

## **Appendix W**

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

#### **Overview Tables**

##### **Somerset**

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
<b>Please select the description that best describes you</b>	
A party in a court case/legal matter	5
Victim or witness	6
Law enforcement officer	7
Public defender/staff	8
Social services staff	9
Friend or family member	10
Private attorney	11
Prosecutor/staff	12
Juror	13
Other	14
<b>What did you do today?</b>	
Attended a hearing or trial	15
Received information	16
Visited Probation	17
Attended mediation or arbitration	18
Visited the Ombudsman/Self-Help Center	19
Jury Service	20
Filed Papers	21
Made a payment	22
Searched court records/obtained documents	23
Other	24
<b>What type of case brought you to the courthouse today?</b>	
Child Custody	25
Division of Child Placement and Permanency	26
Divorce	27
Foreclosure	28
Probation	29
Child Support	30
Landlord/Tenant	31
Civil	32
Juvenile Delinquency	33
Domestic Violence	34
Criminal	35
Other	36

<b>If you are a party in a court case/legal matter, are you represented by an attorney in the case?</b>	
Yes	37
No	38
<b>How often are you in this courthouse?</b>	
First time in this courthouse	39
Once a year or less	40
Several times a year	41
Several times a month	42
<b>How do you identify yourself?</b>	
American Indian or Alaska Native	43
Native Hawaiian or Other Pacific Islander	44
Asian	45
White	46
Black or African American	47
Hispanic or Latino	48
Other	49
<b>What is your gender?</b>	
Male	50
Female	51
<b>What is your age range?</b>	
Under 20	52
20 - 29	53
30 - 39	54
40 - 49	55
50 - 59	56
60 - 69	57
70 or older	58
<b>Today I appeared before a...</b>	
Judge	59
Hearing Officer	60
Other	61

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

<b>Please select the description that best describes you</b>		
A party in a court case/legal matter	229	33%
Victim or witness	20	3%
Law enforcement officer	9	1%
Public defender/staff	17	2%
Social services staff	9	1%
Friend or family member	27	4%
Private attorney	92	13%
Prosecutor/staff	13	2%
Juror	135	19%
Other	147	21%
<b>Total</b>	<b>698</b>	<b>100%</b>

<b>What did you do today? (select all that apply) *</b>		
Attended a hearing or trial	186	24%
Received information	80	10%
Visited Probation	157	20%
Attended mediation or arbitration	2	0%
Visited the Ombudsman/Self-Help Center	2	0%
Jury Service	133	17%
Filed Papers	59	8%
Made a payment	20	3%
Searched court records/obtained documents	13	2%
Other	112	14%

<b>What type of case brought you to the courthouse today? (select all that apply) *</b>		
Child Custody	44	6%
Division of Child Placement and Permanency	28	4%
Divorce	82	11%
Foreclosure	24	3%
Probation	116	15%
Child Support	56	7%
Landlord/Tenant	17	2%
Civil	76	10%
Juvenile Delinquency	8	1%
Domestic Violence	27	3%
Criminal	106	14%
Other	143	18%

<b>How do you identify yourself? (select all that apply)*</b>		
American Indian or Alaska Native	7	1%
Native Hawaiian or Other Pacific Islander	7	1%
Asian	43	6%
White	452	58%
Black or African American	111	14%
Hispanic or Latino	82	11%
Other	28	4%

<b>What is your gender?</b>		
Male	406	57%
Female	304	43%
<b>Total</b>	<b>710</b>	<b>100%</b>

<b>What is your age range?</b>		
Under 20	19	3%
20 - 29	122	17%
30 - 39	156	22%
40 - 49	158	22%
50 - 59	157	22%
60 - 69	82	12%
70 or older	13	2%
<b>Total</b>	<b>707</b>	<b>100%</b>

<b>If you are a party in a court case/legal matter, are you represented by an attorney in the case?</b>		
Yes	183	44%
No	235	56%
<b>Total</b>	<b>418</b>	<b>100%</b>

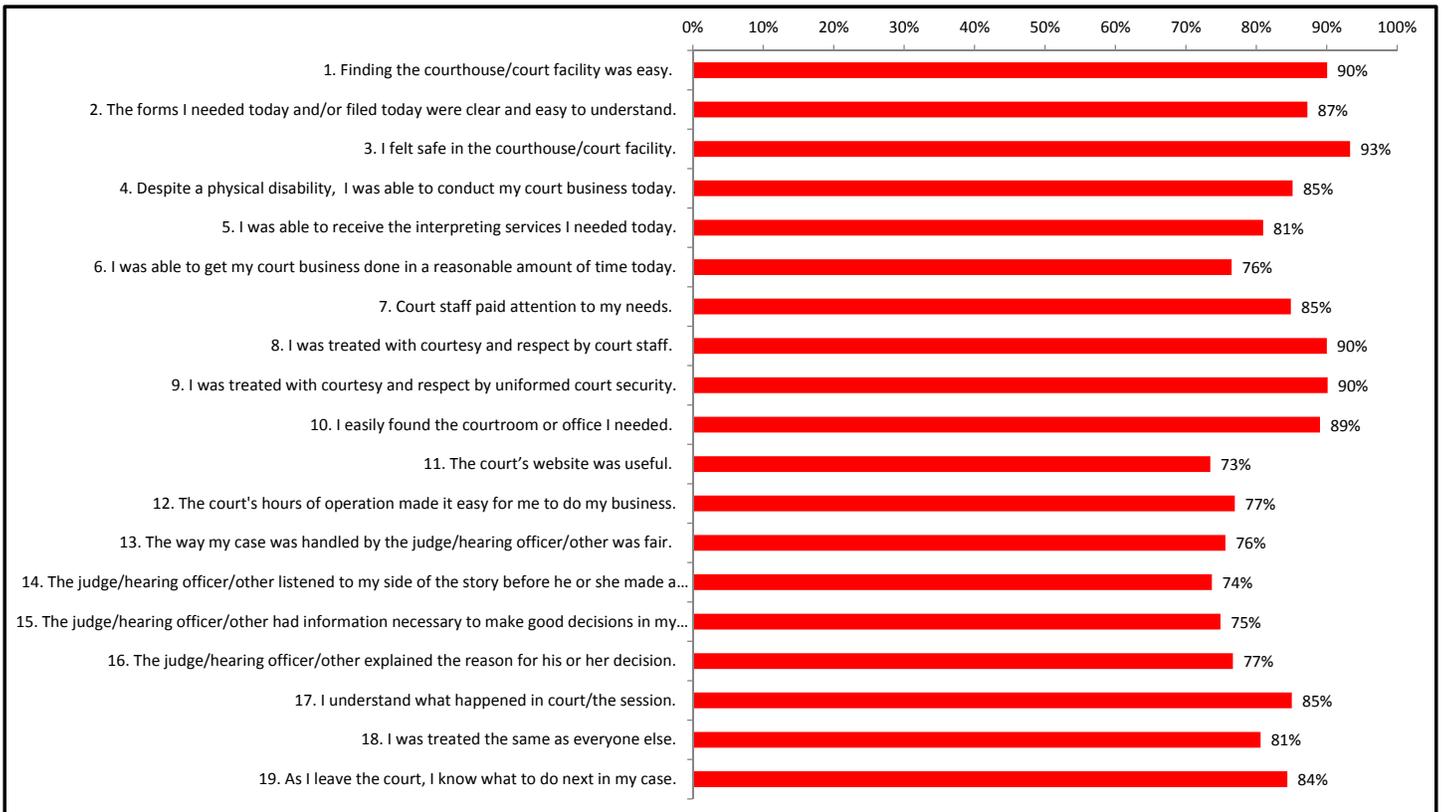
<b>How often are you in this courthouse?</b>		
First time in this courthouse	147	21%
Once a year or less	139	20%
Several times a year	167	24%
Several times a month	248	35%
<b>Total</b>	<b>701</b>	<b>100%</b>

**\* Percentage is based on total respondents: 779**

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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	24	3%	26	3%	26	3%	240	31%	448	59%	90%
2. The forms I needed today and/or filed today were clear and easy to understand.	20	3%	27	4%	35	5%	229	36%	332	52%	87%
3. I felt safe in the courthouse/court facility.	26	3%	10	1%	15	2%	202	26%	511	67%	93%
4. Despite a physical disability, I was able to conduct my court business today.	10	4%	5	2%	27	10%	113	40%	128	45%	85%
5. I was able to receive the interpreting services I needed today.	10	4%	9	3%	32	12%	100	37%	117	44%	81%
6. I was able to get my court business done in a reasonable amount of time today.	59	9%	40	6%	58	9%	194	29%	317	47%	76%
7. Court staff paid attention to my needs.	32	5%	22	3%	52	7%	220	31%	376	54%	85%
8. I was treated with courtesy and respect by court staff.	33	4%	15	2%	27	4%	211	28%	465	62%	90%
9. I was treated with courtesy and respect by uniformed court security.	28	4%	7	1%	37	5%	207	28%	450	62%	90%
10. I easily found the courtroom or office I needed.	30	4%	29	4%	22	3%	232	31%	426	58%	89%
11. The court's website was useful.	24	6%	20	5%	69	16%	130	31%	183	43%	73%
12. The court's hours of operation made it easy for me to do my business.	38	6%	40	6%	79	12%	211	31%	313	46%	77%
13. The way my case was handled by the judge/hearing officer/other was fair.	25	9%	16	6%	29	10%	85	30%	132	46%	76%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	22	8%	20	8%	28	11%	83	31%	113	42%	74%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	19	7%	17	6%	32	12%	88	32%	115	42%	75%
16. The judge/hearing officer/other explained the reason for his or her decision.	19	8%	15	6%	25	10%	85	34%	109	43%	77%
17. I understand what happened in court/the session.	12	4%	10	3%	22	7%	97	33%	153	52%	85%
18. I was treated the same as everyone else.	24	7%	11	3%	29	9%	97	29%	169	51%	81%
19. As I leave the court, I know what to do next in my case.	14	5%	8	3%	24	8%	98	33%	151	51%	84%

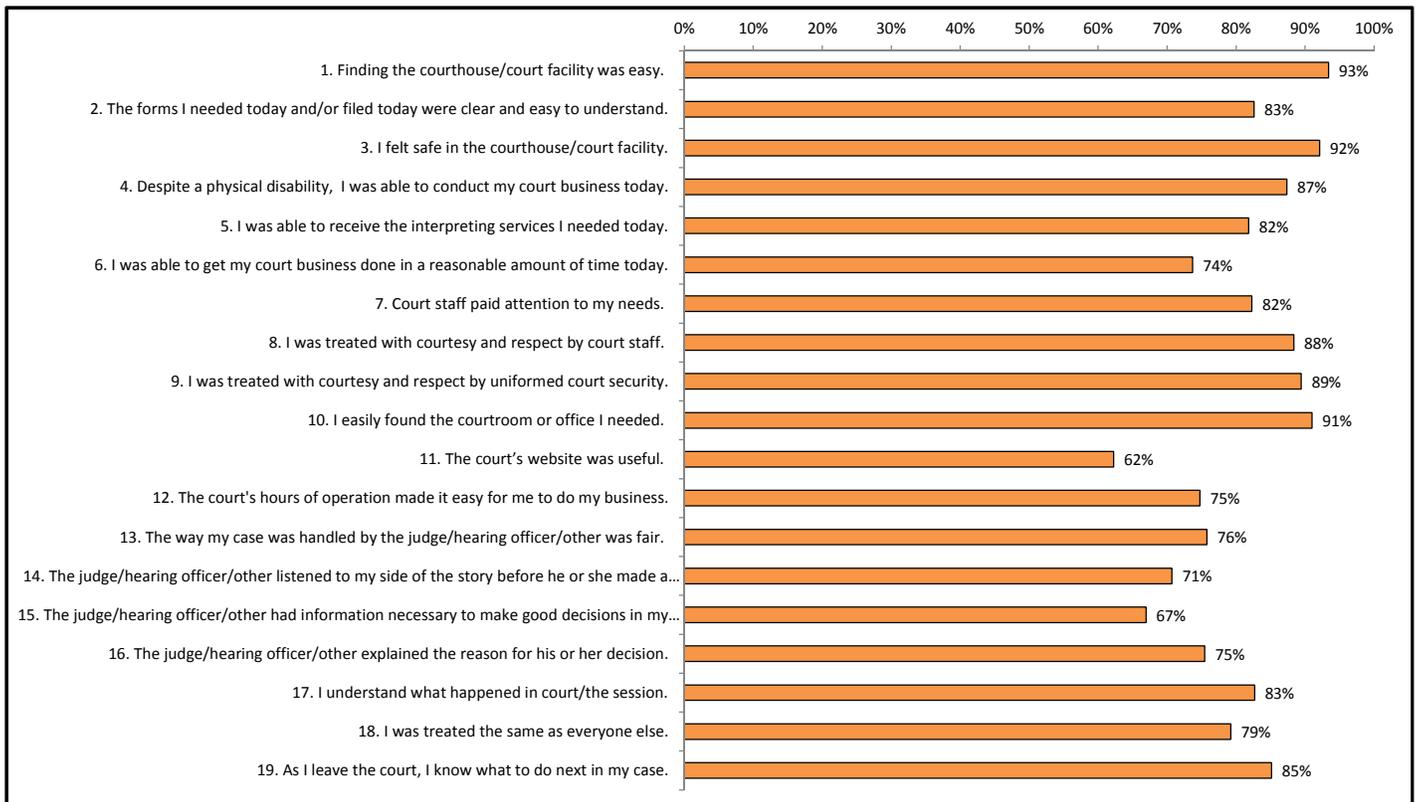
**Percent That Agree or Strongly Agree**



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.	6	3%	4	2%	5	2%	76	33%	137	60%	93%
2. The forms I needed today and/or filed today were clear and easy to understand.	6	3%	10	5%	20	10%	75	36%	96	46%	83%
3. I felt safe in the courthouse/court facility.	6	3%	3	1%	9	4%	64	28%	146	64%	92%
4. Despite a physical disability, I was able to conduct my court business today.	3	3%	1	1%	8	8%	43	45%	40	42%	87%
5. I was able to receive the interpreting services I needed today.	3	4%	2	3%	9	12%	29	38%	34	44%	82%
6. I was able to get my court business done in a reasonable amount of time today.	21	10%	16	8%	19	9%	64	30%	93	44%	74%
7. Court staff paid attention to my needs.	9	4%	12	5%	18	8%	70	32%	111	50%	82%
8. I was treated with courtesy and respect by court staff.	11	5%	9	4%	6	3%	71	32%	127	57%	88%
9. I was treated with courtesy and respect by uniformed court security.	7	3%	3	1%	13	6%	70	32%	125	57%	89%
10. I easily found the courtroom or office I needed.	5	2%	5	2%	10	4%	73	33%	130	58%	91%
11. The court's website was useful.	8	8%	3	3%	29	27%	36	34%	30	28%	62%
12. The court's hours of operation made it easy for me to do my business.	13	6%	13	6%	26	13%	69	33%	85	41%	75%
13. The way my case was handled by the judge/hearing officer/other was fair.	13	10%	6	5%	12	9%	47	37%	50	39%	76%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	10	9%	12	10%	12	10%	39	34%	43	37%	71%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	11	9%	9	7%	20	17%	38	31%	43	36%	67%
16. The judge/hearing officer/other explained the reason for his or her decision.	10	9%	5	4%	13	11%	43	38%	43	38%	75%
17. I understand what happened in court/the session.	3	2%	5	4%	14	11%	52	41%	53	42%	83%
18. I was treated the same as everyone else.	9	7%	6	4%	13	10%	48	36%	59	44%	79%
19. As I leave the court, I know what to do next in my case.	5	4%	2	2%	12	9%	50	39%	59	46%	85%

Percent That Agree or Strongly Agree



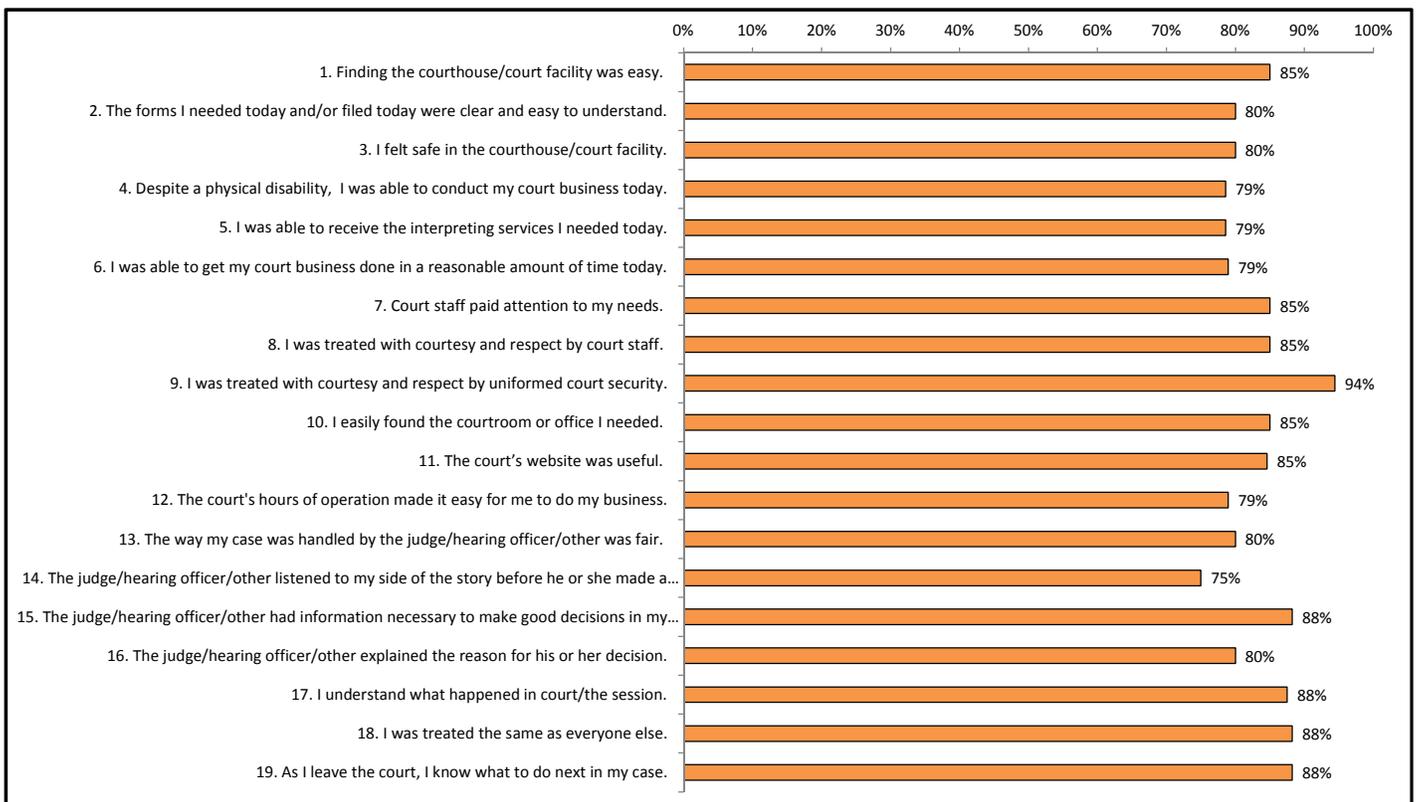
New Jersey Judiciary - Access and Fairness Public Survey - October 2013

Somerset County

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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	0	0%	2	10%	1	5%	8	40%	9	45%	85%
2. The forms I needed today and/or filed today were clear and easy to understand.	0	0%	4	20%	0	0%	6	30%	10	50%	80%
3. I felt safe in the courthouse/court facility.	1	5%	2	10%	1	5%	6	30%	10	50%	80%
4. Despite a physical disability, I was able to conduct my court business today.	1	7%	1	7%	1	7%	3	21%	8	57%	79%
5. I was able to receive the interpreting services I needed today.	1	7%	1	7%	1	7%	4	29%	7	50%	79%
6. I was able to get my court business done in a reasonable amount of time today.	3	16%	0	0%	1	5%	8	42%	7	37%	79%
7. Court staff paid attention to my needs.	2	10%	0	0%	1	5%	7	35%	10	50%	85%
8. I was treated with courtesy and respect by court staff.	1	5%	1	5%	1	5%	5	25%	12	60%	85%
9. I was treated with courtesy and respect by uniformed court security.	0	0%	0	0%	1	6%	4	22%	13	72%	94%
10. I easily found the courtroom or office I needed.	1	5%	1	5%	1	5%	9	45%	8	40%	85%
11. The court's website was useful.	0	0%	0	0%	2	15%	4	31%	7	54%	85%
12. The court's hours of operation made it easy for me to do my business.	1	5%	0	0%	3	16%	6	32%	9	47%	79%
13. The way my case was handled by the judge/hearing officer/other was fair.	1	7%	1	7%	1	7%	5	33%	7	47%	80%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	2	13%	0	0%	2	13%	5	31%	7	44%	75%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	2	12%	0	0%	0	0%	8	47%	7	41%	88%
16. The judge/hearing officer/other explained the reason for his or her decision.	2	13%	0	0%	1	7%	5	33%	7	47%	80%
17. I understand what happened in court/the session.	1	6%	1	6%	0	0%	5	31%	9	56%	88%
18. I was treated the same as everyone else.	2	12%	0	0%	0	0%	6	35%	9	53%	88%
19. As I leave the court, I know what to do next in my case.	1	6%	0	0%	1	6%	5	29%	10	59%	88%

Percent That Agree or Strongly Agree



**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**Somerset County**  
**Please select the description that best describes you: law enforcement officer**

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

**Percent That Agree or Strongly Agree**

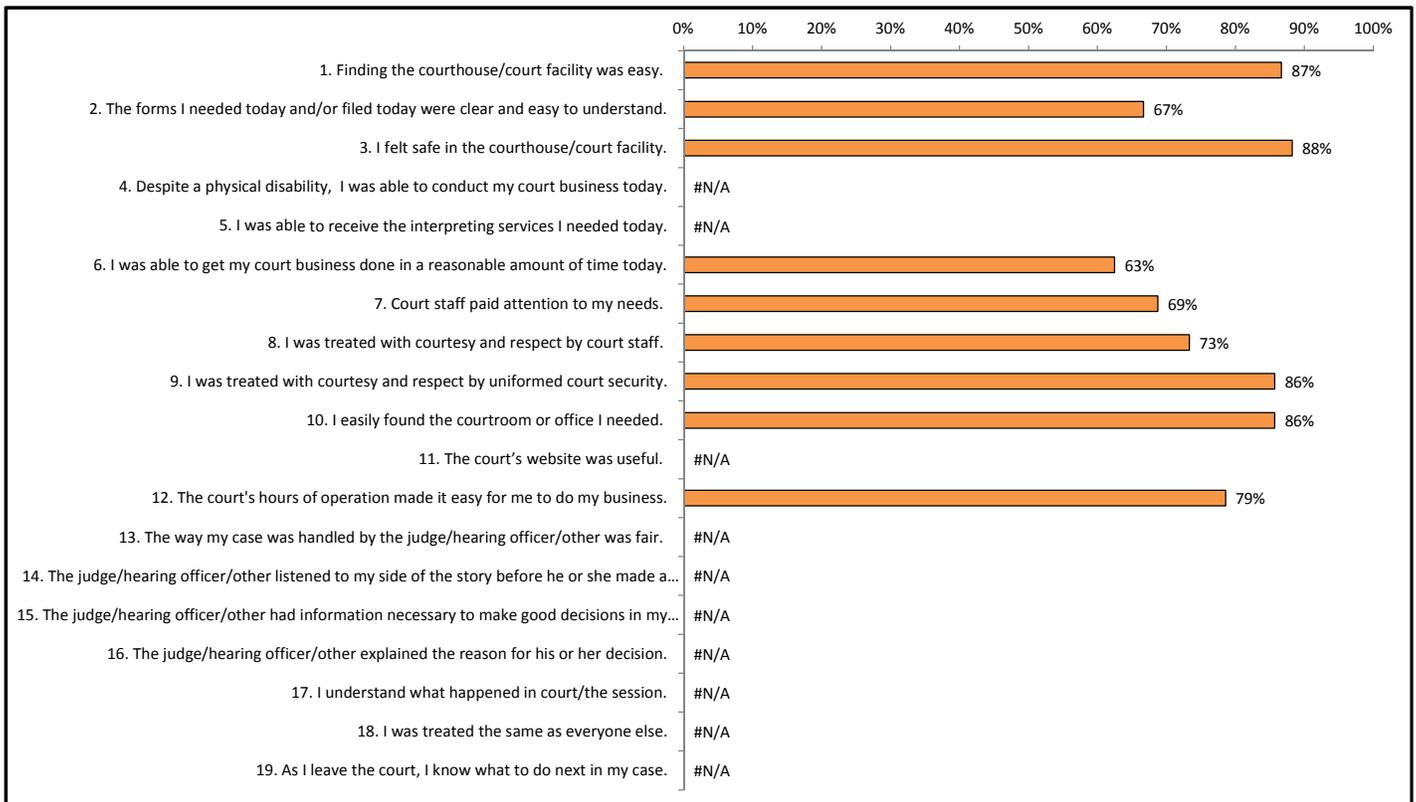


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**Somerset County**  
Please select the description that best describes you: Public Defender/staff

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	1	7%	0	0%	1	7%	6	40%	7	47%	87%
2. The forms I needed today and/or filed today were clear and easy to understand.	2	17%	2	17%	0	0%	4	33%	4	33%	67%
3. I felt safe in the courthouse/court facility.	0	0%	1	6%	1	6%	7	41%	8	47%	88%
4. Despite a physical disability, I was able to conduct my court business today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
5. I was able to receive the interpreting services I needed today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
6. I was able to get my court business done in a reasonable amount of time today.	0	0%	2	13%	4	25%	3	19%	7	44%	63%
7. Court staff paid attention to my needs.	0	0%	1	6%	4	25%	7	44%	4	25%	69%
8. I was treated with courtesy and respect by court staff.	0	0%	2	13%	2	13%	5	33%	6	40%	73%
9. I was treated with courtesy and respect by uniformed court security.	0	0%	1	7%	1	7%	6	43%	6	43%	86%
10. I easily found the courtroom or office I needed.	0	0%	2	14%	0	0%	6	43%	6	43%	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.	0	0%	2	14%	1	7%	6	43%	5	36%	79%
13. The way my case was handled by the judge/hearing officer/other was fair.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
16. The judge/hearing officer/other explained the reason for his or her decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
17. I understand what happened in court/the session.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
18. I was treated the same as everyone else.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
19. As I leave the court, I know what to do next in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A

**Percent That Agree or Strongly Agree**



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

**Percent That Agree or Strongly Agree**

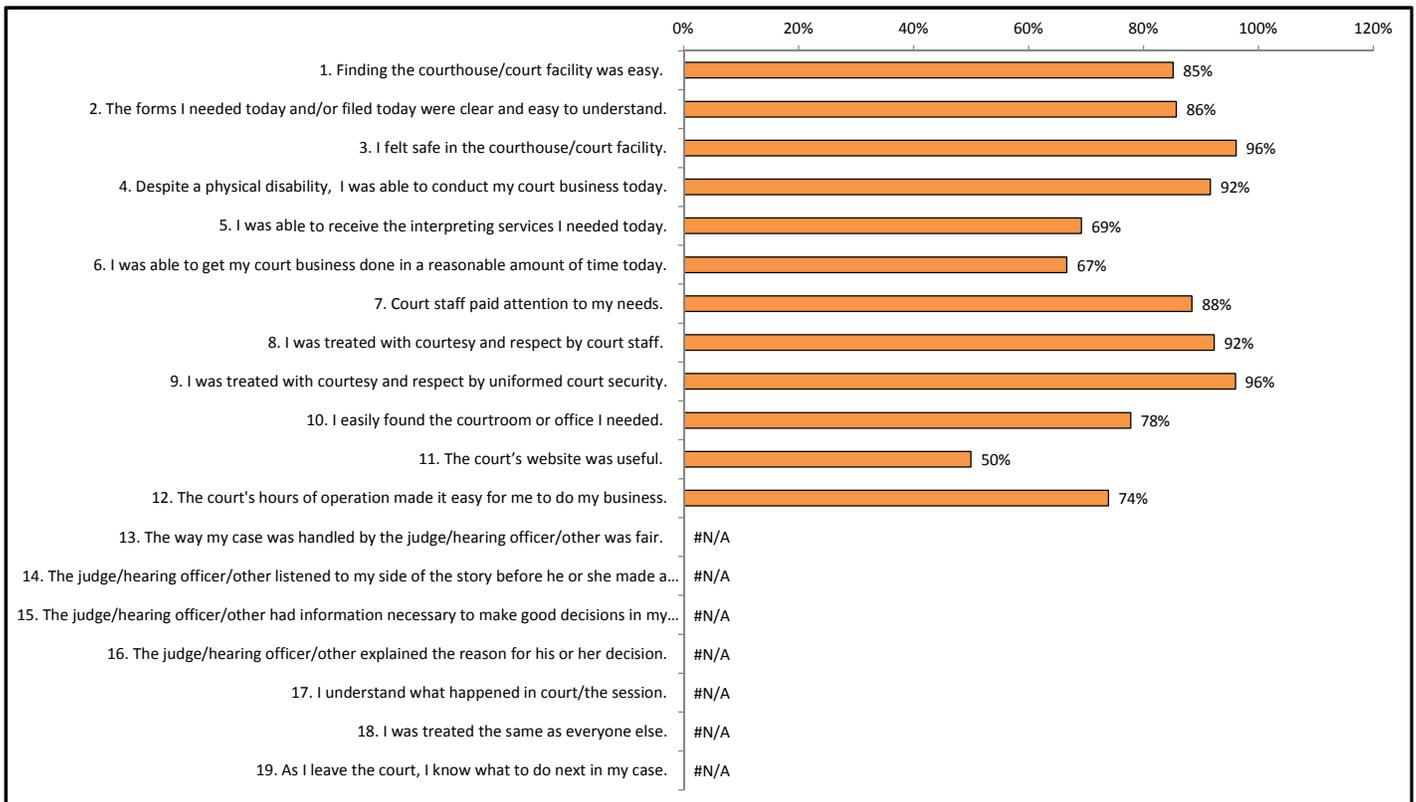


Note: #N/A indicates that less than 10 people responded in the category shown in the table or graph.

**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**Somerset 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.	0	0%	3	11%	1	4%	7	26%	16	59%	85%
2. The forms I needed today and/or filed today were clear and easy to understand.	0	0%	2	10%	1	5%	11	52%	7	33%	86%
3. I felt safe in the courthouse/court facility.	1	4%	0	0%	0	0%	7	27%	18	69%	96%
4. Despite a physical disability, I was able to conduct my court business today.	1	8%	0	0%	0	0%	6	50%	5	42%	92%
5. I was able to receive the interpreting services I needed today.	1	8%	0	0%	3	23%	3	23%	6	46%	69%
6. I was able to get my court business done in a reasonable amount of time today.	3	13%	2	8%	3	13%	8	33%	8	33%	67%
7. Court staff paid attention to my needs.	2	8%	0	0%	1	4%	10	38%	13	50%	88%
8. I was treated with courtesy and respect by court staff.	1	4%	0	0%	1	4%	8	31%	16	62%	92%
9. I was treated with courtesy and respect by uniformed court security.	0	0%	0	0%	1	4%	9	36%	15	60%	96%
10. I easily found the courtroom or office I needed.	1	4%	3	11%	2	7%	8	30%	13	48%	78%
11. The court's website was useful.	1	8%	1	8%	4	33%	3	25%	3	25%	50%
12. The court's hours of operation made it easy for me to do my business.	1	4%	1	4%	4	17%	7	30%	10	43%	74%
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

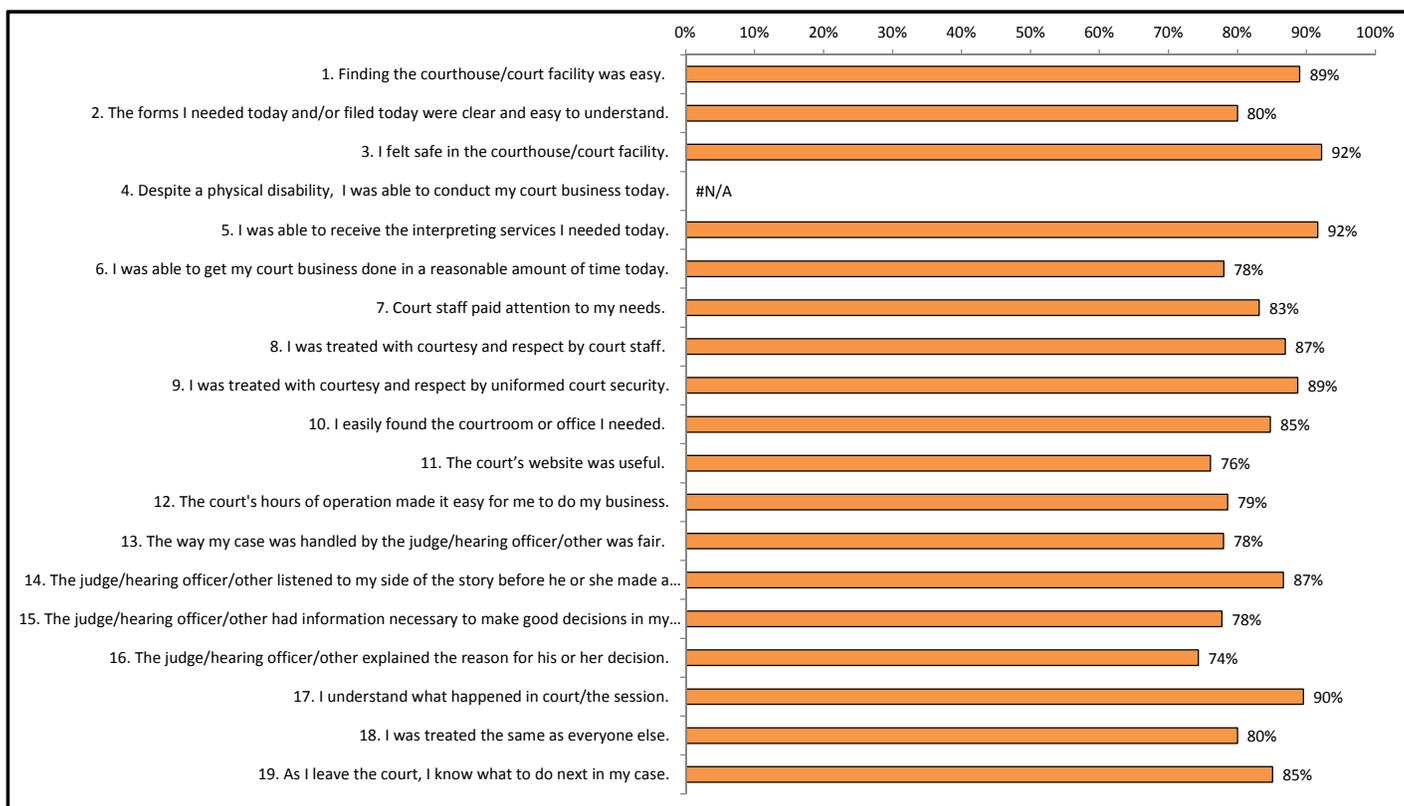
**Percent That Agree or Strongly Agree**



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.	5	5%	1	1%	4	4%	25	27%	56	62%	89%
2. The forms I needed today and/or filed today were clear and easy to understand.	4	7%	2	4%	5	9%	10	18%	34	62%	80%
3. I felt safe in the courthouse/court facility.	5	6%	0	0%	2	2%	14	16%	69	77%	92%
4. Despite a physical disability, I was able to conduct my court business today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
5. I was able to receive the interpreting services I needed today.	0	0%	0	0%	1	8%	3	25%	8	67%	92%
6. I was able to get my court business done in a reasonable amount of time today.	8	9%	7	8%	5	5%	15	16%	56	62%	78%
7. Court staff paid attention to my needs.	10	11%	0	0%	5	6%	14	16%	60	67%	83%
8. I was treated with courtesy and respect by court staff.	9	10%	0	0%	3	3%	15	16%	65	71%	87%
9. I was treated with courtesy and respect by uniformed court security.	8	9%	0	0%	2	2%	16	18%	63	71%	89%
10. I easily found the courtroom or office I needed.	7	8%	3	3%	4	4%	19	21%	59	64%	85%
11. The court's website was useful.	3	7%	3	7%	5	11%	10	22%	25	54%	76%
12. The court's hours of operation made it easy for me to do my business.	4	5%	3	4%	11	13%	24	29%	42	50%	79%
13. The way my case was handled by the judge/hearing officer/other was fair.	5	10%	1	2%	5	10%	11	22%	28	56%	78%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	4	9%	1	2%	1	2%	14	31%	25	56%	87%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	3	7%	3	7%	4	9%	10	22%	25	56%	78%
16. The judge/hearing officer/other explained the reason for his or her decision.	4	10%	3	8%	3	8%	10	26%	19	49%	74%
17. I understand what happened in court/the session.	3	6%	1	2%	1	2%	9	19%	34	71%	90%
18. I was treated the same as everyone else.	5	10%	1	2%	4	8%	11	22%	29	58%	80%
19. As I leave the court, I know what to do next in my case.	3	6%	2	4%	2	4%	11	23%	29	62%	85%

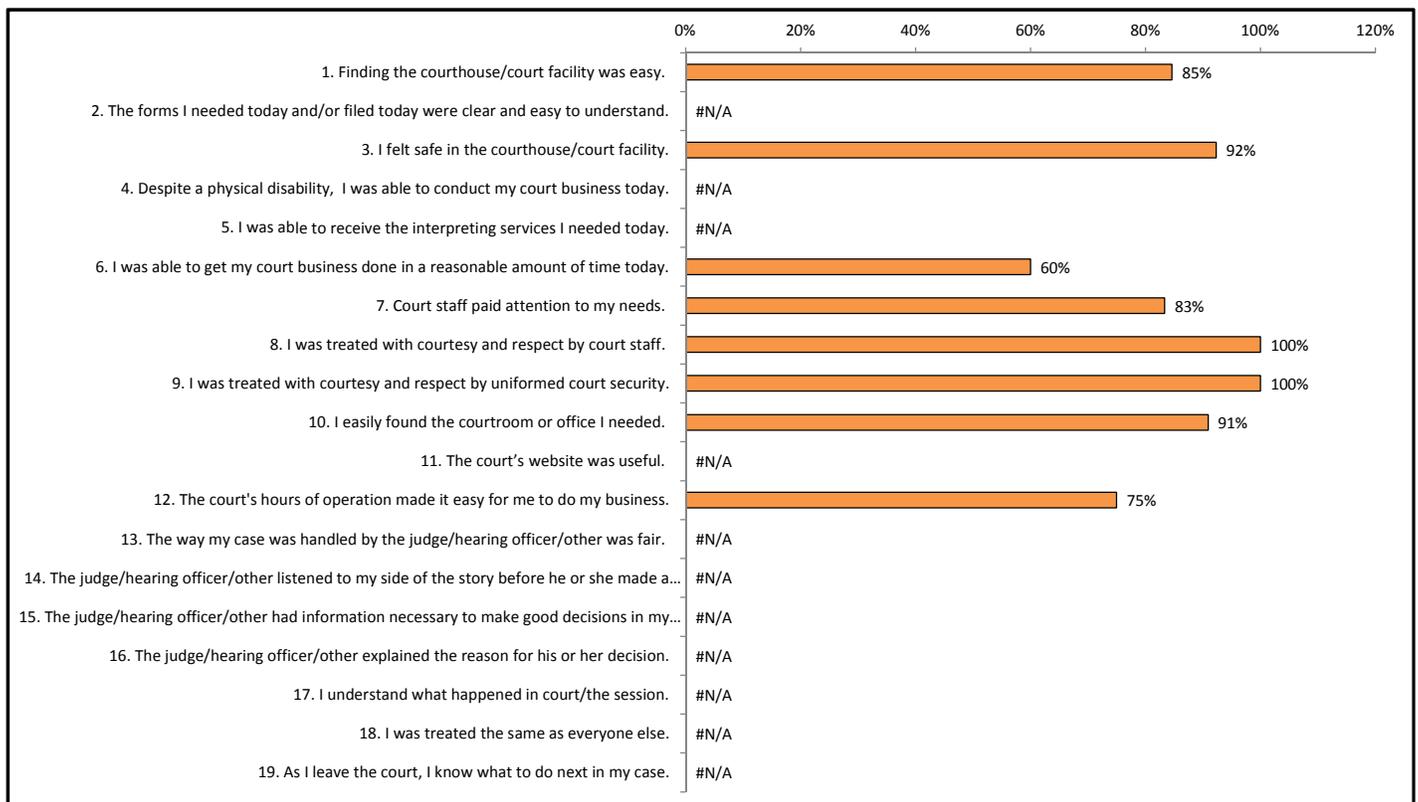
Percent That Agree or Strongly Agree



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.	0	0%	1	8%	1	8%	1	8%	10	77%	85%
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	8%	0	0%	0	0%	1	8%	11	85%	92%
4. Despite a physical disability, I was able to conduct my court business today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
5. I was able to receive the interpreting services I needed today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
6. I was able to get my court business done in a reasonable amount of time today.	1	10%	1	10%	2	20%	3	30%	3	30%	60%
7. Court staff paid attention to my needs.	0	0%	1	8%	1	8%	4	33%	6	50%	83%
8. I was treated with courtesy and respect by court staff.	0	0%	0	0%	0	0%	5	38%	8	62%	100%
9. I was treated with courtesy and respect by uniformed court security.	0	0%	0	0%	0	0%	3	23%	10	77%	100%
10. I easily found the courtroom or office I needed.	0	0%	1	9%	0	0%	1	9%	9	82%	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.	0	0%	0	0%	3	25%	2	17%	7	58%	75%
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

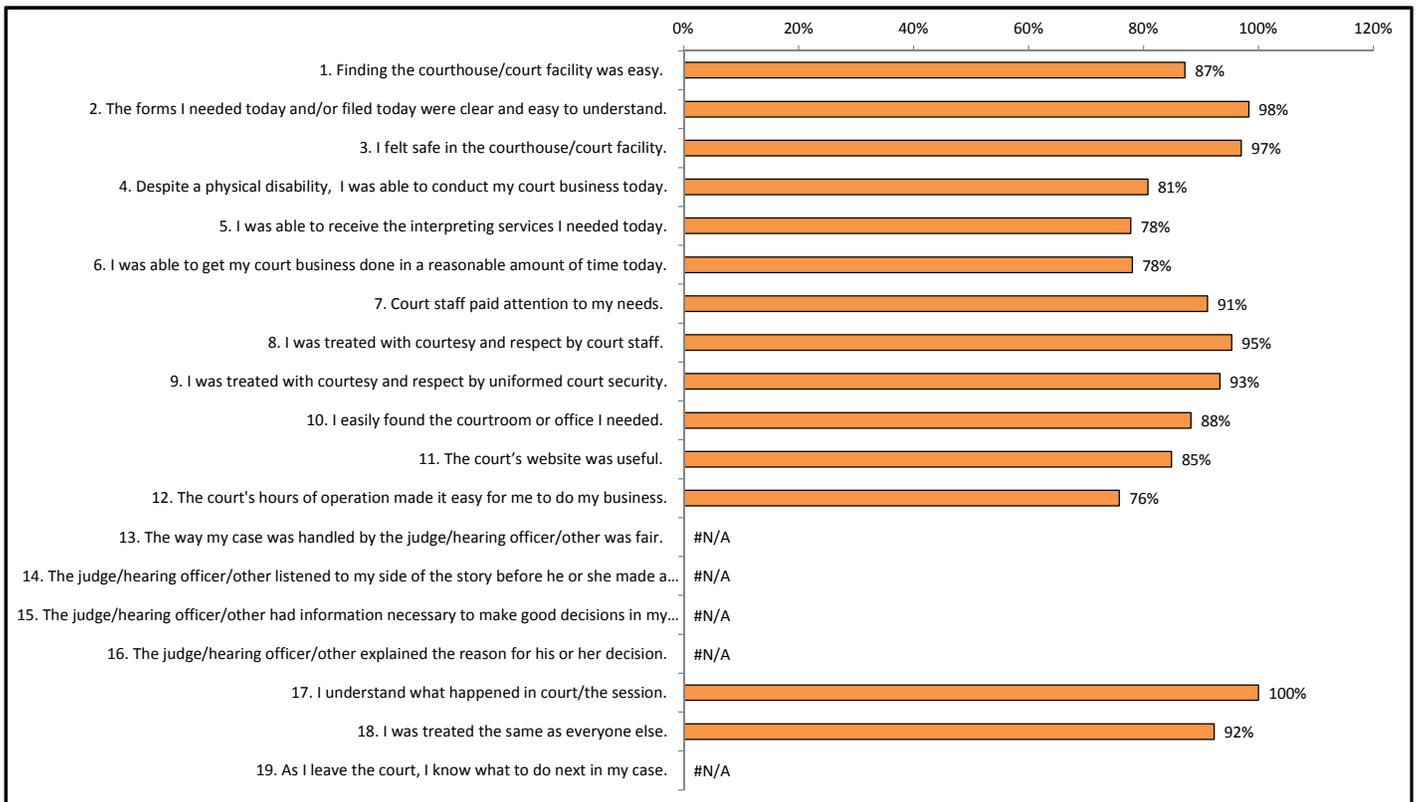


Somerset County

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.	3	2%	9	7%	5	4%	50	38%	66	50%	87%
2. The forms I needed today and/or filed today were clear and easy to understand.	1	1%	0	0%	1	1%	54	45%	64	53%	98%
3. I felt safe in the courthouse/court facility.	3	2%	0	0%	1	1%	36	27%	94	70%	97%
4. Despite a physical disability, I was able to conduct my court business today.	1	4%	0	0%	4	15%	12	46%	9	35%	81%
5. I was able to receive the interpreting services I needed today.	0	0%	0	0%	6	22%	14	52%	7	26%	78%
6. I was able to get my court business done in a reasonable amount of time today.	4	5%	3	4%	11	13%	27	33%	37	45%	78%
7. Court staff paid attention to my needs.	0	0%	1	1%	8	8%	39	38%	54	53%	91%
8. I was treated with courtesy and respect by court staff.	3	2%	0	0%	3	2%	32	25%	92	71%	95%
9. I was treated with courtesy and respect by uniformed court security.	2	2%	1	1%	5	4%	32	27%	80	67%	93%
10. I easily found the courtroom or office I needed.	6	5%	6	5%	3	2%	40	31%	73	57%	88%
11. The court's website was useful.	3	3%	5	5%	8	8%	38	36%	52	49%	85%
12. The court's hours of operation made it easy for me to do my business.	4	4%	9	9%	10	11%	27	28%	45	47%	76%
13. The way my case was handled by the judge/hearing officer/other was fair.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
16. The judge/hearing officer/other explained the reason for his or her decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
17. I understand what happened in court/the session.	0	0%	0	0%	0	0%	2	18%	9	82%	100%
18. I was treated the same as everyone else.	1	8%	0	0%	0	0%	2	15%	10	77%	92%
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

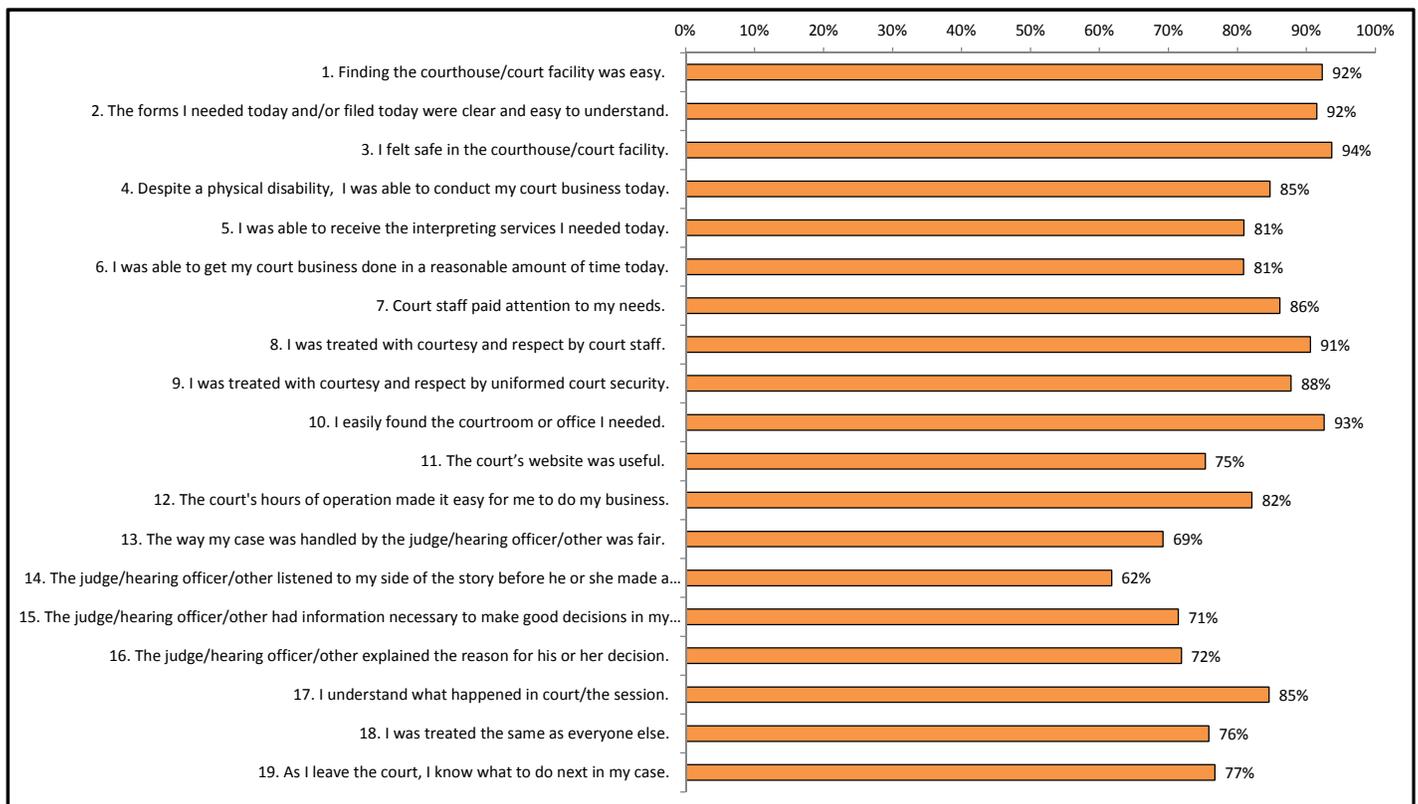


Somerset County

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.	5	3%	2	1%	4	3%	35	24%	97	68%	92%
2. The forms I needed today and/or filed today were clear and easy to understand.	5	4%	2	2%	3	3%	36	31%	72	61%	92%
3. I felt safe in the courthouse/court facility.	7	5%	2	1%	0	0%	31	22%	103	72%	94%
4. Despite a physical disability, I was able to conduct my court business today.	4	6%	1	1%	6	8%	22	31%	39	54%	85%
5. I was able to receive the interpreting services I needed today.	4	6%	3	5%	5	8%	18	29%	33	52%	81%
6. I was able to get my court business done in a reasonable amount of time today.	11	8%	6	5%	8	6%	31	24%	75	57%	81%
7. Court staff paid attention to my needs.	5	4%	4	3%	9	7%	38	29%	74	57%	86%
8. I was treated with courtesy and respect by court staff.	4	3%	1	1%	8	6%	35	25%	90	65%	91%
9. I was treated with courtesy and respect by uniformed court security.	7	5%	2	1%	8	6%	34	24%	88	63%	88%
10. I easily found the courtroom or office I needed.	5	4%	4	3%	1	1%	42	31%	83	61%	93%
11. The court's website was useful.	6	8%	4	5%	8	11%	18	25%	37	51%	75%
12. The court's hours of operation made it easy for me to do my business.	7	5%	6	4%	11	8%	36	27%	74	55%	82%
13. The way my case was handled by the judge/hearing officer/other was fair.	2	5%	2	5%	8	21%	5	13%	22	56%	69%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	2	6%	3	9%	8	24%	5	15%	16	47%	62%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	2	6%	2	6%	6	17%	8	23%	17	49%	71%
16. The judge/hearing officer/other explained the reason for his or her decision.	1	3%	2	6%	6	19%	7	22%	16	50%	72%
17. I understand what happened in court/the session.	1	3%	1	3%	4	10%	9	23%	24	62%	85%
18. I was treated the same as everyone else.	5	9%	2	3%	7	12%	9	16%	35	60%	76%
19. As I leave the court, I know what to do next in my case.	2	5%	1	2%	7	16%	9	21%	24	56%	77%

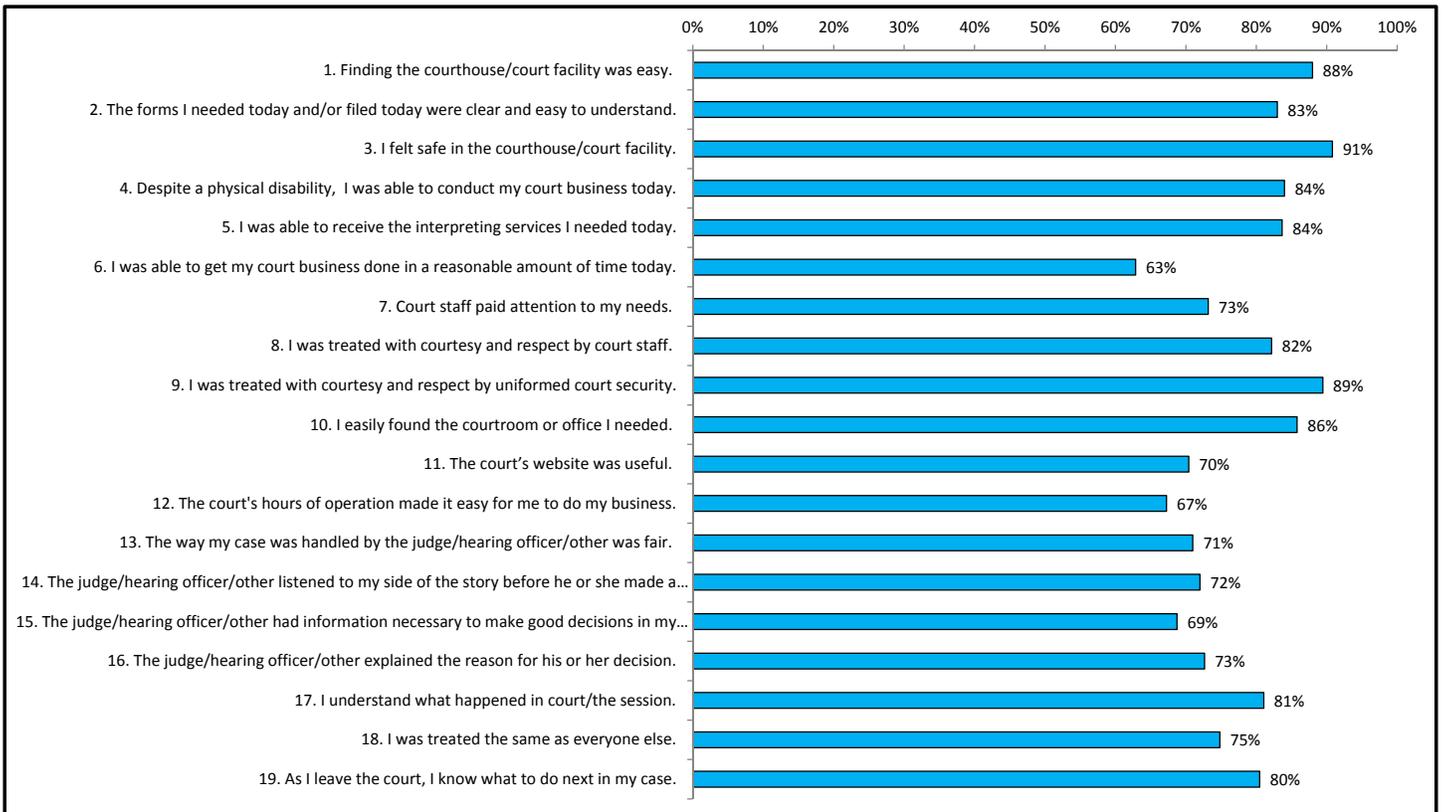
Percent That Agree or Strongly Agree



**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**Somerset 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.	6	3%	6	3%	10	5%	57	31%	104	57%	88%
2. The forms I needed today and/or filed today were clear and easy to understand.	4	3%	8	6%	12	9%	50	35%	67	48%	83%
3. I felt safe in the courthouse/court facility.	6	3%	4	2%	7	4%	46	25%	122	66%	91%
4. Despite a physical disability, I was able to conduct my court business today.	1	2%	1	2%	6	12%	19	38%	23	46%	84%
5. I was able to receive the interpreting services I needed today.	3	6%	1	2%	4	8%	14	29%	27	55%	84%
6. I was able to get my court business done in a reasonable amount of time today.	25	14%	22	13%	18	10%	41	23%	69	39%	63%
7. Court staff paid attention to my needs.	15	8%	11	6%	22	12%	54	30%	77	43%	73%
8. I was treated with courtesy and respect by court staff.	13	7%	11	6%	9	5%	52	28%	100	54%	82%
9. I was treated with courtesy and respect by uniformed court security.	10	6%	3	2%	6	3%	55	31%	106	59%	89%
10. I easily found the courtroom or office I needed.	7	4%	12	7%	7	4%	61	33%	96	52%	86%
11. The court's website was useful.	3	3%	4	4%	22	22%	30	31%	39	40%	70%
12. The court's hours of operation made it easy for me to do my business.	8	5%	12	7%	35	21%	46	27%	67	40%	67%
13. The way my case was handled by the judge/hearing officer/other was fair.	15	11%	10	8%	13	10%	40	31%	53	40%	71%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	14	11%	10	8%	11	9%	42	34%	48	38%	72%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	13	10%	10	8%	17	13%	41	32%	47	37%	69%
16. The judge/hearing officer/other explained the reason for his or her decision.	14	12%	8	7%	10	9%	42	36%	43	37%	73%
17. I understand what happened in court/the session.	7	5%	7	5%	11	8%	46	35%	61	46%	81%
18. I was treated the same as everyone else.	15	11%	3	2%	16	12%	46	34%	55	41%	75%
19. As I leave the court, I know what to do next in my case.	10	8%	3	2%	12	9%	44	34%	59	46%	80%

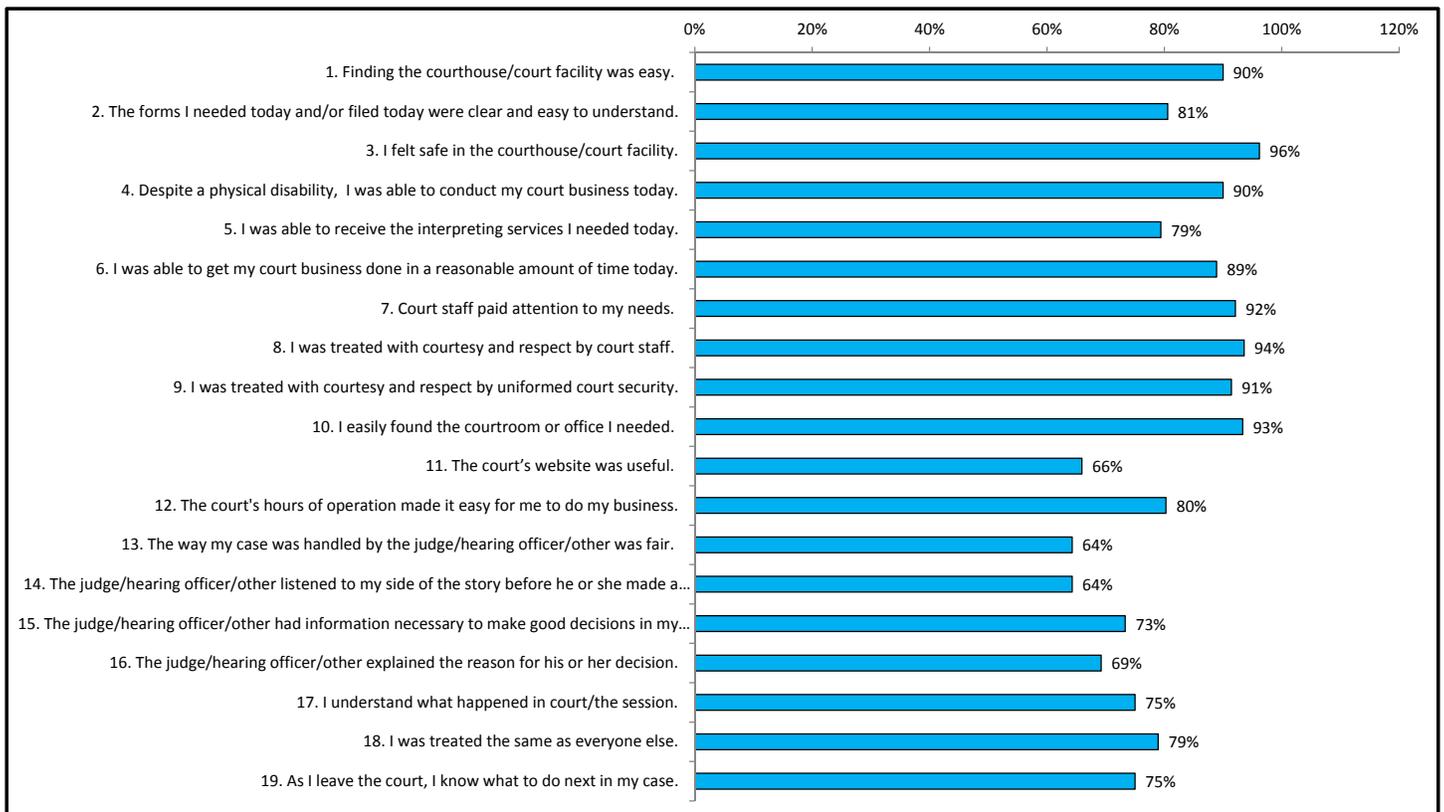
**Percent That Agree or Strongly Agree**



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.	1	1%	5	6%	2	3%	23	29%	49	61%	90%
2. The forms I needed today and/or filed today were clear and easy to understand.	2	3%	4	6%	8	11%	23	32%	35	49%	81%
3. I felt safe in the courthouse/court facility.	1	1%	0	0%	2	3%	19	24%	57	72%	96%
4. Despite a physical disability, I was able to conduct my court business today.	1	3%	0	0%	2	7%	12	40%	15	50%	90%
5. I was able to receive the interpreting services I needed today.	2	6%	0	0%	5	15%	13	38%	14	41%	79%
6. I was able to get my court business done in a reasonable amount of time today.	2	3%	3	4%	3	4%	25	35%	39	54%	89%
7. Court staff paid attention to my needs.	3	4%	1	1%	2	3%	20	26%	50	66%	92%
8. I was treated with courtesy and respect by court staff.	2	3%	1	1%	2	3%	20	26%	53	68%	94%
9. I was treated with courtesy and respect by uniformed court security.	2	3%	0	0%	4	6%	19	27%	45	64%	91%
10. I easily found the courtroom or office I needed.	2	3%	1	1%	2	3%	24	32%	46	61%	93%
11. The court's website was useful.	3	6%	3	6%	10	21%	12	26%	19	40%	66%
12. The court's hours of operation made it easy for me to do my business.	3	4%	1	1%	10	14%	23	32%	34	48%	80%
13. The way my case was handled by the judge/hearing officer/other was fair.	1	7%	0	0%	4	29%	2	14%	7	50%	64%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	0	0%	2	14%	3	21%	3	21%	6	43%	64%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	0	0%	1	7%	3	20%	4	27%	7	47%	73%
16. The judge/hearing officer/other explained the reason for his or her decision.	1	8%	1	8%	2	15%	3	23%	6	46%	69%
17. I understand what happened in court/the session.	1	6%	0	0%	3	19%	5	31%	7	44%	75%
18. I was treated the same as everyone else.	0	0%	1	5%	3	16%	4	21%	11	58%	79%
19. As I leave the court, I know what to do next in my case.	1	5%	0	0%	4	20%	4	20%	11	55%	75%

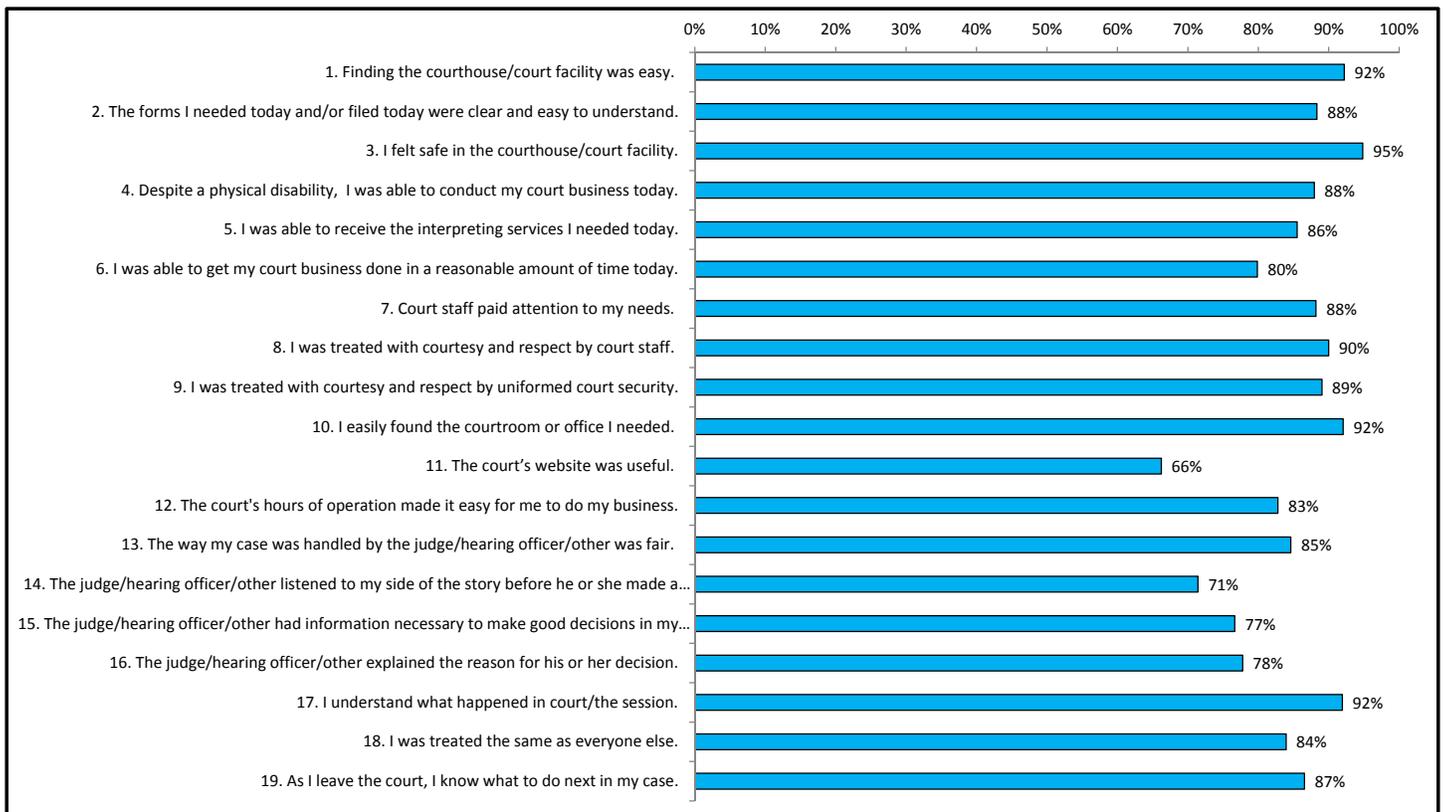
Percent That Agree or Strongly Agree



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.	5	3%	3	2%	4	3%	44	29%	98	64%	92%
2. The forms I needed today and/or filed today were clear and easy to understand.	7	5%	3	2%	6	4%	49	36%	72	53%	88%
3. I felt safe in the courthouse/court facility.	6	4%	0	0%	2	1%	50	32%	97	63%	95%
4. Despite a physical disability, I was able to conduct my court business today.	5	6%	0	0%	5	6%	35	42%	38	46%	88%
5. I was able to receive the interpreting services I needed today.	4	6%	1	1%	5	7%	30	43%	29	42%	86%
6. I was able to get my court business done in a reasonable amount of time today.	14	10%	3	2%	12	8%	48	33%	67	47%	80%
7. Court staff paid attention to my needs.	4	3%	2	1%	11	8%	56	39%	71	49%	88%
8. I was treated with courtesy and respect by court staff.	4	3%	1	1%	10	7%	50	33%	85	57%	90%
9. I was treated with courtesy and respect by uniformed court security.	5	3%	0	0%	12	8%	52	34%	86	55%	89%
10. I easily found the courtroom or office I needed.	7	5%	0	0%	5	3%	49	32%	90	60%	92%
11. The court's website was useful.	5	6%	3	4%	18	23%	18	23%	33	43%	66%
12. The court's hours of operation made it easy for me to do my business.	11	7%	6	4%	9	6%	54	36%	71	47%	83%
13. The way my case was handled by the judge/hearing officer/other was fair.	4	6%	2	3%	4	6%	19	29%	36	55%	85%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	3	5%	4	7%	9	16%	15	27%	25	45%	71%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	3	5%	3	5%	8	13%	19	32%	27	45%	77%
16. The judge/hearing officer/other explained the reason for his or her decision.	1	2%	3	6%	8	15%	15	28%	27	50%	78%
17. I understand what happened in court/the session.	1	2%	1	2%	3	5%	23	37%	34	55%	92%
18. I was treated the same as everyone else.	2	2%	5	6%	6	7%	18	22%	50	62%	84%
19. As I leave the court, I know what to do next in my case.	1	1%	1	1%	7	10%	19	28%	39	58%	87%

Percent That Agree or Strongly Agree



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

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

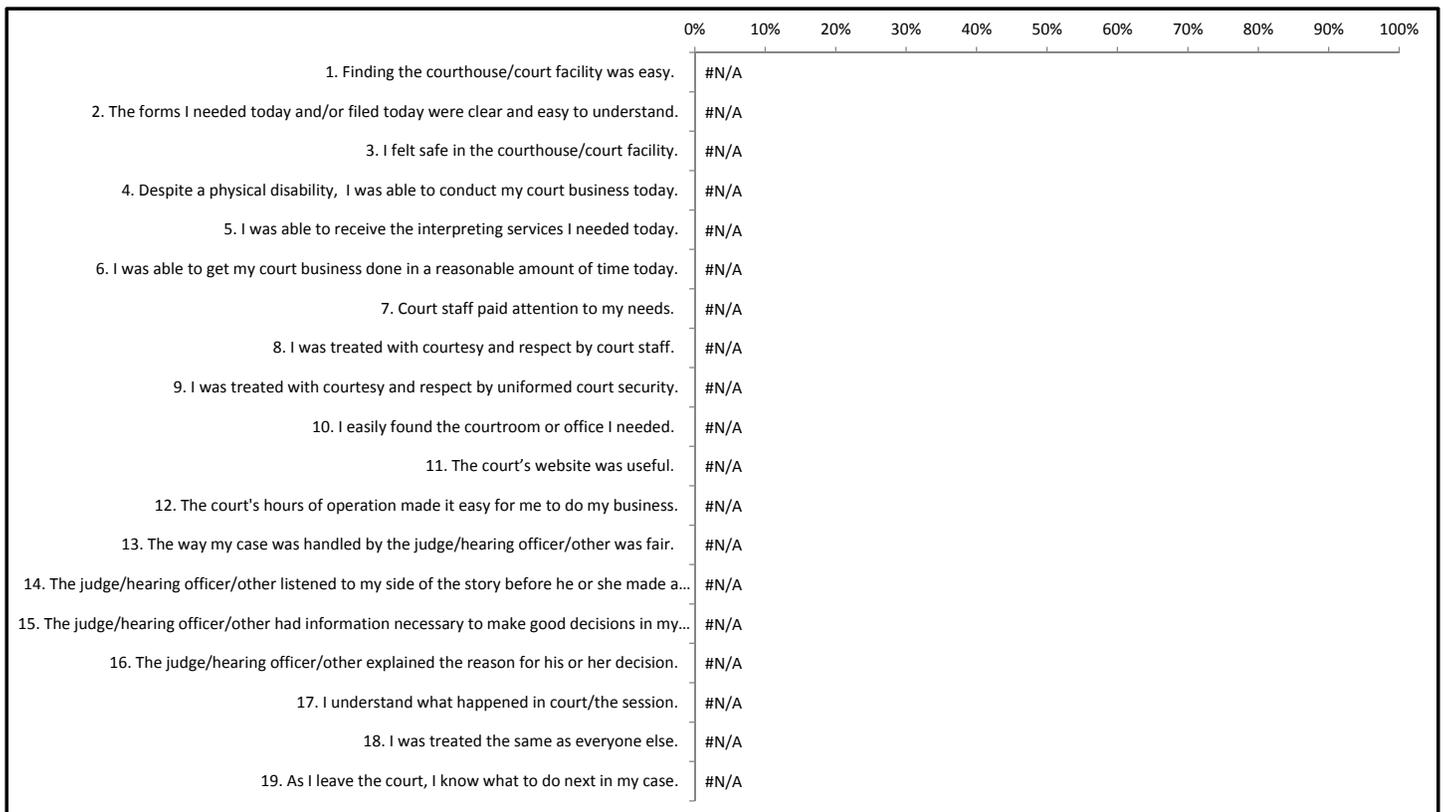
**Percent That Agree or Strongly Agree**



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

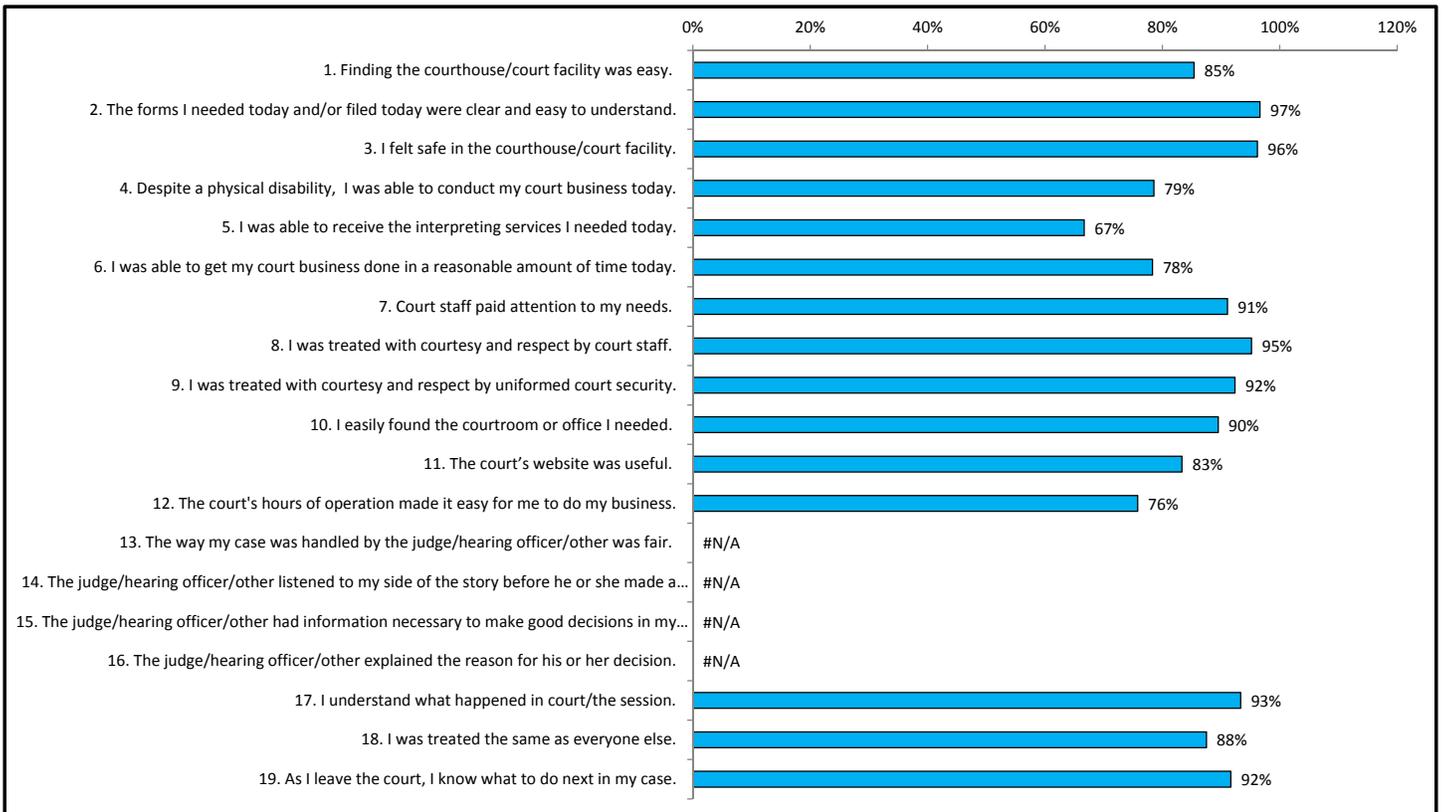


Somerset County

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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	4	3%	8	6%	7	5%	49	38%	62	48%	85%
2. The forms I needed today and/or filed today were clear and easy to understand.	1	1%	2	2%	1	1%	53	45%	62	52%	97%
3. I felt safe in the courthouse/court facility.	4	3%	0	0%	1	1%	38	29%	88	67%	96%
4. Despite a physical disability, I was able to conduct my court business today.	2	7%	0	0%	4	14%	13	46%	9	32%	79%
5. I was able to receive the interpreting services I needed today.	0	0%	1	3%	9	30%	13	43%	7	23%	67%
6. I was able to get my court business done in a reasonable amount of time today.	3	4%	3	4%	12	14%	30	36%	35	42%	78%
7. Court staff paid attention to my needs.	1	1%	1	1%	7	7%	42	42%	50	50%	91%
8. I was treated with courtesy and respect by court staff.	3	2%	0	0%	3	2%	32	26%	87	70%	95%
9. I was treated with courtesy and respect by uniformed court security.	2	2%	2	2%	5	4%	32	27%	77	65%	92%
10. I easily found the courtroom or office I needed.	5	4%	5	4%	3	2%	40	32%	71	57%	90%
11. The court's website was useful.	4	4%	5	5%	8	8%	37	36%	48	47%	83%
12. The court's hours of operation made it easy for me to do my business.	4	4%	9	9%	10	11%	29	31%	43	45%	76%
13. The way my case was handled by the judge/hearing officer/other was fair.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
16. The judge/hearing officer/other explained the reason for his or her decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
17. I understand what happened in court/the session.	0	0%	1	7%	0	0%	2	13%	12	80%	93%
18. I was treated the same as everyone else.	1	6%	0	0%	1	6%	4	25%	10	63%	88%
19. As I leave the court, I know what to do next in my case.	1	8%	0	0%	0	0%	3	25%	8	67%	92%

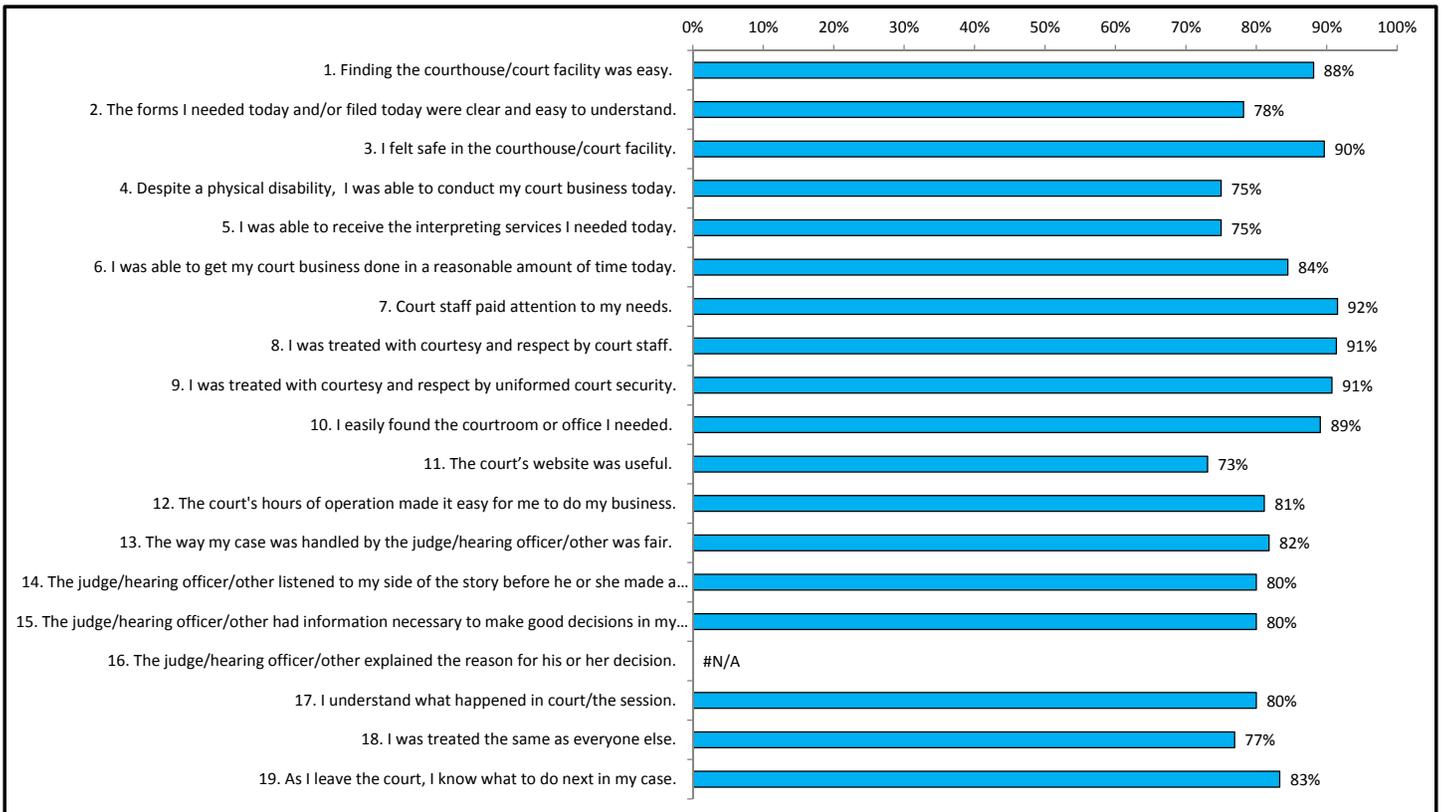
Percent That Agree or Strongly Agree



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.	4	7%	2	3%	1	2%	16	27%	36	61%	88%
2. The forms I needed today and/or filed today were clear and easy to understand.	4	7%	5	9%	3	5%	14	25%	29	53%	78%
3. I felt safe in the courthouse/court facility.	4	7%	0	0%	2	3%	10	17%	42	72%	90%
4. Despite a physical disability, I was able to conduct my court business today.	1	6%	1	6%	2	13%	4	25%	8	50%	75%
5. I was able to receive the interpreting services I needed today.	0	0%	2	13%	2	13%	4	25%	8	50%	75%
6. I was able to get my court business done in a reasonable amount of time today.	3	5%	1	2%	5	9%	14	24%	35	60%	84%
7. Court staff paid attention to my needs.	3	5%	1	2%	1	2%	12	20%	42	71%	92%
8. I was treated with courtesy and respect by court staff.	4	7%	0	0%	1	2%	9	16%	44	76%	91%
9. I was treated with courtesy and respect by uniformed court security.	4	7%	0	0%	1	2%	10	19%	39	72%	91%
10. I easily found the courtroom or office I needed.	3	5%	1	2%	2	4%	12	22%	37	67%	89%
11. The court's website was useful.	3	12%	1	4%	3	12%	8	31%	11	42%	73%
12. The court's hours of operation made it easy for me to do my business.	2	4%	4	8%	4	8%	14	26%	29	55%	81%
13. The way my case was handled by the judge/hearing officer/other was fair.	1	9%	0	0%	1	9%	6	55%	3	27%	82%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	1	10%	0	0%	1	10%	2	20%	6	60%	80%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	1	10%	0	0%	1	10%	3	30%	5	50%	80%
16. The judge/hearing officer/other explained the reason for his or her decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
17. I understand what happened in court/the session.	1	10%	0	0%	1	10%	3	30%	5	50%	80%
18. I was treated the same as everyone else.	1	8%	0	0%	2	15%	4	31%	6	46%	77%
19. As I leave the court, I know what to do next in my case.	1	8%	0	0%	1	8%	4	33%	6	50%	83%

Percent That Agree or Strongly Agree

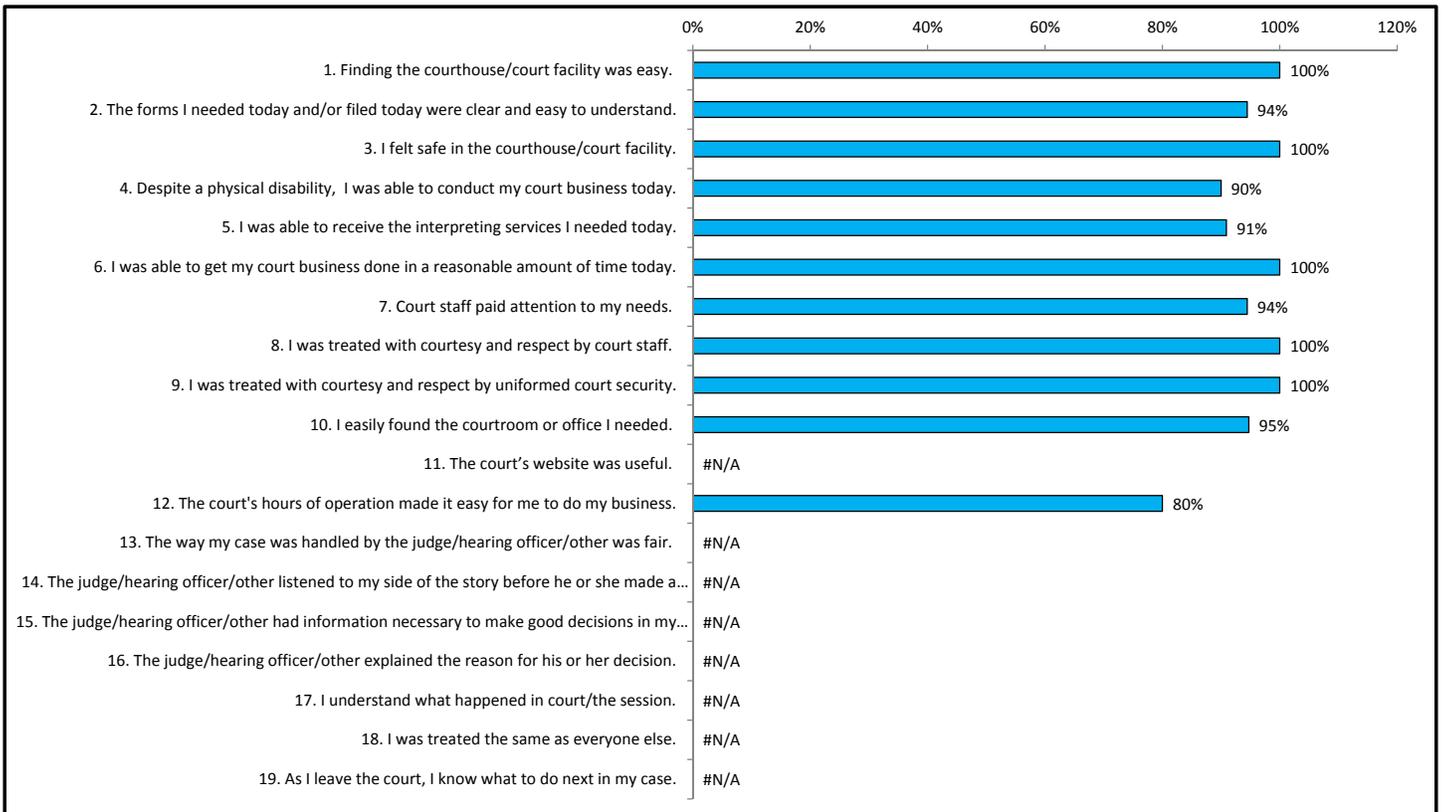


Somerset County

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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	0	0%	0	0%	0	0%	4	22%	14	78%	100%
2. The forms I needed today and/or filed today were clear and easy to understand.	1	6%	0	0%	0	0%	7	39%	10	56%	94%
3. I felt safe in the courthouse/court facility.	0	0%	0	0%	0	0%	3	15%	17	85%	100%
4. Despite a physical disability, I was able to conduct my court business today.	0	0%	0	0%	1	10%	2	20%	7	70%	90%
5. I was able to receive the interpreting services I needed today.	0	0%	0	0%	1	9%	4	36%	6	55%	91%
6. I was able to get my court business done in a reasonable amount of time today.	0	0%	0	0%	0	0%	6	32%	13	68%	100%
7. Court staff paid attention to my needs.	0	0%	1	6%	0	0%	6	33%	11	61%	94%
8. I was treated with courtesy and respect by court staff.	0	0%	0	0%	0	0%	6	33%	12	67%	100%
9. I was treated with courtesy and respect by uniformed court security.	0	0%	0	0%	0	0%	6	32%	13	68%	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.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
12. The court's hours of operation made it easy for me to do my business.	1	5%	1	5%	2	10%	8	40%	8	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

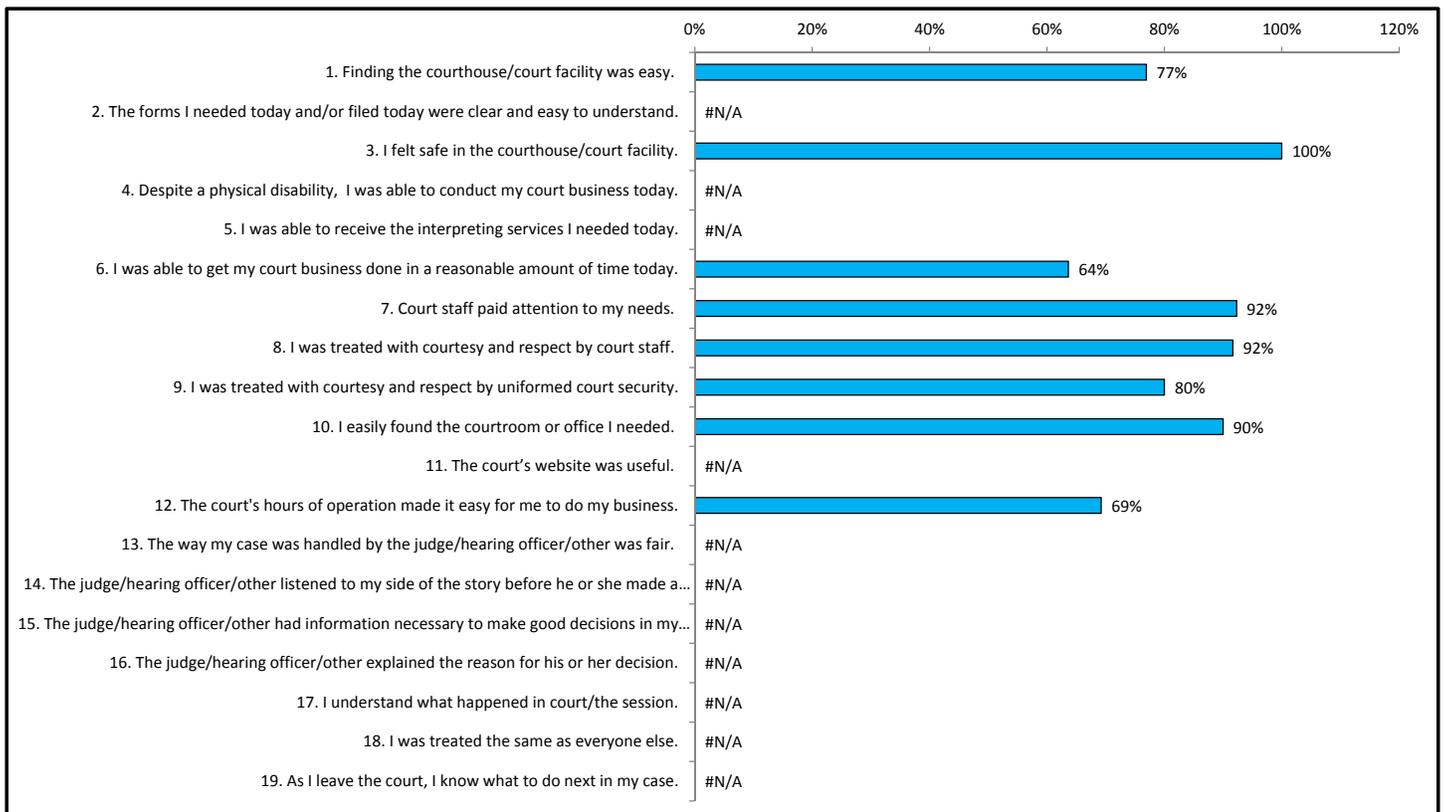
Percent That Agree or Strongly Agree



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.	0	0%	2	15%	1	8%	3	23%	7	54%	77%
2. The forms I needed today and/or filed today were clear and easy to understand.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
3. I felt safe in the courthouse/court facility.	0	0%	0	0%	0	0%	3	23%	10	77%	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.	3	27%	1	9%	0	0%	2	18%	5	45%	64%
7. Court staff paid attention to my needs.	1	8%	0	0%	0	0%	4	31%	8	62%	92%
8. I was treated with courtesy and respect by court staff.	1	8%	0	0%	0	0%	2	17%	9	75%	92%
9. I was treated with courtesy and respect by uniformed court security.	0	0%	1	10%	1	10%	3	30%	5	50%	80%
10. I easily found the courtroom or office I needed.	0	0%	1	10%	0	0%	4	40%	5	50%	90%
11. The court's website was useful.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
12. The court's hours of operation made it easy for me to do my business.	0	0%	2	15%	2	15%	4	31%	5	38%	69%
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

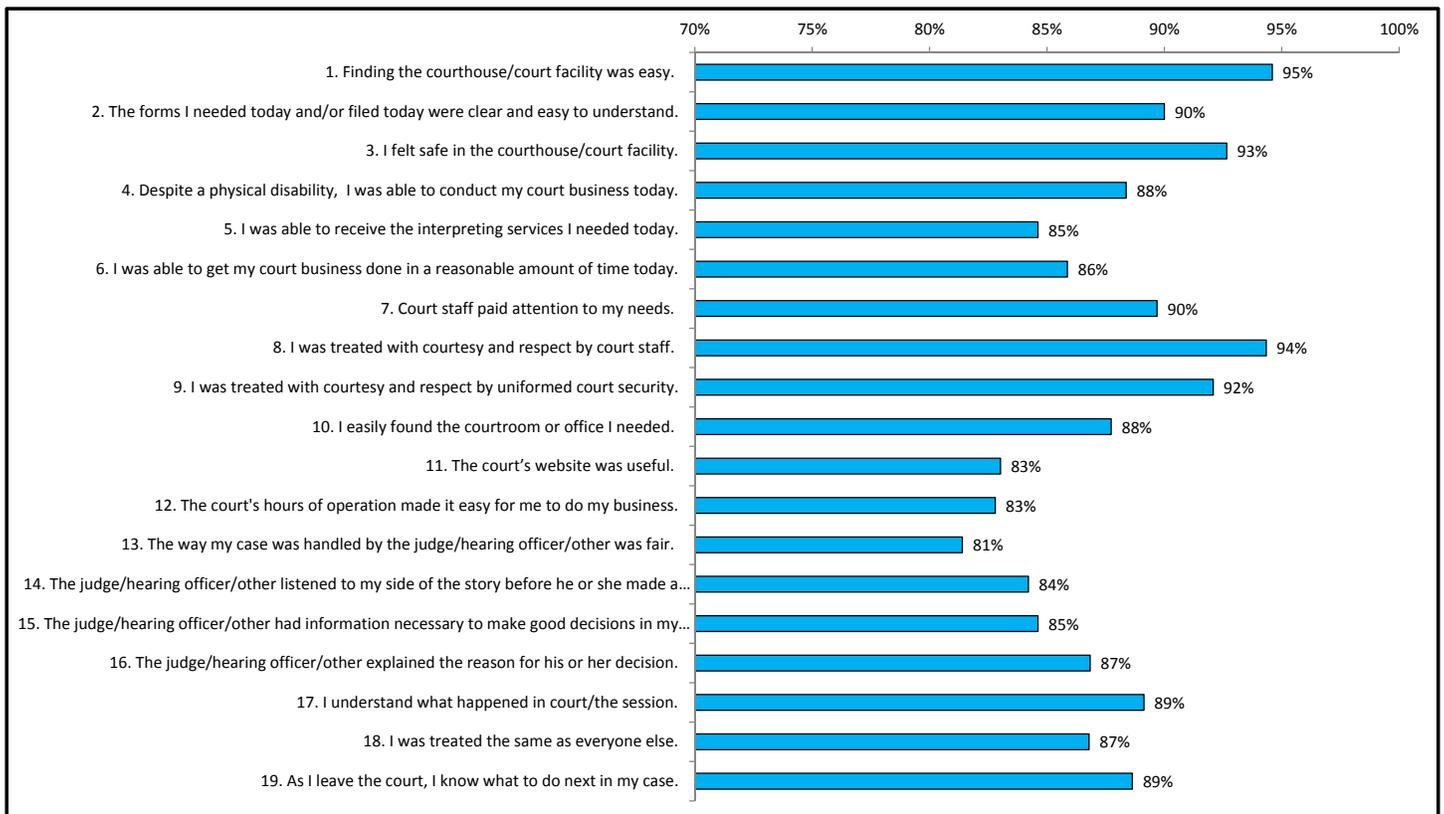
Percent That Agree or Strongly Agree



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.	3	3%	1	1%	2	2%	31	28%	74	67%	95%
2. The forms I needed today and/or filed today were clear and easy to understand.	1	1%	5	6%	2	3%	23	29%	49	61%	90%
3. I felt safe in the courthouse/court facility.	4	4%	3	3%	1	1%	23	21%	78	72%	93%
4. Despite a physical disability, I was able to conduct my court business today.	0	0%	2	5%	3	7%	15	35%	23	53%	88%
5. I was able to receive the interpreting services I needed today.	0	0%	3	8%	3	8%	13	33%	20	51%	85%
6. I was able to get my court business done in a reasonable amount of time today.	4	4%	4	4%	5	5%	27	29%	52	57%	86%
7. Court staff paid attention to my needs.	2	2%	3	3%	5	5%	26	27%	61	63%	90%
8. I was treated with courtesy and respect by court staff.	3	3%	2	2%	1	1%	30	28%	70	66%	94%
9. I was treated with courtesy and respect by uniformed court security.	2	2%	1	1%	5	5%	23	23%	70	69%	92%
10. I easily found the courtroom or office I needed.	4	4%	5	5%	4	4%	28	26%	65	61%	88%
11. The court's website was useful.	1	2%	4	8%	4	8%	17	32%	27	51%	83%
12. The court's hours of operation made it easy for me to do my business.	5	5%	3	3%	8	9%	25	27%	52	56%	83%
13. The way my case was handled by the judge/hearing officer/other was fair.	1	2%	2	5%	5	12%	11	26%	24	56%	81%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	2	5%	2	5%	2	5%	12	32%	20	53%	84%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	2	5%	2	5%	2	5%	13	33%	20	51%	85%
16. The judge/hearing officer/other explained the reason for his or her decision.	1	3%	1	3%	3	8%	14	37%	19	50%	87%
17. I understand what happened in court/the session.	0	0%	1	2%	4	9%	12	26%	29	63%	89%
18. I was treated the same as everyone else.	4	8%	2	4%	1	2%	13	25%	33	62%	87%
19. As I leave the court, I know what to do next in my case.	0	0%	2	5%	3	7%	15	34%	24	55%	89%

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.	2	5%	1	2%	2	5%	13	30%	26	59%	89%
2. The forms I needed today and/or filed today were clear and easy to understand.	2	5%	3	8%	5	13%	16	41%	13	33%	74%
3. I felt safe in the courthouse/court facility.	2	5%	2	5%	1	2%	14	32%	25	57%	89%
4. Despite a physical disability, I was able to conduct my court business today.	1	4%	1	4%	2	8%	11	46%	9	38%	83%
5. I was able to receive the interpreting services I needed today.	0	0%	2	10%	5	25%	8	40%	5	25%	65%
6. I was able to get my court business done in a reasonable amount of time today.	3	7%	2	5%	4	10%	17	41%	15	37%	78%
7. Court staff paid attention to my needs.	3	8%	1	3%	3	8%	20	50%	13	33%	83%
8. I was treated with courtesy and respect by court staff.	2	5%	3	7%	0	0%	16	38%	21	50%	88%
9. I was treated with courtesy and respect by uniformed court security.	1	3%	1	3%	1	3%	15	38%	22	55%	93%
10. I easily found the courtroom or office I needed.	3	7%	0	0%	2	5%	16	38%	21	50%	88%
11. The court's website was useful.	2	8%	0	0%	7	29%	8	33%	7	29%	63%
12. The court's hours of operation made it easy for me to do my business.	3	8%	2	5%	4	10%	16	40%	15	38%	78%
13. The way my case was handled by the judge/hearing officer/other was fair.	4	18%	2	9%	4	18%	8	36%	4	18%	55%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	3	14%	2	9%	3	14%	10	45%	4	18%	64%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	3	16%	1	5%	0	0%	11	58%	4	21%	79%
16. The judge/hearing officer/other explained the reason for his or her decision.	3	15%	3	15%	3	15%	7	35%	4	20%	55%
17. I understand what happened in court/the session.	1	4%	1	4%	2	8%	12	50%	8	33%	83%
18. I was treated the same as everyone else.	3	13%	0	0%	4	17%	12	50%	5	21%	71%
19. As I leave the court, I know what to do next in my case.	1	4%	0	0%	3	12%	10	40%	11	44%	84%

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.	1	4%	0	0%	2	7%	11	41%	13	48%	89%
2. The forms I needed today and/or filed today were clear and easy to understand.	1	5%	1	5%	1	5%	8	40%	9	45%	85%
3. I felt safe in the courthouse/court facility.	0	0%	2	7%	1	4%	9	32%	16	57%	89%
4. Despite a physical disability, I was able to conduct my court business today.	0	0%	1	8%	2	17%	4	33%	5	42%	75%
5. I was able to receive the interpreting services I needed today.	0	0%	1	8%	1	8%	5	42%	5	42%	83%
6. I was able to get my court business done in a reasonable amount of time today.	4	14%	3	11%	5	18%	10	36%	6	21%	57%
7. Court staff paid attention to my needs.	2	7%	1	4%	7	26%	10	37%	7	26%	63%
8. I was treated with courtesy and respect by court staff.	3	11%	2	7%	2	7%	12	43%	9	32%	75%
9. I was treated with courtesy and respect by uniformed court security.	0	0%	1	4%	1	4%	12	43%	14	50%	93%
10. I easily found the courtroom or office I needed.	0	0%	2	8%	1	4%	10	38%	13	50%	88%
11. The court's website was useful.	0	0%	1	6%	4	24%	6	35%	6	35%	71%
12. The court's hours of operation made it easy for me to do my business.	1	4%	1	4%	4	15%	11	41%	10	37%	78%
13. The way my case was handled by the judge/hearing officer/other was fair.	3	17%	2	11%	1	6%	7	39%	5	28%	67%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	3	17%	2	11%	1	6%	8	44%	4	22%	67%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	3	17%	1	6%	2	11%	8	44%	4	22%	67%
16. The judge/hearing officer/other explained the reason for his or her decision.	2	12%	1	6%	2	12%	9	53%	3	18%	71%
17. I understand what happened in court/the session.	1	5%	1	5%	5	26%	6	32%	6	32%	63%
18. I was treated the same as everyone else.	3	16%	1	5%	1	5%	7	37%	7	37%	74%
19. As I leave the court, I know what to do next in my case.	2	11%	1	6%	3	17%	7	39%	5	28%	67%

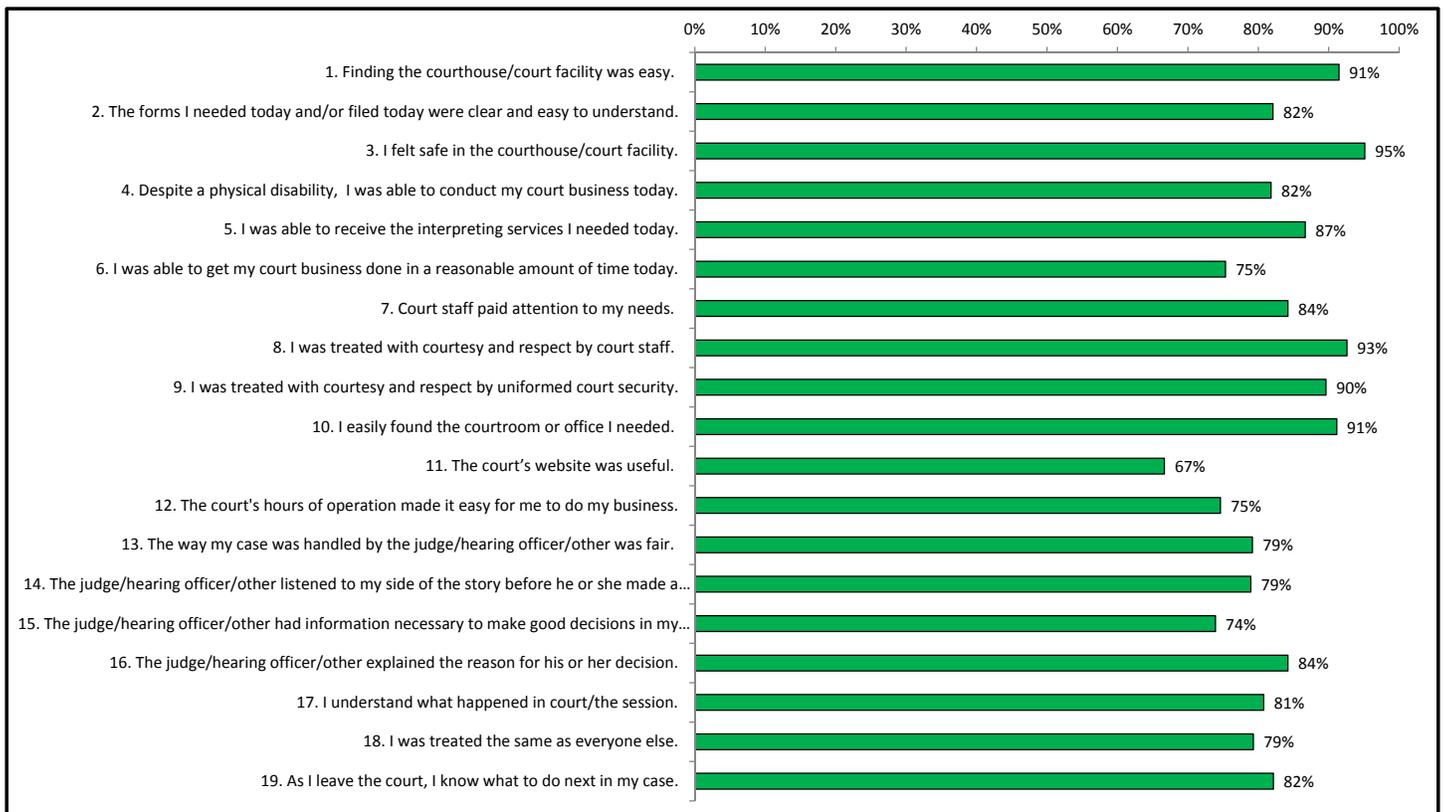
Percent That Agree or Strongly Agree



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	2%	3	4%	2	2%	18	22%	57	70%	91%
2. The forms I needed today and/or filed today were clear and easy to understand.	2	3%	7	10%	3	4%	13	19%	42	63%	82%
3. I felt safe in the courthouse/court facility.	2	2%	1	1%	1	1%	12	15%	66	80%	95%
4. Despite a physical disability, I was able to conduct my court business today.	0	0%	0	0%	2	18%	4	36%	5	45%	82%
5. I was able to receive the interpreting services I needed today.	1	7%	1	7%	0	0%	3	20%	10	67%	87%
6. I was able to get my court business done in a reasonable amount of time today.	6	8%	7	10%	5	7%	16	22%	39	53%	75%
7. Court staff paid attention to my needs.	5	7%	2	3%	5	7%	14	18%	50	66%	84%
8. I was treated with courtesy and respect by court staff.	4	5%	0	0%	2	2%	18	22%	57	70%	93%
9. I was treated with courtesy and respect by uniformed court security.	3	4%	0	0%	5	6%	16	21%	53	69%	90%
10. I easily found the courtroom or office I needed.	3	4%	3	4%	1	1%	17	22%	55	70%	91%
11. The court's website was useful.	5	14%	3	8%	4	11%	10	28%	14	39%	67%
12. The court's hours of operation made it easy for me to do my business.	2	3%	6	9%	9	13%	18	27%	32	48%	75%
13. The way my case was handled by the judge/hearing officer/other was fair.	1	4%	0	0%	4	17%	7	29%	12	50%	79%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	0	0%	1	5%	3	16%	5	26%	10	53%	79%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	1	4%	0	0%	5	22%	5	22%	12	52%	74%
16. The judge/hearing officer/other explained the reason for his or her decision.	1	5%	0	0%	2	11%	7	37%	9	47%	84%
17. I understand what happened in court/the session.	0	0%	1	4%	4	15%	6	23%	15	58%	81%
18. I was treated the same as everyone else.	0	0%	1	3%	5	17%	6	21%	17	59%	79%
19. As I leave the court, I know what to do next in my case.	0	0%	0	0%	5	18%	7	25%	16	57%	82%

Percent That Agree or Strongly Agree



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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	3	13%	0	0%	1	4%	7	29%	13	54%	83%
2. The forms I needed today and/or filed today were clear and easy to understand.	2	13%	0	0%	0	0%	4	27%	9	60%	87%
3. I felt safe in the courthouse/court facility.	3	13%	0	0%	0	0%	4	17%	17	71%	88%
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.	4	17%	1	4%	1	4%	1	4%	17	71%	75%
7. Court staff paid attention to my needs.	3	13%	1	4%	1	4%	5	21%	14	58%	79%
8. I was treated with courtesy and respect by court staff.	3	13%	1	4%	1	4%	4	17%	15	63%	79%
9. I was treated with courtesy and respect by uniformed court security.	3	14%	0	0%	1	5%	2	10%	15	71%	81%
10. I easily found the courtroom or office I needed.	3	13%	1	4%	0	0%	3	13%	17	71%	83%
11. The court's website was useful.	0	0%	0	0%	2	20%	1	10%	7	70%	80%
12. The court's hours of operation made it easy for me to do my business.	2	9%	1	5%	3	14%	3	14%	13	59%	73%
13. The way my case was handled by the judge/hearing officer/other was fair.	4	22%	1	6%	1	6%	4	22%	8	44%	67%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	3	18%	2	12%	0	0%	2	12%	10	59%	71%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	3	18%	1	6%	0	0%	2	12%	11	65%	76%
16. The judge/hearing officer/other explained the reason for his or her decision.	3	19%	1	6%	0	0%	5	31%	7	44%	75%
17. I understand what happened in court/the session.	3	17%	0	0%	0	0%	4	22%	11	61%	83%
18. I was treated the same as everyone else.	3	18%	1	6%	1	6%	3	18%	9	53%	71%
19. As I leave the court, I know what to do next in my case.	3	17%	0	0%	0	0%	4	22%	11	61%	83%

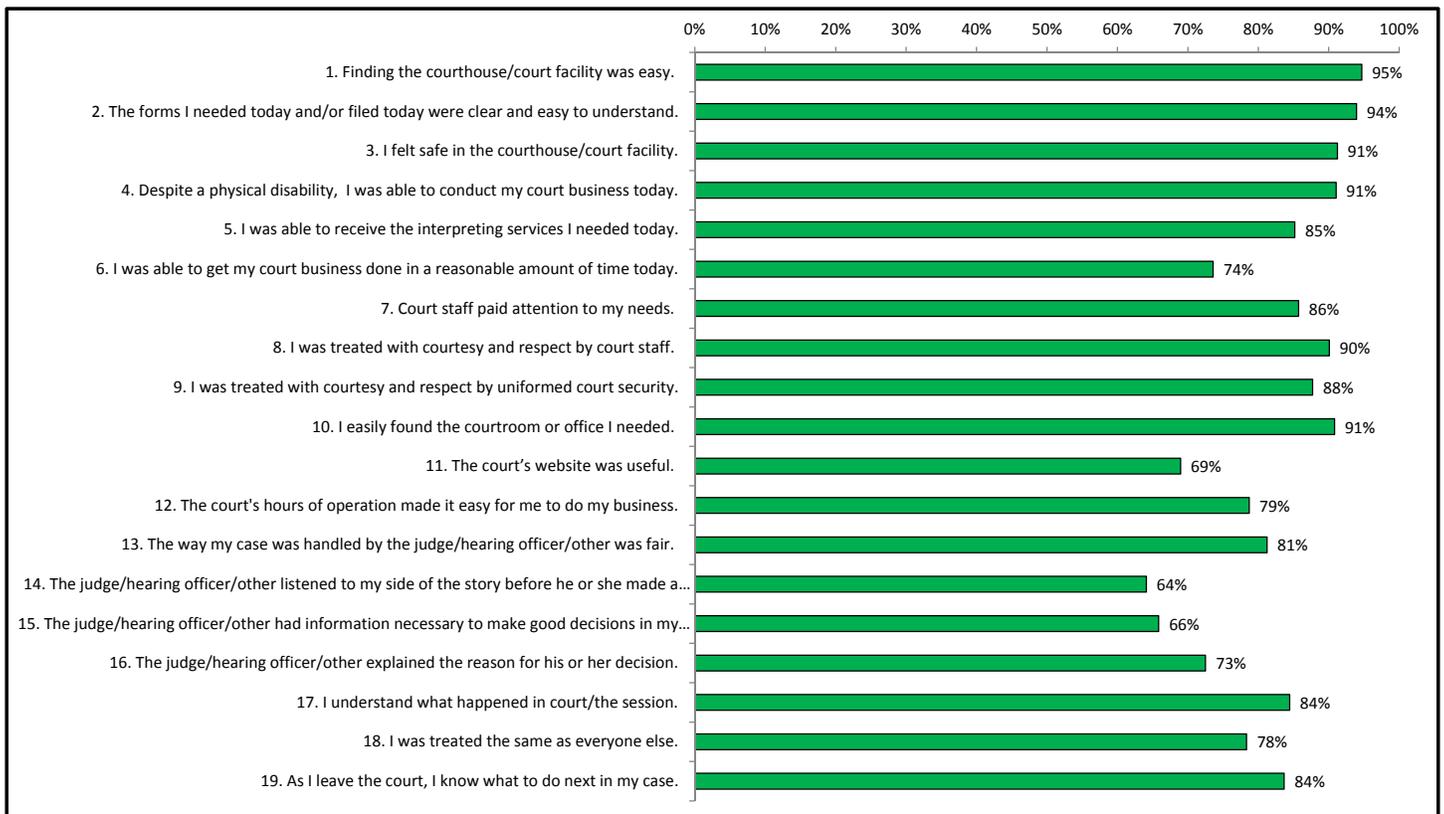
Percent That Agree or Strongly Agree



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.	5	4%	0	0%	1	1%	32	28%	75	66%	95%
2. The forms I needed today and/or filed today were clear and easy to understand.	5	5%	0	0%	1	1%	36	36%	57	58%	94%
3. I felt safe in the courthouse/court facility.	8	7%	1	1%	1	1%	32	28%	72	63%	91%
4. Despite a physical disability, I was able to conduct my court business today.	3	4%	0	0%	3	4%	29	43%	32	48%	91%
5. I was able to receive the interpreting services I needed today.	4	7%	1	2%	3	6%	23	43%	23	43%	85%
6. I was able to get my court business done in a reasonable amount of time today.	14	13%	4	4%	10	9%	31	29%	47	44%	74%
7. Court staff paid attention to my needs.	4	4%	2	2%	9	9%	38	36%	52	50%	86%
8. I was treated with courtesy and respect by court staff.	5	5%	0	0%	6	5%	33	30%	67	60%	90%
9. I was treated with courtesy and respect by uniformed court security.	6	5%	0	0%	8	7%	33	29%	67	59%	88%
10. I easily found the courtroom or office I needed.	6	6%	0	0%	4	4%	32	29%	67	61%	91%
11. The court's website was useful.	5	9%	2	3%	11	19%	14	24%	26	45%	69%
12. The court's hours of operation made it easy for me to do my business.	11	10%	5	5%	7	6%	34	31%	51	47%	79%
13. The way my case was handled by the judge/hearing officer/other was fair.	5	10%	1	2%	3	6%	9	19%	30	63%	81%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	3	8%	4	10%	7	18%	7	18%	18	46%	64%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	3	7%	3	7%	8	20%	9	22%	18	44%	66%
16. The judge/hearing officer/other explained the reason for his or her decision.	2	5%	2	5%	7	18%	10	25%	19	48%	73%
17. I understand what happened in court/the session.	2	4%	1	2%	4	9%	14	31%	24	53%	84%
18. I was treated the same as everyone else.	3	5%	5	8%	5	8%	9	15%	38	63%	78%
19. As I leave the court, I know what to do next in my case.	2	4%	2	4%	4	8%	12	24%	29	59%	84%

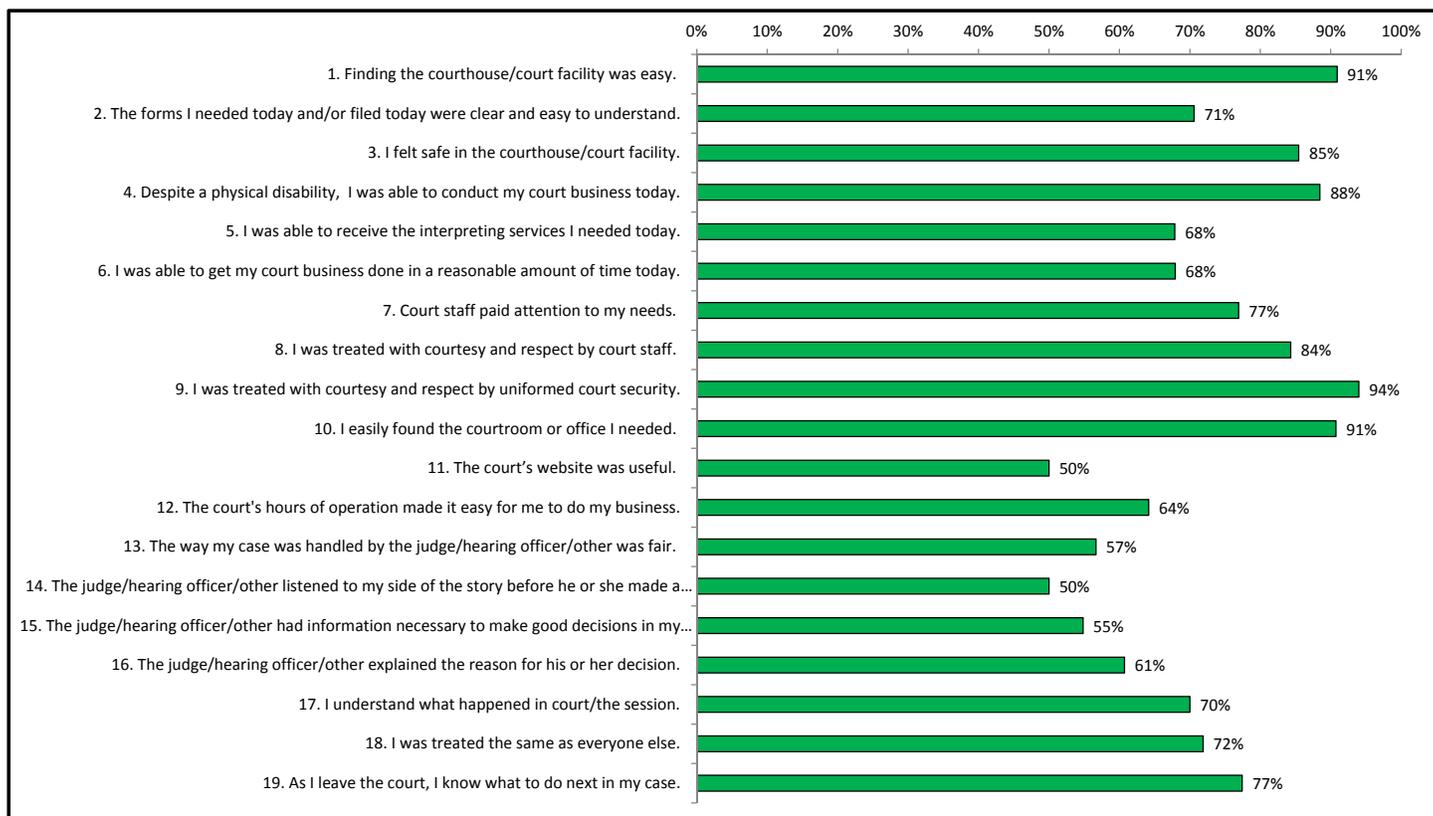
Percent That Agree or Strongly Agree



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	4%	2	4%	1	2%	20	36%	30	55%	91%
2. The forms I needed today and/or filed today were clear and easy to understand.	2	4%	8	16%	5	10%	21	41%	15	29%	71%
3. I felt safe in the courthouse/court facility.	2	4%	1	2%	5	9%	20	36%	27	49%	85%
4. Despite a physical disability, I was able to conduct my court business today.	2	8%	0	0%	1	4%	10	38%	13	50%	88%
5. I was able to receive the interpreting services I needed today.	2	7%	1	4%	6	21%	9	32%	10	36%	68%
6. I was able to get my court business done in a reasonable amount of time today.	8	15%	3	6%	6	11%	18	34%	18	34%	68%
7. Court staff paid attention to my needs.	5	10%	3	6%	4	8%	20	38%	20	38%	77%
8. I was treated with courtesy and respect by court staff.	4	8%	4	8%	0	0%	21	41%	22	43%	84%
9. I was treated with courtesy and respect by uniformed court security.	1	2%	0	0%	2	4%	20	40%	27	54%	94%
10. I easily found the courtroom or office I needed.	3	6%	2	4%	0	0%	24	44%	25	46%	91%
11. The court's website was useful.	4	13%	1	3%	10	33%	9	30%	6	20%	50%
12. The court's hours of operation made it easy for me to do my business.	6	11%	4	8%	9	17%	19	36%	15	28%	64%
13. The way my case was handled by the judge/hearing officer/other was fair.	6	20%	2	7%	5	17%	9	30%	8	27%	57%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	6	20%	4	13%	5	17%	7	23%	8	27%	50%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	5	16%	3	10%	6	19%	10	32%	7	23%	55%
16. The judge/hearing officer/other explained the reason for his or her decision.	5	18%	2	7%	4	14%	7	25%	10	36%	61%
17. I understand what happened in court/the session.	2	7%	2	7%	5	17%	9	30%	12	40%	70%
18. I was treated the same as everyone else.	4	13%	1	3%	4	13%	12	38%	11	34%	72%
19. As I leave the court, I know what to do next in my case.	2	6%	0	0%	5	16%	12	39%	12	39%	77%

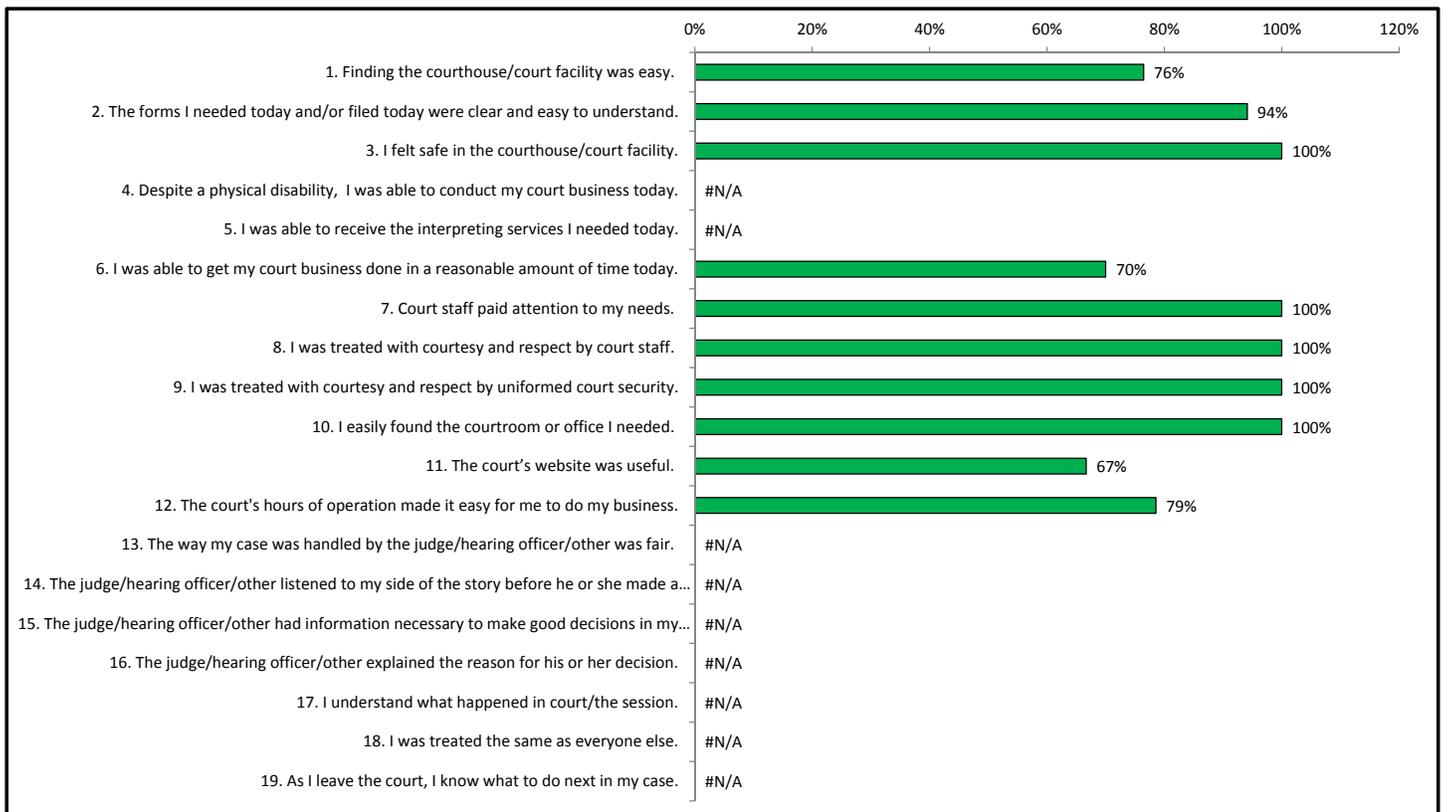
Percent That Agree or Strongly Agree



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.	0	0%	1	6%	3	18%	5	29%	8	47%	76%
2. The forms I needed today and/or filed today were clear and easy to understand.	0	0%	1	6%	0	0%	8	47%	8	47%	94%
3. I felt safe in the courthouse/court facility.	0	0%	0	0%	0	0%	6	35%	11	65%	100%
4. Despite a physical disability, I was able to conduct my court business today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
5. I was able to receive the interpreting services I needed today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
6. I was able to get my court business done in a reasonable amount of time today.	0	0%	1	10%	2	20%	2	20%	5	50%	70%
7. Court staff paid attention to my needs.	0	0%	0	0%	0	0%	7	47%	8	53%	100%
8. I was treated with courtesy and respect by court staff.	0	0%	0	0%	0	0%	5	31%	11	69%	100%
9. I was treated with courtesy and respect by uniformed court security.	0	0%	0	0%	0	0%	4	29%	10	71%	100%
10. I easily found the courtroom or office I needed.	0	0%	0	0%	0	0%	5	31%	11	69%	100%
11. The court's website was useful.	1	7%	2	13%	2	13%	3	20%	7	47%	67%
12. The court's hours of operation made it easy for me to do my business.	0	0%	1	7%	2	14%	2	14%	9	64%	79%
13. The way my case was handled by the judge/hearing officer/other was fair.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
16. The judge/hearing officer/other explained the reason for his or her decision.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
17. I understand what happened in court/the session.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
18. I was treated the same as everyone else.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
19. As I leave the court, I know what to do next in my case.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A

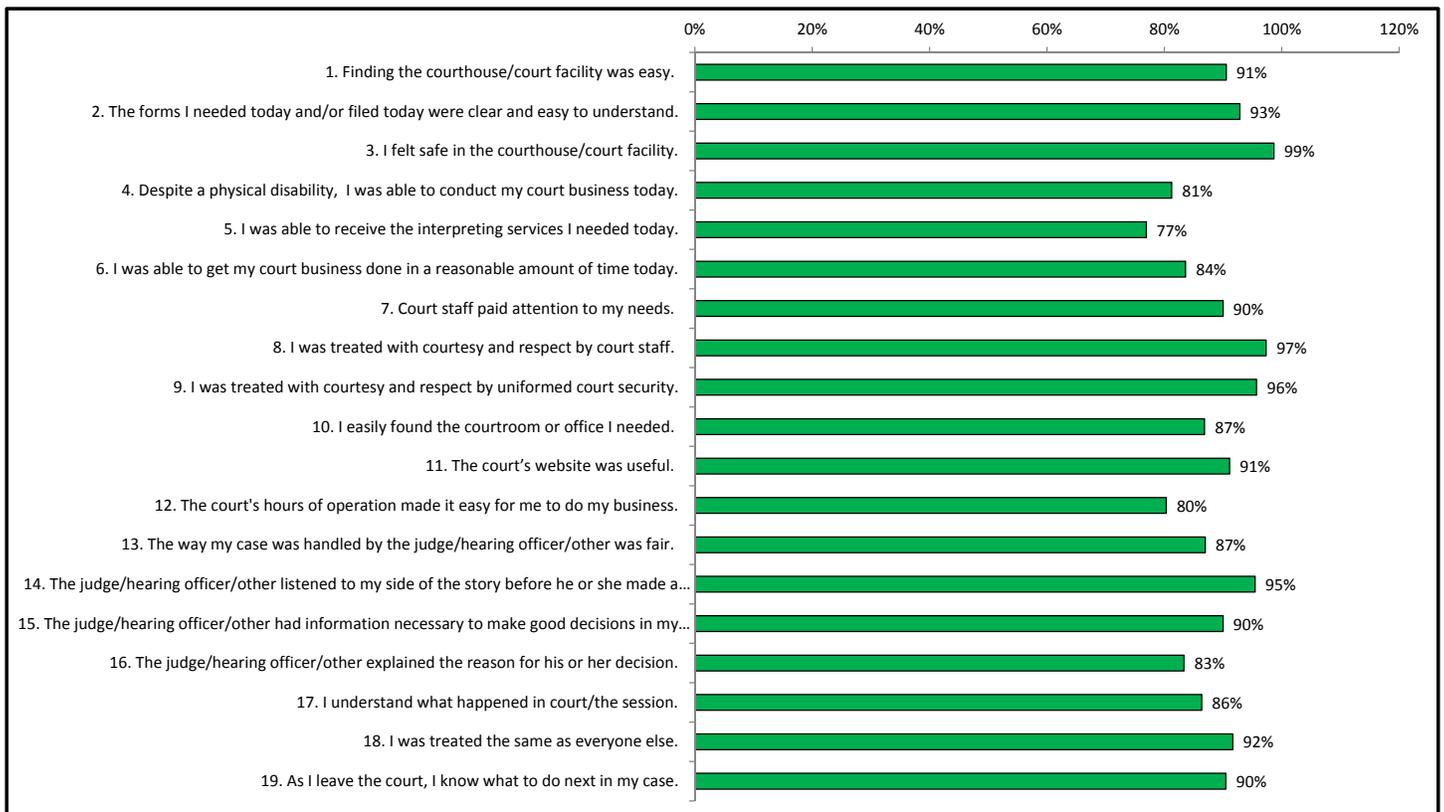
Percent That Agree or Strongly Agree



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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	0	0%	3	4%	4	5%	30	41%	37	50%	91%
2. The forms I needed today and/or filed today were clear and easy to understand.	0	0%	2	4%	2	4%	18	32%	34	61%	93%
3. I felt safe in the courthouse/court facility.	0	0%	0	0%	1	1%	21	28%	53	71%	99%
4. Despite a physical disability, I was able to conduct my court business today.	0	0%	0	0%	3	19%	6	38%	7	44%	81%
5. I was able to receive the interpreting services I needed today.	0	0%	0	0%	3	23%	4	31%	6	46%	77%
6. I was able to get my court business done in a reasonable amount of time today.	2	3%	1	2%	7	11%	17	28%	34	56%	84%
7. Court staff paid attention to my needs.	0	0%	0	0%	7	10%	17	24%	46	66%	90%
8. I was treated with courtesy and respect by court staff.	0	0%	0	0%	2	3%	15	20%	58	77%	97%
9. I was treated with courtesy and respect by uniformed court security.	0	0%	0	0%	3	4%	21	30%	46	66%	96%
10. I easily found the courtroom or office I needed.	0	0%	4	5%	6	8%	29	38%	37	49%	87%
11. The court's website was useful.	0	0%	2	4%	2	4%	22	49%	19	42%	91%
12. The court's hours of operation made it easy for me to do my business.	0	0%	6	10%	6	10%	23	38%	26	43%	80%
13. The way my case was handled by the judge/hearing officer/other was fair.	1	4%	0	0%	2	9%	6	26%	14	61%	87%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	0	0%	0	0%	1	5%	10	45%	11	50%	95%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	0	0%	1	5%	1	5%	7	35%	11	55%	90%
16. The judge/hearing officer/other explained the reason for his or her decision.	1	6%	2	11%	0	0%	6	33%	9	50%	83%
17. I understand what happened in court/the session.	0	0%	2	9%	1	5%	5	23%	14	64%	86%
18. I was treated the same as everyone else.	1	4%	0	0%	1	4%	8	33%	14	58%	92%
19. As I leave the court, I know what to do next in my case.	0	0%	1	5%	1	5%	6	29%	13	62%	90%

Percent That Agree or Strongly Agree



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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	#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

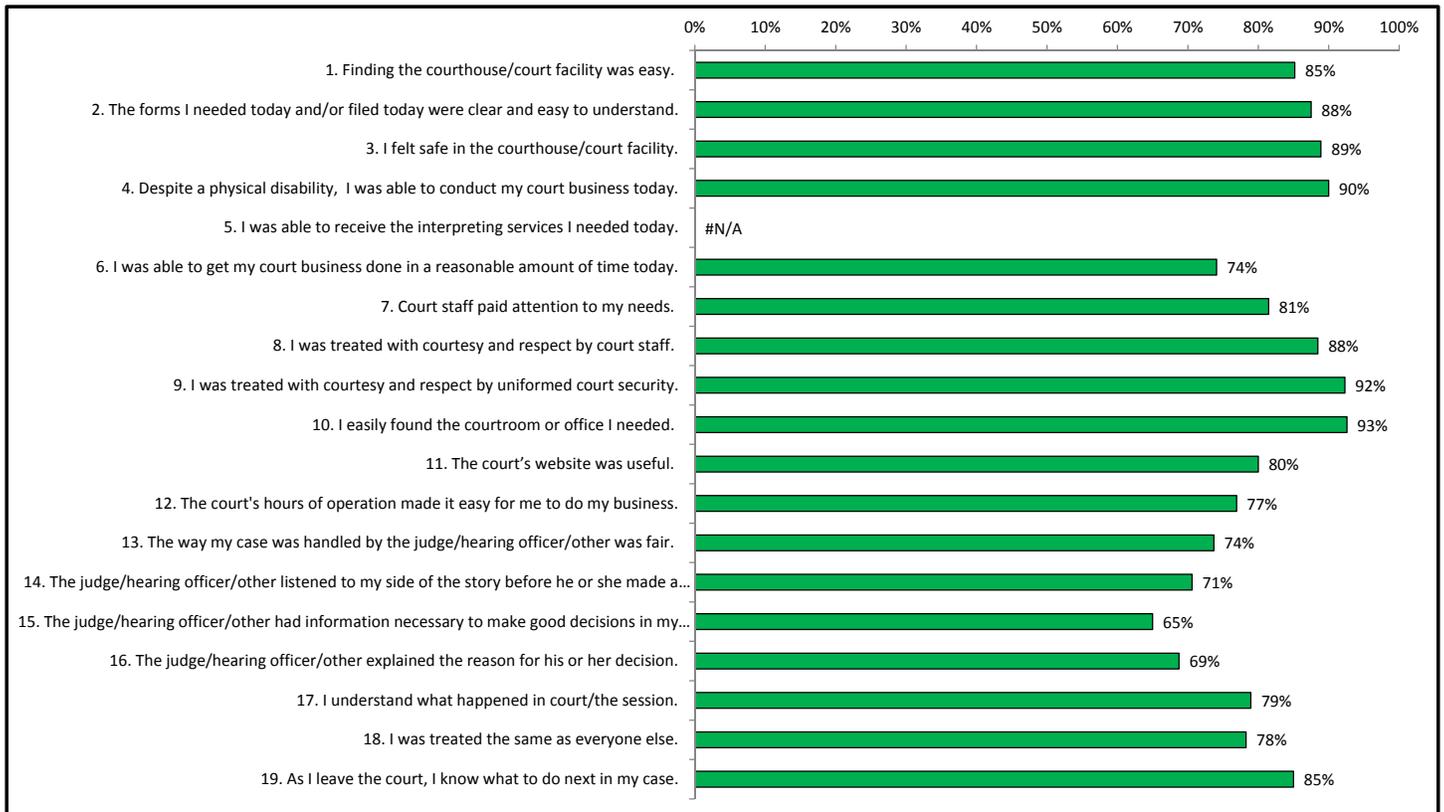
Percent That Agree or Strongly Agree



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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	1	4%	2	7%	1	4%	11	41%	12	44%	85%
2. The forms I needed today and/or filed today were clear and easy to understand.	0	0%	1	4%	2	8%	12	50%	9	38%	88%
3. I felt safe in the courthouse/court facility.	0	0%	2	7%	1	4%	7	26%	17	63%	89%
4. Despite a physical disability, I was able to conduct my court business today.	0	0%	0	0%	1	10%	4	40%	5	50%	90%
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	7%	3	11%	2	7%	12	44%	8	30%	74%
7. Court staff paid attention to my needs.	1	4%	1	4%	3	11%	10	37%	12	44%	81%
8. I was treated with courtesy and respect by court staff.	0	0%	2	8%	1	4%	9	35%	14	54%	88%
9. I was treated with courtesy and respect by uniformed court security.	1	4%	1	4%	0	0%	8	31%	16	62%	92%
10. I easily found the courtroom or office I needed.	0	0%	1	4%	1	4%	12	44%	13	48%	93%
11. The court's website was useful.	0	0%	1	7%	2	13%	7	47%	5	33%	80%
12. The court's hours of operation made it easy for me to do my business.	0	0%	1	4%	5	19%	10	38%	10	38%	77%
13. The way my case was handled by the judge/hearing officer/other was fair.	0	0%	3	16%	2	11%	4	21%	10	53%	74%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	1	6%	2	12%	2	12%	2	12%	10	59%	71%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	0	0%	2	10%	5	25%	4	20%	9	45%	65%
16. The judge/hearing officer/other explained the reason for his or her decision.	1	6%	1	6%	3	19%	2	13%	9	56%	69%
17. I understand what happened in court/the session.	0	0%	1	5%	3	16%	6	32%	9	47%	79%
18. I was treated the same as everyone else.	2	9%	0	0%	3	13%	8	35%	10	43%	78%
19. As I leave the court, I know what to do next in my case.	0	0%	0	0%	3	15%	7	35%	10	50%	85%

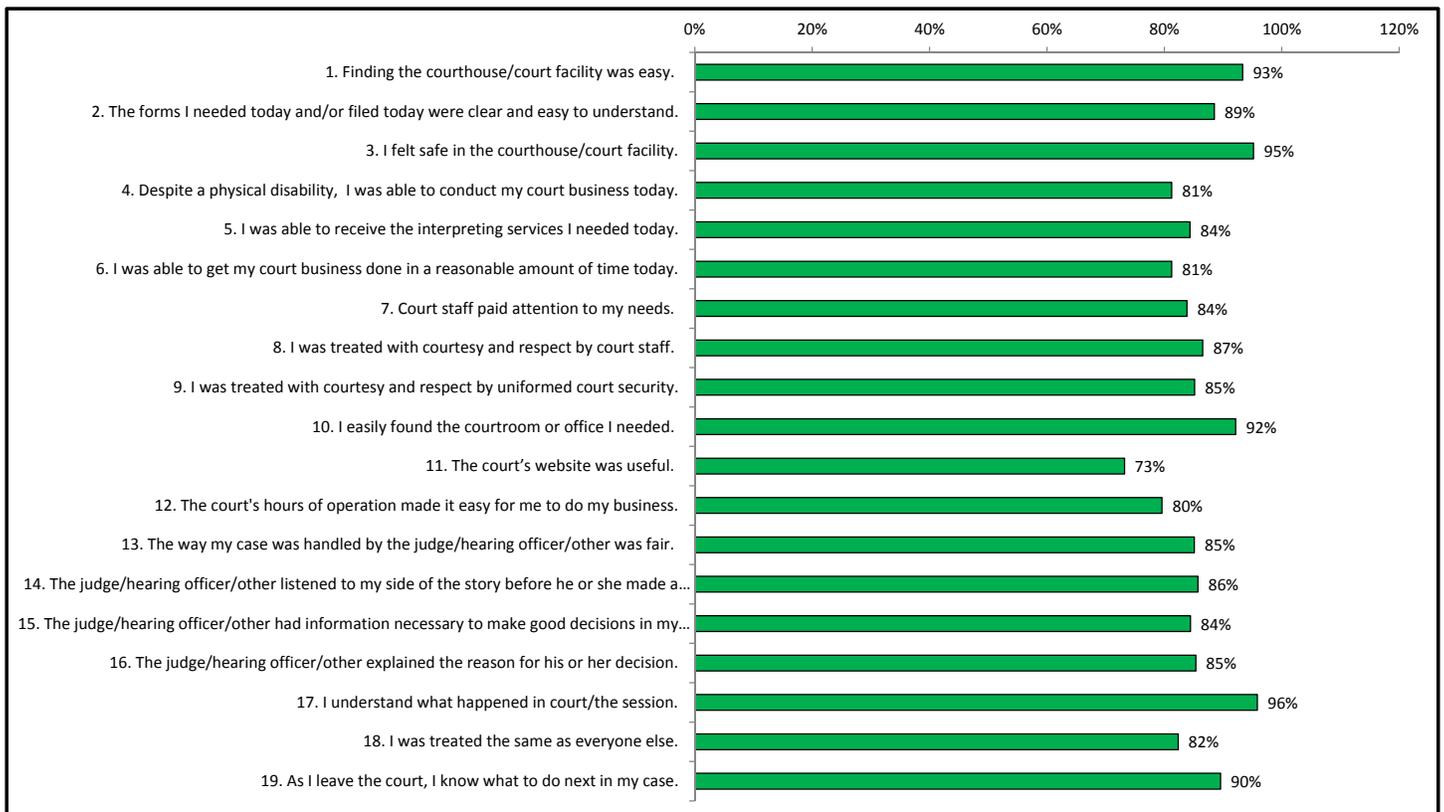
Percent That Agree or Strongly Agree



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.	3	3%	2	2%	2	2%	32	30%	66	63%	93%
2. The forms I needed today and/or filed today were clear and easy to understand.	3	3%	2	2%	5	6%	27	31%	50	57%	89%
3. I felt safe in the courthouse/court facility.	2	2%	0	0%	3	3%	27	26%	72	69%	95%
4. Despite a physical disability, I was able to conduct my court business today.	2	6%	0	0%	4	13%	11	34%	15	47%	81%
5. I was able to receive the interpreting services I needed today.	2	6%	1	3%	2	6%	10	31%	17	53%	84%
6. I was able to get my court business done in a reasonable amount of time today.	5	5%	4	4%	9	9%	25	26%	53	55%	81%
7. Court staff paid attention to my needs.	4	4%	5	5%	7	7%	31	31%	52	53%	84%
8. I was treated with courtesy and respect by court staff.	7	7%	0	0%	7	7%	29	28%	61	59%	87%
9. I was treated with courtesy and respect by uniformed court security.	8	8%	1	1%	6	6%	27	27%	59	58%	85%
10. I easily found the courtroom or office I needed.	2	2%	3	3%	3	3%	27	26%	67	66%	92%
11. The court's website was useful.	1	2%	1	2%	13	23%	14	25%	27	48%	73%
12. The court's hours of operation made it easy for me to do my business.	4	4%	3	3%	13	13%	29	30%	49	50%	80%
13. The way my case was handled by the judge/hearing officer/other was fair.	3	6%	3	6%	1	2%	22	47%	18	38%	85%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	4	10%	0	0%	2	5%	20	48%	16	38%	86%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	3	7%	2	4%	2	4%	21	47%	17	38%	84%
16. The judge/hearing officer/other explained the reason for his or her decision.	2	5%	0	0%	4	10%	18	44%	17	41%	85%
17. I understand what happened in court/the session.	1	2%	1	2%	0	0%	22	46%	24	50%	96%
18. I was treated the same as everyone else.	4	8%	1	2%	4	8%	20	39%	22	43%	82%
19. As I leave the court, I know what to do next in my case.	2	4%	0	0%	3	6%	21	44%	22	46%	90%

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.	5	4%	9	6%	4	3%	44	31%	79	56%	87%
2. The forms I needed today and/or filed today were clear and easy to understand.	2	2%	3	3%	6	5%	46	40%	58	50%	90%
3. I felt safe in the courthouse/court facility.	6	4%	1	1%	2	1%	34	24%	97	69%	94%
4. Despite a physical disability, I was able to conduct my court business today.	2	4%	1	2%	2	4%	24	42%	28	49%	91%
5. I was able to receive the interpreting services I needed today.	1	2%	1	2%	8	15%	20	37%	24	44%	81%
6. I was able to get my court business done in a reasonable amount of time today.	6	5%	8	7%	9	8%	36	32%	53	47%	79%
7. Court staff paid attention to my needs.	1	1%	7	6%	6	5%	42	35%	64	53%	88%
8. I was treated with courtesy and respect by court staff.	5	4%	3	2%	3	2%	40	29%	87	63%	92%
9. I was treated with courtesy and respect by uniformed court security.	3	2%	3	2%	6	5%	35	27%	84	64%	91%
10. I easily found the courtroom or office I needed.	8	6%	10	8%	3	2%	44	34%	66	50%	84%
11. The court's website was useful.	3	4%	7	9%	7	9%	29	35%	36	44%	79%
12. The court's hours of operation made it easy for me to do my business.	5	4%	6	5%	15	13%	36	31%	54	47%	78%
13. The way my case was handled by the judge/hearing officer/other was fair.	2	6%	2	6%	4	13%	7	22%	17	53%	75%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	2	6%	1	3%	4	13%	8	26%	16	52%	77%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	2	7%	2	7%	4	13%	7	23%	15	50%	73%
16. The judge/hearing officer/other explained the reason for his or her decision.	2	7%	1	3%	3	10%	7	24%	16	55%	79%
17. I understand what happened in court/the session.	2	5%	1	3%	1	3%	9	23%	26	67%	90%
18. I was treated the same as everyone else.	4	8%	1	2%	4	8%	10	20%	30	61%	82%
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%

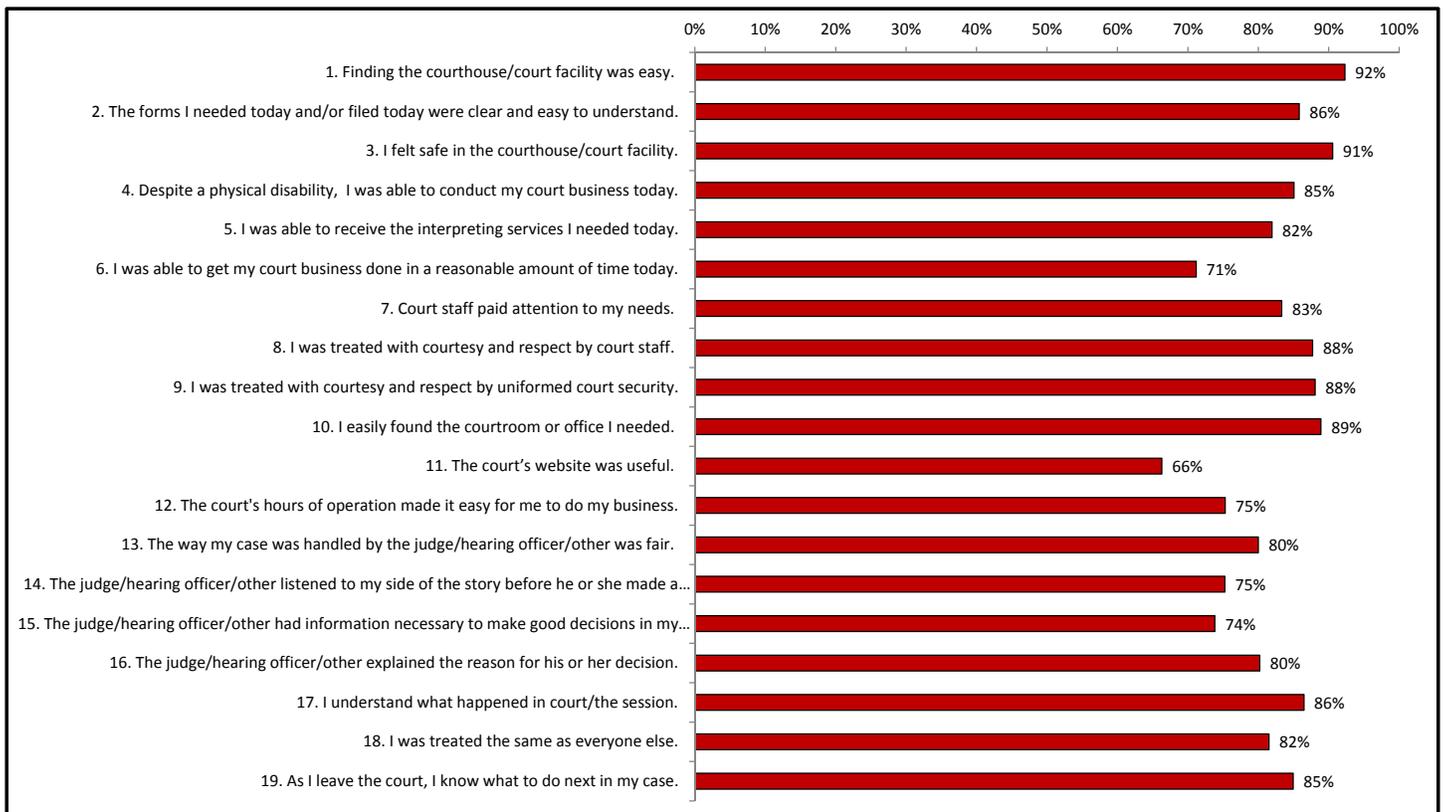
Percent That Agree or Strongly Agree



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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	7	4%	2	1%	5	3%	71	39%	97	53%	92%
2. The forms I needed today and/or filed today were clear and easy to understand.	6	4%	4	2%	13	8%	63	39%	76	47%	86%
3. I felt safe in the courthouse/court facility.	7	4%	5	3%	5	3%	57	32%	106	59%	91%
4. Despite a physical disability, I was able to conduct my court business today.	3	3%	1	1%	9	10%	39	45%	35	40%	85%
5. I was able to receive the interpreting services I needed today.	3	4%	2	3%	8	11%	32	44%	27	38%	82%
6. I was able to get my court business done in a reasonable amount of time today.	17	10%	12	7%	20	12%	57	34%	64	38%	71%
7. Court staff paid attention to my needs.	6	3%	6	3%	17	10%	65	37%	80	46%	83%
8. I was treated with courtesy and respect by court staff.	9	5%	4	2%	9	5%	62	35%	95	53%	88%
9. I was treated with courtesy and respect by uniformed court security.	8	5%	2	1%	11	6%	60	34%	95	54%	88%
10. I easily found the courtroom or office I needed.	5	3%	5	3%	10	6%	63	35%	97	54%	89%
11. The court's website was useful.	3	3%	5	5%	23	25%	29	32%	32	35%	66%
12. The court's hours of operation made it easy for me to do my business.	10	6%	10	6%	21	13%	59	36%	66	40%	75%
13. The way my case was handled by the judge/hearing officer/other was fair.	9	8%	5	5%	8	7%	48	44%	40	36%	80%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	7	7%	8	8%	10	10%	42	42%	34	34%	75%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	8	7%	6	6%	14	13%	44	41%	35	33%	74%
16. The judge/hearing officer/other explained the reason for his or her decision.	7	7%	4	4%	8	8%	42	44%	35	36%	80%
17. I understand what happened in court/the session.	4	4%	4	4%	7	6%	50	45%	46	41%	86%
18. I was treated the same as everyone else.	8	7%	6	5%	8	7%	47	39%	50	42%	82%
19. As I leave the court, I know what to do next in my case.	7	6%	3	3%	7	6%	45	40%	51	45%	85%

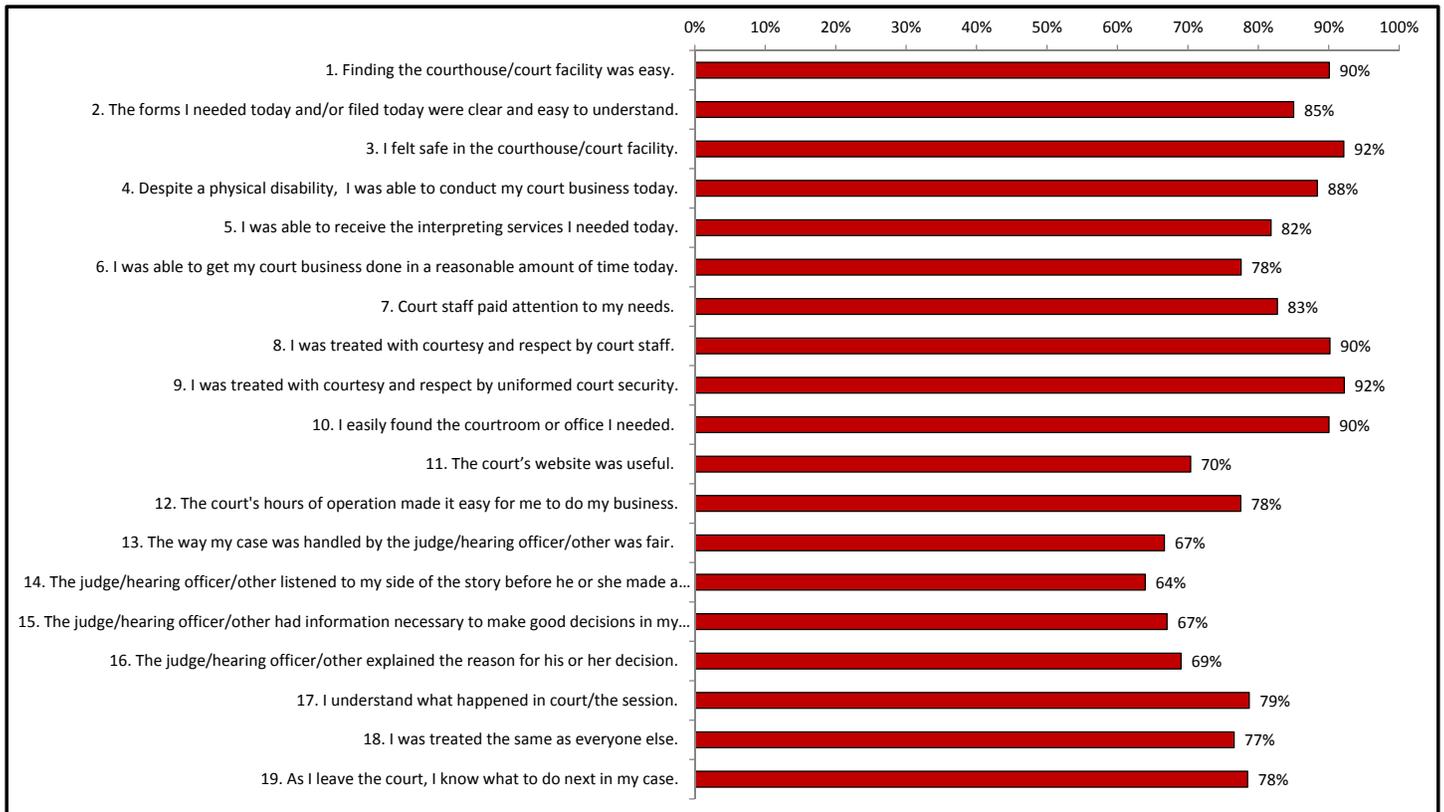
Percent That Agree or Strongly Agree



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.	7	3%	8	3%	8	3%	62	27%	147	63%	90%
2. The forms I needed today and/or filed today were clear and easy to understand.	6	3%	14	7%	11	5%	69	33%	107	52%	85%
3. I felt safe in the courthouse/court facility.	8	3%	3	1%	7	3%	62	27%	149	65%	92%
4. Despite a physical disability, I was able to conduct my court business today.	4	4%	3	3%	6	5%	48	43%	51	46%	88%
5. I was able to receive the interpreting services I needed today.	4	4%	5	5%	11	10%	40	36%	50	45%	82%
6. I was able to get my court business done in a reasonable amount of time today.	24	11%	13	6%	11	5%	62	29%	104	49%	78%
7. Court staff paid attention to my needs.	12	6%	11	5%	14	7%	64	30%	113	53%	83%
8. I was treated with courtesy and respect by court staff.	8	4%	10	4%	4	2%	67	30%	135	60%	90%
9. I was treated with courtesy and respect by uniformed court security.	6	3%	2	1%	9	4%	65	30%	136	62%	92%
10. I easily found the courtroom or office I needed.	10	5%	6	3%	6	3%	69	31%	130	59%	90%
11. The court's website was useful.	9	7%	5	4%	23	18%	38	30%	50	40%	70%
12. The court's hours of operation made it easy for me to do my business.	12	6%	10	5%	25	12%	57	27%	105	50%	78%
13. The way my case was handled by the judge/hearing officer/other was fair.	8	9%	8	9%	14	16%	16	18%	44	49%	67%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	9	10%	8	9%	14	16%	16	19%	39	45%	64%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	8	9%	6	7%	14	16%	20	24%	37	44%	67%
16. The judge/hearing officer/other explained the reason for his or her decision.	7	8%	5	6%	14	17%	19	23%	39	46%	69%
17. I understand what happened in court/the session.	3	3%	4	4%	13	14%	24	26%	50	53%	79%
18. I was treated the same as everyone else.	8	7%	4	4%	14	13%	23	21%	62	56%	77%
19. As I leave the court, I know what to do next in my case.	3	3%	1	1%	16	17%	24	26%	49	53%	78%

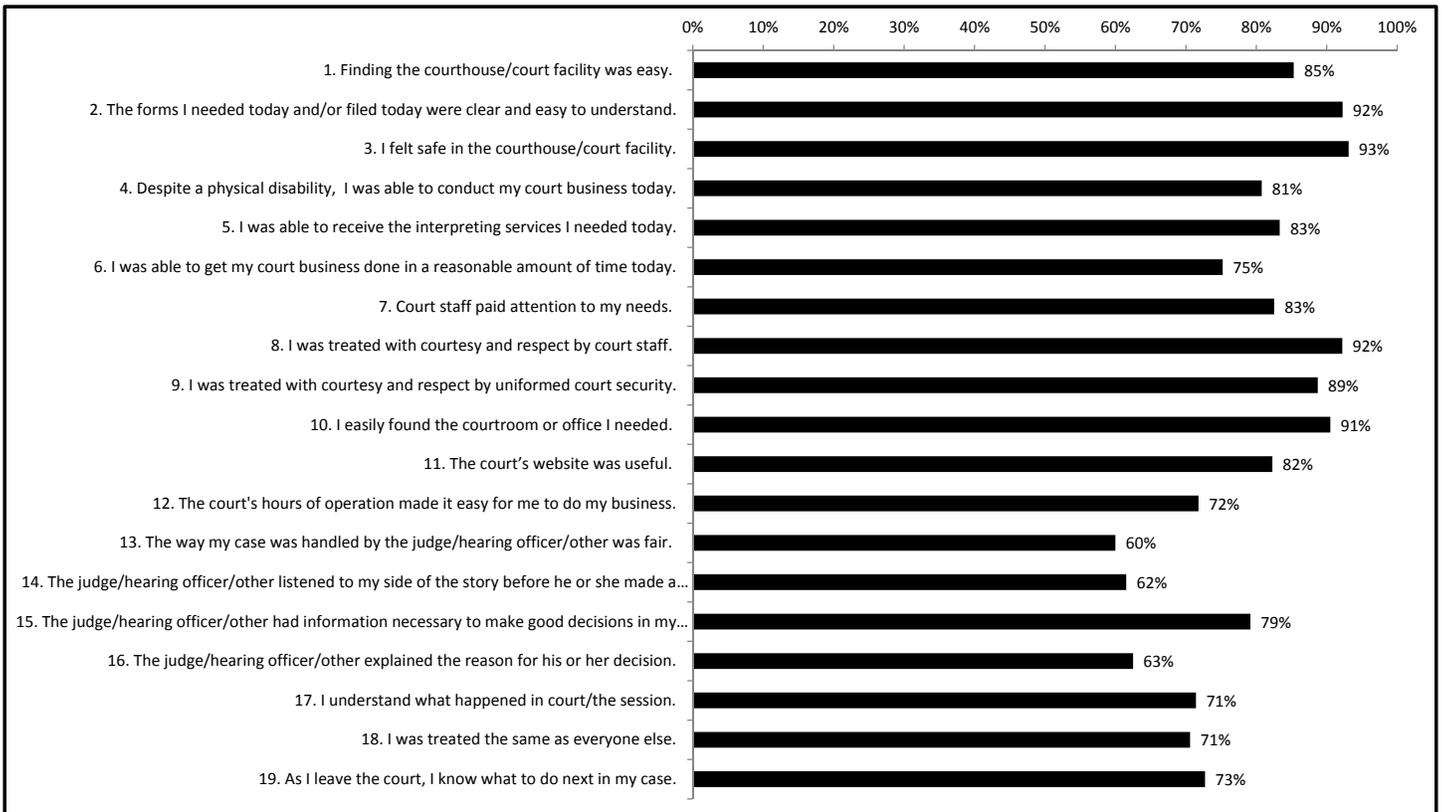
Percent That Agree or Strongly Agree



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.	7	5%	4	3%	10	7%	60	42%	62	43%	85%
2. The forms I needed today and/or filed today were clear and easy to understand.	4	3%	5	4%	1	1%	58	45%	61	47%	92%
3. I felt safe in the courthouse/court facility.	6	4%	1	1%	3	2%	48	33%	87	60%	93%
4. Despite a physical disability, I was able to conduct my court business today.	4	8%	1	2%	5	10%	24	46%	18	35%	81%
5. I was able to receive the interpreting services I needed today.	1	2%	2	4%	5	10%	22	46%	18	38%	83%
6. I was able to get my court business done in a reasonable amount of time today.	9	8%	5	5%	13	12%	31	28%	51	47%	75%
7. Court staff paid attention to my needs.	6	5%	3	2%	13	10%	46	37%	58	46%	83%
8. I was treated with courtesy and respect by court staff.	6	4%	2	1%	3	2%	46	33%	84	60%	92%
9. I was treated with courtesy and respect by uniformed court security.	6	5%	1	1%	8	6%	42	32%	76	57%	89%
10. I easily found the courtroom or office I needed.	7	5%	5	4%	1	1%	58	42%	66	48%	91%
11. The court's website was useful.	5	5%	4	4%	8	8%	36	38%	43	45%	82%
12. The court's hours of operation made it easy for me to do my business.	6	5%	10	9%	17	15%	38	32%	46	39%	72%
13. The way my case was handled by the judge/hearing officer/other was fair.	5	20%	3	12%	2	8%	5	20%	10	40%	60%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	3	12%	3	12%	4	15%	6	23%	10	38%	62%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	2	8%	1	4%	2	8%	9	38%	10	42%	79%
16. The judge/hearing officer/other explained the reason for his or her decision.	5	21%	2	8%	2	8%	7	29%	8	33%	63%
17. I understand what happened in court/the session.	2	7%	2	7%	4	14%	8	29%	12	43%	71%
18. I was treated the same as everyone else.	3	9%	1	3%	6	18%	7	21%	17	50%	71%
19. As I leave the court, I know what to do next in my case.	4	12%	0	0%	5	15%	11	33%	13	39%	73%

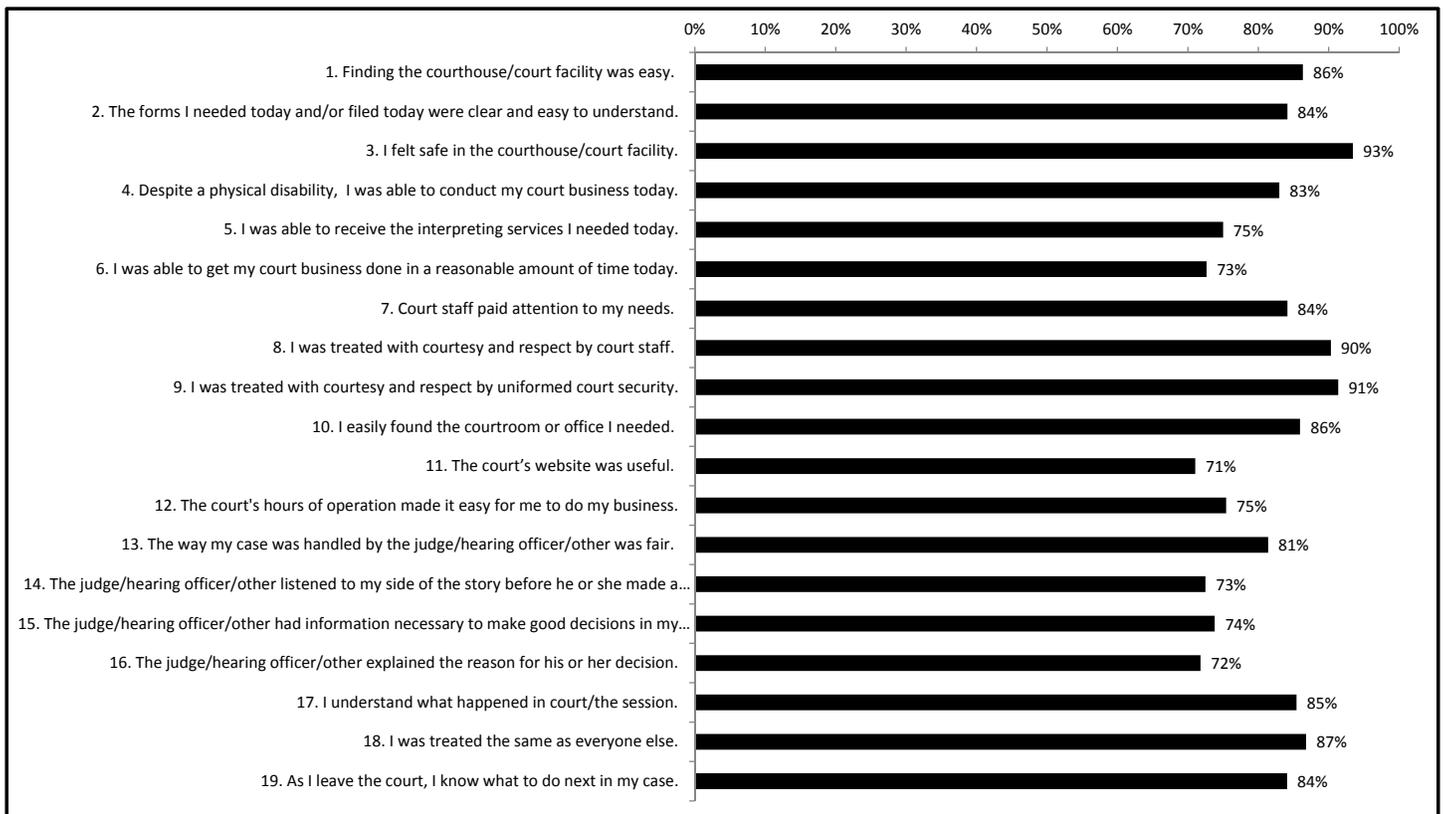
Percent That Agree or Strongly Agree



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.	4	3%	11	8%	4	3%	41	29%	79	57%	86%
2. The forms I needed today and/or filed today were clear and easy to understand.	4	3%	8	6%	8	6%	46	37%	60	48%	84%
3. I felt safe in the courthouse/court facility.	3	2%	1	1%	5	4%	32	23%	96	70%	93%
4. Despite a physical disability, I was able to conduct my court business today.	4	9%	1	2%	3	6%	16	34%	23	49%	83%
5. I was able to receive the interpreting services I needed today.	3	7%	2	5%	6	14%	15	34%	18	41%	75%
6. I was able to get my court business done in a reasonable amount of time today.	12	10%	12	10%	8	7%	34	29%	51	44%	73%
7. Court staff paid attention to my needs.	5	4%	3	2%	12	10%	33	26%	73	58%	84%
8. I was treated with courtesy and respect by court staff.	5	4%	5	4%	3	2%	30	22%	91	68%	90%
9. I was treated with courtesy and respect by uniformed court security.	3	2%	3	2%	5	4%	32	25%	84	66%	91%
10. I easily found the courtroom or office I needed.	6	4%	6	4%	7	5%	43	32%	73	54%	86%
11. The court's website was useful.	4	5%	4	5%	14	18%	25	33%	29	38%	71%
12. The court's hours of operation made it easy for me to do my business.	5	4%	10	9%	13	11%	40	35%	46	40%	75%
13. The way my case was handled by the judge/hearing officer/other was fair.	3	7%	2	5%	3	7%	15	35%	20	47%	81%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	2	5%	3	8%	6	15%	11	28%	18	45%	73%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	3	7%	4	10%	4	10%	14	33%	17	40%	74%
16. The judge/hearing officer/other explained the reason for his or her decision.	2	5%	3	8%	6	15%	10	26%	18	46%	72%
17. I understand what happened in court/the session.	1	2%	3	6%	3	6%	17	35%	24	50%	85%
18. I was treated the same as everyone else.	2	4%	2	4%	3	6%	21	40%	25	47%	87%
19. As I leave the court, I know what to do next in my case.	2	5%	2	5%	3	7%	17	39%	20	45%	84%

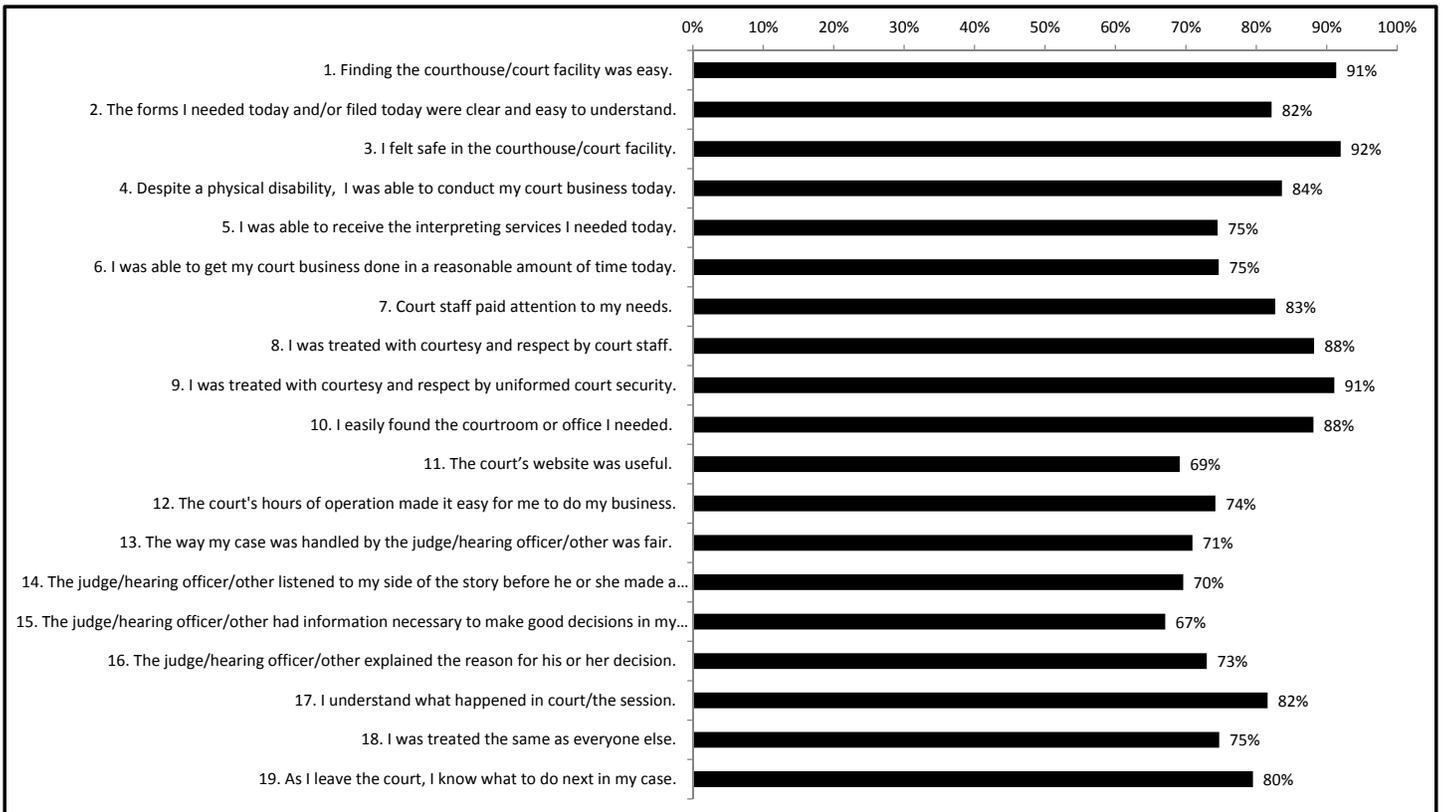
Percent That Agree or Strongly Agree



**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**Somerset 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.	4	2%	3	2%	7	4%	49	30%	99	61%	91%
2. The forms I needed today and/or filed today were clear and easy to understand.	5	4%	6	5%	12	9%	40	31%	66	51%	82%
3. I felt safe in the courthouse/court facility.	5	3%	4	2%	4	2%	36	22%	113	70%	92%
4. Despite a physical disability, I was able to conduct my court business today.	1	2%	1	2%	7	13%	20	36%	26	47%	84%
5. I was able to receive the interpreting services I needed today.	3	6%	3	6%	7	14%	18	35%	20	39%	75%
6. I was able to get my court business done in a reasonable amount of time today.	15	10%	10	6%	14	9%	40	26%	75	49%	75%
7. Court staff paid attention to my needs.	12	8%	6	4%	9	6%	45	29%	84	54%	83%
8. I was treated with courtesy and respect by court staff.	10	6%	4	2%	5	3%	47	29%	95	59%	88%
9. I was treated with courtesy and respect by uniformed court security.	6	4%	0	0%	8	5%	50	32%	93	59%	91%
10. I easily found the courtroom or office I needed.	6	4%	5	3%	8	5%	47	29%	94	59%	88%
11. The court's website was useful.	5	6%	2	2%	18	22%	21	26%	35	43%	69%
12. The court's hours of operation made it easy for me to do my business.	10	6%	7	5%	23	15%	38	25%	77	50%	74%
13. The way my case was handled by the judge/hearing officer/other was fair.	10	12%	3	3%	12	14%	28	33%	33	38%	71%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	8	10%	6	8%	10	13%	24	30%	31	39%	70%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	9	11%	4	5%	14	17%	22	27%	33	40%	67%
16. The judge/hearing officer/other explained the reason for his or her decision.	8	11%	3	4%	9	12%	26	35%	28	38%	73%
17. I understand what happened in court/the session.	4	5%	1	1%	11	13%	29	33%	42	48%	82%
18. I was treated the same as everyone else.	9	10%	3	3%	11	12%	26	29%	42	46%	75%
19. As I leave the court, I know what to do next in my case.	4	5%	0	0%	13	16%	24	29%	42	51%	80%

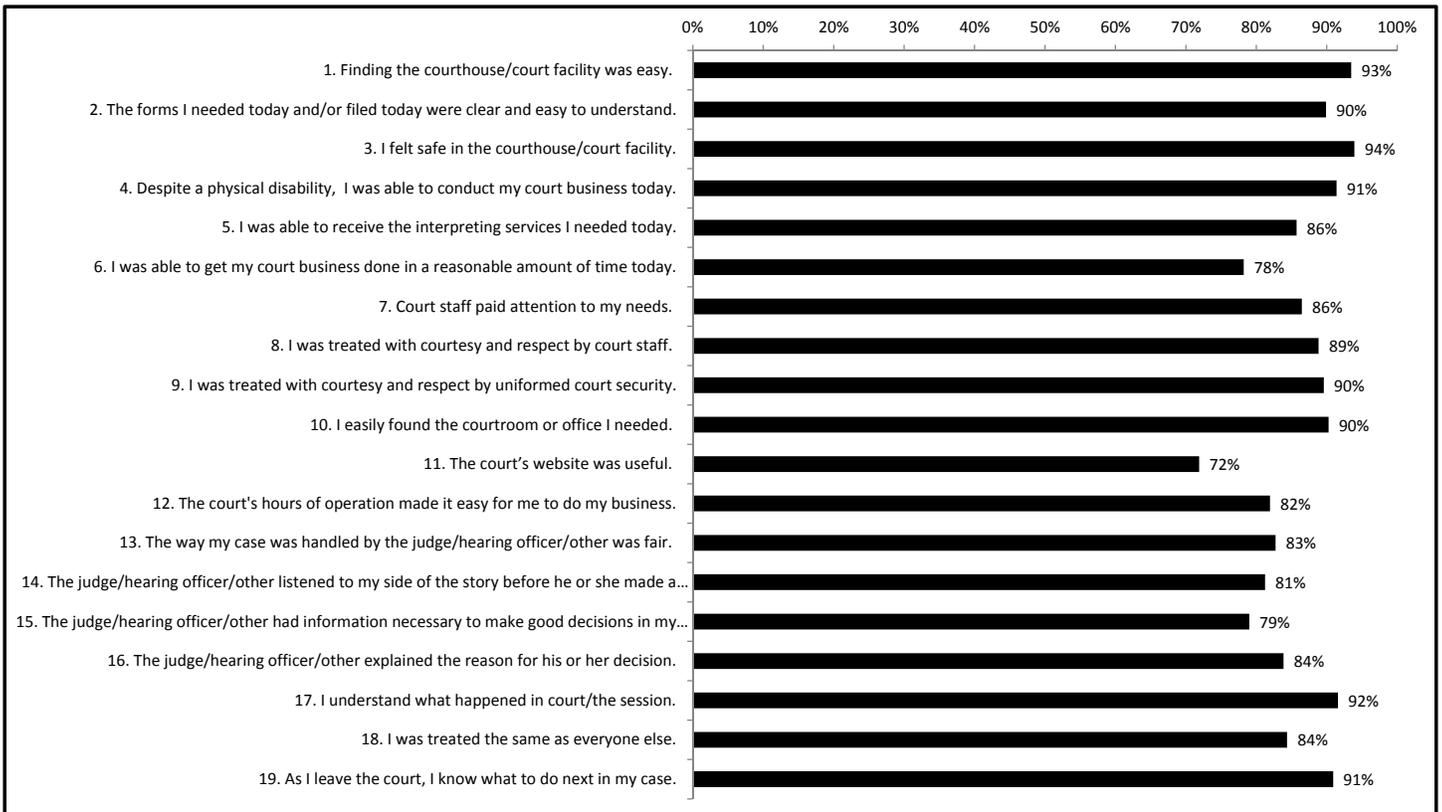
**Percent That Agree or Strongly Agree**



**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**Somerset 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.	8	3%	5	2%	3	1%	65	27%	164	67%	93%
2. The forms I needed today and/or filed today were clear and easy to understand.	5	3%	5	3%	9	5%	60	32%	109	58%	90%
3. I felt safe in the courthouse/court facility.	10	4%	2	1%	3	1%	63	26%	169	68%	94%
4. Despite a physical disability, I was able to conduct my court business today.	1	1%	1	1%	6	6%	39	42%	46	49%	91%
5. I was able to receive the interpreting services I needed today.	2	2%	1	1%	9	11%	29	35%	43	51%	86%
6. I was able to get my court business done in a reasonable amount of time today.	18	8%	10	4%	21	9%	64	28%	112	50%	78%
7. Court staff paid attention to my needs.	7	3%	8	3%	16	7%	77	34%	121	53%	86%
8. I was treated with courtesy and respect by court staff.	9	4%	4	2%	14	6%	66	27%	149	62%	89%
9. I was treated with courtesy and respect by uniformed court security.	10	4%	3	1%	12	5%	63	26%	152	63%	90%
10. I easily found the courtroom or office I needed.	9	4%	9	4%	5	2%	62	26%	151	64%	90%
11. The court's website was useful.	7	5%	9	7%	20	16%	36	28%	56	44%	72%
12. The court's hours of operation made it easy for me to do my business.	13	6%	8	4%	20	9%	73	32%	113	50%	82%
13. The way my case was handled by the judge/hearing officer/other was fair.	4	4%	6	5%	9	8%	31	28%	60	55%	83%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	6	6%	6	6%	6	6%	33	34%	45	47%	81%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	4	4%	6	6%	11	11%	34	34%	45	45%	79%
16. The judge/hearing officer/other explained the reason for his or her decision.	3	3%	4	4%	8	9%	32	34%	46	49%	84%
17. I understand what happened in court/the session.	2	2%	4	4%	3	3%	33	31%	65	61%	92%
18. I was treated the same as everyone else.	8	6%	5	4%	7	5%	34	27%	74	58%	84%
19. As I leave the court, I know what to do next in my case.	3	3%	4	4%	3	3%	35	32%	65	59%	91%

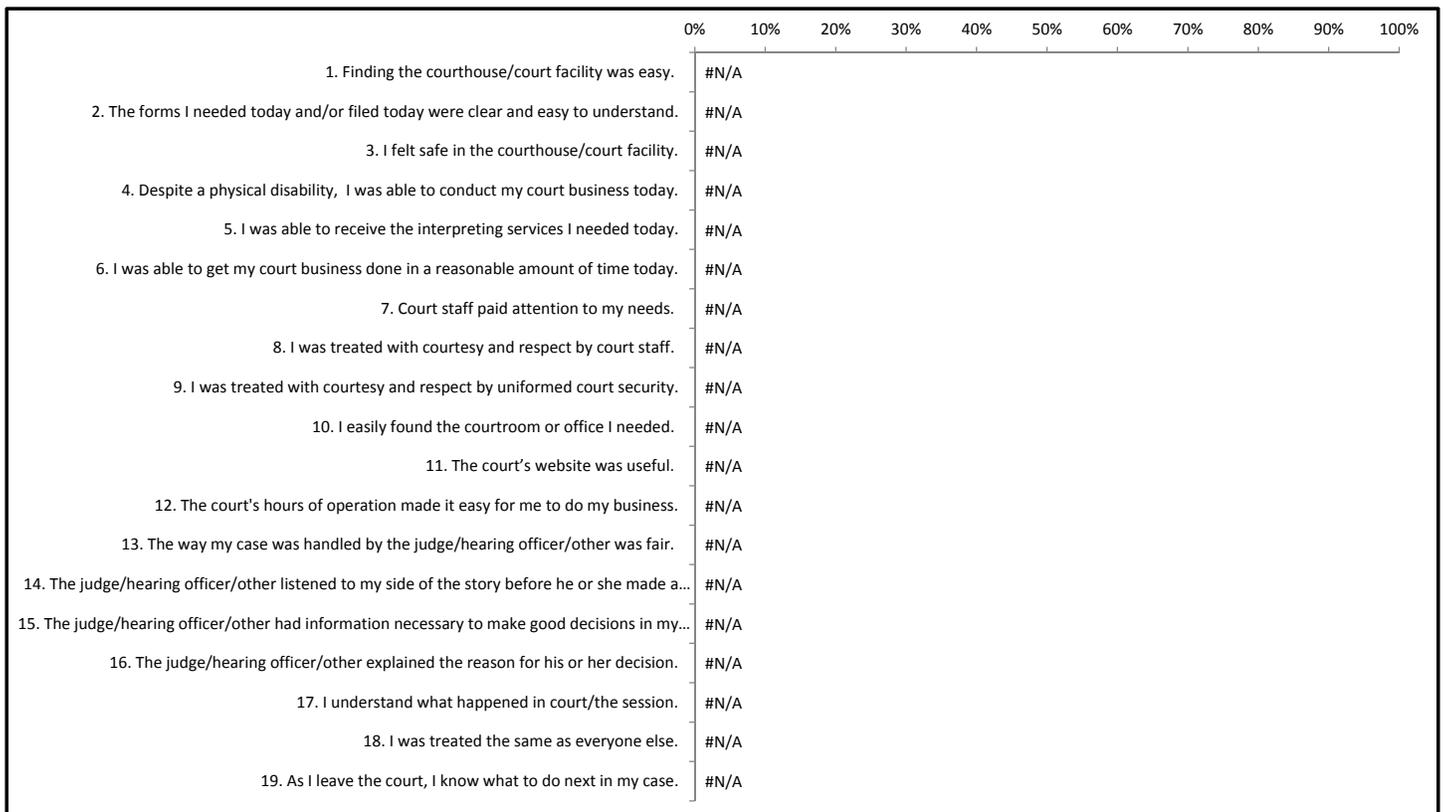
**Percent That Agree or Strongly Agree**



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.	#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

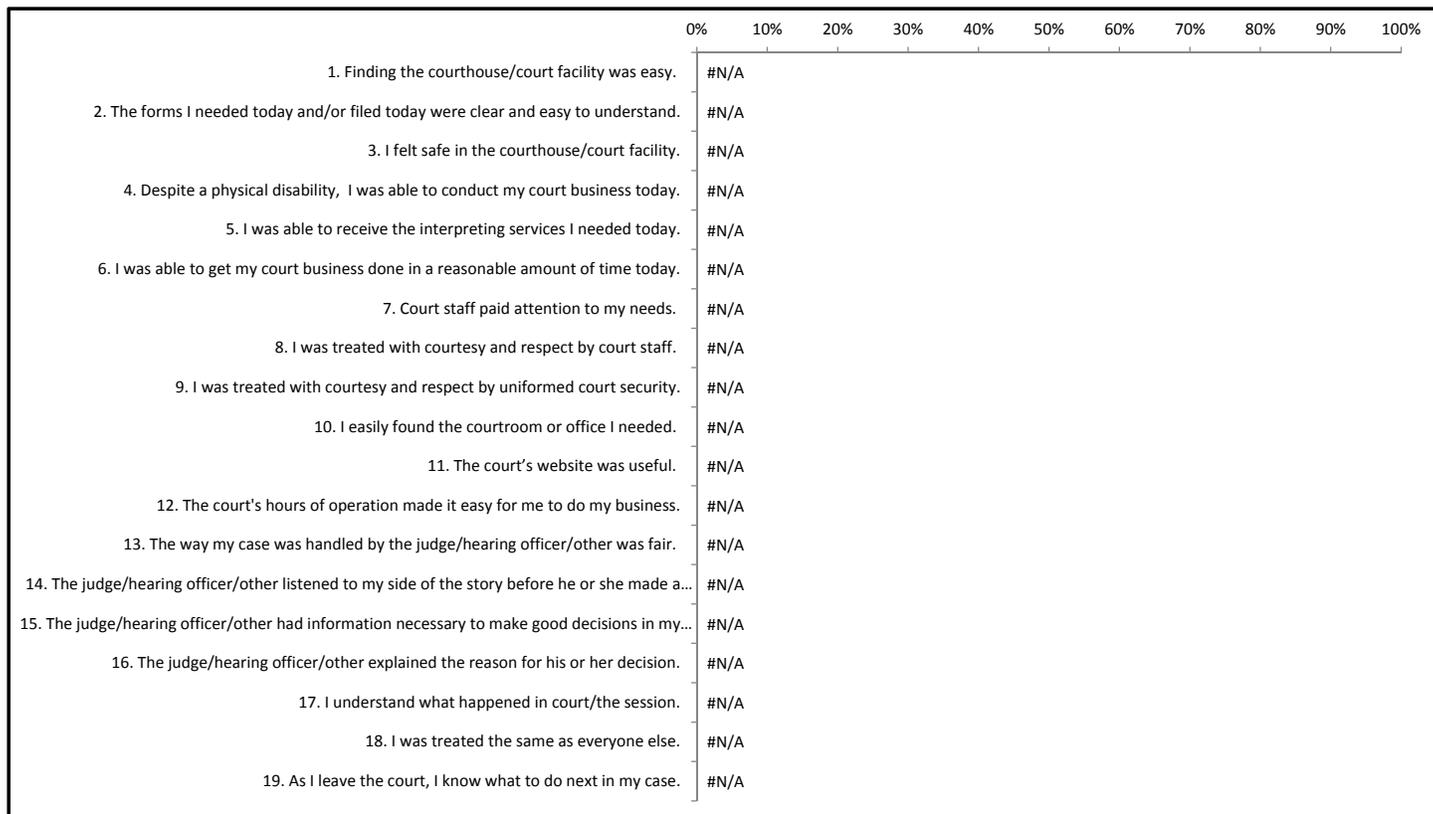
Percent That Agree or Strongly Agree



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

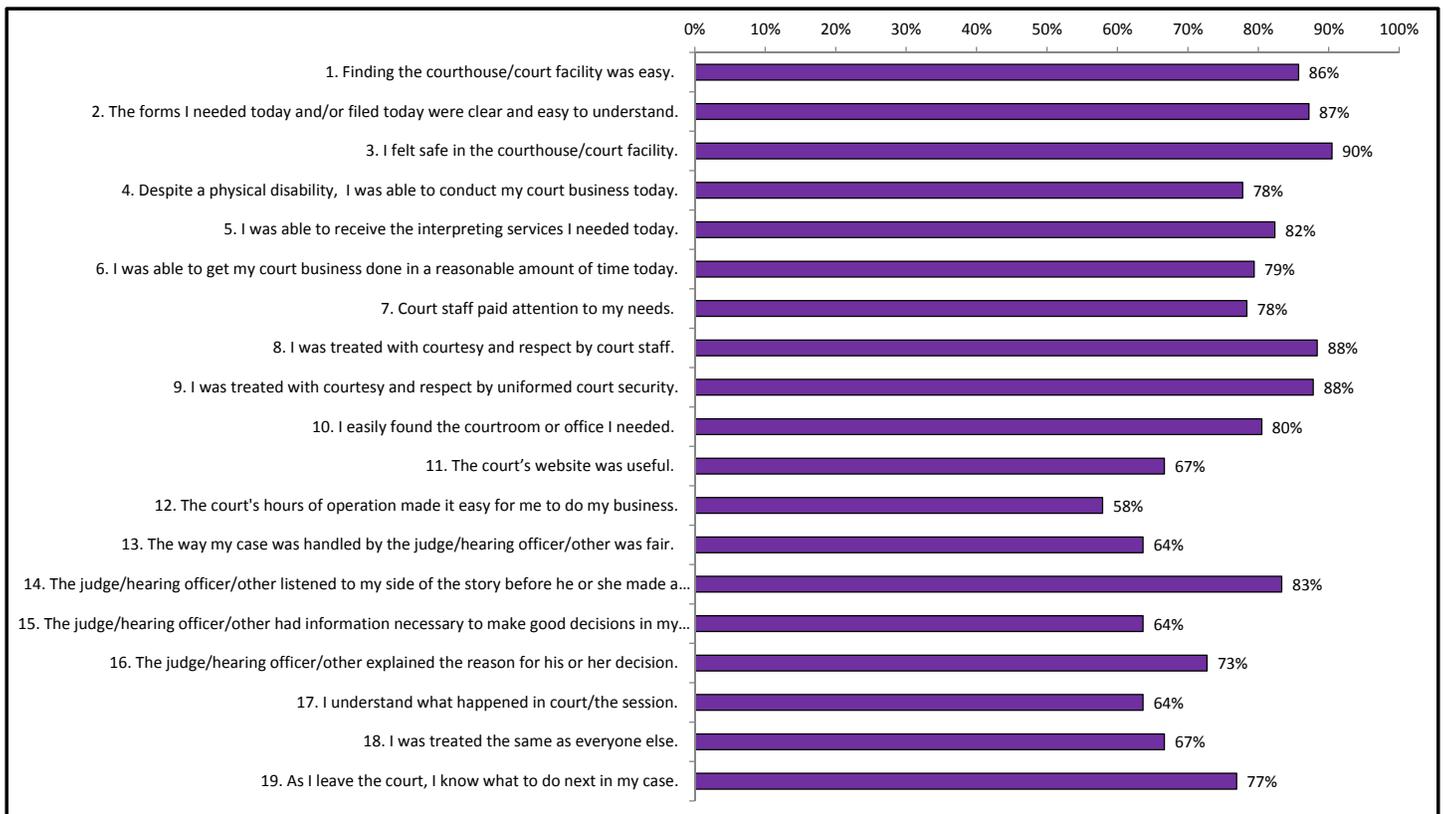


Somerset County

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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	0	0%	3	7%	3	7%	16	38%	20	48%	86%
2. The forms I needed today and/or filed today were clear and easy to understand.	1	3%	2	5%	2	5%	10	26%	24	62%	87%
3. I felt safe in the courthouse/court facility.	3	7%	0	0%	1	2%	9	21%	29	69%	90%
4. Despite a physical disability, I was able to conduct my court business today.	1	6%	0	0%	3	17%	9	50%	5	28%	78%
5. I was able to receive the interpreting services I needed today.	1	6%	0	0%	2	12%	9	53%	5	29%	82%
6. I was able to get my court business done in a reasonable amount of time today.	4	12%	0	0%	3	9%	14	41%	13	38%	79%
7. Court staff paid attention to my needs.	0	0%	2	5%	6	16%	12	32%	17	46%	78%
8. I was treated with courtesy and respect by court staff.	2	5%	0	0%	3	7%	13	30%	25	58%	88%
9. I was treated with courtesy and respect by uniformed court security.	0	0%	0	0%	5	12%	15	37%	21	51%	88%
10. I easily found the courtroom or office I needed.	1	2%	2	5%	5	12%	13	32%	20	49%	80%
11. The court's website was useful.	1	3%	1	3%	9	27%	11	33%	11	33%	67%
12. The court's hours of operation made it easy for me to do my business.	3	8%	4	11%	9	24%	9	24%	13	34%	58%
13. The way my case was handled by the judge/hearing officer/other was fair.	2	18%	0	0%	2	18%	5	45%	2	18%	64%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	1	8%	1	8%	0	0%	7	58%	3	25%	83%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	3	27%	1	9%	0	0%	4	36%	3	27%	64%
16. The judge/hearing officer/other explained the reason for his or her decision.	1	9%	0	0%	2	18%	6	55%	2	18%	73%
17. I understand what happened in court/the session.	0	0%	1	9%	3	27%	5	45%	2	18%	64%
18. I was treated the same as everyone else.	2	17%	0	0%	2	17%	3	25%	5	42%	67%
19. As I leave the court, I know what to do next in my case.	0	0%	0	0%	3	23%	6	46%	4	31%	77%

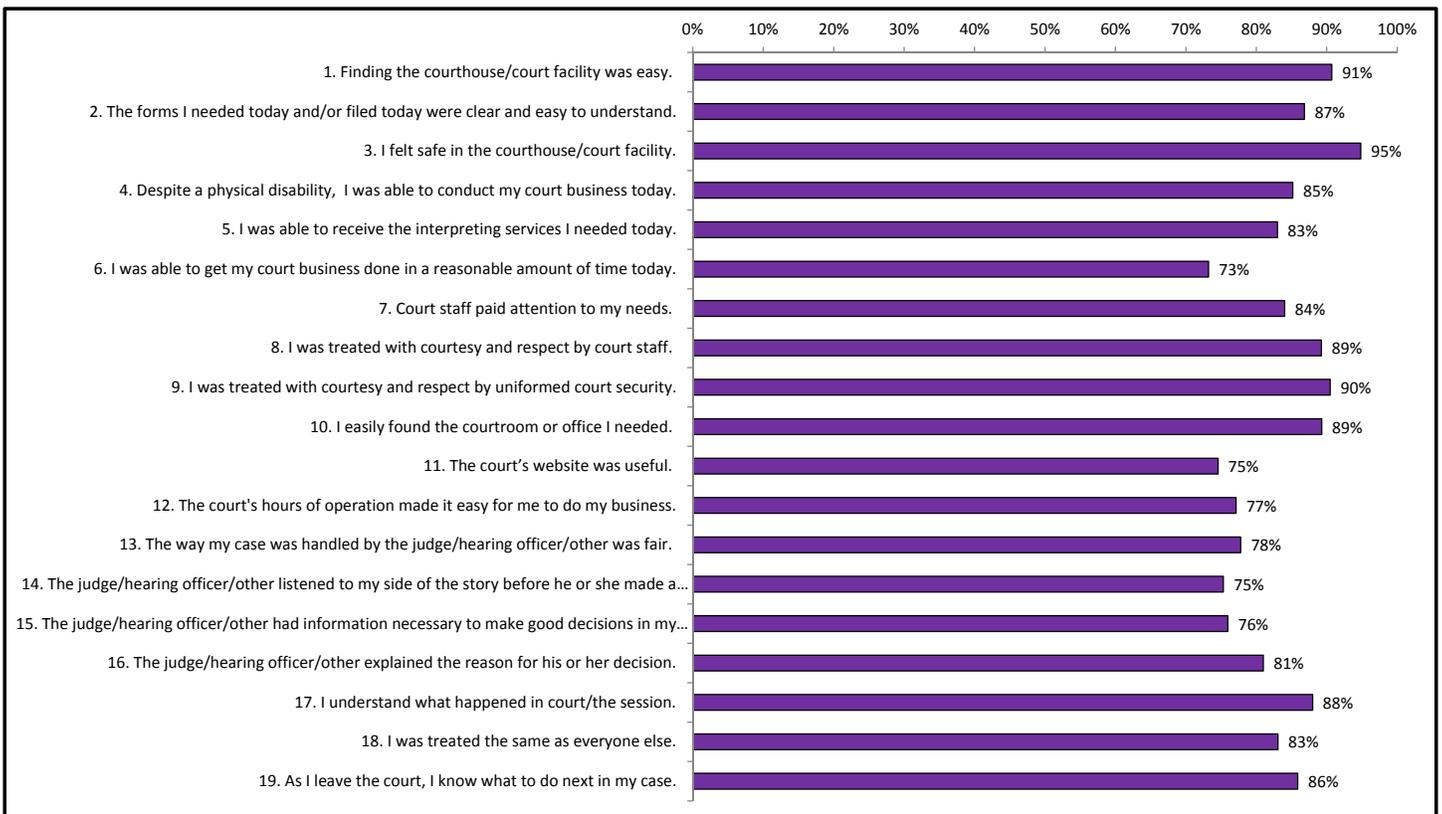
Percent That Agree or Strongly Agree



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.	11	2%	14	3%	16	4%	133	30%	268	61%	91%
2. The forms I needed today and/or filed today were clear and easy to understand.	10	3%	15	4%	21	6%	121	35%	182	52%	87%
3. I felt safe in the courthouse/court facility.	11	2%	3	1%	9	2%	108	24%	314	71%	95%
4. Despite a physical disability, I was able to conduct my court business today.	2	2%	1	1%	13	12%	38	35%	54	50%	85%
5. I was able to receive the interpreting services I needed today.	3	3%	2	2%	12	12%	33	33%	50	50%	83%
6. I was able to get my court business done in a reasonable amount of time today.	35	9%	26	7%	41	11%	99	26%	180	47%	73%
7. Court staff paid attention to my needs.	21	5%	10	2%	34	8%	127	31%	215	53%	84%
8. I was treated with courtesy and respect by court staff.	23	5%	7	2%	17	4%	116	27%	274	63%	89%
9. I was treated with courtesy and respect by uniformed court security.	19	5%	4	1%	17	4%	111	26%	270	64%	90%
10. I easily found the courtroom or office I needed.	18	4%	16	4%	12	3%	132	31%	252	59%	89%
11. The court's website was useful.	15	6%	10	4%	34	15%	66	28%	107	46%	75%
12. The court's hours of operation made it easy for me to do my business.	20	5%	20	5%	49	13%	121	31%	179	46%	77%
13. The way my case was handled by the judge/hearing officer/other was fair.	14	8%	8	5%	16	9%	53	31%	80	47%	78%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	14	9%	7	5%	16	11%	47	31%	66	44%	75%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	12	8%	6	4%	20	13%	55	35%	65	41%	76%
16. The judge/hearing officer/other explained the reason for his or her decision.	11	8%	4	3%	12	8%	50	35%	65	46%	81%
17. I understand what happened in court/the session.	6	3%	2	1%	13	7%	52	30%	102	58%	88%
18. I was treated the same as everyone else.	14	7%	5	2%	15	7%	60	30%	107	53%	83%
19. As I leave the court, I know what to do next in my case.	8	5%	1	1%	15	9%	55	32%	91	54%	86%

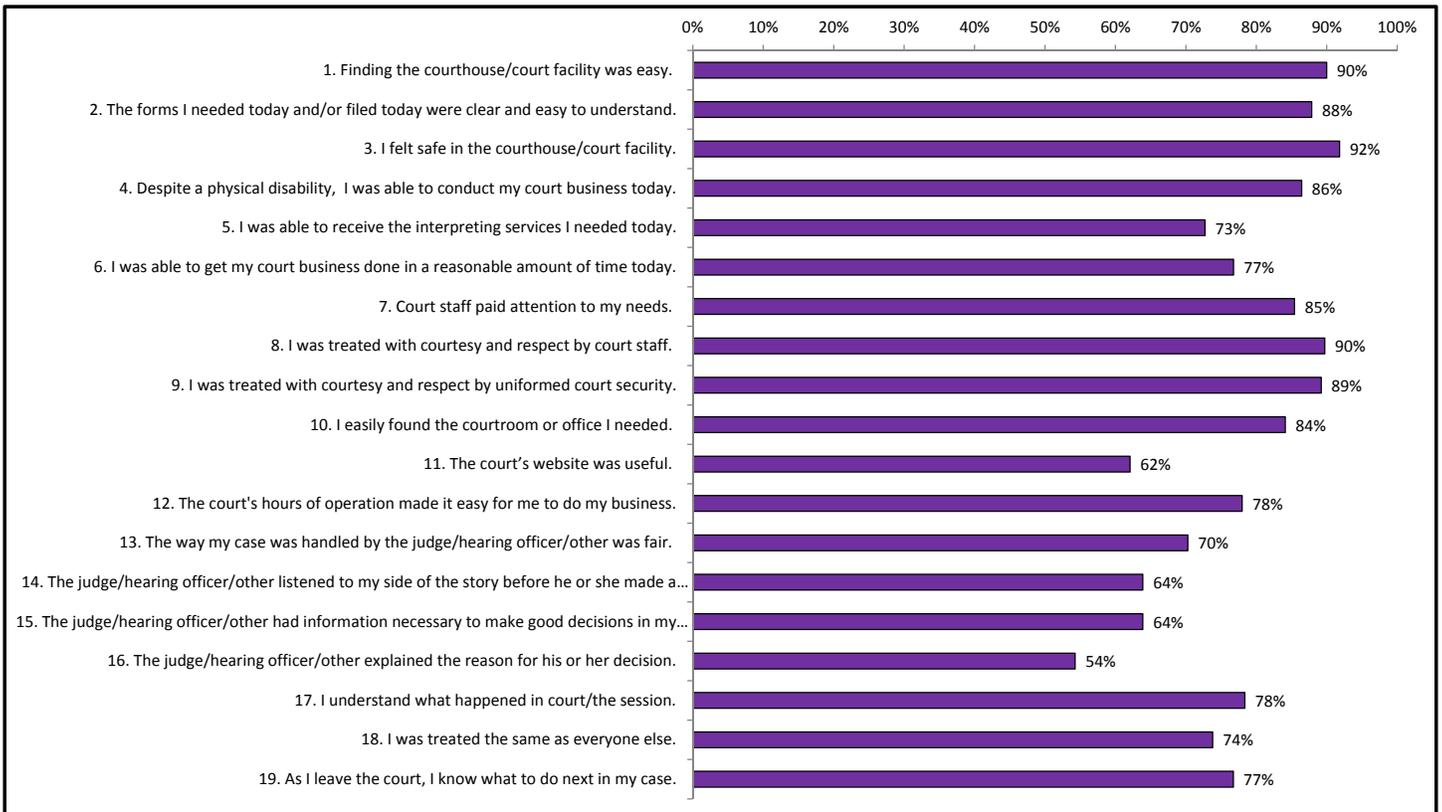
Percent That Agree or Strongly Agree



**New Jersey Judiciary - Access and Fairness Public Survey - October 2013**  
**Somerset 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.	7	6%	2	2%	2	2%	38	35%	61	55%	90%
2. The forms I needed today and/or filed today were clear and easy to understand.	5	5%	3	3%	4	4%	43	43%	44	44%	88%
3. I felt safe in the courthouse/court facility.	7	6%	0	0%	2	2%	41	37%	60	55%	92%
4. Despite a physical disability, I was able to conduct my court business today.	5	8%	0	0%	3	5%	28	47%	23	39%	86%
5. I was able to receive the interpreting services I needed today.	3	5%	1	2%	11	20%	25	45%	15	27%	73%
6. I was able to get my court business done in a reasonable amount of time today.	11	11%	6	6%	6	6%	34	34%	42	42%	77%
7. Court staff paid attention to my needs.	4	4%	4	4%	7	7%	39	38%	49	48%	85%
8. I was treated with courtesy and respect by court staff.	4	4%	4	4%	3	3%	36	34%	60	56%	90%
9. I was treated with courtesy and respect by uniformed court security.	5	5%	0	0%	6	6%	36	35%	55	54%	89%
10. I easily found the courtroom or office I needed.	7	7%	5	5%	5	5%	35	33%	55	51%	84%
11. The court's website was useful.	5	9%	5	9%	12	21%	20	34%	16	28%	62%
12. The court's hours of operation made it easy for me to do my business.	7	7%	5	5%	10	10%	35	35%	43	43%	78%
13. The way my case was handled by the judge/hearing officer/other was fair.	5	14%	3	8%	3	8%	11	30%	15	41%	70%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	3	8%	4	11%	6	17%	10	28%	13	36%	64%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	3	8%	4	11%	6	17%	11	31%	12	33%	64%
16. The judge/hearing officer/other explained the reason for his or her decision.	4	11%	5	14%	7	20%	7	20%	12	34%	54%
17. I understand what happened in court/the session.	3	8%	1	3%	4	11%	15	41%	14	38%	78%
18. I was treated the same as everyone else.	3	7%	3	7%	5	12%	14	33%	17	40%	74%
19. As I leave the court, I know what to do next in my case.	4	9%	2	5%	4	9%	16	37%	17	40%	77%

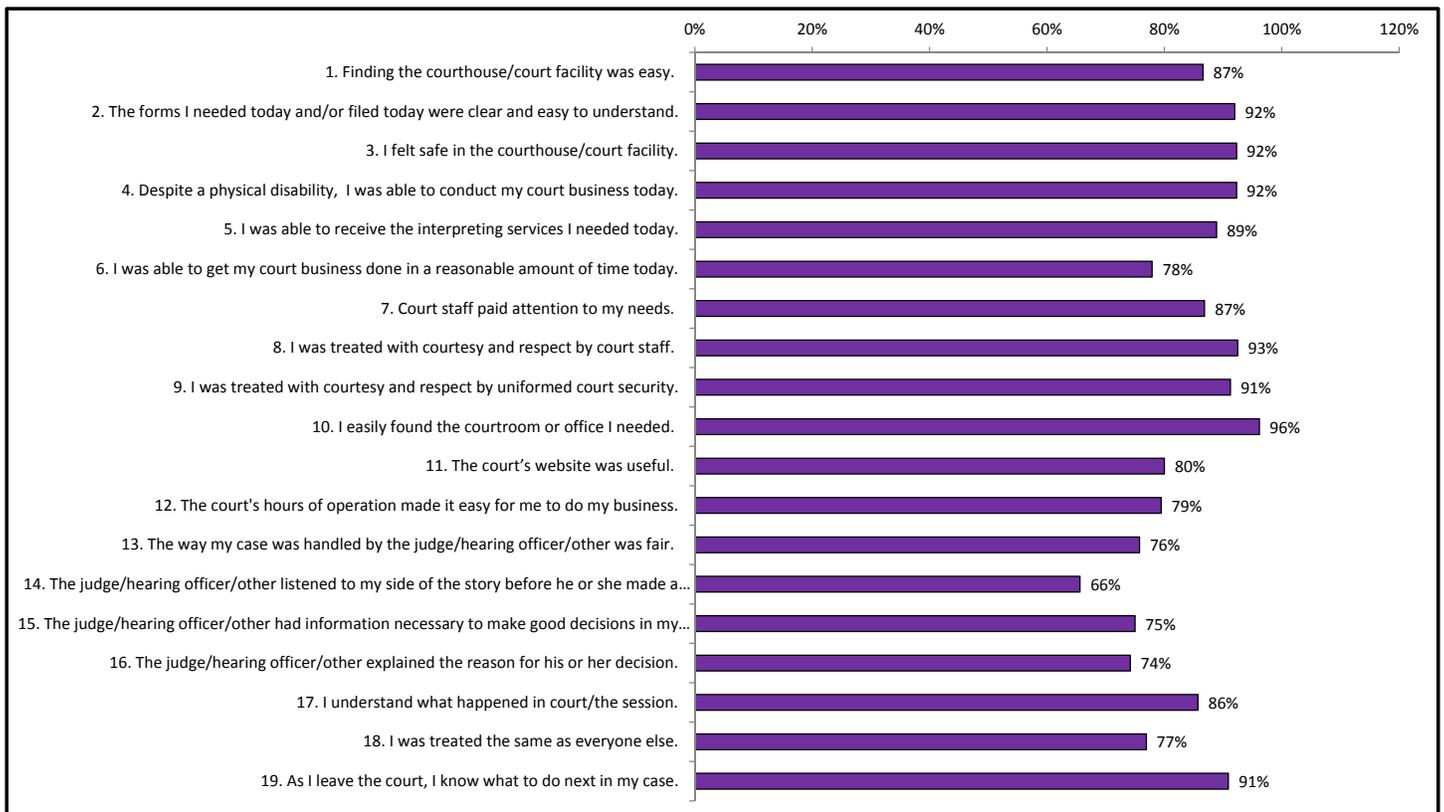
**Percent That Agree or Strongly Agree**



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

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	4	5%	3	4%	4	5%	31	38%	40	49%	87%
2. The forms I needed today and/or filed today were clear and easy to understand.	2	3%	1	1%	3	4%	36	48%	33	44%	92%
3. I felt safe in the courthouse/court facility.	3	4%	2	3%	1	1%	21	27%	51	65%	92%
4. Despite a physical disability, I was able to conduct my court business today.	1	2%	1	2%	2	4%	24	46%	24	46%	92%
5. I was able to receive the interpreting services I needed today.	2	4%	2	4%	1	2%	19	42%	21	47%	89%
6. I was able to get my court business done in a reasonable amount of time today.	5	6%	5	6%	7	9%	22	29%	38	49%	78%
7. Court staff paid attention to my needs.	4	5%	2	3%	4	5%	26	34%	40	53%	87%
8. I was treated with courtesy and respect by court staff.	2	3%	2	3%	2	3%	28	35%	46	58%	93%
9. I was treated with courtesy and respect by uniformed court security.	4	5%	0	0%	3	4%	28	35%	45	56%	91%
10. I easily found the courtroom or office I needed.	3	4%	0	0%	0	0%	31	39%	45	57%	96%
11. The court's website was useful.	1	2%	1	2%	8	16%	19	38%	21	42%	80%
12. The court's hours of operation made it easy for me to do my business.	4	5%	2	3%	9	12%	23	32%	35	48%	79%
13. The way my case was handled by the judge/hearing officer/other was fair.	3	9%	1	3%	4	12%	9	27%	16	48%	76%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	2	6%	3	9%	6	19%	7	22%	14	44%	66%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	2	6%	1	3%	5	16%	8	25%	16	50%	75%
16. The judge/hearing officer/other explained the reason for his or her decision.	3	10%	1	3%	4	13%	9	29%	14	45%	74%
17. I understand what happened in court/the session.	2	6%	2	6%	1	3%	13	37%	17	49%	86%
18. I was treated the same as everyone else.	4	10%	1	3%	4	10%	9	23%	21	54%	77%
19. As I leave the court, I know what to do next in my case.	1	3%	0	0%	2	6%	10	30%	20	61%	91%

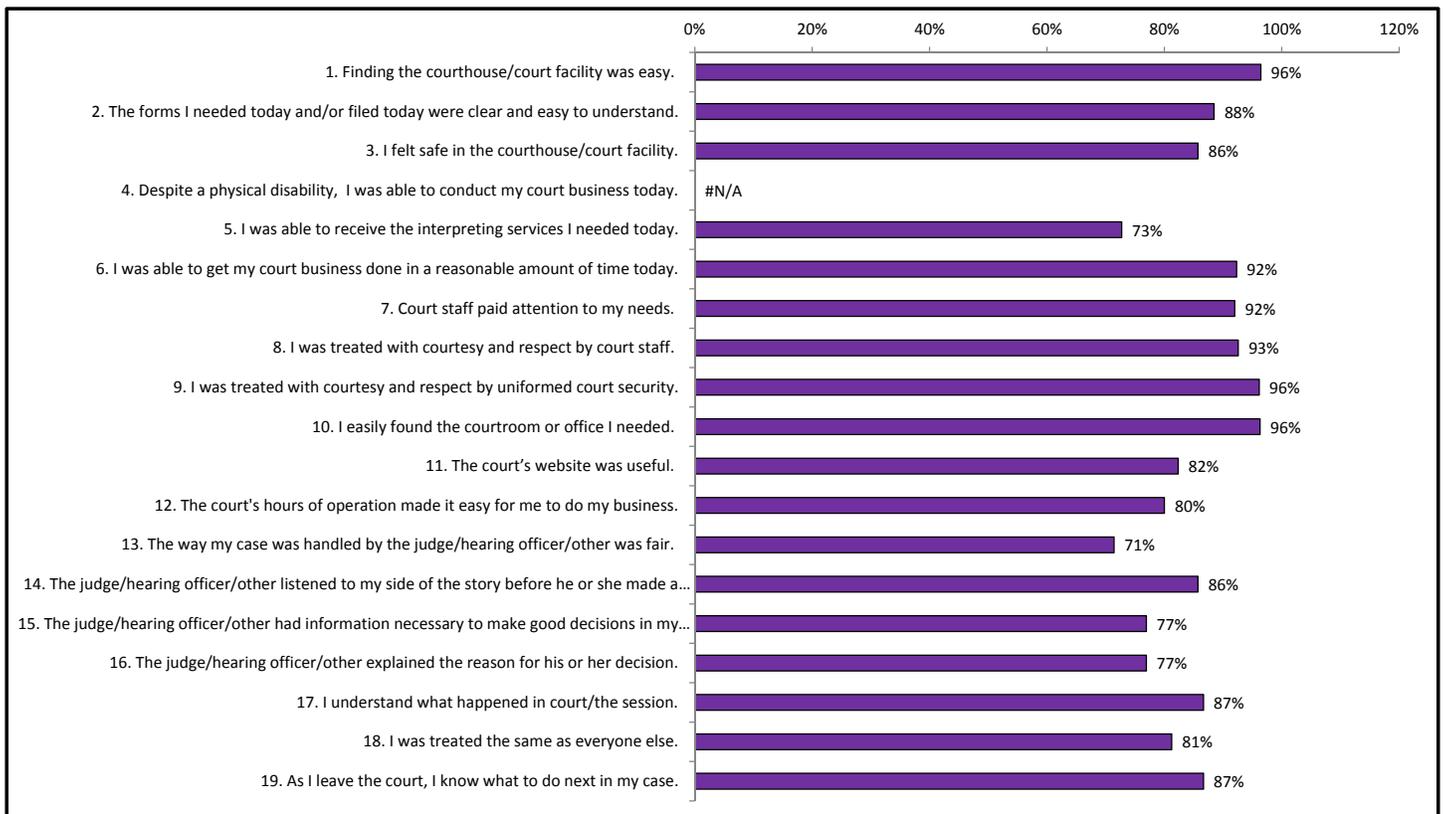
Percent That Agree or Strongly Agree



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.	0	0%	1	4%	0	0%	7	25%	20	71%	96%
2. The forms I needed today and/or filed today were clear and easy to understand.	0	0%	2	8%	1	4%	6	23%	17	65%	88%
3. I felt safe in the courthouse/court facility.	0	0%	2	7%	2	7%	4	14%	20	71%	86%
4. Despite a physical disability, I was able to conduct my court business today.	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
5. I was able to receive the interpreting services I needed today.	0	0%	1	9%	2	18%	4	36%	4	36%	73%
6. I was able to get my court business done in a reasonable amount of time today.	0	0%	1	4%	1	4%	7	27%	17	65%	92%
7. Court staff paid attention to my needs.	1	4%	1	4%	0	0%	7	28%	16	64%	92%
8. I was treated with courtesy and respect by court staff.	0	0%	2	7%	0	0%	5	19%	20	74%	93%
9. I was treated with courtesy and respect by uniformed court security.	0	0%	1	4%	0	0%	7	27%	18	69%	96%
10. I easily found the courtroom or office I needed.	0	0%	1	4%	0	0%	8	30%	18	67%	96%
11. The court's website was useful.	0	0%	1	6%	2	12%	7	41%	7	41%	82%
12. The court's hours of operation made it easy for me to do my business.	0	0%	3	12%	2	8%	3	12%	17	68%	80%
13. The way my case was handled by the judge/hearing officer/other was fair.	0	0%	1	7%	3	21%	2	14%	8	57%	71%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	1	7%	1	7%	0	0%	3	21%	9	64%	86%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	0	0%	2	15%	1	8%	1	8%	9	69%	77%
16. The judge/hearing officer/other explained the reason for his or her decision.	0	0%	2	15%	1	8%	3	23%	7	54%	77%
17. I understand what happened in court/the session.	0	0%	2	13%	0	0%	5	33%	8	53%	87%
18. I was treated the same as everyone else.	1	6%	1	6%	1	6%	5	31%	8	50%	81%
19. As I leave the court, I know what to do next in my case.	0	0%	2	13%	0	0%	3	20%	10	67%	87%

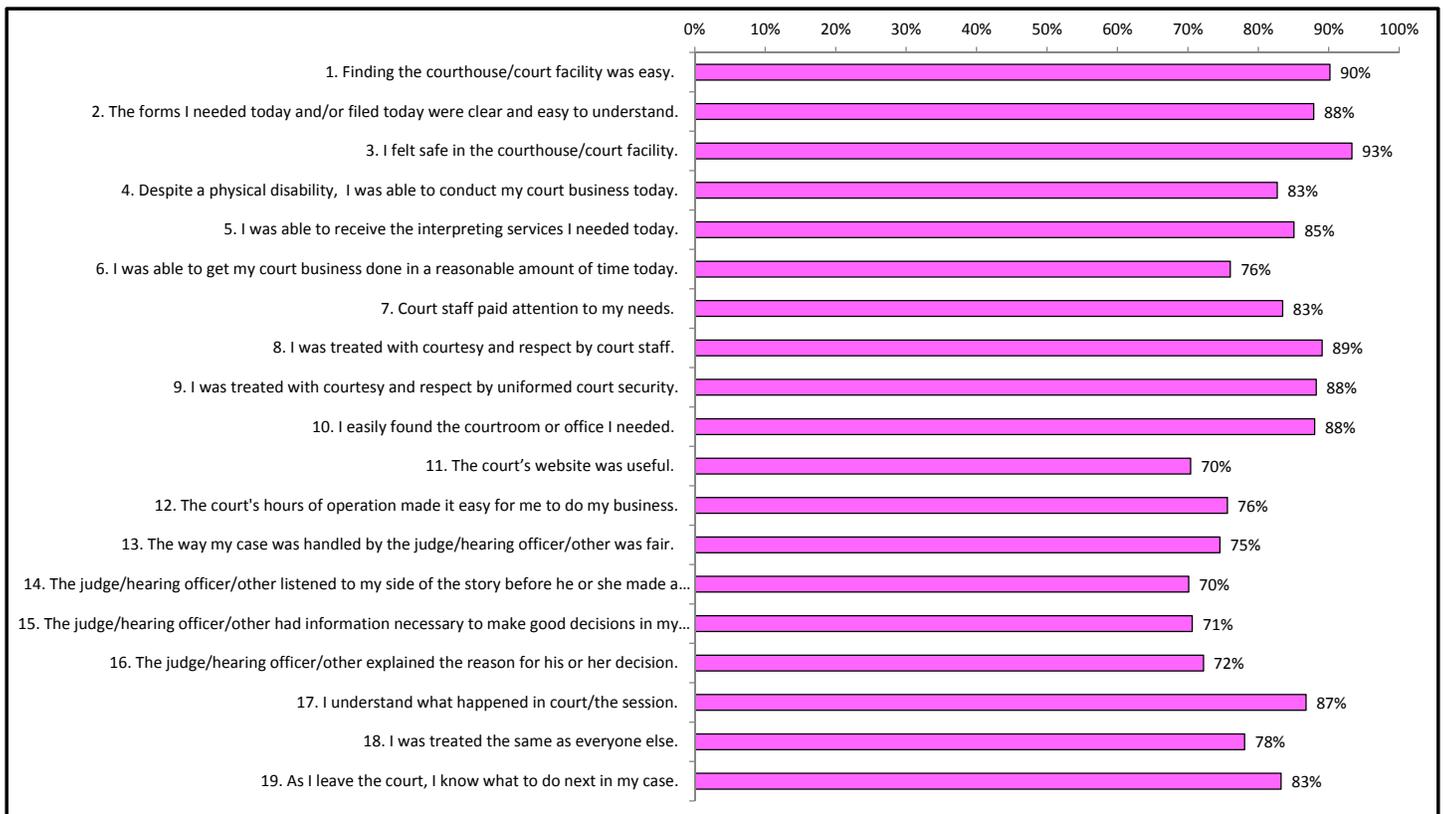
Percent That Agree or Strongly Agree



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.	14	4%	10	3%	15	4%	125	31%	233	59%	90%
2. The forms I needed today and/or filed today were clear and easy to understand.	12	4%	12	4%	17	5%	113	33%	184	54%	88%
3. I felt safe in the courthouse/court facility.	14	3%	4	1%	9	2%	106	26%	270	67%	93%
4. Despite a physical disability, I was able to conduct my court business today.	8	5%	3	2%	16	10%	61	39%	68	44%	83%
5. I was able to receive the interpreting services I needed today.	6	4%	4	3%	13	8%	60	39%	71	46%	85%
6. I was able to get my court business done in a reasonable amount of time today.	32	9%	26	7%	30	8%	94	26%	185	50%	76%
7. Court staff paid attention to my needs.	17	5%	11	3%	34	9%	119	32%	194	52%	83%
8. I was treated with courtesy and respect by court staff.	17	4%	7	2%	19	5%	107	27%	243	62%	89%
9. I was treated with courtesy and respect by uniformed court security.	17	4%	3	1%	25	7%	111	29%	226	59%	88%
10. I easily found the courtroom or office I needed.	17	4%	14	4%	16	4%	120	31%	225	57%	88%
11. The court's website was useful.	13	6%	14	6%	39	17%	68	30%	89	40%	70%
12. The court's hours of operation made it easy for me to do my business.	22	6%	22	6%	46	12%	116	31%	163	44%	76%
13. The way my case was handled by the judge/hearing officer/other was fair.	13	8%	9	5%	21	12%	51	30%	75	44%	75%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	12	8%	13	8%	21	14%	45	29%	63	41%	70%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	10	6%	14	9%	23	14%	49	31%	64	40%	71%
16. The judge/hearing officer/other explained the reason for his or her decision.	10	7%	9	6%	21	15%	46	32%	58	40%	72%
17. I understand what happened in court/the session.	5	3%	5	3%	13	7%	60	34%	91	52%	87%
18. I was treated the same as everyone else.	13	7%	10	5%	20	10%	55	28%	98	50%	78%
19. As I leave the court, I know what to do next in my case.	7	4%	5	3%	17	10%	57	33%	87	50%	83%

Percent That Agree or Strongly Agree

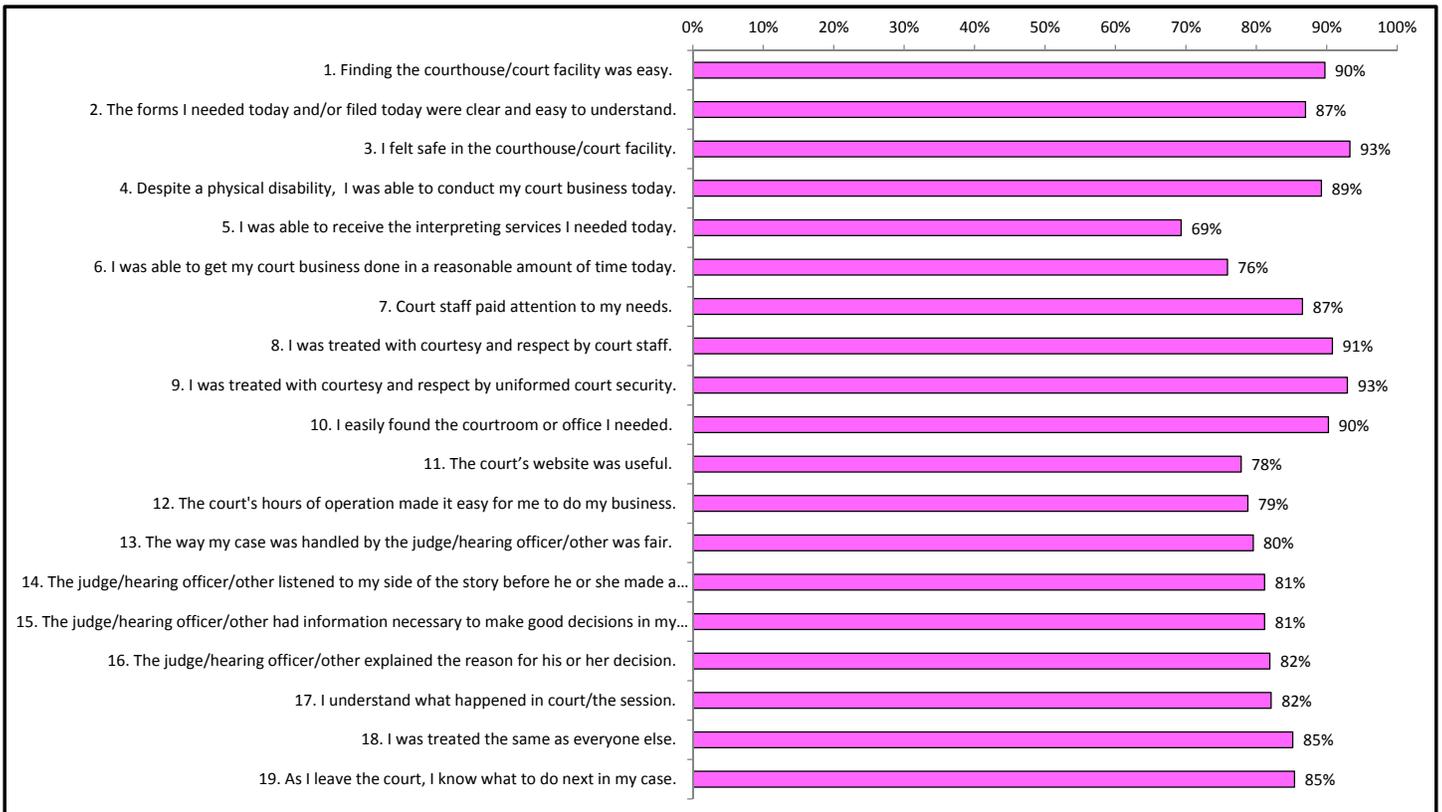


Somerset County

What is your gender: female

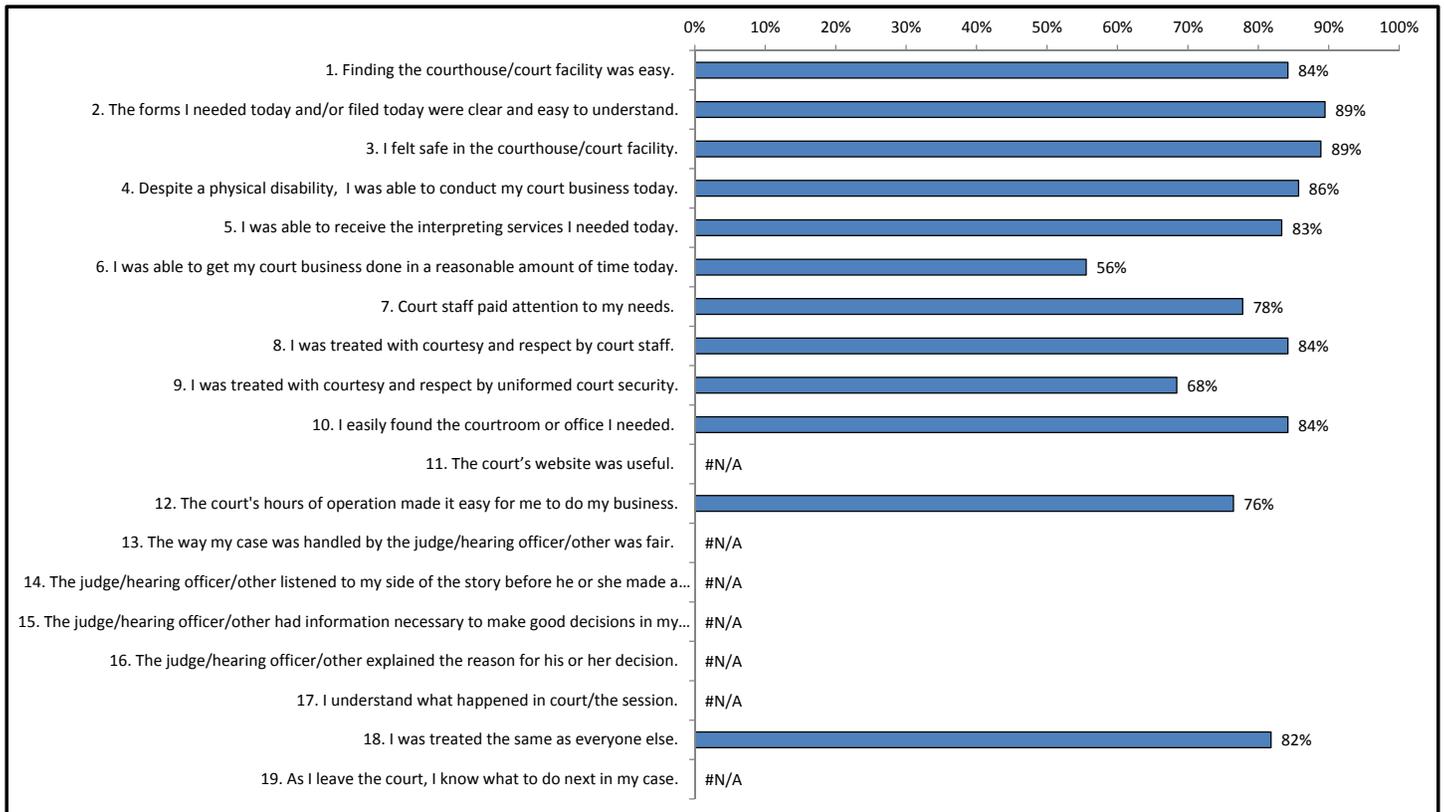
	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	9	3%	12	4%	10	3%	92	30%	179	59%	90%
2. The forms I needed today and/or filed today were clear and easy to understand.	6	2%	12	5%	14	6%	95	39%	119	48%	87%
3. I felt safe in the courthouse/court facility.	11	4%	3	1%	6	2%	74	25%	204	68%	93%
4. Despite a physical disability, I was able to conduct my court business today.	2	2%	1	1%	7	8%	37	40%	46	49%	89%
5. I was able to receive the interpreting services I needed today.	3	4%	4	5%	16	21%	24	32%	28	37%	69%
6. I was able to get my court business done in a reasonable amount of time today.	23	9%	10	4%	26	11%	78	32%	108	44%	76%
7. Court staff paid attention to my needs.	13	5%	8	3%	15	6%	84	31%	148	55%	87%
8. I was treated with courtesy and respect by court staff.	13	4%	7	2%	7	2%	82	28%	185	63%	91%
9. I was treated with courtesy and respect by uniformed court security.	8	3%	4	1%	8	3%	76	27%	187	66%	93%
10. I easily found the courtroom or office I needed.	11	4%	11	4%	6	2%	90	31%	169	59%	90%
11. The court's website was useful.	9	5%	5	3%	23	14%	52	31%	78	47%	78%
12. The court's hours of operation made it easy for me to do my business.	12	5%	14	6%	27	11%	73	29%	124	50%	79%
13. The way my case was handled by the judge/hearing officer/other was fair.	9	10%	5	5%	5	5%	26	28%	48	52%	80%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	7	8%	4	5%	5	6%	28	33%	41	48%	81%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	8	9%	1	1%	7	8%	28	33%	41	48%	81%
16. The judge/hearing officer/other explained the reason for his or her decision.	8	10%	3	4%	4	5%	26	31%	42	51%	82%
17. I understand what happened in court/the session.	4	4%	5	5%	8	8%	25	26%	53	56%	82%
18. I was treated the same as everyone else.	9	8%	1	1%	6	6%	31	29%	61	56%	85%
19. As I leave the court, I know what to do next in my case.	6	6%	1	1%	7	7%	28	29%	54	56%	85%

Percent That Agree or Strongly Agree



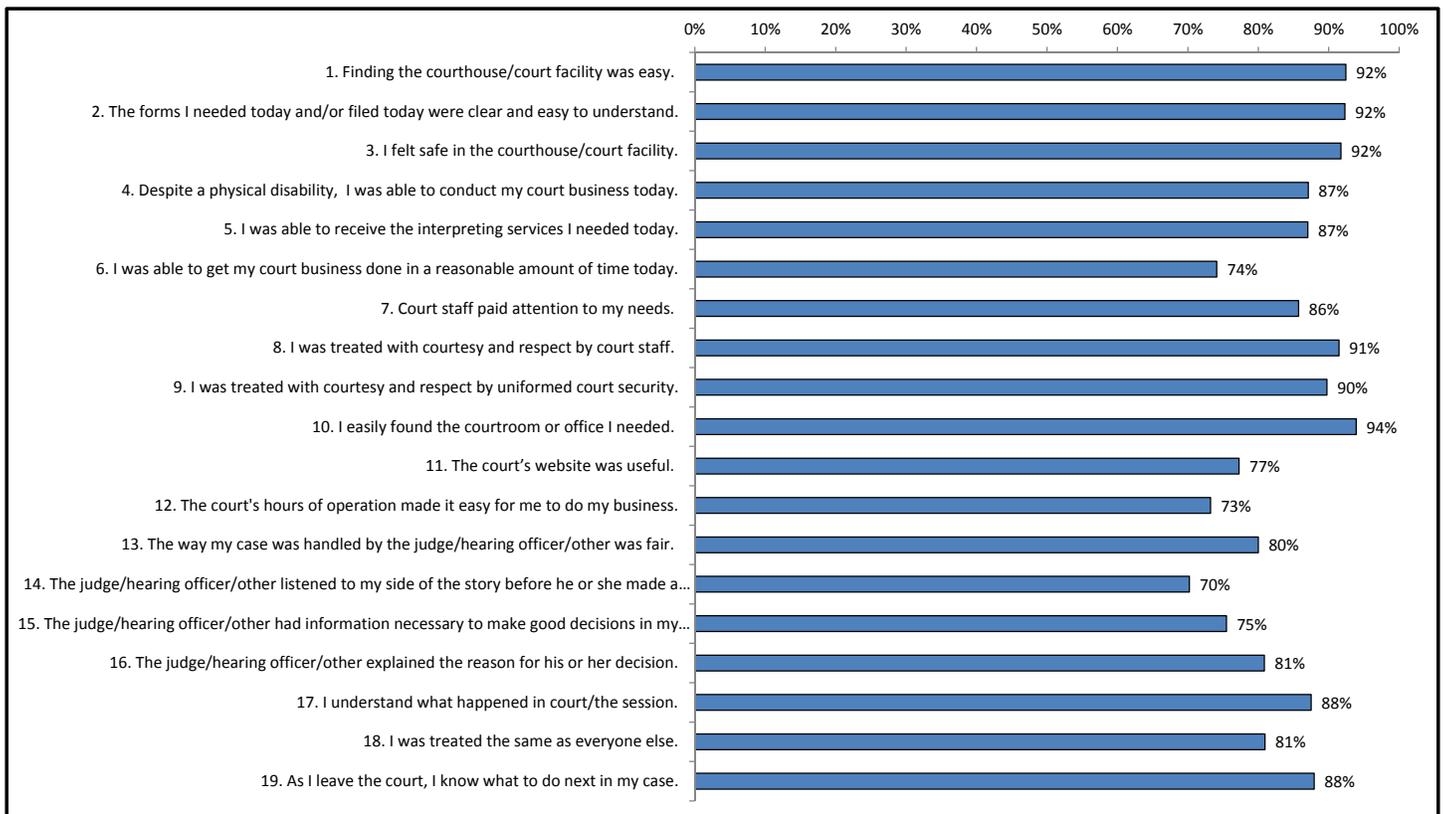
	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	1	5%	1	5%	1	5%	9	47%	7	37%	84%
2. The forms I needed today and/or filed today were clear and easy to understand.	1	5%	0	0%	1	5%	12	63%	5	26%	89%
3. I felt safe in the courthouse/court facility.	2	11%	0	0%	0	0%	10	56%	6	33%	89%
4. Despite a physical disability, I was able to conduct my court business today.	2	14%	0	0%	0	0%	7	50%	5	36%	86%
5. I was able to receive the interpreting services I needed today.	1	8%	0	0%	1	8%	8	67%	2	17%	83%
6. I was able to get my court business done in a reasonable amount of time today.	2	11%	2	11%	4	22%	7	39%	3	17%	56%
7. Court staff paid attention to my needs.	1	6%	1	6%	2	11%	11	61%	3	17%	78%
8. I was treated with courtesy and respect by court staff.	1	5%	1	5%	1	5%	10	53%	6	32%	84%
9. I was treated with courtesy and respect by uniformed court security.	2	11%	0	0%	4	21%	8	42%	5	26%	68%
10. I easily found the courtroom or office I needed.	2	11%	1	5%	0	0%	9	47%	7	37%	84%
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	6%	1	6%	2	12%	9	53%	4	24%	76%
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.	1	9%	1	9%	0	0%	5	45%	4	36%	82%
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



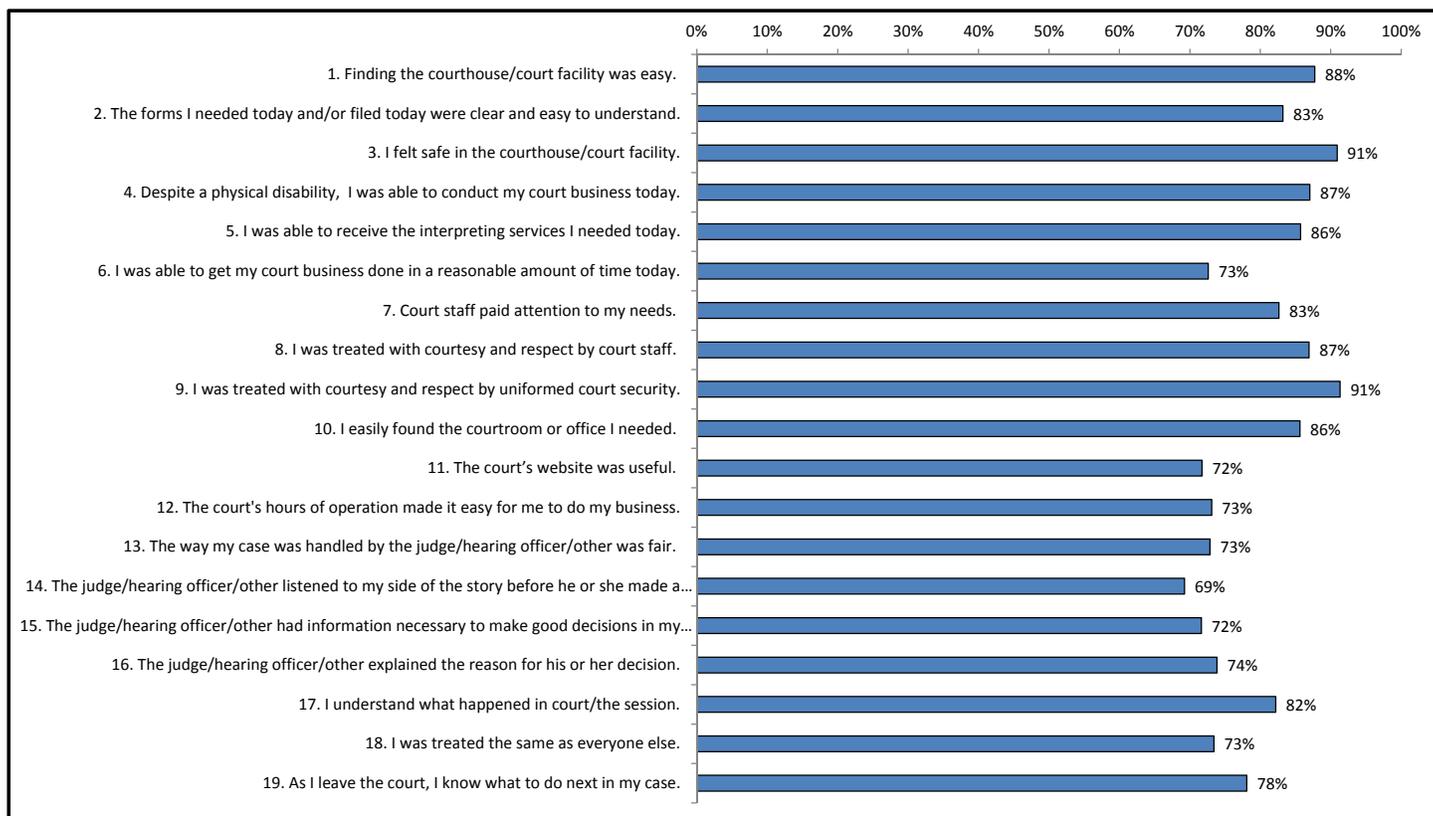
	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	2	2%	3	3%	4	3%	42	35%	68	57%	92%
2. The forms I needed today and/or filed today were clear and easy to understand.	2	2%	2	2%	4	4%	41	39%	55	53%	92%
3. I felt safe in the courthouse/court facility.	4	3%	2	2%	4	3%	35	29%	76	63%	92%
4. Despite a physical disability, I was able to conduct my court business today.	3	5%	0	0%	5	8%	24	39%	30	48%	87%
5. I was able to receive the interpreting services I needed today.	3	6%	1	2%	3	6%	22	41%	25	46%	87%
6. I was able to get my court business done in a reasonable amount of time today.	7	6%	11	10%	11	10%	35	31%	48	43%	74%
7. Court staff paid attention to my needs.	4	4%	1	1%	11	10%	41	37%	55	49%	86%
8. I was treated with courtesy and respect by court staff.	2	2%	3	3%	5	4%	43	37%	64	55%	91%
9. I was treated with courtesy and respect by uniformed court security.	4	3%	1	1%	7	6%	35	30%	70	60%	90%
10. I easily found the courtroom or office I needed.	3	3%	2	2%	2	2%	40	35%	68	59%	94%
11. The court's website was useful.	2	3%	1	2%	12	18%	24	36%	27	41%	77%
12. The court's hours of operation made it easy for me to do my business.	6	5%	10	9%	14	13%	35	31%	47	42%	73%
13. The way my case was handled by the judge/hearing officer/other was fair.	4	7%	2	4%	5	9%	17	31%	27	49%	80%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	5	11%	2	4%	7	15%	12	26%	21	45%	70%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	3	6%	3	6%	7	13%	18	34%	22	42%	75%
16. The judge/hearing officer/other explained the reason for his or her decision.	2	4%	2	4%	5	11%	14	30%	24	51%	81%
17. I understand what happened in court/the session.	2	4%	1	2%	4	7%	18	32%	31	55%	88%
18. I was treated the same as everyone else.	5	8%	2	3%	5	8%	18	29%	33	52%	81%
19. As I leave the court, I know what to do next in my case.	3	5%	1	2%	3	5%	17	29%	34	59%	88%

Percent That Agree or Strongly Agree



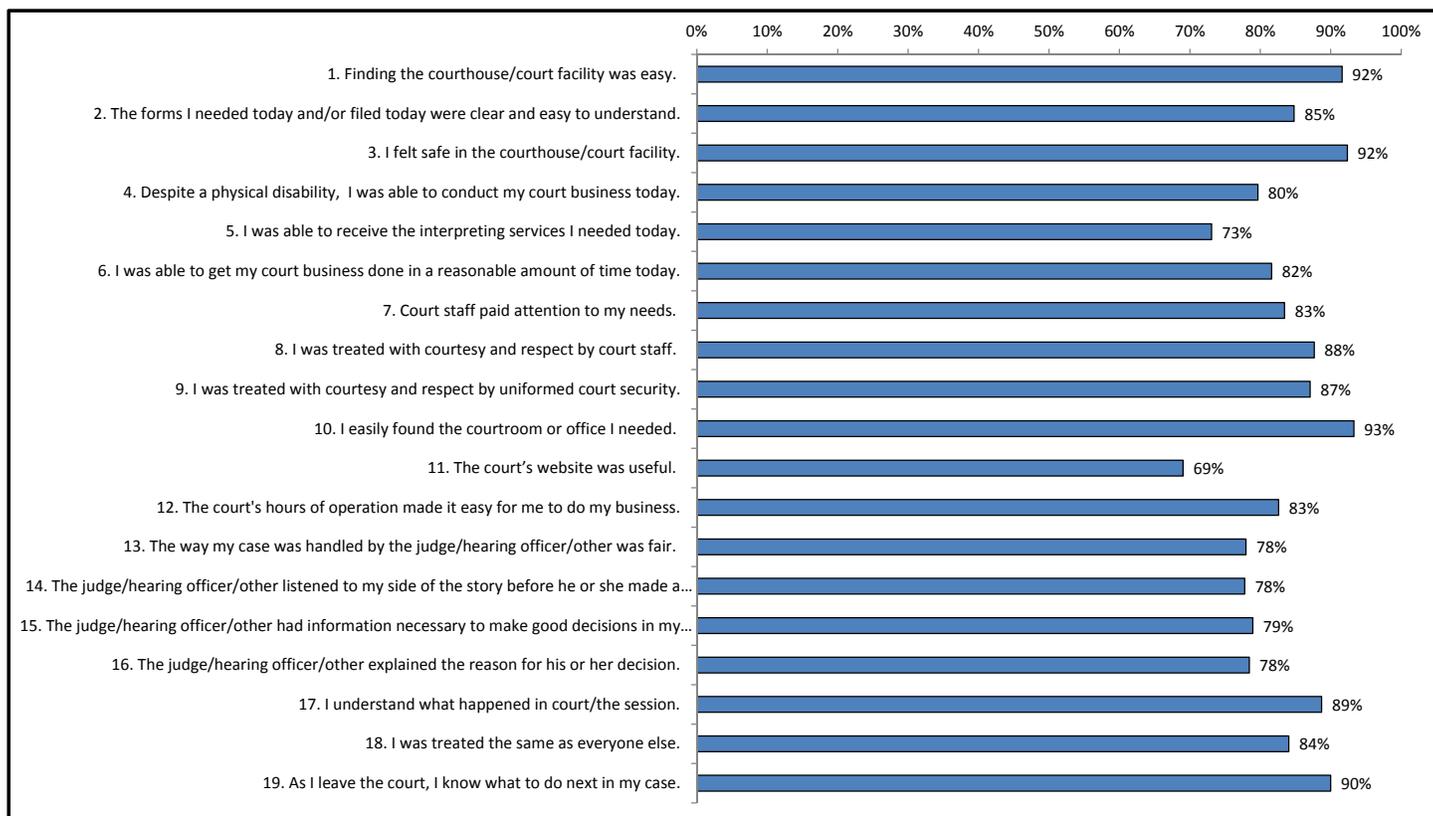
	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	10	6%	5	3%	4	3%	51	33%	85	55%	88%
2. The forms I needed today and/or filed today were clear and easy to understand.	6	5%	8	6%	8	6%	39	30%	70	53%	83%
3. I felt safe in the courthouse/court facility.	9	6%	2	1%	3	2%	45	29%	95	62%	91%
4. Despite a physical disability, I was able to conduct my court business today.	2	4%	3	6%	2	4%	26	48%	21	39%	87%
5. I was able to receive the interpreting services I needed today.	2	4%	3	6%	2	4%	20	41%	22	45%	86%
6. I was able to get my court business done in a reasonable amount of time today.	23	16%	5	3%	12	8%	39	27%	67	46%	73%
7. Court staff paid attention to my needs.	8	6%	8	6%	9	6%	45	31%	74	51%	83%
8. I was treated with courtesy and respect by court staff.	9	6%	6	4%	5	3%	43	28%	90	59%	87%
9. I was treated with courtesy and respect by uniformed court security.	7	5%	2	1%	4	3%	49	33%	88	59%	91%
10. I easily found the courtroom or office I needed.	13	8%	5	3%	4	3%	44	29%	87	57%	86%
11. The court's website was useful.	6	7%	5	5%	15	16%	26	28%	40	43%	72%
12. The court's hours of operation made it easy for me to do my business.	13	9%	6	4%	20	14%	43	30%	63	43%	73%
13. The way my case was handled by the judge/hearing officer/other was fair.	6	9%	7	10%	6	9%	23	33%	28	40%	73%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	6	9%	6	9%	8	12%	21	32%	24	37%	69%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	7	10%	5	7%	7	10%	22	33%	26	39%	72%
16. The judge/hearing officer/other explained the reason for his or her decision.	7	11%	5	8%	5	8%	26	40%	22	34%	74%
17. I understand what happened in court/the session.	3	4%	4	5%	6	8%	30	41%	30	41%	82%
18. I was treated the same as everyone else.	6	8%	6	8%	9	11%	25	32%	33	42%	73%
19. As I leave the court, I know what to do next in my case.	4	5%	2	3%	10	14%	28	38%	29	40%	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.	6	4%	4	3%	3	2%	45	29%	97	63%	92%
2. The forms I needed today and/or filed today were clear and easy to understand.	6	5%	4	3%	9	7%	43	34%	63	50%	85%
3. I felt safe in the courthouse/court facility.	4	3%	4	3%	4	3%	36	23%	109	69%	92%
4. Despite a physical disability, I was able to conduct my court business today.	2	3%	1	2%	9	15%	18	31%	29	49%	80%
5. I was able to receive the interpreting services I needed today.	2	4%	2	4%	10	19%	14	27%	24	46%	73%
6. I was able to get my court business done in a reasonable amount of time today.	10	7%	6	4%	9	7%	40	29%	71	52%	82%
7. Court staff paid attention to my needs.	9	6%	6	4%	9	6%	48	33%	73	50%	83%
8. I was treated with courtesy and respect by court staff.	12	8%	2	1%	5	3%	36	23%	99	64%	88%
9. I was treated with courtesy and respect by uniformed court security.	8	5%	2	1%	9	6%	34	23%	94	64%	87%
10. I easily found the courtroom or office I needed.	2	1%	4	3%	4	3%	45	30%	94	63%	93%
11. The court's website was useful.	7	8%	5	6%	14	17%	24	29%	34	40%	69%
12. The court's hours of operation made it easy for me to do my business.	7	5%	6	4%	11	8%	38	28%	76	55%	83%
13. The way my case was handled by the judge/hearing officer/other was fair.	5	8%	4	7%	4	7%	16	27%	30	51%	78%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	4	7%	5	9%	3	6%	18	33%	24	44%	78%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	4	7%	3	5%	5	9%	18	32%	27	47%	79%
16. The judge/hearing officer/other explained the reason for his or her decision.	4	8%	3	6%	4	8%	16	31%	24	47%	78%
17. I understand what happened in court/the session.	1	2%	3	5%	3	5%	19	31%	36	58%	89%
18. I was treated the same as everyone else.	6	9%	1	1%	4	6%	19	28%	39	57%	84%
19. As I leave the court, I know what to do next in my case.	1	2%	2	3%	3	5%	17	28%	37	62%	90%

Percent That Agree or Strongly Agree

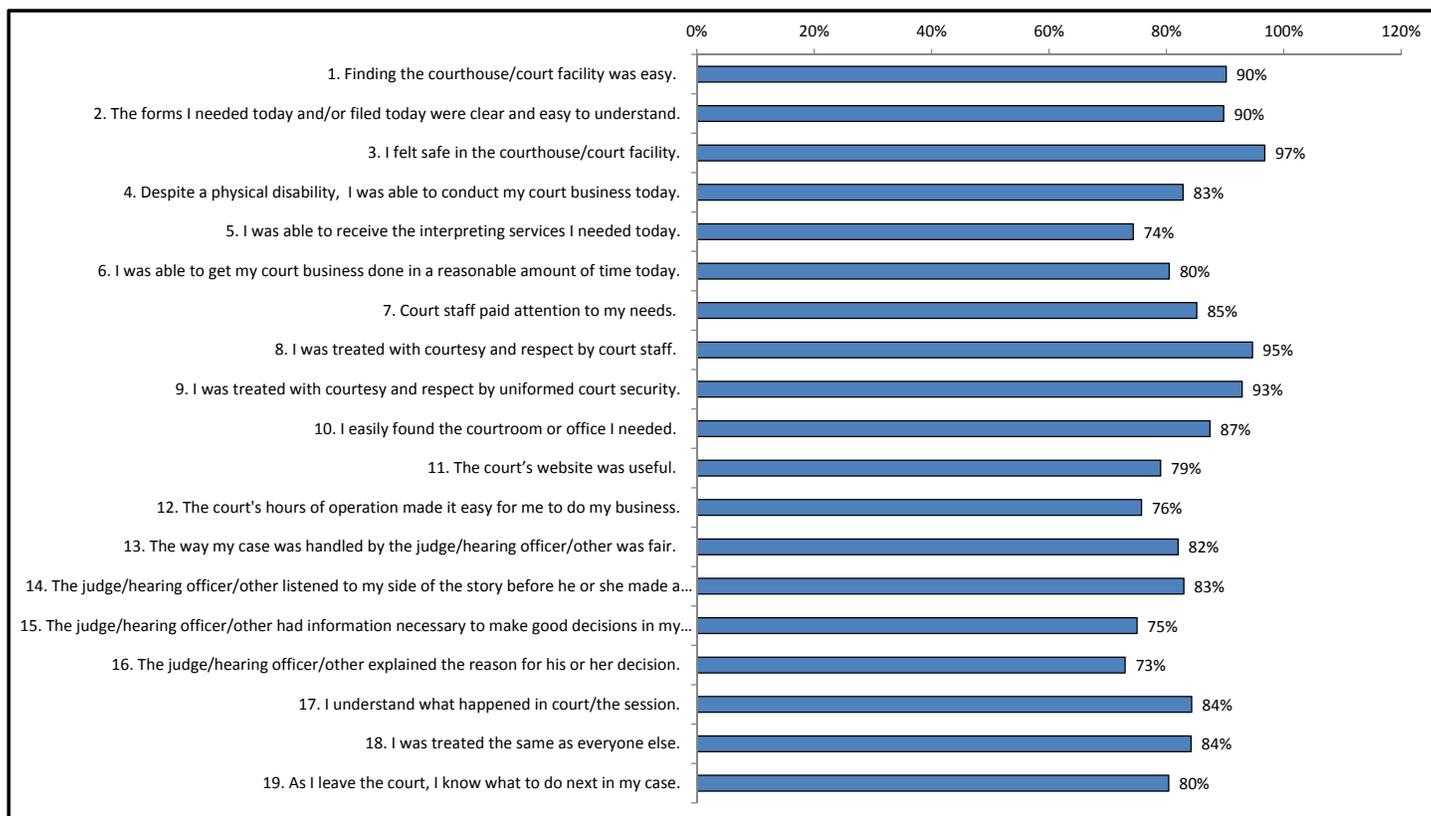


Somerset County

What is your age: 50 - 59

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	2	1%	5	3%	8	5%	43	28%	95	62%	90%
2. The forms I needed today and/or filed today were clear and easy to understand.	2	2%	5	4%	6	5%	43	34%	71	56%	90%
3. I felt safe in the courthouse/court facility.	2	1%	0	0%	3	2%	30	19%	120	77%	97%
4. Despite a physical disability, I was able to conduct my court business today.	1	3%	0	0%	5	14%	13	37%	16	46%	83%
5. I was able to receive the interpreting services I needed today.	1	3%	2	5%	7	18%	13	33%	16	41%	74%
6. I was able to get my court business done in a reasonable amount of time today.	5	4%	7	6%	12	10%	31	25%	68	55%	80%
7. Court staff paid attention to my needs.	3	2%	3	2%	14	10%	27	20%	88	65%	85%
8. I was treated with courtesy and respect by court staff.	2	1%	2	1%	4	3%	36	24%	106	71%	95%
9. I was treated with courtesy and respect by uniformed court security.	1	1%	2	1%	7	5%	32	23%	99	70%	93%
10. I easily found the courtroom or office I needed.	4	3%	8	5%	7	5%	40	26%	92	61%	87%
11. The court's website was useful.	2	2%	4	5%	11	14%	28	35%	36	44%	79%
12. The court's hours of operation made it easy for me to do my business.	2	2%	7	5%	23	17%	36	27%	64	48%	76%
13. The way my case was handled by the judge/hearing officer/other was fair.	2	4%	0	0%	7	14%	14	28%	27	54%	82%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	0	0%	2	4%	6	13%	13	28%	26	55%	83%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	0	0%	1	2%	10	23%	12	27%	21	48%	75%
16. The judge/hearing officer/other explained the reason for his or her decision.	2	5%	0	0%	8	22%	8	22%	19	51%	73%
17. I understand what happened in court/the session.	0	0%	1	2%	7	14%	10	20%	33	65%	84%
18. I was treated the same as everyone else.	1	2%	1	2%	7	12%	12	21%	36	63%	84%
19. As I leave the court, I know what to do next in my case.	1	2%	1	2%	8	16%	12	24%	29	57%	80%

Percent That Agree or Strongly Agree



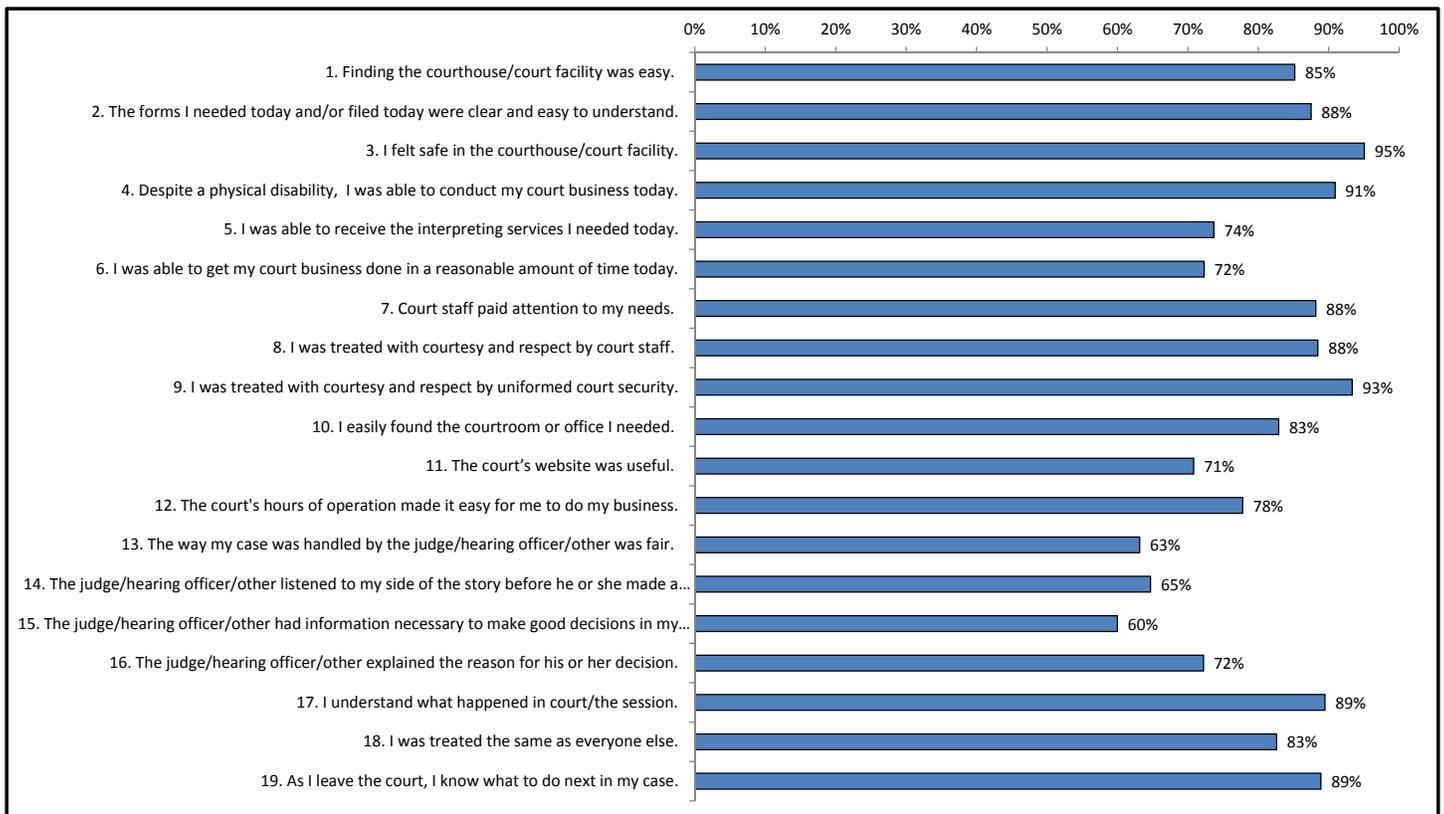
New Jersey Judiciary - Access and Fairness Public Survey - October 2013

Somerset County

What is your age: 60 - 69

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	2	2%	5	6%	5	6%	24	30%	45	56%	85%
2. The forms I needed today and/or filed today were clear and easy to understand.	1	2%	5	8%	2	3%	23	36%	33	52%	88%
3. I felt safe in the courthouse/court facility.	3	4%	0	0%	1	1%	19	23%	58	72%	95%
4. Despite a physical disability, I was able to conduct my court business today.	0	0%	0	0%	2	9%	9	41%	11	50%	91%
5. I was able to receive the interpreting services I needed today.	0	0%	0	0%	5	26%	7	37%	7	37%	74%
6. I was able to get my court business done in a reasonable amount of time today.	7	11%	5	8%	6	9%	20	31%	27	42%	72%
7. Court staff paid attention to my needs.	4	5%	0	0%	5	7%	26	34%	41	54%	88%
8. I was treated with courtesy and respect by court staff.	4	5%	0	0%	5	6%	17	22%	52	67%	88%
9. I was treated with courtesy and respect by uniformed court security.	3	4%	0	0%	2	3%	25	33%	45	60%	93%
10. I easily found the courtroom or office I needed.	4	5%	5	7%	4	5%	26	34%	37	49%	83%
11. The court's website was useful.	4	8%	3	6%	7	15%	9	19%	25	52%	71%
12. The court's hours of operation made it easy for me to do my business.	5	8%	6	10%	3	5%	23	37%	26	41%	78%
13. The way my case was handled by the judge/hearing officer/other was fair.	4	21%	1	5%	2	11%	5	26%	7	37%	63%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	4	24%	0	0%	2	12%	5	29%	6	35%	65%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	3	20%	2	13%	1	7%	3	20%	6	40%	60%
16. The judge/hearing officer/other explained the reason for his or her decision.	2	11%	1	6%	2	11%	5	28%	8	44%	72%
17. I understand what happened in court/the session.	2	11%	0	0%	0	0%	6	32%	11	58%	89%
18. I was treated the same as everyone else.	2	9%	0	0%	2	9%	8	35%	11	48%	83%
19. As I leave the court, I know what to do next in my case.	2	11%	0	0%	0	0%	8	44%	8	44%	89%

Percent That Agree or Strongly Agree

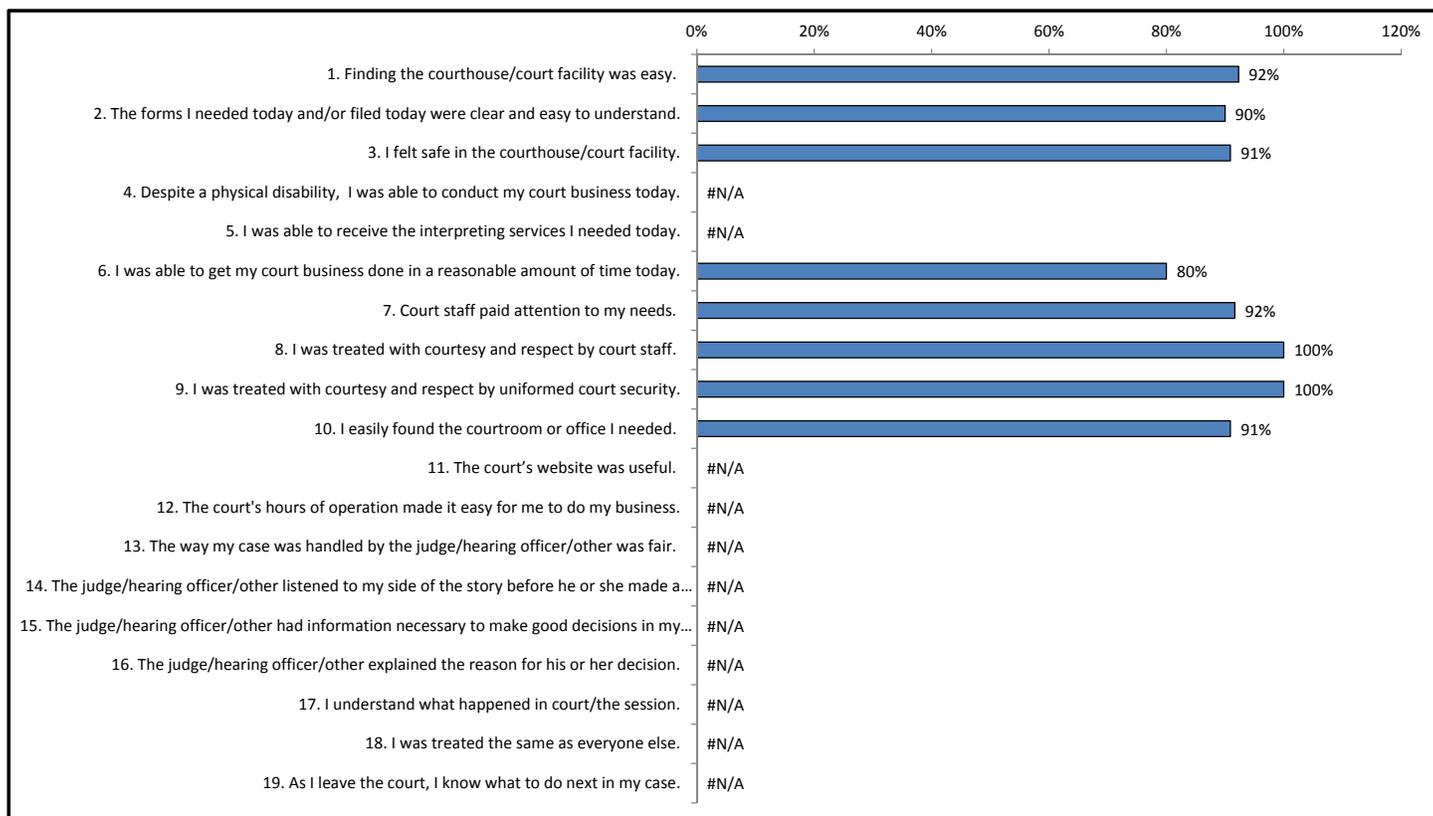


Somerset County

What is your age: 70 or older

	Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree		Agree or Strongly Agree
	#	%	#	%	#	%	#	%	#	%	%
1. Finding the courthouse/court facility was easy.	0	0%	0	0%	1	8%	4	31%	8	62%	92%
2. The forms I needed today and/or filed today were clear and easy to understand.	0	0%	0	0%	1	10%	5	50%	4	40%	90%
3. I felt safe in the courthouse/court facility.	1	9%	0	0%	0	0%	3	27%	7	64%	91%
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%	2	20%	6	60%	80%
7. Court staff paid attention to my needs.	1	8%	0	0%	0	0%	5	42%	6	50%	92%
8. I was treated with courtesy and respect by court staff.	0	0%	0	0%	0	0%	4	33%	8	67%	100%
9. I was treated with courtesy and respect by uniformed court security.	0	0%	0	0%	0	0%	4	36%	7	64%	100%
10. I easily found the courtroom or office I needed.	0	0%	0	0%	1	9%	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

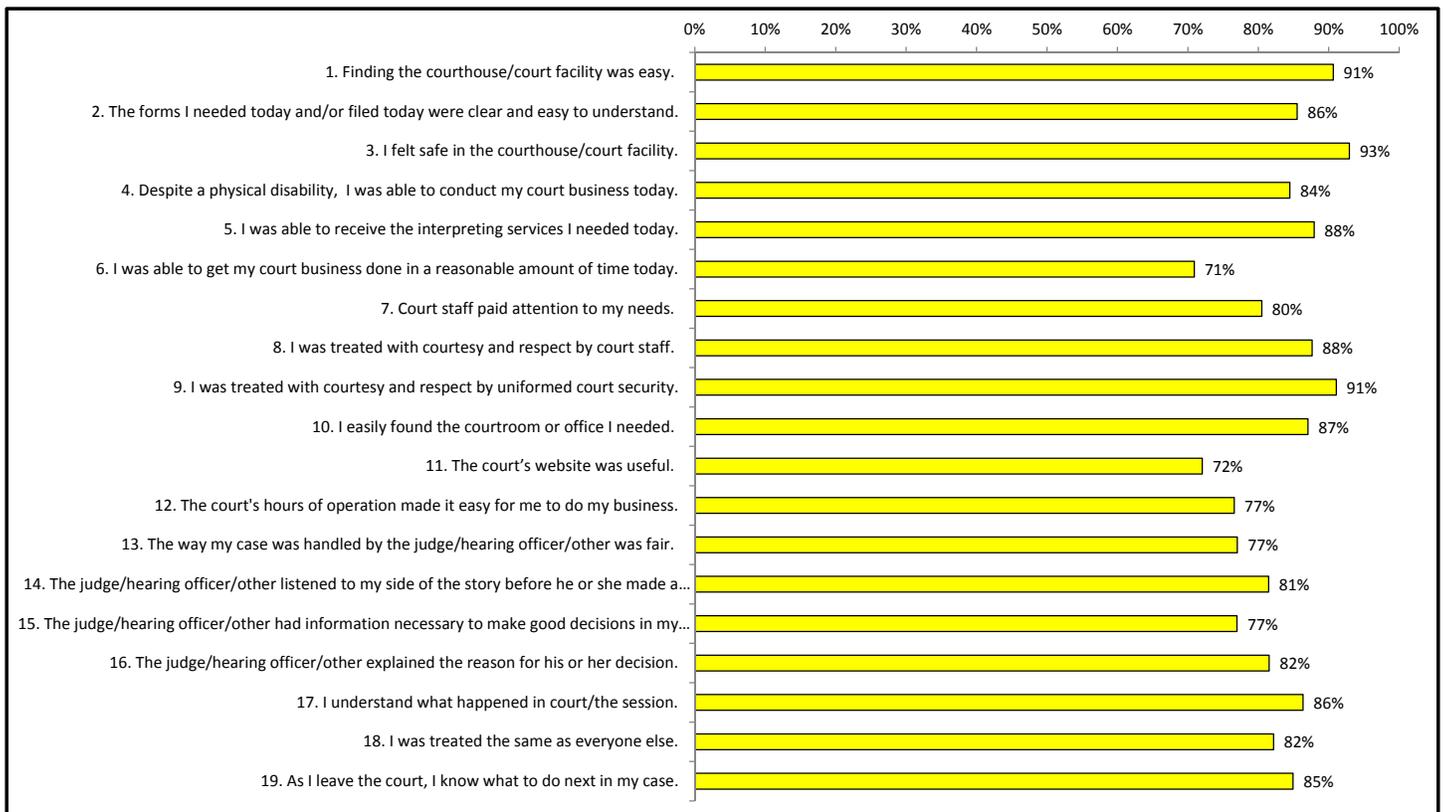
Percent That Agree or Strongly Agree



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.	6	4%	3	2%	7	4%	45	26%	110	64%	91%
2. The forms I needed today and/or filed today were clear and easy to understand.	4	3%	5	4%	11	8%	39	28%	79	57%	86%
3. I felt safe in the courthouse/court facility.	6	4%	4	2%	2	1%	37	22%	121	71%	93%
4. Despite a physical disability, I was able to conduct my court business today.	0	0%	1	2%	8	14%	18	31%	31	53%	84%
5. I was able to receive the interpreting services I needed today.	2	3%	1	2%	4	7%	16	28%	35	60%	88%
6. I was able to get my court business done in a reasonable amount of time today.	18	11%	17	10%	13	8%	38	23%	79	48%	71%
7. Court staff paid attention to my needs.	8	5%	5	3%	19	12%	46	28%	86	52%	80%
8. I was treated with courtesy and respect by court staff.	11	6%	4	2%	6	4%	51	30%	98	58%	88%
9. I was treated with courtesy and respect by uniformed court security.	8	5%	2	1%	5	3%	46	27%	107	64%	91%
10. I easily found the courtroom or office I needed.	8	5%	8	5%	6	4%	46	27%	102	60%	87%
11. The court's website was useful.	2	2%	4	4%	20	22%	20	22%	47	51%	72%
12. The court's hours of operation made it easy for me to do my business.	7	4%	8	5%	22	14%	41	26%	80	51%	77%
13. The way my case was handled by the judge/hearing officer/other was fair.	13	9%	7	5%	14	9%	41	28%	73	49%	77%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	10	7%	7	5%	8	6%	44	33%	66	49%	81%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	11	8%	8	6%	13	9%	39	28%	68	49%	77%
16. The judge/hearing officer/other explained the reason for his or her decision.	9	7%	5	4%	10	8%	44	34%	62	48%	82%
17. I understand what happened in court/the session.	5	3%	4	3%	12	8%	43	28%	90	58%	86%
18. I was treated the same as everyone else.	11	7%	5	3%	12	8%	45	29%	84	54%	82%
19. As I leave the court, I know what to do next in my case.	7	5%	4	3%	11	8%	42	29%	82	56%	85%

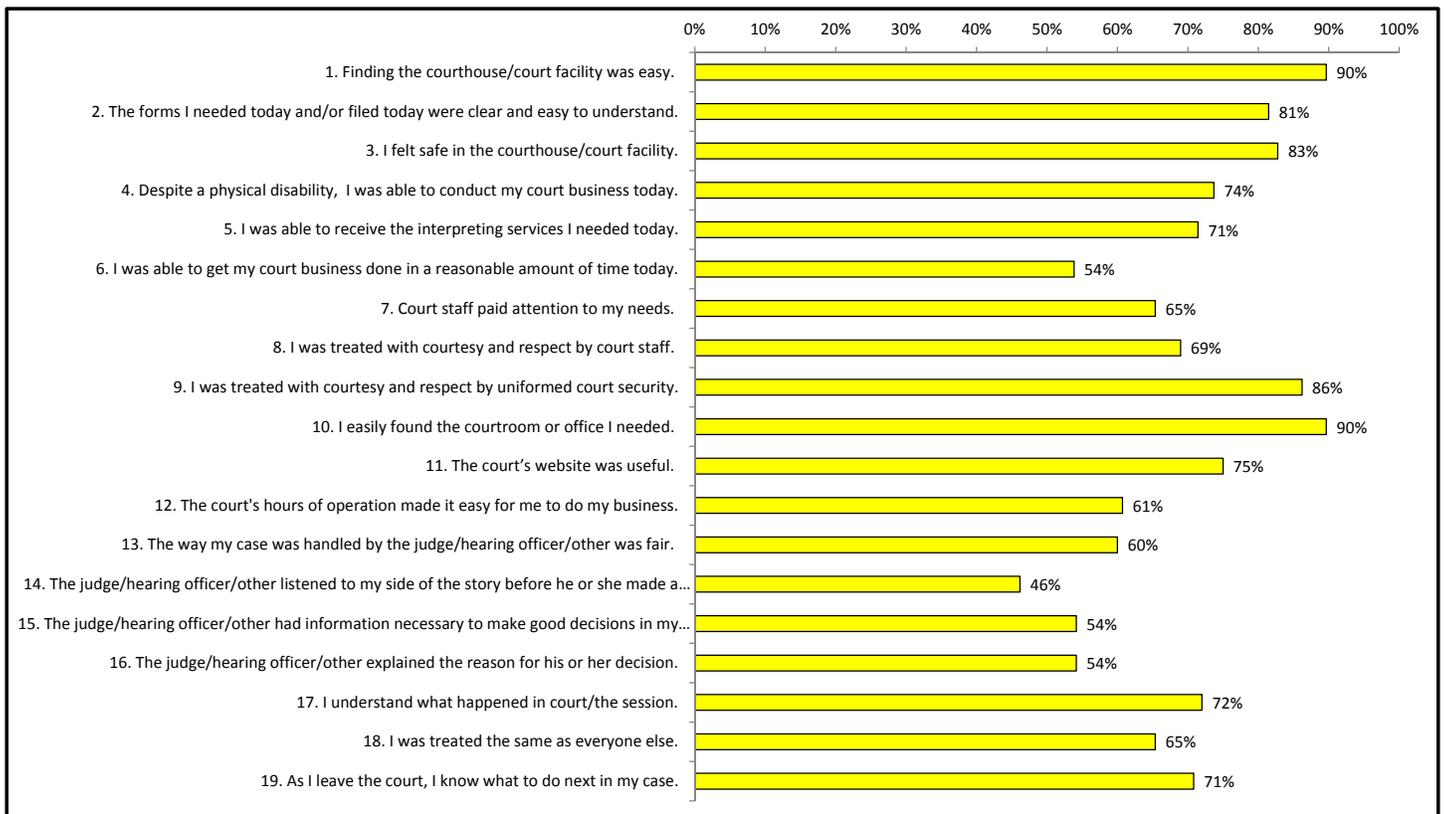
Percent That Agree or Strongly Agree



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.	1	3%	1	3%	1	3%	12	41%	14	48%	90%
2. The forms I needed today and/or filed today were clear and easy to understand.	1	4%	2	7%	2	7%	13	48%	9	33%	81%
3. I felt safe in the courthouse/court facility.	2	7%	1	3%	2	7%	12	41%	12	41%	83%
4. Despite a physical disability, I was able to conduct my court business today.	2	11%	1	5%	2	11%	7	37%	7	37%	74%
5. I was able to receive the interpreting services I needed today.	1	7%	1	7%	2	14%	6	43%	4	29%	71%
6. I was able to get my court business done in a reasonable amount of time today.	6	23%	4	15%	2	8%	8	31%	6	23%	54%
7. Court staff paid attention to my needs.	5	19%	3	12%	1	4%	8	31%	9	35%	65%
8. I was treated with courtesy and respect by court staff.	3	10%	4	14%	2	7%	9	31%	11	38%	69%
9. I was treated with courtesy and respect by uniformed court security.	1	3%	0	0%	3	10%	12	41%	13	45%	86%
10. I easily found the courtroom or office I needed.	1	3%	2	7%	0	0%	13	45%	13	45%	90%
11. The court's website was useful.	1	6%	0	0%	3	19%	6	38%	6	38%	75%
12. The court's hours of operation made it easy for me to do my business.	4	14%	3	11%	4	14%	7	25%	10	36%	61%
13. The way my case was handled by the judge/hearing officer/other was fair.	6	24%	2	8%	2	8%	5	20%	10	40%	60%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	8	31%	1	4%	5	19%	4	15%	8	31%	46%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	5	21%	2	8%	4	17%	7	29%	6	25%	54%
16. The judge/hearing officer/other explained the reason for his or her decision.	6	25%	2	8%	3	13%	6	25%	7	29%	54%
17. I understand what happened in court/the session.	5	20%	1	4%	1	4%	11	44%	7	28%	72%
18. I was treated the same as everyone else.	6	23%	1	4%	2	8%	8	31%	9	35%	65%
19. As I leave the court, I know what to do next in my case.	4	17%	1	4%	2	8%	8	33%	9	38%	71%

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.	7	4%	4	2%	4	2%	48	27%	115	65%	92%
2. The forms I needed today and/or filed today were clear and easy to understand.	8	5%	5	3%	7	5%	47	31%	86	56%	87%
3. I felt safe in the courthouse/court facility.	9	5%	2	1%	3	2%	48	27%	119	66%	92%
4. Despite a physical disability, I was able to conduct my court business today.	3	4%	2	2%	6	7%	31	37%	42	50%	87%
5. I was able to receive the interpreting services I needed today.	2	3%	4	5%	12	15%	26	33%	36	45%	78%
6. I was able to get my court business done in a reasonable amount of time today.	8	5%	6	4%	13	8%	43	27%	87	55%	83%
7. Court staff paid attention to my needs.	8	5%	3	2%	7	4%	51	31%	95	58%	89%
8. I was treated with courtesy and respect by court staff.	8	4%	3	2%	4	2%	50	28%	113	63%	92%
9. I was treated with courtesy and respect by uniformed court security.	9	5%	2	1%	8	5%	45	26%	107	63%	89%
10. I easily found the courtroom or office I needed.	10	6%	3	2%	4	2%	45	27%	106	63%	90%
11. The court's website was useful.	7	7%	5	5%	17	17%	22	22%	49	49%	71%
12. The court's hours of operation made it easy for me to do my business.	10	6%	6	4%	10	6%	54	34%	81	50%	84%
13. The way my case was handled by the judge/hearing officer/other was fair.	3	4%	3	4%	13	17%	20	27%	36	48%	75%
14. The judge/hearing officer/other listened to my side of the story before he or she made a decision.	2	3%	4	6%	15	23%	17	27%	26	41%	67%
15. The judge/hearing officer/other had information necessary to make good decisions in my case.	2	3%	2	3%	12	17%	24	34%	30	43%	77%
16. The judge/hearing officer/other explained the reason for his or her decision.	1	2%	2	3%	11	18%	18	30%	29	48%	77%
17. I understand what happened in court/the session.	0	0%	1	1%	6	8%	24	33%	42	58%	90%
18. I was treated the same as everyone else.	4	4%	2	2%	9	9%	29	28%	59	57%	85%
19. As I leave the court, I know what to do next in my case.	0	0%	1	1%	8	10%	28	34%	46	55%	89%

Percent That Agree or Strongly Agree

