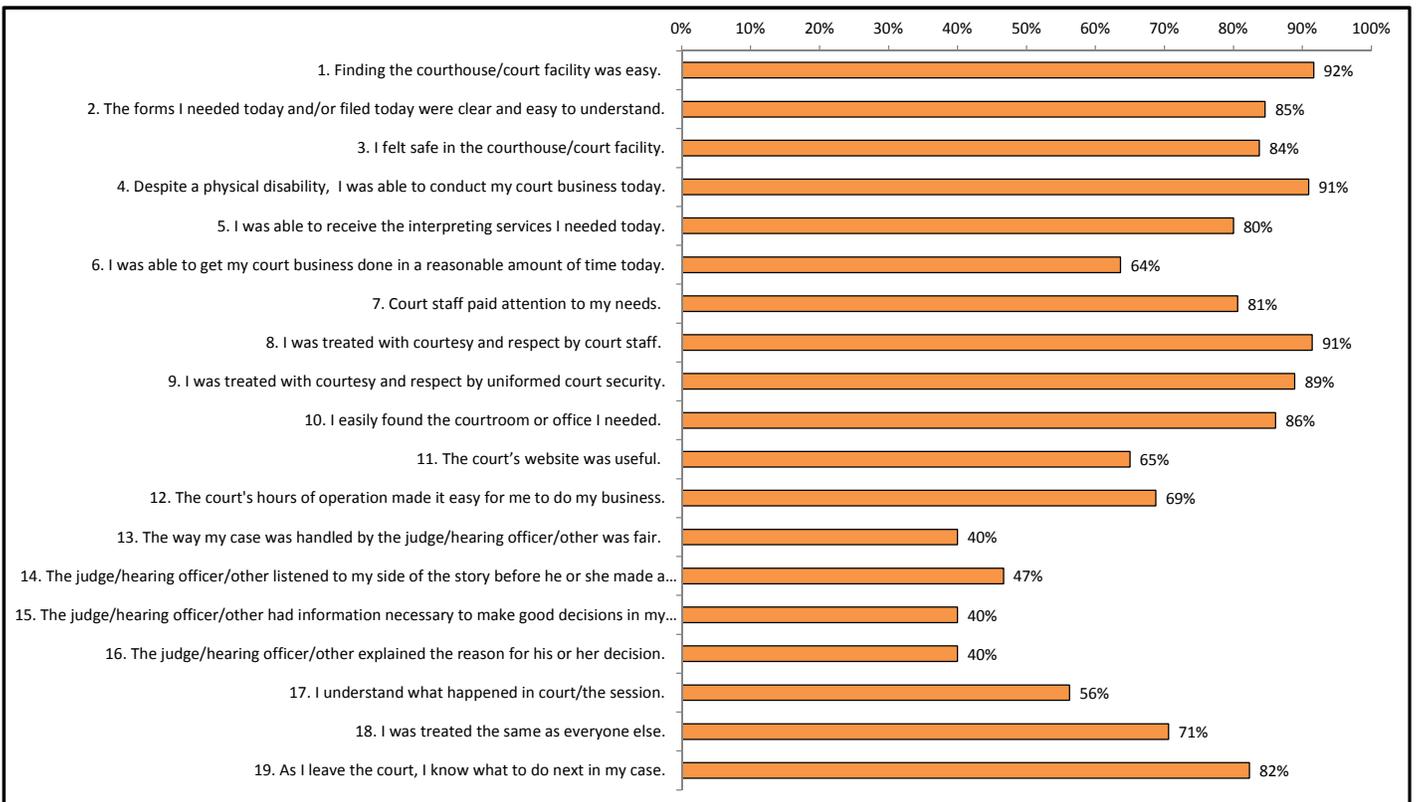


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Passaic 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	31%	22	61%	92%
2. The forms I needed today and/or filed today were clear and easy to understand.	2	8%	0	0%	2	8%	13	50%	9	35%	85%
3. I felt safe in the courthouse/court facility.	2	5%	1	3%	3	8%	13	35%	18	49%	84%
4. Despite a physical disability, I was able to conduct my court business today.	0	0%	0	0%	2	9%	8	36%	12	55%	91%
5. I was able to receive the interpreting services I needed today.	1	5%	1	5%	2	10%	6	30%	10	50%	80%
6. I was able to get my court business done in a reasonable amount of time today.	5	15%	3	9%	4	12%	10	30%	11	33%	64%
7. Court staff paid attention to my needs.	2	6%	0	0%	4	13%	12	39%	13	42%	81%
8. I was treated with courtesy and respect by court staff.	2	6%	0	0%	1	3%	13	37%	19	54%	91%
9. I was treated with courtesy and respect by uniformed court security.	1	3%	2	6%	1	3%	12	33%	20	56%	89%
10. I easily found the courtroom or office I needed.	1	3%	1	3%	3	8%	13	36%	18	50%	86%
11. The court's website was useful.	1	5%	2	10%	4	20%	5	25%	8	40%	65%
12. The court's hours of operation made it easy for me to do my business.	1	3%	4	13%	5	16%	12	38%	10	31%	69%
13. The way my case was handled by the judge/hearing officer/other was fair.	3	20%	2	13%	4	27%	2	13%	4	27%	40%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	3	20%	0	0%	5	33%	3	20%	4	27%	47%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	4	27%	0	0%	5	33%	2	13%	4	27%	40%
16. The judge/hearing officer/other explained the reason for his or her decision.	1	7%	2	13%	6	40%	3	20%	3	20%	40%
17. I understand what happened in court/the session.	2	13%	2	13%	3	19%	5	31%	4	25%	56%
18. I was treated the same as everyone else.	2	12%	1	6%	2	12%	6	35%	6	35%	71%
19. As I leave the court, I know what to do next in my case.	1	6%	1	6%	1	6%	6	35%	8	47%	82%

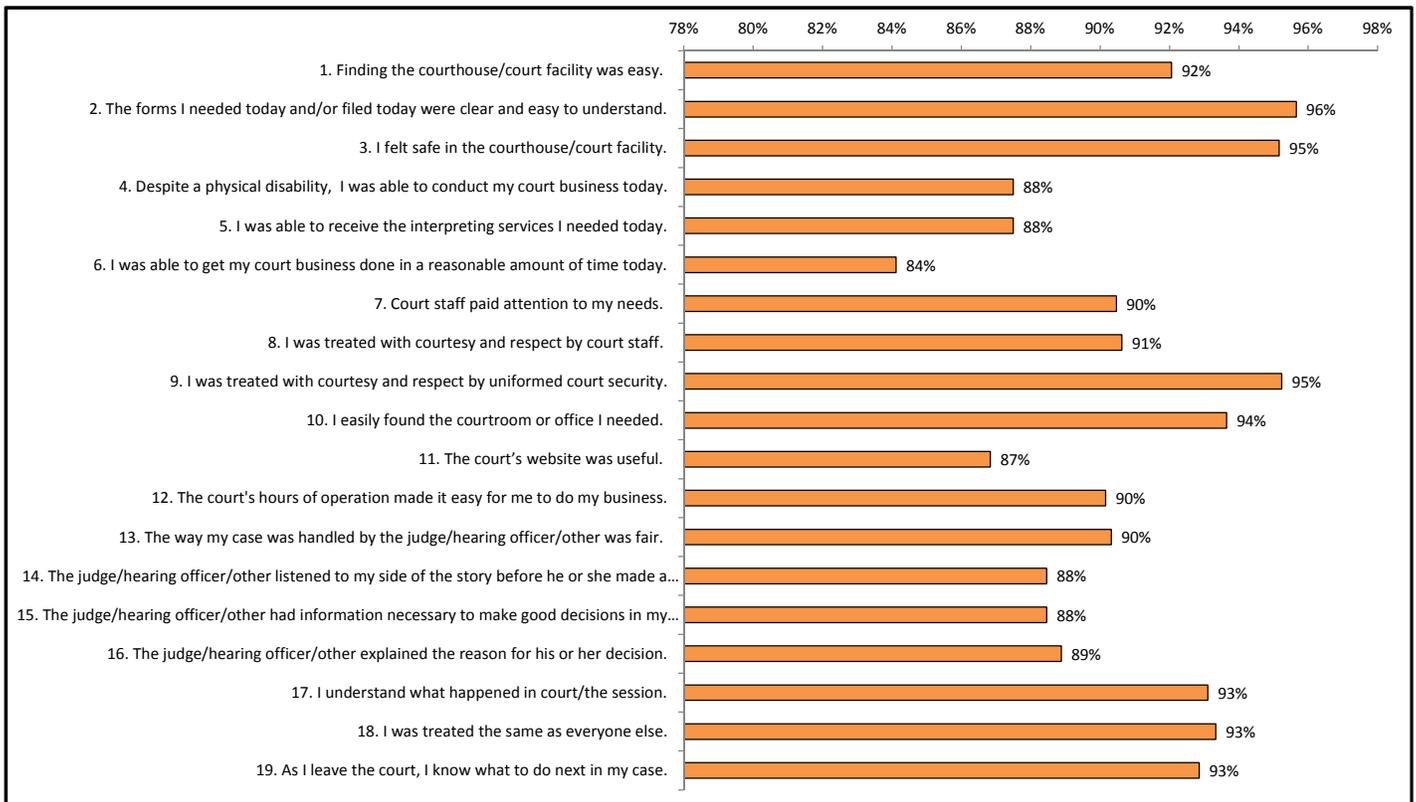
Percent That Agree or Strongly Agree



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.	2	3%	0	0%	3	5%	15	24%	43	68%	92%
2. The forms I needed today and/or filed today were clear and easy to understand.	0	0%	1	2%	1	2%	13	28%	31	67%	96%
3. I felt safe in the courthouse/court facility.	2	3%	0	0%	1	2%	17	27%	42	68%	95%
4. Despite a physical disability, I was able to conduct my court business today.	0	0%	1	6%	1	6%	6	38%	8	50%	88%
5. I was able to receive the interpreting services I needed today.	0	0%	0	0%	2	13%	9	56%	5	31%	88%
6. I was able to get my court business done in a reasonable amount of time today.	1	2%	4	6%	5	8%	22	35%	31	49%	84%
7. Court staff paid attention to my needs.	1	2%	3	5%	2	3%	16	25%	41	65%	90%
8. I was treated with courtesy and respect by court staff.	2	3%	0	0%	4	6%	10	16%	48	75%	91%
9. I was treated with courtesy and respect by uniformed court security.	2	3%	1	2%	0	0%	13	21%	47	75%	95%
10. I easily found the courtroom or office I needed.	2	3%	0	0%	2	3%	16	25%	43	68%	94%
11. The court's website was useful.	0	0%	2	5%	3	8%	12	32%	21	55%	87%
12. The court's hours of operation made it easy for me to do my business.	4	7%	1	2%	1	2%	20	33%	35	57%	90%
13. The way my case was handled by the judge/hearing officer/other was fair.	2	6%	0	0%	1	3%	6	19%	22	71%	90%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	2	8%	0	0%	1	4%	7	27%	16	62%	88%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	2	8%	1	4%	0	0%	6	23%	17	65%	88%
16. The judge/hearing officer/other explained the reason for his or her decision.	2	7%	0	0%	1	4%	6	22%	18	67%	89%
17. I understand what happened in court/the session.	1	3%	0	0%	1	3%	6	21%	21	72%	93%
18. I was treated the same as everyone else.	1	3%	1	3%	0	0%	7	23%	21	70%	93%
19. As I leave the court, I know what to do next in my case.	1	4%	1	4%	0	0%	7	25%	19	68%	93%

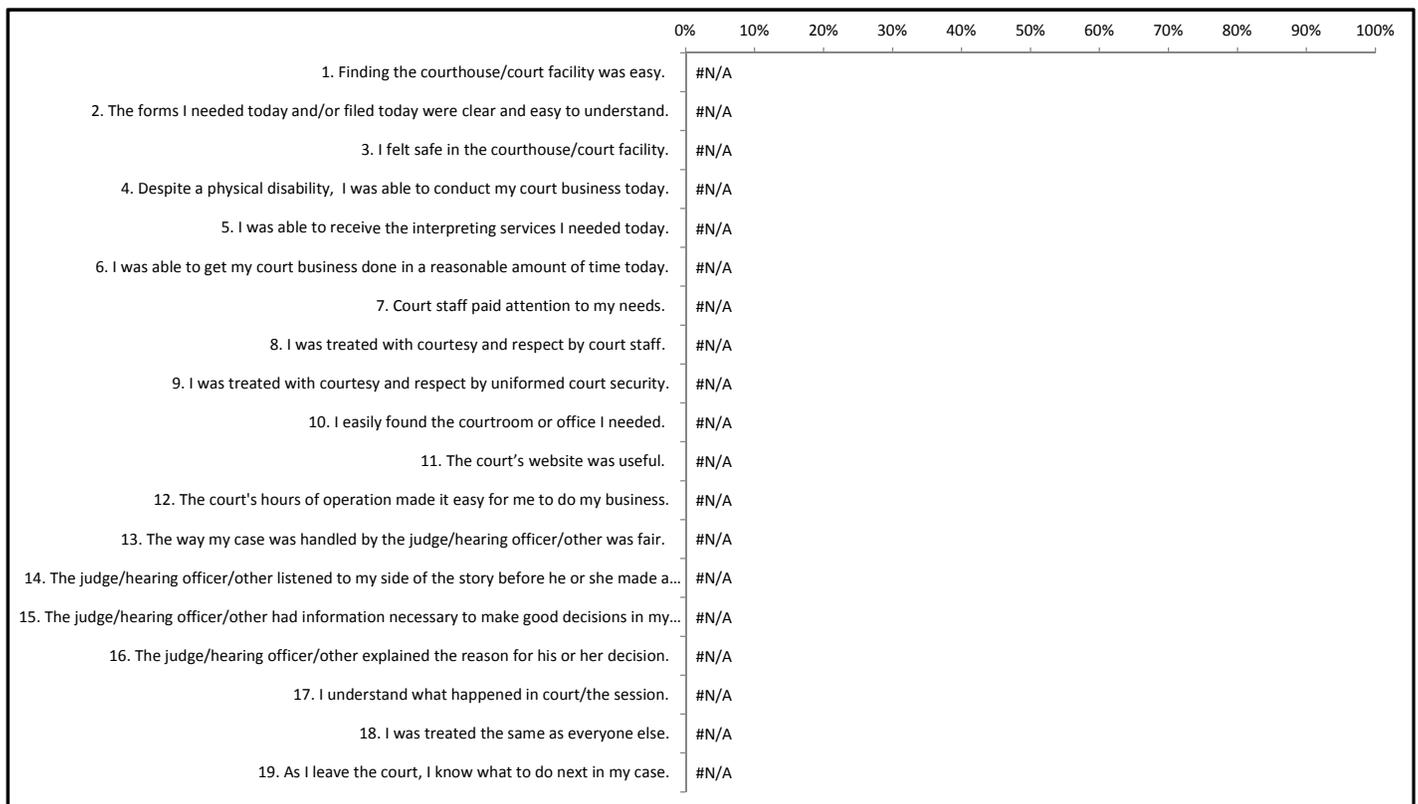
Percent That Agree or Strongly Agree



Please select the description that best describes you: Prosecutor/staff

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
2. The forms I needed today and/or filed today were clear and easy to understand.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
3. I felt safe in the courthouse/court facility.	#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

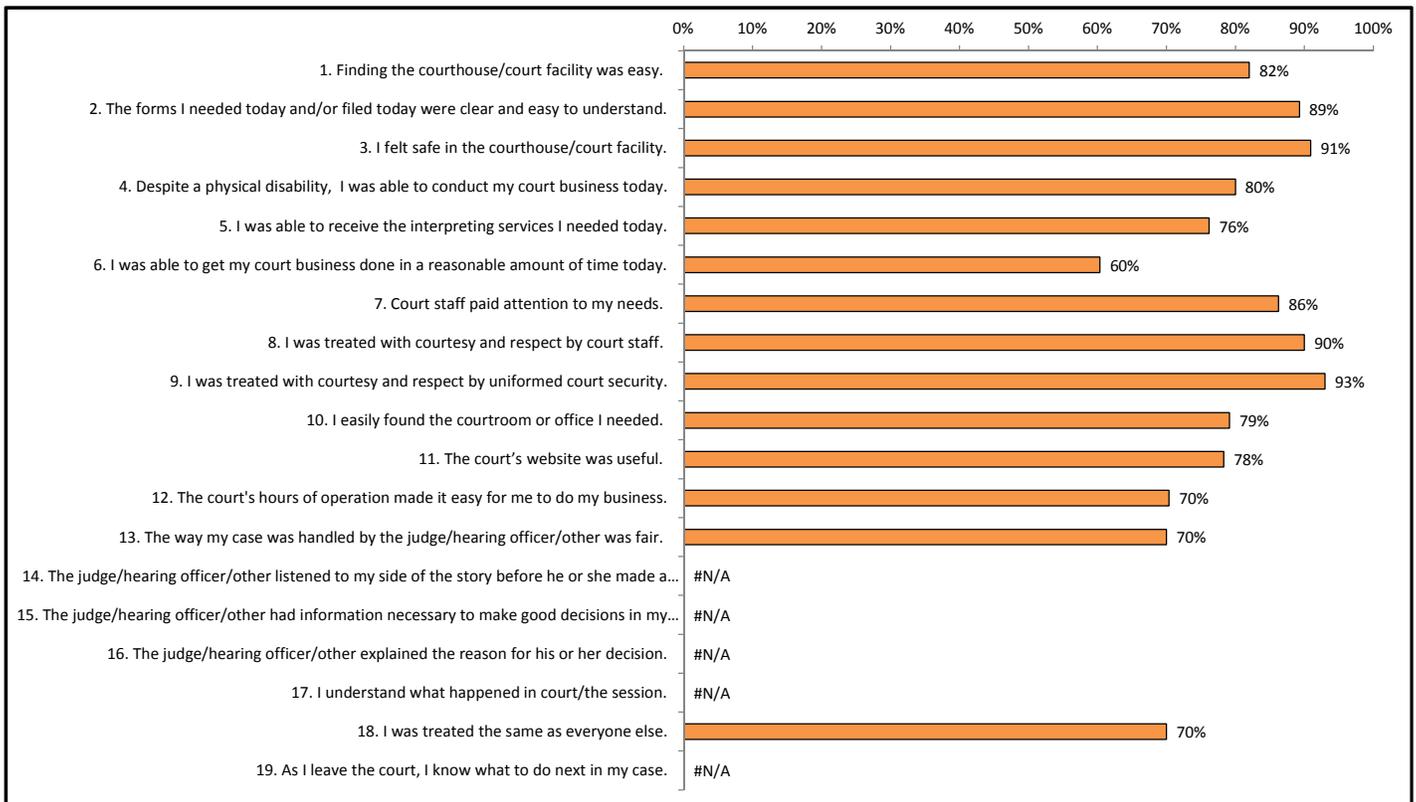


Passaic County

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.	5	5%	8	8%	5	5%	35	35%	47	47%	82%
2. The forms I needed today and/or filed today were clear and easy to understand.	3	4%	3	4%	3	4%	36	43%	39	46%	89%
3. I felt safe in the courthouse/court facility.	4	4%	2	2%	3	3%	32	32%	58	59%	91%
4. Despite a physical disability, I was able to conduct my court business today.	2	8%	1	4%	2	8%	8	32%	12	48%	80%
5. I was able to receive the interpreting services I needed today.	2	10%	2	10%	1	5%	6	29%	10	48%	76%
6. I was able to get my court business done in a reasonable amount of time today.	6	10%	10	17%	7	12%	18	31%	17	29%	60%
7. Court staff paid attention to my needs.	2	3%	4	5%	5	6%	33	41%	36	45%	86%
8. I was treated with courtesy and respect by court staff.	4	4%	3	3%	3	3%	33	33%	57	57%	90%
9. I was treated with courtesy and respect by uniformed court security.	4	4%	2	2%	1	1%	33	33%	60	60%	93%
10. I easily found the courtroom or office I needed.	4	4%	7	7%	9	9%	38	40%	38	40%	79%
11. The court's website was useful.	4	5%	6	7%	8	10%	35	42%	30	36%	78%
12. The court's hours of operation made it easy for me to do my business.	4	5%	11	14%	9	11%	29	36%	28	35%	70%
13. The way my case was handled by the judge/hearing officer/other was fair.	2	20%	0	0%	1	10%	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.	2	20%	0	0%	1	10%	2	20%	5	50%	70%
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

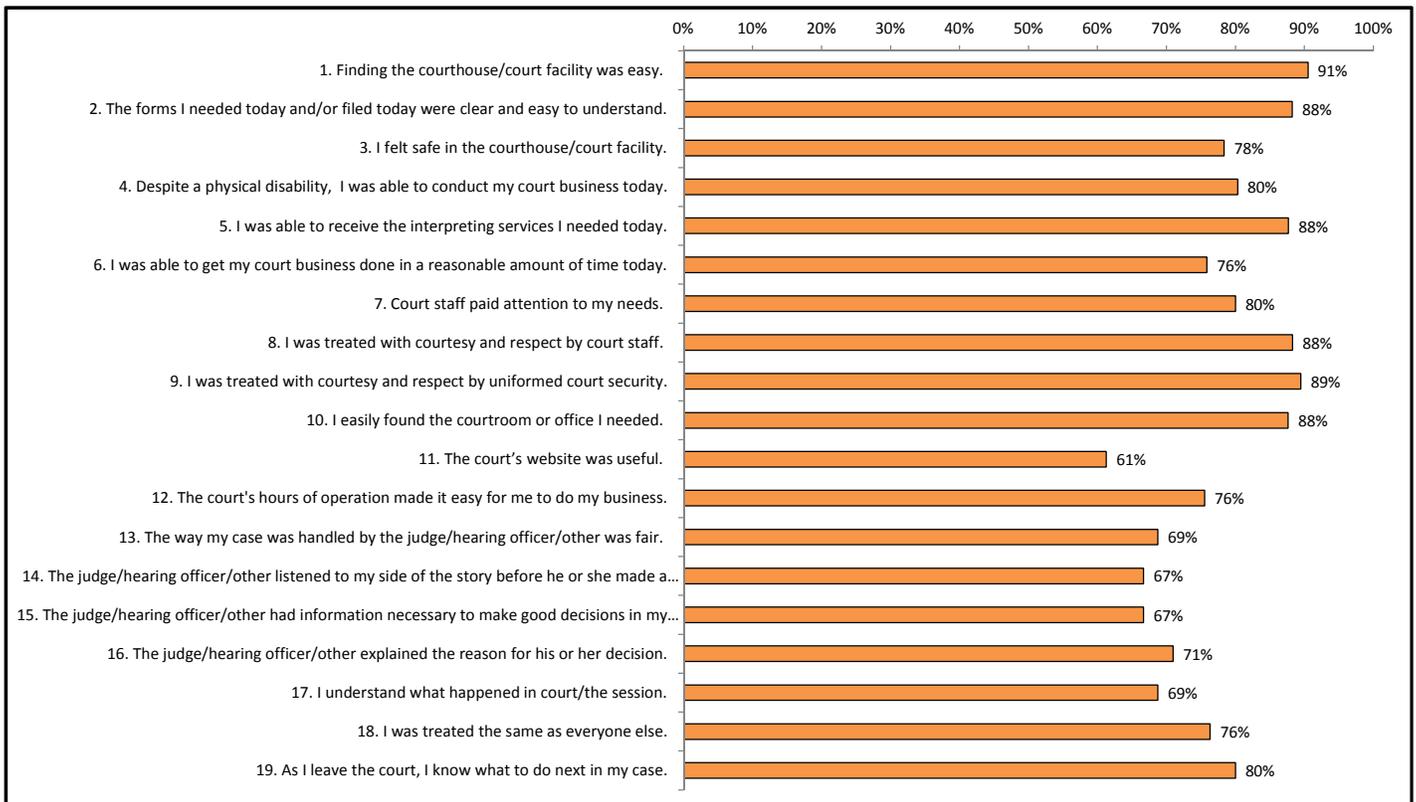


Passaic County

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.	4	4%	1	1%	4	4%	48	51%	38	40%	91%
2. The forms I needed today and/or filed today were clear and easy to understand.	4	5%	3	4%	3	4%	41	48%	34	40%	88%
3. I felt safe in the courthouse/court facility.	6	6%	4	4%	11	11%	33	34%	43	44%	78%
4. Despite a physical disability, I was able to conduct my court business today.	5	8%	2	3%	5	8%	24	39%	25	41%	80%
5. I was able to receive the interpreting services I needed today.	3	5%	3	5%	2	3%	30	46%	27	42%	88%
6. I was able to get my court business done in a reasonable amount of time today.	5	6%	5	6%	11	13%	30	34%	36	41%	76%
7. Court staff paid attention to my needs.	5	6%	3	4%	9	11%	32	38%	36	42%	80%
8. I was treated with courtesy and respect by court staff.	5	5%	0	0%	6	6%	39	41%	44	47%	88%
9. I was treated with courtesy and respect by uniformed court security.	4	4%	3	3%	3	3%	38	40%	47	49%	89%
10. I easily found the courtroom or office I needed.	6	7%	1	1%	4	4%	41	46%	37	42%	88%
11. The court's website was useful.	8	13%	4	6%	12	19%	19	31%	19	31%	61%
12. The court's hours of operation made it easy for me to do my business.	11	12%	5	6%	6	7%	38	42%	30	33%	76%
13. The way my case was handled by the judge/hearing officer/other was fair.	6	19%	1	3%	3	9%	8	25%	14	44%	69%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	7	21%	1	3%	3	9%	8	24%	14	42%	67%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	6	18%	0	0%	5	15%	8	24%	14	42%	67%
16. The judge/hearing officer/other explained the reason for his or her decision.	5	16%	0	0%	4	13%	9	29%	13	42%	71%
17. I understand what happened in court/the session.	4	13%	1	3%	5	16%	7	22%	15	47%	69%
18. I was treated the same as everyone else.	4	11%	1	3%	4	11%	10	26%	19	50%	76%
19. As I leave the court, I know what to do next in my case.	2	6%	1	3%	4	11%	9	26%	19	54%	80%

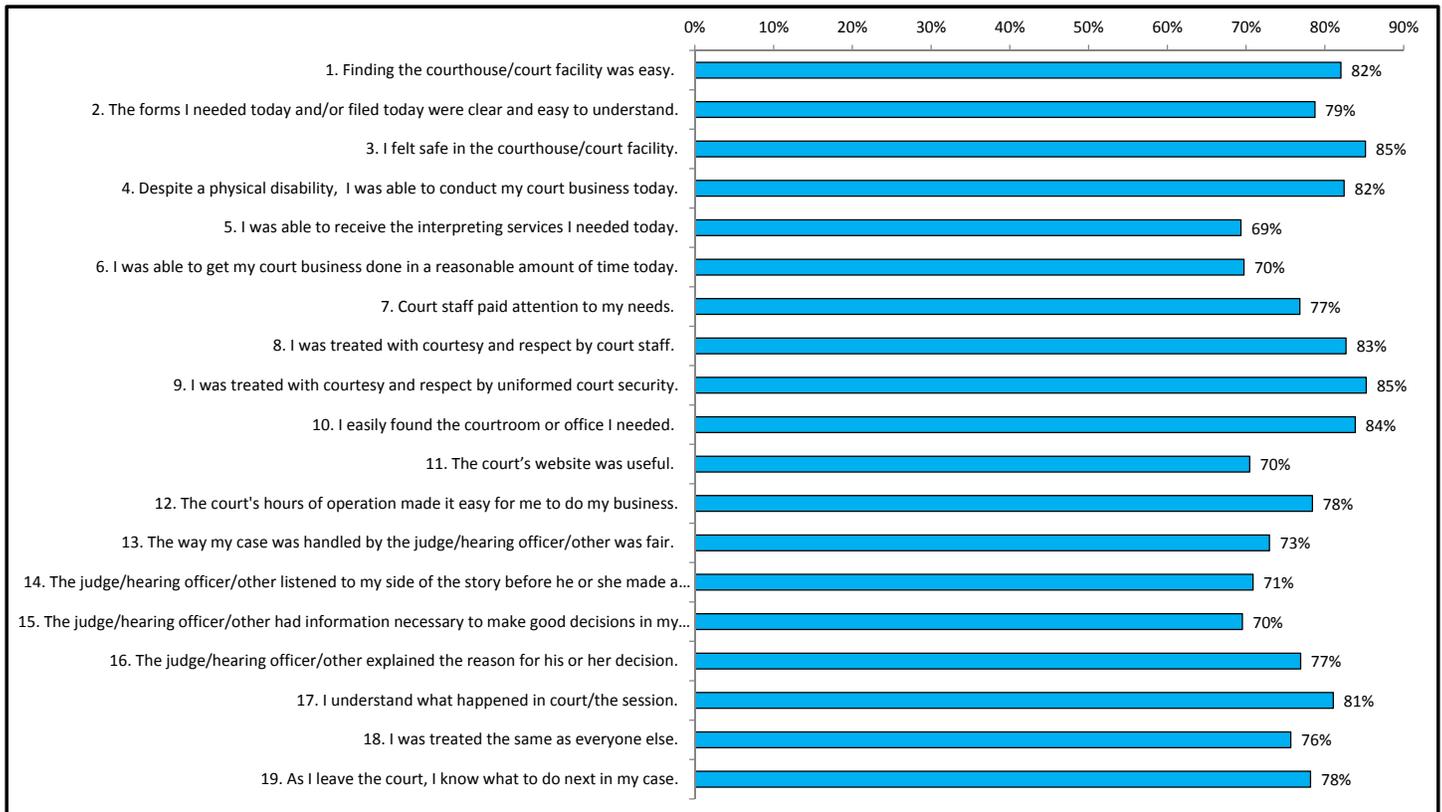
Percent That Agree or Strongly Agree



New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Passaic 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.	12	8%	6	4%	10	6%	46	29%	82	53%	82%
2. The forms I needed today and/or filed today were clear and easy to understand.	14	11%	3	2%	10	8%	36	28%	64	50%	79%
3. I felt safe in the courthouse/court facility.	12	8%	2	1%	9	6%	41	26%	91	59%	85%
4. Despite a physical disability, I was able to conduct my court business today.	5	9%	1	2%	4	7%	21	37%	26	46%	82%
5. I was able to receive the interpreting services I needed today.	6	10%	2	3%	11	18%	17	27%	26	42%	69%
6. I was able to get my court business done in a reasonable amount of time today.	16	11%	13	9%	17	11%	50	33%	56	37%	70%
7. Court staff paid attention to my needs.	10	7%	8	5%	17	11%	44	29%	72	48%	77%
8. I was treated with courtesy and respect by court staff.	12	8%	5	3%	10	6%	37	24%	92	59%	83%
9. I was treated with courtesy and respect by uniformed court security.	12	8%	6	4%	5	3%	41	26%	92	59%	85%
10. I easily found the courtroom or office I needed.	10	6%	9	6%	6	4%	44	28%	86	55%	84%
11. The court's website was useful.	7	8%	6	7%	13	15%	27	31%	35	40%	70%
12. The court's hours of operation made it easy for me to do my business.	9	6%	12	8%	12	8%	52	34%	68	44%	78%
13. The way my case was handled by the judge/hearing officer/other was fair.	14	13%	4	4%	12	11%	32	29%	49	44%	73%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	13	13%	4	4%	13	13%	27	26%	46	45%	71%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	14	13%	6	6%	12	11%	25	24%	48	46%	70%
16. The judge/hearing officer/other explained the reason for his or her decision.	11	11%	5	5%	8	8%	28	27%	52	50%	77%
17. I understand what happened in court/the session.	11	10%	3	3%	7	6%	31	28%	59	53%	81%
18. I was treated the same as everyone else.	14	13%	6	5%	7	6%	28	25%	56	50%	76%
19. As I leave the court, I know what to do next in my case.	13	12%	4	4%	7	6%	30	27%	56	51%	78%

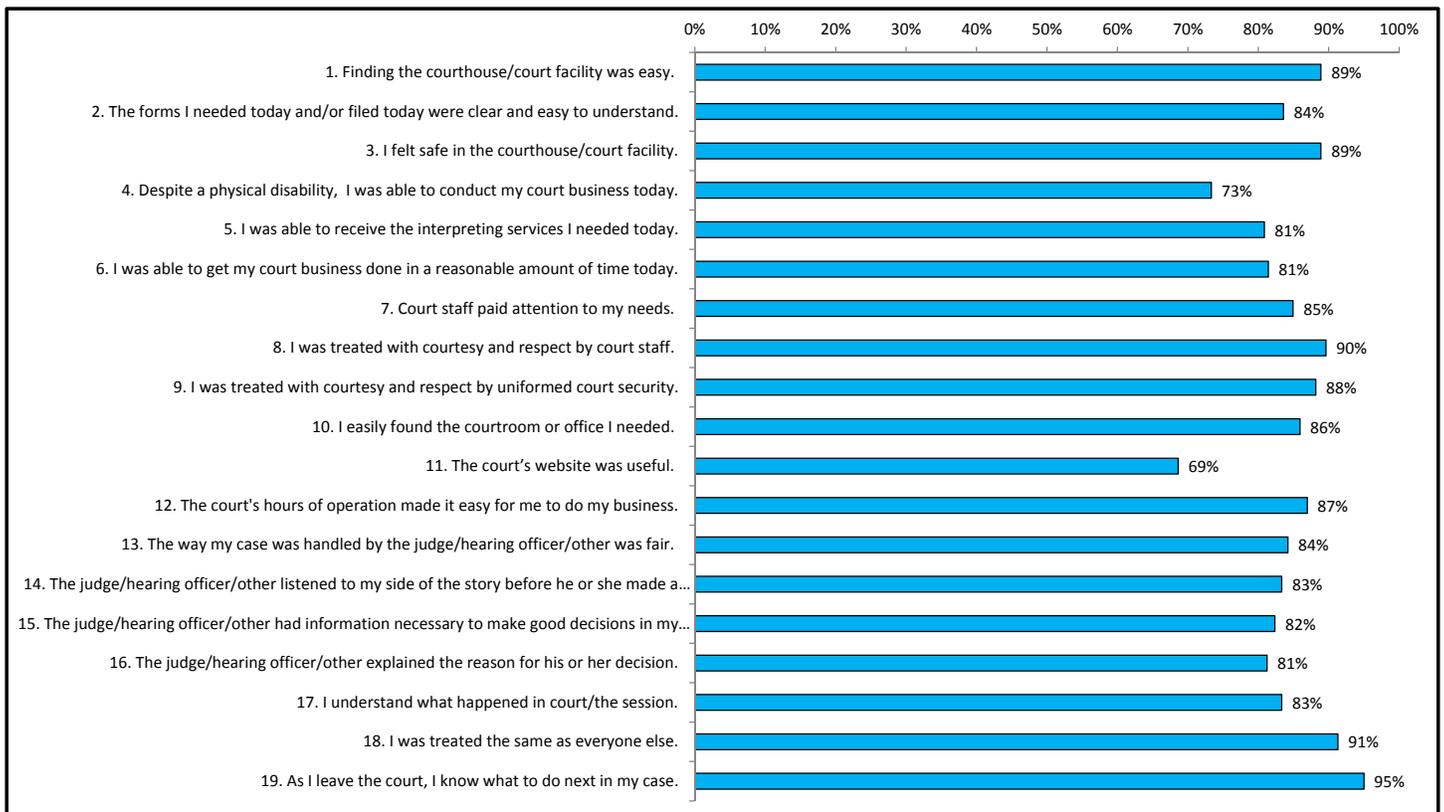
Percent That Agree or Strongly Agree



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	6%	1	1%	3	4%	31	43%	33	46%	89%
2. The forms I needed today and/or filed today were clear and easy to understand.	4	6%	2	3%	5	7%	33	49%	23	34%	84%
3. I felt safe in the courthouse/court facility.	5	7%	1	1%	2	3%	28	39%	36	50%	89%
4. Despite a physical disability, I was able to conduct my court business today.	5	11%	3	7%	4	9%	16	36%	17	38%	73%
5. I was able to receive the interpreting services I needed today.	3	6%	2	4%	4	9%	16	34%	22	47%	81%
6. I was able to get my court business done in a reasonable amount of time today.	4	6%	5	7%	4	6%	25	36%	32	46%	81%
7. Court staff paid attention to my needs.	6	8%	2	3%	3	4%	27	37%	35	48%	85%
8. I was treated with courtesy and respect by court staff.	5	6%	1	1%	2	3%	27	35%	42	55%	90%
9. I was treated with courtesy and respect by uniformed court security.	4	5%	1	1%	4	5%	25	33%	42	55%	88%
10. I easily found the courtroom or office I needed.	4	6%	4	6%	2	3%	26	37%	35	49%	86%
11. The court's website was useful.	5	10%	3	6%	8	16%	15	29%	20	39%	69%
12. The court's hours of operation made it easy for me to do my business.	4	6%	1	1%	4	6%	25	36%	35	51%	87%
13. The way my case was handled by the judge/hearing officer/other was fair.	3	16%	0	0%	0	0%	7	37%	9	47%	84%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	3	17%	0	0%	0	0%	6	33%	9	50%	83%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	3	18%	0	0%	0	0%	8	47%	6	35%	82%
16. The judge/hearing officer/other explained the reason for his or her decision.	3	19%	0	0%	0	0%	9	56%	4	25%	81%
17. I understand what happened in court/the session.	2	11%	0	0%	1	6%	7	39%	8	44%	83%
18. I was treated the same as everyone else.	1	4%	0	0%	1	4%	7	30%	14	61%	91%
19. As I leave the court, I know what to do next in my case.	1	5%	0	0%	0	0%	5	25%	14	70%	95%

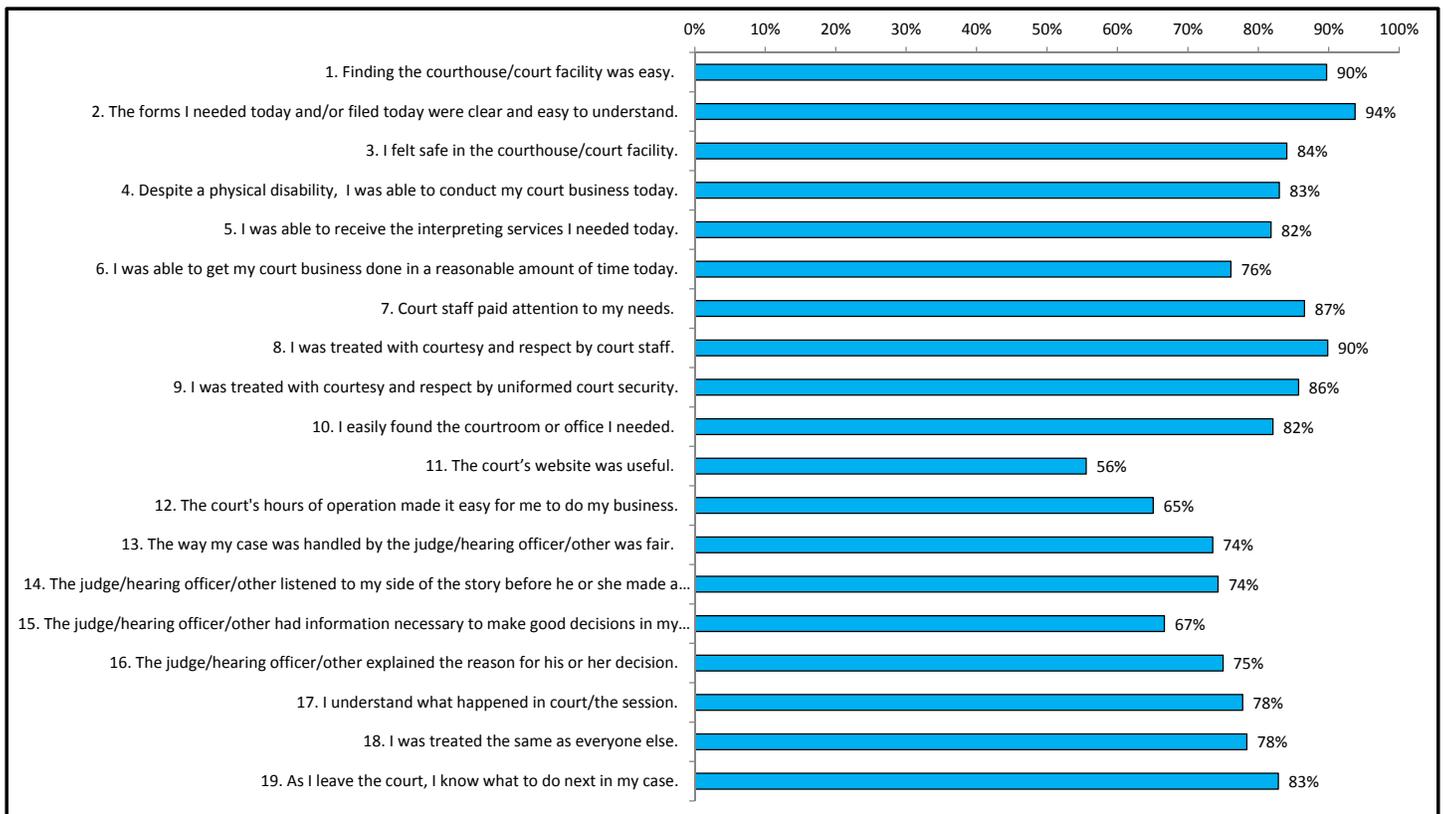
Percent That Agree or Strongly Agree



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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	3	4%	2	3%	2	3%	33	49%	28	41%	90%
2. The forms I needed today and/or filed today were clear and easy to understand.	1	2%	0	0%	3	5%	34	53%	26	41%	94%
3. I felt safe in the courthouse/court facility.	2	3%	1	1%	8	12%	25	36%	33	48%	84%
4. Despite a physical disability, I was able to conduct my court business today.	1	2%	2	4%	5	11%	25	53%	14	30%	83%
5. I was able to receive the interpreting services I needed today.	2	5%	1	2%	5	11%	22	50%	14	32%	82%
6. I was able to get my court business done in a reasonable amount of time today.	3	4%	8	12%	5	7%	29	43%	22	33%	76%
7. Court staff paid attention to my needs.	2	3%	5	7%	2	3%	31	46%	27	40%	87%
8. I was treated with courtesy and respect by court staff.	2	3%	2	3%	3	4%	31	45%	31	45%	90%
9. I was treated with courtesy and respect by uniformed court security.	4	6%	1	1%	5	7%	28	40%	32	46%	86%
10. I easily found the courtroom or office I needed.	1	1%	7	10%	4	6%	30	45%	25	37%	82%
11. The court's website was useful.	4	9%	7	16%	9	20%	11	24%	14	31%	56%
12. The court's hours of operation made it easy for me to do my business.	3	5%	9	14%	10	16%	19	30%	22	35%	65%
13. The way my case was handled by the judge/hearing officer/other was fair.	2	6%	2	6%	5	15%	11	32%	14	41%	74%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	4	11%	3	9%	2	6%	10	29%	16	46%	74%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	3	9%	4	12%	4	12%	8	24%	14	42%	67%
16. The judge/hearing officer/other explained the reason for his or her decision.	1	3%	3	8%	5	14%	12	33%	15	42%	75%
17. I understand what happened in court/the session.	1	3%	2	6%	5	14%	12	33%	16	44%	78%
18. I was treated the same as everyone else.	2	5%	3	8%	3	8%	11	30%	18	49%	78%
19. As I leave the court, I know what to do next in my case.	2	6%	2	6%	2	6%	10	29%	19	54%	83%

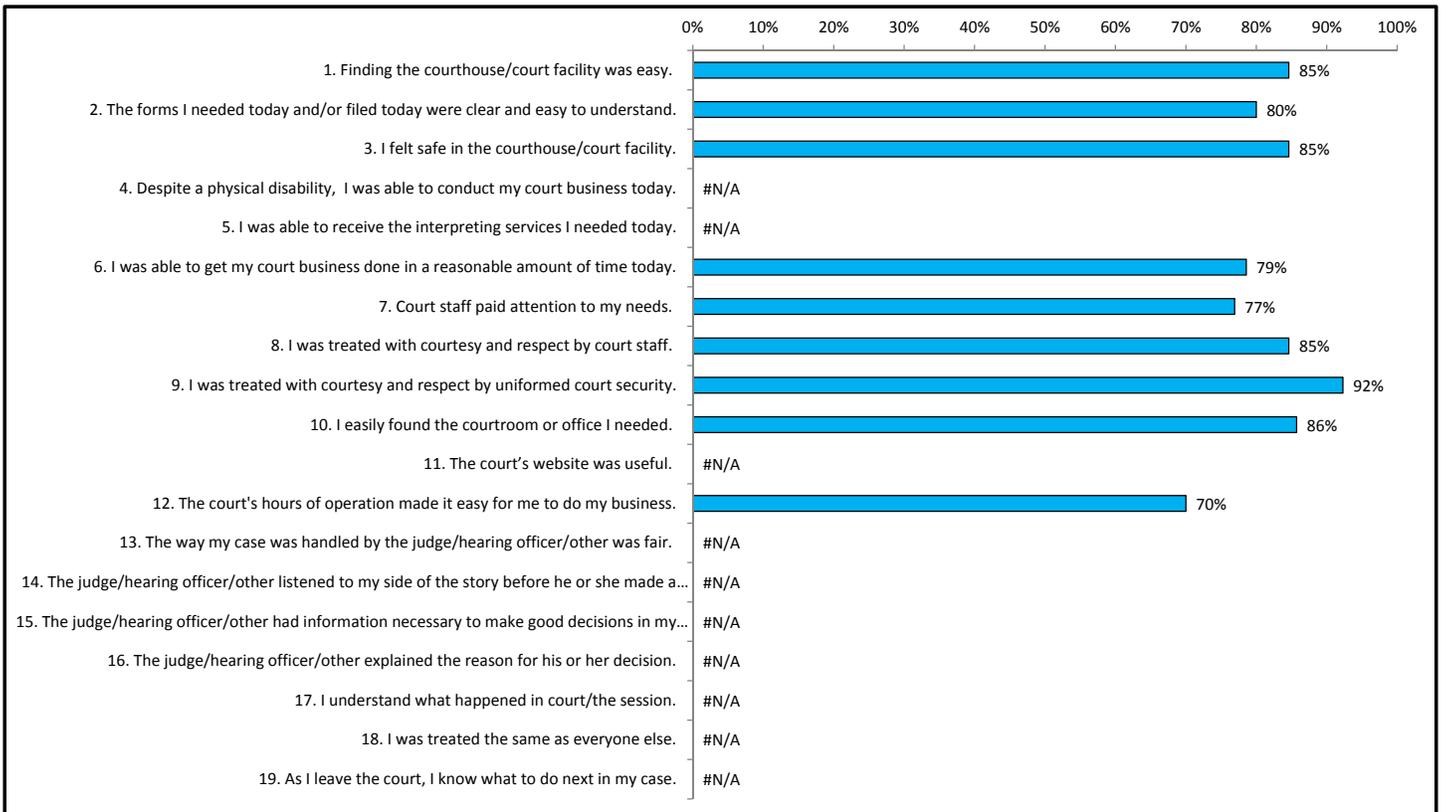
Percent That Agree or Strongly Agree



New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Passaic 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.	1	8%	0	0%	1	8%	5	38%	6	46%	85%
2. The forms I needed today and/or filed today were clear and easy to understand.	2	20%	0	0%	0	0%	4	40%	4	40%	80%
3. I felt safe in the courthouse/court facility.	1	8%	0	0%	1	8%	5	38%	6	46%	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.	2	14%	0	0%	1	7%	7	50%	4	29%	79%
7. Court staff paid attention to my needs.	2	15%	1	8%	0	0%	6	46%	4	31%	77%
8. I was treated with courtesy and respect by court staff.	1	8%	0	0%	1	8%	7	54%	4	31%	85%
9. I was treated with courtesy and respect by uniformed court security.	1	8%	0	0%	0	0%	7	54%	5	38%	92%
10. I easily found the courtroom or office I needed.	1	7%	0	0%	1	7%	7	50%	5	36%	86%
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%	2	20%	0	0%	5	50%	2	20%	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



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

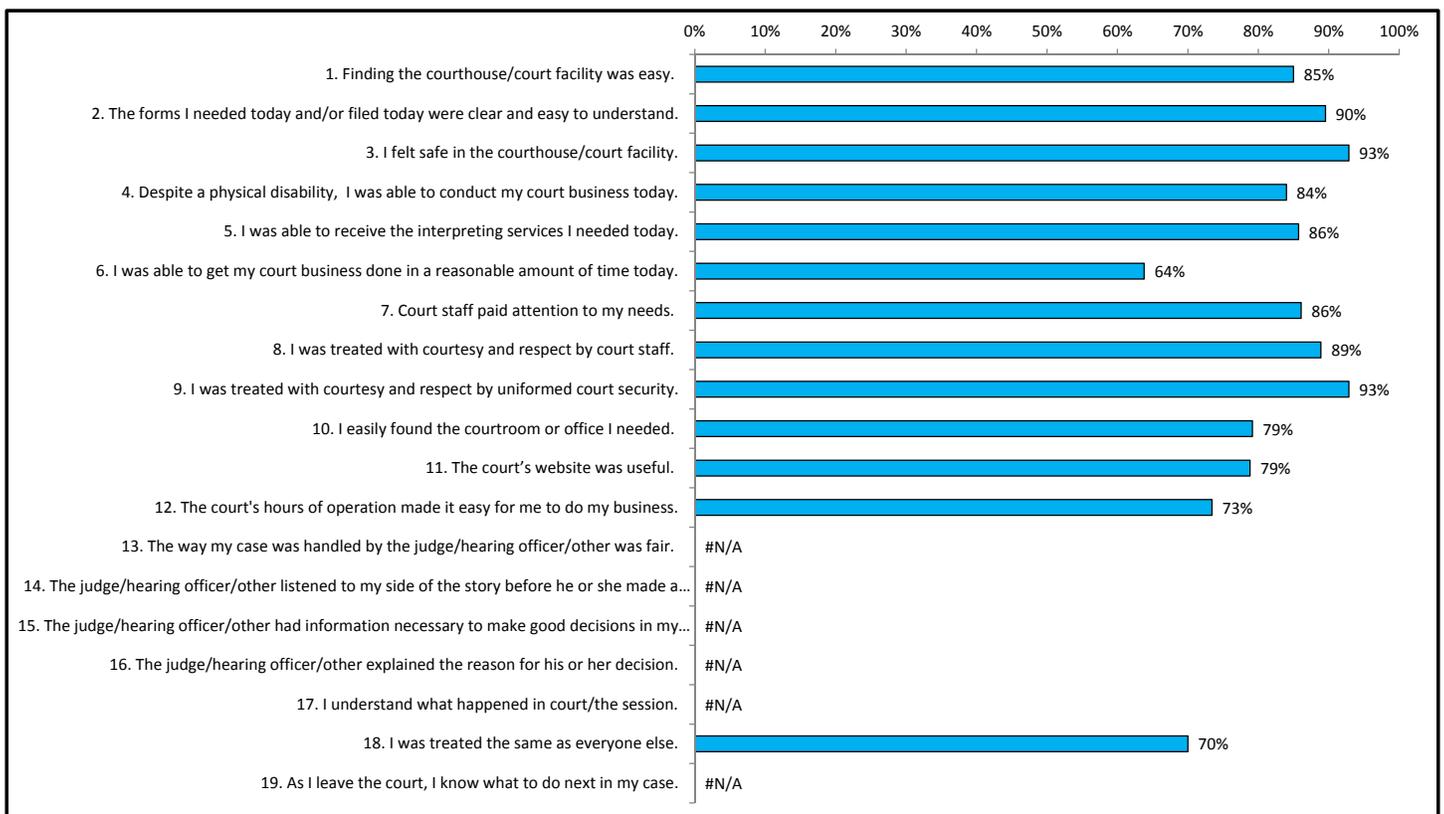
Percent That Agree or Strongly Agree



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.	4	4%	8	8%	3	3%	36	36%	49	49%	85%
2. The forms I needed today and/or filed today were clear and easy to understand.	3	3%	3	3%	3	3%	34	40%	43	50%	90%
3. I felt safe in the courthouse/court facility.	3	3%	2	2%	2	2%	32	33%	59	60%	93%
4. Despite a physical disability, I was able to conduct my court business today.	1	4%	1	4%	2	8%	8	32%	13	52%	84%
5. I was able to receive the interpreting services I needed today.	1	5%	1	5%	1	5%	6	29%	12	57%	86%
6. I was able to get my court business done in a reasonable amount of time today.	5	9%	9	16%	7	12%	17	29%	20	34%	64%
7. Court staff paid attention to my needs.	2	3%	3	4%	6	8%	32	41%	36	46%	86%
8. I was treated with courtesy and respect by court staff.	4	4%	3	3%	4	4%	31	31%	57	58%	89%
9. I was treated with courtesy and respect by uniformed court security.	3	3%	2	2%	2	2%	31	32%	60	61%	93%
10. I easily found the courtroom or office I needed.	3	3%	7	7%	10	10%	36	38%	40	42%	79%
11. The court's website was useful.	3	4%	6	7%	9	11%	34	40%	33	39%	79%
12. The court's hours of operation made it easy for me to do my business.	4	5%	9	11%	8	10%	27	34%	31	39%	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.	2	20%	0	0%	1	10%	1	10%	6	60%	70%
19. As I leave the court, I know what to do next in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A

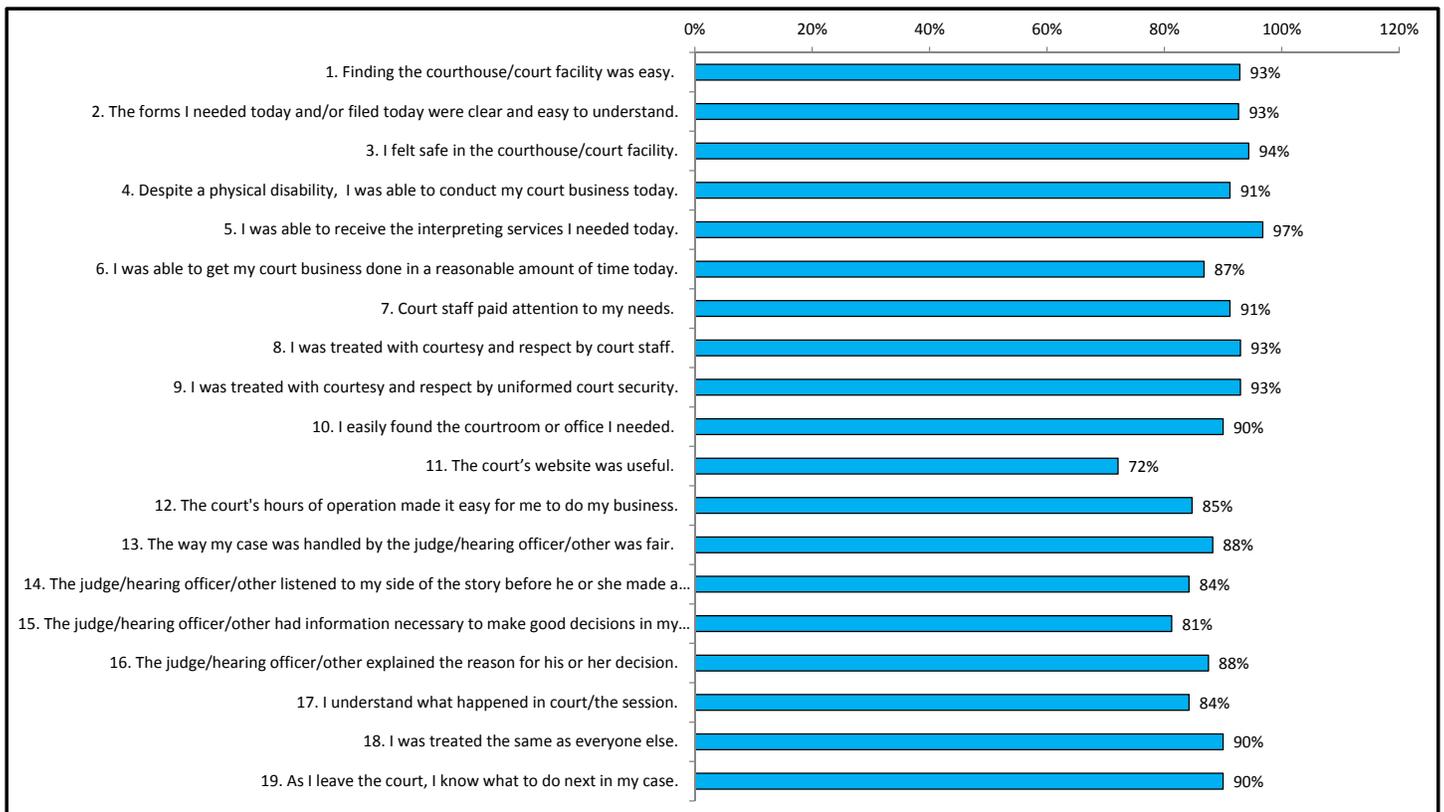
Percent That Agree or Strongly Agree



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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	2	3%	3	4%	0	0%	22	31%	43	61%	93%
2. The forms I needed today and/or filed today were clear and easy to understand.	3	4%	1	1%	1	1%	28	41%	35	51%	93%
3. I felt safe in the courthouse/court facility.	2	3%	1	1%	1	1%	23	32%	44	62%	94%
4. Despite a physical disability, I was able to conduct my court business today.	1	3%	1	3%	1	3%	17	50%	14	41%	91%
5. I was able to receive the interpreting services I needed today.	0	0%	0	0%	1	3%	11	35%	19	61%	97%
6. I was able to get my court business done in a reasonable amount of time today.	1	1%	3	4%	5	7%	22	32%	37	54%	87%
7. Court staff paid attention to my needs.	2	3%	2	3%	2	3%	20	29%	42	62%	91%
8. I was treated with courtesy and respect by court staff.	2	3%	2	3%	1	1%	19	27%	47	66%	93%
9. I was treated with courtesy and respect by uniformed court security.	2	3%	1	1%	2	3%	20	28%	46	65%	93%
10. I easily found the courtroom or office I needed.	2	3%	4	6%	1	1%	20	29%	43	61%	90%
11. The court's website was useful.	4	9%	1	2%	7	16%	13	30%	18	42%	72%
12. The court's hours of operation made it easy for me to do my business.	5	7%	1	1%	5	7%	23	32%	38	53%	85%
13. The way my case was handled by the judge/hearing officer/other was fair.	1	6%	0	0%	1	6%	5	29%	10	59%	88%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	2	11%	0	0%	1	5%	5	26%	11	58%	84%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	2	13%	0	0%	1	6%	6	38%	7	44%	81%
16. The judge/hearing officer/other explained the reason for his or her decision.	1	6%	1	6%	0	0%	6	38%	8	50%	88%
17. I understand what happened in court/the session.	1	5%	0	0%	2	11%	5	26%	11	58%	84%
18. I was treated the same as everyone else.	1	5%	0	0%	1	5%	7	35%	11	55%	90%
19. As I leave the court, I know what to do next in my case.	1	5%	0	0%	1	5%	6	30%	12	60%	90%

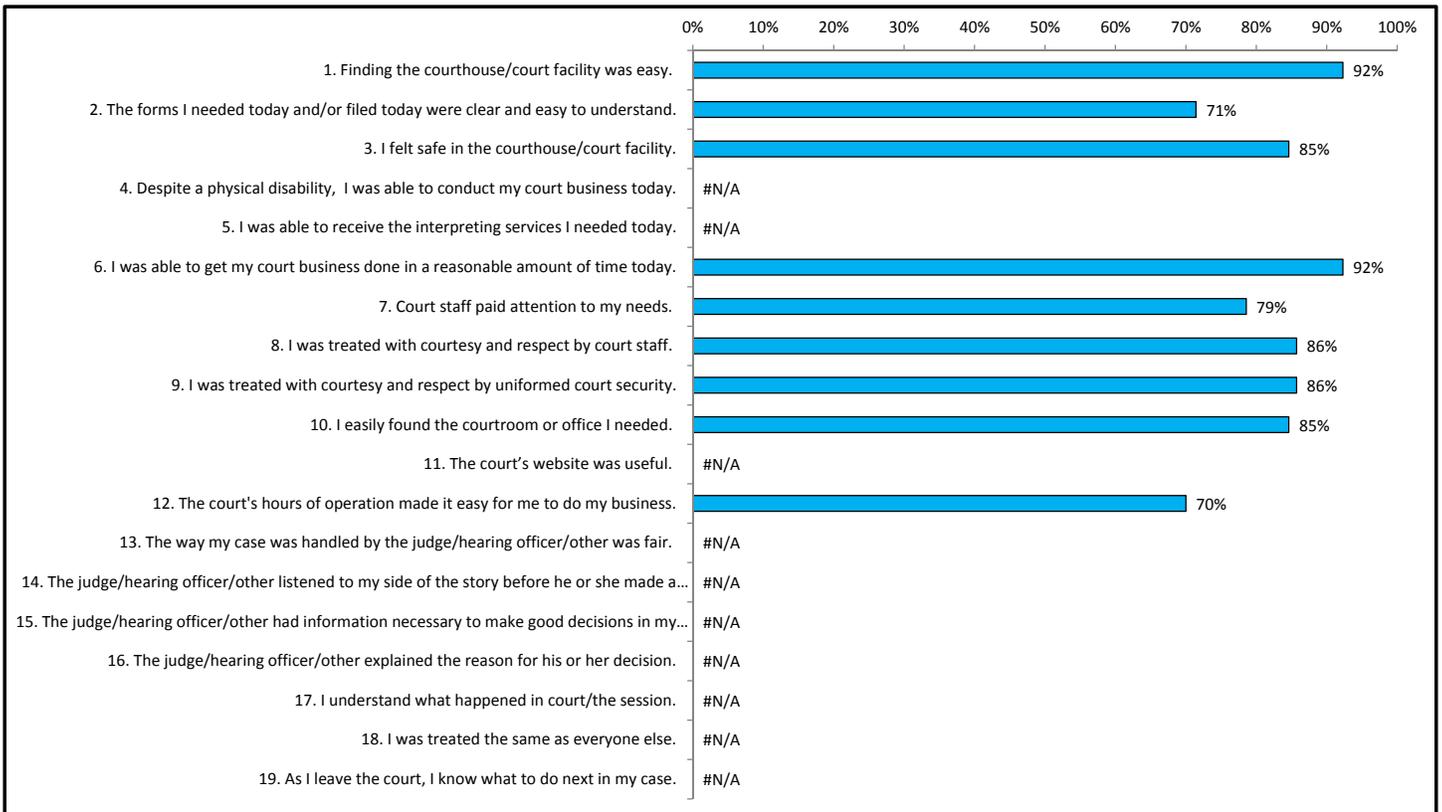
Percent That Agree or Strongly Agree



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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	1	8%	0	0%	0	0%	8	62%	4	31%	92%
2. The forms I needed today and/or filed today were clear and easy to understand.	0	0%	2	14%	2	14%	5	36%	5	36%	71%
3. I felt safe in the courthouse/court facility.	0	0%	0	0%	2	15%	6	46%	5	38%	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.	0	0%	0	0%	1	8%	6	46%	6	46%	92%
7. Court staff paid attention to my needs.	1	7%	0	0%	2	14%	4	29%	7	50%	79%
8. I was treated with courtesy and respect by court staff.	1	7%	1	7%	0	0%	5	36%	7	50%	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	8%	1	8%	0	0%	7	54%	4	31%	85%
11. The court's website was useful.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
12. The court's hours of operation made it easy for me to do my business.	1	10%	1	10%	1	10%	5	50%	2	20%	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

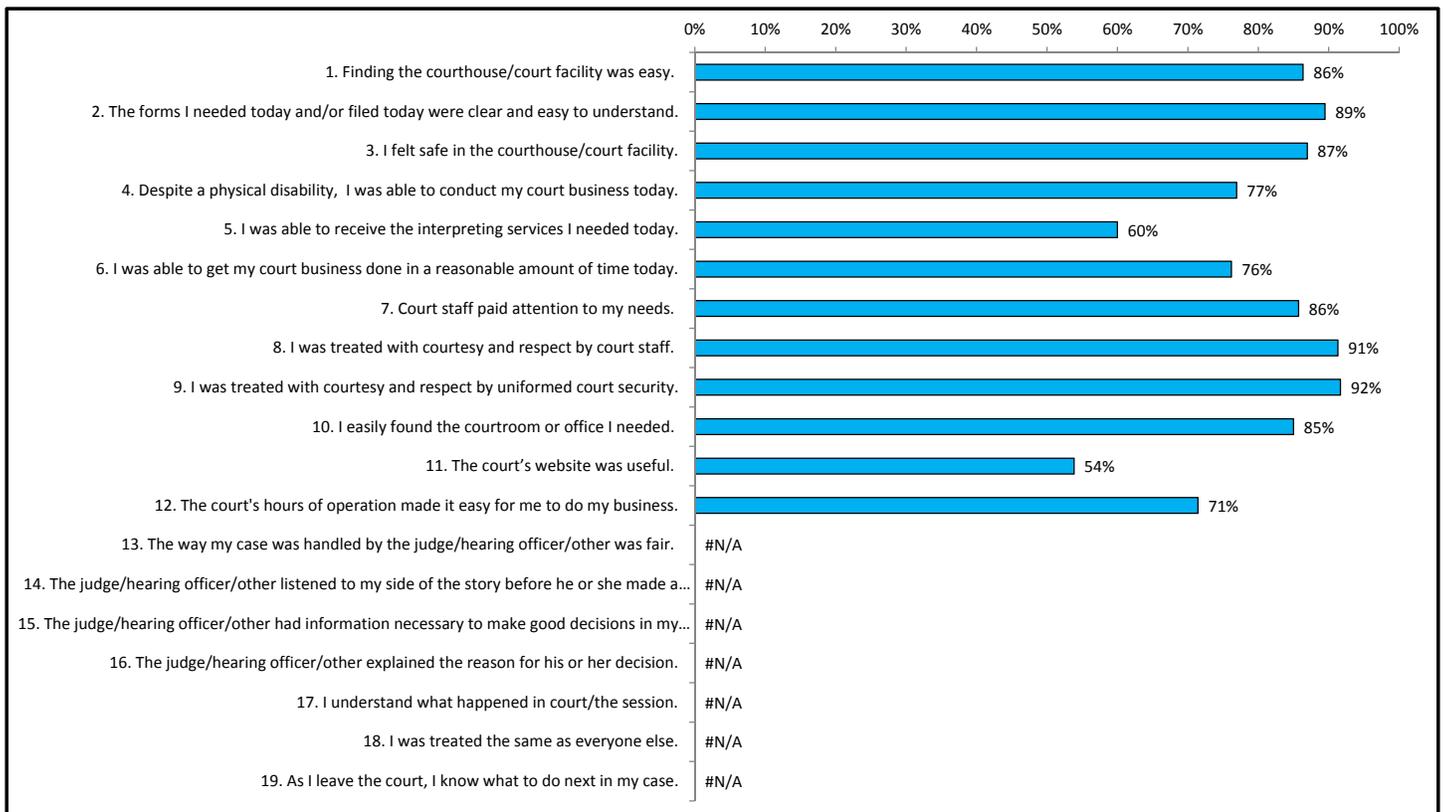
Percent That Agree or Strongly Agree



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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	2	9%	1	5%	0	0%	7	32%	12	55%	86%
2. The forms I needed today and/or filed today were clear and easy to understand.	2	11%	0	0%	0	0%	7	37%	10	53%	89%
3. I felt safe in the courthouse/court facility.	2	9%	0	0%	1	4%	6	26%	14	61%	87%
4. Despite a physical disability, I was able to conduct my court business today.	2	15%	0	0%	1	8%	4	31%	6	46%	77%
5. I was able to receive the interpreting services I needed today.	2	20%	2	20%	0	0%	3	30%	3	30%	60%
6. I was able to get my court business done in a reasonable amount of time today.	3	14%	0	0%	2	10%	6	29%	10	48%	76%
7. Court staff paid attention to my needs.	2	10%	1	5%	0	0%	7	33%	11	52%	86%
8. I was treated with courtesy and respect by court staff.	2	9%	0	0%	0	0%	9	39%	12	52%	91%
9. I was treated with courtesy and respect by uniformed court security.	2	8%	0	0%	0	0%	9	38%	13	54%	92%
10. I easily found the courtroom or office I needed.	2	10%	1	5%	0	0%	7	35%	10	50%	85%
11. The court's website was useful.	2	15%	0	0%	4	31%	5	38%	2	15%	54%
12. The court's hours of operation made it easy for me to do my business.	5	24%	1	5%	0	0%	5	24%	10	48%	71%
13. The way my case was handled by the judge/hearing officer/other was fair.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
16. The judge/hearing officer/other explained the reason for his or her decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
17. I understand what happened in court/the session.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
18. I was treated the same as everyone else.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
19. As I leave the court, I know what to do next in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A

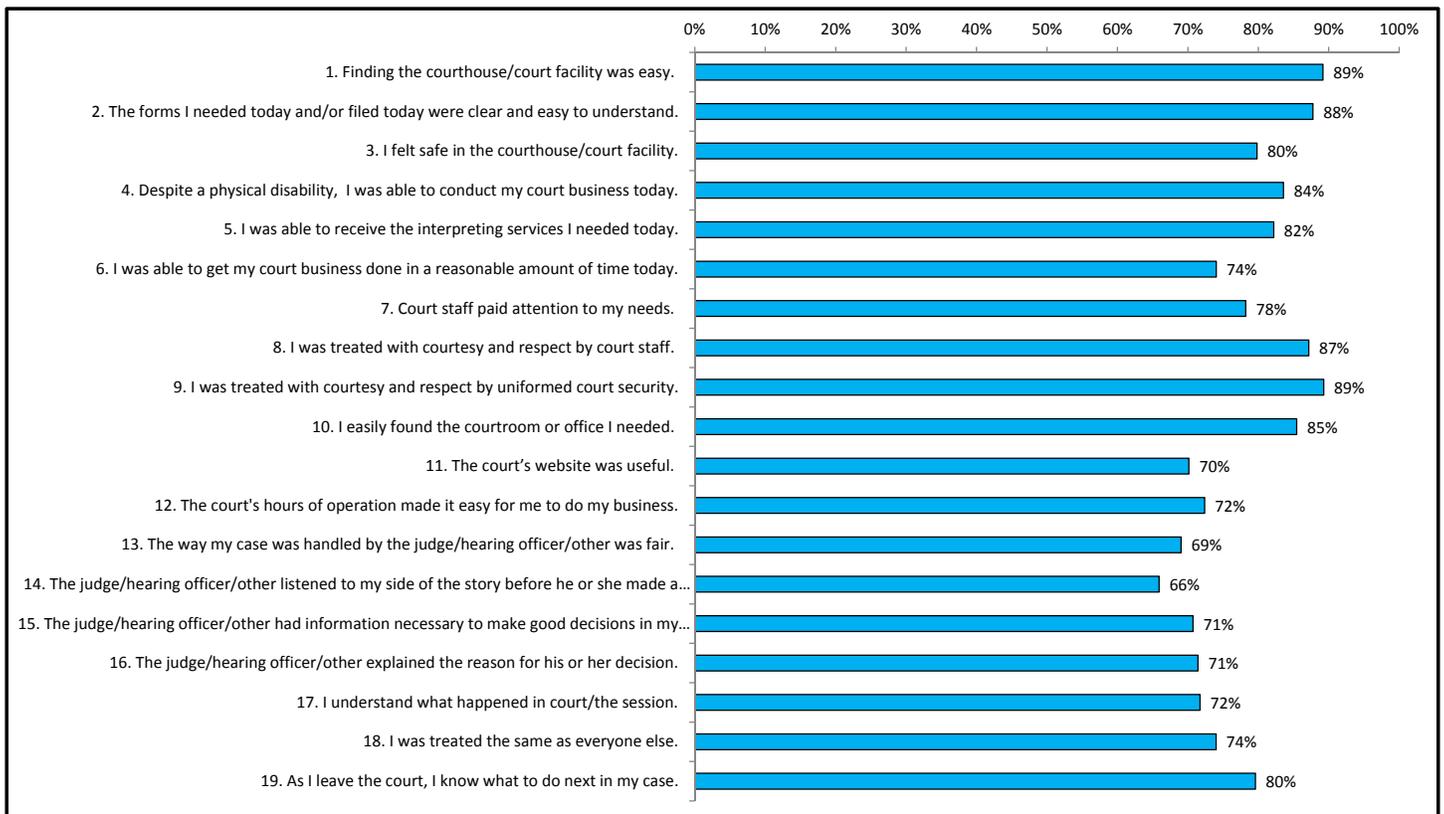
Percent That Agree or Strongly Agree



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.	8	7%	1	1%	3	3%	52	47%	47	42%	89%
2. The forms I needed today and/or filed today were clear and easy to understand.	8	8%	1	1%	3	3%	50	51%	36	37%	88%
3. I felt safe in the courthouse/court facility.	10	9%	5	4%	8	7%	39	34%	52	46%	80%
4. Despite a physical disability, I was able to conduct my court business today.	6	9%	2	3%	3	4%	27	40%	29	43%	84%
5. I was able to receive the interpreting services I needed today.	8	11%	2	3%	3	4%	31	42%	29	40%	82%
6. I was able to get my court business done in a reasonable amount of time today.	10	10%	8	8%	9	9%	32	31%	45	43%	74%
7. Court staff paid attention to my needs.	10	10%	1	1%	11	11%	33	33%	46	46%	78%
8. I was treated with courtesy and respect by court staff.	10	9%	0	0%	4	4%	40	37%	55	50%	87%
9. I was treated with courtesy and respect by uniformed court security.	6	5%	3	3%	3	3%	42	38%	58	52%	89%
10. I easily found the courtroom or office I needed.	7	6%	3	3%	6	5%	44	40%	50	45%	85%
11. The court's website was useful.	12	18%	1	1%	7	10%	23	34%	24	36%	70%
12. The court's hours of operation made it easy for me to do my business.	12	11%	6	6%	11	10%	40	38%	36	34%	72%
13. The way my case was handled by the judge/hearing officer/other was fair.	6	14%	2	5%	5	12%	9	21%	20	48%	69%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	7	16%	1	2%	7	16%	12	27%	17	39%	66%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	7	17%	0	0%	5	12%	12	29%	17	41%	71%
16. The judge/hearing officer/other explained the reason for his or her decision.	5	12%	1	2%	6	14%	14	33%	16	38%	71%
17. I understand what happened in court/the session.	6	13%	3	7%	4	9%	13	28%	20	43%	72%
18. I was treated the same as everyone else.	5	10%	1	2%	7	14%	12	24%	25	50%	74%
19. As I leave the court, I know what to do next in my case.	5	10%	2	4%	3	6%	16	33%	23	47%	80%

Percent That Agree or Strongly Agree



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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	4	7%	3	5%	0	0%	17	28%	36	60%	88%
2. The forms I needed today and/or filed today were clear and easy to understand.	5	9%	0	0%	2	4%	22	39%	28	49%	88%
3. I felt safe in the courthouse/court facility.	5	8%	0	0%	2	3%	18	30%	36	59%	89%
4. Despite a physical disability, I was able to conduct my court business today.	3	7%	1	2%	0	0%	14	33%	24	57%	90%
5. I was able to receive the interpreting services I needed today.	4	9%	0	0%	1	2%	15	32%	27	57%	89%
6. I was able to get my court business done in a reasonable amount of time today.	6	10%	1	2%	3	5%	19	32%	31	52%	83%
7. Court staff paid attention to my needs.	3	5%	2	3%	2	3%	23	38%	31	51%	89%
8. I was treated with courtesy and respect by court staff.	3	5%	2	3%	1	2%	19	32%	35	58%	90%
9. I was treated with courtesy and respect by uniformed court security.	4	7%	1	2%	0	0%	19	32%	35	59%	92%
10. I easily found the courtroom or office I needed.	4	7%	0	0%	1	2%	21	36%	32	55%	91%
11. The court's website was useful.	5	11%	1	2%	4	9%	14	32%	20	45%	77%
12. The court's hours of operation made it easy for me to do my business.	7	11%	2	3%	1	2%	22	36%	29	48%	84%
13. The way my case was handled by the judge/hearing officer/other was fair.	1	4%	2	7%	1	4%	12	43%	12	43%	86%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	2	7%	2	7%	1	3%	9	30%	16	53%	83%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	2	7%	2	7%	1	4%	10	36%	13	46%	82%
16. The judge/hearing officer/other explained the reason for his or her decision.	0	0%	2	7%	2	7%	9	31%	16	55%	86%
17. I understand what happened in court/the session.	0	0%	3	10%	1	3%	11	38%	14	48%	86%
18. I was treated the same as everyone else.	0	0%	1	3%	2	6%	11	35%	17	55%	90%
19. As I leave the court, I know what to do next in my case.	1	3%	0	0%	1	3%	13	42%	16	52%	94%

Percent That Agree or Strongly Agree



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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	0	0%	0	0%	1	9%	5	45%	5	45%	91%
2. The forms I needed today and/or filed today were clear and easy to understand.	1	9%	2	18%	0	0%	2	18%	6	55%	73%
3. I felt safe in the courthouse/court facility.	0	0%	0	0%	0	0%	5	45%	6	55%	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.	1	9%	2	18%	1	9%	3	27%	4	36%	64%
7. Court staff paid attention to my needs.	1	10%	1	10%	1	10%	2	20%	5	50%	70%
8. I was treated with courtesy and respect by court staff.	0	0%	0	0%	1	9%	4	36%	6	55%	91%
9. I was treated with courtesy and respect by uniformed court security.	0	0%	0	0%	1	9%	5	45%	5	45%	91%
10. I easily found the courtroom or office I needed.	0	0%	1	9%	0	0%	6	55%	4	36%	91%
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

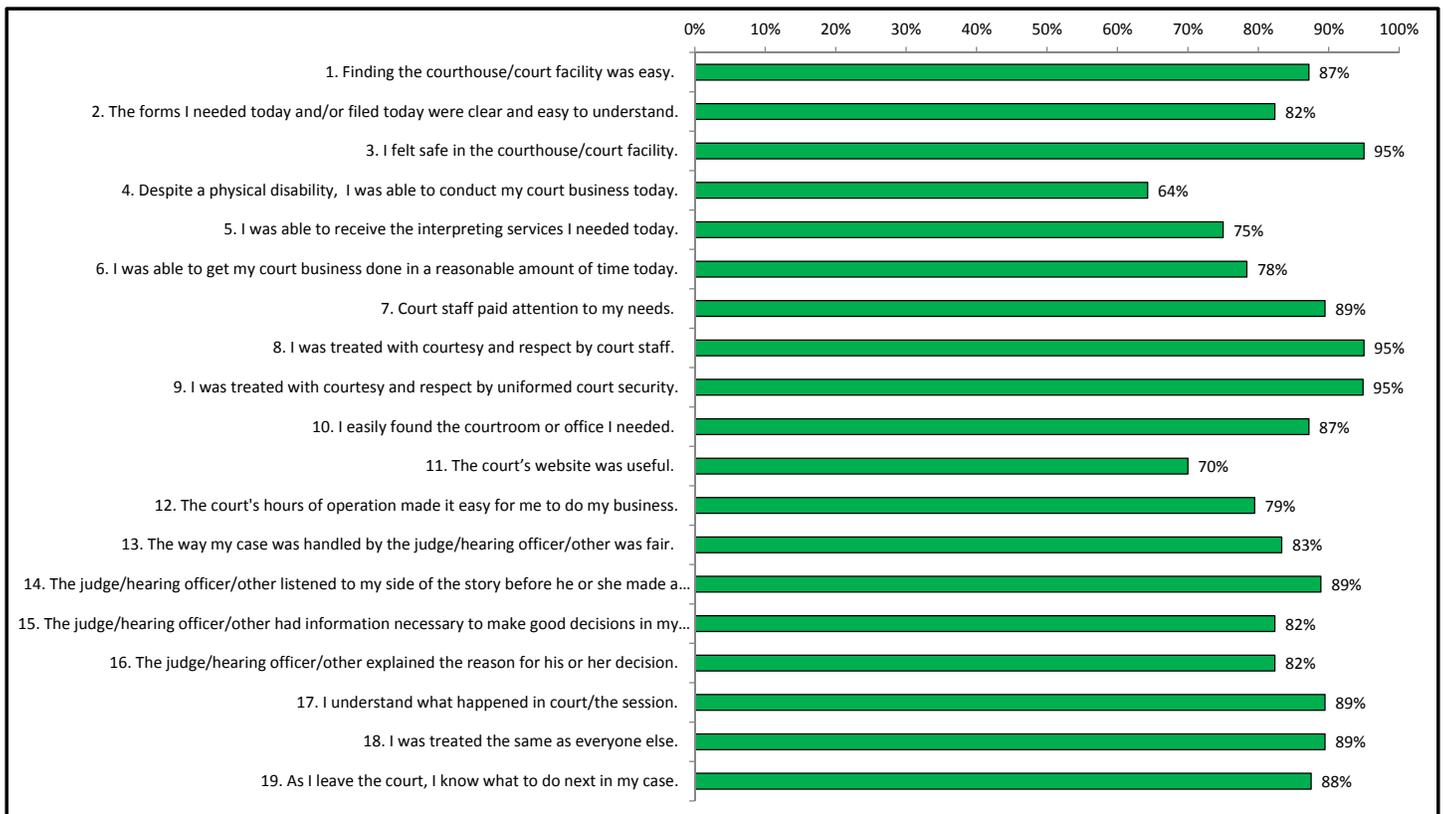
Percent That Agree or Strongly Agree



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.	2	5%	1	3%	2	5%	11	28%	23	59%	87%
2. The forms I needed today and/or filed today were clear and easy to understand.	2	6%	1	3%	3	9%	9	26%	19	56%	82%
3. I felt safe in the courthouse/court facility.	2	5%	0	0%	0	0%	11	28%	27	68%	95%
4. Despite a physical disability, I was able to conduct my court business today.	2	14%	1	7%	2	14%	4	29%	5	36%	64%
5. I was able to receive the interpreting services I needed today.	2	13%	1	6%	1	6%	5	31%	7	44%	75%
6. I was able to get my court business done in a reasonable amount of time today.	2	5%	2	5%	4	11%	10	27%	19	51%	78%
7. Court staff paid attention to my needs.	2	5%	2	5%	0	0%	10	26%	24	63%	89%
8. I was treated with courtesy and respect by court staff.	2	5%	0	0%	0	0%	11	28%	27	68%	95%
9. I was treated with courtesy and respect by uniformed court security.	2	5%	0	0%	0	0%	9	23%	28	72%	95%
10. I easily found the courtroom or office I needed.	2	5%	2	5%	1	3%	9	23%	25	64%	87%
11. The court's website was useful.	2	10%	2	10%	2	10%	6	30%	8	40%	70%
12. The court's hours of operation made it easy for me to do my business.	3	8%	4	10%	1	3%	8	21%	23	59%	79%
13. The way my case was handled by the judge/hearing officer/other was fair.	2	11%	0	0%	1	6%	5	28%	10	56%	83%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	2	11%	0	0%	0	0%	8	44%	8	44%	89%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	2	12%	0	0%	1	6%	4	24%	10	59%	82%
16. The judge/hearing officer/other explained the reason for his or her decision.	2	12%	0	0%	1	6%	5	29%	9	53%	82%
17. I understand what happened in court/the session.	2	11%	0	0%	0	0%	4	21%	13	68%	89%
18. I was treated the same as everyone else.	2	11%	0	0%	0	0%	4	21%	13	68%	89%
19. As I leave the court, I know what to do next in my case.	2	13%	0	0%	0	0%	4	25%	10	63%	88%

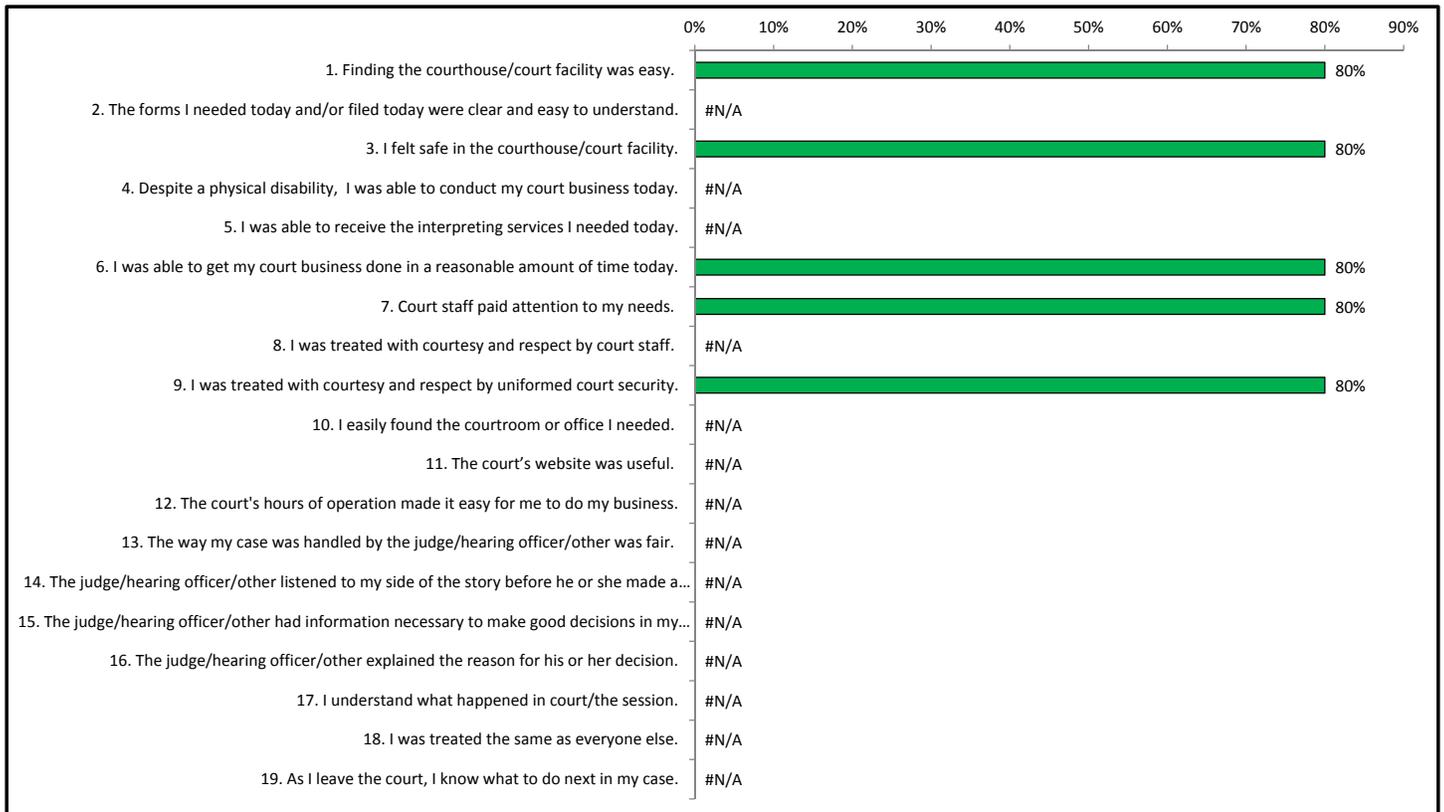
Percent That Agree or Strongly Agree



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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	0	0%	1	10%	1	10%	4	40%	4	40%	80%
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.	1	10%	0	0%	1	10%	3	30%	5	50%	80%
4. Despite a physical disability, I was able to conduct my court business today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
5. I was able to receive the interpreting services I needed today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
6. I was able to get my court business done in a reasonable amount of time today.	1	10%	0	0%	1	10%	4	40%	4	40%	80%
7. Court staff paid attention to my needs.	0	0%	0	0%	2	20%	4	40%	4	40%	80%
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.	0	0%	0	0%	2	20%	4	40%	4	40%	80%
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



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.	3	8%	2	5%	0	0%	15	41%	17	46%	86%
2. The forms I needed today and/or filed today were clear and easy to understand.	3	8%	0	0%	0	0%	16	44%	17	47%	92%
3. I felt safe in the courthouse/court facility.	2	5%	2	5%	3	8%	14	38%	16	43%	81%
4. Despite a physical disability, I was able to conduct my court business today.	2	8%	3	12%	1	4%	9	36%	10	40%	76%
5. I was able to receive the interpreting services I needed today.	2	8%	0	0%	3	13%	11	46%	8	33%	79%
6. I was able to get my court business done in a reasonable amount of time today.	1	3%	5	14%	3	8%	14	39%	13	36%	75%
7. Court staff paid attention to my needs.	1	3%	4	11%	2	6%	15	42%	14	39%	81%
8. I was treated with courtesy and respect by court staff.	3	8%	0	0%	1	3%	17	46%	16	43%	89%
9. I was treated with courtesy and respect by uniformed court security.	2	5%	1	3%	2	5%	16	42%	17	45%	87%
10. I easily found the courtroom or office I needed.	2	6%	2	6%	2	6%	16	44%	14	39%	83%
11. The court's website was useful.	3	13%	2	8%	5	21%	4	17%	10	42%	58%
12. The court's hours of operation made it easy for me to do my business.	2	6%	4	12%	4	12%	9	27%	14	42%	70%
13. The way my case was handled by the judge/hearing officer/other was fair.	2	11%	0	0%	3	16%	7	37%	7	37%	74%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	2	10%	0	0%	4	19%	6	29%	9	43%	71%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	3	16%	1	5%	4	21%	2	11%	9	47%	58%
16. The judge/hearing officer/other explained the reason for his or her decision.	3	14%	0	0%	3	14%	6	29%	9	43%	71%
17. I understand what happened in court/the session.	3	14%	1	5%	2	10%	6	29%	9	43%	71%
18. I was treated the same as everyone else.	2	9%	1	5%	2	9%	6	27%	11	50%	77%
19. As I leave the court, I know what to do next in my case.	3	14%	0	0%	3	14%	4	18%	12	55%	73%

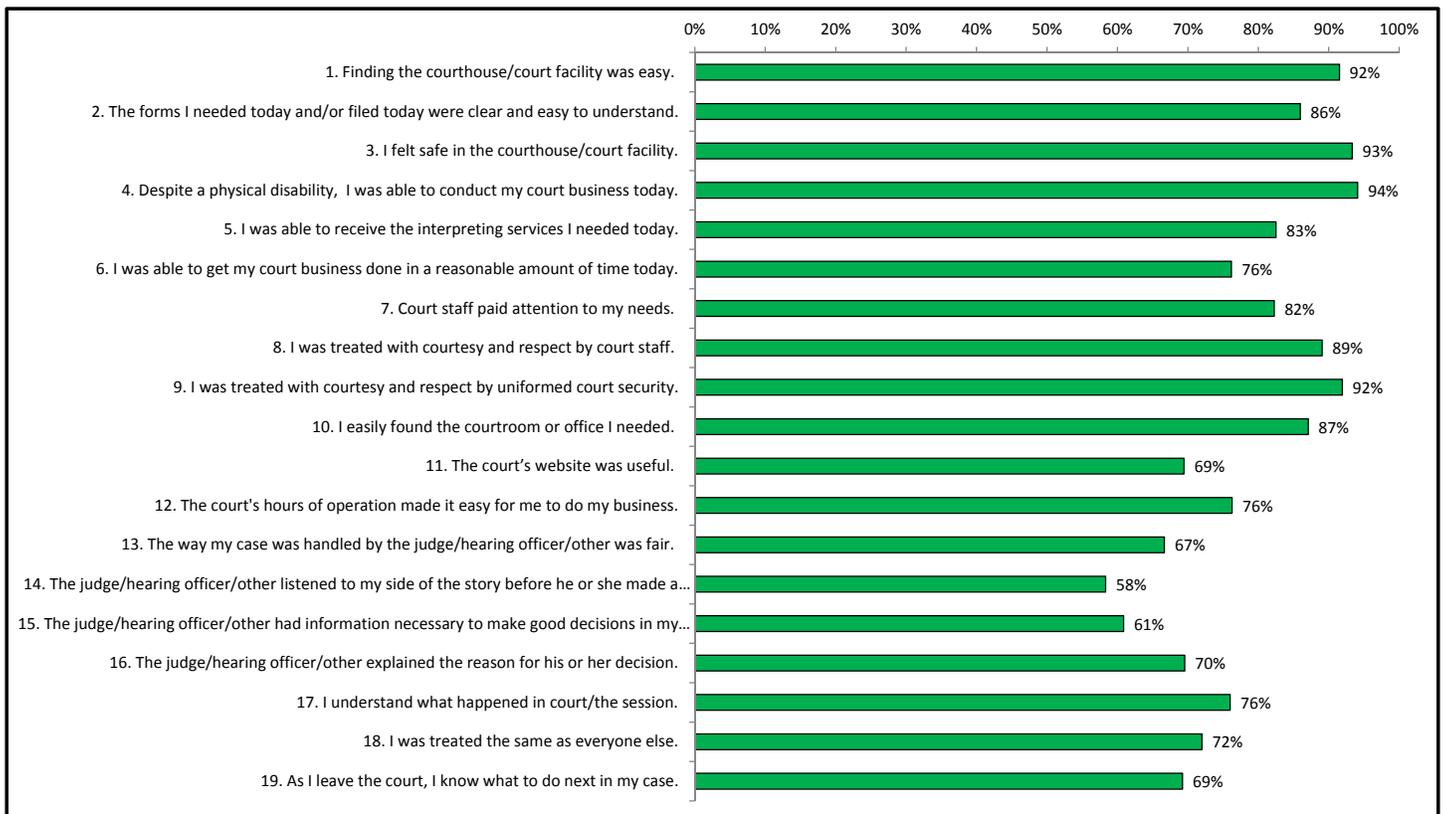
Percent That Agree or Strongly Agree



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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	2	3%	1	2%	2	3%	27	46%	27	46%	92%
2. The forms I needed today and/or filed today were clear and easy to understand.	3	5%	2	4%	3	5%	30	53%	19	33%	86%
3. I felt safe in the courthouse/court facility.	3	5%	0	0%	1	2%	27	45%	29	48%	93%
4. Despite a physical disability, I was able to conduct my court business today.	1	3%	0	0%	1	3%	19	56%	13	38%	94%
5. I was able to receive the interpreting services I needed today.	2	5%	3	8%	2	5%	17	43%	16	40%	83%
6. I was able to get my court business done in a reasonable amount of time today.	4	6%	6	10%	5	8%	26	41%	22	35%	76%
7. Court staff paid attention to my needs.	5	8%	2	3%	4	6%	25	40%	26	42%	82%
8. I was treated with courtesy and respect by court staff.	4	6%	1	2%	2	3%	29	45%	28	44%	89%
9. I was treated with courtesy and respect by uniformed court security.	2	3%	1	2%	2	3%	25	40%	32	52%	92%
10. I easily found the courtroom or office I needed.	3	5%	5	8%	0	0%	27	44%	27	44%	87%
11. The court's website was useful.	5	14%	3	8%	3	8%	16	44%	9	25%	69%
12. The court's hours of operation made it easy for me to do my business.	4	7%	3	5%	7	12%	25	42%	20	34%	76%
13. The way my case was handled by the judge/hearing officer/other was fair.	6	25%	0	0%	2	8%	8	33%	8	33%	67%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	5	21%	2	8%	3	13%	5	21%	9	38%	58%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	4	17%	3	13%	2	9%	7	30%	7	30%	61%
16. The judge/hearing officer/other explained the reason for his or her decision.	3	13%	1	4%	3	13%	8	35%	8	35%	70%
17. I understand what happened in court/the session.	3	12%	0	0%	3	12%	8	32%	11	44%	76%
18. I was treated the same as everyone else.	4	16%	2	8%	1	4%	5	20%	13	52%	72%
19. As I leave the court, I know what to do next in my case.	3	12%	2	8%	3	12%	4	15%	14	54%	69%

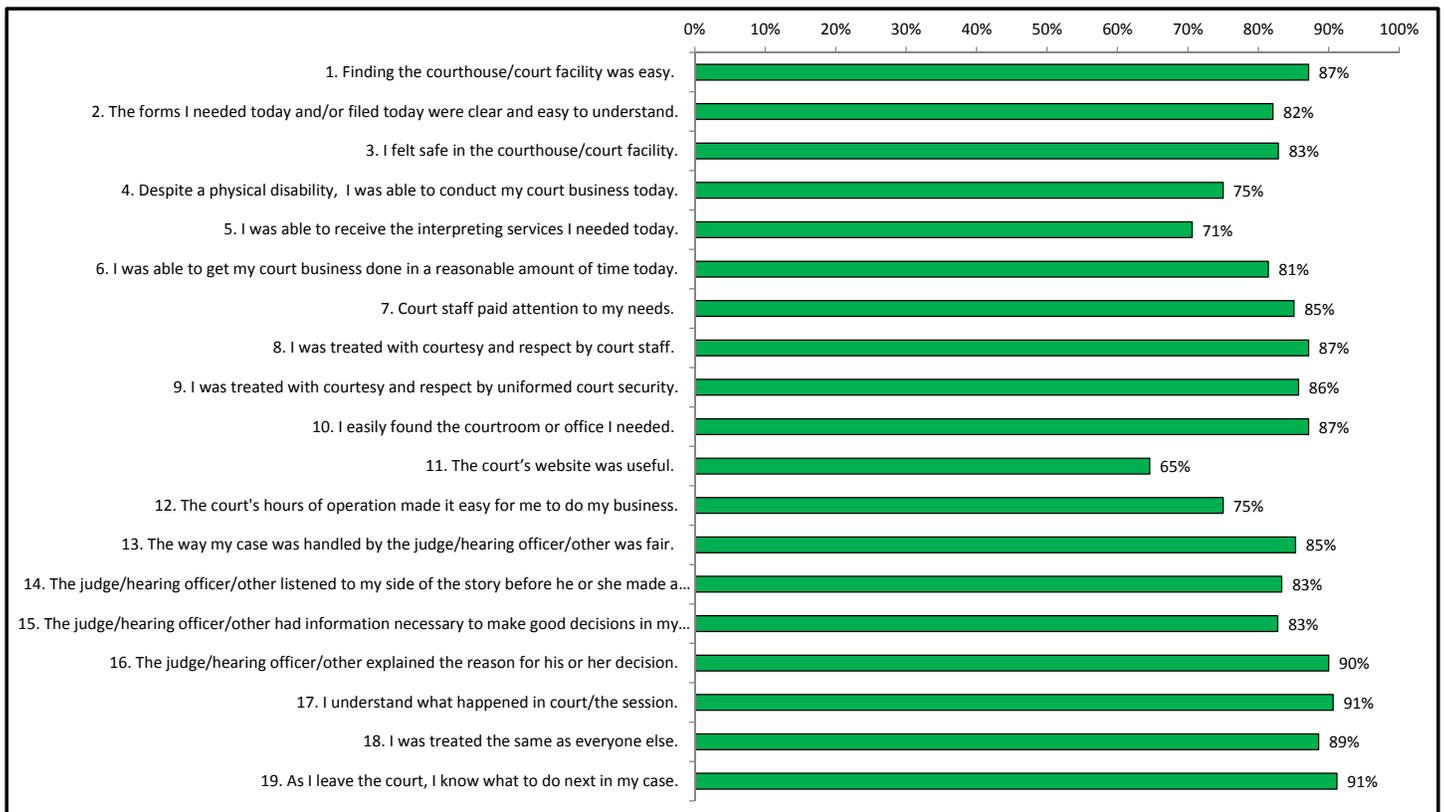
Percent That Agree or Strongly Agree



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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	5	7%	2	3%	2	3%	22	31%	39	56%	87%
2. The forms I needed today and/or filed today were clear and easy to understand.	4	6%	3	4%	5	7%	24	36%	31	46%	82%
3. I felt safe in the courthouse/court facility.	7	10%	3	4%	2	3%	22	31%	36	51%	83%
4. Despite a physical disability, I was able to conduct my court business today.	4	11%	4	11%	1	3%	9	25%	18	50%	75%
5. I was able to receive the interpreting services I needed today.	2	6%	4	12%	4	12%	7	21%	17	50%	71%
6. I was able to get my court business done in a reasonable amount of time today.	4	6%	6	9%	3	4%	22	31%	35	50%	81%
7. Court staff paid attention to my needs.	4	6%	2	3%	4	6%	21	31%	36	54%	85%
8. I was treated with courtesy and respect by court staff.	4	6%	3	4%	2	3%	19	27%	42	60%	87%
9. I was treated with courtesy and respect by uniformed court security.	4	6%	3	4%	3	4%	19	27%	41	59%	86%
10. I easily found the courtroom or office I needed.	3	4%	4	6%	2	3%	22	31%	39	56%	87%
11. The court's website was useful.	7	15%	3	6%	7	15%	13	27%	18	38%	65%
12. The court's hours of operation made it easy for me to do my business.	7	10%	6	9%	4	6%	20	29%	31	46%	75%
13. The way my case was handled by the judge/hearing officer/other was fair.	1	3%	2	6%	2	6%	13	38%	16	47%	85%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	1	3%	1	3%	3	10%	11	37%	14	47%	83%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	1	3%	1	3%	3	10%	11	38%	13	45%	83%
16. The judge/hearing officer/other explained the reason for his or her decision.	1	3%	2	7%	0	0%	14	47%	13	43%	90%
17. I understand what happened in court/the session.	2	6%	0	0%	1	3%	10	31%	19	59%	91%
18. I was treated the same as everyone else.	1	3%	0	0%	3	9%	13	37%	18	51%	89%
19. As I leave the court, I know what to do next in my case.	1	3%	1	3%	1	3%	11	32%	20	59%	91%

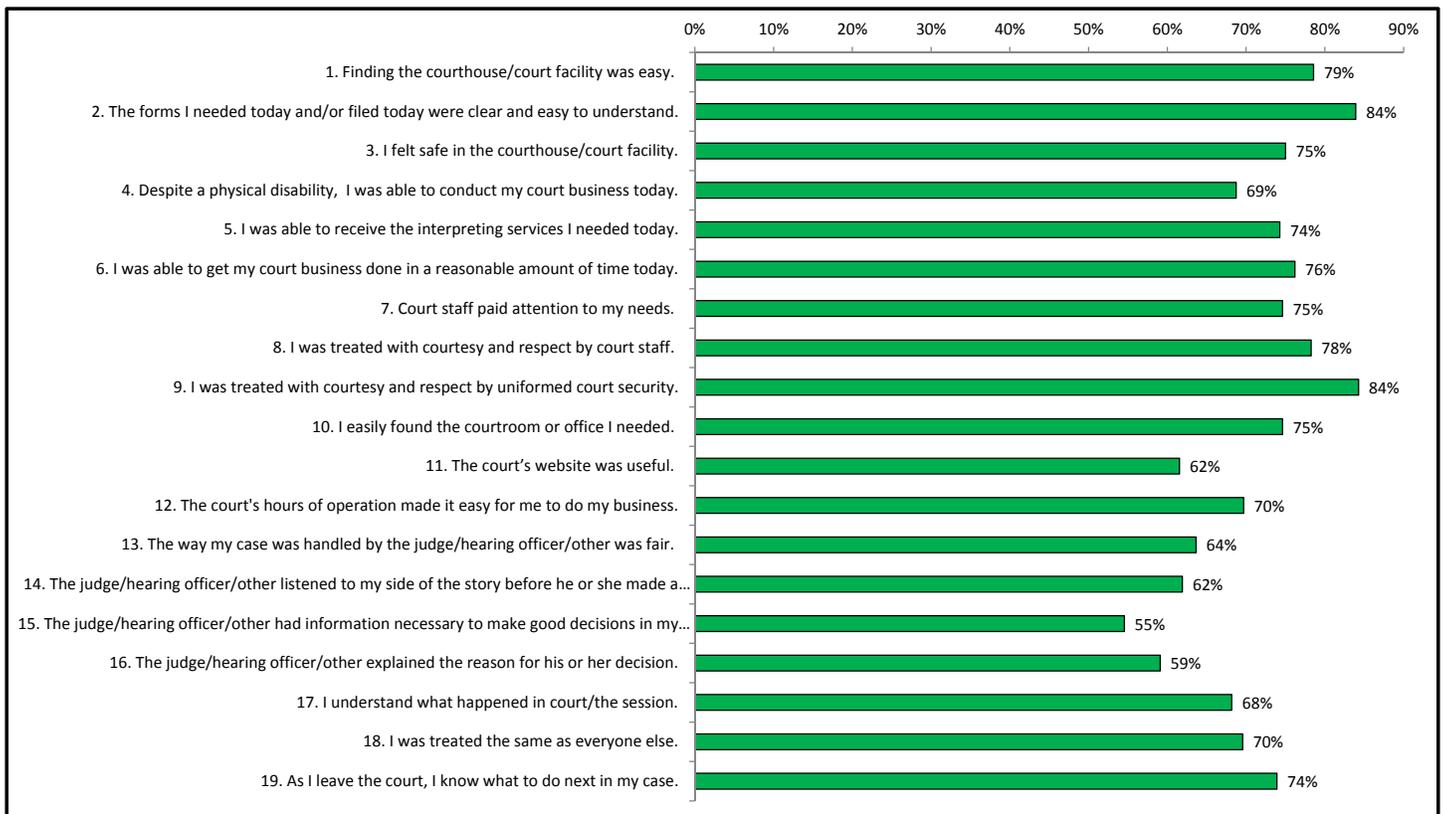
Percent That Agree or Strongly Agree



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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	9	13%	5	7%	1	1%	16	23%	39	56%	79%
2. The forms I needed today and/or filed today were clear and easy to understand.	7	13%	1	2%	1	2%	18	32%	29	52%	84%
3. I felt safe in the courthouse/court facility.	9	13%	3	4%	5	7%	19	28%	32	47%	75%
4. Despite a physical disability, I was able to conduct my court business today.	6	19%	0	0%	4	13%	7	22%	15	47%	69%
5. I was able to receive the interpreting services I needed today.	6	17%	0	0%	3	9%	11	31%	15	43%	74%
6. I was able to get my court business done in a reasonable amount of time today.	8	13%	3	5%	4	6%	23	37%	25	40%	76%
7. Court staff paid attention to my needs.	9	13%	4	6%	4	6%	16	24%	34	51%	75%
8. I was treated with courtesy and respect by court staff.	9	13%	1	1%	5	7%	11	16%	43	62%	78%
9. I was treated with courtesy and respect by uniformed court security.	9	13%	1	1%	1	1%	16	23%	43	61%	84%
10. I easily found the courtroom or office I needed.	7	10%	4	6%	6	9%	15	22%	35	52%	75%
11. The court's website was useful.	9	17%	4	8%	7	13%	12	23%	20	38%	62%
12. The court's hours of operation made it easy for me to do my business.	9	14%	7	11%	4	6%	20	30%	26	39%	70%
13. The way my case was handled by the judge/hearing officer/other was fair.	7	32%	0	0%	1	5%	4	18%	10	45%	64%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	6	29%	2	10%	0	0%	3	14%	10	48%	62%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	7	32%	1	5%	2	9%	3	14%	9	41%	55%
16. The judge/hearing officer/other explained the reason for his or her decision.	6	27%	1	5%	2	9%	3	14%	10	45%	59%
17. I understand what happened in court/the session.	5	23%	1	5%	1	5%	4	18%	11	50%	68%
18. I was treated the same as everyone else.	5	22%	1	4%	1	4%	3	13%	13	57%	70%
19. As I leave the court, I know what to do next in my case.	5	22%	1	4%	0	0%	3	13%	14	61%	74%

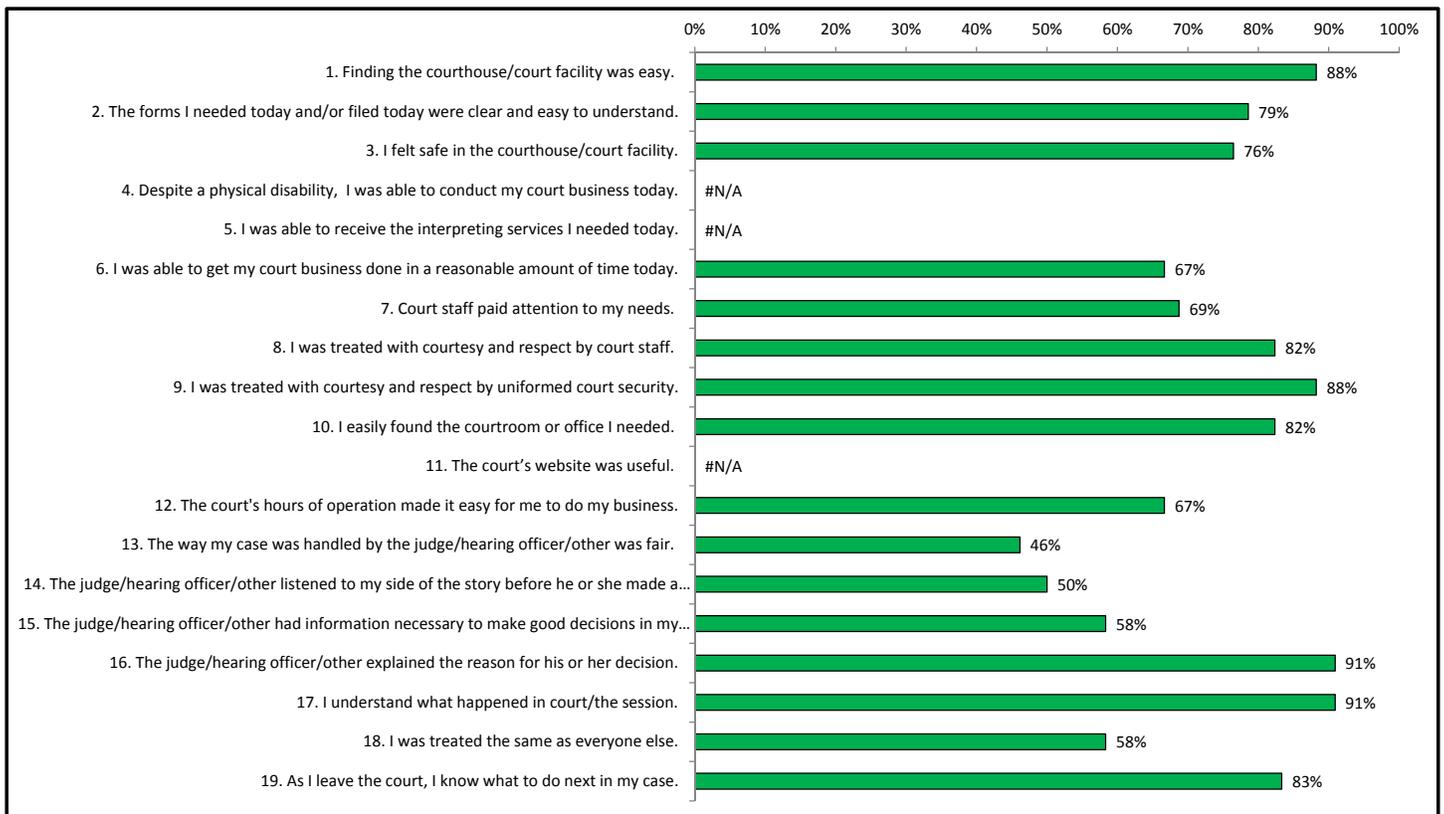
Percent That Agree or Strongly Agree



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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	2	12%	0	0%	0	0%	9	53%	6	35%	88%
2. The forms I needed today and/or filed today were clear and easy to understand.	2	14%	1	7%	0	0%	7	50%	4	29%	79%
3. I felt safe in the courthouse/court facility.	2	12%	0	0%	2	12%	5	29%	8	47%	76%
4. Despite a physical disability, I was able to conduct my court business today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
5. I was able to receive the interpreting services I needed today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
6. I was able to get my court business done in a reasonable amount of time today.	1	7%	4	27%	0	0%	6	40%	4	27%	67%
7. Court staff paid attention to my needs.	0	0%	2	13%	3	19%	4	25%	7	44%	69%
8. I was treated with courtesy and respect by court staff.	0	0%	2	12%	1	6%	8	47%	6	35%	82%
9. I was treated with courtesy and respect by uniformed court security.	1	6%	1	6%	0	0%	7	41%	8	47%	88%
10. I easily found the courtroom or office I needed.	2	12%	1	6%	0	0%	7	41%	7	41%	82%
11. The court's website was useful.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
12. The court's hours of operation made it easy for me to do my business.	1	7%	1	7%	3	20%	4	27%	6	40%	67%
13. The way my case was handled by the judge/hearing officer/other was fair.	1	8%	3	23%	3	23%	2	15%	4	31%	46%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	1	10%	1	10%	3	30%	2	20%	3	30%	50%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	1	8%	0	0%	4	33%	2	17%	5	42%	58%
16. The judge/hearing officer/other explained the reason for his or her decision.	0	0%	0	0%	1	9%	6	55%	4	36%	91%
17. I understand what happened in court/the session.	1	9%	0	0%	0	0%	5	45%	5	45%	91%
18. I was treated the same as everyone else.	0	0%	1	8%	4	33%	3	25%	4	33%	58%
19. As I leave the court, I know what to do next in my case.	2	17%	0	0%	0	0%	5	42%	5	42%	83%

Percent That Agree or Strongly Agree



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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	2	12%	0	0%	1	6%	3	18%	11	65%	82%
2. The forms I needed today and/or filed today were clear and easy to understand.	1	7%	1	7%	1	7%	5	33%	7	47%	80%
3. I felt safe in the courthouse/court facility.	1	6%	2	12%	1	6%	2	12%	11	65%	76%
4. Despite a physical disability, I was able to conduct my court business today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
5. I was able to receive the interpreting services I needed today.	0	0%	0	0%	2	18%	2	18%	7	64%	82%
6. I was able to get my court business done in a reasonable amount of time today.	1	6%	1	6%	3	19%	3	19%	8	50%	69%
7. Court staff paid attention to my needs.	1	6%	1	6%	2	13%	5	31%	7	44%	75%
8. I was treated with courtesy and respect by court staff.	2	12%	2	12%	0	0%	3	18%	10	59%	76%
9. I was treated with courtesy and respect by uniformed court security.	3	19%	1	6%	0	0%	1	6%	11	69%	75%
10. I easily found the courtroom or office I needed.	0	0%	1	7%	2	13%	3	20%	9	60%	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%	2	14%	1	7%	2	14%	8	57%	71%
13. The way my case was handled by the judge/hearing officer/other was fair.	1	7%	1	7%	1	7%	3	21%	8	57%	79%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	3	21%	0	0%	0	0%	2	14%	9	64%	79%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	2	15%	1	8%	1	8%	3	23%	6	46%	69%
16. The judge/hearing officer/other explained the reason for his or her decision.	1	7%	1	7%	2	14%	3	21%	7	50%	71%
17. I understand what happened in court/the session.	1	7%	0	0%	2	14%	3	21%	8	57%	79%
18. I was treated the same as everyone else.	2	14%	1	7%	1	7%	3	21%	7	50%	71%
19. As I leave the court, I know what to do next in my case.	1	8%	0	0%	0	0%	3	23%	9	69%	92%

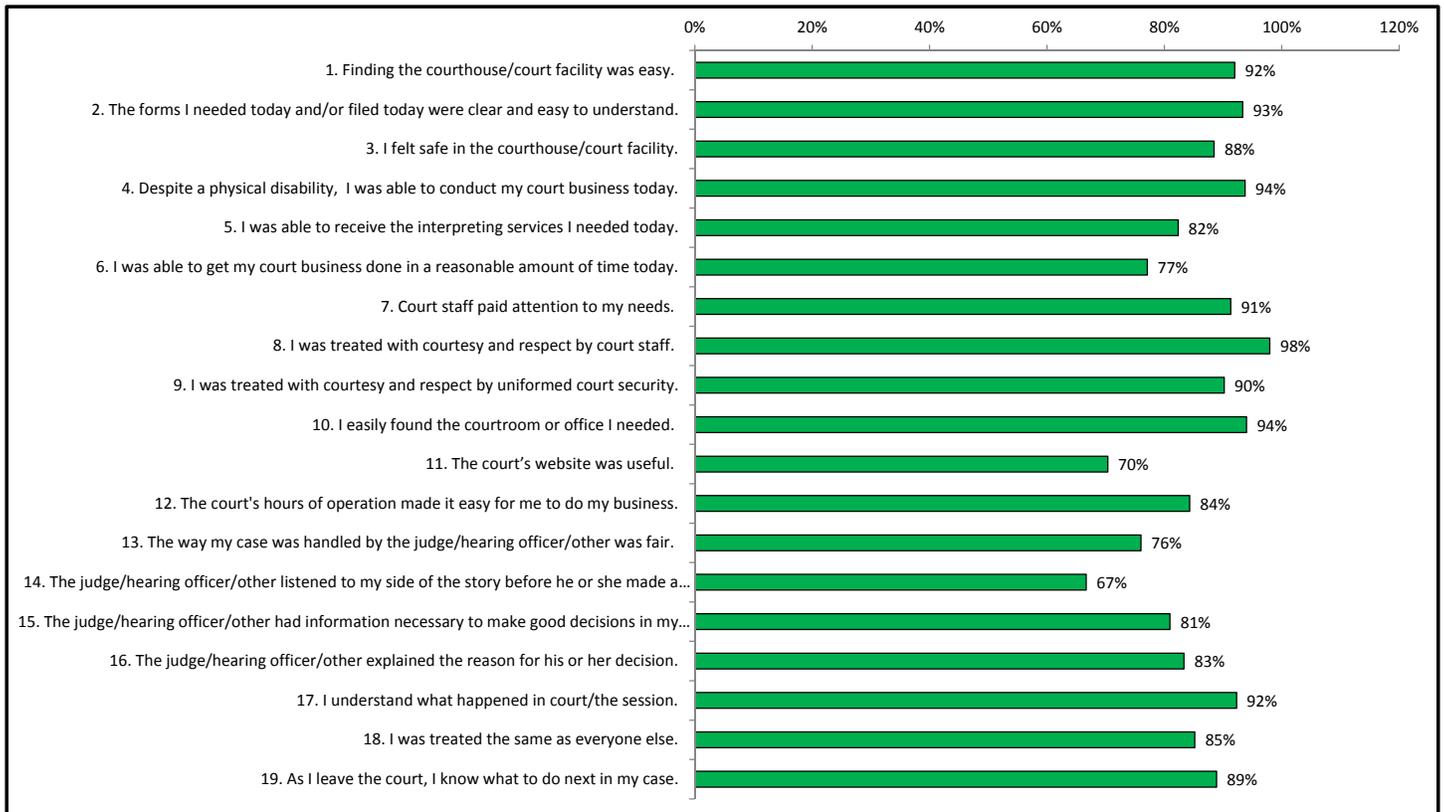
Percent That Agree or Strongly Agree



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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	1	2%	1	2%	2	4%	21	42%	25	50%	92%
2. The forms I needed today and/or filed today were clear and easy to understand.	1	2%	0	0%	2	4%	19	42%	23	51%	93%
3. I felt safe in the courthouse/court facility.	1	2%	1	2%	4	8%	16	31%	30	58%	88%
4. Despite a physical disability, I was able to conduct my court business today.	0	0%	0	0%	1	6%	7	44%	8	50%	94%
5. I was able to receive the interpreting services I needed today.	0	0%	0	0%	3	18%	8	47%	6	35%	82%
6. I was able to get my court business done in a reasonable amount of time today.	4	8%	3	6%	4	8%	14	29%	23	48%	77%
7. Court staff paid attention to my needs.	0	0%	2	4%	2	4%	16	35%	26	57%	91%
8. I was treated with courtesy and respect by court staff.	0	0%	0	0%	1	2%	14	29%	34	69%	98%
9. I was treated with courtesy and respect by uniformed court security.	0	0%	2	4%	3	6%	14	27%	32	63%	90%
10. I easily found the courtroom or office I needed.	0	0%	1	2%	2	4%	18	36%	29	58%	94%
11. The court's website was useful.	0	0%	4	15%	4	15%	7	26%	12	44%	70%
12. The court's hours of operation made it easy for me to do my business.	0	0%	4	8%	4	8%	19	37%	24	47%	84%
13. The way my case was handled by the judge/hearing officer/other was fair.	2	8%	0	0%	4	16%	4	16%	15	60%	76%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	3	14%	1	5%	3	14%	4	19%	10	48%	67%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	2	10%	1	5%	1	5%	6	29%	11	52%	81%
16. The judge/hearing officer/other explained the reason for his or her decision.	2	8%	0	0%	2	8%	7	29%	13	54%	83%
17. I understand what happened in court/the session.	2	8%	0	0%	0	0%	8	31%	16	62%	92%
18. I was treated the same as everyone else.	3	11%	0	0%	1	4%	5	19%	18	67%	85%
19. As I leave the court, I know what to do next in my case.	2	7%	1	4%	0	0%	7	26%	17	63%	89%

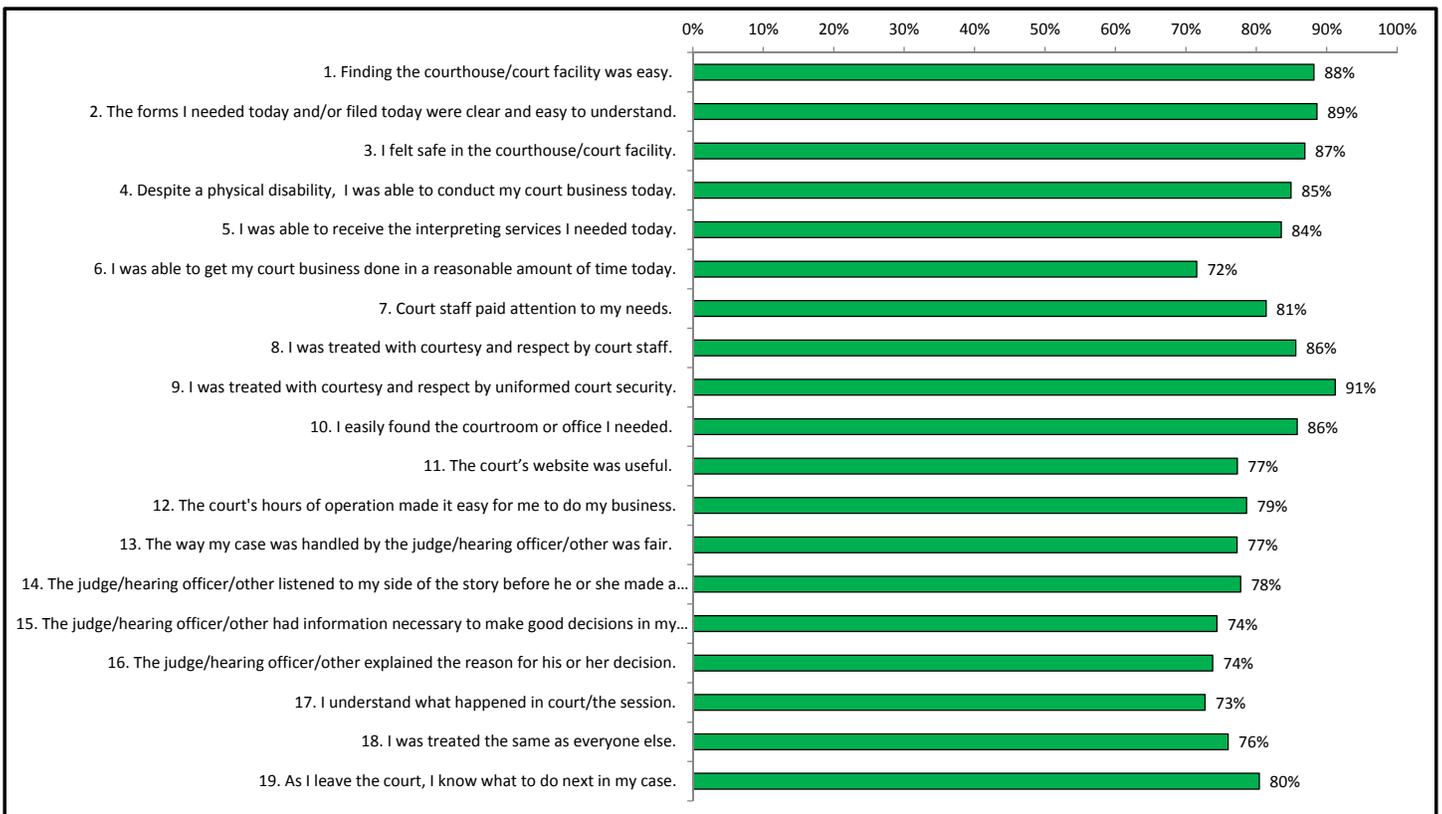
Percent That Agree or Strongly Agree



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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	6	4%	2	1%	9	6%	62	43%	65	45%	88%
2. The forms I needed today and/or filed today were clear and easy to understand.	8	7%	1	1%	5	4%	55	45%	54	44%	89%
3. I felt safe in the courthouse/court facility.	6	4%	1	1%	12	8%	47	32%	79	54%	87%
4. Despite a physical disability, I was able to conduct my court business today.	4	5%	1	1%	6	8%	32	44%	30	41%	85%
5. I was able to receive the interpreting services I needed today.	5	7%	1	1%	6	8%	35	48%	26	36%	84%
6. I was able to get my court business done in a reasonable amount of time today.	11	9%	8	7%	14	12%	38	33%	45	39%	72%
7. Court staff paid attention to my needs.	9	7%	2	2%	13	10%	50	39%	55	43%	81%
8. I was treated with courtesy and respect by court staff.	11	8%	1	1%	9	6%	55	38%	70	48%	86%
9. I was treated with courtesy and respect by uniformed court security.	6	4%	3	2%	4	3%	55	37%	80	54%	91%
10. I easily found the courtroom or office I needed.	7	5%	4	3%	9	6%	63	45%	58	41%	86%
11. The court's website was useful.	5	5%	3	3%	14	14%	40	41%	35	36%	77%
12. The court's hours of operation made it easy for me to do my business.	10	8%	7	5%	11	8%	50	38%	53	40%	79%
13. The way my case was handled by the judge/hearing officer/other was fair.	4	9%	3	7%	3	7%	14	32%	20	45%	77%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	4	9%	1	2%	5	11%	16	36%	19	42%	78%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	5	12%	2	5%	4	9%	12	28%	20	47%	74%
16. The judge/hearing officer/other explained the reason for his or her decision.	4	10%	2	5%	5	12%	12	29%	19	45%	74%
17. I understand what happened in court/the session.	3	7%	4	9%	5	11%	13	30%	19	43%	73%
18. I was treated the same as everyone else.	3	6%	3	6%	6	12%	14	28%	24	48%	76%
19. As I leave the court, I know what to do next in my case.	2	4%	3	7%	4	9%	14	30%	23	50%	80%

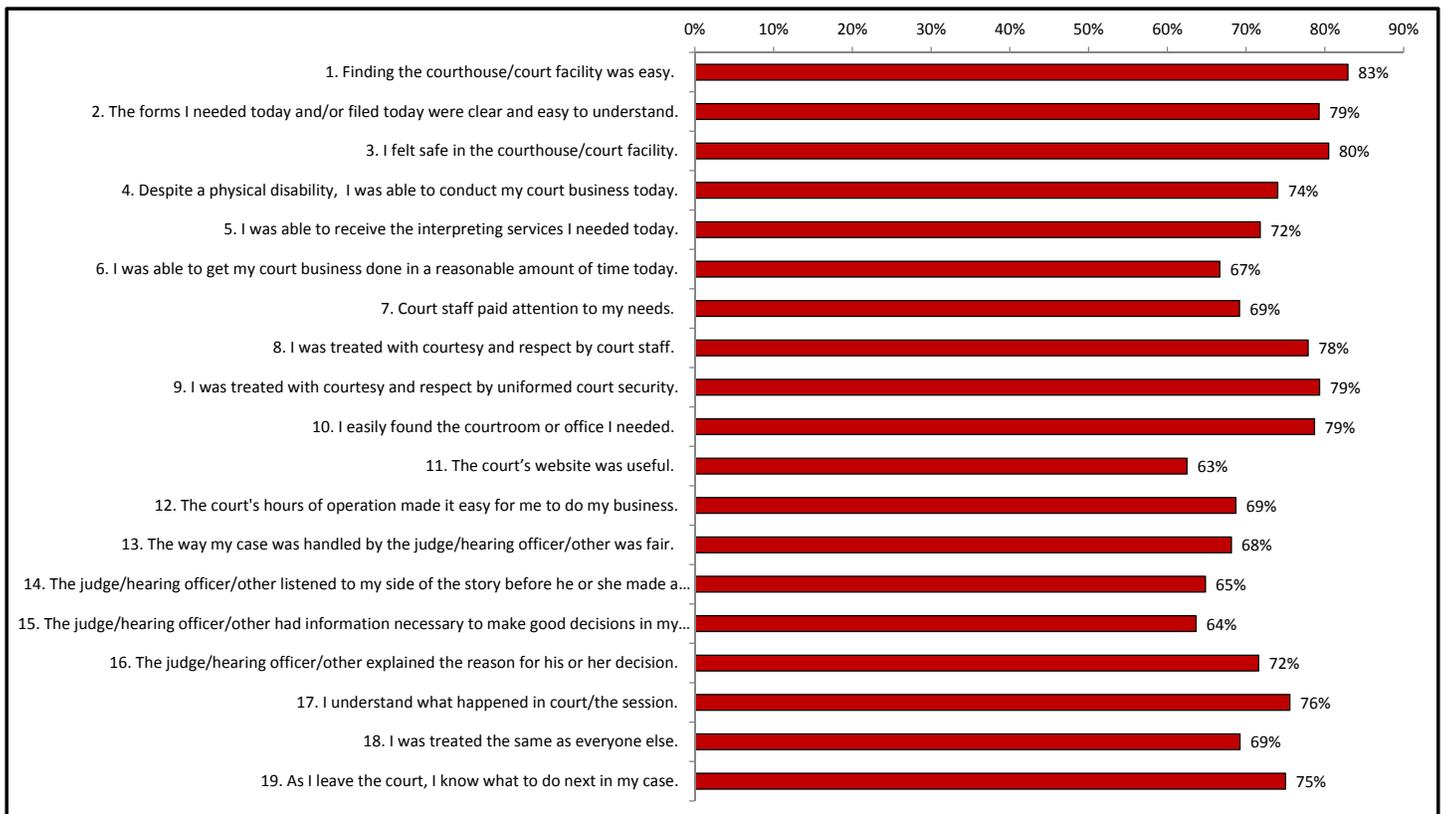
Percent That Agree or Strongly Agree



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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	12	10%	7	6%	2	2%	54	44%	48	39%	83%
2. The forms I needed today and/or filed today were clear and easy to understand.	13	12%	3	3%	7	6%	45	41%	43	39%	79%
3. I felt safe in the courthouse/court facility.	12	10%	3	2%	9	7%	43	35%	56	46%	80%
4. Despite a physical disability, I was able to conduct my court business today.	5	6%	6	8%	9	12%	34	44%	23	30%	74%
5. I was able to receive the interpreting services I needed today.	7	9%	6	8%	9	12%	29	37%	27	35%	72%
6. I was able to get my court business done in a reasonable amount of time today.	12	10%	14	12%	14	12%	40	33%	40	33%	67%
7. Court staff paid attention to my needs.	9	8%	13	11%	15	13%	42	35%	41	34%	69%
8. I was treated with courtesy and respect by court staff.	12	10%	9	7%	6	5%	44	36%	51	42%	78%
9. I was treated with courtesy and respect by uniformed court security.	11	9%	7	6%	7	6%	42	35%	54	45%	79%
10. I easily found the courtroom or office I needed.	10	8%	10	8%	6	5%	50	41%	46	38%	79%
11. The court's website was useful.	8	11%	7	10%	12	17%	22	31%	23	32%	63%
12. The court's hours of operation made it easy for me to do my business.	8	7%	14	12%	14	12%	36	31%	43	37%	69%
13. The way my case was handled by the judge/hearing officer/other was fair.	10	11%	7	8%	12	13%	31	34%	31	34%	68%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	11	12%	6	7%	15	16%	28	31%	31	34%	65%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	12	14%	7	8%	13	15%	23	26%	33	38%	64%
16. The judge/hearing officer/other explained the reason for his or her decision.	7	8%	8	9%	10	11%	33	38%	30	34%	72%
17. I understand what happened in court/the session.	9	10%	5	6%	8	9%	31	34%	37	41%	76%
18. I was treated the same as everyone else.	9	10%	8	9%	11	12%	26	29%	37	41%	69%
19. As I leave the court, I know what to do next in my case.	11	12%	5	5%	7	8%	27	29%	42	46%	75%

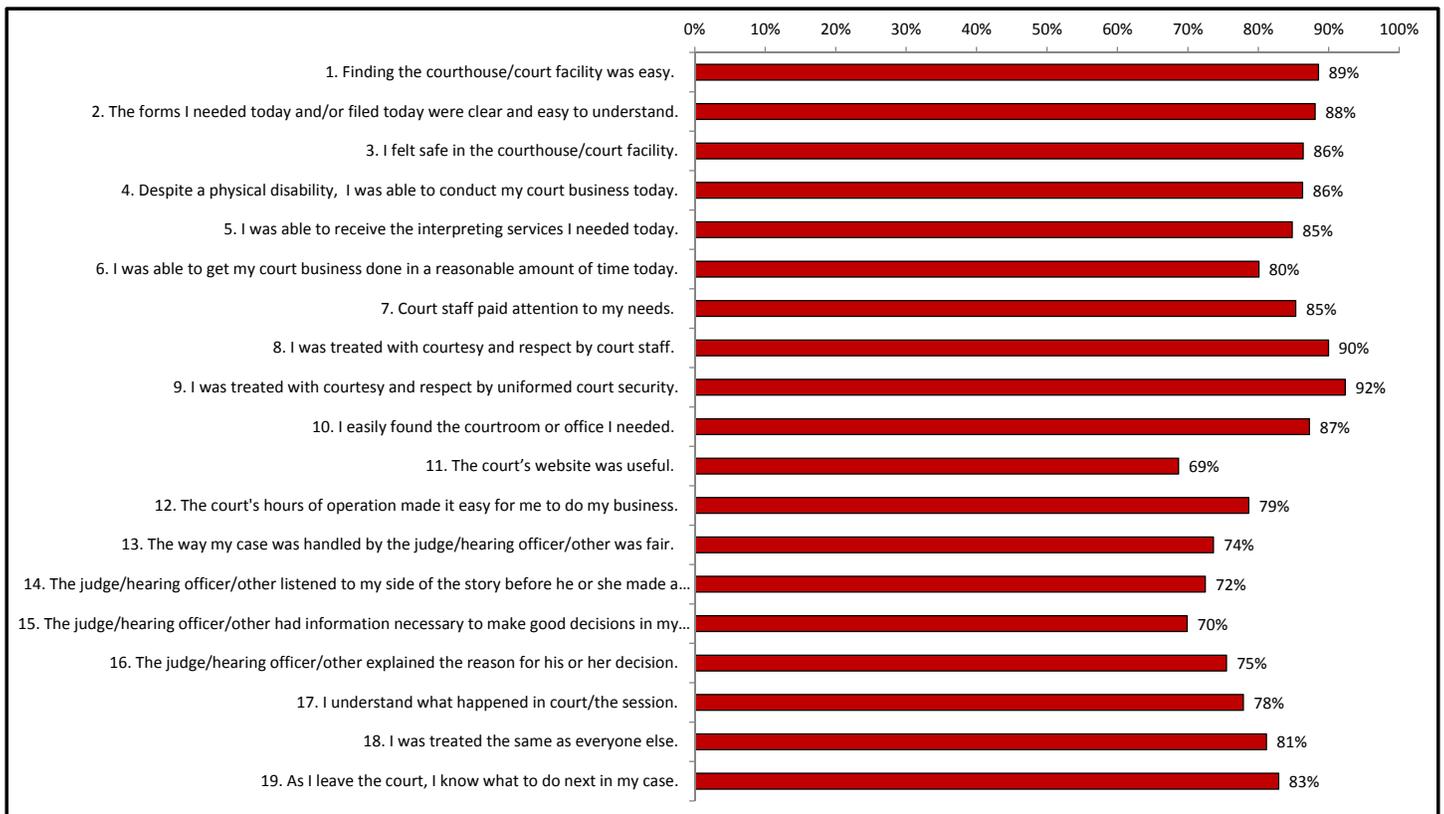
Percent That Agree or Strongly Agree



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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	11	4%	5	2%	13	5%	86	34%	138	55%	89%
2. The forms I needed today and/or filed today were clear and easy to understand.	12	5%	7	3%	10	4%	104	43%	110	45%	88%
3. I felt safe in the courthouse/court facility.	13	5%	6	2%	16	6%	80	31%	142	55%	86%
4. Despite a physical disability, I was able to conduct my court business today.	10	7%	3	2%	8	5%	56	37%	76	50%	86%
5. I was able to receive the interpreting services I needed today.	9	6%	4	3%	11	7%	61	39%	73	46%	85%
6. I was able to get my court business done in a reasonable amount of time today.	18	7%	12	5%	19	8%	79	32%	118	48%	80%
7. Court staff paid attention to my needs.	17	7%	4	2%	16	6%	87	35%	128	51%	85%
8. I was treated with courtesy and respect by court staff.	13	5%	3	1%	10	4%	88	34%	145	56%	90%
9. I was treated with courtesy and respect by uniformed court security.	9	3%	3	1%	8	3%	88	34%	153	59%	92%
10. I easily found the courtroom or office I needed.	9	4%	10	4%	13	5%	90	36%	129	51%	87%
11. The court's website was useful.	20	12%	8	5%	24	14%	50	30%	64	39%	69%
12. The court's hours of operation made it easy for me to do my business.	19	8%	16	6%	19	8%	86	34%	113	45%	79%
13. The way my case was handled by the judge/hearing officer/other was fair.	17	15%	4	4%	8	7%	31	28%	50	45%	74%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	18	17%	5	5%	7	6%	26	24%	53	49%	72%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	17	17%	4	4%	10	10%	25	24%	47	46%	70%
16. The judge/hearing officer/other explained the reason for his or her decision.	14	13%	3	3%	9	8%	29	27%	51	48%	75%
17. I understand what happened in court/the session.	12	11%	4	4%	9	8%	30	27%	58	51%	78%
18. I was treated the same as everyone else.	11	9%	3	2%	9	7%	30	25%	69	57%	81%
19. As I leave the court, I know what to do next in my case.	10	9%	3	3%	7	6%	30	26%	67	57%	83%

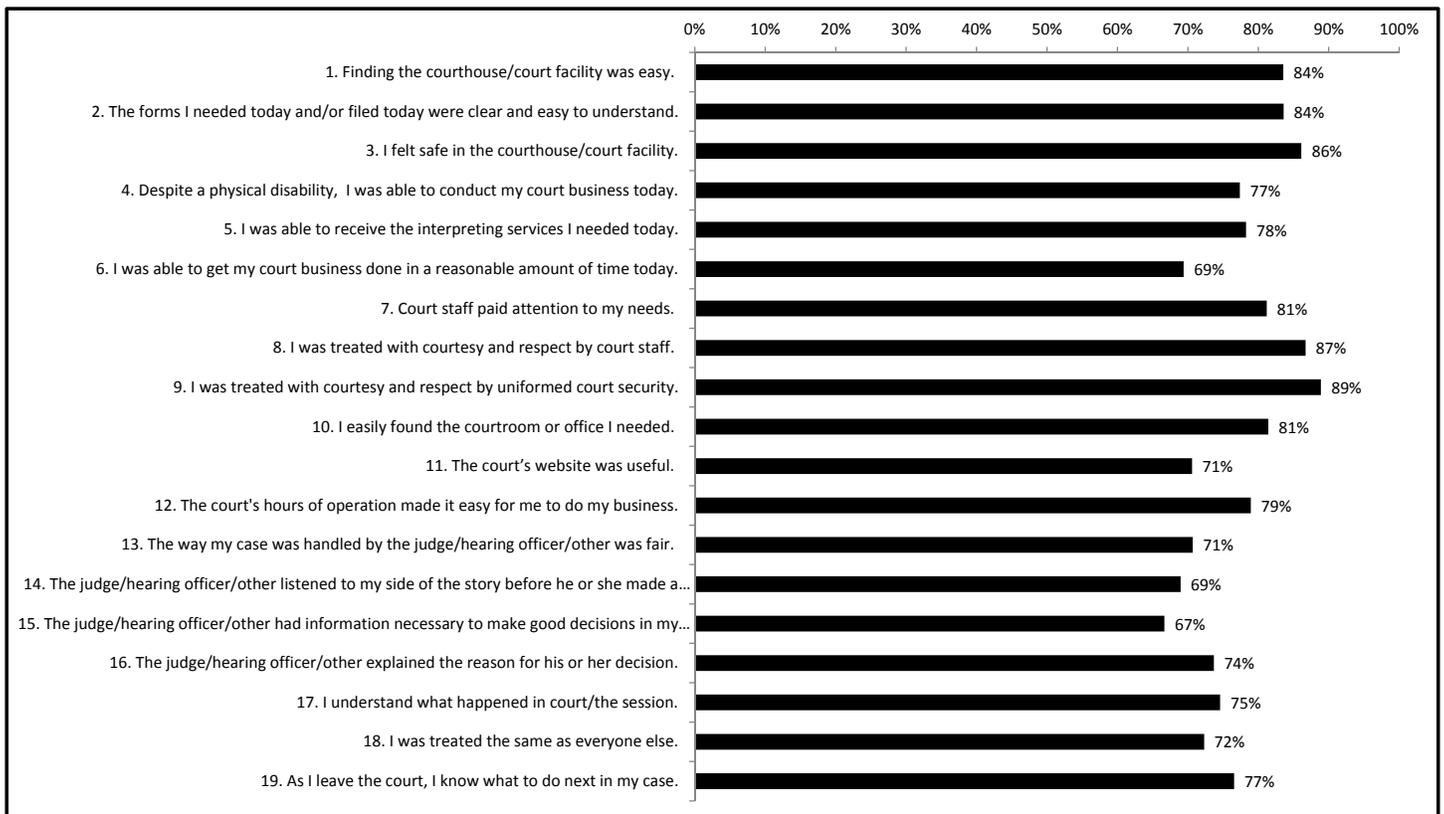
Percent That Agree or Strongly Agree



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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	10	7%	8	5%	6	4%	57	39%	65	45%	84%
2. The forms I needed today and/or filed today were clear and easy to understand.	12	9%	1	1%	8	6%	52	41%	55	43%	84%
3. I felt safe in the courthouse/court facility.	11	8%	2	1%	7	5%	53	37%	71	49%	86%
4. Despite a physical disability, I was able to conduct my court business today.	6	7%	5	6%	8	10%	29	35%	36	43%	77%
5. I was able to receive the interpreting services I needed today.	7	8%	2	2%	11	12%	28	30%	44	48%	78%
6. I was able to get my court business done in a reasonable amount of time today.	12	9%	13	10%	16	12%	39	29%	54	40%	69%
7. Court staff paid attention to my needs.	8	6%	7	5%	10	8%	53	40%	55	41%	81%
8. I was treated with courtesy and respect by court staff.	9	6%	5	3%	5	3%	52	36%	72	50%	87%
9. I was treated with courtesy and respect by uniformed court security.	7	5%	3	2%	6	4%	53	37%	75	52%	89%
10. I easily found the courtroom or office I needed.	7	5%	5	4%	14	10%	50	36%	64	46%	81%
11. The court's website was useful.	7	7%	7	7%	16	16%	35	34%	37	36%	71%
12. The court's hours of operation made it easy for me to do my business.	10	8%	8	6%	10	8%	51	38%	54	41%	79%
13. The way my case was handled by the judge/hearing officer/other was fair.	9	16%	1	2%	7	12%	16	28%	25	43%	71%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	9	16%	2	3%	7	12%	17	29%	23	40%	69%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	8	14%	3	5%	8	14%	13	23%	25	44%	67%
16. The judge/hearing officer/other explained the reason for his or her decision.	6	11%	2	4%	7	12%	17	30%	25	44%	74%
17. I understand what happened in court/the session.	8	14%	2	3%	5	8%	17	29%	27	46%	75%
18. I was treated the same as everyone else.	5	8%	5	8%	8	12%	17	26%	30	46%	72%
19. As I leave the court, I know what to do next in my case.	9	14%	2	3%	4	6%	15	23%	34	53%	77%

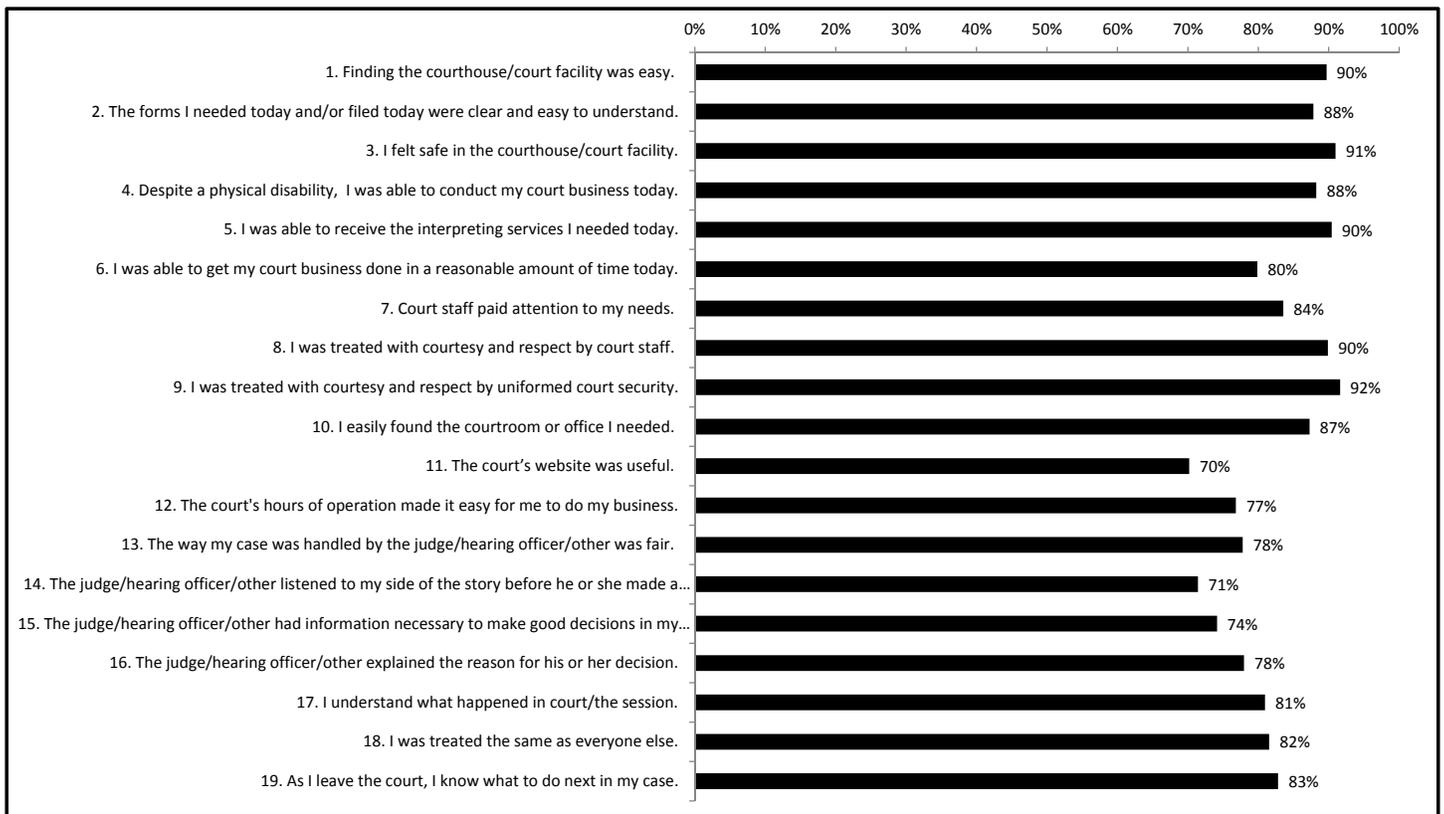
Percent That Agree or Strongly Agree



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.	5	3%	6	4%	6	4%	64	39%	84	51%	90%
2. The forms I needed today and/or filed today were clear and easy to understand.	5	3%	4	3%	10	6%	69	44%	68	44%	88%
3. I felt safe in the courthouse/court facility.	4	2%	3	2%	8	5%	55	33%	96	58%	91%
4. Despite a physical disability, I was able to conduct my court business today.	2	3%	2	3%	4	6%	32	47%	28	41%	88%
5. I was able to receive the interpreting services I needed today.	2	3%	3	4%	2	3%	36	49%	30	41%	90%
6. I was able to get my court business done in a reasonable amount of time today.	11	8%	5	4%	12	9%	56	40%	55	40%	80%
7. Court staff paid attention to my needs.	8	5%	6	4%	12	8%	61	39%	71	45%	84%
8. I was treated with courtesy and respect by court staff.	6	4%	5	3%	6	4%	60	36%	91	54%	90%
9. I was treated with courtesy and respect by uniformed court security.	6	4%	3	2%	5	3%	62	37%	91	54%	92%
10. I easily found the courtroom or office I needed.	7	4%	6	4%	8	5%	70	42%	74	45%	87%
11. The court's website was useful.	10	10%	6	6%	15	14%	41	39%	32	31%	70%
12. The court's hours of operation made it easy for me to do my business.	7	5%	12	8%	16	11%	55	36%	61	40%	77%
13. The way my case was handled by the judge/hearing officer/other was fair.	7	11%	2	3%	5	8%	24	38%	25	40%	78%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	9	14%	5	8%	4	6%	19	30%	26	41%	71%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	7	12%	3	5%	5	9%	18	31%	25	43%	74%
16. The judge/hearing officer/other explained the reason for his or her decision.	4	7%	2	3%	7	12%	20	34%	26	44%	78%
17. I understand what happened in court/the session.	4	6%	2	3%	6	10%	20	32%	31	49%	81%
18. I was treated the same as everyone else.	6	9%	2	3%	4	6%	17	26%	36	55%	82%
19. As I leave the court, I know what to do next in my case.	3	5%	3	5%	5	8%	18	28%	35	55%	83%

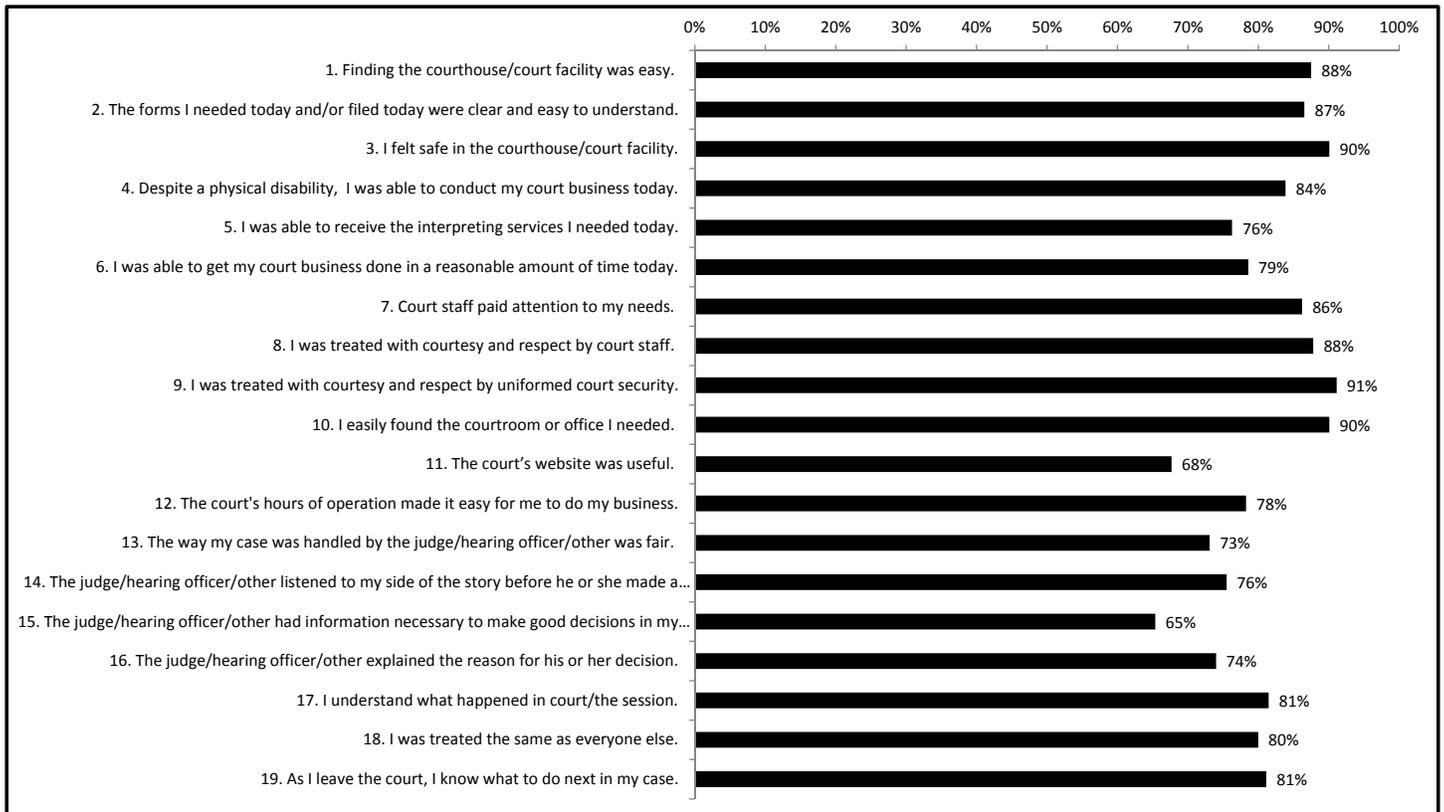
Percent That Agree or Strongly Agree



New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Passaic 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.	7	6%	2	2%	6	5%	46	38%	59	49%	88%
2. The forms I needed today and/or filed today were clear and easy to understand.	7	7%	4	4%	3	3%	46	44%	44	42%	87%
3. I felt safe in the courthouse/court facility.	7	6%	1	1%	4	3%	41	34%	68	56%	90%
4. Despite a physical disability, I was able to conduct my court business today.	5	8%	3	5%	2	3%	24	39%	28	45%	84%
5. I was able to receive the interpreting services I needed today.	5	8%	3	5%	6	10%	22	37%	23	39%	76%
6. I was able to get my court business done in a reasonable amount of time today.	8	7%	10	9%	6	5%	44	39%	44	39%	79%
7. Court staff paid attention to my needs.	8	7%	2	2%	6	5%	46	40%	54	47%	86%
8. I was treated with courtesy and respect by court staff.	8	7%	1	1%	6	5%	43	35%	65	53%	88%
9. I was treated with courtesy and respect by uniformed court security.	6	5%	3	2%	2	2%	41	33%	72	58%	91%
10. I easily found the courtroom or office I needed.	4	3%	6	5%	2	2%	49	40%	60	50%	90%
11. The court's website was useful.	6	9%	3	5%	12	18%	18	28%	26	40%	68%
12. The court's hours of operation made it easy for me to do my business.	10	9%	9	8%	6	5%	47	41%	43	37%	78%
13. The way my case was handled by the judge/hearing officer/other was fair.	6	12%	5	10%	3	6%	19	37%	19	37%	73%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	7	14%	2	4%	3	6%	17	35%	20	41%	76%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	9	17%	3	6%	6	12%	14	27%	20	38%	65%
16. The judge/hearing officer/other explained the reason for his or her decision.	6	12%	3	6%	4	8%	17	34%	20	40%	74%
17. I understand what happened in court/the session.	7	13%	2	4%	1	2%	20	37%	24	44%	81%
18. I was treated the same as everyone else.	6	11%	2	4%	3	5%	19	35%	25	45%	80%
19. As I leave the court, I know what to do next in my case.	6	11%	2	4%	2	4%	14	26%	29	55%	81%

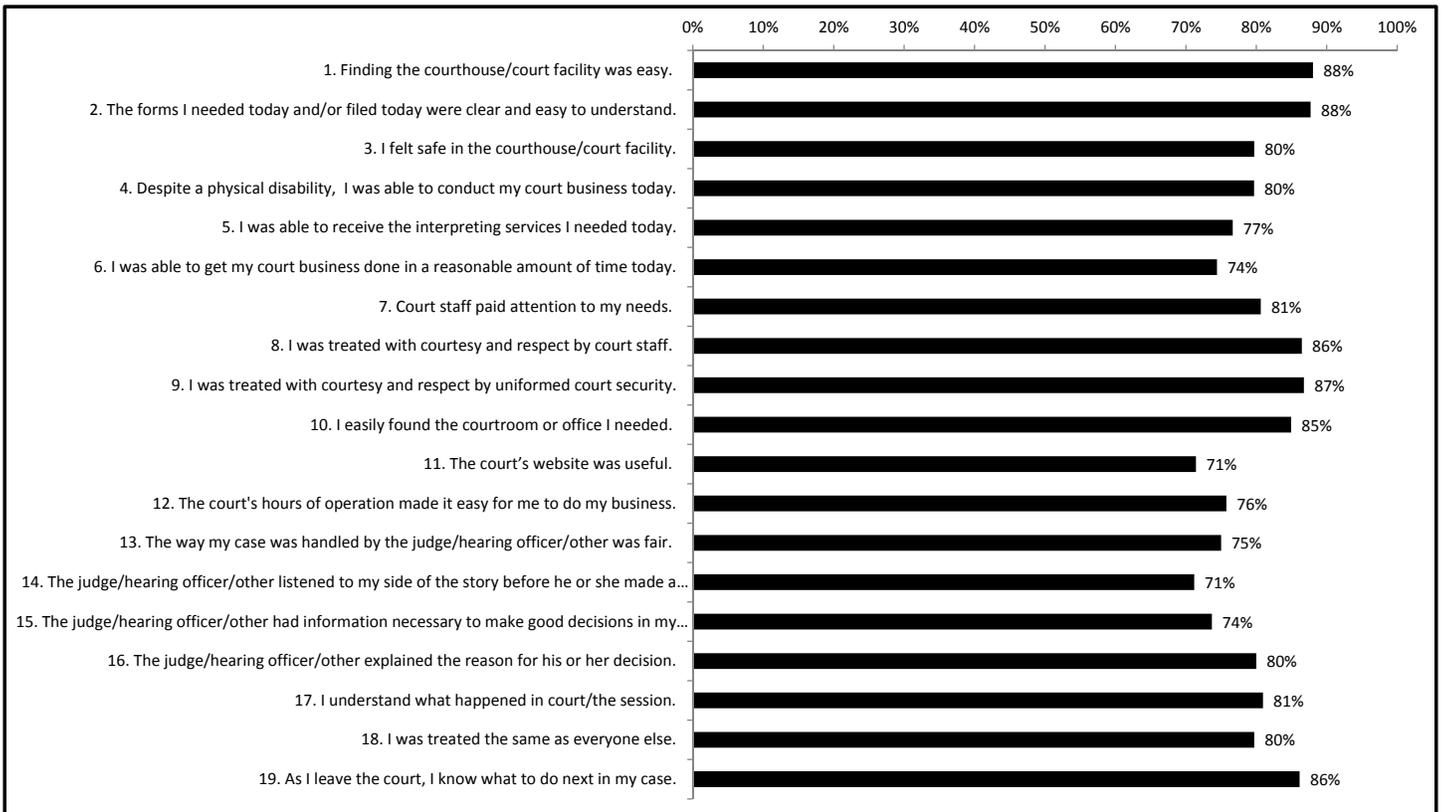
Percent That Agree or Strongly Agree



New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Passaic 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.	11	8%	3	2%	2	1%	43	32%	75	56%	88%
2. The forms I needed today and/or filed today were clear and easy to understand.	8	7%	4	4%	2	2%	38	33%	62	54%	88%
3. I felt safe in the courthouse/court facility.	14	10%	6	4%	8	6%	35	25%	75	54%	80%
4. Despite a physical disability, I was able to conduct my court business today.	7	11%	1	2%	5	8%	21	33%	30	47%	80%
5. I was able to receive the interpreting services I needed today.	7	12%	3	5%	4	7%	19	32%	27	45%	77%
6. I was able to get my court business done in a reasonable amount of time today.	13	10%	10	8%	10	8%	34	26%	62	48%	74%
7. Court staff paid attention to my needs.	9	7%	7	6%	8	6%	28	23%	72	58%	81%
8. I was treated with courtesy and respect by court staff.	11	8%	3	2%	4	3%	31	23%	84	63%	86%
9. I was treated with courtesy and respect by uniformed court security.	10	7%	5	4%	3	2%	33	24%	85	63%	87%
10. I easily found the courtroom or office I needed.	9	7%	7	5%	4	3%	36	27%	77	58%	85%
11. The court's website was useful.	12	13%	5	5%	9	10%	25	27%	40	44%	71%
12. The court's hours of operation made it easy for me to do my business.	14	11%	8	6%	10	8%	34	26%	66	50%	76%
13. The way my case was handled by the judge/hearing officer/other was fair.	7	11%	2	3%	7	11%	10	16%	38	59%	75%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	7	12%	1	2%	9	15%	10	17%	32	54%	71%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	8	14%	1	2%	6	11%	12	21%	30	53%	74%
16. The judge/hearing officer/other explained the reason for his or her decision.	6	10%	3	5%	3	5%	15	25%	33	55%	80%
17. I understand what happened in court/the session.	5	8%	2	3%	5	8%	14	22%	37	59%	81%
18. I was treated the same as everyone else.	7	10%	2	3%	5	7%	12	17%	43	62%	80%
19. As I leave the court, I know what to do next in my case.	5	8%	2	3%	2	3%	19	29%	37	57%	86%

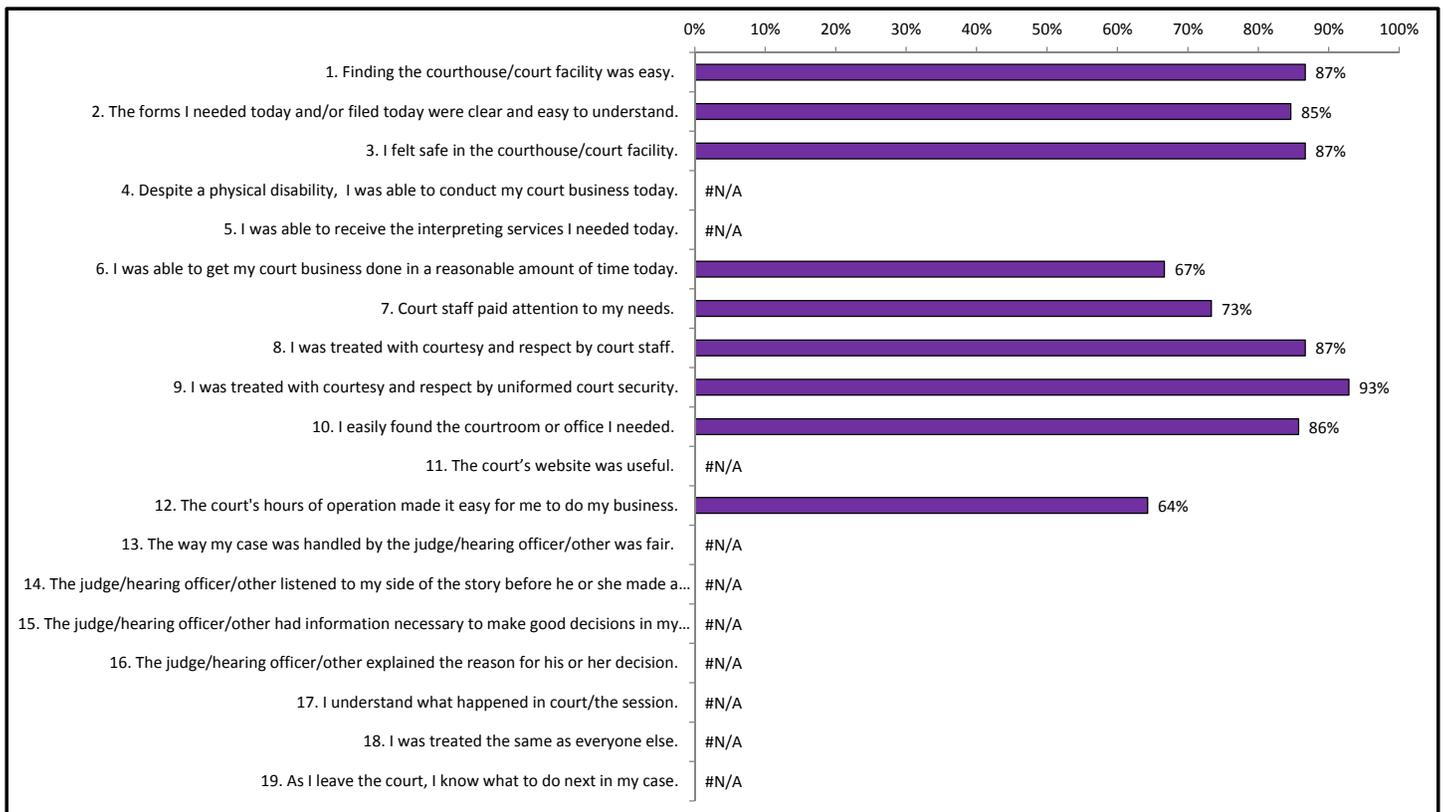
Percent That Agree or Strongly Agree



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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	2	13%	0	0%	0	0%	5	33%	8	53%	87%
2. The forms I needed today and/or filed today were clear and easy to understand.	2	15%	0	0%	0	0%	5	38%	6	46%	85%
3. I felt safe in the courthouse/court facility.	2	13%	0	0%	0	0%	4	27%	9	60%	87%
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	13%	3	20%	0	0%	5	33%	5	33%	67%
7. Court staff paid attention to my needs.	1	7%	1	7%	2	13%	3	20%	8	53%	73%
8. I was treated with courtesy and respect by court staff.	0	0%	2	13%	0	0%	5	33%	8	53%	87%
9. I was treated with courtesy and respect by uniformed court security.	1	7%	0	0%	0	0%	4	29%	9	64%	93%
10. I easily found the courtroom or office I needed.	2	14%	0	0%	0	0%	5	36%	7	50%	86%
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%	1	7%	2	14%	3	21%	6	43%	64%
13. The way my case was handled by the judge/hearing officer/other was fair.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
16. The judge/hearing officer/other explained the reason for his or her decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
17. I understand what happened in court/the session.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
18. I was treated the same as everyone else.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
19. As I leave the court, I know what to do next in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A

Percent That Agree or Strongly Agree



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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
2. The forms I needed today and/or filed today were clear and easy to understand.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
3. I felt safe in the courthouse/court facility.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
4. Despite a physical disability, I was able to conduct my court business today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
5. I was able to receive the interpreting services I needed today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
6. I was able to get my court business done in a reasonable amount of time today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
7. Court staff paid attention to my needs.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
8. I was treated with courtesy and respect by court staff.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
9. I was treated with courtesy and respect by uniformed court security.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
10. I easily found the courtroom or office I needed.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
11. The court's website was useful.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
12. The court's hours of operation made it easy for me to do my business.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
13. The way my case was handled by the judge/hearing officer/other was fair.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
16. The judge/hearing officer/other explained the reason for his or her decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
17. I understand what happened in court/the session.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
18. I was treated the same as everyone else.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
19. As I leave the court, I know what to do next in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A

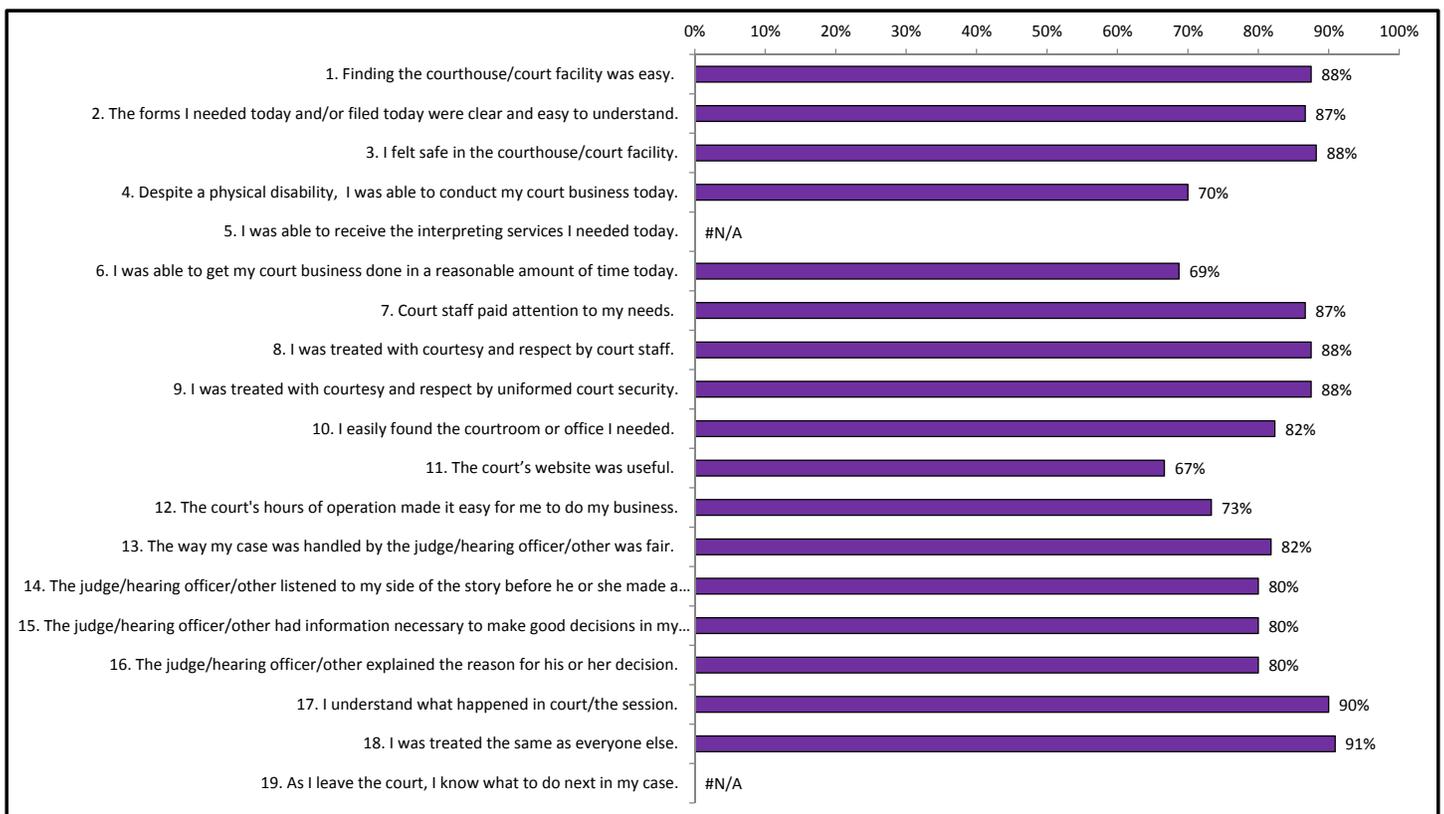
Percent That Agree or Strongly Agree



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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	1	6%	0	0%	1	6%	6	38%	8	50%	88%
2. The forms I needed today and/or filed today were clear and easy to understand.	1	7%	0	0%	1	7%	9	60%	4	27%	87%
3. I felt safe in the courthouse/court facility.	1	6%	0	0%	1	6%	6	35%	9	53%	88%
4. Despite a physical disability, I was able to conduct my court business today.	1	10%	1	10%	1	10%	2	20%	5	50%	70%
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	6%	2	13%	2	13%	5	31%	6	38%	69%
7. Court staff paid attention to my needs.	1	7%	0	0%	1	7%	5	33%	8	53%	87%
8. I was treated with courtesy and respect by court staff.	1	6%	0	0%	1	6%	8	50%	6	38%	88%
9. I was treated with courtesy and respect by uniformed court security.	0	0%	1	6%	1	6%	8	50%	6	38%	88%
10. I easily found the courtroom or office I needed.	1	6%	0	0%	2	12%	7	41%	7	41%	82%
11. The court's website was useful.	0	0%	0	0%	4	33%	2	17%	6	50%	67%
12. The court's hours of operation made it easy for me to do my business.	1	7%	1	7%	2	13%	5	33%	6	40%	73%
13. The way my case was handled by the judge/hearing officer/other was fair.	0	0%	1	9%	1	9%	2	18%	7	64%	82%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	0	0%	1	10%	1	10%	2	20%	6	60%	80%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	0	0%	1	10%	1	10%	2	20%	6	60%	80%
16. The judge/hearing officer/other explained the reason for his or her decision.	0	0%	1	10%	1	10%	2	20%	6	60%	80%
17. I understand what happened in court/the session.	0	0%	0	0%	1	10%	2	20%	7	70%	90%
18. I was treated the same as everyone else.	0	0%	0	0%	1	9%	3	27%	7	64%	91%
19. As I leave the court, I know what to do next in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A

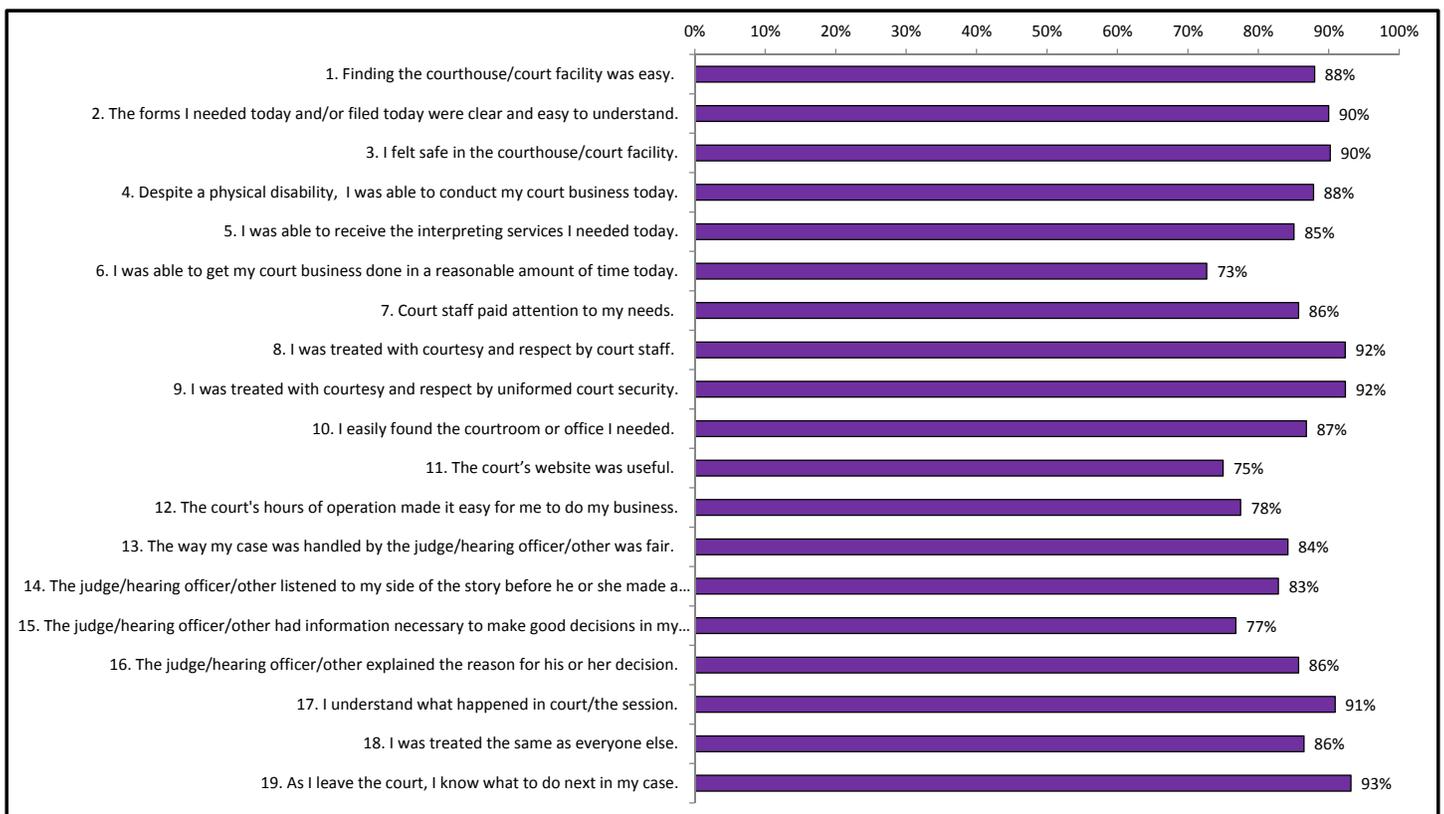
Percent That Agree or Strongly Agree



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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	7	3%	10	4%	10	4%	84	37%	114	51%	88%
2. The forms I needed today and/or filed today were clear and easy to understand.	5	3%	3	2%	10	6%	73	41%	89	49%	90%
3. I felt safe in the courthouse/court facility.	6	3%	4	2%	12	5%	70	31%	133	59%	90%
4. Despite a physical disability, I was able to conduct my court business today.	2	3%	0	0%	7	9%	31	42%	34	46%	88%
5. I was able to receive the interpreting services I needed today.	2	3%	0	0%	8	12%	27	40%	30	45%	85%
6. I was able to get my court business done in a reasonable amount of time today.	12	7%	16	9%	22	12%	60	33%	73	40%	73%
7. Court staff paid attention to my needs.	7	4%	6	3%	15	8%	64	33%	104	53%	86%
8. I was treated with courtesy and respect by court staff.	8	4%	2	1%	7	3%	67	30%	138	62%	92%
9. I was treated with courtesy and respect by uniformed court security.	9	4%	4	2%	4	2%	68	30%	138	62%	92%
10. I easily found the courtroom or office I needed.	8	4%	8	4%	13	6%	74	34%	117	53%	87%
11. The court's website was useful.	5	4%	10	8%	18	14%	44	33%	55	42%	75%
12. The court's hours of operation made it easy for me to do my business.	12	6%	12	6%	21	11%	67	34%	88	44%	78%
13. The way my case was handled by the judge/hearing officer/other was fair.	4	5%	0	0%	8	11%	24	32%	40	53%	84%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	5	7%	1	1%	6	9%	27	39%	31	44%	83%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	4	6%	2	3%	10	14%	20	29%	33	48%	77%
16. The judge/hearing officer/other explained the reason for his or her decision.	3	4%	0	0%	7	10%	24	34%	36	51%	86%
17. I understand what happened in court/the session.	3	4%	1	1%	3	4%	24	31%	46	60%	91%
18. I was treated the same as everyone else.	2	3%	2	3%	6	8%	20	27%	44	59%	86%
19. As I leave the court, I know what to do next in my case.	2	3%	0	0%	3	4%	25	34%	43	59%	93%

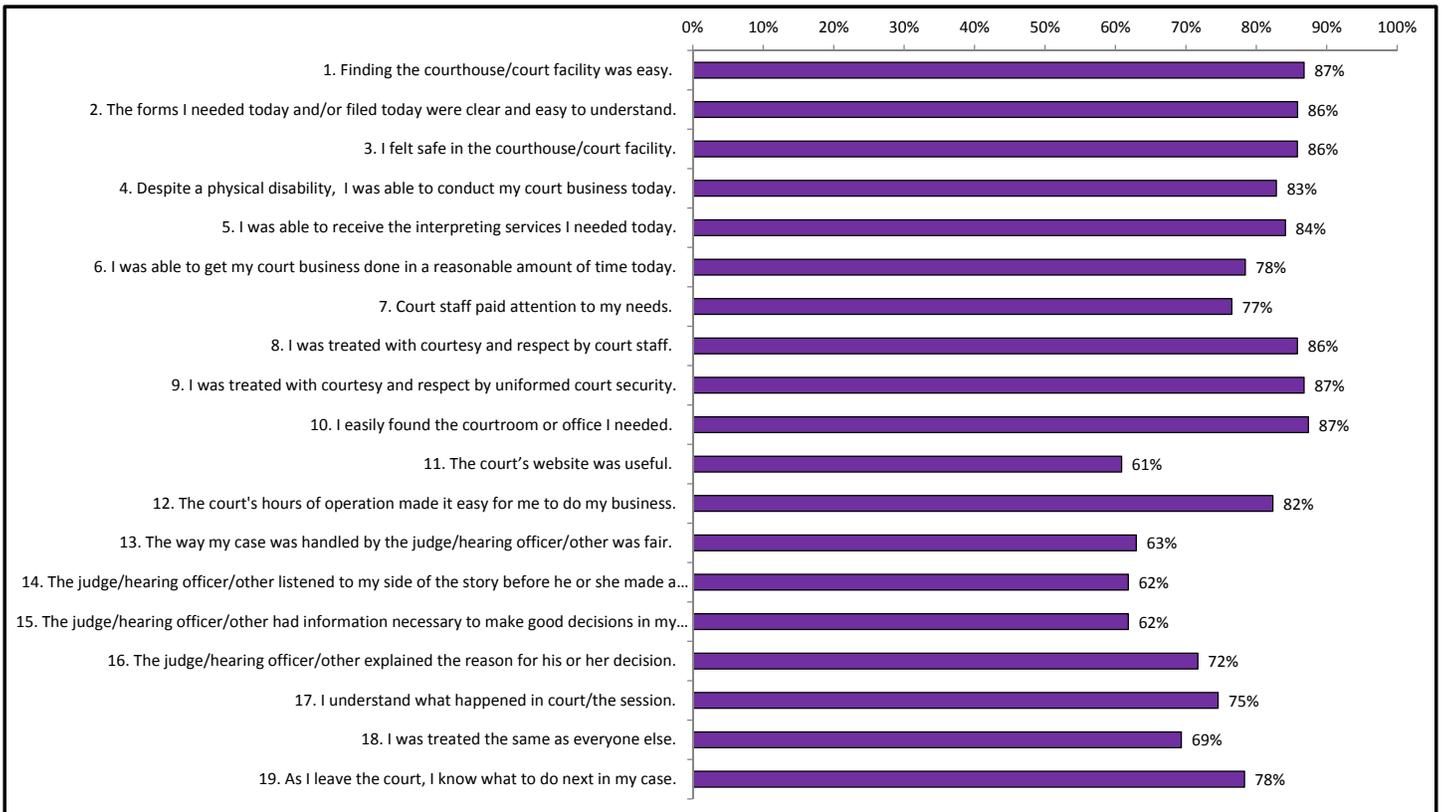
Percent That Agree or Strongly Agree



New Jersey Judiciary - Access and Fairness Public Survey - October 2013
Passaic 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.	5	4%	6	5%	5	4%	49	40%	56	46%	87%
2. The forms I needed today and/or filed today were clear and easy to understand.	8	8%	3	3%	4	4%	44	42%	47	44%	86%
3. I felt safe in the courthouse/court facility.	5	4%	3	3%	9	8%	47	39%	56	47%	86%
4. Despite a physical disability, I was able to conduct my court business today.	5	7%	1	1%	6	9%	30	43%	28	40%	83%
5. I was able to receive the interpreting services I needed today.	2	3%	3	5%	5	8%	28	44%	25	40%	84%
6. I was able to get my court business done in a reasonable amount of time today.	11	9%	7	6%	7	6%	42	36%	49	42%	78%
7. Court staff paid attention to my needs.	7	6%	8	7%	12	10%	41	36%	47	41%	77%
8. I was treated with courtesy and respect by court staff.	7	6%	3	3%	7	6%	45	38%	58	48%	86%
9. I was treated with courtesy and respect by uniformed court security.	5	4%	4	3%	7	6%	46	38%	59	49%	87%
10. I easily found the courtroom or office I needed.	3	3%	7	6%	5	4%	55	46%	49	41%	87%
11. The court's website was useful.	6	9%	5	7%	16	23%	20	29%	22	32%	61%
12. The court's hours of operation made it easy for me to do my business.	3	3%	13	11%	5	4%	52	44%	46	39%	82%
13. The way my case was handled by the judge/hearing officer/other was fair.	11	20%	3	6%	6	11%	15	28%	19	35%	63%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	10	18%	4	7%	7	13%	14	25%	20	36%	62%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	11	20%	5	9%	5	9%	13	24%	21	38%	62%
16. The judge/hearing officer/other explained the reason for his or her decision.	7	13%	5	9%	3	6%	17	32%	21	40%	72%
17. I understand what happened in court/the session.	8	14%	2	3%	5	8%	21	36%	23	39%	75%
18. I was treated the same as everyone else.	10	16%	2	3%	7	11%	16	26%	27	44%	69%
19. As I leave the court, I know what to do next in my case.	8	13%	2	3%	3	5%	19	32%	28	47%	78%

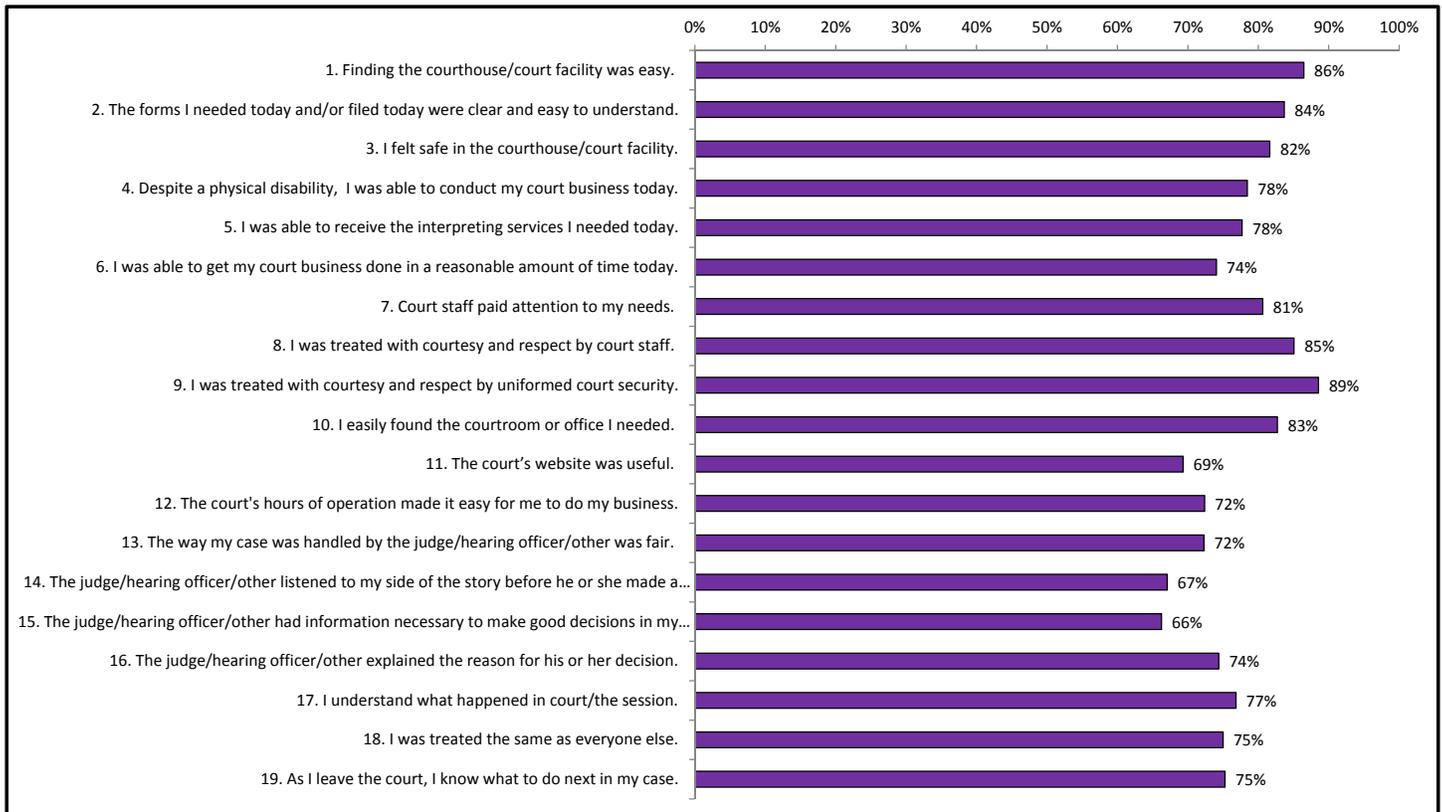
Percent That Agree or Strongly Agree



How do you identify yourself (select all that apply): Hispanic or Latino

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	17	9%	6	3%	3	2%	70	36%	96	50%	86%
2. The forms I needed today and/or filed today were clear and easy to understand.	16	8%	5	3%	10	5%	79	42%	80	42%	84%
3. I felt safe in the courthouse/court facility.	20	10%	6	3%	10	5%	60	31%	100	51%	82%
4. Despite a physical disability, I was able to conduct my court business today.	11	9%	7	6%	7	6%	46	40%	45	39%	78%
5. I was able to receive the interpreting services I needed today.	15	12%	6	5%	8	6%	43	33%	58	45%	78%
6. I was able to get my court business done in a reasonable amount of time today.	18	10%	16	9%	14	8%	57	31%	80	43%	74%
7. Court staff paid attention to my needs.	17	9%	6	3%	14	7%	65	34%	89	47%	81%
8. I was treated with courtesy and respect by court staff.	18	9%	5	2%	7	3%	67	33%	104	52%	85%
9. I was treated with courtesy and respect by uniformed court security.	16	8%	3	1%	4	2%	64	32%	114	57%	89%
10. I easily found the courtroom or office I needed.	14	7%	10	5%	9	5%	68	36%	90	47%	83%
11. The court's website was useful.	22	16%	5	4%	15	11%	47	34%	48	35%	69%
12. The court's hours of operation made it easy for me to do my business.	21	12%	12	7%	17	9%	54	30%	77	43%	72%
13. The way my case was handled by the judge/hearing officer/other was fair.	9	11%	5	6%	9	11%	22	27%	38	46%	72%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	12	15%	3	4%	12	15%	16	20%	39	48%	67%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	13	16%	3	4%	11	14%	17	21%	36	45%	66%
16. The judge/hearing officer/other explained the reason for his or her decision.	9	11%	5	6%	7	9%	25	30%	36	44%	74%
17. I understand what happened in court/the session.	10	12%	2	2%	7	9%	23	28%	40	49%	77%
18. I was treated the same as everyone else.	11	12%	4	4%	8	9%	21	23%	48	52%	75%
19. As I leave the court, I know what to do next in my case.	9	10%	6	7%	7	8%	17	19%	50	56%	75%

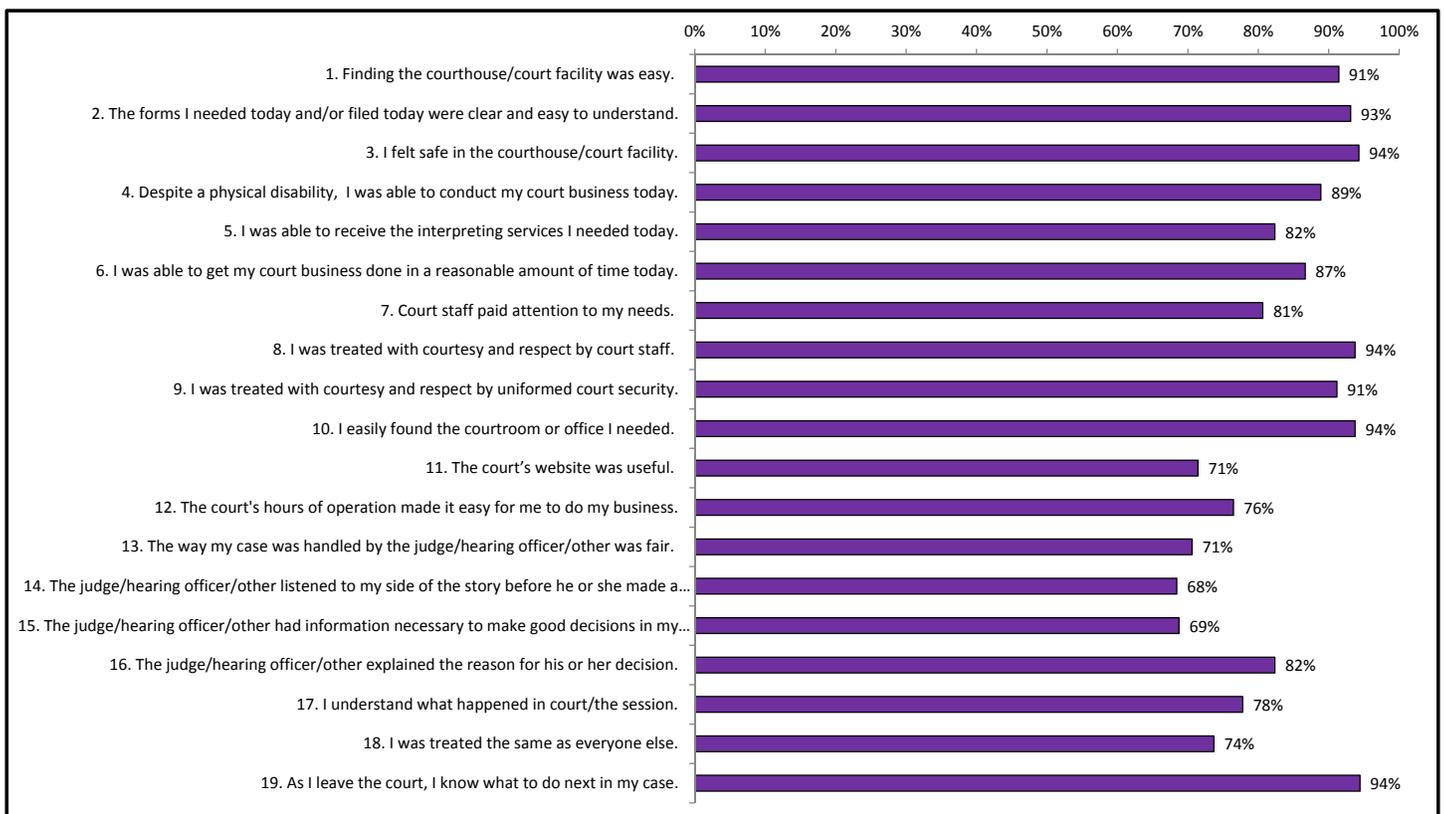
Percent That Agree or Strongly Agree



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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	1	3%	0	0%	2	6%	16	46%	16	46%	91%
2. The forms I needed today and/or filed today were clear and easy to understand.	0	0%	2	7%	0	0%	14	48%	13	45%	93%
3. I felt safe in the courthouse/court facility.	1	3%	0	0%	1	3%	16	46%	17	49%	94%
4. Despite a physical disability, I was able to conduct my court business today.	0	0%	1	6%	1	6%	7	39%	9	50%	89%
5. I was able to receive the interpreting services I needed today.	0	0%	1	6%	2	12%	8	47%	6	35%	82%
6. I was able to get my court business done in a reasonable amount of time today.	0	0%	4	13%	0	0%	13	43%	13	43%	87%
7. Court staff paid attention to my needs.	1	3%	1	3%	4	13%	13	42%	12	39%	81%
8. I was treated with courtesy and respect by court staff.	1	3%	1	3%	0	0%	14	44%	16	50%	94%
9. I was treated with courtesy and respect by uniformed court security.	0	0%	1	3%	2	6%	15	44%	16	47%	91%
10. I easily found the courtroom or office I needed.	0	0%	1	3%	1	3%	15	47%	15	47%	94%
11. The court's website was useful.	1	5%	1	5%	4	19%	9	43%	6	29%	71%
12. The court's hours of operation made it easy for me to do my business.	3	9%	2	6%	3	9%	13	38%	13	38%	76%
13. The way my case was handled by the judge/hearing officer/other was fair.	3	18%	0	0%	2	12%	8	47%	4	24%	71%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	3	16%	1	5%	2	11%	6	32%	7	37%	68%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	3	19%	0	0%	2	13%	6	38%	5	31%	69%
16. The judge/hearing officer/other explained the reason for his or her decision.	3	18%	0	0%	0	0%	8	47%	6	35%	82%
17. I understand what happened in court/the session.	1	6%	2	11%	1	6%	7	39%	7	39%	78%
18. I was treated the same as everyone else.	2	11%	1	5%	2	11%	6	32%	8	42%	74%
19. As I leave the court, I know what to do next in my case.	1	6%	0	0%	0	0%	9	50%	8	44%	94%

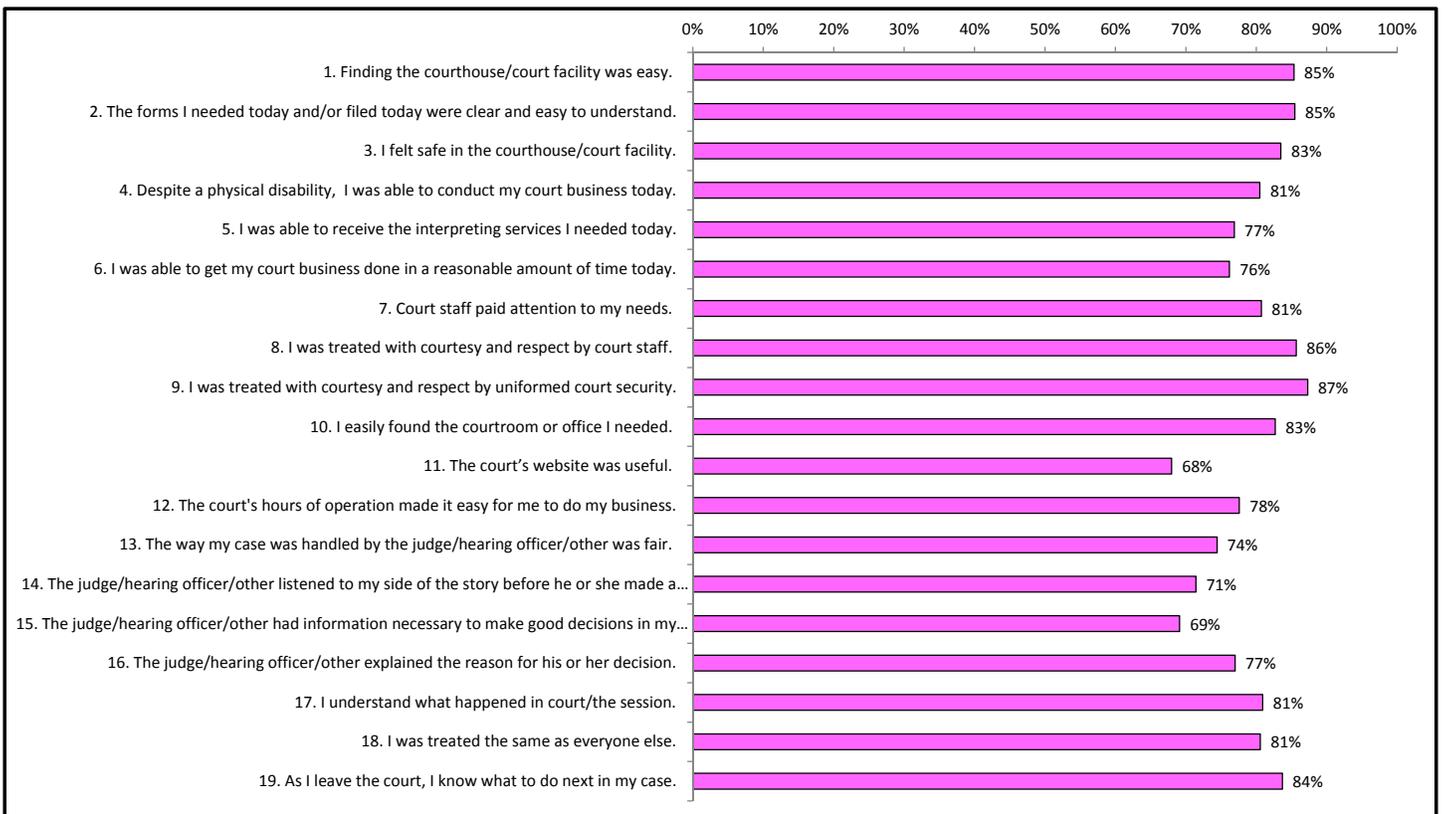
Percent That Agree or Strongly Agree



What is your gender: male

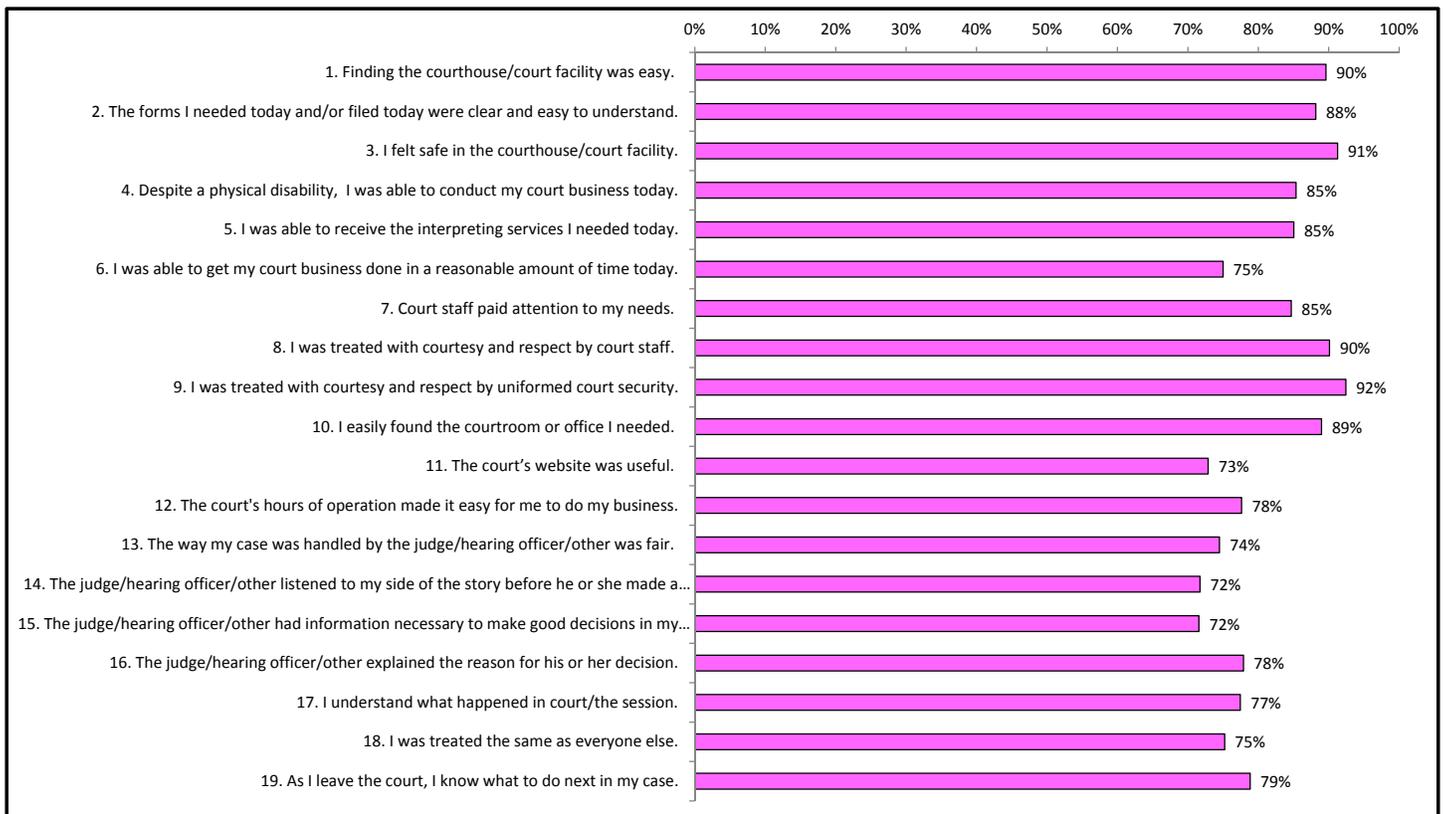
	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	22	7%	8	3%	16	5%	104	33%	164	52%	85%
2. The forms I needed today and/or filed today were clear and easy to understand.	19	7%	7	2%	15	5%	104	37%	137	49%	85%
3. I felt safe in the courthouse/court facility.	26	8%	7	2%	19	6%	84	27%	179	57%	83%
4. Despite a physical disability, I was able to conduct my court business today.	13	8%	4	3%	14	9%	57	36%	71	45%	81%
5. I was able to receive the interpreting services I needed today.	16	10%	6	4%	15	9%	58	36%	65	41%	77%
6. I was able to get my court business done in a reasonable amount of time today.	26	9%	17	6%	27	9%	88	30%	136	46%	76%
7. Court staff paid attention to my needs.	20	7%	15	5%	23	8%	82	27%	161	53%	81%
8. I was treated with courtesy and respect by court staff.	19	6%	11	4%	15	5%	87	28%	182	58%	86%
9. I was treated with courtesy and respect by uniformed court security.	17	5%	10	3%	13	4%	90	29%	185	59%	87%
10. I easily found the courtroom or office I needed.	18	6%	16	5%	20	6%	99	32%	159	51%	83%
11. The court's website was useful.	25	12%	11	5%	29	14%	63	31%	75	37%	68%
12. The court's hours of operation made it easy for me to do my business.	23	8%	20	7%	24	8%	103	34%	129	43%	78%
13. The way my case was handled by the judge/hearing officer/other was fair.	15	11%	7	5%	12	9%	32	24%	67	50%	74%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	18	14%	6	5%	12	10%	30	24%	60	48%	71%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	18	15%	7	6%	13	11%	25	20%	60	49%	69%
16. The judge/hearing officer/other explained the reason for his or her decision.	13	10%	7	6%	9	7%	34	27%	63	50%	77%
17. I understand what happened in court/the session.	9	7%	4	3%	12	9%	33	25%	73	56%	81%
18. I was treated the same as everyone else.	10	7%	7	5%	10	7%	29	21%	83	60%	81%
19. As I leave the court, I know what to do next in my case.	11	8%	4	3%	7	5%	32	24%	81	60%	84%

Percent That Agree or Strongly Agree



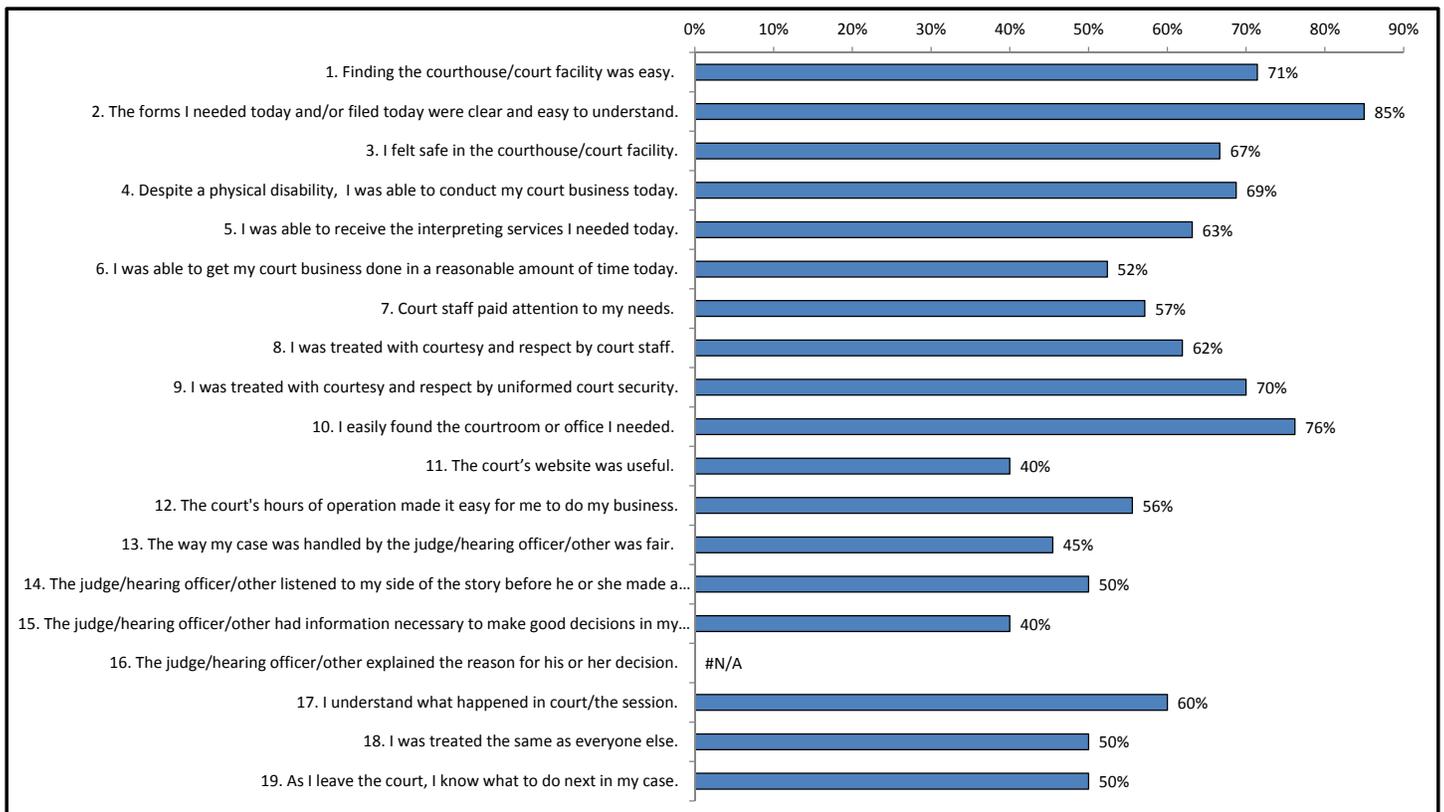
	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	10	4%	13	5%	4	2%	113	43%	120	46%	90%
2. The forms I needed today and/or filed today were clear and easy to understand.	13	6%	6	3%	8	4%	106	46%	95	42%	88%
3. I felt safe in the courthouse/court facility.	9	3%	4	2%	10	4%	105	40%	135	51%	91%
4. Despite a physical disability, I was able to conduct my court business today.	6	5%	7	6%	5	4%	54	44%	51	41%	85%
5. I was able to receive the interpreting services I needed today.	5	4%	5	4%	9	7%	51	40%	57	45%	85%
6. I was able to get my court business done in a reasonable amount of time today.	16	7%	23	10%	17	8%	88	39%	80	36%	75%
7. Court staff paid attention to my needs.	12	5%	7	3%	17	7%	104	44%	95	40%	85%
8. I was treated with courtesy and respect by court staff.	14	5%	3	1%	9	3%	102	39%	135	51%	90%
9. I was treated with courtesy and respect by uniformed court security.	12	5%	4	2%	4	2%	100	38%	144	55%	92%
10. I easily found the courtroom or office I needed.	9	4%	9	4%	10	4%	110	43%	116	46%	89%
11. The court's website was useful.	9	5%	12	7%	24	14%	59	36%	62	37%	73%
12. The court's hours of operation made it easy for me to do my business.	17	7%	18	8%	18	8%	85	36%	99	42%	78%
13. The way my case was handled by the judge/hearing officer/other was fair.	13	13%	4	4%	8	8%	35	36%	38	39%	74%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	13	13%	5	5%	10	10%	31	31%	40	40%	72%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	13	14%	4	4%	10	11%	28	29%	40	42%	72%
16. The judge/hearing officer/other explained the reason for his or her decision.	7	7%	4	4%	10	11%	34	36%	40	42%	78%
17. I understand what happened in court/the session.	14	14%	4	4%	5	5%	34	33%	45	44%	77%
18. I was treated the same as everyone else.	13	12%	5	5%	9	8%	33	30%	49	45%	75%
19. As I leave the court, I know what to do next in my case.	11	11%	5	5%	6	6%	32	31%	50	48%	79%

Percent That Agree or Strongly Agree



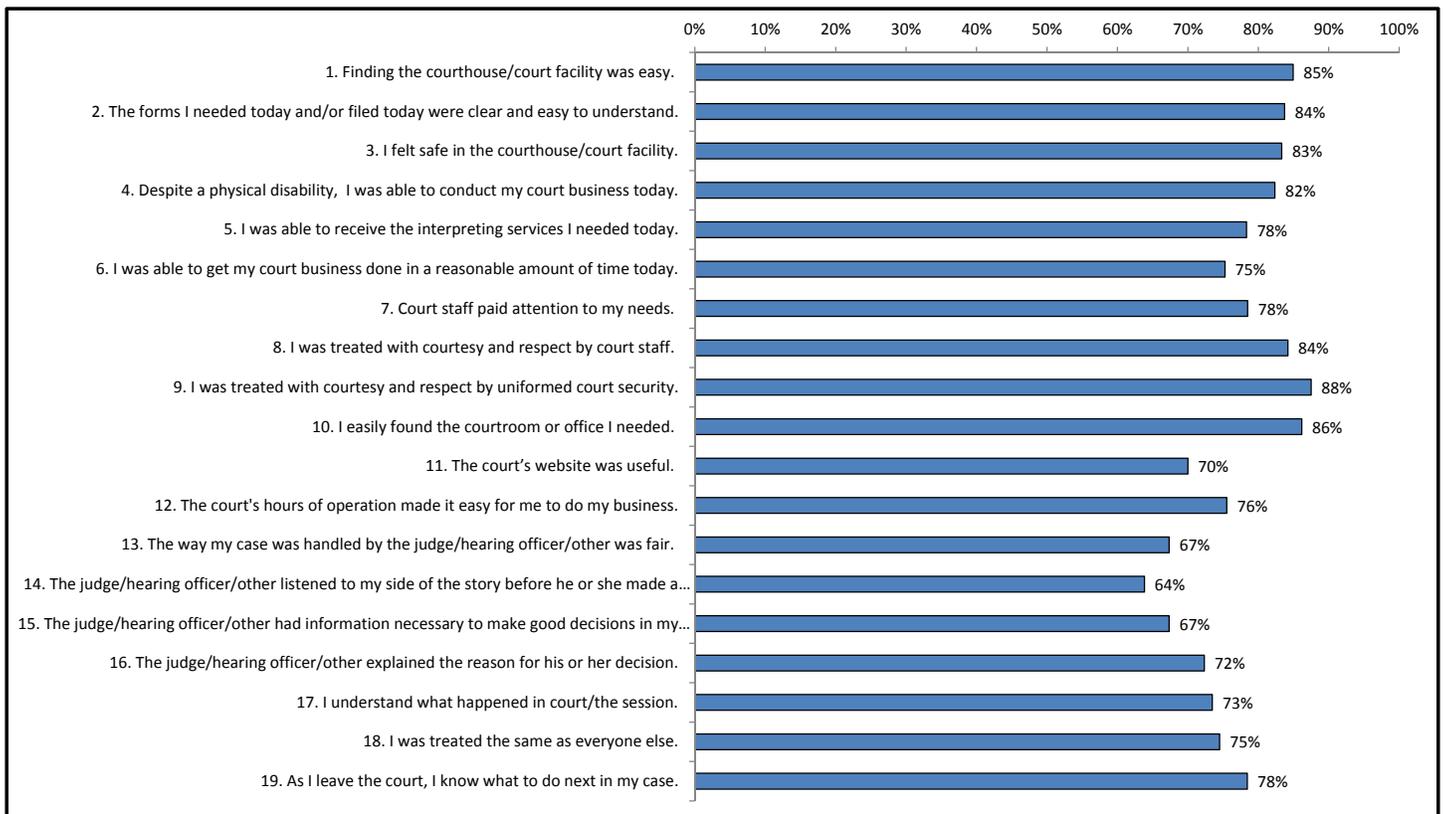
	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	4	19%	1	5%	1	5%	9	43%	6	29%	71%
2. The forms I needed today and/or filed today were clear and easy to understand.	3	15%	0	0%	0	0%	13	65%	4	20%	85%
3. I felt safe in the courthouse/court facility.	4	19%	0	0%	3	14%	7	33%	7	33%	67%
4. Despite a physical disability, I was able to conduct my court business today.	1	6%	1	6%	3	19%	7	44%	4	25%	69%
5. I was able to receive the interpreting services I needed today.	4	21%	1	5%	2	11%	10	53%	2	11%	63%
6. I was able to get my court business done in a reasonable amount of time today.	2	10%	3	14%	5	24%	9	43%	2	10%	52%
7. Court staff paid attention to my needs.	2	10%	3	14%	4	19%	6	29%	6	29%	57%
8. I was treated with courtesy and respect by court staff.	0	0%	5	24%	3	14%	10	48%	3	14%	62%
9. I was treated with courtesy and respect by uniformed court security.	2	10%	3	15%	1	5%	11	55%	3	15%	70%
10. I easily found the courtroom or office I needed.	2	10%	1	5%	2	10%	10	48%	6	29%	76%
11. The court's website was useful.	3	20%	1	7%	5	33%	4	27%	2	13%	40%
12. The court's hours of operation made it easy for me to do my business.	1	6%	3	17%	4	22%	6	33%	4	22%	56%
13. The way my case was handled by the judge/hearing officer/other was fair.	2	18%	2	18%	2	18%	4	36%	1	9%	45%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	3	30%	1	10%	1	10%	4	40%	1	10%	50%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	3	30%	2	20%	1	10%	3	30%	1	10%	40%
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.	2	20%	1	10%	1	10%	5	50%	1	10%	60%
18. I was treated the same as everyone else.	0	0%	4	33%	2	17%	5	42%	1	8%	50%
19. As I leave the court, I know what to do next in my case.	4	33%	1	8%	1	8%	4	33%	2	17%	50%

Percent That Agree or Strongly Agree



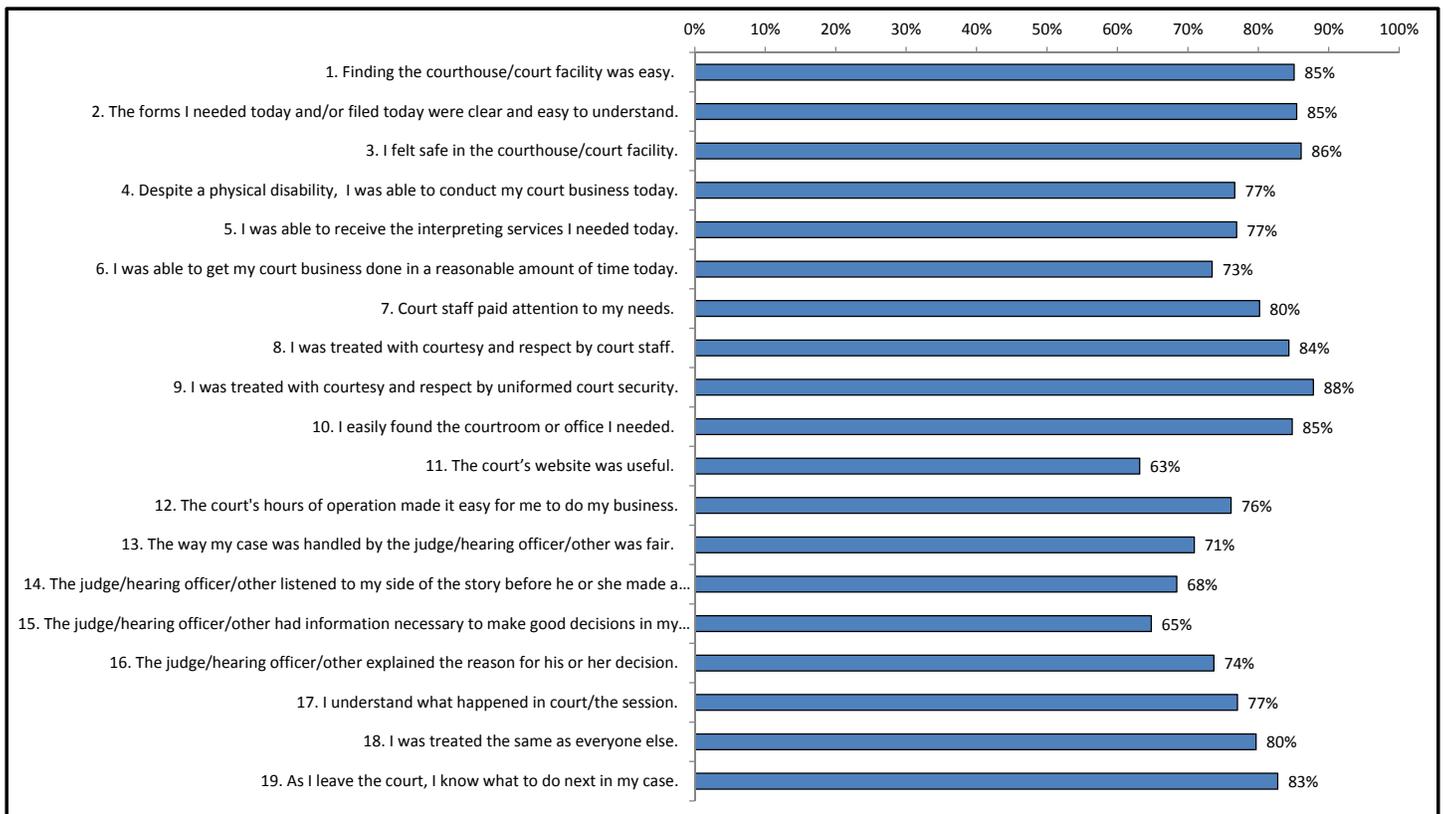
	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	7	8%	3	3%	4	4%	39	42%	40	43%	85%
2. The forms I needed today and/or filed today were clear and easy to understand.	6	7%	3	3%	5	6%	37	43%	35	41%	84%
3. I felt safe in the courthouse/court facility.	8	8%	2	2%	6	6%	34	35%	46	48%	83%
4. Despite a physical disability, I was able to conduct my court business today.	4	6%	3	4%	5	7%	28	41%	28	41%	82%
5. I was able to receive the interpreting services I needed today.	4	7%	4	7%	5	8%	19	32%	28	47%	78%
6. I was able to get my court business done in a reasonable amount of time today.	8	9%	4	4%	11	12%	33	35%	37	40%	75%
7. Court staff paid attention to my needs.	8	9%	3	3%	9	10%	30	32%	43	46%	78%
8. I was treated with courtesy and respect by court staff.	8	8%	1	1%	6	6%	32	34%	48	51%	84%
9. I was treated with courtesy and respect by uniformed court security.	6	6%	3	3%	3	3%	32	33%	52	54%	88%
10. I easily found the courtroom or office I needed.	6	6%	3	3%	4	4%	40	43%	41	44%	86%
11. The court's website was useful.	7	10%	3	4%	11	16%	25	36%	24	34%	70%
12. The court's hours of operation made it easy for me to do my business.	11	12%	5	5%	7	7%	40	43%	31	33%	76%
13. The way my case was handled by the judge/hearing officer/other was fair.	11	22%	2	4%	3	6%	14	29%	19	39%	67%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	10	21%	2	4%	5	11%	9	19%	21	45%	64%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	9	18%	1	2%	6	12%	11	22%	22	45%	67%
16. The judge/hearing officer/other explained the reason for his or her decision.	7	15%	2	4%	4	9%	13	28%	21	45%	72%
17. I understand what happened in court/the session.	7	14%	2	4%	4	8%	12	24%	24	49%	73%
18. I was treated the same as everyone else.	9	18%	2	4%	2	4%	12	24%	26	51%	75%
19. As I leave the court, I know what to do next in my case.	7	14%	1	2%	3	6%	14	27%	26	51%	78%

Percent That Agree or Strongly Agree



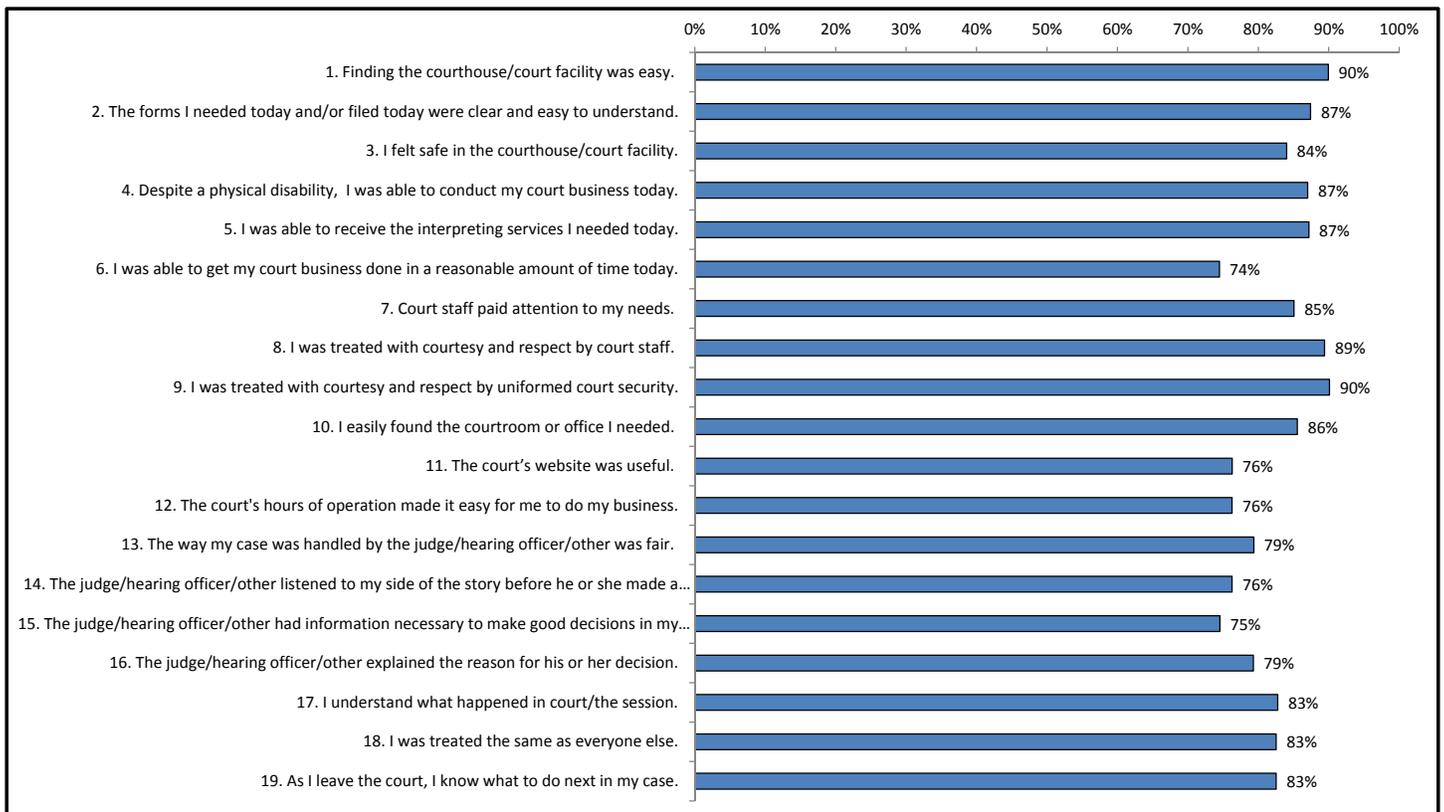
	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	7	6%	7	6%	3	3%	48	42%	49	43%	85%
2. The forms I needed today and/or filed today were clear and easy to understand.	9	8%	3	3%	4	4%	40	36%	54	49%	85%
3. I felt safe in the courthouse/court facility.	8	7%	3	3%	5	4%	41	36%	58	50%	86%
4. Despite a physical disability, I was able to conduct my court business today.	8	13%	3	5%	3	5%	22	37%	24	40%	77%
5. I was able to receive the interpreting services I needed today.	7	11%	3	5%	5	8%	25	38%	25	38%	77%
6. I was able to get my court business done in a reasonable amount of time today.	13	12%	7	6%	10	9%	40	35%	43	38%	73%
7. Court staff paid attention to my needs.	6	5%	8	7%	8	7%	44	40%	45	41%	80%
8. I was treated with courtesy and respect by court staff.	8	7%	4	3%	6	5%	43	37%	54	47%	84%
9. I was treated with courtesy and respect by uniformed court security.	7	6%	1	1%	6	5%	40	35%	61	53%	88%
10. I easily found the courtroom or office I needed.	8	7%	5	4%	4	4%	44	39%	51	46%	85%
11. The court's website was useful.	10	13%	7	9%	11	14%	24	32%	24	32%	63%
12. The court's hours of operation made it easy for me to do my business.	9	8%	7	6%	10	9%	37	34%	46	42%	76%
13. The way my case was handled by the judge/hearing officer/other was fair.	6	11%	5	9%	5	9%	19	35%	20	36%	71%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	8	14%	4	7%	6	11%	18	32%	21	37%	68%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	9	17%	3	6%	7	13%	16	30%	19	35%	65%
16. The judge/hearing officer/other explained the reason for his or her decision.	7	12%	4	7%	4	7%	20	35%	22	39%	74%
17. I understand what happened in court/the session.	5	8%	2	3%	7	11%	21	34%	26	43%	77%
18. I was treated the same as everyone else.	5	8%	3	5%	5	8%	20	31%	31	48%	80%
19. As I leave the court, I know what to do next in my case.	5	9%	2	3%	3	5%	19	33%	29	50%	83%

Percent That Agree or Strongly Agree



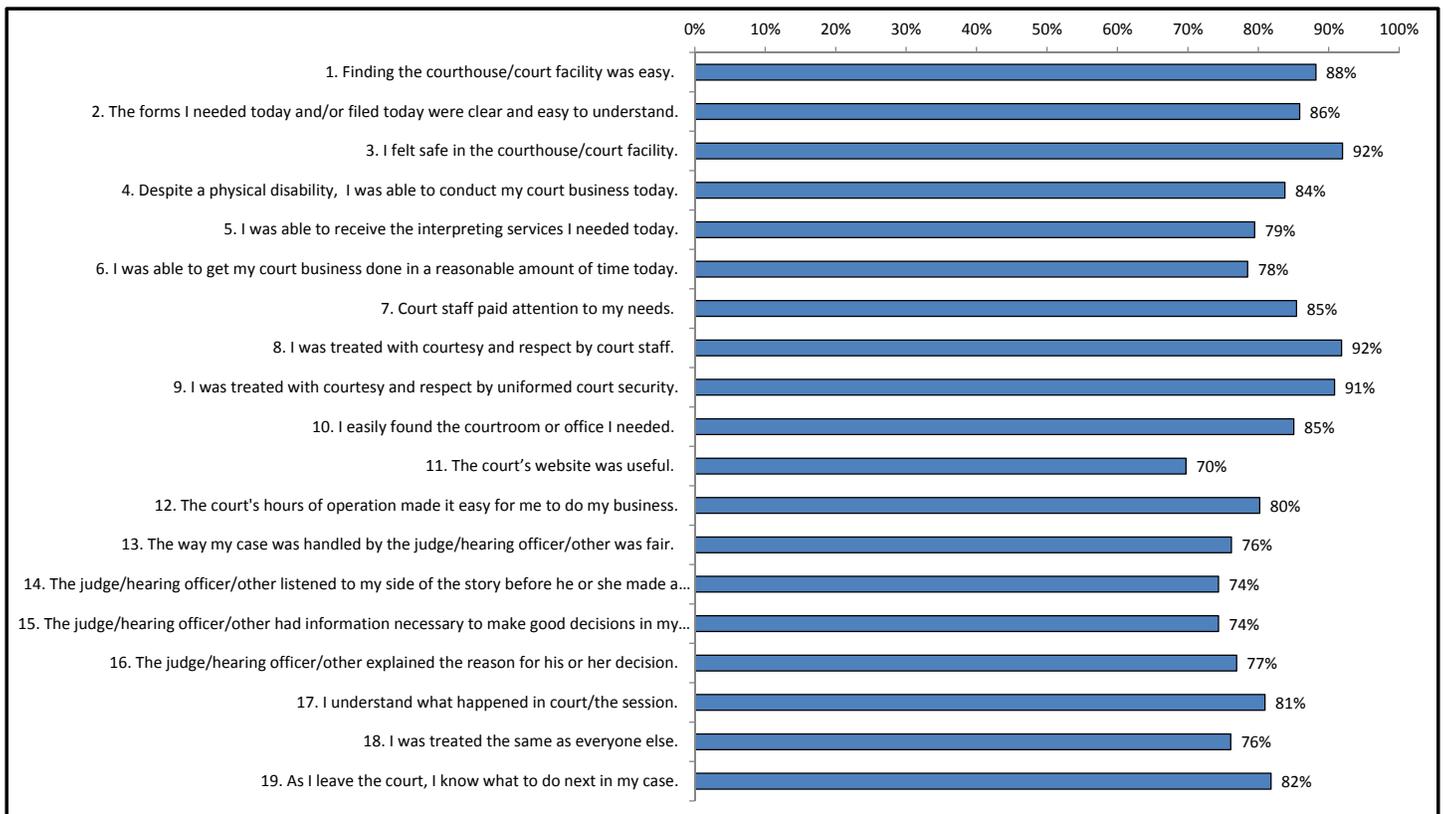
	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	7	4%	5	3%	5	3%	65	38%	87	51%	90%
2. The forms I needed today and/or filed today were clear and easy to understand.	8	5%	3	2%	8	5%	67	44%	65	43%	87%
3. I felt safe in the courthouse/court facility.	9	5%	5	3%	13	8%	50	30%	92	54%	84%
4. Despite a physical disability, I was able to conduct my court business today.	3	4%	2	3%	5	6%	31	40%	36	47%	87%
5. I was able to receive the interpreting services I needed today.	4	5%	1	1%	5	6%	29	37%	39	50%	87%
6. I was able to get my court business done in a reasonable amount of time today.	12	8%	14	10%	11	8%	38	26%	70	48%	74%
7. Court staff paid attention to my needs.	8	5%	4	3%	11	7%	50	32%	81	53%	85%
8. I was treated with courtesy and respect by court staff.	10	6%	1	1%	7	4%	52	31%	100	59%	89%
9. I was treated with courtesy and respect by uniformed court security.	8	5%	3	2%	6	3%	51	30%	104	60%	90%
10. I easily found the courtroom or office I needed.	8	5%	6	4%	10	6%	55	33%	87	52%	86%
11. The court's website was useful.	12	12%	3	3%	8	8%	31	32%	43	44%	76%
12. The court's hours of operation made it easy for me to do my business.	13	8%	13	8%	11	7%	51	33%	68	44%	76%
13. The way my case was handled by the judge/hearing officer/other was fair.	5	8%	1	2%	7	11%	16	25%	34	54%	79%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	5	8%	2	3%	7	12%	16	27%	29	49%	76%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	5	9%	3	5%	6	11%	12	22%	29	53%	75%
16. The judge/hearing officer/other explained the reason for his or her decision.	6	10%	1	2%	5	9%	16	28%	30	52%	79%
17. I understand what happened in court/the session.	6	10%	2	3%	2	3%	16	28%	32	55%	83%
18. I was treated the same as everyone else.	7	11%	0	0%	4	6%	13	21%	39	62%	83%
19. As I leave the court, I know what to do next in my case.	6	10%	2	3%	3	5%	13	21%	39	62%	83%

Percent That Agree or Strongly Agree



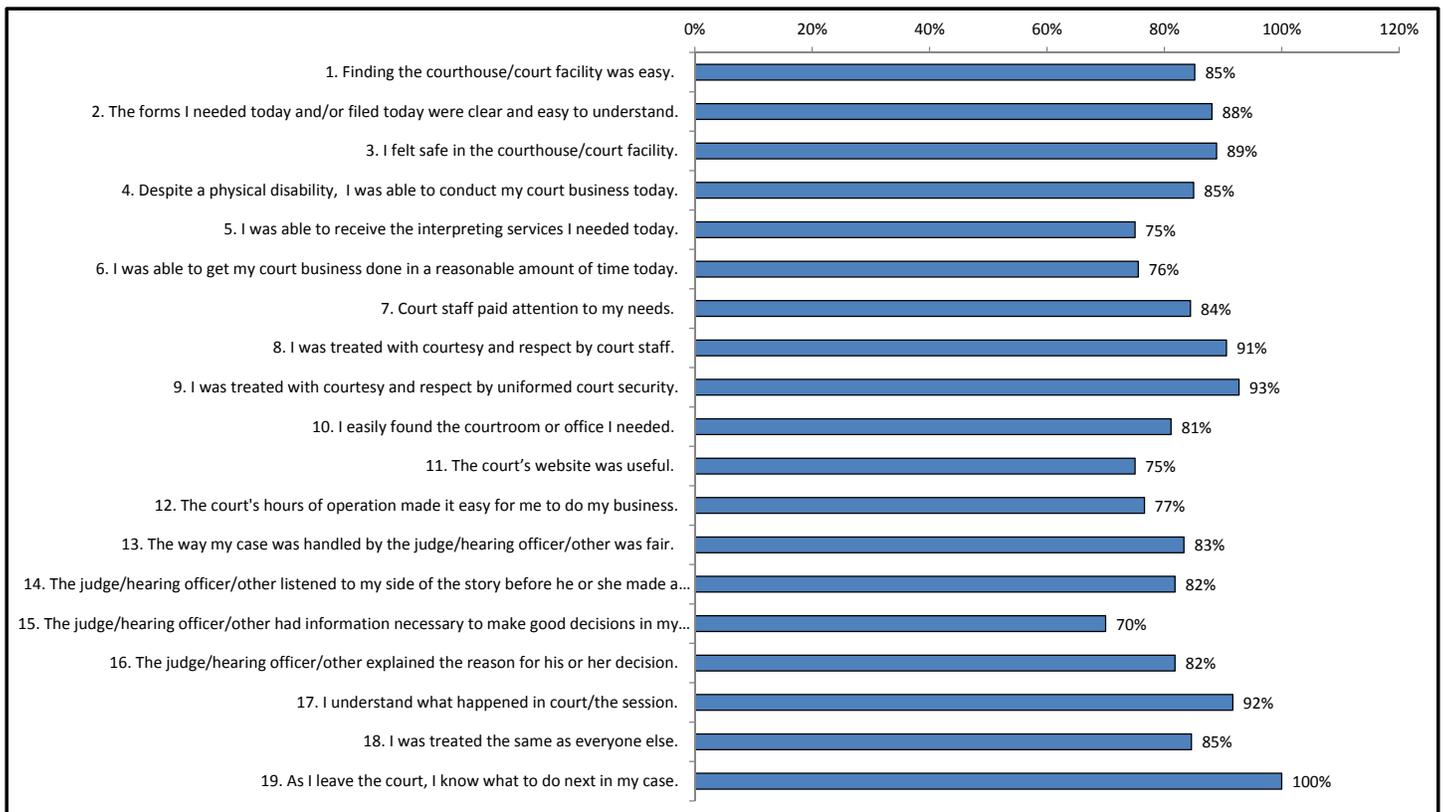
	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	5	5%	3	3%	5	5%	33	30%	64	58%	88%
2. The forms I needed today and/or filed today were clear and easy to understand.	5	5%	3	3%	5	5%	34	37%	45	49%	86%
3. I felt safe in the courthouse/court facility.	4	4%	1	1%	4	4%	31	28%	72	64%	92%
4. Despite a physical disability, I was able to conduct my court business today.	3	8%	0	0%	3	8%	16	43%	15	41%	84%
5. I was able to receive the interpreting services I needed today.	1	3%	0	0%	7	18%	17	44%	14	36%	79%
6. I was able to get my court business done in a reasonable amount of time today.	8	9%	5	5%	7	8%	35	38%	38	41%	78%
7. Court staff paid attention to my needs.	7	7%	2	2%	6	6%	35	34%	53	51%	85%
8. I was treated with courtesy and respect by court staff.	6	5%	2	2%	1	1%	31	28%	70	64%	92%
9. I was treated with courtesy and respect by uniformed court security.	5	5%	3	3%	2	2%	34	31%	65	60%	91%
10. I easily found the courtroom or office I needed.	3	3%	6	6%	7	7%	35	33%	56	52%	85%
11. The court's website was useful.	1	1%	6	8%	16	21%	26	34%	27	36%	70%
12. The court's hours of operation made it easy for me to do my business.	4	4%	7	7%	9	9%	34	34%	47	47%	80%
13. The way my case was handled by the judge/hearing officer/other was fair.	3	7%	1	2%	6	14%	12	29%	20	48%	76%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	3	8%	2	5%	5	13%	11	28%	18	46%	74%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	3	8%	2	5%	5	13%	11	28%	18	46%	74%
16. The judge/hearing officer/other explained the reason for his or her decision.	2	5%	2	5%	5	13%	12	31%	18	46%	77%
17. I understand what happened in court/the session.	3	7%	1	2%	4	10%	12	29%	22	52%	81%
18. I was treated the same as everyone else.	3	7%	3	7%	5	11%	11	24%	24	52%	76%
19. As I leave the court, I know what to do next in my case.	1	2%	3	7%	4	9%	12	27%	24	55%	82%

Percent That Agree or Strongly Agree



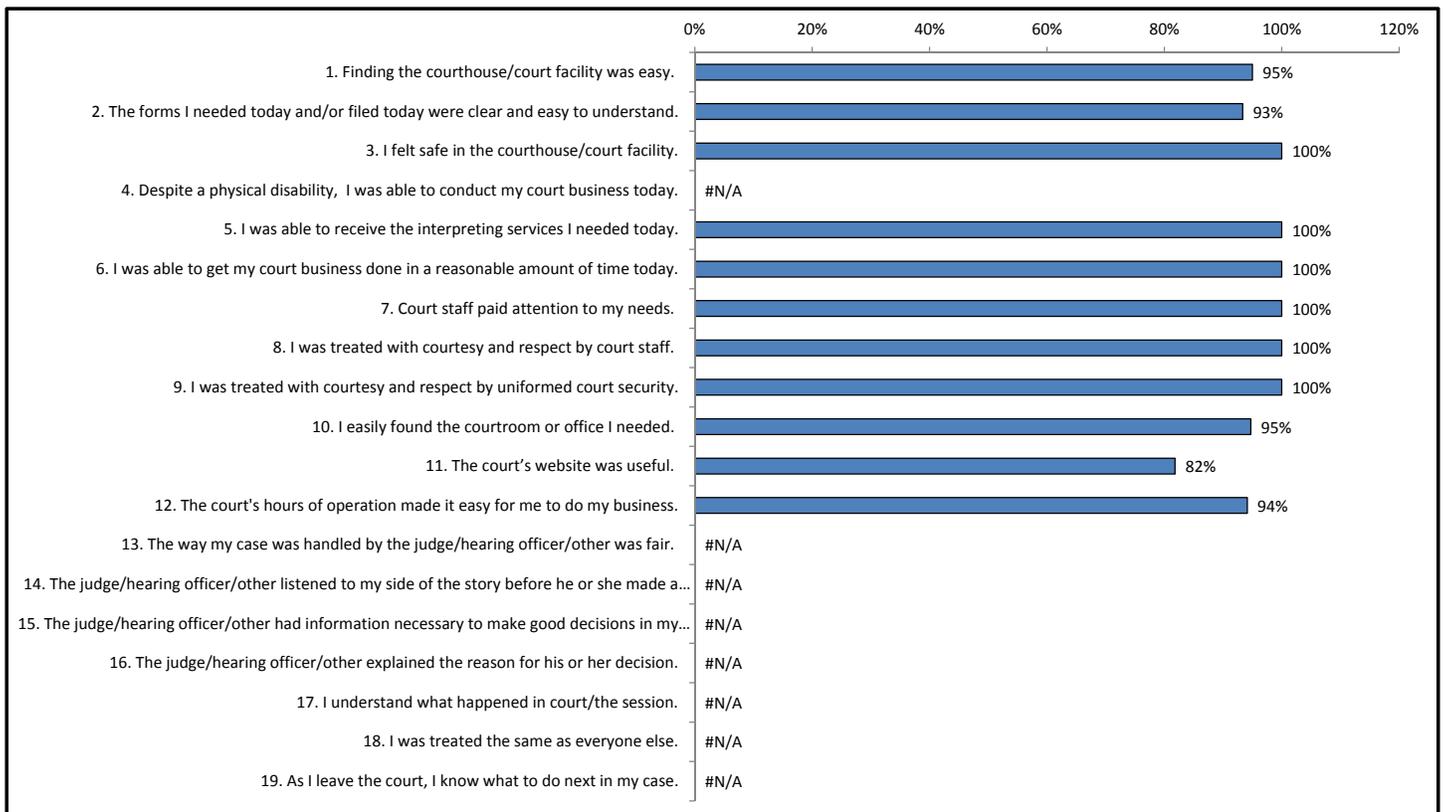
	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	3	6%	3	6%	2	4%	16	30%	30	56%	85%
2. The forms I needed today and/or filed today were clear and easy to understand.	3	7%	0	0%	2	5%	16	38%	21	50%	88%
3. I felt safe in the courthouse/court facility.	3	6%	1	2%	2	4%	18	33%	30	56%	89%
4. Despite a physical disability, I was able to conduct my court business today.	1	5%	1	5%	1	5%	6	30%	11	55%	85%
5. I was able to receive the interpreting services I needed today.	2	10%	1	5%	2	10%	6	30%	9	45%	75%
6. I was able to get my court business done in a reasonable amount of time today.	1	2%	7	16%	3	7%	14	31%	20	44%	76%
7. Court staff paid attention to my needs.	2	4%	3	7%	2	4%	17	38%	21	47%	84%
8. I was treated with courtesy and respect by court staff.	3	6%	1	2%	1	2%	16	30%	32	60%	91%
9. I was treated with courtesy and respect by uniformed court security.	2	4%	1	2%	1	2%	17	31%	34	62%	93%
10. I easily found the courtroom or office I needed.	2	4%	4	8%	4	8%	18	34%	25	47%	81%
11. The court's website was useful.	3	9%	2	6%	3	9%	11	34%	13	41%	75%
12. The court's hours of operation made it easy for me to do my business.	3	6%	5	11%	3	6%	15	32%	21	45%	77%
13. The way my case was handled by the judge/hearing officer/other was fair.	2	17%	0	0%	0	0%	3	25%	7	58%	83%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	2	18%	0	0%	0	0%	3	27%	6	55%	82%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	2	20%	1	10%	0	0%	1	10%	6	60%	70%
16. The judge/hearing officer/other explained the reason for his or her decision.	1	9%	1	9%	0	0%	2	18%	7	64%	82%
17. I understand what happened in court/the session.	0	0%	1	8%	0	0%	2	17%	9	75%	92%
18. I was treated the same as everyone else.	0	0%	0	0%	2	15%	2	15%	9	69%	85%
19. As I leave the court, I know what to do next in my case.	0	0%	0	0%	0	0%	3	25%	9	75%	100%

Percent That Agree or Strongly Agree



	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	0	0%	0	0%	1	5%	8	40%	11	55%	95%
2. The forms I needed today and/or filed today were clear and easy to understand.	0	0%	1	7%	0	0%	5	33%	9	60%	93%
3. I felt safe in the courthouse/court facility.	0	0%	0	0%	0	0%	8	42%	11	58%	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.	0	0%	0	0%	0	0%	4	36%	7	64%	100%
6. I was able to get my court business done in a reasonable amount of time today.	0	0%	0	0%	0	0%	6	40%	9	60%	100%
7. Court staff paid attention to my needs.	0	0%	0	0%	0	0%	7	44%	9	56%	100%
8. I was treated with courtesy and respect by court staff.	0	0%	0	0%	0	0%	7	37%	12	63%	100%
9. I was treated with courtesy and respect by uniformed court security.	0	0%	0	0%	0	0%	7	37%	12	63%	100%
10. I easily found the courtroom or office I needed.	0	0%	1	5%	0	0%	8	42%	10	53%	95%
11. The court's website was useful.	0	0%	1	9%	1	9%	4	36%	5	45%	82%
12. The court's hours of operation made it easy for me to do my business.	0	0%	0	0%	1	6%	6	35%	10	59%	94%
13. The way my case was handled by the judge/hearing officer/other was fair.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
16. The judge/hearing officer/other explained the reason for his or her decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
17. I understand what happened in court/the session.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
18. I was treated the same as everyone else.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
19. As I leave the court, I know what to do next in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A

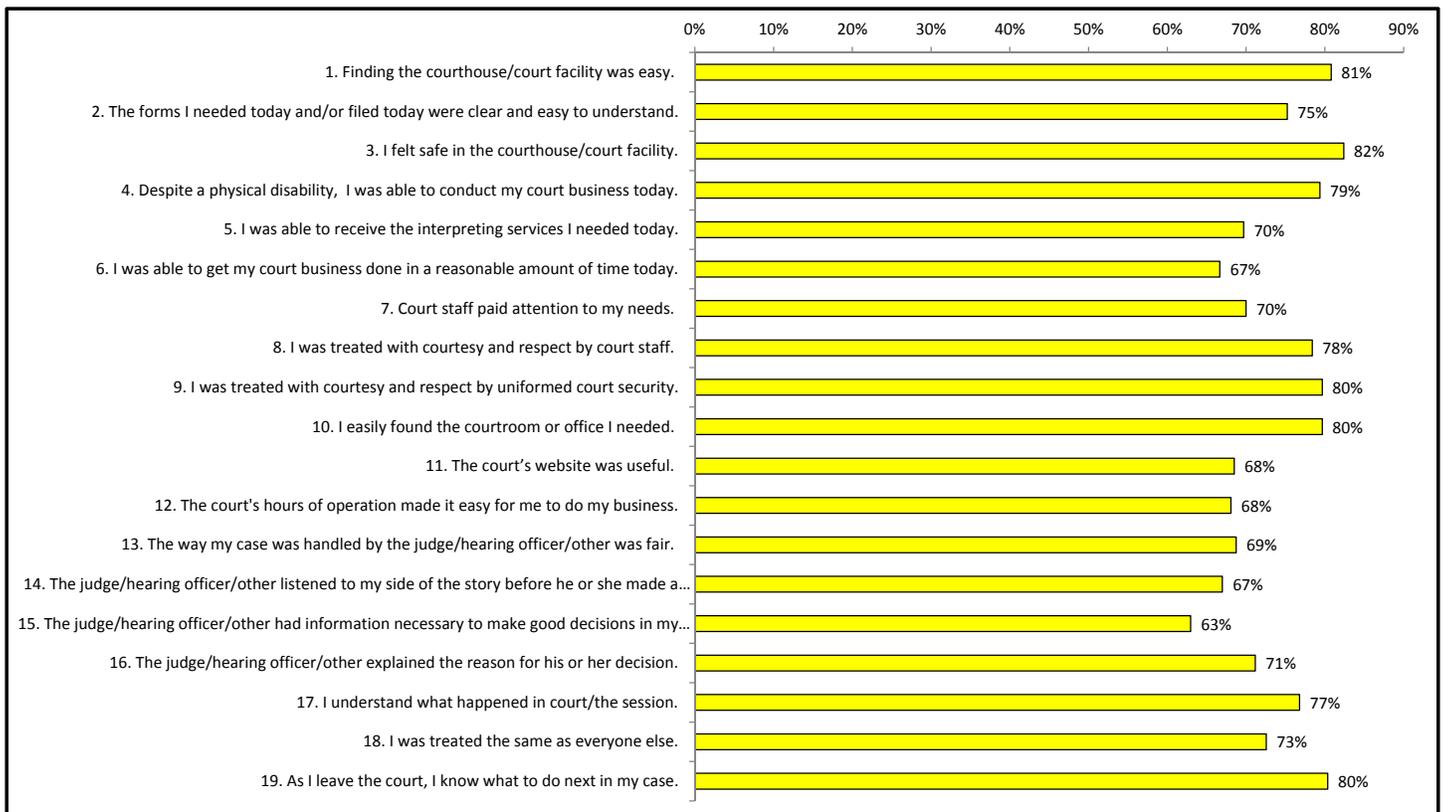
Percent That Agree or Strongly Agree



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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	12	10%	4	3%	8	6%	43	34%	58	46%	81%
2. The forms I needed today and/or filed today were clear and easy to understand.	11	10%	9	8%	8	7%	43	38%	42	37%	75%
3. I felt safe in the courthouse/court facility.	9	7%	6	5%	7	6%	38	30%	65	52%	82%
4. Despite a physical disability, I was able to conduct my court business today.	5	8%	2	3%	6	10%	31	49%	19	30%	79%
5. I was able to receive the interpreting services I needed today.	5	8%	4	6%	11	17%	29	44%	17	26%	70%
6. I was able to get my court business done in a reasonable amount of time today.	13	11%	8	7%	19	16%	43	36%	37	31%	67%
7. Court staff paid attention to my needs.	12	10%	9	8%	15	13%	39	33%	45	38%	70%
8. I was treated with courtesy and respect by court staff.	13	10%	7	6%	7	6%	41	33%	57	46%	78%
9. I was treated with courtesy and respect by uniformed court security.	13	11%	7	6%	5	4%	41	33%	57	46%	80%
10. I easily found the courtroom or office I needed.	9	7%	7	6%	9	7%	49	40%	49	40%	80%
11. The court's website was useful.	7	10%	5	7%	11	15%	26	36%	24	33%	68%
12. The court's hours of operation made it easy for me to do my business.	10	8%	11	9%	17	14%	34	29%	47	39%	68%
13. The way my case was handled by the judge/hearing officer/other was fair.	15	13%	9	8%	11	10%	34	30%	43	38%	69%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	16	15%	6	6%	13	12%	35	33%	36	34%	67%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	17	16%	9	8%	14	13%	29	27%	39	36%	63%
16. The judge/hearing officer/other explained the reason for his or her decision.	13	12%	9	8%	10	9%	37	33%	42	38%	71%
17. I understand what happened in court/the session.	13	12%	6	5%	7	6%	38	34%	48	43%	77%
18. I was treated the same as everyone else.	14	12%	7	6%	10	9%	33	29%	49	43%	73%
19. As I leave the court, I know what to do next in my case.	13	12%	4	4%	4	4%	37	35%	49	46%	80%

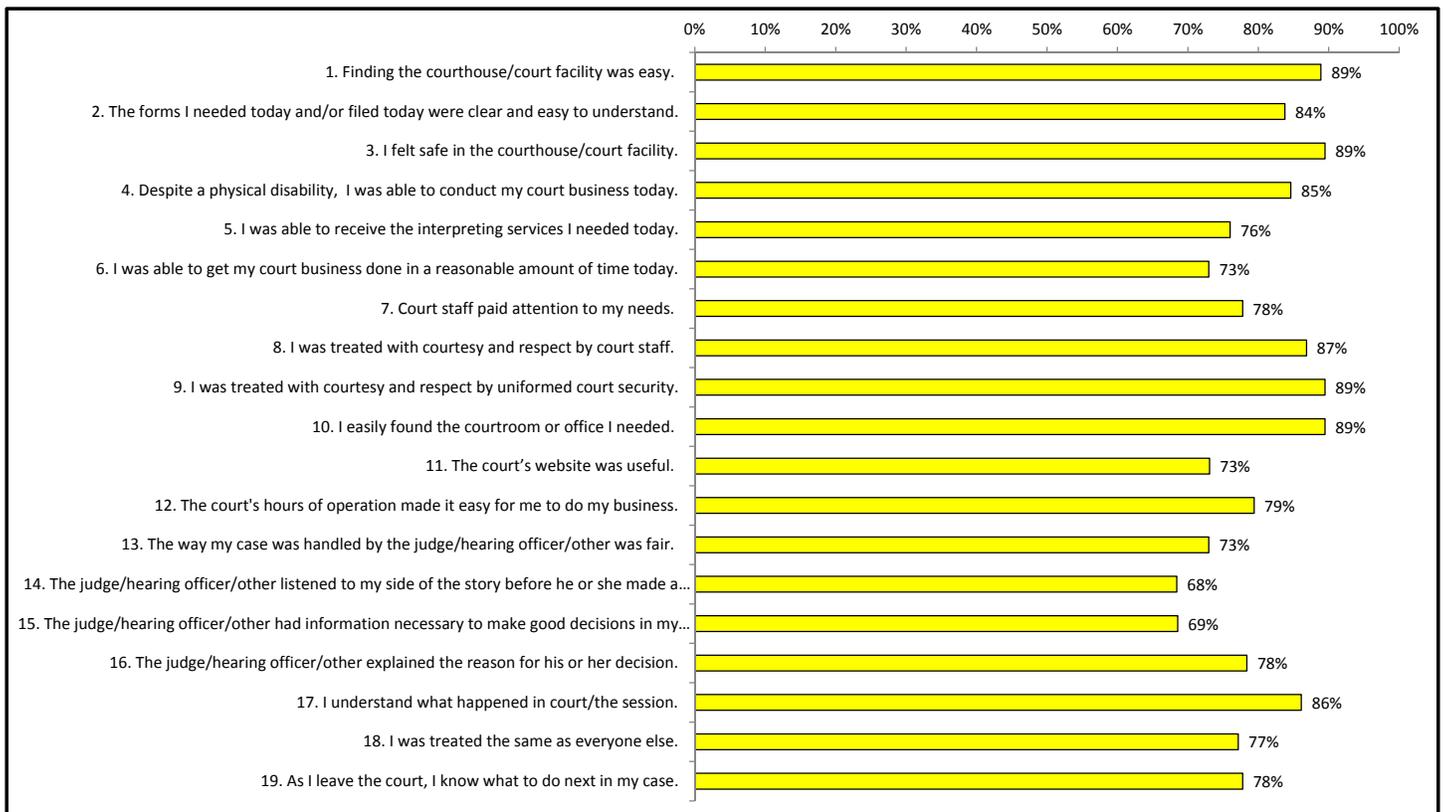
Percent That Agree or Strongly Agree



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.	2	6%	1	3%	1	3%	10	28%	22	61%	89%
2. The forms I needed today and/or filed today were clear and easy to understand.	2	5%	0	0%	4	11%	12	32%	19	51%	84%
3. I felt safe in the courthouse/court facility.	2	5%	0	0%	2	5%	9	24%	25	66%	89%
4. Despite a physical disability, I was able to conduct my court business today.	1	4%	1	4%	2	8%	12	46%	10	38%	85%
5. I was able to receive the interpreting services I needed today.	2	8%	1	4%	3	12%	9	36%	10	40%	76%
6. I was able to get my court business done in a reasonable amount of time today.	3	8%	3	8%	4	11%	11	30%	16	43%	73%
7. Court staff paid attention to my needs.	2	6%	2	6%	4	11%	9	25%	19	53%	78%
8. I was treated with courtesy and respect by court staff.	2	5%	0	0%	3	8%	10	26%	23	61%	87%
9. I was treated with courtesy and respect by uniformed court security.	1	3%	1	3%	2	5%	12	32%	22	58%	89%
10. I easily found the courtroom or office I needed.	2	5%	2	5%	0	0%	16	42%	18	47%	89%
11. The court's website was useful.	3	12%	2	8%	2	8%	11	42%	8	31%	73%
12. The court's hours of operation made it easy for me to do my business.	2	6%	2	6%	3	9%	11	32%	16	47%	79%
13. The way my case was handled by the judge/hearing officer/other was fair.	7	19%	0	0%	3	8%	7	19%	20	54%	73%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	7	18%	1	3%	4	11%	8	21%	18	47%	68%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	5	14%	4	11%	2	6%	9	26%	15	43%	69%
16. The judge/hearing officer/other explained the reason for his or her decision.	4	11%	1	3%	3	8%	11	30%	18	49%	78%
17. I understand what happened in court/the session.	2	6%	1	3%	2	6%	11	31%	20	56%	86%
18. I was treated the same as everyone else.	4	11%	2	6%	2	6%	8	23%	19	54%	77%
19. As I leave the court, I know what to do next in my case.	5	14%	1	3%	2	6%	10	28%	18	50%	78%

Percent That Agree or Strongly Agree



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.	10	7%	5	3%	4	3%	41	28%	84	58%	87%
2. The forms I needed today and/or filed today were clear and easy to understand.	11	8%	5	4%	5	4%	38	28%	79	57%	85%
3. I felt safe in the courthouse/court facility.	13	9%	6	4%	4	3%	38	26%	87	59%	84%
4. Despite a physical disability, I was able to conduct my court business today.	11	11%	2	2%	3	3%	27	28%	53	55%	83%
5. I was able to receive the interpreting services I needed today.	7	8%	3	3%	4	4%	30	33%	48	52%	85%
6. I was able to get my court business done in a reasonable amount of time today.	12	9%	6	4%	5	4%	36	26%	77	57%	83%
7. Court staff paid attention to my needs.	12	9%	4	3%	4	3%	34	25%	83	61%	85%
8. I was treated with courtesy and respect by court staff.	12	8%	4	3%	2	1%	35	24%	92	63%	88%
9. I was treated with courtesy and respect by uniformed court security.	10	7%	1	1%	3	2%	35	24%	97	66%	90%
10. I easily found the courtroom or office I needed.	10	7%	3	2%	5	4%	37	26%	85	61%	87%
11. The court's website was useful.	16	16%	2	2%	11	11%	20	21%	48	49%	70%
12. The court's hours of operation made it easy for me to do my business.	14	10%	6	4%	6	4%	44	32%	67	49%	81%
13. The way my case was handled by the judge/hearing officer/other was fair.	5	7%	2	3%	6	9%	20	29%	37	53%	81%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	5	7%	2	3%	6	9%	14	20%	42	61%	81%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	6	9%	1	2%	7	11%	16	25%	35	54%	78%
16. The judge/hearing officer/other explained the reason for his or her decision.	4	6%	1	2%	6	10%	17	27%	35	56%	83%
17. I understand what happened in court/the session.	6	8%	2	3%	5	7%	20	28%	39	54%	82%
18. I was treated the same as everyone else.	4	5%	3	4%	2	2%	23	28%	51	61%	89%
19. As I leave the court, I know what to do next in my case.	4	5%	2	3%	4	5%	19	24%	51	64%	88%

Percent That Agree or Strongly Agree

